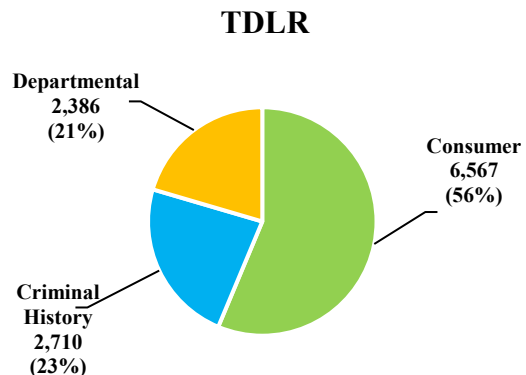
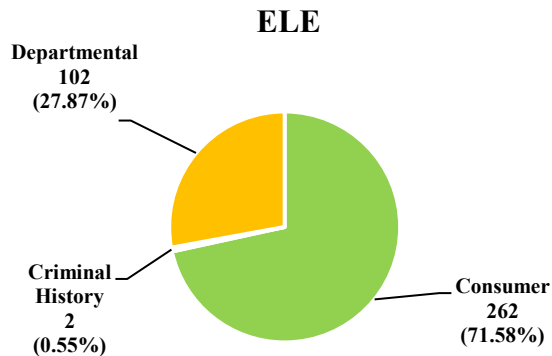


Elevator (ELE)

Key Statistics	ELE Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	41,935	890,735
Complaints Received by Source	429	64,954
Consumer complaints	310	14,098
Department initiated complaints	102	2,368
Criminal History Records reviewed for licensure	17	48,488
Cases Opened	366	11,663
Consumer	262	6,567
Departmental	102	2,386
Criminal History	2	2,710
Cases Closed	294	11,754
Average Time to Close (days)	200.97	215.79
% of Cases Resolved Within 6 Months	61.56%	57.64%
% of Cases Resulting in Disciplinary Action	10.88%	10.81%
Open Cases Pending at End of Fiscal Year	197	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	61
Contested Cases Heard at SOAH	0	30
Formal Case Outcomes	ELE Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	32	1,160
Commission Orders	0	27
Default Orders	2	384
Agreed Orders	30	749
Average Penalty Assessed on Orders	\$2,242.19	\$2,231.30
Total Penalties Assessed	\$71,750.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	0	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	182
Cases Heard in District Court	0	7
Informal Case Actions	ELE Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$0.00	\$390,011.62
Warning Letters	104	3,378
Other Informal Resolutions	158	7,108
Cease & Desist Orders	0	17

Cases Opened Fiscal Year 2022



ELE Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Did not inspect equipment annually	171
Unsafe equipment still operated	133
No inspection report, fees within 30 to 60-days	115
Did not get annual compliance certificate	6
Did not show compliance certificate	5
Negligent or incompetent elevator work	2
Did not display inspection report	2
Inconsistent with ASME Code Standards	2
No notice equipment is out of service	1
Firefighters service violation	1
No or incomplete maintenance or inspection records or MCPs	1
Did not get inspection report from inspector	1
Criminal history	1
Engaged in dishonesty, misrepresentation, or fraud	1

ELE Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
Did not inspect equipment annually	30
Did not get annual compliance certificate	3
Accident unreported after 24-hours	1