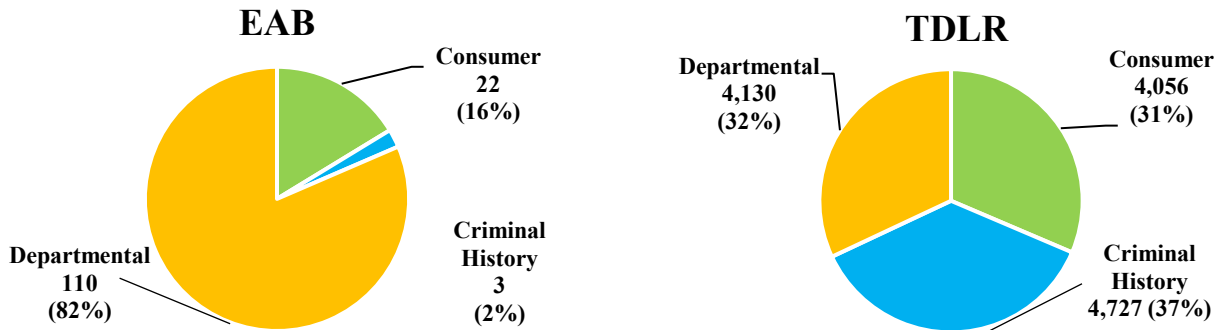


Elimination of Architectural Barriers (EAB)

Key Statistics	EAB Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	25,450	1,019,176
Complaints Received by Source	230	134,663
Consumer complaints	60	12,216
Department initiated complaints	111	4,096
Criminal History Records reviewed for licensure	59	118,351
Cases Opened	135	12,913
Consumer	22	4,056
Departmental	110	4,130
Criminal History	3	4,727
Cases Closed	205	12,694
Consumer	47	4,467
Departmental	155	3,487
Criminal History	3	4,740
Average Time to Close (days)	273.09	206.68
% of Cases Resolved Within 6 Months	38.05%	64.46%
% of Cases Resulting in Disciplinary Action	19.02%	12.94%
% of Cases Not Resulting in Disciplinary Action	80.98%	87.06%
Open Cases Pending at End of Fiscal Year	116	7,651
Cases Referred to SOAH	0	133
Contested Cases Heard at SOAH	0	62
Formal Case Outcomes	EAB Fiscal Year 2025	TDLR Fiscal Year 2025
Final Orders	39	1,643
Agreed Orders	21	918
Commission Orders	0	20
Default Orders	18	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	0	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$1,737.18	\$3,095.17
Total Penalties Assessed	\$67,750.00	\$4,769,650
Total Penalties Collected	\$40,750.00	\$1,783,085
Total Disciplinary Suspensions and Revocations	0	171
Licenses Revoked (Disciplinary)	0	162
Licenses Suspended (Disciplinary)	0	9
Licenses Denied/Suspended/Revoked (Criminal History)	0	206
Restricted Licenses Granted	0	4
Enforcement cases that resulted in District Court Filing	0	5
Other Case Actions	EAB Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$0.00	\$808,739.25
Other Cases Closed without Disciplinary Actions	41	4,993
Informally Resolved	26	526
Insufficient Evidence	29	2,516
Warning Letters	70	2,939
Withdrawn by Complainant	0	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

Cases Opened Fiscal Year 2025



EAB Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Owner failed to have project inspected for TAS within 1-year	100
Owner violated TAS	19
RAS failed to comply with procedures	7
RAS failed to comply with Act, Rules, or TAS	7
RAS failed to provide records timely	3
Criminal history	3
Owner failed to pay inspection fee	2
Owner failed to have plan review or pay project fees	1

EAB Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Owner failed to have project inspected for TAS within 1-year	36
Owner violated TAS	2
Owner failed to pay filing fee	1