



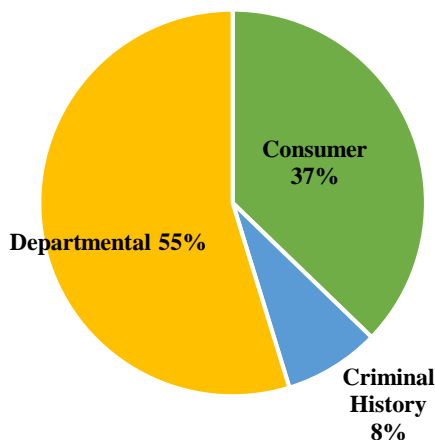
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

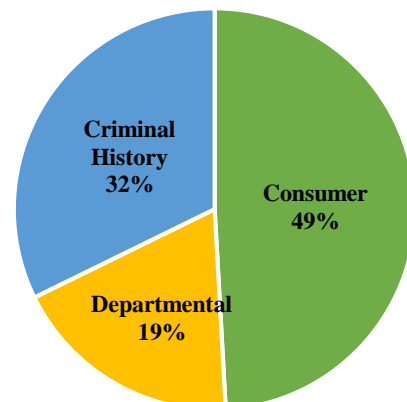
Driver Education and Safety (DES)

Key Statistics	DES Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	3,750	832,593
Complaints Received	402	37,043
Cases Opened	137	10,902
Cases Closed	136	10,113
Average Time to Close (days)	210.45	151.96
% of Cases Resolved Within 6 Months	59.56%	68.52%
% of Cases Resulting in Disciplinary Action	10%	21%
Open Cases Pending at End of Fiscal Year	68	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	204
Number of Contested Cases Heard at SOAH	0	92
Formal Case Outcomes	DES Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	1	614
Agreed Orders	13	1,254
Average Penalty Assessed on Orders	\$481.82	\$2,092.92
Total Penalties Assessed	\$5,300.00	\$3,452,750
Licenses Revoked (Disciplinary)	0	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	0	358
Cases Heard in District Court	0	1
Informal Case Actions	DES Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$830.99	\$324,299
Warning Letters	30	1,500
Other Informal Resolutions	92	6,434
Cease & Desist Orders	1	38

**Source of DES Cases Opened
Fiscal Year 2019**



**Source of All Cases Opened
Fiscal Year 2019**





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Top DES Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Certificate violation	40
Unlicensed School	35
Failed to pay dishonored check	34
Contract violation	18
Criminal History	11
School closure document violation	9
Curriculum violation	8
Refund violation	6
Advertising violation	3
Class length violation	3
Inappropriate conduct	3
Unlicensed instructor	3
Used unsafe vehicle	3

Top DES Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Unlicensed School	5
Certificate violation	4
Unlicensed instructor	2
School closure document violation	2
Refund violation	1
Failed to cooperate with Inspector	1