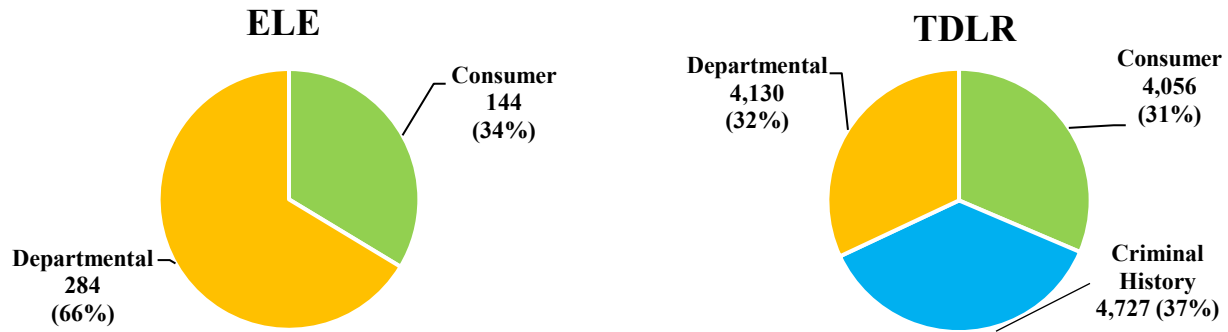


## Elevator (ELE)

Key Statistics	ELE Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	44,217	1,019,176
<b>Complaints Received by Source</b>	<b>746</b>	<b>134,663</b>
Consumer complaints	436	12,216
Department initiated complaints	285	4,096
Criminal History Records reviewed for licensure	25	118,351
<b>Cases Opened</b>	<b>428</b>	<b>12,913</b>
Consumer	144	4,056
Departmental	284	4,130
Criminal History	0	4,727
<b>Cases Closed</b>	<b>461</b>	<b>12,694</b>
Consumer	72	4,467
Departmental	389	3,487
Criminal History	0	4,740
<b>Average Time to Close (days)</b>	<b>192.99</b>	<b>206.68</b>
% of Cases Resolved Within 6 Months	67.68%	64.46%
% of Cases Resulting in Disciplinary Action	12.80%	12.94%
% of Cases Not Resulting in Disciplinary Action	87.20%	87.06%
<b>Open Cases Pending at End of Fiscal Year</b>	<b>336</b>	<b>7,651</b>
Cases Referred to SOAH	0	133
Contested Cases Heard at SOAH	0	62
Formal Case Outcomes	ELE Fiscal Year 2025	TDLR Fiscal Year 2025
<b>Final Orders</b>	<b>59</b>	<b>1,643</b>
Agreed Orders	58	918
Commission Orders	0	20
Default Orders	1	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	0	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$2,124.15	\$3,095.17
<b>Total Penalties Assessed</b>	<b>\$125,325.00</b>	<b>\$4,769,650</b>
<b>Total Penalties Collected</b>	<b>\$128,325.00</b>	<b>\$1,783,085</b>
<b>Total Disciplinary Suspensions and Revocations</b>	<b>0</b>	<b>171</b>
Licenses Revoked (Disciplinary)	0	162
Licenses Suspended (Disciplinary)	0	9
Licenses Denied/Suspended/Revoked (Criminal History)	0	206
Restricted Licenses Granted	0	4
<b>Enforcement cases that resulted in District Court Filing</b>	<b>0</b>	<b>5</b>
Other Case Actions	ELE Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$0.00	\$808,739.25
Other Cases Closed without Disciplinary Actions	46	4,993
Informally Resolved	120	526
Insufficient Evidence	48	2,516
Warning Letters	188	2,939
Withdrawn by Complainant	0	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

### Cases Opened Fiscal Year 2025



### Top ELE Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Failed to inspect equipment annually	338
Unsafe equipment still operated	76
Did not file inspection report, and/or fees within 30 or 60 days	43
Did not give notice equipment out of service	12
Failed to display inspection report	3
Failed to get annual compliance certificate	3
Accident unreported after 24 hours	3
Failed show compliance certificate	2
Was not consistent with ASME Code of Standards	2
Failed to inform Department about unsafe equipment	2

### ELE Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Failed to inspect equipment annually	57
Did not file inspection report, and/or fees within 30 or 60 days	3
Refused or interfered with inspection or investigation	1
No or incomplete maintenance or inspection records or MCPs	1