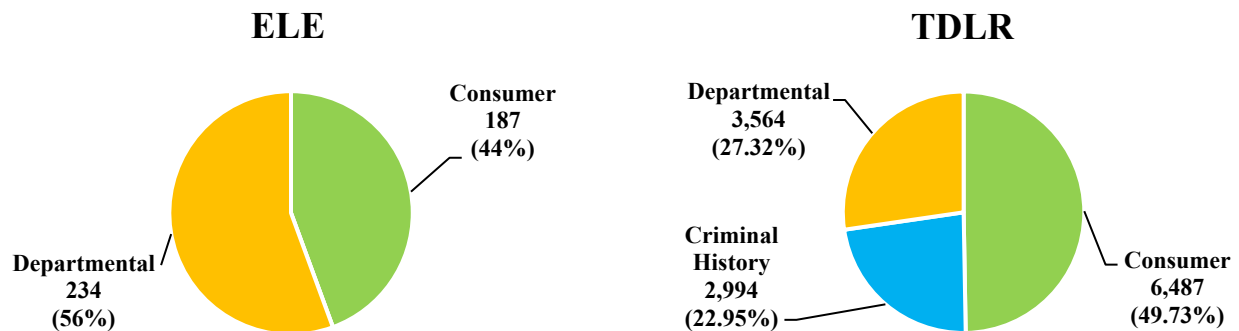


Elevator (ELE)

Key Statistics	ELE Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	533	111,084
<i>Consumer complaints</i>	245	14,240
<i>Department initiated complaints</i>	234	3,535
<i>Criminal History Records reviewed for licensure</i>	54	93,309
Cases Opened	421	13,045
<i>Consumer</i>	187	6,487
<i>Departmental</i>	234	3,564
<i>Criminal History</i>	0	2,994
Cases Closed	296	11,284
Average Time to Close (days)	214.64	215.01
% of Cases Resolved Within 6 Months	58.78%	55.52%
% of Cases Resulting in Disciplinary Action	20.61%	12.46%
Open Cases Pending at End of Fiscal Year	322	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	ELE Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	61	1,329
<i>Agreed Orders</i>	56	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	5	472
Average Penalty Assessed on Orders	\$2,139.34	\$2,217.58
Total Penalties Assessed	\$130,500.00	\$2,947,160.00
Total Penalties Collected	\$107,000.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	0	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	ELE Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	100	2,757
Other Informal Resolutions	135	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



ELE Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Did not inspect equipment annually	292
Unsafe equipment still operated	120
No inspection report or fees within 30 to 60 days	59
Did not show compliance certificate	13
Did not give notice that equipment was out of service	8
Did not get annual compliance certificate	6
Did not display inspection report	5
Equipment made into lift without notice to the Department	2
New equipment used without test and inspection	1
Owner did not comply with standard or code	1
Accident was unreported after 24-hours	1
Negligent or incompetent elevator work	1

ELE Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Did not inspect equipment annually	55
Did not get annual compliance certificate	13