

Licensing Division

Staff Report for the Combative Sports Advisory Board

December 15, 2021

Personnel Updates

- Team member Irma Mendoza last day with TDLR was on November 5, 2021. We miss her and wish her well on her new journey.

Statistics

Combative Sports Contestant	FY 21	FY 22
New Licenses	198	114
Total Licensed Population	441	657

Combative Sports Judge	FY 21	FY 22
New Licenses	13	1
Renewed Licenses	57	8
Total Licensed Population	72	74

Combative Sports Manager	FY 21	FY 22
New Licenses	10	4
Renewed Licenses	12	2
Total Licensed Population	22	27

Combative Sports Matchmaker	FY 21	FY 22
New Licenses	2	0
Renewed Licenses	5	0
Total Facilities Licensed Population	9	8

Combative Sports Promoter	FY 21	FY 22
New Licenses	10	0
Renewed Licenses	20	4
Total Facilities Licensed Population	32	36

Combative Sports Referee	FY 21	FY 22
New Licenses	3	0
Renewed Licenses	52	7
Total Facilities Licensed Population	57	58

Combative Sports Second	FY 21	FY 22
New Licenses	287	0
Renewed Licenses	443	0
Total Facilities Licensed Population	781	757

Combative Sports Event Coordinator	FY 21	FY 22
New Licenses	0	0
Renewed Licenses	1	0
Total Facilities Licensed Population	1	1

Amateur Combative Sports Association	FY 21	FY 22
New Licenses	3	1
Renewed Licenses	5	1
Total Facilities Licensed Population	8	9

Customer Service Division

Staff Report for the Combative Sports Advisory Board

December 15, 2021

Personnel Updates

The Customer Service Division has hired seven new Customer Service Representatives (CSRs) and one Quality Training and Performance Analyst (QTPA). These CSRs and QTPA began their new roles at TDLR on October 1st.

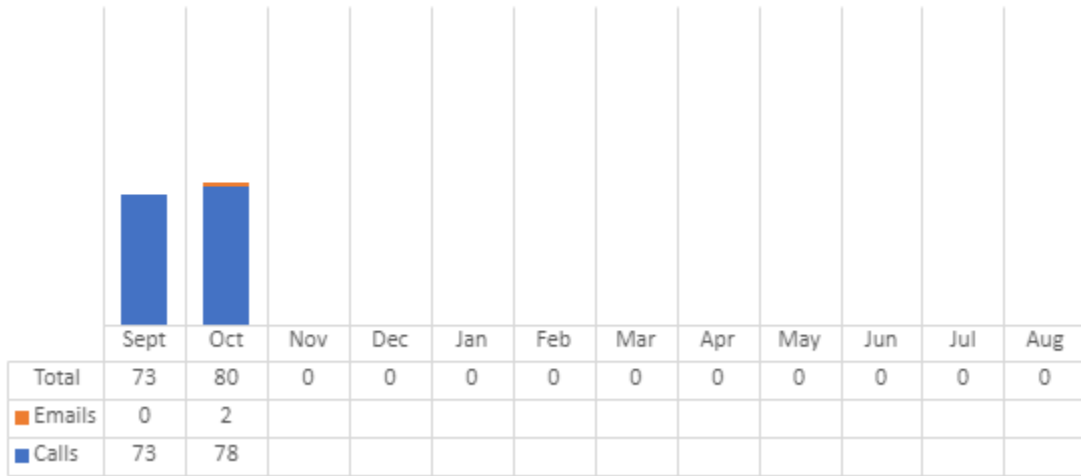
The CSRs selected will be trained to follow a preset call workflow, use the Nice inContact phone system to take calls, and update our Dynamics 365 Customer Relationship Management (CRM) system with notes for customer inquiries that require in depth research which will be completed by their Team Leads. The details CSRs include in these notes also help identify recurring pain points that point toward trends in customer experience and process improvement opportunities.

The QTPA will join a team of two others 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.

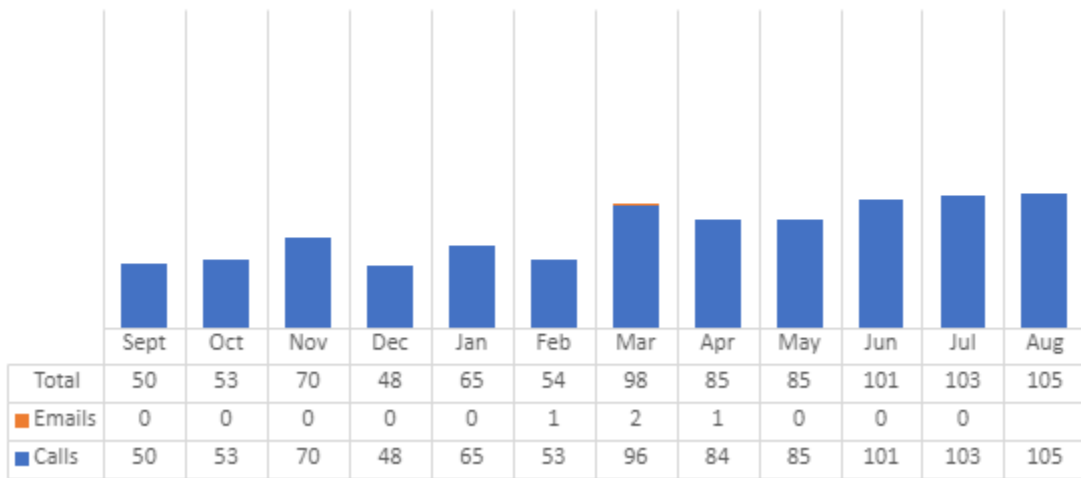
A posting to fill a Customer Service Manager position is coming soon.

Statistics

COMBATIVE SPORTS CUSTOMER SERVICE CONTACTS FISCAL YEAR 2022



COMBATIVE SPORTS CUSTOMER SERVICE CONTACTS FISCAL YEAR 2021



Enforcement Division

Staff Report for the Combative Sports Advisory Board

December 15, 2021

Personnel Updates:

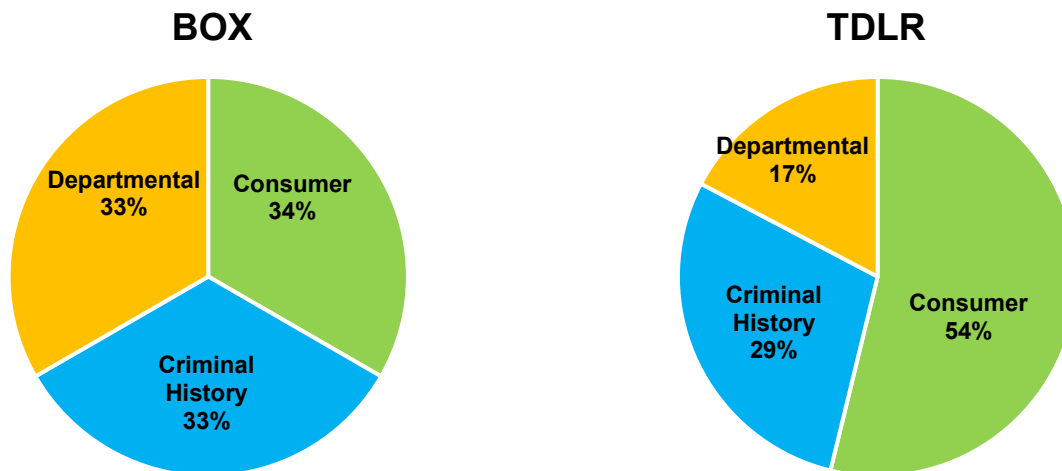
- On September 15, 2021, Kimberly (Kim) Ferreiro Mitchell was promoted to Management Analyst III. Kim has worked for TDLR for 13 ½ years, previously serving as a Legal Assistant III and Legal Assistant II.
- On September 15, 2021, Estella Ramos was promoted to Senior Legal Assistant in our Intake Section. Estella has worked for TDLR for over 6 years, previously serving as an Intake Administrative Assistant and Legal Assistant II.

Statistics Fiscal Year 2022:

Shown below are the Enforcement Performance Measures and key statistics for the Combative Sports (BOX) program and for all TDLR programs combined through September of Fiscal Year 2022:

Key Statistic	BOX	TDLR
Cases opened	3	947
Cases closed	3	1,110
Average time to close (days)	419.00	241.65
% of cases resolved within 6 months	33.33%	54.86%
% of cases resulting in disciplinary action	66.67%	16.22%
Cases pending at end of September 2021	34	6,472

Source of cases opened through September of Fiscal Year 2022



Case Outcomes	BOX	TDLR
Commission Orders	0	0
Default Orders	1	67
Agreed Orders	1	121
Penalties Assessed	\$750.00	\$605,625.00
Penalties Collected	\$250.00	\$400,975.00
Licenses Revoked (Disciplinary)	0	12
Licenses Suspended	0	2
Licenses Denied/Revoked (Criminal History)	0	20
Cease & Desist Orders	0	3
Informally Resolved	1	913

BOX Alleged Violations at Opening through September of Fiscal Year 2022

Alleged Violation:	Count
Criminal History	1
Promoter did not have contestant licensed 72-hours before event	1
Referee did not follow knockdown rules	1

BOX Violations Resulting in Disciplinary Action through September of Fiscal Year 2022

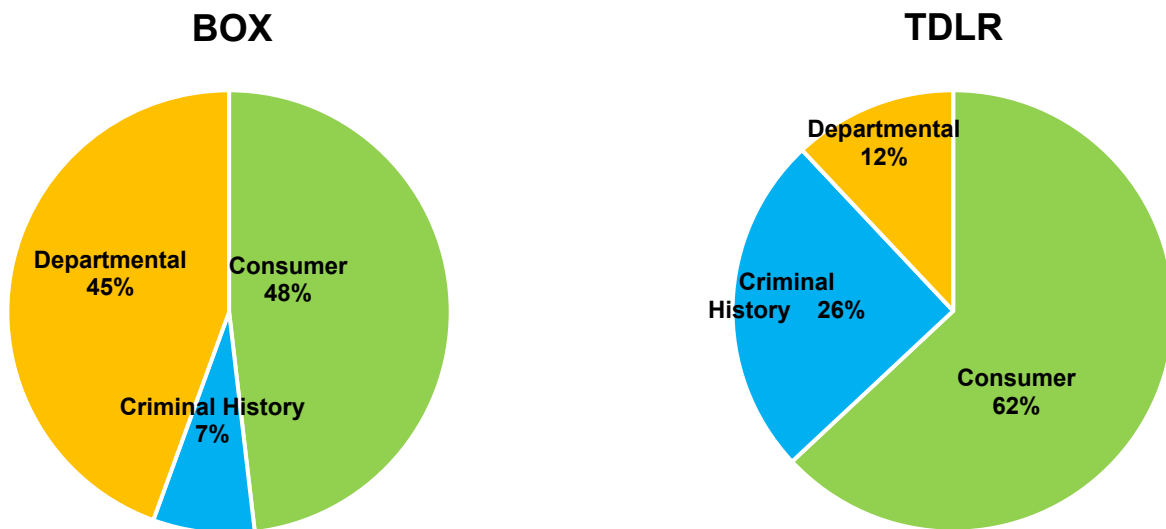
Violation:	Count
Contestant – Did not report medication	2

Statistics Fiscal Year 2021:

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 2021:**

Key Statistic	BOX	TDLR
Cases opened	27	10,121
Cases closed	48	9,335
Average time to close (days)	317.19	209.86
% of cases resolved within 6 months	27.08%	60.00%
% of cases resulting in disciplinary action	52.08%	13.41%
Cases pending at the end of Fiscal Year 2021	34	6,627

Source of Cases Opened Fiscal Year 2021



Case Outcomes	BOX	TDLR
Commission Orders	0	44
Default Orders	20	455
Agreed Orders	6	711
Penalties Assessed	\$4,430.00	\$2,570,716.00
Penalties Collected	\$39,750.00	\$1,140,068.95
Licenses Revoked (Disciplinary)	3	103
Licenses Suspended	1	8
Licenses Denied/Revoked (Criminal History)	0	240
Cease & Desist Orders	0	19
Informally Resolved	22	7,976

BOX Alleged Violations at Opening for Fiscal Year 2021

Alleged Violation:	Count
Promoter - Acted without 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 or blood specimen	1
Promoter - Failed to pay taxes 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

BOX Violations Resulting in Disciplinary Action for Fiscal Year 2021

Violation	Count
Contestant - Drugs and alcohol	15
Promoter - Failed financial responsibility	3
Contestant - Did not fulfill contract	2
Failed to comply with an order	1
Promoter - No, wrong, or incomplete report of tickets	1
Promoter - Failed to pay tax within 72-hours	1

Case Highlights:

- Case Number BOX20190016283 - Odell Culver Pantin

On September 20, 2021, an Agreed Order was entered against Odell Culver Pantin that assessed an administrative penalty of \$250. The Department cited Odell Culver Pantin for failure to inform the Executive Director of the usage of prescribed or over the counter medication at least 24 hours before the event.

- Case Number BOX20200011622 - Jordan Matthew Jones

On September 21, 2021, a Default Order was entered against Jordan Matthew Jones that assessed an administrative penalty of \$500. The Department cited Jordan Matthew Jones 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

December 21, 2021

Personnel Updates

- Charlotte Melder is the director for Regulatory Program Management Division.
- On August 31, Lee Parham retired as the Deputy Director of the Regulatory Program Management Division, also serving as the Manager for the Combative Sports Program.
- Chris Russey became the Manager of RPM Combative Sports October 2021.
- Combative sports event specialist personnel remain at eight.

Statistics

Fiscal Year 2021
Sep 1, 2020 – Aug 31, 2021

Events

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

Promoter Meetings

Professional – 6
Amateur – 0

Fiscal Year 2022
Sep 1, 2021 – Nov 30, 2021

Events

Amateur MMA – 5
Boxing – 16
MMA – 6
Combo - 4

Promoter Meetings

Professional – 2
Amateur – 0

Current Projects

- Combative Sports staff has started working on informative video to explain what all is involved in program.
- Developing a spreadsheet to keep track of performance of officials - Judge, Referee, Timekeeper as well as contract inspector, and doctors.
- We continue to monitor positive test rates and hospitalization rates in the area where events are scheduled.
- Combative sports have opened the possibility of 4 events per weekend.
- Working on continuous education for Officials and staff.
- Developing a Combative Sports Contract inspector handbook.

Outreach

- Commenced a Triad Combat promoted by Triller Fight Club which included team combat (Boxing vs MMA) contestants using Texas boxing rules utilizing MMA eight ounce open hand gloves and a triangular shaped ring.
- Combative Sports program has mega events scheduled for February and March 2022