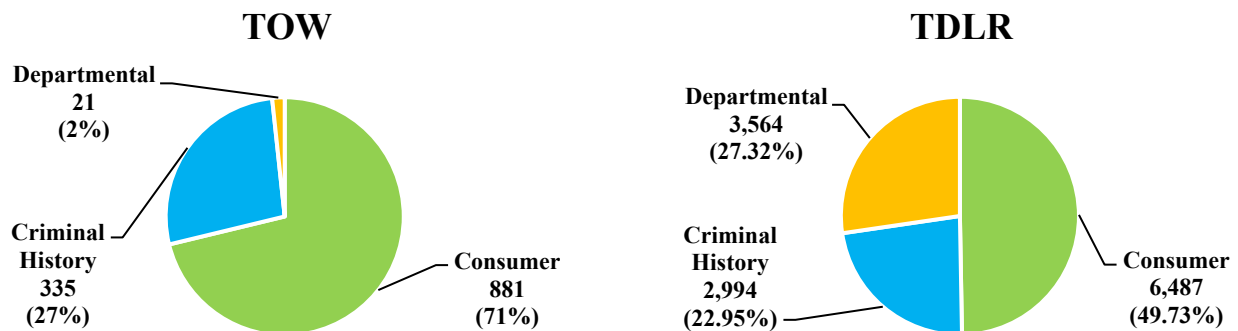


Tow Companies and Operators (TOW)

| Key Statistics | TOW Fiscal Year 2023 | TDLR Fiscal Year 2023 |
|--|-----------------------------|------------------------------|
| Complaints Received by Source | 8,164 | 111,084 |
| Consumer complaints | 2,640 | 14,240 |
| Department initiated complaints | 24 | 3,535 |
| Criminal History Records reviewed for licensure | 5,500 | 93,309 |
| Cases Opened | 1,237 | 13,045 |
| Consumer | 881 | 6,487 |
| Departmental | 21 | 3,564 |
| Criminal History | 335 | 2,994 |
| Cases Closed | 1,060 | 11,284 |
| Average Time to Close (days) | 238.22 | 215.01 |
| % of Cases Resolved Within 6 Months | 48.30% | 55.52% |
| % of Cases Resulting in Disciplinary Action | 6.70% | 12.46% |
| Open Cases Pending at End of Fiscal Year | 941 | 8,304 |
| Cases Referred to the State Office of Administrative Hearings (SOAH) | 28 | 68 |
| Contested Cases Heard at SOAH | 7 | 28 |
| Formal Case Outcomes | TOW Fiscal Year 2023 | TDLR Fiscal Year 2023 |
| Final Orders | 82 | 1,329 |
| Agreed Orders | 38 | 843 |
| Commission Orders | 3 | 12 |
| Default Orders | 41 | 472 |
| Average Penalty Assessed on Orders | \$1,297.26 | \$2,217.58 |
| Total Penalties Assessed | \$106,375.00 | \$2,947,160.00 |
| Total Penalties Collected | \$37,160.00 | \$1,451,668.00 |
| Licenses Revoked (Disciplinary) | 1 | 58 |
| Licenses Suspended (Disciplinary) | 1 | 4 |
| Licenses Denied/Suspended/Revoked (Criminal History) | 16 | 145 |
| Cases Heard in District Court | 1 | 2 |
| Informal Case Actions | TOW Fiscal Year 2023 | TDLR Fiscal Year 2023 |
| Consumer Restitution | \$27,253.71 | \$272,187.43 |
| Warning Letters | 155 | 2,757 |
| Other Informal Resolutions | 821 | 7,121 |
| Cease & Desist Orders | 0 | 8 |

Cases Opened Fiscal Year 2023



Top TOW Alleged Violations at Opening

| Fiscal Year 2023 | |
|---|-------|
| Alleged Violation at Opening | Count |
| Towed without authority or an illegal tow | 488 |
| Criminal history | 335 |
| Towed without proper signage | 86 |
| Charged more than allowed for tow | 67 |
| Lacks honesty, trustworthiness, and integrity | 45 |
| Charged service not related to tow | 44 |
| No tow company license | 34 |
| Did not tow in safe or competent manner | 32 |
| Failed to have proper information on ticket | 25 |
| Expired tow company license | 23 |
| Failed to offer to drop vehicle | 23 |

Top 10 TOW Violations Resulting in Disciplinary Action

| Fiscal Year 2023 | |
|--|-------|
| Violation Resulting in Disciplinary Action | Count |
| Towed without authority or an illegal tow | 20 |
| Criminal history | 14 |
| Charged more than allowed for tow | 8 |
| Failed to cooperate with Department | 7 |
| Failed to maintain insurance | 6 |
| Employed unlicensed person | 6 |
| No tow company license | 5 |
| No tow operator license | 5 |
| Expired tow company license | 3 |
| Towed without proper signage | 3 |