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# Texas Department of Licensing and Regulation: Consolidation, Efficiency and Streamlined Service

March 2018

TDLR Office of Strategic Communication



# History of Program Consolidation at TDLR

YEAR	PROGRAM	LICENSEE POPULATION
2001	Weather Modification	18
2004	For-Profit Legal Service Contracts	9,078
2005	Barbering	23,216
2005	Cosmetology	267,607
2007	Towing	31,104
2009	Used Automotive Parts Recycling	3,263
2009	Polygraph Examiners	262
2009	Property Tax Professionals	3,434
2015	Driver Education and Safety	4,157
2016	Athletic Trainers	3,358
2016	Dietitians	5,299
2016	Dyslexia Therapists and Practitioners	954
2016	Hearing Instrument Fitters and Dispensers	782
2016	Midwives	267
2016	Orthotists and Prosthetists	870
2016	Speech-Language Pathologists and Audiologists	19,769
2017	Code Enforcement Officers	2,309
2017	Laser Hair Removal	2,347
2017	Massage Therapists	30,697
2017	Mold Assessors and Remediators	3,911
2017	Offender Education Providers	2,242
2017	Sanitarians	1,251
2017	Podiatrists	1,177
	<b>Licensees Transferred to TDLR Since 2001:</b>	<b>417,372</b>

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

# Deregulation at TDLR: Eliminating Unnecessary Licensing Programs

9 License Programs Deregulated	
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

- TDLR is constantly analyzing licensing data to identify programs with low or declining populations, low complaint volume, and outdated regulations.
- Working closely with the Texas Legislature, advisory boards, and the Texas Commission of Licensing & Regulation, TDLR shares recommendations for programs that could be deregulated or eliminated with little or no adverse impact on the public.



# Deregulation at TDLR: Reducing Redundant & Outdated License Types

22 License Types Eliminated			
2013	Combative Sports Timekeeper	2017	Dual Consent Tow/VSF Employee
2013	Combative Sports Ringside Physician	2017	Dual Incident Mgmt/VSF Employee
2013	Cosmetology Shampoo Apprentice	2017	Dual Private Property/VSF Employee
2013	Examination Proctor	2017	Vehicle Protection Product Warrantors
2013	Freon Registrants	2017	Temporary Common Worker Employer
2014	Barber Booth Rental	2018	Tow Trainee
2014	Cosmetology Booth Rental	2018	Vehicle Booting Company
2015	Barber Hair Braiding Specialty Certificate	2018	Vehicle Booting Operator
2015	Cosmetology Hair Braiding Specialty Certificate	2019	Legal Service Contract Administrators
2017	Barbering Shampoo Apprentice	2019	Legal Service Contract Companies
2017	Cosmetology Shampoo Specialty Certificate	2019	Legal Service Contract Salespersons

- TDLR looks to industry stakeholders, citizens, advisory board members, and agency staff to recommend deregulation of license types which are redundant, outdated, or have a low population count.
- Elimination of license types can be accomplished through changes in statute or administrative rule.



# TDLR Fee Reductions & Eliminations: 2007- 2017

## Cumulative Savings to Licensees (in millions)



TDLR annually reviews licensing fees in comparison to program administration costs to ensure they are in balance, and proposes fee reductions whenever warranted. Due to economies of scale, when existing programs are consolidated at TDLR, program administration costs are automatically lowered, and these savings are passed on to licensees in the form of reduced or eliminated fees. From FY 07 through FY 17, the total cumulative savings for licensees from all fee reductions amounted to **\$16,108,199.00**. (TDLR Office of Innovation study 10/2017)

# First Year Fee Reductions = Savings for Licensees

84 <sup>th</sup> Legislature Program Transfers (Phase One)	Total Savings for Licensees
Athletic Trainers	\$10,966.50
Dietitians	\$3,100.50
Dyslexia Therapists & Practitioners	\$781.00
Hearing Instrument Fitters & Dispensers	\$84,087.50
Midwives	\$480.00
Orthotists & Prosthetists	\$3,842.00
Speech-Language Pathologists & Audiologists	\$71,100.00
<b>TOTALS</b>	<b>\$149,902.50</b>

- Beginning in October 2016, thirteen occupational licensing programs transferred to TDLR from DSHS in two phases.
- For all of these programs, TDLR reduced or eliminated fees for new licenses, renewals, exams, name changes, criminal history evaluations, online processing, and more.

October 2016 - September 2017

# Estimated First Year Fee Reductions = Savings for Licensees

84 <sup>th</sup> Legislature Program Transfers (Phase Two)	Total Savings for Licensees
Code Enforcement Officers	\$22,250.00
Laser Hair Removal	\$51,840.00
Massage Therapists	\$483,775.00
Mold Assessors & Remediators	\$210,150.00
Offender Education Programs	\$5,250.00
Sanitarians	\$16,320.00
<b>TOTALS</b>	<b>\$789,585.00</b>

*November 2017 – October 2018 (estimate)*

# Examples of Fee Reductions: Real cost savings from consolidation

Below are just some of the fee reductions and eliminations resulting from the DSHS program transfer to TDLR. In addition to these cost savings, all licensees from the former DSHS programs no longer pay the subscription and convenience fees for online transactions and Office of Patient Protection fees.

## Phase One (October 2016)

### Dietitians

- License verification: *Eliminated \$25 fee*
- License reinstatement: *Eliminated \$80 fee*

### Hearing Instrument Fitters and Dispensers

- Initial and renewal application: *Reduced fee from \$405 to \$205*
- Practical reexamination: *Reduced fee from \$125 to \$100*
- Continuing education provider: *Reduced fee from \$500 to \$200*
- License verification: *Eliminated \$10 fee*
- License reinstatement: *Eliminated \$55 fee*

### Licensed Dyslexia Therapists and Practitioners

- License reinstatement: *Eliminated \$50 fee*

### Orthotists and Prosthetists

- Facility name change: *Reduced fee from \$400 to \$50*
- On-site practitioner name change: *Reduced fee from \$100 to \$50*
- License verification: *Eliminated*
- Criminal history evaluation: *Reduced fee from \$50 to \$25*
- License reinstatement: *Eliminated \$100 fee*

### Speech-Language Pathologists and Audiologists

- License verification: *Eliminated \$10 fee*

# Examples of Fee Reductions: Real cost savings from consolidation (cont.)

## Phase Two (November 2017)

### Laser Hair Removal

- Initial and renewal application: *Reduced from \$1,260 to \$750*

### Massage Therapy

- Initial school application: *Reduced from \$2,800 to \$1,500*
- School renewal: *Reduced from \$2,000 to \$1,000*
- Instructor initial and renewal application: *Reduced from \$200 to \$100*
- Establishment initial and renewal application: *Reduced from \$300 to \$200*

### Mold Assessors and Remediators

- Initial notification of mold remediation: *Reduced from \$100 to \$25*
- Mold assessment technician, initial and renewal application: *Reduced from \$200 to \$150*
- Mold analysis laboratory, initial and renewal application: *Reduced from \$1,000 to \$500*
- Mold training provider accreditation or renewal: *Reduced from \$1,000 to \$500*

### Offender Education Providers

- Moving headquarters outside of county: *Eliminated \$300 fee*
- Moving headquarters in same county: *Eliminated \$25 fee*

# Streamlining Rules Reduces Regulatory Burdens

84 <sup>th</sup> Legislature 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%
<b>TOTALS</b>	<b>244,654</b>	<b>134,287</b>	<b>110,367</b>	<b>45%</b>

- TDLR streamlined the rules for 13 DSHS programs transferred to the agency by the 84<sup>th</sup> Legislature.
- The agency reduced the word count to make rules clear, concise, and easier to read – without impacting their effectiveness.

# 141% Increase in Employee Efficiency Since 2001



**In 2001 TDLR had 732 licenses for each employee.**



**At the end of FY 2017 the ratio had increased to 1,766 licenses for each employee.**



**Result: increased efficiency & lower costs to licensees.**

Number of Licenses Per TDLR Employee, FY 2001 – FY 2017

# FY 2017: Key Statistics



# 39 TDLR Programs in 2018

## Business & Occupations

- Combative Sports
- Driver Education & Safety
- For-Profit Legal Services
- Licensed Breeders
- Polygraph Examiners
- Professional Employer Organizations
- Service Contract Providers
- Tow Companies & Operators
- Transportation Network Companies
- Used Auto Parts Recyclers
- Vehicle Storage Facilities

## Building & Mechanical

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

## Professionals

- Auctioneers
- Barbering
- Cosmetology
- Laser Hair Removal
- Offender Education Programs
- Property Tax Consultants
- Property Tax Professionals

## Natural Resources

- Water Well Drillers & Pump Installers
- Weather Modification

## Medical & Health Professions

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

 Helping Small Business and Consumers Since 1909

LICENSE TYPES **▼**  
REGULATED BY TDLR

ONLINE SERVICES **▼**  
LICENSES, CHANGE YOUR INFO, ETC.

CONTINUING EDUCATION **▼**

SEARCH / VERIFY **▼**  
LICENSES OR PROJECTS

FILE A COMPLAINT

E-MAIL UPDATES FROM TDLR

MEETINGS, COMMISSION, RULES AND STATUTE

EMPLOYMENT

CONTACT TDLR

THE TDLR TICKER

Survey

**BLR** New technical gram RE: Hotsy Boilers, Texas Special Designation

Electricians

Electrical Safety and Licensing Advisory Board meets November 2 in Austin



**NEW LICENSE PROGRAMS AT TDLR**

**TDLR WELCOMES NEW HEALTH-RELATED PROGRAMS**



**THE LATEST**

**TDLR-RELATED LEGISLATION ENACTED BY THE 85TH TEXAS LEGISLATURE**



**TDLR OUTREACH**

**INFO FOR MILITARY SERVICE MEMBERS, VETERANS AND SPOUSES**



**FEEDBACK**

**YOUR VOICE MATTERS: TDLR STRATEGIC PLANNING AND CUSTOMER SATISFACTION SURVEY RESULTS**

**WHAT'S NEW AT TDLR**

HURRICANE RESPONSE AND THE MOST RECENT NEWS FROM THE UMBRELLA LICENSING AGENCY OF TEXAS

**DO IT ONLINE**

PENALTIES AND FINES

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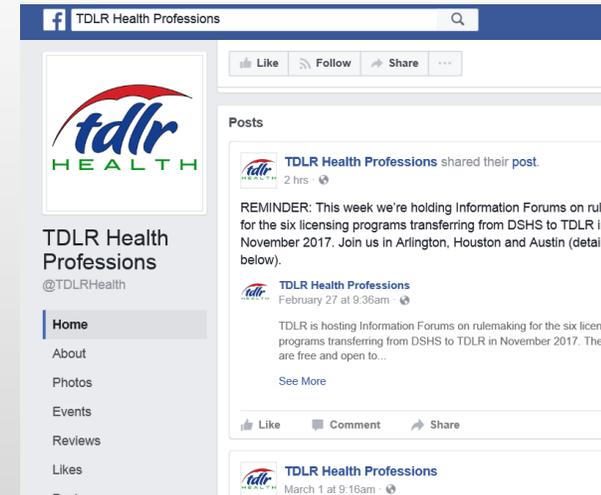
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