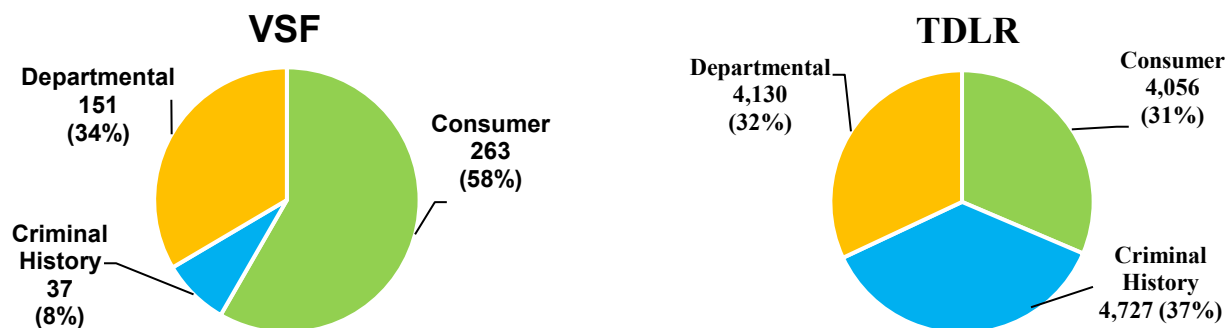


Vehicle Storage Facilities (VSF)

Key Statistics	VSF Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	4,547	1,019,176
Complaints Received by Source	1,983	134,663
Consumer complaints	612	12,216
Department initiated complaints	148	4,096
Criminal History Records reviewed for licensure	1,223	118,351
Cases Opened	451	12,913
Consumer	263	4,056
Departmental	151	4,130
Criminal History	37	4,727
Cases Closed	533	12,694
Consumer	316	4,467
Departmental	177	3,487
Criminal History	40	4,740
Average Time to Close (days)	328.80	206.68
% of Cases Resolved Within 6 Months	41.84%	64.46%
% of Cases Resulting in Disciplinary Action	14.07%	12.94%
% of Cases Not Resulting in Disciplinary Action	85.93%	87.06%
Open Cases Pending at End of Fiscal Year	335	7,651
Cases Referred to SOAH	4	133
Contested Cases Heard at SOAH	1	62
Formal Case Outcomes	VSF Fiscal Year 2025	TDLR Fiscal Year 2025
Final Orders	75	1,643
Agreed Orders	57	918
Commission Orders	0	20
Default Orders	18	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	0	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$1,734.00	\$3,095.17
Total Penalties Assessed	\$130,050.00	\$4,769,650
Total Penalties Collected	\$65,650.00	\$1,783,085
Total Disciplinary Suspensions and Revocations	0	171
Licenses Revoked (Disciplinary)	0	162
Licenses Suspended (Disciplinary)	0	9
Licenses Denied/Suspended/Revoked (Criminal History)	2	206
Restricted Licenses Granted	0	4
Enforcement cases that resulted in District Court Filing	1	5
Other Case Actions	VSF Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$6,504.45	\$808,739.25
Other Cases Closed without Disciplinary Actions	48	4,993
Informally Resolved	6	526
Insufficient Evidence	238	2,516
Warning Letters	160	2,939
Withdrawn by Complainant	6	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

Cases Opened Fiscal Year 2025



Top VSF Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Failed to timely send or publish notice	63
Failed to establish or follow drug policy	51
Lacks honesty, trustworthiness or integrity	47
Criminal history	37
Notification not mailed correctly	36
Vehicle was not available for release	34
Failed accept cash, debit and credit	32
Failed to release vehicle with proper documents and money	28
Unlicensed company	22
Charged for notification when it was not sent	19
Failed to include required information on notice	19

Top VSF Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Failed to timely send or publish notice	29
Failed to maintain required records for 2 years	9
Failed to cooperate with Department inspector	6
Failed to establish or follow drug policy	5
Charged storage for over 5 days without sending notice	5
Failed to notify Department of company changes	4
Failed to notify law enforcement	3
Failed to provide tow ticket	3
Unlicensed company	3
Vehicle was not available for release	3
Charged impound fees without notating services or date	3