



Staff Reports for August 2025

Customer Relations Division

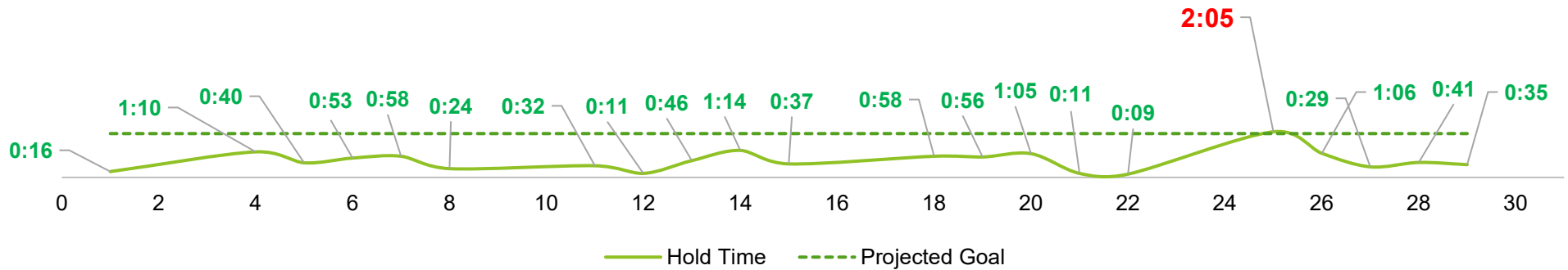
August 2025, Monthly Report



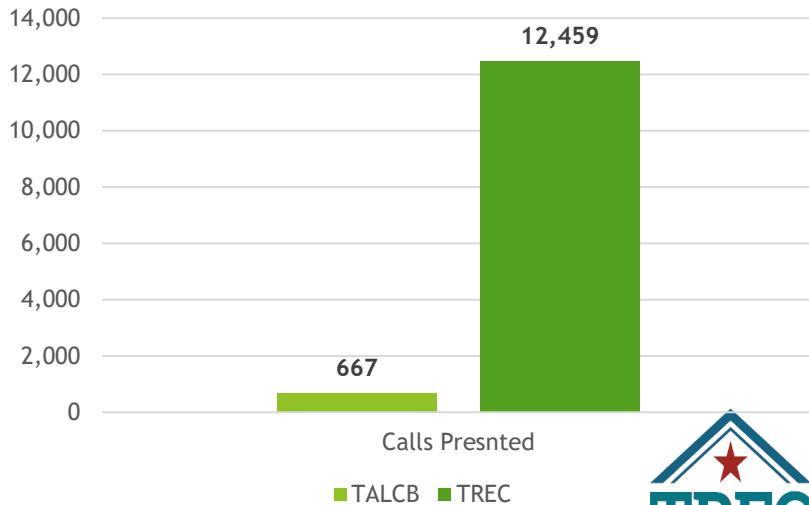
Customer Relations Division

August, 2025 Hold Time per Day

Calls Presented in July: **13,126**
 Average Hold Time: **49 seconds**
 Customer Service Representatives: **17**
21 Working Days in the Month
 • **20** days below 2-minute hold time (**95%**)



TREC & TALCB

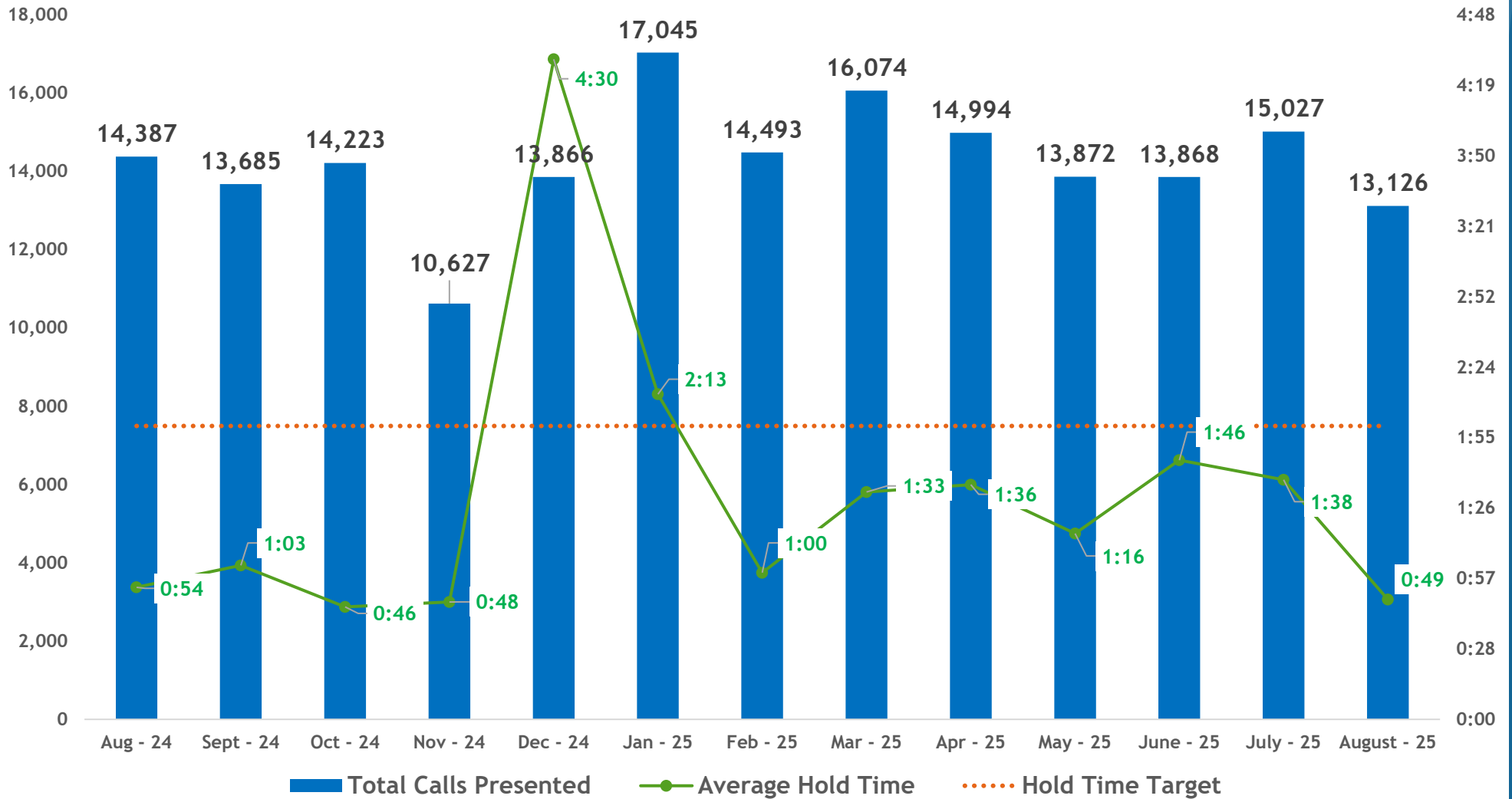


TALCB – 667 Calls (5.08%) **50 seconds**
TREC – 12,459 Calls (94.92%) **49 seconds hold time**



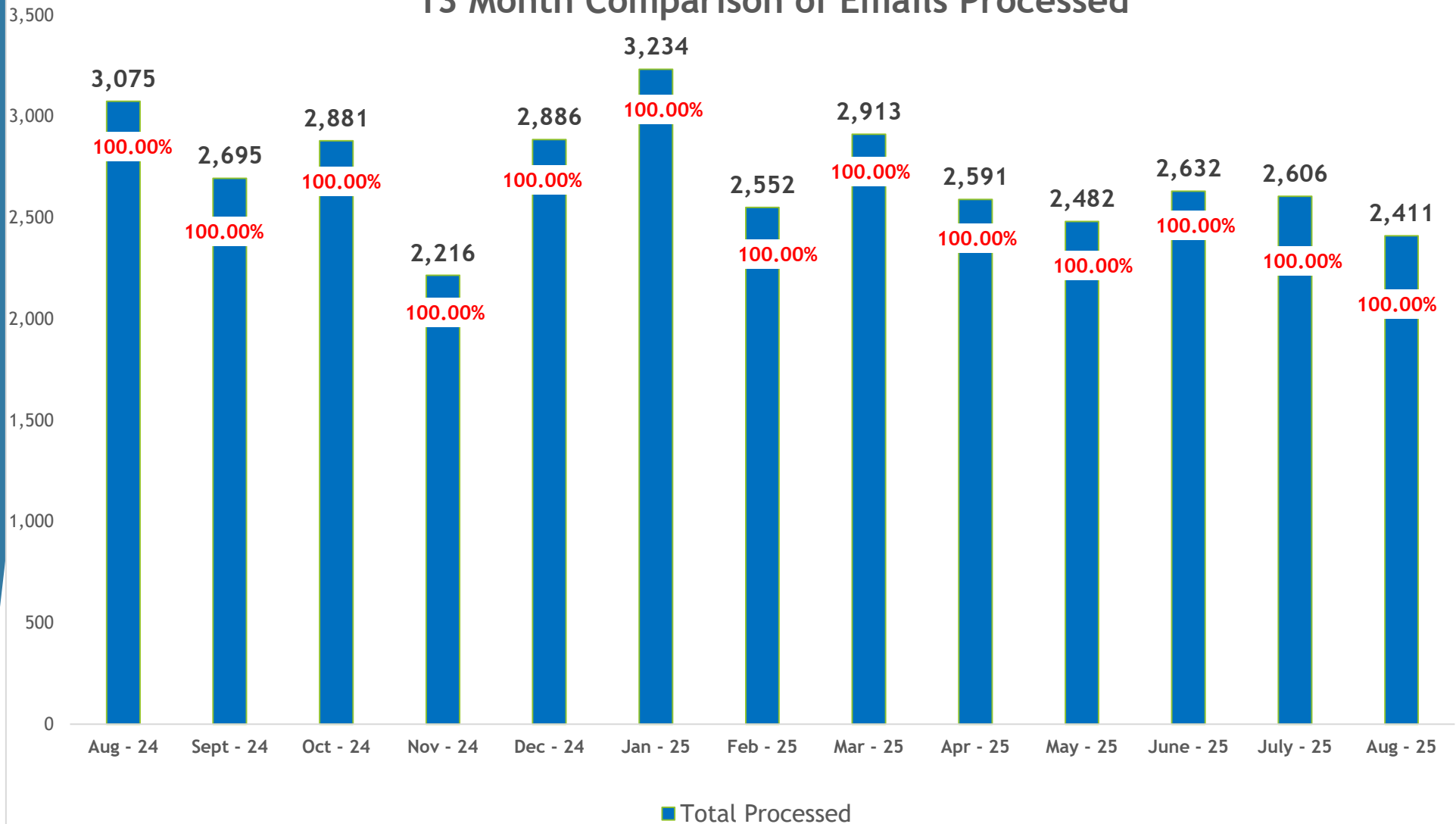
Customer Relations Division

13 Month Comparison of Calls Presented vs. Hold Time



Customer Relations Division

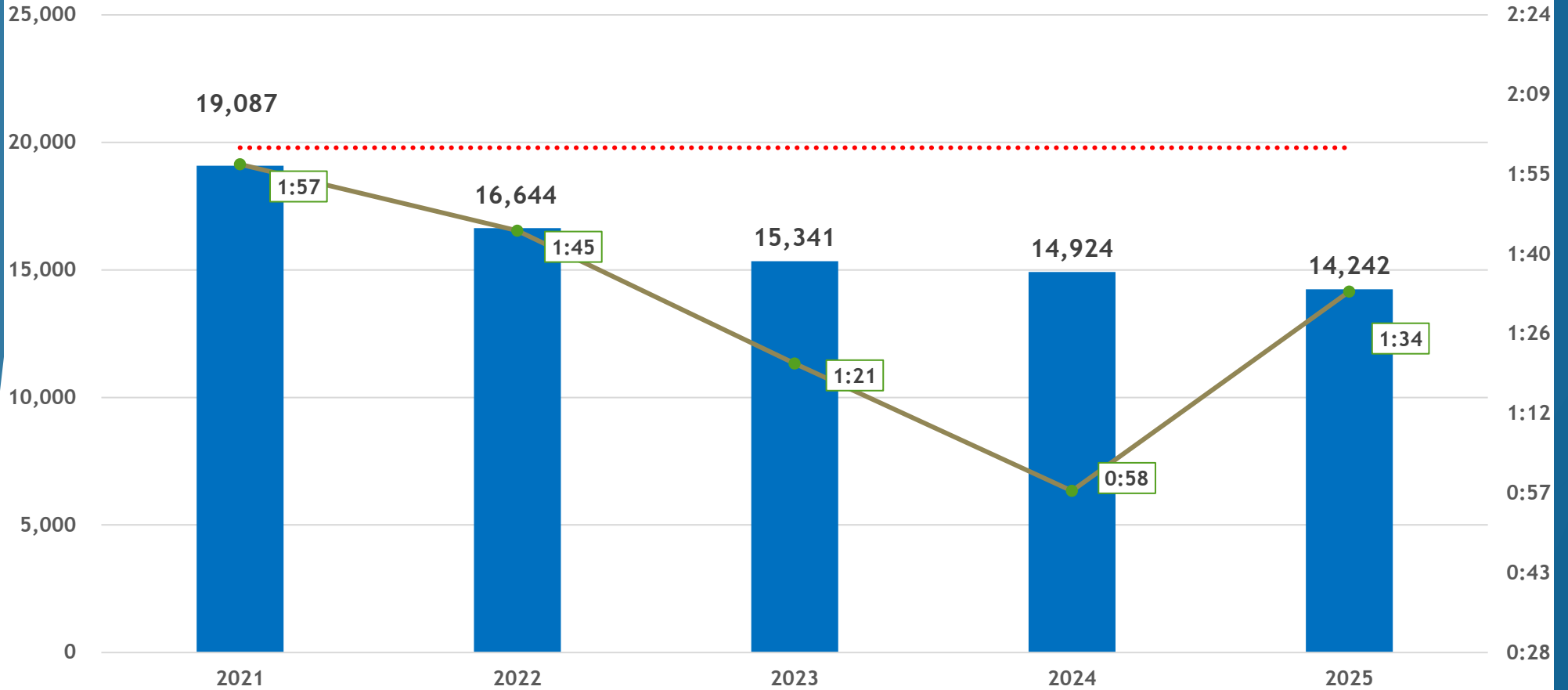
13 Month Comparison of Emails Processed



Customer Relations Division

Fiscal Year Comparison

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



■ Ave Calls Presented/Month ● Ave. Hold Time/Month Hold Time Goal



TALCB Education Report

August 2025



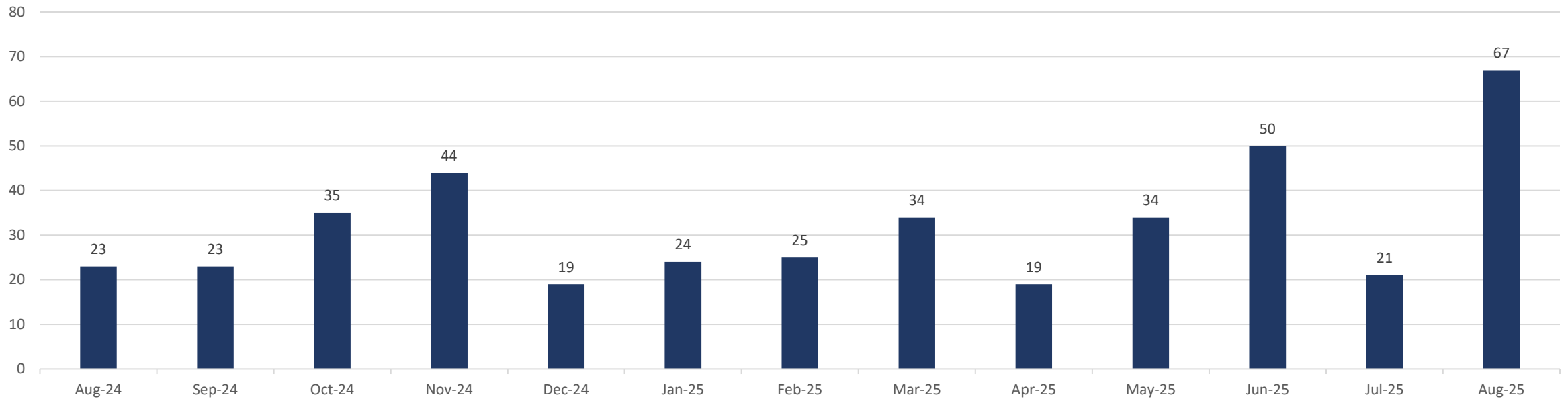
TALCB Provider and Course Applications

FY2025

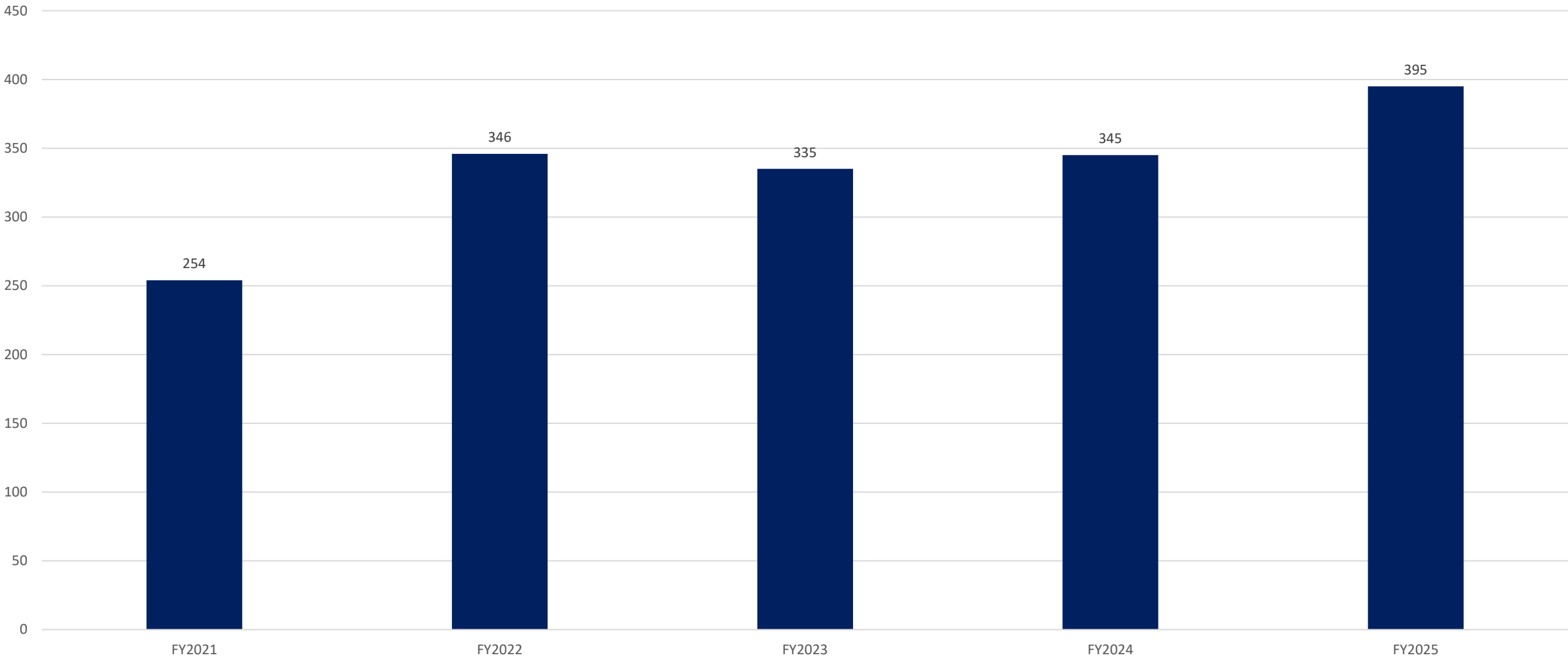
	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	YTD
Applications Received													
Initial ACE Provider	0	1	0	0	0	0	0	0	0	0	0	1	2
Renewal ACE Provider	0	1	1	0	0	0	0	0	0	8	2	2	14
Initial ACE Elective Course	7	27	6	10	13	11	12	6	19	13	19	16	159
Classroom Delivery	4	23	3	6	11	8	12	4	14	11	18	12	126
Online Delivery	3	4	3	4	2	3	0	2	5	2	1	4	33
Renewal ACE Elective Course	2	19	2	6	15	11	12	4	34	15	11	14	145
Classroom Delivery	0	6	0	3	6	5	5	0	17	4	8	11	65
Online Delivery	2	13	2	3	9	6	7	4	17	11	3	3	80
Qualifying Course Acceptance	7	3	0	3	4	3	4	2	4	1	10	9	50
Classroom Delivery	3	2	0	3	2	2	1	2	1	0	3	7	26
Online Delivery	4	1	0	0	2	1	3	0	3	1	7	2	24
Total Applications Received	16	51	9	19	32	25	28	12	57	37	42	42	370
	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	0	0	0	1	2
Renewal ACE Provider	0	0	1	0	0	0	0	0	0	0	8	4	13
Initial ACE Elective Course	16	13	30	5	12	12	13	10	14	17	5	30	177
Classroom Delivery	13	10	23	2	6	9	13	9	12	12	5	27	141
Online Delivery	3	3	7	3	6	3	0	1	2	5	0	3	36
Renewal ACE Elective Course	0	12	12	10	8	8	17	9	15	29	5	19	144
Classroom Delivery	0	5	5	3	0	6	5	6	7	11	3	15	66
Online Delivery	0	7	7	7	8	2	12	3	8	18	2	4	78
Qualifying Course Acceptance	7	10	0	4	4	5	4	0	5	4	3	13	59
Classroom Delivery	5	3	0	4	2	3	1	0	3	1	2	7	31
Online Delivery	2	7	0	0	2	2	3	0	2	3	1	6	28
Total Applications Approved	23	35	44	19	24	25	34	19	34	50	21	67	395

TALCB Applications Approved 13-Month Comparison

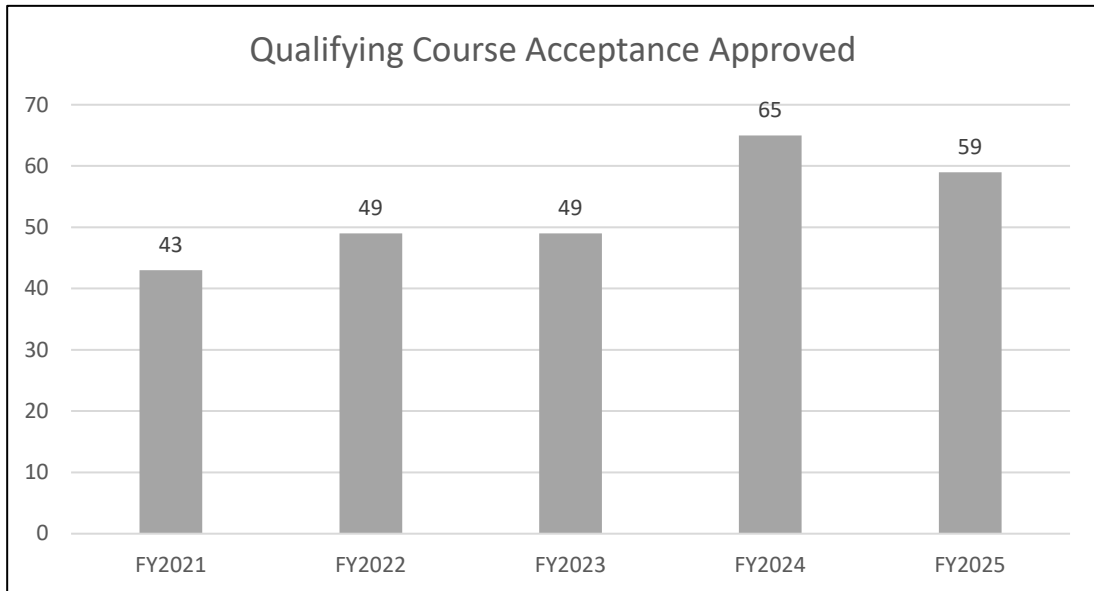
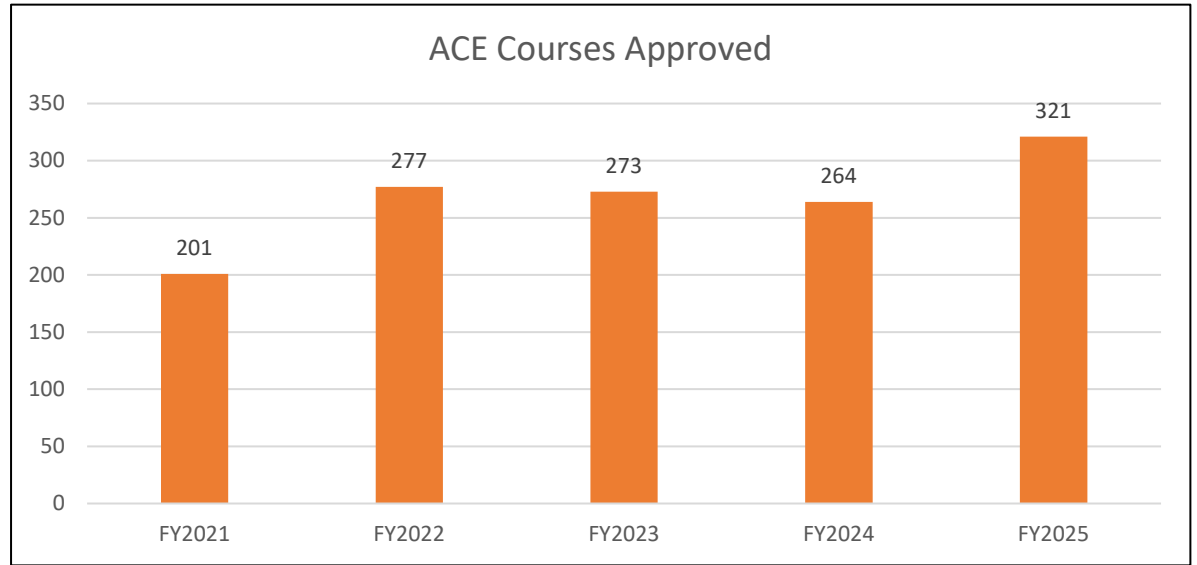
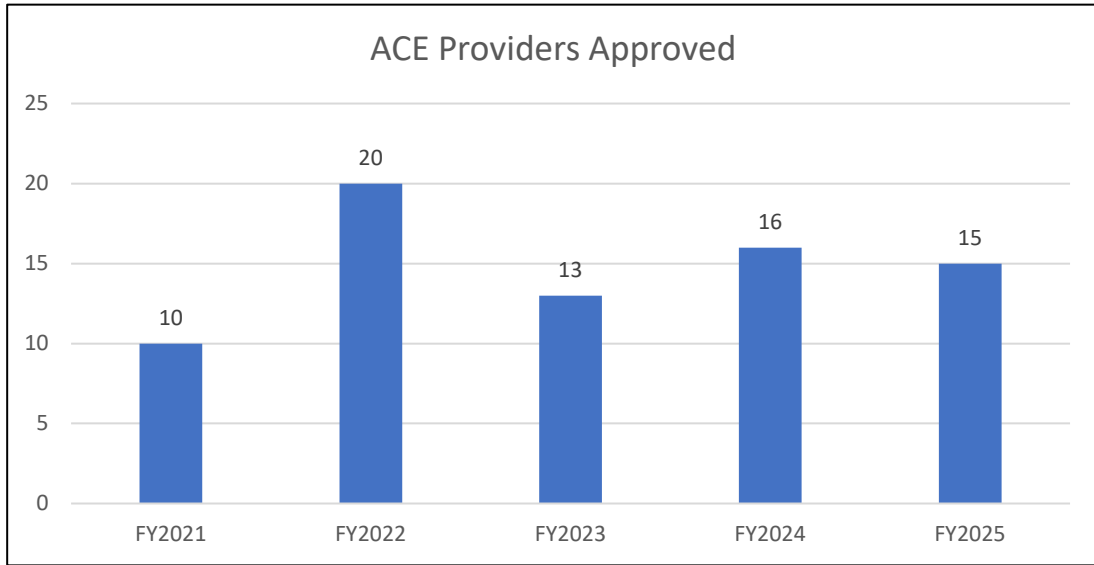
	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25
Initial ACE Provider	0	0	0	1	0	0	0	0	0	0	0	0	1
Renewal ACE Provider	0	0	0	1	0	0	0	0	0	0	0	8	4
All ACE Provider Applications	0	0	0	2	0	0	0	0	0	0	0	8	5
Qualifying Course Acceptance	11	7	10	0	4	4	5	4	0	5	4	3	13
ACE Courses	38	16	25	42	15	20	20	30	19	29	46	10	49
All Course Applications	49	23	35	42	19	24	25	34	19	34	50	13	62
All Applications Approved	23	23	35	44	19	24	25	34	19	34	50	21	67



Applications Approved Year-Over-Year Comparison



TALCB Total Applications Approved - Fiscal Year



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	29	17	46	63%	11	24	35	31%	81	49%	59
FYTD 2024	54	30	84	64%	16	52	68	24%	152	46%	94	74%
August 2025	0	3	3	0%	0	3	3	0%	6	0%	5	0%
August 2024	3	2	5	60%	1	4	5	20%	10	40%	9	44%

Certified Residential	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
	FYTD 2025	46	27	73	63%	23	38	61	38%	134	51%	86
FYTD 2024	88	56	144	61%	58	71	129	45%	273	53%	167	87%
August 2025	7	3	10	70%	3	0	3	100%	13	77%	12	83%
August 2024	8	5	13	62%	3	3	6	50%	19	58%	17	65%

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	38	26	64	59%	21	52	73	29%	137	43%	82
FYTD 2024	34	44	78	44%	41	66	107	38%	185	41%	96	78%
August 2025	1	0	1	100%	0	7	7	0%	8	13%	6	17%
August 2024	5	3	8	63%	4	5	9	44%	17	53%	15	60%

TALCB Licensing Report

Current as of August 31, 2025

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
 August 2025

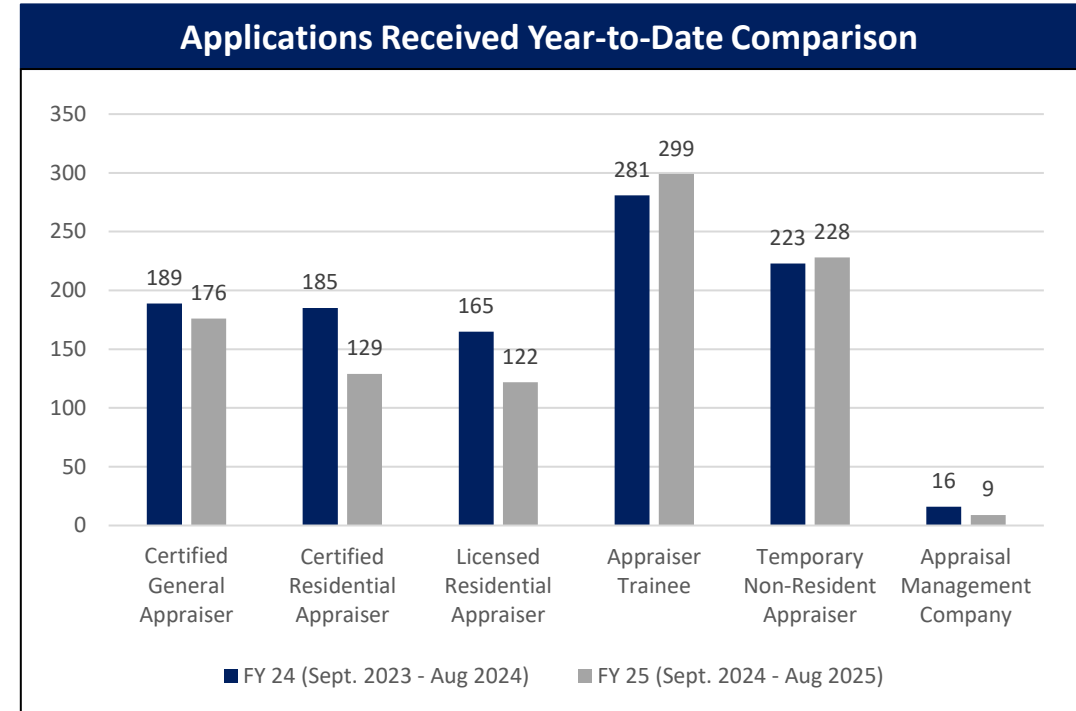
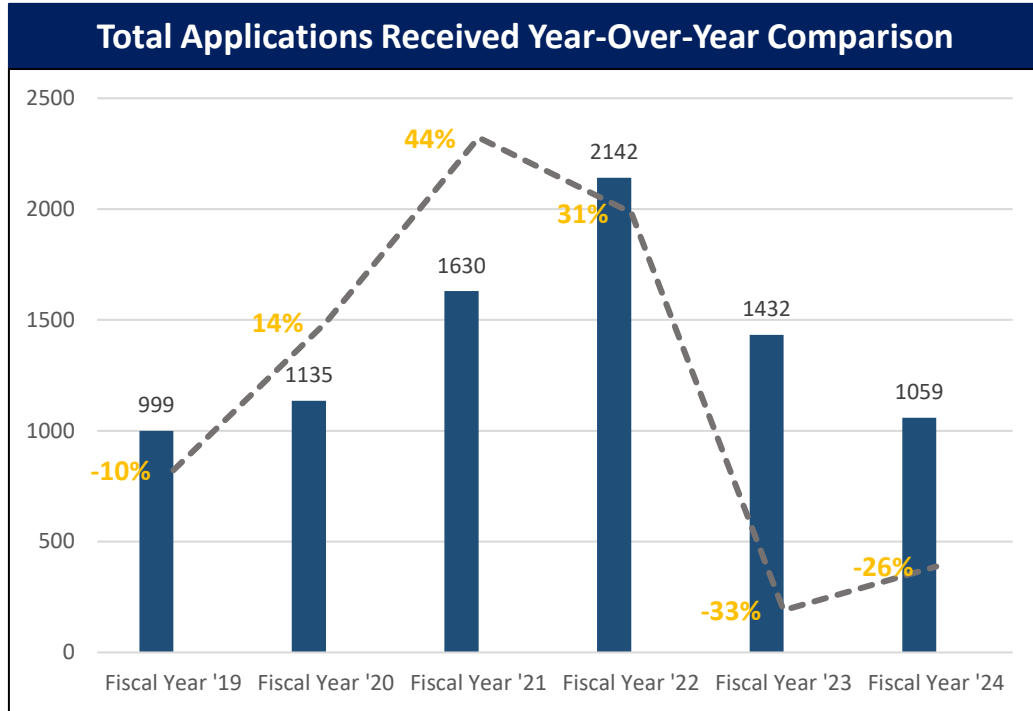
FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20
2017	Aug17	2,398	2,407	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	-21
	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
	May 25	2,401	2,774	586	5,761	-22	805	-14	6,566	-36
Jun 25	2,391	2,766	586	5,743	-18	814	9	6,557	-9	
Jul 25	2,386	2,753	583	5,722	-21	806	-8	6,528	-29	
Aug 25	2,389	2,752	581	5,722	0	803	-3	6,525	-3	
August 2025										
Inactive Appraisers		GENERAL 38	RESIDENTIAL 56	LICENSE 18	TOTAL 112		TRAINEE 104		TOTAL 216	
									Out-of-State Temporary Registrations:	119
									Total All License Holders:	6,860

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
 August 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
	May 25	2	1	5
	Jun 25	1	2	3
	Jul 25	0	1	8
	Aug 25	1	1	2
2025 - Total		9	9	51
Registrations issued from March 2012 to Aug 2025			361	
Registrations Expired > 6 months as of Aug 2025			-109	
Registrations Expired < 6 months as of Aug 2025			-1	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-40	
Registrations Re-Issued > 6 months after expiration date			-10	
Federally Regulated AMCs			-3	
TOTAL AMC REGISTRATIONS			165	

AMC Registrations Year-Over-Year			
Fiscal 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



Applications Received Month-Over-Month Comparison

	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25
Certified General Appraiser	19	11	12	11	10	22	19	18	23	11	13	15	14
Certified Residential Appraiser	17	10	6	6	6	9	11	10	21	16	16	15	6
Licensed Residential Appraiser	13	9	11	8	7	20	10	12	10	13	7	12	9
Appraiser Trainee	27	21	33	18	16	35	15	24	23	37	28	35	30
Temporary Non-Resident Appraiser	20	15	14	17	19	20	15	20	17	19	21	23	19
Appraisal Management Company	1	1	0	1	1	0	0	2	0	2	1	0	1

Application Processing Time

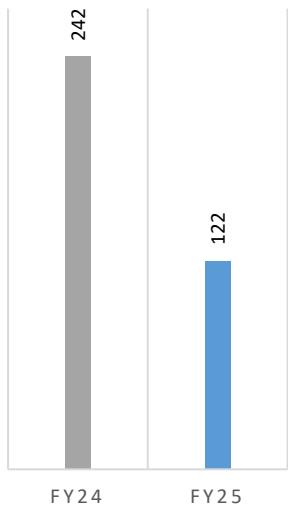
Average Number of Days to Process Applications

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

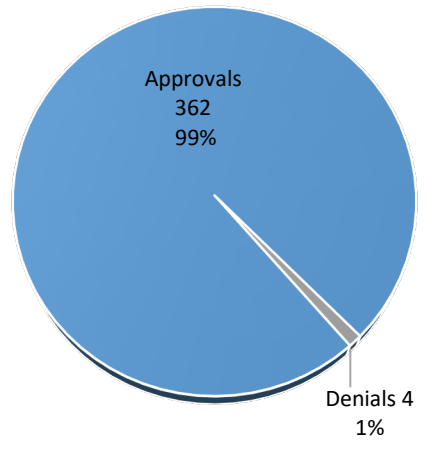
	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	31	22	20	29	23	33	26	29	23	21	22	13	29
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	25	22	28	28	NA	42	26	35	17	28	24	25	30
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	24	17	13	30	36	35	20	18	20	15	26	18	41
Reciprocity (Goal: 14 days)	2	1	3	3	4	2	6	2	2	2	3	2	2
Appraiser Trainee (Goal: 14 days)	2	3	2	2	4	5	5	8	5	7	5	4	5
Temporary Non-Resident Appraiser (Goal: 5 days)	2	2	2	2	2	2	3	2	2	2	3	2	2
Appraisal Management Company (Goal: 14 days)	3	1	NA	5	4	NA	NA	1	NA	1	6	NA	1

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY24 – 25 Residential Audit Outcome

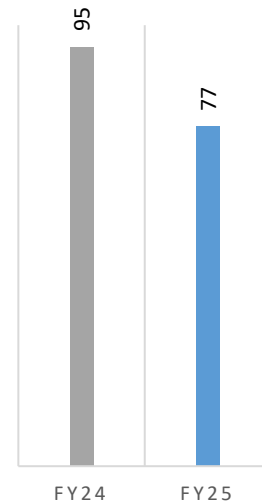


Residential Audit Processing Year-Over-Year

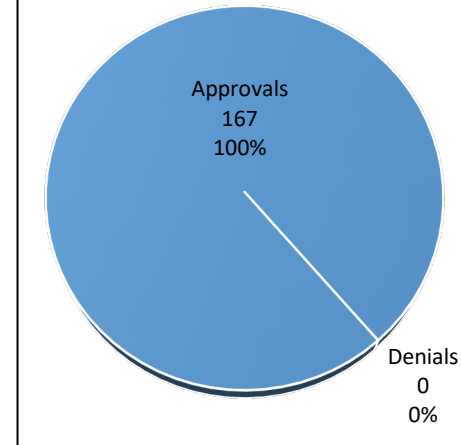
	Closed	Average Processing
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	265	30 Days
Fiscal Year 2025	123	22 Days

Certified General Experience Audit Summary

Commercial audits received



FY24- 25 Commercial Audit Outcome



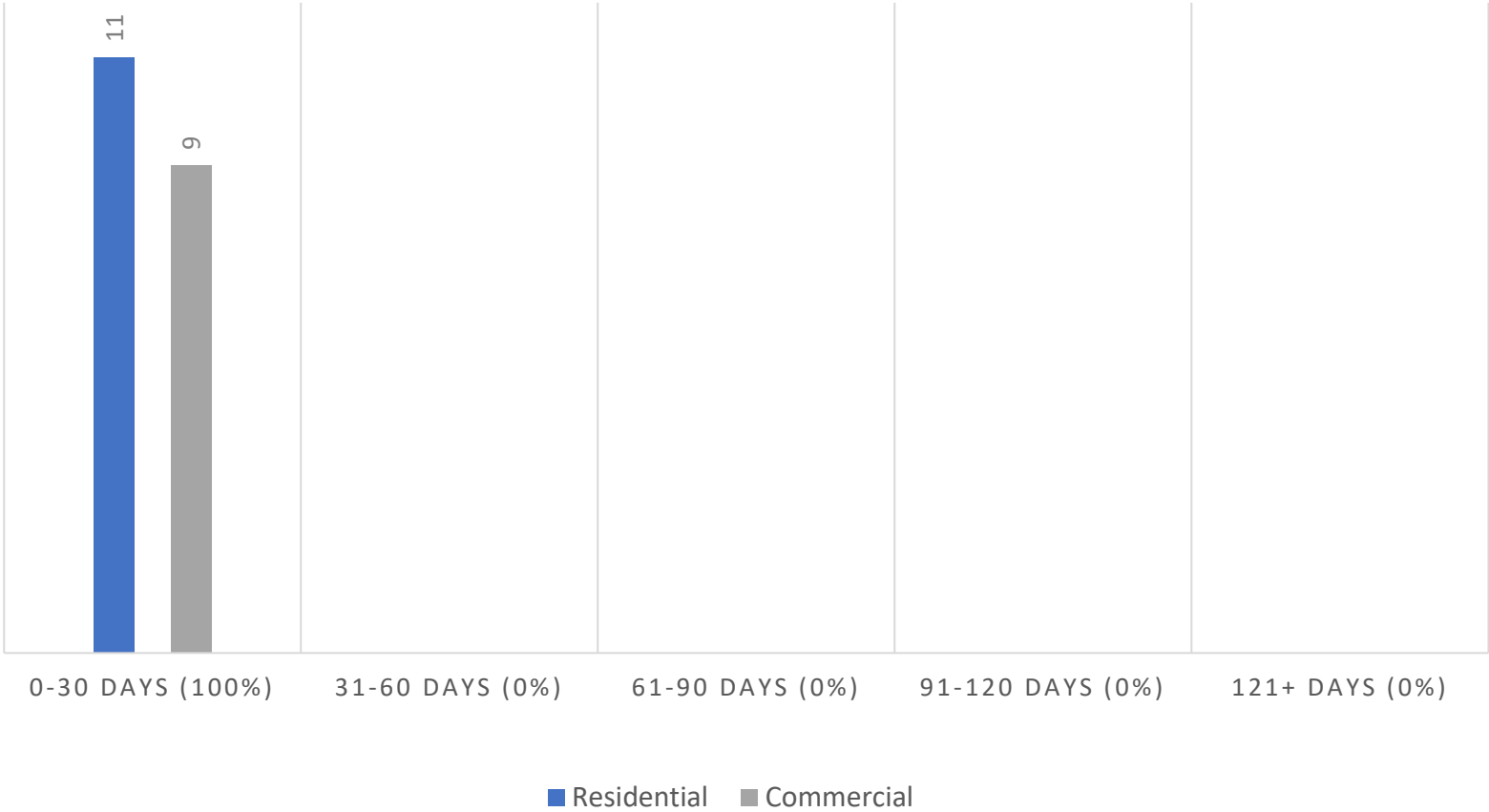
Commercial Audit Processing Year-Over-Year

	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	77	20 Days

Renewal Activity

Year-to-Date Comparison						
	FY 23 (Sept. 2022 - Aug 2023)		FY 25 (Sept. 2024 - Aug 2025)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	1,152	90.57%	1,123	86.85%	-29	-2.52%
Certified Residential Renewals	1,192	91.98%	1,238	88.49%	46	3.86%
Licensed Residential Renewals	206	76.58%	243	69.43%	37	17.96%
Appraiser Trainee Renewals	293	61.68%	289	57.57%	-4	-1.37%

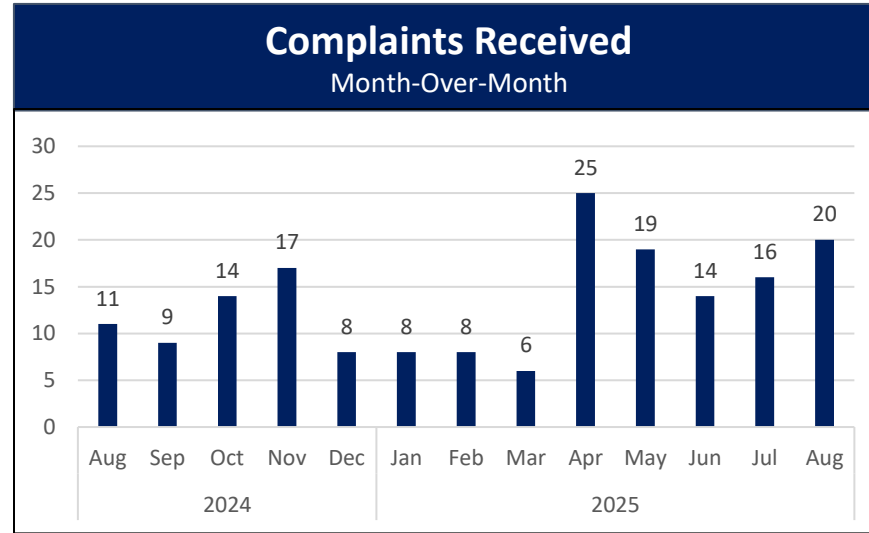
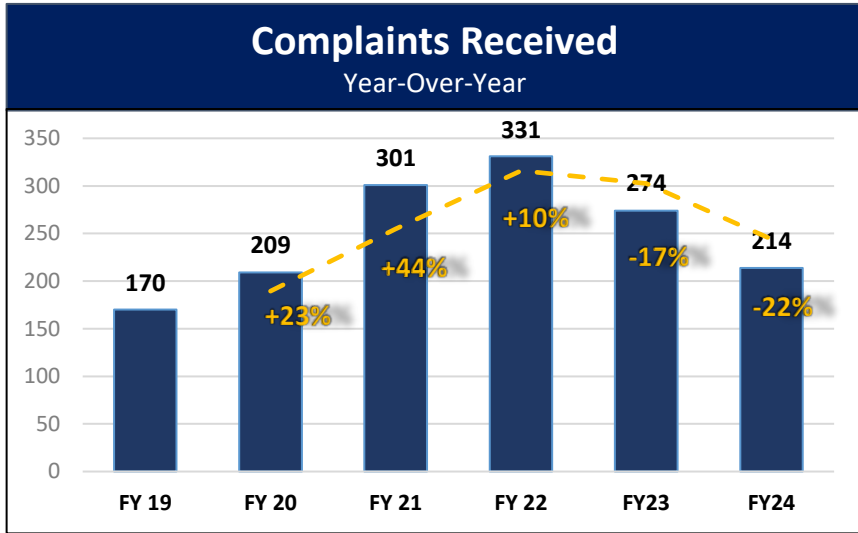
Open Experience Audit Snapshot



TALCB Enforcement Report

Current as of August 31, 2025

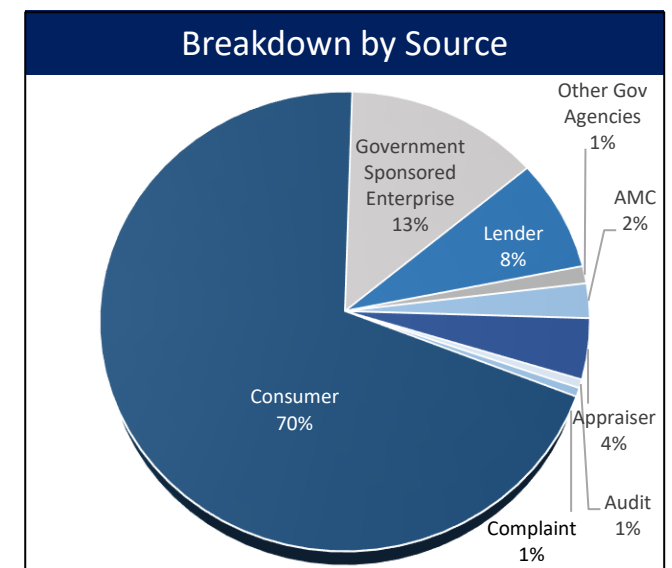
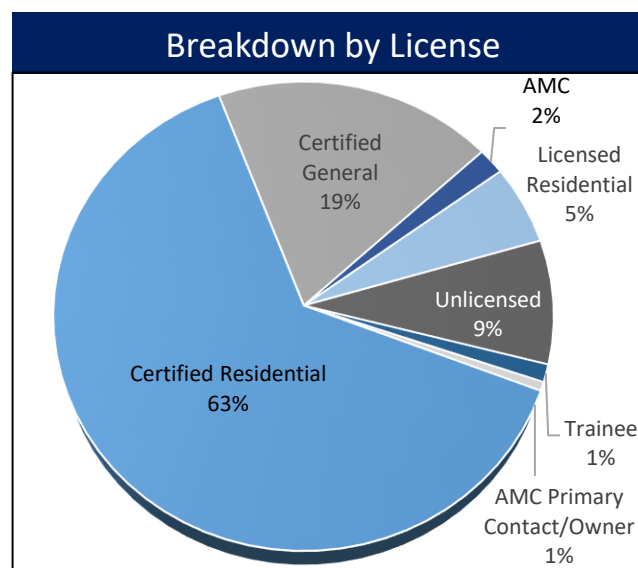
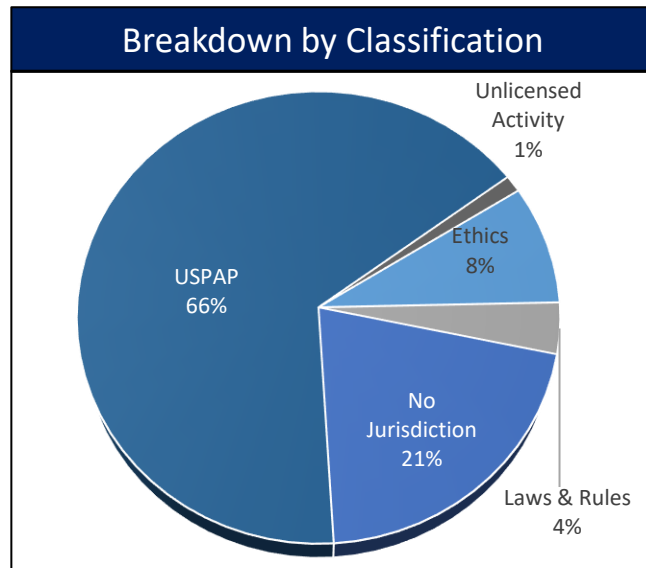
Complaints Received



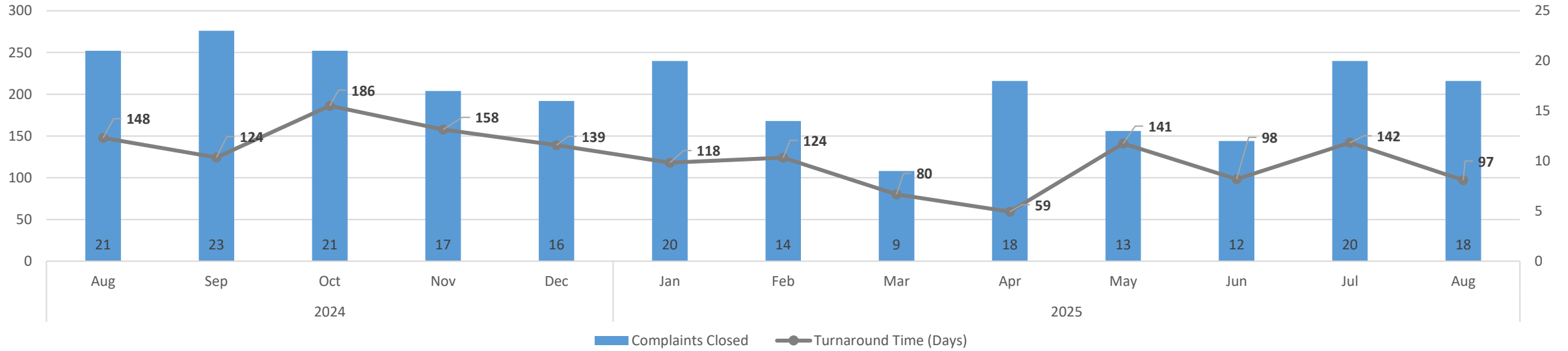
Fiscal Year 2025 Summary

164	Complaints Received
153	Respondents
<2%	License Holders Receive a Complaint

Fiscal Year 2025 Complaints Received by Category

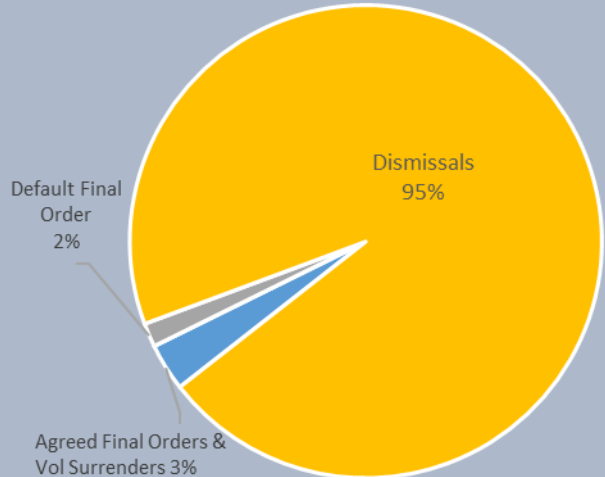


Complaint Resolution

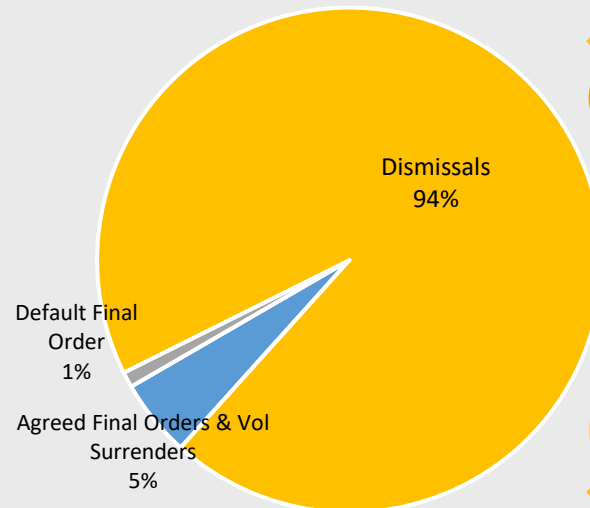


FY24 Complaint Outcome

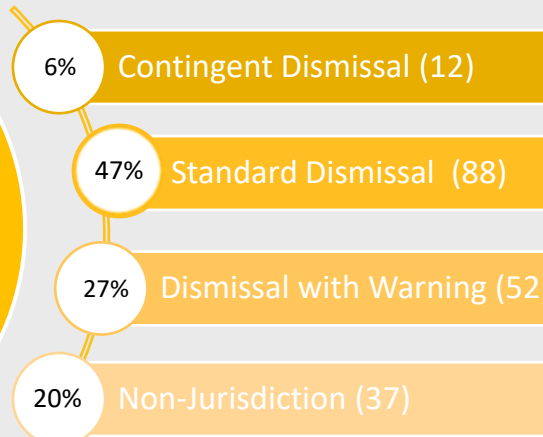
245 Complaints Resolved



FY25 Complaint Outcome



FY25 Dismissal Breakdown



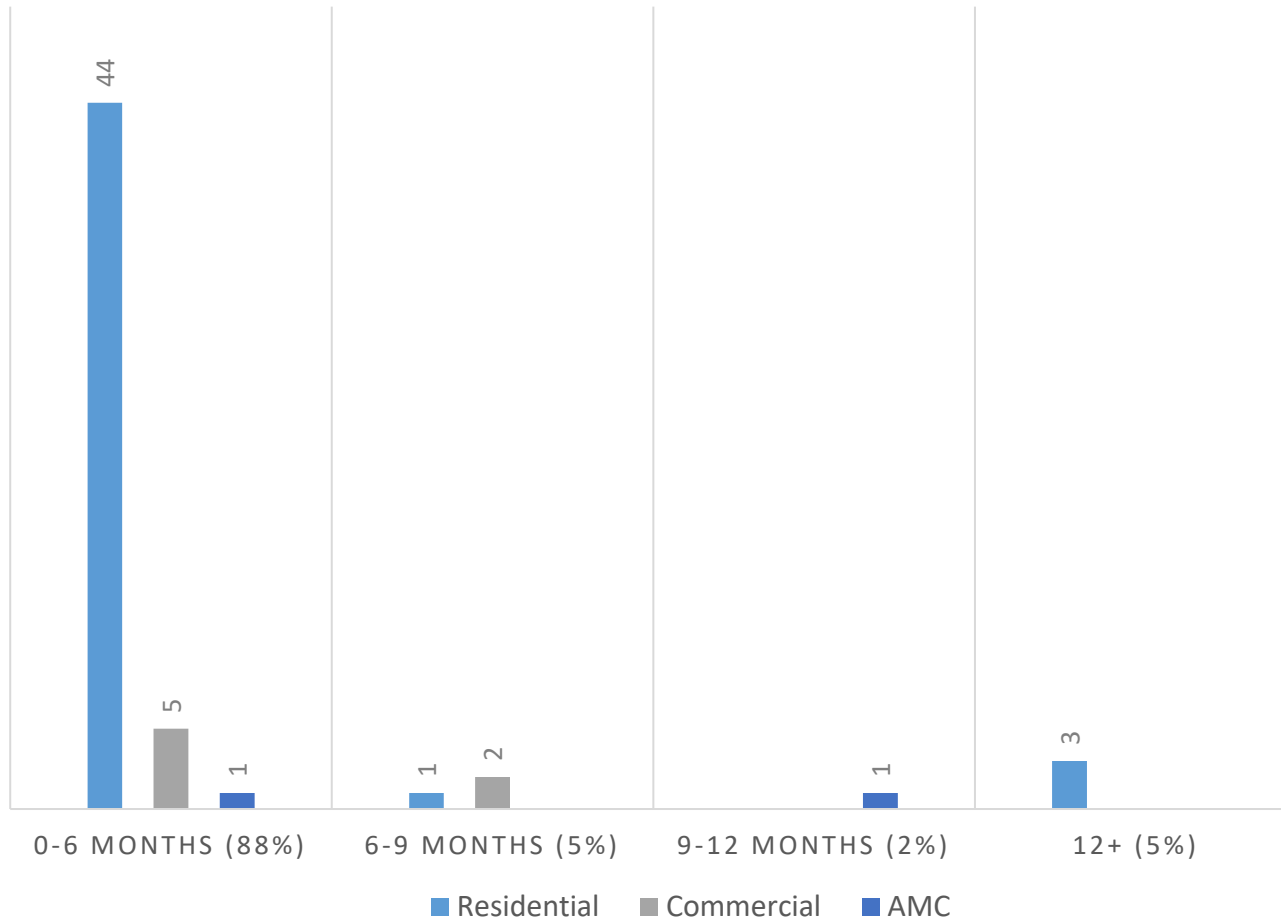
Fiscal Year 2025 Summary

201 Complaints Resolved

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

<1% License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

57 Open Complaints

8 Cases Currently Abated

- 6 pending litigation
- 2 pending Texas Workforce Commission Civil Rights Division Review

3 Cases Over 1 Year Old

The ASC Policy Statements require that cases be resolved within 1-year, absent special documented circumstances. 2 cases involved abatements, and 1 case involves a party on active military duty.



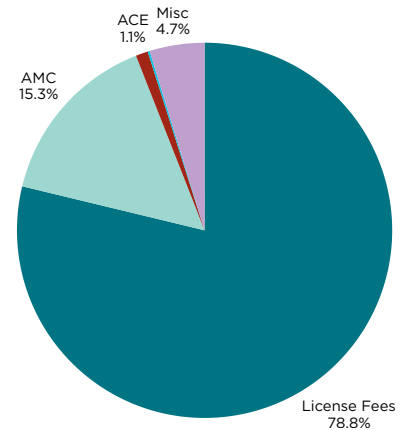
EXECUTIVE FINANCIAL REPORT

AUG 2025

Total Revenue (YTD) \$2,151,877	Total Expenses (YTD) \$2,193,378	Gain/Loss (\$41,501)
---	--	--------------------------------

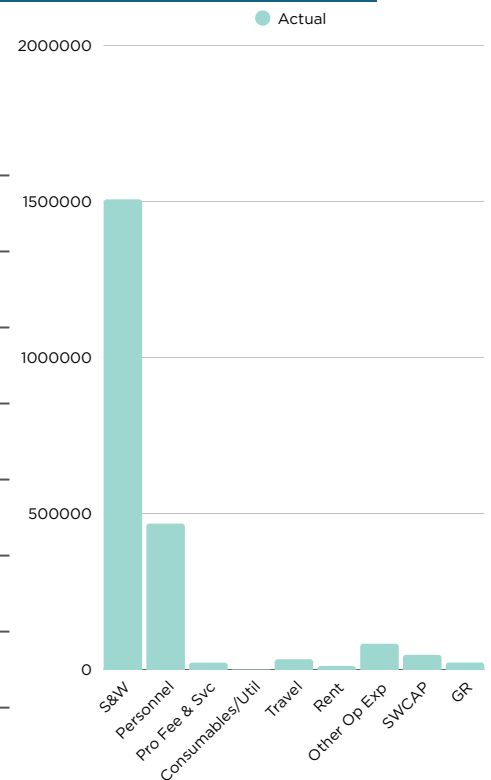
Income Report

Source	Budgeted	Actual	Difference
License Fees	1,783,120	1,695,070	88,050
AMC's	358,715	328,620	30,095
ACE Program	20,708	22,620	(1,840)
Exam Fees	7,070	3,820	3,250
Miscellaneous Revenue	46,236	101,748	(55,512)
Total Income	\$2,215,921	\$2,151,877	\$64,044



Expenses Report

Source	Budgeted	Actual	Difference
Salaries & Wages	1,562,370	1,506,667	55,703
Other Personnel Costs	511,782	467,603	44,179
Professional Fees & Svcs	204,600	22,012	182,588
Consumables/Utilities	2,190	933	1,859
Travel	42,000	32,838	9,162
Rent (Buildings/Equip)	20,926	11,106	9,820
Other Operating Expenses	121,803	82,621	39,182
SWCAP	34,779	47,097	(12,318)
Annual GR Payment	22,500	22,500	0
Total Expenses	\$2,522,950	\$2,193,378	\$329,572





EXECUTIVE FINANCIAL REPORT

AUG 2025

Notes

- Our ending revenue collection is at 97.1% or \$2,151,877. We were \$64,044 away from our target.
- Our ending expenses were at 86.9% which was below our projected expenses of \$2,522,950
- Expenses were more than our revenue and we ended the year with an operational deficit of -\$41,501.

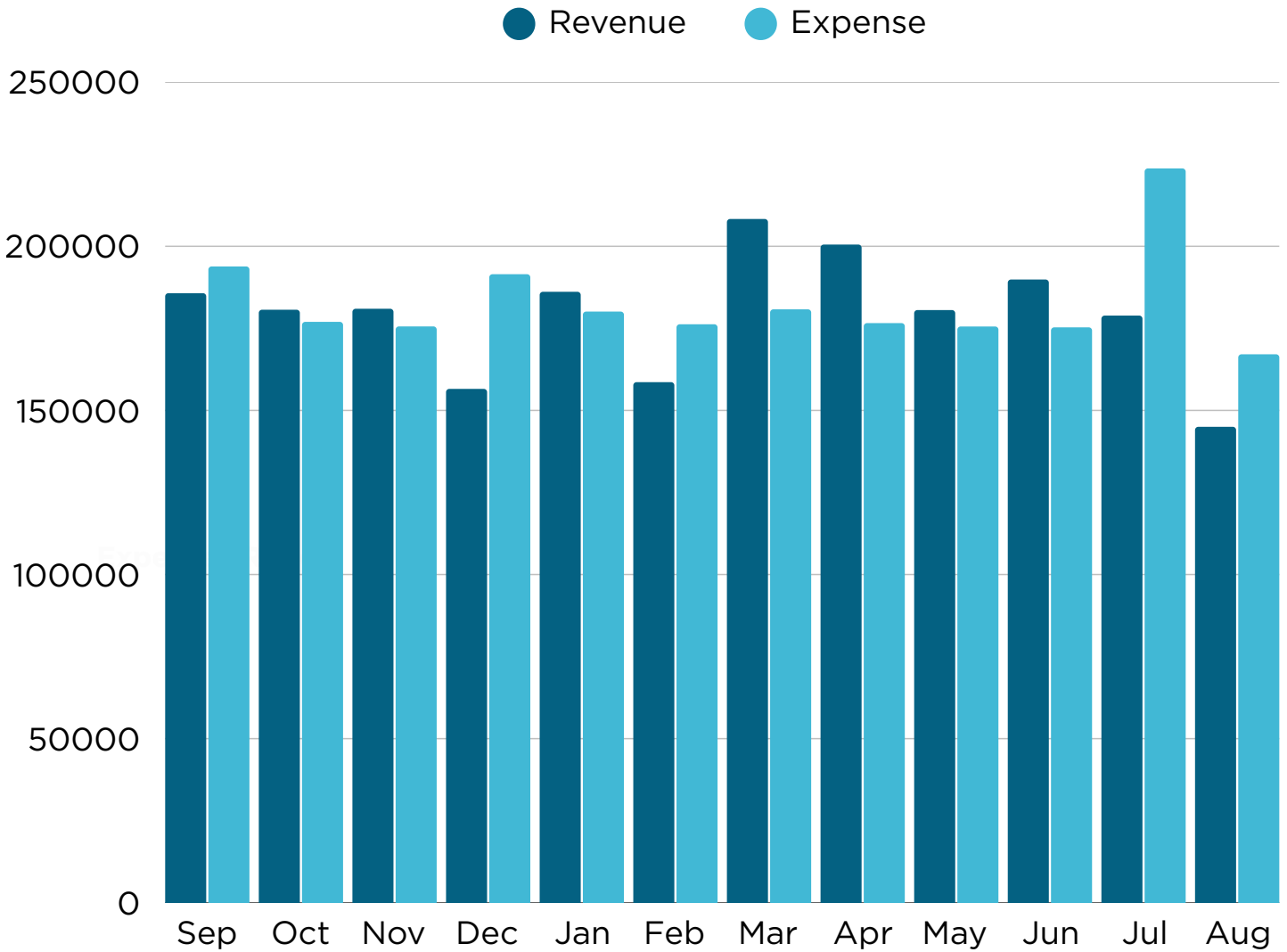
Expenses Report



EXECUTIVE FINANCIAL REPORT

AUG 2025

FY25 Monthly Activity





MONTHLY INVESTMENT REPORT AS OF AUG 31, 2025

The following report is submitted in accordance with the Public Funds Investment Act (Chapter 2256.023) in order that the governing body of the Texas Appraiser Licensing and Certification Board is fully informed of the position and activity within the agency's portfolio of investments.

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. The appropriate investment vehicle used is determined by safety needs, liquidity requirements, financial return, and Texas Comptroller policy. The TALCB Operating and special purpose fund (Education Development Fund Account) are invested in overnight repurchase agreements and U.S. Treasury Notes.

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 O. Williams

Ranada Williams
Chief Financial Officer

Melissa Huerta

Melissa Huerta
Accounting Manager

Kemya Dean

Kemya Dean
Budget Analyst



MONTHLY INVESTMENT REPORT AS OF AUG 31, 2025

Financial Services Division

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

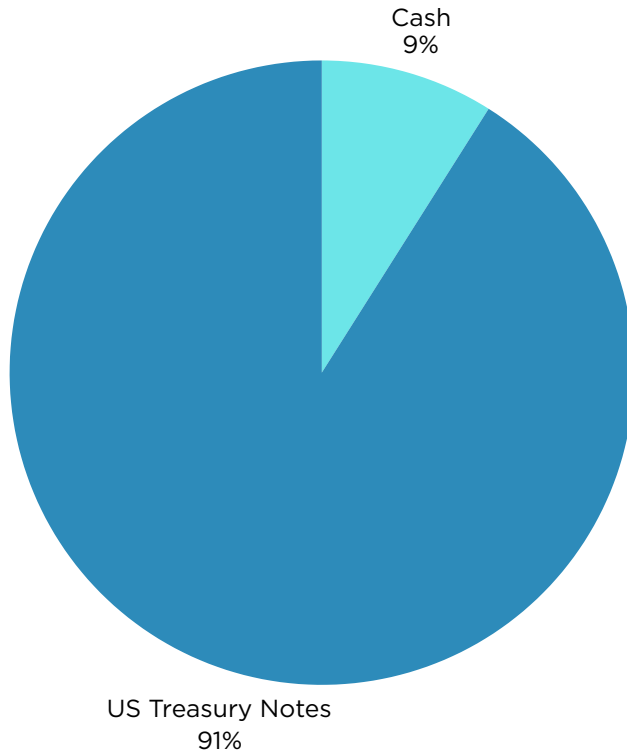
For the Month of August 2025

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
09/16/2024	903,800.00	899,422.22	903,552.86	141.22	903,694.08	14,613.07	U.S. T-Notes, 3.500	09/15/2025
12/16/2024	901,000.00	898,881.71	900,894.41	175.99	901,070.40	7,680.66	U.S. T-Notes, 4.000	12/15/2025
03/19/2025	870,000.00	874,447.52	872,956.64	509.77	873,466.41	18,587.98	U.S. T-Notes, 4.625	03/15/2026
06/16/2025	967,000.00	967,071.22	966,660.04	2,153.09	968,813.13	8,500.88	U.S. T-Notes, 4.125	06/15/2026
Totals	\$ 3,641,800.00	\$ 3,639,822.67	\$ 3,644,063.95	\$ 2,980.07	\$ 3,647,044.02	\$ 49,382.59		

Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance 08/01/2025	\$ 27,230.18		
Current Month Receipts		\$ 448,762.96	
Current Month Disbursements		\$ (116,459.50)	
Total Cash			\$ 359,533.64
Investment Ending Market Value			3,647,044.02
Total Account Balance			4,006,577.66
Operating Reserves			(1,261,475.00)
Ending Balance Available for Operations 08/31/2025			\$ 2,745,102.66

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

Cash
US Treasury Notes




MONTHLY INVESTMENT REPORT AS OF AUG 31, 2025

Financial Services Division

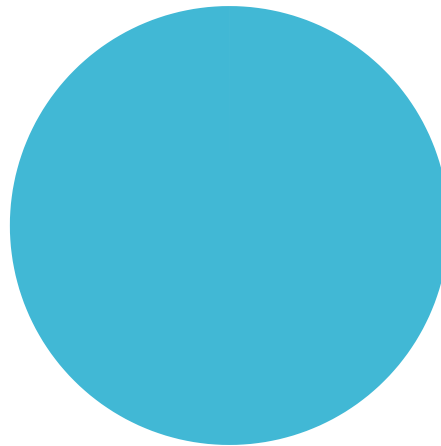
**Tx Appraiser Licensing & Certification Board Administrative Penalties Account
No. 3193**

August 2025

Monthly Activity

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

Beginning Cash Available Balance 08/01/2025	\$ 34,233.80		
Current Month Receipts	Admin Penalties \$ 0.00		
	Interest Earned 126.69		
Current Month Disbursements	\$ (10.73)		
Total Cash		\$ <u>34,349.76</u>	
Reserved for Education Development		<u>0.00</u>	
Ending Balance Available 08/31/2025		\$ <u><u>34,349.76</u></u>	



REPO
100%