



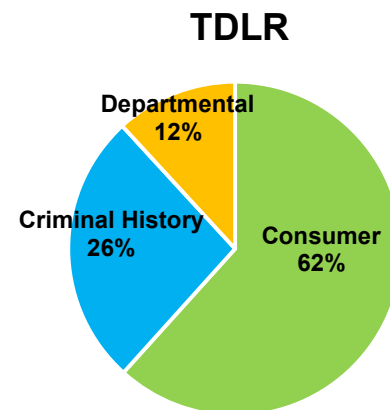
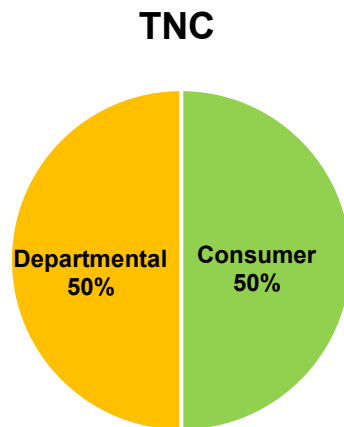
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Transportation Network Companies (TNC)

Key Statistics	TNC Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	17	848,268
Complaints Received	7	32,655
Cases Opened	2	10,121
Cases Closed	0	9,335
Average Time to Close (days)	0	209.86
% of Cases Resolved Within 6 Months	0.00%	60.00%
% of Cases Resulting in Disciplinary Action	0.00%	13.41%
Open Cases Pending at End of Fiscal Year	4	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	134
Number of Contested Cases Heard at SOAH	0	67
Formal Case Outcomes	TNC Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	0	455
Agreed Orders	0	711
Average Penalty Assessed on Orders	0.00%	\$2,124.56
Total Penalties Assessed	0.00%	\$2,570,716.00
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	1
Informal Case Actions	TNC Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$0.00	\$192,825.53
Warning Letters	0	1,768
Other Informal Resolutions	0	6,208
Cease & Desist Orders	0	19

### Source of Cases Opened Fiscal Year 2021





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

**TNC Alleged Violations at Opening**

<b>Fiscal Year 2021</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Unlicensed company	2

**TNC Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2021</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
There were no violations resulting in Disciplinary Action for Fiscal Year 2021 for the TNC program	N/A