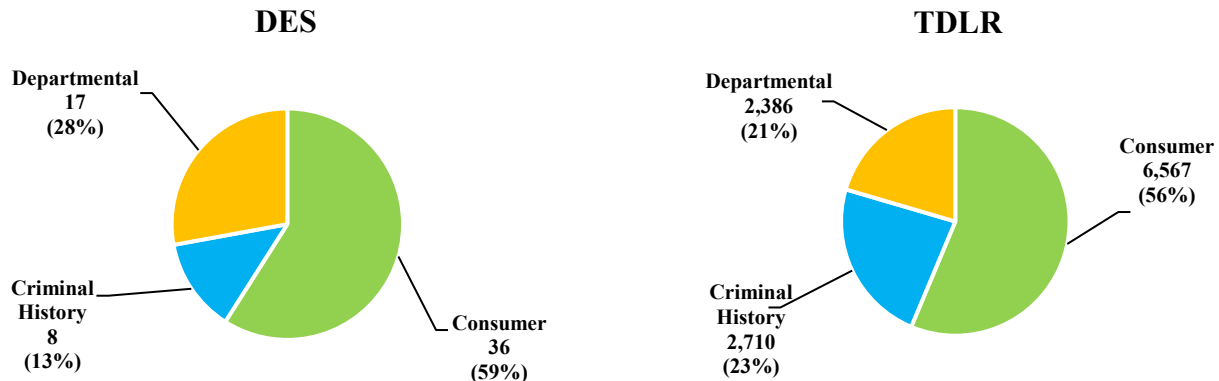


Driver Education and Safety (DES)

Key Statistics	DES Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	2,911	890,735
Complaints Received by Source	177	64,954
Consumer complaints	101	14,098
Department initiated complaints	17	2,368
Criminal History Records reviewed for licensure	59	48,488
Cases Opened	61	11,663
Consumer	36	6,567
Departmental	17	2,386
Criminal History	8	2,710
Cases Closed	91	11,754
Average Time to Close (days)	304.48	215.79
% of Cases Resolved Within 6 Months	29.67%	57.64%
% of Cases Resulting in Disciplinary Action	3.30%	10.81%
Open Cases Pending at End of Fiscal Year	46	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	61
Contested Cases Heard at SOAH	0	30
Formal Case Outcomes	DES Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	3	1,160
Commission Orders	0	27
Default Orders	0	384
Agreed Orders	3	749
Average Penalty Assessed on Orders	\$250.00	\$2,231.30
Total Penalties Assessed	\$750.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	1	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	182
Cases Heard in District Court	0	7
Informal Case Actions	DES Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$123.12	\$390,011.62
Warning Letters	19	3,378
Other Informal Resolutions	69	7,108
Cease & Desist Orders	0	17

Cases Opened Fiscal Year 2022



Top DES Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Criminal history	8
Advertising violation	8
Refund violation	8
Failed to pay dishonored check	8
Contract violation	8
Certificate issue	7
Unlicensed school	5
School closure or document violation	5
Inappropriate conduct	4
Expired school license	3

DES Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
Unlicensed school	2
School closure or document violation	1