

**ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES**

**513 - Funeral Service Commission**

**Fiscal Year 2025**

**1/6/2026**

**Efficiency/Output Measures with Cover Page and Update Explanation**  
88th Regular Session, Performance Reporting  
Automated Budget and Evaluation System of Texas (ABEST)

1/6/2026 3:58:21PM

Agency code: 513

Agency name: **Funeral Service Commission**

Type/Strategy/Measure	2025 Target	2025 Actual	2025 YTD	Percent of Annual Target	Target Range
<b>Output Measures</b>					
<u>1-1-1 LICENSING REQUIREMENTS</u>					
1 # NEW INDIVIDUAL LICENSES ISSUED					
Quarter 1	380.00	115.00	115.00	30.26 % *	76.00 - 114.00
<u>Explanation of Variance:</u> Online submissions streamline agency processes, enabling applications to be completed and reviewed more efficiently.					
Quarter 2	380.00	99.00	214.00	56.32 % *	171.00 - 209.00
<u>Explanation of Variance:</u> Online submissions streamline agency processes, enabling applications to be completed and reviewed more efficiently.					
Quarter 3	380.00	115.00	329.00	86.58 % *	266.00 - 304.00
<u>Explanation of Variance:</u> Online submissions streamline agency processes, enabling applications to be completed and reviewed more efficiently.					
Quarter 4	380.00	43.00	372.00	97.89 %	361.00 - 399.00
2 # LICENSE RENEWALS (INDIVIDUALS)					
Quarter 1	2,250.00	634.00	634.00	28.18 %	450.00 - 675.00
Quarter 2	2,250.00	406.00	1,040.00	46.22 %	1,012.50 - 1,237.50

\* Varies by 5% or more from target.

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2 # LICENSE RENEWALS (INDIVIDUALS)					
Quarter 3	2,250.00	320.00	1,360.00	60.44 % *	1,575.00 - 1,800.00
<u>Explanation of Variance:</u> Online submissions streamline agency processes, enabling applications to be completed and reviewed more efficiently.					
Quarter 4	2,250.00	469.00	1,829.00	81.29 % *	2,137.50 - 2,362.50
<u>Explanation of Variance:</u> Online submissions streamline agency processes, enabling applications to be completed and reviewed more efficiently.					
3 # FACILITY LICENSES ISSUED					
Quarter 1	80.00	26.00	26.00	32.50 % *	16.00 - 24.00
<u>Explanation of Variance:</u> The agency has proactively informed applicants of the new requirements. Accordingly, applicants responded by submitting the necessary documentation on or before agency deadlines.					
Quarter 2	80.00	15.00	41.00	51.25 %	36.00 - 44.00
Quarter 3	80.00	17.00	58.00	72.50 %	56.00 - 64.00

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<b>3 # FACILITY LICENSES ISSUED</b>					
Quarter 4	80.00	17.00	75.00	93.75 % *	76.00 - 84.00
<u>Explanation of Variance:</u> The agency has proactively informed applicants of the new requirements. Accordingly, applicants responded by submitting the necessary documentation on or before agency deadlines.					
<b>4 # FACILITY LICENSE RENEWALS</b>					
Quarter 1	1,500.00	453.00	453.00	30.20 % *	300.00 - 450.00
<u>Explanation of Variance:</u> Online submissions streamline agency processes, enabling applications to be completed and reviewed more efficiently.					
Quarter 2	1,500.00	346.00	799.00	53.27 %	675.00 - 825.00
Quarter 3	1,500.00	234.00	1,033.00	68.87 % *	1,050.00 - 1,200.00
<u>Explanation of Variance:</u> As of 01.30.25, establishment owners are now required to undergo a background check. A system change has resulted in a significant deceleration of the renewal application approval process.					
Quarter 4	1,500.00	319.00	1,352.00	90.13 % *	1,425.00 - 1,575.00
<u>Explanation of Variance:</u> As of January 30, 2025, establishment owners are now required to undergo a background check. A system update has led to a significant reduction in the renewal application approval process.					

2-1-1 INSPECTIONS

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<b>Output Measures</b>					
<b>1 # ESTABLISHMENTS INSPECTED</b>					
<b>Quarter 1</b>	1,000.00	138.00	138.00	13.80 % *	200.00 - 300.00
<u>Explanation of Variance:</u> The creation of the State Anatomical Board has contributed to a decline in the number of inspections of funeral homes and establishments, driven by a shortage of available staff inspectors.					
<b>Quarter 2</b>	1,000.00	154.00	292.00	29.20 % *	450.00 - 550.00
<u>Explanation of Variance:</u> The creation of the State Anatomical Board has contributed to a decline in the number of inspections of funeral homes and establishments, driven by a shortage of available staff inspectors.					
<b>Quarter 3</b>	1,000.00	148.00	440.00	44.00 % *	700.00 - 800.00
<u>Explanation of Variance:</u> The creation of the State Anatomical Board has contributed to a decline in the number of inspections of funeral homes and establishments, driven by a shortage of available staff inspectors. This is until the agency increases the number of inspectors.					
<b>Quarter 4</b>	1,000.00	173.00	613.00	61.30 % *	950.00 - 1,050.00
<u>Explanation of Variance:</u> The creation of the State Anatomical Board has contributed to a decline in the number of inspections of funeral homes and establishments, driven by a shortage of available staff inspectors. This is until the agency increases the number of inspectors.					

**2-2-1 RULE COMPLIANCE**

**1 # OF COMPLAINTS RESOLVED**

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<b>1 # OF COMPLAINTS RESOLVED</b>					
Quarter 1	100.00	25.00	25.00	25.00 %	20.00 - 30.00
Quarter 2	100.00	69.00	94.00	94.00 % *	45.00 - 55.00
<u>Explanation of Variance:</u> As we are working cases, some have included factors that increase case closure timeline. This can affect the goal of resolving cases in a timely manner.					
Quarter 3	100.00	38.00	132.00	132.00 % *	70.00 - 80.00
<u>Explanation of Variance:</u> As we work on cases, some include factors that increase the case closure timeline. This can affect the goal of resolving cases promptly.					
Quarter 4	100.00	65.00	197.00	197.00 % *	95.00 - 105.00
<u>Explanation of Variance:</u> As we work on cases, some include factors that increase the case closure timeline. This can affect the goal of resolving cases promptly.					
<b>2 # OF COMPLAINTS PENDING</b>					
Quarter 1	26.00	440.00	440.00	1,692.31 % *	24.70 - 27.30
<u>Explanation of Variance:</u> Pending cases have frequently required partnering with law enforcement. This additional coordination, including work with court officials, demands time and assets that can limit the agency's focus on active cases					

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**Output Measures**

**2 # OF COMPLAINTS PENDING**

<b>Quarter 2</b>	26.00	446.00	446.00	1,715.38 % *	24.70 - 27.30
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Explanation of Variance: Pending cases have frequently required partnering with law enforcement. This additional coordination, including work with court officials, demands time and assets that can limit the agency's focus on active cases

<b>Quarter 3</b>	26.00	556.00	556.00	2,138.46 % *	24.70 - 27.30
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Explanation of Variance: Pending cases have frequently required partnering with law enforcement. This additional coordination, including work with court officials, demands time and assets that can limit the agency's focus on active cases

<b>Quarter 4</b>	26.00	560.00	603.00	2,319.23 % *	24.70 - 27.30
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Explanation of Variance: Pending cases have frequently required partnering with law enforcement. This additional coordination, including work with court officials, demands time and assets that can limit the agency's focus on active cases

**Efficiency Measures**

**2-2-1 RULE COMPLIANCE**

**1 AVG TIME/COMPLAINT RESOLUTION**

<b>Quarter 1</b>	120.00	427.60	427.60	356.33 % *	114.00 - 126.00
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Explanation of Variance: The limited number of investigators has not kept pace with rising case demand. This staffing constraint has significantly impacted the agency's ability to resolve/close cases within the scope of the annual target.

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<b>Efficiency Measures</b>					
1 AVG TIME/COMPLAINT RESOLUTION					
Quarter 2	120.00	345.80	359.20	299.33 % *	114.00 - 126.00
<u>Explanation of Variance:</u> The limited number of investigators has not kept pace with rising case demand. This staffing constraint has significantly impacted the agency's ability to resolve/close cases within the scope of the annual target.					
Quarter 3	120.00	415.30	370.30	308.58 % *	114.00 - 126.00
<u>Explanation of Variance:</u> The limited number of investigators has not kept pace with rising case demand. This staffing constraint has significantly impacted the agency's ability to resolve/close cases within the scope of the annual target					
Quarter 4	120.00	366.20	371.80	309.83 % *	114.00 - 126.00
<u>Explanation of Variance:</u> The limited number of investigators has not kept pace with rising case demand. This staffing constraint has significantly impacted the agency's ability to resolve/close cases within the scope of the annual target.					

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