

Electrical Safety and Licensing Advisory Board Compliance Division – Staff Report

July 7, 2017



Monthly “Licensing Sweeps”

Licensing Sweeps are intended to curtail unlicensed activity by establishing a TDLR presence, educating the public on the state electrical licensing requirements, and verifying that electrical work is being performed by licensed electricians in accordance with state law and rules. If you would like to coordinate for a License Sweep in your area, please contact Jerry Daniel at jerry.daniel@tdlr.texas.gov or (512) 799-1489.



TDLR Compliance Staff Meetings (Other Notable Activities)

- 11/02/15 - Story Book project for the Governor’s office.
- 12/09/15 - ELC Taskforce Meeting.
- 01/21/16 - IPSSA & APSP Austin Chapter Meeting in San Antonio, TX.
- 02/03/16 - Presented to the Dallas Independent Designers Association meeting from Austin, TX.
- 02/16-8/16 - Exam development in Austin, TX.
- 02/17/16 - NERA teleconference meeting from Austin, TX.
- 02/22-25/16 - Presented at BPI in Houston, TX.
- 03/24/16 - Eaton Experience Training Center in Houston, TX.
- 04/18/16 - ELC program strategic planning in Austin, TX.
- 05/23-26/16 - Presented at BPI in Arlington, TX.
- 06/24/16 - Go PV/Solar training for inspectors and first responders in Austin, TX.
- 07/14/16 - Presented at TIVA @ Eaton Experience Training Center in Houston, TX
- 08/08-10/16 - NERA annual meeting in Duluth MN.
- 08/30-31/16 - Exam development in Austin, TX.
- 09/01/16 - Exam development in Austin, TX.
- 09/12/16 - State Fire Marshal meeting and inspection of Edinburg CISD schools LED retro fit.
- 10/17-19/16 - Presented at BPI in Austin, TX.
- 10/27/16 - NECA meeting in Corpus Christi, TX.
- 11/15-17/16 - Exam development in Austin, TX.
- 11/28/16 - Attorney General meeting of Edinburg CISD schools LED retro fit.
- 12/05/16 - ELC Taskforce Meeting.
- 12/06/16 - IEC meeting in San Antonio, TX.
- 01/26/17 - Austin Energy PV/Solar meeting in Austin, TX.
- 01/30-31/17 - Exam development in Austin, TX.
- 02/01-02/17 - Exam development in Austin, TX.
- 02/20-22/17 - Presented at BPI in Houston, TX.
- 02/21/17 - NERA teleconference meeting from Houston, TX.
- 04/24/17 - NCTCOG 2017 NEC code amendments meeting in Arlington, TX.
- 05/02-04 - Exam development in Austin, TX
- 05/3/17- Assisted with disaster response assessment in Canton at BOAT’s request.
- 05/22-25/17 - Agency representation at TDLR booth @BPI in Arlington, TX
- 05/24/17 - Training field trip/exercise with Enforcement Division staff at Eaton Center in Houston



Concerns from the Texas Electrical Industry

We are still hearing concerns from members of the Texas electrical industry that some electrical contractors, as well as some electricians, may not be abiding by state requirements. All electricians must remember:

- To display their contractor # and company name on both sides of all vehicles used in conducting electrical work;
- To include "TDLR" contact information on all of their invoices and proposals as well as TECL#;
- To "perform or offer to perform electrical work" you must hold the appropriate TECL license;
- That all electrical equipment must be "listed" per Article 110.3(B) of the NEC unless the local authority having jurisdiction has amendments superseding these requirements;
- Working with an expired license is considered unlicensed activity - one cannot offer to perform or perform work with an expired license; and
- A TECL is not valid if there is no Master Electrician assigned to the license - one cannot offer to perform or perform work until a valid Master Electrician is attached to the TECL.

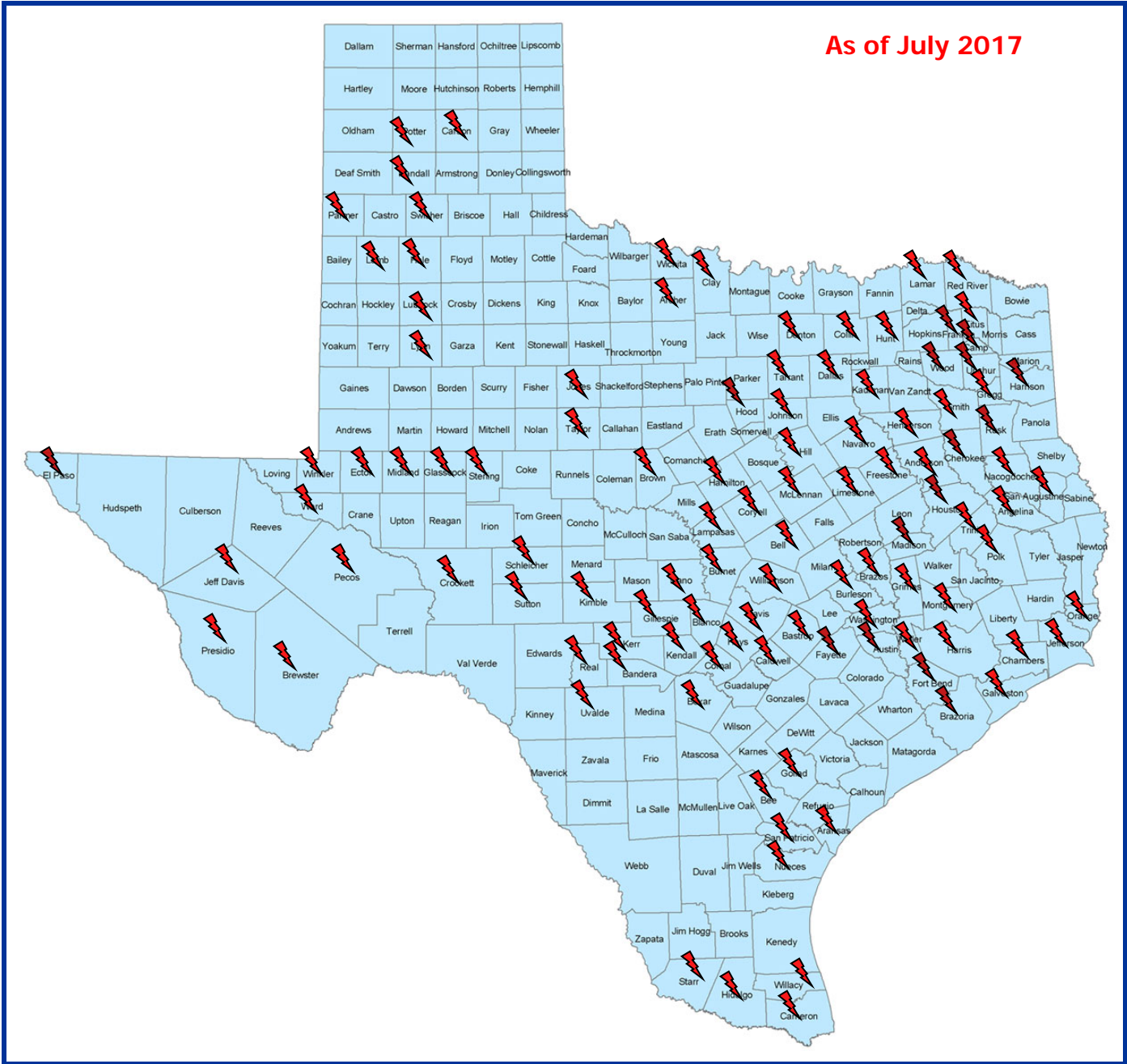


2017 NEC Training for AHJ Electrical Inspectors

TDLR has coordinated with NFPA to offer free training on the 2017 NEC to all electrical inspectors that work for an Authority Having Jurisdiction(AHJ). One-day training events will be held on July 18, 2017 in Irving and July 20, 2017 in Austin. We will also be offering another training opportunity in the Houston area - later in the fall. If you have signed on to our ELC Email Notification service, look for an email notice from the TDLR. You will need to complete and return the application before the closing date to reserve a seat. This is a great opportunity for training on the 2017 NEC presented by NFPA's Jeff Sargent.



TDLR Compliance Division License Sweeps by County



- Red lightning bolt symbol indicates at least one license sweep within that county.
- Blue lightning bolt symbol indicates license sweep in county not previously swept.



*A Core Foundation Is Key to
Tomorrow's Excellence* **ESE**

RAY PIZARRO, DIRECTOR

**ELECTRICAL SAFETY AND LICENSING ADVISORY BOARD
JULY 7, 2017**

DIVISION PROJECTS

Education and Examination has gone through a change, we are no longer located downtown at the EO Thompson Building, you can find us at the North Campus, Suite 105W. We've added staff and made changes in employee functions.

We have 3 sections ...

- Education & School Services
- Driver Education & Safety
- School Inspections/Site Visits

Phase I – Transfer of the Health Services Programs

The following programs came to TDLR from the Department of State Health Services (DSHS) as authorized by Senate Bill 202, 84th Regular Session, on October 1, 2017:

- Athletic Trainers
- Dietitians
- Dyslexia Therapists and Practitioners
- Hearing Instrument Fitters and Dispensers
- Midwives
- Orthotists and Prosthetists
- Speech-Language pathologists and Audiologist

Phase II – Transfer of the Health Services Programs

The following programs will come to TDLR from the Department of State Health Services (DSHS) as authorized by Senate Bill 202, 84th Regular Session, on November 1, 2017:

- Code Enforcement Officers
- Laser Hair Removal
- Massage Therapy
- Mold Assessors and Remediators
- Offender Education Providers
- Sanitarians

Our staff is diligently working to become familiar with each new program.

Education and School Services – Accreditation & Certification

Examination Updates

Beginning September 1, 2017, all examinations for the state electrical licenses will be based on the 2017 National Electrical Code.

On April 25, 2016, the exam support staff met with PSI to address the concerns that was discussed at our most recent Strategic Planning meetings held throughout the state. On Sept 13, 2016, the exam support staff attended the PSI Proctor training.

Stakeholder

TDLR is helping facilitate a National Fire Protection Association (NFPA) training in Irving Texas on July 18th, in Austin on July 20th, and in Houston later this fall. The training is offered only to licensed or certified electrical inspectors that are currently employed by a government entity and holding an ICC or IAEE License.

Subject Matter Experts

We have selected the Core Subject Matter Experts Group, pending notification to all that was selected and 6 Sub-Core Subject Matter Expert Groups that will represent each electrician license type, pending notification. We hope to have the first meeting this coming Fall.

Continuing Education Course Completion Record Fees

CE Completion Fees Totals Invoiced for fiscal year \$1,178,910.00

Total Payments Received for fiscal year \$1,049,545.00

Current Balance Due (as of May 31, 2017) **\$ 129,365.00**

New Technology

The Education and Examination Division has begun utilizing TouchPoint for emails. TouchPoint allows us to track what has been completed and the time it has taken to answer emails. The goal is to be able to report work staff has accomplished. As we continue to grow as a model agency our workload and performance numbers will increase. The use of TouchPoint is a step to utilizing the effectiveness of innovation.

Total E-Mail Answered by Staff

(as of May 31, 2017)

MONTH	FY2017	FY 2016	FY 2015
September	1,158	1,389	
October	1,263	1,060	
November	744	996	
December	653	760	
January	955	1,060	
February	974	1,047	
March	1,463	994	
April	981	966	
May	1,140	1,061	
TOTAL	9,331	9,333	0

Driver Education and Safety

The Driver Education and Safety Section is a new section in the division and is responsible for reviewing and approving curriculum for driver education schools, course providers, parent taught course providers, school application and renewals. The DES section will oversee the Offenders Education Provider program, as well.

Community Outreach

Cari Hodges spoke at the Texas Driver Traffic Safety Education Association (TDTSEA) 51st Annual Conference in Huntsville on April 22, 2017. She received her certificate for completing the 135 Clock Hours Education Service Center Region 6 Instructor Development Course.

On May 2nd-3rd, 2017, Cari Hodges, DES Team Lead and Ray Pizarro, E&E Director spoke at the Instructor Development Workshop in Lubbock.

New DES Search Tool

We have a new user friendly search tool that will be added to our website. This search tool will allow consumers to search for a driver education school, driving safety school, course provider, parent taught course provider, or search for an instructor.

School Inspections/Site Visits

The School Inspections/Site Visits Section is new to our division. Marco Rodriguez is the Team Lead with four Field Inspectors and an Education Liaison who conduct School Site Visits upon a school's request.

School Site Visit

A school can request a Site Visit when there is a new school director or instructor, if a school wants to know what to expect during a school inspection and/or if they have questions on curriculum development. We observe and gather data to evaluate the school's performance and best practices. Our goal is to facilitate a mutually beneficial experience providing the school guidance to ensure understanding and compliance with all State Laws and Rules.

PERSONNEL UPDATES



Ruby A. Ockletree



Frances Mendieta



Shanisty Villanueva



Roy Cantu

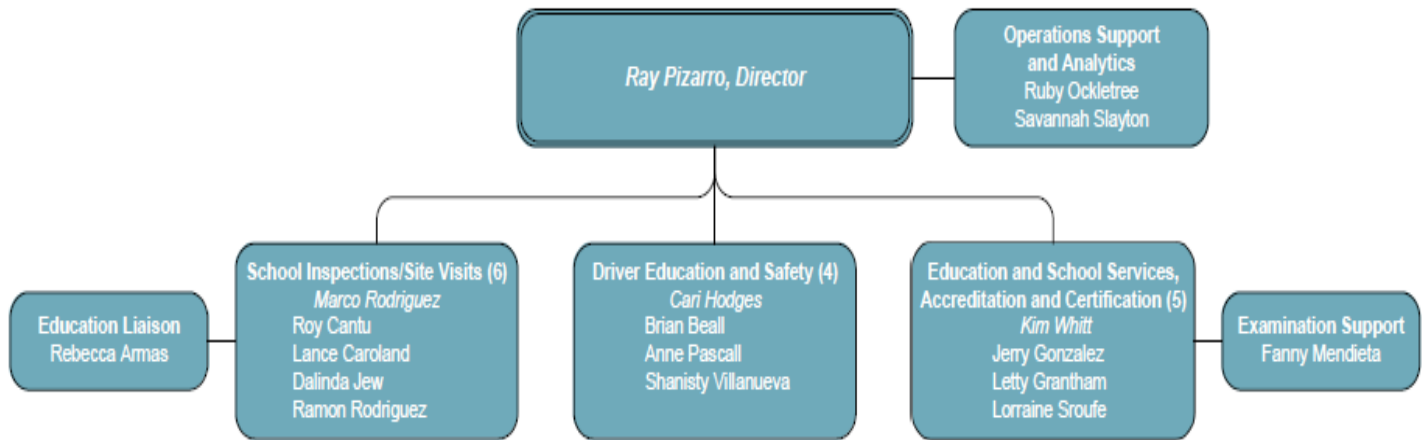


Lance Caroland



Jerry Gonzalez

EDUCATION AND EXAMINATION DIVISION CHART



EDUCATION AND EXAMINATION STATISTICS AND TRENDS

EXAMINATION STATISTICS (AS OF MAY 31, 2017)

FY 2017	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
PASS	220	255	213	688	236	177	259	672	283	287	267	837	0	0	0	0	2,197
FAIL	400	460	462	1,322	445	329	424	1,198	527	475	477	1,479	0	0	0	0	3,999
TOTAL	620	715	675	2,010	681	506	683	1,870	810	762	744	2,316	0	0	0	0	6,196
RATE	35.5%	35.7%	31.6%	34.2%	34.7%	35.0%	37.9%	35.9%	34.9%	37.7%	35.9%	36.1%	0.0%	0.0%	0.0%	0.0%	35.5%
FY 2016	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
PASS	187	187	176	550	151	153	238	542	229	227	223	679	206	224	193	623	2,394
FAIL	383	373	338	1,094	341	336	459	1,136	472	454	405	1,331	420	372	332	1,124	4,685
TOTAL	570	560	514	1,644	492	489	697	1,678	701	681	628	2,010	626	596	525	1,747	7,079
RATE	32.8%	33.4%	34.2%	33.5%	30.7%	31.3%	34.1%	32.3%	32.7%	33.3%	35.5%	33.8%	32.9%	37.6%	36.8%	35.7%	33.8%
FY 2015	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
PASS	238	237	233	708	199	168	228	595	245	244	242	731	185	173	184	542	2,576
FAIL	320	256	266	842	204	209	299	712	340	324	329	993	364	321	379	1,064	3,611
TOTAL	558	493	499	1,550	403	377	527	1,307	585	568	571	1,724	549	494	563	1,606	6,187
RATE	42.7%	48.1%	46.7%	45.7%	49.4%	44.6%	43.3%	45.5%	41.9%	43.0%	42.4%	42.4%	33.7%	35.0%	32.7%	33.7%	41.6%

**EXAMINATION BY LICENSE TYPE
FY-2017**

SEPTEMBER - - OCTOBER - NOVEMBER				1 ST QUARTER
LICENSE TYPE	PASS	FAIL	TOTAL	RATE
MASTER	168	295	463	36.29%
JOURNEYMAN LINEMAN	0	2	2	0.00%
JOURNEYMAN	423	748	1,171	36.12%
MAINTENANCE	3	10	13	23.08%
RESIDENTIAL WIREMAN	40	133	173	23.12%
MASTER SIGN	5	6	11	45.45%
JOURNEYMAN SIGN	2	14	16	12.50%
APPLIANCE INSTALLER	47	114	161	29.19%
TOTAL	688	1,322	2,010	34.23%
DECEMBER - - JANUARY - - FEBRUARY				2 ND QUARTER
LICENSE TYPE	PASS	FAIL	TOTAL	RATE
MASTER	166	278	444	37.39%
JOURNEYMAN LINEMAN	2	8	10	20.00%
JOURNEYMAN	384	718	1,102	34.85%
MAINTENANCE	1	5	6	16.67%
RESIDENTIAL WIREMAN	47	73	120	39.17%
MASTER SIGN	3	5	8	37.50%
JOURNEYMAN SIGN	9	19	28	32.14%
APPLIANCE INSTALLER	60	92	152	39.47%
TOTAL	672	1,198	1,870	35.94%
MARCH - - APRIL - - MAY				3 RD QUARTER
LICENSE TYPE	PASS	FAIL	TOTAL	RATE
MASTER	214	277	491	43.58%
JOURNEYMAN LINEMAN	2	7	9	22.22%
JOURNEYMAN	471	927	1,398	33.69%
MAINTENANCE	1	3	4	25.00%
RESIDENTIAL WIREMAN	59	114	173	34.10%
MASTER SIGN	7	6	13	53.85%
JOURNEYMAN SIGN	7	12	19	36.84%
APPLIANCE INSTALLER	76	133	209	36.36%
TOTAL	837	1,479	2,316	36.14%

**CONTINUING EDUCATION COURSE, PROVIDER, AND CURRICULUM STATISTICS
(AS OF MAY 31, 2017)**

FY 2017	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
COURSE APPROVAL ISSUED	4	9	13	26	16	20	11	47	15	11	7	33	0	0	0	0	106
TOTAL COURSES	157	156	159	159	146	146	134	134	133	141	137	137	0	0	0	0	137
***NOTE: Currently, there are 110 Electrician Continuing Education Providers.																	
FY 2016	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
COURSE APPROVAL ISSUED	5	8	15	28	35	11	24	70	15	4	8	27	12	7	13	32	157
TOTAL COURSES	142	146	149	149	170	159	162	162	158	156	157	157	164	159	157	157	157
FY 2015	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
COURSE APPROVAL ISSUED	12	9	11	32	14	21	22	57	22	3	6	31	9	10	11	30	150
TOTAL COURSES	160	160	161	161	64	156	156	156	160	149	145	145	150	145	147	147	147

ELECTRICAL SAFETY & LICENSING ADVISORY BOARD

Enforcement Division Staff Report

July 7, 2017

Case Highlights

- On or about January 20, 2017 a Default Order was entered against Joshua Holloway resulting in a penalty of \$38,000 being assessed. Mr. Holloway was cited for performing electrical work without the required license twice in 2016. On nine (9) occasions Mr. Holloway was found to have offered to perform electrical work using advertisements either through Craig's List or through Facebook. Notice of the Violations was left at the address of record; however, Mr. Holloway failed to contact the Department.
- On or about September 26, 2016, an Agreed Order was entered with K-Bar Texas Electric, Inc resulting in a \$7,000 administrative penalty, one (1) year probated suspension for their electrical contractor license, and assign a new master, as previous master had a 12 month suspension from another enforcement case. Respondent in this case entered into a contract with Sundown ISD to replace some light poles. At the time of the contract, Respondent's Electrical Contractor license was expired. Furthermore, Respondent's employees failed to follow the code in replacing the light poles, and as a result one of the employees was electrocuted and passed away.
- On or about January 18, 2017, a Default order was entered against Gerald French resulting in an administrative penalty of \$41,000 (only \$5,000 is attributed to the electrical case) and revocation of both his Air Contractor and Master Electrician License. Mr. French offered to perform electrical work without being licensed as an Electrical contractor in 2014. Later it was discovered that in 2013 Mr. French had obtained his Master Electrician license by fraud or false statement when he submitted false, misleading, and untrue experience verification forms to the Department.
- On or about January 27, 2017 a Commission Order was entered against Michael Dean resulting in a \$500 administrative penalty being assessed. Mr. Dean was found to have posted advertisements for electrical work. Later, he submitted a text message bid for electrical work to an undercover Department investigator. After a SOAH hearing and hearing before the Commission, Mr. Dean was assessed a \$500 penalty for offering to perform without a license.
- On or about February 28, 2017 an Agreed Order was entered against Edward Valot, III, d/b/a Valo Electric Company resulting in a \$1,500 administrative penalty. Mr. Valot failed to perform electrical work in compliance with the NEC by installing a surge protector using the wrong breaker size and wrong wiring size. Furthermore, Mr. Valot failed to properly label a breaker panel, and failed to install the breakers correctly.

Stings

- From September 21, 2015, to September 25, 2015, Investigators Haregeweyn Demoz, Grace Hernandez, Tony Gatica, and Investigations Manager Gregg Dodson performed an undercover sting operation in San Juan (near McAllen) to identify unlicensed ACR and ELC contractors. A local television station was onsite in an undercover capacity. We opened 53 cases for unlicensed activity, a new record for sting operations.
- From February 29, 2016, to March 3, 2016, Investigators Haregeweyn Demoz, Jason DeBord, Lindsay Tenorio, Tony Gatica, and Mercedes Santillanes conducted an undercover sting operation in Pearland to catch unlicensed air conditioning and electrical contractors. The local NBC television station, channel 2, was onsite in an undercover capacity, and is writing a story that aired March 21, 2016. Public Relations Officer Susan Stanford was in attendance and interviewed by the reporter for the story. We are opening 36 cases against unlicensed contractors who were identified in the sting. The story can be viewed through the following link: <http://www.click2houston.com/news/houston-homeowner-loses-10k-to-unlicensed-contractors>
- On November 14, 2016, through November 17, 2016, Enforcement investigators conducted an undercover sting operation in Houston to identify unlicensed ACR and ELC contractors. The investigators posed as property owners who were outfitting a commercial property to open World Class Chocolate. Investigators Rudy Cherenfant, Mercedes Santillanes, Tony Gatica, Grace Hernandez, Haregeweyn Demoz and Investigations Manager Gregg Dodson conducted the sting. A total of 43 cases were opened, including 12 ACR and 31 ELC. Tiffany Craig, an investigative reporter with KHOU Channel 11 News, covered the sting operation and the story can be viewed here: <http://www.khou.com/mb/news/investigations/khou-investigates-unlicensed-contractors-in-houston/383250556>
- Since the last advisory board meeting on October 6, 2015, there have been 721 cases closed with a disciplinary action in the Electrician program. Of those, 363 were against individuals who engaged in unlicensed activity. The penalties against those unlicensed individuals totaled \$1,169,525. The Department has also issued 290 cease and desist orders for unlicensed activity since that date.

Key Statistics – Fiscal Year 2017

Shown below are key statistics for the Electrician program and for all TDLR programs combined through April of Fiscal Year 2017.

<u>Statistic</u>	<u>ELC</u>	<u>TDLR</u>
• Number of cases opened:	1,607	8,361
• Number of cases resolved:	1,533	7,959
• Number of Agreed Orders:	60	1,594
• Total amount of penalties assessed:	\$585,000	\$3,771,509
• Total amount of penalties collected:	\$81,055	\$1,642,258

Key Statistics – Fiscal Year 2016

Shown below are key statistics for the Electrician program and for all TDLR programs combined for Fiscal Year 2016.

<u>Statistic</u>	<u>ELC</u>	<u>TDLR</u>
• Number of cases opened:	2,468	11,305
• Number of cases resolved:	2,573	12,314
• Number of Agreed Orders:	136	2,391
• Total amount of penalties assessed:	\$861,700	\$5,743,465
• Total amount of penalties collected:	\$189,736	\$2,749,020

ELECTRICIAN LICENSING STATISTICS JULY 7, 2017

MASTER ELECTRICIANS

	TOTAL FY 2015	TOTAL FY 2016	3 rd quarter FY 2017
New Licenses Issued	626	677	530
Renewed Licenses Issued	14,798	15,102	11,683
Online Renewals	14,607	14,961	11,586
% Renewed Online	98%	99%	99%
Total Population	15,550	15,979	16,305

MASTER SIGN ELECTRICIANS

	TOTAL FY 2015	TOTAL FY 2016	3 rd quarter FY 2017
New Licenses Issued	15	22	16
Renewed Licenses Issued	485	487	365
Online Renewals	481	483	360
% Renewed Online	99%	99%	98%
Total Population	502	513	516

JOURNEYMAN ELECTRICIANS

	TOTAL FY 2015	TOTAL FY 2016	3 rd quarter FY 2017
New Licenses Issued	1,725	1,418	1,453
Renewed Licenses Issued	31,934	32,227	23,353
Online Renewals	31,441	31,803	23,096
% Renewed Online	98%	98%	98%
Total Population	34,546	34,786	35,136

JOURNEYMAN SIGN ELECTRICIANS

	TOTAL FY 2015	TOTAL FY 2016	3 rd quarter FY 2017
New Licenses Issued	16	54	18
Renewed Licenses Issued	319	302	222
Online Renewals	319	300	222
% Renewed Online	100%	99%	100%
Total Population	357	352	357

JOURNEYMAN LINEMAN ELECTRICIANS

	TOTAL FY 2015	TOTAL FY 2016	3 rd quarter FY 2017
New Licenses Issued	5	10	5
Renewed Licenses Issued	0	3	10
Online Renewals	0	0	10
% Renewed Online	0	0	100%
Total Population	6	19	20

MAINTENANCE ELECTRICIANS

	TOTAL FY 2015	TOTAL FY 2016	3rd quarter FY 2017
New Licenses Issued	11	9	5
Renewed Licenses Issued	1,106	1,059	720
Online Renewals	1,095	1,049	713
% Renewed Online	99%	99%	99%
Total Population	1,171	1,130	1,087

RESIDENTIAL WIREMEN

	TOTAL FY 2015	TOTAL FY 2016	3rd quarter FY 2017
New Licenses Issued	123	146	144
Renewed Licenses Issued	1,120	1,182	871
Online Renewals	1,091	1,155	855
% Renewed Online	97%	97%	98%
Total Population	1,330	1,409	1,456

APPRENTICES

	TOTAL FY 2015	TOTAL FY 2016	3rd quarter FY 2017
New Licenses Issued	27,582	32,749	23,283
New Licenses Issued Online	26,125	31,456	22,526
Renewed Licenses Issued	28,808	31,711	25,186
Online Renewals	28,319	29,010	24,868
% Renewed Online	98%	91%	98%
Total Population	62,278	70,902	73,702

SIGN APPRENTICES

	TOTAL FY 2015	TOTAL FY 2016	3rd quarter FY 2017
New Licenses Issued	1,295	1,514	1,067
New Licenses Issued Online	1,272	1,497	1,051
Renewed Licenses Issued	416	474	445
Online Renewals	410	472	442
% Renewed Online	98%	99%	99%
Total Population	1,969	2,166	2,208

ELECTRICAL CONTRACTORS

	TOTAL FY 2015	TOTAL FY 2016	3rd quarter FY 2017
New Licenses Issued	761	885	697
Renewed Licenses Issued	8,087	8,361	6,009
Online Renewals	7,932	8,240	5,949
% Renewed Online	98%	98%	99%
Total Population	8,842	9,317	9,647

ELECTRICAL SIGN CONTRACTORS

	TOTAL FY 2015	TOTAL FY 2016	3rd quarter FY 2017
New Licenses Issued	53	52	36
Renewed Licenses Issued	431	463	344
Online Renewals	425	457	340
% Renewed Online	98%	98%	98%
Total Population	485	520	524

RESIDENTIAL APPLIANCE INSTALLERS

	TOTAL FY 2015	TOTAL FY 2016	3rd quarter FY 2017
New Licenses Issued	245	230	175
Renewed Licenses Issued	1,327	1,508	1,143
Online Renewals	1,226	1,504	1,137
% Renewed Online	92%	99%	99%
Total Population	1,577	17,30	1,823

RESIDENTIAL APPLIANCE INSTALLATION CONTRACTORS

	TOTAL FY 2015	TOTAL FY 2016	3rd quarter FY 2017
New Licenses Issued	75	57	47
Renewed Licenses Issued	501	557	429
Online Renewals	491	495	423
% Renewed Online	98%	88%	98%
Total Population	572	607	631

COMBINED

	TOTAL FY 2015	TOTAL FY 2016	3rd quarter FY 2017
New Facility Licenses Issued	889	994	780
Renewed Facility Licenses Issued	9,019	9,381	6,782
Online Renewals	8,848	9,192	6,712
% Renewed Online	98%	98%	98%
New Individual Licenses Issued	31,643	36,829	26,696
Renewed Individual Licenses Issued	80,314	84,055	63,998
Online Renewals	78,989	80,737	63,289
% Renewed Online	98%	96%	98%
Total Population (Individuals)	119,286	128,986	132,610
Total Population (Facilities)	9,899	10,444	10,802
Total COMBINED Licenses	129,185	139,430	143,412

*The population number is a snapshot of the number of active licenses on the first day of and the month. The number of licenses issued and renewed is the total activity performed during the fiscal year.