

466 - Office of Consumer Credit Commissioner

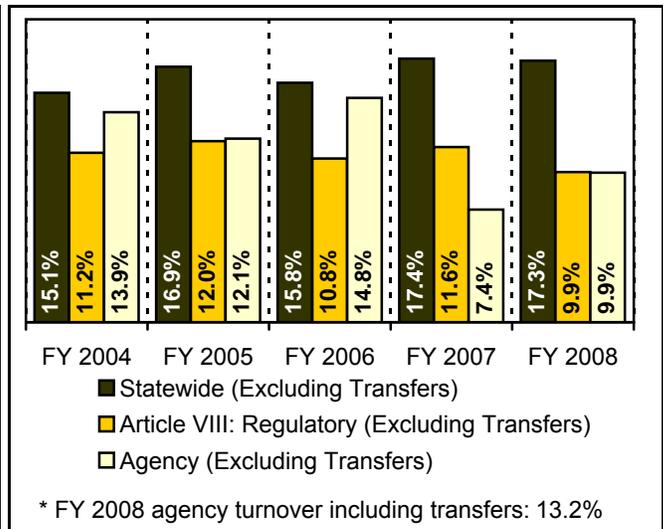
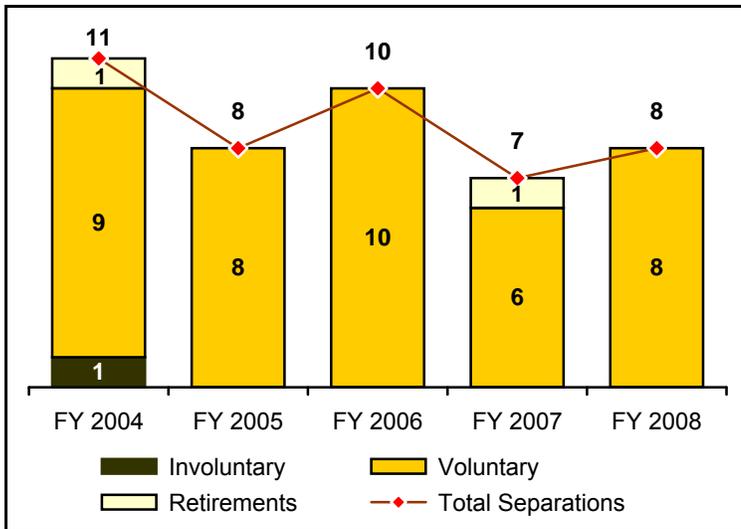
Workforce Summary Document Prepared by the State Auditor's Office Classification Team

State Classification Team Observations

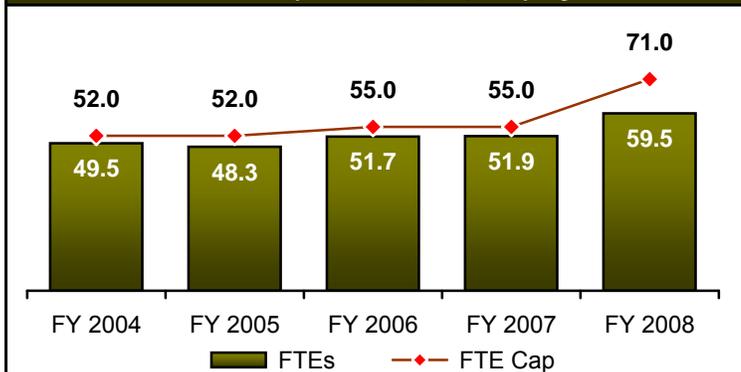
Based on a review of agency statistics and related information, the following items are worth noting:

- Excluding interagency transfers, turnover within the agency (9.9 percent) was lower than the state average (17.3 percent) and equal to the average of Article VIII agencies (9.9 percent) during fiscal year 2008.
- The agency's full-time equivalent employee (FTE) cap increased by 29.0 percent in fiscal year 2008, compared to fiscal year 2007. The cap shown below does not include 9.0 FTEs available to the agency under a contingency rider in the General Appropriations Act.
- The agency's overall score of 3.35 on the Survey of Organizational Excellence in 2008, which is a survey instrument that measures employees' workplace satisfaction and employees' perceptions of the effectiveness of the agency, was an increase from the previous year and was lower than the State's overall score of 3.63 and lower than the average of Article VIII agencies (3.70).
- 89 percent of the agency's employees are paid within the first and second quartiles of the salary ranges for Salary Schedules A and B.
- 55 percent of the agency's employees are 40 years of age or older.
- 54 percent of the agency's employees have fewer than 5 years of tenure with the agency.
- Classification Compliance Audits:
 - Attorney, Assistant Attorney General, and General Counsel – Reviewed 3 positions; 100 percent were classified correctly (March 2007).

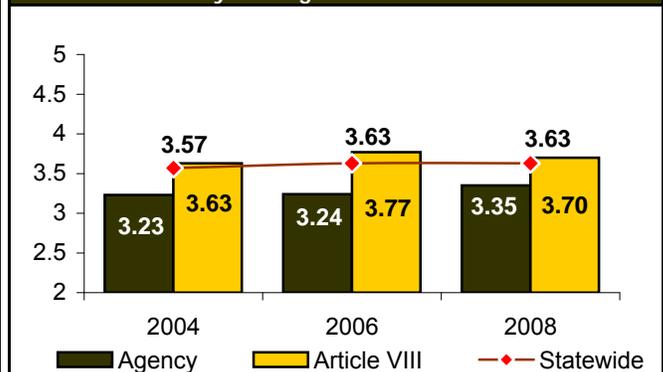
Employee Turnover



Full-Time Equivalent (FTE) Employees



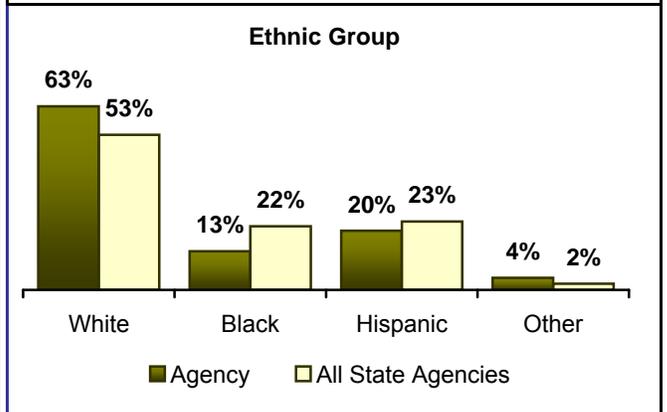
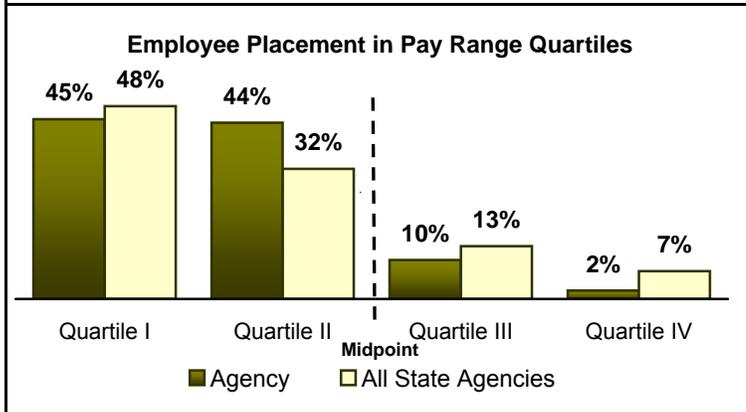
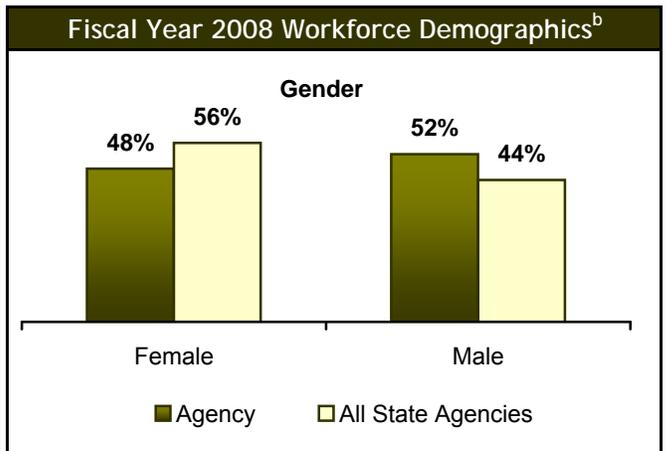
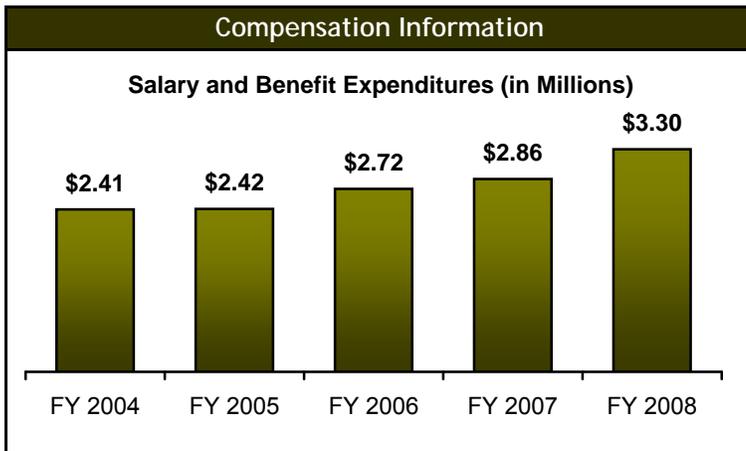
2008 Survey of Organizational Excellence^a



Percentage Below/Above FTE Cap

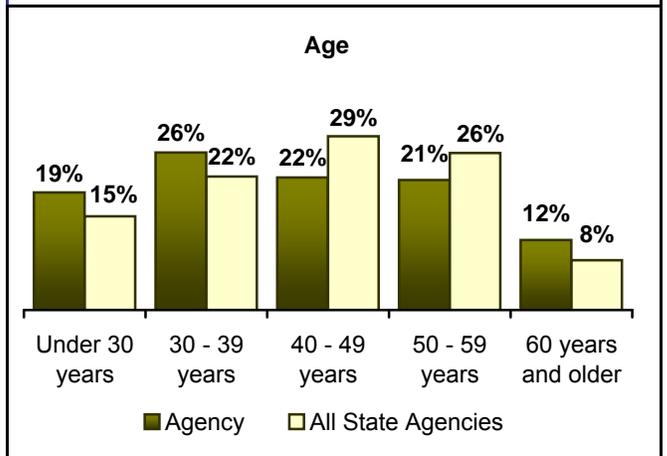
FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
-4.81%	-7.12%	-6.00%	-5.64%	-16.20%

Agency highest scoring survey areas for 2008: Strategic, Benefits, and Quality. Agency lowest scoring survey areas for 2008: Fair Pay, Internal, and Change Oriented.



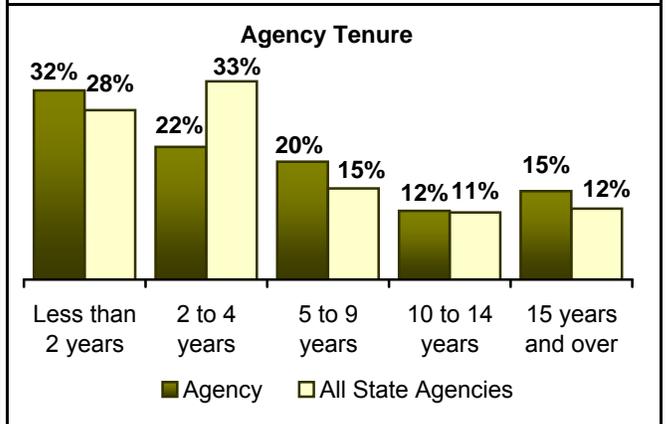
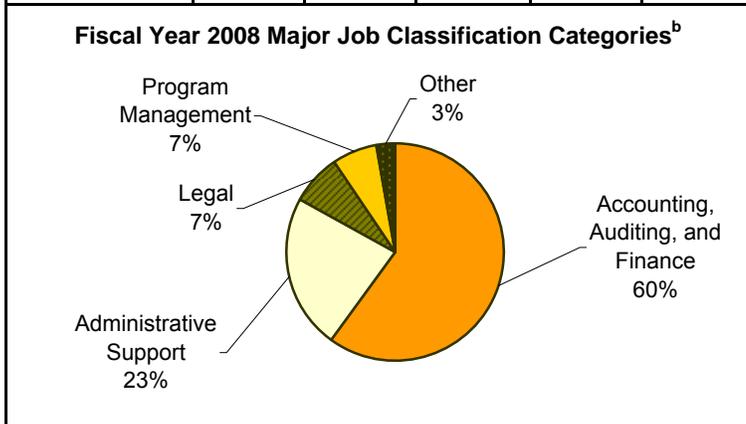
Salary Trends

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Commissioner	\$ 90,000	\$ 90,000	\$ 100,000	\$ 100,000	\$ 100,000
Agency Average	\$ 37,174	\$ 37,813	\$ 40,013	\$ 41,839	\$ 41,828
Article Average	\$ 40,899	\$ 41,165	\$ 43,476	\$ 45,242	\$ 46,829
Statewide Average	\$ 32,681	\$ 32,848	\$ 34,818	\$ 36,182	\$ 37,365



Salary Actions

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Promotions	6	4	7	9	5
Demotions	0	0	0	0	0
Merits	7	22	18	17	22
One-Time Merits	6	0	0	29	7
Reclassifications	0	0	2	0	1
Equity Adjustments	N/A	N/A	8	0	0



^a Survey of Organizational Excellence, the University of Texas at Austin. Scores range from 1 to 5 with 5 being the highest and 1 being the lowest.
^b Percentages in graphs may not sum to 100 percent due to rounding. Workforce demographic and major job category information includes classified regular full-time and part-time employees. Demographic data may appear skewed for agencies with fewer than 50 employees.