



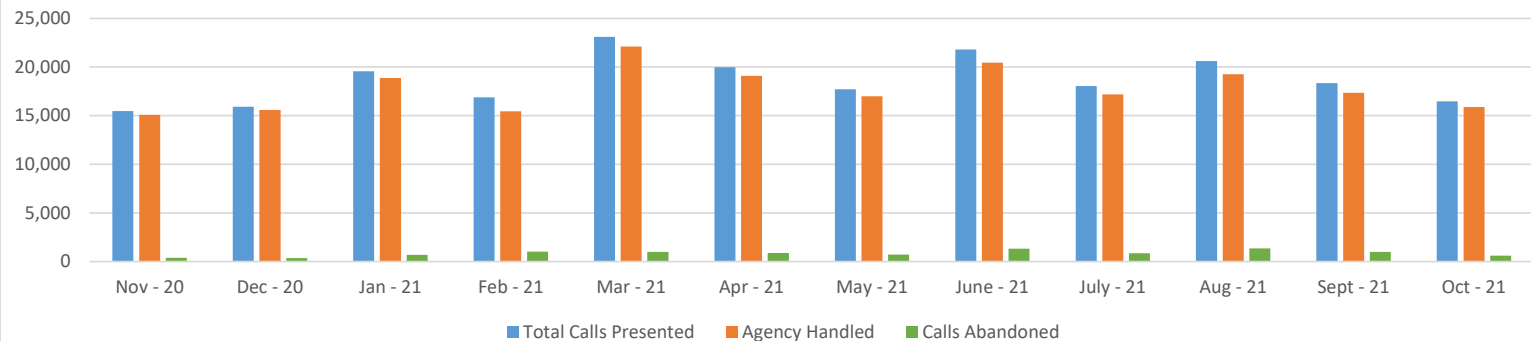
Staff Reports for October 2021

Customer Relations Division

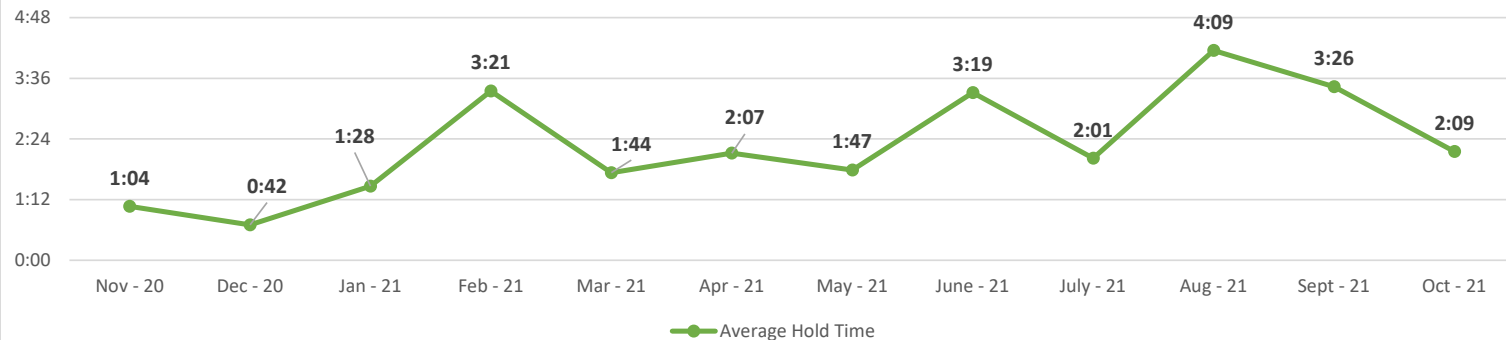
Incoming Calls

	Nov - 20	Dec - 20	Jan - 21	Feb - 21	Mar - 21	Apr - 21	May - 21	June - 21	July - 21	Aug - 21	Sept - 21	Oct - 21	Totals
Total Calls Presented	15,486	15,934	19,581	16,903	23,108	19,996	17,733	21,801	18,051	20,618	18,345	16,486	224,042
Agency Handled	15,103	15,579	18,890	15,442	22,107	19,099	17,002	20,469	17,204	19,266	17,350	15,893	213,404
Calls Handled Initially	14,835	15,429	18,306	14,464	21,418	18,233	16,367	18,702	16,483	17,017	15,554	14,786	201,594
Calls Handled by Courtesy Callback	234	140	510	896	629	780	571	1,184	633	1,966	1,546	964	10,053
% of Calls handled by Courtesy Callback	1.51%	0.88%	2.60%	5.30%	2.72%	3.90%	3.22%	5.43%	3.51%	9.54%	8.43%	5.85%	4.41%
Calls Re-Directed for Assistance	34	10	74	82	60	86	64	583	88	283	250	143	1,757
Calls Abandoned	382	355	691	1,010	1,001	874	731	1,331	847	1,352	995	593	10,162
% of Abandoned Calls	2.47%	2.23%	3.53%	5.98%	4.33%	4.37%	4.12%	6.11%	4.69%	6.56%	5.42%	3.60%	4.45%
Average Handle Time	5:27	5:33	5:21	5:38	5:34	5:38	5:13	5:44	5:44	5:39	5:21	6:15	5:35
Average Hold Time	1:04	0:42	1:28	3:21	1:44	2:07	1:47	3:19	2:01	4:09	3:26	2:09	2:16

Calls Presented, Handled, and Abandoned



Average Hold Time



Emails													
	Nov. 20	Dec - 20	Jan. - 21	Feb. - 21	Mar. - 21	Apr. - 21	May. - 21	June - 21	July - 21	Aug - 21	Sept - 21	Oct - 21	TOTAL
Licensing	3,492	3,945	4,879	4,662	5,127	4,483	4,157	4,157	3,964	4,178	3,973	3,587	50,604
Education	36	49	53	148	58	56	46	46	32	31	21	49	625
Inspector	63	43	60	113	62	83	83	83	66	74	40	26	796
Enforcement	95	116	532	175	222	181	119	119	102	107	120	89	1,977
TALCB Lic	102	92	89	137	133	145	149	149	149	121	124	86	1,476
TALCB Enf	8	7	7	12	14	11	4	4	19	12	12	13	123
Total	3,796	4,252	5,620	5,247	5,616	4,959	4,558	4,558	4,332	4,523	4,290	3,856	55,607
% handled in 1 day	99.55%	99.18%	95.50%	73.51%	99.18%	96.45%	98.31%	98.31%	94.97%	90.21%	98.25%	99.40%	95.24%

TALCB and TREC 1st Quarter Call Comparisons						
	September, 2021		October, 2021		November, 2021	
	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)
Total Calls Presented	1,301	17,044	1,245	15,241		
Agency Handled	1,241	16,162	1,168	14,725		
Calls Handled Initially	1,104	14,501	1,067	13,719		
Calls Handled by Courtesy Callback	117	1431	82	882		
Calls Re-Directed for Assistance	20	230	19	124		
Calls Abandoned	116	882	77	516		
Hold Times	3:19	3:26	2:17	2:08		
% of Abandoned Calls	8.92%	5.17%	6.18%	3.39%		
% of Callbacks	8.99%	8.40%	6.59%	5.79%		
% of all calls	7.09%	92.91%	7.55%	92.45%		

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TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
October 2021

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
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
September 2021										
Inactive Appraisers		GENERAL 48	RESIDENTIAL 52	LICENSE 17	TOTAL 117		TRAINEE 101		TOTAL 218	
Out-of-State Temporary Registrations:									125	
Total All License Holders:									6,916	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
October 2021

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2014 - Total				
		12	13	138
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	14	107
2021	Sep 20	2	0	2
	Oct 20	1	2	3
	Nov 20	1	2	3
	Dec 20	2	1	3
	Jan 21	3	3	1
	Feb 21	0	1	1
	Mar 21	0	0	3
	Apr 21	0	0	3
	May 21	1	0	1
	Jun21	0	1	6
	Jul21	4	3	5
	Aug21	0	1	3
2021 - Total				
		14	14	34
2022	Sep 21	2	2	2
	Oct 21	2	2	8
Registrations issued from March 2012 to Oct 2021			299	
Registrations Expired > 6 months as of Oct 2021			-80	
Registrations Expired < 6 months as of Oct 2021			-1	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-7	
TOTAL AMC REGISTRATIONS			178	

Licensing Division - TALCB

Applications Received and Renewal Activity

Fiscal Year 2022 - Year-to-Date Comparison

October

<i>Original Applications Received</i>	Sept 2020 - Oct 2020	Sep 2021 - Oct 2021	Variance	Percent
Certified General Applications	21	29	8	38.10%
Certified Residential Applications	26	54	28	107.69%
Licensed Residential Applications	25	42	17	68.00%
Appraiser Trainee Applications	137	179	42	30.66%
Non-Residential Temporary Applications	38	35	-3	-7.89%
<i>Total Original Applications</i>	247	339	92	37.25%

<i>Renewal Activity</i>	% Renewed FY21		% Renewed FY22		Variance	Percent
Certified General Renewals	158	78.61%	109	81.95%	-49	-31.01%
Certified Residential Renewals	160	84.66%	168	92.31%	8	5.00%
Licensed Residential Renewals	24	61.54%	27	84.38%	3	12.50%
Appraiser Trainee Renewals	39	37.14%	45	56.96%	6	15.38%

Licensing Division

Average Number of Calendar Days to Issue a License

October 2021

Real Estate Appraiser Applications

	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21
Certified General Appraiser	7.97	12.88	5.84	3.51	6.00	5.28	6.92	9.28	7.54	5.85	3.60	1.52	3.27
<i>Number of Applications Received</i>	<i>11</i>	<i>10</i>	<i>9</i>	<i>16</i>	<i>18</i>	<i>16</i>	<i>18</i>	<i>12</i>	<i>11</i>	<i>9</i>	<i>13</i>	<i>13</i>	<i>16</i>
Certified Residential Appraiser	13.72	11.17	6.54	6.20	8.29	10.36	13.16	11.17	9.48	7.96	4.89	3.04	4.81
<i>Number of Applications Received</i>	<i>14</i>	<i>15</i>	<i>21</i>	<i>15</i>	<i>16</i>	<i>24</i>	<i>25</i>	<i>20</i>	<i>17</i>	<i>19</i>	<i>13</i>	<i>25</i>	<i>29</i>
Licensed Residential Appraiser	13.87	8.26	4.91	5.03	12.22	12.54	13.10	14.21	8.69	8.24	4.26	3.51	4.40
<i>Number of Applications Received</i>	<i>14</i>	<i>13</i>	<i>10</i>	<i>16</i>	<i>16</i>	<i>16</i>	<i>14</i>	<i>16</i>	<i>18</i>	<i>18</i>	<i>23</i>	<i>25</i>	<i>17</i>
Appraiser Trainee	17.04	9.33	9.87	8.24	9.18	10.47	7.70	5.89	4.21	2.84	3.44	2.77	3.51
<i>Number of Applications Received</i>	<i>73</i>	<i>59</i>	<i>58</i>	<i>85</i>	<i>52</i>	<i>81</i>	<i>96</i>	<i>63</i>	<i>86</i>	<i>82</i>	<i>77</i>	<i>98</i>	<i>81</i>
Temporary Non-Resident Appraiser	2.01	2.38	2.09	1.78	1.86	1.44	1.77	1.34	1.19	2.03	0.86	0.86	0.59
<i>Number of Applications Received</i>	<i>13</i>	<i>17</i>	<i>16</i>	<i>16</i>	<i>13</i>	<i>22</i>	<i>12</i>	<i>15</i>	<i>25</i>	<i>21</i>	<i>29</i>	<i>17</i>	<i>18</i>

Appraisal Management Company Applications

	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21
Appraisal Management Company	5.50	3.42	0.41	1.45	6.61	n/a	n/a	n/a	1.38	1.55	6.47	3.89	2.44
	<i>1</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>4</i>	<i>0</i>	<i>2</i>	<i>2</i>

Information & Technology Division

Electronic Information Outlet Statistics

October 2021

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	78,512	153,679	137,057
Total Monthly Unique Visits	22,989	44,427	45,223

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	97	72	74.2%	75.5%	74.4%
AMC	2	0	0.0%	0.0%	N/A
Certified General Appraiser	8	1	12.5%	29.4%	57.1%
Certified Residential Appraiser	14	5	35.7%	42.3%	55.6%
State Licensed Appraiser	8	6	75.0%	68.8%	40.0%
Appraiser Trainee	65	60	92.3%	92.0%	85.7%
Renewals	238	235	98.7%	97.8%	98.2%
AMC	8	8	100.0%	100.0%	100.0%
Certified General Appraiser	82	81	98.8%	97.7%	100.0%
Certified Residential Appraiser	108	106	98.1%	97.4%	100.0%
State Licensed Appraiser	13	13	100.0%	96.9%	90.5%
Appraiser Trainee	27	27	100.0%	100.0%	91.3%
AMC Panel Transactions	1329	1329	100.0%	100.0%	100.0%
Additions	912	912	100.0%	100.0%	100.0%
Removals	417	417	100.0%	100.0%	100.0%

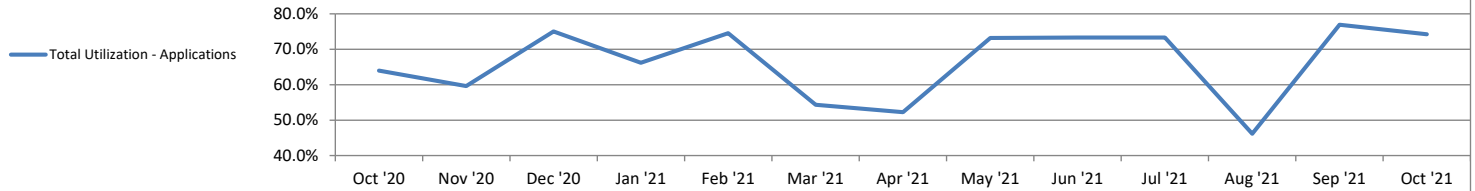
Information & Technology Division

Electronic Information Outlet Statistics

October 2021

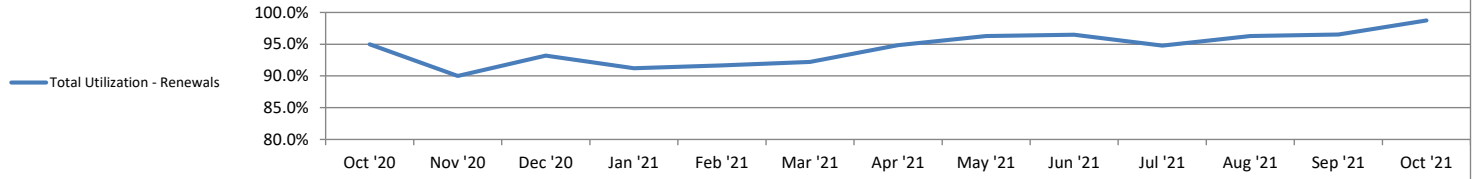
Applications	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21
AMC	66.7%	100.0%	100.0%	N/A	0.0%	0.0%	0.0%	N/A	100.0%	100.0%	N/A	0.0%	0.0%
Certified General Appraiser	0.0%	21.4%	66.7%	35.3%	66.7%	0.0%	0.0%	30.0%	20.0%	33.3%	20.0%	44.4%	12.5%
Certified Residential Appraiser	53.3%	33.3%	66.7%	60.0%	69.2%	46.7%	55.6%	44.4%	75.0%	63.6%	18.2%	50.0%	35.7%
State Licensed Appraiser	60.0%	75.0%	80.0%	50.0%	66.7%	60.0%	N/A	100.0%	N/A	0.0%	66.7%	62.5%	75.0%
Appraiser Trainee	87.5%	87.5%	82.4%	85.7%	81.3%	88.2%	81.8%	91.4%	85.0%	88.5%	75.0%	91.7%	92.3%
Total Utilization - Applications	64.0%	59.6%	75.0%	66.2%	74.5%	54.3%	52.3%	73.2%	73.3%	73.3%	46.2%	76.9%	74.2%

Utilization Online Application Services



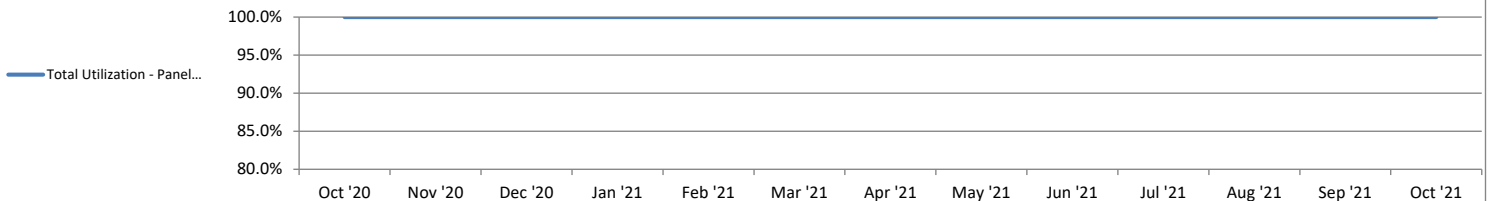
Renewals	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21
AMC	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Certified General Appraiser	95.6%	90.9%	89.5%	87.5%	87.8%	89.6%	92.5%	96.4%	94.8%	93.7%	95.1%	95.7%	98.8%
Certified Residential Appraiser	96.9%	92.0%	94.4%	95.3%	87.8%	95.8%	97.8%	96.9%	97.4%	97.1%	100.0%	96.3%	98.1%
State Licensed Appraiser	85.0%	85.7%	100.0%	85.7%	100.0%	85.0%	94.4%	83.3%	100.0%	86.7%	83.3%	94.7%	100.0%
Appraiser Trainee	92.9%	81.8%	100.0%	96.0%	78.6%	100.0%	100.0%	95.8%	100.0%	94.7%	95.0%	100.0%	100.0%
Total Utilization - Renewals	95.0%	90.0%	93.2%	91.2%	91.7%	92.2%	94.8%	96.3%	96.5%	94.8%	96.3%	96.5%	98.7%

Utilization Online Renewal Services



Panel Management Tool	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21
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 - Panel Management	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



Financial Services Division
TALCB Budget Status Report
October 2021 - Fiscal Year 2022

Expenditure Category	Beginning Balance FY2022	Expenditures	Remaining Balance	Budget % Remaining	10/12 = 83.33% Comments
Actual Beginning Balance	\$2,373,564		\$2,083,385		includes Trust cash balances as of 8/31/2021, reduced by expenditures for FY21 paid after 8/31/21 and payroll liability as of 8/31/2021; remaining balance represents Trust balance as of 9/30/21
Operating Reserves	(\$652,638)		(\$652,638)		
Available balance within Texas Treasury Safekeeping Trust	\$1,720,926		\$1,430,747		remaining available budget to consider to balance FY2022 budget
Salaries & Wages	\$1,173,582	\$168,705	\$1,004,877	85.6%	
Other Personnel Costs	458,390	51,610	\$406,780	88.7%	
Professional Services	63,648	20,653	\$42,995	67.6%	Luna Data - Computer consultant services
Consumables	2,000	14	\$1,986	99.3%	
Utilities	239	0	\$239	100.0%	
Travel	27,000	993	\$26,007	96.3%	
Rent - Building - Other	26,473	0	\$26,473	100.0%	
Rent - Equipment	12,096	144	\$11,952	98.8%	
Other Operating Expense	77,247	10,720	\$66,527	86.1%	2021 AARO Conference registration, Worker's Compensation & Risk Mgmt Services (SORM), cost for mail services, SAE training for SES staff, SHRM renewal for HR Director, notary renewal for Board secretary, online business skills library, TTSTC bank fees
Subtotal -Operations Expenditures	1,840,675	252,839	1,587,836	86.3%	
DPS Criminal History Background Checks	250	0	250	100.0%	
Statewide Cost Allocation Plan (SWCAP)	23,754	0	23,754	100.0%	Indirect costs charged by the state
Contribution to General Revenue	22,500	3,750	18,750	83.3%	allocated monthly until 8/31/2022; actual payment amount made to General Revenue fund
Subtotal - Nonoperational Expenditures	46,504	3,750	42,754	91.9%	
Total Expenditures and GR Contribution	1,887,179	256,589	1,630,590	86.4%	
Revenue	FY2022 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,460,149	\$252,359	\$1,207,790	82.7%	285 total applications & 437 total renewals
AMCs	805,087	83,245	\$721,842	89.7%	4 new AMCs, 11 AMC renewals, 4,831 of panelist activities
ACE Program Revenue	42,460	4,630	\$37,830	0.0%	No new ACE providers, 4 renewals from ACE Providers, 14 CE Class Renewals AQB/Other State, 11 AQB approved courses
Examination fees	2,668	440	\$2,228	83.5%	Pearson Vue exam fees-44 exams taken
Other Miscellaneous Revenue	25,456	17,850	\$7,606	29.9%	24 Appraiser Trainee experience reviews, 4 ACE extension requests, Interest earned
TALCB ASC grant	0	31,536	(\$31,536)	0.0%	ASC grant to develop Complaint portal
Total Revenue	\$2,335,820	\$390,060	\$1,945,760	83.3%	
Operating Gains/ Losses	\$448,641	\$133,471	\$582,112	129.8%	
Restricted Education Reserve Fund Carryforward \$37,537					
Revenue Over/(Under) Expenditures & Transfers	\$2,207,104	\$133,471	\$1,745,917		

Financial Services Division

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

October 2021

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/15/2021	126,800.00	128,917.21	128,315.66	(188.22)	128,127.44	842.73	U.S. T-Notes, 1.75	06/15/2022
09/15/2021	985,800.00	999,780.68	999,162.21	(1,540.31)	997,621.90	1,919.86	U.S. T-Notes, 1.500	09/15/2022
Totals	\$ 1,112,600.00	\$ 1,128,697.89	\$ 1,127,477.87	\$ (1,728.53)	\$ 1,125,749.34	\$ 2,762.59		

Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
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Beginning Cash Available Balance

\$ 1,077,921.36

Current Month Receipts

\$ 177,577.18

Current Month Disbursements

\$ (87,452.70)

Total Cash

\$ 1,168,045.84

Investment Ending Market Value

1,125,749.34

Total Account Balance

2,293,795.18

Operating Reserves

(652,638.00)

Ending Balance Available for Operations

\$ 1,641,157.18

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

Oretha Trice

Oretha Trice, Alternate Investment Officer

Financial Services Division

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

October 2021

		<u>Monthly Activity</u>		
		Beginning Balance	Current Month	Cumulative Totals
Beginning Balance	\$	37,537.72		
Current Month Receipts				
		Admin Penalties	\$ 0.00	
		Interest Earned	0.47	
Current Month Disbursements			\$ 0.00	
		Total Cash		\$ 37,538.19
		Reserved for Education Development		(37,538.19)
		Balance		\$ 0.00

Enforcement Division

Current October 31, 2021



11 Days Faster

Compared to FY '21

Complaint Resolution



4 Days Slower

Compared to FY '21

Residential Audit Turnaround



2 Days Slower

Compared to FY '21

Commercial Audit Turnaround

FY22 Incoming Complaints

FY2021

301 Complaints
263 Respondents

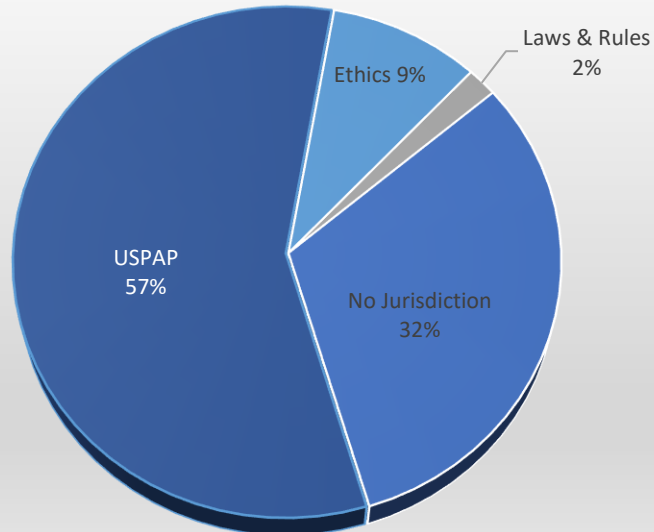
FY2022

54 Complaints
50 Respondents

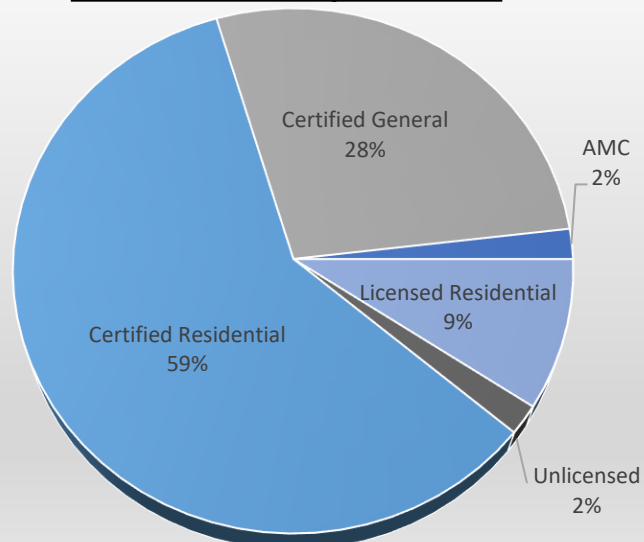
<1%

License holders received a complaint in FY22

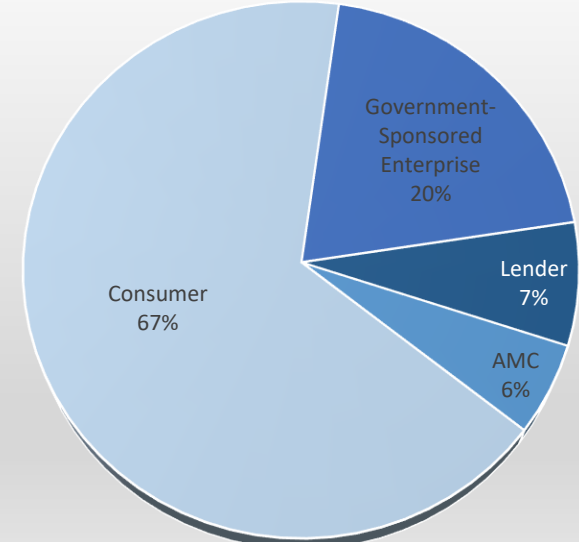
Breakdown by Classification



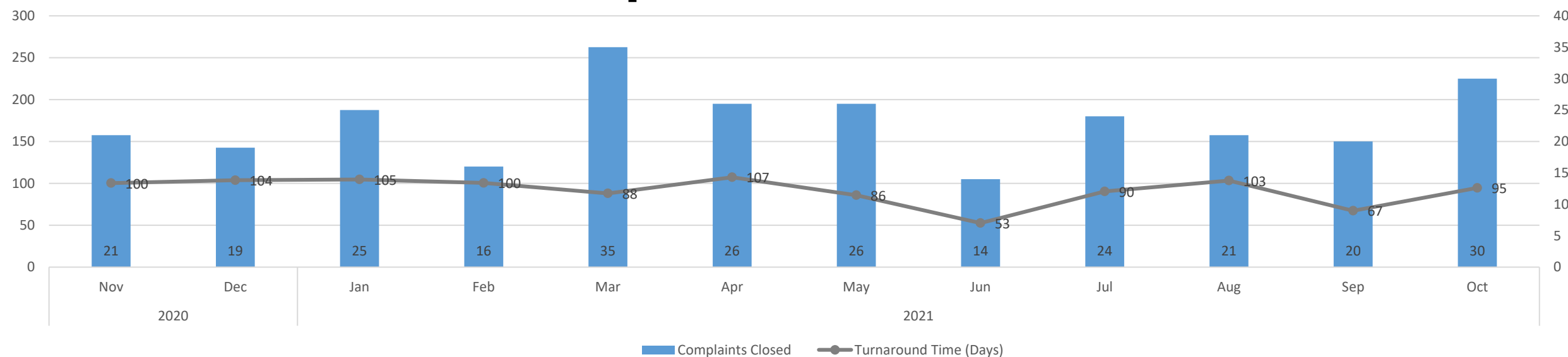
Breakdown by License



Breakdown by Source

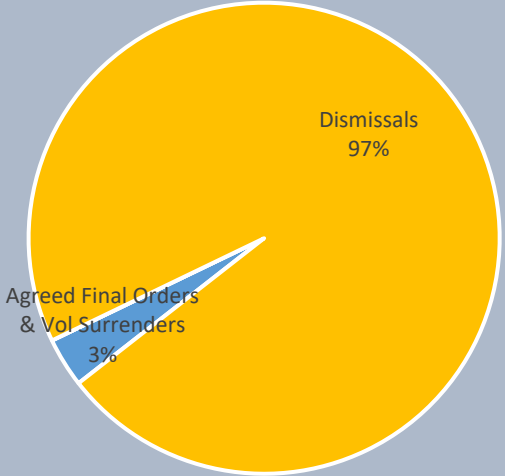


Complaint Resolution

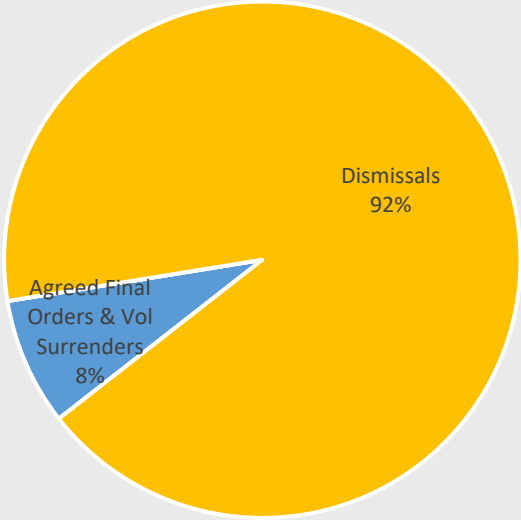


FY21 Complaint Outcome

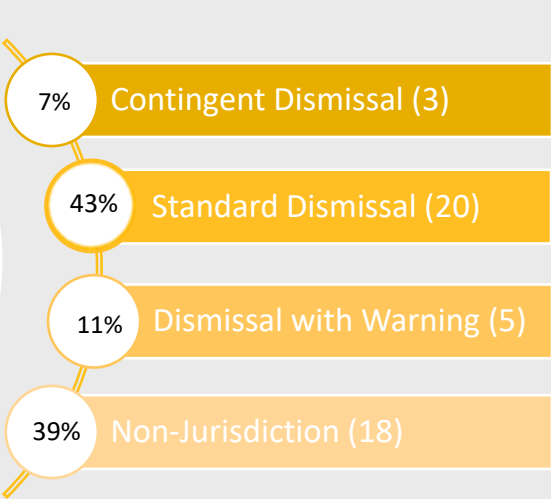
264 Complaints Resolved



FY22 Complaint Outcome



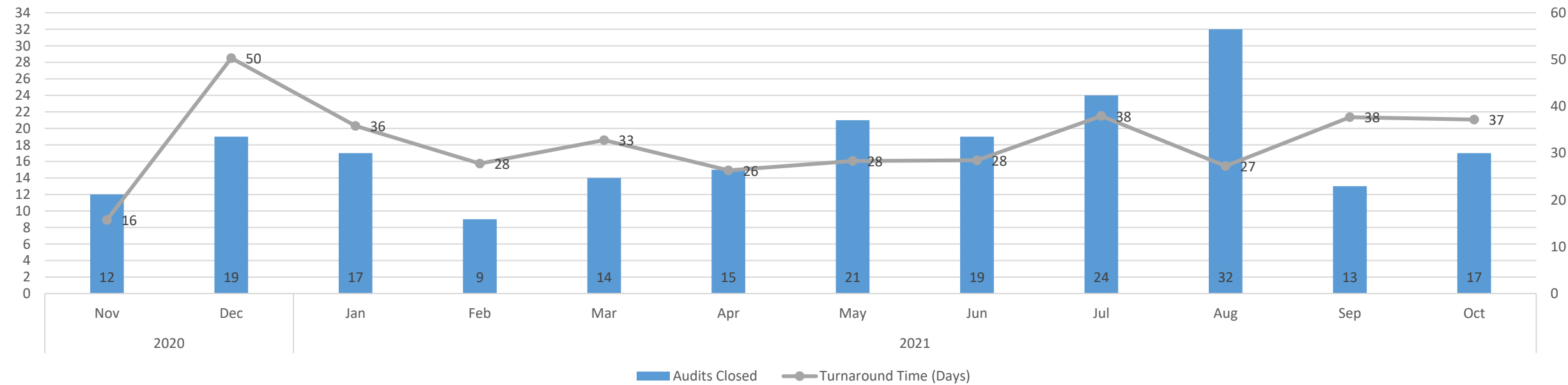
FY22 Dismissal Breakdown



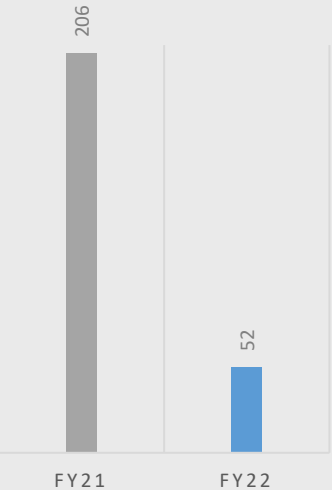
FY2022

50	Complaint Resolved
84	Average turnaround time (days)
0	Complaints Litigated
NA	Success Rate
<1%	License holders receiving discipline

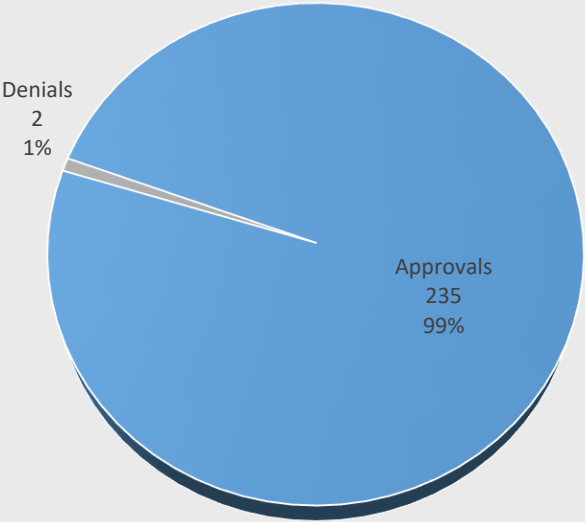
Residential Experience Audits



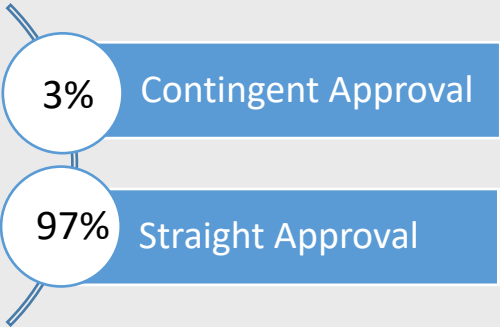
Incoming Residential Audits



FY21 - 22 Residential Audit Outcome



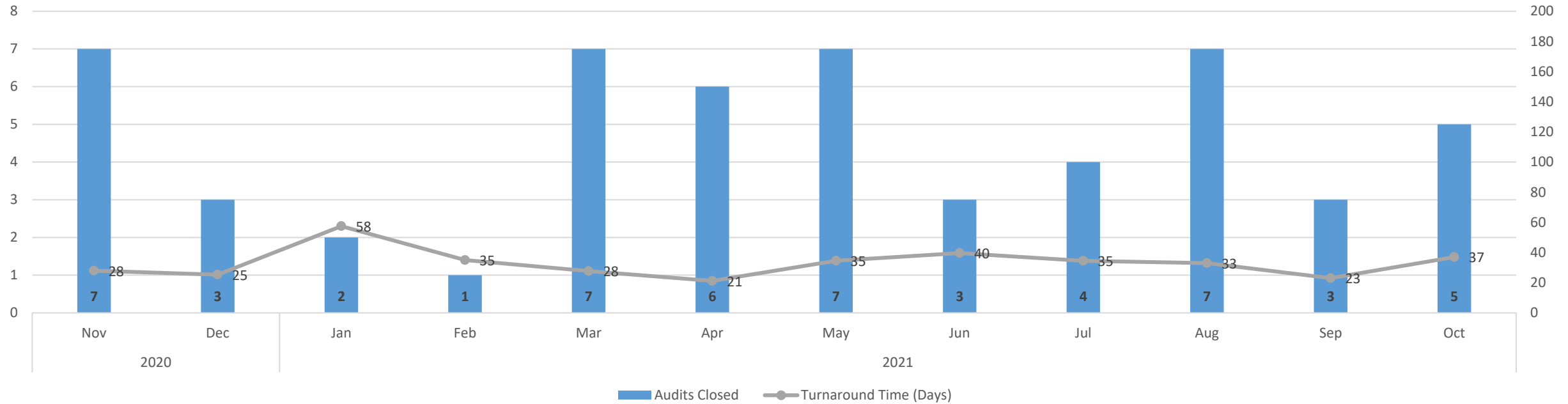
FY21- 22 Residential Approval Breakdown



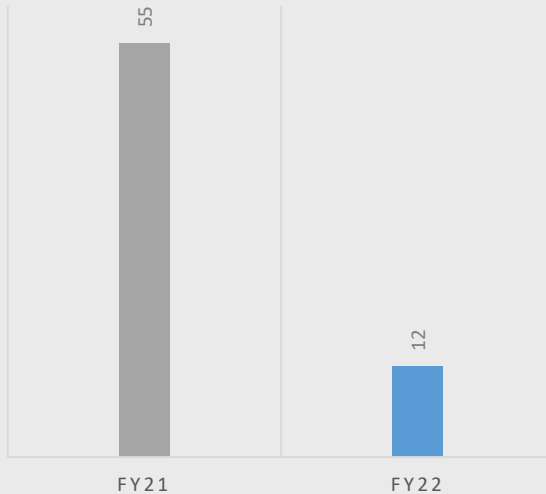
FY22 Residential Processing Data

37 Days	Average Turnaround Time
30	Total Audits Closed

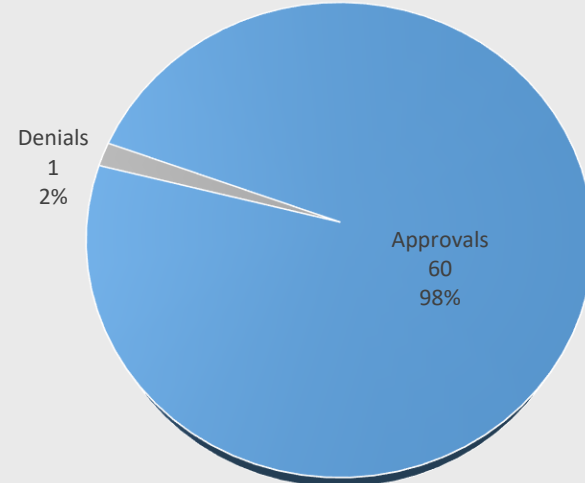
Commercial Experience Audits



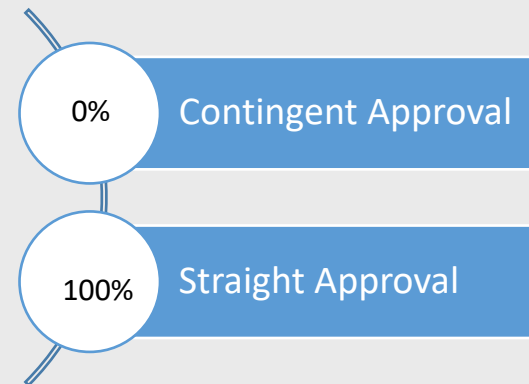
Incoming Commercial Audits



FY21 - 22 Commercial Audit Outcome



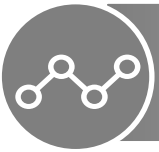
FY21 - 22 Commercial Approval Breakdown



FY22 Commercial Processing Data

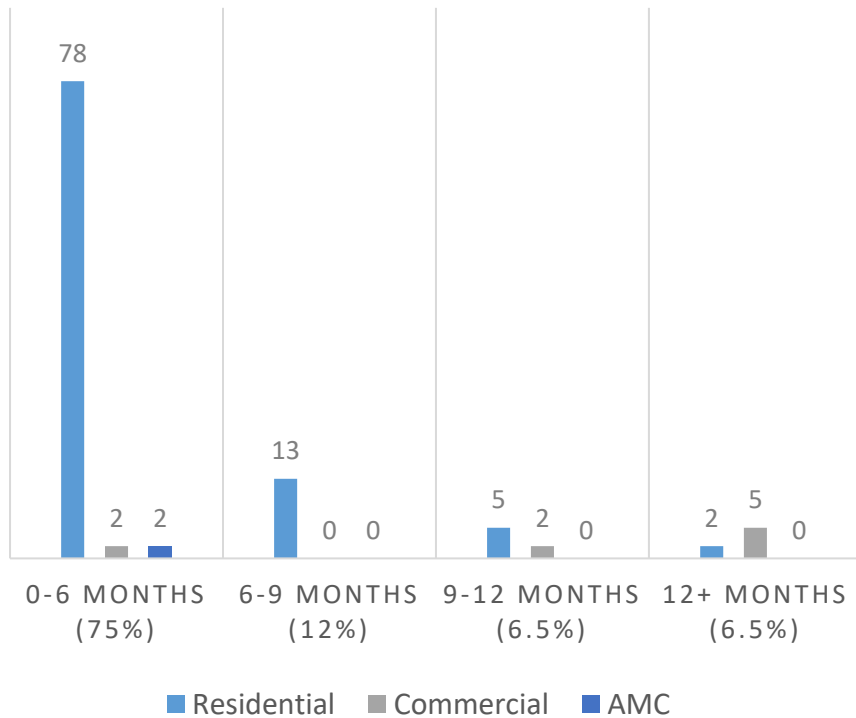
32 Days	Average Turnaround Time
8	Total Audits Closed

Open Cases Snapshot View



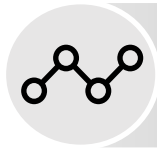
There are currently 109 open complaints.

COMPLAINTS



There are 7 cases over 1 year old

- 5 cases abated
- 2 cases are pending a SOAH



There are currently 56 open experience audits

EXPERIENCE AUDITS

