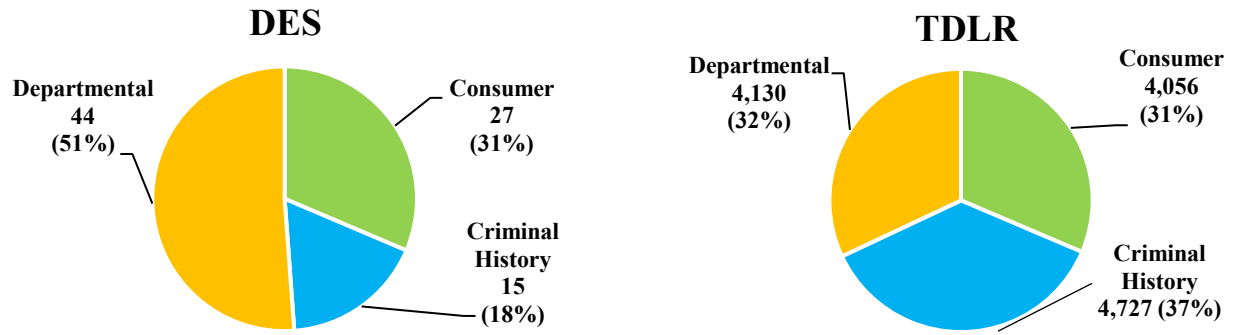


Driver Education and Safety (DES)

Key Statistics	DES Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	3,427	1,019,176
Complaints Received by Source	882	134,663
Consumer complaints	84	12,216
Department initiated complaints	44	4,096
Criminal History Records reviewed for licensure	754	118,351
Cases Opened	86	12,913
Consumer	27	4,056
Departmental	44	4,130
Criminal History	15	4,727
Cases Closed	122	12,694
Consumer	43	4,467
Departmental	63	3,487
Criminal History	16	4,740
Average Time to Close (days)	299.51	206.68
% of Cases Resolved Within 6 Months	39.34%	64.46%
% of Cases Resulting in Disciplinary Action	1.64%	12.94%
% of Cases Not Resulting in Disciplinary Action	98.36%	87.06%
Open Cases Pending at End of Fiscal Year	41	7,651
Cases Referred to SOAH	0	133
Contested Cases Heard at SOAH	0	62
Formal Case Outcomes	DES Fiscal Year 2025	TDLR Fiscal Year 2025
Final Orders	2	1,643
Agreed Orders	1	918
Commission Orders	0	20
Default Orders	1	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	0	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$562.50	\$3,095.17
Total Penalties Assessed	\$1,125.00	\$4,769,650
Total Penalties Collected	\$375.00	\$1,783,085
Total Disciplinary Suspensions and Revocations	0	171
Licenses Revoked (Disciplinary)	0	162
Licenses Suspended (Disciplinary)	0	9
Licenses Denied/Suspended/Revoked (Criminal History)	0	206
Restricted Licenses Granted	0	4
Enforcement cases that resulted in District Court Filing	0	5
Other Case Actions	DES Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$274.00	\$808,739.25
Other Cases Closed without Disciplinary Actions	44	4,993
Informally Resolved	0	526
Insufficient Evidence	67	2,516
Warning Letters	9	2,939
Withdrawn by Complainant	0	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

Cases Opened Fiscal Year 2025



Top DES Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Failed to pay dishonored check	40
Criminal history	15
Refund violation	6
School closure or document violation	6
Inappropriate conduct	5
Certificate issue	5
Contract violation	5
Advertising violation	3
Unlicensed instructor	2
Unlicensed school	2

DES Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Failed to cooperate with Inspector	1
Refund violation	1