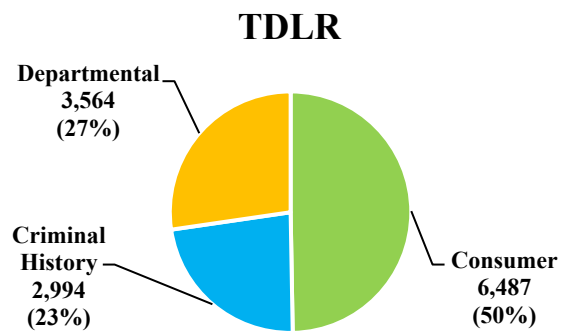
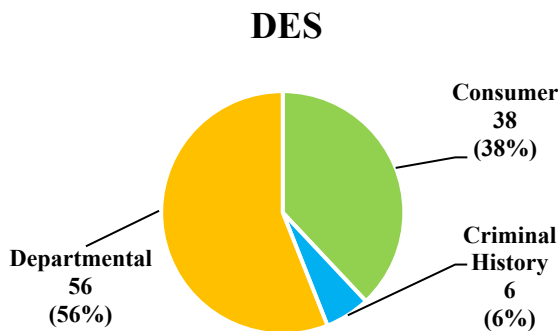


## Driver Education and Safety (DES)

Key Statistics	DES Fiscal Year 2023	TDLR Fiscal Year 2023
<b>Complaints Received by Source</b>	<b>202</b>	<b>111,084</b>
Consumer complaints	111	14,240
Department initiated complaints	62	3,535
Criminal History Records reviewed for licensure	29	93,309
<b>Cases Opened</b>	<b>100</b>	<b>13,045</b>
Consumer	38	6,487
Departmental	56	3,564
Criminal History	6	2,994
<b>Cases Closed</b>	<b>91</b>	<b>11,284</b>
Average Time to Close (days)	216.01	215.01
% of Cases Resolved Within 6 Months	53.85%	55.52%
% of Cases Resulting in Disciplinary Action	5.49%	12.46%
Open Cases Pending at End of Fiscal Year	55	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	DES Fiscal Year 2023	TDLR Fiscal Year 2023
<b>Final Orders</b>	<b>5</b>	<b>1,329</b>
Agreed Orders	4	843
Commission Orders	0	12
Default Orders	1	472
Average Penalty Assessed on Orders	\$320.00	\$2,217.58
<b>Total Penalties Assessed</b>	<b>\$1,600.00</b>	<b>\$2,947,160.00</b>
<b>Total Penalties Collected</b>	<b>\$1,100.00</b>	<b>\$1,451,668.00</b>
Licenses Revoked (Disciplinary)	0	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	DES Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$139.38	\$272,187.43
Warning Letters	18	2,757
Other Informal Resolutions	68	7,121
Cease & Desist Orders	0	8

### Cases Opened Fiscal Year 2023



### Top 10 DES Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Failed to pay dishonored check	44
Curriculum violation	11
Unlicensed school	8
Refund violation	7
Contract violation	6
Advertising violation	6
Certificate issue	6
Criminal history	6
Unlicensed instructor	3
Failed to cooperate with Inspector	2

### DES Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Unlicensed instructor	2
Failed to cooperate with Inspector	1
Inaccurate or incomplete school records	1
Refund violation	1