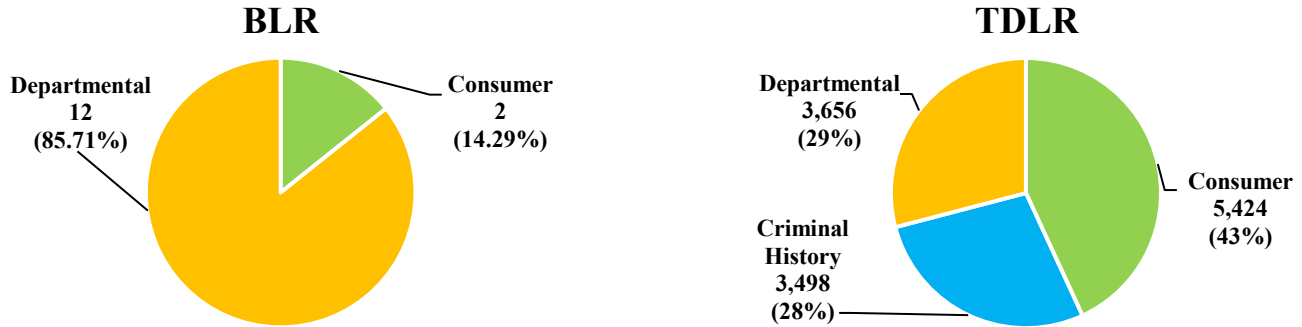


Boilers and Boiler Safety (BLR)

Key Statistics	BLR Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	37	122,942
<i>Consumer complaints</i>	12	13,669
<i>Department initiated complaints</i>	13	3,733
<i>Criminal History Records reviewed for licensure</i>	12	105,540
Cases Opened	14	12,578
<i>Consumer</i>	2	5,424
<i>Departmental</i>	12	3,656
<i>Criminal History</i>	0	3,498
Cases Closed	18	13,449
<i>Consumer</i>	1	5,511
<i>Departmental</i>	17	4,554
<i>Criminal History</i>	0	3,384
Average Time to Close (days)	346.11	199.58
% of Cases Resolved Within 6 Months	16.67%	57.67%
% of Cases Resulting in Disciplinary Action	38.89%	9.56%
% of Cases Not Resulting in Disciplinary Action	61.11%	90.44%
Open Cases Pending at End of Fiscal Year	16	7,433
Cases Referred to SOAH	0	52
Contested Cases Heard at SOAH	0	22
Formal Case Outcomes	BLR Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	7	1,287
<i>Agreed Orders</i>	6	672
<i>Commission Orders</i>	0	14
<i>Default Orders</i>	1	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	0	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$108,035.71	\$3,205.97
Total Penalties Assessed	\$756,250.00	\$3,792,665.00
Total Penalties Collected	\$749,250.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	0	110
<i>Licenses Revoked (Disciplinary)</i>	0	103
<i>Licenses Suspended (Disciplinary)</i>	0	7
Licenses Denied/Suspended/Revoked (Criminal History)	0	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	BLR Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$0.00	\$402,875.87
Warning Letters	10	4,907
Other Cases Closed without Disciplinary Actions	1	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



BLR Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Operated without certificate	13
Operated an unregistered boiler	7
Failed to have inspection	3
Failed to pay inspection fee	1
Failed to file extension with-in 3-days of expiration	1
Failed to follow code	1

BLR Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
Operated without certificate	5
Failed to file extension with-in 3-days of expiration	3
Failed to follow code	2
Failed to pay inspection fee	2
Failed to have inspection	1
Failed to comply with an order	1
No installation or data report with-in 30-days	1