



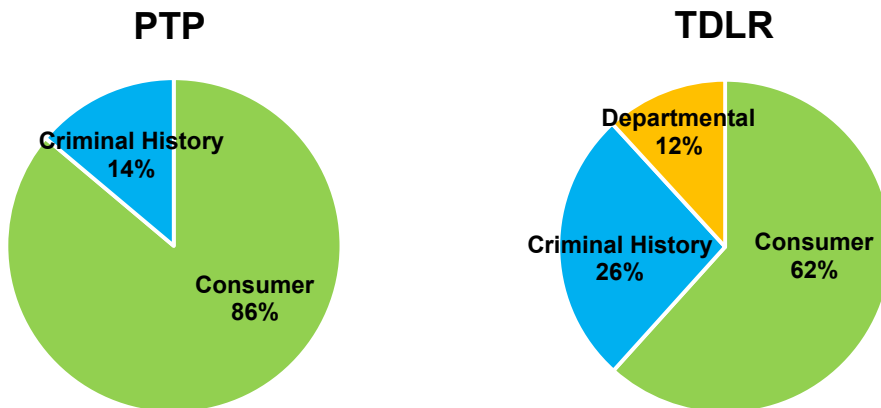
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Property Tax Professionals (PTP)

Key Statistics	PTP Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	3,616	848,268
Complaints Received	86	32,655
Cases Opened	36	10,121
Cases Closed	18	9,335
Average Time to Close (days)	178.11	209.86
% of Cases Resolved Within 6 Months	50.00%	60.00%
% of Cases Resulting in Disciplinary Action	0.00%	13.41%
Open Cases Pending at End of Fiscal Year	58	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	134
Number of Contested Cases Heard at SOAH	0	67
Formal Case Outcomes	PTP Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	0	455
Agreed Orders	0	711
Average Penalty Assessed on Orders	\$0.00	\$2,124.56
Total Penalties Assessed	\$0.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	1
Informal Case Actions	PTP Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$0.00	\$192,825.53
Warning Letters	0	1,768
Other Informal Resolutions	18	6,208
Cease & Desist Orders	0	19

Source of Cases Opened Fiscal Year 2021





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Top PTP Alleged Violations at Opening

Fiscal Year 2021	
Alleged Violation at Opening	Count
Unfair treatment of taxpayer	17
Violated code of ethics	15
Unequal treatment of taxpayer	6
Criminal History	5
No Registration	1

PTP Violations Resulting in Disciplinary Action

Fiscal Year 2021	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2021 for the PTP program	N/A