



Staff Reports for August 2024

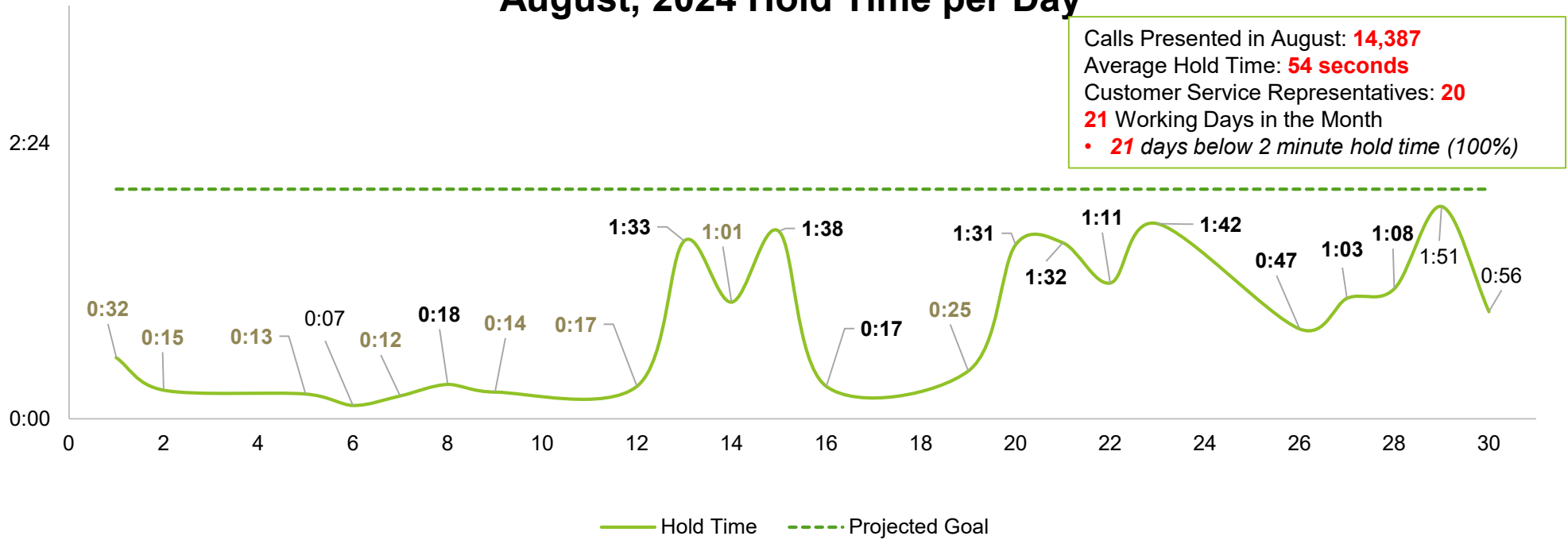
Customer Relations Division

August, 2024 Monthly Report

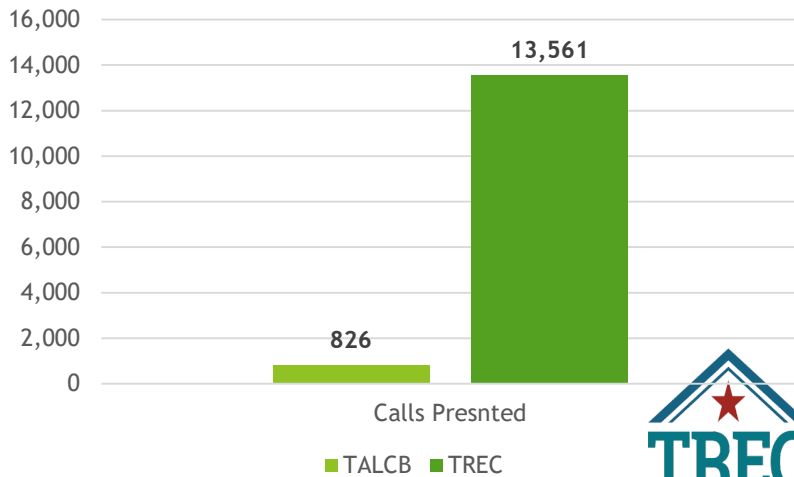


Customer Relations Division

August, 2024 Hold Time per Day



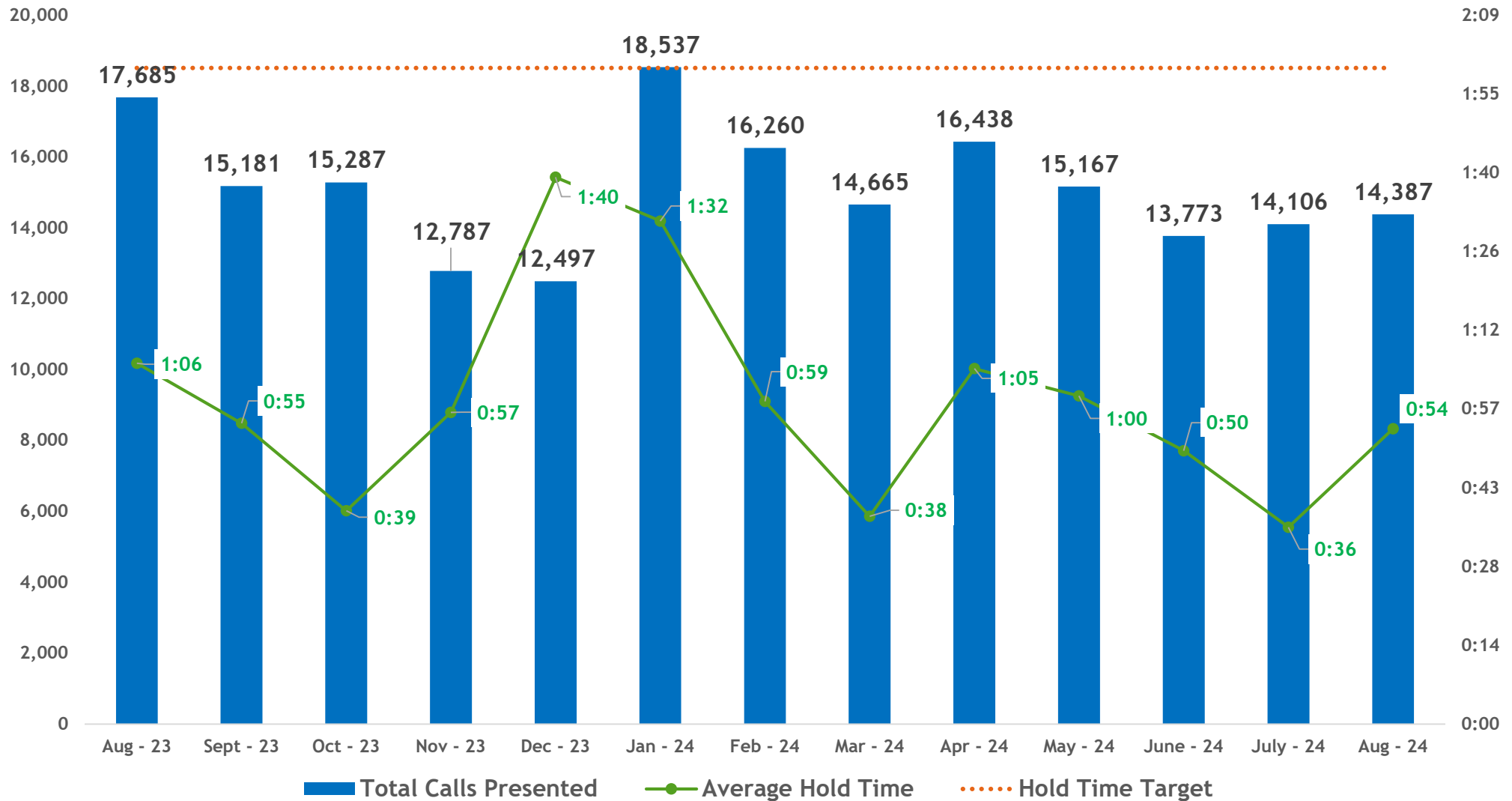
TALCB & TREC



TALCB – 826 Calls (5.74%) **37 second hold time**
TREC – 13,561 Calls (94.26%) **55 second hold time**

Customer Relation Division

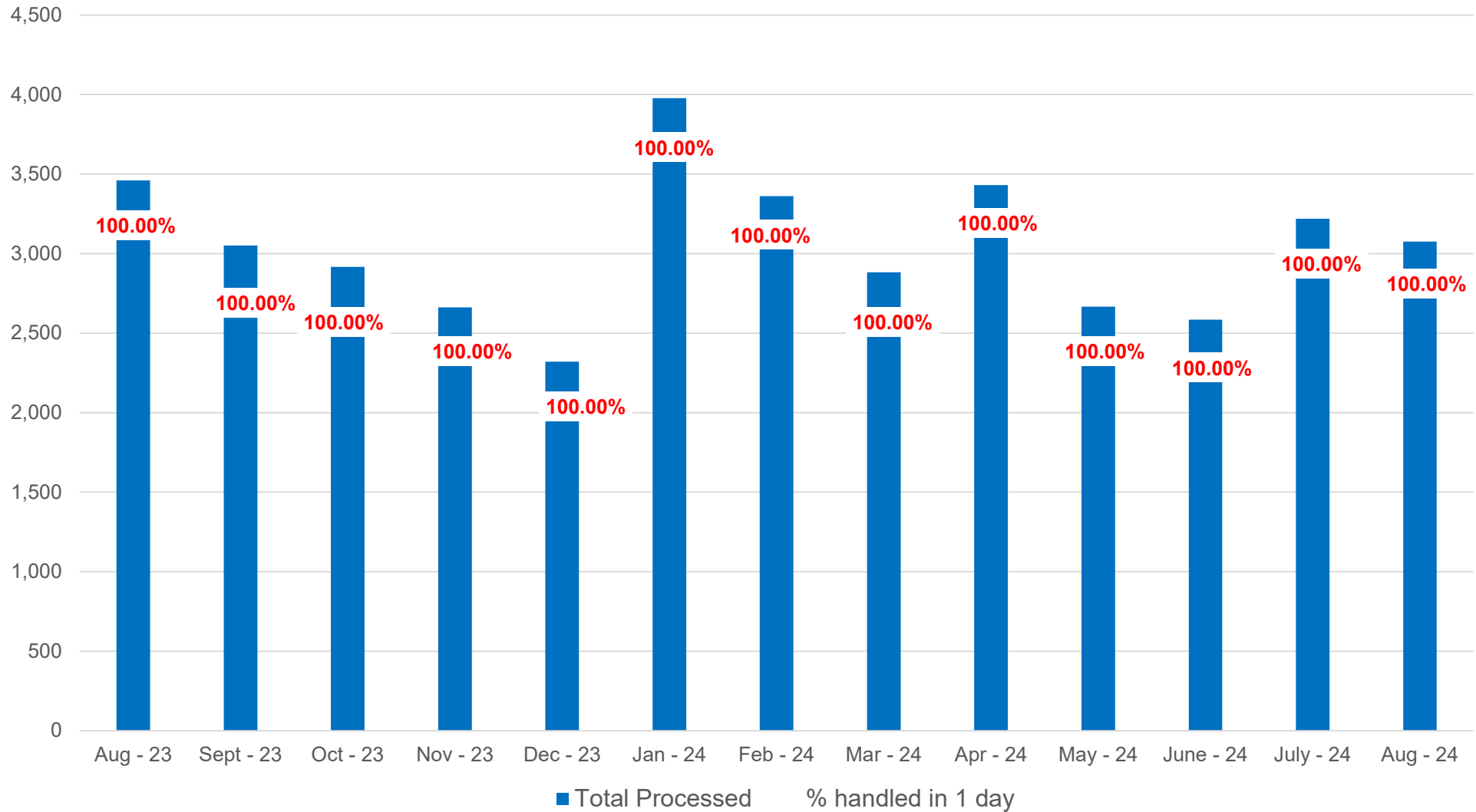
13 Month Comparison of Calls Presented vs. Hold Time



Customer Relations Division

13 Month Comparison of Emails Processed

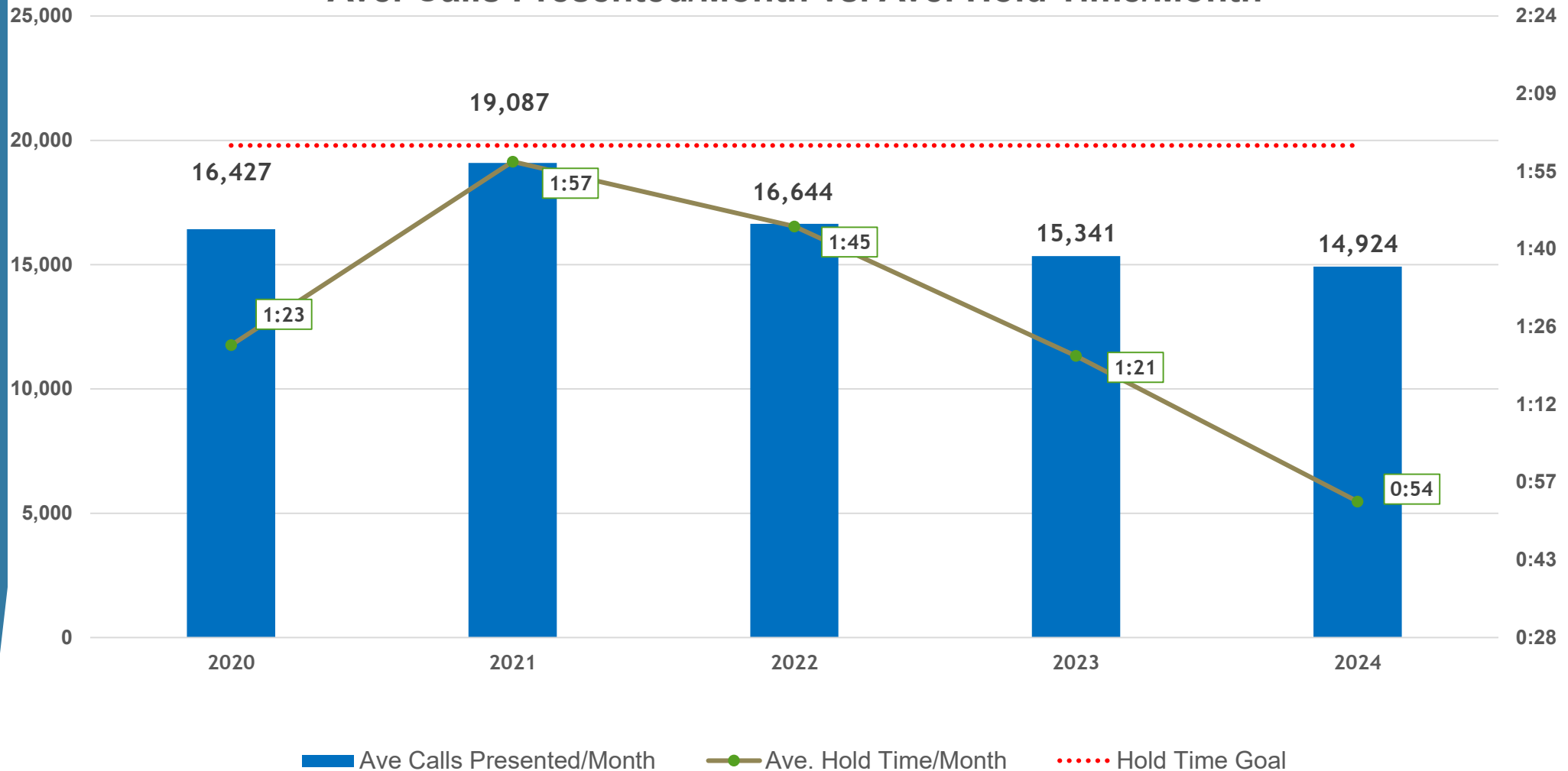
August, 2023 to August, 2024



Customer Relations Division

Fiscal Year Comparison

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



TALCB Education Report

August 2024



Education & Examination Services													
TALCB Provider and Course Applications													
FY2024													
	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	YTD
Applications Received													
Initial ACE Provider	0	0	1	0	0	1	0	0	0	1	0	0	3
Renewal ACE Provider	2	1	1	0	2	1	1	2	0	0	0	0	10
Initial ACE Elective Course	11	15	9	8	20	19	9	13	9	9	21	14	157
Classroom Delivery	6	11	6	7	15	16	5	12	9	9	18	13	127
Online Delivery	5	4	3	1	5	3	4	1	0	0	3	1	30
Renewal ACE Elective Course	7	12	2	7	4	21	3	11	11	11	18	2	109
Classroom Delivery	7	5	2	2	1	7	1	4	6	7	12	1	55
Online Delivery	0	7	0	5	3	14	2	7	5	4	6	1	54
Qualifying Course Acceptance	2	5	1	0	7	3	1	2	0	0	3	8	32
Classroom Delivery	2	5	1	0	4	2	1	2	0	0	3	4	24
Online Delivery	0	0	0	0	3	1	0	0	0	0	0	4	8
Total Applications Received	22	33	14	15	33	45	14	28	20	21	42	24	311
	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	YTD
Applications Approved													
Initial ACE Provider	0	0	0	0	1	0	1	0	0	0	0	0	2
Renewal ACE Provider	3	3	2	0	0	4	0	0	2	0	0	0	14
Initial ACE Elective Course	16	11	7	3	10	26	14	7	20	11	14	19	158
Classroom Delivery	10	9	6	2	7	21	12	3	18	11	14	16	129
Online Delivery	6	2	1	1	3	5	2	4	2	0	0	3	29
Renewal ACE Elective Course	8	10	8	1	4	19	5	5	10	10	7	19	106
Classroom Delivery	7	4	5	0	0	5	3	2	4	6	4	13	53
Online Delivery	1	6	3	1	4	14	2	3	6	4	3	6	53
Qualifying Course Acceptance	6	6	3	1	14	6	4	1	8	3	2	11	65
Classroom Delivery	6	3	3	0	10	5	2	0	7	1	1	7	45
Online Delivery	0	3	0	1	4	1	2	1	1	2	1	4	20
Total Applications Approved	33	30	20	5	29	55	24	13	40	24	23	49	345

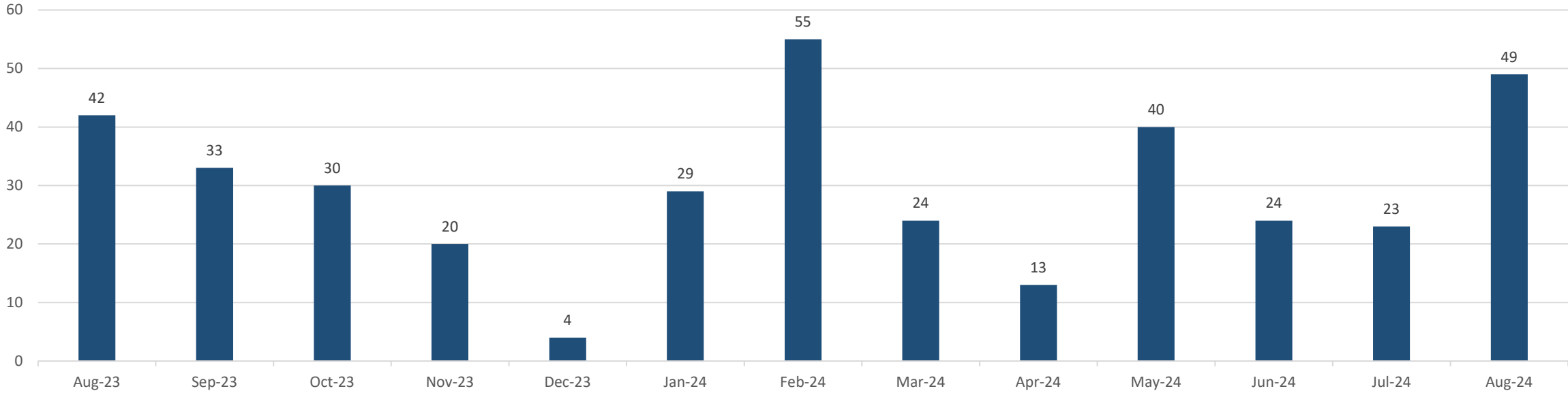
Education & Examinations Division

TALCB Applications Approved 13-Month Comparison

	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
Initial ACE Provider	1	0	0	0	0	1	0	1	0	0	0	0	0
Renewal ACE Provider	6	3	3	2	0	0	4	0	0	2	0	0	0
All ACE Provider Applications	7	3	3	2	0	1	4	1	0	2	0	0	0

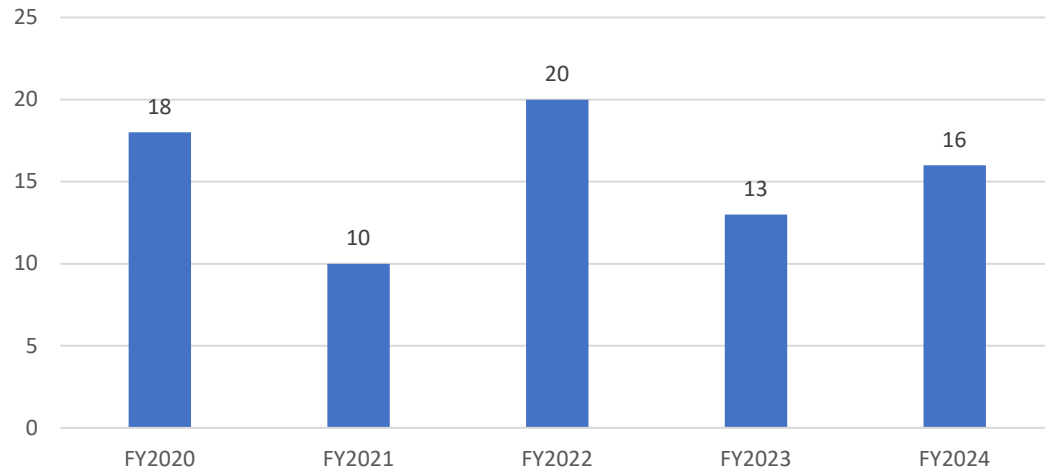
Qualifying Course Acceptance	3	6	6	3	1	14	6	4	1	8	3	2	11
ACE Courses	32	24	21	15	4	14	45	19	12	30	21	21	38
All Course Applications	35	30	27	18	4	28	51	23	13	38	24	23	49

All Applications Approved	42	33	30	20	4	29	55	24	13	40	24	23	49
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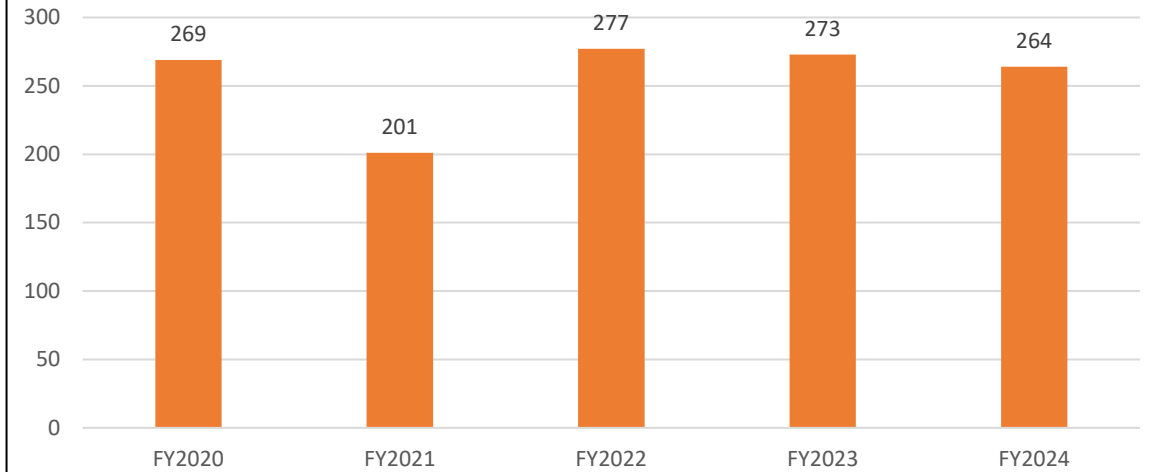


Education & Examinations Division TALCB Total Applications Approved - Fiscal Year

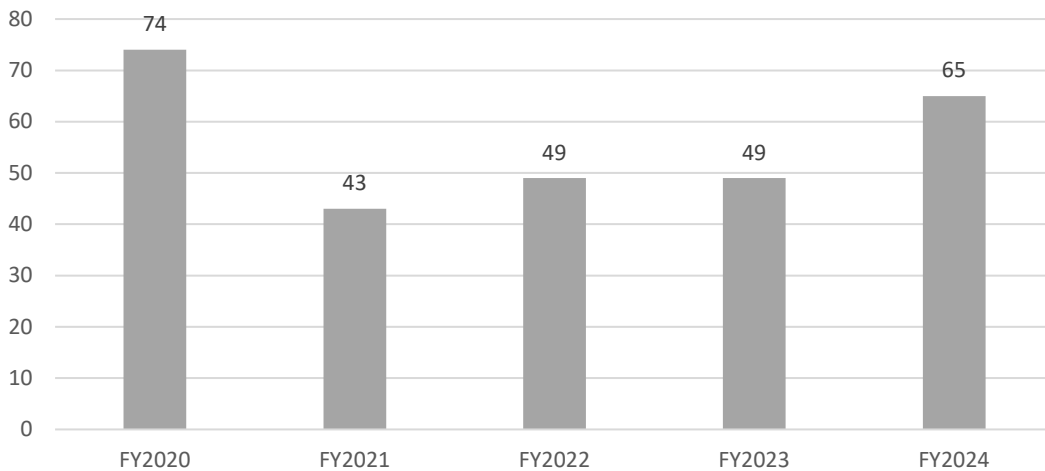
ACE Providers Approved



ACE Courses Approved



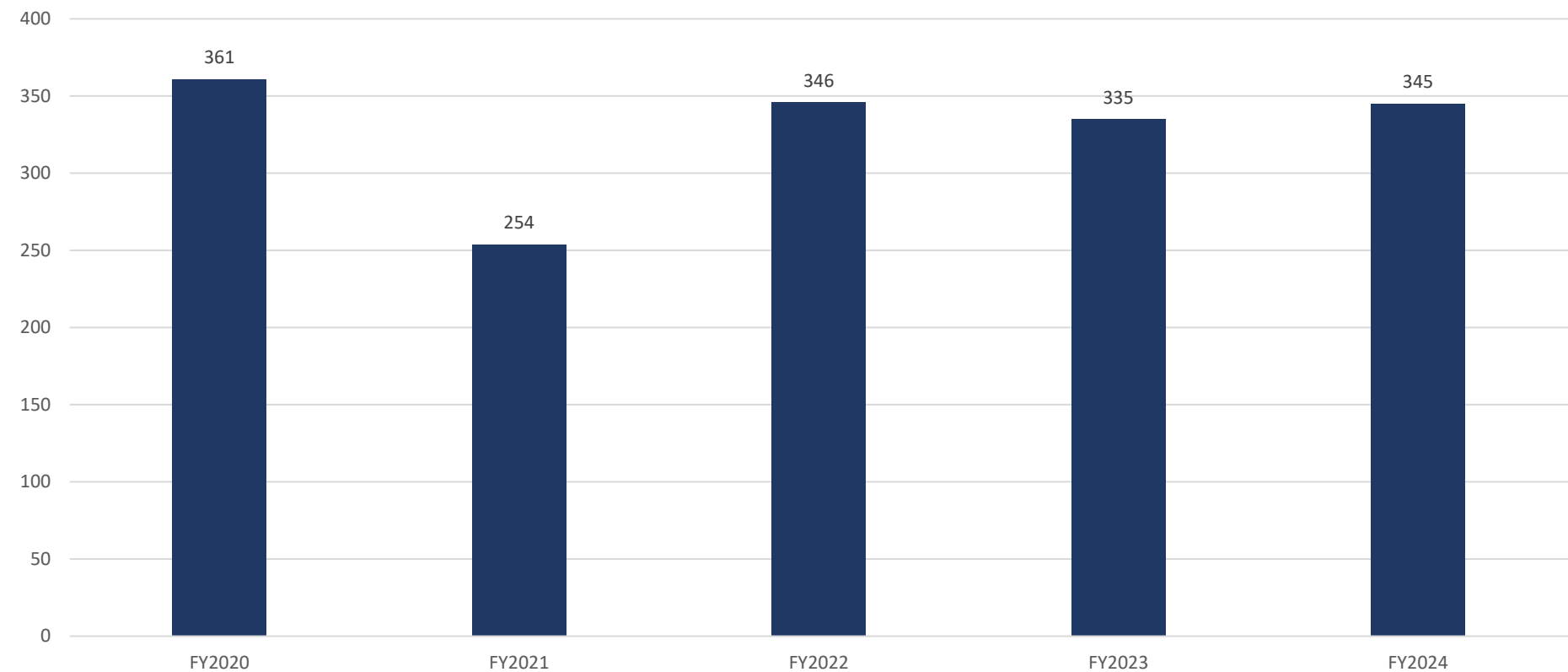
Qualifying Course Acceptance Approved



Education & Examinations Division

All TALCB Applications Approved

Year-Over-Year Comparison



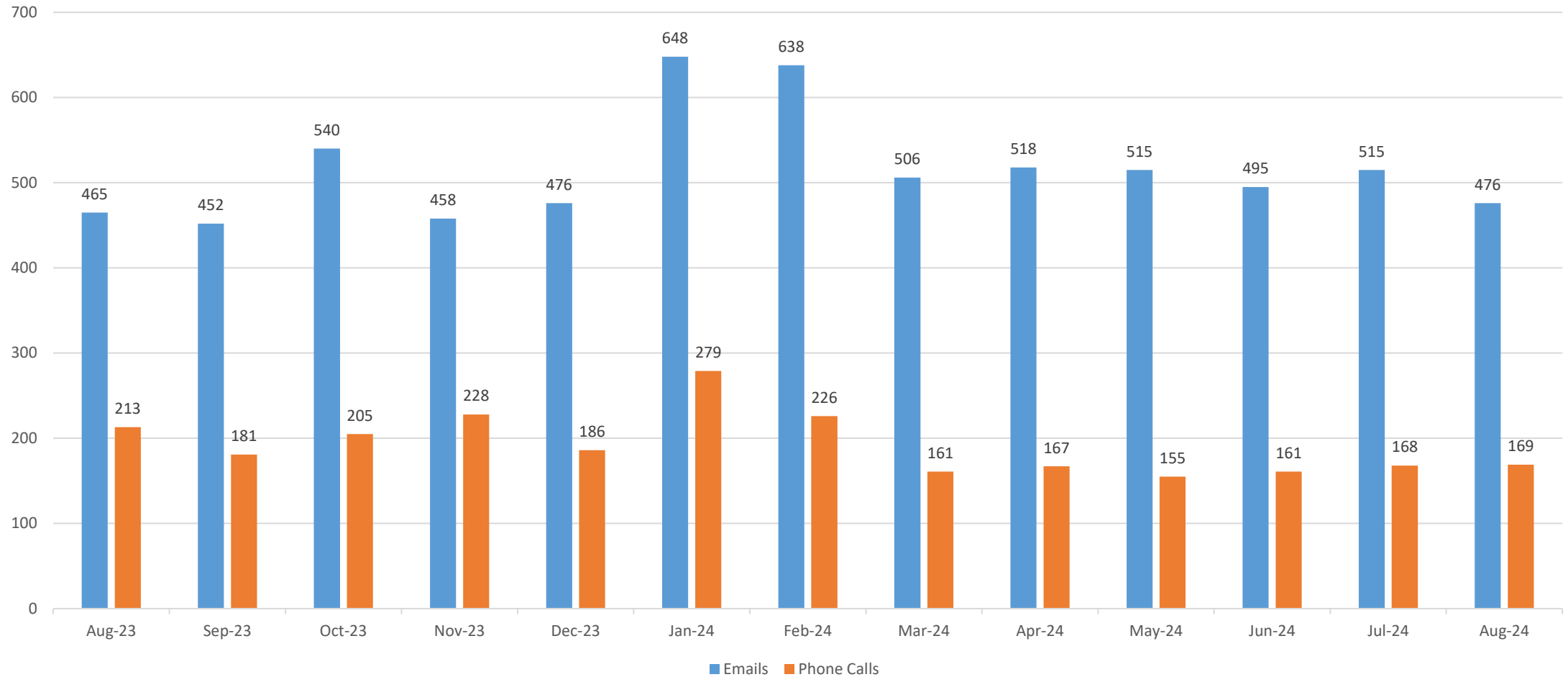
Education & Examinations Division - August 2024
TALCB Examination Activity - Fiscal YTD and Monthly Comparison

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 2024	54	30	84	64%	16	52	68	24%	152	46%	94	74%
FYTD 2023	86	54	140	61%	45	49	94	48%	234	56%	152	86%
August 2024	3	2	5	60%	1	4	5	20%	10	40%	9	44%
August 2023	3	5	8	38%	5	3	8	63%	16	50%	12	67%

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 2024	88	56	144	61%	58	71	129	45%	273	53%	167	87%
FYTD 2023	111	64	175	63%	43	85	128	34%	303	51%	189	81%
August 2024	8	5	13	62%	3	3	6	50%	19	58%	17	65%
August 2023	13	9	22	59%	1	13	14	7%	36	39%	29	48%

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 2024	34	44	78	44%	41	66	107	38%	185	41%	96	78%
FYTD 2023	27	33	60	45%	30	49	79	38%	139	41%	74	77%
August 2024	5	3	8	63%	4	5	9	44%	17	53%	15	60%
August 2023	5	1	6	83%	2	8	10	20%	16	44%	12	58%

Education & Examinations Division
Phone and Email Volume 13-Month Comparison
August 2024



TALCB Licensing Report

Current as of August 31, 2024

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
 August 2024

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	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	Sept21	2,324	2,515	477	5,316	12	1,194	28	6,510	40
	Oct 21	2,335	2,521	484	5,340	24	1,233	39	6,573	63
	Nov 21	2,332	2,529	491	5,352	12	1,245	12	6,597	24
	Dec 21	2,331	2,549	492	5,372	20	1,285	40	6,657	60
	Jan 22	2,331	2,550	497	5,378	6	1,318	33	6,696	39
	Feb 22	2,327	2,557	504	5,388	10	1,368	50	6,756	60
	Mar 22	2,329	2,567	507	5,403	15	1,415	47	6,818	62
	Apr22	2,325	2,576	518	5,419	16	1,442	27	6,861	43
	May22	2,335	2,592	534	5,461	42	1,482	40	6,943	82
	Jun22	2,344	2,600	560	5,504	43	1,493	11	6,997	54
2023	Jul22	2,349	2,615	573	5,537	33	1,509	16	7,046	49
	Aug22	2,357	2,636	592	5,585	48	1,498	-11	7,083	37
	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
2024	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
	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
August 2024	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
	August 2024									
	Inactive Appraisers	GENERAL 46	RESIDENTIAL 52	LICENSE 20	TOTAL 118		TRAINEE 134		TOTAL 252	
Out-of-State Temporary Registrations:									101	
Total All License Holders:									7,155	

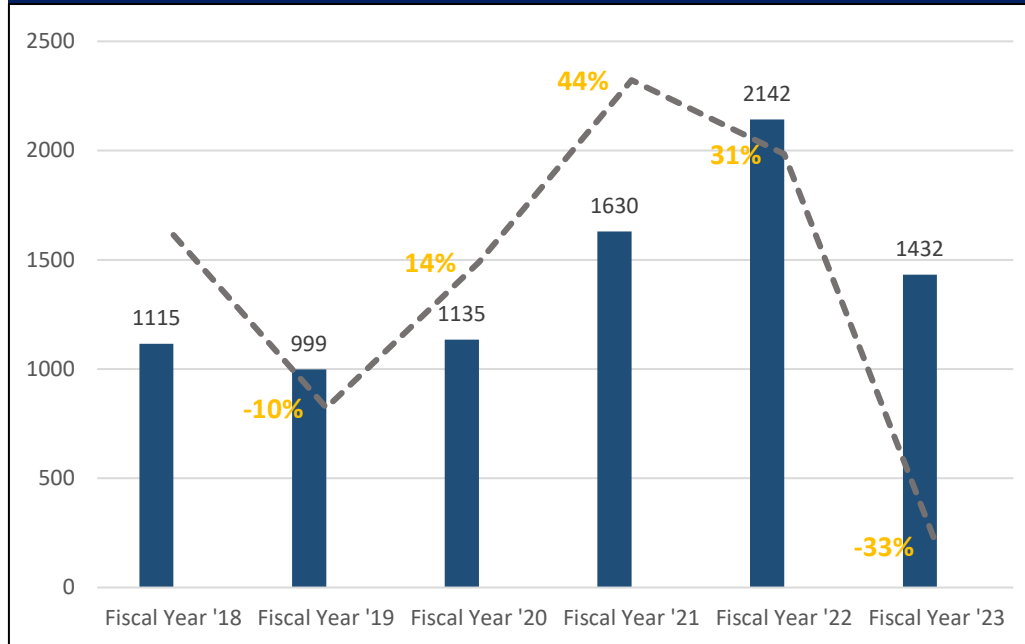
TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
August 2024

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	Sept 22	2	3	3
	Oct 22	3	2	5
	Nov 22	2	1	9
	Dec 22	0	2	0
	Jan 23	1	1	3
	Feb 23	1	0	1
	Mar 23	3	2	3
	Apr 23	3	3	1
	May 23	1	3	7
	Jun 23	3	2	2
	Jul 23	0	1	7
	Aug 23	1	1	2
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
Registrations issued from March 2012 to August 2024			352	
Registrations Expired > 6 months as of August 2024			-98	
Registrations Expired < 6 months as of August 2024			-10	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-33	
Registrations Re-Issued > 6 months after expiration date			-9	
Federally Regulated AMCs			-3	
TOTAL AMC REGISTRATIONS			166	

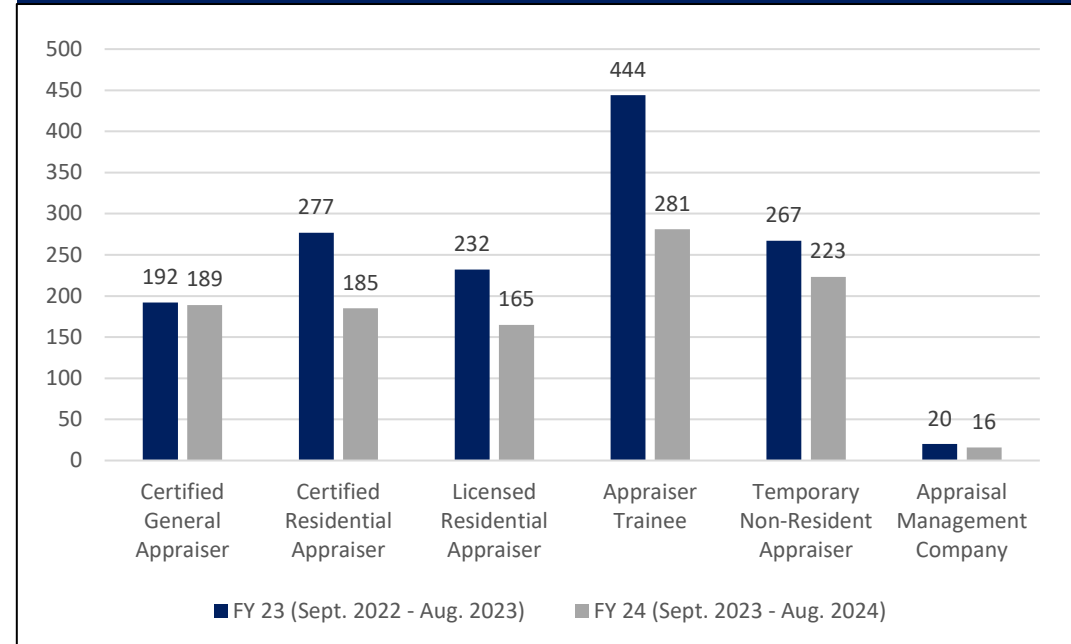
AMC Registrations Year-Over-Year			
	Total AMC Registrations	Variance	% Change
Fiscal Year 17	172		
Fiscal Year 18	168	-4	-2%
Fiscal Year 19	162	-6	-4%
Fiscal Year 20	163	1	1%
Fiscal Year 21	175	12	7%
Fiscal Year 22	174	-1	-1%
Fiscal Year 23	182	8	5%

Applications Received

Total Applications Received Year-Over-Year Comparison



Applications Received Year-to-Date Comparison



Applications Received Month-Over-Month Comparison

	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
Certified General Appraiser	19	14	16	13	13	18	14	15	23	13	17	17	19
Certified Residential Appraiser	26	18	14	19	17	20	13	14	22	9	13	11	17
Licensed Residential Appraiser	20	26	20	13	16	18	9	13	8	7	17	8	13
Appraiser Trainee	30	26	25	19	20	23	33	22	27	23	27	22	27
Temporary Non-Resident Appraiser	24	21	17	19	20	23	17	20	10	22	14	19	20
Appraisal Management Company	1	0	0	1	2	0	2	2	4	0	2	2	1

Application Processing Time

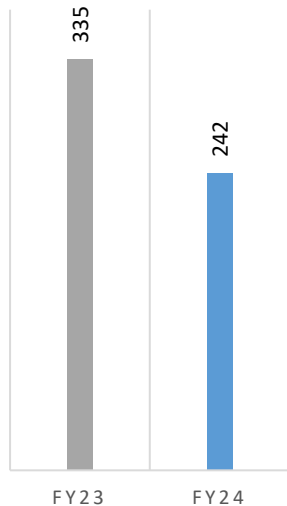
Average Number of Days to Process Applications

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

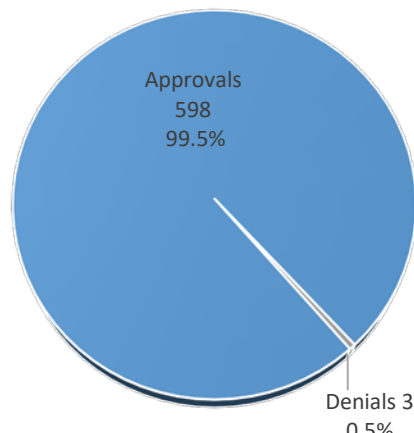
	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	42	40	45	37	45	28	33	26	30	30	92	25	31
Certified General Appraiser – Reciprocity (Goal: 14 days)	1	1	3	1	1	1	2	1	3	2	2	2	2
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	47	37	35	51	49	37	22	43	35	29	33	31	25
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	1	1	NA	1	1	4	1	2	2	1	1	4	2
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	46	34	43	43	44	33	33	7	34	36	28	32	24
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	NA	2	1	1	NA	3	NA	NA	1	NA	NA	NA	NA
Appraiser Trainee (Goal: 14 days)	3	4	3	3	3	3	3	2	4	2	3	3	2
Temporary Non-Resident Appraiser (Goal: 5 days)	2	1	2	1	1	2	2	2	2	2	2	2	2
Appraisal Management Company (Goal: 14 days)	2	NA	NA	NA	2	NA	6	NA	6	8	2	8	3

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY23 – 24 Residential Audit Outcome

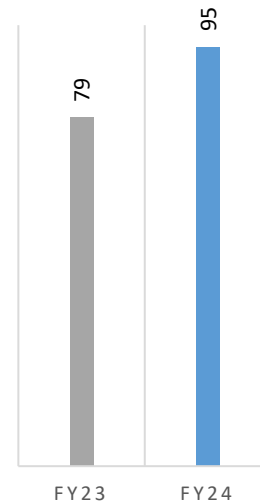


Residential Audit Processing Year-Over-Year

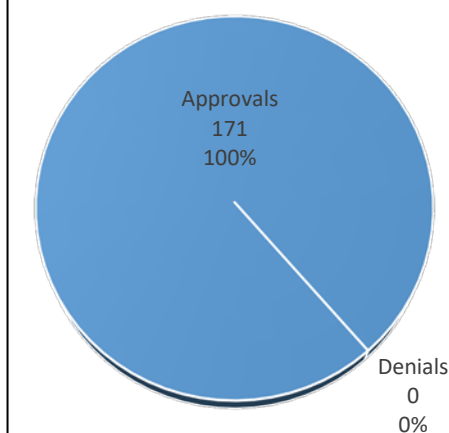
	Closed	Average Processing
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	265	30 Days

Certified General Experience Audit Summary

Commercial audits received



FY23 - 24 Commercial Audit Outcome



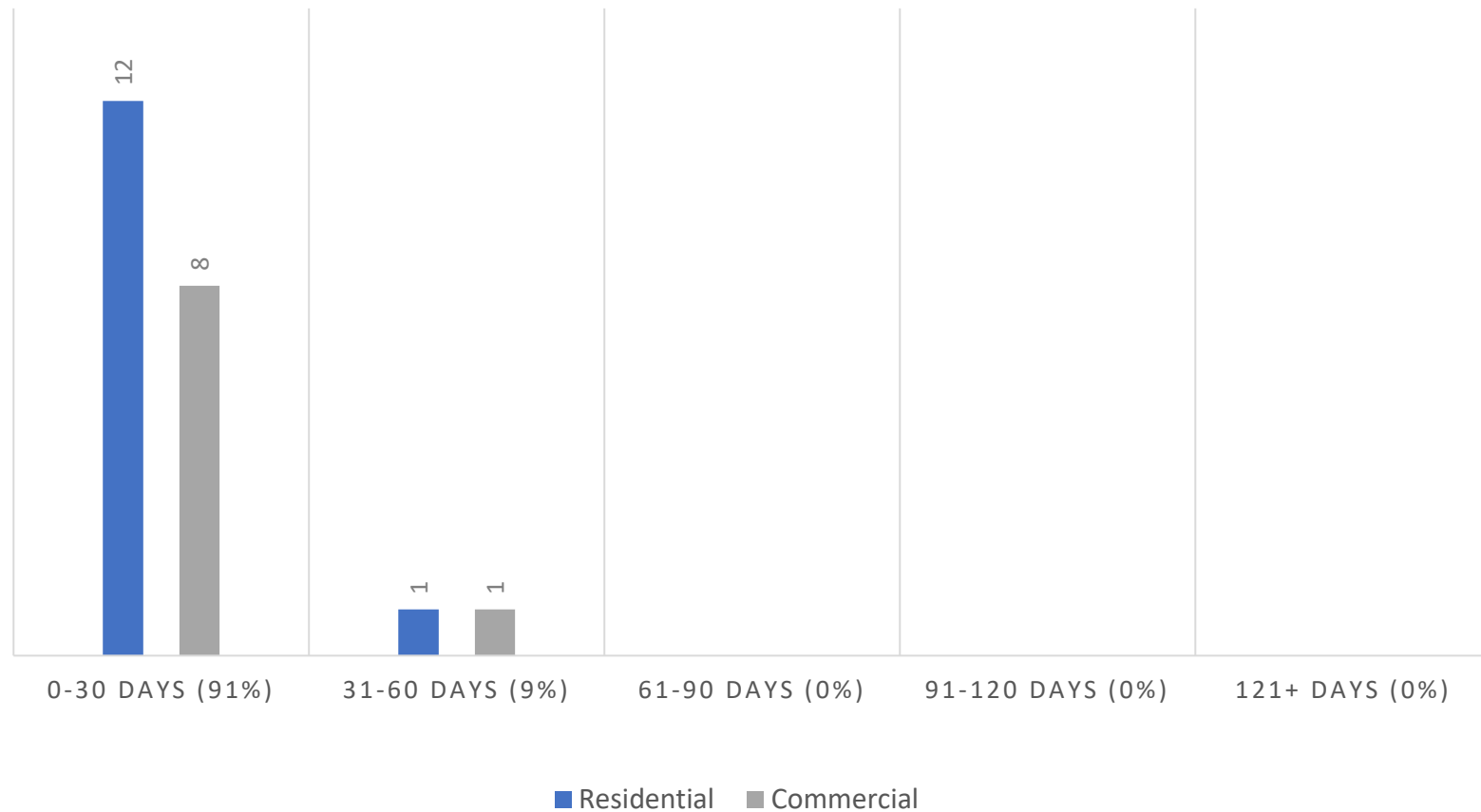
Commercial Audit Processing Year-Over-Year

	Closed	Average Processing
Fiscal Year 2019	52	218 Days
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

Renewal Activity

Year-to-Date Comparison						
	FY 22 (Sept. 2021 - Aug. 2022)		FY 24 (Sept. 2023 - Aug. 2024)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	969	90.90%	1,011	89.23%	42	4.33%
Certified Residential Renewals	1,152	94.12%	1,259	91.43%	107	9.29%
Licensed Residential Renewals	179	84.83%	218	65.47%	39	21.79%
Appraiser Trainee Renewals	257	64.57%	355	49.31%	98	38.13%

Open Experience Audit Snapshot



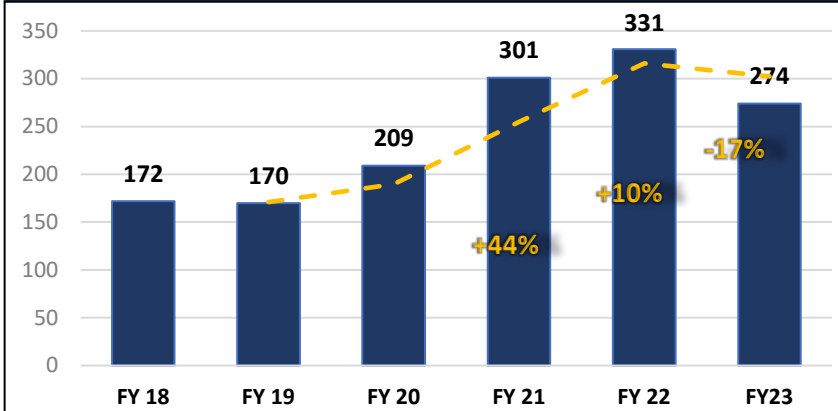
TALCB Enforcement Report

Current as of August 31, 2024

Complaints Received

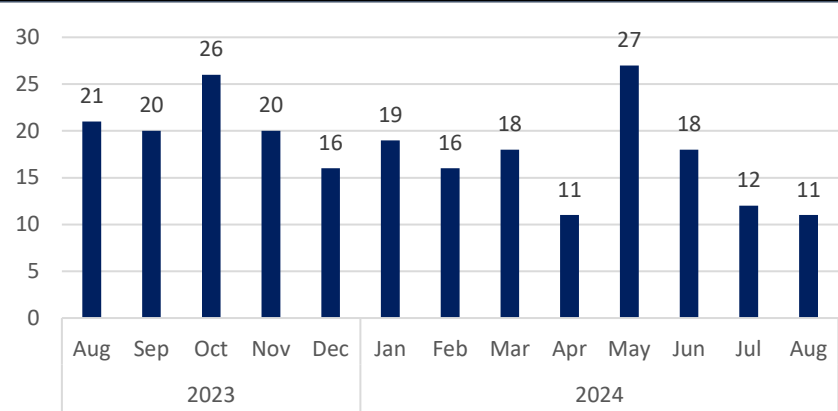
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

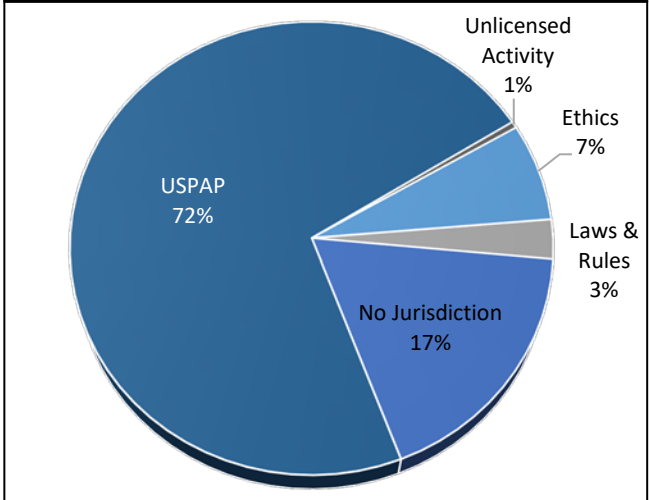


Fiscal Year 2024 Summary

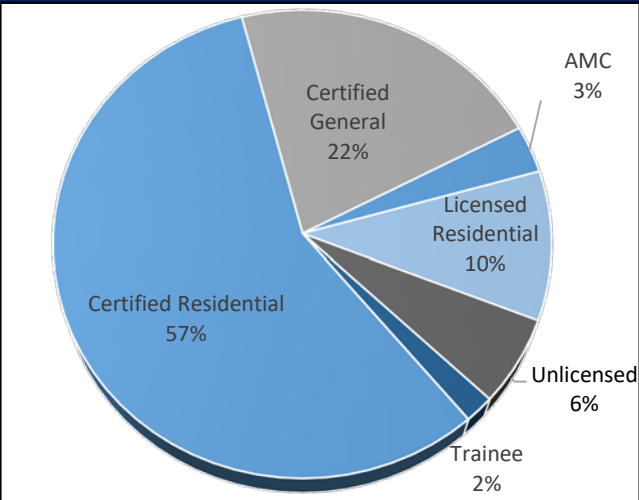
214	Complaints Received
201	Respondents
<3%	License Holders Receive a Complaint

Fiscal Year 2024 Complaints Received by Category

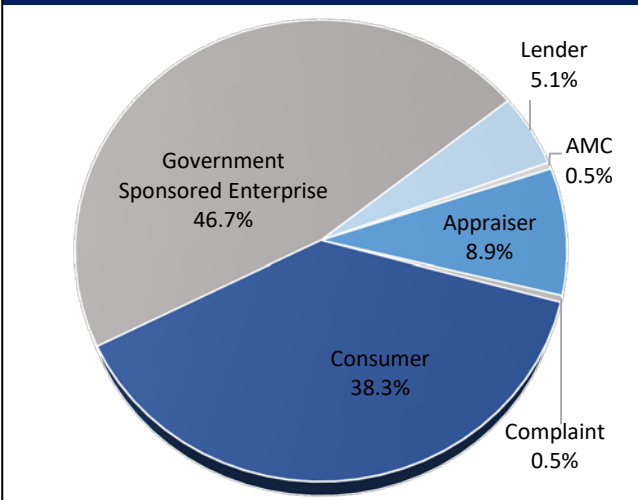
Breakdown by Classification



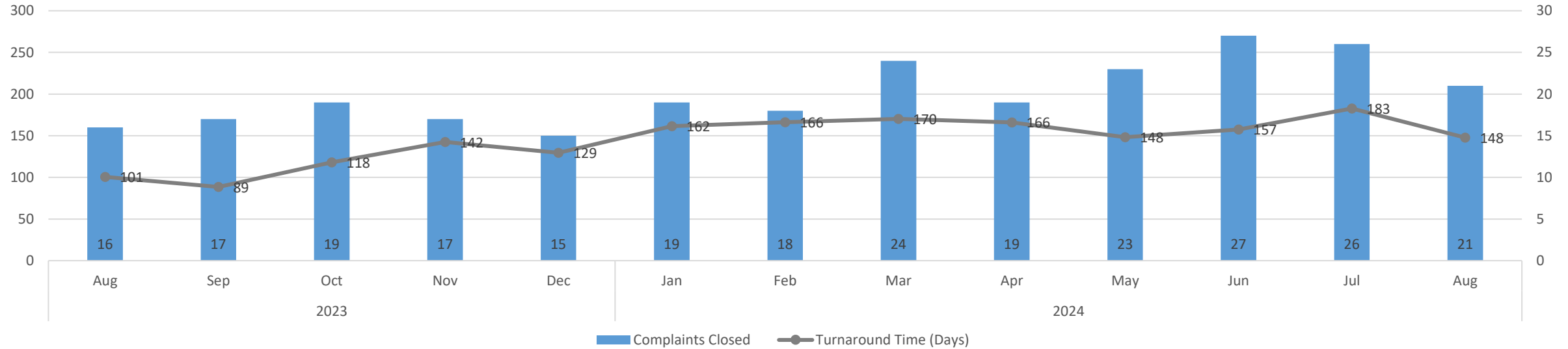
Breakdown by License



Breakdown by Source

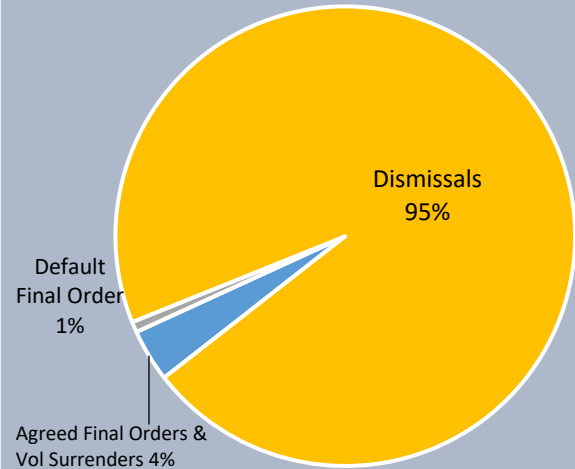


Complaint Resolution

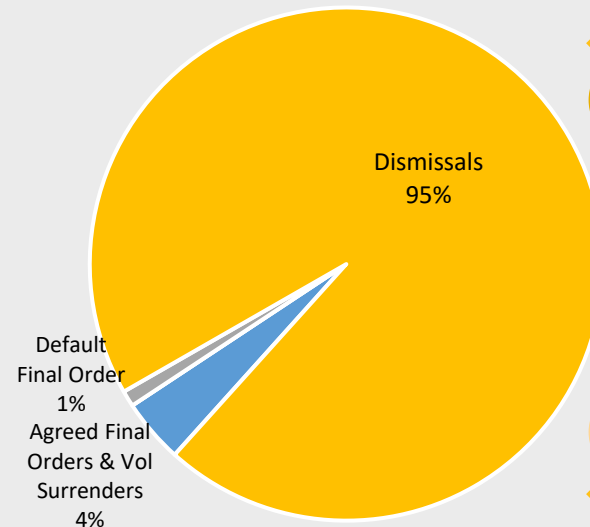


FY23 Complaint Outcome

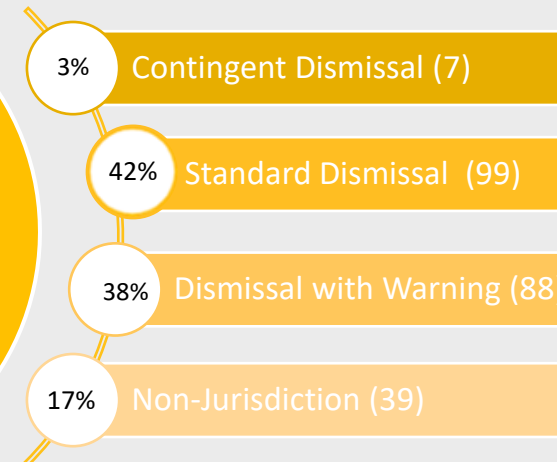
269 Complaints Resolved



FY24 Complaint Outcome



FY24 Dismissal Breakdown



Fiscal Year 2024 Summary

245

Complaints Resolved

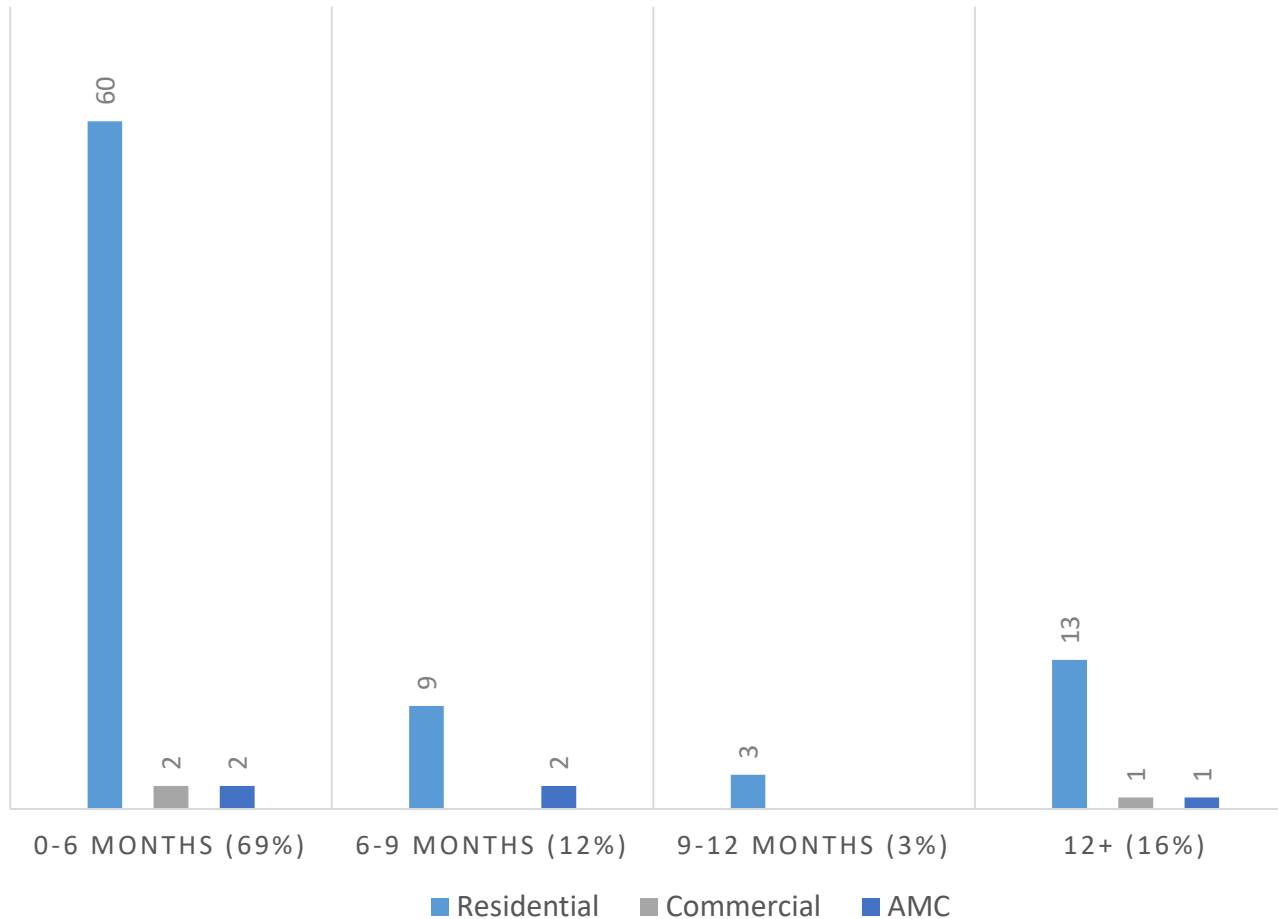
151 Days

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

<1%

License holders receive
discipline

Open Complaint Snapshot



Open Complaint Data

93 Open Complaints

12 Cases Abated

- 12 pending litigation
- 1 pending Texas Workforce Commission Civil Rights Division Review

15 Cases Over 1 Year Old

ASC Policy Statement: Resolve cases within 1 year absent special documented circumstances.

- 12 cases involving abatements
- 2 complex cases involving multiple reports/multiple information requests
- 1 case pending negotiations

Financial Services Division
TALCB Budget Status Report
August 2024 - Fiscal Year 2024

Expenditure Category	Beginning Balance FY2024	Expenditures	Remaining Balance	Budget % Remaining	0/12 =0% Comments
Actual Beginning Balance	\$3,591,965		\$3,591,965		includes Trust cash balances as of 8/31/2023
Operating Reserves	(\$830,115)		(\$830,115)		
Available balance within Texas Treasury Safekeeping Trust	\$2,761,850		\$2,761,850		remaining available budget to consider to balance FY2024 budget
Salaries & Wages	\$1,442,627	\$1,493,767	(\$51,140)	-3.5%	
Other Personnel Costs	486,946	476,911	\$10,035	2.1%	
Professional Services	205,751	13,119	\$192,632	93.6%	Unexpended budgets for SOAH \$15.2K; OAG \$13K; contractor support for contingency plan \$150K, appraiser reviewers \$12.6K, and O365 \$5.4K as of report date; overexpended Training budget by \$3.6K
Consumables	2,000	159	\$1,841	92.1%	Consumable expense not utilized due to staff working from home.
Utilities	201	60	\$141	70.0%	Shredding services not utilized due to staff working from home.
Travel	42,000	31,406	\$10,594	25.2%	Unexpended budget for Board and Staff travel as of report date
Rent - Building - Other	21,276	19,227	\$2,049	9.6%	
Rent - Equipment	1,643	1,211	\$432	26.3%	Unexpended budget for Canon copiers as of report date.
Other Operating Expense	113,384	77,693	\$35,691	31.5%	Unexpended budget for Court reporter, TX Admin monitor, Tuition reimbursement for staff, CoStar subscription, Neubus scanning and storage
Subtotal -Operations Expenditures	2,315,828	2,113,553	202,275	8.7%	
DPS Criminal History Background Checks	2,500	1,195	1,305	52.2%	Actual expenditures are less than anticipated usage.
Statewide Cost Allocation Plan (SWCAP)	30,928	34,779	(3,851)	-12.5%	SWCAP cost exceeded budgeted amount.
Contribution to General Revenue	22,500	22,500	0	0.0%	
Subtotal - Nonoperational Expenditures	55,928	58,474	(2,546)	-4.6%	
Total Expenditures and GR Contribution	2,371,756	2,172,026	199,730	8.4%	
Revenue	FY2024 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,813,645	\$1,692,735	\$120,910	6.7%	
AMCs	851,960	753,454	\$98,506	11.6%	AMC renewal revenue fell below revenue projections.
ACE Program Revenue	19,310	18,185	\$1,125	5.8%	
Examination fees	6,990	6,600	\$390	5.6%	
Other Miscellaneous Revenue	34,000	68,254	(\$34,254)	-100.7%	Interest earned has exceeded the projected revenue.
TALCB ASC grant	0	0	\$0	0.0%	
Total Revenue	\$2,725,905	\$2,539,228	\$186,677	6.8%	
Operating Gains/ Losses	\$354,149	\$367,201	\$721,350	203.7%	
Restricted Education Reserve Fund Carryforward \$1					
Revenue Over/(Under) Expenditures & Transfers	\$3,116,000	\$367,201	\$2,748,798		

Financial Services Division

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

For the Month of August 2024

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/15/2024	868,000.00	849,759.55	853,861.10	3,390.62	857,251.72	5,318.28	U.S. T-Notes, 2.875	06/15/2025
09/15/2023	635,000.00	604,068.55	631,180.08	2,852.54	634,032.62	1,100.03	U.S. T-Notes, .375	09/15/2024
12/15/2023	635,000.00	611,013.87	625,549.42	2,827.73	628,377.15	1,353.28	U.S. T-Notes, .100	12/15/2024
03/15/2024	128,000.00	123,880.00	125,555.00	550.00	126,105.00	1,034.78	U.S. T-Notes, 1.750	03/15/2025
Totals	\$ 2,266,000.00	\$ 2,188,721.97	\$ 2,236,145.60	\$ 9,070.89	\$ 2,245,766.49	\$ 8,806.37		

Monthly Activity

Beginning
Balance

Current
Month

Cumulative
Totals

Beginning Cash Available Balance 08/01/2024 \$ 1,362,870.67

Current Month Receipts \$ 476,003.37

Current Month Disbursements \$ (36,411.99)

Total Cash	\$	1,802,462.05
Investment Ending Market Value		2,245,766.49
Total Account Balance		4,048,228.54
Operating Reserves		(830,115.00)
Ending Balance Available for Operations 08/31/2024	\$	3,218,113.54

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