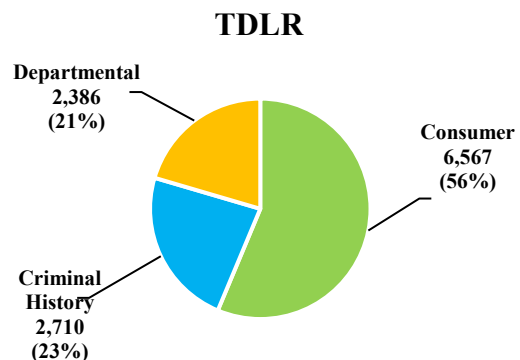
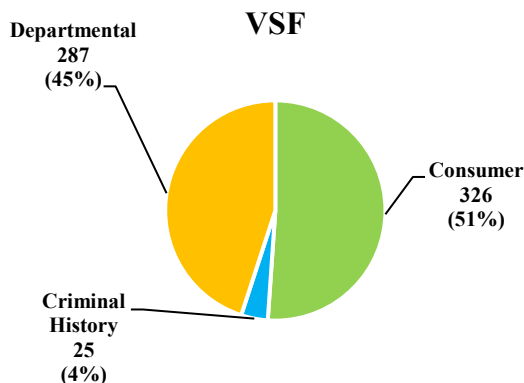


Vehicle Storage Facilities (VSF)

Key Statistics	VSF Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	4,722	890,735
Complaints Received by Source	1,762	64,954
<i>Consumer complaints</i>	861	14,098
<i>Department initiated complaints</i>	288	2,368
<i>Criminal History Records reviewed for licensure</i>	613	48,488
Cases Opened	638	11,663
<i>Consumer</i>	326	6,567
<i>Departmental</i>	287	2,386
<i>Criminal History</i>	25	2,710
Cases Closed	701	11,754
Average Time to Close (days)	294.71	215.79
% of Cases Resolved Within 6 Months	37.38%	57.64%
% of Cases Resulting in Disciplinary Action	12.70%	10.81%
Open Cases Pending at End of Fiscal Year	402	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	8	61
Contested Cases Heard at SOAH	3	30
Formal Case Outcomes	VSF Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	103	1,160
<i>Commission Orders</i>	2	27
<i>Default Orders</i>	17	384
<i>Agreed Orders</i>	84	749
Average Penalty Assessed on Orders	\$1,133.01	\$2,231.30
Total Penalties Assessed	\$116,700.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	3	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	2	182
Cases Heard in District Court	0	7
Informal Case Actions	VSF Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$8,383.77	\$390,011.62
Warning Letters	335	3,378
Other Informal Resolutions	262	7,108
Cease & Desist Orders	1	17

Cases Opened Fiscal Year 2022



Top 10 VSF Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Failed to timely send or publish notice	118
Did not establish or follow drug policy	111
Did not maintain required records for 2-years	84
Vehicle not available for release	58
Failed to secure to prevent theft	57
Vehicle Storage Facility not completely enclosed by 6-foot fence	55
Charged unauthorized fee	47
Unlicensed company	44
Failed to release vehicle with proper documents and money	44
Required information not on invoice or receipt	36

Top VSF Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
Failed to timely send or publish notice	23
Charged impound without services or date	12
Unlicensed company	12
Did not establish or follow drug policy	8
Did not accept cash, debit, and credit	7
Did not cooperate with Department inspector	6
Failed to include required information on notice	6
Failed to release with proper documents and money	5
Failed to give notice of rights	5
Charged unauthorized fee	5
Did not maintain required records for 2-years	5