



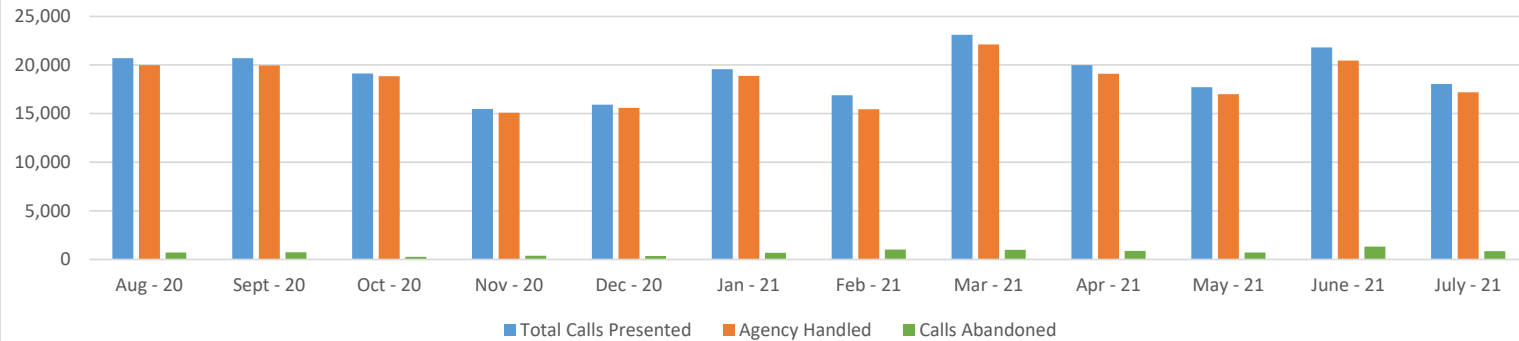
Staff Reports for July 2021

Customer Relations Division

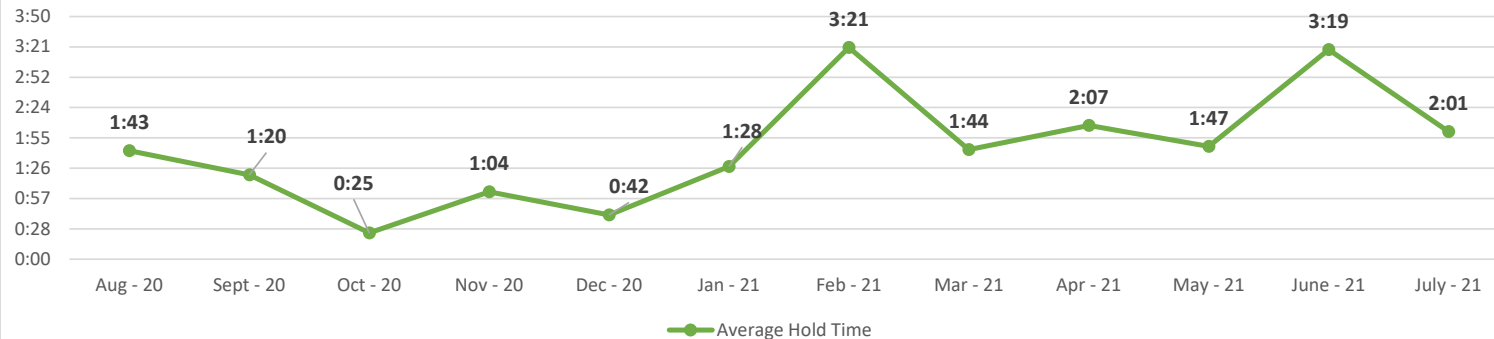
Incoming Calls

	Aug - 20	Sept - 20	Oct - 20	Nov - 20	Dec - 20	Jan - 21	Feb - 21	Mar - 21	Apr - 21	May - 21	June - 21	July - 21	Totals
Total Calls Presented	20,706	20,702	19,129	15,486	15,934	19,581	16,903	23,108	19,996	17,733	21,801	18,051	229,130
Agency Handled	19,977	19,948	18,840	15,103	15,579	18,890	15,442	22,107	19,099	17,002	20,469	17,204	219,660
Calls Handled Initially	19,324	19,495	18,801	14,835	15,429	18,306	14,464	21,418	18,233	16,367	18,702	16,483	211,857
Calls Handled by Courtesy Callback	552	413	33	234	140	510	896	629	780	571	1,184	633	6,575
% of Calls handled by Courtesy Callback	2.67%	1.99%	0.17%	1.51%	0.88%	2.60%	5.30%	2.72%	3.90%	3.22%	5.43%	3.51%	2.83%
Calls Re-Directed for Assistance	101	40	6	34	10	74	82	60	86	64	583	88	1,228
Calls Abandoned	729	754	288	382	355	691	1,010	1,001	874	731	1,331	847	8,993
% of Abandoned Calls	3.52%	3.64%	1.51%	2.47%	2.23%	3.53%	5.98%	4.33%	4.37%	4.12%	6.11%	4.69%	3.87%
Average Handle Time	5:56	5:52	5:20	5:27	5:33	5:21	5:38	5:34	5:38	5:13	5:44	5:44	5:35
Average Hold Time	1:43	1:20	0:25	1:04	0:42	1:28	3:21	1:44	2:07	1:47	3:19	2:01	1:45

Calls Presented, Handled, and Abandoned



Average Hold Time



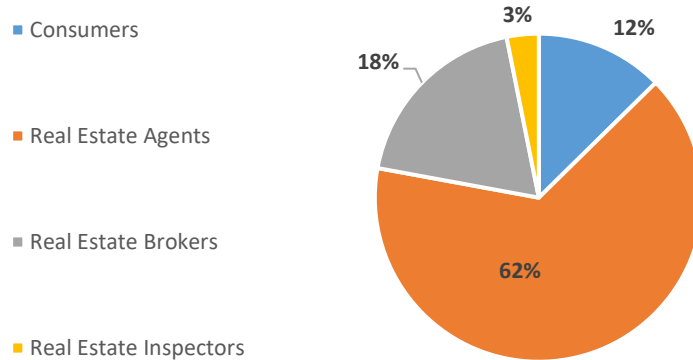
Emails													
	Aug - 20	Sept. 20	Oct. 20	Nov. 20	Dec - 20	Jan. - 21	Feb. - 21	Mar. - 21	Apr. - 21	May. - 21	June - 21	July - 21	TOTAL
Licensing	4,819	5,022	4,112	3,492	3,945	4,879	4,662	5,127	4,483	4,157	4,579	3,964	53,241
Education	34	48	43	36	49	53	148	58	56	46	40	32	643
Inspector	102	70	76	63	43	60	113	62	83	83	86	66	907
Enforcement	121	185	142	95	116	532	175	222	181	119	154	102	2,144
TALCB Lic	203	198	174	102	92	89	137	133	145	149	137	149	1,708
TALCB Enf	8	16	13	8	7	7	12	14	11	4	10	19	129
Total	5,287	5,539	4,560	3,796	4,252	5,620	5,247	5,616	4,959	4,558	5,006	4,332	58,772
% handled in 1 day	96.50%	94.57%	99.45%	99.55%	99.18%	95.50%	73.51%	99.18%	96.45%	98.31%	86.82%	94.97%	94.50%

TREC & TALCB 4th Quarter Call Comparisons						
	June, 2021		July, 2021		August, 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	1,534	20,267	1,202	16,849		
Agency Handled	1,388	18,951	1,107	16,096		
Calls Handled Initially	1,246	17,328	1,056	15,427		
Calls Handled by Courtesy Callback	81	1103	43	588		
Calls Re-Directed for Assistance	61	520	8	81		
Calls Abandoned	143	1188	96	753		
Hold Times	3:19	3:18	2:03	2:01		
% of Abandoned Calls	9.32%	5.86%	7.99%	4.47%		
% of Callbacks	5.28%	5.44%	3.58%	3.49%		
% of all calls	7.04%	92.96%	6.66%	93.34%		

July, 2021
Customer Satisfaction Survey Results

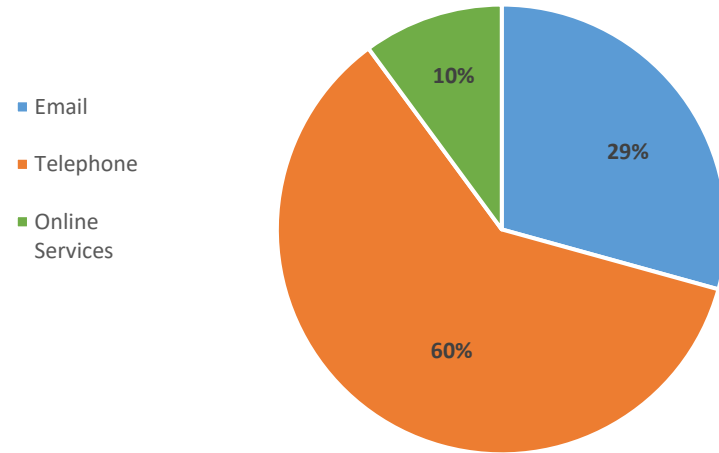
Customer Demographics

77 - respondents



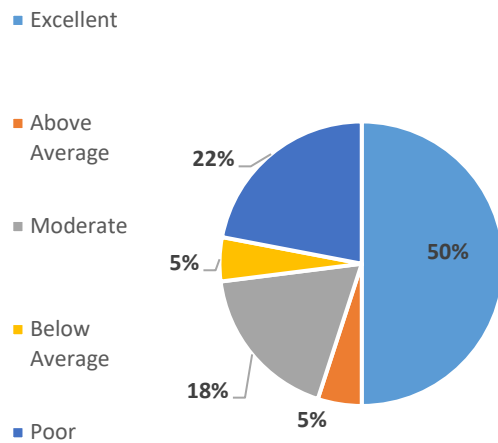
How Do Customers Contact Us?

83 respondents



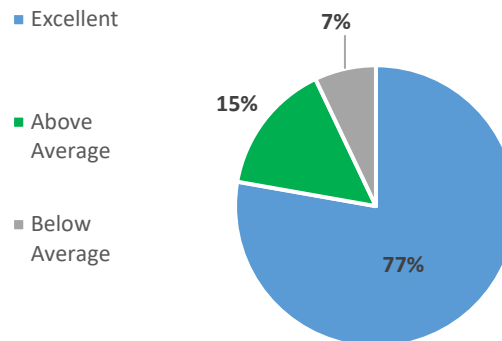
Email Rating

22 respondents



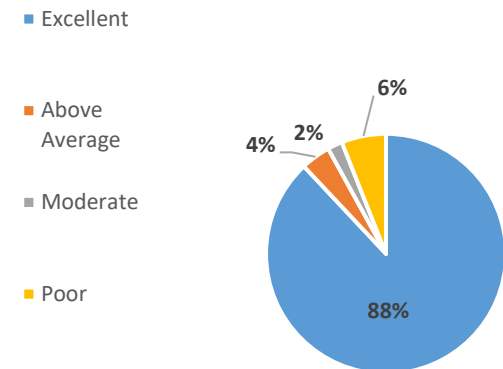
Experience with Customer Service Representatives

13 responses



Telephone Service Rating

48 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	0	1	2	0	0		5
Renewal ACE Provider										1	5		6
Initial ACE Elective Course	11	7	11	6	20	14	16	22	11	10	12		140
Classroom Delivery	8	5	7	3	15	11	10	21	10	9	10		109
Online Delivery	3	2	4	3	5	3	6	1	1	1	2		31
Renewal ACE Elective Course	3	1	4	3	0	4	10	6	1	0	2		34
Classroom Delivery	1	1	2	0	0	1	2	1	0	0	1		9
Online Delivery	2	0	2	3	0	3	8	5	1	0	1		25
Qualifying Course Acceptance	3	1	2	4	1	4	2	2	3	2	0		24
Classroom Delivery	1	1	1	1	1	2	1	1	3	2	0		14
Online Delivery	2	0	1	3	0	2	1	1	0	0	0		10
Total Applications Received	17	9	17	14	22	22	28	31	17	13	19		209
	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	0	0	1	0	1		3
Renewal ACE Provider	0	0	0	0	0	0	0	0	0	1	0		1
Initial ACE Elective Course	11	6	8	7	16	10	17	25	12	8	11		131
Classroom Delivery	7	5	4	6	9	9	14	20	10	8	10		102
Online Delivery	4	1	4	1	7	1	3	5	2	0	1		29
Renewal ACE Elective Course	1	3	2	2	9	6	8	13	0	1	4		49
Classroom Delivery	0	1	1	2	5	1	1	2	0	0	3		16
Online Delivery	1	2	1	0	4	5	7	11	0	1	1		33
Qualifying Course Acceptance	0	5	2	6	4	5	0	2	12	4	0		40
Classroom Delivery	0	2	1	0	3	3	0	1	5	4	0		19
Online Delivery	0	3	1	6	1	2	0	1	7	0	0		21
Total Applications Approved	12	14	12	15	29	22	25	40	25	14	16		224

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
July 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
	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
July 2021										
Inactive Appraisers		GENERAL 47	RESIDENTIAL 52	LICENSE 17	TOTAL 116		TRAINEE 88		TOTAL 204	
Out-of-State Temporary Registrations:									108	
Total All License Holders:									6,757	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
July 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				
	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
	Mar 21	0	0	3
	Apr 21	0	0	3
	May 21	1	0	1
	Jun21	0	1	6
	Jul21	4	3	5
Registrations issued from March 2012 to July 2021				
			294	
Registrations Expired > 6 months as of July 2021			-80	
Registrations Expired < 6 months as of July 2021			-1	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-6	
TOTAL AMC REGISTRATIONS			174	

Licensing Division - TALCB

Applications Received and Renewal Activity

Fiscal Year 2021 - Year-to-Date Comparison

July

<i>Original Applications Received</i>	Sep 2019 - July 2020	Sep 2020 - July 2021	Variance	Percent
Certified General Applications	125	137	12	9.60%
Certified Residential Applications	147	194	47	31.97%
Licensed Residential Applications	102	158	56	54.90%
Appraiser Trainee Applications	442	780	338	76.47%
Non-Residential Temporary Applications	172	195	23	13.37%
<i>Total Original Applications</i>	988	1464	476	48.18%

<i>Renewal Activity</i>	% Renewed FY20		% Renewed FY21		Variance	Percent
Certified General Renewals	694	75.43%	1,086	87.02%	392	56.48%
Certified Residential Renewals	839	81.61%	1,050	92.43%	211	25.15%
Licensed Residential Renewals	106	57.92%	173	85.64%	67	63.21%
Appraiser Trainee Renewals	166	38.97%	213	56.95%	47	28.31%

Licensing Division

Average Number of Calendar Days to Issue a License

July 2021

Real Estate Appraiser Applications

	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21
Certified General Appraiser	10.78	15.35	9.26	7.97	12.88	5.84	3.51	6.00	5.28	6.92	9.28	7.54	5.85
<i>Number of Applications Received</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>	<i>16</i>	<i>18</i>	<i>12</i>	<i>11</i>	<i>9</i>
Certified Residential Appraiser	10.53	16.12	20.20	13.72	11.17	6.54	6.20	8.29	10.36	13.16	11.17	9.48	7.96
<i>Number of Applications Received</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>	<i>24</i>	<i>25</i>	<i>20</i>	<i>17</i>	<i>19</i>
Licensed Residential Appraiser	18.32	13.10	20.01	13.87	8.26	4.91	5.03	12.22	12.54	13.10	14.21	8.69	8.24
<i>Number of Applications Received</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>	<i>16</i>	<i>14</i>	<i>16</i>	<i>18</i>	<i>18</i>
Appraiser Trainee	16.00	16.97	18.49	17.04	9.33	9.87	8.24	9.18	10.47	7.70	5.89	4.21	2.84
<i>Number of Applications Received</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>	<i>81</i>	<i>96</i>	<i>63</i>	<i>86</i>	<i>82</i>
Temporary Non-Resident Appraiser	1.47	1.84	1.90	2.01	2.38	2.09	1.78	1.86	1.44	1.77	1.34	1.19	2.03
<i>Number of Applications Received</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>	<i>22</i>	<i>12</i>	<i>15</i>	<i>25</i>	<i>21</i>

Appraisal Management Company Applications

	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21
Appraisal Management Company	1.43	1.52	1.00	5.50	3.42	0.41	1.45	6.61	n/a	n/a	n/a	1.38	1.55
	<i>0</i>	<i>1</i>	<i>2</i>	<i>1</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>4</i>

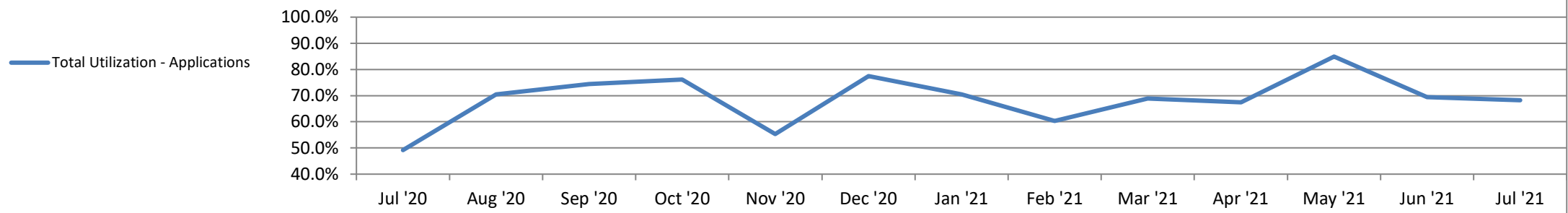
Information Technology Division

Electronic Information Outlet Statistics

July 2021

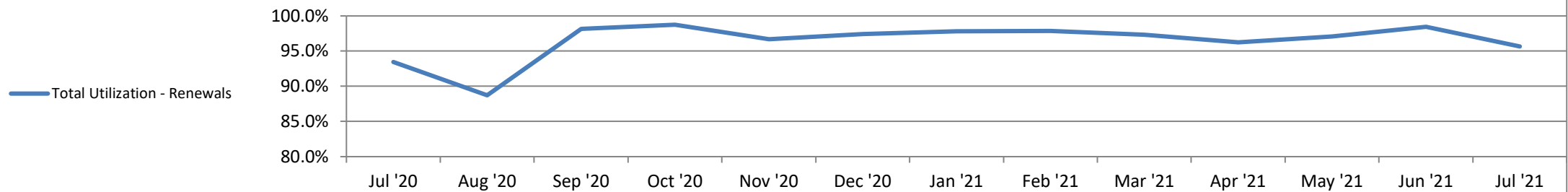
Applications	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21
AMC	66.7%	100.0%	N/A	0.0%	0.0%	0.0%	0.0%	0.0%	N/A	N/A	N/A	0.0%	0.0%
Certified General Appraiser	18.8%	27.3%	57.1%	57.1%	20.0%	33.3%	25.0%	11.1%	42.9%	25.0%	75.0%	20.0%	12.5%
Certified Residential Appraiser	16.7%	63.6%	55.6%	64.3%	40.0%	78.6%	50.0%	33.3%	50.0%	46.7%	90.9%	60.0%	73.3%
State Licensed Appraiser	0.0%	25.0%	40.0%	100.0%	42.9%	75.0%	83.3%	100.0%	80.0%	66.7%	71.4%	76.9%	83.3%
Appraiser Trainee	82.1%	86.4%	85.7%	85.0%	81.5%	82.5%	90.5%	86.2%	77.1%	89.1%	87.2%	82.6%	78.0%
Total Utilization - Applications	49.2%	70.4%	74.4%	76.1%	55.4%	77.4%	70.4%	60.4%	68.9%	67.4%	84.9%	69.4%	68.3%

Utilization Online Application Services



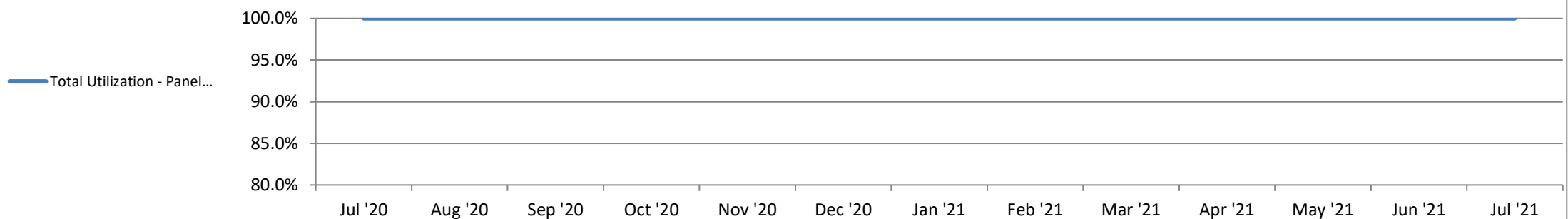
Renewals	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21
AMC	93.1%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%
Certified General Appraiser	93.2%	90.5%	100.0%	98.9%	96.2%	99.0%	97.5%	94.9%	95.0%	95.7%	95.6%	99.1%	95.9%
Certified Residential Appraiser	96.9%	96.9%	100.0%	100.0%	100.0%	96.8%	99.0%	94.9%	100.0%	97.5%	99.0%	98.2%	93.8%
State Licensed Appraiser	85.7%	100.0%	90.5%	93.3%	93.1%	92.0%	91.3%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%
Appraiser Trainee	88.9%	94.3%	91.3%	96.7%	89.7%	100.0%	100.0%	100.0%	100.0%	93.3%	95.8%	93.8%	96.8%
Total Utilization - Renewals	93.4%	88.7%	98.2%	98.8%	96.7%	97.4%	97.8%	97.9%	97.3%	96.2%	97.1%	98.4%	95.7%

Utilization Online Renewal Services



Panel Management Tool	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '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 Manageme	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



Information Technology Division

Electronic Information Outlet Statistics

July 2021

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	73,788	783,580	697,864
Total Monthly Unique Visits	21,834	240,711	201,775

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	82	56	68.3%	70.7%	67.0%
AMC	3	0	0.0%	0.0%	60.0%
Certified General Appraiser	8	1	12.5%	32.0%	22.6%
Certified Residential Appraiser	15	11	73.3%	58.9%	54.8%
State Licensed Appraiser	6	5	83.3%	72.1%	69.7%
Appraiser Trainee	50	39	78.0%	84.1%	86.5%
Renewals	184	176	95.7%	97.4%	93.7%
AMC	5	5	100.0%	97.0%	96.0%
Certified General Appraiser	73	70	95.9%	97.0%	92.0%
Certified Residential Appraiser	64	60	93.8%	98.6%	96.3%
State Licensed Appraiser	11	11	100.0%	94.8%	88.7%
Appraiser Trainee	31	30	96.8%	96.1%	94.4%
AMC Panel Transactions	1060	1060	100.0%	100.0%	100.0%
Additions	1012	1012	100.0%	100.0%	100.0%
Removals	48	48	100.0%	100.0%	100.0%

Financial Services Division
TALCB Budget Status Report
July 2021 - Fiscal Year 2021

Expenditure Category	Amended Beginning Balance FY2021	Expenditures	Remaining Balance	Budget % Remaining	1/12 = 8.33% 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; remaining balance represents Trust balance as of 6/30/21
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	\$1,039,935	\$234,616	18.4%	
Other Personnel Costs	451,753	385,690	\$66,064	14.6%	
Professional Services	127,336	85,316	\$42,020	33.0%	Peer Investigative committee members, SOAH, Office 365 licenses & hosting services
Consumables	2,000	343	\$1,657	82.9%	
Utilities	1,736	68	\$1,668	96.1%	unexpended budget for shredding services
Travel	43,011	3,026	\$39,985	93.0%	Reduced travel expenses due to pandemic.
Rent - Building - Other	22,133	26,691	(\$4,559)	-20.6%	Office rent paid for the year
Rent - Equipment	22,203	2,340	\$19,863	89.5%	Canon Copier Lease cost
Other Operating Expense	163,853	58,837	\$105,016	64.1%	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	1,602,247	506,329	24.0%	
DPS Criminal History Background Checks	250	0	250	100.0%	No expenditures for FY21 as of report date
Statewide Cost Allocation Plan (SWCAP)	35,000	17,815	17,185	49.1%	Indirect costs charged by the state. Remaining qtrly payment due in August.
Contribution to General Revenue	22,500	20,625	1,875	8.3%	Allocated monthly until August 2021
Subtotal - Nonoperational Expenditures	57,750	38,440	19,310	33.4%	
Total Expenditures and GR Contribution	2,166,326	1,640,687	525,639	24.3%	
Revenue	FY2021 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,427,722	\$1,379,372	\$48,350	3.4%	under projected on application fees
AMCs	168,219	274,060	(\$105,841)	-62.9%	under projected on renewals and panelists
ACE Program Revenue	0	14,020	(\$14,020)	0.0%	not enough historical data to budget for this particular revenue collection
Examination fees	2,584	4,340	(\$1,756)	-68.0%	Pearson Vue exam fees
Other Miscellaneous Revenue	29,299	30,571	(\$1,272)	-4.3%	Interest earned exceeds projections
TALCB ASC grant	0	71,280	(\$71,280)	0.0%	ASC grant to develop Complaint portal
Total Revenue	\$1,627,824	\$1,773,643	(\$145,819)	-9.0%	
Operating Gains/ Losses	(\$538,502)	\$132,956	(\$405,546)	75.3%	
Restricted Education Reserve Fund Carryforward \$41,000					
Revenue Over/(Under) Expenditures & Transfers	\$1,024,084	\$132,956	\$850,128		

Financial Services Division

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

July 2021

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	128,825.83	(158.50)	128,667.33	284.95	U.S. T-Notes, 1.75	06/15/2022
09/15/2020	1,180,000.00	1,210,741.98	1,186,683.59	(2,765.62)	1,183,917.97	12,256.93	U.S. T-Notes, 2.725	09/15/2021
Totals	\$ 1,306,800.00	\$ 1,339,659.19	\$ 1,315,509.42	\$ (2,924.12)	\$ 1,312,585.30	\$ 12,541.88		

Monthly Activity

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

Beginning Cash Available Balance

\$ 987,857.81

Current Month Receipts

\$ 216,994.06

Current Month Disbursements

\$ (228,578.96)

Total Cash

\$ 976,272.91

Investment Ending Market Value

1,312,585.30

Total Account Balance

2,288,858.21

Operating Reserves

(738,002.00)

Ending Balance Available for Operations

\$ 1,550,856.21

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

July 2021

		<u>Monthly Activity</u>	
		Beginning Balance	Current Month
		Cumulative Totals	
Beginning Balance	\$	37,535.88	
Current Month Receipts			
	Admin Penalties	\$	0.00
	Interest Earned		0.62
Current Month Disbursements			
		\$	0.00
Total Cash		\$	<u>37,536.50</u>
Reserved for Education Development			<u>(37,536.50)</u>
Balance		\$	<u><u>0.00</u></u>

Enforcement Division

Current July 31, 2021



66 Days Faster

Compared to FY '20

Complaint Resolution



4 Days Faster

Compared to FY '20

Residential Audit Turnaround



50 Days Faster

Compared to FY '20

Commercial Audit Turnaround

FY21 Incoming Complaints

FY2020

209 Complaints
186 Respondents

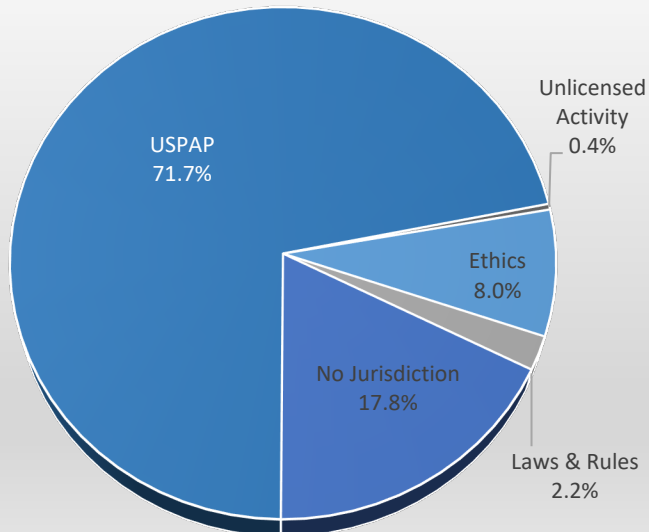
FY2021

276 Complaints
243 Respondents

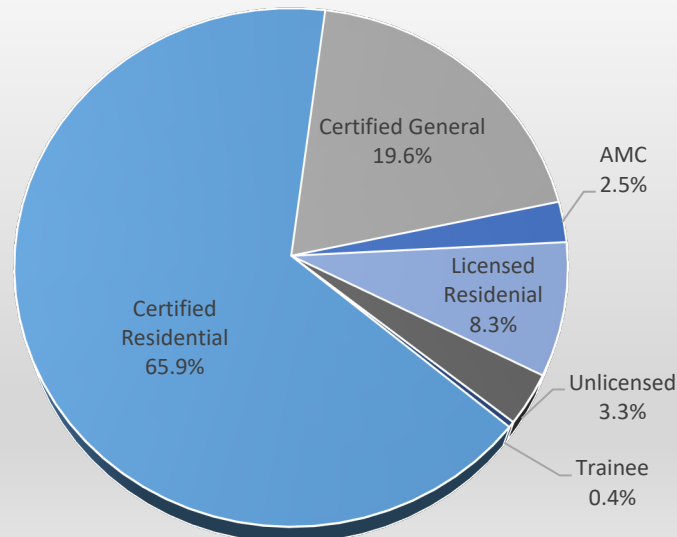
4%

License holders received a complaint in FY21

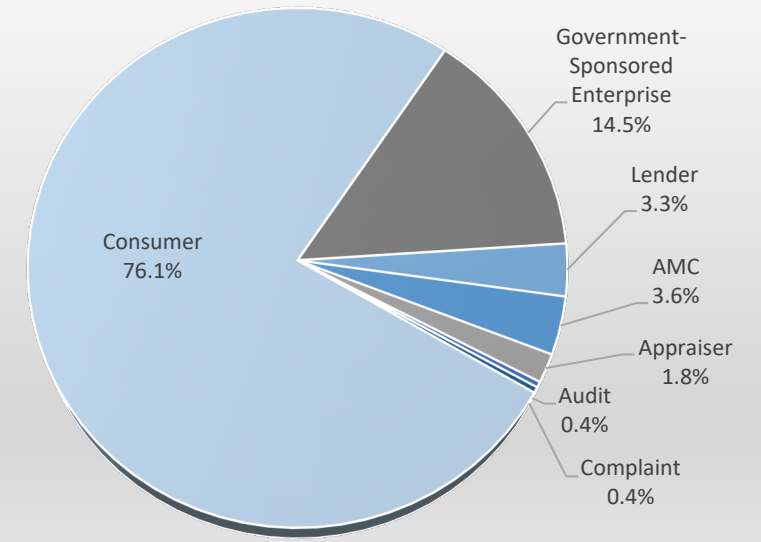
Breakdown by Classification



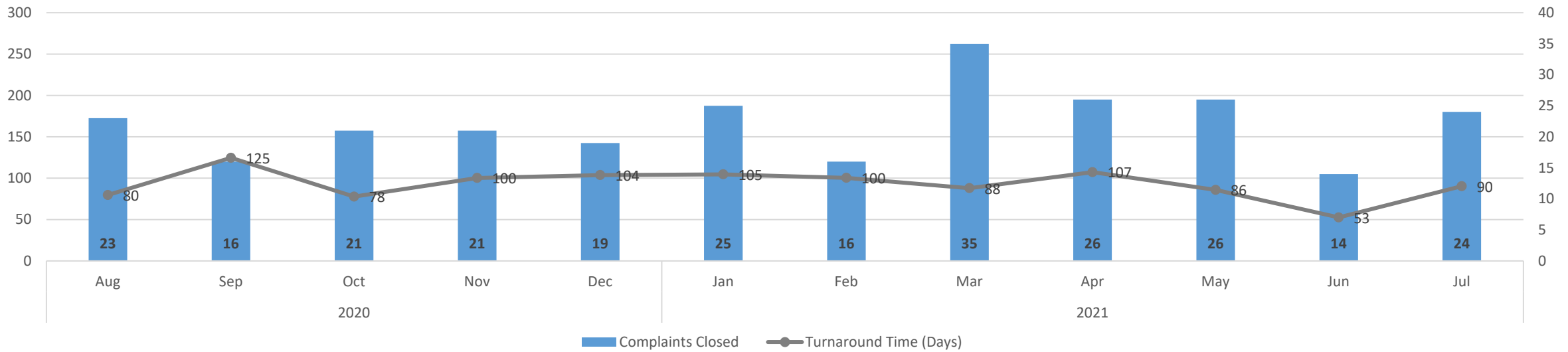
Breakdown by License



Breakdown by Source

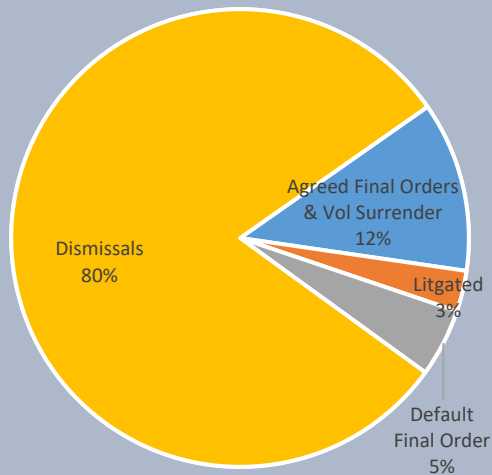


Complaint Resolution

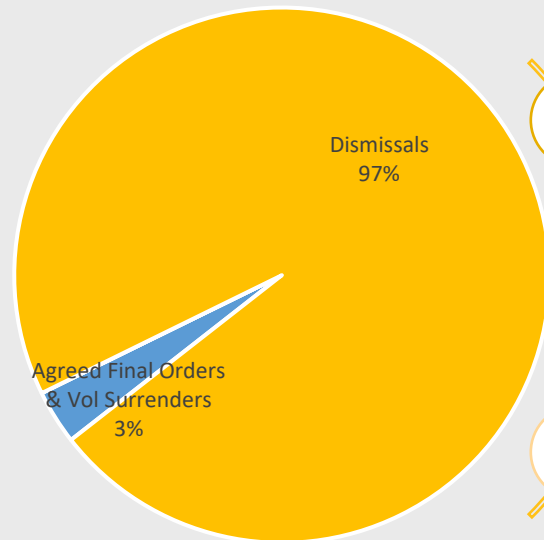


FY20 Complaint Outcome

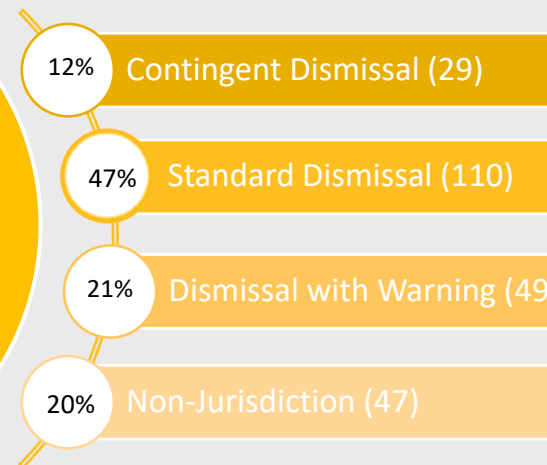
231 Complaints Resolved



FY21 Complaint Outcome



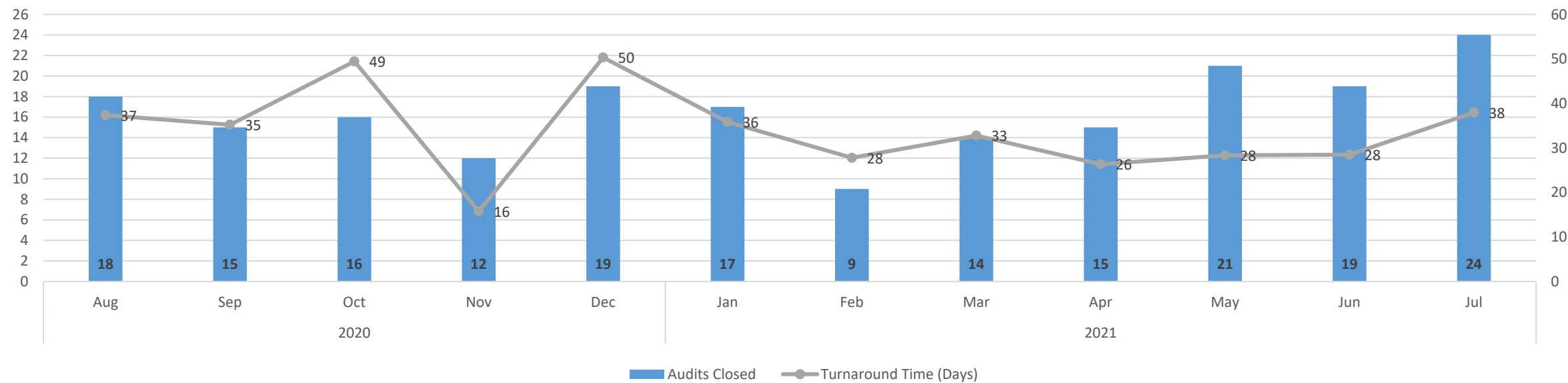
FY21 Dismissal Breakdown



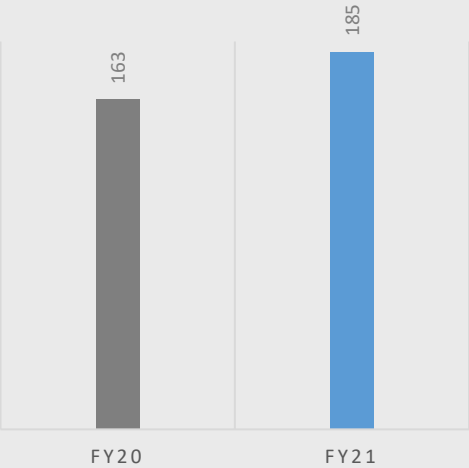
FY2021

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

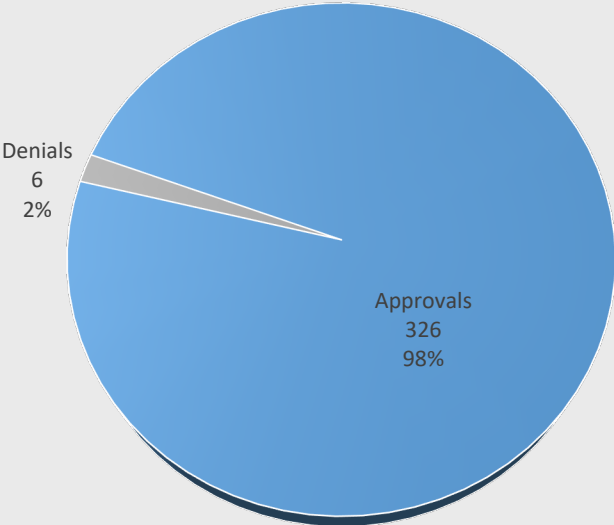
Residential Experience Audits



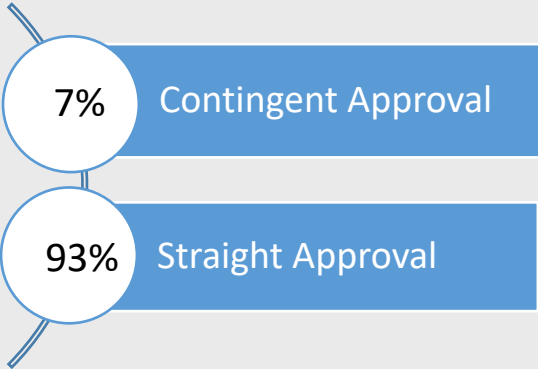
Incoming Residential Audits



FY20 - 21 Residential Audit Outcome



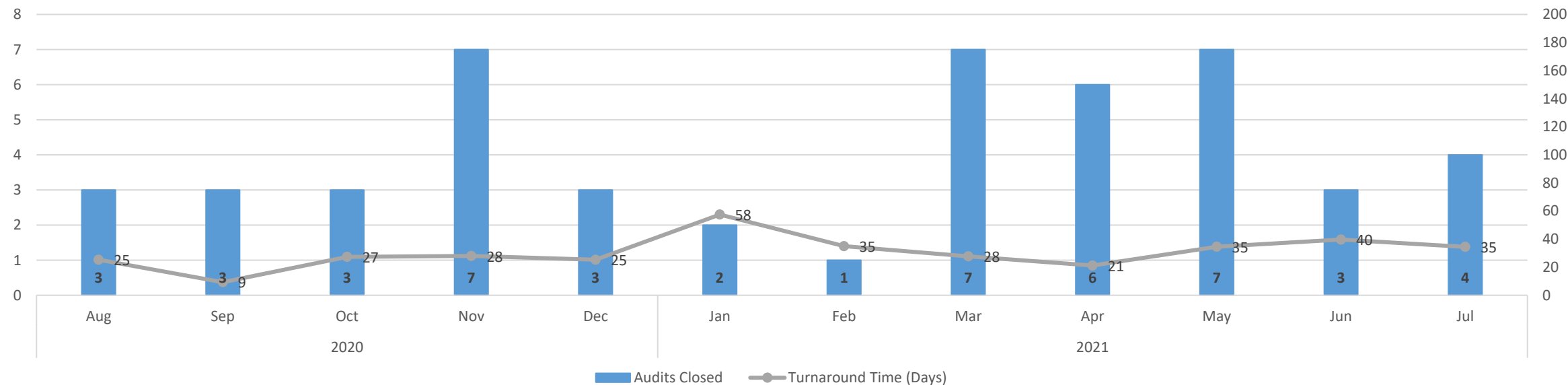
FY20 - 21 Residential Approval Breakdown



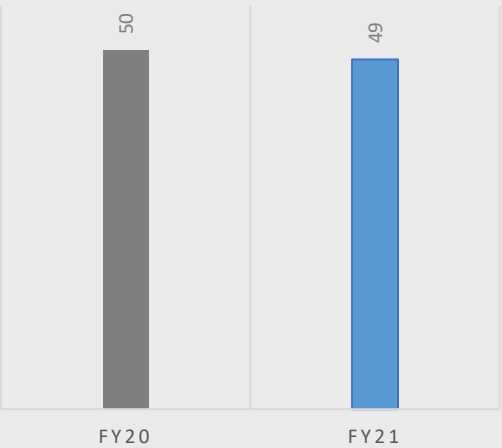
FY21 Residential Processing Data

34 Days	Average Turnaround Time
181	Total Audits Closed

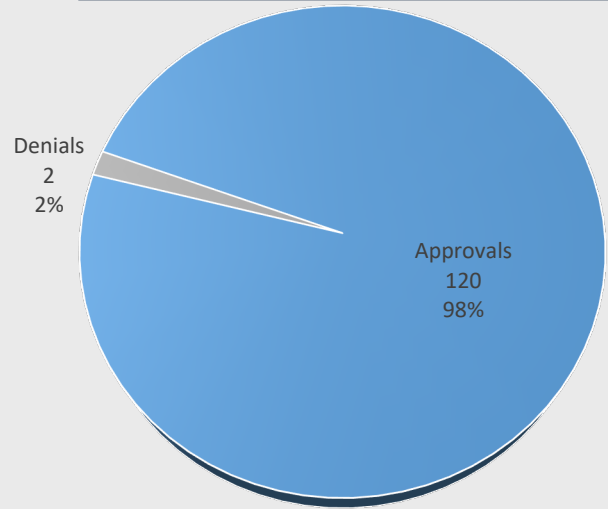
Commercial Experience Audits



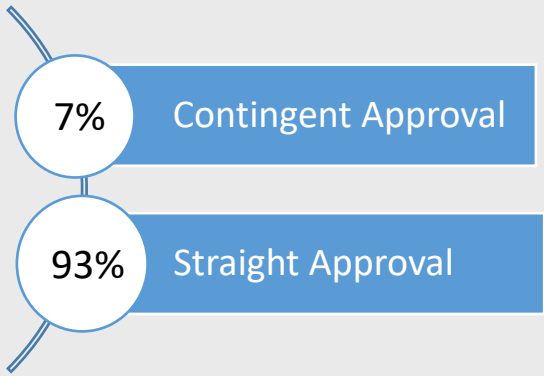
Incoming Commercial Audits



FY20 - 21 Commercial Audit Outcome



FY20 - 21 Commercial Approval Breakdown



FY21 Commercial Processing Data

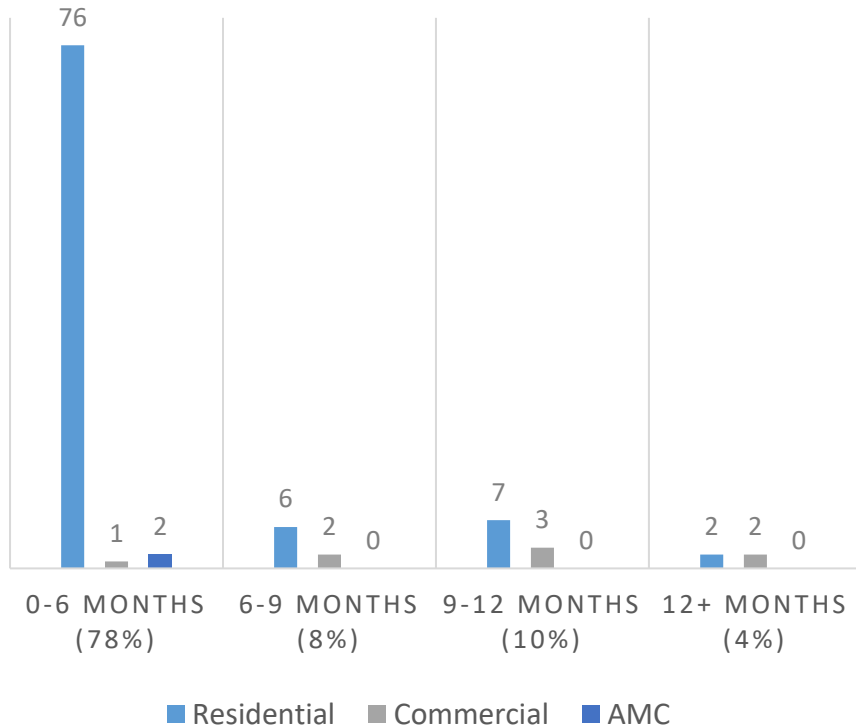
29 Days	Average Turnaround Time
46	Total Audits Closed

Open Cases Snapshot View



There are currently 101 open complaints.

COMPLAINTS



There are 4 cases over 1 year old

- 2 cases are pending abatement
- 2 case is pending SOAH



There are currently 42 open experience audits

EXPERIENCE AUDITS

