



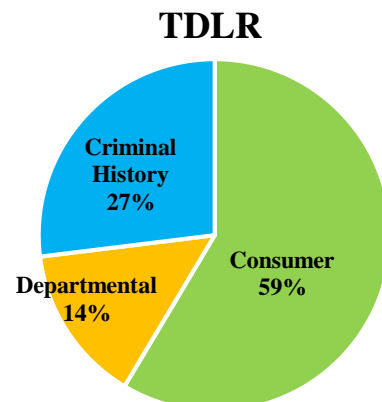
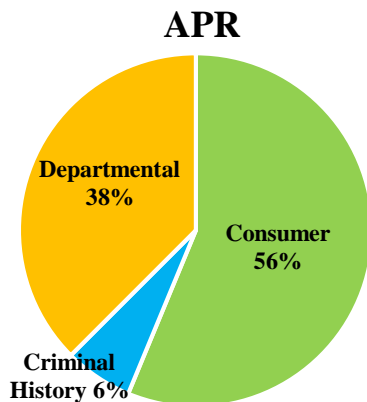
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Used Automotive Parts Recyclers (APR)

Key Statistics	APR Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	681	823,189
Complaints Received	46	32,683
Cases Opened	16	10,465
Cases Closed	24	9,763
Average Time to Close (days)	149.04	157.58
% of Cases Resolved Within 6 Months	75.00%	68.64%
% of Cases Resulting in Disciplinary Action	8.33%	13.48%
Open Cases Pending at End of Fiscal Year	11	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	APR Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	2	28
Default Orders	0	339
Agreed Orders	1	853
Average Penalty Assessed on Orders	\$4,500.00	\$2,199.86
Total Penalties Assessed	\$4,500.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	APR Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	9	1,615
Other Informal Resolutions	12	6,749
Cease & Desist Orders	0	46

### Source of Cases Opened Fiscal Year 2020





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**APR Alleged Violations at Opening**

<b>Fiscal Year 2020</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Operated without a license	7
Insurance violation	2
No proper title from previous owner	2
Failed to maintain records	1
No maintain required records for 2 years	1
Failed to maintain sales receipt	1
Criminal History	1
Failed to remove license plates	1

**APR Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2020</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Dismantled/disposal without certificate	1
Criminal History	1