



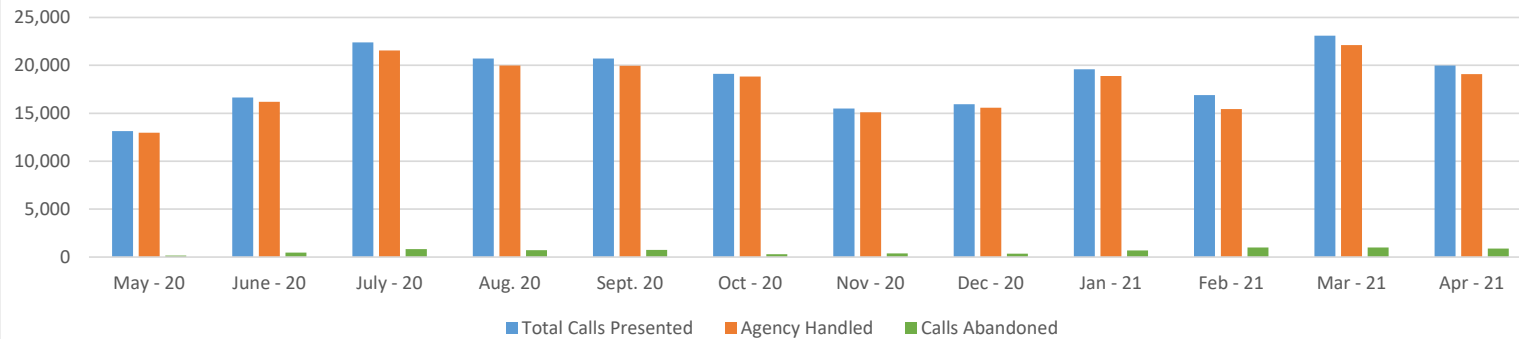
Staff Reports for April 2021

Customer Relations Division

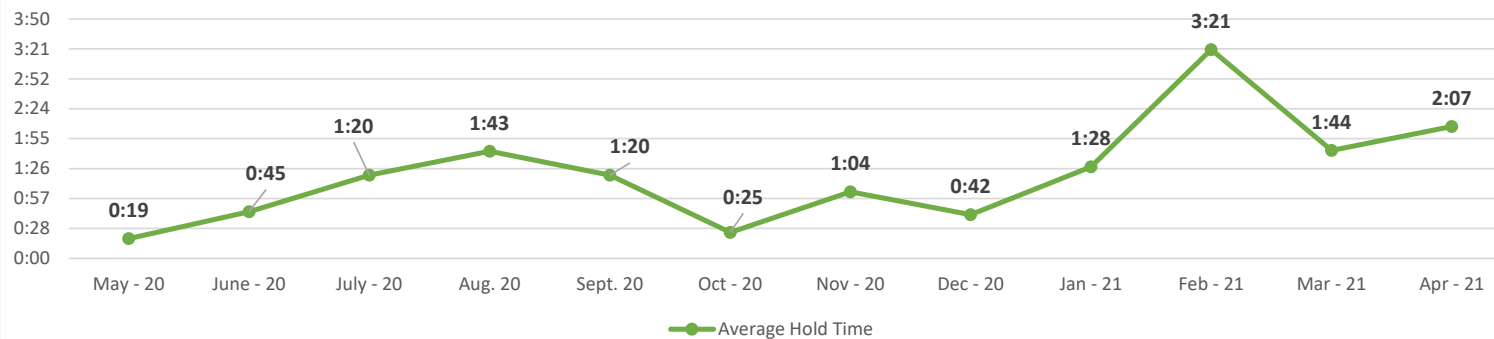
Incoming Calls

| | May - 20 | June - 20 | July - 20 | Aug. 20 | Sept. 20 | Oct - 20 | Nov - 20 | Dec - 20 | Jan - 21 | Feb - 21 | Mar - 21 | Apr - 21 | Totals |
|---|----------|-----------|-----------|---------|----------|----------|----------|----------|----------|----------|----------|----------|---------|
| Total Calls Presented | 13,141 | 16,653 | 22,386 | 20,706 | 20,702 | 19,129 | 15,486 | 15,934 | 19,581 | 16,903 | 23,108 | 19,996 | 223,725 |
| Agency Handled | 12,984 | 16,197 | 21,552 | 19,977 | 19,948 | 18,840 | 15,103 | 15,579 | 18,890 | 15,442 | 22,107 | 19,099 | 215,718 |
| Calls Handled Initially | 12,929 | 16,003 | 21,019 | 19,324 | 19,495 | 18,801 | 14,835 | 15,429 | 18,306 | 14,464 | 21,418 | 18,233 | 210,256 |
| Calls Handled by Courtesy Callback | 50 | 180 | 466 | 552 | 413 | 33 | 234 | 140 | 510 | 896 | 629 | 780 | 4,883 |
| % of Calls handled by Courtesy Callback | 0.38% | 1.08% | 2.08% | 2.67% | 1.99% | 0.17% | 1.51% | 0.88% | 2.60% | 5.30% | 2.72% | 3.90% | 2.11% |
| Calls Re-Directed for Assistance | 5 | 14 | 67 | 101 | 40 | 6 | 34 | 10 | 74 | 82 | 60 | 86 | 579 |
| Calls Abandoned | 157 | 456 | 834 | 729 | 754 | 288 | 382 | 355 | 691 | 1,010 | 1,001 | 874 | 7,531 |
| % of Abandoned Calls | 1.19% | 2.74% | 3.73% | 3.52% | 3.64% | 1.51% | 2.47% | 2.23% | 3.53% | 5.98% | 4.33% | 4.37% | 3.27% |
| Average Handle Time | 5:54 | 5:58 | 5:52 | 5:56 | 5:52 | 5:20 | 5:27 | 5:33 | 5:21 | 5:38 | 5:34 | 5:38 | 5:40 |
| Average Hold Time | 0:19 | 0:45 | 1:20 | 1:43 | 1:20 | 0:25 | 1:04 | 0:42 | 1:28 | 3:21 | 1:44 | 2:07 | 1:21 |

Calls Presented, Handled, and Abandoned



Average Hold Time



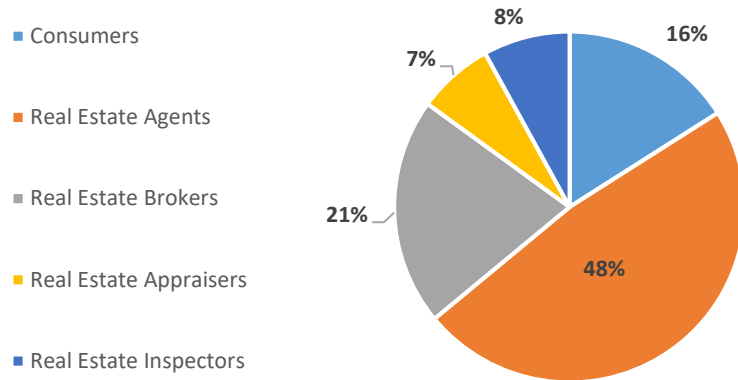
| Emails | | | | | | | | | | | | | |
|--------------------|----------|-----------|-----------|----------|----------|---------|---------|----------|-----------|-----------|-----------|-----------|--------|
| | May - 20 | June - 20 | July - 20 | Aug - 20 | Sept. 20 | Oct. 20 | Nov. 20 | Dec - 20 | Jan. - 21 | Feb. - 21 | Mar. - 21 | Apr. - 21 | TOTAL |
| Licensing | 3,181 | 3,796 | 5,560 | 4,819 | 5,022 | 4,112 | 3,492 | 3,945 | 4,879 | 4,662 | 5,127 | 4,483 | 53,078 |
| Education | 57 | 37 | 43 | 34 | 48 | 43 | 36 | 49 | 53 | 148 | 58 | 56 | 662 |
| Inspector | 44 | 79 | 104 | 102 | 70 | 76 | 63 | 43 | 60 | 113 | 62 | 83 | 899 |
| Enforcement | 118 | 146 | 161 | 121 | 185 | 142 | 95 | 116 | 532 | 175 | 222 | 181 | 2,194 |
| TALCB Lic | 91 | 170 | 214 | 203 | 198 | 174 | 102 | 92 | 89 | 137 | 133 | 145 | 1,748 |
| TALCB Enf | 7 | 14 | 23 | 8 | 16 | 13 | 8 | 7 | 7 | 12 | 14 | 11 | 140 |
| Total | 3,498 | 4,242 | 6,105 | 5,287 | 5,539 | 4,560 | 3,796 | 4,252 | 5,620 | 5,247 | 5,616 | 4,959 | 58,721 |
| % handled in 1 day | 100.00% | 98.89% | 98.60% | 96.50% | 94.57% | 99.45% | 99.55% | 99.18% | 95.50% | 73.51% | 99.18% | 96.45% | 95.95% |

| TALCB and TREC 1st Quarter Call Comparisons | | | | | | |
|---|---------------------------|----------------------------------|---------------------------|----------------------------------|---------------------------|----------------------------------|
| | March, 2021 | | April, 2021 | | May, 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 | 1,513 | 21,595 | 1,370 | 18,626 | | |
| Agency Handled | 1,396 | 20,710 | 1,268 | 17,822 | | |
| Calls Handled Initially | 1,352 | 20,064 | 1,213 | 17,017 | | |
| Calls Handled by Courtesy Callback | 39 | 591 | 48 | 732 | | |
| Calls Re-Directed for Assistance | 5 | 55 | 7 | 73 | | |
| Calls Abandoned | 116 | 885 | 94 | 781 | | |
| Hold Times | 1:42 | 1:44 | 2:07 | 2:07 | | |
| % of Abandoned Calls | 7.67% | 4.10% | 6.86% | 4.19% | | |
| % of Callbacks | 2.58% | 2.74% | 3.50% | 3.93% | | |
| % of all calls | 6.55% | 93.45% | 6.85% | 93.15% | | |

April, 2021 Customer Satisfaction Survey Results

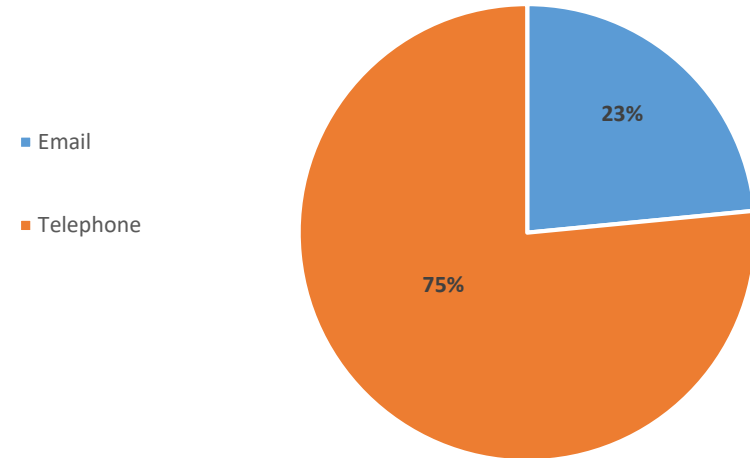
Customer Demographics

162 - respondents



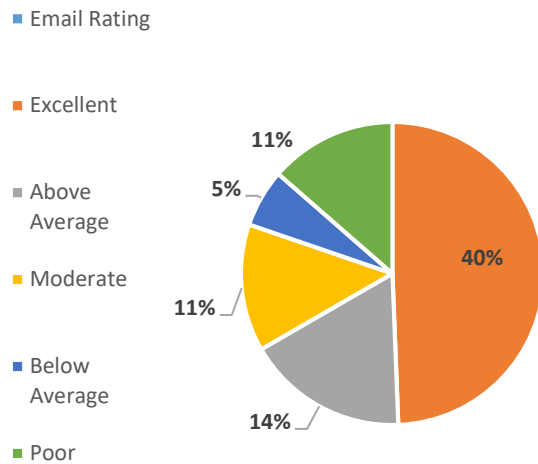
How Do Customers Contact Us?

164 respondents



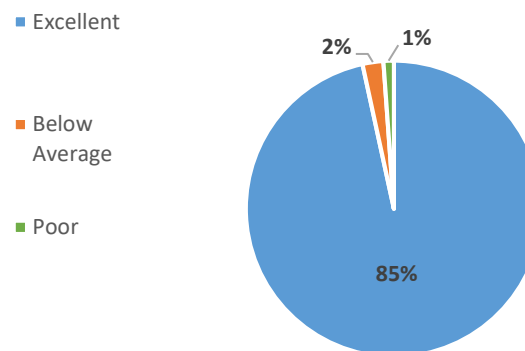
Email Rating

37 respondents



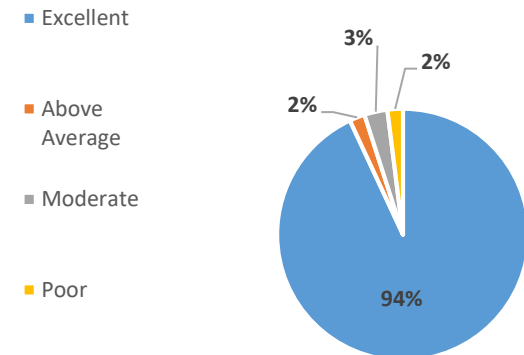
Experience with Customer Service Representatives

20 responses



Telephone Service Rating

123 responses



| Education & Examination Services | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------|--------|--------|--------|------------|
| TALCB Provider and Course Applications | | | | | | | | | | | | | |
| Fiscal Year 2021 | | | | | | | | | | | | | |
| | Sep-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | YTD |
| Applications Received | | | | | | | | | | | | | |
| Initial ACE Provider | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | | | | | 3 |
| Initial ACE Elective Course | 11 | 7 | 11 | 6 | 20 | 14 | 16 | 22 | | | | | 107 |
| Classroom Delivery | 8 | 5 | 7 | 3 | 15 | 11 | 10 | 21 | | | | | 80 |
| Online Delivery | 3 | 2 | 4 | 3 | 5 | 3 | 6 | 1 | | | | | 27 |
| Renewal ACE Elective Course | 3 | 1 | 4 | 3 | 0 | 4 | 10 | 6 | | | | | 31 |
| Classroom Delivery | 1 | 1 | 2 | 0 | 0 | 1 | 2 | 1 | | | | | 8 |
| Online Delivery | 2 | 0 | 2 | 3 | 0 | 3 | 8 | 5 | | | | | 23 |
| Qualifying Course Acceptance | 3 | 1 | 2 | 4 | 1 | 4 | 2 | 2 | | | | | 19 |
| Classroom Delivery | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | | | | | 9 |
| Online Delivery | 2 | 0 | 1 | 3 | 0 | 2 | 1 | 1 | | | | | 10 |
| Total Applications Received | 17 | 9 | 17 | 14 | 22 | 22 | 28 | 31 | | | | | 160 |
| | Sep-20 | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | YTD |
| Applications Approved | | | | | | | | | | | | | |
| Initial ACE Provider | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | | | | | 1 |
| Initial ACE Elective Course | 11 | 6 | 8 | 7 | 16 | 10 | 17 | 25 | | | | | 100 |
| Classroom Delivery | 7 | 5 | 4 | 6 | 9 | 9 | 14 | 20 | | | | | 74 |
| Online Delivery | 4 | 1 | 4 | 1 | 7 | 1 | 3 | 5 | | | | | 26 |
| Renewal ACE Elective Course | 1 | 3 | 2 | 2 | 9 | 6 | 8 | 13 | | | | | 44 |
| Classroom Delivery | 0 | 1 | 1 | 2 | 5 | 1 | 1 | 2 | | | | | 13 |
| Online Delivery | 1 | 2 | 1 | 0 | 4 | 5 | 7 | 11 | | | | | 31 |
| Qualifying Course Acceptance | 0 | 5 | 2 | 6 | 4 | 5 | 0 | 2 | | | | | 24 |
| Classroom Delivery | 0 | 2 | 1 | 0 | 3 | 3 | 0 | 1 | | | | | 10 |
| Online Delivery | 0 | 3 | 1 | 6 | 1 | 2 | 0 | 1 | | | | | 14 |
| Total Applications Approved | 12 | 14 | 12 | 15 | 29 | 22 | 25 | 40 | | | | | 169 |

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
April 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 |
| 2020 | Sep19 | 2,371 | 2,411 | 430 | 5,212 | -443 | 1,040 | 361 | 6,252 | -82 |
| | Oct19 | 2,384 | 2,414 | 432 | 5,230 | 18 | 1,055 | 15 | 6,285 | 33 |
| | Nov19 | 2,388 | 2,416 | 435 | 5,239 | 9 | 1,049 | -6 | 6,288 | 3 |
| | Dec19 | 2,390 | 2,418 | 437 | 5,245 | 6 | 1,046 | -3 | 6,291 | 3 |
| | Jan20 | 2,384 | 2,409 | 435 | 5,228 | -17 | 1,044 | -2 | 6,272 | -19 |
| | Feb20 | 2,380 | 2,409 | 433 | 5,222 | -6 | 1,046 | 2 | 6,268 | -4 |
| | Mar20 | 2,381 | 2,409 | 430 | 5,220 | -2 | 1,059 | 13 | 6,279 | 11 |
| | Apr20 | 2,391 | 2,420 | 434 | 5,245 | 25 | 1,085 | 26 | 6,330 | 51 |
| | May20 | 2,398 | 2,430 | 438 | 5,266 | 21 | 1,099 | 14 | 6,365 | 35 |
| | Jun20 | 2,408 | 2,440 | 444 | 5,292 | 26 | 1,113 | 14 | 6,405 | 40 |
| | Jul20 | 2,417 | 2,453 | 444 | 5,314 | 22 | 1,127 | 14 | 6,441 | 36 |
| 2021 | Aug20 | 2,371 | 2,426 | 421 | 5,218 | -96 | 1,081 | -46 | 6,299 | -142 |
| 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 |
| | | | | | | | | | | |
| Apr 2021 Inactive | | | | | | | | | | |
| Appraisers | | GENERAL 50 | RESIDENTIAL 53 | LICENSE 19 | TOTAL 122 | | TRAINEE 75 | | TOTAL 197 | |
| Out-of-State Temporary Registrations: | | | | | | | | | 100 | |
| Total All License Holders: | | | | | | | | | 6,693 | |

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
April 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 | Sep 19 | 2 | 2 | 3 |
| | Oct 19 | 1 | 0 | 5 |
| | Nov 19 | 5 | 3 | 2 |
| | Dec 19 | 2 | 4 | 2 |
| | Jan 20 | 0 | 1 | 1 |
| | Feb 20 | 1 | 1 | 8 |
| | Mar 20 | 0 | 0 | 1 |
| | Apr 20 | 0 | 0 | 9 |
| | May 20 | 0 | 0 | 26 |
| | Jun 20 | 2 | 1 | 17 |
| | Jul 20 | 0 | 1 | 30 |
| | Aug 20 | 1 | 1 | 3 |
| 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 |
| | | | | |
| Registrations issued from March 2012 to April 2021 | | | 290 | |
| Registrations Expired > 6 months as of April 2021 | | | -80 | |
| Registrations Expired < 6 months as of April 2021 | | | -1 | |
| Registrations Surrendered | | | -30 | |
| Registrations Revoked | | | -3 | |
| Registrations Re-Issued > 6 months after expiration date | | | -6 | |
| | | | | |
| TOTAL AMC REGISTRATIONS | | | 170 | |

Licensing Division - TALCB

Applications Received and Renewal Activity

Fiscal Year 2021 - Year-to-Date Comparison

April

| <i>Original Applications Received</i> | Sep 2019 - April 2020 | Sep 2020 - April 2021 | Variance | Percent |
|--|------------------------------|------------------------------|-----------------|----------------|
| Certified General Applications | 96 | 106 | 10 | 10.42% |
| Certified Residential Applications | 105 | 139 | 34 | 32.38% |
| Licensed Residential Applications | 69 | 107 | 38 | 55.07% |
| Appraiser Trainee Applications | 288 | 559 | 271 | 94.10% |
| Non-Residential Temporary Applications | 139 | 134 | -5 | -3.60% |
| <i>Total Original Applications</i> | 697 | 1045 | 348 | 49.93% |

| <i>Renewal Activity</i> | % Renewed FY20 | | % Renewed FY21 | | Variance | Percent |
|--------------------------------|-----------------------|--------|-----------------------|--------|-----------------|----------------|
| Certified General Renewals | 565 | 88.05% | 746 | 86.81% | 181 | 32.04% |
| Certified Residential Renewals | 661 | 92.40% | 748 | 91.97% | 87 | 13.16% |
| Licensed Residential Renewals | 84 | 67.24% | 141 | 86.92% | 57 | 67.86% |
| Appraiser Trainee Renewals | 130 | 44.22% | 152 | 50.87% | 22 | 16.92% |

Licensing Division

Average Number of Calendar Days to Issue a License

April 2021

Real Estate Appraiser Applications

| | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 | Apr 21 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Certified General Appraiser | 9.70 | 5.87 | 6.59 | 10.78 | 15.35 | 9.26 | 7.97 | 12.88 | 5.84 | 3.51 | 6.00 | 5.28 | 6.92 |
| <i>Number of Applications Received</i> | <i>10</i> | <i>10</i> | <i>13</i> | <i>6</i> | <i>11</i> | <i>10</i> | <i>11</i> | <i>10</i> | <i>9</i> | <i>16</i> | <i>18</i> | <i>16</i> | <i>18</i> |
| Certified Residential Appraiser | 4.54 | 8.51 | 14.49 | 10.53 | 16.12 | 20.20 | 13.72 | 11.17 | 6.54 | 6.20 | 8.29 | 10.36 | 13.16 |
| <i>Number of Applications Received</i> | <i>13</i> | <i>10</i> | <i>16</i> | <i>18</i> | <i>21</i> | <i>12</i> | <i>14</i> | <i>15</i> | <i>21</i> | <i>15</i> | <i>16</i> | <i>24</i> | <i>25</i> |
| Licensed Residential Appraiser | 5.44 | 9.60 | 24.02 | 18.32 | 13.10 | 20.01 | 13.87 | 8.26 | 4.91 | 5.03 | 12.22 | 12.54 | 13.10 |
| <i>Number of Applications Received</i> | <i>13</i> | <i>13</i> | <i>11</i> | <i>10</i> | <i>12</i> | <i>11</i> | <i>14</i> | <i>13</i> | <i>10</i> | <i>16</i> | <i>16</i> | <i>16</i> | <i>14</i> |
| Appraiser Trainee | 4.27 | 6.79 | 12.96 | 16.00 | 16.97 | 18.49 | 17.04 | 9.33 | 9.87 | 8.24 | 9.18 | 10.47 | 7.70 |
| <i>Number of Applications Received</i> | <i>40</i> | <i>40</i> | <i>51</i> | <i>69</i> | <i>67</i> | <i>66</i> | <i>73</i> | <i>59</i> | <i>58</i> | <i>85</i> | <i>52</i> | <i>81</i> | <i>96</i> |
| Temporary Non-Resident Appraiser | 3.05 | 1.49 | 1.76 | 1.47 | 1.84 | 1.90 | 2.01 | 2.38 | 2.09 | 1.78 | 1.86 | 1.44 | 1.77 |
| <i>Number of Applications Received</i> | <i>8</i> | <i>9</i> | <i>13</i> | <i>11</i> | <i>24</i> | <i>25</i> | <i>13</i> | <i>17</i> | <i>16</i> | <i>16</i> | <i>13</i> | <i>22</i> | <i>12</i> |

Appraisal Management Company Applications

| | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 | Apr 21 |
|------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Appraisal Management Company | n/a | n/a | 2.32 | 1.43 | 1.52 | 1.00 | 5.50 | 3.42 | 0.41 | 1.45 | 6.61 | n/a | n/a |
| | <i>0</i> | <i>0</i> | <i>2</i> | <i>0</i> | <i>1</i> | <i>2</i> | <i>1</i> | <i>1</i> | <i>2</i> | <i>3</i> | <i>0</i> | <i>0</i> | <i>0</i> |

Information & Technology Division

Electronic Information Outlet Statistics

April 2021

| Website | Current Month | FYTD Total | Prior FYTD Total |
|-----------------------------|----------------------|-------------------|-------------------------|
| Total Pages Viewed | 74,201 | 538,009 | 421,081 |
| Total Monthly Unique Visits | 21,299 | 163,863 | 135,684 |

| Online Transactions | Total | Online | Online Percent | FYTD Online Percent | Prior FYTD Percent |
|---------------------------------|--------------|---------------|-----------------------|----------------------------|---------------------------|
| Applications | 86 | 58 | 67.4% | 69.4% | 65.2% |
| AMC | 0 | 0 | N/A | 0.0% | 50.0% |
| Certified General Appraiser | 16 | 4 | 25.0% | 31.0% | 21.2% |
| Certified Residential Appraiser | 15 | 7 | 46.7% | 53.3% | 54.0% |
| State Licensed Appraiser | 9 | 6 | 66.7% | 69.0% | 70.0% |
| Appraiser Trainee | 46 | 41 | 89.1% | 84.8% | 85.7% |
| Renewals | 266 | 256 | 96.2% | 97.5% | 92.9% |
| AMC | 3 | 2 | 66.7% | 95.2% | 92.3% |
| Certified General Appraiser | 115 | 110 | 95.7% | 97.0% | 90.8% |
| Certified Residential Appraiser | 121 | 118 | 97.5% | 99.0% | 96.0% |
| State Licensed Appraiser | 12 | 12 | 100.0% | 93.7% | 88.2% |
| Appraiser Trainee | 15 | 14 | 93.3% | 96.2% | 93.7% |
| AMC Panel Transactions | 1077 | 1077 | 100.0% | 100.0% | 100.0% |
| Additions | 935 | 935 | 100.0% | 100.0% | 100.0% |
| Removals | 142 | 142 | 100.0% | 100.0% | 100.0% |

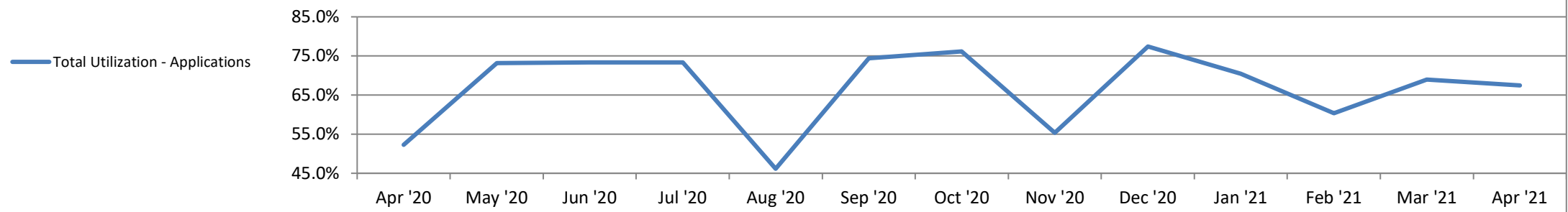
Information & Technology Division

Electronic Information Outlet Statistics

April 2021

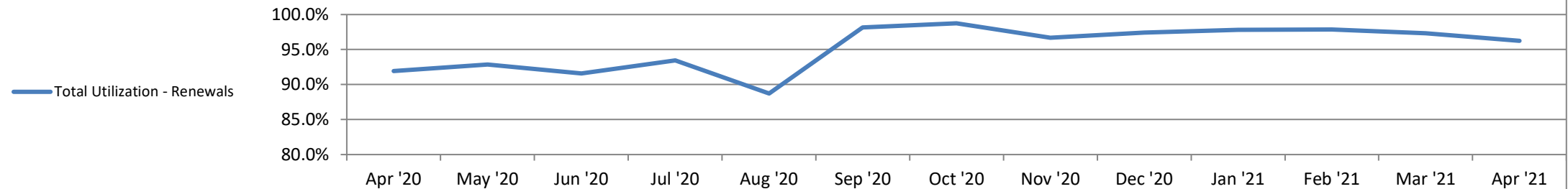
| Applications | Apr '20 | May '20 | Jun '20 | Jul '20 | Aug '20 | Sep '20 | Oct '20 | Nov '20 | Dec '20 | Jan '21 | Feb '21 | Mar '21 | Apr '21 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| AMC | 0.0% | N/A | 100.0% | 100.0% | N/A | N/A | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | N/A | N/A |
| Certified General Appraiser | 0.0% | 30.0% | 20.0% | 33.3% | 20.0% | 57.1% | 57.1% | 20.0% | 33.3% | 25.0% | 11.1% | 42.9% | 25.0% |
| Certified Residential Appraiser | 55.6% | 44.4% | 75.0% | 63.6% | 18.2% | 55.6% | 64.3% | 40.0% | 78.6% | 50.0% | 33.3% | 50.0% | 46.7% |
| State Licensed Appraiser | N/A | 100.0% | N/A | 0.0% | 66.7% | 40.0% | 100.0% | 42.9% | 75.0% | 83.3% | 100.0% | 80.0% | 66.7% |
| Appraiser Trainee | 81.8% | 91.4% | 85.0% | 88.5% | 75.0% | 85.7% | 85.0% | 81.5% | 82.5% | 90.5% | 86.2% | 77.1% | 89.1% |
| Total Utilization - Applications | 52.3% | 73.2% | 73.3% | 73.3% | 46.2% | 74.4% | 76.1% | 55.4% | 77.4% | 70.4% | 60.4% | 68.9% | 67.4% |

Utilization Online Application Services



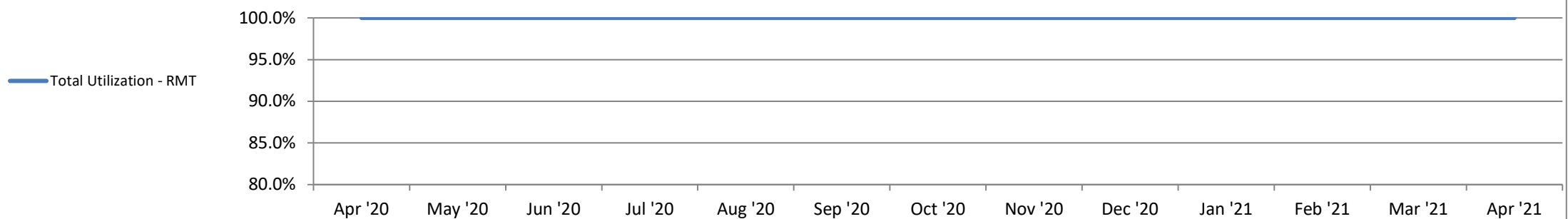
| Renewals | Apr '20 | May '20 | Jun '20 | Jul '20 | Aug '20 | Sep '20 | Oct '20 | Nov '20 | Dec '20 | Jan '21 | Feb '21 | Mar '21 | Apr '21 |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| AMC | 100.0% | 64.3% | 80.4% | 93.1% | 93.8% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 66.7% |
| Certified General Appraiser | 94.3% | 98.4% | 92.1% | 93.2% | 90.5% | 100.0% | 98.9% | 96.2% | 99.0% | 97.5% | 94.9% | 95.0% | 95.7% |
| Certified Residential Appraiser | 91.5% | 93.5% | 99.2% | 96.9% | 96.9% | 100.0% | 100.0% | 100.0% | 96.8% | 99.0% | 94.9% | 100.0% | 97.5% |
| State Licensed Appraiser | 90.9% | 93.8% | 94.1% | 85.7% | 100.0% | 90.5% | 93.3% | 93.1% | 92.0% | 91.3% | 100.0% | 94.4% | 100.0% |
| Appraiser Trainee | 87.0% | 91.7% | 75.0% | 88.9% | 94.3% | 91.3% | 96.7% | 89.7% | 100.0% | 100.0% | 100.0% | 100.0% | 93.3% |
| Total Utilization - Renewals | 91.9% | 92.9% | 91.6% | 93.4% | 88.7% | 98.2% | 98.8% | 96.7% | 97.4% | 97.8% | 97.9% | 97.3% | 96.2% |

Utilization Online Renewal Services



| RMT | Apr '20 | May '20 | Jun '20 | Jul '20 | Aug '20 | Sep '20 | Oct '20 | Nov '20 | Dec '20 | Jan '21 | Feb '21 | Mar '21 | Apr '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 - RMT | 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

April 2021 - Fiscal Year 2021

| Expenditure Category | Amended Beginning Balance FY2021 | Expenditures | Remaining Balance | Budget % Remaining | 4/12 =33.33% Comments |
|--|--|--------------------|---|---|---|
| Actual Beginning Balance | \$2,259,588 | | \$2,028,054 | 89.8% | includes Trust cash balances as of 8/31/2020, reduced by expenditures for FY20 paid after 8/31/20 and payroll liability as of 8/31/2020; remaining balance represents Trust balance as of 4/30/21 |
| Operating Reserves | (\$738,002) | | (\$738,002) | 100.0% | |
| Available balance within Texas Treasury Safekeeping Trust | \$1,521,586 | | \$1,290,052 | 84.8% | remaining available budget to consider to balance FY2021 budget |
| Salaries & Wages | \$1,274,551 | \$768,670 | \$505,881 | 39.7% | |
| Other Personnel Costs | 451,753 | 283,824 | \$167,930 | 37.2% | |
| Professional Services | 127,336 | 16,465 | \$110,871 | 87.1% | Peer Investigative committee members, SOAH, Office 365 licenses & hosting services |
| Consumables | 2,000 | 343 | \$1,657 | 82.9% | black and tri-color ink cartridges, weekly & monthly planners |
| Utilities | 1,736 | 27 | \$1,709 | 98.4% | |
| Travel | 43,011 | 0 | \$43,011 | 100.0% | |
| Rent - Building - Other | 22,133 | 26,683 | (\$4,550) | -20.6% | Office rent paid for the year |
| Rent - Equipment | 22,203 | 1,636 | \$20,568 | 92.6% | Canon Copier Lease cost |
| Other Operating Expense | 163,853 | 43,538 | \$120,315 | 73.4% | includes Trust banking fees, State Office of Risk Mgmt for worker's compensation & risk mgmt, Standard Pro Monthly subscription for Zoom, Court Reporting for Depositions, Online subscription to Co-Star, courier service for daily deposit of checks, electronic handbook for TX Rules of Evidence, Westlaw subscription for Director of TALCB and Staff attorney; document destruction services, Neubus imaging & scanning |
| Subtotal -Operations Expenditures | 2,108,576 | 1,141,185 | 967,391 | 45.9% | |
| DPS Criminal History Background Checks | 250 | 0 | 250 | 100.0% | |
| Statewide Cost Allocation Plan (SWCAP) | 35,000 | 11,877 | 23,123 | 66.1% | Indirect costs charged by the state. Remaining payments due June and August. |
| Contribution to General Revenue | 22,500 | 15,000 | 7,500 | 33.3% | Allocated monthly until August 2021 |
| Subtotal - Nonoperational Expenditures | 57,750 | 26,877 | 30,873 | 53.5% | |
| Total Expenditures and GR Contribution | 2,166,326 | 1,168,062 | 998,264 | 46.1% | |
| Revenue | FY2021 Projected Revenue | Revenue Collected | Revenue Remaining to be Collected | Revenue % Remaining to be Collected | Comments |
| License Fees | \$1,398,423 | \$1,034,558 | \$363,865 | 26.0% | 880 CR renewals, 878 CG Renewals, 177 TR renewals, 167 SL Renewals |
| AMCs | 168,219 | 171,635 | (\$3,416) | -2.0% | 11 new AMC; 20 renewals; added 6,170 panelists and 3,965 panelists renewed as of report date. |
| ACE Program Revenue | 0 | 9,200 | (\$9,200) | 0.0% | not enough historical data to budget for this particular revenue collection |
| Examination fees | 2,584 | 2,680 | (\$96) | -3.7% | Pearson Vue exam fees |
| Other Miscellaneous Revenue | 29,299 | 26,423 | \$2,876 | 9.8% | Interest earned exceeds projections |
| Total Revenue | \$1,598,525 | \$1,244,496 | \$354,029 | 22.1% | |
| Operating Gains/ Losses | (\$567,801) | \$76,434 | (\$644,235) | 113.5% | |
| Restricted Education Reserve Fund Carryforward | \$41,000 | | | | |
| Revenue Over/(Under) Expenditures & Transfers | \$994,785 | \$76,434 | \$1,581 | | |

Note - For TX Online & Federal Registry, reflect expenditures in the same amount as revenue. Since those are passthroughs; i.e., whatever we collect is only for that purpose, state the revenue. It's only because we don't have the fees identified at the point we enter payables that the expenditure doesn't parallel revenue. So, payables have to be estimated and do not parallel revenue

AMC Revenue Carry forward amount was updated to use AMC revenues collected through December- previous calculation was on Est amount to be collected.

Financial Services Division

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

April 2021

| Purchase Date | Par Value | Purchase Price | Beginning Market Value | Additions Changes | Ending Market Value | Accrued Interest | Description | Maturity Date |
|---------------|------------------------|------------------------|------------------------|----------------------|------------------------|--------------------|---------------------|---------------|
| 06/17/2020 | 314,000.00 | 321,623.19 | 315,717.19 | (662.34) | 315,054.85 | 3,102.26 | U.S. T-Notes, 2.625 | 06/15/2021 |
| 09/15/2020 | 1,180,000.00 | 1,210,741.98 | 1,194,657.82 | (2,489.07) | 1,192,168.75 | 4,144.43 | U.S. T-Notes, 2.725 | 09/15/2021 |
| Totals | \$ 1,494,000.00 | \$ 1,532,365.17 | \$ 1,510,375.01 | \$ (3,151.41) | \$ 1,507,223.60 | \$ 7,246.69 | | |

Monthly Activity

| | | |
|-------------------|---------------|-------------------|
| Beginning Balance | Current Month | Cumulative Totals |
|-------------------|---------------|-------------------|

Beginning Cash Available Balance

\$ 619,621.73

Current Month Receipts

\$ 193,910.20

Current Month Disbursements

\$ (151,927.49)

| | |
|---|-----------------|
| Total Cash | \$ 661,604.44 |
| Investment Ending Market Value | 1,507,223.60 |
| Total Account Balance | 2,168,828.04 |
| Operating Reserves | (738,002.00) |
| Ending Balance Available for Operations | \$ 1,430,826.04 |

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

April 2021

| | | <u>Monthly Activity</u> | |
|------------------------------------|-----------------|-------------------------|--------------------|
| | | Beginning Balance | Current Month |
| | | Cumulative Totals | |
| Beginning Balance | \$ | 37,534.78 | |
| Current Month Receipts | | | |
| | Admin Penalties | \$ | 0.00 |
| | Interest Earned | | 0.30 |
| Current Month Disbursements | | | |
| | | \$ | 0.00 |
| Total Cash | | \$ | <u>37,535.08</u> |
| Reserved for Education Development | | | <u>(37,535.08)</u> |
| Balance | | \$ | <u><u>0.00</u></u> |

Enforcement Division

Current April 30, 2021



61 Days Faster

Compared to FY '20

Complaint Resolution



2 Days Faster

Compared to FY '20

Residential Audit Turnaround



52 Days Faster

Compared to FY '20

Commercial Audit Turnaround

FY21 Incoming Complaints

FY2020

209 Complaints
186 Respondents

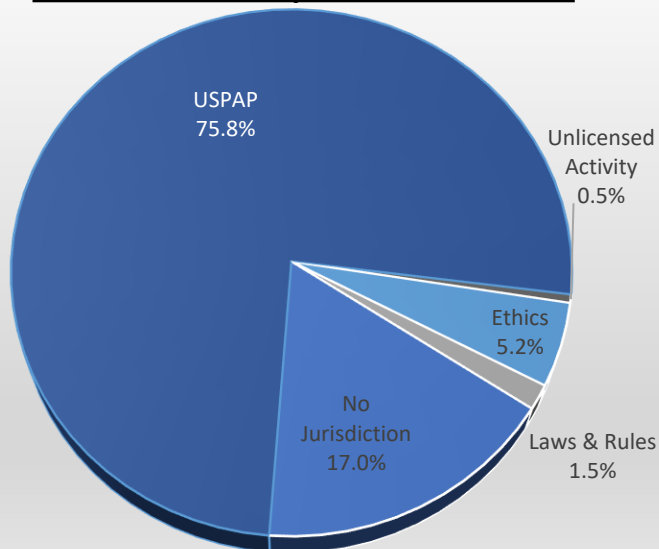
FY2021

194 Complaints
175 Respondents

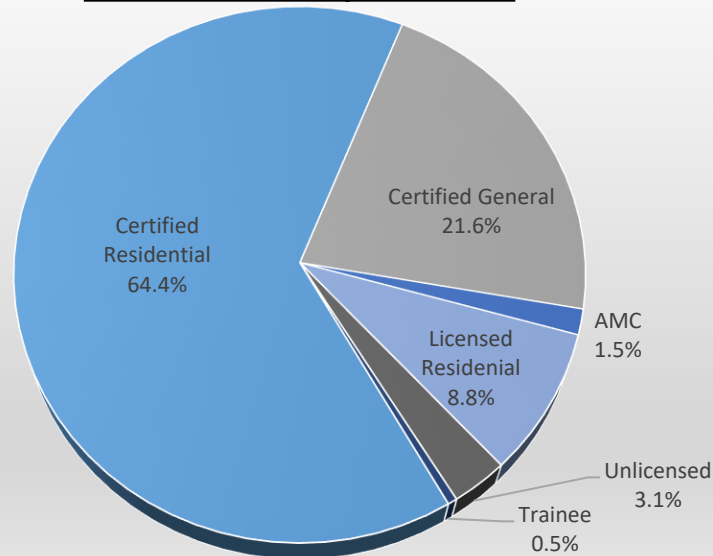
2%

License holders received a complaint in FY21

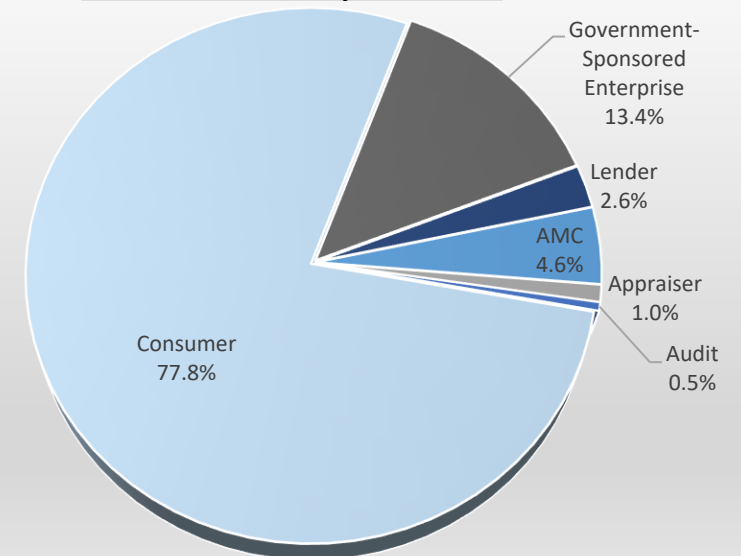
Breakdown by Classification



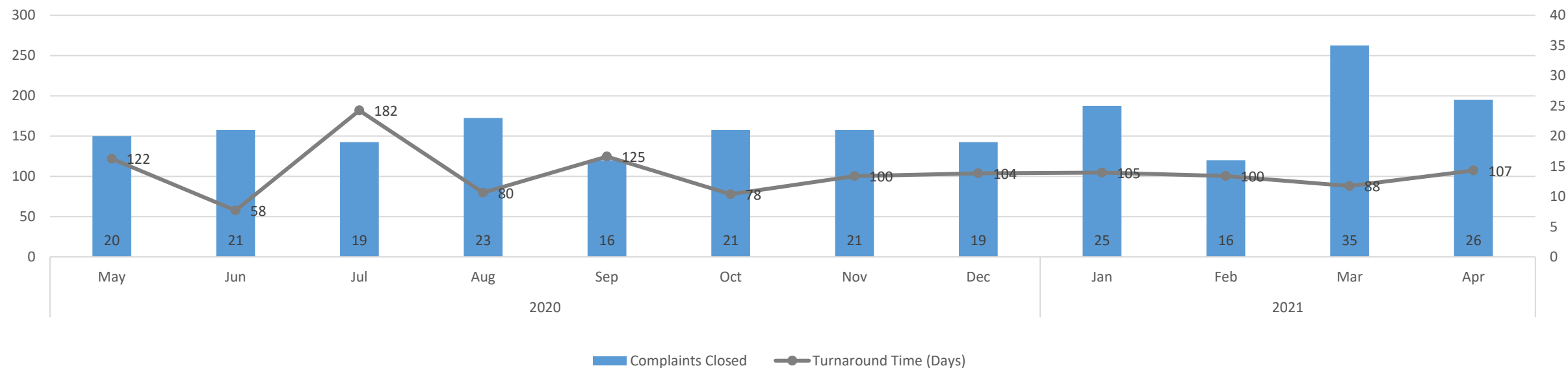
Breakdown by License



Breakdown by Source

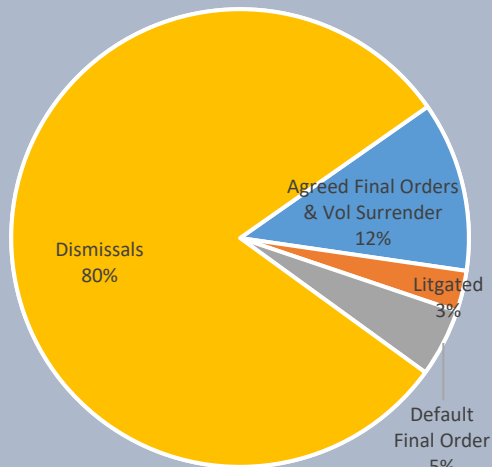


Complaint Resolution

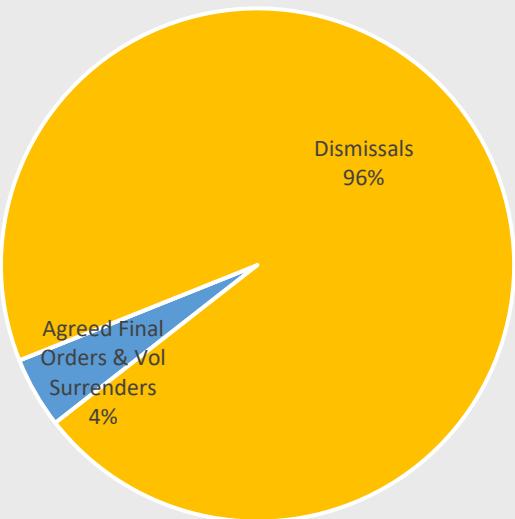


FY20 Complaint Outcome

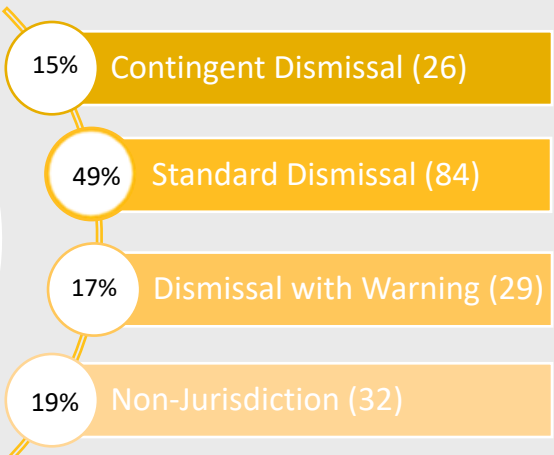
231 Complaints Resolved



FY21 Complaint Outcome



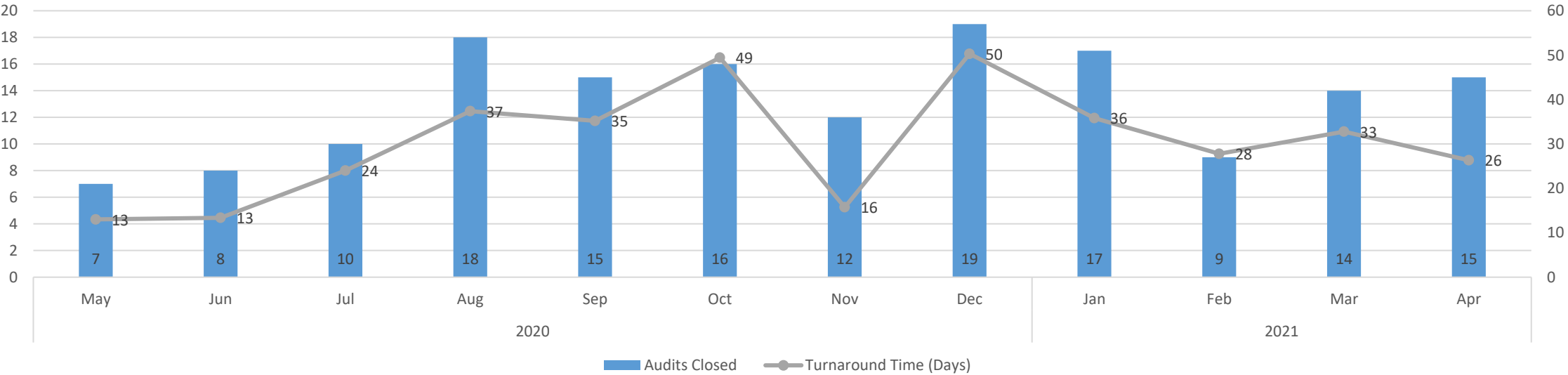
FY21 Dismissal Breakdown



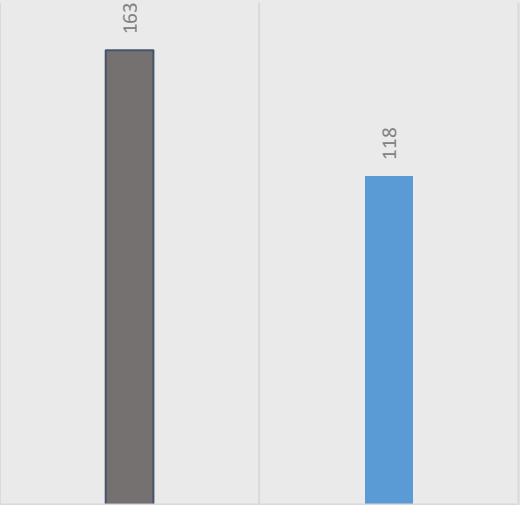
FY2021

| | |
|-----|--------------------------------------|
| 179 | Complaint Resolved |
| 99 | Average turnaround time (days) |
| 0 | Complaints Litigated |
| NA | Success Rate |
| <1% | License holders receiving discipline |

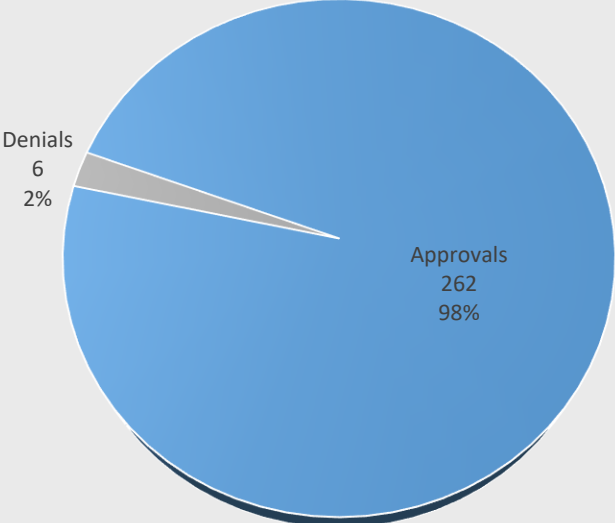
Residential Experience Audits



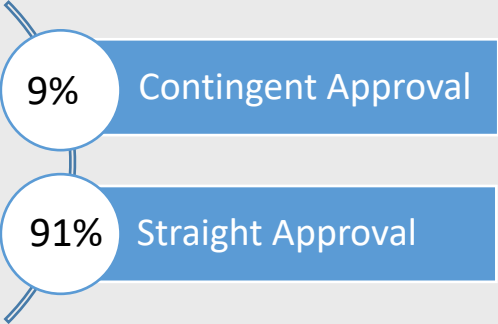
Incoming Residential Audits



FY20 - 21 Residential Audit Outcome



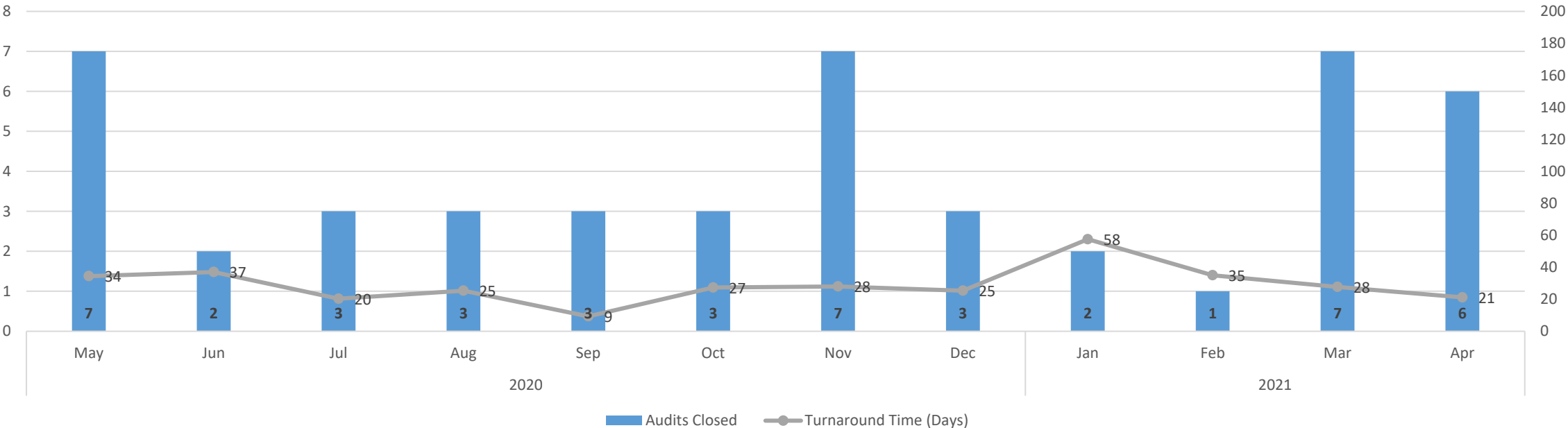
FY20 - 21 Residential Approval Breakdown



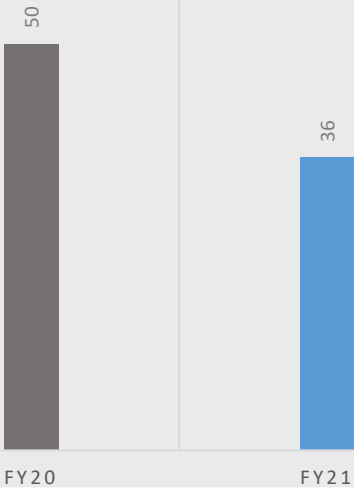
FY21 Residential Processing Data

| | |
|---------|-------------------------|
| 36 Days | Average Turnaround Time |
| 117 | Total Audits Closed |

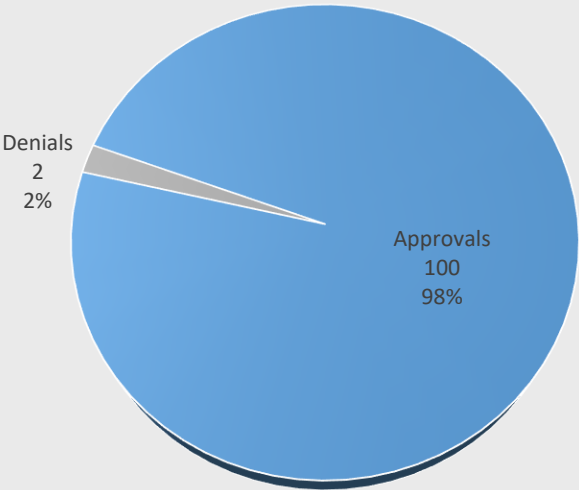
Commercial Experience Audits



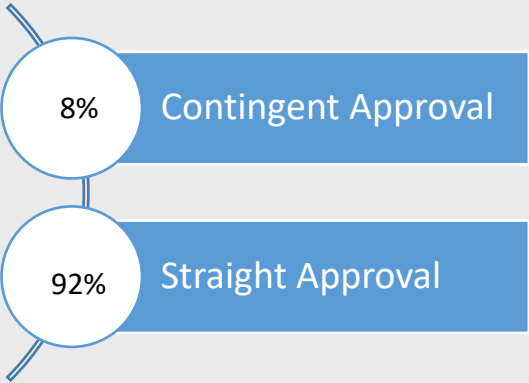
Incoming Commercial Audits



FY20 - 21 Commercial Audit Outcome



FY20 - 21 Commercial Approval Breakdown



FY21 Commercial Processing Data

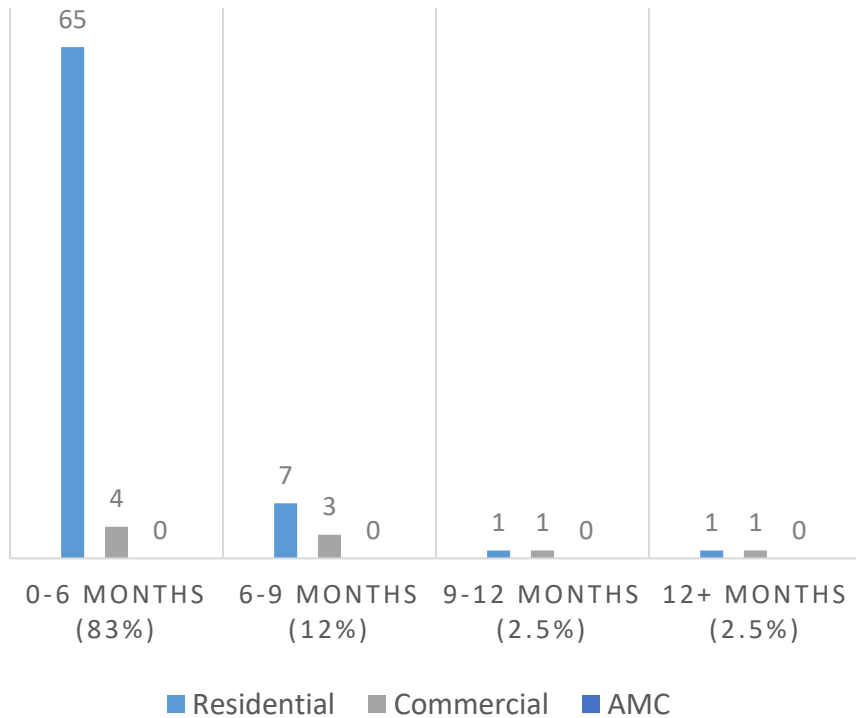
| | |
|---------|-------------------------|
| 27 Days | Average Turnaround Time |
| 32 | Total Audits Closed |

Open Cases Snapshot View



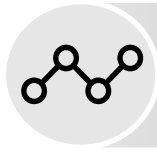
There are currently 83 open complaints.

COMPLAINTS



There is 1 cases over 1 year old

- 1 case is pending abatement
- 1 case is pending litigation



There are currently 40 open experience audits

EXPERIENCE AUDITS

