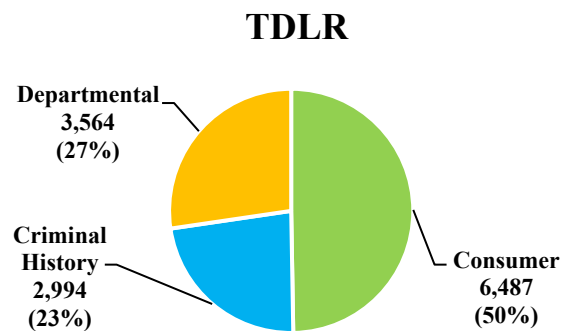
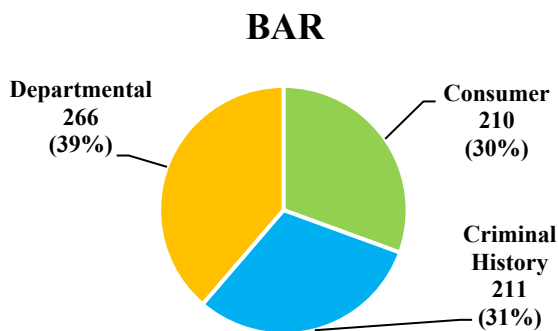


Barbering (BAR)

Key Statistics	BAR Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	4,684	111,084
<i>Consumer complaints</i>	757	14,240
<i>Department initiated complaints</i>	246	3,535
<i>Criminal History Records reviewed for licensure</i>	3,681	93,309
Cases Opened	687	13,045
<i>Consumer</i>	210	6,487
<i>Departmental</i>	266	3,564
<i>Criminal History</i>	211	2,994
Cases Closed	600	11,284
Average Time to Close (days)	212.91	215.01
% of Cases Resolved Within 6 Months	50.83%	55.52%
% of Cases Resulting in Disciplinary Action	18.00%	12.46%
Open Cases Pending at End of Fiscal Year	470	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	4	68
Contested Cases Heard at SOAH	2	28
Formal Case Outcomes	BAR Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	97	1,329
<i>Agreed Orders</i>	57	843
<i>Commission Orders</i>	2	12
<i>Default Orders</i>	38	472
Average Penalty Assessed on Orders	\$1,739.95	\$2,217.58
Total Penalties Assessed	\$168,775.00	\$2,947,160.00
Total Penalties Collected	\$66,225.000	\$1,451,668.00
Licenses Revoked (Disciplinary)	1	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	18	145
Cases Heard in District Court	0	2
Informal Case Actions	BAR Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	186	2,757
Other Informal Resolutions	305	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



Top 10 BAR Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Criminal history	212
No barber license	146
Shop employed unlicensed operator	128
No barber shop license	75
Unlicensed operator worked in shop	52
Shop license expired	34
Implements not properly cleaned	26
Failed to withdraw student within 10-days	17
Failed to cooperate with department	13
Failed to submit record of hours	12

Top 10 BAR Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Shop employing unlicensed operator	43
No barber license	27
Criminal history	18
No barber shop license	11
No disinfectant, or the solution was diluted or soiled	5
Implements not properly cleaned	5
Shop license expired	4
School improperly credited hours	3
Accounted wrong hours to students	3
Failed to cooperate with department	3