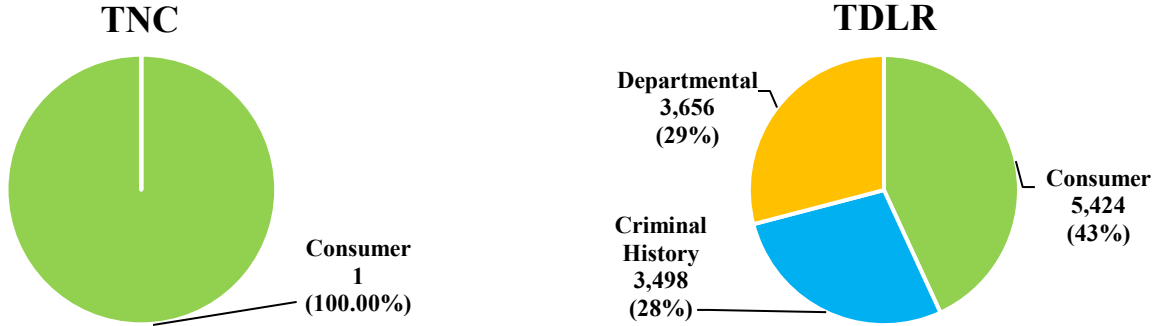


Transportation Network Companies (TNC)

Key Statistics	TNC Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	17	122,942
<i>Consumer complaints</i>	17	13,669
<i>Department initiated complaints</i>	0	3,733
<i>Criminal History Records reviewed for licensure</i>	0	105,540
Cases Opened	1	12,578
<i>Consumer</i>	1	5,424
<i>Departmental</i>	0	3,656
<i>Criminal History</i>	0	3,498
Cases Closed	2	13,449
<i>Consumer</i>	2	5,511
<i>Departmental</i>	0	4,554
<i>Criminal History</i>	0	3,384
Average Time to Close (days)	290.50	199.58
% of Cases Resolved Within 6 Months	0.00%	57.67%
% of Cases Resulting in Disciplinary Action	0.00%	9.56%
% of Cases Not Resulting in Disciplinary Action	100.00%	90.44%
Open Cases Pending at End of Fiscal Year	1	7,433
Cases Referred to SOAH	0	52
Contested Cases Heard at SOAH	0	22
Formal Case Outcomes	TNC Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	0	1,287
<i>Agreed Orders</i>	0	672
<i>Commission Orders</i>	0	14
<i>Default Orders</i>	0	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	0	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$0.00	\$3,205.97
Total Penalties Assessed	\$0.00	\$3,792,665.00
Total Penalties Collected	\$0.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	0	110
<i>Licenses Revoked (Disciplinary)</i>	0	103
<i>Licenses Suspended (Disciplinary)</i>	0	7
Licenses Denied/Suspended/Revoked (Criminal History)	0	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	TNC Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$0.00	\$402,875.87
Warning Letters	0	4,907
Other Cases Closed without Disciplinary Actions	2	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



TNC Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Unlicensed company	1

TNC Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2024 for the TNC Program	0