

Licensing Division

Staff Report for the Combative Sports Advisory Board September 21, 2021

Personnel Updates

- Ms. Karen Davis join TDLR, Licensing Division and the Safety Regulator Team on July 15, 2021.
- Staff continues to work from home and go into the office on a rotating schedule.
- Licensing Managers go into the office on a rotating schedule.

Statistics

Combative Sports Contestant	FY 20	FY 21
New Licenses	206	198
Total Licensed Population	438	441

Combative Sports Judge	FY 20	FY 21
New Licenses	3	13
Renewed Licenses	41	57
Total Licensed Population	50	72

Combative Sports Manager	FY 20	FY 21
New Licenses	7	10
Renewed Licenses	24	12
Total Licensed Population	32	22

Combative Sports Matchmaker	FY 20	FY 21
New Licenses	1	2
Renewed Licenses	7	5
Total Facilities Licensed Population	9	9

Combative Sports Promoter	FY 20	FY 21
New Licenses	6	10
Renewed Licenses	23	20
Total Facilities Licensed Population	33	32

Combative Sports Referee	FY 20	FY 21
New Licenses	4	3
Renewed Licenses	45	52
Total Facilities Licensed Population	50	57

Combative Sports Second	FY 20	FY 21
New Licenses	391	287
Renewed Licenses	0	443
Total Facilities Licensed Population	1,189	781

Combative Sports Event Coordinator	FY 20	FY 21
New Licenses	0	0
Renewed Licenses	1	1
Total Facilities Licensed Population	1	1

Amateur Combative Sports Association	FY 20	FY 21
New Licenses	2	3
Renewed Licenses	4	5
Total Facilities Licensed Population	7	8

CUSTOMER SERVICE DIVISION

Staff Report for the Combative Sports Advisory Board

September 21, 2021

Personnel Updates

After 15 years of service to TDLR, Director of Customer Service Trey Seals has moved on to pursue other endeavors and we wish him the very best in his pursuits. The impact that he has had on the division and the agency cannot be overstated and we will miss him. Tuan Nguyen, who began working in the Customer Service Division in 2014, is the new Customer Service Director. He officially started his new role on August 16th.

The Customer Service Division has concluded interviews to fill ten Customer Service Representative (CSR) positions and one Quality Training and Performance Analyst (QTPA) position.

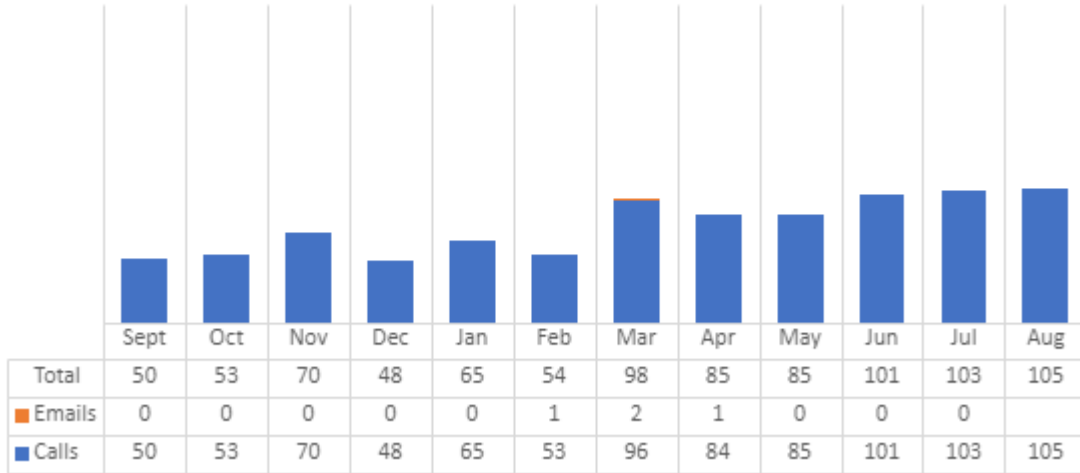
The CSRs selected will be trained to follow a preset call workflow, use the Nice inContact phone system to take calls, and update our Dynamics 365 Customer Resource Management (CRM) system with call notes for each call. CSRs will learn how to escalate customer inquiries that require more research through the CRM to their Team Leads. The details they include in these reports help identify recurring pain points that point process improvement opportunities. CSRs are also trained to use the CRM to send email templates to customers with helpful instructions and links to ensure the same information is being sent to customers and to reduce customer effort in future calls.

The Quality Training and Performance Analyst will join two other QTPAs in creating and producing reports for our division, developing, and delivering onboard training for our CSRs and will assist with special projects and day to day technical troubleshooting.

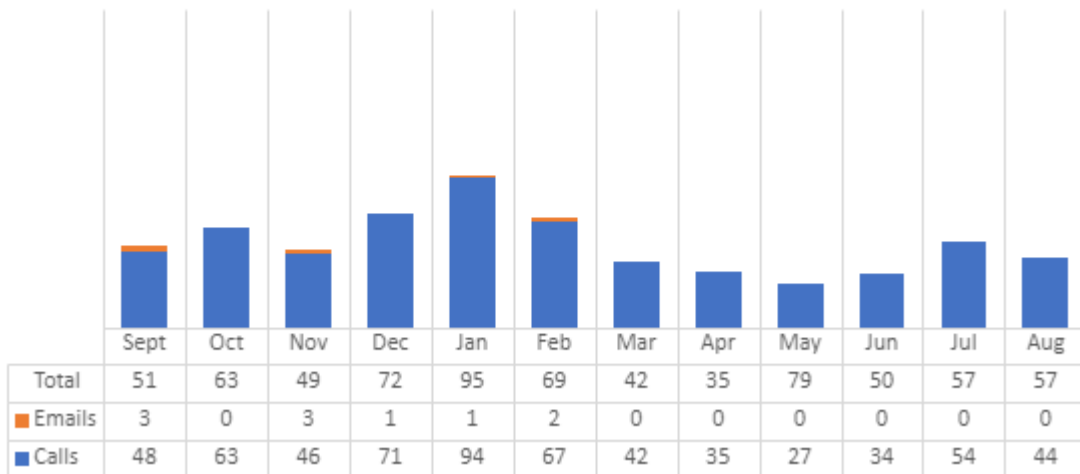
A posting to fill a Customer Service Manager position is coming soon.

Statistics

COMBATIVE SPORTS CUSTOMER SERVICE CONTACTS FISCAL YEAR 2021



COMBATIVE SPORTS CUSTOMER SERVICE CONTACTS FISCAL YEAR 2020



Enforcement Division

Staff Report for the Combative Sports Advisory Board September 21, 2021

Personnel Updates:

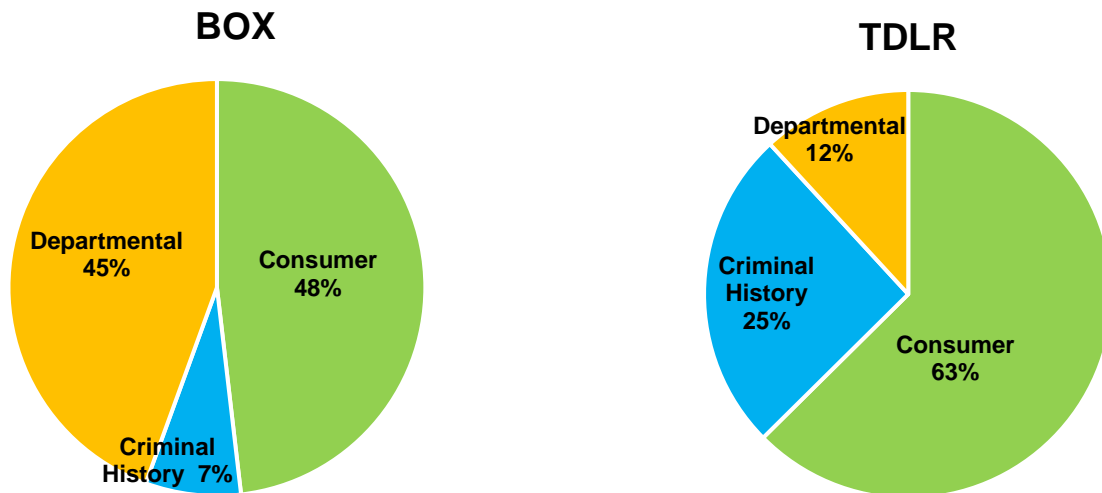
- On January 4th, 2021, Arthur Arevalo was hired to fill the Investigations Manager's position. Art retired from the Austin Police Department after nearly 26 years of service. Since then, he worked for the Travis County Sheriff's Office and more recently served as a Captain with the Texas State University Police Department. We look forward to his contribution to the success of our team as we continue to strengthen the Enforcement division with staff that embraces our mission and shares our dedication to make a positive impact serving the citizens of Texas.
- Three attorneys, Sara McKinney, Rachel Seshan, and Hunter McKinley were hired as Attorney II positions to fill the vacancies created by promotions in the Enforcement Division. These three attorneys will be working our inspections cases and our unlicensed air conditioning and electrical cases. Their hiring's were effective April 15, 2021.
- On August 1, 2021, Cynthia Marple was hired as an Attorney III. She joins TDLR from the Department of Public Safety's office of Regulatory Counsel Division where she prosecuted compliance and enforcement cases. Cynthia is a member of the Transportation Team, which focuses on cases related to Tow, Vehicle Storage Facilities, Driver's Education and Motor Fuels.

Statistics:

Shown below are the Enforcement Performance Measures and key statistics for the Combative Sports (BOX) program and for all TDLR programs combined **through July of Fiscal Year 2021:**

Key Statistic	BOX	TDLR
Cases opened	27	9,133
Cases closed	48	8,423
Average time to close (days)	317.19	209.56
% of cases resolved within 6 months	27.08%	59.74%
% of cases resulting in disciplinary action	52.08%	14.35%
Cases pending at end of July	34	6,560

Source of Cases Opened for Fiscal Year 2021 through July



Case Outcomes	BOX	TDLR
Commission Orders	0	40
Default Orders	20	445
Agreed Orders	6	689
Penalties Assessed	\$426,801.00	\$2,518,566.00
Penalties Collected	\$263,681.00	\$1,098,228.95
Licenses Revoked (Disciplinary)	1	88
Licenses Suspended	1	8
Licenses Denied/Revoked (Criminal History)	0	228
Cease & Desist Orders	0	19
Informally Resolved	22	7,107

Top BOX Alleged Violations at Opening through July of Fiscal Year 2021

Violation:	Count
Promoter - Acted without a license	8
Contestant - Drugs and alcohol	6
Contestant - Acted without a license	4
Referee - Did not act professionally	3
Criminal History	2
Promoter - Failed financial responsibility	2
Promoter - Did not refund tickets	1
Contestant-Refused to provide urine/blood specimen	1
Promoter - Failed to pay tax within 72 hours	1
Judge - Did not act professionally	1
Second - Acted without a license	1
Manager - Acted without a license	1
Match Maker - Acted without a license	1

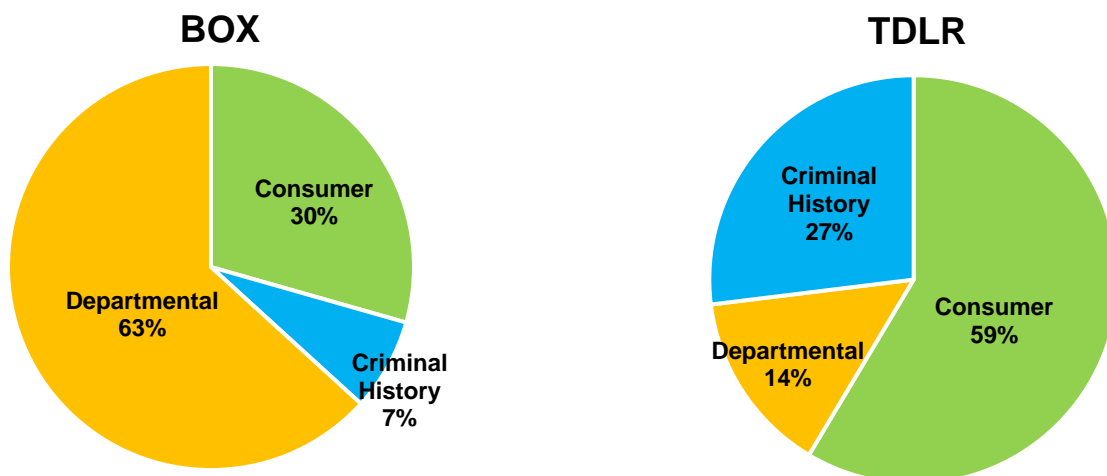
Top BOX Violations Resulting in Disciplinary Action through July of Fiscal Year 2021

Violation:	Count
Contestant -Drugs and alcohol	15
Contestant - Did not fulfill contract	2
Amateur Association-Failed financial responsibility	2
Failed to comply with an order	1
Promoter-Failed financial responsibility	1
Promoter-No, wrong or incomplete report of tickets	1
Promoter - Failed to pay tax within 72 hours	1

Shown below are the Enforcement Performance Measures and key statistics for the Combative Sports (BOX) program and for all TDLR programs combined for **Fiscal Year 2020**:

Key Statistic	BOX	TDLR
Cases opened	68	10,465
Cases closed	73	9,763
Average time to close (days)	267.56	157.58
% of cases resolved within 6 months	46.58%	68.64%
% of cases resulting in disciplinary action	45.21%	13.48%
Cases pending at the end of Fiscal Year 2020	55	5,850

Source of Cases Opened Fiscal Year 2020



Case Outcomes	BOX	TDLR
Commission Orders	0	28
Default Orders	18	339
Agreed Orders	15	853
Penalties Assessed	\$46,131.00	\$2,360,451.00
Penalties Collected	\$9,020.00	\$1,296,792.16
Licenses Revoked (Disciplinary)	3	62
Licenses Suspended	1	3
Licenses Denied/Revoked (Criminal History)	0	240
Cease & Desist Orders	0	46
Informally Resolved	40	8,365

Top 10 BOX Alleged Violations at Opening for Fiscal Year 2020

Violation:	Count
Contestant - Drugs and alcohol	33
Criminal History	5
Promoter - Contestant not licensed 72 hrs before	4
Promoter - Failed financial responsibility	3
Referee - Did not exercise authority	3
Promoter - Did not provide insurance proof	3
Referee - Did not stop contest	2
Match Maker - Acted without a license	2
Promoter - Failed to pay tax within 72 hours	2
Promoter - Acted without a license	2

Top BOX Violations Resulting in Disciplinary Action for Fiscal Year 2020

Violation:	Count
Contestant - Drugs and alcohol	27
Promoter - Failed financial responsibility	4
Contestant - Failed to comply with an order	3
Promoter – Acted without a license	2
Contestant - Did not fulfill contract	1

Case Highlights:

- South Texas Fighting Championships

On September 2, 2020, a Default Order was entered against South Texas Fighting Championships that assessed an administrative penalty of \$3,000 and restitution of \$1,104. The Department cited South Texas Fighting Championships for failure to bear all financial responsibility for an event.

- Big Card Promotions LLC

On September 2, 2020, a Default Order was entered against Big Card Promotions LLC that assessed an administrative penalty of \$5,000. The Department cited Big Card Promotions LLC for failure to submit a verified tax report within three business days of an event and for failure to pay the tax imposed on an event.

- Henry Arredondo III

On October 28, 2020, an Agreed Order was entered against Henry Arredondo III that assessed an administrative penalty of \$2,500. The Department cited Henry Arredondo III for a positive drug test for a narcotic and for providing a diluted urine sample for drug testing.

- Christopher Lionel Lee Saenz

On September 15, 2020, a Default Order was entered against Christopher Lionel Lee Saenz that assessed an administrative penalty of \$1,000. The Department cited Christopher Lionel Lee Saenz for a positive drug test for a cannabinoid (marijuana).

- Rojelio Narvaez, Jr.

On April 1, 2021, a Default Order was entered against Rojelio Narvaez, Jr. that assessed an administrative penalty of \$500. The Department cited Rojelio Narvaez, Jr. for failure to inform the Executive Director of the usage of prescribed or over the counter medication at least 24 hours before the event.

Regulatory Program Management Division Staff Report for the Combative Sports Advisory Board September 21, 2021

Personnel Updates

Combative sports event specialist personnel remain at eight since our last advisory board meeting. On August 31, 2021, Lee Parham, Deputy Director for Regulatory Program Management Division retired after 30 plus years' service to the state. Charlotte Melder is the director for Regulatory Program Management Division.

Statistics

Sep 1, 2019 – Aug 31, 2020

Amateur MMA – 15
Boxing – 25
MMA – 13
Muay Thai – 0

Promoter Meetings
Professional – 4
Amateur – 2

Sep 1, 2020 – Aug 31, 2021

Amateur MMA- 4
Boxing - 24
MMA - 12
Combo - 5

Promoter Meetings.
Professional - 6
Amateur – 0

Current Projects

- Combative Sports staff has been working with promoters to ensure events to be as safe as practically possible.
- Providing information to licensees who license have been deregulated.
- Issuing contracts to Combative Sports contract inspectors for FY 22.
- Developing a spreadsheet to keep track of corner personal.
- We will continue to monitor positive test rates and hospitalization rates in the area where events are scheduled.

Outreach

- Events started up again in October of 2020 and after a spike in COVID cases Combative Sports took February 2021 off to regroup and monitor Covid cases.
- Combative Sports program in FY 21 had five mega events (2 Canelo boxing events, 1 Errol Spence boxing event and 2 UFC MMA events.)