



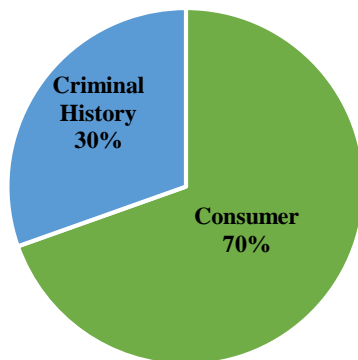
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

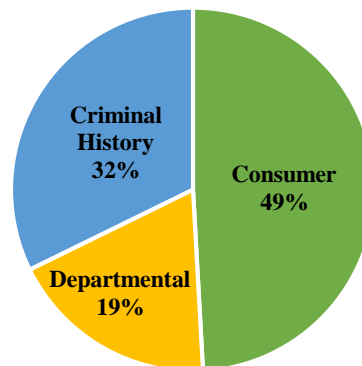
Code Enforcement Officers (CEO)

Key Statistics	CEO Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	2,543	832,593
Complaints Received	328	37,043
Cases Opened	23	10,902
Cases Closed	32	10,113
Average Time to Close (days)	100.81	151.96
% of Cases Resolved Within 6 Months	81.25%	68.52%
% of Cases Resulting in Disciplinary Action	3%	21%
Open Cases Pending at End of Fiscal Year	13	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	204
Number of Contested Cases Heard at SOAH	0	92
Formal Case Outcomes	CEO Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	0	614
Agreed Orders	1	1,254
Average Penalty Assessed on Orders	\$1,875.00	\$2,092.92
Total Penalties Assessed	\$1,875.00	\$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	CEO Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0.0	\$324,299
Warning Letters	4	1,500
Other Informal Resolutions	27	6,434
Cease & Desist Orders	0	38

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



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





TEXAS DEPARTMENT OF LICENSING AND REGULATION
Enforcement Division

Top CEO Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Fraud/Deceit or misleading statement	8
Criminal History	7
Unlicensed Activity	4
Gross negligence	3
Falsified reports	1

Top CEO Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Unlicensed activity	1