



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Agreed Order

### AIR CONDITIONING & REFRIGERATION

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Cordova, Miguel	ACR20120015783	8/13/2014	\$1,500.00	0	1
<b>Violations List</b>					
ACR-Contracting w/o a license					
Salazar, Arnulfo	ACR20120019378	8/8/2014	\$250.00	1	0
<b>Violations List</b>					
ACR-Req'd. info not on proposal/invoice					
CASTILLO, IRVING R.	ACR20120020007	8/15/2014	\$1,500.00	1	0
<b>Violations List</b>					
ACR-Allowed another to use license					
Dayton, Winston Coy	ACR20130000076	7/30/2014	\$1,500.00	1	0
<b>Violations List</b>					
ACR-Mechanical integrity code issue					
Fonseca, Moises R.	ACR20130000768	8/6/2014	\$1,500.00	1	0
<b>Violations List</b>					
ACR-Mechanical integrity code issue					
Powell, Courtney R.	ACR20130006372	8/8/2014	\$1,500.00	0	1
<b>Violations List</b>					
ACR-Contracting w/o a license					
Price, Weston O.	ACR20130010672	8/1/2014	\$1,500.00	0	1
<b>Violations List</b>					



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ACR-Contracting w/o a license						
Franklyn, Matthew	ACR20130011041	8/1/2014	\$1,000.00	0	1	
<b>Violations List</b>						
ACR-Contracting w/o a license						
Tijerina, Cesar A.	ACR20130011280	8/8/2014	\$1,500.00	1	0	
<b>Violations List</b>						
ACR-Failed to obtain permit						
Castanon, Jesus	ACR20130011516	8/1/2014	\$1,500.00	0	1	
<b>Violations List</b>						
ACR-No license tech						
KING, RYAN D	ACR20140014929	8/1/2014	\$0.00	2	0	
<b>Violations List</b>						
51-Lacks honesty/trustworthiness/integ						
53-Criminal Activity						
ACR-Hired unlicensed technician						
Mack, Garry Lee	ACR20140017984	8/8/2014	\$500.00	0	1	
<b>Violations List</b>						
AIR CONDITIONING & REFRIGERATION Total: 12			\$13,750.00	7	6	

### ARCHITECTURAL BARRIERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Greenway Thunderbird LLC	EAB20140012556	8/1/2014	\$1,500.00	1	0
<b>Violations List</b>					



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EAB-Owner no proj insp for TAS w/in 1 yr					
Pom-College Station LLC	EAB20140012562	8/1/2014	\$1,500.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
Ogunlana Family LTD	EAB20140014231	7/31/2014	\$750.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
Safety-Kleen Corp	EAB20140014279	8/6/2014	\$750.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
Divine Realty LTD	EAB20140014939	8/11/2014	\$1,000.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
Cracker Barrel Partnership, Ltd.	EAB20140015660	7/30/2014	\$1,500.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
PKY-300 West 6th Street, LLC	EAB20140016029	8/1/2014	\$1,000.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
Group 1 Realty Inc	EAB20140016253	8/6/2014	\$9,000.00	1	0
<b>Violations List</b>					
EAB-Owner fail to submit verification					
Twin Oaks Associates Ltd	EAB20140016800	8/14/2014	\$1,500.00	1	0
<b>Violations List</b>					



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

Eastgreen Inc	EAB20140016839	7/31/2014	\$1,500.00	1	0
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**Violations List**

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

Greatland Investment Inc	EAB20140016909	7/31/2014	\$1,000.00	1	0
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**Violations List**

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

UNIVERSITY OF THE INCARNATE WORD	EAB20140016973	7/31/2014	\$750.00	1	0
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**Violations List**

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

SHERWIN RICHARD N & DORINDA B LV TRUST 8 7 2000	EAB20140018511	8/1/2014	\$1,500.00	1	0
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**Violations List**

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

RETAIL ENDEAVORS GROUP X LTD	EAB20140018652	8/11/2014	\$1,000.00	1	0
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**Violations List**

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

Stanton Plaza S/C Partners Ltd	EAB20140018686	8/15/2014	\$1,000.00	1	0
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**Violations List**

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

ARCHITECTURAL BARRIERS Total: 15		\$25,250.00	15	0
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### BARBERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Woodard, Robert J	BAR20130019375	7/31/2014	\$225.00	0	1
<b>Violations List</b>					
BAR-Operator's license expired					
Simpson, Ericka Dawn	BAR20140004766	8/11/2014	\$375.00	0	1
<b>Violations List</b>					
BAR-Shop license expired					
Boggan, Rocky	BAR20140007900	8/6/2014	\$750.00	0	1
<b>Violations List</b>					
BAR-No barber license					
Greer, Albert Dois	BAR20140008902	7/30/2014	\$975.00	0	1
<b>Violations List</b>					
BAR-Shop employing expired operator					
Lollie, Christopher Earl	BAR20140008938	8/6/2014	\$750.00	0	1
<b>Violations List</b>					
BAR-No barber shop license					
Advanced Barber College Hair Designs, Inc.	BAR20140011927	7/30/2014	\$750.00	1	0
<b>Violations List</b>					
BAR-Unlawful business at a school					
Welch, Michelle Frietag	BAR20140016437	8/1/2014	\$750.00	0	1
<b>Violations List</b>					



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BAR-No barber license					
Graham, Ozell D	BAR20140017058	8/11/2014	\$150.00	0	1
<b>Violations List</b>					
BAR-Shop license expired					
Zelayandia, Roxana Yoribel	BAR20140019798	8/8/2014	\$675.00	0	1
<b>Violations List</b>					
BAR-No barber license					
BARBERS Total: 9			\$5,400.00	1	8

### COSMETOLOGISTS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Nguyen, Long H	COS20130006834	7/31/2014	\$500.00	1	0
<b>Violations List</b>					
COS-Emp/leased to unlicensed person					
Moore, Bettie B	COS20130007407	7/30/2014	\$500.00	1	0
<b>Violations List</b>					
COS-Emp/leased to unlicensed person					
Nguyen, Tuyet Nga	COS20130008763	7/30/2014	\$2,400.00	2	1
<b>Violations List</b>					
COS-Moved w/o applying for new license					
COS-Fail to clean and sanitize					
COS-Service on contagious/broken skin					
HD HEALTH AND BEAUTY, INC.	COS20130012297	7/30/2014	\$1,950.00	2	0



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### Violations List

COS-Failed to withdraw student in 10 day

COS-School improperly credited hours

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Snodgrass, Ut T	COS20130014163	8/11/2014	\$750.00	1	0
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### Violations List

COS-Left applicators in wax

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Nguyen, Huyen T	COS20130015775	7/30/2014	\$550.00	1	0
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### Violations List

COS-Left applicators in wax

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Nguyen, Uyen Thao	COS20130017319	8/1/2014	\$750.00	1	0
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### Violations List

COS-Using a non-safety razor

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PERFECT BROW ART INC	COS20130018848	8/6/2014	\$1,875.00	2	0
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### Violations List

COS-Service on contagious/broken skin

COS-Fail to clean and sanitize

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SALON NV	COS20130019546	7/30/2014	\$875.00	1	1
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### Violations List

COS-No sterilizer or UV sanitizer

COS-No school or salon license

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HUGGINS, COURTNEY G	COS20130019551	7/31/2014	\$500.00	0	1
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### Violations List

COS-Practice in unlicensed facility

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ROSAS BEAUTY ACADEMY	COS20130019778	8/15/2014	\$300.00	1	0
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### Violations List

COS-Accounting wrong hours to students

FONTENOT-BELL, GWENDOLYN ANNETTE	COS20130019957	8/8/2014	\$500.00	1	0
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### Violations List

COS-Emp/leased to expired license

PARRIS, COLLEEN	COS20130020337	8/15/2014	\$225.00	0	1
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### Violations List

COS-Expired operators license

TRUONG, NGHIEM VAN Mr.	COS20130020451	8/15/2014	\$875.00	1	0
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### Violations List

COS-Implements not ster/sanit. after use

GRIFFIN, MARIA G	COS20130021668	8/8/2014	\$750.00	0	1
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### Violations List

COS-No school or salon license

Minhinnett, Kesha Faye	COS20140000704	7/30/2014	\$0.00	1	0
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### Violations List

COS-Engaged in fraud or deciet

Le, Sandy Thi	COS20140001422	7/31/2014	\$5,875.00	5	0
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### Violations List



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COS-Emp/leased to unlicensed person

COS-Left applicators in wax

COS-No Footspa Records

COS-Fail to clean and sanitize

COS-Fail to clean or disinfect wax pots

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Carter, Melinda J.	COS20140001461	8/13/2014	\$500.00	0	1
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**Violations List**

COS-No school or salon license

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Frank Phillips College	COS20140002421	7/30/2014	\$1,250.00	1	0
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**Violations List**

COS-Accounting wrong hours to students

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NGUYEN, TRUYEN	COS20140002429	8/1/2014	\$150.00	0	1
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**Violations List**

COS-Expired operators license

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Twisted Sisters Salon	COS20140003024	8/15/2014	\$750.00	2	0
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**Violations List**

COS-No Footspa Records

COS-Fail to clean and sanitize

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Huynh, Loan Kim	COS20140003502	8/13/2014	\$500.00	1	0
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**Violations List**

COS-Fail to clean and sanitize

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WG Richland Hills LLC	COS20140004993	8/1/2014	\$650.00	1	1
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**Violations List**



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COS-Fail to clean and sanitize						
COS-New owner w/o new license>30 days						
Nguyen, Thanh	COS20140006067	7/30/2014	\$750.00	2	0	
<b>Violations List</b>						
COS-Logs are wrong or incomplete						
COS-Fail to clean and sanitize						
Sanchez, Rosalina	COS20140006432	8/14/2014	\$2,000.00	1	1	
<b>Violations List</b>						
COS-Expired school/salon license						
COS-Emp/leased to unlicensed person						
Nguyen, Son Hoang	COS20140006444	7/31/2014	\$1,200.00	2	0	
<b>Violations List</b>						
COS-Logs are wrong or incomplete						
COS-Fail to clean and sanitize						
Le, Chuan	COS20140007434	7/30/2014	\$1,000.00	1	0	
<b>Violations List</b>						
COS-No Footspa Records						
Le, Sandy Thi	COS20140007620	7/31/2014	\$0.00	0	0	
<b>Violations List</b>						
La Chic Spa LLC	COS20140007974	7/31/2014	\$900.00	1	0	
<b>Violations List</b>						
COS-No Footspa Records						
Ruiz, Martha Arcelia	COS20140008095	8/8/2014	\$500.00	1	0	



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### Violations List

COS-Possession or use of fumigants

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Montazeri, Shirin	COS20140009329	8/14/2014	\$500.00	0	1
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### Violations List

COS-No operators license

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Duong, Huong Tram	COS20140010013	8/13/2014	\$575.00	1	0
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### Violations List

COS-Fail to dispose single use equipment

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MC NEILL, RORY PATRICK	COS20140011603	8/8/2014	\$875.00	1	0
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### Violations List

COS-Emp/leased to unlicensed person

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Huynh, Ethan Yen	COS20140012056	8/1/2014	\$225.00	1	0
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### Violations List

COS-Emp/leased to expired license

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Garcia, Ma Guadalupe	COS20140012265	8/1/2014	\$750.00	2	0
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### Violations List

COS-Fail to prepare fresh

COS-Fail to dispose single use equipment

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ROMERO, JAIME	COS20140012604	7/31/2014	\$375.00	1	0
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### Violations List

COS-No sterilizer or UV sanitizer

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ODUFOWOKAN, NIMOTA	COS20140012798	7/30/2014	\$500.00	0	1
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### Violations List

COS-No school or salon license

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Tran, Duc Van	COS20140013378	7/31/2014	\$375.00	1	0
<b>Violations List</b>					
COS-No Footspa Records					
Tran, Lan Phuong	COS20140014270	7/30/2014	\$1,000.00	3	0
<b>Violations List</b>					
COS-Logs are wrong or incomplete					
COS-Left applicators in wax					
COS-Implements not ster/sanit. after use					
Mina's Salon Inc.	COS20140014486	8/6/2014	\$575.00	1	0
<b>Violations List</b>					
51-Failed to comply with an order					
Reyes, Blanca Esthela	COS20140014541	8/14/2014	\$275.00	0	1
<b>Violations List</b>					
COS-Expired school/salon license					
Guajardo, Yolanda	COS20140015408	8/6/2014	\$750.00	1	0
<b>Violations List</b>					
COS-Emp/leased to unlicensed person					
Le, Curtis	COS20140017005	8/1/2014	\$1,250.00	1	0
<b>Violations List</b>					
COS-Fail to clean and sanitize					
ZELAYANDIA, ROXANA YORIBEL	COS20140017011	8/8/2014	\$300.00	0	1
<b>Violations List</b>					
COS-Practice in unlicensed facility					
Duong, Phuong Thi Thuy	COS20140017296	8/13/2014	\$750.00	2	0



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**Violations List**

COS-No Footspa Records

COS-Fail to clean and sanitize

Nguyen, Nancy Ha	COS20140017498	8/15/2014	\$4,500.00	4	0
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**Violations List**

COS-Fail to clean and sanitize

COS-No Footspa Records

COS-Implements not ster/sanit. after use

COS-Fail to clean or disinfect wax pots

COSMETOLOGISTS Total: 46			\$42,900.00	53	13
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**ELECTRICIANS**

**Violations**

Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
Sosa, Sergio D.	ELC20130003014	7/30/2014	\$1,000.00	0	1

**Violations List**

ELC-Contract without license

Wilson, Terry	ELC20130004722	7/30/2014	\$1,000.00	0	1
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**Violations List**

ELC-Contract without license

Thoene, Karl	ELC20130010000	7/31/2014	\$1,000.00	0	1
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**Violations List**

ELC-Contract without license

Villanueva, Joaquin (Jack)	ELC20130010570	8/11/2014	\$500.00	0	1
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**Violations List**

ELC-Contract without license

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ELECTRICIANS Total: 4	\$3,500.00	0	4
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**ELEVATORS**

				Violations	
Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
GRAND BANK OF TEXAS	ELE20140006823	8/13/2014	\$750.00	1	0
<b>Violations List</b>					
ELE-Didn't inspect Equip annually					
Moorings Tic 2 LP	ELE20140012161	8/13/2014	\$750.00	1	0
<b>Violations List</b>					
ELE-Didn't inspect Equip annually					
United Cellular Inc	ELE20140014556	7/31/2014	\$750.00	1	0
<b>Violations List</b>					
ELE-Didn't inspect Equip annually					
915 Skyline LP	ELE20140014558	8/14/2014	\$1,500.00	1	0
<b>Violations List</b>					
ELE-Didn't inspect Equip annually					
YUG Group LLC	ELE20140014952	8/6/2014	\$750.00	1	0
<b>Violations List</b>					
ELE-Didn't inspect Equip annually					
HEB Grocery Company LP	ELE20140014953	8/12/2014	\$750.00	1	0
<b>Violations List</b>					



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ELE-Didn't inspect Equip annually					
Cesander, Laurence P	ELE20140015288	7/31/2014	\$750.00	1	0
<b>Violations List</b>					
ELE-Didn't inspect Equip annually					
Greenwood Properties LP	ELE20140015298	8/13/2014	\$3,000.00	1	0
<b>Violations List</b>					
ELE-Didn't inspect Equip annually					
Chasewood Crossing Two LP	ELE20140015448	8/11/2014	\$3,000.00	1	0
<b>Violations List</b>					
ELE-Didn't inspect Equip annually					
TRECO LTD	ELE20140016486	8/6/2014	\$750.00	1	0
<b>Violations List</b>					
ELE-Didn't inspect Equip annually					
Texas Tech University	ELE20140016551	8/1/2014	\$2,000.00	1	0
<b>Violations List</b>					
ELE-No insp report, fees w/n 60 days					
Fasken Midland LLC	ELE20140016893	8/13/2014	\$3,000.00	1	0
<b>Violations List</b>					
ELE-Didn't inspect Equip annually					
CDK-Riverside LLC	ELE20140017791	8/13/2014	\$750.00	1	0
<b>Violations List</b>					
ELE-Didn't inspect Equip annually					
ELEVATORS Total: 13			\$18,500.00	13	0



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### LICENSED BREEDERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Lasagne, Thomas Louis	BRE20140003851	8/1/2014	\$1,500.00	0	1
<b>Violations List</b>					
BRE-Unlicensed breeder					
LICENSED BREEDERS Total: 1			\$1,500.00	0	1

### LICENSED COURT INTERPRETERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Song, Samuel	LCI20130016812	8/28/2014	\$250.00	1	0
<b>Violations List</b>					
LCI-Obtained license by fraud/false rep					
LICENSED COURT INTERPRETERS Total: 1			\$250.00	1	0

### STAFF LEASING SERVICES

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Fusion Employer Services LLC LLP	SLS20130006565	8/1/2014	\$1,500.00	0	1
<b>Violations List</b>					
PEO-No license					
STAFF LEASING SERVICES Total: 1			\$1,500.00	0	1



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### TOW TRUCKS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Pursur, Inc.	TOW20130006883	8/11/2014	\$2,000.00	2	0
<b>Violations List</b>					
TOW-Didnt establish/follow drug policy					
TOW-Fail to have data plates on equip					
Teal, Lewis	TOW20130011042	8/11/2014	\$3,000.00	1	0
<b>Violations List</b>					
TOW-Req. tow ticket signed at scene					
Eberhart, Robert	TOW20130011819	8/13/2014	\$800.00	2	0
<b>Violations List</b>					
TOW-Fail to provide notice of rights					
TOW-Ticket missing name & lic# of oper.					
Apple Towing Company	TOW20140000011	8/14/2014	\$1,500.00	1	0
<b>Violations List</b>					
TOW-Tow without proper signage					
TOW TRUCKS Total: 4			\$7,300.00	6	0

### USED AUTOMOTIVE PARTS RECYCLERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Hernandez, Natividad	APR20130008527	8/8/2014	\$1,500.00	0	1
<b>Violations List</b>					



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Agreed Order

APR-Operated without a license

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USED AUTOMOTIVE PARTS RECYCLERS Total: 1	\$1,500.00	0	1
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### VEHICLE STORAGE FACILITIES

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
LOPEZ, FABIAN H	APR20130013284	8/6/2014	\$750.00	0	1
<b>Violations List</b>					
APR-No employee license					
Teal, Lewis	VSF20120016086	8/11/2014	\$600.00	1	0
<b>Violations List</b>					
VSF-Fail to include req'd info on notice					
Mission Towing Inc	VSF20130001016	8/6/2014	\$300.00	1	0
<b>Violations List</b>					
VSF-Sign violations					
Pursur, Inc.	VSF20130006888	8/11/2014	\$2,550.00	4	0
<b>Violations List</b>					
VSF-Fail to have Dept info where req'd					
VSF-Sign violations					
VSF-Didn't establish/follow drug policy					
VSF-No copy of TOW op & truck docs					
Hill, Joe	VSF20130008562	8/6/2014	\$600.00	1	0
<b>Violations List</b>					



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Agreed Order

VSF-No reasonable efforts to store

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VEHICLE STORAGE FACILITIES Total: 5	\$4,800.00	7	1
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### WATERWELL DRILLERS

**Violations**

Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
Blair, Jim	WWD20120004171	8/11/2014	\$1,875.00	1	0

**Violations List**

WWD-False or misleading statements

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WATERWELL DRILLERS Total: 1	\$1,875.00	1	0
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Grand Total: 113	\$128,025.00	104	35
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# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Default Order

### AIR CONDITIONING & REFRIGERATION

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Harding, Larry G	ACR20110012852	7/31/2014	\$7,000.00	1	0
<b>Violations List</b>					
ACR-Failed to obtain permit					
Aradillas, Victor	ACR20120015766	7/30/2014	\$6,000.00	0	1
<b>Violations List</b>					
ACR-Contracting w/o a license					
Yapor, Daniel	ACR20120019311	8/6/2014	\$3,500.00	0	1
<b>Violations List</b>					
ACR-Contracting w/o a license					
Guerrero-Risher, Dylan D.	ACR20130002101	8/13/2014	\$3,000.00	0	1
<b>Violations List</b>					
ACR-Contracting w/o a license					
Villarreal, Juan C Jr	ACR20130005225	8/14/2014	\$8,000.00	0	1
<b>Violations List</b>					
ACR-Contracting w/o a license					
Dehart, Bobby D.	ACR20130009493	8/8/2014	\$5,000.00	1	0
<b>Violations List</b>					
ACR-Fraudulent statement					
Williams, Lance	ACR20130010154	8/14/2014	\$3,000.00	0	1
<b>Violations List</b>					



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

**Orders Issued between: 7/29/2014 and 8/31/2014**

**For Disposition Code: Default Order**

ACR-Contracting w/o a license

RUSSELL, KENNETH R.	ACR20130013841	8/11/2014	\$3,000.00	0	1
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**Violations List**

ACR-Contracting w/o a license

Villarreal, Juan C Jr	ACR20130017261	8/14/2014	\$0.00	0	0
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**Violations List**

Williams, Roland JR	ACR20130020583	8/14/2014	\$4,000.00	0	1
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**Violations List**

ACR-Contracting w/o a license

DuBose, Garnett D	ACR20140001763	8/6/2014	\$0.00	1	0
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**Violations List**

53-Criminal Activity

Dubose, Garnett D	ACR20140006269	8/6/2014	\$0.00	0	0
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**Violations List**

AIR CONDITIONING & REFRIGERATION Total: 12	\$42,500.00	3	7
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### ARCHITECTURAL BARRIERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Olvera, Alfredo Guzman	EAB20140014077	8/8/2014	\$2,000.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Default Order

3510 White Oak Drive	EAB20140014227	8/8/2014	\$2,000.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
GOX International LLC	EAB20140014232	8/8/2014	\$2,000.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
Awayseas Enterprizes Inc	EAB20140014242	8/8/2014	\$2,000.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
REM Group LLC	EAB20140014282	8/8/2014	\$2,000.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
5929 Rittiman Road	EAB20140014508	8/14/2014	\$2,000.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
Columbia Texas Lakeshore Industrial LLC	EAB20140014551	8/8/2014	\$2,000.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
GUNLER REAL ESTATE INC	EAB20140014612	8/8/2014	\$2,000.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					
Perfect Builders LLC	EAB20140015908	8/8/2014	\$2,000.00	1	0
<b>Violations List</b>					
EAB-Owner no proj insp for TAS w/in 1 yr					



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Default Order

Cole PI Victoria TX LLC	EAB20140016391	8/14/2014	\$2,000.00	1	0
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**Violations List**

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

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ARCHITECTURAL BARRIERS Total: 10	\$20,000.00	10	0
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### BARBERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Russell, Henry	BAR20120016389	8/11/2014	\$300.00	0	1
<b>Violations List</b>					
BAR-Operator's license expired					
RAND, CHARLES	BAR20130014676	8/6/2014	\$3,000.00	0	2
<b>Violations List</b>					
BAR-Shop license expired					
BAR-No barber license					
CHANSLER, CAMEION R	BAR20130019701	8/6/2014	\$1,500.00	0	1
<b>Violations List</b>					
BAR-No barber license					
Hernandez, Miguel A	BAR20140008282	8/6/2014	\$1,500.00	0	1
<b>Violations List</b>					
BAR-No barber license					
Soumano, Oumou	BAR20140014587	8/6/2014	\$1,000.00	0	1
<b>Violations List</b>					



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Default Order

BAR-Licensed oper. in unlicensed shop

BARBERS Total: 5	\$7,300.00	0	6
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### COSMETOLOGISTS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Houston Hair Braiding Salon	COS20120010920	8/11/2014	\$2,500.00	3	1
<b>Violations List</b>					
COS-No school or salon license					
COS-Fail to prepare fresh					
COS-Fail to clean and sanitize					
COS-Implements not ster/sanit before use					
Lopez-Escamilla, Maria G.	COS20120013902	8/6/2014	\$1,000.00	0	1
<b>Violations List</b>					
COS-No operators license					
Vo, Tuyet Thi	COS20120020232	8/13/2014	\$1,250.00	2	0
<b>Violations List</b>					
COS-No Footspa Records					
COS-Fail to clean or disinfect wax pots					
Brown, Curtis Allen	COS20130006339	8/6/2014		1	1
<b>Violations List</b>					
COS-Practice in unlicensed facility					
51-Failed to comply with an order					
Huynh, Vy T	COS20130009474	8/13/2014	\$2,700.00	2	0



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## *ENFORCEMENT*

**Orders Issued between: 7/29/2014 and 8/31/2014**

**For Disposition Code: Default Order**

**Violations List**

- COS-Fail to clean and sanitize
- COS-Salon/school not clean/good repair

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Phan, Mot Thi	COS20130012141	8/13/2014	\$1,000.00	2	0
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**Violations List**

- COS-Fail to clean and sanitize
- COS-No Footspa Records

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Nguyen, Thanh V	COS20130013179	8/11/2014	\$5,000.00	1	0
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**Violations List**

- COS-Engaged in fraud or dectet

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Le, Hien V	COS20130014983	8/13/2014	\$1,250.00	2	0
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**Violations List**

- COS-Fail to clean or disinfect wax pots
- COS-Fail to clean and sanitize

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Nguyen, Anh T.	COS20130015219	8/1/2014	\$7,500.00	1	2
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**Violations List**

- COS-No operators license
- COS-Expired school/salon license
- COS-Fail to clean and sanitize

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NGUYEN, DI VAN	COS20130019123	8/8/2014	\$1,500.00	2	0
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**Violations List**

- COS-Fail to clean and sanitize
- COS-No Footspa Records

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JOHNSON, LATASHA RAMONA	COS20130020238	8/8/2014	\$300.00	0	1
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# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Default Order

### Violations List

COS-Expired school/salon license

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Jones, Dearies Quincy	COS20140002019	8/13/2014	\$1,000.00	0	1
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### Violations List

COS-No operators license

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Silva, Eva Leticia	COS20140002142	8/1/2014	\$0.00	1	0
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### Violations List

51-Failed to comply with an order

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PH SOLAR NAIL SPA INC	COS20140003288	8/6/2014	\$4,000.00	1	1
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### Violations List

COS-Performed outside scope of license

COS-Fail to clean and sanitize

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Thorner, Martin	COS20140006429	8/12/2014	\$600.00	1	0
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### Violations List

COS-Emp/leased to expired license

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Olague, Karina	COS20140006431	8/12/2014	\$300.00	0	1
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### Violations List

COS-Expired operators license

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Diagne, Fama W	COS20140011375	8/1/2014	\$0.00	1	0
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### Violations List

51-Failed to comply with an order

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Chalet Salon	COS20140013027	8/12/2014	\$1,000.00	1	0
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### Violations List

COS-Emp/leased to unlicensed person

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# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

**Orders Issued between: 7/29/2014 and 8/31/2014**

**For Disposition Code: Default Order**

Nguyen, Minh Van	COS20140013051	8/12/2014	\$1,250.00	2	0
<b>Violations List</b>					
COS-Fail to clean and sanitize					
COS-No Footspa Records					
Tenorio, Perla	COS20140014527	8/6/2014	\$1,000.00	0	1
<b>Violations List</b>					
COS-Expired operators license					
Diop, Aminata	COS20140014582	8/6/2014	\$1,000.00	0	1
<b>Violations List</b>					
COS-No operators license					
VAN, DUNG	COS20140015143	8/12/2014	\$1,000.00	1	0
<b>Violations List</b>					
COS-Fail to clean and sanitize					
COSMETOLOGISTS Total: 22			\$35,150.00	24	11

### ELECTRICIANS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Barajas, Mario R. Jr.	ELC20120013936	8/8/2014	\$2,500.00	0	1
<b>Violations List</b>					
ELC-Contract without license					
Ramsay, Randall	ELC20120015682	8/6/2014	\$2,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Default Order

Panici, Joseph	ELC20120018832	8/6/2014	\$2,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					
Brown, Shayne	ELC20120019915	8/8/2014	\$2,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					
OB Renovations LLC	ELC20120020068	8/8/2014	\$2,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					
Sealy, John Michael	ELC20130000753	7/31/2014	\$2,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					
Abrams, Jonathan	ELC20130001607	8/14/2014	\$2,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					
Marshall, Robert A.	ELC20130002561	8/11/2014	\$7,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					
Weiss, David	ELC20130005270	8/6/2014	\$2,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					
Roberts, Robert	ELC20130008013	8/11/2014	\$2,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Default Order

Sabado, Larry	ELC20130016610	8/11/2014	\$2,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					
Merrills, Brian L	ELC20140000209	8/1/2014	\$0.00	1	0
<b>Violations List</b>					
51-Failed to comply with an order					
Lopez, Victor	ELC20140003468	8/6/2014	\$2,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					
Anderson, Scott	ELC20140004128	8/1/2014	\$2,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					
Pickering, Jeffrey	ELC20140004419	8/8/2014	\$2,000.00	0	1
<b>Violations List</b>					
ELC-Contract without license					
Kenebrew, Shunn F	ELC20140006094	8/6/2014	\$0.00	1	0
<b>Violations List</b>					
53-Criminal Activity					
Kelly, Alexander S	ELC20140008265	8/6/2014	\$0.00	2	0
<b>Violations List</b>					
51-Lacks honesty/trustworthiness/integ					
53-Criminal Activity					
Sain, Joey	ELC20140008726	8/6/2014	\$2,000.00	0	1
<b>Violations List</b>					



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Default Order

ELC-Contract without license

Walker, Dillon R	ELC20140008946	8/1/2014	\$0.00	2	0
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**Violations List**

51-Lacks honesty/trustworthiness/integ

53-Criminal Activity

Galindo, Elizardo Olivas ( Steve)	ELC20140009245	8/6/2014	\$2,000.00	0	1
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**Violations List**

ELC-Contract without license

Pardue, Lee D	ELC20140010934	8/1/2014	\$0.00	1	0
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**Violations List**

53-Criminal Activity

Diaz, Ricardo	ELC20140011667	8/6/2014	\$0.00	1	0
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**Violations List**

53-Criminal Activity

ELECTRICIANS Total: 22	\$37,500.00	8	16
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### ELEVATORS

**Violations**

Name	Open File No.	Order date	Penalty Assesed	Licensed	UnLicensed
2906 Maple Avenue LLC	ELE20140011012	7/31/2014	\$2,000.00	1	0

**Violations List**

ELE-Didn't inspect Equip annually

ELEVATORS Total: 1	\$2,000.00	1	0
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# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Default Order

### LICENSED BREEDERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Dickey, Debra	BRE20130010188	8/12/2014	\$3,000.00	0	1
<b>Violations List</b>					
BRE-Unlicensed breeder					
Burlison, Tiffany Rasbury	BRE20130015151	8/13/2014	\$3,000.00	0	1
<b>Violations List</b>					
BRE-Unlicensed breeder					
LICENSED BREEDERS Total: 2			\$6,000.00	0	2

### TOW TRUCKS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Galvan, Belen	TOW20110009528	8/13/2014	\$7,200.00	1	0
<b>Violations List</b>					
TOW-Charged more than allowed for tow					
Carmona, Fernando	TOW20130006116	8/12/2014	\$4,700.00	2	1
<b>Violations List</b>					
TOW-Fail to have each truck permitted					
TOW-No/improper signage on truck					
TOW-Failed to have insurance in truck					
Galvan, Belen C	TOW20130007424	8/13/2014	\$0.00	0	0
<b>Violations List</b>					



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## *ENFORCEMENT*

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Default Order

Gutierrez, Denis	TOW20130011787	8/12/2014	\$900.00	0	1
<b>Violations List</b>					
TOW-License-Expired tow oper. license					
Hoffmeister, Christopher	TOW20130013201	8/12/2014	\$7,500.00	2	0
<b>Violations List</b>					
TOW-Tow without proper signage					
TOW-Failed to maintain records					
Wilton, Jimmy L	TOW20130023927	8/12/2014	\$3,000.00	0	1
<b>Violations List</b>					
TOW-License-Expired tow oper. license					
MARTINEZ, RIGOBERTO C.	TOW20140000340	8/12/2014	\$2,400.00	2	0
<b>Violations List</b>					
TOW-Didnt establish/follow drug policy					
TOW-No/improper signage on truck					
Galvan, Belen C	TOW20140003863	8/13/2014	\$0.00	0	0
<b>Violations List</b>					
Hoffmeister, Christopher	TOW20140007970	8/12/2014	\$0.00	0	0
<b>Violations List</b>					
Villa, Maria G.	TOW20140008028	8/12/2014	\$0.00	1	0
<b>Violations List</b>					



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Default Order

51-Failed to comply with an order

TOW TRUCKS Total: 10	\$25,700.00	8	3
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### USED AUTOMOTIVE PARTS RECYCLERS

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Anderson, Mark D	APR20130004628	8/11/2014	\$6,000.00	1	1
<b>Violations List</b>					
APR-Dismantled/disposal w/o certificate					
APR-Operated without a license					
Carter, Michael A Sr	APR20140004992	8/11/2014	\$1,500.00	0	1
<b>Violations List</b>					
APR-No employee license					
Anderson, Mark D.	APR20140009692	8/11/2014	\$0.00	0	0
<b>Violations List</b>					

USED AUTOMOTIVE PARTS RECYCLERS Total: 3	\$7,500.00	1	2
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### VEHICLE STORAGE FACILITIES

Name	Open File No.	Order date	Penalty Assesed	Violations	
				Licensed	UnLicensed
Galvan, Belen	VSF20130005607	8/13/2014	\$12,800.00	4	0
<b>Violations List</b>					



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Default Order

VSF-Fail to have Dept info where req'd

VSF-Charges on combo tix not separated

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

VSF-No notify Dept of company changes

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Galvan, Belen V	VSF20130016734	8/13/2014	\$0.00	0	0
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### Violations List

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VEHICLE STORAGE FACILITIES Total: 2			\$12,800.00	4	0
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Grand Total: 89			\$196,450.00	59	47
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# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Cease and Desist Order

BAR-No barber license

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BARBERS Total: 1	0	1
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### COSMETOLOGISTS

Name	Open File No.	Order date	Violations	
			Licensed	UnLicensed
BlinQ Boutique	COS20120018817	8/11/2014	0	1
<b>Violations List</b>				
COS-No school or salon license				
Youngblood, Antoinette Kaylon	COS20140008284	8/12/2014	1	1
<b>Violations List</b>				
COS-No operators license				
COS-False/Deceptive advertising-school				
Decuire, Quanise L.	COS20140008647	8/13/2014	0	1
<b>Violations List</b>				
COS-No operators license				
Mcgowan Holmes, Tiffani B.	COS20140013582	8/14/2014	0	1
<b>Violations List</b>				
COS-No operators license				
SARAN, KABA	COS20140014773	8/11/2014	0	1
<b>Violations List</b>				
COS-No school or salon license				
Piper, Alicia Yvonne	COS20140015334	8/13/2014	0	1
<b>Violations List</b>				



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## ENFORCEMENT

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Cease and Desist Order

COS-No operators license					
Pham, Thang Minh Hong	COS20140016289	8/12/2014		0	1
<b>Violations List</b>					
COS-No operators license					
Manzanarez, Herman	COS20140016556	8/14/2014		0	1
<b>Violations List</b>					
COS-No operators license					
VASQUEZ, BLANCA BERENICE	COS20140020050	8/12/2014		0	1
<b>Violations List</b>					
COS-No operators license					
CASTILLO CABRALES, FLOR NATALIA	COS20140020072	8/13/2014		0	1
<b>Violations List</b>					
COS-No operators license					
COSMETOLOGISTS Total: 10				1	10

### ELECTRICIANS

Name	Open File No.	Order date	Violations	
			Licensed	UnLicensed
Rodriguez, Jesus	ELC20130014364	8/11/2014	0	1
<b>Violations List</b>				
ELC-Contract without license				
Hearne, Stephen D.	ELC20140011966	8/11/2014	0	1
<b>Violations List</b>				
ELC-Contract without license				



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## *ENFORCEMENT*

Orders Issued between: 7/29/2014 and 8/31/2014

For Disposition Code: Cease and Desist Order

Barr, Jeff	ELC20140016530	8/15/2014	0	1
<b>Violations List</b>				
ELC-Contract without license				
<hr/>				
Hernandez, Alfredo	ELC20140019959	8/14/2014	0	1
<b>Violations List</b>				
ELC-Contract without license				
<hr/>				
ELECTRICIANS Total: 4			0	4
Grand Total: 19			1	19

# **Public Affairs Social Media Report**

*“Providing Answers”*

September 24, 2014

34 days since last report

## **Key social media measures (as of 9/1/2014):**

- Number of Facebook fans: 20,421 (up 1.5% since last report)
- Number of TDLR Twitter followers: 1,743 (up 2%)
- Number of Combative Sports Twitter followers: 387 (up 7%)

## **Facebook engagement**

- Facebook weekly average reach: 25,456 (up 164%)
- Facebook monthly average reach: 47,497 (up 39%)
- Facebook weekly average engaged: 1,374 (up 48%)
- Facebook weekly average talking about: 373 (up 62%)

“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 5,135 visitors per day (down 1%)

PDF downloads: average 7,239 per day (down 5%)

## **Compliance Division Commission Meeting Report**

***“Safety, Solutions, Specialists”***

**September 24, 2014**

- Best wishes to recent Architectural Barriers Program retirees, Debbie Jahns and Patricia Cadzow. They were both diligent public servants who represented TDLR and the state of Texas very well - they will be sorely missed!
- Air Conditioning and Refrigeration Contractors Program Manager John Lain has been busy on the road traveling to Georgetown, San Antonio and Beaumont, the week of August 11<sup>th</sup> – 15<sup>th</sup>; and to Keller August 25<sup>th</sup>, to conduct inspections in support of TDLR Enforcement efforts.
- Barber/Cosmetology Program staff Elizabeth Perez and Marinela La Fleur, and staff from several other Divisions, will represent TDLR at the Armstrong McCall World’s Fair of Cosmetic Arts and Sciences, one of the largest Cosmetology shows of the year, at the Austin Convention Center on September 7<sup>th</sup> – 8<sup>th</sup>.
- Elizabeth Perez and Marinela La Fleur have been contributing to TDLR Bill Implementation Team efforts addressing Barber and Cosmetology Mini-Salons/Shops, and tweaking the FAQ’s.
- Electrician staff, Jerry Daniel and Larry Reichle, traveled to Waco for the ICC Bluebonnet Chapter meeting on September 18<sup>th</sup>.
- Compliance staff represented TDLR at the 65<sup>th</sup> Annual National Association of Elevator Contractors (NAEC) Convention and Exposition held in San Antonio on September 8<sup>th</sup> – 11<sup>th</sup>.
- The total number of elevator/escalator equipment plan reviews processed by Compliance Division staff in Fiscal Year 2014 was 1,272.
- Industrialized Housing and Building (IHB) staff is waiting on additional information from a company in China that is interested in becoming certified as a manufacturer. Staff is conferring on how inspections would be conducted and how we would oversee third party monitoring.
- Consolidated Appraisal Districts (CADs) who did not meet the Comptroller’s Property Assistance Division’s 2012 MAPS studies requirements have been notified by letter and subsequent e-mails to resolve deficiencies noted in the MAPS studies by the end of the calendar year. The 13 CADs referred to TDLR were: Borden, Cochran, Culberson, Delta, Duval, Hudspeth, Jeff Davis, Kinney, McMullen, Presidio, Schleicher, Sterling, and Young.
- Chief Boiler Inspector Rob Troutt has been appointed to the following American Society of Mechanical Engineers (ASME) and National Board Code Committees:
  - Task-Group for procedures under ASME Boiler & Pressure Vessel Conformity Assessment
  - ASME Boiler and Pressure Vessel Conformity Assessment Committee
  - ASME Section IV (Rules for construction of Heating Boilers) Committee
  - National Board Inspection Code Sub-Group Part 3 (Repairs and Alterations)
  - National Board Inspection Code Sub-Committee Part 3 (Repairs and Alterations)
  - ASME Conference Committee

# 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 Jul	% of Totals FY13
<b>Architectural Barriers</b>																				
<b>Measure Description</b>																				
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		0	141	0.80%	429	2.55%
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	1,523		3,200	17,585	99.20%	16,423	97.45%
Number of Inspections by TDLR Staff (phasing out staff inspections for AB)	15	8	21	44	2	7	1	10	14	17	2	33	9	5		14	101	0.67%	412	2.74%
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	1,473		2,524	14,967	99.33%	14,614	97.26%
<b>% of Change from FY13</b>																				
Number of Variances/Appeals	43	27	22	92	21	17	11	49	28	17	27	72	22	30		52	265	-29.52%	376	
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%	0.00%	-100.00%	75.99%	
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	8.00	2.38		0.00	2.38	-62.52%	6.35	
Certificates of Compliance Issued	26	14	20	60	1	39	38	78	23	11	17	51	23	15		38	227	0.44%	226	
<b>Registered Accessibility Specialists</b>																				
<b>Measure Description</b>																				
New Licenses Issued	2	2	0	4	2	1	6	9	6	4	5	15	5	5		10	38	-19.15%	47	
Licenses Renewed	26	26	37	89	64	51	26	141	25	25	26	76	29	24		53	359	5.28%	341	
<b>Boiler</b>																				
<b>(Due to reporting time allowances for third party inspection agencies, numbers are reported one quarter behind)</b>																				
<b>Measure Description</b>																				
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	2,460		5,146	23,944	6.35%	22,514	
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%	55.88%		55.88%	55.88%	-24.24%	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	740		1,384	6,991	-6.54%	7,480	30.64%
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	1,604		3,345	16,308	-3.70%	16,934	69.36%
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	628		1,228	5,728	-11.63%	6,482	
Number of Variances/Waivers	6	5	3	14	10	2	16	28	9	11	17	37	22	13		35	114	356.00%	25	
<b>% of Change from FY13</b>																				
<b>Elevators</b>																				
<b>Measure Description</b>																				
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	4,357		8,638	41,493	4.49%	39,709	
Number of Initial Certificates Issued	116	107	78	301	73	115	118	306	104	109	111	324	134	112		246	1,177	18.29%	995	
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	4,469		8,521	41,464	-12.06%	47,151	
Number of Waivers/Delays	19	0	5	24	11	4	1	16	5	4	20	29	13	10		23	92	-31.85%	135	
Number of Elevator Plan Reviews	119	102	78	299	87	97	146	330	71	78	137	286	127	133		260	1,175	44.70%	812	
<b>% of Change from FY13</b>																				
<b>Combative Sports</b>																				
<b>Measure Description</b>																				
Number of Events (all types)	14	10	18	42	9	11	11	31	12	12	14	38	9	12		21	132	10.00%	120	
<b>% of Change from FY13</b>																				
<b>Industrialized Housing &amp; Buildings</b>																				
<b>Measure Description</b>																				
Number of Reviews by Agency Staff	6	6	7	19	5	4	4	13	5	14	6	25	5	6		11	68	6.15%	90	7.99%
Number of Reviews by Third Parties	69	106	80	255	62	87	75	224	92	131	81	304	116	139		255	1,038	93.85%	1,036	92.01%
Number of Inspections by Agency Staff	2	4	2	8	2	4	3	9	3	4	2	9	2	1		3	29	0.46%	32	0.67%
Number of Inspections by Third Parties	913	585	518	2,016	443	554	667	1,664	473	647	283	1,403	568	651		1,219	6,302	99.54%	4,715	99.33%
Decal Sales	382	431	320	1,133	416	228	445	1,089	551	375	617	1,543	299	846		1,145	4,910		3,176	
<b>% of Change from FY13</b>																				
<b>Water Well Drillers/Pump Installers</b>																				
<b>Measure Description</b>																				
Compliance Investigations	7	3	6	16	5	5	22	32	22	59	54	135	68	46		114	297	249.41%	85	
Variances	3	8	5	16	8	5	8	21	6	12	3	21	5	10		15	73	-30.48%	105	

# **CUSTOMER SERVICE DIVISION STAFF REPORT**

*“Relentless Pursuit of Excellence in Customer Service”*

September 24, 2014

## **Recent Accomplishments and Current Projects**

- We are happy to report that Customer Service is continuing to enhance our ability to respond to more customers. At Bill and Brian’s direction, Customer Service now transfers all ETT/APP (Electronic Funds Transaction Team and Administrative Penalty Payment) credit card calls to the Licensing Division for processing. The credit card transactions include: renewal fees, book orders, duplicate license requests, initial Cosmetology student application fees and administrative penalty payments. TDLR purchased additional software licenses to accomplish this task. KUDOS to Misty Maldonado and Nancy Behn, Quality Analysts of Customer Service. They have spent the last month training and preparing Licensing personnel to learn and navigate the Zeacom software.

Customer Service would like to thank Dede McEachern, Licensing Program Supervisors and Licensing staff for this large undertaking. This new process frees up Customer Service staff to answer more questions and respond to more customer contacts. This will also lower the call volumes during busier call periods.

- The Customer Service Division is proud to announce that Griselda Ruiz has been promoted to Embedded Service Representative with the Hair Etc. team. She replaces Bruce Tran who was also promoted to the Hair Etc. team fulltime as a Licensing Permit Specialist. Bruce was in the Customer Service division for three years and we wish him well in his new position. He will be missed.

Customer Service is pleased to announce two new agents:

**Rickeal Crittendon** comes to us from Harte-Hanks Inc. where she was a Customer Service Representative in the resolution and escalation section. She is currently attending Texas State University pursuing a degree in Criminal Justice. She will be working Part-time and attending college to further her career.

**Theresa Fulgencio** comes to us from the Department of Health and Human Services Commission where she was a Texas Work Advisor III for 2 years. She also worked for Basham properties as a Leasing Consultant/Agent. She is bilingual in Spanish and will be working full-time.

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

### **Statistics**

Attached are three charts:

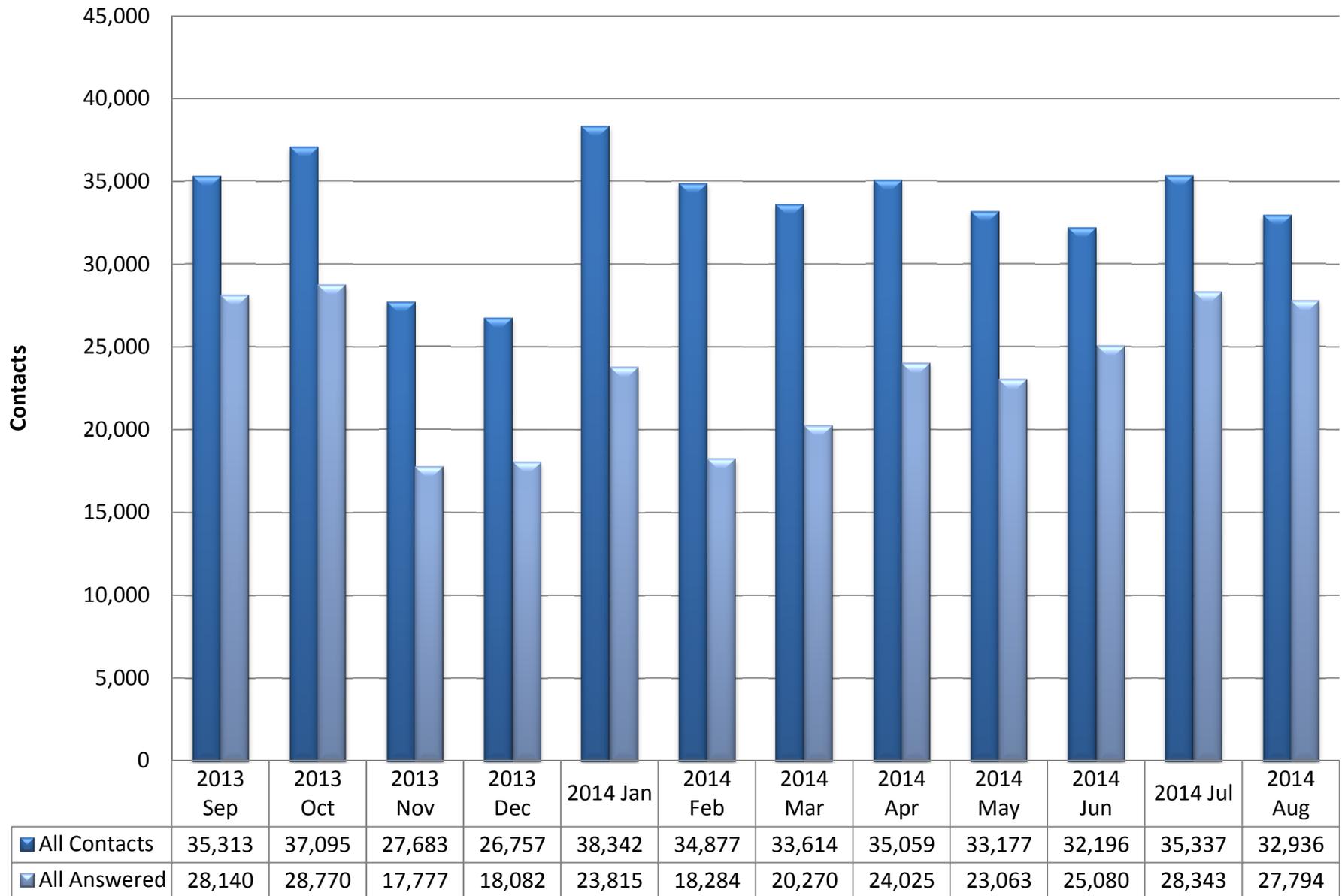
1. Total Contacts Received/Answered - calls, fax, email, IVR
2. Total Calls Received/Answered – customer service calls only
3. Contacts by Type – percentage breakdown of contacts by calls, fax, or email

# Customer Service

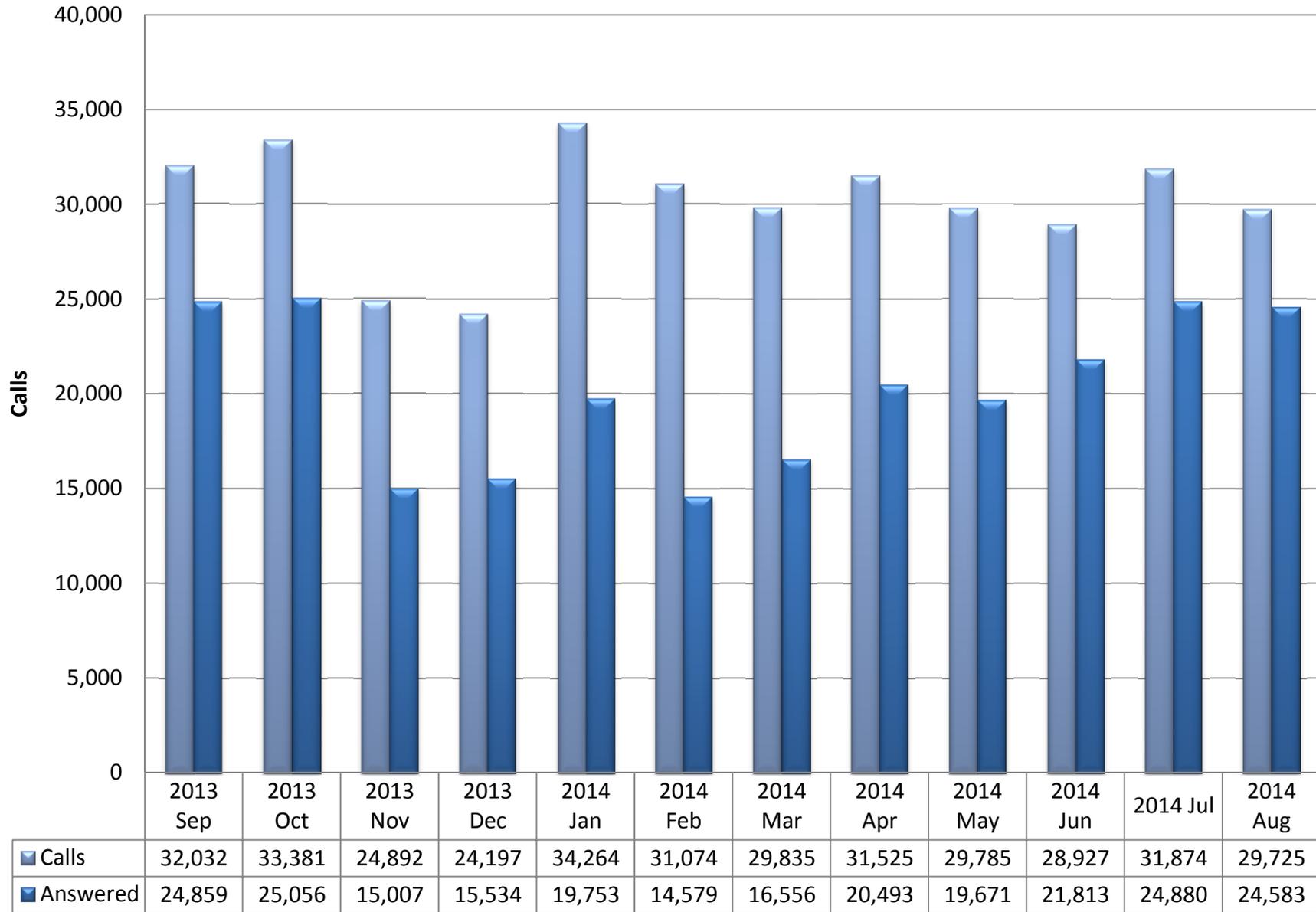
Fiscal Year 2014

Statistics

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

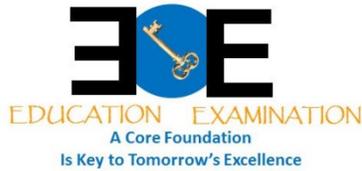


### Customer Service Calls Only



# Customer Service Division Contacts by Type

Month	Calls	Fax	Email
2013 Sep	90.7%	1.8%	7.5%
2013 Oct	90.0%	1.9%	8.1%
2013 Nov	89.9%	2.1%	8.0%
2013 Dec	90.4%	1.7%	7.9%
2014 Jan	89.4%	1.8%	8.8%
2014 Feb	89.1%	1.9%	9.0%
2014 Mar	88.8%	2.1%	9.2%
2014 Apr	89.9%	2.0%	8.1%
2014 May	89.8%	2.1%	8.1%
2014 Jun	89.8%	2.1%	8.0%
2014 Jul	90.2%	1.9%	7.9%
2014 Aug	90.3%	2.0%	7.8%



# STAFF REPORT

September 24, 2014

## Recent Accomplishments and Current Projects

- Our staff is working with ISD to begin the programing 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 83<sup>rd</sup> Legislative Session transferred the License Court Interpreter (LCI) program to the Office of Court Administration (OCA). The LCI program was successfully transferred to OCA from TDLR effective September 1, 2014. All data including any outstanding cases has been sent to OCA. We have updated the TDLR website accordingly.
- Education Specialist, Mary Sampson, visited 47 private post-secondary schools, 9 public post-secondary schools and 22 public secondary schools. During this year she also visited 29 private post-secondary barber schools.
- Our Division continues to work closely with the Field Operations Division regarding cosmetology and barber school inspections.

## Fiscal Year 2014 Summary Statistics

- Barber and Cosmetology Site Visits = 107
- Education Provider Registrations Issued = 39
- Education Provider Population = 396
- Courses Approved Issued = 757
- Course Population = 1604
- Exam Pass = 33,226
- Exam Fail = 22,246
- Total Exams Given = 55,472

## Examination Statistics

	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
<b>2011</b>																	
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%
<b>2012</b>																	
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%
<b>2013</b>																	
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%
<b>2014</b>																	
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	3,049	2,887	9,092	33,226
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	2,070	2,158	6,413	22,246
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	5,119	5,045	15,505	55,472
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%	59.6%	57.2%	58.6%	59.9%

## Continuing Education Statistics

	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
<b>2011</b>																	
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
<b>2012</b>																	
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
<b>2013</b>																	
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
<b>2014</b>																	
Provider registrations issued	4	4	1	9	10	3	1	14	0	0	7	7	2	3	4	9	39
Course approvals issued	75	29	36	140	43	86	96	225	93	69	44	206	63	66	57	186	757
Provider renewal licenses issued	22	35	35	92	41	39	34	114	0	0	26	26	7	34	21	62	294
Providers	465	469	462	462	466	471	489	489	397	403	404	404	398	393	396	396	396
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	1565	1604	1604	1604

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

# **ENFORCEMENT DIVISION STAFF REPORT**

*“We’ve got your back”*

September 24, 2014

## **Recent Accomplishments and Current Projects:**

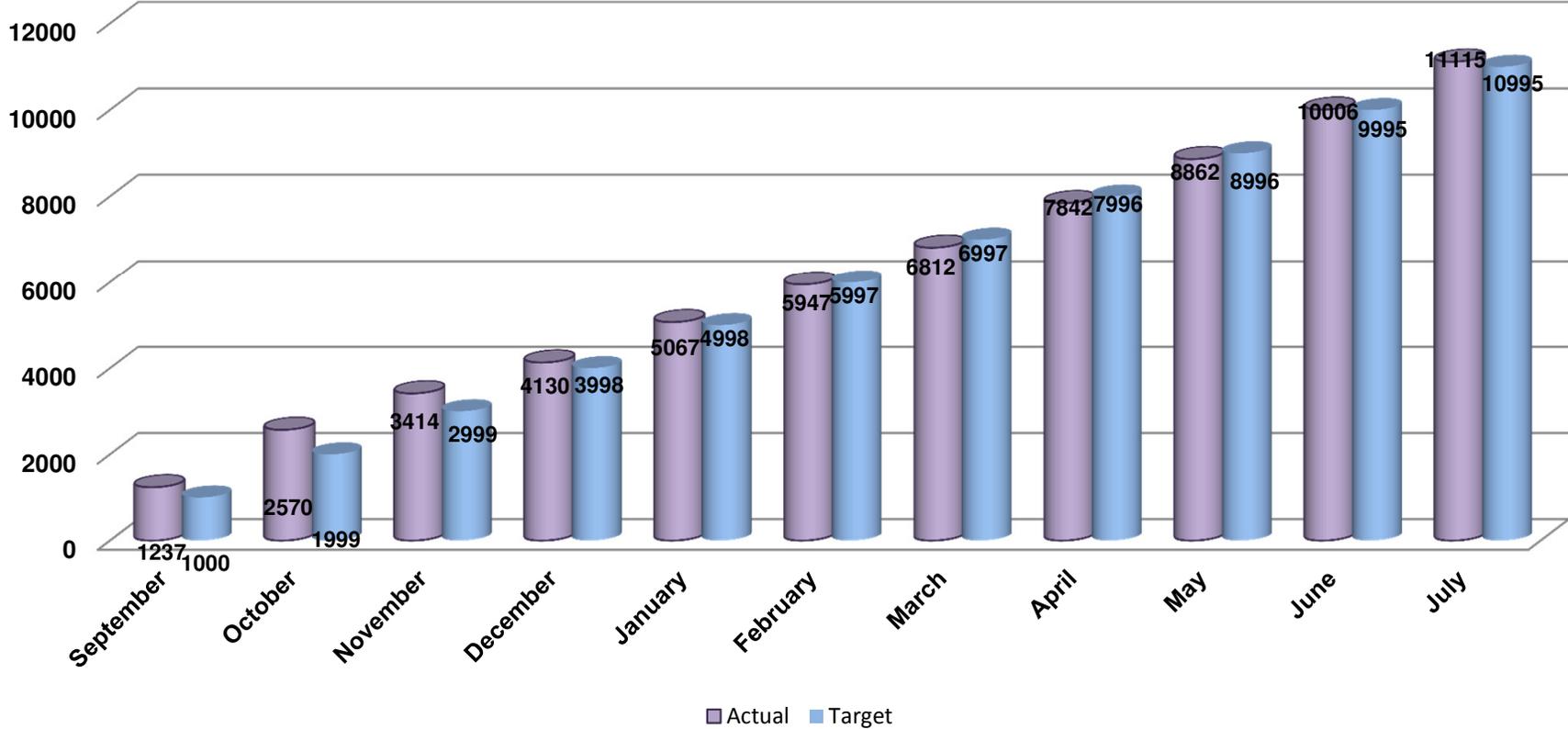
- On August 29, Investigations Manager Gregg Dodson and Process Improvement Specialist Alaric Robertson attended a job fair hosted by the Dallas Community Partnership Council (CPC), and made a presentation about TDLR’s license requirements and criminal history review process. The audience included about 80 job-seekers and employers. The job fair was held at Mountain View College in Dallas. The CPC brings together community leaders, faith-based organizations, and other service providers to assist former offenders with the reentry process. CPC support services include transitional housing, life skills training, mentoring, and job search assistance.
- New prosecutors Mark Black and Kimberley Davenport started work on August 29 and are in training at this time. They were hired as Attorneys III and will primarily handle cases opened as a result of periodic inspections that revealed violations.
  - Mark Black prosecuted misdemeanor cases for two and one-half years as an assistant county attorney in Caldwell County. Mark currently holds the rank of Colonel in the United States Army Reserve. Mark has served on both active and reserve duty since being commissioned as an Army officer in 1989.
  - Kimberley Davenport prosecuted misdemeanor and felony criminal cases for six years in the Pemiscot County Prosecutor’s Office in Caruthersville, Missouri. Her experience also includes one year representing clients in civil litigation at the State Counsel for Offenders (in Texas), and one and one-half years in criminal defense with the Missouri State Public Defender’s Office.

## **Key Statistics:**

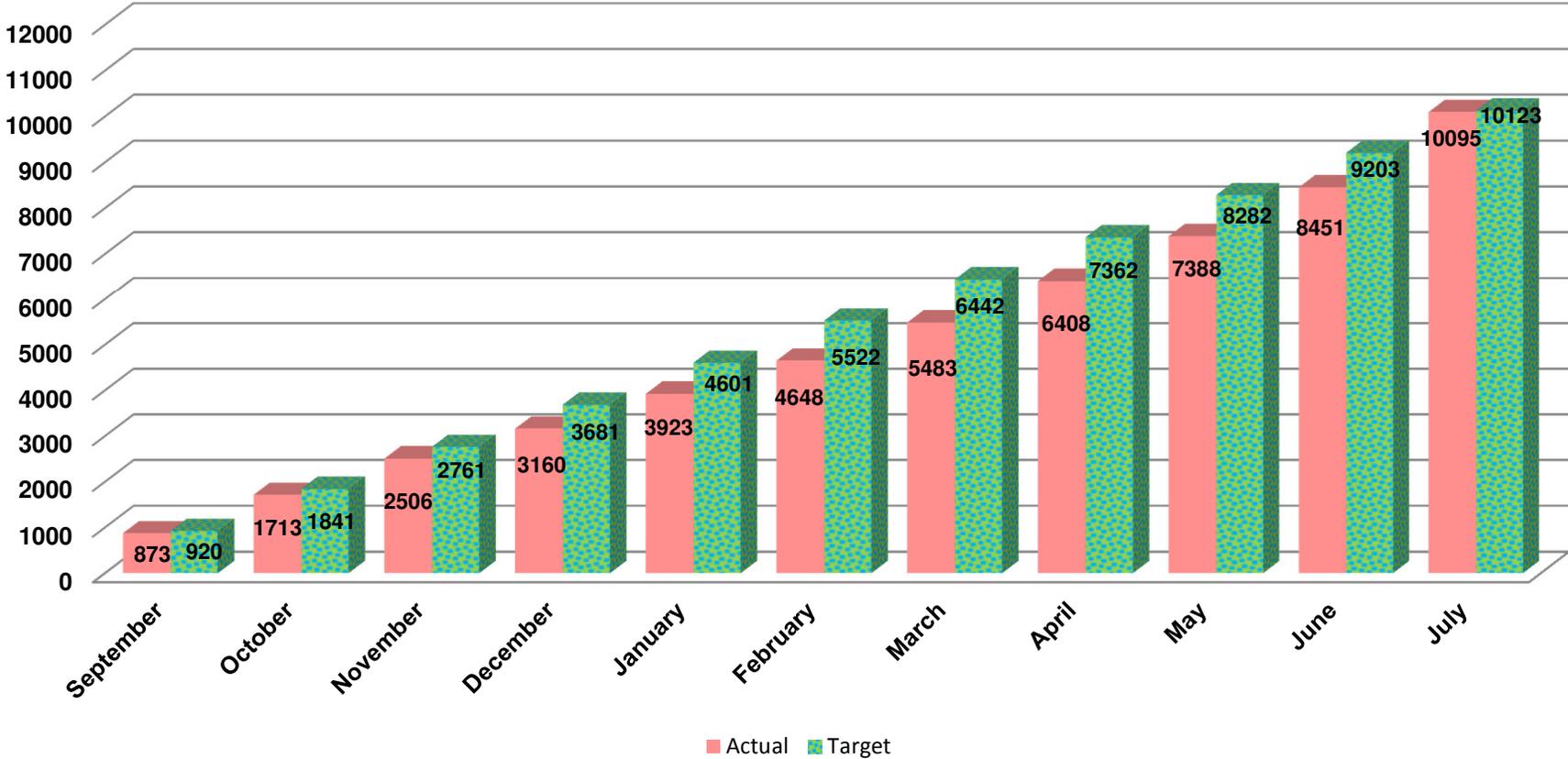
Shown below are key statistics for Fiscal Year 2014 through August 1, compared with the same time period in the previous fiscal year.

<b><u>Statistic</u></b>	<b><u>FY 2014</u></b>	<b><u>FY 2013</u></b>
• Number of cases opened	11,115	10,213
• Number of cases resolved	10,095	9,567
• Average time to resolve cases	211 days	189 days
• Number of Agreed Orders	1,837	2,206
• Total penalties assessed	\$ 3,374,913	\$4,399,965
• Total penalties collected	\$1,775,159	\$2,270,792

### 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 July

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	\$3,000.00	22.64%	13	\$296,000.00	\$5,762.50	1.95%	95	\$176,250.00	\$129,725.00	73.60%	93	ACR
APR	\$0.00	\$0.00	0.00%	1	\$4,000.00	\$0.00	0.00%	4	\$22,825.00	\$19,675.00	86.20%	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	\$55,500.00	\$2,820.00	5.08%	54	\$65,375.00	\$50,900.00	77.86%	102	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	\$9,000.00	\$2,400.00	26.67%	5	\$12,750.00	\$10,000.00	78.43%	8	BOX
BRE	\$0.00	\$0.00	0.00%	0	\$0.00	\$0.00	0.00%	0	\$10,500.00	\$7,250.00	69.05%	7	BRE
COS	\$3,400.00	\$250.00	7.35%	8	\$350,925.00	\$40,166.94	11.45%	262	\$738,288.00	\$665,289.00	90.11%	915	COS
EAB	\$0.00	\$0.00	0.00%	0	\$92,000.00	\$16,750.00	18.21%	37	\$219,575.00	\$219,575.00	100.00%	200	EAB
ELC	\$9,000.00	\$875.00	9.72%	24	\$204,500.00	\$5,400.00	2.64%	106	\$144,500.00	\$113,838.00	78.78%	120	ELC
ELE	\$0.00	\$0.00	0.00%	0	\$14,000.00	\$500.00	3.57%	3	\$174,850.00	\$174,850.00	100.00%	85	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%	2	\$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%	8	\$186,500.00	\$7,162.51	3.84%	69	\$206,100.00	\$144,315.00	70.02%	150	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	\$93,200.00	\$1,765.00	1.89%	18	\$160,650.00	\$101,215.00	63.00%	111	VSF
WWD	\$0.00	\$0.00	0.00%	0	\$19,500.00	\$4,900.00	25.13%	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	\$33,700.00	\$6,175.00	18.32%	68	\$1,364,425.00	\$87,726.95	6.43%	671	\$1,976,788.00	\$1,681,257.00	85.05%	1837	All Programs



# Enforcement Data for FY 2014

FISCAL YEAR 2014 through July

Program	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	
ACR	163	29	12	1	0	179	1	15	3	153	993	1001	998	ACR
APR	22	3	0	0	0	14	0	1	0	4	94	72	71	APR
AUC	11	2	0	0	0	7	0	0	0	0	78	65	55	AUC
BAR	145	25	26	0	0	98	0	3	3	20	696	611	407	BAR
BLR	1	0	0	0	0	0	0	0	0	0	9	3	10	BLR
BOX	12	1	0	0	0	10	1	0	0	1	59	48	32	BOX
BRE	7	0	0	0	0	10	0	0	0	10	168	86	139	BRE
COS	1080	116	25	0	0	654	2	1	2	82	3337	3232	2187	COS
EAB	235	0	0	0	0	5	0	0	0	0	551	586	142	EAB
ELC	200	46	80	0	0	175	2	119	5	202	2194	1959	1304	ELC
ELE	88	0	0	0	0	12	2	0	0	1	254	195	120	ELE
IHB	4	0	0	0	0	0	0	0	0	0	16	7	24	IHB
LCI	0	0	0	0	0	0	0	0	0	1	4	3	3	LCI
LSC	0	0	0	0	0	0	0	1	0	0	16	12	7	LSC
PEO	0	0	0	0	0	0	0	0	0	0	12	9	13	PEO
POL	0	0	0	0	0	1	0	0	0	0	9	4	11	POL
PTC	2	0	0	0	0	3	0	0	0	0	8	17	14	PTC
PTP	1	1	0	0	0	0	0	0	0	0	30	30	28	PTP
SCP	3	0	0	0	0	1	0	0	0	2	59	94	40	SCP
TCW	0	0	0	0	0	0	0	0	0	0	0	0	0	TCW
TOW	173	27	4	0	0	321	6	24	2	15	1700	1398	1373	TOW
VPP	0	0	0	0	0	0	0	0	0	0	0	5	0	VPP
VSF	98	4	1	1	0	200	4	3	0	1	757	606	775	VSF
WWD	12	0	0	0	0	8	0	0	0	5	71	52	70	WWD
WXM	0	0	0	0	0	0	0	0	0	0	0	0	0	WXM
All Programs	2257	254	148	2	0	1698	18	167	15	497	11115	10095	7823	All Programs

# **Field Operations Division Commission Meeting Report**

*“The Face of TDLR”*

September 24, 2014

## **Update on Division Projects**

### Update on New Technology - Route Optimization

- TDLR and MobiCorp continue to meet weekly. We are testing the transfer of data between the Mobi system and TDLR’s database. Attached is a test route. We are adjusting the proposed length of time to complete inspections and we are performing a risk assessment to determine which facilities are at most risk of violations.

### Update on New Technology - Einspection

We are continuing to search for a new Einspection vendor.

## **Personnel Changes**

On August 11, 2014, we hired seven inspectors.

- We filled five positions in the East Region. Our five new East Region Inspectors are: Karen Kilpatrick, Robyn Finney, OD Madison, Ulises Ossio, and Quy Tran.
- We hired Zack Masri in our North Region office.
- We hired Ginette Devastey in our South Region office.

**Summary of inspections completed by TDLR staff  
Inspection Statistics Total**

	<b>TOTAL INSPECTIONS--ALL PROGRAMS</b>	
	<b>FY 2014</b>	<b>FY 2013</b>
<b>SEPT</b>	3,297	2,681
<b>OCT</b>	3,529	3,489
<b>NOV</b>	2,078	2,812
<b>QTR 1</b>	8,904	8,982
<b>DEC</b>	2,090	2,337
<b>JAN</b>	2,333	3,845
<b>FEB</b>	1,651	3,262
<b>QTR 2</b>	6,074	9,444
<b>MAR</b>	1,662	3,902
<b>APR</b>	1,744	4,601
<b>MAY</b>	1,543	4,061
<b>QTR 3</b>	4,935	12,564
<b>JUNE</b>	1,780	3,699
<b>JUL</b>	1,946	3,680
<b>AUG</b>	1,610	2,998
<b>QTR 4</b>	5,336	10,377
<b>Year to Date/ Year End</b>	25,249	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
<b>QTR 1</b>	<b>531</b>	<b>444</b>	<b>349</b>	<b>219</b>	<b>23</b>	<b>14</b>	<b>224</b>	<b>203</b>	<b>502</b>	<b>278</b>	<b>1629</b>	<b>1158</b>
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
<b>QTR 2</b>	<b>352</b>	<b>517</b>	<b>300</b>	<b>298</b>	<b>35</b>	<b>24</b>	<b>78</b>	<b>235</b>	<b>351</b>	<b>491</b>	<b>1116</b>	<b>1565</b>
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
<b>QTR 3</b>	<b>474</b>	<b>612</b>	<b>387</b>	<b>337</b>	<b>20</b>	<b>21</b>	<b>0</b>	<b>281</b>	<b>0</b>	<b>595</b>	<b>881</b>	<b>1846</b>
JUNE	99	231	78	111	11	8	0	99	0	145	188	594
JUL	161	209	105	119	8	13	0	83	0	142	274	566
AUG	156	177	114	87	13	6	0	69	0	151	283	490
<b>QTR 4</b>	<b>416</b>	<b>617</b>	<b>297</b>	<b>317</b>	<b>32</b>	<b>27</b>	<b>0</b>	<b>251</b>	<b>0</b>	<b>438</b>	<b>745</b>	<b>1650</b>
<b>Year to Date/ Year End</b>	<b>1773</b>	<b>2190</b>	<b>1333</b>	<b>1171</b>	<b>110</b>	<b>86</b>	<b>302</b>	<b>970</b>	<b>853</b>	<b>1802</b>	<b>4371</b>	<b>6219</b>

## 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
<b>SEPT</b>	1138	763	135	50	81	43	1068	740	182	89	2604	1685
<b>OCT</b>	1291	1081	128	91	89	81	1085	1193	181	82	2774	2528
<b>NOV</b>	660	907	86	78	104	101	682	893	139	107	1671	2086
<b>QTR 1</b>	3089	2751	349	219	274	225	2835	2826	502	278	7049	6299
<b>DEC</b>	649	703	88	64	96	62	575	569	207	134	1615	1532
<b>JAN</b>	929	1339	103	146	25	60	661	1270	144	229	1862	3044
<b>FEB</b>	1049	1092	109	88	43	54	0	1148	0	128	1201	2510
<b>QTR 2</b>	2627	3134	300	298	164	176	1236	2987	351	491	4678	7086
<b>MAR</b>	1090	1218	120	91	57	46	0	1164	0	321	1267	2840
<b>APR</b>	1082	1575	156	134	77	102	0	1457	0	154	1315	3422
<b>MAY</b>	846	1239	111	112	169	116	0	1112	0	120	1126	2699
<b>QTR 3</b>	3018	4032	387	337	303	264	0	3733	0	595	3708	8961
<b>JUNE</b>	766	1333	78	111	64	31	0	1282	0	145	908	2902
<b>JUL</b>	1081	1295	105	119	31	47	0	1318	0	142	1217	2921
<b>AUG</b>	1004	1001	114	87	54	39	0	1000	0	151	1172	2278
<b>QTR 4</b>	2851	3629	297	317	149	117	0	3600	0	438	3297	8101
<b>Year to Date/ Year End</b>	11,585	13,546	1,333	1,171	890	782	4,071	13,146	853	1,802	18,732	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
<b>SEPT</b>	130	255	162	349	74	129			366	733
<b>OCT</b>	110	278	232	210	67	140			409	628
<b>NOV</b>	86	172	109	217	31	77			226	466
<b>QTR 1</b>	326	705	503	776	172	346			1001	1827
<b>DEC</b>	81	256	135	294	30	74			246	624
<b>JAN</b>	98	171	96	215	41	79			235	465
<b>FEB</b>	110	144	117	212	35	94			262	450
<b>QTR 2</b>	289	571	348	721	106	247			743	1539
<b>MAR</b>	72	310	105	373	49	117			226	800
<b>APR</b>	64	308	77	362	29	112	11		181	782
<b>MAY</b>	67	477	122	433	28	142	3		217	1052
<b>QTR 3</b>	203	1095	304	1168	106	371	14		624	2634
<b>JUNE</b>	161	197	465	176	56	80	0		682	453
<b>JUL</b>	172	174	203	188	57	69	0		432	431
<b>AUG</b>	81	183	102	213	34	55	0		217	451
<b>QTR 4</b>	414	554	770	577	147	204	0		1331	1335
<b>Year to Date/ Year End</b>	1232	2925	1925	3242	531	1168	14	0	3699	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
<b>QTR 1</b>	<b>67</b>	<b>63</b>		<b>9</b>	<b>132</b>
DEC	77	4		2	16
JAN	73	6		4	9
FEB	26	7		6	1
<b>QTR 2</b>	<b>176</b>	<b>17</b>		<b>12</b>	<b>26</b>
MAR	14	17		3	6
APR	1	10		46	9
MAY	16	9		40	4
<b>QTR 3</b>	<b>31</b>	<b>36</b>		<b>89</b>	<b>19</b>
JUNE	59	1		21	5
JUL	103	22		25	1
AUG	35	15		17	2
<b>QTR 4</b>	<b>197</b>	<b>38</b>		<b>63</b>	<b>8</b>
<b>Year to Date/ Year End</b>	<b>471</b>	<b>154</b>		<b>173</b>	<b>185</b>

# Ramon Rodriguez - 913

Wednesday, Sep 3<sup>2014</sup>

Daily Schedule

**8:00<sup>AM</sup> - 5:28<sup>PM</sup>**  
(9.5 h shift)

**0.0 h** Total break time    **0.0 h** Total wait time



**\$0.00**  
Total Revenue



**15**  
Service Orders



**6.3 h**  
Est. on-site time



**143.4 mi**  
Est. drive distance  
**3.1 h**  
Est. drive time



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Service Order Information

Customer Information

<b>1</b>	 <p>Cosmetology Salon Initial <b>12:00<sup>AM</sup></b> to <b>11:59<sup>PM</sup></b> Time window</p> <p>NOTES:</p>	<p><b>THE NATURAL WAY</b> 3801 S CONGRESS STE 101, AUSTIN, TX 78704</p> <p>H </p> <p> 5125510700</p> <p><b>Customer ID:</b> 70344816-00739913-202 <b>Service Order ID:</b> 1478</p>
<b>2</b>	 <p>Barber Shops Periodic <b>12:00<sup>AM</sup></b> to <b>11:59<sup>PM</sup></b> Time window</p> <p>NOTES:</p>	<p><b>BUCKNER BAPTIST HAVEN BTY SHOP</b> 2114 S CONGRESS, AUSTIN, TX 78704</p> <p>H </p> <p> 0</p> <p><b>Customer ID:</b> 70057086-00519966-200 <b>Service Order ID:</b> 95</p>
<b>3</b>	 <p>Cosmetology Salon Initial <b>12:00<sup>AM</sup></b> to <b>11:59<sup>PM</sup></b> Time window</p> <p>NOTES:</p>	<p><b>EUROPEAN WAX CENTER</b> 9600 S. IH-35 SERVICE RD SB, AUSTIN, TX 78748</p> <p>H </p> <p> 2812652121</p> <p><b>Customer ID:</b> 70417145-00747273-202 <b>Service Order ID:</b> 1657</p>
<b>4</b>	 <p>Cosmetology Salon Initial <b>12:00<sup>AM</sup></b> to <b>11:59<sup>PM</sup></b> Time window</p> <p>NOTES:</p>	<p><b>THREADZ WEAVE SALON</b> 4700 LOYOLA LN STE 106, AUSTIN, TX 78723- 3953</p> <p>H </p> <p> 5129007895</p> <p><b>Customer ID:</b> 70461157-00750779-203 <b>Service Order ID:</b> 1819</p>

Service Order Information

Customer Information

<p>5</p>	<p> Cosmetology Salon Initial <b>12:00<sup>AM</sup> to 11:59<sup>PM</sup></b> Time window</p> <p>NOTES:</p>	<p><b>ART OF BROWZ BY PABITRA</b> AUSTIN FLEA MARKET, 9500 HWY 290 EAST, AUSTIN, TX 78724</p> <p>H </p> <p> 5124152509</p> <p><b>Customer ID:</b> 70352458-00740802-202 <b>Service Order ID:</b> 1501</p>
<p>6</p>	<p> Cosmetology Salons Periodic <b>12:00<sup>AM</sup> to 11:59<sup>PM</sup></b> Time window</p> <p>NOTES:</p>	<p><b>EAST SIDE HAIR SHOP</b> 3201 EAST CESAR CHAVEZ, AUSTIN, TX 78702</p> <p>H </p> <p> 5128033716</p> <p><b>Customer ID:</b> 70248556-00729261-210 <b>Service Order ID:</b> 2661</p>
<p>7</p>	<p> Cosmetology Salon Initial <b>12:00<sup>AM</sup> to 11:59<sup>PM</sup></b> Time window</p> <p>NOTES:</p>	<p><b>ART OF BROWZ BY PABITRA</b> 1500 SOUTH PLEASANT VALLEY RD, AUSTIN, TX 78741</p> <p>H </p> <p> 5124831140</p> <p><b>Customer ID:</b> 70278374-00732558-202 <b>Service Order ID:</b> 1376</p>
<p>8</p>	<p> Cosmetology Salons Periodic <b>12:00<sup>AM</sup> to 11:59<sup>PM</sup></b> Time window</p> <p>NOTES:</p>	<p><b>FAST FREDDY'S HAIR SALON</b> 1931 E OLTORF, AUSTIN, TX 78741</p> <p>H </p> <p> 5127515252</p> <p><b>Customer ID:</b> 70294635-00734383-210 <b>Service Order ID:</b> 2825</p>

Service Order Information

Customer Information

**9**  Cosmetology Salon Initial  
**12:00<sup>AM</sup>** to **11:59<sup>PM</sup>**  
 Time window

**NOTES:**

**SERGIOS SALON INTERNATIONAL**

2300 E BEN WHITE, AUSTIN, TX 78741

H 

 5124626000

**Customer ID:**  
70246185-00729021-210  
**Service Order ID:**  
2653

**10**  Cosmetology Salons Periodic  
**12:00<sup>AM</sup>** to **11:59<sup>PM</sup>**  
 Time window

**NOTES:**

**PEARL NAILS & SPA**

11215 SOUTH IH 35, STE 112, AUSTIN, TX 78747

H 

 5122929834

**Customer ID:**  
70134299-00711777-204  
**Service Order ID:**  
2220

**11**  Cosmetology Salon Initial  
**12:00<sup>AM</sup>** to **11:59<sup>PM</sup>**  
 Time window

**NOTES:**

**BEAUTY N SHAPE**

15300 S IH 35, BUDA, TX 78610

H 

 5122952800

**Customer ID:**  
70443544-00749371-202  
**Service Order ID:**  
1730

**12**  Cosmetology Salons Periodic  
**12:00<sup>AM</sup>** to **11:59<sup>PM</sup>**  
 Time window

**NOTES:**

**KING-TEX TRUCK SALES LLC**

721 1/2 GRAVEL, SAN MARCOS, TX 78666

H 

 7139914078

**Customer ID:**  
70255493-00000000-440  
**Service Order ID:**  
476

Service Order Information

Customer Information

<b>13</b>		<p>Cosmetology Salons Periodic  <b>12:00<sup>AM</sup></b> to <b>11:59<sup>PM</sup></b>                  Time window</p>	<p><b>LUCY'S BEAUTY SALON</b>                  158 SOUTH                  FREDERICKSBURG, SAN                  MARCOS, TX 78666</p> <p>H </p> <p> 5123925449</p> <p><b>Customer ID:</b> 70058085-00523179-200  <b>Service Order ID:</b> 602</p>
NOTES:			

<b>14</b>		<p>Cosmetology Salons Periodic  <b>12:00<sup>AM</sup></b> to <b>11:59<sup>PM</sup></b>                  Time window</p>	<p><b>VANITY BEAUTY SHOP</b>                  1400 BELVIN STREET,                  SAN MARCOS, TX 78666</p> <p>H </p> <p> 5123924343</p> <p><b>Customer ID:</b> 70062451-00616092-200  <b>Service Order ID:</b> 825</p>
NOTES:			

<b>15</b>		<p>Cosmetology Salon Initial  <b>12:00<sup>AM</sup></b> to <b>11:59<sup>PM</sup></b>                  Time window</p>	<p><b>GREAT CLIPS #9146</b>                  750 BARNES DRIVE,                  SUITE 118, SAN                  MARCOS, TX 78666</p> <p>H </p> <p> 5125898156</p> <p><b>Customer ID:</b> 70249621-00729359-210  <b>Service Order ID:</b> 2663</p>
NOTES:			

	Name	 1
	Address	 2
Service Type		Customer ID:
Time Window		Service Order ID:
NOTES:		

# Ramon Rodriguez - 913

Wednesday, Sep 3<sup>2014</sup>

Daily Schedule - Service Orders Summary

## Service Order Information

## Customer Information

	Name	☎ 1
	Address	☎ 2
Service Type		Customer ID:
Time Window		Service Order ID:
NOTES:		

# Service Order #1



**58 min / 55.9 mi**

from Start Location



Cosmetology Salon Initial  
**THE NATURAL WAY**

3801 S CONGRESS STE 101, AUSTIN, TX 78704

H

Time Window: 12:00 AM to 11:59 PM (23:59)  
Customer: 70344816-00739913-202  
Order ID: 1478

1. Start out going northwest on Gatewood Briar toward Hinge Crk.
2. Turn left onto Hinge Crk.
3. Turn right onto Hinge Fls.
4. Turn right onto Wiedner Rd.
5. Turn left onto FM 1103/FM-1103.
6. Turn right onto N Interstate 35.
7. Merge onto I-35 N via the ramp on the left.
8. Take EXIT 230 toward Ben White Blvd/Woodward St.
9. Merge onto S Interstate 35.
10. Turn left onto E Ben White Blvd.
11. Turn right onto S Congress Ave.



# Service Order #2



2 min / 1.3 mi

from Service Order 1

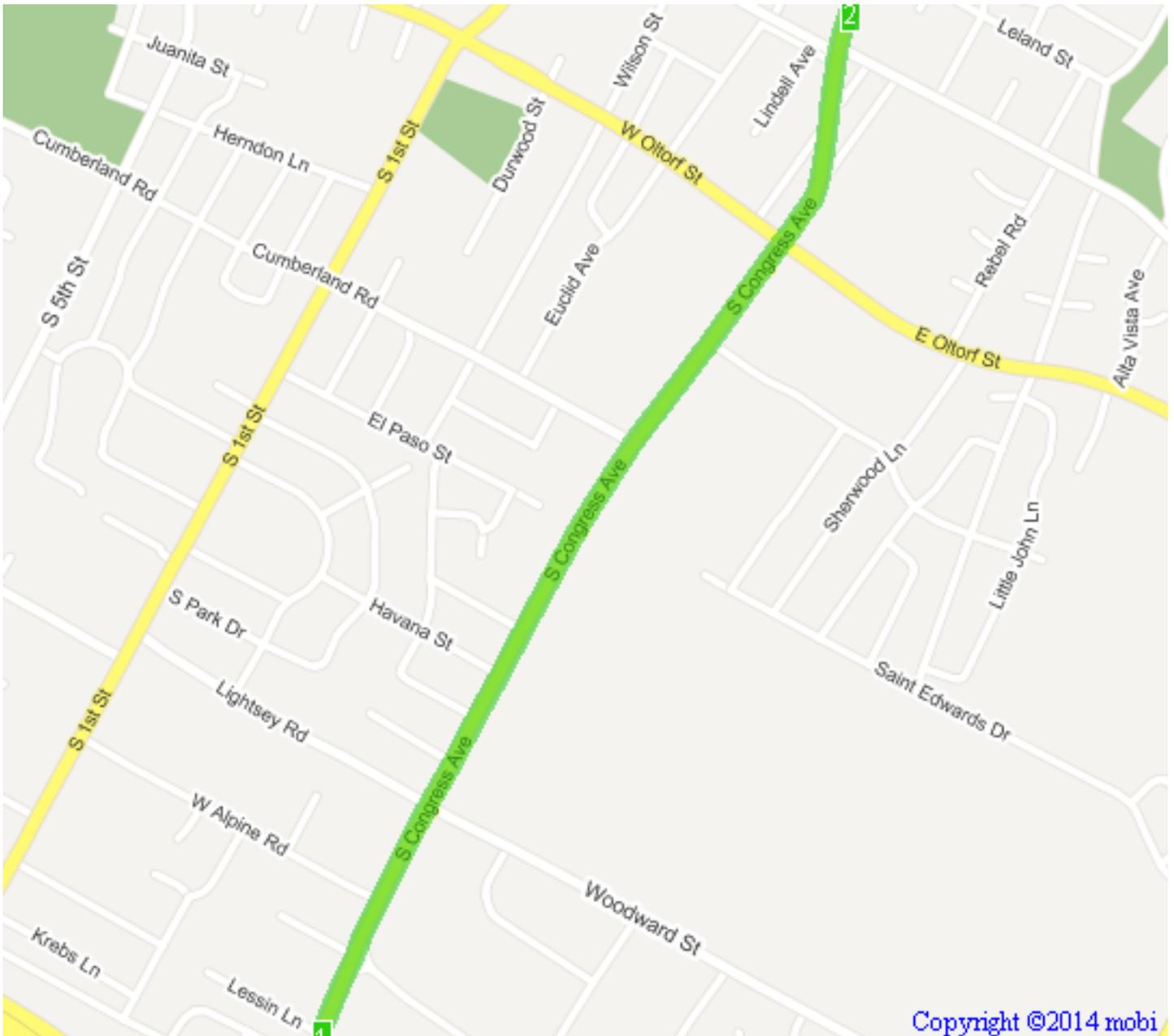
1. Start out going northeast on S Congress Ave toward E Alpine Rd.



Barber Shops Periodic  
**BUCKNER BAPTIST HAVEN BTY SHOP**  
2114 S CONGRESS, AUSTIN, TX 78704



Time Window: 12:00 AM to 11:59 PM (23:59)  
Customer: 70057086-00519966-200  
Order ID: 95



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## Service Order #3



**4 min / 2.3 mi**

from Service Order 2

1. Start out going north on S Congress Ave toward Crockett St.
2. Turn right onto E Cesar Chavez St.
3. Turn right onto N Interstate 35.

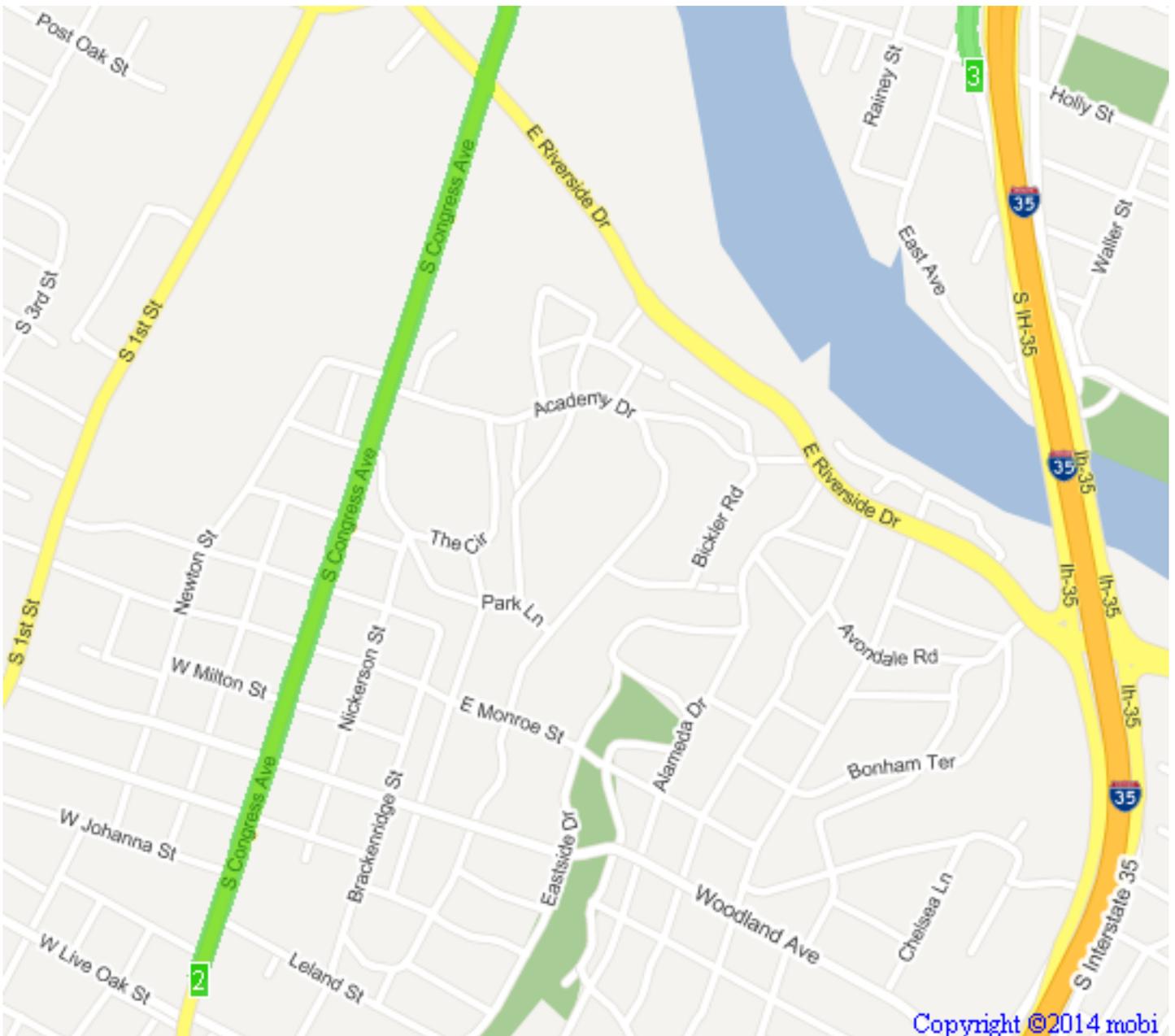


Cosmetology Salon Initial  
**EUROPEAN WAX CENTER**

9600 S. IH-35 SERVICE RD SB, AUSTIN, TX 78748



Time Window: 12:00 AM to 11:59 PM (23:59)  
Customer: 70417145-00747273-202  
Order ID: 1657



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## Service Order #4



**11 min / 9.1 mi**

from Service Order 3

1. Start out going south on N Interstate 35 toward Lambie St.
2. Turn slight left onto Nash Hernandez Sr Rd.
3. Turn slight right onto N Interstate 35.
4. Merge onto I-35 N/US-290 E via the ramp on the left.
5. Merge onto US-290 E/E Highway 290 E via EXIT 238B toward Houston.
6. Take the US-183 exit toward Lampasas/Lockhart.
7. Merge onto E Highway 290.
8. Turn right onto Ed Bluestein Blvd.
9. Turn slight right onto Manor Rd.
10. Turn left onto Loyola Ln.

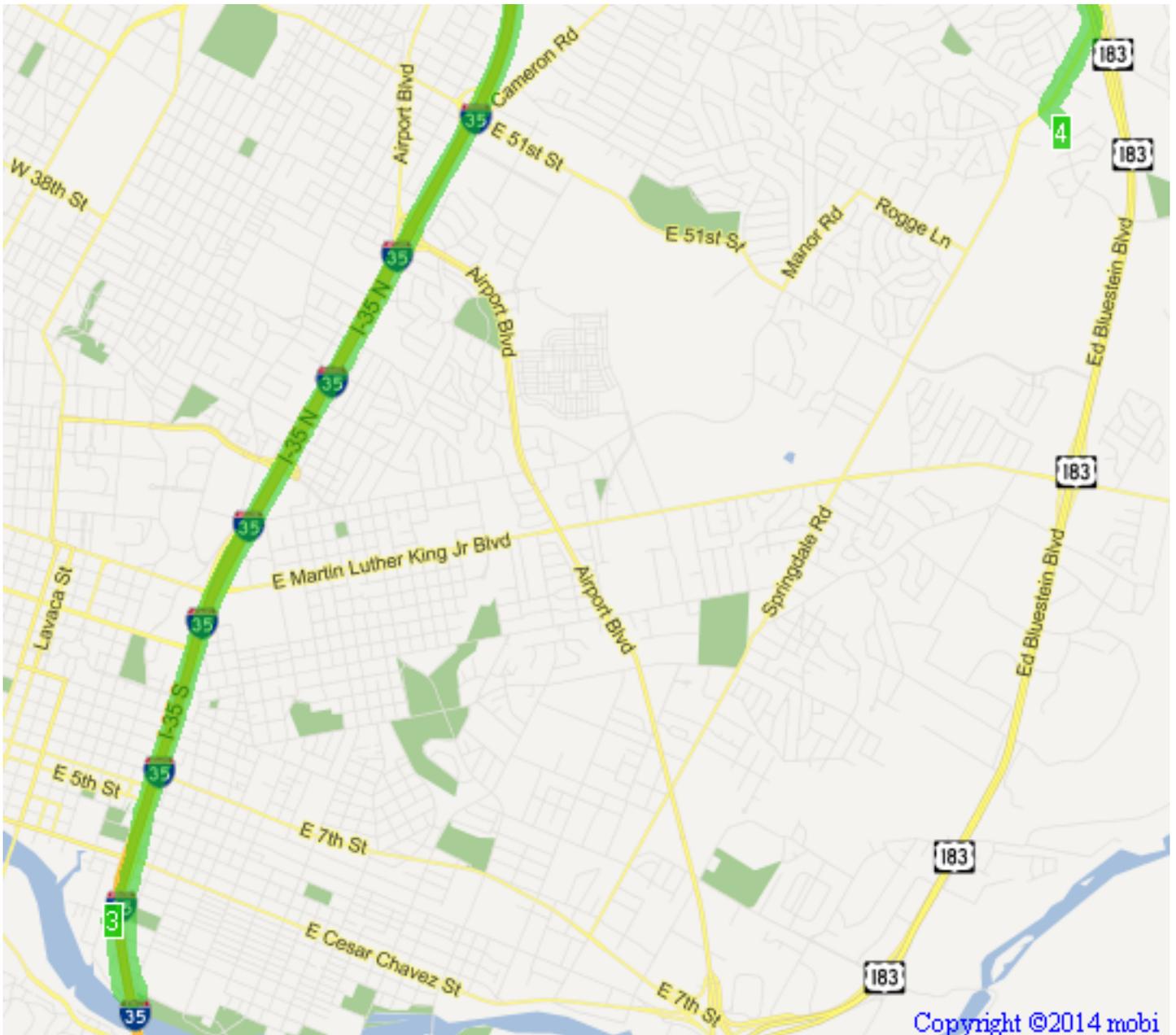


Cosmetology Salon Initial  
**THREADZ WEAVE SALON**

4700 LOYOLA LN STE 106, AUSTIN, TX  
78723-3953

H

Time Window: 12:00 AM to 11:59 PM (23:59)  
Customer: 70461157-00750779-203  
Order ID: 1819



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# Service Order #5



8 min / 3.1 mi

from Service Order 4

1. Start out going south on Loyola Ln toward Ashland Cir.
2. Turn left onto Decker Ln/FM-3177.

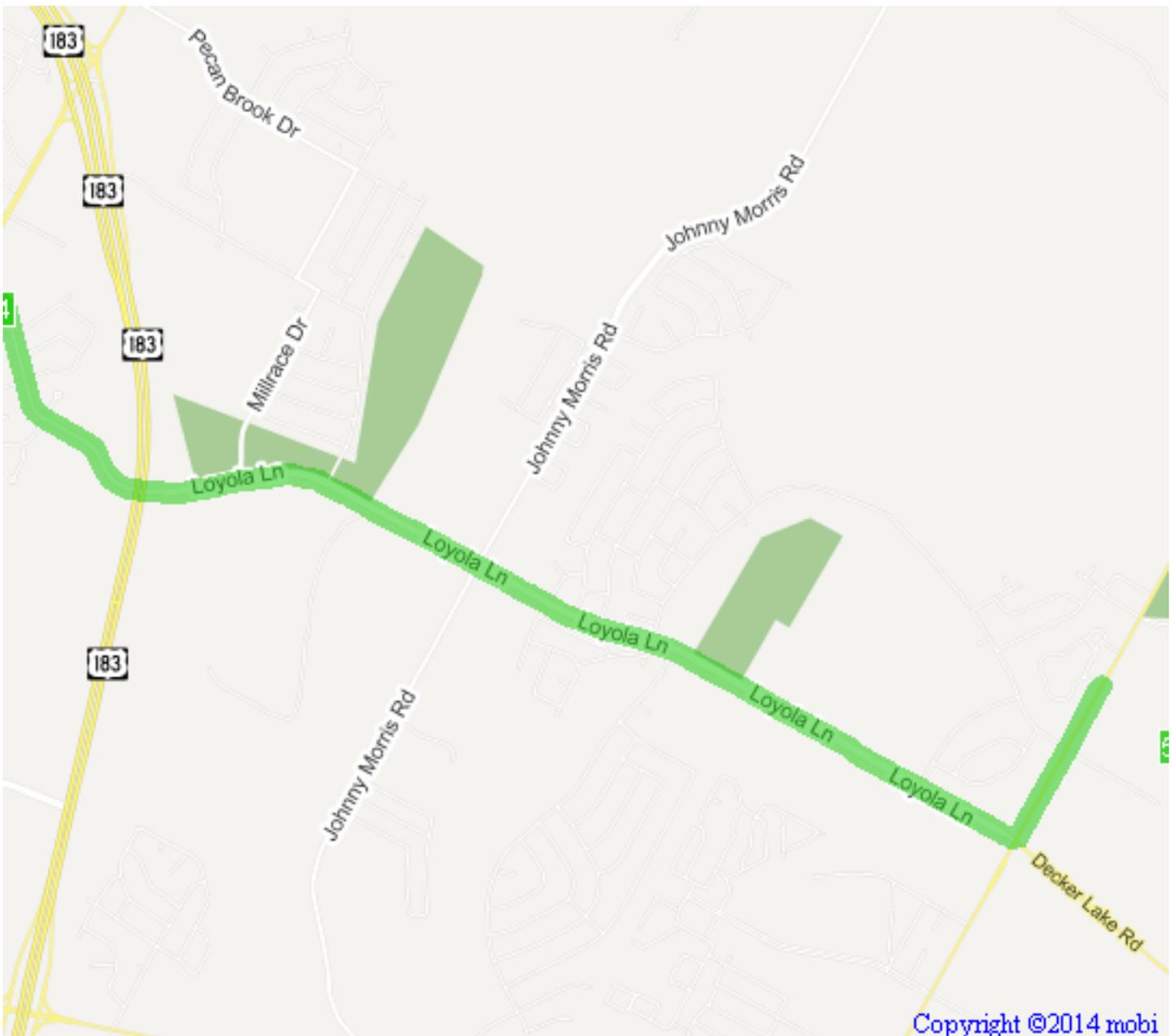


Cosmetology Salon Initial  
**ART OF BROWZ BY PABITRA**

AUSTIN FLEA MARKET, 9500 HWY 290  
EAST, AUSTIN, TX 78724



Time Window: 12:00 AM to 11:59 PM (23:59)  
Customer: 70352458-00740802-202  
Order ID: 1501



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Service Order #6



15 min / 7.9 mi

from Service Order 5

1. Start out going southwest on Decker Ln/FM-3177 toward Colony Loop Dr.
2. Turn right onto FM 969/FM-969. Continue to follow FM-969.
3. Merge onto Ed Bluestein Blvd/US-183 S via the ramp on the left.
4. Turn slight right onto Ed Bluestein Blvd.
5. Turn slight right onto Levander Loop.
6. Keep right at the fork to continue on Levander Loop.
7. Turn left to stay on Levander Loop.
8. Turn slight right onto E 7th St.
9. Turn left onto Shady Ln.
10. Turn right onto E Cesar Chavez St.

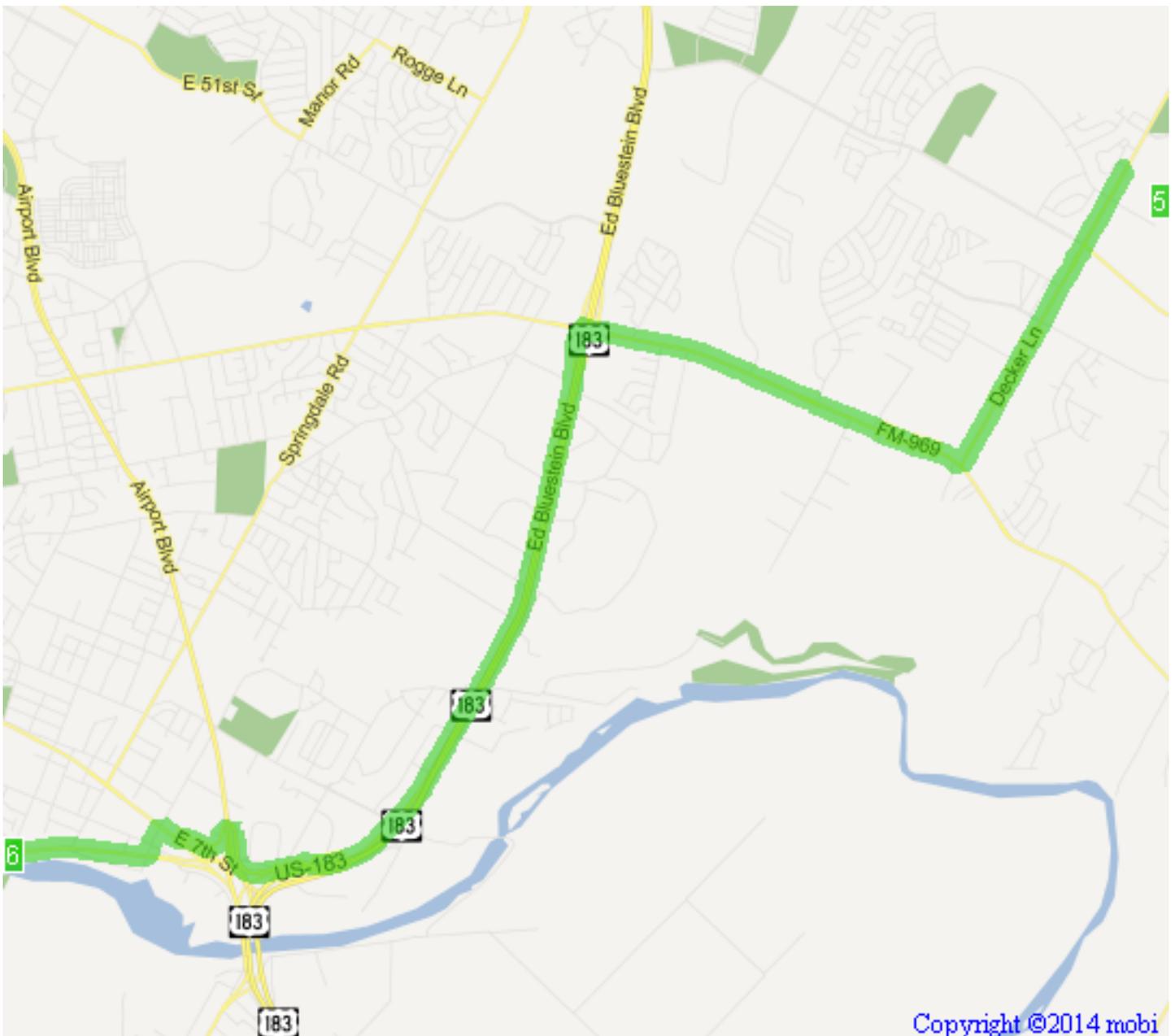


Cosmetology Salons Periodic  
**EAST SIDE HAIR SHOP**

3201 EAST CESAR CHAVEZ, AUSTIN, TX 78702



Time Window: 12:00 AM to 11:59 PM (23:59)  
 Customer: 70248556-00729261-210  
 Order ID: 2661



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**Service Order #7**



**3 min / 1.3 mi**

from Service Order 6

1. Start out going west on E Cesar Chavez St toward Tillery St.
2. Turn left onto N Pleasant Valley Rd.

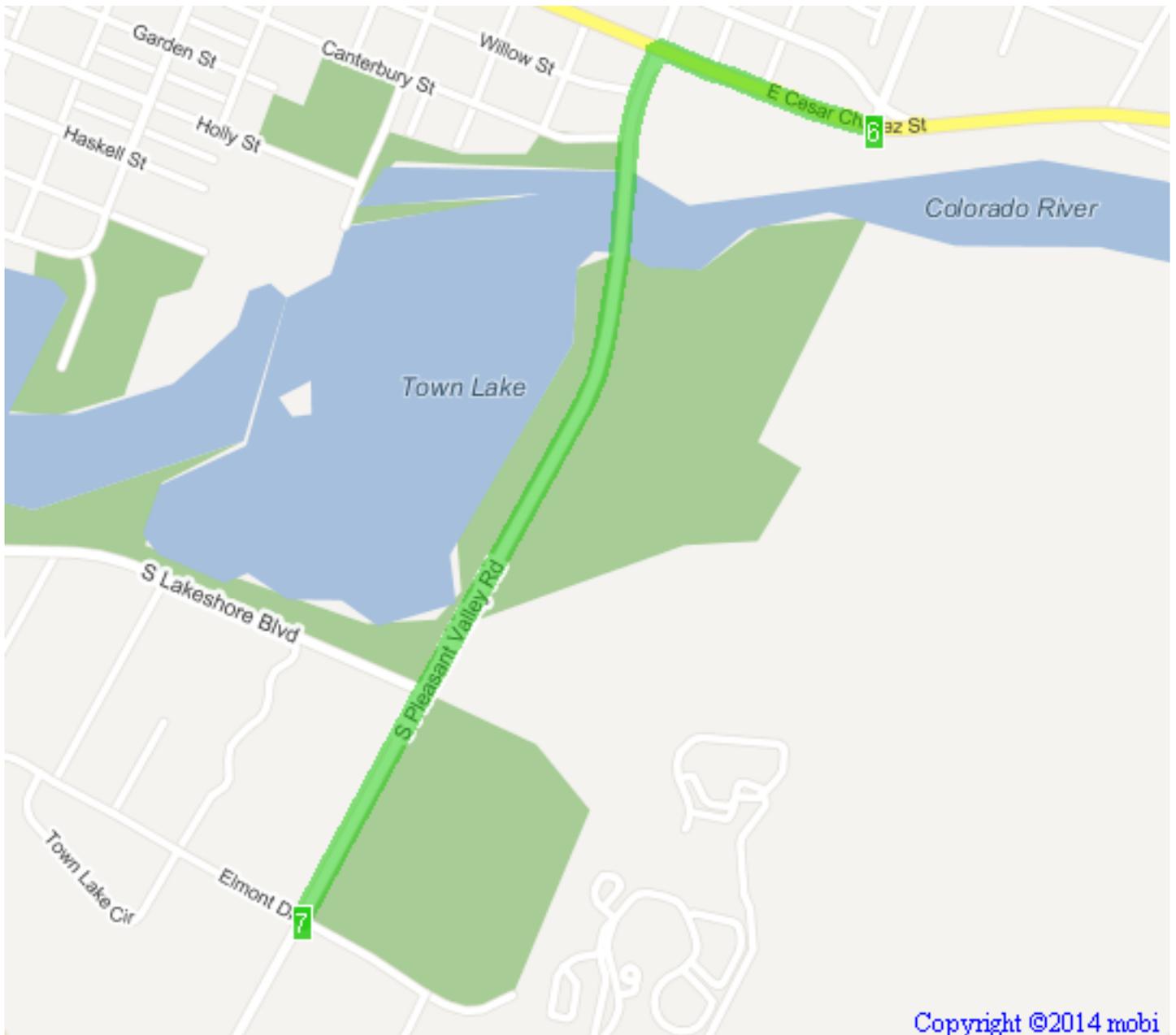


Cosmetology Salon Initial  
**ART OF BROWZ BY PABITRA**

1500 SOUTH PLEASANT VALLEY RD,  
AUSTIN, TX 78741



Time Window: 12:00 AM to 11:59 PM (23:59)  
Customer: 70278374-00732558-202  
Order ID: 1376



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# Service Order #8



**3 min / 1.4 mi**

from Service Order 7

1. Start out going northwest on Elmont Dr toward S Pleasant Valley Rd.
2. Turn left onto S Pleasant Valley Rd.
3. Turn right onto E Oltorf St.

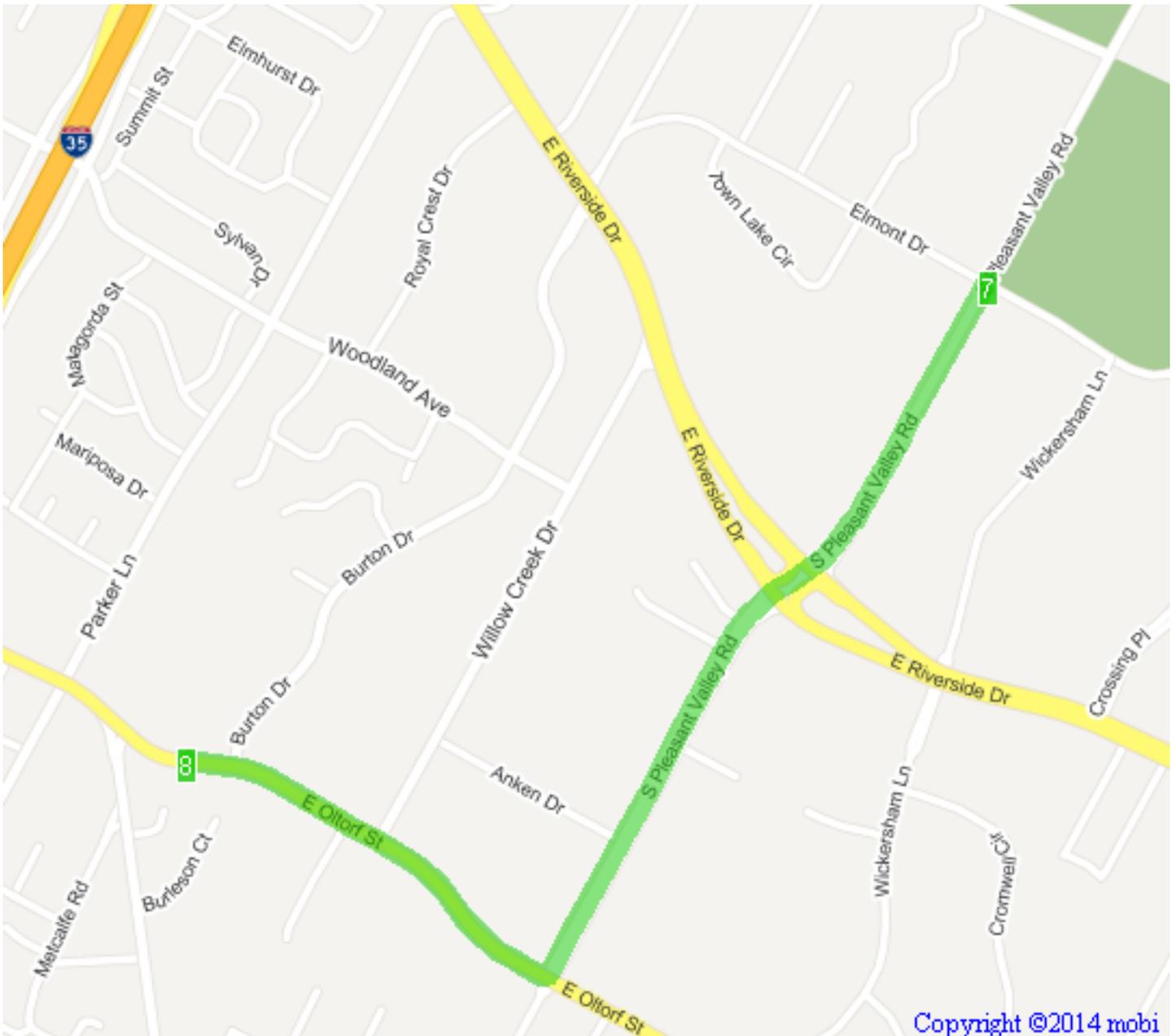


Cosmetology Salons Periodic  
**FAST FREDDY'S HAIR SALON**

1931 E OLTORF, AUSTIN, TX 78741



Time Window: 12:00 AM to 11:59 PM (23:59)  
Customer: 70294635-00734383-210  
Order ID: 2825



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# Service Order #9



3 min / 1.4 mi

from Service Order 8

1. Start out going northwest on E Oltorf St toward Burleson Rd.
2. Turn left onto Burleson Rd.
3. Turn right onto E Ben White Blvd.



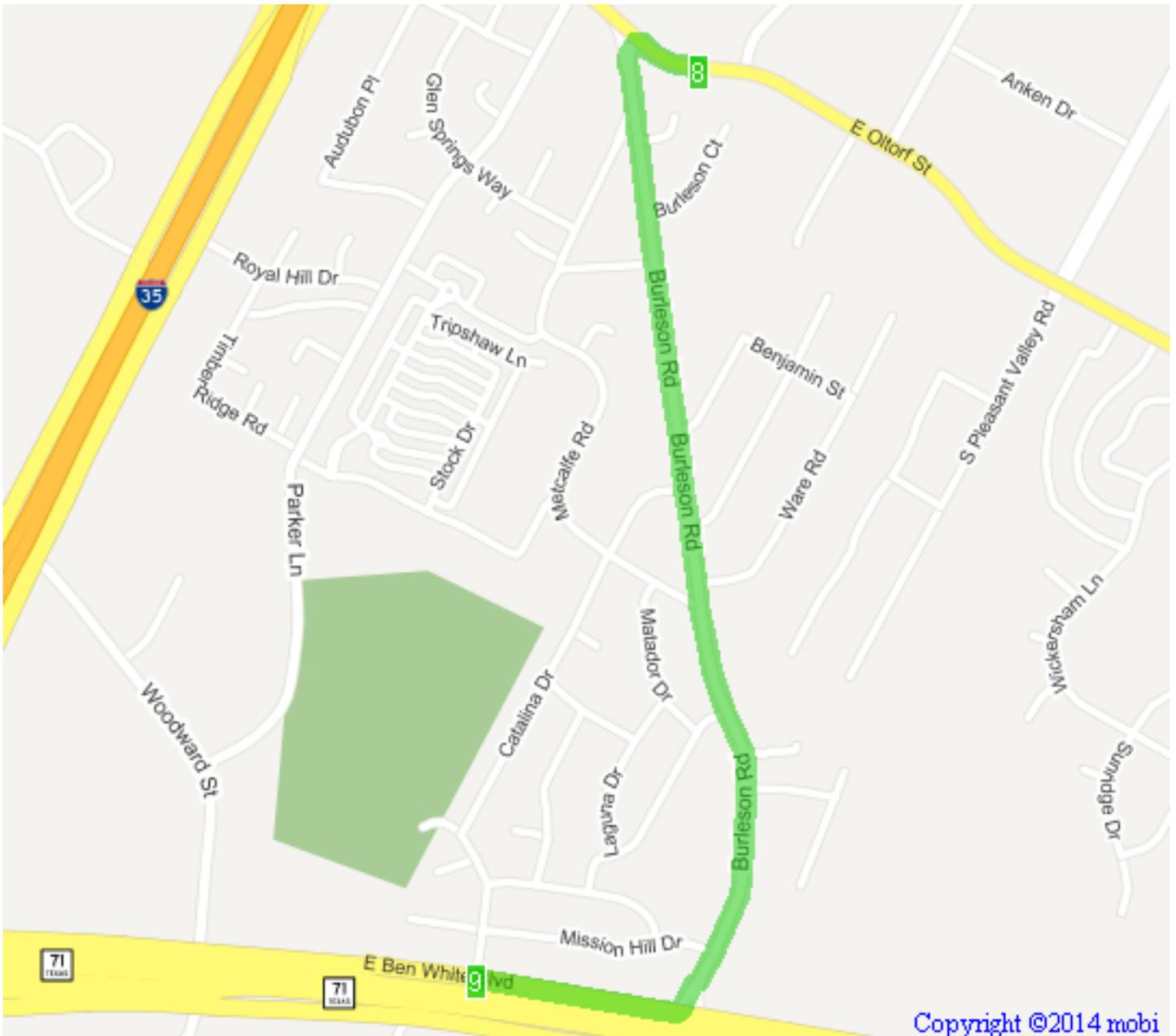
Cosmetology Salon Initial

**SERGIOS SALON INTERNATIONAL**

2300 E BEN WHITE, AUSTIN, TX 78741

H

Time Window: 12:00 AM to 11:59 PM (23:59)  
 Customer: 70246185-00729021-210  
 Order ID: 2653



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# Service Order #10



8 min / 7.2 mi

from Service Order 9

1. Start out going west on E Ben White Blvd toward Woodward St.
2. Turn left onto S Interstate 35.
3. Merge onto I-35 S via the ramp on the left.
4. Take EXIT 225 toward FM-1626/Onion Creek Parkway.
5. Merge onto S Interstate 35.
6. Turn right to stay on S Interstate 35.

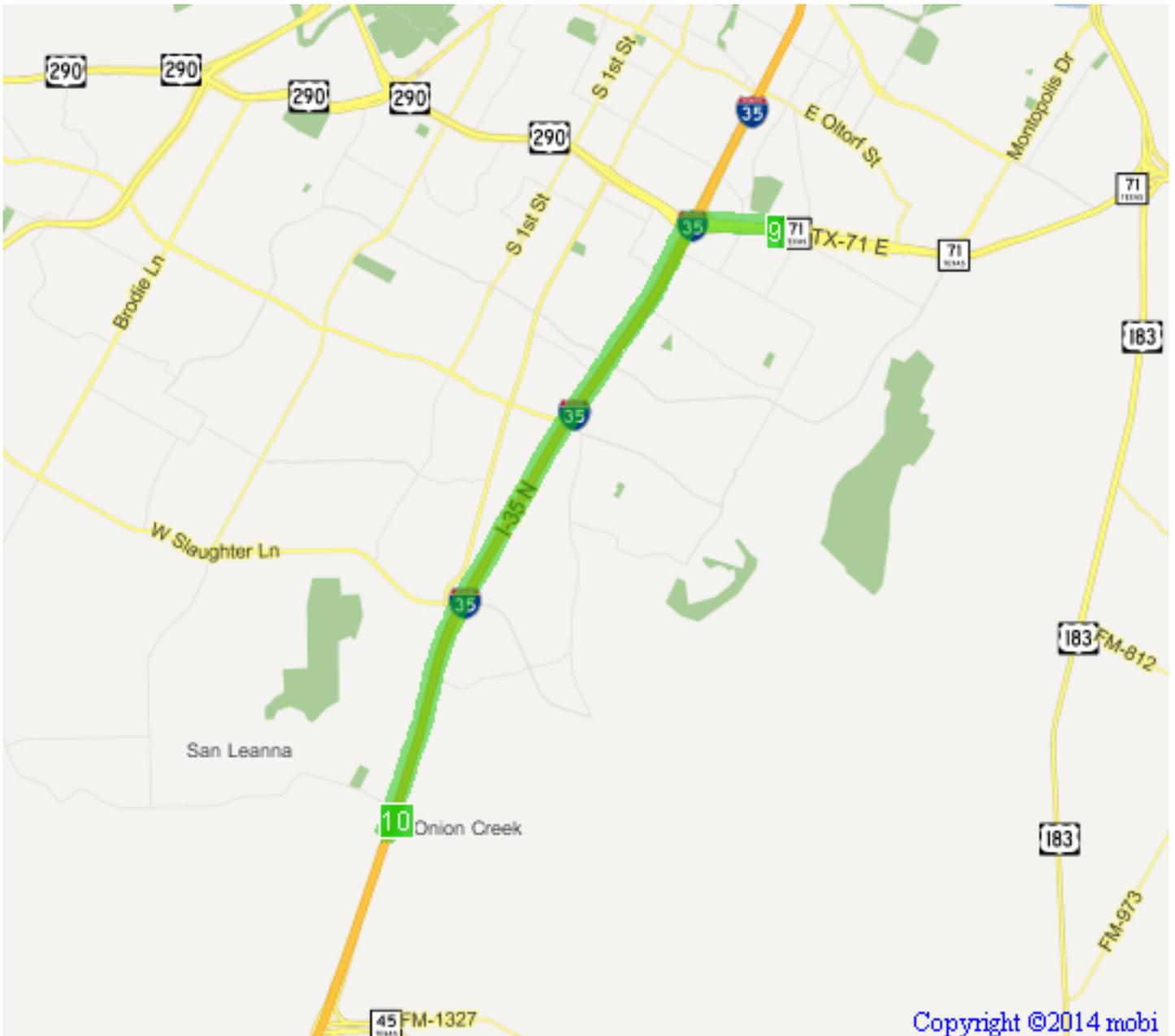


Cosmetology Salons Periodic  
**PEARL NAILS & SPA**

11215 SOUTH IH 35, STE 112, AUSTIN, TX 78747



Time Window: 12:00 AM to 11:59 PM (23:59)  
 Customer: 70134299-00711777-204  
 Order ID: 2220



# Service Order #11



**5 min / 4.3 mi**

from Service Order 10

1. Start out going north on S Interstate 35 toward Boca Raton Dr.
2. Turn right onto Boca Raton Dr.
3. Turn right onto Crown Colony Dr.
4. Turn right onto Onion Creek Pkwy.
5. Turn left onto S Interstate 35.
6. Merge onto I-35 S via the ramp on the left.
7. Take EXIT 221 toward Main St.
8. Merge onto S Interstate 35.



Cosmetology Salon Initial  
**BEAUTY N SHAPE**

15300 S IH 35, BUDA, TX 78610



Time Window: 12:00 AM to 11:59 PM (23:59)  
Customer: 70443544-00749371-202  
Order ID: 1730



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# Service Order #12



**18 min / 17.5 mi**

from Service Order 11

1. Start out going southwest on S Interstate 35 toward Cabela's Dr.
2. Merge onto I-35 S/Vetter Memorial Hwy via the ramp on the left.
3. Take EXIT 204A toward TX-123 E/TX-82 Loop W/Seguin.
4. Merge onto N Interstate 35.
5. Turn right onto S Guadalupe St/TX-82 Loop.
6. Turn left onto Roosevelt St.
7. Turn right onto Patton St.
8. Turn right onto Gravel St.



Cosmetology Salons Periodic  
**KING-TEX TRUCK SALES LLC**  
 721 1/2 GRAVEL, SAN MARCOS, TX  
 78666



Time Window: 12:00 AM to 11:59 PM (23:59)  
 Customer: 70255493-00000000-440  
 Order ID: 476



# Service Order #13



1 min / 0.5 mi

from Service Order 12

1. Start out going northeast on Gravel St toward Jackman St.
2. Turn left onto Jackman St.
3. Turn right onto Valley St.
4. Valley St becomes S Fredericksburg St.

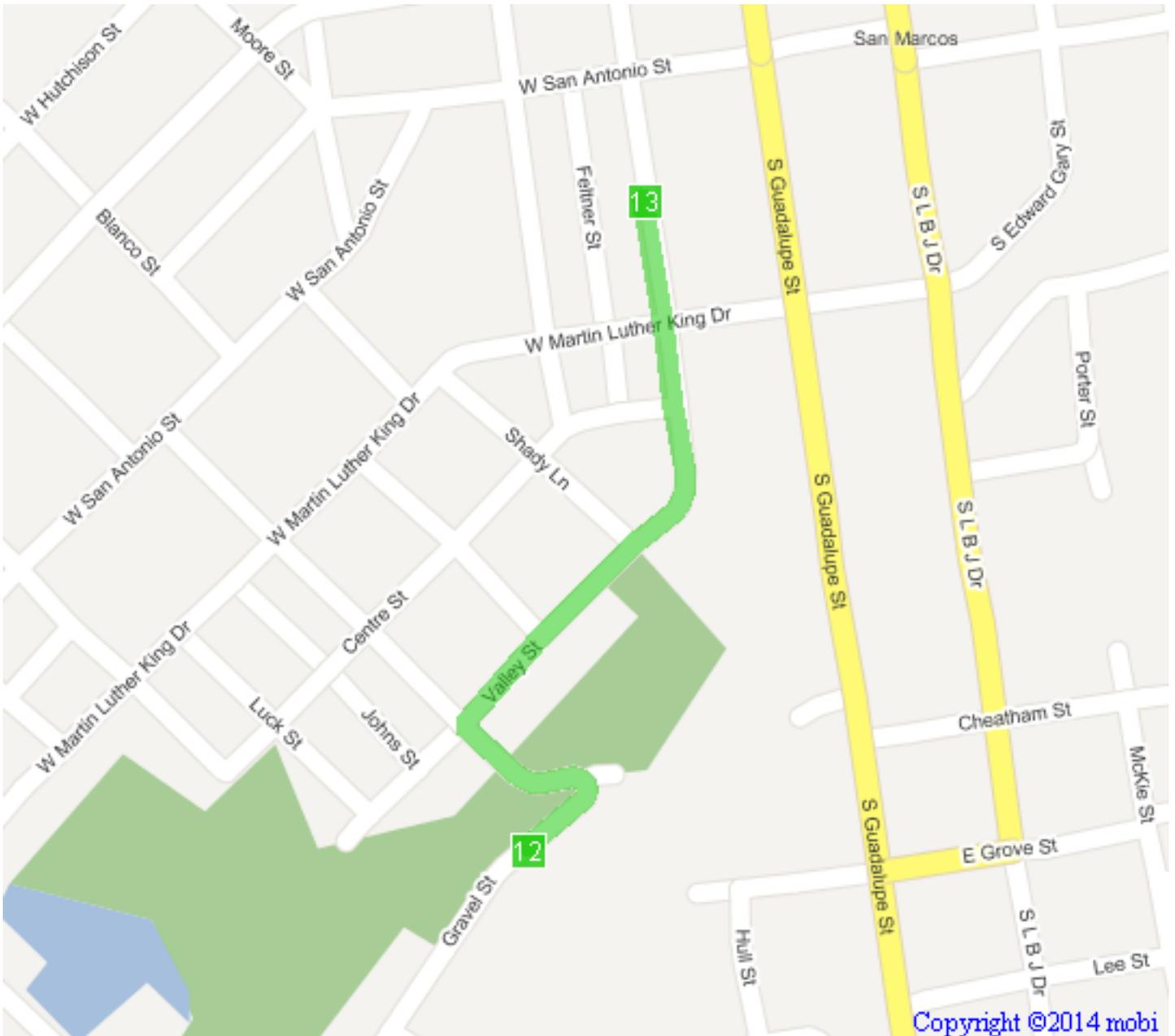


Cosmetology Salons Periodic  
**LUCY'S BEAUTY SALON**

158 SOUTH FREDERICKSBURG, SAN MARCOS, TX 78666



Time Window: 12:00 AM to 11:59 PM (23:59)  
 Customer: 70058085-00523179-200  
 Order ID: 602



Service Order #14



3 min / 1.3 mi

from Service Order 13

1. Start out going north on S Fredericksburg St toward W San Antonio St.
2. Turn left onto W Hopkins St/TX-80/FM-2439.
3. Turn right onto N Bishop St.
4. Turn left onto Belvin St.

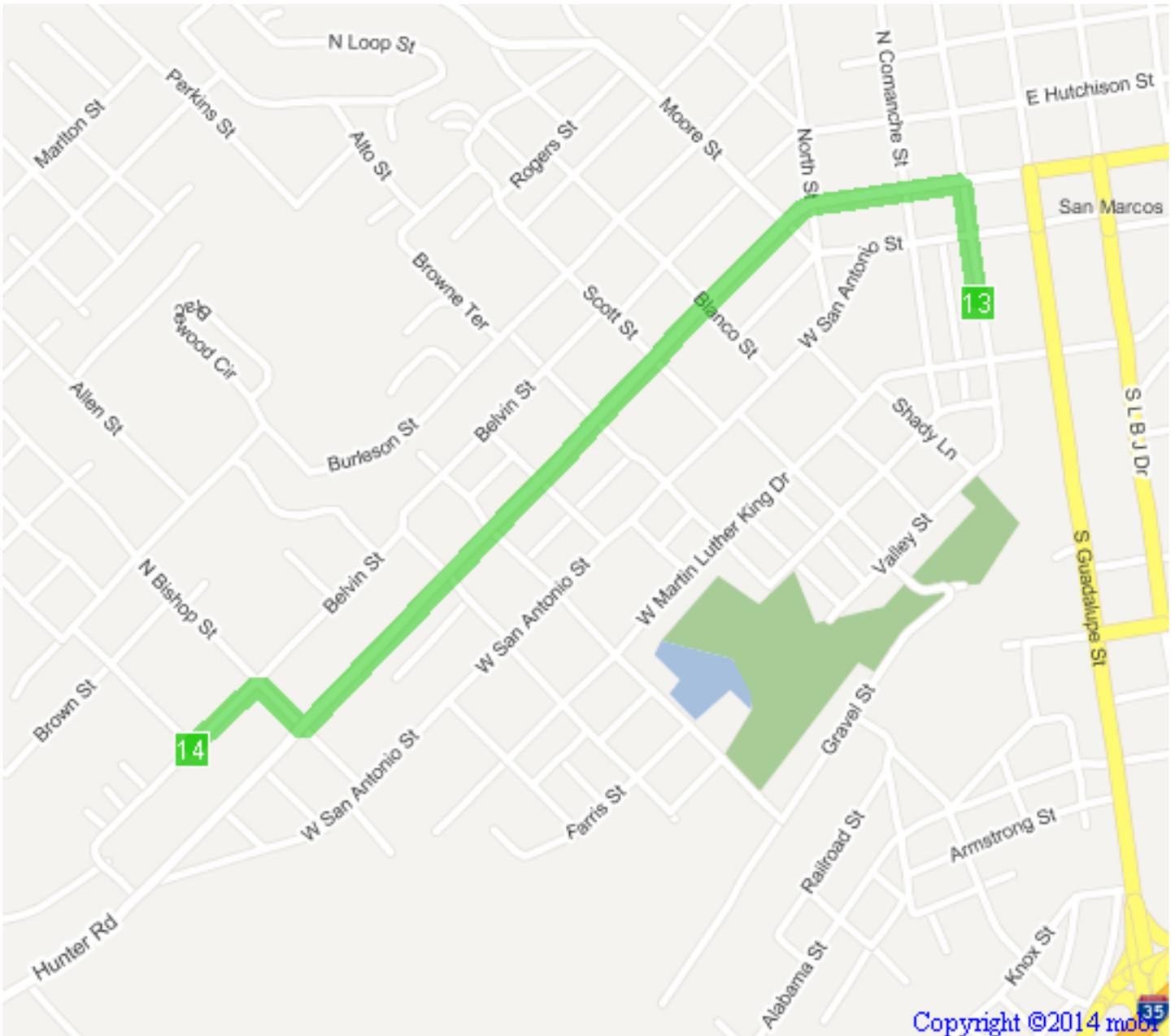


Cosmetology Salons Periodic  
**VANITY BEAUTY SHOP**

1400 BELVIN STREET, SAN MARCOS, TX 78666



Time Window: 12:00 AM to 11:59 PM (23:59)  
 Customer: 70062451-00616092-200  
 Order ID: 825



# Service Order #15



**7 min / 3.0 mi**

from Service Order 14

1. Start out going southwest on Belvin St toward Clara St.
2. Turn left onto Dixon St.
3. Turn right onto Hunter Rd/TX-80/FM-2439.
4. Turn left onto Wonder World Dr/RM-12.
5. Turn right onto S Interstate 35.
6. Turn right.
7. Turn left onto Barnes Dr.

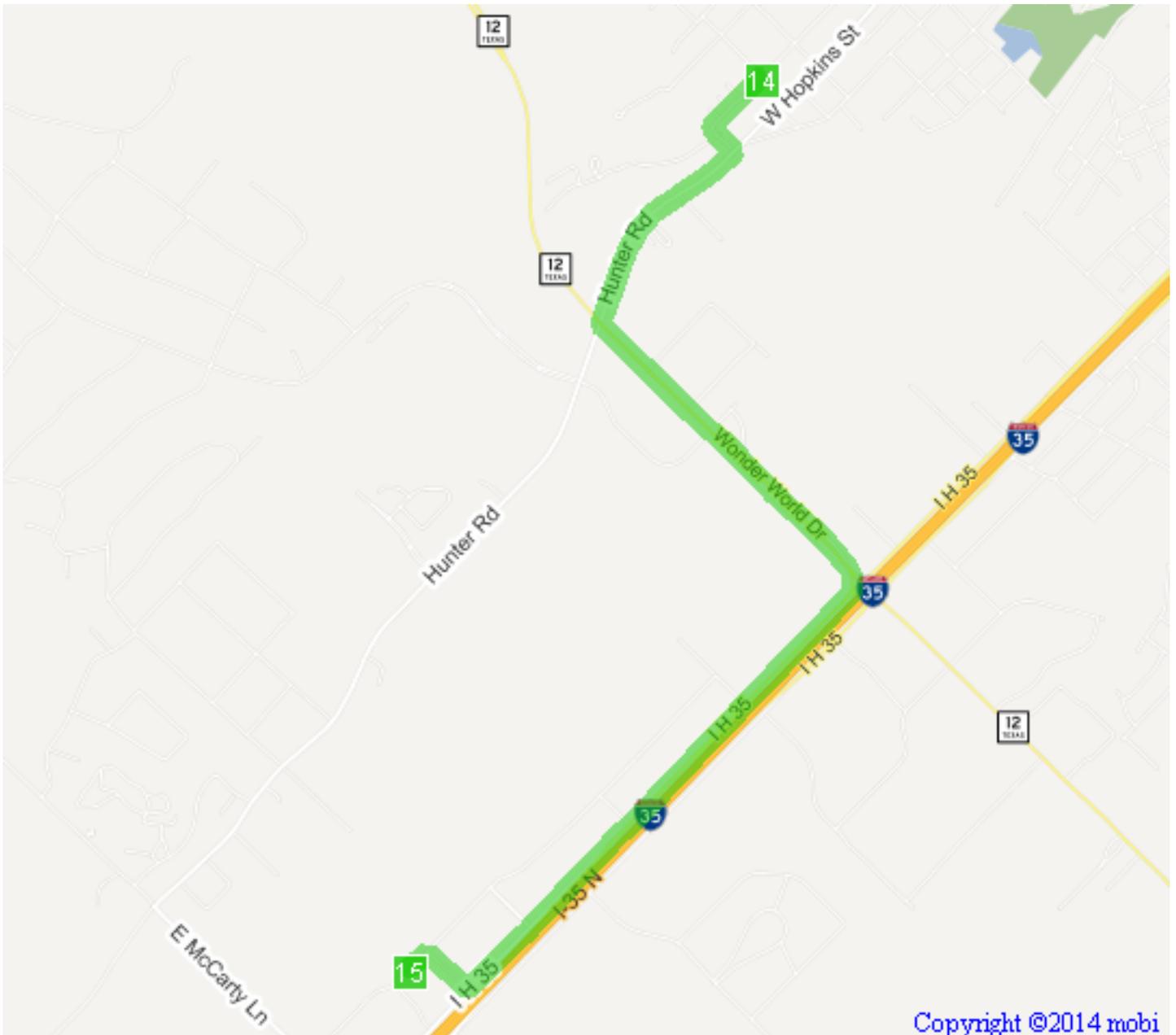


Cosmetology Salon Initial  
**GREAT CLIPS #9146**

750 BARNES DRIVE, SUITE 118, SAN MARCOS, TX 78666



Time Window: 12:00 AM to 11:59 PM (23:59)  
 Customer: 70249621-00729359-210  
 Order ID: 2663



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# End Location



**31 min / 25.6 mi**

from Service Order 15

1. Start out going southwest on Barnes Dr toward Creekside Dr.
2. Turn left onto Creekside Dr.
3. Turn right onto S Interstate 35.
4. Merge onto I-35 S via the ramp on the left.
5. Take EXIT 178 toward FM-1103/Cibolo/Hubertus Rd.
6. Turn slight left onto N Interstate 35.
7. Turn left onto Hubertus Rd/FM-1103. Continue to follow FM-1103.
8. Turn right onto Wiedner Rd.
9. Turn left onto Hinge Fls.
10. Turn left onto Hinge Crk.

End Location

200 Hinge Creek, Cibolo, TX



# **FINANCIAL SERVICES DIVISION STAFF REPORT**

*“Dollars and Sense”*

**September 24, 2014**

## Recent Accomplishments and Current Projects:

- The DIR-DCS billing for July was \$30,211.12. Payments year-to-date total \$474,016.57, but \$19,430.73 was paid for with FY 2013 funding. Appropriations for the DIR-DCS contract for the FY 2014 were \$485,970, leaving a balance of \$31,384.16 for August.
  
- The initial FY 2014 assessment to TDLR by the State Office of Risk Management (SORM) for workers’ compensation and risk management services was paid on September 2, 2014. The amount was \$31,399.02, which is 10.6% lower than last year. The agency may be assessed an additional amount up to \$10,466.52 for FY 2015 no later than May 1, 2015.
  
- The following activities, in preparation for the year-end close and fiscal year conversion from 2014 to 2015, have been completed.
  - Agency-wide inventory of supplies at August 31.
  - Annual physical inventory of fixed assets at August 31.
  - Transferred back to Employees Retirement System (ERS) and Comptroller of Public Accounts (CPA) unused state paid benefit amounts required for FY 2014 payrolls.
  - Submitted budget and journal documents to transfer in state paid benefit amounts required for 2015 payrolls.
  - Transferred forward balances in the AERF Fund, the suspense account, the Tuition Protection accounts, the Breeder Training and Enforcement Account and the Security Trust accounts.
  
- Budgeting staff completed and submitted to Division Directors the internal budget for FY 2015.
  
- Financial Services employees are currently working on the following:
  - The Binding Encumbrance and Payables Report, due on October 30, 2014.
  - The General Revenue certification/reconciliation as of August 31, 2014, due on November 1<sup>st</sup>.

# **Office of the General Counsel Staff Report**

*“More than just going through the Motions”*

**September 24, 2014**

## **SUCSESSES**

- The Open Records Team, working together with the Customer Service and Licensing Divisions, has successfully implemented a new process to assist licensee/customer requests for their own information. This new process makes responding to these types of requests more streamlined and efficient.
- On September 2, 2014, the GC Legal Support Team transitioned out of the Access database to only using Legal Files for tracking and monitoring contested cases, default cases, motion for rehearings, and administrative penalty payments. This change will enable the Team to be more efficient in these processes.
- Beginning September 1, 2014, the Open Records Team will also transition from Access to Legal Files for organizing and managing requests for information, making the process paperless. The Open Records Team is also changing over from Access to Legal Files for organizing and managing requests for information.

## **CONTESTED CASES**

FY2014 (9/1/13 – 8/31/14)

Total Number of Contested Cases Reviewed and Analyzed: 91

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
August 20, 2014:	10

Number of Contested Cases Under Review for the September 24, 2014, Commission Meeting: 7

Number of Contested Cases Pending the Exceptions Deadline or Pending an A.L.J. Response to Filed Exceptions: 2

## **DEFAULT ORDERS**

FY2014 (9/1/13 – 8/31/14)

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:	133
June 2014:	91
July 2014:	142
<u>August 2014:</u>	<u>143</u>

Total Orders Reviewed: 1,228

- Since September 2013, GC and Enforcement have held 8 Default Order Meetings to review and resolve issues or problems with a total of 327 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
August 2014:	70 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 delete the Licensed Court Interpreters advisory board. End of Comment Period: September 2, 2014.

### Rules adopted:

- Chapter 68. Elimination of Architectural Barriers. Rule review adopted by Commission in accordance with the requirements of Texas Government Code, §2001.039. Effective Date: September 15, 2014.
- Chapter 76. Water Well Drillers and Pump Installers. Amendments adopted to implement changes recommended by Department staff and the Water Well Drillers Advisory Board. Effective Date: September 15, 2014.
- Chapter 86. Vehicle Towing and Booting. Amendment adopted to include the Strategic Highway Research Program 2 as an approved course available to tow operators. Effective Date: September 30, 2014.
- Chapter 87. Used Automotive Parts Recyclers. Rule review adopted by Commission in accordance with the requirements of Texas Government Code, §2001.039. Effective Date: September 15, 2014.
- Chapter 88. Polygraph Examiners. Rule review adopted by Commission in accordance with the requirements of Texas Government Code, §2001.039. Effective Date: September 15, 2014.

- Chapter 94. Property Tax Professionals. Rule review adopted by Commission in accordance with the requirements of Texas Government §2001.039. Effective Date: September 15, 2014.
- 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 80. Licensed Court Interpreters. Repeal adopted to implement Senate Bill 966, 83<sup>rd</sup> Legislature, Regular Session (2013) which transferred regulatory authority to the Judicial Branch Certification Commission. Effective Date: September 1, 2014.

#### OPEN RECORDS REQUESTS

FY2014 (9/1/13 – 8/31/14): 1169  
 FY2013 (9/1/12 – 8/31/13): 1191

- 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 - 8/31/14): 895  
 Total Amount Assessed: \$1,583,441.00  
 Total Amount Collected to Date: \$ 100,949.61

Commission and Executive Director Orders issued for FY2013 (9/1/12 - 8/31/13): 1008  
 Total Amount Assessed: \$2,144,454.00  
 Total Amount Collected to Date: \$ 298,144.51

Orders referred to Collection Agency for FY2014 (4/7/14 - 8/31/14): 175  
 Total Amount Assessed: 345,750  
 Total Amount Collected to Date: \$150

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

Cases Referred for FY 2014: 158  
 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 8/31/14): 148  
 Closed Cases (as of 8/31/14): 153

# **HUMAN RESOURCES MANAGEMENT OFFICE**

*“Be our guest.”*  
**September 24, 2014**

Since the last Human Resources report for the August 20, 2014 Commission meeting, the following personnel actions have occurred:

## **New Hires:**

Three employees started or have accepted positions with the agency:

Customer Service Division:

- *Theresa Fulgencio*, Customer Service Representative III;

Enforcement Division:

- *Kimberly Davenport*, Attorney III, Prosecutor Section;
- *Mark Black*, Attorney III, Prosecutor Section.

## **Promotions/Transfers:**

Two employees were offered promotions or transfers within the agency:

- *Griselda Ruiz* was promoted to the position of Customer Service Representative IV in the Customer Service Division.
- *Yvette Flores* accepted an offer of promotion as a License and Permit Specialist II in the Licensing Division.

## **Separations:**

There have been three separations:

- *Yvette Wilkerson*, Legal Assistant III, Prosecution Legal Assistants Section, Enforcement Division;
- *Melissa Rinard*, Program Specialist III, Process Improvement and Analytics Section, Executive Office;
- *Wendy Hallenbeck*, Inspector V, Field Operations Division.

## **Retirements:**

There have been three retirements:

- *Glen Bridge*, Director II, Information Services Division, August 31, 2014;
- *Deborah Jahns*, Program Specialist IV, Architectural Barriers Section, Compliance Division, August 31, 2014;
- *Patricia Cadzow*, Administrative Assistant III, Architectural Barriers Section, Compliance Division, August 31, 2014.

## **Accomplishments and Statistics:**

- Statistics for FY 2014:
  - TDLR's full-time equivalent (FTE) employee count was 370.2 on August 31, 2014. The FTE cap for FY 2014-15 is 382.2.
  - The turnover rate for Fiscal Year 2014, with 38 separations, is 9.9%.

# **LICENSING DIVISION STAFF REPORT**

*“Strength from the Core”*

September 24, 2014

## **Recent Accomplishments and Current Projects:**

As of August 25<sup>th</sup> the Licensing division began taking 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. With the Licensing division taking over these calls, Customer Service CSRs is freed up to handle the less time-consuming calls and increase the overall number of customers helped. In the last week of August, Licensing took 524 credit card calls.

The agency has revised its procedures for how we process 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. During the last six weeks of the fiscal year, we processed 30 requests for copies of applications.

The Building and Boxing Team, ISD Programmers and members of the Compliance division continue to meet to discuss the conversion of the Combative Sports from the HP3000 to Tulip.

As of September 1, we have received 17 Journeyman Lineman applications. One license has been issued, 11 applicants need to pass the exam, and the remaining 5 were sent Request for Information letters.

The Licensing management team joined the agency book club movement. We read and discussed the book *Decisive* by Chip Heath and Dan Heath. Our next book will be *The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People* by Gary D. Chapman and Paul E. White.

Lisa Houdek presented the Licensing division staff report to the Auctioneer Education Advisory Board meeting on April 23<sup>rd</sup>.

Laura Hernandez presented the Licensing division staff report to the Towing, Storage and Boating Advisory Board meeting on August 28<sup>th</sup>.

## Licensing Performance Measures

	FY 11	FY 12	FY 13	FY 14
<b>Percent of New Individual Licenses Issued in 10 Days</b>	97.0%	96.8%	96.5%	95.6%
<b>Percent of Individual Licenses Renewed in 7 Days</b>	98.8%	99.1%	99.1%	99.2%
<b>Percent of New Individual Licenses Issued Online</b>	67.6%	69.7%	73.9%	89.8%
<b>Percent of Individuals Licensees Renewed Online</b>	91.5%	92.2%	92.8%	96.2%
<b>Number of New Licenses Issued to Individuals</b>	107,299	114,997	111,324	103,500
<b>Number of Renewed Licenses Issued to Individuals</b>	204,947	215,822	219,272	224,437
<b>Number of New Licenses Issued to Facilities</b>	46,457	49,079	49,703	43,359
<b>Number of Renewed Licenses Issued to Facilities</b>	120,572	128,078	133,287	124,688
<b>Total Number of Licensed Individuals</b>	416,390	433,154	441,612	446,790
<b>Total Number of Licensed Facilities</b>	223,805	234,352	241,839	182,956
<b>Total Licensed Population</b>	640,195	667,506	683,451	629,746

# Licensee Population by Program

	<b>FY 11</b>	<b>FY 12</b>	<b>FY 13</b>	<b>FY 14</b>
Air Conditioning and Refrigeration	48,064	50,398	37,851	38,579
Architectural Barriers (AB projects registered are cumulative each year)	18,356	19,728	20,460	22,461
Auctioneers	2,437	2,530	2,360	2,421
Automotive Parts Recyclers	2,872	3,437	3,261	3,297
Barbers (booth rental permits no longer included in population)	25,554	26,811	27,606	23,312
Boilers	55,111	54,531	54,263	54,340
Combative Sports	2,931	3,053	3,196	3,092
Continuing Education Providers and Courses	1,299	1,278	1,338	811
Cosmetology (booth rental permits no longer included in population)	281,260	301,832	323,544	265,483
Electricians	110,574	111,354	118,304	121,645
Elevators	31,947	35,793	37,456	39,642
Industrialized Housing and Buildings	538	567	628	653
Licensed Breeders (License required as of 9/1/20120)		18	159	172
Licensed Court Interpreters	533	544	538	509
Legal Service Contracts	12,240	9,668	9,312	9,076
Polygraph Examiners	265	257	263	272
Professional Employer Organization	353	363	354	362
Property Tax Consultants	1,539	1,533	1,559	1,562
Property Tax Professionals	4,037	3,977	3,377	3,423
Service Contract Providers	271	302	305	318
Temporary Common Worker Employers	97	108	106	95
Towing	31,029	30,937	29,951	31,294
Vehicle Protection Products	38	45	48	52
Vehicle Storage Facilities	6,184	5,786	5,554	5,127
Water Well Drillers & Pump Installers (without apprentices)	1,669	1,672	1,685	1,729
Weather Modification Services	20	18	18	19
<b>TOTAL LICENSEE POPULATION</b>	<b>640,195</b>	<b>667,506</b>	<b>683,451</b>	<b>629,746</b>

# TDLR PROGRAMS AND LICENSE TYPES

The 24 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. 3<sup>rd</sup> 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

## **Polygraph Examiners**

90. Polygraph Examiner
91. Polygraph Examiner Trainee

## **Professional Employer Organizations**

92. Professional Employer Organization
93. PEO Limited License

## **Property Tax Consultants**

94. Sr. Property Tax Consultant
95. Property Tax Consultant
96. PTC-Real Property Only

## **Property Tax Professionals**

97. Assessor/Collector
98. Appraiser
99. Collector

## **Service Contract Providers**

100. Service Contract Provider
101. Service Contract Administrator

## **Temporary Common Workers**

102. Temporary Common Worker Employer

## **Tow Trucks**

103. Tow Truck Company
104. Incident Management Tow Truck
105. Consent Tow Truck
106. Private Property Tow Truck
107. Incident Management Tow Truck Operator
108. Consent Tow Truck Operator

109. Private Property Tow Truck Operator
110. Dual IM Tow Operator/VSF Employee
111. Dual CT Tow Operator/VSF Employee
112. Dual PP Tow Operator/VSF Employee
113. Training License
114. Vehicle Booting Company
115. Vehicle Booting Operator

## **Used Automotive Parts Recyclers**

116. Used Automotive Parts Recycler
117. Used Automotive Parts Employee

## **Vehicle Protection Product Warrantors**

118. Vehicle Protection Products

## **Vehicle Storage Facilities**

119. Vehicle Storage Facilities
120. Vehicle Storage Facility Employees

## **Water Well Drillers and Pump Installers**

121. Water Well Driller
122. Pump Installer

## **Weather Modification Law**

123. Weather Modification License
124. Weather Modification Permit

## **Network Services Section Staff Report**

*We get "IT" done!*

September 24, 2014

### **Recent Accomplishments and Current Projects:**

- Successfully switched to new voice and data circuits at our North Campus in August. This project was undertaken due to a few outages we experienced in that building this year. Tom and Albert worked with TW Telecom to isolate the weak areas in the network architecture and formulated a plan to bypass these older appliances by moving to a more reliable and faster fiber connection. Over two weeks we made the cutover first on voice and the following week the data path. All were tested and have been performing without flaws since.
- As per our end of life replacement process for systems 5 years and older, we have started working with our vendor, Lenovo, to swap out some 79 computer systems. The process we use allows us to create master images for both laptop and desktop systems which are then re-imaged onto each system before being sent to TDLR for any final steps, then distribution to the users.
- With the recent hires in Field Operations we have now successfully issued all Panasonic Toughpads to that Division. At this time nearly 50 Toughpads are in use in both Field Operations and Boiler divisions. These devices include always-on internet connectivity, allowing for a fast process to conduct inspections using the Jurisdiction Online system. Field Ops will begin to use them soon for optimizing their assigned inspection routes.
- Regarding DCS, we have received another new server located at the Austin Data Center. This server will replace an existing database server and will serve as the agency's centralized source control, project management and tracking system.

## Public Affairs Advisory Board Meetings Highlights – September 24, 2014 Commission Meeting

Board Name	Meeting Date	Attendees	Meeting Highlights	Next Meeting Date	PA Staff
<p><b>Auctioneer Education Advisory Board</b></p>	<p><b>08/28/14</b></p>	<p><b>Quorum Present:</b> Jim Sample, Presiding Officer; Norman Seaton; Joel Lemley; and John Swofford</p> <p><b>Absent:</b> Douglas E. Oldmixon and Shelley Weidner</p>	<p><b>Staff Reports:</b> TDLR is seeking to have the 84<sup>th</sup> Texas Legislature amend Section 1802.106, Texas Occupations Code, to allow members of the Auctioneer Education Advisory Board to receive reimbursement for travel expenses and then to fund these expenses in the agency’s 2016-2017 budget.</p> <p><b>Other:</b> After the regularly-scheduled Board meeting the agency hosted an Open Forum on House Bill 3038 in which participants from the auctioneer and other industries provided feedback on how to interpret various provisions of this auctioneer legislation that was enacted in 2013 by the 83<sup>rd</sup> Texas Legislature and for which the House Committee on Licensing and Administrative Procedures is seeking agency feedback for an interim study on HB 3038.</p>	<p>TBD</p>	<p>Michael Kelley for Tom Spradlin</p>

<p><b>Towing, Storage, and Boating Advisory Board</b></p>	<p><b>09/4/14</b></p>	<p><b>Quorum Present:</b> Joann Messina, Presiding Officer; Amy Milstead, Vice Presiding Officer; Hector Cabello; Chris Confer; Jeanette Rash; Doug Remmert</p> <p><b>Absent:</b> Gene Forester, Vince Griffin, and John Stinnett</p>	<p><b>Staff Reports:</b> <u>Executive</u>- TDLR is requesting from the Texas Legislature an appropriation for the agency's 2016-2017 budget to reimburse Board members for travel expenses <u>Compliance</u>- Todd Forester is working extensively with the Texas Department of Public Safety and other traffic law enforcement agencies to train law enforcement on Texas towing laws and their implementation by TDLR; TDLR staff has produced a "Hook Up" publication to update the industry on what is happening at TDLR and on laws and rules Enforcement- A three-year time frame has been set for violations to determine first-time versus repeat violations <u>Field Operations</u>- The division now has 32 employees including 28 inspectors and 4 analytics specialists after recently hiring 7 new inspectors <u>Licensing</u>- The staff has been participating with Field Operations staff with field inspections to better understand how the industry works and their licensing requirements.</p> <p><b>Rule Amendments:</b></p> <ol style="list-style-type: none"> <li>1. The Board recommended for publication in the <i>Texas Register</i> for public comment amendments to rules at 16 Texas Administrative Code, Chapter 86.455, regarding private property tow fee adjustments.</li> <li>2. The Board recommended for publication in the <i>Texas Register</i> for public comment amendments to rules 16 Texas Administrative Code, Chapter 85.208, regarding Department notifications to licensees.</li> <li>3. The Board recommended for publication in the <i>Texas Register</i> for public comment amendments to rules 16 Texas Administrative Code, 85.719, to add a new subsection authorizing environmental hazard fees for vehicle storage facilities.</li> </ol>	<p>17, 18, or 19 November 2014</p>	<p>Michael Kelley</p>
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