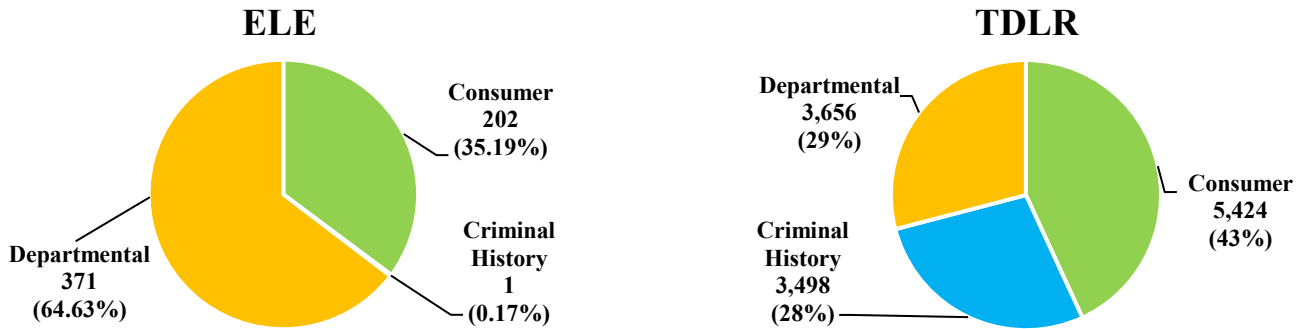


Elevator (ELE)

Key Statistics	ELE Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	736	122,942
<i>Consumer complaints</i>	343	13,669
<i>Department initiated complaints</i>	371	3,733
<i>Criminal History Records reviewed for licensure</i>	22	105,540
Cases Opened	574	12,578
<i>Consumer</i>	202	5,424
<i>Departmental</i>	371	3,656
<i>Criminal History</i>	1	3,498
Cases Closed	527	13,449
<i>Consumer</i>	253	5,511
<i>Departmental</i>	273	4,554
<i>Criminal History</i>	1	3,384
Average Time to Close (days)	213.53	199.58
% of Cases Resolved Within 6 Months	60.15%	57.67%
% of Cases Resulting in Disciplinary Action	10.82%	9.56%
% of Cases Not Resulting in Disciplinary Action	89.18%	90.44%
Open Cases Pending at End of Fiscal Year	369	7,433
Cases Referred to SOAH	0	52
Contested Cases Heard at SOAH	0	22
Formal Case Outcomes	ELE Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	57	1,287
<i>Agreed Orders</i>	53	672
<i>Commission Orders</i>	0	14
<i>Default Orders</i>	4	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	\$2,451.75	\$3,205.97
Total Penalties Assessed	\$139,750.00	\$3,792,665.00
Total Penalties Collected	\$112,250.00	\$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	ELE Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$0.00	\$402,875.87
Warning Letters	211	4,907
Other Cases Closed without Disciplinary Actions	259	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



ELE Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Failed to inspect equipment annually	418
Unsafe equipment still operated	103
No inspection report, fees with-in 30- to 60-days	84
No notice of equipment out of service	36
Failed to get annual compliance certificate	14
Failed to report accident after 24 hours	3
Negligent or incompetent elevator work	3
Failed to show compliance certificate	1
Criminal history	1
No verification that deficiencies were fixed	1
New equipment used without test and inspection	1
Negligent or incompetent inspection	1
Compliance with the rules not ensured	1

ELE Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
Failed to inspect equipment annually	54
No inspection report, fees with-in 30- to 60-days	4
Refused or interfered with inspection or investigation	2
Failed to show compliance certificate	1
Owner failed to comply with standards or codes	1
New equipment used without a test and inspection	1
Failed to get annual compliance certificate	1