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AGENDA ITEM MEMO

BOARD MEETING DATE: May 9, 2024

TO: Board Members

THROUGH: Bryan McMath, Interim Executive Administrator

FROM: Kathleen Ligon, Interim Assistant Executive Administrator

SUBJECT: 2025-2029 Strategic Plan

ACTION REQUESTED

Consider approval of the agency's 2025-2029 Strategic Plan and authorize the Executive Administrator to submit the agency's customer service survey to the Legislature along with the Strategic Plan.

BACKGROUND

The Texas Government Code, Chapter 2056, requires strategic planning for all agencies in the executive branch of state government every even-numbered year. As directed by statute, strategic planning ensures effective long-range planning and maximizes the efficient use of state resources in service to the agency's core mission.

The Strategic Plan is the formal document that communicates the agency's goals, directions, and outcomes to the Governor, the Legislature, the agency's employees, client and constituency groups, and the public. The process to develop the plan also serves as a tool to develop the Texas Water Development Board's (TWDB) Legislative Appropriations Request and legislative recommendations for the next session.

KEY ISSUES

As directed by instructions from the Office of the Governor's Budget and Policy Division and the Legislative Budget Board (LBB), the submittal includes the Strategic Plan with the agency's mission; goals and action plans; and redundancies and impediments. It also includes the following elements as supplemental schedules:

- Budget Structure and Performance Measure Definitions

Our Mission	:	Board Members
Leading the state's efforts in ensuring a secure water future for Texas	:	Brooke T. Paup, Chairwoman George B. Peyton V, Board Member L'Oreal Stepney, P.E., Board Member Bryan McMath, Interim Executive Administrator

- Historically Underutilized Business Plan
- Agency Workforce Plan
- Report on Customer Service

The Budget Structure and Performance Measure Definitions includes the agency's budget structure; no changes were requested for the next biennium. The Historically Underutilized Business Plan includes goals and initiatives for increasing the use of historically underutilized businesses in purchasing and contracting. The Workforce Plan addresses the agency's critical staffing and training needs, including the need for experienced employees to impart knowledge to their potential successors.

The Report on Customer Service summarizes the results of the online Customer Satisfaction Survey conducted by the University of Texas at Austin Institute for Organizational Excellence. The highest scoring areas were staff member helpfulness; effective response handling; and overall satisfaction, with 84 percent of respondents indicating that they strongly agree or agree with the statement, "Overall, I am satisfied with my experience with the TWDB." [pending survey results]

RECOMMENDATION

To meet the statutory requirement for submittal of the plan by June 1, 2024, the Executive Administrator recommends approval of this item.

Attachment:

Pending