



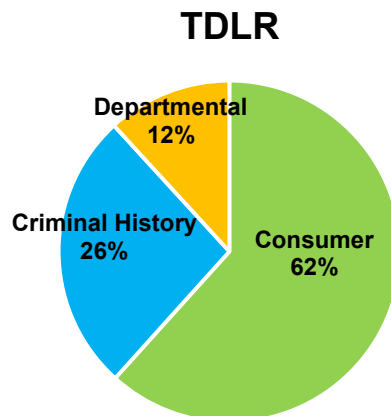
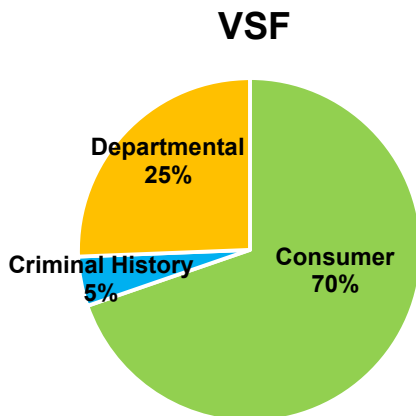
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Vehicle Storage Facilities (VSF)

Key Statistics	VSF Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	4,412	848,268
Complaints Received	1,096	32,655
Cases Opened	492	10,121
Cases Closed	446	9,335
Average Time to Close (days)	344.05	209.86
% of Cases Resolved Within 6 Months	30.94%	60.00%
% of Cases Resulting in Disciplinary Action	11.88%	13.41%
Open Cases Pending at End of Fiscal Year	465	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	12	134
Number of Contested Cases Heard at SOAH	3	67
Formal Case Outcomes	VSF Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	3	44
Default Orders	10	455
Agreed Orders	48	711
Average Penalty Assessed on Orders	\$2,113.11	\$2,124.56
Total Penalties Assessed	\$128,900.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	10	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	2	240
Cases Heard in District Court	0	1
Informal Case Actions	VSF Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$5,188.42	\$192,825.53
Warning Letters	148	1,768
Other Informal Resolutions	236	6,208
Cease & Desist Orders	0	19

### Source of Cases Opened Fiscal Year 2021





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**Top VSF Alleged Violations at Opening**

<b>Fiscal Year 2021</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Failed to timely send or publish notice	83
Charged unauthorized fee	57
Vehicle not available for release	44
Failed to release with proper documents and money	44
Charged impound without services or date	38
Failed maintain required records for 2 years	36
Failed to include required information on notice	35
Did not accept cash, debit, or credit cards	35
Unlicensed Company	33
Overcharge for daily storage	26

**Top VSF Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2021</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Charged impound without services or date	12
Failed to include required information on notice	11
Lacks honesty, trustworthiness, and integrity	7
Failed to timely send or publish notice	7
Failed to maintain required records for 2 years	7
Unlicensed-Company	4
Did not cooperate with Department inspector	4
Charged unauthorized fee	4
Did not establish or follow drug policy	3
Overcharge for daily storage	3
Nonconsent tow ticket incomplete	3
Vehicle not available for release	3
Failed to secure to prevent theft	3