



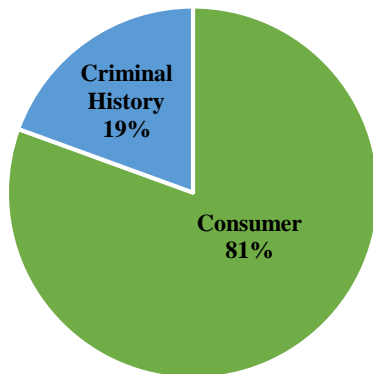
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

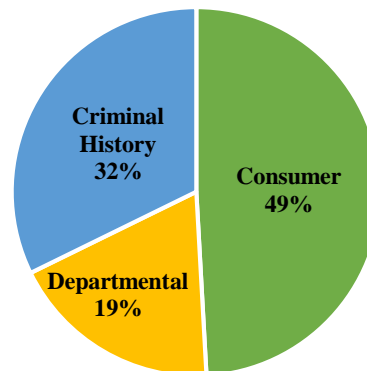
Property Tax Professionals (PTP)

Key Statistics	PTP Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	3,699	832,593
Complaints Received	102	37,043
Cases Opened	36	10,902
Cases Closed	52	10,113
Average Time to Close (days)	293.65	151.96
% of Cases Resolved Within 6 Months	28.85%	68.52%
% of Cases Resulting in Disciplinary Action	0%	21%
Open Cases Pending at End of Fiscal Year	37	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	204
Number of Contested Cases Heard at SOAH	0	92
Formal Case Outcomes	PTP Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	0	614
Agreed Orders	0	1,254
Average Penalty Assessed on Orders	\$0.0	\$2,092.92
Total Penalties Assessed	\$0.0	\$3,452,750
Licenses Revoked (Disciplinary)	0	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	0	358
Cases Heard in District Court	0	1
Informal Case Actions	PTP Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0.0	\$324,299
Warning Letters	0	1,500
Other Informal Resolutions	52	6,434
Cease & Desist Orders	0	38

**Source of PTP Cases Opened
Fiscal Year 2019**



**Source of All Cases Opened
Fiscal Year 2019**





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Top PTP Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Unfair treatment of taxpayer	23
Code of Ethics Violation	15
Criminal History	7
Appraisals/ No uniform standards	4
Unequal treatment of taxpayer	4

PTP Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2019 for the PTP program	N/A