



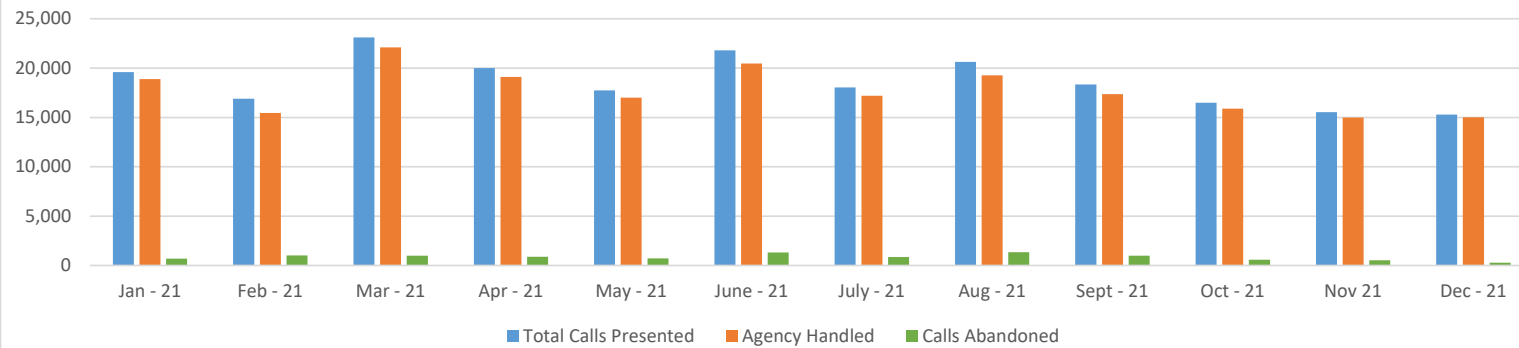
Staff Reports for December 2021

Customer Relations Division

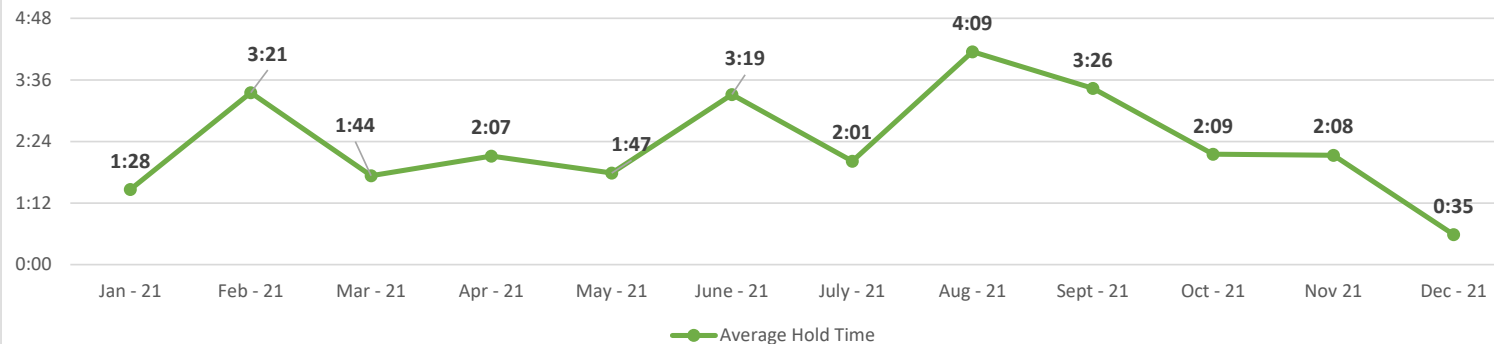
Incoming Calls

	Jan - 21	Feb - 21	Mar - 21	Apr - 21	May - 21	June - 21	July - 21	Aug - 21	Sept - 21	Oct - 21	Nov 21	Dec - 21	Totals
Total Calls Presented	19,581	16,903	23,108	19,996	17,733	21,801	18,051	20,618	18,345	16,486	15,533	15,293	223,448
Agency Handled	18,890	15,442	22,107	19,099	17,002	20,469	17,204	19,266	17,350	15,893	14,997	15,010	212,729
Calls Handled Initially	18,306	14,464	21,418	18,233	16,367	18,702	16,483	17,017	15,554	14,786	14,027	14,786	200,143
Calls Handled by Courtesy Callback	510	896	629	780	571	1,184	633	1,966	1,546	964	816	190	10,685
% of Calls handled by Courtesy Callback	2.60%	5.30%	2.72%	3.90%	3.22%	5.43%	3.51%	9.54%	8.43%	5.85%	5.25%	1.24%	4.75%
Calls Re-Directed for Assistance	74	82	60	86	64	583	88	283	250	143	154	34	1,901
Calls Abandoned	691	1,010	1,001	874	731	1,331	847	1,352	995	593	536	283	10,244
% of Abandoned Calls	3.53%	5.98%	4.33%	4.37%	4.12%	6.11%	4.69%	6.56%	5.42%	3.60%	3.45%	1.85%	4.50%
Average Handle Time	5:21	5:38	5:34	5:38	5:13	5:44	5:44	5:39	5:21	6:15	5:46	5:26	5:36
Average Hold Time	1:28	3:21	1:44	2:07	1:47	3:19	2:01	4:09	3:26	2:09	2:08	0:35	2:21

Calls Presented, Handled, and Abandoned



Average Hold Time



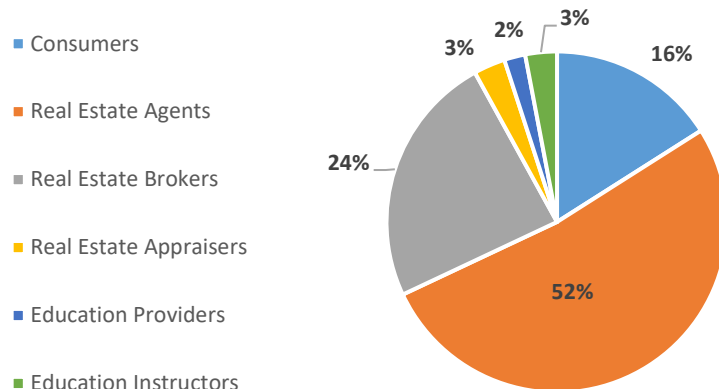
Emails													
	Jan. - 21	Feb. - 21	Mar. - 21	Apr. - 21	May. - 21	June - 21	July - 21	Aug - 21	Sept - 21	Oct - 21	Nov - 21	Dec - 21	TOTAL
Licensing	4,879	4,662	5,127	4,483	4,157	4,157	3,964	4,178	3,973	3,587	3,409	3,628	50,204
Education	53	148	58	56	46	46	32	31	21	49	67	94	701
Inspector	60	113	62	83	83	83	66	74	40	26	26	34	750
Enforcement	532	175	222	181	119	119	102	107	120	89	99	151	2,016
TALCB Lic	89	137	133	145	149	149	149	121	124	86	82	142	1,506
TALCB Enf	7	12	14	11	4	4	19	12	12	13	12	11	131
Total	5,620	5,247	5,616	4,959	4,558	4,558	4,332	4,523	4,290	3,856	3,695	4,060	55,314
% handled in 1 day	95.50%	73.51%	99.18%	96.45%	98.31%	98.31%	94.97%	90.21%	98.25%	99.40%	92.58%	98.89%	94.63%

TALCB and TREC 2nd Quarter Call Comparisons						
	December, 2021		January, 2022		February, 2022	
	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	1,103	14,190				
Agency Handled	1,062	13,947				
Calls Handled Initially	974	13,745				
Calls Handled by Courtesy Callback	85	171				
Calls Re-Directed for Assistance	3	31				
Calls Abandoned	40	243				
Hold Times	0:41	0:35				
% of Abandoned Calls	3.63%	1.71%				
% of Callbacks	7.71%	1.21%				
% of all calls	7.21%	92.79%				

December, 2021 Customer Satisfaction Survey Results

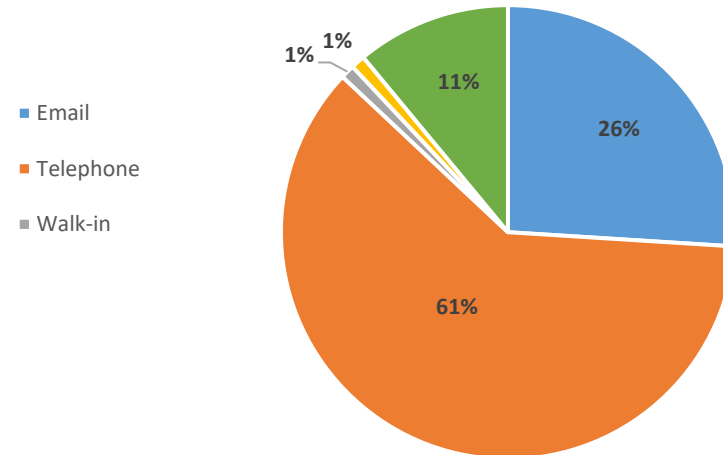
Customer Demographics

91 - responses



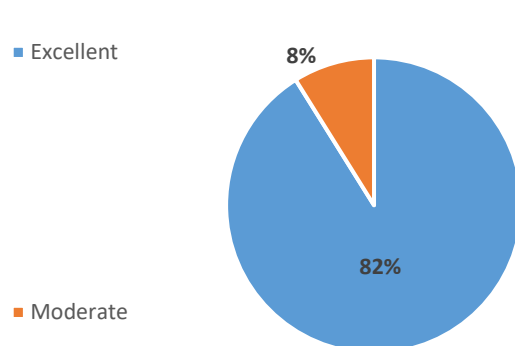
How Do Customers Contact Us?

90 responses



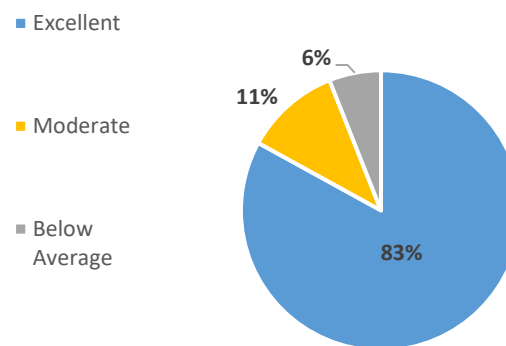
Email Rating

52 responses



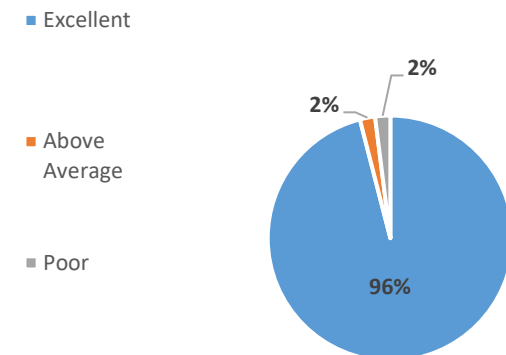
Experience with Customer Service Representatives

38 responses



Telephone Service Rating

51 responses



TALCB Licensing Report

Current as of December 31, 2021

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
December 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	10	1,029	-6	6,237	4
2020	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
	Aug21	2,324	2,510	470	5,304	11	1,166	14	6,470	25
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
December 2021										
Inactive Appraisers		GENERAL 52	RESIDENTIAL 48	LICENSE 17	TOTAL 117		TRAINEE 106		TOTAL 223	
Out-of-State Temporary Registrations:									124	
Total All License Holders:									7,004	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS

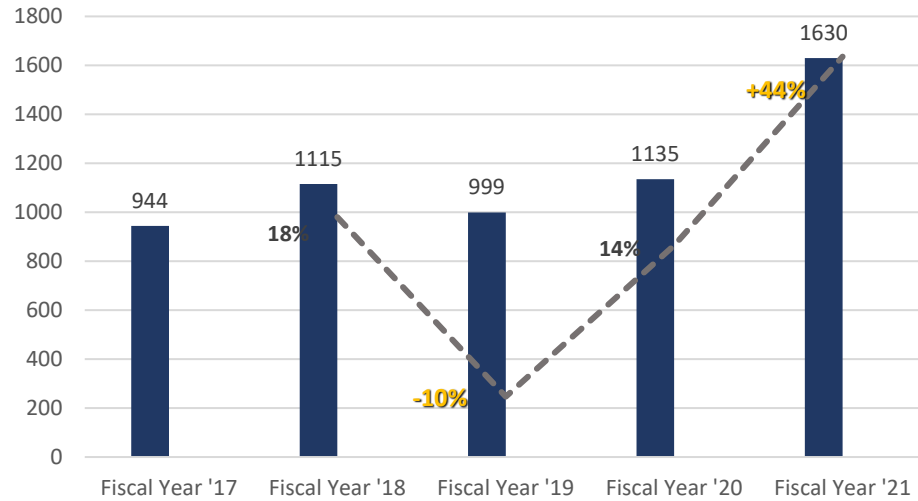
December 2021

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 - 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
	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
2021 - Total		14	14	34
2022	Sep 21	2	2	2
	Oct 21	2	2	8
	Nov 21	2	2	4
	Dec 21	3	3	2
Registrations issued from March 2012 to Dec 2021			304	
Registrations Expired > 6 months as of Dec 2021			-80	
Registrations Expired < 6 months as of Dec 2021			-2	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-7	
TOTAL AMC REGISTRATIONS			182	

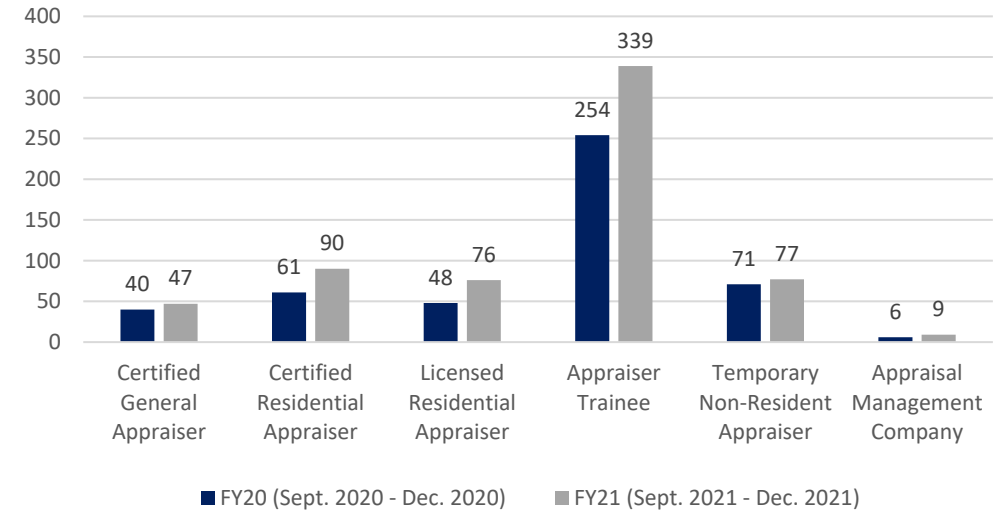
AMC Registrations Year-Over-Year			
Fiscal Year	Total AMC Registrations	Variance	% Change
Fiscal Year 17	172		
Fiscal Year 18	168	-4	-2%
Fiscal Year 19	162	-6	-4%
Fiscal Year 20	163	1	1%
Fiscal Year 21	175	12	7%

Applications Received

Total Applications Received Year-Over-Year Comparison



Applications Received Year-to-Date Comparison



Applications Received Month-Over-Month Comparison

	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21
Certified General Appraiser	9	16	18	16	18	12	11	9	13	13	16	10	8
Certified Residential Appraiser	21	15	16	24	25	20	17	19	13	25	29	19	22
Licensed Residential Appraiser	10	16	16	16	14	16	18	18	23	25	17	16	19
Appraiser Trainee	58	85	52	81	96	63	86	82	77	98	81	90	81
Temporary Non-Resident Appraiser	16	16	13	22	12	15	25	21	29	17	18	13	29
Appraisal Management Company	2	3	0	0	0	1	0	4	0	2	2	2	3

Application Processing Time

Average Number of Days to Process Applications

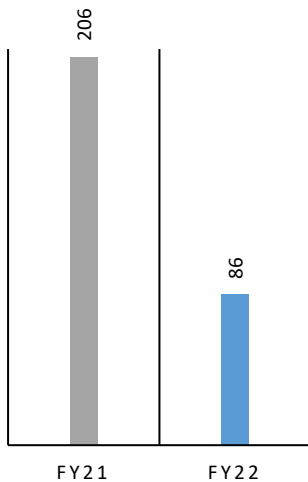
Average Number of Calendar Days to Process a License (Application Review & Experience Audit)

Month-Over-Month

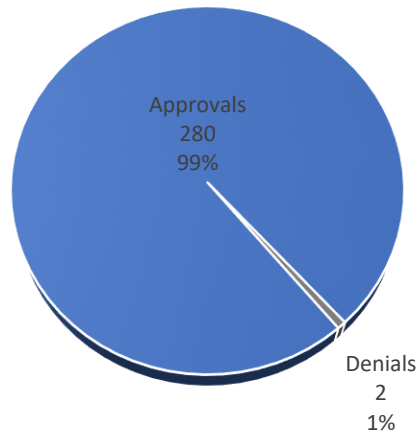
	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	47	69	37	37	37	59	57	46	41	36	47	52	51
Certified General Appraiser – Reciprocity (Goal: 14 days)	3	3	2	3	2	1	1	2	1	1	1	2	1
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	61	36	35	42	44	41	46	53	39	49	39	55	59
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	2	7	3	3	1	1	1	2	3	1	1	1	1
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	58	63	39	44	42	50	48	46	34	38	50	51	56
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	NA	NA	1	6	1	NA	NA	NA	1	1	1	1	1
Appraiser Trainee (Goal: 14 days)	10	8	9	10	8	6	4	3	3	3	4	3	4
Temporary Non-Resident Appraiser (Goal: 5 days)	2	2	2	1	2	1	1	2	1	1	1	1	1
Appraisal Management Company (Goal: 14 days)	0	1	7	NA	NA	NA	1	2	6	4	2	1	1

Certified and Licensed Residential Experience Audit Summary

Residential Audits Received



FY21 - 22 Residential Audit Outcome

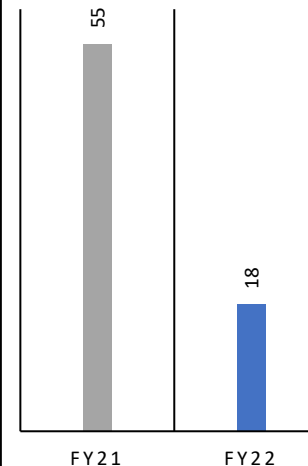


Residential Audit Processing Year-Over-Year

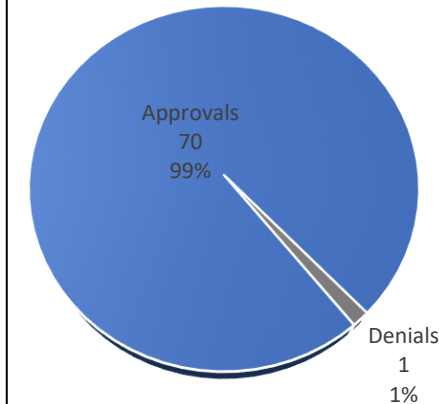
	Closed	Average Processing Time
Fiscal Year 2018	116	100 Days
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	75	45 days

Certified General Experience Audit Summary

Commercial Audits Received



FY21 - 22 Commercial Audit Outcome



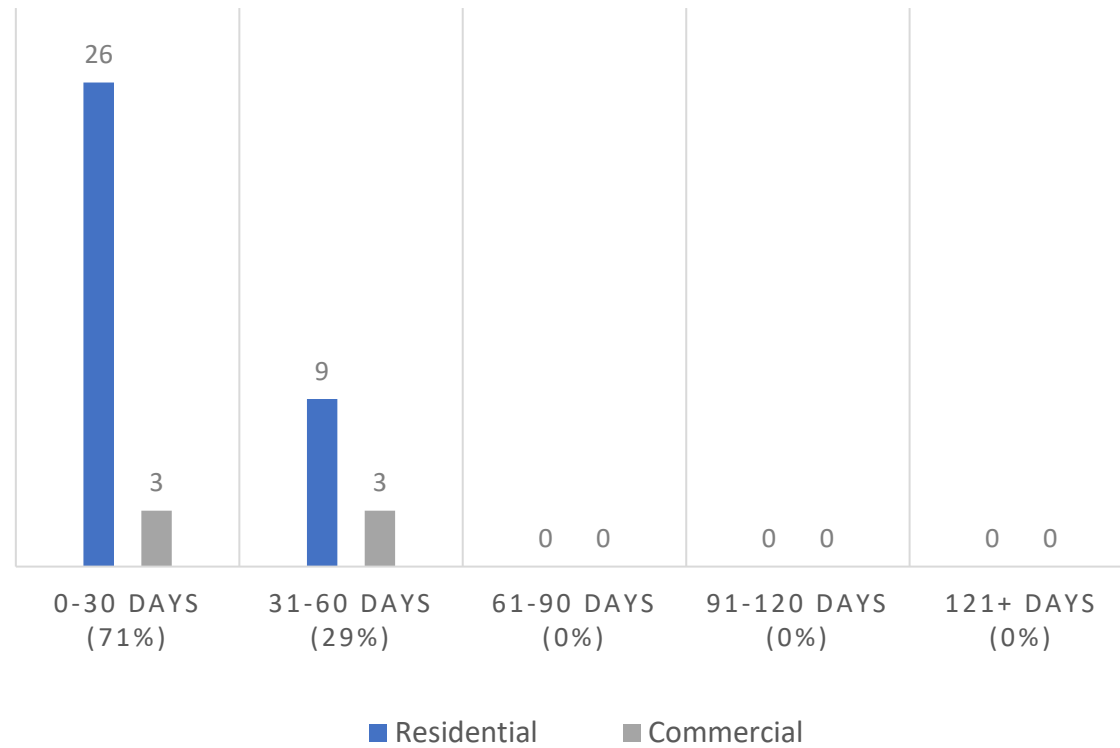
Commercial Audit Processing Year-Over-Year

	Closed	Average Processing Time
Fiscal Year 2018	47	160 Days
Fiscal Year 2019	52	218 Days
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	18	40 Days

Renewal Activity

Year-to-Date Comparison						
	Sept. '19 - Dec. '19		Sept. '21 - Dec. '21		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	300	84.80%	313	86.94%	13	4.33%
Certified Residential Renewals	365	89.55%	385	92.55%	20	5.48%
Licensed Residential Renewals	50	63.64%	65	81.25%	15	30.00%
Appraiser Trainee Renewals	63	38.39%	78	60.47%	15	23.81%

Open Experience Audit Snapshot



Information & Technology Division
Electronic Information Outlet Statistics

December 2021

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	62,543	281,091	257,570
Total Monthly Unique Visits	20,683	86,566	82,917

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	109	85	78.0%	75.7%	71.6%
AMC	3	0	0.0%	0.0%	0.0%
Certified General Appraiser	11	5	45.5%	35.3%	40.7%
Certified Residential Appraiser	22	13	59.1%	52.5%	60.7%
State Licensed Appraiser	7	7	100.0%	72.7%	60.0%
Appraiser Trainee	66	60	90.9%	91.3%	84.0%
Renewals	306	296	96.7%	97.6%	97.7%
AMC	2	2	100.0%	100.0%	100.0%
Certified General Appraiser	128	123	96.1%	97.0%	98.5%
Certified Residential Appraiser	131	127	96.9%	97.5%	99.0%
State Licensed Appraiser	21	20	95.2%	97.2%	92.2%
Appraiser Trainee	24	24	100.0%	100.0%	93.9%
AMC Panel Transactions	883	883	100.0%	100.0%	100.0%
Additions	850	850	100.0%	100.0%	100.0%
Removals	33	33	100.0%	100.0%	100.0%

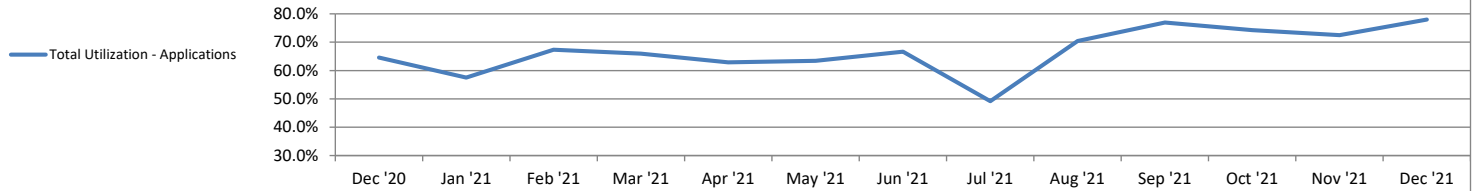
Information & Technology Division

Electronic Information Outlet Statistics

December 2021

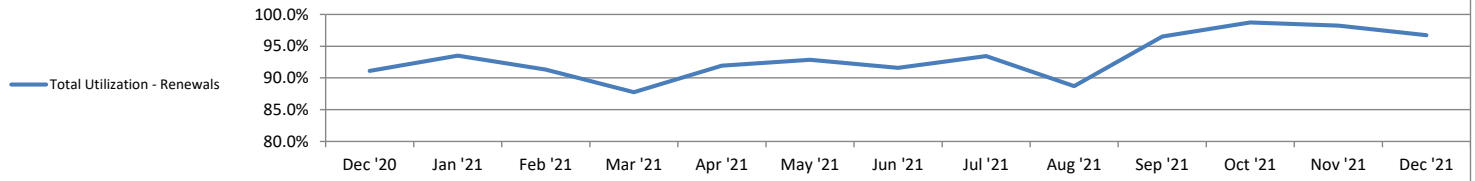
Applications	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21	Nov '21	Dec '21
AMC	N/A	N/A	100.0%	N/A	0.0%	50.0%	50.0%	66.7%	100.0%	0.0%	0.0%	0.0%	0.0%
Certified General Appraiser	37.5%	50.0%	57.1%	37.5%	33.3%	25.0%	55.6%	18.8%	27.3%	44.4%	12.5%	33.3%	45.5%
Certified Residential Appraiser	37.5%	20.0%	60.0%	54.5%	50.0%	50.0%	37.5%	16.7%	63.6%	50.0%	35.7%	61.5%	59.1%
State Licensed Appraiser	75.0%	33.3%	62.5%	50.0%	50.0%	80.0%	50.0%	0.0%	25.0%	62.5%	75.0%	60.0%	100.0%
Appraiser Trainee	78.6%	70.4%	73.9%	80.8%	80.0%	80.0%	90.0%	82.1%	86.4%	91.7%	92.3%	89.5%	90.9%
Total Utilization - Applications	64.6%	57.5%	67.3%	66.0%	62.9%	63.4%	66.7%	49.2%	70.4%	76.9%	74.2%	72.5%	78.0%

Utilization Online Application Services



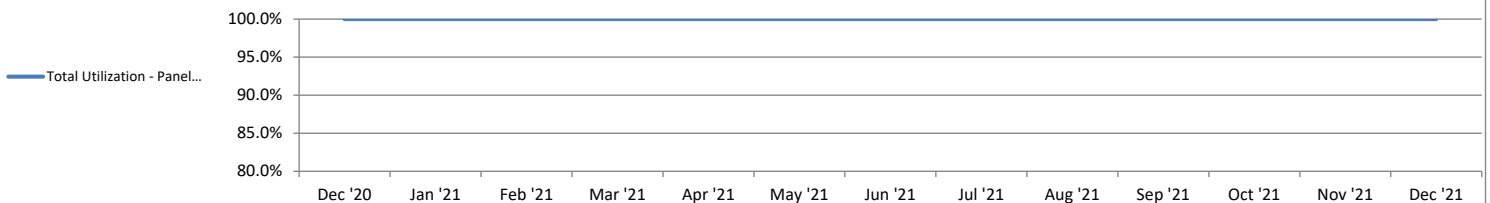
Renewals	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21	Nov '21	Dec '21
AMC	100.0%	100.0%	75.0%	75.0%	100.0%	64.3%	80.4%	93.1%	93.8%	100.0%	100.0%	100.0%	100.0%
Certified General Appraiser	91.3%	88.7%	85.7%	85.9%	94.3%	98.4%	92.1%	93.2%	90.5%	95.7%	98.8%	97.1%	96.1%
Certified Residential Appraiser	93.1%	96.8%	85.7%	93.8%	91.5%	93.5%	99.2%	96.9%	96.9%	96.3%	98.1%	98.9%	96.0%
State Licensed Appraiser	70.6%	100.0%	93.8%	92.9%	90.9%	93.8%	94.1%	85.7%	100.0%	94.7%	100.0%	100.0%	95.2%
Appraiser Trainee	100.0%	94.4%	84.2%	68.4%	87.0%	91.7%	75.0%	88.9%	94.3%	100.0%	100.0%	100.0%	100.0%
Total Utilization - Renewals	91.1%	93.5%	91.3%	87.8%	91.9%	92.9%	91.6%	93.4%	88.7%	96.5%	98.7%	98.2%	96.7%

Utilization Online Renewal Services



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

Utilization Online Panel Management Tool



Financial Services Division
TALCB Budget Status Report
December 2021 - Fiscal Year 2022

Expenditure Category	Beginning Balance FY2022	Expenditures	Remaining Balance	Budget % Remaining	8/12 = 66.67% Comments
Actual Beginning Balance	\$2,373,564		\$2,083,385		includes Trust cash balances as of 8/31/2021, reduced by expenditures for FY21 paid after 8/31/21 and payroll liability as of 8/31/2021; remaining balance represents Trust balance as of 9/30/21
Operating Reserves	(\$652,638)		(\$652,638)		
Available balance within Texas Treasury Safekeeping Trust	\$1,720,926		\$1,430,747		remaining available budget to consider to balance FY2022 budget
Salaries & Wages	\$1,173,582	\$343,869	\$829,713	70.7%	
Other Personnel Costs	458,390	118,960	\$339,430	74.0%	
Professional Services	63,648	60,125	\$3,523	5.5%	Luna Data - Computer consultant services
Consumables	2,000	43	\$1,957	97.9%	
Utilities	239	0	\$239	100.0%	
Travel	27,000	11,729	\$15,271	56.6%	
Rent - Building - Other	26,473	21,120	\$5,353	20.2%	Lease payment to be paid in December.
Rent - Equipment	12,096	479	\$11,617	96.0%	
Other Operating Expense	77,247	22,962	\$54,285	70.3%	2021 AARO Conference registration, Worker's Compensation & Risk Mgmt Services (SORM), cost for mail services, SAE training for SES staff, SHRM renewal for HR Director, notary renewal for Board secretary, online business skills library, TTSTC bank fees
Subtotal -Operations Expenditures	1,840,675	579,286	1,261,389	68.5%	
DPS Criminal History Background Checks	250	0	250	100.0%	
Statewide Cost Allocation Plan (SWCAP)	23,754	0	23,754	100.0%	Indirect costs charged by the state
Contribution to General Revenue	22,500	7,500	15,000	66.7%	allocated monthly until 8/31/2022; actual payment amount made to General Revenue fund
Subtotal - Nonoperational Expenditures	46,504	7,500	39,004	83.9%	
Total Expenditures and GR Contribution	1,887,179	586,786	1,300,393	68.9%	
Revenue	FY2022 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,460,149	\$543,274	\$916,876	62.8%	538 total applications & 997 total renewals
AMCs	805,087	135,300	\$669,787	83.2%	9 new AMCs, 17 AMC renewals, 7,432 of panelist activities; majority of renewals occur between March and June
ACE Program Revenue	42,460	7,175	\$35,285	83.1%	1 new ACE providers, 11 renewals from ACE Providers, 28 CE Class Renewals AQB/Other State, 38 AQB approved courses
Examination fees	2,668	1,310	\$1,358	50.9%	Pearson Vue exam fees-131 exams taken
Other Miscellaneous Revenue	25,456	22,728	\$2,728	10.7%	35 Appraiser Trainee experience reviews, 10 ACE extension requests, Interest earned
TALCB ASC grant	0	39,216	(\$39,216)	0.0%	ASC grant to develop Complaint portal
Total Revenue	\$2,335,820	\$749,003	\$1,586,817	67.9%	
Operating Gains/ Losses	\$448,641	\$162,216	\$610,857	136.2%	
Restricted Education Reserve Fund Carryforward \$37,537					
Revenue Over/(Under) Expenditures & Transfers	\$2,207,104	\$162,216	\$1,717,172		

Financial Services Division

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

December 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	127,934.27	(193.18)	127,741.09	103.63	U.S. T-Notes, 1.75	06/15/2022
09/15/2021	985,800.00	999,780.68	996,197.11	(1,771.36)	994,425.75	4,411.59	U.S. T-Notes, 1.500	09/15/2022
12/15/2021	394,700.00	399,898.06	0.00	399,479.57	399,479.57	299.55	U.S. T-Notes, 1.625	12/15/2022
Totals	\$ 1,507,300.00	\$ 1,528,595.95	\$ 1,124,131.38	\$ 397,515.03	\$ 1,521,646.41	\$ 4,814.77		

Monthly Activity

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

Beginning Cash Available Balance

\$ 1,249,901.82

Current Month Receipts

\$ 164,224.90

Current Month Disbursements

\$ (623,963.04)

Total Cash

\$ 790,163.68

Investment Ending Market Value

1,521,646.41

Total Account Balance

2,311,810.09

Operating Reserves

(652,638.00)

Ending Balance Available for Operations

\$ 1,659,172.09

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 2021

		<u>Monthly Activity</u>		
		Beginning Balance	Current Month	Cumulative Totals
Beginning Balance	\$	37,538.74		
Current Month Receipts				
		Admin Penalties	\$ 0.00	
		Interest Earned	0.45	
Current Month Disbursements			\$ 0.00	
	Total Cash		\$	37,539.19
	Reserved for Education Development			(37,539.19)
	Balance		\$	0.00

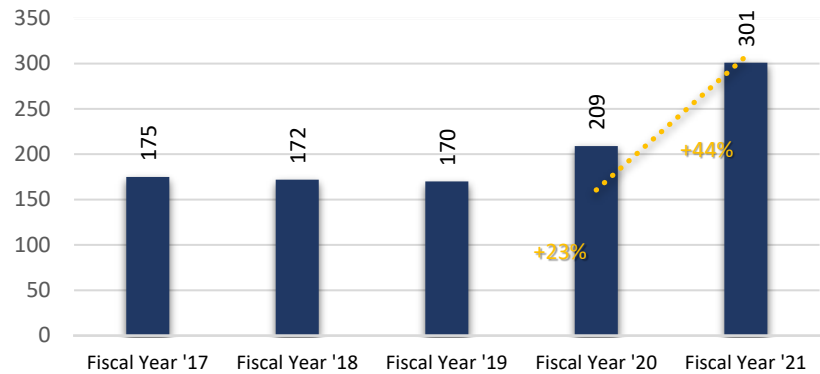
TALCB Enforcement Report

Current as of December 31, 2021

Complaints Received

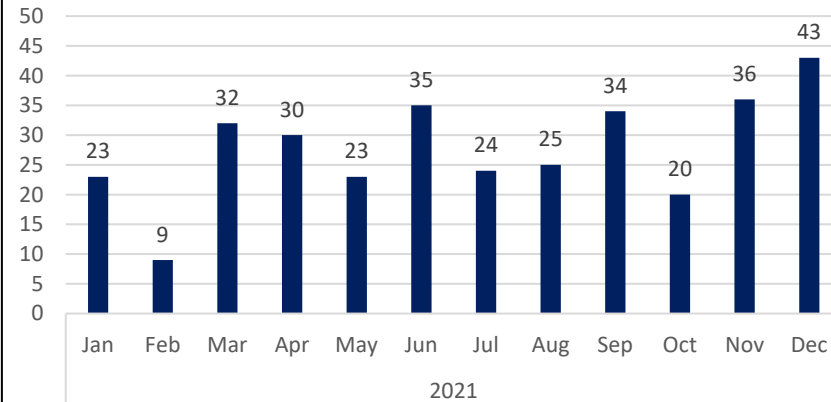
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

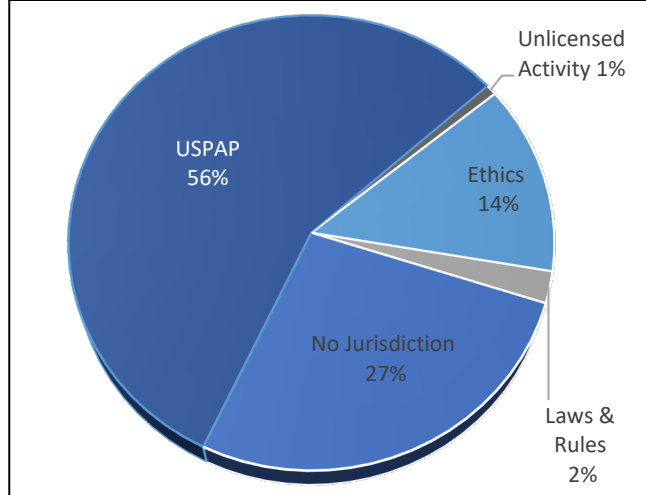


Fiscal Year 2022 Summary

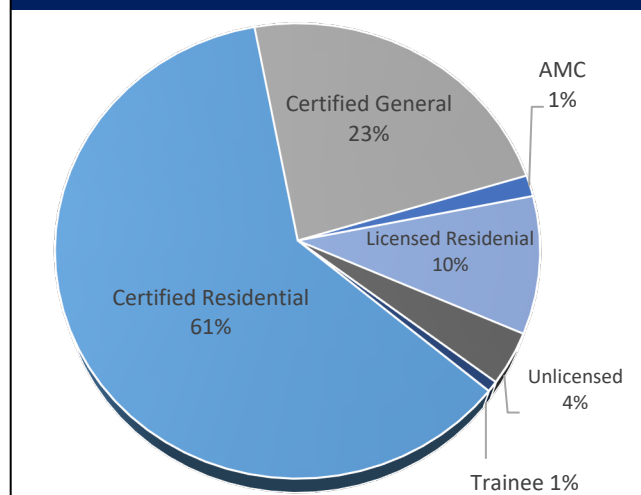
133	Complaints Received
121	Respondents
<1%	License Holders Receive a Complaint

Fiscal Year 2022 Complaints Received by Category

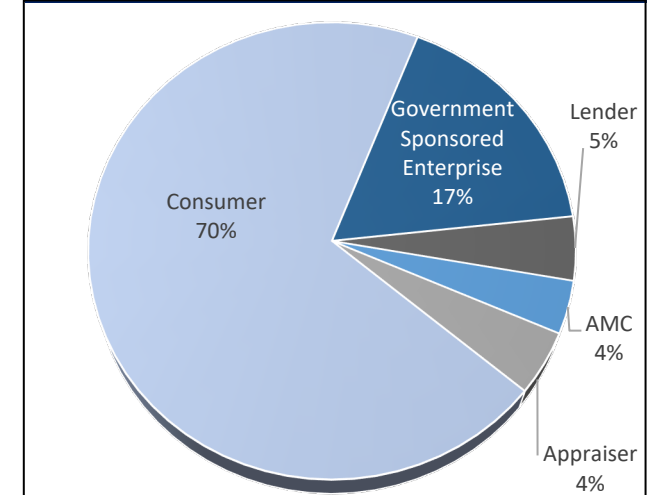
Breakdown by Classification



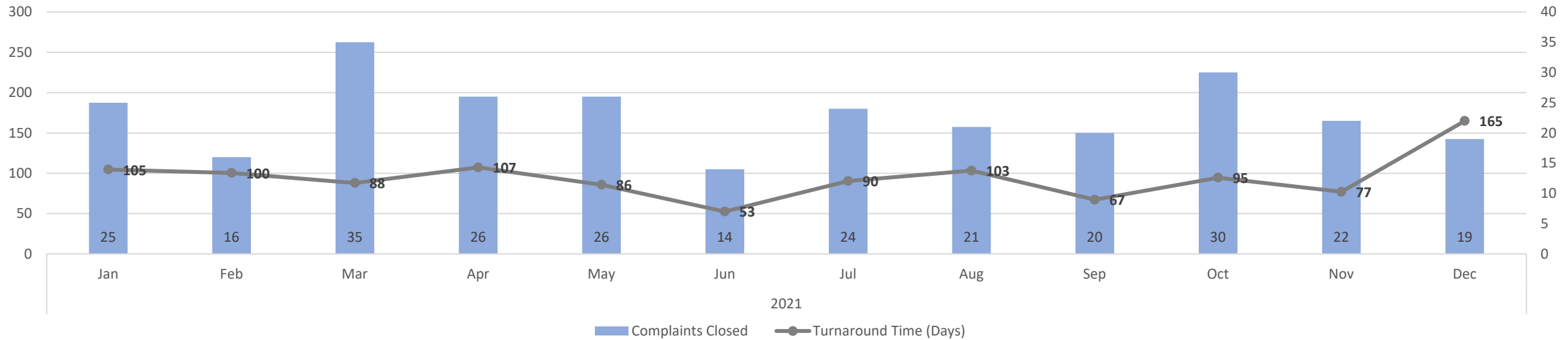
Breakdown by License



Breakdown by Source

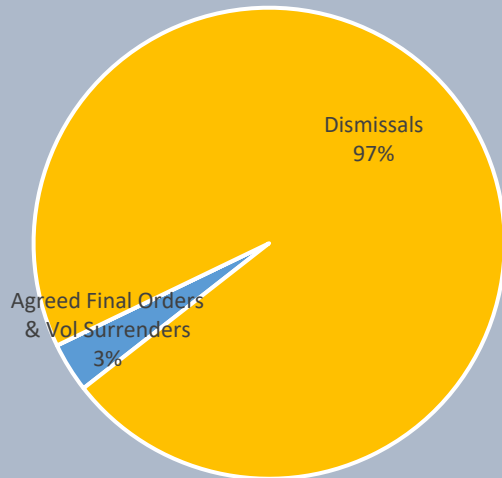


Complaint Resolution

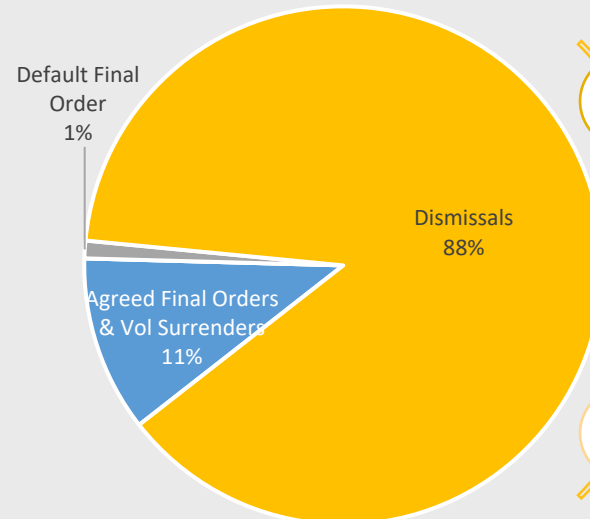


FY21 Complaint Outcome

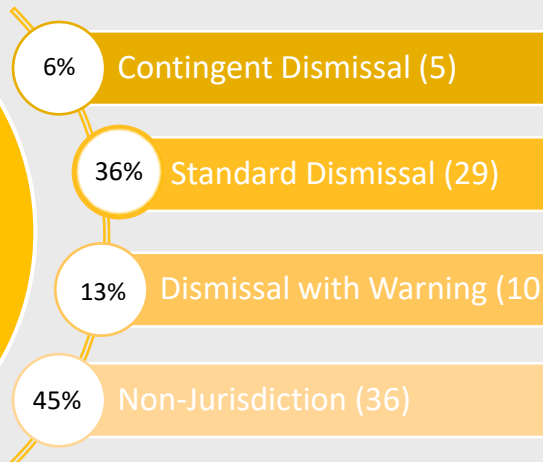
264 Complaints Resolved



FY22 Complaint Outcome



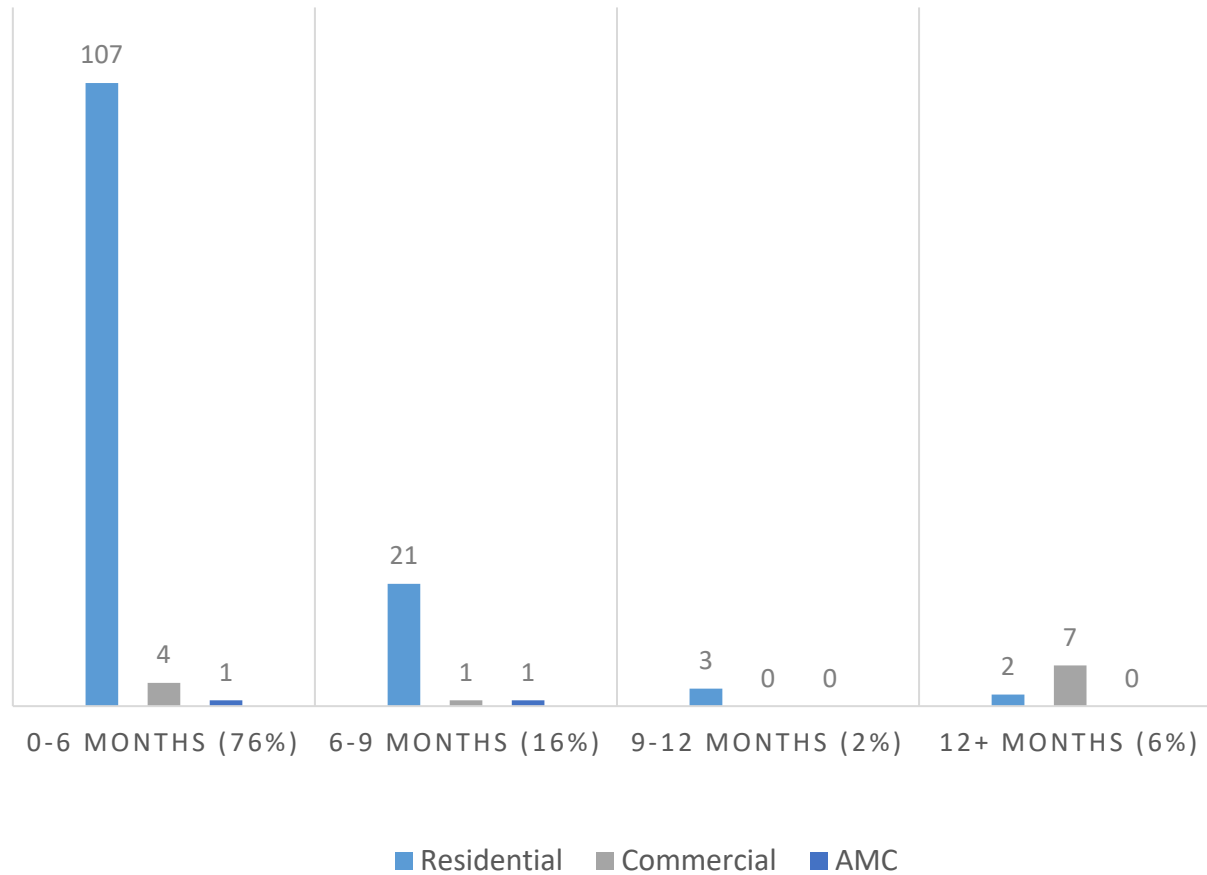
FY22 Dismissal Breakdown



Fiscal Year 2022 Summary

91	Complaint Resolved
99 Days	Average turnaround time Sunset Goal: Resolve complaints within 180-day on average
<1%	License holders receiving discipline

Open Complaint Snapshot



Open Complaint Data	
147	Open Complaints
9	Cases Over 1 Year Old
ASC Policy Statement: Resolve cases within 1 year absent special documented circumstances:	
<ul style="list-style-type: none">• 5 cases abated• 3 cases pending SOAH• 1 case multiple reports/negotiations	