



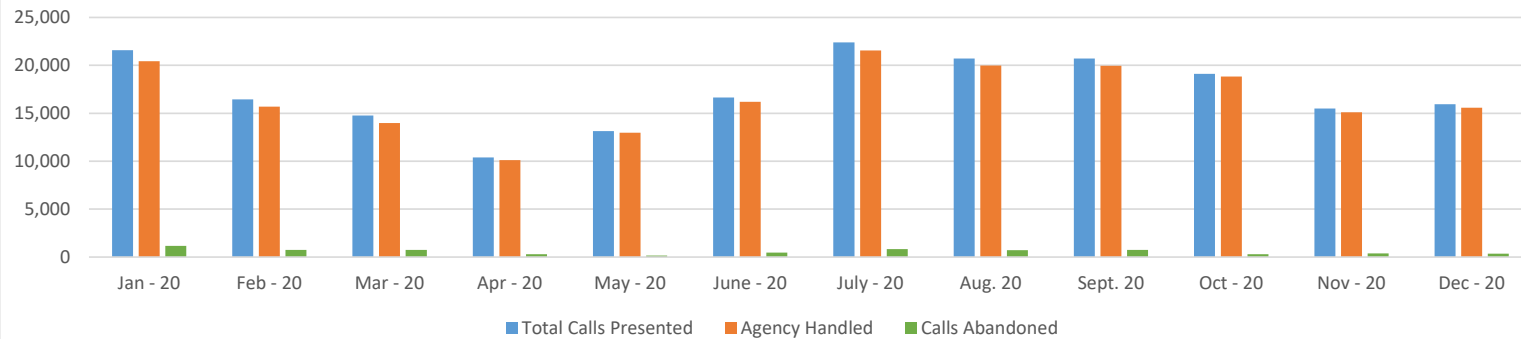
Staff Reports for December 2020

Customer Relations Division

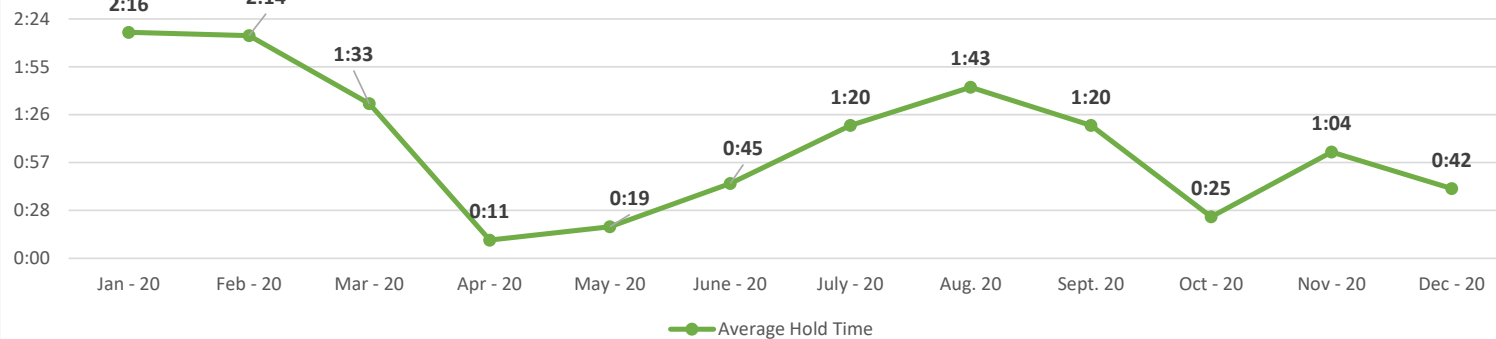
Incoming Calls

	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug. 20	Sept. 20	Oct - 20	Nov - 20	Dec - 20	Totals
Total Calls Presented	21,593	16,457	14,774	10,389	13,141	16,653	22,386	20,706	20,702	19,129	15,486	15,934	207,350
Agency Handled	20,428	15,705	13,996	10,101	12,984	16,197	21,552	19,977	19,948	18,840	15,103	15,579	200,410
Calls Handled Initially	19,347	15,246	13,504	10,086	12,929	16,003	21,019	19,324	19,495	18,801	14,835	15,429	196,018
Calls Handled by Courtesy Callback	973	422	451	11	50	180	466	552	413	33	234	140	3,925
% of Calls handled by Courtesy Callback	4.51%	2.56%	3.05%	0.11%	0.38%	1.08%	2.08%	2.67%	1.99%	0.17%	1.51%	0.88%	1.75%
Calls Re-Directed for Assistance	108	37	41	4	5	14	67	101	40	6	34	10	467
Calls Abandoned	1,165	752	747	284	157	456	834	729	754	288	382	355	6,903
% of Abandoned Calls	5.40%	4.57%	5.06%	2.73%	1.19%	2.74%	3.73%	3.52%	3.64%	1.51%	2.47%	2.23%	3.23%
Average Handle Time	5:12	5:36	5:32	6:11	5:54	5:58	5:52	5:56	5:52	5:20	5:27	5:33	5:41
Average Hold Time	2:16	2:14	1:33	0:11	0:19	0:45	1:20	1:43	1:20	0:25	1:04	0:42	1:09

Calls Presented, Handled, and Abandoned



Average Hold Time



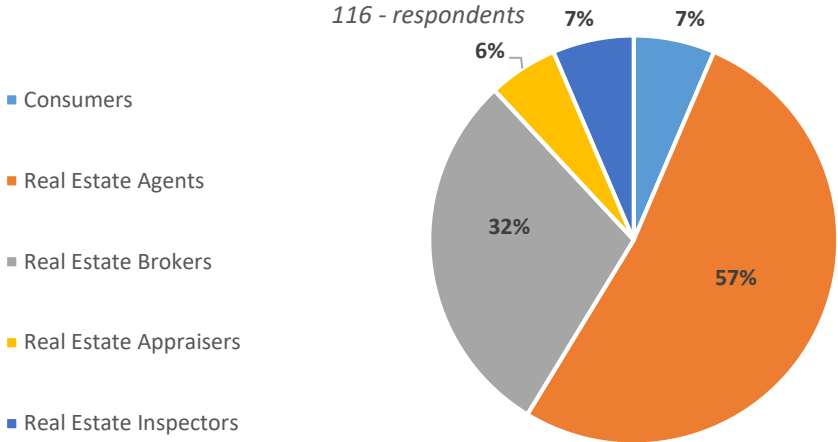
Emails													
	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	Nov. 20	Dec - 20	TOTAL
Licensing	4,255	3,556	3,369	3,463	3,181	3,796	5,560	4,819	5,022	4,112	3,492	3,945	48,570
Education	49	27	57	56	57	37	43	34	48	43	36	49	536
Inspector	103	69	57	62	44	79	104	102	70	76	63	43	872
Enforcement	91	86	139	102	118	146	161	121	185	142	95	116	1,502
TALCB Lic	196	179	153	120	91	170	214	203	198	174	102	92	1,892
TALCB Enf	16	9	6	14	7	14	23	8	16	13	8	7	141
Total	4,710	3,926	3,781	3,817	3,498	4,242	6,105	5,287	5,539	4,560	3,796	4,252	53,513
Respond in 2 bus days	4,709	3,926	3,781	3,817	3,498	4,242	6,105	5,287	5,539	4,560	3,796	4,252	53,512
% handled in 2 days	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
% handled in 1 day	82.60%	84.36%	93.63%	99.97%	100.00%	98.89%	98.60%	96.50%	94.57%	99.45%	99.55%	99.18%	95.61%

TALCB and TREC 1st Quarter Call Comparisons						
	December, 2020		January, 2021		February, 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	1,182	14,752				
Agency Handled	1,138	14,440				
Calls Handled Initially	1,126	14,302				
Calls Handled by Courtesy Callback	12	128				
Calls Re-Directed for Assistance	0	10				
Calls Abandoned	43	312				
Hold Times	0:41	0:43				
% of Abandoned Calls	3.64%	2.11%				
% of Callbacks	1.02%	2.11%				
% of all calls	7.42%	92.58%				

December, 2020 Customer Satisfaction Survey Results

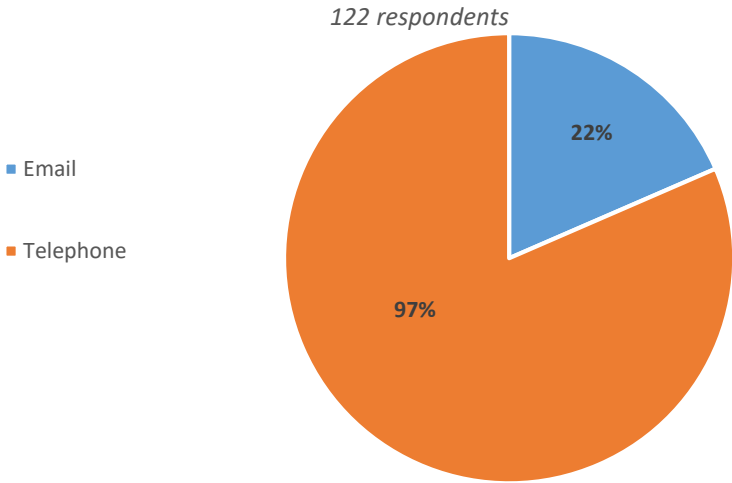
Customer Demographics

116 - respondents



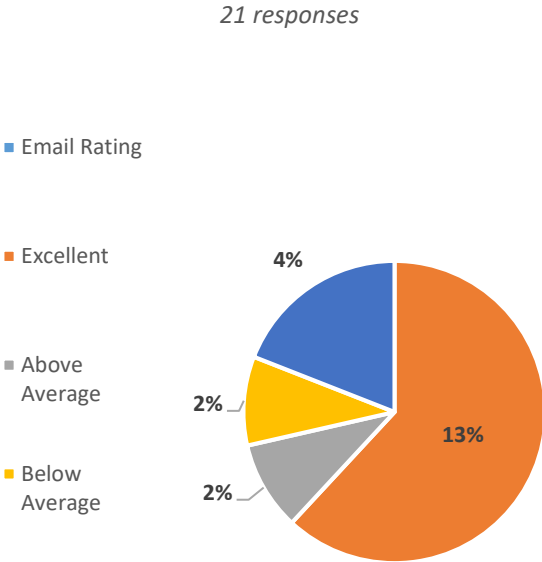
How Do Customers Contact Us?

122 respondents



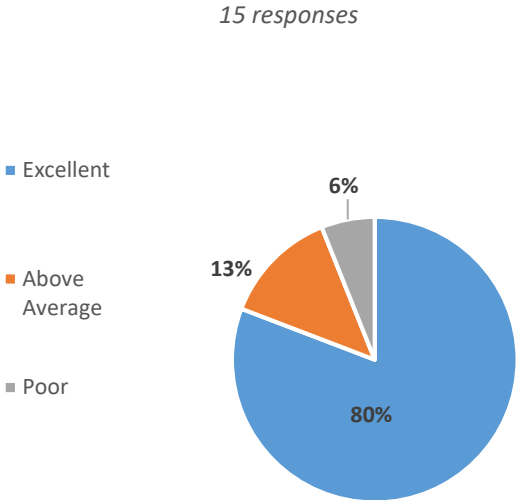
Email Service Rating

21 responses



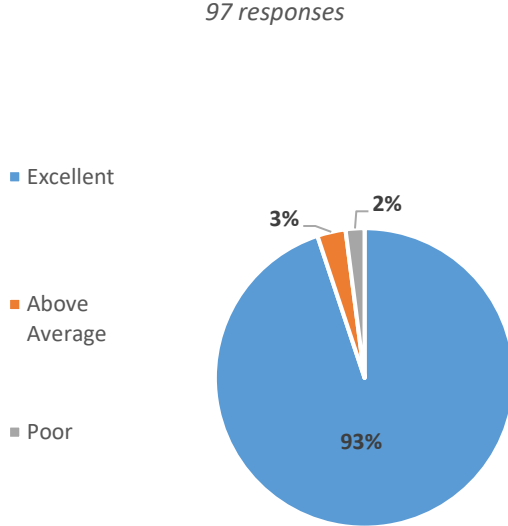
Experience with Customer Service Representatives

15 responses



Telephone Service Rating

97 responses



Education & Examination Services

TALCB Provider and Course Applications

Fiscal Year 2021

	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	YTD
Applications Received													
Initial ACE Provider	0	0	0	1									1
Initial ACE Elective Course	11	7	11	6									35
<i>Classroom Delivery</i>	8	5	7	3									23
<i>Online Delivery</i>	3	2	4	3									12
Renewal ACE Elective Course	3	1	4	3									11
<i>Classroom Delivery</i>	1	1	2	0									4
<i>Online Delivery</i>	2	0	2	3									7
Qualifying Course Acceptance	3	1	2	4									10
<i>Classroom Delivery</i>	1	1	1	1									4
<i>Online Delivery</i>	2	0	1	3									6
Total Applications Received	17	9	17	14									57
	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	YTD
Applications Approved													
Initial ACE Provider	0	0	0	0									0
Initial ACE Elective Course	11	6	8	7									32
<i>Classroom Delivery</i>	7	5	4	6									22
<i>Online Delivery</i>	4	1	4	1									10
Renewal ACE Elective Course	1	3	2	2									8
<i>Classroom Delivery</i>	0	1	1	2									4
<i>Online Delivery</i>	1	2	1	0									4
Qualifying Course Acceptance	0	5	2	6									13
<i>Classroom Delivery</i>	0	2	1	0									3
<i>Online Delivery</i>	0	3	1	6									10
Total Applications Approved	12	14	12	15									53

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
December 2020

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
	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
Dec 2020										
		GENERAL	RESIDENTIAL	LICENSE	TOTAL		TRAINEE		TOTAL	
Inactive Appraisers		42	50	18	110		105		215	
									Out-of-State Temporary Registrations:	98
									Total All License Holders:	6,625

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
December 2020

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2014 - Total		12	13	138
2015 - Total		16	15	17
2016 - Total		10	11	128
2017 - Total		16	15	21
2018 - Total		12	12	121
2019 - Total		8	9	25
2020	Sep 19	2	2	3
	Oct 19	1	0	5
	Nov 19	5	3	2
	Dec 19	2	4	2
	Jan 20	0	1	1
	Feb 20	1	1	8
	Mar 20	0	0	1
	Apr 20	0	0	9
	May 20	0	0	26
	Jun 20	2	1	17
	Jul 20	0	1	30
	Aug 20	1	1	3
2020 - Total		14	14	107
2021	Sep 20	2	0	2
	Oct 20	1	2	3
	Nov 20	1	2	3
	Dec 20	2	1	3
Registrations issued from March 2012 to December 2020			286	
Registrations Expired > 6 months as of December 2020			-70	
Registrations Expired < 6 months as of December 2020			-10	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-6	
TOTAL AMC REGISTRATIONS			167	

Licensing Division - TALCB

Applications Received and Renewal Activity

Fiscal Year 2021 - Year-to-Date Comparison

December

<i>Original Applications Received</i>	Sep 2019 - Dec 2019	Sep 2020 - Dec 2020	Variance	Percent
Certified General Applications	49	40	-9	-18.37%
Certified Residential Applications	42	61	19	45.24%
Licensed Residential Applications	34	48	14	41.18%
Appraiser Trainee Applications	134	254	120	89.55%
Non-Residential Temporary Applications	83	71	-12	-14.46%
<i>Total Original Applications</i>	342	474	132	38.60%

<i>Renewal Activity</i>	% Renewed FY20		% Renewed FY21		Variance	Percent
Certified General Renewals	300	84.80%	367	82.84%	67	22.33%
Certified Residential Renewals	365	89.55%	376	91.04%	11	3.01%
Licensed Residential Renewals	50	63.64%	73	81.11%	23	46.00%
Appraiser Trainee Renewals	63	38.39%	77	50.66%	14	22.22%

Licensing Division

Average Number of Calendar Days to Issue a License

December 2020

Real Estate Appraiser Applications

	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20
Certified General Appraiser	6.05	15.99	20.70	18.52	9.70	5.87	6.59	10.78	15.35	9.26	7.97	12.88	5.84
<i>Number of Applications Received</i>	<i>13</i>	<i>15</i>	<i>15</i>	<i>8</i>	<i>10</i>	<i>10</i>	<i>13</i>	<i>6</i>	<i>11</i>	<i>10</i>	<i>11</i>	<i>10</i>	<i>9</i>
Certified Residential Appraiser	24.82	24.67	34.36	22.78	4.54	8.51	14.49	10.53	16.12	20.20	13.72	11.17	6.54
<i>Number of Applications Received</i>	<i>9</i>	<i>19</i>	<i>17</i>	<i>13</i>	<i>13</i>	<i>10</i>	<i>16</i>	<i>18</i>	<i>21</i>	<i>12</i>	<i>14</i>	<i>15</i>	<i>21</i>
Licensed Residential Appraiser	29.44	38.29	32.37	27.52	5.44	9.60	24.02	18.32	13.10	20.01	13.87	8.26	4.91
<i>Number of Applications Received</i>	<i>9</i>	<i>7</i>	<i>5</i>	<i>10</i>	<i>13</i>	<i>13</i>	<i>11</i>	<i>10</i>	<i>12</i>	<i>11</i>	<i>14</i>	<i>13</i>	<i>10</i>
Appraiser Trainee	21.16	26.01	16.24	18.27	4.27	6.79	12.96	16.00	16.97	18.49	17.04	9.33	9.87
<i>Number of Applications Received</i>	<i>31</i>	<i>40</i>	<i>35</i>	<i>50</i>	<i>40</i>	<i>40</i>	<i>51</i>	<i>69</i>	<i>67</i>	<i>66</i>	<i>73</i>	<i>59</i>	<i>58</i>
Temporary Non-Resident Appraiser	3.31	4.14	2.02	0.88	3.05	1.49	1.76	1.47	1.84	1.90	2.01	2.38	2.09
<i>Number of Applications Received</i>	<i>21</i>	<i>23</i>	<i>15</i>	<i>10</i>	<i>8</i>	<i>9</i>	<i>13</i>	<i>11</i>	<i>24</i>	<i>25</i>	<i>13</i>	<i>17</i>	<i>16</i>

Appraisal Management Company Applications

	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20
Appraisal Management Company	6.61	14.32	n/a	7	n/a	n/a	2.32	1.43	1.52	1.00	5.50	3.42	0.41
	<i>2</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>1</i>	<i>1</i>	<i>2</i>

Information & Technology Division

Electronic Information Outlet Statistics

December 2020

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	61,130	257,570	192,967
Total Monthly Unique Visits	20,013	82,917	63,999

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	62	48	77.4%	71.6%	67.2%
AMC	1	0	0.0%	0.0%	80.0%
Certified General Appraiser	3	1	33.3%	40.7%	19.0%
Certified Residential Appraiser	14	11	78.6%	60.7%	50.0%
State Licensed Appraiser	4	3	75.0%	60.0%	77.8%
Appraiser Trainee	40	33	82.5%	84.0%	87.0%
Renewals	274	267	97.4%	97.7%	93.2%
AMC	3	3	100.0%	100.0%	100.0%
Certified General Appraiser	105	104	99.0%	98.5%	92.3%
Certified Residential Appraiser	124	120	96.8%	99.0%	95.4%
State Licensed Appraiser	25	23	92.0%	92.2%	87.1%
Appraiser Trainee	17	17	100.0%	93.9%	92.9%
AMC Panel Transactions	914	914	100.0%	100.0%	100.0%
Additions	756	756	100.0%	100.0%	100.0%
Removals	158	158	100.0%	100.0%	100.0%

Financial Services Division
TALCB Budget Status Report
December 2020 - Fiscal Year 2021

Expenditure Category	Proposed Amendment Budget	Expenditures	Remaining Balance	Budget % Remaining	8/12 =66.67% Comments
	FY2021				
Actual Beginning Balance	\$2,259,588		\$1,732,787	76.7%	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
Operating Reserves	(\$738,002)		(\$738,002)	100.0%	
Available balance within Texas Treasury Safekeeping Trust	\$1,521,586		\$994,785	65.4%	remaining available budget to consider to balance FY2021 budget
Salaries & Wages	\$1,274,551	\$395,725	\$878,825	69.0%	
Other Personnel Costs	451,753	130,055	\$321,698	71.2%	employee retirement & health insurance contributions
Professional Services	127,336	3,256	\$124,080	97.4%	Peer Investigative committee members, SOAH, Office 365 licenses & hosting services
Consumables	2,000	193	\$1,807	90.4%	black and tri-color ink cartridges, weekly & monthly planners
Utilities	1,736	9	\$1,727	99.5%	
Travel	43,011	0	\$43,011	100.0%	
Rent - Building - Other	22,133	24,352	(\$2,220)	-10.0%	Office rent - balance of \$2,322.33 due March 1, 2021.
Rent - Equipment	22,203	688	\$21,516	96.9%	Canon Copier Lease cost
Other Operating Expense	163,853	18,886	\$144,966	88.5%	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
Subtotal - Operations Expenditures	2,108,576	573,165	1,535,411	72.8%	
DPS Criminal History Background Checks	250	0	250	100.0%	
Statewide Cost Allocation Plan (SWCAP)	35,000	0	35,000	100.0%	Actual expense will be \$23,753.90 to be paid quarterly beginning March 31, 2021.
Contribution to General Revenue	22,500	7,500	15,000	66.7%	Allocated monthly until August 2021
Subtotal - Nonoperational Expenditures	57,750	7,500	50,250	87.0%	
Total Expenditures and GR Contribution	2,166,326	580,665	1,585,661		
Revenue	FY2021 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,398,423	\$484,465	\$913,958	65.4%	
AMCs	168,219	100,645	\$67,574	40.2%	
ACE Program Revenue	0	2,980	(\$2,980)		wasn't enough historical data to budget for this particular revenue collection
Examination fees	2,584	1,590	\$994	38.5%	Pearson Vue exam fees
Other Miscellaneous Revenue	29,299	10,169	\$19,130	65.3%	Interest earned, Public Info fees
Total Revenue	\$1,598,525	\$599,849	\$998,676	62.5%	
Operating Gains/ Losses	(\$567,801)	\$19,184	(\$586,985)	103.4%	
Restricted Education Reserve Fund Carryforward	\$41,000				
Revenue Over/(Under) Expenditures & Transfers	\$994,785	\$19,184	(\$179,186)		

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

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

Financial Services Division

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

December 2020

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/17/2020	314,000.00	321,623.19	318,317.50	(723.67)	317,593.83	384.95	U.S. T-Notes, 2.625	06/15/2021
09/15/2020	1,180,000.00	1,210,741.98	1,204,660.16	(2,765.63)	1,201,894.53	9,681.22	U.S. T-Notes, 2.725	09/15/2021
Totals	\$ 1,494,000.00	\$ 1,532,365.17	\$ 1,522,977.66	\$ (3,489.30)	\$ 1,519,488.36	\$ 10,066.17		

Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance	\$ 617,117.01		
Current Month Receipts		\$ 148,814.50	
Current Month Disbursements		\$ (143,280.51)	
Total Cash			\$ 622,651.00
Investment Ending Market Value			1,519,488.36
Total Account Balance			2,142,139.36
Operating Reserves			(738,002.00)
Ending Balance Available for Operations			\$ 1,404,137.36

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**

December 2020

<u>Monthly Activity</u>		
Beginning Balance	Current Month	Cumulative Totals
Beginning Balance	\$ 37,532.10	
Current Month Receipts	Admin Penalties \$ 0.00	
	Interest Earned 1.11	
Current Month Disbursements	\$ _____ 0.00	
Total Cash		\$ <u>37,533.21</u>
Reserved for Education Development		<u>(37,533.21)</u>
Balance		\$ <u><u>0.00</u></u>

Enforcement Division

Current December 31, 2020



60 Days Faster

Compared to FY '20

Complaint Resolution



2 Days Slower

Compared to FY '20

Residential Audit Turnaround

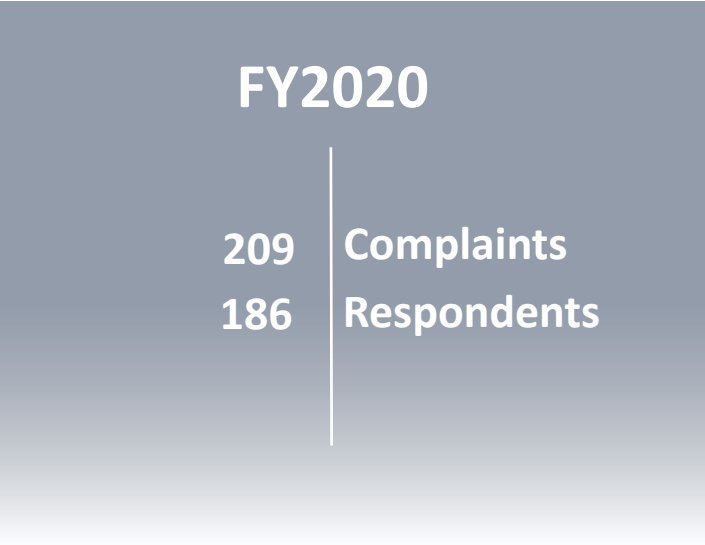


55 Days Faster

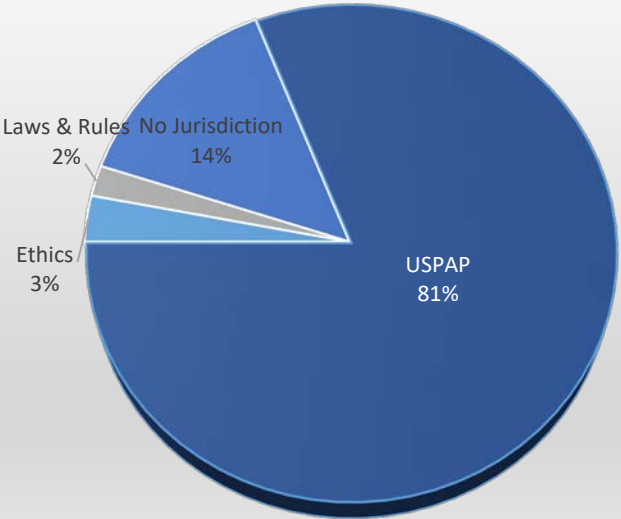
Compared to FY '20

Commercial Audit Turnaround

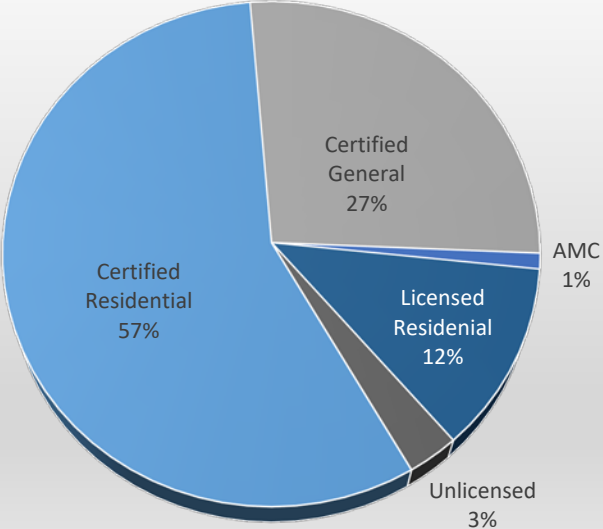
FY21 Incoming Complaints



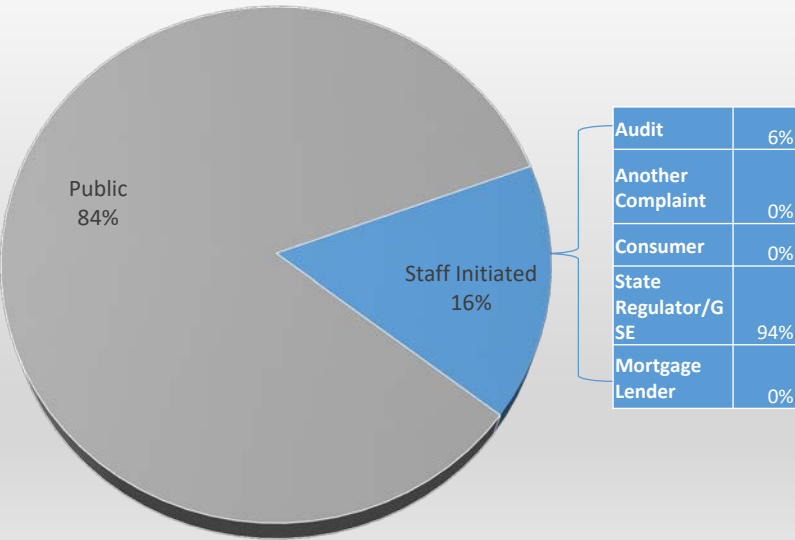
Breakdown by Classification



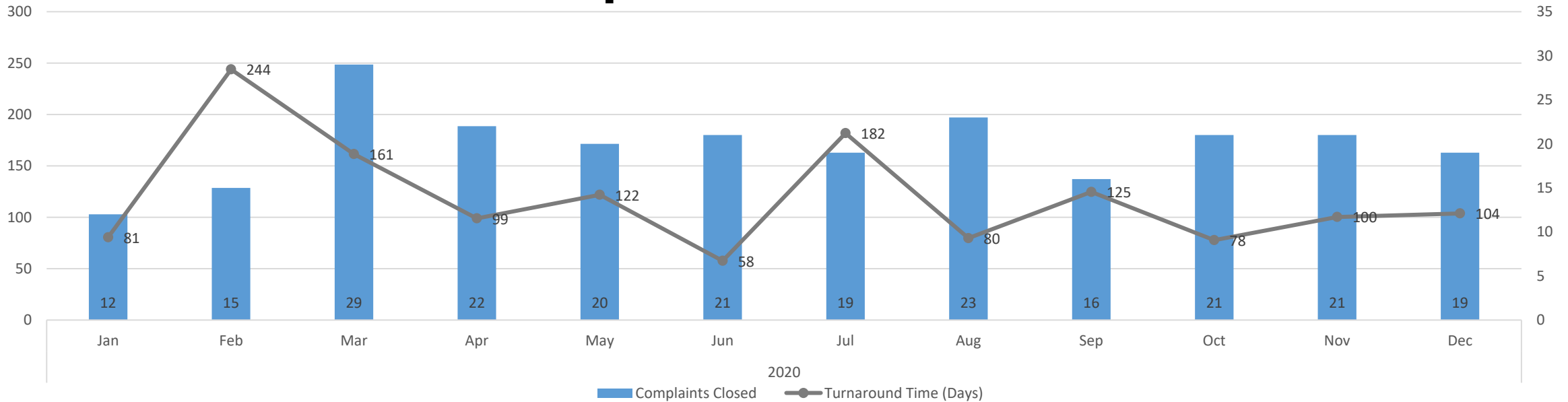
Breakdown by License



Breakdown by Source

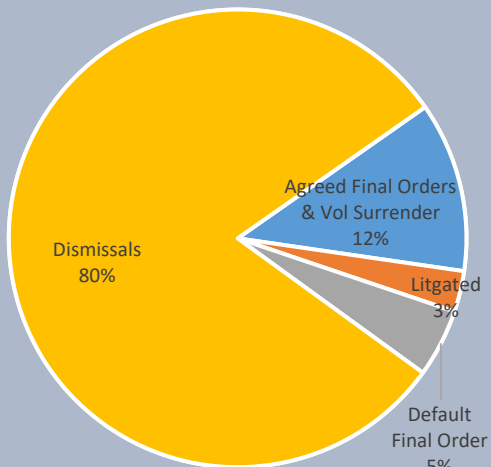


Complaint Resolution

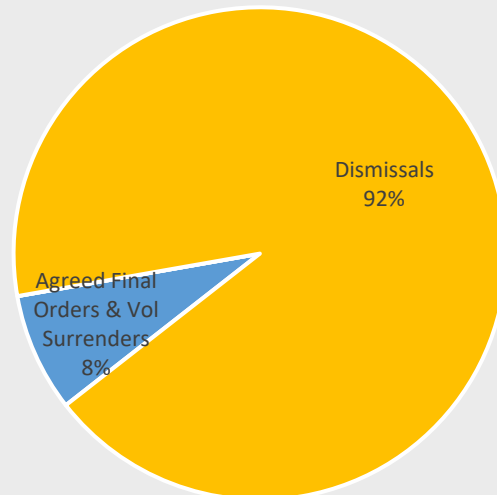


FY20 Complaint Outcome

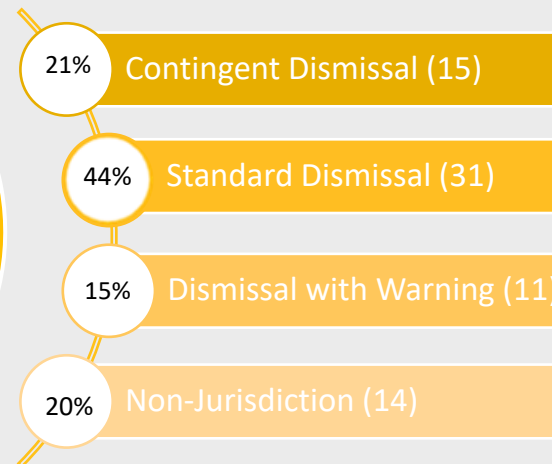
231 Complaints Resolved



FY21 Complaint Outcome



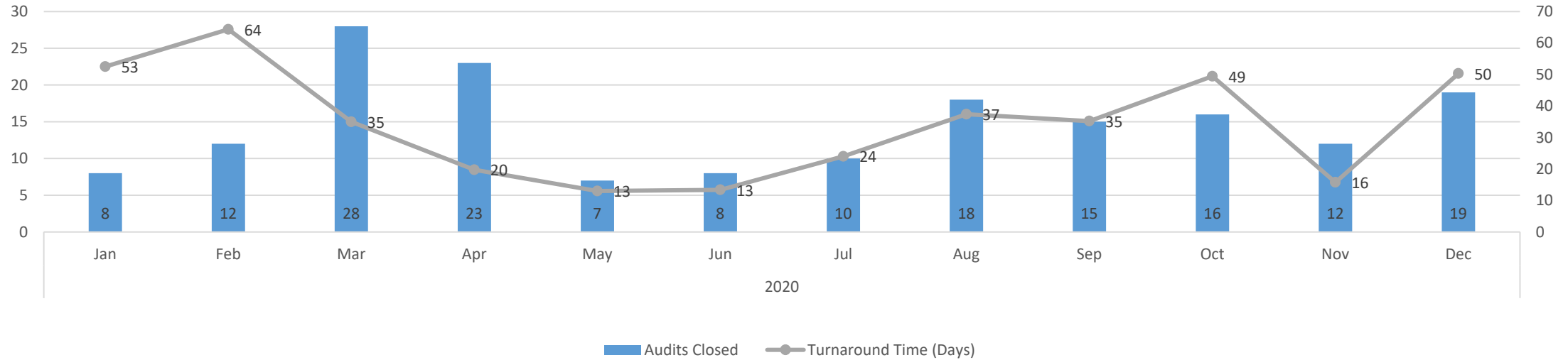
FY21 Dismissal Breakdown



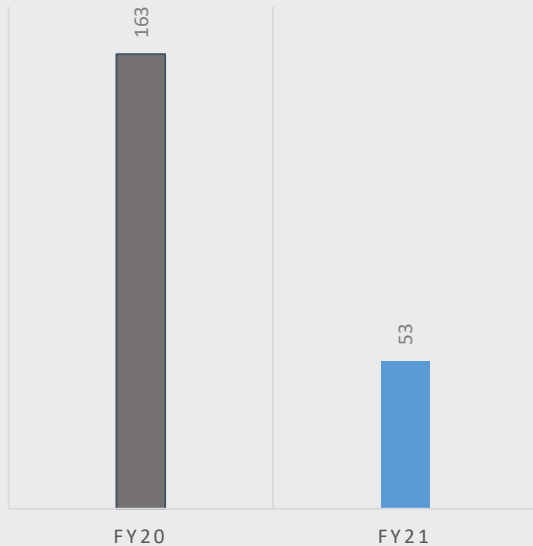
FY2021

77	Complaint Resolved
100	Average turnaround time (days)
0	Complaints Litigated
NA	Success Rate
>1%	License holders receiving discipline

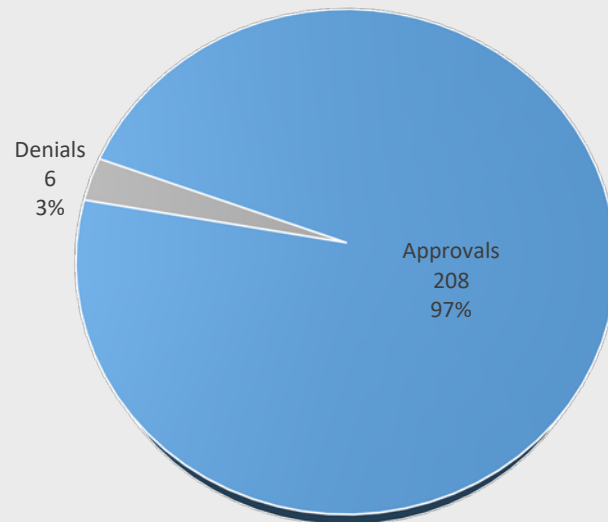
Residential Experience Audits



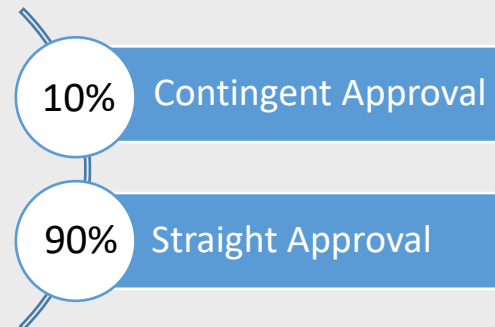
Incoming Residential Audits



FY20 - 21 Residential Audit Outcome



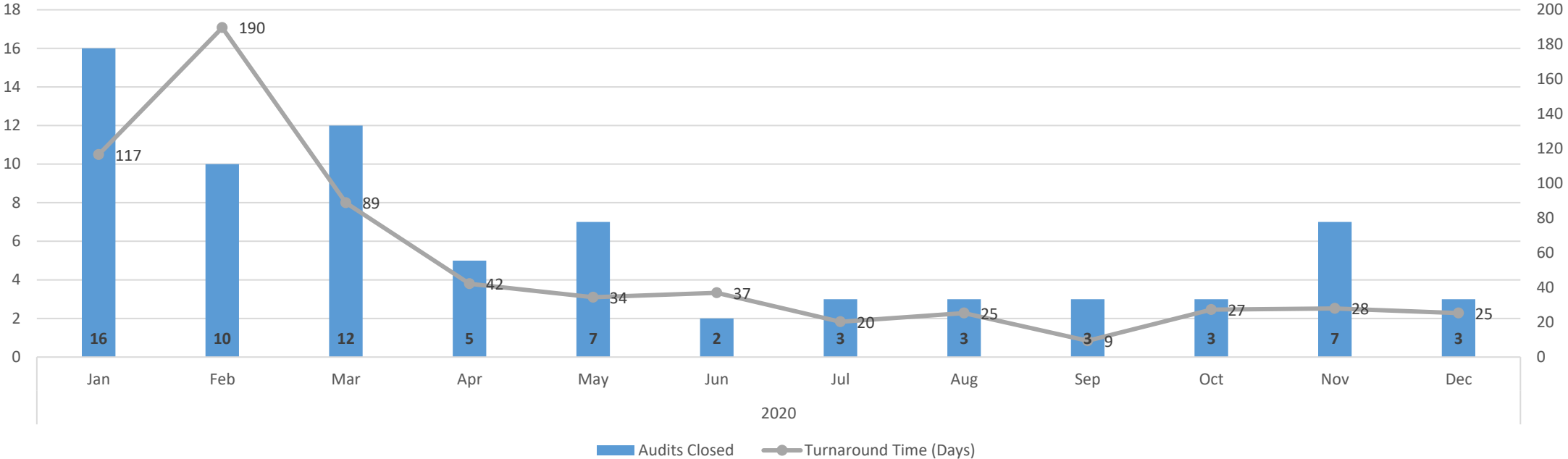
FY20 - 21 Residential Approval Breakdown



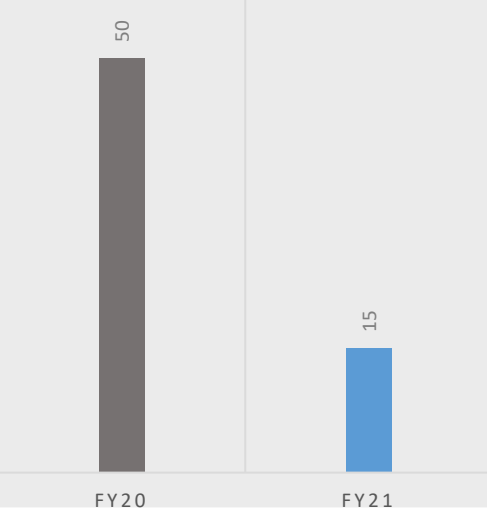
FY21 Residential Processing Data

40 Days | Average Turnaround Time
62 | Total Audits Closed

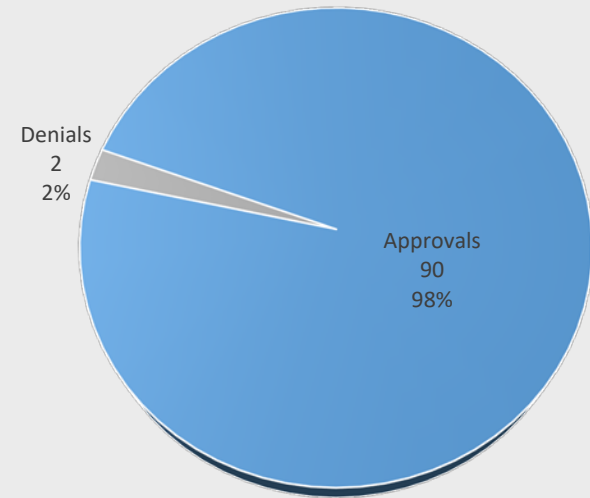
Commercial Experience Audits



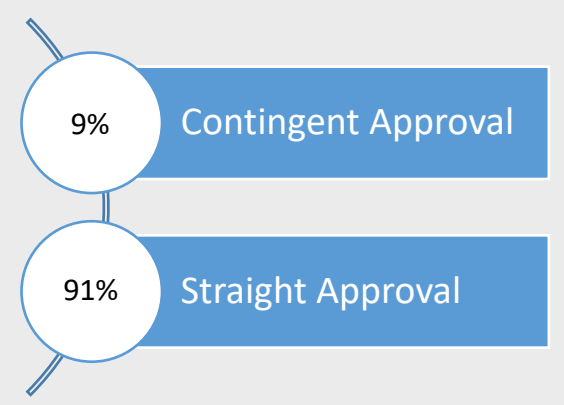
Incoming Commercial Audits



FY20 - 21 Commercial Audit Outcome



FY20 - 21 Commercial Approval Breakdown



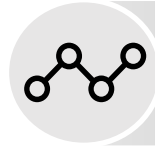
FY21 Commercial Processing Data

24 Days	Average Turnaround Time
16	Total Audits Closed

Open Cases Snapshot View

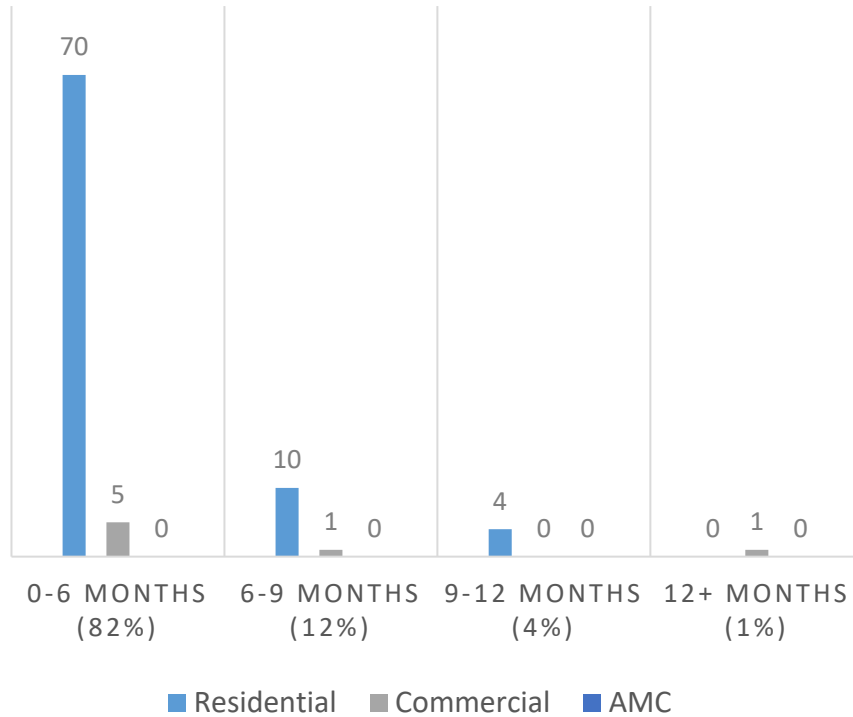


There are currently 91 open complaints.



There are currently 25 open experience audits

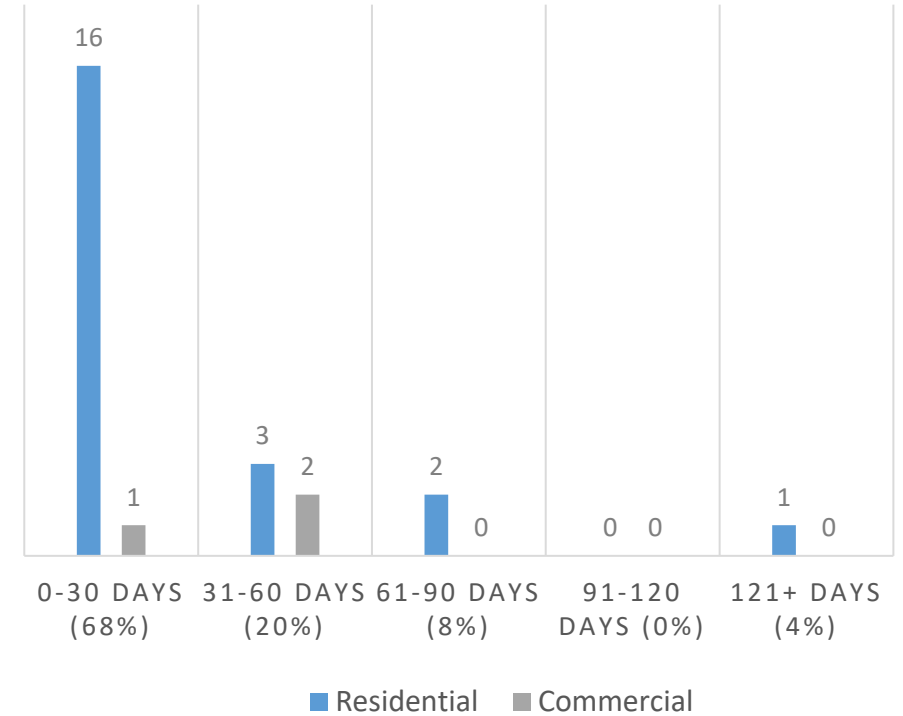
COMPLAINTS



There is 1 cases over 1 year old

- 1 case is pending abatement

EXPERIENCE AUDITS



There is 1 audit over 121 days

- 1 audit pending applicant's compliance