

**AIR CONDITIONING AND REFRIGERATION
LICENSING STATISTICS
ADVISORY BOARD MEETING
MARCH 5, 2018**

CONTRACTORS

	TOTAL FY 15	TOTAL FY 16	TOTAL FY 17	Sept. – Jan. FY 18
New Licenses Issued	728	752	957	994
Renewed Licenses Issued	14,495	14,828	14,924	5,874
Online Renewals	14,259	14,643	14,768	5,803
% Renewed Online	98%	98%	98%	98%
*Total Population	15,434	15,692	16,008	16,228

REGISTERED TECHNICIANS

	TOTAL FY 15	TOTAL FY 16	TOTAL FY 17	Sept. – Jan. FY 18
New Licenses Issued	5,655	6,460	6,922	2,352
New Licenses Issued Online	5,264	6,067	6,594	2,245
Renewed Licenses Issued	13,946	15,028	15,449	5,495
Online Renewals	13,748	14,887	15,341	5,455
% Renewed Online	98%	99%	99%	99%
*Total Population	19,986	21,977	23,198	23,523

CERTIFIED TECHNICIANS

	TOTAL FY 15	TOTAL FY 16	TOTAL FY 17	Sept. – Jan. FY 18
New Licenses Issued	1,132	1,530	1,467	559
New Licenses Issued Online	1,027	1,421	1,385	418
Renewed Licenses Issued	3,078	3,619	4,135	1,585
Online Renewals	3,052	3,602	4,102	1,579
% Renewed Online	99%	99%	99%	99%
*Total Population	4,265	5,019	5,746	5,970

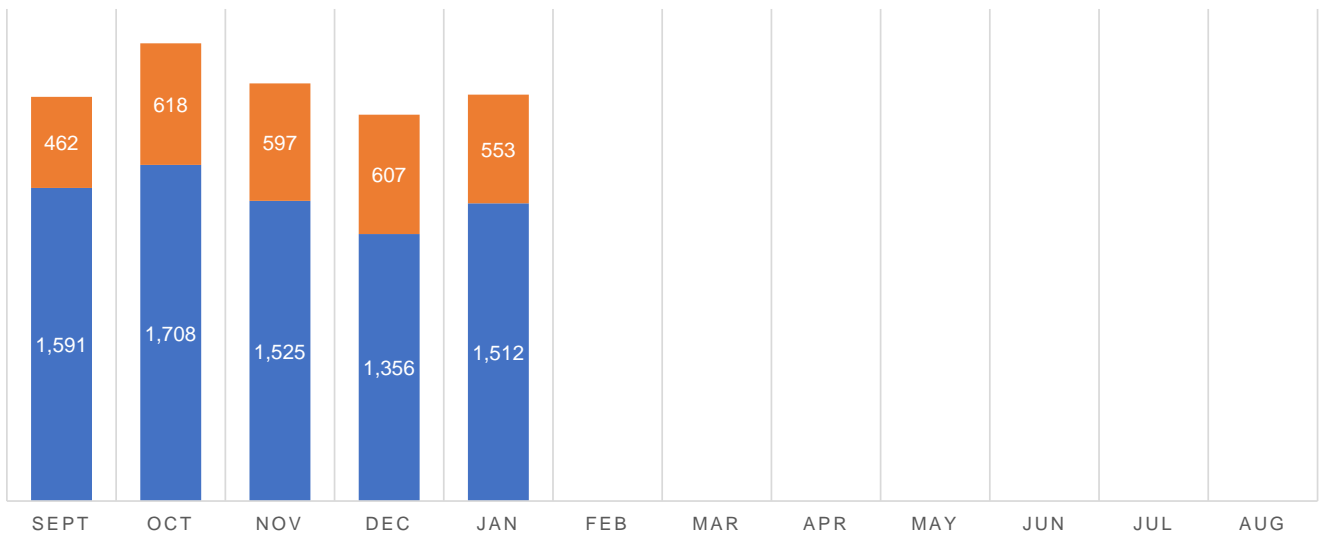
TOTAL OF ALL LICENSE TYPES COMBINED

	TOTAL FY 15	TOTAL FY 16	TOTAL FY 17	Sept. – Jan. FY 18
New Licenses Issued	7,515	8,742	9,346	3,905
New Licenses Issued Online	6,291	7,488	7,979	2,663
Renewed Licenses Issued	31,519	33,475	34,508	12,954
Online Renewals	31,059	33,132	34,211	12,837
% Renewed Online	98%	98%	99%	99%
*Total Population	39,685	42,688	44,952	45,721

*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
March 5, 2018

San Antonio Air Conditioning Contractors Association (ACCA)

- On January 31, Investigator Robert Nino represented TDLR at the San Antonio ACCA HVAC Expo. Investigator Nino manned a booth with City of San Antonio Chief Mechanical Inspector, Jesse Vasquez, and entertained questions from attendees.

Education and Continuing Education

- On December 15, 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

Joseph Cardona- ACR20170020785

This case resulted in an Agreed Order being signed on January 24, 2018. Mr. Cardona who was an Air Conditioning and Refrigeration Technician, showed up to an undercover sting operation conducted by the Department. Mr. Cardona offered to perform work at the location by submitting a bid for work. Mr. Cardona agreed to a penalty of \$1,750 to be made in monthly payments. Of which, \$500 has already been collected.

Tony D. Henry – ACR20170012684

This case resulted in a Default Order being signed on January 4, 2018. Mr. Henry was never licensed by the Department. Mr. Henry offered to perform air condition and refrigeration contracting at a jobsite. Mr. Henry was paid \$2,870 of the \$3,570 contract, but never performed any work. No response was received by the Department from Mr. Henry. As a result, a Default Order was entered against Mr. Henry in the amount of \$5,000. The case is currently with our General Counsel's office for debt collections.

Jules Williams – ACR201700016906

This case resulted in an Agreed Order being signed on January 23, 2018. Ms. Williams failed to provide proper installation of an air conditioning system by failing to properly support the plenum, failing to properly seal the duct connections and, failing to properly size the evaporator cooling coil. Mr. Williams agreed to pay reduced fine of \$3,000 and take an additional 8 hours of continuing education. The administrative penalty has been paid in full at the time the agreement was made.

Jeffrey Moore – ACR20160015322

This case resulted in a Default Order being signed on January 23, 2018. Mr. Moore is a Air conditioning and refrigeration technician. Mr. Moore on two separate occasions performed work at two separate jobsites without having the required Air Conditioning and Refrigeration Contractor License. Mr. Moore did not respond to the Notice letter sent to his address of record with the Department. As a result, a Default order was entered against Mr. Moore for \$8,000.

Jorge Santos – ACR20170020726

This case resulted in an Agreed Order being signed on January 24, 2018. Mr. Santos does not hold a license with the Department. Mr. Santos showed up to an undercover sting operation conducted by the Department. After visiting the sting location, Mr. Santos followed up with a text bid to the Department stating he could perform the job for \$1,800. Mr. Santos agreed to pay a reduced penalty of \$1,750, of which, \$250 has been collected.

Key Statistics – Fiscal Year 2018

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

<u>Statistic</u>	<u>ACR</u>	<u>TDLR</u>
• Number of cases opened:	408	3,852
• Number of cases resolved:	286	3,831
• Number of Agreed Orders:	29	612
• Total amount of penalties assessed:	\$162,500	\$1,400,375
• Total amount of penalties collected:	\$25,412	\$530,286

AIR CONDITIONING & REFRIGERATION CONTRACTORS ADVISORY BOARD MARCH 5, 2018

CURRENT UPDATES

EDUCATION, EXAMINATION, AND SCHOOL SERVICES

NEW TECHNOLOGY

We are glad to welcome Dynamics, a new software that is replacing Touchpoint, our e-mail communication technology. Dynamics will allow us to filter e-mails by program.

PERSONNEL UPDATES



Jennifer Prinz comes to us from DSHS where she was the acting Team Lead for various programs including Mold a program being transferred to TDLR. She has experience in Provider applications, examination development and administration including knowledge on research, workload/performance measures, Criminal background checks and proficient with the VERSA system.



Please help us welcome our new Education Inspector for the North Region, **Amy Henshaw**. Amy joined the agency on January 3, 2018.

Amy graduated from the University of Texas at Arlington with a bachelor and Masters in Criminal Justice. She holds a Cosmetology License and a Texas Civil Process Server Certification from the Executive Services and Investigators School. Amy career has gain her experience in home and facility inspections for alleged child abuse with the Texas Department of Family and Protective Services. Amy was the Manager for Procuts salon in Hurst TX. Please help us welcome Amy to the team.



Please help us welcome **Angela "Angie" Schmidt**. She will take on the Driver, Offender and Safety Education Team Lead position effective January 16, 2018.

Angela's Bachelor's degree is from Cameron University where she majored in Criminal Justice. She also has an Associate of Science degree from Lawton, Ok in Law Enforcement. Angela has worked for the Oklahoma Department of Human Services as a Child Welfare Supervisor for 7 years. She moved to Texas and worked at the Texas Department of Public Safety, as a Program Supervisor for the Handgun Licensing.

She has scheduled, developed and provided instructional classes for more than 4,000 instructors. Angela's educational presentation skills for schools and community organizations will be an asset for TDLR's DES and Offender education industries.

EDUCATION AND EXAMINATION STATISTICS AND TRENDS

AIR CONDITIONING & REFRIGERATION CONTRACTORS EXAMINATION STATISTICS (AS OF JANUARY 31, 2018)

2018	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
PASS	65	101	120	286	125	66		191				0				0	477
FAIL	97	146	151	394	169	127		296				0				0	690
TOTAL	162	247	271	680	294	193		487				0				0	1,167
RATE	40.1%	40.9%	44.3%	42.1%	42.5%	34.2%		39.2%				0.0%				0.0%	40.9%

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 JANUARY 31, 2018)

SEPTEMBER - - OCTOBER - NOVEMBER				1 ST QUARTER	
LICENSE TYPE	PASS	FAIL	TOTAL	RATE	
ENVIRONMENTAL A	118	140	258	45.74%	
ENVIRONMENTAL B	83	172	255	32.55%	
COMMERCIAL REFRIGERATION A	62	47	109	56.88%	
COMMERCIAL REFRIGERATION B	23	35	58	39.66%	
TOTAL	286	394	680	42.06%	

DECEMBER - - JANUARY - - FEBRUARY				2 ND QUARTER	
LICENSE TYPE	PASS	FAIL	TOTAL	RATE	
ENVIRONMENTAL A	74	87	161	45.96%	
ENVIRONMENTAL B	55	158	213	25.82%	
COMMERCIAL REFRIGERATION A	47	33	80	58.75%	
COMMERCIAL REFRIGERATION B	15	18	33	45.45%	
TOTAL	191	296	487	39.22%	

MARCH - - APRIL - - MAY				3 RD QUARTER	
LICENSE TYPE	PASS	FAIL	TOTAL	RATE	
ENVIRONMENTAL A					
ENVIRONMENTAL B					
COMMERCIAL REFRIGERATION A					
COMMERCIAL REFRIGERATION B					
TOTAL	0	0	0	0.0%	

JUNE - - JULY - - AUGUST				4 TH QUARTER	
LICENSE TYPE	PASS	FAIL	TOTAL	RATE	
ENVIRONMENTAL A					
ENVIRONMENTAL B					
COMMERCIAL REFRIGERATION A					
COMMERCIAL REFRIGERATION B					
TOTAL	0	0	0	0.0%	

**AIR CONDITIONING & REFRIGERATION CONTRACTORS - CONTINUING EDUCATION STATISTICS
(AS OF JANUARY 31, 2018)**

FY 2018	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
COURSE APPROVAL ISSUED	14	8	8	30	3	3		6				0				0	36
TOTAL COURSES	99	98	102	102	104	104		104				0				0	104
***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
March 5th, 2018

- January 31st, facilitated ACR Workgroup meeting to discuss *ACR Workgroup - Contractor Licensing Structure and Requirements*
- Continued progress on ACR Bill Implementation team including draft FAQs, forms development, programming considerations, and review of any proposed bill implementation rule responses.
- Compliance staff continues to provide ongoing support to the Customer Service, Licensing, Enforcement, and Education/Examination Divisions with Exam Development scheduled for late March. Any Subject Matter Experts (SME) interested in participating, forms are available through our Education & Examination Division.
- ACR Program Specialist position - keeping our fingers crossed, will await applications, and be prepared to schedule interviews ASAP.