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Date: January 9, 2019

To: Legislative Commission

From: Cyndie Munoz, Acting Director
Joseph (JD) Decker, CED Administrator

Re: Annual Report Concerning Garages, Garage Operators and Body Shops

Pursuant to NRS 487.557, the following is the Nevada Department of Motor Vehicles annual report concerning garages, garage operators and body shops for the 2018 calendar year.

Outlined below is a summary of the outcomes of each investigation as specified in paragraph (b) of NRS 487.557, to the extent any information relating to each investigation is subject to disclosure. Additionally, these statistics are provided in the attached LCB Garage/Body Shop Report.

The Compliance Enforcement Division (CED) works to ensure consumer protection by providing regular inspections, pursuing consumer complaints and conducting thorough investigations in order to resolve issues that affect the industry and the citizenry of Nevada.

There were six hundred and sixty-one (661) investigations conducted during the 2018 calendar year due to garage, garage operator and body shop complaints received by the Department.

Garage and garage operator complaints accounted for eighty-two percent (82%) of the investigations while eighteen percent (18%) of the investigations were due to body shop complaints received during the 2018 calendar year.

1. Garage and Garage Operator Complaints

There were five hundred and forty-one (541) complaints relating to garages and garage operators received during calendar year 2018.

- A. Sixty-six percent (66%) of the complaints were received from individuals, twenty percent (20%) initiated by CED, eight percent (8%) referred from Central Services, four percent (4%) from Field Services, one percent (1%) received from licensees and one percent (1%) from other sources. Table 1-1 provides an overview of garage and garage operator complaints.

Table 1-1. Summary of Garage and Garage Operator Complaints

Source of Complaint	Subject of Complaint	Percentage
Individuals	Consumer Complaint	64.53%
	Unlicensed Activity	24.30%
	Deceptive Trade	9.22%
	Expired License, Bond or Insurance	1.39%
	Other	0.56%
CED	Expired License, Bond or Insurance	63.64%
	Unlicensed Activity	28.18%
	Consumer Complaint	6.36%
	Deceptive Trade	0.91%
	Other	0.91%
Central Services	Expired License, Bond or Insurance	97.73%
	Other	2.27%
Field Services	Unlicensed Activity	57.14%
	Expired License, Bond or Insurance	23.81%
	Consumer Complaint	14.29%
	Other	4.76%
Licensees	Consumer Complaint	66.67%
	Expired License, Bond or Insurance	33.33%
Other	Consumer Complaint	40.00%
	Unlicensed Activity	40.00%
	Deceptive Trade	20.00%

2. Garage and Garage Operator Investigative Outcomes

A. Table 2-1 provides an overview of the investigative outcomes.

Table 2-1. Summary of Garage and Garage Operator Investigative Outcomes

Investigative Outcome Summary	Percentage
Unsubstantiated	18.48%
In Compliance	17.38%
Out of Business	17.01%
Department Tracking	14.79%
Issuance of Cease and Desist Order	11.09%
Referred Out - External	5.91%
Referred to Master Case	5.55%
Issuance of Administrative Fines	5.55%
Insufficient Evidence	1.11%
Arrest; Criminal Citation	0.55%
Revocation	0.55%
Issuance of Cease and Desist Order; Referred Out – Internal	0.37%
Out of Business; Unsubstantiated	0.37%
Issuance of Administrative Fines; Cease and Desist Order	0.18%
Issuance of Administrative Fines; Cease and Desist Order; Revocation	0.18%
Administrative Stop; Department Tracking	0.18%
Issuance of Cease and Desist Orders; In Compliance	0.18%
Criminal Citation	0.18%
In Compliance; Referred Out – External	0.18%
Referred Out – Internal	0.18%

- B. Table 2-2 provides an overview of the investigative outcomes for garage and garage operator complaints received from individuals, CED, Central Services and Field Services.

2-2. Garage and Garage Operator Investigative Outcomes by Source

Source of Complaint	Investigative Outcome	Percentage
Individuals	Unsubstantiated	25.70%
	Department Tracking	17.60%
	In Compliance	14.80%
	Cease and Desist Orders	13.41%
	Referred Out - External	8.66%
	Out of Business	6.14%
	Administrative Fines	5.86%
	Referred to Master Case	3.63%
	Insufficient Evidence	1.40%
	Revocation	0.84%
	Out of Business and Unsubstantiated	0.56%
	Arrest and Criminal Citation	0.28%
	Cease and Desist Orders; In Compliance	0.28%
	Criminal Citation	0.28%
	In Compliance and Referred Out – External	0.28%
	Referred Out – Internal	0.28%
CED	Out of Business	38.18%
	In Compliance	20.91%
	Department Tracking	10.00%
	Referred to Master Case	10.00%
	Administrative Fines	7.27%
	Cease and Desist Orders	5.45%
	Unsubstantiated	2.73%
	Arrest and Criminal Citation	1.82%
	Cease and Desist Orders; Referred Out – Internal	1.82%
	Administrative Fines; Cease and Desist Orders	0.91%
	Insufficient Evidence	0.91%
Central Services	Out of Business	54.55%
	In Compliance	27.27%
	Referred to Master Case	11.37%
	Administrative Stops and Department Tracking	2.27%
	Cease and Desist Orders	2.27%
	Department Tracking	2.27%
Field Services	In Compliance	23.81%
	Department Tracking	23.81%
	Cease and Desist Orders	19.05%
	Out of Business	19.05%
	Unsubstantiated	9.52%
	Administrative Fines; Cease and Desist Orders; and Revocation	4.76%

- C. Table 2-3 provides an overview of the investigative outcomes for garage and garage operator complaints received from licensees and other sources.

2-3. Garage and Garage Operator Investigative Outcomes by Source

Source of Complaint	Investigative Outcome	Percentage
Licensees	Issuance of Administrative Fines	33.34%
	Referred to Master Case	33.33%
	Unsubstantiated	33.33%
Other	Unsubstantiated	40.00%
	Issuance of Cease and Desist Orders	20.00%
	Referred Out - External	20.00%
	In Compliance	20.00%

3. Body Shop Complaints

There were one hundred and twenty (120) complaints relating to body shops received during calendar year 2018.

- A. Fifty-two percent (52%) of the complaints were received from individuals, twenty-five percent (25%) initiated by CED, thirteen percent (13%) referred from Central Services, four percent (4%) from Field Services, two percent (2%) from licensees, two percent (2%) from law enforcement and two percent (2%) from other sources. Table 3-1 provides an overview of body shop complaints.

Table 3-1. Summary of Body Shop Complaints

Source of Complaint	Subject of Complaint	Percentage
Individuals	Consumer Complaint	50.00%
	Unlicensed Activity	35.48%
	Deceptive Trade	9.68%
	Misuse of License Plates	3.23%
	Expired License, Bond or Insurance	1.61%
CED	Expired License, Bond or Insurance	66.67%
	Unlicensed Activity	26.67%
	Misuse of License Plates	3.33%
	Consumer Complaint	3.33%
Central Services	Expired License, Bond or Insurance	93.75%
	Other	6.25%
Field Services	Consumer Complaint	40.00%
	Unlicensed Activity	40.00%
	Misuse of License Plates	20.00%
Law Enforcement	Misuse of License Plates	50.00%
	Unlicensed Activity	50.00%
Licensee	Unlicensed Activity	66.67%
	Consumer Complaint	33.33%
Other	Unlicensed Activity	100.00%

4. Body Shop Investigative Outcomes

A. Table 4-1 provides an overview of the investigative outcomes.

Table 4-1. Summary of Body Shop Investigative Outcomes

Investigative Outcome Summary	Percentage
In Compliance	20.83%
Department Tracking	20.00%
Unsubstantiated	15.83%
Out of Business	12.50%
Issuance of Cease and Desist Order	7.50%
Referred to Master Case	7.50%
Issuance of Administrative Fines	6.67%
Referred Out – External	3.33%
Arrest	0.83%
Issuance of Cease and Desist Order; Out of Business	0.83%
Criminal Citation	0.83%
Denial	0.83%
Out of Business; Department Tracking	0.83%
Referred Out – Internal	0.83%
Suspension	0.83%

B. Table 4-2 provides an overview of the investigative outcomes for body shop complaints received from individuals and CED.

4-2. Body Shop Investigative Outcomes by Source

Source of Complaint	Investigative Outcome	Percentage
Individuals	Department Tracking	27.42%
	Unsubstantiated	27.42%
	Referred to Master Case	9.68%
	In Compliance	8.07%
	Administrative Fines	6.45%
	Out of Business	6.45%
	Referred Out - External	4.84%
	Arrest	1.62%
	Cease and Desist Orders	1.61%
	Cease and Desist Orders; Out of Business	1.61%
	Denial	1.61%
	Out of Business; Tracking	1.61%
	Referred Out – Internal	1.61%
CED	In Compliance	30.00%
	Out of Business	23.33%
	Cease and Desist Orders	20.00%
	Administrative Fines	10.00%
	Department Tracking	6.67%
	Criminal Citation	3.34%
	Suspension	3.33%
	Unsubstantiated	3.33%

- C. Table 4-3 provides an overview of the investigative outcomes for body shop complaints received from Central Services, Field Services, Law Enforcement, licensees and other sources.

4-3. Body Shop Investigative Outcomes by Source

Source of Complaint	Investigative Outcome	Percentage
Central Services	In Compliance	62.50%
	Out of Business	25.00%
	Department Tracking	12.50%
Field Services	Referred to Master Case	40.00%
	In Compliance	20.00%
	Department Tracking	20.00%
	Unsubstantiated	20.00%
Law Enforcement	Cease and Desist Orders	50.00%
	Department Tracking	50.00%
Licensees	Cease and Desist Orders	33.34%
	Referred to Master Case	33.33%
	Department Tracking	33.33%
Other	Administrative Fines	50.00%
	Referred Out - External	50.00%

If you have any questions regarding this report, please contact Joseph (JD) Decker, CED Administrator at (702) 486-4995.

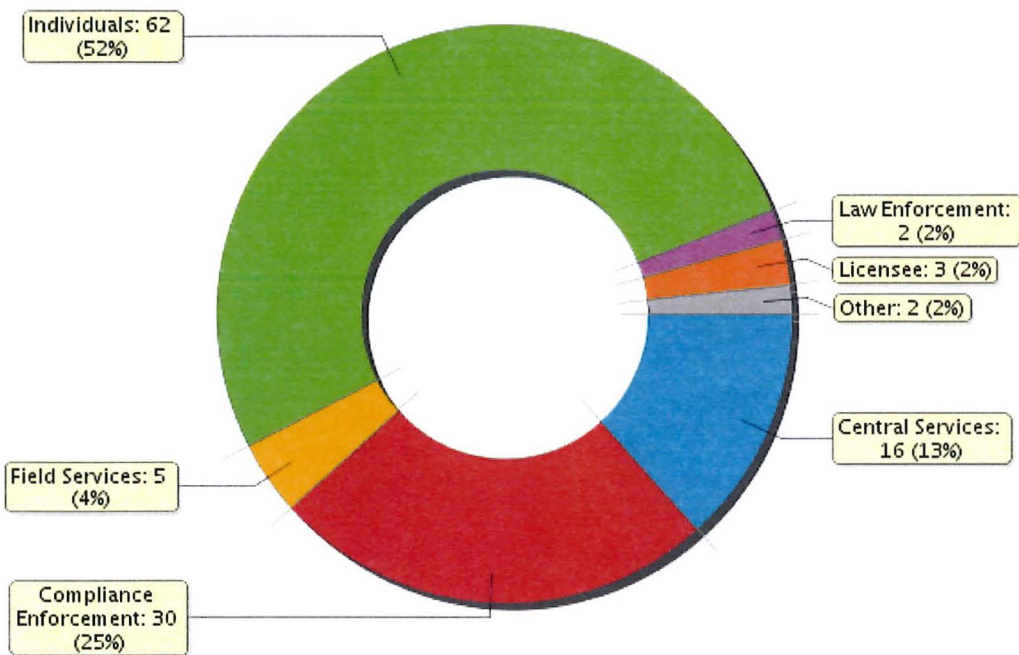
LCB Garage/Body Shop Report

LCB Garage/Body Shop Report, Last Calendar Year

CaseType: Body Shops

Business Type	Source	Subject	DispositionCode	Number of Cases
Body Shops	Central Services	Expired License/Bond/Ins.	In Compliance	9
			Out of Business	4
			Tracking	2
		Other	In Compliance	1
			Cease and Desist.	1
		Compliance Enforcement	Expired License/Bond/Ins.	2
			In Compliance	8
			Out of Business	7
			Suspended	1
			Tracking	1
			Unsubstantiated	1
			Misuse of Plates	1
			Unlicensed Activity	2
			Cease and Desist.	3
			Criminal Citation	1
			In Compliance	1
			Tracking	1
	Field Services	Complaint	Referred to master case	1
			Tracking	1
		Misuse of Plates	Unsubstantiated	1
		Unlicensed Activity	In Compliance	1
			Referred to master case	1
	Individuals	Complaint	Admin Fine	1
			Cease and Desist.	1
			In Compliance	3
			Out of Business	1
			Referred out - external	3
			Referred to master case	1
			Tracking	10
			Unsubstantiated	11
		Deceptive Trade	Arrest	1
			Cease and Desist. Out of Business	1
			In Compliance	2
			Tracking	1
			Unsubstantiated	1
		Expired License/Bond/Ins.	Out of Business	1
			Misuse of Plates	1
		Unlicensed Activity	Tracking	1
			Admin Fine	3
			Denied	1
			Out of Business	1
			Out of Business Tracking	1
			Referred out- internal	1
			Referred to master case	5
			Tracking	5
			Unsubstantiated	5
	Law Enforcement	Misuse of Plates	Tracking	1
		Unlicensed Activity	Cease and Desist.	1
	Licensee	Complaint	Tracking	1
		Unlicensed Activity	Cease and Desist.	1
	Other	Unlicensed Activity	Referred to master case	1
			Admin Fine	1
			Referred out - external	1

LCB Garage/Body Shop Report



CaseType: Garages

Business Type	Source	Subject	DispositionCode	Number of Cases
Garages	Central Services	Expired License/Bond.	Cease and Desist.	1
			In Compliance	12
			Out of Business	24
			Referred to master case	5
			Tracking	1
		Other	Admin Stop Tracking	1
			Tracking	4
		Compliance Enforcement Complaint	Unsubstantiated	3
			Deceptive Trade	1
		Expired License/Bond.	Admin Fine	3
			Cease and Desist.	3
			In Compliance	17
			Out of Business	38
			Referred to master case	6
			Tracking	3
		Other	Admin Fine	1
			Unlicensed Activity	3
		Unlicensed Activity	Admin Fine Cease and Desist.	1
			Arrest Criminal Citation	2
			Cease and Desist.	3
			Cease and Desist. Referred out- internal	2
			In Compliance	6
			Insufficient Evidence	1
			Out of Business	4
			Referred to master case	5
			Tracking	4
			In Compliance	1
	Field Services	Complaint	Tracking	1
			Unsubstantiated	1
			Expired License/Bond.	1
		Expired License/Bond.	Admin Fine Cease and Desist. Revoked	1
			Cease and Desist.	1
			In Compliance	1
			Out of Business	2
		Other	Cease and Desist.	1
			Unlicensed Activity	2
		Unlicensed Activity	Cease and Desist.	2
			In Compliance	3
			Out of Business	2
			Tracking	4
	Individuals	Complaint	Unsubstantiated	1
			Admin Fine	16
			Cease and Desist.	14
			Criminal Citation	1
		Complaint	In Compliance	35
			Out of Business	14
			Out of Business Unsubstantiated	1
			Referred out - external	24
			Referred to master case	6
			Revoked	2
		Deceptive Trade	Tracking	40
			Unsubstantiated	78
			Admin Fine	2
			Arrest Criminal Citation	1
		Deceptive Trade	Cease and Desist.	2
			In Compliance	7
			Out of Business	3

		Out of Business Unsubstantiated	1
		Referred out - external	2
		Tracking	8
		Unsubstantiated	7
	Expired License/Bond.	In Compliance	1
		Out of Business	2
		Referred out - external	1
		Tracking	1
	Other	Admin Fine	1
		Cease and Desist. In Compliance	1
	Unlicensed Activity	Admin Fine	2
		Cease and Desist.	32
		In Compliance	10
		In Compliance Referred out - external	1
		Insufficient Evidence	5
		Out of Business	3
		Referred out - external	4
		Referred out- internal	1
		Referred to master case	7
		Revoked	1
		Tracking	14
		Unsubstantiated	7
Licensee	Complaint	Admin Fine	1
		Unsubstantiated	1
	Expired License/Bond.	Referred to master case	1
Other	Complaint	In Compliance	1
		Referred out - external	1
	Deceptive Trade	Unsubstantiated	1
	Unlicensed Activity	Cease and Desist.	1
		Unsubstantiated	1
			541

LCB Garage/Body Shop Report

