



LICENSING DIVISION

Staff Report for the Property Tax Professionals Advisory Committee- May 4, 2022

Personnel Updates

- Tarsha Redd separated from TDLR on 12/12/2021 after 12 years. She accepted a position with Tx Dept of Motor Vehicles.
- The Property Tax Professionals licensing responsibilities were transferred to Licensing Manager, Yvonne Lopez.

Yvonne has been with TDLR since August 2008 and has experience with Enforcement, Regulatory Program Management and was promoted to Licensing Manager in September 2019.

Statistics

Property Tax Professionals Advisory Board Licensing Division Statistics Sept 1, 2021-Mar 31, 2022 May 4, 2022				
Licenses Issued				
Licensed Practitioners	New Licenses Issued	Renewal Licenses Issued	FY 2022 TOTAL POPULATION	FY 2021 TOTAL POPULATION
PTP Appraiser	181	1,536	2,944	2,935
PTP Collector	7	42	132	136
PTP Assessor/Collector	31	262	555	549
Overall Practitioners	219	1,840	3,631	3,620
			FY 2022 TOTAL POPULATION	FY 2021 TOTAL POPULATION
TOTAL PROPERTY TAX PROFESSIONALS			3,631	3,620

Total Email Contacts
Sept 1, 2021 - Mar 31, 2022
Licensing Team

Months	FY 2021	FY 2022	% Change
	Sep 2020- Mar 2021	Sep 2021- Mar 2022	
Sept	2,759	1,412	-48.82%
Oct	2,015	2,074	2.93%
Nov	1,763	1,827	3.63%
Dec	1,995	1,539	-22.86%
Jan	2,727	2,374	-12.94%
Feb	1,489	2,557	71.73%
Mar	2,283	2,644	15.81%
Totals	15,031	14,427	-4.02%

*Internal & External email contacts (includes some email referrals from Customer Service)

Current Projects

- **COVID Response (FY 2021 Timeline)**

Between 09/01/2020 – 12/31/2020, average backlogs were at 77 days, with an average backlog of 1,444 applications in queue.

The Strategic Workforce Allocation Teams (“SWAT”) were created in October 2020. This was a multi-divisional effort to assist all licensing teams with the increased backlog of applications. Licensing staff facilitated & recorded numerous virtual training sessions to get assistance processing simple applications. This allowed licensing staff to focus on moderately complex and highly complex applications.

Between 01/01/2021-08/31/2021, average backlogs dropped to 66 days, with an average backlog of 832 pending applications in queue.

- **Current Covid-19 Response (FY 2022)**

We continue to monitor our flow of work and provide updates to management to stay ahead of any unforeseen increases our workflows. The option to reactivate SWAT remains an option.

Current average backlogs are at 23 days to process an application (including new applications, renewals and other miscellaneous requests), with an average backlog of 252 applications in queue.

This team has had at least one person in office each day, on a rotating basis, through the duration of the pandemic. In-office work continues to be monitored, with adjustments of in-office staffing as necessary.

Applications Received Quarterly		
Quarter	FY 2021	FY 2022
Sep – Nov	4,811	6,250
Dec – Feb	5,992	7,342
March	2,334	2,670
Total Applications	13,137	16,262

- **Email Contacts**

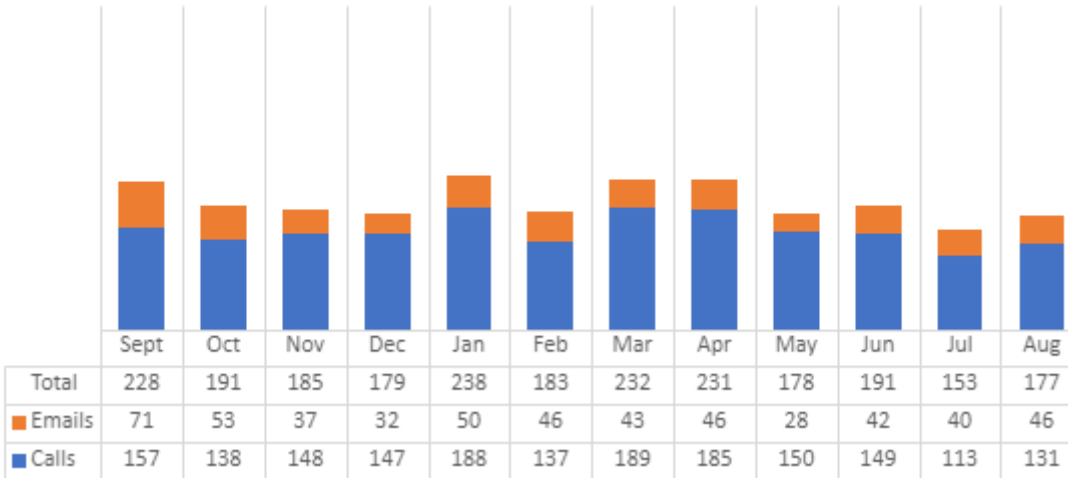
It’s important for the PTP license base to contact us using the webform at www.tdlr.texas.gov/help, unless they’re sending a response to an email from staff. This ensures the email is seen and a response is received.

Customer Service Division

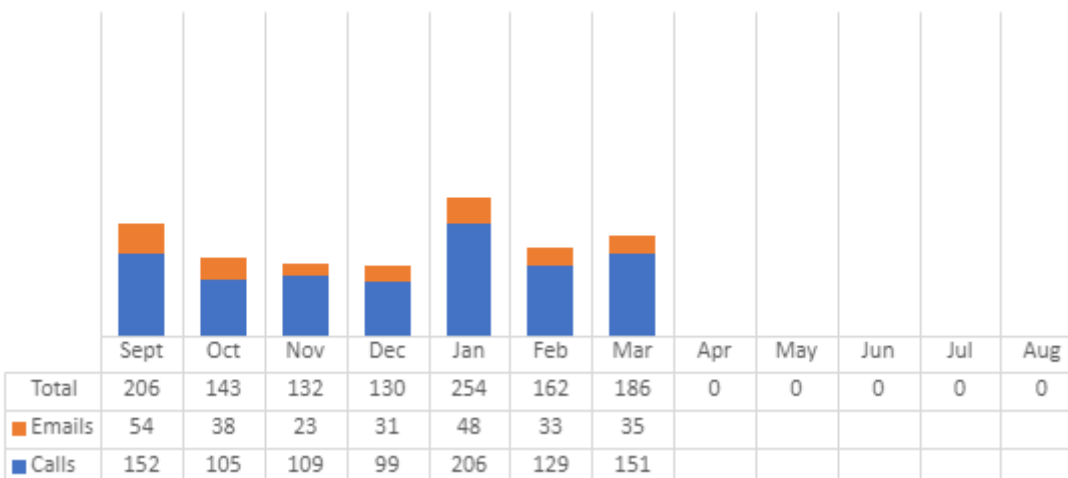
Staff Report for the Property Tax Professionals Advisory Committee-May 4, 2022

Statistics

PROPERTY TAX PROFESSIONALS
CUSTOMER SERVICE CONTACTS
FISCAL YEAR 2021



PROPERTY TAX PROFESSIONALS
CUSTOMER SERVICE CONTACTS
FISCAL YEAR 2022



Enforcement Division

Staff Report for the Texas Tax Professional Advisory Committee May 4, 2022

Personnel Updates

- On February 15, 2020, Debbie Hawkins was promoted to Legal Assistant Supervisor. Debbie has worked for TDLR for 8 years as a Legal Assistant in the Enforcement Division.
- On March 1, 2020, John Medlock was promoted to Chief Prosecutor. John has worked for TDLR for 7 years, previously serving as a Prosecutor and Senior Prosecutor in the Enforcement Division.
- On May 1, 2020, Trevor Theilen was promoted to Senior Prosecutor. Trevor has worked for TDLR for 9 years as a Prosecutor in the Enforcement Division.
- On August 31, 2020, Investigations Manager Gregg Dodson retired after 22 years of service with TDLR. Gregg oversaw the Investigations Section within the Enforcement Division, which includes 42 investigators. This position is currently posted on the Department's website, and we hope to conduct interviews soon.
- On August 31, 2020, Prosecution Legal Assistant Manager Daryl Kunze retired after 18 years of service with TDLR. Daryl oversaw the Prosecution Legal Assistant Section within the Enforcement Division, which includes 33 legal assistants and administrative assistants.
- On August 31, 2020, Senior Investigator Esmer Arguijo retired after 21 years of service with TDLR. Esmer conducted investigations of cases in the building and mechanical, water well, and property tax programs.
- On October 1, 2020, Jackie Revilla was promoted to Prosecution Legal Assistant Manager, to fill the vacancy created by Daryl Kunze's retirement. Jackie has worked for TDLR for 18 years, previously serving as a Legal Assistant Supervisor in the Enforcement Division.
- On November 6, 2020, Prosecutor Ken Sharp retired after 7 years of service with TDLR and 13 years of total service to the citizens of Texas. During his tenure at TDLR Ken worked briefly on the Transportation team before joining the criminal history review team where he evaluated thousands of criminal records in an effort to protect our citizens from those not fit to hold a license due to their criminal history. Ken was also very active in the Department's Veteran's Association, where he was both a cofounder of the organization and its first Commander.

- On December 4, 2020, Prosecutor Michael Shirk retired after 8 years of service with TDLR and nearly two decades of service to the citizens of Texas. Michael was a member of the Transportation team where his enthusiasm for public service and protecting the citizen of Texas was clearly evident. He was a joy to work with and served as a mentor for many of our attorneys on staff. He will be missed but he left a legacy of public service that will be long remembered.
- Three Attorneys, Amanda Barrera, Aroosa Nizami and Natalie Olvera, were promoted to Attorney III positions to fill the vacancies that were created by the promotions and retirements in the Enforcement Division. Amanda's and Aroosa's promotions were effective December 15, 2020, and Natalie's promotion was effective January 1, 2021.
- On January 4th, 2021, Arthur Arevalo was hired to fill the Investigations Manager's position. Art retired from the Austin Police Department after nearly 26 years of service. Since then, he worked for the Travis County Sheriff's Office and more recently served as a Captain with the Texas State University Police Department. We look forward to his contribution to the success of our team as we continue to strengthen the Enforcement division with staff that embraces our mission and shares our dedication to make a positive impact serving the citizens of Texas.
- On January 15, 2021, Lisa Grant was promoted to Legal Assistant Supervisor in the Prosecution Section of Enforcement. Lisa has worked for TDLR for over 20 years, previously serving as a Legal Assistant I, Legal Assistant II, Legal Assistant III, and Senior Legal Assistant.
- On April 1, 2021, Rosemary Potter was promoted to Senior Legal Assistant in the Prosecution Section of Enforcement. Rosemary has worked for TDLR for over 13 years, previously serving as a Legal Assistant III.
- Three attorneys, Sara McKinney, Rachel Seshan, and Hunter McKinley were hired as Attorney II positions to fill the vacancies created by promotions in the Enforcement Division. These three attorneys will be working our inspections cases and our unlicensed air conditioning and electrical cases. Their hiring's were effective April 15, 2021.
- On August 1, 2021, Cynthia Marple was hired as an Attorney III. She joins TDLR from the Department of Public Safety's office of Regulatory Counsel Division where she prosecuted compliance and enforcement cases. Cynthia is a member of the Transportation Team, which focuses on cases related to Tow, Vehicle Storage Facilities, Driver's Education and Motor Fuels.
- On September 15, 2021, Kimberly (Kim) Ferreiro Mitchell was promoted to Management Analyst III. Kim has worked for TDLR for 13 ½ years, previously serving as a Legal Assistant III and Legal Assistant II.
- On September 15, 2021, Estella Ramos was promoted to Senior Legal Assistant in our Intake Section. Estella has worked for TDLR for over 6 years, previously serving as an Intake Administrative Assistant and Legal Assistant II.

- Karen Cox retired January 31, 2022, after 17 years with TDLR and over 30 years working in State Government which include stints at the Texas Workforce Commission, Texas Department of Transportation, and the Texas Railroad Commission. She was promoted to Senior Prosecutor in, January 1, 2019, where she helped oversee and mentor attorneys within the Enforcement Division. She also helped develop and facilitate our expert witness training program utilized by the Health Professions Program. She will be greatly missed, but we wish her well in her retirement.
- On February 15, 2022, Robert Nino was promoted to the Team Lead Supervisor for the South Region Team. Robert has worked for TDLR for over 14 years with vast knowledge and experience on case investigations, sting operations and working on very complex cases. Robert also assisted in the training and mentoring on newly hired investigators. Robert has had nearly 38 years of experience as an investigator and auditor with both federal and state government, as well as private industry.

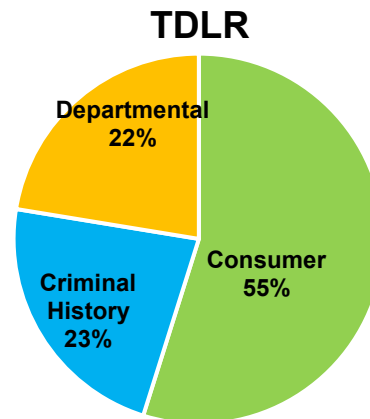
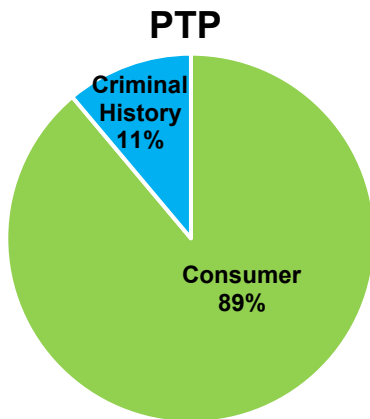
Statistics

Shown below are the Complaints Received, Enforcement Performance Measures, and Key Statistics for the Property Tax Professionals (PTP) program and all TDLR programs combined through March of Fiscal Year 2022:

Complaints Received Break Down	PTP	TDLR
Total Complaints Received	50	20,297
Consumer	31	9,075
Criminal History	19	11,222

Key Statistics	PTP	TDLR
Cases opened	18	6,473
Cases closed	9	6,457
Average time to close (days)	221.11	216.96
% of cases resolved within 6 months	66.67%	57.29%
% of cases resulting in disciplinary action	0.00%	10.67%
Cases pending at end of March 2022	67	6,646

Source of Cases Opened through March of Fiscal Year 2022



Case Outcomes	PTP	TDLR
Commission Orders	0	14
Default Orders	0	201
Agreed Orders	0	408
Penalties Assessed	\$0.00	\$1,472,575.00
Penalties Collected	\$0.00	\$833,384.00
Licenses Revoked (Disciplinary)	0	33
Licenses Suspended	0	4
Licenses Denied/Revoked (Criminal History)	0	106
Cease & Desist Orders	0	9
Informally Resolved	9	5,767

PTP Alleged Violations at Opening for through March of Fiscal Year 2022

Alleged Violation:	Count
Unfair treatment of taxpayer	13
Violated code of ethics	11
Criminal History	2
Unequal treatment of taxpayer	1

PTP Violation Resulting in Disciplinary Action through March of Fiscal Year 2022

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

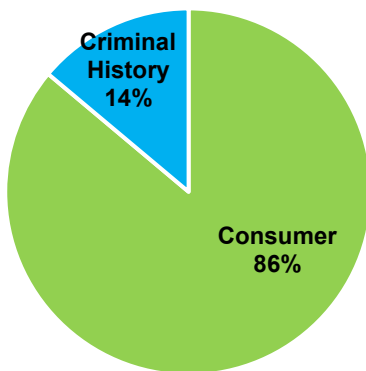
Shown below are the Complaints Received, Enforcement Performance Measures, and Key Statistics for the Property Tax Professionals (PTP) program and all TDLR programs combined for **Fiscal Year 2021**:

Complaints Received Break Down	PTP	TDLR
Total Complaints Received	86	32,655
Consumer	53	13,759
Criminal History	33	18,896

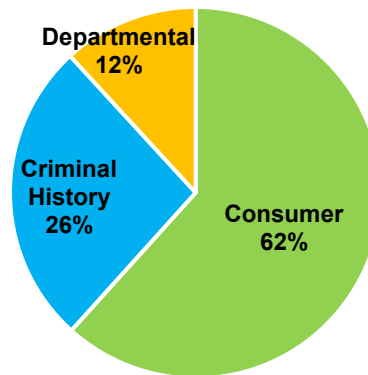
Key Statistics	PTP	TDLR
Cases opened	36	10,121
Cases closed	18	9,335
Average time to close (days)	178.11	209.86
% of cases resolved within 6 months	50.00%	60.00%
% of cases resulting in disciplinary action	0.00%	13.41%
Cases pending at end of fiscal year 2021	58	6,627

Source of Cases Opened for Fiscal Year 2021

PTP



TDLR



Case Outcomes	PTP	TDLR
Commission Orders	0	44
Default Orders	0	455
Agreed Orders	0	711
Penalties Assessed	\$0.00	\$2,570,716.00
Penalties Collected	\$0.00	\$1,140,068.95
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended	0	8
Licenses Denied/Revoked (Criminal History)	0	240
Cease & Desist Orders	0	19
Informally Resolved	18	7,976

PTP Alleged Violations at Opening for Fiscal Year 2021

Alleged Violation:	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 for Fiscal Year 2021

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



EDUCATION AND EXAMINATION DIVISION

Staff Report for Texas Tax Professional Advisory Committee – May 4th, 2022

Statistics

All Examinations
(As of March 31st, 2022)

FY 2022	Sept	Oct	Nov	Q1	Dec	Jan	Feb	Q2	Mar	Apr	May	Q3	Jun	Jul	Aug	Q4	Total
PASS	25	51	21	97	42	35	24	101	49	-	-	-	-	-	-	-	247
FAIL	31	60	40	131	48	40	44	132	51	-	-	-	-	-	-	-	314
TOTAL	56	111	61	228	90	75	68	233	100	-	-	-	-	-	-	-	561
RATE	44.6%	45.9%	34.4%	42.5%	46.7%	46.7%	35.3%	43.3%	49.0%	-	-	-	-	-	-	-	44.0%

FY 2021	Sept	Oct	Nov	Q1	Dec	Jan	Feb	Q2	Mar	Apr	May	Q3	Jun	Jul	Aug	Q4	Total
PASS	25	34	36	95	41	28	11	80	40	24	22	86	23	30	34	87	348
FAIL	42	60	40	142	52	35	20	107	46	43	39	128	26	44	37	107	484
TOTAL	67	94	76	237	93	63	31	187	86	67	61	214	49	74	71	194	832
RATE	37.3%	36.2%	47.4%	40.1%	44.1%	44.4%	35.5%	42.8%	46.5%	35.8%	36.1%	40.2%	46.9%	40.5%	47.9%	44.8%	41.8%

All Examinations by License Type
(As of March 31st, 2022)

SEPT – OCT – NOV					DEC – JAN - FEB				
1 ST QUARTER					2 ND QUARTER				
LICENSE TYPE	PASS	FAIL	TOTAL	RATE	LICENSE TYPE	PASS	FAIL	TOTAL	RATE
Appraiser Level 3	66	82	148	44.59%	Appraiser Level 3	67	79	146	45.89%
Appraiser Level 4	29	47	76	38.16%	Appraiser Level 4	32	47	79	40.51%
Assessor Level 4	2	1	3	66.67%	Assessor Level 4	2	5	7	28.57%
Collector Level 3	0	1	1	0.00%	Collector Level 3	0	1	1	0.00%
Total	97	131	228	42.54%	Total	101	132	233	43.35%
MAR – APR – MAY					JUN – JUL – AUG				
3 RD QUARTER					4 TH QUARTER				
LICENSE TYPE	PASS	FAIL	TOTAL	RATE	LICENSE TYPE	PASS	FAIL	TOTAL	RATE
Appraiser Level 3	21	29	50	42.00%	-	-	-	-	-
Appraiser Level 4	26	20	46	56.52%	-	-	-	-	-
Assessor Level 4	1	0	1	100.00%	-	-	-	-	-
Collector Level 3	1	2	3	33.33%	-	-	-	-	-
Total	49	51	100	49.00%	Total	-	-	-	-

All Continuing Education
(As of March 31st, 2022)

FY 2022	Sept	Oct	Nov	Q1	Dec	Jan	Feb	Q2	Mar	Apr	May	Q3	Jun	Jul	Aug	Q4	Total
*Total Courses	912	887	885	885	847	825	773	773	772	-	-	-	-	-	-	-	772
FY 2021	Sep	Oct	Nov	Q1	Dec	Jan	Feb	Q2	Mar	Apr	May	Q3	Jun	Jul	Aug	Q4	Total
*Total Courses	940	994	912	912	943	869	888	888	929	963	989	989	1,008	942	943	953	953

*Total Courses at the end of the month

Updates

CE Providers:

- PTP CE Providers can offer core courses as continuing education under the following requirements:
 1. The course length must be the same as the approved hours allowed by PTAD for core courses offered as continuing education.
 2. The CE Provider must submit the PTP Continuing Education Course approval application to E&E using the webform.

Exam:

- The PTP Exam Review Committee met November 30- December 2, 2021, the purpose of the meeting was to review any poorly performing items, review all items possibly affected by new legislation, and approve new items to augment the item pools.
- Effective June 1, 2022, Candidates will be able to participate in our E-Exams
- Candidates should view the latest copy of the Candidate Information Bulletin for the latest updates to the exam.

REGULATORY PROGRAM MANAGEMENT

Staff Report for the Property Tax Professionals Advisory Committee - May 4, 2022

Personnel Updates

The Texas Department of Licensing and Regulation has experienced multiple staff changes beginning with the retirement of Brian Frances and the appointment of Mike Arismendez as new the Executive Director (2022), Charlotte Melder as the Director for Regulatory Program Management (RPM) (2019) and Stuart Strnad as the Business and Consumer Safety Manager (2020) all since the last advisory board meeting in 2018. On April 30, 2021, Russ Taulli Program Specialist retired after over 30 years of service from the State of Texas.

Staff assigned to the Property Tax Professionals program during these changes are Program Specialist Todd Forrester and Latasha Poland along with Dina Winkfield, Administrative Assistant. Staff remain responsive to all internal and external customer request.

Statistics

Methods and Assistance Program

TDLR's 2021 Texas Comptroller of Public Accounts 2019 Methods and Assistance Program (MAP) Referrals.

- 22 County Appraisal Districts referred to TDLR for 2019 MAP

Results:

- 6 Counties failing to substantially implement MAP recommendations

Brooks	Real	Terrell
Nacogdoches	Reeves	Winkler

- 16 Counties substantially implementing MAP recommendations

Baylor	Hood	Lamar	San Saba
Coke	Jasper	Lamb	Starr
Concho	Jim Wells	Midland	Upton
Goliad	Karnes	Rains	Zavala

- 2019 MAP County Appraisal District letters were sent out March 1st notating whether compliance was substantially met implementing MAP recommendations.

Current Projects

Methods and Assistance Program

TDLR's 2022 Texas Comptroller of Public Accounts 2020 Methods and Assistance Program (MAP) Referrals.

- Referral received from CPA January 27th,
- 25 County Appraisal Districts not meeting initial deadline for implementing recommendations,

Bee	Hamilton	Kimble	Panola	Zapata
Brewster	Hansford	Knox	Schleicher	
Cochran	Hudspeth	Lampasas	Stephens	
Collingsworth	Jack	Lynn	Terry	
Dawson	Jeff Davis	McMullen	Willacy	
Duval	Jim Hogg	Mitchell	Young	

- First notices have been sent to County Appraisal Districts for submissions to indicate that the county has substantially complied with the 2020 MAP recommendations.
- Deadline for MAP recommendation submissions is November 15, 2022.

Sunset Recommendations from the report issued June 2021 for the 87th Legislative Session.

- HB 1560 continued the Texas Department of Licensing and Regulation (TDLR) for 12 years.
- Development of data driven analytics for programs and risk-based modeling has been a focus within RPM.
- PTP has instituted a data collection system for consumer and licensee inquiries to improve TDLR's customer service experience and Outreach.
- PTP analytics will continue to be developed and reviewed for process improvements as data is assembled.

Outreach

Todd Forrester and Latasha Poland, as the RPM Division's program specialists for the Property Tax Professionals (PTP) program, frequently answers phone calls and emails regarding the program. Inquiries are usually about the PTP rules or statute, educational requirements, and County Appraisal District Methods and Assistance Program referral compliance questions.

The RPM Division is open to opportunities for public outreach (conventions, conferences, association meetings, etc.) related to the PTP Program. Program specialists are available to speak at these events and provide information. We invite the advisory board and industry members to please let us know when an opportunity arises. Please send an email to bcstpecs@tdlr.texas.gov.