



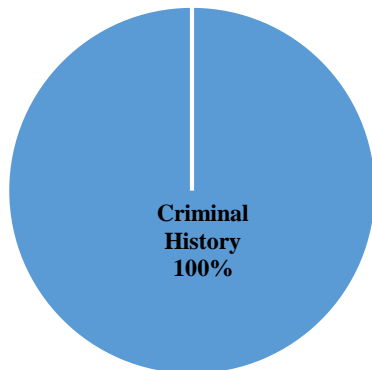
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

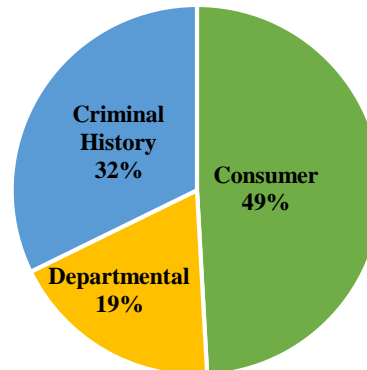
Sanitarians (SAN)

Key Statistics	SAN Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	1,283	832,593
Complaints Received	84	37,043
Cases Opened	1	10,902
Cases Closed	2	10,113
Average Time to Close (days)	67.50	151.96
% of Cases Resolved Within 6 Months	100.00%	68.52%
% of Cases Resulting in Disciplinary Action	0%	21%
Open Cases Pending at End of Fiscal Year	2	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	SAN Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	0	614
Agreed Orders	0	1,254
Average Penalty Assessed on Orders	\$0.0	\$2,092.92
Total Penalties Assessed	\$0.0	\$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	SAN 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 SAN Cases Opened
Fiscal Year 2019**



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





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Enforcement Division

SAN Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Criminal History	1

SAN Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2019 for the SAN program	N/A