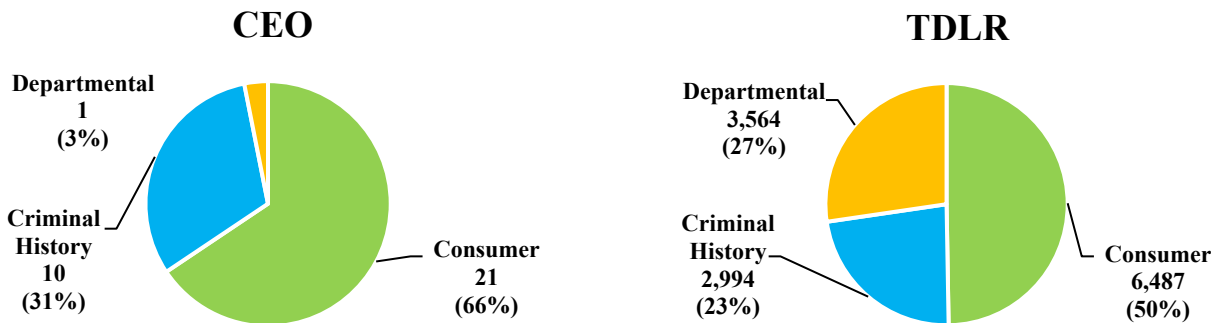


Code Enforcement Officers (CEO)

| Key Statistics | CEO Fiscal Year 2023 | TDLR Fiscal Year 2023 |
|--|-----------------------------|------------------------------|
| Complaints Received by Source | 658 | 111,084 |
| Consumer complaints | 65 | 14,240 |
| Department initiated complaints | 1 | 3,535 |
| Criminal History Records reviewed for licensure | 592 | 93,309 |
| Cases Opened | 32 | 13,045 |
| Consumer | 21 | 6,487 |
| Departmental | 1 | 3,564 |
| Criminal History | 10 | 2,994 |
| Cases Closed | 32 | 11,284 |
| Average Time to Close (days) | 104.69 | 215.01 |
| % of Cases Resolved Within 6 Months | 78.13% | 55.52% |
| % of Cases Resulting in Disciplinary Action | 0.00% | 12.46% |
| Open Cases Pending at End of Fiscal Year | 15 | 8,304 |
| Cases Referred to the State Office of Administrative Hearings (SOAH) | 0 | 68 |
| Contested Cases Heard at SOAH | 0 | 28 |
| Formal Case Outcomes | CEO Fiscal Year 2023 | TDLR Fiscal Year 2023 |
| Final Orders | 0 | 1,329 |
| Agreed Orders | 0 | 843 |
| Commission Orders | 0 | 12 |
| Default Orders | 0 | 472 |
| Average Penalty Assessed on Orders | \$0.00 | \$2,217.58 |
| Total Penalties Assessed | \$0.00 | \$2,947,160.00 |
| Total Penalties Collected | \$0.00 | \$1,451,668.00 |
| Licenses Revoked (Disciplinary) | 0 | 58 |
| Licenses Suspended (Disciplinary) | 0 | 4 |
| Licenses Denied/Suspended/Revoked (Criminal History) | 0 | 145 |
| Cases Heard in District Court | 0 | 2 |
| Informal Case Actions | CEO Fiscal Year 2023 | TDLR Fiscal Year 2023 |
| Consumer Restitution | \$0.00 | \$272,187.43 |
| Warning Letters | 2 | 2,757 |
| Other Informal Resolutions | 30 | 7,121 |
| Cease & Desist Orders | 0 | 8 |

Cases Opened Fiscal Year 2023



CEO Alleged Violations at Opening

| Fiscal Year 2023 | |
|--|--------------|
| Alleged Violation at Opening | Count |
| Unlicensed activity | 12 |
| Criminal history | 10 |
| Gross negligence | 7 |
| Fraud, deceit, or misleading statement | 5 |

CEO Violations Resulting in Disciplinary Action

| Fiscal Year 2023 | |
|--|--------------|
| Violation Resulting in Disciplinary Action | Count |
| There were no violations resulting in Disciplinary Action for Fiscal Year 2023 for the CEO Program | N/A |