

Goals

Texas Department of Licensing and Regulation's Goals, Objectives, Strategies and Measures

A. Goal: LICENSING

To effectively serve the public by licensing, certifying, and registering qualified individuals and businesses, and provide information concerning the regulated industries.

B. Goal: ENFORCEMENT

To protect the public by enforcing laws administered by the agency.

C. Goal: INDIRECT ADMINISTRATION

Indirect administration.

Objectives and Outcome Measures

Objective 1:

To effectively regulate all applicable individuals and facilities in accordance with the laws administered by the agency, such that ninety-five percent of all applications are processed within established time frames through 2011.

Outcome (Results / Impact):

- Percent of Licensees with No Recent Violations
- Percent of Licensees Who Renew Online
- Percent of New Individual Licenses Issued Online

Objective 2:

To enforce provisions of laws administered by the agency to achieve full compliance in regulated industries and occupations annually through 2011.

Outcome (Results/Impact):

- Percent of Complaints Resulting in Disciplinary Action
- Percent of Documented Complaints Resolved within Six Months
- Percent of Architectural Barrier Building Plan Reviews Completed within Thirty Days
- Recidivism Rate of Those Receiving Disciplinary Action

Inspection Coverage Rate
Percentage of Boilers Inspected for Certification within Appropriate Timelines

Strategies and Output, Efficiency and Explanatory Measures

A.1.1. Strategy: LICENSE, REGISTER AND CERTIFY

Issue licenses, registrations and certificates to qualified applicants.

Output:

Number of New Licenses Issued to Individuals
Number of Licenses Renewed (Individuals)

Efficiencies:

Average Licensing Cost Per Individual License Issued
Percentage of New Individual Licenses Issued within Ten Days
Percentage of Individual License Renewals Issued within Seven Days

Explanatory:

Total Number of Individuals Licensed

A.1.2. Strategy: LICENSE BUSINESSES AND FACILITIES

Issue licenses to qualified businesses and facilities.

Efficiency:

Average Licensing Cost Per Facility License Issued

Explanatory:

Total Number of Business Facilities Licensed

A.1.3. Strategy: EXAMINATIONS

Administer exams to applicants.

Output:

Number of Examinations Administered

Efficiency:

Average Cost Per Exam Administered

Explanatory:

Pass Rate

A.1.4. Strategy: CONTINUING EDUCATION / CUSTOMER SERVICE

Develop continuing education and provide customer service.

Output:

Number of Information Requests Filled

Efficiency:

Average Cost Per Information Request Filled

Explanatory:

Number of Individuals Receiving Training/Education

Number of Training/Education Sessions Conducted

A.1.5. Strategy: TEXASONLINE

Provide for the processing of occupational license, registrations, or permit fees through TexasOnline. Estimated and nontransferable.

B.1.1. Strategy: CONDUCT INSPECTIONS

Enforce laws by conducting routine, complex, and special inspections.

Output:

Total Number of Architectural Barrier Inspections Completed by Agency and Third Party Inspectors

Efficiencies:

Average Cost Per Inspection by Agency Staff

Average Number of Months to Complete Architectural Barrier Inspections by Agency Staff

Explanatory:

Number of Buildings or Facilities to Be Inspected for Architectural Barriers by Agency Staff

Total Number of Inspections Completed

Total Number of Boiler Certification and Elevator, Escalator, and Related Equipment Inspections Due

B.1.2. Strategy: BUILDING PLAN REVIEWS

Perform building plan reviews.

Output:

Total Number of Architectural Barrier Building Plans Reviewed by Agency and Third Party Plan Reviewers

Total Number of Plan Reviews Completed by Agency and Third Parties

Efficiencies:

Average Cost Per Architectural Barrier Building Plan Reviewed

Average Number of Days to Complete Building Plan Reviews for Architectural Barriers by Agency Staff

B.1.3. Strategy: RESOLVE COMPLAINTS

Enforce compliance through timely case settlements and prosecutions, administrative penalties, and sanctions.

Output:

Number of Complaints Resolved

Efficiencies:

Average Cost Per Complaint Resolved

Average Time for Consumer Complaint Resolution (Days)

B.1.4. Strategy: INVESTIGATION

Investigate complaints.

Explanatory:

Number of Jurisdictional Complaints Received

C.I.1. Strategy: CENTRAL ADMINISTRATION

C.I.2. Strategy: INFORMATION RESOURCES

C.I.3. Strategy: OTHER SUPPORT SERVICES