

TOWING, STORAGE AND BOOTING ADVISORY BOARD
Compliance Division Staff Report
May 12th, 2016

Outreach Efforts

- Compliance has conducted the second vehicle storage facility workshops in the Woodlands on February 8th. These workshops covered and provided the compliance manual to approximately 40 VSF employees as well as answered any questions they had on any VSF process.
- Compliance, is working to review the towing and VSF laws and rules. The review takes into account feedback from the industry received in the training classes, 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 is working on possibly finding a way to integrate some aspects of tow truck rules and laws to continuing education for police officers.
- Compliance worked with every division at TDLR to ensure a smooth implementation of the emergency tow license due to the recent flooding in the Houston area.

Internal Efforts

- Compliance is continuing to work closely with customer service in making improvements to the manual for the reps and a manual for the ombudsman to give them better guidance and to provide the most accurate information to calls from the industry.
- Compliance is working with IT to obtain the address of every VSF in order to send out the letters for the environmental fee.
- Compliance is continuing to developing internal policies and procedures to ensure continuity with the program in the future.

Towing and Storage Advisory Board

May 12, 2016



Growth in the Education and Examination Division:

Ruby Ockletree joined the Education and Examination Division on April 15, 2016, as the Education and Examination Facilitator. Ruby comes to us from the Field Operations Division. Her role will be developing and assisting with implementing best practices and/or process improvements for the Division.

Continuing Education Statistics

TOW - FY 2014	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

TOW - FY 2015	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

TOW - FY 2016	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								17
Total course population	42	37	39	39	44	43	40	40	39								39
Total provider population	393	394	391	391	391	393	394	394	388								388

BOOT - FY 2014	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

BOOT - FY 2015	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

BOOT - FY 2016	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								3
Total course population	2	2	2	2	3	4	2	2	2								2
Total provider population	393	394	391	391	391	393	394	394	388								388

Towing Operator Continuing Education Providers

Provider Name	Provider #	City	State	Expiration Date
<u>AARON'S MOBILE & PC A/V CLASSROOM</u>	1924	ABBOTT	TX	2/18/2017
<u>ABBA TRAINING ONLINE</u>	1298	ABBOTT	TX	2/9/2017
<u>ALL STAR TRAINING INC</u>	1235	ADDISON	TX	3/6/2017
<u>YOUNGDLANE LEARNING SOLUTIONS</u>	1814	AUSTIN	TX	8/12/2016
<u>COMPLETE INCIDENT RESPONSE TRAINING CIRT</u>	1620	CONVERSE	TX	2/3/2017
<u>NORTH TEXAS TOW TRUCK TRAINING ACADEMY</u>	1631	DALLAS	TX	6/2/2016
<u>AFFORDABLE R & D EDUCATION PROVIDER</u>	1474	EL PASO	TX	2/12/2017
<u>AMERICAN CONTINUING EDUCATION LLC</u>	1129	FLOWER MOUND	TX	11/26/2016
<u>TX CONTINUING EDUCATION.COM</u>	1522	HONEY GROVE	TX	8/9/2016
<u>T.O.W.S</u>	1639	HOUSTON	TX	8/13/2016
<u>TEXAS TOWING CE</u>	1617	HOUSTON	TX	5/6/2016
<u>T.O.A.D.</u>	1916	PORTER	TX	10/20/2016
<u>SOUTHWEST TOW OPERATORS</u>	1616	RICHARDSON	TX	2/6/2017
<u>VISTA COLLEGE</u>	1890	RICHARDSON	TX	10/24/2016
<u>EASYLR 24 ONLINE TRAINING SCHOOL INC</u>	1715	SAN ANTONIO	TX	12/2/2016
<u>TEXAS TOWING AND STORAGE ASSOCIATION</u>	1618	SPRING	TX	1/21/2017
<u>ELITE CME INC</u>	1201	ORMOND BEACH	FL	2/8/2017
<u>TECES.ORG</u>	1301	CINCINNATI	OH	10/6/2016
<u>@ HOME PREP - STAUTZENBERGER COLLEGE</u>	1951	KNOXVILLE	TN	4/22/2017

Booting Operator Continuing Education Providers

Provider Name	Provider #	City	State	Expiration Date
<u>AARON'S MOBILE & PC A/V CLASSROOM</u>	1924	ABBOTT	TX	2/18/2017
<u>T.O.W.S</u>	1639	HOUSTON	TX	8/13/2016
<u>VISTA COLLEGE</u>	1890	RICHARDSON	TX	10/24/2016

Driver Certification Programs

- AAA – Texas
- National Drivers Certificate Program of the Towing and Recovery Association of America
- Southwest Tow Operators Association
- Texas Towing and Storage Association
- Towing and Recovery Association of America
- TOWS (Training of Wrecker Services)
- WreckMaster Inc. (Proctored)

Towing, Storage and Booting Advisory Board

Enforcement Division Staff Report

May 12, 2016

Case Highlights

- On January 26, a default order was entered against Belen Galvan, d/b/a Diamond Towing, assessing an administrative penalty of \$13,700 for violations that included failing to establish a drug testing policy, failing to specify the services performed on a written bill of services, failing to post the required signs, failing to maintain the required records, failing to issue notification to a vehicle owner within five days, failing to send the required notice of abandonment, failing to notify consumers and service recipients of Department information, and failing to have a vehicle storage facility enclosed with a six foot fence.
- On February 8, an agreed order was entered against Longhorn Wrecker Inc. assessing an administrative penalty of \$32,950 and probating the revocation of the tow company license for violations that included failing to maintain insurance, failing to accept all required payment types, failing to allow an individual to inspect a tow ticket, charging unauthorized fees, failing to provide a consumer with Department information, towing without authority, failing to specify services performed on a written bill of services, failing to post the required signs, and failing to have the required information on public notices.
- On February 8, an agreed order was entered against Longhorn Wrecker Inc. assessing an administrative penalty of \$11,000 and probating the revocation of the tow company license for violations that included failing to maintain insurance, failing to accept all required payment types, failing to allow an individual to inspect a tow ticket, charging unauthorized fees, failing to provide a consumer with Department information, towing without authority, failing to specify services performed on a written bill of services, failing to post required signs, and failing to have required information on public notices.
- On February 24, a default order was entered against Abel Gomez, d/b/a A & J Towing, assessing an administrative penalty of \$9,000 for violations that included operating a tow company without a license, employing unlicensed persons, and failing to have each tow truck permitted.
- On April 6, a default order was entered against Michelle Pazik, d/b/a All Ways Towing, assessing an administrative penalty of \$10,500 for violations that included operating a vehicle storage facility with an expired license, failing to separate charges on a bill for services, failing to post required signs, failing to secure vehicles, and employing an unlicensed individual.

Key Statistics

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

<u>Statistic</u>	<u>TOW</u>	<u>VSF</u>	<u>TDLR</u>
• Number of cases opened:	948	327	6,335
• Number of cases resolved:	1,063	420	6,674
• Number of Agreed Orders:	84	71	1,207
• Total amount of penalties assessed:	\$264,025	\$212,050	\$2,928,150
• Total amount of penalties collected:	\$96,825	\$106,050	\$1,307,481

<u>Average Penalty</u>	<u>TOW</u>	<u>VSF</u>	<u>TDLR</u>
• Fiscal Year 2015	\$2,549	\$1,469	\$1,384
Licensed	\$2,513	\$1,411	
Unlicensed	\$2,780	\$2,075	
• Fiscal Year 2016 (<i>through March</i>)	\$2,610	\$2,575	\$1,768
Licensed	\$2,685	\$2,602	
Unlicensed	\$2,357	\$1,900	

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 through March.

TOW

Fail to have data plates on equipment	21
Did not establish or follow drug policy	19
Employed unlicensed person	13
Expired tow company license	11
No tow operator license	9
No or improper markings on truck	9
Failed to have each truck permitted	8
Expired operator license	8
Towed without proper signs	8

VSE

Sign violations	23
Charged impound fee without services or date	22
Failed to timely send or publish notice	21
Did not establish or follow drug policy	19
Failed to secure vehicle to prevent theft	17
Failed to include required information on notice	16
No reasonable efforts to store	16
Nonconsent tow ticket incomplete	8
Failed to maintain records for 2 years	8
Employed unlicensed employee	5

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



May 12, 2016

Tow Companies Most Common Violations Found During Inspections

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. 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.

4. 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.

5. 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.

6. 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.

7. 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.

8. 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.

9. 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."

10. Drug and Alcohol Testing Policy. - 16 Tex. Admin. Code Ch. 86.710(a)(3)(A). Consent Form. (A) Before a drug or alcohol test is administered, towing operators and applicants are required to sign a consent form authorizing the test and permitting release of test results to the medical review officer (MRO), the company, and the department. The consent form shall provide space for employees and applicants to acknowledge that they have been notified of the drug and alcohol testing policy.

Vehicle Storage Facilities Most Common Violations Found During Inspections

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(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.

3. 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.

4. 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.

5. 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".

6. 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."

7. 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.

8. Records Required. - 16 Tex. Admin. Code Ch. 85.706(b). Failure to keep written records, with the minimum required information, on each vehicle kept or stored at the VSF.

9. Impoundment Fee. - 16 Tex. Admin. Code Ch. 85.722(e). **A VSF operator may charge a vehicle owner an Impoundment fee if Impoundment is performed in accordance with these rules. The Impoundment fee may not exceed \$20. If the VSF operator charges a fee for Impoundment, the written bill for services must specify the exact services performed for that fee and the dates those services were performed.**

10. Second Notice; Consent to Sale. - 14 Tex. Occ. Code Ch. 2301.154(b)(1-3)(A&B) & 16 Tex. Admin. Code Ch. 85.704(c). (b) Notice under this section must include: (1) the information listed in Section 2303.153(a); (2) a statement of the right of the facility to dispose of the vehicle under Section 2303.157; and (3) a statement that the failure of the owner or lienholder to claim the vehicle before the 30th day after the date the notice is provided is: (A) a waiver by that person of all right, title, or interest in the vehicle; and (B) a consent to the sale of the vehicle at a public sale.

Division Projects

New Technology – E-Inspection

We are working with IS and Networking as we continue to search for an Einispection solution. Since the new programs moving from DSHS are housed in VERSA, we hope to have a chance to investigate that program as a potential solution.

Route Optimization

Juliane Crocker is continuing to refine the parameters that we feed into the route optimization system. We are working with IS to determine when Phase Two of the Mobi implementation will begin. Phase Two should include more contact information and more accurate estimation of inspection time.

Southeast Texas Flooding

Due to recent storms and flooding in Southeast Texas, Governor Greg Abbott has issued a disaster proclamation for the region effective April 18, 2016. In an effort to stay clear of emergency operations and keep staff safe, we suspended Tow and Vehicle Storage Facility inspections until further notice and are ensuring staff performing other inspection types are not going to unsafe areas. We will review this situation again by May 15, 2015.

Tow Round Up Success

Date	Location	Status	Company	Truck	Total
East Region					
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	
North Region					
December 14, 2015	Tarrant County	Completed	54	65	119
South Region					
February 26, 2016	Williamson County	Completed	66	123	189
TOTAL			686	826	1512
‡ *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					

DIVISION PERSONAL UPDATES

New Hire Training

South Region will welcome Jorge Vega based in San Antonio on new inspector on April 15th. Jorge (George) has worked many years with state agencies in Austin in facility risk assessment.

Promotion

Our own, Ruby Ockletree has accepted a position with Education and Examination Division. Her official start date is April 15th. We are pleased that she will continue helping us through the end of April, while we look for someone to replace her. Congratulations to Ruby! The facilitator position was posted internally and Tanya will hold interviews as soon as possible.

Applications under Review

Tanya is reviewing the applications for the North Manager position. Thank you to all the internal applicants! Interviews are tentatively scheduled to take place in mid-May.

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
QTR 3	286	270	369	284	64	70	1	0	720	624
Year to Date/ Year End	1330	844	1332	829	480	293	1	3	3143	1969

TOWING, STORAGE AND BOOTING ADVISORY BOARD

Licensing Division Staff Report

May 12, 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 QTR 1	1002	98%	2388	89%	11317
FY2016 QTR 2	994	99%	2475	89%	11349

Tow Company and Tow Truck Population Numbers by Type of Towing

Type of Towing	Company	Tow Truck
Consent	2012	3756
Private Property	127	301
Incident Management	2065	7358
Total**	4131	11415

**As of 4/13/2016

TOWING, STORAGE AND BOOTING ADVISORY BOARD

Licensing Division Staff Report

May 12, 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 QTR 1	45	78%	765	87%	1765
FY2016 QTR 2	38	82%	820	85%	1781

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 QTR 1	2	N/A	3	N/A	13
FY2016 QTR 2	3	N/A	2	N/A	15

TOWING, STORAGE AND BOOTING ADVISORY BOARD

Licensing Division Staff Report

May 12, 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 QTR 1	1061	94%	2153	99%	13457
FY2016 QTR 2	1115	95%	1727	99%	13920
FY2016 QTR 1 CT Tow	378	98%	575	99%	4218
FY2016 QTR 2 CT Tow	440	99%	535	99%	4368
FY2016 QTR 1 PP Tow	21	86%	62	100%	268
FY2016 QTR 2 PP Tow	15	93%	31	100%	269
FY2016 QTR 1 IM Tow	423	93%	1005	99%	5804
FY2016 QTR 2 IM TOW	427	96%	782	99%	5987
FY2016 QTR 1 Dual IM Tow	209	94%	489	99%	2952
FY2016 QTR 2 Dual IM Tow	196	96%	365	100%	3070
FY2016 QTR 1 Dual PP Tow	4	100%	7	100%	47
FY2016 QTR 2 Dual PP Tow	4	100%	5	100%	48
FY2016 QTR 1 Dual CT Tow	11	100%	10	100%	101
FY2016 QTR 2 Dual CT Tow	17	100%	6	100%	108
FY2016 QTR 1 Trainee	8	N/A	N/A	N/A	9
FY2016 QTR 2 Trainee	9	N/A	N/A	N/A	11

TOWING, STORAGE AND BOOTING ADVISORY BOARD

Licensing Division Staff Report

May 12, 2016

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 QTR 1	246	96%	513	99%	3344
FY2016 QTR 2	256	97%	437	99%	3456

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 QTR 1	7	50%	5	100%	58
FY2016 QTR 2	7	43%	3	100%	59