



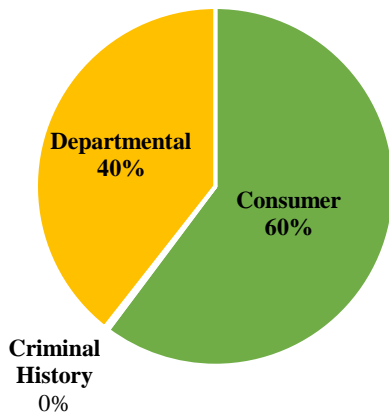
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

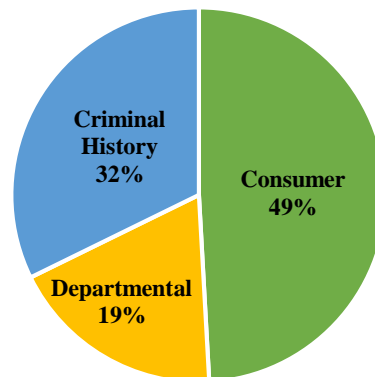
### Elevator (ELE)

Key Statistics	ELE Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	43,153	832,593
Complaints Received	335	37,043
Cases Opened	269	10,902
Cases Closed	239	10,113
Average Time to Close (days)	129.80	151.96
% of Cases Resolved Within 6 Months	74.48%	68.52%
% of Cases Resulting in Disciplinary Action	23%	21%
Open Cases Pending at End of Fiscal Year	92	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	3	204
Number of Contested Cases Heard at SOAH	1	92
Formal Case Outcomes	ELE Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	3	51
Default Orders	3	614
Agreed Orders	51	1,254
Average Penalty Assessed on Orders	\$3,509.26	\$2,092.92
Total Penalties Assessed	\$189,500	\$3,452,750
Licenses Revoked (Disciplinary)	0	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	0	358
Cases Heard in District Court	0	1
Informal Case Actions	ELE Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0	\$324,299
Warning Letters	46	1,500
Other Informal Resolutions	137	6,434
Cease & Desist Orders	0	38

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



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





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**Top 10 ELE Alleged Violations at Opening**

<b>Fiscal Year 2019</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Did not inspect equipment annually	137
Unsafe equipment still operated	117
No inspection report, fees within 30/60 days	21
Did not get annual compliance certificate	18
Did not show compliance certificate	14
Accident unreported after 24 hours	5
Engaged in dishonesty, misrepresentation or fraud	5
Did not register with Department as contractor	4
Negligent or incompetent inspection	3
No or incomplete maintenance or inspection records	3

**Top ELE Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2019</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Did not inspect equipment annually	57
Compliance with rules not ensured	2
Did not register with Department as contractor	2
Accident unreported after 24 hours	2
Did not get annual compliance certificate	1
No inspection report, fees within 30/60 days	1
No Inspection within 30 days	1