

**From:** [Elizabeth Jones](#)  
**To:** [Trisha Linebarger](#)  
**Subject:** FW: Public Input Form for Agencies Under Review (Public/After Publication)  
**Date:** Thursday, September 10, 2020 8:41:38 AM

---

From: sunset@sunset.texas.gov On Behalf Of Texas Sunset Commission  
Sent: Thursday, September 10, 2020 7:35:01 AM (UTC-06:00) Central Time (US & Canada)  
To: Sunset Advisory Commission  
Subject: Public Input Form for Agencies Under Review (Public/After Publication)

Agency: TEXAS DEPARTMENT LICENSING AND REGULATION

First Name: Evelyn

Last Name: Brinkley

Title: Driver Education Instructor Full

Organization you are affiliated with: Several driving schools

Email:

City: San Antonio

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed:

The agency does not have enough staff to support renewal of our license. TEA never took 6 months from the date we submitted our renewal form, payment and continuing education documents to provide us with the renewal license.

Staff is doing the best they can. Mail comes in and is sorted. Eventually scanned and routed to person's working from home. Very easy to streamline.

But, management needs to listen to staff for a working solution. The staff dealing with the issue knows what will work. Management not listening.

Any Alternative or New Recommendations on This Agency:

TDLR, renewal license personnel have discussed solutions within the scope of the agencies limitations (due to contents of each renewal - money, continuing ed., renewal forms).

Each type license renewal has it's own set of guidelines. Driver Education is only one of many renewals routed to TDLR.

My Comment Will Be Made Public: I agree