



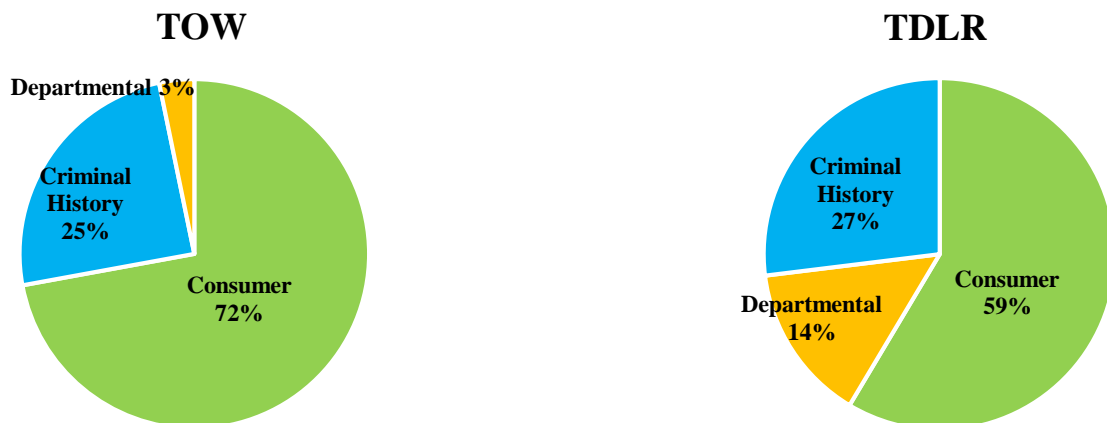
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Tow Companies and Operators (TOW)

Key Statistics	TOW Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	29,660	823,189
Complaints Received	3,653	32,683
Cases Opened	1,159	10,465
Cases Closed	1,035	9,763
Average Time to Close (days)	199.92	157.58
% of Cases Resolved Within 6 Months	54.49%	68.64%
% of Cases Resulting in Disciplinary Action	6.57%	13.48%
Open Cases Pending at End of Fiscal Year	826	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	36	140
Number of Contested Cases Heard at SOAH	15	63
Formal Case Outcomes	TOW Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	13	28
Default Orders	29	339
Agreed Orders	35	853
Average Penalty Assessed on Orders	\$3,068.09	\$2,199.86
Total Penalties Assessed	\$144,200.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	10	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	25	240
Cases Heard in District Court	1	2
Informal Case Actions	TOW Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$32,344.52	\$183,910.04
Warning Letters	73	1,615
Other Informal Resolutions	878	6,749
Cease & Desist Orders	3	46

Source of Cases Opened Fiscal Year 2020





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Top 10 TOW Alleged Violations at Opening

Fiscal Year 2020	
Alleged Violation at Opening	Count
Without authority-Illegal tow	380
Criminal History	285
Charged more than allowed for tow	90
Lacks honesty/trustworthiness/integrity	69
Tow without proper signage	69
Didn't tow in safe/competent manner	49
Failed to take to licensed VSF	36
No tow company license	31
Charges not related to tow	23
Failed to issue ticket	19

Top 10 TOW Violations Resulting in Disciplinary Action

Fiscal Year 2020	
Violation Resulting in Disciplinary Action	Count
Criminal History	25
Charged more than allowed for tow	12
Lacks honesty/trustworthiness/integrity	10
Did not tow in safe/competent manner	5
No tow company license	5
Without authority-Illegal tow	5
Failed to pay dishonored check	3
No or improper signage on truck	3
No tow operator license	3
Refused/interfered with inspector/investigator	2
Failed to have proper information on ticket	2
Expired tow company license	2
Failed to make documents available upon request	2
Charges not related to tow	2
Failed to take to licensed VSF	2
Failed to cooperate with Department	2
Failed to maintain Insurance	2