



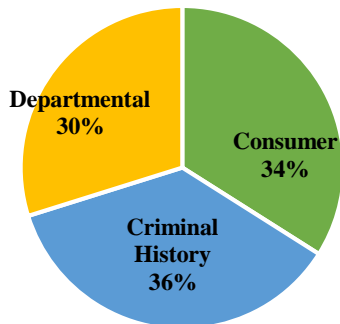
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

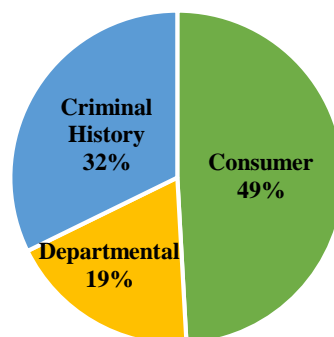
Barbering (BAR)

Key Statistics	BAR Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	32,872	832,593
Complaints Received	1,802	37,043
Cases Opened	724	10,902
Cases Closed	686	10,113
Average Time to Close (days)	115.03	151.96
% of Cases Resolved Within 6 Months	77.70%	68.52%
% of Cases Resulting in Disciplinary Action	31%	21%
Open Cases Pending at End of Fiscal Year	236	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	17	204
Number of Contested Cases Heard at SOAH	7	92
Formal Case Outcomes	BAR Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	3	51
Default Orders	106	614
Agreed Orders	85	1,254
Average Penalty Assessed on Orders	\$1,565.41	\$2,092.92
Total Penalties Assessed	\$261,850.00	\$3,452,750
Licenses Revoked (Disciplinary)	23	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	37	358
Cases Heard in District Court	0	1
Informal Case Actions	BAR Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	0	\$324,299
Warning Letters	97	1,500
Other Informal Resolutions	364	6,434
Cease & Desist Orders	5	38

**Source of BAR Cases Opened
Fiscal Year 2019**



**Source of All Cases Opened
Fiscal Year 2019**





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Top 10 BAR Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Criminal History	269
Shop employing unlicensed operator	118
No barber license	112
No barber shop license	76
Unlicensed operator works in shop	33
Implements not properly cleaned	24
Failed to comply with an order	14
Failed to pay dishonored check	9
Accounting wrong hours to students	9
Shop license expired	9

Top 10 BAR Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Shop employing unlicensed operator	65
No barber license	62
Criminal History	36
No barber shop license	17
Failed to comply with an order	16
Implement not properly cleaned	5
Failed to pay dishonored check	4
No disinfectant or diluted/soiled	4
Advertised as barber when not	3
Failed to cooperate with Department	3