

Licensing Division

Staff Report for Driver Training and Traffic Safety Advisory Committee Meeting March 10, 2021

Personnel Updates

- Mr. Kenneth Clopton started with the team on December 1, 2020
- Mr. Derek Hubbard started with the team on January 1, 2021
- Miss Almissa McConneyhead started with the team on February 1, 2021

Statistics

Driver Education Instructor	FY 20	FY 21
New Licenses	167	18
Renewed Licenses	1,616	235
Total Licensed Population	1,733	1,727

Driver Safety Instructor	FY 20	FY 21
New Licenses	22	4
Renewed Licenses	500	68
Total Licensed Population	522	501

Drug and Alcohol Driving Awareness Instructor	FY 20	FY 21
New Licenses	2	1
Renewed Licenses	45	5
Total Licensed Population	98	93

**Specialized Driving Safety
Instructor**

FY 20

FY 21

New Licenses

1

0

Renewed Licenses

7

3

Total Facilities Licensed Population

8

9

Customer Service Division

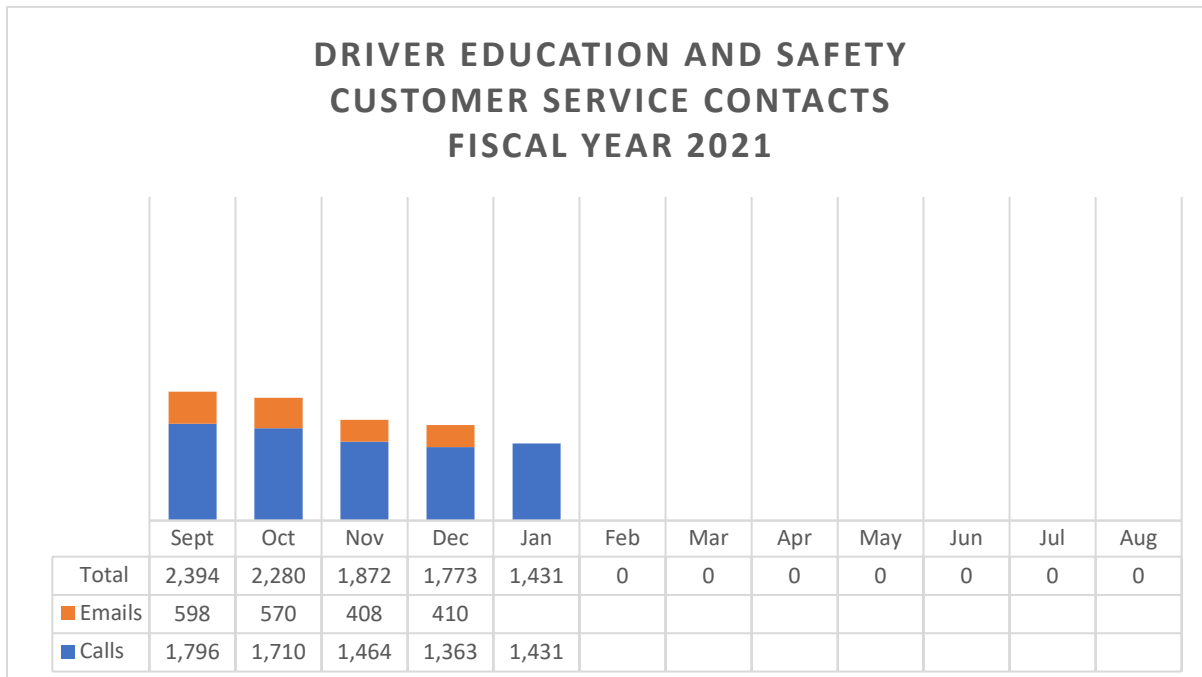
Driver Training and Traffic Safety Advisory Committee

Wednesday, March 10, 2021

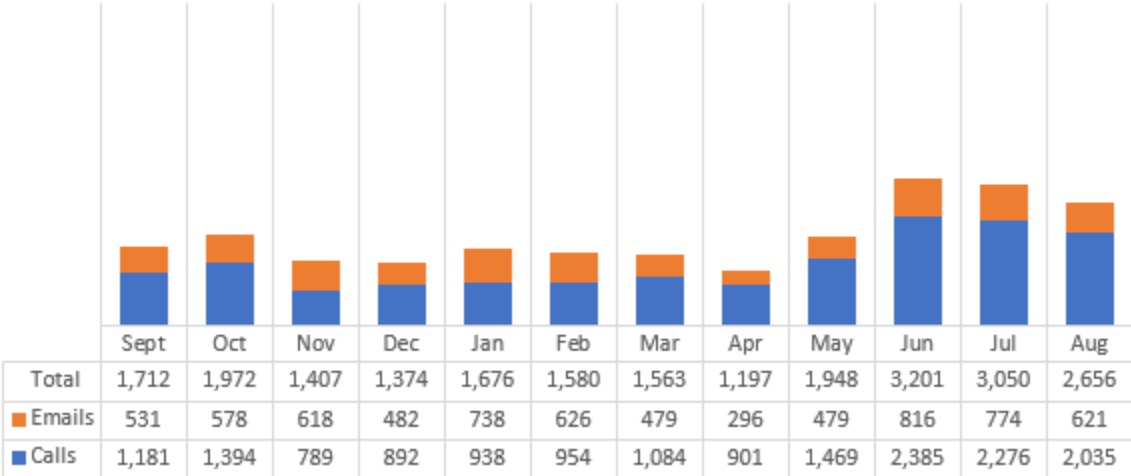
Personnel Updates

- 2 CSR III agents have been promoted to ESRs (CSR IV), which means they will be assisting in tracking and resolving more complex customer issues and working on emails as well as assisting customers on the phones.
- 6 new CSR III agents have been hired since December 1, 2020. They include Spanish, English, Vietnamese and Chinese Mandarin speakers.
- Since March of 2020, customer service staff continues to work from home.

Statistics



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



Enforcement Division

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

March 10, 2021

Personnel Updates:

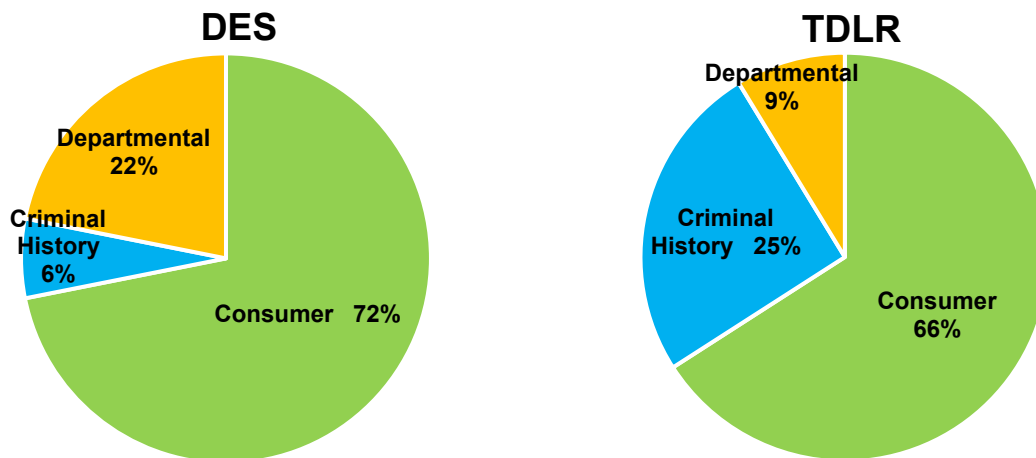
- On November 6, 2020, Prosecutor Ken Sharp retired after 7 years of service with TDLR and 13 years of total service to the citizens of Texas. During his tenure at TDLR Ken worked briefly on the Transportation team before joining the criminal history review team where he reviewed thousands of applications to see if the applicant's criminal records were serious enough to prevent them from being licensed. Ken was also very active in the Department's Veteran's Association, where he was both a cofounder of the organization and its first Commander.
- On December 4, 2020, Prosecutor Michael Shirk retired after 8 years of service with TDLR and nearly two decades of service to the citizens of Texas. Michael was a member of the Transportation team where his enthusiasm for public service and protecting the citizens of Texas was clearly evident. He was a joy to work with and served as a mentor for many of our attorneys on staff. He will be missed, but he left a legacy of public service that will be long remembered.
- Three Attorneys, Amanda Barrera, Aroosa Nizami and Natalie Olvera, were promoted to Attorney III positions to fill the vacancies that were created by the promotions and retirements in the Enforcement Division. Amanda's and Aroosa's promotions were effective December 15, 2020 and Natalie's promotion was effective January 1, 2021.
- On January 4th, 2021, Arthur Arevalo was hired to fill the Investigations Manager's position. Art retired from the Austin Police Department after nearly 26 years of service. Since then, he worked for the Travis County Sheriff's Office and more recently served as a Captain with the Texas State University Police Department. We look forward to his contribution to the success of our team as we continue to strengthen the Enforcement division with staff that embraces our mission and shares our dedication to make a positive impact serving the citizens of Texas.

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 January of **Fiscal Year 2021**:

	DES	TDLR
Cases opened	32	3,914
Cases closed	23	4,127
Average time to close (days)	282.26	199.21
% of cases resolved within 6 months	43.48%	61.81%
% of cases resulting in disciplinary action	17.39%	16.65%
Cases Pending at end of January	55	5,634

Source of cases opened through January of Fiscal Year 2021



Case Outcomes	DES	TDLR
Commission Orders	0	19
Default Orders	0	276
Agreed Orders	4	378
Penalties Assessed	\$2,015.00	\$1,446,591.00
Penalties Collected	\$2,015.00	\$561,226.00
Licenses Revoked (Disciplinary)	0	61
Licenses Suspended	0	6
Licenses Denied/Revoked (Criminal History)	0	116
Cease & Desist Orders	0	13
Informally Resolved	19	3,384

Top 10 DES Alleged Violations at Opening through January of Fiscal Year 2021

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

DES Violations Resulting in Disciplinary Action through January of Fiscal Year 2021

Violation:	Count
Unlicensed school	3
Certificate issue	1

Case Highlights:

- [DES20190012200- Rivera, Roxana B](#)

An Agreed Order was issued on January 21, 2021, in which Respondent accepted an administrative penalty of \$750 for operating a Driver Education School with a license that expired December 20, 2017 and was not renewed until May 23, 2019. Respondent is currently licensed and has paid the penalty.

- [DES20190002042- SafeWay Holdings, LLC](#)

An Agreed Order was issued on September 17, 2020, in which Respondent accepted an administrative penalty of \$565 for operating a Driver Education School with a license that expired on March 28, 2018 and was not renewed until October 22, 2018. Respondent is currently licensed and has paid the penalty.

- DES20190007890- Lone Star Driving School Yale Street

An Agreed Order was issued on September 11, 2020, in which Respondent accepted an administrative penalty in the amount of \$375 for operating a Driver Safety School with a license that expired on December 30, 2016 and was not renewed until March 11, 2019. Respondent is currently licensed and has paid the penalty.

- DES20190012975- I Drive Safely LLC

An Agreed Order was issued on January 4, 2021, in which Respondent accepted an administrative penalty in the amount of \$325 for failing to accurately report original certificate data to the Department. Specifically, Respondent issued a Certificate of Completion to a student with a different instructor's name than what Respondent reported to the Department. This resulted in a Justice of the Peace court not being able to validate the certificate themselves without first confirming with the Department. Respondent has paid the penalty.

EDUCATION AND EXAMINATION DIVISION

Staff Report for the Driver Training and Traffic Safety Advisory Board – March 10th, 2021

Statistics

Statistics by Program
(As of February 5th, 2021)

Driving Safety Course Provider		
	FY2020	FY2021
New	17	42
Renewal	74	72
Total	19	114
Parent Taught Course		
	FY2020	FY2021
New	12	26
Renewal	Does not Renew	Does not Renew
Total	12	26
Driving Safety School		
	FY2020	FY2021
New	25	57
Renewal	389	461
Total	414	518
Drug & Alcohol Driving Awareness		
	FY2020	FY2021
New	0	2
Renewal	18	30
Total	18	32
Driving Education School		
	FY2020	FY2021
New	26	64
Renewal	276	333
Total	302	397

DES E-mails Answered by Staff
(As of January 31st, 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	-
Q2	527	1139
March	251	-
April	189	-
May	279	-
Q3	719	-
June	267	-
July	297	-
August	300	-
Q4	664	-
Total	2,338	2,317

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
- 11 Schools closed due to COVID

FIELD INSPECTIONS DIVISION

Staff Report for the Driver Training and Traffic Safety Advisory Committee
March 10, 2021

Personnel Updates

Our Division Director, Tanya Gauthreaux, retired Effective October 30. Tanya began her career with TDLR 36 years ago as a part-time employee while attending the University of Texas here in Austin. Since then, Tanya has moved up the ranks within the agency. She leaves behind a legacy of great leadership, quiet strength, compassion and a wealth of knowledge within the entire agency. Congratulations!

Congratulations to Eric Beverly, who accepted the position as the new Director of the Field Inspections division. Eric comes from TDLR's Office of Strategic Communication where he served as Senior Government Relations Officer. Eric joined the Field Inspections division February 1.

Inspector Ramon Rodriguez accepted the Inspector V position for the East Region, effective November 1. Congratulations, Ramon!

Effective February 1, 2021, Angela Sanders and Shawn O'Neal moved to the Regulatory Program Management (RPM) Health Professions team. Angela is the lead for the Style and Wellness Team; Shawn is the Senior Program Specialist for the Style and Wellness Team. Congratulations to you both!

Statistics

Schools	Driver Education & Safety Schools	
	FY 2021	FY 2020
Sept	11	31
Oct	43	22
Nov	46	21
Q1	100	74
Dec	64	9
Jan	42	40
Feb	0	38
Q2	106	87
Mar	0	34
Apr	0	1
May	0	3
Q3	0	38
Jun	0	4
Jul	0	1
Aug	0	47
Q4	0	52
Year To Date/Year End	206	251

† TDLR suspended inspections on March 17, 2020 in response to the COVID-19 pandemic and returned to limited inspections May 19, 2020.

Current Projects

COVID-19 Response

TDLR suspended all inspections on March 17, 2020 in response to the COVID-19 pandemic. After distributing personal protective equipment and providing safety training to field staff, inspectors began to perform limited on-site inspections in June 2020.

As of October 30, 2020, virtual pre-license and periodic inspections for the DES program are being conducted.

Due to high COVID-19 case numbers, Field Inspections stopped conducting on-site inspections in 38 counties. Field Inspections meets regularly with Enforcement and RPM to review COVID-19 trends and determine if inspections need to suspend or resume in Texas counties.

Texas Licensing System

Juan Munoz and Colleen Cloudy continue to provide support for the new licensing database, TLS (Texas Licensing System).