

# Strategic Plan

Fiscal Years 2017-2021





# Texas Water Development Board

# Strategic Plan

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*Fiscal Years 2017 to 2021*

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**June 24, 2016**

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## 1. Agency Mission

The mission of the Texas Water Development Board (TWDB) is to provide leadership, information, education, and support for planning, financial assistance, and outreach for the conservation and responsible development of water for Texas.

To further our mission, the TWDB collects, analyzes, and distributes water and geographic data that helps businesses, citizens, local governments, and water providers make informed decisions on their water resources. The agency coordinates regional water planning and prepares the state water plan to show Texans what actions are needed to achieve water security in times of drought. The TWDB also administers cost-effective financial assistance programs for water supply; wastewater treatment, distribution and collection; flood mitigation; and agricultural water conservation projects.

Since its creation in 1957, the TWDB has been charged with addressing the state's water needs through planning and financial assistance. While local communities carry out the responsibility for providing water to their residents, the TWDB has a leadership and support role through guiding, enabling, and supporting the conservation and responsible development of the state's water resources.

Rapid growth combined with Texas' susceptibility to droughts and floods means that water will always be a crucial issue for our state. Growth brings greater demands for natural resources, particularly water. Water is key in every sector of the Texas economy— agriculture, manufacturing, mining, and power generation, as well as business, tourism, and commerce.

One of the most pressing concerns of policy makers is whether existing water supplies will sustain economic and demographic growth and provide ample water for future needs. Inadequate water supplies can curtail economic activity for businesses and industries heavily reliant on water, which can result in job losses and monetary losses to the state economy. The implementation of water projects can have a positive impact on the state economy by generating sales revenue in construction, engineering, and supporting businesses; creating state gross domestic product; adding state and local tax receipts; and creating or supporting jobs. In light of the vital role water plays in our economy, regional and state water planning becomes even more critical along with implementing water supply strategies recommended in the planning process.

The creation of new water supplies and flood mitigation activities are capital-intensive efforts that can take many years of planning and implementation. Even water conservation requires planning and financial resources to be successful. Balancing the water needs of agriculture, industry, cities, rural areas, and the environment is becoming increasingly challenging, and TWDB data, research, planning, and financial assistance are instrumental in this effort.

## Agency History

The TWDB was created by a constitutional amendment in 1957 after many years of drought had devastated the Texas economy, leaving over 200 counties declared as disasters and many cities without water supplies. The 55th Legislature adopted a resolution supporting a constitutional amendment that became Article III, Section 49-c of the Constitution, approved by voters in a special election held on November 5, 1957. The amendment created the TWDB and the Texas Water Development Fund.

The amendment also authorized the first \$200 million in Texas Water Development bonds for the state to provide loans to its political subdivisions to assist in “the conservation and development of the water resources of this State, including the control, storing and preservation of its storm and flood waters and the waters of its rivers and streams, for all useful and lawful purposes by the acquisition, improvement, extension, or construction of dams, reservoirs and other water storage projects, including any system necessary for the transportation of water from storage to points of treatment and/or distribution, including facilities for transporting water therefrom to wholesale purchasers, or from any one or more of such purposes or methods.”

In the First Called Special Session of the 55th Legislature, 1957, the Texas Water Planning Act was also passed and signed into law on December 2, 1957, authorizing a Water Resources Planning Division within the State Board of Water Engineers. One of the duties of the new division was to acquire conservation storage in reservoirs. A second amendment to the Constitution, adopted by the voters on November 6, 1962, expanded the authority of the TWDB to acquire and develop storage facilities in reservoirs using the Texas Water Development Fund. This same amendment also provided that the Fund could “not be used to finance any project which contemplates or results in the removal from the basin of origin of any surface water necessary to supply the reasonably foreseeable future water requirements for the next ensuing fifty-year period within the river basin of origin, except on a temporary, interim basis.” This amendment formed the foundation of the current water planning period for the state.

The heritage of the TWDB is grounded in water resources planning, raising capital, and developing the water resources of the state through acquiring facilities and providing financial assistance. Since 1962, voters have continued to expand financing powers of the TWDB, increasing bonding authority, adding water quality enhancement and flood control to the list of authorized projects, and creating special funds in the state treasury for research and other water resource development projects. Retail distribution and economically distressed areas assistance through grants were added as well. In response to recent droughts, the legislature has expanded funding programs for the TWDB to implement programs to assist water purveyors in financing projects that will withstand drought conditions.

With the Texas Legislature's passage of Senate Bills 1 (75th Legislature), 2 (77th Legislature), and 3 (80th Legislature), federal and state organizations, political subdivisions, and regional water planning groups have assumed increased responsibility for ensuring sufficient water supplies for the state.

Notably, in recent sessions, flood control funding from federal sources has been combined with related state assistance programs. Since 2007, the TWDB has administered state and federal grant programs for flood protection planning and flood mitigation.

In the 82nd Legislative Session, the Texas Natural Resources Information System (TNRIS), a division of the TWDB, was elevated in profile by Sunset Commission legislation. The director of TNRIS is now designated as the Geographic Information Officer of the state.

Additional responsibilities given to the TWDB during the last legislative session include working with the Texas Commission on Environmental Quality and the Water Conservation Advisory Council to develop a consistent methodology for calculating water use and conservation, and to include an evaluation of progress made in future state water plans.

In the same session, Senate Joint Resolution (SJR) 4 was passed by the legislature and approved by voters as a constitutional amendment (Proposition 2). Proposition 2 authorized \$6 billion in bonds as general obligation bonds on a continuous revolving basis. The TWDB now has the authority to issue bonds without repeated and costly constitutional amendments.

As a result of the worst one-year drought on record in 2011, along with an increasing focus on implementing water management strategies in the state water plan, the 83rd Texas Legislature in 2013 passed HB 4, HB 1025, and SJR 1. This historic legislation authorized a one-time, \$2 billion investment from the Economic Stabilization Fund to the newly created State Water Implementation Fund (SWIFT) and the State Water Implementation Revenue Fund (SWIRFT) upon approval by Texas voters. Proposition 6 passed on November 5, 2013 with greater than 70 percent voter approval. HB 4 included governance changes to TWDB, transitioning the part-time, volunteer six-member board to a full-time, professional three-member board to ensure oversight of the funds and greater accountability. The legislation also created a special advisory committee to oversee the SWIFT and SWIRFT.

During the 2015 legislative session, Senator Watson authored an amendment that directed funding to the Disaster Contingency Account. In November, Governor Abbott authorized the transfer of \$6.8 million from that account to the TWDB to develop a high-tech network of stream gages and to provide additional technical assistance and outreach for floodplain management and planning. The 84th Legislature also passed legislation that established an appeal process to challenge reasonableness of aquifer desired future conditions (HB 200) and facilitates the study and development of brackish groundwater (HB 30).

## Recent Accomplishments and Looking Forward

During the five-year strategic planning horizon, the TWDB will continue to implement recently passed groundwater legislation and work to streamline the agency's financial assistance and water planning processes. The agency also looks forward to supporting the implementation of water management strategies in the 2017 State Water Plan, which projects that Texas' population will increase more than 70 percent by the year 2070. The plan recommends more than 5,500 strategies that help conserve water while also creating additional water supplies to ensure that the needs of our growing population are addressed. The capital costs associated with implementing the 2017 State Water Plan are \$62.6 billion, with water providers estimating they will need about \$36.2 billion in state assistance. Of this amount, approximately \$35 billion is for strategies associated with municipal water suppliers or wholesale water providers. The TWDB has SWIFT and other financial assistance programs available to help finance these water management strategies.

The inaugural round of the SWIFT program funded almost \$900 million in projects in the first year and will fund approximately \$3.79 billion in total over the next decade, with additional capacity reserved for future funding rounds each year of this decade. Over the next 50 years, the \$2 billion transfer will be leveraged with revenue bonds to finance approximately \$27 billion in water supply projects.

The TWDB estimates the 20 project sponsors in the first round of funding will save more than \$106 million in financing costs (for planning, design, and in some cases construction) of 30 state water plan projects. This estimated total savings, based on the TWDB's cost of funds, may be even more for communities whose credit ratings are lower than the AAA rating for the program and does not account for open market costs to borrowers or savings from state participation in the project. Projects funded the first round—transmission pipelines, canal linings, capacity expansions, seawater desalination, leak detection systems, water meter replacements, and reservoirs—will all help ensure that Texans have sustainable and reliable water sources for decades to come.

In addition to funding 30 water management strategy projects, the TWDB was successful in reaching financial transaction goals with the SWIRFT's first revenue bond sale in 2015. The SWIRFT achieved the highest AAA/AAA bond ratings for its inaugural issuance, maximizing savings to program participants and the communities they serve. Through early and continued outreach to the investor community, strong benchmark pricing was established for future revenue bond issuances through the program.

The 2017 State Water Plan launched a new era in water planning by providing online data as an integral part of the plan. The combined information of the interactive website and the plan give Texans more in-depth information about water planning than ever before.

## TWDB Strategic Plan 2017 to 2021

As part of its mission to provide the state with important water science data, the TWDB has continued to expand the data it offers online. The agency has rolled out a new website, Water Data Interactive, which displays groundwater data sets with enhanced navigation tools. In 2015, the 84th Legislature passed House Bill 30, which provided funding to the TWDB for brackish groundwater studies. The studies will ultimately help communities assess the viability of their brackish groundwater resources. The TWDB also continues to add data to its Water Data for Texas website, which provides information on reservoir and groundwater levels and drought.

In light of the significant and deadly flooding events in 2015, the TWDB will continue to place a high priority on enhancing the abilities of communities to plan for and respond to flood emergencies in a timely and effective manner. Since receiving the \$6.8 million from the Disaster Contingency Fund, the TWDB has made significant progress in using the funds in the best interest of the state. Initial efforts have included installation of flood gages and aggregation of data from many different sources into web resources, including creation of a one-stop shop for Texas flood information on a new website, TexasFlood.org. TexasFlood.org showcases a map with stream gage data from around the state. The TWDB is working with U.S. Geological Survey, the National Weather Service, and other stream gage owners to make this the first comprehensive reporting site for river levels across Texas.

Other efforts have included addition of flood stage information to lake levels in the TWDB's existing Water Data for Texas website and development of TexMesonet, a new website that reports climatic information from weather stations around the state. TexMesonet aggregates data from multiple sources and compiles it into one location, with a focus on filling in gaps where data is not currently being collected. This information will help the National Weather Service make flood predictions and provides valuable data to first responders and citizens.

As part of the flood funding the TWDB received, the agency provided immediate assistance to Wimberley to give the community more data more quickly, including installation of two additional "flood hardened" stream gage areas; flood hardening of three additional existing gages; upgrade of gage reporting from one hour to 15 minutes; installation of two video cameras; and the installation of five weather stations around the community.

These efforts are just the beginning; in the next five years, the TWDB will be adding more and more information to help Texans prepare for floods, including additional gages in the Guadalupe watershed. The agency is also providing statewide assistance for flood protection, with \$2 million set aside for communities to apply for grants to implement early warning systems or develop flood response measures. The TWDB is increasing outreach on flood programs and information with the addition of new employees and will continue to administer state and federal grant programs for flood mitigation on an ongoing basis. The TWDB is confident that the agency and its partners have built a solid foundation to continue improving our flood data and efficiency.

Finally, the agency will begin hosting a biennial conference, Water for Texas, beginning in 2017 to increase outreach to all customers and stakeholders and exposure of all agency programs.

Topics at the first conference will include the following:

- Conservation and innovative water technologies
- Groundwater science
- 2017 State Water Plan
- Geographic data services
- Water Data Interactive
- Flood initiatives
- TWDB's financial assistance programs
- Alternative project delivery
- Texas water policy

## 2. Agency Goals and Action Plan

### GOAL 1: Plan and Guide Conservation and Management of State's Water Resources

#### SPECIFIC ACTION ITEMS

- Operate statewide programs to collect and disseminate the state water plan
- Provide water planning and financial assistance
- Provide technical and financial assistance for water conservation
- Administer the National Flood Insurance Program (NFIP)
- Continued implementation of HB 30 (84th Session) relating to the study of brackish groundwater as a new source of water
- Increase program outreach through biennial Water for Texas conference

### GOAL 2: Provide Financing for the Development of Water-related Projects

#### SPECIFIC ACTION ITEMS

- Provide savings through cost-effective financial assistance programs, including implementation of the 2017 State Water Plan through the SWIFT program
- Continuation of financial assistance for water and wastewater services to economically distressed areas where services do not exist or systems do not meet minimum state standards through the Economically Distressed Areas Program (EDAP)
- Increase program outreach through biennial Water for Texas conference

### GOAL 3: Provide Leadership in Planning for and Responding to Floods

#### SPECIFIC ACTION ITEMS

- Expand TWDB Flood Protection Planning program to include grants for early warning systems and the implementation of local strategies for alerting and responding to floods
- Develop a high-tech network of stream gages in coordination with state, federal, and local partners
- Provide additional technical assistance and outreach for floodplain management and planning
- Expand TexasFlood.org, a centralized location for flood-related data and information

- Expand TexMesonet, a statewide earth observation data collection network to support flood monitoring and flood forecasting efforts by the National Weather Service, regional river authorities, and local emergency responders
- Increase program outreach through biennial Water for Texas conference

### **HOW GOALS SUPPORT STATEWIDE OBJECTIVES (All Goals)**

1. Accountable to tax and fee payers of Texas
2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions
3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve
4. Providing excellent customer service
5. Transparent such that agency actions can be understood by any Texan

The TWDB seeks to be accountable to the tax and fee payers of Texas by providing services that further our mission but that are also cost effective and efficient. The agency continually seeks ways to eliminate redundancies, increase efficiencies, and improve customer service. In the past three years, several areas of the agency have been reorganized with these goals in mind, including the following:

- Elevation of Texas Natural Resources Information System to separate agency office (Goal 1)
- Reorganization of Construction Assistance, Project Oversight, and Project Finance staff into interdisciplinary Regional Water Planning and Development teams over six geographic areas of the state (Goal 2)
- Integration of Inspection and Field Support Services staff into Regional Water Planning and Development team structure (Goal 2)
- Integration of Flood Mitigation Planning staff into Surface Water division of Water Science and Conservation office (Goal 3)
- Development of a workflow management system to make work processes more efficient (Goals 1, 2, and 3)

Since the Board reorganization after the 83rd Legislative Session, the TWDB has increased outreach in promoting financial assistance, regional water planning, and water science and conservation programs to additional recipients through social media, funding assistance, technical workshops, presentations to interested parties, and one-on-one meetings with communities. TWDB staff and Board members have worked diligently to educate stakeholders and the general public about our programs and receive stakeholder feedback to optimize program offerings. This increased outreach, along with the creation of the Regional Water Planning and Development team structure in 2013, has been particularly successful based on customer

feedback in the Customer Service Excellence Survey (Supplemental Schedule E) and routine customer interactions.

The agency regularly monitors its success in fulfilling core functions by monitoring performance measures and implementing plans to continuously improve. With the exception of one item that declined only slightly, every item on the 2016 Customer Service Excellence Survey received a higher score than the previous survey conducted in 2014.

The TWDB continually strives to make information more available and transparent to the public, particularly the complex water and geographic datasets that the agency maintains. Transparency initiatives recently completed and/or in progress include the following:

- Development of an interactive online state water plan for 2017 State Water Plan (Goal 1)
- Development of Water Data Interactive online groundwater data viewer (Goal 1)
- Development of online Major Aquifer 3D Viewer (Goal 1)
- Expansion of WaterdataforTexas.org to include drought and groundwater information (Goal 1)
- Development of next generation of Geospatial Emergency Management Support System (Goal 1)
- Development of SWIFT program implementation and reporting webpage to implement HB 4 (83rd Session) and HB 280 (84th Session) (Goal 2)
- Revamp of agency Program Information Sheets into more user-friendly bulleted format (Goals 1 and 2)
- Development and expansion of TexasFlood.org, a centralized location for flood-related data and information (Goal 3)
- Development and expansion of Texmesonet.org, a statewide earth observation data collection network (Goal 3)
- Continued expansion of agency social media presence (Goals 1, 2, and 3)

In coordination with these efforts, the TWDB is in the process of architecting a new Amazon Cloud infrastructure that takes advantage of new offerings and features to help ensure a robust and reliable server environment. As a result, the applications that the agency is hosting in this new environment will be robust and reliable for TWDB customers. Some of the key features of this new environment are:

*Highly Scalable* – The servers are auto-scalable and can be configured to automatically scale up or down based on defined conditions. For example, if a web server is experiencing an increased demand on resources due to an event (for example, heavy rains causing flash floods), the trigger will automatically fire up an additional server and balance the traffic load between the two servers to ensure the site(s) does not go down due to unusually high traffic. If the demand increases to the point of taking up a set amount of resources on both servers, a third server will automatically fire up and the

traffic will be evenly distributed between the three servers. Once the event passes and the demand decreases, the additional server(s) will automatically power down to reduce costs.

*Redundant* – In addition to the scalability, the new Amazon cloud environment has high availability through redundancy, with servers configured to spin up across different regions and multiple availability zones. For instance, if there are power grid issues affecting the Eastern part of the United States, the web site traffic will be automatically routed to a redundant server that is hosted in an Amazon Data Center on the West Coast or other region/availability zone that is not experiencing issues.

The agency will also continue its implementation of HB 30 (84th Session), which requires the TWDB to identify and designate brackish groundwater production zones (Goal 1). The bill requires the TWDB to prepare a biennial progress report by December 1, 2016, and a final report by December 1, 2022.

In the next five years, the TWDB will continue to work to monitor and improve the agency's programs and the delivery of services to our customers through a continued emphasis on high-quality customer service and transparency, in particular, the new flood websites TexasFlood.org and Texmesonet.org.

### **Future Challenges**

The TWDB faces two primary challenges that would impact the agency's ability to further its mission and achieve these goals as presented:

- 1) Loss of revenues from the Texas Water Resources Finance Authority (TWRFA)
- 2) Expiration of bonding authority for the Economically Distressed Areas Program (EDAP)

The TWDB seeks to secure a long-term and stable fund source such as general revenues to fund a portion of its ongoing operating budget. This request is to swap ongoing operating costs currently funded by TWRFA to general revenues. TWRFA was created in 1989 and initially issued bonds to purchase loans from the TWDB. The bonds are paid off and there is no plan for TWRFA to fund a new loan program. A small number of TWRFA loans are outstanding and repaying into the fund which can be used for operating purposes. To maintain services, the TWDB shifted some operating costs to TWRFA funds when TWDB faced cuts to essential operations due to general revenue budget reductions. In addition to the reoccurring costs included in the amount of this exceptional item, TWRFA is also funding a variety of grant and research programs at the TWDB.

TWRFA contributions to the TWDB's operating budget are shown as appropriated receipts in the agency's legislative appropriations request. The TWDB's operating budget currently relies

upon a significant annual draw from the assets of TWRFA to fund ongoing, reoccurring operations, including a portion of the agency's salaries and wages costs. TWRFA funds are not a sustainable fund source for ongoing costs, and such funds are depleting as annual draws continue. TWRFA's assets are estimated to withstand annual draws at current levels to approximately fiscal year 2020 at the latest. If TWRFA funds are not replaced by 2020, the TWDB would face the need for significant cuts to staff, professional fees and services, and other operating expenses. The TWDB's core operations and programs would suffer substantially and be challenged to continue with the loss of such resources.

The agency's second major challenge is the need for authorization of additional general obligation bonds for the EDAP account in the Texas Water Development Fund II. The authorization of \$250 million, approved by the 80th Legislature and voters in 2007, will be exhausted during the 2018-2019 biennium if the legislature appropriates approximately \$6 million of general revenue to pay debt service for the remaining \$50 million in bond issuances.

The EDAP was created in 1989 to provide affordable financial assistance for water and wastewater services where those services are inadequate to meet minimum standards. The program includes measures to prevent future substandard development through the required adoption of Model Subdivision Rules, as legally applicable. The EDAP has had \$500 million in voter approved general obligation bonds authorized and has been augmented with \$300 million in EPA grants for the Colonia Wastewater Treatment Assistance Program (CWTAP).

The EDAP program was expanded by the 79th Legislature to include subdivisions in existence prior to June 2005 and by changing the definition of an affected county. Ongoing financing needs have been identified for existing projects and through demand in other funding programs. The TWDB, through the EDAP, has invested in the pre-construction phases of multiple projects and anticipates applications will be submitted for the design and/or construction. Estimates of future funding needs for those projects exceed \$159 million.

Legislative authorization is requested for the last \$50 million in general obligation bonds in the FY2018-2019 biennium for EDAP projects and the corresponding legislative appropriations of approximately \$6 million in the FY2018-2019 biennium for payment of debt service to support the bond issuance.

The requested exceptional item funding would be used to continue and augment an existing agency initiative. Should appropriations for program funds not be approved, projects in economically distressed areas would be delayed or not funded. Projects that previously received TWDB planning, acquisition, and design funding would not have EDAP grant and/or loan funding available to them to begin and complete construction. Without a constitutional amendment authorizing bonding authority for the EDAP, the TWDB would not be able to continue to provide financial assistance beyond the next biennium despite consistently high demand for the program.

### **3. Redundancies and Impediments**

#### **Service, Statute, Rule or Regulation (Provide Specific Citation if applicable)**

Texas Water Code §16.022

#### **Describe why the Service, Statute, Rule or Regulation is Resulting in Inefficient or Ineffective Agency Operations**

Texas Water Code §16.022 requires the TWDB and the Texas State Soil and Water Conservation Board to jointly conduct and report to the legislature on ways to improve or expand water conservation efforts. Texas Water Code §10.011 requires the Water Conservation Advisory Council (which includes one representative from the TWDB and one from the Texas State Soil and Water Conservation Board) to submit a report to the legislature detailing the progress of water conservation in the state every two years. With the addition of the Council being able to make recommendations (SB 551, 84th Session), the two efforts overlap even more now than they did in previous iterations.

#### **Provide Agency Recommendation for Modification or Elimination**

As the two reports are duplicative in nature and content, the TWDB recommends that Texas Water Code §16.022 be stricken.

#### **Describe the Estimated Cost Savings or Other Benefit Associated with Recommended Change**

Elimination of the joint report would reduce redundancy in resources from staff working on two duplicative efforts that often overlap in both scope and timing.

**Supplemental Schedule A**

# **Budget Structure**



Agency: **580 Water Development Board**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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1

SHORT NAME: WATER RESOURCE PLANNING  
 FULL NAME: Plan and Guide Conservation & Management of State's Water Resources  
 DESCRIPTION: Plan and guide the conservation, orderly and cost-effective development, and best management of the state's water resources for the benefit of all Texans.

1

SHORT NAME: DATA COLLECTION AND DISSEMINATION  
 FULL NAME: Operate Statewide Programs to Collect and Disseminate State Water Plan  
 DESCRIPTION: Operate statewide, water-related data collection, integration, dissemination, and evaluation programs that provide public access to adequate information to conduct planning of water resources projects.

1

SHORT NAME: ENVIRONMENTAL IMPACT INFORMATION  
 FULL NAME: Collection, Analysis and Reporting of Environmental Impact Information  
 DESCRIPTION: Collect, receive, analyze, process, and facilitate access to basic data and summary information to support a sound ecological environment in the state's streams, rivers, bays and estuaries.

2

SHORT NAME: WATER RESOURCES DATA  
 FULL NAME: Water Resources Data  
 DESCRIPTION: Collect, receive, analyze, process and facilitate access to basic and summary information to support planning, conservation, and responsible development of surface water and groundwater for Texas and studies to determine the quantity and quality of water available and environmental flow needs.

3

SHORT NAME: AUTO INFO COLLECT., MAINT. & DISSEM  
 FULL NAME: Automated Information Collection, Maintenance, and Dissemination  
 DESCRIPTION: Operate statewide program to provide training and to produce, maintain, and disseminate public domain geographic data in support of the state's water planning programs and related activities.

2

SHORT NAME: WATER PLANNING  
 FULL NAME: Water Planning and Financial Assistance Activities  
 DESCRIPTION: Conduct water planning and financial assistance activities to ensure adequate long-term water supplies, wastewater treatment and flood protection.

Agency: **580 Water Development Board**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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<u>1</u>	SHORT NAME:	TECHNICAL ASSISTANCE & MODELING
	FULL NAME:	Technical Assistance and Modeling
	DESCRIPTION:	Conduct studies on surface water and groundwater resources; provide technical information and assistance to citizens, groundwater conservation districts, river authorities, water utilities and regional water planning groups; and develop, maintain, and adapt surface water and groundwater availability models to support planning, conservation, and responsible development of water in Texas.

<u>2</u>	SHORT NAME:	WATER RESOURCES PLANNING
	FULL NAME:	Water Resources Planning
	DESCRIPTION:	Assist in the development and implementation of regional and state water plans and floodwater protection measures, including managing contracts, providing technical assistance to regional water planning groups and political subdivisions in the development and implementation of the state water plan.

<u>3</u>	SHORT NAME:	PROVIDE TECH ASST FOR CONSERVATION
	FULL NAME:	Provide Technical and/or Financial Assistance for Water Conservation
	DESCRIPTION:	Provide eligible political subdivisions with technical and/or financial assistance for water conservation to support planning, conservation, and responsible development of water supplies to meet future demands for water as identified in the regional and state water plans.

<u>1</u>	SHORT NAME:	WATER CONSERVATION EDUCATION & ASST
	FULL NAME:	Water Conservation Education and Assistance
	DESCRIPTION:	Provide water conservation information, data and other technical assistance and services to promote increased water-use efficiency through statewide water conservation activities and as included in the regional and state water plans.

<u>4</u>	SHORT NAME:	ADMINISTER NFIP
	FULL NAME:	Administer National Flood Insurance Program (NFIP)
	DESCRIPTION:	Administer National Flood Insurance Program (NFIP)

<u>1</u>	SHORT NAME:	PERFORM COMM ASSIST RELATED TO NFIP
	FULL NAME:	Perform Community Assistance Pursuant to the NFIP
	DESCRIPTION:	Perform Community Assistance Pursuant to the NFIP

Agency: **580 Water Development Board**

GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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2

SHORT NAME: WATER PROJECT FINANCING  
 FULL NAME: Provide Financing for the Development of Water-related Projects  
 DESCRIPTION: Provide cost-effective financing for the development of water supply, water quality protection, and other water-related projects.

1

SHORT NAME: COST-EFFECTIVE FINANCIAL ASSISTANCE  
 FULL NAME: Provide Savings Through Cost-effective Financial Assistance  
 DESCRIPTION: Provide savings to Texas communities by making cost-effective financial assistance available for water supply, water quality protection, and other water-related infrastructure needs.

1

SHORT NAME: STATE & FEDERAL FIN ASSIST PROGRAM  
 FULL NAME: State and Federal Financial Assistance Programs  
 DESCRIPTION: Provide financial assistance through state and federal programs to save money for Texas communities for water supply, water quality protection, and other water-related projects.

2

SHORT NAME: ECONOMICALLY DISTRESSED AREAS  
 FULL NAME: Economically Distressed Areas Program  
 DESCRIPTION: Provide economically distressed areas access and connections to adequate water supply and/or wastewater treatment systems and/or indoor plumbing improvements.

3

SHORT NAME: NON-SELF SUPPORTING G O DEBT SVC  
 FULL NAME: Fulfill All G O Bond Debt Svc Commitments for Non-self Supp G O Bonds  
 DESCRIPTION: Fulfill all general obligation bond debt service payments for the Economically Distressed Areas Program (EDAP), and Water Infrastructure Fund Debt Service.

1

SHORT NAME: MONITOR BOND PROCEEDS  
 FULL NAME: Monitor Bond Proceeds and Pay Debt Service on Time  
 DESCRIPTION: Monitor bond proceeds and pay debt service on time.

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GOAL SEQUENCE	OBJECTIVE SEQUENCE	STRATEGY SEQUENCE
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<u>1</u>	SHORT NAME:	EDAP DEBT SERVICE
	FULL NAME:	General Obligation Bond Debt Service Payments for EDAP
	DESCRIPTION:	Make general obligation bond debt service payments for the Economically Distressed Areas Program.

<u>2</u>	SHORT NAME:	WIF DEBT SERVICE
	FULL NAME:	G.O. Bond Debt Service Payments for the Water Infrastructure Fund Pgm.
	DESCRIPTION:	General Obligation Bond Debt Service Payments for the Water Infrastructure Fund Program.

<u>4</u>	SHORT NAME:	INDIRECT ADMINISTRATION
	FULL NAME:	Indirect Administration
	DESCRIPTION:	Indirect administration.

<u>1</u>	SHORT NAME:	INDIRECT ADMINISTRATION
	FULL NAME:	Indirect Administration
	DESCRIPTION:	Indirect administration.

<u>1</u>	SHORT NAME:	CENTRAL ADMINISTRATION
	FULL NAME:	Central Administration
	DESCRIPTION:	Central administration.

<u>2</u>	SHORT NAME:	INFORMATION RESOURCES
	FULL NAME:	Information Resources
	DESCRIPTION:	Information resources.

<u>3</u>	SHORT NAME:	OTHER SUPPORT SERVICES
	FULL NAME:	Other Support Services
	DESCRIPTION:	Other support services.

85th Regular Session, Base Recon, Version 1  
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **580** Agency : **Water Development Board**

OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
Goal.: <u>1</u> <u>Plan and Guide Conservation &amp; Management of State's Water Resources</u>								
Objective.: <u>1</u> <u>Operate Statewide Programs to Collect and Disseminate State Water Plan</u>								
<u>1</u>	SHORT NAME:	% INFO TO MONITOR WATER SUPPLY	Y	N	Y	N	H	H
	FULL NAME:	% Information to Monitor Water Supplies						
	DESCRIPTION:	Percent of Information Available to Adequately Monitor the State's Water Supplies						
Objective.: <u>2</u> <u>Water Planning and Financial Assistance Activities</u>								
<u>1</u>	SHORT NAME:	% KEY PLANNING ACTIVITIES COMPLETED	Y	N	Y	N	H	H
	FULL NAME:	% Key Regional and Statewide Water Planning Activities Completed						
	DESCRIPTION:	Percent of Key Regional and Statewide Water Planning Activities Completed						
Objective.: <u>3</u> <u>Provide Technical and/or Financial Assistance for Water Conservation</u>								
<u>1</u>	SHORT NAME:	% COMMUNITIES ASSISTED	Y	N	Y	N	H	H
	FULL NAME:	% Communities Receiving Technical/Financial Assistance						
	DESCRIPTION:	Percent of Eligible Texas Communities and Other Entities Receiving Technical and/or Financial Assistance for Water Planning and Conservation						
<u>2</u>	SHORT NAME:	% WATER SAVED	N	N	Y	N	H	H
	FULL NAME:	% Water Saved with Financial Assistance						
	DESCRIPTION:	Percent of Annual Water Use Saved by Recipients of Texas Water Development Board Financial Assistance						
Goal.: <u>2</u> <u>Provide Financing for the Development of Water-related Projects</u>								
Objective.: <u>1</u> <u>Provide Savings Through Cost-effective Financial Assistance</u>								
<u>1</u>	SHORT NAME:	% FINANCIAL ASSISTANCE \$ COMMITTED	N	N	Y	N	H	H

**Agency Objective Outcome**

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Agency Code: **580** Agency : **Water Development Board**

OUTCOME	TITLE	DESCRIPTION	Key	New	%	Calc. Method	Priority	Range
	FULL NAME:	Dollars Committed as a Percent of Total Financial Assistance Dollars						
	DESCRIPTION:	Total Dollars Committed as a Percent of Total Financial Assistance Dollars Available						
<u>2</u>	SHORT NAME:	DOLLARS SAVED	N	N	N	N	M	H
	FULL NAME:	Dollars Saved from TWDB Assistance						
	DESCRIPTION:	Gross Dollar Savings at the Local Level Versus Alternative Financing Methods Resulting from Texas Water Development Board Financial Assistance Commitments						

**Agency Strategy Related Measure**  
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Agency Code: **580** Agency: **Water Development Board**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
Goal: <u>1</u> Plan and Guide Conservation & Management of State's Water Resources								
Objective: <u>1</u> Operate Statewide Programs to Collect and Disseminate State Water Plan								
Strategy: <u>1</u> Collection, Analysis and Reporting of Environmental Impact Information								
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME: # INFLOW STUDIES COMPLETED		Y	N	N	C	H	H
	FULL NAME: Number of Bay and Estuary Freshwater Inflow Studies Completed							
	DESCRIPTION: Number of Bay and Estuary and Instream Study Elements Completed							
Strategy: <u>2</u> Water Resources Data								
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME: # DATA UNITS PROCESSED		N	N	N	C	L	L
	FULL NAME: # Data Units Collected/Processed by TWDB Staff							
	DESCRIPTION: Number of Data Units Collected and/or Processed by Texas Water Development Board Staff in Support of Monitoring, Investigating, and Defining the State's Surface Water and Groundwater Resources							
Strategy: <u>3</u> Automated Information Collection, Maintenance, and Dissemination								
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME: TNRIS-SPON PERSON-HRS IN TRAINING		N	N	N	C	L	H
	FULL NAME: Person-hours in Training and Conferences Sponsored by TNRIS							
	DESCRIPTION: Number of Person-hours in Training Classes and Conferences Sponsored by TNRIS							
<u>2</u>	SHORT NAME: # STRAT MAP UNITS AVAILABLE		N	N	N	N	H	H
	FULL NAME: Number of Strat Map Digital Base Map Data Units Available							
	DESCRIPTION: Number of Strategic Mapping Digital Base Map Data Elements Available							
<b>MEASURE TYPE: EX Explanatory/Input Measures</b>								
<u>1</u>	SHORT NAME: # REQUESTS FILLED		Y	N	N	N	H	H

Agency Code: **580** Agency: **Water Development Board**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	Number of Responses to Requests for TNRIS-related Information						
	DESCRIPTION:	Number of Responses to Requests for TNRIS-related Information						
Objective: <u>2</u> Water Planning and Financial Assistance Activities								
Strategy: <u>1</u> Technical Assistance and Modeling								
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME:	# REQ RESPONSES FOR WATER RESOURCES	Y	N	N	C	H	H
	FULL NAME:	Number of Responses to Requests for Water Resources Information						
	DESCRIPTION:	Number of Responses to Requests for Water Resources Information						
Objective: <u>3</u> Provide Technical and/or Financial Assistance for Water Conservation								
Strategy: <u>1</u> Water Conservation Education and Assistance								
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME:	# RESPONSES TO CONS REQUESTS	Y	N	N	C	H	H
	FULL NAME:	Number of Responses to Requests for Water Conservation Info						
	DESCRIPTION:	Number of Responses to Requests for Water Conservation Information, Literature, Data, Technical Assistance and Educational Activities Provided by the Texas Water Development Board Staff						
Objective: <u>4</u> Administer National Flood Insurance Program (NFIP)								
Strategy: <u>1</u> Perform Community Assistance Pursuant to the NFIP								
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME:	# COMMUNITIES ASSISTED	N	N	N	C		H
	FULL NAME:	# Communities Assisted through Community Assistance Contacts & Visits						
	DESCRIPTION:	Number of Communities Assisted through Community Assistance Contacts (CACs) and Community Assistance Visits (CAVs)						
Goal: <u>2</u> Provide Financing for the Development of Water-related Projects								
Objective: <u>1</u> Provide Savings Through Cost-effective Financial Assistance								
Strategy: <u>1</u> State and Federal Financial Assistance Programs								

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
<b>MEASURE TYPE: OP Output Measures</b>								
<u>1</u>	SHORT NAME:	STATE PARTICIPATION	Y	N	N	C	M	H
	FULL NAME:	Number of State Participation Projects Receiving Financial Assistance						
	DESCRIPTION:	Number of Financial Assistance/Loan Commitments Provided to State Participation Projects						
<u>2</u>	SHORT NAME:	\$ COMMITTED TO IMPLEMENT STATE PLAN	Y	N	N	C	M	H
	FULL NAME:	Total Dollars Committed to Implement the State Water Plan						
	DESCRIPTION:	Total Dollars Committed to Projects to Implement the State Water Plan (SWP)						
<u>3</u>	SHORT NAME:	# COMMITMENTS TO STATE PLAN PROJECT	Y	N	N	C	M	H
	FULL NAME:	Number of Commitments to State Water Plan Projects						
	DESCRIPTION:	Number of Commitments to State Water Plan Projects						
<u>4</u>	SHORT NAME:	# FINANCIAL ASSISTANCE COMMITMENTS	N	N	N	C		H
	FULL NAME:	# Financial Assistance/Loan Commitments						
	DESCRIPTION:	Number of Financial Assistance/Loan Commitments Offered						
<u>5</u>	SHORT NAME:	# SMALL, RURAL, DISADVANT. COMMITS	N	N	N	C		H
	FULL NAME:	Number of Commitments to Small, Rural, Disadvantaged Communities						
	DESCRIPTION:	Number of Commitments to Small, Rural, or Disadvantaged Communities						
<u>6</u>	SHORT NAME:	\$ FINANCIAL ASSISTANCE COMMITTED	N	N	N	C		H
	FULL NAME:	Total Dollars Financial Assistance Committed						
	DESCRIPTION:	Total Dollars Financial Assistance Commitments Provided to Communities						
<u>7</u>	SHORT NAME:	\$ COMMITTED TO SMALL, RURAL, DISADV	N	N	N	C		H

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Agency Code: **580** Agency: **Water Development Board**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	Total Dollars Committed to Small, Rural, or Disadvantaged Communities						
	DESCRIPTION:	Total Dollars Committed to Small, Rural, or Disadvantaged Community Projects through Agency Programs Targeting Such Communities						
<b>8</b>	SHORT NAME:	# COMMUNITIES W/FIN ASST AGREEMENT	Y	N	N	C		H
	FULL NAME:	Number of Communities with Active Fin Asst Agreements						
	DESCRIPTION:	Number of Communities Having Active Financial Assistance Agreements						
<b>10</b>	SHORT NAME:	# FINANCIAL AGMTS CLOSED/EXECUTED	N	N	N	C		H
	FULL NAME:	Number of Non-EDAP Financial Assistance Agreements Closed/Executed						
	DESCRIPTION:	Number of Non-EDAP Financial Assistance Agreements Closed/Executed						
<b>11</b>	SHORT NAME:	# OF COMMITMENTS SWIRFT PROJECTS	N	N	N	C	M	H
	FULL NAME:	Number of Commitments for Projects Receiving Swirft Funding						
	DESCRIPTION:	Number of Commitments for State Water Plan Projects Receiving Funding Commitments Utilizing SWIRFT Funding						
<b>12</b>	SHORT NAME:	PROJECT COSTS W/SWIFT COMMITMENTS	Y	N	N	N	M	H
	FULL NAME:	Sum of Project Costs Receiving SWIFT Funding Commitments						
	DESCRIPTION:	Sum of State Water Plan Project Costs Receiving Funding Commitments Utilizing SWIFT Program Funding						
	<b>MEASURE TYPE:</b>	<b>EF Efficiency Measures</b>						
<b>1</b>	SHORT NAME:	ADMIN COST FIN ASST AGREEMENT	N	N	N	N		L
	FULL NAME:	Administrative Cost Per Financial Assistance Agreement						
	DESCRIPTION:	Administrative Cost Per Active Financial Assistance Agreement						
<b>2</b>	SHORT NAME:	FINANCIAL ASST \$ MANAGED/FTE	N	N	N	N		H
	FULL NAME:	Financial Assistance Dollars Managed Per FTE						

Agency Code: **580** Agency: **Water Development Board**

MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	DESCRIPTION:	Total Financial Assistance Dollars Managed Per FTE						
	<b>MEASURE TYPE:</b>	<b>EX Explanatory/Input Measures</b>						
<b>1</b>	SHORT NAME:	\$ FIN ASST AVAILABLE	N	N	N	N		H
	FULL NAME:	Dollars of Financial Assistance Made Available						
	DESCRIPTION:	Dollars of Financial Assistance Made Available						
<b>2</b>	SHORT NAME:	REG SYS W/STATE OWNERSHIP INVESTMNT	N	N	N	N	M	H
	FULL NAME:	# Receiving Water or Wastewater Service from State Ownership Investmnt						
	DESCRIPTION:	Number of Projects Funded for Water or Wastewater Service with State Ownership Investment						
<b>3</b>	SHORT NAME:	DOLLARS INVESTED THRU STATE OWNER	N	N	N	N	M	H
	FULL NAME:	Dollars Invested By State in Water/wastewater Thru State Ownership						
	DESCRIPTION:	Dollars Invested By the State in Projects for Water/wastewater Services through the State Ownership Investment						
<b>4</b>	SHORT NAME:	# OF APPS FOR SWIFT PRIORITIZATION	Y	N	N	N	M	H
	FULL NAME:	Number of Applications Received for Prioritization for SWIFT Funding						
	DESCRIPTION:	Number of Applications for State Water Plan Projects Received for Prioritization for SWIFT Program Funding						
<b>5</b>	SHORT NAME:	DOLLARS FOR SWIFT PRIORITIZATION	Y	N	N	N	M	H
	FULL NAME:	Sum of State Water Plan Project Cost for SWIFT Funding Prioritization						
	DESCRIPTION:	Sum of the Total Dollars of State Water Plan Project Cost Received for Prioritization for SWIFT Program Funding						
	Strategy:	<b>2</b> Economically Distressed Areas Program						
	<b>MEASURE TYPE:</b>	<b>OP Output Measures</b>						
<b>1</b>	SHORT NAME:	EDAP LOANS/GRANTS	N	N	N	C	L	H

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MEASURE	TITLE	DESCRIPTION	Key	New	%	Calc Method	Priority	Range
	FULL NAME:	# Economically Distressed Area Loans and Grants						
	DESCRIPTION:	Number of Economically Distressed Area Loans and Grants Closed						
<b>2</b>	SHORT NAME:	EDAP PROJECTS COMPLETED	Y	N	N	N	H	H
	FULL NAME:	Number of Completed Economically Distressed Area Projects						
	DESCRIPTION:	Number of Completed Economically Distressed Areas Projects						
<b>3</b>	SHORT NAME:	CONSTRUCTION IN PROGRESS	N	N	N	N	L	H
	FULL NAME:	Construction in Progress for Economically Distressed Area Projects						
	DESCRIPTION:	Number of Construction Contracts in Progress for Economically Distressed Areas Projects						
<b>4</b>	SHORT NAME:	# EDAP PROJECTS COMP NON-CONSTRUCT	N	N	N	C		H
	FULL NAME:	# of EDAP Projects Which Completed Non-construction Activities in PAD						
	DESCRIPTION:	Number of economically distressed areas projects that have completed non-construction activities in Planning or Acquisition or Design.						
<b>MEASURE TYPE:</b>		<b>EX Explanatory/Input Measures</b>						
<b>1</b>	SHORT NAME:	EDAP Res Provide Adequate Wtr System	N	N	N	N	H	H
	FULL NAME:	EDAP-Provided Adequate Water Supplies or Wastewater Treatment Systems						
	DESCRIPTION:	Number of Economically Distressed Areas (Colonia) Residents for Which Adequate Water Supplies or Wastewater Services Are Available						

**Supplemental Schedule B**

# **List of Measure Definitions**



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Agency Code: <b>580</b>	Agency: <b>Water Development Board</b>
Goal No. 1	Plan and Guide Conservation & Management of State's Water Resources
Objective No. 1	Operate Statewide Programs to Collect and Disseminate State Water Plan
Outcome No. 1	% Information to Monitor Water Supplies

---

**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      **Cross Reference: Agy 580 084-R-S70-1 01-01 OC 01**

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

BL 2018 Definition

Percent of information available to adequately monitor the state's water supplies.

BL 2018 Data Limitations

The TWDB does not have total control over either the amount or the time during which the information is received because this number reflects contributions from outside cooperators.

BL 2018 Data Source

Information comes directly from TWDB monitoring programs for collection and analysis of groundwater, surface water and environmental flow (bay, estuary and instream) data, including data from cooperators, both paid, such as the USGS, and non-paid, such as groundwater conservation districts. Information is available when it has been collected by TWDB or other sources and processed by TWDB.

BL 2018 Methodology

Percent performance is calculated by dividing the amount of information available associated with adequately monitoring the state's water supplies from each TWDB monitoring program by the amount of information needed for each TWDB monitoring program to adequately monitor the state's groundwater and surface water supplies and multiplying by 100. These percentages are summed and their average is the reported measure. The amount of information needed for each TWDB monitoring program to monitor the state's water supplies adequately is contained in the O Water Science and Conservation's Performance Measure Procedures document. The amount of information available associated with adequately monitoring the state's water supplies from each TWDB monitoring program is maintained by designated staff in spreadsheet form.

BL 2018 Purpose

This outcome reflects the percent of information available relative to the amount of information needed to adequately monitor the state's water supplies. The measure provides information concerning the adequacy of the state's water supply monitoring network aspects that are the TWDB's responsibility.

BL 2019 Definition

Percent of information available to adequately monitor the state's water supplies.

BL 2019 Data Limitations

The TWDB does not have total control over either the amount or the time during which the information is received because this number reflects contributions from outside cooperators.

BL 2019 Data Source

Information comes directly from TWDB monitoring programs for collection and analysis of groundwater, surface water and environmental flow (bay, estuary and instream) data, including data from cooperators, both paid, such as the USGS, and non-paid, such as groundwater conservation districts. Information is available when it has been collected by TWDB or other sources and processed by TWDB.

BL 2019 Methodology

## OBJECTIVE OUTCOME DEFINITIONS REPORT

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Percent performance is calculated by dividing the amount of information available associated with adequately monitoring the state's water supplies from each TWDB monitoring program by the amount of information needed for each TWDB monitoring program to adequately monitor the state's groundwater and surface water supplies and multiplying by 100. These percentages are summed and their average is the reported measure. The amount of information needed for each TWDB monitoring program to monitor the state's water supplies adequately is contained in the O Water Science and Conservation's Performance Measure Procedures document. The amount of information available associated with adequately monitoring the state's water supplies from each TWDB monitoring program is maintained by designated staff in spreadsheet form.

### BL 2019 Purpose

This outcome reflects the percent of information available relative to the amount of information needed to adequately monitor the state's water supplies. The measure provides information concerning the adequacy of the state's water supply monitoring network aspects that are the TWDB's responsibility.

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Agency Code: **580**      Agency: **Water Development Board**

Goal No.                    1            Plan and Guide Conservation & Management of State's Water Resources

Objective No.            2            Water Planning and Financial Assistance Activities

Outcome No.            1            % Key Regional and Statewide Water Planning Activities Completed

---

**Calculation Method:** N            **Target Attainment:** H            **Priority:** H            **Cross Reference:** Agy 580 084-R-S70-1 01-02 OC 01

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

BL 2018 Definition

Percent of key regional and statewide water planning activities completed within the five-year planning cycle.

BL 2018 Data Limitations

No known data limitations.

BL 2018 Data Source

Measure annually assesses three activities that are consistently required each year throughout the cycle:

1. Contract Management: Annual assessment is based on the number of total payment requests from the Planning Group Political Subdivisions (Contractors), which are paid within the contract specifications.
2. Project Management: Assessment is based on number of all scheduled Planning Group meetings that are supported by the presence and participation of a TWDB representative.
3. Database Management and Technical Assistance: Assessment based on the number of total requests for database information or assistance with database use that are fulfilled within the agreed period.

BL 2018 Methodology

Annually, numbers of payment requests, database requests, and Planning Group meetings are collected. These numerical data are converted to a percentage for the activities as described above. The individual activities completed are aggregated and divided by number of activities to provide the annual assessment of completed activities.

Example Inputs:

FY 2003

Contract management (58/64)

Project management ((32/44)

Database management (60/75)

$$= (58+32+60)/(64+44+75)$$

$$= 150/183$$

$$= 82.0\%$$

BL 2018 Purpose

This outcome shows the percent of scheduled activities completed annually that are determined to be critical to the development of Regional and State Water Plans to meet future water supply needs in Texas.

BL 2019 Definition

Percent of key regional and statewide water planning activities completed within the five-year planning cycle.

BL 2019 Data Limitations

No known data limitations.

BL 2019 Data Source

Measure annually assesses three activities that are consistently required each year throughout the cycle:

1. Contract Management: Annual assessment is based on the number of total payment requests from the Planning Group Political Subdivisions (Contractors), which are paid within the contract specifications.
2. Project Management: Assessment is based on number of all scheduled Planning Group meetings that are supported by the presence and participation of a TWDB representative.
3. Database Management and Technical Assistance: Assessment based on the number of total requests for database information or assistance with database use that are fulfilled within the agreed period.

BL 2019 Methodology

Annually, numbers of payment requests, database requests, and Planning Group meetings are collected. These numerical data are converted to a percentage for the activities as described above. The individual activities completed are aggregated and divided by number of activities to provide the annual assessment of completed activities.

Example Inputs:

FY 2003

Contract management (58/64)

Project management ((32/44)

Database management (60/75)

$$= (58+32+60)/(64+44+75)$$

$$= 150/183$$

$$= 82.0\%$$

BL 2019 Purpose

This outcome shows the percent of scheduled activities completed annually that are determined to be critical to the development of Regional and State Water Plans to meet future water supply needs in Texas.

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Agency Code: <b>580</b>	Agency: <b>Water Development Board</b>
Goal No. 1	Plan and Guide Conservation & Management of State's Water Resources
Objective No. 3	Provide Technical and/or Financial Assistance for Water Conservation
Outcome No. 1	% Communities Receiving Technical/Financial Assistance

---

**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      **Cross Reference: Agy 580 084-R-S70-1 01-03 OC 01**  
**Key Measure: Y**      **New Measure: N**      **Percent Measure: Y**

BL 2018 Definition

Percent of communities receiving technical and/or financial assistance for water planning and conservation.

BL 2018 Data Limitations

Technical assistance may be provided to individuals or firms that do not indicate they are associated with an eligible community; and thus, that particular community is not identified and counted.

BL 2018 Data Source

The total number of Texas communities eligible for assistance is contained in Water Science and Conservation's Performance Measure Procedures document. Records of the communities assisted during each fiscal year for each of the above program areas is maintained in a database by designated staff. Each community receiving assistance is assigned a common but unique identifier in each of the program databases. These databases are then analyzed annually to ensure that individual communities are not double-counted. A particular community is counted only once during each fiscal year regardless of the number of times that community receives technical or financial assistance from TWDB.

BL 2018 Methodology

The measure is calculated by dividing the combined number of communities and other entities that are provided with technical and/or financial assistance from TWDB related to water conservation and water, wastewater and flood protection planning by the total number of Texas communities eligible for assistance and multiplying by 100.

BL 2018 Purpose

This outcome measures the number of communities that receive technical and/or financial assistance from the TWDB for water conservation and financial assistance for water, wastewater or flood protection planning relative to the total estimated number of Texas communities eligible for assistance. This outcome provides information on the percent of Texas communities that the TWDB is able to assist with the referenced programs.

BL 2019 Definition

Percent of communities receiving technical and/or financial assistance for water planning and conservation.

BL 2019 Data Limitations

Technical assistance may be provided to individuals or firms that do not indicate they are associated with an eligible community; and thus, that particular community is not identified and counted.

BL 2019 Data Source

The total number of Texas communities eligible for assistance is contained in Water Science and Conservation's Performance Measure Procedures document. Records of the communities assisted during each fiscal year for each of the above program areas is maintained in a database by designated staff. Each community receiving assistance is assigned a common but unique identifier in each of the program databases. These databases are then analyzed annually to ensure that individual communities are not double-counted. A particular community is counted only once during each fiscal year regardless of the number of times that community receives technical or financial assistance from TWDB.

BL 2019 Methodology

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The measure is calculated by dividing the combined number of communities and other entities that are provided with technical and/or financial assistance from TWDB related to water conservation and water, wastewater and flood protection planning by the total number of Texas communities eligible for assistance and multiplying by 100.

BL 2019 Purpose

This outcome measures the number of communities that receive technical and/or financial assistance from the TWDB for water conservation and financial assistance for water, wastewater or flood protection planning relative to the total estimated number of Texas communities eligible for assistance. This outcome provides information on the percent of Texas communities that the TWDB is able to assist with the referenced programs.

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Agency Code: <b>580</b>	Agency: <b>Water Development Board</b>
Goal No. 1	Plan and Guide Conservation & Management of State's Water Resources
Objective No. 3	Provide Technical and/or Financial Assistance for Water Conservation
Outcome No. 2	% Water Saved with Financial Assistance

---

**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      **Cross Reference: Agy 580 084-R-S70-1 01-03 OC 02**  
**Key Measure: N**      **New Measure: N**      **Percent Measure: Y**

BL 2018 Definition

Percent of annual water use saved by recipients of TWDB financial assistance.

BL 2018 Data Limitations

The entities' reporting of water savings may be inaccurate or incomplete. TWDB estimates, for years after entities have stopped reporting, may not include specific data for that entity in a particular year.

BL 2018 Data Source

The amount of water saved is the annual water savings in acre-feet resulting from: (1) improvements made with systems or equipment purchased with TWDB agricultural water conservation grants or loans or (2) implementation of water conservation programs required as a condition of receiving TWDB loans for water supply or water quality enhancement projects. Recipients of TWDB financial assistance are required by rule to submit an annual report that includes estimates of water savings. Reported water savings are entered into a database by designated staff. The percentage may be adjusted based on the professional judgment of staff to remove or account for abnormal weather conditions or information that may become available in the future for those percentages used after the entity no longer submits reports to the TWDB. Water savings will be calculated for as long as a financial repayment obligation exists to the TWDB.

BL 2018 Methodology

The measure is calculated by dividing the amounts of water reported as saved for recipients of financial assistance by the total amount of water used by the entities receiving the financial assistance and multiplying by 100. Savings will be entered into a database and the average of all entities will be calculated according to the Water Science and Conservation's Performance Measure Procedures document.

BL 2018 Purpose

This outcome demonstrates the amount of water saved by recipients of TWDB financial assistance due to conservation efforts relative to the amount of water used by the recipients, and provides information on the amount of water savings due to conservation efforts by those recipients.

BL 2019 Definition

Percent of annual water use saved by recipients of TWDB financial assistance.

BL 2019 Data Limitations

The entities' reporting of water savings may be inaccurate or incomplete. TWDB estimates, for years after entities have stopped reporting, may not include specific data for that entity in a particular year.

BL 2019 Data Source

The amount of water saved is the annual water savings in acre-feet resulting from: (1) improvements made with systems or equipment purchased with TWDB agricultural water conservation grants or loans or (2) implementation of water conservation programs required as a condition of receiving TWDB loans for water supply or water quality enhancement projects. Recipients of TWDB financial assistance are required by rule to submit an annual report that includes estimates of water savings. Reported water savings are entered into a database by designated staff. The percentage may be adjusted based on the professional judgment of staff to remove or account for abnormal weather conditions or information that may become available in the future for those percentages used after the entity no longer submits reports to the TWDB. Water savings will be calculated for as long as a financial repayment obligation exists to the TWDB.

BL 2019 Methodology

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The measure is calculated by dividing the amounts of water reported as saved for recipients of financial assistance by the total amount of water used by the entities receiving the financial assistance and multiplying by 100. Savings will be entered into a database and the average of all entities will be calculated according to the Water Science and Conservation's Performance Measure Procedures document.

BL 2019 Purpose

This outcome demonstrates the amount of water saved by recipients of TWDB financial assistance due to conservation efforts relative to the amount of water used by the recipients, and provides information on the amount of water savings due to conservation efforts by those recipients.

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Agency Code: <b>580</b>	Agency: <b>Water Development Board</b>
Goal No. 2	Provide Financing for the Development of Water-related Projects
Objective No. 1	Provide Savings Through Cost-effective Financial Assistance
Outcome No. 1	Dollars Committed as a Percent of Total Financial Assistance Dollars

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**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      **Cross Reference: Agy 580 084-R-S70-1 02-01 OC 01**

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

BL 2018 Definition

Total dollars committed as a percent of total financial assistance dollars available.

BL 2018 Data Limitations

The denominator is set at the time of the Benchmark and should not change. However, if federal grants or state appropriations change during the year, then this could have effects on the target

BL 2018 Data Source

The source of the numerator ("Total dollars committed") will come from the Board's project and finance tracking database, the Texas Water Information System Expansion (TxWISE) system or subsequent database system. The agency will look at historical periods for establishing the benchmark and at the actual commitment dollars for the budget reporting period, for the reporting period of record. Commitments are Board-approved dedications of funds for specific projects.

BL 2018 Methodology

The reporting period "total dollars committed" will be divided by the "total financial assistance dollars available" and expressed as a percentage.

BL 2018 Purpose

This measure is intended to: demonstrate the TWDB's effort to make funds available for financing; measure our effectiveness in marketing, providing technical assistance; and measure our effectiveness at committing funds to cost effective water related projects.

BL 2019 Definition

The denominator is set at the time of the Benchmark and should not change. However, if federal grants or state appropriations change during the year, then this could have effects on the target

BL 2019 Data Limitations

The reporting period "total dollars committed" will be divided by the "total financial assistance dollars available" and expressed as a percentage.

BL 2019 Data Source

The source of the numerator ("Total dollars committed") will come from the Board's project and finance tracking database, the Texas Water Information System Expansion (TxWISE) system or subsequent database system. The agency will look at historical periods for establishing the benchmark and at the actual commitment dollars for the budget reporting period, for the reporting period of record. Commitments are Board-approved dedications of funds for specific projects.

BL 2019 Methodology

The reporting period "total dollars committed" will be divided by the "total financial assistance dollars available" and expressed as a percentage.

BL 2019 Purpose

This measure is intended to: demonstrate the TWDB's effort to make funds available for financing; measure our effectiveness in marketing, providing technical assistance; and measure our effectiveness at committing funds to cost effective water related projects.

**OBJECTIVE OUTCOME DEFINITIONS REPORT**  
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Agency Code: <b>580</b>	Agency: <b>Water Development Board</b>
Goal No. 2	Provide Financing for the Development of Water-related Projects
Objective No. 1	Provide Savings Through Cost-effective Financial Assistance
Outcome No. 2	Dollars Saved from TWDB Assistance

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**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      **Cross Reference: Agy 580 084-R-S70-1 02-01 OC 02**  
**Key Measure: N**      **New Measure: N**      **Percent Measure: N**

BL 2018 Definition

This measure indicates the projected interest savings to local governments resulting from TWDB financial assistance.

BL 2018 Data Limitations

The gross dollar savings resulting from TWDB financial assistance can be limited by highly competitive interest rates.

BL 2018 Data Source

The source of the information is derived from the Board's project and finance tracking database, the Texas Water Information System Expansion (TxWISE) system, or a subsequent database system. Current commitment amounts, financing terms, and current market rates are used to determine cost savings at the time of commitment.

BL 2018 Methodology

For all fin. assist. except SWIFT, staff generates a repayment schedule for each loan/loan forgiveness individually and a second that represents market conditions. The principal amt. of the hypothetical market loan is reduced by the amount of TWDB's origination fee. The total payment (including principal & interest) of the market loan is subtracted from the total payment for the loan/loan forgiveness. With loan forgiveness, since the borrower does not have to repay interest or principal, the savings represents the amt. of principal & interest they would have to repay on a market loan. For SWIFT, staff use an interest rate scale based on the most current projection of interest rates at the time of closing per the TWDB's financial advisor's estimates. The net interest cost, which is a weighted ave. of the interest rates of an interest rate scale, is given following a debt service schedule calculation.

BL 2018 Purpose

This measure is important as it demonstrates the cost-effectiveness of financial assistance provided to Texas communities.

BL 2019 Definition

This measure indicates the projected interest savings to local governments resulting from TWDB financial assistance.

BL 2019 Data Limitations

The gross dollar savings resulting from TWDB financial assistance can be limited by highly competitive interest rates.

BL 2019 Data Source

The source of the information is derived from the Board's project and finance tracking database, the Texas Water Information System Expansion (TxWISE) system, or a subsequent database system. Current commitment amounts, financing terms, and current market rates are used to determine cost savings at the time of commitment.

BL 2019 Methodology

## OBJECTIVE OUTCOME DEFINITIONS REPORT

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### BL 2019 Purpose

This measure is important as it demonstrates the cost-effectiveness of financial assistance provided to Texas communities.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	1	Plan and Guide Conservation & Management of State's Water Resources	
Objective No.	1	Operate Statewide Programs to Collect and Disseminate State Water Plan	
Strategy No.	1	Collection, Analysis and Reporting of Environmental Impact Information	
Measure Type	OP		
Measure No.	1	Number of Bay and Estuary Freshwater Inflow Studies Completed	

---

**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 580 084-R-S70-1 01-01-01 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

Number of bay, estuary, and instream study elements completed.

BL 2018 Data Limitations

The number of study elements completed is dependent on the definition of study elements, which may be revised as necessary to fit the specific environment being studied, and on the availability of funding to support monitoring activities. Verification of computed environmental flow needs information completed by cooperating agencies can be affected by other priorities in the joint interagency study program with the Texas Parks and Wildlife Department and the Texas Commission on Environmental Quality.

BL 2018 Data Source

A study element is considered complete when designated staff have approved a study element. The number of study elements completed is maintained by designated staff in a spreadsheet according to the Water Science and Conservation's Performance Measure Procedures document.

BL 2018 Methodology

The number of study elements completed annually is calculated by adding the number of bay systems for which hydrodynamic and salinity models, hydrology (freshwater inflow estimates), water quality data collection, and tide monitoring has been completed. These elements then are added to the number of instream flow study elements completed. The instream flow study elements are: study design, hydrologic and hydraulic evaluation, biological evaluation, physical processes evaluation, water quality evaluation, integration and interpretation, study report, and instream flow program support.

BL 2018 Purpose

This measure quantifies the number of bay and estuary inflow and instream flow study elements completed annually in accordance with statutes governing these programs (Texas Water Code §16.012, §16.058, §16.059, §11.02362, §11.1491 and §11.147 and by the Texas Natural Resources Code §33.065). The measure also provides data on the progress of environmental flow studies which are used for planning, management and availability modeling of the state's surface water as defined in Texas Water Code 11.021.

BL 2019 Definition

Number of bay, estuary, and instream study elements completed.

BL 2019 Data Limitations

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The number of study elements completed is dependent on the definition of study elements, which may be revised as necessary to fit the specific environment being studied, and on the availability of funding to support monitoring activities. Verification of computed environmental flow needs information completed by cooperating agencies can be affected by other priorities in the joint interagency study program with the Texas Parks and Wildlife Department and the Texas Commission on Environmental Quality.

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**BL 2019 Purpose**

This measure quantifies the number of bay and estuary inflow and instream flow study elements completed annually in accordance with statutes governing these programs (Texas Water Code §16.012, §16.058, §16.059, §11.02362, §11.1491 and §11.147 and by the Texas Natural Resources Code §33.065). The measure also provides data on the progress of environmental flow studies which are used for planning, management and availability modeling of the state's surface water as defined in Texas Water Code 11.021.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	1	Plan and Guide Conservation & Management of State's Water Resources	
Objective No.	1	Operate Statewide Programs to Collect and Disseminate State Water Plan	
Strategy No.	2	Water Resources Data	
Measure Type	OP		
Measure No.	1	# Data Units Collected/Processed by TWDB Staff	

---

**Calculation Method: C**      **Target Attainment: L**      **Priority: L**      Cross Reference: Agy 580 084-R-S70-1 01-01-02 OP 01

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

BL 2018 Definition

Number of data units collected and/or processed by TWDB staff in support of monitoring, investigating, and defining the state's surface water and groundwater resources.

BL 2018 Data Limitations

The TWDB does not have total control over the amount nor the time during which the information is received because this number reflects contributions from outside cooperators.

BL 2018 Data Source

Information comes directly from TWDB staff collecting data and from cooperators, both paid, such as the USGS, and non-paid, such as groundwater conservation districts. Data units consist of: number of semi-monthly reservoir level measurements; number of semi-monthly periods that streamflow measurements are taken from daily streamflow sites funded by the TWDB; number of semi-monthly periods that meteorological reports are provided to TWDB by cooperators from TWDB-maintained stations; number of one-hundred-surface-acre areas surveyed by the TWDB during reservoir surveys; number of groundwater level measurements collected from non-recorder wells; number of groundwater levels (six per month) collected from automatic recorder sites and number of groundwater quality analyses collected from wells and springs.

BL 2018 Methodology

The number of data units is calculated quarterly and is maintained by designated staff in spreadsheets and databases according to the Water Science and Conservation's Performance Measures Procedures document.

BL 2018 Purpose

This information provides an indication of the availability of data (collected by the TWDB and made available to the public, the TWDB, private companies and governmental entities) necessary to perform water supply planning.

BL 2019 Definition

Number of data units collected and/or processed by TWDB staff in support of monitoring, investigating, and defining the state's surface water and groundwater resources.

BL 2019 Data Limitations

The TWDB does not have total control over the amount nor the time during which the information is received because this number reflects contributions from outside cooperators.

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BL 2019 Data Source

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BL 2019 Methodology

The number of data units is calculated quarterly and is maintained by designated staff in spreadsheets and databases according to the Water Science and Conservation's Performance Measures Procedures document.

BL 2019 Purpose

This information provides an indication of the availability of data (collected by the TWDB and made available to the public, the TWDB, private companies and governmental entities) necessary to perform water supply planning.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	1	Plan and Guide Conservation & Management of State's Water Resources	
Objective No.	1	Operate Statewide Programs to Collect and Disseminate State Water Plan	
Strategy No.	3	Automated Information Collection, Maintenance, and Dissemination	
Measure Type	EX		
Measure No.	1	Number of Responses to Requests for TNRIS-related Information	

**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 580 084-R-S70-1 01-01-03 EX 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

Report the number of requests from public or private entities for TNRIS-related information that are filled.

BL 2018 Data Limitations

A duplicate paper system may be utilized, for self -service delivery, or in the event the automated system is not available. Measurement results are not subject to staff interpretation.

BL 2018 Data Source

- Quick Responses: Talled on a notepad and transferred to the Excel application to print monthly reports.
- Self-Service: Consultants trained to use TNRIS archives have an access database that resides on the TWDB network. The consultants sign in and then provide a monthly paper summary of their data request. These are tallied by request, not by volume.
- Data Delivery: A) Internet: The Google Analytics web tracking software tracks individual clicks on data download hyperlinks on the TNRIS website, as well as individual visits. B) Sales: TNRIS tracks the number of "orders" that have been placed into the accounting database for that month. This number only reflects actual transaction totals and does not reflect the total volume.
- Professional Services: Included within the Data Delivery report but category is used periodically to identify products that can be packaged into a data delivery to minimize the use of Professional Services.

BL 2018 Methodology

This measure is calculated by summing data gathered in the following categories:

Self Service requests. Data acquisitions by customers physically in the TNRIS office.

Quick Response requests. Requests that are answered quickly (approximately five minutes or less), refer the person to the correct location to obtain information, and do not require a product delivery. QRs may be provided verbally (in person or phone), through e-mails or faxes.

Data Delivery requests. Pre-packaged products delivered to a customer in the form of maps, digital data, handouts and publications. DDs occur through the Internet, e-mails, over-the-counter and faxes. Internet DDs are captured by a specialized counter that records the actual download of a computerized mapping or database file.

Professional Services requests. Compilations, searches, or analyses performed of available water resource data that is not pre-packaged.

**Strategy-Related Measures Definitions**  
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BL 2018 Purpose

This measure reports the number of responses to requests from public or private entities for TNRIS-related information. This measure quantifies the role that TNRIS plays as the central repository and access for geo-spatial data utilized by governmental and private sector agencies in Texas.

BL 2019 Definition

Report the number of requests from public or private entities for TNRIS-related information that are filled.

BL 2019 Data Limitations

A duplicate paper system may be utilized, for self-service delivery, or in the event the automated system is not available. Measurement results are not subject to staff interpretation.

BL 2019 Data Source

- Quick Responses: Talled on a notepad and transferred to the Excel application to print monthly reports.
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BL 2019 Methodology

This measure is calculated by summing data gathered in the following categories:

Self Service requests. Data acquisitions by customers physically in the TNRIS office.

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BL 2019 Purpose

This measure reports the number of responses to requests from public or private entities for TNRIS-related information. This measure quantifies the role that TNRIS plays as the central repository and access for geo-spatial data utilized by governmental and private sector agencies in Texas.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	1	Plan and Guide Conservation & Management of State's Water Resources	
Objective No.	1	Operate Statewide Programs to Collect and Disseminate State Water Plan	
Strategy No.	3	Automated Information Collection, Maintenance, and Dissemination	
Measure Type	OP		
Measure No.	1	Person-hours in Training and Conferences Sponsored by TNRIS	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: L**      Cross Reference: Agy 580 084-R-S70-1 01-01-03 OP 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure reports the number of person-hours in classes and conferences sponsored by TNRIS.

BL 2018 Data Limitations

Measurement results are not subject to staff interpretation.

BL 2018 Data Source

TNRIS training classes include meetings, workshops and short courses presented or sponsored by TNRIS. Outside experts may be hired by TNRIS on a consulting basis to provide instruction in the use of TNRIS related facilities or technologies, or natural resource information. To be included, conferences must be sponsored or co-sponsored by TNRIS and relate to natural resource information and technologies. This measure is collected through registration records for each event to provide a total number of participants and the hours per event.

BL 2018 Methodology

The number of participants is then multiplied by the number of hours spent in each workshop, short course, training session and conference to provide a total number of person-hours per event.

BL 2018 Purpose

It quantifies the impact of TNRIS in providing technical training related to natural resource information and technology.

BL 2019 Definition

This measure reports the number of person-hours in classes and conferences sponsored by TNRIS.

BL 2019 Data Limitations

Measurement results are not subject to staff interpretation.

BL 2019 Data Source

TNRIS training classes include meetings, workshops and short courses presented or sponsored by TNRIS. Outside experts may be hired by TNRIS on a consulting basis to provide instruction in the use of TNRIS related facilities or technologies, or natural resource information. To be included, conferences must be sponsored or co-sponsored by TNRIS and relate to natural resource information and technologies. This measure is collected through registration records for each event to provide a total number of participants and the hours per event.

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BL 2019 Methodology

The number of participants is then multiplied by the number of hours spent in each workshop, short course, training session and conference to provide a total number of person-hours per event.

BL 2019 Purpose

It quantifies the impact of TNRIS in providing technical training related to natural resource information and technology.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	1	Plan and Guide Conservation & Management of State's Water Resources	
Objective No.	1	Operate Statewide Programs to Collect and Disseminate State Water Plan	
Strategy No.	3	Automated Information Collection, Maintenance, and Dissemination	
Measure Type	OP		
Measure No.	2	Number of Strat Map Digital Base Map Data Units Available	

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**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 580 084-R-S70-1 01-01-03 OP 02

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

BL 2018 Definition

This measure records progress in maintaining the currency of the digital basemap for Texas, as defined by Texas Geographic Information Council (TGIC) in the Digital Texas 2004 report and initiated through the Texas Strategic Mapping (StratMap) Program created by the 75th Legislature in 1998. The digital base map consists of seven main layers or themes, augmented by fourteen additional layers. These layers can be classified in two categories: basemap vector layers and basemap raster themes (elevation, imagery). The modernization of the StratMap and basemap themes is accomplished by creating, updating, enhancing, or maintaining digital data layers.

The measure is defined by counting the number of mapping units produced each quarter as a result of updates, maintenance, enhancement and production of critical base map layers.

BL 2018 Data Limitations

TWDB will be collecting updated transportation and boundary information from other entities of varied scale, quality and format. Thus, data collected may not be standardized until processed by TWDB. Data updates may be submitted to TWDB at irregular intervals. TWDB will also be collecting data from a diverse group of data providers. Cooperation between these groups and TWDB is essential to ensure timely data updates and maintenance.

BL 2018 Data Source

The measure information will be collected by the Texas Natural Resources Information System (TNRIS) division of the Texas Water Development Board (TWDB). Measure data will be stored and maintained within a database at TWDB.

BL 2018 Methodology

The measure is calculated as a total number of mapping units received, inventoried and integrated into the existing basemap digital databases (both raster and vector) maintained by TNRIS. There are 4,376 quadrangle maps covering Texas. Total Output for transportation and boundary update/maintenance is based on completing 4,376 mapping units per year. Output for digital imagery requires completion of 550 mapping units, covering 4,376 units over eight years. Annual Output for all three data layers totals 9,302.

BL 2018 Purpose

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The measure is determined by the total number of current mapping units collected. Current mapping units are defined as updated, enhanced or new data at a scale of 1:24,000, or better, for one layer covering the area of one 7.5-minute USGS quadrangle. The Texas Geographic Information Council (TGIC) has identified these layers as requiring ongoing updates, or maintenance to ensure that they will remain current. These themes are: transportation, political boundaries, elevation models and contours, watersheds, geographic names, parcel index, surface geology, street addresses, land use – land cover, and digital imagery. This measure is intended to ensure that the state receives, inventories, and integrates changes in these data themes as recorded by local, regional, state and federal entities within Texas. Imagery and elevation models to update the digital data themes must also be received in a timely manner to ensure that the data remain useful for state and public planning purposes.

**BL 2019 Definition**

This measure records progress in maintaining the currency of the digital basemap for Texas, as defined by Texas Geographic Information Council (TGIC) in the Digital Texas 2004 report and initiated through the Texas Strategic Mapping (StratMap) Program created by the 75th Legislature in 1998. The digital base map consists of seven main layers or themes, augmented by fourteen additional layers. These layers can be classified in two categories: basemap vector layers and basemap raster themes (elevation, imagery). The modernization of the StratMap and basemap themes is accomplished by creating, updating, enhancing, or maintaining digital data layers.

**BL 2019 Data Limitations**

TWDB will be collecting updated transportation and boundary information from other entities of varied scale, quality and format. Thus, data collected may not be standardized until processed by TWDB. Data updates may be submitted to TWDB at irregular intervals. TWDB will also be collecting data from a diverse group of data providers. Cooperation between these groups and TWDB is essential to ensure timely data updates and maintenance.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	1	Plan and Guide Conservation & Management of State's Water Resources	
Objective No.	2	Water Planning and Financial Assistance Activities	
Strategy No.	1	Technical Assistance and Modeling	
Measure Type	OP		
Measure No.	1	Number of Responses to Requests for Water Resources Information	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 580 084-R-S70-1 01-02-01 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure reports the number of requests for groundwater information.

BL 2018 Data Limitations

Back-ups are run nightly on the Novell Network. The maximum data loss from a system failure or crash would be one day's worth of data. A duplicate paper system may be utilized, for self-service delivery, or in the event the automated system is not available. Measurement results are not subject to staff interpretation.

BL 2018 Data Source

This measure is calculated by summing data requests in the following categories:

- o Quick Response requests: Requests for information that are answered quickly (approximately five minutes or less), refer the person to the correct location to obtain information and, do not require a product delivery. QRs may be provided verbally (in person or phone), through emails or faxes.
- o Data Delivery requests: Pre-packaged products delivered to a customer in the form of maps, digital data, handouts and publications. DDs occur through the mail, email, over-the-counter, and fax.
- o Professional Services requests: Compilations, searches, or analyses performed of available water resource data that is not prepackaged.

BL 2018 Methodology

Requests, entered by staff, are collected and maintained in an electronic format.

BL 2018 Purpose

This measure quantifies the role that the Groundwater Resources Division plays in the dissemination of valuable groundwater resource data to governmental and private concerns.

BL 2019 Definition

This measure reports the number of requests for groundwater information.

BL 2019 Data Limitations

Back-ups are run nightly on the Novell Network. The maximum data loss from a system failure or crash would be one day's worth of data. A duplicate paper system may be utilized, for self-service delivery, or in the event the automated system is not available. Measurement results are not subject to staff interpretation.

BL 2019 Data Source

**Strategy-Related Measures Definitions**

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This measure quantifies the role that the Groundwater Resources Division plays in the dissemination of valuable groundwater resource data to governmental and private concerns.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	1	Plan and Guide Conservation & Management of State's Water Resources	
Objective No.	3	Provide Technical and/or Financial Assistance for Water Conservation	
Strategy No.	1	Water Conservation Education and Assistance	
Measure Type	OP		
Measure No.	1	Number of Responses to Requests for Water Conservation Info	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 580 084-R-S70-1 01-03-01 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure reports the number of requests from public and private entities and individuals for water conservation information, literature, data, technical assistance and educational activities provided by TWDB staff.

BL 2018 Data Limitations

Back-ups are run nightly on the Novell Network. The maximum data loss from a system failure or crash would be one day's worth of data. A duplicate paper system may be utilized, for self-service delivery, or in the event the automated system is not available. Measurement results are not subject to staff interpretation.

BL 2018 Data Source

This measure is calculated by summing data requests in the following categories:

- o Quick Response requests: Requests for information that are answered quickly (approximately five minutes or less), refer the person to the correct location to obtain information and, do not require a product delivery. QRs may be provided verbally (in person or phone), through emails or faxes.
- o Data Delivery requests: Pre-packaged products delivered to a customer in the form of maps, digital data, handouts and publications. DDs occur through the mail, email, over-the-counter, and fax.
- o Professional Services requests: Compilations, searches, or analyses performed of available water resource data that is not prepackaged.

BL 2018 Methodology

Requests, entered by staff, are collected and maintained in an electronic format.

BL 2018 Purpose

This measure is calculated by summing the number of responses to requests for information and assistance such as conservation information, literature, data, technical assistance, professional services, training or equipment loans that is provided by TWDB Conservation staff.

BL 2019 Definition

This measure reports the number of requests from public and private entities and individuals for water conservation information, literature, data, technical assistance and educational activities provided by TWDB staff.

BL 2019 Data Limitations

Back-ups are run nightly on the Novell Network. The maximum data loss from a system failure or crash would be one day's worth of data. A duplicate paper system may be utilized, for self-service delivery, or in the event the automated system is not available. Measurement results are not subject to staff interpretation.

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BL 2019 Data Source

This measure is calculated by summing data requests in the following categories:

- o Quick Response requests: Requests for information that are answered quickly (approximately five minutes or less), refer the person to the correct location to obtain information and, do not require a product delivery. QRs may be provided verbally (in person or phone), through emails or faxes.
- o Data Delivery requests: Pre-packaged products delivered to a customer in the form of maps, digital data, handouts and publications. DDs occur through the mail, email, over-the-counter, and fax.
- o Professional Services requests: Compilations, searches, or analyses performed of available water resource data that is not prepackaged.

BL 2019 Methodology

Requests, entered by staff, are collected and maintained in an electronic format.

BL 2019 Purpose

This measure is calculated by summing the number of responses to requests for information and assistance such as conservation information, literature, data, technical assistance, professional services, training or equipment loans that is provided by TWDB Conservation staff.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	1	Plan and Guide Conservation & Management of State's Water Resources	
Objective No.	4	Administer National Flood Insurance Program (NFIP)	
Strategy No.	1	Perform Community Assistance Pursuant to the NFIP	
Measure Type	OP		
Measure No.	1	# Communities Assisted through Community Assistance Contacts & Visits	

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**Calculation Method: C**      **Target Attainment: H**      **Priority:**      Cross Reference: Agy 580 084-R-S70-1 01-04-01 OP 01

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

BL 2018 Definition

This measure reports the number of community assistance contacts (CACs) made and the number of community assistance visits (CAVs) conducted. Community Assistance Contacts provide an opportunity to establish or re-establish contact with an NFIP participating community for the purpose of determining if any problems or issues exist and to offer assistance if necessary. Community Assistance Contacts may include telephone or personal contact with a community. Community Assistance Visits are on-site assessments of a participating community's compliance with federal regulations, including a comprehensive assessment of the community's floodplain management program and its knowledge and understanding of the floodplain management requirements of the NFIP.

BL 2018 Data Limitations

No known data limitations.

BL 2018 Data Source

The source of information is the Federal Emergency Management Agency's (FEMA) Community Information System (CIS) database and Risk Prioritization Tool provided by FEMA and the numbers of communities assisted through CACs and CAVs are entered by NFIP staff into the FEMA CIS database after completion of a contact or visit.

BL 2018 Methodology

The numbers of communities assessed is tracked by NFIP staff by running a report in the FEMA CIS database.

BL 2018 Purpose

The measure reflects the combined workload of agency staff associated with ensuring that communities that participate in the National Flood Insurance Program receive sufficient technical assistance and are compliant with federal floodplain management regulations. Failure to be compliant would result in the community being suspended from the program and its citizens losing the ability to obtain federal flood insurance.

BL 2019 Definition

This measure reports the number of community assistance contacts (CACs) made and the number of community assistance visits (CAVs) conducted. Community Assistance Contacts provide an opportunity to establish or re-establish contact with an NFIP participating community for the purpose of determining if any problems or issues exist and to offer assistance if necessary. Community Assistance Contacts may include telephone or personal contact with a community. Community Assistance Visits are on-site assessments of a participating community's compliance with federal regulations, including a comprehensive assessment of the community's floodplain management program and its knowledge and understanding of the floodplain management requirements of the NFIP.

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BL 2019 Data Limitations

No known data limitations.

BL 2019 Data Source

The source of information is the Federal Emergency Management Agency's (FEMA) Community Information System (CIS) database and Risk Prioritization Tool provided by FEMA and the numbers of communities assisted through CACs and CAVs are entered by NFIP staff into the FEMA CIS database after completion of a contact or visit.

BL 2019 Methodology

The numbers of communities assessed is tracked by NFIP staff by running a report in the FEMA CIS database.

BL 2019 Purpose

The measure reflects the combined workload of agency staff associated with ensuring that communities that participate in the National Flood Insurance Program receive sufficient technical assistance and are compliant with federal floodplain management regulations. Failure to be compliant would result in the community being suspended from the program and its citizens losing the ability to obtain federal flood insurance.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	EF		
Measure No.	1	Administrative Cost Per Financial Assistance Agreement	

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**Calculation Method:** N      **Target Attainment:** L      **Priority:**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 EF 01

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

BL 2018 Definition

This measure indicates the total dollars spent per active financial assistance agreement.

BL 2018 Data Limitations

No data limitations.

BL 2018 Data Source

The financial assistance information is provided from TxWise or a subsequent TWDB database system. The administration cost per FTE is provided by the TWDB's internal accounting system.

BL 2018 Methodology

Per reporting period, the total number of active financial assistance agreements is divided by the total administrative cost of the financial assistance programs.

BL 2018 Purpose

This measure demonstrates the average cost for each financial assistance agreement.

BL 2019 Definition

This measure indicates the total dollars spent per active financial assistance agreement.

BL 2019 Data Limitations

No data limitations.

BL 2019 Data Source

The financial assistance information is provided from TxWise or a subsequent TWDB database system. The administration cost per FTE is provided by the TWDB's internal accounting system.

BL 2019 Methodology

Per reporting period, the total number of active financial assistance agreements is divided by the total administrative cost of the financial assistance programs.

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BL 2019 Purpose

This measure demonstrates the average cost for each financial assistance agreement.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	EF		
Measure No.	2	Financial Assistance Dollars Managed Per FTE	

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**Calculation Method: N**      **Target Attainment: H**      **Priority:**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 EF 02  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure indicates the total dollars managed and administered by staff in the financial assistance programs.

BL 2018 Data Limitations

No data limitations.

BL 2018 Data Source

Data for the financial assistance dollars managed per FTE is provided by the TWDB's Labor Distribution system for the FTEs per strategy. The quarterly total of unexpended commitments for financial assistance is provided by TxWISE or a subsequent TWDB database.

BL 2018 Methodology

The total of unexpended commitments for financial assistance is divided by the total number of FTEs.

BL 2018 Purpose

This measure demonstrates the average amount of funds that are managed by program staff.

BL 2019 Definition

This measure indicates the total dollars managed and administered by staff in the financial assistance programs.

BL 2019 Data Limitations

No data limitations.

BL 2019 Data Source

Data for the financial assistance dollars managed per FTE is provided by the TWDB's Labor Distribution system for the FTEs per strategy. The quarterly total of unexpended commitments for financial assistance is provided by TxWISE or a subsequent TWDB database.

BL 2019 Methodology

The total of unexpended commitments for financial assistance is divided by the total number of FTEs.

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BL 2019 Purpose

This measure demonstrates the average amount of funds that are managed by program staff.

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Agency Code: <b>580</b>	Agency: <b>Water Development Board</b>
Goal No.	2 Provide Financing for the Development of Water-related Projects
Objective No.	1 Provide Savings Through Cost-effective Financial Assistance
Strategy No.	1 State and Federal Financial Assistance Programs
Measure Type	EX
Measure No.	1 Dollars of Financial Assistance Made Available

**Calculation Method: N**      **Target Attainment: H**      **Priority:**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 EX 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The sum of the dollars that are made available for each financial assistance program over the course of a fiscal year. Through Intended Use Plans, sustainable capacity models, and appropriations the agency will establish an amount of funds designated as available for funding.

BL 2018 Data Limitations

This amount available is set as the Benchmark for evaluating our performance and should not change after the amounts available for each program are established. Revisions to capacity models made late in the fiscal year will change the benchmark.

BL 2018 Data Source

The source of this will be “total financial assistance dollars available” for the specific period for financial assistance commitments. This total will be derived from the sum of money identified as available in Intended Use Plan for the Drinking Water State Revolving Fund Program the sustainable capacity models for the Clean Water State Revolving Fund Program and State Loan Program (Development Fund II), program fund balances, and pending bond issues, and Legislative Appropriations and/or debt issuance authorization for the other financial assistance programs.

BL 2018 Methodology

The total will be derived from the sum of money identified as from the various sources listed.

BL 2018 Purpose

This measure is important because it establishes a base line of available resources from which the Board staff can develop projects and establish targets and goals for financial assistance commitments. While it may seem that the resources are not limited, except by bond authorization authority, there are in fact limits based upon certain programs capacity, the amount of federal grants available and the limitations or enhancements set by Appropriations Bill Riders. Therefore, this is an important benchmark to adequately measure the success achieved in committing funds while respecting the limitations of resources actually available while running sound and prudent programs of assurance to Texas communities.

BL 2019 Definition

The sum of the dollars that are made available for each financial assistance program over the course of a fiscal year. Through Intended Use Plans, sustainable capacity models, and appropriations the agency will establish an amount of funds designated as available for funding.

BL 2019 Data Limitations

This amount available is set as the Benchmark for evaluating our performance and should not change after the amounts available for each program are established. Revisions to capacity models made late in the fiscal year will change the benchmark.

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BL 2019 Data Source

The source of this will be “total financial assistance dollars available” for the specific period for financial assistance commitments. This total will be derived from the sum of money identified as available in Intended Use Plan for the Drinking Water State Revolving Fund Program the sustainable capacity models for the Clean Water State Revolving Fund Program and State Loan Program (Development Fund II), program fund balances, and pending bond issues, and Legislative Appropriations and/or debt issuance authorization for the other financial assistance programs.

BL 2019 Methodology

The total will be derived from the sum of money identified as from the various sources listed.

BL 2019 Purpose

This measure is important because it establishes a base line of available resources from which the Board staff can develop projects and establish targets and goals for financial assistance commitments. While it may seem that the resources are not limited, except by bond authorization authority, there are in fact limits based upon certain programs capacity, the amount of federal grants available and the limitations or enhancements set by Appropriations Bill Riders. Therefore, this is an important benchmark to adequately measure the success achieved in committing funds while respecting the limitations of resources actually available while running sound and prudent programs of assurance to Texas communities.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	EX		
Measure No.	2	# Receiving Water or Wastewater Service from State Ownership Investmnt	

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**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 EX 02

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

BL 2018 Definition

This measure indicates TWDB number of projects funded for water or wastewater service with state ownership investment.

BL 2018 Data Limitations

No data limitations.

BL 2018 Data Source

The information that is used to generate the quarterly performance for this measure is maintained in the Board's TxWISE database system.

BL 2018 Methodology

The measure is calculated each quarter by totaling the number of projects closed through the TWDB's State Participation program or as Board Participation projects through the SWIFT program.

BL 2018 Purpose

This measure identifies the number of projects funded through state or Board participation.

BL 2019 Definition

This measure indicates TWDB number of projects funded for water or wastewater service with state ownership investment.

BL 2019 Data Limitations

No data limitations.

BL 2019 Data Source

The information that is used to generate the quarterly performance for this measure is maintained in the Board's TxWISE database system.

BL 2019 Methodology

The measure is calculated each quarter by totaling the number of projects closed through the TWDB's State Participation program or as Board Participation projects through the SWIFT program.

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BL 2019 Purpose

This measure identifies the number of projects funded through state or Board participation.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	EX		
Measure No.	3	Dollars Invested By State in Water/wastewater Thru State Ownership	

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**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 EX 03

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

BL 2018 Definition

This measure indicates total dollars funded through state or Board participation.

BL 2018 Data Limitations

No data limitations.

BL 2018 Data Source

The information that is used to generate the quarterly performance for this measure is maintained in the Board's TxWISE database system.

BL 2018 Methodology

This measure is calculated each quarter by totaling the amount of financial assistance closed through the TWDB's State Participation program or as Board Participation projects through the SWIFT program.

BL 2018 Purpose

This measure demonstrates the amount of financial assistance provided through state or Board participation.

BL 2019 Definition

This measure indicates total dollars funded through state or Board participation.

BL 2019 Data Limitations

No data limitations.

BL 2019 Data Source

The information that is used to generate the quarterly performance for this measure is maintained in the Board's TxWISE database system.

BL 2019 Methodology

This measure is calculated each quarter by totaling the amount of financial assistance closed through the TWDB's State Participation program or as Board Participation projects through the SWIFT program.

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BL 2019 Purpose

This measure demonstrates the amount of financial assistance provided through state or Board participation.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	EX		
Measure No.	4	Number of Applications Received for Prioritization for SWIFT Funding	

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**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 EX 04  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

Number of applications received for prioritization for funding through the State Water Implementation Fund for Texas (SWIFT) program during the reporting period.

BL 2018 Data Limitations

No data limitations.

BL 2018 Data Source

Quarterly report information will be obtained through a TxWISE query.

BL 2018 Methodology

The measure is calculated by totaling the number of financial assistance applications for prioritization received by TWDB during the reporting period.

BL 2018 Purpose

This measure reflects the number of financial assistance applications submitted to TWDB requesting prioritization for SWIFT program funding.

BL 2019 Definition

Number of applications received for prioritization for funding through the State Water Implementation Fund for Texas (SWIFT) program during the reporting period.

BL 2019 Data Limitations

No data limitations.

BL 2019 Data Source

Quarterly report information will be obtained through a TxWISE query.

BL 2019 Methodology

The measure is calculated by totaling the number of financial assistance applications for prioritization received by TWDB during the reporting period.

BL 2019 Purpose

This measure reflects the number of financial assistance applications submitted to TWDB requesting prioritization for SWIFT program funding.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	EX		
Measure No.	5	Sum of State Water Plan Project Cost for SWIFT Funding Prioritization	

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**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 EX 05  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

Sum of the total dollar amount for the applications received for prioritization for funding through the State Water Implementation Fund for Texas (SWIFT) program during the reporting period.

BL 2018 Data Limitations

No data limitations.

BL 2018 Data Source

Quarterly report information will be obtained through a TxWISE query.

BL 2018 Methodology

The measure is calculated by totaling the dollar amount of financial assistance applications for prioritization received by TWDB during the reporting period.

BL 2018 Purpose

This measure reflects the total dollars of financial assistance applications submitted to TWDB requesting prioritization for SWIRFT funding.

BL 2019 Definition

Sum of the total dollar amount for the applications received for prioritization for funding through the State Water Implementation Fund for Texas (SWIFT) program during the reporting period.

BL 2019 Data Limitations

No data limitations.

BL 2019 Data Source

Quarterly report information will be obtained through a TxWISE query.

BL 2019 Methodology

The measure is calculated by totaling the dollar amount of financial assistance applications for prioritization received by TWDB during the reporting period.

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BL 2019 Purpose

This measure reflects the total dollars of financial assistance applications submitted to TWDB requesting prioritization for SWIRFT funding.

**Strategy-Related Measures Definitions**  
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Agency Code: **580**      Agency: **Water Development Board**

Goal No.	2	Provide Financing for the Development of Water-related Projects
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance
Strategy No.	1	State and Federal Financial Assistance Programs
Measure Type	OP	
Measure No.	1	Number of State Participation Projects Receiving Financial Assistance

**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 OP 01  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

Measure indicates TWDB workload activity associated with state participation loans. State participation is when the state may purchase interest in a reservoir, water supply, or regional wastewater treatment project. The state’s ownership interest will be purchased by the political subdivision over a specified period of time.

BL 2018 Data Limitations

No data limitations.

BL 2018 Data Source

This information will come from TxWise or a subsequent Board database system.

BL 2018 Methodology

The measure is calculated each quarter by totaling the number of state participation commitments.

BL 2018 Purpose

This measure reflects the number of commitments provided to state participation projects and is important because it ensures the optimum development for areas of high growth where the existing customer base is not able to afford proper funding at that current time.

BL 2019 Definition

Measure indicates TWDB workload activity associated with state participation loans. State participation is when the state may purchase interest in a reservoir, water supply, or regional wastewater treatment project. The state’s ownership interest will be purchased by the political subdivision over a specified period of time.

BL 2019 Data Limitations

No data limitations.

BL 2019 Data Source

This information will come from TxWise or a subsequent Board database system.

BL 2019 Methodology

The measure is calculated each quarter by totaling the number of state participation commitments.

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BL 2019 Purpose

This measure reflects the number of commitments provided to state participation projects and is important because it ensures the optimum development for areas of high growth where the existing customer base is not able to afford proper funding at that current time.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	OP		
Measure No.	2	Total Dollars Committed to Implement the State Water Plan	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 OP 02  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

Sum of committed financial assistance (dollars) to projects identified in the State Water Plan (SWP) during the reporting period. Commitments are Board approved dedications of funds for projects and are counted at the time of the Board action.

BL 2018 Data Limitations

Recipients may withdraw from the financial assistance commitments without taking any funds. The dollar amount committed is not adjusted for such withdrawals.

BL 2018 Data Source

Dollars of financial assistance commitments to SWP projects will come from the Board's TxWISE database system.

BL 2018 Methodology

The measure is calculated by summing the amount of financial assistance committed for the recording period and year to date.

BL 2018 Purpose

This measure reflects the Board's financial commitment to the implementation of water management strategies in the SWP. This is important because it indicates progress on the implementation of the SWP, although only those funded through the Board, to prepare the state to meet future water needs and for drought.

BL 2019 Definition

Sum of committed financial assistance (dollars) to projects identified in the State Water Plan (SWP) during the reporting period. Commitments are Board approved dedications of funds for projects and are counted at the time of the Board action.

BL 2019 Data Limitations

Recipients may withdraw from the financial assistance commitments without taking any funds. The dollar amount committed is not adjusted for such withdrawals.

BL 2019 Data Source

Dollars of financial assistance commitments to SWP projects will come from the Board's TxWISE database system.

BL 2019 Methodology

The measure is calculated by summing the amount of financial assistance committed for the recording period and year to date.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

This measure reflects the Board's financial commitment to the implementation of water management strategies in the SWP. This is important because it indicates progress on the implementation of the SWP, although only those funded through the Board, to prepare the state to meet future water needs and for drought.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	OP		
Measure No.	3	Number of Commitments to State Water Plan Projects	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 OP 03  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

Count of Board commitments of financial assistance to projects identified in the State Water Plan (SWP) during the reporting period. Commitments are Board approved dedications of funds for projects and are counted at the time of the Board action. Board actions to increase the amount of grant and loan will also be counted as a commitment.

BL 2018 Data Limitations

Recipients may withdraw from the financial assistance commitments without taking any funds. The count is not adjusted for such withdrawals.

BL 2018 Data Source

The number of the Board's financial assistance commitments to SWP projects will come from the Board's TxWISE or subsequent database system.

BL 2018 Methodology

Count the number of commitments made each month from the data supplied by the Board's TxWISE database system.

BL 2018 Purpose

This measure reflects the Board's financial commitment to the implementation of water management strategies in the SWP. This is important because it indicates progress on the implementation of the SWP to prepare the state to meet future water needs and for drought.

BL 2019 Definition

Count of Board commitments of financial assistance to projects identified in the State Water Plan (SWP) during the reporting period. Commitments are Board approved dedications of funds for projects and are counted at the time of the Board action. Board actions to increase the amount of grant and loan will also be counted as a commitment.

BL 2019 Data Limitations

Recipients may withdraw from the financial assistance commitments without taking any funds. The count is not adjusted for such withdrawals.

BL 2019 Data Source

The number of the Board's financial assistance commitments to SWP projects will come from the Board's TxWISE or subsequent database system.

BL 2019 Methodology

Count the number of commitments made each month from the data supplied by the Board's TxWISE database system.

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BL 2019 Purpose

This measure reflects the Board's financial commitment to the implementation of water management strategies in the SWP. This is important because it indicates progress on the implementation of the SWP to prepare the state to meet future water needs and for drought.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	OP		
Measure No.	4	# Financial Assistance/Loan Commitments	

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**Calculation Method: C**      **Target Attainment: H**      **Priority:**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 OP 04  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

Provide financial assistance through SRF Programs and other Federal and State programs to save money for Texas communities for water supply, water quality protection, and other water-related projects.

BL 2018 Data Limitations

Recipients may withdraw from the financial assistance commitments without taking any funds. The count is not adjusted for such withdrawals.

BL 2018 Data Source

This information is provided in a the TxWise or subsequent Board database system.

BL 2018 Methodology

The measure is calculated each quarter by totaling the number of financial assistance commitments provided to communities.

BL 2018 Purpose

This data is important because it represents the number of cost-effective financial assistance commitments provided to communities by TWDB.

BL 2019 Definition

Provide financial assistance through SRF Programs and other Federal and State programs to save money for Texas communities for water supply, water quality protection, and other water-related projects.

BL 2019 Data Limitations

Recipients may withdraw from the financial assistance commitments without taking any funds. The count is not adjusted for such withdrawals.

BL 2019 Data Source

This information is provided in a the TxWise or subsequent Board database system.

BL 2019 Methodology

The measure is calculated each quarter by totaling the number of financial assistance commitments provided to communities.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

This data is important because it represents the number of cost-effective financial assistance commitments provided to communities by TWDB.

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Agency Code: <b>580</b>	Agency: <b>Water Development Board</b>
Goal No.	2 Provide Financing for the Development of Water-related Projects
Objective No.	1 Provide Savings Through Cost-effective Financial Assistance
Strategy No.	1 State and Federal Financial Assistance Programs
Measure Type	OP
Measure No.	5 Number of Commitments to Small, Rural, Disadvantaged Communities

**Calculation Method: C**      **Target Attainment: H**      **Priority:**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 OP 05  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This is a count of the number of financial assistance commitments the TWDB has made to rural and/ or disadvantaged community projects through one of the TWDB's financial assistance programs.

BL 2018 Data Limitations

Recipients may withdraw from the financial assistance commitments without taking any funds. The count is not adjusted for such withdrawals. Board actions to increase the amount of the financial assistance will also not be counted as a commitment.

BL 2018 Data Source

The performance data will be based on Board commitments recorded in the TxWise database or a subsequent Board database system.

BL 2018 Methodology

A commitment consists of a Board action on projects for funding from a TWDB financial assistance program. Specifically, individual commitments identified within TxWISE, occurring within the reporting period to an entity considered rural or a project considered to be serving a disadvantaged community, are counted towards this measure. A rural community is defined as a community with a population of fewer than 10,000 persons. This information is captured in population data verified by the U.S. Census Bureau. A disadvantaged project is defined as those having been identified as such following program specific criteria.

BL 2018 Purpose

This measure is important because it represents the number of rural and disadvantaged communities that have received cost-effective financial assistance from the TWDB.

BL 2019 Definition

This is a count of the number of financial assistance commitments the TWDB has made to rural and/ or disadvantaged community projects through one of the TWDB's financial assistance programs.

BL 2019 Data Limitations

Recipients may withdraw from the financial assistance commitments without taking any funds. The count is not adjusted for such withdrawals. Board actions to increase the amount of the financial assistance will also not be counted as a commitment.

BL 2019 Data Source

The performance data will be based on Board commitments recorded in the TxWise database or a subsequent Board database system.

**Strategy-Related Measures Definitions**  
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BL 2019 Methodology

A commitment consists of a Board action on projects for funding from a TWDB financial assistance program. Specifically, individual commitments identified within TxWISE, occurring within the reporting period to an entity considered rural or a project considered to be serving a disadvantaged community, are counted towards this measure. A rural community is defined as a community with a population of fewer than 10,000 persons. This information is captured in population data verified by the U.S. Census Bureau. A disadvantaged project is defined as those having been identified as such following program specific criteria.

BL 2019 Purpose

This measure is important because it represents the number of rural and disadvantaged communities that have received cost-effective financial assistance from the TWDB.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	OP		
Measure No.	6	Total Dollars Financial Assistance Committed	

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**Calculation Method: C**      **Target Attainment: H**      **Priority:**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 OP 06  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure accounts for the total dollars in financial assistance provided to communities per reporting period.

BL 2018 Data Limitations

Recipients may withdraw from the financial assistance commitments without taking any funds. The count is not adjusted for such withdrawals.

BL 2018 Data Source

This information is provided in the TxWise or a subsequent Board database system.

BL 2018 Methodology

The measure is calculated each quarter by totaling the dollar amount in financial assistance commitments provided to communities.

BL 2018 Purpose

This measure represents a significant workload effort and is an important measure that assesses the TWDB's performance in providing financial assistance to communities.

BL 2019 Definition

This measure accounts for the total dollars in financial assistance provided to communities per reporting period.

BL 2019 Data Limitations

Recipients may withdraw from the financial assistance commitments without taking any funds. The count is not adjusted for such withdrawals.

BL 2019 Data Source

This information is provided in the TxWise or a subsequent Board database system.

BL 2019 Methodology

The measure is calculated each quarter by totaling the dollar amount in financial assistance commitments provided to communities.

BL 2019 Purpose

This measure represents a significant workload effort and is an important measure that assesses the TWDB's performance in providing financial assistance to communities.

**Strategy-Related Measures Definitions**  
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Agency Code: **580**      Agency: **Water Development Board**

Goal No.	2	Provide Financing for the Development of Water-related Projects
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance
Strategy No.	1	State and Federal Financial Assistance Programs
Measure Type	OP	
Measure No.	7	Total Dollars Committed to Small, Rural, or Disadvantaged Communities

**Calculation Method: C**      **Target Attainment: H**      **Priority:**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 OP 07  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

The sum of the financial assistance commitments the TWDB has made to rural and/or disadvantaged community projects through one of the TWDB's financial assistance programs.

BL 2018 Data Limitations

Recipients may withdraw from the financial assistance commitments without taking any funds. The dollars are not adjusted for such withdrawals. Board actions to increase the amount of the financial assistance will also not be counted as a commitment.

BL 2018 Data Source

The data will be based on Board commitment amounts recorded within the TxWISE database or subsequent Board database system.

BL 2018 Methodology

A commitment consists of a Board action on projects for funding from a TWDB financial assistance program. Specifically, individual commitments identified within TxWISE, occurring within the reporting period to an entity considered rural or a project considered to be serving a disadvantaged community, are included within the calculation of this measure. A rural community is defined as a community with a population of fewer than 10,000 persons. This information is captured in population data verified by the U.S. Census Bureau. A disadvantaged project is defined as those having been identified as such following program specific criteria.

BL 2018 Purpose

This measure is important because it represents the amount of funding provided to rural and disadvantaged communities through cost-effective financial assistance from the TWDB.

BL 2019 Definition

The sum of the financial assistance commitments the TWDB has made to rural and/or disadvantaged community projects through one of the TWDB's financial assistance programs.

BL 2019 Data Limitations

Recipients may withdraw from the financial assistance commitments without taking any funds. The dollars are not adjusted for such withdrawals. Board actions to increase the amount of the financial assistance will also not be counted as a commitment.

BL 2019 Data Source

The data will be based on Board commitment amounts recorded within the TxWISE database or subsequent Board database system.

**Strategy-Related Measures Definitions**  
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BL 2019 Methodology

A commitment consists of a Board action on projects for funding from a TWDB financial assistance program. Specifically, individual commitments identified within TxWISE, occurring within the reporting period to an entity considered rural or a project considered to be serving a disadvantaged community, are included within the calculation of this measure. A rural community is defined as a community with a population of fewer than 10,000 persons. This information is captured in population data verified by the U.S. Census Bureau. A disadvantaged project is defined as those having been identified as such following program specific criteria.

BL 2019 Purpose

This measure is important because it represents the amount of funding provided to rural and disadvantaged communities through cost-effective financial assistance from the TWDB.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	OP		
Measure No.	8	Number of Communities with Active Fin Asst Agreements	

---

**Calculation Method: C**      **Target Attainment: H**      **Priority:**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 OP 08  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure accounts for the number of entities having commitments and/or active loan or grant agreements requiring financial compliance, monitoring and day-to-day portfolio and contract administration.

BL 2018 Data Limitations

No data limitations.

BL 2018 Data Source

This information is provided in the TxWise or a subsequent Board database system.

BL 2018 Methodology

The measure is calculated each quarter by totaling the number of communities that had active financial assistance agreements during the reporting period.

BL 2018 Purpose

This measure will provide the TWDB and the Legislature a gauge of how many communities the TWDB is interacting with each year.

BL 2019 Definition

This measure accounts for the number of entities having commitments and/or active loan or grant agreements requiring financial compliance, monitoring and day-to-day portfolio and contract administration.

BL 2019 Data Limitations

No data limitations.

BL 2019 Data Source

This information is provided in the TxWise or a subsequent Board database system.

BL 2019 Methodology

The measure is calculated each quarter by totaling the number of communities that had active financial assistance agreements during the reporting period.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

This measure will provide the TWDB and the Legislature a gauge of how many communities the TWDB is interacting with each year.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	OP		
Measure No.	10	Number of Non-EDAP Financial Assistance Agreements Closed/Executed	

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**Calculation Method: C**      **Target Attainment: H**      **Priority:**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 OP 10  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure accounts for the number of non-EDAP financial assistance agreements closings processed per reporting period.

BL 2018 Data Limitations

No data limitations.

BL 2018 Data Source

This information is provided in the Board's TxWISE database system.

BL 2018 Methodology

This measure is calculated each quarter by totaling the number of non-EDAP financial assistance agreements closed during the reporting period.

BL 2018 Purpose

This measure quantifies the number of non-EDAP financial assistance agreements closed during the reporting period. This measure allows the TWDB to track the number of non-EDAP financial assistance agreements closed.

BL 2019 Definition

This measure accounts for the number of non-EDAP financial assistance agreements closings processed per reporting period.

BL 2019 Data Limitations

No data limitations.

BL 2019 Data Source

This information is provided in the Board's TxWISE database system.

BL 2019 Methodology

This measure is calculated each quarter by totaling the number of non-EDAP financial assistance agreements closed during the reporting period.

BL 2019 Purpose

This measure quantifies the number of non-EDAP financial assistance agreements closed during the reporting period. This measure allows the TWDB to track the number of non-EDAP financial assistance agreements closed.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	OP		
Measure No.	11	Number of Commitments for Projects Receiving Swirft Funding	

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**Calculation Method: C**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 OP 11  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

Count of Board commitments of financial assistance to projects to be funded through the State Water Implementation Fund for Texas (SWIFT) program during the reporting period.

BL 2018 Data Limitations

Financial Assistance Recipients may withdraw from the financial assistance commitments without taking any funds. The count is not adjusted for such withdrawals.

BL 2018 Data Source

Quarterly report information will be obtained through a TxWISE query.

BL 2018 Methodology

The measure is calculated by totaling the number of financial assistance commitments made by TWDB during the reporting period.

BL 2018 Purpose

This measure reflects the number of cost-effective financial assistance commitments provided by TWDB through SWIFT program.

BL 2019 Definition

Count of Board commitments of financial assistance to projects to be funded through the State Water Implementation Fund for Texas (SWIFT) program during the reporting period.

BL 2019 Data Limitations

Financial Assistance Recipients may withdraw from the financial assistance commitments without taking any funds. The count is not adjusted for such withdrawals.

BL 2019 Data Source

Quarterly report information will be obtained through a TxWISE query.

BL 2019 Methodology

The measure is calculated by totaling the number of financial assistance commitments made by TWDB during the reporting period.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

This measure reflects the number of cost-effective financial assistance commitments provided by TWDB through SWIFT program.

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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	1	State and Federal Financial Assistance Programs	
Measure Type	OP		
Measure No.	12	Sum of Project Costs Receiving SWIFT Funding Commitments	

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**Calculation Method: N**      **Target Attainment: H**      **Priority: M**      Cross Reference: Agy 580 084-R-S70-1 02-01-01 OP 12  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

Sum of total dollars of Board commitments for financial assistance to projects funded through the State Water Implementation Fund for Texas (SWIFT) program during the reporting period.

BL 2018 Data Limitations

Financial Assistance Recipients may withdraw from the financial assistance commitments without taking any funds. The amount is not adjusted for such withdrawals.

BL 2018 Data Source

Quarterly report information will be obtained through a TxWISE query.

BL 2018 Methodology

The measure is calculated by totaling the number of financial assistance commitment amounts made by TWDB during the reporting period.

BL 2018 Purpose

This measure reflects the sum of financial assistance commitment dollar amounts provided by TWDB through SWIFT program.

BL 2019 Definition

Sum of total dollars of Board commitments for financial assistance to projects funded through the State Water Implementation Fund for Texas (SWIFT) program during the reporting period.

BL 2019 Data Limitations

Financial Assistance Recipients may withdraw from the financial assistance commitments without taking any funds. The amount is not adjusted for such withdrawals.

BL 2019 Data Source

Quarterly report information will be obtained through a TxWISE query.

BL 2019 Methodology

The measure is calculated by totaling the number of financial assistance commitment amounts made by TWDB during the reporting period.

**Strategy-Related Measures Definitions**  
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Automated Budget and Evaluation System of Texas (ABEST)

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BL 2019 Purpose

This measure reflects the sum of financial assistance commitment dollar amounts provided by TWDB through SWIFT program.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	2	Economically Distressed Areas Program	
Measure Type	EX		
Measure No.	1	EDAP-Provided Adequate Water Supplies or Wastewater Treatment Systems	

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**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 580 084-R-S70-1 02-01-02 EX 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure indicates the cumulative number of people who will be able to receive adequate water or wastewater service.

BL 2018 Data Limitations

No data limitation.

BL 2018 Data Source

This information is queried from TxWISE or a subsequent TWDB database system.

BL 2018 Methodology

The number of residents that can be served by a completed construction project is reported in the Board write-up, engineering feasibility data, or survey conducted by the applicant. RWPD staff verifies the total number of EDAP residents that may benefit from an EDAP project.

BL 2018 Purpose

This measure demonstrates the cumulative number of residents who may benefit from the EDAP through improved access to safe drinking water and increased protection of public health.

BL 2019 Definition

This measure indicates the cumulative number of people who will be able to receive adequate water or wastewater service.

BL 2019 Data Limitations

No data limitation.

BL 2019 Data Source

This information is queried from TxWISE or a subsequent TWDB database system.

BL 2019 Methodology

The number of residents that can be served by a completed construction project is reported in the Board write-up, engineering feasibility data, or survey conducted by the applicant. RWPD staff verifies the total number of EDAP residents that may benefit from an EDAP project.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

This measure demonstrates the cumulative number of residents who may benefit from the EDAP through improved access to safe drinking water and increased protection of public health.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	2	Economically Distressed Areas Program	
Measure Type	OP		
Measure No.	1	# Economically Distressed Area Loans and Grants	

---

**Calculation Method: C**      **Target Attainment: H**      **Priority: L**      Cross Reference: Agy 580 084-R-S70-1 02-01-02 OP 01  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure indicates TWDB workload activity associated with economically distressed areas. The number of loans closed and grants executed, funded from the Economically Distressed Areas Program Account.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

The information for loans and grants closed or subsequent Board database system.

BL 2018 Methodology

The measure is calculated each quarter by totaling the number of economically distressed areas loans closed and grants executed.

BL 2018 Purpose

This is a measure of major TWDB activity for the Economically Distressed Areas Program.

BL 2019 Definition

This measure indicates TWDB workload activity associated with economically distressed areas. The number of loans closed and grants executed, funded from the Economically Distressed Areas Program Account.

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

The information for loans and grants closed or subsequent Board database system.

BL 2019 Methodology

The measure is calculated each quarter by totaling the number of economically distressed areas loans closed and grants executed.

**Strategy-Related Measures Definitions**  
85th Regular Session, Base Recon, Version 1  
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BL 2019 Purpose

This is a measure of major TWDB activity for the Economically Distressed Areas Program.

**Strategy-Related Measures Definitions**  
85th Regular Session, Base Recon, Version 1  
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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	2	Economically Distressed Areas Program	
Measure Type	OP		
Measure No.	2	Number of Completed Economically Distressed Area Projects	

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**Calculation Method: N**      **Target Attainment: H**      **Priority: H**      Cross Reference: Agy 580 084-R-S70-1 02-01-02 OP 02  
**Key Measure: Y**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure indicates the number of completed EDAP projects.

BL 2018 Data Limitations

Data will fluctuate due to completed planning, acquisition, and design (PAD) projects returning for EDAP funding of their Construction phases.

BL 2018 Data Source

This information is queried from TxWISE or a subsequent TWDB database system.

BL 2018 Methodology

The measure is calculated by totaling the number of completed economically distressed areas projects.

BL 2018 Purpose

This measure demonstrates the progress of the EDAP by counting the number of completed projects.

BL 2019 Definition

This measure indicates the number of completed EDAP projects.

BL 2019 Data Limitations

Data will fluctuate due to completed planning, acquisition, and design (PAD) projects returning for EDAP funding of their Construction phases.

BL 2019 Data Source

This information is queried from TxWISE or a subsequent TWDB database system.

BL 2019 Methodology

The measure is calculated by totaling the number of completed economically distressed areas projects.

BL 2019 Purpose

This measure demonstrates the progress of the EDAP by counting the number of completed projects.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	2	Economically Distressed Areas Program	
Measure Type	OP		
Measure No.	3	Construction in Progress for Economically Distressed Area Projects	

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**Calculation Method: N**      **Target Attainment: H**      **Priority: L**      Cross Reference: Agy 580 084-R-S70-1 02-01-02 OP 03

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

BL 2018 Definition

Construction contracts in progress are regarded as loan/grant commitments approved by the TWDB that are in various stages of construction, from approval of plans and specifications through construction to completion is verified by final inspection.

BL 2018 Data Limitations

No limitations.

BL 2018 Data Source

This information is queried from TxWISE or a subsequent TWDB database system.

BL 2018 Methodology

This measure is calculated by beginning with a baseline number of all contracts with approved plans and specifications, built without a final inspection at the beginning of each fiscal year. The measure for the first quarter is calculated by taking the beginning baseline number and adding all plans and specifications approved during the quarter. For the second, third and fourth quarters, the measure is calculated by taking the number at the end of the previous quarter and adding the number of plans and specifications approved during the quarter and subtracting the number of final inspections conducted during the pervious quarter. The fiscal year end number is calculated by taking the fourth quarter, which will then also become the baseline number for the first quarter of the following fiscal year.

BL 2018 Purpose

This measure demonstrates the staff effort required after a financial assistance commitment is made to assure completion of projects.

BL 2019 Definition

Construction contracts in progress are regarded as loan/grant commitments approved by the TWDB that are in various stages of construction, from approval of plans and specifications through construction to completion is verified by final inspection.

BL 2019 Data Limitations

No limitations.

BL 2019 Data Source

This information is queried from TxWISE or a subsequent TWDB database system.

**Strategy-Related Measures Definitions**  
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BL 2019 Methodology

This measure is calculated by beginning with a baseline number of all contracts with approved plans and specifications, built without a final inspection at the beginning of each fiscal year. The measure for the first quarter is calculated by taking the beginning baseline number and adding all plans and specifications approved during the quarter. For the second, third and fourth quarters, the measure is calculated by taking the number at the end of the previous quarter and adding the number of plans and specifications approved during the quarter and subtracting the number of final inspections conducted during the pervious quarter. The fiscal year end number is calculated by taking the fourth quarter, which will then also become the baseline number for the first quarter of the following fiscal year.

BL 2019 Purpose

This measure demonstrates the staff effort required after a financial assistance commitment is made to assure completion of projects.

**Strategy-Related Measures Definitions**  
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Agency Code:	<b>580</b>	Agency:	<b>Water Development Board</b>
Goal No.	2	Provide Financing for the Development of Water-related Projects	
Objective No.	1	Provide Savings Through Cost-effective Financial Assistance	
Strategy No.	2	Economically Distressed Areas Program	
Measure Type	OP		
Measure No.	4	# of EDAP Projects Which Completed Non-construction Activities in PAD	

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**Calculation Method: C**      **Target Attainment: H**      **Priority:**      Cross Reference: Agy 580 084-R-S70-1 02-01-02 OP 04  
**Key Measure: N**      **New Measure: N**      **Percentage Measure: N**

BL 2018 Definition

This measure indicates the number of projects for which the TWDB has determined is complete for Planning or Acquisition or Design, or a combination thereof, as determined by the grant agreement.

BL 2018 Data Limitations

No data limitations.

BL 2018 Data Source

Quarterly report information will be obtained through a TxWISE query.

BL 2018 Methodology

The measure is calculated by totaling the number of completed economically distressed areas, non-construction related projects.

BL 2018 Purpose

This measure demonstrates the progress of the EDAP by counting the number of completed projects.

BL 2019 Definition

This measure indicates the number of projects for which the TWDB has determined is complete for Planning or Acquisition or Design, or a combination thereof, as determined by the grant agreement.

BL 2019 Data Limitations

No data limitations.

BL 2019 Data Source

Quarterly report information will be obtained through a TxWISE query.

BL 2019 Methodology

The measure is calculated by totaling the number of completed economically distressed areas, non-construction related projects.

**Strategy-Related Measures Definitions**  
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BL 2019 Purpose

This measure demonstrates the progress of the EDAP by counting the number of completed projects.



**Supplemental Schedule C**

**Historically Underutilized  
Business Plan**



## HUB Strategic Plan – Fiscal Years 2017 – 2019

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### **Historically Underutilized Businesses**

A Historically Underutilized Business (HUB) is generally defined as a for profit business enterprise (sole proprietorship, partnership, joint venture, corporation, limited partnership or company) with its principal place of business located in the State of Texas. Such businesses must have at least 51 percent of the assets and interests of all classes of stock and equitable securities owned by one or more persons who are members of the following groups that have been identified as economically disadvantaged: Asian Pacific Americans, Black Americans, Hispanic Americans, Native Americans, American women and/or Service Disabled Veteran. HUB owners must be active participants in the day-to-day operations of the business and must also be citizens of the United States and residents of the State of Texas.

The State of Texas HUB Program is designed to facilitate the participation of minority, service disabled veteran and women-owned businesses in state agency procurement opportunities. All state agencies are required to make a good-faith effort to include HUBs in their procurement opportunities. The program is composed of various initiatives designed to produce full and equal participation by minority and women-owned businesses in the state's procurement process.

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### **HUB Initiatives**

The Texas Water Development Board (TWDB) fully understands the goals of the statewide HUB program and is committed to providing increased opportunities for HUB participation in all TWDB expenditures. The TWDB has been successful in exceeding and/or improving HUB participation in three of the four applicable procurement categories where expenditures have occurred. The TWDB's executives, managers, and staff will continue current efforts that have proven successful in meeting the statewide goals, and will explore new opportunities to improve and increase HUB participation, wherever possible.

Examples of the TWDB's initiatives include:

- Continued assessment of internal policies and procedures to improve the TWDB's HUB program;
  - Participation and attendance at Economic Opportunity Forums;
  - Collaboration and communication among the TWDB's staff involved with procurements and contract awards;
  - Continuous assessment and improvements to the TWDB's website to provide notification of current procurement opportunities and updated links to HUB search resources;
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## HUB Strategic Plan – Fiscal Years 2017 – 2019, Continued

**HUB Initiatives,**  
continued

- Increasing utilization of the HUB and Centralized Master Bidder's List in TWDB procurement activities;
- Emphasizing and increasing outreach and marketing efforts to educate current HUB vendors on specific TWDB procurement opportunities;
- Assisting interested HUB vendors with the state's HUB certification process, and with the processes of other recognized certification programs;

**HUB Goal**

To establish procurement and contracting policies and procedures that support the identification, promotion, and utilization of qualified HUBs in all applicable procurements, contracts, and subcontracts awarded by the TWDB.

<b>Objective</b>	To make a good faith effort to meet or exceed the statewide HUB goals in all applicable procurement categories.
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<b>Strategy</b>	Implement good faith efforts to identify, solicit, and utilize qualified HUBs in all applicable TWDB procurement and contracting opportunities.
<b>Output Measure</b>	Percent (%) of total combined dollar value of procurements, contracts, and subcontracts awarded to HUBs reflected in the semiannual and annual HUB reports.

<b>Strategy</b>	Participate in economic opportunity forums and other outreach/educational efforts to inform the public about contracting opportunities with the TWDB.
<b>Output Measure</b>	Number of forums attended and number of direct contacts made with HUBs.

<b>Strategy</b>	Identify subcontracting opportunities in all TWDB procurements that meet the established criteria for requiring HUB subcontracting plans.
<b>Output Measure</b>	Percent (%) of TWDB contracts that equal or exceed \$100,000 that have documented compliance with the state's HUB subcontracting plan requirements.

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## HUB Strategic Plan – Fiscal Years 2017 – 2019, Continued

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<b>HUB Activity by Fiscal Year</b>	<b>Total TWDB Expenditures</b>	<b>Total Expenditures with HUBs</b>	<b>HUB Expenditure Percentage</b>
<b>FY 2014</b>	\$5,402,684	\$667,357	12.35%
<b>FY 2015</b>	\$7,002,414	\$1,571,603	22.44%
<b>FY 2016*</b>	\$4,231,481	\$1,077,462	25.46%

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*\*as of April 2016*



**Supplemental Schedule D**

# **Agency Workforce Plan**



# Texas Water Development Board

# Workforce Plan

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## Overview of Operations

### Agency Vision and Mission

The Texas Water Development Board (TWDB) is the state's water planning and water project financing agency. The TWDB's main responsibilities are threefold: collecting and disseminating water-related data; assisting with regional water planning and preparing the state water plan for the development of the state's water resources; and administering cost-effective financial programs for the construction of water supply, wastewater treatment, flood control, and agricultural water conservation projects.

Since 1957, the TWDB has been charged with addressing the state's water needs. With the passage of Senate Bill 1 by the 75th Texas Legislature, federal and state organizations, political subdivisions, and regional water planning groups have assumed increased responsibility for ensuring sufficient water supplies for the state. The TWDB has a leadership and support role through guiding, enabling, and supporting the responsible development of the state's water resources to ensure that sufficient water will be available at a reasonable cost while protecting the agricultural and natural resources of the state.

*Agency Vision:* Sustainable and affordable water for Texas.

*Agency Mission:* To provide leadership, information, education, and support for planning, financial assistance and outreach for the conservation and responsible development of water for Texas.

### Business Functions and Area Missions

The following is an account of the core business functions and missions of each area in the agency.

#### Board

TWDB is governed by a three-member Board appointed by the governor with the advice and consent of the Texas Senate. One member must have experience in the field of engineering, one member must have experience in the field of public or private finance, and one member must have experience in the field of law or business. The board has general jurisdiction over the development and implementation of a statewide water plan; the administration of the state's various water assistance and financing programs including those created by the constitution; the

administration of the National Flood Insurance Program; and other areas specifically assigned to the Board by law.

### ***Internal Audit***

The TWDB division of Internal Audit reports directly to the Board. Internal Audit is a function required by the Texas Internal Auditing Act (Chapter 2102) of the Texas Government Code, with Internal Auditors governed by Government Auditing Standards and Standards for Professional Practice of Internal Auditing of the Institute of Internal Auditors. The objectives of the division are to assist TWDB management and Board members in the effective discharge of responsibilities, present to management the determinations of adequacy/effectiveness of internal controls, and provide objective reports.

### ***Executive Administration***

Executive Administration houses the Offices of the Executive and Assistant Executive Administrators and support staff, the Office of General Counsel, and Governmental Relations and Agency Communications.

### ***Office of General Counsel***

The Office of General Counsel is composed of the agency's General Counsel, six staff attorneys, one program specialist, and one executive assistant. The General Counsel represents the agency in all hearings and negotiations. The Office of General Counsel is responsible for providing legal advice and representation to agency Board members and staff in the areas of financial assistance, water planning, water policy, natural resources, environmental compliance, legislation, tort claims, human resources, contracting and purchasing, real estate, ethics, open records, open meetings, and rulemaking. This includes, but is not limited to, preparing and reviewing documents, researching and preparing formal and informal legal opinions, representing the agency on interagency working groups, drafting and reviewing regulations and policies, and working with the Office of the Attorney General regarding agency litigation and contested matters.

### ***Governmental Relations and Agency Communications***

The TWDB Governmental Relations and Agency Communications office works with state governmental entities and representatives to help carry out the mission of the agency. Before each legislative session, the office compiles a biennial report to the legislature that details activities of the Board and its recommendation for necessary and desirable legislation. Agency Communications provides an innovative stream of communications that respond to Texas and its evolving water needs. The office handles media inquiries and responses and develops various marketing materials, newsletters and publications. Agency Communications is the TWDB's direct contact with the media and public.

## **Operations and Administration**

Operations and Administration strives to provide professional, constructive, and formidable support to all areas in the agency in order to ensure delivery of an effective and efficient system of services for the employees and stakeholders of the TWDB.

Operations and Administration has three separate divisions: Support Services and Contract Administration, Human Resources, and Information Technology.

### ***Support Services and Contract Administration***

The Support Services division of Operations and Administration provides mail services, fleet management, staff support, and facility support such as office space management, lease management, building safety, telecommunications, and other support functions of the agency as needed. The division also provides Board meeting and special event coordination. Within this division, Contract Administration provides contract development, contract compliance, contract monitoring, and related payment authorization services. Contracting also provides procurement functions to acquire materials, equipment, and services in accordance with state and federal rules and regulations.

### ***Human Resources***

The Human Resources division is an essential and indispensable force in facilitating the accomplishment of the TWDB's mission by providing services and administering benefits that promote the security and well-being of the TWDB's most important resource: its employees. This division is committed to providing administrative services to the employees of the TWDB in the areas of employee benefits, salary administration, human resources development, personnel records, employment, and employee relations. Central Records provides file room and record maintenance services on all TWDB loans and grants and assists General Counsel staff with open records requests and records management functions.

### ***Information Technology***

Information Technology (IT) serves as the Information Resources Liaison to internal and external stakeholders. IT oversees the implementation of new technology for the TWDB, manages the agency's Data Center Services contract, trains new employees on agency procedures, ensures technology standards are published and followed, and resolves user requests and reported computer problems. IT staff develop and maintain agency systems, databases, and applications; serve as the project managers for various enterprise systems; and create specialized systems as requested by the Texas Legislature, various governmental entities, and the public. The Web Administration section administers the TWDB's Internet and intranet websites, ensuring the public effective and quick access to the latest TWDB information.

### **Texas Natural Resources Information System**

The Texas Natural Resources Information System (TNRIS) was established to serve Texas agencies and citizens as a centralized clearinghouse and referral center for natural resource data, census data, data related to emergency management, and other socioeconomic data. TNRIS continues data maintenance and upgrades for the National Hydrography Dataset (NHD), transportation, political boundaries, and Digital Orthoimagery; increases participation of local and federal partners in the National Map of Texas; and coordinates data production efforts among governmental entities. TNRIS also administers StratMap and the Texas/Mexico Borderlands information system. TNRIS developed the GeoSpatial Emergency Management Support System (GEMSS) to provide information to the public and emergency personnel during emergency events.

### **Finance**

The mission of Finance is to provide customers with centralized, timely, meaningful, and high-quality financial services and to ensure fiscal integrity by investing and protecting the Board's assets. The primary responsibilities of Finance are to oversee day-to-day financial activities, provide support to the agency through the timely and accurate processing of payroll and financial transactions, formulate and monitor the agency budget, report financial and budget information, coordinate all activities related to issuance of bonds, invest funds in compliance with the Public Funds Investment Act, prepare cash flow and loan analyses and interest rate calculations, and provide financial stability reviews of borrowers. Finance comprises three areas: Accounting, Budget, and Debt and Portfolio Management.

#### ***Accounting***

Accounting maintains the general ledger, prepares timely and accurate financial reports for internal and external recipients, processes all payments to vendors, loan recipients, grantees, and employees, processes all receipts and loan repayments, and processes employee payroll.

#### ***Budget***

Budget manages the development, preparation, and maintenance of the TWDB's operating budget and position control; prepares budget-related financial data and reports for the Board, staff, and oversight agencies; prepares the Legislative Appropriation Request; and prepares fiscal notes, briefing documents, and responses to budget-related issues during the legislative session.

#### ***Debt and Portfolio Management***

Debt and Portfolio Management provides comprehensive financial analysis for the management of the Board's portfolio; issues bonds to obtain money at the most economical cost to the Board to fund loan and grant programs; prepares cash flow analyses, loan analyses, and interest rate calculations; and invests funds in compliance with the Public Funds Investment Act. This division also monitors the loan portfolio to ensure the prevention of loan defaults through financial stability reviews of its borrowers and monitors financial assistance program requirements to ensure finance-related and contractual compliance by borrowers and grantees.

## **Water Supply and Infrastructure**

Water Supply and Infrastructure is composed of the Outreach, Regional Water Planning and Development, Program Administration and Reporting, and Water Use, Projections, and Planning divisions.

### ***Outreach***

The Outreach division serves as a liaison between entities and the TWDB and is responsible for the coordination and facilitation of marketing TWDB programs to local communities, cities, counties, districts, authorities, and water supply corporations and.

### ***Regional Water Planning and Development***

Regional Water Planning and Development (RWPD) is responsible for working with communities as they develop their projects from early conception through the procurement of funding and ultimately through the completion of construction. The division provides on-site assistance and guidance to the project owners throughout all phases. This is accomplished through a director and six teams divided by geographical areas. The six geographical teams consist of a team manager, engineer, environmental reviewer, financial analyst, project manager and administrative support. An attorney and a regional planner also work closely with each team.

### ***Program Administration and Reporting***

Program Administration and Reporting consists of three sections: Program Administration, Outlays and Escrows, and Reporting. This division develops policies to facilitate the management of the financial assistance programs. Division staff monitor and ensure agency compliance with state and federal laws, policies, and standards as it relates to administering TWDB financial assistance programs and also process financial assistance disbursements through outlays and escrows.

### ***Water Use, Projections and Planning***

Water Use, Projections and Planning provides ongoing technical assistance and administrative support to 16 regional water planning groups to assist in updating regional water plans and conducting regional water and wastewater facility planning feasibility studies. Staff in this division also prepare the state water plan every five years and provide economic and demographic technical support to regional and state water planning processes. They develop water demand projections for municipal, manufacturing, mining, steam-electric power generation, irrigation, and livestock water users; conduct water and wastewater needs assessments and projections for two federally funded programs; and handle all annual and interim reports.

## **Water Science and Conservation**

Water Science and Conservation is composed of the Conservation and Innovative Water Technologies, Surface Water and Groundwater divisions.

### ***Conservation and Innovative Water Technologies***

The TWDB's Water Conservation staff assists cities, utilities, and districts in establishing effective water-wise conservation programs. They lend out and provide training for leak detection and meter testing equipment, assist with water audits, and provide water conservation brochures and educational materials for schools for free or minimal cost to utilities and government entities. This area also provides grants to political subdivisions to implement conservation programs and utilizes either local districts or local lending institutions to provide loans for individual farmers to install more efficient irrigation equipment. The Water Conservation division provides irrigation water use estimates by county or regional planning groups and provides agricultural water conservation educational activities to agricultural trade shows and other related events. The Innovative Water Technologies division works to extend the state's water resources through desalination, rainwater harvesting, and water reuse. The mission of this division is to explore potential sources of water supply outside of the traditional areas of surface water and groundwater that could be made available for use within the state.

### ***Surface Water***

The Surface Water division administers the Instream Flows program and works in cooperation with the Texas Commission on Environmental Quality and the Texas Parks and Wildlife Department as mandated by the legislature. This division also administers the Bays and Estuaries program, the Lake Hydrographic Survey program, and all state surface water monitoring.

### ***Flood Mitigation Planning***

The Flood Mitigation Planning division manages state grants to political subdivisions to conduct flood protection planning studies and administers the federal Flood Mitigation Assistance and Severe Repetitive Loss grant programs. This area is also responsible for the National Flood Insurance Program (NFIP) and conducts State Coordinating Agency functions for the NFIP, assists communities in enrolling in the NFIP, conducts training related to floodplain management, and provides technical assistance and compliance reviews for participating communities with ordinance, floodplain management, and other NFIP issues.

### ***Groundwater***

The mission of the TWDB's Groundwater division is to collect, interpret, and provide accurate, objective information on the groundwater resources of Texas. The Groundwater division is responsible for all aspects of groundwater studies in the state. The division monitors water levels and quality in the state's aquifers, conducts regional-scale aquifer modeling, and houses and maintains water well records. This division also approves groundwater districts' management plans and provides groundwater information to Texas citizens and lawmakers.

## Current Workforce Profile - Supply Analysis

### Full-time Equivalents

As of May 31, 2016, the agency had 284.6 full-time-equivalent employees (FTE), including contract workers that have worked at least six months. For FY 2016, 325.1 FTEs were appropriated.

### Management-to-staff Ratio

The management-to-staff ratio at the agency (as of the FY 2016 first quarter [December 2015] Management-to-staff Ratio Report) was 1:11. The agency continues to evaluate its current structure to ensure maximum efficiency regarding staff and management alignment.

### Race/Gender

In determining statistically under-represented Equal Employment Opportunity (EEO) groups, the TWDB uses the Equal Employment Opportunity Commission's (EEOC) 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.

Per the 2015 Equal Employment Opportunity Report – Statewide Agencies Workforce Summary for September 1, 2014, to August 31, 2015, the TWDB's workforce comprised the following:

	Total Employees	Caucasian Males	American Females	African Males	American Females	Hispanic Males	American Females	Other Males	Other Females	Total Males	Total Females
Officials (A)	40	17	11	1	2	4	2	2	1	24	16
Professionals (P)	266	109	78	9	10	25	22	9	4	152	114
Para Professionals (Q)	17	0	12	0	1	0	4	0	0	0	17
Administrative Support (C)	15	1	3	0	4	0	5	0	2	1	14
Technicians (T)	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>338</b>	<b>127</b>	<b>104</b>	<b>10</b>	<b>17</b>	<b>29</b>	<b>33</b>	<b>11</b>	<b>7</b>	<b>177</b>	<b>161</b>

*(Data was extrapolated from the 2015 Equal Employment Opportunity Report – Statewide Agencies Workforce Summary.)*

Using statistical data of the TWDB's workforce as of August 31, 2015, it has been determined that the following EEO categories were under-represented when compared to the civilian workforce. The percentages listed represent the percentage increase that must be accomplished to bring the targeted groups within EEOC's Rule of 80.

## **STATE CIVILIAN LABOR FORCE:**

In FY 2015, overall in the Agency,

- African Americans are underutilized by 3.2%
- Hispanic Americans are underutilized by 17.6%
- Other Americans are underutilized by 0.8%

The TWDB continues to experience an agency-wide underutilization of African-American, Hispanic-American and Other American categories compared to the available population in Texas. Continued recruitment efforts in all categories will be maintained so that the agency reflects the population it serves.

In order for the TWDB to decrease the underutilization, the agency continues to monitor and modify its recruitment plan to target specific population groups at university and other minority recruitment fairs. With some success already demonstrated, the TWDB will continue to focus future recruitment plans towards these target areas to increase the recruitment and selection of African-Americans, Hispanic-Americans, other Americans, and females.

## **Turnover Rate**

According to the State Auditor's Office, the statewide turnover rate for full- and part-time classified employees at state agencies in FY 2015 was 18 percent, based on a total of voluntary and involuntary separations, excluding interagency transfers. The 18 percent turnover rate is an increase from that of FY 2014 (17.5 percent). Excluding involuntary separations and retirements, the statewide turnover rate increased by .5 percent. This rate is often considered a true turnover rate because it reflects preventable turnover. Employee turnover can be both negative and positive. Negatives include the associated costs of turnover, such as training and orientation of new employees, recruitment and selection of new employees, leave payout to departing employees, and lower productivity in the workplace during the time that a position is vacant and during the time that a new employee is learning the job.

Some turnover will always occur and is normal for any organization. Turnover can create positive outcomes for employers because they can replace low-performing employees with high-performing employees. There is often a financial benefit gained as a result of the difference in the salary paid to an experienced employee who separates from an agency versus the salary paid to a new employee who takes the departing employee's position. However, when organizations start losing their high-performing, highly skilled, and experienced employees, turnover may begin to negatively affect the organization's business operations. This holds true for many of the professional positions held in the agency.

## TWDB Workforce Plan

<b>Employee Turnover at the TWDB during Fiscal Year 2015</b>								
<b>Involuntary Separations</b>	<b>Involuntary Turnover Rate</b>	<b>Voluntary Separations</b>	<b>Voluntary Turnover Rate</b>	<b>Retirements</b>	<b>Retirement Turnover Rate</b>	<b>Average Annual Headcount</b>	<b>Total Separations</b>	<b>Total Turnover Rate</b>
6	2.1%	43	14.9%	11	3.8%	288	60	20.8%
<b>Data compiled from the State Auditor's Office Annual Report on Classified Employee Turnover for FY 2015. Report includes interagency transfers.</b>								

### Staff and Workforce Skills

#### Executive Administration

Staff and workforce skills critical to the mission and goals of Executive Administration include, but are not limited to, the following:

- An Executive Administrator with extensive institutional knowledge of complex state and federal financial programs, knowledge of planning activities, managerial skills, and the ability to work with state leadership and bring their requests and visions to fruition
- A General Counsel that possesses recognized legal expertise in water resources, including water rights, water resources planning, and the TWDB’s financial programs
- Staff attorneys with core skills through continuing education, institutional knowledge in planning and program activities, human resources, contracts, and open records matters
- Staff with knowledge of the State Records Retention Schedule, Texas State Libraries and Archives Commission rules and regulations, and working knowledge of electronic document management systems

The active involvement and professional familiarity with the complexity of the TWDB's public financing programs provides the members of the governing Board with the judgment necessary to assess the specialized professional skills necessary and appropriate for the Executive Administrator position and the salary necessary to attract and retain qualified individuals.

Staff and workforce skills critical to the mission and goals of Governmental Relations and Agency Communications (GRAC) include, but are not limited to the following:

- The ability to maintain effective relationships with all levels of individuals and possess excellent communication skills
- The ability to analyze, interpret, and react to information in an efficient and effective manner

A familiarity with all of the TWDB’s programs, active involvement in traditional and social media, and an active involvement with the members of all levels of government is critical to the success of GRAC.

## **Operations and Administration**

Staff and workforce skills critical to the mission and goals of Operations and Administration include, but are not limited to, the following:

- Human Resources personnel familiar with the state of Texas' rules, regulations, and benefits including recruitment, retention, compensation, classification, and one or more certified as Professionals in Human Resources
- Certified State of Texas Purchasers
- Qualified Contract Administrators to effectively maintain all reporting requirements for state and federal programs
- Staff with performance measurement, strategic planning, and management system analysis skills to review and implement policies and procedures
- Project Managers with experience in IT resource and software application development methodologies
- Business and Systems Analysts with strong facilitation and documentation skills
- Software Engineers and Database Administrators with experience in standard software development techniques, web development tools, and deployment of web services
- Network administration and security professionals with knowledge of local and wide area network administration, security protocols and threat protection, identity management, standard computer hardware, software support and troubleshooting
- Programmers with multiple-level web architect skills that can initiate the development, implementation, and maintenance of the internal and external web resources, including updating web content, monitoring web resources and services, analysis of hardware and software, and evaluation of potential enhancements

Operations and Administration staff must maintain knowledge and expertise in a fast-paced environment while also demonstrating essential skills needed to effectively communicate with customers, understand critical business drivers for the agency, and determine business case justifications and return on investment. Staff must foster solid partnerships among governmental entities at all levels.

## **Texas Natural Resources Information System**

The need for staff with diverse Geographical Information Systems GIS and IT backgrounds and improved knowledge of business processes and relationships will become more important, along with external customer service.

Staff critical to the mission and goals of TNRIS include, but are not limited to, the following:

- Staff with skills combining practical applications of GIS and industry knowledge
- Systems Analysts with technical skills revolving around geographic mapping
- Staff trained in the natural, computer, and library sciences

## Finance

Staff critical to the mission and goals of Finance include, but are not limited to, the following:

- Accountants familiar with governmental accounting, as well as bond debt accounting
- Budget Analysts familiar with complex funding structures and state governmental budgeting practices
- Financial Analysts familiar with state requirements for investments and with spreadsheet and database skill sets for preparing cash flow modeling

These skill sets have remained constant; however, maintaining staff with these skill sets is a challenge. Retaining experienced and skilled staff is imperative to supporting the needs of the agency. Critical functions of the Finance office include the ability to provide sound financial advice and opinions to Board members and staff, accurate and timely financial reporting, and maintenance of sound accounting records. Specialized knowledge and skills needed include municipal bond knowledge, negotiation skills, portfolio management knowledge, advanced spreadsheet and database skills, and agency program knowledge. The development and maintenance of staff in the financial areas is imperative.

## Water Supply and Infrastructure

The large amount of state water plan funding through the various financial programs is supported by Water Supply and Infrastructure (WSI) staff. Existing programs pose challenges such as decreases in federal appropriations for the State Revolving Fund programs, balancing U.S. Environmental Protection Agency requests for information and reporting requirements with other workload requirements, potential project delays due to approval backlogs at the U.S. Army Corps of Engineers, and the challenges associated with the continued growth of the financial assets owned and managed by the TWDB. WSI is often called on to provide input on draft legislation and appropriations related to water resources policy and funding.

Staff and workforce skills critical to the mission and goals of Water Supply and Infrastructure include, but are not limited to, the following:

- Financial analysts with significant experience in TWDB financial assistance programs
- Administrative assistants with experience in TWDB financial assistance programs and Board procedures
- Division directors with significant experience in TWDB financial assistance programs and policy development
- Managers with significant experience in TWDB financial assistance programs
- Staff with performance measurement, planning, and management system analysis skills to review and implement policies and procedures to increase efficiency and effectiveness of workload flow

## TWDB Workforce Plan

The workforce skill needs should not change significantly in the future, though retaining and recruiting staff with appropriate skills is key to the successful management of the large number of complex financial assistance programs.

### **Water Science and Conservation**

Staff and workforce skills critical to the mission and goals of Water Science and Conservation (WSC) include, but are not limited to, the following:

- Hydrogeologists, hydrologists, and geologists knowledgeable about Texas water and geologic resources
- Other environmental scientists and/or professionals knowledgeable about Texas environmental regulations, research issues, and programs covering a wide spectrum of activities such as conservation and biology
- Licensed professional engineers with significant TWDB financial and technical assistance program experience
- Individuals with solid contract management skills and the ability to maintain effective working relationships with their customers
- Professionals involved in floodplain management, flood hazard mitigation, the National Flood Insurance Program (NFIP), flood preparedness, warning and disaster recovery
- Individuals who possess strong written and verbal communication skills
- Administrative assistants with experience in TWDB programs and Board procedures
- Division directors with significant TWDB program and policy development expertise

Retaining senior and highly skilled staff is of paramount importance in order for the office to provide program continuity while assimilating new technological advances in water modeling, planning, and research. This situation requires that the office be given enough latitude in salary adjustments to be able to retain skilled, experienced workers and provide sufficient training to all staff.

### **Future Workforce Profile**

The TWDB will need to retain staff having the same or similar work skills that are currently present and be able to provide training to set new employees up for success.

Because of the evolving nature of the Texas Legislature, the agency must ensure that staff continue to have strong interpersonal skills, project management skills, legislative process knowledge, and policy development skills. As state water resource issues become more and complex, it is important that staff continue to be able to interact with individuals who represent the broad diversity of the state of Texas.

Water Use, Projections and Planning is constantly affected by the population growth of the state of Texas. In regional water planning and the NFIP, population growth leads to greater demand

on the few knowledgeable regional water planners in the state. Additional training and expertise will be needed in the coming years.

The anticipated workload brought on by legislative changes and state water plan projects will require WSC to maintain and enhance its current level of skills and provide training of both new and existing staff to stay ahead of the competition for scientists and engineers from the private sector. Staff will need to continue to expand their expertise in specific technical knowledge, project management skills, new technology knowledge, and communication skills.

The rapidly changing technology industry impacts the office of Operations and Administration's efforts to facilitate data dissemination. While current staffing levels are projected to essentially remain unchanged, the office workforce profile will continue to evolve. The need for staff with diverse IT backgrounds, including strong web-based programming, database management, Internet-based GIS programming, network management, project/program management expertise, and strong contract management skills will increase.

Central Records needs highly trained staff in records management with institutional knowledge of the state records retention schedule and procedures. Contract Administration needs contracting and state-certified procurement specialists that are trained in the state of Texas' rules and regulations.

Future needs throughout the agency include building a strong customer-focused workforce with skill sets needed to successfully serve agency stakeholders.

## Gap Analysis

As the economy becomes more competitive, the agency will face greater challenges, given the salary levels it can support. The potential retirement of employees in all areas of the TWDB in the immediate future can have the effect of creating a shortage of expertise. It is crucial to ensure knowledge and resources are shared amongst staff and appropriate training is conducted.

In the office of Operations and Administration, there is currently a need for additional IT staff. It is crucial to retain staff with vast institutional and technical knowledge.

The Finance office may face challenges in recruiting qualified staff to work in certain professions.

An issue unique to both of these offices is the availability of General Revenue funding. If a shortfall continues to exist in this source of revenue, the agency will be faced with a shortage of workers who perform work related to projects dependent on General Revenue funding.

Although WSC has done its best to maintain staffing levels, there are shortages for individuals with overall expertise in state of Texas water resources, hydrogeologists, groundwater modelers, surface water engineers, and surface water hydrologists. WSC is faced with hiring staff at entry-

to mid-level positions and providing these individuals with extensive training and development (internally and externally). In effect, WSC serves as a training ground. The TWDB is often unable to fill key positions at competitive salaries for two primary reasons: first is simply a matter of inadequate resources and pay scales that are competitive with private enterprise; second, because of the tremendous increase in the demand for water resources needed to sustain the Texas economy, the demand for water resource expertise in science and engineering is simply not being met by higher education.

## **Strategic Development**

### **Strategic Development**

The workplace has always consisted of many generations working at one time. However, today's age-diverse workforce is working past retirement age, which has led to a generation gap of more than 40 years between the oldest and youngest workers. As a result, a one-size-fits-all approach is not appropriate in an age-diverse workforce that may have four generations of workers at one time. The TWDB must be prepared to work with the communication styles of each generation and determine what motivates each generation in order to bridge the generation gap. This approach is key in developing both succession planning and knowledge transfer for future generations. Furthermore, as society in general becomes more diverse, the TWDB workforce must mirror this diversity, thereby meeting both the needs and the expectations of the population it serves.

Open vacancies should be marketed in an effort to maintain a qualified applicant pool. The TWDB must continue to work with universities and professional organizations to ensure that we have a varied and diverse workforce. In addition to the diversity and composition of the future TWDB workforce, competitive pay will continue to impact recruitment and retention. Retention and recruitment bonuses should be utilized for hard-to-fill positions. The TWDB and state agencies in general currently cannot compete with other organizations in terms of compensating its employees. Many existing staff continue to serve the agency because they value its mission or enjoy the work-life balance that may be lacking in a for-profit company or firm. The TWDB must continue to foster an environment that offers not only fair compensation but also other incentives that attract and retain staff. Understanding the importance of the state's most precious resource is the first step in ensuring that the agency continues its role in serving the water needs of Texas.

The TWDB must focus on ensuring employees maintain the skills needed to lead and motivate staff, communicate effectively, resolve conflict, and coordinate with other program areas in the agency. Recently there has been an increased emphasis on the use of technology to serve customers and to revise and streamline work processes to make them more efficient and

paperless. Employees need the technology skills to develop, maintain, and fully utilize the agency's continually advancing computer systems.

### **Leadership Development**

Throughout the year, the TWDB Human Resources division continues to conduct training courses developed for both managerial and non-managerial staff. Training programs such as Performance Plans and Appraisals, Managing for Success/Leadership Skills, FMLA, New Hire Training for Managers, and Other Leave Guidelines are part of a continued process for staff development. These training courses focus on defining clear job responsibilities, performance plans and appraisals; discussing performance issues on an ongoing basis; the need for regular documentation; and the role of the supervisor in the development of staff. In addition to “in-house” training, TWDB Human Resources works with outside vendors and consultants to provide customized training on topics such as public speaking, dealing with the press/media, and providing effective presentations.

Contacts at relevant colleges, universities, and schools are established to assist with recruiting (regular hires as well as student volunteers and interns). Student volunteers and interns are afforded opportunities to interact with and learn from agency management while working closely with subject-matter-experts in their intended field. Externship programs are offered to provide students with opportunities to engage in career exploration.

The TWDB developed a succession planning process in order to maintain an effective workforce. Succession planning prepares the agency for the risks associated with the loss of knowledge that is critical to achieve its mission. The agency must identify, develop, and transfer knowledge to employees who become highly qualified and capable of filling key positions or performing crucial functions as individuals leave the agency. As part of this process, the TWDB implemented a new Aspiring Leaders Program (ALP) in 2015 to provide non-supervisory staff with access to training and development opportunities to prepare them for leadership positions. Graduates receive one year of management/supervisory experience credit with regard to TWDB job posting qualifications. We look forward to the ALP program providing opportunities for future leaders of the TWDB.



**Supplemental Schedule E**

**Report on Customer  
Service**



# Report on Customer Service

Fiscal Years 2015-2016





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# **Report on Customer Service**

Texas Water Development Board

FY 2015–2016

In conjunction with the 2017–2021 Strategic Plan

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## Texas Water Development Board

### BOARD MEMBER

### TERM EXPIRES

Bech Bruun, Chairman

02/01/19

Peter M. Lake

02/01/21

Kathleen Jackson

02/01/17

Jeff Walker

Executive Administrator

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## **I. Compact with Texans**

The Texas Water Development Board (TWDB) is the state's primary water planning and financing agency, whose main responsibilities are threefold:

- Collect and disseminate water-related data
- Plan for the development of the state's water resources
- Administer cost-effective financing programs.

Since 1957, the agency has been charged with planning for the state's water needs. With the passage of Senate Bill 1 by the 75th Texas Legislature, the TWDB stepped into an even greater leadership role: guiding, enabling, and supporting the state's water resources development through a regional water supply planning process.

To provide clear communication channels with the public and our agency, we have posted our Compact with Texans on our website. The compact outlines the following items:

- TWDB Mission
- TWDB's Programs and Services
- Complaint Handling Process
- Information Request Process
- Open Records Request Process
- TWDB Website Accessibility

The TWDB pledges to put forth its best efforts to abide by high-quality service principles in order to provide customers a pleasant service experience with the agency.

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## **II. TWDB Mission**

The TWDB's mission is to provide leadership, information, education, and support for planning, financial assistance, and outreach for the conservation and responsible development of water for Texas.

In performing these responsibilities, the TWDB strives to achieve excellence in meeting and exceeding customer expectations and to provide information and services in a highly professional and timely manner. To attain these goals, the TWDB is committed to encouraging customer feedback on products and services provided and to the continual evaluation of our programs to ensure they meet the needs of our customers.

### **Agency Core Values**

To accomplish our mission, the TWDB will continue to focus on these core values:

*COMMUNICATION:* Our standard is effective communication through education and outreach to ensure openness, accuracy, and accountability.

*CUSTOMER SERVICE:* We respect and value customers' needs and interests in everything we do.

*EXCELLENCE:* We strive to achieve excellence in everything we do.

*GOVERNANCE:* Accountability, transparency, responsiveness, and integrity are the cornerstones of the agency's governing framework, guided by policies set by the Board that are carried out by the executive administrator.

*INNOVATION:* We seek innovation by encouraging fresh perspectives and divergent voices. We strive to be at the forefront of the water arena.

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*INTEGRITY:* Our foremost responsibility is to the people of Texas. We expect all employees to perform their duties with integrity.

*TALENT:* We recruit the best employees and appreciate those with diverse talents and backgrounds who are passionate about our work. We diligently work to increase our capacity to learn, collaborate, and lead.

*STEWARDSHIP:* We recognize that great responsibility comes along with the trust placed in our agency by the citizens of Texas and our legislature. We administer our debt and loan portfolios with fiscal prudence, and we produce and manage robust technical information to safeguard the state's health, safety, and natural resources.

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### III. TWDB Customers

In April 2016, the University of Texas at Austin Institute for Organizational Excellence launched TWDB's online Customer Service Excellence Survey, designed to provide input from our customers in a quick and easy-to-use format. Survey participants were asked to indicate if they represented the following categories:

- General public
- Political subdivision of the state (city, county, river authority, council of government, etc.)
- Water supply corporation
- Regional Water Planning Group member
- Consultant
- Governmental agency (state or federal)
- Other (please specify)

The above-referenced groups of external customers receive a wide variety of services from the TWDB, including:

- Regional water planning assistance, including historical water use and projected water needs data;
- Groundwater data, including reports, groundwater availability modeling, and well sampling data;
- Surface water data, including lake hydrographic survey information, bays and estuaries, and instream flow data;
- Geographic information system (GIS) mapping data;
- Financial assistance for water, wastewater, flood, and conservation projects;
- Conservation assistance, including municipal and individual literature and data;
- Innovative water management information, including desalination and rainwater harvesting; and
- General water-related information.

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In fulfilling the agency's mission, the TWDB serves a wide array of customers in all areas of the state. The list below comprises some of the groups to whom the TWDB offers its services:

- Citizens
- Political subdivisions
- Water providers
- Texas Legislature
- Regional water planning groups
- Consultants

However, as water is a basic necessity, ultimately the agency's customers are all of the individuals of the state of Texas.

---

## IV. TWDB Programs and Services

The strategies listed in the 2014–2015 General Appropriations Act outline the core of the services provided by our agency. The TWDB currently provides the following programs and services to customers:

- **Environmental Studies:**
  - Collects data and conducts studies concerning the freshwater needs of the state’s bays and estuaries.
  - These services align with the A.1.1 Strategy—Environmental Impact Information.
- **Data Collection:**
  - Collects data on the occurrence, quality, and availability of fresh waters in Texas.
  - These services align with the A.1.2 Strategy—Water Resources Data.
- **Texas Natural Resources Information System (TNRIS):**
  - Maintains a centralized data bank of information on the state’s natural resources and manages the Strategic Mapping Initiative, a Texas-based, public and private sector cost-sharing program that produces large-scale computerized base maps describing basic geographic features of Texas.
  - These services align with the A.2.1 Strategy—Technical Assistance and Modeling.
- **Regional & State Water Planning:**
  - Guides the development of regional water plans; conducts studies and creates models of Texas’ surface-water and groundwater resources; projects future water availability; incorporates regional water plans into a statewide water plan for the orderly development, management, and conservation of the state’s water resources.
  - These services align with the A.2.2 Strategy—Water Resources Planning.
- **Water Conservation Assistance:**
  - Provides services to help cities, utilities, and districts establish effective water-wise conservation programs by lending out and providing training for leak detection and meter testing equipment, and assisting with water audits. Provides

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water conservation brochures and educational materials for schools at no cost and at minimal cost to utilities and government entities.

- These services align with the A.3.1 Strategy—Water Conservation Education and Assistance.
- **National Flood Insurance Program (NFIP):**
  - The TWDB administers this program in coordination with the Federal Emergency Management Agency (FEMA). The NFIP is designed so that floodplain management and flood insurance complement and reinforce each other. The partnership is established on the provision that FEMA will make flood insurance available, provided that a community implements adequate floodplain management regulations that mitigate flood risk.
  - These services align with the A.4.1 Strategy—Perform Community Assistance Pursuant to the NFIP.
- **State Financial Assistance:**
  - Provides loans to local governments for water supply and water quality projects, including wastewater treatment and nonpoint source pollution control; state water plan projects (through the State Water Implementation Fund for Texas program); flood control projects; agricultural water conservation projects. Also provides temporary ownership interest in a regional water, wastewater, or flood control project when the local sponsors are unable to assume debt for an optimally sized facility.
  - These services align with the B.1.1 Strategy—State & Federal Financial Assistance Programs
- **Economically Distressed Areas Program (EDAP):**
  - Provides grants and loans for the water and wastewater needs of the state’s economically distressed areas that lack adequate water or wastewater service.
  - These services align with the B.1.2 Strategy—Economically Distressed Areas Program.
- **Federal Financial Assistance:**
  - **Clean Water State Revolving Fund (CWSRF):**

- 
- Provides loans at interest rates lower than the market to political subdivisions with the authority to own and operate a wastewater system. Loan forgiveness is available on a limited basis to eligible disadvantaged communities and green projects.
  - These services align with the B.1.1. Strategy—State and Federal Financial Assistance Programs.
  - **Drinking Water State Revolving Fund (DWSRF):**
    - Provides loans at interest rates lower than the market offers to finance projects for public drinking water systems that facilitate compliance with primary drinking water regulations or otherwise significantly further the health protection objectives of the federal Safe Drinking Water Act (SDWA). Projects must also be consistent with the current State Water Plan. Loan forgiveness is available on a limited basis to eligible disadvantaged communities, very small systems, green projects, and urgent need projects.
    - These services align with the B.1.1. Strategy—State and Federal Financial Assistance Programs.

These programs are not a complete listing of all those offered by the TWDB, but they are meant to serve as examples of major services the agency provides for each of our strategies.

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## V. Data Collection Methods

### Online Customer Service Excellence Survey

In April 2016, the TWDB, working with the University of Texas Institute for Organizational Excellence, launched a customer satisfaction survey to provide customers with a method of providing customer satisfaction input. An invitation to take the survey was sent through e-mail by the Institute for Organizational Excellence to approximately 6,500 TWDB customers.

Survey users had the option of directing their comments to specific areas of the agency, as follows:

- Human Resources
- Water Supply and Infrastructure (including Regional Water Planning & Development; Program Administration & Reporting; and Water Use, Projections & Planning)
- Water Science and Conservation (including Groundwater Resources; Surface Water Resources; Flood Mitigation Planning; and Conservation & Innovative Water Technologies)
- Texas Natural Resources Information System
- Executive Administration
- Legal Services/Office of General Counsel
- Finance/Financial Compliance
- Governmental Relations and Agency Communications
- Contract Administration
- General/Unsure

---

Using numerical scoring options ranging from “Strongly Agree” (5) to “Strongly Disagree” (1), survey participants provided input on the following statements:

- Staff members were helpful.
- I received the information I needed in a timely manner.
- The information was straightforward and easy to understand.
- My phone call, email, or letter was routed to the proper person.
- The website was easy to use and contained helpful information.
- If I had a concern or complaint it was addressed in a reasonable manner.
- If I had a concern or complaint, it was addressed in a timely manner.
- Overall, I was satisfied with the amount of time it took to get service/assistance/information requested.
- Printed materials contained clear and thorough information.
- Overall, I was satisfied with the amount of time it took to get a loan/grant application processed.
- Overall, I was satisfied with the amount of time it took to get a loan/grant closed.
- The correspondence I receive through direct mail, email, or social media is pertinent to my needs or interests.
- Overall, I am satisfied with my experience with the TWDB.

Utilizing the identification methods noted above, the survey collected responses on each statutorily required customer service quality elements:

- General/overall
- Staff
- Communications

- 
- Internet sites
  - Complaint handling process
  - Service timeliness
  - Printed information

(Note: The facilities element was not deemed relevant to the TWDB and was excluded from the survey).

Survey users were also provided an opportunity to submit suggestions for improvement, compliments, complaints, and requests for information. The TWDB received 20 comments through the survey, and input was monitored by staff through the Thought Bubble comment handling system, administered by the Institute for Organizational Excellence.

A summary of item score averages for the 2016 survey is presented in the chart on the following page.

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Statement	
Staff members were helpful.	4.38
The information was straightforward and easy to understand.	4.09
The website was easy to use and contained helpful information.	3.90
If I had a concern or complaint, it was addressed in a timely manner.	4.04
Printed materials contained clear and thorough information.	3.99
Overall, I was satisfied with the amount of time it took to get a loan/grant closed.	3.72
Overall, I am satisfied with my experience with the TWDB.	4.20

Scores are based on a scale of 1-5, with 1 meaning “strongly disagree” and 5 meaning “strongly agree.” Complete details of the online survey are attached in chart/tabular form as Attachment A to this report.

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## VI. Analysis of Findings

With the exception of one item regarding correspondence, every item received a higher score than the previous survey conducted in 2014 (the correspondence item scored 0.02 points lower than the previous survey). As indicated in Attachment A to this report, the highest scoring online survey areas were as follows:

Staff member helpfulness:	4.38
Effective response handling:	4.31
Effective correspondence:	4.11
Information provided in timely manner:	4.26
Overall satisfaction:	4.20

These scores indicate that the single most important resource of the agency is our employees and their ability to assist and respond with the correct information within a satisfactory time frame. In several cases, individual staff members were lauded through comments on the online survey. The TWDB was often complimented on its ability to serve its customers, as indicated by the comments received below:

- “I think there has been a big turn around at the TWDB. The organization as a whole is working very effectively to be helpful to potential borrowers.”
- “TWDB has become a very strong public agency, with a ‘laser like’ focus on client service and support...top to bottom!
- “Fort Worth Water Department work [*sic*] directly with Mr. Joel Smith and Mr. Luis Farias. We all conclude that both representatives for TWDB are very knowledgeable and extremely helpful with any concerns or questions we may have. What a contribution to your organization!”

The TWDB will continue to emphasize to its staff that high-quality customer service is the number one priority of the agency. Customer satisfaction will remain a top agency core value and will continue to guide decisions made by TWDB leadership.

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As in the past, the following areas are still the lowest scoring, but both saw improvements from the previous survey:

- Satisfaction with the amount of time to process a loan/grant: 3.75
- Satisfaction with the amount of time to close a loan/grant: 3.72

The TWDB is continuing to make improvements in both the application review and closing processes so that any delays can be reduced to the extent possible while still meeting all statutory and fiduciary responsibilities.

The agency scored 3.90 on the statement, “The website was easy to use and contained helpful information.” The TWDB seeks to provide information to customers in an accessible and easy-to-use format and is constantly adding new features to make our large amounts of data easily available to the public, with a focus on development of map-based interactive websites for state water plan, groundwater, flood, and other data. To create an even better experience for users of our website, the TWDB will continue to make the usefulness of our website and the electronic availability of our data and information a priority.

---

## **VII. Performance Measure Information for Customer Service Standards**

The measures detailed below are based on the statistics provided from the online customer survey.

### **Outcome Measures**

#### *Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services*

87% (414 out of 480 respondents) indicated they strongly agree or agree with the statement, “Overall, I am satisfied with my experience with the TWDB.”

#### *Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery*

One customer (0.21%) submitted the following suggestion:

“My office receives copies of environmental determination documentation by mail. A lot of paper and expense could be saved by offering an electronic option for receiving that documentation.”

### **Output Measures**

#### *Total Customers Surveyed*

Approximately 6,500 were sent a targeted e-mail from the Institute for Organizational Excellence

#### *Total Customers Served*

Unable to determine.

### **Efficiency Measures**

#### *Cost Per Customer Surveyed*

\$5.70 (\$2,429 for renewal of maintenance for online survey /480 respondents)

### **Explanatory Measures**

#### *Total Customers Identified*

---

480 Respondents

*Total Customer Groups Inventoried*

Respondents identified themselves from approximately 30 different groups/types.

**Attachment A:**

**Customer Satisfaction Survey  
Executive Summary Results**

Survey Results for

# **Customer Satisfaction Survey**

for

**580 - Texas Water Development Board**

**April 01, 2016  
Through  
May 01, 2016**



# Survey Items

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580 - Texas Water Development Board

Survey Respondents

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**Total Number of Respondents: 480**

# Survey Items

580 - Texas Water Development Board

How would you describe yourself? Check all that apply.

**Number of Respondents:** 480

Item Response	Count	Pct.
General Public	26	5.42%
Political Subdivision of the state (city, county, river authority, council of government, etc.)	263	54.79%
Water Supply Corporation	50	10.42%
Regional Water Planning Group member	34	7.08%
Consultant	114	23.75%
Governmental Agency (state or federal)	39	8.13%
Other (please specify)	26	5.42%

## Frequency Distribution

General Public	■ 5.42%
Political Subdivision of the state (city, county, river	■ 54.79%
Water Supply Corporation	■ 10.42%
Regional Water Planning Group member	■ 7.08%
Consultant	■ 23.75%
Governmental Agency (state or federal)	■ 8.13%
Other (please specify)	■ 5.42%

## Survey Items

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580 - Texas Water Development Board

How would you describe yourself? Check all that apply.

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<b>Verbatim Responses:</b>	29
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- Attorney/Rep political subs
  - Professor/Researcher
  - Attorney
  - non profit
  - University researcher
  - Banker
  - NGO
  - Bond Counsel
  - University of Texas
  - Alliance
  - Underwriter
  - municipal water, wastewater and reclaim water utility
  - Municipal Uility Company
  - Water Policy NGO
  - Investor owned utilities
  - Mud Distric Engr.
  - Muni water utility
  - PWS
  - municipality
  - researcher
  - Municipal Government
  - public utility
  - Municipal Utility District
-

## Survey Items

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580 - Texas Water Development Board

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**Verbatim Responses: (Cont.)** 29

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- Gen. Mgr Groundwater District
  - Investor owned water service
  - UWCD
  - Non-Profit
  - Municipal Advisor
  - Water Authority
-

# Survey Items

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580 - Texas Water Development Board

Are you a first-time TWDB customer?

---

**Number of Respondents:** 471

---

Item Response	Count	Pct.
Yes	54	11.46%
No	417	88.54%

## Frequency Distribution



# Survey Items

580 - Texas Water Development Board

If you are a repeat customer, number of years you have been interacting with TWDB:

**Number of Respondents:** 431

Item Response	Count	Pct.
Less than 2 years	18	4.18%
2-5 years	50	11.60%
More than 5 years	363	84.22%

## Frequency Distribution

Less than 2 years	4.18%
2-5 years	11.6%
More than 5 years	84.22%

# Survey Items

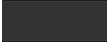
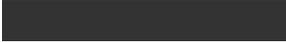
580 - Texas Water Development Board

Times in contact with TWDB in the last 12 months:

**Number of Respondents:** 468

Item Response	Count	Pct.
1 time	75	16.03%
2-3 times	106	22.65%
More than 3 times	287	61.32%

## Frequency Distribution

1 time	 16.03%
2-3 times	 22.65%
More than 3 times	 61.32%

## Survey Items

580 - Texas Water Development Board

Agency division you last had contact with:

**Number of Respondents:** 465

Item Response	Count	Pct.
Human Resources	0	0.00%
Water Supply and Infrastructure (including Regional Water Planning & Development; Program Administration & Reporting; and Water Use, Projections & Planning)	255	54.84%
Water Science and Conservation (including Groundwater Resources; Surface Water Resources; Flood Mitigation Planning; and Conservation & Innovative Water Technologies)	52	11.18%
Texas Natural Resources Information System	5	1.08%
Executive Administration	19	4.09%
Legal Services/Office of General Counsel	6	1.29%
Finance/Financial Compliance	46	9.89%
Governmental Relations and Agency Communications	9	1.94%
Contract Administration	28	6.02%
General/Unsure	45	9.68%

# Survey Items

580 - Texas Water Development Board

## Frequency Distribution

Human Resources	0%
Water Supply and Infrastructure (including Regional Wat	54.84%
Water Science and Conservation (including Groundwater R	11.18%
Texas Natural Resources Information System	1.08%
Executive Administration	4.09%
Legal Services/Office of General Counsel	1.29%
Finance/Financial Compliance	9.89%
Governmental Relations and Agency Communications	1.94%
Contract Administration	6.02%
General/Unsure	9.68%

# Survey Items

580 - Texas Water Development Board

Staff members were helpful.

**Score:** 4.38  
**Std. Dev.:** 0.707  
**Number of Respondents:** 470

Item Response	Count	Pct.
Strongly Agree	221	47.02%
Agree	191	40.64%
Neutral	29	6.17%
Disagree	8	1.70%
Strongly Disagree	1	0.21%
Not Applicable	20	4.26%

## Frequency Distribution

Strongly Agree	 47.02%
Agree	 40.64%
Neutral	 6.17%
Disagree	 1.7%
Strongly Disagree	 0.21%
Not Applicable	 4.26%

# Survey Items

580 - Texas Water Development Board

I received the information I needed in a timely manner.

**Score:** 4.26  
**Std. Dev.:** 0.801  
**Number of Respondents:** 469

Item Response	Count	Pct.
Strongly Agree	187	39.87%
Agree	212	45.20%
Neutral	31	6.61%
Disagree	11	2.35%
Strongly Disagree	6	1.28%
Not Applicable	22	4.69%

## Frequency Distribution

Strongly Agree	 39.87%
Agree	 45.2%
Neutral	 6.61%
Disagree	 2.35%
Strongly Disagree	 1.28%
Not Applicable	 4.69%

# Survey Items

580 - Texas Water Development Board

The information was straightforward and easy to understand.

---

**Score:** 4.09  
**Std. Dev.:** 0.858  
**Number of Respondents:** 467

---

Item Response	Count	Pct.
Strongly Agree	148	31.69%
Agree	219	46.90%
Neutral	52	11.13%
Disagree	19	4.07%
Strongly Disagree	6	1.28%
Not Applicable	23	4.93%

## Frequency Distribution

Strongly Agree	 31.69%
Agree	 46.9%
Neutral	 11.13%
Disagree	 4.07%
Strongly Disagree	 1.28%
Not Applicable	 4.93%

# Survey Items

580 - Texas Water Development Board

My phone call, email, or letter was routed to the proper person.

**Score:** 4.31  
**Std. Dev.:** 0.659  
**Number of Respondents:** 471

Item Response	Count	Pct.
Strongly Agree	171	36.31%
Agree	219	46.50%
Neutral	32	6.79%
Disagree	3	0.64%
Strongly Disagree	1	0.21%
Not Applicable	45	9.55%

## Frequency Distribution

Strongly Agree	 <b>36.31%</b>
Agree	 <b>46.5%</b>
Neutral	 <b>6.79%</b>
Disagree	 <b>0.64%</b>
Strongly Disagree	 <b>0.21%</b>
Not Applicable	 <b>9.55%</b>

# Survey Items

580 - Texas Water Development Board

The website was easy to use and contained helpful information.

**Score:** 3.90  
**Std. Dev.:** 0.910  
**Number of Respondents:** 466

Item Response	Count	Pct.
Strongly Agree	105	22.53%
Agree	190	40.77%
Neutral	83	17.81%
Disagree	20	4.29%
Strongly Disagree	8	1.72%
Not Applicable	60	12.88%

## Frequency Distribution

Strongly Agree	 22.53%
Agree	 40.77%
Neutral	 17.81%
Disagree	 4.29%
Strongly Disagree	 1.72%
Not Applicable	 12.88%

# Survey Items

580 - Texas Water Development Board

If I had a concern or complaint, it was addressed in a reasonable manner.

**Score:** 4.13  
**Std. Dev.:** 0.786  
**Number of Respondents:** 462

Item Response	Count	Pct.
Strongly Agree	107	23.16%
Agree	162	35.06%
Neutral	45	9.74%
Disagree	4	0.87%
Strongly Disagree	4	0.87%
Not Applicable	140	30.30%

## Frequency Distribution

Strongly Agree	23.16%
Agree	35.06%
Neutral	9.74%
Disagree	0.87%
Strongly Disagree	0.87%
Not Applicable	30.3%

# Survey Items

580 - Texas Water Development Board

If I had a concern or complaint, it was addressed in a timely manner.

**Score:** 4.04  
**Std. Dev.:** 0.876  
**Number of Respondents:** 465

Item Response	Count	Pct.
Strongly Agree	105	22.58%
Agree	149	32.04%
Neutral	55	11.83%
Disagree	11	2.37%
Strongly Disagree	5	1.08%
Not Applicable	140	30.11%

## Frequency Distribution

Strongly Agree	 <b>22.58%</b>
Agree	 <b>32.04%</b>
Neutral	 <b>11.83%</b>
Disagree	 <b>2.37%</b>
Strongly Disagree	 <b>1.08%</b>
Not Applicable	 <b>30.11%</b>

# Survey Items

580 - Texas Water Development Board

Overall, I was satisfied with the amount of time it took to get service/assistance/information requested.

**Score:** 4.13  
**Std. Dev.:** 0.843  
**Number of Respondents:** 468

Item Response	Count	Pct.
Strongly Agree	151	32.26%
Agree	215	45.94%
Neutral	41	8.76%
Disagree	19	4.06%
Strongly Disagree	5	1.07%
Not Applicable	37	7.91%

## Frequency Distribution

Strongly Agree	 32.26%
Agree	 45.94%
Neutral	 8.76%
Disagree	 4.06%
Strongly Disagree	 1.07%
Not Applicable	 7.91%

# Survey Items

580 - Texas Water Development Board

Printed materials contained clear and thorough information.

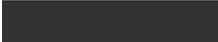
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**Score:** 3.99  
**Std. Dev.:** 0.825  
**Number of Respondents:** 466

---

Item Response	Count	Pct.
Strongly Agree	103	22.10%
Agree	223	47.85%
Neutral	64	13.73%
Disagree	12	2.58%
Strongly Disagree	7	1.50%
Not Applicable	57	12.23%

## Frequency Distribution

Strongly Agree	 22.1%
Agree	 47.85%
Neutral	 13.73%
Disagree	 2.58%
Strongly Disagree	 1.5%
Not Applicable	 12.23%

## Survey Items

580 - Texas Water Development Board

Overall, I was satisfied with the amount of time it took to get a loan/grant application processed.

**Score:** 3.75  
**Std. Dev.:** 1.088  
**Number of Respondents:** 462

Item Response	Count	Pct.
Strongly Agree	75	16.23%
Agree	140	30.30%
Neutral	60	12.99%
Disagree	13	2.81%
Strongly Disagree	22	4.76%
Not Applicable	152	32.90%

### Frequency Distribution

Strongly Agree	 16.23%
Agree	 30.3%
Neutral	 12.99%
Disagree	 2.81%
Strongly Disagree	 4.76%
Not Applicable	 32.9%

## Survey Items

580 - Texas Water Development Board

Overall, I was satisfied with the amount of time it took to get a loan/grant closed.

**Score:** 3.72  
**Std. Dev.:** 1.087  
**Number of Respondents:** 461

Item Response	Count	Pct.
Strongly Agree	69	14.97%
Agree	127	27.55%
Neutral	63	13.67%
Disagree	14	3.04%
Strongly Disagree	20	4.34%
Not Applicable	168	36.44%

### Frequency Distribution

Strongly Agree	 14.97%
Agree	 27.55%
Neutral	 13.67%
Disagree	 3.04%
Strongly Disagree	 4.34%
Not Applicable	 36.44%

# Survey Items

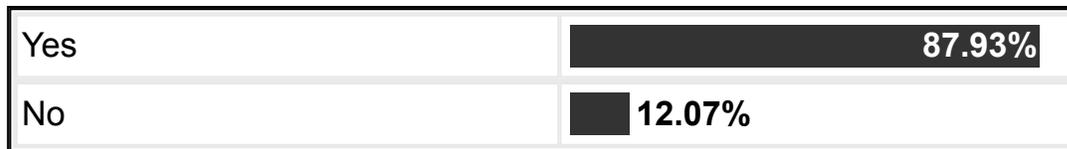
580 - Texas Water Development Board

I receive regular correspondence from the TWDB through direct mail, email, or social media.

**Score:** 1.00  
**Std. Dev.:** 0.000  
**Number of Respondents:** 464

Item Response	Count	Pct.
Yes	408	87.93%
No	56	12.07%

## Frequency Distribution



# Survey Items

580 - Texas Water Development Board

The correspondence I receive through direct mail, email, or social media is pertinent to my needs or interests.

**Score:** 4.11  
**Std. Dev.:** 0.742  
**Number of Respondents:** 466

Item Response	Count	Pct.
Strongly Agree	129	27.68%
Agree	231	49.57%
Neutral	63	13.52%
Disagree	1	0.21%
Strongly Disagree	5	1.07%
Not Applicable	37	7.94%

## Frequency Distribution

Strongly Agree	 <b>27.68%</b>
Agree	 <b>49.57%</b>
Neutral	 <b>13.52%</b>
Disagree	 <b>0.21%</b>
Strongly Disagree	 <b>1.07%</b>
Not Applicable	 <b>7.94%</b>

## Survey Items

580 - Texas Water Development Board

What is your preferred method of receiving regular communications from TWDB?

**Score:** 4.78  
**Std. Dev.:** 0.865  
**Number of Respondents:** 467

Item Response	Count	Pct.
Press releases	9	1.93%
Water Weekly (formerly known as the "Drought Report")	18	3.85%
Social media (Facebook, Twitter, YouTube)	3	0.64%
Newsletter	28	6.00%
Email	390	83.51%
I prefer to not receive regular communications	17	3.64%
(Please specify other preference)	2	0.43%

## Survey Items

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580 - Texas Water Development Board

### Frequency Distribution

Press releases	1.93%
Water Weekly (formerly known as the "Drought Report")	3.85%
Social media (Facebook, Twitter, YouTube)	0.64%
Newsletter	6%
Email	83.51%
I prefer to not receive regular communications	3.64%
(Please specify other preference)	0.43%

## Survey Items

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580 - Texas Water Development Board

What is your preferred method of receiving regular communications from TWDB?

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**Verbatim Responses:** 2

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- review web site on my own
  - rule requirements via USPS
-

## Survey Items

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580 - Texas Water Development Board

I would like regular information updates about (Please specify)

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<b>Verbatim Responses:</b>	63
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- water issues in South Texas.
  - Adoption & amendments of regs applicable to groundwater and/or local government utilities.
  - Financial programs
  - Amount of remaining grant money for current/upcoming fiscal year (e.g., Disadvantaged funds, green funds, VSS funds), as well as updated project ranking information reflecting any withdrawn applications, bypassed projects, etc.
  - Regional Planning Grants or financial assistance
  - none
  - Funding Levels of SRF and EDAP as the year progresses - especially disadvantaged funds and small community.
  - Drinking Water Fund and Clean Water Fund
  - My contact was only filing online use and loss audits.
  - FPP program announcements, other FEMA grants
  - WATER & SEWER INFRASTRUCTURE PROJECTS
  - Grants for infrastructure
  - Financing
  - funding opportunities
  - Reorganizations seem to be frequent. It is difficult to get staff up to speed and then find a new staff member is assigned.
-

## Survey Items

580 - Texas Water Development Board

### Verbatim Responses: (Cont.) 63

- Water and Sewer Infrastructure funding Storm water infrastructure funding
- Getting the loan is not the issue. The BS paperwork is what is a killer. The TWDB engineering staff that review plans and send request for documents are what is an issue. I was requested this week for closeout info on a project that was complete and inservice one year ago this Sunday. Final pay and release of retainage was completed on April 20th of last year. It is D-Fund money. It was a loan. It is a pain that a loan has so much BS paperwork. It is not like we got free money. It was a loan. Somebody needs to take all of the check list they have and throw them away and start over. IF the paperwork is so important, why is a year later acceptable?
- funding opportunities, state water plan updates, resources and schedules for meetings. information and status reports for projects funded
- on new regulations and or new grants out there
- Grant possibilities.
- State Water Plan SWIFT Water Conservation Strategies for use by MUDs
- Small system funding expansion
- still pending grant with Laguna Madre Water District
- Funding opportunities and deadlines. State Water Plan. Drought Conditions.
- The online application process should help a lot. Just haven't use it enough to know yet.

## Survey Items

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580 - Texas Water Development Board

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**Verbatim Responses: (Cont.)** 63

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- Funding programs and entities/projects receiving funding.
  - Grants and loans for water and waste water infrastructure
  - Only about ongoing application, loans, opportunities, and approvals/comments
  - Updates or changes to the Water Use Survey
  - Anything that's helpful
  - DB17 and Planning Documents for Round 5
  - water
  - Status of PIF's, applications. It is not TWDB's fault, but I would like to be copied with correspondence sent to my clients. Sometimes they assume that I have received notifications when I have not.
  - Science/conservation projects, environmental compliance, funding and financing options.
  - Changes in regulations, policy and long range plans regarding river basins
  - all is good
  - Ground water projects
  - online reporting tools and improvements data initiatives related to Water Use Survey and Water Loss Reporting
  - Programs that support the needs of our MUD clients--
  - Texas Water Plan Grant Funding Availability
  - Water planning
-

## Survey Items

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580 - Texas Water Development Board

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**Verbatim Responses: (Cont.)** 63

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- Grants
  - TWDB EDAP program
  - Some are needed
  - infrastructure programs
  - Grant opportunities.
  - Infrastructure, loans and grants
  - Training for water operators
  - Available Grants for Water, sewer and Streets
  - groundwater info and resources
  - Grants/loans
  - program funding availability
  - Contracting opportunities; New publications
  - required annual reports
  - My only contact with TWDB is the filing of required water use and water loss audits, water conservation plan and updates, and utility profiles\.
  - Grant money available
  - Water Grants
  - Board meetings, SRF rule changes
  - New Technoligies
  - Water and Wastewater
  - only if applies to my city
  - Grants to help update a water system. Small system, 125 customers. WSC
-

## Survey Items

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580 - Texas Water Development Board

<b>Verbatim Responses: (Cont.)</b> 63
<ul style="list-style-type: none"><li>• Water conservation programs and trends in water reuse planning.</li></ul>

# Survey Items

580 - Texas Water Development Board

Overall, I am satisfied with my experience with the TWDB.

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**Score:** 4.20  
**Std. Dev.:** 0.794  
**Number of Respondents:** 475

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Item Response	Count	Pct.
Strongly Agree	176	37.05%
Agree	238	50.11%
Neutral	41	8.63%
Disagree	9	1.89%
Strongly Disagree	7	1.47%
Not Applicable	4	0.84%

## Frequency Distribution

Strongly Agree	 <b>37.05%</b>
Agree	 <b>50.11%</b>
Neutral	 <b>8.63%</b>
Disagree	 <b>1.89%</b>
Strongly Disagree	 <b>1.47%</b>
Not Applicable	 <b>0.84%</b>

## Survey Items

580 - Texas Water Development Board

### Item Score Summary

Item Text	Score	Std. Dev.
Staff members were helpful.	4.38	0.707
I received the information I needed in a timely manner.	4.26	0.801
The information was straightforward and easy to understand.	4.09	0.858
My phone call, email, or letter was routed to the proper person.	4.31	0.659
The website was easy to use and contained helpful information.	3.90	0.910
If I had a concern or complaint, it was addressed in a reasonable manner.	4.13	0.786
If I had a concern or complaint, it was addressed in a timely manner.	4.04	0.876
Overall, I was satisfied with the amount of time it took to get service/assistance/information requested.	4.13	0.843
Printed materials contained clear and thorough information.	3.99	0.825
Overall, I was satisfied with the amount of time it took to get a loan/grant application processed.	3.75	1.088
Overall, I was satisfied with the amount of time it took to get a loan/grant closed.	3.72	1.087
I receive regular correspondence from the TWDB through direct mail, email, or social media.	1.00	0.000
The correspondence I receive through direct mail, email, or social media is pertinent to my needs or interests.	4.11	0.742
What is your preferred method of receiving regular communications from TWDB?	4.78	0.865
Overall, I am satisfied with my experience with the TWDB.	4.20	0.794



**Supplemental Schedule F**

**Assessment of Advisory  
Committees**



**ASSESSMENT OF ADVISORY COMMITTEES**  
 April, 2016  
 Texas Water Development Board, Agency No. 580

NOTE: Only the items in blue are required for inactive committees.

**SECTION A: INFORMATION SUBMITTED THROUGH ADVISORY COMMITTEE SUPPORTING SCHEDULE IN LEGISLATIVE APPROPRIATIONS REQUEST**

<b>Committee Name:</b>	State Water Implementation Fund for Texas (SWIFT) Advisory Committee		
<b>Number of Members:</b>	7		
<b>Committee Status (Ongoing or Inactive):</b>	Ongoing		
<b>Date Created:</b>	9/1/2013	<b>Date to Be Abolished:</b>	None
<b>Budget Strategy (Strategies) (e.g. 1-2-4)</b>		<b>Strategy Title (e.g. Occupational Licensing)</b>	
<b>Budget Strategy (Strategies)</b>		<b>Strategy Title</b>	

[State / Federal Authority](#)  
[State Authority](#)  
[State Authority](#)  
[State Authority](#)  
[Federal Authority](#)  
[Federal Authority](#)  
[Federal Authority](#)

Select Type	Identify Specific Citation
Statute	Texas Water Code, Section 15.438

**Advisory Committee Costs: This section includes reimbursements for committee member costs and costs attributable to agency staff support.**

Committee Members' <u>Direct</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$0	\$0	\$0

Committee Members' <u>Indirect</u> Expenses	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Travel	\$0	\$0	\$0
Personnel	\$0	\$0	\$0
Number of FTEs	0.0	0.0	0.0
Other Operating Costs	\$0	\$0	\$0
<i>Total, Committee Expenditures</i>	\$0	\$0	\$0

Method of Financing	Expended Exp 2015	Estimated Est 2016	Budgeted Bud 2017
Method of Finance			
1 - General Revenue Fund	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0
	\$0	\$0	\$0

Expenses / MOFs Difference: \$0 \$0 \$0

Meetings Per Fiscal Year 0 0 0

**Committee Description:**

The advisory committee is charged with oversight of the SWIFT program and is composed of seven members, as follows:

- (1) the comptroller, or a person designated by the comptroller;
- (2) three members of the senate appointed by the lieutenant governor, including:
  - (A) a member of the committee of the senate having primary jurisdiction over matters relating to finance; and
  - (B) a member of the committee of the senate having primary jurisdiction over natural resources; and
- (3) three members of the house of representatives appointed by the speaker of the house of representatives, including:
  - (A) a member of the committee of the house of representatives having primary jurisdiction over appropriations; and
  - (B) a member of the committee of the house of representatives having primary jurisdiction over natural resources.

Current members are Representatives Larson, Phelan, and Lucio III and Senators Perry, Estes, and Hinojosa. Minimal staff resources have been expended thus far in support of the committee.

**SECTION B: ADDITIONAL COMMITTEE INFORMATION**

Committee Bylaws: Please provide a copy of the committee's current bylaws and most recent meeting minutes as part of your submission.

1. When and where does this committee typically meet and is there any requirement as to the frequency of committee meetings?

2. What kinds of deliverables or tangible output does the committee produce? If there are documents the committee is required to produce for your agency or the general public, please supply the most recent iterations of those.

3. What recommendations or advice has the committee most recently supplied to your agency? Of these, which were adopted by your agency and what was the rationale behind not adopting certain recommendations, if this occurred?

4a. Does your agency believe that the actions and scope of committee work is consistent with their authority as defined in its enabling statute and relevant to the ongoing mission of your agency ?

4b. Is committee scope and work conducted redundant with other functions of other state agencies or advisory committees?

5a. Approximately how much staff time (in hours) was used to support the committee in fiscal year 2015?

5b. Please supply a general overview of the tasks entailed in agency staff assistance provided to the committee.

6. Have there been instances where the committee was unable to meet because a quorum was not present?

7a. What opportunities does the committee provide for public attendance, participation, and how is this information conveyed to the public (e.g. online calendar of events, notices posted in Texas Register, etc.)?

7b. Do members of the public attend at least 50 percent of all committee meetings?

7c. Are there instances where no members of the public attended meetings?

8. Please list any external stakeholders you recommend we contact regarding this committee.

9a. In the opinion of your agency, has the committee met its mission and made substantive progress in its mission and goals?

9b. Please describe the rationale for this opinion.

10. Given that state agencies are allowed the ability to create advisory committees at will, either on an ad-hoc basis or through amending agency rule in Texas Administrative Code:

10a. Is there any functional benefit for having this committee codified in statute?

10b. Does the scope and language found in statute for this committee prevent your agency from responding to evolving needs related to this policy area?

10c. If "Yes" for Question 10b, please describe the rationale for this opinion.

11a. Does your agency recommend this committee be retained, abolished or consolidated with another committee elsewhere (either at your agency or another in state government)?

11b. Please describe the rationale for this opinion.

12a. Were this committee abolished, would this impede your agency's ability to fulfill its mission?

12b. If "Yes" for Question 12a, please describe the rationale for this opinion.

13. Please describe any other suggested modifications to the committee that would help the committee or agency better fulfill its mission.

**The Joint Committee on State Water Implementation Fund for Texas  
Advisory**

83rd Legislature

June 2, 2014

10:00 a.m.

E2.010

Pursuant to a notice posted on May 1, 2014, the Joint Committee on State Water Implementation Fund for Texas Advisory met in a public hearing and was called to order by the co-chair, Representative Ritter, at 10:05 a.m.

The initial quorum call was answered as follows: Representatives Ritter; Darby; Lucio III; Senators Fraser; Eltife; and Hubert, Martin (Texas State Comptroller Designee).

A quorum was present.

**Joint Committee on State Water Implementation Fund for Texas Advisory**

6/2/2014

Chairman Ritter and Chairman Fraser welcomed the committee and members were given the opportunity to make introductory comments.

**Committee Rules**

Chairman Ritter offered Committee Rules related to the operation of the State Water Implementation Fund for Texas Advisory Committee. Senator Eltife moved that the Committee Rules be adopted. There being no objection, the rule was adopted.

**Texas Water Development Board**

The chair invited testimony from the Texas Water Development Board.

Testimony taken/registration recorded. (See attached witness list.)

**Texas Treasury Safekeeping Trust Company**

The chair invited testimony from the Texas Treasury Safekeeping Trust Company.

Testimony taken/registration recorded. (See attached witness list.)

At 11:25 a.m., on the motion of the chair and without objection, the meeting was adjourned subject to the call of the chair.

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Sen. Fraser, Co-Chair

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Rep. Ritter, Co-Chair

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Tatum Reagan, Clerk

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Elizabeth Fazio, Clerk