



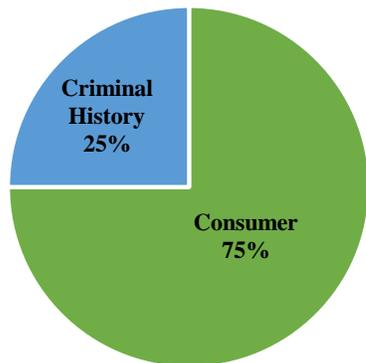
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

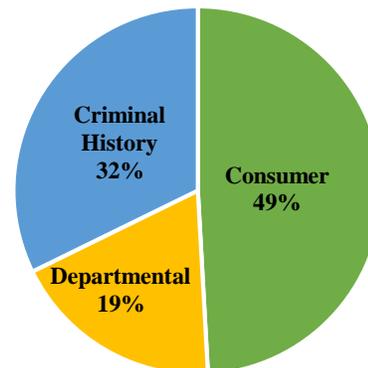
Hearing Instrument Fitters and Dispensers (HFD)

Key Statistics	HFD Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	885	832,593
Complaints Received	171	37,043
Cases Opened	20	10,902
Cases Closed	25	10,113
Average Time to Close (days)	113.60	151.96
% of Cases Resolved Within 6 Months	88.00%	68.52%
% of Cases Resulting in Disciplinary Action	12%	21%
Open Cases Pending at End of Fiscal Year	9	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	2	204
Number of Contested Cases Heard at SOAH	1	92
Formal Case Outcomes	HFD Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	1	51
Default Orders	0	614
Agreed Orders	1	1,254
Average Penalty Assessed on Orders	\$0.0	\$2,092.92
Total Penalties Assessed	\$0.0	\$3,452,750
Licenses Revoked (Disciplinary)	1	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	2	358
Cases Heard in District Court	0	1
Informal Case Actions	HFD Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0.0	\$324,299
Warning Letters	2	1,500
Other Informal Resolutions	20	6,434
Cease & Desist Orders	0	38

**Source of HFD Cases Opened
Fiscal Year 2019**



**Source of All Cases Opened
Fiscal Year 2019**





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Top HFD Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Unethical conduct	5
Unprofessional conduct	5
Criminal History	5
False, misleading & deceptive advertising	3
Unlicensed activity	3
Late, incorrect or no refund	1
Records violation	1

Top HFD Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Criminal History	2
Unprofessional conduct	1