

## House Committee on Government Efficiency and Reform

Texas Department of Licensing and Regulation



*Smaller, Smarter Government*

February 18, 2013

# TDLR at a Glance

28 Statutes with 155 License Types

## ***BUSINESS AND OCCUPATIONS***

Combative Sports  
For-Profit Legal Services  
Identity Recovery Service Contract Providers  
Licensed Breeders  
Loss Damage Waivers  
Polygraph Examiners  
Service Contract Providers  
Staff Leasing Services  
Temporary Common Worker Employers  
Towing, Booting, and Vehicle Storage Facilities  
Used Auto Parts Recyclers  
Vehicle Protection Product Warrantor

## ***NATURAL RESOURCES***

Water Well Drillers  
Water Well Pump Installers  
Weather Modification

## ***PROFESSIONAL***

Auctioneers  
Barbering  
Cosmetology  
Licensed Court Interpreters  
Property Tax Consultants  
Property Tax Professionals

## ***BUILDING AND MECHANICAL***

Air Conditioning and Refrigeration  
Architectural Barriers  
Boiler Safety  
Electrical Safety  
Elevators, Escalators & Related Equipment  
Industrialized Housing and Buildings

## ***Key Statistics for Fiscal Year 2012***

### ***LICENSING***

Total License Population	667,506
– Individual Licenses	433,154
– Business & Facility Licenses	234,352

### ***CUSTOMER SERVICE***

Telephone Calls Received	447,981
Email Received	35,935
Facebook Posts	10,158

### ***COMPLIANCE***

Inspections Completed	139,566
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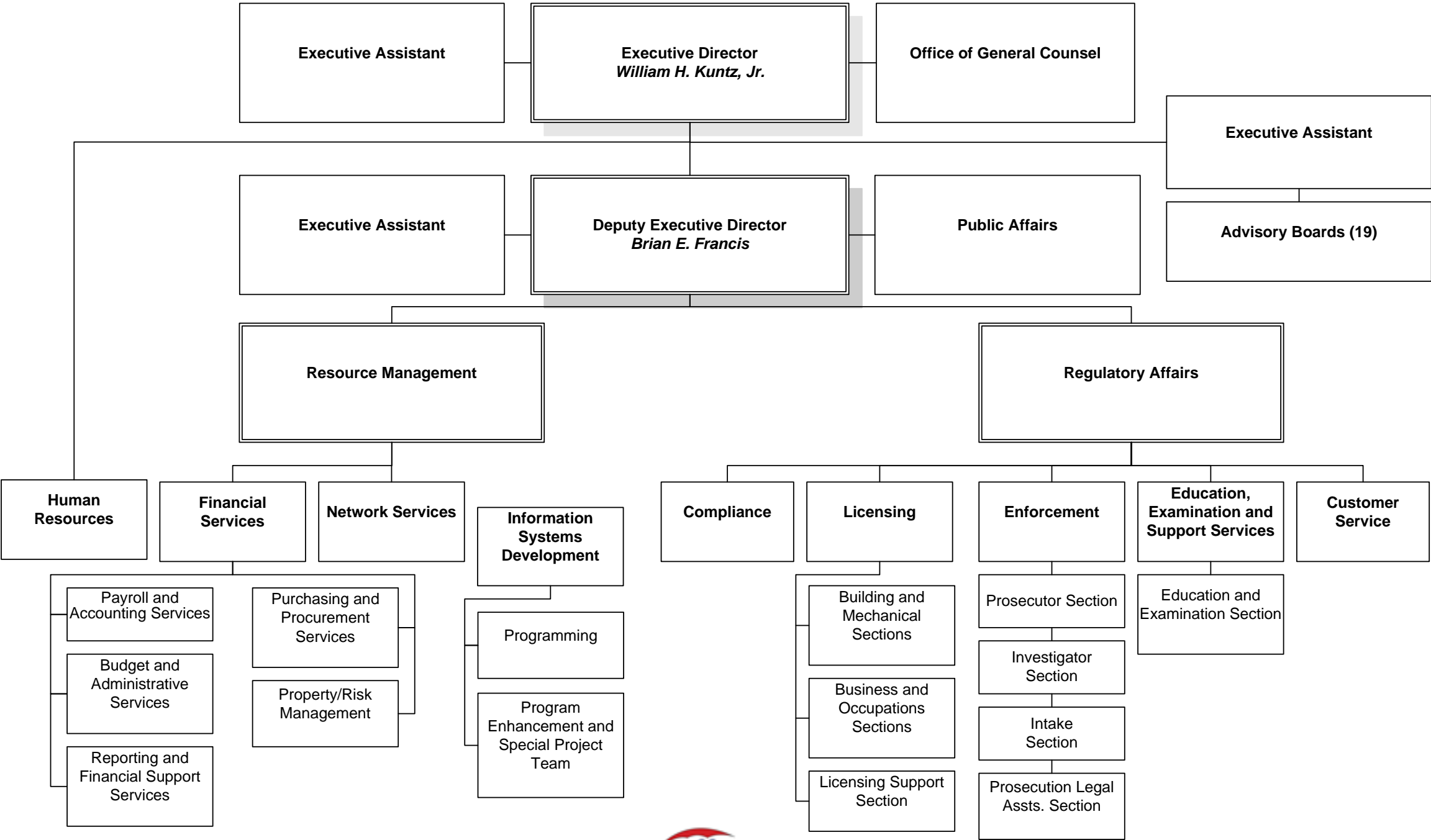
### ***ENFORCEMENT***

Complaints Received	12,597
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## ***Smaller, Smarter Government***

- ***Reduction in Fees*** – TDLR’s functional business model has resulted in significant cost savings to our licensees. Since 2004, TDLR has lowered fees for 39 license types, resulting in a cumulative savings of **\$24.7 million**, while still meeting its obligation under the biennial revenue estimate.
- ***Reduction in Penalty Amounts*** – By streamlining penalty matrices and taking a common-sense approach to enforcing the law and rules, TDLR reduced the size of penalty amounts by **\$853,237** during FY 2012.
- ***Streamlined License Issuance*** – For TDLR programs using plastic credit-card type licenses, Austin-based Signature Card Inc. handles all production and distribution functions, freeing up TDLR staff to focus on core competencies.

# Texas Department of Licensing and Regulation





# STATUTES AND LICENSE TYPES

The 28 programs are in bold font and the corresponding license types are listed below.

Programs in **Blue** are Recommended to be Eliminated and Licenses in **Yellow** are Recommended to be Eliminated; Those in **Green** Are Recommended to be Transferred

## Air Conditioning & Refrigeration Contractors

1. Air Conditioning Contractor
2. Registered AC Technician
3. Certified AC Technician
4. **Registration to Purchase Freon Products**
5. Continuing Education Provider
6. Continuing Education Course

## Architectural Barriers

7. Registered Accessibility Specialist
8. Project Registration

## Auctioneers

9. Auctioneer
10. Associate Auctioneer

## Barbers

11. Class A Barber Certificate
12. Manicurist License
13. Barber Technician License
14. Barber Technician/Manicurist
15. Barber Technician/Hair Weaving
16. Class A Barber Instructor
17. Barber Manicure Instructor
18. Barber Technician Instructor
19. Barber Hair Weaving Instructor
20. Barber Student
21. **Barber Shampoo Apprentice**
22. Provisional License
23. **Registered Exam Proctor**
24. Hair Weaving Specialist
25. Hair Braiding Specialist
26. Barber Shop
27. Manicurist Shop Specialty Shop
28. Dual Shop
29. Mobile Salon
30. Hair Weaving Specialty Shop
31. Hair Braiding Specialty Shop
32. Barber School Permit
33. Barber Booth Rental

## Boilers

34. Boiler Inspector
35. Boiler Equipment

## Combative Sports

36. Contestant
37. Judge
38. Manager
39. Matchmaker
40. Promoter
41. Referee
42. Second
43. **Timekeeper**
44. **Ringside Physician**
45. Amateur Combative Sports Association
46. Event Coordinator

## Cosmetology

47. Operator
48. Manicurist Specialist
49. Esthetician Specialist
50. Manicure/Esthetician Specialist
51. Hair Weaver Specialist
52. Hair Braider Specialist
53. **Shampoo Specialist**
54. Eyelash Extension Specialist
55. Wig Specialist Certificate
56. **Shampoo Apprentice**
57. Operator Instructor
58. Manicure Instructor
59. Esthetician Instructor
60. Wig Instructor
61. Cosmetology Student
62. Provisional License
63. **Registered Exam Proctor**
64. Private Beauty Culture School
65. Vocational College Beauty School
66. Junior College Beauty School
67. Beauty Salon
68. Manicuring Salon
69. Esthetician Specialty Salon
70. Esthetician/Manicure Salon
71. Hair Weaving Specialty Salon
72. Hair Braiding Specialty Salon
73. Wig Salon
74. Mobile Salon
75. Dual Salon
76. Temporary Salon
77. Temporary Dual Salon
78. Booth Rental

## Electricians

79. Master Electrician
80. Master Sign Electrician
81. Journeyman Electrician
82. Journeyman Sign Electrician
83. Residential Wireman
84. Maintenance Electrician
85. Electrical Apprentice
86. Electrical Sign Apprentice
87. Residential Appliance Installer
88. Electrical Contractor
89. Electrical Sign Contractor
90. Residential Appliance Contractor

## Elevators, Escalators & Related Equipment

91. Elevator Inspector
92. Elevator Equipment
93. Elevator Contractor

## Identity Recovery Service Providers

94. Identity Recovery Service Provider
95. Identity Recovery Service Administrator

## Industrialized Housing and Buildings

96. Manufacturer
97. Builder
98. 3<sup>rd</sup> Party Inspector
99. Authorized Inspection Agency
100. Design Review Agency
101. Permit

## Legal Service Contracts

102. Legal Service Contract Companies
103. Legal Service Contract Salespersons
104. Legal Service Contract Administrators

## Licensed Breeders

105. Licensed Breeder
106. 3<sup>rd</sup> Party Inspector

## Licensed Court Interpreters

107. **Licensed Court Interpreter Master**
108. **Licensed Court Interpreter Basic**

## Loss Damage Waivers

109. **Loss Damage Waiver Contracts**

## Polygraph Examiners

110. Polygraph Examiner
111. Polygraph Examiner Intern

## Property Tax Consultants

112. Sr. Property Tax Consultant
113. Property Tax Consultant
114. PTC-Real Property Only

## Property Tax Professionals

115. Assessor/Collector
116. Appraiser
117. Collector

## Service Contract Providers

118. Service Contract Provider
119. Service Contract Administrator

## Staff Leasing Services

120. Staff Leasing Services
121. Staff Leasing Limited License

## Temporary Common Workers

122. **Temporary Common Worker Employer**

## Tow Trucks

123. Tow Truck Company
124. Incident Management Tow Truck
125. Consent Tow Truck
126. Private Property Tow Truck
127. Incident Management Tow Truck Operator
128. Consent Tow Truck Operator
129. Private Property Tow Truck Operator

130. Dual IM Tow Operator/VSF Employee
131. Dual CT Tow Operator/VSF Employee
132. Dual PP Tow Operator/VSF Employee
133. Training License
134. Vehicle Booting Company
135. Vehicle Booting Operator
136. Towing Continuing Education Provider

## Used Automotive Parts Recyclers

137. Used Automotive Parts Recycler
138. Used Automotive Parts Employee

## Vehicle Protection Product Warrantors

139. Vehicle Protection Products

## Vehicle Storage Facilities

140. Vehicle Storage Facilities
141. Vehicle Storage Facility Employees

## Water Well Drillers and Pump Installers

142. Water Well Driller
143. Pump Installer

## Weather Modification Law

144. Weather Modification License
145. Weather Modification Permit

# Smaller, Smarter Government

## STRATEGIC INITIATIVES FOR STREAMLINING REGULATION AND RECOGNIZING MILITARY SERVICE:

- Eliminate entirely two low-volume programs: *Loss Damage Waivers* and *Temporary Common Worker Employers*.
- Transfer licensing and regulation of the *Licensed Court Interpreter* program to the Office of Court Administration, to better align court-related functions.
- Eliminate *Barber and Cosmetology Shampoo Licenses*, reducing an unnecessary burden on entry-level job seekers in Texas.
- Eliminate *Ringside Physician and Timekeeper Licenses* for the Combative Sports program.
- Remove unnecessary and confusing Federal requirements for the sale and purchase of refrigerants from the *Air Conditioning & Refrigeration Contractors* statute.
- Amend Chapter 51 to recognize military occupational specialties for license experience requirements.

## PUBLIC-PRIVATE PARTNERSHIPS:

- Beginning February 1, 2013, TDLR employees no longer perform Architectural Barrier inspections, leaving this function to the private-sector Registered Accessibility Specialists (RAS). The RAS professionals already handle 96% of these inspections. This move will allow our staff inspectors to focus only on those inspections that require TDLR expertise.
- TDLR contracts with Neubus Inc. for all document imaging and storage services, ensuring documents are secure and readily accessible. This streamlines and reduces the need for additional on-site storage, staffing, and technological resources related to document management.
- For Cosmetology and Barber book mailings, TDLR outsources the storage and shipping to University of Texas and Print Mail Pro, Inc. By working with these partners, TDLR reduces staff costs that would be otherwise spent validating the addresses, putting on labels, and boxing up books for shipment.

## RULE SIMPLIFICATION AND PENALTY AND COMMUNICATION IMPROVEMENT INITIATIVES:

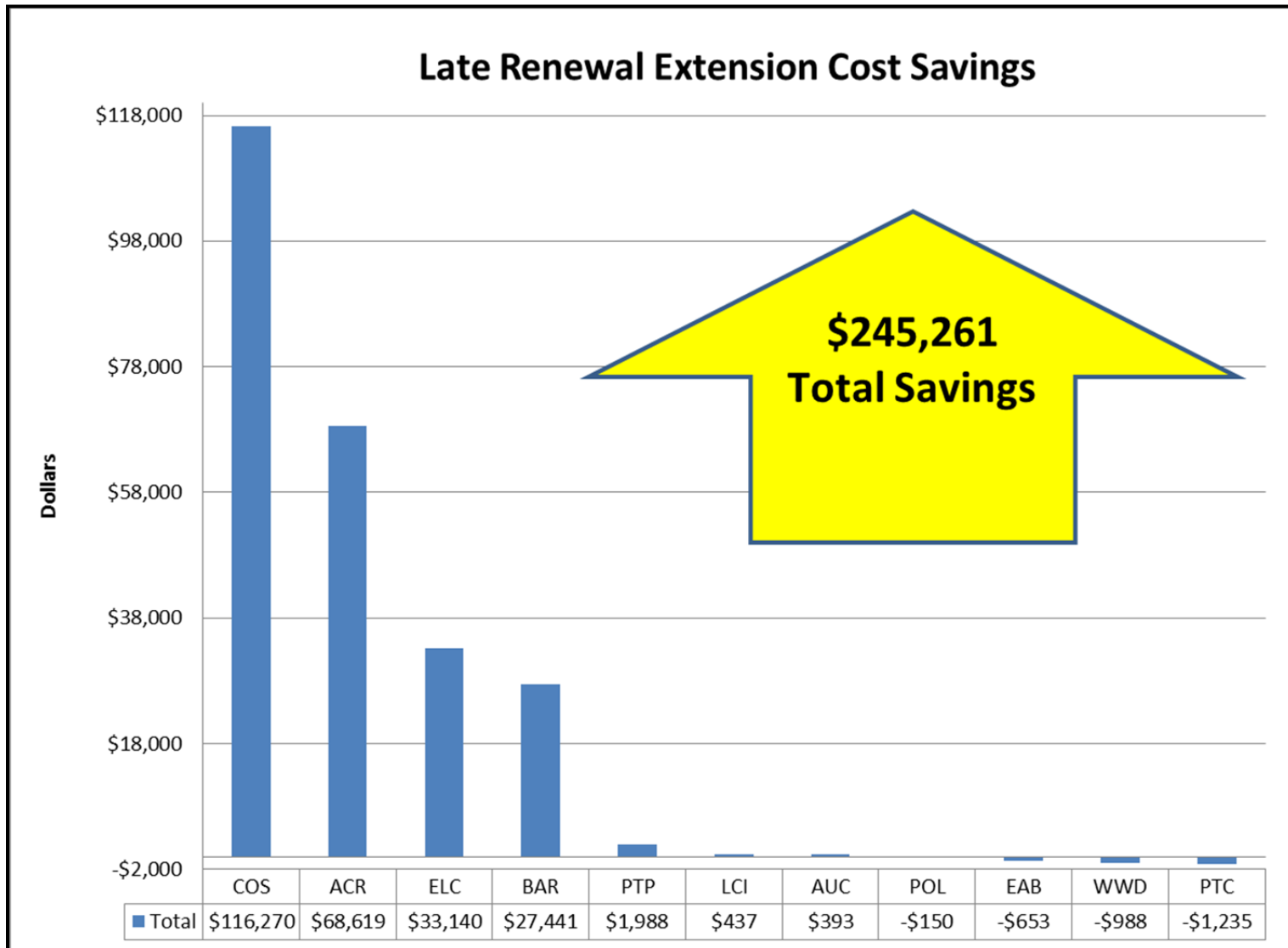
- Commission Chairman Frank Denton gave a *Rule Reduction Initiative* to all TDLR Advisory Boards resulting in revisions to **over 191** rule sections.
- TDLR reviewed and revised its penalty matrices resulting in a reduction of **\$853,237** in penalty amounts.
- TDLR began a Plain Talk Initiative so that all of our information is clearly written and easy to understand – we have “plain talked” **over 50** documents to date.

## PROCESS IMPROVEMENT TEAM:

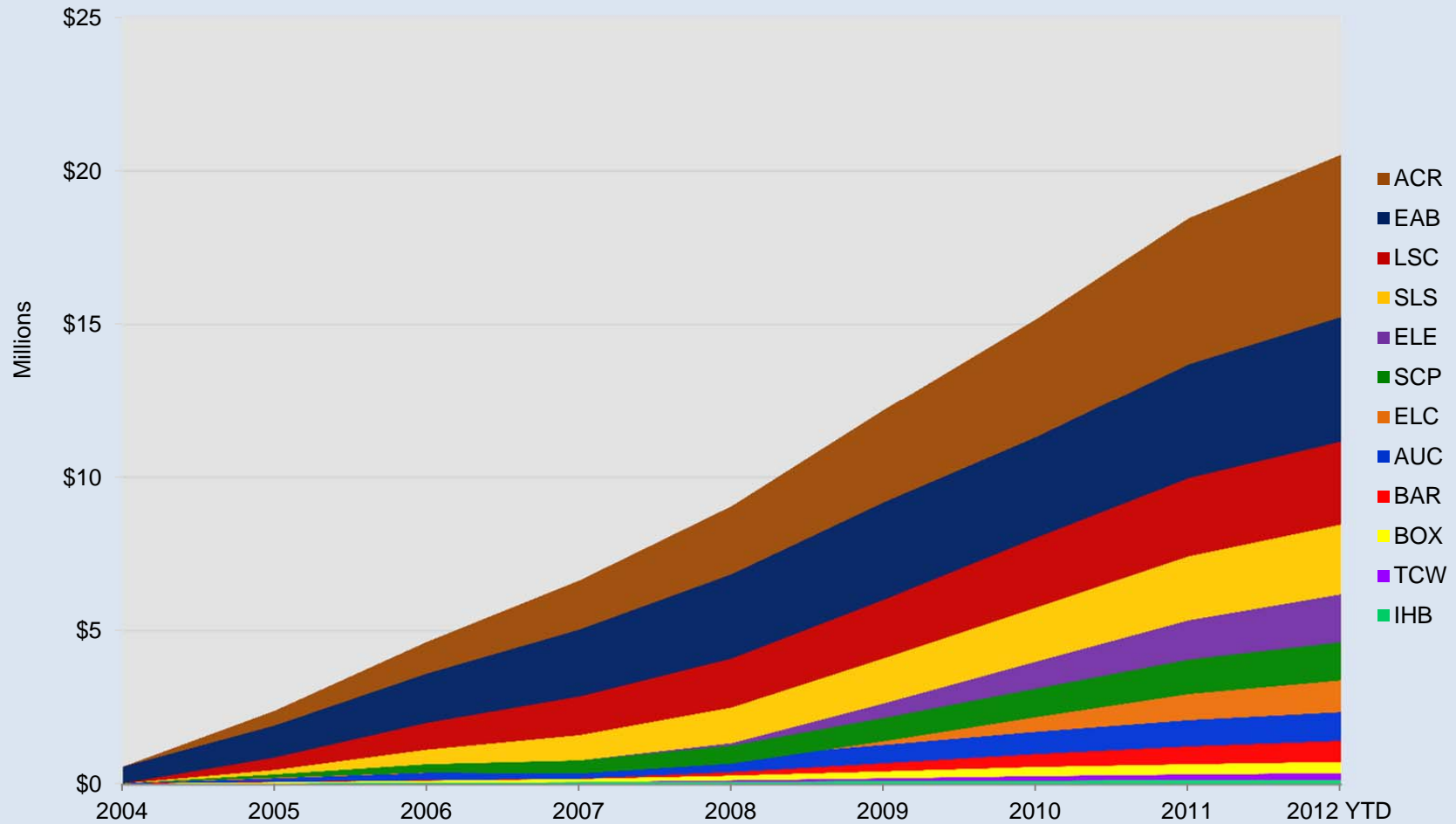
### What TDLR Has Done to Lower Postage Costs

FISCAL YEAR	CERTIFICATE ENVELOPES	CERTIFIED MAIL RECEIPTS	POSTCARD RENEWALS	TOTAL SAVINGS
2008	\$97,234			\$97,234
2009	\$109,345		\$42,576	\$151,921
2010	\$118,661	\$9,102	\$44,246	\$172,009
2011	\$130,334	\$16,668	\$45,902	\$192,904
2012	\$126,168	\$13,535	\$40,366	\$180,069
<b>TOTAL SAVINGS</b>	<b>\$581,742</b>	<b>\$39,306</b>	<b>\$173,089</b>	<b>\$794,137</b>

The chart below shows significant savings for hard-working Texans who were able to renew their licenses during the extended late renewal periods. Changing our late renewal procedures allowed licensees to save valuable time and avoid the higher fees associated with a new application and additional exams.



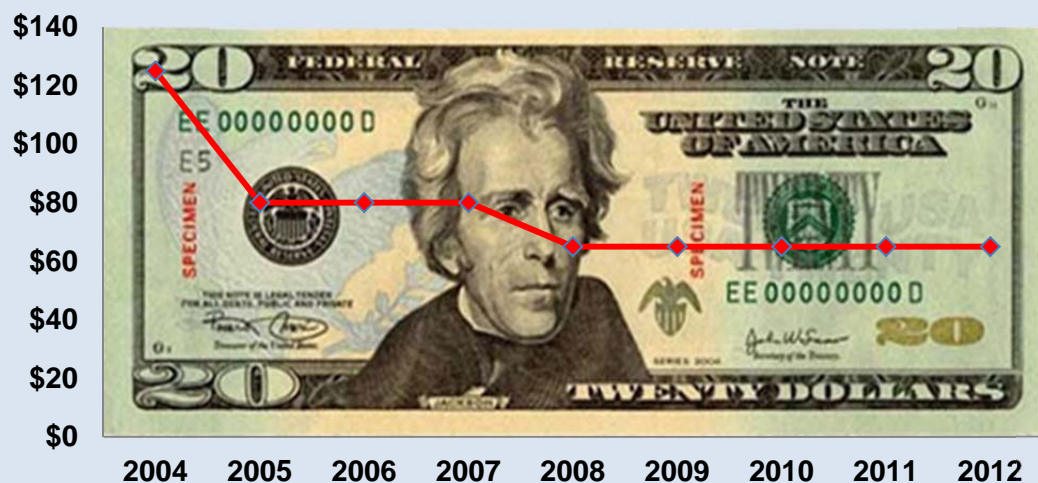
## Cumulative Savings from Fee Reductions





## Lower Fees, Increased Services

Air Conditioning Contractor Renewal Fee



Air Conditioning Contractor Enforcement Cases Resolved

