



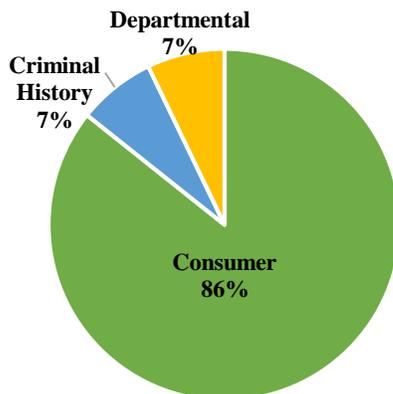
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

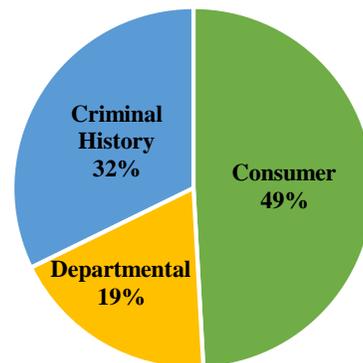
Polygraph Examiners (POL)

Key Statistics	POL Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	258	832,593
Complaints Received	22	37,043
Cases Opened	14	10,902
Cases Closed	7	10,113
Average Time to Close (days)	321.86	151.96
% of Cases Resolved Within 6 Months	14.29%	68.52%
% of Cases Resulting in Disciplinary Action	14%	21%
Open Cases Pending at End of Fiscal Year	6	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	1	204
Number of Contested Cases Heard at SOAH	1	92
Formal Case Outcomes	POL Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	1	51
Default Orders	0	614
Agreed Orders	0	1,254
Average Penalty Assessed on Orders	\$2,000.00	\$2,092.92
Total Penalties Assessed	\$2,000.00	\$3,452,750
Licenses Revoked (Disciplinary)	0	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	0	358
Cases Heard in District Court	0	1
Informal Case Actions	POL Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0.0	\$324,299
Warning Letters	0	1,500
Other Informal Resolutions	6	6,434
Cease & Desist Orders	0	38

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



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





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Enforcement Division

Top 10 POL Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Exams-improper procedures	9
Exams-improper questions	2
Records not produced or made available	2
Criminal History	1
Willful misrepresentation or false promise	1
Exams-Failed to inform results	1
Exams-Unfit subject	1
Failed to retain records	1
Exams- False report	1
Internship-Failed to submit reports	1

Top POL Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Exams-improper questions	1
Did not give license on request	1