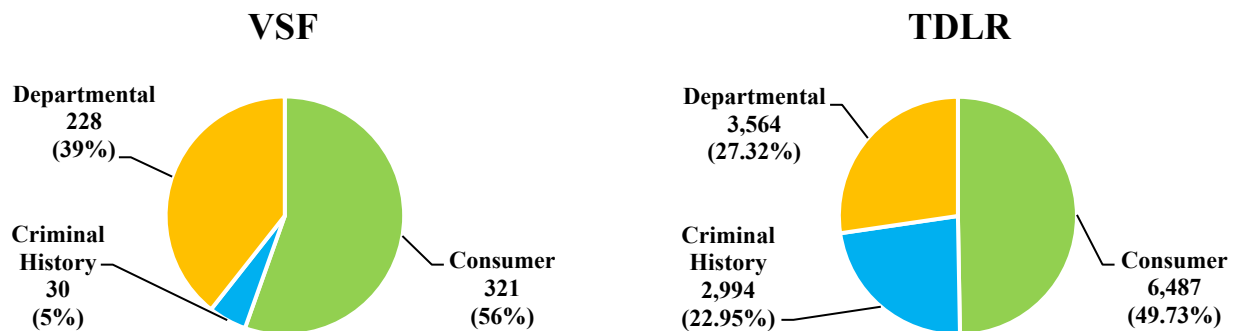


Vehicle Storage Facilities (VSF)

Key Statistics	VSF Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	1,758	111,084
<i>Consumer complaints</i>	856	14,240
<i>Department initiated complaints</i>	219	3,535
<i>Criminal History Records reviewed for licensure</i>	683	93,309
Cases Opened	579	13,045
<i>Consumer</i>	321	6,487
<i>Departmental</i>	228	3,564
<i>Criminal History</i>	30	2,994
Cases Closed	504	11,284
Average Time to Close (days)	264.52	215.01
% of Cases Resolved Within 6 Months	38.29%	55.52%
% of Cases Resulting in Disciplinary Action	10.32%	12.46%
Open Cases Pending at End of Fiscal Year	478	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	3	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	VSF Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	54	1,329
<i>Agreed Orders</i>	41	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	13	472
Average Penalty Assessed on Orders	\$1,374.54	\$2,217.58
Total Penalties Assessed	\$74,225.00	\$2,947,160.00
Total Penalties Collected	\$55,090.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	0	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	1	145
Cases Heard in District Court	0	2
Informal Case Actions	VSF Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$3,926.77	\$272,187.43
Warning Letters	199	2,757
Other Informal Resolutions	250	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



Top 10 VSF Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Did not establish or follow drug policy	93
Notification not correctly mailed	73
Failed to timely send or publish notice	67
Vehicle was not available for release	61
Sign violations	51
Failed to release with proper documents and money	48
Failed to maintain required records for 2-years	45
Failed to secure vehicle to prevent theft	35
Did not accept cash, debit, and credit	33
Unlicensed company	32

Top VSF Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Failed to timely send or publish notice	12
Failed to include required information on notice	10
Charged impound fees without services or date listed	8
Failed to maintain required records for 2-years	8
Did not cooperate with Department inspector	7
Did not establish or follow drug policy	7
Failed to secure vehicle to prevent theft	4
Required information not on invoice or receipt	4
Unlicensed company	4
Charged unauthorized fee	3
Insurance violations	3