



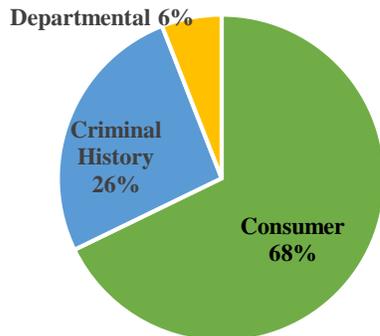
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

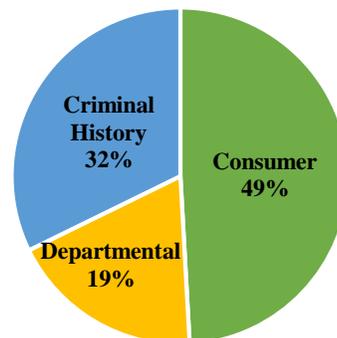
Tow Companies and Operators (TOW)

Key Statistics	TOW Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	29,388	832,593
Complaints Received	4,540	37,043
Cases Opened	1,382	10,902
Cases Closed	1,099	10,113
Average Time to Close (days)	127.04	151.96
% of Cases Resolved Within 6 Months	75.89%	68.52%
% of Cases Resulting in Disciplinary Action	13%	21%
Open Cases Pending at End of Fiscal Year	418	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	56	204
Number of Contested Cases Heard at SOAH	20	92
Formal Case Outcomes	TOW Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	12	51
Default Orders	47	614
Agreed Orders	91	1,254
Average Penalty Assessed on Orders	\$3,659.65	\$2,092.92
Total Penalties Assessed	\$393,875	\$3,452,750
Licenses Revoked (Disciplinary)	18	106
Licenses Suspended (Disciplinary)	6	13
Licenses Denied/Suspended/Revoked (Criminal History)	26	358
Cases Heard in District Court	0	1
Informal Case Actions	TOW Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$54,653.68	\$324,299
Warning Letters	103	1,500
Other Informal Resolutions	836	6,434
Cease & Desist Orders	3	38

**Source of TOW Cases Opened
Fiscal Year 2019**



**Source of All Cases Opened
Fiscal Year 2019**





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Top 10 TOW Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Without authority illegal tow	487
Criminal History	360
Charged more than allowed for tow	116
Did not tow in a safe/competent manner	113
Tow without proper signage	87
Lacks honesty/trustworthiness/integrity	60
Failed to take to licensed VSF	53
Charges not related to tow	49
Failed to issue ticket	35
Fail to have proper information on ticket	34

Top TOW Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Criminal History	22
Without authority-illegal tow	21
Lacks honesty/trustworthiness/integrity	16
Tow without proper signage	13
Charged more than allowed for tow	13
Failed to take to licensed VSF	13
Did not tow in a safe/competent manner	9
No tow company license	8
Fail to maintain Insurance	7
Expired tow company license	6
No tow operator license	6