



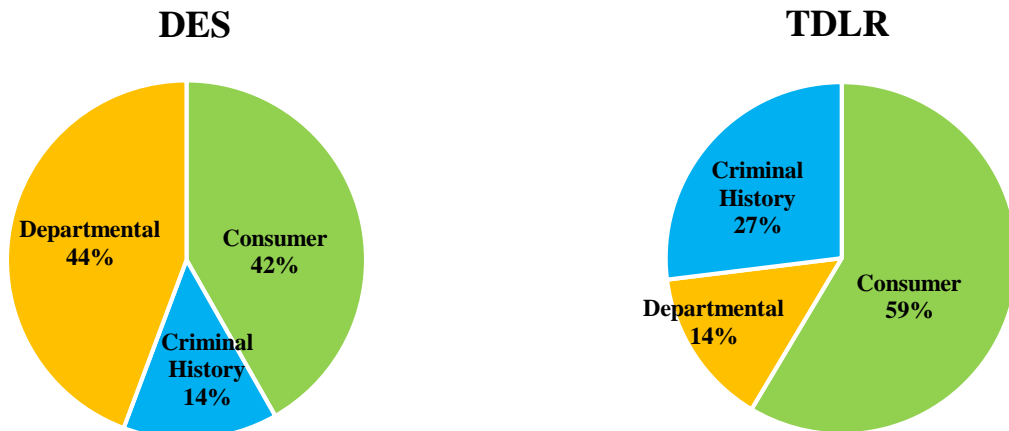
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Driver Education and Safety (DES)

Key Statistics	DES Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	3,233	823,189
Complaints Received	301	32,683
Cases Opened	79	10,465
Cases Closed	102	9,763
Average Time to Close (days)	275.15	157.58
% of Cases Resolved Within 6 Months	47.06%	68.64%
% of Cases Resulting in Disciplinary Action	10.78%	13.48%
Open Cases Pending at End of Fiscal Year	46	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	DES Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	8	339
Agreed Orders	12	853
Average Penalty Assessed on Orders	\$722.50	\$2,199.86
Total Penalties Assessed	\$7,225.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	1	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	DES Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$89.95	\$183,910.04
Warning Letters	12	1,615
Other Informal Resolutions	70	6,749
Cease & Desist Orders	0	46

Source of Cases Opened Fiscal Year 2020





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Top 10 DES Alleged Violations at Opening

Fiscal Year 2020	
Alleged Violation at Opening	Count
Advertising violation	12
Criminal History	10
Certificate issue	10
Fail to pay dishonored check	9
Curriculum violation	8
Unlicensed school	7
Contract violation	6
Refund violation	6
Inappropriate conduct	5
School closure or document violation	3

DES Violations Resulting in Disciplinary Action

Fiscal Year 2020	
Violation Resulting in Disciplinary Action	Count
Unlicensed school	6
Contract violation	2
Certificate issue	2
Fail to pay dishonored check	1
Unlicensed instructor	1