



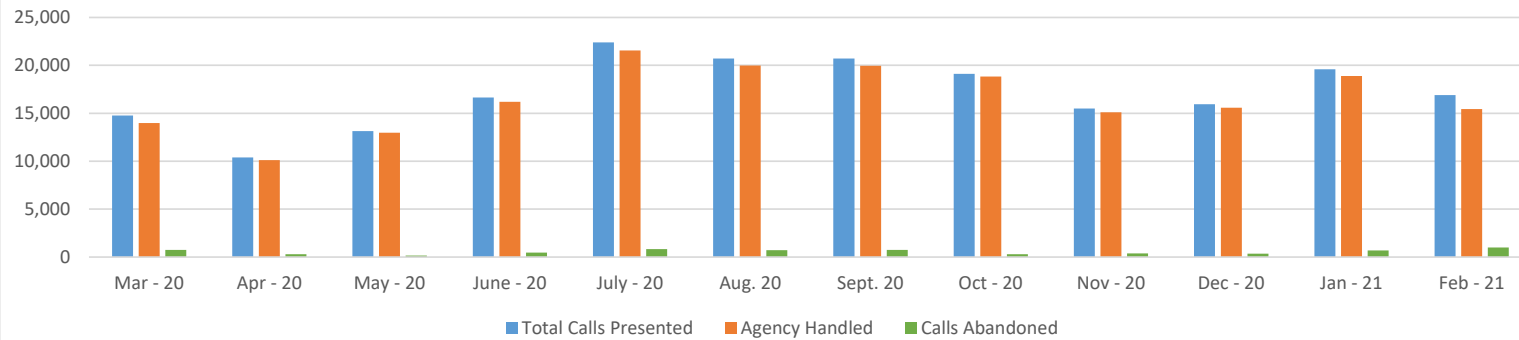
Staff Reports for February 2021

Customer Relations Division

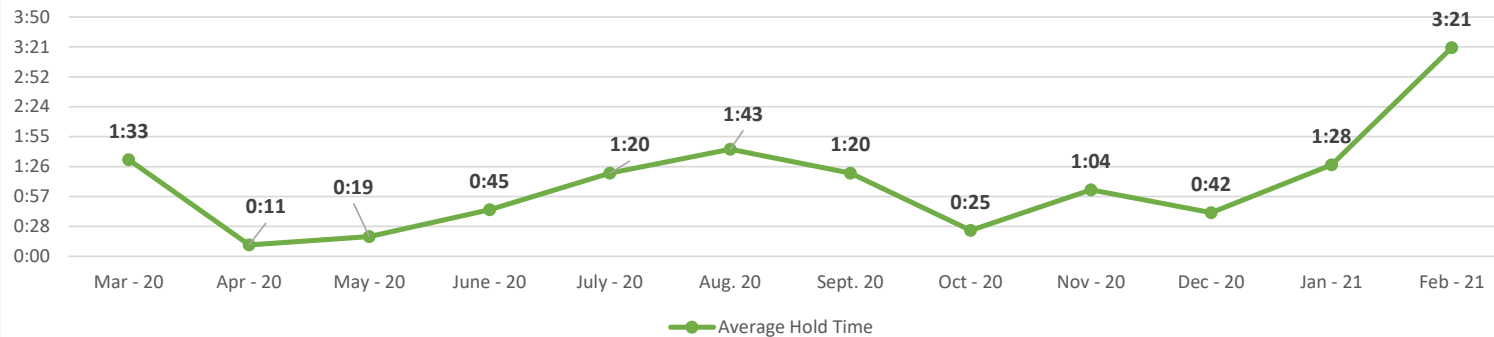
Incoming Calls

	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug. 20	Sept. 20	Oct - 20	Nov - 20	Dec - 20	Jan - 21	Feb - 21	Totals
Total Calls Presented	14,774	10,389	13,141	16,653	22,386	20,706	20,702	19,129	15,486	15,934	19,581	16,903	205,784
Agency Handled	13,996	10,101	12,984	16,197	21,552	19,977	19,948	18,840	15,103	15,579	18,890	15,442	198,609
Calls Handled Initially	13,504	10,086	12,929	16,003	21,019	19,324	19,495	18,801	14,835	15,429	18,306	14,464	194,195
Calls Handled by Courtesy Callback	451	11	50	180	466	552	413	33	234	140	510	896	3,936
% of Calls handled by Courtesy Callback	3.05%	0.11%	0.38%	1.08%	2.08%	2.67%	1.99%	0.17%	1.51%	0.88%	2.60%	5.30%	1.82%
Calls Re-Directed for Assistance	41	4	5	14	67	101	40	6	34	10	74	82	478
Calls Abandoned	747	284	157	456	834	729	754	288	382	355	691	1,010	6,687
% of Abandoned Calls	5.06%	2.73%	1.19%	2.74%	3.73%	3.52%	3.64%	1.51%	2.47%	2.23%	3.53%	5.98%	3.19%
Average Handle Time	5:32	6:11	5:54	5:58	5:52	5:56	5:52	5:20	5:27	5:33	5:21	5:38	5:42
Average Hold Time	1:33	0:11	0:19	0:45	1:20	1:43	1:20	0:25	1:04	0:42	1:28	3:21	1:10

Calls Presented, Handled, and Abandoned



Average Hold Time



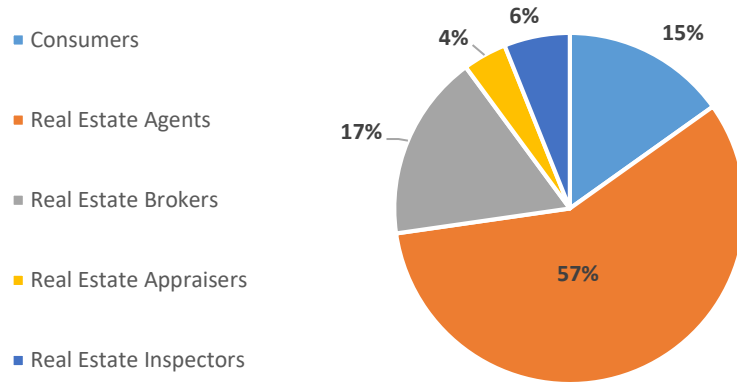
Emails													
	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	Nov. 20	Dec - 20	Jan. - 21	Feb. - 21	TOTAL
Licensing	3,369	3,463	3,181	3,796	5,560	4,819	5,022	4,112	3,492	3,945	4,879	4,662	50,300
Education	57	56	57	37	43	34	48	43	36	49	53	148	661
Inspector	57	62	44	79	104	102	70	76	63	43	60	113	873
Enforcement	139	102	118	146	161	121	185	142	95	116	532	175	2,032
TALCB Lic	153	120	91	170	214	203	198	174	102	92	89	137	1,743
TALCB Enf	6	14	7	14	23	8	16	13	8	7	7	12	135
Total	3,781	3,817	3,498	4,242	6,105	5,287	5,539	4,560	3,796	4,252	5,620	5,247	55,744
% handled in 1 day	93.63%	99.97%	100.00%	98.89%	98.60%	96.50%	94.57%	99.45%	99.55%	99.18%	95.50%	73.51%	95.78%

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	1,334	18,246	1,045	15,858
Agency Handled	1,138	14,440	1,260	17,629	920	14,520
Calls Handled Initially	1,126	14,302	1,216	17,089	862	13,600
Calls Handled by Courtesy Callback	12	128	35	475	50	846
Calls Re-Directed for Assistance	0	10	9	65	8	74
Calls Abandoned	43	312	74	617	97	914
Hold Times	0:41	0:43	1:24	1:28	3:06	3:21
% of Abandoned Calls	3.64%	2.11%	5.55%	3.38%	9.28%	5.76%
% of Callbacks	1.02%	2.11%	2.62%	3.38%	4.78%	5.33%
% of all calls	7.42%	92.58%	6.81%	93.19%	6.18%	93.82%

February, 2021 Customer Satisfaction Survey Results

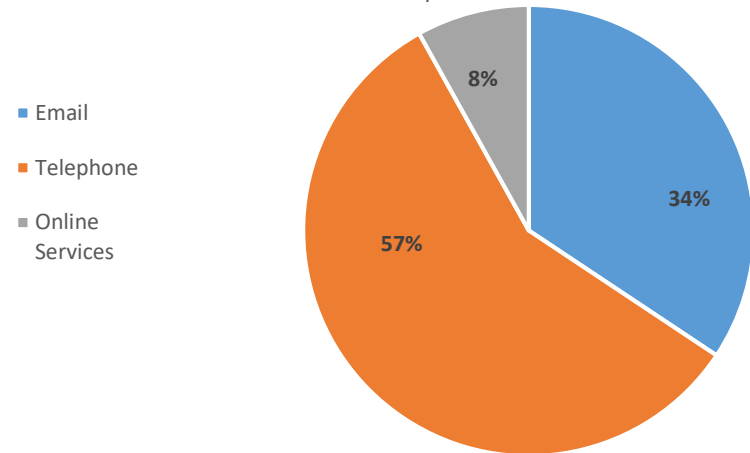
Customer Demographics

108 - respondents



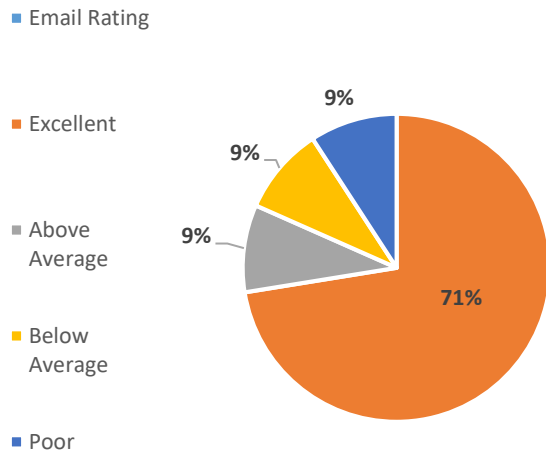
How Do Customers Contact Us?

108 respondents



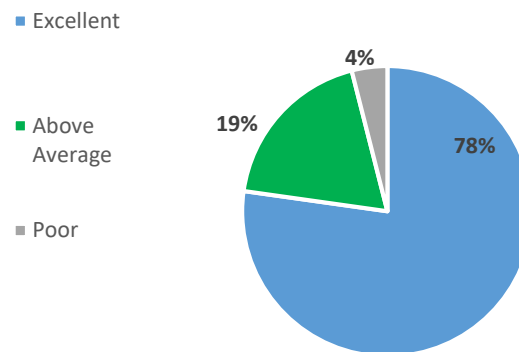
Email Rating

35 respondents



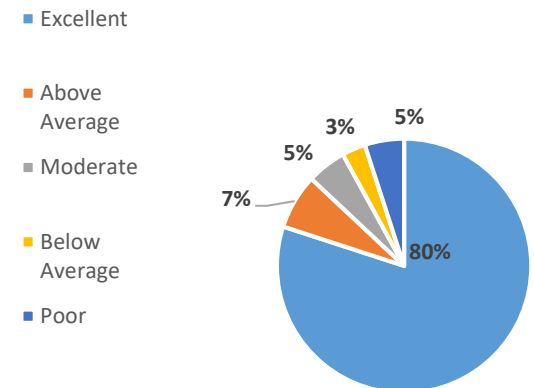
Experience with Customer Service Representatives

27 responses



Telephone Service Rating

61 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	0							2
Initial ACE Elective Course	11	7	11	6	20	14							69
Classroom Delivery	8	5	7	3	15	11							49
Online Delivery	3	2	4	3	5	3							20
Renewal ACE Elective Course	3	1	4	3	0	4							15
Classroom Delivery	1	1	2	0	0	1							5
Online Delivery	2	0	2	3	0	3							10
Qualifying Course Acceptance	3	1	2	4	1	4							15
Classroom Delivery	1	1	1	1	1	2							7
Online Delivery	2	0	1	3	0	2							8
Total Applications Received	17	9	17	14	22	22							101
	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	1							1
Initial ACE Elective Course	11	6	8	7	16	10							58
Classroom Delivery	7	5	4	6	9	9							40
Online Delivery	4	1	4	1	7	1							18
Renewal ACE Elective Course	1	3	2	2	9	6							23
Classroom Delivery	0	1	1	2	5	1							10
Online Delivery	1	2	1	0	4	5							13
Qualifying Course Acceptance	0	5	2	6	4	5							22
Classroom Delivery	0	2	1	0	3	3							9
Online Delivery	0	3	1	6	1	2							13
Total Applications Approved	12	14	12	15	29	22							104

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
February 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	-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
	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
Feb 2021										
Inactive Appraisers		GENERAL 44	RESIDENTIAL 49	LICENSE 19	TOTAL 112	TRAINEE 76		TOTAL 188		
Out-of-State Temporary Registrations:									98	
Total All License Holders:									6,647	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
February 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	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
	Jan 21	3	3	1
	Feb 21	0	1	1
Registrations issued from March 2012 to February 2021			290	
Registrations Expired > 6 months as of February 2021			-79	
Registrations Expired < 6 months as of February 2021			-1	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-6	
TOTAL AMC REGISTRATIONS			171	

Licensing Division - TALCB

Applications Received and Renewal Activity

Fiscal Year 2021 - Year-to-Date Comparison

February

<i>Original Applications Received</i>	Sep 2019 - Feb 2020		Sep 2020 - Feb 2021		Variance	Percent
Certified General Applications	78		72		-6	-7.69%
Certified Residential Applications	79		91		12	15.19%
Licensed Residential Applications	47		78		31	65.96%
Appraiser Trainee Applications	206		384		178	86.41%
Non-Residential Temporary Applications	121		100		-21	-17.36%
<i>Total Original Applications</i>	531		725		194	36.53%

<i>Renewal Activity</i>	% Renewed FY20		% Renewed FY21		Variance	Percent
Certified General Renewals	516	88.05%	500	86.81%	-16	-3.10%
Certified Residential Renewals	596	92.40%	527	91.97%	-69	-11.58%
Licensed Residential Renewals	78	67.24%	113	86.92%	35	44.87%
Appraiser Trainee Renewals	111	44.22%	117	50.87%	6	5.41%

Licensing Division

Average Number of Calendar Days to Issue a License

February 2021

Real Estate Appraiser Applications

	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21
Certified General Appraiser	20.70	18.52	9.70	5.87	6.59	10.78	15.35	9.26	7.97	12.88	5.84	3.51	6.00
<i>Number of Applications Received</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>	<i>16</i>	<i>18</i>
Certified Residential Appraiser	34.36	22.78	4.54	8.51	14.49	10.53	16.12	20.20	13.72	11.17	6.54	6.20	8.92
<i>Number of Applications Received</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>	<i>15</i>	<i>16</i>
Licensed Residential Appraiser	32.37	27.52	5.44	9.60	24.02	18.32	13.10	20.01	13.87	8.26	4.91	5.03	12.22
<i>Number of Applications Received</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>	<i>16</i>	<i>16</i>
Appraiser Trainee	16.24	18.27	4.27	6.79	12.96	16.00	16.97	18.49	17.04	9.33	9.87	8.24	9.18
<i>Number of Applications Received</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>	<i>85</i>	<i>52</i>
Temporary Non-Resident Appraiser	2.02	0.88	3.05	1.49	1.76	1.47	1.84	1.90	2.01	2.38	2.09	1.78	1.86
<i>Number of Applications Received</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>	<i>16</i>	<i>13</i>

Appraisal Management Company Applications

	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21
Appraisal Management Company	n/a	7	n/a	n/a	2.32	1.43	1.52	1.00	5.50	3.42	0.41	1.45	6.61
	<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>	<i>3</i>	<i>0</i>

Information & Technology Division

Electronic Information Outlet Statistics

February 2021

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	61,609	390,808	319,379
Total Monthly Unique Visits	17,633	120,573	101,647

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	53	32	60.4%	69.9%	65.4%
AMC	1	0	0.0%	0.0%	72.7%
Certified General Appraiser	9	1	11.1%	31.3%	27.6%
Certified Residential Appraiser	12	4	33.3%	55.3%	47.7%
State Licensed Appraiser	2	2	100.0%	67.9%	65.6%
Appraiser Trainee	29	25	86.2%	85.5%	84.0%
Renewals	188	184	97.9%	97.7%	94.4%
AMC	1	1	100.0%	100.0%	85.7%
Certified General Appraiser	79	75	94.9%	97.8%	92.8%
Certified Residential Appraiser	73	73	100.0%	99.1%	96.1%
State Licensed Appraiser	15	15	100.0%	93.0%	92.0%
Appraiser Trainee	20	20	100.0%	95.8%	96.3%
AMC Panel Transactions	873	873	100.0%	100.0%	100.0%
Additions	775	775	100.0%	100.0%	100.0%
Removals	98	98	100.0%	100.0%	100.0%

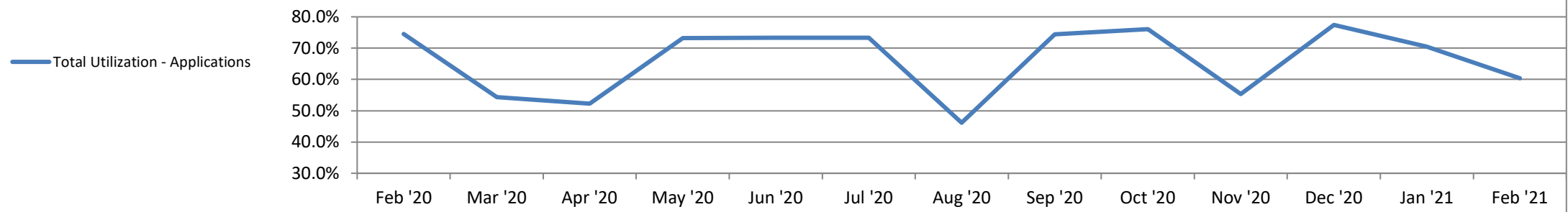
Information & Technology Division

Electronic Information Outlet Statistics

February 2021

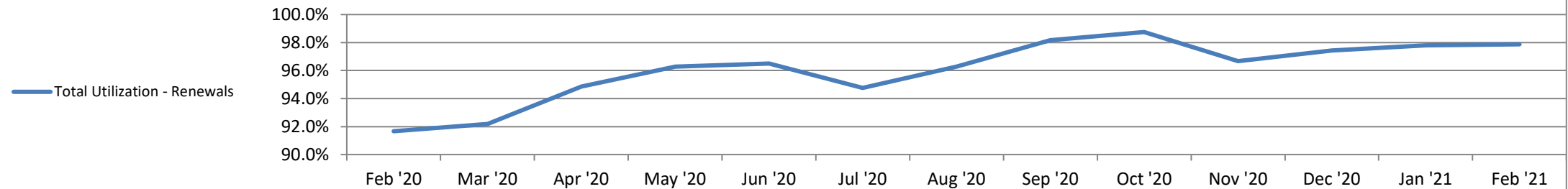
Applications	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21
AMC	0.0%	0.0%	0.0%	N/A	100.0%	100.0%	N/A	N/A	0.0%	0.0%	0.0%	0.0%	0.0%
Certified General Appraiser	66.7%	0.0%	0.0%	30.0%	20.0%	33.3%	20.0%	57.1%	57.1%	20.0%	33.3%	25.0%	11.1%
Certified Residential Appraiser	69.2%	46.7%	55.6%	44.4%	75.0%	63.6%	18.2%	55.6%	64.3%	40.0%	78.6%	50.0%	33.3%
State Licensed Appraiser	66.7%	60.0%	N/A	100.0%	N/A	0.0%	66.7%	40.0%	100.0%	42.9%	75.0%	83.3%	100.0%
Appraiser Trainee	81.3%	88.2%	81.8%	91.4%	85.0%	88.5%	75.0%	85.7%	85.0%	81.5%	82.5%	90.5%	86.2%
Total Utilization - Applications	74.5%	54.3%	52.3%	73.2%	73.3%	73.3%	46.2%	74.4%	76.1%	55.4%	77.4%	70.4%	60.4%

Utilization Online Application Services



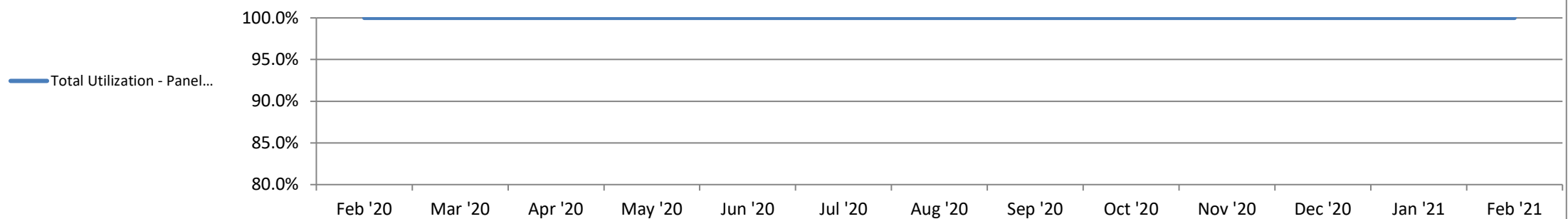
Renewals	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21
AMC	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Certified General Appraiser	87.8%	89.6%	92.5%	96.4%	94.8%	93.7%	95.1%	100.0%	98.9%	96.2%	99.0%	97.5%	94.9%
Certified Residential Appraiser	87.8%	95.8%	97.8%	96.9%	97.4%	97.1%	100.0%	100.0%	100.0%	100.0%	96.8%	99.0%	94.9%
State Licensed Appraiser	100.0%	85.0%	94.4%	83.3%	100.0%	86.7%	83.3%	90.5%	93.3%	93.1%	92.0%	91.3%	100.0%
Appraiser Trainee	78.6%	100.0%	100.0%	95.8%	100.0%	94.7%	95.0%	91.3%	96.7%	89.7%	100.0%	100.0%	100.0%
Total Utilization - Renewals	91.7%	92.2%	94.8%	96.3%	96.5%	94.8%	96.3%	98.2%	98.8%	96.7%	97.4%	97.8%	97.9%

Utilization Online Renewal Services



Panel Management Tool	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '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 Tool	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
February 2021 - Fiscal Year 2021

Expenditure Category	Amended Beginning Balance FY2021	Expenditures	Remaining Balance	Budget % Remaining	6/12 =50% Comments
Actual Beginning Balance	\$2,259,588		\$2,259,588	100.0%	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		\$1,521,586	100.0%	remaining available budget to consider to balance FY2021 budget
Salaries & Wages	\$1,274,551	\$587,928	\$686,622	53.9%	
Other Personnel Costs	451,753	196,677	\$255,076	56.5%	
Professional Services	127,336	4,703	\$122,633	96.3%	Peer Investigative committee members, SOAH, Office 365 licenses & hosting services
Consumables	2,000	319	\$1,681	84.0%	black and tri-color ink cartridges, weekly & monthly planners
Utilities	1,736	18	\$1,718	99.0%	
Travel	43,011	0	\$43,011	100.0%	
Rent - Building - Other	22,133	26,679	(\$4,546)	-20.5%	Office rent paid for the year
Rent - Equipment	22,203	1,175	\$21,028	94.7%	Canon Copier Lease cost
Other Operating Expense	163,853	27,182	\$136,671	83.4%	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, Neubus imaging & scanning
Subtotal - Operations Expenditures	2,108,576	844,682	1,263,894	59.9%	
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. Quarterly payments of \$5,938.47 begin March 31, 2021.
Contribution to General Revenue	22,500	11,250	11,250	50.0%	Allocated monthly until August 2021
Subtotal - Nonoperational Expenditures	57,750	11,250	46,500	80.5%	
Total Expenditures and GR Contribution	2,166,326	855,932	1,310,394	60.5%	
Revenue	FY2021 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,398,423	\$707,735	\$690,688	49.4%	638 CR renewals, 610 CG Renewals, 136 TR renewals, 134 SL Renewals
AMCs	168,219	134,495	\$33,724	20.0%	11 new AMC; 15 renewals; added 4,314 panelists and 2,854 panelists renewed as of report date.
ACE Program Revenue	0	5,605	(\$5,605)		not enough historical data to budget for this particular revenue collection
Examination fees	2,584	2,270	\$314	12.2%	Pearson Vue exam fees
Other Miscellaneous Revenue	29,299	10,192	\$19,107	65.2%	Interest earned
Total Revenue	\$1,598,525	\$860,297	\$738,228	46.2%	
Operating Gains/ Losses	(\$567,801)	\$4,365	(\$572,166)	100.8%	
Restricted Education Reserve Fund Carryforward \$41,000					
Revenue Over/(Under) Expenditures & Transfers	\$994,785	\$4,365	\$377,254		

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

February 2021

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	316,980.55	(601.02)	316,379.53	1,720.96	U.S. T-Notes, 2.625	06/15/2021
09/15/2020	1,180,000.00	1,210,741.98	1,199,497.66	(2,304.69)	1,197,192.97	14,970.03	U.S. T-Notes, 2.725	09/15/2021
Totals	\$ 1,494,000.00	\$ 1,532,365.17	\$ 1,516,478.21	\$ (2,905.71)	\$ 1,513,572.50	\$ 16,690.99		

Monthly Activity

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

Beginning Cash Available Balance

\$ 640,099.36

Current Month Receipts

\$ 146,495.48

Current Month Disbursements

\$ (139,912.42)

Total Cash	\$ 646,682.42
Investment Ending Market Value	1,513,572.50
Total Account Balance	2,160,254.92
Operating Reserves	(738,002.00)
Ending Balance Available for Operations	\$ 1,422,252.92

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

February 2021

		<u>Monthly Activity</u>	
		Beginning Balance	Cumulative Totals
Beginning Balance	\$	37,534.10	
Current Month Receipts			
	Admin Penalties	\$ 0.00	
	Interest Earned	0.40	
Current Month Disbursements			
		\$ 0.00	
Total Cash			\$ 37,534.50
Reserved for Education Development			(37,534.50)
Balance			<u><u>\$ 0.00</u></u>

Enforcement Division

Current February 28, 2021



59 Days Faster

Compared to FY '20

Complaint Resolution



Equal to 'FY20

Residential Audit Turnaround



51 Days Faster

Compared to FY '20

Commercial Audit Turnaround

FY21 Incoming Complaints

FY2020

209
186

Complaints
Respondents

FY2021

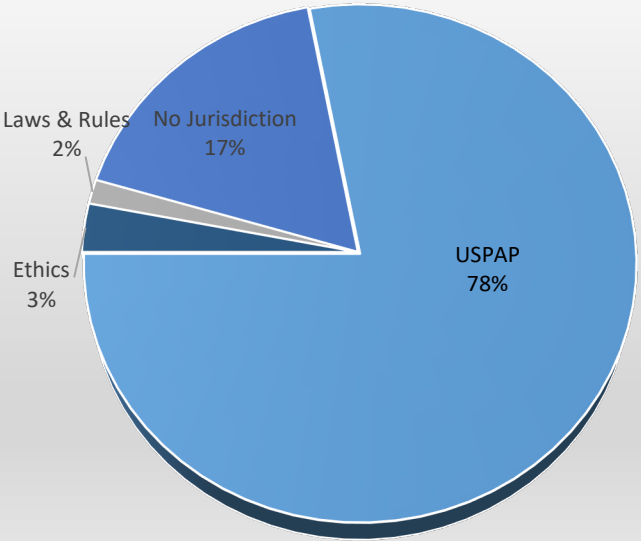
132
124

Complaints
Respondents

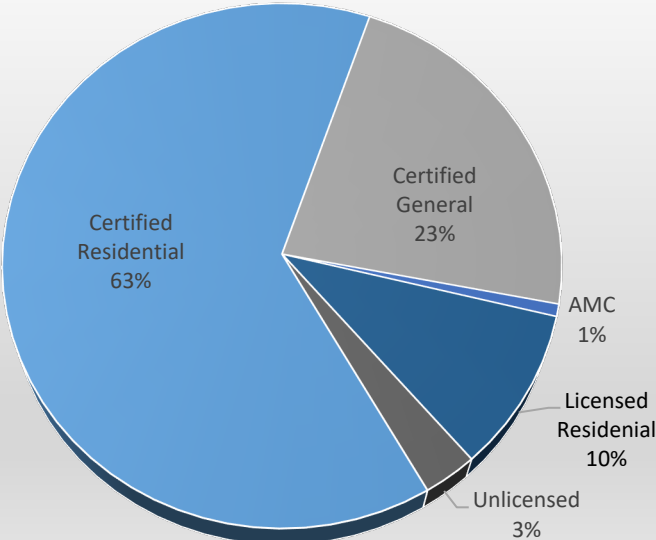
<2%

License holders received a
complaint in FY21

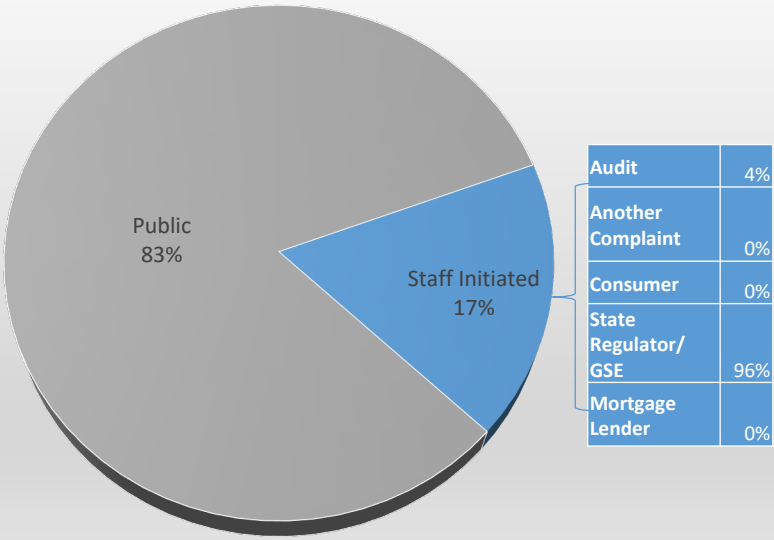
Breakdown by Classification



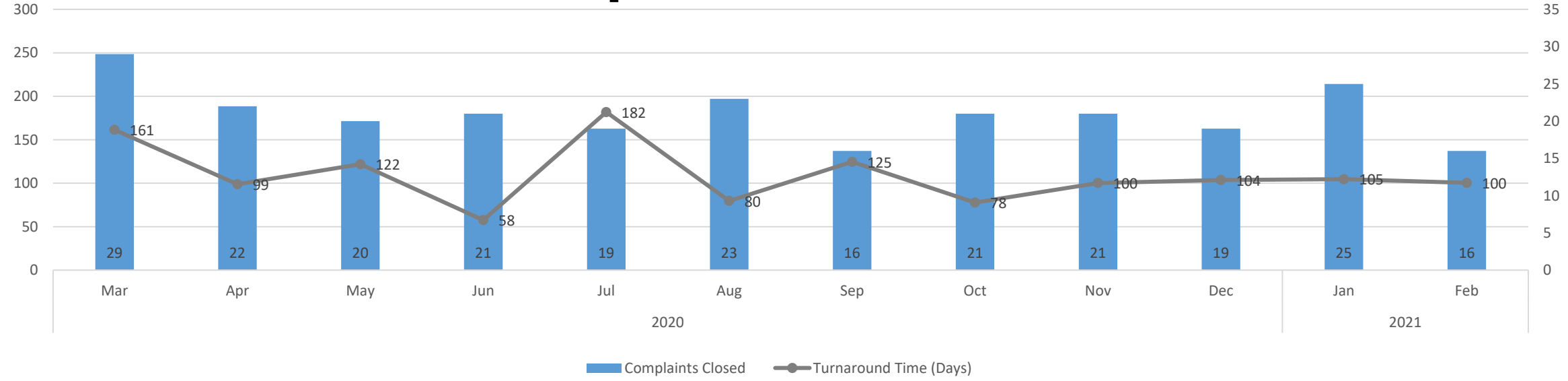
Breakdown by License



Breakdown by Source

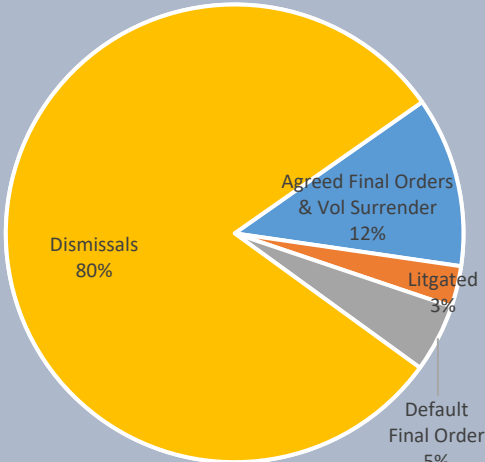


Complaint Resolution

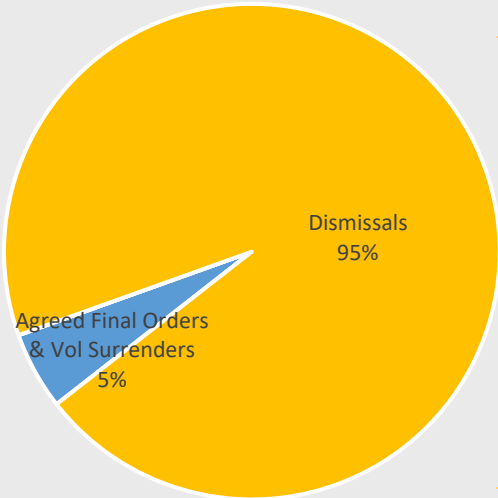


FY20 Complaint Outcome

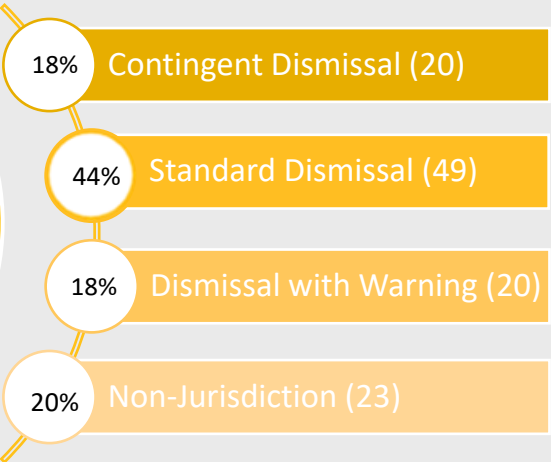
231 Complaints Resolved



FY21 Complaint Outcome



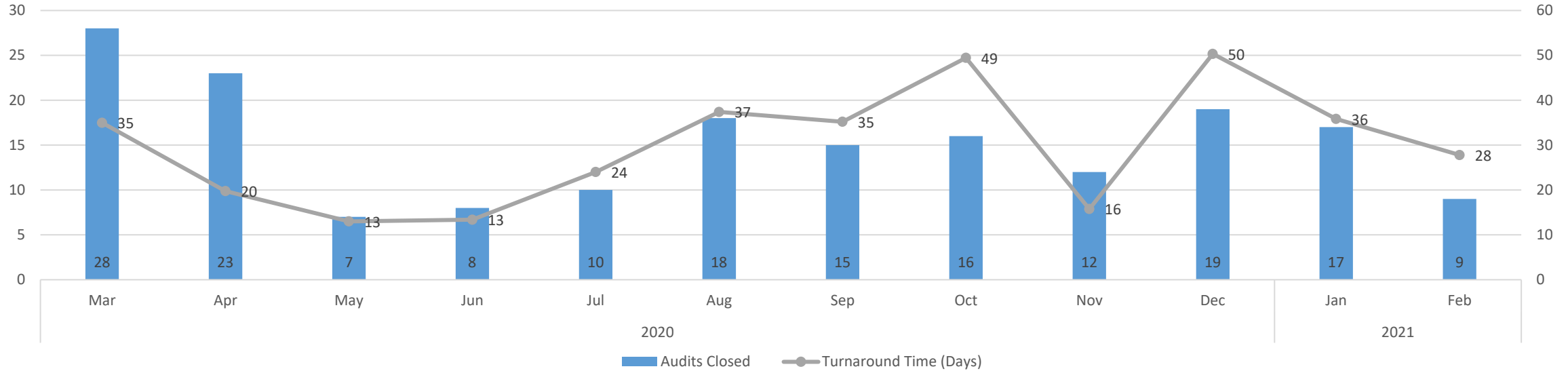
FY21 Dismissal Breakdown



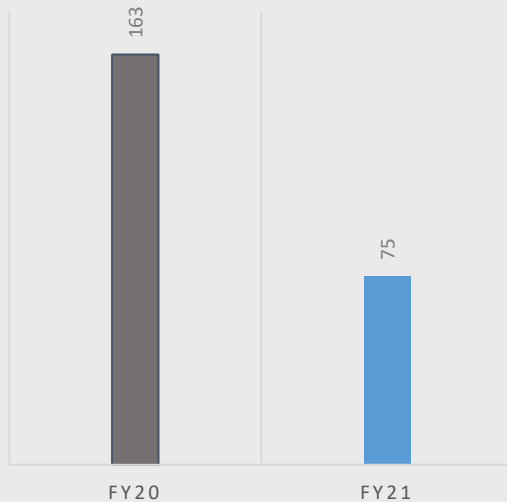
FY2021

118	Complaint Resolved
101	Average turnaround time (days)
0	Complaints Litigated
NA	Success Rate
<1%	License holders receiving discipline

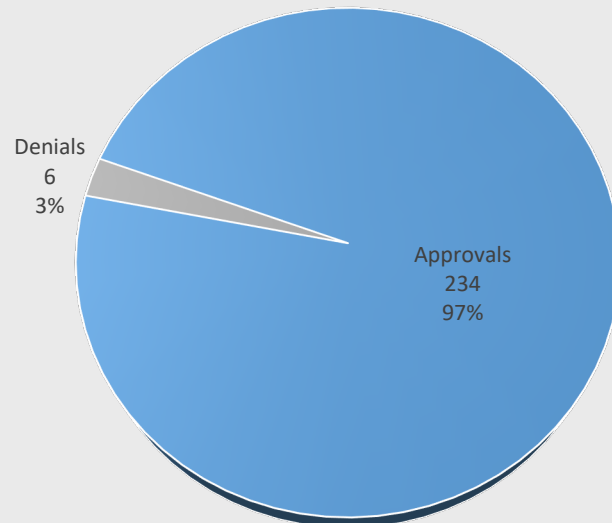
Residential Experience Audits



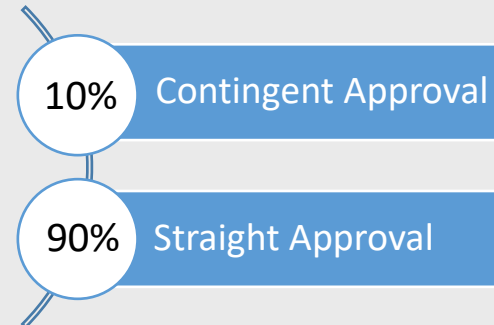
Incoming Residential Audits



FY20 - 21 Residential Audit Outcome



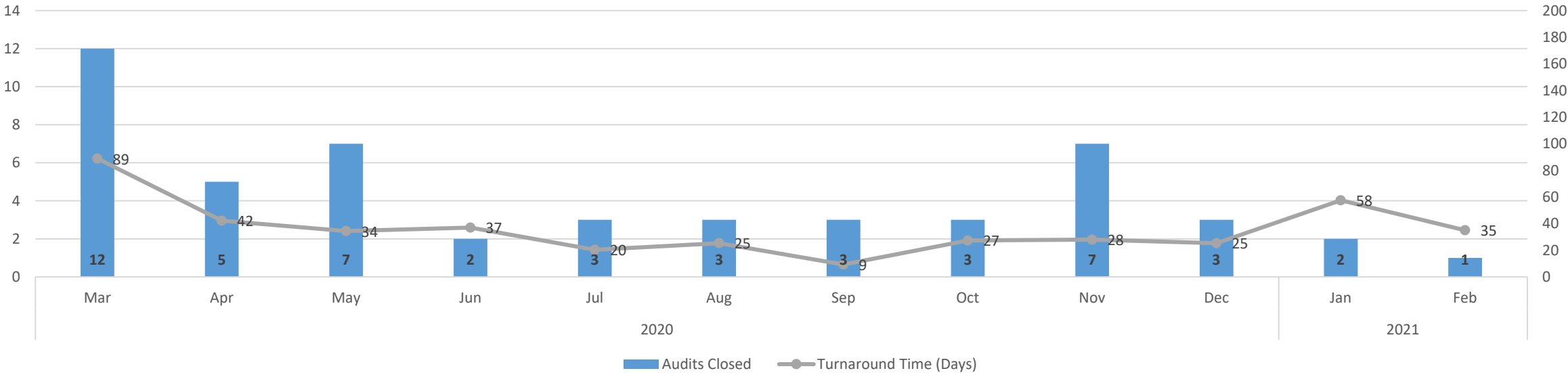
FY20 - 21 Residential Approval Breakdown



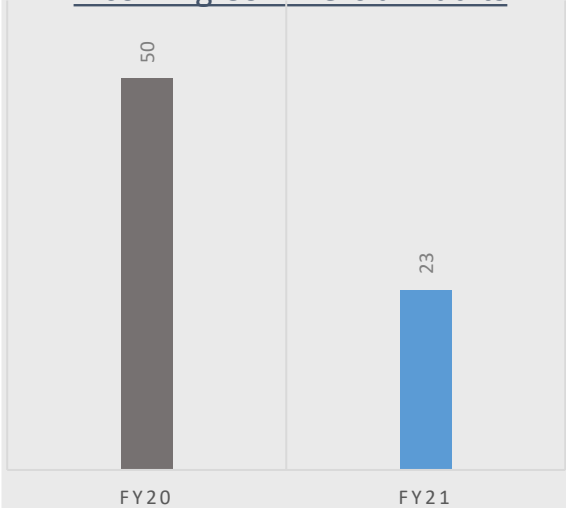
FY21 Residential Processing Data

38 Days	Average Turnaround Time
88	Total Audits Closed

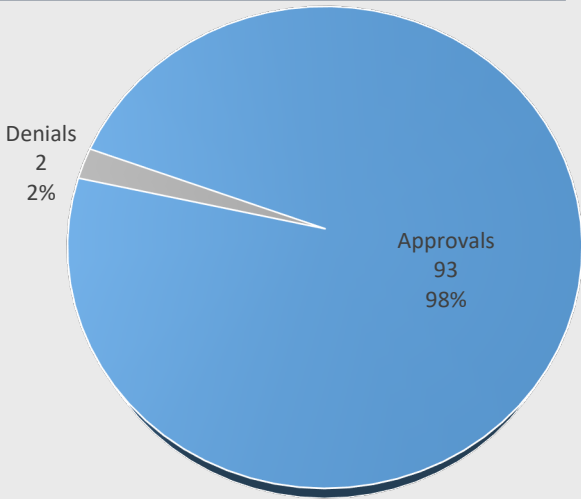
Commercial Experience Audits



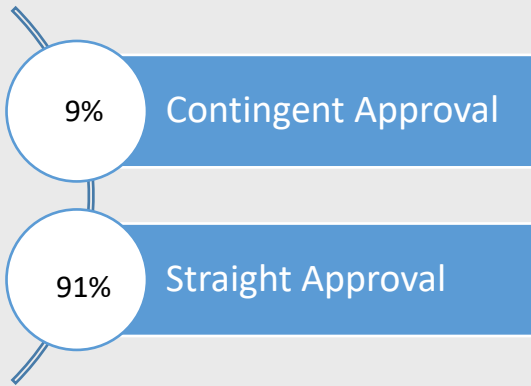
Incoming Commercial Audits



FY20 - 21 Commercial Audit Outcome



FY20 - 21 Commercial Approval Breakdown



FY21 Commercial Processing Data

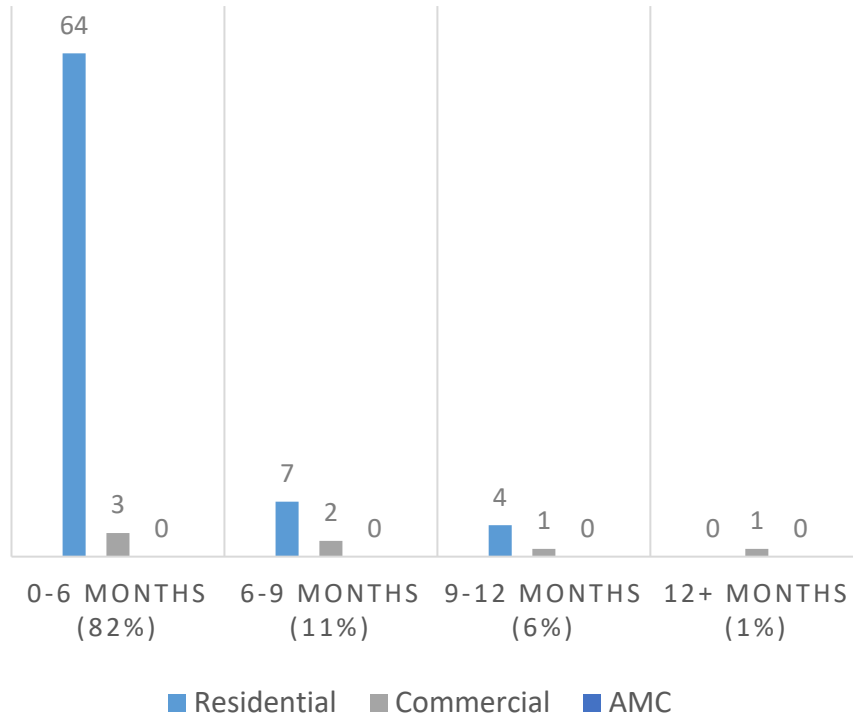
28 Days	Average Turnaround Time
19	Total Audits Closed

Open Cases Snapshot View



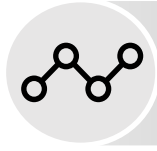
There are currently 82 open complaints.

COMPLAINTS



There is 1 cases over 1 year old

- 1 case is pending abatement



There are currently 26 open experience audits

EXPERIENCE AUDITS

