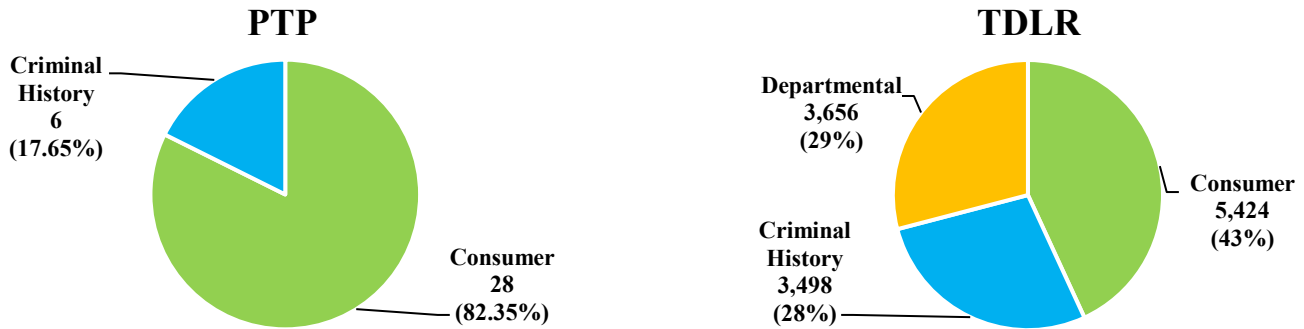


## Property Tax Professionals (PTP)

Key Statistics	PTP Fiscal Year 2024	TDLR Fiscal Year 2024
<b>Complaints Received by Source</b>	<b>313</b>	<b>122,942</b>
<i>Consumer complaints</i>	46	13,669
<i>Department initiated complaints</i>	0	3,733
<i>Criminal History Records reviewed for licensure</i>	267	105,540
<b>Cases Opened</b>	<b>34</b>	<b>12,578</b>
<i>Consumer</i>	28	5,424
<i>Departmental</i>	0	3,656
<i>Criminal History</i>	6	3,498
<b>Cases Closed</b>	<b>22</b>	<b>13,449</b>
<i>Consumer</i>	15	5,511
<i>Departmental</i>	0	4,554
<i>Criminal History</i>	7	3,384
<b>Average Time to Close (days)</b>	<b>305.86</b>	<b>199.58</b>
% of Cases Resolved Within 6 Months	45.45%	57.67%
% of Cases Resulting in Disciplinary Action	0.00%	9.56%
% of Cases Not Resulting in Disciplinary Action	100.00%	90.44%
<b>Open Cases Pending at End of Fiscal Year</b>	<b>61</b>	<b>7,433</b>
Cases Referred to SOAH	0	52
Contested Cases Heard at SOAH	0	22
Formal Case Outcomes	PTP Fiscal Year 2024	TDLR Fiscal Year 2024
<b>Final Orders</b>	<b>0</b>	<b>1,287</b>
<i>Agreed Orders</i>	0	672
<i>Commission Orders</i>	0	14
<i>Default Orders</i>	0	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	0	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$0.00	\$3,205.97
<b>Total Penalties Assessed</b>	<b>\$0.00</b>	<b>\$3,792,665.00</b>
<b>Total Penalties Collected</b>	<b>\$0.00</b>	<b>\$2,092,876.00</b>
<b>Total Disciplinary Suspensions and Revocations</b>	<b>0</b>	<b>110</b>
<i>Licenses Revoked (Disciplinary)</i>	0	103
<i>Licenses Suspended (Disciplinary)</i>	0	7
Licenses Denied/Suspended/Revoked (Criminal History)	0	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	PTP Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$0.00	\$402,875.87
Warning Letters	0	4,907
Other Cases Closed without Disciplinary Actions	22	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

**Cases Opened Fiscal Year 2024**



**PTP Alleged Violations at Opening**

Fiscal Year 2024	
Alleged Violation at Opening	Count
Unfair treatment of taxpayer	23
Violated code of ethics	17
Criminal history	6
Unequal treatment of taxpayer	3

**PTP Violations Resulting in Disciplinary Action**

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2024 for the PTP Program	0