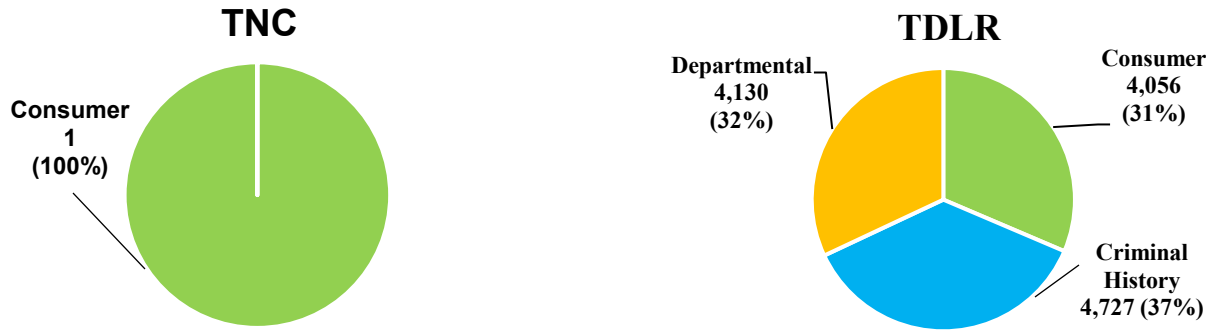


Transportation Network Companies (TNC)

Key Statistics	TNC Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	16	1,019,176
Complaints Received by Source	19	134,663
Consumer complaints	19	12,216
Department initiated complaints	0	4,096
Criminal History Records reviewed for licensure	0	118,351
Cases Opened	1	12,913
Consumer	1	4,056
Departmental	0	4,130
Criminal History	0	4,727
Cases Closed	2	12,694
Consumer	2	4,467
Departmental	0	3,487
Criminal History	0	4,740
Average Time to Close (days)	141.00	206.68
% of Cases Resolved Within 6 Months	50.00%	64.46%
% of Cases Resulting in Disciplinary Action	0.00%	12.94%
% of Cases Not Resulting in Disciplinary Action	100.00%	87.06%
Open Cases Pending at End of Fiscal Year	0	7,651
Cases Referred to SOAH	0	133
Contested Cases Heard at SOAH	0	62
Formal Case Outcomes	TNC Fiscal Year 2025	TDLR Fiscal Year 2025
Final Orders	0	1,643
Agreed Orders	0	918
Commission Orders	0	20
Default Orders	0	602
Denied by Operation of Law	0	6
Denial 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	\$0.00	\$3,095.17
Total Penalties Assessed	\$0.00	\$4,769,650
Total Penalties Collected	\$0.00	\$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	TNC Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$0.00	\$808,739.25
Other Cases Closed without Disciplinary Actions	0	4,993
Informally Resolved	0	526
Insufficient Evidence	2	2,516
Warning Letters	0	2,939
Withdrawn by Complainant	0	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

Cases Opened Fiscal Year 2025



TNC Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Unlicensed company	1

TNC Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
There are no TNC Disciplinary Actions for Fiscal Year 2025	0