



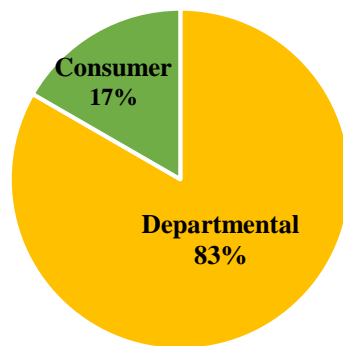
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

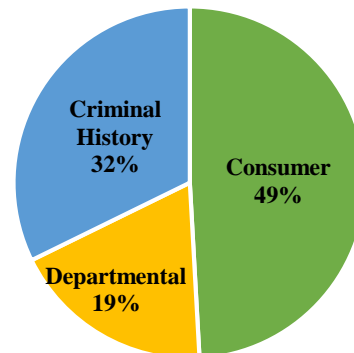
### Transportation Network Companies (TNC)

Key Statistics	TNC Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	14	832,593
Complaints Received	17	37,043
Cases Opened	6	10,902
Cases Closed	7	10,113
Average Time to Close (days)	272.86	151.96
% of Cases Resolved Within 6 Months	28.57%	68.52%
% of Cases Resulting in Disciplinary Action	0%	21%
Open Cases Pending at End of Fiscal Year	6	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	TNC Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	0	614
Agreed Orders	0	1,254
Average Penalty Assessed on Orders	\$0.0	\$2,092.92
Total Penalties Assessed	\$0.0	\$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	TNC Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0.0	\$324,299
Warning Letters	1	1,500
Other Informal Resolutions	6	6,434
Cease & Desist Orders	1	38

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



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





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**TNC Alleged Violations at Opening**

<b>Fiscal Year 2019</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Failed to submit pilot program report	5
Unlicensed company	1

**TNC Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2019</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Unlicensed company	1