



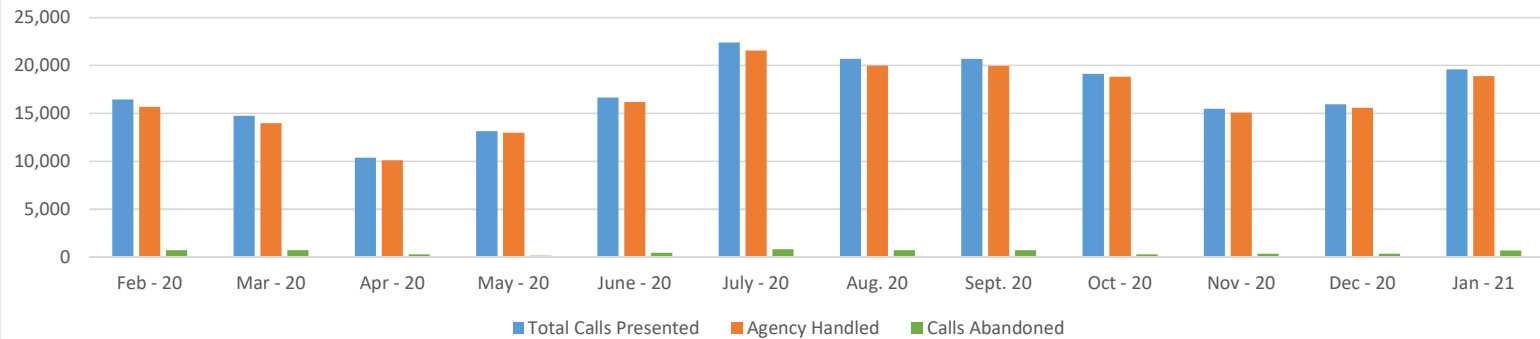
Staff Reports for January 2021

Customer Relations Division

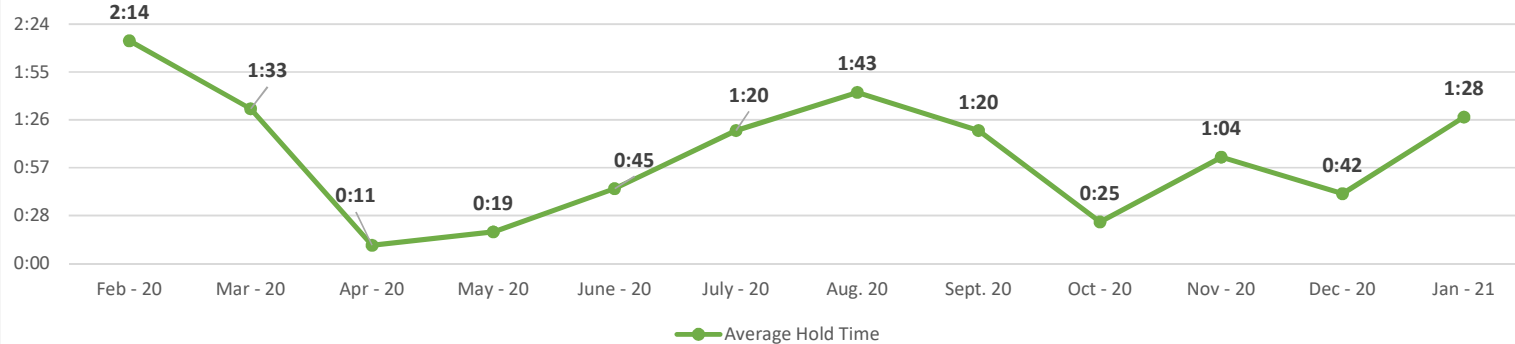
Incoming Calls

	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug. 20	Sept. 20	Oct - 20	Nov - 20	Dec - 20	Jan - 21	Totals
Total Calls Presented	16,457	14,774	10,389	13,141	16,653	22,386	20,706	20,702	19,129	15,486	15,934	19,581	205,338
Agency Handled	15,705	13,996	10,101	12,984	16,197	21,552	19,977	19,948	18,840	15,103	15,579	18,890	198,872
Calls Handled Initially	15,246	13,504	10,086	12,929	16,003	21,019	19,324	19,495	18,801	14,835	15,429	18,306	194,977
Calls Handled by Courtesy Callback	422	451	11	50	180	466	552	413	33	234	140	510	3,462
% of Calls handled by Courtesy Callback	2.56%	3.05%	0.11%	0.38%	1.08%	2.08%	2.67%	1.99%	0.17%	1.51%	0.88%	2.60%	1.59%
Calls Re-Directed for Assistance	37	41	4	5	14	67	101	40	6	34	10	74	433
Calls Abandoned	752	747	284	157	456	834	729	754	288	382	355	691	6,429
% of Abandoned Calls	4.57%	5.06%	2.73%	1.19%	2.74%	3.73%	3.52%	3.64%	1.51%	2.47%	2.23%	3.53%	3.08%
Average Handle Time	5:36	5:32	6:11	5:54	5:58	5:52	5:56	5:52	5:20	5:27	5:33	4:47	5:39
Average Hold Time	2:14	1:33	0:11	0:19	0:45	1:20	1:43	1:20	0:25	1:04	0:42	1:28	1:05

Calls Presented, Handled, and Abandoned



Average Hold Time



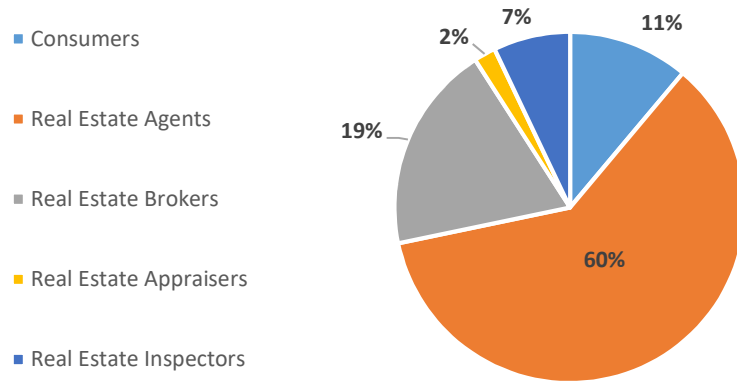
Emails													
	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	Nov. 20	Dec - 20	Jan. - 21	TOTAL
Licensing	3,556	3,369	3,463	3,181	3,796	5,560	4,819	5,022	4,112	3,492	3,945	4,879	49,194
Education	27	57	56	57	37	43	34	48	43	36	49	53	540
Inspector	69	57	62	44	79	104	102	70	76	63	43	60	829
Enforcement	86	139	102	118	146	161	121	185	142	95	116	532	1,943
TALCB Lic	179	153	120	91	170	214	203	198	174	102	92	89	1,785
TALCB Enf	9	6	14	7	14	23	8	16	13	8	7	7	132
Total	3,926	3,781	3,817	3,498	4,242	6,105	5,287	5,539	4,560	3,796	4,252	5,620	54,423
Respond in 2 bus days	3,926	3,781	3,817	3,498	4,242	6,105	5,287	5,539	4,560	3,796	4,252	5,620	54,423
% handled in 2 days	100.00%	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	84.36%	93.63%	99.97%	100.00%	98.89%	98.60%	96.50%	94.57%	99.45%	99.55%	99.18%	95.50%	96.68%

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		
Agency Handled	1,138	14,440	1,260	17,629		
Calls Handled Initially	1,126	14,302	1,216	17,089		
Calls Handled by Courtesy Callback	12	128	35	475		
Calls Re-Directed for Assistance	0	10	9	65		
Calls Abandoned	43	312	74	617		
Hold Times	0:41	0:43	1:24	1:28		
% of Abandoned Calls	3.64%	2.11%	5.55%	3.38%		
% of Callbacks	1.02%	2.11%	2.62%	3.38%		
% of all calls	7.42%	92.58%	6.81%	93.19%		

January, 2021 Customer Satisfaction Survey Results

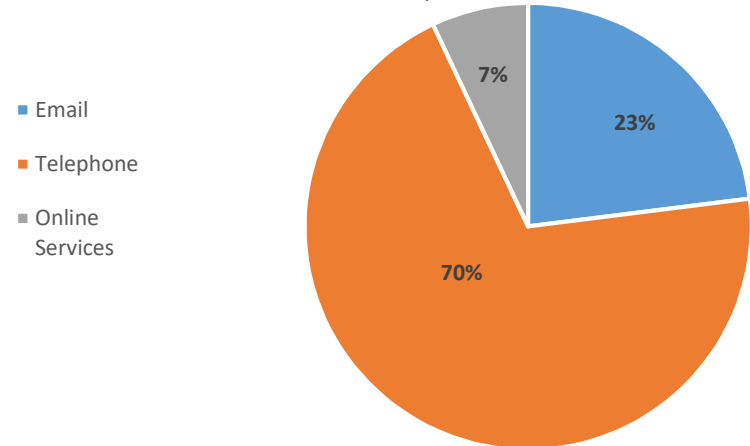
Customer Demographics

170 - respondents



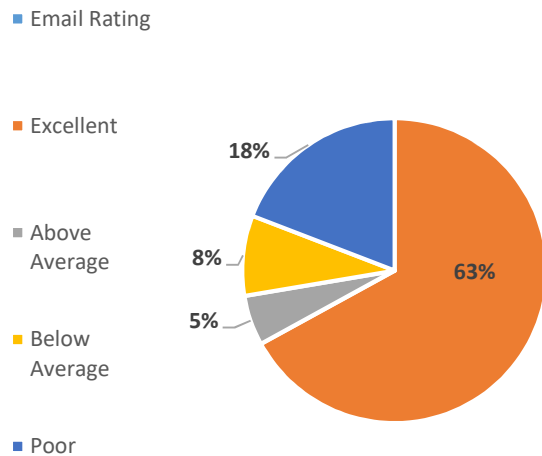
How Do Customers Contact Us?

176 respondents



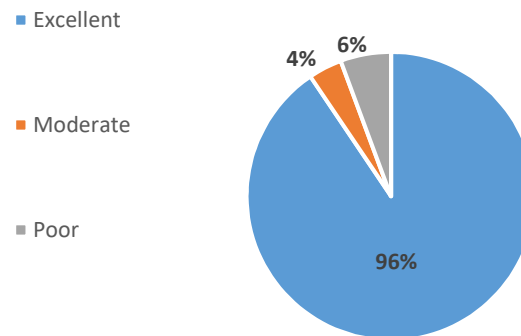
Email Rating

38 respondents



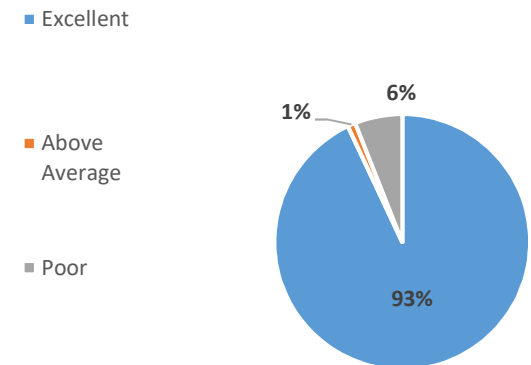
Experience with Customer Service Representatives

23 responses



Telephone Service Rating

121 responses



ACTIVE CERTIFICATIONS AND LICENSES

January 2021

Jan 2021

Inactive Appraisers

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
January 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
Registrations issued from March 2012 to January 2021			289	
Registrations Expired > 6 months as of January 2021			-74	
Registrations Expired < 6 months as of January 2021			-6	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-6	
TOTAL AMC REGISTRATIONS			170	

Licensing Division - TALCB

Applications Received and Renewal Activity

Fiscal Year 2021 - Year-to-Date Comparison

January

<i>Original Applications Received</i>	Sep 2019 - Jan 2020		Sep 2020 - Jan 2021		Variance	Percent
Certified General Applications	63		54		-9	-14.29%
Certified Residential Applications	62		75		13	20.97%
Licensed Residential Applications	42		64		22	52.38%
Appraiser Trainee Applications	175		335		160	91.43%
Non-Residential Temporary Applications	106		87		-19	-17.92%
<i>Total Original Applications</i>	448		615		167	37.28%

<i>Renewal Activity</i>	% Renewed FY20		% Renewed FY21		Variance	Percent
Certified General Renewals	424	86.00%	430	85.15%	6	1.42%
Certified Residential Renewals	501	90.43%	455	92.29%	-46	-9.18%
Licensed Residential Renewals	66	68.75%	98	85.22%	32	48.48%
Appraiser Trainee Renewals	87	41.83%	99	50.77%	12	13.79%

Licensing Division

Average Number of Calendar Days to Issue a License

January 2021

Real Estate Appraiser Applications

	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21
Certified General Appraiser	15.99	20.70	18.52	9.70	5.87	6.59	10.78	15.35	9.26	7.97	12.88	5.84	3.51
<i>Number of Applications Received</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>	<i>16</i>
Certified Residential Appraiser	24.67	34.36	22.78	4.54	8.51	14.49	10.53	16.12	20.20	13.72	11.17	6.54	6.20
<i>Number of Applications Received</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>	<i>15</i>
Licensed Residential Appraiser	38.29	32.37	27.52	5.44	9.60	24.02	18.32	13.10	20.01	13.87	8.26	4.91	5.03
<i>Number of Applications Received</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>	<i>16</i>
Appraiser Trainee	26.01	16.24	18.27	4.27	6.79	12.96	16.00	16.97	18.49	17.04	9.33	9.87	8.24
<i>Number of Applications Received</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>	<i>85</i>
Temporary Non-Resident Appraiser	4.14	2.02	0.88	3.05	1.49	1.76	1.47	1.84	1.90	2.01	2.38	2.09	1.78
<i>Number of Applications Received</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>	<i>16</i>

Appraisal Management Company Applications

	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21
Appraisal Management Company	14.32	n/a	7	n/a	n/a	2.32	1.43	1.52	1.00	5.50	3.42	0.41	1.45
	<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>	<i>3</i>

Information & Technology Division

Electronic Information Outlet Statistics

January 2021

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	71,629	329,199	266,678
Total Monthly Unique Visits	20,023	102,940	84,962

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	71	50	70.4%	71.3%	67.0%
AMC	3	0	0.0%	0.0%	80.0%
Certified General Appraiser	12	3	25.0%	35.9%	23.7%
Certified Residential Appraiser	8	4	50.0%	59.4%	52.4%
State Licensed Appraiser	6	5	83.3%	65.4%	72.7%
Appraiser Trainee	42	38	90.5%	85.4%	86.7%
Renewals	228	223	97.8%	97.7%	92.7%
AMC	1	1	100.0%	100.0%	100.0%
Certified General Appraiser	81	79	97.5%	98.3%	91.2%
Certified Residential Appraiser	98	97	99.0%	99.0%	95.4%
State Licensed Appraiser	23	21	91.3%	92.0%	86.7%
Appraiser Trainee	25	25	100.0%	95.2%	93.6%
AMC Panel Transactions	779	779	100.0%	100.0%	100.0%
Additions	678	678	100.0%	100.0%	100.0%
Removals	101	101	100.0%	100.0%	100.0%

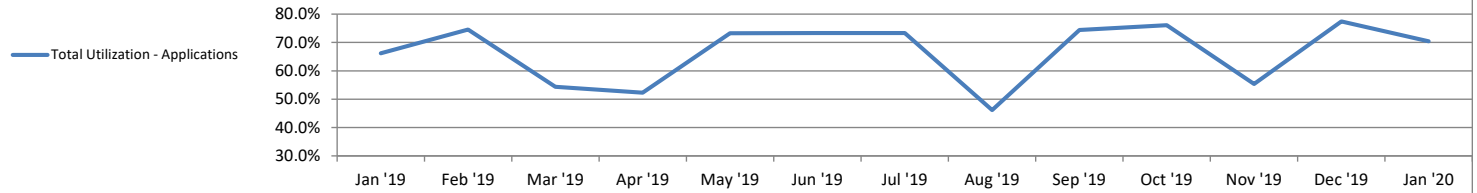
Information & Technology Division

Electronic Information Outlet Statistics

January 2020

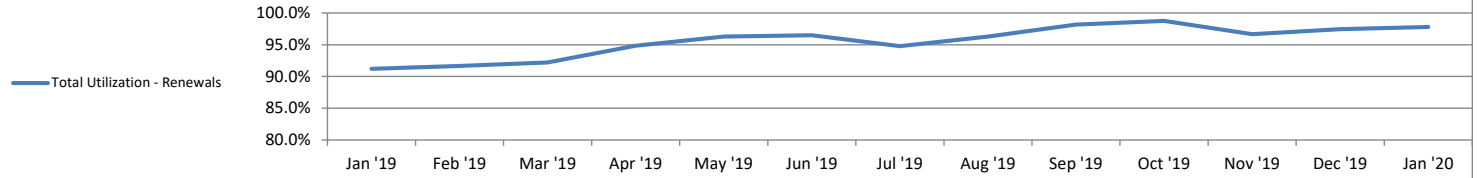
Applications	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20
AMC	N/A	0.0%	0.0%	0.0%	N/A	100.0%	100.0%	N/A	N/A	0.0%	0.0%	0.0%	0.0%
Certified General Appraiser	35.3%	66.7%	0.0%	0.0%	30.0%	20.0%	33.3%	20.0%	57.1%	57.1%	20.0%	33.3%	25.0%
Certified Residential Appraiser	60.0%	69.2%	46.7%	55.6%	44.4%	75.0%	63.6%	18.2%	55.6%	64.3%	40.0%	78.6%	50.0%
State Licensed Appraiser	50.0%	66.7%	60.0%	N/A	100.0%	N/A	0.0%	66.7%	40.0%	100.0%	42.9%	75.0%	83.3%
Appraiser Trainee	85.7%	81.3%	88.2%	81.8%	91.4%	85.0%	88.5%	75.0%	85.7%	85.0%	81.5%	82.5%	90.5%
Total Utilization - Applications	66.2%	74.5%	54.3%	52.3%	73.2%	73.3%	73.3%	46.2%	74.4%	76.1%	55.4%	77.4%	70.4%

Utilization Online Application Services



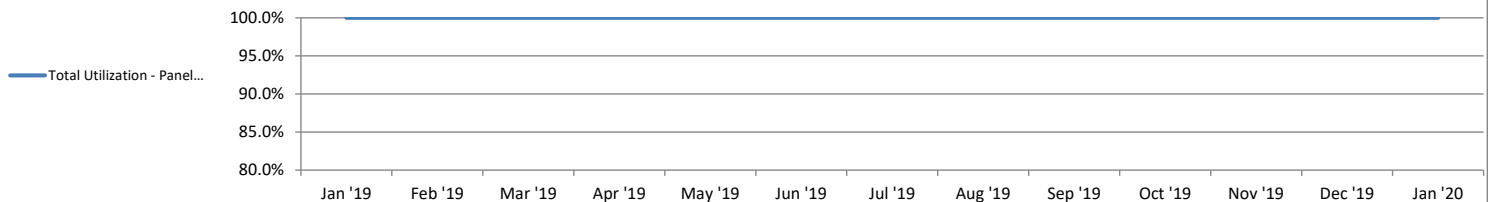
Renewals	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20
AMC	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Certified General Appraiser	87.5%	87.8%	89.6%	92.5%	96.4%	94.8%	93.7%	95.1%	100.0%	98.9%	96.2%	99.0%	97.5%
Certified Residential Appraiser	95.3%	87.8%	95.8%	97.8%	96.9%	97.4%	97.1%	100.0%	100.0%	100.0%	100.0%	96.8%	99.0%
State Licensed Appraiser	85.7%	100.0%	85.0%	94.4%	83.3%	100.0%	86.7%	83.3%	90.5%	93.3%	93.1%	92.0%	91.3%
Appraiser Trainee	96.0%	78.6%	100.0%	100.0%	95.8%	100.0%	94.7%	95.0%	91.3%	96.7%	89.7%	100.0%	100.0%
Total Utilization - Renewals	91.2%	91.7%	92.2%	94.8%	96.3%	96.5%	94.8%	96.3%	98.2%	98.8%	96.7%	97.4%	97.8%

Utilization Online Renewal Services



Panel Management Tool	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20
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
January 2021 - Fiscal Year 2021

Expenditure Category	Proposed Amendment Budget FY2021	Expenditures	Remaining Balance	Budget % Remaining	7/12 =58.33% Comments
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	\$494,666	\$779,885	61.2%	
Other Personnel Costs	451,753	163,095	\$288,658	63.9%	employee retirement & health insurance contributions
Professional Services	127,336	3,577	\$123,759	97.2%	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	24,357	(\$2,224)	-10.0%	Office rent - balance of \$2,322.33 due March 1, 2021.
Rent - Equipment	22,203	949	\$21,255	95.7%	Canon Copier Lease cost
Other Operating Expense	163,853	24,635	\$139,218	85.0%	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	711,615	1,396,961	66.3%	
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	9,375	13,125	58.3%	Allocated monthly until August 2021
Subtotal - Nonoperational Expenditures	57,750	9,375	48,375	83.8%	
Total Expenditures and GR Contribution	2,166,326	720,990	1,445,336	66.7%	
Revenue	FY2021 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,398,423	\$607,270	\$791,153	56.6%	
AMCs	168,219	121,545	\$46,674	27.7%	11 new AMC; 13 renewals; added 3,516 panelists and 2,616 panelists renewed as of report date.
ACE Program Revenue	0	5,085	(\$5,085)		not 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	10,186	\$19,113	65.2%	Interest earned, Public Info fees
Total Revenue	\$1,598,525	\$745,676	\$852,849	53.4%	
Operating Gains/ Losses	(\$567,801)	\$24,686	(\$592,487)	104.3%	
Restricted Education Reserve Fund Carryforward \$41,000					
Revenue Over/(Under) Expenditures & Transfers	\$994,785	\$24,686	(\$190,189)		

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

January 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	317,593.83	(613.28)	316,980.55	1,086.92	U.S. T-Notes, 2.625	06/15/2021
09/15/2020	1,180,000.00	1,210,741.98	1,201,894.53	(2,396.87)	1,199,497.66	12,460.08	U.S. T-Notes, 2.725	09/15/2021
Totals	\$ 1,494,000.00	\$ 1,532,365.17	\$ 1,519,488.36	\$ (3,010.15)	\$ 1,516,478.21	\$ 13,547.00		

Monthly Activity

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

Beginning Cash Available Balance

\$ 616,423.71

Current Month Receipts

\$ 152,271.46

Current Month Disbursements

\$ (134,342.13)

Total Cash	\$	634,353.04
Investment Ending Market Value		<u>1,516,478.21</u>
Total Account Balance		<u>2,150,831.25</u>
Operating Reserves		<u>(738,002.00)</u>
Ending Balance Available for Operations	\$	<u>1,412,829.25</u>

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

January 2021

		<u>Monthly Activity</u>	
		Beginning Balance	Current Month
		Cumulative Totals	
Beginning Balance	\$	37,533.21	
Current Month Receipts			
	Admin Penalties	\$	0.00
	Interest Earned		0.89
Current Month Disbursements			
		\$	0.00
Total Cash		\$	<u>37,534.10</u>
Reserved for Education Development			<u>(37,534.10)</u>
Balance		\$	<u><u>0.00</u></u>

Enforcement Division

Current January 31, 2021



59 Days Faster

Compared to FY '20

Complaint Resolution



1 Day Slower

Compared to FY '20

Residential Audit Turnaround



51 Days Faster

Compared to FY '20

Commercial Audit Turnaround

FY21 Incoming Complaints

FY2020

209 Complaints
186 Respondents

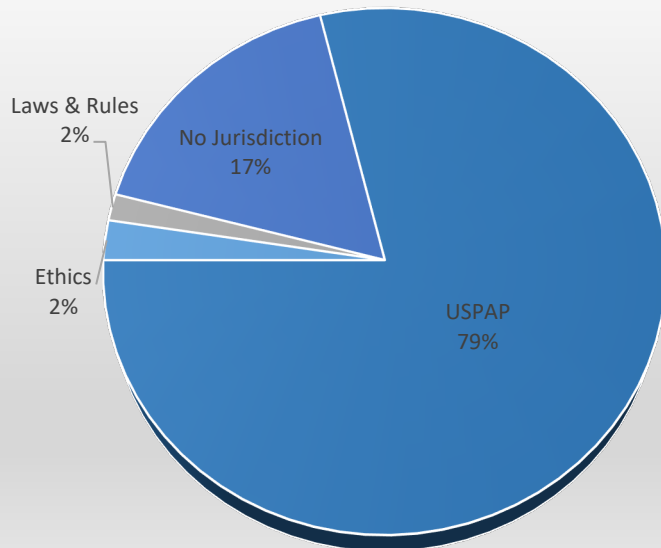
FY2021

123 Complaints
116 Respondents

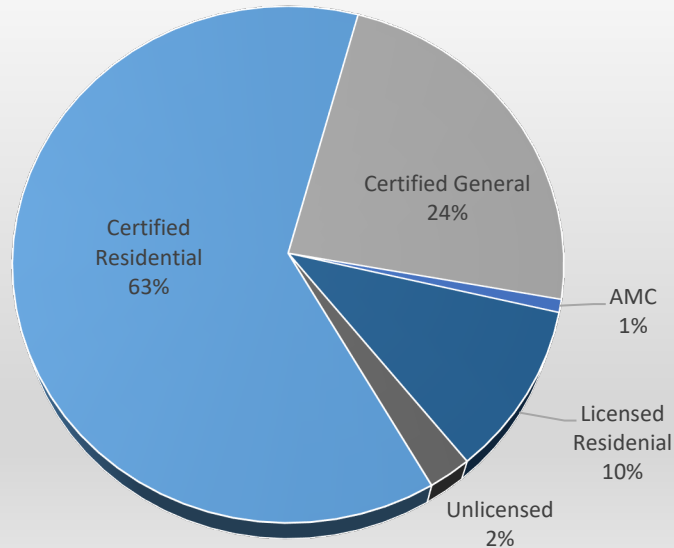
>2%

License holders received a
complaint in FY21

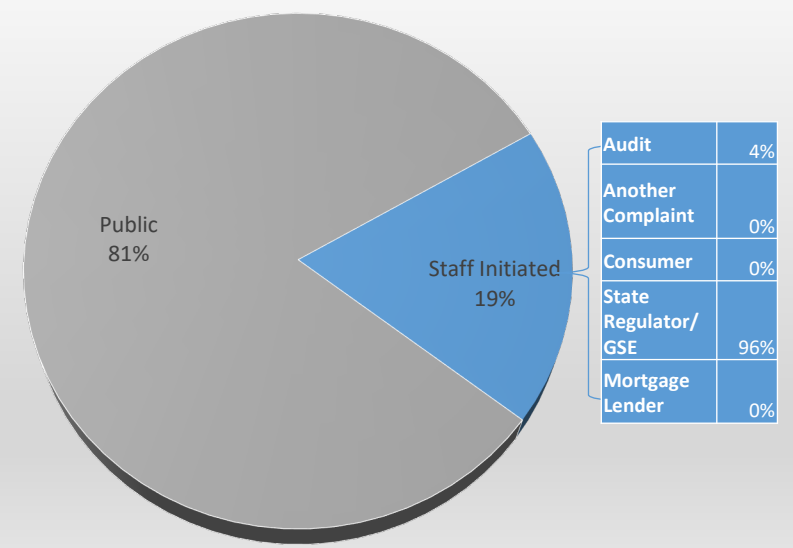
Breakdown by Classification



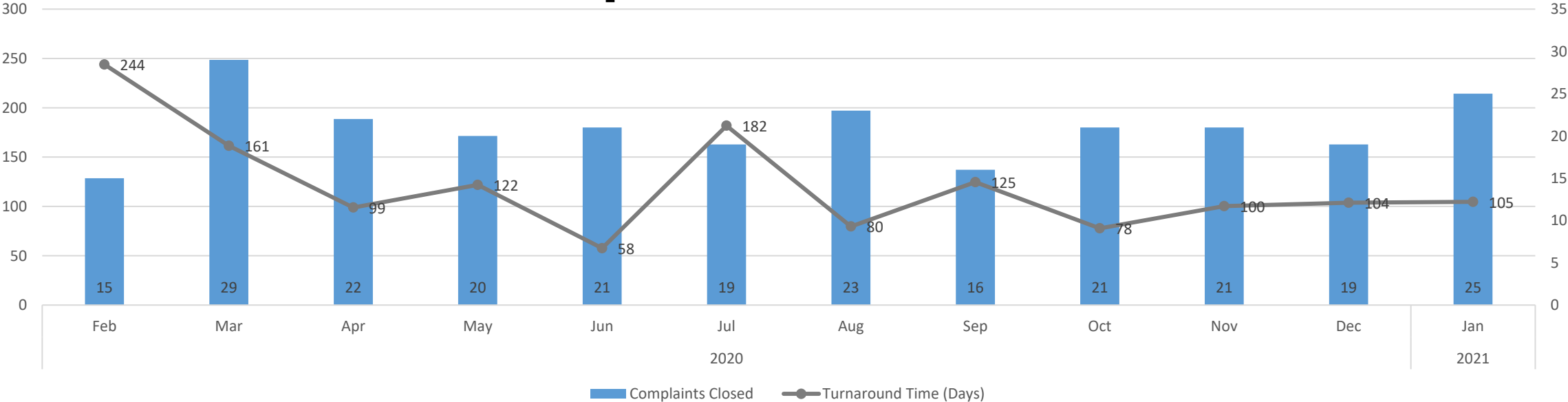
Breakdown by License



Breakdown by Source

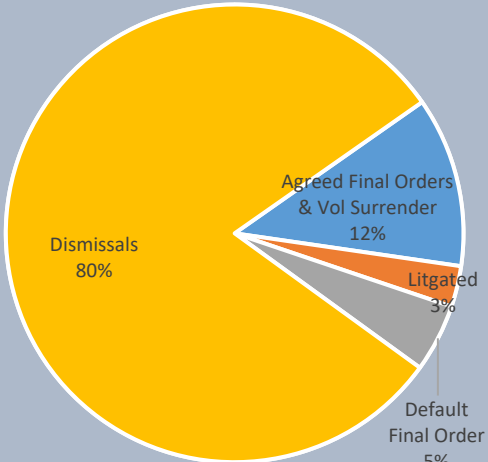


Complaint Resolution

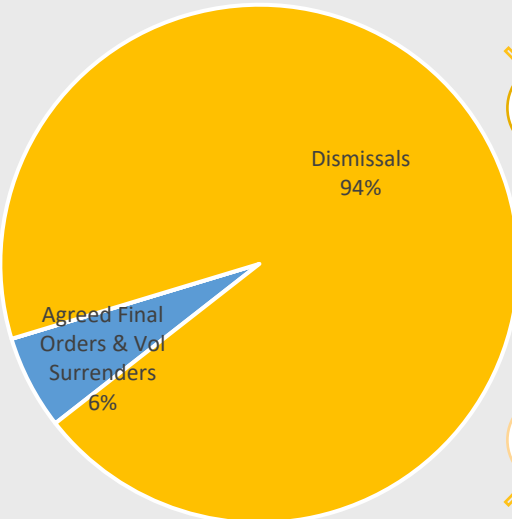


FY20 Complaint Outcome

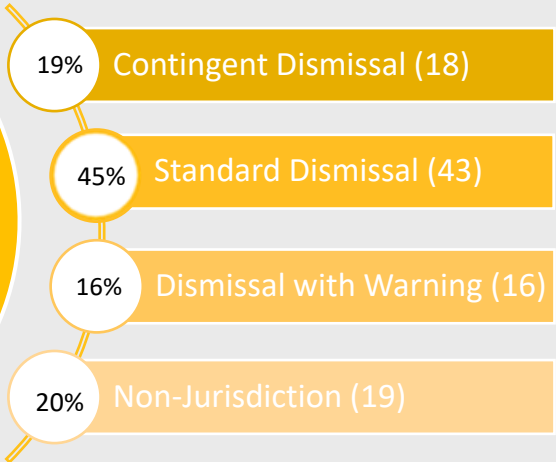
231 Complaints Resolved



FY21 Complaint Outcome



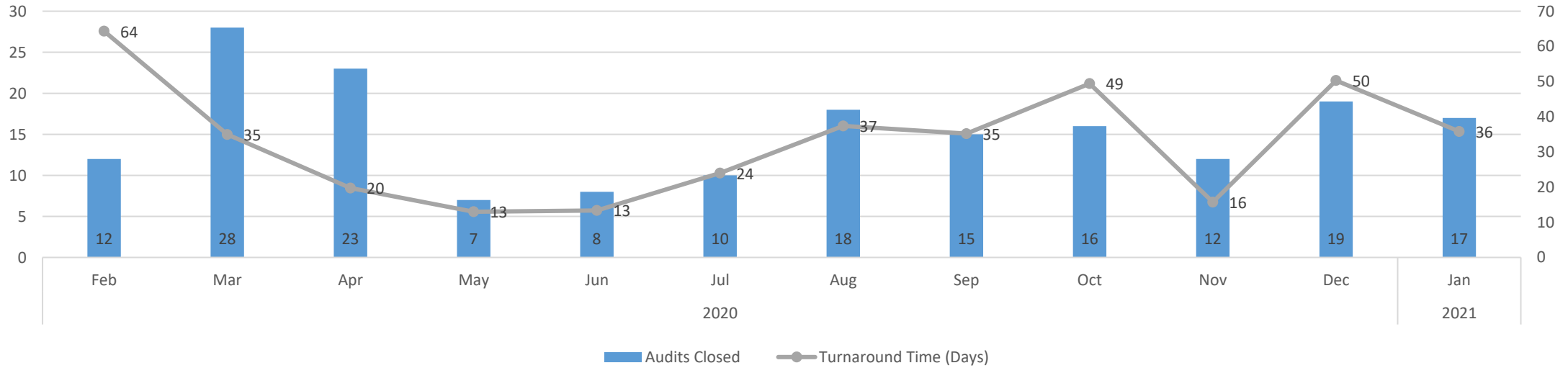
FY21 Dismissal Breakdown



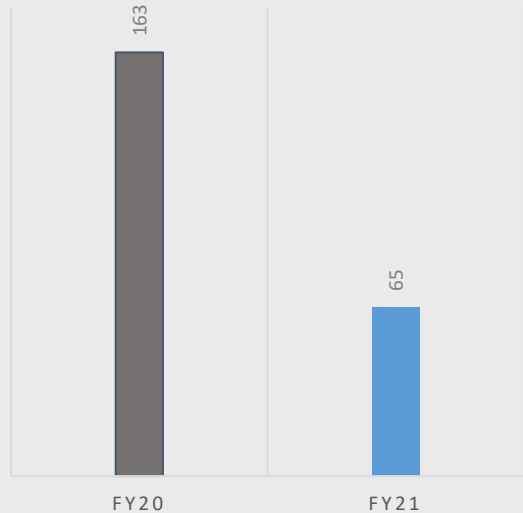
FY2021

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

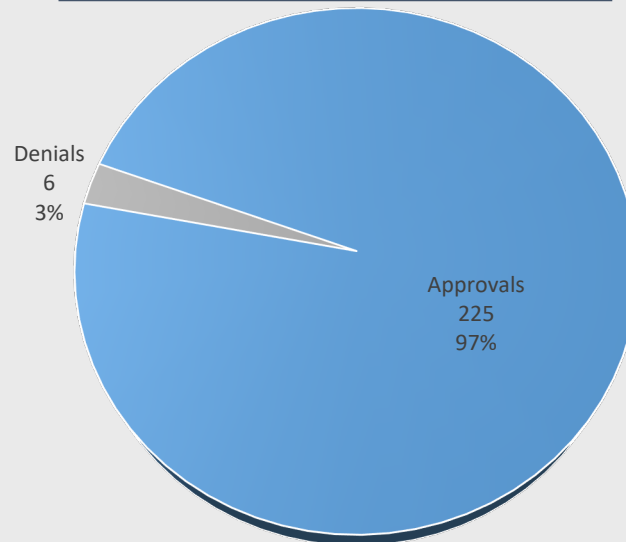
Residential Experience Audits



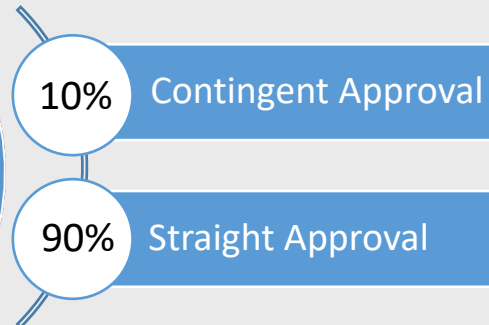
Incoming Residential Audits



FY20 - 21 Residential Audit Outcome



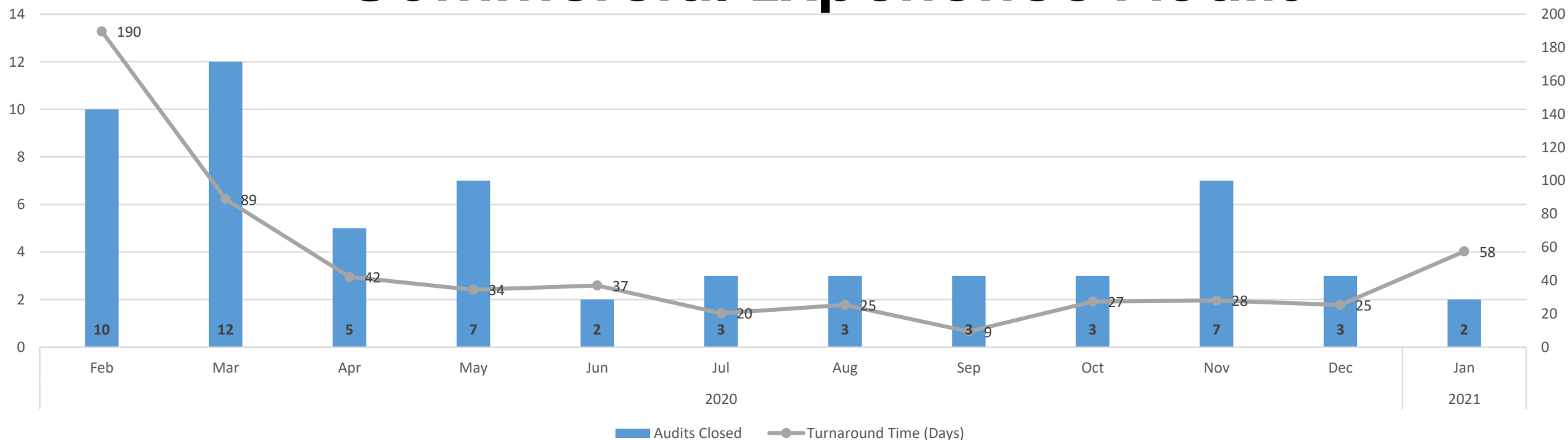
FY20 - 21 Residential Approval Breakdown



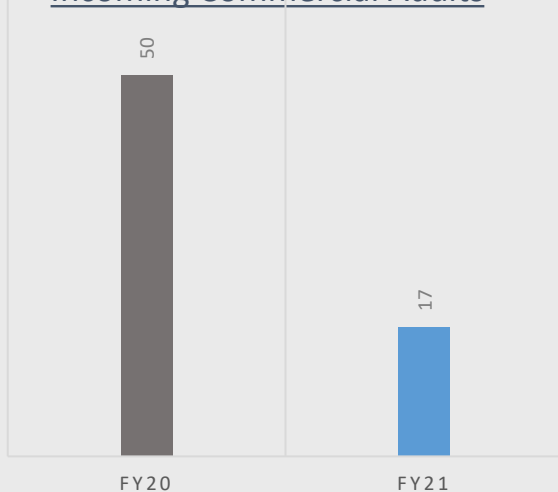
FY21 Residential Processing Data

39 Days	Average Turnaround Time
79	Total Audits Closed

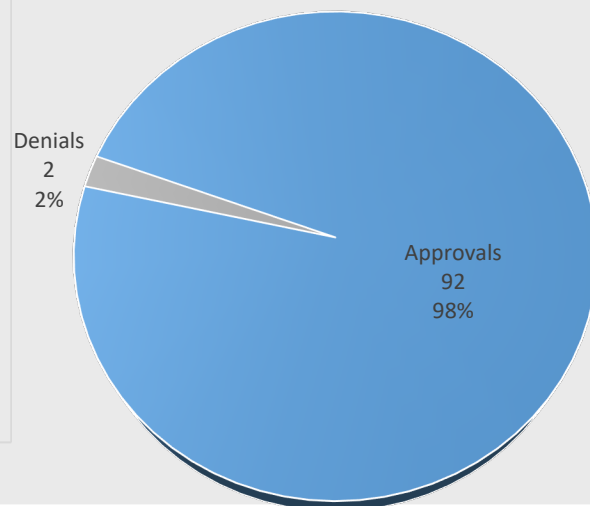
Commercial Experience Audits



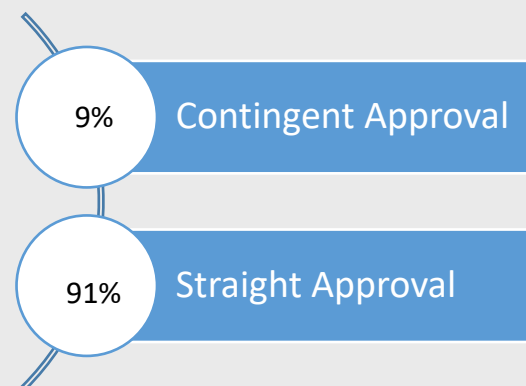
Incoming Commercial Audits



FY20 - 21 Commercial Audit Outcome



FY20 - 21 Commercial Approval Breakdown



FY21 Commercial Processing Data

28 Days
18

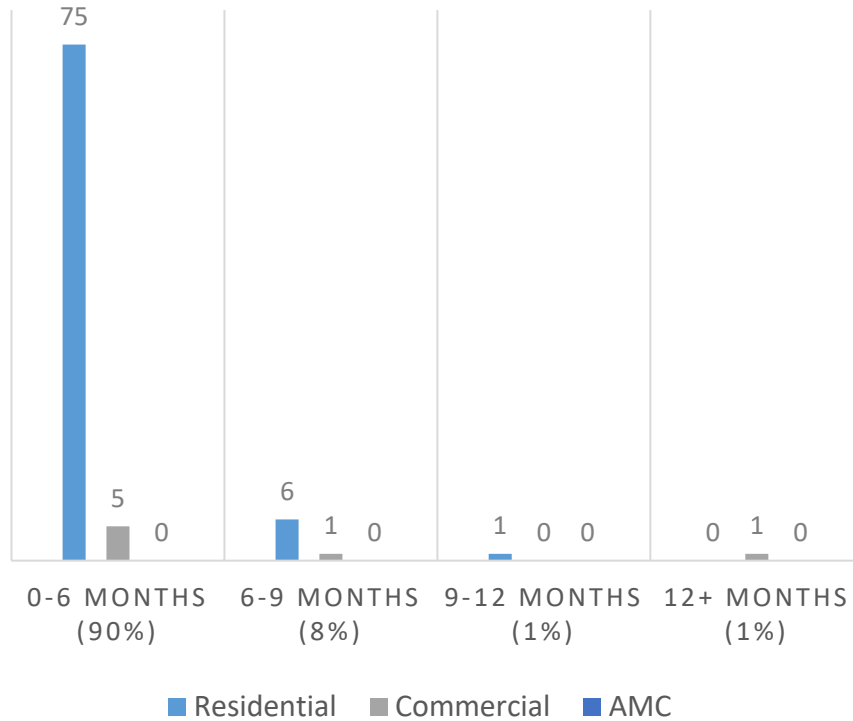
Average Turnaround Time
Total Audits Closed

Open Cases Snapshot View



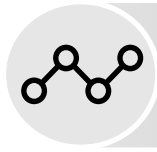
There are currently 89 open complaints.

COMPLAINTS



There is 1 cases over 1 year old

- 1 case is pending abatement



There are currently 20 open experience audits

EXPERIENCE AUDITS

