

# **TOWING, STORAGE AND BOOTING ADVISORY BOARD**

## **Compliance Division Staff Report**

**September 27th, 2016**

### **Outreach Efforts**

- Compliance staff conducted a vehicle storage facility workshop in the Woodlands on February 8<sup>th</sup>. The workshop covered and provided the compliance manual to approximately 40 VSF employees, and answered questions on VSF processes.
- Compliance staff conducted a vehicle storage facility workshop in Lubbock on June 22<sup>nd</sup>, provided the compliance manual to approximately 30 VSF owners and employees, and answered questions.
- Compliance staff attended the tow show in Arlington on August 5<sup>th</sup> and 6<sup>th</sup>. We spoke to many people in the industry, answered questions they had, and provided contact information so they could contact Compliance.
- Compliance staff, along with TDLR Government Relations Officer, Michael Kelley, attended the legislative update meeting held by Southwest Tow Operator's Association on August 7<sup>th</sup>. They presented an update for attendees and answered questions.
- Compliance staff conducted a vehicle storage facility workshop in Bryan on August 18<sup>th</sup> and provided the compliance manual to approximately 30 VSF owners and employees. Compliance staff also answered questions.
- Compliance staff is working on review of the Towing and VSF laws and rules. The review takes into account feedback from the industry received in the training classes and through contacts with the industry via phone calls and emails, as well as the external and internal strategic planning sessions that took place across the state.
- Compliance staff is working on possibly finding a way to integrate some aspects of tow truck rules and laws into continuing education for law enforcement officers.
- Compliance staff worked with numerous other divisions at TDLR to ensure a smooth implementation of the emergency tow license, made necessary by the recent flooding in the Houston area.

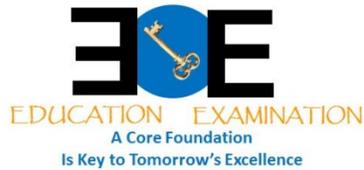
### **Internal Efforts**

- Compliance staff is continuing to work closely with Customer Service in making improvements to the manual for their representatives, and a manual for the ombudsman, to give them better guidance and to provide the most accurate information for calls from the industry.

- Compliance staff is looking at the possibility of producing short videos focusing on Towing and VSF compliance for the TDLR website. The videos would be made with the idea of a VSF or tow operator watching the videos for the areas they are having issue with.
- Staff from our Compliance, Enforcement, and Field Operations divisions conducted a training with inspectors new to vehicle storage facilities. The training took place on August 11<sup>th</sup> and 12<sup>th</sup>; 11 inspectors were in the training and will soon be inspecting VSF's.
- Compliance is continuing its collaboration with the other divisions in the development of internal policies and procedures to ensure continuity with the program.

# Towing and Storage Advisory Board

## September 27, 2016



### Current Projects

#### Relocating

We are relocating to the North Campus.

### Personnel Updates

Please join us in welcoming Roy Cantu and Fernando Gaytan to the Education & Examination family. Roy and Fernando began training on August 1, 2016 as new Education Inspectors.



Roy has worked a number of years in a school environment. His most recent responsibilities were the oversight of a Cosmetology School as the Executive Director. Roy is bilingual and has an Instructor License in the Cosmetology industry. Roy will cover the Fort Worth-West Region.



Fernando holds both a Barber and Cosmetology Instructor License. He also worked a number of years in the school environment. He was a former Director for Mel Academy where he was in charge of the day to day operations of 4 different campuses. Fernando will cover the Dallas-North Region.

## Continuing Education Key Statistics (As of July 31, 2016)

<b>TOW - FY 2014</b>	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Provider registrations issued*	1	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	2
Course approvals issued	3	0	1	4	2	8	3	13	2	2	4	8	4	7	0	11	36
Provider renewal registrations issued*	0	1	0	1	0	2	0	2	0	0	0	0	0	0	0	0	3
Total provider population*	21	21	20	20	21	21	21	21	397	403	404	404	398	393	393	393	393
Total course population	35	33	34	34	35	37	37	37	36	38	37	37	35	37	37	37	37

<b>TOW - FY 2015</b>	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Course approvals issued	3	3	0	6	2	6	4	12	2	2	2	6	10	7	1	18	42
Total course population	37	40	40	40	41	39	41	41	39	38	39	39	42	43	41	41	41
Total provider population	393	386	393	393	388	381	382	382	388	388	389	389	390	395	396	396	396

<b>TOW - FY 2016</b>	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Course approvals issued	1	0	2	3	5	6	2	13	1	2	4	7	6	6	0	12	35
Total course population	42	37	39	39	44	43	40	40	39	39	40	40	36	39	0	0	39
Total provider population	393	394	391	391	391	393	394	394	388	387	384	384	382	378	378	378	378

<b>BOOT - FY 2014</b>	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Provider registrations issued*	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1
Course approvals issued	0	0	0	0	1	0	0	1	1	0	0	1	0	0	0	0	2
Provider renewal registrations issued*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total provider population*	2	2	2	2	3	3	3	3	397	403	404	404	398	393	393	393	393
Total course population	1	1	1	1	2	2	1	1	2	2	2	2	2	2	2	2	2

<b>BOOT - FY 2015</b>	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Course approvals issued	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	2
Total course population	2	2	2	2	1	1	3	3	2	2	2	2	2	2	2	2	2
Total provider population	393	386	393	393	388	381	382	382	388	388	389	389	390	395	396	396	396

<b>BOOT - FY 2016</b>	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
Course approvals issued	0	0	0	0	1	1	1	3	0	0	0	0	0	0		0	3
Total course population	2	2	2	2	3	4	2	2	2	2	2	2	2	2		0	2
Total provider population	393	394	391	391	391	393	394	394	388	387	384	384	382	378	378	378	378

## Towing Operator Most Current Continuing Education Providers

Provider Name (click link to check course detail)	Provider #	City	State	Expiration Date
AARON'S MOBILE & PC A/V CLASSROOM	1924	ABBOTT	TX	2/18/2017
ABBA TRAINING ONLINE	1298	ABBOTT	TX	2/9/2017
ALL STAR TRAINING INC	1235	ADDISON	TX	3/6/2017
YOUNGDLANE LEARNING SOLUTIONS	1814	AUSTIN	TX	8/12/2017
COMPLETE INCIDENT RESPONSE TRAINING CIRT	1620	CONVERSE	TX	2/3/2017
NORTH TEXAS TOW TRUCK TRAINING ACADEMY	1631	DALLAS	TX	6/2/2017
AFFORDABLE R & D EDUCATION PROVIDER	1474	EL PASO	TX	2/12/2017
AMERICAN CONTINUING EDUCATION LLC	1129	FLOWER MOUND	TX	11/26/2016
HARKER HEIGHTS DRIVING SCHOOL	1667	HARKER HEIGHTS	TX	8/22/2017
CONTINUING EDU ONLINE	2030	HOUSTON	TX	1/29/2017
T.O.W. S	1639	HOUSTON	TX	8/13/2017
TEXAS TOWING CE	1617	HOUSTON	TX	5/6/2017
T.O.A.D.	1916	PORTER	TX	10/20/2016
SOUTHWEST TOW OPERATORS	1616	RICHARDSON	TX	2/6/2017
VISTA COLLEGE	1890	RICHARDSON	TX	10/24/2016
EASLYR 24 ONLINE TRAINING SCHOOL INC	1715	SAN ANTONIO	TX	12/2/2016
TEXAS TOWING AND STORAGE ASSOCIATION	1618	SPRING	TX	1/21/2017
ELITE CME INC	1201	ORMOND BEACH	FL	2/8/2017
TECES.ORG	1301	CINCINNATI	OH	10/6/2017
@ HOME PREP - STAUTZENBERGER COLLEGE	1951	KNOXVILLE	TN	4/22/2017

## Booting Operator Most Current Continuing Education Providers

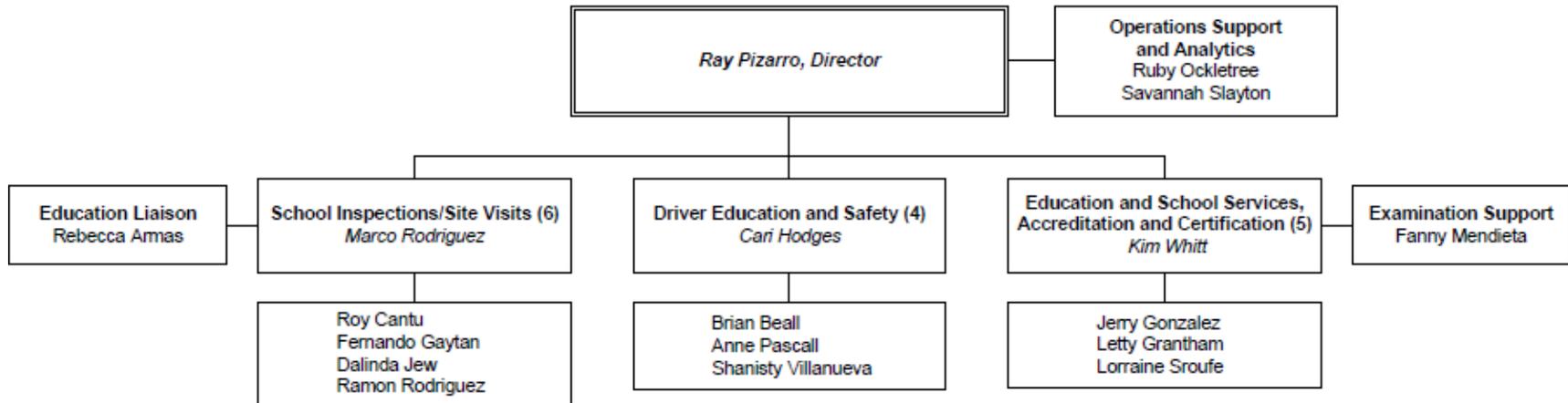
Provider Name (click link to check course detail)	Provider #	City	State	Expiration Date
AARON'S MOBILE & PC A/V CLASSROOM	1924	ABBOTT	TX	2/18/2017
T.O.W.S	1639	HOUSTON	TX	8/13/2017
VISTA COLLEGE	1890	RICHARDSON	TX	10/24/2016

## Driver Certification Programs

**National Drivers Certification Program of the Towing and Recovery Association of America**  
**AAA-Texas**  
**Towing and Recovery Association of America**  
**Texas Towing and Storage Association**  
**Southwest Tow Operators Association**  
**TOWS (Training of Wrecker Services)**

# DIVISION CHART

## Education and Examination (18)



# **Towing, Storage and Booting Advisory Board**

## **Enforcement Division Staff Report**

**September 27, 2016**

### **Case Highlights**

- On June 1, a default order was entered against Jimmy McDaniel assessing an administrative penalty of \$15,000 for towing without a license on at least five separate occasions.
- On June 30, a default order was entered against Tommy Carter, d/b/a Carters Towing and Wrecker Service, assessing an administrative penalty of \$6,400 for operating as a tow truck operator with an expired license, operating a tow company with an expired license, and failing to include the license number of the tow operator on a tow ticket.
- On July 27, a Commission order was entered against Merlin Transport, Inc. d/b/a Merlin Transport Corporation, d/b/a Excalibur Towing Company, d/b/a Universal Storage Facility, assessing an administrative penalty of \$66,600 and revoking the tow company license and suspending the vehicle storage facility license for one year, for violations in 18 cases. Violations included: towing with an expired operator's license, towing without proper notice, failing to issue tow ticket, requiring cash only for drop, issuing charges not related to a tow, and failing to have proper information on tow ticket.
- On July 27, a default order was entered against Kevin Zabiegala, d/b/a ATK Towing, assessing an administrative penalty of \$6,500 for employing an unlicensed individual to operate a tow truck, failing to maintain required records, and failing to follow a drug testing policy.
- On August 1, a default order was entered against Double DD's Enterprises LLC, d/b/a Double DD's Towing and Recovery, assessing an administrative penalty of \$9,600 for towing without proper signage and charging fees in excess of those permitted by city ordinance.

## Key Statistics

Shown below are key statistics for the Towing and Vehicle Storage programs, and for all TDLR programs combined for fiscal year 2016, and average penalties for the Towing and Vehicle Storage programs and for all TDLR programs combined for fiscal years 2015 and 2016.

<u>Statistic</u>	<u>TOW</u>	<u>VSF</u>	<u>TDLR</u>
• Number of cases opened:	1,772	747	11,305
• Number of cases resolved:	2,125	970	12,314
• Number of Agreed Orders:	182	203	2,391
• Total amount of penalties assessed:	\$637,675	\$515,625	\$5,743,465
• Total amount of penalties collected:	\$262,454	\$296,813	\$2,749,020

<u>Average Penalty</u>	<u>TOW</u>	<u>VSF</u>	<u>TDLR</u>
• Fiscal Year 2015	\$2,549	\$3,007	\$1,646
Licensed	\$2,513	\$3,075	
Unlicensed	\$3,201	\$2,360	
• Fiscal Year 2016	\$2,809	\$2,467	\$1,866
Licensed	\$2,737	\$2,484	
Unlicensed	\$3,126	\$2,206	

## Top 10 Violations in Disciplinary Actions

Shown below are the ten most common violations found in disciplinary actions for the Towing and Vehicle Storage programs in fiscal year 2016.

### TOW

Did not establish or follow drug policy	55
Fail to have data plates on equipment	54
No tow operator license	25
Employed unlicensed person	25
Expired tow company license	17
Towed without proper signs	16
Expired operator license	14
No or improper markings on truck	12
Towing without authority – illegal tow	11

**VSF**

Charged impound fee without services or date	55
Did not establish or follow drug policy	50
No reasonable efforts to store	49
Failed to timely send or publish notice	49
Sign violations	42
Employed unlicensed employee	29
Failed to include required information on notice	28
Failed to secure vehicle to prevent theft	27
Failed to maintain records for 2 years	26
Nonconsent tow ticket incomplete	16

Towing, Storage & Booting Advisory Board Meeting  
Field Operations Division Report



September 27, 2016

**Tow Companies – Most Common Violations Found During Inspections**

Quarter 3 Fiscal Year 2016

**1. Vehicle Signage** – 14 Tex. Occupations Code Ch. 2308.109(b) & 16 Tex. Admin. Code Ch. 86.701(b). The information required to be displayed must be printed in letters at least 2 inches high, contrasting with background, and permanently affixed in conspicuous places on both sides of the tow truck.

**2. Vehicle Signage** – 14 Tex. Occupations Code Ch. 2308.109(a) & 16 Tex. Admin. Code Ch. 86.701(a). Failure to display on the tow truck the permit holder's name, telephone number, city and state, and the permit number for the truck.

**3. Equipment Violations** – 16 Tex. Admin. Code Ch. 86.1000(a)(1)(2). Failure to display a legible manufacturer's data plate or manufacturer's documentation indicating the capacity of the boom, the winch or the carry mechanism.

**4. Alcohol and Drug Testing of Towing Operators** - 14 Tex. Occupations Code Ch.2308.158(a) and 16 Tex. Admin. Code Ch.86.710(a)(6)(A-C). A towing company shall establish an alcohol and drug testing policy for towing operators.

**5. Equipment Violations** – 14 Tex. Occupations Code Ch. 2308.108(c) & 16 Tex. Admin. Code Ch.86.206(c). Failure of a permit holder to keep a cab card in the cab of each permitted tow truck.

**6. Responsibilities of Towing Company** – Tow Truck License Plates. - 16 Tex. Admin. Code Ch. 86.708. Unless allowed by another law or regulation, a towing company or tow truck operator must not operate or cause a tow truck to be operated on the public roadways of this State unless the tow truck displays current license plates that includes the words "Tow Truck."

**7. Unlicensed Operator Activity** - 14 Tex. Occupations Code Ch. 2308.151(1) and 16 Tex. Admin. Code Ch. 86.207(a). Performed towing operations without the appropriate license.

**8. Financial Responsibility** – 14 Tex. Occupations Code Ch. 2308.110(d). A permit holder shall keep evidence of insurance in a form approved by the department in the cab of each permitted tow truck.

**9. Tow Ticket** – 16 Tex. Admin. Code Ch. 86.709(e). Failure of a towing company to prepare and issue a tow ticket that contains the licensed name of the towing company, publicly listed telephone number, towing company certificate of registration number, and the TDLR license number of the towing operator.

**9. Tow Ticket** – 16 Tex. Admin. Code Ch. 86.709(d). Tow ticket did not itemize each charge and/or characterize the fees using the identical fee structure stated in the on-file fee schedule.

## **Vehicle Storage Facilities - Common Violations Found During Inspections**

Quarter 3 Fiscal Year 2016

- 1. Notice of Complaint Procedure** - 16 Tex. Admin. Code Ch. 86.707(a)&(b). Failure to notify the vehicle owner of the department's website and email address, mailing address, and telephone number, for purposes of directing complaints regarding the vehicle storage to the department. The notice shall be included on a sign prominently displayed to the public at the place of payment, with letters at least one inch in height, and a contrasting background; and the front page of any bill for service.
- 2. Storage Lot Signs** – 16 Tex. Admin. Code Ch. 85.1003(d). Failure to have a sign describing the documents that may be presented by the vehicle owner or his/her authorized representative to obtain possession of the vehicle.
- 3. Storage Lot Signs** – 16 Tex. Admin. Code Ch. 85.1003(a). Failure to have a clearly visible and readable sign at its main entrance, containing the registered name, address, phone number for release of the vehicle, facility hours and the storage lot's state license number. Such sign shall have letters at least 2 inches in height, with contrasting background, shall be visible at 10 feet.
- 4. Storage Lot Signs** – 16 Tex. Admin. Code Ch. 85.1003(e). Failure to conspicuously post a sign that states: "This vehicle storage facility must accept payment by an electronic check, credit card, or debit card for any fee or charge associated with delivery or storage of a vehicle."
- 5. Failure to follow the Drug Test Policy** – 16 Tex. Admin. Code Ch. 85.725(a)(6)(A-C). A VSF adopting paragraphs (1) - (12) will comply with Texas Occupations Code, §2303.160. Types of Tests - pre-employment, annual, and random testing.
- 6. Mailed Notifications** - 14 Tex. Occ. Code Ch. 2303.153 & 16 Tex. Admin. Code Ch. 85.703(h)(1). Failure of mailed notifications to have all required information.
- 7. Reasonable Storage Efforts** – 16 Tex. Admin. Code Ch. 85.719(a). A VSF operator shall make reasonable efforts necessary for the storage of a vehicle, such as locking doors, rolling up windows, and closing doors, hatchbacks, sunroofs, trunks, hoods, or convertible tops.
- 8. Storage Lot Signs** – 16 Tex. Admin. Code Ch. 85.1003(c). Failure to conspicuously place a sign, at the place of payment, stating "Non-Consent Tow Fees Schedules Available on Request".
- 9. Impoundment of Stored Vehicles** – 16 Tex. Admin. Code Ch. 85.719(b). If doors, windows, convertible tops, hatchbacks, sun roofs, trunks, or hoods are broken or inoperative, materials such as plastic or canvas tarpaulins must be used to ensure the impoundment of the stored vehicle.

## **Division Projects**

### **New Technology - E-Inspection**

We are purchasing an E-Inspection software subscription to electronically record our inspections, reduce data entry tasks, and increase consistency.

## **Upcoming Events**

We are planning additional Tow Truck Round-ups in Harker Heights, Austin, San Antonio and Hurst-Eules-Bedford areas over the next three months. Information will be distributed about two weeks before each event.

## **DIVISION PERSONNEL UPDATES**

### **Promotions and New Hires**

Joe Carrasco was promoted from an inspector to the North Region Manger position on June 15, 2016.

Adriana Gonzalez was promoted to the Field Operations Facilitator position from TDLR's Licensing Division.

Michael Bedore and Pam Folsom were hired as Inspectors in the DFW area of our North Region, beginning September 15, 2016.

## Tow Round Up Success

Date	Location	Status	Company	Truck	Total
<b>East Region</b>					
May 20, 2015	Harris/Montgomery County	Completed	147	216	363
September 9, 2015	Harris/Fort Bend County	Completed	142	169	311
November 14, 2015	Harris County	Completed	124	102	226
February 20, 2016	Harris County	Completed	52	33	85
March 9, 2016	Montgomery County	Completed	13	7	20
March 23, 2016	Montgomery County	Completed	41	45	86
April 6, 2016	Fort Bend County	Completed	47	66	113
May 4, 2016	Harris County *	Cancelled	Due to	Flooding	
May 16, 2016	Harris/Chambers/Liberty	Cancelled	Due to	Flooding	
June 4, 2016	Harris County *	Cancelled	Due to	Flooding	
June 22, 2016	Jefferson/Galveston	Cancelled	Due to	Flooding	
<b>North Region</b>					
December 14, 2015	Tarrant County	Completed	54	65	119
August 27, 2016	Tarrant County	Completed	105	115	220
<b>South Region</b>					
February 26, 2016	Williamson County	Completed	66	123	189
August 31, 2016	Bexar County	Scheduled	70	153	223
<b>TOTAL</b>			861	1094	1955

‡ \*Mini-Tow Round Up for companies/trucks that are overdue and scheduled by appointment

‡ East Region: February 20th 25 confirm closures

‡ East Region: March 9th rescheduled for March 23rd due to weather.

‡ East Region: March 23rd total number do not include 30-40 Car Haulers and 10 confirm closures

‡ East Region: April 6, 2016 total number did not include 9 Car Haulers and 38 confirm closures

### Inspection Statistics Tow/VSF/Booting

	Tow Truck Companies		Tow Trucks		Vehicle Storage Facilities		Booting Companies		Program Totals	
	FY 2016	FY 2015	FY 2016	FY 2015	FY 2016	FY 2015	FY 2016	FY 2015	FY 2016	FY 2015
SEPT	212	96	235	146	61	33	0	0	508	275
OCT	228	113	133	136	165	54	0	2	526	305
NOV	219	101	174	90	53	28	0	0	446	219
QTR 1	659	310	542	372	279	115	0	2	1480	799
DEC	140	107	153	96	46	40	0	0	339	243
JAN	83	72	45	67	56	33	0	0	184	172
FEB	162	85	223	10	35	35	0	1	420	131
QTR 2	385	264	421	173	137	108	0	1	943	546
MAR	286	270	369	284	64	70	1	0	720	624
APR	227	243	246	221	42	77	0	0	515	541
MAY	120	353	136	353	48	54	0	0	304	760
QTR 3	633	866	751	858	154	201	0	0	1539	1925
JUNE	161	142	191	170	47	52	1	2	399	364
JUL	113	54	131	63	46	15	6	0	290	132
AUG	231	82	313	79	66	44	3	0	610	205
QTR 4	505	278	635	312	159	111	10	2	1299	701
Year to Date/ Year End	2182	1718	2349	1715	729	535	10	5	5261	3971

# **TOWING, STORAGE AND BOOTING ADVISORY BOARD**

## ***Licensing Division Staff Report*** **September 27, 2016**

Tow Trucks	New	New % Online	Renewed	Renewed % Online	Population
FY2010	3252	93%	7343	86%	10636
FY2011	3319	97%	7692	86%	10817
FY2012	3300	97%	7813	85%	10878
FY2013	3331	98%	7633	83%	10655
FY2014	3526	98%	7634	90%	10709
FY2015	3995	98%	7998	90%	11243
FY2016	3772	98%	7698	90%	11406

### **Tow Company and Tow Truck Population Numbers by Type of Towing**

Type of Towing	Company	Tow Truck
Consent	2009	3755
Private Property	144	320
Incident Management	2037	7350
Total**	4099	11425

\*\*As of 9/6/2016

# **TOWING, STORAGE AND BOOTING ADVISORY BOARD**

## ***Licensing Division Staff Report***

**September 27, 2016**

Vehicle Storage Facilities	New	New % Online	Renewed	Renewed % Online	Population
FY2010	310	80%	1695	78%	1945
FY2011	244	84%	1678	78%	1853
FY2012	308	81%	1925	78%	1851
FY2013	256	81%	2632	80%	1805
FY2014	152	88%	2706	87%	1756
FY2015	272	86%	2920	86%	1744
FY2016	164	78%	2839	84%	1790

Boot Companies	New	New % Online	Renewed	Renewed % Online	Population
FY2010	8	N/A	3	N/A	3
FY2011	2	N/A	2	N/A	11
FY2012	4	N/A	7	N/A	11
FY2013	6	N/A	4	N/A	13
FY2014	5	N/A	4	N/A	9
FY2015	3	N/A	7	N/A	11
FY2016	7	N/A	7	N/A	16

# TOWING, STORAGE AND BOOTING ADVISORY BOARD

## *Licensing Division Staff Report* September 27, 2016

Tow Operators	New	New % Online	Renewed	Renewed % Online	Population
FY2010	4555	77%	6492	98%	11818
FY2011	3971	78%	7089	98%	11708
FY2012	3567	88%	7466	99%	11590
FY2013	3830	92%	7482	99%	10905
FY2014	3765	93%	7462	93%	11812
FY2015	4148	95%	8256	99%	13345
FY2016	4191	95%	7304	99%	14399
FY2016 CT Tow	1692	98%	2025	99%	4606
FY2016 PP Tow	62	93%	147	100%	263
FY2016 IM Tow	1476	94%	3228	99%	6029
FY2016 Dual CT Tow	53	100%	40	100%	112
FY2016 Dual PP Tow	17	100%	27	100%	51
FY2016 Dual IM Tow	807	96%	1814	99%	3234
FY2016 Trainee	27	N/A	N/A	N/A	11

Vehicle Storage Facility Employees	New	New % Online	Renewed	Renewed % Online	Population
FY2010	1377	91%	3040	96%	5042
FY2011	1222	92%	2897	98%	4331
FY2012	1057	95%	2710	98%	3935
FY2013	967	97%	2453	99%	3649
FY2014	896	97%	2343	90%	3371
FY2015	939	97%	2267	99%	3314
FY2016	948	96%	1986	99%	3535

# **TOWING, STORAGE AND BOOTING ADVISORY BOARD**

## ***Licensing Division Staff Report***

**September 27, 2016**

Boot Operators	New	New % Online	Renewed	Renewed % Online	Population
FY2010	28	N/A	0	N/A	28
FY2011	41	N/A	13	N/A	61
FY2012	21	67%	16	100%	44
FY2013	40	83%	16	100%	60
FY2014	52	71%	18	100%	74
FY2015	25	72%	19	95%	54
FY2016	57	35%	23	95%	93