



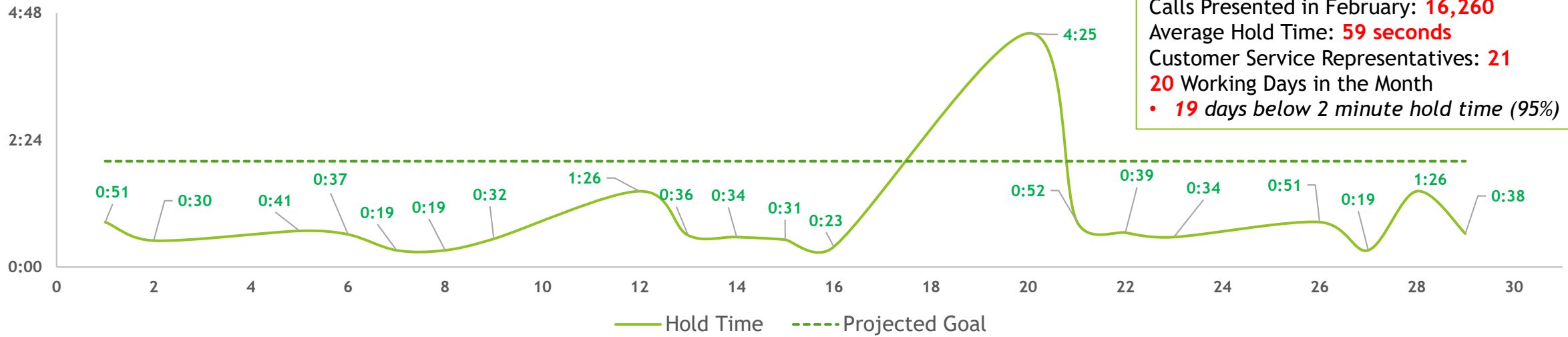
Staff Reports for February 2024

Customer Relations Division

February, 2024 Monthly Report

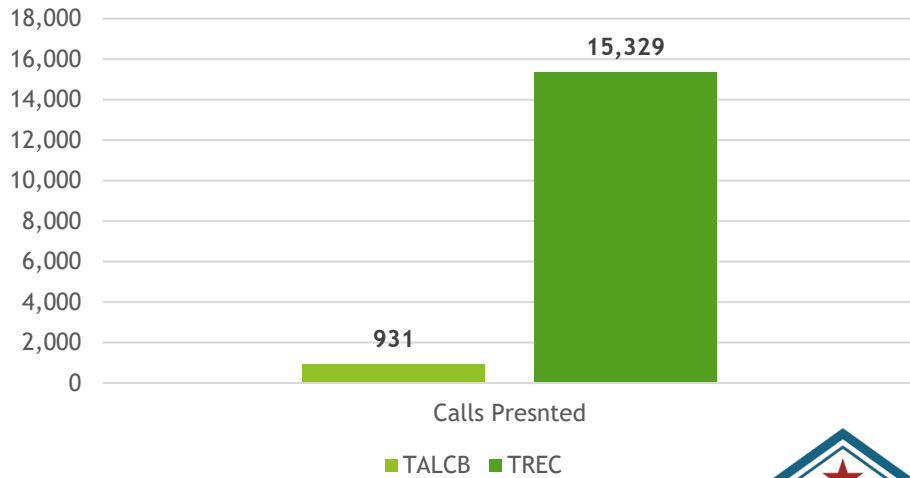


February, 2024 Hold Time per Day



Calls Presented in February: **16,260**
 Average Hold Time: **59 seconds**
 Customer Service Representatives: **21**
20 Working Days in the Month
 • **19** days below 2 minute hold time (95%)

February, 2024

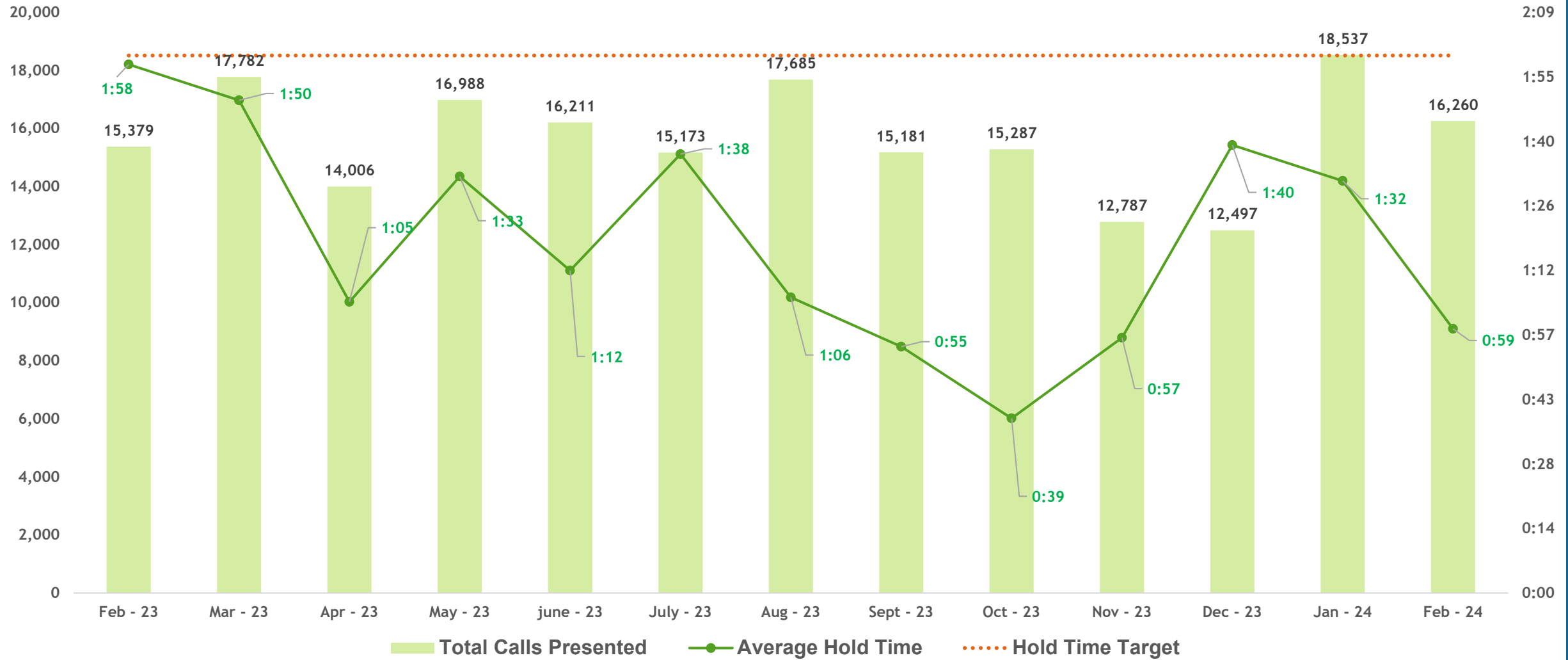


TALCB - 931 Calls (5.73%) **1 minute, 2 second hold time**
 TREC - 15,329 Calls (94.27%) **59 seconds hold time**



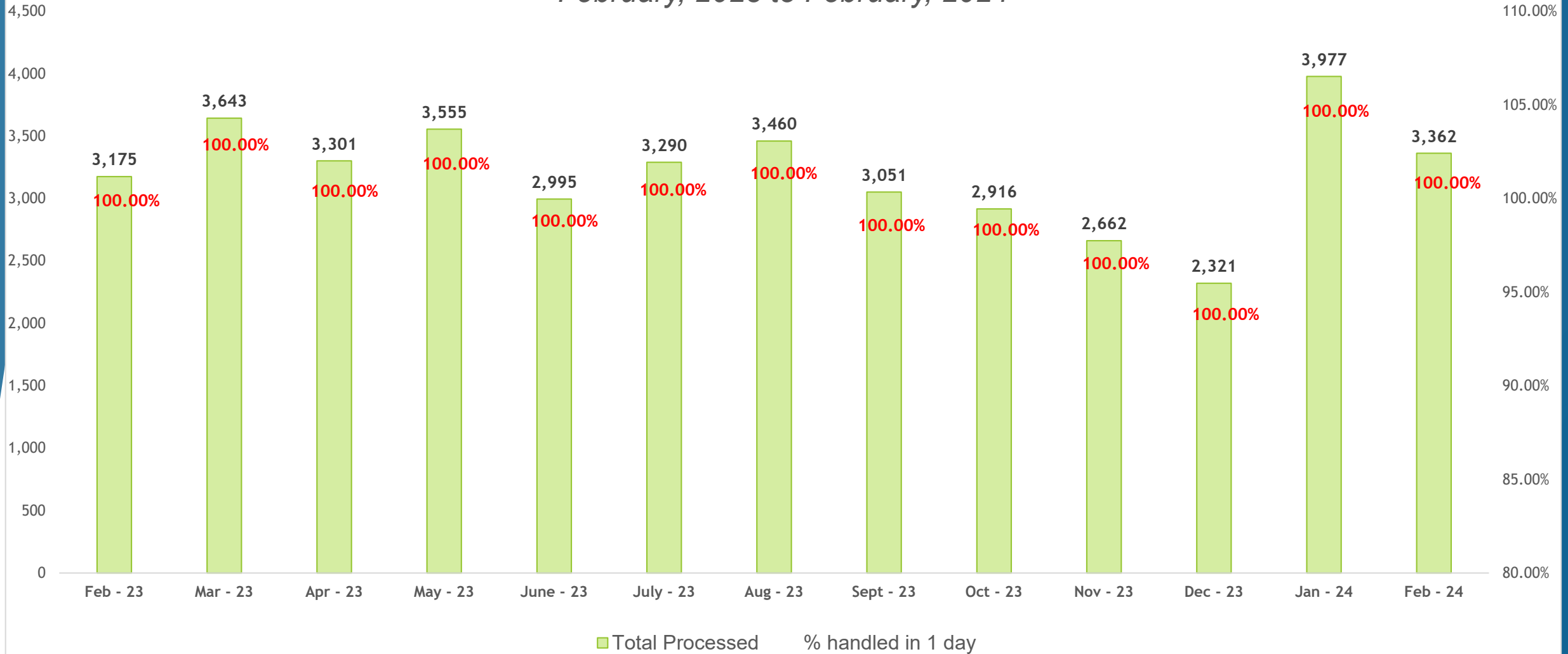
13 Month Comparison of Calls Presented vs. Hold Time

February, 2023 to February, 2024



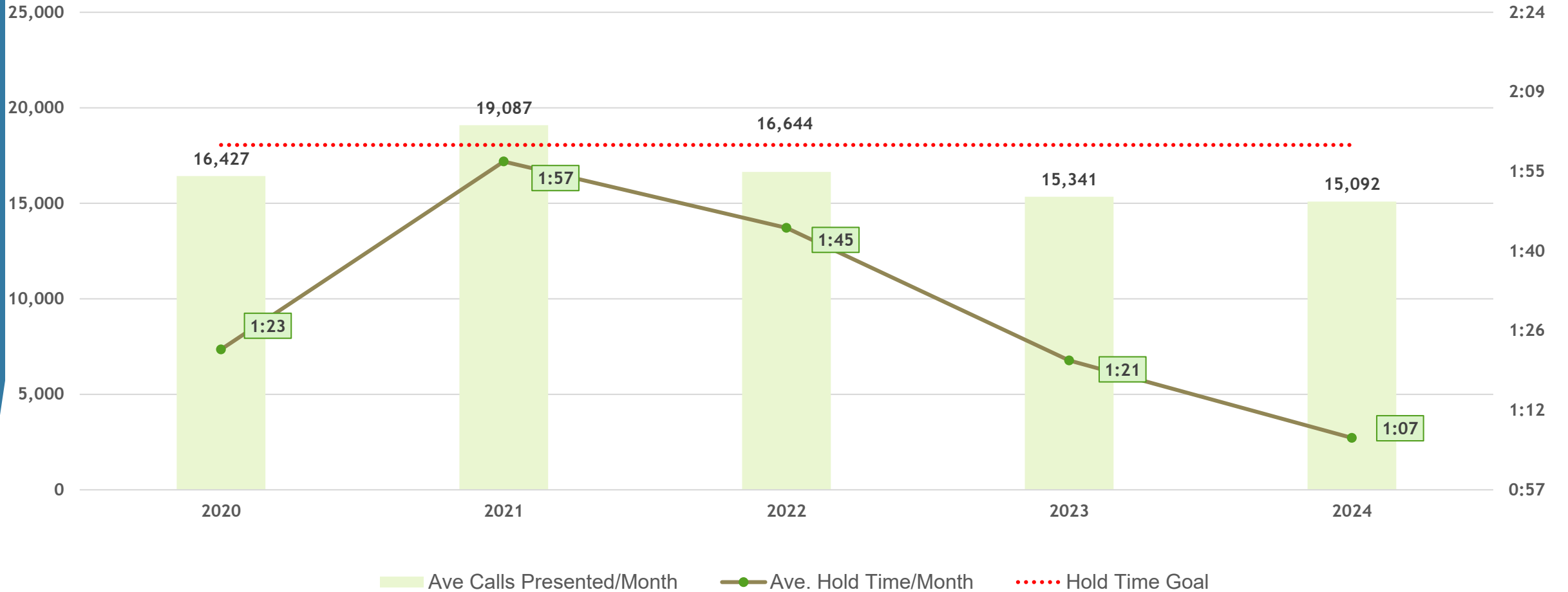
13 Month Comparison of Emails Processed

February, 2023 to February, 2024



Fiscal Year Comparison

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



TALCB Education Report

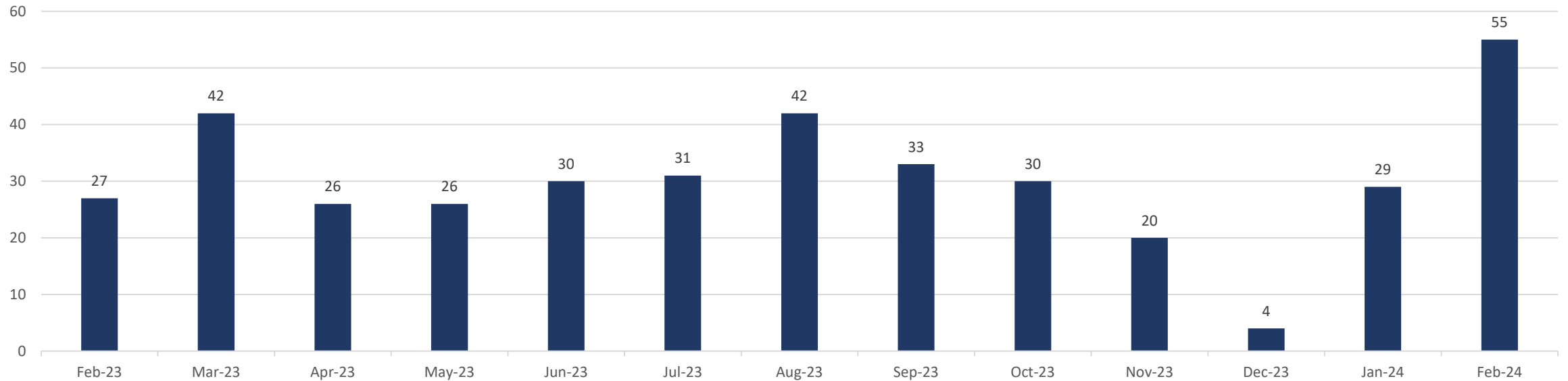
February 2024



Education & Examinations Division

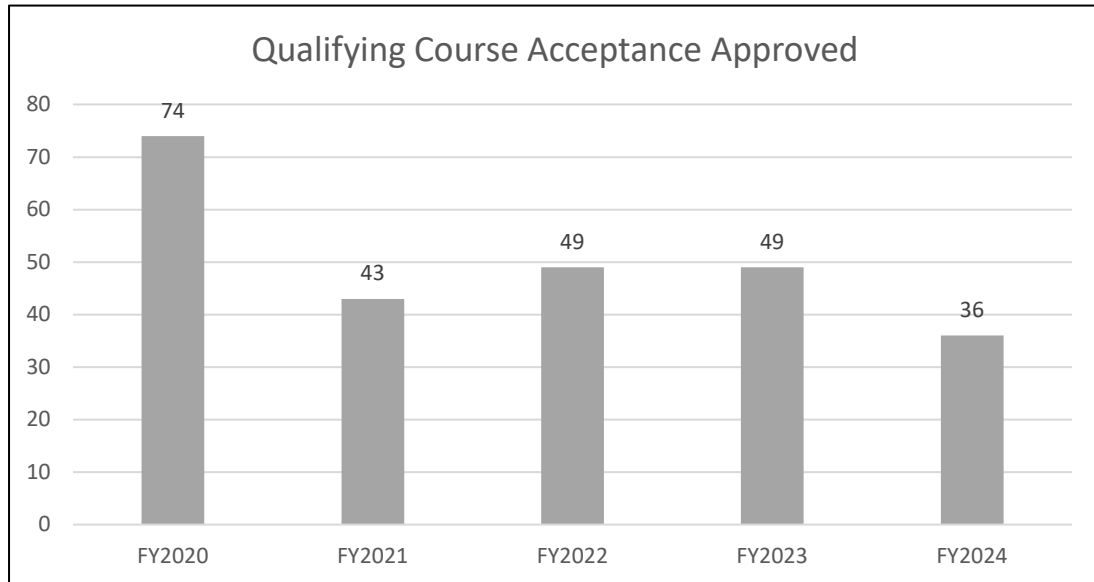
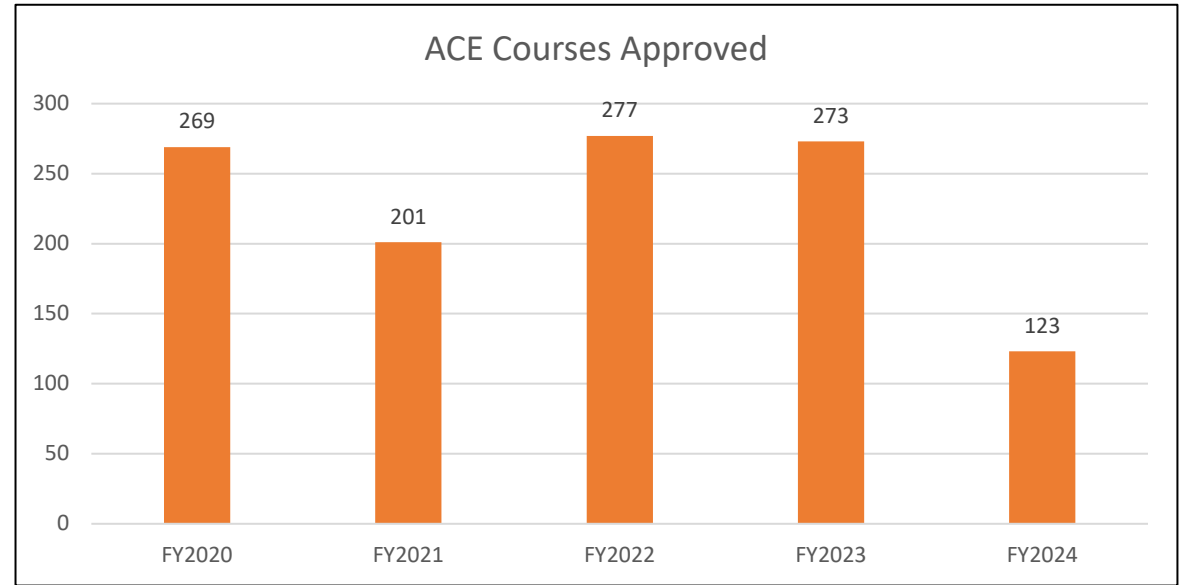
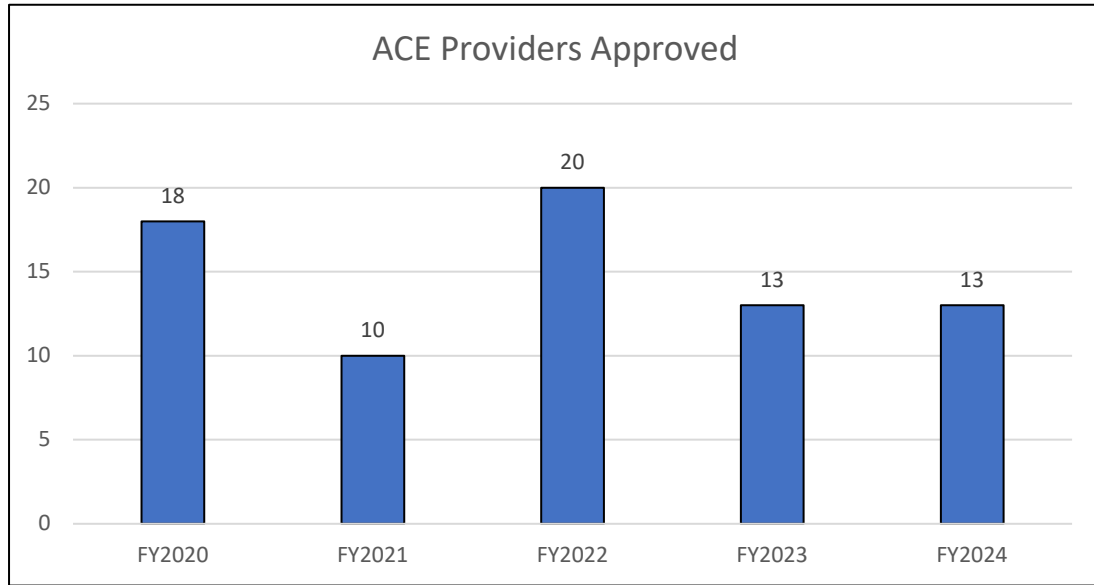
TALCB Applications Approved 13-Month Comparison

	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Initial ACE Provider	1	0	1	0	0	1	1	0	0	0	0	1	0
Renewal ACE Provider	0	0	0	0	1	1	6	3	3	2	0	0	4
All ACE Provider Applications	1	0	1	0	1	2	7	3	3	2	0	1	4
Qualifying Course Acceptance	2	3	5	3	2	5	3	6	6	3	1	14	6
ACE Courses	24	39	20	23	27	24	32	24	21	15	4	14	45
All Course Applications	26	42	25	26	29	29	35	30	27	18	4	28	51
All Applications Approved	27	42	26	26	30	31	42	33	30	20	4	29	55



Education & Examinations Division

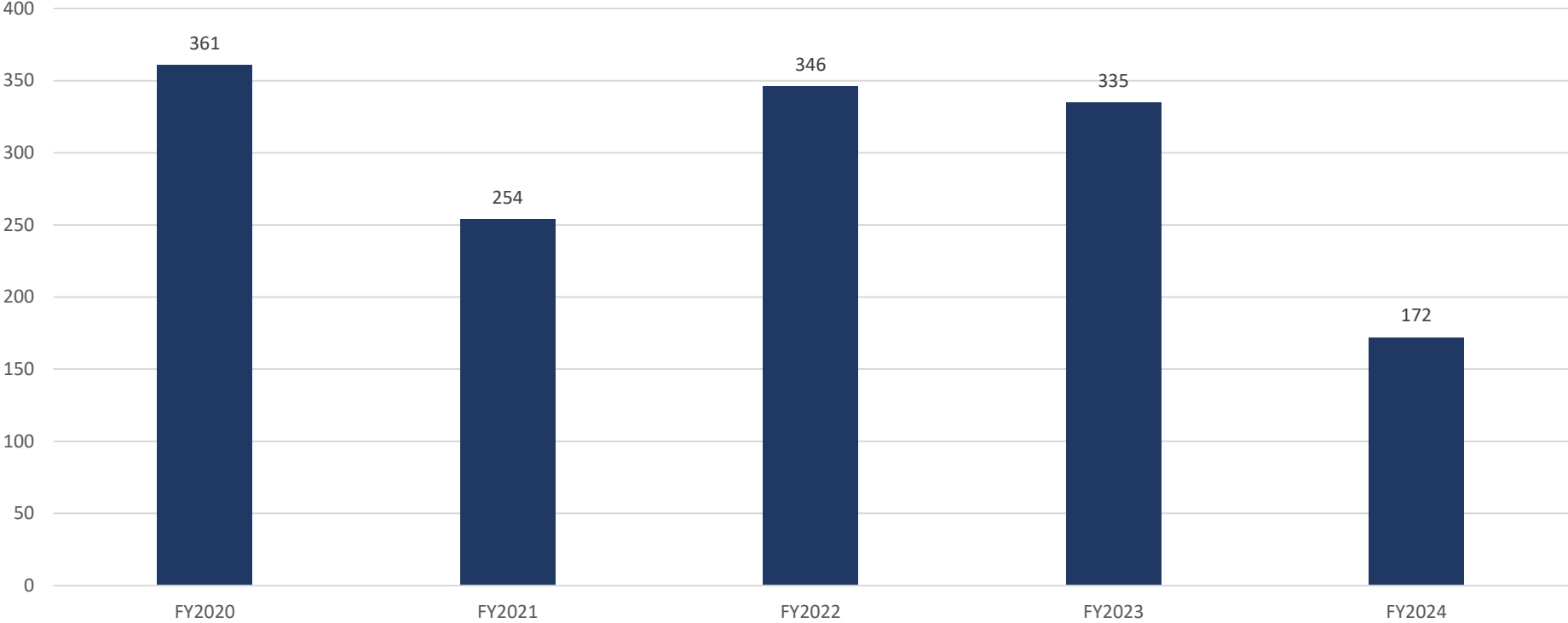
TALCB Total Applications Approved - Fiscal Year



Education & Examinations Division

All TALCB Applications Approved

Year-Over-Year Comparison



Education & Examinations Division - February 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	38	22	60	63%	7	29	36	19%	96	47%	68	66%
FYTD 2023	61	33	94	65%	21	27	48	44%	142	58%	104	79%
February 2024	10	6	16	63%	3	4	7	43%	23	57%	20	65%
February 2023	17	8	25	68%	6	4	10	60%	35	66%	32	72%

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	51	35	86	59%	40	32	72	56%	158	58%	107	85%
FYTD 2023	55	23	78	71%	22	32	54	41%	132	58%	91	85%
February 2024	10	7	17	59%	5	2	7	71%	24	63%	21	71%
February 2023	4	6	10	40%	5	9	14	36%	24	38%	18	50%

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	16	23	39	41%	20	40	60	33%	99	36%	51	71%
FYTD 2023	12	20	32	38%	19	27	46	41%	78	40%	44	70%
February 2024	6	2	8	75%	1	4	5	20%	13	54%	12	58%
February 2023	3	3	6	50%	1	4	5	20%	11	36%	10	40%

TALCB Licensing Report

Current as of February 29, 2024

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

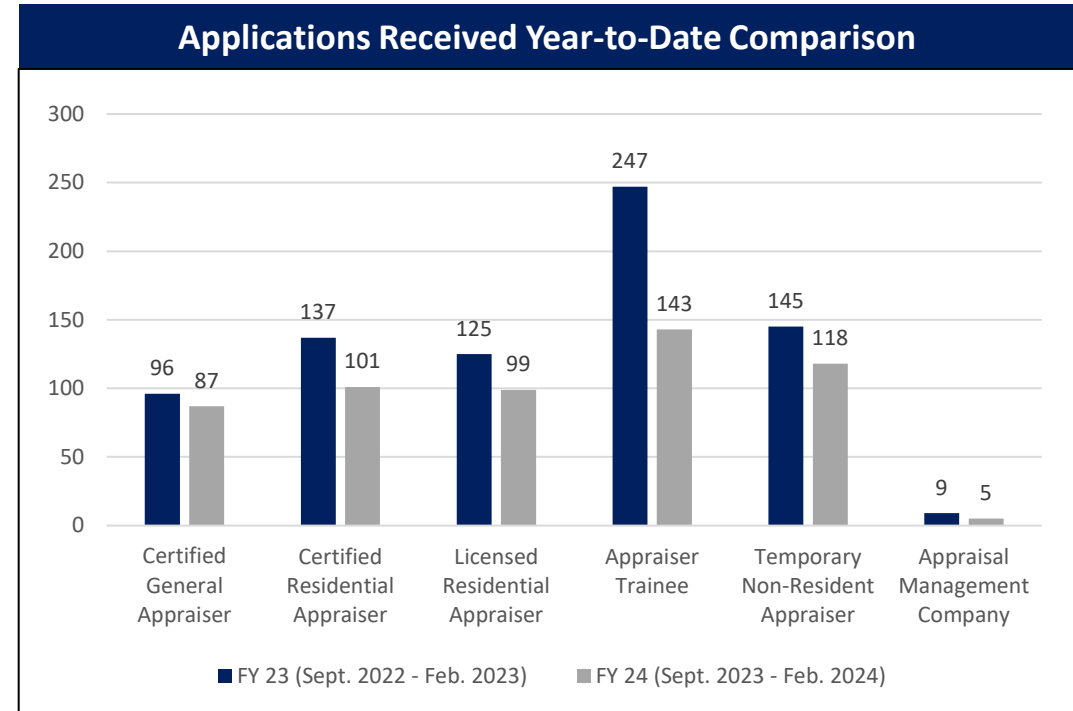
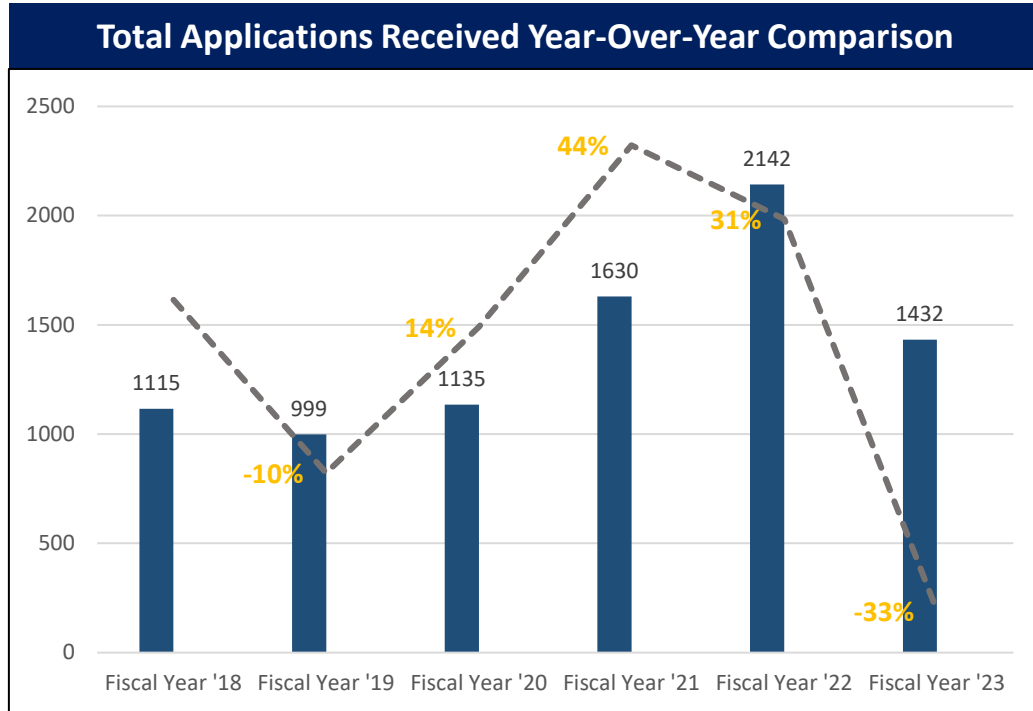
FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	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
	Feb 24	2,386	2,789	679	5,854	-1	1,126	-35	6,980	-36
February 2024										
Inactive Appraisers		GENERAL 51	RESIDENTIAL 51	LICENSE 17	TOTAL 119		TRAINEE 171		TOTAL 290	
									Out-of-State Temporary Registrations:	117
									Total All License Holders:	7,387

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
February 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
	Feb 24	2	1	2
2024 - Total				
		5	5	20
Registrations issued from March 2012 to February 2024			340	
Registrations Expired > 6 months as of February 2024			-93	
Registrations Expired < 6 months as of February 2024			-5	
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

	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24
Certified General Appraiser	17	16	12	25	16	12	19	14	16	13	13	18	14
Certified Residential Appraiser	18	24	28	33	21	19	26	18	14	19	17	20	13
Licensed Residential Appraiser	16	17	15	21	19	18	20	26	20	13	16	18	9
Appraiser Trainee	27	38	33	31	37	32	30	26	25	19	20	23	33
Temporary Non-Resident Appraiser	25	27	13	16	22	20	24	21	17	19	20	23	17
Appraisal Management Company	1	3	3	1	2	0	1	0	0	1	2	0	2

Application Processing Time

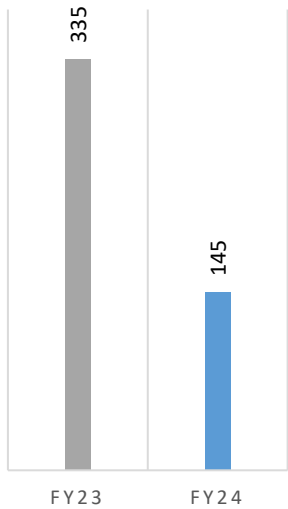
Average Number of Days to Process Applications

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

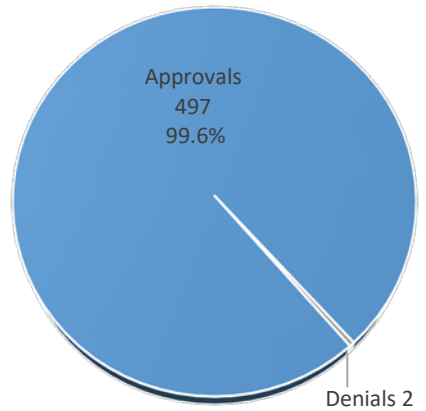
	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	59	49	60	38	40	59	42	40	45	37	45	28	33
Certified General Appraiser – Reciprocity (Goal: 14 days)	2	2	1	2	2	2	1	1	3	1	1	1	2
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	50	56	56	39	39	52	47	37	35	51	49	37	22
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	1	1	2	2	2	1	1	1	NA	1	1	4	1
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	52	47	65	33	26	48	46	34	43	43	44	33	33
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	1	NA	1	NA	1	NA	NA	2	1	1	NA	3	NA
Appraiser Trainee (Goal: 14 days)	2	2	2	2	3	3	3	4	3	3	3	3	3
Temporary Non-Resident Appraiser (Goal: 5 days)	1	2	1	2	2	2	2	1	2	1	1	2	2
Appraisal Management Company (Goal: 14 days)	NA	2	1	3	6	7	2	NA	NA	NA	2	NA	6

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY23 – 24 Residential Audit Outcome

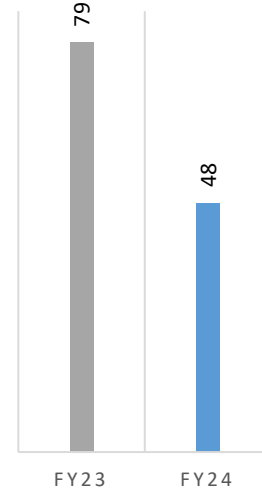


Residential Audit Processing Year-Over-Year

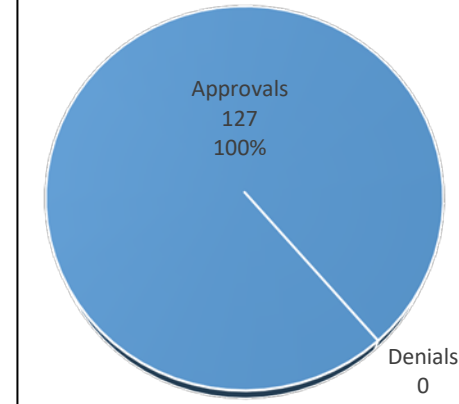
	Closed	Average Processing
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	157	33 Days

Certified General Experience Audit Summary

Commercial audits received



FY23 - 24 Commercial Audit Outcome



Commercial Audit Processing Year-Over-Year

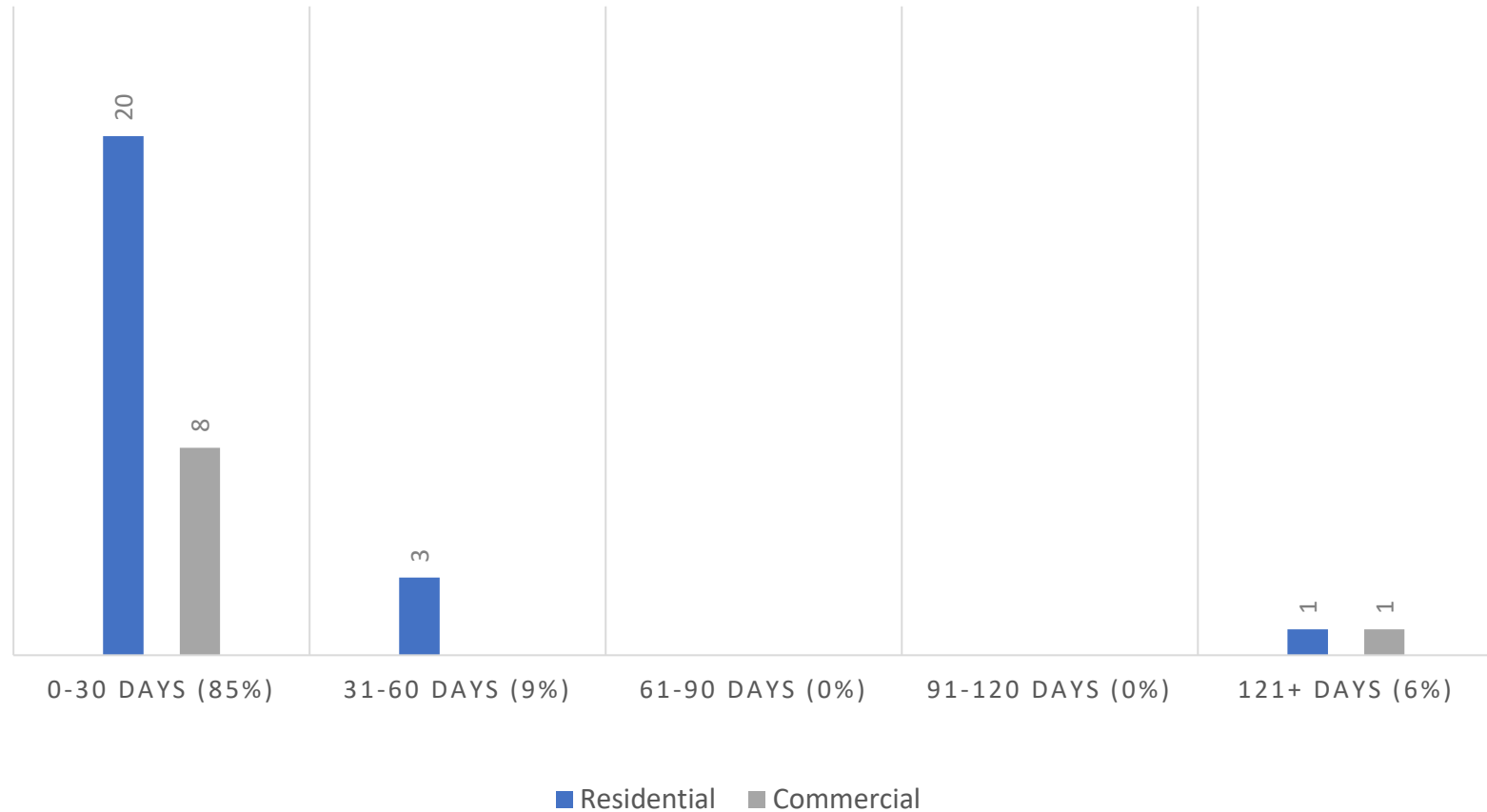
	Closed	Average Processing
Fiscal Year 2019	52	218 Days
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	62	46 Days
Fiscal Year 2023	78	41 days
Fiscal Year 2024	53	33 Days

Renewal Activity

Year-to-Date Comparison

	FY 22 (Sept. 2021 - Feb. 2022)		FY 24 (Sept. 2023 - Feb. 2024)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	498	88.93%	521	87.71%	23	4.62%
Certified Residential Renewals	579	93.09%	628	90.36%	49	8.46%
Licensed Residential Renewals	86	77.48%	102	70.34%	16	18.60%
Appraiser Trainee Renewals	119	59.80%	158	45.01%	39	32.77%

Open Experience Audit Snapshot



There are 2 audits over 60 days. One of these is pending a denial hearing and one is pending the applicant.

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

Expenditure Category	Beginning Balance FY2024	Expenditures	Remaining Balance	Budget % Remaining	6/12 = 50.00% 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	\$736,123	\$706,504	49.0%	
Other Personnel Costs	486,946	227,087	\$259,859	53.4%	
Professional Services	205,751	5,237	\$200,515	97.5%	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	24	\$177	87.9%	Shredding services not utilized due to staff working from home.
Travel	42,000	10,722	\$31,278	74.5%	unexpended budget for Board Member travel as o report date
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	37,615	\$75,769	66.8%	
Subtotal -Operations Expenditures	2,315,828	1,036,686	1,279,142	55.2%	
DPS Criminal History Background Checks	2,500	402	2,098	83.9%	
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	11,250	11,250	50.0%	
Subtotal - Nonoperational Expenditures	55,928	11,652	44,276	79.2%	
Total Expenditures and GR Contribution	2,371,756	1,048,338	1,323,418	55.8%	
Revenue	FY2024 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,813,645	\$859,750	\$953,895	52.6%	
AMCs	851,960	132,180	\$719,780	84.5%	Majority of renewals occur between March and June
ACE Program Revenue	19,310	8,900	\$10,410	53.9%	
Examination fees	6,990	3,750	\$3,240	46.4%	
Other Miscellaneous Revenue	34,000	28,959	\$5,041	14.8%	
TALCB ASC grant	0	0	\$0	0.0%	
Total Revenue	\$2,725,905	\$1,033,539	\$1,692,366	62.1%	
Operating Gains/ Losses	\$354,149	(\$14,799)	\$339,350	95.8%	
Restricted Education Reserve Fund Carryforward	\$1				
Revenue Over/(Under) Expenditures & Transfers	\$3,116,000	(\$14,799)	\$3,130,798		

Financial Services Division

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

For the Month of February 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	1,013,778.75	3,547.50	1,017,326.25	542.79	U.S. T-Notes, .250	06/15/2024
03/24/2023	122,000.00	117,496.90	121,308.98	481.33	121,790.31	140.77	U.S. T-Notes, .250	03/15/2024
09/15/2023	635,000.00	604,068.55	617,388.68	1,389.06	618,777.74	1,099.04	U.S. T-Notes, .375	09/15/2024
12/15/2023	635,000.00	611,013.87	614,585.74	421.69	615,007.43	1,335.93	U.S. T-Notes, .100	12/15/2024
Totals	\$ 2,424,000.00	\$ 2,314,921.37	\$ 2,367,062.15	\$ 5,839.58	\$ 2,372,901.73	\$ 3,118.53		

Monthly Activity		
Beginning Balance	Current Month	Cumulative Totals

Beginning Cash Available Balance 02/01/2024	\$	1,098,622.14			
Current Month Receipts	\$	187,836.00			
Current Month Disbursements	\$	<u>(187,478.07)</u>			
Total Cash	\$	1,098,980.07			
Investment Ending Market Value		2,372,901.73			
Total Account Balance		3,471,881.80			
Operating Reserves		(830,115.00)			
Ending Balance Available for Operations 02/29/2024	\$	2,641,766.80			

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

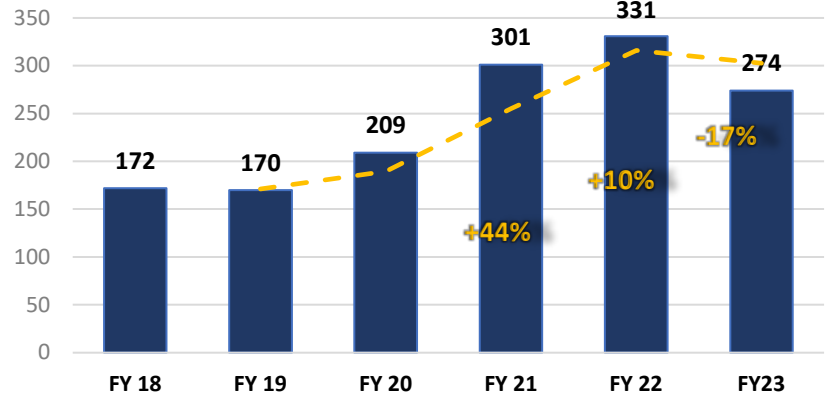
TALCB Enforcement Report

Current as of February 29, 2024

Complaints Received

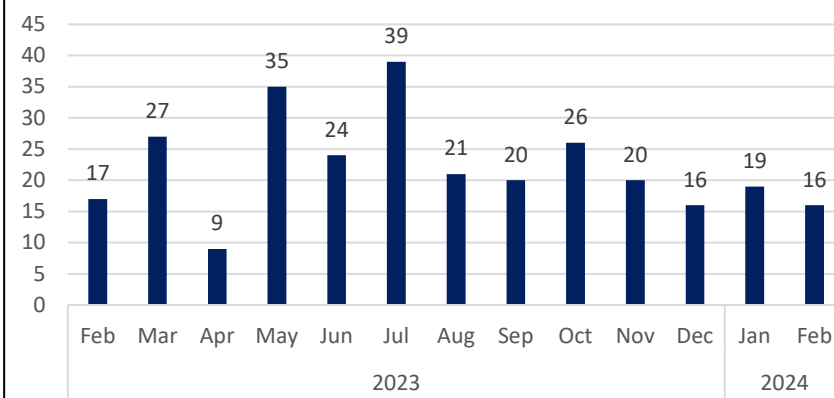
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

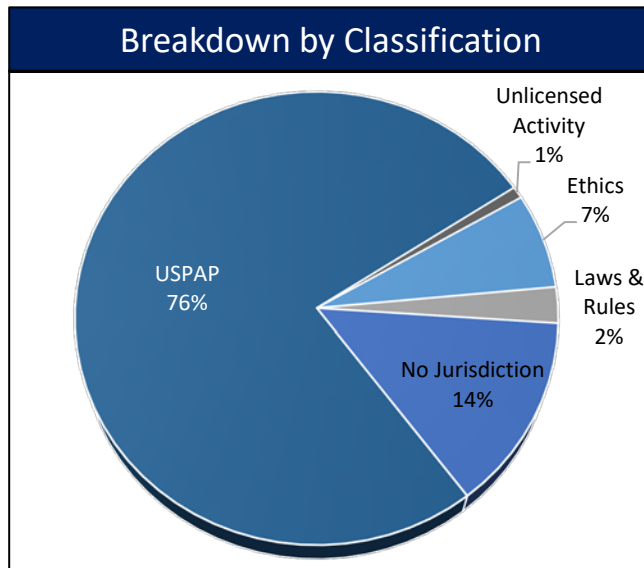


Fiscal Year 2024 Summary

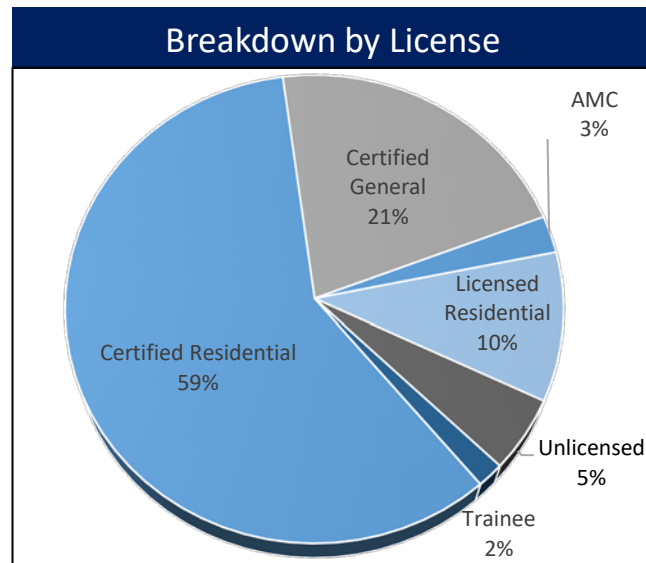
117	Complaints Received
112	Respondents
<2%	License Holders Receive a Complaint

Fiscal Year 2024 Complaints Received by Category

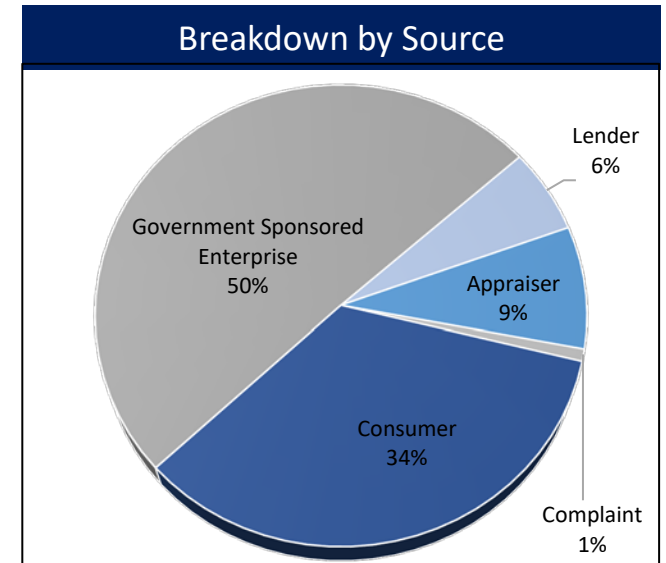
Breakdown by Classification



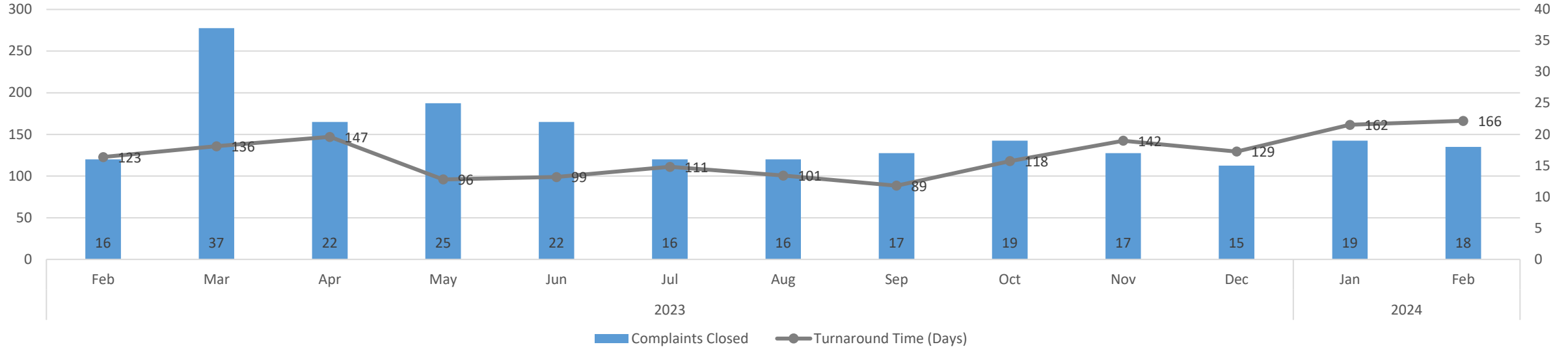
Breakdown by License



Breakdown by Source

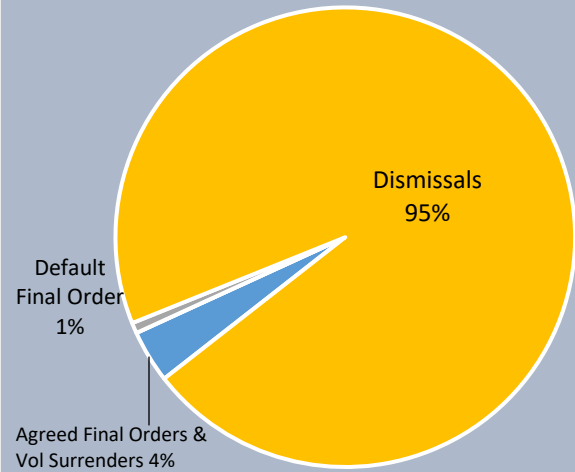


Complaint Resolution

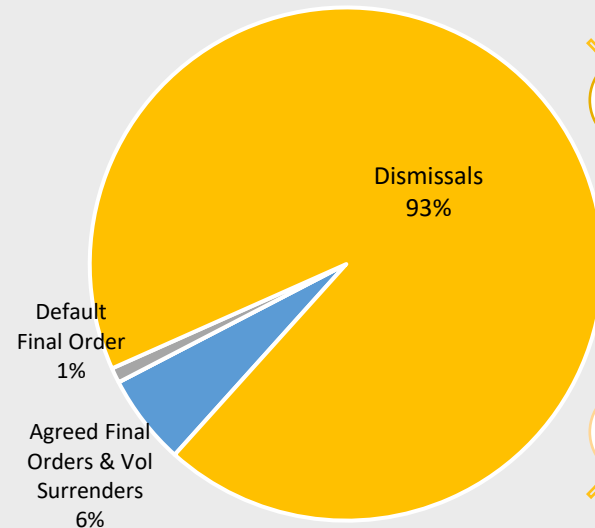


FY23 Complaint Outcome

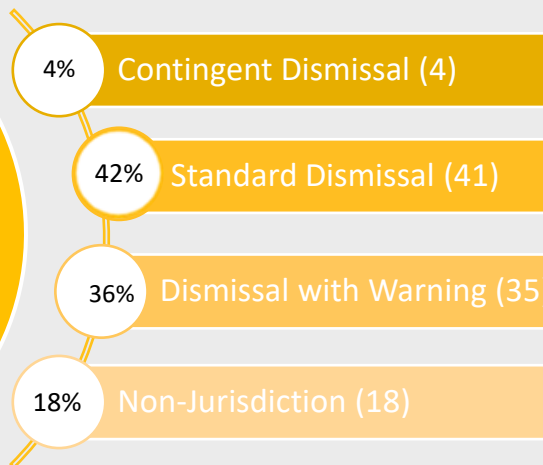
269 Complaints Resolved



FY24 Complaint Outcome



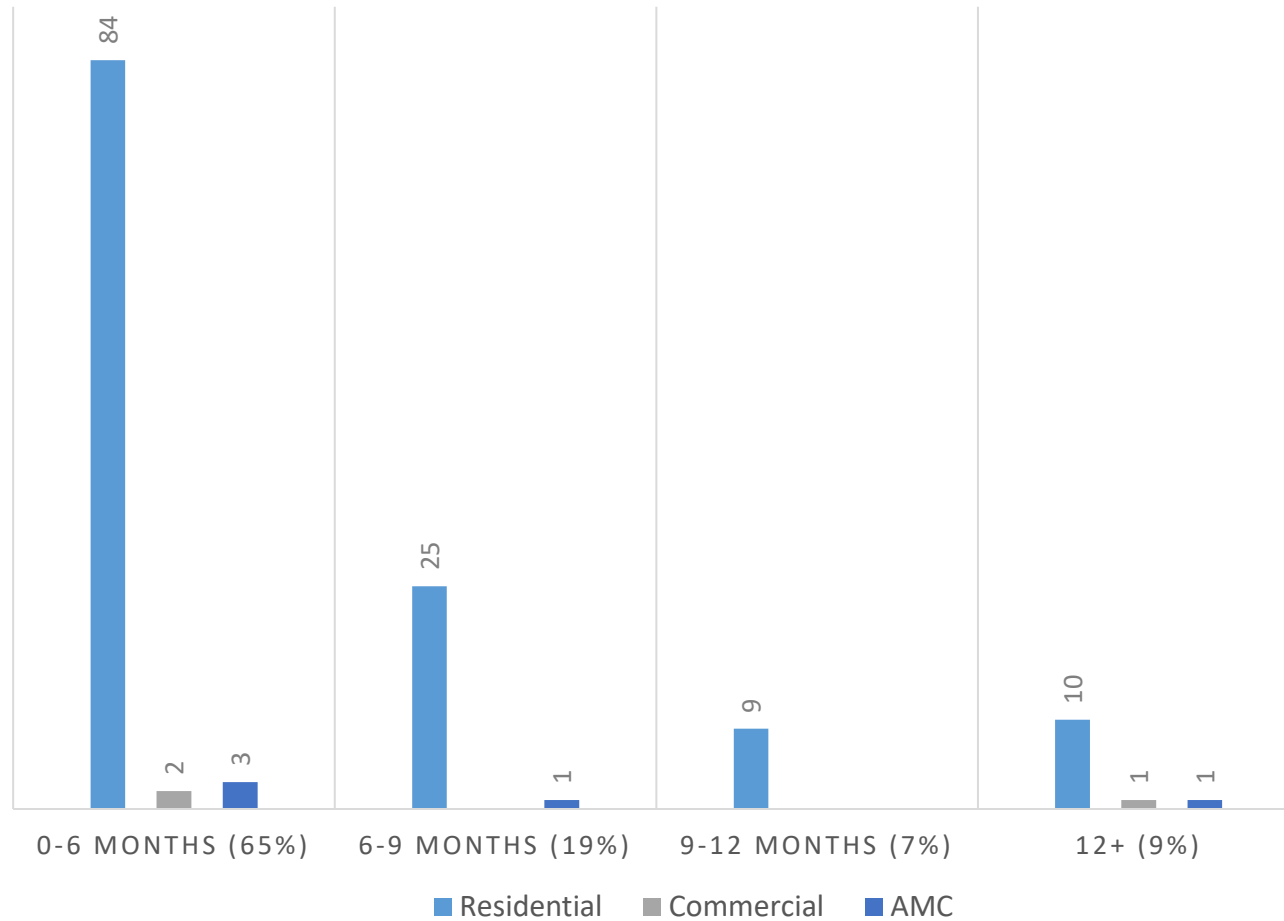
FY24 Dismissal Breakdown



Fiscal Year 2024 Summary

105	Complaints Resolved
135 Days	Average turnaround time Sunset Goal: Resolve complaints within 180-day on average
<1%	License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

136 Open Complaints

17 Cases Abated

- 14 pending litigation
- 3 pending Texas Workforce Commission Civil Rights Division Review

12 Cases Over 1 Year Old

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

- 11 cases involving abatements
- 1 complex case involving multiple reports/multiple information requests