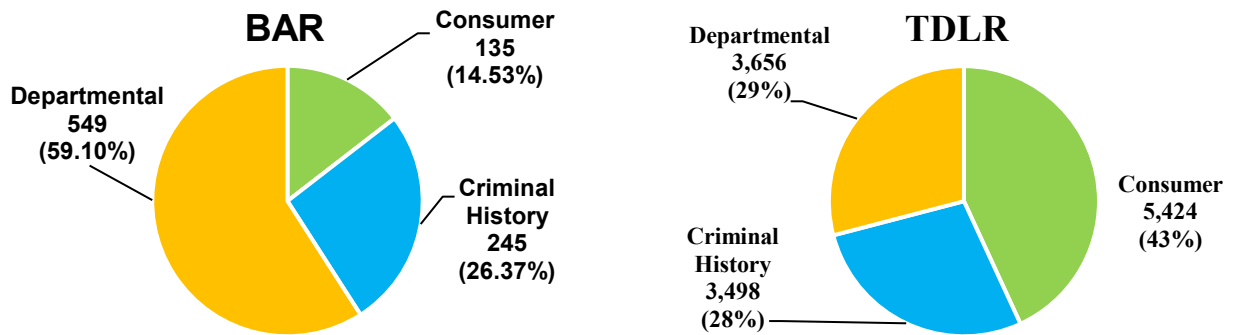


Barbering (BAR)

Key Statistics	BAR Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	4,669	122,942
<i>Consumer complaints</i>	751	13,669
<i>Department initiated complaints</i>	565	3,733
<i>Criminal History Records reviewed for licensure</i>	3,353	105,540
Cases Opened	929	12,578
<i>Consumer</i>	135	5,424
<i>Departmental</i>	549	3,656
<i>Criminal History</i>	245	3,498
Cases Closed	1,142	13,449
<i>Consumer</i>	257	5,511
<i>Departmental</i>	649	4,554
<i>Criminal History</i>	236	3,384
Average Time to Close (days)	155.32	199.58
% of Cases Resolved Within 6 Months	66.81%	57.67%
% of Cases Resulting in Disciplinary Action	9.19%	9.56%
% of Cases Not Resulting in Disciplinary Action	90.81%	90.44%
Open Cases Pending at End of Fiscal Year	257	7,433
Cases Referred to SOAH	0	52
Contested Cases Heard at SOAH	0	22
Formal Case Outcomes	BAR Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	105	1,287
<i>Agreed Orders</i>	40	672
<i>Commission Orders</i>	1	14*
<i>Default Orders</i>	52	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	12	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$2,175.81	\$3,205.97
Total Penalties Assessed	\$202,350.00	\$3,792,665.00
Total Penalties Collected	\$55,955.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	14	110
<i>Licenses Revoked (Disciplinary)</i>	12	103
<i>Licenses Suspended (Disciplinary)</i>	2	7
Licenses Denied/Suspended/Revoked (Criminal History)	17	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	BAR Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$0.00	\$402,875.87
Warning Letters	655	4,907
Other Cases Closed without Disciplinary Actions	382	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



Top BAR Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Criminal history	246
Shop employed unlicensed operator	213
Failed to have barber license	180
Unlicensed operator worked in shop	73
Failed to properly clean implements	69
Failed to post Department complaint information	52
Failed to have barber shop license	50
Failed to attach photo to license	32
Shop license expired	30
Salon or school was not in clean or good repair	26
Failed to keep required documents	26

Top BAR Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
Shop employed unlicensed operator	29
Failed to have barber license	19
Criminal history	17
Failed to have barber shop license	11
Failed to comply with an order	11
Failed to cooperate with Department	11
Implements were not properly cleaned	7
Failed to use disinfectant or used diluted or soiled disinfectant	6
Chemicals stored in restroom	4
Operator's license expired	3