



TEXAS DEPARTMENT OF LICENSING AND REGULATION

ENFORCEMENT

Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Agreed Order

AIR CONDITIONING & REFRIGERATION

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Hernandez, Felipe	ACR20120014966	6/25/2014	\$3,000.00	1	0
Violations List					
ACR-Mechanical integrity code issue					
Sanders, Joseph A	ACR20120019350	6/30/2014	\$1,500.00	1	0
Violations List					
ACR-Mechanical integrity code issue					
Hernandez, Ray P	ACR20130000270	7/15/2014	\$3,500.00	2	0
Violations List					
ACR-Failed to provide inv to consumer					
ACR-Mechanical integrity code issue					
Duke, Daniell G	ACR20130003504	6/27/2014	\$1,500.00	1	0
Violations List					
ACR-Mechanical integrity code issue					
THORNTON, JAMES BRUCE	ACR20130004153	6/30/2014	\$2,250.00	1	0
Violations List					
ACR-Failed to obtain permit					
Buford, James T.	ACR20130004350	6/25/2014	\$6,375.00	1	0
Violations List					
ACR-Mechanical integrity code issue					
Nokes, Michael F	ACR20130004363	6/30/2014	\$250.00	1	0



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Violations List

ACR-Req'd. info not on proposal/invoice

Snider, Robert A.	ACR20130005854	6/27/2014	\$1,500.00	1	0
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Violations List

ACR-Mechanical integrity code issue

Ford, Edward F.	ACR20130009376	7/16/2014	\$2,500.00	1	0
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Violations List

ACR-Misrepresentation of service

Sical, Marcopolo V.	ACR20130009831	7/3/2014	\$1,500.00	0	1
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Violations List

ACR-Contracting w/o a license

Rose, Terry	ACR20130010109	7/17/2014	\$750.00	0	1
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Violations List

ACR-Contracting w/o a license

Elbouzaidi, Mustapha Tiali	ACR20130010577	7/3/2014	\$1,500.00	0	1
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Violations List

ACR-Contracting w/o a license

HERNANDEZ, PABLO	ACR20130020388	6/25/2014	\$1,500.00	0	1
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Violations List

ACR-Contracting w/o a license

Simmons, Jimmy R.	ACR20130020844	6/27/2014	\$4,500.00	1	0
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Violations List

ACR-Mechanical integrity code issue

Carter, Chad J.	ACR20140007657	6/30/2014	\$1,500.00	1	0
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Violations List

ACR-Performed work outside endorsement

Ortega, Mario	ACR20140012823	6/30/2014	\$1,500.00	0	1
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Violations List

ACR-Contracting w/o a license

AIR CONDITIONING & REFRIGERATION Total: 16	\$35,125.00	12	5
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ARCHITECTURAL BARRIERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
GRAND PRAIRIE OUTLETS LLC	EAB20140010281	6/27/2014	\$2,000.00	1	0
Violations List					
EAB-Owner fail to submit verification					
Sugar Point Shopping Center Ltd	EAB20140012914	6/25/2014	\$1,000.00	1	0
Violations List					
EAB-Owner no proj insp for TAS w/in 1 yr					
Shelton Family Partnership LTD	EAB20140014236	7/18/2014	\$1,000.00	1	0
Violations List					
EAB-Owner no proj insp for TAS w/in 1 yr					
HG Galleria I, II, III, LP	EAB20140014510	7/22/2014	\$1,000.00	1	0
Violations List					
EAB-Owner fail to submit verification					
Timberloch Inc	EAB20140014521	6/25/2014	\$3,000.00	1	0
Violations List					



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EAB-Owner fail to submit verification					
DWF III Scarbrough LP	EAB20140014550	6/25/2014	\$750.00	1	0
Violations List					
EAB-Owner no proj insp for TAS w/in 1 yr					
POP HOLDINGS LP	EAB20140014809	7/16/2014	\$2,500.00	1	0
Violations List					
EAB-Owner no proj insp for TAS w/in 1 yr					
BRE Retail Residual Owner 1 LLC	EAB20140015256	7/2/2014	\$1,000.00	1	0
Violations List					
EAB-Owner no proj insp for TAS w/in 1 yr					
Sovran Acquisition Limited Partnership	EAB20140015656	6/27/2014	\$1,000.00	1	0
Violations List					
EAB-Owner no proj insp for TAS w/in 1 yr					
Archstone North Braeswood LP	EAB20140015695	6/30/2014	\$1,500.00	1	0
Violations List					
EAB-Owner no proj insp for TAS w/in 1 yr					
Milenio Services & Forwarding, LLC	EAB20140015783	7/9/2014	\$500.00	1	0
Violations List					
EAB-Owner no proj insp for TAS w/in 1 yr					
HB Avallon LLC	EAB20140015919	7/18/2014	\$1,500.00	1	0
Violations List					
EAB-Owner no proj insp for TAS w/in 1 yr					
Browning Ferris Industries Chemical Services Inc	EAB20140016388	7/16/2014	\$1,500.00	1	0



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Violations List

EAB-Owner no proj insp for TAS w/in 1 yr

Shavano M&T LLC	EAB20140016526	7/16/2014	\$750.00	1	0
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Violations List

EAB-Owner no proj insp for TAS w/in 1 yr

Jungle Surf Partners LP	EAB20140016830	7/25/2014	\$500.00	1	0
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Violations List

EAB-Owner no proj insp for TAS w/in 1 yr

Halliburton Energy Services Inc	EAB20140016950	7/16/2014	\$1,000.00	1	0
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Violations List

EAB-Owner no proj insp for TAS w/in 1 yr

Weatherford Artificial Lift Systems LLC	EAB20140016984	7/25/2014	\$1,500.00	1	0
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Violations List

EAB-Owner no proj insp for TAS w/in 1 yr

The Domain Mall LLC	EAB20140017735	7/18/2014	\$1,500.00	1	0
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Violations List

EAB-Owner no proj insp for TAS w/in 1 yr

ARCHITECTURAL BARRIERS Total: 18			\$23,500.00	18	0
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BARBERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Pacheco, Luis	BAR20130007148	7/16/2014	\$500.00	2	0

Violations List



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BAR-Implements not properly cleaned						
BAR-No disinfectant or diluted/soiled						
BUCKNER BARBER SCHOOL INC	BAR20130014821	6/25/2014	\$2,000.00	1	0	
Violations List						
BAR-Accounting wrong hours to students						
Masters, Alvin E	BAR20130019371	7/9/2014	\$225.00	0	1	
Violations List						
BAR-Shop employing expired operator						
THOMPSON, NIKIA	BAR20130020326	7/18/2014	\$1,750.00	1	0	
Violations List						
BAR-School-improperly credited hours						
Aiyedun, Joseph O	BAR20130021629	7/15/2014	\$1,250.00	0	1	
Violations List						
BAR-Shop license expired						
LONG, STEVEN DOUGLAS	BAR20140001968	7/2/2014	\$150.00	0	1	
Violations List						
BAR-Shop employing expired operator						
TAYLOR, NICOLE	BAR20140006979	7/22/2014	\$250.00	1	0	
Violations List						
BAR-Advertised as barber when not						
Breed, Anthony T	BAR20140009242	7/3/2014	\$750.00	0	1	
Violations List						
BAR-No barber shop license						



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SPO (SPA) MEDICAL & BUSINESS CENTER, LLC	BAR20140009470	7/2/2014	\$400.00	2	0
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Violations List

BAR-Student permit store/displayed wrong
 BAR-School attendance record book vio.

Manorcare Health Services Inc	BAR20140014867	6/27/2014	\$225.00	1	0
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Violations List

BAR-Advertised as barber when not

BARBERS Total: 10			\$7,500.00	8	4
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COMBATIVE SPORTS

Violations

Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
McCarty, Randy Shawn	BOX20140010193	7/25/2014	\$1,875.00	1	0

Violations List

BOX-C-Drugs and alcohol

COMBATIVE SPORTS Total: 1			\$1,875.00	1	0
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COSMETOLOGISTS

Violations

Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
70 Fahrenheit, Inc.	COS20120001096	6/27/2014	\$3,075.00	2	0

Violations List

COS-Salon/school not clean/good repair
 COS-Accounting wrong hours to students



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Beauty Basics Inc.	COS20130000412	6/25/2014	\$5,025.00	2	0
Violations List					
COS-Logs are wrong or incomplete					
COS-School field trip req's not met					
Tran, Thuy-Lan	COS20130000565	7/17/2014	\$500.00	0	1
Violations List					
COS-Practice in unlicensed facility					
Virji, Samira	COS20130000610	6/18/2014	\$3,000.00	1	0
Violations List					
COS-Emp/leased to unlicensed person					
Trieu, Minh Ngoc Hoang	COS20130003229	7/15/2014	\$1,775.00	3	0
Violations List					
COS-Fail to clean and sanitize					
COS-No Footspa Records					
COS-Fail to clean or disinfect wax pots					
Computer Career Center, L.P.	COS20130004635	7/9/2014	\$525.00	1	0
Violations List					
COS-Failed to withdraw student in 10 day					
Nova Era Cuts	COS20130010942	7/3/2014	\$375.00	1	0
Violations List					
COS-Fail to clean or disinfect wax pots					
Carmona, John	COS20130011990	7/9/2014	\$600.00	2	0
Violations List					



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COS-Implements not ster/sanit before use

COS-Salon/school not clean/good repair

Ngo Jenny Uyen	COS20130012079	7/16/2014	\$875.00	3	0
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Violations List

COS-Logs are wrong or incomplete

COS-Fail to clean or disinfect wax pots

COS-Fail to clean and sanitize

Gold Nails	COS20130013210	7/17/2014	\$1,000.00	2	0
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Violations List

COS-Use of unapproved drill

COS-Fail to clean and sanitize

PARIS HIGH SCHOOL	COS20130014674	7/25/2014	\$250.00	1	0
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Violations List

COS-Accounting wrong hours to students

NGUYEN, HONG HOA THI	COS20130015265	6/27/2014	\$250.00	1	0
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Violations List

COS-No Footspa Records

Tran, Huan Dinh	COS20130015642	6/25/2014	\$625.00	2	0
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Violations List

COS-Fail to clean or disinfect wax pots

COS-No Footspa Records

Tran, Lan Thanh Thi	COS20130016548	6/27/2014	\$1,250.00	1	0
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Violations List

COS-Fail to clean and sanitize



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Phan, Van Thithuy	COS20130016571	6/27/2014	\$375.00	1	0
Violations List					
COS-Fail to clean and sanitize					
Cao, Quoc Tri Van	COS20130016861	7/16/2014	\$1,000.00	1	0
Violations List					
COS-Fail to clean and sanitize					
Bui, Thuy Thi	COS20130017614	7/22/2014	\$1,550.00	2	0
Violations List					
COS-No Footspa Records					
COS-Fail to clean and sanitize					
Ngo, Nam T.	COS20130017941	7/9/2014	\$1,375.00	2	0
Violations List					
COS-Fail to clean or disinfect wax pots					
COS-Service on contagious/broken skin					
Hernandez, Carmen E	COS20130019054	7/3/2014	\$750.00	0	1
Violations List					
COS-Expired operators license					
Tran, Minh Van	COS20130019127	7/9/2014	\$2,750.00	2	0
Violations List					
COS-Fail to clean and sanitize					
COS-No Footspa Records					
Quach, Tuyen T.	COS20130019195	6/30/2014	\$500.00	0	1
Violations List					
COS-No operators license					



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Caffey, Kamberly Rene	COS20130019384	6/18/2014	\$500.00	0	1
Violations List					
COS-Expired school/salon license					
SHAKERYAN, KAMRAN	COS20130019534	7/3/2014	\$150.00	1	0
Violations List					
COS-Emp/leased to expired license					
ARCHA, SHANE ALLAN	COS20130019553	7/25/2014	\$500.00	0	1
Violations List					
COS-Practice in unlicensed facility					
Ho, Bieu Hang	COS20130019681	7/25/2014	\$1,500.00	1	1
Violations List					
COS-No operators license					
COS-No Footspa Records					
Houston Park View Corporation	COS20130019938	6/27/2014	\$375.00	1	0
Violations List					
COS-No Footspa Records					
Flores, Gerardo	COS20130020342	7/16/2014	\$150.00	0	1
Violations List					
COS-Expired school/salon license					
Ikale, Pago P Tsaty	COS20130020425	6/25/2014	\$500.00	0	1
Violations List					
COS-No operators license					
Williams, Holli Ann	COS20130020498	7/16/2014	\$225.00	0	1
Violations List					



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COS-Expired school/salon license						
Pittman, Christie Loree	COS20130020550	7/15/2014	\$225.00	0	1	
Violations List						
COS-Practice in unlicensed facility						
TRAN, VAN ANH THI	COS20130021005	7/25/2014	\$250.00	1	0	
Violations List						
COS-Fail to prepare fresh						
Blanco, Sandra Lizet	COS20130021183	6/27/2014	\$750.00	1	0	
Violations List						
COS-Emp/leased to unlicensed person						
Flores, Alicia Eseranza	COS20130021186	6/27/2014	\$750.00	0	1	
Violations List						
COS-No operators license						
TAYLOR, NICOLE	COS20130021584	7/22/2014	\$625.00	0	1	
Violations List						
COS-No operators license						
Tran, Thang	COS20130022118	6/30/2014	\$375.00	1	0	
Violations List						
COS-Fail to clean or disinfect wax pots						
Nguyen, Sanh	COS20130023470	7/9/2014	\$2,000.00	2	0	
Violations List						
COS-Emp/leased to expired license						
COS-Fail to clean and sanitize						
Veytia, Jenniffer	COS20140000834	7/17/2014	\$1,200.00	1	0	



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COS-Logs are wrong or incomplete

Truong, Lan Chi Thi	COS20140001901	7/3/2014	\$500.00	0	1
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Violations List

COS-Practice in unlicensed facility

Phenomenal Hair and Skin	COS20140001977	7/3/2014	\$150.00	1	0
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Violations List

COS-Emp/leased to expired license

Huynh, Hap Nguyen	COS20140002006	7/18/2014	\$1,125.00	2	0
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Violations List

COS-Logs are wrong or incomplete

COS-No sterilizer or UV sanitizer

Pro Nails	COS20140002076	7/9/2014	\$400.00	1	0
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Violations List

COS-No Footspa Records

Nguyen, Hoang Ngoc Dinh	COS20140002264	6/18/2014	\$3,375.00	2	0
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Violations List

COS-Fail to clean and sanitize

COS-No Footspa Records

NGUYEN, MONG THU THI	COS20140002402	7/9/2014	\$1,050.00	1	1
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Violations List

COS-Expired school/salon license

COS-Failed to keep/release required docs

Nguyen, Hien	COS20140002601	6/27/2014	\$500.00	1	0
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COS-Fail to clean and sanitize

Jessica Hair Stuido Inc	COS20140002947	7/25/2014	\$500.00	1	0
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Violations List

COS-Emp/leased to unlicensed person

Rodriquez, Yasel R	COS20140003017	7/3/2014	\$225.00	0	1
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Violations List

COS-Expired school/salon license

NGUYEN, QUYNH H	COS20140003194	7/25/2014	\$1,000.00	1	1
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Violations List

COS-Expired school/salon license

COS-Emp/leased to unlicensed person

Howard, Judy	COS20140003233	7/3/2014	\$750.00	2	0
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Violations List

COS-Implements not ster/sanit. after use

COS-Implements not ster/sanit before use

NGO, HA BOI	COS20140003290	6/18/2014	\$150.00	0	1
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Violations List

COS-Practice in unlicensed facility

Nguyen, Ivy Thuy	COS20140003292	6/18/2014	\$150.00	0	1
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Violations List

COS-Practice in unlicensed facility

NGUYEN, THANH T	COS20140003294	6/18/2014	\$150.00	0	1
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Violations List



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COS-Practice in unlicensed facility					
CO, NGOC PHUONG	COS20140003295	6/18/2014	\$150.00	0	1
Violations List					
COS-Practice in unlicensed facility					
NGUYEN, NHUNG NGOC THI	COS20140003299	6/18/2014	\$150.00	0	1
Violations List					
COS-Practice in unlicensed facility					
NGUYEN, ANH T-NGOC	COS20140003300	6/18/2014	\$150.00	0	1
Violations List					
COS-Practice in unlicensed facility					
DO, THUY NGOC	COS20140003312	6/18/2014	\$150.00	0	1
Violations List					
COS-Practice in unlicensed facility					
NGUYEN, CINDY	COS20140003315	6/18/2014	\$150.00	0	1
Violations List					
COS-Practice in unlicensed facility					
VUONG, TRANG THUY	COS20140003318	6/18/2014	\$150.00	0	1
Violations List					
COS-Practice in unlicensed facility					
NGUYEN, THY THI MONG	COS20140003320	6/18/2014	\$150.00	0	1
Violations List					
COS-Practice in unlicensed facility					
TRAN, MY T	COS20140003321	6/18/2014	\$150.00	0	1
Violations List					



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COS-Practice in unlicensed facility					
LE, KRISTINE	COS20140003324	6/25/2014	\$150.00	0	1
Violations List					
COS-Practice in unlicensed facility					
Pham, Billy Hoang	COS20140003425	6/25/2014	\$500.00	1	0
Violations List					
COS-Fail to clean and sanitize					
Myaen, Getrude	COS20140003432	7/17/2014	\$500.00	0	1
Violations List					
COS-No operators license					
Parker Salon Suites LLC	COS20140003538	7/9/2014	\$250.00	1	0
Violations List					
COS-Emp/leased to expired license					
Alcaraz, Laura	COS20140003628	7/17/2014	\$500.00	0	1
Violations List					
COS-No school or salon license					
Nguyen, Cu	COS20140003714	7/17/2014	\$500.00	1	0
Violations List					
COS-Emp/leased to unlicensed person					
Moore, Cynthia	COS20140003977	7/25/2014	\$500.00	0	1
Violations List					
COS-No school or salon license					
Dinh, Phuong Thi	COS20140004062	7/25/2014	\$1,000.00	2	0
Violations List					



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COS-No sterilizer or UV sanitizer						
COS-No Footspa Records						
US Nails	COS20140004493	7/17/2014	\$750.00	1	0	
Violations List						
COS-Emp/leased to unlicensed person						
Tran, Linda Phuong	COS20140004694	7/15/2014	\$450.00	1	0	
Violations List						
COS-Emp/leased to expired license						
QNJ Corporation	COS20140004826	6/30/2014	\$500.00	1	0	
Violations List						
COS-Logs are wrong or incomplete						
Nguyen, Thuan Ba	COS20140005282	7/17/2014	\$500.00	1	0	
Violations List						
COS-No Footspa Records						
Wardlow, Margaret	COS20140005425	6/25/2014	\$250.00	1	0	
Violations List						
COS-No Footspa Records						
Averitt, Dennis R	COS20140005776	6/25/2014	\$225.00	0	1	
Violations List						
COS-Expired school/salon license						
Pham, Dung	COS20140006110	7/17/2014	\$375.00	1	0	
Violations List						
COS-No Footspa Records						
Le, Ngoc Linh	COS20140006128	7/9/2014	\$750.00	1	0	



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COS-Emp/leased to unlicensed person

Gallegos, Isaura	COS20140007700	7/25/2014	\$500.00	0	1
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Violations List

COS-No school or salon license

Pham, Kevin Khoa	COS20140007831	7/25/2014	\$550.00	3	0
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Violations List

COS-No Footspa Records

COS-Implements stored alongside debris

COS-Failed to disinfect shampoo bowls

Munoz Orellana, Felicita Concepcion	COS20140009111	7/25/2014	\$500.00	0	1
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Violations List

COS-No operators license

Nguyen, Tam Quoc	COS20140009260	7/22/2014	\$225.00	0	1
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Violations List

COS-Expired school/salon license

Clark, Ramona Jones	COS20140009315	7/25/2014	\$1,000.00	1	1
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Violations List

COS-Faliure to cooperate with Inspector

COS-No school or salon license

Dinh, Dat Tan	COS20140009712	7/25/2014	\$2,350.00	3	0
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Violations List



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COS-Emp/leased to unlicensed person

COS-Faliure to cooperate with Inspector

COS-No Footspa Records

Sanchez, Edward	COS20140010769	6/30/2014	\$750.00	0	1
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Violations List

COS-No operators license

Bentley, Elizabeth C	COS20140011186	7/9/2014	\$750.00	0	1
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Violations List

COS-Expired school/salon license

Morgan Nails	COS20140011197	6/25/2014	\$500.00	1	0
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Violations List

COS-Fail to clean and sanitize

Madadi, Srinivasa R	COS20140012168	7/2/2014	\$500.00	0	1
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Violations List

COS-No school or salon license

Galeria Chic Salon Spa	COS20140013130	7/25/2014	\$750.00	2	0
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Violations List

COS-No Footspa Records

COS-Fail to clean and sanitize

Kahlo Threading	COS20140013241	6/25/2014	\$375.00	1	0
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Violations List

COS-No wash hands prior to client

Patel, Sonalben Vimalkumar	COS20140013575	7/9/2014	\$750.00	0	1
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Violations List



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COS-No operators license						
Nduaguba, Chinonye J	COS20140013576	6/27/2014	\$875.00	1	0	
Violations List						
COS-Emp/leased to unlicensed person						
Almond, Denise L	COS20140013740	7/17/2014	\$225.00	0	1	
Violations List						
COS-Expired school/salon license						
Beltran, Maria Hilda	COS20140013890	7/9/2014	\$750.00	1	0	
Violations List						
COS-Emp/leased to unlicensed person						
Alima, Celine	COS20140013916	7/25/2014	\$500.00	0	1	
Violations List						
COS-No school or salon license						
Sanchez, Yolanda	COS20140014441	6/30/2014	\$300.00	0	2	
Violations List						
COS-Expired school/salon license						
COS-Expired operators license						
SEMINOLE HIGH SCHOOL	COS20140014759	7/25/2014	\$1,600.00	1	0	
Violations List						
COS-Accounting wrong hours to students						
Dang, Tido	COS20140014793	6/25/2014	\$500.00	1	0	
Violations List						
COS-Emp/leased to unlicensed person						
Tran, Ha	COS20140014808	7/25/2014	\$1,000.00	1	0	



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Violations List

COS-Fail to clean and sanitize

The Rose Spa LLC	COS20140014811	6/25/2014	\$225.00	0	1
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Violations List

COS-Expired school/salon license

Polanco, Clarisa	COS20140015059	7/25/2014	\$375.00	1	0
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Violations List

COS-Fail to clean and sanitize

Amarillo College of Hairdressing, Inc.	COS20140015280	7/25/2014	\$2,625.00	1	0
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Violations List

COS-Accounting wrong hours to students

OSCAR NAILS & DAY SPA, LLC	COS20140015379	7/25/2014	\$3,600.00	3	0
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Violations List

COS-No Footspa Records

COS-Emp/leased to expired license

COS-Fail to clean and sanitize

Huynh, Qui Nghia Thi	COS20140015443	7/25/2014	\$2,500.00	2	1
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Violations List

COS-Expired school/salon license

COS-No Footspa Records

COS-Fail to clean and sanitize

VC OF WOODLANDS, LTD	COS20140015511	6/30/2014	\$675.00	1	0
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Violations List

COS-Emp/leased to expired license



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HERNANDEZ, ROSA	COS20140017006	7/25/2014	\$150.00	0	1
Violations List					
COS-Expired school/salon license					
REYES, MIRIAM	COS20140017015	7/25/2014	\$225.00	0	1
Violations List					
COS-Practice in unlicensed facility					
LOPEZ, YESENIA	COS20140017021	7/25/2014	\$225.00	0	1
Violations List					
COS-Practice in unlicensed facility					
COSMETOLOGISTS Total: 105			\$82,275.00	87	49

ELECTRICIANS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
DFW Solar Solutions	ELC20120009825	6/18/2014	\$1,000.00	0	1
Violations List					
ELC-Contract without license					
Ray, Terrell	ELC20120015808	6/25/2014	\$500.00	0	1
Violations List					
ELC-Contract without license					
Grier, Emmett	ELC20120017498	7/18/2014	\$500.00	0	1
Violations List					
ELC-Contract without license					
Sharpton, Vincent A	ELC20120019411	6/30/2014	\$1,000.00	1	0



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Violations List

ELC-failed to ensure licensed work

ENGLISH, TROY W	ELC20130003639	6/27/2014	\$1,500.00	1	0
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Violations List

ELC-Dishonesty, misrep or fraud

Reyes Electric Contractor	ELC20130004688	6/18/2014	\$1,500.00	1	0
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Violations List

ELC-Leasing license to another

Raging Pools	ELC20130006972	7/18/2014	\$750.00	0	1
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Violations List

ELC-Contract without license

Harter Electric Service, Inc	ELC20130008012	7/15/2014	\$1,000.00	1	0
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Violations List

ELC-failed to ensure licensed work

Anguiano, Raymond	ELC20130008397	7/18/2014	\$1,000.00	0	1
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Violations List

ELC-Contract without license

MARTINEZ, MARIO L	ELC20130009118	7/18/2014	\$1,000.00	0	2
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Violations List

ELC-Contract without license

ELC-Contract without license

Elbouzaidi, Mustapha Tiali	ELC20130010581	7/3/2014	\$1,000.00	0	1
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Violations List

ELC-Contract without license



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Gonzalez, Arnulfo	ELC20130013599	7/22/2014	\$375.00	1	0
Violations List					
ELC-Did not have TLDR info. on prop/inv					
Patschke, James	ELC20130016071	7/22/2014	\$500.00	0	1
Violations List					
ELC-Contract without license					
ELECTRICIANS Total: 13			\$11,625.00	5	9

ELEVATORS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Anarkali Enterprises Inc	ELE20140004196	7/25/2014	\$4,500.00	1	0
Violations List					
ELE-Didn't inspect Equip annually					
Church of the Good Shepherd	ELE20140009735	6/30/2014	\$1,500.00	1	0
Violations List					
ELE-Didn't inspect Equip annually					
LSREF2 Windmill REO (Lakewood), LLC	ELE20140010334	7/16/2014	\$750.00	1	0
Violations List					
ELE-Didn't inspect Equip annually					
WRPV XI VUE LO DALLAS LP	ELE20140011069	6/30/2014	\$1,500.00	1	0
Violations List					
ELE-Didn't inspect Equip annually					
26511 I-45 N II LTD	ELE20140011107	6/30/2014	\$750.00	1	0



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Violations List

ELE-Didn't inspect Equip annually

Lotus Village (Chinatown) Apartments LP	ELE20140012448	7/9/2014	\$750.00	1	0
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Violations List

ELE-Didn't inspect Equip annually

Conroe ISD	ELE20140013258	7/9/2014	\$750.00	1	0
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Violations List

ELE-Didn't inspect Equip annually

VALLEY BAPTIST REALTY COMPANY, LLC	ELE20140013264	6/18/2014	\$10,250.00	1	0
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Violations List

ELE-Didn't inspect Equip annually

SIMON PROPERTY GROUP (TEXAS) LP	ELE20140013542	7/25/2014	\$8,250.00	1	0
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Violations List

ELE-Didn't inspect Equip annually

GOYA FOODS INC	ELE20140014260	7/9/2014	\$750.00	1	0
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Violations List

ELE-Didn't inspect Equip annually

LHT San Antonio Reality LP	ELE20140014315	6/25/2014	\$4,500.00	1	0
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Violations List

ELE-Didn't inspect Equip annually

The Diocese of Laredo	ELE20140014561	7/16/2014	\$500.00	1	0
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Violations List

ELE-Didn't inspect Equip annually



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S Von S LLC	ELE20140015360	7/18/2014	\$500.00	1	0
Violations List					
ELE-No insp report, fees w/n 60 days					
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A-S 47 Jones-Cypress N. Houston, L.P.	ELE20140016280	7/16/2014	\$1,500.00	1	0
Violations List					
ELE-Didn't inspect Equip annually					
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ELEVATORS Total: 14			\$36,750.00	14	0

LICENSED BREEDERS

				Violations	
Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
Oliver, Cindy	BRE20130011219	6/25/2014	\$1,500.00	0	1
Violations List					
BRE-Unlicensed breeder					
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Mahan-Paskero, Tracy	BRE20130022056	6/27/2014	\$1,500.00	0	1
Violations List					
BRE-Unlicensed breeder					
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LICENSED BREEDERS Total: 2			\$3,000.00	0	2

TOW TRUCKS

				Violations	
Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
Duncan Services Inc.	TOW20120014858	7/9/2014	\$600.00	1	0
Violations List					
TOW-Fail to identical fee structure					
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Maldonado, Adriana Salcido	TOW20120018059	6/25/2014	\$2,625.00	1	0
Violations List					
TOW-Tow without proper signage					
Perez, Ruben	TOW20130003448	7/22/2014	\$300.00	1	0
Violations List					
TOW-Fail to identical fee structure					
Perry, Paul D	TOW20130005984	6/27/2014	\$750.00	2	0
Violations List					
TOW-Charges not related to tow					
TOW-Fail to identical fee structure					
Wells, Margaret	TOW20130006393	7/16/2014	\$1,000.00	1	0
Violations List					
TOW-Didn't tow in safe/competent manner					
Quinn, Katie	TOW20130009438	7/22/2014	\$1,500.00	2	0
Violations List					
TOW-Tow without proper signage					
TOW-Tow without proper signage					
Cathey, Jimmy W Jr.	TOW20130010675	7/17/2014	\$1,000.00	1	0
Violations List					
TOW-Lacks honesty/trustworthiness/integ					
Energy Associates Inc	TOW20130012052	6/30/2014	\$1,500.00	0	1
Violations List					
TOW-Employed unlicensed person					
Williams, Vanessa	TOW20130016879	7/18/2014	\$1,500.00	0	1



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Violations List

TOW-License-Expired tow company license

Rodgers, Terry D	TOW20130017524	6/30/2014	\$1,200.00	2	0
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Violations List

TOW-Fail to take to licensed VSF

TOW-Fail to have proper info on ticket

Recovery Systems, Inc.	TOW20130017715	7/9/2014	\$0.00	0	0
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Violations List

Recovery Systems, Inc.	TOW20130019509	7/9/2014	\$0.00	0	0
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Violations List

Recovery Systems, Inc.	TOW20130021243	7/9/2014	\$3,000.00	1	0
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Violations List

TOW-Tow without proper signage

Marroquin, Ceasar	TOW20140001629	7/22/2014	\$400.00	2	0
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Violations List

TOW-Fail to have tow plates on truck

TOW-No/improper signage on truck

Kuykendall, John	TOW20140007968	7/22/2014	\$2,500.00	2	1
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Violations List

TOW-Employed unlicensed person

TOW-Lacks honesty/trustworthiness/integ

TOW-Without authority-Illegal tow



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CUMMINGS, GENE	TOW20140011548	6/27/2014	\$1,000.00	1	0
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Violations List

TOW-Fail to have data plates on equip

TOW TRUCKS Total: 16			\$18,875.00	17	3
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USED AUTOMOTIVE PARTS RECYCLERS

Violations

Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
Chavarria, Marcos A	APR20130019835	6/18/2014	\$3,000.00	1	0

Violations List

APR-Dismantled/disposal w/o certificate

USED AUTOMOTIVE PARTS RECYCLERS Total: 1			\$3,000.00	1	0
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VEHICLE STORAGE FACILITIES

Violations

Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
Duncan Services Inc	VSF20120014860	7/9/2014	\$1,400.00	1	0

Violations List

VSF-Required info not on invoice/receipt

Saucedo, Tommy	VSF20120015687	7/25/2014	\$2,200.00	2	0
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Violations List

VSF-Fail to release with proper docs & \$

VSF-Failed to timely send/publish notice

Perry, Paul D	VSF20130005240	6/27/2014	\$650.00	2	0
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Violations List



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VSF-Charges on combo tix not separated

VSF-Failed to provide NCTFS on request

Dave's Hi-Way Wrecker Service Inc.	VSF20130006344	7/9/2014	\$450.00	1	0
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Violations List

VSF-Fail to include req'd info on notice

Perez, Ruben	VSF20130006710	7/22/2014	\$450.00	1	0
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Violations List

VSF-Charges on combo tix not separated

LADS WRECKER SERVICE, INC.	VSF20130007141	7/22/2014	\$0.00	4	0
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Violations List

VSF-Vehicle not available for release

VSF-Charges on combo tix not separated

VSF-Sign violations

VSF-Fail to release with proper docs & \$

Weeks, Shaun	VSF20130008370	6/27/2014	\$1,850.00	4	0
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Violations List

VSF-Didn't accept e-check, credit, debi

VSF-Fail to include req'd info on notice

VSF-Required info not on invoice/receipt

VSF-Failure to lock gate

Hill Country Customs, Inc.	VSF20130008809	7/9/2014	\$600.00	1	0
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Violations List

VSF-Charged impound w/o services or date

Action Wrecker Service, Inc	VSF20130010709	6/27/2014	\$1,350.00	3	0
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Violations List

VSF-Failed to give notice of rights

VSF-Sign violations

VSF-Didn't accept e-check, credit, debi

Lads Wrecker Service Inc	VSF20130015424	7/22/2014	\$0.00	0	0
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Violations List

LADS Wrecker Service, INC.	VSF20140003573	7/22/2014	\$0.00	0	0
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Violations List

Alba, Rogelio	VSF20140003745	6/25/2014	\$1,500.00	0	1
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Violations List

VSF-Employed unlicensed employee

TOW Incorporated	VSF20140004360	7/16/2014	\$750.00	1	0
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Violations List

VSF-Fail to notify law enforcement

Lindig Truck and Equipment, LLC	VSF20140004633	6/30/2014	\$1,050.00	2	0
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Violations List

VSF-No reasonable efforts to store

VSF-Charges on combo tix not separated

Kuykendall, John	VSF20140009151	7/22/2014	\$1,400.00	4	0
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Violations List



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- VSF-Failed to give notice of rights
- VSF-Charged impound w/o services or date
- VSF-Fail to have Dept info where req'd
- VSF-Charges on combo tix not separated

Saucedo, Tommy Mr.	VSF20140009165	7/25/2014		0	0
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Violations List

DRP LOGISTICS INC	VSF20140009580	7/16/2014	\$300.00	1	0
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Violations List

- VSF-Fail to include req'd info on notice

CUMMINGS, GENE	VSF20140011550	6/27/2014	\$300.00	1	0
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Violations List

- VSF-Sign violations

VEHICLE STORAGE FACILITIES Total: 18	\$14,250.00	28	1
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WATERWELL DRILLERS

Violations

Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
Wilson, Bobby Rick	WWD20140004067	6/27/2014	\$375.00	1	0

Violations List

- WWD-Failure to submit well report

WATERWELL DRILLERS Total: 1	\$375.00	1	0
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Grand Total: 215	\$238,150.00	192	73
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AIR CONDITIONING & REFRIGERATION

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Flores, Leonard A	ACR20120014726	7/17/2014	\$3,000.00	0	1
Violations List					
ACR-Contracting w/o a license					
Stamper, Benjamin	ACR20120015743	6/25/2014	\$4,000.00	0	1
Violations List					
ACR-Contracting w/o a license					
Ruiz, Jose	ACR20120017679	7/3/2014	\$3,000.00	0	1
Violations List					
ACR-Contracting w/o a license					
Caldwell, Michael A	ACR20120018601	7/17/2014	\$8,000.00	0	1
Violations List					
ACR-Contracting w/o a license					
Martinez, Raul	ACR20120019261	6/25/2014	\$3,500.00	0	1
Violations List					
ACR-Contracting w/o a license					
Chavez, Jorge	ACR20120019283	7/25/2014	\$3,000.00	0	1
Violations List					
ACR-Contracting w/o a license					
Zuniga, Martin	ACR20120019400	6/25/2014	\$5,000.00	1	1
Violations List					



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51-Failed to comply with an order

ACR-Contracting w/o a license

Kosse, John	ACR20120020382	6/25/2014	\$6,000.00	0	1
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Violations List

ACR-Contracting w/o a license

King, Richard W	ACR20130001488	6/25/2014	\$3,000.00	0	1
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Violations List

ACR-Contracting w/o a license

Lara, Ignacio O.	ACR20130001724	6/25/2014	\$5,000.00	0	1
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Violations List

ACR-Contracting w/o a license

Vallecillo, Yuri Moises	ACR20130002016	6/25/2014	\$3,000.00	0	1
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Violations List

ACR-Contracting w/o a license

Ayala, Silvia R.	ACR20130002030	7/17/2014	\$3,000.00	0	1
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Violations List

ACR-Contracting w/o a license

Hinojosa, Juan M.	ACR20130002614	6/25/2014	\$5,000.00	1	0
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Violations List

ACR-Cheating on exam

MATHEWS, DANNY R	ACR20130003192	6/25/2014	\$3,000.00	0	1
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Violations List

ACR-Contracting w/o a license

Macias, Juan C Jr.	ACR20130003217	6/25/2014	\$6,000.00	0	1
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Violations List

ACR-Contracting w/o a license

Bryson, Robert	ACR20130004930	6/30/2014	\$5,000.00	1	0
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Violations List

ACR-Misrepresentation of service

Lopez, Steven A	ACR20130006349	7/9/2014	\$8,000.00	0	1
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Violations List

ACR-Contracting w/o a license

Howell, Brent L.	ACR20130006671	7/2/2014	\$4,000.00	0	1
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Violations List

ACR-Contracting w/o a license

Olivares, Ociel A.	ACR20130014443	7/3/2014	\$9,000.00	0	1
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Violations List

ACR-Advertising without a license

Hernandez, Nathan B	ACR20130017192	7/17/2014	\$0.00	1	0
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Violations List

53-Criminal Activity

Vera, Pedro G	ACR20130017959	7/17/2014	\$3,000.00	0	1
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Violations List

ACR-Contracting w/o a license

Ruiz, Luis	ACR20130019063	7/17/2014	\$4,000.00	0	1
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Violations List

ACR-Contracting w/o a license

Kosse, John	ACR20130022564	6/25/2014	\$0.00	0	0
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TEXAS DEPARTMENT OF LICENSING AND REGULATION

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Violations List

Kingsley, Anderson J	ACR20140000694	7/16/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Rangel, Rosendo	ACR20140001986	7/9/2014	\$3,000.00	0	1
Violations List					
ACR-Advertising without a license					
Hernandez, Bobby	ACR20140003402	7/15/2014	\$3,500.00	0	1
Violations List					
ACR-Contracting w/o a license					
Affaneh, Mike	ACR20140003486	6/25/2014	\$3,000.00	0	1
Violations List					
ACR-Contracting w/o a license					
Zuniga, Martin	ACR20140004880	6/25/2014	\$0.00	0	0
Violations List					
Brown-Hayling, Daniel L	ACR20140005721	7/2/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Glarabian, Oron	ACR20140005852	7/3/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Rivera, Rafael	ACR20140006473	7/2/2014	\$0.00	1	0



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For Disposition Code: Default Order

Violations List

51-Failed to comply with an order

Crayton, Deric D	ACR20140008077	7/16/2014	\$0.00	1	0
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Violations List

51-Failed to comply with an order

Gonzalez, Yamel	ACR20140008233	7/15/2014	\$0.00	1	0
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Violations List

51-Failed to comply with an order

Vredenburg, Frederick Jr	ACR20140011385	7/16/2014	\$0.00	1	0
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Violations List

51-Failed to comply with an order

AIR CONDITIONING & REFRIGERATION Total: 34			\$106,000.00	11	22
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ARCHITECTURAL BARRIERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Ibarra, Maria J	EAB20140010973	7/2/2014	\$2,000.00	1	0
Violations List					
EAB-Owner no proj insp for TAS w/in 1 yr					
1516 E US EXPRESSWAY 83	EAB20140012259	7/9/2014	\$2,000.00	1	0
Violations List					
EAB-Owner no proj insp for TAS w/in 1 yr					
HACIENDA GROUP PROPERTIES LP	EAB20140012272	7/2/2014	\$2,000.00	1	0

Violations List



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Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Default Order

EAB-Owner no proj insp for TAS w/in 1 yr

TRINIDAD PROPERTIES LLC	EAB20140012273	6/30/2014	\$2,000.00	1	0
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Violations List

EAB-Owner no proj insp for TAS w/in 1 yr

Macy's Retail Holdings Inc	EAB20140012274	6/30/2014	\$2,000.00	1	0
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Violations List

EAB-Owner no proj insp for TAS w/in 1 yr

Greater Prayer Tower Holiness Church	EAB20140013727	7/9/2014	\$2,000.00	1	0
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Violations List

EAB-Owner no proj insp for TAS w/in 1 yr

ARCHITECTURAL BARRIERS Total: 6		\$12,000.00	6	0
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BARBERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Ali, Abdu Rahim	BAR20130000408	6/25/2014	\$4,200.00	2	0
Violations List					
BAR-No instructors on duty					
BAR-Salon/school not clean/good repair					
REYNA-GONZALES, JOSE LUIS	BAR20130018819	7/17/2014	\$1,500.00	0	1
Violations List					
BAR-No barber license					
TURNER, TONY	BAR20130020479	7/2/2014	\$1,500.00	0	1
Violations List					



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BAR-No barber shop license					
Roberson, Emiel R.	BAR20130023584	6/27/2014	\$800.00	0	1
Violations List					
BAR-Licensed oper. in unlicensed shop					
Shanklin, Nikolas E	BAR20140001974	6/25/2014	\$300.00	0	1
Violations List					
BAR-No barber shop license					
Rose, Donald	BAR20140005736	7/15/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Freeman, Paul A	BAR20140008053	7/15/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Aguinaga, Joe	BAR20140008061	7/2/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Maldonado, Bobbijo Yzeta	BAR20140009255	6/30/2014	\$0.00	0	0
Violations List					
BARBERS Total: 9			\$8,300.00	5	4



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Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Default Order

COMBATIVE SPORTS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Cejudo, Henry C	BOX20140009587	7/15/2014	\$2,000.00	1	0
Violations List					
BOX-C-Not on time to weigh in					
COMBATIVE SPORTS Total: 1			\$2,000.00	1	0

COSMETOLOGISTS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Gentry, Julie	COS20120008365	7/15/2014	\$300.00	0	1
Violations List					
COS-No operators license					
Duong, Nhu Van	COS20120013273	7/17/2014	\$6,350.00	3	0
Violations List					
COS-Salon/school not clean/good repair					
COS-No Footspa Records					
COS-Left applicators in wax					
Terasa Calcutta, Inc.	COS20120017590	7/25/2014	\$5,200.00	3	0
Violations List					
COS-No Footspa Records					
COS-Fail to clean and sanitize					
COS-Products not properly labeled					



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Adry-Annas' Beauty Salon	COS20120018376	7/15/2014	\$1,000.00	2	0
Violations List					
COS-No Footspa Records					
COS-Fail to prepare fresh					
Tran, Hue My Thi	COS20130001918	7/3/2014	\$1,000.00	1	0
Violations List					
51-Failed to comply with an order					
Ybarra, Jessica Esmeralda	COS20130002651	7/9/2014	\$1,000.00	0	1
Violations List					
COS-Expired operators license					
Duong, Nhu Van Mr.	COS20130003256	7/17/2014	\$0.00	0	0
Violations List					
Le, Nga H.	COS20130004167	7/17/2014	\$1,300.00	3	0
Violations List					
COS-No Footspa Records					
COS-Implements not ster/sanit before use					
COS-Failed to disinfect shampoo bowls					
Truong, Nam Hoang	COS20130005935	7/3/2014	\$1,000.00	0	1
Violations List					
COS-No operators license					
Jubie, Yoradi	COS20130005995	7/3/2014	\$1,500.00	2	0
Violations List					



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Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Default Order

COS-No Footspa Records						
COS-Fail to clean and sanitize						
Quan, Thau D	COS20130007547	7/9/2014	\$3,500.00	5	0	
Violations List						
COS-Logs are wrong or incomplete						
COS-Fail to prepare fresh						
COS-Fail to clean non-metal items						
COS-Fail to clean or disinfect wax pots						
COS-No sterilizer or UV sanitizer						
Vo, Thanh Hoa Thi	COS20130008543	7/25/2014	\$4,450.00	5	0	
Violations List						
COS-Use of unapproved drill						
COS-Fail to clean and sanitize						
COS-Did not have suitable plumbing						
COS-No Footspa Records						
COS-Premises used for living/sleeping						
Luong, My	COS20130008722	7/3/2014	\$4,200.00	4	0	
Violations List						
COS-Faliure to cooperate with Inspector						
COS-Salon/school not clean/good repair						
COS-Logs are wrong or incomplete						
COS-Fail to clean and sanitize						
Nguyen, Ngoc Thuy Thi	COS20130011865	6/25/2014	\$2,100.00	1	1	
Violations List						



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COS-No Footspa Records						
COS-Expired school/salon license						
Duong, Nhu Van	COS20130012014	7/17/2014	\$0.00	0	0	
Violations List						

Davis, Louchelle Renique	COS20130020501	7/2/2014	\$800.00	0	1	
Violations List						
COS-Expired school/salon license						

DONJUAN, NORMA MARTINEZ	COS20130021377	7/2/2014	\$300.00	0	1	
Violations List						
COS-Expired operators license						

Nguyen, Nang Van	COS20140000654	7/17/2014	\$500.00	1	0	
Violations List						
COS-No Footspa Records						

Escochea, Eric	COS20140001342	7/15/2014	\$1,000.00	0	1	
Violations List						
COS-Practice in unlicensed facility						

DANG, GIAO	COS20140003566	7/17/2014	\$500.00	1	0	
Violations List						
COS-No Footspa Records						

Tran, Thuy Thanh	COS20140005331	6/25/2014	\$2,850.00	3	0	
Violations List						



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COS-Emp/leased to unlicensed person

COS-Products not properly labeled

COS-Salon/school not clean/good repair

Bracken, Ashley Victoria	COS20140005478	7/2/2014	\$300.00	0	1
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Violations List

COS-Expired school/salon license

Stebbins, Belinda A	COS20140005689	7/3/2014	\$0.00	1	0
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Violations List

51-Failed to comply with an order

Marre, Mareme Diokhane	COS20140005709	7/2/2014	\$0.00	1	0
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Violations List

51-Failed to comply with an order

Maldonado, Bobbijo Yzeta	COS20140005745	6/30/2014	\$0.00	1	0
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Violations List

51-Failed to comply with an order

Adewusi, Ruth	COS20140005752	6/30/2014	\$0.00	1	0
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Violations List

51-Failed to comply with an order

Nguyen, Tu Anh	COS20140005828	7/2/2014	\$0.00	1	0
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Violations List

51-Failed to comply with an order

Rigsby, Charl M	COS20140006063	7/15/2014	\$300.00	0	1
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Violations List

COS-Expired school/salon license



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Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Default Order

Barrett, Kimberly D	COS20140006340	7/3/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Cooper, Deborah J	COS20140006400	7/15/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Rogers, Jerry D	COS20140008047	7/15/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Compton, Taylor	COS20140008065	7/16/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Grear, Dehkontee	COS20140008084	7/2/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
PATTERSON, BRANDI ADAMS	COS20140008104	7/22/2014	\$2,500.00	1	0
Violations List					
COS-Accounting wrong hours to students					
Rodriguez, Rosemary	COS20140008119	7/3/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Vo, Tuyet-Hang Thi	COS20140008246	7/2/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					



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For Disposition Code: Default Order

Brazier, Mabel Jo	COS20140011298	6/30/2014	\$2,000.00	0	2
Violations List					
COS-No operators license					
COS-No school or salon license					
Farley, Patricia K	COS20140011376	7/3/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Beltran, Miriam F	COS20140011386	7/2/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Hill, Bobby D	COS20140011387	7/2/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Jackson, Darrell Keith JR	COS20140011396	7/3/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Odom, Hope Elizabeth	COS20140011403	7/3/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Huerta, Socorro	COS20140011737	7/3/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Darling, Chaye A	COS20140011767	7/15/2014	\$0.00	1	0
Violations List					



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51-Failed to comply with an order

Martinez, Marisol	COS20140012296	7/2/2014	\$0.00	1	0
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Violations List

51-Failed to comply with an order

COSMETOLOGISTS Total: 45			\$43,950.00	55	11
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ELECTRICIANS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Hill, Mark A	ELC20120003036	7/25/2014	\$5,000.00	1	0
Violations List					
ELC-Dishonesty, misrep or fraud					
Spencer, Randy	ELC20120009285	6/25/2014	\$2,000.00	0	1
Violations List					
ELC-Contract without license					
LAKE AUSTIN POOLS, LLC	ELC20120010867	7/9/2014	\$4,000.00	0	1
Violations List					
ELC-Contract without license					
Pickar, Edward	ELC20120015671	7/9/2014	\$2,000.00	0	1
Violations List					
ELC-Contract without license					
Morris, Keith	ELC20120015701	6/25/2014	\$2,000.00	0	1
Violations List					
ELC-Contract without license					



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Longoria, Jose	ELC20120015810	7/9/2014	\$2,000.00	0	1
Violations List					
ELC-Contract without license					
Herrera, Roberto	ELC20120018398	7/25/2014	\$3,000.00	0	1
Violations List					
ELC-Contract without license					
Aldape, Juan	ELC20120019963	7/15/2014	\$2,000.00	0	1
Violations List					
ELC-Contract without license					
Gordon, Isaiah	ELC20130003260	7/18/2014	\$0.00	1	0
Violations List					
60-Fail to pay dishonored check					
DANTEX GROUP INC	ELC20130003809	7/9/2014	\$2,000.00	0	1
Violations List					
ELC-Contract without license					
MATHEWS, DANNY R	ELC20130004691	6/25/2014	\$2,000.00	0	1
Violations List					
ELC-Contract without license					
Buildings By All-Phase LLC	ELC20130021592	7/9/2014	\$2,000.00	0	1
Violations List					
ELC-Contract without license					
Rivera, Emil	ELC20140004861	7/3/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					



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Antunez, Pedro J	ELC20140005846	6/30/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Llanas, Pedro G	ELC20140006342	7/15/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Countryman, Jason	ELC20140006413	7/3/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Coursey, Shawn W	ELC20140008226	7/15/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
Gutterud, Steven D	ELC20140008517	7/15/2014	\$2,000.00	0	1
Violations List					
ELC-Contract without license					
ELECTRICIANS Total: 18			\$30,000.00	7	11

PROPERTY TAX PROFESSIONALS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Fling, Danny L	PTP20140008374	7/15/2014	\$0.00	1	0
Violations List					
51-Failed to comply with an order					
PROPERTY TAX PROFESSIONALS Total: 1			\$0.00	1	0



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For Disposition Code: Default Order

TOW TRUCKS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Ellertow, LP	TOW20120014235	7/16/2014	\$4,000.00	1	0
Violations List					
TOW-Without authority-Illegal tow					
Bumper, Jimmy	TOW20120017739	7/2/2014	\$2,000.00	3	0
Violations List					
TOW-No/improper signage on truck					
TOW-Leaking/defective hydraulic line					
TOW-Didnt establish/follow drug policy					
Mounts, Brandon Taylor	TOW20120020026	6/30/2014	\$3,000.00	1	0
Violations List					
TOW-Lacks honesty/trustworthiness/integ					
Ellertow, LP	TOW20120020307	7/16/2014	\$5,000.00	1	1
Violations List					
TOW-Employed unlicensed person					
TOW-Didnt establish/follow drug policy					
ELLERTOW, LP	TOW20130000356	7/16/2014	\$2,000.00	1	0
Violations List					
TOW-Tow without proper notice					
Mendiola, Felipe	TOW20130000551	7/3/2014	\$6,900.00	5	0
Violations List					



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- TOW-No cab card in truck
- TOW-No reflective vest or shirt
- TOW-Failed to have insurance in truck
- TOW-Leaking/defective hydraulic line
- TOW-Insurance-Fail to maintain

Oney, James A	TOW20130005144	6/30/2014	\$9,300.00	5	0
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Violations List

- TOW-Lacks honesty/trustworthiness/integ
- TOW-Fail to identical fee structure
- TOW-Charges not related to tow
- TOW-Fail to cooperate with Department
- TOW-Charged more than allowed for tow

Tapia, Adolfo	TOW20130008482	7/2/2014	\$2,000.00	1	0
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Violations List

- TOW-Didnt establish/follow drug policy

Fish, Donald W	TOW20130019417	6/30/2014	\$0.00	2	0
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Violations List

- 53-Criminal Activity
- 51-Lacks honesty/trustworthiness/integ

WHITSON, LEROY H.	TOW20130023879	6/30/2014	\$2,400.00	2	0
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Violations List

- TOW-Didnt establish/follow drug policy
- TOW-Fail to have proper info on ticket

Shields, Paul	TOW20140001569	6/30/2014	\$0.00	1	0
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For Disposition Code: Default Order

Violations List

53-Criminal Activity

Green, Christopher Shawn	TOW20140008369	7/2/2014	\$0.00	1	0
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Violations List

51-Failed to comply with an order

TOW TRUCKS Total: 12			\$36,600.00	24	1
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USED AUTOMOTIVE PARTS RECYCLERS

Violations

Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
Vega, Eduardo Sr	APR20140005800	7/3/2014	\$0.00	1	0

Violations List

51-Failed to comply with an order

USED AUTOMOTIVE PARTS RECYCLERS Total: 1			\$0.00	1	0
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VEHICLE STORAGE FACILITIES

Violations

Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
Simpson, Jesse	VSF20120008134	7/2/2014	\$3,200.00	4	0

Violations List

- VSF-Charges on combo tix not separated
- VSF-Fail to have Dept info where req'd
- VSF-No all weather surface/ overgrown
- VSF-Sign violations

Oney, James A	VSF20120014500	6/30/2014	\$1,200.00	1	0
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Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Default Order

Violations List

VSF-Sign violations

Aces Towing & Recovery	VSF20120014883	6/30/2014	\$10,900.00	6	0
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Violations List

VSF-Not completely enclosed by 6' fence

VSF-No all weather surface/ overgrown

VSF-Sign violations

VSF-Charged impound w/o services or date

VSF-No maintain req'd records for 2 yrs

VSF-Didn't establish/follow drug policy

Ellertow, LP	VSF20120018053	7/16/2014	\$4,600.00	4	0
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Violations List

VSF-Charged impound w/o services or date

VSF-Fail to provide tow ticket

VSF-Charges on combo tix not separated

VSF-Fail to include req'd info on notice

Pierce, Wesley	VSF20120018739	7/3/2014	\$2,000.00	1	0
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Violations List

VSF-Vehicle not available for release

Ellertow LP	VSF20120019284	7/16/2014	\$22,600.00	7	0
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Violations List



TEXAS DEPARTMENT OF LICENSING AND REGULATION

ENFORCEMENT

Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Default Order

VSF-Charged impound w/o services or date

VSF-Charges on combo tix not separated

VSF-Fail to include req'd info on notice

VSF-Didn't establish/follow drug policy

VSF-Sign violations

VSF-No reasonable efforts to store

VSF-Fail to notify law enforcement

Ellertow, LP	VSF20120020321	7/16/2014	\$0.00	0	0
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Violations List

Castellanos, Marisela	VSF20130023007	7/9/2014	\$900.00	0	1
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Violations List

VSF-Unlicensed-Employee

Aces Towing & Recovery	VSF20130023329	6/30/2014		0	0
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Violations List

Baker, Dana R	VSF20140008702	6/30/2014	\$900.00	0	1
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Violations List

VSF-Unlicensed-Employee

VEHICLE STORAGE FACILITIES Total: 10		\$46,300.00	23	2
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TEXAS DEPARTMENT OF LICENSING AND REGULATION

ENFORCEMENT

Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Default Order

WATERWELL DRILLERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Fleetwood, Michael	WWD20130011988	6/30/2014	\$2,000.00	1	0
Violations List					
WWD-Failure of landowner to cap or plug					
WATERWELL DRILLERS Total: 1			\$2,000.00	1	0
Grand Total: 138			\$287,150.00	135	51



TEXAS DEPARTMENT OF LICENSING AND REGULATION

ENFORCEMENT

Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Cease and Desist Order

AIR CONDITIONING & REFRIGERATION

Name	Open File No.	Order date	Violations	
			Licensed	UnLicensed
Missa Cleaning Service Inc	ACR20130008767	6/18/2014	0	1
Violations List				
ACR-Contracting w/o a license				
Jimenez, Luis Orlando Sr.	ACR20130010664	6/27/2014	0	1
Violations List				
ACR-Contracting w/o a license				
Fuentes, Arturo S	ACR20130010737	6/25/2014	0	1
Violations List				
ACR-Contracting w/o a license				
Franklyn, Matthew	ACR20130011041	6/30/2014	0	1
Violations List				
ACR-Contracting w/o a license				
Collier, Roman L JR	ACR20130011304	6/25/2014	0	1
Violations List				
ACR-Contracting w/o a license				
Torrealba, Eduardo	ACR20130011461	6/25/2014	0	1
Violations List				
ACR-Contracting w/o a license				
Mendez, Rodolfo	ACR20130011567	6/30/2014	0	1
Violations List				



TEXAS DEPARTMENT OF LICENSING AND REGULATION

ENFORCEMENT

Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Cease and Desist Order

ACR-Contracting w/o a license

Air Filter Systems, L.P.	ACR20130012423	6/25/2014	0	1
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Violations List

ACR-Contracting w/o a license

Nunno, John	ACR20140009330	6/25/2014	0	1
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Violations List

ACR-Contracting w/o a license

Parham, Aaron	ACR20140011932	6/27/2014	0	1
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Violations List

ACR-Contracting w/o a license

AIR CONDITIONING & REFRIGERATION Total: 10	0	10
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BARBERS

Name	Open File No.	Order date	Violations	
			Licensed	UnLicensed
Perkins, Jeffery A	BAR20130019329	7/16/2014	0	1
Violations List				
BAR-No barber license				
QUINTANILLA, ANTHONY G	BAR20130021630	7/9/2014	0	1
Violations List				
BAR-Operator's license expired				
Lollie, Christopher Earl	BAR20140008938	7/16/2014	0	1
Violations List				



TEXAS DEPARTMENT OF LICENSING AND REGULATION

ENFORCEMENT

Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Cease and Desist Order

BAR-No barber shop license

BARBERS Total: 3	0	3
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COSMETOLOGISTS

Name	Open File No.	Order date	Violations	
			Licensed	UnLicensed
Dang, Thi-Ut	COS20120013243	7/16/2014	0	1
Violations List				
COS-No operators license				
Flores, Alicia Eseranza	COS20130021186	7/16/2014	0	1
Violations List				
COS-No operators license				
Bon, Truong Thi	COS20140006134	7/16/2014	0	1
Violations List				
COS-No operators license				
McNairy, Sharity D	COS20140006243	7/16/2014	0	1
Violations List				
COS-No school or salon license				
Mabiki, Diarra Thiam	COS20140009022	7/9/2014	0	1
Violations List				
COS-Expired operators license				
McDaniel, Crystal	COS20140009846	7/25/2014	0	1
Violations List				
COS-No operators license				



TEXAS DEPARTMENT OF LICENSING AND REGULATION

ENFORCEMENT

Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Cease and Desist Order

Rios-Veliz, Juana Irma	COS20140013028	6/18/2014	0	1
Violations List				
COS-No operators license				
Chao, Da Chi	COS20140015307	7/16/2014	0	1
Violations List				
COS-No operators license				
Pastrana-Ortega, Osman	COS20140015505	7/16/2014	0	1
Violations List				
COS-No operators license				
MIRAMONTES, VERONICA TORRES	COS20140017512	7/25/2014	0	1
Violations List				
COS-No operators license				
HO, MIMI	COS20140017604	7/25/2014	0	1
Violations List				
COS-No operators license				
COSMETOLOGISTS Total: 11			0	11

ELECTRICIANS

Name	Open File No.	Order date	Violations	
			Licensed	UnLicensed
Grier, Emmett	ELC20120017498	6/27/2014	0	1
Violations List				
ELC-Contract without license				
Llanes, Teodoro	ELC20120019277	6/27/2014	0	1



TEXAS DEPARTMENT OF LICENSING AND REGULATION

ENFORCEMENT

Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Cease and Desist Order

Violations List

ELC-Contract without license

Lenoir, Blair	ELC20130009828	6/27/2014	0	1
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Violations List

ELC-Contract without license

Hawbaker, Robert	ELC20130010488	6/25/2014	0	1
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Violations List

ELC-Contract without license

Mendoza, Eduardo G.	ELC20130010523	6/27/2014	0	1
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Violations List

ELC-Contract without license

Ortiz, Freddie	ELC20130010559	6/25/2014	0	1
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Violations List

ELC-Contract without license

McCallum, Todd	ELC20130010575	6/25/2014	0	1
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Violations List

ELC-Contract without license

Kals Home Repair, LLC	ELC20130010597	6/27/2014	0	1
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Violations List

ELC-Contract without license

Lime Light Solar, LLC	ELC20130010997	6/27/2014	0	1
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Violations List

ELC-Contract without license

Fuentes, Arturo S.	ELC20130011213	6/25/2014	0	1
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TEXAS DEPARTMENT OF LICENSING AND REGULATION

ENFORCEMENT

Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Cease and Desist Order

Violations List

ELC-Contract without license

Paris Pump Service, Inc.	ELC20130013191	6/27/2014	0	1
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Violations List

ACR-Contracting w/o a license

Davila, Efren	ELC20130013601	6/27/2014	0	1
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Violations List

ELC-Contract without license

Salazar, Fernando	ELC20130013602	6/27/2014	0	1
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Violations List

ELC-Contract without license

Villarreal, Gilberto	ELC20130013605	6/27/2014	0	1
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Violations List

ELC-Contract without license

Parham, Aaron	ELC20140011974	6/27/2014	0	1
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Violations List

ELC-Contract without license

Contreras, Ricardo	ELC20140013339	6/27/2014	0	1
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Violations List

ELC-Contract without license

ELECTRICIANS Total: 16			0	16
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TEXAS DEPARTMENT OF LICENSING AND REGULATION

ENFORCEMENT

Orders Issued between: 6/18/2014 and 7/28/2014

For Disposition Code: Cease and Desist Order

LICENSED BREEDERS

Name	Open File No.	Order date	Violations	
			Licensed	UnLicensed
Tiny Tots Texas	BRE20130007275	7/16/2014	0	1
Violations List				
BRE-Unlicensed breeder				
LICENSED BREEDERS Total: 1			0	1

LICENSED COURT INTERPRETERS

Name	Open File No.	Order date	Violations	
			Licensed	UnLicensed
Song, Samuel	LCI20130016812	7/18/2014	1	0
Violations List				
LCI-Obtained license by fraud/false rep				
LICENSED COURT INTERPRETERS Total: 1			1	0

TOW TRUCKS

Name	Open File No.	Order date	Violations	
			Licensed	UnLicensed
McClintock, Jeremy Ryan	TOW20140006597	6/27/2014	0	1
Violations List				
TOW-License-No tow operator license				
TOW TRUCKS Total: 1			0	1

Grand Total: 43 1 42

PUBLIC AFFAIRS SECTION - SOCIAL MEDIA REPORT

“Providing Answers”

August 20, 2014

44 days since last report

Key social media measures (as of 7/28/2014):

- Number of Facebook fans: 20,127 (up 2% since last report)
- Number of TDLR Twitter followers: 1,706 (up 2%)
- Number of Combative Sports Twitter followers: 363 (up 11%)

Facebook engagement

- Facebook weekly average reach: 9,653 (down 61%)
- Facebook monthly average reach: 34,167 (down 35%)
- Facebook weekly average engaged: 927 (down 57%)
- Facebook weekly average talking about: 230 (down 56%)

“Reach” means the number of people who have seen any content associated with our page (unique users).

“Engaged” means the number of people who clicked or created a story from our content (unique users).

“Talking about” means the number of people sharing stories about our page -- liking our page; posting to our timeline; liking, commenting on or sharing one of our page posts.

Website

TDLR website traffic: average 5,172 visitors per day (down 8%)

PDF downloads: average 7,620 per day (down 6%)

Compliance Division Commission Meeting Report

“Safety, Solutions, Specialists”

August 20, 2014

- Gus Calderon was hired as our new Program Specialist in the Combative Sports Program, and began his duties on July 2nd.
- The *Combative Sports Inspector Training Seminar* held on June 21st was a great success with 60 + contract inspectors attending. Topics included: ethics; weigh-ins; gloves and hand wraps; physical signs to look for in fighters, pre- and post-fight; and ringside duties.
- TDLR continues to work closely with Texas Department of Insurance to coordinate development of rules and discuss the ability to share collected information for the Professional Employer Organization program. SB 1286, 83rd Legislature (2013) changes the name of the program from Staff Leasing Services to a Professional Employer Organization (PEO); replaces and adds various terms, and clarifies health benefit plans and worker’s compensation insurance options for PEO’s and their clients.
- Architectural Barriers staff are reviewing public comments received in response to the notice of intent to review, Chapter 68 Architectural Barriers Rules.
- Air Conditioning and Refrigeration Contractors Program Manager, John Lain, represented TDLR at the Texas Energy Code Compliance Collaborative, held here in Austin on July 8th. It was hosted by the South-Central Partnership for Energy Efficiency as a Resource (SPEER).
- Barber/Cosmetology Program staff, Elizabeth Perez and Marinela LaFleur, and Electricians Program staff, Jerry Daniel and Larry Reichle, traveled to Irving and represented TDLR at a booth at the Texas Industrial Vocational Association (TIVA) Conference, July 14th – 18th.
- TDLR staff hosted the annual conference for the National Electrical Reciprocal Alliance (NERA), August 4th - 5th at North Campus. Thanks to Executive, General Counsel, and Public Affairs for their part in preparing for and welcoming the multi-state reciprocity group to Austin. On August 6th, in conjunction with the Conference and geared towards licensed electrical inspectors who work for a governmental entity, our Electrical Occupations and Code Specialist, Jerry Daniel, coordinated with Jeff Sargent of the National Fire Protection Association to provide training on the 2014 National Electrical Code. Interested parties from our Enforcement and Compliance Divisions were also invited to attend for continuing education purposes.
- In early July, Jerry Daniel and Larry Reichle participated in Electrical Exam Development Meeting along with our volunteer Subject Matter Experts (SME), to whom we are quite grateful for their continued commitment.
- Elevator Program staff are currently reviewing and revisiting some of our Elevator Program procedures/processes in our continuing efforts to identify opportunities for improvement.
- Industrialized Housing and Buildings Program staff members, Donna Lipke, Mark Feigner and Kelly Kelly, attended the City of San Antonio Development Services training for “Fire-stopping – Plan Review and Inspection” in July.

COMPLIANCE DIVISION KEY STATISTICS - FY2014

	Sept	Oct	Nov	1st Qtr	Dec	Jan	Feb	2nd Qtr	March	April	May	3rd Qtr	June	July	Aug.	4th Qtr	Yr to Date	% of Totals FY14	FY2013 Thru Jun	% of Totals FY13
Architectural Barriers																				
Measure Description																				
Number of Reviews by TDLR Staff (ceased as of 2/2014)	16	20	11	47	22	29	28	79	14	1	0	15	0			0	141	0.87%	413	2.71%
Number of Reviews by RAS's	1,343	1,495	1,284	4,122	1,481	1,587	1,860	4,928	1,617	1,926	1,792	5,335	1,677			1,677	16,062	99.13%	14,838	97.29%
Number of Inspections by TDLR Staff	15	8	21	44	2	7	1	10	14	17	2	33	9			9	96	0.71%	369	2.72%
Number of Inspections by RAS's	1,269	1,468	1,301	4,038	1,087	1,222	1,566	3,875	1,357	1,732	1,441	4,530	1,051			1,051	13,494	99.29%	13,212	97.28%
																			% of Change from FY13	FY2013 Thru Jun
Number of Variances/Appeals	43	27	22	92	21	17	11	49	28	17	27	72	22			22	235	-29.43%	333	
Percent of Reviews Completed Within Timeline (ceased as of 2/2014)	92.86%	100.00%	100.00%	93.62%	100.00%	76.92%	82.61%	80.95%	76.92%	100.00%	0.00%	0.00%	0.00%			0.00%	0.00%	-100.00%	100.00%	
Average Number of Months to Complete Inspections by TDLR staff	5.66	5.98	6.61	5.98	2.27	11.76	13.15	2.27	16.02	16.48	2.07	2.07	7.00			0.00	2.07	-67.40%	6.35	
Certificates of Compliance Issued	26	14	20	60	1	39	38	78	23	11	17	51	23			23	212	17.13%	181	
																			% of Change from FY13	FY2013 Thru Jun
Registered Accessibility Specialists																				
Measure Description																				
New Licenses Issued	2	2	0	4	2	1	6	9	6	4	5	15	5			5	33	-10.81%	37	
Licenses Renewed	26	26	37	89	64	51	26	141	25	25	26	76	29			29	335	7.03%	313	
																			% of Change from FY13	FY2013 Thru Jun
Boiler																				
(Due to reporting time allowances for third party inspection agencies, numbers are reported one quarter behind)																				
Measure Description																				
Number of Boilers due for Certificate Inspection	2,109	2,322	1,828	6,259	1,712	2,177	1,883	5,772	2,462	2,136	2,169	6,767	2,686			2,686	21,484	4.40%	20,579	
Percent of Certificate Inspections Completed within Timeline	79.64%	77.43%	71.11%	71.11%	69.88%	74.03%	64.09%	64.09%	67.39%	65.54%	68.82%	68.82%	66.73%			0.00%	68.82%	-6.70%	73.76%	% of Totals FY13
Number of Boilers Inspected for Certificate by TDLR Staff	669	609	560	1,838	603	809	627	2,039	432	565	733	1,730	644			644	6,251	-8.85%	6,858	30.76%
Number of Boilers Inspected for Certificate by Third Parties	1,995	2,039	1,500	5,534	1,046	1,001	993	3,040	1,333	1,500	1,556	4,389	1,741			1,741	14,704	-4.76%	15,439	69.24%
Number of all other Inspections Completed by TDLR Staff	589	636	464	1,689	116	873	354	1,343	399	506	563	1,468	600			600	5,100	-14.97%	5,998	
Number of Variances/Waivers	6	5	3	14	10	2	16	28	9	11	17	37	22			22	101	304.00%	25	
																			% of Change from FY13	FY2013 Thru Jun
Elevators																				
Measure Description																				
Number of Elevators/Escalators Inspected by Third Parties	3,112	3,920	3,151	10,183	3,338	3,873	3,583	10,794	3,943	3,988	3,947	11,878	4,281			4,281	37,136	3.03%	36,043	
Number of Initial Certificates Issued	116	107	78	301	73	115	118	306	104	109	111	324	134			134	1,065	15.01%	926	
Number of Certificates Renewed	4,297	4,021	2,318	10,636	3,819	3,795	3,826	11,440	3,848	3,310	3,709	10,867	4,052			4,052	36,995	-15.03%	43,538	
Number of Waivers/Delays	19	0	5	24	11	4	1	16	5	4	20	29	13			13	82	-34.92%	126	
Number of Elevator Plan Reviews	119	102	78	299	87	97	146	330	71	78	137	286	127			127	1,042	60.31%	650	
																			% of Change from FY13	FY2013 Thru Jun
Combative Sports																				
Measure Description																				
Number of Events (all types)	14	10	18	42	9	11	11	31	12	12	14	38	9			9	120	8.11%	111	% of Totals FY13
Industrialized Housing & Buildings																				
Measure Description																				
Number of Reviews by Agency Staff	6	6	7	19	5	4	4	13	5	14	6	25	5			5	62	6.45%	18	7.62%
Number of Reviews by Third Parties	69	106	80	255	62	87	75	224	92	131	81	304	116			116	899	93.55%	219	92.38%
Number of Inspections by Agency Staff	2	4	2	8	2	4	3	9	3	4	2	9	2			2	28	0.49%	8	0.66%
Number of Inspections by Third Parties	913	585	518	2,016	443	554	667	1,664	473	647	283	1,403	568			568	5,651	99.51%	1,202	99.34%
Decal Sales	382	431	320	1,133	416	228	445	1,089	551	375	617	1,543	299			299	4,064		603	
																			% of Change from FY13	FY2013 Thru Jun
Water Well Drillers/Pump Installers																				
Measure Description																				
Compliance Investigations	7	3	6	16	5	5	22	32	22	59	54	135	68			68	251	209.88%	81	
Variances	3	8	5	16	8	5	8	21	6	12	3	21	5			5	63	-36.36%	99	

CUSTOMER SERVICE DIVISION STAFF REPORT

“Relentless Pursuit of Excellence in Customer Service”

August 20, 2014

Recent Accomplishments and Current Projects

- The five newly hired full-time agents; Rosalinda Garcia, Linda Rodriguez, Trang Richard, Mareka Walker, and Swani LaCuesta have completed their six week training and are now on the contact center floor taking calls and handling emails. Customer Service would like to thank Bill and Brian for allowing us to expedite the hiring of this latest group of highly talented and bilingual agents. Staffing levels will continue to be a priority in Customer Service. It currently takes a minimum of 75 days from the time an agent is hired to the point of being a trained Customer Service Representative (CSR) on the contact center floor taking calls and responding to emails.

As a result of the five additional agents responding to daily contacts, performance levels have improved significantly. There has been a 20% increase in the percent of calls answered in the 3rd quarter. We have also seen an improvement in wait time from the queues.

- The Customer Service Division is proud to announce that Ruby Ockletree has been promoted to the Field Operation Division as a Program Specialist II. Ruby has been a Team Lead in Customer Service since 2007 and has performed admirably. Ruby’s position will be replaced with a CSR III position to have more staff dedicated directly to the phones. Ruby will be missed and we wish her well.
- Customer Service is pleased to announce two new full-time bilingual speaking agents, who started work with the agency on July 15th.

Cecilia Mojica comes to us from the Ombudsman Associate of the Office of Injured Employee Council where she assisted injured employees in person and by telephone to answer questions regarding claims, denials, and disputes.

Sandra Perez comes to us from CED/NUNN Electric Distributors in Austin, Texas where she was an operator for a multi-line PBX. She routed customer inquiries to the correct staff members.

Cecilia and Sandra are currently in the 6 week training program with Nancy Behn and Misty Maldonado. They are doing very well.

Customer Service has resumed hosting inter-divisional meetings. Meetings take place weekly with different divisions and cover changes and updates to agency programs.

Statistics

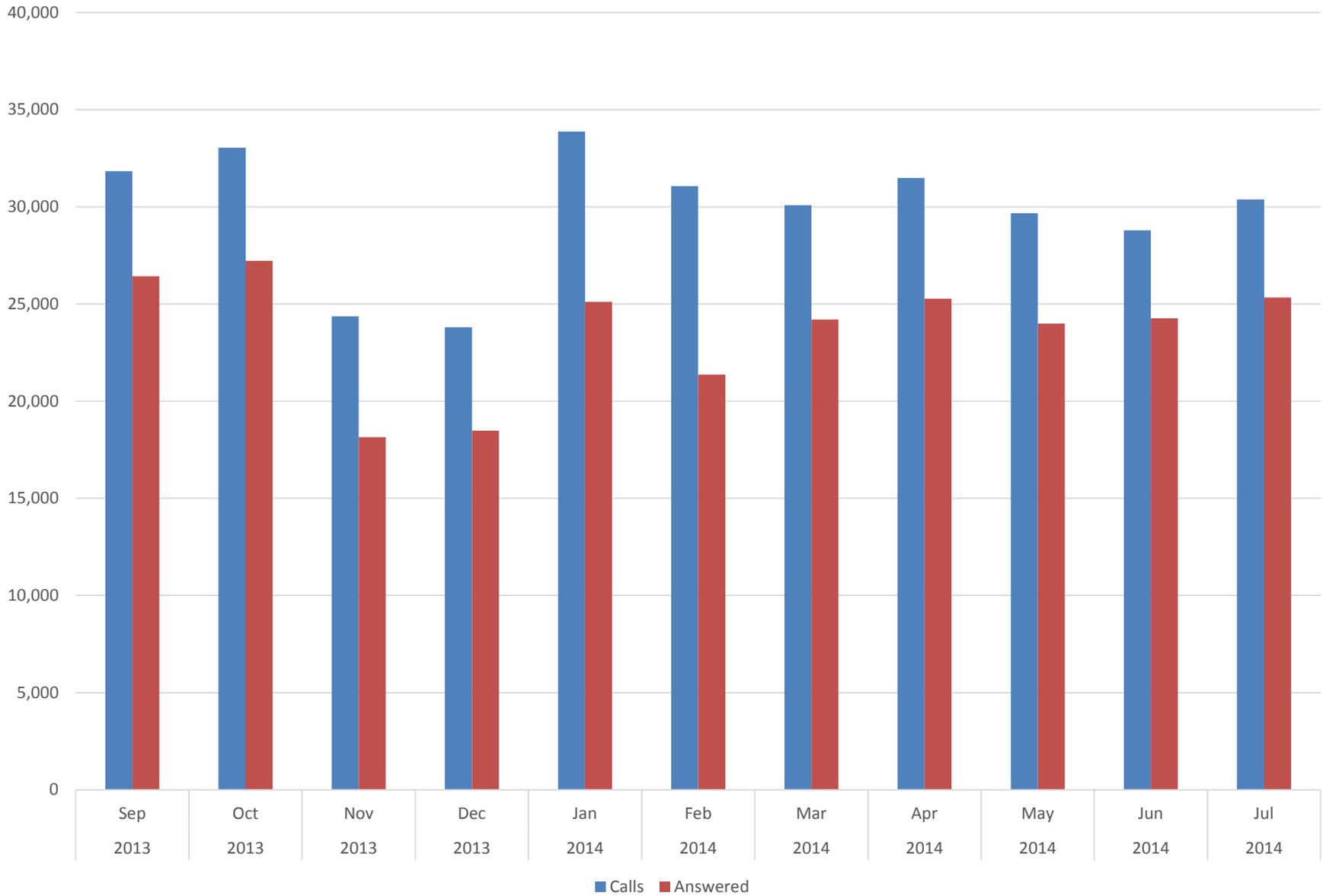
Attached are three charts:

1. Total Contacts Received/Answered - calls, fax, email, Interactive Voice Response (IVR)
2. Total Calls Received/Answered – customer service calls only
3. Contacts by Type – percentage breakdown of contacts by calls, fax, or email

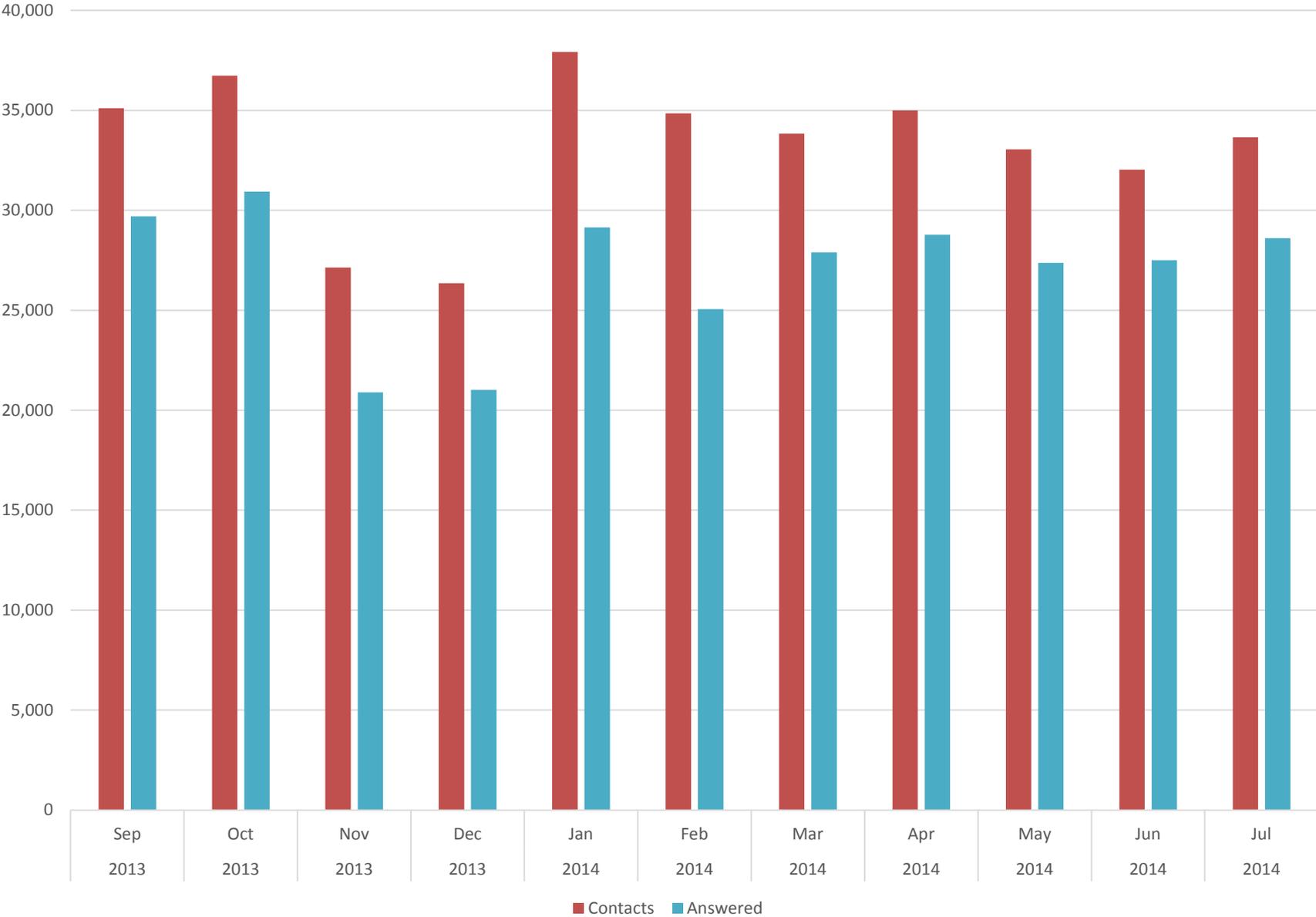
Customer Service

Year to date Statistics

Customer Service Division Calls Only



Customer Service Division Calls, Fax, Email, Chat, IVR (Interactive Voice Response)



Customer Service Division Contacts by Type

Years	Mo	fax	phone	SMTP email
2013	Sep	1.8%	90.7%	7.5%
2013	Oct	1.9%	89.9%	8.1%
2013	Nov	2.1%	89.8%	8.1%
2013	Dec	1.7%	90.3%	7.9%
2014	Jan	1.9%	89.3%	8.8%
2014	Feb	1.9%	89.2%	8.9%
2014	Mar	2.0%	88.9%	9.1%
2014	Apr	2.0%	90.0%	8.1%
2014	May	2.1%	89.8%	8.1%
2014	Jun	2.1%	89.9%	8.0%
2014	Jul	1.8%	90.3%	7.9%
Grand Total		1.9%	89.8%	8.3%



STAFF REPORT

August 20, 2014

Recent Accomplishments and Current Projects

- Our staff is working with Information Systems Development to begin the programming and establish the procedures for tracking Cosmetology and Barber student to clock hours via distance learning. We anticipate a launch date of January 1, 2015.
- SB 966 from the 83rd Legislative Session, transfers the Licensed Court Interpreter (LCI) program to the Office of Court Administration (OCA). Our implementation team has been working closely with OCA to ensure a smooth transition. Currently the team is working with the financial departments for both TDLR and OCA to ensure transactions that occur late August or after September 1, 2014 are sent to right agency for deposit.
- We made changes to the “credit hour” review and approval process by revising the Module Completion Form and asking schools to submit a more detailed refund policy/plan. These changes will help Cosmetology and Barber schools minimize deficiencies when filing their applications to switch from clock hours to credit.
- Our division continues to work closely with the Field Operations Division regarding Cosmetology and Barber school inspections.

Examination Statistics

	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
2011																	
Pass	2,888	3,024	2,756	8,668	2,763	2,444	2,333	7,540	3,185	2,975	3,295	9,455	3,545	3,020	3,502	10,067	35,730
Fail	1,147	1,370	1,112	3,629	1,115	884	960	2,959	1,322	1,235	1,198	3,755	1,448	1,146	1,339	3,933	14,276
Total	4,035	4,394	3,868	12,297	3,878	3,328	3,293	10,499	4,507	4,210	4,493	13,210	4,993	4,166	4,841	14,000	50,006
Rate	71.6%	68.8%	71.3%	70.5%	71.2%	73.4%	70.8%	71.8%	70.7%	70.7%	73.3%	71.6%	71.0%	72.5%	72.3%	71.9%	71.5%
2012																	
Pass	3,066	2,779	2,698	8,543	2,515	2,429	2,889	7,833	3,136	3,215	3,523	9,874	3,054	3,013	2,933	9,000	35,250
Fail	1,418	1,241	1,130	3,789	1,189	1,117	1,470	3,776	1,629	1,591	1,852	5,072	1,676	1,610	1,578	4,864	17,501
Total	4,484	4,020	3,828	12,332	3,704	3,546	4,359	11,609	4,765	4,806	5,375	14,946	4,730	4,623	4,511	13,864	52,751
Rate	68.4%	69.1%	70.5%	69.3%	67.9%	68.5%	66.3%	67.5%	65.8%	66.9%	65.5%	66.1%	64.6%	65.2%	65.0%	64.9%	66.8%
2013																	
Pass	2,480	2,966	2,535	7,981	2,213	2,528	2,574	7,315	2,795	3,184	3,575	9,554	2,892	3,141	2,713	8,746	33,596
Fail	1,816	2,128	1,609	5,553	1,564	1,755	1,808	5,127	1,945	2,055	2,257	6,257	1,905	1,994	1,637	5,536	22,473
Total	4,296	5,094	4,144	13,534	3,777	4,283	4,382	12,442	4,740	5,239	5,832	15,811	4,797	5,135	4,350	14,282	56,069
Rate	57.7%	58.2%	61.2%	59.0%	58.6%	59.0%	58.7%	58.8%	59.0%	60.8%	61.3%	60.4%	60.3%	61.2%	62.4%	61.2%	59.9%
2014																	
Pass	2,690	2,895	2,597	8,182	2,315	2,214	2,315	6,844	2,834	3,178	3,226	9,108	3,156	0	0	0	27,290
Fail	1,814	1,928	1,667	5,409	1,245	1,426	1,616	4,287	1,951	2,106	2,080	6,137	2,185	0	0	0	18,018
Total	4,504	4,823	4,264	13,591	3,560	3,640	3,931	11,131	4,785	5,284	5,306	15,245	5,341	0	0	0	45,308
Rate	59.7%	60.0%	60.9%	60.2%	65.0%	60.8%	58.9%	61.5%	59.2%	60.1%	60.8%	59.7%	59.1%	0.0%	0.0%	0.0%	60.2%

Continuing Education Statistics

	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
2011																	
Provider registrations issued	13	8	7	28	7	14	5	26	9	7	3	19	9	6	5	20	93
Course approvals issued	64	65	65	194	62	87	47	196	143	66	44	253	77	61	46	184	827
Provider renewal licenses issued	25	31	35	91	59	30	42	131	35	31	15	81	31	22	39	92	395
Providers	473	478	478	478	479	490	485	485	488	493	488	488	493	491	487	487	487
Courses*	1,379	1,383	1,348	1,348	1,263	1,276	1,257	1,257	1,375	1,383	1,326	1,326	1,341	1,332	1,332	1,332	1,332
2012																	
Provider registrations issued	8	4	6	18	1	5	4	10	5	4	3	12	3	6	6	15	55
Course approvals issued	56	52	41	149	56	86	60	202	98	61	66	225	70	76	76	222	798
Provider renewal licenses issued	24	35	57	116	39	44	29	112	36	43	22	101	20	41	41	102	431
Providers	486	482	492	492	486	485	480	480	481	481	476	476	475	475	473	447	447
Courses*	1,352	1,354	1,427	1,427	1,442	1,479	1,473	1,473	1,479	1,494	1,550	1,550	1,512	1,550	1,513	1,513	1,513
2013																	
Provider registrations issued	4	2	3	9	2	6	2	10	12	1	1	14	5	1	4	9	42
Course approvals issued	50	38	35	123	41	93	58	192	88	94	67	249	51	87	69	207	771
Provider renewal licenses issued	30	30	44	104	26	52	37	115	36	25	33	94	27	28	52	102	415
Providers	474	471	466	466	466	468	462	462	468	469	467	467	469	468	467	467	467
Courses*	1,553	1,549	1,529	1,529	1,515	1,556	1,595	1,595	1,628	1,662	1,640	1,640	1,647	1,642	1,612	1,612	1,612
2014																	
Provider registrations issued	4	4	1	9	10	3	1	14	0	0	7	7	2				32
Course approvals issued	75	29	36	140	43	86	96	225	93	69	44	206	63				634
Provider renewal licenses issued	22	35	35	92	41	39	34	106	0	0	26	26	7				231
Providers	465	469	462	462	466	471	489	489	397	403	404	404	398				398
Courses*	1,655	1,619	1,603	1,603	1,559	1,515	1,643	1,643	1,687	1,625	1,633	1,633	1574				1,574

*Total course population includes PTP courses approved by the Comptroller, Property Tax Assistance Division

ENFORCEMENT DIVISION STAFF REPORT

“We’ve got your back”

August 20, 2014

Recent Accomplishments and Current Projects:

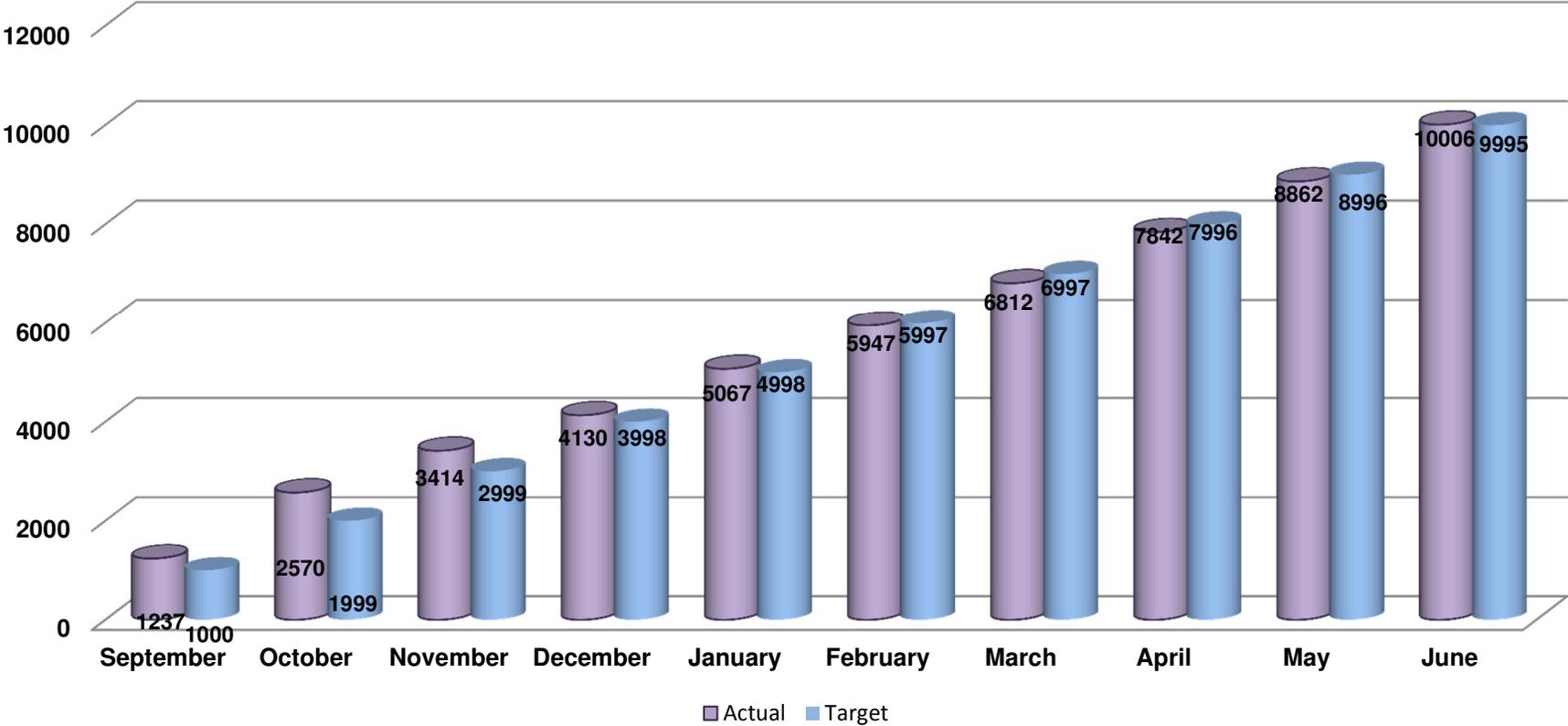
- We are in the process of hiring two new prosecutors. These positions will be filled as Attorneys III, whereas our current prosecutors are Attorneys IV. These new prosecutors will primarily handle cases opened as a result of periodic inspections that revealed violations. We expect to have these positions filled by the end of the month. These new prosecutors should provide some much-needed relief for the Prosecution section, where we currently have about 6,000 open cases.
- We are updating the penalty matrices for several programs, including Air Conditioning and Refrigeration Contractors, Elevators and Electricians. When the revised matrices are complete, they will be presented to the appropriate advisory boards and then to the Commission.
- June was an excellent month for our new process for elevator “no inspection” cases. The prosecution section issued 70 Notices of Alleged Violation (NOAVs) in June, which brings the NOAV total to 183 since January 2014 when we started working these cases. To date we have issued 61 agreed orders for a total of \$124,500 in assessed penalties, and collected all but \$250. When we started in January 2014 the prosecutors were issuing NOAVs for inspections missed in January 2013. At the end of June they were issuing NOAVs for inspections missed in July and August 2013, which means they are gaining ground. We are hopeful that these cases will help convey the message to building owners, owners’ associations and the elevator industry that “Late = Unsafe” should be taken seriously. Huge thanks to Legal Assistant Lynn Johnson and Prosecutor Trevor Theilen for getting this project off the ground. We have recently expanded this workload to include more legal assistants and more prosecutors.

Key Statistics:

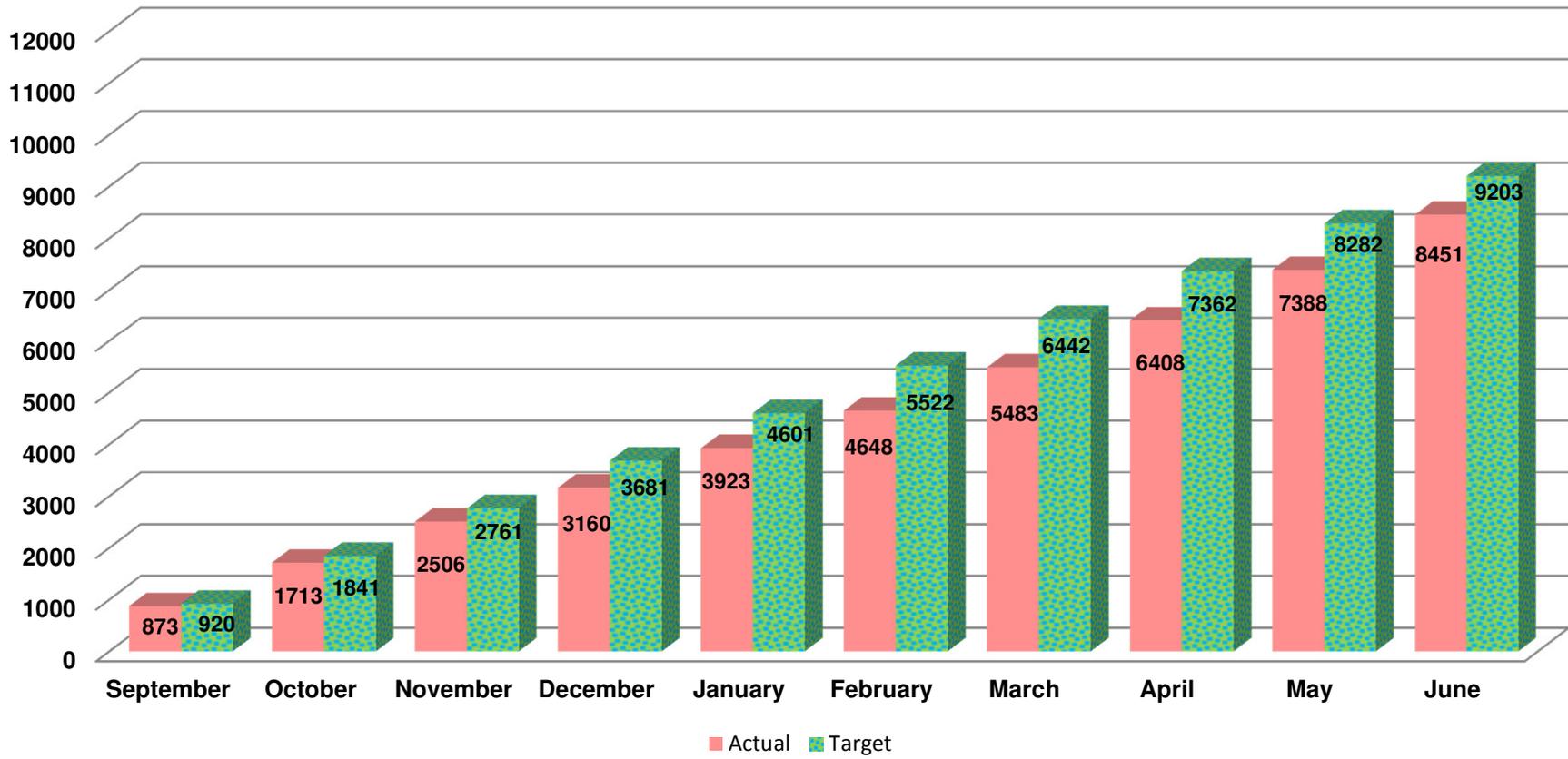
Shown below are key statistics for Fiscal Year 2014 through July 1, compared with the same time period in the previous fiscal year.

<u>Statistic</u>	<u>FY 2014</u>	<u>FY 2013</u>
• Number of cases opened	10,006	8,937
• Number of cases resolved	8,450	8,459
• Average time to resolve cases	201.73 days	190.32 days
• Number of Agreed Orders	1,676	1,977
• Total penalties assessed	\$ 3,023,588	\$4,020,565
• Total penalties collected	\$1,601,836	\$2,036,243

Number of Cases Received For All Programs Actual & Target FY2014



Number of Cases Closed For All Programs Actual & Target FY2014





Enforcement Data for FY 2014

FISCAL YEAR 2014 through June



FISCAL Y

Program	Commission Orders				Default Orders				Agreed Orders				Program
	Penalties Assessed	Penalties Collected	% Collected	# Orders	Penalties Assessed	Penalties Collected	% Collected	# Orders	Penalties Assessed	Penalties Collected	% Collected	# Orders	
ACR	\$13,250.00	\$2,700.00	20.38%	13	\$228,500.00	\$4,875.00	2.13%	73	\$165,000.00	\$117,575.00	71.26%	87	ACR
APR	\$0.00	\$0.00	0.00%	1	\$4,000.00	\$0.00	0.00%	3	\$22,825.00	\$18,425.00	80.72%	20	APR
AUC	\$0.00	\$0.00	0.00%	2	\$21,000.00	\$0.00	0.00%	5	\$8,100.00	\$7,600.00	93.83%	9	AUC
BAR	\$4,050.00	\$1,050.00	25.93%	9	\$58,500.00	\$2,020.00	3.45%	50	\$58,625.00	\$45,150.00	77.01%	93	BAR
BLR	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	\$10,500.00	\$10,500.00	100.00%	1	BLR
BOX	\$0.00	\$0.00	0.00%	1	\$7,000.00	\$2,200.00	31.43%	4	\$10,875.00	\$9,500.00	87.36%	7	BOX
BRE	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	\$10,500.00	\$6,250.00	59.52%	7	BRE
COS	\$1,900.00	\$250.00	13.16%	7	\$311,825.00	\$35,376.94	11.35%	225	\$665,113.00	\$604,199.00	90.84%	832	COS
EAB	\$0.00	\$0.00	0.00%	0	\$90,000.00	\$16,750.00	18.61%	35	\$199,825.00	\$199,825.00	100.00%	183	EAB
ELC	\$9,000.00	\$875.00	9.72%	19	\$183,500.00	\$5,200.00	2.83%	92	\$135,375.00	\$100,313.00	74.10%	109	ELC
ELE	\$0.00	\$0.00	0.00%	0	\$12,000.00	\$500.00	4.17%	2	\$155,100.00	\$154,850.00	99.84%	74	ELE
IHB	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	\$11,500.00	\$11,500.00	100.00%	4	IHB
LCI	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	LCI
LSC	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	LSC
PEO	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	\$3,000.00	\$3,000.00	100.00%	1	PEO
POL	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	POL
PTC	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	\$1,250.00	\$1,250.00	100.00%	2	PTC
PTP	\$0.00	\$0.00	0.00%	0	\$300.00	\$0.00	0.00%	1	\$0.00	\$0.00	0.00%	0	PTP
SCP	\$0.00	\$0.00	0.00%	0	\$18,000.00	\$100.00	0.56%	6	\$3,750.00	\$3,750.00	100.00%	1	SCP
TCW	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	TCW
TOW	\$4,000.00	\$1,000.00	25.00%	7	\$159,600.00	\$7,162.51	4.49%	61	\$194,300.00	\$129,075.00	66.43%	139	TOW
VPP	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	VPP
VSF	\$0.00	\$0.00	0.00%	2	\$61,900.00	\$1,480.00	2.39%	13	\$153,100.00	\$86,085.00	56.23%	99	VSF
WWD	\$0.00	\$0.00	0.00%	0	\$19,500.00	\$4,425.00	22.69%	5	\$7,025.00	\$7,025.00	100.00%	8	WWD
WXM	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	WXM
All Programs	\$32,200.00	\$5,875.00	18.25%	61	\$1,175,625.00	\$80,089.45	6.81%	575	\$1,815,763.00	\$1,515,872.00	83.48%	1676	All Programs

Enforcement Data for FY 2014

EAR 2014 through June

General Statistics											Cases			
Program	# Monetary Penalties Assessed	Revocations	Revocations by Operation of Law	Suspensions	Reprimands	Warnings	Probations	Silent Denials	Denials	# Cease and Desist Orders	Received	Resolved	Pending	Program
ACR	143	21	12	0	0	101	1	11	3	145	889	753	1142	ACR
APR	22	2	0	0	0	10	0	1	0	4	89	64	74	APR
AUC	11	2	0	0	0	6	0	0	0	0	66	61	47	AUC
BAR	135	23	25	0	0	71	0	1	2	15	619	520	421	BAR
BLR	1	0	0	0	0	0	0	0	0	0	9	2	11	BLR
BOX	10	1	0	0	0	10	1	0	0	1	51	43	29	BOX
BRE	7	0	0	0	0	8	0	0	0	9	84	70	79	BRE
COS	978	94	22	0	0	527	1	1	2	68	3011	2739	2353	COS
EAB	216	0	0	0	0	2	0	0	0	0	509	532	154	EAB
ELC	180	38	72	0	0	105	2	107	5	198	1964	1670	1363	ELC
ELE	76	0	0	0	0	12	2	0	0	1	237	174	124	ELE
IHB	4	0	0	0	0	0	0	0	0	0	13	6	22	IHB
LCI	0	0	0	0	0	0	0	0	0	0	3	2	3	LCI
LSC	0	0	0	0	0	0	0	1	0	0	15	9	9	LSC
PEO	0	0	0	0	0	0	0	0	0	0	9	8	2	PEO
POL	0	0	0	0	0	1	0	0	0	0	9	3	12	POL
PTC	2	0	0	0	0	3	0	0	0	0	7	14	16	PTC
PTP	1	0	0	0	0	0	0	0	0	0	27	25	30	PTP
SCP	3	0	0	0	0	1	0	0	0	2	54	85	44	SCP
TCW	0	0	0	0	0	0	0	0	0	0	0	0	0	TCW
TOW	157	23	4	0	0	185	6	23	1	14	1560	1141	1489	TOW
VPP	0	0	0	0	0	0	0	0	0	0	0	5	0	VPP
VSF	86	4	1	1	0	118	4	3	0	1	715	481	858	VSF
WWD	12	0	0	0	0	8	0	0	0	5	66	44	73	WWD
WXM	0	0	0	0	0	0	0	0	0	0	0	0	0	WXM
All Programs	2044	208	136	1	0	1168	17	148	13	463	10006	8451	8355	All Programs

FIELD OPERATIONS DIVISION STAFF REPORT

“The Face of TDLR”

August 20, 2014

Division Projects

Update on New Technology - Route Optimization

- TDLR and MobiCorp are continuing to meet weekly to ensure that this project stays on track. We have begun to run test plans and are on target for an October 1 implementation date. With a route optimization program, inspectors will no longer manually create daily itineraries. Instead the route optimization program will consider a variety of factors, such as inspection due dates, location of the facilities, and the location of inspectors to map the most efficient and cost effective route for each inspector.

Update on New Technology - Einspection

We have had to discontinue our work with Brazos. They were not able to provide a workable version of their software. We have begun discussions with ISF, a DIR approved company, to continue the project. The Einspection program will allow Field staff to enter inspection results in a rugged notebook computer, which will upload inspection results to our database as each inspection is completed.

Division Personnel Update

On June 10, 2014, we posted seven inspector positions. We have extended offers to seven applicants who will begin on August 11, 2014.

- Four positions are located in the Houston area;
- One is in or near Beaumont and the surrounding area;
- One is in the South Austin area; and
- One is in the Dallas/Fort Worth area.

Inspection Statistics Totals

	TOTAL INSPECTIONS--ALL PROGRAMS	
	FY 2014	FY 2013
SEPT	3,297	2,681
OCT	3,529	3,489
NOV	2,078	2,812
QTR 1	8,904	8,982
DEC	2,090	2,337
JAN	2,333	3,845
FEB	1,651	3,262
QTR 2	6,074	9,444
MAR	1,662	3,902
APR	1,744	4,601
MAY	1,543	4,061
QTR 3	4,935	12,564
JUNE	1,780	3,699
JUL	-	3,680
AUG	-	2,998
QTR 4	762	10,377
Year to Date/ Year End	20,675	41,367

Inspection Statistics – Barbers

	Barber Establishments		Dual Establishments		Barber Schools		Barber Booth Renters		Dual Booth Renters		Barber Program Totals	
	FY 2014	FY 2013	FY 2014	FY 2013	FY 2014	FY 2013	FY 2014	FY 2013	FY 2014	FY 2013	FY 2014	FY 2013
SEPT	199	126	135	50	5	3	91	40	182	89	612	308
OCT	224	168	128	91	9	6	93	85	181	82	635	432
NOV	108	150	86	78	9	5	40	78	139	107	382	418
QTR 1	531	444	349	219	23	14	224	203	502	278	1629	1158
DEC	95	108	88	64	12	10	43	43	207	134	445	359
JAN	114	228	103	146	10	4	35	89	144	229	406	696
FEB	143	181	109	88	13	10	0	103	0	128	265	510
QTR 2	352	517	300	298	35	24	78	235	351	491	1116	1565
MAR	148	161	120	91	4	6	0	72	0	321	272	651
APR	197	236	156	134	4	9	0	133	0	154	357	666
MAY	129	215	111	112	12	6	0	76	0	120	252	529
QTR 3	474	612	387	337	20	21	0	281	0	595	881	1846
JUNE	99	231	78	111	11	8	0	99	0	145	188	594
JUL	0	209	0	119	0	13	0	83	0	142	0	566
AUG	0	177	0	87	0	6	0	69	0	151	0	490
QTR 4	99	617	78	317	11	27	0	251	0	438	188	1650
Year to Date/ Year End	1456	2190	1114	1171	89	86	302	970	853	1802	3814	6219

Inspection Statistics – Cosmetology

	Cosmetology Salons		Dual Establishments		Cosmetology Schools		Cosmetology Booth Renters		Dual Booth Renters		Cosmetology Program Totals	
	FY 2014	FY 2013	FY 2014	FY 2013	FY 2014	FY 2013	FY 2014	FY 2013	FY 2014	FY 2013	FY 2014	FY 2013
SEPT	1138	763	135	50	81	43	1068	740	182	89	2604	1685
OCT	1291	1081	128	91	89	81	1085	1193	181	82	2774	2528
NOV	660	907	86	78	104	101	682	893	139	107	1671	2086
QTR 1	3089	2751	349	219	274	225	2835	2826	502	278	7049	6299
DEC	649	703	88	64	96	62	575	569	207	134	1615	1532
JAN	929	1339	103	146	25	60	661	1270	144	229	1862	3044
FEB	1049	1092	109	88	43	54	0	1148	0	128	1201	2510
QTR 2	2627	3134	300	298	164	176	1236	2987	351	491	4678	7086
MAR	1090	1218	120	91	57	46	0	1164	0	321	1267	2840
APR	1082	1575	156	134	77	102	0	1457	0	154	1315	3422
MAY	846	1239	111	112	169	116	0	1112	0	120	1126	2699
QTR 3	3018	4032	387	337	303	264	0	3733	0	595	3708	8961
JUNE	766	1333	78	111	64	31	0	1282	0	145	908	2902
JUL	0	1295	0	119	0	47	0	1318	0	142	0	2921
AUG	0	1001	0	87	0	39	0	1000	0	151	0	2278
QTR 4	766	3629	78	317	64	117	0	3600	0	438	908	8101
Year to Date/ Year End	9,500	13,546	1,114	1,171	805	782	4,071	13,146	853	1,802	16,343	30,447

Inspection Statistics – Tow and VSF

	Tow Truck Companies		Tow Trucks		Vehicle Storage Facilities		Booting Companies		Program Totals	
	FY 2014	FY 2013	FY 2014	FY 2013	FY 2014	FY 2013	FY 2014	FY 2013	FY 2014	FY 2013
SEPT	130	255	162	349	74	129			366	733
OCT	110	278	232	210	67	140			409	628
NOV	86	172	109	217	31	77			226	466
QTR 1	326	705	503	776	172	346			1001	1827
DEC	81	256	135	294	30	74			246	624
JAN	98	171	96	215	41	79			235	465
FEB	110	144	117	212	35	94			262	450
QTR 2	289	571	348	721	106	247			743	1539
MAR	72	310	105	373	49	117			226	800
APR	64	308	77	362	29	112	11		181	782
MAY	67	477	122	433	28	142	3		217	1052
QTR 3	203	1095	304	1168	106	371	14		624	2634
JUNE	161	197	465	176	56	80			682	453
JUL	0	174	0	188	0	69			0	431
AUG	0	183	0	213	0	55			0	451
QTR 4	161	554	465	577	56	204			682	1335
Year to Date/ Year End	979	2925	1620	3242	440	1168	14	0	3050	7335

Inspection Statistics – UAPR and Licensed Breeders

	UAPR			Licensed Breeders	
	FY 2014	FY 2013		FY 2014	FY 2013
SEPT	30	9		2	85
OCT	16	35		4	39
NOV	21	19		3	8
QTR 1	67	63		9	132
DEC	77	4		2	16
JAN	73	6		4	9
FEB	26	7		6	1
QTR 2	176	17		12	26
MAR	14	17		3	6
APR	1	10		46	9
MAY	16	9		40	4
QTR 3	31	36		89	19
JUNE	59	1		21	5
JUL	-	22		-	1
AUG	-	15		-	2
QTR 4	59	38		21	8
Year to Date/ Year End	333	154		131	185

FINANCIAL SERVICES DIVISION STAFF REPORT

“Dollars and Sense”

August 20, 2014

Recent Accomplishments and Current Projects:

- The Third Quarter Fiscal Year 2014 ABEST/USAS Reconciliation was submitted on the due date July 28, 2014.
- Mary Alice Teal and Debra Jackson of the Budget Team successfully submitted the agency’s Legislative Appropriations Request (LAR) for Fiscal Years 2016 and 2017. This was a considerable accomplishment considering:
 - The instructions from the Legislative Budget Board and the Governor’s Office, which normally come out around June 1st of even numbered years, were not posted until June 16th this year.
 - The due date for submission this year was July 28th, while last biennium we had until August 29th.
 - ABEST was not opened for us to make entries until July 21st, giving us only eight days to make entries for the final 205 page document.
 - Changes to supporting spreadsheets, wording, and totals made subsequent to the July 24th Commission Meeting, were not finalized until the Friday before due date of Monday, July 28th.
- The Information Technology Detail (ITD) report was also submitted on July 28, 2014. This report, with most of the detail supplied by Simon Skedd and all of the entry made by Ashley Davis, had to reconcile to our LAR. Neither submission could be finalized until we were assured that the two were in balance with one another.
- The Method of Finance Allocation Schedule, the Rider Appropriation Schedule, and the Capital Budget Allocation Schedule for Fiscal Year 2015 were submitted with electronic spreadsheets to our Appropriation Control Officer at the Comptroller’s Office on July 25th. The original budget document and the document transferring strategy budgets to capital budget appropriations were entered, approved, and released on July 29th. Appropriations will now be available on the first business day of the new fiscal year, September 2, 2014.
- The DIR-DCS billing for July was \$78,324.59, bringing year-to-date FY 2014 billings to \$443,805.45. One of the exceptional items requested in our 2016-17 LAR is for an additional \$462,642 over and above the 2014-15 appropriation primarily to cover the cost of Disaster Recovery services.
- We are currently preparing for the year-end close and fiscal year conversion from 2014 to 2015. This includes the following:
 - Agency-wide inventory of supplies at August 31.

- Agency-wide inventory of fixed assets at August 31.
- Transferring back to Employees Retirement System (ERS) and Comptroller of Public Accounts (CPA) unused state paid benefit amounts required for FY 2014 payrolls.
- Preparation of budget and journal documents to transfer in state paid benefit amounts required for 2015 payrolls.
- Entry into the Uniform Statewide Accounting System (USAS) critical payments due at September 1. These documents must be entered and released before USAS is taken down for year-end maintenance.

Office of the General Counsel Staff Report

“More than just going through the Motions”

August 20, 2014

TRAINING

- The GC Legal Support Team experienced a transformational day of professional development by attending the "The Extraordinary Administrative Professional" seminar on July 21, 2014, which was also a great team building experience away from the office.

CONTESTED CASES

FY2014 (9/1/13 – 7/1/14)

Total Number of Contested Cases Reviewed and Analyzed: 81

Number of Contested Cases Reviewed and Analyzed per Commission Meeting:

September 20, 2013:	12
October 16, 2013:	6
November 21, 2013:	9
February 20, 2014	17
April 2, 2014:	14
May 28, 2014:	14
July 9, 2014:	9

Number of Contested Cases Under Review for the August 20, 2014, Commission Meeting: 10

Number of Contested Cases Pending the Exceptions Deadline or Pending an A.L.J. Response to Filed Exceptions: 6

DEFAULT ORDERS

FY2014 (9/1/13 – 7/31/14)

Default Orders Reviewed/Edited/Corrected per Month:

September 2013:	106
October 2013:	88
November 2013:	70
December 2013:	93
January 2014:	146
February 2014:	120
March 2014:	42
April 2014:	54
May 2014:	183
June 2014:	91
<u>July 2014:</u>	<u>177</u>

Total Orders Reviewed: 1,270

- Since September 2013, GC and Enforcement have held 7 Default Order Meetings to review and resolve issues or problems with a total of 257 orders to date.

Default orders reviewed jointly between GC and Enforcement:

September 2013:	24 orders reviewed
October 2013:	34 orders reviewed
November 2013:	21 orders reviewed
January 2014:	55 orders reviewed
March 2014:	35 orders reviewed
April 2014:	39 orders reviewed
June 2014:	49 orders reviewed

RULES

Rules proposed in the *Texas Register*:

- Chapter 60. Procedural Rules of the Commission and the Department. Amendments proposed to extend the abolishment date of all advisory boards and to delete the Licensed Court Interpreters Advisory Board. End of comment period: August 25, 2014.
- Chapter 68. Elimination of Architectural Barriers. Rule review and consideration is being conducted in accordance with the requirements of Texas Government Code, §2001.039. End of comment period: June 30, 2014.
- Chapter 76. Water Well Drillers and Water Well Pump Installers. Amendments proposed to implement changes recommended by Department staff and the Water Well Drillers Advisory Council. End of comment period: June 23, 2014.
- Chapter 86. Vehicle Towing and Booting. Amendment proposed to include the Strategic Highway Research Program 2 taught by the Texas A&M University Extension Program as an approved course available to tow operators. End of comment period: June 30, 2014.
- Chapter 87. Used Automotive Parts Recyclers. Rule review and consideration is being conducted in accordance with the requirements of Texas Government Code, §2001.039. End of comment period: June 30, 2014.
- Chapter 88. Polygraph Examiners. Rule review and consideration is being conducted in accordance with the requirements of Texas Government Code, §2001.039. End of comment period: June 30, 2014.
- Chapter 94. Property Tax Professionals. Rule review and consideration is being conducted in accordance with the requirements of Texas Government Code, §2001.039. End of comment period: June 30, 2014.

Rules adopted:

- Chapter 60. Procedural Rules of the Commission and the Department. Amendments adopted to update the processing fee provision giving the Department authority to impose a processing fee for charge backs of dishonored electronic payments, including credit card payments. Effective date: August 15, 2014.

- Chapter 61. Combative Sports. Rule review and consideration was conducted in accordance with the requirements of Texas Government Code, §2001.039. Effective date: August 1, 2014.
- Chapter 64. Temporary Common Worker Employers. Rule review and consideration was conducted in accordance with the requirements of Texas Government Code, §2001.039. Effective date: August 1, 2014.
- Chapter 67. Auctioneers. Rule review and consideration was conducted in accordance with the requirements of Texas Government Code, §2001.039. Effective date: August 1, 2014.
- Chapter 75. Air Conditioning and Refrigeration. Amendments adopted to update the applicable codes as referenced in the Air Conditioning and Refrigeration Contractors statute and rules. Effective date: August 15, 2014.
- Chapter 80. Licensed Court Interpreters. Repeal adopted to implement Senate Bill 966, 83rd Legislature, Regular Session (2013) which transferred regulatory authority to the Judicial Branch Certification Commission. Effective date: September 1, 2014.
- Chapter 82. Barber. Amendments adopted to implement House Bill 2095, 83rd Legislature, Regular Session (2013) which amended Texas Occupations Code, Chapters 1601, 1602, and 1603 to include mini-barber and dual shops, streamline provisions for hair braiding instructors and schools, allow for distance education and clarify the role of guest presenter. Effective Date: July 1, 2014.
- Chapter 83. Cosmetology. Amendments proposed to implement House Bill 2095, 83rd Legislature, Regular Session (2013) which amended Texas Occupations Code, Chapters 1601, 1602, and 1603 to include mini-salons and dual shops, allow for distance education and clarify the role of guest presenter. The adopted amendments are also in response to the Cosmetology Advisory Board's recommendations regarding changes to health and safety sanitation requirements. Effective Date: July 1, 2014.

OPEN RECORDS REQUESTS

FY2014 (9/1/13 – 7/1/14): 969
 FY2013 (9/1/12 – 7/1/13): 941

- 0 Office of the Attorney General Request for an Opinion Submitted
- 0 Office of the Attorney General Opinions Received

COLLECTIONS

Commission and Executive Director Orders issued for FY2014 (9/1/13 - 7/1/14): 631
 Total Amount Assessed: \$1,192,025.00
 Total Amount Collected to Date: \$ 90,291.95

Commission and Executive Director Orders issued for FY2013 (9/1/12 - 7/1/13): 817
 Total Amount Assessed: \$1,783,979.00
 Total Amount Collected to Date: \$ 245,432.17

Orders referred to Collection Agency for FY2014 (4/7/14 - 7/1/14):	113
Total Amount Assessed:	242,600
Total Amount Collected to Date:	\$0

REVOCATION REFERRALS – cases that GC has referred to Enforcement for possible revocation for non-payment of administrative penalties

Cases Referred for FY 2014:	136
Cases Referred for FY 2013:	99

BANKRUPTCY CASES – cases that we are monitoring or in which we are working with the Office of Attorney General to assert collection rights of TDLR

Open Cases (as of 7/25/14):	148
Closed Cases (as of 7/25/14):	146

HUMAN RESOURCES MANAGEMENT OFFICE

“Be our guest.”

August 20, 2014

Since the last Human Resources report for the July 9, 2014 Commission meeting, the following personnel actions have occurred:

New Hires:

Ten employees started or have accepted positions with the agency:

Customer Service Division:

- *Cecilia Mojica*, Customer Service Representative III;
- *Sandra Perez*, Customer Service Representative III;
- *Rickeal Crittendon*, Customer Service Representative III;

Enforcement Division:

- *Larry Hawkins*, Investigator IV, Investigations Section;

Field Operations Division:

- *Robyn Finney*, Inspector IV, Houston;
- *Ulises Ossio*, Inspector IV, Houston;
- *O.D. Madison*; Inspector IV, Houston;
- *Karen Kilpartrick*, Inspector IV, Houston;
- *Ginette Devastey*, Inspector IV, Austin;
- *Abdelrazak Masri*, Inspector IV, Fort Worth.

Promotions/Transfers:

Three employees were offered promotions or transfers within the agency:

- *Quy Tran* was promoted to the position of Inspector IV in Field Operations.
- *DeLisa Hamilton* was promoted to Investigator VII in the Investigations Section of the Enforcement Division.
- *Bruce Tran* accepted an offer of promotion as a License and Permit Specialist III in the Licensing Division.

Retirements:

There has been one notice of retirement:

- *Joseph Lebrun*, Systems Analyst IV, Information Services Division, effective July 31, 2014;

Accomplishments and Statistics:

- Statistics for FY 2014:
 - TDLR’s full-time equivalent (FTE) employee count was 369.7 on August 11, 2014. The FTE cap for FY 2014-15 is 382.2.

INFORMATION SYSTEMS DEVELOPMENT

“Enabling Efficiency”

August 20, 2014

Recent Accomplishments and Current Projects

- **Eva Lin** is leading the development effort to implement the Mini Salons and Mini Barber Shops in the Cosmetology and Barber systems. This is very complex and will involve many more Information Systems Development (ISD) staff members as the project progresses.
- **Paul Simpson, Lisa Mendoza-Lopez, and James Corral** are developing a system to use email for renewal notice delivery, rather than postcards via U. S. Mail.
- **Shufang Yu** is developing the online payment interface for Jurisdiction Online to allow payments for Boiler invoices to interface with our online payment module.
- **Ting Zhou and Z.J. Tao** are leading the effort to convert the Combative Sports licensing to TULIP. Eva Lin, Danny Magness, and several other ISD staff will also be engaged in various portions of this project.
- **Eloy Gonzalez** is developing the TULIP interface to handle the export and import of data to and from the eInspection and Route Optimization software systems that Field Operations will soon be using.
- **Lisa Mendoza-Lopez** is enhancing the processes used to send exam eligibilities to and process exam results from PSI, our examination provider.
- **Danny Magness** will be upgrading the Legal Files system to a new, more powerful level. This will involve considerable work converting agency-developed reporting to a newer level of database software as well.
- **Joseph LeBrun** is modifying the way much of the automatic correspondence is produced by TULIP, making the process consistent for all programs.
- **William Wei** is modifying the imaging system to allow uploading of documents from our web-based applications and storing the documents directly in the imaging system.

LICENSING DIVISION STAFF REPORT

“Strength from the Core”

August 20, 2014

Recent Accomplishments and Current Projects:

The Licensing division has been trained to take all of the TDLR credit card payments over the phone. Customer Service will get the call and then transfer it to a credit card queue where we will have a team of people ready to take calls. At least one person in every five person team is a Spanish speaker and our Vietnamese speakers will be available on an as-needed basis. If the Licensing division takes over these calls, Customer Service Representatives (CSRs) should be freed up to handle the less time-consuming calls and increase the overall number of customers helped.

The agency has revised its procedures for open records requests. Requests from a licensee for a copy of his own application will no longer go through the General Counsel’s office, but will be handled entirely in Licensing. Licensing will redact confidential information and track the number of requests received and how long it took to complete them. This change will decrease the number of open records requests processed through the General Counsel’s office and get customers the information they want faster.

We mailed out approximately 26,500 letters to elevator owners informing them that door restrictors and firefighters service are now required on all elevators and that elevator contractors and inspectors have been informed that all elevators without this safety equipment should be removed from service. The letter urged owners to ensure that the safety equipment is in place and operational before the next annual inspection.

As of July 31st, we have received 14 Journeyman Lineman applications. Nine applicants are eligible to take the exam (two people have taken and failed the exam twice), and the remaining five were sent Request for Information letters because their applications were incomplete.

Marco Rodriguez from the Field Operations division hosted the Tools team on inspections of Tow Companies/Vehicle Storage Facilities and Used Auto Part Recyclers so that our employees could see the agency from the customer’s point of view and get a better understanding of the inspection process.

The Licensing division is providing the internal auditors with information requested as part of the audit of the Industrialized Housing and Building program.

The Building and Boxing Team is working with the Information Services Division on the Combative Sports conversion from the HP3000 to Tulip.

Mitzy Jimenez attended Governor's Center for Management Development Program training class in July and Tarsha Redd will attend in August. All of the managers in the Licensing division have now completed this training program. We are also holding our own book club meetings, with Decisive being the first book to read, followed by The Servant Leader by James Autry in September.

Personnel Update:

Bruce Tran was promoted to team lead for the Hair Etc. team. Bruce comes from the Customer Service division and served as the ESR (Embedded Customer Service Representative) for the Hair Etc. team in Customer Service for the last 18 months.

Yvette Flores was promoted to License and Permit Specialist II for the Tools team. Yvette started her career with TDLR in Customer Service on January 17, 2012 where she worked as a Customer Service Representative until she moved to Financial Services on July 8, 2013.

Licensing Performance Measures

	FY 11	FY 12	FY 13	Thru July FY 14
Percent of New Individual Licenses Issued in 10 Days	97.0%	96.8%	96.5%	95.4%
Percent of Individual Licenses Renewed in 7 Days	98.8%	99.1%	99.1%	99.2%
Percent of New Individual Licenses Issued Online	67.6%	69.7%	73.9%	88.9%
Percent of Individuals Licensees Renewed Online	91.5%	92.2%	92.8%	96.0%
Number of New Licenses Issued to Individuals	107,299	114,997	111,324	74,816
Number of Renewed Licenses Issued to Individuals	204,947	215,822	219,272	164,262
Number of New Licenses Issued to Facilities	46,457	49,079	49,703	33,235
Number of Renewed Licenses Issued to Facilities	120,572	128,078	133,287	95,118
Total Number of Licensed Individuals	416,390	433,154	441,612	446,268
Total Number of Licensed Facilities	223,805	234,352	241,839	176,156
Total Licensed Population	640,195	667,506	683,451	622,424

Licensee Population by Program

	FY 11	FY 12	FY 13	Thru July FY 14
Air Conditioning and Refrigeration	48,064	50,398	37,851	38,735
Architectural Barriers (AB projects registered are cumulative each year)	18,356	19,728	20,460	16,673
Auctioneers	2,437	2,530	2,360	2,407
Automotive Parts Recyclers	2,872	3,437	3,261	3,276
Barbers (booth rental permits no longer included in population)	25,554	26,811	27,606	23,238
Boilers	55,111	54,531	54,263	55,630
Combative Sports	2,931	3,053	3,196	3,264
Continuing Education Providers and Courses	1,299	1,278	1,338	869
Cosmetology (booth rental permits no longer included in population)	281,260	301,832	323,544	265,583
Electricians	110,574	111,354	118,304	120,355
Elevators	31,947	35,793	37,456	38,365
Industrialized Housing and Buildings	538	567	628	619
Licensed Breeders (License required as of 9/1/20120)		18	159	167
Licensed Court Interpreters	533	544	538	541
Legal Service Contracts	12,240	9,668	9,312	8,985
Polygraph Examiners	265	257	263	263
Professional Employer Organization	353	363	354	365
Property Tax Consultants	1,539	1,533	1,559	1,580
Property Tax Professionals	4,037	3,977	3,377	3,438
Service Contract Providers	271	302	305	318
Temporary Common Worker Employers	97	108	106	98
Towing	31,029	30,937	29,951	31,223
Vehicle Protection Products	38	45	48	52
Vehicle Storage Facilities	6,184	5,786	5,554	5,271
Water Well Drillers & Pump Installers (without apprentices)	1,669	1,672	1,685	1,713
Weather Modification Services	20	18	18	18
TOTAL LICENSEE POPULATION	640,195	667,506	683,451	622,424

TDLR PROGRAMS AND LICENSE TYPES

The 25 programs are in bold font and the corresponding license types are listed below.

Air Conditioning & Refrigeration Contractors

1. Air Conditioning Contractor
2. Registered AC Technician
3. Certified AC Technician

Architectural Barriers

4. Registered Accessibility Specialist
5. Project Registration

Auctioneers

6. Auctioneer

Barbers

7. Class A Barber Certificate
8. Manicurist License
9. Barber Technician License
10. Barber Technician/Manicurist
11. Barber Technician/Hair Weaving
12. Class A Barber Instructor
13. Barber Manicure Instructor
14. Barber Technician Instructor
15. Barber Hair Weaving Instructor
16. Barber Student
17. Hair Weaving Specialist
18. Hair Braiding Specialist
19. Barber Shop
20. Manicurist Shop Specialty Shop
21. Dual Shop
22. Mobile Salon
23. Hair Weaving Specialty Shop
24. Hair Braiding Specialty Shop
25. Barber School Permit

Boilers

26. Boiler Inspector
27. Boiler Equipment

Combative Sports

28. Contestant
29. Judge
30. Manager
31. Matchmaker
32. Promoter
33. Referee
34. Second
35. Amateur Combative Sports Association
36. Event Coordinator

Cosmetology

37. Operator
38. Manicurist Specialist
39. Esthetician Specialist
40. Manicure/Esthetician Specialist
41. Hair Weaver Specialist
42. Hair Braider Specialist
43. Eyelash Extension Specialist
44. Wig Specialist Certificate
45. Operator Instructor
46. Manicure Instructor
47. Esthetician Instructor
48. Wig Instructor
49. Cosmetology Student
50. Private Beauty Culture School
51. Vocational College Beauty School
52. Junior College Beauty School
53. Beauty Salon
54. Manicuring Salon
55. Esthetician Specialty Salon
56. Esthetician/Manicure Salon
57. Hair Weaving Specialty Salon
58. Hair Braiding Specialty Salon
59. Wig Salon
60. Mobile Salon
61. Dual Salon
62. Temporary Salon
63. Temporary Dual Salon

Electricians

64. Master Electrician
65. Master Sign Electrician
66. Journeyman Electrician
67. Journeyman Sign Electrician
68. Journeyman Lineman
69. Residential Wireman
70. Maintenance Electrician
71. Electrical Apprentice
72. Electrical Sign Apprentice
73. Residential Appliance Installer
74. Electrical Contractor
75. Electrical Sign Contractor
76. Residential Appliance Contractor

Elevators, Escalators & Related Equipment

77. Elevator Inspector
78. Elevator Equipment
79. Elevator Contractor

Industrialized Housing and Buildings

80. Manufacturer
81. Builder
82. 3rd Party Inspector
83. Authorized Inspection Agency
84. Design Review Agency
85. Permit

Legal Service Contracts

86. Legal Service Contract Companies
87. Legal Service Contract Salespersons
88. Legal Service Contract Administrators

Licensed Breeders

89. Licensed Breeder

Licensed Court Interpreters

90. Licensed Court Interpreter Master
91. Licensed Court Interpreter Basic

Polygraph Examiners

92. Polygraph Examiner
93. Polygraph Examiner Trainee

Professional Employer Organizations

94. Professional Employer Organization
95. PEO Limited License

Property Tax Consultants

96. Sr. Property Tax Consultant
97. Property Tax Consultant
98. PTC-Real Property Only

Property Tax Professionals

99. Assessor/Collector
100. Appraiser
101. Collector

Service Contract Providers

102. Service Contract Provider
103. Service Contract Administrator

Temporary Common Workers

104. Temporary Common Worker Employer

Tow Trucks

105. Tow Truck Company
106. Incident Management Tow Truck

107. Consent Tow Truck
108. Private Property Tow Truck
109. Incident Management Tow Truck Operator
110. Consent Tow Truck Operator
111. Private Property Tow Truck Operator
112. Dual IM Tow Operator/VSF Employee
113. Dual CT Tow Operator/VSF Employee
114. Dual PP Tow Operator/VSF Employee
115. Training License
116. Vehicle Booting Company
117. Vehicle Booting Operator

Used Automotive Parts Recyclers

118. Used Automotive Parts Recycler
119. Used Automotive Parts Employee

Vehicle Protection Product Warrantors

120. Vehicle Protection Products

Vehicle Storage Facilities

121. Vehicle Storage Facilities
122. Vehicle Storage Facility Employees

Water Well Drillers and Pump Installers

123. Water Well Driller
124. Pump Installer

Weather Modification Law

125. Weather Modification License
126. Weather Modification Permit

Network Services Section Staff Report

We get "IT" done!

August 20th, 2014

Recent Accomplishments and Current Projects:

- Network Services has been working with the Field Operations Division in rolling out the Panasonic Toughpad devices to its staff. This requires some time to setup the Verizon wireless account, setup the employee's Outlook/Office 365 profile and migrate any data from the previous laptop. Feedback from staff who are now using them is very positive.
 - We are also preparing for the arrival of almost 80 new PCs that will replace those laptops and desktops that are older than 5 years. We work with the vendor, Lenovo to create a master image for each PC type – laptop or desktop, which is then reimaged onto the remainder of the order.
- At our North Campus location in the past month, we have experienced two major network outages. We have since been working with our service provider, TW Telecom, to make improvements on the existing network delivery process. In about two weeks we will move off the old delivery process which requires TW Telecom's handoff to us to go through equipment located in the west wing and inside an HHSC suite, to a direct fiber handoff straight into our network switch. This will both minimize the points of failure as well as get us out of the HHSC suite – which is not always accessible to us.
- We had a critical outage on one of our database servers in June. TDLR staff, working in concert with the support team at Data Center Services plus Microsoft, was able to analyze the issues and work up a plan of execution. The week following that plan was successfully executed. I'd like to recognize one of our own, Danny Magness/ISD in this effort. Danny stayed on the call the first weekend for over 12 hours and worked during the week to ensure that the proposed plan of action was well documented.
- The other DCS related project underway right now, is the installation of a new database server running the latest Windows OS and SQL. This server will act as our new application lifecycle management solution utilizing Microsoft Team Foundation Server. This was one of the recommendations from our recent Gartner security assessment.