

Licensing Division

Staff Report for the Towing and Storage Advisory Board

September 15, 2021

Personnel Updates

Annette Lopez was hired on July 15th as a License and Permit Specialist II. She was previously at the Texas State Board of Dental Examiners.

Statistics

| Tow Trucks | New | New % Online | Renewed | Online Renewal | Population |
|-------------------------------|------|--------------|---------|----------------|------------|
| FY 2020 | 3156 | 99% | 7922 | 91% | 11277 |
| FY 2021 (1 st Qtr) | 843 | 99% | 1873 | 91% | 11314 |
| FY 2021 (2 nd Qtr) | 780 | 99% | 1985 | 98% | 11098 |
| FY 2021 (3 rd Qtr) | 898 | 99% | 1883 | 95% | 11370 |

| Tow Companies | New | New % Online | Renewed | Online Renewal | Population |
|-------------------------------|-----|--------------|---------|----------------|------------|
| FY 2020 | 982 | 91% | 6885 | 91% | 4301 |
| FY 2021 (1 st Qtr) | 287 | 91% | 1634 | 91% | 4343 |
| FY 2021 (2 nd Qtr) | 223 | 94% | 1900 | 96% | 4257 |
| FY 2021 (3 rd Qtr) | 233 | 93% | 1708 | 97% | 4310 |

Active Tow Company and Tow Truck Population Numbers by Type of Towing

| Type of Towing | Company | Tow Truck |
|---------------------|---------|-----------|
| Consent | 1847 | 3511 |
| Private Property | 168 | 375 |
| Incident Management | 1990 | 7655 |
| Total** | 3919 | 11541 |

**As of 8/31/2021

| Vehicle Storage Facilities | New | New % Online | Renewed | Renewed % Online | Population |
|-------------------------------|-----|--------------|---------|------------------|------------|
| FY 2020 | 186 | 83% | 3146 | 91% | 1951 |
| FY 2021 (1 st Qtr) | 28 | 83% | 810 | 91% | 1973 |
| FY 2021(2 nd Qtr) | 31 | 89% | 758 | 91% | 1865 |
| FY 2021 (3 rd Qtr) | 42 | 89% | 787 | 91% | 1874 |

| Tow Operators | New | New % Online | Renewed | Renewed % Online | Population |
|---|------|--------------|---------|------------------|------------|
| FY2020-TOTAL | 3192 | 97% | 9390 | 95% | 14082 |
| FY2021(1 st Qtr) | 908 | 97% | 2250 | 95% | 14163 |
| FY2021 (2 nd Qtr) | 803 | 98% | 2075 | 99% | 14218 |
| FY2021(3 rd Qtr) | 902 | 98% | 2070 | 99% | 14486 |
| FY2020 Consent | 1538 | 99% | 2492 | 99% | 4699 |
| FY2021(1 st Qtr) | 429 | 99% | 637 | 99% | 4745 |
| FY2021(2 nd Qtr) | 334 | 99% | 550 | 98% | 4743 |
| FY2021(3 rd Qtr) | 421 | 99% | 602 | 99% | 4864 |
| FY2020 Private Property | 79 | 97% | 188 | 100% | 309 |
| FY2021(1 st Qtr) Private Property | 20 | 97% | 53 | 100% | 306 |
| FY2021(2 nd Qtr) Private Property | 20 | 95% | 42 | 100% | 308 |
| FY2021(3 rd Qtr) Private Property | 17 | 100% | 42 | 100% | 310 |
| FY2020 Incident Management | 1575 | 96% | 6710 | 93% | 9074 |
| FY2021(1 st Qtr) Incident Management | 459 | 96% | 1560 | 93% | 9112 |
| FY2021(2 nd Qtr) Incident Management | 449 | 97% | 1483 | 99% | 9167 |
| FY2021(3 rd Qtr) Incident Management | 464 | 98% | 1426 | 99% | 9312 |

| Vehicle Storage Facility Employees | New | New % Online | Renewed | Renewed % Online | Population |
|------------------------------------|-----|--------------|---------|------------------|------------|
| FY2020 | 582 | 99% | 1744 | 99% | 2457 |
| FY2021(1 st Qtr) | 152 | 99% | 363 | 99% | 2438 |
| FY2021(2 nd Qtr) | 164 | 100% | 362 | 100% | 2445 |
| FY2021(3 rd Qtr) | 195 | 100% | 379 | 100% | 2513 |

Current Projects

Update on Tow and VSF email counts

| | |
|--------|-----|
| July | 267 |
| August | 275 |

Emergency extension update:

For the emergency extension we are making sure our licensees aware of the following:

- Under this emergency authorization, if license expired between August 1, 2020 and September 18, 2021, you will still be able to work for up to 120 days after your expiration date while your renewal is being processed. If TDLR makes a final determination that your renewal application is denied, you will no longer be able to work under the emergency license.
- Due to COVID-19, TDLR is facing an unprecedented challenge with processing paper renewals and applications. **We strongly encourage everyone who can renew online to take advantage of this option.** TDLR's online renewal portal accepts all major credit cards, including MasterCard and Visa branded gift cards.
- We are working as quickly as possible to process all payments that are included with your application. Please be advised that stopping payment through your financial institution will delay and/or stop your application from processing.

We are referring customers to the website for their extension information and to check for any updates.

Customer Service Division

Staff Report for the Towing and Storage Advisory Board

September 15, 2021

Personnel Updates

The Customer Service Division has concluded interviews to fill ten CSR positions and one Quality Training and Performance Analyst position.

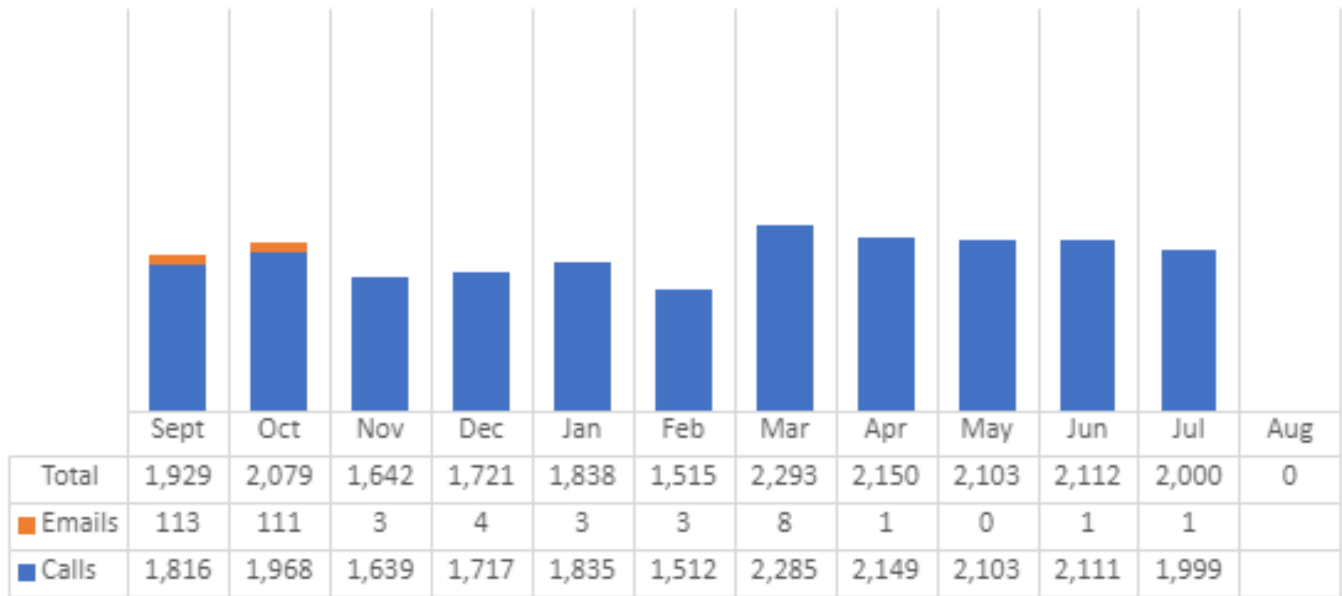
The CSRs selected will be trained to follow a preset call workflow, use the Nice inContact phone system to take calls, and update our Dynamics 365 Customer Resource Management (CRM) system with call notes for each call. CSRs will learn how to escalate customer inquiries that require more research through the CRM to their Team Leads. The details they include in these reports help identify recurring pain points that point process improvement opportunities. CSRs are also trained to use the CRM to send email templates to customers with helpful instructions and links to ensure the same information is being sent to customers and to reduce customer effort in future calls.

The CSR role requires mastery of seven databases. Training in these databases along with how to research TDLR's extensive website to reference information on our programs and license types is also at the heart of the training.

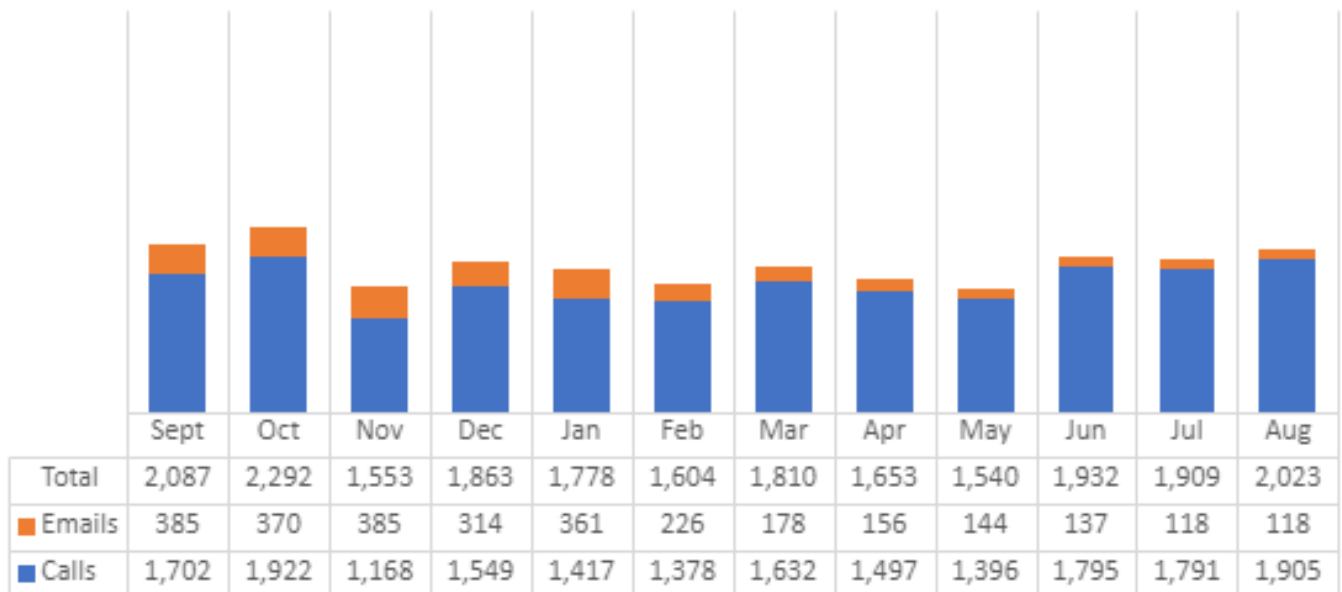
The Quality Training and Performance Analyst (QTPA) will join two other QTPAs in creating and producing reports for our division, developing, and delivering training for our CSRs and assist with special projects and technical troubleshooting.

Statistics

TOW/VSF CUSTOMER SERVICE CONTACTS FISCAL YEAR 2021



TOW/VSF CUSTOMER SERVICE CONTACTS FISCAL YEAR 2020



Enforcement Division

Staff Report for the Towing and Storage Advisory Board

September 15, 2021

Personnel Updates:

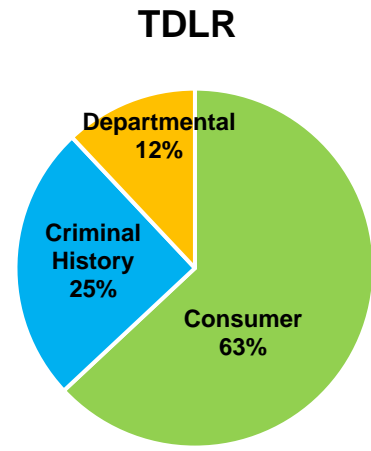
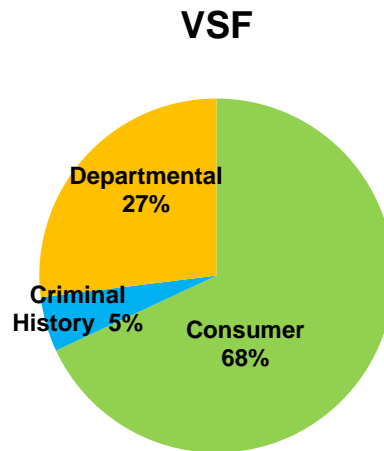
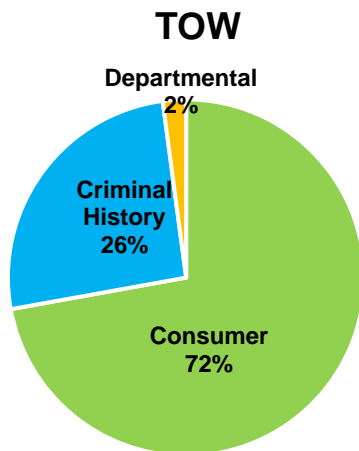
- On August 1, 2021, Cynthia Marple was hired as an Attorney III. She joins TDLR from the Department of Public Safety’s office of Regulatory Counsel Division where she prosecuted compliance and enforcement cases. Cynthia is a member of the Transportation Team, which focuses on cases related to Tow, Vehicle Storage Facilities, Driver’s Education and Motor Fuels.

Statistics Fiscal Year 2021:

Shown below are the Enforcement Performance Measures and key statistics for the Towing (TOW) and the Vehicle Storage Facility (VSF) programs and for all TDLR programs combined through July of **Fiscal Year 2021**:

| Key Statistic | TOW | VSF | TDLR |
|---|------------|------------|-------------|
| Cases opened | 1,092 | 460 | 9,133 |
| Cases closed | 974 | 405 | 8,423 |
| Average time to close (days) | 286.21 | 342.62 | 209.56 |
| % of cases resolved within 6 months | 44.35% | 31.85% | 59.74% |
| % of cases resulting in disciplinary action | 7.60% | 12.84% | 14.35% |
| Cases pending at end of July 2021 | 943 | 474 | 6,560 |

Source of cases opened through July of Fiscal Year 2021



Case Outcomes

| | TOW | VSF | TDLR |
|--|--------------|--------------|----------------|
| Commission Orders | 10 | 3 | 40 |
| Default Orders | 35 | 10 | 445 |
| Agreed Orders | 66 | 46 | 689 |
| Penalties Assessed | \$129,625.00 | \$127,400.00 | \$2,518,566.00 |
| Penalties Collected | \$64,850.00 | \$80,225.00 | \$1,098,228.95 |
| Licenses Revoked (Disciplinary) | 9 | 7 | 88 |
| Licenses Suspended | 2 | 0 | 8 |
| Licenses Denied/Revoked (Criminal History) | 19 | 2 | 228 |
| Cease & Desist Orders | 0 | 0 | 19 |
| Informally Resolved* | 857 | 345 | 7,107 |

*Informally Resolved break down

| | TOW | VSF | TDLR |
|--|------------|------------|--------------|
| Insufficient Evidence | 452 | 185 | 2,510 |
| Percentage of cases closed for Insufficient Evidence | 46.4% | 45.7% | 29.8% |
| Warning Letter | 86 | 126 | 1,559 |
| Complaint Withdrawn | 14 | 3 | 125 |
| Informally resolved | 26 | 5 | 368 |
| OTHER (CH Evaluations, reviews Applications/Renewals, Business closed, etc.) | 279 | 26 | 2,545 |
| Total | 857 | 345 | 7,107 |

Top 10 TOW Alleged Violations at Opening through July of Fiscal Year 2021

| Alleged Violation: | Count |
|--|--------------|
| Without authority - Illegal tow | 441 |
| Criminal History | 270 |
| Charged more than allowed for tow | 96 |
| Tow without proper signage | 91 |
| Lacks honesty, trustworthiness, or integrity | 58 |
| Did not tow in safe or competent manner | 40 |
| No tow company license | 26 |
| Failed to issue ticket | 24 |
| Failed to take to licensed VSF | 20 |
| Failed to have proper information on ticket | 18 |

Top TOW Violations Resulting in Disciplinary Action through July of Fiscal Year 2021

| Violation: | Count |
|---|--------------|
| Without authority - Illegal tow | 15 |
| Charged more than allowed for tow | 15 |
| Criminal History | 14 |
| Employed unlicensed person | 8 |
| Lacks honesty, trustworthiness or integrity | 7 |
| No tow company license | 6 |
| No tow operator license | 6 |
| Failed to comply with an order | 5 |
| Tow without proper signage | 4 |
| Charges not related to tow | 3 |
| Failed to issue ticket | 3 |
| Failed to have a permit for each truck | 3 |

Top 10 VSF Alleged Violations at Opening through July of Fiscal Year 2021

| Alleged Violation: | Count |
|--|-------|
| Failed to timely send or publish notice | 80 |
| Charged unauthorized fee | 54 |
| Failed to release with proper documents & fee | 41 |
| Vehicle not available for release | 38 |
| Charged impound without services or date | 37 |
| Failed to include required information on notice | 36 |
| Did not accept cash, debit & credit | 33 |
| Did not maintain required records for 2 years | 28 |
| Unlicensed Company | 27 |
| Criminal History | 24 |

Top VSF Violations Resulting in Disciplinary Action through July of Fiscal Year 2021

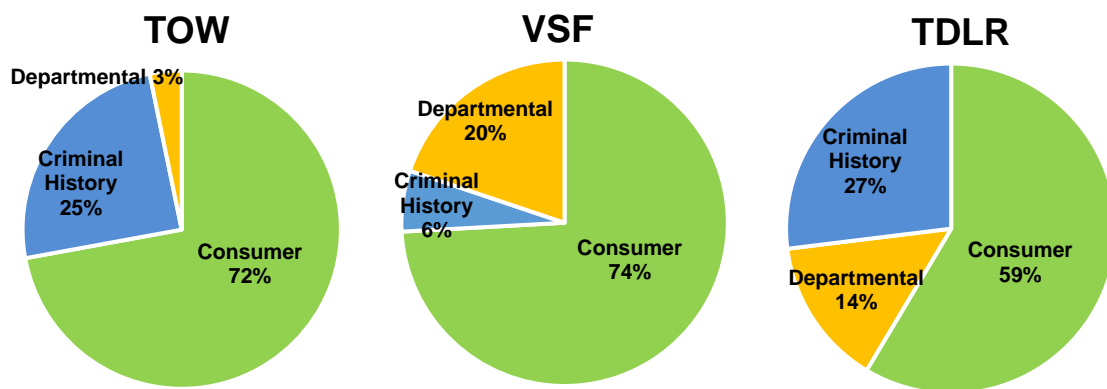
| Violation: | Count |
|--|-------|
| Charged impound without services or date | 12 |
| Failed to include required information on notice | 11 |
| Failed to timely send or publish notice | 7 |
| Did not maintain required records for 2 years | 7 |
| Lacks honesty, trustworthiness or integrity | 7 |
| Unlicensed Company | 4 |
| Did not cooperate with Department's Inspection | 4 |
| Charged unauthorized fee | 4 |
| Overcharge for daily storage | 3 |
| Did not establish or follow drug policy | 3 |
| Failed to secure to prevent theft | 3 |
| Vehicle not available for release | 3 |
| Nonconsent tow ticket incomplete | 3 |

Statistics Fiscal Year 2020:

Shown below are the Enforcement Performance Measures and key statistics for the Towing (TOW) and the Vehicle Storage Facility (VSF) programs and for all TDLR programs combined for **Fiscal Year 2020**:

| Key Statistic | TOW | VSF | TDLR |
|---|--------|--------|--------|
| Cases opened | 1,159 | 630 | 10,465 |
| Cases closed | 1,035 | 565 | 9,763 |
| Average time to close (days) | 199.92 | 170.84 | 157.58 |
| % of cases resolved within 6 months | 54.49% | 64.25% | 68.64% |
| % of cases resulting in disciplinary action | 6.57% | 8.14% | 13.48% |
| Cases pending at end of FY2020 | 826 | 419 | 5,850 |

Source of cases opened for Fiscal Year 2020



Case Outcomes

| Case Outcomes | TOW | VSF | TDLR |
|--|--------------|--------------|----------------|
| Commission Orders | 13 | 0 | 28 |
| Default Orders | 29 | 9 | 339 |
| Agreed Orders | 35 | 46 | 853 |
| Penalties Assessed | \$144,200.00 | \$123,975.00 | \$2,360,451.00 |
| Penalties Collected | \$44,950.00 | \$51,550.00 | \$1,296,792.16 |
| Licenses Revoked (Disciplinary) | 10 | 3 | 62 |
| Licenses Suspended | 0 | 0 | 3 |
| Licenses Denied/Revoked (Criminal History) | 25 | 4 | 240 |
| Cease & Desist Orders | 3 | 0 | 46 |
| Informally Resolved** | 951 | 509 | 8,365 |

| **Informally Resolved break down | TOW | VSF | TDLR |
|--|------------|------------|--------------|
| Insufficient Evidence | 513 | 192 | 2,579 |
| Percentage of cases closed for Insufficient Evidence | 49.6% | 34% | 26.4% |
| Warning Letter | 73 | 257 | 1,615 |
| Complaint Withdrawn | 24 | 3 | 127 |
| Informally resolved | 37 | 15 | 431 |
| OTHER (CH Evaluations, reviews Applications/Renewals, Business closed, etc.) | 304 | 42 | 3,613 |
| **TOTAL | 951 | 509 | 8,365 |

Top 10 TOW Alleged Violations at Opening for Fiscal Year 2020

| Alleged Violation: | Count |
|--|--------------|
| Without authority - Illegal tow | 380 |
| Criminal History | 285 |
| Charged more than allowed for tow | 90 |
| Lacks honesty, trustworthiness, or integrity | 69 |
| Tow without proper signage | 69 |
| Did not tow in safe or competent manner | 49 |
| Failed to take to licensed VSF | 36 |
| No tow company license | 31 |
| Charges not related to tow | 23 |
| Failed to issue ticket | 19 |

Top TOW Violations Resulting in Disciplinary Action for Fiscal Year 2020

| Violation: | Count |
|--|--------------|
| Criminal History | 25 |
| Charged more than allowed for tow | 12 |
| Lacks honesty, trustworthiness, or integrity | 10 |
| Did not tow in safe or competent manner | 5 |
| No tow company license | 5 |
| Without authority - Illegal tow | 5 |
| Failed to pay dishonored check | 3 |
| No or improper signage on truck | 3 |
| No tow operator license | 3 |
| Refused/interfered with inspector/investigator | 2 |

| | |
|---|---|
| Failed to have proper information on ticket | 2 |
| Expired tow company license | 2 |
| Failed to make documents available upon request | 2 |
| Charges not related to tow | 2 |
| Failed to take to licensed VSF | 2 |
| Failed to cooperate with Department | 2 |
| Failed to maintain Insurance | 2 |

Top 10 VSF Alleged Violations at Opening for Fiscal Year 2020

| Alleged Violation: | Count |
|---|-------|
| Failed to timely send or publish notice | 86 |
| Failed to release with proper documents & fee | 67 |
| Charged unauthorized fee | 57 |
| Criminal History | 38 |
| Vehicle not available for release | 33 |
| Did not accept cash, debit & credit | 32 |
| Did not maintain required records for 2 years | 30 |
| Notification not correctly mailed | 29 |
| Failed to include required info on notice | 27 |
| Unlicensed Company | 27 |

Top 10 VSF Violations Resulting in Disciplinary Action for Fiscal Year 2020

| Violation: | Count |
|--|-------|
| Notification not correctly mailed | 9 |
| Failed to timely send or publish notice | 9 |
| Did not establish or follow drug policy | 8 |
| Did not maintain required records for 2 years | 7 |
| Charged unauthorized fee | 5 |
| Criminal History | 4 |
| Did not cooperate with Department's Inspection | 3 |
| Vehicle not available for release | 3 |
| Not completely enclosed by 6 ft fence | 3 |
| Failed to include required information on notice | 3 |

Case Highlights:

- **McJam, Inc. d/b/a Creswell's Wrecker Src/ Danny's Road Src.**

TOW20190003243, TOW20190007675, TOW20190007771, TOW20190008931, TOW20200001324, TOW20200007725, TOW20200010786 and TOW20200014757

An Agreed Order was issued on June 30, 2021, assessing Respondent an administrative penalty of \$5,625 and ordering restitution of \$1,232.60 for: performing unauthorized tows; refusing to offer a drop fee; charging a drop fee when a vehicle was not fully hooked up; refusing credit card and/or debit drop fee card payment; and failure to provide a tow ticket for a non-consent tow.

- **Charles Edward Thomason d/b/a Thomason Towing**

TOW20190015986

An Agreed Order was issued June 8, 2021, assessing Respondent an administrative penalty of \$4,000, restitution of \$1,681.19, and a one-year probated suspension of Respondent's Tow Company license. Respondent used dishonest conduct to tow a vehicle to an unregulated body shop, instead of a licensed vehicle storage facility as required by law. This was a flipping case.

- **Ronnie E. Perry d/b/a BR's Towing & Recovery**

TOW20200001926

An Agreed Order was issued on June 4, 2021, assessing Respondent an administrative penalty of \$3,000, a probated revocation period of one year for Respondent's Incident Management Tow Operator license, and ordering Respondent to complete eight additional Department-approved continuing education hours. Respondent engaged in fraudulent conduct by submitting false tow tickets and overcharging an insurance company.

- **Charlie's Wrecker Service, LLC**

VSF20210005536

An Agreed Order was issued July 27, 2021, assessing Respondent an administrative penalty of \$2,175 for: not including exact services performed for an impound fee and the dates those services were provided; failing to timely send notification letters; failing to include required information on notification letters sent; and failing to include the tow company's license number on tow tickets.

- **Action Towing and Recovery, Inc. d/b/a Action Towing and Recovery**

VSF20200004282

An Agreed Order was issued on July 12, 2021, assessing Respondent an administrative penalty of \$375 for failing to make vehicle available for release 24 hours a day within one hour's notice when the Vehicle Storage Facility accepted vehicles 24 hours a day.

FIELD INSPECTIONS DIVISION

Staff Report for the Towing and Storage Advisory Board
September 15, 2021

Personnel Updates

Liaison James Turner resigned effective August 18, 2021. James began his career with TDLR as a Field Inspector in the North region and was promoted to Liaison in September 2019. James will be greatly missed — we wish him all the best in his new endeavors.

Central Region Inspector Dalinda Jew has accepted a promotion and will begin working as a Liaison effective September 1, 2021. Congratulations, Dalinda!

Statistics

| Vehicle Storage Facilities | | |
|----------------------------|------------|---------------|
| YTD/Year End | FY 2020 | FY 2021 (YTD) |
| Sept | 55 | 30 |
| Oct | 132 | 58 |
| Nov | 68 | 41 |
| Q1 | 255 | 129 |
| Dec | 96 | 58 |
| Jan | 147 | 81 |
| Feb | 94 | 37 |
| Q2 | 337 | 176 |
| Mar | 62 | 91 |
| Apr | 2 | 87 |
| May | 5 | 53 |
| Q3 | 69 | 231 |
| Jun | 0 | 103 |
| Jul | 28 | 45 |
| Aug | 56 | 0 |
| Q4 | 84 | 148 |
| YTD/Year End | 745 | 684 |

Most Common Violations Found During Inspections

Vehicle Storage Facility Most Common Violations Found During Inspections

Fiscal Year 2021, 3rd Quarter

1. **Signs Required** 16 Tex. Admin. Code Ch. 85.1003(d); 16 Tex. Admin. Code Ch. 85.710(a)(3) – Failure to have a clearly visible sign in the proper lettering size and color contrast which lists all documents that may be presented to obtain possession of the vehicle, or did not state “Affidavit of Right of Possession Furnished Upon Request.”
2. **Signs Required** Tex. Occupations Code Section 2303.159(a-1) – Failed to have a conspicuously posted sign stating “This vehicle storage facility must accept payment by cash, credit card, and debit card for any fee or charge associated with delivery or storage of a vehicle.”
3. **Signs Required** 16 Tex. Admin. Code Ch. 85.707(a)-(b)(1) – Failed to notify the vehicle owner of the Department’s website and email address, mailing address, and telephone number where required.
4. **Signs Required** Tex. Occupations Code Section 2303.1551 – Failed to post a sign with one-inch letters stating “Nonconsent tow fees schedules available on request.”
5. **Sign at Main Entrance** 16 Tex. Admin. Code Ch. 85.1003(a) – Failed to have a clearly visible and readable sign which displays the required facility information in the proper lettering size and color contrast.
6. **Signs Required** 16 Tex. Admin. Code Ch. 85.1003(b) – Failed to have a clearly visible sign in the proper lettering size and color contrast which sets out the charge for storage and all other fees, and all forms of payment accepted.
7. **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. (Direct to Enforcement violation if impoundment fee exceeds \$20).
8. **Storage Lot Surface** 16 Tex. Admin. Code Ch. 85.1001 – Failed to have an all-weather surface or surface was overgrown with vegetation.
9. **Storage Violations** 16 Tex. Admin. Code Ch. 85.1000(2)(B); 16 Tex. Admin. Code Ch. 85.719(a) – Failed to secure a vehicle accepted for storage to prevent theft of the vehicle or its contents.
10. **Storage Violations** 16 Tex. Admin. Code Ch. 85.1000(1) – Failed to lock the storage facility fence gate at all times when the licensee or an agent or employee is not at the storage lot. (Direct to Enforcement violation).

Current Projects

COVID-19 Response

- On March 17, 2020, TDLR suspended all inspections in response to the COVID-19 pandemic.
- In August 2020, TDLR began to field test a VSF virtual inspection process and testing continues.
- On August 7, 2020, TDLR resumed limited, on-site inspections of vehicle storage facilities (VSF) based on several factors:
 - whether the VSF was in a county where inspections had been suspended based on COVID-19 data and trends;
 - whether the VSF might be a good candidate for a virtual inspection;
 - number of available inspectors trained on the VSF on-site inspection process; and
 - available travel budget.
- As of July 30, 2021, the Field Inspections division has conducted virtual inspections of 81 Vehicle Storage Facilities. 80 of these virtual inspections occurred during FY 2021.

REGULATORY PROGRAM MANAGEMENT

Staff Report for the Towing and Storage Advisory Board

September 15, 2021

Statistics

September 1ST, 2020 to August 30, 2021 RPM has received 2,043 contacts. Contacts include industry contact seeking guidance on towing and VSF laws and rules, citizens with questions on towing and VSF laws and rules, and other industries seeking guidance from TDLR.

RPM is also continuing to monitor the web traffic to the industry compliance section of the towing and VSF website. When the pages went active in August 2019, the industry compliance section totaled around 1% of web traffic to the towing and VSF web pages. In the months since we have seen the industry compliance section climb to around 6% of traffic on the towing and VSF web pages.

Current Projects

RPM is continuing its analytic process to better monitor, review, and answer questions that come to the department, either directly or through internal channels. The program assists RPM in determining common issues as they arise to create better, more specific training for the industry and internally to TDLR staff. RPM hopes the process will help us better understand the needs of the industry, and the ability to provide consistent answers to questions.

RPM, along with the web development team is monitoring traffic to the TDLR website to attempt to determine the areas most visited. This information, along with the new web-site compliance section, will allow RPM to further determine the areas most visited so we determine the greatest need for trainings.

RPM is continuing to work with General Counsel and other department in the agency to implement changes to statute due to the previous legislative session, and update rules that are periodically updated due to statutory requirements. Additionally, RPM is continuing to review rules and policies for redundancies that could be removed.

Outreach

RPM has initiated an internet-based training due to limitations on in person contact and travel during the pandemic. The trainings take place over zoom and cover updates to the laws and rules and provide a platform for the industry to ask questions. A larger training is conducted once a month and generally has around 20 members of the industry from across the state. RPM is also offering the training to small groups or individual companies upon request and has conducted several of these covering specific questions they have and covering the laws and rules.

RPM attended the Texas Tow Show August 6th-8th via zoom. RPM provided training and answered

questions that the industry had involving tow and VSF laws and rules.

EDUCATION AND EXAMINATION DIVISION

Staff Report for Towing and Storage Advisory Board September 15, 2021

Statistics

Tow Operators Continuing Education
(As of July 31, 2021)

| FY 2021 | SEP | OCT | NOV | Q1 | DEC | JAN | FEB | Q2 | MAR | APR | MAY | Q3 | JUN | JUL | AUG | Q4 | TOT |
|----------------------------|-----|-----|-----|----|-----|-----|-----|----|-----|-----|-----|----|-----|-----|-----|----|-----|
| TOTAL NEW COURSE APPROVALS | 2 | 4 | 1 | 7 | 1 | 8 | 11 | 20 | 10 | 2 | 6 | 18 | 3 | 6 | - | 9 | 54 |
| TOTAL COURSE COUNT | 48 | 46 | 49 | 49 | 50 | 49 | 58 | 58 | 60 | 51 | 56 | 56 | 55 | 57 | - | 57 | 57 |
| FY 2020 | SEP | OCT | NOV | Q1 | DEC | JAN | FEB | Q2 | MAR | APR | MAY | Q3 | JUN | JUL | AUG | Q4 | TOT |
| COURSE APPROVALS ISSUED | 3 | 2 | 1 | 6 | 3 | 7 | 4 | 14 | 9 | 9 | 1 | 19 | 2 | 4 | 4 | 10 | 49 |
| TOTAL COURSE POPULATION | 58 | 57 | 55 | 55 | 57 | 59 | 58 | 58 | 58 | 62 | 52 | 52 | 47 | 50 | 51 | 51 | 51 |

Tow IM/PP Training Program Curriculum FY 2021
(As of July 31, 2021)

| FY 2021 | SEP | OCT | NOV | Q1 | DEC | JAN | FEB | Q2 | MAR | APR | MAY | Q3 | JUN | JUL | AUG | Q4 | TOT |
|-------------------------------|-----|-----|-----|----|-----|-----|-----|----|-----|-----|-----|----|-----|-----|-----|----|-----|
| TOTAL NEW CURRICULUM APPROVAL | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | - | 0 | 1 |
| TOTAL CURRICULUM COUNT | 7 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | - | 8 | 8 |
| FY 2020 | SEP | OCT | NOV | Q1 | DEC | JAN | FEB | Q2 | MAR | APR | MAY | Q3 | JUN | JUL | AUG | Q4 | TOT |
| TOTAL NEW CURRICULUM APPROVAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL CURRICULUM COUNT | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 |

CE Monthly Invoices
(As of July 31, 2021)

| FY 2021 | SEP | OCT | NOV | Q1 | DEC | JAN | FEB | Q2 | MAR | APR | MAY | Q3 | JUN | JUL | AUG | Q4 | TOT |
|----------------------------------|------------|------------|------------|-----------|------------|------------|------------|-----------|------------|------------|------------|-----------|------------|------------|------------|-----------|------------|
| CE Invoices Mailed | 25 | 26 | 26 | 77 | 24 | 27 | 30 | 81 | 25 | 28 | 26 | 79 | 26 | 26 | - | 52 | 289 |
| CE Invoices Fees to be Collected | 3,555 | 3,930 | 3,525 | 11,010 | 3,750 | 3,820 | 3,395 | 10,965 | 4,035 | 3,160 | 3,480 | 10,675 | 4,110 | 5,235 | - | 9,345 | 41,995 |