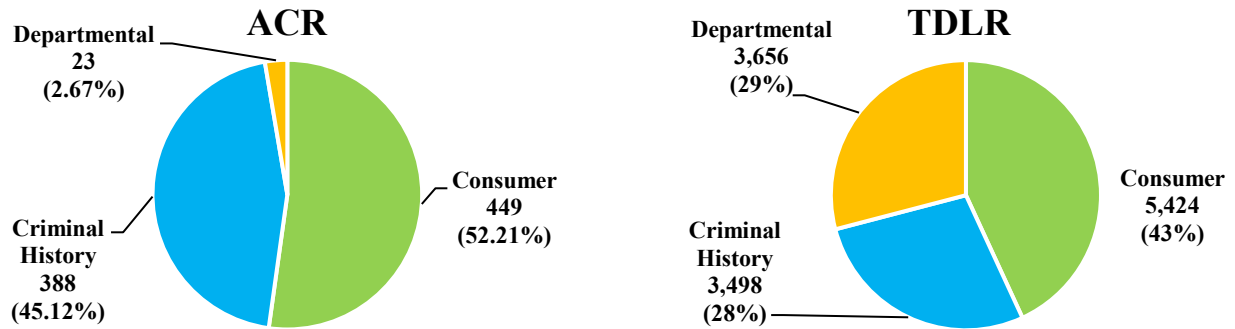


Air Conditioning and Refrigeration (ACR)

Key Statistics	ACR Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	15,850	122,942
<i>Consumer complaints</i>	859	13,669
<i>Department initiated complaints</i>	24	3,733
<i>Criminal History Records reviewed for licensure</i>	14,967	105,540
Cases Opened	860	12,578
<i>Consumer</i>	449	5,424
<i>Departmental</i>	23	3,656
<i>Criminal History</i>	388	3,498
Cases Closed	738	13,449
<i>Consumer</i>	352	5,511
<i>Departmental</i>	17	4,554
<i>Criminal History</i>	369	3,384
Average Time to Close (days)	250.24	199.58
% of Cases Resolved Within 6 Months	57.45%	57.67%
% of Cases Resulting in Disciplinary Action	10.16%	9.56%
% of Cases Not Resulting in Disciplinary Action	89.84%	90.44%
Open Cases Pending at End of Fiscal Year	677	7,433
Cases Referred to SOAH	5	52
Contested Cases Heard at SOAH	2	22
Formal Case Outcomes	ACR Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	75	1,287
<i>Agreed Orders</i>	21	672
<i>Commission Orders</i>	0	14
<i>Default Orders</i>	41	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	13	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$3,070.56	\$3,205.97
Total Penalties Assessed	\$190,375.00	\$3,792,665.00
Total Penalties Collected	\$30,375.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	2	110
<i>Licenses Revoked (Disciplinary)</i>	2	103
<i>Licenses Suspended (Disciplinary)</i>	0	7
Licenses Denied/Suspended/Revoked (Criminal History)	21	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	ACR Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$71,116.19	\$402,875.87
Warning Letters	86	4,907
Other Cases Closed without Disciplinary Actions	577	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



Top 10 ACR Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Criminal history	390
Mechanical integrity code issue	292
Misrepresentation of service	153
Contracted without a license	93
Made fraudulent statement	13
Failed to comply with an order	11
Failed to obtain permit	10
Required information was not on proposal or invoice	9
Failed to include license number on invoice	8
Failed to pay dishonored check	5

ACR Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
Contracted without a license	37
Criminal history	21
Mechanical integrity code issue	7
Made fraudulent statement	3
Failed to comply with an order	2
Required information was not on proposal or invoice	2
Failed to give insurance information upon request	1
Failed to obtain permit	1
Allowed another individual to use license	1
Misrepresentation of service	1
Used a license not assigned to company	1