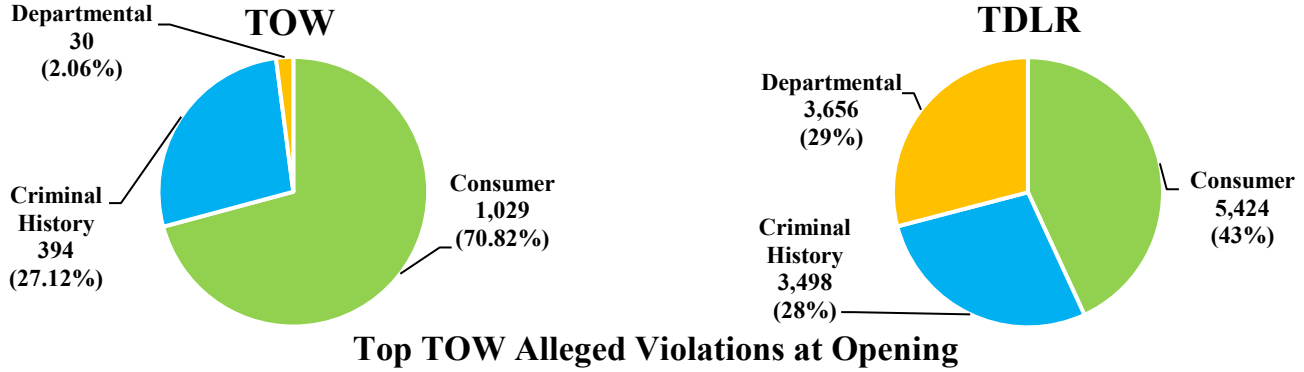


Tow Companies and Operators (TOW)

Key Statistics	TOW Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	9,425	122,942
<i>Consumer complaints</i>	2,512	13,669
<i>Department initiated complaints</i>	30	3,733
<i>Criminal History Records reviewed for licensure</i>	6,883	105,540
Cases Opened	1,453	12,578
<i>Consumer</i>	1,029	5,424
<i>Departmental</i>	30	3,656
<i>Criminal History</i>	394	3,498
Cases Closed	1,299	13,449
<i>Consumer</i>	908	5,511
<i>Departmental</i>	22	4,554
<i>Criminal History</i>	369	3,384
Average Time to Close (days)	228.12	199.58
% of Cases Resolved Within 6 Months	54.12%	57.67%
% of Cases Resulting in Disciplinary Action	4.93%	9.56%
% of Cases Not Resulting in Disciplinary Action	95.07%	90.44%
Open Cases Pending at End of Fiscal Year	1,095	7,433
Cases Referred to SOAH	17	52
Contested Cases Heard at SOAH	9	22
Formal Case Outcomes	TOW Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	65	1,287
<i>Agreed Orders</i>	28	672
<i>Commission Orders</i>	5	14
<i>Default Orders</i>	27	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	5	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$1,286.44	\$3,205.97
Total Penalties Assessed	\$75,900.00	\$3,792,665.00
Total Penalties Collected	\$38,100.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	4	110
<i>Licenses Revoked (Disciplinary)</i>	3	103
<i>Licenses Suspended (Disciplinary)</i>	1	7
Licenses Denied/Suspended/Revoked (Criminal History)	16	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	TOW Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$42,694.80	\$402,875.87
Warning Letters	144	4,907
Other Cases Closed without Disciplinary Actions	1,091	7,256
Cease & Desist Orders	2	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



Fiscal Year 2024	
Alleged Violation at Opening	Count
Towed without authority, an illegal tow	570
Criminal history	393
Lacked honesty, trustworthiness, or integrity	108
Charged more than allowed for a tow	93
Failed tow in safe or competent manner	66
Towed without proper signage	60
No tow company license	44
Charged for things not related to tow	39
Expired tow company license	30
Failed to have proper information on ticket	28

Top TOW Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
Criminal history	14
Failed to cooperate with Department	12
Towed without authority, an illegal tow	10
Employed unlicensed person	5
Failed to issue ticket	4
No tow company license	4
Lacked honesty, trustworthiness, or integrity	3
Towed without proper signage	3
Failed to maintain insurance	2
Exceeded maximum charge for drop fee	2
Failed to pay judgement	2
Charged more than allowed for tow	2
Failed to pay dishonored check	2
Expired tow company license	2
Towed without proper notice	2