



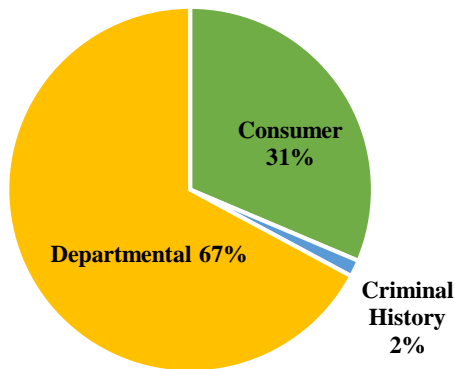
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

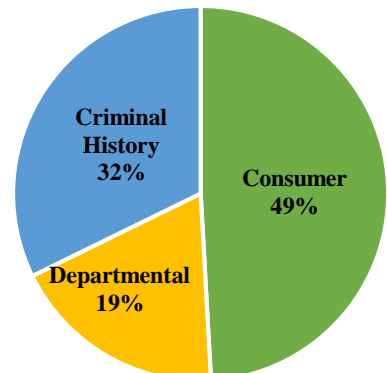
### Elimination of Architectural Barriers (EAB)

| Key Statistics   | EAB Fiscal Year 2019 | TDLR Fiscal Year 2019 |
|--|----------------------|-----------------------|
| Number of Licensees  | 25,057               | 832,593               |
| Complaints Received  | 239                  | 37,043                |
| Cases Opened   | 204                  | 10,902                |
| Cases Closed   | 210                  | 10,113                |
| Average Time to Close (days)   | 78.18                | 151.96                |
| % of Cases Resolved Within 6 Months  | 90.48%               | 68.52%                |
| % of Cases Resulting in Disciplinary Action                                    | 35%                  | 21%                   |
| Open Cases Pending at End of Fiscal Year                                       | 71                   | 4,361                 |
| Number of Cases Referred to the State Office of Administrative Hearings (SOAH) | 0                    | 204                   |
| Number of Contested Cases Heard at SOAH  | 0                    | 92                    |
| Formal Case Outcomes   | EAB Fiscal Year 2019 | TDLR Fiscal Year 2019 |
| Commission Orders  | 0                    | 51                    |
| Default Orders   | 6                    | 614                   |
| Agreed Orders  | 69                   | 1,254                 |
| Average Penalty Assessed on Orders   | \$1,293.75           | \$2,092.92            |
| Total Penalties Assessed   | \$97,500.00          | \$3,452,750           |
| Licenses Revoked (Disciplinary)  | 0                    | 106                   |
| Licenses Suspended (Disciplinary)  | 0                    | 13                    |
| Licenses Denied/Suspended/Revoked (Criminal History)                           | 0                    | 358                   |
| Cases Heard in District Court  | 0                    | 1                     |
| Informal Case Actions  | EAB Fiscal Year 2019 | TDLR Fiscal Year 2019 |
| Consumer Restitution   | 0                    | \$324,299             |
| Warning Letters  | 3                    | 1,500                 |
| Other Informal Resolutions   | 130                  | 6,434                 |
| Cease & Desist Orders  | 0                    | 38                    |

**Source of EAB Cases Opened  
Fiscal Year 2019**



**Source of All Cases Opened  
Fiscal Year 2019**





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**Top EAB Alleged Violations at Opening**

| <b>Fiscal Year 2019</b>                     |              |
|---|--------------|
| <b>Alleged Violation at Opening</b>         | <b>Count</b> |
| No project inspection for TAS within 1 year | 114          |
| Owner violated TAS                          | 81           |
| Criminal History                            | 3            |
| Owner no plan review/project fees           | 3            |
| No Registration                             | 2            |
| Failed to pay dishonored check              | 1            |

**Top EAB Violations Resulting in Disciplinary Action**

| <b>Fiscal Year 2019</b>                           |              |
|---|--------------|
| <b>Violation Resulting in Disciplinary Action</b> | <b>Count</b> |
| No project inspection for TAS within 1 year       | 75           |
| Owner violated TAS                                | 4            |
| RAS performed in negligent manner                 | 1            |