

**AIR CONDITIONING AND REFRIGERATION
LICENSING STATISTICS
ADVISORY BOARD MEETING
JANUARY 3, 2018**

CONTRACTORS

	TOTAL FY 15	TOTAL FY 16	TOTAL FY 17	1st Quarter FY 18
New Licenses Issued	728	752	957	785
Renewed Licenses Issued	14,495	14,828	14,924	3,374
Online Renewals	14,259	14,643	14,768	3,330
% Renewed Online	98%	98%	98%	98%
*Total Population	15,434	15,692	16,008	16,158

REGISTERED TECHNICIANS

	TOTAL FY 15	TOTAL FY 16	TOTAL FY 17	1st Quarter FY 18
New Licenses Issued	5,655	6,460	6,922	1,522
New Licenses Issued Online	5,264	6,067	6,594	1,463
Renewed Licenses Issued	13,946	15,028	15,449	3,147
Online Renewals	13,748	14,887	15,341	3,122
% Renewed Online	98%	99%	99%	99%
*Total Population	19,986	21,977	23,198	23,791

CERTIFIED TECHNICIANS

	TOTAL FY 15	TOTAL FY 16	TOTAL FY 17	1st Quarter FY 18
New Licenses Issued	1,132	1,530	1,467	351
New Licenses Issued Online	1,027	1,421	1,385	217
Renewed Licenses Issued	3,078	3,619	4,135	905
Online Renewals	3,052	3,602	4,102	900
% Renewed Online	99%	99%	99%	99%
*Total Population	4,265	5,019	5,746	5,912

TOTAL OF ALL LICENSE TYPES COMBINED

	TOTAL FY 15	TOTAL FY 16	TOTAL FY 17	1st Quarter FY 18
New Licenses Issued	7,515	8,742	9,346	2,658
New Licenses Issued Online	6,291	7,488	7,979	1,680
Renewed Licenses Issued	31,519	33,475	34,508	7,426
Online Renewals	31,059	33,132	34,211	7,352
% Renewed Online	98%	98%	99%	99%
*Total Population	39,685	42,688	44,952	45,861

*The population number is a snapshot of the number of active licenses on the first day of the month. The number of licenses issued and renewed is the total activity performed during the fiscal year.

AIR CONDITIONING AND REFRIGERATION CUSTOMER SERVICE CONTACTS FISCAL YEAR 2018

■ Call Totals ■ Email Totals



AIR CONDITIONING AND REFRIGERATION CONTRACTORS
ADVISORY BOARD

Enforcement Division Staff Report
January 3, 2018

Texas Air Conditioning Contractors of America

- On October 19, Investigator Robert Nino made a presentation to the Texas Chapter of the Air Conditioning Contractors Association at their monthly meeting in San Antonio. The presentation consisted of information on TDLR's last sting, changes to the Certified Technician designation, addition of other programs to TDLR and the retirement of John Lain. Questions were entertained afterwards.

International Association of Plumbing and Mechanical Officials

- On October 24, Investigator Tony Gatica attended a meeting of the International Association of Plumbing and Mechanical Officials (IAPMO) in Houston. Investigator Gatica was able to communicate with many City of Houston officials, local trade union representatives and members of related industry groups. This opportunity was used to network with those present and reiterate TDLR's commitment to being a resource for all to protect the public's interest and safety.

Houston Area Air Conditioning Contractors Association

- On October 17, Investigator Haregeweyn Demoz attended a meeting of the Houston area Air Conditioning Contractors Association. Investigator Demoz provided information on Enforcement procedures and entertained questions.

Refrigeration Service Engineers Society Meetings

- On October 19, Investigator Robert Nino attended the monthly meeting of the San Antonio Chapter of the Refrigeration Society (RSES). Investigator Nino spoke on technician registration, and the new rules upcoming for certified technician commencing on September 1, 2018, and entertained questions afterwards.

Education and Continuing Education

- On October 20, Investigator Mercedes Santillanes gave a presentation to a continuing education class held at Coastal HVAC Supply in Houston. The presentation consisted of recent stings conducted by the Department, and the outcomes of each. She also discussed enforcement procedures, and how the profession can assist the Department in identifying unlicensed contractors.

- On November 17, Investigator Tony Gatica gave a presentation to a continuing education class held at Johnson A/C Supply in Houston. The presentation consisted TDLR enforcement procedures, and data relating to the number of licensees and complaints opened. Questions were then entertained after the presentation.

Case Highlights

Gerald French – ACR20170018727

This case resulted in a Default Order being signed against Gerald French in the amount of \$8,000. Mr. French whose air conditioning contractor license was revoked by a previous Order, was found to be continuing to advertise for air conditioning and refrigeration services on two separate occasions. Mr. French was sent notice of the violations and failed to respond to both the notice of alleged violation and the notice of default. The Default Order was signed on October 4, 2017.

Michael D. Orr – ACR20170009539

This case resulted in an Agreed Order being signed in the amount of \$3,000. Michael Orr had an Air Conditioning and Refrigeration Company called N-Tex Service Company. On two separate occasions, workers of N-Tex Service Company performed Air Conditioning and Refrigeration Maintenance work while there was no valid air condition contractor assigned to Mr. Orr's Company. As a result, Mr. Orr was fined \$3,000 and agreed to may payments in the amount of \$250 per month for the next twelve months.

Carlos Ortiz – ACR20170001007

This case resulted in an Agreed Order being signed in the amount of \$4,500. Carlos Ortiz failed to provide proper installation when he failed to install the correct condensate drain line as specified by the manufacturer's instructions. Furthermore, he failed to perform a Manual J prior to selecting and installing a 4-ton mini split system at the jobsite. Mr. Ortiz agreed to pay a penalty of \$4,500 in payments of \$375 per month for the next twelve months.

Frank R. Irizarry, Jr. – ACR20180001318

This case resulted in the Air Conditioning Technician license being revoked by operation of law. Mr. Irizarry, was issued an Air Conditioning Technician license on June 7, 2014. His license expired on or about May 7, 2017. However, it was discovered that during that time period, Mr. Irizarry was imprisoned in a penitentiary due to a felony conviction on or about December 10, 2015. Tex. Occ. Code § 53.021(b) stated in part that a license holder's license shall be revoked on the license the license holder's imprisonment following a felony conviction. As a result of Mr. Irizarry imprisonment on December 10, 2015, his license was revoked by operation of law that same day.

Key Statistics – Fiscal Year 2018

Shown below are key statistics for the Air Conditioning program and for all TDLR programs combined through November of Fiscal Year 2018.

<u>Statistic</u>	<u>ACR</u>	<u>TDLR</u>
• Number of cases opened:	275	2,362
• Number of cases resolved:	170	2,329
• Number of Agreed Orders:	17	356
• Total amount of penalties assessed:	\$86,000	\$661,475
• Total amount of penalties collected:	\$13,600	\$314,842

**AIR CONDITIONING & REFRIGERATION CONTRACTORS ADVISORY BOARD
JANUARY 3RD, 2018**

CURRENT PROJECTS

EDUCATION, EXAMINATION, AND SCHOOL SERVICES

TOTAL E-MAIL ANSWERED BY STAFF
(AS OF October 31ST, 2017)

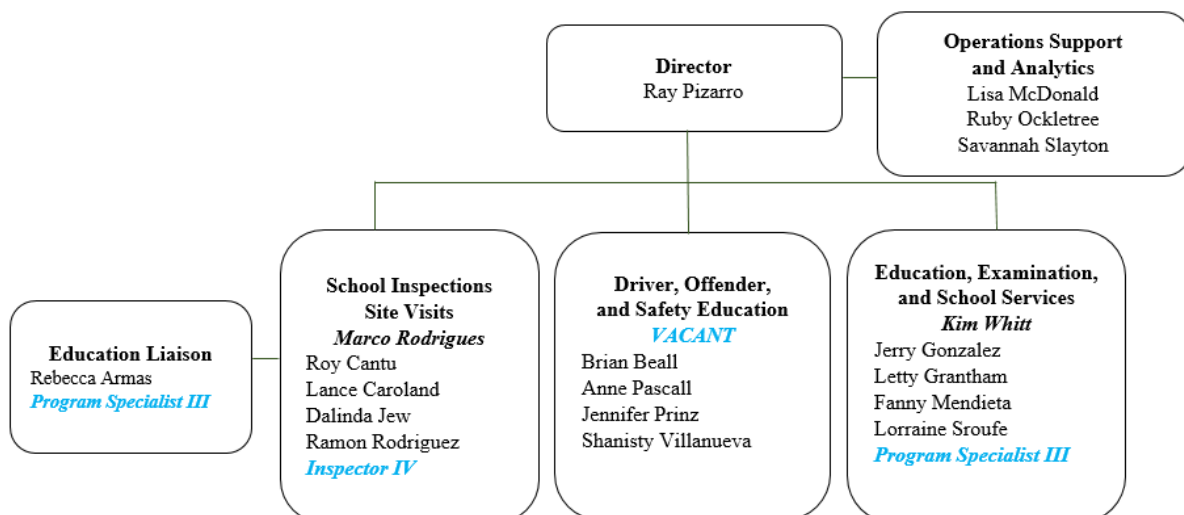
MONTH	FY 2018	FY 2017	FY 2016	FY 2015
September	1,545	1,158	1,389	
October	1,205	1,263	1,060	
November		744	996	
December		653	760	
January		955	1,060	
February		974	1,047	
March		1,463	994	
April		981	966	
May		1,140	1,061	
June		1,747	911	
July		804	767	835
August		1,266	1,123	1,104
TOTAL	2,750	13,148	12,134	1,939

EXAMINATION REVIEW COMMITTEE

On September 12th – 14th, the exam staff attended ACR Exam Review Committee meeting to review new and poorly performing items and update references.

On September 15th, exam staff met with PSI & the ACR Subject Matter Experts to discuss clarification of acronyms on the exam and proposing to adopt the ASHRAE Handbook as the ACR source for acronyms via webinar.

NEW DIVISION CHART



EDUCATION AND EXAMINATION STATISTICS AND TRENDS

AIR CONDITIONING & REFRIGERATION CONTRACTORS EXAMINATION STATISTICS (AS OF OCTOBER 31ST, 2017)

2018	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
PASS	65	101		166				0				0				0	166
FAIL	97	146		243				0				0				0	243
TOTAL	162	247		409				0				0				0	409
RATE	40.1%	40.9%		40.6%				0				0				0	40.6%

2017	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
PASS	68	76	78	222	63	62	99	224	112	101	69	282	78	64	67	209	937
FAIL	131	135	108	374	149	129	141	419	191	143	123	457	119	135	105	359	1,609
TOTAL	199	211	186	596	212	191	240	643	303	244	192	739	197	199	172	568	2,546
RATE	32.2%	36.0%	41.9%	37.2%	29.7%	32.5%	41.3%	34.8%	37.0%	41.4%	35.9%	38.0%	39.6%	32.2%	39.0%	36.8%	36.8%

2016	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
PASS	41	51	79	171	60	44	85	189	77	77	53	207	61	66	69	196	763
FAIL	120	118	132	370	129	115	155	399	118	100	136	354	139	117	111	367	1,490
TOTAL	161	169	211	541	189	159	240	588	195	177	189	561	200	183	180	563	2,253
RATE	25.5%	30.2%	37.4%	31.6%	31.7%	27.7%	35.4%	32.1%	39.5%	43.5%	28.0%	36.9%	30.5%	36.1%	38.3%	34.8%	33.9%

AIR CONDITIONING & REFRIGERATION CONTRACTORS EXAMINATION STATISTICS
BY LICENSE TYPE
(AS OF OCTOBER 31ST, 2017)

SEPTEMBER - - OCTOBER - NOVEMBER - (AS OF OCTOBER 31 ST , 2017)				1 ST QUARTER	
LICENSE TYPE	PASS	FAIL	TOTAL	RATE	
ENVIRONMENTAL A	69	88	157	43.95%	
ENVIRONMENTAL B	47	108	155	30.32%	
COMMERCIAL REFRIGERATION A	35	28	63	55.56%	
COMMERCIAL REFRIGERATION B	15	19	34	44.12%	
TOTAL	166	243	409	40.59%	

DECEMBER - - JANUARY - - FEBRUARY				2 ND QUARTER	
LICENSE TYPE	PASS	FAIL	TOTAL	RATE	
ENVIRONMENTAL A					
ENVIRONMENTAL B					
COMMERCIAL REFRIGERATION A					
COMMERCIAL REFRIGERATION B					
TOTAL					

MARCH - - APRIL - - MAY				3 RD QUARTER	
LICENSE TYPE	PASS	FAIL	TOTAL	RATE	
ENVIRONMENTAL A					
ENVIRONMENTAL B					
COMMERCIAL REFRIGERATION A					
COMMERCIAL REFRIGERATION B					
TOTAL					

JUNE - - JULY - - AUGUST				4 TH QUARTER	
LICENSE TYPE	PASS	FAIL	TOTAL	RATE	
ENVIRONMENTAL A					
ENVIRONMENTAL B					
COMMERCIAL REFRIGERATION A					
COMMERCIAL REFRIGERATION B					
TOTAL					

AIR CONDITIONING & REFRIGERATION CONTRACTORS - CONTINUING EDUCATION STATISTICS
(AS OF OCTOBER 31ST, 2017)

FY 2018	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
COURSE APPROVAL ISSUED	14	8		22				0				0				0	22
TOTAL COURSES	99	98		98				0				0				0	98
***NOTE: Currently, there are 55 ACR Contractor Continuing Education Providers.																	

FY 2017	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
COURSE APPROVAL ISSUED	24	3	4	31	1	5	21	27	10	3	10	23	3	15	4	22	103
TOTAL COURSES	110	114	115	115	112	109	123	123	114	102	107	107	107	121	108	108	108

FY 2016	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
COURSE APPROVAL ISSUED	13	2	3	18	6	10	6	22	24	8	5	37	5	6	16	27	104
TOTAL COURSES	111	101	102	102	105	108	99	99	102	103	100	100	104	110	107	107	107

Air Conditioning and Refrigeration Contractors Advisory Board
Compliance Division - Staff Report
January 3, 2017

- October 23rd, facilitated TDLR's ACR Bill Implementation team to review progress, timelines, and continue preparation on rule draft for exec/advisory review and publication for comments.
- December 7th, facilitated ACR Workgroup meeting to discuss *Requirements for Persons Performing Manual J Load Calculations?*
- Compliance staff continues to provide ongoing support to the Customer Service, Licensing, and Education/Examination Divisions.
- ACR Program Specialist position posted. Keeping our fingers crossed, will await applications, and be prepared to schedule interviews ASAP.