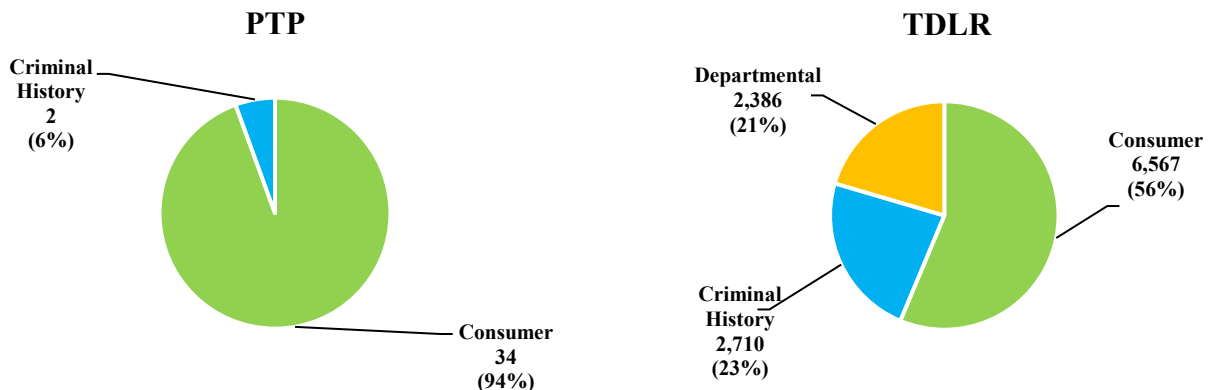


Property Tax Professionals (PTP)

Key Statistics	PTP Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	3,629	890,735
Complaints Received by Source	140	64,954
Consumer complaints	57	14,098
Department initiated complaints	0	2,368
Criminal History Records reviewed for licensure	83	48,488
Cases Opened	36	11,663
Consumer	34	6,567
Departmental	0	2,386
Criminal History	2	2,710
Cases Closed	42	11,754
Average Time to Close (days)	623.45	215.79
% of Cases Resolved Within 6 Months	14.29%	57.64%
% of Cases Resulting in Disciplinary Action	0.00%	10.81%
Open Cases Pending at End of Fiscal Year	52	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	61
Contested Cases Heard at SOAH	0	30
Formal Case Outcomes	PTP Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	0	1,160
Commission Orders	0	27
Default Orders	0	384
Agreed Orders	0	749
Average Penalty Assessed on Orders	\$0.00	\$2,231.30
Total Penalties Assessed	\$0.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	0	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	182
Cases Heard in District Court	0	7
Informal Case Actions	PTP Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$0.00	\$390,011.62
Warning Letters	1	3,378
Other Informal Resolutions	41	7,108
Cease & Desist Orders	0	17

Cases Opened Fiscal Year 2022



PTP Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Unfair treatment of taxpayer	25
Violated code of ethics	23
Unequal treatment of taxpayer	4
Criminal history	2
Conflicts of interest	1

PTP Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2022 for the PTP program	N/A