



Staff Reports for January 2022

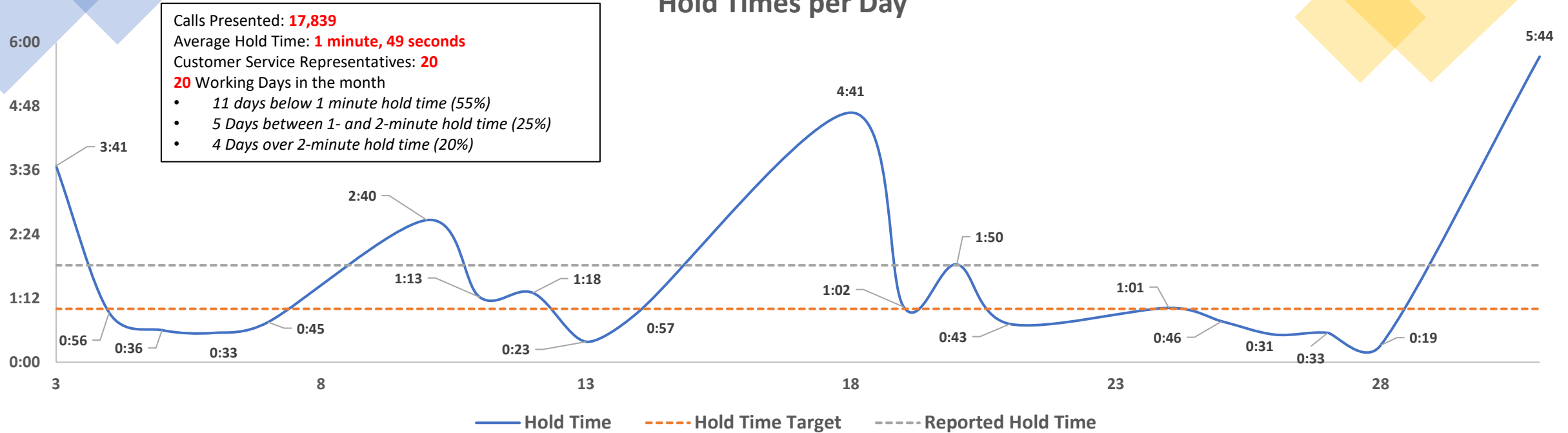
Customer Relations Division

January 2022

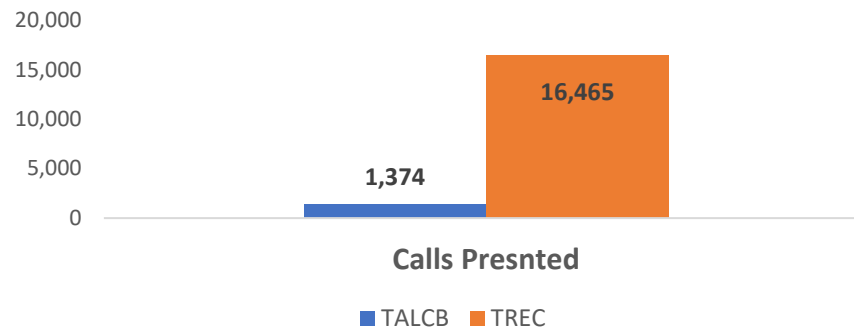
Contact Center Statistics



January, 2022 Hold Times per Day



TALCB and TREC Call Comparisons

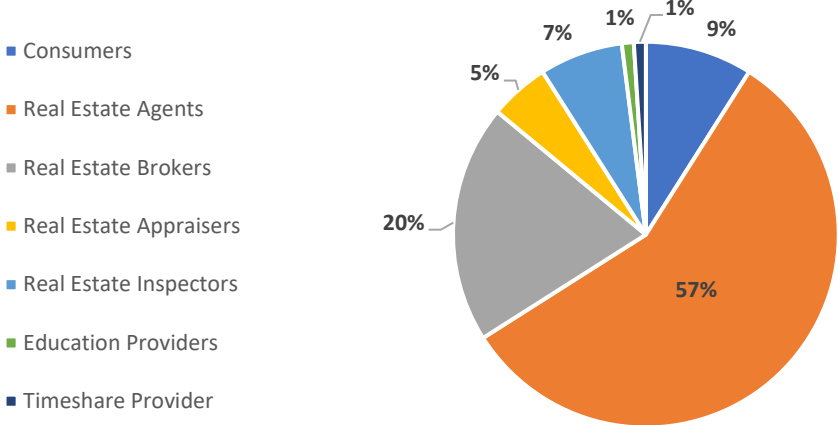


TALCB – 1,374 Calls (7.70%) **1 minute, 52 second** hold time
TREC – 16,465 Calls (92.30%) **1 minute, 49 second** hold time

Customer Satisfaction Survey Results

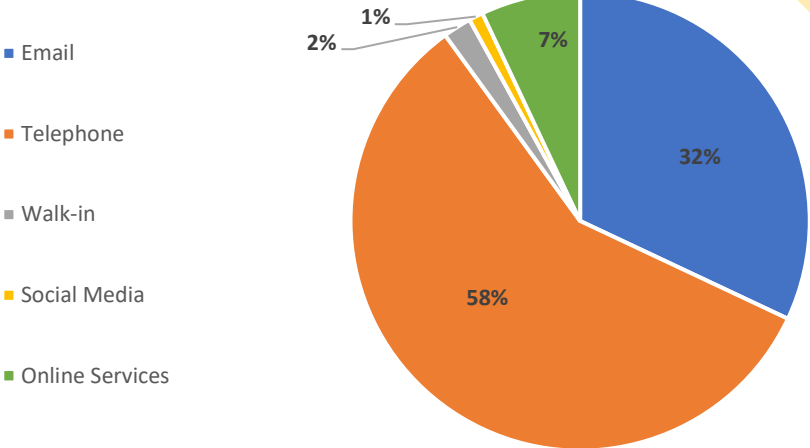
Customer Demographics

100 - respondents



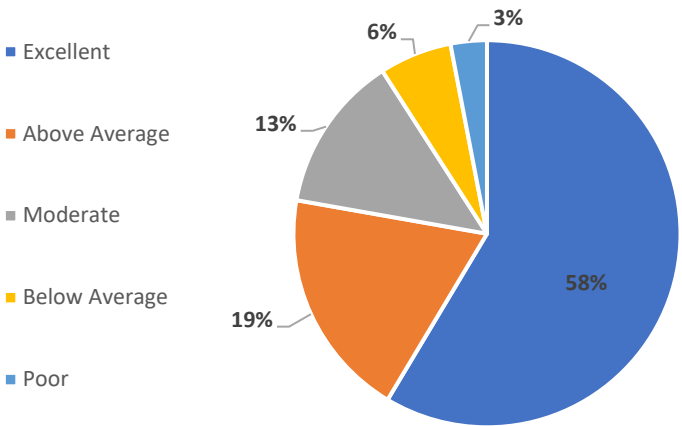
How Do Customers Contact Us?

102 respondents



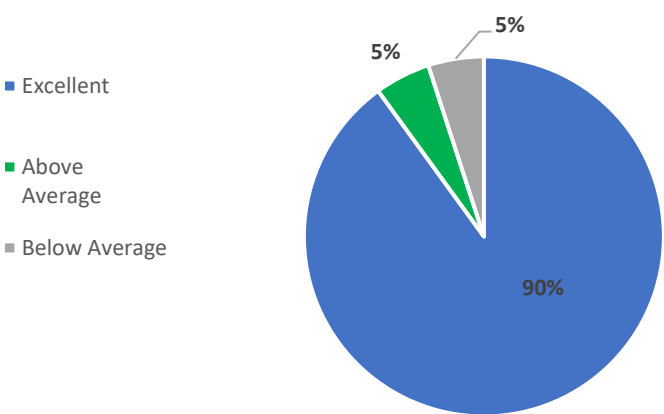
Email Rating

31 responses



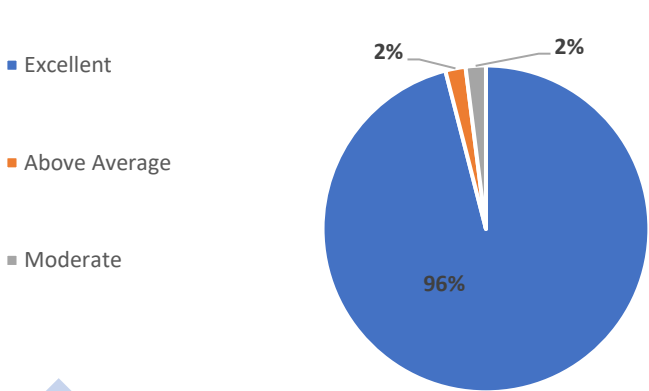
Experience with Customer Service Representatives

20 responses

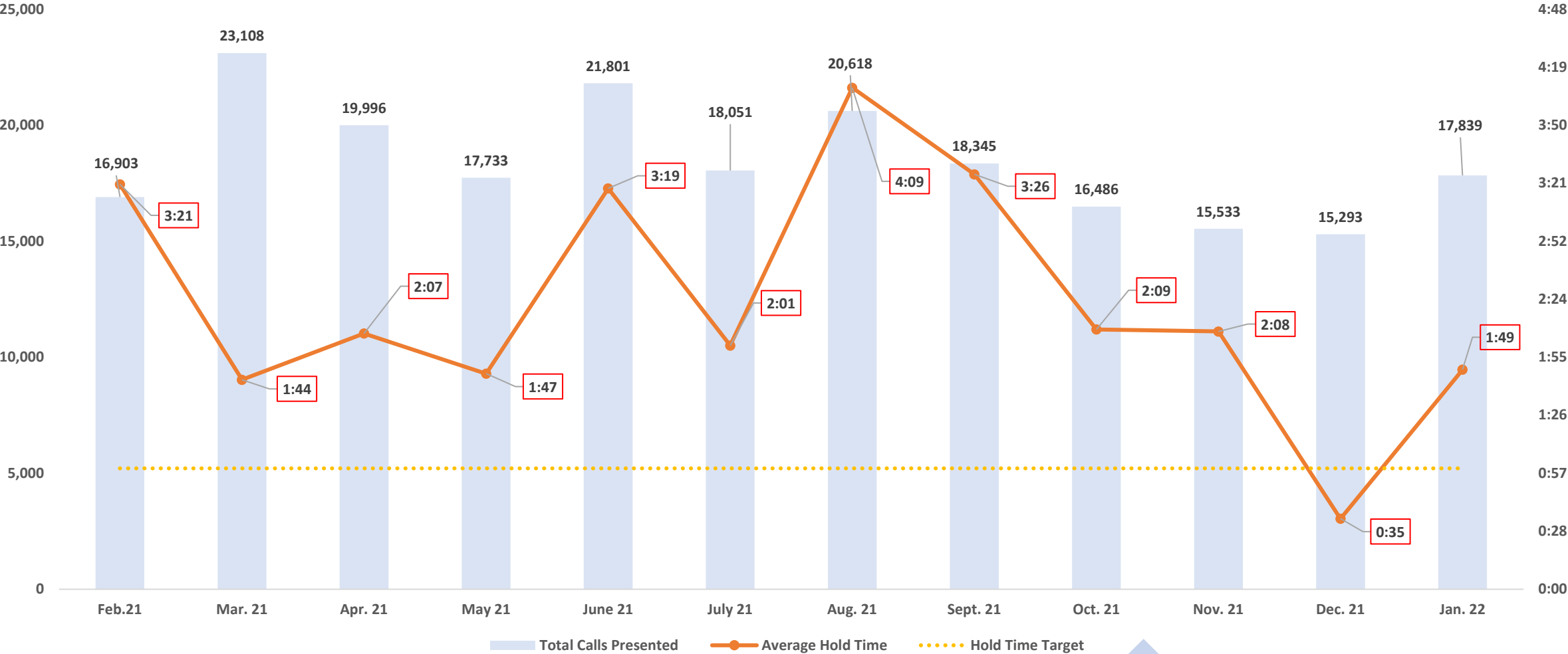


Telephone Service Rating

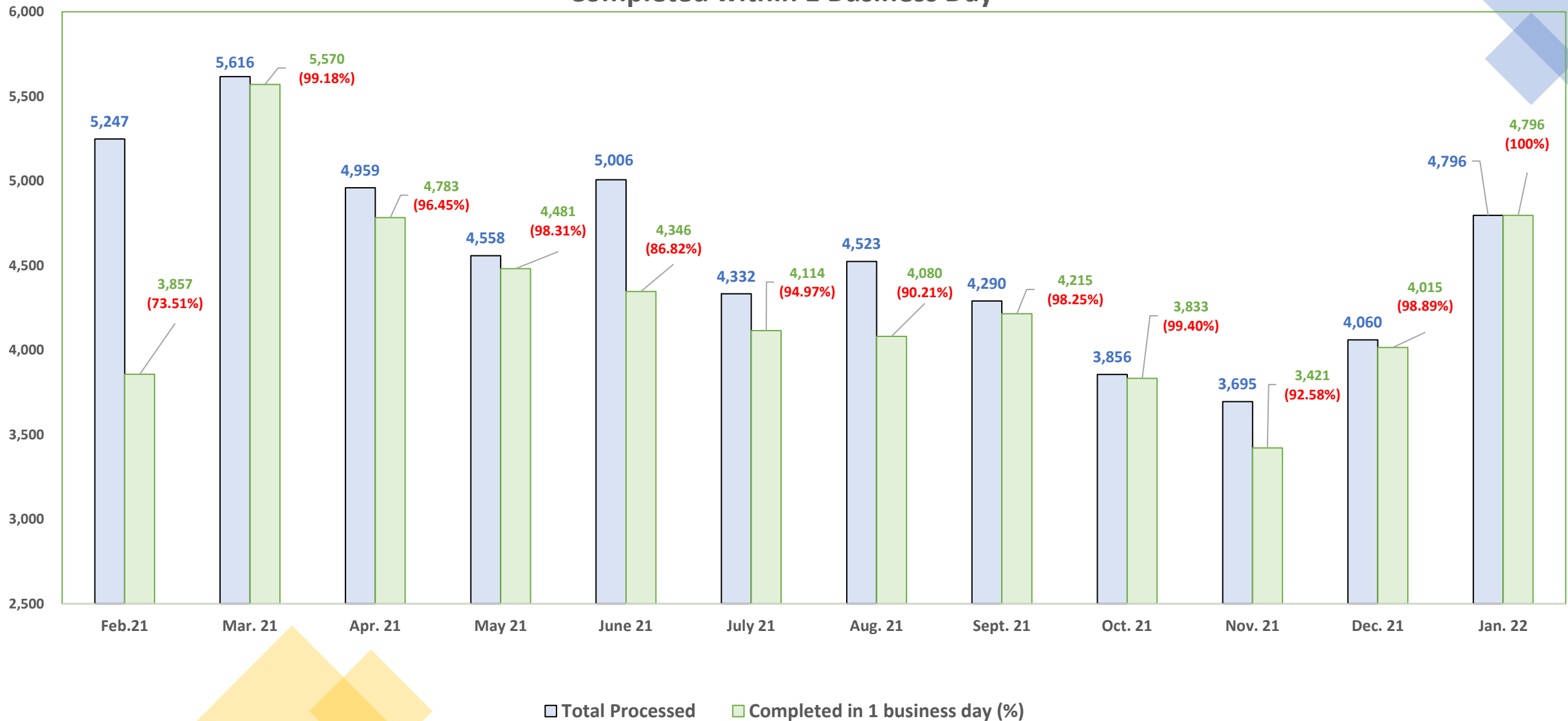
56 responses



Contact Center
Calls Presented vs. Hold Time
(Last 12 Months)

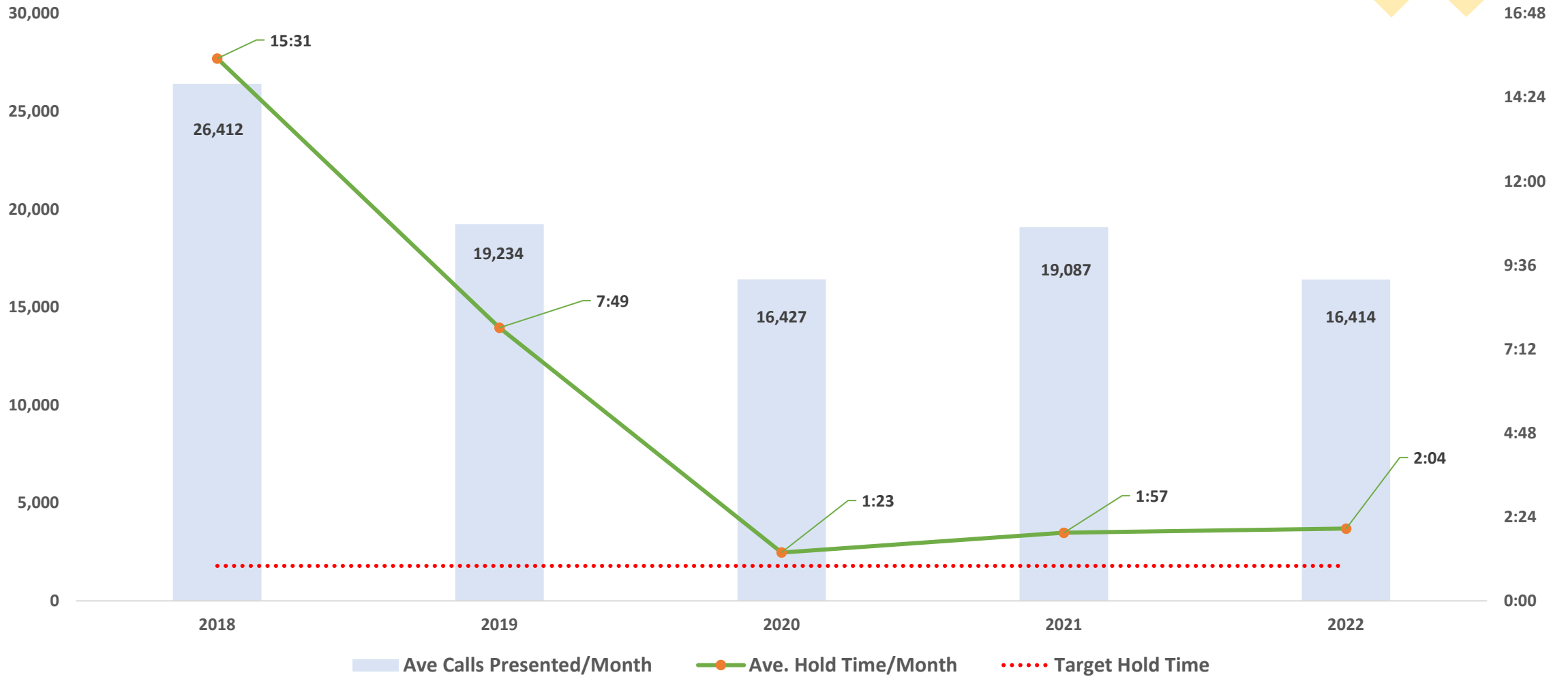


Emails Processed & Completed within 1 Business Day



Fiscal Year Comparison

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



Education & Examination Services	
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TALCB Provider and Course Applications

Fiscal Year 2022	
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	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	YTD
Applications Received													
Initial ACE Provider	0	2	0	0	0								2
Renewal ACE Provider	5	2	2	3	2								14
Initial ACE Elective Course	17	20	8	15	9								69
Classroom Delivery	13	18	6	6	5								48
Online Delivery	4	2	2	9	4								21
Renewal ACE Elective Course	15	4	5	7	8								39
Classroom Delivery	8	0	0	2	1								11
Online Delivery	7	4	5	5	7								28
Qualifying Course Acceptance	2	3	1	5	2								13
Classroom Delivery	0	3	0	3	1								7
Online Delivery	2	0	1	2	1								6
Total Applications Received	39	31	16	30	21								137
	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	YTD
Applications Approved													
Initial ACE Provider	0	1	1	0	0								2
Renewal ACE Provider	3	2	2	1	2								10
Initial ACE Elective Course	19	13	10	19	6								67
Classroom Delivery	12	11	8	9	4								44
Online Delivery	7	2	2	10	2								23
Renewal ACE Elective Course	11	5	5	10	7								38
Classroom Delivery	7	1	0	2	1								11
Online Delivery	4	4	5	8	6								27
Qualifying Course Acceptance	1	4	1	4	3								13
Classroom Delivery	0	3	1	1	3								8
Online Delivery	1	1	0	3	0								5
Total Applications Approved	34	25	19	34	18								130

TALCB Licensing Report

Current as of January 31, 2022

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
 January 2022

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	Aug20	2,371	2,426	421	5,218	10	1,081	52	6,299	62
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
	Jan 22	2,331	2,550	497	5,378	6	1,318	33	6,696	39
January 2022										
Inactive Appraisers		GENERAL 54	RESIDENTIAL 49	LICENSE 16	TOTAL 119		TRAINEE 106		TOTAL 225	
Out-of-State Temporary Registrations:									120	
Total All License Holders:									7,041	

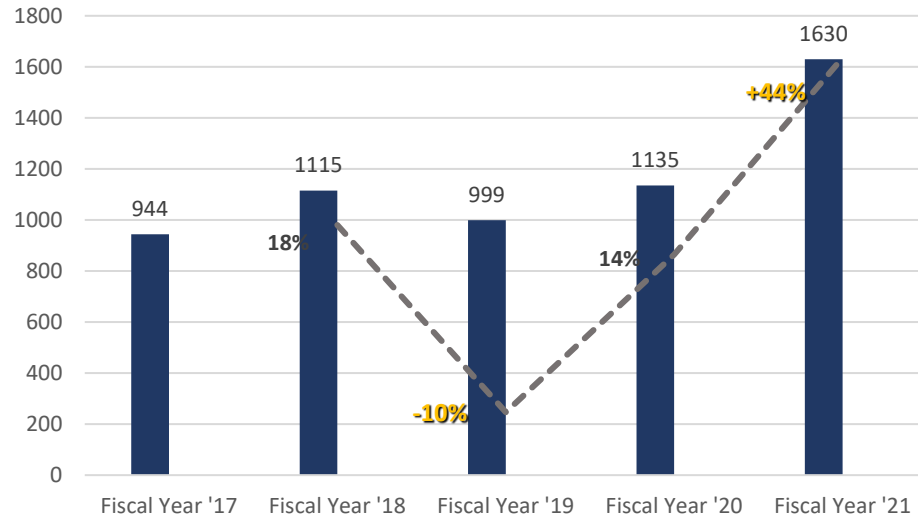
TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
January 2022

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
	Jan 22	0	0	3
Registrations issued from March 2012 to Jan 2022			304	
Registrations Expired > 6 months as of Jan 2022			-80	
Registrations Expired < 6 months as of Jan 2022			-3	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-7	
TOTAL AMC REGISTRATIONS			181	

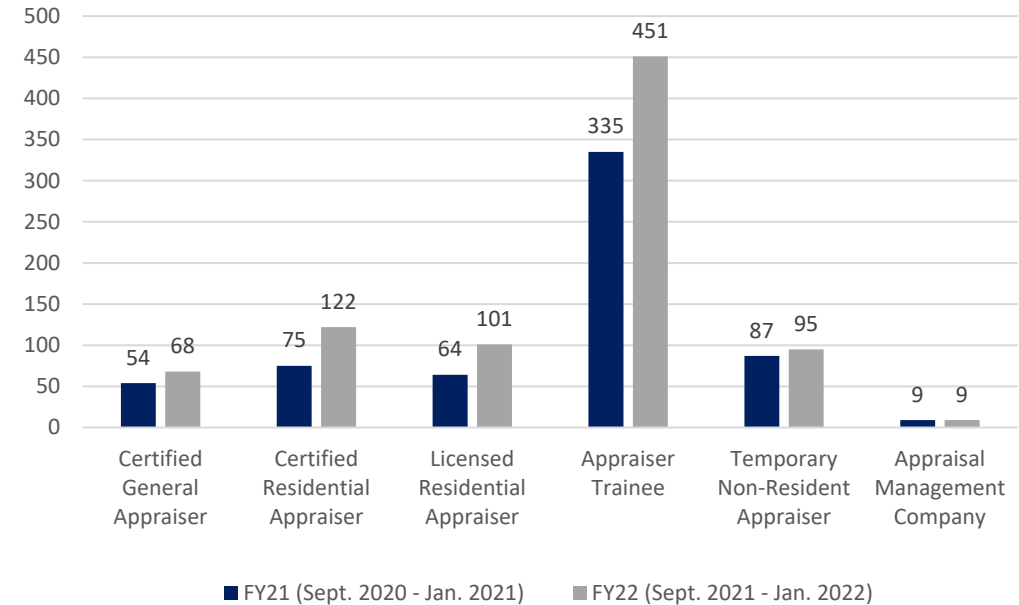
AMC Registrations Year-Over-Year			
	Total AMC Registrations	Variance	% Change
Fiscal Year 17	172		
Fiscal Year 18	168	-4	-2%
Fiscal Year 19	162	-6	-4%
Fiscal Year 20	163	1	1%
Fiscal Year 21	175	12	7%

Applications Received

Total Applications Received Year-Over-Year Comparison



Applications Received Year-to-Date Comparison



Applications Received Month-Over-Month Comparison

	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22
Certified General Appraiser	16	18	16	18	12	11	9	13	13	16	10	8	21
Certified Residential Appraiser	15	16	24	25	20	17	19	13	25	29	19	22	32
Licensed Residential Appraiser	16	16	16	14	16	18	18	23	25	17	16	19	26
Appraiser Trainee	85	52	81	96	63	86	82	77	98	81	90	81	116
Temporary Non-Resident Appraiser	16	13	22	12	15	25	21	29	17	18	13	29	18
Appraisal Management Company	3	0	0	0	1	0	4	0	2	2	2	3	0

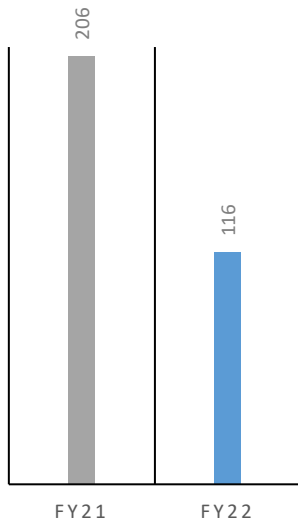
Application Processing Time

Average Number of Days to Process Applications

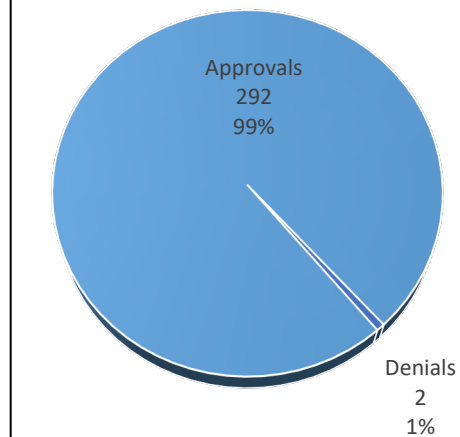
Average Number of Calendar Days to Process a License (Application Review & Experience Audit)													
	Jan 21	Feb 21	Mar 21	Apr 21	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec21	Jan 22
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	69	37	37	37	59	57	46	41	36	47	52	51	57
Certified General Appraiser – Reciprocity (Goal: 14 days)	3	2	3	2	1	1	2	1	1	1	2	1	1
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	36	35	42	44	41	46	53	39	49	39	55	59	61
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	7	3	3	1	1	1	2	3	1	1	1	1	1
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	63	39	44	42	50	48	46	34	38	50	51	56	57
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	NA	1	6	1	NA	NA	NA	1	1	1	1	1	1
Appraiser Trainee (Goal: 14 days)	8	9	10	8	6	4	3	3	3	4	3	4	3
Temporary Non-Resident Appraiser (Goal: 5 days)	2	2	1	2	1	1	2	1	1	1	1	1	1
Appraisal Management Company (Goal: 14 days)	1	7	NA	NA	NA	1	2	6	4	2	1	1	NA

Certified and Licensed Residential Experience Audit Summary

Residential Audits Received



FY21 - 22 Residential Audit Outcome

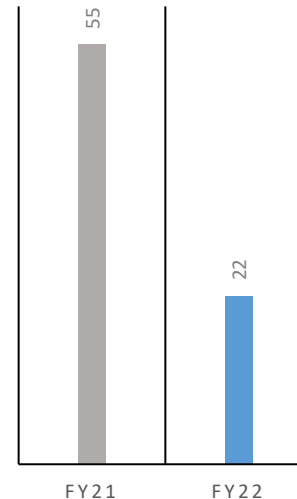


Residential Audit Processing Year-Over-Year

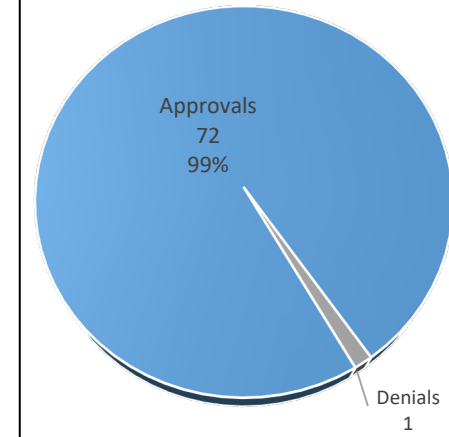
	Closed	Average Processing Time
Fiscal Year 2018	116	100 Days
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	87	46 days

Certified General Experience Audit Summary

Commercial Audits Received



FY21 - 22 Commercial Audit Outcome



Commercial Audit Processing Year-Over-Year

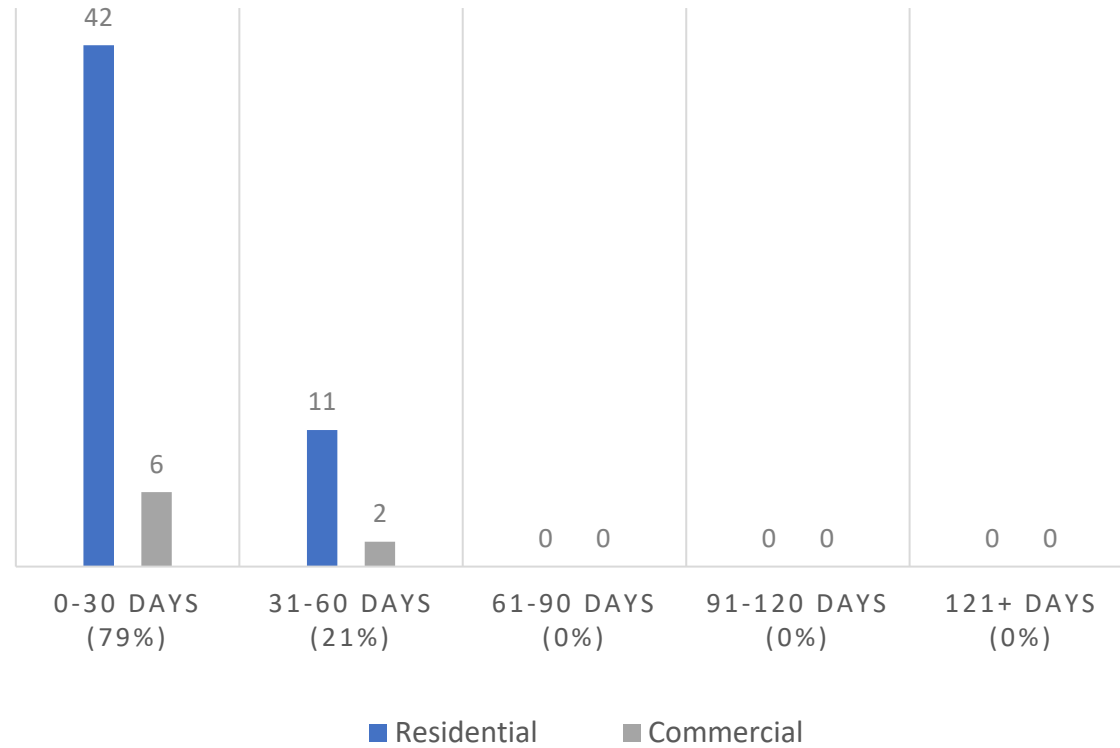
	Closed	Average Processing Time
Fiscal Year 2018	47	160 Days
Fiscal Year 2019	52	218 Days
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	20	41 Days

Renewal Activity

Year-to-Date Comparison

	Sept. '19 - Jan. '20		Sept. '21 - Jan. '22		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	424	86.00%	414	88.46%	-10	-2.36%
Certified Residential Renewals	501	90.43%	501	94.35%	0	0.00%
Licensed Residential Renewals	66	68.75%	75	80.65%	9	13.64%
Appraiser Trainee Renewals	87	41.83%	103	61.31%	16	18.39%

Open Experience Audit Snapshot



Information & Technology Division

Electronic Information Outlet Statistics

January 2022

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	99,051	380,142	329,199
Total Monthly Unique Visits	26,203	112,769	102,940

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	93	68	73.1%	75.2%	71.3%
AMC	0	0	N/A	0.0%	0.0%
Certified General Appraiser	8	3	37.5%	35.7%	35.9%
Certified Residential Appraiser	12	6	50.0%	52.1%	59.4%
State Licensed Appraiser	9	6	66.7%	71.4%	65.4%
Appraiser Trainee	64	53	82.8%	89.4%	85.4%
Renewals	272	260	95.6%	97.1%	97.7%
AMC	3	3	100.0%	100.0%	100.0%
Certified General Appraiser	108	99	91.7%	95.7%	98.3%
Certified Residential Appraiser	123	122	99.2%	97.9%	99.0%
State Licensed Appraiser	11	11	100.0%	97.6%	92.0%
Appraiser Trainee	27	25	92.6%	98.3%	95.2%
AMC Panel Transactions	1234	1234	100.0%	100.0%	100.0%
Additions	1102	1102	100.0%	100.0%	100.0%
Removals	132	132	100.0%	100.0%	100.0%

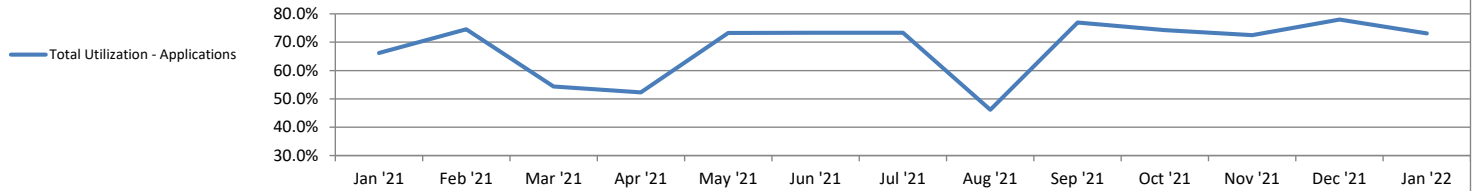
Information & Technology Division

Electronic Information Outlet Statistics

January 2022

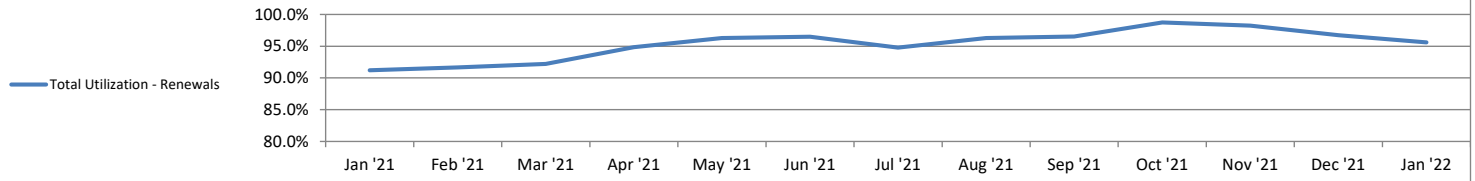
Applications	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21	Nov '21	Dec '21	Jan '22
AMC	N/A	0.0%	0.0%	0.0%	N/A	100.0%	100.0%	N/A	0.0%	0.0%	0.0%	0.0%	N/A
Certified General Appraiser	35.3%	66.7%	0.0%	0.0%	30.0%	20.0%	33.3%	20.0%	44.4%	12.5%	33.3%	45.5%	37.5%
Certified Residential Appraiser	60.0%	69.2%	46.7%	55.6%	44.4%	75.0%	63.6%	18.2%	50.0%	35.7%	61.5%	59.1%	50.0%
State Licensed Appraiser	50.0%	66.7%	60.0%	N/A	100.0%	N/A	0.0%	66.7%	62.5%	75.0%	60.0%	100.0%	66.7%
Appraiser Trainee	85.7%	81.3%	88.2%	81.8%	91.4%	85.0%	88.5%	75.0%	91.7%	92.3%	89.5%	90.9%	82.8%
Total Utilization - Applications	66.2%	74.5%	54.3%	52.3%	73.2%	73.3%	73.3%	46.2%	76.9%	74.2%	72.5%	78.0%	73.1%

Utilization Online Application Services



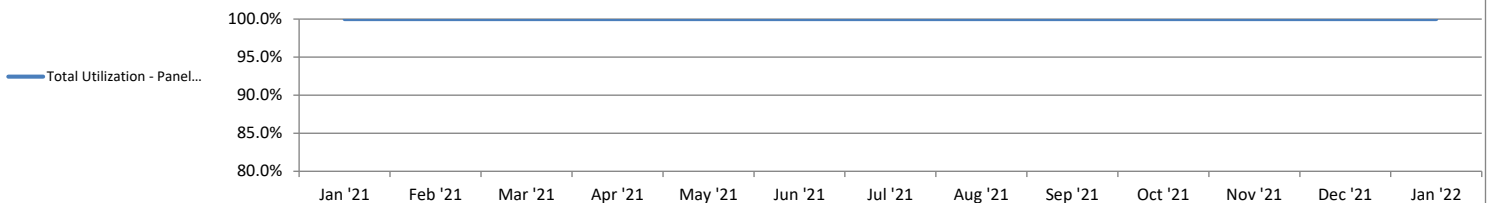
Renewals	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21	Nov '21	Dec '21	Jan '22
AMC	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Certified General Appraiser	87.5%	87.8%	89.6%	92.5%	96.4%	94.8%	93.7%	95.1%	95.7%	98.8%	97.1%	96.1%	91.7%
Certified Residential Appraiser	95.3%	87.8%	95.8%	97.8%	96.9%	97.4%	97.1%	100.0%	96.3%	98.1%	98.9%	96.9%	99.2%
State Licensed Appraiser	85.7%	100.0%	85.0%	94.4%	83.3%	100.0%	86.7%	83.3%	94.7%	100.0%	100.0%	95.2%	100.0%
Appraiser Trainee	96.0%	78.6%	100.0%	100.0%	95.8%	100.0%	94.7%	95.0%	100.0%	100.0%	100.0%	100.0%	92.6%
Total Utilization - Renewals	91.2%	91.7%	92.2%	94.8%	96.3%	96.5%	94.8%	96.3%	96.5%	98.7%	98.2%	96.7%	95.6%

Utilization Online Renewal Services



Panel Management Tool	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21	Nov '21	Dec '21	Jan '22
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 2022 - Fiscal Year 2022

Expenditure Category	Beginning Balance FY2022	Expenditures	Remaining Balance	Budget % Remaining	7/12 = 58.33% 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	\$438,162	\$735,420	62.7%	
Other Personnel Costs	458,390	159,230	\$299,160	65.3%	
Professional Services	63,648	81,573	(\$17,925)	-28.2%	Luna Data - Computer consultant services paid with ASC grant
Consumables	2,000	157	\$1,843	92.1%	Consumable expense not utilized due to staff working from home.
Utilities	239	0	\$239	100.0%	Shredding services not utilized due to staff working from home.
Travel	27,000	11,729	\$15,271	56.6%	
Rent - Building - Other	26,473	21,121	\$5,352	20.2%	Remaining ofc lease exp of \$185.3 due March 1
Rent - Equipment	12,096	661	\$11,435	94.5%	Unexpended budget for Canon Copier cost
Other Operating Expense	77,247	30,067	\$47,180	61.1%	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	742,699	1,097,976	59.7%	
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, 1st qtr due 3/31
Contribution to General Revenue	22,500	9,375	13,125	58.3%	allocated monthly until 8/31/2022; actual payment amount made to General Revenue fund
Subtotal - Nonoperational Expenditures	46,504	9,375	37,129	79.8%	
Total Expenditures and GR Contribution	1,887,179	752,074	1,135,105	60.1%	
Revenue	FY2022 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,460,149	\$742,095	\$718,054	49.2%	681 total applications & 1249 total renewals
AMCs	805,087	155,420	\$649,667	80.7%	9 new AMCs, 17 AMC renewals, 7,432 of panelist activities; majority of renewals occur between March and June
ACE Program Revenue	42,460	8,345	\$34,115	80.3%	1 new ACE providers, 11 renewals from ACE Providers, 28 CE Class Renewals AQB/Other State, 38 AQB approved courses
Examination fees	2,668	1,810	\$858	32.2%	Pearson Vue exam fees-181 exams taken
Other Miscellaneous Revenue	25,456	24,440	\$1,016	4.0%	35 Appraiser Trainee experience reviews, 10 ACE extension requests, Interest earned
TALCB ASC grant	0	70,840	(\$70,840)	0.0%	ASC grant to develop Complaint portal
Total Revenue	\$2,335,820	\$1,002,949	\$1,332,871	57.1%	
Operating Gains/ Losses	\$448,641	\$250,875	\$699,516	155.9%	
Restricted Education Reserve Fund Carryforward \$37,537					
Revenue Over/(Under) Expenditures & Transfers	\$2,207,104	\$250,875	\$1,628,513		

Financial Services Division

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

January 2022

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	127,741.09	(267.46)	127,473.63	292.62	U.S. T-Notes, 1.75	06/15/2022
09/15/2021	985,800.00	999,780.68	994,425.75	(2,657.04)	991,768.71	5,677.88	U.S. T-Notes, 1.500	09/15/2022
12/15/2021	394,700.00	399,898.06	399,479.57	(1,603.47)	397,876.10	845.79	U.S. T-Notes, 1.625	12/15/2022
Totals	\$ 1,507,300.00	\$ 1,528,595.95	\$ 1,521,646.41	\$ (4,527.97)	\$ 1,517,118.44	\$ 6,816.29		

Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
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Beginning Cash Available Balance

\$ 768,227.31

Current Month Receipts

\$ 258,179.97

Current Month Disbursements

\$ (132,397.26)

Total Cash

\$ 894,010.02

Investment Ending Market Value

1,517,118.44

Total Account Balance

2,411,128.46

Operating Reserves

(652,638.00)

Ending Balance Available for Operations

\$ 1,758,490.46

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 2022

		<u>Monthly Activity</u>		
		Beginning Balance	Current Month	Cumulative Totals
Beginning Balance	\$	37,539.19		
Current Month Receipts				
		Admin Penalties	\$ 0.00	
		Interest Earned	0.38	
Current Month Disbursements			\$ 0.00	
		Total Cash		\$ 37,539.57
		Reserved for Education Development		(37,539.57)
		Balance		\$ 0.00

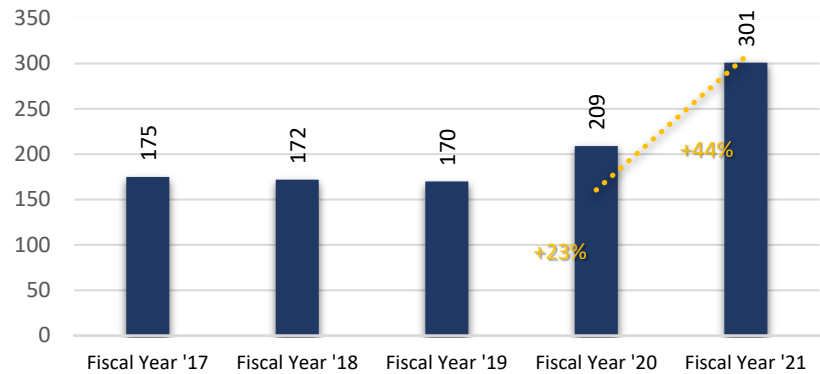
TALCB Enforcement Report

Current as of January 31, 2022

Complaints Received

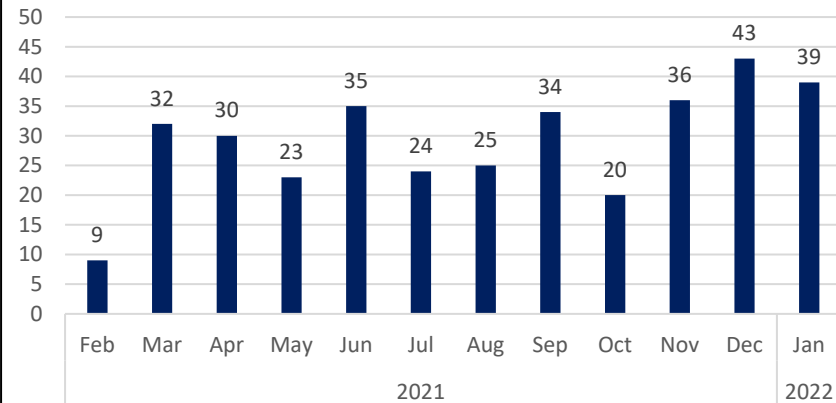
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

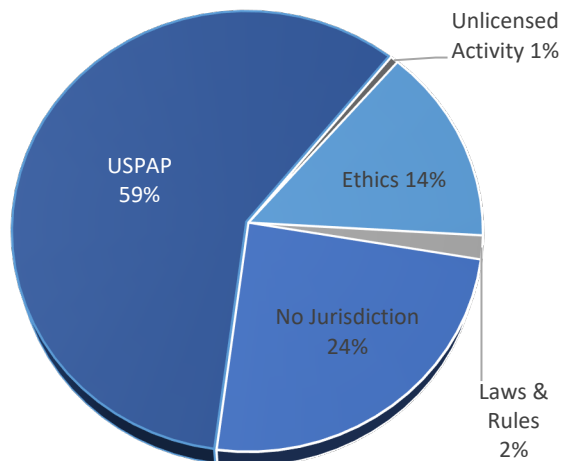


Fiscal Year 2022 Summary

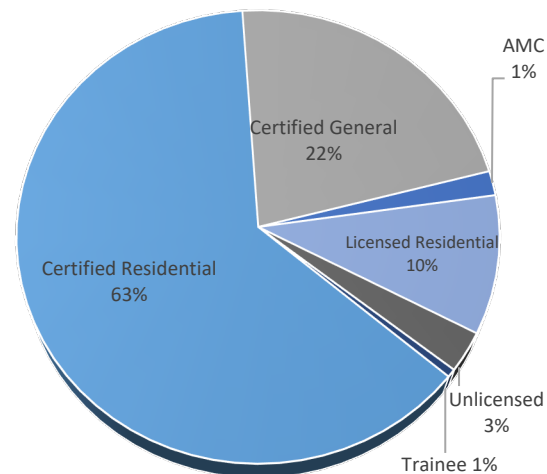
172	Complaints Received
154	Respondents
<3%	License Holders Receive a Complaint

Fiscal Year 2022 Complaints Received by Category

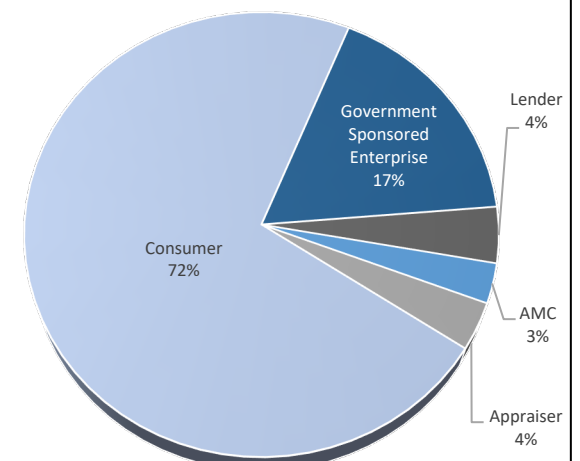
Breakdown by Classification



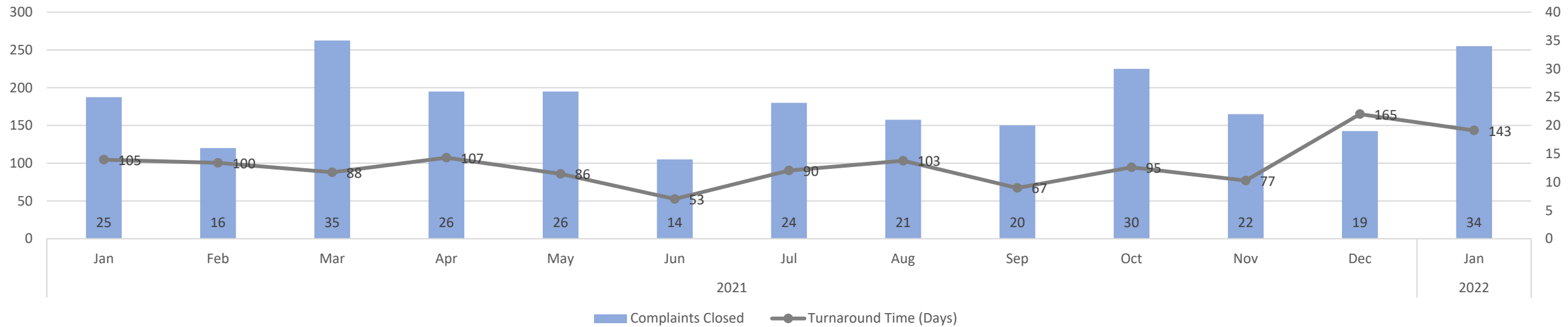
Breakdown by License



Breakdown by Source

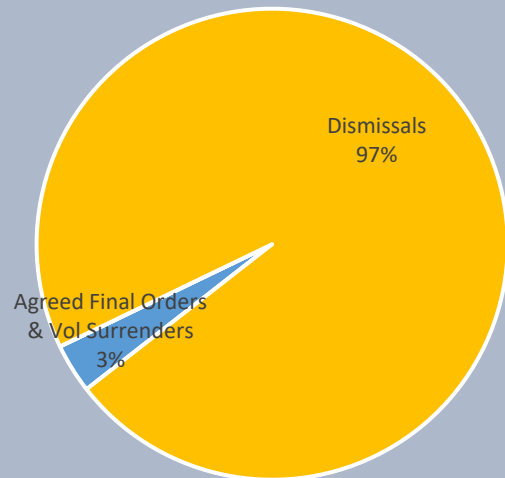


Complaint Resolution

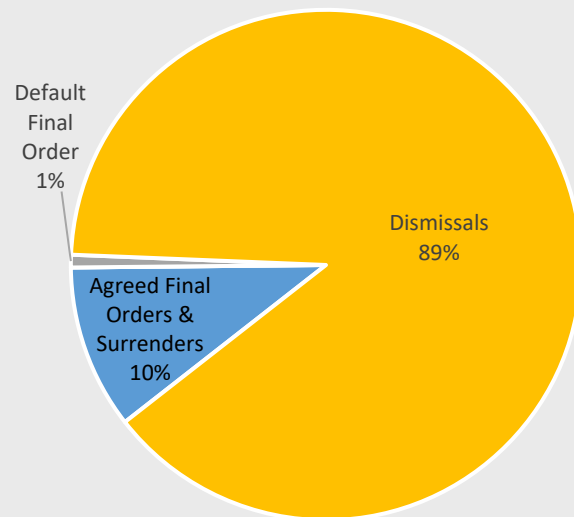


FY21 Complaint Outcome

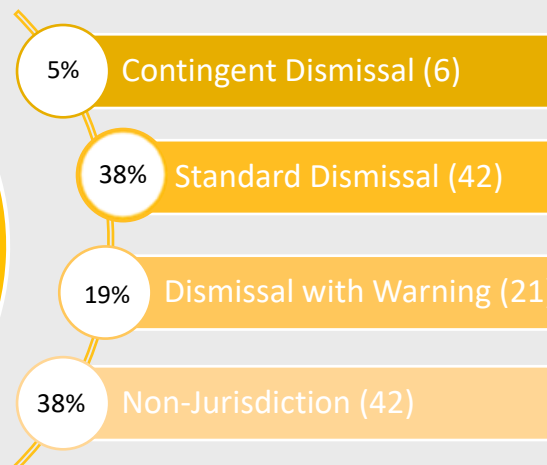
264 Complaints Resolved



FY22 Complaint Outcome



FY22 Dismissal Breakdown



Fiscal Year 2022 Summary

125

Complaint Resolved

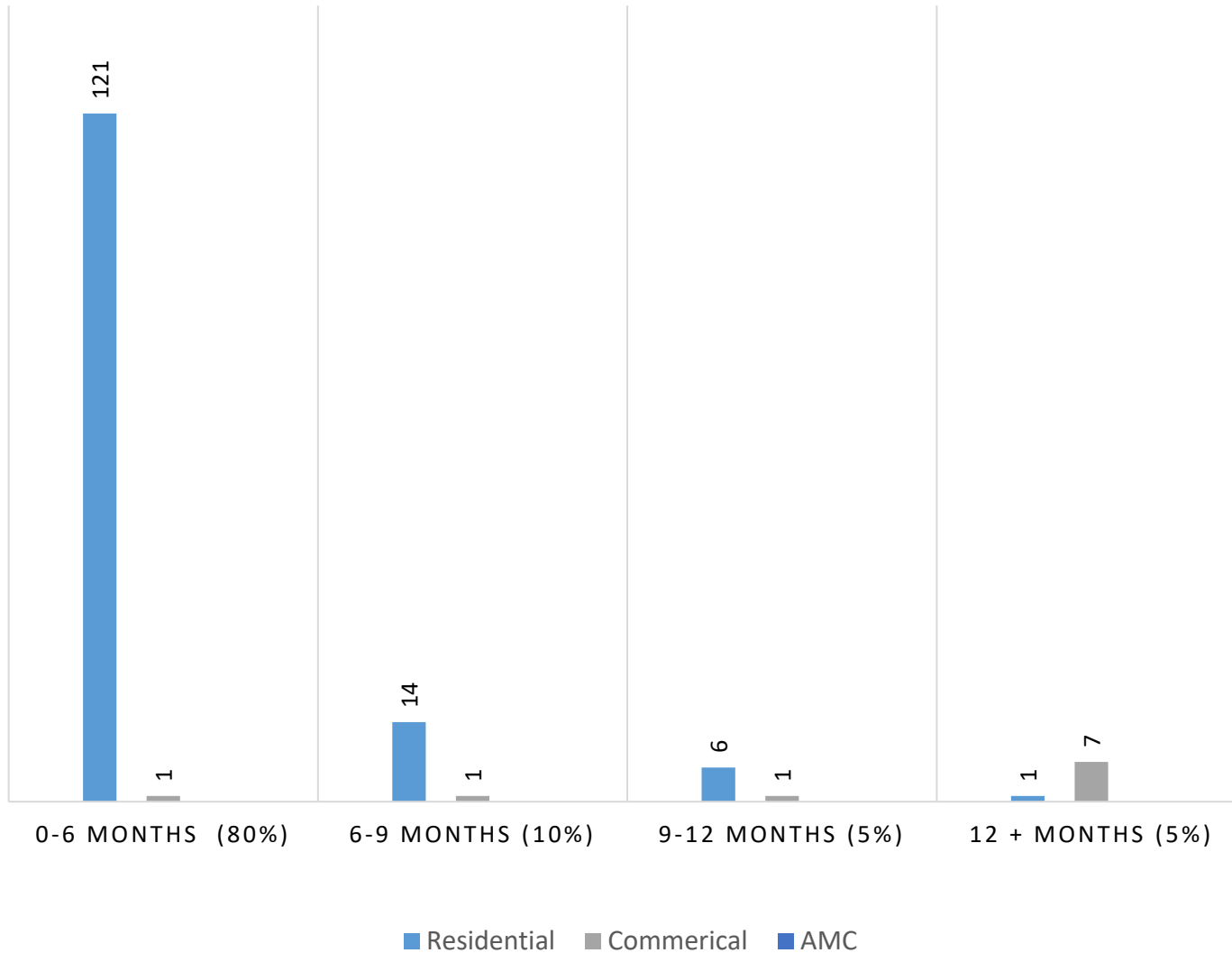
111 Days

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

<1%

License holders receive
discipline

Open Complaint Snapshot



Open Complaint Data

152 Open Complaints

8 Cases Over 1 Year Old

ASC Policy Statement: Resolve cases within 1 year absent special documented circumstances

- 5 cases abated
- 3 cases are pending SOAH