



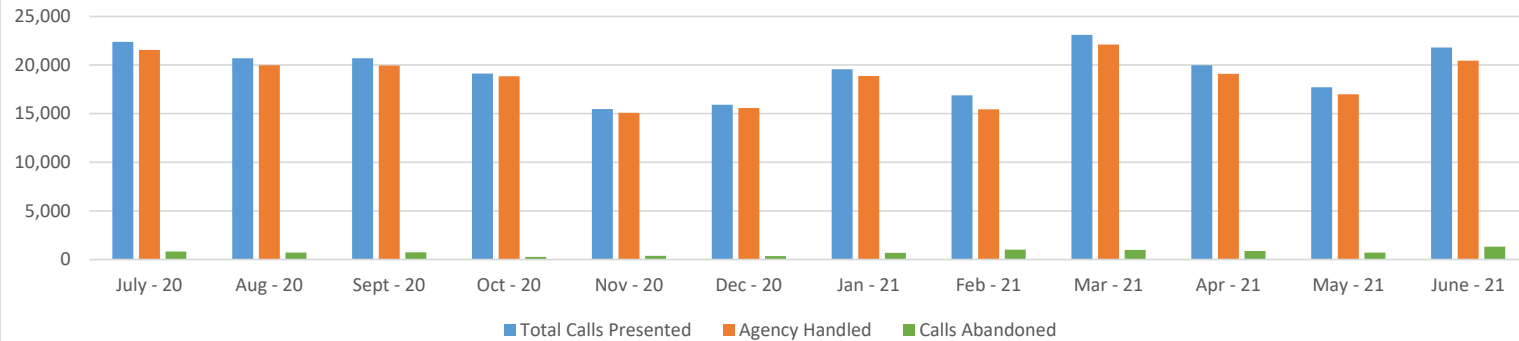
## **Staff Reports for June 2021**

## Customer Relations Division

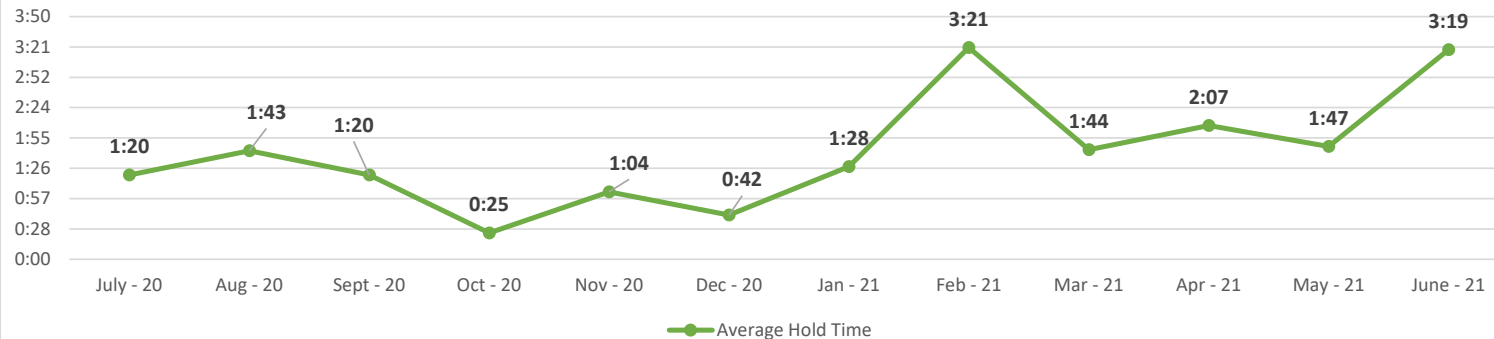
### Incoming Calls

	July - 20	Aug - 20	Sept - 20	Oct - 20	Nov - 20	Dec - 20	Jan - 21	Feb - 21	Mar - 21	Apr - 21	May - 21	June - 21	Totals
Total Calls Presented	22,386	20,706	20,702	19,129	15,486	15,934	19,581	16,903	23,108	19,996	17,733	21,801	233,465
Agency Handled	21,552	19,977	19,948	18,840	15,103	15,579	18,890	15,442	22,107	19,099	17,002	20,469	224,008
Calls Handled Initially	21,019	19,324	19,495	18,801	14,835	15,429	18,306	14,464	21,418	18,233	16,367	18,702	216,393
Calls Handled by Courtesy Callback	466	552	413	33	234	140	510	896	629	780	571	1,184	6,408
% of Calls handled by Courtesy Callback	2.08%	2.67%	1.99%	0.17%	1.51%	0.88%	2.60%	5.30%	2.72%	3.90%	3.22%	5.43%	2.71%
Calls Re-Directed for Assistance	67	101	40	6	34	10	74	82	60	86	64	583	1,207
Calls Abandoned	834	729	754	288	382	355	691	1,010	1,001	874	731	1,331	8,980
% of Abandoned Calls	3.73%	3.52%	3.64%	1.51%	2.47%	2.23%	3.53%	5.98%	4.33%	4.37%	4.12%	6.11%	3.79%
Average Handle Time	5:52	5:56	5:52	5:20	5:27	5:33	5:21	5:38	5:34	5:38	5:13	5:44	5:35
Average Hold Time	1:20	1:43	1:20	0:25	1:04	0:42	1:28	3:21	1:44	2:07	1:47	3:19	1:41

### Calls Presented, Handled, and Abandoned



### Average Hold Time



Emails													
	July - 20	Aug - 20	Sept. 20	Oct. 20	Nov. 20	Dec - 20	Jan. - 21	Feb. - 21	Mar. - 21	Apr. - 21	May. - 21	June - 21	TOTAL
Licensing	5,560	4,819	5,022	4,112	3,492	3,945	4,879	4,662	5,127	4,483	4,157	4,579	54,837
Education	43	34	48	43	36	49	53	148	58	56	46	40	654
Inspector	104	102	70	76	63	43	60	113	62	83	83	86	945
Enforcement	161	121	185	142	95	116	532	175	222	181	119	154	2,203
TALCB Lic	214	203	198	174	102	92	89	137	133	145	149	137	1,773
TALCB Enf	23	8	16	13	8	7	7	12	14	11	4	10	133
Total	6,105	5,287	5,539	4,560	3,796	4,252	5,620	5,247	5,616	4,959	4,558	5,006	60,545
% handled in 1 day	98.60%	96.50%	94.57%	99.45%	99.55%	99.18%	95.50%	73.51%	99.18%	96.45%	98.31%	86.82%	94.80%

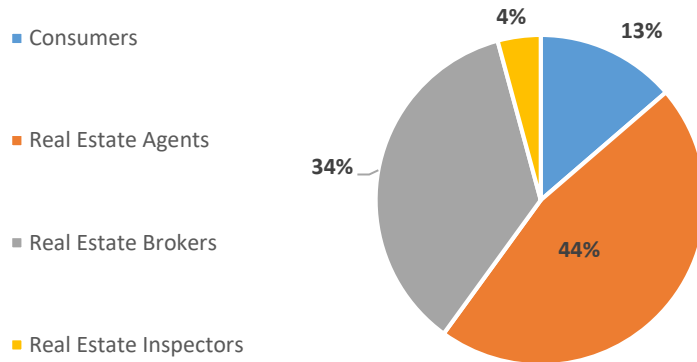
TALCB and TREC 1st Quarter Call Comparisons						
	June, 2021		July, 2021		August, 2021	
	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)
Total Calls Presented	1,534	20,267				
Agency Handled	1,388	18,951				
Calls Handled Initially	1,246	17,328				
Calls Handled by Courtesy Callback	81	1103				
Calls Re-Directed for Assistance	61	520				
Calls Abandoned	143	1188				
Hold Times	3:19	3:18				
% of Abandoned Calls	9.32%	5.86%				
% of Callbacks	5.28%	5.44%				
% of all calls	7.04%	92.96%				

# June, 2021

## Customer Satisfaction Survey Results

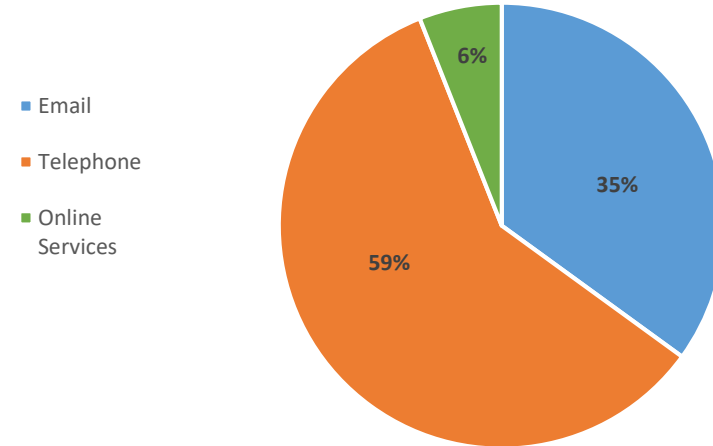
### Customer Demographics

104 - respondents



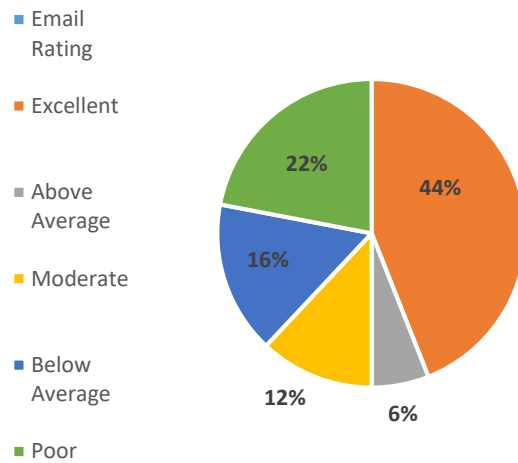
### How Do Customers Contact Us?

107 respondents



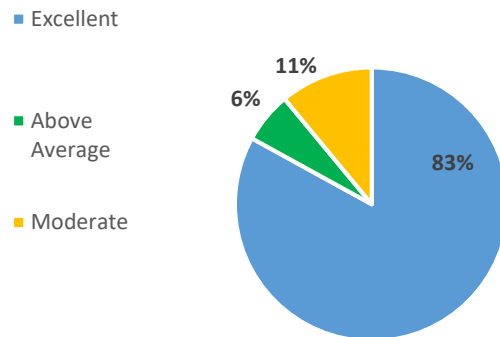
### Email Rating

32 respondents



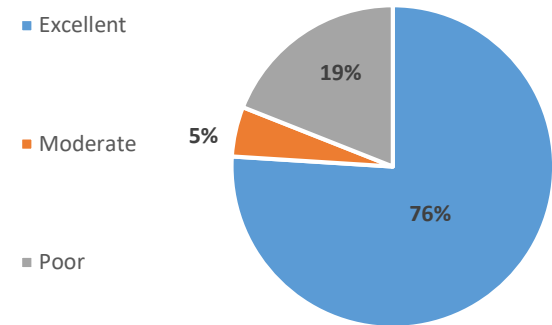
### Experience with Customer Service Representatives

18 responses



### Telephone Service Rating

62 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
<b>Applications Received</b>													
Initial ACE Provider	0	0	0	1	1	0	0	1	2	0			5
Renewal ACE Provider										1			1
Initial ACE Elective Course	11	7	11	6	20	14	16	22	11	10			128
Classroom Delivery	8	5	7	3	15	11	10	21	10	9			99
Online Delivery	3	2	4	3	5	3	6	1	1	1			29
Renewal ACE Elective Course	3	1	4	3	0	4	10	6	1	0			32
Classroom Delivery	1	1	2	0	0	1	2	1	0	0			8
Online Delivery	2	0	2	3	0	3	8	5	1	0			24
Qualifying Course Acceptance	3	1	2	4	1	4	2	2	3	2			24
Classroom Delivery	1	1	1	1	1	2	1	1	3	2			14
Online Delivery	2	0	1	3	0	2	1	1	0	0			10
<b>Total Applications Received</b>	<b>17</b>	<b>9</b>	<b>17</b>	<b>14</b>	<b>22</b>	<b>22</b>	<b>28</b>	<b>31</b>	<b>17</b>	<b>13</b>			<b>190</b>
	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
<b>Applications Approved</b>													
Initial ACE Provider	0	0	0	0	0	1	0	0	1				2
Renewal ACE Provider										1			1
Initial ACE Elective Course	11	6	8	7	16	10	17	25	12	8			120
Classroom Delivery	7	5	4	6	9	9	14	20	10	8			92
Online Delivery	4	1	4	1	7	1	3	5	2	0			28
Renewal ACE Elective Course	1	3	2	2	9	6	8	13	0	1			45
Classroom Delivery	0	1	1	2	5	1	1	2	0	0			13
Online Delivery	1	2	1	0	4	5	7	11	0	1			32
Qualifying Course Acceptance	0	5	2	6	4	5	0	2	12	4			40
Classroom Delivery	0	2	1	0	3	3	0	1	5	4			19
Online Delivery	0	3	1	6	1	2	0	1	7	0			21
<b>Total Applications Approved</b>	<b>12</b>	<b>14</b>	<b>12</b>	<b>15</b>	<b>29</b>	<b>22</b>	<b>25</b>	<b>40</b>	<b>25</b>	<b>14</b>			<b>208</b>

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**ACTIVE CERTIFICATIONS AND LICENSES**  
 June 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
June 2021										
Inactive Appraisers		GENERAL 49	RESIDENTIAL 56	LICENSE 17	TOTAL 122		TRAINEE 75		TOTAL 197	
Out-of-State Temporary Registrations:									105	
Total All License Holders:									6,722	

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**  
**June 2021**

<b>FISCAL YEAR</b>	<b>MONTH</b>	<b>Total Apps Received</b>	<b>Total AMC Registrations Issued</b>	<b>Total AMC Renewals Issued</b>
<b>2014 - Total</b>				
		12	13	138
<b>2015 - Total</b>				
		16	15	17
<b>2016 - Total</b>				
		10	11	128
<b>2017 - Total</b>				
		16	15	21
<b>2018 - Total</b>				
		12	12	121
<b>2019 - Total</b>				
		8	9	25
<b>2020</b>	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
<b>2020 - Total</b>				
		14	14	107
<b>2021</b>	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
<b>Registrations issued from March 2012 to June 2021</b>			<b>291</b>	
<b>Registrations Expired &gt; 6 months as of June 2021</b>			<b>-80</b>	
<b>Registrations Expired &lt; 6 months as of June 2021</b>			<b>-1</b>	
<b>Registrations Surrendered</b>			<b>-30</b>	
<b>Registrations Revoked</b>			<b>-3</b>	
<b>Registrations Re-Issued &gt; 6 months after expiration date</b>			<b>-6</b>	
<b>TOTAL AMC REGISTRATIONS</b>			<b>171</b>	

## Licensing Division - TALCB

### Applications Received and Renewal Activity

#### Fiscal Year 2021 - Year-to-Date Comparison

June

<b><i>Original Applications Received</i></b>	<b>Sep 2019 - June 2020</b>	<b>Sep 2020 - June 2021</b>	<b>Variance</b>	<b>Percent</b>
Certified General Applications	119	128	9	7.56%
Certified Residential Applications	130	176	46	35.38%
Licensed Residential Applications	92	140	48	52.17%
Appraiser Trainee Applications	376	701	325	86.44%
Non-Residential Temporary Applications	161	174	13	8.07%
<b><i>Total Original Applications</i></b>	<b>878</b>	<b>1319</b>	<b>441</b>	<b>50.23%</b>

<b><i>Renewal Activity</i></b>	<b>% Renewed FY20</b>		<b>% Renewed FY21</b>		<b>Variance</b>	<b>Percent</b>
Certified General Renewals	639	88.05%	1,016	86.81%	377	59.00%
Certified Residential Renewals	767	92.40%	976	91.97%	209	27.25%
Licensed Residential Renewals	95	67.24%	159	86.92%	64	67.37%
Appraiser Trainee Renewals	145	44.22%	188	50.87%	43	29.66%



## Licensing Division

### Average Number of Calendar Days to Issue a License

**June 2021**

#### Real Estate Appraiser Applications

	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21
Certified General Appraiser	6.59	10.78	15.35	9.26	7.97	12.88	5.84	3.51	6.00	5.28	6.92	9.28	7.54
<i>Number of Applications Received</i>	<i>13</i>	<i>6</i>	<i>11</i>	<i>10</i>	<i>11</i>	<i>10</i>	<i>9</i>	<i>16</i>	<i>18</i>	<i>16</i>	<i>18</i>	<i>12</i>	<i>11</i>
Certified Residential Appraiser	14.49	10.53	16.12	20.20	13.72	11.17	6.54	6.20	8.29	10.36	13.16	11.17	9.48
<i>Number of Applications Received</i>	<i>16</i>	<i>18</i>	<i>21</i>	<i>12</i>	<i>14</i>	<i>15</i>	<i>21</i>	<i>15</i>	<i>16</i>	<i>24</i>	<i>25</i>	<i>20</i>	<i>17</i>
Licensed Residential Appraiser	24.02	18.32	13.10	20.01	13.87	8.26	4.91	5.03	12.22	12.54	13.10	14.21	8.69
<i>Number of Applications Received</i>	<i>11</i>	<i>10</i>	<i>12</i>	<i>11</i>	<i>14</i>	<i>13</i>	<i>10</i>	<i>16</i>	<i>16</i>	<i>16</i>	<i>14</i>	<i>16</i>	<i>18</i>
Appraiser Trainee	12.96	16.00	16.97	18.49	17.04	9.33	9.87	8.24	9.18	10.47	7.70	5.89	4.21
<i>Number of Applications Received</i>	<i>51</i>	<i>69</i>	<i>67</i>	<i>66</i>	<i>73</i>	<i>59</i>	<i>58</i>	<i>85</i>	<i>52</i>	<i>81</i>	<i>96</i>	<i>63</i>	<i>86</i>
Temporary Non-Resident Appraiser	1.76	1.47	1.84	1.90	2.01	2.38	2.09	1.78	1.86	1.44	1.77	1.34	1.19
<i>Number of Applications Received</i>	<i>13</i>	<i>11</i>	<i>24</i>	<i>25</i>	<i>13</i>	<i>17</i>	<i>16</i>	<i>16</i>	<i>13</i>	<i>22</i>	<i>12</i>	<i>15</i>	<i>25</i>

#### Appraisal Management Company Applications

	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21
Appraisal Management Company	2.32	1.43	1.52	1.00	5.50	3.42	0.41	1.45	6.61	n/a	n/a	n/a	1.38
	<i>2</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>1</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>

## Information & Technology Division

### Electronic Information Outlet Statistics

**June 2021**

<b>Website</b>	<b>Current Month</b>	<b>FYTD Total</b>	<b>Prior FYTD Total</b>
Total Pages Viewed	96,820	709,792	544,821
Total Monthly Unique Visits	32,943	218,877	175,325

<b>Online Transactions</b>	<b>Total</b>	<b>Online</b>	<b>Online Percent</b>	<b>FYTD Online Percent</b>	<b>Prior FYTD Percent</b>
<b>Applications</b>	<b>85</b>	<b>59</b>	<b>69.4%</b>	<b>71.0%</b>	<b>66.5%</b>
AMC	1	0	0.0%	0.0%	55.6%
Certified General Appraiser	10	2	20.0%	33.7%	22.0%
Certified Residential Appraiser	15	9	60.0%	57.3%	54.0%
State Licensed Appraiser	13	10	76.9%	71.0%	71.9%
Appraiser Trainee	46	38	82.6%	84.8%	86.3%
<b>Renewals</b>	<b>256</b>	<b>252</b>	<b>98.4%</b>	<b>97.5%</b>	<b>93.7%</b>
AMC	6	6	100.0%	96.4%	95.0%
Certified General Appraiser	111	110	99.1%	97.1%	91.9%
Certified Residential Appraiser	109	107	98.2%	98.9%	96.2%
State Licensed Appraiser	14	14	100.0%	94.4%	88.9%
Appraiser Trainee	16	15	93.8%	96.0%	94.3%
<b>AMC Panel Transactions</b>	<b>1386</b>	<b>1386</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Additions	1292	1292	100.0%	100.0%	100.0%
Removals	94	94	100.0%	100.0%	100.0%

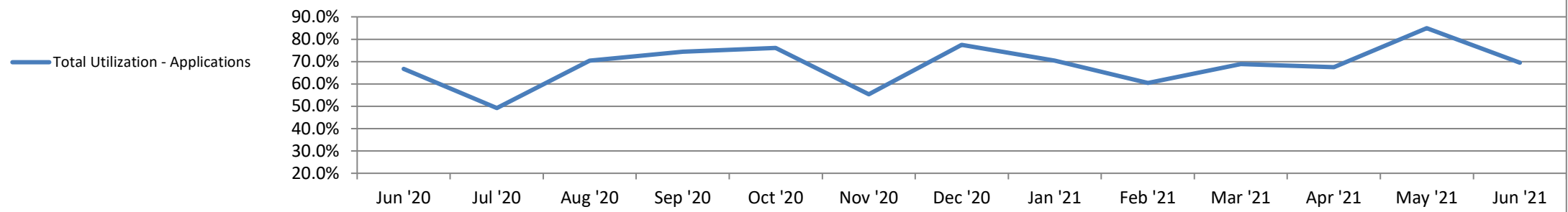
## Information & Technology Division

### Electronic Information Outlet Statistics

**June 2021**

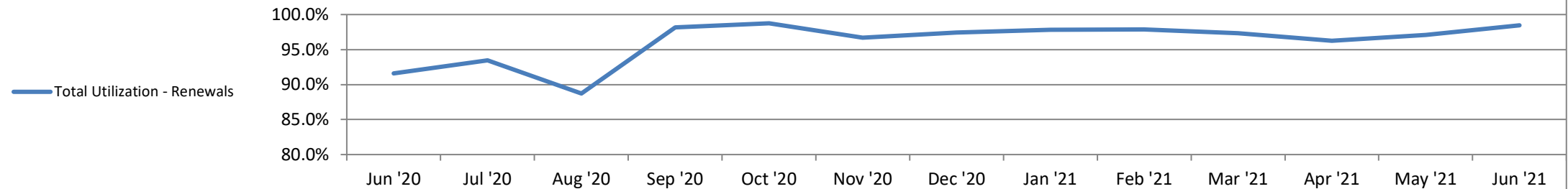
Applications	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21
AMC	50.0%	66.7%	100.0%	N/A	0.0%	0.0%	0.0%	0.0%	0.0%	N/A	N/A	N/A	0.0%
Certified General Appraiser	55.6%	18.8%	27.3%	57.1%	57.1%	20.0%	33.3%	25.0%	11.1%	42.9%	25.0%	75.0%	20.0%
Certified Residential Appraiser	37.5%	16.7%	63.6%	55.6%	64.3%	40.0%	78.6%	50.0%	33.3%	50.0%	46.7%	90.9%	60.0%
State Licensed Appraiser	50.0%	0.0%	25.0%	40.0%	100.0%	42.9%	75.0%	83.3%	100.0%	80.0%	66.7%	71.4%	76.9%
Appraiser Trainee	90.0%	82.1%	86.4%	85.7%	85.0%	81.5%	82.5%	90.5%	86.2%	77.1%	89.1%	87.2%	82.6%
<b>Total Utilization - Applications</b>	<b>66.7%</b>	<b>49.2%</b>	<b>70.4%</b>	<b>74.4%</b>	<b>76.1%</b>	<b>55.4%</b>	<b>77.4%</b>	<b>70.4%</b>	<b>60.4%</b>	<b>68.9%</b>	<b>67.4%</b>	<b>84.9%</b>	<b>69.4%</b>

#### Utilization Online Application Services



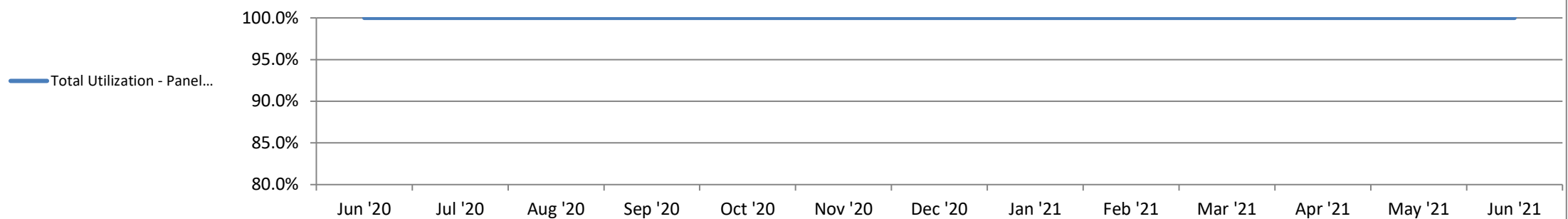
Renewals	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21
AMC	80.4%	93.1%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%
Certified General Appraiser	92.1%	93.2%	90.5%	100.0%	98.9%	96.2%	99.0%	97.5%	94.9%	95.0%	95.7%	95.6%	99.1%
Certified Residential Appraiser	99.2%	96.9%	96.9%	100.0%	100.0%	100.0%	96.8%	99.0%	94.9%	100.0%	97.5%	99.0%	98.2%
State Licensed Appraiser	94.1%	85.7%	100.0%	90.5%	93.3%	93.1%	92.0%	91.3%	100.0%	94.4%	100.0%	100.0%	100.0%
Appraiser Trainee	75.0%	88.9%	94.3%	91.3%	96.7%	89.7%	100.0%	100.0%	100.0%	100.0%	93.3%	95.8%	93.8%
<b>Total Utilization - Renewals</b>	<b>91.6%</b>	<b>93.4%</b>	<b>88.7%</b>	<b>98.2%</b>	<b>98.8%</b>	<b>96.7%</b>	<b>97.4%</b>	<b>97.8%</b>	<b>97.9%</b>	<b>97.3%</b>	<b>96.2%</b>	<b>97.1%</b>	<b>98.4%</b>

#### Utilization Online Renewal Services



Panel Management Tool	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '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%
<b>Total Utilization - Panel Management</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

#### Utilization Online Panel Management Tool



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

Expenditure Category	Amended Beginning Balance FY2021	Expenditures	Remaining Balance	Budget % Remaining	2/12 = 16.67% Comments
Actual Beginning Balance	\$2,259,588		\$2,175,095	96.3%	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%	
<b>Available balance within Texas Treasury Safekeeping Trust</b>	<b>\$1,521,586</b>		<b>\$1,437,093</b>	<b>94.4%</b>	remaining available budget to consider to balance FY2021 budget
Salaries & Wages	\$1,274,551	\$949,232	\$325,319	25.5%	
Other Personnel Costs	451,753	348,118	\$103,635	22.9%	
Professional Services	127,336	54,664	\$72,672	57.1%	Peer Investigative committee members, SOAH, Office 365 licenses & hosting services
Consumables	2,000	343	\$1,657	82.9%	black and tri-color ink cartridges, weekly & monthly planners
Utilities	1,736	64	\$1,672	96.3%	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	26,687	(\$4,555)	-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	53,340	\$110,513	67.4%	includes Trust banking fees, State Office of Risk Mgmt for worker's compensation & risk mgmt, Standard Pro Monthly subscription for Zoom, Court Reporting for Depositions, Online subscription to Co-Star, courier service for daily deposit of checks, electronic handbook for TX Rules of Evidence, Westlaw subscription for Director of TALCB and Staff attorney; document destruction services, Neubus imaging & scanning
<b>Subtotal -Operations Expenditures</b>	<b>2,108,576</b>	<b>1,437,814</b>	<b>670,762</b>	<b>31.8%</b>	
DPS Criminal History Background Checks	250	0	250	100.0%	
Statewide Cost Allocation Plan (SWCAP)	35,000	17,815	17,185	49.1%	Indirect costs charged by the state. Remaining qtrly payments due in June and August.
Contribution to General Revenue	22,500	18,750	3,750	16.7%	Allocated monthly until August 2021
<b>Subtotal - Nonoperational Expenditures</b>	<b>57,750</b>	<b>36,565</b>	<b>21,185</b>	<b>36.7%</b>	
<b>Total Expenditures and GR Contribution</b>	<b>2,166,326</b>	<b>1,474,380</b>	<b>691,946</b>	<b>31.9%</b>	
Revenue	FY2021 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,398,423	\$1,319,946	\$78,477	5.6%	
AMCs	168,219	216,895	(\$48,676)	-28.9%	under projected on renewals and panelists
ACE Program Revenue	0	11,265	(\$11,265)	0.0%	not enough historical data to budget for this particular revenue collection
Examination fees	2,584	0	\$2,584	100.0%	Pearson Vue exam fees
Other Miscellaneous Revenue	29,299	30,557	(\$1,258)	-4.3%	Interest earned exceeds projections
<b>Total Revenue</b>	<b>\$1,598,525</b>	<b>\$1,578,662</b>	<b>\$19,863</b>	<b>1.2%</b>	
<b>Operating Gains/ Losses</b>	<b>(\$567,801)</b>	<b>\$104,282</b>	<b>(\$672,084)</b>	<b>118.4%</b>	
<b>Restricted Education Reserve Fund Carryforward \$41,000</b>					
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$994,785</b>	<b>\$104,282</b>	<b>\$92,926</b>		

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

June 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	314,380.24	(314,380.24)	0.00		U.S. T-Notes, 2.625	06/15/2021
06/15/2021	126,800.00	128,917.21	0.00	128,825.83	128,825.83	97.01	U.S. T-Notes, 1.75	06/15/2022
09/15/2020	1,180,000.00	1,210,741.98	1,189,403.13	(2,719.54)	1,186,683.59	9,523.37	U.S. T-Notes, 2.725	09/15/2021
<b>Totals</b>	<b>\$ 1,620,800.00</b>	<b>\$ 1,661,282.38</b>	<b>\$ 1,503,783.37</b>	<b>\$ (188,273.95)</b>	<b>\$ 1,315,509.42</b>	<b>\$ 9,620.38</b>		

### Monthly Activity

Beginning  
Balance

Current  
Month

Cumulative  
Totals

Beginning Cash Available Balance

\$ 711,772.96

Current Month Receipts

\$ 500,382.16

Current Month Disbursements

\$ (298,236.95)

Total Cash

\$ 913,918.17

Investment Ending Market Value

1,315,509.42

Total Account Balance

2,229,427.59

Operating Reserves

(738,002.00)

Ending Balance Available for Operations

\$ 1,491,425.59

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

**June 2021**

<u>Monthly Activity</u>			
	Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Balance</b>	\$ 37,535.39		
<b>Current Month Receipts</b>			
	Admin Penalties	\$ 0.00	
	Interest Earned	0.49	
<b>Current Month Disbursements</b>		\$ 0.00	
<b>Total Cash</b>		\$	<u>37,535.88</u>
Reserved for Education Development			<u>(37,535.88)</u>
<b>Balance</b>		\$	<u><u>0.00</u></u>

# Enforcement Division

Current June 30, 2021



**65 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

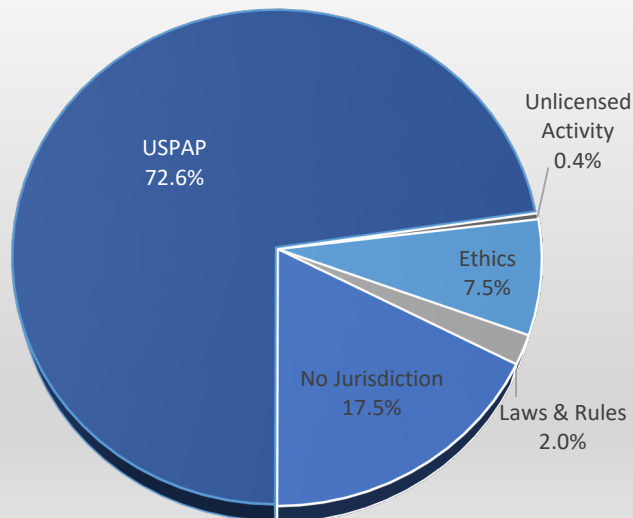
FY2021

252 Complaints  
225 Respondents

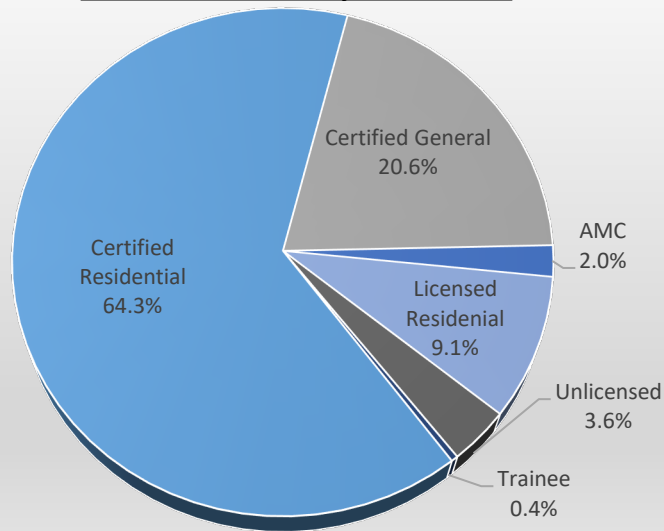
3%

License holders received a complaint in FY21

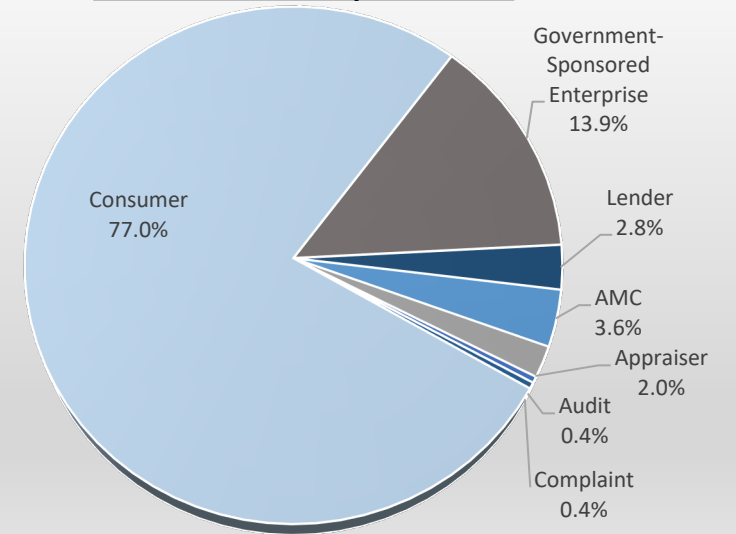
Breakdown by Classification



Breakdown by License

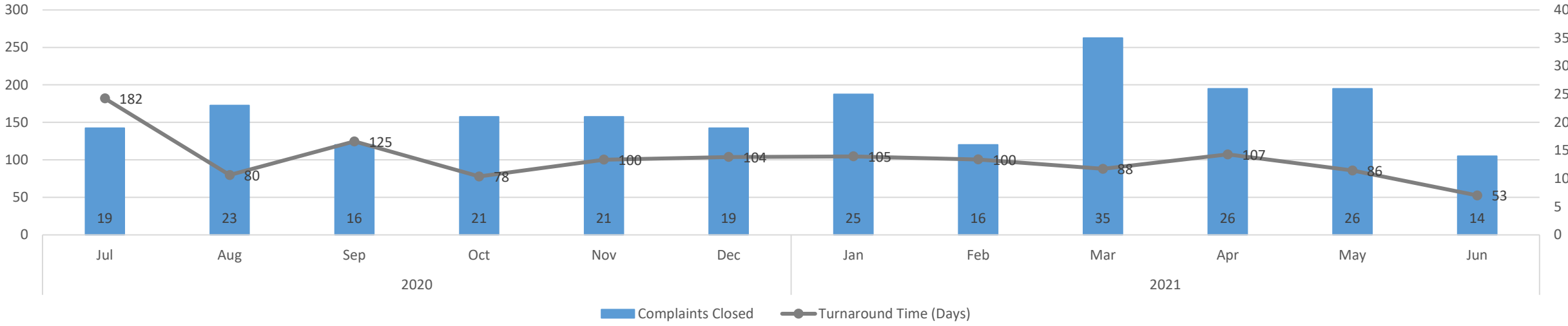


Breakdown by Source



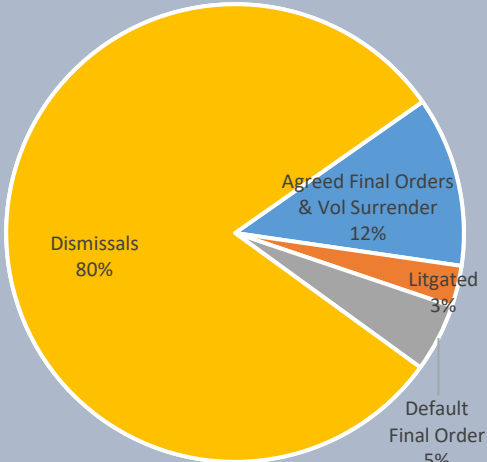


# Complaint Resolution

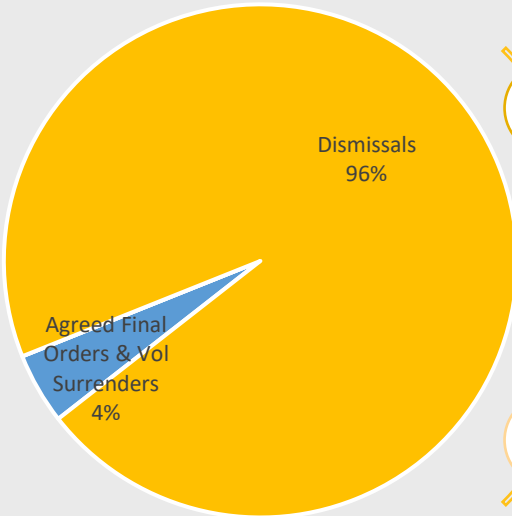


## FY20 Complaint Outcome

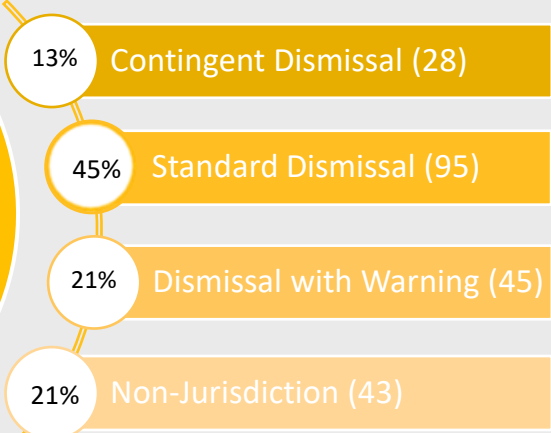
231 Complaints Resolved



## FY21 Complaint Outcome



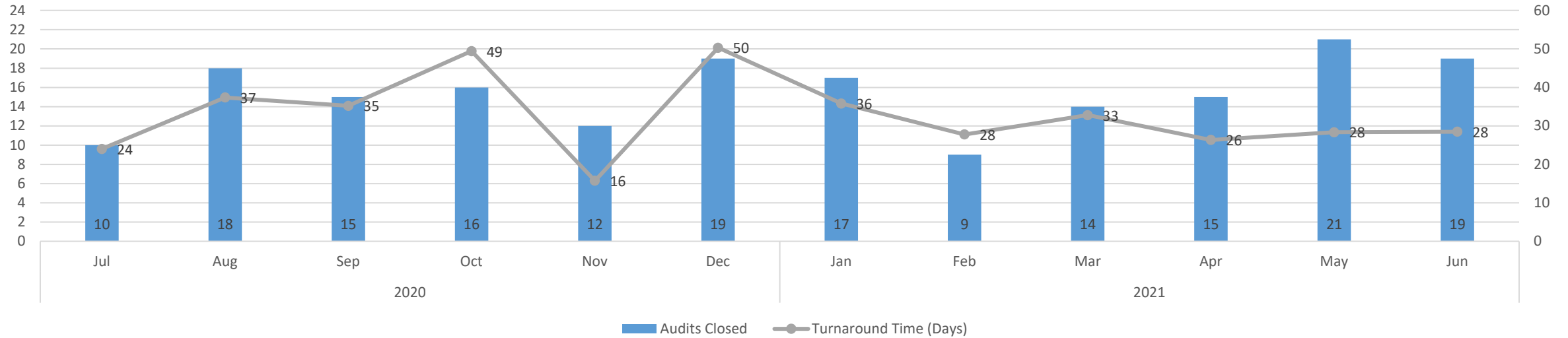
## FY21 Dismissal Breakdown



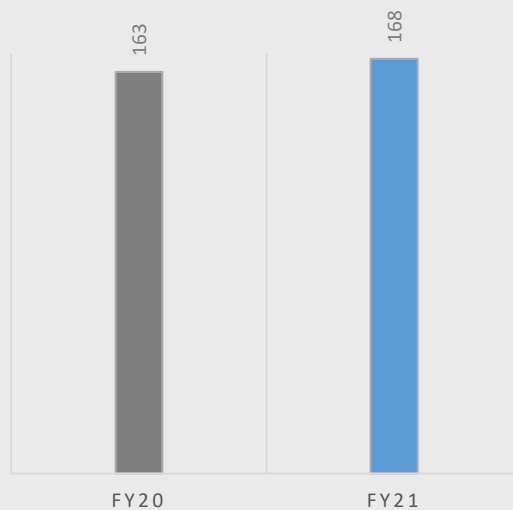
## FY2021

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

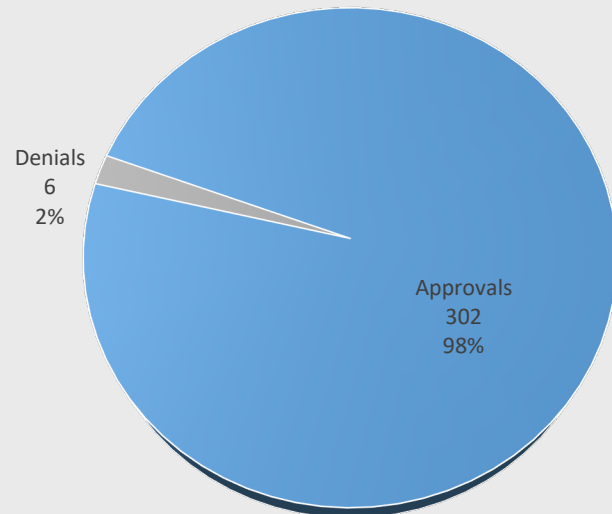
# Residential Experience Audits



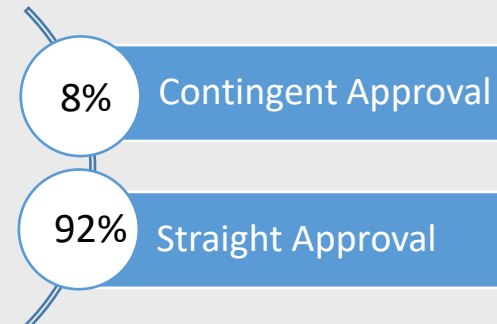
## Incoming Residential Audits



## FY20 - 21 Residential Audit Outcome



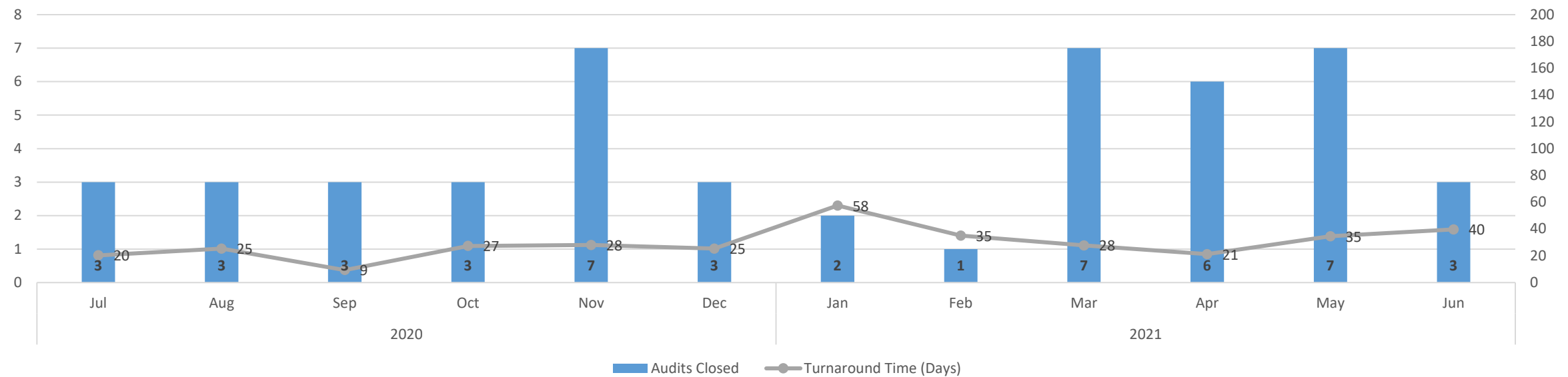
## FY20 - 21 Residential Approval Breakdown



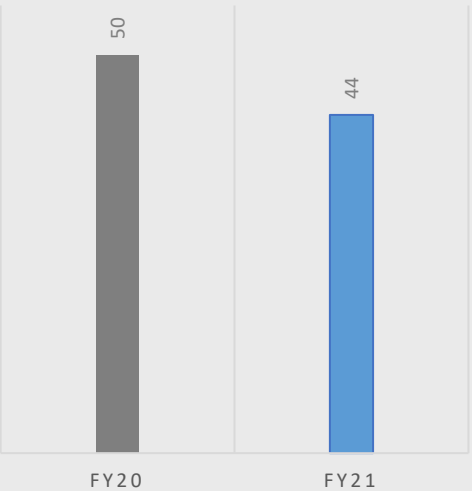
## FY21 Residential Processing Data

34 Days	Average Turnaround Time
157	Total Audits Closed

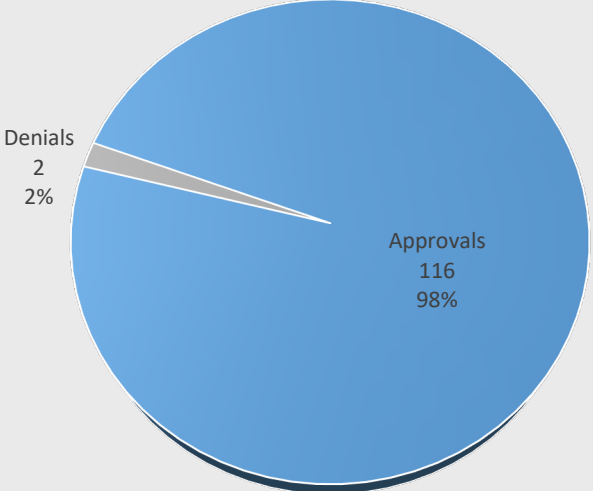
# Commercial Experience Audits



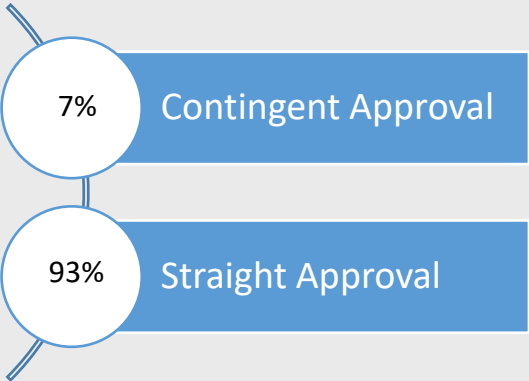
## Incoming Commercial Audits



## FY20 - 21 Commercial Audit Outcome



## FY20 - 21 Commercial Approval Breakdown



## FY21 Commercial Processing Data

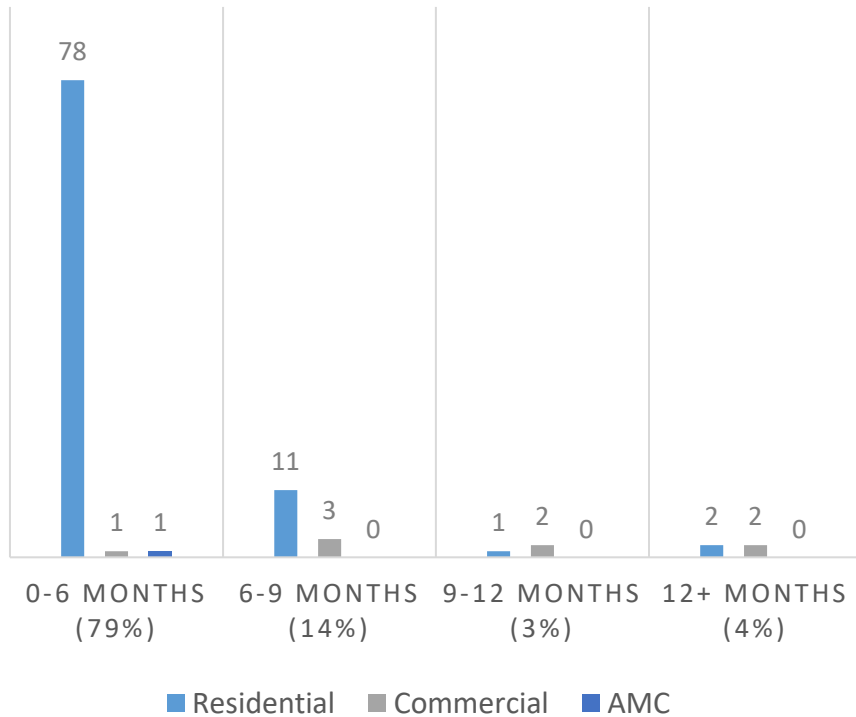
29 Days	Average Turnaround Time
42	Total Audits Closed

# Open Cases Snapshot View



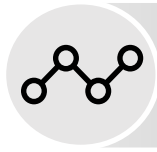
There are currently 101 open complaints.

## COMPLAINTS



**There are 3 cases over 1 year old**

- 2 cases are pending abatement
- 1 case is pending negotiations
- 1 case is pending a SOAH hearing



There are currently 48 open experience audits

## EXPERIENCE AUDITS

