



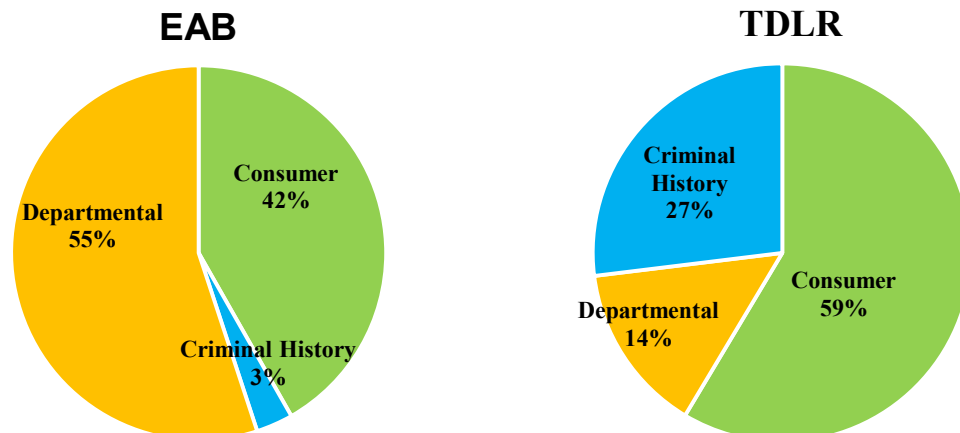
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Elimination of Architectural Barriers (EAB)

Key Statistics	EAB Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	20,286	848,268
Complaints Received	167	32,655
Cases Opened	158	10,121
Cases Closed	156	9,335
Average Time to Close (days)	166.44	209.86
% of Cases Resolved Within 6 Months	66.67%	60.00%
% of Cases Resulting in Disciplinary Action	23.72%	13.41%
Open Cases Pending at End of Fiscal Year	99	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	134
Number of Contested Cases Heard at SOAH	0	67
Formal Case Outcomes	EAB Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	1	455
Agreed Orders	35	711
Average Penalty Assessed on Orders	\$1,236.11	\$2,124.56
Total Penalties Assessed	\$44,500.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	1	240
Cases Heard in District Court	0	1
Informal Case Actions	EAB Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$0.00	\$192,825.53
Warning Letters	23	1,768
Other Informal Resolutions	96	6,208
Cease & Desist Orders	0	19

Source of Cases Opened Fiscal Year 2021





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Top EAB Alleged Violations at Opening

Fiscal Year 2021	
Alleged Violation at Opening	Count
Owner no project inspection for TAS within 1 year	82
Owner violated TAS	56
Owner no plans for construction	4
RAS failed to comply with procedures	3
RAS failed to timely provide records	3
Criminal History	3
RAS engaged in dishonesty or fraud	1
RAS failed to update contact data	1
RAS conflict of interest	1

EAB Violations Resulting in Disciplinary Action

Fiscal Year 2021	
Violation Resulting in Disciplinary Action	Count
Owner no project inspector for TAS within 1 year	32
Criminal History	1