



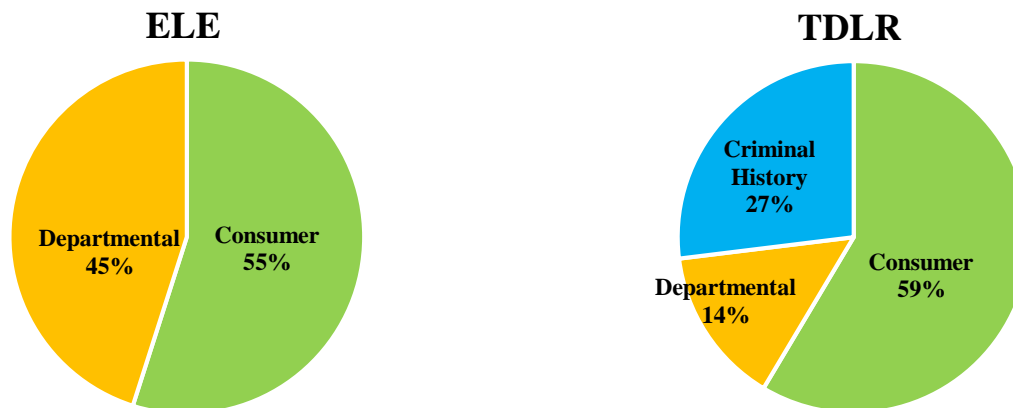
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Elevator (ELE)

Key Statistics	ELE Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	35,366	823,189
Complaints Received	265	32,683
Cases Opened	213	10,465
Cases Closed	226	9,763
Average Time to Close (days)	164.24	157.58
% of Cases Resolved Within 6 Months	68.14%	68.64%
% of Cases Resulting in Disciplinary Action	9.29%	13.48%
Open Cases Pending at End of Fiscal Year	108	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	ELE Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	4	339
Agreed Orders	17	853
Average Penalty Assessed on Orders	\$4,732.14	\$2,199.86
Total Penalties Assessed	\$99,375.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	1	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	ELE Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	38	1,615
Other Informal Resolutions	167	6,749
Cease & Desist Orders	0	46

Source of Cases Opened Fiscal Year 2020





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Enforcement Division

ELE Alleged Violations at Opening

Fiscal Year 2020	
Alleged Violation at Opening	Count
Did not inspect equipment annually	130
Unsafe equipment still operated	88
No inspection report, fees within 30/60 days	9
Negligent or incompetent inspection	4
Did not get annual compliance certificate	3
Did not show compliance certificate	3
No or incomplete maintenance or inspection records	2
Did not register with the Department as inspector	1
Door restrictors violation	1
Negligent or incompetent inspection	1
New equipment used without testing and inspection	1

ELE Violations Resulting in Disciplinary Action

Fiscal Year 2020	
Violation Resulting in Disciplinary Action	Count
Did not inspect equipment annually	16
Did not get annual compliance certificate	5
No inspection report, fees within 30/60 days	3
Unsafe equipment still operated	1
Falsifying inspection report	1
Inconsistent with ASME Code Standards	1
Accident unreported after 24 hours	1
Compliance with rules not ensured	1