



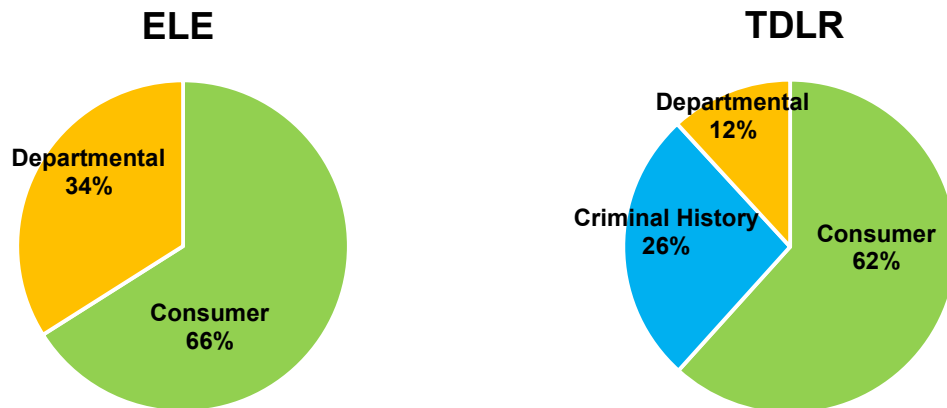
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Elevator (ELE)

Key Statistics	ELE Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	36,975	848,268
Complaints Received	238	32,655
Cases Opened	212	10,121
Cases Closed	195	9,335
Average Time to Close (days)	186.61	209.86
% of Cases Resolved Within 6 Months	63.08%	60.00%
% of Cases Resulting in Disciplinary Action	13.33%	13.41%
Open Cases Pending at End of Fiscal Year	125	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	134
Number of Contested Cases Heard at SOAH	0	67
Formal Case Outcomes	ELE Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	2	455
Agreed Orders	24	711
Average Penalty Assessed on Orders	\$1,971.15	\$2,124.56
Total Penalties Assessed	\$51,250.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	1
Informal Case Actions	ELE Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$0.00	\$192,825.53
Warning Letters	34	1,768
Other Informal Resolutions	135	6,208
Cease & Desist Orders	0	19

Source of Cases Opened Fiscal Year 2021





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Enforcement Division

ELE Alleged Violations at Opening

Fiscal Year 2021	
Alleged Violation at Opening	Count
Did not inspect equipment annually	108
Unsafe equipment still operated	92
No inspection report, fees within 30 or 60 days	27
Engaged in dishonesty, misrepresentation, or fraud	1
New equipment used without testing and inspection	1
No or incomplete maintenance or inspection records or MCPs	1
Failed to submit Continuing Education completion report	1
Negligent or incompetent elevator work	1

ELE Violations Resulting in Disciplinary Action

Fiscal Year 2021	
Violation Resulting in Disciplinary Action	Count
Did not inspect equipment annually	27
Compliance with rules not ensured	1