



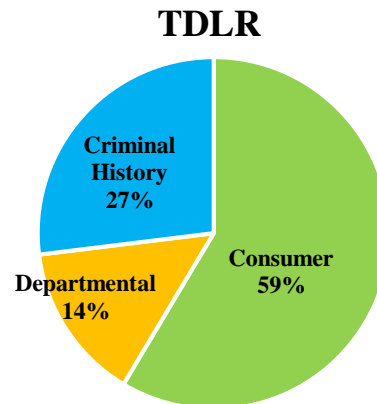
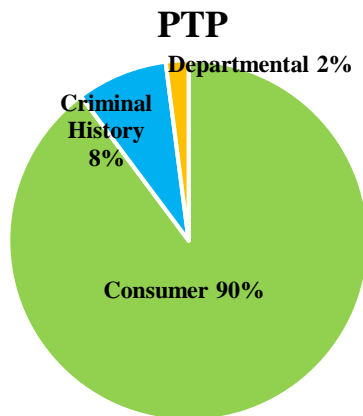
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Property Tax Professionals (PTP)

Key Statistics	PTP Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	3,676	823,189
Complaints Received	89	32,683
Cases Opened	49	10,465
Cases Closed	30	9,763
Average Time to Close (days)	222.67	157.58
% of Cases Resolved Within 6 Months	50.00%	68.64%
% of Cases Resulting in Disciplinary Action	0.00%	13.48%
Open Cases Pending at End of Fiscal Year	40	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	PTP Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	0	339
Agreed Orders	0	853
Average Penalty Assessed on Orders	\$0.00	\$2,199.86
Total Penalties Assessed	\$0.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	PTP Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	0	1,615
Other Informal Resolutions	30	6,749
Cease & Desist Orders	0	46

Source of Cases Opened Fiscal Year 2020





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Enforcement Division

PTP Alleged Violations at Opening

Fiscal Year 2020	
Alleged Violation at Opening	Count
Unfair treatment of taxpayer	26
Violated code of ethics	24
Criminal History	5
Unequal treatment of taxpayer	3
Lacks honesty, trustworthiness and integrity	1

PTP Violations Resulting in Disciplinary Action

Fiscal Year 2020	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2020 for the PTP program	N/A