



Staff Reports for October 2023

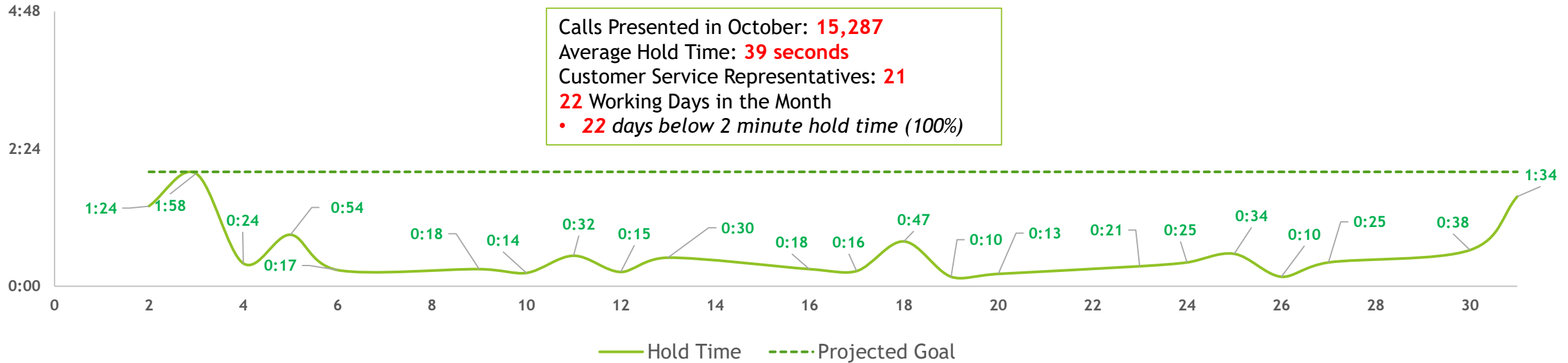
Customer Relations Division

October, 2023 Monthly Report

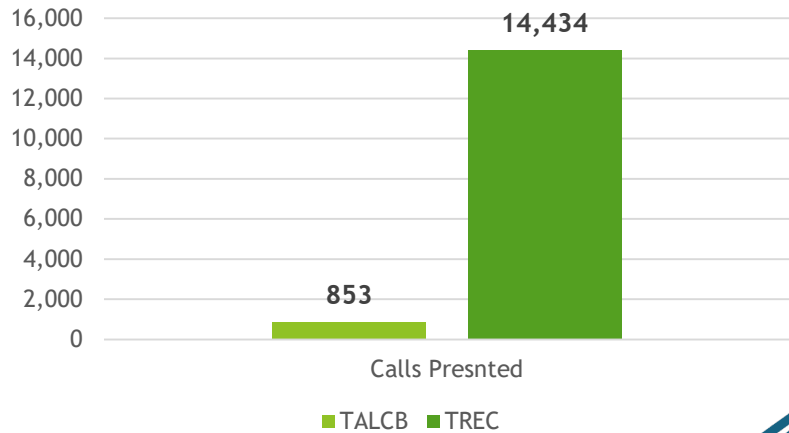


October, 2023 Hold Time per Day

Calls Presented in October: **15,287**
 Average Hold Time: **39 seconds**
 Customer Service Representatives: **21**
22 Working Days in the Month
 • **22 days below 2 minute hold time (100%)**



October, 2023 TREC vs. TALCB Calls

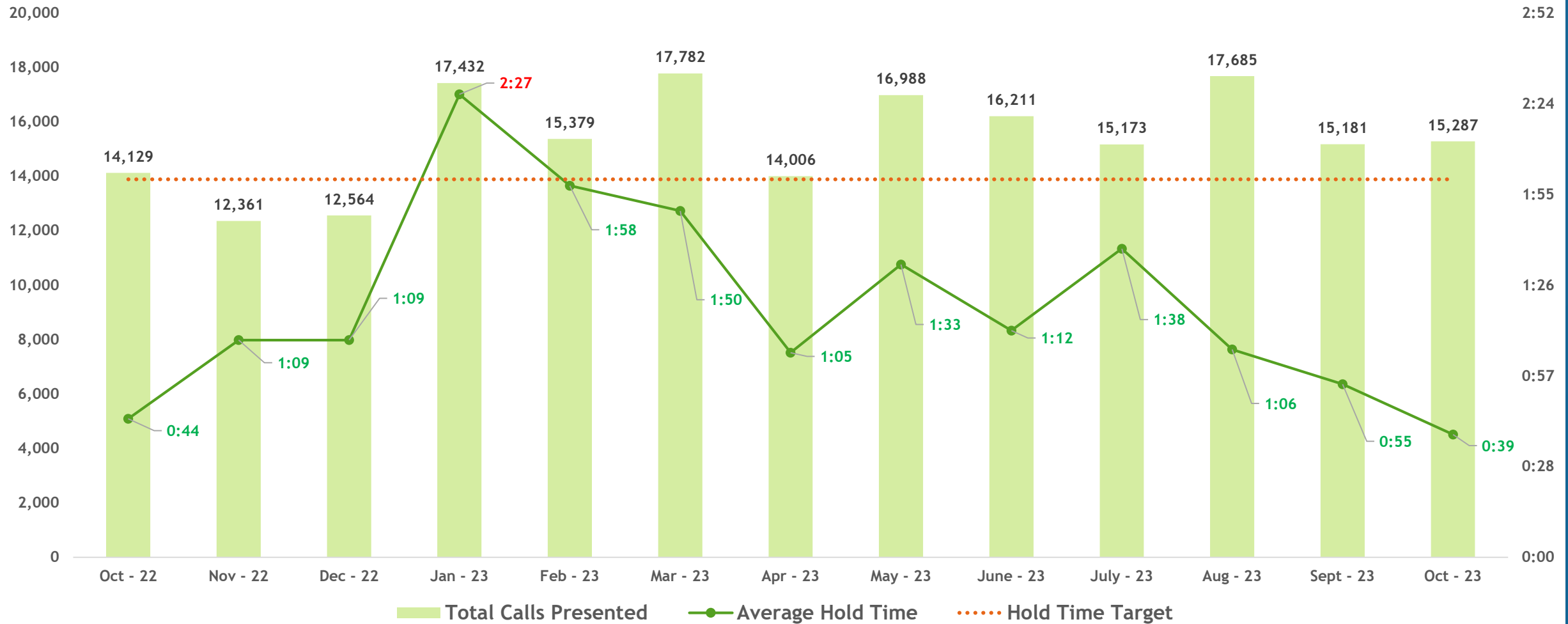


TALCB - 853 Calls (5.58%) 34 second hold time
TREC - 14,434 Calls (94.42%) 40 second hold time



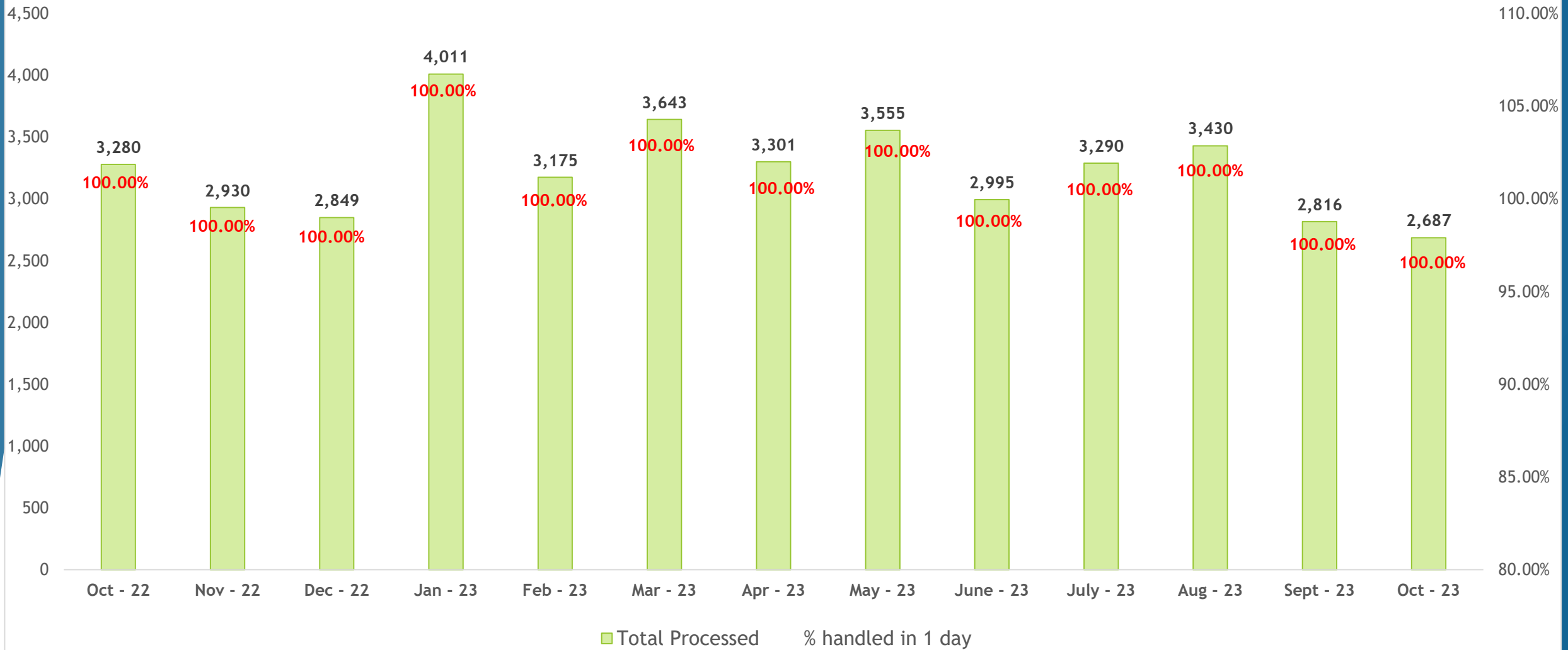
13 Month Comparison of Calls Presented vs. Hold Time

October, 2022 to October, 2023



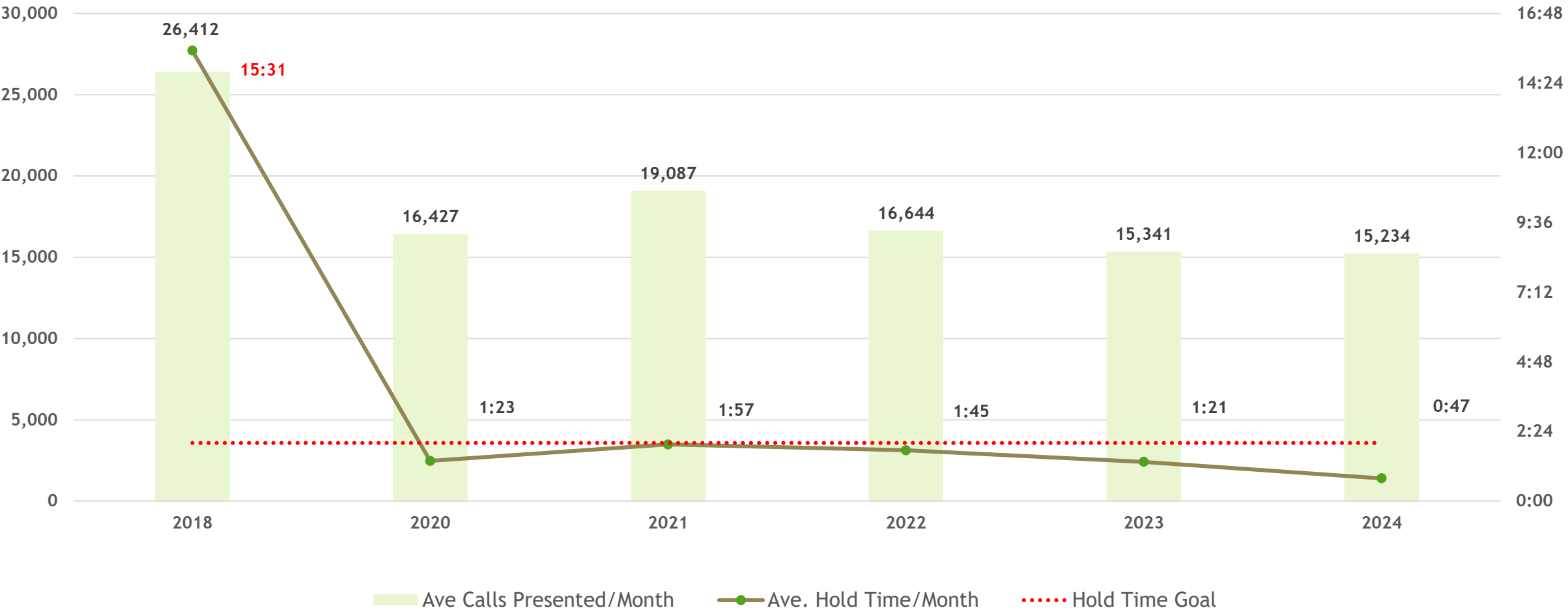
13 Month Comparison of Emails Processed

October, 2022 to October, 2023



Fiscal Year Comparison

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



TALCB Education Report

October 2023



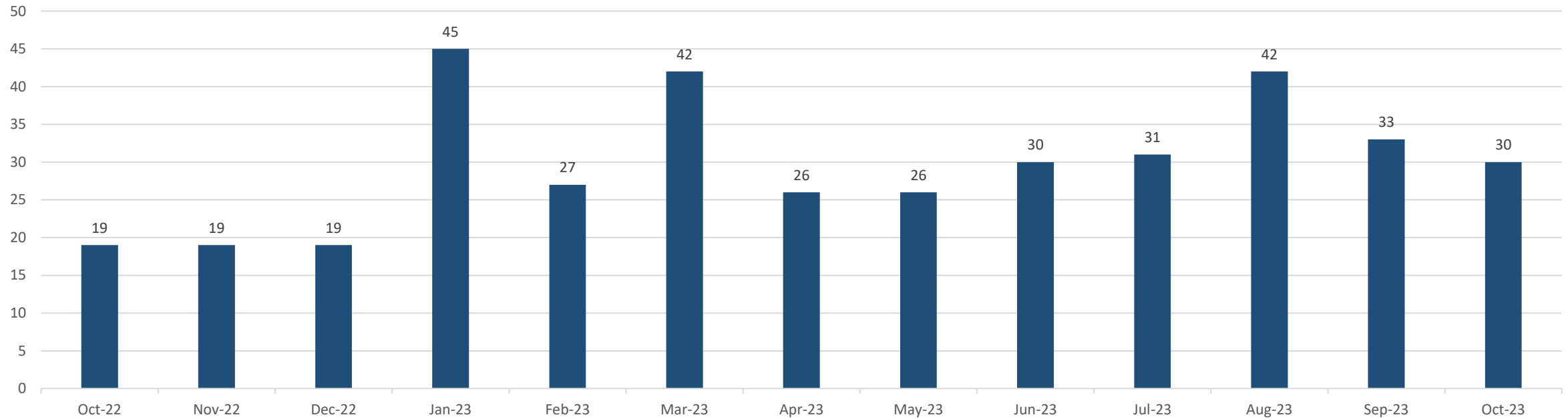
Education & Examinations Division

TALCB Applications Approved 13-Month Comparison

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23
Initial ACE Provider	0	0	0	1	1	0	1	0	0	1	1	0	0
Renewal ACE Provider	0	0	0	0	0	0	0	0	1	1	6	3	3
All ACE Provider Applications	0	0	0	1	1	0	1	0	1	2	7	3	3

Qualifying Course Acceptance	3	7	2	14	2	3	5	3	2	5	3	6	6
ACE Courses	16	12	17	30	24	39	20	23	27	24	32	24	21
All Course Applications	19	19	19	44	26	42	25	26	29	29	35	30	27

All Applications Approved	19	19	19	45	27	42	26	26	30	31	42	33	30
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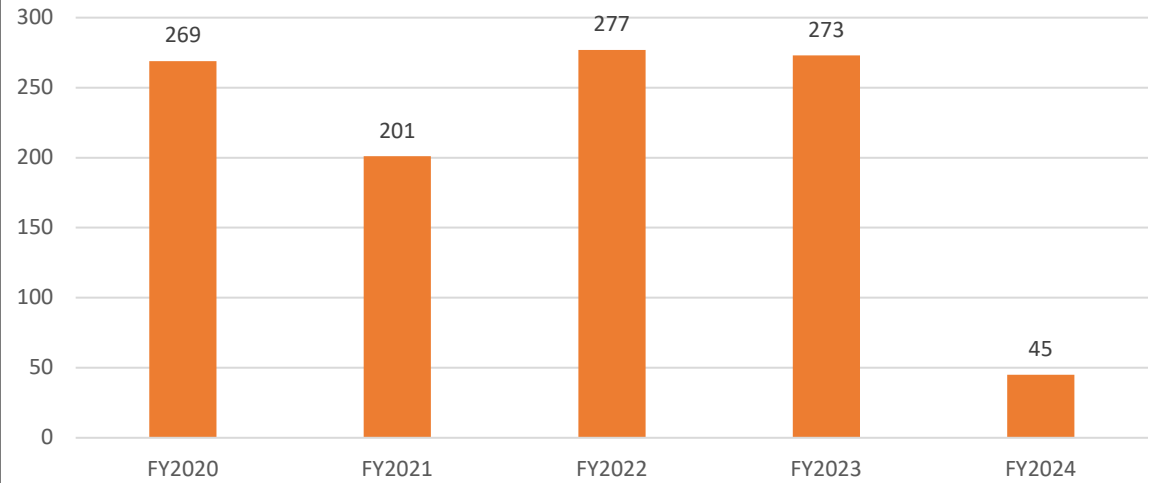
Education & Examinations Division

TALCB Total Applications Approved - Fiscal Year

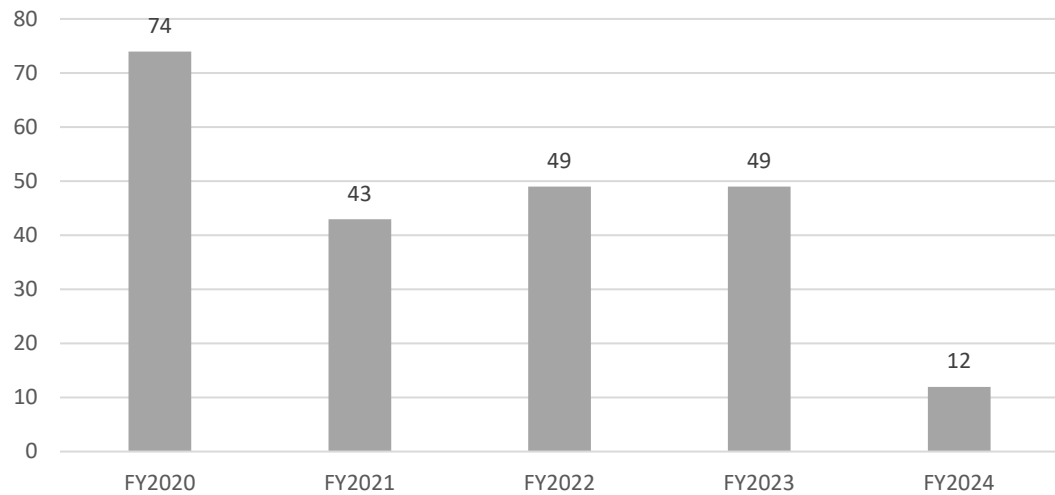
ACE Providers Approved



ACE Courses Approved

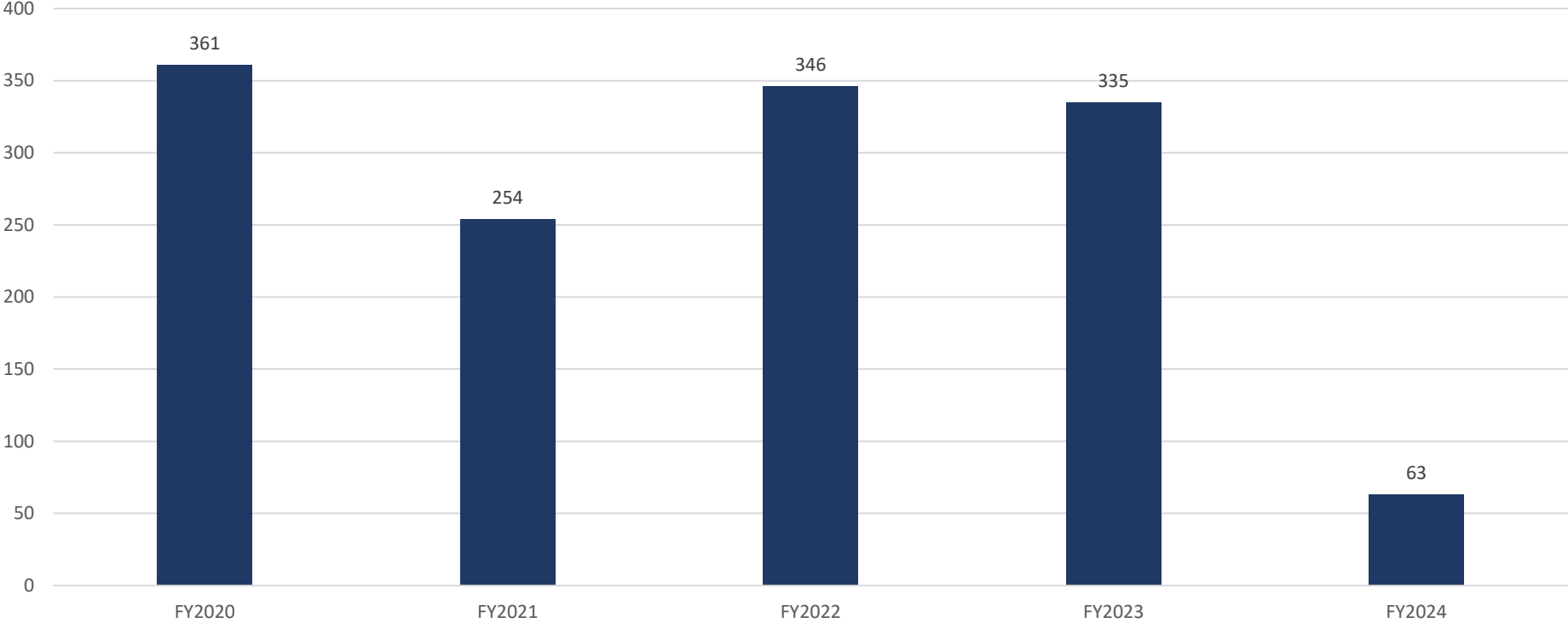


Qualifying Course Acceptance Approved



Education & Examinations Division

All TALCB Applications Approved
Year-Over-Year Comparison



Education & Examinations Division - October 2023
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 2023	6	7	13	46%	1	9	10	10%	23	30%	18	39%
FYTD 2022	21	11	32	66%	7	7	14	50%	46	61%	38	74%
October 2023	3	3	6	50%	0	3	3	0%	9	33%	9	33%
October 2022	11	7	18	61%	3	2	5	60%	23	61%	20	70%

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 2023	18	19	37	49%	16	11	27	59%	64	53%	50	68%
FYTD 2022	21	6	27	78%	8	10	18	44%	45	64%	36	81%
October 2023	10	12	22	45%	7	5	12	58%	34	50%	30	57%
October 2022	11	2	13	85%	4	5	9	44%	22	68%	18	83%

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 2023	3	10	13	23%	8	16	24	33%	37	30%	22	50%
FYTD 2022	2	4	6	33%	6	5	11	55%	17	47%	12	67%
October 2023	1	2	3	33%	5	5	10	50%	13	46%	9	67%
October 2022	1	3	4	25%	1	0	1	100%	5	40%	5	40%

TALCB Licensing Report

Current as of October 31, 2023

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
 October 2023

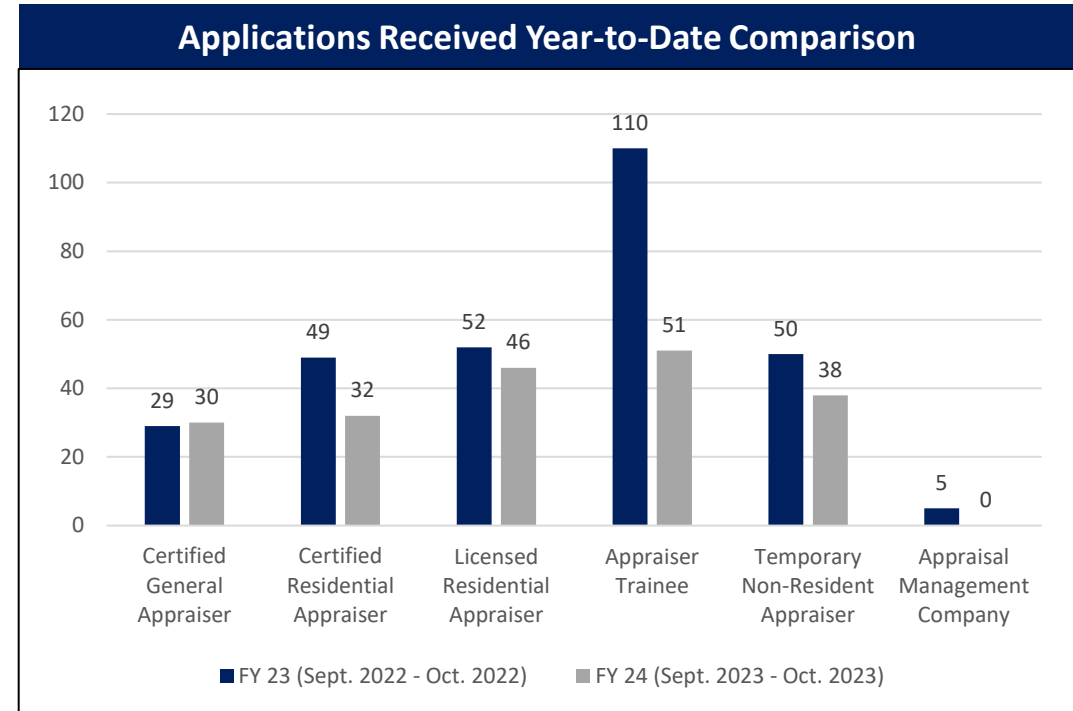
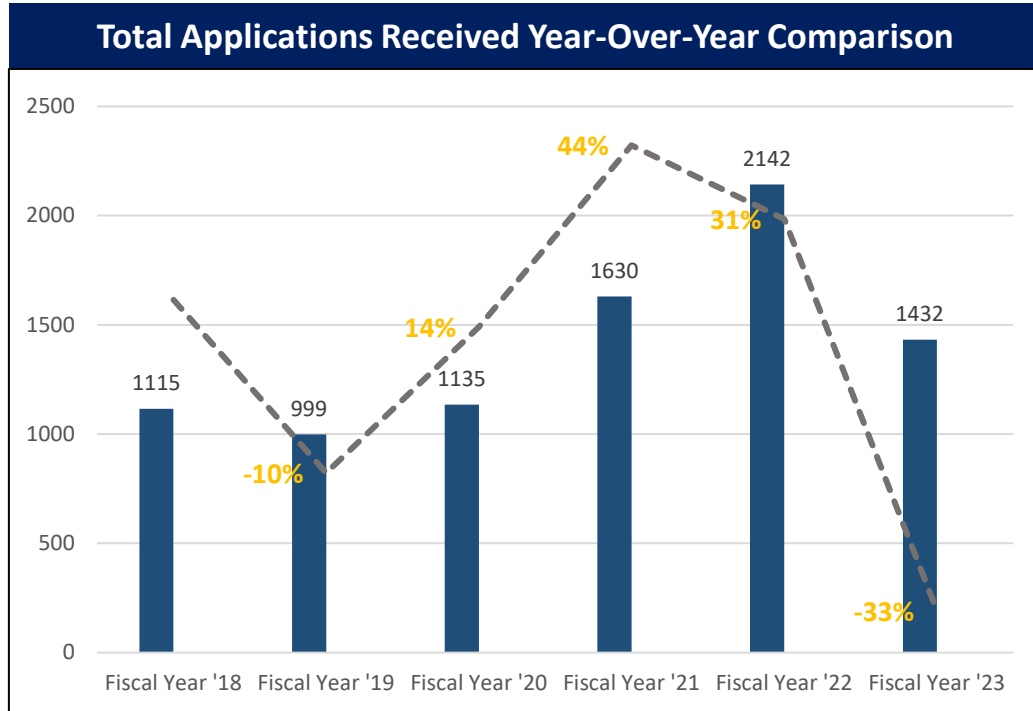
FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	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
October 2023										
Inactive Appraisers		GENERAL 48	RESIDENTIAL 47	LICENSE 18	TOTAL 113		TRAINEE 172		TOTAL 285	
										Out-of-State Temporary Registrations: 122
										Total All License Holders: 7,521

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
 October 2023

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
Registrations issued from March 2012 to October 2023			335	
Registrations Expired > 6 months as of October 2023			-92	
Registrations Expired < 6 months as of October 2023			-1	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-22	
Registrations Re-Issued > 6 months after expiration date			-8	
Federally Regulated AMCs			-2	
TOTAL AMC REGISTRATIONS			177	

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

	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sept 23	Oct 23
Certified General Appraiser	12	17	13	17	17	16	12	25	16	12	19	14	16
Certified Residential Appraiser	28	22	26	23	18	24	28	33	21	19	26	18	14
Licensed Residential Appraiser	32	25	16	18	16	17	15	21	19	18	20	26	20
Appraiser Trainee	50	32	38	46	27	38	33	31	37	32	30	26	25
Temporary Non-Resident Appraiser	30	23	27	16	25	27	13	16	22	20	24	21	17
Appraisal Management Company	3	2	0	1	1	3	3	1	2	0	1	0	0

Application Processing Time

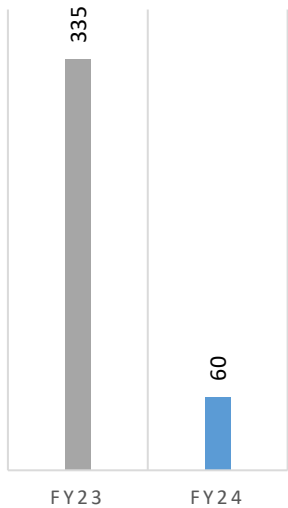
Average Number of Days to Process Applications

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

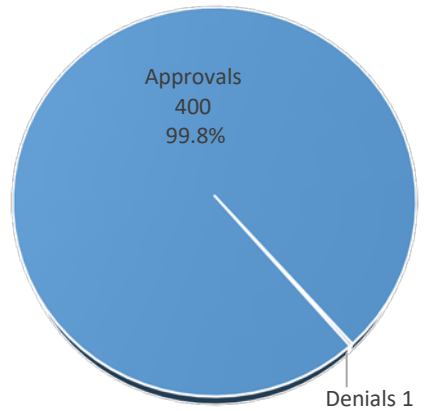
	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sept 23	Oct 23
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	66	34	52	43	59	49	60	38	40	59	42	40	45
Certified General Appraiser – Reciprocity (Goal: 14 days)	2	1	1	1	2	2	1	2	2	2	1	1	3
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	71	63	57	57	50	56	56	39	39	52	47	37	35
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	1	1	1	2	1	1	2	2	2	1	1	1	NA
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	65	47	54	45	52	47	65	33	26	48	46	34	43
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	2	NA	NA	1	1	NA	1	NA	1	NA	NA	2	1
Appraiser Trainee (Goal: 14 days)	3	4	3	3	2	2	2	2	3	3	3	4	3
Temporary Non-Resident Appraiser (Goal: 5 days)	2	2	1	2	1	2	1	2	2	2	2	1	2
Appraisal Management Company (Goal: 14 days)	2	1	1	2	NA	2	1	3	6	7	2	NA	NA

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY23 – 24 Residential Audit Outcome

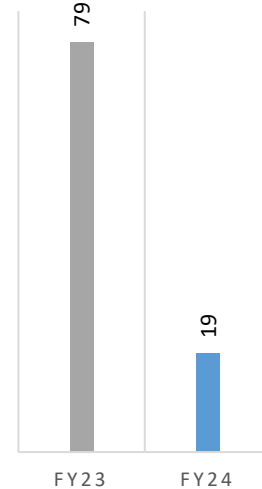


Residential Audit Processing Year-Over-Year

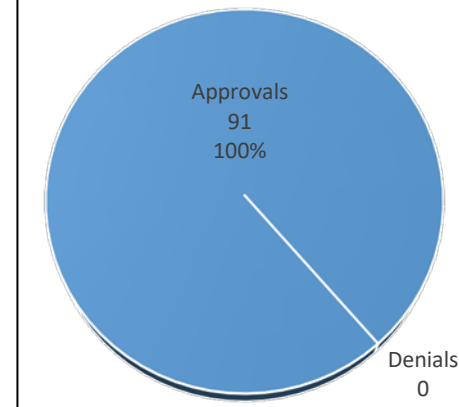
	Closed	Average Processing
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	50	31 Days

Certified General Experience Audit Summary

Commercial audits received



FY23 - 24 Commercial Audit Outcome



Commercial Audit Processing Year-Over-Year

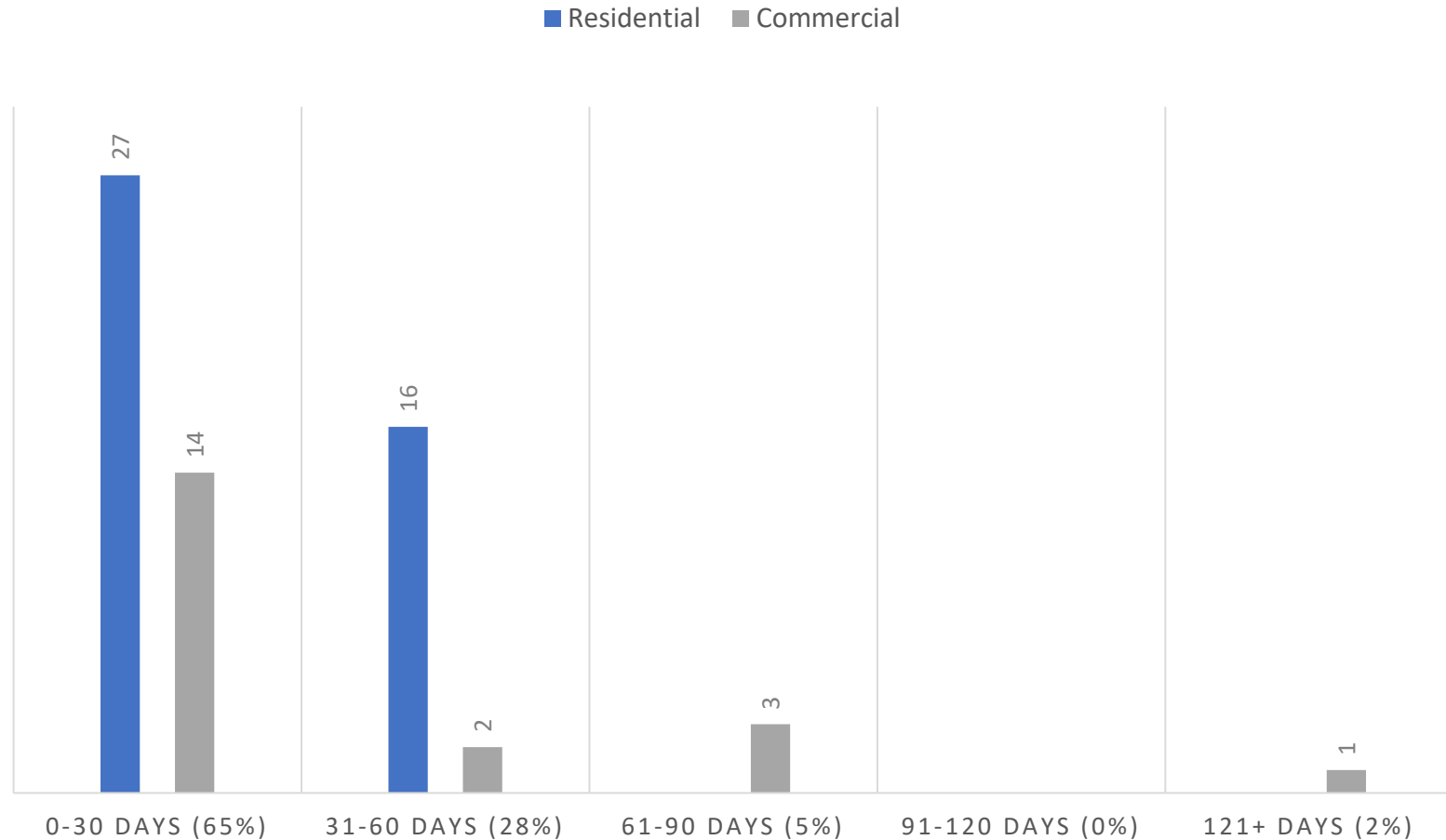
	Closed	Average Processing
Fiscal Year 2019	52	218 Days
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	62	46 Days
Fiscal Year 2023	78	41 days
Fiscal Year 2024	16	35 Days

Renewal Activity

Year-to-Date Comparison

	FY 22 (Sept. 2021 - Oct. 2021)		FY 24 (Sept. 2023 - Oct. 2023)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	109	81.95%	122	84.14%	13	11.93%
Certified Residential Renewals	168	92.31%	183	91.50%	15	8.93%
Licensed Residential Renewals	27	84.38%	30	65.22%	3	11.11%
Appraiser Trainee Renewals	45	56.96%	57	45.60%	12	26.67%

Open Experience Audit Snapshot



*There is 1 audit in the 121+ day category. This audit is pending reports from the applicant.

Financial Services Division
TALCB Budget Status Report
October 2023 - Fiscal Year 2024

Expenditure Category	Beginning Balance FY2024	Expenditures	Remaining Balance	Budget % Remaining	10/12 = 83.33% 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	\$240,947	\$1,201,680	83.3%	
Other Personnel Costs	486,946	70,788	\$416,158	85.5%	
Professional Services	205,751	0	\$205,751	100.0%	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	0	\$2,000	100.0%	Consumable expense not utilized due to staff working from home.
Utilities	201	0	\$201	100.0%	Shredding services not utilized due to staff working from home.
Travel	42,000	2,775	\$39,225	93.4%	travel for quarterly meetings, workshops, and conferences not expended as of this date
Rent - Building - Other	21,276	19,391	\$1,885	8.9%	Payment for annual office lease processed in October.
Rent - Equipment	1,643	0	\$1,643	100.0%	Lease cost for copiers not expended as of this date
Other Operating Expense	113,384	10,117	\$103,267	91.1%	
Subtotal -Operations Expenditures	2,315,828	344,017	1,971,811	85.1%	
DPS Criminal History Background Checks	2,500	100	2,400	96.0%	
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	3,750	18,750	83.3%	
Subtotal - Nonoperational Expenditures	55,928	3,850	52,078	93.1%	
Total Expenditures and GR Contribution	2,371,756	347,867	2,023,889	85.3%	
Revenue	FY2024 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,813,645	\$264,675	\$1,548,970	85.4%	
AMCs	851,960	53,250	\$798,710	93.7%	
ACE Program Revenue	19,310	3,610	\$15,700	81.3%	
Examination fees	6,990	1,410	\$5,580	79.8%	
Other Miscellaneous Revenue	34,000	8,647	\$25,353	74.6%	
TALCB ASC grant	0	0	\$0	0.0%	
Total Revenue	\$2,725,905	\$331,592	\$2,394,313	87.8%	
Operating Gains/ Losses	\$354,149	(\$16,275)	\$337,874	95.4%	
Restricted Education Reserve Fund Carryforward	\$1				
Revenue Over/(Under) Expenditures & Transfers	\$3,116,000	(\$16,275)	\$3,132,275		

Financial Services Division

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

October 2023

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	995,194.69	4,434.37	999,629.06	979.84	U.S. T-Notes, .250	06/15/2024
12/15/2022	643,000.00	615,270.63	636,444.42	2,762.88	639,207.30	305.25	U.S. T-Notes, .125	12/15/2023
03/24/2023	122,000.00	117,496.90	119,255.00	476.56	119,731.56	39.38	U.S. T-Notes, .250	03/15/2024
09/15/2023	635,000.00	604,068.55	605,358.40	2,356.44	607,714.84	307.47	U.S. T-Notes, .375	09/15/2024
Totals	\$ 2,432,000.00	\$ 2,319,178.13	\$ 2,356,252.51	\$ 10,030.25	\$ 2,366,282.76	\$ 1,631.94		

Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
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Beginning Cash Available Balance	\$ 1,096,700.82		
Current Month Receipts		\$ 148,075.72	
Current Month Disbursements		\$ (193,831.81)	
Total Cash		\$ 1,050,944.73	
Investment Ending Market Value		2,366,282.76	
Total Account Balance		3,417,227.49	
Operating Reserves		(830,115.00)	
Ending Balance Available for Operations		\$ 2,587,112.49	

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**

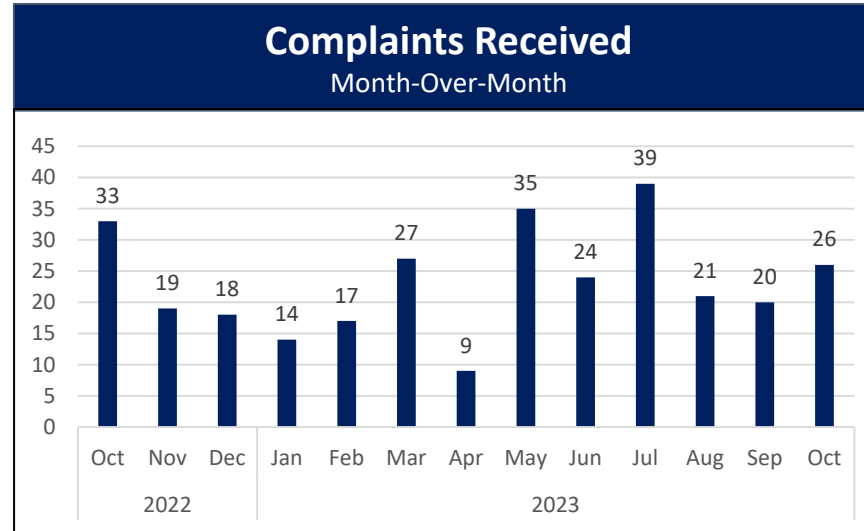
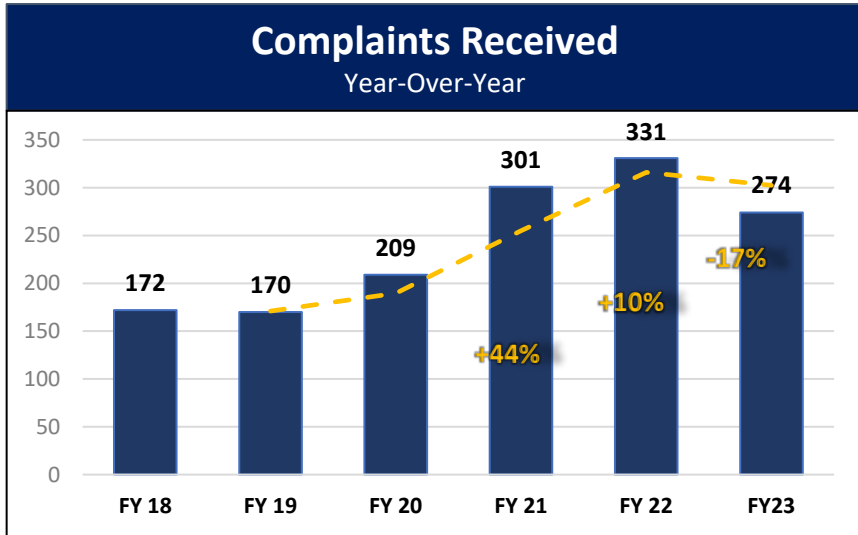
October 2023

<u>Monthly Activity</u>		
Beginning Balance	Current Month	Cumulative Totals
Beginning Balance	\$ 1.14	
Current Month Receipts	Admin Penalties \$ 0.00	
	Interest Earned 0.00	
Current Month Disbursements	\$ (1.14)	
Total Cash		\$ 0.00
Reserved for Education Development		0.00
Ending Balance		\$ 0.00

TALCB Enforcement Report

Current as of October 31, 2023

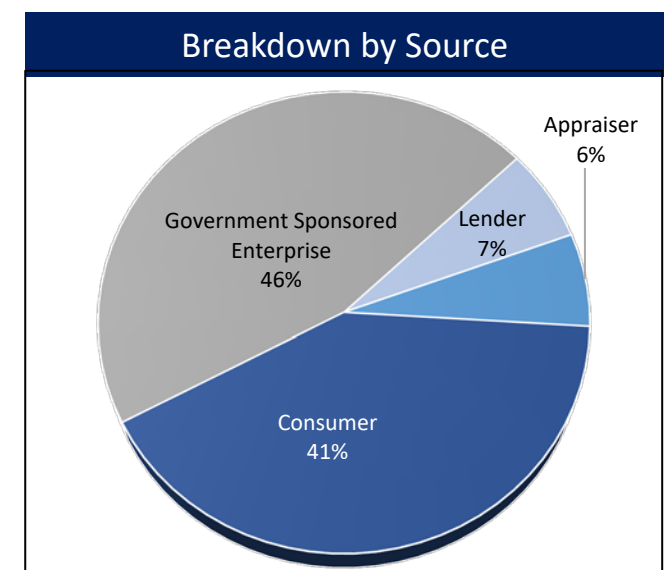
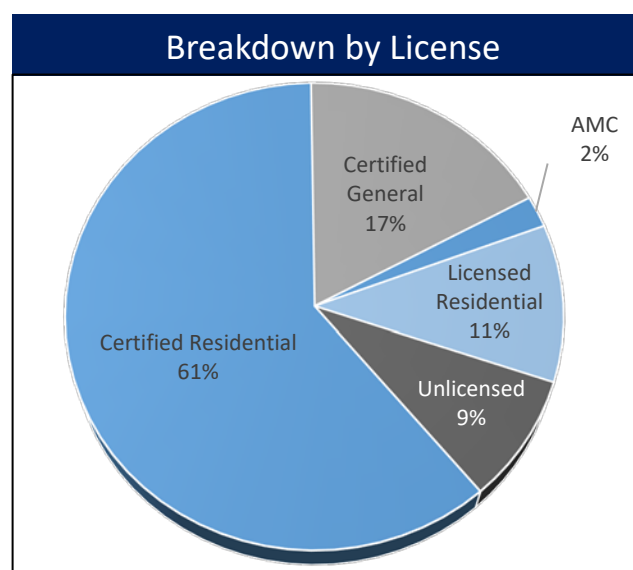
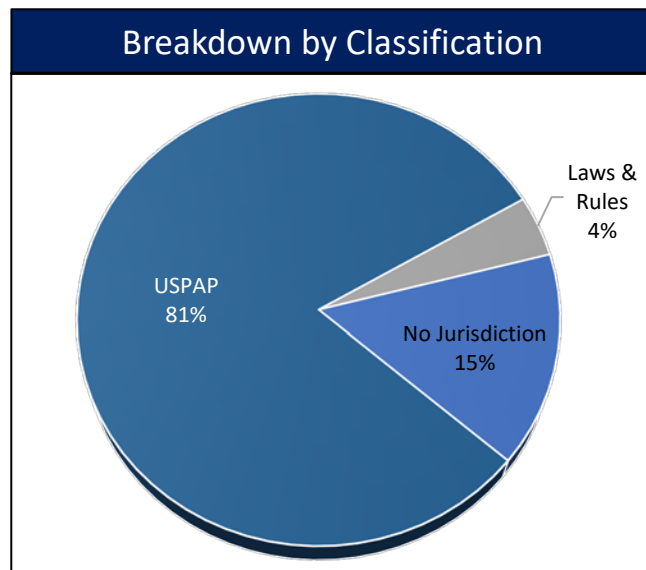
Complaints Received



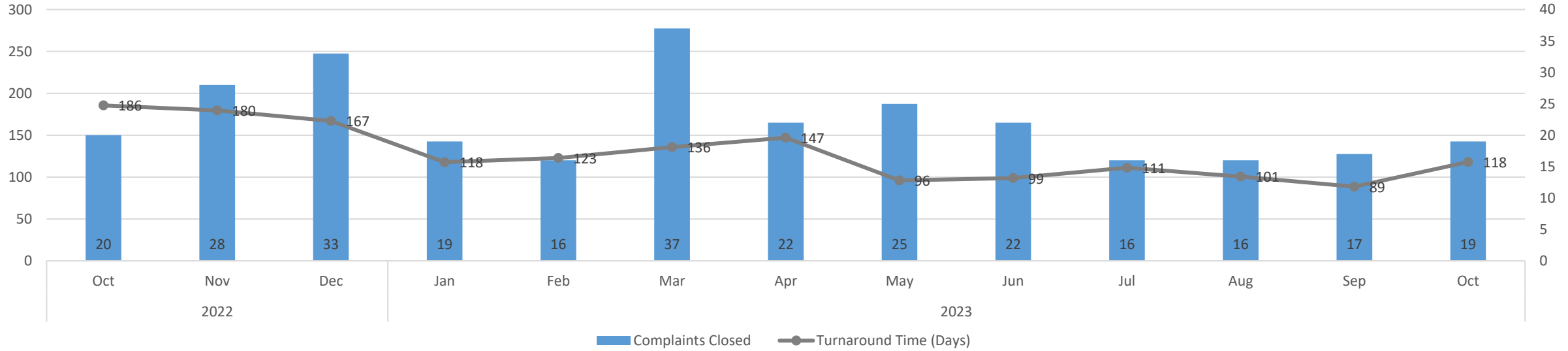
Fiscal Year 2024 Summary

46	Complaints Received
44	Respondents
<1%	License Holders Receive a Complaint

Fiscal Year 2024 Complaints Received by Category

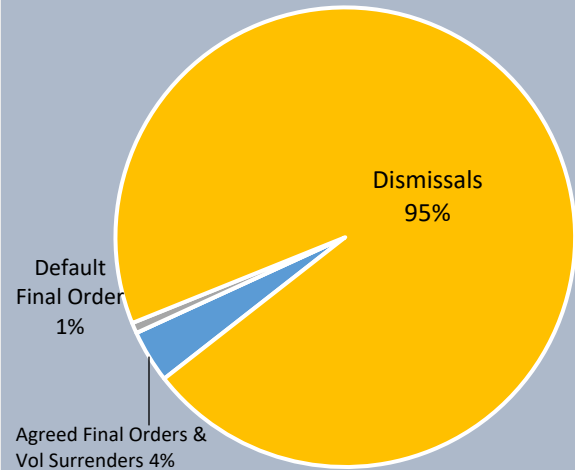


Complaint Resolution

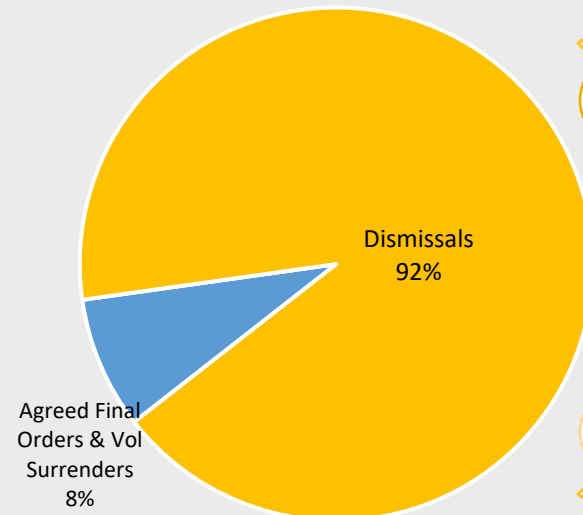


FY23 Complaint Outcome

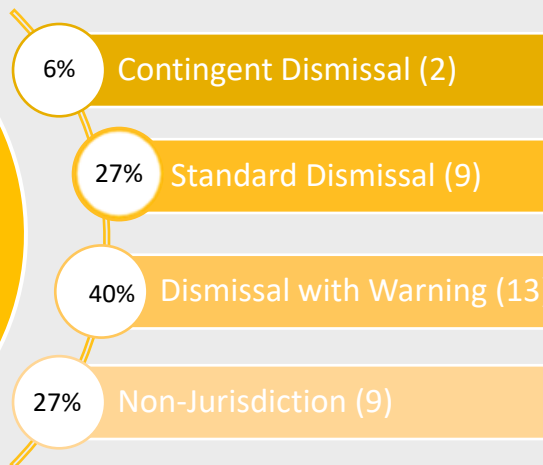
269 Complaints Resolved



FY24 Complaint Outcome



FY24 Dismissal Breakdown



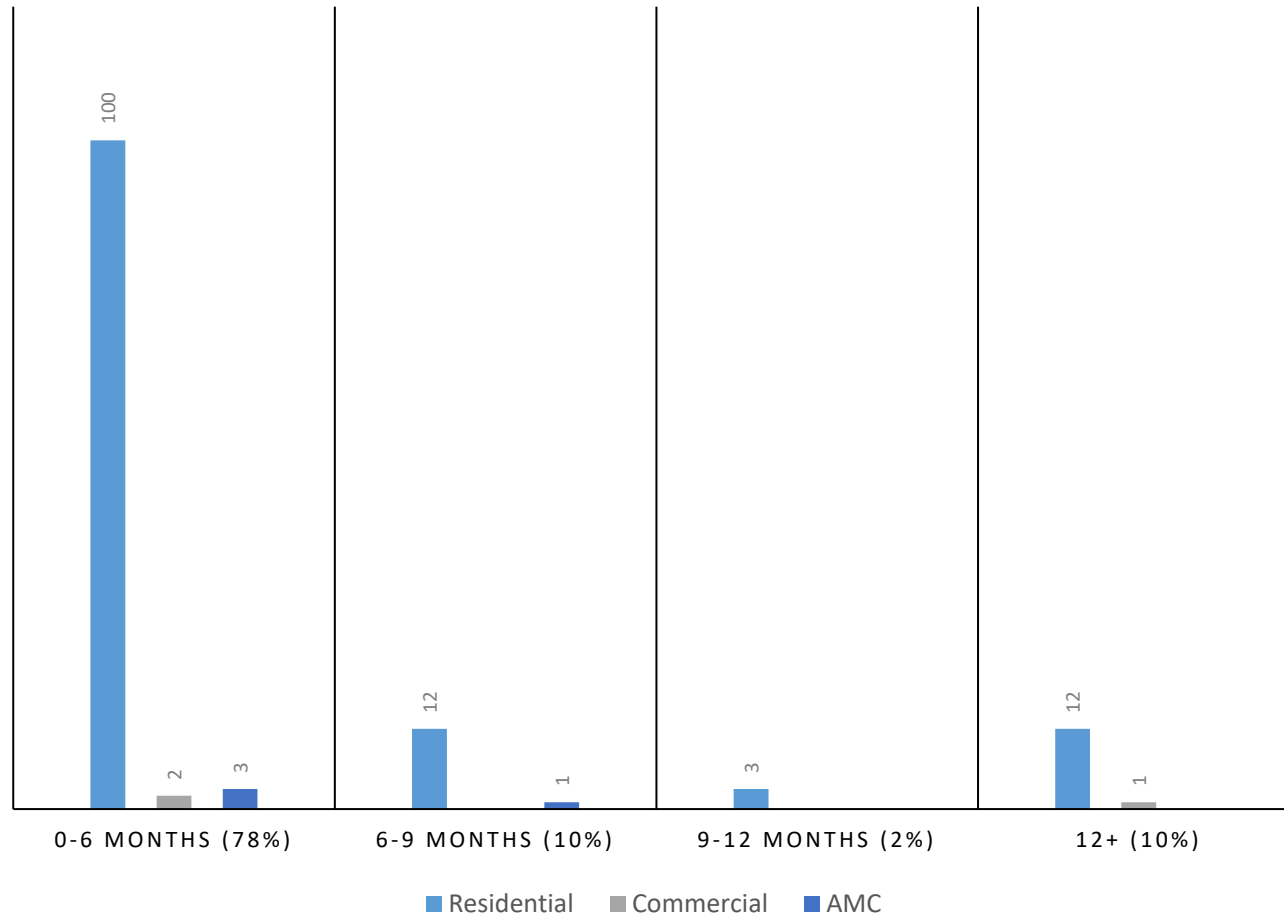
Fiscal Year 2024 Summary

36 Complaints Resolved

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

<1% License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

134 Open Complaints

23 Cases Abated

- 13 pending litigation
- 10 pending Texas Workforce Commission Civil Rights Division Review

13 Cases Over 1 Year Old

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

- 10 cases abated
- 3 complex cases involving multiple reports