



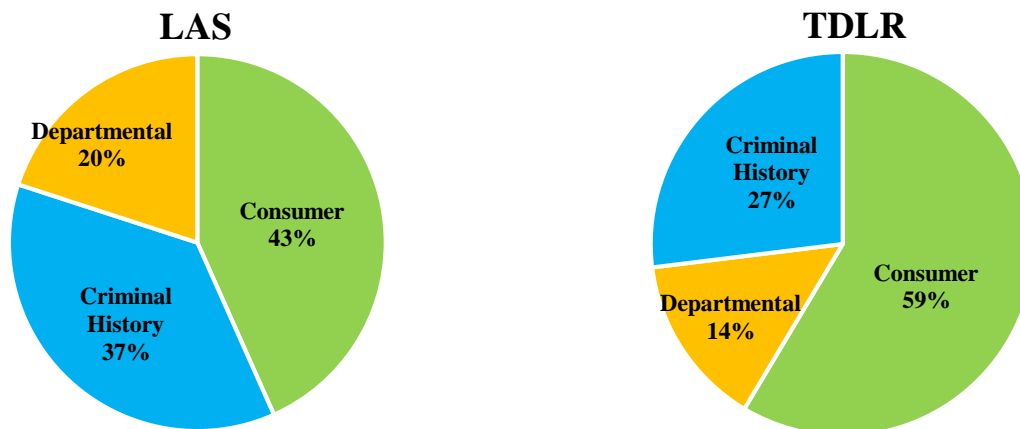
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Laser Hair Removal (LAS)

Key Statistics	LAS Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	3,069	823,189
Complaints Received	426	32,683
Cases Opened	30	10,465
Cases Closed	31	9,763
Average Time to Close (days)	146.10	157.58
% of Cases Resolved Within 6 Months	58.06%	68.64%
% of Cases Resulting in Disciplinary Action	3.23%	13.48%
Open Cases Pending at End of Fiscal Year	14	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	LAS Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	0	339
Agreed Orders	1	853
Average Penalty Assessed on Orders	\$750.00	\$2,199.86
Total Penalties Assessed	\$750.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	LAS Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	4	1,615
Other Informal Resolutions	26	6,749
Cease & Desist Orders	0	46

Source of Cases Opened Fiscal Year 2020





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LAS Alleged Violations at Opening

Fiscal Year 2020	
Alleged Violation at Opening	Count
Criminal History	9
Unlicensed Facility	6
Unlicensed technician	4
Violation of disaster ordinance/order	2
Failed to pay dishonored check	2
Failed to wear protective eyewear	2
Failed to post warning signs	1

LAS Violations Resulting in Disciplinary Action

Fiscal Year 2020	
Violation Resulting in Disciplinary Action	Count
Criminal History	1
Unlicensed Facility	1