



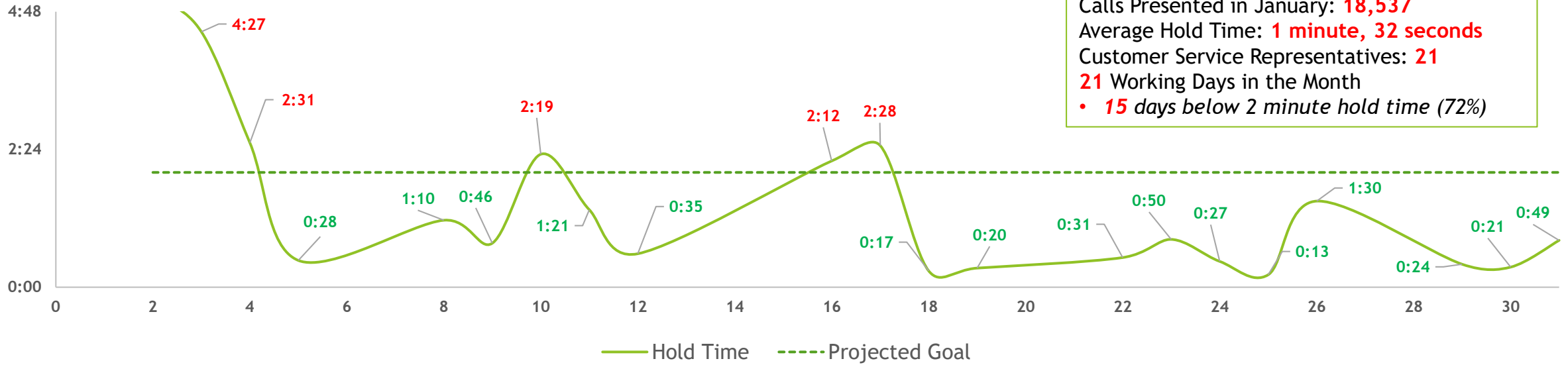
Staff Reports for January 2024

Customer Relations Division

January, 2024 Monthly Report

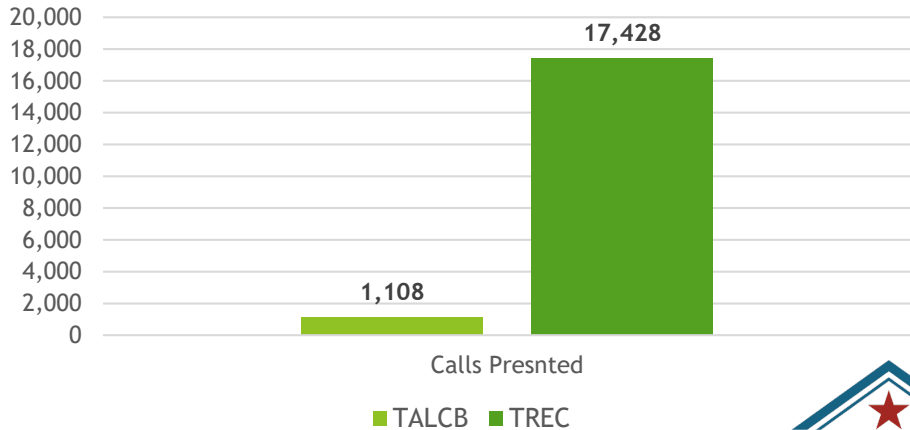


January, 2024 Hold Time per Day



Calls Presented in January: **18,537**
 Average Hold Time: **1 minute, 32 seconds**
 Customer Service Representatives: **21**
21 Working Days in the Month
 • **15 days below 2 minute hold time (72%)**

January, 2024 TALCB & TREC

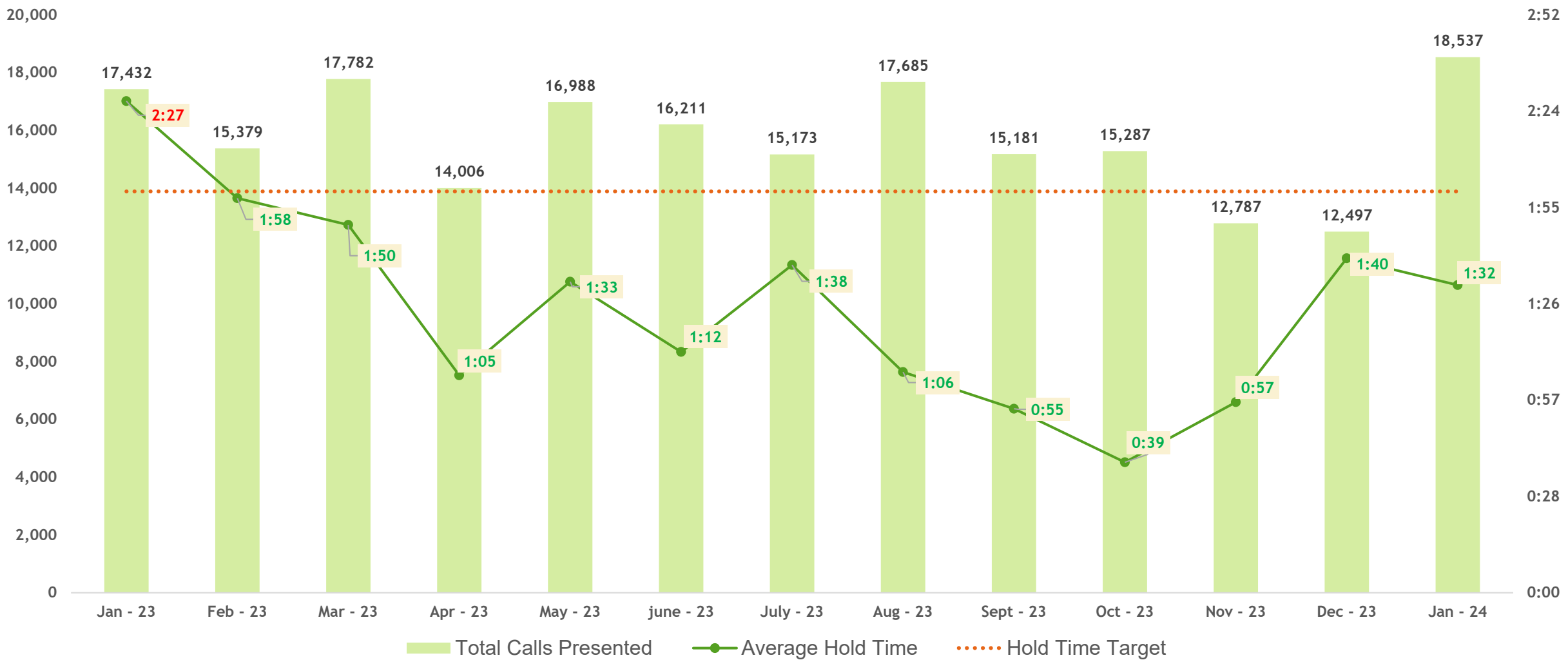


TALCB - 1,108 Calls (5.98%) **1 minute, 42 second hold time**
 TREC - 17,428 Calls (94.02%) **1 minute, 32 second hold time**



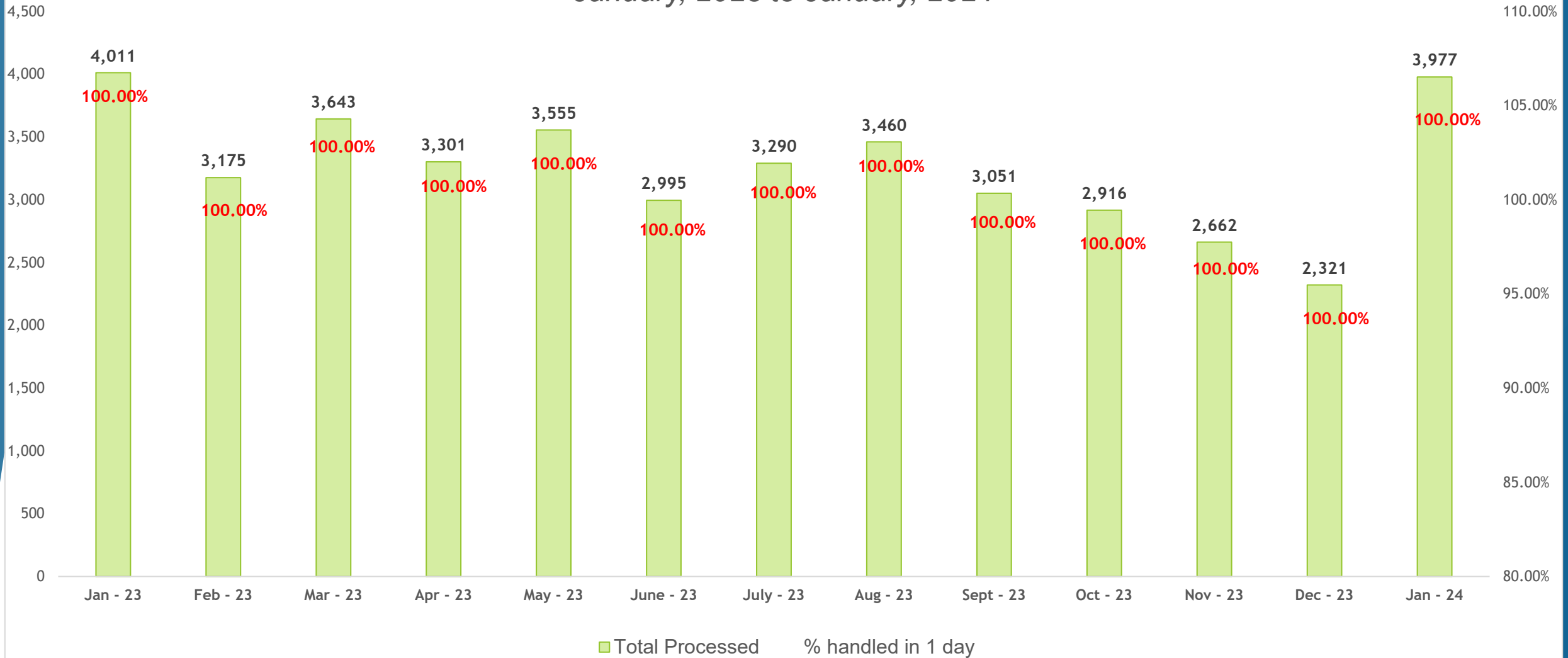
13 Month Comparison of Calls Presented vs. Hold Time

January, 2023 to January, 2024



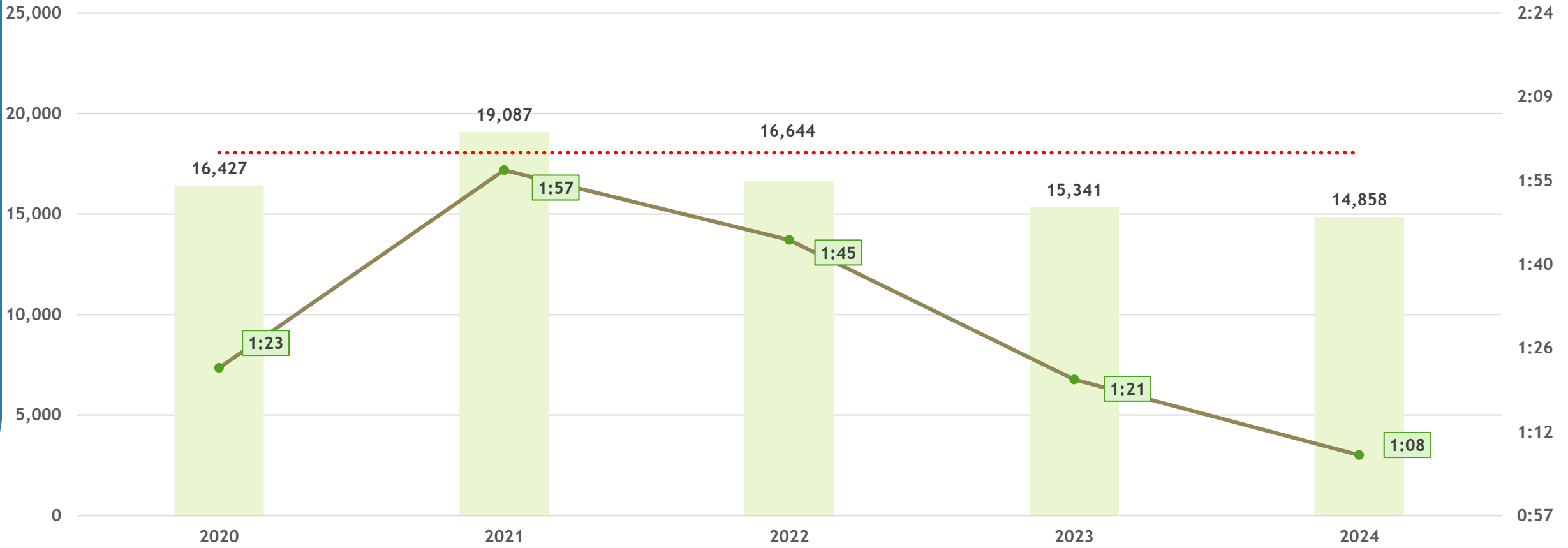
13 Month Comparison of Emails Processed

January, 2023 to January, 2024



Fiscal Year Comparison

Ave. Calls Presented/Month vs. Ave. Hold Time/Month



Ave Calls Presented/Month
 Ave. Hold Time/Month
 Hold Time Goal



TALCB Education Report

January 2024



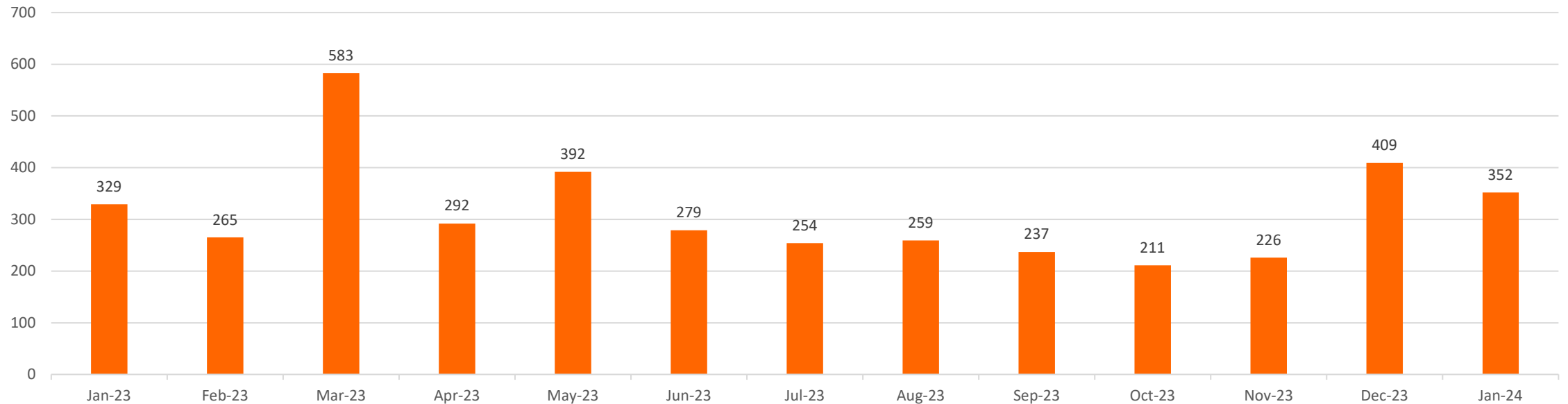
Education & Examinations Division

TREC Applications Approved 13-Month Comparison

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Qualifying Provider	2	2	3	1	4	0	2	4	4	3	8	5	7
Qualifying Real Estate Courses	16	21	21	18	18	28	8	3	11	4	16	6	21
Qualifying Inspector Courses	2	5	0	0	0	0	0	0	0	4	4	0	1
Qualifying ERW Courses	0	1	0	0	0	0	0	0	0	0	0	0	0
All Qualifying Applications	20	29	24	19	22	28	10	7	15	11	28	11	29

Continuing Education Provider	44	22	30	23	42	36	28	26	12	40	40	19	33
Continuing Real Estate Courses	258	189	491	240	320	191	202	211	155	143	157	364	262
Continuing Education Inspector Courses	7	22	37	10	8	23	14	13	55	17	1	15	14
Continuing Education ERW Courses	0	3	1	0	0	1	0	2	0	0	0	0	14
All Continuing Education Applications	309	236	559	273	370	251	244	252	222	200	198	398	323

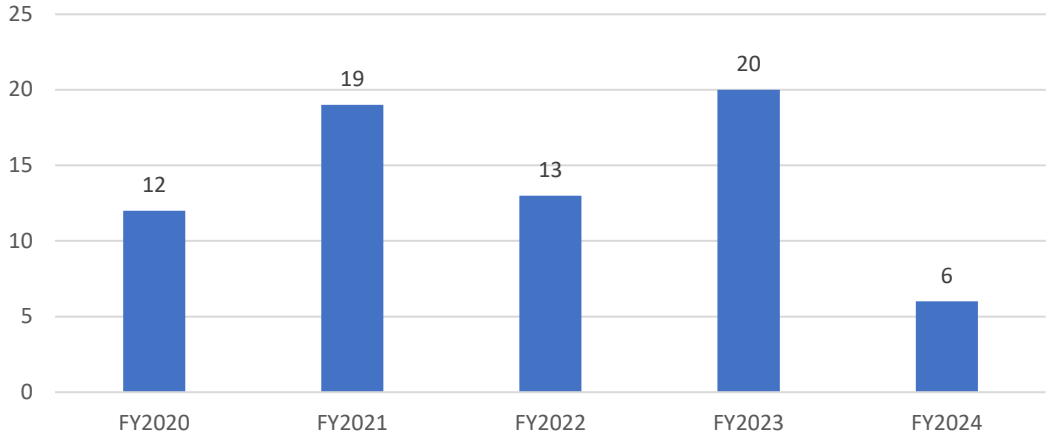
All Applications Approved	329	265	583	292	392	279	254	259	237	211	226	409	352
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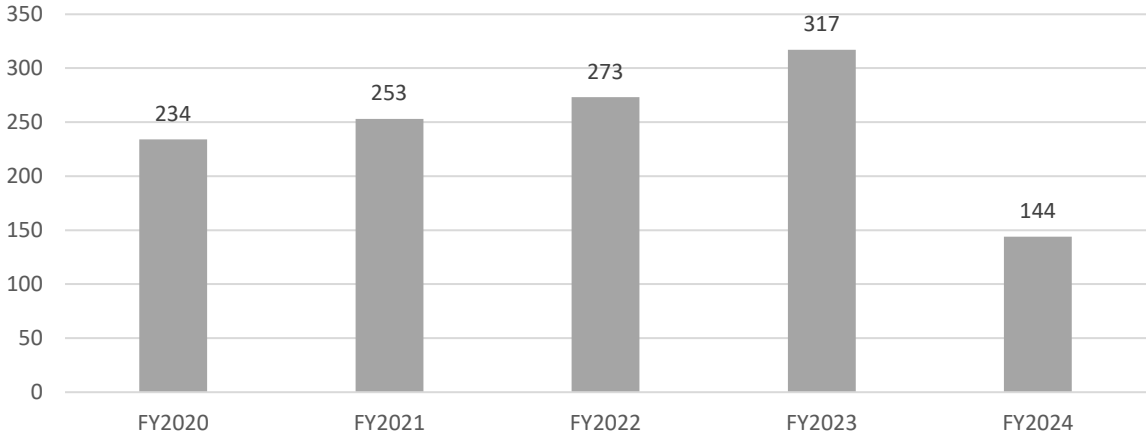
Education & Examinations Division

TREC Total Applications Approved - Fiscal Year

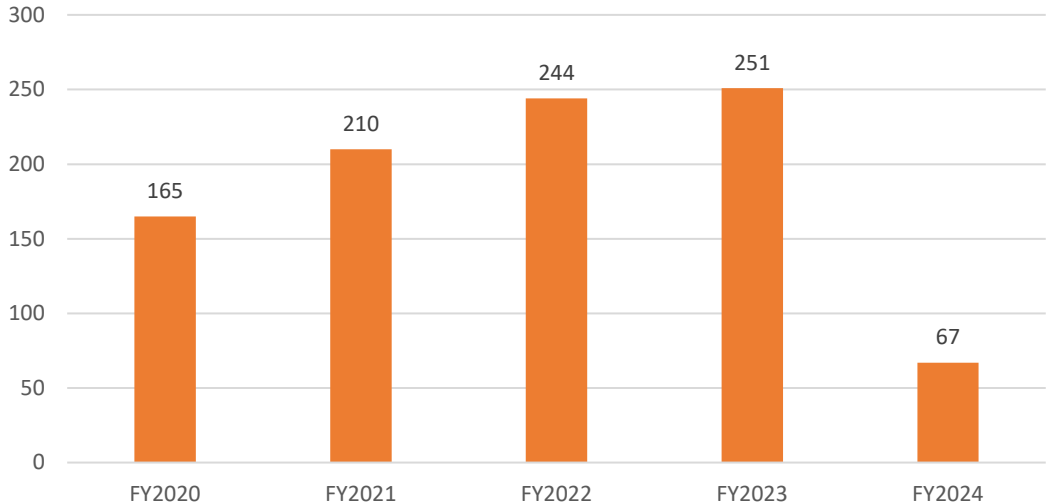
QE Providers Approved



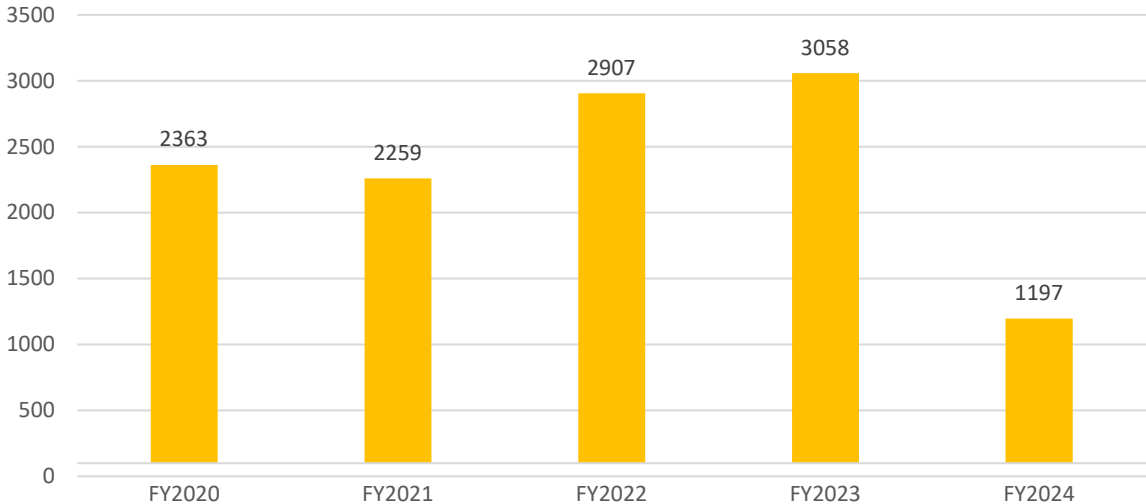
CE Providers Approved



Qualifying Courses Approved

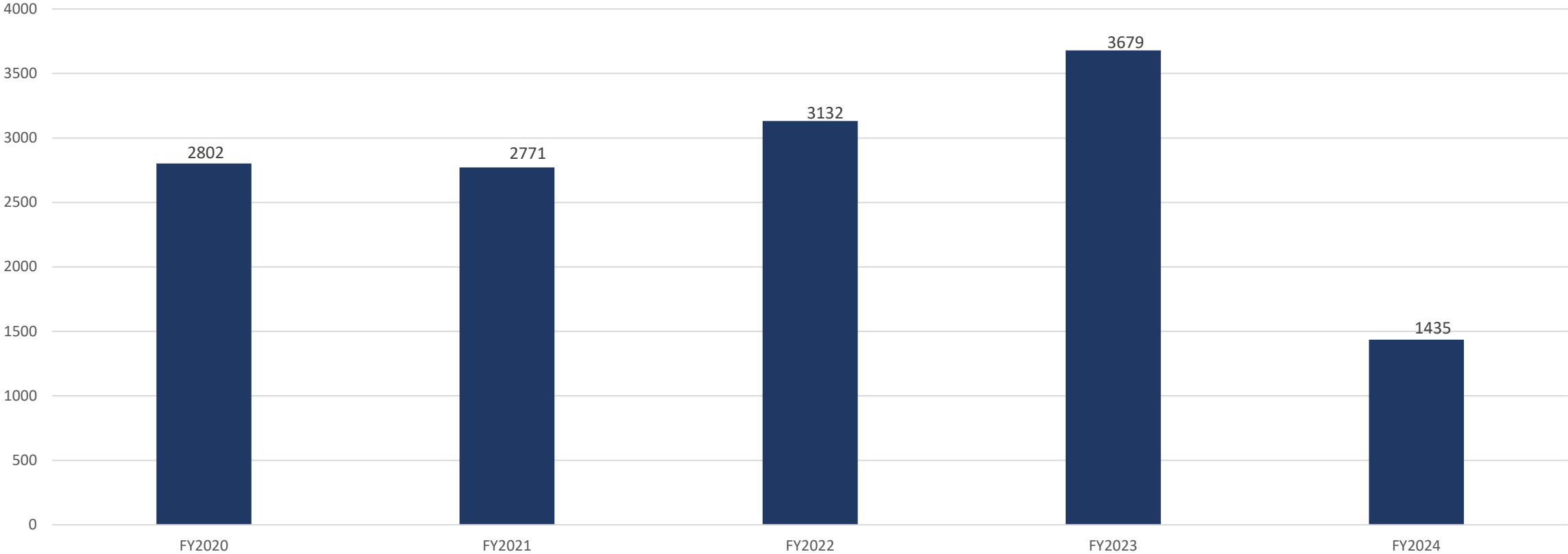


CE Courses Approved



Education & Examinations Division

All TREC Applications Approved Year-Over-Year Comparison



Education & Examinations Division - January 2024
TALCB Examination Activity - Fiscal YTD and Monthly Comparison

Licensed Residential	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2024	28	16	44	64%	4	25	29	14%	73	44%	52	62%
FYTD 2023	44	25	69	64%	15	23	38	39%	107	55%	78	76%
January 2024	8	3	11	73%	1	4	5	20%	16	56%	14	64%
January 2023	8	5	13	62%	4	5	9	44%	22	55%	19	63%

Certified Residential	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2024	41	28	69	59%	35	30	65	54%	134	57%	89	85%
FYTD 2023	51	17	68	75%	17	23	40	43%	108	63%	81	84%
January 2024	11	4	15	73%	3	7	10	30%	25	56%	20	70%
January 2023	13	8	21	62%	4	4	8	50%	29	59%	26	65%

Certified General	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2024	10	21	31	32%	19	36	55	35%	86	34%	43	67%
FYTD 2023	9	17	26	35%	18	23	41	44%	67	40%	37	73%
January 2024	4	1	5	80%	6	5	11	55%	16	63%	15	67%
January 2023	1	7	8	13%	8	3	11	73%	19	47%	12	75%

TALCB Licensing Report

Current as of January 31, 2024

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
 January 2024

FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20
2017	Aug17	2,398	2,407	423	5,228	-39	868	79	6,096	40
2018	Aug18	2,384	2,394	435	5,213	-15	938	70	6,151	55
2019	Aug19	2,366	2,412	430	5,208	-5	1,029	91	6,237	86
2020	Aug20	2,371	2,426	421	5,218	10	1,081	52	6,299	62
2021	Aug21	2,324	2,510	470	5,304	86	1,166	85	6,470	171
2022	Sept21	2,324	2,515	477	5,316	12	1,194	28	6,510	40
	Oct 21	2,335	2,521	484	5,340	24	1,233	39	6,573	63
	Nov 21	2,332	2,529	491	5,352	12	1,245	12	6,597	24
	Dec 21	2,331	2,549	492	5,372	20	1,285	40	6,657	60
	Jan 22	2,331	2,550	497	5,378	6	1,318	33	6,696	39
	Feb 22	2,327	2,557	504	5,388	10	1,368	50	6,756	60
	Mar 22	2,329	2,567	507	5,403	15	1,415	47	6,818	62
	Apr22	2,325	2,576	518	5,419	16	1,442	27	6,861	43
	May22	2,335	2,592	534	5,461	42	1,482	40	6,943	82
	Jun22	2,344	2,600	560	5,504	43	1,493	11	6,997	54
	Jul22	2,349	2,615	573	5,537	33	1,509	16	7,046	49
	Aug22	2,357	2,636	592	5,585	48	1,498	-11	7,083	37
2023	Sept 22	2,362	2,659	603	5,624	39	1,483	-15	7,107	24
	Oct 22	2,367	2,669	616	5,652	28	1,489	6	7,141	34
	Nov 22	2,361	2,680	619	5,660	8	1,475	-14	7,135	-6
	Dec 22	2,368	2,680	626	5,674	14	1,465	-10	7,139	4
	Jan 23	2,365	2,695	635	5,695	21	1,458	-7	7,153	14
	Feb 23	2,370	2,701	650	5,721	26	1,420	-38	7,141	-12
	Mar 23	2,371	2,711	662	5,744	23	1,407	-13	7,151	10
	Apr 23	2,368	2,714	669	5,751	7	1,400	-7	7,151	0
	May 23	2,363	2,719	665	5,747	-4	1,384	-16	7,131	-20
	Jun 23	2,377	2,733	674	5,784	37	1,369	-15	7,153	22
	Jul 23	2,379	2,730	673	5,782	-2	1,350	-19	7,132	-21
	Aug 23	2,388	2,742	675	5,805	23	1,327	-23	7,132	0
2024	Sept 23	2,394	2,756	673	5,823	18	1,311	-16	7,134	2
	Oct 23	2,393	2,766	671	5,830	7	1,284	-27	7,114	-20
	Nov 23	2,397	2,772	673	5,842	12	1,241	-43	7,083	-31
	Dec 23	2,394	2,784	669	5,847	5	1,213	-28	7,060	-23
	Jan 24	2,392	2,791	672	5,855	8	1,161	-52	7,016	-44
January 2024										
Inactive Appraisers		GENERAL 48	RESIDENTIAL 51	LICENSE 18	TOTAL 117		TRAINEE 177		TOTAL 294	
Out-of-State Temporary Registrations:									123	
Total All License Holders:									7,433	

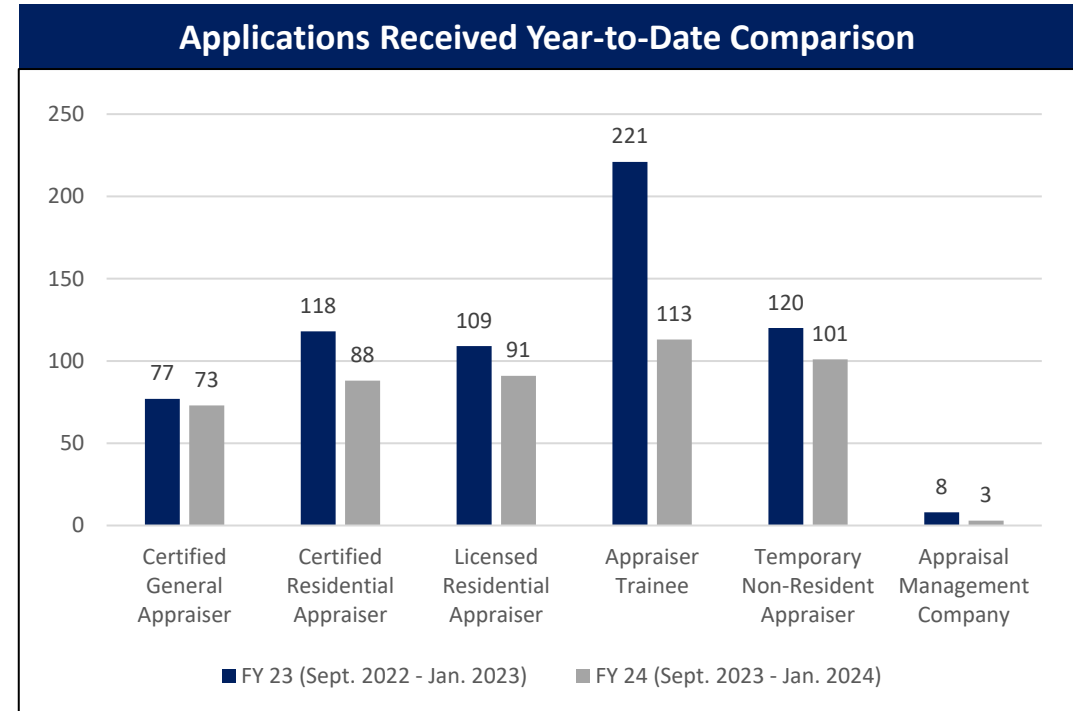
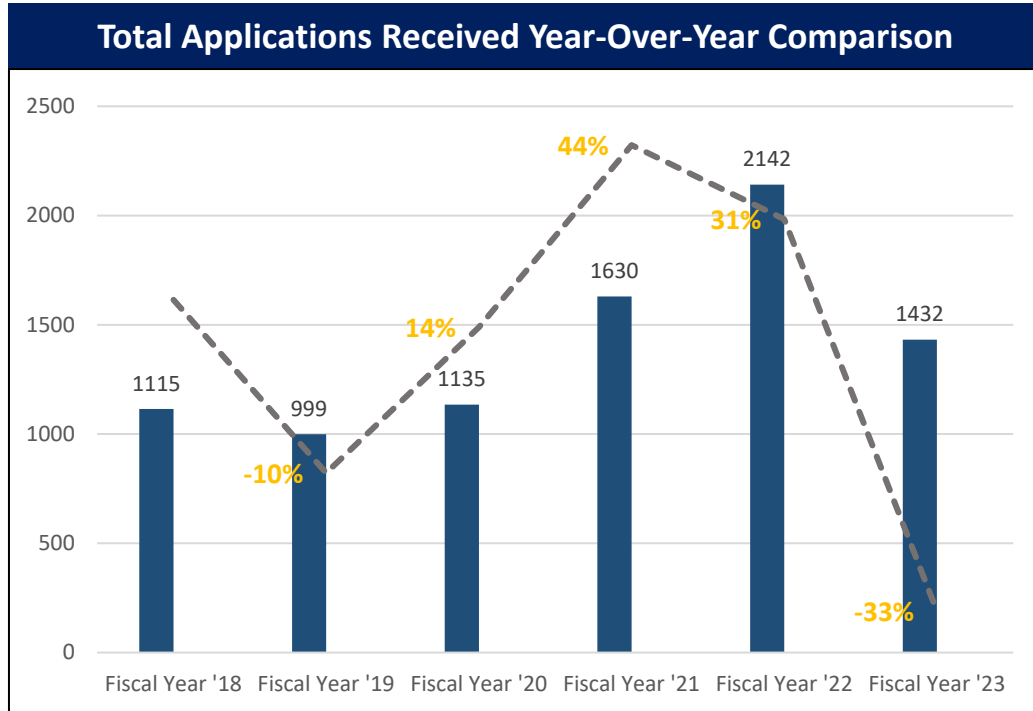
**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**

January 2024

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2015 - Total				
		16	15	17
2016 - Total				
		10	11	128
2017 - Total				
		16	15	21
2018 - Total				
		12	12	121
2019 - Total				
		8	9	25
2020 - Total				
		14	15	107
2021 - Total				
		14	14	34
2022 - Total				
		20	18	112
2023	Sept 22	2	3	3
	Oct 22	3	2	5
	Nov 22	2	1	9
	Dec 22	0	2	0
	Jan 23	1	1	3
	Feb 23	1	0	1
	Mar 23	3	2	3
	Apr 23	3	3	1
	May 23	1	3	7
	Jun 23	3	2	2
	Jul 23	0	1	7
	Aug 23	1	1	2
2023 - Total				
		20	21	43
2024	Sept 23	0	0	1
	Oct 23	0	0	8
	Nov 23	1	0	5
	Dec 23	2	3	2
	Jan 24	0	1	2
2024 - Total				
		3	4	18
Registrations issued from March 2012 to January 2024			339	
Registrations Expired > 6 months as of January 2024			-93	
Registrations Expired < 6 months as of January 2024			-4	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-25	
Registrations Re-Issued > 6 months after expiration date			-8	
Federally Regulated AMCs			-3	
TOTAL AMC REGISTRATIONS			173	

AMC Registrations Year-Over-Year			
	Total AMC Registrations	Variance	% Change
Fiscal Year 17	172		
Fiscal Year 18	168	-4	-2%
Fiscal Year 19	162	-6	-4%
Fiscal Year 20	163	1	1%
Fiscal Year 21	175	12	7%
Fiscal Year 22	174	-1	-1%
Fiscal Year 23	182	8	5%

Applications Received



Applications Received Month-Over-Month Comparison

	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24
Certified General Appraiser	17	17	16	12	25	16	12	19	14	16	13	13	18
Certified Residential Appraiser	23	18	24	28	33	21	19	26	18	14	19	17	20
Licensed Residential Appraiser	18	16	17	15	21	19	18	20	26	20	13	16	18
Appraiser Trainee	46	27	38	33	31	37	32	30	26	25	19	20	23
Temporary Non-Resident Appraiser	16	25	27	13	16	22	20	24	21	17	19	20	23
Appraisal Management Company	1	1	3	3	1	2	0	1	0	0	1	2	0

Application Processing Time

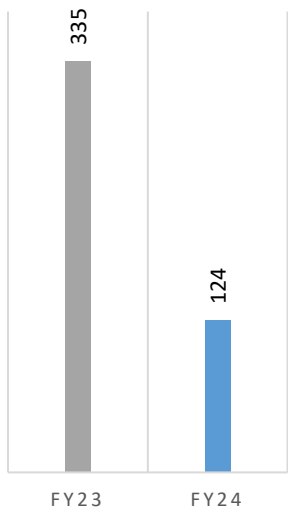
Average Number of Days to Process Applications

Average Number of Calendar Days to Process a License (Application Review & Experience Audit)

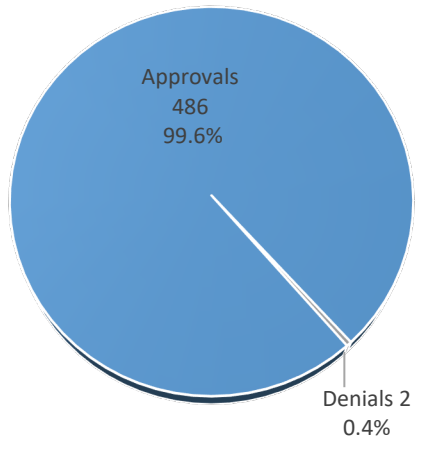
	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	43	59	49	60	38	40	59	42	40	45	37	45	28
Certified General Appraiser – Reciprocity (Goal: 14 days)	1	2	2	1	2	2	2	1	1	3	1	1	1
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	57	50	56	56	39	39	52	47	37	35	51	49	37
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	2	1	1	2	2	2	1	1	1	NA	1	1	4
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	45	52	47	65	33	26	48	46	34	43	43	44	33
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	1	1	NA	1	NA	1	NA	NA	2	1	1	NA	3
Appraiser Trainee (Goal: 14 days)	3	2	2	2	2	3	3	3	4	3	3	3	3
Temporary Non-Resident Appraiser (Goal: 5 days)	2	1	2	1	2	2	2	2	1	2	1	1	2
Appraisal Management Company (Goal: 14 days)	2	NA	2	1	3	6	7	2	NA	NA	NA	2	NA

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY23 – 24 Residential Audit Outcome

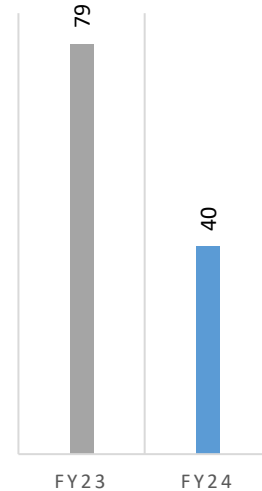


Residential Audit Processing Year-Over-Year

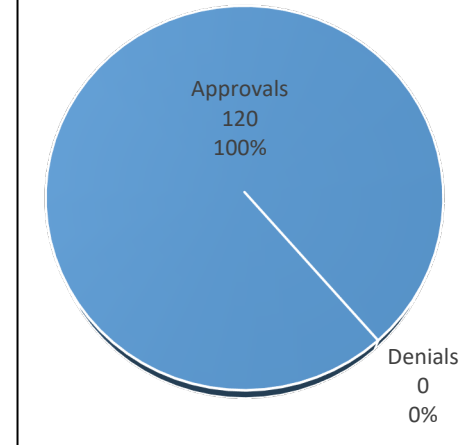
	Closed	Average Processing
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	143	34 Days

Certified General Experience Audit Summary

Commercial audits received



FY23 - 24 Commercial Audit Outcome



Commercial Audit Processing Year-Over-Year

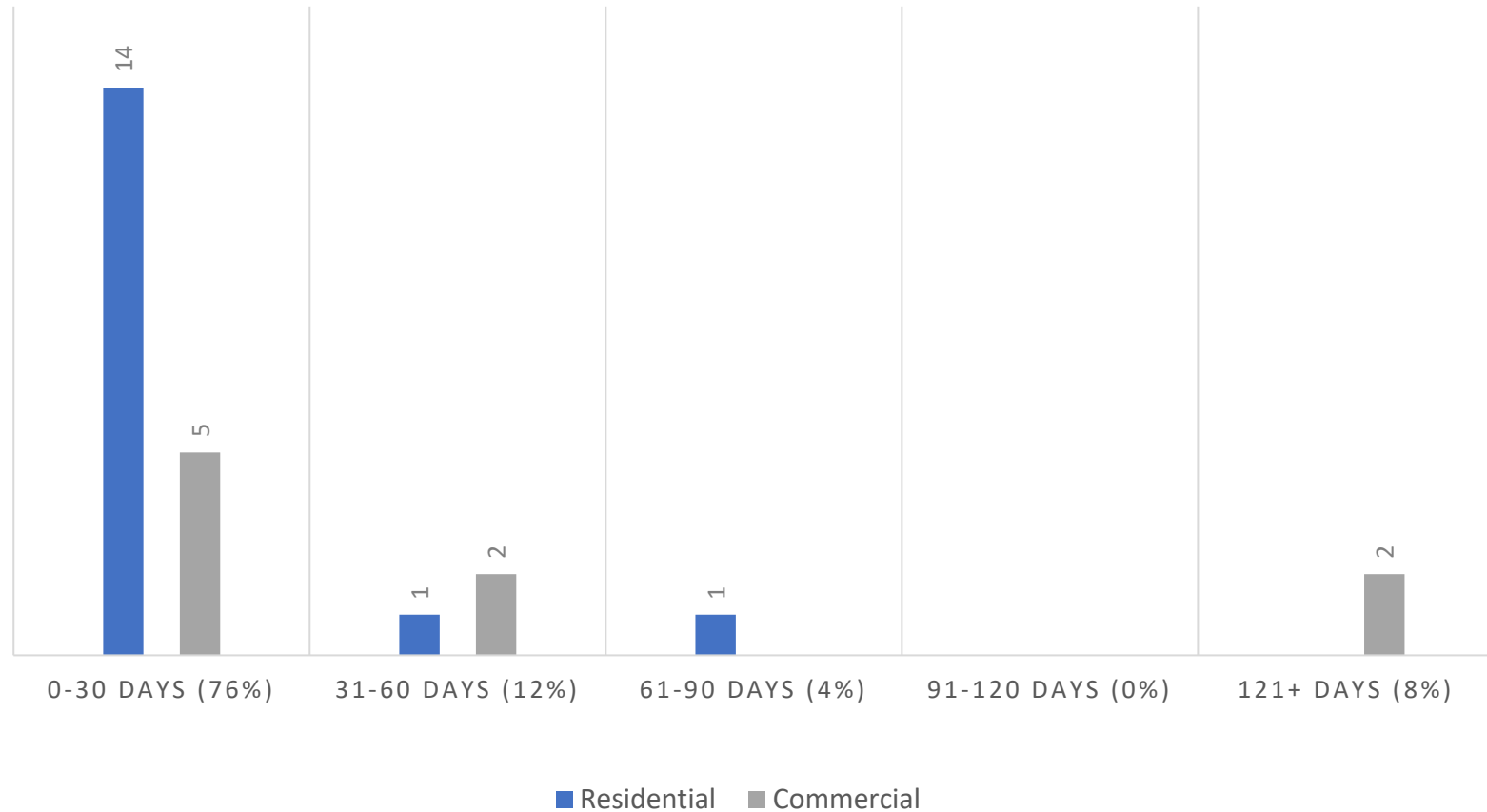
	Closed	Average Processing
Fiscal Year 2019	52	218 Days
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	62	46 Days
Fiscal Year 2023	78	41 days
Fiscal Year 2024	46	34 Days

Renewal Activity

Year-to-Date Comparison

	FY 22 (Sept. 2021 - Jan. 2022)		FY 24 (Sept. 2023 - Jan. 2024)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	414	88.46%	438	87.43%	24	5.80%
Certified Residential Renewals	501	94.35%	537	90.10%	36	7.19%
Licensed Residential Renewals	75	80.65%	84	68.85%	9	12.00%
Appraiser Trainee Renewals	103	61.31%	136	47.39%	33	32.04%

Open Experience Audit Snapshot



There are 3 audits over 60 days. One of these is pending a denial hearing and two are pending the applicant.

Financial Services Division
TALCB Budget Status Report
January 2024 - Fiscal Year 2024

Expenditure Category	Beginning Balance FY2024	Expenditures	Remaining Balance	Budget % Remaining	7/12 = 58.33% Comments
Actual Beginning Balance	\$3,591,965		\$3,591,965		includes Trust cash balances as of 8/31/2023
Operating Reserves	(\$830,115)		(\$830,115)		
Available balance within Texas Treasury Safekeeping Trust	\$2,761,850		\$2,761,850		remaining available budget to consider to balance FY2024 budget
Salaries & Wages	\$1,442,627	\$609,134	\$833,493	57.8%	
Other Personnel Costs	486,946	184,871	\$302,075	62.0%	
Professional Services	205,751	3,387	\$202,365	98.4%	Training services for staff, SOAH & OAG contracts, contractor support for contingency plan, appraiser reviewers, and O365 items not expended as of this date
Consumables	2,000	123	\$1,877	93.9%	Consumable expense not utilized due to staff working from home.
Utilities	201	20	\$181	90.1%	Shredding services not utilized due to staff working from home.
Travel	42,000	8,505	\$33,495	79.7%	
Rent - Building - Other	21,276	19,409	\$1,867	8.8%	Payment for annual office lease processed in October.
Rent - Equipment	1,643	346	\$1,297	78.9%	Lease cost for copiers not expended as of this date
Other Operating Expense	113,384	32,765	\$80,619	71.1%	
Subtotal -Operations Expenditures	2,315,828	858,560	1,457,268	62.9%	
DPS Criminal History Background Checks	2,500	292	2,208	88.3%	
Statewide Cost Allocation Plan (SWCAP)	30,928	0	30,928	100.0%	SWCAP Allocation has not been distributed as of report date.
Contribution to General Revenue	22,500	9,375	13,125	58.3%	
Subtotal - Nonoperational Expenditures	55,928	9,667	46,261	82.7%	
Total Expenditures and GR Contribution	2,371,756	868,227	1,503,529	63.4%	
Revenue	FY2024 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,813,645	\$716,188	\$1,097,457	60.5%	
AMCs	851,960	115,930	\$736,030	86.4%	Majority of renewals occur between March and June
ACE Program Revenue	19,310	7,205	\$12,105	62.7%	
Examination fees	6,990	3,140	\$3,850	55.1%	
Other Miscellaneous Revenue	34,000	20,685	\$13,315	39.2%	
TALCB ASC grant	0		\$0	0.0%	
Total Revenue	\$2,725,905	\$863,148	\$1,862,757	68.3%	
Operating Gains/ Losses	\$354,149	(\$5,079)	\$349,070	98.6%	
Restricted Education Reserve Fund Carryforward	\$1				
Revenue Over/(Under) Expenditures & Transfers	\$3,116,000	(\$5,079)	\$3,121,078		

Financial Services Division

TX Appraiser Licensing & Certification Board Operating Account No. 3056 Investments Holdings Report

For the Month of January 2024

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/15/2023	1,032,000.00	982,342.05	1,009,747.50	4,031.25	1,013,778.75	338.36	U.S. T-Notes, .250	06/15/2024
03/24/2023	122,000.00	117,496.90	120,875.31	433.67	121,308.98	116.47	U.S. T-Notes, .250	03/15/2024
09/15/2023	635,000.00	604,068.55	615,255.47	2,133.21	617,388.68	909.32	U.S. T-Notes, .375	09/15/2024
12/15/2023	635,000.00	611,013.87	612,750.20	1,835.54	614,585.74	832.79	U.S. T-Notes, .100	12/15/2024
Totals	\$ 2,424,000.00	\$ 2,314,921.37	\$ 2,358,628.48	\$ 8,433.67	\$ 2,367,062.15	\$ 2,196.94		

Monthly Activity		
Beginning Balance	Current Month	Cumulative Totals

Beginning Cash Available Balance 01/01/2024	\$	1,083,068.07	
Current Month Receipts	\$	175,169.54	
Current Month Disbursements	\$	<u>(167,857.39)</u>	
Total Cash	\$	1,090,380.22	
Investment Ending Market Value		2,367,062.15	
Total Account Balance		3,457,442.37	
Operating Reserves		(830,115.00)	
Ending Balance Available for Operations 01/31/2024	\$	<u>2,627,327.37</u>	

Investment Compliance: These investments have been made in compliance with the Board's Investment Policy.

Ranada O. Williams

Ranada Williams, Investment Officer

Melissa Huerta

Melissa Huerta, Alternate Investment Officer

Kemya Dean

Kemya Dean, Alternate Investment Officer

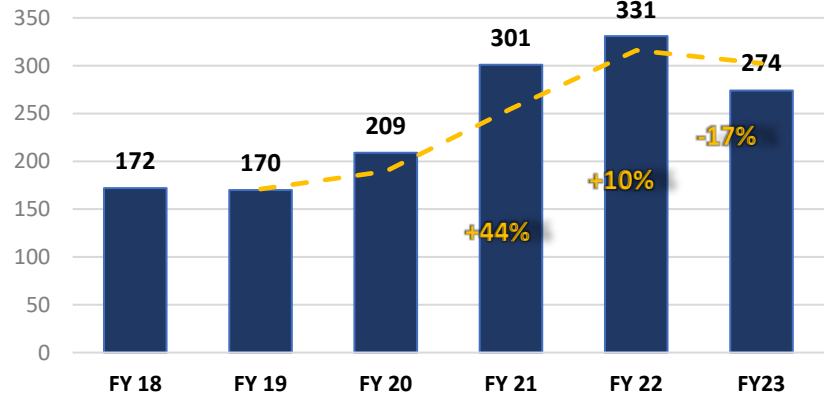
TALCB Enforcement Report

Current as of January 31, 2024

Complaints Received

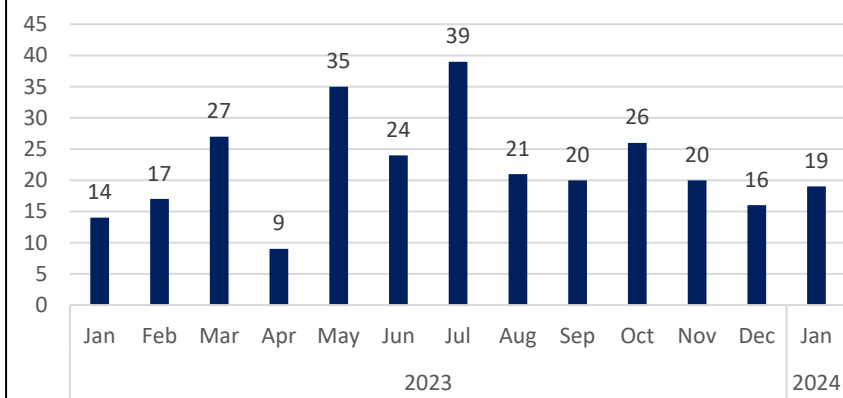
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

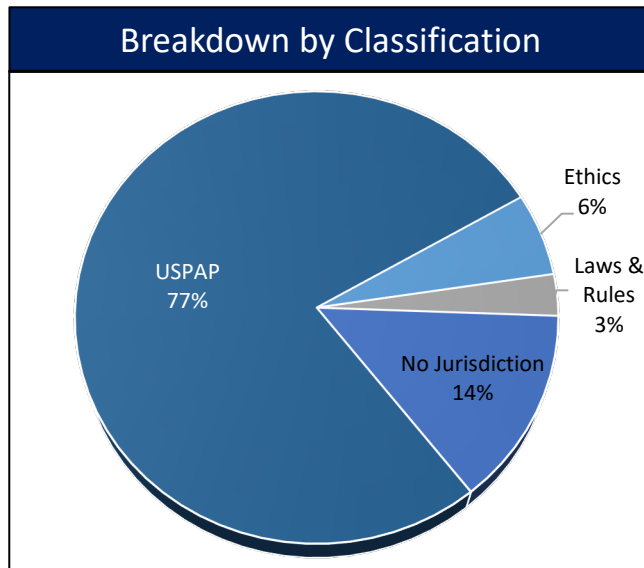


Fiscal Year 2024 Summary

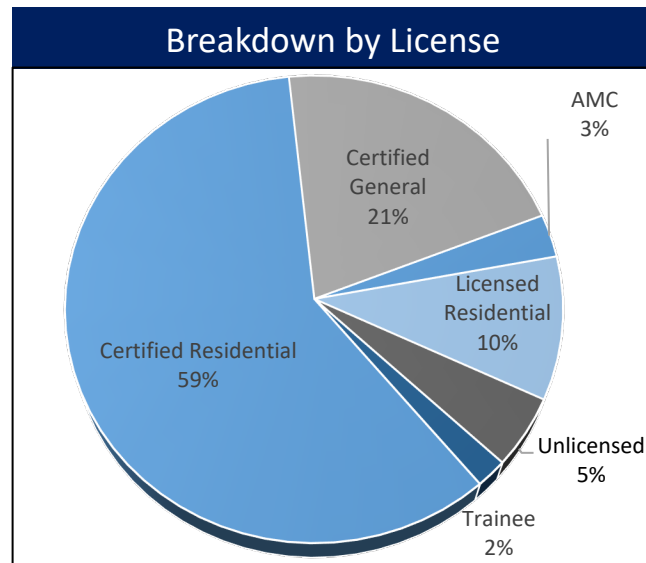
101	Complaints Received
96	Respondents
<1%	License Holders Receive a Complaint

Fiscal Year 2024 Complaints Received by Category

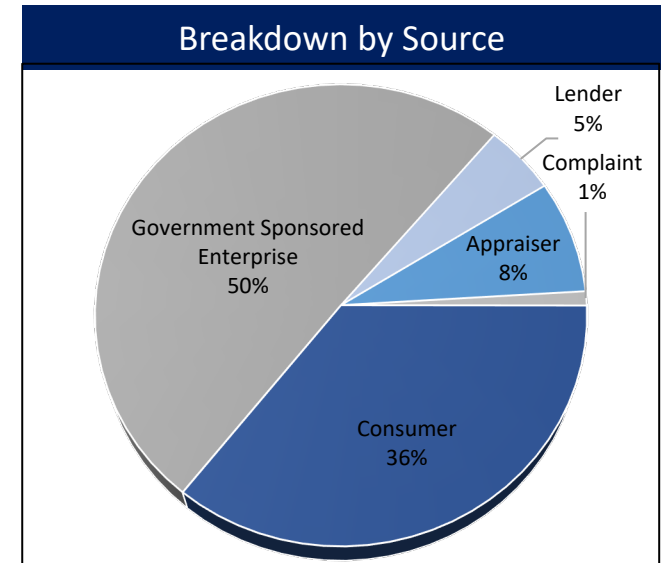
Breakdown by Classification



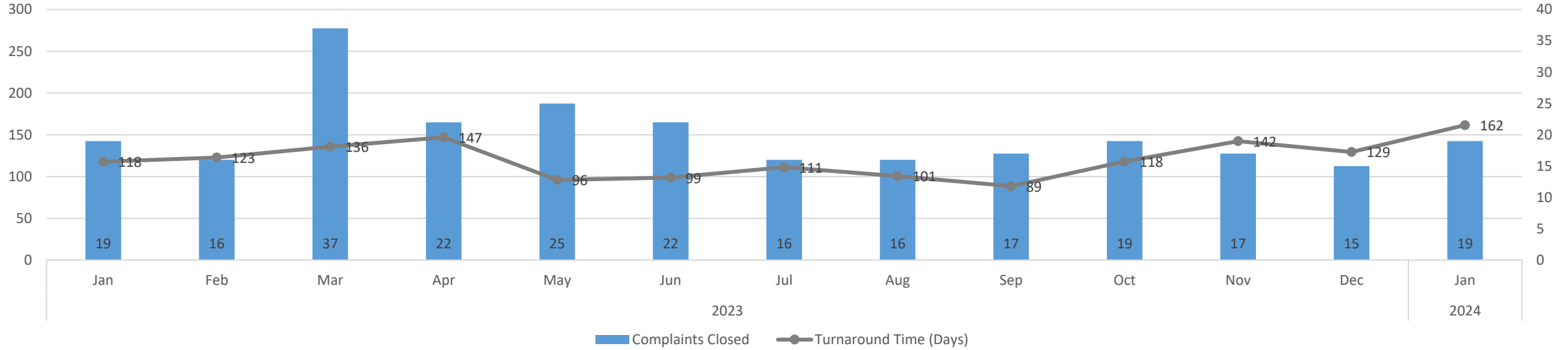
Breakdown by License



Breakdown by Source

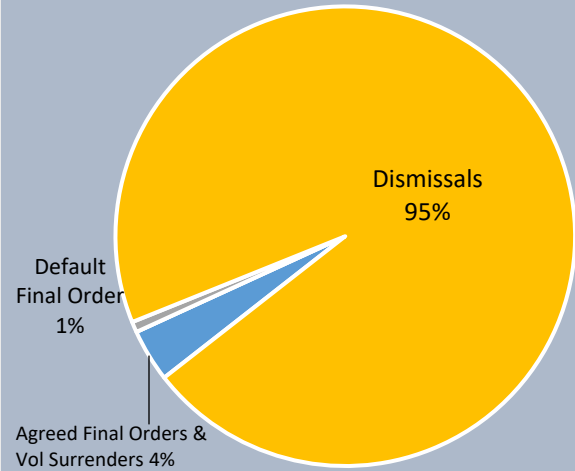


Complaint Resolution

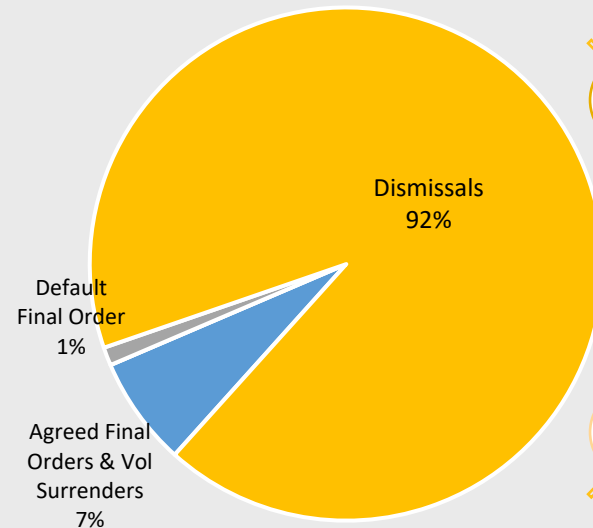


FY23 Complaint Outcome

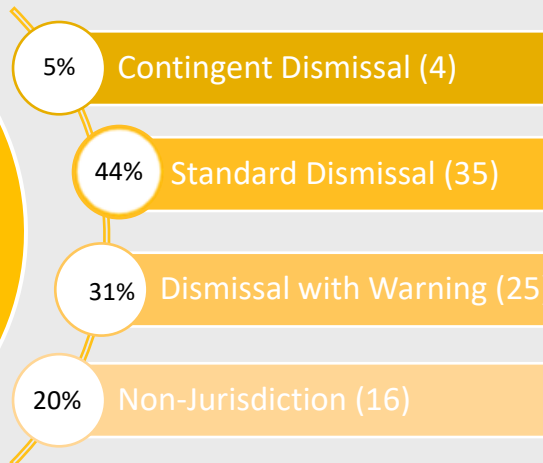
269 Complaints Resolved



FY24 Complaint Outcome



FY24 Dismissal Breakdown



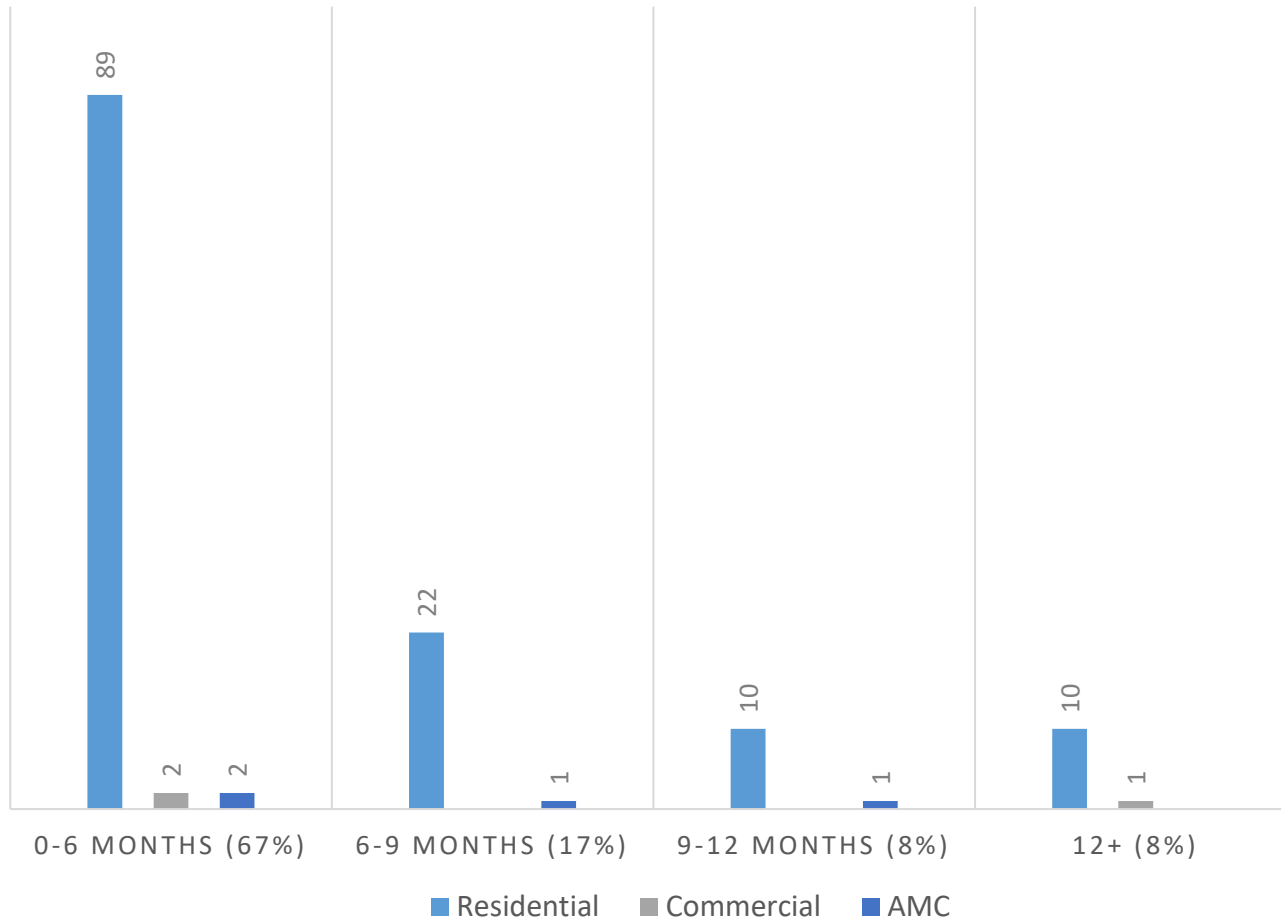
Fiscal Year 2024 Summary

87 Complaints Resolved

129 Days Average turnaround time
Sunset Goal: Resolve complaints within 180-day on average

<1% License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

138 Open Complaints

19 Cases Abated

- 15 pending litigation
- 4 pending Texas Workforce Commission Civil Rights Division Review

11 Cases Over 1 Year Old

ASC Policy Statement: Resolve cases within 1 year absent special documented circumstances.

- 9 cases involving abatements
- 2 complex case involving multiple reports/multiple information requests