



**OFFICE OF THE ATTORNEY GENERAL**  
**DISABILITY RIGHTS BUREAU**  
 INVESTIGATION AND TECHNICAL ASSISTANCE ACTIVITY  
 REPORT ON FISCAL YEAR 2024-2025

Public Act 101-537 took effect on August 23, 2019. It requires that by July 31 each year, the Attorney General's office must provide data about the office's efforts to enforce the Environmental Barriers Act, 410 ILCS 25/1 et seq. This report includes data regarding enforcement of the Environmental Barriers Act during fiscal year 2024-2025, as well as other enforcement and technical assistance activity.

INVESTIGATION ACTIVITY	
Total Number of Open Investigations	464
Total Number of New Complaints Received	301
Physical Accessibility Complaints Received	54
Disability Discrimination Complaints Received	247
Most Frequent Physical Accessibility Complaints Received Under Investigation (listed in descending order starting with the most frequent)	Parking Accessible Route Signage Entrances Built-in counters/seating Controls, operating mechanisms Vertical Accessibility Bathrooms, Bathing Facilities Doors (interior) Ramps Toilet Rooms Drinking Fountains/Water Coolers Elevators Sidewalks
Most Frequent Disability Discrimination Complaints Received Under Investigation (listed in descending order starting with the most frequent)	Service Animals Public Entities - Policies & Practice Businesses - Policies & Practice Housing Accommodations Effective Communication Court Accommodations Employment Accommodations Assistive Technology

<b>LITIGATION ACTIVITY</b>	
Fair Housing Cases enforcing the Illinois Human Rights Act	17
Public Accommodations cases enforcing the Americans with Disabilities Act and the Illinois Human Rights Act	0

<b>CONSTITUENT CONTACTS TECHNICAL ASSISTANCE AND REFERRALS PROVIDED</b>	
Technical Assistance Telephone Lines Springfield and Chicago	1,350 calls
Constituents' General Email Inquiries Directed to the Bureau	27 constituent emails
Bureau's Written Correspondence to Constituents	143 letters sent

<b>COMMITTEE PARTICIPATION</b>	
<b>Name of Committee</b>	<b>Statutory Basis</b>
Access and Functional Needs Advisory Committee	20 ILCS 3305/23 new
Community Residential Services Authority Committee	105 ILCS 5/14-15.01
Due Process Screening Committee	105 ILCS 5/14-8.02c
Interagency Committee on Employees with Disabilities	775 ILCS 5/2-106
Disability Access Committee, Access to Justice Commission, Illinois Supreme Court	By Invitation
Disability Access Subcommittee, Pro Se Committee Cook County Circuit Court	By Invitation
Illinois ADA Project Steering Committee	Non-statutory
Pro Se Committee of the Cook County Circuit Court	By Invitation
Special Education Advisory Committee to the Attorney General	Non-statutory

**Disability Rights Bureau  
Presentations and Trainings Summary  
Fiscal Year July 1, 2024–June 30, 2025**

<b>PRESENTATIONS AND TRAININGS</b>			
<b>Date</b>	<b>Topic</b>	<b>Host/Location</b>	<b>Audience</b>
July 8, 2024	Illinois Court Disability Coordinator Statewide Training 2024	Administrative Office of the Illinois Courts, Chicago	Court Disability Coordinators
July 23, 2024	The Illinois Restroom Access Act: A Colleague's Story of Disability Advocacy	Office of the Illinois Attorney General Via Zoom	Employees of the Office of the Illinois Attorney General
October 16, 2024	2018 IAC & 2010 ADA Standards Plumbing Elements	Illinois Plumbing Inspectors Association, Addison	Licensed Plumbers and Code Officials
October 24, 2024	2018 IAC & 2010 ADA Standards Plumbing Elements	Backflow Symposium Hosted by SIU Continuing Education Program, Bloomington	Licensed Plumbers, Architects, Engineers, and Code Officials
November 13, 2024	Informational Webinar for Veterans Advocates and Service Organizations	Office of the Illinois Attorney General Via Zoom	Veterans, Veterans Advocates, and Veterans Service Organizations
May 9, 2025	2018 IAC & 2010 ADA Standards Plumbing Elements	Illinois Plumbing Inspectors Association, Peoria	Licensed Plumbers and Code Officials
May 23, 2025	Disability Rights in the Courthouse 101	Administrative Office of the Illinois Courts, Peoria	All New Illinois State Judges

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