

## XI. Additional Information

- A. Fill in the following chart detailing information on complaints regarding your agency. Do not include complaints received against people or entities you regulate. The chart headings may be changed if needed to better reflect your agency's practices.**

Texas Water Development Board Exhibit 16: Complaints Against the Agency C Fiscal Years 2007 and 2008		
	FY 2007	FY 2008
Number of complaints received	5	9
Number of complaints resolved	3	3
Number of complaints dropped/found to be without merit	2	4
Number of complaints pending from prior years	0	2*
Average time period for resolution of a complaint	33 days	4 days

\* Complaints were EEOC charges and are in current litigation.

- B. Fill in the following chart detailing your agency's Historically Underutilized Business (HUB) purchases. See Exhibit 17 Example or [click here to link directly to the example](#).**

Texas Water Development Board Exhibit 17: Purchases from HUBs				
FISCAL YEAR 2006				
Category	Total \$ Spent	Total HUB \$ Spent	Percent	Statewide Goal
Heavy Construction	N/A	N/A	N/A	11.9%
Building Construction	N/A	N/A	N/A	26.1%
Special Trade	N/A	N/A	N/A	57.2%
Professional Services	\$438,704	\$0	0.0%	20.0%
Other Services	\$1,295,958	\$506,513	39.0%	33.0%
Commodities	\$981,919	\$255,474	26.0%	12.6%
<b>TOTAL</b>	<b>\$2,716,582</b>	<b>\$761,987</b>	<b>28.0%</b>	

<b>FISCAL YEAR 2007</b>				
<b>Category</b>	<b>Total \$ Spent</b>	<b>Total HUB \$ Spent</b>	<b>Percent</b>	<b>Statewide Goal</b>
<b>Heavy Construction</b>	N/A	N/A	N/A	11.9%
<b>Building Construction</b>	N/A	N/A	N/A	26.1%
<b>Special Trade</b>	\$166	\$0	0.0%	57.2%
<b>Professional Services</b>	\$169,801	\$0	0.0%	20.0%
<b>Other Services</b>	\$3,416,719	\$723,458	21.1%	33.0%
<b>Commodities</b>	\$1,339,188	\$538,815	40.0%	12.6%
<b>TOTAL</b>	\$4,925,876	\$1,260,274	25.5%	
<b>FISCAL YEAR 2008</b>				
<b>Category</b>	<b>Total \$ Spent</b>	<b>Total HUB \$ Spent</b>	<b>Percent</b>	<b>Statewide Goal</b>
<b>Heavy Construction</b>	N/A	N/A	N/A	11.9%
<b>Building Construction</b>	\$500	\$0	0.0%	26.1%
<b>Special Trade</b>	\$551	\$0	0.0%	57.2%
<b>Professional Services</b>	\$579,013	\$0	0.0%	20.0%
<b>Other Services</b>	\$2,008,255	\$447,417	22.2%	33.0%
<b>Commodities</b>	\$1,037,810	\$262,004	25.2%	12.6%
<b>TOTAL</b>	\$3,626,131	\$709,422	19.5%	

**C. Does your agency have a HUB policy? How does your agency address performance shortfalls related to the policy? (Texas Government Code, Sec. 2161.003; TAC Title 34, Part 1, rule 20.15b)**

The TWDB follows the guidelines established for the State Comptroller and diligently works to exceed minimum percentages in all HUB categories.

**D. For agencies with contracts valued at \$100,000 or more: Does your agency follow a HUB subcontracting plan to solicit bids, proposals, offers, or other applicable expressions of interest for subcontracting opportunities available for contracts of \$100,000 or more? (Texas Government Code, Sec. 2161.252; TAC Title 34, Part 1, rule 20.14)**

Yes.

**E. For agencies with biennial appropriations exceeding \$10 million, answer the following HUB questions.**

	Response / Agency Contact
1. Do you have a HUB coordinator? (Texas Government Code, Sec. 2161.062; TAC Title 34, Part 1, rule 20.26)	Yes – Tina Newstrom (512-463-7825) or Angela Ash (512-463-7979)
2. Has your agency designed a program of HUB forums in which businesses are invited to deliver presentations that demonstrate their capability to do business with your agency? (Texas Government Code, Sec. 2161.066; TAC Title 34, Part 1, rule 20.27)	Yes – Tina Newstrom (512-463-7825)
3. Has your agency developed a mentor-protege program to foster long-term relationships between prime contractors and HUBs and to increase the ability of HUBs to contract with the state or to receive subcontracts under a state contract? (Texas Government Code, Sec. 2161.065; TAC Title 34, Part 1, rule 20.28)	Yes – Tina Newstrom (512-463-7825)

**F. Fill in the chart below detailing your agency’s Equal Employment Opportunity (EEO) statistics.<sup>3</sup> See Exhibit 18 Example or [click here to link directly to the example.](#)**

Texas Water Development Board Exhibit 18: Equal Employment Opportunity Statistics							
FISCAL YEAR 2006							
Job Category	Total Positions	Minority Workforce Percentages					
		Black		Hispanic		Female	
		Agency	Civilian Labor Force %	Agency	Civilian Labor Force %	Agency	Civilian Labor Force %
Officials/Administration	24	1	6.6%	2	14.2%	10	37.3%
Professional	252	20	8.3%	42	13.4%	89	53.2%
Technical	1	0	12.4%	0	20.2%	0	53.8%
Administrative Support	0	0	11.2%	0	24.1%	0	64.7%
Service Maintenance	25	5	13.8%	6	40.7%	22	39.0%
Skilled Craft	0	0	6.0%	0	37.5%	0	4.8%

<sup>3</sup> The Service/Maintenance category includes three distinct occupational categories: Service/Maintenance, Para-Professionals, and Protective Services. Protective Service Workers and Para-Professionals are no longer reported as separate groups. Please submit the combined Service/Maintenance category totals, if available.

FISCAL YEAR 2007							
Job Category	Total Positions	Minority Workforce Percentages					
		Black		Hispanic		Female	
		Agency	Civilian Labor Force %	Agency	Civilian Labor Force %	Agency	Civilian Labor Force %
Officials/Administration	24	1	9.0%	2	23.7%	14	38.8%
Professional	249	16	11.7%	43	19.9%	89	54.5%
Technical	1	0	17.0%	0	27.0%	0	55.6%
Administrative Support	0	0	13.2%	0	31.9%	0	66.2%
Service/Maintenance	28	6	12.8%	7	44.8%	24	39.7%
Skilled Craft	0	0	5.1%	0	46.9%	0	5.1%
FISCAL YEAR 2008							
Job Category	Total Positions	Minority Workforce Percentages					
		Black		Hispanic		Female	
		Agency	Civilian Labor Force %	Agency	Civilian Labor Force %	Agency	Civilian Labor Force %
Officials/Administration	26	1	9.0%	2	23.7%	12	38.8%
Professional	278	17	11.7%	47	19.9%	105	54.5%
Technical	1	0	17.0%	0	27.0%	0	55.6%
Administrative Support	0	0	13.2%	0	31.9%	0	66.2%
Service/Maintenance	36	5	12.8%	12	44.8%	31	39.7%
Skilled Craft	0	0	5.1%	0	46.9%	0	5.1%

**G. Does your agency have an equal employment opportunity policy? How does your agency address performance shortfalls related to the policy?**

It is the intent of the TWDB to provide equal employment opportunity for all persons regardless of race, color, age, gender, religion, national origin, disability, or veteran's status. Physical disability or condition is not considered a factor in employment unless the specific job so warrants.

Equal opportunity is provided for all persons in the areas of recruiting, hiring, transfers, promotions, training, compensation, benefits, layoffs, and terminations. Vacancies are filled in accordance with agency job descriptions, State Classification system guidelines, and legislative appropriations.

It is the TWDB policy to regularly inform employees about the complaint process available for handling complaints of discrimination or other problems related to equally employment opportunity. Any TWDB employee who has equal employment opportunity-related questions, problems, or complaints may communicate his/her concern to the immediate supervisor, any supervisor in the chain of command, any supervisor within the agency, the Deputy Executive Administrator for Operations and Administration, the

General Counsel, the Human Resources Director, or any member of the Human Resources or Legal Services staff. All complaints will be handled fairly and expeditiously. It is the TWDB's policy that no employee shall suffer reprisal for seeking resolution of a problem through this procedure.

In determining statistically under-represented Equal Employment Opportunity groups, the TWDB uses the Equal Employment Opportunity Commission's Rule of 80. Using this rule, an under-represented group is considered statistically significant when the percentage of representation within the agency's workforce is below 80 percent of that in the civilian workforce.

Using statistical data of the TWDB's workforce as of 8/31/08, it has been determined that the following categories are under-represented in comparison to the civilian workforce. The percentages listed represent the percentage increase that must be accomplished to bring the targeted groups within Equal Employment Opportunity Commission's Rule of 80.

Overall in the agency:

- African Americans are underutilized by 10.4 percent
- Hispanic Americans are underutilized by 1.9 percent
- Females are underutilized by 12.3 percent
- Other Americans are underutilized by 2.3 percent