



Staff Reports for March 2016

Reception and Communication Services Division

Incoming Calls

| | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | FYTD Total 2016 |
|--------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------|--------|--------|--------|--------|--------------------|
| Local Lines | 16,624 | 15,445 | 15,557 | 16,835 | 21,161 | 21,160 | 22,077 | | | | | | 128,859 |
| TALCB LL | 947 | 916 | 1,033 | 1,079 | 1,337 | 1,256 | 1,320 | | | | | | 7,888 |
| Total Calls | 17,571 | 16,361 | 16,590 | 17,914 | 22,498 | 22,416 | 23,397 | | | | | | 136,747 |

Walk Ins

| | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | FYTD Total 2016 |
|------------------|------------|------------|------------|------------|------------|------------|------------|--------|--------|--------|--------|--------|--------------------|
| Licensing | 131 | 108 | 145 | 154 | 176 | 205 | 140 | | | | | | 1,059 |
| Education | 26 | 22 | 24 | 25 | 41 | 34 | 29 | | | | | | 201 |
| Inspector | 3 | 17 | 10 | 10 | 11 | 9 | 11 | | | | | | 71 |
| Enforcement | 6 | 3 | 4 | 10 | 10 | 14 | 12 | | | | | | 59 |
| TALCB Lic | 3 | 6 | 1 | 1 | 6 | 4 | 4 | | | | | | 25 |
| TALCB Enf | 3 | 3 | 2 | 1 | 1 | 1 | 1 | | | | | | 12 |
| Total | 172 | 159 | 186 | 201 | 245 | 267 | 197 | | | | | | 1,427 |

Emails

| | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | FYTD Total 2016 |
|------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------|--------|--------|--------|--------|--------------------|
| Licensing | 5,023 | 4,113 | 4,058 | 5,227 | 6,091 | 5,193 | 5,650 | | | | | | 35,355 |
| Education | 1,066 | 938 | 785 | 1,065 | 1,272 | 1,327 | 1,652 | | | | | | 8,105 |
| Inspector | 84 | 50 | 39 | 38 | 17 | 24 | 43 | | | | | | 295 |
| Enforcement | 117 | 108 | 125 | 128 | 135 | 155 | 177 | | | | | | 945 |
| TALCB Lic | 289 | 286 | 280 | 341 | 400 | 327 | 343 | | | | | | 2,266 |
| TALCB Enf | 16 | 15 | 49 | 17 | 7 | 10 | 22 | | | | | | 136 |
| Total | 6,595 | 5,510 | 5,336 | 6,816 | 7,922 | 7,036 | 7,887 | | | | | | 47,102 |

Customer Service Surveys

| FY2016 | Surveys Received | Responded by Email | Responded by Phone | Anonymous (No Contact Info) |
|-------------|------------------|--------------------|--------------------|-----------------------------|
| September | 14 | 10 | 1 | 3 |
| October | 17 | 9 | 1 | 7 |
| November | 15 | 7 | 3 | 5 |
| December | 21 | 9 | 3 | 9 |
| January | 46 | 14 | 11 | 21 |
| February | 35 | 17 | 2 | 16 |
| March | 41 | 21 | 2 | 18 |
| April | | | | |
| May | | | | |
| June | | | | |
| July | | | | |
| August | | | | |
| Grand Total | 189 | 87 | 23 | 79 |

C2 Report

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES

| FISCAL YEAR | END OF MONTH | GENERAL | RESIDENTIAL | LICENSE | PROVISIONAL | TOTAL G.R.L. & P | G.R.L. & P CHANGE | TRAINEE | TRAINEE CHANGE | TOTAL | TOTAL CHANGE |
|-------------|--------------|---------|-------------|---------|-------------|------------------|-------------------|---------|----------------|-------|--------------|
| FY-2013 | Sep12 | 2,382 | 2,388 | 512 | 9 | 5,291 | 10 | 534 | 19 | 5,825 | 29 |
| | Oct12 | 2,385 | 2,389 | 509 | 8 | 5,291 | 0 | 531 | -3 | 5,822 | -3 |
| | Nov12 | 2,386 | 2,387 | 509 | 7 | 5,289 | -2 | 534 | 3 | 5,823 | 1 |
| | Dec12 | 2,390 | 2,381 | 501 | 6 | 5,278 | -11 | 550 | 16 | 5,828 | 5 |
| | Jan13 | 2,377 | 2,380 | 502 | 6 | 5,265 | -13 | 576 | 26 | 5,841 | 13 |
| | Feb13 | 2,379 | 2,377 | 499 | 4 | 5,259 | -6 | 591 | 15 | 5,850 | 9 |
| | Mar13 | 2,382 | 2,374 | 490 | 3 | 5,249 | -10 | 607 | 16 | 5,856 | 6 |
| | Apr13 | 2,378 | 2,373 | 484 | 2 | 5,237 | -12 | 634 | 27 | 5,871 | 15 |
| | May13 | 2,369 | 2,371 | 482 | 2 | 5,224 | -13 | 657 | 23 | 5,881 | 10 |
| | Jun13 | 2,368 | 2,369 | 480 | 2 | 5,219 | -5 | 682 | 25 | 5,901 | 20 |
| | Jul13 | 2,359 | 2,367 | 477 | 2 | 5,205 | -14 | 702 | 20 | 5,907 | 6 |
| | Aug13 | 2,367 | 2,371 | 470 | 2 | 5,210 | 5 | 724 | 22 | 5,934 | 27 |
| FY-2014 | Sep13 | 2,368 | 2,375 | 467 | 1 | 5,211 | 1 | 741 | 17 | 5,952 | 18 |
| | Oct13 | 2,367 | 2,381 | 467 | 1 | 5,216 | 5 | 767 | 26 | 5,983 | 31 |
| | Nov13 | 2,371 | 2,381 | 467 | 1 | 5,220 | 4 | 781 | 14 | 6,001 | 18 |
| | Dec13 | 2,374 | 2,380 | 466 | 1 | 5,221 | 1 | 792 | 11 | 6,013 | 12 |
| | Jan14 | 2,363 | 2,382 | 461 | 1 | 5,207 | -14 | 786 | -6 | 5,993 | -20 |
| | Feb14 | 2,365 | 2,379 | 457 | N/A | 5,201 | -6 | 780 | -6 | 5,981 | -12 |
| | Mar14 | 2,368 | 2,385 | 453 | N/A | 5,206 | 5 | 788 | 8 | 5,994 | 13 |
| | Apr14 | 2,373 | 2,393 | 454 | N/A | 5,220 | 14 | 783 | -5 | 6,003 | 9 |
| | May14 | 2,375 | 2,399 | 457 | N/A | 5,231 | 11 | 779 | -4 | 6,010 | 7 |
| | Jun14 | 2,378 | 2,401 | 451 | N/A | 5,230 | -1 | 777 | -2 | 6,007 | -3 |
| | Jul14 | 2,377 | 2,403 | 454 | N/A | 5,234 | 4 | 766 | -11 | 6,000 | -7 |
| | Aug14 | 2,386 | 2,405 | 453 | N/A | 5,244 | 10 | 760 | -6 | 6,004 | 4 |
| FY-2015 | Sep14 | 2,393 | 2,407 | 451 | N/A | 5,251 | 7 | 767 | 7 | 6,018 | 14 |
| | Oct14 | 2,402 | 2,418 | 448 | N/A | 5,268 | 17 | 766 | -1 | 6,034 | 16 |
| | Nov14 | 2,407 | 2,415 | 440 | N/A | 5,262 | -6 | 749 | -17 | 6,011 | -23 |
| | Dec14 | 2,409 | 2,431 | 442 | N/A | 5,282 | 20 | 756 | 7 | 6,038 | 27 |
| | Jan15 | 2,405 | 2,437 | 446 | N/A | 5,288 | 6 | 767 | 11 | 6,055 | 17 |
| | Feb15 | 2,417 | 2,437 | 442 | N/A | 5,296 | 8 | 760 | -7 | 6,056 | 1 |
| | Mar15 | 2,423 | 2,445 | 444 | N/A | 5,312 | 16 | 761 | 1 | 6,073 | 17 |
| | Apr15 | 2,408 | 2,451 | 442 | N/A | 5,301 | -11 | 763 | 2 | 6,064 | -9 |
| | May15 | 2,404 | 2,444 | 436 | N/A | 5,284 | -17 | 761 | -2 | 6,045 | -19 |
| | Jun15 | 2,413 | 2,436 | 432 | N/A | 5,281 | -3 | 773 | 12 | 6,054 | 9 |
| | Jul15 | 2,409 | 2,424 | 432 | N/A | 5,265 | -16 | 774 | 1 | 6,039 | -15 |
| | Aug15 | 2,408 | 2,415 | 434 | N/A | 5,257 | -8 | 779 | 5 | 6,036 | -3 |
| FY-2016 | Sep15 | 2,406 | 2,417 | 428 | N/A | 5,251 | -6 | 786 | 7 | 6,037 | 1 |
| | Oct15 | 2,414 | 2,418 | 431 | N/A | 5,263 | 12 | 791 | 5 | 6,054 | 17 |
| | Nov15 | 2,417 | 2,420 | 430 | N/A | 5,267 | 4 | 793 | 2 | 6,060 | 6 |
| | Dec15 | 2,419 | 2,425 | 430 | N/A | 5,274 | 7 | 795 | 2 | 6,069 | 9 |
| | Jan16 | 2,420 | 2,422 | 428 | N/A | 5,270 | -4 | 794 | -1 | 6,064 | -5 |
| | Feb16 | 2,418 | 2,418 | 427 | N/A | 5,263 | -7 | 783 | -11 | 6,046 | -18 |
| | Mar16 | 2,423 | 2,417 | 427 | N/A | 5,267 | 4 | 784 | 1 | 6,051 | 5 |

(March 2016: Temporary Out of State Appraisers = 1,100; Inactive Appraisers = 154)

APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
March 2016

| | Month | Paper Apps. Received | Online Apps. Received | Total Apps. Received | Total AMC Registrations Issued | Total AMC Renewals Issued |
|-----------------|--------|----------------------------|-----------------------------|----------------------------|--------------------------------------|---------------------------------|
| FY-2012 | Mar-12 | 18 | 4 | 22 | 0 | |
| | Apr-12 | 16 | 5 | 21 | 0 | |
| | May-12 | 25 | 16 | 41 | 44 | |
| | Jun-12 | 53 | 14 | 67 | 65 | |
| | Jul-12 | 13 | 6 | 19 | 53 | |
| | Aug-12 | 5 | 1 | 6 | 7 | |
| FY- 2013 | Sep-12 | 0 | 1 | 1 | 3 | |
| | Oct-12 | 0 | 3 | 3 | 5 | |
| | Nov-12 | 2 | 1 | 3 | 2 | |
| | Dec-12 | 1 | 2 | 3 | 4 | |
| | Jan-13 | 0 | 0 | 0 | 2 | |
| | Feb-13 | 1 | 0 | 1 | 0 | |
| | Mar-13 | 0 | 0 | 0 | 0 | |
| | Apr-13 | 1 | 1 | 2 | 0 | |
| | May-13 | 0 | 0 | 0 | 1 | |
| | Jun-13 | 0 | 1 | 1 | 4 | |
| | Jul-13 | 0 | 1 | 1 | 1 | |
| | Aug-13 | 1 | 1 | 2 | 1 | |
| FY- 2014 | Sep-13 | 0 | 3 | 3 | 2 | |
| | Oct-13 | 0 | 1 | 1 | 2 | |
| | Nov-13 | 0 | 0 | 0 | 0 | |
| | Dec-13 | 0 | 1 | 1 | 0 | 0 |
| | Jan-14 | 0 | 0 | 0 | 1 | 1 |
| | Feb-14 | 0 | 0 | 0 | 0 | 5 |
| | Mar-14 | 0 | 2 | 2 | 2 | 9 |
| | Apr-14 | 1 | 0 | 1 | 2 | 18 |
| | May-14 | 1 | 1 | 2 | 0 | 28 |
| | Jun-14 | 1 | 1 | 2 | 4 | 38 |
| | Jul-14 | 0 | 0 | 0 | 0 | 24 |
| | Aug-14 | 0 | 0 | 0 | 0 | 15 |
| FY- 2015 | Sep-14 | 1 | 1 | 2 | 1 | 4 |
| | Oct-14 | 0 | 0 | 0 | 1 | 2 |
| | Nov-14 | 1 | 1 | 2 | 2 | 2 |
| | Dec-14 | 3 | 1 | 4 | 1 | 0 |
| | Jan-15 | 3 | 0 | 3 | 1 | 1 |
| | Feb-15 | 0 | 0 | 0 | 5 | 1 |
| | Mar-15 | 1 | 0 | 1 | 0 | 0 |
| | Apr-15 | 0 | 1 | 1 | 0 | 1 |
| | May-15 | 0 | 0 | 0 | 1 | 0 |
| | Jun-15 | 0 | 0 | 0 | 1 | 0 |
| | Jul-15 | 1 | 0 | 1 | 1 | 6 |
| | Aug-15 | 1 | 1 | 2 | 1 | 0 |
| FY-2016 | Sep-15 | 1 | 0 | 1 | 0 | 1 |
| | Oct-15 | 0 | 0 | 0 | 2 | 2 |
| | Nov-15 | 2 | 0 | 2 | 1 | 0 |
| | Dec-15 | 1 | 0 | 1 | 0 | 0 |
| | Jan-16 | 2 | 0 | 2 | 2 | 1 |
| | Feb-16 | 0 | 0 | 0 | 1 | 2 |
| | Mar-16 | 0 | 0 | 0 | 1 | 7 |
| TOTALS | | 156 | 71 | 227 | 227 | 168 |

Registrations Surrendered as of March 2016

-14

Registrations Revoked as of March 2016

-3

Registrations Expired > 6 months as of March 2016

-26

TOTAL AMC REGISTRATIONS

184

Education & Licensing Services Division - TALCB

Fiscal Year Comparison

Fiscal Year - 2016

MARCH

| | This YTD 09/15 - 03/16 | Last YTD 09/14 - 03/15 | Change Count | Percent |
|--|---------------------------|---------------------------|-----------------|----------------|
| Original Applications Received | | | | |
| Certified General Applications | 70 | 87 | -17 | -19.54% |
| Certified Residential Applications | 61 | 110 | -49 | -44.55% |
| Licensed Residential Applications | 42 | 43 | -1 | -2.33% |
| Appraiser Trainee Applications | 170 | 147 | 23 | 15.65% |
| Non-Residential Temporary Applications | 157 | 134 | 23 | 17.16% |
| Total Original Applications | 500 | 521 | -21 | -4.03% |
| Licenses Issued from Original Applications | | | | |
| Certified General Licenses | 88 | 91 | -3 | -3.30% |
| Certified Residential Licenses | 95 | 107 | -12 | -11.21% |
| Licensed Residential Licenses | 42 | 47 | -5 | -10.64% |
| Appraiser Trainee Licenses | 158 | 125 | 33 | 26.40% |
| Non-Residential Temporary Licenses | 158 | 129 | 29 | 22.48% |
| Total Licenses from Original Applications | 541 | 499 | 42 | 8.42% |
| Licenses Issued from Renewal Applications | | | | |
| Certified General Renewals | 687 | 720 | -33 | -4.58% |
| Certified Residential Renewals | 780 | 624 | 156 | 25.00% |
| Licensed Residential Renewals | 131 | 154 | -23 | -14.94% |
| Appraiser Trainee Renewals | 189 | 261 | -72 | -27.59% |
| Total Renewal Licenses Issued | 1,787 | 1,759 | 28 | 1.59% |
| Licenses Issued from Reinstatement Applications | | | | |
| Certified General Reinstatements | 4 | 11 | -7 | -63.64% |
| Certified Residential Reinstatements | 3 | 4 | -1 | -25.00% |
| Licensed Residential Reinstatements | 2 | 2 | 0 | 0.00% |
| Appraiser Trainee Reinstatements | 7 | 8 | -1 | -12.50% |
| Total Reinstatement Licenses Issued | 16 | 25 | -9 | -36.00% |

Examination Activity - Fiscal Year 2015-2016

| YEAR-TO-DATE RESULTS: September 2015 thru March 2016 | | | | Overall Pass Rate | Overall Failure Rate |
|---|-----------------------------|------------------------------|--------------------------|-------------------|----------------------|
| | <u>Licensed Residential</u> | <u>Certified Residential</u> | <u>Certified General</u> | | |
| Examinations Passed | 23 | 27 | 24 | 74 | |
| Examinations Failed | 21 | 30 | 16 | | 67 |
| Examinations Taken | 44 | 57 | 40 | 141 | 141 |
| Examination Pass Rate (%) | 52.27% | 47.37% | 60.00% | 52.48% | 47.52% |

| All examination types | |
|------------------------------|-----|
| Total first time candidates: | 74 |
| Total repeat candidates: | 67 |
| Total pass: | 74 |
| Total fail: | 67 |
| Total examinations taken: | 141 |

Examination Activity - Fiscal Year 2015-2016

| MONTHLY RESULTS: March 2016 | | | | Overall Pass Rate | Overall Failure Rate |
|------------------------------------|-----------------------------|------------------------------|--------------------------|-------------------|----------------------|
| | <u>Licensed Residential</u> | <u>Certified Residential</u> | <u>Certified General</u> | | |
| Examinations Passed | 3 | 4 | 2 | 9 | |
| Examinations Failed | 1 | 4 | 1 | | 6 |
| Examinations Taken | 4 | 8 | 3 | 15 | 15 |
| Examination Pass Rate (%) | 75.00% | 50.00% | 66.67% | 60.00% | 40.00% |

| All examination types | |
|------------------------------|----|
| Total first time candidates: | 9 |
| Total repeat candidates: | 6 |
| Total pass: | 9 |
| Total fail: | 6 |
| Total examinations taken: | 15 |

EXAMINATION ACTIVITY

FISCAL YEAR-TO-DATE COMPARISON MARCH

| | <u>March 2016</u> <u>Pass Rate</u> | <u>March 2015</u> <u>Pass Rate</u> |
|---------------------------------|---------------------------------------|---------------------------------------|
| Certified General Appraiser | 60.0% | 64.1% |
| Certified Residential Appraiser | 47.3% | 60.4% |
| Licensed Residential Appraiser | 52.2% | 42.5% |
| Overall Appraiser Pass Rate | 52.4% | 56.5% |

Information Technology Services Division

Electronic Information Outlet Statistics

March 2016

| Website | Current Month | FYTD Total | Prior FYTD Total |
|-------------------------------|---------------|------------|------------------|
| Total Pages Viewed | 1,085,479 | 6,757,918 | 1,083,256 |
| Total Monthly Unique Visitors | 33,605 | 204,286 | 62,439 |

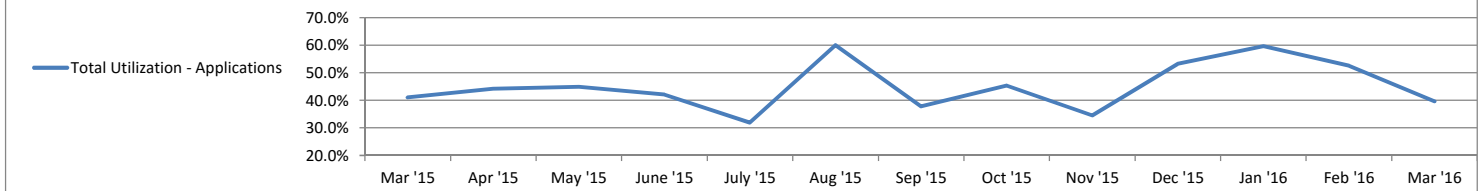
| Online Transactions | Total | Online | Online Percent | FYTD Online Percent | Prior FYTD Percent |
|---------------------------------|------------|------------|----------------|---------------------|--------------------|
| Applications | 53 | 21 | 39.6% | 46.7% | 38.7% |
| AMC | 1 | 0 | 0.0% | 14.3% | 54.5% |
| Certified General Appraiser | 12 | 1 | 8.3% | 17.6% | 14.6% |
| Certified Residential Appraiser | 9 | 2 | 22.2% | 23.7% | 21.4% |
| State Licensed Appraiser | 5 | 1 | 20.0% | 40.7% | 47.6% |
| Appraiser Trainee | 26 | 17 | 65.4% | 74.8% | 65.0% |
| Renewals | 265 | 242 | 91.3% | 91.1% | 88.7% |
| AMC | 7 | 4 | 57.1% | 76.9% | 80.0% |
| Certified General Appraiser | 97 | 90 | 92.8% | 89.3% | 89.5% |
| Certified Residential Appraiser | 115 | 108 | 93.9% | 93.8% | 94.7% |
| State Licensed Appraiser | 23 | 19 | 82.6% | 85.3% | 68.3% |
| Appraiser Trainee | 23 | 21 | 91.3% | 91.3% | 74.8% |
| AMC Panel Transactions | 603 | 603 | 100.0% | 100.0% | 100.0% |
| Additions | 556 | 556 | 100.0% | 100.0% | 100.0% |
| Removals | 47 | 47 | 100.0% | 100.0% | 100.0% |

Information Technology Services Division Electronic Information Outlet Statistics

March 2016

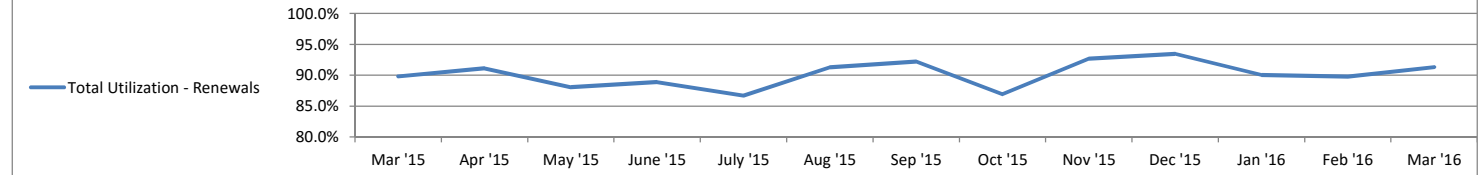
| Applications | Mar '15 | Apr '15 | May '15 | June '15 | July '15 | Aug '15 | Sep '15 | Oct '15 | Nov '15 | Dec '15 | Jan '16 | Feb '16 | Mar '16 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| AMC | 0.0% | 0.0% | 0.0% | 100.0% | 100.0% | 0.0% | 0.0% | 50.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Certified General Appraiser | 10.0% | 0.0% | 10.0% | 33.3% | 6.3% | 66.7% | 0.0% | 8.3% | 14.3% | 10.0% | 46.2% | 25.0% | 8.3% |
| Certified Residential Appraiser | 16.7% | 26.7% | 50.0% | 0.0% | 0.0% | 0.0% | 11.1% | 40.0% | 14.3% | 25.0% | 28.6% | 20.0% | 22.2% |
| State Licensed Appraiser | 33.3% | 33.3% | 0.0% | 50.0% | 50.0% | 71.4% | | 20.0% | 0.0% | 75.0% | 40.0% | 66.7% | 20.0% |
| Appraiser Trainee | 85.7% | 76.9% | 88.9% | 64.7% | 64.7% | 64.7% | 65.0% | 70.8% | 66.7% | 85.7% | 90.0% | 81.3% | 65.4% |
| Total Utilization - Applications | 41.0% | 44.1% | 44.8% | 42.1% | 31.9% | 60.0% | 37.8% | 45.3% | 34.5% | 53.2% | 59.6% | 52.5% | 39.6% |

Utilization Online Application Services



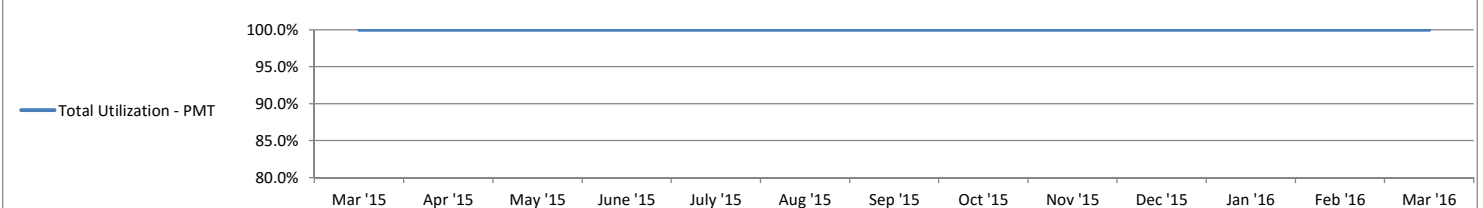
| Renewals | Mar '15 | Apr '15 | May '15 | June '15 | July '15 | Aug '15 | Sep '15 | Oct '15 | Nov '15 | Dec '15 | Jan '16 | Feb '16 | Mar '16 |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| AMC | 0.0% | 100.0% | 0.0% | | 83.3% | 0.0% | 100.0% | 100.0% | | 0.0% | 100.0% | 100.0% | 57.1% |
| Certified General Appraiser | 86.9% | 89.1% | 81.4% | 86.7% | 87.2% | 90.1% | 87.9% | 87.7% | 93.0% | 92.4% | 84.3% | 85.2% | 92.8% |
| Certified Residential Appraiser | 96.0% | 93.6% | 95.6% | 91.7% | 93.0% | 93.2% | 95.2% | 86.6% | 94.3% | 94.7% | 94.6% | 97.0% | 93.9% |
| State Licensed Appraiser | 82.6% | 83.3% | 100.0% | 92.3% | 83.3% | 90.0% | 93.8% | 75.0% | 83.3% | 92.0% | 90.0% | 50.0% | 82.6% |
| Appraiser Trainee | 88.9% | 100.0% | 87.5% | 83.3% | 84.6% | 85.7% | 85.7% | 93.3% | 83.3% | 94.1% | 90.9% | 92.3% | 91.3% |
| Total Utilization - Renewals | 89.8% | 91.1% | 88.0% | 88.9% | 86.7% | 91.3% | 92.2% | 86.9% | 92.7% | 93.4% | 90.0% | 89.8% | 91.3% |

Utilization Online Renewal Services



| PMT | Mar '15 | Apr '15 | May '15 | June '15 | July '15 | Aug '15 | Sep '15 | Oct '15 | Nov '15 | Dec '15 | Jan '16 | Feb '16 | Mar '16 |
|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| AMC Panel Invitations | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| AMC Panel Removals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Total Utilization - PMT | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

Utilization Online Panel Management Tool



Staff & Support Services Division

TALCB Budget Status Report

March 2016

5/12 = 41.67%

| Expenditure Category | Budget FY2016 | Expenditures | Balance | Budget % Remaining | Comments |
|---|--------------------|------------------|------------------|--------------------|--|
| Salaries & Wages | \$875,842 | \$458,094 | \$417,748 | 47.7% | |
| Employee Benefits | 277,440 | 148,457 | 128,983 | 46.5% | |
| Retiree Insurance | 39,600 | 17,800 | 21,800 | 55.1% | |
| Other Personnel Costs | 25,220 | 14,685 | 10,535 | 41.8% | |
| Professional Fees & Services | 77,550 | 37,770 | 39,780 | 51.3% | Versa customization budget not expended as of report date |
| Consumables | 7,500 | 2,455 | 5,045 | 67.3% | |
| Utilities | 1,740 | 1,103 | 637 | 36.6% | |
| Travel | 30,000 | 14,319 | 15,681 | 52.3% | |
| Office Rent | 37,625 | 26,479 | 11,146 | 29.6% | Office rent paid for the year; refunded \$8,753 for rent payment due to SWCAP allocation |
| Equipment Rental | 14,138 | 4,719 | 9,419 | 66.6% | |
| Registration & Membership | 16,125 | 5,974 | 10,151 | 63.0% | Attorney CLE budget not expended as of report date |
| Maintenance & Repairs | 12,267 | 12,411 | (144) | -1.2% | Versa annual maintenance paid |
| Reproduction & Printing | 1,600 | 116 | 1,484 | 92.8% | budget for envelopes not expended as of report date |
| Contract Services | 29,540 | 2,233 | 27,307 | 92.4% | budget for court report, ERS and transcripts not expended as of report date |
| Postage | 6,350 | 2,400 | 3,950 | 62.2% | |
| Supplies & Equipment | 6,500 | 1,202 | 5,298 | 81.5% | budget for computer software and computer hardware not expended as of report date |
| Communication Services | 8,246 | 4,627 | 3,619 | 43.9% | |
| Other Operating Expenses | 4,342 | 881 | 3,461 | 79.7% | budget for certified copies, witness fees, and appraiser registry not expended as of report date |
| Subtotal -Operations Expenditures | 1,471,625 | 755,725 | 715,900 | 48.6% | |
| DPS Criminal History Background Checks | 3,000 | 1,654 | 1,346 | 44.9% | |
| Statewide Cost Allocation Plan (SWCAP) | 45,000 | 20,517 | 24,483 | 54.4% | |
| Contribution to General Revenue | 30,000 | 17,500 | 12,500 | 41.7% | % allocated monthly but pmt not due until 8/31/16 |
| Subtotal - Nonoperational Expenditures | 78,000 | 39,671 | 38,329 | 49.1% | |
| Total Expenditures | \$1,549,625 | \$795,396 | \$754,229 | 48.7% | |

| Revenue | FY2016 Projected | Revenue Collected | Revenue Remaining to be Collected | Revenue % Remaining to be Collected | Comments |
|-----------------------------|--------------------|-------------------|-----------------------------------|-------------------------------------|--|
| License Fees | \$1,084,345 | \$666,170 | \$418,175 | 38.6% | increase in Certified General and Residential Appraisers |
| AMCs | 749,580 | 165,760 | \$583,820 | 77.9% | Majority of renewals occur in last fiscal quarter (June-August) |
| Administrative Penalties | 45,000 | 39,600 | \$5,400 | 12.0% | |
| Other Miscellaneous Revenue | 26,280 | 13,015 | \$13,265 | 50.5% | Exam Admin Fees/NSF fees/Misc/Public Info fees less Administrative Penalties |
| Total Revenue | \$1,905,205 | \$884,545 | \$1,020,660 | 53.6% | |

| | FY16 Carry Forward | Allocated Amount | Remaining to be Allocated | Carry Forward % Remaining | This is estimated AMC revenues collected in FY16 that will be set aside for FY17 budget. |
|--|--------------------|-----------------------|---------------------------|---------------------------|--|
| AMC Revenue Carry Forward from FY16 | (\$290,054) | (\$169,198.17) | (\$120,856) | 41.7% | Pro-rated thru March |

| | | | | | |
|--|-----------------|-------------------|--|--|-----------------------------------|
| Revenue Over/(Under) Expenditures & Transfers | \$65,526 | (\$80,049) | | | Includes AMC Carry Forward |
|--|-----------------|-------------------|--|--|-----------------------------------|

Staff Services Division

Tx Appraiser Licensing & Certification Board Operating Account No. 3056 Investments Current Securities

March 2016

| Purchase Date | Par Value | Purchase Price | Beginning Market Value | Additions Changes | Ending Market Value | Accrued Interest | Description | Maturity Date |
|---------------|----------------------|----------------------|------------------------|-------------------|----------------------|------------------|---------------------|---------------|
| 12/24/2015 | 150,000.00 | 149,911.72 | 149,941.50 | 135.00 | 150,076.50 | 276.64 | U.S. T-Notes, 0.63% | 12/15/2016 |
| 12/04/2014 | 100,000.00 | 100,484.97 | 100,027.00 | 18.00 | 100,045.00 | 147.54 | U.S. T-Notes, 0.50% | 06/15/2016 |
| 07/16/2015 | 100,000.00 | 100,839.34 | 100,180.00 | 15.00 | 100,195.00 | 40.42 | U.S. T-Notes, 0.88% | 09/15/2016 |
| Totals | \$ 350,000.00 | \$ 351,236.03 | \$ 350,148.50 | \$ 168.00 | \$ 350,316.50 | \$ 464.60 | | |

Receipts:

Treasury Note Earnings

Current Month

437.50

FY2016

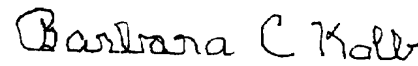
Cumulative Total

1,250.00

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



Melissa Huerta, Investment Officer



Barbara Kolb, Alternate Investment Officer

TALCB Standards & Enforcement Services

CASE STATUS REPORT as of MARCH 31, 2016

of Cases Received

| Case Classification | FY2014 | FY2015 | 15-Sep | 15-Oct | 15-Nov | 15-Dec | 16-Jan | 16-Feb | 16-Mar | 16-Apr | 16-May | 16-Jun | 16-Jul | 16-Aug | FYTD |
|--------------------------------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------|--------|--------|--------|-------------|------------|
| Complaint Category: | | | | | | | | | | | | | | | |
| AMCs | 12 | 1 | 0 | 0 | 0 | 0 | 2 | 4 | 1 | | | | | | 7 |
| Dodd Frank | 16 | 22 | 0 | 0 | 0 | 4 | 0 | 1 | 3 | | | | | | 8 |
| Ethics | 5 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | 0 |
| USPAP | 114 | 149 | 22 | 12 | 10 | 6 | 10 | 11 | 8 | | | | | | 79 |
| Other | 4 | 11 | 1 | 1 | 0 | 0 | 0 | 1 | 5 | | | | | | 8 |
| No Jurisdiction | 0 | 4 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | | | | | | 4 |
| | 151 | 191 | 25 | 15 | 10 | 10 | 12 | 17 | 17 | | | | | SUB: | 106 |
| Experience Audits | 155 | 161 | 19 | 14 | 11 | 6 | 12 | 9 | 10 | | | | | | 81 |
| RFAs & Covert Complaints | 3 | 13 | 0 | 0 | 2 | 0 | 3 | 0 | 0 | | | | | | 5 |
| MCD Inquiries | 4 | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | | | | | | 3 |
| | 162 | 177 | 19 | 14 | 13 | 7 | 15 | 9 | 12 | | | | | SUB: | 89 |
| Opened During FY Year Month | 313 | 368 | 44 | 29 | 23 | 17 | 27 | 26 | 29 | | | | | | 195 |

of Cases Closed

| Case Disposition | FY2014 | FY2015 | 15-Sep | 15-Oct | 15-Nov | 15-Dec | 16-Jan | 16-Feb | 16-Mar | 16-Apr | 16-May | 16-Jun | 16-Jul | 16-Aug | FYTD |
|--------------------------------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------|--------|--------|--------|-------------|------------|
| Surrendered | 4 | 5 | 0 | 0 | 4 | 0 | 0 | 3 | 0 | | | | | | 7 |
| Agreed Final Order / Final Order | 44 | 42 | 0 | 0 | 20 | 0 | 1 | 15 | 0 | | | | | | 36 |
| Other Disciplinary Action | 3 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | 0 |
| Insufficient Evidence | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | | | 1 |
| Dismissed | 110 | 98 | 12 | 10 | 12 | 9 | 9 | 12 | 8 | | | | | | 72 |
| No Jurisdiction | 0 | 5 | 1 | 3 | 2 | 0 | 0 | 0 | 0 | | | | | | 6 |
| | 161 | 157 | 13 | 13 | 38 | 9 | 10 | 30 | 9 | | | | | SUB: | 122 |
| Experience Audits | 131 | 171 | 8 | 12 | 10 | 19 | 15 | 10 | 12 | | | | | | 86 |
| RFAs | 14 | 10 | 0 | 0 | 0 | 1 | 0 | 3 | 0 | | | | | | 4 |
| MCD Inquiries | 3 | 5 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | | | | | | 2 |
| | 148 | 186 | 8 | 12 | 10 | 20 | 15 | 14 | 13 | | | | | SUB: | 92 |
| Closed During FY Year Month | 309 | 343 | 21 | 25 | 48 | 29 | 25 | 44 | 22 | | | | | | 214 |

Total Cases Open as of 3/31/16:

161

TALCB Standards & Enforcement Services

AMC CASE STATUS REPORT as of MARCH 31, 2016

| # of Cases Received | | | | | | | | | | | | | | | |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| Case Classification | FY2014 | FY2015 | 15-Sep | 15-Oct | 15-Nov | 15-Dec | 16-Jan | 16-Feb | 16-Mar | 16-Apr | 16-May | 16-Jun | 16-Jul | 16-Aug | FYTD |
| Complaint Category: | | | | | | | | | | | | | | | |
| AMC Compliance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | 0 |
| Dodd Frank | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | 0 |
| Ethics | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | 0 |
| USPAP | 9 | 7 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | | | | | 1 |
| Other | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 3 | 1 | | | | | | 6 |
| No Jurisdiction | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | 1 |
| | 11 | 8 | 0 | 1 | 0 | 0 | 2 | 4 | 1 | | | | | SUB: | 8 |
| RFAs & Covert Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | 0 |
| | | | | | | | | | | | | | | | |
| Opened During FY Year Month | 11 | 8 | 0 | 1 | 0 | 0 | 2 | 4 | 1 | | | | | | 8 |

| # of Cases Closed | | | | | | | | | | | | | | | |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| Case Disposition | FY2014 | FY2015 | 15-Sep | 15-Oct | 15-Nov | 15-Dec | 16-Jan | 16-Feb | 16-Mar | 16-Apr | 16-May | 16-Jun | 16-Jul | 16-Aug | FYTD |
| Surrendered | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | 0 |
| Agreed Final Order | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | 0 |
| Other Disciplinary Action | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | 0 |
| Insufficient Evidence | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | 0 |
| Dismissed | 7 | 6 | 1 | 1 | 1 | 0 | 1 | 0 | 2 | | | | | | 6 |
| No Jurisdiction | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | 1 |
| | 9 | 7 | 1 | 2 | 1 | 0 | 1 | 0 | 2 | SUB: | | | | | 7 |
| RFAs & Covert Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | 0 |
| | | | | | | | | | | | | | | | |
| Closed During FY Year Month | 9 | 7 | 1 | 2 | 1 | 0 | 1 | 0 | 2 | | | | | | 7 |

Total Cases Open as of 3/31/16:

6