



Business and Commerce Quarterly Progress Report
Fiscal Year 2012 Third Quarter
March 1 – May 31, 2012

TEXAS BOARD OF PROFESSIONAL ENGINEERS
FY 12 Third Quarter Report on the Self-Directed Semi-Independent Agency Pilot Project
March 1 – May 31, 2012

The Texas Board of Professional Engineers (TBPE) regulates the practice of engineering in Texas, the licensure of qualified engineers, and the enforcement of the Texas Engineering Practice Act in order to protect the safety, health, and welfare of the public. The following progress report provides a picture of agency accomplishments in the areas of management, communication, technology, enforcement, and licensing. Our participation in the Self-Directed Semi-Independent (SDSI) project has allowed TBPE to set and achieve goals that improve processes and achieve excellence in overall performance.

Leadership

Excellence

During the third quarter of 2012, the agency continued along the Journey Toward Excellence set forth by Executive Director Lance Kinney, P.E., using the Malcolm Baldrige Excellence Criteria as a focal point. The agency was recognized for the Commitment Level of the Quality Texas Foundation Texas Award for Performance Excellence (TAPE) and will accept the accolades at the annual Quest Conference in June.

Deputy Executive Director Priscilla Piphon has been instrumental in this initiative, and joined the team of TAPE volunteers to serve as an examiner for the Foundation to provide TBPE with some first-hand knowledge of best practices for TAPE award applicants. The Foundation will provide a report for TBPE by the end of July that will provide valuable guidance and suggestions to further improve agency efficiency and effectiveness.

Strategic Planning

During May, TBPE began to tie the Journey Toward Excellence into the agency Strategic Plan to provide direction and guidance to agency staff for the coming five years. Because TBPE is a self-directed agency, planning can be done in a more strategic manner with a more flexible and long-term approach in this seminal document. The agency opened the planning process to include stakeholders and staff to develop a more responsive and forward-looking strategic plan for 2013-2017.

Engineering and Architecture Overlap

TBPE and the Texas Board of Architectural Examiners (TBAE) continued to implement House Bill 2284 and made plans to convene the first Joint Task Force outlined in the bill that will assist the agencies' implementation of the law. The Task Force is scheduled to convene June 12 to provide additional clarification on the overlap between the two professions.

Windstorm Inspection

TBPE and the Texas Department of Insurance (TDI) continue collaboration over implementation of House Bill 3 from the special session of the 82nd Legislature. TBPE has completed all of its tasks as laid out in the legislation, and TDI will develop rules to complete the two step process that will allow a PE to become a Windstorm Inspector.

Sunset

The Sunset Advisory Commission will begin review of TBPE starting July 9, with an expected report publication date of mid-October.

Customer Focus

TBPE developed surveys to receive customer input for both the operation of the agency and the strategic plan. The first survey was specifically designed to receive input for the strategic planning and the development of a SWOT (strengths, weaknesses, opportunity, and threats) analysis. This is the first time this agency has solicited stakeholder input on such a broad scale. The second survey was sent to licensed Professional Engineers, applicants to become

engineers, and Engineers-In-Training. The survey included questions about potential improvements to services that are envisioned in the agency's strategic plan.

Workplace Focus

The agency received results from the Survey of Employee Engagement during the third quarter, and began immediate analysis and distribution of the information. The outcome of the survey was fed into the strategic planning, including greater inclusion of staff into the SWOT analysis, as well as an implementation plan that was communicated to all staff. Results of the survey are available to all staff, and a task force will provide additional follow-up. Further, the agency strategic plan was developed with a strategic objective that focuses on staff and workplace development.

Operational Improvements

During the third quarter of 2012, staff has continued the Journey Toward Excellence in evaluating process for possible improvements. One significant project underway is the design and implementation of a new Compliance & Enforcement online complaint filing and tracking system which will streamline the process and make complaint handling and tracking more efficient. Further, the Strategic Plan yielded a strategic objective which focuses on process improvements for the agency. Implementation plans for all strategic planning goals and objectives will begin in the agency's fourth quarter.