



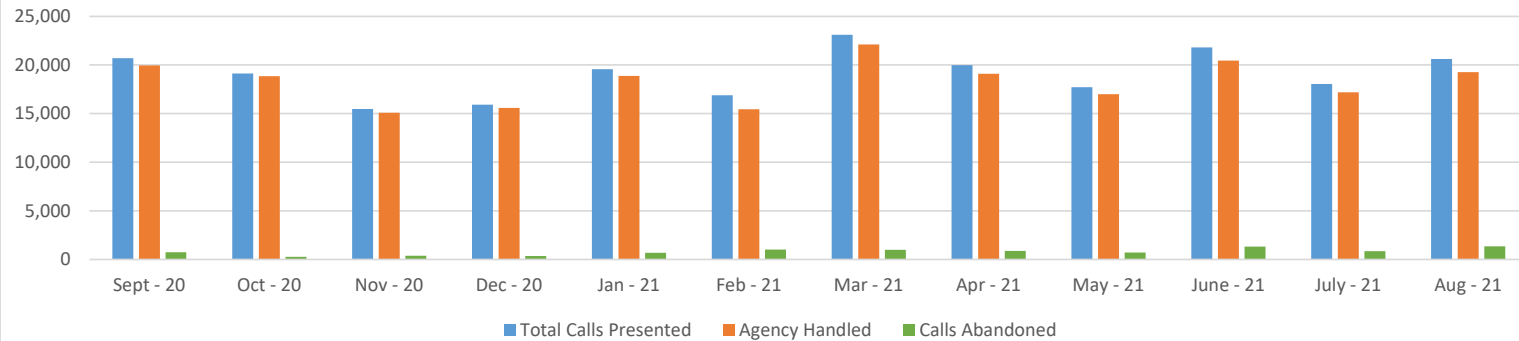
## **Staff Reports for August 2021**

## Customer Relations Division

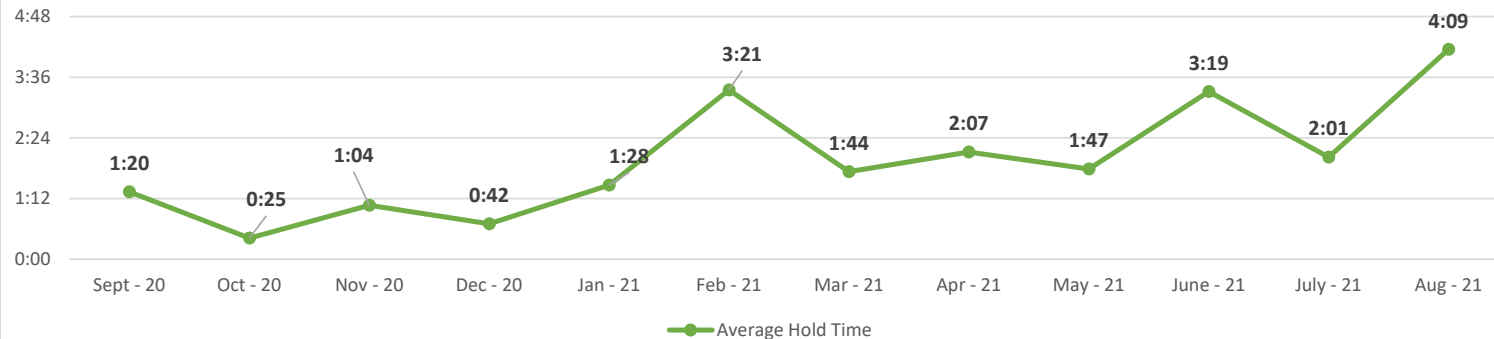
### Incoming Calls

	Sept - 20	Oct - 20	Nov - 20	Dec - 20	Jan - 21	Feb - 21	Mar - 21	Apr - 21	May - 21	June - 21	July - 21	Aug - 21	Totals
Total Calls Presented	20,702	19,129	15,486	15,934	19,581	16,903	23,108	19,996	17,733	21,801	18,051	20,618	229,042
Agency Handled	19,948	18,840	15,103	15,579	18,890	15,442	22,107	19,099	17,002	20,469	17,204	19,266	218,949
Calls Handled Initially	19,495	18,801	14,835	15,429	18,306	14,464	21,418	18,233	16,367	18,702	16,483	17,017	209,550
Calls Handled by Courtesy Callback	413	33	234	140	510	896	629	780	571	1,184	633	1,966	7,989
% of Calls handled by Courtesy Callback	1.99%	0.17%	1.51%	0.88%	2.60%	5.30%	2.72%	3.90%	3.22%	5.43%	3.51%	9.54%	3.40%
Calls Re-Directed for Assistance	40	6	34	10	74	82	60	86	64	583	88	283	1,410
Calls Abandoned	754	288	382	355	691	1,010	1,001	874	731	1,331	847	1,352	9,616
% of Abandoned Calls	3.64%	1.51%	2.47%	2.23%	3.53%	5.98%	4.33%	4.37%	4.12%	6.11%	4.69%	6.56%	4.13%
Average Handle Time	5:52	5:20	5:27	5:33	5:21	5:38	5:34	5:38	5:13	5:44	5:44	5:39	5:33
Average Hold Time	1:20	0:25	1:04	0:42	1:28	3:21	1:44	2:07	1:47	3:19	2:01	4:09	1:57

### Calls Presented, Handled, and Abandoned



### Average Hold Time



Emails													
	Sept. 20	Oct. 20	Nov. 20	Dec - 20	Jan. - 21	Feb. - 21	Mar. - 21	Apr. - 21	May. - 21	June - 21	July - 21	Aug - 21	TOTAL
Licensing	5,022	4,112	3,492	3,945	4,879	4,662	5,127	4,483	4,157	4,157	3,964	4,178	52,178
Education	48	43	36	49	53	148	58	56	46	46	32	31	646
Inspector	70	76	63	43	60	113	62	83	83	83	66	74	876
Enforcement	185	142	95	116	532	175	222	181	119	119	102	107	2,095
TALCB Lic	198	174	102	92	89	137	133	145	149	149	149	121	1,638
TALCB Enf	16	13	8	7	7	12	14	11	4	4	19	12	127
Total	5,539	4,560	3,796	4,252	5,620	5,247	5,616	4,959	4,558	4,558	4,332	4,523	57,560
% handled in 1 day	94.57%	99.45%	99.55%	99.18%	95.50%	73.51%	99.18%	96.45%	98.31%	98.31%	94.97%	90.21%	94.93%

TALCB and TREC 3rd Quarter Call Comparisons						
	June, 2021		July, 2021		August, 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	1,534	20,267	1,202	16,849	1,306	19,312
Agency Handled	1,388	18,951	1,107	16,096	1,172	18,094
Calls Handled Initially	1,246	17,328	1,056	15,427	1,029	15,988
Calls Handled by Courtesy Callback	81	1103	43	588	126	1840
Calls Re-Directed for Assistance	61	520	8	81	17	266
Calls Abandoned	143	1188	96	753	134	1218
Hold Times	3:19	3:18	2:03	2:01	3:45	4:10
% of Abandoned Calls	9.32%	5.86%	7.99%	4.47%	10.26%	6.31%
% of Callbacks	5.28%	5.44%	3.58%	3.49%	9.65%	9.53%
% of all calls	7.04%	92.96%	6.66%	93.34%	6.33%	93.67%

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
<b>Applications Received</b>													
Initial ACE Provider	0	0	0	1	1	0	0	1	2	0	0	1	6
Renewal ACE Provider										1	5	1	7
Initial ACE Elective Course	11	7	11	6	20	14	16	22	11	10	12	17	157
Classroom Delivery	8	5	7	3	15	11	10	21	10	9	10	9	118
Online Delivery	3	2	4	3	5	3	6	1	1	1	2	8	39
Renewal ACE Elective Course	3	1	4	3	0	4	10	6	1	0	2	6	40
Classroom Delivery	1	1	2	0	0	1	2	1	0	0	1	2	11
Online Delivery	2	0	2	3	0	3	8	5	1	0	1	4	29
Qualifying Course Acceptance	3	1	2	4	1	4	2	2	3	2	0	2	26
Classroom Delivery	1	1	1	1	1	2	1	1	3	2	0	1	15
Online Delivery	2	0	1	3	0	2	1	1	0	0	0	1	11
<b>Total Applications Received</b>	<b>17</b>	<b>9</b>	<b>17</b>	<b>14</b>	<b>22</b>	<b>22</b>	<b>28</b>	<b>31</b>	<b>17</b>	<b>13</b>	<b>19</b>	<b>27</b>	<b>236</b>
	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
<b>Applications Approved</b>													
Initial ACE Provider	0	0	0	0	0	1	0	0	1	0	1	1	4
Renewal ACE Provider	0	0	0	0	0	0	0	0	0	1	0	5	6
Initial ACE Elective Course	11	6	8	7	16	10	17	25	12	8	11	16	147
Classroom Delivery	7	5	4	6	9	9	14	20	10	8	10	11	113
Online Delivery	4	1	4	1	7	1	3	5	2	0	1	5	34
Renewal ACE Elective Course	1	3	2	2	9	6	8	13	0	1	4	5	54
Classroom Delivery	0	1	1	2	5	1	1	2	0	0	3	1	17
Online Delivery	1	2	1	0	4	5	7	11	0	1	1	4	37
Qualifying Course Acceptance	0	5	2	6	4	5	0	2	12	4	0	3	43
Classroom Delivery	0	2	1	0	3	3	0	1	5	4	0	2	21
Online Delivery	0	3	1	6	1	2	0	1	7	0	0	1	22
<b>Total Applications Approved</b>	<b>12</b>	<b>14</b>	<b>12</b>	<b>15</b>	<b>29</b>	<b>22</b>	<b>25</b>	<b>40</b>	<b>25</b>	<b>14</b>	<b>16</b>	<b>30</b>	<b>254</b>

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**ACTIVE CERTIFICATIONS AND LICENSES**  
 August 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
	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
2021	Aug21	2,324	2,510	470	5,304	11	1,166	14	6,470	25
August 2021										
Inactive Appraisers		GENERAL 48	RESIDENTIAL 50	LICENSE 17	TOTAL 115		TRAINEE 89		TOTAL 204	
Out-of-State Temporary Registrations:									122	
Total All License Holders:									6,796	

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**  
**August 2021**

<b>FISCAL YEAR</b>	<b>MONTH</b>	<b>Total Apps Received</b>	<b>Total AMC Registrations Issued</b>	<b>Total AMC Renewals Issued</b>
<b>2014 - Total</b>				
		12	13	138
<b>2015 - Total</b>				
		16	15	17
<b>2016 - Total</b>				
		10	11	128
<b>2017 - Total</b>				
		16	15	21
<b>2018 - Total</b>				
		12	12	121
<b>2019 - Total</b>				
		8	9	25
<b>2020</b>	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
<b>2020 - Total</b>				
		14	14	107
<b>2021</b>	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
Registrations issued from March 2012 to Aug 2021			295	
Registrations Expired > 6 months as of Aug 2021			-81	
Registrations Expired < 6 months as of Aug 2021			0	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-6	
<b>TOTAL AMC REGISTRATIONS</b>			<b>175</b>	

## Licensing Division - TALCB

### Applications Received and Renewal Activity

#### Fiscal Year 2021 - Year-to-Date Comparison

August

<b><i>Original Applications Received</i></b>	<b>Sep 2019 - Aug 2020</b>	<b>Sep 2020 - Aug 2021</b>	<b>Variance</b>	<b>Percent</b>
Certified General Applications	136	150	14	10.29%
Certified Residential Applications	168	206	38	22.62%
Licensed Residential Applications	112	181	69	61.61%
Appraiser Trainee Applications	509	855	346	67.98%
Non-Residential Temporary Applications	196	224	28	14.29%
<b><i>Total Original Applications</i></b>	<b>1121</b>	<b>1616</b>	<b>495</b>	<b>44.16%</b>

<b><i>Renewal Activity</i></b>	<b>% Renewed FY20</b>		<b>% Renewed FY21</b>		<b>Variance</b>	<b>Percent</b>
Certified General Renewals	762	76.28%	1,151	87.46%	389	51.05%
Certified Residential Renewals	918	82.48%	1,134	92.80%	216	23.53%
Licensed Residential Renewals	115	56.10%	186	84.16%	71	61.74%
Appraiser Trainee Renewals	198	40.16%	235	58.02%	37	18.69%

## Licensing Division

### Average Number of Calendar Days to Issue a License

**August 2021**

#### Real Estate Appraiser Applications

	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Certified General Appraiser	15.35	9.26	7.97	12.88	5.84	3.51	6.00	5.28	6.92	9.28	7.54	5.85	3.60
<i>Number of Applications Received</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>	<i>12</i>	<i>11</i>	<i>9</i>	<i>13</i>
Certified Residential Appraiser	16.12	20.20	13.72	11.17	6.54	6.20	8.29	10.36	13.16	11.17	9.48	7.96	4.89
<i>Number of Applications Received</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>	<i>20</i>	<i>17</i>	<i>19</i>	<i>13</i>
Licensed Residential Appraiser	13.10	20.01	13.87	8.26	4.91	5.03	12.22	12.54	13.10	14.21	8.69	8.24	4.26
<i>Number of Applications Received</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>	<i>16</i>	<i>18</i>	<i>18</i>	<i>23</i>
Appraiser Trainee	16.97	18.49	17.04	9.33	9.87	8.24	9.18	10.47	7.70	5.89	4.21	2.84	3.44
<i>Number of Applications Received</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>	<i>63</i>	<i>86</i>	<i>82</i>	<i>77</i>
Temporary Non-Resident Appraiser	1.84	1.90	2.01	2.38	2.09	1.78	1.86	1.44	1.77	1.34	1.19	2.03	0.86
<i>Number of Applications Received</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>	<i>15</i>	<i>25</i>	<i>21</i>	<i>29</i>

#### Appraisal Management Company Applications

	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Appraisal Management Company	1.52	1.00	5.50	3.42	0.41	1.45	6.61	n/a	n/a	n/a	1.38	1.55	6.47
	<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>	<i>1</i>	<i>0</i>	<i>4</i>	<i>0</i>

## Information Technology Division

### Electronic Information Outlet Statistics

**August 2021**

<b>Website</b>	<b>Current Month</b>	<b>FYTD Total</b>	<b>Prior FYTD Total</b>
Total Pages Viewed	74,435	858,015	766,423
Total Monthly Unique Visits	22,662	263,373	224,629

<b>Online Transactions</b>	<b>Total</b>	<b>Online</b>	<b>Online Percent</b>	<b>FYTD Online Percent</b>	<b>Prior FYTD Percent</b>
<b>Applications</b>	<b>74</b>	<b>57</b>	<b>77.0%</b>	<b>71.2%</b>	<b>65.3%</b>
AMC	1	0	0.0%	0.0%	60.0%
Certified General Appraiser	5	2	40.0%	32.4%	22.3%
Certified Residential Appraiser	12	5	41.7%	57.6%	51.9%
State Licensed Appraiser	9	9	100.0%	75.3%	69.2%
Appraiser Trainee	47	41	87.2%	84.4%	85.8%
<b>Renewals</b>	<b>203</b>	<b>193</b>	<b>95.1%</b>	<b>97.3%</b>	<b>93.9%</b>
AMC	3	3	100.0%	97.2%	96.2%
Certified General Appraiser	64	60	93.8%	96.8%	92.1%
Certified Residential Appraiser	97	96	99.0%	98.6%	96.5%
State Licensed Appraiser	13	11	84.6%	94.1%	88.5%
Appraiser Trainee	26	26	100.0%	96.4%	94.4%
<b>AMC Panel Transactions</b>	<b>1342</b>	<b>1342</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Additions	1192	1192	100.0%	100.0%	100.0%
Removals	150	150	100.0%	100.0%	100.0%

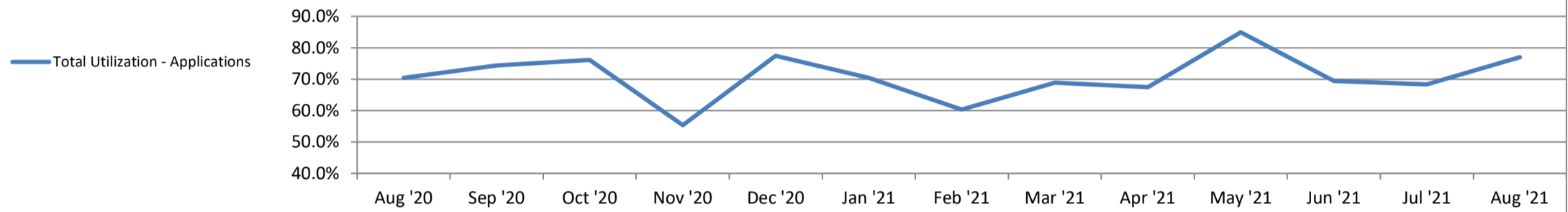
## Information & Technology Division

### Electronic Information Outlet Statistics

**August 2021**

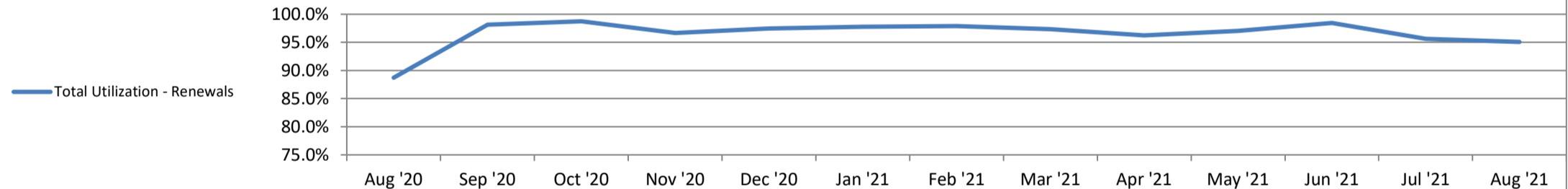
Applications	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21
AMC	100.0%	N/A	0.0%	0.0%	0.0%	0.0%	0.0%	N/A	N/A	N/A	0.0%	0.0%	0.0%
Certified General Appraiser	27.3%	57.1%	57.1%	20.0%	33.3%	25.0%	11.1%	42.9%	25.0%	75.0%	20.0%	12.5%	40.0%
Certified Residential Appraiser	63.6%	55.6%	64.3%	40.0%	78.6%	50.0%	33.3%	50.0%	46.7%	90.9%	60.0%	73.3%	41.7%
State Licensed Appraiser	25.0%	40.0%	100.0%	42.9%	75.0%	83.3%	100.0%	80.0%	66.7%	71.4%	76.9%	83.3%	100.0%
Appraiser Trainee	86.4%	85.7%	85.0%	81.5%	82.5%	90.5%	86.2%	77.1%	89.1%	87.2%	82.6%	78.0%	87.2%
<b>Total Utilization - Applications</b>	<b>70.4%</b>	<b>74.4%</b>	<b>76.1%</b>	<b>55.4%</b>	<b>77.4%</b>	<b>70.4%</b>	<b>60.4%</b>	<b>68.9%</b>	<b>67.4%</b>	<b>84.9%</b>	<b>69.4%</b>	<b>68.3%</b>	<b>77.0%</b>

#### Utilization Online Application Services



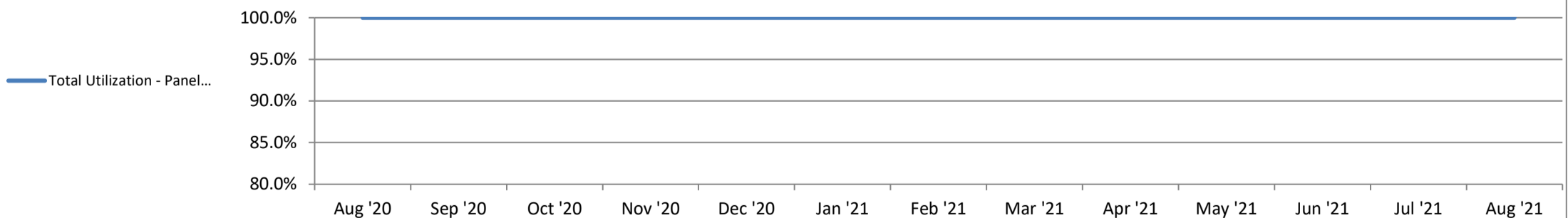
Renewals	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21
AMC	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%
Certified General Appraiser	90.5%	100.0%	98.9%	96.2%	99.0%	97.5%	94.9%	95.0%	95.7%	95.6%	99.1%	95.9%	93.8%
Certified Residential Appraiser	96.9%	100.0%	100.0%	100.0%	96.8%	99.0%	94.9%	100.0%	97.5%	99.0%	98.2%	93.8%	99.0%
State Licensed Appraiser	100.0%	90.5%	93.3%	93.1%	92.0%	91.3%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	84.6%
Appraiser Trainee	94.3%	91.3%	96.7%	89.7%	100.0%	100.0%	100.0%	100.0%	93.3%	95.8%	93.8%	96.8%	100.0%
<b>Total Utilization - Renewals</b>	<b>88.7%</b>	<b>98.2%</b>	<b>98.8%</b>	<b>96.7%</b>	<b>97.4%</b>	<b>97.8%</b>	<b>97.9%</b>	<b>97.3%</b>	<b>96.2%</b>	<b>97.1%</b>	<b>98.4%</b>	<b>95.7%</b>	<b>95.1%</b>

#### Utilization Online Renewal Services



Panel Management Tool	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '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%
<b>Total Utilization - Panel Management Tool</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

#### Utilization Online Panel Management Tool



Financial Services Division  
TALCB Budget Status Report  
August 2021 - Fiscal Year 2021

Expenditure Category	Amended Beginning Balance FY2021	Expenditures	Remaining Balance	Budget % Remaining	0/12 = 0% Comments
Actual Beginning Balance	\$2,259,588		\$2,373,564	105.0%	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 6/30/21
Operating Reserves	(\$738,002)		(\$738,002)	100.0%	
Available balance within Texas Treasury Safekeeping Trust	\$1,521,586		\$1,635,562	107.5%	remaining available budget to consider to balance FY2021 budget
Salaries & Wages	\$1,274,551	\$1,133,209	\$141,342	11.1%	
Other Personnel Costs	451,753	425,765	\$25,988	5.8%	
Professional Services	127,336	106,134	\$21,202	16.7%	Peer Investigative committee members, SOAH, Office 365 licenses & hosting services
Consumables	2,000	1,361	\$639	32.0%	
Utilities	1,736	77	\$1,659	95.6%	unexpended budget for shredding services
Travel	43,011	3,443	\$39,568	92.0%	Reduced travel expenses due to pandemic.
Rent - Building - Other	22,133	26,694	(\$4,561)	-20.6%	Office rent paid for the year
Rent - Equipment	22,203	2,796	\$19,407	87.4%	Canon Copier Lease cost
Other Operating Expense	163,853	65,839	\$98,014	59.8%	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
<b>Subtotal -Operations Expenditures</b>	<b>2,108,576</b>	<b>1,765,318</b>	<b>343,258</b>	<b>16.3%</b>	
DPS Criminal History Background Checks	250	0	250	100.0%	No expenditures for FY21 as of report date
Statewide Cost Allocation Plan (SWCAP)	35,000	23,754	11,246	32.1%	Indirect costs charged by the state
Contribution to General Revenue	22,500	23,760	(1,260)	-5.6%	actual payment amount made to General Revenue fund
<b>Subtotal - Nonoperational Expenditures</b>	<b>57,750</b>	<b>47,514</b>	<b>10,236</b>	<b>17.7%</b>	
<b>Total Expenditures and GR Contribution</b>	<b>2,166,326</b>	<b>1,812,832</b>	<b>353,494</b>	<b>16.3%</b>	
Revenue	FY2021 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,427,722	\$1,540,308	(\$112,586)	-7.9%	under projected on application fees
AMCs	168,219	288,005	(\$119,786)	-71.2%	under projected on renewals and panelists
ACE Program Revenue	0	15,370	(\$15,370)	0.0%	not enough historical data to budget for this particular revenue collection
Examination fees	2,584	4,710	(\$2,126)	-82.3%	Pearson Vue exam fees
Other Miscellaneous Revenue	29,299	30,586	(\$1,287)	-4.4%	Interest earned exceeds projections
TALCB ASC grant	0	80,784	(\$80,784)	0.0%	ASC grant to develop Complaint portal
<b>Total Revenue</b>	<b>\$1,627,824</b>	<b>\$1,959,763</b>	<b>(\$331,939)</b>	<b>-20.4%</b>	
<b>Operating Gains/ Losses</b>	<b>(\$538,502)</b>	<b>\$146,931</b>	<b>(\$391,571)</b>	<b>72.7%</b>	
<b>Restricted Education Reserve Fund Carryforward \$41,000</b>					
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$1,024,084</b>	<b>\$146,931</b>	<b>\$950,129</b>		

# Financial Services Division

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

August 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	128,667.33	(178.31)	128,489.02	472.90	U.S. T-Notes, 1.75	06/15/2022
09/15/2020	1,180,000.00	1,210,741.98	1,183,917.97	(2,627.34)	1,181,290.63	14,990.49	U.S. T-Notes, 2.725	09/15/2021
<b>Totals</b>	<b>\$ 1,306,800.00</b>	<b>\$ 1,339,659.19</b>	<b>\$ 1,312,585.30</b>	<b>\$ (2,805.65)</b>	<b>\$ 1,309,779.65</b>	<b>\$ 15,463.39</b>		

### Monthly Activity

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

Beginning Cash Available Balance

\$ 761,862.11

Current Month Receipts

\$ 414,551.01

Current Month Disbursements

\$ (94,484.71)

Total Cash

\$ 1,081,928.41

Investment Ending Market Value

1,309,779.65

Total Account Balance

2,391,708.06

Operating Reserves

(738,002.00)

Ending Balance Available for Operations

\$ 1,653,706.06

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

**August 2021**

		<u>Monthly Activity</u>	
		Beginning Balance	Current Month
		Cumulative Totals	
<b>Beginning Balance</b>	\$	37,536.50	
<b>Current Month Receipts</b>			
	Admin Penalties	\$	0.00
	Interest Earned		0.62
<b>Current Month Disbursements</b>			
		\$	0.00
<b>Total Cash</b>		\$	<u>37,537.12</u>
Reserved for Education Development			<u>(37,537.12)</u>
<b>Balance</b>		\$	<u><u>0.00</u></u>

# Enforcement Division

Current August 31, 2021



65 Days Faster

Compared to FY '20

Complaint Resolution



5 Days Faster

Compared to FY '20

Residential Audit Turnaround



49 Days Faster

Compared to FY '20

Commercial Audit Turnaround

# FY21 Incoming Complaints

FY2020

209 Complaints  
186 Respondents

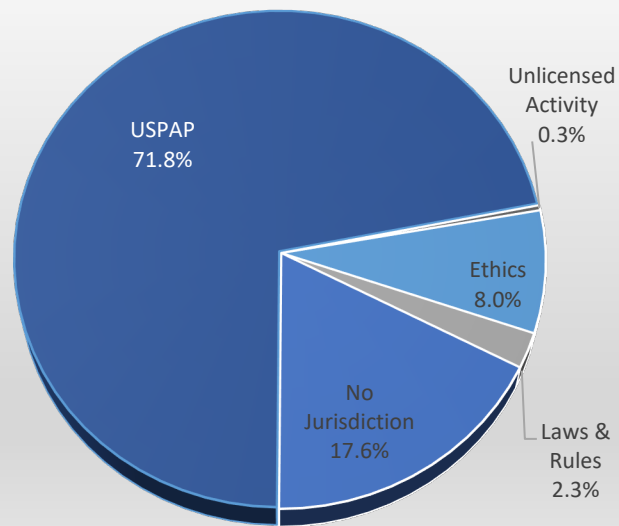
FY2021

301 Complaints  
263 Respondents

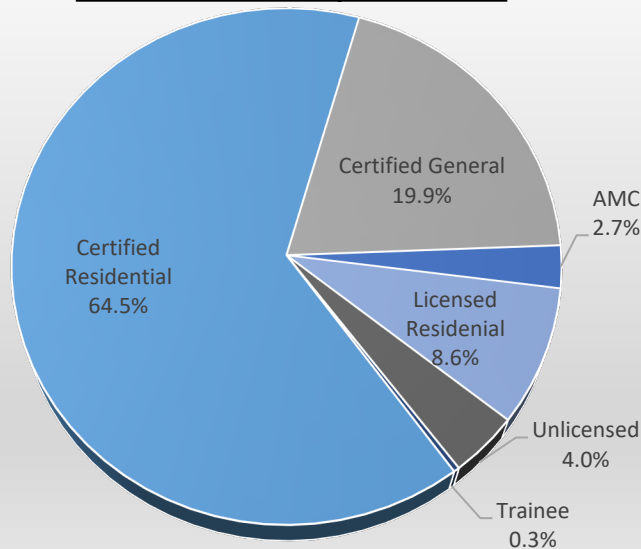
4%

License holders received a complaint in FY21

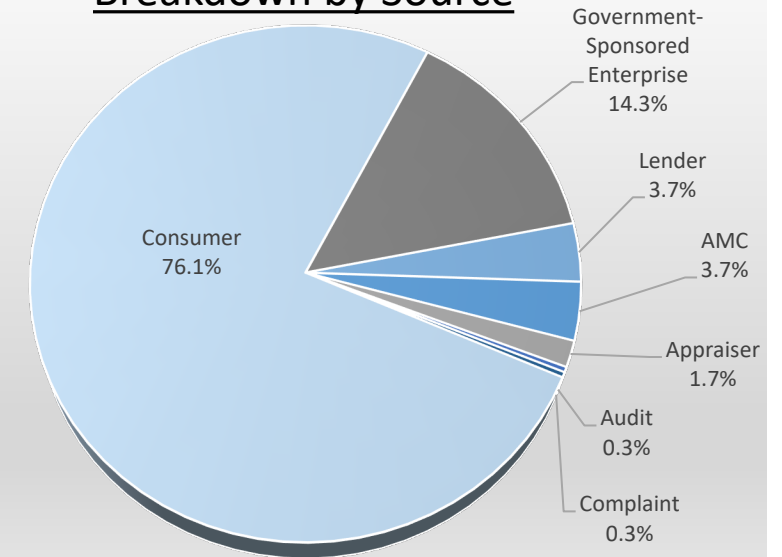
Breakdown by Classification



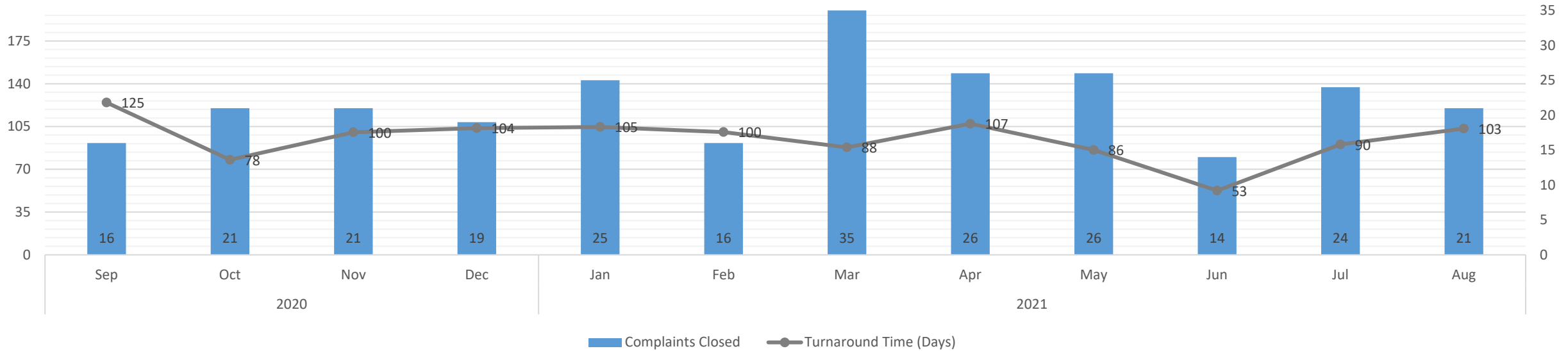
Breakdown by License



Breakdown by Source

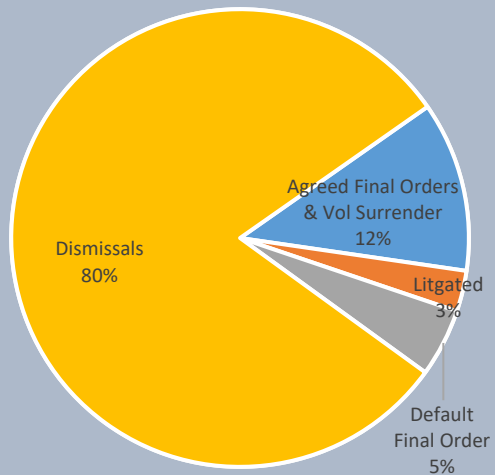


# Complaint Resolution

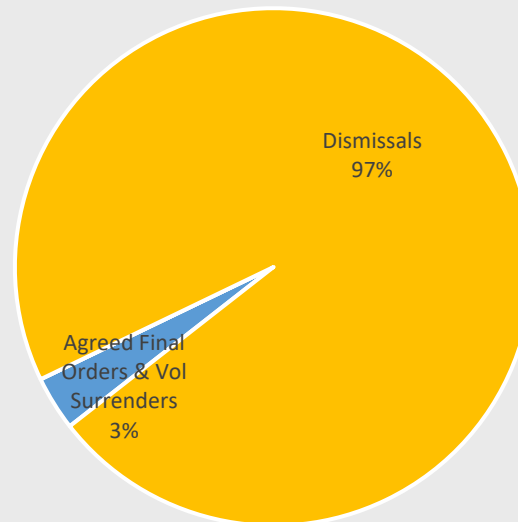


## FY20 Complaint Outcome

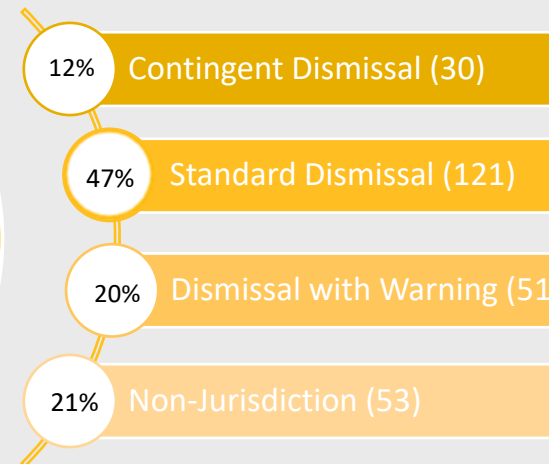
231 Complaints Resolved



## FY21 Complaint Outcome



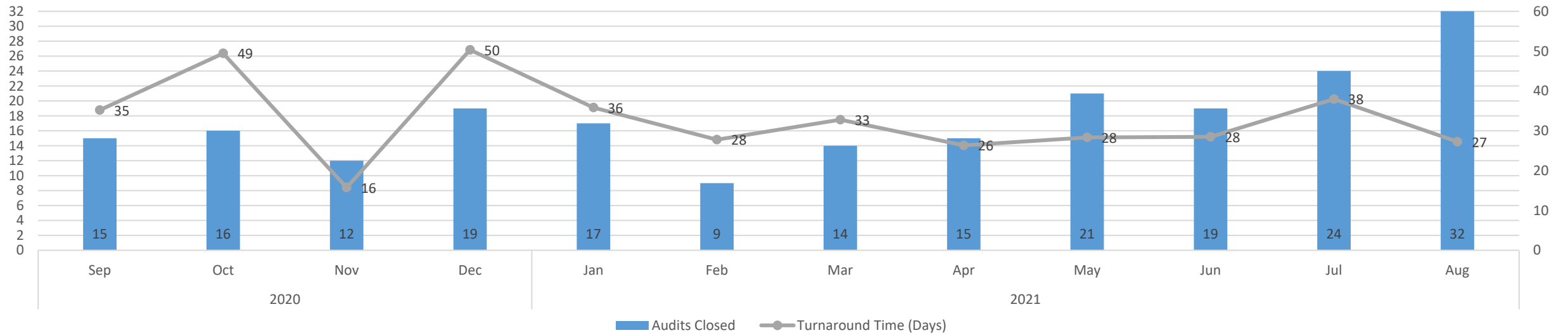
## FY21 Dismissal Breakdown



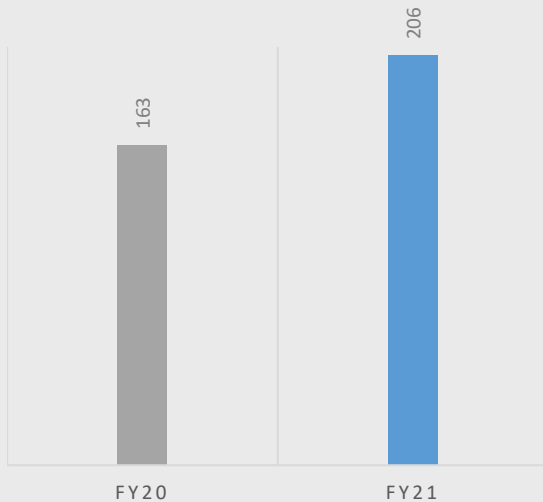
## FY2021

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

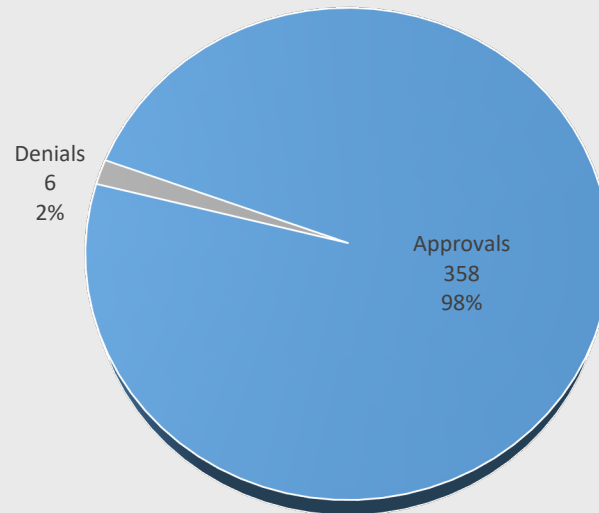
# Residential Experience Audits



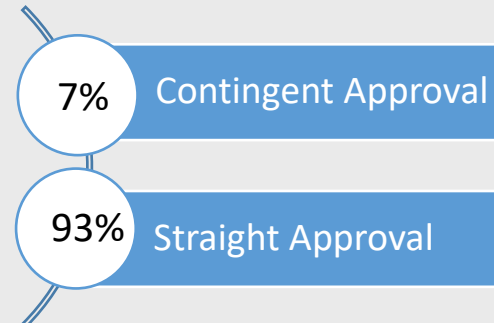
## Incoming Residential Audits



## FY20 - 21 Residential Audit Outcome



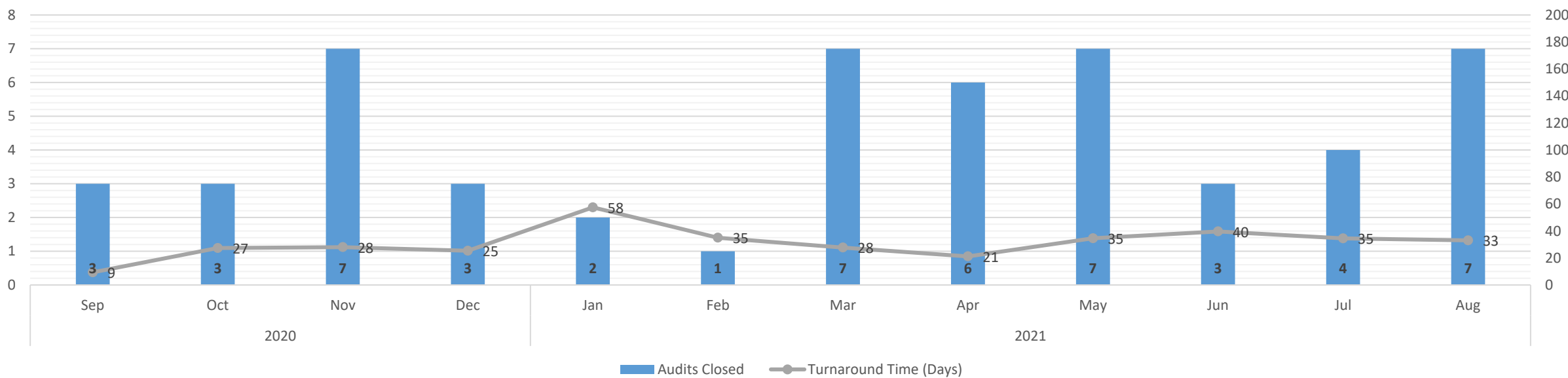
## FY20 - 21 Residential Approval Breakdown



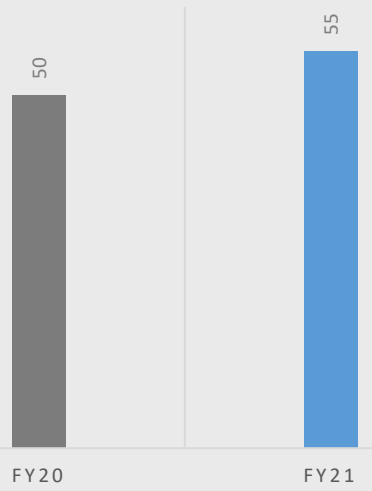
## FY21 Residential Processing Data

33 Days	Average Turnaround Time
213	Total Audits Closed

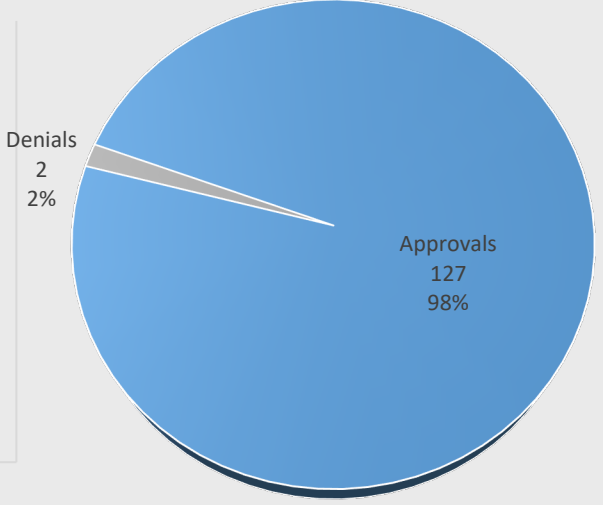
# Commercial Experience Audits



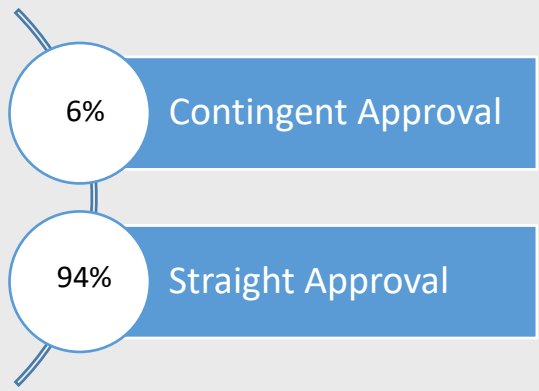
Incoming Commercial Audits



FY20 - 21 Commercial Audit Outcome



FY20 - 21 Commercial Approval Breakdown



**FY21 Commercial Processing Data**

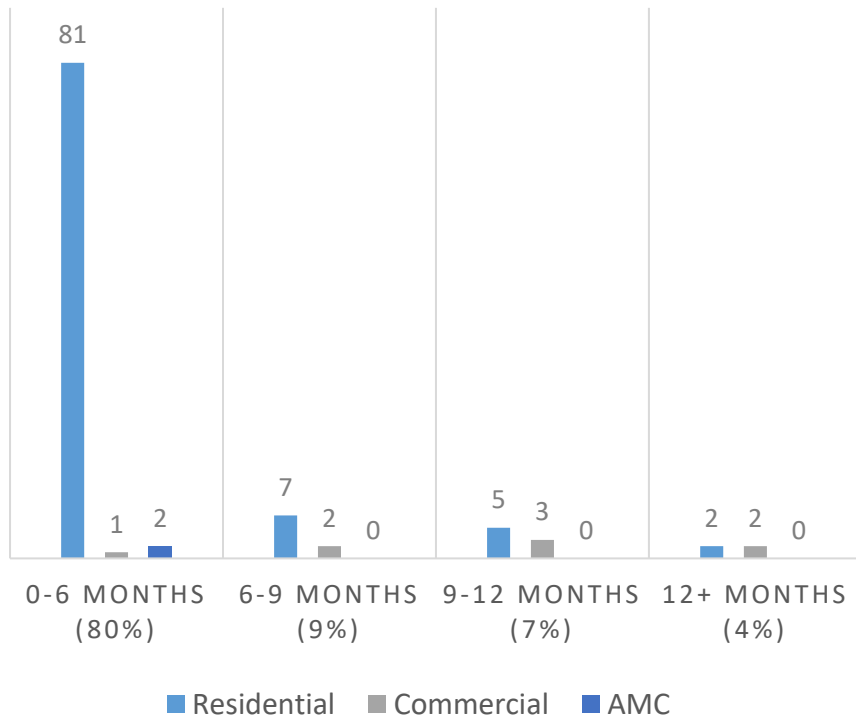
30 Days	Average Turnaround Time
53	Total Audits Closed

# Open Cases Snapshot View



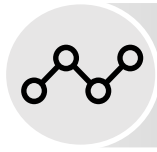
There are currently 105 open complaints.

## COMPLAINTS



**There are 4 cases over 1 year old**

- 2 cases are pending abatement
- 2 case is pending a SOAH



There are currently 30 open experience audits

## EXPERIENCE AUDITS

