



## **Staff Reports for February 2025**

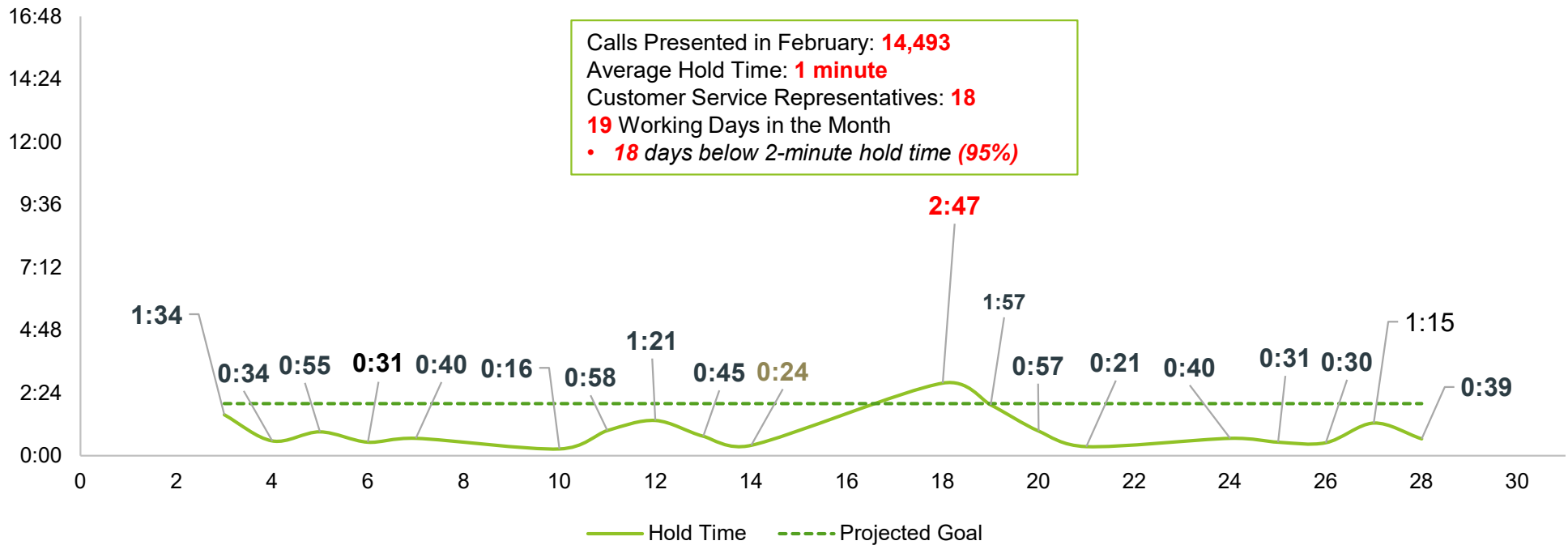
# Customer Relations Division

February 2025, Monthly Report

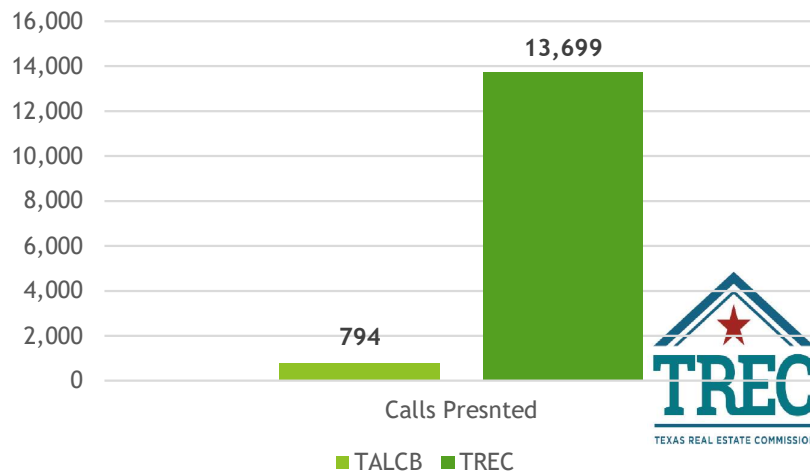


# Customer Relations Division

## February, 2025 Hold Time per Day



### TREC & TALCB

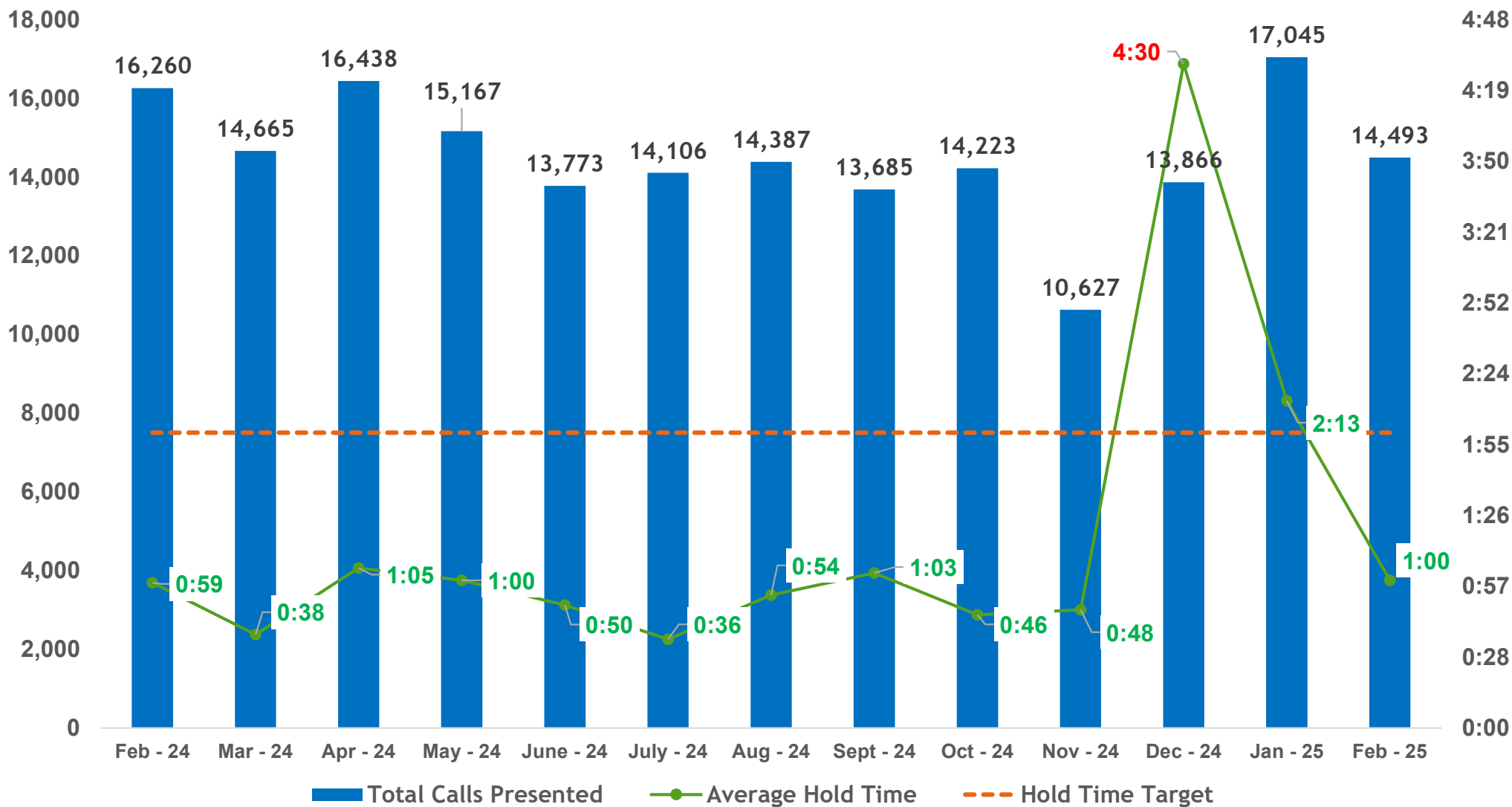


**TALCB** – 794 Calls (5.48%) **47 second hold time**  
**TREC** – 13,699 Calls (94.52%) **1 minute hold time**



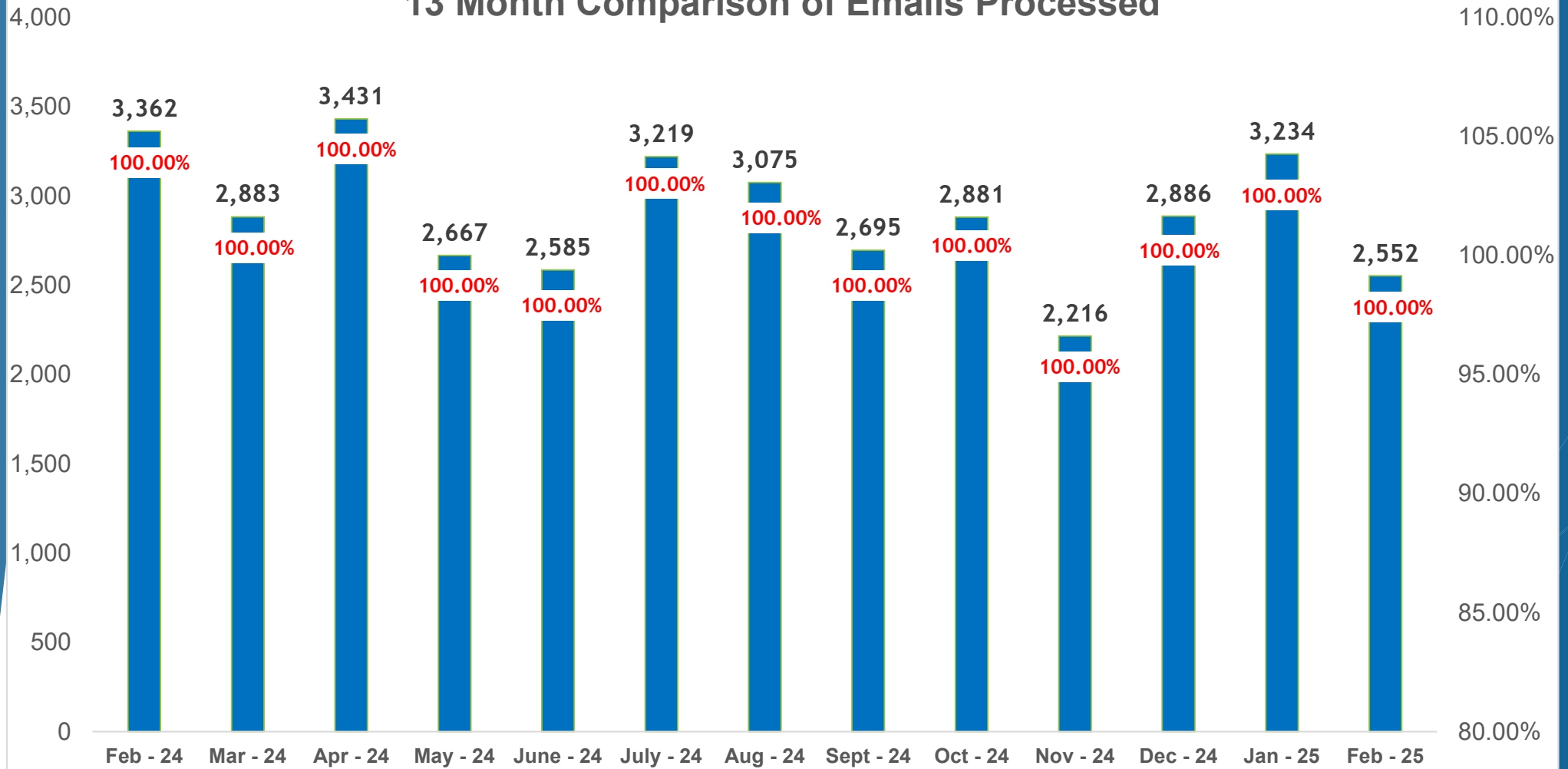
# Customer Relations Division

## 13 Month Comparison of Calls Presented vs. Hold Time



# Customer Relations Division

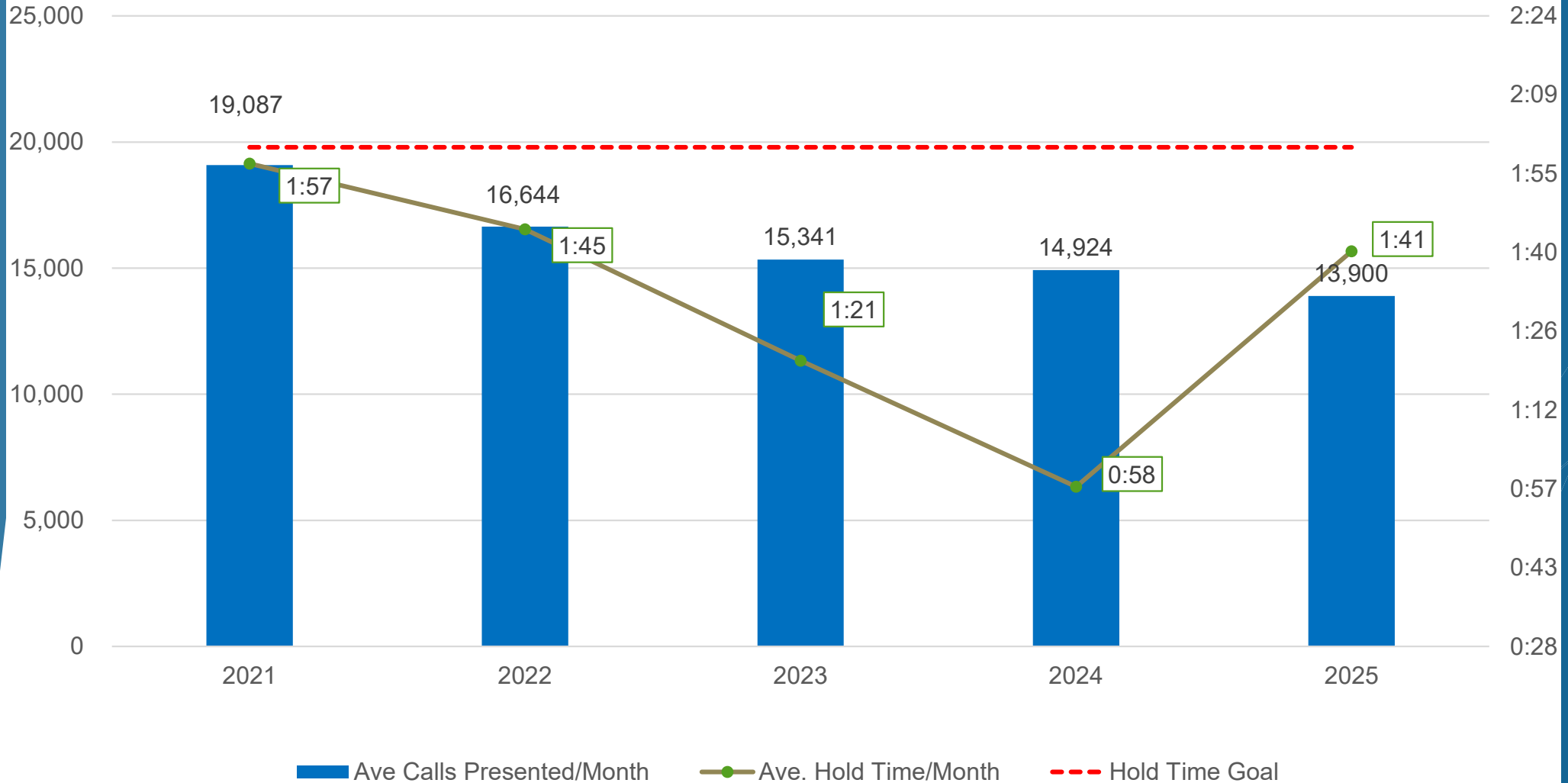
## 13 Month Comparison of Emails Processed



# Customer Relations Division

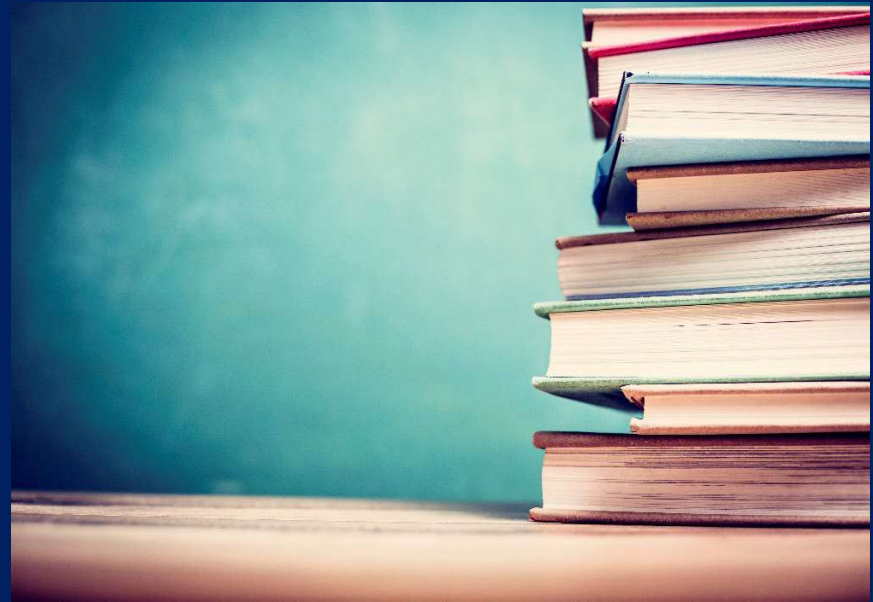
## Fiscal Year Comparison

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



# TALCB Education Report

February 2025

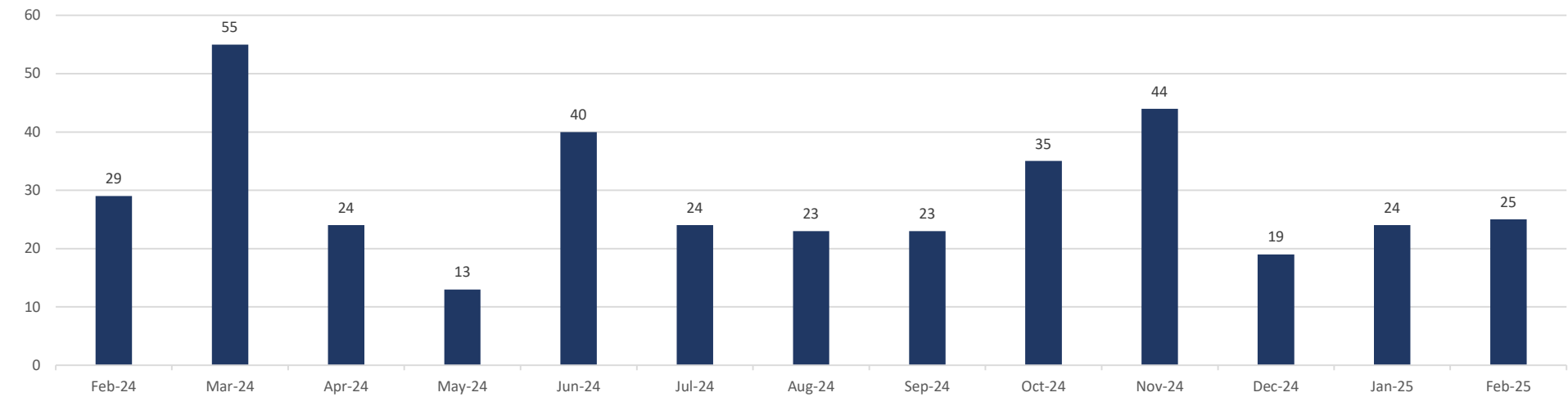


Education & Examination Services	
TALCB Provider and Course Applications	
FY2025	

	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	YTD
Applications Received													
Initial ACE Provider	0	1	0	0	0	0							1
Renewal ACE Provider	0	1	1	0	0	0							2
Initial ACE Elective Course	7	27	6	10	13	11							74
Classroom Delivery	4	23	3	6	11	8							55
Online Delivery	3	4	3	4	2	3							19
Renewal ACE Elective Course	2	19	2	6	15	11							55
Classroom Delivery	0	6	0	3	6	5							20
Online Delivery	2	13	2	3	9	6							35
Qualifying Course Acceptance	7	3	0	3	4	3							20
Classroom Delivery	3	2	0	3	2	2							12
Online Delivery	4	1	0	0	2	1							8
Total Applications Received	16	51	9	19	32	25	0	0	0	0	0	0	152
	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	YTD
Applications Approved													
Initial ACE Provider	0	0	1	0	0	0							1
Renewal ACE Provider	0	0	1	0	0	0							1
Initial ACE Elective Course	16	13	30	5	12	12							88
Classroom Delivery	13	10	23	2	6	9							63
Online Delivery	3	3	7	3	6	3							25
Renewal ACE Elective Course	0	12	12	10	8	8							50
Classroom Delivery	0	5	5	3	0	6							19
Online Delivery	0	7	7	7	8	2							31
Qualifying Course Acceptance	7	10	0	4	4	5							30
Classroom Delivery	5	3	0	4	2	3							17
Online Delivery	2	7	0	0	2	2							13
Total Applications Approved	23	35	44	19	24	25	0	0	0	0	0	0	170

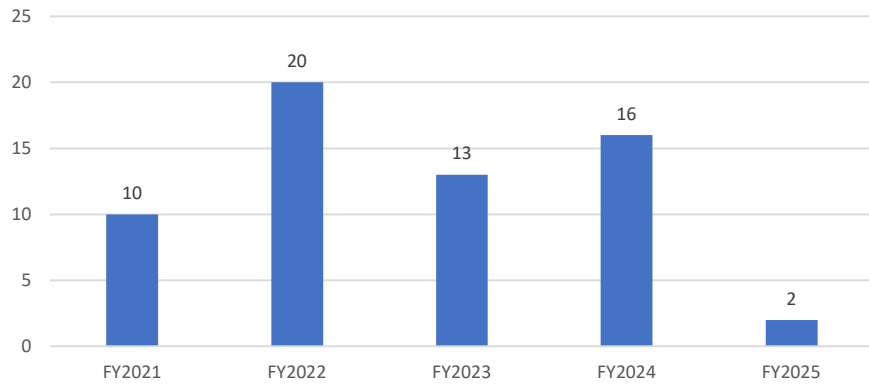


TALCB Applications Approved 13-Month Comparison													
	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
Initial ACE Provider	0	1	0	0	0	0	0	0	0	1	0	0	0
Renewal ACE Provider	4	0	0	2	0	0	0	0	0	1	0	0	0
All ACE Provider Applications	4	1	0	2	0	0	0	0	0	2	0	0	0
Qualifying Course Acceptance	6	4	1	8	3	2	11	7	10	0	4	4	5
ACE Courses	45	19	12	30	21	21	38	16	25	42	15	20	20
All Course Applications	51	23	13	38	24	23	49	23	35	42	19	24	25
All Applications Approved	29	55	24	13	40	24	23	23	35	44	19	24	25

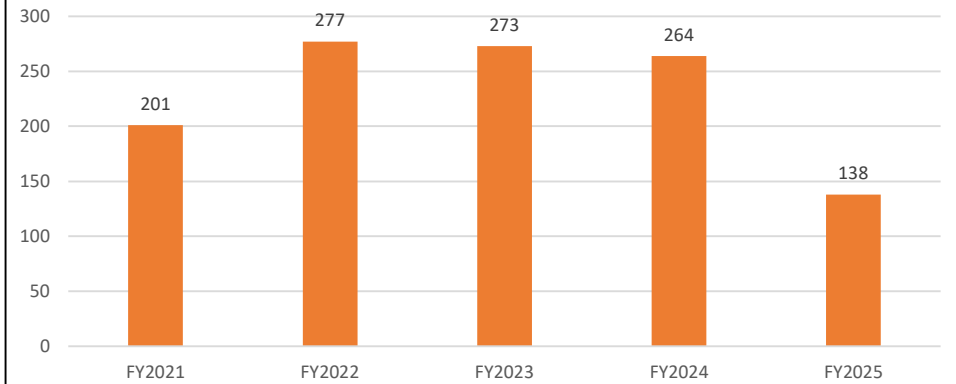


## TALCB Total Applications Approved - Fiscal Year

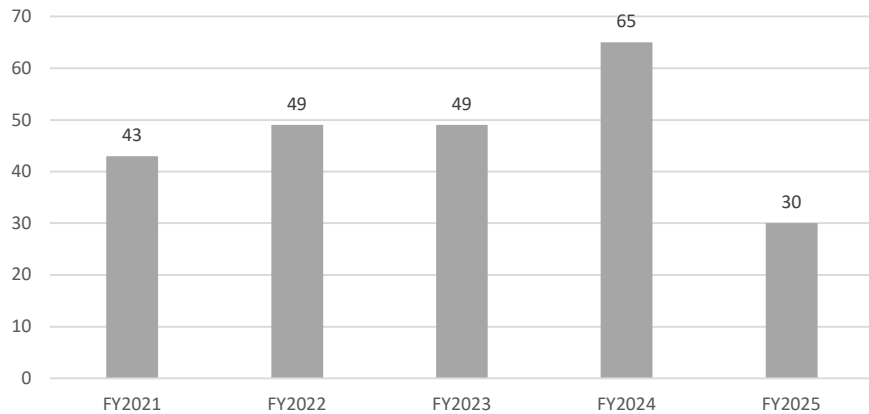
ACE Providers Approved



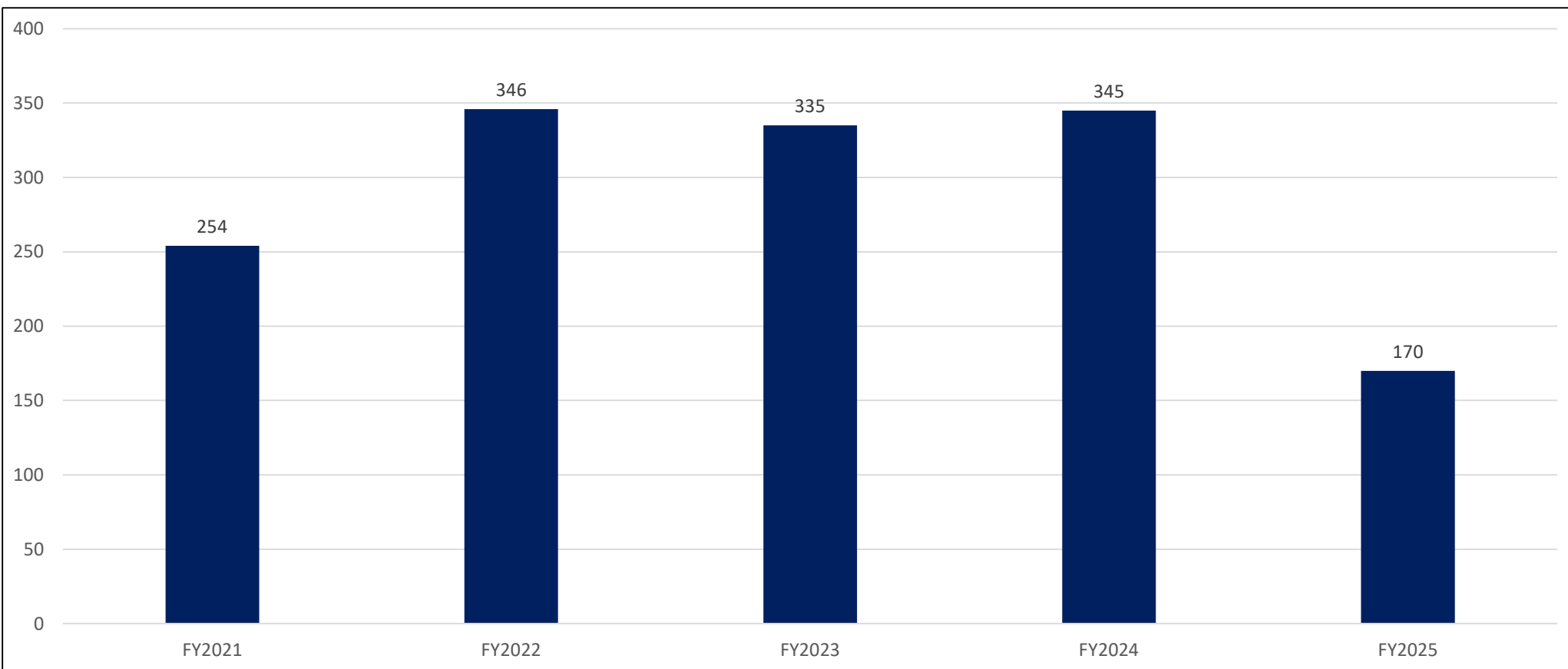
ACE Courses Approved



Qualifying Course Acceptance Approved



## All TREC Applications Approved Year-Over-Year Comparison



**Education & Examinations Division - February 2025**  
**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 2025	19	6	25	<b>76%</b>	7	9	16	44%	41	63%	35	74%
FYTD 2024	38	22	60	63%	7	29	36	19%	96	47%	68	66%
February 2025	1	0	1	100%	1	2	3	33%	4	50%	4	50%
February 2024	10	6	16	63%	3	4	7	43%	23	57%	20	65%

Certified Residential	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Pass Rate	
FYTD 2025	26	12	38	<b>68%</b>	13	18	31	42%	69	57%	49	80%
FYTD 2024	51	35	86	59%	40	32	72	56%	158	58%	107	85%
February 2025	8	2	10	80%	1	3	4	25%	14	64%	13	69%
February 2024	10	7	17	59%	5	2	7	71%	24	63%	21	71%

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 2025	17	16	33	<b>52%</b>	13	23	36	36%	69	43%	49	61%
FYTD 2024	16	23	39	41%	20	40	60	33%	99	36%	51	71%
February 2025	3	4	7	43%	1	3	4	25%	11	36%	10	40%
February 2024	6	2	8	75%	1	4	5	20%	13	54%	12	58%

# TALCB Licensing Report

Current as of February 28, 2025

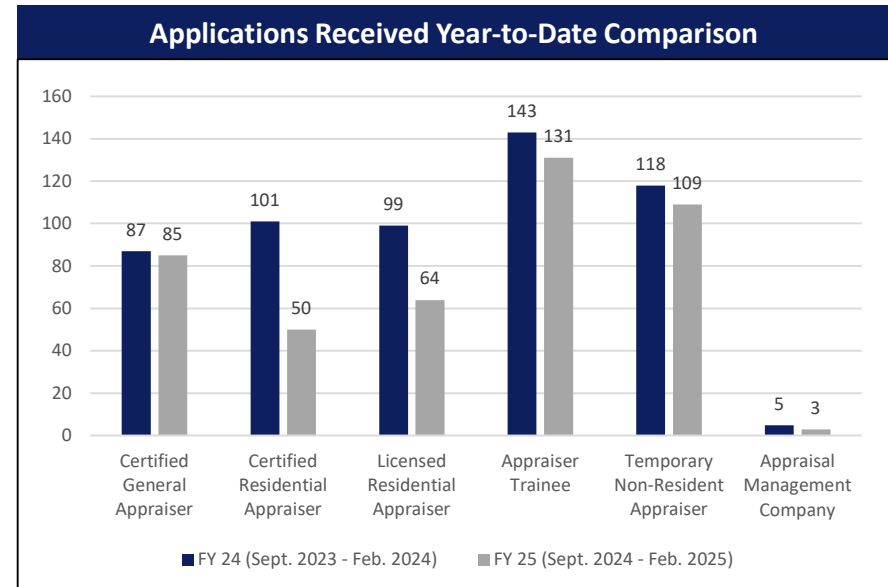
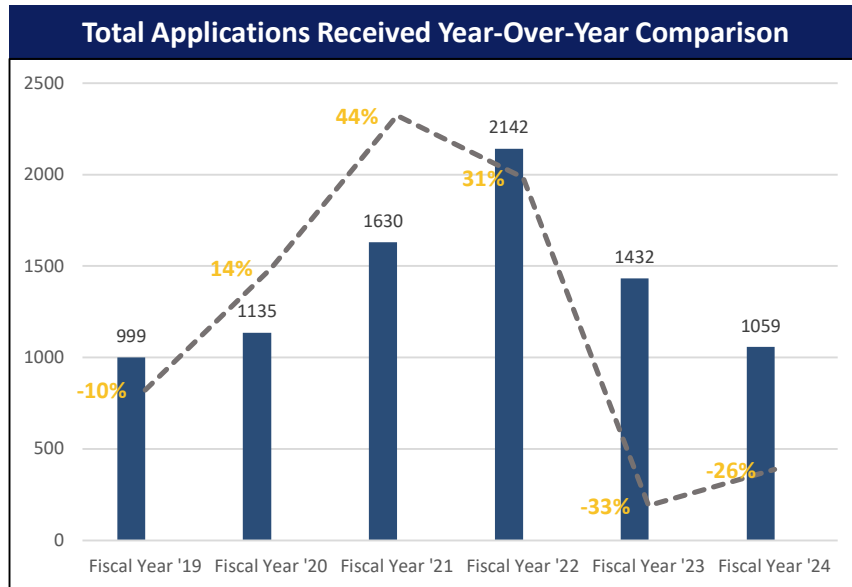
FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20
2017	Aug17	2,398	2,407	423	5,228	-39	868	79	6,096	40
2018	Aug18	2,384	2,394	435	5,213	-15	938	70	6,151	55
2019	Aug19	2,366	2,412	430	5,208	-5	1,029	91	6,237	86
2020	Aug20	2,371	2,426	421	5,218	10	1,081	52	6,299	62
2021	Aug21	2,324	2,510	470	5,304	86	1,166	85	6,470	171
2022	Aug22	2,357	2,636	592	5,585	48	1,498	-11	7,083	37
2023	Sept 22	2,362	2,659	603	5,624	39	1,483	-15	7,107	24
	Oct 22	2,367	2,669	616	5,652	28	1,489	6	7,141	34
	Nov 22	2,361	2,680	619	5,660	8	1,475	-14	7,135	-6
	Dec 22	2,368	2,680	626	5,674	14	1,465	-10	7,139	4
	Jan 23	2,365	2,695	635	5,695	21	1,458	-7	7,153	14
	Feb 23	2,370	2,701	650	5,721	26	1,420	-38	7,141	-12
	Mar 23	2,371	2,711	662	5,744	23	1,407	-13	7,151	10
	Apr 23	2,368	2,714	669	5,751	7	1,400	-7	7,151	0
	May 23	2,363	2,719	665	5,747	-4	1,384	-16	7,131	-20
	Jun 23	2,377	2,733	674	5,784	37	1,369	-15	7,153	22
Jul 23	2,379	2,730	673	5,782	-2	1,350	-19	7,132	-21	
Aug 23	2,388	2,742	675	5,805	23	1,327	-23	7,132	0	
2024	Sept 23	2,394	2,756	673	5,823	18	1,311	-16	7,134	2
	Oct 23	2,393	2,766	671	5,830	7	1,284	-27	7,114	-20
	Nov 23	2,397	2,772	673	5,842	12	1,241	-43	7,083	-31
	Dec 23	2,394	2,784	669	5,847	5	1,213	-28	7,060	-23
	Jan 24	2,392	2,791	672	5,855	8	1,161	-52	7,016	-44
	Feb 24	2,386	2,789	679	5,854	-1	1,126	-35	6,980	-36
	Mar 24	2,389	2,788	679	5,856	2	1,080	-46	6,936	-44
	Apr 24	2,391	2,794	677	5,862	6	1,044	-36	6,906	-30
	May 24	2,395	2,802	676	5,873	11	1,008	-36	6,881	-25
	Jun 24	2,400	2,800	667	5,867	-6	987	-21	6,854	-27
	Jul 24	2,404	2,805	650	5,859	-8	953	-34	6,812	-42
	Aug 24	2,411	2,816	641	5,868	9	934	-19	6,802	-10
2025	Sept 24	2,417	2,810	633	5,860	-8	921	-13	6,781	-21
	Oct 24	2,418	2,807	626	5,851	-9	892	-29	6,743	-38
	Nov 24	2,420	2,800	614	5,834	-17	874	-18	6,708	-35
	Dec 24	2,421	2,791	613	5,825	-9	861	-13	6,686	-22
	Jan 25	2,404	2,780	612	5,796	-29	851	-10	6,647	-39
	Feb 25	2,391	2,772	590	5,753	-43	832	-19	6,585	-62
February 2025										
Inactive Appraisers		GENERAL 44	RESIDENTIAL 56	LICENSE 20	TOTAL 120		TRAINEE 96		TOTAL 216	
Out-of-State Temporary Registrations:									102	
Total All License Holders:									6,903	

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

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2015 - Total		16	15	17
2016 - Total		10	11	128
2017 - Total		16	15	21
2018 - Total		12	12	121
2019 - Total		8	9	25
2020 - Total		14	15	107
2021 - Total		14	14	34
2022 - Total		20	18	112
2023 - Total		20	21	43
2024	Sept 23	0	0	1
	Oct 23	0	0	8
	Nov 23	1	0	5
	Dec 23	2	3	2
	Jan 24	0	1	2
	Feb 24	2	1	2
	Mar 24	2	0	7
	Apr 24	4	5	14
	May 24	0	2	15
	Jun 24	2	1	24
	Jul 24	2	3	11
	Aug 24	1	1	3
2024 - Total		16	17	94
2025	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
2025 - Total		3	3	28
Registrations issued from March 2012 to February 2025			355	
Registrations Expired > 6 months as of February 2025			-109	
Registrations Expired < 6 months as of February 2025			-1	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-34	
Registrations Re-Issued > 6 months after expiration date			-9	
Federally Regulated AMCs			-3	
<b>TOTAL AMC REGISTRATIONS</b>			<b>166</b>	

AMC Registrations Year-Over-Year			
	Total AMC Registrations	Variance	% Change
Fiscal Year 17	172		
Fiscal Year 18	168	-4	-2%
Fiscal Year 19	162	-6	-4%
Fiscal Year 20	163	1	1%
Fiscal Year 21	175	12	7%
Fiscal Year 22	174	-1	-1%
Fiscal Year 23	182	8	5%
Fiscal Year 24	166	-16	-9%

# Applications Received



Applications Received Month-Over-Month Comparison													
	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25
Certified General Appraiser	14	15	23	13	17	17	19	11	12	11	10	22	19
Certified Residential Appraiser	13	14	22	9	13	11	17	10	6	6	6	9	11
Licensed Residential Appraiser	9	13	8	7	17	8	13	9	11	8	7	20	10
Appraiser Trainee	33	22	27	23	27	22	27	21	33	18	16	35	15
Temporary Non-Resident Appraiser	17	20	10	22	14	19	20	15	14	17	19	20	15
Appraisal Management Company	2	2	4	0	2	2	1	1	0	1	1	0	0



# Application Processing Time

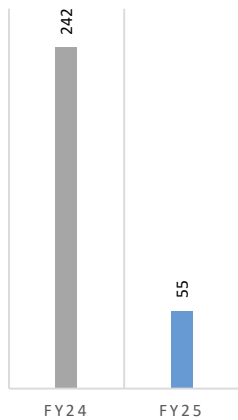
Average Number of Days to Process Applications

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

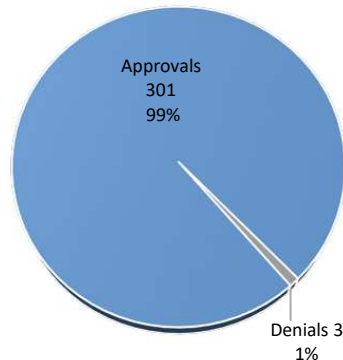
	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	33	26	30	30	92	25	31	22	20	29	23	33	26
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	22	43	35	29	33	31	25	22	28	28	NA	42	26
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	33	7	34	36	28	32	24	17	13	30	36	35	20
Reciprocity (Goal: 14 days)	2	2	2	2	2	2	2	1	3	3	4	2	6
Appraiser Trainee (Goal: 14 days)	3	2	4	2	3	3	2	3	2	2	4	5	5
Temporary Non-Resident Appraiser (Goal: 5 days)	2	2	2	2	2	2	2	2	2	2	2	2	3
Appraisal Management Company (Goal: 14 days)	6	NA	6	8	2	8	3	1	NA	5	4	NA	NA

## Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY24 – 25 Residential Audit Outcome

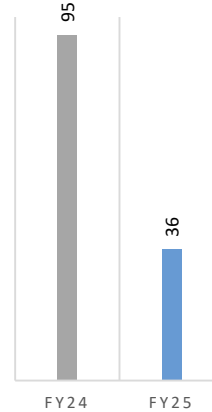


Residential Audit Processing Year-Over-Year

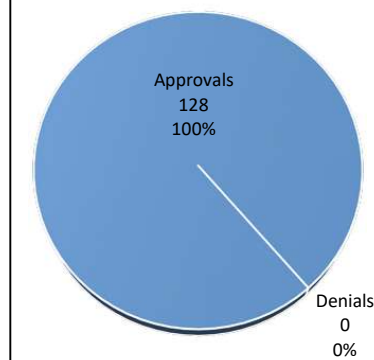
	Closed	Average Processing
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	265	30 Days
Fiscal Year 2025	59	24 Days

## Certified General Experience Audit Summary

Commercial audits received



FY24- 25 Commercial Audit Outcome



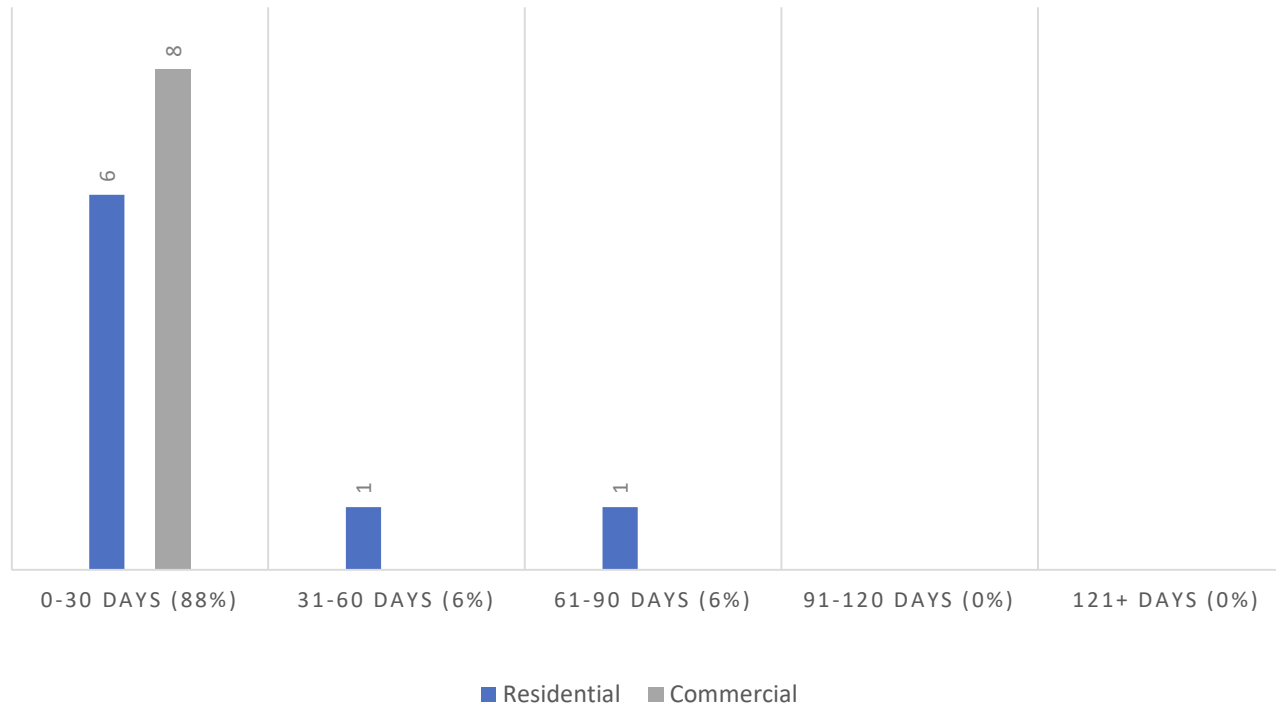
Commercial Audit Processing Year-Over-Year

	Closed	Average Processing
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	62	46 Days
Fiscal Year 2023	78	41 days
Fiscal Year 2024	100	32 Days
Fiscal Year 2025	37	22 Days

# Renewal Activity

Year-to-Date Comparison						
	FY 23 (Sept. 2022 - Feb. 2023)		FY 25 (Sept. 2024 - Feb. 2025)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	502	88.38%	491	84.95%	-11	-2.19%
Certified Residential Renewals	559	91.49%	592	88.23%	33	5.90%
Licensed Residential Renewals	115	79.86%	135	65.22%	20	17.39%
Appraiser Trainee Renewals	132	58.67%	142	53.79%	10	7.58%

# Open Experience Audit Snapshot



There is 1 audit over 60 days and is pending contingent approval.

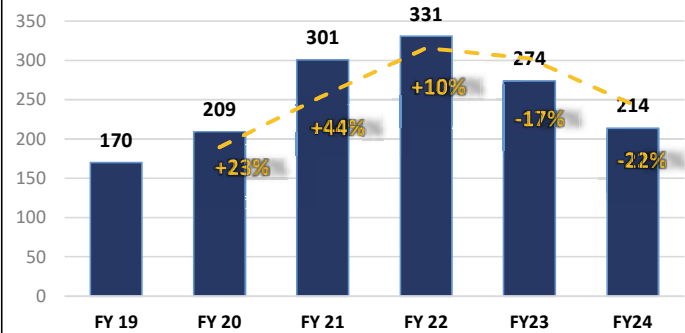
# TALCB Enforcement Report

Current as of February 28, 2025

# Complaints Received

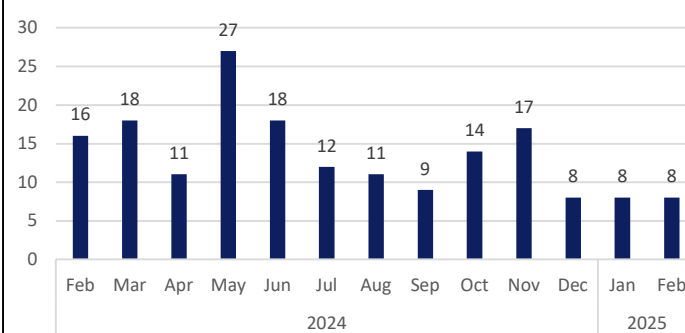
## Complaints Received

Year-Over-Year



## Complaints Received

Month-Over-Month

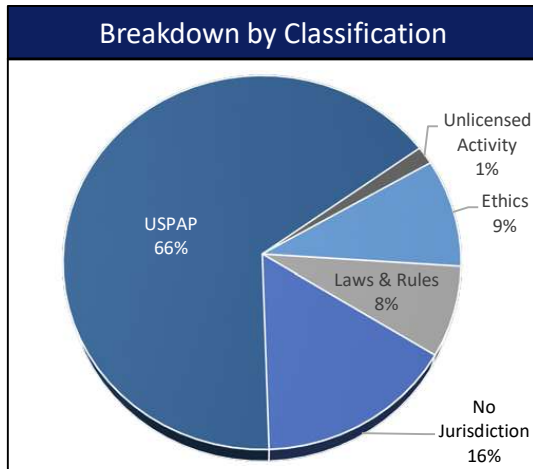


## Fiscal Year 2025 Summary

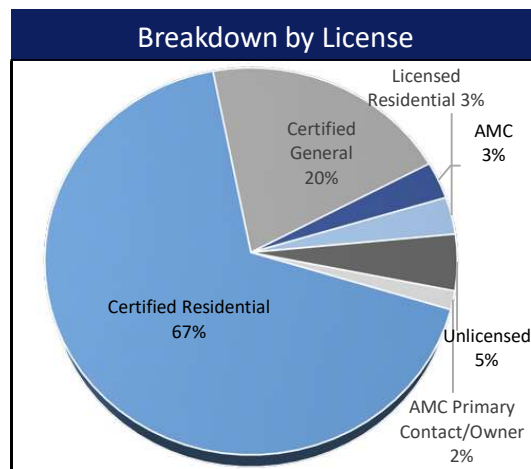
64	Complaints Received
64	Respondents
<1%	License Holders Receive a Complaint

## Fiscal Year 2025 Complaints Received by Category

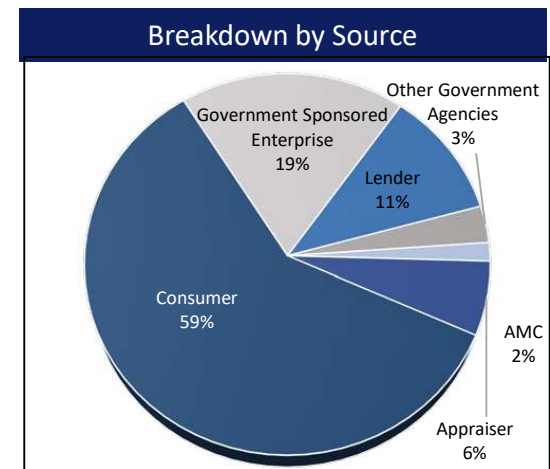
### Breakdown by Classification



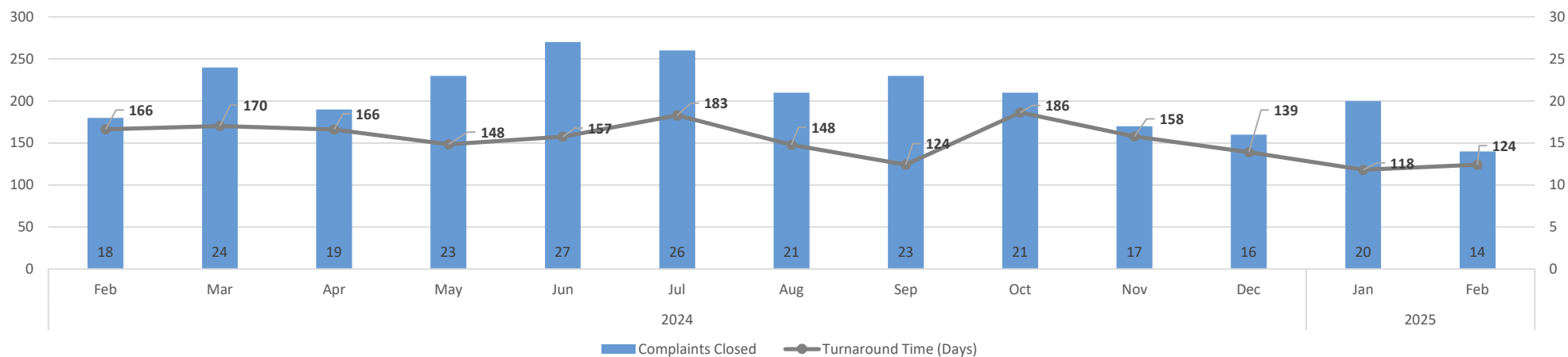
### Breakdown by License



### Breakdown by Source

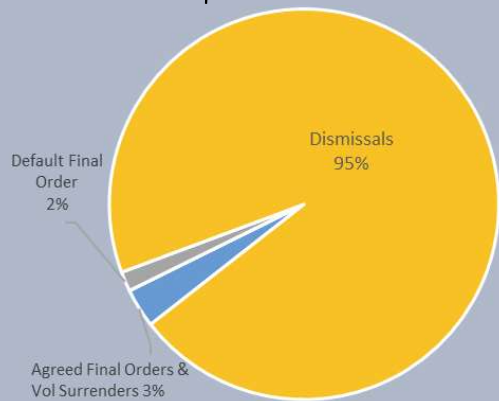


# Complaint Resolution

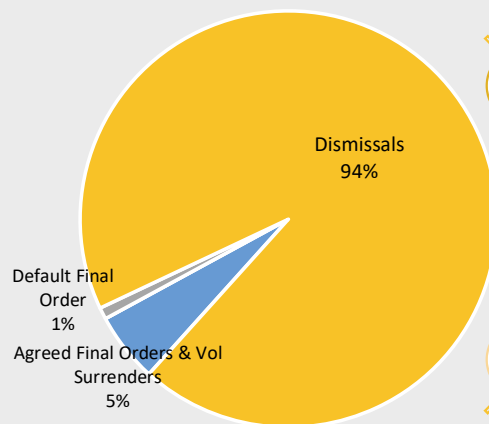


## FY24 Complaint Outcome

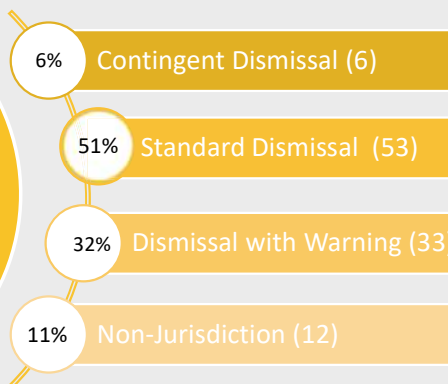
245 Complaints Resolved



## FY25 Complaint Outcome



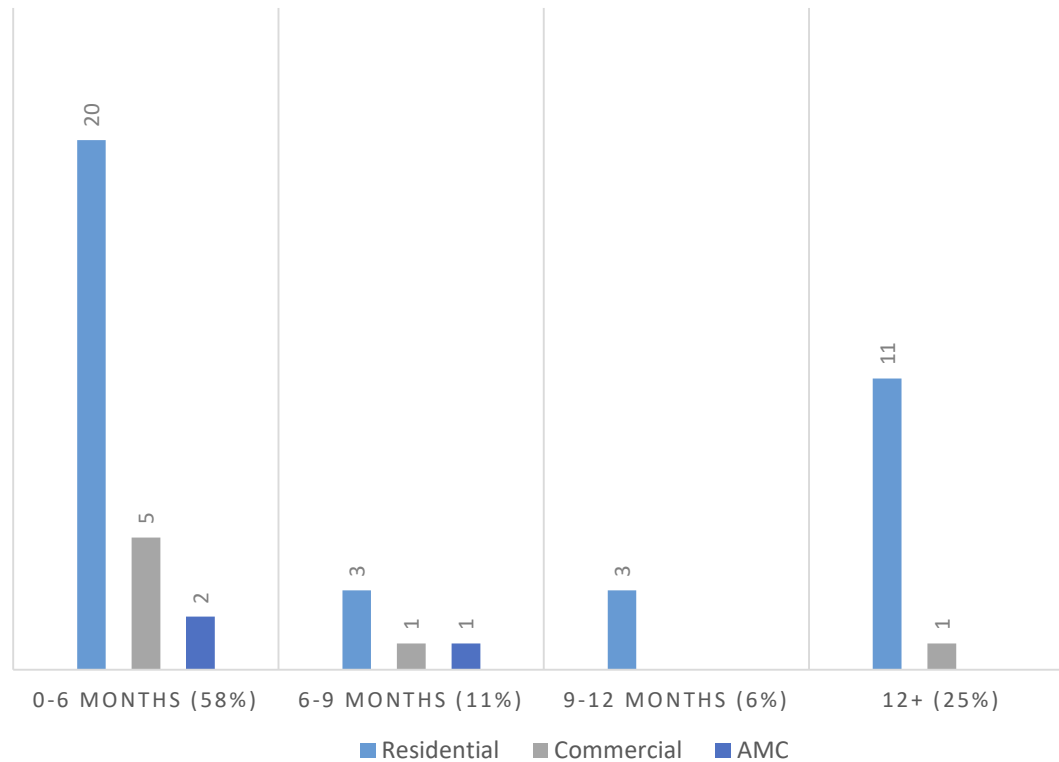
## FY25 Dismissal Breakdown



## Fiscal Year 2025 Summary

111	Complaints Resolved
142 Days	Average turnaround time Sunset Goal: Resolve complaints within 180-day on average
<1%	License holders receive discipline

# Open Complaint Snapshot



## Open Complaint Data

### 47 Open Complaints

#### 7 Cases Currently Abated

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

#### 12 Cases Over 1 Year Old

The ASC Policy Statements require that cases be resolved within 1 year, absent special documented circumstances. These 12 cases involved abatements.

Financial Services Division  
TALCB Budget Status Report  
February 2025 - Fiscal Year 2025

Expenditure Category	Beginning Balance FY2025	Expenditures	Remaining Balance	Budget % Remaining	6/12 =50.00% Comments
Actual Beginning Balance	\$4,048,171		\$4,048,171		includes Trust cash balances as of 8/31/2024
Operating Reserves	(\$1,261,475)		(\$1,261,475)		
Available balance within Texas Treasury Safekeeping Trust	\$2,786,696		\$2,786,696		remaining available budget to consider to balance FY2024 budget
Salaries & Wages	1,562,370	\$753,848	\$808,522	51.7%	
Other Personnel Costs	511,782	235,500	\$276,282	54.0%	employee retirement & health insurance contributions, longevity; includes 4056
Professional Services	204,600	9,131	\$195,469	95.5%	DIR STS services 25-007
Consumables	2,000	93	\$1,907	95.4%	Consumable expense not utilized due to staff working from home.
Utilities	190	24	\$166	87.3%	Secure document destruction
Travel	42,000	22,693	\$19,307	46.0%	
Rent - Building - Other	20,072	19,445	\$627	3.1%	Annual building lease paid; reserved parking space - 1st qtr
Rent - Equipment	854	692	\$162	19.0%	Monthly Canon printers leased
Other Operating Expense	121,803	41,616	\$80,187	65.8%	Subscription fees; annual membership dues; security services
<b>Subtotal -Operations Expenditures</b>	<b>2,465,671</b>	<b>1,083,041</b>	<b>1,382,630</b>	<b>56.1%</b>	
Statewide Cost Allocation Plan (SWCAP)	34,779	0	34,779	100.0%	SWCAP allocation has not been distributed to agencies as of report date.
Contribution to General Revenue	22,500	11,250	11,250	50.0%	
<b>Subtotal - Nonoperational Expenditures</b>	<b>57,279</b>	<b>11,250</b>	<b>46,029</b>	<b>80.4%</b>	
<b>Total Expenditures and GR Contribution</b>	<b>2,522,950</b>	<b>1,094,291</b>	<b>1,428,659</b>	<b>56.6%</b>	
Revenue	FY2025 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,783,120	\$810,810	\$972,310	54.5%	358 applications (947 projected), 1511 total renewals (3,090 projected)
AMCs	358,715	182,595	\$176,120	49.1%	3 new AMCs (20 projected), 29 AMC renewals (49 projected), 9,312 of panelist activities (20,049 projected)
ACE Program Revenue	20,780	8,030	\$12,750	61.4%	1 new ACEs (4 projected), 1 ACE renewals (12 projected)
Examination fees	7,070	1,730	\$5,340	75.5%	Pearson Vue exam fees exams - 173 as of Jan (707 projected)
Other Miscellaneous Revenue	46,236	45,508	\$728	1.6%	Misc/Public Info fees/Interest earned in TTSTC for 3056; Interest as of February \$42,839 in 3056
TALCB ASC grant	0	0	\$0	0.0%	
<b>Total Revenue</b>	<b>\$2,215,921</b>	<b>\$1,048,673</b>	<b>\$1,167,248</b>	<b>52.7%</b>	
<b>Operating Gains/ Losses</b>	<b>(\$307,029)</b>	<b>(\$45,618)</b>	<b>(\$352,647)</b>	<b>114.9%</b>	
Restricted Education Reserve Fund Carryforward \$0					
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$2,479,667</b>	<b>(\$45,618)</b>	<b>\$2,525,285</b>		



## Financial Services Division

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

**For the Month of February 2025**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
03/15/2024	128,000.00	123,880.00	127,695.00	230.00	127,925.00	1,033.37	U.S. T-Notes, 1.750	03/15/2025
06/17/2024	868,000.00	849,555.00	863,761.72	813.75	864,575.47	5,210.38	U.S. T-Notes, 2.875	06/15/2025
09/16/2024	903,800.00	899,422.22	899,634.05	812.00	900,446.05	14,593.12	U.S. T-Notes, 3.500	09/15/2025
12/16/2024	901,000.00	898,881.71	899,521.80	598.32	900,120.12	7,524.84	U.S. T-Notes, 4.000	12/16/2025
<b>Totals</b>	<b>\$ 2,800,800.00</b>	<b>\$ 2,771,738.93</b>	<b>\$ 2,790,612.57</b>	<b>\$ 2,454.07</b>	<b>\$ 2,793,066.64</b>	<b>\$ 28,361.71</b>		

### Monthly Activity

Beginning  
Balance

Current  
Month

Cumulative  
Totals

**Beginning Cash Available Balance 02/01/2025**      \$    1,068,771.48

**Current Month Receipts**      \$                    189,643.55

**Current Month Disbursements**      \$            (176,659.89)

<b>Total Cash</b>	<b>\$</b>	<b>1,081,755.14</b>
<b>Investment Ending Market Value</b>		<b>2,793,066.64</b>
<b>Total Account Balance</b>		<b>3,874,821.78</b>
<b>Operating Reserves</b>		<b>(1,261,475.00)</b>
<b>Ending Balance Available for Operations 02/28/2025</b>	<b>\$</b>	<b>2,613,346.78</b>

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

*Ranada O. Williams*

Ranada Williams, Investment Officer

*Melissa Huerta*

Melissa Huerta, Alternate Investment Officer

*Kemya Dean*

Kemya Dean, Alternate Investment Officer

## Financial Services Division

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

**February 2025**

		<b><u>Monthly Activity</u></b>		
		Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Cash Available Balance 02/01/2025</b>	\$	33,559.53		
<b>Current Month Receipts</b>				
		Admin Penalties	\$ 0.00	
		Interest Earned	111.73	
<b>Current Month Disbursements</b>			\$ 0.00	
<b>Total Cash</b>				<b>\$ 33,671.26</b>
Reserved for Education Development				<b>0.00</b>
<b>Ending Balance Available 02/28/2025</b>	\$			<b><u>33,671.26</u></b>