

**COMPLIANCE DIVISION REPORT
DRIVER TRAINING AND TRAFFIC SAFETY
ADVISORY COMMITTEE MEETING**

Wednesday, October 4, 2017 at 10:00 a.m.
North Campus, 1st Floor Public Meeting Room #125E
1106 Clayton Lane, Austin, Texas

Projects

Website Updates Performed:

- August 15th: Continuing from the PTDE FAQ updates, we have now updated the general Driver Education FAQs as well. We are also developing new DE school FAQs as well which will soon post.
- September 5th: updating the PTDE information guide order page to reflect actual intentions not to cancel driver education if information guide not purchased first. DL-92 paper form already updated from: "No instruction is permitted prior to receipt of the Parent Taught Driver Education Program Guide. Any instruction prior to that time will not be accepted toward the required instruction time." To: "No instruction is permitted prior to receipt of the Parent Taught Driver Education Program Guide."

Training:

- August 16th: Follow up training and Q&A session with E&E inspectors. Learning about what they are seeing as common issues and questions they have about how to inspect certain business types.

Rule Updates:

- Assisted General Counsel and Education and Examination divisions with revising rules for new legislative initiatives.

Other Projects:

- Standard Operating Procedures development – Working to create SOPs for E&E's DOSE team for processing applications, managing day-to-day DE school initiatives and school closure information.
- Updating processes for Bond tracking to enhance agency response time to cancelled bonds and/or processing renewal applications.

DRIVER TRAINING & TRAFFIC ADVISORY COMMITTEE AND EDUCATION SUMMIT

October 4, 2017

DIVISION PROJECTS

LEGISLATIVE UPDATES

HB 912/SB 848 Effective Immediately

Relating to the licensing and regulation of providers of driver and traffic safety education.

HB 1372 - Effective 9/1/17

Information included in the curriculum of each driver education course and driving safety course.

SB 30 - Effective 9/1/17; Rules: Not later than 9/1/18

Inclusion of instruction regarding interaction with peace officers in the required curriculum for certain public school students and in driver education courses and to civilian interaction training for peace officers.

SB 1051 - Effective 9/1/17

The accommodation of a deaf or hard of hearing student in driver education; authorizing a fee.

DRIVER, OFFENDER, SAFETY, AND EDUCATION

Working with Compliance

Shanisty Villanueva teamed up with Michael Strawn (Ford) to redesign the course provider bond continuation agreement to reflect the law change with HB 912 and updated the FAQ's.

Stakeholder

DOSE staff attended a Driver Education Workshop in Richardson Texas on July 5th – 6th; presented by Region 10 Education Service Center.

Ray Pizarro and Cari Hodges met with the Texas School for the Deaf to discuss SB 1051 relating to the accommodation of a deaf or hard of hearing student in driver education; authorizing a fee.

SCHOOL INSPECTIONS/SITE VISITS

Driver Education Periodic Inspections

On July 11th, we started inspecting the Driver Education Schools. The most common findings are:

- **84.83. Student Complaints** (a) Primary schools and course providers shall have a written grievance procedure that is disclosed to all students. Branch schools shall follow the procedures approved for the primary school. Driving Safety schools shall follow the procedures approved for the course provider. 84.83(a)

- 84.84. Notification of Public Interest Information and Participation Consumers and service recipients shall be notified of the name, mailing address, and telephone number of the department for the purpose of directing complaints to the department regarding the Driver Education and Safety Program. The notification must appear on at least one of the following: (1) each registration form, application, or written contract for services of a person regulated under this chapter; (2) a sign prominently displayed in the place of business of each person regulated under this chapter; or (3) a bill for service provided by a person regulated under this chapter. 84.84(1)(2)(3)
- 84.82. Student Enrollment Contracts (a) Driver Education Schools Enrollment Contracts. (2) All driver education student enrollment contracts shall contain at least the following: (Q) a statement that the school maintains a business insurance policy for vehicles with coverage as required by Texas Transportation Code, Chapter 601, and uninsured or underinsured coverage; 84.82(a)(2)(Q)
- 84.40. Driver Education School Licensure Requirements (e) New location. (1) The department must be notified in writing of any change of address at least fifteen (15) working days before the move. 84.40(e)(1)
- 84.43. Driver Education Certificates (d)(3) The School shall maintain electronic files with data pertaining to all driver education certificate numbers purchased from the department. The school shall make available to the department upon request an ascending numerical accounting record of the numbered driver education certificates issued. The school shall ensure security of the data. 84.43(d)(3)

PERSONNEL UPDATE



On September 1st, we welcomed Lisa McDonald to E&E from Compliance. Lisa has been with the TDLR for 9 years. Lisa worked as a Program Specialist for Service Contract Providers, Property Tax Professionals, Property Tax Consultants, Polygraph Examiners, Professional Employer Organizations, For-Profit Legal Services programs.

DRIVER, OFFENDER, AND SAFETY EDUCATION STATISTICS AND TRENDS

BY PROGRAM (AS OF AUGUST 31, 2017)

Program	New	Renewal	Total
Course Provider	4	59	63
Parent Taught Course	NA	NA	40
Driving Safety School	87	397	484
Drug & Alcohol Driving Awareness	2	26	28
Driving Education School	21	439	460

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

FY 2017	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
NORTH	0	0	0	0	0	0	0	0	2	0	1	3	1	14	28	43	46
SOUTH	0	1	0	1	0	0	0	0	0	0	0	0	0	24	11	35	36
EAST	0	0	0	0	0	0	1	1	1	0	1	2	0	43	35	78	81
WEST	0	0	0	0	0	0	0	0	0	2	0	2	1	11	32	44	46
INITIAL INSPECTIONS	2	0	0	2	1	0	1	2	3	1	1	5	3	0	0	3	12
TOTAL	2	1	0	3	1	0	2	3	6	3	3	12	5	92	106	203	221
FY 2016	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
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
TOTAL	0	0	0	0	0	0	4	4	0	0	4	4	0	1	5	6	14

Driver Training and Traffic Safety
Advisory Committee

Enforcement Division Staff Report
October 4, 2017

Case Highlights

- DES20170017814 – On July 25, 2017, the Department issued an agreed order, assessing a penalty of \$300 against Hazel Keys, a driver education instructor, for teaching a driver education course at which time her license had been expired for more than one year.

Key Statistics – Fiscal Years 2017 and 2016

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

<u>Statistic</u>	<u>DES</u>	<u>TDLR</u>
• Number of cases opened:	90	12,054
• Number of cases resolved:	67	12,405
• Number of Agreed Orders:	7	2,309
• Total amount of penalties assessed:	\$13,150	\$5,250,179
• Total amount of penalties collected:	\$6,200	\$2,571,951

Shown below are key statistics for the DES program and for all TDLR programs combined for Fiscal Year 2016.

<u>Statistic</u>	<u>DES</u>	<u>TDLR</u>
• Number of cases opened:	111	11,305
• Number of cases resolved:	93	12,314
• Number of Agreed Orders:	2	2,391
• Total amount of penalties assessed:	\$150	\$5,743,465
• Total amount of penalties collected:	\$150	\$2,749,020

**Driver Training & Traffic Safety Meeting
 Driver Training & Safety Licensing Report,
 October 4, 2017**

Driver Education Instructors	FY 16	FY 17	To Date
New Licenses Issued	258	240	90
Renewed Licenses Issued	1,608	1,616	499
Total Population	1,933	1,973	1,973

Driver Safety Instructors	FY 16	FY 17	To Date
New Licenses Issued	137	66	19
Renewed Licenses Issued	745	787	172
Total Population	914	809	809

Drug & Alcohol Awareness Instructors	FY 16	FY 17	To Date
New Licenses Issued	5	6	3
Renewed Licenses Issued	52	57	3
Total Population	164	147	147

Specialized Driving Safety Instructors	FY 16	FY 17	To Date
New Licenses Issued	0	0	0
Renewed Licenses Issued	13	11	2
Total Population	13	11	11