



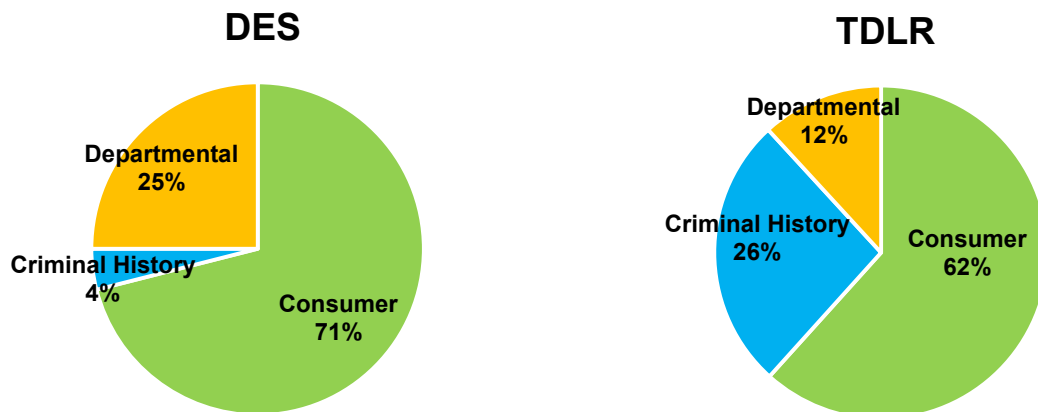
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Driver Education and Safety (DES)

Key Statistics	DES Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	3,070	848,268
Complaints Received	239	32,655
Cases Opened	76	10,121
Cases Closed	46	9,335
Average Time to Close (days)	332.61	209.86
% of Cases Resolved Within 6 Months	28.26%	60.00%
% of Cases Resulting in Disciplinary Action	15.22%	13.41%
Open Cases Pending at End of Fiscal Year	76	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	1	134
Number of Contested Cases Heard at SOAH	0	67
Formal Case Outcomes	DES Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	0	455
Agreed Orders	7	711
Average Penalty Assessed on Orders	\$448.57	\$2,124.56
Total Penalties Assessed	\$3,140.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	2	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	1
Informal Case Actions	DES Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$42.88	\$192,825.53
Warning Letters	15	1,768
Other Informal Resolutions	24	6,208
Cease & Desist Orders	0	19

Source of Cases Opened Fiscal Year 2021





TEXAS DEPARTMENT OF LICENSING AND REGULATION
Enforcement Division

Top 10 DES Alleged Violations at Opening

Fiscal Year 2021	
Alleged Violation at Opening	Count
Certificate issue	23
Contract violation	10
School closure or document violation	9
Advertising violation	9
Unlicensed school	8
Refund violation	6
No or incomplete course submission	5
Inaccurate or incomplete school records	5
Class length violation	4
Curriculum violation	3

DES Violations Resulting in Disciplinary Action

Fiscal Year 2021	
Violation Resulting in Disciplinary Action	Count
Unlicensed school	5
Lacks honesty, trustworthiness, and integrity	1
Certificate issue	1
Inappropriate conduct	1
Unlicensed instructor	1