



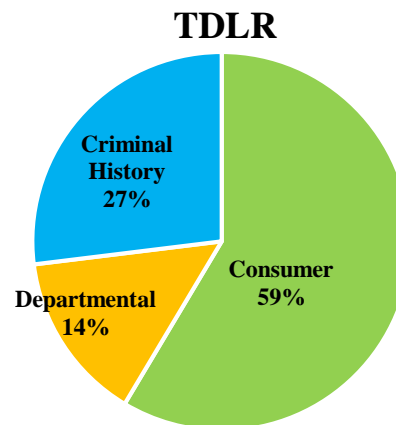
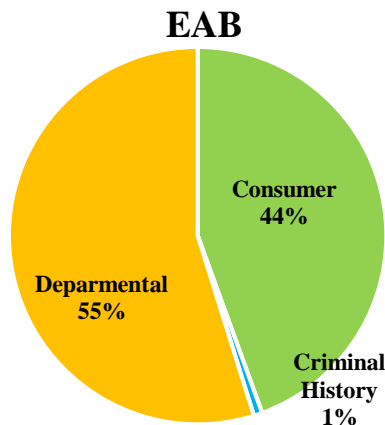
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Elimination of Architectural Barriers (EAB)

Key Statistics	EAB Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	21,971	823,189
Complaints Received	299	32,683
Cases Opened	270	10,465
Cases Closed	238	9,763
Average Time to Close (days)	104.21	157.58
% of Cases Resolved Within 6 Months	86.97%	68.64%
% of Cases Resulting in Disciplinary Action	19.75%	13.48%
Open Cases Pending at End of Fiscal Year	97	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	EAB Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	7	339
Agreed Orders	40	853
Average Penalty Assessed on Orders	\$1,305.32	\$2,199.86
Total Penalties Assessed	\$61,350.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	EAB Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	22	1,615
Other Informal Resolutions	168	6,749
Cease & Desist Orders	0	46

### Source of Cases Opened Fiscal Year 2020





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

**Top EAB Alleged Violations at Opening**

<b>Fiscal Year 2020</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Owner no project inspection for TAS within 1 year	143
Owner violated TAS	115
Owner no plan review/project fees	3
Criminal History	2
RAS failed to comply with procedures	2
RAS performed in negligent manner	2
Owner failed to submit verification	1
Owner no plans for construction	1
RAS engaged in dishonesty or fraud	1
RAS evading the Act or Rules	1
RAS failed to comply with Act, Rules or TAS	1
RAS false information to TDLR or others	1

**EAB Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2020</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Owner no project inspection for TAS within 1 year	49
Owner violated TAS	1