

9-Apr		TOW	BETTER	A Complaint Form That Deals With Unlicensed Activity Only.
9-Apr		TOW	BETTER	Awareness Of What Is Being Done For People - A Lot Of People Are Flying Under The Radar.
9-Apr		TOW	BETTER	Better Communication For Applicants Who Have An Enforcement Issue Or Background Check Issue.
9-Apr		TOW	BETTER	Better Interpretations Of The Rules And Regulations For Dealers - If A Person Has A Dealer Tag You Should Not Have To Have A Number On Your Vehicle.
9-Apr		TOW	BETTER	Communicate Statistics To Us Better - Complaints, Results, Etc. - Published On Our Website (Monthly) Where The Association Can Have It Available To Pass Along.
9-Apr		TOW	BETTER	Consistency In Responses Regarding Industry Questions.
9-Apr	1	TOW	BETTER	Continuing Education - More Diversity In What Is Offered In The Continuing Education Courses So That It Is Not The Same Every Year - Change The Body Leave The Topic.
9-Apr		TOW	BETTER	Expansion Of The Faqs To Include Questions That Are Coming Into The Customer Service Section - Give An Interpretation Of What TDLR Wants Not Just Quote A Law Or Rule.
9-Apr		TOW	BETTER	Expedite The Unlicensed Complaint Process.
9-Apr		TOW	BETTER	Get Industry Input Before Making An Interpretation.
9-Apr		TOW	BETTER	Give More Weight To The Soah Judgment - Put A Limit On The Appeals - Two.
9-Apr		TOW	BETTER	Have Photo Identification On Our License Badges.
9-Apr		TOW	BETTER	Inspection Notification - What To Do When The Owner Of A Yard Is Not There, Is On Vacation, We Cannot Get What Is Behind A Locked Door - 24 Or 48 Hour Notice.
9-Apr		TOW	BETTER	More Communication With The Industry And Advisory Board Before Interpretations Are Given Or Posted As An Faq.
9-Apr		TOW	BETTER	More Information Of Inspection Results For The Various Industries.
9-Apr		TOW	BETTER	More Training For Inspectors - Have More Knowledge Of The People That Are Coming Out So They Know More About The Industry Before They Come Out To Inspect.
9-Apr		TOW	BETTER	Shorten The Disposition Of The Case - The Time A Case Is Resolved.
9-Apr		TOW	BETTER	Specialization For Inspectors - Make Them Special On Five Industries And Pay Them Well So They Do Not Leave.
9-Apr		TOW	BETTER	Streamline The Identification Badge Process - When You Go Into The System A Lot Of Things That Have Done It Online It Is Redundant. CERTAIN Things Are Via Mail Correspondence, Some Via Email - Lets Do It All One Way (Electronically) So You Have It All At Once.

9-Apr		TOW	BETTER	The Inspectors Present A Case And It Goes Before A Judge And You Lose - Educate An Inspector To Testify Better.
9-Apr		TOW	BETTER	Work With Other Agencies To Ensure That Correct Information Is Being Given.
12-Apr		TOW	BETTER	I Am A Firm Believer In Less Government.
11-Apr		TOW	BETTER	Back The Licensee. When We Call For Help, It Takes Probably 10-15 Minutes To Speak With A Person. A 24 Hour Help Line Would Be Nice Since We Release Cars 24 Hours A Day And Not Every Release Is Exactly As The Laws Are Written. Instead Of Trying To Fine Us For Everything, What About Setting Up Classes Or Do Like Tceq Does, They Have A Program Where Someone Comes Out And Makes Sure We Are In Compliance Without The Threat Of Outrageous Fines. Also, I Have Been Trying To Pay A Penalty On Line But It Will Not Allow Me To Do That. TDLR Needs To Understand That Not Everything Is Black & White, There Is A Lot Of Gray Area. Also, A Non-Consent TOW Can Turn Into A Consent TOW (Usually Be Delivery) And To Make A Separate Ticket For That Is A Little Much. The Penalites And Fines Are Unreal. We Try To Do Everything By The Book, But We Usually Get Different Answers From TDLR Employees When We Call. To Be Negligent Consistently Is One Thing But To Be Fined For A Simple Mistake Is Ridiculous. If A Person Complains, That Complainant Should Be Required To Attend The Hearing In Austin, Not Just Send In A Letter And The VSF Employee Or TOW Company Attend That Hearing. There Is A TOW Company In Our Area Where The Employee Has Forged A Name On The Vsf011 And Notarized That
10-Apr		TOW	BETTER	You Can Educate The Law Enforcement On The License Required To Operate A TOW Truck, And The Paperwork The TOW Tuck Is Suppose To Carry At All Times.
5-Apr		TOW	BETTER	Have Better Customer Service On The Phones
4-Apr		TOW	BETTER	Have More Information Distribute And Stead Of Us Finding Out With A Fine...Its Ridiculous!!!!

4-Apr		TOW	BETTER	We Need A VSF Training Manual From Our Licensing Agency. One That Will Go Through Several Scenarios Of The Every Day Business Of A VSF And How The Rules And Regulations TDLR Applies To Each One. It Is Not Always Black And White. There Are Some Areas That Common Sense Should Dictate But The Possibility Of A Fine From TDLR Causes One To Doubt Their Common Sense Decision. I Can Give You Several Examples If You Wish. I Do Not Know If This Is Where You Want That Feed Back Or Not. Please Contact Me About That. I Have Sent Emails To Asking For Clarification On Things And Have Not Received A Response. I Have Talked To Bruce And Others On The Phone About Releasing Vehicles With Signed Blue Titles Recently And Was Told We Could Do That. However, We Were Fined \$5000 For Doing That In The Past. Bruce Said He Would Have Enforcement Contact Us This Past Monday And They Have Not Done So. There Have Been Some Conversations With TDLR Employees Who Truly Try To Answer Questions And There Are Some Whose Attitudes Indicate They Really Don't Care Or Understand Why They Are In The Job They Are In. If I Cannot Call My Licensing Agency And Get Questions Answered And Clarification On Situations That Arise, Who Can I Go To? And, It Is Only Fair To Expect To
3-Apr		TOW	BETTER	You Need To Take A Look At The Industry From A Distance And See What The Big And Small Cities Are Doing And Not Try To Apply What The Big Cities Are Doing To What The Small Cities Can't Do. Where You See A Wrecker And Storage Companies In Big Cities Doing a lot Of Wrong Doings Its Not Like That In Small Companies That Have A Wrecker And Storge Lot Together.
2-Apr		TOW	BETTER	Reevaluate The Penalty Matrix System Reevaluate How A Decision Is Made To Turn A Complaint From A Consumer Into A Violation
2-Apr		TOW	BETTER	Stay On Top Of The Exp. License, TOW Comp. Right Here In Luling Are Getting By With It I Think It Is Taken Away From The Ones That Are Paying And Staying On Top Of It.
2-Apr		TOW	BETTER	I Personally Believe That The Advisory Boards Are Only As Good As The Members Selected..I Think There Can Be Some Improvement In The Rule-Making Process...And Once Any Kind Of Rule Is Adopted That It Become Part Of The Occupation Code...It Is Difficult At Times To Keep Up With Rule Vs Law..I Would Hope In The Future That This Process Could Be Somehow Simplified ...I Would Also Like To See The Continuing Education Come Off Of The Computer..I See A Much Greater Benefit For TOW Operators To Actually Take A Class And Have Interaction With Instructors From Our Specific Industry...

29-Mar		TOW	BETTER	Change It To Were The Vehicle Has To Be Pick Up Customer Or Owner Of Vehicle.We Are Getting To Many Vehicles Unclaim For Pickup.Be A Little Easy On Our Paper Work,One Person In Our Area Has Gotten Out Of The Towing Bussiness Due 2 Large Fines.Maybe Try To Help Us To Understand The Rules,It Seems Yall Are Out To Made The State Money And Help Your Ins.Get Paid By Tax Payers.
29-Mar		TOW	BETTER	VSF Release Policy Needs To Change. When A Vichle Is Impounded There Should Be A Time In Which To Do Releases. I Personally Have Spent The Wee Hours Of The Morning Releaseing Vehicle. When There Is An Arrest And The Person Bonds Out Of Jail @ 1 Or 2Am They Should Not Expect Some One To Run Around So That The Can Get Prof Of Ownership, Payment And Then Get The Vehicle Released. I Do The After Hour Releases For Our Company & Think That Between The Hours Of 12Am And 8Am Should Be When All VSF Releases Must Wait.
29-Mar		TOW	BETTER	Dont Give To Felony Convictions There Are a lot Of People With Misdeamors And Felonies Licensed
28-Mar		TOW	BETTER	Leave Police Work Out Of VSF We Can Not Tell What A Fake Mexico Id Ia
27-Mar		TOW	BETTER	Too Many Laws, Too Much Invasiveness Into Business, Too High Of Fees For Small Business
27-Mar		TOW	BETTER	Drop Dead!!
27-Mar		TOW	BETTER	Some Of The Limits That Are Set Are To Strict, And Some Changes Need To Be Made In Rules.
27-Mar		TOW	BETTER	Dont Change The Laws On Our Invoices So We Dont Have To Print The Changes Every Year Which Is Costing Us Money Every Time. Also If You Have Towing Operatos Licence You Should Be Able To Release Vehicles Without Having To Aply For A Employe Card That Does Not Make Sence For You Are Already Driving And Working For The Company , That Is An Exrta Expence For Us.
27-Mar		TOW	BETTER	I Think That All Lawenforcement Agencies Should Be Alowed To Enforce All Of The TDLR Rules And Laws Because You Dont Heve The Man Power To Catch The Ones That Dont Care About The Law Or Rules.
27-Mar		TOW	BETTER	Fines For Minor Paperwork Violations Are Way Out Of Line.
27-Mar		TOW	BETTER	Go After Tha Non Licensed Wrecker Company S Get Some Agents In Houston An Hit Tha Non Lic. Wrecker S In Tha Pocket !!!!!!!
27-Mar		TOW	BETTER	I Think The Fines Are To High For First Time Offences. There Are A Lot Of Laws And Rules To Go By.Id Like To See A Little Leantcy And Maby A Class To Help Us With This. I Understand We Could Read The Laws But In My Case Reading The Laws Are Very Hard And Very Hard To Understand.

27-Mar		TOW	BETTER	Crack Down On Illegal Trucks And Drivers....No Insurance No Licence No TDLR Nothing We Have To Compete With Them ...Towing For Peanuts No Overhead
27-Mar		TOW	BETTER	Stop Making Up Rules That You Do Not Know Anything About
27-Mar		TOW	BETTER	Quit Picking On Legal Towing And Storage Companies And Stop The Illegal Towing On The Highways. Everyday On I-35 Hundreds Of Vehicles Illegally Towing Other Vehicles Travel At Free Will. I Even Had A Vehicle Tower Tell Me It Was Better To Run With Regular License Plates Because No One Picked On Them
27-Mar		TOW	BETTER	Change The Fees They Are Way To Much Before It Was Only 75.00 Total We Don't Have A Big Company So Renewals Are A Big Factor.
26-Mar		TOW	BETTER	All These Rules And Regulations Are Very Very Confusing.....Hard To Cover All The Bases, And Still You Never Know If You Are In Complete Compliance Or Not. You Get Different Interpretations Of The Rules From Different People When You Call.....Not Sure Anyone Can Understand It All.
26-Mar		TOW	BETTER	Get The Laws Enforced On Everyone Not Just Make Money On The Ones Paying. Example Car Caravans To Mexico
26-Mar		TOW	BETTER	Enforce The Law To The Unlicense Operators. There Are Many Here In Dfw Area That Ge The Initail License And Then Never Renuewed Or Cancel Insurance After They Get It. They Low Ball There Prices Where Your Legit Operators Have A Hard Time Making It.
26-Mar		TOW	BETTER	Unknown
26-Mar		TOW	BETTER	Concentrate On Enforcement Of Matters That Are Truly Consumer Protection And Safety Related. Current Concentration Is Micro Regulatory An Issues That Are Essentially Clerical Errors. This Approach Will Regulate Many Honest Companies Out Of Business While The Outlaws Continue To Do What They Do. This Approach Is Also A Negative On The General Economic Health Of The State.
26-Mar		TOW	BETTER	Web-Site Is A Nightmare! Less Regulations For Day-To-Day Operations
26-Mar		TOW	BETTER	Don't Be So Black And White With The Rules. There Are a lot Of Situations That Require Us To Make Good Customer Service Decisions, And All Parties Involved Come Out Better, Although Your Inspectors Only Look At The Law And Rules The Way They Read Them. Most Of Your People Have Never Been In Business And They Don't Understand There Is Give And Take. The #1 Thing I Would Like To See Changed Is Don't Always Assume The Tower Is The One That Is Wrong, There Are A Lot Of Quistionable People In This World.
26-Mar		TOW	BETTER	Can't Think Of Anything.
26-Mar		TOW	BETTER	Fines Are For Petty Reasons And Too Extreme

26-Mar		TOW	BETTER	This Legislative Session We Were Able To Clean Up A Lot Of Law That Was Putting Some Undo Hardship On Us, And That Is Greatly Appreciated. However, I Think There Is A Little More Cleaning Up That Can Be Done And I Believe That We Can All Work Together To Do This. Also, I Have Complained About A Couple Of The Companies In Our Area That Were Doing Things Such As Running Without Insurance, Etc. I Have Still Yet To Hear Back About Those Complaints But I Know I Made Them Almost A Year Ago. My Main Concern Is That While We Strive To Lead By Example, We Pay All Of The Fees And Expenses That Are Associated With Us Following The Rules And Law There Are Many Other Towing Companies Out There Who Don't Have The Overhead Associated With Following These Rules And Laws Because They Choose Not To. I Know There Is Limited Manpower, But I Just Don't See Anything Being Done In Our Rural Area. Once Again, I Know We Are All Human And Make Mistakes, But Not Having Insurance For Over A Month While You Run Im Scenes Is A Little Ridiculous. Also, I Get Conflicting Feedback From TDLR Reps All The Time. When It Comes To One Rule Or Another, Someone Will Tell Me How To Interpret It And Then I Read Another Rule Later On In The Same Book Of Rules And Statutes And It Says Something
26-Mar		TOW	BETTER	Making Sure All Wreckers Are TDLR Reg. We Have a lot Of Them In Tyler That Are Not..
26-Mar		TOW	BETTER	Have Someone When Call Into 800 Number Knowledgeable Regarding Towing Laws Or Have Someone The Call Can Be Transferred To Knowledgeable Regarding Towing Laws.
26-Mar		TOW	BETTER	Traning, Easier To Read Rules
26-Mar		TOW	BETTER	Need To Check More Paper Work And Tickts More Closely. Need To See If All Companies Have Drivers That Are Licensed. Need To Checked Companies In Rual Ares Not Just Big Towns.
9-Apr	1	TOW	CHANGE	Better Communication Between Compliance And Enforcement.
9-Apr		TOW	CHANGE	Clarity On What The Various Industries Do - Compliance For The Greater Good Not From Threat.
9-Apr	1	TOW	CHANGE	Consistency With Inspectors And Their Interpretations Of The Law And Rules
9-Apr	4	TOW	CHANGE	Create A "Tattle Tale" Link Where You Go To Report Unlicensed Activity.
9-Apr		TOW	CHANGE	Eliminate The Gray Areas, Continue To Find The Gray Areas.
9-Apr	2	TOW	CHANGE	For Continuing Education Add More Of A Hands On Application.
9-Apr		TOW	CHANGE	Have Inspectors Go Onsite With The Industry Before Conducting Inspections To Know What Is Going On.
9-Apr		TOW	CHANGE	Have Photo On License.
9-Apr		TOW	CHANGE	Have The VSF Report The Vehicles So There Is A Track Of Where The Vehicles Are As Well.

9-Apr		TOW	CHANGE	Having A Hands On Component Would Eliminate Others From Taking Online Courses For People.
9-Apr		TOW	CHANGE	If You Have Your Name And License Number On Your Uniform You Do Not Need To Carry The Actual License Around Your Neck.
9-Apr		TOW	CHANGE	Require Nvs Reporting So That The Cars Are Tracked.
9-Apr	1	TOW	CHANGE	Smoke Stacking For Unlicensed Activity Of Facilities.
9-Apr		TOW	CHANGE	Structured Training For VSF Staff.
9-Apr	2	TOW	CHANGE	Sweeps For Unlicensed Activity.
9-Apr		TOW	CHANGE	The Fact System - Really Robust Faqs Working With The Associations And The Advisory Board - Have Them Draft Faqs And Have TDLR Bless Them To Post.
9-Apr	3	TOW	CHANGE	Training Inspectors Before They Get Out There And Continued Training.
9-Apr		TOW	CHANGE	Translate The Law And Rules For Those Who Are Not Lawyers - Plain Talk.
9-Apr		TOW	CHANGE	VSF License Continuing Education.
9-Apr	1	TOW	CHANGE	When Someone Gets A Repetitive Penalty Do Not Lower The Fine. You Did The First Time Around And I Didn't Pay.
12-Apr		TOW	CHANGE	Lower Fees Would Help A Lot.
11-Apr		TOW	CHANGE	Just One? I Would Require All Complainants To Go To Austin To Attend Any Hearings Upon A Complaint For The Complaint To Be Valid. It Is Too Easy For Someone Who Is Not Happy Because Their Car Was Towed Or The Price Was Too High, Etc. To Send In A Complaint Just Trying To Cost Us Money. Also, We Have No Recourse For These Cars That Are Left In Our Lot Either Due To No Insurance Or Liability Only. The Insurance Companies Should At Least Have To Pay For The TOW Fee In A Wreck If There Is Only Liability. If The Wreck Demolishes Someone's Fence, They Pay For That But They Won't Pay For Us To Clear The Roadway.
10-Apr		TOW	CHANGE	It Would Be The Rule Of Continue Of Education. For Me My Dad Owned A Towing Company, So Therefore I Have Been In This Business For 31 Years And The Continue Education That Is Mandatory Is A Waste Of Time And Don't Teach Us Anything. All It Does It Takes Time Away From The Business Or Away From Our Family If We Do It On A Weekend.
5-Apr		TOW	CHANGE	Go After The Unlicensed People And Leave The Others That Are Trying To Be In Compliance Alone. Decrease The Fees For Licenses. Make Them For 5 Yrs And Not Just Yearly
4-Apr		TOW	CHANGE	Fines Are Outrageous Y'All Have Driven People Out Of Business That Have Been In Business Ove 20Yrs Y'All Target The Mom And Pop Businesses And Let The Large One Get Away With Every Thing ...

4-Apr		TOW	CHANGE	Since The Conception Of Licensing TOW Companies And VSF's TDLR Should Have Gotten Out In The Communities And Held Training And Information Classes. If You Tell Me You Did That Then You Didn't Do Enough. Not If You Are Going To Assess Fines To The Small Businesses Who By Ignorance Violate The Rules And Regulations. The Businesses Who Flagrantly And Defiantly Violate The Rules And Regulations Should Be On Your Radar And Fined Until They Come Into Compliance Or Get Out Of The Business. Those Are The Ones Responsible For This Industry Being Regulated Since Sept 2008. I See So Many Violations Driving Down The Road That I Do Want To Pick Up The Phone And Call TDLR. I Am Spending The Money And Taking The Time To Get And Stay In Compliance So Why Aren't They Being Made To Do The Same? Does TDLR Not Have The Personnel Or Time So They Only Investigate Complaints That Come In? Realizing You May Have Received That Complaint Only Because Somebody Got Mad At A Driver Or The VSF Employee.
3-Apr		TOW	CHANGE	Reduce The Fines For Clerical Errors - There Are Many People Involved In Filling Out Tickets For Tows And So Many Requirements For What Must Be On The Tickets That Errors Are Inevitable (And Usually Of Minimal Consequence); The Fines Are Way Out Of Proportion To The Impact Of The Errors
3-Apr		TOW	CHANGE	There Are Some Rules That I Would Like To See Change, Release Of Vehicle To Titled Owner Or Family Not To Someone Who Just Has Insurance, Able To Hold Vehilce For No Insurance For Law Enforcement That Can Not Afford A Storage Area.
3-Apr		TOW	CHANGE	Well The Online Class I Take Every Year To Renew Is Stuff I Was Taught In Grade School, Most Of It Any Way. They Didn't Teach Me Any Thing Just Away For Swt To Take Money From Hard Working Drivers. After 30 Yrs Of Driving TOW Trucks I Learn More On The Job Than From Them. Teach Me Something Or Please Stop The Childish Classes Thank You
2-Apr		TOW	CHANGE	The Process Of Addressing Consumer Complaints
2-Apr		TOW	CHANGE	Take The License Away For A Year Then Maybe They Would Keep Up With.
2-Apr		TOW	CHANGE	I Know It's Not Really Up To TDLR...However, As A 40 Yr Veteran Of This Industry, I Believe We Will Have To Find A Way To Develop A Standard For Non-Consent Towing For Im Type Tows...I Really Don't Want More Regulation, However, I Am A Strong Advocate For Consumer Protection, And I Believe There Needs To Be A Lot Of Work In This Area...
29-Mar		TOW	CHANGE	Make It Were Owner Is Required To Get Vehicle Out.

29-Mar		TOW	CHANGE	VSF Facilities Should Release Between The Hours Of 8Am And 11Pm Everynight And On Sunday Release Between 1200Pm And 11Pm. Recovery Company Should Only Be Able To Pick Up At A VSF During Buisness Hours. Ex: A Recovery Co. After Calling Me Every Day For A Week Waited Until After 1030Pm On A Sunday Night To Come And Get A Vehicle Out Of Our Facility. There Was No Reason He Could Not Have Done Everything And Picked This Vehicle Up During Buisness Hours Or At Least During The Day Time Not @11Pm On A Sunday
29-Mar		TOW	CHANGE	Allow Wrecker Drivers Access To 800 Frequencies To Program The Radios In The Trucks That We Driveinc
28-Mar		TOW	CHANGE	Use Only Us Id Cards And No Ins Cards The Ins Card Is A Fraud
27-Mar		TOW	CHANGE	Lower License Fees
27-Mar		TOW	CHANGE	Everything !!
27-Mar		TOW	CHANGE	Lower Rates For Licences And Truck Fees
27-Mar		TOW	CHANGE	Editing Or Deleting A Vehicle From Our List Of Vehicles. It Is Impossible To Temporarily Remove/Or Place A Vehicle Out Of Service. And Then When A Vehicle Is Added Back Onto The Account, It Has A New TDLR # , Which Means That We Have To Spend More Money And Have New Signs Made For The Side Of The Vehicle. This Has Happened To Our Business More Than Once. First We Had A Vehicle That Had Major Motor Problems, And Due To The Poor Economy And Rising Fuel Cost's We Were Unabole To Repair The Vehicle For Over 6 Months. Thus Requiring Us To Remove It From Our Insurance And TDLR. When We Were Finally Able To Save Enough Money For The Repairs, We Had To Pay Also For Removal, And Pay For The Custom Lettering On The Truck, This Is Very Frustrating. Also We Had A Unit Which Was Struck By A Drunk Driver As We Were Assisting The Dallas Police Department Early One Morning. This Wreck Caused Severe Damage To Te Truck And The Towing Operating System. Due To The Pending Legal Battle, We Were Unable To Start The Repairs To Said Vehicle Until The Matter Was Resolved In Court. Again, We Removed The Unit From The Insurance Since We Were Not Able To Use It, And Also From The TDLR. And Again Required To Have The Old Custom Signage Removed And Pay For
27-Mar		TOW	CHANGE	Make It Semple For Everyone Some Of The Words Are Hard To Understand.
27-Mar		TOW	CHANGE	The Open Use Of TOW Dollies Needs To Stop. The Use Of A TOW Dollie Is No Diffrent Than A Towtruck They Do The Same Job Without Insurance Or A Licence To TOW And Most Of Then Dont Even Have Licence Plates Or TOW Lights And They Dont Have To Be Inspected At All For Safty Chaines Or Straps.

27-Mar		TOW	CHANGE	Having To Openly Display My License. Why ? It Does Not Even Have A Picture On It. I Have Seen People Operating Their Trucks With Their License Hanging Around Their Necks. The Public Has No Idea What It Is. On Demand Seems Like It Would Work Fine.
27-Mar		TOW	CHANGE	Yea „On Tha Spot Drug Test ,,,,Right There An Then ,,,,Pull Over An Test,,,,,
27-Mar		TOW	CHANGE	The Notication Process Instead Of The First Letter Sent By The Fifth Day I'D Like It The Tenth Buiness Day.
27-Mar		TOW	CHANGE	The TDLR Release Form That Has To Be Notarized. Is A Real Hassle Getting Signed And Notarized All The Extra Driving Around Doubles The Mileage And All The Time Is About Triple. If The Customer Releases The Car And Tell Them Who Is Picking It Up With Proper Id And TDLR Lic. Should Be All You Need. A Lot Of Times When You Go With The Customer To The Storage Lot They Have To Come Back Again If Something Is Wrong With Paperwork Or Something....It Works Out A Lot Better If The Customer Releases The Car And We Can Just Go Pick It Up...
27-Mar		TOW	CHANGE	I Would Fire Everyone One Of You And Hire People That Knows The Wrecker Bussiness Firt Hand
27-Mar		TOW	CHANGE	Inforce The Laws To Everyone, Not Just The Legal Towing Companies You Can Fine And Collect Money From
27-Mar		TOW	CHANGE	Fees
26-Mar		TOW	CHANGE	This Would Be Difficult To Answer, Because There Are So Many Rules, Laws And Processes - Where Would I Begin
26-Mar		TOW	CHANGE	Do Away With Continuing Education Classes, Nothing Changes That Quick In Towing.
26-Mar		TOW	CHANGE	Just Enforce The Law Against The Illegal Operators. I've Seen Where An Illegal Operator Has It Easy To Get A Car Released From A Pound Where A Legal Operator Is Given A Hard Time. Also Make All Pounds Wheter Ciity Or Private Obeys The Rules. City Of Dallas Pound Operates During CEretain Hours And If You Don't Get There Before They Close, You Have To Go Back The Next Day And Pay Extra Storage Charge.
26-Mar		TOW	CHANGE	Treat Car Dealers The Same As Rental Car Companies Relating To The TOW Truck Rules.
26-Mar		TOW	CHANGE	Establish A Philosophjy That Is More Training CEntered And Problem Resolution As Opposed To A Punitive Approach To Everything. In Management Styles, TDLR Is The Complete "Theory X".
26-Mar		TOW	CHANGE	Cle For TOW Operators--Never Learn New Info So It Is A Waste Of Time And Money

26-Mar		TOW	CHANGE	The Interpretation Of Notifying A Owner At A Property, I Believe A Sticker Is Efficient. This Is How A Law Enforcement Agency Notifies A Vehicle Owner When They Leave Their Vehicle Abandoned On A Road Side.
26-Mar		TOW	CHANGE	Reduce The Cost Of Truck , TOW Operator ,& Storage License's
26-Mar		TOW	CHANGE	None That Comes To Mind.
26-Mar		TOW	CHANGE	Fine Amounts And Reasons
26-Mar		TOW	CHANGE	So Far I Am Happy With Every Experience We Have Had, Maybe The Length Of Time It Takes To Get Something Done, But That's With Anybody.....
26-Mar		TOW	CHANGE	The Refund Rule!!
26-Mar		TOW	CHANGE	Enforcement Of Unlicensed Towing.
26-Mar		TOW	CHANGE	That It Be Fair And Lower The Penalties
23-Mar		TOW	CHANGE	TDLR, Does Not Fall In To Transportation Code. Therefore TDLR Needs To Get Out Of The Towing Industry. The Sooner The Better.
9-Apr		TOW	NEXT	Get The Word Out Of Cost Verses Price And What It Actually Is In Regard To Heavy Duty Towing.
9-Apr		TOW	NEXT	How Much Does It Cost To Run A Fire House? Nobody Will Answer It Because It Is 24/7 And That Is How The Towing Industry Is - Do Not Limit What They Can Charge.
9-Apr		TOW	NEXT	Increase In Larger Vehicle Accidents.
9-Apr		TOW	NEXT	Increased Buyers For Salvaged Vehicles.
9-Apr		TOW	NEXT	More Municipalities Are Getting Involved With Regulation.
9-Apr		TOW	NEXT	More Towing Business Going Out Of Business.
9-Apr		TOW	NEXT	Pricing Verses The Towing Cost.
9-Apr		TOW	NEXT	Regulation Of Towing Could Be An Issue Over The Next Five Years So TDLR Needs To Take The Lead On Educating All Industries - Trucking Companies, Insurance Companies, And Other State Agencies - So It Is Easier To Communicate Better The Problems That Keep Coming Up Over And Over And Over.
9-Apr		TOW	NEXT	TDLR Find Ways To Adapt To The Growing Electronic Trend.
9-Apr		TOW	NEXT	The Cost Of Sending Notifications Will Continue To Rise - Could Send Up To Eight Notifications Because Of All Vehicles And Owners Involved.
9-Apr		TOW	NEXT	The Mobility In The Towing Industry Electronically - Doing Everything From Inside The Truck And Moving Away From Paper TOW Tickets And Things Like That.
12-Apr		TOW	NEXT	Decrease In Disposable Income, The Shrinking Dollar Is Going To Kill Us. It's Getting Hard For Some People To Pay Us Now, That Will Only Get Worse In Time.
11-Apr		TOW	NEXT	Increase In Fuel Prices, Increase In Licensee Pricing (We Not Only Have To Pay Every Year To Keep Our Licenses, We Have To Register Our Trucks With The County And State, That Seems To Be Double Dipping).

10-Apr		TOW	NEXT	The Changes That Will Impact Our Industry Is The Economy. The Prices For Gas, Food, Insurance, License, Education Is All Going Up The The Business Is Slowing Down. Our Customers Can't Afford To Pay For A Consent TOW Little Less A Non Consent One. Then The Customer Wants To Abandon Their Ride Then We Are Left With Fuel Expense, Office Expense, Personal Expense, And Insurace Expense. All The Out Going Expenses Are Over Taking What Little Income We Make Anymore. The More TDLR Gets Involved The More It Hurts. It Seems Like The Inspectors Are Out To Get Us And Our Money. They Are Taking Food Away From Our Kids, Instead Of Helping Us Get Compliant. TDLR Likes To Throw The Book At You But When You Have A Question Or Concern They Can't Seem To Help You At All.
5-Apr		TOW	NEXT	Fuel Prices Always Effect Our Industry. Insurance Prices Are Second. We Are At The Mercy Of The Insurance Companies Who Are Trying Daily To Find A Way To Not Pay Towing And Storage Facilities
4-Apr		TOW	NEXT	Don't Know
4-Apr		TOW	NEXT	1. Decrease/Increase In Disposable Income. 2. More/Less Regulations. 3. Fuel Prices And Insurance Costs.
3-Apr		TOW	NEXT	Decrease In Private Property Tows Due To Property Managers Being Unwilling To Deal With The Increase In "Entitlement" Feelings (And Confrontations) Of "Toweers"; Fuel Prices Will Continue To Rise And Necessitate Increases In What We Charge
3-Apr		TOW	NEXT	Well I Hope That The Economy In Our Area Will Increase In The Next 5 Years. Right Now It's Down, I Average Maybe 2 To3 Police Calls A Week And 2 To 4 Non Police Calls. So To Have An Increase Of Fees And Insurance Is Hard On Small Companies
2-Apr		TOW	NEXT	Government Regulation On Both The Local & State Level Health Care Requirements & Costs City Regulation Of Fees By Inaccurate Price Studies
2-Apr		TOW	NEXT	Obviously, The Economy Will Be Near The Top...Followed By High Fuel And Increasing Insurance Rates That Go Up Even Though A Lot Of Us Are Locked Into Regulated Rates In Cities Which Offer No Relief For The Rise Even In The Consumer Price Index Or Inflation..And Changing Technology Concerning The Evolution Of Hybrids And Electric Vehicles..And Others..Will Be Challenging To Keep Up With
29-Mar		TOW	NEXT	Increase In Population,Increase In Licensees, And Rise In Contruction And Traffic
28-Mar		TOW	NEXT	Increase In Population
27-Mar		TOW	NEXT	Decrease In Disposable Income
27-Mar		TOW	NEXT	Get A Life !!

27-Mar		TOW	NEXT	The Gas/Oil Industry Is The Big Concern On Everyones Mind Right Now, And The Many Newer Vehicles That Are More Efficient And Electric Cars Are Making A Huge Impact On The Industry. Having The Knowledge Of Working With These Newer Models Safely And Correctly Are A Concern For Us, As Education On Proper Procedures For The Industry Would Be Helpful.
27-Mar		TOW	NEXT	Decrease In Disposable Income
27-Mar		TOW	NEXT	Increase In Population, Increase In Enforcement Officers, Increase In Licensees
27-Mar		TOW	NEXT	Population Increased Operating Cost Across The Board Lack Of People Willing To Work This Hard And Long Hours
27-Mar		TOW	NEXT	Stupid People Makin More Dumb Rules That Listen To *** ***, Here In Houston Tx. This Lady Is Not Tha God Of Towing Industry She Is Tha Worst Of Tha Worst ***, Thanks 4 Askin ***, Have A Good Day,,,
27-Mar		TOW	NEXT	Another Increase In Licensees Would Hurt My Buiness
27-Mar		TOW	NEXT	Economy , Rising Overhead , Unlicensed Illegal Competition
27-Mar		TOW	NEXT	If TDLR Went Out Of Bussiness
27-Mar		TOW	NEXT	Rise In Construction
27-Mar		TOW	NEXT	Disposable Income
26-Mar		TOW	NEXT	Increase In Fees And License Regulations That Just Change All The Time
26-Mar		TOW	NEXT	Government Interference
26-Mar		TOW	NEXT	Decrease In Disposable Income, Increate In Licenses Fees, And Rise In Construction
26-Mar		TOW	NEXT	Cash Regulations Regulations
26-Mar		TOW	NEXT	Increasing Regulations, Regulatory Fees, And Unreasonable Penalties Resulting In Less Profit, Higher Unemployment, And General Frustration With Bureaucracy.
26-Mar		TOW	NEXT	Increase In Licensees, Increase In License Fees, More Strict Regulations Of Day-To-Day Operations
26-Mar		TOW	NEXT	Decrease In Disposable Income.
26-Mar		TOW	NEXT	Cost Of Operation And Fuel
26-Mar		TOW	NEXT	Loss Of Disposable Income, Increase In Population And Slow Job Growth.
26-Mar		TOW	NEXT	Cost Of License Is To High
26-Mar		TOW	NEXT	Increase In Cost Of Fuel, Maintenance, Equipment. Decrease In Disposable Income - Due To Above
26-Mar		TOW	NEXT	Fuel, Cost Of Running
26-Mar		TOW	NEXT	All
9-Apr		TOW	WELL	Adjusted Well With The Industry To Adjust Some Of The Enforcement As Far As Penalties And Stuff Like That - Giving Less Concentration On CErtain Areas - Have Changed Your Course On That.

9-Apr		TOW	WELL	Communicate Well With The Publication And Broadcasting Of Meetings, The Meeting We Will Have Today - You Communicate Well In Some Areas.
9-Apr		TOW	WELL	Executive And Commission Involvement In Advisory Board Meetings, Strategic Planning Sessions, Etc.
9-Apr		TOW	WELL	Had Good Customer Service Experience With Inspectors - Answering Questions.
9-Apr		TOW	WELL	Streamlining Of The Badging And Identification Process.
9-Apr		TOW	WELL	Support You Give Us During The Legislative Process And Partnering With Us To Get Some Of The Most Needed Changes Done.
9-Apr		TOW	WELL	Supportive With Working With The Associations To Get Them Educated - Provide Training And Attending Meetings.
9-Apr		TOW	WELL	There Seems To Be A Good Communication Between The Advisory Board And The Commission - Good Working Relationship.
9-Apr		TOW	WELL	Trying To Understand What The Industry Is About.
9-Apr		TOW	WELL	You Do Multiple Forms Of Communication - Advisory Board, Online Surveys, Strategic Planning Session, Social Media, - Getting Feedback From Multiple Sources.
9-Apr		TOW	WELL	You Have Acted On Some Of The Recommendations The Industry Has Made - Changed Rules.
9-Apr		TOW	WELL	You Listen To Every Tower In The Industry, Not Just The Big Ones.
9-Apr		TOW	WELL	You Listen To The Industry.
12-Apr		TOW	WELL	Better, All Things Take Time.
11-Apr		TOW	WELL	Not Well At All
10-Apr		TOW	WELL	Nothing
5-Apr		TOW	WELL	Trying To Remove Some Of The Crazy Regulations That We Are Under Currently
4-Apr		TOW	WELL	Not Much It Can Be Confusing Dealing With TDLR Y'All Change Infomation Like We Change Our Undies
4-Apr		TOW	WELL	Collecting Licensing Fees And Fines.
3-Apr		TOW	WELL	**** **, In Compliance Division, Is Accessible And Knowledgeable. We Appreciate Her.
3-Apr		TOW	WELL	I Think You'LI All Are Doing A Good Job In Enforcing The Rules That Have Been Put In The Books, But Still Need To Get Everybody On The Same Page. There Is Still A Problem In Getting The Same Answer From The Drifferent People You Talk To.
3-Apr		TOW	WELL	In The Towing Industry Nothing That I Have Seen
2-Apr		TOW	WELL	Willingness To Learn Our Industry
2-Apr		TOW	WELL	Working Well For The Most Part.

2-Apr		TOW	WELL	I Believe TDLR Is Doing A Good Job At Enforcement Where There Are Companies Not Following The Simple Rules And Laws That Are In Place...This Makes For A Better Working Environment For The Rest Of Us That Are Trying Hard To Serve The Public And Follow The Law....TDLR Is Doing A Good Job At Informing Our Industry Of Changes As They Occur...Which Is Important For Us Who Wish To Stay Compliant....Thank You
1-Apr		TOW	WELL	Nothing All This Is . A Way Of Getting More Money From The Owners . You Still Have Covicted Felones On The Street Driving .Csi Has A Convicted Dwi Driving After Having A Wreck Hurting Someone .The County Doesnt Even Go By Your Ruelas So Why Do We Have To Pay Twice To Oprate In Texas
29-Mar		TOW	WELL	I Think You Are Doing A Good Job.
27-Mar		TOW	WELL	Giving Public A Place To Complain
27-Mar		TOW	WELL	Nothing !!!
27-Mar		TOW	WELL	Everything
27-Mar		TOW	WELL	Since TDLR Has Assumed The Towing Enforcement, It Has Become A Much More Dependable And Faster Service When Updating Company Information.
27-Mar		TOW	WELL	Helping Us Understanding The Laws As They Change.
27-Mar		TOW	WELL	Enforce Some Of The Rules
27-Mar		TOW	WELL	When Calling Customer Service, Calls Are Answered Quickly By Employees That Are Well Trained And Professional.
27-Mar		TOW	WELL	Paper Work Is Ok,,That Is Fast Not Like Tha Old Days ,,,
27-Mar		TOW	WELL	Trying To Get A Handel On The Rip Off TOW Truck Company's And The TOW Trucks That Are Running With Out TOW Tags Making Them Stop Towing.
27-Mar		TOW	WELL	Drug Test , Background Check,Licences,Classes Are All Good Things
27-Mar		TOW	WELL	Nothing
27-Mar		TOW	WELL	Nothing
26-Mar		TOW	WELL	Nothing
26-Mar		TOW	WELL	The Emails Help Out On Keeping Me Informed To Changes And Being Able To Renew On Line Is Easier And Faster.
26-Mar		TOW	WELL	Unknown
26-Mar		TOW	WELL	Maintain Licensing Data Base. Generally Rapid Turnaround On Licensing Applications.
26-Mar		TOW	WELL	Providing Forms And Working To Make Things Simpler For Licensees
26-Mar		TOW	WELL	I Beleve You Are And Have Helped Us Clean Up Our Industry In The State. All Towers Know There Are Repacutions If They Do Something Wrong And They Are Caught.

26-Mar		TOW	WELL	Keeping The Man In The Field Informed And Educated.
26-Mar		TOW	WELL	No
26-Mar		TOW	WELL	In My Experience With TDLR You Have Come In To Inspect Us And Have Worked With Us If We Ever Had Issues. That Is Very Appreciated By Us Considering We Strive Every Day To Follow Every Law And Rule To The Letter. We Have Only Ever Had Two Complaints And I Appreciate That Our Investigator Took The Time To Hear Our Side Of Those Complaints. I Also Appreciate That If We Ever Have A Question About Day To Day Activities Robin Is Usually Able To Get To Us And Answers Our Questions In A Timely Manner So As Not To Slow Up Our Operations Any Further.
26-Mar		TOW	WELL	Training...
26-Mar		TOW	WELL	Needs Improvement
26-Mar		TOW	WELL	Handing Out Fines To People Who Need Them.