



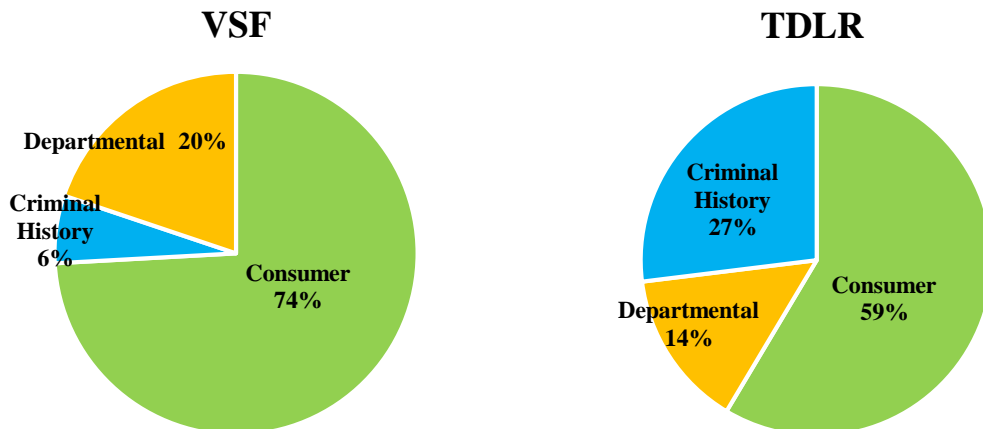
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Vehicle Storage Facilities (VSF)

Key Statistics	VSF Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	4,408	823,189
Complaints Received	1,069	32,683
Cases Opened	630	10,465
Cases Closed	565	9,763
Average Time to Close (days)	170.84	157.58
% of Cases Resolved Within 6 Months	64.25%	68.64%
% of Cases Resulting in Disciplinary Action	8.14%	13.48%
Open Cases Pending at End of Fiscal Year	419	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	13	140
Number of Contested Cases Heard at SOAH	1	63
Formal Case Outcomes	VSF Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	9	339
Agreed Orders	46	853
Average Penalty Assessed on Orders	\$2,755.00	\$2,199.86
Total Penalties Assessed	\$123,975.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	3	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	4	240
Cases Heard in District Court	0	2
Informal Case Actions	VSF Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$15,297.18	\$183,910.04
Warning Letters	257	1,615
Other Informal Resolutions	252	6,749
Cease & Desist Orders	0	46

Source of Cases Opened Fiscal Year 2020





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Top 10 VSF Alleged Violations at Opening

Fiscal Year 2020	
Alleged Violation at Opening	Count
Failed to timely send/publish notice	86
Failed to release with proper docs & money	67
Charged unauthorized fee	57
Criminal History	38
Vehicle not available for release	33
Did not accept cash, debit & credit	32
Did not maintain required records for 2 years	30
Notification not correctly mailed	29
Failed to include required info on notice	27
Unlicensed Company	27

Top 10 VSF Violations Resulting in Disciplinary Action

Fiscal Year 2020	
Violation Resulting in Disciplinary Action	Count
Notification not correctly mailed	9
Failed to timely send/publish notice	9
Did not establish/follow drug policy	8
Did not maintain required records for 2 years	7
Charged unauthorized fee	5
Criminal History	4
Did not cooperate with Department's Inspection	3
Vehicle not available for release	3
Not completely enclosed by 6 ft fence	3
Failed to include required information on notice	3