

TBPELS will strive to maintain HUB purchasing performance above its annual goals and attempt to contract with different HUB vendors when possible.

Texas Board of Professional Engineers and Land Surveyors Schedule F – Workforce Plan

FORWARD

The Texas Board of Professional Engineers and Land Surveyors Workforce Plan provides an overview of agency staffing information. The agency has been successful in meeting its mission and goals and providing excellent service with a highly trained and skilled staff of motivated individuals. The agency has been able to work smarter and leverage technology to address a significant increase in the number of licensees while holding total staffing relatively flat. The Workforce Plan forecasts staffing goals, workforce skills, demographics and trends required to continue to ensure the high standard of agency operations and services.

OVERVIEW

The agency works effectively and efficiently under the SDSI project program and as of May 31, 2022, employs 35 full-time employees, which requires most staff members to perform multiple job functions. The Board expects high standards of performance and customer service that require the agency to maintain a highly engaged and skilled workforce.

The knowledge, skills, and experience of our employees are vital to meet the goals and objectives of the Board. The last five years has seen a significant growth in workload; however, advances in internal technology and staff training and skills have allowed the agency to provide quality customer service to meet its mission and goals with only a small change in staffing. Lessons learned during the pandemic, challenges related to staffing, hiring, and retention, and general changes to workforce expectations have resulted in changes to agency operations related to telework. The agency is now a hybrid agency – we have implemented a program that includes options for in-office and telework operations while meeting our mission, performance goals, and keeping high customer service standards.

Current strategic goals are aligned to support the agency workforce, including training, communications, agency environment, and succession and retention planning.

WORKFORCE DEMOGRAPHICS

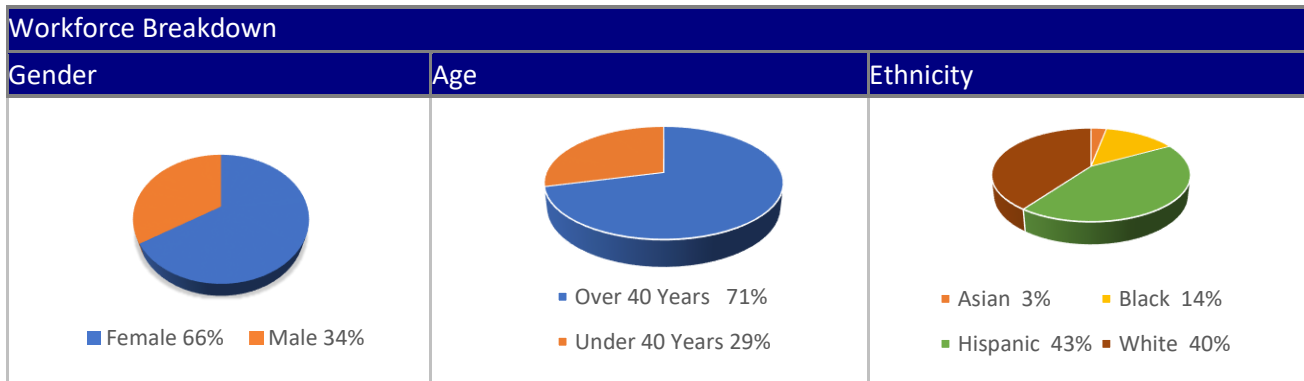
Gender, Age, Ethnicity

A total of 35 full-time positions are budgeted for, and 35 are filled, including one exempt position. There are seven supervisors and managers including the executive director. Five Professional Engineers are on staff to analyze and evaluate technical engineering issues and the technical/professional credentials of applicants.

The agency's workforce comprises 66% females and 34% males.

71% of the employees are over the age of 40.

The ethnic distribution of the staff is 3% Asian, 14% Black, 43% Hispanic, and 40% White.



Employee Turnover

Turnover is an important issue in any organization and the TBPELS is no exception. Average tenure in the agency is 10.48 years with an average of 16 years total state service among employees. To address turnover, the agency is focusing on employee retention, succession planning, and performance improvement issues. The turnover rate in the past year was 8% including 2 retirements and one voluntary separation.

Retirement Eligibility

During the past year, two staff members have retired. The agency estimates that fifteen employees would be eligible to retire within the next five years. The agency has implemented a career ladder program and is working on a retention and succession program, as well as reviewing overall staffing and workload issues to address this potential change.

FUTURE WORKFORCE PROFILE

The goals of the agency identified as Communication and Outreach, Organizational and Workforce Development, and Process and Product Improvements, along with agency Core Functions of Licensing and Enforcement provide us with a context for future workforce planning.

A. Critical Functions

- Enhancement of communication and outreach functions;
- Enhancement and improvement of internal processes; and
- Continued development of in-house IT initiatives.

B. Expected Workforce Changes

- Increase use of technology to revise and streamline work processes;
- Increased employee cross-training in functional areas;
- Change in work methods, including telework; and
- Retention and Recruiting Programs.

C. Anticipated Increase/Decrease in Number of Employees Needed to Do the Work

- Agency will review staffing needs in light of improvements and process changes and present revisions to the Board;
- Due to constant workload increases related to agency Core Functions and the goal of providing enhanced educational outreach, additional staff may be considered by the Board, if necessary.

D. Future Workforce Skills Needed

To administer the variety of activities required in an efficient and effective manner, the agency relies on a competent and knowledgeable staff. In addition to the competencies listed before, additional skills will be essential for future positions:

- Communication skills – both interpersonal and external presentation skills;
- Process analysis and improvement;
- Technical and computer skills;
- Project management;
- Performance management;
- Organizational leadership;
- Strategic planning; and
- Business process creation or revision.

The TBPELS expects to be able to satisfy and fulfill future workforce needs with the current hiring, retention, and succession planning practices and procedures.