



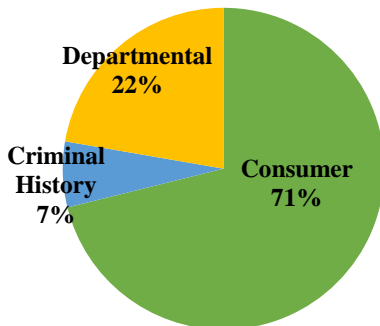
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

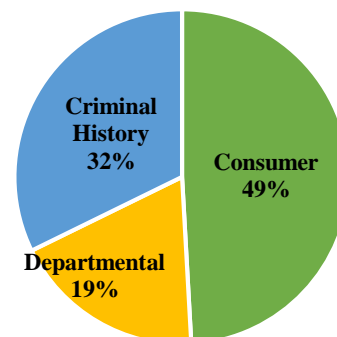
Vehicle Storage Facilities (VSF)

Key Statistics	VSF Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	4,518	832,593
Complaints Received	1,353	37,043
Cases Opened	561	10,902
Cases Closed	332	10,113
Average Time to Close (days)	121.67	151.96
% of Cases Resolved Within 6 Months	75.90%	68.52%
% of Cases Resulting in Disciplinary Action	20%	21%
Open Cases Pending at End of Fiscal Year	125	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	16	204
Number of Contested Cases Heard at SOAH	7	92
Formal Case Outcomes	VSF Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	5	51
Default Orders	12	614
Agreed Orders	49	1,254
Average Penalty Assessed on Orders	\$2,920.34	\$2,092.92
Total Penalties Assessed	\$167,800.00	\$3,452,750
Licenses Revoked (Disciplinary)	5	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	6	358
Cases Heard in District Court	0	1
Informal Case Actions	VSF Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$11,517	\$324,299
Warning Letters	80	1,500
Other Informal Resolutions	183	6,434
Cease & Desist Orders	0	38

**Source of VSF Cases
Opened Fiscal Year 2019**



**Source of All Cases Opened
Fiscal Year 2019**





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Top VSF Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Failed to timely send or publish notice	119
Notification not correctly mailed	89
Vehicle not available for release	47
Criminal History	38
Did not accept cash, debit & credit	36
Charged for notification; none sent	34
Failed to maintain required records for 2 years	34
Charged unauthorized fee	31
Failed to include required information on notice	31
Charged impound without services or date	27
Moved a vehicle in violation of law	27

Top VSF Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Failed to timely send or publish notice	18
Charged unauthorized fee	9
Failed to include required information on notice	7
Lacks honesty/trustworthiness/integrity	7
Failed to maintain required records for 2 years	7
Unlicensed company	6
Failed to give notice of rights	4
Criminal History	4
Charged impound without services or date	4
Did not accept cash, debit & credit	3
Failed to notify law enforcement	3