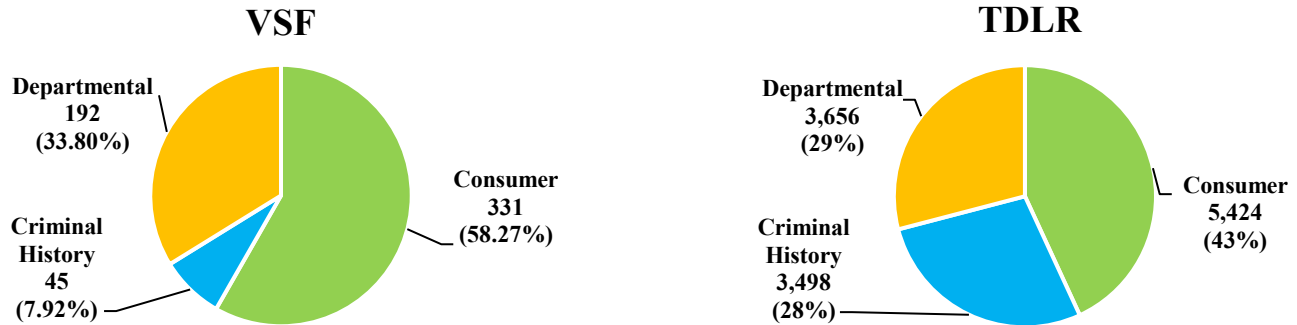


Vehicle Storage Facilities (VSF)

Key Statistics	VSF Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	1,597	122,942
Consumer complaints	770	13,669
Department initiated complaints	194	3,733
Criminal History Records reviewed for licensure	633	105,540
Cases Opened	568	12,578
Consumer	331	5,424
Departmental	192	3,656
Criminal History	45	3,498
Cases Closed	628	13,449
Consumer	304	5,511
Departmental	281	4,554
Criminal History	43	3,384
Average Time to Close (days)	252.32	199.58
% of Cases Resolved Within 6 Months	45.86%	57.67%
% of Cases Resulting in Disciplinary Action	5.10%	9.56%
% of Cases Not Resulting in Disciplinary Action	94.90%	90.44%
Open Cases Pending at End of Fiscal Year	417	7,433
Cases Referred to SOAH	1	52
Contested Cases Heard at SOAH	0	22
Formal Case Outcomes	VSF Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	32	1,287
Agreed Orders	27	672
Commission Orders	0	14
Default Orders	4	496
Denied by Operation of Law	0	3
Revocation by Operation of Law	1	100
Suspension by Operation of Law	0	2
Average Penalty Assessed on Orders	\$1,780.65	\$3,205.97
Total Penalties Assessed	\$55,200.00	\$3,792,665.00
Total Penalties Collected	\$47,475.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	0	110
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended (Disciplinary)	0	7
Licenses Denied/Suspended/Revoked (Criminal History)	1	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	VSF Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$21,060.22	\$402,875.87
Warning Letters	309	4,907
Other Cases Closed without Disciplinary Actions	287	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



Top VSF Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Failed to establish or follow drug policy	95
Failed to timely send or publish notice	66
Lacked honesty, trustworthiness, or integrity	60
Notification was not correctly mailed	59
Vehicle not available for release	54
Sign violations	51
Failed to accept cash, debit, and credit	46
Criminal history	46
Failed to secure vehicle to prevent theft	42
Failed to release vehicle with proper documents and money	40

Top VSF Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
Failed to timely send and publish notice	12
Failed to maintain required records for 2 years	7
Failed to establish or follow drug policy	7
Charged impound without services or date	5
Did not accept cash, debit, and credit	4
Sign violations	3
Failed to have all weather or overgrown surface	3
Charged unauthorized fee	3
Failed to include required information on notice	2
Lacked honesty, trustworthiness, or integrity	2
Failed to notify law enforcement	2
Failed to provide tow ticket	2
Charged for storage over 5-days without notice	2
Failed to cooperate with Department inspection	2
Charges were not separated on a combined invoice	2
Employed unlicensed employee	2