

Licensing Division

Staff Report for Driver Training and Traffic Safety Advisory Committee Meeting July 14, 2021

Personnel Updates

- On June 9th Licensing Managers concluded interviews for our License and Permit Specialist position to fill 5 positions.

Statistics

Driver Education Instructor	FY 20	FY 21
New Licenses	167	115
Renewed Licenses	1,616	1,324
Total Licensed Population	1,733	1,723

Driver Safety Instructor	FY 20	FY 21
New Licenses	22	11
Renewed Licenses	500	410
Total Licensed Population	522	456

Drug and Alcohol Driving Awareness Instructor	FY 20	FY 21
New Licenses	2	2
Renewed Licenses	45	33
Total Licensed Population	98	92

**Specialized Driving Safety
Instructor**

FY 20

FY 21

New Licenses

1

0

Renewed Licenses

7

4

Total Facilities Licensed Population

8

4

Customer Service

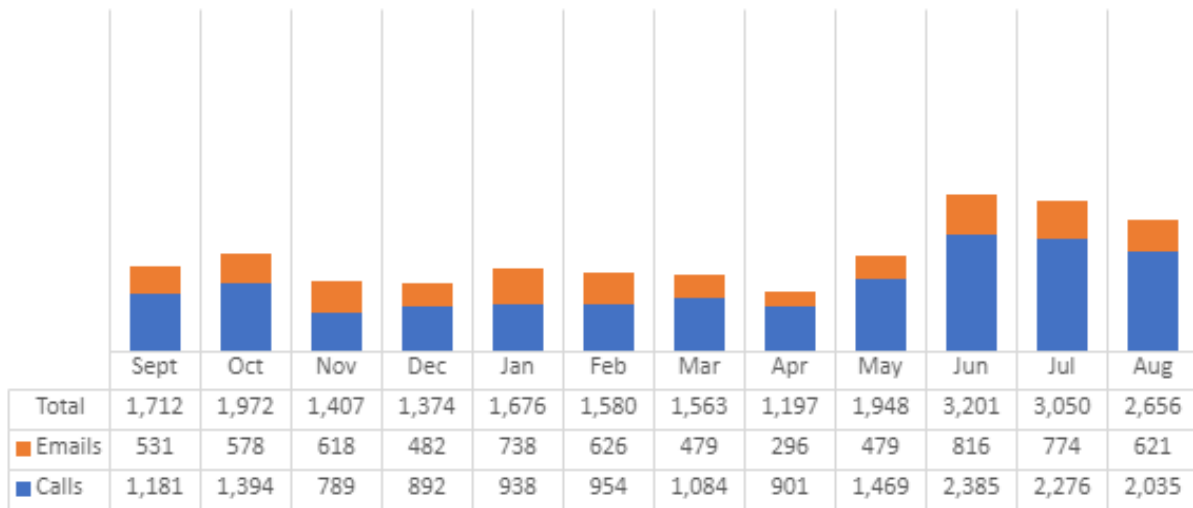
Staff Report for Driver Training and Traffic Safety Advisory Committee – July 14, 2021

Personnel Updates

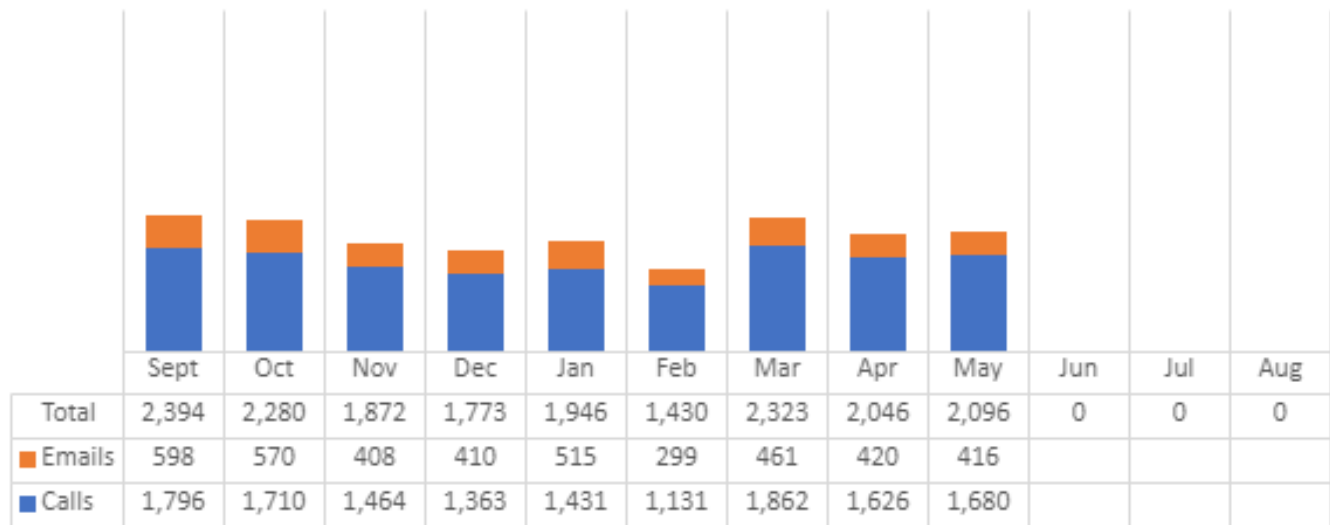
- Currently have 3 vacancies for the CSR III position.

Statistics

**DRIVER EDUCATION AND SAFETY
CUSTOMER SERVICE CONTACTS
FISCAL YEAR 2020**



DRIVER EDUCATION AND SAFETY CUSTOMER SERVICE CONTACTS FISCAL YEAR 2021



Enforcement Division

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

July 14, 2021

Personnel Updates:

- On January 15, 2021, Lisa Grant was promoted to Legal Assistant Supervisor in the Prosecution Section of Enforcement. Lisa has worked for TDLR for over 20 years, previously serving as a Legal Assistant I, Legal Assistant II, Legal Assistant III and Senior Legal Assistant.
- On April 1, 2021, Rosemary Potter was promoted to Senior Legal Assistant in the Prosecution Section of Enforcement. Rosemary has worked for TDLR for over 13 years, previously serving as a Legal Assistant III.
- Three attorneys, Sara McKinney, Rachel Seshan, and Hunter McKinley were hired as Attorney II positions to fill the vacancies created by promotions in the Enforcement Division. These three attorneys will be working our inspections cases and our unlicensed air conditioning and electrical cases. Their hiring's were effective April 15, 2021.

Statistics:

Shown below are the Enforcement Performance Measures and key statistics for the Driver Education and Safety program (DES) and for all TDLR programs combined through May of **Fiscal Year 2021:**

	DES	TDLR
Cases opened	57	7,008
Cases closed	37	7,086
Average time to close (days)	312	205
% of cases resolved within 6 months	29.73%	60.29%
% of cases resulting in disciplinary action	10.81%	15.00%
Cases Pending at end of May	66	5,772

Source of cases opened through May of Fiscal Year 2021



Case Outcomes	DES	TDLR
Commission Orders	0	33
Default Orders	0	405
Agreed Orders	4	600
Penalties Assessed	\$2,015.00	\$2,248,666.00
Penalties Collected	\$2,015.00	\$934,851.00
Licenses Revoked (Disciplinary)	0	82
Licenses Suspended	0	7
Licenses Denied/Revoked (Criminal History)	0	194
Cease & Desist Orders	0	17
Informally Resolved	33	5,934

Top DES Alleged Violations at Opening through May of Fiscal Year 2021

Alleged Violation:	Count
Certificate issue	16
School closure or document violation	9
Advertising violation	8
Contract violation	8
Unlicensed school	6
No or incomplete course submission	5
Inaccurate or incomplete school records	4
Class length violation	3
Refund violation	3
Criminal History	2
Inappropriate conduct	2
Curriculum violation	2

**DES Violations Resulting in Disciplinary Action
through May of Fiscal Year 2021**

Violation:	Count
Unlicensed school	3
Certificate issue	1

EDUCATION AND EXAMINATION DIVISION

Staff Report for Driver Training and Traffic Safety Advisory Committee – July 14th, 2021

Statistics

Statistics by Program
(As of June 23rd, 2021)

Driving Safety Course Provider		
	FY2020	FY2021
New	17	17
Renewal	74	84
Total	91	101
Parent Taught Course		
	FY2020	FY2021
New	12	15
Renewal	Does not Renew	Does not Renew
Total	12	15
Driving Safety School		
	FY2020	FY2021
New	25	22
Renewal	389	293
Total	414	315
Drug & Alcohol Driving Awareness		
	FY2020	FY2021
New	0	1
Renewal	18	10
Total	18	11
Driving Education School		
	FY2020	FY2021
New	26	18
Renewal	276	286
Total	302	304

DES E-mails Answered by Staff
(As of June 23rd, 2021)

Month	FY 2020	FY2021
September	148	406
October	166	334
November	114	438
Q1	428	1178
December	118	517
January	226	622
February	183	292
Q2	527	1431
March	251	399
April	189	428
May	279	359
Q3	719	1186
June	267	296
July	297	-
August	300	-
Q4	864	296
Total	2,538	*4,091

*We have experienced a high influx of emails related to school closures from students, starting from September 2020 through April 2021. They were requesting their records or refund information.

*We also had a higher influx of emails from customers requesting their license status update because of the backlog we experienced. This was especially noticeable during the end of 2020 through March 2021.

Current Projects

- Forms continue to be updated, check the website for the most current application and check the rules to make sure you are submitting the correct fee with your applications.
- Renewal applications need to be mailed in at least 90 days prior to the expiration date of the license
- 15 Schools closed due to COVID as of 06/23/2021.
- Legislative session is complete, bill implementation will begin soon, and we will be contacting the advisory board's workgroups to assist in the process.

FIELD INSPECTIONS DIVISION

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

July 14, 2021

Statistics

Schools	Driver Education & Safety Schools	
	FY 2020	FY 2021 (YTD)
Sept	31	11
Oct	22	43
Nov	21	46
Q1	74	100
Dec	9	64
Jan	40	42
Feb	38	13
Q2	87	119
Mar	34	20
Apr	1	38
May	3	36
Q3	38	94
Jun	4	0
Jul	1	0
Aug	47	0
Q4	52	0
Year To Date/Year End	251	313

Current Projects

COVID-19 Response

- On March 17, 2020, TDLR suspended all inspections in response to the COVID-19 pandemic.
- In July 2020, TDLR began to field test a DES virtual inspection process.
- On October 30, 2020, Field Inspections began conducting virtual pre-license and periodic inspections for Driver Education Schools.
 - As of May 31, 2021, Field Inspections has conducted 33 virtual pre-license inspections and 198 virtual periodic inspections for Driver Education Schools.
- On April 6, 2021, all counties were removed from the COVID-19 suspended county list and opened for inspection activity.