



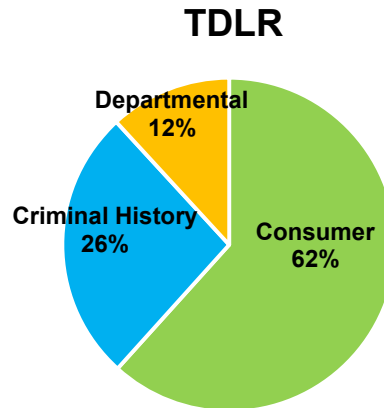
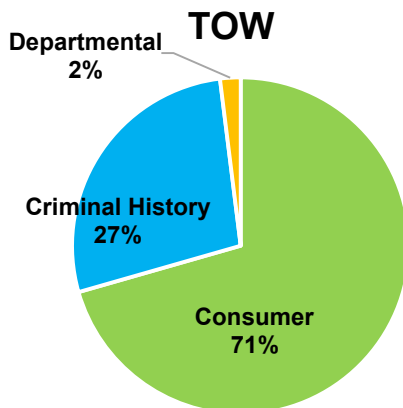
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Tow Companies and Operators (TOW)

Key Statistics	TOW Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	30,514	848,268
Complaints Received	3,587	32,655
Cases Opened	1,213	10,121
Cases Closed	1,105	9,335
Average Time to Close (days)	285.03	209.86
% of Cases Resolved Within 6 Months	43.98%	60.00%
% of Cases Resulting in Disciplinary Action	6.97%	13.41%
Open Cases Pending at End of Fiscal Year	933	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	37	134
Number of Contested Cases Heard at SOAH	28	67
Formal Case Outcomes	TOW Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	10	44
Default Orders	36	455
Agreed Orders	67	711
Average Penalty Assessed on Orders	\$1,178.10	\$2,124.56
Total Penalties Assessed	\$133,125.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	8	103
Licenses Suspended (Disciplinary)	2	8
Licenses Denied/Suspended/Revoked (Criminal History)	19	240
Cases Heard in District Court	1	1
Informal Case Actions	TOW Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$46,896.71	\$192,825.53
Warning Letters	105	1,768
Other Informal Resolutions	881	6,208
Cease & Desist Orders	0	19

Source of Cases Opened Fiscal Year 2021





TEXAS DEPARTMENT OF LICENSING AND REGULATION
Enforcement Division

Top TOW Alleged Violations at Opening

Fiscal Year 2021	
Alleged Violation at Opening	Count
Towed without authority or illegal tow	486
Criminal History	320
Charged more than allowed for tow	102
Towed without proper signage	96
Lacks honesty, trustworthiness, and integrity	59
Did not tow in safe or competent manner	43
License-No tow company license	30
Failed to issue ticket	25
Failed to take to licensed Vehicle Storage Facility	20
Private Property-Failed to offer to drop vehicle	19
License-Expired tow company license	19
Failed to have proper info on ticket	19

Top TOW Violations Resulting in Disciplinary Action

Fiscal Year 2021	
Violation Resulting in Disciplinary Action	Count
Charged more than allowed for tow	15
Without authority or illegal tow	15
Criminal History	14
Employed unlicensed person	9
Lacks honesty, trustworthiness, and integrity	7
License-No tow operator license	7
License-No tow company license	6
Failed to comply with an order	5
Towed without proper signage	4
Charges not related to tow	3
Failed to issue ticket	3
Failed to take to licensed Vehicle Storage Facility	3
Failed to have each truck permitted	3