



Staff Reports for April 2025

Customer Relations Division

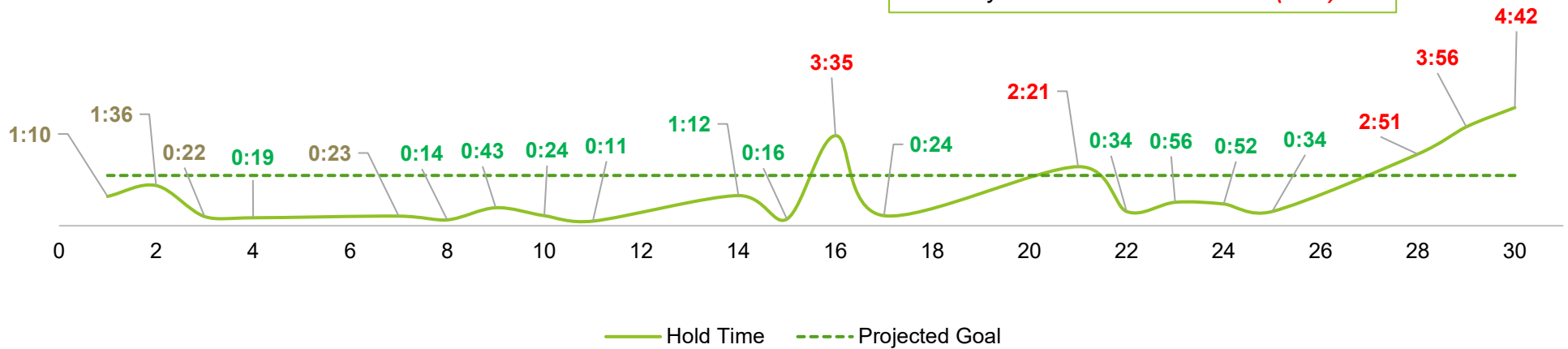
April 2025, Monthly Report



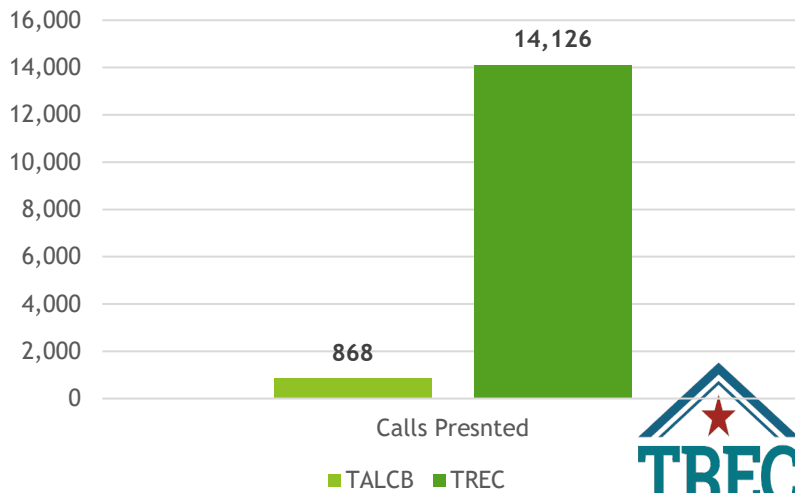
Customer Relations Division

April, 2025 Hold Time per Day

Calls Presented in April: **14,994**
 Average Hold Time: **1 minute, 36 seconds**
 Customer Service Representatives: **15**
21 Working Days in the Month
 • **16** days below 2-minute hold time (**76%**)



TREC & TALCB

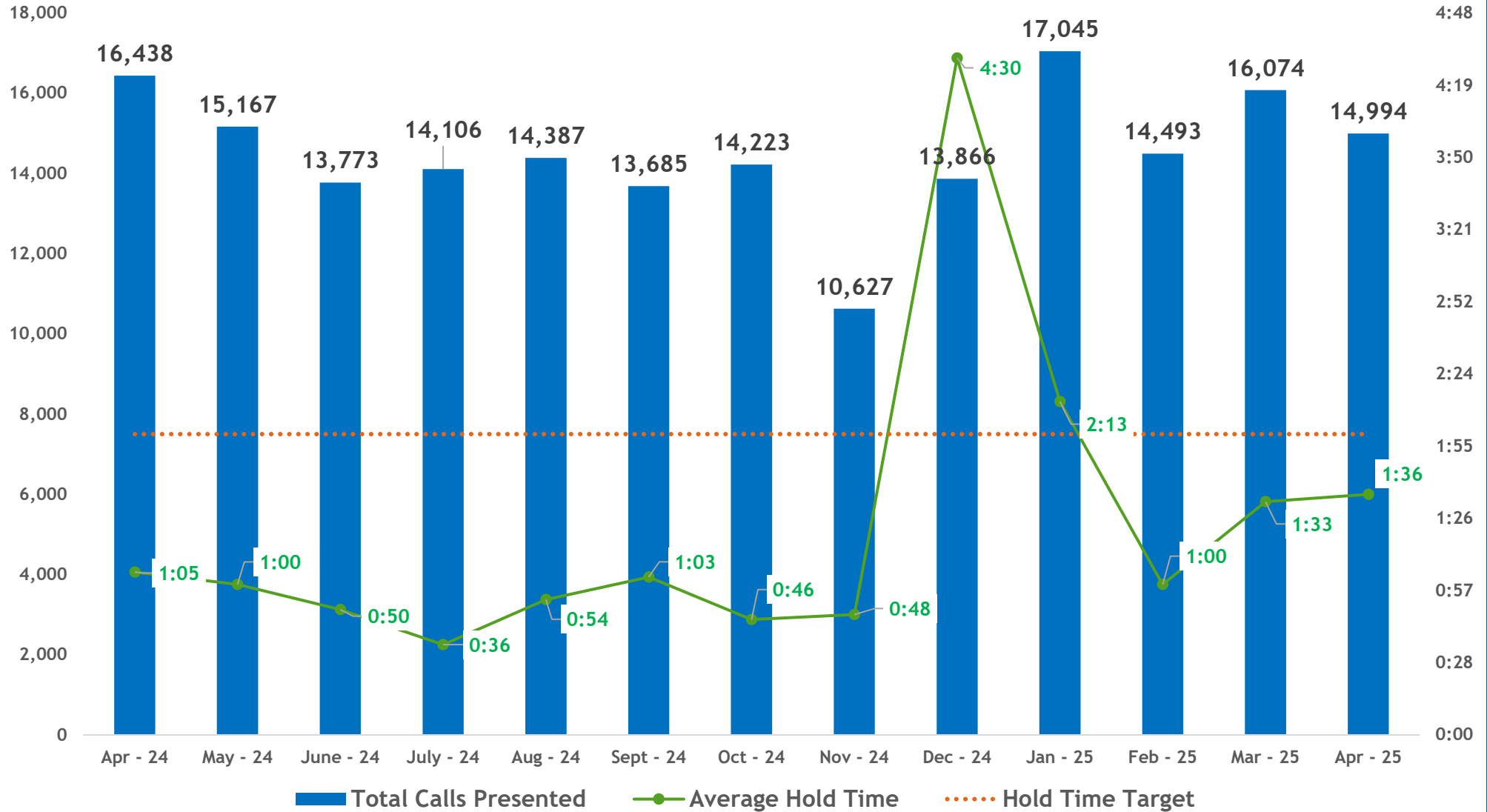


TALCB – 864 Calls (5.79%) **1 minute, 41 seconds**
TREC – 14,126 Calls (94.21%) **1 minute, 35 seconds hold time**



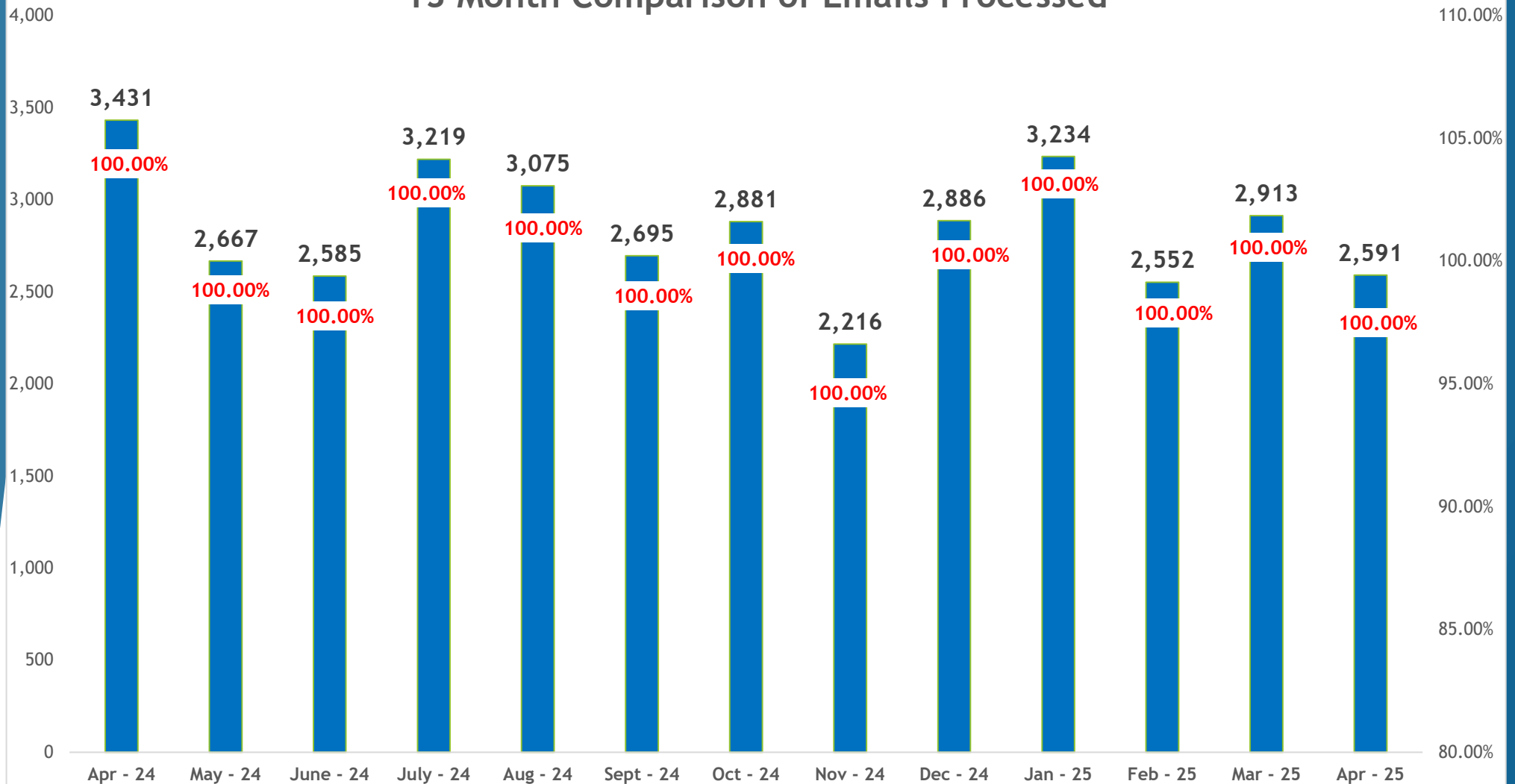
Customer Relations Division

13 Month Comparison of Calls Presented vs. Hold Time



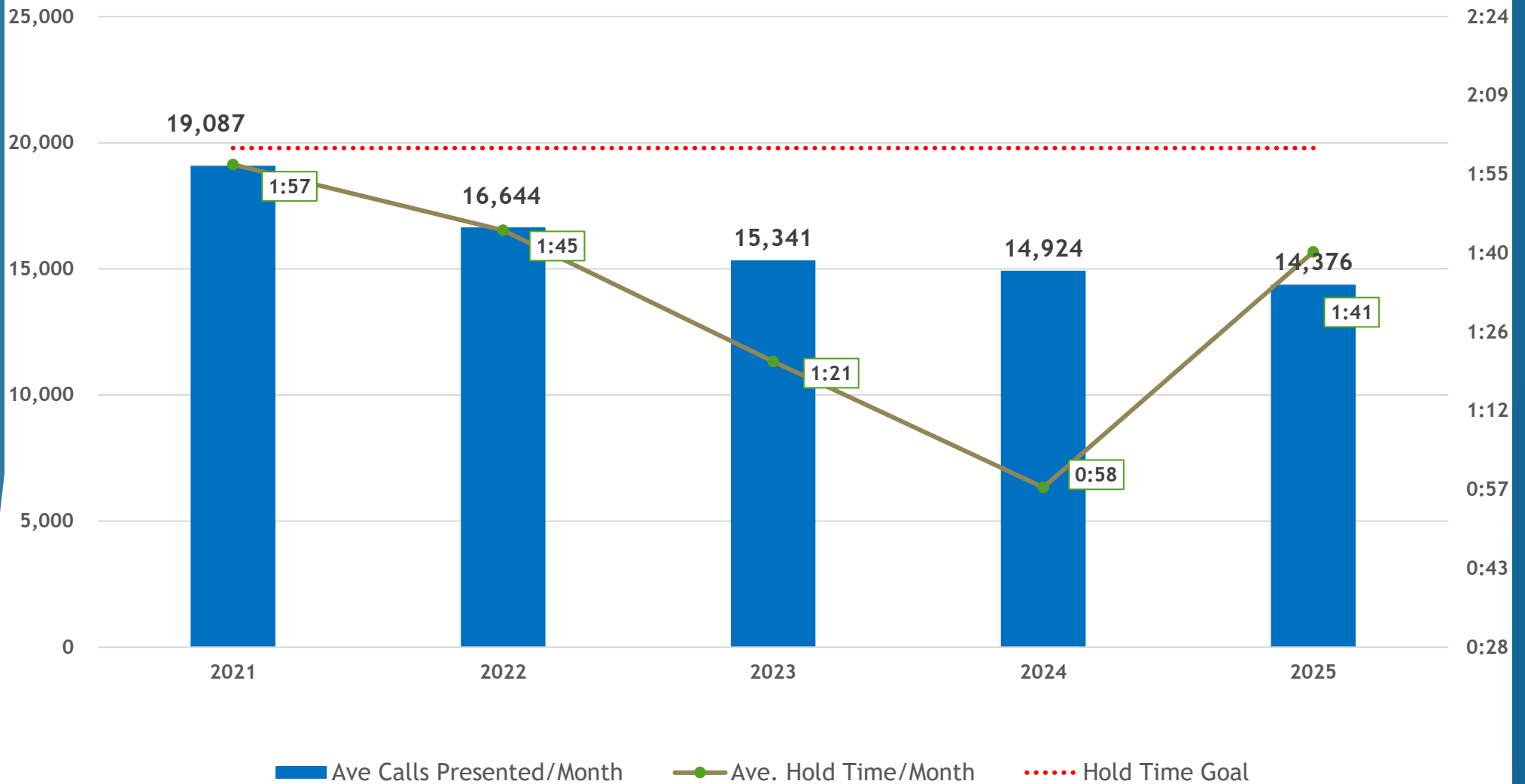
Customer Relations Division

13 Month Comparison of Emails Processed



Customer Relations Division

Fiscal Year Comparison
Ave. Calls Presented/Month vs. Ave. Hold Time/Month



TALCB Education Report

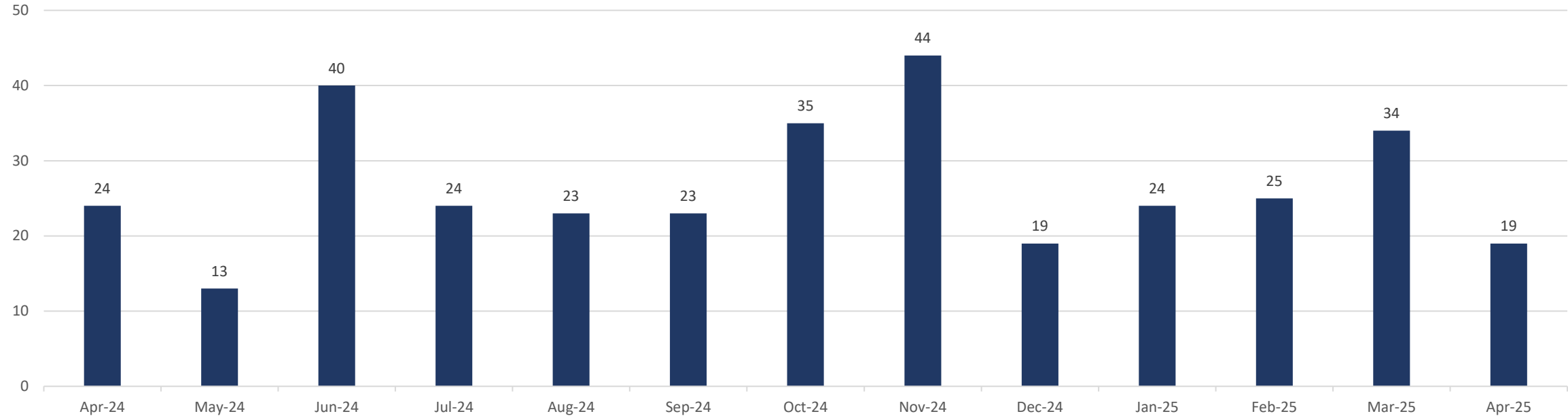
April 2025



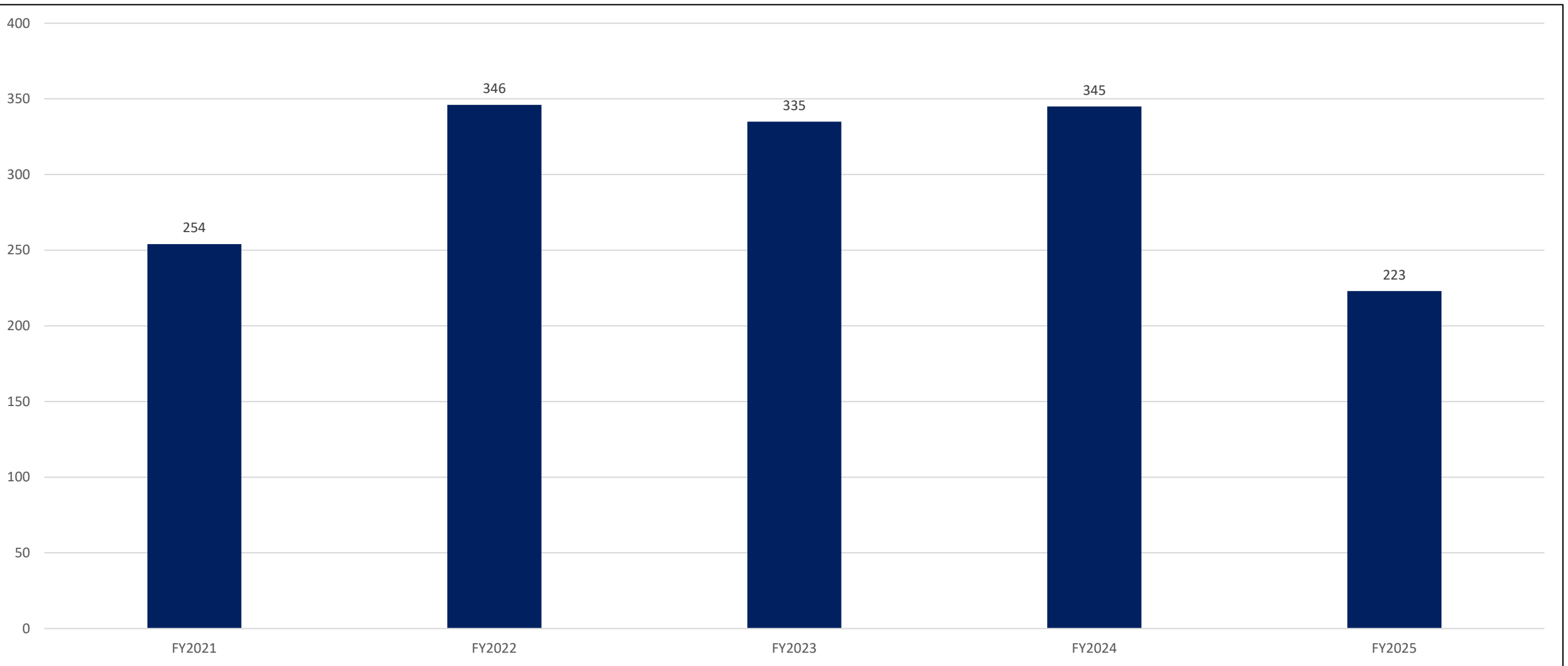
Education & Examination Services													
TALCB Provider and Course Applications													
FY2025													
	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	YTD
Applications Received													
Initial ACE Provider	0	1	0	0	0	0	0	0					1
Renewal ACE Provider	0	1	1	0	0	0	0	0					2
Initial ACE Elective Course	7	27	6	10	13	11	12	6					92
Classroom Delivery	4	23	3	6	11	8	12	4					71
Online Delivery	3	4	3	4	2	3	0	2					21
Renewal ACE Elective Course	2	19	2	6	15	11	12	4					71
Classroom Delivery	0	6	0	3	6	5	5	0					25
Online Delivery	2	13	2	3	9	6	7	4					46
Qualifying Course Acceptance	7	3	0	3	4	3	4	2					26
Classroom Delivery	3	2	0	3	2	2	1	2					15
Online Delivery	4	1	0	0	2	1	3	0					11
Total Applications Received	16	51	9	19	32	25	28	12	0	0	0	0	192
	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	YTD
Applications Approved													
Initial ACE Provider	0	0	1	0	0	0	0	0					1
Renewal ACE Provider	0	0	1	0	0	0	0	0					1
Initial ACE Elective Course	16	13	30	5	12	12	13	10					111
Classroom Delivery	13	10	23	2	6	9	13	9					85
Online Delivery	3	3	7	3	6	3	0	1					26
Renewal ACE Elective Course	0	12	12	10	8	8	17	9					76
Classroom Delivery	0	5	5	3	0	6	5	6					30
Online Delivery	0	7	7	7	8	2	12	3					46
Qualifying Course Acceptance	7	10	0	4	4	5	4	0					34
Classroom Delivery	5	3	0	4	2	3	1	0					18
Online Delivery	2	7	0	0	2	2	3	0					16
Total Applications Approved	23	35	44	19	24	25	34	19	0	0	0	0	223

TALCB Applications Approved 13-Month Comparison

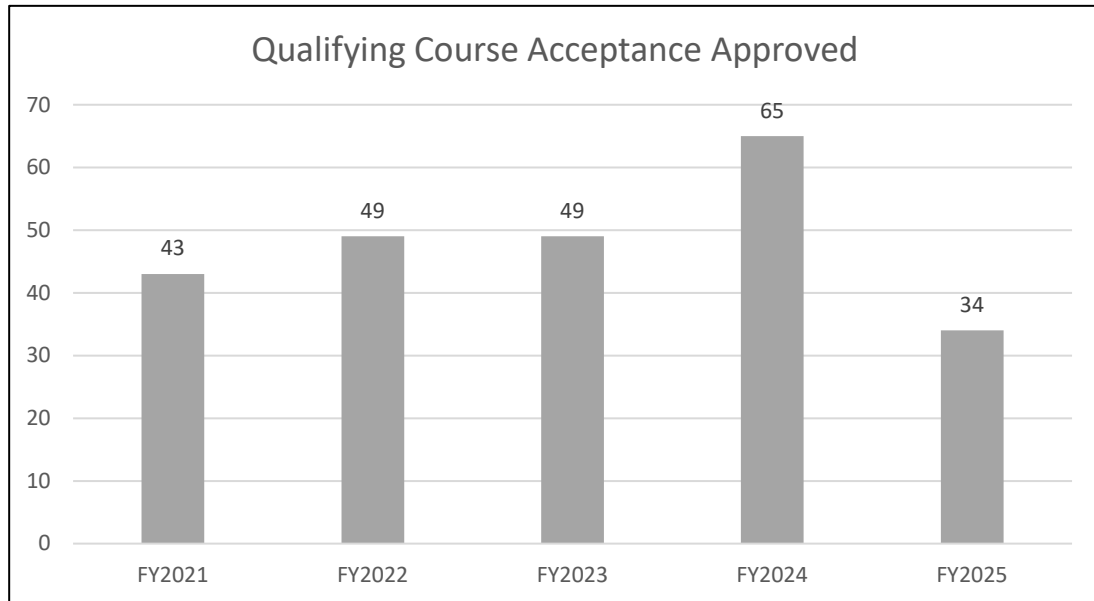
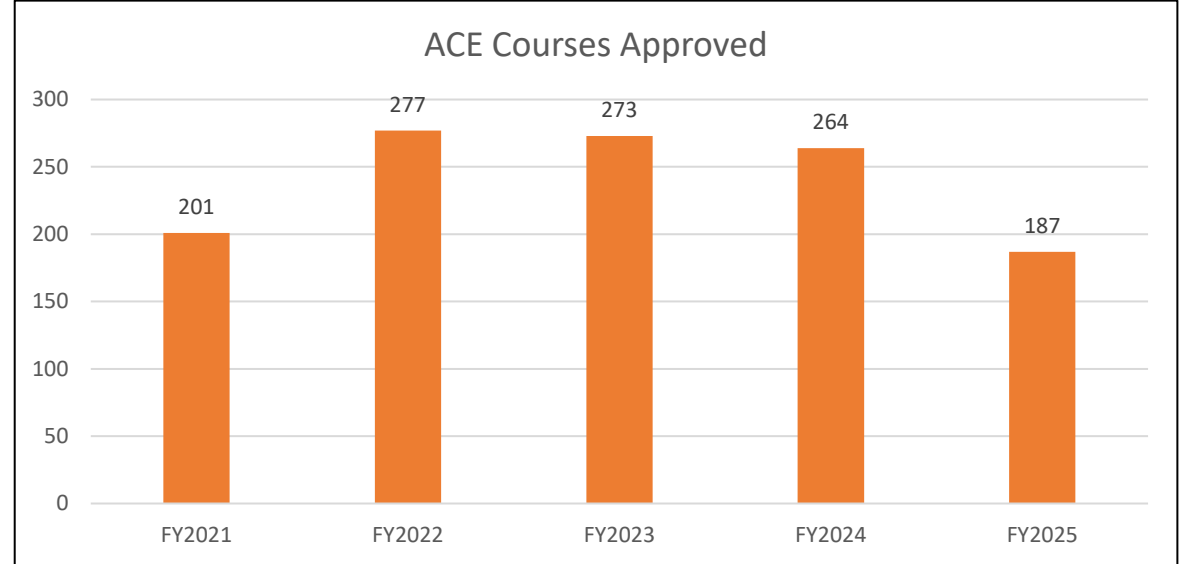
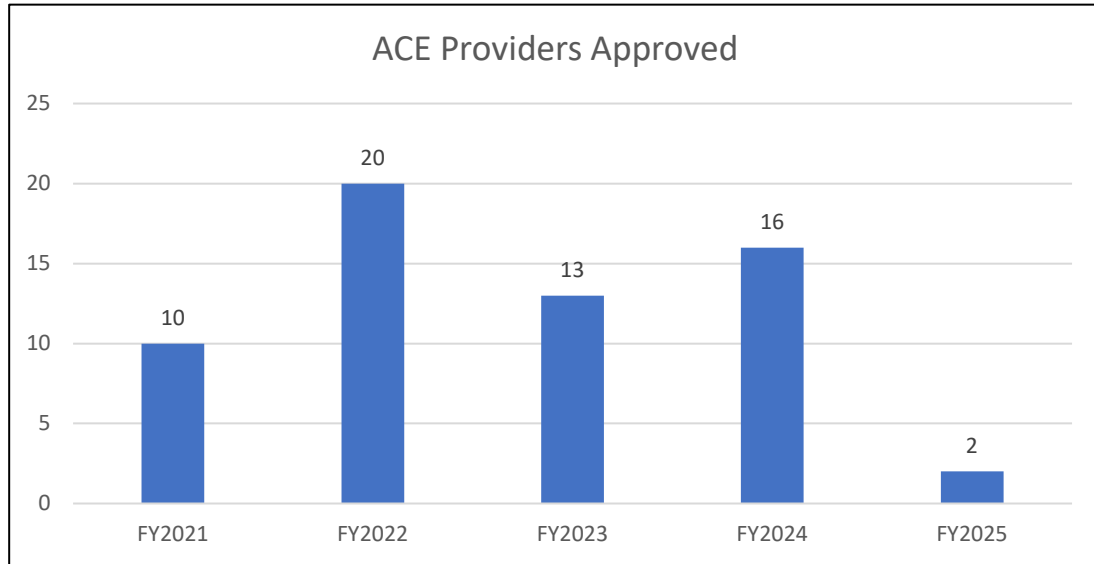
	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Initial ACE Provider	0	0	0	0	0	0	0	1	0	0	0	0	0
Renewal ACE Provider	0	2	0	0	0	0	0	1	0	0	0	0	0
All ACE Provider Applications	0	2	0	0	0	0	0	2	0	0	0	0	0
Qualifying Course Acceptance	1	8	3	2	11	7	10	0	4	4	5	4	0
ACE Courses	12	30	21	21	38	16	25	42	15	20	20	30	19
All Course Applications	13	38	24	23	49	23	35	42	19	24	25	34	19
All Applications Approved	24	13	40	24	23	23	35	44	19	24	25	34	19



Applications Approved Year-Over-Year Comparison



TALCB Total Applications Approved - Fiscal Year



Education & Examinations Division - April 2025
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 2025	25	9	34	74%	9	11	20	45%	54	63%	46	74%
FYTD 2024	43	23	66	65%	10	39	49	20%	115	46%	76	70%
April 2025	4	0	4	100%	0	1	1	0%	5	80%	5	80%
April 2024	3	1	4	75%	1	3	4	25%	8	50%	7	57%

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	Pass Rate	
FYTD 2025	32	18	50	64%	17	27	44	39%	94	52%	62	79%
FYTD 2024	69	44	113	61%	49	42	91	54%	204	58%	135	87%
April 2025	3	3	6	50%	2	3	5	40%	11	45%	8	63%
April 2024	9	2	11	82%	5	4	9	56%	20	70%	19	74%

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 2025	26	19	45	58%	15	30	45	33%	90	46%	61	67%
FYTD 2024	21	31	52	40%	26	49	75	35%	127	37%	67	70%
April 2025	5	2	7	71%	0	3	3	0%	10	50%	10	50%
April 2024	2	3	5	40%	2	4	6	33%	11	36%	9	44%

TALCB Licensing Report

Current as of April 30, 2025

FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
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	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
	Mar 24	2,389	2,788	679	5,856	2	1,080	-46	6,936	-44
	Apr 24	2,391	2,794	677	5,862	6	1,044	-36	6,906	-30
	May 24	2,395	2,802	676	5,873	11	1,008	-36	6,881	-25
	Jun 24	2,400	2,800	667	5,867	-6	987	-21	6,854	-27
	Jul 24	2,404	2,805	650	5,859	-8	953	-34	6,812	-42
	Aug 24	2,411	2,816	641	5,868	9	934	-19	6,802	-10
	2025	Sept 24	2,417	2,810	633	5,860	-8	921	-13	6,781
Oct 24		2,418	2,807	626	5,851	-9	892	-29	6,743	-38
Nov 24		2,420	2,800	614	5,834	-17	874	-18	6,708	-35
Dec 24		2,421	2,791	613	5,825	-9	861	-13	6,686	-22
Jan 25		2,404	2,780	612	5,796	-29	851	-10	6,647	-39
Feb 25		2,391	2,772	590	5,753	-43	832	-19	6,585	-62
Mar 25		2,402	2,778	596	5,776	23	840	8	6,616	31
Apr 25		2,409	2,781	593	5,783	7	819	-21	6,602	-14
April 2025										
Inactive Appraisers		GENERAL 40	RESIDENTIAL 58	LICENSE 20	TOTAL 118		TRAINEE 93		TOTAL 211	
Out-of										

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS

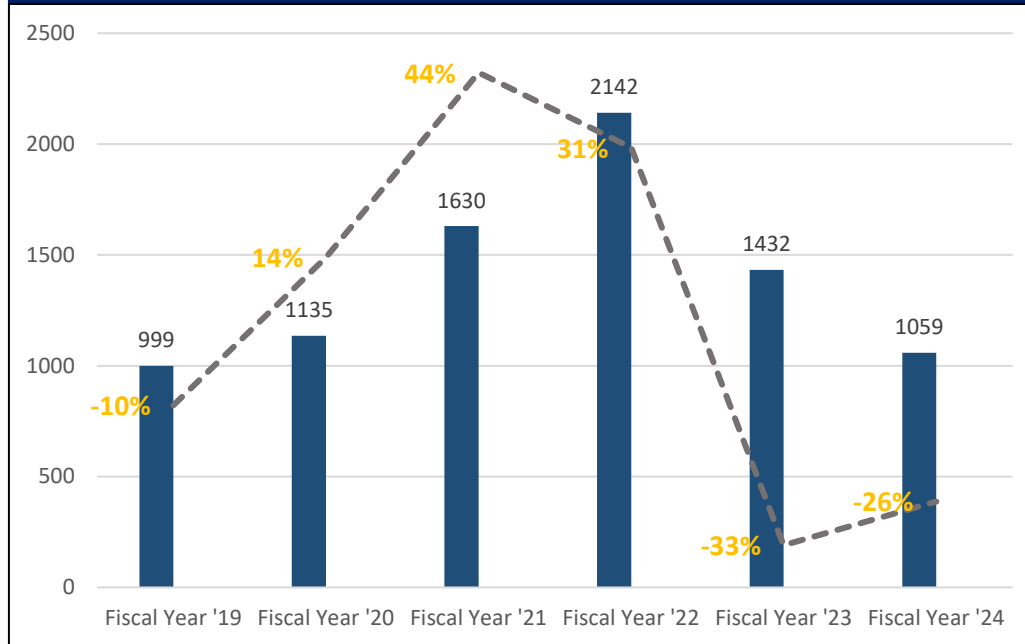
April 2025

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 - 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
	Mar 24	2	0	7
	Apr 24	4	5	14
	May 24	0	2	15
	Jun 24	2	1	24
	Jul 24	2	3	11
	Aug 24	1	1	3
2024 - Total				
		16	17	94
2025	Sept 24	1	1	6
	Oct 24	0	0	6
	Nov 24	1	1	5
	Dec 24	1	1	3
	Jan 25	0	0	5
	Feb 25	0	0	3
	Mar 25	2	1	2
	Apr 25	0	0	3
2025 - Total				
		5	4	33
Registrations issued from March 2012 to April 2025			356	
Registrations Expired > 6 months as of April 2025			-109	
Registrations Expired < 6 months as of April 2025			-1	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-37	
Registrations Re-Issued > 6 months after expiration date			-9	
Federally Regulated AMCs			-3	
TOTAL AMC REGISTRATIONS			164	

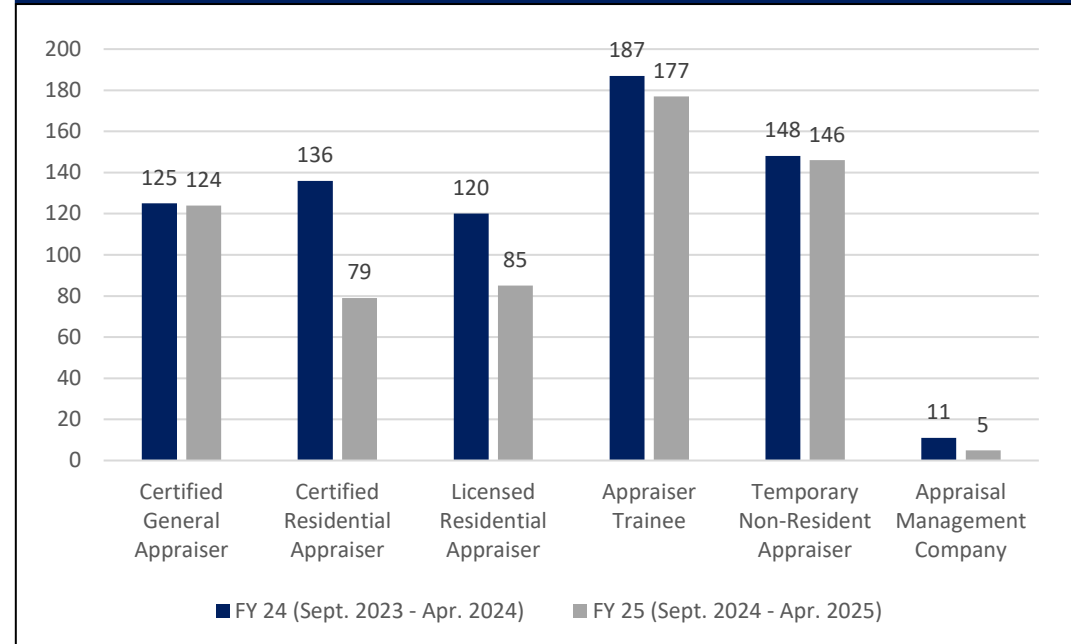
AMC Registrations Year-Over-Year			
	Total AMC Registrations	Variance	% Change
Fiscal Year 17	172		
Fiscal Year 18	168	-4	-2%
Fiscal Year 19	162	-6	-4%
Fiscal Year 20	163	1	1%
Fiscal Year 21	175	12	7%
Fiscal Year 22	174	-1	-1%
Fiscal Year 23	182	8	5%
Fiscal Year 24	166	-16	-9%

Applications Received

Total Applications Received Year-Over-Year Comparison



Applications Received Year-to-Date Comparison



Applications Received Month-Over-Month Comparison

	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25
Certified General Appraiser	23	13	17	17	19	11	12	11	10	22	19	18	23
Certified Residential Appraiser	22	9	13	11	17	10	6	6	6	9	11	10	21
Licensed Residential Appraiser	8	7	17	8	13	9	11	8	7	20	10	12	10
Appraiser Trainee	27	23	27	22	27	21	33	18	16	35	15	24	23
Temporary Non-Resident Appraiser	10	22	14	19	20	15	14	17	19	20	15	20	17
Appraisal Management Company	4	0	2	2	1	1	0	1	1	0	0	2	0

Application Processing Time

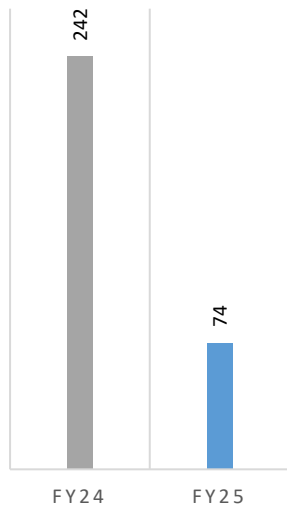
Average Number of Days to Process Applications

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

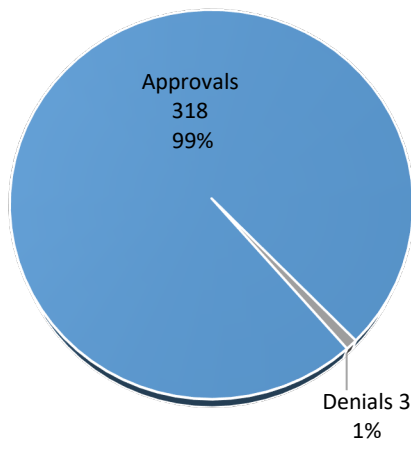
	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	30	30	92	25	31	22	20	29	23	33	26	29	23
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	35	29	33	31	25	22	28	28	NA	42	26	35	17
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	34	36	28	32	24	17	13	30	36	35	20	18	20
Reciprocity (Goal: 14 days)	2	2	2	2	2	1	3	3	4	2	6	2	2
Appraiser Trainee (Goal: 14 days)	4	2	3	3	2	3	2	2	4	5	5	8	5
Temporary Non-Resident Appraiser (Goal: 5 days)	2	2	2	2	2	2	2	2	2	2	3	2	2
Appraisal Management Company (Goal: 14 days)	6	8	2	8	3	1	NA	5	4	NA	NA	1	NA

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY24 – 25 Residential Audit Outcome

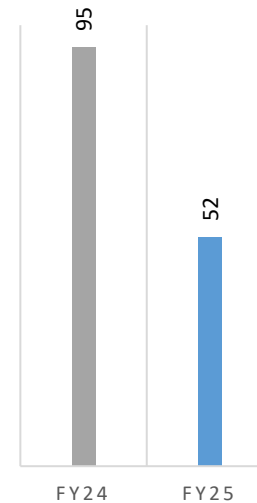


Residential Audit Processing Year-Over-Year

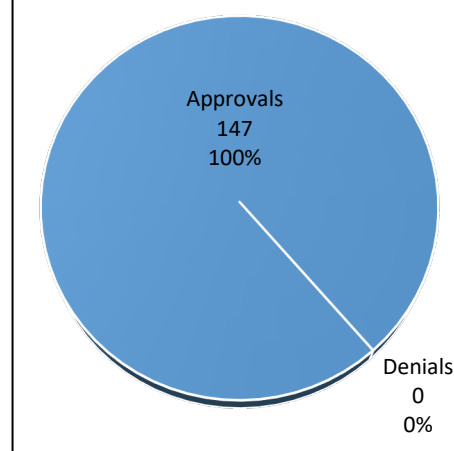
	Closed	Average Processing
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	265	30 Days
Fiscal Year 2025	76	23 Days

Certified General Experience Audit Summary

Commercial audits received



FY24- 25 Commercial Audit Outcome



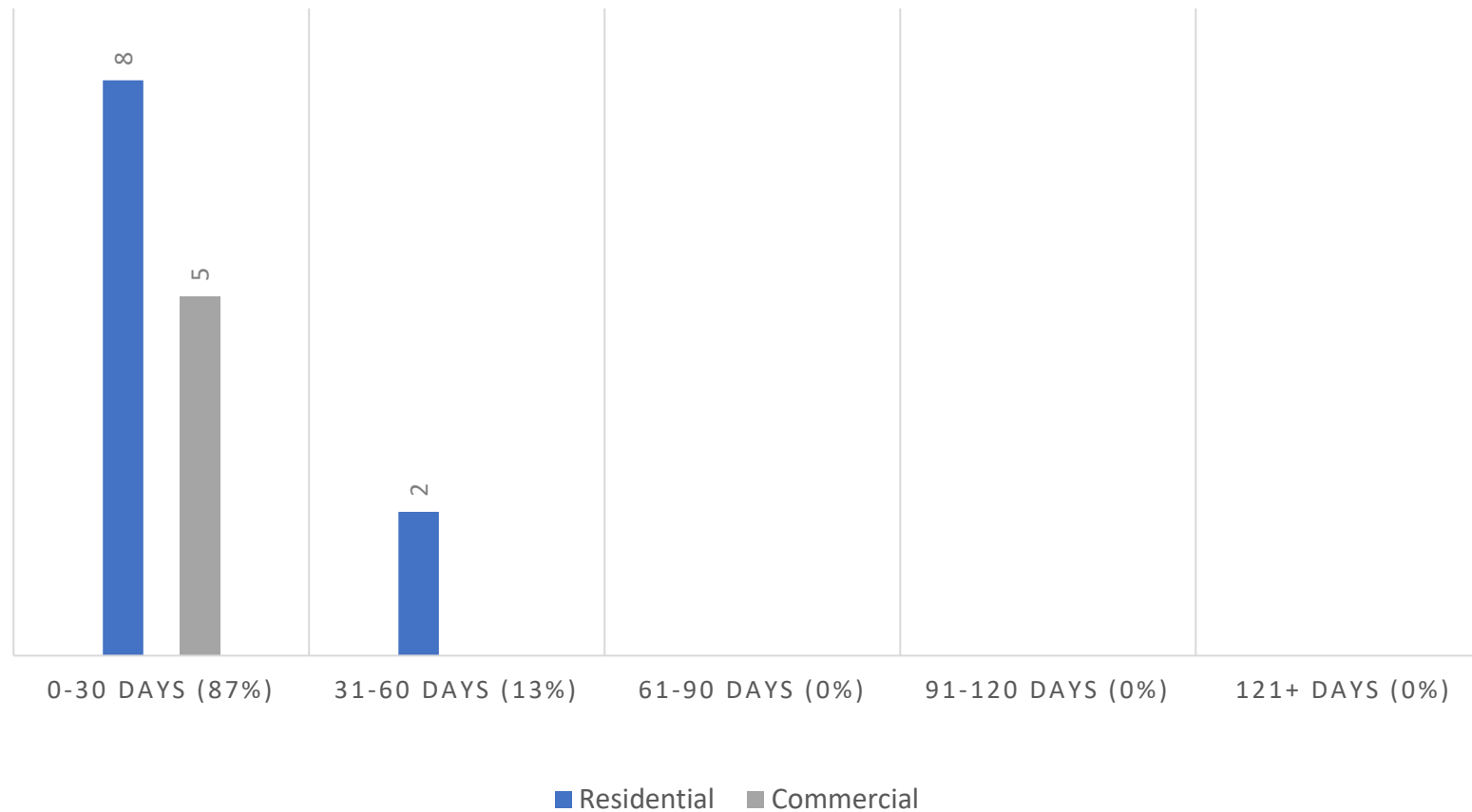
Commercial Audit Processing Year-Over-Year

	Closed	Average Processing
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	100	32 Days
Fiscal Year 2025	56	21 Days

Renewal Activity

Year-to-Date Comparison						
	FY 23 (Sept. 2022 - Apr. 2023)		FY 25 (Sept. 2024 - Apr. 2025)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	744	87.94%	721	85.02%	-23	-3.09%
Certified Residential Renewals	787	91.83%	822	88.77%	35	4.45%
Licensed Residential Renewals	148	79.57%	172	66.15%	24	16.22%
Appraiser Trainee Renewals	187	61.51%	185	53.94%	-2	-1.07%

Open Experience Audit Snapshot



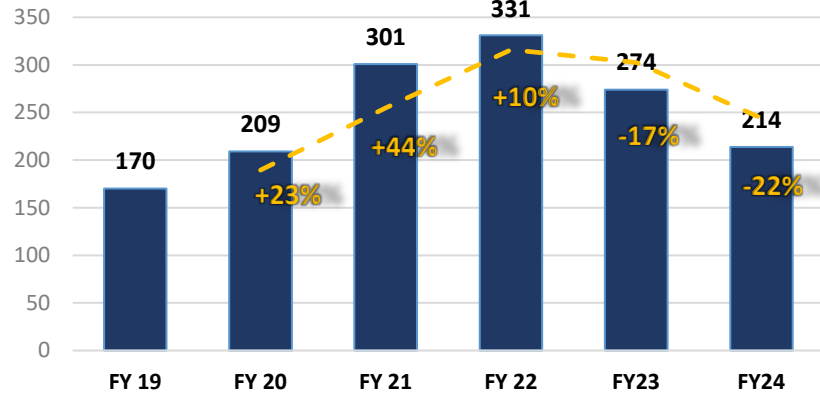
TALCB Enforcement Report

Current as of April 30, 2025

Complaints Received

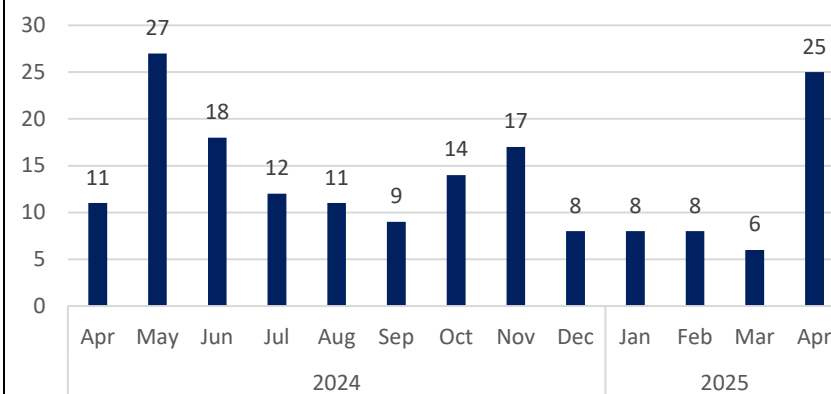
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

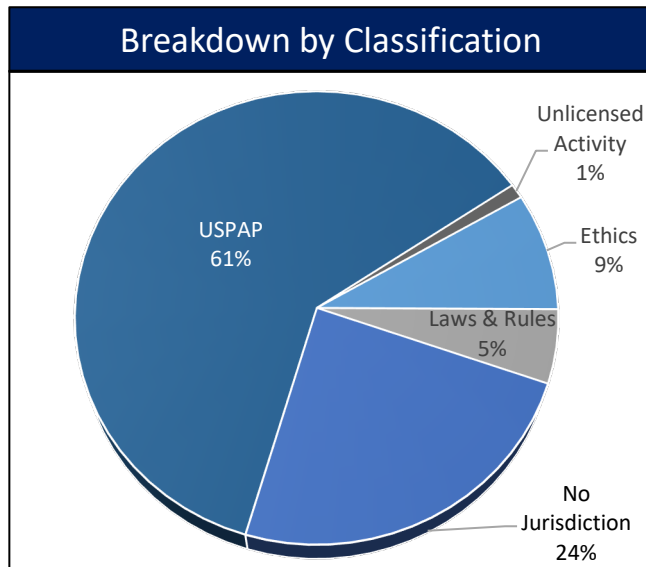


Fiscal Year 2025 Summary

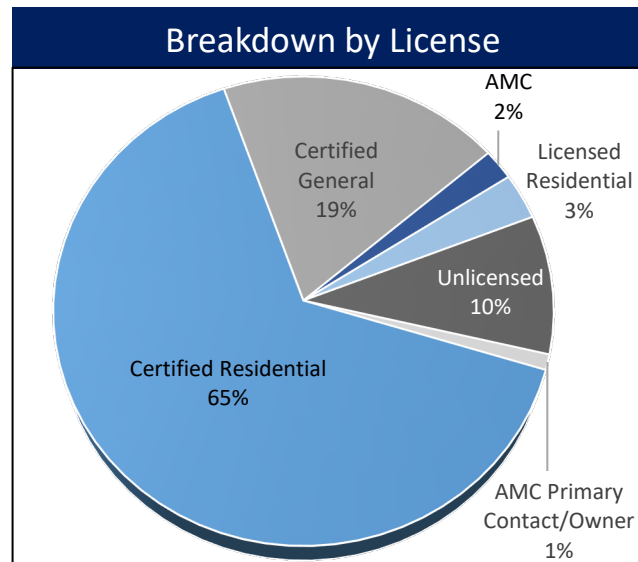
95	Complaints Received
92	Respondents
<1%	License Holders Receive a Complaint

Fiscal Year 2025 Complaints Received by Category

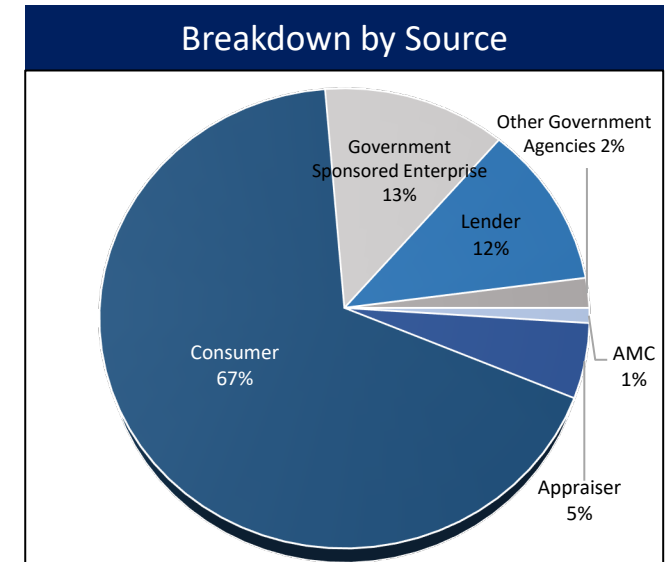
Breakdown by Classification



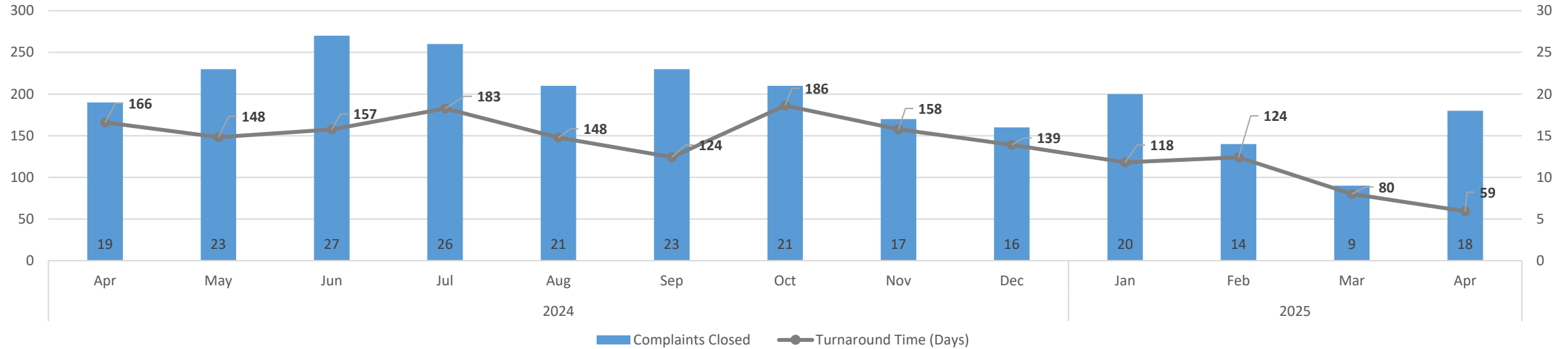
Breakdown by License



Breakdown by Source

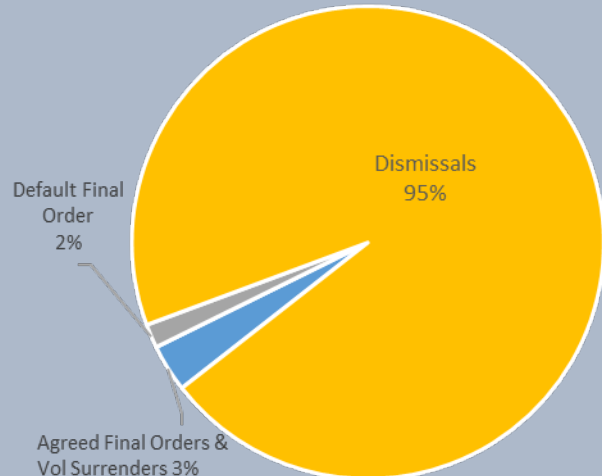


Complaint Resolution

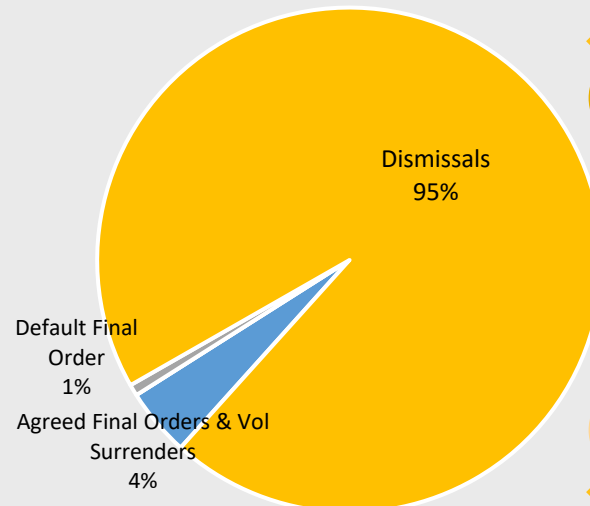


FY24 Complaint Outcome

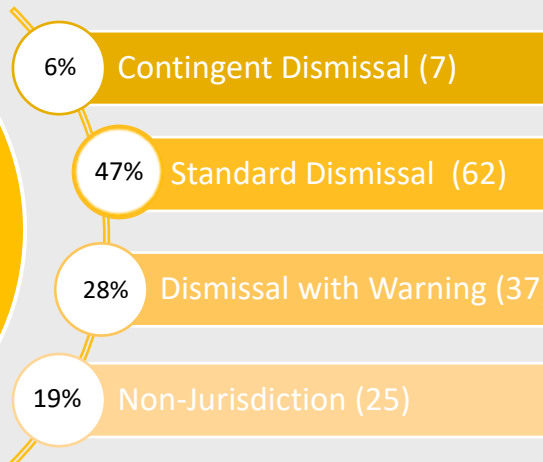
245 Complaints Resolved



FY25 Complaint Outcome



FY25 Dismissal Breakdown



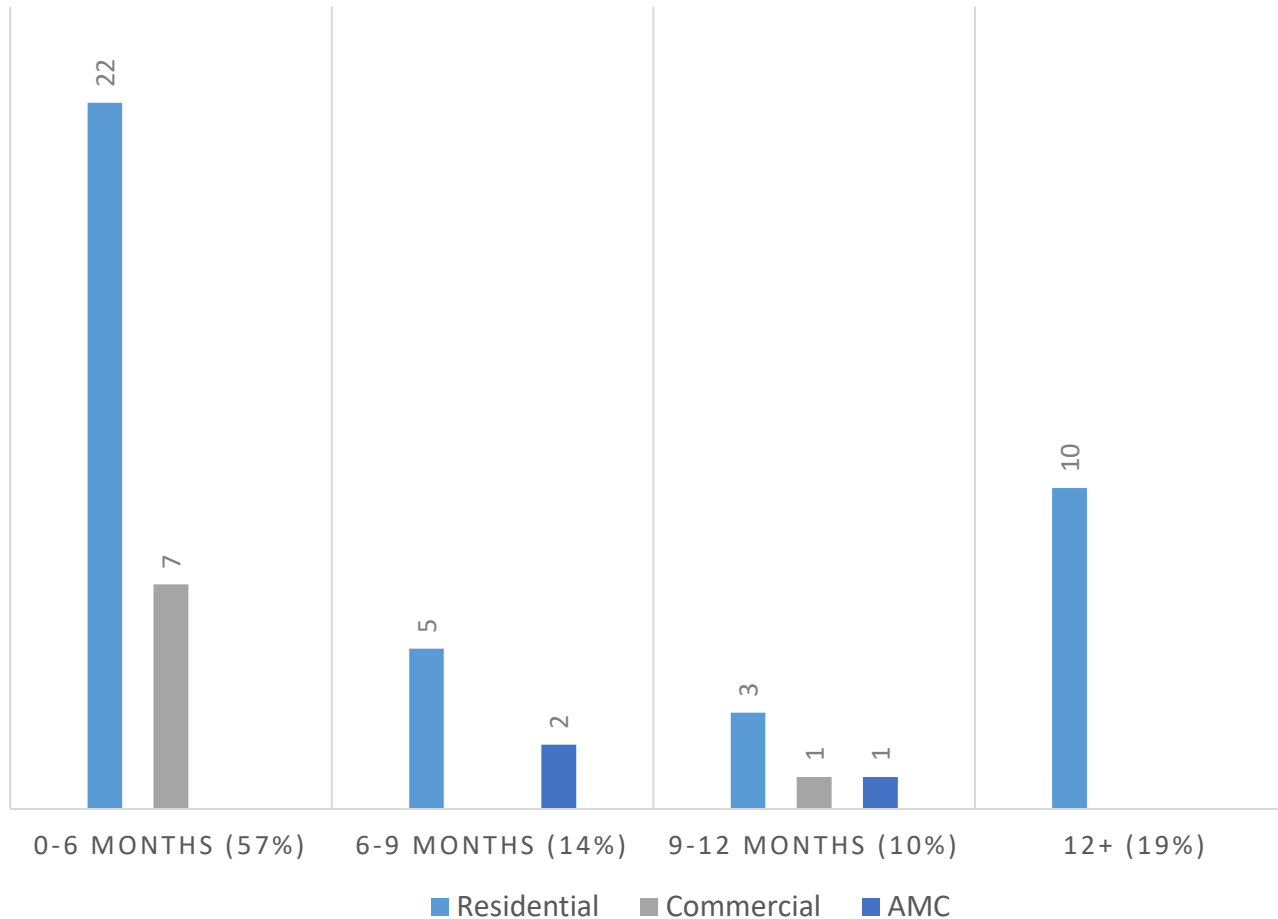
Fiscal Year 2025 Summary

138 Complaints Resolved

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

<1% License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

51 Open Complaints

5 Cases Currently Abated

- 5 pending litigation

10 Cases Over 1 Year Old

The ASC Policy Statements require that cases be resolved within 1-year, absent special documented circumstances. 9 cases involved abatements, and 1 case involves a party on active military duty.



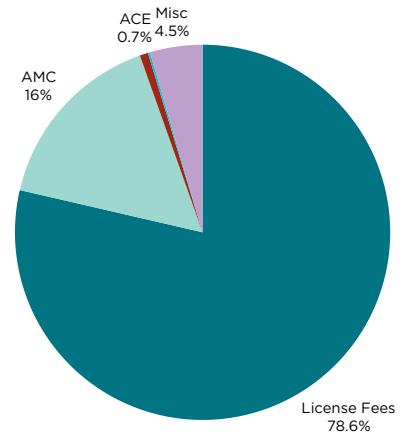
EXECUTIVE FINANCIAL REPORT

APR 2025

Total Revenue (YTD) \$1,457,529	Total Expenses (YTD) \$1,451,687	Gain/Loss \$5,842
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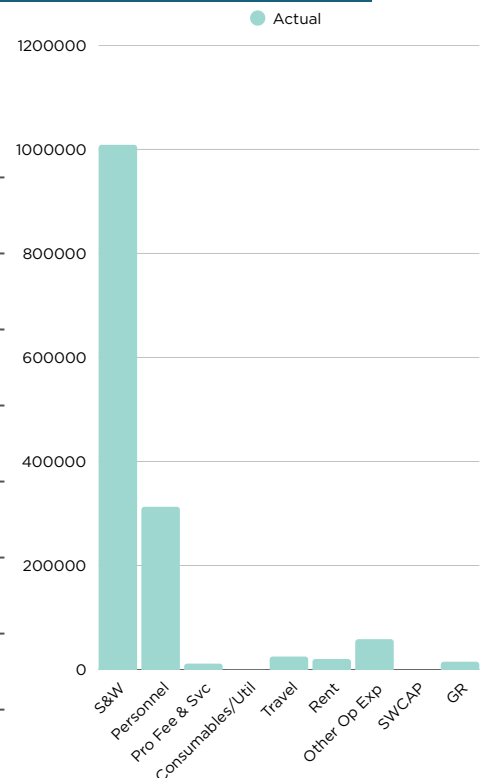
Income Report

Source	Budgeted	Actual	Difference
License Fees	1,783,120	1,145,850	637,270
AMC's	358,715	232,610	126,105
ACE Program	20,708	10,425	10,355
Exam Fees	7,070	2,670	4,400
Miscellaneous Revenue	46,236	65,974	(19,738)
Total Income	\$2,215,921	\$1,457,529	\$758,392



Expenses Report

Source	Budgeted	Actual	Difference
Salaries & Wages	1,562,370	1,008,891	553,479
Other Personnel Costs	511,782	312,851	198,931
Professional Fees & Svcs	204,600	11,349	198,931
Consumables/Utilities	2,190	129	2,061
Travel	42,000	24,940	17,060
Rent (Buildings/Equip)	20,926	20,257	669
Other Operating Expenses	121,803	58,269	63,534
SWCAP	34,779	0	34,779
Annual GR Payment	22,500	15,000	7,500
Total Expenses	2,522,950	1,451,687	1,071,263





EXECUTIVE FINANCIAL REPORT

APR 2025

Notes

- Revenue collection is at 65.8% after 8 months into the fiscal year. To be on target, we should be at 66.67%.
- Expenses were also below target, with 57.5% of budgeted expenses recorded
- Expenses are less than our revenue and we have an operating gain of \$5,842

Expenses Report



EXECUTIVE FINANCIAL REPORT

APR 2025

The following report is submitted in accordance with the Public Funds Investment Act (Chapter 2256). A copy of Section 2256.023 of the Act pertaining to Internal Management Reports is attached to this report for reference. The report also offers supplemental information not required by the Act in order that the governing body of the Texas Real Estate Commission is fully informed of the position and activity within the agency's portfolio of investments. The report includes this management summary and a detailed inventory report for the end of the period to provide full disclosure to the governing body.

The Chief Financial Officer, Accounting Manager, and Budget Analyst have been designated by the Executive Director as the agency's investment officers and make funds movement and allocation decisions. Operating and special purpose funds (Recovery Fund Accounts) are invested in repurchase agreements and U.S. Treasury Notes. The investment vehicle used is determined by safety needs, liquidity requirements, financial return, and Texas Comptroller policy.

The agency's portfolio is managed in full compliance with the Public Funds Investment Act, the investment policy and strategy of the agency, and under the safety parameters as set by the Commission.

Ranada Williams
Chief Financial Officer

Melissa Huerta
Accounting Manager

Kemya Dean
Budget Analyst



EXECUTIVE FINANCIAL REPORT

APR 2025

TX Appraiser Licensing & Certification Board Operating Account No. 3056 Investments Holdings Report For the Month of April 2025

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/17/2024	868,000.00	849,555.00	865,660.47	1,254.53	866,915.00	9,392.40	U.S. T-Notes, 2.875	06/15/2025
09/16/2024	903,800.00	899,422.22	901,293.36	564.88	901,858.24	4,040.08	U.S. T-Notes, 3.500	09/15/2025
12/16/2024	901,000.00	898,881.71	900,683.24	598.32	901,281.56	13,564.51	U.S. T-Notes, 4.000	12/15/2025
03/19/2025	870,000.00	874,447.52	874,689.85	475.78	875,165.63	5,139.03	U.S. T-Notes, 4.625	03/15/2026
Totals	\$ 3,542,800.00	\$ 3,522,306.45	\$ 3,542,326.92	\$ 2,893.51	\$ 3,545,220.43	\$ 32,136.02		

Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance 04/01/2025	\$ 346,231.05		
Current Month Receipts		\$ 190,485.46	
Current Month Disbursements		\$ (194,358.45)	
Total Cash			\$ 342,358.06
Investment Ending Market Value			3,545,220.43
Total Account Balance			3,887,578.49
Operating Reserves			(1,261,475.00)
Ending Balance Available for Operations 04/30/2025			\$ 2,626,103.49

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

Ranada O. Williams

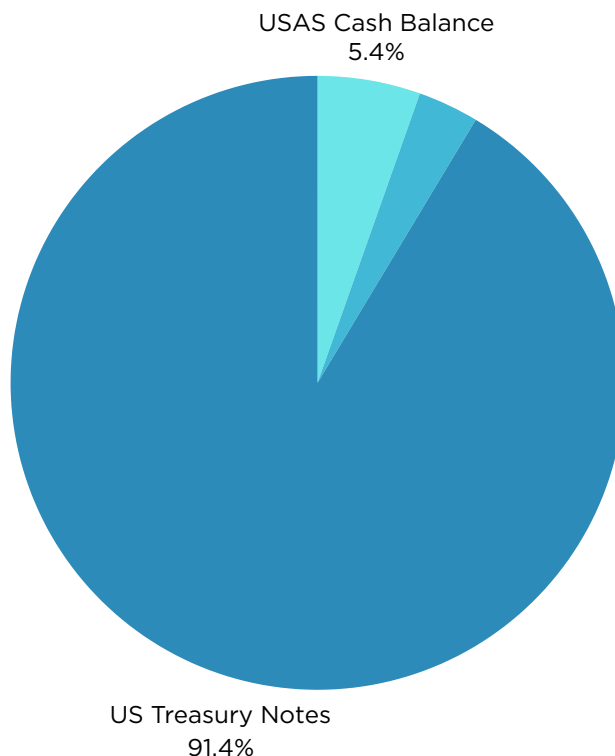
Ranada Williams, Investment Officer

Melissa Huerta

Melissa Huerta, Alternate Investment Officer

Kemya Dean

Kemya Dean, Alternate Investment Officer





EXECUTIVE FINANCIAL REPORT

APR 2025

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

April 2025

Monthly Activity

Beginning
Balance

Current
Month

Cumulative
Totals

Beginning Cash Available Balance 04/01/2025 \$ 33,784.76

Current Month Receipts

Admin Penalties \$ 0.00

Interest Earned 120.70

Current Month Disbursements

\$ (10.72)

Total Cash

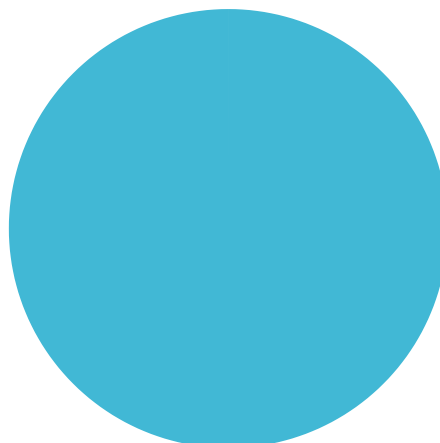
\$ 33,894.74

Reserved for Education Development

0.00

Ending Balance Available 04/30/2025

\$ 33,894.74



REPO
100%