



**OFFICE OF THE ATTORNEY GENERAL
DISABILITY RIGHTS BUREAU
INVESTIGATION AND TECHNICAL ASSISTANCE ACTIVITY
REPORT FOR CALENDAR YEAR 2025**

Public Act 104-89 took effect on August 1, 2025. It requires that by January 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 calendar year 2025, as well as other enforcement and technical assistance activity.

INVESTIGATION ACTIVITY	
Total Number of Open Investigations	433
Total Number of New Complaints Received	364
Physical Accessibility Complaints Received	54
Disability Discrimination Complaints Received	310
Most Frequent Physical Accessibility Complaints Received Under Investigation (listed in descending order starting with the most frequent)	Accessible Route Parking Entrances Doors (interior) Signage Controls, operating mechanisms Elevators Built-in counters/seating Vertical Accessibility Bathrooms, Bathing Facilities Ramps Toilet Rooms Elevators
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

LITIGATION ACTIVITY	
Fair Housing Cases enforcing the Illinois Human Rights Act	14
Public Accommodations cases enforcing the Americans with Disabilities Act and the Illinois Human Rights Act	0

CONSTITUENT CONTACTS TECHNICAL ASSISTANCE AND REFERRALS PROVIDED	
Technical Assistance Telephone Lines Springfield and Chicago	1,235 calls
Constituents' General Email Inquiries Directed to the Bureau	15 constituent emails
Bureau's Written Correspondence to Constituents	227 letters sent

COMMITTEE PARTICIPATION	
Name of Committee	Statutory Basis
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, <i>Pro Se</i> 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
Calendar Year January 1–December 31, 2025

PRESENTATIONS AND TRAININGS			
Date	Topic	Host/Location	Audience
May 9, 2025	2018 IAC & 2010 ADA Standards Plumbing Elements	Illinois Plumbing Inspectors Association, Peoria	Licensed Plumbers and Code Officials
June 3, 2025	Disability Rights in the Courthouse	Administrative Office of the Illinois Courts, Peoria, Illinois	All New Illinois State Judges
September 22, 2025	Enhancing Courtroom Accommodations	National Association of Attorneys General, Little Rock, Arkansas	Attorneys General and staff nationwide

Published January 30, 2026