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ANNUAL REPORT ON WAGE AND HOUR COMPLAINTS AND VIOLATIONS IN 2024

Maine Department of Labor

Bureau of Labor Standards

Wage and Hour Division

February 2025

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Executive Summary

The Maine Department of Labor's Wage and Hour Division provides an overview of wage and hour complaints and violations reported in 2024, as required by 26 MRS § 673. The Bureau of Labor Standards continues to work towards compliance in the workplace.

Key Developments and Process Enhancements

Several procedural changes were implemented in 2024 to improve complaint processing, enforcement, and compliance monitoring. One of the most significant advancements was the introduction of a **triage system**, designed to filter and assess complaints before assigning them for investigation. This resulted in better allocation of Bureau assets toward compliance. Additionally, a **conciliation process** was established to expedite the resolution of minor violations, reducing the number of cases requiring full investigations.

A new **online complaint reporting system** was launched mid-year, ensuring that all complaints were systematically logged and evaluated. This system standardized complaint intake and improved tracking.

Overview of Complaints and Investigations

In 2024, a total of **581 cases** were reported, with **277 assigned for formal investigation**. The increase in reported complaints is attributed to the enhanced complaint intake system and expanded accessibility through online reporting. Investigators focused almost exclusively on formal complaints, as opposed to prior years when non-complaint inspections were sometimes conducted.

Of the reported cases:

- **101 cases** resulted in confirmed violations.
- A total of **7,817 individual violations** were recorded across various statute sections.

The **food service, healthcare, and retail industries** were among the most frequently cited sectors, reflecting ongoing concerns regarding wage payments, overtime violations, and record-keeping compliance.

Wages Owed and Recovered

Ensuring that workers receive their rightful earnings remains a top priority for the Bureau. In 2024, investigations determined that:

- A total of **\$1.7 million** in wages was owed to **820 workers**.
- Of this amount, the Bureau has confirmed that **\$225,200** was successfully recovered.
- As a result of a 2024 change to Title 26 §53 **Liquidated damages of \$31,287** and **interest payments of \$2,569** were collected.

While significant progress was made, the gap between wages owed and wages recovered highlights the need for continued collection efforts. In cases of repeated non-compliance, the Bureau has begun working with the Attorney General's office to enhance wage recovery through legal collection processes.

Penalties and Enforcement Actions

The strengthened enforcement mechanisms introduced in late 2024 have led to an increase in penalties assessed against non-compliant employers. Key findings include:

- **88 cases** were subject to penalties, totaling **\$1.9 million** in fines.
- The most common violations leading to fines involved **failure to pay wages on time, inadequate record-keeping, and child labor infractions**.
- While **\$75,517 in penalties** had been paid by year-end, collection efforts are ongoing.

To expedite certain cases, the Bureau began using **Notice of Wage Claim Letters in 2025** as an enforcement tool, requiring employers to either comply or formally contest violations.

Industry-Specific Trends

Violations varied by industry, with the **accommodation and food services sector** accounting for the highest number of complaints and violations. Specific industry trends include:

- **224 complaints** in the food service industry, with **90 confirmed violations** and **\$1.08 million in wages owed**.
- **165 complaints** in the healthcare and social assistance sector, particularly in **home health care**, where **\$435,779 in wages was owed**.
- Other high-risk industries included **construction, retail, and administrative services**.

Given these findings, the Bureau will prioritize **outreach and education efforts** in industries with high non-compliance rates.

Planned Initiatives for 2025

Looking ahead, the Bureau is committed to enhancing its outreach and education capabilities and improving accessibility for both workers and employers. Key initiatives include:

- **Expanding capabilities** to recover unpaid wages more efficiently.
- **Implementing Notice of Wage Claim Letters** to encourage early compliance and reduce investigation times.
 - **Improving web content and employer guidance** to reduce unintentional violations.
- **Translating the online complaint system** into multiple languages to enhance accessibility for non-English speakers.
- **Partnering with Brandeis University** to develop predictive models for identifying high-risk employers and industries.
- **Expanding the reach and scope of education offerings and opportunities for workers and the business community.**

Conclusion

The Bureau of Labor Standards remains dedicated to ensuring fair labor practices for businesses and protecting Maine workers. The implementation of new enforcement tools and complaint processing improvements in 2024 marked a significant step forward in labor law compliance. While challenges remain, particularly in wage recovery and employer accountability, the Bureau is confident that ongoing enhancements will lead to more effective enforcement and better outcomes for workers and businesses across the state.

This report serves as a tool in identifying labor law trends and shaping future policy and enforcement strategies. The Bureau will continue working closely with stakeholders to refine processes and strengthen protections.

Introduction

The Maine Department of Labor is presenting this report in accordance with 26 MRS § 673, §673-A, §628, and §637.

The Bureau's goal is to ensure workers are paid fairly and accurately and employers understand their obligations regarding Maine's labor laws and how to comply with those laws. The Bureau provides outreach and education to businesses and workers through public classes, presentations, and guidance available on the website.

The organization of this year's report is to first discuss changes that have been made and those proposed or in the works. Then provide an overview of significant data in the process. And then look into details about the violations and penalties imposed. Lastly we report on Earned Paid Leave, Equal Pay and Overtime cases in lieu of separate reports for each of these.

One feature of every case in a management system is the complexity of the paths and outcomes and the dynamic nature of the cases and components. Numbers alone don't tell the whole story. That is compounded by changes in the process and by individual ways the process is executed and recorded. These are all issues the Bureau is working on and attempting to improve through documentation and standardization.

The data in this report was from a snapshot taken on January 6, 2025, and excludes cases reported after 12/31/2024 and information entered after that date.

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ANNUAL REPORT ON WAGE AND HOUR COMPLAINTS AND VIOLATIONS in 2024

Outreach and Education

Knowledge and awareness of laws and regulations help individuals make informed decisions about their work. Educating workers and employers is important to upholding Maine's labor laws. The Department's outreach and education work is part of strategic enforcement, which uses the resources and tools at our disposal as effectively as possible to increase compliance with the law. It efficiently and effectively uses limited resources to better protect workers and level the playing field for both workers and employers who are following the law.

In 2024, the Bureau connected with communities and employers through outreach and education events across the state. These events included 21 Wage and Hour Compliance Classes that reached about 430 attendees. Additionally, staff presented to various community and business groups and connected with businesses and workers through community and business events. There were also four listening sessions held jointly with the National Federation of Independent Businesses about how we can better connect with and support compliance in small businesses.

Changes

Changes in 2024

In 2024, the Department revamped some of its processes in an effort to increase the effectiveness of both its preventative and enforcement methods. These processes included how we receive complaints and assign and follow-up on cases.

Online Report Form: Complaints were coming into the system in a variety of ways, often missing information important to the triaging process and toward resolving or contacting the worker or employer. In June the Bureau implemented an online report form for complaints and started entering all of them into the case management system. The form identifies what is required information, standardizes the information requested, and creates an online means for determining and triaging a complaint. To track the outcomes and measure the time these took to resolve, the Bureau began adding all into the case management system, a change from past years. Complaint Case volume in the tracking system increased because of this, whereas before some were not included until it was clear there was jurisdiction. A new version of this form was implemented in late January 2025. This version should improve the guidance, filtering and necessary information. We will continually evaluate and update the process as needed.

Increased Consequences: In prior years, the Department had limited ability to enforce the payment of wages or to collect penalties. Despite findings where workers were not paid the wages they had earned, these cases were sometimes never resolved. The workers were financially hurt, as were the law-abiding competitors of the businesses in question. By not paying wages that were earned, the business unfairly has a lower cost of operation and an unfair advantage funded by their workforce.

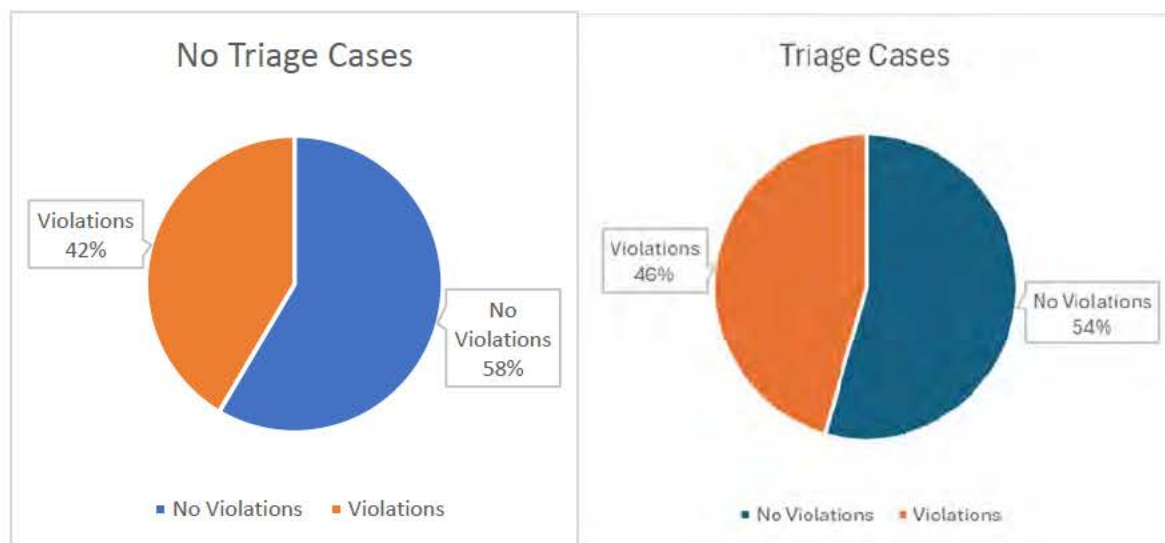
Public Law 2023, c.651 was enacted in April 2024, authorizing the Department to collect unpaid wages, liquidated damages, and interest, in addition to the penalties. Further, the Legislature approved the Department's provisional Chapter 9 Rule amendments, which were formally adopted in October 2024. As a result of this change, we are including data for liquidated damages and interest. The Bureau believes these changes will further underscore the importance of complying with the law, more so than simply getting caught and paying what should have been paid in the first place.

Listening Sessions: In joint sponsorship with the Maine Chapter of the National Federation of Independent Businesses (NFIB), the Bureau began holding listening sessions with businesses in 2024. These sessions are aimed at learning how businesses would like to receive information on existing law and law changes. The sessions so far have identified several needs and gaps in how we provide guidance on the website and deliver information.

Filtering and Triage: The Department received over 15,000 inquiries regarding workplace issues in 2024. One major task is determining which are under the jurisdiction of the Wage and Hour Division and are actionable. In December 2023 Division management added a triage process to classify cases for action. Actions range from clarifying the law with the complainant and advising them of other resolution options to assigning the case for investigation.

Conciliations: Another possible action coming from the triage process is conciliation, used when cases can be quickly resolved with minimal department intervention. Conciliations began more frequently in 2023 and became a more well-defined process by the end of 2024. With the success of this process, we are expanding going forward to include Notice of Wage Claim Letters, mentioned in the next section.

What is the result? If we look at cases that have closed over 2022 through 2024, the data does seem to show that more violations are found with the triage process in place. Looking at cases that have closed under the triage system versus those before, we find a higher proportion of cases with violations, 46% with triage versus 42% without. This is a desirable outcome as it means we are using department resources more effectively and reducing unnecessary investigations. However, the process is new and still being refined.



Future actions

Improved Web Organization and Content: Related to the listening sessions, the Bureau will revise and improve its web content to make it more easily accessible and understandable. This includes clarification of when businesses are exempt from certain employment laws, but not others.

Non-response and non-payment Collections: Some employers who were found to have violated employment laws refuse to pay wages and penalties owed or do not respond. The Bureau will identify these cases and work with resources at the Attorney General's office that have expertise in dealing with collections.

Standardized Explanations: This is a project to create plain-language content to explain the roughly 100 laws that the Bureau enforces. The goal is to better explain the laws, the employer requirements, and worker rights. Updated explanations will be used in outreach and education as well as conciliation and enforcement.

Notice of Wage Claim Letters: For cases that appear to include a violation that is specific and clear, the Department is beginning to issue Notice of Wage Claim Letters. The letters are intended to provide information on the possible violation and the opportunity to correct the issue. While the letter is based solely on information from the complainant, it also will request that the employer reach out to an inspector if they disagree. This change will hopefully result in earlier compliance and fewer misunderstandings of what the law is and what is required to close out the issue without a more involved intervention. This has been implemented in early 2025.

Strategic Enforcement: With the use of conciliation and Notice of Wage Claim Letters, the Department's inspection staff can increase focus on strategic enforcement and proactive prevention work. The Department has partnered with a team from Brandeis University and the State of New Jersey on a project to increase the effectiveness of investigations. Maine represents small states in the project, while New Jersey represents large states. The goal of the project is to develop data models and processes that will help focus our resources in areas with the largest violation rates.

Education and outreach: As a result of feedback the bureau is looking for opportunities to better educate and train employers to avoid non-compliance issues.

The Complaint Process

As required by the statute, this report focuses mainly on Wage and Hour complaints and their resulting violations. The following paragraphs will outline the Department's process for handling complaints.

At every step, there is a process to screen the queries that make it into the formal complaint process to be sure that investigation resources are focused on the likelihood of finding actionable violations. Most complaints start with phone calls or emails to the Department of Labor. Some are determined not to be covered by Wage and Hour statutes and are explained or referred to other agencies. Others are quickly and easily answered before becoming complaints.

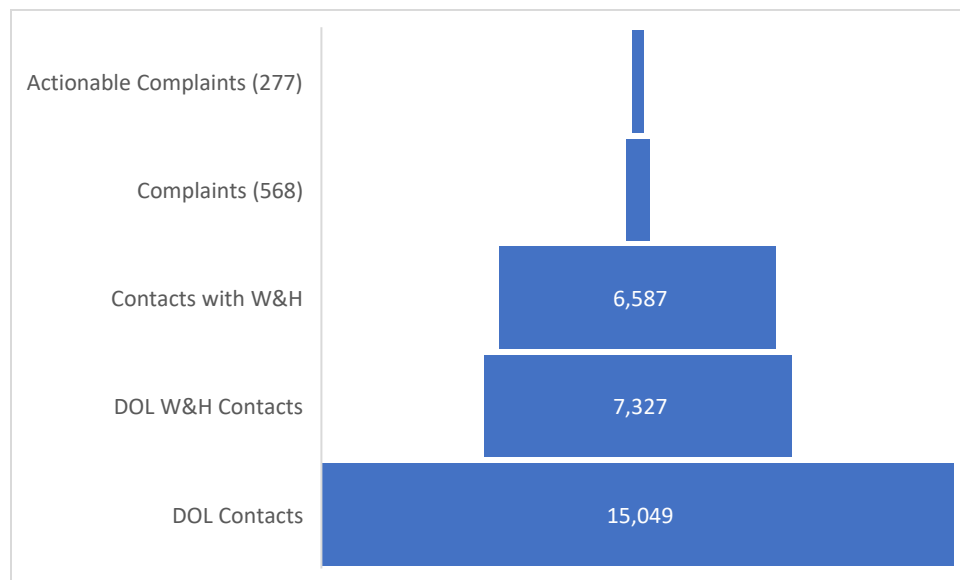
Of the approximately 15,049 calls and emails that DOL received in 2024, 7,327 involved facets of the Labor Standards, Wage and Hour Division services. The Department's Customer Service Unit, which serves as the initial contact for the public, was able to answer some of the questions up front. In doing so they reduced the number of requests that went to the Wage and Hour Division. As a result, the

inspectors screened 6,587 queries: 5,281 calls and 1,306 emails. Of those, 568 were determined to be actionable complaints based on:

- Is the Maine Wage and Hour Division the best agency to deal with the issue?
- Does the complaint involve child labor?
- How many workers are likely affected?
- How often is the violation occurring?
- How much in wages may be owed?
- How deeply is the worker likely to be affected by the loss?
- Is private right of action an option?

After further evaluation of those, 277 cases were determined to require inspector intervention and were assigned. The intervention is monitored and if the initial intervention fails or the inspector finds major differences in the expectations, it may be reassigned to a higher intervention level. Over time the above criteria and the priority categories have been refined.

Figure 1: Complaint Filtering



Complaints Reported in 2024

This section of the report shows where cases that came in during 2024 are in the resolution process as of January 5, 2025. The next section will better illustrate work done in 2024 to cases that came in before that time. As such in this section, you will see a higher proportion of cases in their earlier stages.

Open cases are ones that were reported in 2024 and where the inspector has not yet been assigned, or the inspector has not yet started the investigation. There are a larger number of these than usual as the Bureau was just starting the conciliation initiative and holding some cases for that quicker process.

Closed-Not Applicable are cases reported in 2024 where it was determined (usually at the start of the process but sometimes at any other point) that the situation was not best resolved by the Bureau. The claimant may not be cooperating or in touch, might be referred to another agency, or given instructions

on how they might self-help through private right of action or by requesting resolution from the employer. It is also possible that, after looking into the issue, there is no law that applies.

Assigned cases are those reported in 2024 that are in the investigation process. This table does not include cases reported in earlier years still in the investigation stage.

Abatement cases are those where the investigation ended, violations were found, wages may be owed and penalties assessed, but the resolution is not complete. These may extend for lengthy periods if there are appeals and negotiations. It is possible some of these cases may extend into years but in this table are ones that came in in 2024 and were at that stage at the end of 2024. There may be cases in the group that are final action, unresolved.

Closed cases are those that came in in 2024 and are resolved, the issue is corrected, wages owed are paid, and penalties assessed are paid.

Table 1: Cases Reported in 2024

Item	Open	Closed - Not Applicable	Assigned	Abatement	Closed	Total
All Cases	45	239	104	33	160	581
Complaints Cases Reported	43	238	104	32	151	568
Complaint Cases Assigned	1	-	101	32	143	277
Cases found in Violation	-	-	-	32	69	101
Violation Occurrences				7,694	123	7,817
Cases With Wages Owed	-	-	3	25	57	85
Workers Owed			3	278	60	341
Wages Owed			\$7,286	\$1,169,469	\$37,594	\$1,214,350
Cases Wages Paid	-	-	3	12	55	70
Workers Paid	-	-	3	53	57	113
Wages Paid			\$4,046	\$67,280	\$32,257	\$103,582
Liquidated Damages Paid*			\$0	\$13,795	\$829	\$14,623
Interest Paid*			\$0	\$2,561	\$8	\$2,569
Cases with Penalties Assessed				22	4	26
Penalty Amount				\$996,969	\$2,629	\$999,598
Cases with Penalties Paid				1	4	5
Penalties Paid**				\$50,000	\$2,629	\$52,629

*Liquidated Damages and Interest were started in October of 2024 with the new Chapter 9 Rules and are a new addition.

**There are a few situations where penalties are being paid on a time payment plan and the amounts are brought forward to the latest payment with each payment. The penalties table reports the payments in the appropriate years collected.

Complaints Work 2022-2024

As the Bureau works on the cases in the first table above that came in in 2024, it is also working on cases that came in before 2024 and this data includes that work and compares it to other years.

Table 2: Case Progression, 2022-2024

Item	2022	2023	2024	Total
Reported				
All Cases Reported	480	594	581	1,655
Complaint Cases Reported	283	286	568	1,137
Complaint Cases Assigned	175	229	277	692
Investigation Closed				
Investigations Closed	169	222	211	602
Cases found in Violation	82	123	115	320
Violation Occurrences	6,250	9,536	11,072	26,858
Back Wages were Assessed				
Cases With Wages Owed	78	101	159	338
Workers Owed	291	656	820	1,767
Wages Owed	\$239,760	\$1,075,358	\$1,744,683	\$3,059,801
Back Wages Were Paid				
Cases Wages Paid	69	107	80	256
Workers Paid	402	733	203	1,338
Wages Paid	\$125,725	\$866,722	\$225,200	\$1,217,647
Liquidated Damages Paid*	\$0	\$0	\$31,287	\$31,287
Interest Paid**	\$0	\$0	\$2,569	\$2,569
Penalties Assessed				
Cases with Penalties Assessed	6	22	88	116
Penalty Amount	\$20,430	\$155,120	\$1,898,877	\$2,074,427
Penalties Paid**				
Cases with Penalties Paid	4	15	21	40
Penalties Paid**	\$24,955	\$51,670	\$75,517	\$152,142

*Liquidated Damages and Interest were started in October of 2024 with the new Chapter 9 Rules and are a new addition.

**There are a few situations where penalties are being paid on a time payment plan and the amounts are brought forward to the latest payment with each payment. The penalties table will report on the payments in the appropriate years collected.

Cases Reported

The **All Cases Reported** number includes non-complaint cases that were assigned by the central office for a focused inspection and situations where the inspector visited establishments because they were already in the geographic area investigating other cases. In 2024 the number of on-site visits not related to a particular complaint decreased because the number of complaint cases increased.

As seen in Table 2, complaint cases went up significantly in 2024. This is because of the entry of all complaint submissions coming in through the triage and web complaint processes. Previous to these changes, complaints were not entered into the case management system unless they were assigned to an inspector. The triage process was implemented in late 2023 and this is the first full year reporting with its use. There are also additional submissions as a result of the web portal process which was implemented in June 2024. While the complaint cases reported almost doubled in 2024, the cases that were assigned to inspectors increased by only 21%. There were 277 investigations started in 2024.

In 2024, the use of conciliation as a resolution tool was expanded. Conciliation is used in cases where the triage group believes the complaint can be quickly resolved. Typically, these involve a single worker and situation. Of the 277 complaint cases assigned in 2024, 120 were initially assigned to this process for resolution. If after that process the case is unresolved, the case may be assigned to a formal investigation. Of the 120 conciliation cases, 99 were resolved successfully and 21 were assigned.

Investigations Closed

Eleven fewer investigations ended in 2024 than in 2023. We anticipate resolving cases faster with the new triage process and shortened conciliation process started at the end of the year. While the number of cases where violations were found went down in 2024, the number of violations identified went up. This is indicative of the size and complexity of the cases. The number of violations is influenced by factors such as the number of workers involved, the number of days the violations occurred, and the number of pay periods involved.

Wages Owed

The amount of wages owed to the worker is identified through the investigation process. This is the data as of when the investigation phase ends, and a citation letter is issued. A larger number of cases, 159, reached that point in 2024, with 820 workers owed wages amounting to \$1.7 million. At this point the employer may appeal the number of violations and amounts might decrease as a result. In future reports, Back Wages assessed will include liquidated damages and interest. This was a change implemented in October 2024.

Wages Paid

These numbers represent the amount of wages for which employers have submitted proof of payment. Sometimes this is immediately after an employer has been cited. In other cases, proof of payment may not be submitted until after the appeal process is complete. In some cases, neither employers nor complainants provide follow-up confirmation, which is not a statutory requirement. While the Department does make attempts to obtain this information, if neither party responds to the requests we have no further course of action.

There were three cases with substantial wages paid listed on our violations page in 2023 and 2024:
www.maine.gov/labor/bls/whv2023.

State Energy Partners LLC (2023)

Dignity Care LLC (2024)

Hidden Cove Brewing Co (2023)

Starting with October 2024, Wages Paid includes liquidated damages and interest paid. In 2024, there was \$31,287 paid as liquidated damages and \$2,569 paid as interest.

Penalties Assessed

In 2024, 88 cases were assessed penalties. The penalties assessed amounted to almost \$2 million. The increase in penalties assessed from 2023 to 2024 is due to changes in the Department's Chapter 9 Rules Governing Administrative Civil Money Penalties for Labor Violations. Before 2024, penalties were assessed at the lowest penalty range in the statute and then multipliers were applied for severity, history of previous violations, repeat violations, and willful violations. An adjustment was then applied for factors such as good faith and employer size. This would result in a smaller penalty that proved to have little deterrent effect. To increase the deterrent effect, changes were made in 2024 to the Chapter 9 Rules. The increased penalties and other conditions, including requirements to attend Wage and Hour Compliance classes, have increased awareness among employers and will hopefully lead to reduced violations in the future.

Penalties Paid

As with wages owed, penalties can be appealed and reduced and, as a result, take longer to be finalized and paid. In 2024, 21 cases paid their penalties in the amount of \$75,517. We believe that next year we will see an increase in penalties collected, reflecting the new penalty structure which was only in place after October 2024.

Cases Closed 2022-2024

Cases close when all wages are paid, and all penalties are paid. Unfortunately, some cases never fully close, but they do reach what the law refers to as "final bureau action" which is when employers have exhausted timing for any appeals and the cases appear on our website. Cases Closed are cases resolved. Cases Closed-Unresolved are final action cases that still have unpaid wages and/or penalties. (These cases may have come in any time in the past, before any of these years.) Of the Closed cases in 2024, 160 involved cases that were opened and closed in the same year. The remaining 120 cases were closed from prior years.

Table 3: Cases Closed 2022-2024

Year	2022	2023	2024	Total
Closed	166	150	280	596
Closed Unresolved		2	3	5
Total	166	152	283	601

The Bureau continues to try to streamline and standardize its complaint investigation process to minimize the times within and in between the stages. The Bureau is working to increase efficiency and reduce the timeline for investigations

To address the internal Bureau delays, it is developing procedure manuals with detailed instructions on how to enter and process cases. This will become the basis for programming changes to the case management system that will better track and move the cases. This is not trivial where cases take on so many paths depending on the findings and interactions with the outside parties.

Other backlogs occur with collections and the Bureau has identified a resource at the Attorney General's Office dedicated to processing legal collections.

Statute Sections Violated and Number of Violations

The following table is a summary of all cases that reached final bureau action in 2024. A case reaches final bureau action when the employer takes one of the following actions or inactions:

- Employer pays the outstanding wages, liquidated damages and interest owed, and pays the assessed penalties; or
- Enters into a settlement agreement with the bureau; or
- Exhausts all appeals; or
- Takes no action to appeal the notice of violation within 15 calendar days.

Note that the number of violations is affected by the number of workers, the number of pay periods, or the number or times the violation occurred during the period investigated.

Table 4: Cases and Number of Violations, by Violation Category and Statute Section Cases reported in 2022 through 2024

Violation Type / Citation	# of Cases *	# of Violations
Child Labor		
26 MRS §771 Minors Under 14 Years of Age	4	35
26 MRS §772 Hazardous Occupations	3	4
26 MRS §773-A (1) Minors Under 16 years of age - Prohibited Businesses	1	160
26 MRS §774 (1) Restricted Hours - Minors 16 & 17 years of Age	3	18
26 MRS §774 (2) Restricted Hours - Minors Under 16 years of Age	8	265
26 MRS §774 (2)(E) No More Than 6 Days - Under 16 years of Age	2	7
26 MRS §774 (3) Work During School Hours	1	16

Violation Type / Citation	# of Cases *	# of Violations
26 MRS §774 (7) Record of work hours of minors.	11	112
26 MRS §775 Work Permit	10	217
Child Labor Total	19	834
Records		
26 MRS §622 Records	72	10,940
26 MRS §665 (1) Pay Statement	31	769
26 MRS §665 (1) True and Accurate Records	28	3,138
Records Total	92	14,847
Wages		
26 MRS §591-A Employee Misclassification	19	228
26 MRS §621-A (2) Regular payment required	6	71
26 MRS §621-A (5) Change in Rate of Pay	5	26
26 MRS §621-A Timely and Full Payment of Wages	204	3,758
26 MRS §626 Cessation of Employment	20	21
26 MRS §635 Overcompensation	2	4
26 MRS §639 Wage Theft Remedies	1	1
26 MRS §663 (5) Wages	2	2
26 MRS §663 (K) Salary Exempt	8	189
26 MRS §664 (1) Minimum Wage	29	1,019
26 MRS §664 (2) Tip Credit	6	22
26 MRS §664 (2) Tips - Property of Employee	12	539
26 MRS §664 (3) Overtime Rate	50	1,138
26 MRS §664 (4) Compensatory Time Agreements	1	1
Wages Total	237	7,019
Workplace Rights		
26 MRS §42-B (3) Employer to Post Notice	1	1
26 MRS §598-A Prospective employee's social security number	1	1
26 MRS §599-A Noncomplete agreements (4) Disclosure; notice	1	1
26 MRS §600-A (2) Criminal history record information; employment application	2	2
26 MRS §601 Rest Breaks	2	6
26 MRS §604 Nursing Mothers in the Workplace	1	8
26 MRS §628 Equal Pay	2	7
26 MRS §629 Unfair Agreements	27	378
26 MRS §629-B Employee Health Benefit Plans	1	16
26 MRS §630 Written statement of reason for termination	2	19
26 MRS §631 Employee right to review personnel file	4	187

Violation Type / Citation	# of Cases *	# of Violations
26 MRS §637 Earned Paid Leave (2)	5	6
26 MRS §637 Earned Paid Leave (3) Accrual	3	97
26 MRS §637 Earned Paid Leave (4) Rate	2	2
26 MRS §672 Unfair Contracts	7	278
26 MRS §807 (1) Workplace Posting - Sexual Harassment	2	2
26 MRS §807 (2) Sexual Harassment - Annual Notice	3	95
26 MRS §807 (3) Sexual Harassment Training - New Employees	2	2
26 MRS §839 Whistleblower's Protection Act - Poster	1	1
Workplace Rights Total	51	1,109
Grand Total	282	23,809

*Will not add to the total because some cases had violations in multiple statute sections.

The most common type of violation involves maintaining any and / or adequate time and payment records. About one-third (92) of the 282 cases had this violation in the period with over half (14,847) of the 23,810 violations. Without adequate records, compliance with wages and overtime is not possible to determine. It is not a coincidence that the second most common violation is related. The second most common type of violation involves the timely and full payment of wages as required by 26 MRS section 621-A, which was found in almost 85% (238) of the 282 cases investigated. Each time the employer failed to pay wages to an employee on the established pay date is counted as a separate violation, resulting in 7,020 violations.

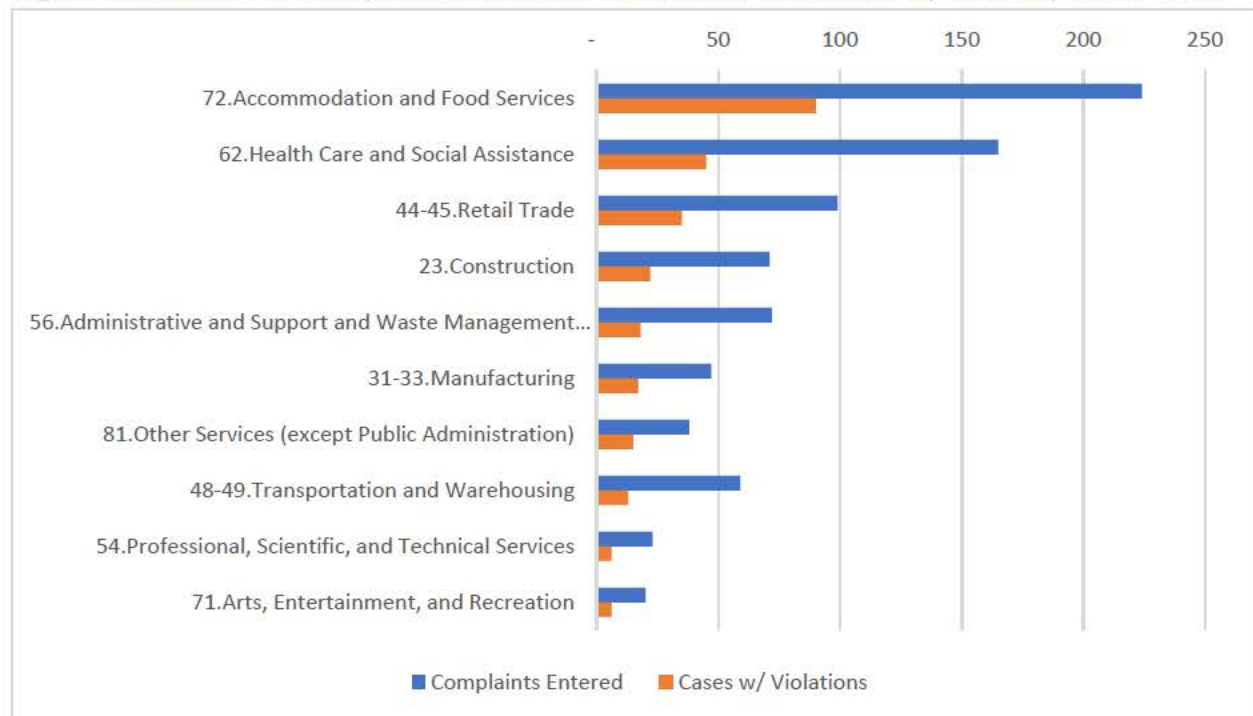
While violations involving child labor appear relatively few, they are the most serious in nature and require immediate resolution. Keeping our youth safe on the job is our highest priority, and these complaints are always the top priority for investigations.

Complaints and Violations by Industry 2022-2024

The ten industries with six or more complaint cases in this period are illustrated in Figure 2 below and listed in the table below, ordered by number of inspections.

The industry group generating the most complaints, violations and affecting the largest number of workers was Accommodation and Food Services, with 224 complaints cases, 90 with violations and 588 workers owed wages. Second was the Health Care and Social Assistance industry group with 165 complaints, 45 inspected, and 375 workers owed wages.

Figure 2: Number of Complaint Cases and Cases with Violations, by Industry 2022-2024

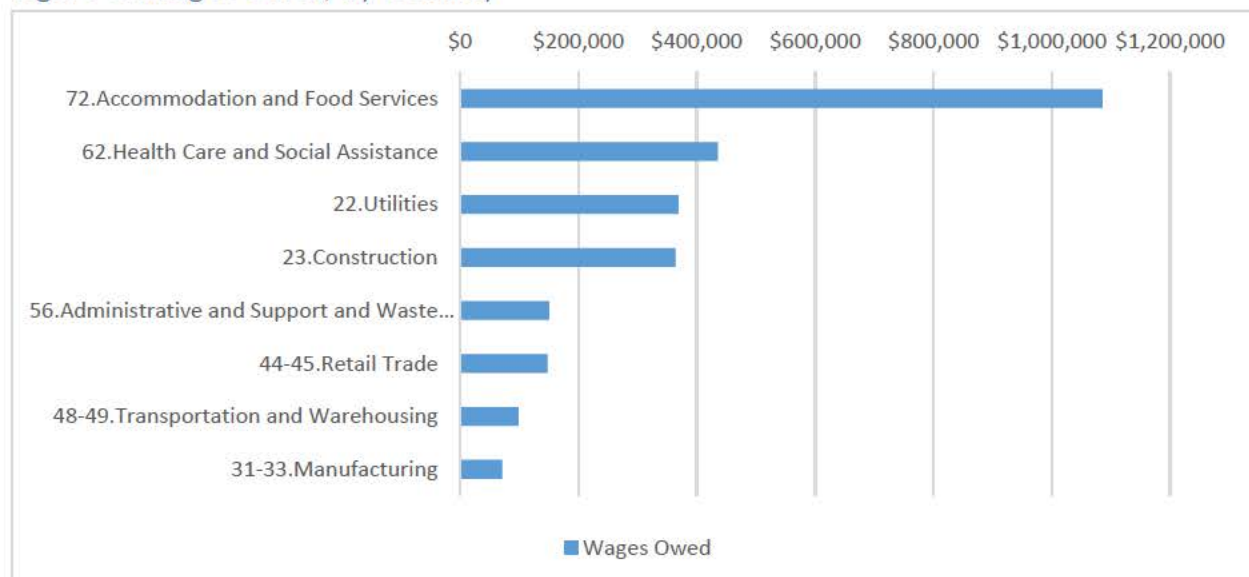


Industry Group	Complaints Entered	Cases w/ Violations	Number of Violations	Workers Owed	Wages Owed
72.Accommodation and Food Services	224	90	9,318	588	\$1,085,747
62.Health Care and Social Assistance	165	45	2,280	375	\$435,779
44-45.Retail Trade	99	35	2,057	105	\$147,455
23.Construction	71	22	2,751	137	\$363,990
56.Administrative and Support and Waste Management and Remediation Services	72	18	580	51	\$150,723
31-33.Manufacturing	47	17	454	106	\$70,882
81.Other Services (except Public Administration)	38	15	3,291	37	\$47,695
48-49.Transportation and Warehousing	59	13	574	25	\$98,547
54.Professional, Scientific, and Technical Services	23	6	222	11	\$14,824
71.Arts, Entertainment, and Recreation	20	6	278	7	\$8,861
11.Agriculture, Forestry, Fishing and Hunting	18	5	178	5	\$4,404
42.Wholesale Trade	24	5	52	1	\$1,817

Industry Group	Complaints Entered	Cases w/ Violations	Number of Violations	Workers Owed	Wages Owed
53.Real Estate and Rental and Leasing	12	5	18	7	\$12,390
61.Educational Services	31	4	667	7	\$4,558
22.Utilities	8	3	759	112	\$369,150
21.Mining, Quarrying, and Oil and Gas Extraction	2	2	2	1	\$1,715
51.Information	10	2	2	3	\$2,072
92.Public Administration	18	2	7	5	\$7,377
52.Finance and Insurance	8	1	1	1	\$256
55.Management of Companies and Enterprises	4	1	2	3	\$6,553
99.Unknown/Uncoded	18	-			
Grand Total	971	297	23,493	1,587	\$2,834,795

Wages owed provide another indicator of the seriousness of the violations within industry groups. The following graphic and table illustrates the eight industries in which the most money was owed to workers, mostly the same as above but with Utilities added and high on the list. This table includes industry groups with greater than \$50,000 owed in wages. Many of the complaints (35) and most of the wages owed (\$311,097 or 71.4%) from the Health Care Industry Group were from and owed to workers in the Home Health Care industry subgroup. (See Appendix A for a detailed breakdown by Industry.)

Figure 3: Wages Owed, by Industry



Industry Group	Complaints Entered	Cases w/ Violations	Number of Violations	Workers Owed	Wages Owed
72.Accommodation and Food Services	224	90	9,318	588	\$1,085,747
62.Health Care and Social Assistance	165	45	2,280	375	\$435,779
22.Utilities	8	3	759	112	\$369,150
23.Construction	71	22	2,751	137	\$363,990
56.Administrative and Support and Waste Management and Remediation Services	72	18	580	51	\$150,723
44-45.Retail Trade	99	35	2,057	105	\$147,455
48-49.Transportation and Warehousing	59	13	574	25	\$98,547
31-33.Manufacturing	47	17	454	106	\$70,882

Complaints Involving Fines

Starting at the end of 2023, the Bureau started assessing fines for any violations found as a result of an investigation.

Table 6 lists fines because of a violation, by those paid, and by the number of penalties of the particular statutory section of MRS Title 26 which was determined to be violated.

Table 6: Fines Assessed and Paid by Statute Section 2022-2024

Statute Citation	Cases With this Citation	Fine Initially Assessed	Fine Adjustments	Amount Paid
621-A - Timely and Full Payment of Wages	47	\$154,134.85	-\$2,240.73	\$24,548.06
622 - Records	21	\$216,472.29	-\$73,517.19	\$19,099.76
664(3) - Overtime	20	\$42,647.55	-\$1,920.62	\$11,909.22
664(1) - Minimum Wage	14	\$36,994.16	-\$2,560.83	\$1,323.79
629 - Unfair Agreement	10	\$117,412.10		\$690.00
774 - Youth Hours of Employment	9	\$46,579.50	-\$25,121.17	\$8,135.42
775 - Work Permits for under 16	7	\$40,881.50	-\$21,284.55	\$6,267.23
665 - Examination of Records & Pay Statements	7	\$6,789.89		\$5,634.89
665 - Powers and Duties / including pay statement	5	\$3,218.20	-\$1,680.55	\$210.25
664(2) - Tips Property of Employee	4	\$1,789.10		\$771.75

Statute Citation	Cases With this Citation	Fine Initially Assessed	Fine Adjustments	Amount Paid
626 - Final Pay / Cessation	4	\$1,226.88		\$826.88
774(F) - Youth -AM/PM Limits	3	\$142,925.00	-\$126,675.00	\$16,250.00
591-A - Employee Misclassification	3	\$36,682.00		\$4,000.00
771 - Youth Minimum Age	2	\$950.00		\$950.00
672 - Unfair Contract w Employee	1	\$12,183.34		
53 - Additional Penalties	1	\$7,000.00		\$2,520.00
601 - Rest Break-30 minutes	1	\$500.00		\$500.00
631 - Personnel File-10 days	1	\$500.00		\$500.00
772 - Youth Hazardous Jobs	1	\$375.00		\$375.00
Grand Total	161	\$869,261.36	-\$255,000.64	\$104,512.25

Citations of note for paid penalties are Timely and Full Payment of Wages with \$24,548.06 in penalties paid, then Records (missing or inadequate), \$19,099.76 penalties paid, and Youth AM/PM Limits \$16,250 paid. While there are not as many complaints or citations for them, child labor violations are something the Bureau takes seriously.

In terms of the number of cases with the citation, Full and Timely Payment of wages with 47 cases, then Records with 21 cases, and Overtime with 20 cases.

Table 7: Occurrences, Fines Assessed and Fines Paid by Industry Group

Industry Group	Cases With this Group	Fines Initially Assessed	Fee Adjustments	Amount Paid	Average Days to Resolution
111.Crop Production	1	\$1,730		\$1,730	242
221.Utilities	13	\$291,577			
236.Construction of Buildings	7	\$7,200			
237.Heavy and Civil Engineering Construction	4	\$7,933			
238.Specialty Trade Contractors	10	\$14,496		\$4,112	563
311.Food Manufacturing	1	\$200		\$200	166
321.Wood Product Manufacturing	3	\$5,650		\$5,650	1,082
423.Merchant Wholesalers, Durable Goods	1	\$22,500			
445.Food and Beverage Retailers	9	\$10,437		\$500	211
458.Clothing, Clothing Accessories, Shoe, and Jewelry Retailers	1	\$67		\$67	220
484.Truck Transportation	1	\$3,202			
492.Couriers and Messengers	2	\$600		\$600	307
493.Warehousing and Storage	1	\$67		\$67	

Industry Group	Cases With this Group	Fines Initially Assessed	Fee Adjustments	Amount Paid	Average Days to Resolution
541. Professional, Scientific, and Technical Services	9	\$6,485		\$5,060	455
561. Administrative and Support Services	12	\$20,989		\$4,470	388
611. Educational Services	1	\$67		\$66	313
621. Ambulatory Health Care Services	5	\$27,633		\$9,133	969
622. Hospitals	2	\$167		\$167	352
623. Nursing and Residential Care Facilities	3	\$26,673			
624. Social Assistance	2	\$37,700		\$200	192
713. Amusement, Gambling, and Recreation Industries	3	\$3,200		\$3,200	251
721. Accommodation	16	\$4,235		\$4,150	802
722. Food Services and Drinking Places	49	\$342,618	-\$255,001	\$64,287	397
812. Personal and Laundry Services	2	\$854		\$854	326
813. Religious, Grantmaking, Civic, Professional, and Similar Organizations	3	\$32,983			
Grand Total	161	\$869,261	-\$255,001	\$104,512	507

As in prior years, by far the greatest number of cases with penalties and amount of penalties assessed were in the Food Services and Drinking Places industry.

Occasionally, assessed fines are reduced when employers demonstrate compliance with Maine's labor laws. To ensure continued compliance, the Bureau may enter into settlement agreements wherein we reduce the penalties if the employer agrees to comply with all terms listed. These may occur at any point in the appeal process or instead of an appeal. Each agreement has specific terms relevant to the types of violations found. The agreement remains in effect for a period of two to three years. In the event of any breach of the settlement agreement, the Department may enforce the entire amount of the penalties originally assessed, along with penalties for any additional violations subsequent to the date of the agreement.

In this table we also see a new column called the Days to Resolve, which is the number of days it took from the day the case was entered into the case management system to the date all wages and penalties were paid. Not counted in these are any cases where there are still wages owed or fines unpaid. The average for cases involving fines tends to be high because the inspectors exercise great caution in getting accurate information which takes time, and appeals lengthen the timeline.

Wage and Hour Violations Webpage

As another way to promote compliance, the Department has begun posting on its website reports of final enforcement actions taken by the Bureau. These describe citations which have either not been appealed or for which appeals have been exhausted. They contain the name and location of each

employer, state whether penalties and back wages have been paid, and include links to citation letters and settlement agreements. Enforcement actions from 2021 through 2024 are currently listed, and the page is updated quarterly. To access the web page, use this link: www.maine.gov/labor/bls/whv2024/.

The screenshot shows a web browser displaying the Maine Department of Labor website. The browser's address bar shows the URL <https://www.maine.gov/labor/bls/whv2024/index.shtml>. The website header includes the Maine Department of Labor logo and navigation links such as Home, Contact Us, Online Services, About MDOL, News and Events, Forms and Publications, and MDOL Agencies. A search bar is also present. The main content area is titled "Wage and Hour Violations - 2024" and includes a sub-header "(Information last updated 01/02/2025)". The text describes the enforcement of employment laws by the Maine Department of Labor's Wage and Hour Division, mentioning penalties and actions taken in 2022. It also provides a link for more information on Maine's employment laws: https://www.maine.gov/labor/labor_laws/wagehour.shtml. A section titled "Wage Violation Information From Other Years" lists the year 2021.

Home → Wage and Hour Actions - 2024

Maine Department of Labor

- Jobs and Training
- Unemployment Insurance
- Disability Services
- WorkPlace Safety
- Labor Laws
- Labor Statistics
- Work Force Development

Wage and Hour Violations - 2024

(Information last updated 01/02/2025)

The Maine Department of Labor's Wage and Hour Division enforces employment laws, such as the timely and full payment of wages, recordkeeping, overtime, tips, child labor, and more. The following summarizes workplace violations that include the assessment of monetary penalties and actions taken by the Division in 2022, and if steps have been taken by the employers to comply.

For more information on Maine's employment laws, visit: https://www.maine.gov/labor/labor_laws/wagehour.shtml

As a means to accomplish future compliance with Maine's labor laws, the Department may offer settlement agreements with certain employers in cases where violations have been found. Each agreement has specific terms relative to the types of violations found. The agreements remain in effect for a period of two to three years. In the event of any breach of the Settlement Agreement, the Department may enforce the entire amount of the penalties originally assessed, along with penalties for any additional violations subsequent to the date of the Agreement.

The Department may pursue additional enforcement action against employers who remain out of compliance and have not paid penalties assessed.

Wage Violation Information From Other Years

- 2021

Earned Paid Leave Cases Report

Maine's Earned Paid Leave law, Title 26, MRS § 637, was enacted in 2019 and requires certain employers to allow employees to accrue at least one hour of paid leave for every 40 hours worked, up to 40 hours in a given year. The leave may be used for any reason such as an emergency, illness, sudden necessity, or planned leave. Employees must receive their base rate of pay when they take earned paid leave. If there are earned paid leave wages owed, this means an employee was not paid for time used in accordance with this law. In 2024, the bureau conducted 21 educational classes throughout the State in which this law was a detailed component.

This report Summarizes Closed cases (Complaint and non-complaint) where Earned Paid Leave wages were owed.

Values	2022	2023	2024	Grand Total
Cases	3	4	1	8
Complaint Cases	3	3	1	7
Investigated	3	3	1	7
Cases with Violations	-	1	1	2
Violations		2	1	3
Cases with Wages Owed	3	4	1	8
Workers Owed	3	11	1	15
Wages Owed	\$1,506	\$9,062	\$1,295	\$11,863
Earned Paid Leave Wages Owed	\$1,506	\$9,062	\$920	\$11,489
Cases with Wages Paid	1	2	1	4
Workers Paid	3	11	1	15
Wages Paid	\$690	\$1,636	\$375	\$2,700
Liquidated Damages Paid	\$0	\$0	\$0	\$0
Interest Paid	\$0	\$0	\$0	\$0
Cases with Penalties Assessed				
Penalties Assessed				
Cases with Penalties Paid				
Penalties Paid				
Average Days to Resolution	76	65	14	63

Over the period there were 8 cases where there were Earned Paid Leave Wages reported as owed to workers.

Note that other wages may be included in the Wages Owed line.

Wages Paid may be undercounted where sometimes the employer and worker do not let us know they are paid.

These include only cases that are Closed or Closed Unresolved.

Overtime Cases Report

This is a report on the bureau's comprehensive educational campaign regarding overtime laws.

In 2024, the bureau conducted 21 educational classes, 5 individualized presentations to community and business groups, and attended 12 community events throughout the State. These outreach and educational events provided training to employers on the State's minimum wage and overtime laws, and the minimum salary requirements to be considered exempt from overtime. In addition, we offer to review how employers are classifying employees regarding eligibility for exemptions from overtime pay.

This report Summarizes Closed cases where there was overtime wages reported owed in the cases.

Values	2022	2023	2024	Grand Total
Cases	11	12	2	25
Complaint Cases	9	12	2	23
Investigated	9	12	2	23
Cases with Violations	10	10	1	21
Violations	541	1,108	1,977	3,626
Cases with Wages Owed	11	12	2	25
Workers Owed	70	23	29	122
Wages Owed	\$31,402	\$25,903	\$49,950	\$107,256
Overtime Wages Owed	\$27,659	\$17,731	\$34,357	\$79,747
Cases with Wages Paid	11	10	1	22
Workers Paid	70	19	1	90
Wages Paid	\$31,565	\$20,147	\$62	\$51,774
Liquidated Damages Paid	\$0	\$3,958	\$0	\$3,958
Interest Paid	\$0	\$0	\$0	\$0
Cases with Penalties Assessed		7	1	8
Penalties Assessed		\$10,183	\$100,000	\$110,183
Cases with Penalties Paid		4	1	5
Penalties Paid		\$8,365	\$50,000	\$58,365
Average Days to Resolution	90	311	8	175

Over the period there were 25 cases, 3,626 violations where Overtime wages in the amount of \$79,747 were found to be due workers.

Note that other wages may be included in the Wages Owed line.

Wages Paid may be undercounted where sometimes the employer and worker do not let us know they are paid.

These include only cases that are Closed or Closed Unresolved.

Equal Pay Cases Report

Maine's equal pay law, Title 26, MRS § 628, prohibits employers from discriminating between employees in the same establishment on the basis of sex and race. In 2024, the bureau closed three cases regarding equal pay on the basis of sex. The investigation found 67 total violations in two cases and no violations in the other. Each pay period is considered a separate violation if the worker was paid less than the rate at which the employer pays any employee of the opposite sex for comparable work relating to skill, effort and responsibility.

This report summarizes closed cases where Equal Pay was the underlying complaint.

Values	2022	2023	2024	Grand Total
Cases	3	5	3	11
Complaint Cases		5	3	8
Investigated		5	3	8
Cases with Violations			2	2
Violations			67	67
Cases with Wages Owed			2	2
Workers Owed			8	8
Wages Owed			\$1,311	\$1,311
Equal Pay Wages Owed			\$1,311	\$1,311
Cases with Wages Paid			2	2
Workers Paid			8	8
Wages Paid			\$1,311	\$1,311
Liquidated Damages Paid			\$2,622	\$2,622
Interest Paid			\$0	\$0
Cases with Penalties Assessed				
Penalties Assessed				
Cases with Penalties Paid				
Penalties Paid				
Average Days to Resolution			503	503

There were 2 Equal Pay cases with violations that were resolved in 2024 with \$1,311 in wages owed and paid, and \$2,622 in Liquidated damages paid.

Appendix A: Detailed Industry Data, Cases Reported 2022-2024

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
111211.Potato Farming	1	0	0				0	
111419.Other Food Crops Grown Under Cover	5	1	1	173			0	
111421.Nursery and Tree Production	1	0	0				0	
111998.All Other Miscellaneous Crop Farming	2	0	0				0	
112120.Dairy Cattle and Milk Production	3	0	0		2	\$1,847	2	\$1,847
113310.Logging	4	3	3	3	2	\$1,157	2	\$1,157
114112.Shellfish Fishing	2	1	1	2	1	\$1,400	1	\$1,400
212321.Construction Sand and Gravel Mining	2	2	2	2	1	\$1,715	1	\$0
221114.Solar Electric Power Generation	4	2	14	757	111	\$368,613	69	\$296,684
221117.Biomass Electric Power Generation	1	0	0				0	
221310.Water Supply and Irrigation Systems	2	1	2	2	1	\$537	1	\$565
221320.Sewage Treatment Facilities	1	0	0				0	
236115.New Single-Family Housing Construction (except For-Sale Builders)	6	2	4	12	5	\$11,326	5	\$3,735
236117.New Housing For-Sale Builders	2	0	0				0	
236118.Residential Remodelers	9	3	9	93	7	\$8,001	5	\$1,728
236210.Industrial Building Construction	1	0	0		1	\$3	1	\$3
236220.Commercial and Institutional Building Construction	4	0	0		1	\$101	1	\$101
237110.Water and Sewer Line and Related Structures Construction	1	0	0				0	
237130.Power and Communication Line and Related Structures Construction	1	1	4	101	33	\$154,948	7	\$17,195
237990.Other Heavy and Civil Engineering Construction	1	0	0		1	\$1,600	0	
238110.Poured Concrete Foundation and Structure Contractors	1	0	0				0	

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
238111.Residential Poured Concrete Foundation and Structure Contractors	1	1	2	2	2	\$1,034	2	\$1,034
238131.Residential Framing Contractors	2	1	1	1	3	\$640	1	\$640
238140.Masonry Contractors	1	0	0				0	
238161.Residential Roofing Contractors	1	0	0				0	
238162.Nonresidential Roofing Contractors	1	0	0				0	
238210.Electrical Contractors and Other Wiring Installation Contractors	6	0	0		1	\$538	1	\$538
238212.Nonresidential Electrical Contractors and Other Wiring Installation Contractors	1	1	2	2	2	\$1,008	2	\$1,008
238220.Plumbing, Heating, and Air-Conditioning Contractors	5	2	5	41	2	\$3,460	3	\$1,940
238221.Residential Plumbing, Heating, and Air-Conditioning Contractors	1	0	0		1	\$8,000	0	
238222.Nonresidential Plumbing, Heating, and Air-Conditioning Contractors	2	1	2	15	1	\$1,656	0	
238310.Drywall and Insulation Contractors	3	2	5	2,118	19	\$41,984	17	\$41,489
238311.Residential Drywall and Insulation Contractors	1	0	0				0	
238312.Nonresidential Drywall and Insulation Contractors	1	0	0				0	
238320.Painting and Wall Covering Contractors	2	0	0				0	
238350.Finish Carpentry Contractors	2	2	2	2	2	\$988	2	\$988
238351.Residential Finish Carpentry Contractors	3	1	1	1	1	\$600	1	\$600
238390.Other Building Finishing Contractors	1	0	0				0	
238910.Site Preparation Contractors	1	1	4	352	46	\$118,529	0	
238911.Residential Site Preparation Contractors	2	0	0				0	

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
238912.Nonresidential Site Preparation Contractors	2	1	2	2	1	\$1,360	0	
238990.All Other Specialty Trade Contractors	2	1	3	3	5	\$4,101	0	
238992.All Other Nonresidential Specialty Trade Contractors	3	1	1	1	1	\$660	1	\$660
311111.Dog and Cat Food Manufacturing	1	1	2	2	1	\$102	1	\$102
311612.Meat Processed from Carcasses	1	0	0				0	
311811.Retail Bakeries	1	0	0				0	
311812.Commercial Bakeries	1	0	0				0	
311821.Cookie and Cracker Manufacturing	1	0	0				0	
312111.Soft Drink Manufacturing	1	0	0		1	\$2,308	1	\$2,253
312130.Wineries	1	1	2	5			0	
314999.All Other Miscellaneous Textile Product Mills	1	0	0				0	
321992.Prefabricated Wood Building Manufacturing	1	1	7	134			0	
321999.All Other Miscellaneous Wood Product Manufacturing	2	1	1	1	1	\$1,188	1	\$1,188
322291.Sanitary Paper Product Manufacturing	1	0	0		1	\$1,132	1	\$1,132
323113.Commercial Screen Printing	1	1	1	1	1	\$260	1	\$260
324121.Asphalt Paving Mixture and Block Manufacturing	1	1	1	171	1	\$16,900	0	
325199.All Other Basic Organic Chemical Manufacturing	1	0	0				0	
325411.Medicinal and Botanical Manufacturing	2	1	1	48			0	
325413.In-Vitro Diagnostic Substance Manufacturing	1	0	0				0	
325611.Soap and Other Detergent Manufacturing	1	0	0				0	

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
327320.Ready-Mix Concrete Manufacturing	1	1	1	1	1	\$240	1	\$240
327390.Other Concrete Product Manufacturing	1	0	0				0	
332710.Machine Shops	2	0	0				0	
332721.Precision Turned Product Manufacturing	1	0	0				0	
332994.Small Arms, Ordnance, and Ordnance Accessories Manufacturing	2	0	0				0	
332999.All Other Miscellaneous Fabricated Metal Product Manufacturing	1	1	1	9	1	\$2,200	1	\$2,200
333415.Air-Conditioning and Warm Air Heating Equipment and Commercial and Industrial Refrigeration Equipment Manufacturing	1	1	2	2	5	\$28,814	8	\$28,814
333995.Fluid Power Cylinder and Actuator Manufacturing	2	0	0				0	
334413.Semiconductor and Related Device Manufacturing	1	1	1	1	1	\$1,292	1	\$912
334510.Electromedical and Electrotherapeutic Apparatus Manufacturing	1	0	0				0	
335220.Major Household Appliance Manufacturing	1	1	2	15	2	\$1,174	2	\$1,174
336214.Travel Trailer and Camper Manufacturing	1	0	0				0	
336412.Aircraft Engine and Engine Parts Manufacturing	4	2	2	7	6	\$4,955	7	\$4,955
336611.Ship Building and Repairing	3	1	1	3	1	\$40	1	\$40
336612.Boat Building	1	0	0				0	
337127.Institutional Furniture Manufacturing	1	0	0				0	

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
337212.Custom Architectural Woodwork and Millwork Manufacturing	1	0	0				0	
339112.Surgical and Medical Instrument Manufacturing	1	1	1	3			0	
339113.Surgical Appliance and Supplies Manufacturing	1	0	0				0	
423110.Automobile and Other Motor Vehicle Merchant Wholesalers	1	0	0				0	
423320.Brick, Stone, and Related Construction Material Merchant Wholesalers	1	0	0				0	
423390.Other Construction Material Merchant Wholesalers	3	0	0				0	
423430.Computer and Computer Peripheral Equipment and Software Merchant Wholesalers	1	0	0				0	
423450.Medical, Dental, and Hospital Equipment and Supplies Merchant Wholesalers	1	0	0				0	
423510.Metal Service Centers and Other Metal Merchant Wholesalers	1	1	1	1			0	
423690.Other Electronic Parts and Equipment Merchant Wholesalers	1	0	0				0	
423710.Hardware Merchant Wholesalers	1	0	0				0	
423720.Plumbing and Heating Equipment and Supplies (Hydronics) Merchant Wholesalers	1	0	0				0	
423930.Recyclable Material Merchant Wholesalers	2	1	7	17	11	\$10,254	10	\$5,122
424210.Drugs and Druggists' Sundries Merchant Wholesalers	1	0	0				0	

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
424350.Clothing and Clothing Accessories Merchant Wholesalers	1	0	0				0	
424430.Dairy Product (except Dried or Canned) Merchant Wholesalers	1	1	3	32			0	
424450.Confectionery Merchant Wholesalers	1	0	0				0	
424460.Fish and Seafood Merchant Wholesalers	2	0	0				0	
424480.Fresh Fruit and Vegetable Merchant Wholesalers	1	0	0				0	
424490.Other Grocery and Related Products Merchant Wholesalers	2	1	1	1	1	\$1,817	1	\$750
424590.Other Farm Product Raw Material Merchant Wholesalers	1	1	1	1			0	
424720.Petroleum and Petroleum Products Merchant Wholesalers (except Bulk Stations and Terminals)	1	0	0				0	
424810.Beer and Ale Merchant Wholesalers	1	0	0				0	
441110.New Car Dealers	2	0	0		1	\$369	1	\$369
441120.Used Car Dealers	1	0	0				0	
441210.Recreational Vehicle Dealers	1	0	0				0	
441330.Automotive Parts and Accessories Retailers	1	0	0				0	
441340.Tire Dealers	3	0	0				0	
444110.Home Centers	2	1	1	1	1	\$220	1	\$220
444140.Hardware Retailers	1	0	0				0	
444180.Other Building Material Dealers	1	0	0				0	
445110.Supermarkets and Other Grocery Retailers (except Convenience Retailers)	10	3	7	97	39	\$45,028	28	\$1,531
445131.Convenience Retailers	7	4	6	32	11	\$2,090	11	\$2,090
445132.Vending Machine Operators	1	0	0				0	

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
445250.Fish and Seafood Retailers	1	0	0				0	
445298.All Other Specialty Food Retailers	3	2	4	35	2	\$690	2	\$690
449110.Furniture Retailers	2	1	1	2	2	\$1,008	1	\$1,008
449121.Floor Covering Retailers	1	0	0				0	
449129.All Other Home Furnishings Retailers	2	0	0				0	
449210.Electronics and Appliance Retailers	4	3	4	4	4	\$3,284	3	\$3,300
455110.Department Stores	1	0	0				0	
455211.Warehouse Clubs and Supercenters	4	1	1	5			0	
455219.All Other General Merchandise Retailers	6	3	4	8	6	\$1,065	6	\$1,065
456110.Pharmacies and Drug Retailers	1	0	0		1	\$500	1	\$500
456191.Food (Health) Supplement Retailers	5	1	2	10	2	\$1,519	2	\$1,519
457110.Gasoline Stations with Convenience Stores	9	3	3	3	4	\$490	4	\$490
457120.Other Gasoline Stations	2	1	3	533	1	\$5,540	0	
457210.Fuel Dealers	4	0	0				0	
458110.Clothing and Clothing Accessories Retailers	1	1	1	1	1	\$107	1	\$107
459110.Sporting Goods Retailers	1	1	2	220	0	\$5,805	2	\$5,805
459420.Gift, Novelty, and Souvenir Retailers	1	0	0				0	
459930.Manufactured (Mobile) Home Dealers	1	1	1	133			0	
459991.Tobacco, Electronic Cigarette, and Other Smoking Supplies Retailers	11	4	9	737	4	\$1,659	5	\$1,603
459999.All Other Miscellaneous Retailers	6	2	6	220			0	
481219.Other Nonscheduled Air Transportation	1	1	1	20	5	\$75,608	0	
484110.General Freight Trucking, Local	11	4	11	380	4	\$5,429	3	\$2,065
484121.General Freight Trucking, Long- Distance, Truckload	7	0	0		1	\$1,119	1	\$1,119

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
484122.General Freight Trucking, Long-Distance, Less Than Truckload	3	0	0				0	
484210.Used Household and Office Goods Moving	3	1	1	1	1	\$1,714	0	
484230.Specialized Freight (except Used Goods) Trucking, Long-Distance	1	1	1	69			0	
485113.Bus and Other Motor Vehicle Transit Systems	1	0	0				0	
485210.Interurban and Rural Bus Transportation	1	0	0				0	
485310.Taxi and Ridesharing Services	1	0	0		1	\$468	1	\$503
485410.School and Employee Bus Transportation	1	0	0				0	
485510.Charter Bus Industry	1	0	0				0	
485991.Special Needs Transportation	1	0	0				0	
488410.Motor Vehicle Towing	4	1	2	28	1	\$220	0	
488490.Other Support Activities for Road Transportation	2	0	0				0	
488999.All Other Support Activities for Transportation	1	0	0				0	
491110.Postal Service	3	0	0				0	
492110.Couriers and Express Delivery Services	13	4	4	75	3	\$6,791	3	\$6,791
492210.Local Messengers and Local Delivery	1	0	0				0	
493110.General Warehousing and Storage	3	1	1	1	9	\$7,199	9	\$324
513110.Newspaper Publishers	2	0	0				0	
513210.Software Publishers	2	0	0				0	
517112.Wireless Telecommunications Carriers (except Satellite)	3	1	1	1	2	\$1,572	2	\$1,572

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
517122.Agents for Wireless Telecommunications Services	1	1	1	1	1	\$500	1	\$500
518210.Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services	2	0	0				0	
522110.Commercial Banking	3	1	1	1	1	\$256	1	\$256
522292.Real Estate Credit	1	0	0				0	
522310.Mortgage and Nonmortgage Loan Brokers	1	0	0				0	
522320.Financial Transactions Processing, Reserve, and Clearinghouse Activities	1	0	0				0	
523150.Investment Banking and Securities Intermediation	1	0	0				0	
524210.Insurance Agencies and Brokerages	1	0	0				0	
531110.Lessors of Residential Buildings and Dwellings	1	0	0				0	
531210.Offices of Real Estate Agents and Brokers	3	1	3	12	1	\$8,887	1	\$8,887
531311.Residential Property Managers	4	2	2	4	4	\$2,024	2	\$2,024
532210.Consumer Electronics and Appliances Rental	1	1	1	1	1	\$1,017	1	\$1,017
532283.Home Health Equipment Rental	1	0	0				0	
532284.Recreational Goods Rental	1	1	1	1	1	\$463	1	\$463
532289.All Other Consumer Goods Rental	1	0	0				0	
541110.Offices of Lawyers	3	0	0		2	\$200	0	
541191.Title Abstract and Settlement Offices	1	1	4	66			0	
541211.Offices of Certified Public Accountants	4	0	0				0	
541219.Other Accounting Services	1	1	3	3	1	\$130	1	\$140
541310.Architectural Services	1	0	0				0	

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
541320.Landscape Architectural Services	1	0	0				0	
541380.Testing Laboratories and Services	2	1	2	148	7	\$7,915	7	\$7,915
541512.Computer Systems Design Services	1	0	0				0	
541612.Human Resources Consulting Services	1	0	0				0	
541613.Marketing Consulting Services	1	0	0		1	\$6,000	0	
541614.Process, Physical Distribution, and Logistics Consulting Services	1	0	0				0	
541810.Advertising Agencies	1	1	1	2	1	\$364	1	\$364
541850.Indoor and Outdoor Display Advertising	2	1	1	1	1	\$117	1	\$117
541910.Marketing Research and Public Opinion Polling	1	0	0				0	
541930.Translation and Interpretation Services	1	0	0				0	
541940.Veterinary Services	2	1	2	2	0	\$298	1	\$298
551112.Offices of Other Holding Companies	2	1	2	2	2	\$4,717	0	
551114.Corporate, Subsidiary, and Regional Managing Offices	2	0	0		1	\$1,836	1	\$1,836
561110.Office Administrative Services	1	0	0				0	
561311.Employment Placement Agencies	6	2	2	39	26	\$122,309	26	\$40,852
561320.Temporary Help Services	12	1	1	1	2	\$634	2	\$634
561330.Professional Employer Organizations	5	1	2	4	1	\$2,198	1	\$3,018
561410.Document Preparation Services	1	0	0				0	
561421.Telephone Answering Services	1	0	0				0	
561499.All Other Business Support Services	1	0	0				0	
561599.All Other Travel Arrangement and Reservation Services	1	0	0				0	
561612.Security Guards and Patrol Services	4	0	0				0	
561621.Security Systems Services (except Locksmiths)	2	1	1	1	1	\$692	1	\$692

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
561720.Janitorial Services	13	5	9	50	9	\$12,169	4	\$4,405
561730.Landscaping Services	17	5	8	189	9	\$3,327	3	\$1,441
561790.Other Services to Buildings and Dwellings	3	1	1	148			0	
561990.All Other Support Services	2	0	0				0	
562111.Solid Waste Collection	2	1	2	4			0	
562910.Remediation Services	1	0	0				0	
611110.Elementary and Secondary Schools	20	2	3	213	6	\$4,422	6	\$4,422
611310.Colleges, Universities, and Professional Schools	2	0	0				0	
611519.Other Technical and Trade Schools	2	0	0				0	
611620.Sports and Recreation Instruction	3	2	6	454	1	\$136	1	\$136
611699.All Other Miscellaneous Schools and Instruction	4	0	0				0	
621111.Offices of Physicians (except Mental Health Specialists)	3	0	0				0	
621210.Offices of Dentists	8	2	4	425	1	\$4,464	0	
621310.Offices of Chiropractors	2	2	2	2	2	\$3,914	2	\$3,914
621330.Offices of Mental Health Practitioners (except Physicians)	5	1	1	1	1	\$495	1	\$495
621340.Offices of Physical, Occupational and Speech Therapists, and Audiologists	5	4	6	111	11	\$32,727	9	\$29,426
621399.Offices of All Other Miscellaneous Health Practitioners	3	0	0				0	
621420.Outpatient Mental Health and Substance Abuse Centers	8	0	0		2	\$1,730	2	\$1,730
621498.All Other Outpatient Care Centers	4	1	1	1	1	\$934	1	\$934
621610.Home Health Care Services	35	13	22	509	245	\$311,097	421	\$285,804
621910.Ambulance Services	2	0	0				0	

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
621999.All Other Miscellaneous Ambulatory Health Care Services	5	0	0				0	
622110.General Medical and Surgical Hospitals	12	3	7	80	5	\$17,981	2	\$2,277
622210.Psychiatric and Substance Abuse Hospitals	1	0	0				0	
622310.Specialty (except Psychiatric and Substance Abuse) Hospitals	1	1	3	4	1	\$1,026	1	\$1,026
623110.Nursing Care Facilities (Skilled Nursing Facilities)	11	2	3	149	7	\$621	7	\$621
623210.Residential Intellectual and Developmental Disability Facilities	10	2	2	4	0	\$133	2	\$133
623220.Residential Mental Health and Substance Abuse Facilities	3	0	0				0	
623311.Continuing Care Retirement Communities	6	2	2	9	1	\$2,240	1	\$731
623312.Assisted Living Facilities for the Elderly	4	3	3	394	48	\$6,592	48	\$6,964
623990.Other Residential Care Facilities	4	0	0		2	\$2,408	2	\$2,408
624110.Child and Youth Services	5	1	2	84	1	\$3,083	2	\$3,083
624120.Services for the Elderly and Persons with Disabilities	7	1	1	1	1	\$76	1	\$76
624190.Other Individual and Family Services	4	0	0		1	\$1,200	1	\$1,200
624229.Other Community Housing Services	1	1	1	2	1	\$1,200	1	\$895
624230.Emergency and Other Relief Services	1	0	0		32	\$20,471	32	\$20,471
624410.Child Care Services	14	5	11	502	10	\$20,210	9	\$3,493
711212.Racetracks	1	0	0				0	
713110.Amusement and Theme Parks	1	0	0				0	
713910.Golf Courses and Country Clubs	5	3	5	183	3	\$1,226	3	\$1,226
713940.Fitness and Recreational Sports Centers	4	1	1	2	3	\$2,566	3	\$2,566

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
713950.Bowling Centers	2	0	0				0	
713990.All Other Amusement and Recreation Industries	6	1	3	61			0	
721110.Hotels (except Casino Hotels) and Motels	33	16	27	750	72	\$40,695	71	\$32,980
721191.Bed-and-Breakfast Inns	2	0	0		1	\$62	1	\$62
721211.RV (Recreational Vehicle) Parks and Campgrounds	5	1	4	5	3	\$1,128	3	\$1,128
721214.Recreational and Vacation Camps (except Campgrounds)	2	0	0		1	\$280	1	\$180
722310.Food Service Contractors	1	0	0				0	
722320.Caterers	3	0	0		1	\$928	1	\$928
722410.Drinking Places (Alcoholic Beverages)	9	1	1	1	1	\$161	1	\$161
722511.Full-Service Restaurants	81	33	85	6,347	123	\$95,883	69	\$38,731
722513.Limited-Service Restaurants	55	21	43	363	125	\$21,939	112	\$11,688
722514.Cafeterias, Grill Buffets, and Buffets	1	1	1	2	2	\$510	2	\$510
722515.Snack and Nonalcoholic Beverage Bars	22	8	12	1,030	116	\$4,851	112	\$3,862
811121.Automotive Body, Paint, and Interior Repair and Maintenance	1	0	0				0	
811191.Automotive Oil Change and Lubrication Shops	1	0	0				0	
811310.Commercial and Industrial Machinery and Equipment (except Automotive and Electronic) Repair and Maintenance	2	0	0				0	
811412.Appliance Repair and Maintenance	1	0	0				0	
811490.Other Personal and Household Goods Repair and Maintenance	3	1	3	10	1	\$960	1	\$1,400
812112.Beauty Salons	4	1	2	2	2	\$3,630	1	\$1,252
812199.Other Personal Care Services	5	3	8	116	5	\$17,136	7	\$17,148

Industry Category	Complaints	Complaints w/ Violations	Root Citations	Violations	Workers Owed Wages	Wages Owed	Workers Paid	Wages Paid
812210.Funeral Homes and Funeral Services	1	0	0				0	
812331.Linen Supply	2	1	1	1			0	
812332.Industrial Launderers	1	0	0		1	\$1,010	0	
812910.Pet Care (except Veterinary) Services	5	3	6	3,005	4	\$1,528	4	\$1,528
812990.All Other Personal Services	3	1	2	42	22	\$14,712	21	\$6,587
813410.Civic and Social Organizations	4	1	3	69			0	
813910.Business Associations	1	1	1	1			0	
813990.Other Similar Organizations (except Business, Professional, Labor, and Political Organizations)	1	1	4	43	1	\$8,366	1	\$8,366
814110.Private Households	3	2	2	2	1	\$353	1	\$323
921120.Legislative Bodies	2	2	4	7	3	\$2,389	2	\$2,389
921190.Other General Government Support	3	0	0				0	
922120.Police Protection	2	0	0				0	
922140.Correctional Institutions	4	0	0		2	\$4,988	2	\$4,988
922160.Fire Protection	1	0	0				0	
923110.Administration of Education Programs	1	0	0				0	
923120.Administration of Public Health Programs	2	0	0				0	
923140.Administration of Veterans' Affairs	1	0	0				0	
924110.Administration of Air and Water Resource and Solid Waste Management Programs	1	0	0				0	
928110.National Security	1	0	0				0	
999999.Unknown/Uncoded	18	0	0				0	
Grand Total	956	280	534	22,423	1,340	\$1,816,487	1,276	\$1,038,226