



Texas Department of Licensing & Regulation

*Consolidation, Efficiency &
Streamlined Service*

Fiscal Year 2021



TDLR: Who We Are

Mission

- To **earn the trust** of Texans every day by providing innovative regulatory solutions for our licensees and those they serve.

Vision

- To **be the best** at creating 'next' practices that deliver low-cost licensing and regulatory services and an exceptional customer experience.

Philosophy

To achieve smaller, smarter government, we:

- **Honor the public** by being fair, transparent, and efficient;
- **Value our customers** and coworkers by seeking and using their input;
- **Foster innovation** and change by challenging the status quo;
- **Recruit**, empower, and **reward high-performing employees**; and
- **Transform programs** and improve services for customers.

TDLR: Core Values



TDLR: Who We Regulate

38 Programs and 800,000+ Licensees

Business & Occupations (11)

- Combative Sports
- Driver Education & Safety
- Licensed Breeders
- Motor Fuel Metering & Quality
- Motorcycle & ATV Operator Safety
- Professional Employer Organizations
- Service Contract Providers
- Towing
- Transportation Network Companies
- Used Automotive Parts Recyclers
- Vehicle Storage Facilities

Natural Resources (2)

- Water Well Drillers & Pump Installers
- Weather Modification

Building & Mechanical (9)

- Air Conditioning & Refrigeration
- Architectural Barriers
- Boiler Safety
- Code Enforcement Officers
- Electrical Safety
- Elevators, Escalators & Related Equipment
- Industrialized Housing & Buildings
- Mold Assessors & Remediators
- Sanitarians

Medical and Health Professions (10)

- Athletic Trainers
- Behavior Analysts
- Dietitians
- Dyslexia Therapy
- Hearing Instrument Fitters & Dispensers
- Massage Therapists
- Midwives
- Orthotists & Prosthetists
- Podiatric Medicine
- Speech-Language Pathologists & Audiologists

Professionals (6)

- Auctioneers
- Barbering & Cosmetology
- Court-Ordered Programs
- Laser Hair Removal
- Property Tax Consultants
- Property Tax Professionals

Texas Commission of Licensing and Regulation

The Governor, with the advice and consent of the Texas Senate, appoints the Commission's **seven public members** to staggered six-year terms. The Governor also designates the presiding officer of the Commission. The Commission:

- is TDLR's governing board and policymaking body
- adopts and repeals rules and approves final disciplinary orders
- oversees and approves TDLR's operating budget
- **honors and respects the trust** placed in them by the Governor and their fellow Texans
- strives to ensure that their decisions and actions are fair and transparent
- focuses on **eliminating impediments** for businesses and reducing regulatory burdens for licensees
- is committed to increasing **transparency**
- adopts administrative rules only after carefully considering the potential impact of new regulations on businesses, licensees, consumers, and public health and safety



Texas Commission of Licensing & Regulation



**Chairman Rick
Figueroa**
Brenham



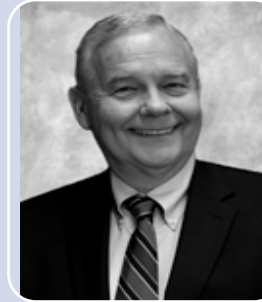
**Vice-Chairman
Thomas F.
Butler**
Deer Park



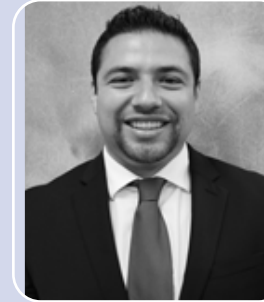
**Commissioner
Helen Callier**
Kingwood



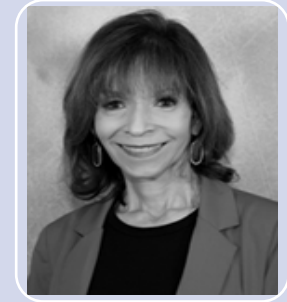
**Commissioner
Gerald R.
Callas, M.D.,
F.A.S.A.**
Beaumont



**Commissioner
Gary Wesson,
D.D.S., M.S.**
Richmond



**Commissioner
Joel Garza**
Pearland



**Commissioner
Nora Castañeda,
M. Ed.**
Harlingen

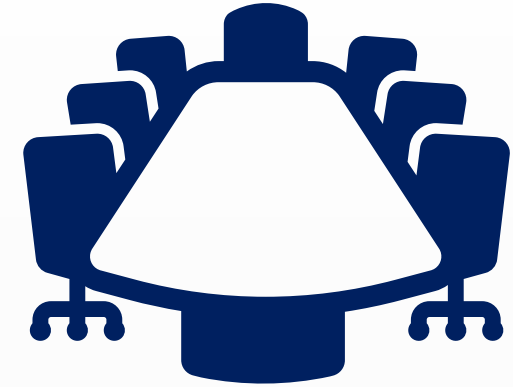
Advisory Boards

- TDLR receives **invaluable input** from **31** different advisory boards, committees, and councils.
- Advisory board members include industry experts, medical and health professionals, business leaders, educators, members of the public, and other interested parties, based on the regulated profession.

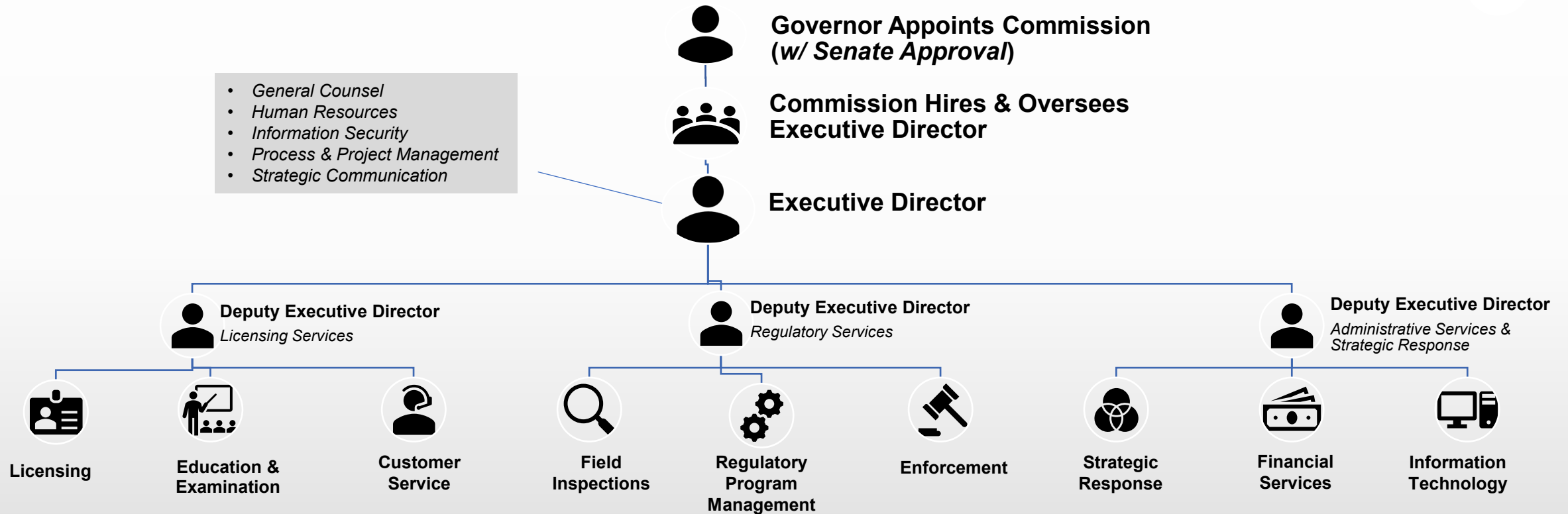
Generally, advisory board members:

- are appointed by the presiding officer of the Texas Commission of Licensing and Regulation, with the approval of the Commission; and
- serve staggered six-year terms.

Board members work **collaboratively** with TDLR staff by recommending and reviewing administrative rules and play an important **public role** in preparing these rules for consideration by the Commission.



TDLR Functional Alignment



Licensing Totals by Population (FY 2021)

PROGRAM	TOTAL	PROGRAM	TOTAL
Cosmetologists	329,375	Code Enforcement Officers	2,503
Electricians	160,165	Continuing Education Providers	2,300
Boilers	53,448	Auctioneers	2,267
Air Conditioning & Refrigeration Contractors	50,207	Water Well Drillers & Pump Installers	2,161
Elevators, Escalators & Related Equipment	36,975	Property Tax Consultants	1,968
Barbers	36,967	Podiatric Medicine	1,458
Massage Therapy	32,148	Sanitarians	1,277
Towing	30,514	Combative Sports	1,251
Speech-Language Pathologists & Audiologists	23,487	Dyslexia Practitioners & Therapists	1,035
Elimination of Architectural Barriers	20,286	Orthotists & Prosthetists	925
Motor Fuel Metering & Quality	15,212	Hearing Instrument Fitters & Dispensers	867
Dietitians	6,656	Industrialized Housing And Buildings	865
Mold Assessors & Remediators	5,171	Used Automotive Parts Recyclers	684
Vehicle Storage Facilities	4,412	Professional Employer Organizations	384
Athletic Trainers	4,278	Service Contract Providers	376
Offender Education Programs	3,999	Midwives	327
Laser Hair Removal	3,837	Polygraph Examiners	241
Property Tax Professionals	3,616	Licensed Breeders	143
Driver Education & Safety	3,070	Transportation Network Companies	17
Behavior Analysts	3,051	Weather Modification	12
TOTAL: 847,935			

Fiscal Year of Transfer	Current Programs Resulting from Transfer	Licensee Population (first FY of transfer)
2002	Weather Modification	33
2006	Barbering	32,048
2006	Cosmetology	249,447
2008	Vehicle Towing	20,062
2008	Vehicle Storage Facilities	5,575
2010	Used Automotive Parts Recycling	1,834
2010	Polygraph Examiners	269
2010	Property Tax Professionals	4,101
2016	Driver Education and Safety	3,956
2017	Athletic Trainers	3,716
2017	Dietitians	5,576
2017	Dyslexia Therapists and Practitioners	895
2017	Hearing Instrument Fitters and Dispensers	824
2017	Midwives	268
2017	Orthotists and Prosthetists	1,012
2017	Speech-Language Pathologists & Audiologists	20,837
2018	Code Enforcement Officers	2,571
2018	Laser Hair Removal	3,357
2018	Massage Therapists	34,540
2018	Mold Assessors and Remediators	5,789
2018	Offender Education Providers	4,077
2018	Sanitarians	1,336
2018	Podiatrists	1,633
2020	Motor Fuel Metering & Quality	15,212
2021	Motorcycle Operator Training & Safety	619
2021	Off-Highway Vehicle Operator Education & Certification	201
Transferred to TDLR Since FY 2002		419,788

Program & Board Consolidation at TDLR

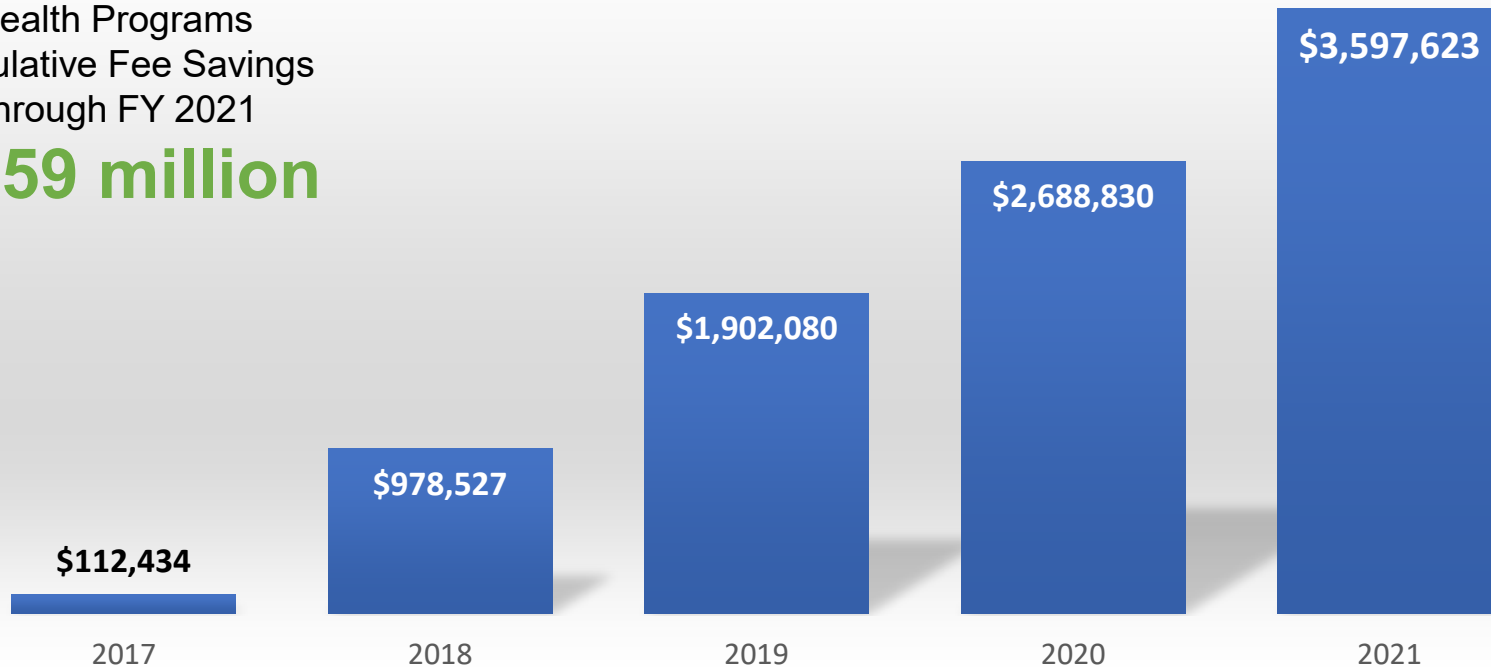
- The Texas Legislature consistently looks to TDLR to consolidate stand-alone licensing boards and inefficient licensing programs into the agency's **functional alignment** model.
- TDLR's model creates efficiencies and savings by distributing work by **purpose, not program**.
- Consolidation **eliminates bureaucratic redundancies** commonly found in "silo" programs and small, single-occupation licensing boards.

Fee Reductions & Eliminations for Transferred Health Programs

Following the passage of **Senate Bill 202** by the 84th Texas Legislature, seven health-related programs were transferred to TDLR from Department of State Health Services (DSHS) beginning in FY 2017, followed by six more in FY 2018.

TDLR reduced or eliminated unnecessary licensing fees and other fees for these transferred programs, totaling more than **\$3.59 million in cumulative savings to licensees through FY 2021.**

Health Programs
Cumulative Fee Savings
Through FY 2021
\$3.59 million



Streamlining Rules Reduces Regulatory Burdens

- TDLR streamlined the rules for 13 DSHS programs transferred to the agency by the 84th Legislature and reduced the word count by **45%**.
- TDLR reduces word counts to make rules clear, concise, and easier to read -- *without impacting their effectiveness*.
- Streamlining rules helps licensees better comprehend their responsibilities, reducing the need for punitive actions.

SB 202 Program Transfers	DSHS Rules Word Count	TDLR Rules Word Count	Word Difference	% Reduced
Athletic Trainers	12,860	5,255	7,605	59%
Code Enforcement Officers	9,582	3,882	5,700	59%
Dietitians	19,481	9,524	9,957	51%
Dyslexia Therapists & Practitioners	12,025	4,016	8,009	67%
Hearing Instr. Fitters & Disp.	21,047	11,365	9,682	46%
Laser Hair Removal	23,317	7,503	15,814	68%
Massage Therapists	21,098	15,215	5,883	28%
Midwives	20,099	7,696	12,403	62%
Mold Assessors & Remediators	23,518	18,745	4,773	20%
Offender Education Programs	10,006	9,245	761	7%
Orthotists & Prosthetists	24,948	12,611	12,337	49%
Sanitarians	10,901	3,694	7,207	66%
Speech-Language Pathologists & Audiologists	35,772	25,536	10,236	29%
TOTALS	244,654	134,287	110,367	45%

Motor Fuel Metering & Quality: From TDA to TDLR

- **Senate Bill 2119** was signed into law by Governor Greg Abbott on **June 14, 2019**, transferring the regulation of motor fuel metering and motor fuel quality from the Texas Department of Agriculture to TDLR.
- Although the program transfer formally took place September 1, 2020, some sections took effect immediately, including responsibility for enforcement and investigation of skimmer complaints.
- Through FY 2021, we've reduced fees by **more than \$400,000** and consolidated the existing rules, shrinking the overall word count by **39.5%**



FCIC: Financial Crimes Intelligence Center

House Bill 2106 transferred responsibility for preventing credit card skimmers from the Office of the Attorney General to **TDLR** effective September 1, 2021.

HB 2106 also established the **Financial Crimes Intelligence Center (FCIC)** to:

- Coordinate with law enforcement on **skimmer investigations**
- Develop and maintain relationship with **industry partners**
- Provide **training** to law enforcement and industry partners to **combat card fraud**
- Disseminate **intelligence** information to law enforcement across Texas and other states
- Respond to law enforcement requests for **investigative assistance**

The official launch date of the FCIC was **October 1, 2021**.

Motor Fuel Metering & Quality: Program Successes

39.5% Reduction in Rules Word Count

\$410,120 in Fee Reductions

173,860 FY 21 Inspections

240,774 Stickers Distributed

216 Skimmers Removed

10,141 Reports Submitted via DPR Online

FUEL
COMPLAINTS?

tdlr.texas.gov/complaints

1-888-441-FUEL

Executive Director

A person wearing a motorcycle helmet and gear, with a hand raised in a gesture.

Motorcycle & ATV Operator Safety

- **Senate Bill 616** was signed into law on June 10, 2019, transferring oversight of two separate licensing programs to TDLR from the Texas Department of Public Safety (DPS) :
- the motorcycle operator training and safety program; and
- off-highway vehicle operator education and certification program
- These two programs were consolidated at TDLR as the **Motorcycle and ATV Operator Safety** program. The program came online at TDLR on September 1, 2020.
- In June 2020, consolidated program rules were adopted that reduced the existing word count by **more than 30%**.
- By modifying requirements for instructors, we opened up opportunity for market participation by course providers, which will give greater flexibility to instructors and schools and create more options for consumers.



10 License Programs Deregulated Since 2003

2003	Transportation Service Providers
2005	Career Counselors
2011	Talent Agents
2011	Personnel Employment Services
2013	Loss Damage Waivers
2017	Temporary Common Worker Employers
2017	Vehicle Protection Product Warrantors
2018	Vehicle Booting
2019	For-Profit Legal Service Contract Companies
2021	Polygraph Examiners

Deregulation: Eliminating Outdated Licensing Programs

- We continuously analyze licensing data to identify programs with low or declining populations, low complaint volume, or outdated regulations.
- Working closely with the Texas Legislature, TDLR advisory boards, and the Texas Commission of Licensing & Regulation, we share recommendations for programs that could be deregulated or eliminated with little or no adverse impact on public health and safety.
- The 87th Texas Legislature **deregulated Polygraph licensing** in Texas effective Sept. 1, 2021.

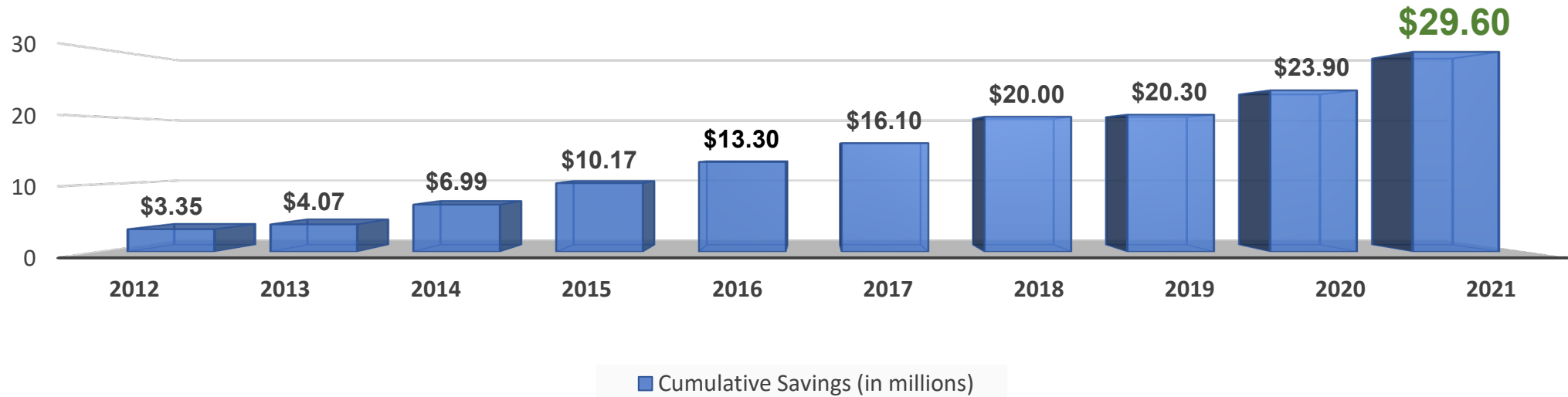


Deregulation: Eliminating Outdated License Types

- We look to industry stakeholders, citizens, advisory board members, and agency staff to **recommend deregulation** of license types which are redundant, outdated, or have a low or declining license population. Since 2013, a total of **61 license types** have been eliminated as a result of streamlining efforts.
- Depending on the program, elimination of license types can be accomplished through changes in statute, or by amending administrative rules adopted by the **Texas Commission of Licensing & Regulation**.
- TDLR's Sunset bill, HB 1560, **eliminated 33 license types in 2021** alone.

TDLR Fee Reductions & Eliminations

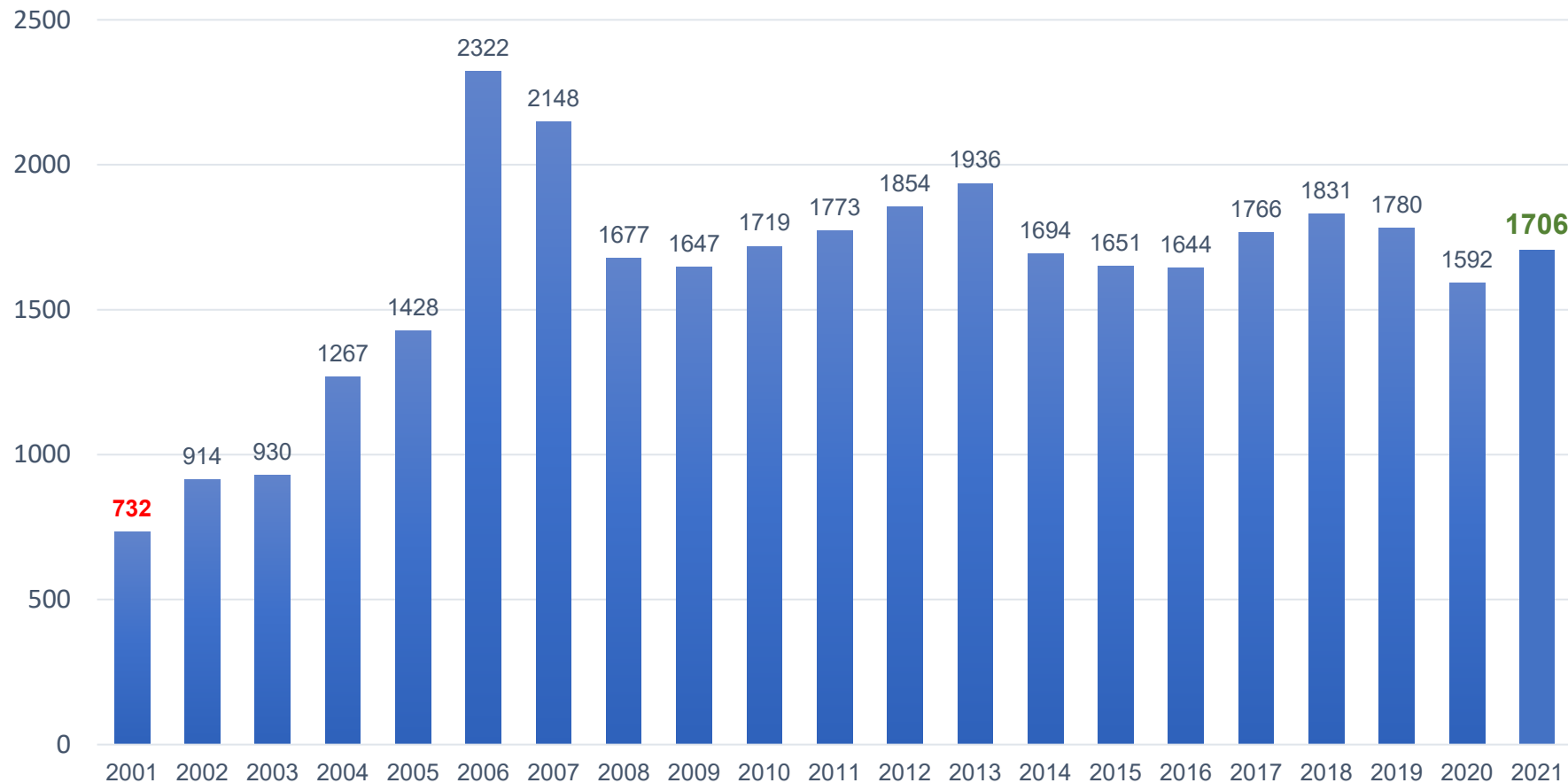
Cumulative Savings (in millions) FY 2012 - FY 2021



- TDLR continually compares licensing fees against program administration costs to ensure fees are in balance, and we reduce fees accordingly whenever warranted. Due to economies of scale, when existing programs are consolidated at TDLR, program administration costs are typically lowered.
- These savings are then passed on to licensees in the form of reduced or eliminated fees, while at the same time ensuring TDLR meets its obligations in Article VIII-Special Provisions, Section 2 of the General Appropriations Act.
- **Since 2012, the total cumulative savings for TDLR licensees from all fee reductions amounts to more than \$29.6 million.**

(TDLR Executive Office, Budget & Policy)

133% Increase in Employee Efficiency Since 2001



Number of Licenses Per TDLR Employee, FY 2001 – FY 2021



In 2001 TDLR had one worker for every 732 licensees.

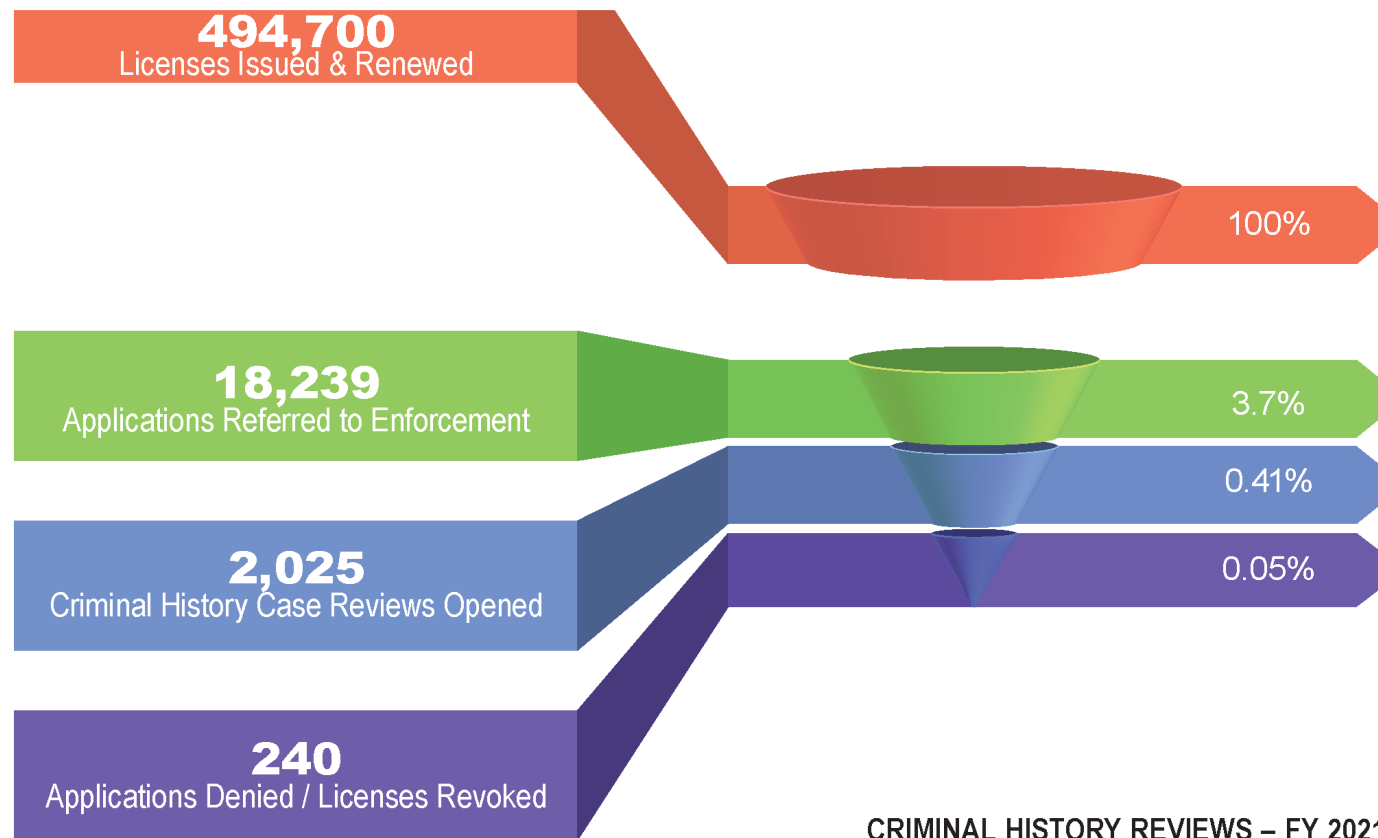


At the end of FY 2021 the ratio had increased to **one worker for every 1,706 licensees**.



Result: increased efficiency and lower costs to the state.

Licensing Qualified Applicants While Providing Second Chances



In FY 2021, we issued **494,700** licenses to individuals.

240 individuals were denied or revoked.

69.1% of those 240 were denied or revoked by operation of law or due to statutory requirements, including:

- 56.6% due to felony imprisonment
- 10.4% related to sexual offenses in the Massage program

Source: Enforcement Division Criminal History
Evaluation Statistics FY 2021

FY 2021: Key Statistics

Total Licensee Population **847,935**

Individual Licensees **622,395**

Business & Facility Licenses **225,540**

Inspections Completed **302,950** *Field, RPM & 3rd Party*

Complaints Opened **10,121**

Investigations Completed **9,335**

Customer Emails Answered **50,514**

Customer Phone Calls Answered **392,885**

THE TDLR TICKER

December 7

CEO

Code Enforcement Officers Advisory Committee meets December 8

BOX

Combative Sports Advisory Board meets December 15

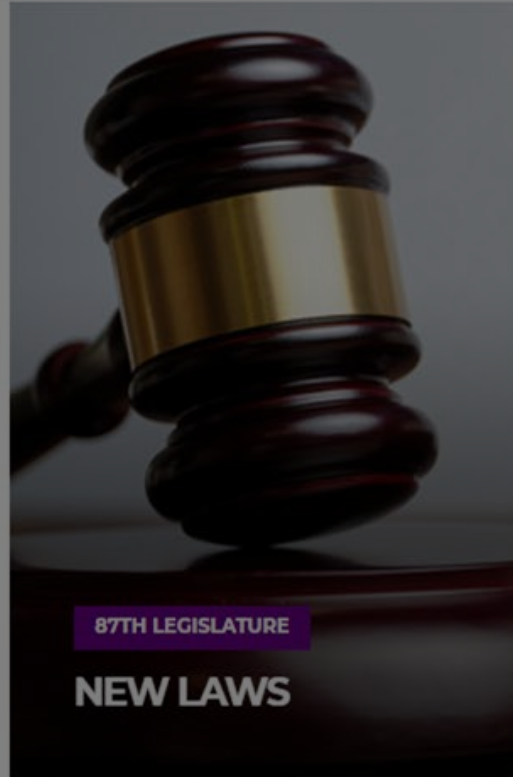
HFD



EMERGENCY LICENSE STATUS

EMERGENCY LICENSES

EMERGENCY LICENSE
EXTENSIONS DUE TO COVID-19



87TH LEGISLATURE

NEW LAWS

MASSAGE THERAPY

WHAT TO EXPECT WHEN YOU'RE
GETTING A MASSAGE



SERVICE CONTRACTS

RESIDENTIAL SERVICE COMPANIES
(HOME WARRANTIES) NOW AT TDLR



twitter.com/tdlrlicense



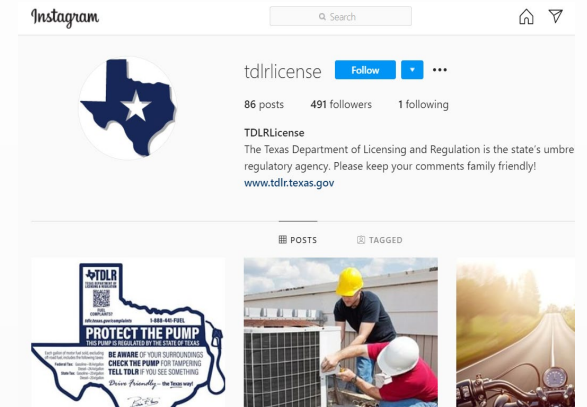
twitter.com/TexasFights



facebook.com/TDLRLicense/



instagram.com/tdlrlicense/



Follow & Like TDLR!



Questions?

Contact TDLR's Office of Strategic Communication

Strategic.Communication@tdlr.texas.gov