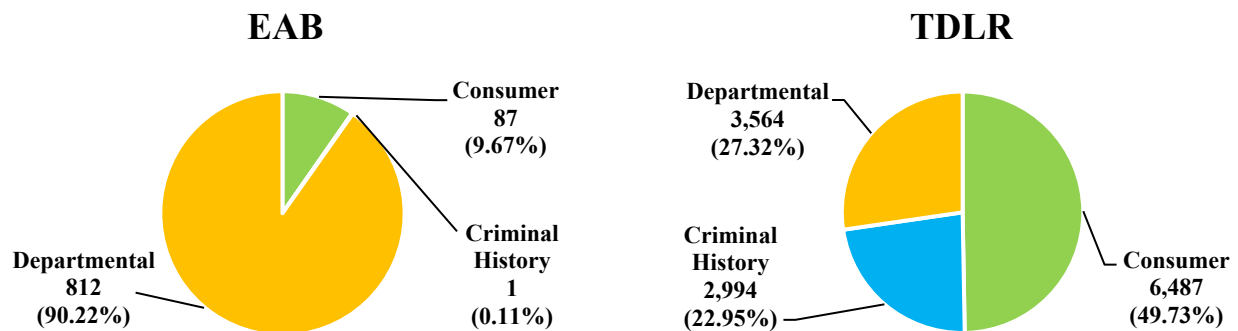


## Elimination of Architectural Barriers (EAB)

Key Statistics	EAB Fiscal Year 2023	TDLR Fiscal Year 2023
<b>Complaints Received by Source</b>	<b>950</b>	<b>111,084</b>
<i>Consumer complaints</i>	103	14,240
<i>Department initiated complaints</i>	812	3,535
<i>Criminal History Records reviewed for licensure</i>	35	93,309
<b>Cases Opened</b>	<b>900</b>	<b>13,045</b>
<i>Consumer</i>	87	6,487
<i>Departmental</i>	812	3,564
<i>Criminal History</i>	1	2,994
<b>Cases Closed</b>	<b>790</b>	<b>11,284</b>
Average Time to Close (days)	133.45	215.01
% of Cases Resolved Within 6 Months	75.44%	55.52%
% of Cases Resulting in Disciplinary Action	10.25%	12.46%
Open Cases Pending at End of Fiscal Year	243	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	EAB Fiscal Year 2023	TDLR Fiscal Year 2023
<b>Final Orders</b>	<b>81</b>	<b>1,329</b>
<i>Agreed Orders</i>	42	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	39	472
Average Penalty Assessed on Orders	\$1,709.88	\$2,217.58
<b>Total Penalties Assessed</b>	<b>\$138,500.00</b>	<b>\$2,947,160.00</b>
<b>Total Penalties Collected</b>	<b>\$73,000.00</b>	<b>\$1,451,668.00</b>
Licenses Revoked (Disciplinary)	0	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	EAB Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	180	2,757
Other Informal Resolutions	529	7,121
Cease & Desist Orders	0	8

### Cases Opened Fiscal Year 2023



**EAB Alleged Violations at Opening**

<b>Fiscal Year 2023</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Owner did not have project inspected for TAS within 1-year	780
Owner violated TAS	109
Owner did not have plans for construction	7
Failed to pay dishonored check	1
RAS engaged in dishonesty or fraud	1
Owner failed to submit verification	1
Criminal history	1
Owner did not have plan review or project fees	1

**EAB Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2023</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Owner did not have project inspected for TAS within 1-year	79
Owner violated TAS	2