



Staff Reports for October 2022

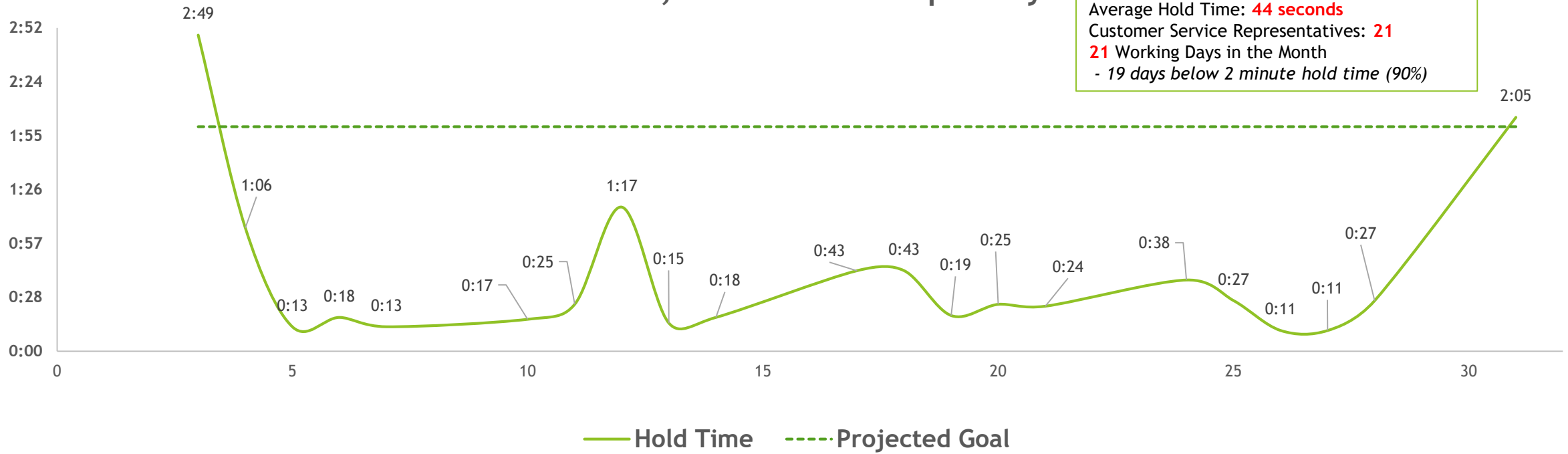
Customer Relations Division

October, 2022 Monthly Report

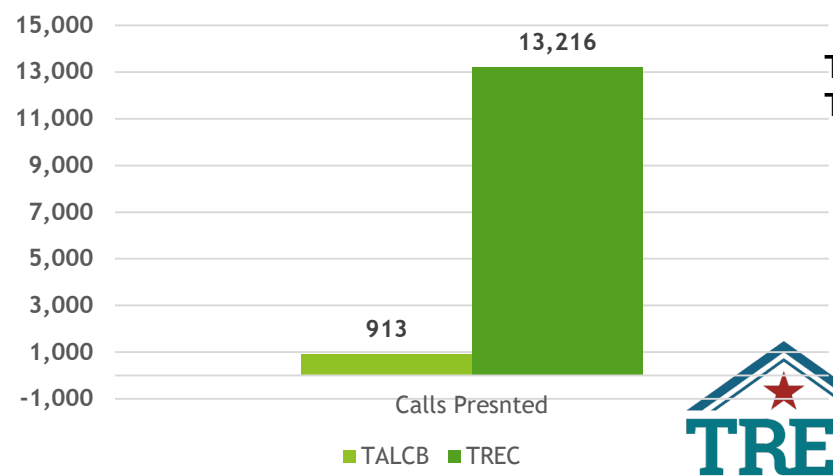


October, 2022 Hold Time per Day

Calls Presented in October: **14,129**
 Average Hold Time: **44 seconds**
 Customer Service Representatives: **21**
21 Working Days in the Month
 - 19 days below 2 minute hold time (90%)



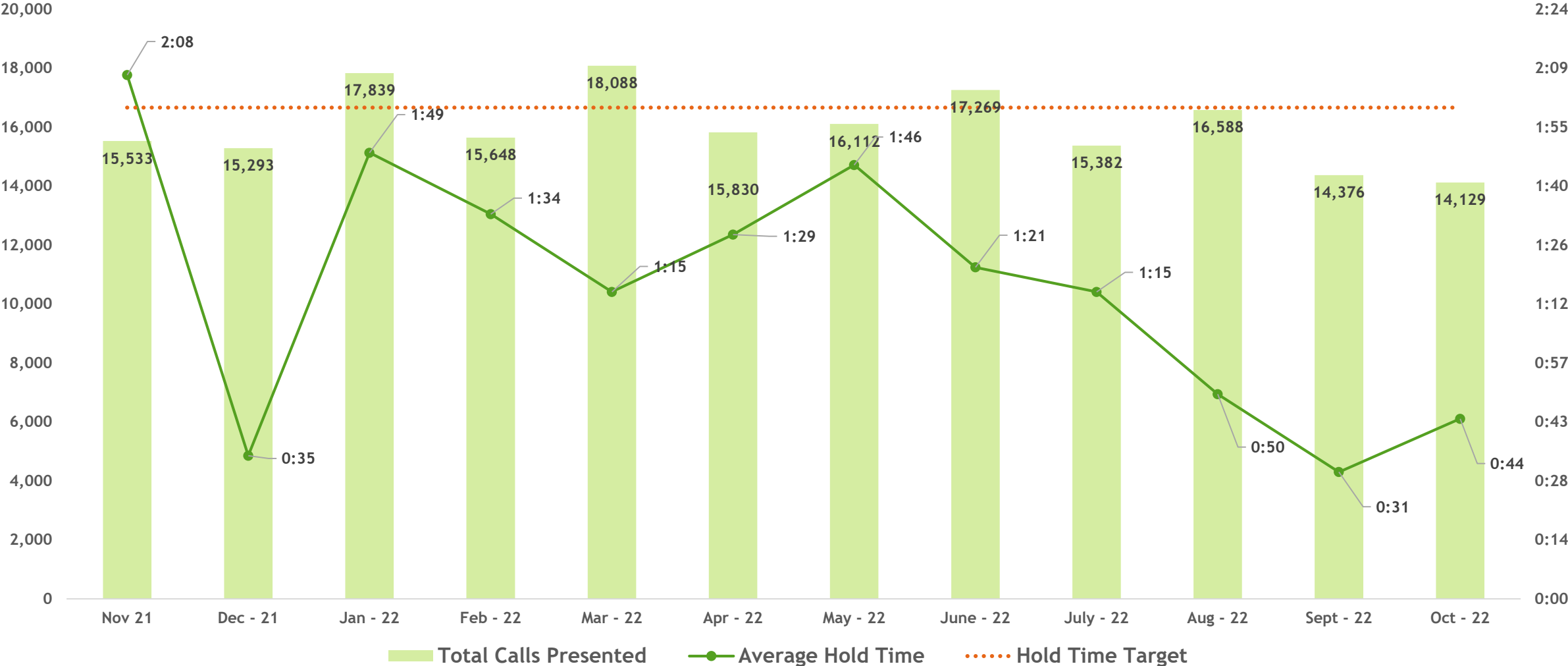
October, 2022



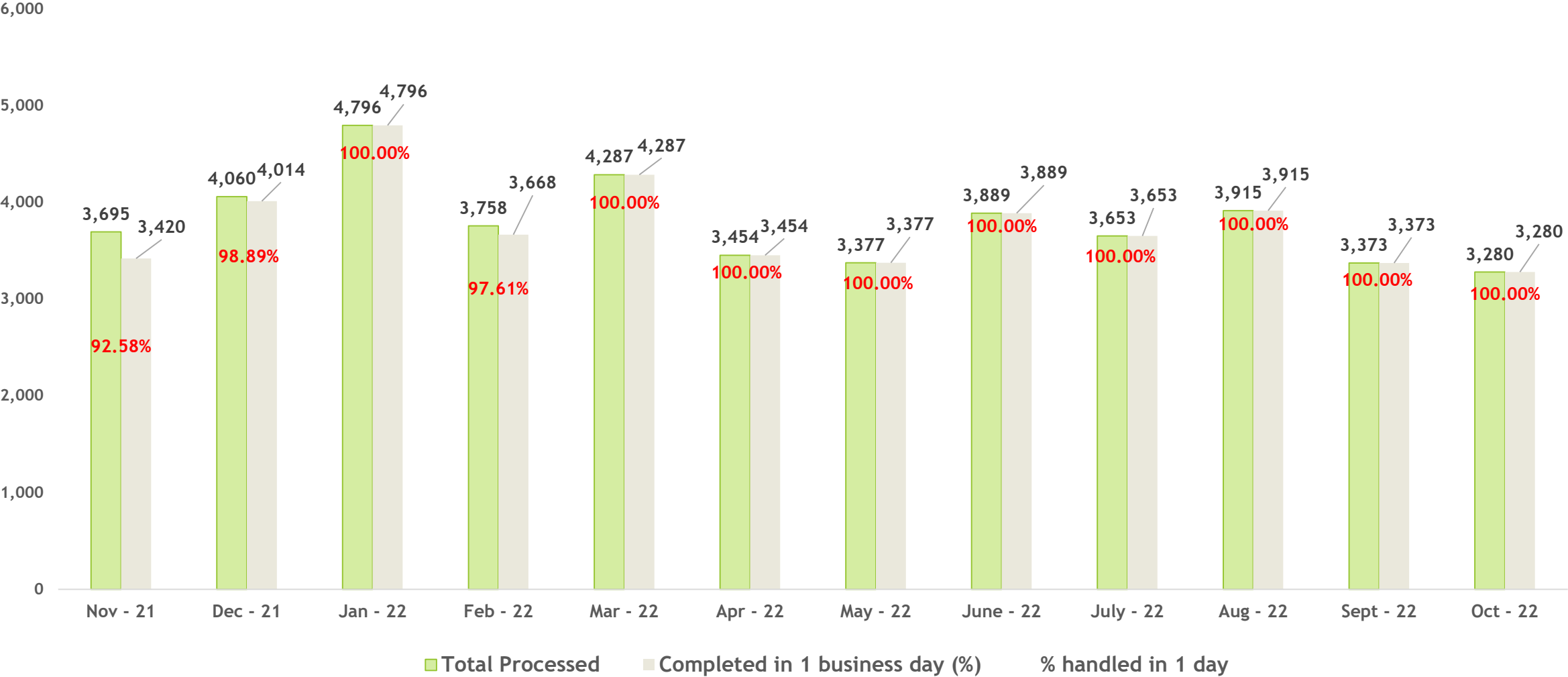
TALCB - 913 Calls (6.46%) **23 second hold time**
 TREC - 13,216 Calls (93.54%) **45 second hold time**



Last 12 Months Calls Presented vs. Hold Time

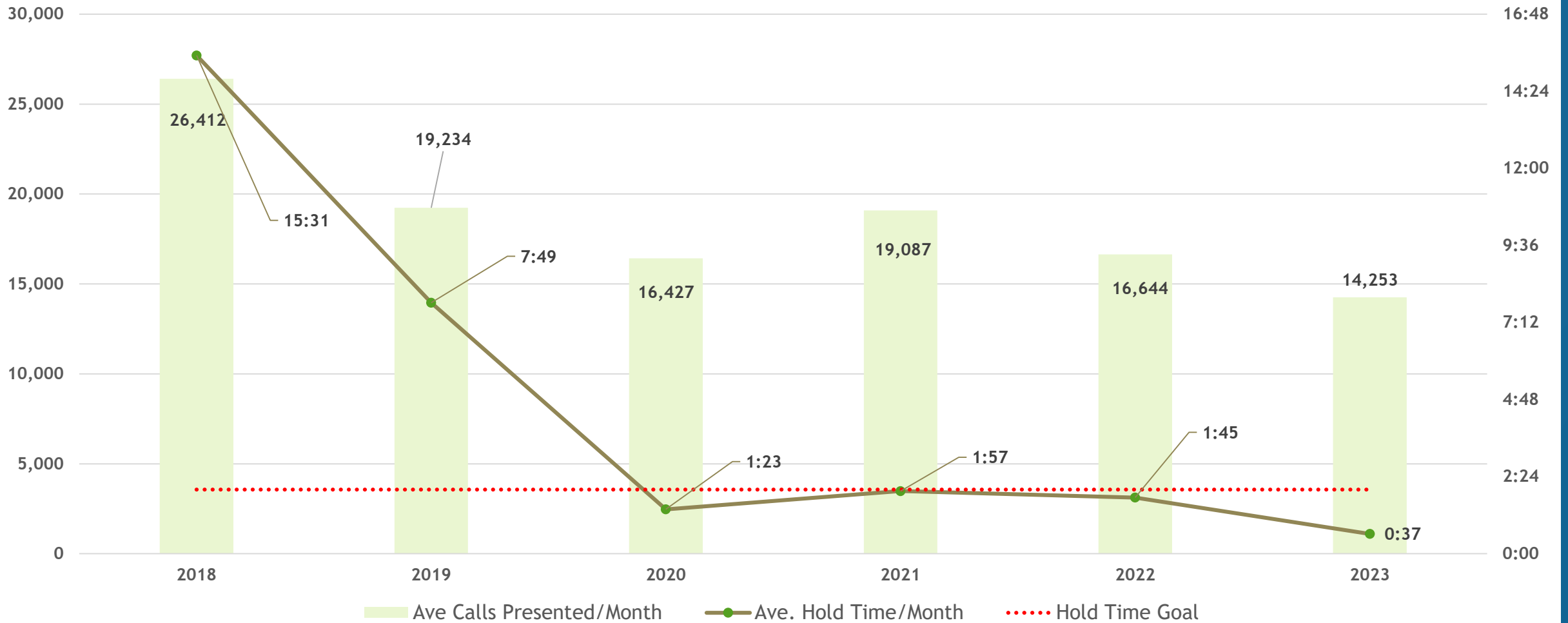


Last 12 Months Emails Processed and % Completed within 1 Business Day



Fiscal Year Comparison

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



TALCB Education Report

October 2022



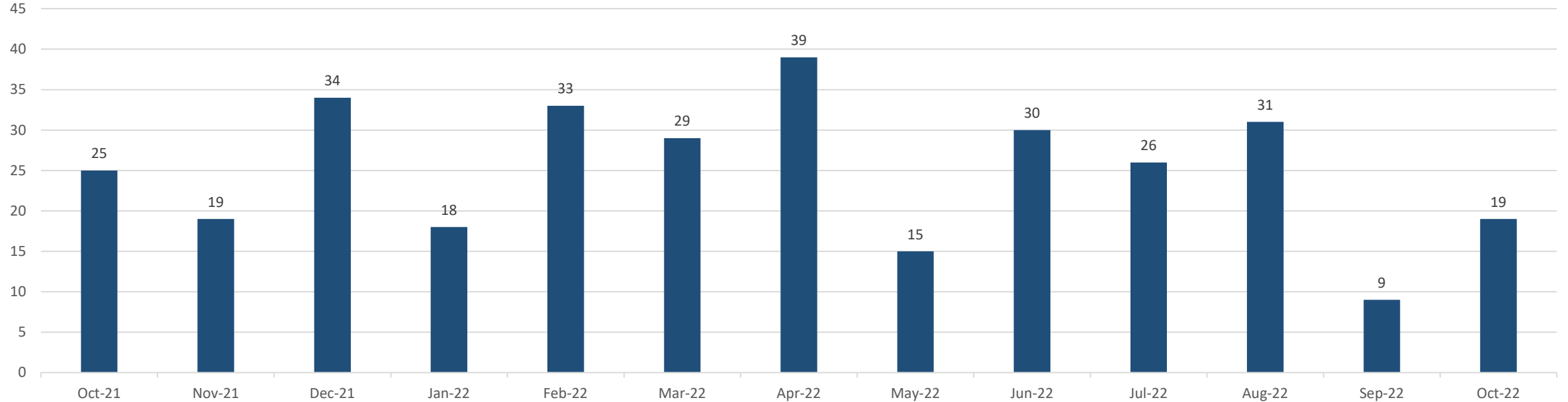
Education & Examinations Division

TALCB Applications Approved 13-Month Comparison

	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
Initial ACE Provider	1	1	0	0	0	0	0	1	1	0	0	0	0
Renewal ACE Provider	2	2	1	2	1	2	2	0	0	1	0	0	0
All ACE Provider Applications	3	3	1	2	1	2	2	1	1	1	0	0	0

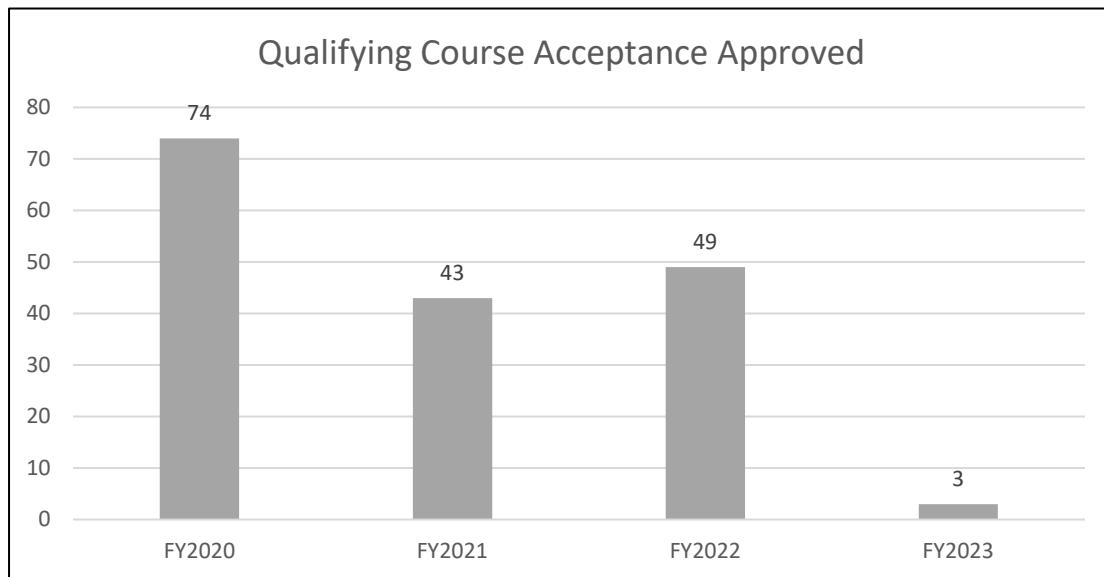
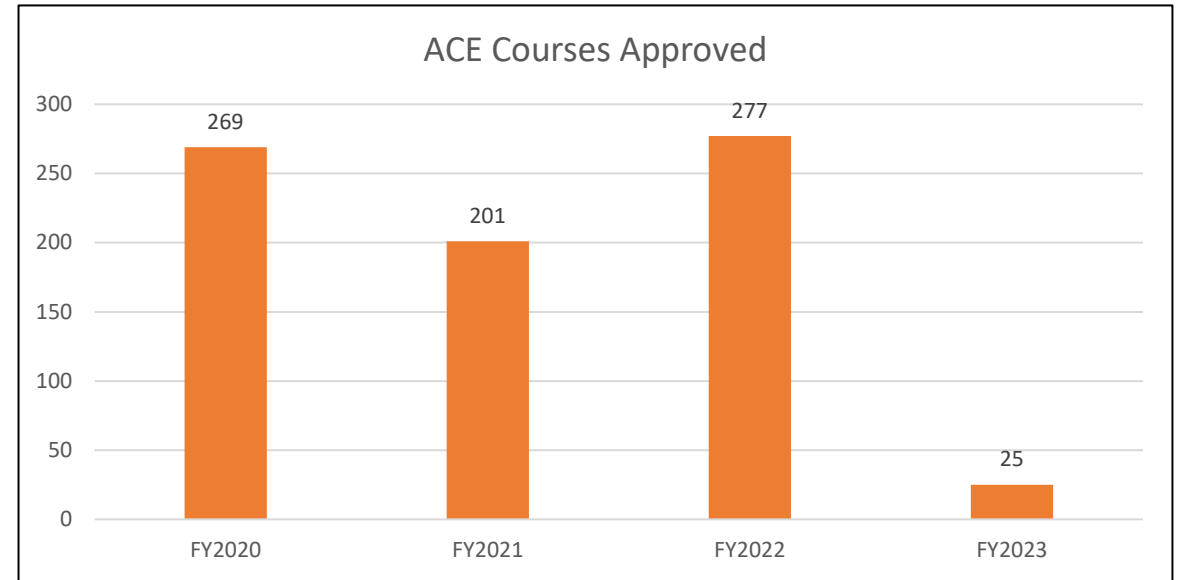
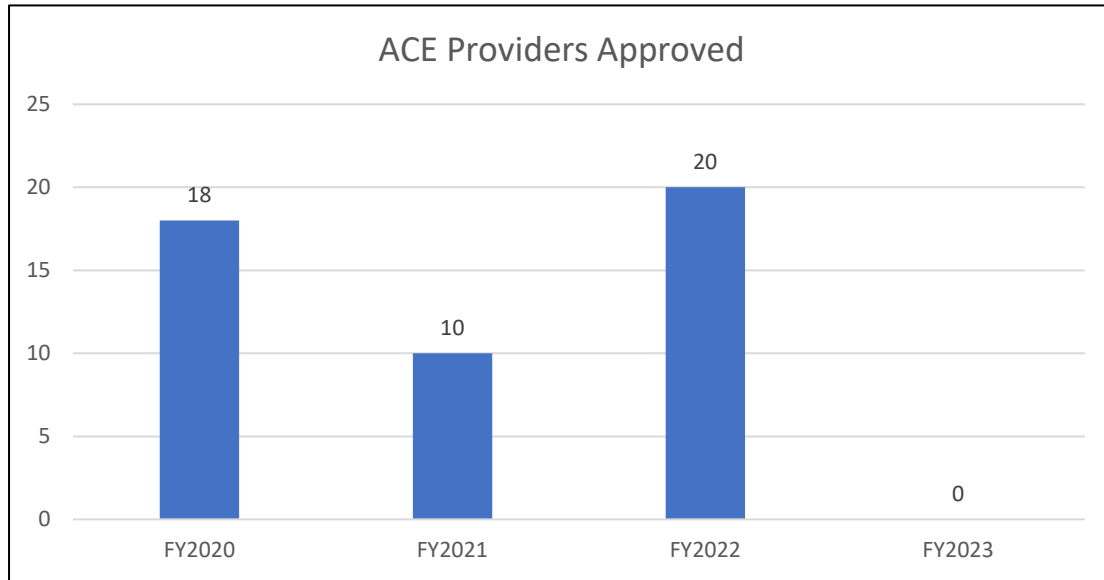
Qualifying Course Acceptance	4	1	4	3	8	7	5	2	8	3	3	0	3
ACE Courses	18	15	29	13	24	20	32	12	21	22	28	9	16
All Course Applications	22	16	33	16	32	27	37	14	29	25	31	9	19

All Applications Approved	25	19	34	18	33	29	39	15	30	26	31	9	19
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Education & Examinations Division

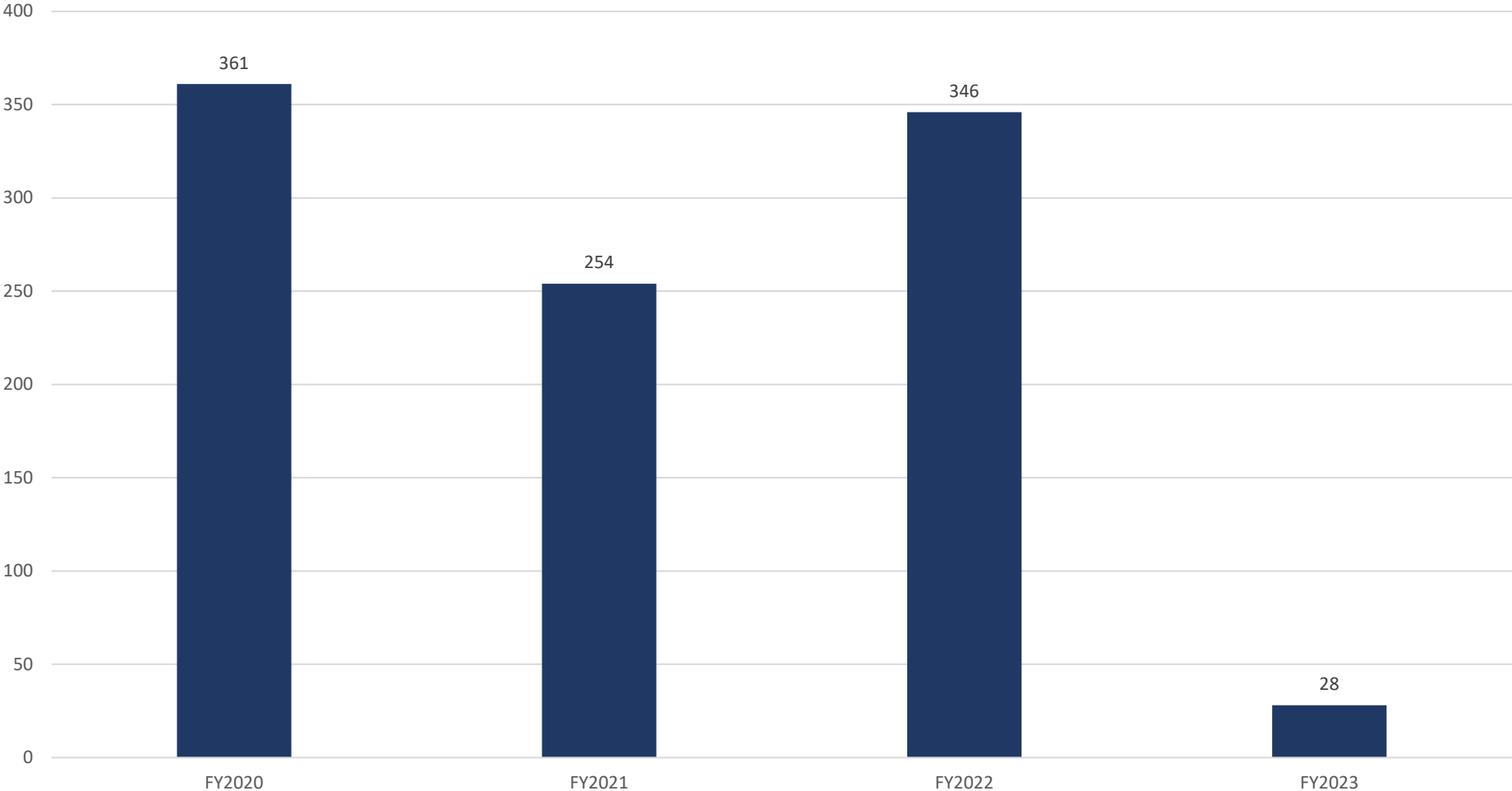
TALCB Total Applications Approved - Fiscal Year



Education & Examinations Division

All TALCB Applications Approved

Year-Over-Year Comparison



TALCB Licensing Report

Current as of October 31, 2022

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
October 2022

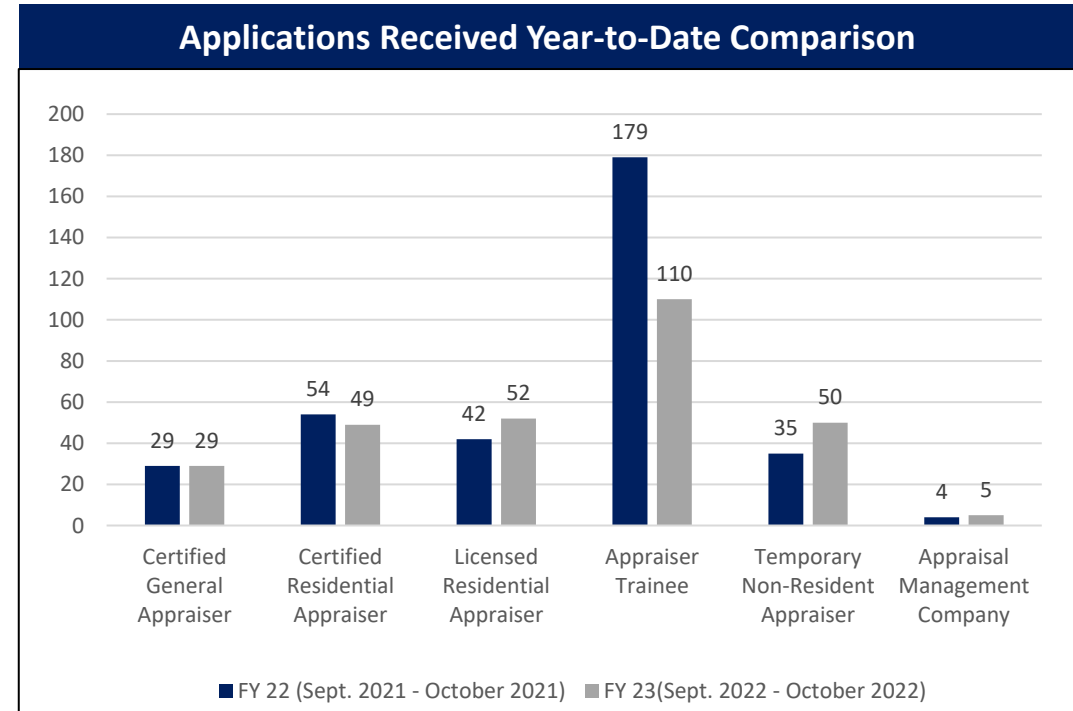
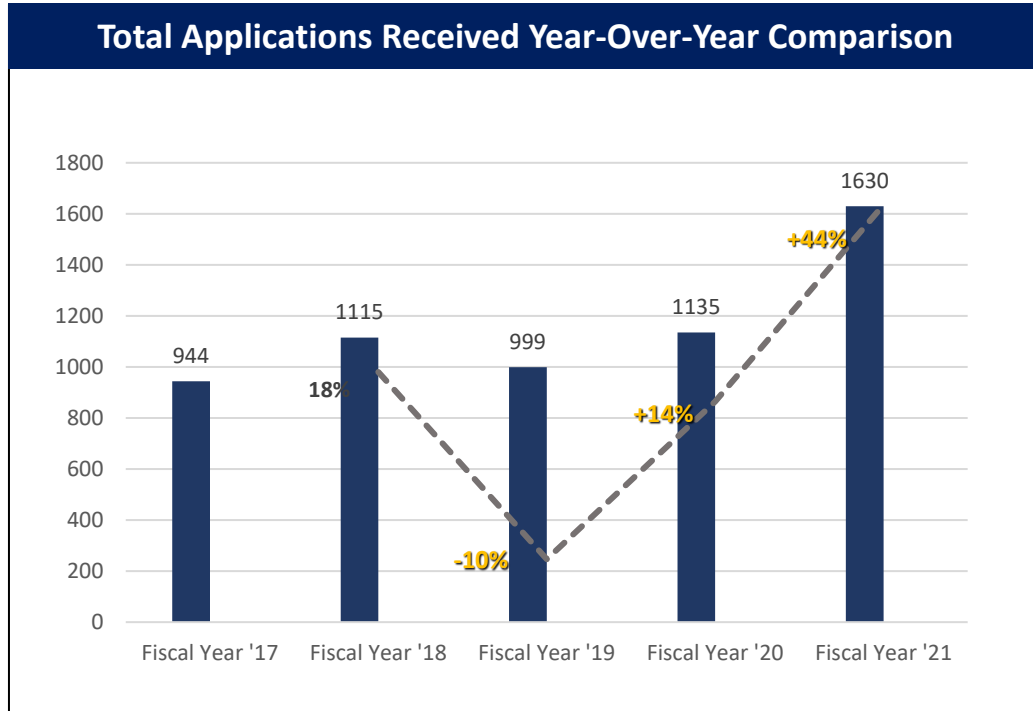
FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	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	Sep20	2,370	2,443	424	5,237	19	1,090	9	6,327	28
	Oct20	2,371	2,452	424	5,247	10	1,017	-73	6,264	-63
	Nov20	2,375	2,459	428	5,262	15	1,022	5	6,284	20
	Dec20	2,360	2,470	431	5,261	-1	1,051	29	6,312	28
	Jan21	2,353	2,467	434	5,254	-7	1,074	23	6,328	16
	Feb21	2,364	2,477	435	5,276	22	1,085	11	6,361	33
	Mar21	2,368	2,483	438	5,289	13	1,101	16	6,390	29
	Apr21	2,354	2,489	443	5,286	-3	1,110	9	6,396	6
	May21	2,339	2,494	448	5,281	-5	1,134	24	6,415	19
	Jun21	2,336	2,493	462	5,291	10	1,129	-5	6,420	5
	Jul21	2,329	2,500	464	5,293	2	1,152	23	6,445	25
	Aug21	2,324	2,510	470	5,304	11	1,166	14	6,470	25
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
October 2022										
Inactive Appraisers		GENERAL 50	RESIDENTIAL 49	LICENSE 15	TOTAL 114		TRAINEE 145		TOTAL 259	
Out-of-State Temporary Registrations:									148	
Total All License Holders:									7,548	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
OCTOBER 2022

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	Sep 21	2	2	2
	Oct 21	2	2	8
	Nov 21	2	2	4
	Dec 21	3	3	2
	Jan 22	0	0	3
	Feb 22	2	2	4
	Mar 22	1	1	12
	Apr 22	1	1	10
	May 22	3	1	24
	Jun 22	1	1	27
	July 22	3	0	11
	Aug 22	0	3	5
2022 - Total				
		20	18	112
2023	Sept22	2	3	3
	Oct 22	3	2	5
Registrations issued from March 2012 to October 2022			319	
Registrations Expired > 6 months as of October 2022			-84	
Registrations Expired < 6 months as of October 2022			-8	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-9	
Registrations Re-Issued > 6 months after expiration date			-7	
TOTAL AMC REGISTRATIONS			178	

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%

Applications Received



Applications Received Month-Over-Month Comparison

	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sept 22	Oct 22
Certified General Appraiser	16	10	8	21	13	14	20	19	14	13	24	17	12
Certified Residential Appraiser	29	19	22	32	25	20	29	25	23	30	40	21	28
Licensed Residential Appraiser	17	16	19	26	33	30	28	22	30	26	34	21	32
Appraiser Trainee	81	90	81	116	125	109	85	89	83	62	89	61	50
Temporary Non-Resident Appraiser	18	13	29	18	19	34	16	24	24	23	28	20	30
Appraisal Management Company	2	2	3	0	2	1	1	3	1	3	0	2	3

Application Processing Time

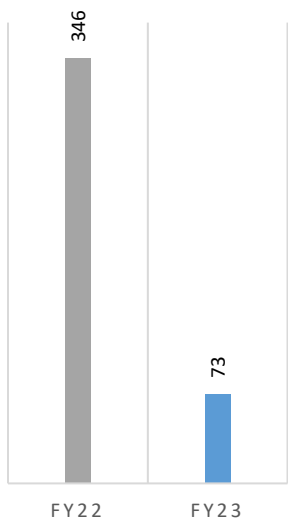
Average Number of Days to Process Applications

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

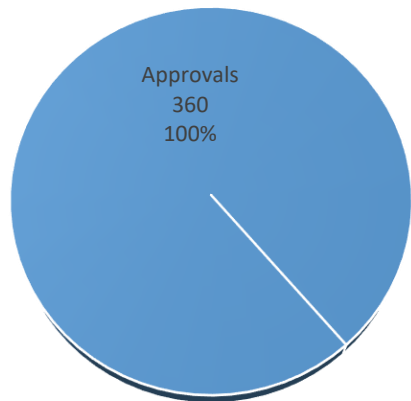
	Sept 21	Oct 21	Nov 21	Dec21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Aug 22	Sept 22	Oct 22
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	36	47	52	51	57	40	53	66	70	54	49	38	66
Certified General Appraiser – Reciprocity (Goal: 14 days)	1	1	2	1	1	1	1	1	1	1	2	3	2
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	49	39	55	59	61	56	59	49	56	62	48	48	71
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	1	1	1	1	1	1	2	2	2	1	2	1	1
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	38	50	51	56	57	59	48	53	60	61	48	36	65
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	1	1	1	1	1	1	2	1	1	2	2	3	2
Appraiser Trainee (Goal: 14 days)	3	4	3	4	3	3	3	3	3	3	4	5	3
Temporary Non-Resident Appraiser (Goal: 5 days)	1	1	1	1	1	1	1	1	1	1	3	3	2
Appraisal Management Company (Goal: 14 days)	4	2	1	1	NA	2	1	4	2	NA	2	3	2

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY22 – 23 Residential Audit Outcome

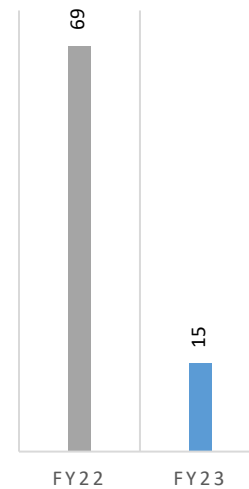


Residential Audit Processing Year-Over-Year

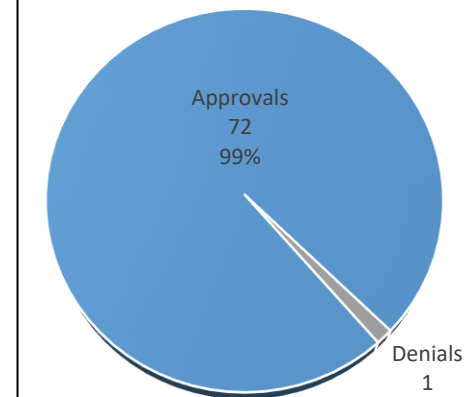
	Closed	Average Processing
Fiscal Year 2018	116	100 Days
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	63	51 days

Certified General Experience Audit Summary

Commercial audits received



FY22 - 23 Commercial Audit Outcome



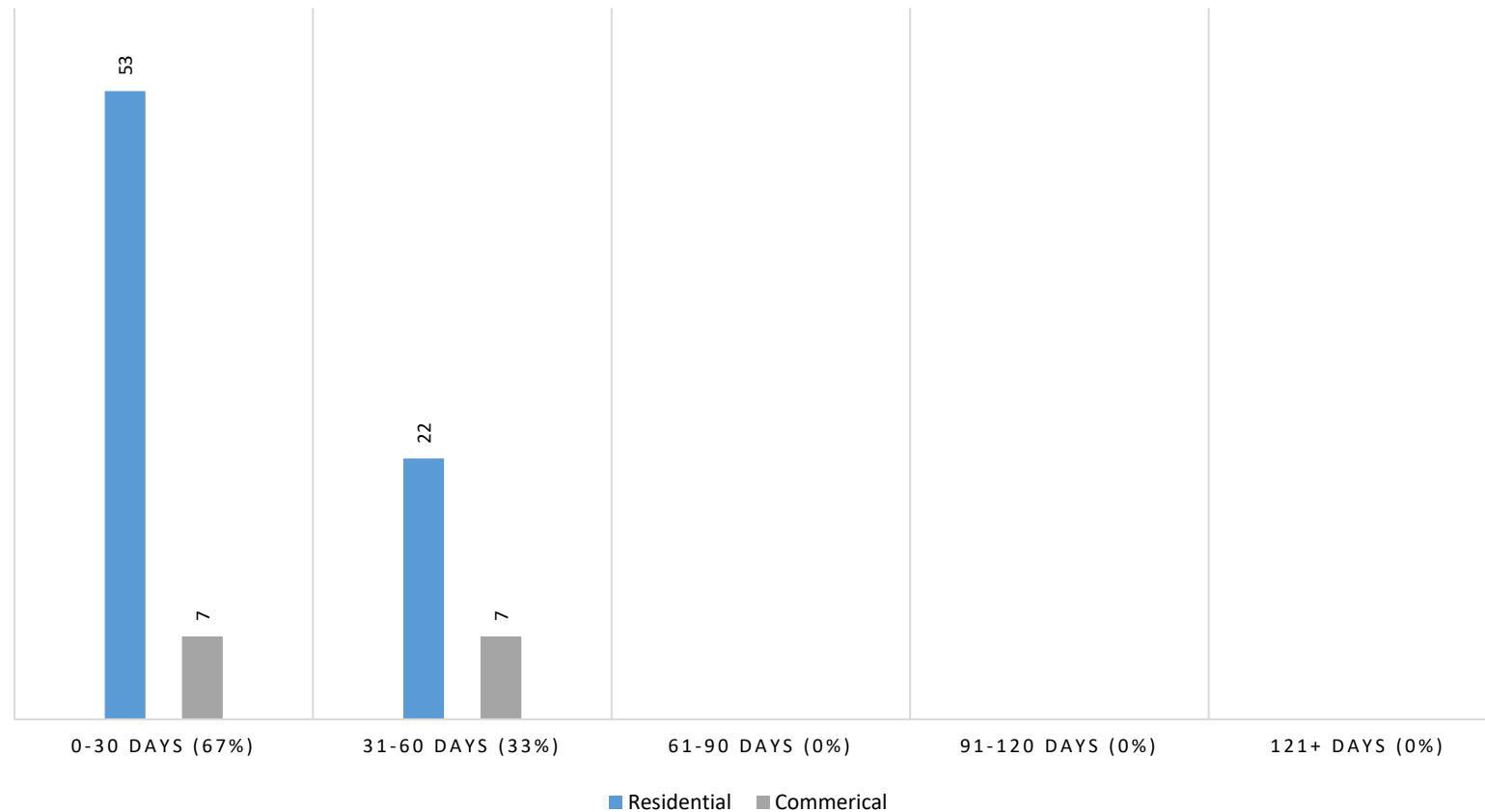
Commercial Audit Processing Year-Over-Year

	Closed	Average Processing
Fiscal Year 2018	47	160 Days
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	14	42 days

Renewal Activity

Year-to-Date Comparison						
	FY 21 (Sept. 2020 - October 2020)		FY 23 (Sept. 2022 - October 2022)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	158	78.61%	176	88.89%	18	11.39%
Certified Residential Renewals	160	84.66%	195	93.75%	35	21.88%
Licensed Residential Renewals	24	61.54%	31	75.61%	7	29.17%
Appraiser Trainee Renewals	39	37.14%	58	53.70%	19	48.72%

Open Experience Audit Snapshot



Financial Services Division
TALCB Budget Status Report
October 2022 - Fiscal Year 2023

Expenditure Category	Beginning Balance FY2023	Expenditures	Remaining Balance	Budget % Remaining	2/12 = 0% Comments
Actual Beginning Balance	\$3,465,390		\$3,465,390		includes Trust cash balances as of 8/31/2022
Operating Reserves	(\$889,252)		(\$889,252)		
Available balance within Texas Treasury Safekeeping Trust	\$2,576,138		\$2,576,138		remaining available budget to consider to balance FY2023 budget
Salaries & Wages	\$1,433,518	\$212,328	\$1,221,190	85.2%	
Other Personnel Costs	504,631	65,488	\$439,143	87.0%	
Professional Services	426,859	18,960	\$407,899	95.6%	Luna Data - Computer consultant services paid with ASC grant
Consumables	2,000	0	\$2,000	100.0%	Consumable expense not utilized due to staff working from home.
Utilities	109	0	\$109	100.0%	Shredding services not utilized due to staff working from home.
Travel	32,000	8,184	\$23,816	74.4%	
Rent - Building - Other	21,892	20,554	\$1,338	6.1%	
Rent - Equipment	10,464	298	\$10,166	97.1%	
Other Operating Expense	76,038	11,810	\$64,228	84.5%	
Subtotal -Operations Expenditures	2,507,511	337,623	2,169,889	86.5%	
DPS Criminal History Background Checks	2,000		2,000	100.0%	DPS actual expense exceeded budgeted amount.
Statewide Cost Allocation Plan (SWCAP)	31,209		31,209	100.0%	SWCAP actual expense exceeded budgeted amount.
Contribution to General Revenue	22,500	3,750	18,750	83.3%	
Subtotal - Nonoperational Expenditures	55,709	3,750	\$1,959	93.3%	
Total Expenditures and GR Contribution	2,563,220	341,373	2,221,848	86.7%	
Revenue	FY2023 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,973,845	\$300,495	\$1,673,350	84.8%	279 total applications & 546 total renewals
AMCs	279,380	89,960	\$189,420	67.8%	5 new AMCs (16 projected),12 AMC renewals (33 projected), 4,608 of panelist activities (13,552 projected)
ACE Program Revenue	15,155	2,580	\$12,575	83.0%	
Examination fees	4,340	1,260	\$3,080	71.0%	Pearson Vue exam fees-126 exams taken
Other Miscellaneous Revenue	40,127	13,776	\$26,351	65.7%	18 Appraiser Trainee experience reviews, 0 ACE extension requests, Interest earned
TALCB ASC grant	120,000	24,801	\$95,199	0.0%	ASC grant to develop Complaint portal
Total Revenue	\$2,432,847	\$432,872	\$1,999,975	82.2%	
Operating Gains/ Losses	(\$130,373)	\$91,500	(\$38,873)	29.8%	
Restricted Education Reserve Fund Carryforward	\$22,914	\$23,052			Balance in Education Reserve Fund as of report date.
Revenue Over/(Under) Expenditures & Transfers	\$2,468,679	\$114,552	\$2,354,265		

Financial Services Division

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

October 2022

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/15/2022	825,000.00	802,376.95	803,472.66	322.27	803,794.93	783.30	U.S. T-Notes, .250	06/15/2023
09/15/2022	1,000,000.00	962,421.88	962,304.69	(156.25)	962,148.44	162.29	U.S. T-Notes, .125	09/15/2023
12/15/2021	394,700.00	399,898.06	393,744.09	308.36	394,052.45	2,435.87	U.S. T-Notes, 1.625	12/15/2022
03/15/2022	126,000.00	124,979.67	124,198.59	123.05	124,321.64	81.80	U.S. T-Notes, .500	03/15/2023
Totals	\$ 2,345,700.00	\$ 2,289,676.56	\$ 2,283,720.03	\$ 597.43	\$ 2,284,317.46	\$ 3,463.26		

Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance	\$ 1,080,016.93		
Current Month Receipts		\$ 183,174.63	
Current Month Disbursements		\$ (204,186.66)	
Total Cash			\$ 1,059,004.90
Investment Ending Market Value			2,284,317.46
Total Account Balance			3,343,322.36
Operating Reserves			(889,252.00)
Ending Balance Available for Operations			\$ 2,454,070.36

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

Financial Services Division

**Tx Appraiser Licensing & Certification Board Administrative Penalties Account
No. 3193**

October 2022

<u>Monthly Activity</u>		
Beginning Balance	Current Month	Cumulative Totals

Beginning Balance	\$	23,004.03	
Current Month Receipts			
	Admin Penalties	\$	0.00
	Interest Earned		58.62
Current Month Disbursements		\$	<u>(10.47)</u>
Total Cash		\$	<u>23,052.18</u>
Reserved for Education Development			<u>(23,052.18)</u>
Balance		\$	<u><u>0.00</u></u>

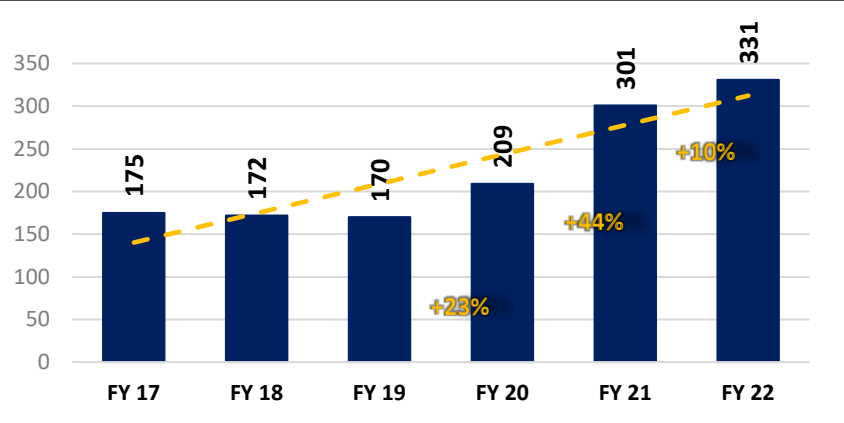
TALCB Enforcement Report

Current as of October 31, 2022

Complaints Received

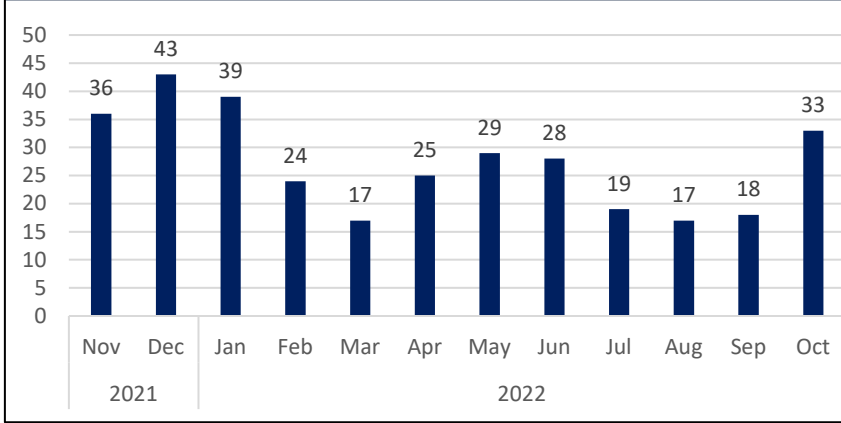
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

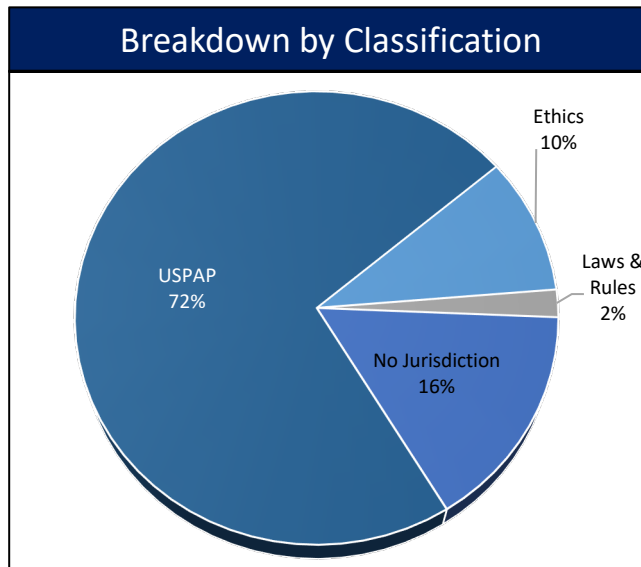


Fiscal Year 2023 Summary

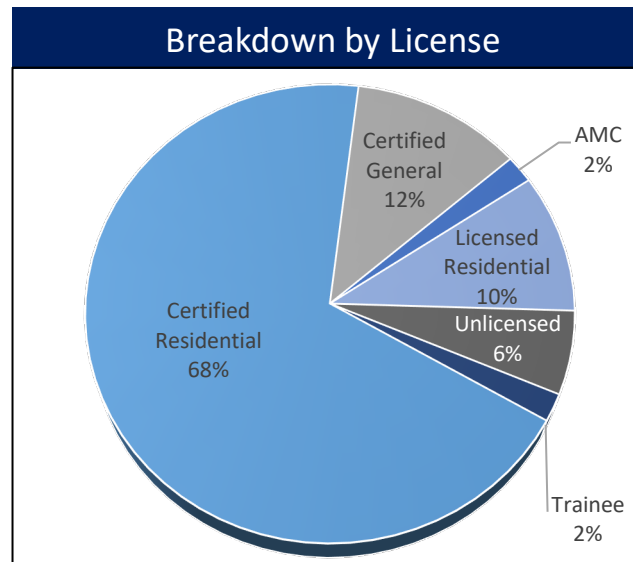
51	Complaints Received
49	Respondents
<1%	License Holders Receive a Complaint

Fiscal Year 2023 Complaints Received by Category

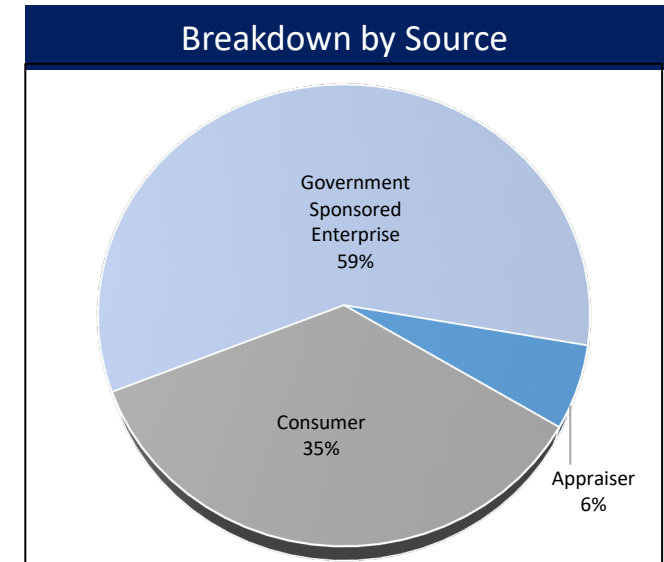
Breakdown by Classification



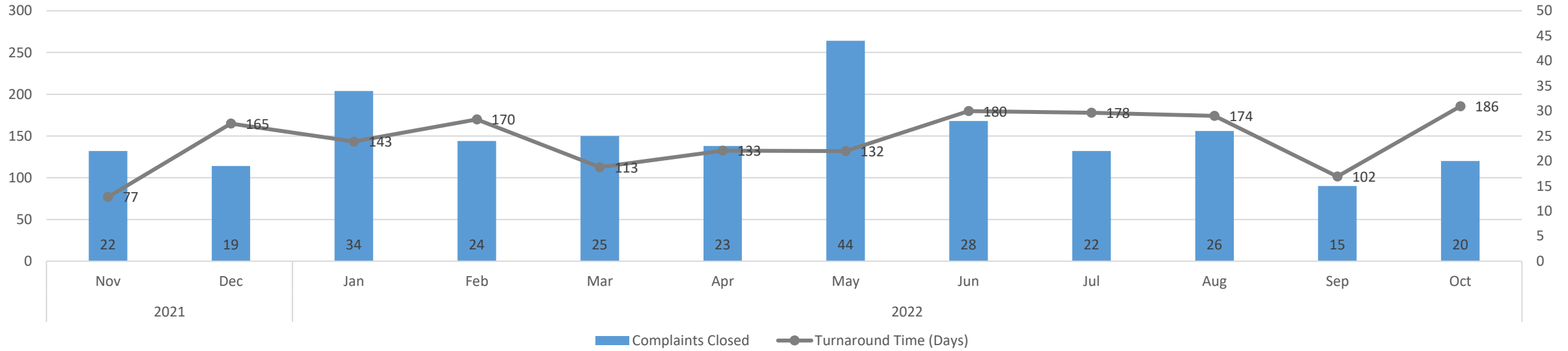
Breakdown by License



Breakdown by Source

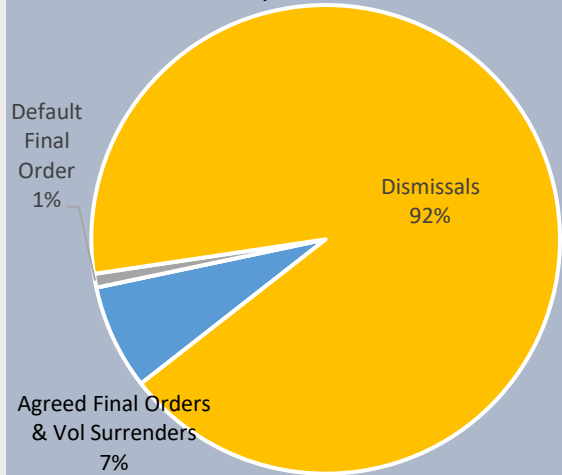


Complaint Resolution

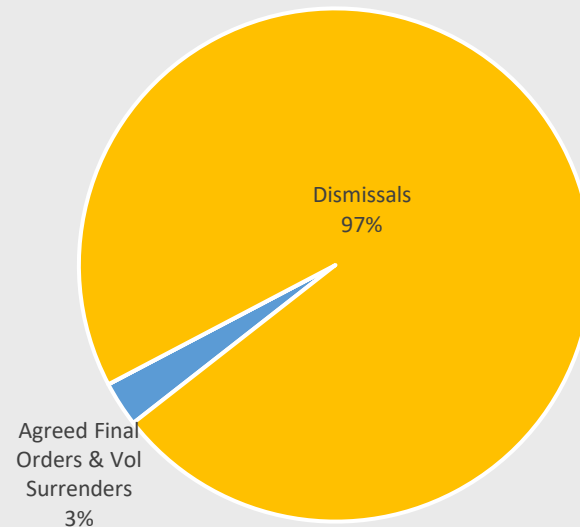


FY22 Complaint Outcome

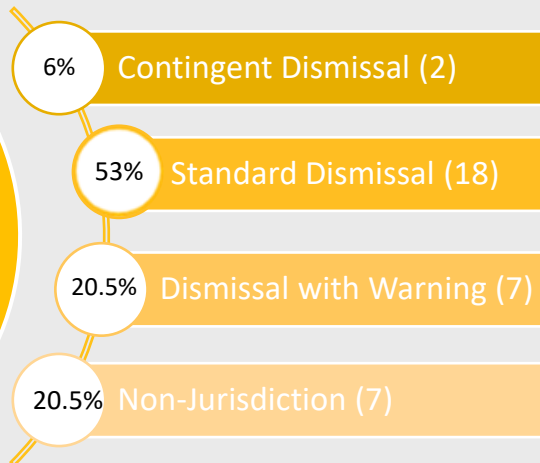
317 Complaints Resolved



FY23 Complaint Outcome



FY23 Dismissal Breakdown



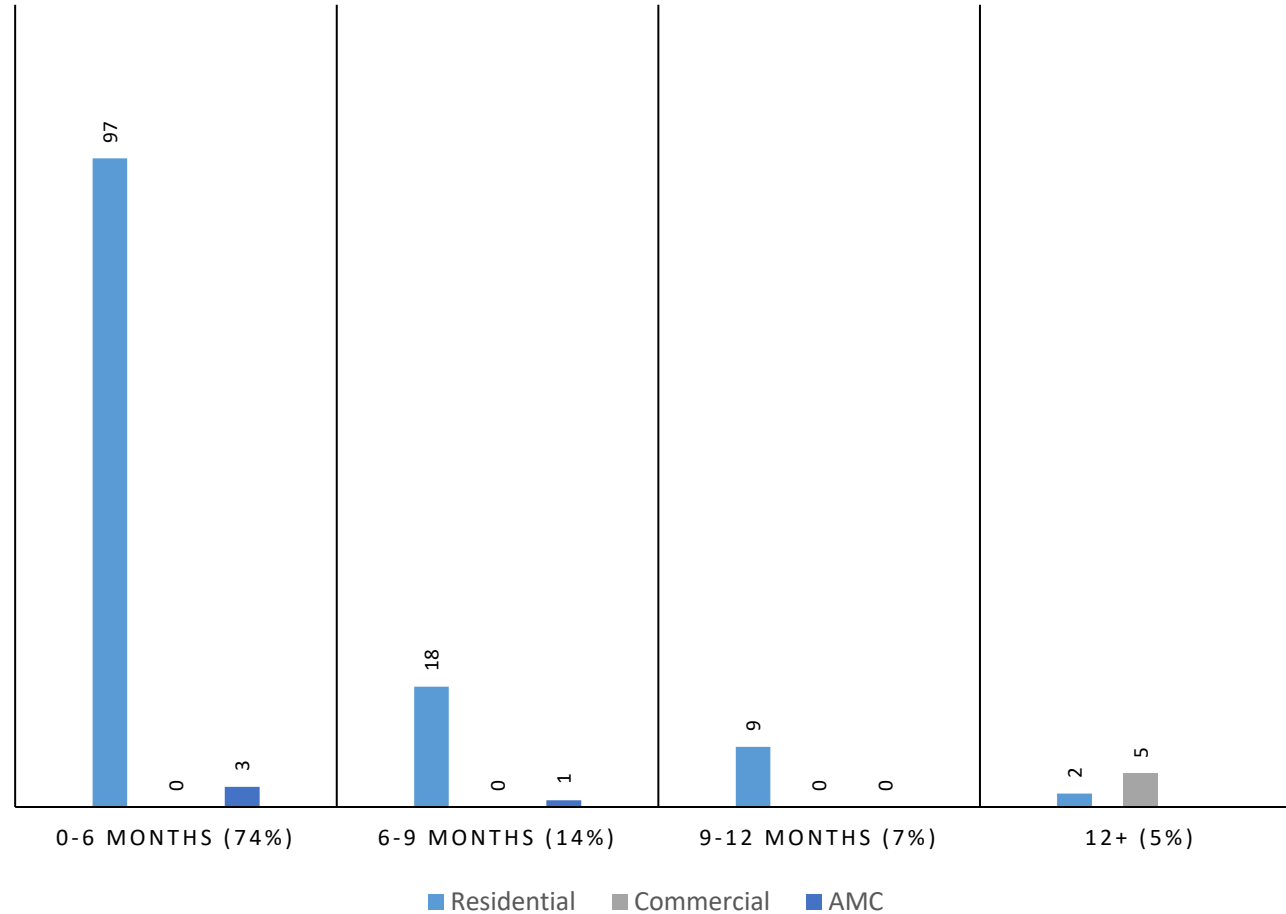
Fiscal Year 2023 Summary

35 Complaints Resolved

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

<1% License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

135 Open Complaints

7 Cases Over 1 Year Old

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

- 7 cases abated