

Texas Department of Public Safety



Regulatory Services Division

FY 2024 Annual Regulatory Report
Revision Date: November 2024

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1 Executive Summary

This report is provided by the Regulatory Services Division (RSD) of the Texas Department of Public Safety (DPS) in accordance with the requirements of [Government Code Chapter 411, § 411.512](#).

The Regulatory Services Division provides effective oversight of regulated programs as authorized by the Texas Legislature and uses a three-strategy approach: 1) Issuance 2) Modernization and 3) Compliance and Enforcement.

The Regulatory Services Issuance section is responsible for issuing regulatory licenses and permits, and for tracking the number of license and permit holders. Regulatory Services Issuance ensures the integrity of regulatory programs through a rigorous licensing process, which includes receiving and reviewing license and permit applications and ensuring compliance with applicable policies, codes, and statutes.

The Regulatory Services Modernization section is responsible for improving the operational efficiency and delivery of regulatory services to customers through re-engineered business processes and implementation of improved technological solutions.

The Regulatory Services Compliance and Enforcement section is responsible for auditing program licensees and permit holders for compliance with applicable state and federal regulations. The section reviews complaints from the public and monitors and analyzes program data to detect potential criminal or administrative violations. If warranted, investigations are conducted, administrative penalties are assessed, and criminal prosecutions are pursued.

RSD maintains LENS-focused regulatory services (lean, efficient, nimble, and scalable) to improvise and adapt to an ever-changing environment to provide services the citizens and legislative demands. In a LENS business model, services and employees are organized by function, rather than by program, which helps to eliminate duplication of effort and increase efficiencies. For example, RSD application staff can process permits and licenses for all regulatory programs. This allows team members to easily redirect to programs experiencing high volume to maintain processing time effectively.

2 Calculation Definitions

The reporting period is calculated as Fiscal Year (FY) 2024, from September 1, 2023, through August 31, 2024.

2.1 Licenses Issued

The number of licenses issued under the program during the reporting period.

I Definition

The figure reflects the number of new and renewal program licenses issued during the reporting period.

2.2 Complaints

The number and types of complaints received and resolved by the Department during the reporting period.

I Complaint Definition

A complaint is defined as any formal written statement received from a member of the public providing facts or cause for action against a licensed/authorized person or business, or a person/business working without a license in a program regulated by the Regulatory Services Division.

II Received and Resolved

Complaints are documented on the day received by the Department through an electronic form, email, fax, or the United States Postal Service.

RSD investigates complaints, and records are documented as closed on the day the Division disposes of the complaint. Complaint disposition points include closed for insufficient evidence, no violations found during the investigation, administrative violations found, and notification sent to the subject, or criminal violations are found and referred to law enforcement for further investigation.

2.3 Investigations Conducted

The number of investigations conducted by the Department during the reporting period.

I Definition

This is a cumulative number reflecting investigations resulting from received complaints, violations found during a routine inspection, leads from law enforcement and other state agencies, and reviewing program metrics such as Vehicle Inspection Clean Scan analysis. Since an investigation can be conducted without a complaint (i.e., violations found during a routine inspection or reviewing program metrics), it is important to note that the number of complaints and investigations conducted will not always match in this report.

2.4 Disciplinary Actions

The number and types of disciplinary actions taken by the Department during the reporting period.

I Definition

This calculation reflects all the disciplinary actions taken by the Division during the reporting period. An action is defined as formal notification to the subject of violations of program statute or administrative rules. Disciplinary actions taken can be the outcome of a complaint, inspection, investigations, background report, and notice of arrest or ineligibility to remain a licensee. Since disciplinary action can be taken without a formal investigation such as cases where a licensee becomes ineligible, it is important to note that the number of disciplinary actions may not match the number of complaints or investigations in this report.

Disciplinary action types in the report include advisory notices, cease, and desist, fine, reprimand, revocation, or suspension.

3 Capitol Access Pass

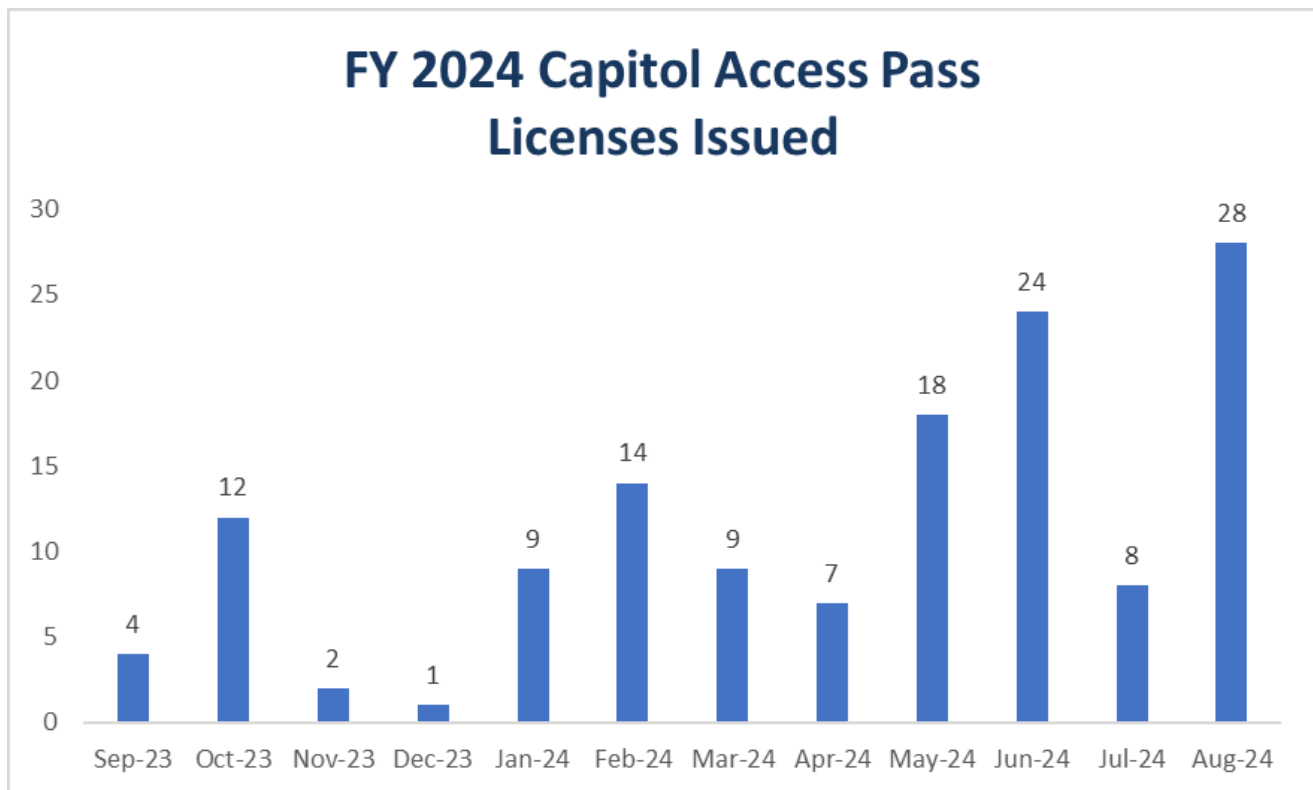
3.1 Overview

The Regulatory Services Division oversees the Capitol Access Pass (CAP) expedited access program under the authority of the Texas Government Code, [Chapter 411](#), and the related administrative rules ([37 TAC Part 1, Chapter 2](#)).

The CAP program provides expedited access to the Texas State Capitol through the main public entrances. Approved applicants gain access to the Capitol by presenting their Texas Driver License or Texas ID card at the line designated for CAP and handgun license holders.

3.2 Licenses Issued

In FY 2024, the Regulatory Services Division issued 136 individual licenses.



3.3 Complaints

In FY 2024, the Regulatory Services Division received one complaint resulting in no action due to insufficient evidence or no violation found.

I Violation Designation

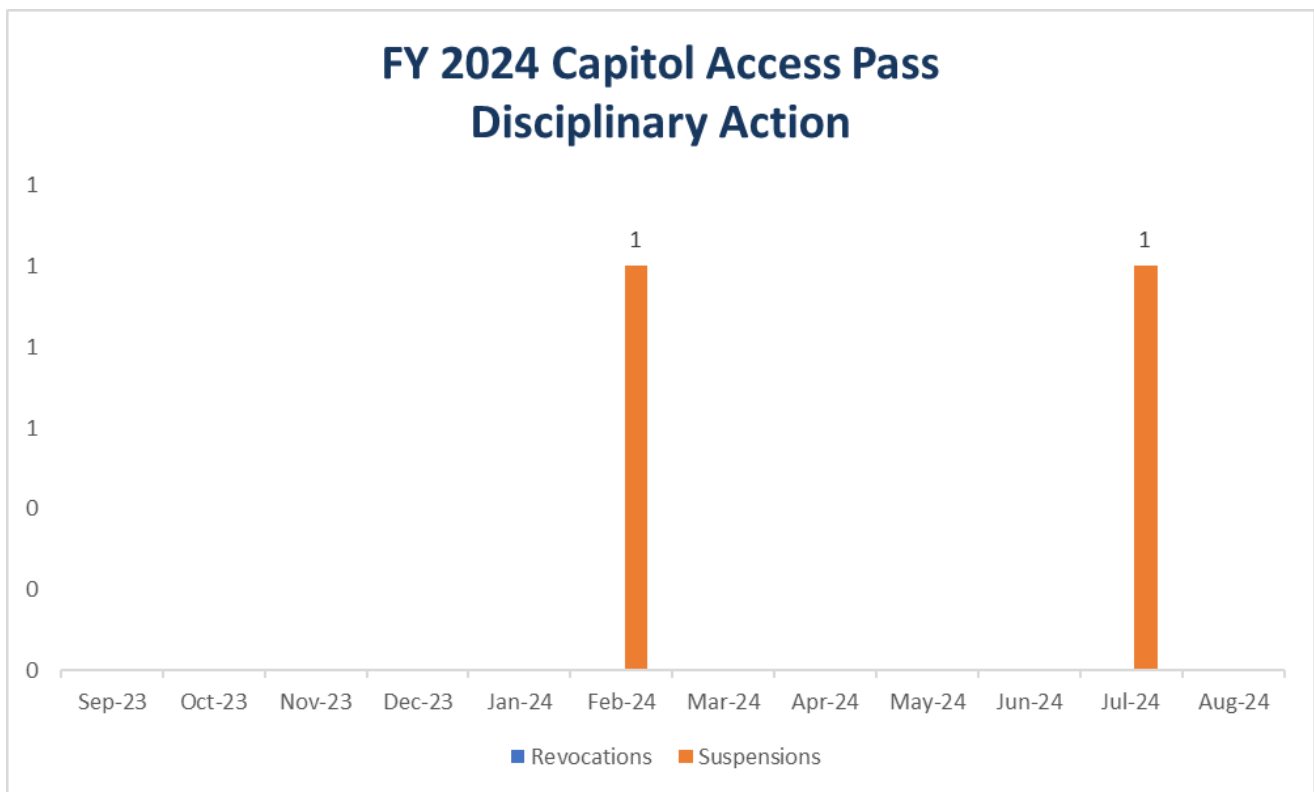
Non-Regulated Program	1
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3.4 Investigations Conducted

In FY 2024, the Regulatory Services Division conducted one investigation from a complaint resulting in no action due to insufficient evidence or no violation found.

3.5 Disciplinary Action

In FY 2024, the Regulatory Services Division issued two formal disciplinary actions: two suspensions.



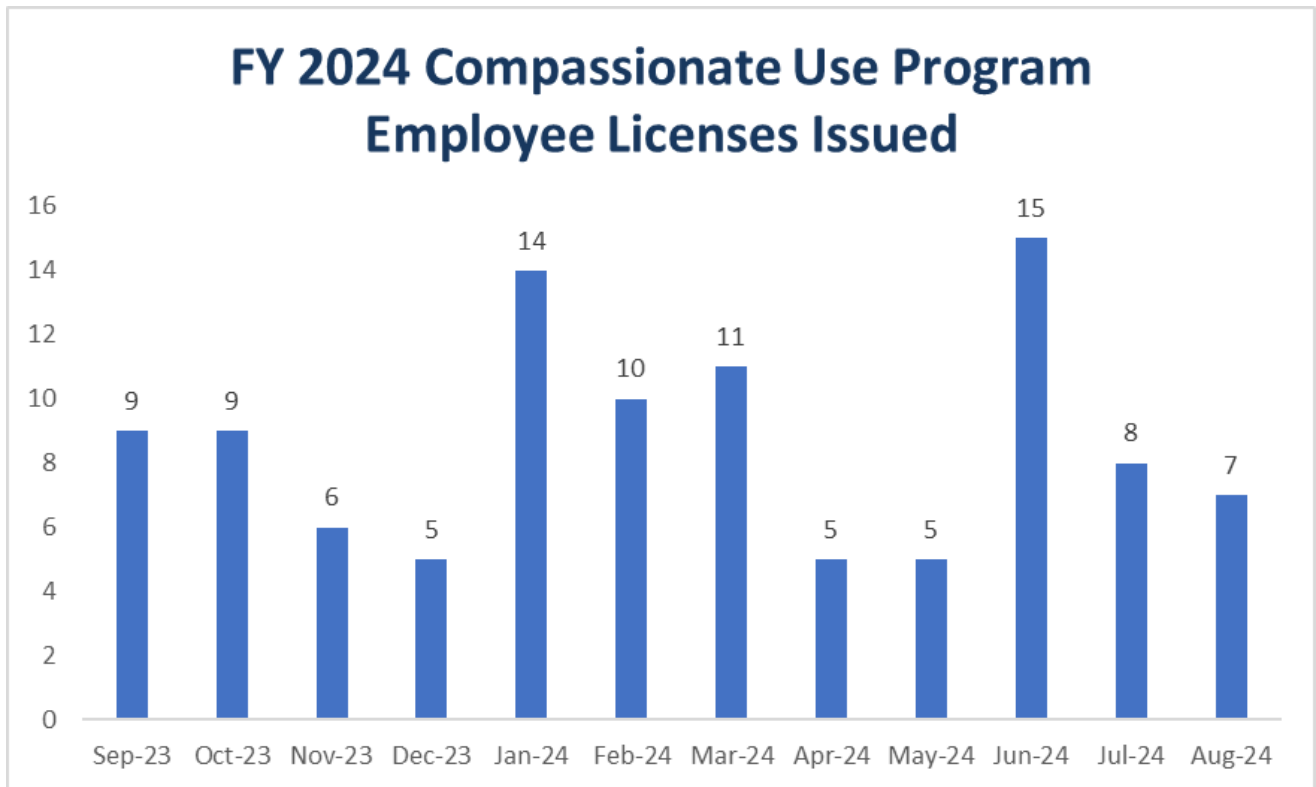
4 Compassionate Use Program

4.1 Overview

The Department of Public Safety administers the Compassionate Use Program (CUP) in Texas, under the authority of the [Texas Health and Safety Code, Chapter 487](#). Through the program, DPS operates a secure online registry of qualified physicians who can prescribe low tetrahydrocannabinol (THC) to patients with specific medical conditions. The registry, called the Compassionate Use Registry of Texas (CURT), is designed to prevent more than one qualified physician from registering as the prescriber for a single patient, is accessible to law enforcement agencies and dispensing organizations to verify patients of low-THC cannabis, and allows a physician to input safety and efficacy data derived from the treatment of patients for whom low-THC cannabis is prescribed. DPS also manages the licensing of organizations that dispense low-THC cannabis to patients in the Compassionate Use Registry of Texas.

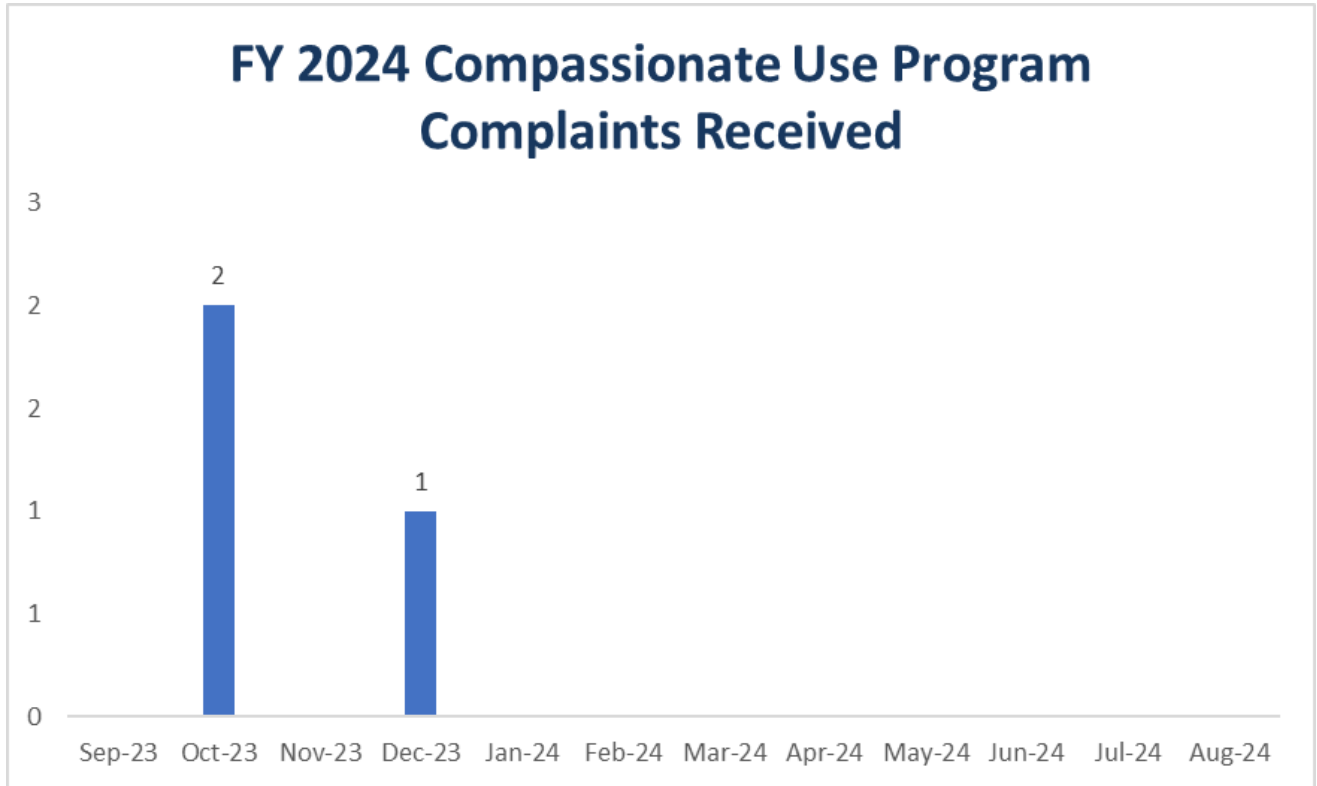
4.2 Licenses Issued

In FY 2024, the Regulatory Services Division issued 104 employee licenses and had three active dispensing facilities.



4.3 Complaints

In FY 2024, the Regulatory Services Division received three complaints resulting in no action due to insufficient evidence or no violation found.

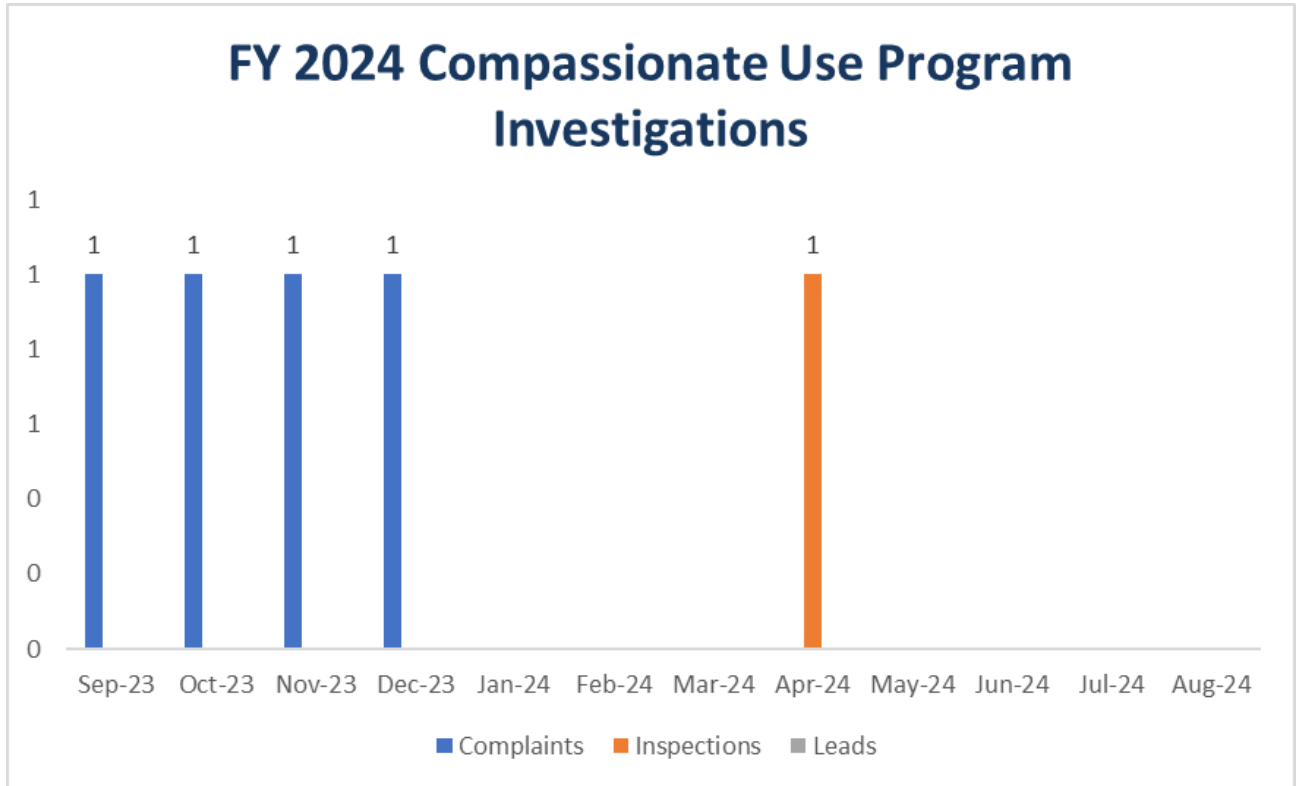


I Violation Designation

Deceptive Business Practices	1
Non-Statutory Authority	2

4.4 Investigations Conducted

In FY 2024, the Regulatory Services Division conducted five investigations: four from complaints, and one from inspections.



4.5 Disciplinary Action

In FY 2024, the Regulatory Services Division did not take any formal disciplinary action against a licensee.

5 Ignition Interlock Device

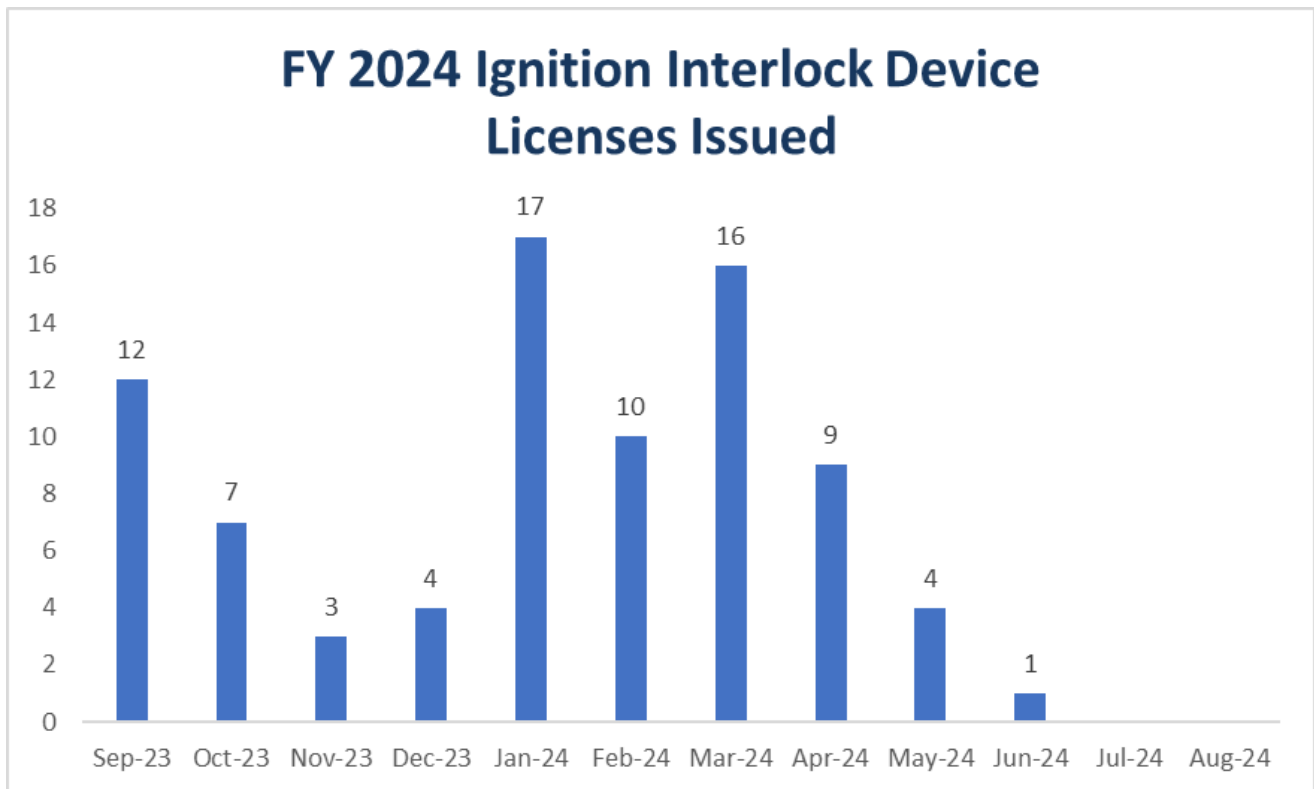
5.1 Overview

The [Texas Transportation Code §521.2476](#) requires DPS establish minimum standards for vendors of Ignition Interlock Devices (IID) who conduct business in Texas and procedures to ensure compliance with those standards, including procedures for the inspection of a vendor’s facilities.

Regulatory Service Division staff approves ignition interlock devices, including the authorization of vendors to install, download, remove, repair, replace and make reports of all required data recorded by the device.

5.2 Licenses Issued

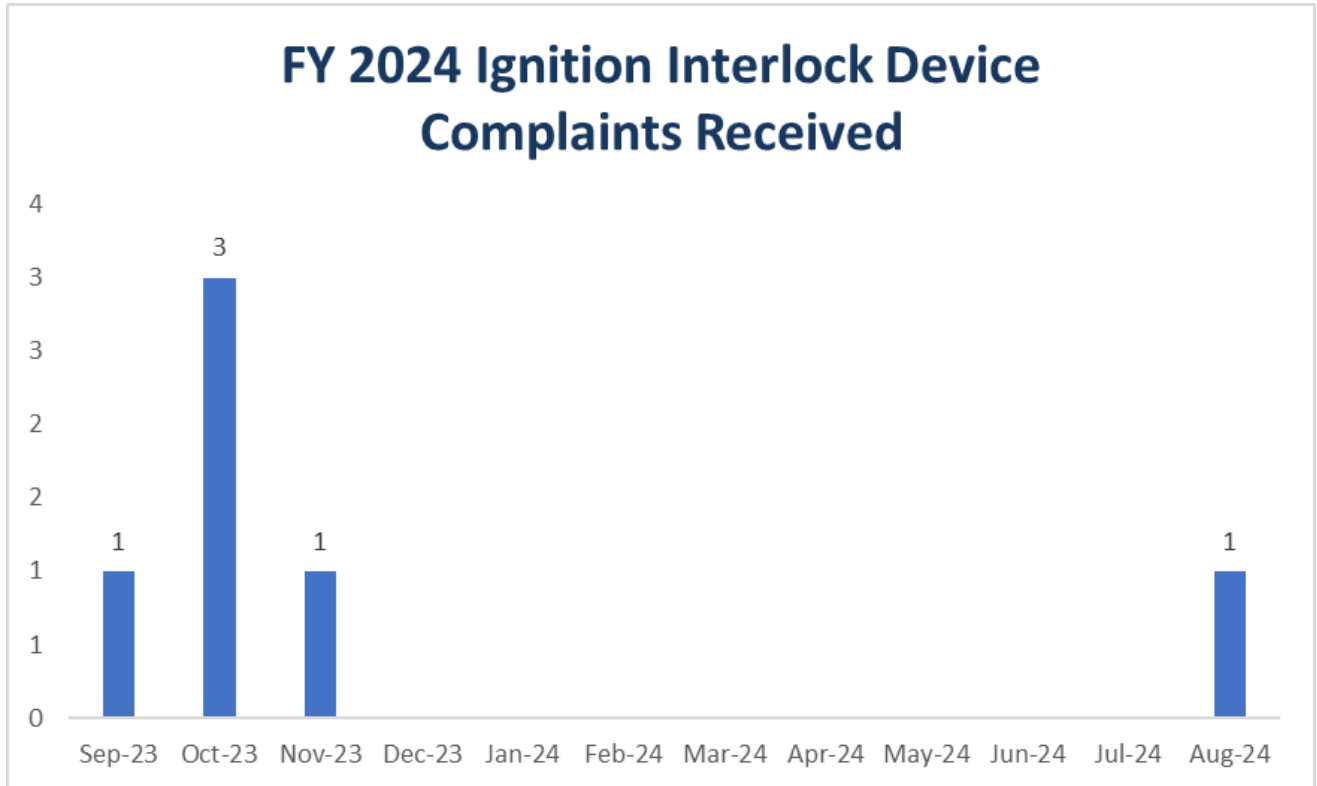
In FY 2024, the Regulatory Services Division issued 83 service center authorizations.



*As of July 2023, reporting data has been affected by the Division transitions to the ECM system.

5.3 Complaints

In FY 2024, the Regulatory Services Division received six complaints resulting in no action due to insufficient evidence or no violation found.

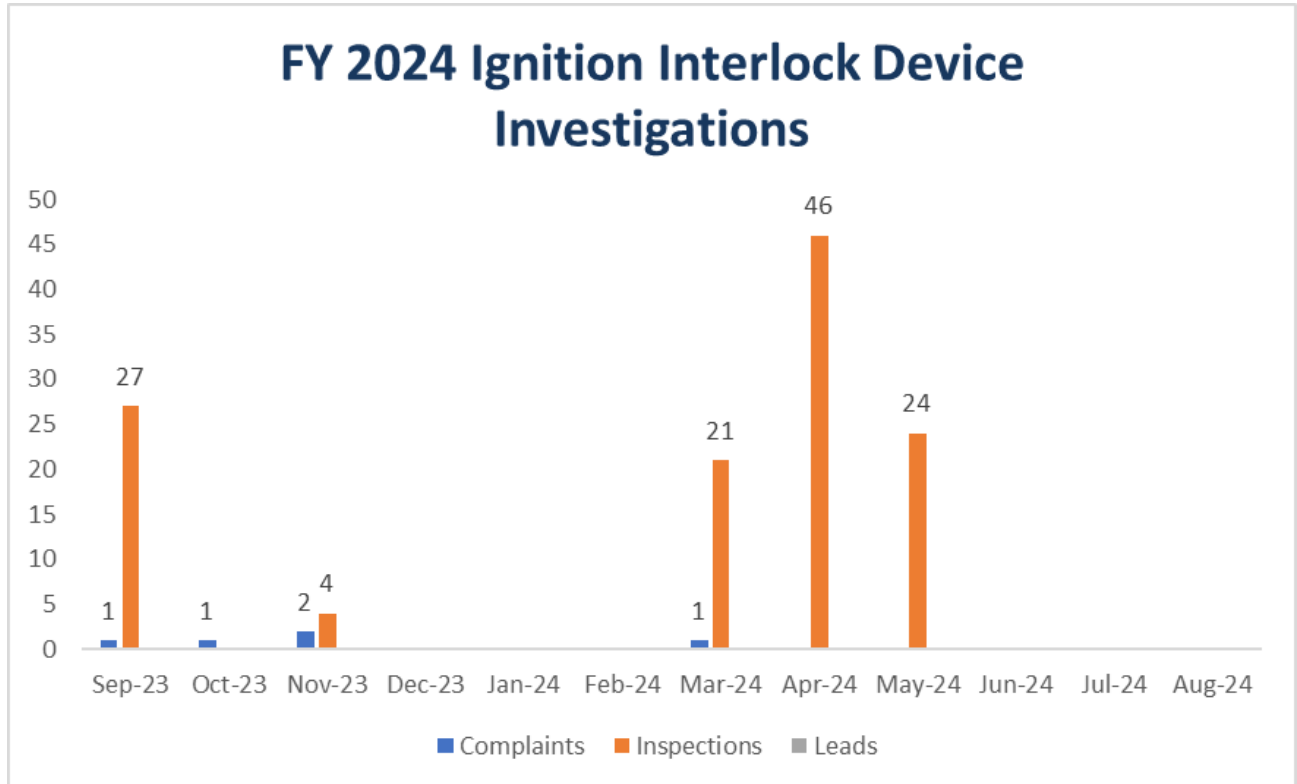


I Violation Designation

Deceptive Business Practices	1
Non-Compliance	1
Not within Statutory Authority	3
Standards Of Conduct	1

5.4 Investigations Conducted

In FY 2024, the Regulatory Services Division conducted 127 investigations: five complaints, and 122 from inspections.



*As of March 1st, reporting data will be affected as Division transitions to a case management application.

5.5 Disciplinary Action

In FY 2024, the Regulatory Services Division did not take any formal disciplinary action against a licensee. Service Centers were able to correct deficiencies to comply.

6 Private Security

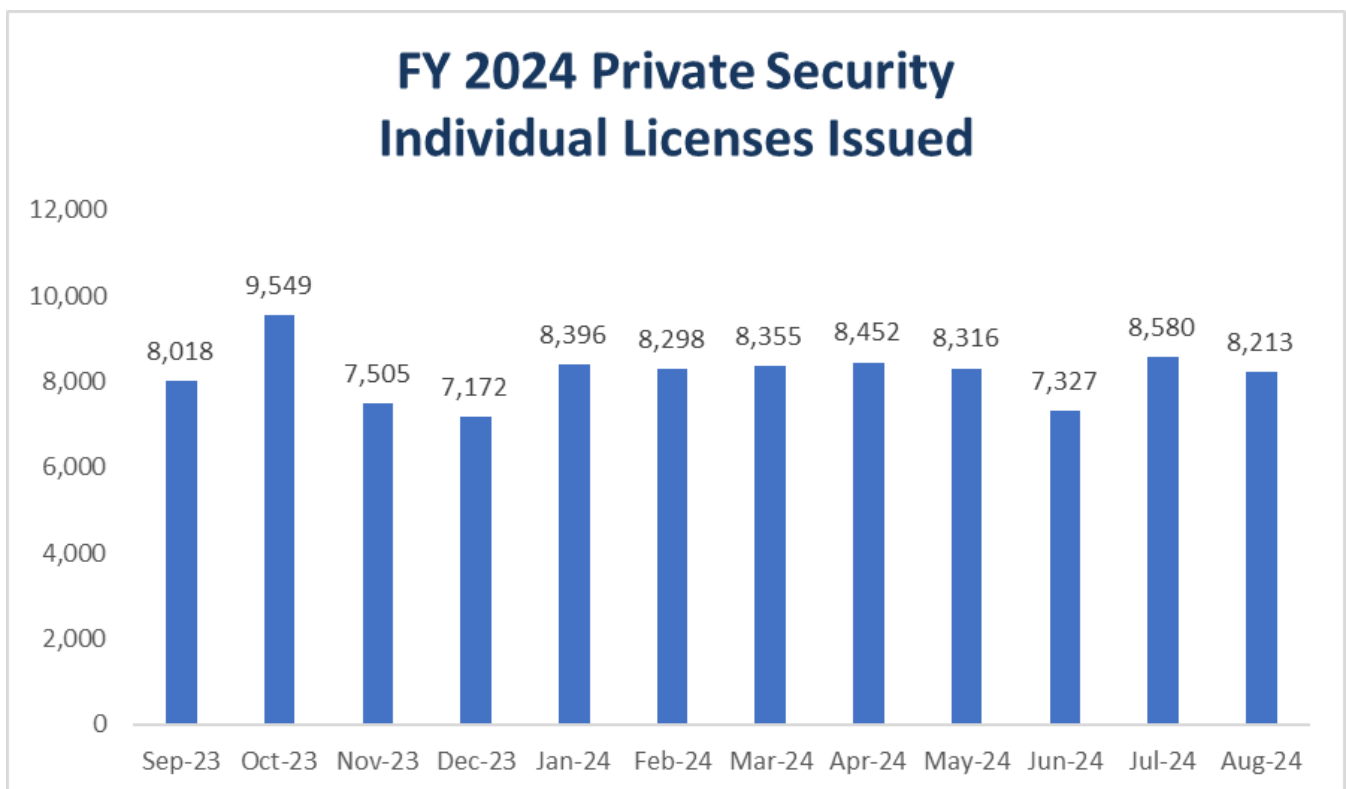
6.1 Overview

The Regulatory Services Division regulates the private security profession in Texas. The Division protects the public by conducting fingerprint-based background checks on applicants, investigating, and resolving complaints, and taking disciplinary action against licensees or seeking criminal prosecution of those who perform private security services without a license.

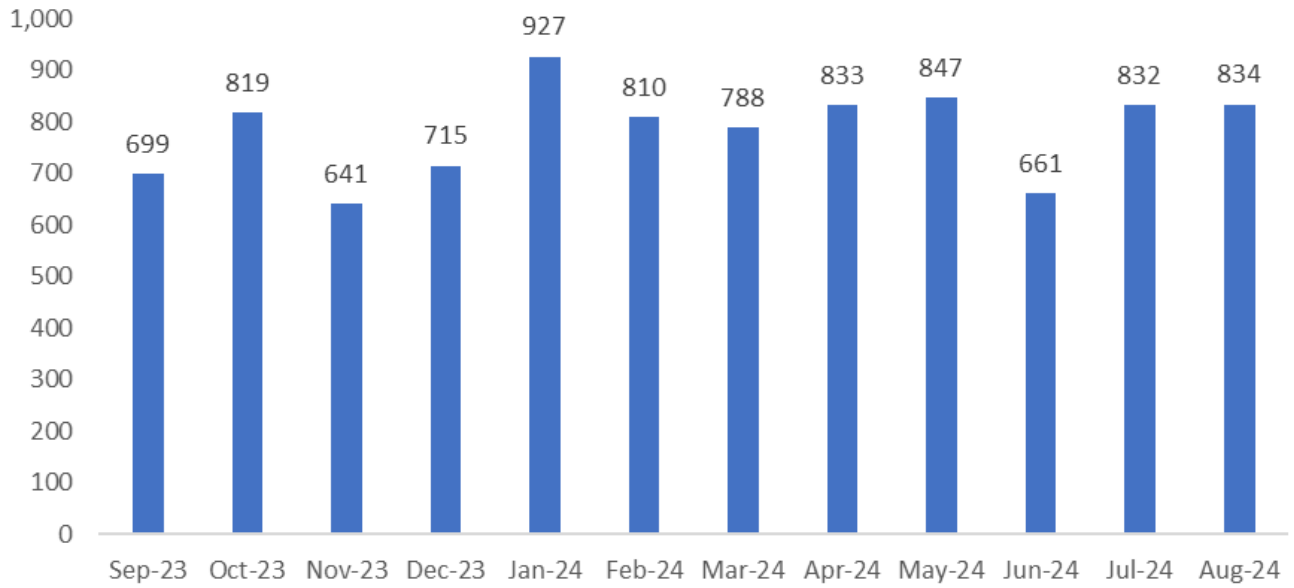
The private security profession includes armed and unarmed security guards, personal protection officers, private investigators, alarm systems installers and monitors, armored car couriers, electronic access control device installers, and locksmiths. DPS regulates the private security profession under the authority of the Texas Occupations Code, [Chapter 1702](#), and the related administrative rules ([Title 37, Part 1, Chapter 35](#)).

6.2 Licenses Issued

In FY 2023, the Regulatory Services Division issued 98,181 individual licenses and 9,406 business licenses.

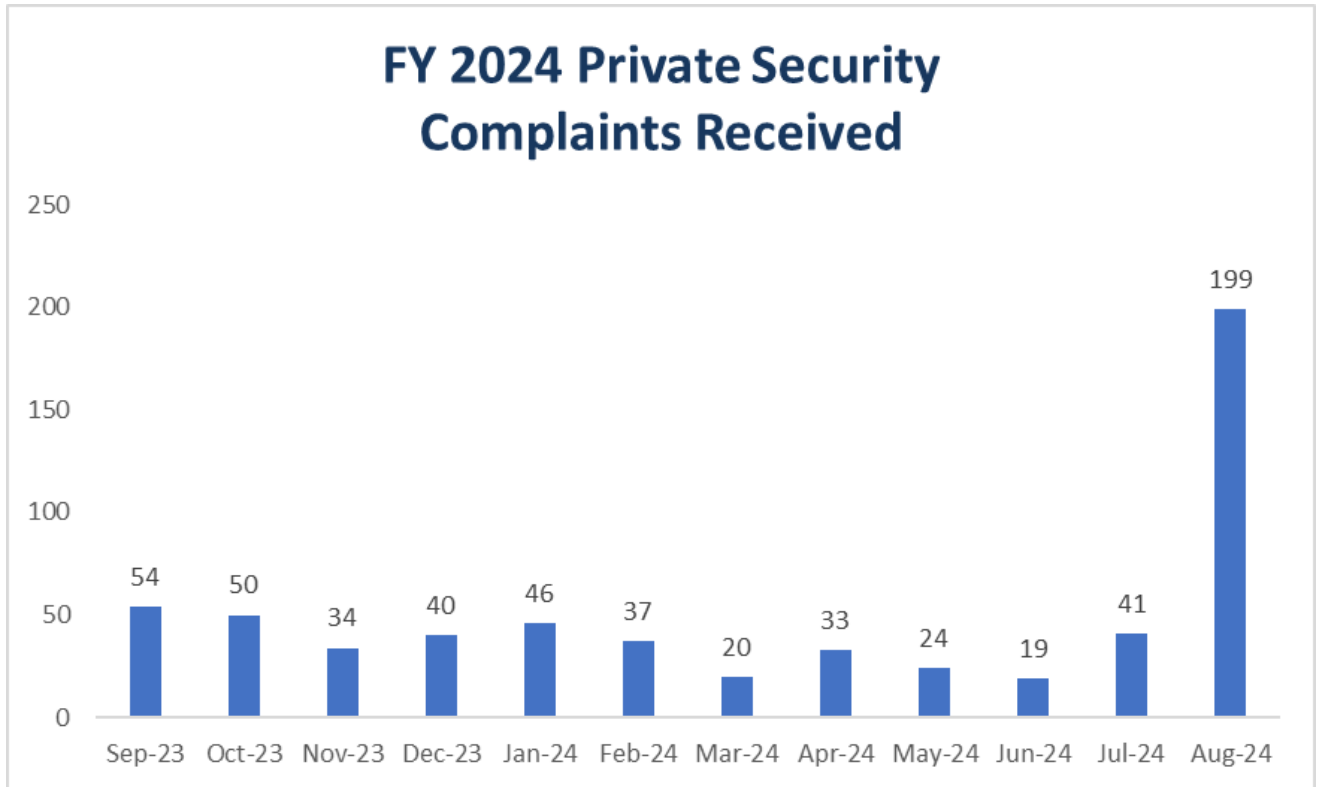


FY 2024 Private Security Company Licenses Issued



6.3 Complaints

In FY 2024, the Regulatory Services Division received 597 complaints: 53 were referred for disciplinary action, one was referred to law enforcement, and the remainder resulted in no action due to insufficient evidence or no violation found.



*As of March 1st, reporting data will be affected as Division transitions to a case management application.

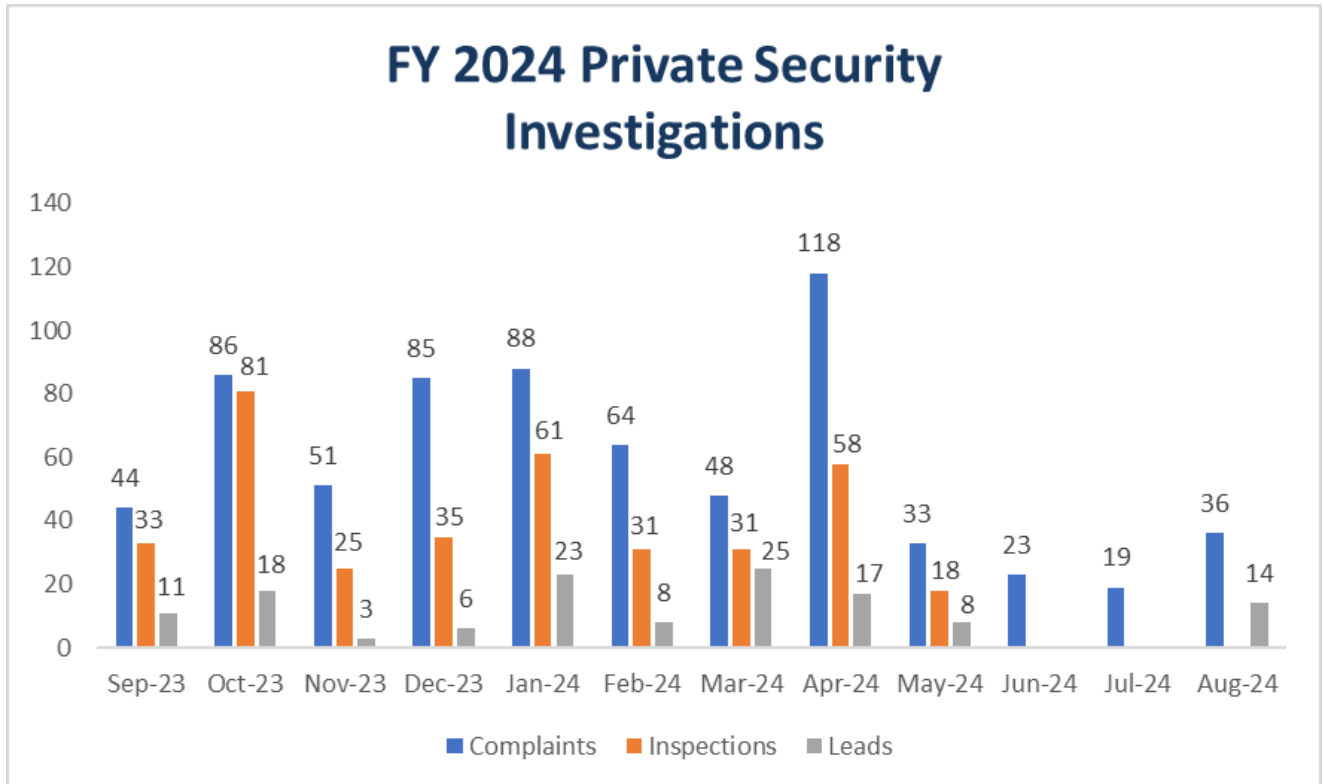
I Violation Designation

Advertisement Violation	13
Arrest Notification	1
Assault	3
Brandish Firearm	4
Continuing Education	1
Contract Violation	10
Deceptive Business Practices	13
Eligibility	2
Employing An Unqualified Person	57

Equipment	5
Firearms Discharge	3
Fraud	4
Harassment	9
Impersonating A Security Officer	11
MAB	10
Non-Compliance	12
Non-Regulated Program	1
Not Affiliated	6
Not within Statutory Authority	172
Operating With Expired License	25
Operating With Suspended License	17
Operating Without A License	167
Operating Without Company Representative	1
Parking and Vehicles	2
Records Issue	6
Standards Of Conduct	23
Threat	2
Uniform	17

6.4 Investigations Conducted

In FY 2024, the Regulatory Services Division conducted 1,201 investigations: 695 from complaints, 373 from inspections, 33 self-reported firearms discharges, and 100 from Leads submitted by Law Enforcement or another State Agency.

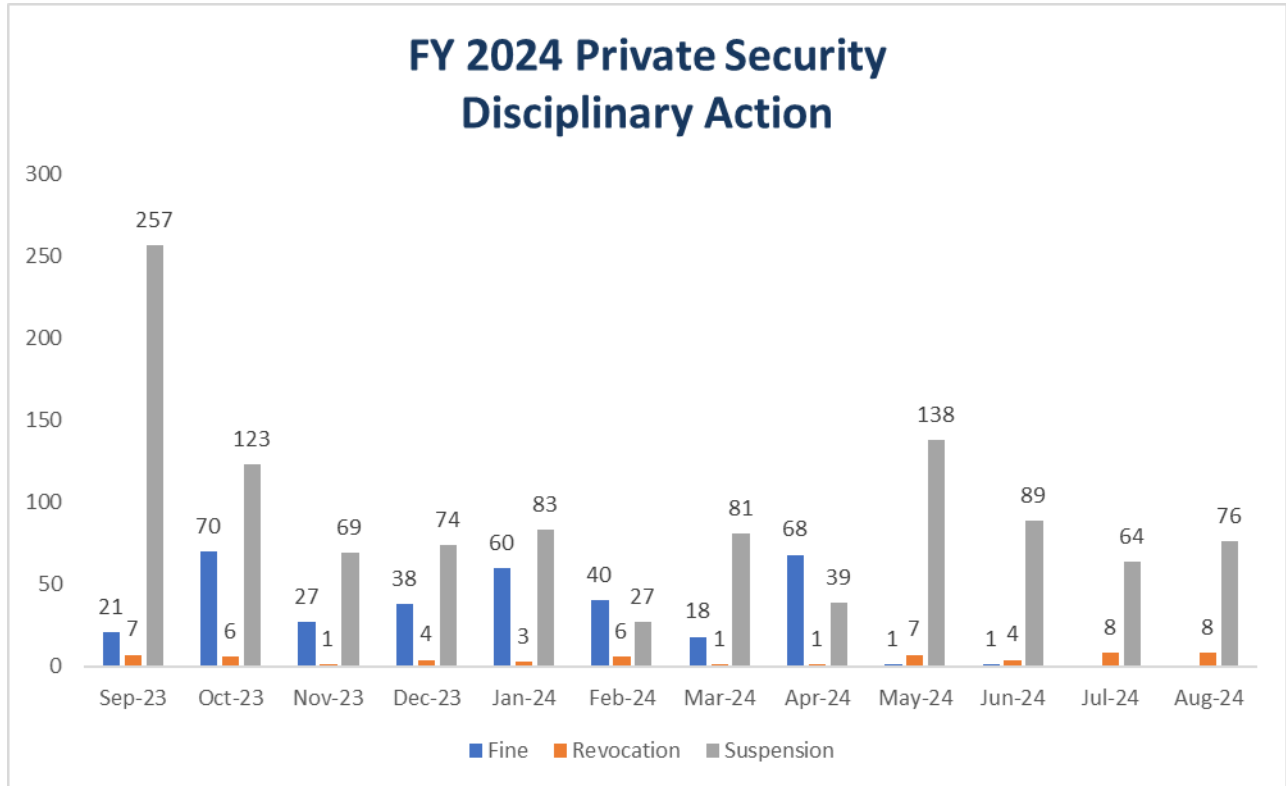


*Chart – Self-reported firearms discharge instances are included in the “Leads” overall numbers.

*As of March 1st, reporting data will be affected as Division transitions to a case management application.

6.5 Disciplinary Action

In FY 2024, the Regulatory Services Division issued 1,520 formal disciplinary actions: 344 fines, 56 revocations, and 1,120 suspensions.



7 Texas Metals Program

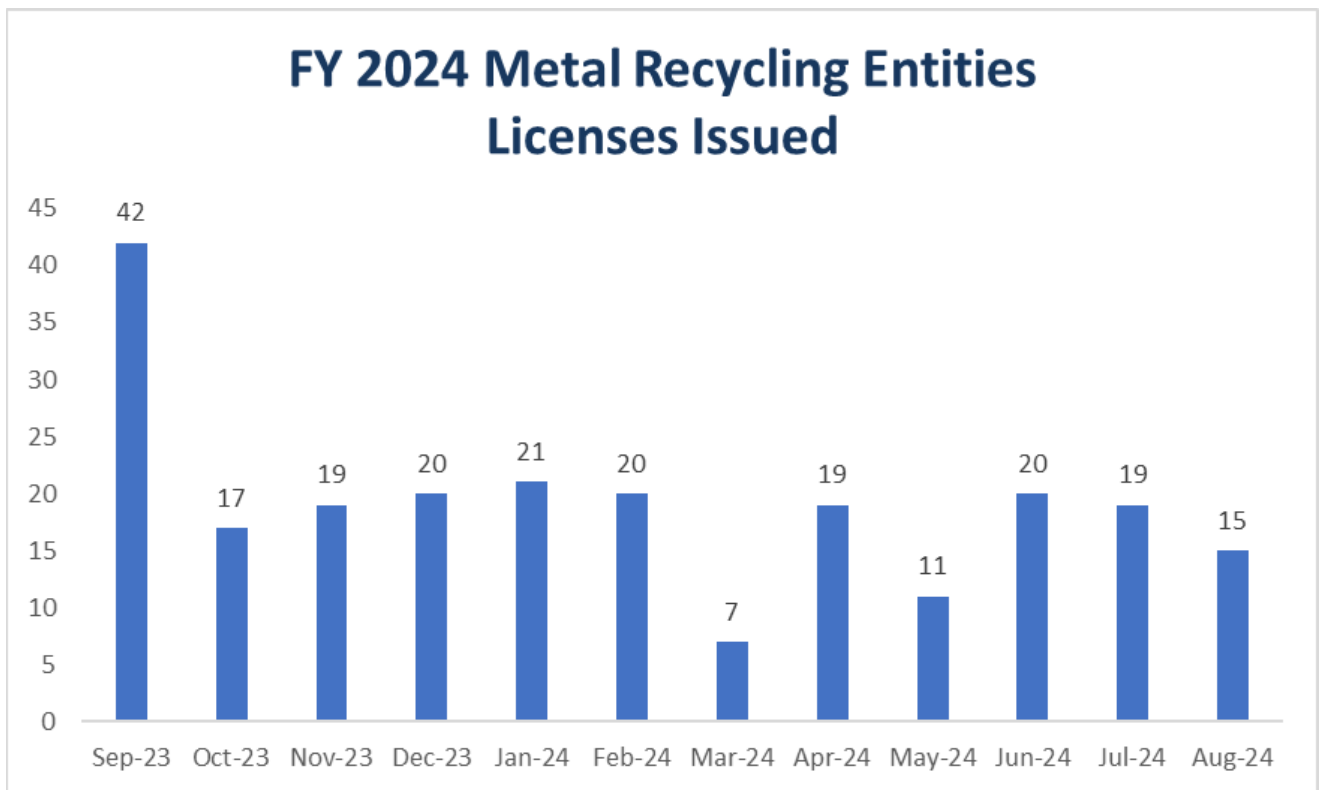
7.1 Overview

The Regulatory Services Division registers and regulates all Metal Recycling Entities (MREs) in Texas under the authority of the Texas Occupations Code, [Chapter 1956](#), and the related administrative rules ([Title 37, Part 1, Chapter 36](#)).

The Division licenses businesses, evaluates the eligibility of applicants through criminal history background checks, oversees transaction record-keeping, and conducts routine inspections to ensure compliance with applicable laws and administrative rules. The Division also provides online training to all MRE owners.

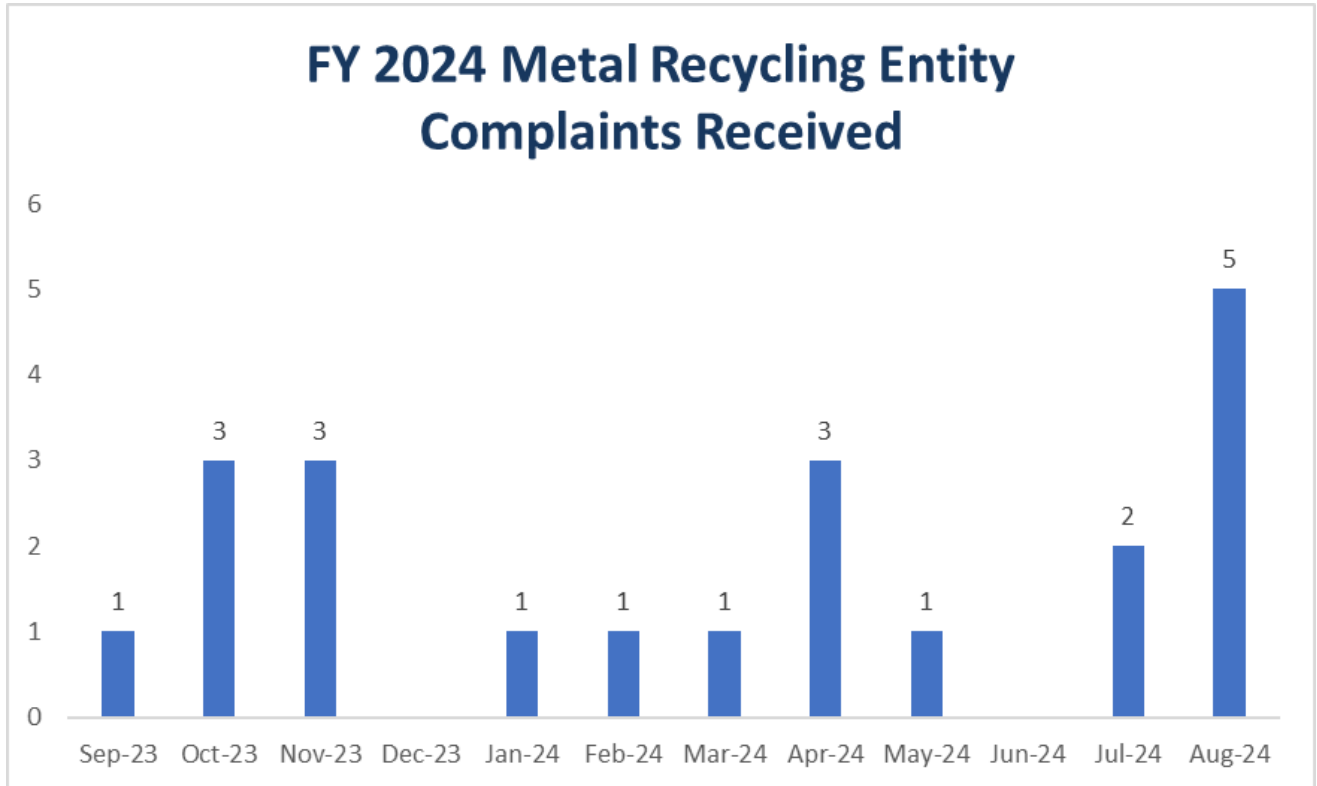
7.2 Licenses Issued

In FY 2024, the Regulatory Services Division issued 230 licenses.



7.3 Complaints

In FY 2024, the Regulatory Services Division received 21 complaints resulting in no action due to insufficient evidence or no violation found.



*As of March 1st, reporting data will be affected as Division transitions to a case management application.

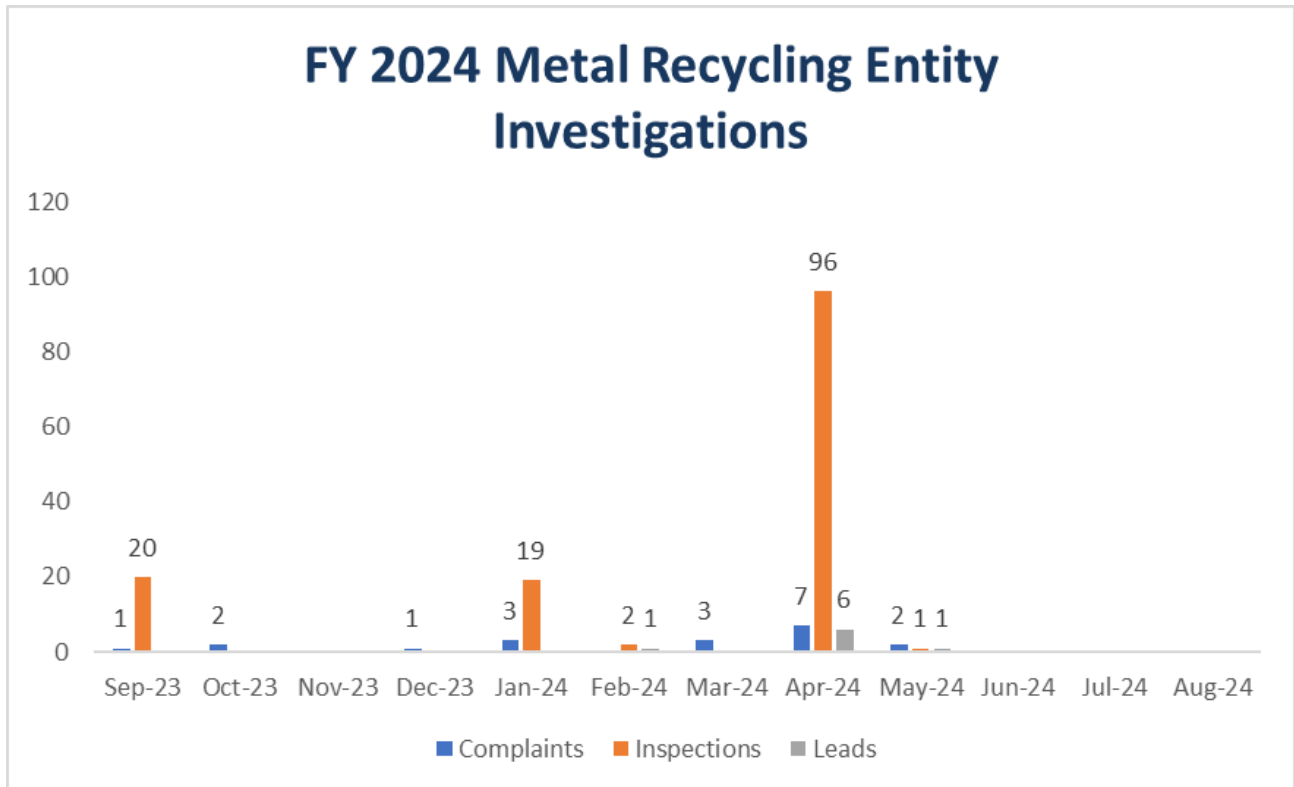
I Violation Designation

Deceptive Business Practices	2
Fraud	1
Non-Compliance	3
Non-Regulated Program	2
Not within Statutory Authority	6
Operating With Expired License	1
Operating Without A License	1
Regulated Materials/Metals w/o Req Docs Transaction	1
Standards Of Conduct	1

Stolen Regulated Materials/Metals Transaction	2
Theft	1

7.4 Investigations Conducted

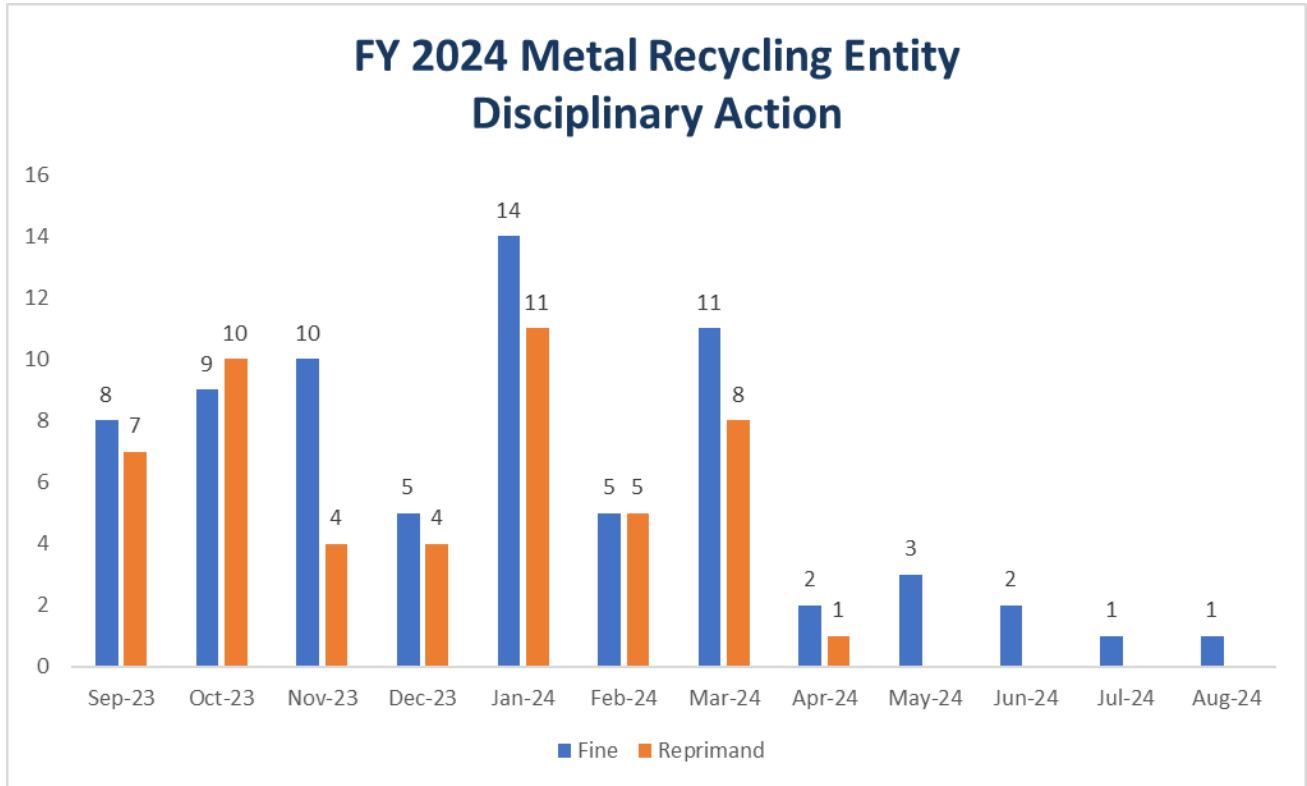
In FY 2024, the Regulatory Services Division conducted 165 investigations: 19 from complaints, 138 from Inspections, and eight were Leads submitted by Law Enforcement or another State Agency.



*As of March 1st, reporting data will be affected as Division transitions to a case management application.

7.5 Disciplinary Action

In FY 2024, the Regulatory Services Division issued 121 formal disciplinary actions: 71 fines, and 50 reprimands.



8 Vehicle Inspection

8.1 Overview

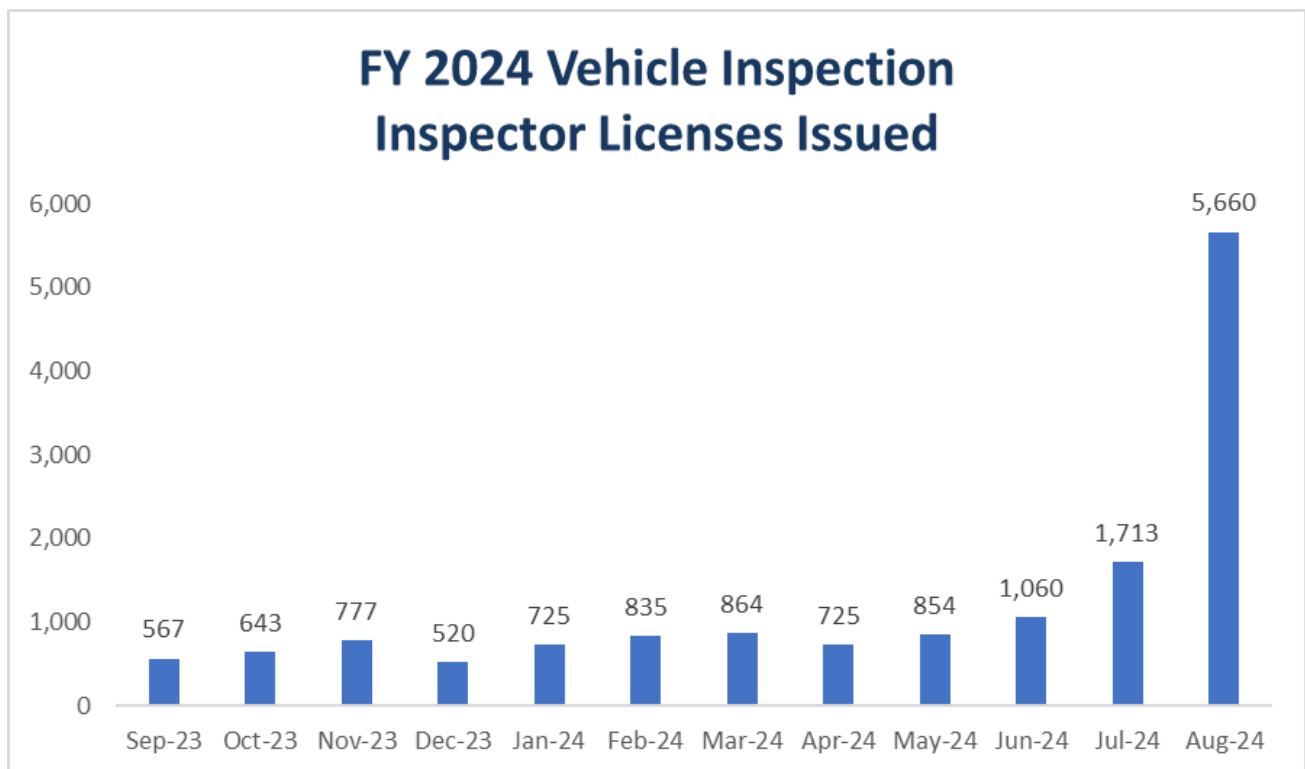
The Regulatory Services Division administers the Vehicle Inspection (VI) program in Texas under the authority of the Texas Transportation Code, Chapters [547](#) and [548](#), and the related administrative rules ([Title 37, Part 1, Chapter 23](#)).

The VI program licenses all official vehicle inspection stations and inspectors throughout the state to help keep roadways safe and the environment clean. Vehicles are required to be inspected annually for conditions or defects that might cause traffic collisions and contribute to air pollution. Division employees are authorized to take appropriate enforcement action against anyone in violation of Texas laws.

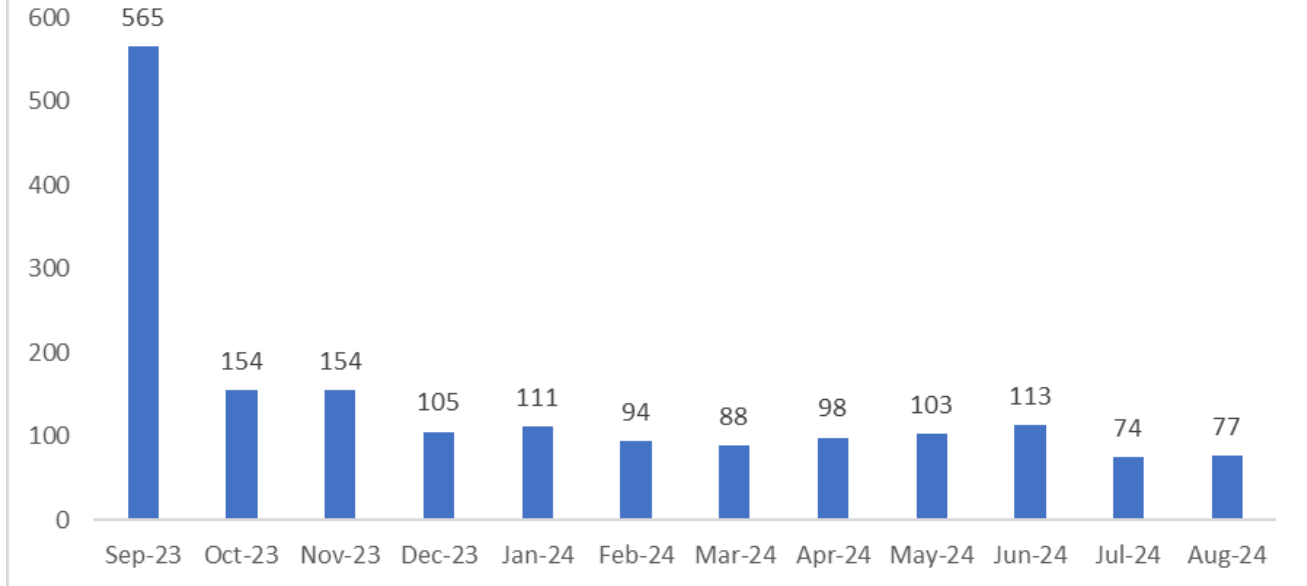
Vehicles registered in Texas are required to pass an annual inspection to ensure compliance with safety standards. While safety inspections are required throughout the state, emissions testing is required of vehicles inspected in 17 Texas counties to comply with federally mandated clean air requirements. Vehicle inspections are performed at Official Vehicle Inspection Stations licensed by DPS.

8.2 Licenses Issued

In FY 2024, the Regulatory Services Division issued 14,943 inspector licenses and 1,736 station licenses.



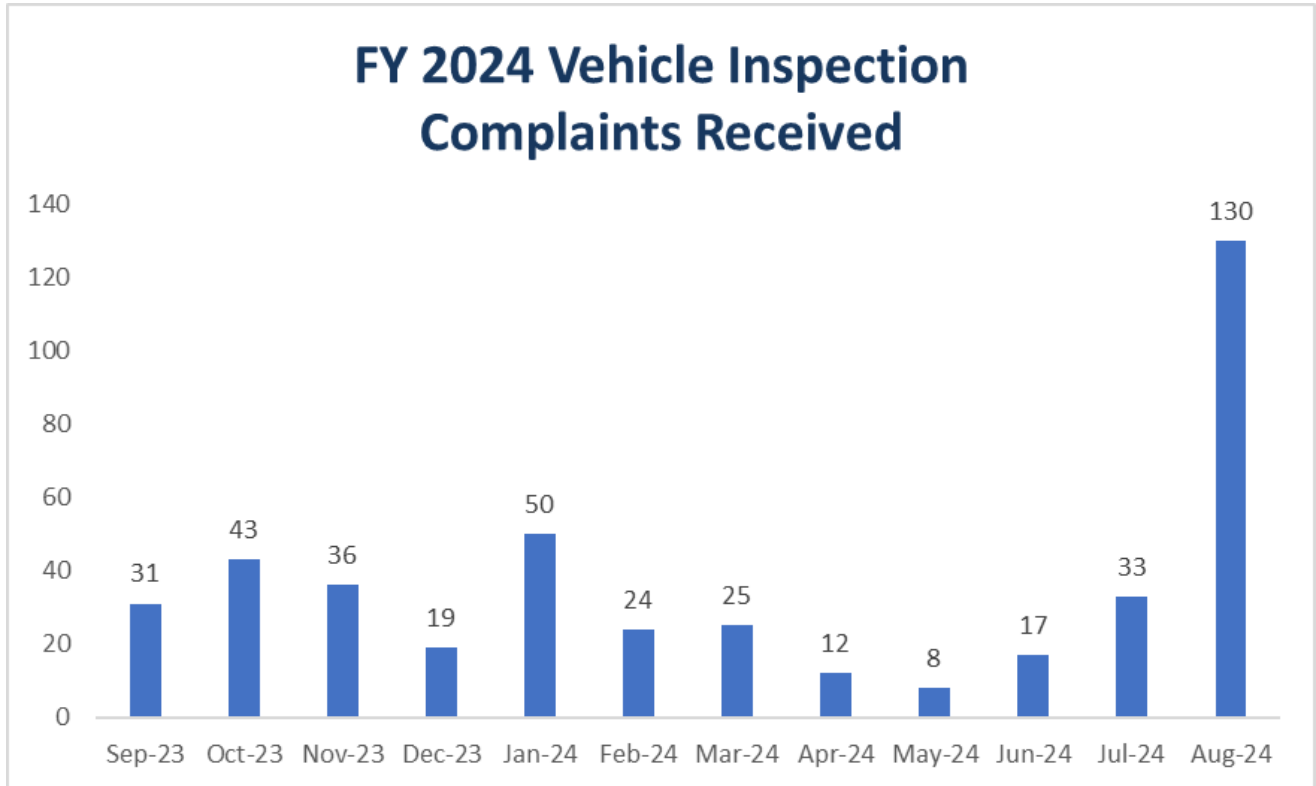
FY 2024 Vehicle Inspection Station Licenses Issued



Note: Beginning in 2024, license expirations have been aligned to calendar year end as part of ending the safety inspection program. Inspector licenses expire 12/31 of even number years, station licenses expire 12/31 of odd number years.

8.3 Complaints

In FY 2023, the Regulatory Services Division received 428 complaints: 27 were referred for disciplinary action, and the remainder resulted in no action due to insufficient evidence or no violation found.



*As of March 1st, reporting data will be affected as Division transitions to a case management application.

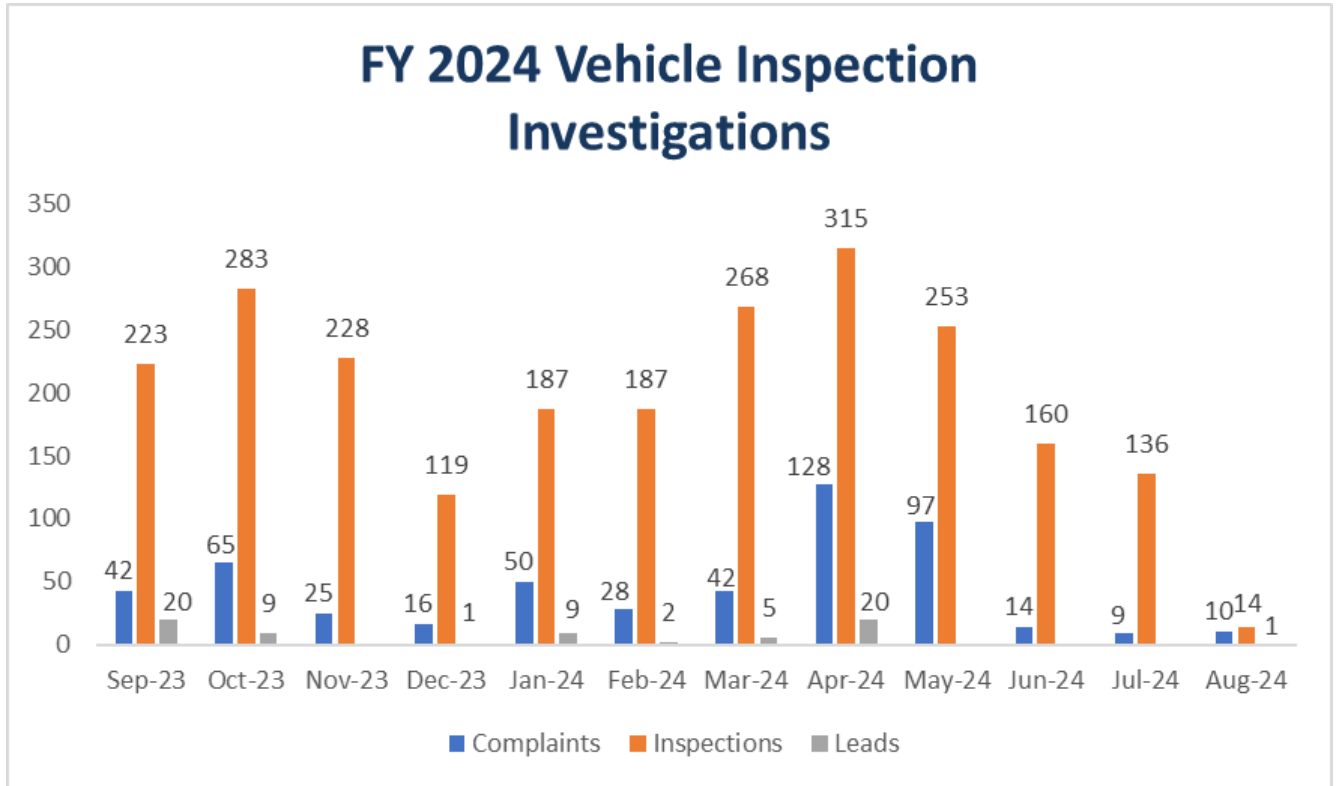
I Violation Designation

Application Issue	1
Clean Scan	1
Deceptive Business Practices	42
Employing An Unqualified Person	1
Equipment	1
Emissions Violations	1
Failure To Inspect	25
Fraud	5
Fraudulent Inspection	134
Fraudulent VIR	10

Inspection	1
Non-Compliance	30
Not Affiliated	1
Not within Statutory Authority	30
Operating With Suspended License	1
Operating Without A License	2
PIN Violation	3
Records Issue	10
Refused to Inspect	24
Requiring Repairs for Passing Inspection	47
Safety Issue	3
Standards Of Conduct	15
VI Inspection Fee Overcharge	40

8.4 Investigations Conducted

In FY 2024, the Regulatory Services Division conducted 2,966 investigations: 526 from complaints, 2,373 from inspections, and 67 were Leads submitted by Law Enforcement or another State Agency.



*As of March 1st, reporting data will be affected as Division transitions to a case management application.

8.5 Disciplinary Action

In FY 2024, the Regulatory Services Division issued 4,299 formal disciplinary actions: 1,300 fines, 1,351 revocations and 1,648 suspensions.

