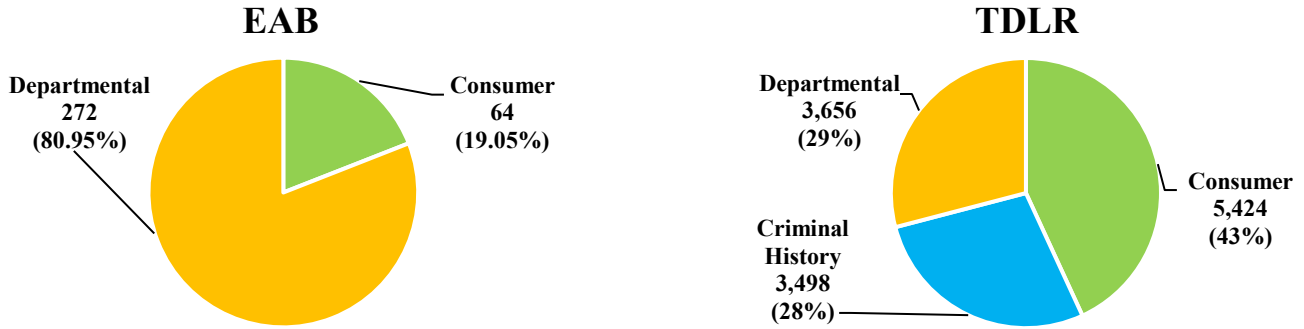


Elimination of Architectural Barriers (EAB)

Key Statistics	EAB Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	371	122,942
<i>Consumer complaints</i>	88	13,669
<i>Department initiated complaints</i>	272	3,733
<i>Criminal History Records reviewed for licensure</i>	11	105,540
Cases Opened	336	12,578
<i>Consumer</i>	64	5,424
<i>Departmental</i>	272	3,656
<i>Criminal History</i>	6	3,498
Cases Closed	393	13,449
<i>Consumer</i>	62	5,511
<i>Departmental</i>	331	4,554
<i>Criminal History</i>	0	3,384
Average Time to Close (days)	229.50	199.58
% of Cases Resolved Within 6 Months	46.56%	57.67%
% of Cases Resulting in Disciplinary Action	18.07%	9.56%
% of Cases Not Resulting in Disciplinary Action	81.93%	90.44%
Open Cases Pending at End of Fiscal Year	186	7,433
Cases Referred to SOAH	0	52
Contested Cases Heard at SOAH	0	22
Formal Case Outcomes	EAB Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	71	1,287
<i>Agreed Orders</i>	41	672
<i>Commission Orders</i>	0	14
<i>Default Orders</i>	30	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	0	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$1,584.51	\$3,205.97
Total Penalties Assessed	\$112,500.00	\$3,792,665.00
Total Penalties Collected	\$71,500.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	0	110
<i>Licenses Revoked (Disciplinary)</i>	0	103
<i>Licenses Suspended (Disciplinary)</i>	0	7
Licenses Denied/Suspended/Revoked (Criminal History)	0	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	EAB Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$0.00	\$402,875.87
Warning Letters	133	4,907
Other Cases Closed without Disciplinary Actions	189	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



EAB Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Owner failed to have project inspected for TAS within 1-year	272
Owner violated TAS	63
Owner no plans for construction	4
RAS engaged in threats or coercion	1
Owner did not have plan review or project fees	1

EAB Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
Owner failed to have project inspected for TAS within 1-year	72
Owner failed to pay filing fee	2
RAS engaged in dishonesty/ fraud	1
RAS failed to comply with procedures	1