

## Customer Service Survey



### Texas Board of Professional Geoscientists Customer Service Survey

You are invited to participate in TBPG's 2018 Customer Service Survey.

Please take a moment to let us know how we are doing, and how we can improve in our service to you.

The survey takes only a couple of minutes. To participate, please follow this link: [Customer Service Survey](#).

Please respond by **Friday, March 30, 2018**. All surveys that are submitted on or before that date will be included as part of our Report on Customer Service and will be submitted to the Legislative Budget Board and the Governor's Office as part of TBPG's Strategic Plan.

Survey results will be posted on our website once the Strategic Plan has been submitted.

*Thank you!*

## Four Year Rule Review



Each state agency in Texas is required to review their rules every four years, per Texas Government Code, Sec. 2001.039.

TBPG has begun the review of its rules. You are invited to participate. For more information on how the review is being conducted, please visit our [Rule Review](#) page, which offers resources to assist you to understand the process, and how you can participate.

## Board Meeting Highlights

**Four Year Rule Review.** Rule review per Texas Government Code §2001.039 (Administrative Procedure Act-Agency Four Year Rule Review) regarding TBPG rules Chapters 850 and 851. Chairman Hallmark reviewed the guidelines and timetable for the rule review. The Committee Chairs then reported out on Committee activities related to the Review.

**Complaints recommended for dismissal.** The Board unanimously dismissed the following complaints in a vote of 6-

o, with Members Bradford and Mathewson recused: Complaint Case No. 2017056, Complaint Case No. 2017057, Complaint Case No. 2017061, Complaint Case No. 2018010.

**Proposed Agreed Board Orders.** The Board adopted the Proposed Board Order for Complaint Case No. 2018003 by unanimous consent, with Members Bradford and Mathewson recused.

**Proposed Default Final Orders.**

- The Board adopted the Default Final Order for Complaint Case No. 2013011 by unanimous consent, with Members Hallmark and Mathewson recused.
- The Board unanimously adopted the Default Final Order as modified for Complaint Case No. 2014041, with Members Hallmark and Mathewson recused.
- The Board unanimously adopted the Default Final Order as modified for Complaint Case No. 2017054, with Members Bradford and Johnson recused.

**Development of consumer information/publications.** Member David Prescott presented new publications for Board review. After review and revision, the publications will be ready for use on the website and general distribution in other settings.

## Upcoming Board Meetings

**Thursday, April 26, 2018**

Application Review/Continuing Education Committee  
General Issues Committee  
Compliance and Enforcement Committee

**Friday, April 27, 2018**

Financial Review/Strategic Planning Committee  
TBPG Board Meeting

Meeting time, locations, and agendas will be available soon.

## Contact Information

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