



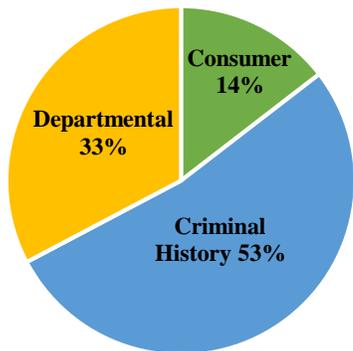
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

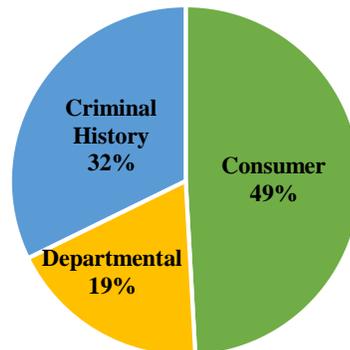
Used Automotive Parts Recyclers (APR)

Key Statistics	APR Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	3,179	832,593
Complaints Received	200	37,043
Cases Opened	55	10,902
Cases Closed	53	10,113
Average Time to Close (days)	129.45	151.96
% of Cases Resolved Within 6 Months	75.47%	68.52%
% of Cases Resulting in Disciplinary Action	13%	21%
Open Cases Pending at End of Fiscal Year	17	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	3	204
Number of Contested Cases Heard at SOAH	2	92
Formal Case Outcomes	APR Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	2	51
Default Orders	2	614
Agreed Orders	2	1,254
Average Penalty Assessed on Orders	\$2,625.00	\$2,092.92
Total Penalties Assessed	\$5,250.00	\$3,452,750
Licenses Revoked (Disciplinary)	2	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	3	358
Cases Heard in District Court	0	1
Informal Case Actions	APR Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0.0	\$324,299
Warning Letters	12	1,500
Other Informal Resolutions	35	6,434
Cease & Desist Orders	0	38

**Source of APR Cases Opened
Fiscal Year 2019**



**Source of All Cases Opened
Fiscal Year 2019**





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Top 10 APR Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Criminal History	28
Operated without a license	9
Employed unlicensed person	7
No employee license	7
No proper title from previous owner	3
Failed to maintain sales receipt	2
Insurance violation	2
Fail to pay dishonored check	1
Failed to comply with an Order	1
Failed to maintain records	1

Top APR Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Criminal History	3
Failed to comply with an order	2
Employed unlicensed person	2
Operated without a license	1