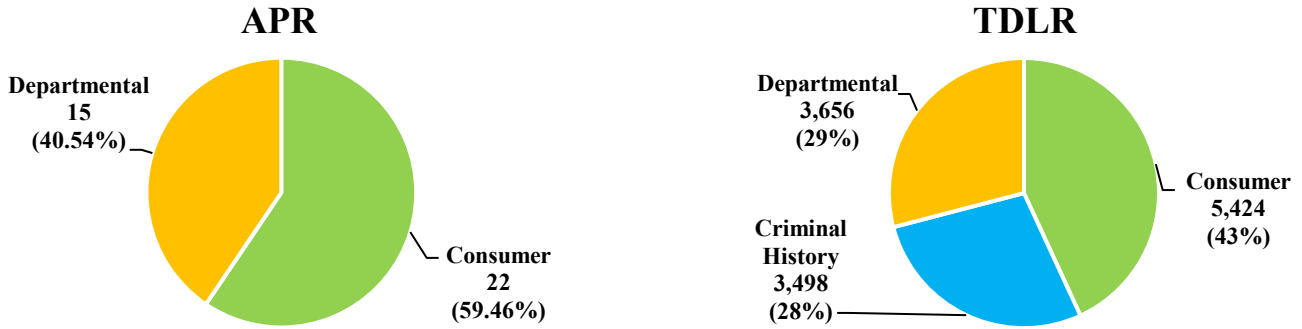


Used Automotive Parts Recyclers (APR)

Key Statistics	APR Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	216	122,942
<i>Consumer complaints</i>	51	13,669
<i>Department initiated complaints</i>	31	3,733
<i>Criminal History Records reviewed for licensure</i>	134	105,540
Cases Opened	37	12,578
<i>Consumer</i>	22	5,424
<i>Departmental</i>	15	3,656
<i>Criminal History</i>	0	3,498
Cases Closed	44	13,449
<i>Consumer</i>	29	5,511
<i>Departmental</i>	15	4,554
<i>Criminal History</i>	0	3,384
Average Time to Close (days)	240.57	199.58
% of Cases Resolved Within 6 Months	40.91%	57.67%
% of Cases Resulting in Disciplinary Action	4.55%	9.56%
% of Cases Not Resulting in Disciplinary Action	95.45%	90.44%
Open Cases Pending at End of Fiscal Year	31	7,433
Cases Referred to SOAH	0	52
Contested Cases Heard at SOAH	0	22
Formal Case Outcomes	APR Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	2	1,287
<i>Agreed Orders</i>	1	672
<i>Commission Orders</i>	0	14
<i>Default Orders</i>	1	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	0	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$3,125.00	\$3,205.97
Total Penalties Assessed	\$6,250.00	\$3,792,665.00
Total Penalties Collected	\$3,250.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	0	110
<i>Licenses Revoked (Disciplinary)</i>	0	103
<i>Licenses Suspended (Disciplinary)</i>	0	7
Licenses Denied/Suspended/Revoked (Criminal History)	0	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	APR Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$0.00	\$402,875.87
Warning Letters	19	4,907
Other Cases Closed without Disciplinary Actions	23	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



APR Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Operated without a license	11
Failed to obtain proper title from previous owner	10
Municipal ordinance violation	9
Failed to maintain records	7
Insurance violation	6
Dismantled or disposed of vehicle without a certificate	2
Failed to pay dishonored check	1
Failed to remove license plates	1

APR Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
Failed to remove license plates	1
Failed to maintain records	1
Refused or interfered with an inspection or investigation	1
Operated without a license	1