



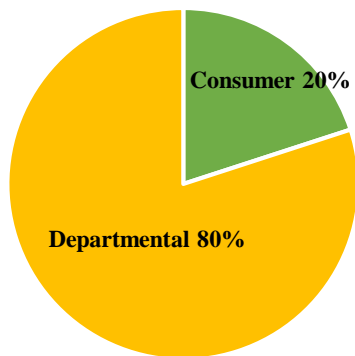
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

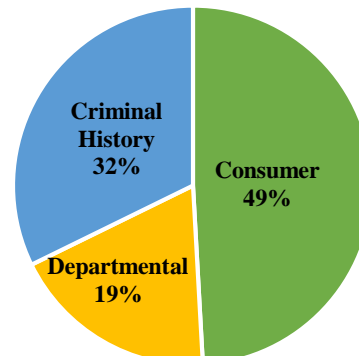
Boilers and Boiler Safety (BLR)

Key Statistics	BLR Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	53,492	832,593
Complaints Received	11	37,043
Cases Opened	5	10,902
Cases Closed	5	10,113
Average Time to Close (days)	148.40	151.96
% of Cases Resolved Within 6 Months	80.00%	68.52%
% of Cases Resulting in Disciplinary Action	60%	21%
Open Cases Pending at End of Fiscal Year	6	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	1	204
Number of Contested Cases Heard at SOAH	1	92
Formal Case Outcomes	BLR Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	0	614
Agreed Orders	3	1,254
Average Penalty Assessed on Orders	\$2,583.33	\$2,092.92
Total Penalties Assessed	\$7,750.00	\$3,452,750
Licenses Revoked (Disciplinary)	0	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	0	358
Cases Heard in District Court	0	1
Informal Case Actions	BLR Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0.0	\$324,299
Warning Letters	0	1,500
Other Informal Resolutions	2	6,434
Cease & Desist Orders	0	38

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



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





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Top BLR Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Operated without certificate	3
Operated unregistered boiler	2
Failed to file extension within 30 days of expiration	2
Inspector bad report/untrustworthy	1

Top BLR Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Failed to file extension within 30 days of expiration	1
Failed to have inspection	1
Operated without certificate	1
Boiler in unsafe condition	1