

**Texas Department of Licensing and Regulation**  
**DRIVER TRAINING AND TRAFFIC SAFETY**  
**ADVISORY COMMITTEE MEETING**

Wednesday, July 12, 2017 at 10:00 a.m.  
North Campus, 1st Floor Public Meeting Room #125E  
1106 Clayton Lane, Austin, Texas

**Projects**

Website Updates Performed:

- June 1st: Created TNC page to provide general FAQ information for public, TNC drivers and TNCs as well as link to sign up on ListServe for future updates.
- June 8th: Made updates to TDLR website to accomplish the following:
- Ease burden for customer, instructors and schools to locate forms appropriate to their needs
  - Update FAQs to show correct information
  - Update user forms for clarity and ease of use
- July: Policy for out of state transfers to Texas regarding students that are in the middle of the driver education is being developed. Will be seeking approval of this policy for implementation as current policy states the DE schools shall decide themselves on how to handle. New policy provides clear direction to each school on how to handle student transfers in all situations.
- July: Lead TNC implementation team to develop rules, applications, fees and procedures for TNCs in Texas.

Training:

- April 28<sup>th</sup> – Provided CSC with DES training to increase job knowledge in day to day questions.
- June 28<sup>th</sup>: Training also developed for inspectors and investigators that is hands on and interactive to help them develop the tools and knowledge necessary for the inspection of DES schools, vehicles and student records.

Other Projects:

- May 15<sup>th</sup>: Developed School closure procedures and documentation. Includes procedures for internal divisions, signs and formal letters to school owners.
- June 26<sup>th</sup>: Lead TNC implementation team to develop rules, applications, fees and procedures for TNCs in Texas.

**Public Outreach:**

- ESC 6 Conferences: At these conferences, we provide updates on TDLR initiatives and rule updates as well as assist the schools in answering questions, helping them ensure compliance with state laws and rules and to build a working relationship. Attended conferences across the state on March 7<sup>th</sup>, April 11<sup>th</sup>, April 18<sup>th</sup>, May 17<sup>th</sup>, June 21<sup>st</sup>.
- Crossroads Coalition: Attending the Crossroads Coalition meeting to promote and assist in the initiative for safe driving for teens on; March 2<sup>nd</sup> and July 6<sup>th</sup>.



# DRIVER EDUCATION AND SAFETY SCHOOL CLOSURE

Prepared by: DES Compliance Division  
Last Update: 5.16.2017

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Austin, TX 78723

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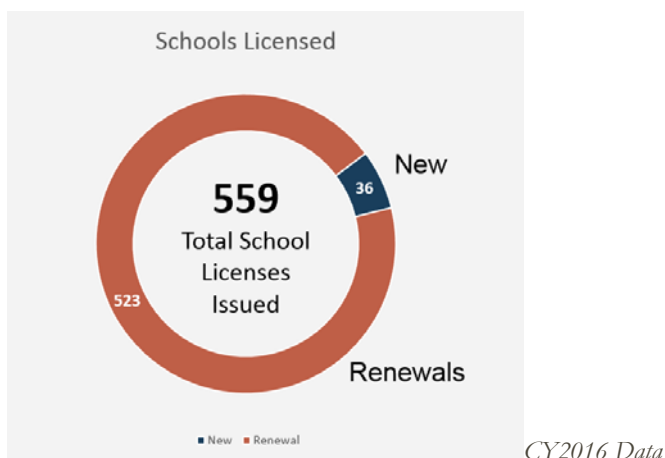
# Executive Summary

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Driver Education School (DES) closures greatly impact citizens of the state financially and in their daily lives. The ability to drive or obtain a driver license is essential to many people's ways of life to earn money, or travel to and from school. It is essential that the Department have a congruent plan that minimizes the impact on citizens by standardizing closure procedures, educating employees and DES schools on these procedures. Proper response and assigning of duties during DES closures will minimize the impact by increasing Department efficiency in handling the closures.

## Highlights

This document details steps to be taken by each Division within the Department that has a role in DES closures as well as necessary steps for DES schools to follow during these processes. Some closures will be without notice and will be defined in the Department's response to those closures. With almost 600 DE schools at any time, the likelihood of a closure for many reasons (retirement, financial, personal, etc.) remain a constant issue that may need to be acted upon.



## Objectives

Objectives for these procedures are to establish responsibilities for the following parties during any school closure:

- DES Compliance
- E&E DES Section
- E&E DES Inspectors
- Customer Service
- DES Company school owner/legal entity

## Pre-closure Phase

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In most instances DE schools will be closing with notice to the Department voluntarily, or through Department enforcement actions. The following procedures apply prior to the official closure date of the school.

### DES Company Owner/Legal Entity

The DE School must apprise the Department 15 days in advance of a voluntary closure through a letter or email of the closure. Refunds are due in full to student's who have not completed all training paid for by the school.

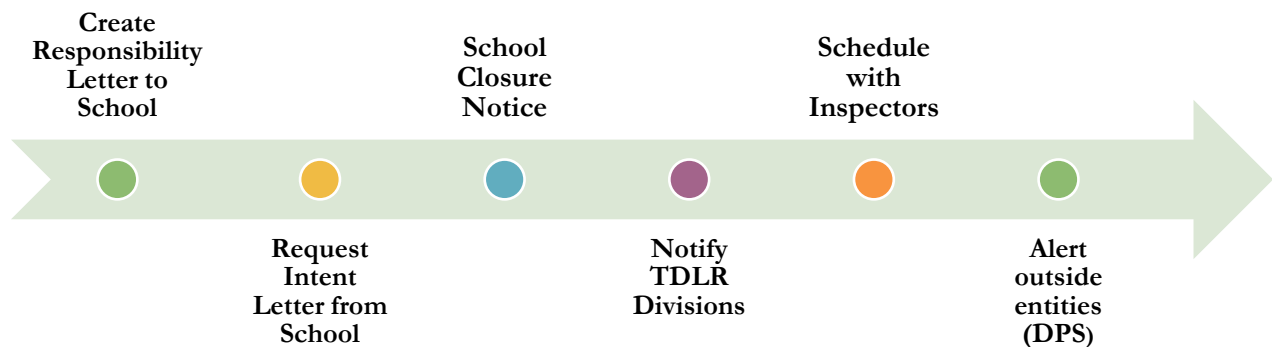
1. Written notice must be sent to the Department by the school and include the following information at a minimum:
  - a. Official School Closure date;
  - b. Location of student records;
  - c. Owner's personal contact information (or all owners if partnership); and
  - d. Estimated number of students affected by the school's closure.
2. Refunds must be given in full to any student that did not fully complete the classroom and/or driving hours they paid for. A full refund applies even in the event a student did not complete a single hour before closure date. *TEC 1001.403*.
  - a. Refunds not given in full are subject to filing against the bond to make the student whole in their refund.
3. Records need to be made available for pick-up by Department personnel. Records must at a minimum include:
  - a. Student Enrollment Contracts;
  - b. Individual Classroom Record Forms;
  - c. Individual Behind-the-Wheel record forms;
  - d. DE-964 issued to student
  - e. Receipts
  - f. Make-up records and transfer information
4. Unused/unissued DE-964s must be returned to Compliance either by mail to Attn: DES Compliance 1106 Clayton Lane Austin, TX 78723 or given to the inspector picking up the student records.

### Compliance

Compliance takes lead in most roles within the DE school closure process as they are responsible for items from the beginning of the process to the end of resolution for every student.

1. Upon notice of intent or closure of school, create a school closure folder at [K:\Closed DE Schools \(after 9-1-2015\)](#)
2. Prepare letter to be sent to school/owner informing them of their requirements within the school closure process. (*link to letter created to be inserted here*).

- a. This letter may be sent via email but if mailed must be sent certified mail for proof of receipt. Failure to do so may mean the school owner not complying and claiming non-notice.
3. Request from the DE school/owner written notification of the school closure information listed in DES Company Ownership/Legal Entity responsibilities.
  - a. Letter to be filed electronically in K:\Closed DE Schools folder.
4. Notify E&E Division of closure date and supporting information.
5. Schedule pick-up of records with E&E Inspectors
6. Schedule E&E inspector to place school closure sign on the DE school business door.
  - a. This may require getting prior approval from property owner.
7. Notify Customer Service of closure and their procedures for information to gather and who to forward emails and calls to.
  - a. Emails should be sent to DES Compliance personnel with CC to DES program run by E&E as backup.
  - b. Calls should be routed to DES Compliance personnel.
8. Schedule meeting and/or alert Texas Department of Public Safety (TXDPS) to the school closure and expectations of transcript letters for students coming to their office.



## Education and Examination

E&E plays a pivotal role within the school closure procedures. E&E is positioned to relay critical information and support every division. The inspectors in the field are essential in the success of retrieving student records and notifying students of closure.

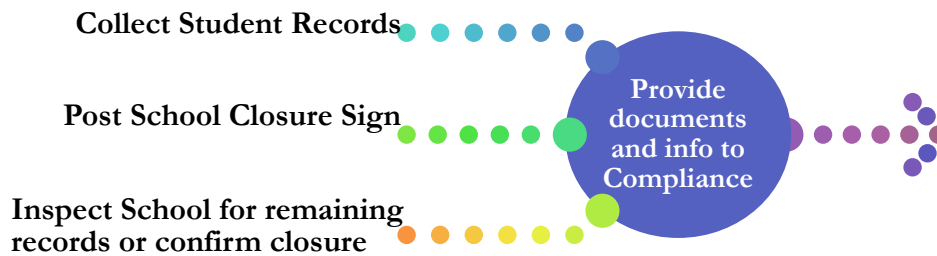
E&E headquarters staff:

1. If made aware of a closure before Compliance, inform Compliance of school closure information that has been received.
2. Work with Web Team to prepare to host the School Closure FAQ found at *(insert final location of example here)* and make necessary updates to the information, if needed.
3. Email surrounding DE schools to seek availability and willingness to accept displaced students.
  - a. Add these schools to School Closure FAQ.
4. Develop and create information to be released on Twitter and Facebook accounts regarding the school closures.
5. Work with Compliance regarding the school closure as it relates to TXDPS.
6. Forward any other details received regarding school closure to Compliance personnel.



E&E field inspectors:

1. Coordinate with Compliance to determine a date to pick up student records.
  - a. Return any student records, files, payments, etc. to Compliance after agreed upon pick-up date.
2. Work with Compliance to determine date to apply school closure sign on front door of office.
  - a. Apply school closure sign and complete necessary information on agreed date.
3. Report any findings at closed school site to E&E headquarters staff and Compliance.



## Customer Service

Customer Service has no pre-closure responsibilities.

## Web Team

The Web Team is instrumental in providing public awareness of a school closure.

Web Team pre-closure responsibilities are:

1. Prepare DE School Closure FAQ received from E&E to be posted on the website on the agreed upon date.
2. Update DE School Closure FAQ as necessary based on updates from E&E.

## School Closure Phase

This phase is when the school has officially ceased all functions and/or licensure and the Department is actively making students whole by issuing transcripts and refunds. Students may or may not have been refunded fully which is reviewed by the Department for potential action against the school surety bond. Citizens are in direct contact with the Department for all their needs during this phase. Core responsibilities include identification of the students/parents impacted by the closure and to assist in making them whole.

## DES Company Owner/Legal Entity

Once the school has ceased operations, they should have already issued any refunds or completed any training (if possible) before this date. No training is allowed after closure of school and suspension of the license. The DE school has primarily one function within this period extending over the next three years:

1. Make itself and all records available to the Department and update contact information with the Department should it change.

## Compliance

The School closure phase is the single largest and most important aspect of the closure phases for the Department. Compliance has the responsibilities during this phase to ensure successful closure and assistance to citizens.

1. Create spreadsheet for tracking student hours for refund and transcript letters.
2. Obtain school records from E&E Inspectors for all students impacted by closure
  - a. Organize school records including; driving logs, classroom logs, contracts, receipts, and completion certificates.
3. Enter all information into created spreadsheet and issue transcript letters to uncompleted students.
4. Identify students due a refund.
5. File against the surety bond.
  - a. Bonds are \$10,000 for main school and \$5,000 for branch location. If necessary refunds may be done Pro-Rata if not all students can be refunded.

**Unexpected/Unannounced Closure Variance** – At times a school may close without notice to the Department. In these instances, Compliance personnel, must first:

1. Send school closure responsibility letter to DE school ownership/entity
2. Request from the DE school/owner written notification of the school closure information listed
  - a. Letter to be filed electronically in K:\Closed DE Schools folder. Must contain at a minimum:
    - i. Official School Closure date;
    - ii. Location of student records;
    - iii. Owner's personal contact information (or all owners if partnership);  
and
    - iv. Estimated number of students affected by the school's closure.
  - b. Due to not being notified 15 business days in advance this is a violation of TAC 84.40(h)(1). May submit complaint to Enforcement for investigation.
3. Contact E&E for FAQ and find displacement school options.
4. Contact E&E inspectors to:
  - a. Schedule pick-up of records from school
  - b. Place school closure sign on school door.





## Education and Examination

E&E's role during the closure phase remains integral to the success of a school closure.

E&E will:

1. Assist with responding or forwarding emails to compliance from Customer Service when Compliance is unavailable.
2. May at times help compile large amounts of files for large closures with Compliance personnel.

### Unexpected/Unannounced Closure Variance:

E&E headquarters staff:

1. Work with Web Team to prepare to host the School Closure FAQ found at (*insert final location of example here*) and make necessary updates if needed to the information.
2. Email surrounding DE schools to seek availability and willingness to accept displaced students.
  - a. Add these schools to School Closure FAQ.
3. Work with the Web Team and Compliance to develop and create information to be released on Twitter and Facebook accounts regarding the school closures.
4. Work with Compliance regarding the school closure as it related to TXDPS.
5. Forward any other details received regarding school closure to Compliance personnel.

E&E field inspectors:

1. Work with Compliance to determine a date to pick up student records.
  - a. Return any student records, files, payments, etc. to Compliance after agreed upon pick-up date.
2. Work with Compliance to determine date to apply school closure sign on front door of office.
  - a. Apply school closure sign and complete necessary information on agreed date.
3. Report any findings at closed school site to E&E headquarters staff and Compliance.

## Customer Service

Customer Service will have received instructions from E&E and Compliance personnel on what response is needed and what if any information needs to be collected from the calling/emailing customer.

1. Respond to and collect information from customer.
  - a. Forward pertinent information to Compliance personnel handling closure.

### Unexpected/Unannounced Closure Variance:

No changes exist to Customer Service response to unannounced closures.

## **Web Team**

The Web Team is only responsible for incremental updates to the FAQ as needed and requested by E&E and Compliance personnel.

Web Team closure responsibilities are:

1. Update DE School Closure FAQ as necessary based on updates from E&E.

### **Unexpected/Unannounced Closure Variance:**

The only variance to procedure for the Web Team would be the initial hosting of the FAQ if not already posted. E&E will provide language and template for E&E to host.

## **Post-closure Phase**

Post-closure phase is after all students have been made whole by receiving transcript letters and refunds.

### **DES Company Owner/Legal Entity**

After closure and no longer being licensed, the school owners still maintain a level of responsibility.

School owners must:

1. Keep all contact information updated with the Department for 3 years.
2. Make any and all school records in their possession available upon request.

### **Compliance**

Post closure and issuance of all refunds, Compliance personnel are required to:

1. Keep all records and student files for 3 years.
2. Assist customers with;
  - a. Copies of documents/records
  - b. Placement and explanation to complete Driver Education
  - c. Ensuring receipt of mailed refunds
3. Performing a close-out evaluation of the process and setting meeting to discuss lessons learned from school closure and how to improve the efficiency of the process.

### **Education and Examination**

E&E has no post closure responsibilities.

### **Customer Service**

Customer Service will only be required to forward any continued contacts about the school closure to Compliance personnel.

## Web Team

The Web Team has no post closure responsibilities.

## Resources

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**Quick Reference Flow Chart** for responsibilities of divisions found at: [K:\Procedures\DES School Closure Flowchart](#)

**School Closure Sign** – located at [K:\Procedures\School Closure Sign](#)

**School Closure FAQ** for TDLR website – located at [K:\Procedures\School Closure FAQs](#)

**Closure Letter** to DE school – located at [K:\Procedures\Closure Letter of Responsibilities](#)

# Driver Education School Closure

## Frequently Asked Questions

These schools have contacted TDLR about the possibility of enrolling displaced Academy 1 and A-ABC students in their programs. You may contact these schools individually to discuss the enrollment options which may be available to you. You may also view a list of all Driver Education Schools and Parent Taught Driver Education Courses licensed by TDLR by using the license search tool available here:

<https://www.tdlr.texas.gov/LicenseSearch/>

## Students and Parents

1. I attended a driver education school and it has recently closed, what are my options to finish my education?
2. Will the hours I earned at the closed school transfer to another school or will I lose my hours earned?
3. Did the closed school provide any information for students regarding the closure of the school?
4. Will the money I paid to the closed school be refunded?
5. I have completed all classroom and driving hours but did not receive my completion certificate before the school closed. What should I do?

## Closed Driver Education School and Refunds

1. What happens when a driver education school closes?
2. How much will my refund be?
3. What will I need to have to make a claim?
4. How do I make a claim?
5. How long does it take to receive a refund?

## Schools

1. Our driver education school would like to accept students that attended a driver education school which recently closed. What is the procedure we should follow to notify the Department?
2. Our driver education school accepted a student from a closed driver education school. How will I know how many hours they have completed?
3. How can I stay updated and informed of the situation?

# Students

**1. I attended a driver education school and it has recently closed, what are my options to finish my education? What steps do I take now?**

You have the option to attend another school or transfer to a parent taught driver education course.

Please contact TDLR at [des@tdlr.texas.gov](mailto:des@tdlr.texas.gov) notifying us that you were impacted by the school closure. Once TDLR has completed the review of your closed school's records you will be given a letter confirming your completed hours. You will provide this letter to the school you wish to transfer to.

**2. Will the hours I earned at the closed school transfer to another school or will I lose my hours earned?**

You will not lose the hours earned at the closed school when transferring to another driver education school. However, if you choose to transfer to a parent taught driver education course you will lose hours of any partially completed phases. For further information on this please contact us at [des@tdlr.texas.gov](mailto:des@tdlr.texas.gov)

**3. Did the closed school provide any information for students regarding the closure of the school?**

Please check your school website for possible closure information and procedures.

**4. Will the money I have paid to the closed school for tuition be refunded?**

Please refer to the questions and answers listed below regarding refund information.

**5. I have completed all of my required classroom and/or driving hours but did not receive my completion certificate? How do I receive this completion certificate?**

Please contact the Education and Examination Division by email at [des@tdlr.texas.gov](mailto:des@tdlr.texas.gov) and provide your name and all relevant information. Explain that you are needing your completion certificate and TDLR will review your student records. Once the review is completed you will be provided with a letter confirming your completed hours to take to the Texas Department of Public Safety or to another driver education school.

## Closed Driver Education School and Tuition

**1. What happens when a driver education school closes?**

If a driver education school closes, the department will obtain all student records for students enrolled in the closed school in order to facilitate their attendance to another school.

Student records will be reviewed against fees paid for tuition and instruction received. Any costs to attend a new driver education school for completion of hours are separate and apart from any refund due from the closed school.

## **2. How much will my refund be?**

The student's tuition and fees shall be refunded based on:

- Tuition paid for instruction
- The amount of active/unfinished students that submit proper notice of payment
- Overall time completed (classroom, behind-the-wheel, observation)
- Available funds

The department will pay claims on a pro rata basis from appropriated money available in the account if:

- the account contains insufficient assets to pay all claims;
- insufficient money has been appropriated to the department from the account to pay all claims; or
- the total amount of claims against a single closed school exceeds a specified amount.

## **3. What will I need to have to make a claim?**

If you were enrolled as a student at a closed driver education school, and you also believe you are owed a refund of some or all of the tuition you paid to the closed school, then please contact the Education and Examination Division at [des@tdlr.texas.gov](mailto:des@tdlr.texas.gov).

To help prove that the closed school owes you money for education which you paid for but did not receive, please include the following types of documents:

1. The most current version of your signed contract with the closed school.
2. Any receipts that show that the closed school received funds from you – whether you paid the school with a credit card, or by money order, or through a direct deposit, or by check or cash, etc.
3. Any invoices from the closed school dated on or near the date it closed, and that show a balance was owed to you by the school.

#### **4. How do I make a claim?**

Please contact the Education and Examination Division regarding the information and forms which need to be submitted at [des@tdlr.texas.gov](mailto:des@tdlr.texas.gov).

#### **5. How long does it take to receive a refund?**

Once TDLR has received and reviewed all requests we will file against the surety bond for the closed driver education school. It may take several weeks for refunds to be issued.

## **Schools**

#### **1. Our driver education school would like to accept students that attended a driver education school which recently closed. What is the procedure we should follow to notify the Department?**

Send TDLR an email to [des@tdlr.texas.gov](mailto:des@tdlr.texas.gov) stating that you are willing and able to accept transfer students. Please provide your school's permit number, name, address and contact information. Your school will be added to the list of available schools for the students to choose from.

#### **2. If our school accepts a student from a closed school, how will we know how many hours of classroom or driving instruction the student has received.**

The Department's priority is to provide each student with a letter stating the students completed progress with the closed school. The students will provide you with this letter verifying their progress in the driver education. You may contact the department with any questions about a letter received at [des@tdlr.texas.gov](mailto:des@tdlr.texas.gov)

#### **3. How can I stay updated and informed of the situation?**

Agency staff will continue to provide updates on [Facebook](#), [Twitter](#) and the TDLR website. You may also want to [sign up to receive email notifications](#) from the Department. We will also keep the schools informed and updated with current information regarding the situation.

## **List of Schools Taking Displaced Driver Education School Students**

| <b>School Name</b> | <b>License #</b> | <b>Phone</b> | <b>Location</b> |
|--------------------|------------------|--------------|-----------------|
|                    |                  |              |                 |
|                    |                  |              |                 |
|                    |                  |              |                 |
|                    |                  |              |                 |





## **TEXAS DEPARTMENT OF LICENSING AND REGULATION**

P. O. Box 12157 • Austin, Texas 78711 • (512) 463-6599

Fax: (512) 463-9468 • Website: [www.tdlr.texas.gov](http://www.tdlr.texas.gov)

**May 16, 2017**

[School Name]  
[School Owner(s) Name]  
[Address Line 1]  
[Address Line 2]

Dear [School Owner(s) Name],

The Texas Department of Licensing and Regulation (TDLR) is aware of the intent to close, or closure of your driver education school. Texas Administrative Code and Texas Education Code have legal requirements for school owner's that extend beyond the closure date of your school. This letter is to advise you on the responsibilities following the closure of [School Name] license [C####] on [Date of Closure].

You are required to:

- Issue full refunds to all students who were unable to complete any portion of their driver education with your school before the closure date of the school. Partial refunds are not acceptable and will result in forfeiture of your surety bond. (TEC 1001.403)
- Return all unissued DE-964 and ADE-1317 certificates of completion to TDLR within thirty (30) days from the date the school closes, unless otherwise notified by TDLR. (TAC 84.43)
- Make all original student records available to TDLR. Student records consist of; individual student classroom logs, individual student driving logs, completion certificates, contracts and all other records part of the individual student file. Please contact your Driver Education and Safety Compliance representative to schedule the pick-up of these files. (TAC 84.40)
- Notify TDLR fifteen (15) business days prior to school closure. (TAC 84.40)

Failure to comply with these requirements may result in administrative penalties and/or sanctions. If you have any questions or require additional information, please call our Department at 512-539-5710 or email DES Compliance at [michael.strawn@tdlr.texas.gov](mailto:michael.strawn@tdlr.texas.gov).

Respectfully,

Michael F. Strawn  
Driver Education and Safety Compliance  
Texas Department of Licensing and Regulation  
512-539-5710

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*Mike Arismendez, Chair – Shallowater, Texas*

*Tom Butler, Vice-Chair – Deer Park, Texas*  
*Helen Callier – Kingwood, Texas*  
*Rick Figueroa – Brenham, Texas*

*Catherine Rodewald – Frisco, Texas*  
*Ravi Shah – Carrollton, Texas*  
*Deborah A. Yurco – Austin, Texas*



# TEXAS DEPARTMENT OF LICENSING AND REGULATION

Compliance Division

P. O. Box 12157 • Austin, Texas 78711 • (512) 463-6599 • (800) 803-9202

Website: [www.tdlr.texas.gov](http://www.tdlr.texas.gov)

December 9, 2015

Attn: Bond Claim Legal Unit  
RLI Insurance Company  
9025 N. Lindergh Dr.  
Peir  
One State Farm Plaza, D-1  
Bloomington, IL 61710

RE: **Blue Max, Inc. DBA A-ABC Driving School C1115**  
Bond No. / Principal: RSB0309204 / \$10,000

To Whom It May Concern:

The Texas Department of Licensing and Regulation (TDLR), a Texas state agency, is filing claim against the above referenced surety bond. TDLR is responsible for the regulation of driver education schools in Texas. The surety bond is payable to the State of Texas. Recent legislation (House Bill 1786, 84<sup>th</sup> Legislature) moved the regulation of Texas-licensed driver education schools from the Texas Education Agency to TDLR. For details concerning HB1786 you may visit:  
<http://www.capitol.state.tx.us/BillLookup/Text.aspx?LegSess=84R&Bill=HB1786>.

A-ABC Driving School, Inc., owned by Blue Max Inc., was issued license number C1115 to operate a driver education school and provide driver education courses to Texas residents. Blue Max Inc. elected to close the school on or about February 14, 2017, before students enrolled could complete their driver education training. As a result, all tuition and fees paid become refundable as required by state law. (See enclosure.) Blue Max Inc. A-ABC Driving School has not finished driver training for students and elected not to pay these refunds; therefore, this claim is being submitted for the total amount of \$10,000.00

The enclosed spreadsheet includes all students affected by this closure.

Please make one check in the amount of **\$10,000.00** payable to "TDLR-for students of A-ABC Driving School, TX" and mail to:

Attn: DES Bond Payment  
Texas Department of Licensing and Regulation  
P.O. Box 12157  
Austin, Texas 78711

Please contact me at 512-539-5710 or [Michael.Strawn@tdlr.texas.gov](mailto:Michael.Strawn@tdlr.texas.gov) if additional information is required by RLI Insurance Company to process this claim.

Sincerely,

Michael F. Strawn, Program Specialist  
Driver Education and Safety

MFS: C1115 A-ABC DS Bond Claim (5-2017)

Enclosures: Copy of Continuation Agreement – Bond No. RSB0309204  
Texas Education Code §1001.207 and §1001.403  
Spreadsheet

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*Mike Arismendez, Chair– Shallowater, Texas*

*Tom Butler, Vice-Chair – Deer Park, Texas*  
*Helen Callier – Kingwood, Texas*  
*Rick Figueroa – Brenham, Texas*

*Catherine Rodewald – Frisco, Texas*  
*Ravi Shah – Carrollton, Texas*  
*Deborah A. Yurco – Austin, Texas*

**DRIVER TRAINING & TRAFFIC ADVISORY COMMITTEE**

JULY 12, 2017

**DIVISION PROJECTS BY SECTION**
**EDUCATION AND SCHOOL SERVICES**
Continuing Education Course Completion Record Fees

|  |                      |
|--|----------------------|
| CE Completion Fees Totals Invoiced for fiscal year | \$1,178,910.00       |
| Total Payments Received for fiscal year            | \$1,049,545.00       |
| <b>Current Balance Due</b> (as of May 31, 2017)    | <b>\$ 129,365.00</b> |

Total E-Mail Answered by Staff  
(as of May 31, 2017)

| MONTH        | FY2017       | FY 2016      | FY 2015  |
|--------------|--------------|--------------|----------|
| September    | 1,158        | 1,389        |          |
| October      | 1,263        | 1,060        |          |
| November     | 744          | 996          |          |
| December     | 653          | 760          |          |
| January      | 955          | 1,060        |          |
| February     | 974          | 1,047        |          |
| March        | 1,463        | 994          |          |
| April        | 981          | 966          |          |
| May          | 1,140        | 1,061        |          |
| <b>TOTAL</b> | <b>9,331</b> | <b>9,333</b> | <b>0</b> |

**DRIVER EDUCATION AND SAFETY**
Phase II Administration Rules Revisions

The Sub-Committee will meet at the end of July to continue with the proposed changes to the curriculum portion of the rules.

Community Outreach

On May 2<sup>nd</sup>-3<sup>rd</sup>, 2017, Cari Hodges, DES Team Lead and Ray Pizarro, E&E Director spoke at the Instructor Development Workshop in Lubbock.

Cari Hodges spoke at the Texas Driver Traffic Safety Education Association (TDTSEA) 51<sup>st</sup> annual conference in Huntsville; she received her certificate for completing the Education Service Center Region 6 Instructor Development Course.

### New DES Search Tool

We are continually updating the search tool for easier access and more visibility on the website.

### Upcoming Meeting(s)

DES staff will be attending a Driver Education Workshop in Richardson Texas on July 5<sup>th</sup> – 6<sup>th</sup>, presented by Region 10 Education Service Center.

### **SCHOOL INSPECTIONS/SITE VISITS**

On June 28<sup>th</sup>, 2017, Shanisty Villanueva and Michael Strawn hosted a Driver Education & Safety training to the Education Inspectors and Education Liaison. Our target date to begin Driver Education School periodic inspections is mid-July 2017. By rule, we are required to perform an inspection at least once within a calendar year.

### School Site Visit

To request a school site visit, a school must complete the Education and Examination School Site Visit Request Form and submit it to us. We will contact the person that is listed on the form to set up a date and time for the visit. You cannot request a School Site Visit if you have a pending enforcement action(s).

**A School Site Visit is not an Inspection.** During a School Site Visit, we will be there to answer questions, observe and gather data to evaluate the school's performance and best practices. Our goal is to facilitate a mutually beneficial experience providing you guidance to ensure understanding and compliance with all State Laws and Rules.

## EDUCATION AND EXAMINATION STATISTICS AND TRENDS

### BY PROGRAM

(SEPTEMBER 1, 2016 - MAY 31, 2017)

| <b>Program</b>                   | <b>New</b>                        | <b>Renewal</b> | <b>Total</b> |
|----------------------------------|-----------------------------------|----------------|--------------|
| Course Provider                  | <b>Not Available at this time</b> |                |              |
| Parent Taught Course             | <b>NA</b>                         | <b>NA</b>      | <b>35</b>    |
| Driving Safety School            | <b>87</b>                         | <b>397</b>     | <b>484</b>   |
| Drug & Alcohol Driving Awareness | <b>2</b>                          | <b>26</b>      | <b>28</b>    |
| Driving Education School         | <b>21</b>                         | <b>439</b>     | <b>460</b>   |

**DRIVER EDUCATION & SAFETY SCHOOL INSPECTIONS**  
(AS OF MAY 31, 2017)

| <b>FY 2017</b>      | <b>SEP</b> | <b>OCT</b> | <b>NOV</b> | <b>Q1</b> | <b>DEC</b> | <b>JAN</b> | <b>FEB</b> | <b>Q2</b> | <b>MAR</b> | <b>APR</b> | <b>MAY</b> | <b>Q3</b> | <b>JUN</b> | <b>JUL</b> | <b>AUG</b> | <b>Q4</b> | <b>TOT</b> |
|---------------------|------------|------------|------------|-----------|------------|------------|------------|-----------|------------|------------|------------|-----------|------------|------------|------------|-----------|------------|
| NORTH               | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 2          | 0          | 1          | 3         | 0          | 0          | 0          | 0         | 3          |
| SOUTH               | 0          | 1          | 0          | 1         | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 1          |
| EAST                | 0          | 0          | 0          | 0         | 0          | 0          | 1          | 1         | 1          | 0          | 1          | 2         | 0          | 0          | 0          | 0         | 3          |
| WEST                | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 0          | 2          | 0          | 2         | 0          | 0          | 0          | 0         | 2          |
| INITIAL INSPECTIONS | 2          | 0          | 0          | 2         | 1          | 0          | 1          | 2         | 3          | 1          | 1          | 5         | 0          | 0          | 0          | 0         | 9          |
| <b>TOTAL</b>        | <b>2</b>   | <b>1</b>   | <b>0</b>   | <b>3</b>  | <b>1</b>   | <b>0</b>   | <b>2</b>   | <b>3</b>  | <b>6</b>   | <b>3</b>   | <b>3</b>   | <b>12</b> | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>  | <b>18</b>  |
| <b>FY 2016</b>      | <b>SEP</b> | <b>OCT</b> | <b>NOV</b> | <b>Q1</b> | <b>DEC</b> | <b>JAN</b> | <b>FEB</b> | <b>Q2</b> | <b>MAR</b> | <b>APR</b> | <b>MAY</b> | <b>Q3</b> | <b>JUN</b> | <b>JUL</b> | <b>AUG</b> | <b>Q4</b> | <b>TOT</b> |
| NORTH               | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 0          |
| SOUTH               | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 0          | 0          | 1          | 1         | 0          | 0          | 1          | 1         | 2          |
| EAST                | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 0          | 1          | 1          | 2         | 2          |
| WEST                | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 0          | 0          | 0          | 0         | 0          |
| INITIAL INSPECTIONS | 0          | 0          | 0          | 0         | 0          | 0          | 4          | 4         | 0          | 0          | 3          | 3         | 0          | 0          | 3          | 3         | 10         |
| <b>TOTAL</b>        | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>  | <b>0</b>   | <b>0</b>   | <b>4</b>   | <b>4</b>  | <b>0</b>   | <b>0</b>   | <b>4</b>   | <b>4</b>  | <b>0</b>   | <b>1</b>   | <b>5</b>   | <b>6</b>  | <b>14</b>  |

**Driver Training and Traffic Safety**  
**Advisory Committee**

**Enforcement Division Staff Report**  
**July 12, 2017**

**Case Highlights**

- DES20160007286 – On March 1, 2017, by default order, the Department revoked Victoria Deheza’s driver education instructor license and assessed a \$100 penalty for failing to pay the criminal history information review fee.
- DES20160024531 – On November 30, 2016, by agreed order, the Department assessed a \$75 penalty against Rhodes Driver Education School for having failed to refund a \$17 credit card fee to a student who terminated enrollment in advance of entering the school. The expense was not separately stated and shown in information provided to the student prior to enrollment.
- DES20160016272 – On March 9, 2017, by agreed order, the Department revoked Patricia Ann Smith’s driver education school license and her driver safety school license (Bam’s Driving School – had a driver education school and a driving safety school) and assessed an \$11000 penalty for having failed to provide adequate security and ensure that all ADE-1317 certificates were signed and issued in an approved manner. Individuals without enrollment contracts and classroom records were issued certificates.
- DES20170000783 – On January 9, 2017, by agreed order, the Department revoked Rochelle Snearl’s driver education instructor license because the instructor falsified a federal document by stating on the document (an Alternative Certification Program Driving Education Cumulative Teaching Record) that she had observed students’ classroom and drive time when she had not observed said activities.

### **Key Statistics – Fiscal Year 2017**

Shown below are key statistics for the DES program and for all TDLR programs combined through May of Fiscal Year 2017.

| <b><u>Statistic</u></b>                | <b><u>DES</u></b> | <b><u>TDLR</u></b> |
|--|-------------------|--------------------|
| • Number of cases opened:              | 66                | 9,549              |
| • Number of cases resolved:            | 51                | 9,197              |
| • Number of Agreed Orders:             | 6                 | 1,803              |
| • Total amount of penalties assessed:  | \$12,850          | \$4,150,354        |
| • Total amount of penalties collected: | \$4,400           | \$1,947,552        |



**Driver Training & Traffic Safety Meeting  
Driver Training & Safety Licensing Report,  
July 12, 2017**

| <b>Driver Education<br/>Instructors</b> | <b>FY 16</b> | <b>FY 17</b> | <b>To Date</b> |
|---|--------------|--------------|----------------|
| New Licenses Issued                     | 258          | 150          | 59             |
| Renewed Licenses Issued                 | 1,608        | 1,17         | 530            |
| Total Population                        | 1,933        | 1,968        | 1,968          |

| <b>Driver Safety<br/>Instructors</b> | <b>FY 16</b> | <b>FY 17</b> | <b>To Date</b> |
|--------------------------------------|--------------|--------------|----------------|
| New Licenses Issued                  | 137          | 47           | 12             |
| Renewed Licenses Issued              | 745          | 615          | 2,233          |
| Total Population                     | 914          | 834          | 834            |

| <b>Drug &amp; Alcohol<br/>Awareness Instructors</b> | <b>FY 16</b> | <b>FY 17</b> | <b>To Date</b> |
|---|--------------|--------------|----------------|
| New Licenses Issued                                 | 5            | 3            | 2              |
| Renewed Licenses Issued                             | 52           | 54           | 18             |
| Total Population                                    | 164          | 149          | 149            |

| <b>Specialized Driving<br/>Safety Instructors</b> | <b>FY 16</b> | <b>FY 17</b> | <b>To Date</b> |
|---|--------------|--------------|----------------|
| New Licenses Issued                               | 0            | 0            | 0              |
| Renewed Licenses Issued                           | 13           | 9            | 6              |
| Total Population                                  | 13           | 9            | 9              |