



# Licensing Division

Staff Report for Driver Training and Traffic Safety Advisory  
Committee Meeting January 23, 2023

## Statistics

<b>Driver Education Instructor</b>	<b>FY 22</b>	<b>FY 23</b>
New Licenses	272	68
Renewed Licenses	1,761	304
Total Licensed Population	1,831	1,858

<b>Drug and Alcohol Driving Awareness Instructor</b>	<b>FY 22</b>	<b>FY 23</b>
New Licenses	2	0
Renewed Licenses	34	7
Total Licensed Population	64	60

# EDUCATION AND EXAMINATION DIVISION

Staff Report for Driver Training and Traffic Safety – January 23<sup>rd</sup>, 2023

## Statistics

Statistics by Program  
(As of December 31<sup>st</sup>, 2022)

<b>Driving Safety Course Provider</b>		
	<b>FY2022</b>	<b>FY2023</b>
<b>New</b>	6	19
<b>Renewal</b>	89	32
<b>Total</b>	<b>95</b>	<b>51</b>
<b>Parent Taught Course</b>		
	<b>FY2022</b>	<b>FY2023</b>
<b>New</b>	10	3
<b>Renewal</b>	Does not Renew	Does not Renew
<b>Total</b>	<b>10</b>	<b>3</b>
<b>Driving Safety School</b>		
	<b>FY2022</b>	<b>FY2023</b>
<b>New</b>	12	19
<b>Renewal</b>	293	65
<b>Total</b>	<b>305</b>	<b>84</b>
<b>Drug &amp; Alcohol Driving Awareness</b>		
	<b>FY2022</b>	<b>FY2023</b>
<b>New</b>	0	1
<b>Renewal</b>	9	2
<b>Total</b>	<b>9</b>	<b>3</b>
<b>Driving Education School</b>		
	<b>FY2022</b>	<b>FY2023</b>
<b>New</b>	30	16
<b>Renewal</b>	321	107
<b>Total</b>	<b>351</b>	<b>137</b>

# DES Updates

- **Renewals and Applications**

1. Renewal applications must be submitted within 60 days prior to the expiration date listed on the license.
- Before submitting an application to the department, be sure you are using the most current application. Applications are found on the TDLR website under the [Driver Education & Safety webpage](#)

- **HB1560 REPEALED NOW**

1. Driving Safety Instructor license
2. 2-Hour Driving Safety CE course
3. Driving Safety Instructor Development Course

- **HB1560 REPEALED AS OF 6/1/23**

1. Driving Safety School
2. Driver Education Instructor Development Course
3. Driving Safety Course for Drivers Younger than 25 Years of Age [DSY25].
4. Specialized Driving Safety Course [Seatbelt Course]
5. Drug and Alcohol Driving Awareness Program [DADAP]
6. Driver Education Teacher
7. Teaching Assistant
8. Supervising Teacher

- **Things to Know**

1. For a list of all HB1560 changes, visit the [Driver Education & Safety Webpage](#)
2. To stay current on upcoming changes effecting your program, sign up to receive [email updates](#) from TDLR

- **Reminder**

1. The [DES@tdlr.texas.gov](mailto:DES@tdlr.texas.gov) email address is no longer a valid email address, all email correspondence for the E&E Division must be sent through the new [Education & Examination Webform.](#)

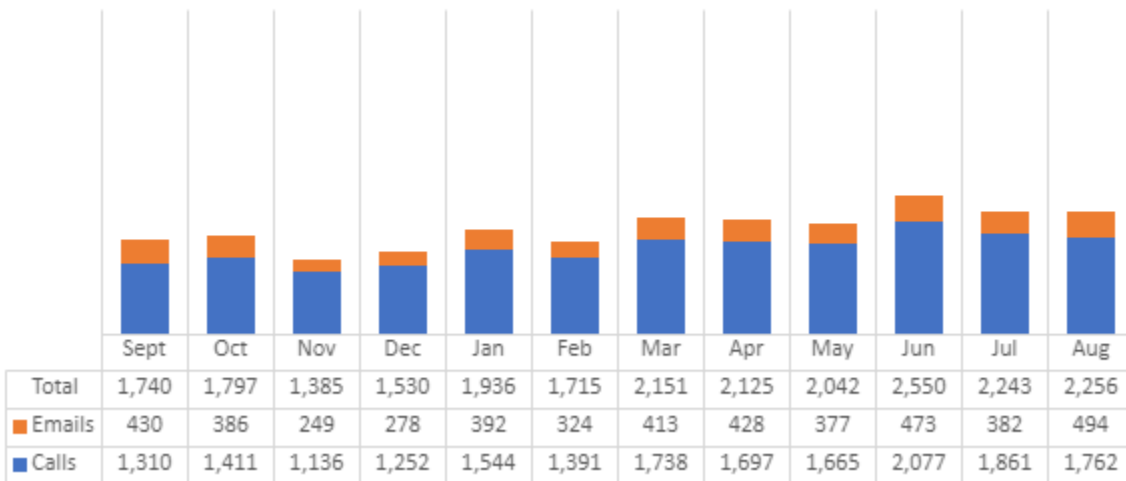
# Customer Service Division

Staff Report for the Driver Training and Traffic Safety Advisory Committee

January 23, 2023

## Statistics

DRIVER EDUCATION AND SAFETY  
CUSTOMER SERVICE CONTACTS  
FISCAL YEAR 2022





# Enforcement Division

## Staff Report for the Driver Training and Traffic Safety Advisory Committee Meeting January 23, 2023

### Personnel Updates

- On May 1, 2022, Jessica Hurtado was promoted to Senior Prosecutor. Jessica has been with TDLR for over 4 years and has experience with a number of our programs including all the Health Related Programs, Transportation Programs, and most recently with our Criminal History Evaluation Team. Prior to joining TDLR, she spent time with the Texas Ethics Commission, Texas Workforce Commission, as well as some time in private practice.
- On May 15, 2022, Jack Phillips was promoted to the Investigations Team Lead Supervisor position for the North Region. Jack has worked for TDLR for over 7 years, previously serving as an Inspector. Jack has served Texans for over 28 years, including working for the Attorney General's and Texas Department of Criminal Justice. Jack is also a proud United States Veteran, serving 6 years in the United States Army and as a Reserve in the Texas National Guard as both a Combat Engineer and a Legal Specialist.
- Two Attorneys, Rachel Seshan and Sara McKinney, were promoted to Attorney III positions to fill the vacancies that were created by the promotions and retirements in the Enforcement Division. Rachel's promotions were effective September 1, 2022, and Sara's promotion was effective September 15, 2022.
- On December 1, 2022, Pedro Perez, Jr., is a graduate of Texas College of Arts and Industries (now Texas A&M University-Kingsville). He attended the University of Texas in Austin for graduate studies, first earning a Master of Public Affairs degree in 1990 and then graduating from the School of Law in 1993. In 1993, Pedro began a nearly 30-year career at the Texas Attorney General's Office. He started off in the Antitrust division before moving to the Consumer Protection division in 1997, where he stayed until retiring from the OAG in July 2022. Pedro has served as an Assistant Attorney General, a Managing Attorney, a Section Chief for the Complex Litigation section, and a Deputy Chief for his last three years.

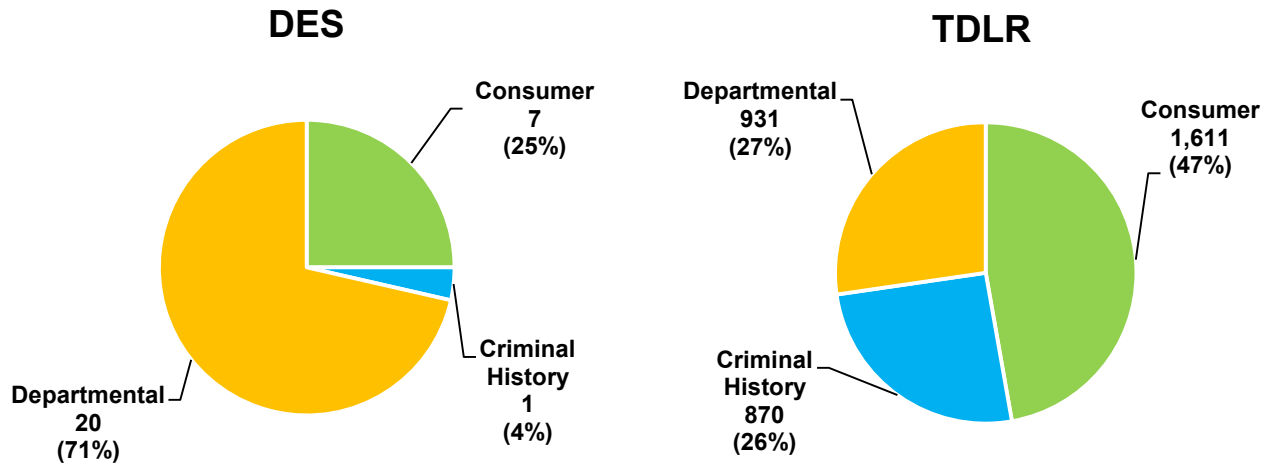
## Statistics Fiscal Year 2023

Shown below are the Complaints Received, Enforcement Performance Measures and Key Statistics for the Driver Education and Safety program (DES) and for all TDLR programs combined for **Fiscal Year 2023** through **November of 2022**:

Complaints Received by Source	DES	TDLR
Consumer complaints	26	3,440
Department initiated complaints	21	879
Criminal History Records reviewed for licensure	2	20,572
<b>Total Complaints Received</b>	<b>49</b>	<b>24,891</b>

Key Statistic	DES	TDLR
Cases opened	28	3,412
Cases closed	29	2,458
Average time to close (days)	138.97	201.77
% of cases resolved within 6 months	68.97%	58.62%
% of cases resulting in disciplinary action	3.45%	12.65%
Cases pending at end of November 2022	45	7,509

### Source of cases opened for Fiscal Year 2023 through November 2022



Case Outcomes	DES	TDLR
Commission Orders	0	4
Default Orders	0	87
Agreed Orders	1	198
Penalties Assessed	\$250.00	\$568,725.00
Penalties Collected	\$250.00	\$275,465.00
Licenses Revoked (Disciplinary)	0	10
Licenses Suspended	0	1
Licenses Denied/Revoked (Criminal History)	0	29
Cease & Desist Orders	0	3
Informally Resolved	28	2,147

## DES Alleged Violations at Opening for Fiscal Year 2023 through November 2022

<b>Alleged Violation:</b>	<b>Count</b>
Failed to pay dishonored check	19
Unlicensed instructor	2
Unlicensed school	2
Refund violation	1
Inappropriate conduct	1
Certificate issue	1
Criminal History	1
Contract violation	1
Curriculum violation	1

## DES Violations Resulting in Disciplinary Action for Fiscal Year 2023 through November 2022

<b>Violation:</b>	<b>Count</b>
Refund violation	1

## Statistics Fiscal Year 2022:

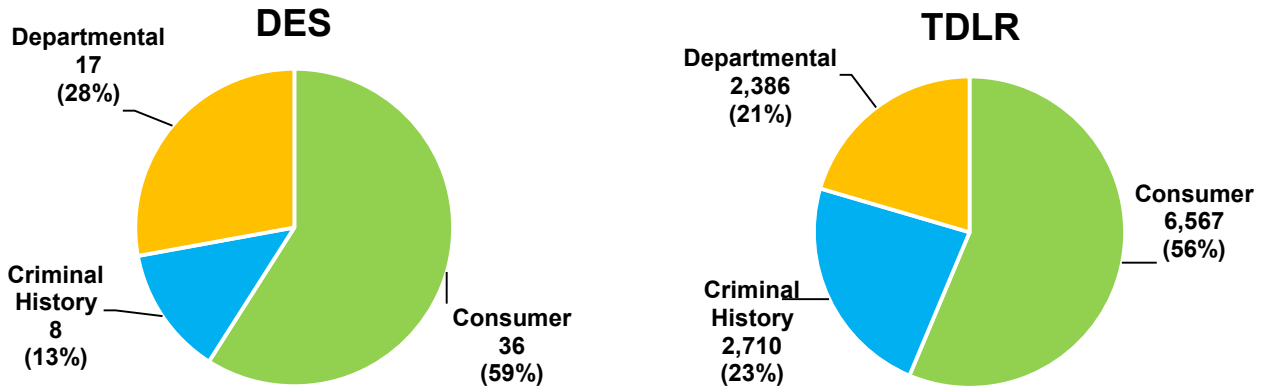
Shown below are the Complaints Received, Enforcement Performance Measures and Key Statistics for the Driver Education and Safety program (DES) program and for all TDLR programs combined for **Fiscal Year 2022:**

<b>Complaints Received by Source</b>	<b>DES</b>	<b>TDLR</b>
Consumer complaints	101	14,098
Department initiated complaints	17	2,368
Criminal History Records reviewed for licensure	59	48,488
<b>Total Complaints Received</b>	<b>177</b>	<b>64,954</b>

<b>Key Statistic</b>	<b>DES</b>	<b>TDLR</b>
Cases opened	61	11,663
Cases closed	91	11,754
Average time to close (days)	304.48	215.79
% of cases resolved within 6 months	29.67%	57.64%
% of cases resulting in disciplinary action	3.30%	10.81%
Cases pending at end of FY2022	46	6,540



## Source of cases opened for Fiscal Year 2022



### Case Outcomes

	DES	TDLR
Commission Orders	0	27
Default Orders	0	384
Agreed Orders	3	749
Penalties Assessed	\$750.00	\$2,588,310.00
Penalties Collected	\$750.00	\$1,322,419.50
Licenses Revoked (Disciplinary)	1	50
Licenses Suspended	0	4
Licenses Denied/Revoked (Criminal History)	0	182
Cease & Desist Orders	0	17
Informally Resolved	88	10,486

### Top 10 DES Alleged Violations at Opening for Fiscal Year 2022

Alleged Violation:	Count
Criminal history	8
Advertising violation	8
Refund violation	8
Failed to pay dishonored check	8
Contract violation	8
Certificate issue	7
Unlicensed school	5
School closure or document violation	5
Inappropriate conduct	4
Expired school license	3

### DES Violations Resulting in Disciplinary Action for Fiscal Year 2022

Violation:	Count
Unlicensed school	2
School closure or document violation	1

## Case Highlights

- **DES20210004930; SSES Inc d/b/a Sears Driving School:**

An Agreed Order was completed on March 31, 2022, in which the Respondent agreed with the Department's determination to revoke their license. In September of 2020, Respondent closed its driving school and all branches without providing fifteen (15) days' notice to the Department, in violation of 16 TEX. ADMIN. CODE § 84.40(h)(1).

- **DES20220008882; Stay Safe Driving School 2, Inc. d/b/a Stay Safe Driving School 2, Inc.:**

An Agreed order was completed on November 29, 2022, in which the Respondent agreed with the Department's determination to pay a \$250.00 penalty. In May of 2022, Respondent discontinued its driving course and did not refund tuition and fees paid to a student that was unable to complete the course because it was discontinued, in violation of TEX. EDUC. CODE § 1001.403.

# FIELD INSPECTIONS DIVISION

## Staff Report for the Driver Training and Traffic Safety Advisory Committee Meeting

January 23, 2023

### Personnel Updates

On August 15, 2022, East Region Inspector Tisha Cantu separated from the agency. On September 20, 2022, North Region Inspector Chris Berry separated from the agency. On September 30, 2022, East Region Inspector Donnis “DK” Estelle separated from the agency to enjoy retirement. On October 15, 2022, Lance Caroland was promoted from North Region Senior Inspector to North Region Manager. On November 1, 2022, Heather Williams was promoted from North Region Senior Inspector to Field Inspections Liaison. On December 15, 2022, Leanna Eastridge, Marivel Gonzalez, and Timothy Hairston joined the Field Inspections Division as Inspectors. They will be working in the North, South, and East regions, respectively. On December 31, 2022, North Region Inspector Denise Hargrove separated from the agency to enjoy retirement.

### Statistics

Schools	Driver Education & Safety Schools	
	FY 2021	FY 2022
Sept	11	33
Oct	43	13
Nov	46	19
<b>Q1</b>	<b>100</b>	<b>65</b>
Dec	64	25
Jan	42	47
Feb	16	21
<b>Q2</b>	<b>122</b>	<b>93</b>
Mar	20	17
Apr	38	2
May	36	4
<b>Q3</b>	<b>94</b>	<b>23</b>
Jun	32	49
Jul	31	44
Aug	33	38
<b>Q4</b>	<b>96</b>	<b>131</b>
<b>Year To Date/Year End</b>	<b>412</b>	<b>312</b>

## **Current Projects**

To implement Legislative and Sunset Commission direction, Field Inspections implemented risk-based inspections for DES effective October 1, 2022. For the DES program, we are conducting inspections in priority order, as follows:

- licensee had at least one direct to enforcement violation during last inspection;
- licensee was overdue for inspection at the time the risk-based work plan was developed;
- licensee had at least one corrections needed violation during last inspection; and
- licensee had no corrections needed during last inspection.