

STRATEGIC PLAN FY 2027-2031



TEXAS STATE BOARD OF
PLUMBING EXAMINERS



**TEXAS STATE BOARD OF PLUMBING EXAMINERS
STRATEGIC PLAN**

For the Fiscal Years 2027 through 2031

<u>BOARD MEMBER</u>	<u>DATES OF TERM</u>	<u>HOMETOWN</u>
Thomas “Justin” MacDonald Chair, Commercial Builder Position	Appointment expires 09/05/2031	Kerrville
James “Ron” Ainsworth Secretary, Master Plumber Position	Re-Appointment expires 09/05/2029	Midland
Darrin K Black Journeyman Plumber Position	Appointment expires 09/05/2027	Abilene
Milton Gutierrez Public Member Position	Re-Appointment expires 09/05/2027	Hutto
William “Bill” Klock Professional Engineer Position	Re-Appointment expires 09/05/2029	Austin
Vacant Public Member Position	Appointment expired	
Thomas “Tommy” Rice Jr. Plumbing Contractor Position	Appointment expires 09/05/2027	Houston
Norma Yado Plumbing Inspector Position	Re-Appointment expires 09/05/2029	McAllen
David “Dave” Yelovich Residential Builder Position	Appointment expires 09/05/2025 (Held over until re-appointment)	Friendswood

Submitted June 1, 2026

Signed:



T. Justin MacDonald, Board Chair

Signed:



Lisa G Hill, Executive Director

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AGENCY MISSION

The Texas State Board of Plumbing Examiners protects the health and safety of Texans. We help ensure drinking water, air, and medical gases are free from contaminants, and that fuel gas systems are properly installed to prevent carbon monoxide exposure. Good, sanitary plumbing is not incidental; it is foundational to how Texans live and work.

The Board protects Texans through fair, consistent regulation of the plumbing industry. Every Board action and initiative serves that one vital mission: safeguarding the health and safety of all Texans. Our primary tool is licensure. Every license the agency issues certifies that its holder met the State of Texas's rigorous requirements at the time of issuance and remains subject to its regulation. Texans deserve professionals they can trust, and we use our second tool, examinations, to hold those professionals to the high standards not only of the State of Texas, but of the plumbing industry at large.

An informed public demands accountability, and it is in this area that the Board employs its third legislatively mandated tool to accomplish its stated mission. Enforcement of Plumbing License Law in a state the size of Texas is an ever-evolving challenge. Under its mandate and by the power granted it by the State of Texas, the TSBPE works to enforce Plumbing

License Law through traditional Enforcement activities that compel licensees and registrants to comply in all plumbing-related matters, and by establishing itself in good faith as an integral part of the plumbing industry in Texas. It is in this landscape that the TSBPE works to communicate information affecting the lives of Texas plumbers through all appropriate public communication, outreach and regulatory channels.

The average Texan doesn't think about plumbing until something goes wrong. The TSBPE works to change that by building awareness of the critical role licensed plumbers play in protecting public health. The Board's community outreach and high school and trade school educational programs promote plumbing as a rewarding career to young people across Texas. This crucial effort helps build the kind of skilled workforce necessary to support a rapidly expanding state population.

The breadth of the TSBPE's work is wide because its mission is not just to regulate a trade—it is to protect the health and safety of all people in Texas.

OPERATIONAL GOAL 1

ALIGNMENT WITH STATEWIDE OBJECTIVES

Ensure Public Health Through Safe Plumbing by Licensing and Regulating Plumbing Professionals

The Board will protect the health and safety of Texans by ensuring that plumbing systems are installed, maintained, and inspected by qualified individuals who meet licensing, registration, examination, fitness, and continuing education standards. This goal supports access to uncontaminated drinking water, safe sanitary drainage, properly installed medical gas systems, and safe fuel gas piping systems that reduce the risk of carbon monoxide exposure.

Accountability

Ensures that individuals who hold a license, registration, or endorsement issued by the Board meet established qualifications and remain subject to professional standards.

Efficiency

Uses examination, licensing, renewal, and online verification systems to process applications and credentials with less administrative burden and better use of agency resources.

Effectiveness

Directly supports the Board's public health and safety mission by ensuring plumbing work is performed by qualified individuals.

Attentiveness

Improves service to applicants, licensees, registrants, employers, local jurisdictions, and the public through timely licensing, testing, renewal, and credential verification.

Transparency

Gives the public and local jurisdictions access to licensing and qualification information so Texans can verify credentials before hiring or inspecting plumbing work.

Action Item	Target Completion Date
1 Continue administering and improving written and practical examinations for all license, registration, and endorsement types.	Ongoing through August 31, 2031
2 Maintain and update examination content to reflect current plumbing standards, public safety concerns, and technological changes in the industry.	Ongoing through August 31, 2031
3 Continue reviewing applicant qualifications, criminal history information, and fitness for licensure or registration.	Ongoing through August 31, 2031
4 Continue oversight of continuing education requirements to ensure licensees remain prepared to meet current industry and safety standards.	Ongoing through August 31, 2031
5 Expand and improve access to examination services, including practical examination capacity and computer-based testing options.	Ongoing through August 31, 2031
6 Continue improving online licensing, renewal, and credential verification systems to support faster service and public access to accurate license information.	Ongoing through August 31, 2031

OPERATIONAL GOAL 2

ALIGNMENT WITH STATEWIDE OBJECTIVES

Increase Community Outreach and Public Awareness

The Texas State Board of Plumbing Examiners will expand public and industry outreach to help Texans understand the importance of hiring licensed plumbing professionals and the risks associated with unqualified or unlicensed plumbing work. Outreach will also promote plumbing as a skilled, rewarding career path that supports public health, economic growth, and the future workforce needs of Texas.

Accountability

Helps consumers, licensees, and stakeholders understand the Board's role and the standards required under the Plumbing License Law and Board Rules.

Efficiency

Reduces preventable complaints and consumer harm by giving the public clear information before unsafe or unlicensed work occurs.

Effectiveness

Supports the Board's mission by increasing awareness of plumbing safety, license verification, and the value of properly trained professionals.

Attentiveness

Meets Texans where they are, including online, in schools, at public meetings, at industry events, and through direct community outreach.

Transparency

Makes agency requirements, licensing standards, consumer protection information, and public safety guidance easier for Texans to understand.

Action Item	Target Completion Date
1 Continue public education efforts encouraging Texans to verify licenses before hiring plumbing professionals.	Ongoing through August 31, 2031
2 Conduct outreach presentations at community events, schools, trade programs, industry meetings, and association seminars.	Ongoing through August 31, 2031
3 Continue developing public service announcements, website content, digital resources, and social media materials focused on consumer protection and plumbing safety.	Ongoing through August 31, 2031
4 Expand outreach to students, educators, workforce partners, and training programs to promote plumbing as a career.	Ongoing through August 31, 2031
5 Continue using town hall meetings and other public forums to receive feedback from licensees, registrants, educators, industry members, and consumers.	Ongoing through August 31, 2031
6 Improve public-facing tools, including online license search and agency informational resources, so Texans can more easily make informed decisions.	Ongoing through August 31, 2031

OPERATIONAL GOAL 3

Increase Enforcement of the Plumbing License Law

The Texas State Board of Plumbing Examiners will strengthen enforcement of the Plumbing License Law and Board Rules by reviewing complaints, investigating alleged violations, taking appropriate disciplinary action, monitoring compliance in the field, and working with local jurisdictions. The Board will focus enforcement resources on conduct that threatens public health and safety, including unlicensed plumbing work, improper practice, and failure to comply with licensing and continuing education requirements.

ALIGNMENT WITH STATEWIDE OBJECTIVES

Accountability

Holds licensees, registrants, providers, instructors, and unlicensed individuals accountable for conduct that violates the Plumbing License Law or Board Rules.

Efficiency

Directs enforcement resources toward activities that pose public safety risks, create unfair competition, or impose preventable costs on consumers and compliant licensees.

Effectiveness

Protects the public by detecting, deterring, and correcting unsafe, unlawful, or substandard plumbing activity.

Attentiveness

Responds to consumer complaints, local jurisdiction concerns, industry reports, and emerging risks in the plumbing marketplace.

Transparency

Provides public access to enforcement information and promotes clear understanding of disciplinary standards and consequences.

Action Item	Target Completion Date
1 Continue reviewing and investigating complaints alleging violations of the Plumbing License Law or Board Rules.	Ongoing through August 31, 2031
2 Increase enforcement efforts targeting unlicensed plumbing activity, including work promoted through digital marketplaces and other online platforms.	Ongoing through August 31, 2031
3 Conduct compliance checks on plumbing jobsites to verify licensing, registration, and compliance with applicable requirements.	Ongoing through August 31, 2031
4 Continue appropriate disciplinary action against licensees, registrants, and unlicensed individuals who violate the Plumbing License Law or Board Rules.	Ongoing through August 31, 2031
5 Monitor continuing education providers and instructors for compliance with Board requirements.	Ongoing through August 31, 2031
6 Strengthen coordination with local jurisdictions to improve enforcement consistency and consumer protection.	Ongoing through August 31, 2031

OPERATIONAL GOAL 4

Expand the Licensed Plumbing Workforce and Improve Education for Future Licensees and Registrants

The Texas State Board of Plumbing Examiners will support the growth of a qualified plumbing workforce by expanding educational opportunities, strengthening training pathways, supporting high school and trade school plumbing programs, and improving access to examinations and licensure. These efforts are intended to help meet Texas’ growing demand for licensed plumbing professionals while maintaining the competency standards necessary to protect public health and safety.

ALIGNMENT WITH STATEWIDE OBJECTIVES

Accountability

Maintains clear education, examination, and licensing standards for individuals entering the plumbing profession.

Efficiency

Reduces unnecessary delays in entering the workforce by improving access to training, examinations, and licensing pathways.

Effectiveness

Addresses workforce needs while preserving the competency standards required to protect public health and safety.

Attentiveness

Responds to the needs of students, educators, employers, veterans, apprentices, and communities facing shortages of licensed plumbing professionals.

Transparency

Makes career pathways, licensing requirements, and training expectations easier for prospective applicants and educators to understand.

Action Item	Target Completion Date
1 Continue supporting plumbing education pathways in high schools, trade schools, technical colleges, and other qualified programs.	Ongoing through August 31, 2031
2 Continue supporting the High School Accelerated Training program and related efforts that allow students to enter the plumbing profession earlier and with better preparation.	Ongoing through August 31, 2031
3 Work with educational institutions, workforce partners, and industry stakeholders to expand access to plumbing training.	Ongoing through August 31, 2031
4 Maintain and expand examination access, including practical examination locations and computer-based testing options.	Ongoing through August 31, 2031
5 Continue developing and updating training and education standards for licensees, registrants, apprentices, and endorsement holders.	Ongoing through August 31, 2031
6 Support reciprocal licensing opportunities with other states when doing so protects public safety and reduces unnecessary barriers to workforce mobility.	Ongoing through August 31, 2031

OPERATIONAL GOAL 5

Improve Agency Technology, Service Delivery, and Operational Efficiency

The Texas State Board of Plumbing Examiners will use technology, process improvement, and responsible resource management to improve service delivery, reduce administrative burdens, strengthen data accuracy, and better support licensees, registrants, applicants, local jurisdictions, and the public. This goal includes continued modernization of licensing, enforcement, customer service, examination, and information resources systems.

ALIGNMENT WITH STATEWIDE OBJECTIVES

Accountability

Improves data accuracy, transaction tracking, credential verification, and internal reporting.

Efficiency

Reduces manual processing, postage, printing, duplicative work, and avoidable staff workload.

Effectiveness

Strengthens the agency's ability to provide timely licensing, enforcement, examination, and customer service functions.

Attentiveness

Improves the experience of applicants, licensees, registrants, consumers, local jurisdictions, and agency staff.

Transparency

Expands public access to accurate license, registration, enforcement, and agency service information.

Action Item	Target Completion Date
1 Continue improving the Online Licensing System to make licensing, registration, renewal, and payment processes faster and easier to use.	Ongoing through August 31, 2031
2 Implement or expand digital license and registration cards while preserving access to physical cards when needed.	Ongoing through August 31, 2031
3 Implement online payment options for enforcement penalties and related agency transactions when authorized and operationally feasible.	Ongoing through August 31, 2031
4 Continue improving the Public License Search tool and other public-facing systems to provide accurate and accessible credential information.	Ongoing through August 31, 2031
5 Use automation, reporting tools, and system improvements to reduce manual processing and improve internal workflow.	Ongoing through August 31, 2031

REDUNDANCIES AND IMPEDIMENTS

Redundancies and Impediments

SERVICE, STATUTE, RULE, REGULATION, PROGRAM OR STATE OPERATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE
Agency Rules — General (22 Tex. Admin. Code, Chapters 361–367) Rule Simplification and Regulatory Efficiency Initiative	Prior to the 2022–2025 Rule Simplification Initiative, TSBPE’s administrative rules contained obsolete, duplicative, and unclear provisions. These created administrative confusion for licensees, increased compliance burdens for regulated entities, and generated unnecessary staff workload in interpreting and applying outdated regulatory language.	TSBPE completed a comprehensive Rule Simplification Initiative (2022–2023) in conjunction with the agency’s required four-year rule review (completed 2025). The agency recommends: <ul style="list-style-type: none"> Continued periodic review cycles to remove unnecessary provisions as statutes and industry practices evolve. Ongoing monitoring to ensure rules remain clear, accessible, and appropriately tailored to the agency’s public protection mission. 	Reduced staff time spent on rule interpretation and compliance guidance. Improved licensee understanding and voluntary compliance. Lower administrative burden on regulated entities. Reduced potential for contested cases arising from ambiguous rule language.
Tex. Occ. Code § 1301 (Board Authority — Contested Cases) Delegation of Default Order Authority to Executive Director	Current statute requires the full Board to approve and issue default orders in contested cases. This requirement creates procedural delays when default orders must wait for scheduled Board meetings, slowing resolution of enforcement actions and extending the period during which violations may continue.	Recommend statutory amendment to authorize the TSBPE to delegate to the Executive Director the authority to approve and issue default orders in contested cases, as already permitted under applicable law for similarly situated agencies. This change would not require Board action for routine, uncontested default orders, freeing Board meeting time for substantive policy matters.	Faster resolution of default enforcement actions. Reduced delays between hearing deadlines and final order issuance. More efficient use of Board meeting time. Stronger deterrent effect through more timely enforcement outcomes.
Tex. Occ. Code § 1301 (Board Member Expenses) Board Member Expense Reimbursement — Meals and Lodging	Current statutory language does not clearly authorize reimbursement of meals and lodging for Board members performing official Board duties.	Recommend statutory clarification that Board members may receive reimbursement for actual and necessary expenses incurred while performing official Board duties, including meals and lodging reimbursement, consistent with standard state travel reimbursement policy.	Reduced administrative uncertainty and legal review burden. Equitable treatment of Board members regardless of geographic distance from Austin.
General Appropriations Act — FTE Cap and Salary Authority Agency Recruitment and Retention Authority	TSBPE has experienced chronic difficulty recruiting and retaining qualified staff — particularly in examination, enforcement, IT, finance, and legal — due to the agency’s limited salary authority relative to private industry and better-funded state agencies. Austin-area housing costs and cost-of-living increases have widened this gap. Staffing shortages directly impact the agency’s ability to process licenses, conduct examinations, investigate complaints, and serve the public.	Recommend statutory or appropriations action to strengthen the agency’s ability to recruit and retain qualified staff, including: <ul style="list-style-type: none"> Competitive salary adjustments for hard-to-fill positions. Flexibility to offer market-rate compensation in high-demand technical fields. Continued use of internship programs to develop a qualified applicant pipeline. 	Reduced vacancy rates in critical operational roles. Lower cost of repeated recruitment cycles. Improved agency performance across all core functions. Reduced risk of service disruptions from staffing gaps in examination, enforcement, and licensing.

Natural Disaster-Related Redundancies and Impediments

SERVICE, STATUTE, RULE, REGULATION, PROGRAM OR STATE OPERATION (PROVIDE SPECIFIC CITATION IF APPLICABLE)	DESCRIBE WHY THE SERVICE, STATUTE, RULE, OR REGULATION IS RESULTING IN INEFFICIENT OR INEFFECTIVE AGENCY OPERATIONS	PROVIDE AGENCY RECOMMENDATION FOR MODIFICATION OR ELIMINATION	DESCRIBE THE ESTIMATED COST SAVINGS OR OTHER BENEFIT ASSOCIATED WITH RECOMMENDED CHANGE
Tex. Occ. Code § 1301.3571 (Temporary Emergency Licensing) Tex. Occ. Code § 1301 (Continuing Education Requirements) Workforce Shortages During Declared Natural Disasters	Natural disasters — including the 2025 Texas Hill Country floods — can create sudden regional shortages of licensed plumbing professionals at the same time that demand for emergency repair work sharply increases. These conditions delay safe repairs, increase the risk of unlicensed plumbing activity, and make affected homeowners more vulnerable to unsafe or fraudulent work. Current statutory tools (temporary 30-day emergency licenses and possible CE waivers) provide partial relief but may not be sufficient to meet acute regional demand or allow the agency to respond quickly without additional regulatory flexibility.	The agency recommends: <ul style="list-style-type: none"> Continued refinement of internal protocols for emergency licensing, public communication, license verification, and field enforcement. Legislative review of whether additional statutory flexibility is needed for temporary license issuance during declared disasters, including streamlined approval processes and expanded geographic eligibility. Formal coordination procedures with TDEM and other emergency management agencies to improve response timelines. 	Reduced barriers to safe and timely disaster recovery. Improved access to qualified plumbing professionals in affected regions. Deterrence of unlicensed activity that exploits disaster conditions. Enhanced consumer protection and support for the Board’s core public health and safety mission.

AGENCY STATUTORY BASIS

The Board's enabling statute is Chapter 1301 of the Texas Occupations Code. Specifically, Section 1301.251, formally charges the Board with administration of the Plumbing License Law.

In 1897 the Twenty-fifth (25th) 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 Legislature has continued to refine the Board's authority to meet the needs of a growing state. Today, the Board's statutory responsibilities include examining and licensing qualified plumbing professionals, registering individuals working in the plumbing trade, enforcing the Plumbing License Law and Board Rules, approving and monitoring continuing professional education, reviewing past criminal history information, supporting workforce development within its statutory authority, and protecting the public from unsafe or unlicensed plumbing work.

The 87th Legislature, through House Bill 636, expanded the

Board's authority in several important areas, including plumbing education, computer-based testing, fingerprint based criminal history review, emergency licensing, public disciplinary information, continuing education, and reciprocal licensing agreements with other states. These statutory changes strengthened the Board's ability to protect public health and safety while improving access to licensure and supporting the development of Texas's plumbing workforce.

89th Legislative Session

The Legislature gave the TSBPE seven (7) additional full-time equivalent employees (FTEs) to address much-needed staffing shortages. In addition, the agency received additional funding for renovation of the new Cameron Road location and upgrades to the VERSA licensing system and online service enhancements.

The Texas State Board of Plumbing Examiners generates revenues sufficient to cover appropriate expenditures. TSBPE does not receive any funds from other state or federal sources. The Board collects other revenues such as appropriated receipts, fees for fulfilling open records requests, sales of scrap metal from examinations and the renewal of Education Instructor certificates used to support conferences and seminars.



be used as needed by the State of Texas for other State functions and expenses. The TSBPE has always collected more revenue than the total of the appropriated and unappropriated funds.

AGENCY PLANNING PROCESS

The members of the Texas State Board of Plumbing Examiners view strategic planning as a perpetual process and provide input and direction to staff as necessary throughout the year. TSBPE staff also provide valuable feedback in the strategic planning process. Several staff suggestions are incorporated within the published plan. In addition, the TSBPE has implemented the use of electronic surveys to target specific groups to determine 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 participate extensively in the preparation of the plan, considering input provided from all sources including TSBPE staff, the public, and interested parties within the industry.

GEOGRAPHIC LOCATION OF THE AGENCY

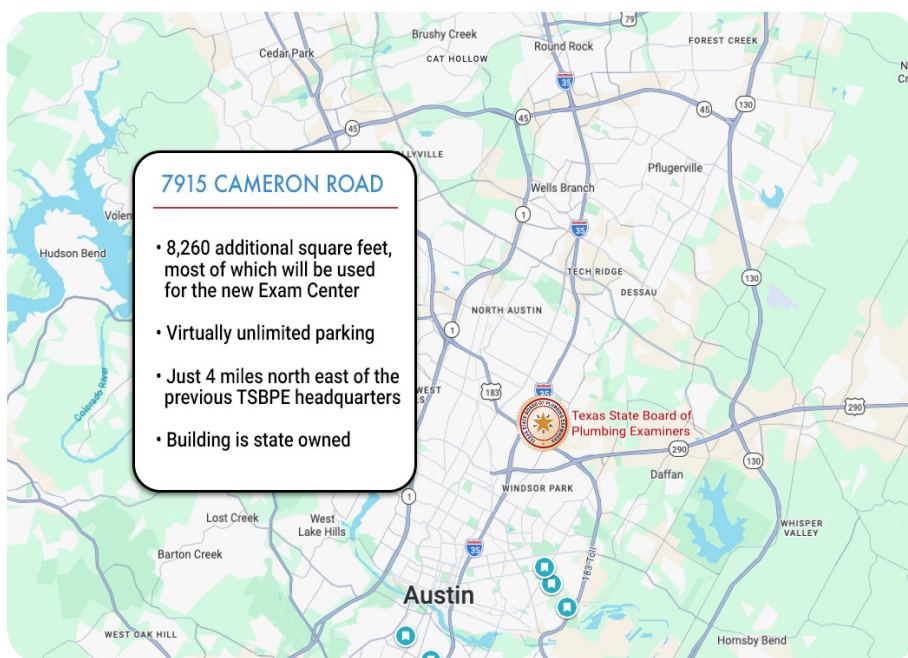
For nearly 50 years, from 1981 through August 2025, our administrative offices and main Examination Center were located at 929 East 41st Street in Austin. While that location served the agency well for

decades, the lease was set to expire in August 2025. As noted in our previous strategic plan, the TSBPE Board and Executive staff worked with the Texas Facilities Commission to renegotiate an extension. However, during those negotiations, the landlord proposed a rent increase that was ultimately untenable for the agency.

In response, the Board made the strategic decision to move into a state-owned facility located at 7915 Cameron Road, Austin, Texas 78754. This move is a major win for both the agency and the industry. By transitioning to a state-owned building, we have eliminated an annual lease expense. These significant savings allow us to redirect resources toward better serving the plumbing industry and the public.

Our new Cameron Road headquarters offers approximately 23,533 square feet of space, a significant upgrade from our previous 15,273-square-foot footprint. This expanded facility provides much needed room for our growing workforce, more parking for visitors and examinees, and a modern practical examination center.

We continue to maintain our second Examination Center on the campus of the Texas State Technical College at 3801



Campus Drive, Waco, Texas 76705. Furthermore, plans are currently underway to open a third testing center in Harlingen to better serve the Rio Grande Valley and South Texas.

LOCATION OF SERVICE POPULATION

The Texas State Board of Plumbing Examiners serves the entire population of Texas in all regions of the State. The population of Texas is estimated to surpass 31.7 million in 2026. The TSBPE's licensee and registrant population was approximately 73,784 as of April 2026. The TSBPE

has approximately 9,238 Master Plumbers who have records on file indicating they are serving as a 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. The total number of licenses, registrations, and endorsements as of the date of this report is 102,266.

FUTURE TRENDS

Demographic changes in TSBPE's citizen service population will not affect the need for the regulation of the plumbing industry and the need for the TSBPE to service its customers. Regardless of demographic changes, the public will continue to need uncontaminated drinking water, air, medical gases, and safe fuel gas piping systems. 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, projects a 1.2% increase in the Texas resident population for fiscal year 2026, and a 1.2% annual growth rate for each fiscal year through 2031. The updated forecast indicates a cooling but resilient trend, with the State's population projected to exceed 32.1 million, driven primarily by suburban in-state migration rather than international immigration. Growth is shifting outward from urban cores, with suburban and outer counties seeing the most dramatic surges.

Because of 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

Licensess and Registrations as of April 2026

	Current	Renewable	% Current
CORE LICENSES / REGISTRATIONS			
Master	12,062	13,385	92.10%
Journeyman	22,172	25,681	90.10%
Tradesman	2,916	3,502	86.30%
Apprentice	25,461	39,831	83.30%
Inspector	1,562	1,814	63.90%
ENDORSEMENTS			
Responsible Master Plumber	8,450	9,177	86.10%
Medical Gas Piping Installation	3,948	4,447	88.80%
Multipurpose Residential Fire Protection Sprinkler Specialist	512	551	92.90%
Water Supply Protection Specialist	678	743	91.30%
OTHER REGISTRATIONS			
Drain Cleaner	756	999	75.70%
Drain Cleaner Restricted	789	1,215	64.90%
Residential Utility Installer	618	921	67.10%
All Categories	79,924	102,266	78.15%

*Unduplicated individuals may hold multiple licenses. The total number of unduplicated individuals within the TSBPE population as of 4/30/2026 is 73784. However, the total number of licenses, endorsements and registrations are reflective of the agency's workload and database.

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. Protection of the health and safety of the citizens who utilize plumbing in the State of Texas and rely on uncontaminated drinking water, air, medical gases, and safe fuel gas piping systems 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, is 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 TSBPE is very closely related to the business cycle, especially in the construction industry. Increases in new construction correlates with an increase in demand for licensees and registrants, as well as an increase in citizens who require plumbing services

and services of the agency. An increased number of licenses and registrations is expected to be issued and renewed, as well as an increase in complaints that will be filed by Texas citizens. The number of licensees and registrants is also expected to increase.

As mentioned above, the Texas Economic and Population Forecast, prepared by the Texas Comptroller of Public Accounts and the Texas State Data Center, projects a 1.2% increase in the Texas resident population for fiscal year 2026, and a 1.2% annual growth rate for each fiscal year

through 2031.

TSBPE continues to receive inquiries from individuals planning to relocate to Texas to work in the plumbing sector. TSBPE will respond to this expected increase and demand on agency personnel by continuing to monitor plumbing economic conditions and trends, focusing on maintaining a lower FTE turnover rate, increasing efficiency, leveraging technology, and requesting additional FTEs as necessary.



SCHEDULE A

Texas State Board of Plumbing Examiners

Budget Structure

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 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 within two business days and all licenses, registrations, and endorsements are issued within two business days, to monitor job sites to deter all unlicensed plumbers, and to resolve 60 percent of complaints within six months of complaint receipt.

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 Master Plumbers, Journeyman Plumbers, Tradesman Plumber-Limited Licensees, Plumbing Inspectors, Medical Gas endorsements, and Water Supply Protection endorsements; 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

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, or 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 monitor job sites; approve continuing professional education (CPE) seminars; conduct training sessions; 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 (CPE) 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 (KEY)

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: Conduct community outreach to promote public awareness of plumber licensing and regulation in Texas, as well as the critical role properly designed and installed plumbing systems play in safeguarding public health and sanitation. Educate the public by increasing awareness of hazards associated with unlicensed plumbing work and encourage consumers to hire licensed plumbers when procuring plumbing services. Increase industry recruitment while reducing industry staffing shortages by promoting the plumbing trade as a professionally and financially rewarding career option with a path of steady career progression available to individual plumbing professionals. Conduct awareness campaigns through community events and trade schools, middle schools, high

schools, community and technical colleges, universities, municipal building and inspection departments, plumbing firms, and trade associations. Advance community outreach and public awareness through social media engagement, while leveraging internet and information technology channels including artificial intelligence.

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 and Enforcement

Description: Provides support to the Examination & Licensing and Enforcement sections of the Agency that administers strategies in 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:

A. Goal: ENSURE PUBLIC HEALTH THROUGH SAFE PLUMBING	<u>FY 2026</u>	<u>FY 2027</u>
A.1.1. Strategy: Examine and License Plumbers	\$ 2,158,627	\$ 2,142,626
A.1.2. Strategy: Texas.Gov	155,000	155,000
A.1.3. Strategy: Inspections and Enforcement	1,527,408	1,515,408
A.1.4. Strategy: Consumer Education and Public Awareness	270,100	270,100

B. Goal: INDIRECT ADMINISTRATION

	FY 2026	FY 2027
B.1.1. Strategy: Indirect Admin – Indirect Administration	469,276	469,726
Grand Totals	<u>\$ 4,580,411</u>	<u>\$ 4,552,860</u>

The Methods of Financing for the above appropriations are the General Revenue Fund, Regular Appropriations in the amount of \$4,555,411 and Article IX, Appropriated Receipts in the amount of \$25,000 for Fiscal Year 2026; and Regular Appropriations in the amount of \$4,527,860 and Article IX, Appropriated Receipts in the amount of \$25,000 for Fiscal Year 2027.

SCHEDULE B

Texas State Board of Plumbing Examiners

List of Measure Definitions

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 actions include 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

resulting in a percentage. Disciplinary action includes agreed orders, reprimands, warnings, administrative penalties issued, citations issued, suspensions, 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) resulting in 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, results in 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 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 resulting in 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 resulting in 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 resulting in 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/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

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 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 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 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 resulting in 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, registered and endorsed 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 at the end of each reporting period in the VERSA computer application/Regulatory Database system that lists the unduplicated number of individuals licensed, registered and endorsed 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, registered and endorsed according to the VERSA computer application/Regulatory Database system at the end of the reporting period. An individual who holds more than one license, registration or endorsement 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 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 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 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 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 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 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 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 Board 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 (KEY)

Definition: The percentage of individuals who were unlicensed plumbers and/or unregistered individuals divided by the total number of contacts made by Enforcement 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 registered apprentices working in the plumbing industry.

Calculation Method: Non-cumulative

New Measure: o

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 Education Seminars and Training Sessions (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: Non-cumulative

New Measure: No

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: Non-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 Board's enforcement, public awareness and continuing 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 resulting in 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 (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: Non-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 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 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 resulting in 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, 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 submits data on the number of seminars conducted collects the data 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 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 number of seminars to be conducted. The Agency typically receives more requests for seminars than it can provide.

Calculation Method: Cumulative

New Measure: No

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 Board 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 number of seminars to be conducted, limiting the number of attendees. The Agency typically receives more requests for seminars than it can provide.

Calculation Method: Non-Cumulative

New Measure: No

Target Attainment: Higher than target

Percentage Measure: No

SCHEDULE C

Texas State Board of Plumbing Examiners Veteran Heroes United in Business (VetHUB) Program Requirements and Agency Participation

On May 12, 2026, the Comptroller of Public Accounts adopted an amended new subcontracting plan titled Veteran Heroes United in Business (VetHUB) program rules at 34 Texas Administrative Code (TAC) Sections 281-298. (34 TAC §§20.281-20.298). The new rules took effect on May 12.

The rule changes are similar to the emergency rules in effect since December 2, 2025. Included in the amended rules are substantive changes to 34 TAC 20.285, revising the subcontracting plan methods. Changes to the TSBPE plan have been created and implemented in accordance with the prohibition against race- and sex-based discrimination imposed by Texas Constitution, Article I, Section 3a, and United States Constitution, Amendment XIV.

Policy: The Texas State Board of Plumbing Examiners (TSBPE) will establish and implement policies to make good faith efforts to utilize the new Veteran Heroes United in Business (VetHUB) plan through the use of a strong procurement plan, in all phases of procurement activities.

The subcontracting plan has been simplified and narrowed to two methods: self-performing or good faith effort. Accounting for the narrower focus of the program, contractors that subcontract any work must now notify two certified vendors of each subcontracting opportunity. The requirement to notify trade/development centers has been removed. The seven-business-days notification and response period for potential subcontractors has remained unchanged.

Under the amended 20.285.2(b)(1), state agency contract developers and agency coordinators should identify the probability of subcontracting opportunities for certified VetHUB vendors with an expected value of \$100,000 or more.

The new subcontracting plan form has been posted to the Comptroller's website and will be downloaded by TSBPE to prepare for upcoming solicitations.

The Comptroller's website, the *Texas Procurement and Contract Management Guide* has been updated to reflect the rule changes in version 4.1.

Summary of Key Rule Changes

- **Streamlined Subcontracting:** Rules now focus on two methods: self-performing or good faith effort (GFE). Mandatory outreach to trade/development centers has been removed.
- **Notification Requirements:** Prime contractors that will subcontract any work must notify at least two certified VetHUB vendors of opportunities, maintaining the seven-business-day (good faith effort) response period.
- **Determinations:** For contracts of \$100,000 or more, agencies must document if VetHUB subcontracting is probable.
- **New Forms:** The Comptroller has released a revised Subcontracting Plan (Rev. 5/26). TSBPE has the option to amend current solicitations closing on or after May 12 to include this new form.

Required Operational Actions

1. **Pre-Solicitation:** For procurements with an expected value of \$100,000 or more, TSBPE staff must determine if VetHUB subcontracting is probable.
2. **Solicitation Updates:** All new solicitations must include the Rev. 5/26 Subcontracting Plan. This form is mandatory for responsiveness, whether the vendor subcontracts or self-performs.
3. **GFE Evaluations:** TSBPE will no longer check for trade center outreach. We will strictly evaluate if the bidder contacted two VetHUBs and provided the 7-day window (good faith effort). TSBPE cannot use the subcontractors' VetHUB status to select the winning vendor.
4. **Post-Award:** Subcontracting plans are now formal contract components. Subcontractors may not be dropped, replaced, or added without an approved plan amendment. Prime Contractors must submit progress assessment reports (PAR) with each invoice and permit on-site reviews and documentation upon request.

Implementation Timeline

- Use Rev. 5/26 plan and notification template for all new solicitations where VetHUB subcontracting is probable.

TSBPE's procurement plan still requires a regular search of the Centralized Master Bidders List (CMBL) when planning to buy goods and services. TSBPE will purchase from a VetHUB vendor to

the fullest extent possible. This plan is created and implemented in accordance with the prohibition against race- and sex-based discrimination imposed by Texas Constitution, Article I, Section 3a, and United States Constitution, Amendment XIV."

Goal: TSBPE will make a good faith effort to meet or exceed the utilization of Veteran Heroes United in Business (VetHUB) vendors through the total value of contracts and purchases awarded by the TSBPE in each of the applicable procurement categories:

Plan To Increase Use: The TSBPE is committed to the goal of awarding contracts and purchases whenever possible to VetHUB vendors. Our goal is to ensure that all procurement practices promote the goal of equal access for veteran-owned businesses in the State of Texas.

The TSBPE uses the Centralized Master Bidders List (CMBL) as provided by the Statewide Procurement Division (SPD), which maintains the most updated list of VetHUB. TSBPE always follows the procurement methods as outlined by the State of Texas Procurement manual.

TSBPE is dedicated to supporting the intent of the VetHUB program and has a VetHUB plan. TSBPE is an agency of 58 FTEs and therefore has few contracts but will encourage contractors to use VETHUBs as partners and subcontractors whenever possible. TSBPE will provide potential contractors with reference lists of certified VetHUBs who may be able to participate in TSBPE contracts.

TSBPE's VetHUB Coordinator is also the Agency's Chief Financial Officer (CFO) and Director of Finance & Accounting. In this capacity, the CFO advises and assists TSBPE's Purchaser and other staff in complying with the requirements of the VetHUB program.

SCHEDULE F

Texas State Board of Plumbing Examiners Workforce Plan

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 influence the agency's budget. As the State of Texas population continues to increase (estimated to be 32.1 million in 2026), demand for State services has also increased. Currently TSBPE maintains more than **103,016** licenses, registrations, and endorsements within **18** license and registration types.

As agencies struggle to fill positions, current employees are required to take on additional responsibilities. When agencies are inadequately staffed, existing State employees may have to work harder and longer hours which can lead to fatigue. TSBPE looks forward to the addition of several new hires to alleviate possible fatigue and/or long hours. However, some positions do require specific expertise and may be more difficult to hire suitable candidates.

Workforce Skills Critical to the Mission and Goals of TSBPE: Thirteen (13) of the agency's employees, including the Executive Director, Chief Examiner, and all Investigators and Examiners are licensed plumbers. In addition, the agency also employs one Plumbing Inspector. 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 anticipates changes in how it meets the mission for licensing exams with the opening of a new Examination Center in Waco, and a planned exam center in Harlingen. In addition, Computer Based Testing is now available in over 40 locations around the State. Due to the continued growth in the Texas economy and the plumbing industry, TSBPE 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 consistent. However, 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 Board's 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, TSBPE anticipates an increased need for licensed plumbing staff to administer licensing examinations, increase enforcement activities, and provide ongoing training to licensed plumbers statewide.

Retention Programs: TSBPE supports its employees by rewarding merit increases to employees who perform above satisfactory levels, subject to budgetary constraints. Additionally, the agency continually strives 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. TSBPE will utilize a wide range of recruitment sources, including but not limited to educational institutions and the Texas Workforce Commission.

Organizational Training, Employee and Career Development: TSBPE 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 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 a useful tool for leadership development. TSBPE department managers also share their knowledge with and mentor staff to help with career and leadership development. TSBPE provides leadership training for its department managers, subject to budgetary constraints. The agency also encourages open communication and teamwork and fosters a positive work environment.

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: Beginning with fiscal year 2026, TSBPE received authority for seven (7) new full-time equivalent (FTE) positions necessary to support a boom in statewide construction, administer fingerprint and background check requirements for licensing of certified plumbers, and additional positions for enforcement, to support an ever-increasing regulated population, expanded examination offerings, and activities to enforce the plumbing statutes and rules.

Employee Turnover and Recruitment of Qualified Employees: The TSBPE enjoys a favorable reputation as a place for employees to work, as reflected in our most recent Survey of Employee Engagement results. However, TSBPE faces the continuing challenge of offering competitive compensation to recruit and retain qualified employees in our investigator, accounting, and procurement positions. Although employee turnover for the TSBPE compares favorably with many State agencies, TSBPE faces the same challenge with an aging workforce as do many other organizations. It is taking longer periods of time to identify, recruit, and hire qualified candidates for some of our positions due to our relatively lower compensation structure in comparison to the private sector.

A TSBPE retirement analysis revealed eight (8) employees are eligible to retire within the next two years, or 17%. Additionally, nine (9) employees are eligible to retire within the next five years, or 20%. 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 of 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 candidates with skills that are valuable now and in the future.

Demographics Information to include Age, Gender, Race and Tenure: Although TSBPE does not have a large staff, the possibility of a future with 58 FTEs can present welcome challenges. The TSBPE

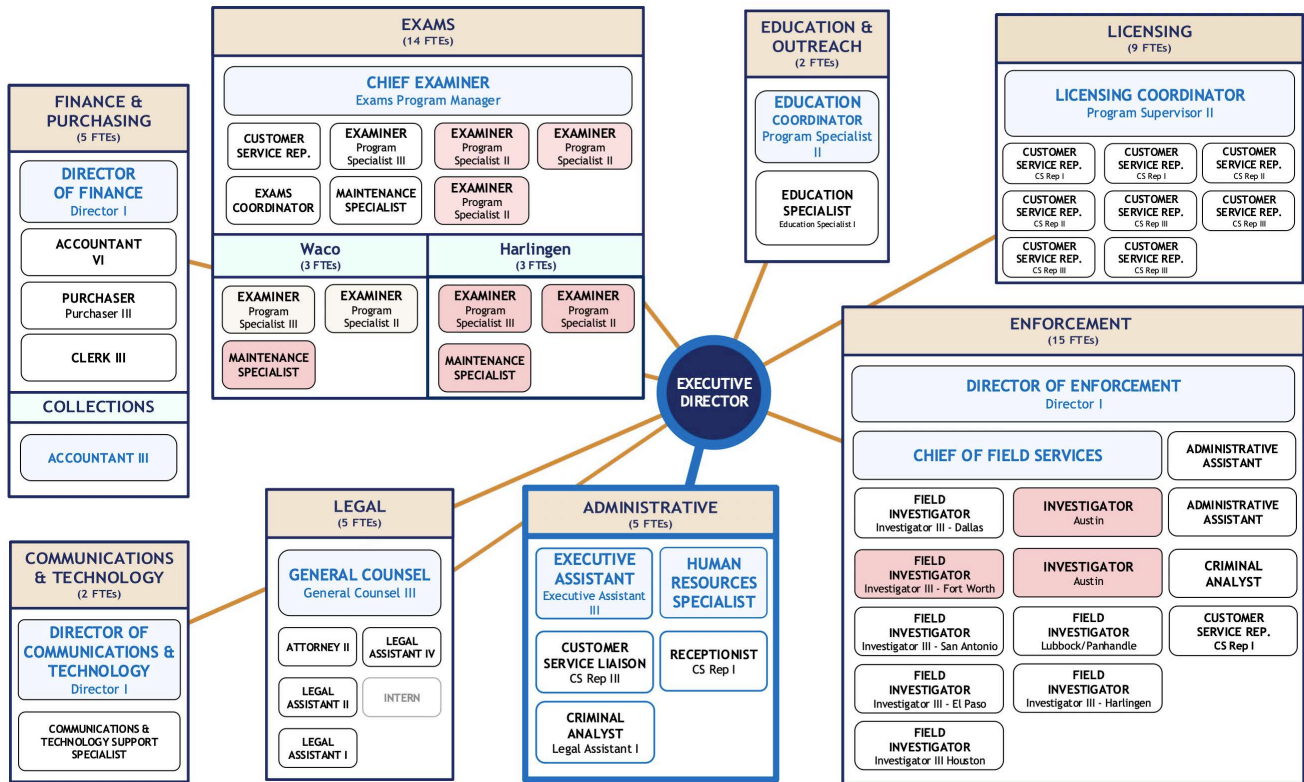
works hard to retain a mission-critical skilled workforce. Seventy-four (**74 %**) of TSBPE's current workforce report to the Austin location, 4.3% from the Waco location, while **6%** work from their home offices and 15.2% are Investigators that work in remote locations throughout the State. Veterans comprise **6.5%** of the TSBPE workforce.

As of May 2026, TSBPE's current workforce of 46 FTEs has the following demographics:

- **Age:** Average agency age = **48.9 years**. Average age in the Examination & Licensing Strategy = **45.4**; Average age in the Inspections & Enforcement Strategy = **49.1**; Average age in the Consumer Education & Public Awareness Strategy = **58.7**; Average age in the Indirect Administration Strategy = **52.0**. Agency ages range from **20 to 74**.
- **Gender:** 25 Female = **54.3%**, 21 Male = **45.7%**.
- **Race:** Asian = **1 or 2.2%**, Black = **5 or 10.9%**, Hispanic = **17 or 37.0%**, Multiple = **1 or 2.2 %**, Native American = **1 or 2.2%**, White = **21 or 45.7%**.
- **Tenure – TSBPE Only Service:** Agency average = **6.1 years**; Average for Examination & Licensing Strategy = **5.1 years**; Average for Inspections & Enforcement Strategy = **6.5 years**; Average for Consumer Education & Public Awareness Strategy = **1 year**; Average for Indirect Administration Strategy = **8.9 years**.
- **Tenure – Total State of Texas Service:** Agency average = **8 years**; Average for Examination & Licensing Strategy = **6.4 years**; Average for Inspections & Enforcement Strategy = **7.8 years**; Average for Consumer Education & Public Awareness Strategy = **11.3 years**; Average for Indirect Administration Strategy = **10.2 years**.

TSBPE is very proud of its employees and will continue to recruit qualified candidates to further enhance its workforce.

Percentage of Workforce Eligible to Retire Within the Next Five Years: **9 employees**, or **20%**, could retire within the next five years. It is estimated that **8** of those eligible employees could retire within the next two years.



SURVEY OF EMPLOYEE ENGAGEMENT (SEE) RESULTS

The Texas State Board of Plumbing Examiners (TSBPE) participated in the 2026 Survey of Employee Engagement (SEE) administered by the Institute for Organizational Excellence at the University of Texas at Austin. The survey was conducted during January and February 2026 prior to the addition of three FTEs. Of the 43 employees who were invited to participate in the survey, 34 employees responded, or **79.1%**. Generally, rates higher than fifty percent (50%) suggest soundness of an Agency’s health, according to the Institute. High rates signify those 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 **400**, down slightly from an overall score of 410 in 2024.

It appears the overall attitudes of most employees are generally good. TSBPE continues to maintain an experienced workforce with 33% of employees having tenures of 3 - 10 years. 28% 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, **26%** were Highly Engaged and **29%** were Engaged. Moderately Engaged and Disengaged combine for 32%.

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. 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 the employee attitude regarding pay. The 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. However, the agency was able to add some merit raises just after the survey was taken. This lower score suggests that pay is a central concern or reason for discontent. Recent merit raises have increased satisfaction.

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.

Information Systems has been a challenge at the agency in previous surveys due to aging building information technology infrastructure and rapid system changes and deployments. However, the staff have been relocated to another building with advanced technology systems.

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

Report on Customer Service

Submitted May 31, 2026



TEXAS STATE BOARD OF
PLUMBING EXAMINERS

EXECUTIVE SUMMARY

The Texas State Board of Plumbing Examiners (TSBPE) is committed to providing exemplary customer service to a diverse clientele, including licensed plumbers, apprentices, inspectors, education providers, school districts, political subdivisions, and the public. This annual report details the findings from our 2026 Customer Service survey, and our plans for continuous improvement in our services in response to those findings.

INVENTORY OF EXTERNAL CUSTOMERS SERVED AND DESCRIPTION OF SERVICES RENDERED

The Texas State Board of Plumbing Examiners (TSBPE) serves a diverse range of external customers, including licensees, registrants, educators, political subdivisions, and the public, all of whom utilize multiple strategies for service engagement. The primary strategies include:

- **Examine and License Plumbers:** This core service area includes processing applications for exams, issuing and renewing licenses, and maintaining registration records. It serves a primary audience of plumbing professionals at various career stages, from apprentices to master plumbers.
- **Inspections and Enforcement:** This area focuses on maintaining industry standards through rigorous compliance checks, handling complaints, and enforcing regulations. The service is crucial for ensuring that licensed professionals adhere to state laws and safety standards.
- **Consumer Education and Public Awareness:** Amidst ongoing public health considerations, TSBPE has leveraged digital platforms to inform and educate the public and potential plumbing professionals about career opportunities and industry standards. In addition, the agency provides current information to the public through its website.
- **Indirect Administration:** This strategy encompasses those interacting with the TSBPE for records requests or software applications and the storage of education credits and complaint history on licensees and registrants.

INFORMATION-GATHERING METHODS UTILIZED IN OBTAINING INPUT FROM CUSTOMERS

To assess and enhance our service delivery, TSBPE employs various methods to gather feedback:

- **Direct Surveys:** Conducted across different service interactions, including licensing exams and renewal processes, complaint investigations, production of open record requests



and assistance to educators and political subdivisions. These surveys help capture direct feedback from users about their experiences and satisfaction levels.

- **Online Feedback Mechanisms:** Implemented on our website and online platforms to continuously gather unsolicited customer feedback.

INFORMATION-GATHERING METHODS UTILIZED IN OBTAINING INPUT FROM CUSTOMERS

To assess and enhance our service delivery, TSBPE employs various methods to gather feedback:

- **Online Feedback Mechanisms:** Implemented on our website and online platforms to continuously gather unsolicited customer feedback.

SURVEY RESULTS AND ANALYSIS

Survey Distribution and Response

Distribution:

- **TOTAL DISTRIBUTED:** 31,373 including, examinees, licensees, registrants, education providers, complainants, respondents, applicants denied, open record requestors, political subdivisions.

Response:

- 358 completed surveys were received.

Overall response rate: 1.14%

Customer Satisfaction Breakdown:

- Respondents showed strong agreement in the effectiveness and clarity of communications.
- Inquiry response time and inquiry resolution time both are clear areas for potential improvement, reflecting a need for enhanced responsiveness and transparency.



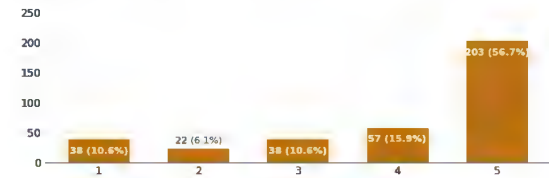
LEVELS OF CUSTOMER-DETERMINED SERVICE QUALITY

Responses demonstrated a high level of satisfaction across several dimensions, including...

Overall Satisfaction

Overall, I am satisfied with the services I received and my experience with TSBPE.

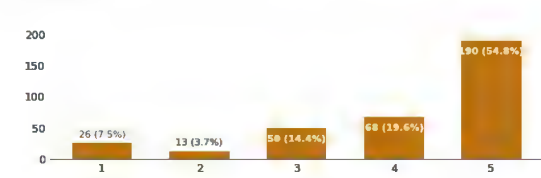
358 responses



Staff Assistance

TSBPE staff members are courteous, knowledgeable, and demonstrated willingness

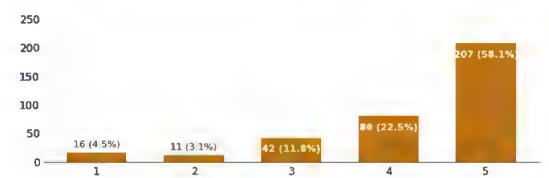
347 responses



Website Accuracy

The information on the TSBPE (tsbpe.texas.gov) website is accurate.

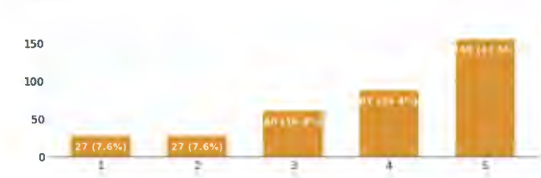
356 responses



Website Organization

The TSBPE website (tsbpe.texas.gov) is easy to use and well organized.

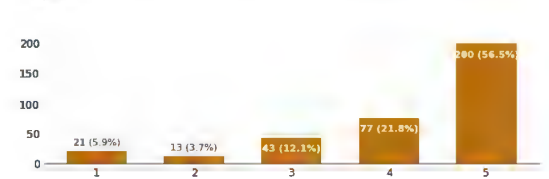
356 responses



Website Contact Info Accessibility

I was able to find contact information on the TSBPE website (tsbpe.texas.gov).

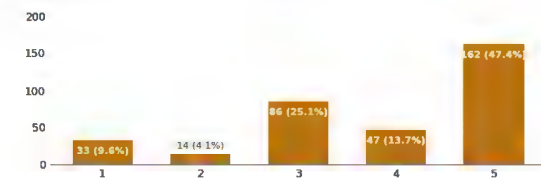
354 responses



Accuracy of Printed Info

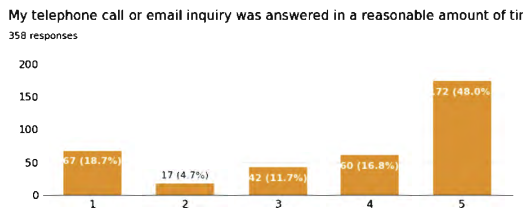
The printed information was clear, understandable, and accurate.

342 responses

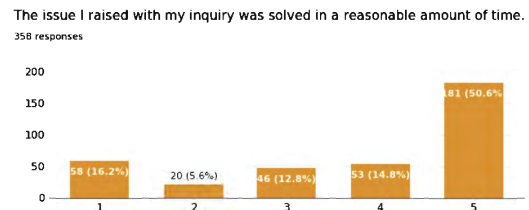


The survey highlighted also uncovered two key areas for improvement, both relating to response time:

Inquiry Response Time



Inquiry Resolution Time



PERFORMANCE MEASURES AND CUSTOMER SERVICE STANDARDS

Outcome Measures:

- **Overall Satisfaction with Services Received:** 58 satisfied, 204 very satisfied
- **Identified Ways to Improve Service Delivery:** 60

CONCLUSION AND FUTURE DIRECTIONS

The TSBPE acknowledges the insights gained from the customer service survey and is committed to addressing areas for improvement and maintaining high standards of service delivery to ensure the satisfaction of all stakeholders involved.





CERTIFICATE

Agency Name Texas State Board of Plumbing Examiners

Pursuant to Government Code, Section 2056.002(b)(12), this is to certify that the agency has complied with the cybersecurity training required under Government Code, Sections 2063.103 and 2063.104.

Chief Executive Officer or Presiding Judge

Lisa G. Hill

Signature

Lisa G. Hill

Printed Name

Executive Director

Title

May 21, 2026

Date

Board or Commission Chair

T. Justin MacDonald

Signature

T. Justin MacDonald

Printed Name

Board Chair

Title

May 21, 2026

Date



CERTIFICATE

Agency Name Texas State Board of Plumbing Examiners

Pursuant to Government Code, Section 2056.002(b)(12), this is to certify that the agency has complied with the Artificial Intelligence training required under Government Code, Sections 2063.103 and 2063.104.

Chief Executive Officer or Presiding Judge

Lisa G. Hill

Signature

Lisa G. Hill

Printed Name

Executive Director

Title

May 21, 2026

Date

Board or Commission Chair

T. Justin MacDonald

Signature

T. Justin MacDonald

Printed Name

Board Chair

Title

May 21, 2026

Date



TEXAS STATE BOARD OF PLUMBING EXAMINERS

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