



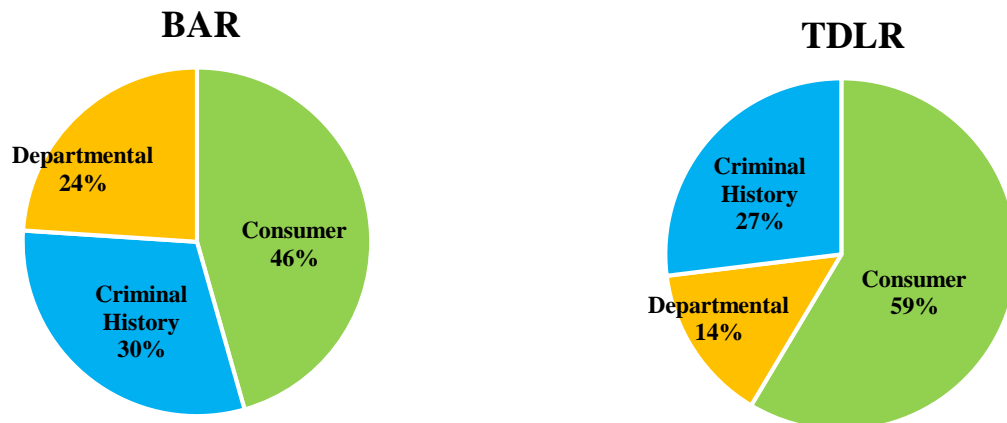
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Barbering (BAR)

Key Statistics	BAR Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	34,600	823,189
Complaints Received	1,689	32,683
Cases Opened	726	10,465
Cases Closed	697	9,763
Average Time to Close (days)	111.90	157.58
% of Cases Resolved Within 6 Months	77.76%	68.64%
% of Cases Resulting in Disciplinary Action	21.13%	13.48%
Open Cases Pending at End of Fiscal Year	303	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	4	140
Number of Contested Cases Heard at SOAH	3	63
Formal Case Outcomes	BAR Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	1	28
Default Orders	44	339
Agreed Orders	88	853
Average Penalty Assessed on Orders	\$1,711.71	\$2,199.86
Total Penalties Assessed	\$215,675.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	3	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	22	240
Cases Heard in District Court	0	2
Informal Case Actions	BAR Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	116	1,615
Other Informal Resolutions	427	6,749
Cease & Desist Orders	10	46

Source of Cases Opened Fiscal Year 2020





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Top 10 BAR Alleged Violations at Opening

Fiscal Year 2020	
Alleged Violation at Opening	Count
Criminal History	210
No barber license	123
Violation of disaster ordinance/order	109
No barber shop license	66
Shop employing unlicensed operator	54
Shop license expired	28
Unlicensed operator works in shop	19
Implements not properly cleaned	16
Did not have suitable plumbing	12
Operator's license expired	10
Failed to comply with an order	10

Top 10 BAR Violations Resulting in Disciplinary Action

Fiscal Year 2020	
Violation Resulting in Disciplinary Action	Count
Shop employing unlicensed operator	65
No barber license	47
Criminal History	23
No barber shop license	11
Failed to cooperate with department	6
Failed to comply with an order	5
Implements not properly cleaned	5
Failed to withdraw student in 10 day	4
Improperly cleaned floor	2
No instructors on duty	2