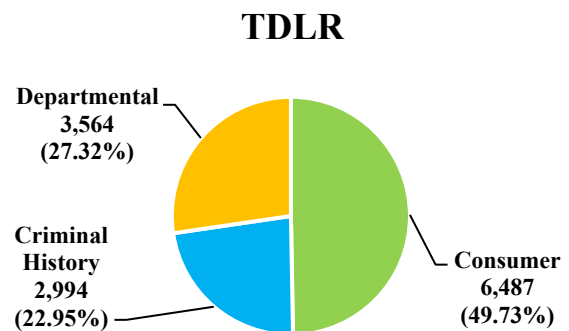
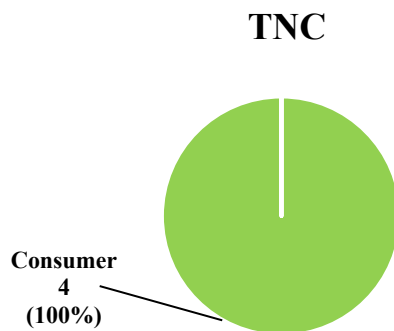


Transportation Network Companies (TNC)

Key Statistics	TNC Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	12	111,084
<i>Consumer complaints</i>	12	14,240
<i>Department initiated complaints</i>	0	3,535
<i>Criminal History Records reviewed for licensure</i>	0	93,309
Cases Opened	4	13,045
<i>Consumer</i>	4	6,487
<i>Departmental</i>	0	3,564
<i>Criminal History</i>	0	2,994
Cases Closed	4	11,284
Average Time to Close (days)	256.00	215.01
% of Cases Resolved Within 6 Months	25.00%	55.52%
% of Cases Resulting in Disciplinary Action	0.00%	12.46%
Open Cases Pending at End of Fiscal Year	2	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	TNC Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	0	1,329
<i>Agreed Orders</i>	0	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	0	472
Average Penalty Assessed on Orders	\$0.0	\$2,217.58
Total Penalties Assessed	\$0.00	\$2,947,160.00
Total Penalties Collected	\$0.00	\$1,451,668.00
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	TNC Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	1	2,757
Other Informal Resolutions	3	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



TNC Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Unlicensed company	4

TNC Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2023 for the TNC Program	N/A