



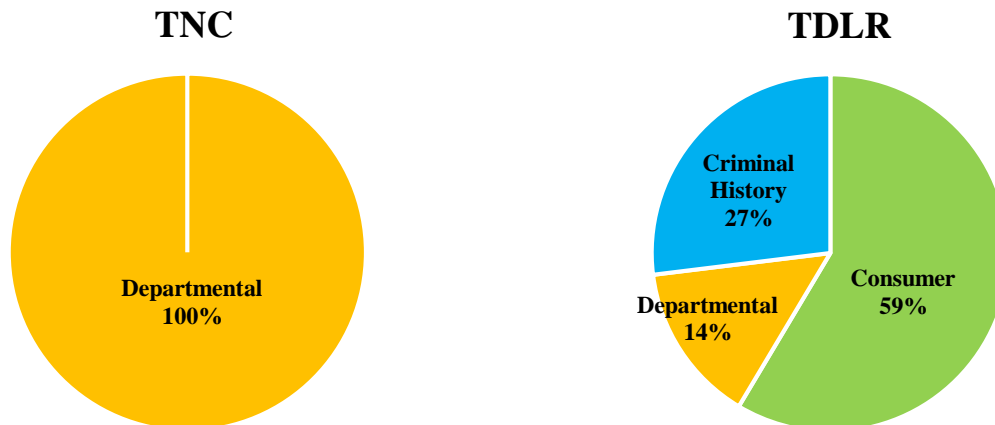
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Transportation Network Companies (TNC)

Key Statistics	TNC Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	13	823,189
Complaints Received	10	32,683
Cases Opened	2	10,465
Cases Closed	5	9,763
Average Time to Close (days)	490.80	157.58
% of Cases Resolved Within 6 Months	0.00%	68.64%
% of Cases Resulting in Disciplinary Action	0.00%	13.48%
Open Cases Pending at End of Fiscal Year	2	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	TNC Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	0	339
Agreed Orders	0	853
Average Penalty Assessed on Orders	0.00%	\$2,199.86
Total Penalties Assessed	0.00%	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	TNC Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	2	1,615
Other Informal Resolutions	3	6,749
Cease & Desist Orders	0	46

### Source of Cases Opened Fiscal Year 2020





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

**TNC Alleged Violations at Opening**

<b>Fiscal Year 2020</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Failed to submit pilot program report	1
Failed to initiate pilot program	1

**TNC Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2020</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
There were no violations resulting in Disciplinary Action for Fiscal Year 2020 for the TNC program	N/A