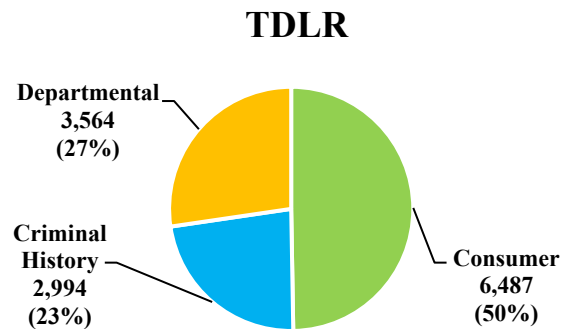
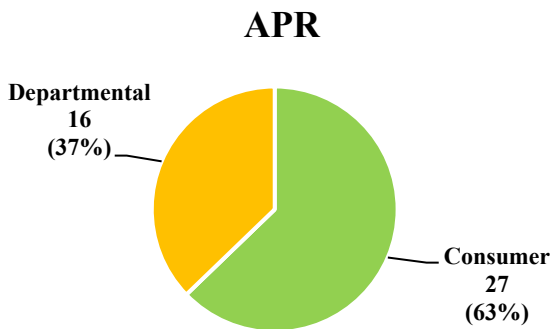


Used Automotive Parts Recyclers (APR)

Key Statistics	APR Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	223	111,084
<i>Consumer complaints</i>	65	14,240
<i>Department initiated complaints</i>	16	3,535
<i>Criminal History Records reviewed for licensure</i>	142	93,309
Cases Opened	43	13,045
<i>Consumer</i>	27	6,487
<i>Departmental</i>	16	3,564
<i>Criminal History</i>	0	2,994
Cases Closed	23	11,284
Average Time to Close (days)	245.91	215.01
% of Cases Resolved Within 6 Months	39.13%	55.52%
% of Cases Resulting in Disciplinary Action	21.74%	12.46%
Open Cases Pending at End of Fiscal Year	38	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	APR Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	5	1,329
<i>Agreed Orders</i>	1	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	4	472
Average Penalty Assessed on Orders	\$1,950.00	\$2,217.58
Total Penalties Assessed	\$9,750.00	\$2,947,160.00
Total Penalties Collected	\$3,450.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	0	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	APR Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	4	2,757
Other Informal Resolutions	14	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



APR Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Operated without a license	21
Did not have proper title from previous owner	10
Failed to maintain records	7
Insurance violation	5
Dismantled or disposal of vehicle without certificate	5
Failed to maintain sales receipt	3
Failed to remove license plates	3
Titles not sent or not sent timely to DMV	1
Failed to allow police officer to inspect	1
Failed to notify Department of move	1

APR Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Operated without a license	4
Failed to remove license plates	1
Failed to maintain sales receipt	1