

Licensing Division

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

April 6, 2023

Statistics

Driver Education Instructors

Fiscal Year	New	New % Online	Renewals	Renewed % Online	Population
2022	272	N/A	1761	N/A	1831
2023 (Qtr 1)	68	N/A	304	N/A	1858
2023 (Qtr 2)	56	N/A	303	N/A	1822

Drug and Alcohol Driving Awareness Instructors

Fiscal Year	New	New % Online	Renewed	Renewed % Online	Population
2022	2	N/A	34	N/A	64
2023 (Qtr 1)	0	N/A	7	N/A	60
2023 (Qtr 2)	0	N/A	5	N/A	54

Current Projects

Participating in user acceptance testing in preparation to transfer the Driver Education program from the current licensing database to Versa.

EDUCATION AND EXAMINATION DIVISION

Staff Report for Driver Training and Traffic Safety Advisory Committee – April 6th, 2023

Statistics

Statistics by Program
(As of February 28th, 2023)

Driving Safety Course Provider		
	FY2022	FY2023
New	6	*26
Renewal	89	50
Total	95	76
Parent Taught Course		
	FY2022	FY2023
New	10	3
Renewal	Does not Renew	Does not Renew
Total	10	3
Driving Safety School		
	FY2022	FY2023
New	12	*27
Renewal	293	123
Total	305	150
Drug & Alcohol Driving Awareness		
	FY2022	FY2023
New	0	1
Renewal	9	4
Total	9	5
Driving Education School		
	FY2022	FY2023
New	30	20
Renewal	321	178
Total	351	198

* We see a big increase from FY 2022 to FY 2023 because a provider sent multiple New Driving Safety Course Provider and Driving Safety School applications.

DES Updates

- **DRIVER EDUCATION & SAFETY SUMMIT**

TDLR Staff will steer you through the legislative changes for the Driver Education and Driving Safety programs.

McAllen: April 3, 2023

Houston: April 17, 2023

Dallas: April 24, 2023

Austin: May 1, 2023

- **HB1560**

REPEALED NOW

- A) Driving Safety Instructor license
- B) 2-Hour Driving Safety CE course
- C) Driving Safety Instructor Development Course

REPEALED AS OF 6/1/23

- D) Driving Safety School
- E) Driver Education Instructor Development Course
- F) Driving Safety Course for Drivers Younger than 25 Years of Age [DSY25].
- G) Specialized Driving Safety Course [Seatbelt Course]
- H) Drug and Alcohol Driving Awareness Program [DADAP]
- I) Driver Education Teacher
- J) Teaching Assistant
- K) Supervising Teacher

- **Things to Know**

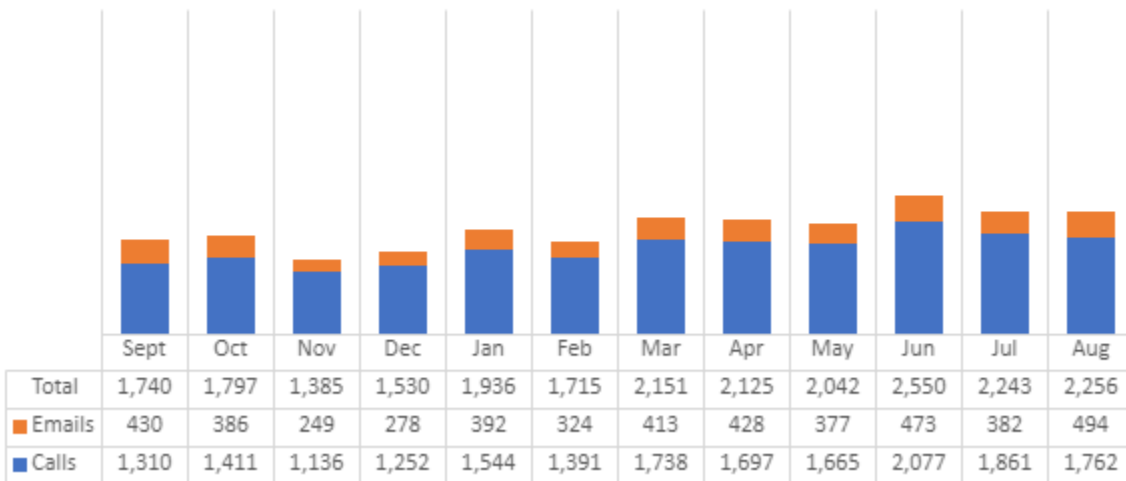
- A) For a list of all HB1560 changes, visit the [Driver Education & Safety Webpage](#)
- B) To stay current on upcoming changes effecting your program, sign up to receive [email updates](#) from TDLR **Reminder:** The DES@tdlr.texas.gov email address is no longer a valid email address, all email correspondence for the E&E Division must be sent through the new [Education & Examination Webform.](#)

Customer Service Division

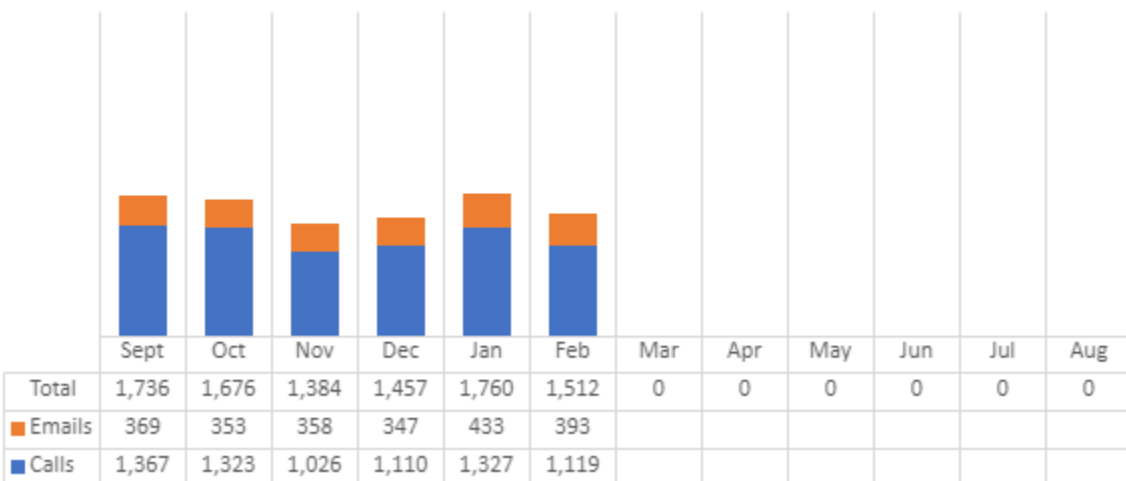
Staff Report for the Driver Training and Traffic Safety Advisory Committee - April 6, 2023

Statistics

**DRIVER EDUCATION AND SAFETY
CUSTOMER SERVICE CONTACTS
FISCAL YEAR 2022**



**DRIVER EDUCATION AND SAFETY
CUSTOMER SERVICE CONTACTS
FISCAL YEAR 2023**



Enforcement Division

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

April 6, 2023

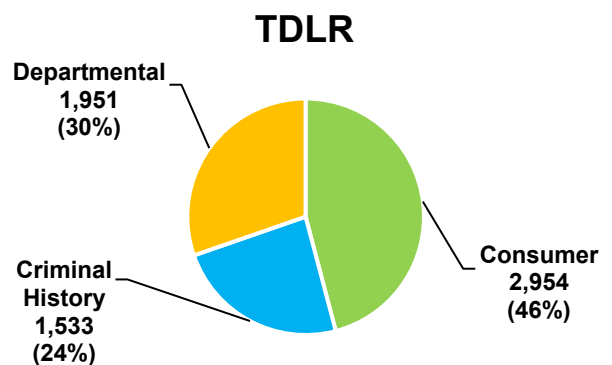
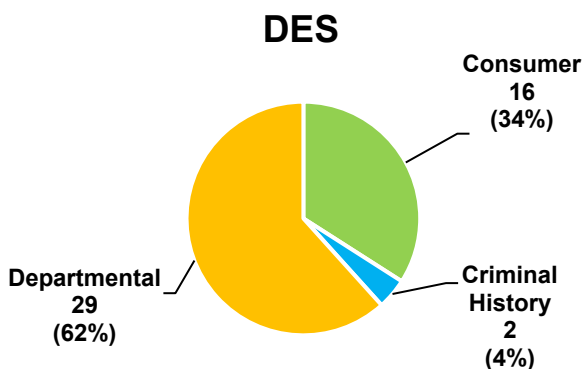
Statistics Fiscal Year 2023

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

Complaints Received by Source	DES	TDLR
Consumer complaints	52	6,648
Department initiated complaints	30	1,902
Criminal History Records reviewed for licensure	5	38,472
Total Complaints Received	87	47,022

Key Statistic	DES	TDLR
Cases opened	47	6,438
Cases closed	55	5,363
Average time to close (days)	184.93	203.84
% of cases resolved within 6 months	60.00%	58.77%
% of cases resulting in disciplinary action	7.27%	10.54%
Cases pending at end of February 2023	38	7,623

Source of cases opened February of Fiscal Year 2023



Case Outcomes	DES	TDLR
Commission Orders	0	6
Default Orders	0	189
Agreed Orders	4	330
Penalties Assessed	\$1,100.00	\$1,176,825.00
Penalties Collected	\$1,100.00	\$502,845.00
Licenses Revoked (Disciplinary)	0	26
Licenses Suspended	0	2
Licenses Denied/Revoked (Criminal History)	0	55
Cease & Desist Orders	0	5
Informally Resolved	51	4,798

**DES Alleged Violations at Opening
through February of Fiscal Year 2023**

Alleged Violation:	Count
Failed to pay dishonored check	28
Refund violation	5
Unlicensed school	4
Certificate issue	3
Criminal history	2
Unlicensed instructor	2
Advertising violation	2
Contract violation	2
Curriculum violation	1
Inappropriate conduct	1

**DES Violations Resulting in Disciplinary Action
through February of Fiscal Year 2023**

Violation:	Count
Unlicensed instructor	2
Refund violation	1
Inaccurate or incomplete school records	1

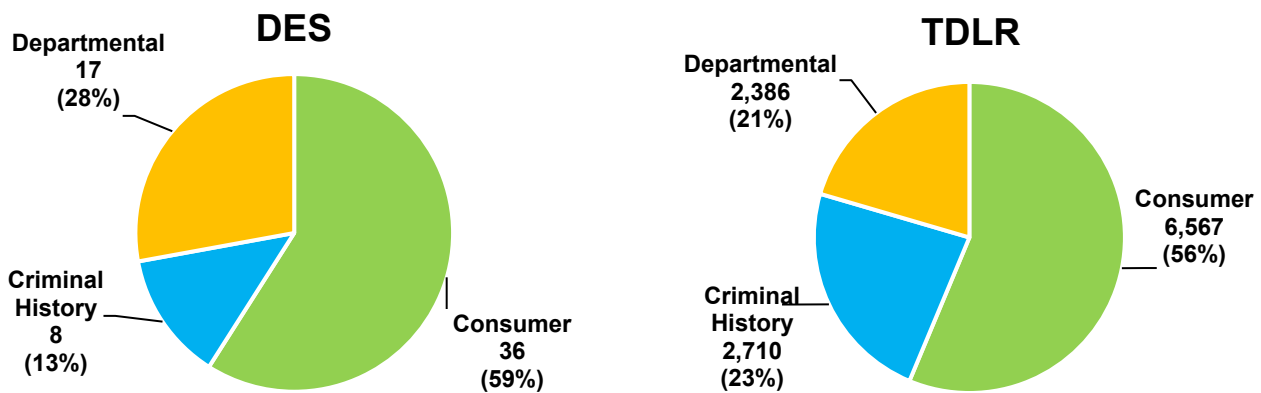
Statistics Fiscal Year 2022:

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:**

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

Key Statistic	DES	TDLR
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

- **DES20210013500; All-Star Driving School Inc:**

An Agreed Order was completed on December 13, 2022, in which the Respondent agreed with the Department's determination to pay a \$375.00 penalty. In June of 2021, Respondent failed to ensure that one of its instructors held a valid driver education instructor's license with the proper endorsement(s), in violation of 16 TEX. ADMIN. CODE § 84.41(a)(2).

- **DES20210013501; Dailey, Charles F.:**

An Agreed order was completed on December 5, 2022, in which the Respondent agreed with the Department's determination to pay a \$375.00 penalty. In June of 2021, Respondent failed to renew his driver education instructor's license with the proper endorsement(s), in violation of 16 TEX. EDUC. CODE § 1001.251(a).

- **DES20210003274; Austin Driving School:**

An Agreed Order was completed on December 27, 2022, in which the Respondent agreed with the Department's determination to pay a \$100.00 penalty. In November of 2020, Respondent failed to date many of the student's DE-964 certificates of completion on the copy retained in the school's records, in violation of 16 TEX. ADMIN. CODE § 84.81(a)(1).

FIELD INSPECTIONS DIVISION

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

April 06, 2023

Statistics

Schools	Driver Education & Safety Schools	
	FY 2022	FY 2023
Sept	33	16
Oct	13	14
Nov	19	10
Q1	65	40
Dec	25	24
Jan	47	40
Feb	21	31
Q2	93	95
Year To Date	158	135

Current Projects

The Field Inspections Division is preparing to transition DES inspections to eInspections (an electronic inspections system) once the VERSA data migration is completed.