

Comment - What can we do better?
Do more of what you're doing well
Electrical contractors get "black balled" if there is a conflict between what we do and what the inspectors call us on
Keeping us informed with emails
You are understaffed with inspectors and investigators
You need to allow a RAS to help people be able to address problems with facilities that are being constructed
Stop requiring mailing original forms since they will be digitized
TDLR should review when original document are required
We do work all over Texas - quality of electrical inspectors in the field - we do all of our work to the same quality - who inspects the inspectors?
Hire knowledgeable person for AC department to assist
HVAC license law mirror what electrical law looks like (same language and enforcement style). Testing requirements for certification requirements for HVAC technician is minimal.
Better ear to industry concerned with what is important to industry - have a contractor as a chair of advisory board
Illegal work - unlicensed activity - safety issues, people need to be held accountable
More restrictions put on maintenance people - more support for city inspectors
Need more investigators in the area - understand there is not enough funding
Criminal histories do not unduly prevent people from become ACR contractors or any other programs
Need more enforcement for unlicensed activity
Carefully screen CE on-line courses to insure that they are effective
Disconnect with apprentice program - ELC don't always get credit for being in apprenticeship program
Add a business training aspect to ACR CE (Used to be in there and it was taken out)
Currently no state regulation for roofers, carpenters, general contractors, remodelers and there should be
Getting inconsistent advice about procedures from different divisions
Legislature feels like TDLR is a good revenue stream and therefore keeps assigning new programs to TDLR
Simplifying CE program where it's easier to provide webinars
TDLR needs to let Legislature know that they cannot take any more programs
TDLR not following up on complaints about unlicensed activities
Hard time applying on-line for individual licenses (ELC)
Hard to see embedded link in website and would prefer drop-down boxes
No on-line courses
TDLR is too involved in how RAS companies are run on a day to day business - too much paperwork, procedures are out of date - need the ability to work together with TDLR -
Website can be better - check for licenses - having difficult finding info
TDLR can do a better job of understanding the new vehicle construction materials to understand if the parts can be sold to a consumer
How complementary industries can interface - how they overlap - like O&P and athletic trainers with knee braces and custom work
Current scenario - members of policy board for hearing fitters board are also the same ones that administer practical examinations and they are competitors. Is there a better
Amend the statute to remove the prohibition to have a permit for the person who has taken the examination before (hearing instrument fitter).
Bring good people to agency that will provide high level of customer service
Communication of fingerprinting process inconsistent, either before or after application is filed.
Do not include abbreviations and initials on minutes and agendas
Enforcement of unlicensed individuals
How frequently and when are they required to get fingerprinted?
More opportunities to take the hearing instrument fitter practical examination by having more locations
Quicker determination of competitor complaints
Need to streamline process for how to get licenses approved, preventing professionals from working - too much paper, too understaffed during high season (after graduation in
Overlap in scope of practice needs to be looked at and talked about - bring industries together for summit and open discussion
Have TDLR available at convention in San Antonio to provide information
During the complaint process, before the commission meeting - have better communication with Complainant
Letting Auctioneers know what common mistakes licensees are making
Need more investigators to take care of complaints
Make the criminal conviction standard and rules clearer to the licensee and applicants through different avenues and forms of media. Better Outreach.
More publicity on violations.
Need more enforcement.
PSAs needed for violations to better inform the general public. More awareness to better inform students enrolling in schools.
TDLR should require that shop owners hold a barbers license.
(From School) American Assoc. of cosmetology schools - work on gainful employment issues
(From School) At renewal - track employer or sub-contractor salon address details
(From School) Can teach hair within 1000 - exclude manicuring and esthetician curriculum from Cosmetology
(From School) Shorten required hrs. for Cos/Bar to 1K hrs. from 1500. Transferability of license to other states - work with other states to require lower hrs. for licensure.
(From School) TAC 83 - phrase credit hour is used differently in college it is a different definition
(From School) TxWFC, Dept. of Labor, other sources- tracking is available - TDLR may be able to gain access to these databases (exception for private booth operator)
(From School) Work with national and other state organizations (NIC, Community Colleges, etc.) - look for best practices in other states
(From Schools) Council of Occ. Employment - report placement rates. Have TDLR assist in looking into gainful employment to assist. Have to be able to track student employment
83.103(b),(c),(d) - delve into timing of after client, before service - get consistency with cleaning and disinfecting
Above comments have adverse impact on federal funds for schools.
Attorneys should reach out to industry leads when they need help in certain areas (rules, enforcement, court cases). Ex: Hair braids are eyebrow threading.

Comment - What can we do better?
Book has numbering issues (should not have strikeouts)
If one student fails 3+ times, school rating goes down. Records are kept based on examinations taken not keyed to ultimate successful exam completion of student.
Inspectors need to have more enforcement within salons. Students pick up bad habits. Salon sanitation issues and human trafficking taskforce.
Need to organize workgroup to discuss the issues related to student pass rates and affect on federal funds. i.e. Transfer students. Credit or detriment according to transfer.
No feedback opportunities provided for practical.
Check on PSI to ensure exams/proctors are more consistent (Amarillo - you pass; Midland is stricter, more professional)
TDLR to have more area meetings
Education - problems with students testing with PSI right away (Practical exam). Not a slot available. Students have to come back to school for help. Should be able to work with
General contractors should be required to have plans and are hiring unlicensed AC contractors. Plans are not followed because of low-budget AC contractors being hired. Low-
Give credit for apprenticeship hours to the hour requirement in 83.120 - not optional; specifically 1300 in program and 200 in apprenticeship; figure out percentage for each
At community college level, were not included in discussion of conversion of clock hours and credit hours
Better job of advertising email notification system
Better job of letting schools know that they can cluster their students to take the examinations on the same day. Add to "did you know" in the next E & E newsletter.
Communication with administrator of school, finding a way to make sure information we are providing to school gets to the administrator
Desire to rewind time and go back and give credit to seniors who are adversely impacted by the change from clock to credit hours
Do a better job of including community colleges on the front end of discussion relating to clock hours and credit hours
Education of inspectors; interpretation of rules, expand on checklist and how the language applies; remove as much grey as possible with the interpretation and at the very end,
Example of inspector threatening to write up a school that had dirty perm rods in the dirty bin with other dirty items. Said that it would be a \$500 fine the next time if they weren't
Explore age limitations for getting a license, allow to drop it down to 16
Have more advanced involvement with experts before rules are changed
Inconsistency with interpretation of rules by inspectors; time consuming to right the process
Inspector believes its "my rules"; add a process that gives a direct email for schools to send questions for when there is a question that comes up during an inspection
Need to be more specific, example of having inspector questioning where the students are without an instructor (in computer lab); have to babysit adults in the computer lab
Provide 6 months extended effective dates for community colleges
Provide extended effective dates when ever there are changes, 60 days at a minimum
Send an email to everyone who will be affected by curriculum changes or if there are meetings provide summaries of results of meetings (in plain talk)
TDLR consistently gets the cart before the horse, need to get our ducks in a row before we make changes
Instructor sign-on before taking test. Ex: flight instructors
When having meetings, specify if it is for community colleges or private schools
More feedback from PSI regarding grading - proctors grade differently than guidelines on bulletins. Face to face meeting with testing & dept.
Better regulation of unlicensed activity (especially in homes)
Instructors should be able to observe during practical examinations
Instructors would like better communication with PSI practical examination proctors and administrators and at least annual meetings
Make information received online and by phone be the same, sometimes receive different answers
Schools should not be responsible for test results if they were not allowed to certify that the student knew the information
Sometimes contact center employee doesn't know the answer
Student hours transferring from one school to another, need to improve upon completion or termination in order to ensure competency
When students have taken written exam, some of the computers weren't working (PSI)
When students take written test, schools and students are judged on first test. The best score should be used.
Wish PSI could provide practical exam in Lubbock
Other states have testing in schools - would bring more accountability to schools - ex: Minnesota model
Add option of using school ID or some other unique identifier if the student does not have a SSN
Be able to enroll as a student in a COS school without having an SSN
Being able to obtain a COS and BAR license simultaneously
Clean up the database to make sure that the SSN data is accurate and matches the right student TULIP
Communicate better to licensees that they should not be using another contractor's license to pull permits.
Conduct unscheduled site visits on CE providers.
Create a cover page checklist or change for coversheet as part of the electronic receipt or notice of change request being received and completed
Do a better job of combining social media tools and outreach
Employment assistance is needed after licensure. We need to know where the demand for electrical work is, in Texas.
Give some kind of electronic receipt or notice that the change request were received and completed
If a business pays hourly, provides the sanitation the ownership of violations should be solely on the licensees that committed it
Include instant messaging feature on our website for immediate responses.
Larger fines needed for unlicensed work and mechanical integrity issues.
Make AC tests more difficult.
Make an amendment to the law 1602 to allow schools to give the students credit towards there hours when doing any kind of testing or extracurricular activities
Make sure we are not conflicting with school district calendars or other big events going on in the region
PSI - slow to reflect changes in CIB - causes student to potentially fail exam. PSI will not erase fails.
Modify rule 83.120 to require a minimum of practical applications and must be proven by receipt
More advanced communication for the strategic planning
PSI - student that needs accommodations (ex: longer test taking). PSI to requesting length of time recommended by Physicians - don't necessarily know.
PSI - when students call PSI, they are told they have to request from the state to take exam. Students are nervous - frustrating. Unnecessary requirements. San Antonio office is
PSI accommodations need to be concerned with demographics of particular students - challenges with Adult test anxiety (left brained test for right brained people)

Comment - What can we do better?
Offer graduation stole to be sold by TDLR in order to recognize students during graduation ceremonies
Provide the ability for schools to pay by check electronically for student permits
Put all strat plan questions online in 1 area for public, at the same time
Put more pressure in the field, for doing unlicensed work. More enforcement. Do something to level the playing field.
Put those hours taken from "salon mgmt." and apply it to sanitation & safety
Require an SSN to obtain a state license 1602.002
Sometimes CE courses are uninformative. Demand better oversight/accountability on providers to provide quality education.
The licensees need to be penalized when there is a violation and not the salon owners
Upon inspection the school would need to be able to provide proof to TDLR that a minimum of client applications have been rendered
Warehouses & supply stores should put up notices about meetings, educational seminars, etc., for the licensees to attend.
When inspectors are visiting businesses, pass out invites for strat plan sessions and other important information (upcoming events)
San Antonio PSI - hard to take practical. Male proctor is particularly rude.
Students come from other schools and fail exam - reflects poorly on final school student attended.
TDLR and attorneys conduct due diligence for long term effects - will get support that is needed.
There are other states with similar issues - look to other states for other court cases. Utilize industry needs for prosecutors.
Trouble with PSI returning calls - 3 weeks in a row.
Twice a year for face to face meetings - every 6 months (summer & Oct./Nov.)
Unfair that community colleges were following the rules as they understood them and were penalized to do seat hours - if there is a way to go back to 2015 to grandfather
Updated changes in personal information - Conduct document transactions electronically with the exception of fax
Boiler inspections - COA will not pass mech/plumbing final until it is stamped by state. Missing gas, pipe, water line. More quality inspections for boilers.
Coordinate with COA to establish who may file applications for permits and call for final inspections
Look to AB process for project registrations
Sometimes licenses don't make it to the licensees. By the time they realize the license never made it, 30 days have passed and they are required to pay \$25 for a "duplicate"
Create a level playing field for the industry
Do a better job on dealing with illegal activity to prevent problems occurring from injury and death.
Need to be consequences for illegal activity
The responsibility of providing the correct information should be on the fighter and not the promotor concerning the medical records.
Create a career path to from contract inspector to state inspector
More transparency when TDLR hires program specialist
Investigation and prosecution authority for unlicensed breeders - do you have the authority you need to do that work?
Market breeder programs more - a lot of people don't know about it
Need to do more education with breeders - not just in inspection procedures
Relationship between USDA and TDLR - why can't I see that TDLR is acknowledging USDA concerns
Hard to tell if we're doing well because I don't know what we're doing with breeders
Need to better understand breeder inspection and investigating standards
Public doesn't understand breeder process so they don't have confidence in what you're doing
Need more transparency in breeder program
Do the investigators have training, support and feel safe to do their jobs?
Why can't you go look at gatherings of breeders for unlicensed activity? - like flea markets
Eyelash extensions should require full esthetician license
Accept TIN numbers when the high school students do not have a SSN.
Be able to enroll students without an SSN online.
Be consistent with the inspections and have the same standard or everyone
Better regulation of unlicensed activity.
Braiding industry is "safe" because it is not regulated.
Create a level playing field for the industry for all industries.
Create a unique identifier linked to a SSN to create some kind of tracking system to identify an undocumented student.
Do a better job on dealing with illegal activity to prevent problems occurring from injury and death for all industries.
Everybody in the Barber or Cosmetology profession should hold a license to hold an establishment license.
Have TDLR assign a unique identifier to use in a system to track an undocumented student.
In order to track three years a the HS level, they need to have 5 years of verifiable experience through TEA. Salons need a website tracking system to track the stylist that are
Information regarding district cases needs to be shared with the affected industry.
Licensees should be required to sign an affidavit to be verified by TDLR stating that the applicants for an instructors license have worked in the industry for at least three years.
Make a better effort to communicate to schools to identify the students that have applied and TDLR has processed that application for a student permit.
More dual licenses for Cosmo.
More regulations and enforcing violations regarding sale of beauty supplies, selling illegal products. Beauty Suppliers are also acting as salons.
Need to be consequences for illegal activity for all industries.
Needs to be something on TDLR's end to communicate a confirmation email that the student has been enrolled.
People should not have to have a barber or cosmetology license to hold an establishment license.
Put Violations on an app.
Regulate braiding again due to illegal activity and other services being offered under the premise of "braiding".
Regulate licensure for braiding.
Stop giving violations without warnings

Comment - What can we do better?
The dates and times didn't show up until last week.
To get an instructors license there should be more work experience required.
Content vs curriculum - how is the learning environment set up?
Coordination with DPS on which forms go to which agency. Combine forms or clarify which forms go to which agency, for Driver Education forms.
Ordering certificates online would be great!
Plain talk way to understand which forms are ordered from DPS and TDLR.
Driver training course approvals - does the person approving them have the educational background in curriculum development
For renewal payment on-line, and shorten the time we must wait. Application for proof of continuing education submitted on-line as well? Payment on-line?
15k online to do an online course is the current standard and it needs to be changed.
Better communication with DPS on responsibilities.
Better communication within the agency for people to understand the why's and what's
Better community outreach.
DES emails so far are only about meetings. Should send out emails with other relevant information.
Do a better job of getting a link to TXDOT and NHTSA material.
Do a better job of getting free video material from TXDOT
Everything from the online course made sense, but the parent taught pack is incomprehensible. Plain talk the packet and make it more understandable.
Get a focus group to work on the packet.
Have a better working relationship with DPS on both forms and third party rules. DPS needs to up their game.
If online courses have to be approved by TDLR, then there should be certain information that they should be required to make really clear to the students and parents concerning
Implement a curriculum specialist at TDLR to better deal with environment and curriculum.
Keep the fees for online ADM and AMI the way they are, They were originally implemented to keep the "riff raft out".
Let the industry get together to look at the packets first.
Lower fees for online courses for driving safety
Schools need to do better job of keeping people safe on the road as far as 18 wheelers are concerned.
Sitting on hold for 40 minutes doesn't feel good. There should be a reduced hold time.
Stop coming out so often to Galveston for inspections that are not needed
TDLR needs to be able to explain the requirements of and AMI course to parents and students on the TDLR website.
TDLR should create a template for driver education the DE964. Make it a requirement.
TDLR should create a template for driver education the DE964. Make it an option.
TDLR should do strategic planning for 5 years into the future concerning eighteen wheelers and safety in specific areas where there is the greatest traffic of eighteen wheelers.
TDLR should have specific contact people for each need of the schools
TDLR should have specific contact people for each need of the schools with a contact list
TDLR should have the 32 hour AMI schools to do a better job by telling the student what is required by an AMI course in the providers contract.
TDLR should work on community service. I.e. going to the high schools and talking to them about safety concerning eighteen wheelers.
TEA is still on the website instead of TDLR and that needs to be corrected.
The fees for online ADM and AMI should be adjusted to meet the cost of looking at the programs.
The hold time should be less.
The online environment. TO develop an online course is about 150k and then to be hit with another 15k is hard on the owners. The fee for online ADM and AMI needs to be
The people in the Valley are like the lost children and better outreach should be done concerning them in the form of better communications between he agency.
The rules and requirements are different from driver education to driving safety and they need to be standardized.
There needs to be better customer service.
There should be some type of regulation on companies that are providing online courses to small driver education schools.
We can add some more specific information to the site.
List of schools in order by city; have a map of the state of Texas so people can click on a specific location
Need term limits for advisory board positions
People that will be answering questions need to establish working relationships with industry
Processing checks for certificate numbers takes too long, would like to pay by credit card
URL and company names being used without permission (in search engines)
Too early to comment on this. Although sitting on hold for forty minutes does not reflect well on your service.
Timely Initial Inspections
Communication
With Driver Education and Safety having numerous curricula, would it be relevant to have a
That we are not on hold for long period of time
Behind the wheel 7 /7 requirement removed and switched to 5 (2 hour) lessons.
Two-year license versus annual license to include continuing education
Accelerate TDLRs learning curve of the industry and do a better job of educating the licensees about TDLR
TDLRs focus in the driver training program has been on content instead of curriculum development
Conduct Tow truck and operator investigation at auto auctions - stings (unlicensed activities)
Acceptable forms of payment needs to be complied with
Appraisal districts need more legal signage
Approved Texas insurance companies that insure TOW on TDLR website
Better investigation of unlicensed activities
Better response time in complaint process

Comment - What can we do better?
Consistency in inspections
Get more definitive answers from TDLR
Giving a complainant the option of remaining anonymous to the Respondent
Have some degree of expertise when inspecting business
Hesitant on giving advice
Length of time on hold
More timely responses to licensees inquiries/questions
Need more visual examples of legal tow tickets, legal signage needed in the trucks and office
Not have meeting while having inspections in their business
Sticking up for licensees
Update the Tow test from Licensing Dept.
PTP don't have to display their license - equal treatment to all licensees
Unlicensed activity in Drivers Education for drivers over 24 years old - because certificate is not needed - Interpretation of statute
Hire a TDLR Employee with background in curriculum development, educational process
Put on radar to get timely and quick licensure
DSHS seeks input on legislative initiatives
TDLR should send out Email Blast to associations for the industry meetings.
Lapse notice - 30 - 60 days before licenses can no longer be renewed and licensee has to start over
Better provisions for responding to natural disasters (hurricanes, floods, etc.). Emergency licensing.
In order to buy conductors 14 gauge or larger, need Master Electrician or contractor license (stops bootlegging people)
Keep license fees low
More effort in assisting local municipalities in adopting NEC from compliance
In order to file a complaint, the complainant has to be able to provide all the specifics because you don't have the staff to do the research
Need more electrical inspectors
What is TDLR doing about work done outside of municipalities with only 2 guys to do inspections?
You need more state electrical inspectors
Elec. - CE no benefit because use online courses (easy to pass). Model after plumbing CE. Provide for business operations education. Plumbing requires 24hrs Business training
Elec. Licensing - reduce licensing fees - multiple requirements (Master Contractor/City permit)
Electrical - Master E. has insurance/license yet others can call in for inspections yet job is incomplete. Only TDLR can call in inspections.
Electrical apprentice - need license levels for apprentices
Enforcement of above would be difficult (crack down on supply houses) - work around may be to conduct stings. Supply houses are not able to enforce on non-licensed activity.
More responsive enforcement when DL plates & pictures are submitted about non-licensed activity. Esp. when you have evidence. More field enforcement.
2 on staff electricians is not enough to enforce cases. Change law to add more TDLR inspectors. Complaints are not followed through, due to lack of staff.
Routine inspection in unincorporated areas of state, for routine and complaint based.
Reciprocity with other states - need more licensed electricians (all licenses)
Website - under Elec. Licensees - licensed is expired. Need easy access to find licensees when they are expired. Helps CE provider quickly update compliance.
You need a comparable number of electrical inspectors to the number of state fire marshals - we think there are 10 of them
Better verification of actual person taking online training classes (CE)
Photo on license
Streamline processes to digitize elevator licensing/reports
More enforcement against elevator inspectors - no suspension or revocations of licenses
Call to redefine athletic trainer industry - happening in other states already - what is an athlete, what is an athletic trainer?
Deficiency notice can take a lot of time to send and receive reply - need a way to take out that lag time
Discussion about how to make hearing aid dispenser practical exam more efficient and convenient for examinee and proctors - offer in different locations throughout the state
Exam entry for dispensers- practical exam has 5 parts and has to be entered individually, including date each time
Inconsistencies in the way regulations are enforced over the years - identical cases that have very different rulings - need standards and consistency
Innovative and nimble - we want to be able to be that way more at DSHS
Exam scores from national exam should be imported electronically in database
We should have that information available and quicker on TDLRs current exams
Cost of jurisprudence exam should be less
Don't notarize anything
Submit documents electronically instead of by mail
Take payments by phone
Question if we truly need the information first, before we decide how to get it to us faster
Modernizing the laws, look at national provisions and standards, take out business related provisions
Fresh look at configuration of VR system, done when we didn't have online piece, capabilities are there, but we didn't incorporate in initial design, staff has developed work
VR system needs to be consistent across programs to help with cross training and regulation consistency, too much tracking, information entered in several places, redundancies
Different tabs in VR, information doesn't move across tabs and has to be entered on each, need to be able to see common info across all tabs on one consolidated tab
Every application needs to be reworked and reviewed against the law and rules for what's actually needed
Start with a clean slate on all applications and ask if information is needed
Dispensers need to offer practical exam at least 4 times a year instead of 3
Notices on complaints have to be redone because of wrong addresses
Separate customer service and licensing functions

Comment - What can we do better?
Ability to offer fitter exam more often at TDLR
Start with a common core application with essential data and match it to computer system - separate pages for program specific information
We take ownership of our programs that we run - I introduce myself and am accessible to industry
Dispensers - out of state applicants shouldn't have to be licensed for 3 years
Dispensers - written exam through I H S - I H S should send scores directly to licensee instead of to DSHS first
Logging pre-license training hours on-line without the use of notaries
Better communication between fingerprinting facilities and TDLR
Regional exams, traveling too far for practical exams for other metropolitan areas throughout the State
Redefine what the industry and physicians want from us (O&P) - physicians want us to come to their office to provide services - insurance bundling of services and no silos of
Dyslexia application needs to be reworked, some things can be taken off because we don't need it
Speech board - all of the things that require review by a board designee - too much time for the applicant
Speech program needs a supervisor status - what you have to do to be qualified as a supervisor - education at the beginning
Allow continuing education that may not be approved by TDLR
At DSHS - no consistency in fines
Documents, sent in 1 envelope are lost, although they were all sent together.
Need to be more nimble with regulation, especially with O&P, outdated regulation - more regulated than Medicare - look at what states are doing a really good job at regulating it
Hoping for more teeth in enforcement action
Industries want to see more results of enforcement action
Insure that enforcement actions are done timely (within 3 months after complaint is submitted)
Penalties should be sufficient to deter violations
TDLR needs to communicate the end result of the enforcement action to the industry
OPS is New to TDLR - waiting to see how things progress
Prohibit solicitation for services - ambulance chasers (OPS)
Durable medical equipment
State is more restrictive than Medicare with O&P- maybe defer to Medicare regulations
Validate complaints before hearings - being called in for stuff that's outside of the scope of the law like durable medical equipment
A lot of frustration because we can't get through to customer service - and when they do, they're getting wrong information
Mid-month is a good meeting date.
Need avenues to get online courses.
PTP education - list of providers and all of their courses and expiration date; the course may have been for a one time meeting but it's good for a whole year - website makes your
Vacant advisory board member seat on PTP board for 4 years - have to do a better job of school the school assessors involved
Long wait times in customer service
Reach out to different PTP associations about finding out ways to get them to help with the advisory board membership
Getting inconsistent advice about procedures from different divisions and have gotten in trouble for doing what we were told to do
More money to deal with TDLR's old computer systems - need to do more stuff electronically
More time needed to train more RAS needs to be 4-5 days not 2 days
Need direct access to the division departments (AB Compliance)
Audiologists is a racket - you're don't know if you're going to get slaughtered or loved - their helpers and the sellers need to be licensed
Barrier between audiologists and those who are trying to promote hearing assistance - they're pushing product - they don't tell their patients what's available to them when it
Audiologists and hearing aid fitters need to be inspected
Audiologists need to take CE
Requirement for a sign reminding customers that they have 30 days to return hearing aids
Hearing aid fitters - do they have training?
Better documentation of specialization will be required.
Better outreach to licensees.
Change from to reflect that when a person signs up for there initial license, there can be a 2nd and 3rd back up supervisor just in the case the first is not available.
Change the law/rule requirement to allow copies of transcript, rather than original transcripts.
Confirmation of receipt of documents would be nice.
Have everything submitted electronically.
Improve communication to licensees to increase attendance at meetings.
Information is lost too often. It would be nice to be allowed to scan and email information. No notification that information is lost. Transcripts, and other related documents.
It is cumbersome to do licensure search online. Make the search functions more robust and easier. Reduce the number of steps it takes to do a search.
It takes too long to get your initial license. Reduce the time and improve the responsiveness for the processing of the initial license whether there is a supervisor change or not.
Only one supervisor can be requested at a time. So, if a supervisor has to take leave of absence, there is no one to act in that role and it takes several weeks before one is
TDLR needs information to be accessible on the website for individuals with disabilities. Must be easy to navigate. Website needs to meet national accessibility requirements.
TDLR needs someone on staff that knows about SLPA issues
Technology is antiquated and we need to think differently about it especially from an advisory and complaint standpoint.
Text messages to receive meeting notices, not just email.
The DSHS was not current all of the time and didn't give up to date information on the meetings. The minutes should be up to date and the posting as well as the agenda should
There is a shortage of licensed speech pathologist currently. It takes too long to get your initial license due to the shortage of staff. Reduce the time and improve the
There needs to be appropriate staffing during periods of known times of influx in licensees due to college graduations.
We are unable to work without a license and approved supervisor. So, the time to receive it needs to be reduced.
We need to know what documents are needed if our application is not complete.

Comment - What can we do better?
When you are changing supervisors, it's not consistent. Sometime it takes several days and several months. This happens mostly during the graduation season and is when you
Regulation has been complaint driven - we need to be more proactive and talk about good things that are going on and share best practices - partner with associations to get that
VR time killer is address types - MA and MAIL pulls up wrong licensing info
Provide free form field for dead chickens in road
Raising tow fees can help cover costs
Annual license is easier for licensees to remember
Can license fees be reduced?
Consistency in training from customer service to inspectors
Cross training between TDLR and law enforcement on regulations and violations
Laws have stayed consistent, interpretation of rules differ by inspectors and prosecutors in the past, but it is getting better
Need geographic representation (Panhandle) on advisory board
Need to provide more advance notification of training
Online license renewal, name was incorrect, company was told they needed to pay \$20 to replace card that was issued incorrectly
Our agency mail process needs to be improved
Temporary tow license for two months to one year
There should be a licensing grace period, smaller late fee
When new laws take effect, have some leniency for one year, a grace period
Continuing Education - more applicable to the profession
Hands-on training is a must
Need more hands-on training and less on-line training
No on-line training - it's a waste of time
Timely response for time sensitive situations
Not within jurisdiction TDLR needs to explain/define "administrative fee".
Clarify what an e-title looks like and what is acceptable to get a VSF to release a car.
Complainant wants a copy of what violations were cited by the investigator.
Confidentiality may be an issue for tow roundups concerning drug testing, etc.
CSRs are not consistent when giving answers. They are interpreting laws/rules.
Explain rule amendments more. Ex. If signage is changed, send an updated picture.
Inspectors/Investigators need to use "common sense" when citing violations.
Name needs to be included on status of complaint when sending quarterly letters.
Need to receive information on what violations were found during inspection and investigation.
Not putting small businesses out of business with penalties that are not affecting the safety of the public.
Notify Tow Companies/VSFs when TDLR is coming to inspect.
People that are violating rules are not being pursued by Enforcement.
Revisit penalty matrix to make sure there isn't anything in there that is not protecting the public.
Spending too much time on an issue that a judge has ruled on, and then pursuing cases that are in Enforcement.
Statutes are not parallel with DMV.
Stings for other industries are going well. TOW/VSF would like to see it in their industry.
Take tow hearings into consideration when prosecuting cases.
The online complaint form is not good. It's geared towards someone not getting good service. The Unlicensed Activity vs "Report A Violation" form should look different.
There needs to be a process where someone can send in an email to ask a question, and get an answer in writing. Todd does this for our industry.
Tow round ups are not always convenient.
Towers have not been inspected, and they have been in business for 3+ years.
With respect to inspections, there is only 1 person that can release drug testing information. An appointment would be great.
Someone needs to get with DMV regarding E-titles. The titles look made up.
Address bad actors by reviewing penalty matrix for unlicensed activity, uninsured, inflating invoices, etc.
Automation of sending letters to vehicle owners
Become better informed about safe handling of electric vehicles
Better coordination of field ops for inspection requirements
COA already has an app for towing companies
Communication system for tow and VSF (app) for a customer to find the closest provider (similar to Uber), prevents multiple tow trucks going to the same customer
Consider size of company when reviewing violations
Continual effort to focus more on "bad" companies vs. compliant companies
Continue to have separate licenses for different functions will allow to determine which tow company is bad
Coordinate between compliance inspections and enforcement investigations
Have more automation/centralized communication system. Camera to request VIN number to search for stolen vehicles. VSF should be able to file VIN with TDLR (thru scan app).
Make Legislature aware of the cost of rule changes (additional cost of \$21 per sign and include additional soft costs)
Review inspection reports and investigation reports to determine who may not be compliant
Review penalty matrix for violators
Review rule provisions for violations
Triaging complaints regarding unlicensed activity
Work with insurance industry on technologies for apps to track vehicles
Imposition of new rules based on consumer complaints have huge costs on the businesses (ripple effect) - signs, changing websites, etc.

Comment - What can we do better?
Need to have more enforcement resources - full case load
Reporting of VIN numbers - citizens have to call many places to recover vehicle (collection database for licensees - coordination with DMV to get coordination of vehicles)
State provides standards for what the technology should look like - and insurance industry can build to it.
Fines are too high for minor violations
Shorten the timeframe between inspections and NOAV
Better communication between PD and Fire Dept. to understand what towing industry does - educate them
CE - always same 4 hour class online. Develop the curriculum to where there is some advancement (based on length of time in industry). Owners train their staff differently.
All tow companies should conduct all jobs correctly and safely regardless of what PD says
CE classes should be eliminated
Companies should be licensed not operators, impractical
Consent Tow should have same licensing requirements
Consistency in applying regulatory standards.
Legit industry that should be respected
More inspectors
Not enough state budget to solve problems
Not getting enough communication from TDLR
Owners teach employees local ordinances
PD/DPS sometimes asks Tow co. to perform illegal towing procedures
PD/DPS supersedes the state, why do we follow TDLR?
Penalties for bad actors that are ruining industry reputation. EX: stealing cars, etc.
People are scared of TDLR, unwilling to come to us to solve problems
Renew less often (ex: DL 4yr license)
TDLR helps to reveal bad practices.
TDLR license doesn't mean much
TDLR should have more enforcement in field
There is so much competition, owners are unwilling to share knowledge
Difficult to catch illegal operators - need more enforcement
When problems are reported, what happens with complaint?
Would like a local contact person
Hands-on training is best (usual demographic is HS degree)
Most people needing tows, they want immediate attention - not an automated system
Penalties for "small" violations - if the company doesn't take the time to train drivers
Practical education - not just reading. Hands on class, get a professional to teach.
Some people work for police - immediate response. Motor clubs - not an emergency. Different degrees of response. Very few doing IM work, consent tows from motor clubs
Tow industry has evolved - in 1970's everyone had tow trucks (auto repair, etc.) and AAA was only motor club. Now training on national level (Wreck Master, national trainers).
When new guys take CE classes - they are given the answers and the people write them down
When TDLR took over - paid more money.
Allow opting out of subscriptions for meetings, law changes, general TDLR notices, etc.
Cities are not working with VSFs on providing impoundment or accident reports
Crosscheck licensing of VSF owners that are fined under one business, then close, and apply for a new license under a new name.
During sign up for TDLR Listserve, allow feature to select being notified via text.
Educate anyone that has to work with VSFs. Conflicting information is being relayed between entities.
Educate municipalities on rules/laws when there is a storage lien on a vehicle.
Email notice was sent out too late. Some got the email as far back as March 12th, some only got notice 2 days ago.
Form of notice of termination needs to be created when a business closes down.
Must be able to pursue owners that are fined, and then apply for new licenses. Investigate & pursue officers of VSFs.
Notifications via TDLR app.
Regional texting or emails to get notices out to licensees regarding important meetings. (strategic planning emails get lost among other email notices)
Remove \$10 notification fee to law enforcement.
Sometimes licenses don't make it to the licensees. By the time they realize the license never made it, 30 days have passed and they are required to pay \$25 for a "duplicate"
Sunday meetings or Saturday afternoons are best for DES.
Too many agencies involved in processes (TDI, TDLR, & DMV) regarding insurance.
UAPR is required to submit titles every 30 days to DMV. TDLR inspectors look for this information, but DMV has not signed off. UAPRs are being penalized. Lack of communication
We should consider eliminating/consolidating some of the teacher license types. There are too many.
We want a chat feature for licensees to contact TDLR.
Better informed customer service for license renewal
THIS AUGUST - Regarding renewals UAPRs, TDLR should be able to renew a license if the UAPR has a storm water permit on file with TCEQ. TDLR needs an MOU with TCEQ.
Allow emails for notification
Central invoicing for VSF administrated by state
Consolidate standards for release of vehicles among various agencies
Cost of daily storage rate insurance companies call before vehicle gets delivered and letter costs (to owners, police dept., etc.).
Evaluate cost of letters in statutory rule
If inspector has been to VSF for complaint, eliminate the need for duplication of inspection

Comment - What can we do better?
Inspection of VSF can be time consuming (4+hrs) and operators may have an emergency to attend to. Streamline VSF inspections.
Inspection of VSF can take additional staff to accommodate when only one person is available to assist
Schedule VSF inspections
Statutory amendment or a better way to establish VSF fees.
Use decoys to enhance inspections
Confusion about enforcement phone calls about investigations - do they need to wait for a letter for response
Consider costs of storage for electric vehicles (to disengage vehicles - hidden costs)
Make part of the inspection process to check the frequency of credit card payment
Funding of matching grant program
Travel reimbursement for advisory board members
Funding for matching grant fund isn't there - upgrading infrastructure and building new weather mod programs - helping other programs to join existing programs
Funding is always an issue - weather mod industry didn't get any funding because it was hung up in Article 11 and needs to be in Article 8
Need more funding for research in weather mod - what we're doing in south Texas is affecting whole state, but there's no money to do the research to make conclusions
Need outreach from George Bomar. Continuity of staff - need to find someone with his extensive background.
Agency supports program, but industry needs help with lobbying for funding and legislative process
George Bomar has limited travel funds to assist associations with education or attend annual meetings at regional and national levels; he adds credibility
TDLR should look for a current or retired weather modification meteorologist - for succession planning
No coffee this morning
Airplanes getting old and need updating and radar
Need to increase the number of weather mod programs
When calling contact center, sometimes have to wait on hold a long time
Call back feature can be good, but if you miss that one call, you have to wait longer to get answer
Be consistent with school inspections (different inspectors) - length of time for inspection and items inspected
Provide timely notice when policy changes are made (credit vs clock hours)
Allow credit hours for schools currently using them
All school officials/administrators didn't receive notification of December 2014 Summit; this was an important meeting and emphasis wasn't placed on seat hour changes.
Received emails that don't specify what type of meeting or who it affects; subject line should be more specific, provide more clarification if there is a major change
Ensure Summits don't turn into gripe fests
Do a better job of getting the word out about major changes - notify following groups: Texas Community College Teachers Association, Texas Community College Association,
Tag message as high alert when there are rule changes
Since rules/laws are online, we do not need a hard copy of the BAR/COS rules/laws
Have a master TDLR monthly calendar on website so licensees can look at past, current and future months at a glance to see all events happening
Would like to have Enforcement personnel attend meetings, conventions
Ensure Enforcement personnel are working in sync with Compliance and Field Operations personnel
Protect regulated industry more (like TDLR protects the consumer)
When complaints are made, we have to defend ourselves even when we are following protocol set by the State
Investigators should not put licensees on the defensive
Agency doesn't understand what industry faces on a daily basis and people they have to deal with
Inspectors don't look for everything you do right, only look for what you do wrong. Example of sign with letters that were too small, signs were fixed, still received NOAV. This is a
Identify minor discrepancies that can be corrected on the spot without penalty
Inconsistent answers regarding rule interpretation when calling agency
Made to feel like TDLR is not on licensee's side; made to feel like the enemy
Find out how schools can request courtesy call/ambassador program to prepare schools for inspections
Pre-inspections would be helpful to prepare for everything
Could not find exam data search easily
RDA Hair show was in Dallas Sunday-Monday-could do better at researching other industry events
Consolidation enforcement action ex: when multiple school locations are concerned
People are performing services illegally - coming in from Mexico, etc. Taking business. Need enforcement to take action.
Customers go to the "cheaper place" whereas legit business are in compliance.
Did not know about process to "turn in" illegal operators. Need to promote this complaint process to TDLR.
1st priority should be report of unlicensed people.
Is TDLR monitoring PSI? Seeing different exam sites are not professional and exams are being administrated and graded inconsistently (practical exam)
Student took a practical in Dallas and failed then went to Amarillo and passed
Students have different experiencing in various sites - Amarillo is unprofessional compared to Austin
PSI can intimidate students - grader knows some students and show favoritism to students they know vs. those they don't (unprofessional appearance).
PSI graders unprofessional - take cell calls, leave room, etc.
TDLR should send rule books to the schools with name on it. Schools should distribute.
TDLR should monitor those schools that have lower than average pass rates. But if in compliance, nothing we can really do. We post exam pass rates online.
Does PSI train instructors consistently on how to execute exams? Need to train instructors on what the test will cover.
TDLR needs to monitor schools that sell hours ex: manicurist hours (auditing should catch this). Students change pictures on license and sell them. Inspector needs to match ID
TDLR need to do inspections on nights and weekends (illegal activity occurs outside regulation business hrs.)
Succession planning for George Bomar
Students are not prepared to work in a salon when they come out school.

Comment - What can we do better?
Outreach to licensees for new programs - need to get this info out.
Education for general public on what weather mod does.
Schools not consistently teaching the new technology. Any instructor can teach a student to pass the practical in a month.
Customer Service needs specialization for each program
CS reps do not provide consistent service - either try to transfer call or do not answer question
CS reps don't seem to care
Release documents change often
Need proper regional representation on TDLR board ex: Amarillo
Should have 1 license for TOW/VSF. One company license, one Tow Operator license.
Tow operators should be able to escort customers to vehicles (Do not require VSF license)
Streamline rules/agency policy ex: Review rental agreement differences vs. Insurance requirements. Currently must release to vehicle operator not insurance company i.e.
More staff available with quicker response times. Harder to reach SMEs.
Signage - cost is pricey. Every change results in costs rising.
Change to 1/2 or 1 inch lettering - moving across street and will cost \$5K
Allow for other methods to display signage info that is not pre-printed
Brian should have to come up to Amarillo and ride with an operator in a tow truck in a snow storm
Had to apply several times to get on advisory board
TDLR CSR does not provide consistent information - just call compliance directly
Does not call customer service - emails an SME
Tried to renew license but was denied because insurance was expiring in a week. Should have been processed. Spoke with compliance and they cleared up.
CS doesn't know DES very well.
More communication with enforcement regarding enforcement action cases
Lots of housing being built outside of Amarillo without any jurisdiction. Poor work. Contacted enforcement and was told there wasn't information provided to investigate.
More inspections in rural areas (expensive homes are fire traps)
Process applications in a timely manner (slow with DSHS)
Unlicensed workers - laws show be a felony - stops illegal contracting (across all TDLR licensees)
Better TDLR presence in Amarillo
On the job supervision for apprentices at all times (results in higher quality product)
Fast track violations from illegal electrical sites (ex: rural homes that are built and occupied)
Prefer option receive quarterly reports by email
Website needs to be worked on - links are in text - would prefer an index of links
Phone communication - on hold for a long time - needs to be shortened
Add on the website - more information for who to contact for specific topics
Customer service - specialize division of driver education program contact (Driver Ed, Driver Safety, PTDE, DWI)
Have TDLR staff that understands education and curriculum development - DES
Speed up license renewals (Faster renewals)
Maintain quality and integrity of the industry (TDLR to come out and inspect) hold driving schools accountable
Wants Drivers Ed to be fair - Course 101 sells their certificate for \$30 - no requirements to get certificate
DSHS needs to cut licensees fees and the money received from the industries needs to be implemented better.
DSHS needs to do a better about staff knowing the regulation, because they don't know how to give accurate feedback.
There needs to be more specialized staff that knows the industry to help the people in the industry.
Rules needs to be clearer.
Rules are poorly written and need to be more specific and tightened up in the areas of assessments, interpretation of test and writing progress reports.
The rules need to be streamlined.
The rules need to be reviewed and referenced back towards the act.
There are too many forms and the forms have a lot of verbiage, but are still vague and need clarity. The forms need to be restructured.
If licensees are already ASHA certified TDLR are should recognize that certification to streamline the licensure process.
Feedback time should be reduced
Some kind of certification should be given from TDLR to show that they received the licensees submission.
"Don't listen to anything DSHS says about how something should be done".
Make the Jurisprudence test a requirement to get license minus any fees.
Catch any new regulation or new changes through the Jurisprudence exam online during renewal process.
Customer service is inconsistent with giving information. Licensees are given different answers to the same question.
Testing company should have regional meetings in El Paso.
Testing company should have regional meetings in El Paso. Better communication on what's happening.
The raters are not following the practical exam instructions for rating students. So, raters need to follow the pamphlet.
Their should be better rater training.
The raters should have better knowledge of the pamphlet and the rules for it. Raters in El Paso need to be more prepared.
There needs to be more available spots for practical exams.
Proctors are not staying in the room during testing. Proctors need better training and need to stay in the room at all times.
Better communication training for PSI so students are not scolded by them
The testing facilities should be set up to feel more like a real barber or cosmetology facility.
The testing (final exam) should take place in a real barber or cosmetology facility or school. This for Barber and Cosmetology.

Comment - What can we do better?
The law should do with away with practical exams altogether and let the schools test the students performance in real life situations. Written exams should stay though.
The law should keep practical exams and let the schools test the students performance in real life situations. Written exams should stay though.
Keep the practical exams as is.
PSI should go back to training on how to communicate with students during testing. They scold the students publicly when the students make mistakes.
Testing site for cosmetology students should have the correct chairs. Not barber chairs.
TDLR should not get rid of the practical exam, but the practical exam should be modified.
TDLR should communicate with other states to see what they are doing as far as practical exams are concerned.
Have a annul summit with PSI to improve communication on what is expected of schools, students and licensees. Raters should not be making their own interpretation of the
Have a annul summit with PSI to improve communication on what is expected of schools, students and licensees. Raters should not be making their own interpretation of the
Keep the practical exam. There should be a real life scenario in the practical exam.
Keep the practical exam. There should be a real life scenario in the practical exam for manicurist.
Practical exam is outdated and needs to be updated.
Instructor hours should be reduced to 350 hours and should be based more on practical.
Instructors hours should be based on experience.
Half of the instructors 750 hours to be theory and the other half to be internship or apprenticeship.
There should be a 5 year minimum requirement as an operator to enter the instructors program, because many of the brand new students make mistakes that they may have not
There should be a 5 year minimum requirement and as an operator to enter the instructors program and 250 - 300 hours.
MASSAGE - Poor communication between DSHS and industry on rule interpretation. The rules and regulations need to be clearly defined for schools and massage establishments.
MASSAGE - Practical exam for massage therapy needs to come back.
MASSAGE - There needs to be a course manual for instructor course and at least one year of experience.
MASSAGE - There needs to be more inspectors to inspect businesses for unlicensed activities.
Minimize hours to 250 with an instructors apprenticeship of 100 hours in addition to a minimum of 5 years experience for instructors license.
There should be some kind of verification form created by TDLR that should be signed by someone verifying that the number of hours the instructor student has had behind the
There should be some kind of verification form created by TDLR that should be signed by someone verifying that the number of hours the instructor student has had behind the
Three years of experience for an instructors license is okay and should be enough.
Change the whirlpool, spa cleaning and disinfecting records format. The forms are very confusing. They should be restructured.
Don not accept anonymous complaints and make sure it has grounds.
Would like to see annual CE training continue in El Paso
Would like to see annual CE training in El Paso expanded.
TXDOT gets a grant to conduct CE training for instructors and TDLR should continue that.
Regional meetings twice a year.
Keep licensees informed on new changes
Customer service is very unhelpful and never sent a follow up email as promised. Owners of schools that have ownership issues should have a way to communicate with
Driver education should have a system similar to SHEARS set up for their schools.
Ordering certificates are taking forever. TDLR should set up the process where the certificates could be emailed and payments could be made via pay pal.
Better communication between TDLR and industry.
More effective communication between TDLR and industry
TDLR needs to give more notice time for a renewal.
The law needs to change to allow for the drivers education program to receive more renewal notifications and the time be lengthened.
Turn around time after renewal application is sent needs to be faster.
Allow electronic submittal.
Allow for payments to be made via PayPal.
Send a confirmation for items submitted to TDLR via online.
Better customer service. Agents are rude and frustrated.
Customer service representatives need to be more aware of what's going on with the programs, because 3 different answers from 3 different people were given for the same
TDLR should have an online directory showing current information on schools that are open, temporary closed or no longer in business. The directory should show information
TDLR should have an online directory showing current information on schools that are open, temporary closed or no longer in business. The directory should show information
Update with DPS and make sure they have the most updated information regarding active schools.
Licensees should be able to use blue or black ink on all forms and it should be put in writing.