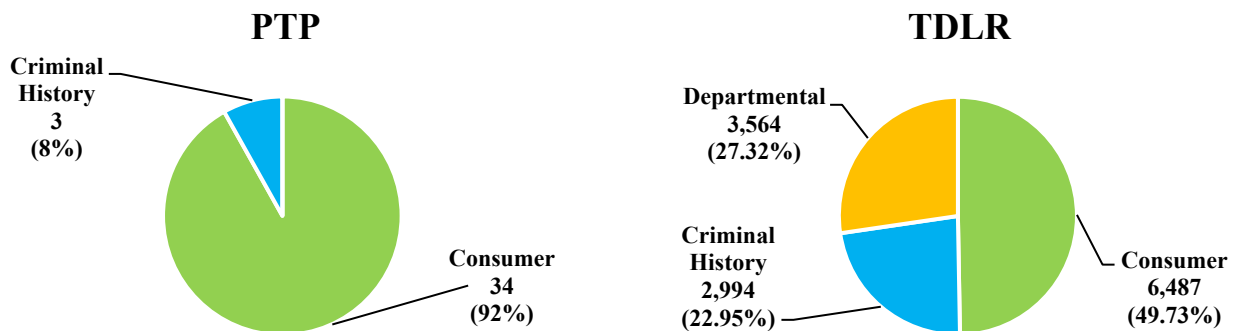


Property Tax Professionals (PTP)

Key Statistics	PTP Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	342	111,084
<i>Consumer complaints</i>	72	14,240
<i>Department initiated complaints</i>	0	3,535
<i>Criminal History Records reviewed for licensure</i>	270	93,309
Cases Opened	37	13,045
<i>Consumer</i>	34	6,487
<i>Departmental</i>	0	3,564
<i>Criminal History</i>	3	2,994
Cases Closed	40	11,284
Average Time to Close (days)	520.85	215.01
% of Cases Resolved Within 6 Months	10.00%	55.52%
% of Cases Resulting in Disciplinary Action	5.00%	12.46%
Open Cases Pending at End of Fiscal Year	49	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	PTP Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	2	1,329
<i>Agreed Orders</i>	2	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	0	472
Average Penalty Assessed on Orders	\$1,250.00	\$2,217.58
Total Penalties Assessed	\$2,500.00	\$2,947,160.00
Total Penalties Collected	\$2,500.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	0	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	PTP Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	0	2,757
Other Informal Resolutions	38	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



PTP Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Unfair treatment of taxpayer	28
Violated code of ethics	21
Unequal treatment of taxpayer	8
Criminal history	3
Conflicts of Interest	1
No registration	1

PTP Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Conflicts of Interest	1
Violated code of ethics	1