

Comment - What do we do well?
AB program provides good tech support on accessibility standards
Enforcement and compliance staff are good to work with and helpful with AB
Keeping us informed with emails
Good results with difficult situations - the department works well with customers who have messed up because they didn't know about the AB law or accessibility requirements
AB exams (academy) are done well
Accessibility - strong enforcement process other states don't have - Texas is an accessible state
Bill/Brian and ACR staff are available and answer questions in a timely manner and have spoken on numerous topics in past year.
HVAC CE electronic reporting is good. (8hr credit)
Strong communication with HVAC Contractors and Trade Assoc. thru listserv and social media.
Continuing to work on stings and curtail unlicensed activity (sharing with groups like TACCA and PHCC - helps to promote strengths of dept.)
HVAC CE - responsive in helping correct any "wrongs"
Good job of communicating with the industry. Good transparency.
Staff has been able to go to industry meetings to debunk a lot of the misperceptions when the staff comes to different cities.
TDLR has a very good due process for licensees and they come to a resolution quickly.
The sting operations done around the state to identify and stop the unlicensed and illegal activities in the A/C industry.
It's a Joy to talk to TDLR people that are fun to talk to
Quality of ACR exams, creating exams, (Exam Development Committee)
TDLR website is modern and easier to handle - simple and looks nice
FAQ pages on website
Newsletters provided to Licensees
Participation in annual meeting
Strategic Planning by TDLR
Get info about the laws and rules changes via e-mail
Like Facebook page - user friendly, people around the world can view it
Pleased on how CE is doing in Texas - confirmation for provider and Licensee regarding the hours
Social media active
Hosting feedback sessions
Lowering fees
Present very professional and positive interaction with government
Facebook page celebrates licensee achievements
You value customers' feedback
Lots of TDLR staff present and available at TDLR meetings with public and shows investment and interest that they want to work with you and help
APR are happy. Better situation than DMV.
Athletic trainer- everything communicated by email - deficiency letters, etc.
We take ownership of our programs that we run - I introduce myself and am accessible to industry
Alice Bradford does an excellent job of coordinating Hearing Fitters examination
Effective website, live roster for verifications, agendas of past and future meetings
TDLR is doing a good job with communication, emails, meetings
SPA - quick turnaround on supervision forms that are faxed or emailed
Checking on Auctioneers that are causing problems, not following rules
Continue with what TDLR is doing - keep professional people and maintain good public image
Good investigative techniques
Having a recovery fund for Auctioneers
Investigator Dee Warren - assisted a gentleman from out of state to obtain his license in Texas
License renewals - no problems with process
Responsive to inquiries - phone calls - customer service
The website update is nice
(From School) Improvements TDLR is helpful, nice - wants to help schools be better
Email and notifications are excellent.
TDLR has excellent employees.
Communication has gotten better - on hold is shorter (wait time); sending emails to CS is within 2-3hrs; website is easy to navigate
Response time on emails to CS are within 24hrs.
Video broadcast and commission meetings archived.
Wait times are much better.
Agency has done awesome job with new responsibilities
Communication has gotten better, Listserve notices
Improvement in sending out licenses, quicker turnaround
Letty in E&E has been so responsive, Soyica has been helpful with return phone calls
Melissa (Field Operations) does a fantastic job with inspections; communication in helping schools with compliance
Inspectors are excellent - give out cell numbers and have quick response times.
Soyica has been explaining things well
Using PSI as one testing administrator
Massage Therapists - agency is doing a lot right, holding meetings, getting industry input, online access, industry is very excited for the transition to TDLR

Comment - What do we do well?
National association with industry - other states look to Texas as an example for excellence.
New military rule implemented - quicker turn around time without fee
Communication from agency, access to information
Contact center allows for people to talk to a live person
Effort put into teaching students, industry needs to be licensed, prevent dangerous situations
Like that we're being licensed
More accessibility online (forms, applications, renewals, researching information)
PSI is doing a great job overall
Able to address change online
Able to pay for the license up front before taking the practical and get license quicker
Continuing ed requirements
Fast response from the SHEARS inbox
I like the online renewal of Spas
Immediate score results after testing
Inspectors are well trained and easily accessible and are good about getting back to licensees with an answer
Law book with renewal every two years for COS
License renewal is easy
Like that TDLR is coming to the Valley to hear everyone's voice
Like that the agency provided samples of the course calendars and syllabus'
Like the relationship between SHEARS and the schools
Like the new crossover curriculum from BAR to COS
Relieved to hear the direct feedback from SHEARS
Show the top 10 violations on the website
Relationship building with schools and industry - esp. during session
Students call TDLR - very satisfied with response. Much better than 2-3yrs ago.
Greg has been a good person to work with.
It's been night and day in working with TDLR. It used to be ran horribly before, but since the last strategic planning meeting, it's been run well.
Combative Sports Web Updates on the front page of website and other communication resources
Facebook - the agency has a Facebook presence
TDLR very responsive to concerns and very thorough in breeder program
Website is very useable - can find what I need
Enjoying the written verbiage added to the CIB.
I love the fact that you are sending the inspectors to the different areas and giving updates about the things TDLR is wanting and the changes that have taken place.
It was a great idea to get rid of the shampoo license requirement
Really enjoying the same
Strategic planning sessions are very helpful and show that TDLR cares. The shift from TCC to TDLR is like night and day.
The ability to renew license online is great
The email updates are great
The website is great and provides answers to any questions
The Website is more inviting
There is a quick response to the SHEARS feedback for schools
Within 24hours received email from TDLR stating that the student is enrolled.
Access to online forms makes it easy for information to be updated and available.
Callbacks scheduled and emails are prompt. Fast response from emails.
Glad they came to TDLR
TDLR understanding of technology and allowing schools to use technology to enhance programs
"TDLR wanted us and no other state agency wanted us".
"You are conducting these meetings"
"You gave us a platform to be heard"
Did a very good job of doing initial inspections on time so the schools could open
Efforts to reduce the paperwork so we are not sending the same forms that never change.
Good transparency allowing the licensees to see what is going on
It's good that TDLR is making an effort to make instructor renewals online available.
It is great that TDLR understands the need for and importance of technology
You are using a common sense approach
People have done a great job of getting the new instructor's licenses processed, printed and to the licensee quickly for both driver education and driving safety.
Received 24hr response from the IDC information sent to Cari Hodges at TDLR.
Renewing licenses is much easier than it was.
TDLR deals with people in business and TEA most deals with schools and TDLR is not just out to make money and the same is not for the other.
TDLR gives great notice on employment opportunities
TDLR has been good about giving the two associations good input. Texas Professional Driver Education Association, Texas Driver Education and Traffic Safety Association. TDLR
TDLR has been very courteous and meeting with associations and industry eye to eye without talking down on them.
TDLR listens, but also has an attitude that shows being open to change.

Comment - What do we do well?

TEA did routine annual inspections to check paperwork and make sure everything was done properly.
TEA was good about getting DE 964 certificates to the schools immediately when ordered.
The ability to network at the industry meetings is great
The efforts to reduce the fees.
The email communication is good
The email response is fast and faster than the hone responses.
There is an effort to reduce the numerous rules if applicable
Very please to see more meetings in other areas than just Austin such as Houston
We were invited to be met with and listened to
Website is easier to navigate
Website is easy to navigate, but there are some specific things not listed.
When phones are answered it is a hit or miss, but the people are really courteous and apologize a lot.
You are listening
You communicated well with us
You have an advisory board
Have not made a lot of changes, smooth transition in program transition, no turmoil
You are conducting these meetings.
You are listening.
You are grouping different industries together so they can learn from each other.
You are using a common sense approach to minimize regulation.
You have an advisory board.
You communicate with us via email to keep us apprised of upcoming events.
TDLR wanted us
Providing a platform where our voice can be heard
Understanding of technology and allowing a school to use technology to enhance its
Having an Advisory committee for Driver Education and Traffic Safety
Efforts to reduce fees
Efforts to reduce the number of rules
Developing the ability for the Driver Education & Safety industry to renew online
TEA Annual Inspections
Autonomous vehicles
The ability for us to sign-up for the e-mail notifications
This is the first time I've been invited to a strategic planning session by an oversight agency
Ability to be able to submit things electronically
Automating, streamlining, putting things online and accepting credit cards
Get on e-mail list notification
DES has never been invited to Strategic Planning meetings in the past
George Ferrie and his group met with Driver Education and they understand us and we understand them
Good examples of Tow Away signage on website
Having an advisory committee for DES
Loves that TDLR wants to reduce fees
Reduce number of rules where applicable
Strategic Planning meetings
Support to Advisory Boards
Todd Forrester will not answer phone but will return text
We wanted Driver Education
Offer contact with the industries - Todd Forrester and Tasha - get the latest information
Renew instructor licenses on-line
Todd & Tasha - compliance seminars - great idea
Transparency - info on website including POI
Can do licensure search
During hurricane, licensure of Dieticians from out of state were received timely.
Like the jurisprudence exam for ethics for dieticians on line every two years
Reasonable amount of emails sent out and allows for easy environmental scanning
Staffing ratios for dieticians are enacted by the legislature. The surveyors survey based on that.
Surveyors always attend the Network 14 meetings CMS oversite.
Texas had licensure for dieticians and has one on the board.
Corrected flaws with Electrical Exams (non performing questions removed from test)
Turn around on approval of CE classes is better
Temporary license for ELC apprentices so they can come from out of state if we need them asap
Electrical contractor - would like to attend an advisory board meeting or maybe be on the board
Jerry/Larry (Compliance) - quick to return calls
Decreasing licensing fees

Comment - What do we do well?
Good communication and use of technology with the web based email and social media
Good online license renewal process
Likes the forms being used for Strategic planning
Making state inspectors available for industry meetings
Receives emails a lot for events coming up and information. Good communication
The 2 Elevator employees (Jim and Jerod) at TDLR are very responsive to calls and emails. HVAC/Boiler - great communication with Compliance (Tim/John L.). Responsive, follow-
List of all licensees published online - tremendous help
Staff cares passionately about customer service
Inclusion of stakeholders and communication system at TDLR is exceptional
Timeline of what's happening next in the transition
Efficient at issuing renewals
TDLR customer service is superior to what we can provide now because of separation of CS and Lic.
Glad that meetings are broadcast - live screening
Fingerprint process implemented for speech and dispensers went well
Public conversation between board members and licensees during complaint committee hearing -teaching environment for everyone to learn specifically for midwives and O&P
Being able to talk to people on the phone - good to know who we are talking with
Great Communication, e-mail
Do online searches very well and can do look up online
Staff have always been friendly and professional.
There have been meeting for years and like that they are all over Texas and not just in one area.
Glad that Compliance division and Executive Division are outstandingly accessible
TDLR has good employees that are easy to work with
Great website
Continuing to educate individuals on latest changes on laws and rules.
Rulemaking - once we got ours established for our industry, you leave the rules alone until something comes up or someone brings up changes then you fix it
You make an effort for public outreach for thoughts and needs of customers and actually implement those things to help us
You listen
Allowing us to have a voice and being heard by an executive level
Look for efficiencies so you can lower fees for licensees and registrants
Very flexible for a government agency
Very smoothly ran after the first two years of the transition in the PTP industry
You use the advisory board to help you write the rules to meet the needs - penalty matrix etc.
RAS does all inspections and plan reviews - not TDLR
Processing renewals faster
Rule changes or proposals for rule changes are pushed out by email
The email notification on meeting events and board meetings is great.
Website is great and information is easy to find
Can do licensure online
Can do licensure search for speech pathology
Communicating and collaborating with the industry.
Like the idea that we only have to renew 2 years
Website appears up to date and is user friendly.
Great job with tow truck roundups
Enforcement is good, fines help to weed out bad actors
Leave call back number and usually return call in a reasonable amount of time
Nothing
TDLR has been the most successful
TDLR is doing better than previous agencies
All inspectors and enforcement personnel have been professional
Inspections are consistent
Never had a problem with the inspectors
TDLR provides towing training for DPS troopers
Towing industry - going to a lot more association meetings to communicate with industry
Collect a lot of money for the state with penalties.
Complaint resolution information is received.
Creating manuals for VSF rules/regulations has been very helpful.
Notices that are sent out (list serve) are pretty specific and are working well. Get things you need, nothing you don't.
Online renewals and search ability is great.
Round ups are a good idea.
Stings for other industries are going well. TOW/VSF would like to see it in their industry.
TDLR is here for industry input.
Todd & Latasha went to conference and helped tremendously.
Todd and Latasha do great public outreach and really step up to the plate when assisting industry.

Comment - What do we do well?

Todd Forrester has done a good job VSF rules and regulations.
Trying to get everyone licensed.
Use of technology is great. TDLR is ahead of the game.
Continue rules review
Good job by having Strategic Planning public sessions (not in other states)
Good job of clarifying what the licensee is responsible for vs. other states
Rules appear to be straight forward (web)
TDLR charges no convenience fees
Promoting education.
Abraham is very helpful. They always answer phones or call back immediately.
Face to face is nice.
LEO side availability of info on VSF is easily accessible.
Pleased with website and services.
TOOLS database is great because we can update information immediately and you can pay dues.
Updates on strat planning session was advance enough notice.
VSF Inspection checklist is a great tool.
When DES calls to Austin we get an answer right away. Holds were 3 hours before. Answers are helpful.
The water well reports are great and they are good about debugging errors.
WWD apprentice program is back - TDLR took initiative to work with industry to get law changed and bring back apprentice license type
Advisory board input is helpful.
Online resources are easily searchable.
Willingness to look to licensees for updating rules
Employees are very friendly - haven't met a grumpy person yet
Allows us to do our job in a consistent manner
Communities and citizens considering starting a program; George Bomar has been very helpful, agency lends credibility, state regulation adds to credibility
Licensing with TDLR prevents others from creating dangerous situations
Licensing process is not overly burdensome (weather modification)
Very responsive when there are issues
George Bomar is very professional and encouraging
Bomar is great
Weather mod program and national weather service office works well together
Holding meetings in different areas of the state
Inspection process has improved (Ramon Rodriguez, Soyica White)
Inspectors let schools know what they need to do, very helpful
Letty Grantham has been very responsive in helping schools develop policies; willingness to help
Appreciative of agency being open to suggestions and acting on suggestion in Fort Worth planning session last week; received follow-up from Brian Francis two days later
TDLR has a tremendous reputation in the nation; model of efficiency; accessibility
Quick response when emailing customer service
Marco Rodriguez and Marinela LaFleur respond to Facebook page for Cosmetology Teachers in Texas
Compliance attends and stays for duration of association conventions
Govdelivery email notices
It is good to license drivers and keep illegal operators out of business
Get a live person answering the phone when calling contact center
Contact personnel are helpful
Happy that disposal of vehicles is down from 71 days to 45 days
Downloadable forms on website
Important to have a voice in the process - hoping for more people to be here
CS and E&E groups have been helpful
Like the Listserv emails for information
Outreach and asking for feedback
Shears is working well
Continuing education - Stylists need this. Older stylists never go to shows. This keeps us current.
Collecting money well from schools
Amazing job for Salon Owners - doing good job of keeping us professional (violations, etc.)
Schools with multiple locations are listed separately on exam search
Permitting process is straight forward
When you have a Shears question, response time is good
Listening and not letting past cloud judgements - open mind.
Now allowing schools to provide certs - DE964, and AD1317 forms online (instead of mailing)
Collect money well
Good at getting input and gathering information
Outreach is much better since coming to TDLR - understands the profession
CE is good

Comment - What do we do well?

Website is easy to navigate
Fees have been lowered
Fees have been lowered
Seems like inspections are more understanding of situational specifics. Allowed to bring into compliance.
In business 30+ yrs., only interaction with TDLR besides renewal, TDLR tagged for an ad in phone book without license number.
Good job with communications - answering questions (no complaints)
Online boiler data has improved with speed and accuracy of info
John Laine has been very helpful with HVAC issues
DES - E-mail response time is great
Embrace technology across the industry
Likes how TDLR listens to people in the DES industry
Correspondence to the industry of new applicants/license instructors - (RFI letters)
Like the ability to licensure transactions online.
The ability to do online renewals
The ability to email questions to TDLR
TDLR has great management unlike DSHS
TDLR has a good attitude unlike DSHS
The website access is good.
The Jurisprudence Exam is a good thing, because it forces licensees to review the rules.
"I've done a lot of investigation on TDLR and it's been nothing but positive".
The website is good.
The response time though SHEARS feedback is good and quick.
Bringing industries in to give input. Face to Face.
Website is good
Lowering cost for Cosmetology
School inspector is very knowledgeable and very helpful
PSI program is awesome and the testing experience is good
CE program has had a lot of changes and the associates license is back
Communicating outside of local TDLR inspectors is very good. They can call in and get good assistance. Employees are helpful.
Last 4 -5 years have been really easy to work with inspectors
The emails coming in have been very helpful
Instructor testing is good.
Appreciates when ESC comes down annually to do CE training for instructors in El Paso
Jaqueline from TDLR handled a problem for the licensee with expedience and resolved it
TEA had specific contact people that the licensees could reach and there was a personal relationship with individuals in that agency.
TDLR has a great website.
Reduced license renewal fee.