

**Driver Training & Traffic Safety Meeting  
Driver Training & Safety Licensing Report,  
November 7, 2018**

<b>Driver Education Instructors</b>	<b>FY 17</b>	<b>FY 18</b>	<b>FY 19</b>
New Licenses Issued	240	253	16
Renewed Licenses Issued	1,616	1,841	114
Total Population	1,973	2,018	1,985

<b>To Date</b>
16
114
1,985

<b>Driver Safety Instructors</b>	<b>FY 17</b>	<b>FY 18</b>	<b>FY 19</b>
New Licenses Issued	66	56	3
Renewed Licenses Issued	787	694	44
Total Population	809	715	700

<b>To Date</b>
3
44
700

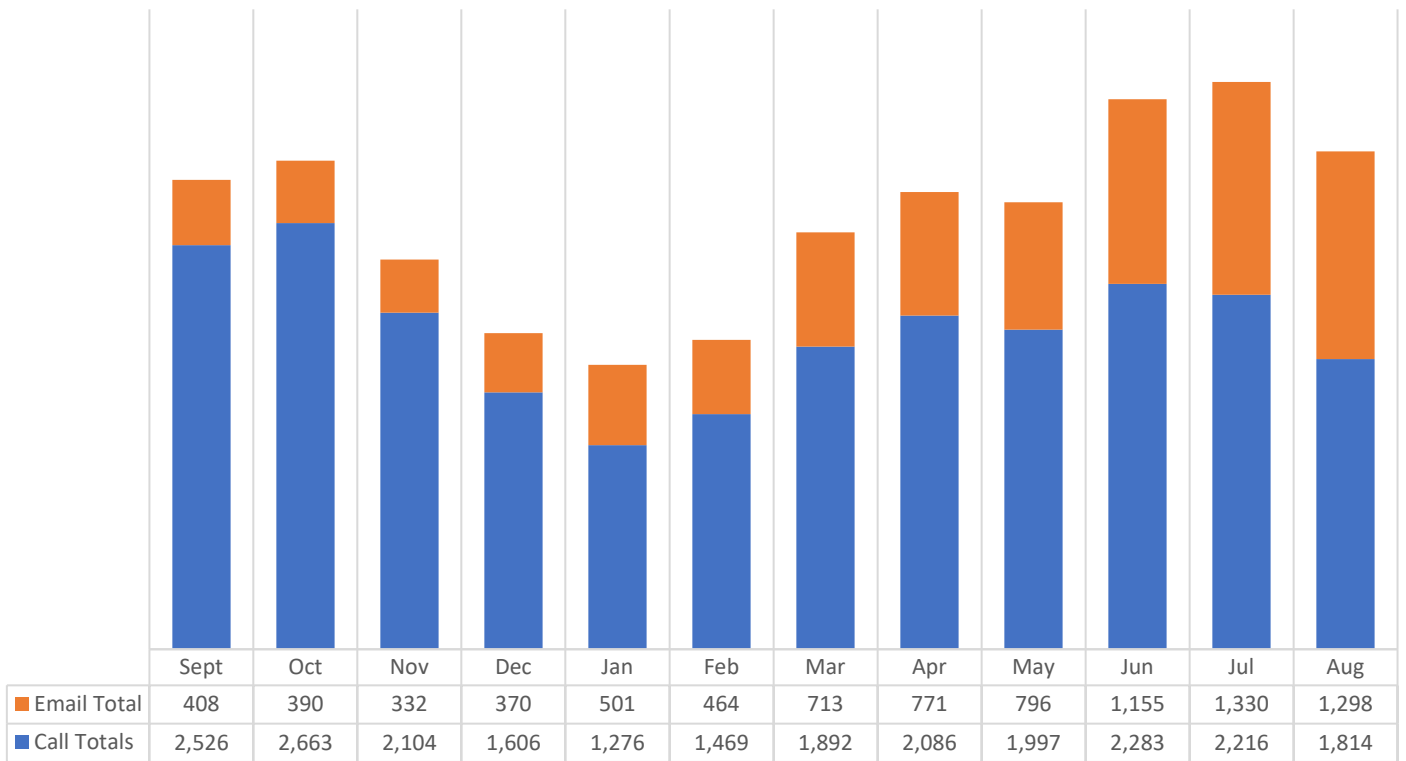
<b>Drug &amp; Alcohol Awareness Instructors</b>	<b>FY 17</b>	<b>FY 18</b>	<b>FY 19</b>
New Licenses Issued	6	10	0
Renewed Licenses Issued	57	64	4
Total Population	147	132	130

<b>To Date</b>
0
4
130

<b>Specialized Driving Safety Instructors</b>	<b>FY 17</b>	<b>FY 18</b>	<b>FY 19</b>
New Licenses Issued	0	0	0
Renewed Licenses Issued	11	9	0
Total Population	11	9	9

<b>To Date</b>
0
0
9

## DRIVER EDUCATION AND SAFETY CUSTOMER SERVICE CONTACTS FISCAL YEAR 2018



Customer Service contact center hours 7am-8pm Mon.-Fri. Best times to call are between the hours of 7am-8am and 5pm-6pm.

- Callback feature
- Email us at: [CS.Driver.Education.Safety@tdlr.texas.gov](mailto:CS.Driver.Education.Safety@tdlr.texas.gov)
- On the TDLR DES landing page - sign up to receive important updates about the program via email. You will receive notices about rules, the law, fees, examination requirements, meetings and more. E-mail updates are the best way to stay informed.
- Facebook and Twitter

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

## **Enforcement Division Staff Report** **November 7, 2018**

### **Case Highlights**

- On September 4, 2018, an Agreed Order was entered against Keys Driving School, Inc. assessing an administrative penalty of \$1,825. The Department cited Keys Driving School, Inc. for 1 violation for failure to timely submit the change of address fee, 2 violations for failure to notify the Department in writing of a change in address at least fifteen days prior to moving, 1 violation for operating a driver education school at an unlicensed location, 3 violations for failure to issue a DE-964 to a student that had completed all the required elements of the driver education course, 2 violations for failure to cooperate with a Department inspector in the performance of the inspection, and 1 violation for failure to cooperate with a Department investigator.

### **Personnel Changes**

- Hired Rebecca Burkhalter for an Attorney III vacancy, which occurred when Aaron Heath was promoted to Attorney IV. Rebecca was previously employed with the Texas Department of Public Safety (DPS) as a staff attorney in the Office of Regulatory Counsel, and later as a criminal records staff attorney. Prior to DPS, Rebecca worked for over five years in private practice as a family law attorney, representing clients in bench and jury trials in district court. She earned her bachelor's degree in finance from the University of Texas at Austin and her law degree from Texas Tech University School of Law. Rebecca started with us on August 15.
- Hired Bob Rennich for an Attorney III position, that will specialize in cases resulting from inspections and unlicensed activity. From 2007 to 2017, Bob was employed with TDLR as an enforcement prosecutor, managing a large, specialized caseload involving the review of applicants' criminal histories to determine fitness for licensure. Bob's earlier employment included more than 10 years as a criminal prosecutor with extensive trial experience in misdemeanor and felony cases. He served as a criminal prosecutor in El Paso County, Lubbock County, and the Attorney General's Office. Bob earned his bachelor's degree in History/Economics at the University of Texas at Dallas, and his law degree from the University of Texas at Austin. Bob started with us on October 1.

**Key Statistics – Fiscal Years 2018**

Shown below are key statistics for the DES program and for all TDLR programs combined for Fiscal Year 2018.

<b><u>Statistic</u></b>	<b><u>DES</u></b>	<b><u>TDLR</u></b>
• Number of cases opened:	113	10,585
• Number of cases resolved:	86	9,833
• Number of Agreed Orders:	0	1295
• Total amount of penalties assessed:	\$39,400	\$3,209,055
• Total amount of penalties collected:	\$0	\$1,528,594

## **DRIVER TRAINING & TRAFFIC ADVISORY COMMITTEE**

NOVEMBER 7<sup>TH</sup>, 2018

### **DRIVER EDUCATION AND SAFETY UPDATES**

#### **BILL UPDATES**

- SB 1051 – THE ACCOMMODATION OF A DEAF OR HARD OF HEARING STUDENT IN DRIVER EDUCATION: We have received for review the first four initial segment scripts to the video for ASL Driver Education Course from Focus EduVation.
- SB 30 – INSTRUCTIONS ON INTERACTION BETWEEN PEACE OFFICERS AND CIVILIANS: Austin Community College has completed editing the video, we are adding the closed-caption piece, and Senator West has re-recorded his introduction.
- HB 912/ SB 848 - EXPANDS THE POOL OF AVAILABLE INDIVIDUALS TO TEACH DRIVERS EDUCATION: The “Validate a Driving Safety Certificate” is now available online at: <https://www.tdlr.texas.gov/DESSearch> and we are waiting the approval of the final certificate template. The target date to begin use is November 1<sup>st</sup>, 2018.
- Update of Program of Organized Instruction (POI) for Driver Education

### **PERSONNEL UPDATE**

#### **ACCREDITATION & CERTIFICATION SPECIALIST – CARNECIA PENSON**



Carnecia has 17 years of experience working in state government. She comes to us from the Board of Nursing, where she provided legal support to the attorneys. Prior to this, she held a position at the Texas Commission on Law Enforcement (TCOLE) as a Program Specialist in the Education and Training Division. Her duties included the approval of training providers and candidate approval for the TCOLE academy, administering examinations, and the approval of curriculums. She also has experience in CE and training provider approvals.

Carnecia graduated from Concordia University in Austin with a degree in Criminal Justice Management.

#### **ACCREDITATION & CERTIFICATION SPECIALIST – KAYLA POTTER**



Kayla began her state service with DSHS as a clerk in 2013 where she evaluated and entered personnel certification and licensure data into Versa. Kayla was promoted to an Administrative Assistant and subsequently to Team Lead for the Administrative staff. She left DSHS to pursue a career with the Texas Board of Nursing as a Licensing Specialist. In this capacity she reviewed large volumes of nursing applications, determined eligibility and reviewed sensitive criminal history information on applicants.

Kayla received a bachelor's degree in communication/business administration from Texas State University. She also holds an associate degree in General Studies from Austin Community College.

## STATISTICS AND TRENDS

### BY PROGRAM (FOR FY 2018)

PROGRAM	NEW	RENEWAL	TOTAL
COURSE PROVIDER	8	51	59
PARENT TAUGHT COURSE	5	0	5
DRIVING SAFETY SCHOOL	31	388	419
DRUG & ALCOHOL DRIVING AWARENESS	2	11	13
DRIVING EDUCATION SCHOOL	30	375	405

### DES E-MAILS ANSWERED BY STAFF (FOR FY 2018)

MONTH	FY 2018	FY2017
SEPTEMBER	73	66
OCTOBER	71	39
NOVEMBER	140	42
<b>Q1</b>	<b>284</b>	<b>147</b>
DECEMBER	113	26
JANUARY	157	58
FEBRUARY	139	102
<b>Q2</b>	<b>409</b>	<b>186</b>
MARCH	151	202
APRIL	111	79
MAY	177	127
<b>Q3</b>	<b>439</b>	<b>408</b>
JUNE	165	90
JULY	107	174
AUGUST	199	108
<b>Q4</b>	<b>471</b>	<b>372</b>
<b>TOTAL</b>	<b>1,603</b>	<b>1,113</b>

# Driver Training and Traffic Safety Advisory Committee Meeting Field Inspections Division Report



**The Face of TDLR**

November 7, 2018

## DIVISION PERSONNEL UPDATES

We welcomed four new inspectors on September 17, 2018. James Turner and La'Creasha Wells will work in the DFW area, Nina Smith in the Houston area, and James McEachern will work in area of Bexar, Kendall and Comal Counties.

North Region Inspector Sharon Hollins resigned, effective September 30, 2018. The Field Inspections wishes Sharon all the best in her future endeavors. We are working to post for an inspector position in the DFW area.

## INSPECTION STATISTICS

<b>Driver Education &amp; Safety Schools</b>		
	<b>FY 2019</b>	<b>FY 2018</b>
SEPT	31	34
OCT		41
NOV		53
QTR 1	31	128
DEC		13
JAN		17
FEB		8
QTR 2		38
MAR		8
APR		18
MAY		5
QTR 3		31
JUNE		15
JUL		102
AUG		86
QTR 4		203
Year to Date/ Year End	31	400

Highlighted numbers were completed by the E&E division.