



## **Staff Reports for December 2025**

# Customer Relations Division

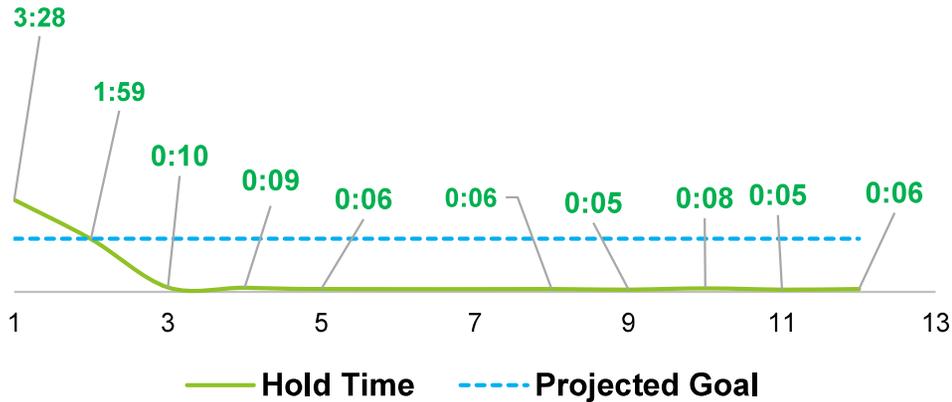
December 2025, Monthly Report



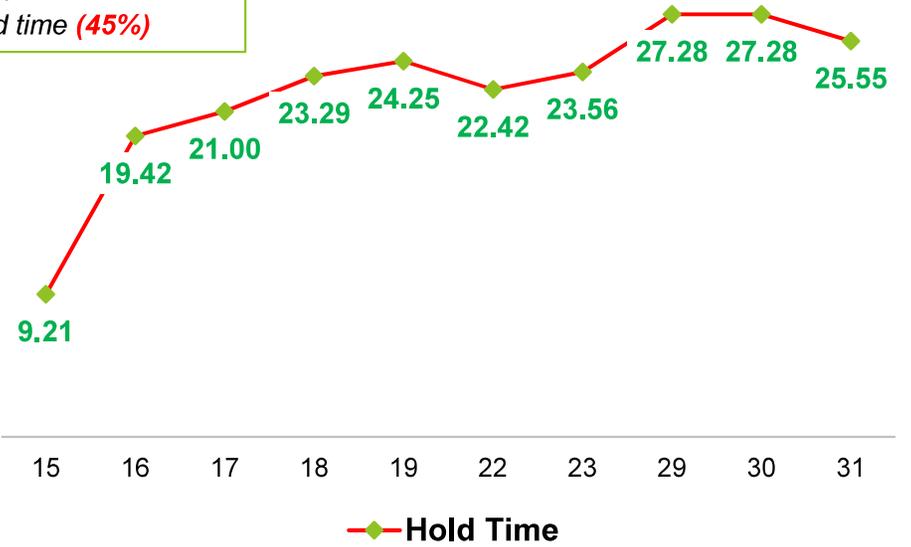
# Customer Relations Division Hold Time per day

## December 1-12

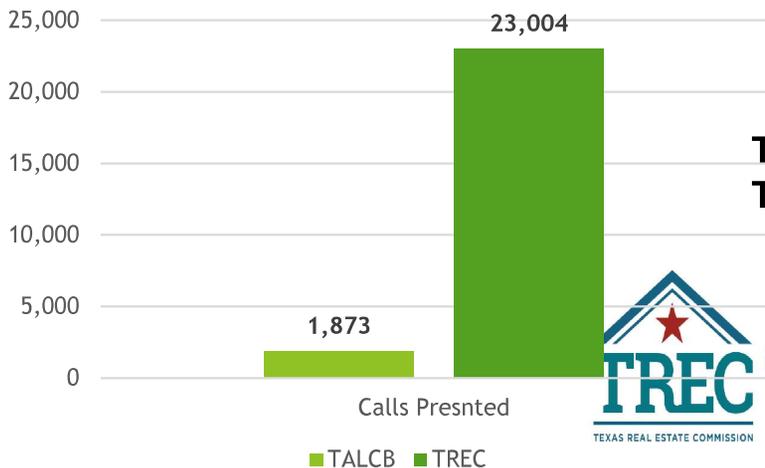
Calls Presented in December: **24,877**  
 Average Hold Time: **16 minutes, 47 seconds**  
 Customer Service Representatives: **17**  
**20** Working Days in the Month  
 • **9 days below 2-minute hold time (45%)**



## December 15-31



## TREC & TALCB

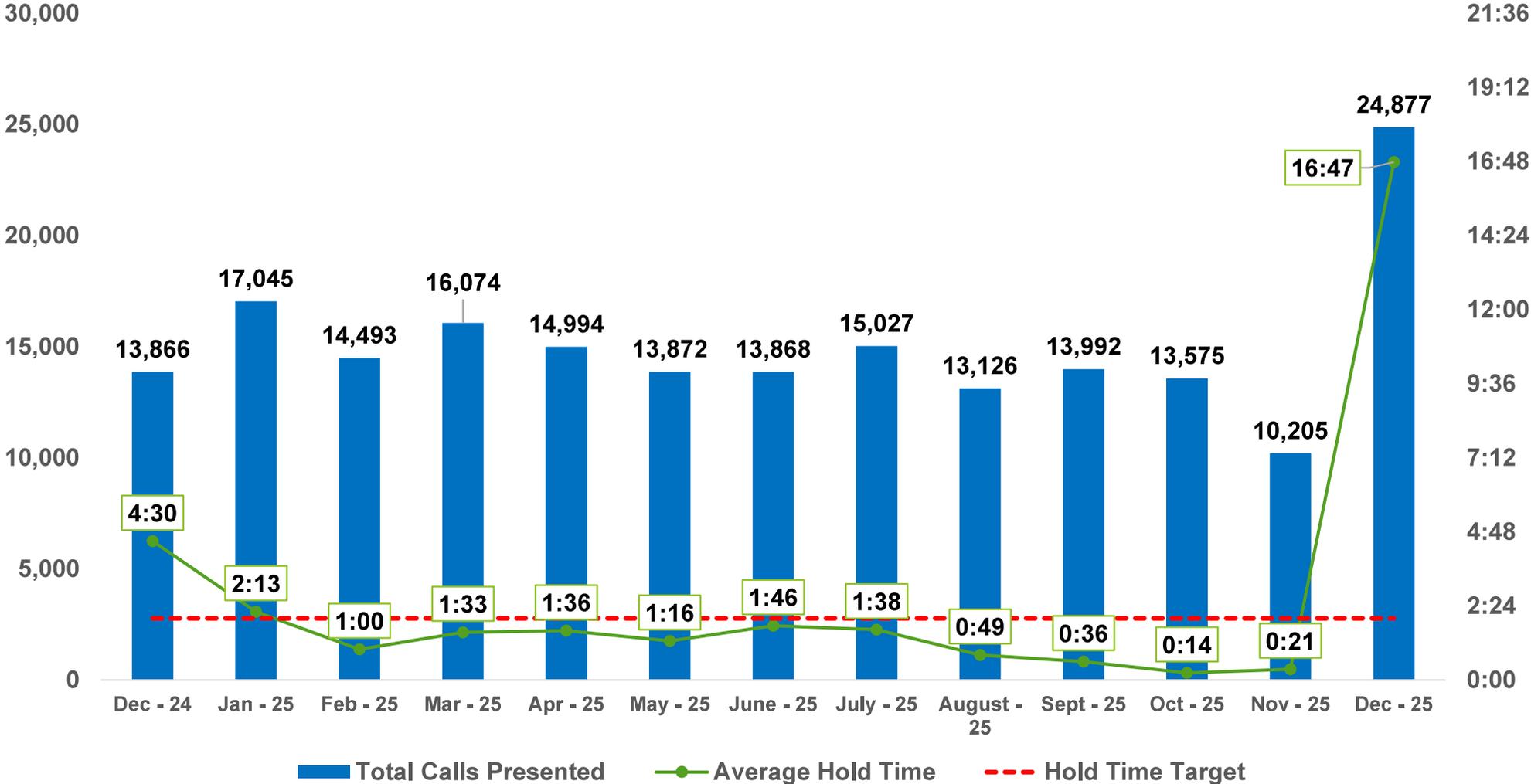


TALCB – 1,873 Calls (7.53%) **15 minutes, 54 second hold time**  
 TREC – 23,004 Calls (92.47%) **17 minutes, 18 second hold time**



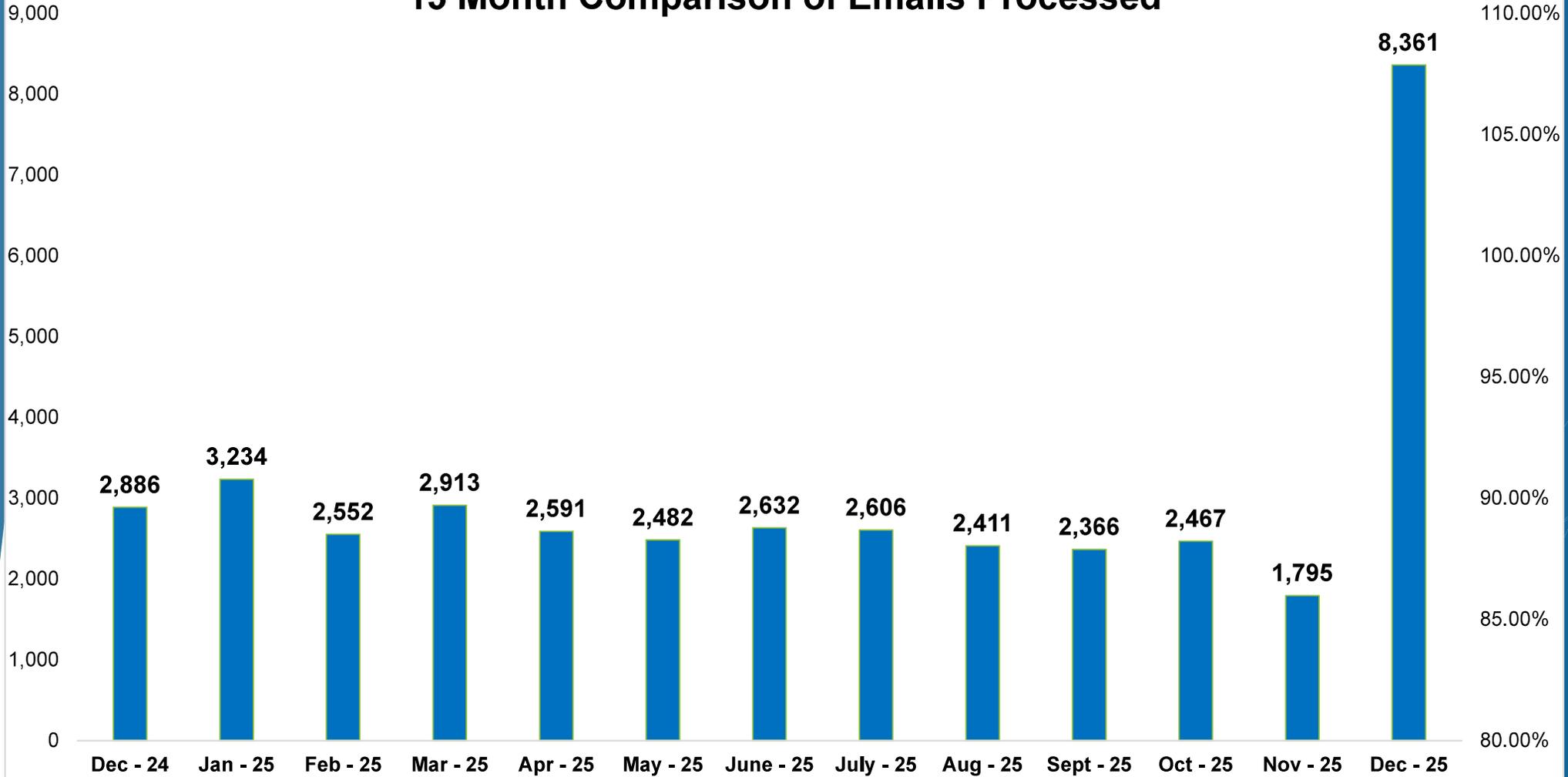
# Customer Relations Division

13 Month Comparison  
Calls Presented vs. Hold Time



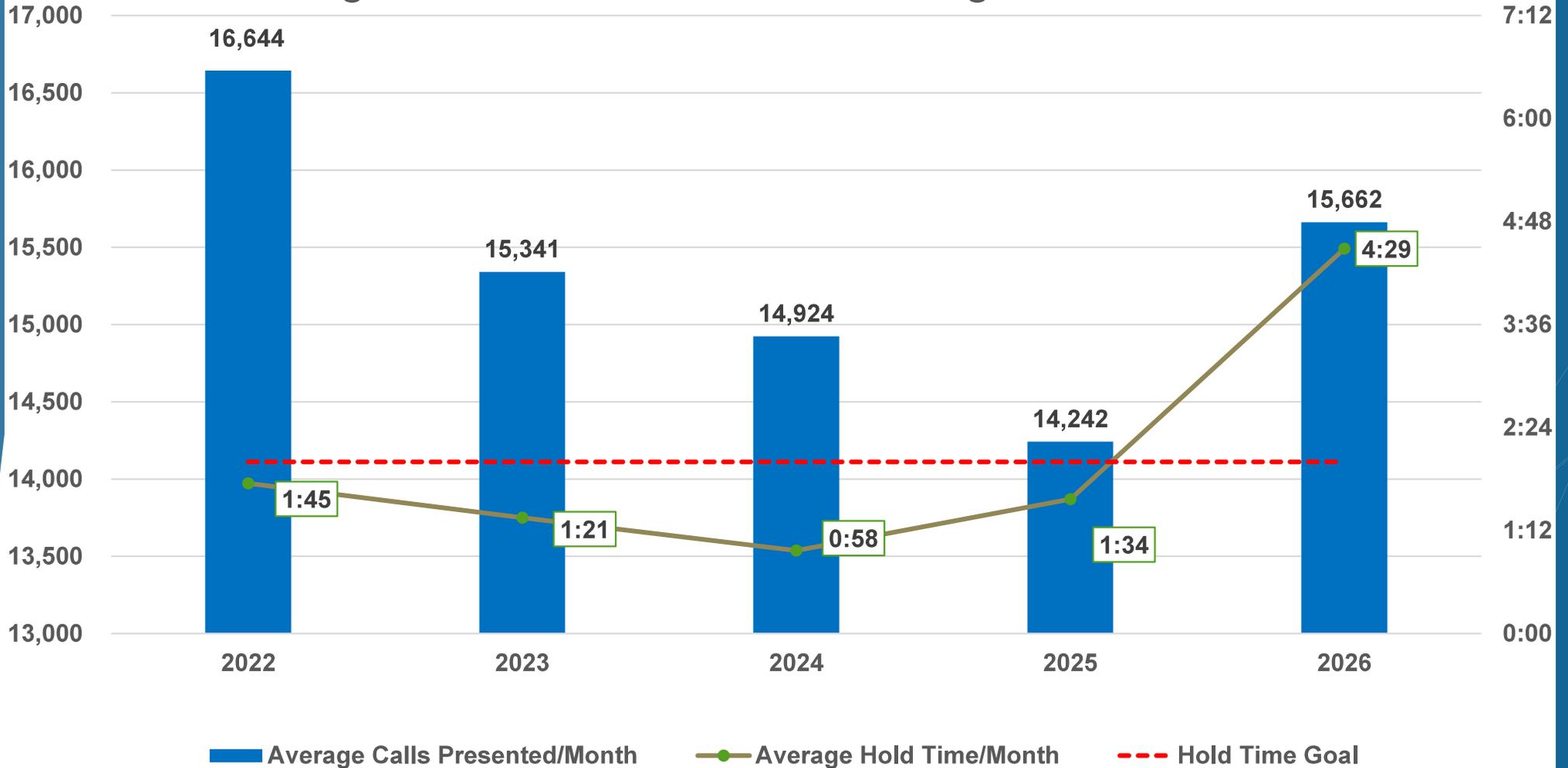
# Customer Relations Division

## 13 Month Comparison of Emails Processed



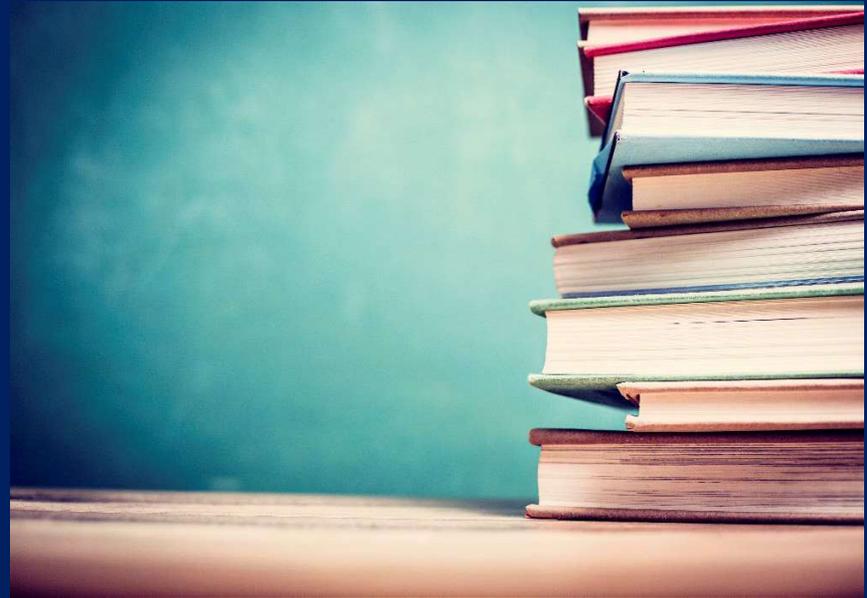
# Customer Relations Division Fiscal Year Comparison

## Average Calls Presented/Month vs. Average Hold Time/Month



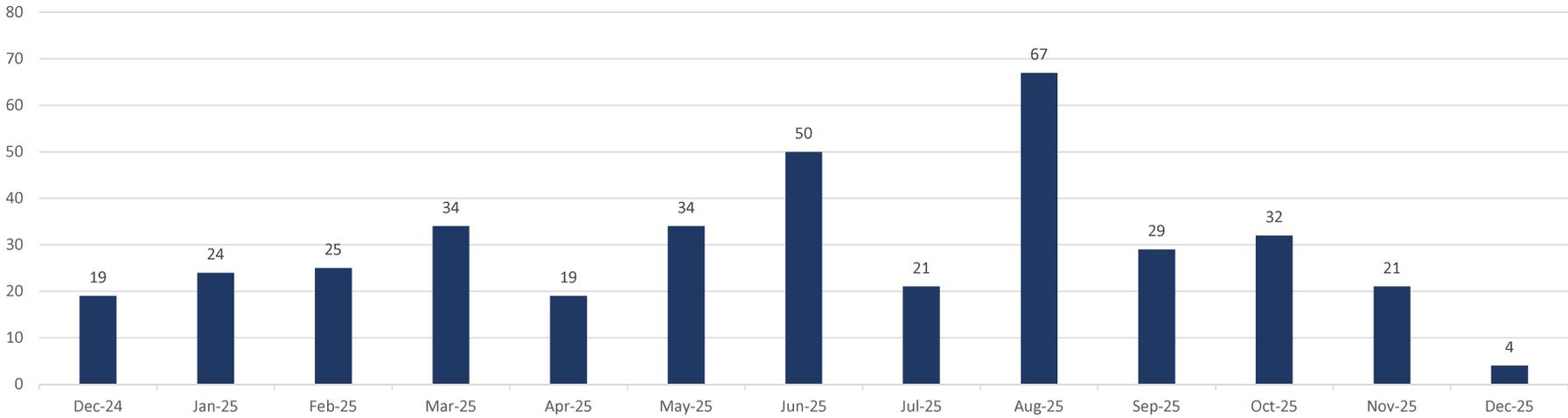
# TALCB Education Report

December 2025

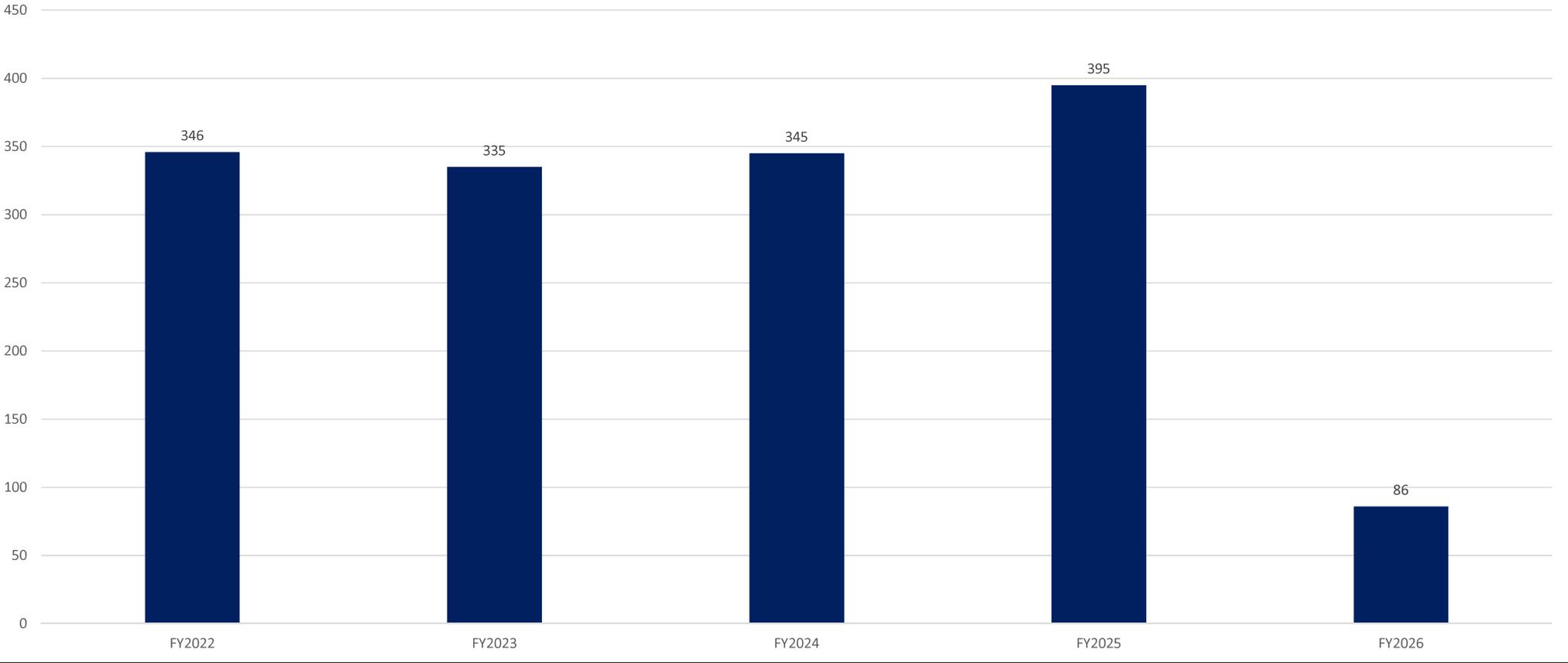




TALCB Applications Approved 13-Month Comparison													
	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Initial ACE Provider	0	0	0	0	0	0	0	0	1	0	0	2	0
Renewal ACE Provider	0	0	0	0	0	0	0	8	4	2	1	0	0
<b>All ACE Provider Applications</b>	<b>0</b>	<b>8</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>						
Qualifying Course Acceptance	4	4	5	4	0	5	4	3	13	7	5	3	2
ACE Courses	15	20	20	30	19	29	46	10	49	20	26	16	2
<b>All Course Applications</b>	<b>19</b>	<b>24</b>	<b>25</b>	<b>34</b>	<b>19</b>	<b>34</b>	<b>50</b>	<b>13</b>	<b>62</b>	<b>27</b>	<b>31</b>	<b>19</b>	<b>4</b>
<b>All Applications Approved</b>	<b>19</b>	<b>24</b>	<b>25</b>	<b>34</b>	<b>19</b>	<b>34</b>	<b>50</b>	<b>21</b>	<b>67</b>	<b>29</b>	<b>32</b>	<b>21</b>	<b>4</b>

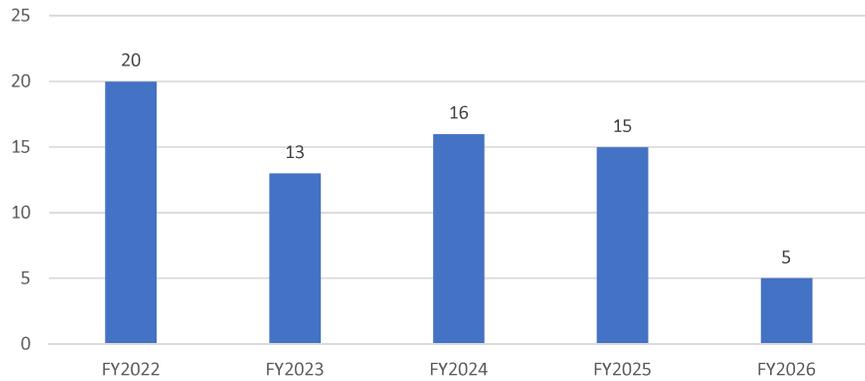


# Applications Approved Year-Over-Year Comparison

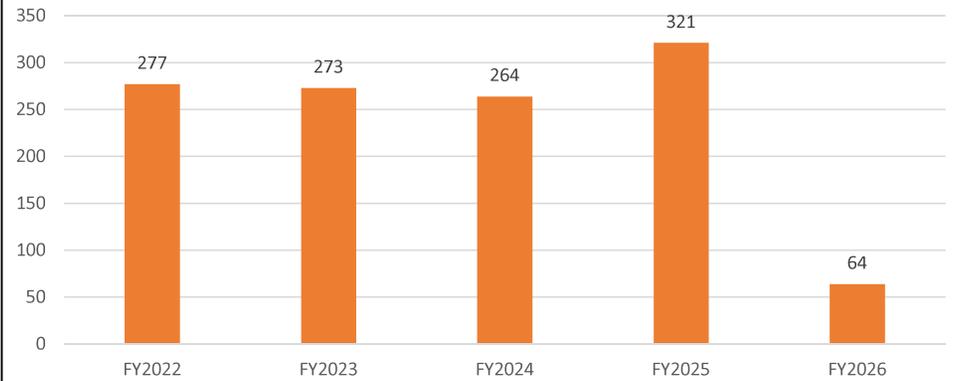


## TALCB Total Applications Approved - Fiscal Year

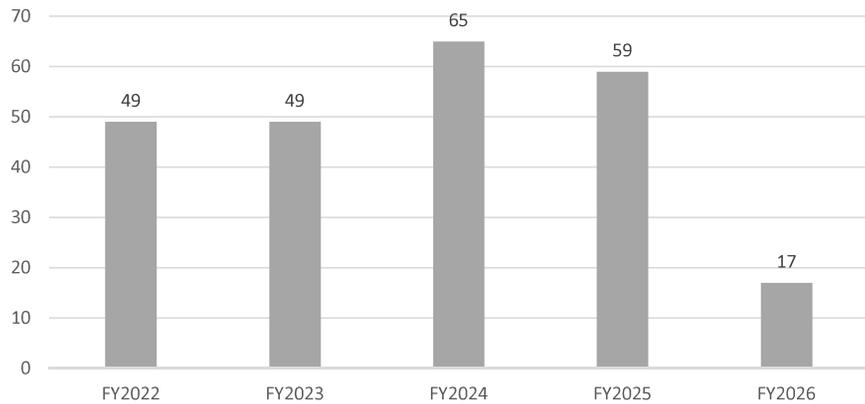
### ACE Providers Approved



### ACE Courses Approved



### Qualifying Course Acceptance Approved



## 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 2026	10	2	12	<b>83%</b>	5	10	15	33%	27	56%	23
FYTD 2025	12	6	18	67%	6	5	11	55%	29	62%	26	69%
December 2025	4	0	4	100%	2	2	4	50%	8	75%	8	75%
December 2024	2	1	3	67%	1	1	2	50%	5	60%	4	75%

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 2026	14	8	22	<b>64%</b>	5	2	7	71%	29	66%	22
FYTD 2025	16	7	23	70%	11	13	24	46%	47	57%	32	84%
December 2025	2	3	5	40%	2	0	2	100%	7	57%	6	67%
December 2024	2	2	4	50%	3	3	6	50%	10	50%	8	63%

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 2026	11	7	18	<b>61%</b>	6	16	22	27%	40	43%	29
FYTD 2025	12	10	22	55%	10	15	25	40%	47	47%	34	65%
December 2025	4	2	6	67%	3	4	7	43%	13	54%	12	58%
December 2024	3	3	6	50%	1	0	1	100%	7	57%	7	57%

# TALCB Licensing Report

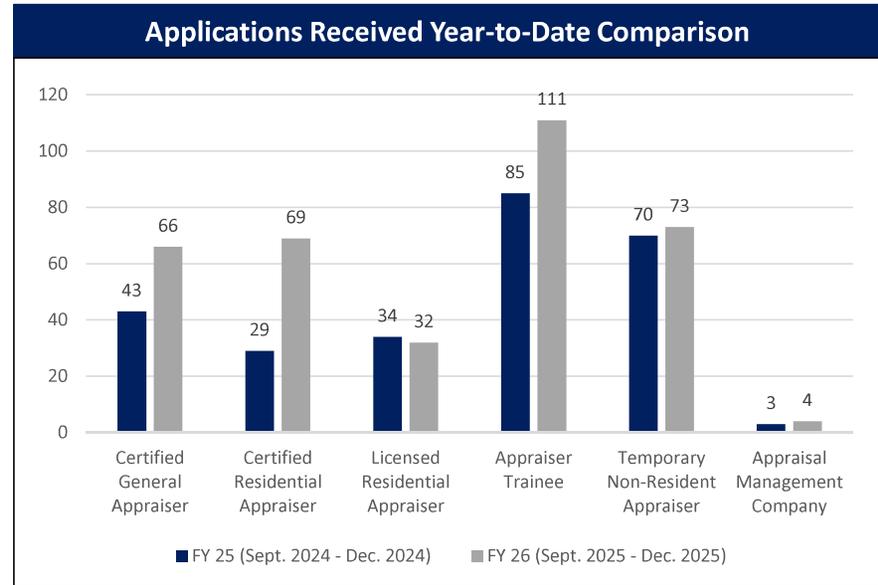
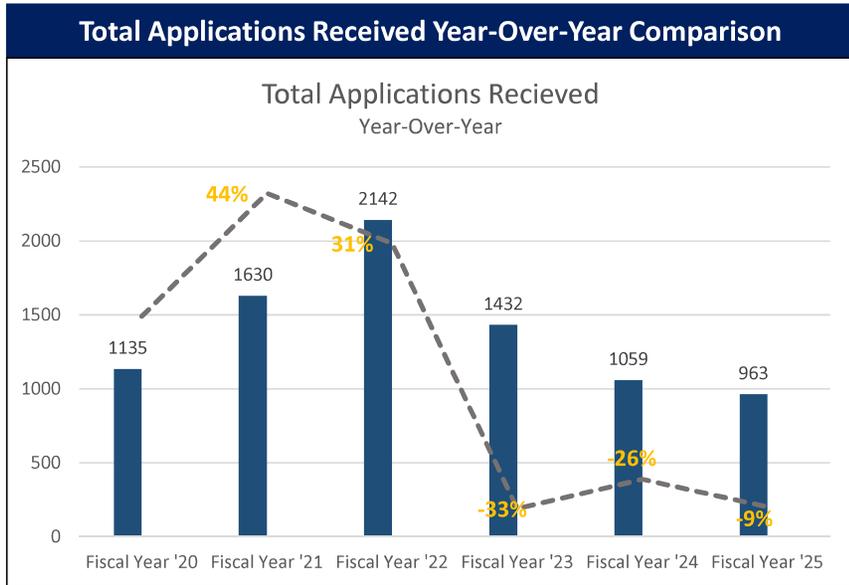
Current as of December 31, 2025

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**  
December 2025

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
<b>2015 - Total</b>		16	15	17
<b>2016 - Total</b>		10	11	128
<b>2017 - Total</b>		16	15	21
<b>2018 - Total</b>		12	12	121
<b>2019 - Total</b>		8	9	25
<b>2020 - Total</b>		14	15	107
<b>2021 - Total</b>		14	14	34
<b>2022 - Total</b>		20	18	112
<b>2023 - Total</b>		20	21	43
<b>2024 - Total</b>		16	17	94
<b>2025</b>	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
<b>2025 - Total</b>		9	9	51
<b>2026</b>	Sept 25	0	0	3
	Oct 25	2	1	7
	Nov 25	0	0	8
	Dec 25	2	0	0
<b>2026 - Total</b>		4	1	18
Registrations issued from March 2012 to Dec 2025			<b>362</b>	
Registrations Expired > 6 months as of Dec 2025			<b>-110</b>	
Registrations Expired < 6 months as of Dec 2025			<b>-2</b>	
Registrations Surrendered			<b>-30</b>	
Registrations Revoked			<b>-3</b>	
Registrations Relinquished			<b>-41</b>	
Registrations Re-Issued > 6 months after expiration date			<b>-10</b>	
Federally Regulated AMCs			<b>-3</b>	
<b>TOTAL AMC REGISTRATIONS</b>			<b>163</b>	

<b>AMC Registrations Year-Over-Year</b>			
	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%
Fiscal Year 25	165	-1	-1%

# Applications Received



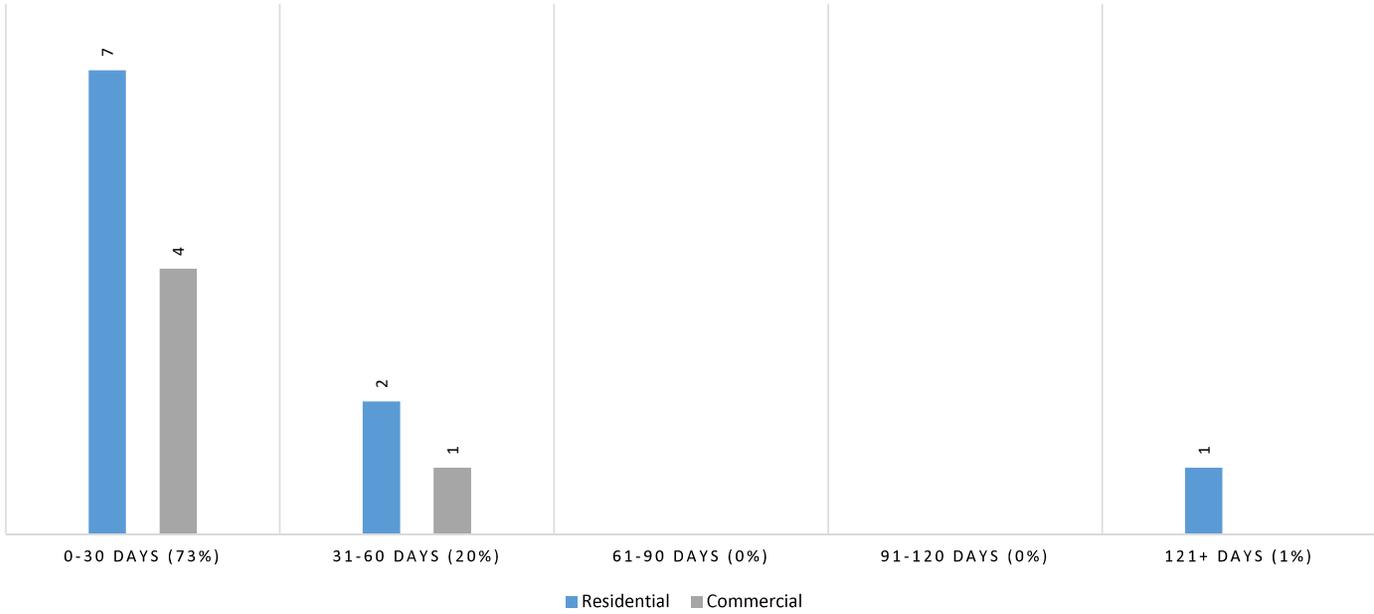
### Applications Received Month-Over-Month Comparison

	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25
Certified General Appraiser	10	22	19	18	23	11	13	15	14	9	15	12	30
Certified Residential Appraiser	6	9	11	10	21	16	16	15	6	10	11	9	41
Licensed Residential Appraiser	7	20	10	12	10	13	7	12	9	10	5	4	13
Appraiser Trainee	16	35	15	24	23	37	28	35	30	46	23	19	24
Temporary Non-Resident Appraiser	19	20	15	20	17	19	21	23	19	26	14	17	16
Appraisal Management Company	1	0	0	2	0	2	1	0	1	0	2	0	2

# Renewal Activity

Year-to-Date Comparison						
	FY 24 (Sept. 2023 - Dec. 2023)		FY 26 (Sept. 2025 - Dec. 2025)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	320	85.79%	330	87.07%	10	3.13%
Certified Residential Renewals	412	90.95%	425	84.83%	13	3.16%
Licensed Residential Renewals	68	68.68%	63	64.29%	-5	-7.35%
Appraiser Trainee Renewals	103	46.82%	67	56.78%	-36	-34.95%

# Open Experience Audit Snapshot

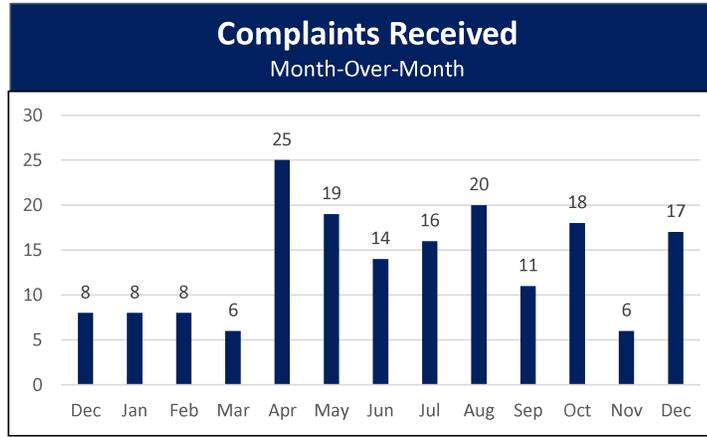
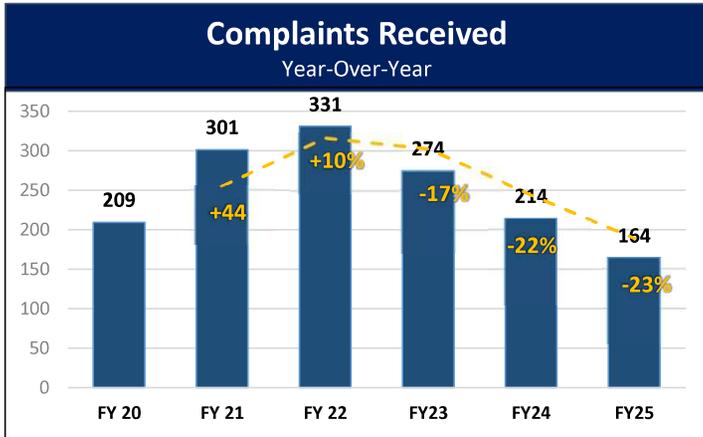


There is 1 audit over 60 days involving multiple reports.

# TALCB Enforcement Report

Current as of December 31, 2025

# Complaints Received



### Fiscal Year 2026 Summary

52	Complaints Received
50	Respondents
<1%	License Holders Receive a Complaint

## Fiscal Year 2026 Complaints Received by Category\*

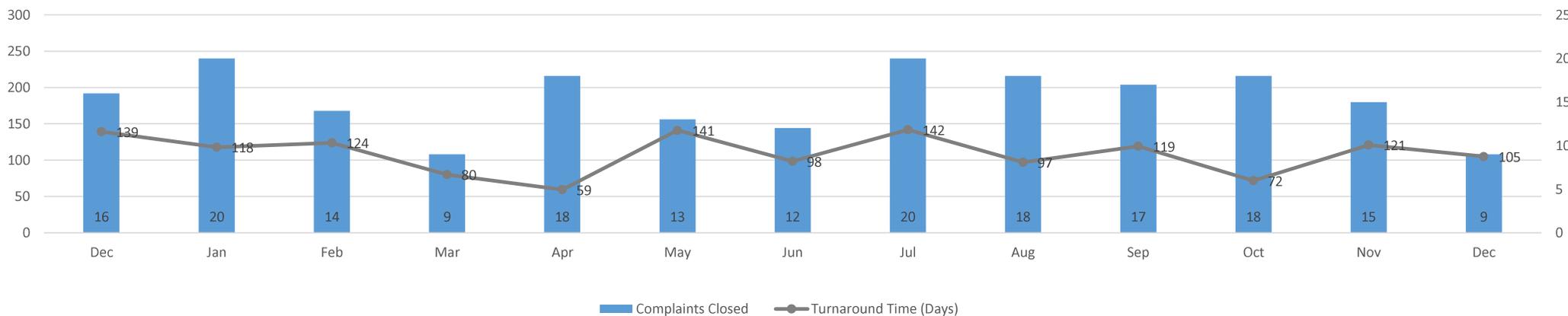
Breakdown by Classification\*

Breakdown by License\*

Breakdown by Source\*

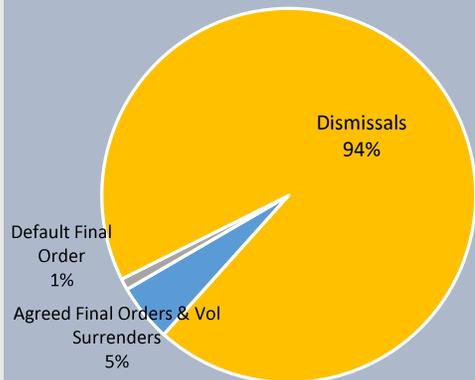
\*Reporting capabilities are currently limited in the Real Estate and Appraiser License Management Portal (REALM). Reports will be provided after enhancements addressing data conversion issues are implemented in REALM.

# Complaint Resolution

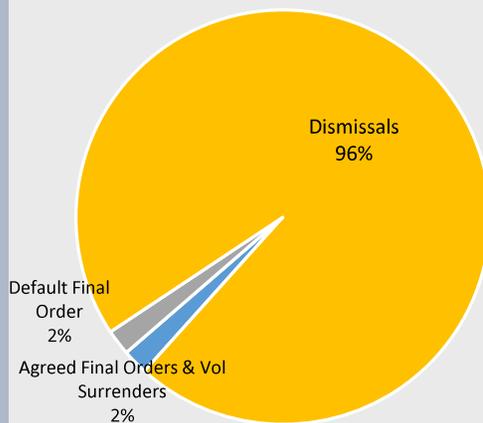


## FY25 Complaint Outcome

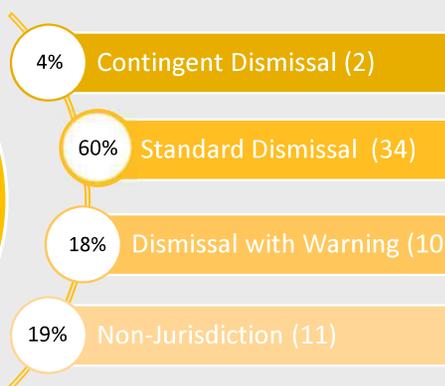
201 Complaints Resolved



## FY26 Complaint Outcome



## FY26 Dismissal Breakdown



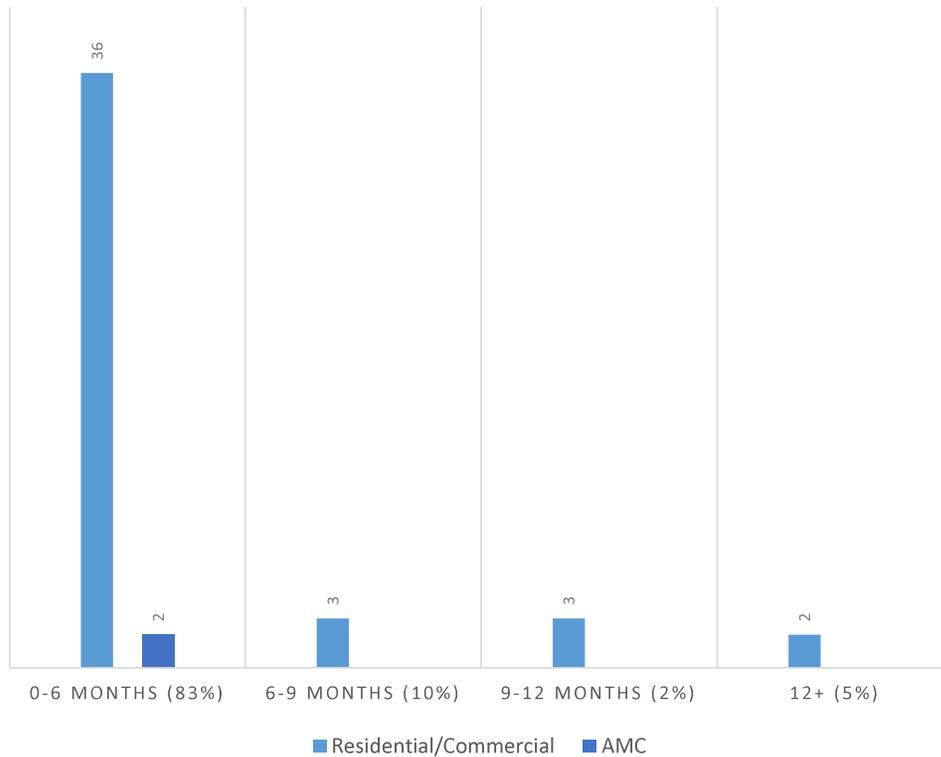
## Fiscal Year 2026 Summary

59 Complaints Resolved

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

<1% License holders receive discipline

# Open Complaint Snapshot



### Open Complaint Data

**46** Open Complaints

**3** Cases Currently Abated

- 3 pending litigation

**2** 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.



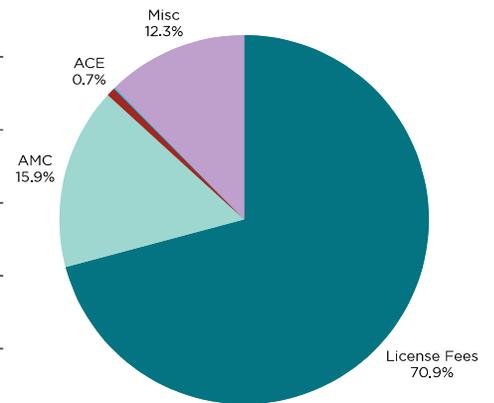
# EXECUTIVE FINANCIAL REPORT

DEC 2025

Total Revenue (YTD) <b>\$703,073</b>	Total Expenses (YTD) <b>\$686,698</b>	Gain/Loss <b>\$16,375</b>
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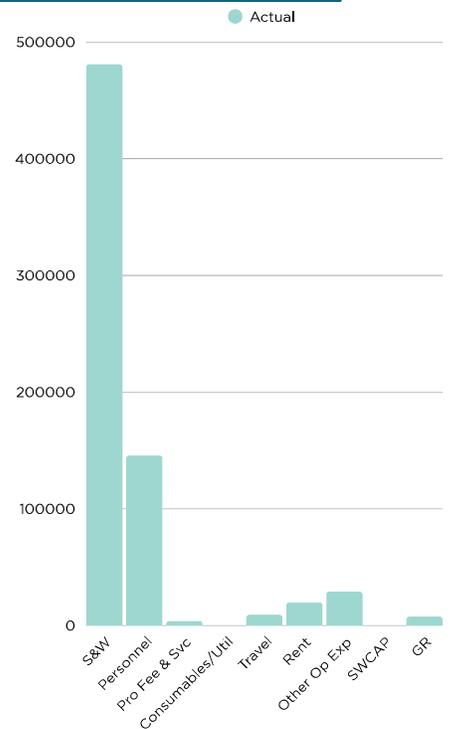
## Income Report

Source	Budgeted	Actual	Difference
License Fees	1,653,005	498,185	1,154,820
AMC's	764,465	112,090	652,375
ACE Program	18,365	5,205	13,160
Exam Fees	3,890	1,010	2,880
Miscellaneous Revenue	68,945	86,583	(17,638)
<b>Total Income</b>	<b>\$2,508,670</b>	<b>\$703,073</b>	<b>\$1,805,597</b>



## Expenses Report

Source	Budgeted	Actual	Difference
Salaries & Wages	1,651,978	480,797	1,171,181
Other Personnel Costs	517,736	145,530	372,206
Professional Fees & Svcs	117,835	3,762	174,073
Consumables/Utilities	2,143	7	2,136
Travel	42,000	9,035	32,965
Rent (Buildings/Equip)	11,614	19,654	494
Other Operating Expenses	115,601	28,946	86,655
SWCAP	51,807	0	51,807
Annual GR Payment	22,500	7,500	15,000
<b>Total Expenses</b>	<b>\$2,593,214</b>	<b>\$686,698</b>	<b>\$1,906,516</b>





# EXECUTIVE FINANCIAL REPORT

DEC 2025

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## Notes

- Our ending revenue collection for the month of December is at 28%, or \$703,073. We were below our target collection rate of 33.3% for the end of December 2025.
- Our ending expenses for December were at 26.5%, which was below our projected expense target of 33.3% at the end of December 2025.
- Our revenue exceeded our expenditures; therefore, we have an operational gain of \$16,375.

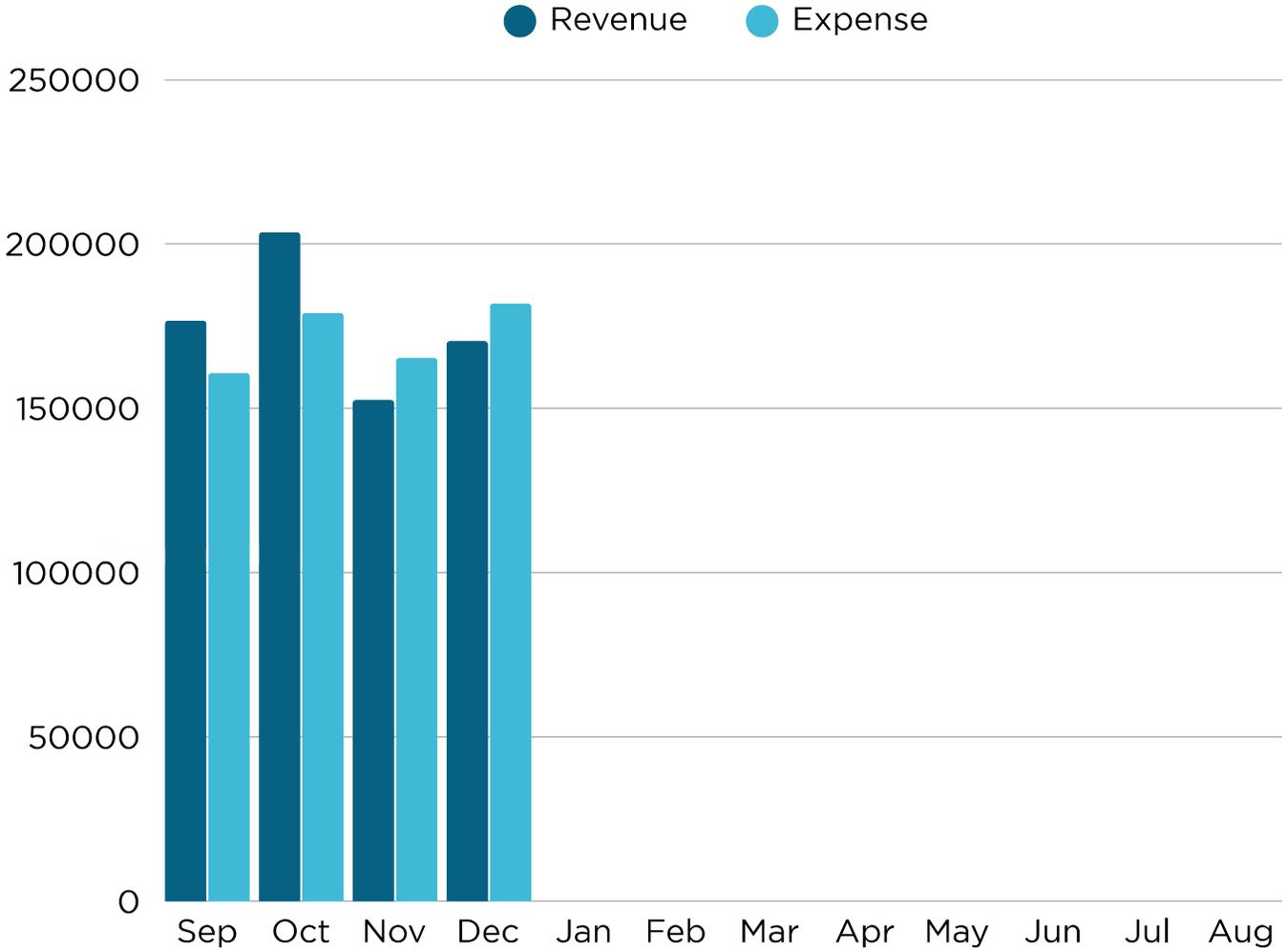
Expenses Report



# EXECUTIVE FINANCIAL REPORT

DEC 2025

## FY26 Monthly Activity





# MONTHLY INVESTMENT REPORT AS OF DEC 31, 2025

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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*

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**Ranada Williams**  
Chief Financial Officer

*Melissa Huerta*

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**Melissa Huerta**  
Accounting Manager

*Kemya Dean*

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**Kemya Dean**  
Budget Analyst



# MONTHLY INVESTMENT REPORT AS OF DEC 31, 2025

## Financial Services Division

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

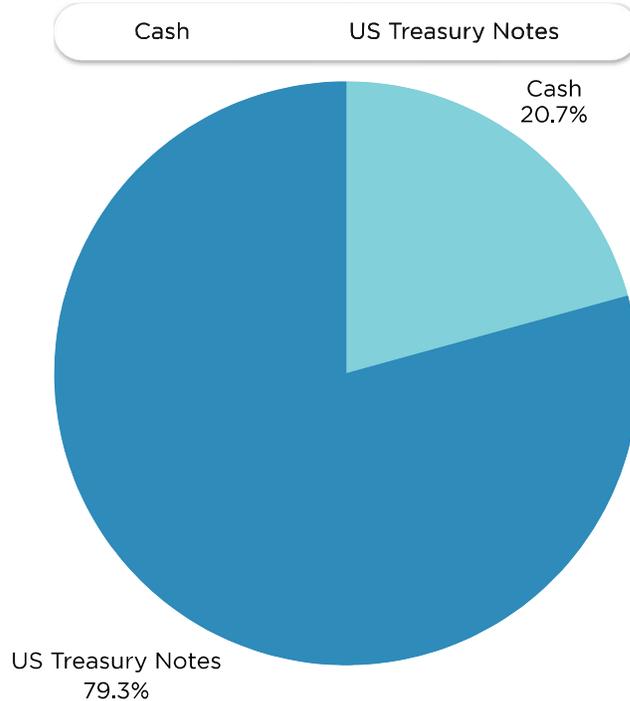
#### For the Month of December 2025

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/16/2024	901,000.00	898,881.71	901,351.96	(901,351.96)	0.00	0.00	U.S. T-Notes, 4.000	12/15/2025
03/19/2025	870,000.00	874,447.52	872,514.85	(577.74)	871,937.11	12,004.56	U.S. T-Notes, 4.625	03/15/2026
06/16/2025	967,000.00	967,071.22	969,493.05	566.60	970,059.65	1,862.94	U.S. T-Notes, 4.125	06/15/2026
09/15/2025	252,000.00	254,254.22	253,929.38	29.53	253,958.91	3,177.18	U.S. T-Notes, 1.625	09/15/2026
12/15/2025	991,000.00	999,090.59	0.00	999,013.17	999,013.17	2,024.88	U.S. T-Notes, 4.375	12/15/2026
<b>Totals</b>	<b>\$ 3,981,000.00</b>	<b>\$ 3,993,745.26</b>	<b>\$ 2,997,289.24</b>	<b>\$ 97,679.60</b>	<b>\$ 3,094,968.84</b>	<b>\$ 19,369.56</b>		

#### Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Cash Available Balance 12/01/2025</b>	\$ 883,689.56		
<b>Current Month Receipts</b>		\$ 1,151,974.02	
<b>Current Month Disbursements</b>		\$ (1,227,132.28)	
<b>Total Cash</b>			<b>\$ 808,531.30</b>
<b>Investment Ending Market Value</b>			<b>3,094,968.84</b>
<b>Total Account Balance</b>			<b>3,903,500.14</b>
<b>Operating Reserves</b>			<b>(1,296,609.00)</b>
<b>Ending Balance Available for Operations 12/31/2025</b>			<b>\$ 2,606,891.14</b>

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





# MONTHLY INVESTMENT REPORT AS OF DEC 31, 2025

## Financial Services Division

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

**December 2025**

		<u>Monthly Activity</u>		
		Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Cash Available Balance 12/01/2025</b>	\$	34,672.51		
<b>Current Month Receipts</b>				
		Admin Penalties	\$ 0.00	
		Interest Earned	110.92	
<b>Current Month Disbursements</b>			\$ (10.71)	
		<b>Total Cash</b>	<b>\$</b>	<b>34,772.72</b>
		Reserved for Education Development		<b>0.00</b>
		<b>Ending Balance Available 12/31/2025</b>	<b>\$</b>	<b>34,772.72</b>

