

# TEXAS STATE BOARD OF PLUMBING EXAMINERS

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## Strategic Plan Fiscal Years 2021 - 2025



Julio Cerda – Board Chair

Lisa G. Hill – Executive Director

929 East 41<sup>st</sup> Street  
Austin, Texas 78751

[tsbpe.texas.gov](http://tsbpe.texas.gov)  
512-936-5200

# AGENCY STRATEGIC PLAN

For the Fiscal Years 2021 - 2025 Period

## Texas State Board of Plumbing Examiners

<u>BOARD MEMBER</u>	<u>DATES OF TERM</u>	<u>HOMETOWN</u>
<b>Julio Cerda</b> Chair, Public Member Position	Appointment expires 09/05/2019 *	Mission
<b>Edward Thompson</b> Secretary, Home Builder Position	Appointment expires 09/05/2019 *	Tyler
<b>Ben Friedman</b> Journeyman Plumber Position	Appointment expires 09/05/2021	Dallas
<b>David Anthony Garza</b> Commercial Builder Position	Appointment expires 09/05/2019 *	San Benito
<b>Milton Gutierrez</b> Public Position	Appointment expires 09/05/2021	Fort Worth
<b>Robert Jalnos</b> Plumbing Contractor Position	Appointment expires 09/05/2021	San Antonio
<b>Vacant</b> Licensed Engineer Position	Appointment expired 09/05/2017	
<b>Vacant</b> Master Plumber Position	Appointment expired 09/05/2017	
<b>Vacant</b> Plumbing Inspector Position	Appointment expired 09/05/2017	

\* Held over until reappointment

Submitted June 1, 2020

Signed:

  
Julio Cerda, Board Chair

Signed:

  
Lisa G Hill, Executive Director

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### APPENDICES

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## AGENCY MISSION

The fundamental mission of the Texas State Board of Plumbing Examiners is to help protect the health and safety of the citizens of the State of Texas by ensuring that our drinking water, air, and medical gases are free from contaminants so that we may live and work in the safe conditions that properly designed and installed plumbing systems are meant to provide. Our primary influence in fulfilling this mission is ensuring that individuals entrusted with a license issued by the Board and endowed with the inherent credibility it provides, are competent and exhibit the requisite fitness to perform plumbing work in this state. Another cornerstone in fulfilling the Board's mission is through community outreach and education, ensuring that the public is aware of the crucial role plumbing plays in guaranteeing sanitation and health, and the sometimes unheralded role of the licensed plumbing professionals who safeguard the public's health. The Board steadfastly believes that an informed public will demand the reliability, accountability and sound judgment of a licensed plumbing professional, ensuring that plumbing services are only provided by such proven professionals, and not left to unqualified and sometimes unscrupulous individuals who might undermine the Board's mission through unlicensed plumbing work. Community outreach and education also serves the dual purpose of promoting the plumbing profession as a rewarding career option; an important task after years of flat growth in the workforce while the population of Texas has been, and is expected to continue to grow. The Board also takes seriously its statutory charge to investigate consumer complaints alleging threats to the public's health and safety and to take enforcement and disciplinary action against persons who have violated the Plumbing License Law; thus preventing potentially dangerous unlicensed plumbing work and ensuring that licensed plumbers continue to exhibit fitness and uphold the high standards of licensure in the field. Through equitable and consistent regulation of the plumbing industry, and by examining, licensing and registering plumbing professionals, the Board ensures that qualified individuals following clear standards are able to protect the health and safety of the citizens of the State of Texas.

## AGENCY PHILOSOPHY

The Texas State Board of Plumbing Examiners (TSBPE) affects every citizen who utilizes plumbing in the State of Texas; relies on uncontaminated drinking water, air, and medical gases; and, desires to live and work in the safe conditions that properly designed and installed plumbing systems are meant to provide.

The Texas State Board of Plumbing Examiners (TSBPE) will fulfill the expectations of the citizens by acting in an ethical manner that is accountable, responsible, efficient and open. The Board recognizes that protection of the health and safety of the citizens is foremost in its decision-making process. The Board performs its responsibilities with honesty, integrity, diligence and respectful courtesy. Adherence to these standards continually brings the Board ever closer to its goal of achieving excellence as an organization and in the customer service it provides.

## AGENCY PLANNING PROCESS

The members of the Texas State Board of Plumbing Examiners (TSBPE) view strategic planning as a perpetual process, and provide input and direction to staff as necessary throughout the year. TSBPE staff also provides valuable feedback in the strategic planning process. Several staff suggestions are incorporated in this published plan. In addition, the TSBPE has implemented the use of surveys to target specific groups to determine the possible number of exam requests in the coming year and how we can provide even better customer service. Strategic plans are also posted on the TSBPE website for the public's benefit and any comments received from the public are considered during the preparation of the subsequent Strategic Plan. Agency management staff participates extensively in the preparation of the plan, considering input provided from all sources including TSBPE staff, the public, and interested parties in the industry.

## AGENCY STATUTORY BASIS

The Board's enabling statute is Chapter 1301 of the Texas Occupations Code and specifically, Section 1301.251, formally charges the Board with administration of the Plumbing License Law. In 1897 the legislature passed the first state plumbing license law, requiring cities to adopt their own plumbing installation regulations and to establish local examining boards for the purpose of examining and licensing Master Plumbers, Journeyman Plumbers and Plumbing Inspectors.

Prior to that, a license was valid only within the city that issued it; reciprocity between cities was rare. As a result, applicable regulations and examination requirements varied widely from city to city.

In 1947, the Texas Legislature passed the Plumbing License Law of 1947, which created the Texas State Board of Plumbing Examiners to provide for uniform statewide examination and licensing of Master Plumbers, Journeyman Plumbers and Plumbing Inspectors.

The Texas State Board of Plumbing Examiners was subject to Chapter 325 of the Government Code, the Texas Sunset Act. Pursuant to Section 1301.003 of the Plumbing License Law, the Texas State Board of Plumbing Examiners (TSBPE) would have been abolished effective September 1, 2019, unless continued in existence by the Legislature as provided by the Act.

During the last review process, the Sunset Advisory Commission recommended transferring administration and enforcement of the Plumbing License Law to the Texas Department of Licensing and Regulation (TDLR). This recommendation was included in Senate Bill 621 during the 86<sup>th</sup> Legislature, Regular Session.

On May 27, 2019, the 86<sup>th</sup> Legislature, Regular Session, adjourned for the conclusion of the session, and the Legislature took no action to amend the Sunset Act provisions of the Plumbing License Law. As a result, the recommended transfer of the regulation of plumbing to TDLR did not occur, and the Board was set to be abolished as required by statute.

However, Governor Greg Abbott issued an executive order to extend the activity of the Texas

State Board of Plumbing Examiners past its set expiration of September 1, 2019. Governor Abbott utilized Section 418.016 of the Texas Government Code, which allows the Governor to suspend provisions of regulatory statutes prescribing the procedures for the conduct of State business if strict compliance would in any way prevent, hinder or delay necessary action in coping with a disaster. Since Hurricane Harvey had already made landfall and caused widespread destruction, the Governor had issued a disaster declaration.

The Texas State Board of Plumbing Examiners (TSBPE), whose mission is “to protect Texas citizens against the health and safety hazards that can result from improperly installed plumbing, gas and medical gas systems,” will continue to play an essential role in all these efforts by ensuring that the plumbers who rebuild Texas and prepare for future disasters do so in a manner that will safeguard public health, safety and property.

“To fulfill the demands for rebuilding after Hurricane Harvey and keeping Texas prepared and able to recover from future disasters, it is necessary to continue the Board to perform its indispensable role in protecting Texans.”

By utilizing the powers granted to the Governor by the Legislature under the Texas Government Code, the Governor’s order allowed the TSBPE to continue its operations through May 31, 2021, giving the 87<sup>th</sup> Legislature time to address the matter.

The Texas State Board of Plumbing Examiners has always generated significantly more revenues than it is given to expend in its annual budget and to carry out its statutory duties. TSBPE does not receive any funds from any other state or federal source. All fees for examinations; initial and renewal of licenses, duplicate licenses, endorsements, registrations; and administrative penalties collected are deposited directly into General Revenue Fund 0001. TSBPE is required to collect fees at least equal to the Agency’s appropriations and other un-appropriated indirect costs. On average, TSBPE collects more than \$1.9 million each year over and above its total appropriated and unappropriated expenditures. These additional funds are deposited directly into the State's General Revenue Fund to be used as needed by the State for other State functions and expenses.

The Board also collects other revenues such as appropriated receipts, sales of Plumbing License Law and Board Rule publications, fees for fulfilling open records requests and Conference and Seminar fees.

The 86<sup>th</sup> Legislative budget cycle gave the TSBPE three additional full-time employees (FTEs) and its requested new strategy with funding to provide more Consumer Education and Public Awareness as well as expanding the Agency’s ability to reach out to those who may choose plumbing as a career.



## PRIMARY AGENCY GOALS

### A. Goal

**ENSURE PUBLIC HEALTH THROUGH SAFE PLUMBING BY LICENSING AND REGULATION OF PLUMBERS** – The Board seeks to protect the health and safety of Texas citizens by ensuring that each person has access to uncontaminated drinking water, air and medical gases through quality plumbing systems installed and maintained by competent plumbing professionals licensed by the Board, and those training to become a licensed professional through registration with the Board. By designing and administering examinations and determining fitness for licensure, the Board ensures that all individuals involved in the installation, maintenance and inspection of plumbing systems in each city and of each public water system in the state are regulated by fair and responsive enforcement of clear standards, in order that the public may live and work in the safe environment that properly designed and installed plumbing systems are meant to provide. This task also entails oversight and administration of annual continuing education of licensees to ensure they are prepared for and able to respond to the continually evolving demands of, and technological changes in, the industry.

### B. Goal

**INCREASE COMMUNITY OUTREACH AND PUBLIC AWARENESS** – Through increased planned outreach to citizens in the form of presentations at community events, industry and trade association seminars and public service announcements, the Board seeks to further educate the public of the importance of securing a plumbing professional when the need arises and the potentially dangerous and costly consequences resulting from unqualified persons performing this work. Community outreach also serves the dual purpose of promoting the plumbing profession as a career; thereby recruiting bright and eager young minds to carry on the profession and take it to new modern heights in a rapidly-developing state with a sharply-growing population.

### C. Goal

**INCREASE ENFORCEMENT OF THE PLUMBING LICENSE LAW** – The Board, along with authorities for local jurisdictions, is charged with enforcement of the Plumbing License Law. The Board seeks to review and investigate complaints, including those of consumers, which allege a violation of the Plumbing License Law and/or Board Rules. This enforcement includes taking action against both unlicensed individuals engaging in plumbing and the persons promoting these activities; and, licensed individuals who may not be upholding the standards required of the Plumbing License Law and/or Board Rules. The Board in particular seeks to increase enforcement against unlicensed individuals illegally practicing plumbing including through increased use of undercover “sting” operations designed to detect and deter violations of the Plumbing License Law that might otherwise go unenforced in the era of anonymity arising from the modern digital marketplace. The Board also seeks to effectuate additional random “compliance checks” using its Investigators as contemplated by statute, on persons in the field on plumbing jobsites, thereby ensuring that said individuals are compliant with all licensing and registration requirements, and before a dangerous or costly condition threatening the health and safety of the public occurs. The Board’s enforcement activities also entail oversight of individuals approved by the Board to provide continuing education for licensees and registrants and ensuring compliance both from Providers and Instructors. In a state experiencing rapid development and sharp population

growth, the Board seeks to step up its enforcement efforts to ensure compliance with the Plumbing License Law and, thereby safeguarding the public's health and safety.

#### **D. Goal**

**INCREASE USE OF HISTORICALLY UNDERUTILIZED BUSINESSES (HUBs)** - Establish and implement policies governing purchasing and public works contracting that will foster meaningful and substantive inclusion of HUBs. (Government Code, Chapter 2161)

## **AGENCY ACTION PLAN**

The Texas State Board of Plumbing Examiners (TSBPE) affects every citizen who utilizes plumbing in the State of Texas as they rely on uncontaminated drinking water, air, medical gases, sanitary drain, and waste and vent systems (DWV) within homes, building and workplaces. Properly installed plumbing systems provide and enhance the safe conditions where Texans live and work.

#### **Discreet Functions of the Board Include:**

- administering written and hands-on practical examinations for prospective licensees, and those licensees seeking specialized license endorsements (Tradesman Plumber-Limited Licensees, Journeyman Plumbers, Master Plumbers, Plumbing Inspectors, and Specialty endorsements for Water Supply Protection Specialists, Medical Gas Piping Installers and Multipurpose Residential Fire Protection Sprinkler Specialists)
- issuing registrations for those working in the field and training to become a licensee (Plumber's Apprentices, Drain Cleaners, Drain Cleaner-Restricted, and Residential Utilities Installers)
- renewing the foregoing licenses, registrations and endorsements issued by and/or administered by TSBPE
- manufacturing and printing identification cards for all licensees and registrants for display in the field
- reviewing criminal histories of applicants for all license and registration types for fitness
- verifying license status of licensees for the public as well as local jurisdictions
- provide the public with up-to-the-moment license and qualification information
- investigating complaints alleging violations of the Plumbing License Law and Board Rules, including those from consumers
- investigating and monitoring of plumbing jobsites for compliance with the Plumbing License Law and/or Board Rules to further ensure compliance and added consumer protection
- investigating alleged violations of the Plumbing License Law and/or Board rules through formal discovery including the issuance of subpoenas and conducting sworn depositions
- taking disciplinary action for violations of the Plumbing License Law and Board Rules, including, but not limited to: (i) revocation, suspension, denial and non-renewal of a license or registration; (ii) imposition of administrative penalties; (iii) issuance of cease and desist orders; (iv) seeking civil penalties; (v) seeking injunctive relief; and (vi) seeking criminal penalties
- retesting of licensees to re-assess fitness and competency in the field
- approving Providers and Instructors of Continuing Professional Education classes and monitoring them for compliance



- monitoring the material presented in Continuing Professional Education classes and other board required training classes
- assisting local authorities with enforcement of the Plumbing License Law and Board Rules
- provide community outreach and public awareness through education and demonstrations at community events, industry and trade association seminars and through public services announcements with topics including (i) the importance of utilizing a licensed plumbing professional; (ii) the role of the Board in regulating licensees and enforcing the Plumbing License Law; (iii) dangerous trends or other items of public concern in the industry; (iv) avoidance of “cross contaminations” threatening safe potable water; and, (v) water conservation and the proper use of rain water collection systems
- provide transparent accessible Board and Committee meetings to the public and licensees
- respond to Public Information Act “open records” requests and provide an open and transparent agency environment
- serve the public by providing knowledge and professional industry resources through our website and at meetings
- provide a veterans liaison to be responsive to and accommodate the needs of veterans or their spouses returning to civilian life and wishing to enter or rejoin the plumbing industry
- ensure an equitable and efficient regulatory environment
- ensure that, in a rapidly developing state with a sharply increasing population, adequate resources for the agency are properly planned and requested.

### **Examination and Licensure:**

Section 1301.202 of the Plumbing License Law states, in part, that it is one of the Board’s duties to employ Examiners to “. . . examine the fitness and qualifications of a person applying to the Board for a license . . .” The Board takes this charge seriously.

This process begins with the review of applications, including applicants with criminal histories and individuals coming from another state or foreign country.

The Board’s examinations and Examination Center are recognized across the United States as setting a high standard in the plumbing industry. Currently, separate examinations are given for Journeyman Plumber, Master Plumber, Tradesman Plumber-Limited, Medical Gas Piping Installation, Water Supply Protection Specialist, Multipurpose Residential Fire Protection Sprinkler Specialist and Plumbing Inspector.

All of these examinations, with the exception of the Water Supply Protection Specialist examination, consist of thorough written and hands-on-practical sessions that ensure licensed plumbers and plumbing inspectors who work with public water supplies, sewage disposal, natural gases and medical gases have the qualifications, knowledge, skills, and competencies to do their jobs properly. The Board’s Examination Center allows the Board to conduct practical examinations.

The life of any plumbing system, large or small, is directly related to the preparation and assembly of the materials that go into the making of a plumbing system. It is difficult to detect improper preparation of materials once the materials are assembled and installed in the plumbing system, until the system fails. The failure of a plumbing system can result in considerable expense to the

consumer, fires, explosions, serious health problems and even death. For this reason, the practical portion of a plumbing examination is critical to ensure the applicant can demonstrate their ability to properly prepare and assemble plumbing materials used in plumbing systems. After an applicant assembles materials during the examination, the materials are disassembled and the applicant is graded on how well the materials were prepared prior to assembly.

Examinations are provided in English and Spanish languages. The written portions of the Tradesman Plumber-Limited and Journeyman examinations have been provided in three areas of the state: Austin, the Rio Grande Valley and El Paso since 2007. In addition, specialty endorsements for Plumbing Inspectors are also offered for groups of 10 or more in Houston and the Dallas/Fort Worth area. In particular, TSBPE has found it helpful to offer both the Inspector and endorsement examinations at trade schools and conferences.

TSBPE currently offers the written portion of plumber examinations in remote locations around the State. By offering examinations in Dallas, Fort Worth, Houston, Lubbock, Corpus Christi and the Rio Grande Valley areas, the burden of travel to the Austin area is reduced for the examinees. In addition, TSBPE is working with a 3<sup>rd</sup> party proctor and will soon offer computer-based testing in over 40 locations around the State through a secure online system. Examinations given were increased by 39% from Fiscal Year 2018 to Fiscal Year 2019, utilizing the remote locations listed above.

Due to the COVID-19 pandemic, a fast start in examinations for Fiscal Year 2020 was halted. However, staff anticipates that with the introduction of computer-based testing, the rate of examination will sharply increase in Fiscal Years 2021 and 2022.

Below are Examination Statistics for the **Fiscal Year 2019**, as compared with Fiscal Years 2018 and 2017:

**Examination Statistics**  
September 1, 2018 through August 31, 2019 (Fiscal Year 2019 - 12 months actual)  
(as compared with Fiscal Years 2018 and 2017)

Examination Location & Type	Fiscal Year 2019 9/1/2018 thru 8/31/2019 (12 months actual)			Fiscal Year 2018 9/1/2017 thru 8/31/2018 (12 months actual)			Fiscal Year 2017 9/1/2016 thru 8/31/2017 (12 months actual)		
	#	#	%	#	#	%	#	#	%
	Examined	Passed	Passed	Examined	Passed	Passed	Examined	Passed	Passed

**Austin:**

Journeyman	1,430	1,015	71.0%	1,001	809	80.8%	927	728	78.5%
Master	791	500	63.2%	643	422	65.6%	589	399	67.7%
Inspector	165	121	73.3%	130	108	83.1%	124	103	83.1%
Tradesman	945	583	61.7%	755	464	61.5%	664	409	61.6%
Journeyman Medical Gas	277	198	71.5%	214	130	60.7%	182	115	63.2%
Master Medical Gas	61	40	65.6%	69	50	72.5%	50	39	78.0%
Inspector Medical Gas	54	21	38.9%	34	29	85.3%	21	20	95.2%
Journeyman Water Supply Protection Specialist	13	8	61.5%	8	6	75.0%	4	4	100.0%
Master Water Supply Protection Specialist	17	17	100.0%	19	19	100.0%	16	16	100.0%
Inspector Water Supply Protection Specialist	10	10	100.0%	8	8	100.0%	5	5	100.0%
Journeyman Residential Fire Protection Specialist	14	10	71.4%	5	3	60.0%	3	3	100.0%
Master Residential Fire Protection Specialist	27	21	77.8%	30	17	56.7%	27	13	48.1%
Inspector Residential Fire Protection Specialist	18	16	88.9%	35	21	60.0%	34	22	64.7%
<b>Subtotal Austin Examinations</b>	<b>3,822</b>	<b>2,560</b>	<b>67.0%</b>	<b>2,951</b>	<b>2,086</b>	<b>70.7%</b>	<b>2,646</b>	<b>1,876</b>	<b>70.9%</b>

Totals above include full examinations administered on Saturdays at the Austin Examination Center.

**Corpus Christi:**

Journeyman Written	3	1	33.3%	n/a	n/a	n/a	n/a	n/a	n/a
Master Written	2	2	100.0%	n/a	n/a	n/a	n/a	n/a	n/a
Tradesman Written	1	0	0.0%	n/a	n/a	n/a	n/a	n/a	n/a

**Dallas:**

Journeyman Written	89	27	30.3%	n/a	n/a	n/a	n/a	n/a	n/a
Master Written	17	9	52.9%	n/a	n/a	n/a	n/a	n/a	n/a
Inspector Written	1	0	0.0%	n/a	n/a	n/a	n/a	n/a	n/a
Tradesman Written	31	14	45.2%	n/a	n/a	n/a	n/a	n/a	n/a
Medical Gas - Journeyman	7	2	28.6%	n/a	n/a	n/a	n/a	n/a	n/a
Medical Gas - Inspector	1	0	0.0%	n/a	n/a	n/a	n/a	n/a	n/a
Water Supply Protection Specialist - Journeyman	2	2	100.0%	n/a	n/a	n/a	n/a	n/a	n/a
Water Supply Protection Specialist - Master	4	4	100.0%	n/a	n/a	n/a	n/a	n/a	n/a

**Houston:**

Journeyman Written	41	25	61.0%	n/a	n/a	n/a	n/a	n/a	n/a
Master Written	23	10	43.5%	n/a	n/a	n/a	n/a	n/a	n/a
Tradesman Written	15	6	40.0%	n/a	n/a	n/a	n/a	n/a	n/a
Medical Gas - Journeyman	2	2	100.0%	n/a	n/a	n/a	n/a	n/a	n/a
Medical Gas - Master	1	1	100.0%	n/a	n/a	n/a	n/a	n/a	n/a
Medical Gas - Inspector	3	2	66.7%	n/a	n/a	n/a	n/a	n/a	n/a
Water Supply Protection Specialist - Journeyman	2	2	100.0%	n/a	n/a	n/a	n/a	n/a	n/a
Water Supply Protection Specialist - Master	1	1	100.0%	n/a	n/a	n/a	n/a	n/a	n/a
Water Supply Protection Specialist - Inspector	11	11	100.0%	n/a	n/a	n/a	n/a	n/a	n/a

**Lubbock:**

Journeyman Written	16	3	18.8%	n/a	n/a	n/a	n/a	n/a	n/a
Inspector Written	2	2	100.0%	n/a	n/a	n/a	n/a	n/a	n/a
Tradesman Written	2	0	0.0%	n/a	n/a	n/a	n/a	n/a	n/a

<b>Subtotal Out-Of-Town Examinations</b>	<b>277</b>	<b>126</b>	<b>45.5%</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>
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<b>Total All Examinations</b>	<b>4,099</b>	<b>2,686</b>	<b>65.5%</b>	<b>2,951</b>	<b>2,086</b>	<b>70.7%</b>	<b>2,646</b>	<b>1,876</b>	<b>70.9%</b>
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## **Community Outreach and Public Awareness:**

The Board believes that to properly carry out its mission, it must endeavor to educate the industry and consumers of the requirements of the Plumbing License Law and the hazards of improperly installed plumbing. In this public awareness effort, TSBPE utilizes its website, gives presentations at community events, and also conducts awareness seminars for plumbing trade schools, high schools, universities, municipal inspection departments and associations, plumbing companies and plumbing trade associations.

Included in many of the seminars and outreach efforts is the Board's unique mobile cross-connection prevention demonstration unit that houses a display of see-through fixtures and piping which demonstrates, viscerally and in an approachable manner for the lay person, how easily our drinking water can be inadvertently contaminated by improperly installed plumbing systems.

In addition, TSBPE has developed a real-life scenario demonstration to show the hazards and destruction that a water heater presents. This demonstration provides consumers with information they can use to prevent disaster and informs them of the importance of a professional and safe installation.

These seminars additionally serve to provide information to individuals who are pondering career decisions and may be encouraged to consider the plumbing industry as a career path. They also serve to disrupt and prevent the practice of plumbing by unlicensed individuals by persuading the public to think not solely with their "pocketbook" when searching for an individual to provide plumbing services (which may lead them to an unlicensed individual) and, specifically, to verify the licensure of persons they are considering hiring for plumbing work, and to feel comfortable and empowered to do so even with individuals believed to be licensed.

The Board asserts these education efforts are all the more important given the modern digital age and the ubiquity of the internet where, as discussed below in connection with enforcement, unlicensed individuals, with anonymity and practically free marketing efforts, can easily connect with unsuspecting consumers to perform illegal plumbing work.

However, these education efforts are also important in the digital age, where property owners themselves, encouraged and emboldened by the widespread availability of reference materials, "self-help" forums, and tutorial videos on the internet, are performing plumbing work on their homestead which by statute may constitute legal plumbing work exempt from regulation but is nonetheless potentially dangerous.

An educated consumer is able to make better decisions when choosing a plumber when the consumer knows what is expected of a plumber and understands the health and safety hazards associated with improperly installed plumbing. Additionally, when the plumber knows the consumer possesses such knowledge, the plumber is more likely to deliver better service.

TSBPE's website includes a feature that allows citizens to search license and registration status, scope of work permitted for each type of license and registration and to verify a responsible master plumber's association with a particular plumbing company and whether a certificate of

insurance is on file as required by statute. For these reasons, TSBPE's community outreach and public awareness efforts are important to both the plumbing industry and the consumer.

In addition, following the 2018 Sunset review, the Agency began providing disciplinary history of its licensees online and available to consumers, including the ability to retrieve copies of the documents imposing the disciplinary action instantaneously. Consumers can easily review a licensee they are considering hiring and determine if they have any past disciplinary actions that might impact their decision.



### **Enforcement of the Plumbing License Law:**

Rigorous and pro-active enforcement of the Plumbing License Law and Board Rules is critical to the health and safety of the citizens of Texas. This enforcement includes taking action against both unlicensed individuals engaging in plumbing, and licensed individuals who may not be upholding the standards required of the Plumbing License Law and Board Rules.

Unlicensed plumbing contractors are of particular concern to the Board. Due to the importance of the examination process, TSBPE strives to identify unlicensed activity, taking action against unlicensed individuals practicing plumbing in violation of the Plumbing License Law and Board Rules.

In the modern digital age, where individuals enjoy digital anonymity and where digital advertising is largely cost-free and misrepresentations can proliferate, it is more difficult than ever to track down individuals engaging in or promoting unlicensed plumbing, and to collect the evidence required to provide due process to the alleged perpetrator and to overcome the Agency's burden of proof to prosecute such violations.

As a result, TSBPE, among other enforcement remedies, seeks to place a greater emphasis on the use of undercover "sting" operations to detect and deter violations concerning unlicensed plumbing work, and to "intercept" these individuals before they are able to harm the public.

TSBPE seeks voluntary compliance and informal resolution to complaints and violations whenever possible. TSBPE also utilizes informal conferences when appropriate to interact with violators and potentially, the person making the complaint, in order to work towards an informal resolution. When informal resolution or settlement is not possible, TSBPE pursues contested cases through the administrative hearings process at the State Office of Administrative Hearings (SOAH).

Additionally, TSBPE monitors Continuing Professional Education courses that are required for license renewal, on a random basis, to ensure all courses meet the minimum requirements of the

## Plumbing License Law and Board Rules.

The Board has found that most licensed plumbers desire to do the right thing, by complying with the laws and rules that regulate their industry. However, enforcement of the Plumbing License Law and Board Rules is still required even against licensees to correct violations by unwitting licensees, particularly when legal requirements have changed, and to uphold the continuing fitness and integrity of license holders in the field, long after they were evaluated for fitness when initially receiving their license.

The regulation of plumbing system installations by qualified plumbers and inspecting of those plumbing systems by qualified plumbing inspectors is critical to the health and safety of the citizens of Texas. Improperly installed plumbing systems can cause and actually has caused injury and death through explosions, fires, hospital medical gas contamination and noxious fumes. Improperly installed plumbing systems can transmit diseases that include typhoid fever, diarrhea, cholera, and amoebic and bacterial dysentery. Sickness or death can occur when noxious fumes such as carbon monoxide, methane gas and fuel gas are not properly ventilated by a correctly designed and installed plumbing system. Improperly installed medical gas systems can deliver contaminated or cross-connected medical gases to hospital patients, causing sickness and even death.

The public looks to the Texas State Board of Plumbing Examiners to ensure the quality of plumbing work that it receives. The public also expects TSBPE to respond to complaints regarding the plumbing industry in a timely and responsible manner.

Positive feedback from the public is a key indicator of the satisfaction of TSBPE customers. Continued industry support and participation in public meetings related to the plumbing industry is another key indicator of customer satisfaction.

## ORGANIZATIONAL STRUCTURE AND PROCESSES

The Board is composed of nine members, who serve six-year staggered terms. All Board members are appointed by the Governor and confirmed by the Senate. One member of the Board shall have had at least ten years' practical experience and be licensed as a Master Plumber; one member shall have had at least five years' practical experience and be licensed as a Journeyman Plumber; one member shall have had at least five years' practical experience and be licensed as a Plumbing Inspector; one member shall be a Responsible Master Plumber for at least five years with at least 10 years' experience as a licensed Master Plumber and/or Journeyman Plumber; one member shall be a licensed professional engineer practicing in the field of plumbing engineering; two members shall be building contractors with five years' contracting experience (one of whom shall be principally engaged in home building and one of whom shall be principally engaged in commercial building); and two members must be representatives of the general public. The Governor also appoints the presiding officer of the Board.

The Board proposes and adopts rules and sets policy as necessary to carry out the enabling statute; and employs an Executive Director to carry out the policies and rules adopted by the

Board.

The Board's Executive Director directly supervises one Staff Attorney; the Director of Financial Operations & Human Resources; the Director of Enforcement; the Director of Examination, a Staff Services Officer and the Executive Assistant to the Director and Board. The Director of Enforcement supervises four Administrative Assistants at the Board's Austin facility and nine Investigators located throughout the State. The Director of Examination supervises four Examiners, the Examination Coordinator and one Administrative Examination Assistant, who process new and returning exam applicant information and maintain applicant qualification histories.

The Executive Assistant to the Director and Board supervises the Licensing Coordinator who oversees the process of renewals and initial licenses, as well as one Customer Service Representative who serves as the Agency's Receptionist and one Customer Service Representative who enters and maintains certificates of insurance and proof of education required for Responsible Master Plumbers.

The Licensing Coordinator oversees three Customer Service Representatives who process Plumber's Apprentice applications, initial license and renewal processes. The Agency's Purchaser, supervised primarily by the Executive Director, also assists with the processing of initial registration applications and renewal calls during peak renewal times.

Management has adopted policies and procedures to place customer service first and to cross train as a necessity to maintain a prompt level of service. An additional Customer Service Representative trained in all licensing application processes and having a high level of information technology experience, is designated as the Online Licensing Specialist. This customer service position assists TSBPE's many on-line users with all aspects of the online licensing system. By designating this position, TSBPE continues to increase the use of online applications and has boosted its performance measure by 200% in the past five years.

The Examination and Licensing program provides examinations for Master Plumber, Journeyman Plumber, Tradesman Plumber-Limited Licensee, Plumbing Inspector, Medical Gas Endorsements, Multipurpose Residential Fire Protection Sprinkler Specialist Endorsements and Water Supply Protection Specialist Endorsements and issues and renews licenses for successful applicants. The Board also administers the registrations of Plumber's Apprentices, Residential Utilities Installers, Drain Cleaners and Drain Cleaner-Restricted Registrants.

The Master Plumber, Journeyman Plumber, Tradesman Plumber-Limited Licensee and Medical Gas Piping Installation endorsement examinations include a "hands on" practical portion, as well as a written portion. The Plumbing Inspector examination is a written examination with a "hands on" mock inspection of model plumbing systems. The Water Supply Protection Specialist examination is a written examination.

Examinations are administered at the Board's Examination Center located in Austin and in seven remote locations around the State. With the addition of computer-based testing, TSBPE will soon offer the examinations in more than 40 locations around the State. TSBPE also works with



political subdivisions to offer specialty endorsement examinations in the more heavily populated areas as needed. This ensures the political subdivisions have the ability to provide the required plumbing inspections and can more quickly gain specialized endorsements for their qualified inspectors.

All licenses and registrations renew annually; license endorsements renew every three years. All licensees and registrants are required to obtain six hours of Continuing Professional Education for renewal of the license or registration. All licenses, registrations and endorsements may be renewed online as well as all initial applications for registrations, licenses, endorsements and examinations.

The Enforcement Program provides for enforcement of the Plumbing License Law and Board Rules, including:

- the intake and investigation of consumer complaints
- performing compliance checks and monitoring of plumbing jobs
- monitoring of Continuing Professional Education programs
- cooperative enforcement with local municipalities and their Plumbing Inspectors
- review of potential violations and certain applications for licensure and registrations from persons with past criminal convictions by the Enforcement Committee, comprised of TSBPE staff
- revocation, suspension, denial and non-renewal of a license or registration
- imposition of administrative penalties
- issuance of cease and desist orders
- seeking civil penalties
- seeking injunction relief
- seeking criminal penalties

The Indirect Administration function provides for supervision of all TSBPE staff. Indirect Administration performs all accounting, payroll, performance, purchasing, reporting, human resource, information resource and other administrative tasks required by the State to operate properly and efficiently.

TSBPE Investigators conduct investigations in the field across the State of Texas, investigating complaints, detecting other violations of the Plumbing License Law and Board Rules; and, conducting compliance checks at jobsites. The Investigators, aided by technological solutions, are able to efficiently accomplish many administrative tasks while out in the field. When not in the field, Investigators primarily utilize their own residences as their office. The foregoing notwithstanding, Investigators are in TSBPE's Austin office with some regularity (particularly those located near the greater Austin area), and assist with a variety of duties both in Austin and within their regions. Investigators provide ongoing public outreach as well as career training presentations in addition to their other duties.

The following map reflects the areas in which the Investigators are located:

## TEXAS STATE BOARD of PLUMBING EXAMINERS

### Field Representative/Investigators

**Dallas NE - Victor Sandoval**

**Fort Worth North Central - Kenny Mott**

**Austin – Terry Parham**

**San Antonio South - Sidney Lankford**

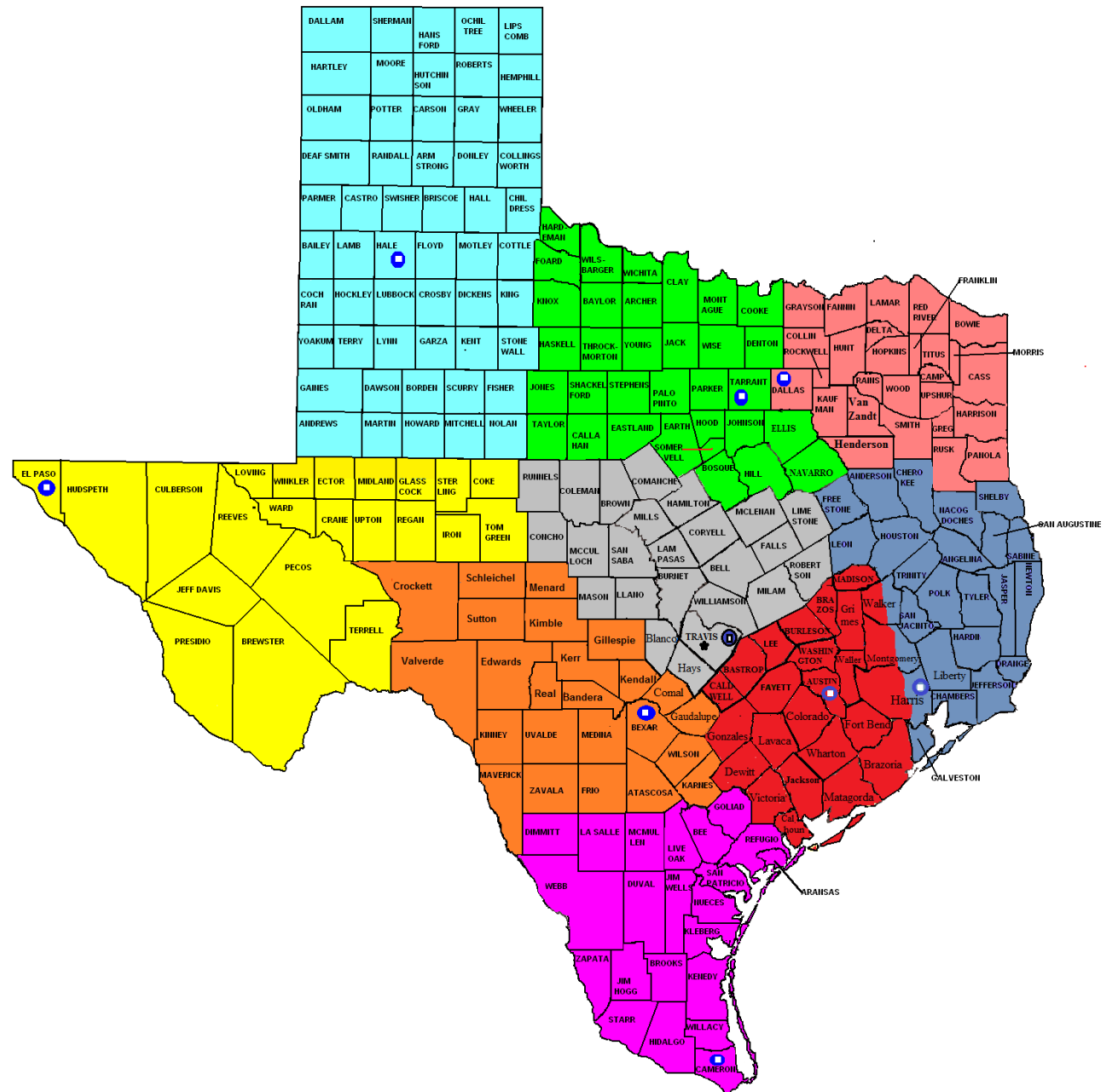
**El Paso/ West Texas - OPEN**

**Houston West- David Garner**

**Houston East - Tim Lassetter**

**Harlingen South – Paul Hernandez**

**Lubbock / Panhandle - Delwin Derrick**



## GEOGRAPHIC LOCATION OF THE AGENCY

Since 1981, the Texas State Board of Plumbing Examiners administrative offices and Examination Center have been located at 929 East 41<sup>st</sup> Street, Austin, Texas, 78751. The office is centrally located for both consumers and examinees. The building is leased under a contract negotiated and administered by the Texas Facilities Commission, and the current lease expires in August 2023.

## LOCATION OF SERVICE POPULATION

The Texas State Board of Plumbing Examiners serves the entire population of Texas in all regions of the State. The estimated population of Texas in May 2020 is **29.4** million. The TSBPE's licensee and registrant population was approximately **74,245** as of May 2020 and has experienced an increase in its licensee population of more than 3,500 individuals since fiscal year 2018. TSBPE has approximately **7,710** Master Plumbers who have records on file indicating they are serving as Responsible Master Plumber and allowed by law to advertise and market plumbing services directly to the public, thereby serving as an analogue for the number of plumbing companies operating across the State of Texas.

## HUMAN RESOURCE STRENGTHS AND WEAKNESSES

The greatest strength of TSBPE's human resources are the number of employees who possess experience and expertise in the plumbing industry. **Fifteen (15)** of the Board's employees, including the Executive Director, Director of Enforcement, Director of Examination, and all Investigators and Examiners, are licensed plumbers. Another strength is the cross training between the Examination and Enforcement departments. The Executive Director, Director of Enforcement and all investigators obtain certification by the Council on Licensure, Enforcement, and Regulation (CLEAR) as Investigators. As of the submission date of this report, **six (6)** employees (Full Time Equivalents or FTEs), or **18.8%** have been with TSBPE for more than 10 years. Additionally, **14** employees (FTEs), or **43.8%** have been with TSBPE for more than five years. TSBPE employees are trained in ethics, equal opportunity employment laws, safe driving, personal protection, cyber security and communication techniques, and record management and protection of information.

During fiscal years 2016 through 2019, TSBPE experienced a significant number of retirements and agency transfers. Budget and employee cuts directly affect TSBPE's ability to retain qualified staff.

Agency Turnover: Provided on the next page is a chart reflecting TSBPE's turnover rate since fiscal year 2015. When retirements and transfers to other State agencies are removed from the equation, the Agency's turnover rate remains relatively low (usually 1 to 2 persons per year). TSBPE's turnover rate remains relatively low due to leadership and the dedication employees have towards the mission to protect the health and safety of Texas citizens.

### Agency Turnover Rates \*

<b>FY 2015</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020 (to date)</b>
<b>3.6%</b>	<b>21.8%</b>	<b>18.0%</b>	<b>11.9%</b>	<b>7.7%</b>	<b>2.6%</b>
<b>2 FTEs</b>	<b>8 FTEs</b>	<b>6 FTEs</b>	<b>7 FTEs</b>	<b>5 FTEs</b>	<b>1 FTE</b>
includes 1 retirement & 1 transfer to another State agency	Includes 2 retirements & 2 transfers to another State agency	includes 3 retirements & 1 transfer to another State agency	includes 2 retirements & 4 transfers to another State agency	includes 3 transfers to another State agency	includes 1 retirement

\* Turnover percentage rates provided above are taken from the Texas State Auditor's Office Workforce Summaries, which do not include transfers to other State agencies.

Employee performance is achieved by assuring that each employee is made aware of the important role they have in the function of the Agency. Each employee carries a sense of pride knowing that he or she plays an important role in the protection of the public's health, safety and welfare.

## REDUNDANCIES AND IMPEDIMENTS

TSBPE suggests that the following redundancies and impediments should be addressed within its planning process and in the 87<sup>th</sup> Legislative Session:

1. Review and streamline Board Rules (22 TEX.ADMIN CODE §§363.4 – 363.8) in relation to individuals licensed in other states wishing to enter the plumbing trade in Texas. The 2018 Sunset Commission's report confirmed that while other agencies were able to leverage reciprocal agreements and temporary license authority to respond to natural disasters, the TSBPE lacked a similar statute which impedes the board's ability to respond quickly in the event of a disaster. An increase in the construction industry and a sharply growing population has compounded the need for more qualified licensed plumbers. The industry as a whole appears understaffed. While there is no substitute for demonstrable fitness through examination, TSBPE staff continues to develop ways to expedite licensing individuals who are already licensed in another state with similar licensing requirements that wish to practice in Texas. However changes in statute are necessary to give TSBPE the tools needed to respond effectively to natural disasters and pandemics.
2. Review and streamline Board Rule §363.9 in relation to the installation of medical gas. The TSBPE currently has requirements that are not equal to national standards for medical gas installation installers. The current training while extensive is required by Texas standards but does not specifically address those applicants who have already met the most stringent National standard. By applying equal weight to both the National and State standards, individuals having met either requirement can quickly meet the requirements for examination.

**Natural Disaster Response:**

With its sole offices in Austin, the Board was fortunate not to have suffered any significant losses in connection with Hurricane Harvey in 2017. The events of Hurricane Harvey however, brought into stark relief the impediments the Board might face in the event of a natural disaster or other catastrophic event.

In the wake of Hurricane Harvey, the Board heeded Governor Abbott's declaration of disaster and by requesting the temporary suspension of certain provisions of the Plumbing License Law and associated rules deemed by the Board to be an impediment to disaster relief and recovery efforts.

Specifically, Sections 1301.404 (pertaining to annual mandatory continuing professional education), 1301.3576(2) (pertaining to required education coursework for Master Plumbers seeking Responsible Master Plumber status) and 1301.403(d) (pertaining to examination and re-application requirements for persons seeking to reinstate an expired license after two years) of the Plumbing License Law were suspended in the affected areas.

The Board targeted these provisions after determining, and confirming with Investigators in the field, that there was a critical shortage of licensed plumbing professionals able to tackle the colossal task of rebuilding. Suspending these legal requirements prevented then current license holders from expiring who were unable to attend required continuing education classes in the affected area, allowed Master Plumbers who had previously not wanted to operate their own plumbing company to quickly gain RMP status and have the legal authority to enter into legal plumbing contracts, without the necessity of taking the required coursework pertaining to basic business management, and allowed persons with a previous history of licensure to rejoin the workforce in a time a dire need, when desperate citizens were already in some cases turning to unlicensed individuals to provide plumbing work. Additionally, TSBPE was also able to issue licenses on a probationary basis to certain individuals, allowing them to complete the remainder of the normal license requirements later in the probationary period.

While relaxing legal requirements in the affected area, TSBPE simultaneously stepped up enforcement in the region by quickly dispatching additional Investigators to join Investigators who were already in position, including the Board's Director of Enforcement.

While the Board believes it is well-positioned to deal with impediments posed by a natural disaster or other catastrophic event such as a pandemic, the Board will continue to develop strategies and make recommendations to bolster our response measures and contingency plans in the event of a natural disasters and pandemics.

**Pandemic Response:**

The TSBPE had the ability to rapidly respond to the recent pandemic due to an ongoing desire each year to eliminate the spread of flu and cold virus through its Examination Center. While the hands-on demonstration portion of the examination is essential to thoroughly test an individual's ability to practice plumbing, it does increase the cleaning and sanitization processes to maintain

a healthy testing environment for both the examinees and staff. TSBPE quickly ramped up its cleaning procedures and applied social distancing measures for both staff and examinees.

With the ongoing Pandemic, the Board heeded Governor Abbott's declarations and as in the wake of previous disasters requested that the Governor grant the temporary suspension and enforcement of certain provisions of the Plumbing License Law and associated rules deemed by the Board to be an impediment in the ongoing pandemic. By creating and maintaining cleaning logs and adding personal protective equipment, TSBPE is able to continue providing the hands on experience with only a minimal reduction in day-to-day examinations.

Specifically, Sections 1301.404 pertaining to the required education coursework for Master Plumbers seeking Responsible Master Plumber status and 1301.403(d) (pertaining to examination and re-application requirements for persons seeking to reinstate an expired license after two years) of the Plumbing License Law was suspended.

By allowing for this suspension, TSBPE is better able to assist those that may want to re-enter the plumbing workforce who have previous and verifiable experience with the need for an additional examination. In addition, those that may wish to become entrepreneurs will have a quicker and less expensive path to do so thereby providing additional jobs.

In addition, the Board will address through rule change within its continuing education required subjects, the need for plumbers to meet all governing recommendations while performing their essential duties during a pandemic.

During the pandemic the need for virtual classroom training in order to apply social distancing was a needed alternative for plumbers to meet both examination and continuing education requirements. Though quickly developed as an experimental form and substitute for onsite classroom, the Board plans to review and amend its education rules to permanently allow for the virtual alternative.

#### Government Code Chapter 551

During COVID-19 disaster, TSBPE has successfully conducted important State business via teleconferencing that allowed them to make decisions, preserve public participation and do it at a lower cost than traditional in-person meetings.

By amending the Open Meetings Act to allow agencies to continue teleconferencing meetings, it will provide a routine option for State agencies if they so choose. In addition, it will save money and time as well as contribute to a safer environment by the reduction in vehicle use.

By doing so it will maintain government transparency while preserving important open-meeting protections, such as public participation and the ability to address a governmental body; provide written notice that gives the public a way to participate remotely and includes electronic copies of agenda packets that will be considered at the meeting; provide the public with access to a recording of any telephonic or videoconference meeting.

## CAPITAL ASSETS AND STRENGTHS

One of the Board's greatest assets is its Examination Center. TSBPE's examinations and Examination Center are recognized across the United States as setting a high standard in the plumbing industry. The Examination Center is frequently toured by representatives from regulatory agencies from other states and foreign countries who are considering implementing a similar practical examination approach.

Currently, separate examinations are given for Journeyman Plumber, Master Plumber, Tradesman Plumber - Limited, and Medical Gas Piping Installation, Water Supply Protection Specialist, Multipurpose Residential Fire Protection Sprinkler Specialist and Plumbing Inspector. All of these examinations, with the exception of the Water Supply Protection Specialist examination, consist of thorough written and hands-on-practical sessions that ensure that licensed plumbers and plumbing inspectors who work with public water supplies, sewage disposal, natural gases and medical gases have the qualifications, knowledge, skills, and competencies to do their jobs properly.

The practical examination portion of the TSBPE Examination Center is essentially a proving ground for applicants to establish they not only have the theoretical knowledge, but are able to apply said knowledge in practical situations they might encounter in the field, and determines their level of competency and fitness.

For example, the practical examination requires Journeyman Plumber applicants to complete a "shop" component (measuring, cutting, preparation, assembly and fitting of pipe in various applications) and the design and rough-in of a sanitary waste and vent system using a scaled down two-story mock-up building.

All examinees must review various water heater setups and correctly identify potential code violations. Meanwhile, a qualified applicant seeking a Medical Gas Installation Endorsement must demonstrate proper assembly, purging, and brazing of both a horizontal and a vertical joint.

To accommodate these testing environments, the Examination Center is equipped with various tools, materials, fixtures, and fittings as well as workstations to conduct the exam. The mock-buildings are permanent fixtures and may be raised and lowered onto the workspace using a hoist and pulley system. The Examination Center also includes complete mock-ups of water heaters, and a brazing station with fuel gas supply lines, burners, and an industrial vent hood. Safety in this environment is crucial, and the Examination Center is therefore also equipped with first aid stations, fire extinguishers, an emergency eye wash, and other safety features to accommodate the examination environment. To ensure overall safety, the building is inspected by the State Office of Risk Management (SORM) and the Austin Fire Department.

Few other states conduct a practical "hands-on" examination period, let alone in the robust and rigorous fashion done by the Board. The Board's Examination Center allows TSBPE to conduct these needed practical examinations. The development and use of other locations with interested parties to furnish hands-on examinations is an anticipated goal for TSBPE.



TSBPE's unique cross-connection prevention demonstration unit is another noteworthy asset of the Agency. It houses a display of see-through fixtures and piping which demonstrates, viscerally and in an approachable manner for the lay person, how easily our drinking water can be inadvertently contaminated by improperly-installed plumbing systems. TSBPE has two such cross-connection units. One large unit is a permanent fixture located in the Examination Center and is shown to examinees and persons visiting TSBPE's offices. A second mobile unit is housed in a trailer and is utilized at community outreach and public awareness events.

The Board also counts its community outreach and public awareness video presentations as capital assets. Specifically, the Board has so far developed three video presentations in its community outreach and public awareness efforts. These video presentations are shown on digital displays during presentations made by the board at community events and industry seminars, and are also posted on the Agency website for viewing by the public. The three videos cover the following topics: (i) an overview of the Board and its role in regulating the industry; (ii) an overview of the Board's enforcement efforts of the Plumbing License Law and Board Rules and (iii) an advisory presentation warning of the threats cross-connections and improperly-installed plumbing can pose to safe potable water.

## FISCAL ASPECTS OF THE AGENCY

The Texas State Board of Plumbing Examiners has consistently generated more than sufficient revenues to support its operations, and does not receive any funds from any other state or federal source. All fees for examination, initial and renewal of licenses, endorsements, registrations, and duplicate licenses; and administrative penalties collected are deposited directly into the General Revenue Fund.

The Board is required to collect fees at least equal to the Agency's appropriations and other unappropriated indirect costs. On the average, the TSBPE collects more than \$1.9 million each year over and above its total appropriated and unappropriated expenditures. In addition, the Board collects other revenues as appropriated receipts, such as sales of Plumbing License Law and Board Rule publications, fees from fulfilling open records requests, and Conference and Seminar fees.

### **Budgetary Limitations:**

The Texas State Board of Plumbing Examiners' budget is limited by the General Appropriations Act, Article VIII, which limited the Texas State Board of Plumbing Examiners to a maximum of 38.0 FTEs for fiscal years 2020 and 2021, which is an increase of 7.0 FTEs from fiscal years 2018 and 2019.

### **Degree Current Budget Meets Agency Needs:**

The *Texas Economic and Population Forecast*, prepared by the Texas Comptroller of Public Accounts and the Texas State Data Center, has determined that much of the state's population growth is projected to occur in the large urban counties of Harris, Dallas, Tarrant, Bexar and Travis. This will increase the demand for licensed plumbers, plumbing inspectors and plumber's

apprentices. Industry growth will continue to increase the demands on the Agency, especially in the area of issuance and renewal of licenses and registrations, examinations, enforcement, complaint investigation and compliance checks.

As of May 31, 2020, TSBPE had 32 of its 38 positions filled. TSBPE continues to have difficulty recruiting and hiring qualified plumbers to fill its Investigator positions. While plumbing is an essential service both in and out of pandemic or disaster, the demand across Texas for qualified individuals broadens the difficulty for the agency to pay salaries equivalent to those offered by cities, political subdivisions or plumbing companies.

TSBPE is in the process of hiring new FTEs to replace retirees and transfers to other agencies. The Agency currently has 22 FTEs to perform the Agency's functions of issuing and renewing licenses, reviewing criminal backgrounds of applicants with criminal convictions, scheduling, administering and grading examinations, assisting consumers with complaints, accounting, purchasing and human resources. As with most small agencies, many of these employees are assigned to multiple responsibilities, which cross strategies. Apart from these 22 FTEs, the Agency has 9 Investigator positions assigned to the enforcement strategy to investigate complaints, monitor jobsites, and identify violations located across the state.

In addition, TSBPE has 1 (one) staff attorney to investigate and prepare contested cases involving violations of the Plumbing License Law and/or Board Rules and denials of applications of individuals that have past criminal convictions.

## EXPECTATIONS FOR FISCAL YEARS 2021- 2025

As the population of Texas continues to grow, TSBPE expects the demands on the Agency's various functions and processes will increase, including: issuing and renewing licenses and registrations; reviewing criminal backgrounds of applicants with criminal convictions; imposing administrative penalties on violators; schedule, administer and grade a variety of types of examinations; process consumer and industry complaints; provide public awareness demonstrations; monitor required educational courses; and perform accounting and human resource functions.

The Board considers that it has two basic groups of service populations, one being the general public or citizens of the State, and the other the individuals who are regulated by the Agency.

The Board continues to serve the general public and the citizens of the State and the individuals who are regulated by the Agency. These categories include complainants, respondents, licensees, registrants, examination applicants, political subdivisions, persons requesting public information, and persons attending public meetings of the Board.

Education Level and Age Demographics: All licensees, except for the Tradesman Plumber-Limited Licensee, must meet the minimum education requirement of obtaining a high school diploma or general equivalency diploma (GED). There is no minimum education requirement for the Tradesman Plumber-Limited Licensee or any Registrant.

As of May 2020, the current average and median age of TSBPE's licensees and registrants are:

<u>Type of licensee/registrant</u>	<u>Median age</u>	<u>Average age</u>
<b>Responsible Master Plumber (RMP)</b>	<b>55</b>	<b>54</b>
<b>Master Plumber</b>	<b>56</b>	<b>54</b>
<b>Journeyman Plumber</b>	<b>47</b>	<b>47</b>
<b>Tradesman Plumber-Limited</b>	<b>35</b>	<b>36</b>
<b>Plumbing Inspector</b>	<b>56</b>	<b>55</b>
<b>Plumber's Apprentice</b>	<b>32</b>	<b>34</b>

## FUTURE TRENDS

Changes in demographics of TSBPE's citizen service population will not affect the need for the regulation of the plumbing industry and the need for the Agency to service its customers. Regardless of demographic changes, the public will continue to need uncontaminated drinking water, air and medical gases. However, as the citizen service population grows, so too will the demands on Agency personnel and the need for knowledgeable and licensed plumbers.

The *Texas Economic and Population Forecast*, prepared by the Texas Comptroller of Public Accounts and the Texas State Data Center, predicts a 1.4% increase each year in the Texas resident population through fiscal year 2021, and 1.3% increase each year through fiscal year 2026.

Because of the national, state, local and family focus on our children's completion of at least basic education levels, it is expected that the education level of individuals who become licensed by TSBPE will probably increase over the next five years. Changes in the demographics of the Agency's regulated service population will require TSBPE to provide additional services through increased availability of information technology.

The need for regulation of the plumbing industry will continue to exist in the future. The protection of the health and safety of the citizens who utilize plumbing in the State of Texas and rely on uncontaminated drinking water, air, and medical gases will be as important in the future, as it is today. In fact, this will be even more important as the concern for adequate supplies of drinking water sources increases. For this reason, TSBPE, through its educational seminars and the industry, are continually working to encourage young adults to enter the plumbing industry, so the aging population of the licensees and registrants will be reinforced with a younger population of qualified licensed plumbers.

## ECONOMIC VARIABLES

Customer demand on the Agency is very closely related to economic conditions, especially in the construction industry. Increases in new construction mean an increase in demand for licensees and registrants, as well as an increase in citizens who require the services of the industry and the Agency. An increased number of licenses and registrations are expected to be issued and renewed, as well as an increase in the complaints that will be filed by Texas citizens. It is expected that the licensee population will also increase. At least for now, the number of complaints filed has dropped somewhat during the pandemic.

The *Texas Economic and Population Forecast*, prepared by the Texas Comptroller of Public Accounts and the Texas State Data Center, predicts a 1.4% increase each year in the Texas resident population through fiscal year 2021, and 1.3% increase each year through fiscal year 2026.

TSBPE continues to receive inquiries from individuals planning to relocate to Texas to work in the plumbing industry. TSBPE will respond to this expected increase and demand on Agency personnel by continuing to monitor economic conditions and trends in the industry, striving to maintain a low FTE turnover rate, increasing efficiency, further utilizing technology, and requesting additional FTEs as necessary.

## IMPACT OF LOCAL GOVERNMENTAL REQUIREMENTS

The Board's Investigators work with local municipal and other political subdivision authorities in cooperative enforcement of the Plumbing License Law and Board Rules.

Most often, the Board works closely with licensed Plumbing Inspectors in those jurisdictions. Licensed Plumbing Inspectors are employed by political subdivisions for the purpose of inspecting plumbing work to ensure compliance with local ordinances regulating plumbing. Plumbing Inspectors are authorized by the Plumbing License Law to enforce the Plumbing License Law and Board Rules within the jurisdiction by which they are employed. Local government regulations have not impacted the Agency and none are anticipated.



## EFFECTIVENESS AND EFFICIENCY OF THE AGENCY

Since its creation in 1947, the Texas State Board of Plumbing Examiners has been continually challenged to meet the needs of the constantly evolving and modernizing industry that it serves. The most significant accomplishment of the Board is that it has been able to meet these changing

needs while maintaining focus on its mission to protect the health and safety of the citizens of the State.

The Board believes this is evident when considering that the Board's regulation of the plumbing industry has helped to keep plumbing related accidents to a minimum.

Some examples of the Board's significant accomplishments and evolution are:

- As materials and methods for the installation of plumbing have become more sophisticated, the Board has accepted and fulfilled its responsibility to continually review the examination process and qualifications of applicants ensuring that only qualified applicants receive and maintain a license. TSBPE continually evaluates and revises all examinations to ensure they meet current codes and standards. In addition, TSBPE continues to ensure that all examinations are code neutral.
- Changes in the Board's enforcement program since 1993 have been significant. The implementation of the issuance of citations and placement of Investigators around the State had a remarkable effect on enforcement and compliance with not only the Plumbing License Law and Board Rules, but local ordinances regulating plumbing as well.
- The authority to impose administrative penalties granted to the Agency by the 78<sup>th</sup> Legislature has further increased compliance with the Plumbing License Law and Board Rules.
- The efforts of the Board's Enforcement Committee in reviewing the criminal histories of applicants and the effects of administrative actions taken against licensees and registrants who violate the Plumbing License Law and Board Rules are far reaching.
- The law-abiding plumbing community and consumers who have had their complaints thoroughly investigated and fairly resolved appreciate TSBPE's reputation for its enforcement practices.
- The implementation of the Continuing Professional Education (CPE) requirement for licensed Plumbers, Plumbing Inspectors and Plumbers Apprentice registrants is one of the more significant accomplishments of the Agency. CPE has proven to be an extremely beneficial program to the licensees, as well as the consumers of the licensee's services. The increase in the licensee's awareness of current issues, changes in plumbing codes, and the laws and rules that regulate the plumbing industry, have been immeasurable. However, recommended changes to the content, available formats and 12-month education period will be changing after September 2020 and will be completed within Fiscal Year 2021. In addition, the renewal period of all endorsements will coincide with the license renewal date and the elimination of the additional fee will be combined with the license fee to streamline the renewal process.
- While maintaining the high standards of TSBPE's examinations, TSBPE has been responsive to the plumbing industry by providing the written portion of its Tradesman Plumber-Limited, Journeyman and Master Plumber examinations in both English and Spanish. Applicants whose

preferred language is Spanish believe this to be a major accomplishment.

- To further accommodate applicants, TSBPE plans to continue to provide the written portion of the Journeyman and Tradesman Plumber-Limited examination in El Paso and the Rio Grande Valley areas via pen and paper as well as computer based. Inspector specialty endorsement examinations are now offered in the Houston and Dallas/Fort Worth areas to assist political subdivisions in meeting an increased need for qualified Plumbing Inspectors. The addition of computer based testing will significantly decrease waiting times for examinations while affording candidates the ability to test within the geographic area where they live and work.
- The implementation of the Multipurpose Residential Fire Protection Sprinkler Specialist, Water Supply Protection Specialist and Medical Gas Piping Installation Endorsement training and examinations for Master and Journeyman Plumbers is another example of changes in the plumbing industry that have addressed a vital health and safety need.
- The Board has increased public and industry awareness significantly with the implementation and updating of the TSBPE website and public awareness seminars conducted by the Agency around the state. TSBPE understands the importance of industry and public outreach, in order to seek input regarding Agency functions.
- The Board strives to go beyond meeting only the minimum requirements of law to inform the industry and public of important matters of the Agency.

TSBPE continues to see an increase in the demand for public awareness and consumer education programs. In addition to presenting education seminars to individuals who are making career decisions, the Agency also encourages individuals to consider the plumbing industry as a career path.

The fact that the Board has been able to achieve so many milestones, remain current with the progression of the plumbing industry and maintain focus on its mission, while carrying out its daily activities with 38 full time employees, that renew and issue licenses and registrations, examine, and monitor individuals within the plumbing industry is exemplary. As of May 2020, TSBPE maintains more than 74,000 licenses, registrations and endorsements.

## **PROCESS FOR DETERMINING EFFECTIVENESS AND EFFICIENCY**

Department managers review performance measures of their respective departments on an ongoing basis. Department meetings are held as needed by the department managers and respective staff to discuss performance issues. Performance measures are discussed and evaluated during meetings with department managers and the Executive Director. The Executive

Director reviews and analyzes the information provided and adjusts priorities and activities accordingly. Department performance reports are compiled by department managers and provided to the Staff Services Officer and Executive Director for review.

Prior to each Board meeting, the statistical data provided regarding each Investigator's activities include the number of notices of non-compliance issued, compliance checks performed, complaints investigated, classes monitored, and seminars conducted. Information regarding Enforcement Committee activities includes the number of applicants for examination and license renewal whose criminal histories were reviewed, the number of complaint cases reviewed and the number of administrative penalties imposed.

The examination and licensing information statistics reviewed by the Agency include the number of each type of examination given, pass rates for each type of examination and number of licenses issued and renewed.

A complete report of TSBPE's financial status is also provided at each Board meeting. The Executive Director reports on all activities and significant matters of the Agency. The Board formally reviews and analyzes the information provided and adjusts priorities and activities accordingly. The Board uses the information provided as a basis for policymaking. Department managers meet after each of the Board meetings.

Providers of Continuing Professional Education distribute information on Agency performance to licensees during the Continuing Professional Education courses.

In turn, the industry utilizes the information when determining whether or not to support the Board's legislative budget requests, and in deciding what other legislation to support. The information is also used to make recommendations to the Board for rule and policy amendments.

In furthering its efforts to enhance the effectiveness, efficiency and accountability of the Agency, the Board has implemented a plan to conduct random audits. These audits assist the Board in maintaining and updating its performance and procedures to ensure best practices in all areas.

## TECHNOLOGY RESOURCE PLANNING

TSBPE continues to research technology solutions that will result in more efficient expenditure of limited resources and more effective delivery of services to Texas citizens and Agency constituents. Below are the current and planned technology initiatives that support Agency objectives:



1. Consider agile procurement methodologies. The agency to the extent possible relies on the Department of Information Resources (DIR) to approve vendors through a rigorous contracting process. As a result, all of the agency's Information Technology purchases have been through contracts pre-approved by DIR. In the event the agency seeks a contract outside DIR, we will work to implement any agile procurement methodologies in our procedures.
2. Leverage shared technology services. The agency has been a participant in the Health Professions Council's Shared Regulatory Database program since its inception. In addition, the agency uses the leverage provided by DIR to purchase computers and related equipment.
3. Utilize open source software applications. When appropriate, the agency seeks out Open Source Software applications and has used VLC Media Player, Audacity and Mozilla Fire Fox.
4. Explore and prioritize business process automation. The agency continually utilizes automated reporting to ensure and develop its work flow.
5. Initiate testing of artificial intelligence (AI) solutions. In the event it is needed the agency will utilize artificial intelligence solutions. At this time however, it is beyond the agency's mission.
6. Adopt modern development approaches. The agency is not a programming agency and relies on the expertise of others for this.
7. Utilize an application performance management solution. Currently, on behalf of the agency, HPC receives performance reports from the vendor regarding downtimes and many other processes.

### **Technology Initiative Assessment and Alignment**

#### **Initiative: Continue to Expand and Update the Public Access Portion of the TSBPE Website.**

Initiative Description: The Agency will continue to expand services offered and update the TSBPE website to give staff the ability to implement features for users and to more quickly update information. TSBPE now has the ability to quickly update information and services that will eliminate time constraints associated with 3<sup>rd</sup> party efforts. In addition, to meet these goals, a staff position was developed to directly assist renewal and applicant customers who utilize the TSBPE website.

Agency Objectives: Implementation of an expanded and updated website will support many of TSBPE's objectives.

Anticipated Benefits: The expanded and updated website will allow TSBPE to create better direct

contact with the customer base and to support all of the Agency's objectives through technology by providing more information, ease of use, and deliver quicker results for licensees, registrants, and the general public as a whole.

Capabilities or Barriers: The addition of staff within the TSBPE Licensing Department and dedication of certain staff to information technology (IT) duties has helped expedite this project.

Initiative: Implement an Integrated Licensing, Examination and Enforcement Database Application

Initiative Description: TSBPE implemented Versa Regulation, an integrated licensing, examination, and enforcement computer application and regulatory database system on May 30, 2011 as part of a shared software solution with Health Professions Council (HPC) and five other Article VIII agencies. The shared software solution allows for a more efficient and reliable platform to store and use data and keeps Agency software from becoming obsolete while providing flexibility for future needs. Major enhancements to Versa Regulation became available September 1, 2016. Additional enhancements in the coming year will ensure an even easier mobile experience for renewal.

Agency Objectives: Implementation and Continued Improvements of Versa Regulation Supports all of the Agency Objectives.

Statewide Technology Priorities: The implementation of Versa Regulation aligns with statewide technology priorities P2 – Data Management, P3 – Data Sharing, P4 – Infrastructure, P5 – Legacy Applications, P7 – Network, P8 – Open Data, and P9 – Security and Privacy.

Guiding Principles: Implementation of Versa Regulation addresses the following statewide guiding principles: Connect, Trust, and Innovate. The public facing component of Versa Regulation allows citizens to access real-time information from the Agency database and to apply for registration, examination or licensure in real-time. As of May 2020, the percentage of licenses and registrations renewed online is approximately **87%** and the percentage of new licenses and registrations issued online is approximately **64%**. Coming enhancements in the online user system should help increase these percentages even more.

As Versa Regulation is a shared software solution with the Health Professions Council (HPC) and other Article VIII regulatory agencies, the Board's data is stored in a Department of Information Resources (DIR) approved data center and supported by HPC, allowing for easier sharing and translating of data by other agencies, should that need arise. In addition, when HPC staff discovers an opportunity to optimize the database application for one of the now seven agencies, HPC staff is able to present the solution to other agencies sharing Versa Regulation, giving the opportunity for TSBPE to receive a benefit to the database application that may not have been discovered otherwise.

Anticipated Benefits: The implementation of Versa Regulation has resulted in quicker turn-around times and more efficient operations, which in turn, increases customer satisfaction.

Versa Regulation serves as the primary application for handling secure database information and allows for continued identity management. Security rules for different users of the application in various departments are maintained by the system administrator, requiring each authorized individual to use one set of identification information for access to the Agency database. In addition, the database application keeps a record of changes to data with timestamp and user information and requires secure access to the system's online component to ensure licensees' and registrants' information remains secure.

Capabilities or Barriers: Budgetary constraints may well play a role in some needed customizations.

Initiative: Contract with Vintage through DIR contract to Manage Agency IT Services.

Initiative Description: TSBPE's contract with Vintage IT Services for managed services provides dependable maintenance of the Agency's IT equipment, including its server, firewall, and office desktop computers, and monitoring of the Agency's software and IT security, allowing TSBPE staff to focus more on other business needs.

Agency Objectives: Contracting with Vintage IT Services Supports all Agency Objectives.

Statewide Technology Priorities: Contracting with Vintage IT Services aligns with Statewide Technology Priorities P2 – Data Management, P4 – Infrastructure, P7 – Network, and P9 – Security and Privacy.

Guiding Principles: Contracting with Vintage IT Services addresses the statewide guiding principle of delivery by managing the Agency's secure network and shared drives and its common e-mail software application, enhancing information asset management.

Anticipated Benefits: The Agency continues to see the benefits of contracting with Vintage IT Services. Allowing information to be shared on secure network drives has increased staff efficiency by allowing file documentation to be viewed electronically. Security of Agency data has improved by requiring secure sign on to Agency desktop computers and by the continual monitoring of users and individual access permissions.

Capabilities or Barriers: As TSBPE staff have become more familiar with accessing file information through the use of newer electronic programs, TSBPE will continue to evaluate electronic maintenance of files. Maintaining files in electronic format has provided easier access to file data and greatly reduced physical storage space requirements. Easier access also allows TSBPE to produce information requested by the public more quickly.

Initiative: Provide Board Meeting Documentation Electronically

Initiative Description: TSBPE provides Board members and staff with electronic documentation for each Board and Committee meeting to eliminate the need for making paper Board books. Each Board member and staff member attending a Board or Committee meeting is provided with a laptop computer for viewing documents for consideration and review during each meeting. Board documents are offered in a cloud based program for prior meeting viewing.

Agency Objectives: Providing Board meeting documentation electronically supports all of the Agency objectives.

Statewide Technology Priorities: Providing Board and Committee meeting documentation electronically aligns with Statewide Technology Priority P6 - Mobility

Guiding Principles: Providing Board and Committee meeting documentation electronically addresses the statewide guiding principles of Deliver and Trust, by allowing meeting documents to be provided to Board members and staff outside of the office prior to the meeting via electronic mail, as well as maintaining Board meeting documentation in an electronic format for any requests from the public for that documentation.

Anticipated Benefits: The Agency has seen an increase in efficiency in fulfilling public information requests for Board meeting documentation by storing the information electronically.

The Agency has also been able to accommodate off-site Board members and other Agency staff by sending electronic Board meeting documentation to those off-site Board and staff members via electronic email for review prior to the meeting.

Capabilities or Barriers: As more information for review and consideration during Board and Committee meetings is submitted to the Agency electronically, the process for providing meeting documentation to Board members and Agency staff in an electronic format will become more streamlined.

#### Initiative: Mobile Broadband Internet Connection for Off-Site Staff

Initiative Description: The Agency has secured services for high speed mobile broadband internet for its Investigators who work from remote offices.

Agency Objectives: Securing mobile broadband internet for off-site staff supports all of the Agency objectives.

Statewide Technology Priorities: Contracting through DIR to obtain mobile broadband internet connections for Agency off-site staff aligns with Statewide Technology Priorities P6 – Mobility and P7 – Network.

Guiding Principles: Contracting through DIR to obtain mobile broadband internet connections for TSBPE staff who office from remote locations across the state, by allowing Investigators to remotely access the Agency database via laptop computers or cellular telephones. External staff can quickly verify licensing and application information while conducting compliance checks through safe secure connections.

Anticipated Benefits: Allowing Investigators remote access to the Agency database via laptop computers or cellular telephones will benefit the Agency and increase its efficiency and accuracy

by eliminating the need for the Investigator to contact the Enforcement Department staff by telephone in order to verify information while the Investigator is working off-site.

Capabilities or Barriers: Some limited availability of mobile broadband internet services from DIR approved vendors in certain remote areas where an Investigator's office has been a barrier to obtaining a high quality mobile broadband internet connection.

#### Initiative: Contract with DIR for Security Event and Threat Analysis Network Security Platform Services

Initiative Description: The Board contracts with DIR to participate in their Security Event and Threat Analysis (SETA) network security platform in order to increase security of Agency data and its critical infrastructure, to alert the Agency of and prevent any cyber security threats, and to identify any potential IT vulnerabilities and weaknesses.

Agency Objectives: Contracting with DIR for SETA services supports all of the Agency objectives.

Statewide Technology Priorities: Contracting with DIR for SETA services aligns with Statewide Technology Priorities P2 – Data Management, P4 – Infrastructure, and P9 – Security and Privacy.

Guiding Principles: Contracting with DIR for SETA services will address the statewide guiding principles of Deliver by ensuring that TSBPE workforce can safely continue to access. Agency email remotely when needed, increasing productivity and efficiency, and ensuring safety of the Agency's network and data.

Anticipated Benefits: TSBPE anticipates increased security and efficiency in contracting with DIR for SETA services by ensuring Agency network and data are secure from cyber-attacks. This will decrease the risk of Agency downtime to recover data or repair damaged equipment due to attempted cyber-attacks.

Capabilities or Barriers: TSBPE has easily maintained its efforts with DIR's SETA services platform due to contractual support from Vintage IT Services, as well as the Health Professions Council (HPC) staff.

## HOW TSBPE COMPARES TO OTHER STATES

While researching other states, staff has determined that eight states do not require a license for Journeyman and Master Plumbers. However, many require an additional license or certification for fuel gas piping. Of those eight states that do not regulate plumbers on the state level, plumbers are licensed and regulated by the individual cities or counties where the work is performed.

Sharp population growth has fueled the need for additional plumbers, and the Board continually seeks to act within its current statutory authority to reduce barriers to plumbers relocating to Texas from out-of-state. Plumbers who are currently licensed in another state and have completed a course of study and obtained experience substantially equivalent to Board

requirements are issued a Provisional Journeyman license upon submittal of a completed Master or Journeyman examination application. This allows the plumber to quickly become licensed while awaiting their scheduled examination, and further reduces the burden on those who relocate to Texas, and to help meet the need for more plumbers.

Of those states that license Journeyman plumbers, some conduct a “hands on” practical examination for the Journeyman license. Some states that do not currently offer a “hands on” practical examination have indicated they realize the need for it, and are progressing towards the use of a practical examination. Most states base their examinations on a single plumbing code adopted by that state.

Most states require that a Plumbing Contractor carry liability insurance. A few of the states researched require Continuing Professional Education in order to renew a license. Most of the states researched do not truly practice reciprocity. Many state accept a license from another state to satisfy experience requirements, but require the individual to undergo examination. However, many recognize the Texas license as a license greater than or equal to theirs.

Most of the states researched generally have enforcement programs similar to Texas. Some of the other states utilize state agency employed Investigators, while others rely on local Plumbing Inspectors to provide enforcement.

Throughout the years, TSBPE staff have had opportunities to network with individuals representing other states and countries on issues relating to the development of enforcement and examination strategies. The Texas State Board of Plumbing Examiners is recognized by some states as setting standards that plumbing regulatory boards in other states desire to emulate.

Texas was one of the first states in the nation to administer such a comprehensive practical examination for licensing plumbers and to implement a medical gas piping installation endorsement for licenses. Effective September 1, 2009, Texas became one of the first states to authorize plumbers who meet training and examination requirements to install multipurpose residential fire protection sprinkler systems in one and two family dwellings. On several occasions, representatives from plumbing regulatory boards of other states and one country requested a tour of the Board’s facilities and to review the Board’s programs in an effort to pattern their programs after Texas. TSBPE sets an example to the industry across the nation and in the world.

## OPPORTUNITIES FOR IMPROVEMENT

Customer service is an area that always provides opportunity for improvement. During fiscal year 2020, TSBPE conducted its bi-annual customer service survey. The Agency relies heavily on the information obtained from this survey to gauge how we are serving the population. In addition, TSBPE plans to implement a continuous survey process for its customers through a web service.

This year TSBPE expanded the use of electronic surveys to Apprentices to determine ways to better assist those that entering the trade and those nearing experience levels for examination.

Through the use of the survey targeted at the Apprentice level plumber, staff has determined a need for more guidance in the steps to licensure. TSBPE is developing an easy step guide for the Apprentice Plumber that will be placed on our website and utilized in our career outreach program. In addition, through comments received from the Apprentice plumbers we have determined that certain training program requirement need to have earlier code learning requirements incorporated. The Apprentice Plumber survey also offered a look at the number expected to be ready for examination in the coming year. Of the 770 responses received, 669 were currently employed, 453 have accumulated at least 4,000 or more hours of on-the-job experience and 385 plan to register for a Tradesman or Journeyman examination. 285 responded that they had also began their classroom training required to sit for an examination.

TSBPE has also developed its “Compact with Texans” and appointed a customer service representative in compliance with Sec. 2114.006 of the Government Code. Upon completion of all examinations, applicants are requested to anonymously complete a questionnaire regarding their opinion of the examination and the service they received during the examination. Based on comments received from the plumbing industry and the public, TSBPE plans to provide improved availability of electronic data related to licensee and registrant applications, renewals and inquiries.

One of TSBPE’s Examination Staff who is a Veteran and a licensed plumber readily assists other Veterans and service member spouses wishing to return to the plumbing industry or enter as a new career path.

Continuing education, trade association meetings and telephone comments received by TSBPE staff are brought to the attention of department managers. Comments made to Investigators are also a great source of feedback.

TSBPE evaluates all comments received and often makes changes to Agency policy based on customer recommendations. The ability to be heard and the responsiveness of the Board are key factors in the widespread support the Board enjoys from the industry.

The Board has made a commitment to pursue the highest level of customer satisfaction in the delivery of each and every service we provide. By promoting accountability, teamwork, honesty, integrity and ethical behavior within TSBPE, we have developed a positive atmosphere that is conducive to successful interaction with the people we serve. Through careful research and review, we continually work to identify our complete customer base and to provide services needed. In addition, we continue to strive for excellence in all areas and to improve our performance whenever possible.

TSBPE’s resolution time for complaints is a measure that is continuously monitored. The Agency strives to maintain or exceed performance expectations for complaint resolution time. However, the loss of even one more Investigator due to a budget reduction will slow complaint resolution time. TSBPE strives to efficiently assist those that file complaints, whether or not budget reductions are implemented.





# **TSBPE: *Protecting Texans Since 1947***

## **Licenses and Registrations**

<b>License, Registration and Endorsement Type</b>	<b>Total number of Current and Renewable Licenses/Registrants/Endorsements As of April 24, 2020</b>
Inspector	1524
Master	11723
Journeyman	21100
Tradesman	2994
Apprentice	45125
RMP <sup>1</sup>	7701
Med Gas	4123
MRFPSS <sup>2</sup>	463
WSPS <sup>3</sup>	674
DC <sup>4</sup>	976
DCR <sup>5</sup>	1212
RUI <sup>6</sup>	968
Totals	98583

1). Responsible Master Plumber

2). Multi-Purpose Residential Fire Protection Sprinkler Systems

3). Water Supply Protection Specialist

4). Drain Cleaner

5). Drain Cleaner Restricted

6). Residential Utility Installer

# APPENDIX A

## Texas State Board of Plumbing Examiners Budget Structure

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### **Goal A: Ensure Public Health through Safe Plumbing by Licensing and Registering Plumbers**

**Goal Description:** To protect the health and safety of Texas citizens by ensuring that each person has access to uncontaminated drinking water, air and medical gases through quality plumbing systems installed and maintained by competent Master Plumbers, Journeyman Plumbers, Tradesman Plumber-Limited Licensees, Plumber's Apprentices, Residential Utility Installers, Drain Cleaners, Drain Cleaner-Restricted Registrants and that the systems are inspected by competent Plumbing Inspectors; to ensure that all individuals involved in the installation, maintenance and inspection of plumbing systems in each city and public water system in the State are regulated by fair and responsive enforcement of clear standards, in order that the public may live and work in the safe environment that properly installed plumbing systems are designed to provide.

**Objective:** Evaluate and License Applicants, Enforce the Act and Board Rules

**Objective Description:** To maintain procedures to evaluate applicants for competency so that all examination results are issued as soon as reasonably possible (usually within one or two working days) and all licenses and registrations are issued as soon as reasonably possible after all requirements have been met (usually within seven to ten working days), to monitor job sites in order to deter all unlicensed plumbers, and to resolve complaints as soon as reasonably possible.

***Outcome Measures:***

- Percentage of Complaints Resolved Resulting in Disciplinary Action (KEY)
- Recidivism Rate for Those Receiving Disciplinary Action
- Percentage of Licensees and Registrants with No Recent Violations (KEY)
- Percentage of Documented Complaints Resolved Within Six Months
- Percentage of Licensees and Registrants Who Renew Online (KEY)
- Percentage of New (Initial) Licenses, Registrations and Endorsements Issued Online (KEY)

## **Strategy A.1.1: Examine and License Plumbers: Administer Competency Examinations & Issue and Renew Licenses and Registrations**

**Description:** Administer competency examinations and issue and renew licenses for Responsible Master Plumbers, Master Plumbers, Journeyman Plumbers, Tradesman Plumber-Limited Licensees, Plumbing Inspectors, and specialty endorsements for Water Supply Protection Specialists, Medical Gas Piping Installers, and Multi-Purpose Residential Fire Protection Sprinkler Specialists; issue and renew registrations for Plumber's Apprentices, Residential Utility Installers, Drain Cleaners and Drain Cleaner-Restricted Registrants.

### ***Output Measures:***

- Number of New Licenses, Registrations & Endorsements Issued to Individuals (KEY)
- Number of Licenses, Registrations and Endorsements Renewed (KEY)
- Number of Individuals Examined
- Total Number of Licenses, Registrations and Endorsements Issued
- Number of New Registrations Issued (to individuals)
- Number of Registrations Renewed (to individuals)

### ***Efficiency Measures:***

- Percentage of New Individual Licenses and Registrations Issued Within 10 Days
- Percentage of Individual License and Registration Renewals Issued Within 7 Days
- Average Time to Issue Examination Results (in Working Days)

### ***Explanatory Measures:***

- Examination Pass Rate
- Total Number of Individuals Licensed and Registered (Unduplicated)

## **Strategy A.1.2: Texas.Gov (Subscription Fees)**

**Description:** Provide for the processing of occupational licenses, registrations, examinations, and permit fees through Texas.Gov. Estimated and Nontransferable.

### **Strategy A.1.3: Inspections and Enforcement: Inspect and Perform Compliance Checks, Investigate and Resolve Complaints**

**Description:** Inspect and perform compliance checks; respond to inquiries; investigate and resolve complaints; issue reprimands and revoke or suspend licenses and registrations; issue administrative penalties; monitor providers of instruction in medical gas piping programs, water supply protection specialist programs, and continuing professional education programs; inspect plumbing for compliance with state plumbing codes; and maintain contacts with municipal authorities that comply with the Act through local ordinances.

#### ***Output Measures:***

- Total Number of Compliance Checks Performed (KEY)
- Number of Individuals Contacted During Compliance Checks for Licenses and Registrations
- Number of Continuing Professional Education (CPE) Courses Monitored
- Number of Investigations Conducted (KEY)
- Number of Complaints Resolved (KEY)
- Number of Reprimands Issued and Licenses or Registrations Revoked, Suspended or Denied
- Number of Hearings Held by the State Office of Administrative Hearings

#### ***Efficiency Measures:***

- Average Time for Complaint Resolution

#### ***Explanatory Measures:***

- Percentage of Unlicensed Plumbers and Unregistered Individuals Monitored During Compliance Checks
- Percentage of Compliance Checks Found With Violations (KEY)
- Number of Individuals Attending Continuing Professional Education (CPE) Courses
- Number of Complaints Received
- Percentage of Complaints Received Against Licensees and Registrants
- Number of Jurisdictional Complaints Received
- Percentage of Disciplinary Actions Taken Against Unlicensed and Unregistered Individuals

### **Strategy A.1.4: Consumer Education and Public Awareness**

**Description:** Provide dedicated and coordinated efforts at community outreach and achieve awareness by the public of the licensing and regulation of plumbers in Texas, and the critical role a properly designed and installed plumbing system plays in safeguarding public health and sanitation. Educate and empower consumers to make informed decisions when securing plumbing services, and disrupt the illegal provision of plumbing by unlicensed individuals by making the public aware of the hazards of unlicensed work. Simultaneously, encourage industry recruitment and alleviate industry staffing shortages by promoting the plumbing trade as a prosperous career option, and promoting the incentivized career paths for individuals seeking formal education and training such as an apprenticeship program. Attend community events and conduct awareness seminars at trade schools, middle schools, high schools, community and technical colleges, universities, municipal building and inspection departments, plumbing companies and trade associations. Leverage information technology and the internet to disseminate information to the public and achieve a social media presence to further increase community outreach and public awareness.

#### ***Output Measures:***

- Number of Continuing Education and Public Awareness Seminars Conducted

#### ***Explanatory Measures:***

- Number of Individuals Attending Educational and Public Awareness Seminars Conducted

## **Goal B: Indirect Administration**

### **Strategy B.1.1: Indirect Administration - Examination & Licensing**

**Description:** Provides support to the other sections of the Agency that administer Goal A. Also provides administrative functions, including acting as liaison with other state and local entities and the media; human resources, finance and payroll, budgeting, purchasing and HUB, state property accounting; workforce planning and information technology services within the agency. Manages the day-to-day operations of the Agency.

## Agency Budget and Method of Finance

The appropriations for the current biennium as provided in the General Appropriations Act are set forth as follows:

<b>A. Goal: ENSURE PUBLIC HEALTH THROUGH SAFE PLUMBING</b>	<b><u>FY 2020</u></b>	<b><u>FY 2021</u></b>
A.1.1. Strategy: Examine and License Plumbers	\$ 1,027,981	\$ 1,019,831
A.1.2. Strategy: Texas.Gov	155,000	155,000
A.1.3. Strategy: Inspections and Enforcement	1,277,587	1,270,753
A.1.4. Strategy: Consumer Education and Public Awareness	129,696	122,196
<b>B. Goal: INDIRECT ADMINISTRATION</b>		
B.1.1. Strategy: Indirect Admin - Exam & Licensing	157,476	153,476
B.1.2. Strategy: Indirect Admin - Inspections & Enforcement	<u>184,100</u>	<u>193,100</u>
<b>Grand Totals</b>	<b><u><u>\$ 2,931,840</u></u></b>	<b><u><u>\$ 2,914,356</u></u></b>

The Methods of Financing for the above appropriations are the General Revenue Fund, Regular Appropriations in the amount of \$2,882,140 and Article IX, Appropriated Receipts in the amount of \$49,700 for Fiscal Year 2020; and Regular Appropriations in the amount of \$2,864,656 and Article IX, Appropriated Receipts in the amount of \$49,700 for Fiscal Year 2021.

# APPENDIX B

## Texas State Board of Plumbing Examiners

### List of Measure Definitions

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#### **Goal A: Ensure Public Health through Safe Plumbing by Licensing and Registering Plumbers**

Description: To protect the health and safety of Texas citizens by ensuring that each person has access to uncontaminated drinking water, air and medical gases through quality plumbing systems installed and maintained by competent Master Plumbers, Journeyman Plumbers, Tradesman Plumber-Limited Licensees, Plumber's Apprentices, Residential Utility Installers, Drain Cleaners, Drain Cleaner-restricted Registrants and that the systems are inspected by competent Plumbing Inspectors; to ensure that all individuals involved in the installation, maintenance and inspection of plumbing systems in each city and public water system in the state are regulated by fair and responsive enforcement of clear standards, in order that the public may live and work in the safe environment that properly installed plumbing systems are designed to provide.

#### **OUTCOME MEASURES:**

##### **Percentage of Complaints Resolved Resulting in Disciplinary Action (KEY)**

**Definition:** Percent of complaints that were resolved during the reporting period that resulted in disciplinary action.

**Purpose:** The measure is intended to show the extent to which the Board exercises its disciplinary authority in proportion to the number of complaints received. It is important that both the public and licensees/registrants have an expectation that the Board will work to ensure fair and effective enforcement of the law and this measure seeks to indicate Board responsiveness to this expectation.

**Data Source:** The VERSA computer application/Regulatory Database system is used to track complaints received by the Board. At the end of each reporting period the Director of Enforcement generates reports of complaint data and calculates the measure. The Director of Financial Operations verifies the calculations and the reports are maintained by the Director of Financial Operations as part of the backup for the specific performance measure. Disciplinary action includes agreed orders, reprimands, warnings, suspensions, administrative penalties issued, citations issued, probations, revocations, denials and restitutions.

**Methodology:** The total number of complaints resolved during the reporting period that resulted in disciplinary action is divided by the total number of complaints received during the reporting period. The result is multiplied by 100 to achieve a percentage. Disciplinary action includes agreed orders, reprimands, warnings, administrative penalties issued, suspensions, citations issued, probations, revocations, denials and restitutions on which the Board has acted.

**Data Limitations:** Complaints filed where the Agency is unable to obtain sufficient evidence or no violation occurred, may affect this measure and is not within the control of the Agency. Additionally, some cases are resolved by voluntary compliance on the part of the respondent, and therefore no disciplinary action is required.

**Calculation Method:** Non-Cumulative

**New Measure:** No

**Target Attainment:** Low: The desire is that fewer individuals will choose to violate the Plumbing License Law and Board Rules, resulting in a lower than target measure. However, a higher than target measure indicates the Board is dispensing fair and appropriate disciplinary actions for violations.

**Percentage Measure:** Yes

### **Recidivism Rate for Those Receiving Disciplinary Action (NON-KEY)**

**Definition:** The number of repeat offenders at the end of the reporting period as a percentage of all offenders during the most recent three-year period.

**Purpose:** The measure is intended to show how effectively the Agency enforces its regulatory requirements and prohibitions. It is important that the Agency enforce its act and rules strictly enough to ensure consumers are protected from unsafe, incompetent and unethical practices by the registered or licensed professional.

**Data Source:** The Director of Enforcement generates a report from the VERSA computer application/Regulatory Database system for the number of repeat offenders and the number of individuals receiving disciplinary action. The reports are verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The number of individuals against whom two or more disciplinary actions were taken by the Board within the current and preceding two fiscal years (numerator) is divided by the total number of individuals receiving disciplinary actions within the current and preceding two fiscal years (denominator). The result is multiplied by 100 to achieve a percentage.



**Data Limitations:** The Board dispenses fair and appropriate disciplinary action for violations of the Plumbing License Law and Board Rules. However, the Board has no control over how many individuals choose to violate the Plumbing License Law and Board Rules.

**Calculation Method:** Non-cumulative

**New Measure:** No

**Target Attainment:** Lower than Target

**Percentage Measure:** Yes

### **Percentage of Licensees and Registrants with No Recent Violations (KEY)**

**Definition:** The percent of the total number of licensed and registered individuals at the end of the reporting period who have not incurred a violation within the current and preceding two years (three years total).

**Purpose:** Licensing and registering individuals helps ensure that practitioners meet legal standards for professional education and practice, which is a primary Agency goal. This measure is important because it indicates how effectively the Agency's activities deter violations of professional standards established by statute and rule.

**Data Source:** The Director of Enforcement generates a report for the number of individuals receiving disciplinary action during the reporting period. The Licensing Supervisor generates a report of the number of individuals currently licensed and registered by the Agency. The Director of Enforcement calculates the measure and the reports are verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of individuals currently licensed and registered by the Agency that have *not* incurred a violation within the current and preceding two years, divided by the total number of individuals currently licensed and registered by the Agency, multiplied by 100 to achieve a percentage. The numerator for this measure is calculated by subtracting the total number of licensees and registrants with violations during the three-year period from the total number of licensees and registrants at the end of the reporting period. The denominator is the total number of licensees and registrants at the end of the reporting period.

**Data Limitations:** The Board dispenses fair and appropriate disciplinary action for violations of the Plumbing License Law and Board Rules. However, the Board has no control over how many individuals choose to violate the Plumbing License Law and Board Rules.

**Calculation Method:** Non-cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** Yes

## **Percentage of Documented Complaints Resolved Within Six Months (NON-KEY)**

**Definition:** The percent of complaints resolved during the reporting period that was resolved within a six month period from the time they were initially received by the Agency.

**Purpose:** The measure is intended to show the percentage of complaints that are resolved within a reasonable period of time. It is important to ensure the swift enforcement of the Plumbing License Law and Board Rules, which is an Agency goal.

**Data Source:** The Director of Enforcement generates a report of the complaints closed within the reporting period and the length of time between when the complaint was received by the Agency and when it was resolved, and calculates the percentage. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The number of complaints resolved within a period of six months or less from the date of receipt is divided by the total number of complaints resolved during the reporting period. The result is multiplied by 100 to achieve a percentage.

**Data Limitations:** Unanticipated increase in volume of complaints received or an unexpected lengthy absence (such as a catastrophic illness) of the Director of Enforcement or Complaint Department Assistants.

**Calculation Method:** Non-cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** Yes

## **Percentage of Licensees and Registrants Who Renew Online (KEY)**

**Definition:** The percent of the total number of licenses, registrations and endorsements renewed online during the reporting period.

**Purpose:** To track the use of online renewal technology by the licensee and registrant population.

**Data Source:** The Licensing Supervisor generates a report using the VERSA computer application/Regulatory Database system to determine the number of licensees and registrants who have renewed (by all methods) during the reporting period and the number of licensees and registrants who have renewed online during the reporting period. The Licensing Supervisor calculates the measure. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of individual licenses, registrations, and endorsements renewed online is divided by the total number of individual licenses, registrations, and endorsements renewed by all methods during the reporting period. The result is multiplied by 100 to achieve a percentage.

**Data Limitations:** Licensee and registrant's access to the internet and opinions regarding security of internet processes could affect the number who will utilize this service.

**Calculation Method:** Non-cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** Yes

### **Percentage of New (Initial) Licenses, Registrations and Endorsements Issued Online (KEY)**

**Definition:** The percent of all new licenses, registrations, and endorsements issued online to individuals during the reporting period.

**Purpose:** To track the use of online license issuance technology by the licensee and registrant population.

**Data Source:** The Licensing Supervisor generates a report using the VERSA computer application/Regulatory Database system to determine the number of licensees and registrants who applied for a license or registration (by all methods) during the reporting period and the number of licensees and registrants who applied for a license or registration online during the reporting period. The Licensing Supervisor calculates the measure. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of new licenses, registrations, and endorsements issued to individuals online is divided by the total number of new licenses, registrations, and endorsements issued to individuals (by all methods) during the reporting period. The result is multiplied by 100 to achieve a percentage.

**Data Limitations:** Licensee and registrant's access to the internet and opinions regarding security of internet processes could affect the number who will utilize this service. Additionally, supporting documentation required for initial applications may affect the number who will utilize this service.

**Calculation Method:** Non-cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** Yes

## Strategy A.1.1 - EXAMINE AND LICENSE PLUMBERS

### OUTPUT MEASURES:

#### Number of New Licenses, Registrations & Endorsements Issued to Individuals (KEY)

**Definition:** The number of new licenses, registrations and endorsements issued to individuals during the reporting period.

**Purpose:** A successful licensing structure must ensure that legal standards for professional education and practice are met prior to issuance of a license, registration or endorsement. This measure is a primary workload indicator which is intended to show the number of individuals who have successfully met all licensure or registration criteria established by statute and rule as verified by the Agency during the reporting period.

**Data Source:** The Licensing Supervisor generates a report at the end of each reporting period that lists the number of new licenses, registrations and endorsements issued for that period. The list is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** This measure counts the total number of new licenses, registrations and endorsements issued to individuals during the reporting period, regardless of when the application was originally received. Only new licenses, registrations and endorsements issued during the reporting period are counted.

**Data Limitations:** The number of new licenses, registrations and endorsements issued is directly related to the number of individuals who apply for and meet all requirements and/or successfully pass an examination and make payment for the initial license, registration or endorsement. This number is also directly related to the economy and demand for licensed, registered and endorsed individuals and plumbing inspectors.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** No

## Number of Licenses, Registrations and Endorsements Renewed (KEY)

**Definition:** The number of licenses, registrations and endorsements issued to individuals who previously held a license, registration, or endorsement and renewed during the current reporting period.

**Purpose:** License, registration and endorsement renewal is intended to ensure that persons who want to continue to practice in their respective profession satisfy current legal standards established by statute and rule for professional education and practice. This measure is intended to show the number of licenses, registrations, and endorsements that were renewed during the reporting period to individuals who previously and/or currently held a valid license, registration, or endorsement.

**Data Source:** The Licensing Supervisor generates a report at the end of each reporting period that lists the number of licenses, registrations and endorsements renewed during the reporting period. The list is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The measure is calculated by querying the VERSA computer application/Regulatory Database system to produce the total number of licenses, registrations and endorsements renewed to individuals during the reporting period.

**Data Limitations:** This measure is directly related to the economy and demand for licensees and registrants. The Board has no control over individuals who choose to change professions and not renew their license, registration or endorsement.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** No

## Number of Individuals Examined (NON-KEY)

**Definition:** The number of individuals to whom an examination was administered in whole or in part during the reporting period.

**Purpose:** The measure shows the number of individuals examined which is a primary step in licensing the individual and represents a major cost element for the Agency. Examination supplies, grading costs, and notification costs are directly related to this measure.

**Data Source:** At the end of each reporting period the Chief Examiner generates a report in the VERSA computer application/Regulatory Database system that lists the types and locations of examinations given and the number of individuals examined, passed, and failed for each type of examination. The

list is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** This measure counts the total number of examinations given for each type of license and endorsement. For an examination administered in one session, even if comprised of periods or breaks or on more than one day, the individuals attending the session are counted only once. An individual who attends two sessions for two examinations or parts of examinations should be counted twice.

**Data Limitations:** The number of individuals examined is directly related to the number of individuals who apply for an examination. This number is also directly related to the economy and demand for licensed plumbers and plumbing inspectors.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** No

### **Total Number of Licenses, Registrations and Endorsements Issued (NON-KEY)**

**Definition:** The total number of licenses, registrations and endorsements issued and renewed by the Agency to inspect or perform plumbing work during the reporting period.

**Purpose:** The intent of this measure is to have an overall summary of the licenses, registrations and endorsements issued and renewed during the reporting period.

**Data Source:** The Licensing Supervisor generates a report from the VERSA computer application/Regulatory Database system at the end of each reporting period that lists the number of licenses, registrations and endorsements issued and renewed during the reporting period. The list is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The measure is calculated by querying the VERSA computer application/Regulatory Database system to produce the total number of licenses, registrations and endorsements issued and renewed during the reporting period.

**Data Limitations:** This measure is directly related to the economy and demand for licensed plumbers, registrants, endorsees and plumbing inspectors. The Board has no control over individuals who choose to change professions and not renew their license or registration.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** No

### **Number of New Registrations Issued (to individuals) (NON-KEY)**

**Definition:** The number of registrations issued to previously unregistered persons during the reporting period.

**Purpose:** This measure is a primary workload indicator which is intended to show the number of registrants who were documented to have successfully met all registration criteria established by statute and rule, as verified by the Agency during the reporting period.

**Data Source:** The Licensing Supervisor generates a report at the end of each reporting period that lists the number of new registrations issued for that period. The list is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** This measure counts the total number of registrations issued to previously unregistered individuals during the reporting period, regardless of when the application was originally received. Individuals who were registered in the previous reporting period are not counted; only new registrations are counted.

**Data Limitations:** The number of new registrations issued is directly related to the number of individuals who apply for and are issued a registration during the reporting period. This number is also directly related to the economy and demand for registrants.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** No

### **Number of Registrations Renewed (to individuals) (NON-KEY)**

**Definition:** The number of registered individuals who held registrations previously and renewed their registration during the current reporting period.

**Purpose:** Registration renewal is intended to ensure that individuals who want to continue to practice in their respective profession satisfy current legal standards established by statute and rule for practice. This measure is intended to show the number of registrations issued during the reporting period to individuals who currently held a valid registration.

**Data Source:** The Licensing Supervisor generates a report at the end of each reporting period that lists the number of registrations renewed for that period. The list is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** This measure counts the total number of registrations renewed during the reporting period.

**Data Limitations:** This measure is directly related to the economy and demand for registrants. The Board has no control over individuals who choose to change professions and not renew their registration.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** No

## **EFFICIENCY MEASURES:**

### **Percentage of New Individual Licenses and Registrations Issued Within 10 Days (NON-KEY)**

**Definition:** The percentage of initial individual license, registration and endorsement applications processed during the reporting period within ten working days measured from the time in days elapsed from approval of the initial completed application until the date the license or registration card is mailed.

**Purpose:** This measures the ability of the Agency to process new applications in a timely manner and its responsiveness to its licensees and registrants.

**Data Source:** A manual report is kept for each reporting period by the Licensing Coordinator of the number of working days elapsed since the date of approval and the date the license or registration card is produced and mailed. The report and any exceptions to the ten-day issuance are forwarded to the Licensing Supervisor who verifies the information and reports the measure to the Director of Financial Operations. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The number of new license and registration cards that were mailed within ten working days from application approval is divided by the total number of new licenses and registrations issued within the reporting period and multiplied by 100 to determine the percentage of new license and registration cards issued within ten working days.



**Data Limitations:** Unanticipated computer or card printer downtime or unexpected lengthy absence (catastrophic illness) of the Licensing Technician, Licensing Coordinator or Licensing Supervisor.

**Calculation Method:** Non-Cumulative

**New Measure:** No

**Target Attainment:** Higher than target

**Percentage Measure:** Yes

## **Percentage of Individual License and Registration Renewals Issued Within 7 Days (NON-KEY)**

**Definition:** The percentage of individual license and registration renewal applications that were processed during the reporting period within seven working days, measured from the time elapsed from approval of the renewal application until the date the renewal license or registration card is mailed.

**Purpose:** This measures the ability of the Agency to process renewal applications in a timely manner and its responsiveness to its primary constituent group.

**Data Source:** A report is kept by the Licensing Coordinator for each reporting period of the number of working days elapsed since the date of approval and date the renewed license or registration card is produced and mailed. The report and any exceptions to the seven working day processing are forwarded to the Licensing Supervisor who verifies the information. The report and calculations are then verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The number of license and registration renewals that were mailed within seven working days from approval of the renewal is divided by the total number of license and registration renewals issued during the reporting period and multiplied by 100 to determine the percentage of renewal license and registration cards issued within seven working days.

**Data Limitations:** Unanticipated computer or card printer downtime or unexpected lengthy absence (catastrophic illness) of the Licensing Technician, Licensing Coordinator or Licensing Supervisor.

**Calculation Method:** Non-Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** Yes

## **Average Time to Issue Examination Results (in Working Days) (NON-KEY)**

**Definition:** The average time, in working days, from examination administration to the issuance of the examination score by the Board to the examinee.

**Purpose:** The measure is intended to provide applicants timely notification of examination results. It is important that examination applicants receive timely notification of examination results in order that they may either proceed with an initial license or make application for re-examination.

**Data Source:** The VERSA computer application/Regulatory Database system is used to track when examination results are recorded and subsequently mailed to the applicant. The Chief Examiner prepares this report. The Director of Financial Operations verifies and maintains backup documentation for this measure.

**Methodology:** The number of working days from when the applicant takes the examination and when the examination results are mailed to the applicant.

**Data Limitations:** Unanticipated increase in volume of examination applications received or an unexpected lengthy absence (such as catastrophic illness) of an Examiner or the Examination Department Assistant.

**Calculation Method:** Non-Cumulative

**New Measure:** No

**Target Attainment:** Lower than Target

**Percentage Measure:** No

## **EXPLANATORY MEASURES:**

### **Examination Pass Rate (NON-KEY)**

**Definition:** The percentage of individuals to whom a whole examination or segments of a multi-part examination were administered during the reporting period who received a passing score.

**Purpose:** The measure shows the rate at which those examined passed. This is an important step in the licensing process and a low pass rate may represent unnecessarily restrictive licensure requirements or inadequate preparation by licensure applicants.

**Data Source:** At the end of each reporting period the Chief Examiner generates a report in the VERSA computer application/Regulatory Database system that lists the types of examinations given and the number of individuals examined, passed, and failed for each type of examination. The list is

verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of individuals who passed the examination is divided by the total number of individuals examined. The result is multiplied by 100 to achieve a percentage. If two examinations were given within the same reporting period, the total number of individuals passing the exam during the reporting period is divided by the total number of persons taking the exam during the reporting period. Persons taking the exam multiple times are counted each time they take an examination.

**Data Limitations:** Inadequate preparation by licensure applicants.

**Calculation Method:** Non-Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** Yes

### **Total Number of Individuals Licensed and Registered (unduplicated) (NON-KEY)**

**Definition:** Total unduplicated number of individuals licensed and registered on the last day of the reporting period.

**Purpose:** The measure shows the total number of individual licenses and registrations currently issued which indicates the size of the Agency's primary constituency.

**Data Source:** The Licensing Supervisor generates a report in the VERSA computer application/Regulatory Database system at the end of each reporting period that lists the unduplicated number of individuals licensed and registered on the last working day of the reporting period. The list is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total unduplicated number of individuals licensed and registered according to the VERSA computer application/Regulatory Database system at the end of the reporting period. An individual who holds more than one license or registration is counted only once and only those with current status are counted.

**Data Limitations:** This measure is directly affected by the economy and demand for licensees and registrants in the plumbing industry.

**Calculation Method:** Non-Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** No

## Strategy A.1.3 - INSPECTIONS AND ENFORCEMENT

### OUTPUT MEASURES:

#### Total Number of Compliance Checks Performed (KEY)

**Definition:** The total number of compliance checks performed by staff within the jurisdiction of the Plumbing License Law to determine whether or not plumbing work that was previously performed, is currently being performed, or will be performed: was, is, or will be in compliance with the Plumbing License Law and Board Rules.

**Purpose:** This measure is compared with the number of complaints investigated to determine the workload and output of Investigators.

**Data Source:** Each Board representative maintains data on the number of compliance checks performed in an automated format and submits the data to the Director of Enforcement. The Director of Enforcement compiles and verifies the data and forwards the report to the Director of Financial Operations. The report is maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of compliance checks performed is provided in the generated report.

**Data Limitations:** Complaints requiring extensive investigation by Investigators may decrease the amount of time available and therefore decrease the number of compliance checks performed.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** No

#### Number of Individuals Contacted During Compliance Checks for Licenses and Registrations (NON-KEY)

**Definition:** The total number of individuals verbally contacted by staff during compliance checks to determine whether or not individuals are licensed or registered and working in compliance with the Plumbing License Law and Board Rules.

**Purpose:** The measure is reflective of the number of individuals engaged in actually performing and inspecting plumbing work during the reporting period and is used to determine the work output of Investigators.

**Data Source:** Each Investigator maintains data on the number of individuals contacted during compliance checks in an automated format and submits the data to the Director of Enforcement. The Director of Enforcement generates a report, verifies the data and forwards the report to the Director of Financial Operations. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of individuals contacted by staff during compliance checks is provided in the generated report.

**Data Limitations:** Whenever the number of complaints requiring investigation by Investigators substantially increases, the amount of time available for compliance checks is reduced.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** No

## **Number of Continuing Professional Education (CPE) Monitored (NON-KEY)**

**Definition:** The total number of continuing professional education (CPE) courses monitored for compliance by Board personnel.

**Purpose:** This measure is used to document the number of continuing professional education (CPE) courses monitored for compliance with Board rules by Board personnel. The Board uses this number to determine and ensure that CPE courses are conducted in a fair and equitable manner across the State and also ensures that each education provider complies and offers the required number of hours and materials to attendees.

**Data Source:** Each Investigator submits data on the number of continuing professional education (CPE) courses monitored for compliance in an automated format to the Director of Enforcement. The Director of Enforcement generates the report, verifies the data and forwards the report to the Director of Financial Operations. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of continuing professional education (CPE) courses monitored is provided in the generated report.

**Data Limitations:** The workload of the Agency in other areas may take priority and not allow for as many continuing professional education (CPE) courses to be monitored as desired.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** No

## **Number of Investigations Conducted (KEY)**

**Definition:** The total number of investigations conducted by Enforcement staff.

**Purpose:** This measure is a workload and work output measure to document the number of complaints requiring investigations. It is important to note that all complaints received are investigated by staff. Complaints may be investigated and resolved without an investigation being conducted in the field.

**Data Source:** The Director of Enforcement generates a report from the VERSA computer application/Regulatory Database system of the number of investigations completed during the reporting period. The Director of Enforcement verifies the data, prepares the report and forwards it to the Director of Financial Operations. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of investigations conducted is provided in the generated report.

**Data Limitations:** The number of investigations conducted is directly related to the number of complaints received. If the number of complaints received significantly decreases, the number of investigations conducted would also decrease.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** No

## **Number of Complaints Resolved (KEY)**

**Definition:** The total number of complaints resolved during the reporting period.

**Purpose:** The measure shows the workload associated with resolving complaints.

**Data Source:** The Director of Enforcement generates a report from the VERSA computer application/Regulatory Database system for the number of complaints resolved within the reporting

period. The Director of Enforcement verifies the data and prepares the report, then forwards it to the Director of Financial Operations. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of complaints during the reporting period which the Enforcement Committee has reviewed and determined that a violation has occurred and appropriate sanctions have been recommended or the Enforcement Committee has determined the complaint is without merit. All complaints require investigation, some more extensive than others.

**Data Limitations:** Complexity of the complaints may decrease the number of complaints resolved during the reporting period. When the Agency utilizes staff from the Enforcement department to assist with increased workloads in the examination, licensing and registration processes, the number of complaints resolved may decrease because of the reallocation of Enforcement staff.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Higher than Target

**Percentage Measure:** No

## **Number of Reprimands Issued and Licenses or Registrations Revoked, Suspended or Denied (NON-KEY)**

**Definition:** The total number of individuals who were issued reprimands, citations, or administrative penalties, or had their license or registration revoked, suspended or denied.

**Purpose:** This measure indicates how effectively and fairly the Board enforces the Plumbing License Law and Board Rules.

**Data Source:** The Director of Enforcement generates a report from the VERSA computer application/Regulatory Database system that includes the number of complaints that had final action resulting in a reprimand, citation or administrative penalty, or where a license or registration was revoked, suspended, or denied. The Director of Enforcement generates the report and verifies the data. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of complaints resulting in disciplinary action is provided in the generated report.

**Data Limitations:** The Agency dispenses fair and appropriate disciplinary action for violations of the Plumbing License Law and Board Rules. However, the Agency has no control over how many individuals choose to violate the Plumbing License Law and Board Rules.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** The desire is that fewer individuals will choose to violate the Plumbing License Law or Board Rules, resulting in a lower than target measure. However, a higher than target measure indicates that the Agency is dispensing fair and appropriate disciplinary actions for violations.

**Percentage Measure:** No

### **Number of Hearings Held by the State Office of Administrative Hearings (NON-KEY)**

**Definition:** The total number of hearings held by the State Office of Administrative Hearings (SOAH) to resolve alleged violations of the Plumbing License Law.

**Purpose:** The purpose of the measure is to determine the number of complaints that are unable to be resolved with administrative penalties issued or through Agreed Final Orders and how many are required to be forwarded to the SOAH. This is important for strategic planning purposes.

**Data Source:** The Director of Enforcement gathers the data which includes data from a report issued by the State Office of Administrative Hearings (SOAH) that includes the number of complaints heard at the SOAH during the reporting period. The Director of Enforcement verifies the report and forwards it to the Director of Financial Operations. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of hearings before the State Office of Administrative Hearings (SOAH) is provided in the generated report.

**Data Limitations:** The Agency has no control over the number of respondents who refuse to agree to the terms of an Agreed Final Order or Board decision and subsequently choose to request a hearing before the State Office of Administrative Hearings (SOAH).

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Lower than Target

**Percentage Measure:** No



## EFFICIENCY MEASURES:

### Average Time for Complaint Resolution (NON-KEY)

**Definition:** The average length of time (in months) to resolve a complaint, for all complaints resolved during the reporting period.

**Purpose:** The measure shows the Agency's efficiency in resolving complaints.

**Data Source:** The Director of Enforcement generates a report from the VERSA computer application/Regulatory Database system that calculates the average time from the date the complaint is received to the date the complaint is resolved for all complaints resolved during the reporting period. The report is verified and forwarded to the Director of Financial Operations who maintains the report as part of the backup for the specific performance measure.

**Methodology:** The VERSA computer application/Regulatory Database system calculates the average time from the date the complaint is received to the date the complaint is resolved for all complaints resolved during the reporting period. All complaints require some degree of investigation.

**Data Limitations:** Complexity of the complaint may increase the average time for complaint resolution.

**Calculation Method:** Non-cumulative

**New Measure:** No

**Target Attainment:** Lower than Target

**Percentage Measure:** No

## EXPLANATORY MEASURES:

### Percentage of Unlicensed Plumbers and Unregistered Individuals Monitored During Compliance Checks (NON-KEY)

**Definition:** The percentage of individuals who were unlicensed plumbers and/or unregistered individuals divided by the total number of contacts made by Enforcement Department staff during compliance checks.

**Purpose:** The measure is useful in determining the level of compliance with the Plumbing License Law and the effectiveness of compliance checks. The total number of licensed plumbers and

unregistered individuals monitored during compliance checks is compared to the total number of individuals checked to estimate industry trends that may be used in strategic planning.

**Data Source:** Each Investigator gathers and submits data on the number of violations found during compliance checks. The data is maintained in the VERSA computer application/Regulatory Database system. The Director of Enforcement verifies and compiles the data, generates the report, and calculates the percentage. The Director of Enforcement forwards the report to the Director of Financial Operations. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of individuals who were unlicensed plumbers and/or unregistered individuals, divided by the total number of contacts made by Enforcement staff with licensed and unlicensed plumbers and registered and unregistered individuals during compliance checks.

**Data Limitations:** This measure is directly affected by the economy and demand for licensed plumbers and apprentices working in the plumbing industry.

**Calculation Method:** Non-cumulative

**New Measure:** No

**Target Attainment:** Lower than Target

**Percentage Measure:** Yes

## **Percentage of Compliance Checks Found With Violations (KEY)**

**Definition:** The percentage of compliance checks found with violations, divided by the total number of compliance checks performed.

**Purpose:** The measure is useful in determining the level of compliance with the Plumbing License Law and the effectiveness of compliance checks. This measure is used to estimate industry trends that may be used in strategic planning.

**Data Source:** Each Investigator gathers and submits the number of violations found during compliance checks. The data is maintained in the VERSA computer application/Regulatory Database system. The Director of Enforcement verifies and compiles the data, generates the report, and calculates the percentage. The Director of Enforcement forwards the report to the Director of Financial Operations. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of compliance checks with violations is divided by the total number of compliance checks performed.

**Data Limitations:** This measure is directly affected by the economy and demand for plumbers and apprentices working in the plumbing industry.

**Calculation Method:** Non-cumulative

**New Measure:** No

**Target Attainment:** Lower than Target

**Percentage Measure:** Yes

## **Number of Individuals Attending Continuing Professional Education (CPE) Courses (NON-KEY)**

**Definition:** The total number of individuals contacted while monitoring continuing professional education (CPE) courses during the reporting period.

**Purpose:** This measure is used to determine the number of student classroom contacts made by Board personnel during the monitoring of required continuing professional education (CPE) courses.

**Data Source:** Each Board representative gathers and submits data on the number of attendees contacted while monitoring continuing education courses (CPE). The data is maintained in the VERSA computer application/Regulatory Database system. The Director of Enforcement generates the report, verifies the data and forwards the report to the Director of Financial Operations. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of individuals contacted who attended continuing professional education (CPE) courses monitored is provided in the generated report.

**Data Limitations:** The workload of the agency in other areas may take priority and not allow for the desired number of courses to be monitored.

**Calculation Method:** Cumulative

**New Measure:** Amended

**Target Attainment:** Higher than Target

**Percentage Measure:** No

## Number of Complaints Received (NON-KEY)

**Definition:** The number of complaints received during the reporting period.

**Purpose:** The intent of this measure is to determine the effectiveness of the Board's enforcement, public awareness and continuing professional education programs.

**Data Source:** The Director of Enforcement generates and verifies a report from the VERSA computer application/Regulatory Database system for the number of complaints received during the reporting period. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of complaints received is provided in the generated VERSA report.

**Data Limitations:** The Board has no control over factors that influence the number of complaints filed.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Lower than target

**Percentage Measure:** No

## Percentage of Complaints Received Against Licensees and Registrants (NON-KEY)

**Definition:** The percentage of complaints received against licensees and registrants is divided by the total number of complaints received.

**Purpose:** The intent of this measure is to determine the effectiveness of the Agency's enforcement, public awareness and professional education programs.

**Data Source:** The Director of Enforcement generates a report from the VERSA computer application/Regulatory Database system for the number of complaints received during the reporting period. The report indicates the number of complaints against licensees and registrants vs. non-licensees and non-registered individuals. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The number of complaints against licensees and registrants is divided by the total number of complaints received during the reporting period. The result is multiplied by 100 to achieve a percentage.

**Data Limitations:** The Board has no control over factors that influence the number of complaints filed.

**Calculation Method:** Non-cumulative

**New Measure:** No

**Target Attainment:** Lower than Target

**Percentage Measure:** Yes

### **Number of Jurisdictional Complaints Received (NON-KEY)**

**Definition:** The total number of complaints received during the reporting period that are within the Board's jurisdiction of statutory responsibility.

**Purpose:** The measure shows the number of jurisdictional complaints, which helps determine Agency workload.

**Data Source:** The Director of Enforcement generates a report from the VERSA computer application/Regulatory Database system for the number of complaints received during the reporting period that were not within the Agency's jurisdiction. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The number of non-jurisdictional complaints received is subtracted from the total number of complaints to determine the number of jurisdictional complaints received.

**Data Limitations:** The Board has no control over factors that influence the number of complaints filed.

**Calculation Method:** Cumulative

**New Measure:** No

**Target Attainment:** Lower than Target

**Percentage Measure:** No

### **Percentage of Disciplinary Actions Taken Against Unlicensed and Unregistered Individuals (NON-KEY)**

**Definition:** The percentage of disciplinary actions taken against unlicensed and unregistered individuals during the reporting period.

**Purpose:** This measure indicates how effectively and fairly the Agency enforces the Plumbing License Law and Board Rules.

**Data Source:** The Director of Enforcement generates a report from the VERSA computer application/Regulatory Database system for the number of disciplinary actions taken during the reporting period. The report shows the number of disciplinary actions taken against both licensees/registrants and non-licensees/non-registered individuals. The report is verified and

maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The number of disciplinary actions taken against unlicensed and unregistered individuals is divided by the total number of disciplinary actions taken during the reporting period. The result is multiplied by 100 to achieve a percentage.

**Data Limitations:** The Agency dispenses fair and appropriate disciplinary action for violations of the Plumbing License Law and Board Rules. However, the Agency has no control over how many individuals, licensees/registrants and non-licensees/non-registered individuals choose to violate the Plumbing License Law and Board Rules.

**Calculation Method:** Non-Cumulative

**New Measure:** No

**Target Attainment:** The desire is that fewer individuals will choose to violate the Plumbing License Law or Board Rules, resulting in a lower than target measure. However, a higher than target measure indicates that the Agency is dispensing fair and appropriate disciplinary actions for violations.

**Percentage Measure:** Yes

## **Strategy A.1.4 - CONSUMER EDUCATION AND PUBLIC AWARENESS**

### **OUTPUT MEASURES:**

#### **Number of Continuing Education and Public Awareness Seminars Conducted (NON-KEY)**

**Definition:** The total number of community outreach events, including seminars and industry workshops attended and conducted by Board personnel. These outreach events educate individuals who are securing or providing plumbing services, while encouraging industry participation by advancing and educating those considering the plumbing industry as a career.

**Purpose:** Provide dedicated and coordinated efforts through community outreach and achieve awareness by the public of the licensing and regulation of plumbers in Texas, and the critical role a properly designed and installed plumbing system plays in safeguarding public health and sanitation. Encourage industry recruitment and help to alleviate industry staffing shortages by promoting the plumbing trade as a prosperous career option, and promoting the incentivized career paths for

individuals seeking formal education and training. Attend events held at trade schools, middle schools, high schools, community and technical colleges, municipal building and inspection departments, plumbing companies and trade associations.

**Data Source:** Board personnel submit data on the number of seminars conducted to the Education Specialist Supervisor. The Education Specialist Supervisor verifies the data and forwards the report to the Director of Financial Operations. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of seminars conducted is collected in a formatted report.

**Data Limitations:** The workload of the Agency in other areas may take priority and not allow for the desired amount of seminars to be conducted. The Agency typically receives more requests for seminars than it is able to provide.

**Calculation Method:** Cumulative

**New Measure:** Yes (for 86th Legislative Session)

**Target Attainment:** Higher than target

**Percentage Measure:** No

### **EXPLANATORY MEASURES:**

#### **Number of Individuals Attending Educational and Public Awareness Seminars Conducted (NON-KEY)**

**Definition:** The total number of attendees at community outreach events, including seminars and industry workshops attended and conducted by Agency personnel. These outreach events provide and educate individuals who are securing or providing plumbing services, while also encouraging industry participation by advancing and educating those considering the plumbing industry as a career.

**Purpose:** Provide dedicated and coordinated efforts through community outreach and achieve awareness by the public of the licensing and regulation of plumbers in Texas, and the critical role a properly designed and installed plumbing system plays in safeguarding public health and sanitation. Encourage industry recruitment and alleviate industry staffing shortages by promoting the plumbing trade as a prosperous career option, and promoting the incentivized career paths for individuals seeking formal education and training. Attend events held at trade schools, middle schools, high schools, community and technical colleges, municipal building and inspection departments, plumbing companies and trade associations.

**Data Source:** Board personnel submits data on the number of individuals attending seminars and submits it to the Education Specialist Supervisor. The Education Specialist Supervisor verifies the data and forwards the report to the Director of Financial Operations. The report is verified and maintained by the Director of Financial Operations as part of the backup for the specific performance measure.

**Methodology:** The total number of individuals attending seminars is collected in a formatted report.

**Data Limitations:** The workload of the Agency in other areas may take priority and not allow for the desired amount of seminars to be conducted, limiting the number of attendees. The Agency typically receives more requests for seminars than it is able to provide.

**Calculation Method:** Cumulative

**New Measure:** Yes (for 86th Legislative Session)

**Target Attainment:** Higher than target

**Percentage Measure:** No



# APPENDIX C

## Texas State Board of Plumbing Examiners Historically Underutilized Business (HUB) Plan

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**Policy:** The Texas State Board of Plumbing Examiners (TSBPE) will establish and implement policies to make good faith efforts to utilize Historically Underutilized Business (HUBs) through the use of a strong procurement plan, in all phases of procurement activities. TSBPE's procurement plan requires a regular search of the Centralized Master Bidders List (CMBL) when planning to buy goods and services. TSBPE will purchase from a HUB vendor to the fullest extent possible.

**Goal:** TSBPE will make a good faith effort to meet or exceed the utilization of Historically Underutilized Business (HUBs) through the total value of contracts and purchases awarded by the Agency in each of the applicable procurement categories:

**FY 2020 HUB Goals:**

85.0% for Professional Contracts Category

35.0% for Other Services Contracts Category

30.0% for Commodities Contracts Category

**Outcome Measure:** Percentage of total dollar value of purchasing contracts and subcontracts awarded directly or indirectly to HUBs

**Output Measures:**

- Number of HUB Contracts and Sub-Contracts Awarded
- Number of HUB Contractors and Sub-Contractors Responding To Bid Proposals
- Dollar Value of HUB Contracts and Sub-Contracts

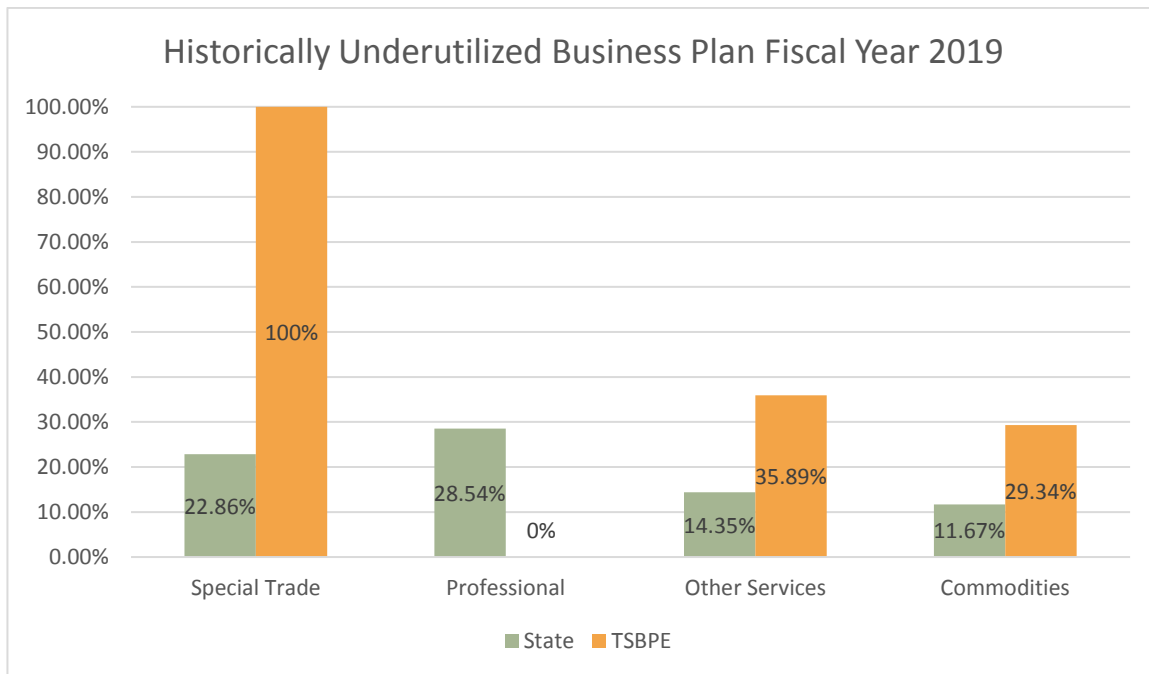
**Plan To Increase Use:** TSBPE is committed to the goal of awarding contracts and purchases whenever possible to HUB vendors. The Agency's goal is to ensure that all procurement practices promote the goal of equal access for minority and woman-owned businesses in the State of Texas.

The Agency uses the Centralized Master Bidders List (CMBL) as provided by the Statewide Procurement Division (SPD), which maintains the most updated list of HUB vendors, to identify certified HUB vendors. TSBPE always follows the procurement methods as outlined by the State of Texas Procurement manual, and purchases are made through TxSmartBuy whenever possible.

TSBPE is dedicated to supporting the intent of the HUB program. HUB purchases in fiscal years 2018, 2019 and 2020 indicate both success and commitment to continued compliance with the HUB program. For fiscal years 2021 through 2025, TSBPE plans using the same positive strategy. In addition, TSBPE will enhance training to Agency staff regarding the importance of the HUB program, the latest HUB-related information, TSBPE HUB statistics and methods of improvement. TSBPE's HUB Coordinator will also work in partnership with other state agency HUB coordinators to recognize and implement best practices for improving our HUB contracting results.

TSBPE is a small agency of 38 FTEs and therefore has few contracts, but as a way to encourage contractors to use HUBs as partners and subcontractors, whenever possible TSBPE will provide potential contractors with reference lists of certified HUBs who may be able to participate in TSBPE contracts. TSBPE will encourage woman and minority-owned business utilization to potential respondents.

TSBPE's percentages consistently exceed the statewide average in the categories where purchases have occurred.



For FY 2019, TSBPE had only one small Professional Category purchase that was not a HUB.

TSBPE's HUB Coordinator is also the Agency's Chief Financial Officer and Director of Financial Operations. In this capacity, the CFO advises and assists TSBPE's staff in complying with the requirements of the HUB program, and serves in accordance with Texas Government Code, Chapter 2161 and Texas Administrative Code, Title 37, Part 1, Chapter 1, Subchapter U, Rule §1.261.

# APPENDIX F

## Texas State Board of Plumbing Examiners Workforce Plan

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**General Information:** The Texas State Board of Plumbing Examiners (TSBPE) believes that an employee's performance at work has a direct influence on TSBPE's overall performance, and can have an effect on the Agency's budget. As the State of Texas population continues to increase (estimated to be 29.4 million in May 2020), demands for State services have also increased. Currently TSBPE maintains more than 98,000 licenses, registrations and endorsements within 18 license and registration types.

Budget restrictions, employee caps, hiring freezes and a possible shortage of trained State workers in future years can lead to an inadequate workforce, causing agencies to take longer to meet public service demands. As agencies struggle to fill positions, current employees are required to take on additional responsibilities. When agencies are not adequately staffed, existing State employees may have to work longer hours that can lead to fatigue and increased error rates, loss of productivity, and possibly low morale.

**Workforce Skills Critical to the Mission and Goals of TSBPE:** Fifteen (15) of the Agency's employees, including the Executive Director, Director of Enforcement, Chief Examiner, and all Investigators and Examiners are licensed plumbers. The licensing requirement is critical, in addition to computer and public speaking and communication skills, for these positions. Other administrative skills, common to other agencies, such as State accounting, purchasing, information technology skills, and administrative technical skills, are critical to the support of the agency's mission, goals and strategies.

### **FUTURE TSBPE WORKFORCE PROFILE (DEMAND ANALYSIS)**

**Expected Workforce Changes Driven by Factors Such as Changing Mission, Technology, Work, Workloads, and/or Work Processes:** The Board does not expect any major changes in its mission. However, due to the continued growth in the Texas economy and the plumbing industry, the Agency expects its workload will continue to increase and will need additional FTEs to carry out its mission and duties.

**Future Workforce Skills Needed:** Future workforce skills critical to the mission and goals of the TSBPE are expected to remain about the same. However, in order to develop new skills related to future needs, additional training is made available as funding allows.

**Anticipated Increase in the Number of Employees Needed:** Because the population of the state is expected to increase and the economy continues to expand, and based on the current mission of the TSBPE, additional personnel as described in the Agency planned request will be needed.

**Critical Functions That Must Be Performed to Achieve the Strategic Plan:** Performance of all TSBPE functions, including issuing and renewing licenses, reviewing criminal backgrounds of applicants with criminal convictions, scheduling, administering and grading a variety of examinations, processing consumer complaints, as well as accounting and human resource functions, is critical to achieving the TSBPE's strategic plan goals.

**Anticipated Surplus or Shortage of Skills:** The TSBPE is concerned that its ability to attract future employees that possess the needed skills may be impaired by the disparity of salaries between state employees and private industry employees.

## **STRATEGY FOR WORKFORCE DEVELOPMENT**

**Changes in Organizational Structure:** Under the current mission, the TSBPE does not anticipate any changes in its organizational structure.

**Retention Programs:** TSBPE supports its employees by rewarding merit increases to employees who perform above satisfactory levels, subject to budgetary constraints. Additionally, we continually strive to maintain a work environment that allows for flexibility, without compromising productivity or customer service.

**Recruitment Plans:** To the fullest extent possible, TSBPE will strive to recruit the number of qualified individuals required to carry out the Agency's mission, including qualified veterans and persons of minority, disability and female gender. TSBPE will utilize a wide range of recruitment sources, including but not limited to statewide minority, disability and female organizations, educational institutions and the Texas Workforce Commission.

**Organizational Training, Employee and Career Development:** The Agency provides organizational training, including equal employment opportunity, sexual harassment and procedural training. TSBPE utilizes cross-training between departments, to enhance the knowledge and skill levels of all employees. TSBPE provides for the cost or reimbursement of training for its employees, when the training is in the best interest of the Agency. TSBPE provides for training and certification of its employees in the areas of investigation, purchaser certification, information resource training, financial operations and supplemental plumbing training and certification.

**Leadership Development:** Cross-training is essential in leadership development for a small agency. Department managers share their experience and knowledge with staff. TSBPE provides leadership training for its department managers, subject to budgetary constraints. The Agency encourages team building.

**Succession Planning:** All of the factors indicated for organizational training: employee, leadership and career development are essential in planning for succession. The ability to properly compensate the most well trained individuals is of the utmost importance when developing those employees that show an interest in succession. Additionally, TSBPE also looks for qualified individuals and resources outside of the Agency.

**Workforce Demographics:** Effective with fiscal year 2020, TSBPE was granted one (1) new strategy for Consumer Education and Public Awareness, which included three (3) new full-time equivalent (FTE) positions. TSBPE was also granted four (4) additional FTEs: one in the Examination strategy, one in the Licensing strategy, one in the Enforcement strategy, and one in the Indirect Administration (Accounting) strategy. These additional FTEs were needed for the new strategy and to manage an ever-increasing licensee population.

During fiscal years 2016 through 2019, TSBPE experienced a significant number of retirements and agency transfers. Budget and employee cuts directly affect the TSBPE's ability to retain qualified staff.

Agency Turnover: Provided below is a chart reflecting TSBPE's turnover rate since fiscal year 2015. When retirements and transfers to other State agencies are removed from the equation, the Agency's turnover rate remains relatively low (usually 1 to 2 persons per year). TSBPE's turnover rate remains relatively low due to leadership and the dedication employees have towards the mission to protect the health and safety of Texas citizens.

**Agency Turnover Rates \***

<b>FY 2015</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020 (to date)</b>
<b>3.6%</b>	<b>21.8%</b>	<b>18.0%</b>	<b>11.9%</b>	<b>7.7%</b>	<b>2.6%</b>
<b>2 FTEs</b>	<b>8 FTEs</b>	<b>6 FTEs</b>	<b>7 FTEs</b>	<b>5 FTEs</b>	<b>1 FTE</b>
includes 1 retirement & 1 transfer to another State Agency	Includes 2 retirements & 2 transfers to another State agency	includes 3 retirements & 1 transfer to another State agency	includes 2 retirements & 4 transfers to another State agency	includes 3 transfers to another State agency	includes 1 retirement

\* Turnover percentage rates provided above are taken from the Texas State Auditor's Office Workforce Summaries, which do not include transfers to other State agencies.

A retirement analysis of TSBPE reveals that fourteen (14) employees are eligible to retire within the next five years, or 43.8%. Eleven (11) of those employees are eligible to retire within the next two years, or 34.4%. Workforce planning allows agencies to address issues that drive workforce changes such as the aging workforce and growing retirement eligibility. To prepare, TSBPE's workforce plan includes cross-training employees to minimize the effects of vacancies created by retirement or attrition. In addition, when filling open positions that require plumbing knowledge, the agency seeks individuals with skills that are valuable now and in the future.

### **Demographics Information to include Age, Gender, Race and Tenure**

Although TSBPE is considered a small state agency (38 FTEs, 32 positions filled as of May 31, 2020), retaining a mission-critical skilled workforce is imperative to obtain optimum performance. **68.8%** of TSBPE's current workforce report to the Austin location, while **31.2%** work from their home offices and are located throughout the State. Veterans comprise **6.3%** of the TSBPE workforce.

As of May 31, 2020, the agency's current workforce of 32 FTEs has the following demographics:

**Age:** Average agency age = **50.8 years**. Average age in the Examination & Licensing Strategy = **49.3**; Average age in the Inspections & Enforcement Strategy = **54.5**; Average age in the Indirect Administration Strategy = **46.0**. Agency age range = from **26 to 67**.

**Gender:** **14** Female = **43.8%**, **18** Male = **56.3%**.

**Race:** Black = **2** or **6.3%**, Multi-Racial = **1** or **3.1%**, Hispanic = **14** or **43.8%**, White = **15** or **46.8%**.

**Tenure – Agency Service:** Average for Entire Agency = **6.0 years**; Average for Examination & Licensing Strategy = **3.0 years**; Average for Inspections & Enforcement Strategy = **7.1 years**; Average for Indirect Administration Strategy = **10.2 years**.

**Tenure - State of Texas Service:** Average for Entire Agency = **8.2 years**; Average for Examination & Licensing Strategy = **5.6 years**; Average for Inspections & Enforcement Strategy = **8.1 years**; Average for Indirect Administration Strategy = **14.0 years**.

TSBPE is proud of its diverse workforce and will continue to seek out new ways to reach under-represented demographics.

**Percentage of Workforce Eligible to Retire Within the Next Five Years:** **14 employees**, or **43.8%**, could retire within the next five years. It is estimated that **11** of those eligible employees will retire within the next five years.

**Percentage of Workforce Eligible to Retire Within the Next Two Years:** **11 employees**, or **34.4%**, could retire within the next two years.

Executive Director



## **SURVEY OF EMPLOYEE ENGAGEMENT RESULTS**

The Texas State Board of Plumbing Examiners (TSBPE) participated in the 2019 Survey of Employee Engagement administered by the University of Texas at Austin's Institute for Organizational Excellence. The survey was conducted during November and December 2019. Of the 26 employees who were invited to participate in the survey, 22 employees responded, or 84.6%. As a general rule, rates higher than fifty percent (50%) suggest soundness of an Agency's health, according to the Institute. High rates signify 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.

The overall score is a broad indicator for comparison purposes with other entities. Scores above 350 are desirable; when scores dip below 300, there should be cause for concern. The TSBPE overall score for this survey was **411**, up from an overall score of 395 in 2018 and 356 in 2016.

It appears the overall attitudes of most employees are generally good. TSBPE continues to maintain an experienced workforce with **41%** of employees having tenure of 3 - 10 years. Additionally, **9%** of employees are considered very experienced with 11+ years. **36%** are new hires and have anywhere from 0 to 2 years of experience.

Twelve items crossing several survey constructs were selected to assess the level of engagement among individual employees. For TSBPE, **41%** were Highly Engaged, **27%** were Engaged, **27%** were Moderately Engaged, and **5%** were Disengaged. For comparison purposes, according to nationwide polling data, 30% are Highly Engaged, 30% are Engaged, 50% are Moderately Engaged, and 20% 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 basically not very disinterested in performing their jobs.

Overall, TSBPE employees believe the work atmosphere to be a safe one where workers are ethical and treat each other with respect. Scoring also indicated that employees understand their roles and consider the organization's reputation to be positive.

The main weakness, as identified in this and in previous surveys, is employee attitude regarding pay. The general consensus of employees is that their pay is not comparable to positions in other organizations or in relation to their job duties. Merit increases have been very limited, not only in Investigator and Examiner positions, but in office staff as well. This lower score suggests that pay is a central concern or reason for discontent.



Employee development, which was a weakness in prior surveys, continues to show marked improvement. Most employees used the available resources to obtain training and increase their skills and value.

TSBPE administration has examined the findings of the survey and discussed them with the employees for more specific input and prioritized areas for improvement. Administration has also utilized the results of the survey to recognize those areas identified as substantial and relative strengths.

# APPENDIX H

## TEXAS STATE BOARD OF PLUMBING EXAMINERS

### Report on Customer Service

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#### **Inventory of External Customers Served and Description of Services Rendered**

The Texas State Board of Plumbing Examiners (TSBPE) external customers include the licensees and registrants that it regulates, as well as the general public. Although customers of primary services were selected from each strategy, it is important to note that the majority of TSBPE's customers utilize services from more than one, and sometimes all strategies. The Agency considered that most of the individuals completing the survey were responding to their experiences with TSBPE for services provided in more than one strategy.

##### Strategy A.1.1. Examine and License Plumbers

The external customers under this strategy are primarily applicants for examination and registration; and the licensees and registrants who renew their licenses, registrations and endorsements. The Agency serves these customers by administering examinations, issuing and renewing licenses, registrations and endorsements.

##### Strategy A.1.3. Inspections and Enforcement

The external customers under this strategy are primarily individuals who file complaints with the Agency and those who had complaints filed against them. Additionally, external customers of this strategy would be those individuals, regulated or unregulated, who are visited during compliance checks. TSBPE serves these customers by receiving and investigating consumer complaints, monitoring plumbing job sites to ensure compliance, issuing administrative penalties to alleged violators, suspending and revoking licenses, reviewing criminal histories of applicants, assisting local authorities with the enforcement of the Plumbing License Law, and by monitoring required Plumber's Continuing Education Classes.

##### Strategy A.1.4. Consumer Education and Public Awareness

The external customers under this strategy are individuals in the general public who may be considering plumbing as a possible career option. Staff provides consumer education and public awareness to groups around the State to disseminate information in order to achieve a social media presence to further community outreach and public awareness. Due to the COVID-19 pandemic, large gatherings are not permitted at this time and therefore no surveys were collected.

### Strategy B.1.1. Indirect Administration

The external customers under this strategy are primarily individuals who request open records or attend open meetings of the Board; and Continuing Professional Education Providers and Instructors that are approved by the Board and users of our online application software. TSBPE serves these customers by providing open government and performing the administrative functions of the Agency.

## **Information-Gathering Methods Utilized in Obtaining Input from Customers**

### Strategy A.1.1. Examine and License Plumbers

During the month of February 2020, the Examination Department randomly surveyed examination candidates testing for all types of examinations given by TSBPE. Dates for the distribution of surveys were randomly selected and all examinees testing on those days were surveyed. The surveys were given directly to the examinee upon completion of their examination and were to be completed and returned to staff other than Examination staff. The paper survey was given to **100** examination applicants, including Master Plumber examinees, Journeyman Plumber examinees, Tradesman Plumber-Limited Licensee examinees, Plumbing Inspector examinees, Medical Gas Endorsement examinees, Water Supply Protection Specialist Endorsement examinees, and Multipurpose Residential Fire Protection Sprinkler Specialist Endorsement examinees. Of the **100** paper surveys distributed, **6** responses were received.

During the month of February 2020, the License and Renewal Department randomly surveyed licensees and registrants who renewed their license or registration. During the February renewal process, renewal applicants from each category of licensees and registrants who renewed were sent surveys. The surveys were mailed to the licensees and registrants along with their renewed license or registration, and included a postage-paid self-addressed envelope for returning the survey. A portion of the surveys were also handed out to walk-in customers. The paper survey was provided to **126** renewal applicants, including Master Plumbers, Journeyman Plumbers, Tradesman Plumber-Limited Licensees, and Plumber's Apprentices. Of the **126** paper surveys distributed, **33** responses were received.

### Strategy A.1.2. Inspections and Enforcement

During the month of February 2020, the Enforcement Department randomly surveyed individuals who had filed complaints or who had complaints filed against them; and individuals who were monitored for compliance checks with the Plumbing License Law and Board Rules. A report of complaints closed within the previous ninety-day period was generated and complainants and respondents were randomly selected and mailed a survey that included a postage-paid self-addressed envelope for returning the survey. The survey was mailed to **90** individuals who had filed a complaint that had been resolved in the previous 120-day period and **90** individuals who had complaints filed against them that had been resolved in the previous 120-day period. Of the **180** surveys distributed, **23** responses were received.

Additionally, during one week in February 2020, Field Investigators handed out surveys at random to individuals who were monitored during compliance checks. The survey included a postage-paid self-addressed envelope for returning the survey. Surveys were handed out to **160** individuals who were monitored during compliance checks. Of the **160** surveys distributed, **18** responses were received, for a total of **41 surveys** returned for the Enforcement Department.

The agency has a new strategy for Fiscal Year 2020 for Consumer Education and Public Awareness. However, due to the COVID-19 pandemic the amount of individuals assisted was less than anticipated and were counted within the Enforcement strategy.

#### Strategy B.1.1. Indirect Administration

During the months of March and May 2020, the Administration Department randomly surveyed individuals who had requested open records, attended open meetings and Continuing Professional Education Providers approved by the Board. A random selection of individuals, who requested open records via email during May 2020 were e-mailed surveys to complete. During the March 2020 Board meeting, surveys were distributed to individuals who had not already been sent a survey as part of the above described group. The survey was distributed to **5** individuals who had requested open records and **10** individuals who had attended the open meeting. Of the **15** surveys distributed, **10** responses were received.

In addition to the traditional paper surveys, TSBPE deployed a mass electronic survey to its licensees and registrants who regularly communicate through email and through our online licensing program. These are customers that are provided a variety of services the Agency offers including help with our online software program for renewals, various applications and license verifications. This population selection included all license and registration types as well as plumbing company office management. The electronic survey was sent to **14,423** e-mail addresses. Of the surveys sent electronically, **1,223** were completed. To get an even broader view of the customer service we provide, the same survey was also sent specifically to plumbing company's office management, owners and Responsible Master Plumbers.

## **Survey Results**

#### Number of surveys distributed:

Examination	100
Renewals	126
Enforcement	340
<u>Administration</u>	<u>14,438</u>
(Includes Electronic surveys)	
<b>Total Distributed</b>	<b>15,004</b>

**Number of responses received:**

Examination	6
License/Renewals	33
Enforcement	41
Administration	1,233
 Total Received	 <b>1,313</b>

**Overall response rate: 8.8%**

**Customer Category**

Responses received from licensees or registrants of the Board:	1,154
Responses received from non-licensees:	159
<b>(Includes registrants not yet licensed)</b>	
Responses from individuals who had experiences with Examination:	105
Responses from individuals who had experiences with Renewal/Registration:	950
Responses from individuals who had experiences with Enforcement:	54
Responses from individuals who had experiences with Administration:	1,233

*Note: Many of the individuals responding to the survey had experiences with more than one category of service.*

**Levels of customer-determined service quality**

TSBPE's survey consisted of statements that respond to the seven customer service quality elements required by statute. Data from the surveys of each customer category was compiled. An answer of "not applicable" was counted when the respondent overlooked or did not answer a specific question.

The following chart shows a brief description of the questions and responses TSBPE's customers were asked to rate, and the general overall results of each response:

<b>CUSTOMER SERVICE SURVEY</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not applicable</b>
<b>General/Overall Satisfaction</b>	605	478	55	42	8
<b>Communication:</b>					
Proper routing of call, e-mail or letter	523	393	44	24	125
Clear explanations regarding services or procedures	531	382	51	20	114
Received necessary information to obtain services	583	415	43	22	71
<b>Complaint Process:</b>					
Knowledge of procedure for filing complaint	453	471	101	26	57
Believe that complaint would be handled in a reasonable manner	398	482	106	60	58
<b>Timeliness of Service:</b>					
Telephone call, letter or email answered within a reasonable time	414	372	69	48	172
Time waited to receive services was reasonable	423	394	76	55	141
Time waited for concern to be addressed was reasonable	346	339	68	45	195
<b>Website:</b>					
Access to Internet	721	312	13	5	29
Ease of use/organized	473	428	114	25	31
Current and accurate information	538	464	33	8	44
Ability to find contact information	488	408	36	15	37

<b>CUSTOMER SERVICE SURVEY</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not applicable</b>
<b>Staff:</b>					
Staff answered questions	470	339	31	22	223
Staff was courteous, knowledgeable and willing to assist	484	305	32	20	219
Staff identified themselves	477	322	16	15	227

<b>Facility:</b>					
Board office is conveniently located	288	339	163	73	196
Facility is clean and orderly	386	344	14	6	302
Facility is open during reasonable hours	393	411	25	5	223
<b>Printed Information:</b>					
Received printed information explaining services available	288	313	140	55	199
Printed information was clear and understandable	335	333	58	19	305
Printed materials provided thorough and accurate information	340	322	57	18	296

### **Analysis of Findings Identified by the Customer Satisfaction Assessment**

The results of the survey show that **82.5%** of those who responded strongly agree or agree that they are satisfied with services they received and their experience with the Agency. The comments received indicate that **21.4%** of those responding do not have access to the internet or do not wish to have it. This survey was much larger than those previously performed. However, TSBPE continues to increase its performance measure related to the use of online applications. The overall online applications processed currently are at **87.9%**. This response indicates that the use of the internet by TSBPE's customers has increased as anticipated but there are many who still prefer pen and paper. Additional results of the survey indicate that **9.9%** of those who responded indicate they are not satisfied with the amount of time required to receive services

from the Agency. Even though this represents a small percentage, TSBPE will continue to work harder to maintain a prompt level of service while working with an ever increasing work load. Of those that responded to the survey, **9.7%** indicated they did not know the procedure for filing a complaint. **12.6%** do not believe a complaint would be handled in a reasonable manner if they needed to file. The agency continues to place an emphasis on efforts to educate licensees, registrants and the public regarding the complaint process and the Agency's enforcement authority. The Executive Director and department managers have reviewed the results of the surveys received and will monitor for improvement in any areas identified requiring improvement, as well as areas of the Agency rated exceptionally well.

## **Performance Measures Related to Customer Service Standards and Customer Satisfaction (FY 2020)**

### **Outcome Measures:**

Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received: **82.5%**

Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery: **9.3%**. Each recommendation or concern will be addressed individually.

### **Output Measures:**

Total Customers Surveyed	<b>15,004</b>
Response Rate	<b>8.8%</b>
Total Customers Served	<b>83,923*</b>

### **Efficiency Measures:**

Cost Per Customer Surveyed	<b>\$ 0.098</b>
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### **Explanatory Measures:**

Total Customers Identified	<b>107,458**</b>
Total Customer Groups Inventoried	<b>4</b>

\* The estimated unduplicated number of individuals who are current and/or renewable licensees and registrants, examination applicants, complainants, complaint respondents, requestors of open records and general information, attendees of open meetings, education providers and education material publishers.

\*\*The estimated duplicated number of individuals who are current and/or renewable licensees and registrants, plumbing company owners, insurance providers, approved examination applicants, unapproved examination/registrant applicants, complainants, complaint respondents, education providers, education instructors, education material publishers, requestors of open records and general information, and attendees of open meetings.





**Texas State Board of Plumbing Examiners  
929 East 41<sup>st</sup> Street  
Austin, Texas 78751**

**(512) 936-5200  
[tsbpe.texas.gov](http://tsbpe.texas.gov)**