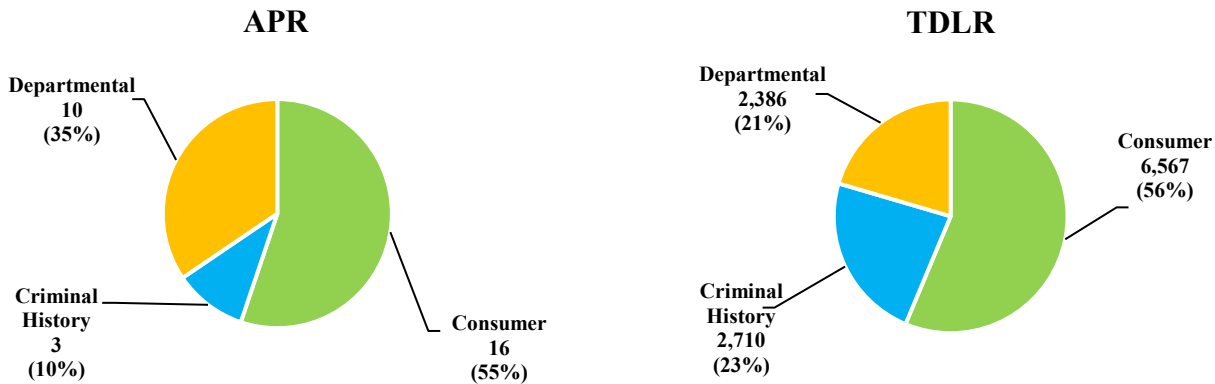


### Used Automotive Parts Recyclers (APR)

Key Statistics	APR Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	721	890,735
<b>Complaints Received by Source</b>	<b>163</b>	<b>64,954</b>
<i>Consumer complaints</i>	45	14,098
<i>Department initiated complaints</i>	8	2,368
<i>Criminal History Records reviewed for licensure</i>	110	48,488
<b>Cases Opened</b>	<b>29</b>	<b>11,663</b>
<i>Consumer</i>	16	6,567
<i>Departmental</i>	10	2,386
<i>Criminal History</i>	3	2,710
<b>Cases Closed</b>	<b>38</b>	<b>11,754</b>
Average Time to Close (days)	275.68	215.79
% of Cases Resolved Within 6 Months	39.47%	57.64%
% of Cases Resulting in Disciplinary Action	7.89%	10.81%
Open Cases Pending at End of Fiscal Year	18	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	61
Contested Cases Heard at SOAH	0	30
Formal Case Outcomes	APR Fiscal Year 2022	TDLR Fiscal Year 2022
<b>Final Orders</b>	<b>3</b>	<b>1,160</b>
<i>Commission Orders</i>	0	27
<i>Default Orders</i>	1	384
<i>Agreed Orders</i>	2	749
Average Penalty Assessed on Orders	\$2,375.00	\$2,231.30
<b>Total Penalties Assessed</b>	<b>\$7,125.00</b>	<b>\$2,588,310.00</b>
Licenses Revoked (Disciplinary)	0	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	182
Cases Heard in District Court	0	7
Informal Case Actions	APR Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$0.00	\$390,011.62
Warning Letters	15	3,378
Other Informal Resolutions	20	7,108
Cease & Desist Orders	0	17

### Cases Opened Fiscal Year 2022



### APR Alleged Violations at Opening

<b>Fiscal Year 2022</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Operated without a license	12
Failed to maintain records	6
Dismantled or disposal without a certificate	4
Insurance violation	3
Criminal history	3
No proper title from previous owner	2
Failed to remove license plates	2
Failed to maintain sales receipt	2
Failed to comply with an order	1

### APR Violations Resulting in Disciplinary Action

<b>Fiscal Year 2022</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Operated without a license	2
Failed to maintain records	1
Failed to maintain sales receipt	1
No proper title from previous owner	1