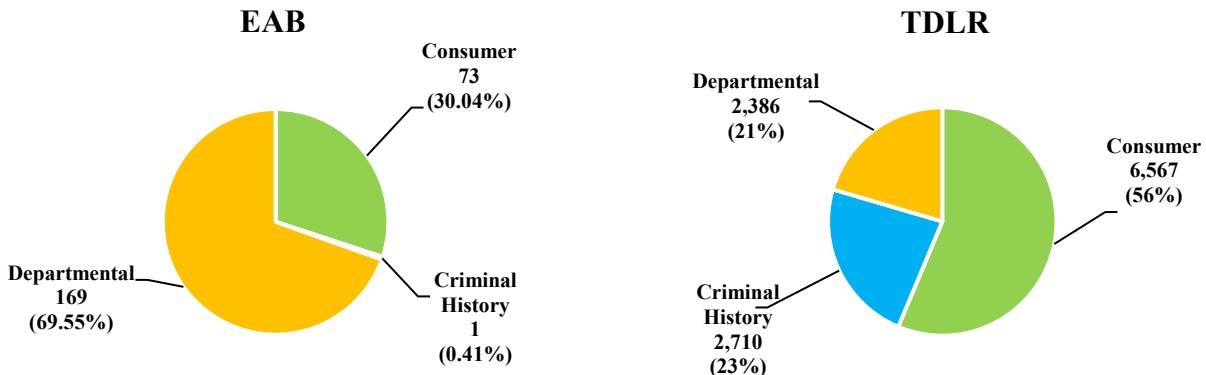


Elimination of Architectural Barriers (EAB)

| Key Statistics | EAB Fiscal Year 2022 | TDLR Fiscal Year 2022 |
|--|----------------------|-----------------------|
| Total Licensees | 26,235 | 890,735 |
| Complaints Received by Source | 295 | 64,954 |
| <i>Consumer complaints</i> | 103 | 14,098 |
| <i>Department initiated complaints</i> | 169 | 2,368 |
| <i>Criminal History Records reviewed for licensure</i> | 23 | 48,488 |
| Cases Opened | 243 | 11,663 |
| <i>Consumer</i> | 73 | 6,567 |
| <i>Departmental</i> | 169 | 2,386 |
| <i>Criminal History</i> | 1 | 2,710 |
| Cases Closed | 209 | 11,754 |
| Average Time to Close (days) | 197.47 | 215.79 |
| % of Cases Resolved Within 6 Months | 62.20% | 57.64% |
| % of Cases Resulting in Disciplinary Action | 14.35% | 10.81% |
| Open Cases Pending at End of Fiscal Year | 133 | 6,540 |
| Cases Referred to the State Office of Administrative Hearings (SOAH) | 0 | 61 |
| Contested Cases Heard at SOAH | 0 | 30 |
| Formal Case Outcomes | EAB Fiscal Year 2022 | TDLR Fiscal Year 2022 |
| Final Orders | 32 | 1,160 |
| <i>Commission Orders</i> | 0 | 27 |
| <i>Default Orders</i> | 6 | 384 |
| <i>Agreed Orders</i> | 26 | 749 |
| Average Penalty Assessed on Orders | \$1,312.50 | \$2,231.30 |
| Total Penalties Assessed | \$42,000.00 | \$2,588,310.00 |
| Licenses Revoked (Disciplinary) | 1 | 50 |
| Licenses Suspended (Disciplinary) | 0 | 4 |
| Licenses Denied/Suspended/Revoked (Criminal History) | 0 | 182 |
| Cases Heard in District Court | 0 | 7 |
| Informal Case Actions | EAB Fiscal Year 2022 | TDLR Fiscal Year 2022 |
| Consumer Restitution | \$0.00 | \$390,011.62 |
| Warning Letters | 24 | 3,378 |
| Other Informal Resolutions | 153 | 7,108 |
| Cease & Desist Orders | 0 | 17 |

Cases Opened Fiscal Year 2022



EAB Alleged Violations at Opening

| Fiscal Year 2022 | |
|--|--------------|
| Alleged Violation at Opening | Count |
| Owner did not have project inspected for TAS within 1-year | 158 |
| Owner violated TAS | 67 |
| RAS failed to comply with procedures | 7 |
| Owner did not have plans for construction | 7 |
| RAS performed in negligent manner | 2 |
| RAS failed to timely provide records | 2 |
| RAS failed to comply with Act, Rules, or TAS | 1 |
| Criminal history | 1 |
| Owner no plan review or project fees | 1 |
| Failed to pay dishonored check | 1 |

EAB Violations Resulting in Disciplinary Action

| Fiscal Year 2022 | |
|--|--------------|
| Violation Resulting in Disciplinary Action | Count |
| Owner did not have project inspected for TAS within 1-year | 27 |
| RAS failed to comply with procedures | 2 |
| RAS failed to timely provide records | 2 |
| RAS engaged in dishonesty or fraud | 1 |