



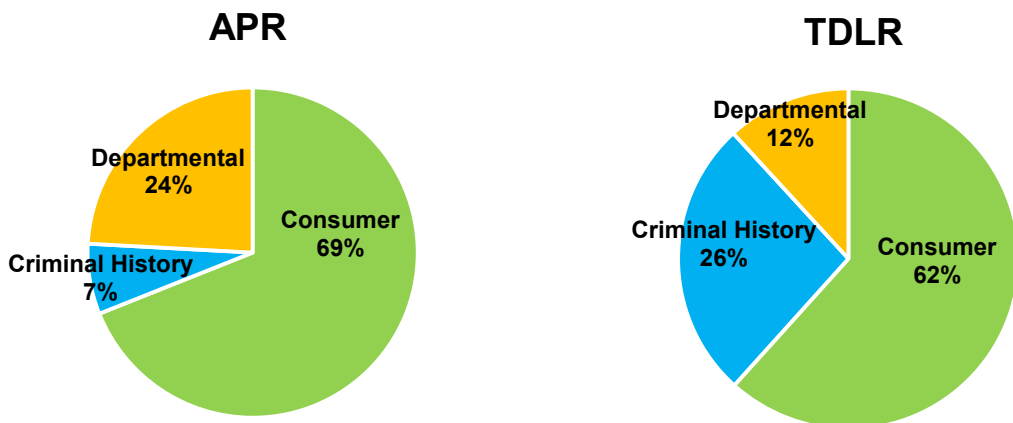
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Used Automotive Parts Recyclers (APR)

Key Statistics	APR Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	684	848,268
Complaints Received	66	32,655
Cases Opened	29	10,121
Cases Closed	13	9,335
Average Time to Close (days)	229.92	209.86
% of Cases Resolved Within 6 Months	46.15%	60.00%
% of Cases Resulting in Disciplinary Action	7.69%	13.41%
Open Cases Pending at End of Fiscal Year	27	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	134
Number of Contested Cases Heard at SOAH	0	67
Formal Case Outcomes	APR Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	1	455
Agreed Orders	0	711
Average Penalty Assessed on Orders	\$6,000.00	\$2,124.56
Total Penalties Assessed	\$6,000.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	1
Informal Case Actions	APR Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$0.00	\$192,825.53
Warning Letters	2	1,768
Other Informal Resolutions	10	6,208
Cease & Desist Orders	0	19

Source of Cases Opened Fiscal Year 2021





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APR Alleged Violations at Opening

Fiscal Year 2021	
Alleged Violation at Opening	Count
Operated without a license	16
Failed to maintain records	8
Dismantled or disposal without certificate	5
No proper title from previous owner	3
Insurance violation	1
Titles not sent or not timely sent to Department of Motor Vehicles	1
Obtained license by fraud	1
Failed to maintain sales receipt	1

APR Violations Resulting in Disciplinary Action

Fiscal Year 2021	
Violation Resulting in Disciplinary Action	Count
No proper title from previous owner	1