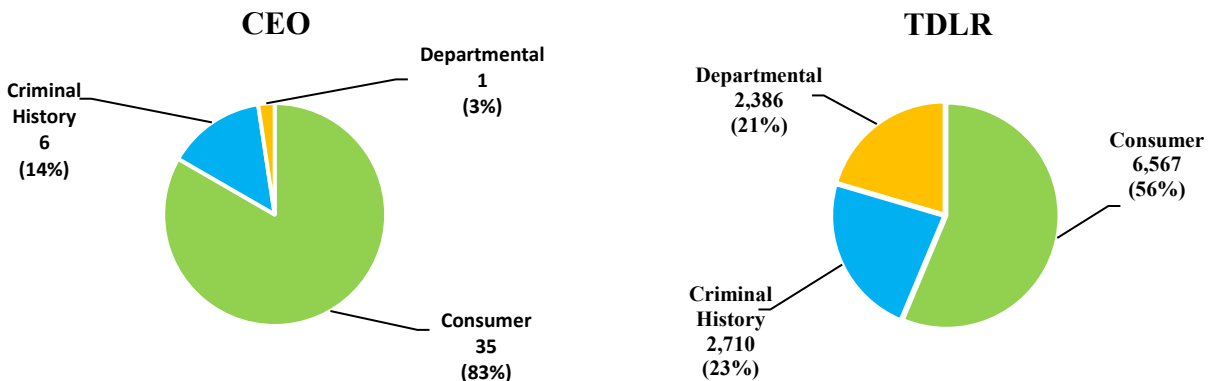


Code Enforcement Officers (CEO)

Key Statistics	CEO Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	2,597	890,735
Complaints Received by Source	216	64,954
<i>Consumer complaints</i>	56	14,098
<i>Department initiated complaints</i>	1	2,368
<i>Criminal History Records reviewed for licensure</i>	159	48,488
Cases Opened	42	11,663
<i>Consumer</i>	35	6,567
<i>Departmental</i>	1	2,386
<i>Criminal History</i>	6	2,710
Cases Closed	44	11,754
Average Time to Close (days)	175.80	215.79
% of Cases Resolved Within 6 Months	63.64%	57.64%
% of Cases Resulting in Disciplinary Action	0.00%	10.81%
Open Cases Pending at End of Fiscal Year	15	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	61
Contested Cases Heard at SOAH	0	30
Formal Case Outcomes	CEO Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	0	1,160
<i>Commission Orders</i>	0	27
<i>Default Orders</i>	0	384
<i>Agreed Orders</i>	0	749
Average Penalty Assessed on Orders	\$0.00	\$2,231.30
Total Penalties Assessed	\$0.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	0	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	182
Cases Heard in District Court	0	7
Informal Case Actions	CEO Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$0.00	\$390,011.62
Warning Letters	3	3,378
Other Informal Resolutions	41	7,108
Cease & Desist Orders	0	17

Cases Opened Fiscal Year 2022



CEO Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Unlicensed activity	19
Gross negligence	10
Fraud, deceit, or misleading statement	8
Criminal history	6
Failed to pay dishonored check	1

CEO Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2022 for the CEO program	N/A