



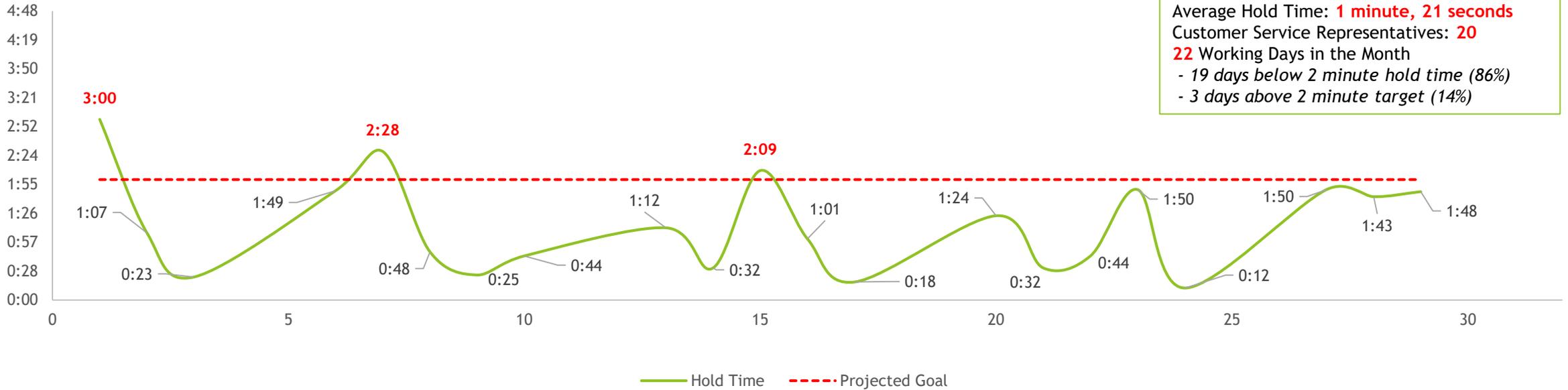
Staff Reports for June 2022

Customer Relations Division

June, 2022 Monthly Report

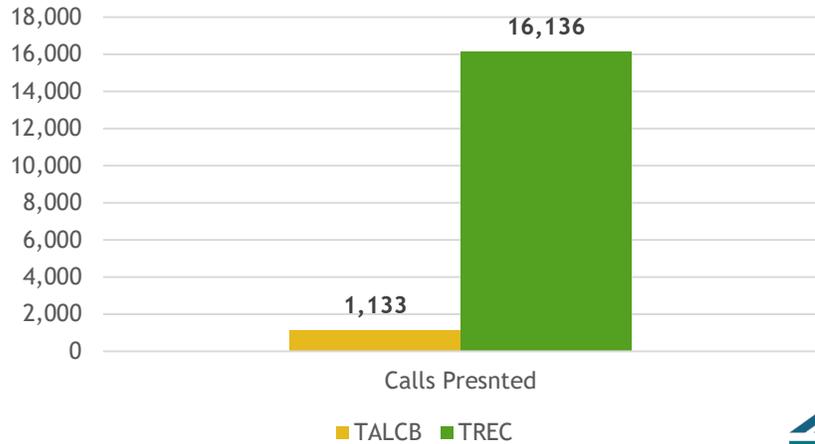


June, 2022 Hold Time per Day



Calls Presented in June: **17,269**
 Average Hold Time: **1 minute, 21 seconds**
 Customer Service Representatives: **20**
22 Working Days in the Month
 - 19 days below 2 minute hold time (86%)
 - 3 days above 2 minute target (14%)

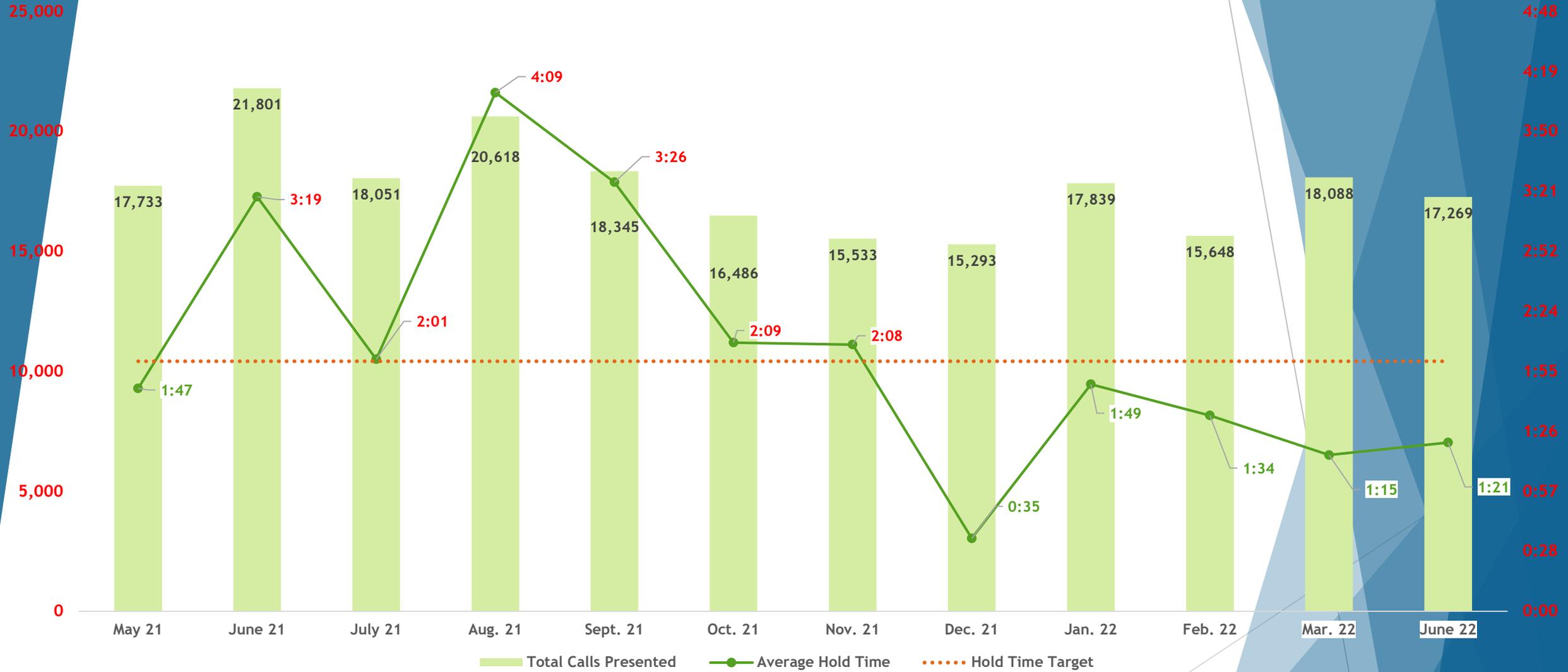
June, 2022 TALCB vs TREC



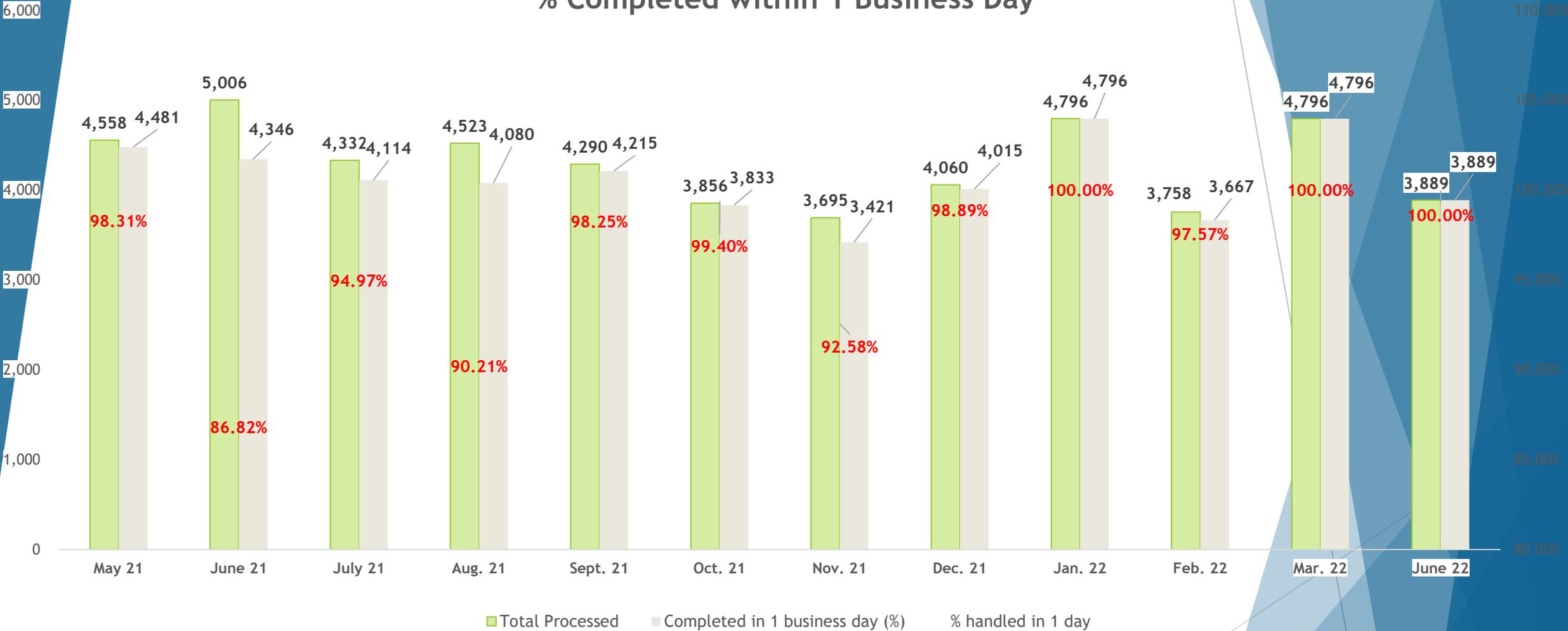
TALCB - 1,133 Calls (6.56%) **48 second hold time**
 TREC - 16,136 Calls (93.44%) **1 minute, 23 second hold time**



Last 12 Months Calls Presented vs. Hold Time

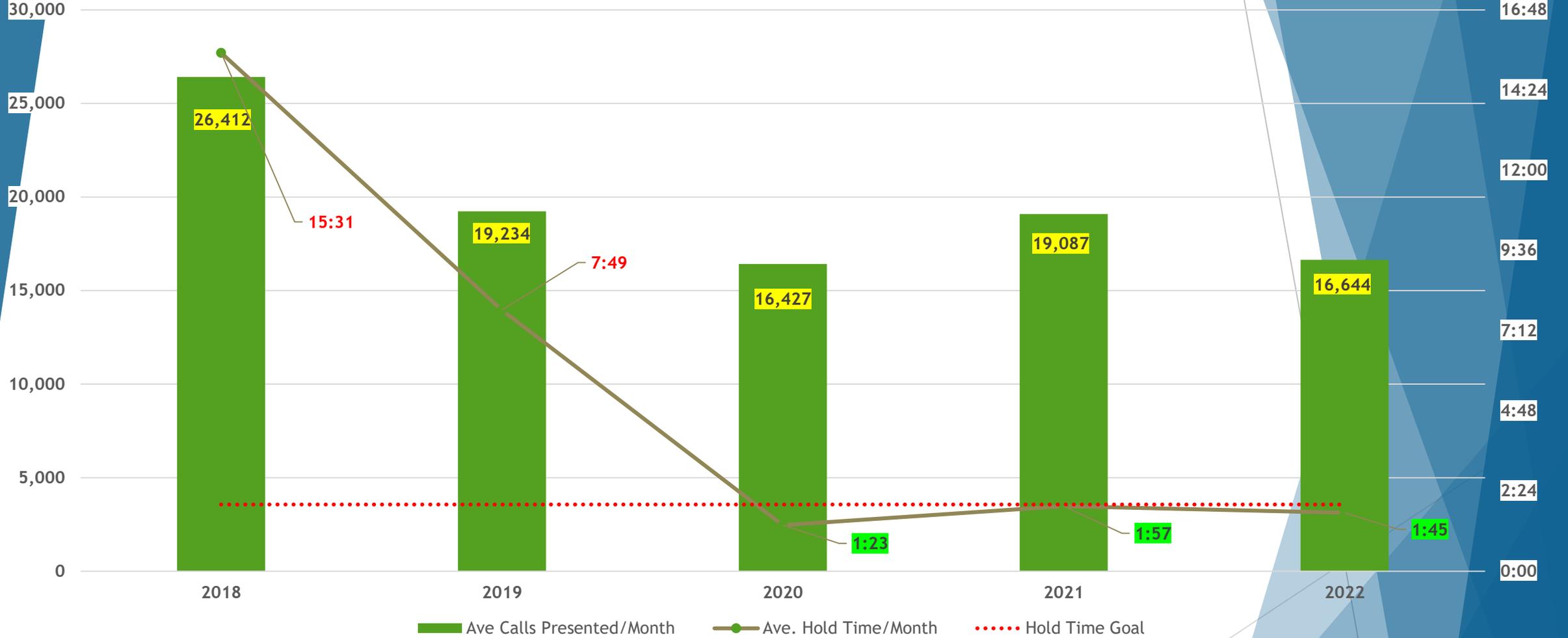


Last 12 Months Emails Processed and % Completed within 1 Business Day



Fiscal Year Comparison

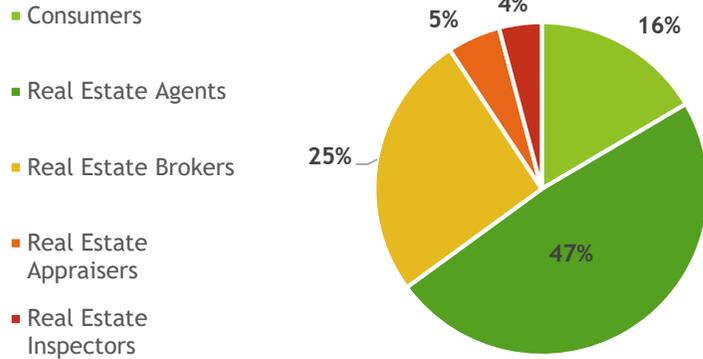
Ave. Calls Presented/Month vs. Ave. Hold Time/Month



June, 2022 Customer Satisfaction Results

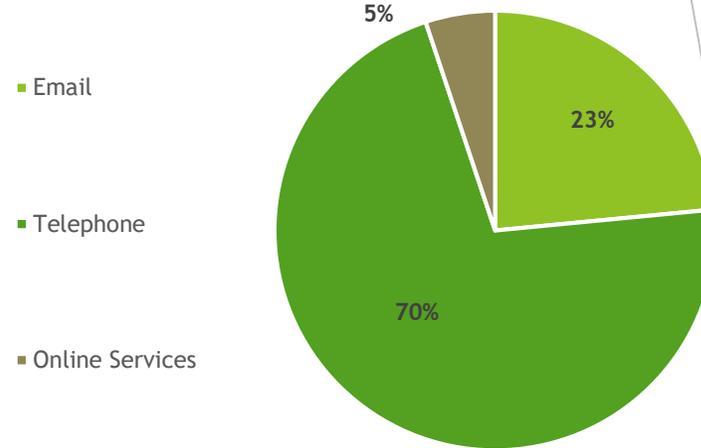
Customer Demographics

76 - respondents



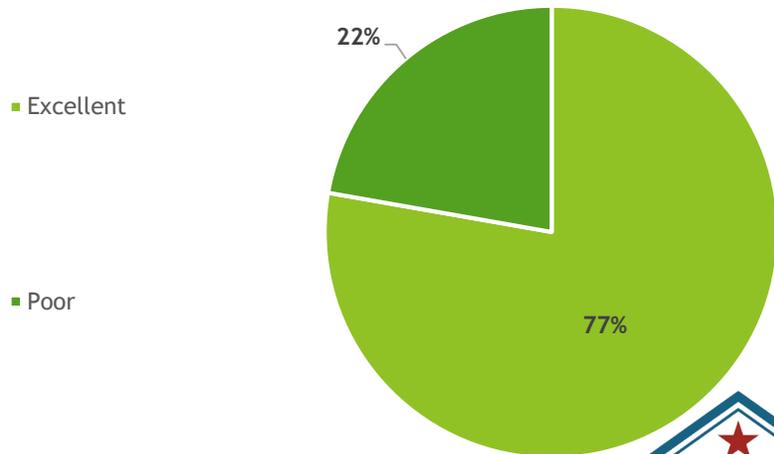
How Do Customers Contact Us?

77 respondents



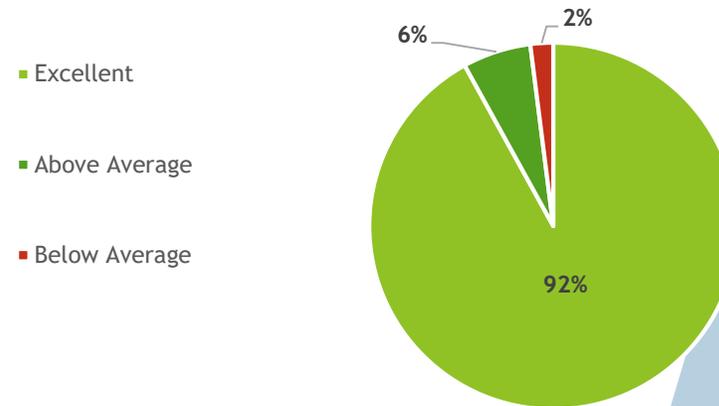
Email Rating

18 responses



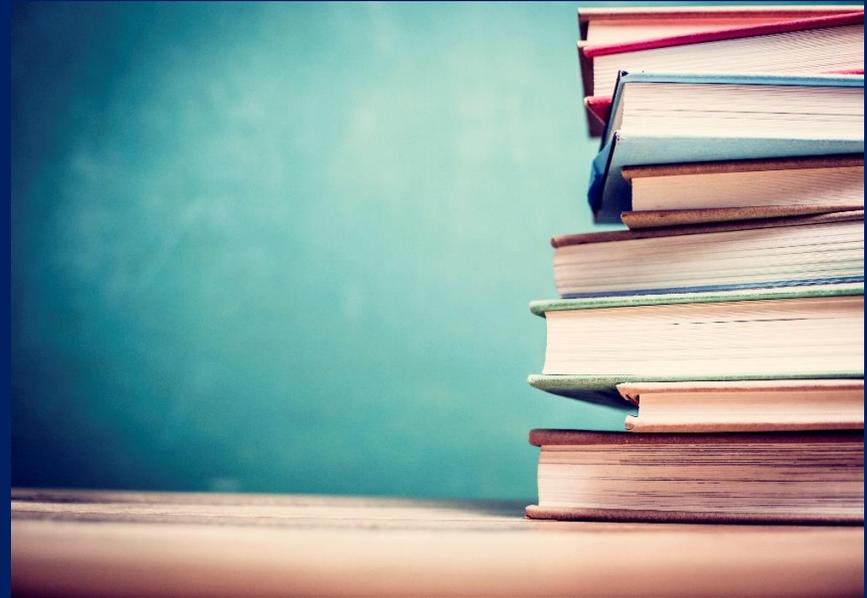
Telephone Service Rating

50 responses



TALCB Education Report

June 2022



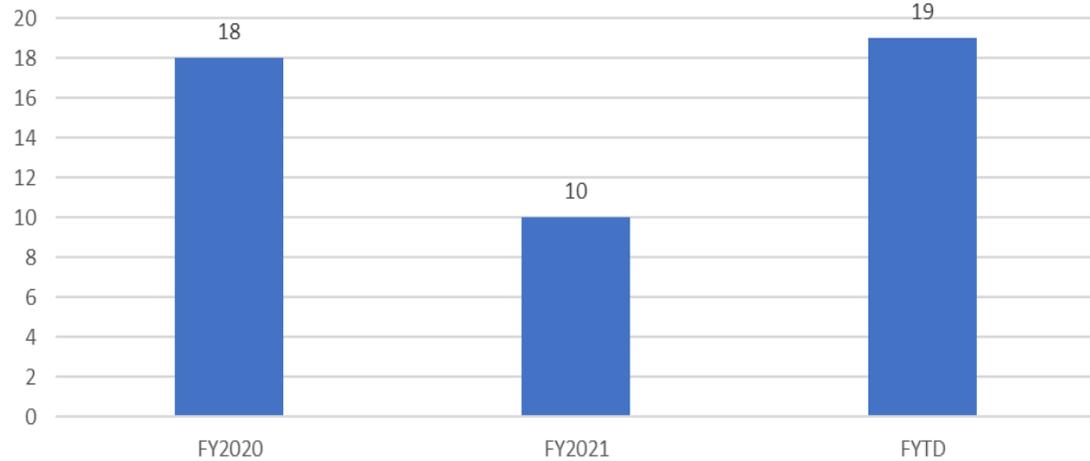
Education & Examination Services
TALCB Provider and Course Applications

Fiscal Year 2022

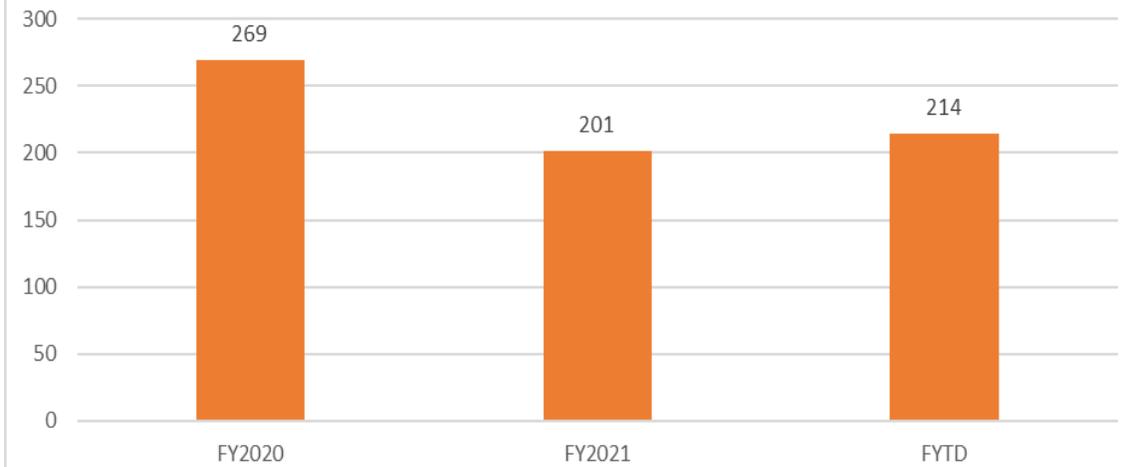
	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	YTD
Applications Received													
Initial ACE Provider	0	2	0	0	0	0	1	0	1	0			4
Renewal ACE Provider	5	2	2	3	2	1	1	0	0	0			16
Initial ACE Elective Course	17	20	8	15	9	22	22	14	8	24			159
Classroom Delivery	13	18	6	6	5	18	16	9	7	17			115
Online Delivery	4	2	2	9	4	4	6	5	1	7			44
Renewal ACE Elective Course	15	4	5	7	8	5	6	19	11	11			91
Classroom Delivery	8	0	0	2	1	3	3	5	3	5			30
Online Delivery	7	4	5	5	7	2	3	14	8	6			61
Qualifying Course Acceptance	2	3	1	5	2	5	5	5	1	1			30
Classroom Delivery	0	3	0	3	1	3	3	1	0	1			15
Online Delivery	2	0	1	2	1	2	2	4	1	0			15
Total Applications Received	39	31	16	30	21	33	35	38	21	36			300
	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	0	0	0	1	1			4
Renewal ACE Provider	3	2	2	1	2	1	2	2	0	0			15
Initial ACE Elective Course	19	13	10	19	6	19	15	17	2	12			132
Classroom Delivery	12	11	8	9	4	15	13	14	1	8			95
Online Delivery	7	2	2	10	2	4	2	3	1	4			37
Renewal ACE Elective Course	11	5	5	10	7	5	5	15	10	9			82
Classroom Delivery	7	1	0	2	1	3	2	6	2	1			25
Online Delivery	4	4	5	8	6	2	3	9	8	8			57
Qualifying Course Acceptance	1	4	1	4	3	8	7	5	2	8			43
Classroom Delivery	0	3	1	1	3	4	5	2	1	1			21
Online Delivery	1	1	0	3	0	4	2	3	1	7			22
Total Applications Approved	34	25	19	34	18	33	29	39	15	30			276

Education & Examinations Division TALCB Total Applications Approved - Fiscal Year

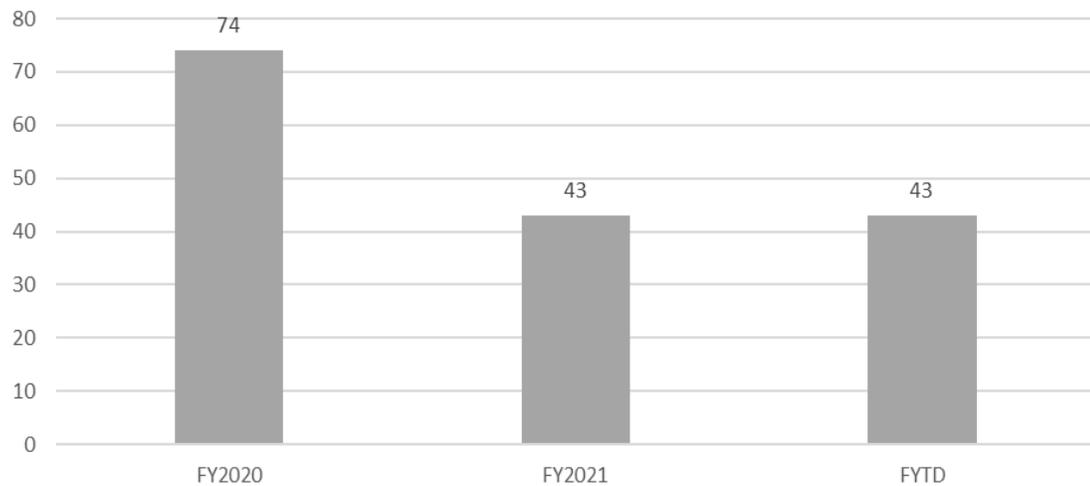
ACE Providers Approved



ACE Courses Approved



Qualifying Course Acceptance Approved



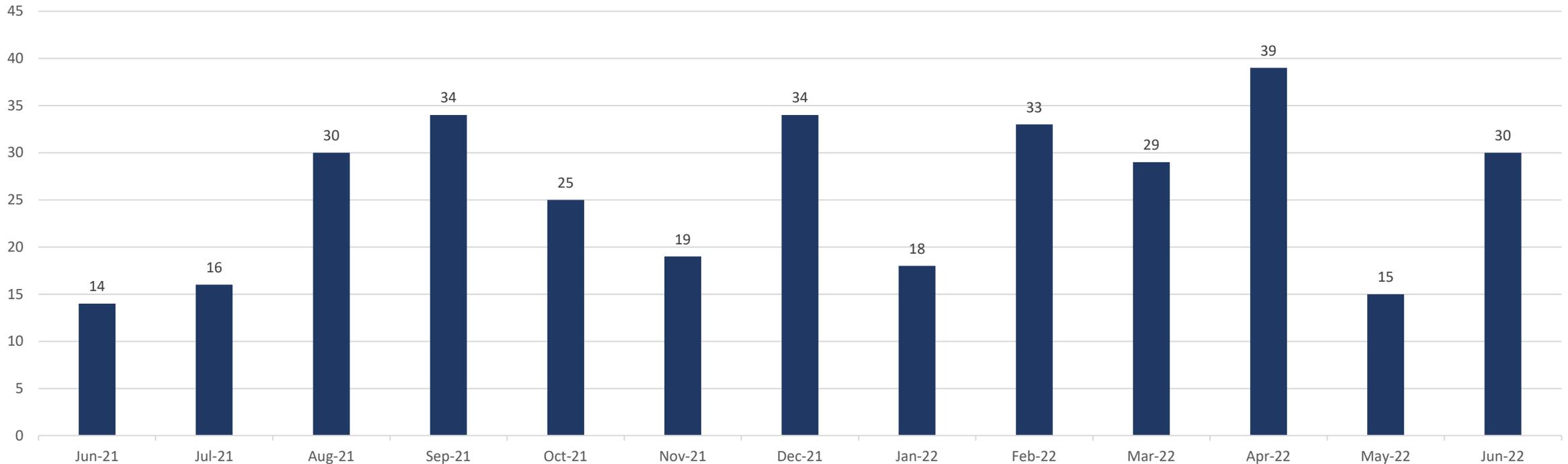
Education & Examinations Division

TALCB Applications Approved 13-Month Comparison

	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Initial ACE Provider	0	1	1	0	1	1	0	0	0	0	0	1	1
Renewal ACE Provider	1	0	5	3	2	2	1	2	1	2	2	0	0
All ACE Provider Applications	1	1	6	3	3	3	1	2	1	2	2	1	1

Qualifying Course Acceptance	4	0	3	1	4	1	4	3	8	7	5	2	8
ACE Courses	9	15	21	30	18	15	29	13	24	20	32	12	21
All Course Applications	13	15	24	31	22	16	33	16	32	27	37	14	29

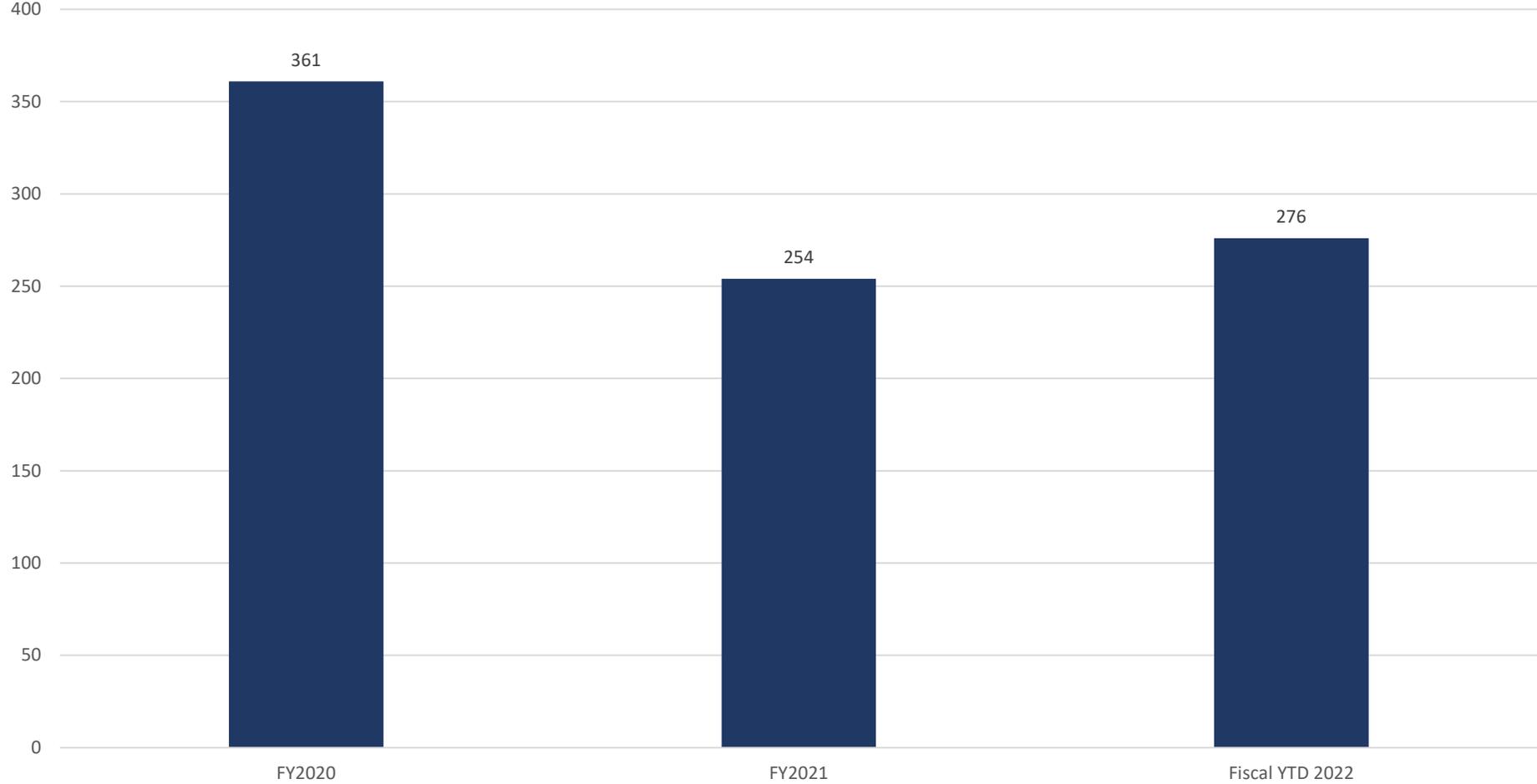
All Applications Approved	14	16	30	34	25	19	34	18	33	29	39	15	30
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Education & Examinations Division

All TALCB Applications Approved

Year-Over-Year Comparison



TALCB Licensing Report

Current as of June 30, 2022

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
 June 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
2022	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
	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
	Feb 22	2,327	2,557	504	5,388	10	1,368	50	6,756	60
	Mar 22	2,329	2,567	507	5,403	15	1,415	47	6,818	62
	Apr22	2,325	2,576	518	5,419	16	1,442	27	6,861	43
May22	2,335	2,592	534	5,461	42	1,482	40	6,943	82	
Jun22	2,344	2,600	560	5,504	43	1,493	11	6,997	54	
June 2022										
Inactive Appraisers		GENERAL	RESIDENTIAL	LICENSE	TOTAL		TRAINEE		TOTAL	
		53	52	16	121		123		244	
Out-of-State Temporary Registrations:									127	
Total All License Holders:									7,368	

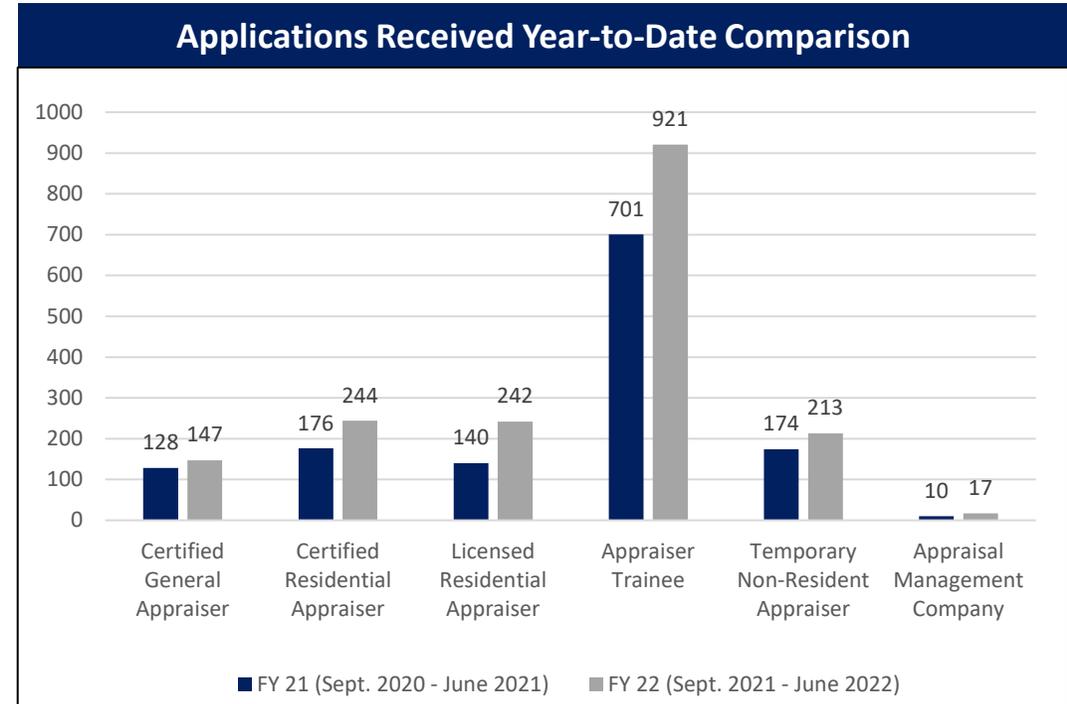
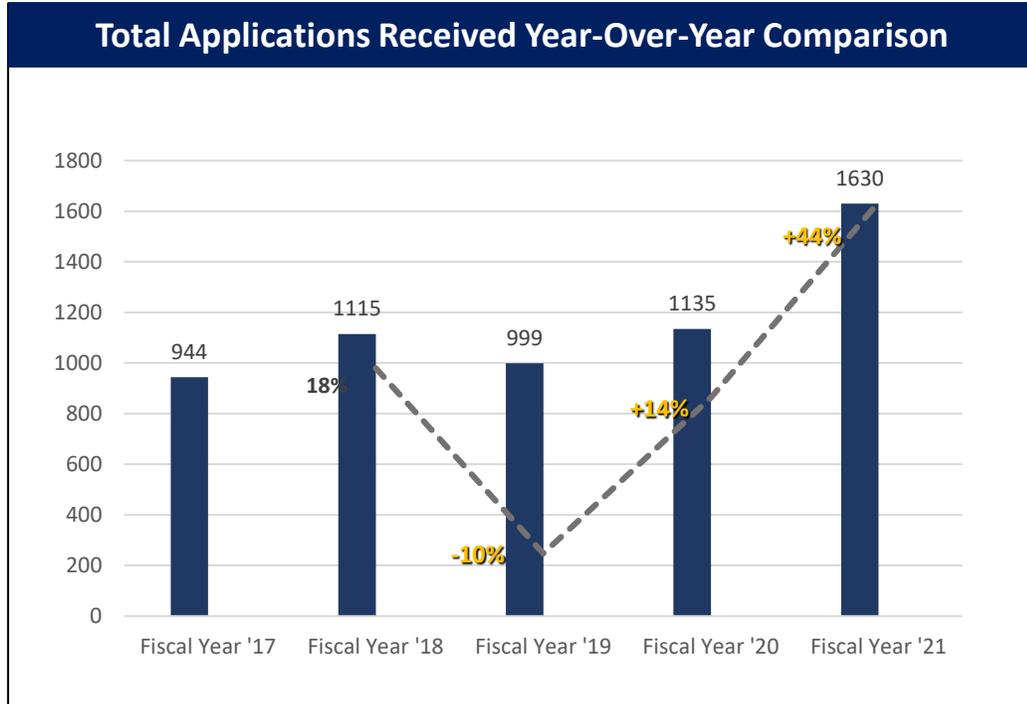
**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**

June 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	12	128
2017 - Total		16	15	21
2018 - Total		12	12	121
2019 - Total		8	9	25
2020 - Total		14	15	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
	Jun 21	0	1	6
	Jul 21	4	3	5
Aug 21	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
	Feb 22	2	2	4
	Mar 22	1	1	12
	Apr 22	1	1	10
	May 22	3	1	24
	Jun 22	1	1	27
Registrations issued from March 2012 to June 2022			312	
Registrations Expired > 6 months as of June 2022			-83	
Registrations Expired < 6 months as of June 2022			-7	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-7	
TOTAL AMC REGISTRATIONS			182	

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



Applications Received Month-Over-Month Comparison

	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22
Certified General Appraiser	11	9	13	13	16	10	8	21	13	14	20	19	14
Certified Residential Appraiser	17	19	13	25	29	19	22	32	25	20	29	25	23
Licensed Residential Appraiser	18	18	23	25	17	16	19	26	33	30	28	22	30
Appraiser Trainee	86	82	77	98	81	90	81	116	125	109	85	89	83
Temporary Non-Resident Appraiser	25	21	29	17	18	13	29	18	19	34	16	24	24
Appraisal Management Company	0	4	0	2	2	2	3	0	2	1	1	3	1

Application Processing Time

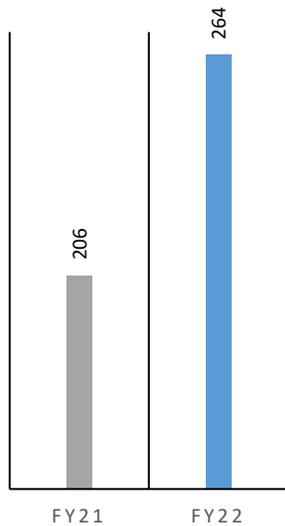
Average Number of Days to Process Applications

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

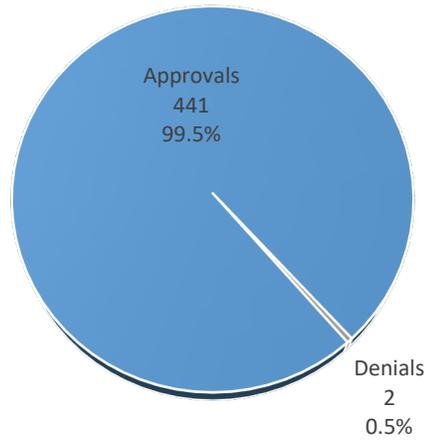
	June 21	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	57	46	41	36	47	52	51	57	40	53	66	70	54
Certified General Appraiser – Reciprocity (Goal: 14 days)	1	2	1	1	1	2	1	1	1	1	1	1	1
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	46	53	39	49	39	55	59	61	56	59	49	56	62
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	1	2	3	1	1	1	1	1	1	2	2	2	1
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	48	46	34	38	50	51	56	57	59	48	53	60	61
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	NA	NA	1	1	1	1	1	1	1	2	1	1	2
Appraiser Trainee (Goal: 14 days)	4	3	3	3	4	3	4	3	3	3	3	3	3
Temporary Non-Resident Appraiser (Goal: 5 days)	1	2	1	1	1	1	1	1	1	1	1	1	1
Appraisal Management Company (Goal: 14 days)	1	2	6	4	2	1	1	NA	2	1	4	2	NA

Certified and Licensed Residential Experience Audit Summary

Residential Audits Received



FY21 - 22 Residential Audit Outcome

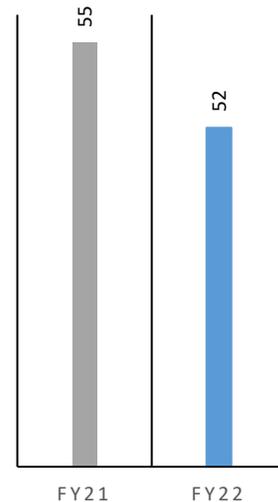


Residential Audit Processing Year-Over-Year

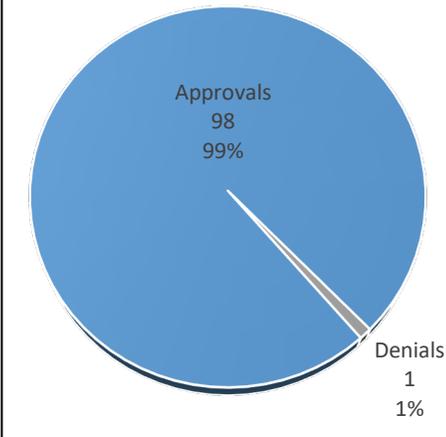
	Closed	Average Processing Time
Fiscal Year 2018	116	100 Days
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	238	48 days

Certified General Experience Audit Summary

Commercial Audits Received



FY21 - 22 Commercial Audit Outcome



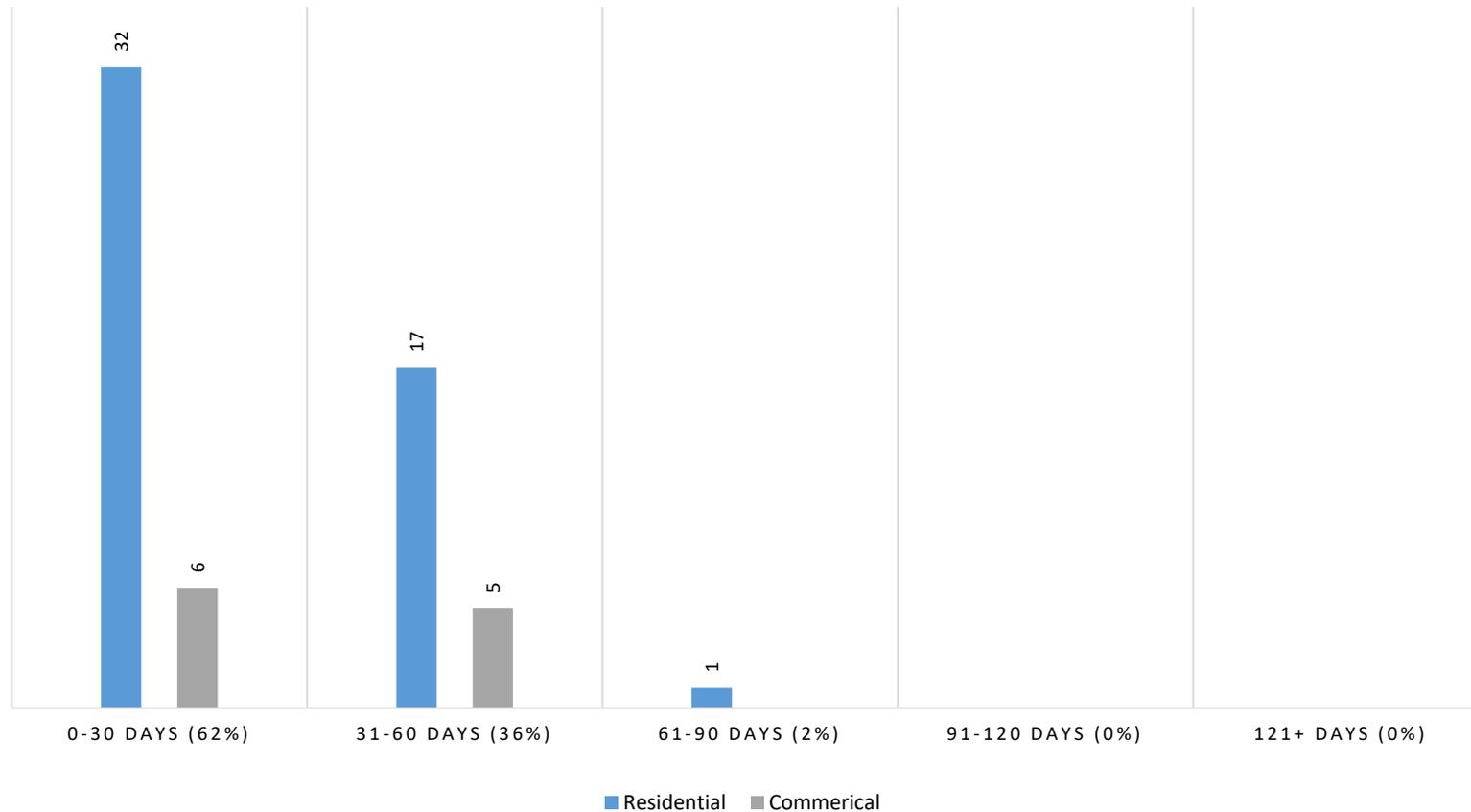
Commercial Audit Processing Year-Over-Year

	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	47	47 Days

Renewal Activity

Year-to-Date Comparison						
	FY 20 (Sept. 2019 - June 2020)		FY 22 (Sept. 2021 - June 2022)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	639	88.05%	819	90.70%	180	28.17%
Certified Residential Renewals	767	92.40%	975	93.75%	208	27.12%
Licensed Residential Renewals	95	67.24%	152	85.39%	57	60.00%
Appraiser Trainee Renewals	145	44.22%	217	64.58%	72	49.66%

Open Experience Audit Snapshot



Financial Services Division
TALCB Budget Status Report
June 2022 - Fiscal Year 2022

Expenditure Category	Beginning Balance FY2022	Expenditures	Remaining Balance	Budget % Remaining	2/12 = 16.67% 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	\$858,933	\$314,649	26.8%	
Other Personnel Costs	458,390	322,409	\$135,981	29.7%	
Professional Services	63,648	115,585	(\$51,937)	-81.6%	Luna Data - Computer consultant services paid with ASC grant
Consumables	2,000	193	\$1,807	90.4%	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	21,969	\$5,031	18.6%	
Rent - Building - Other	26,473	21,315	\$5,158	19.5%	
Rent - Equipment	12,096	6,246	\$5,850	48.4%	Unexpended budget for Canon Copier cost
Other Operating Expense	77,247	60,017	\$17,230	22.3%	
Subtotal -Operations Expenditures	1,840,675	1,406,667	434,008	23.6%	
DPS Criminal History Background Checks	250	0	250	100.0%	DPS remitted invoices for Sept 2021 - May 2022 in June. Payments processed in July 2022.
Statewide Cost Allocation Plan (SWCAP)	23,754	23,406	348	1.5%	Indirect costs charged by the state. Last quarter due 8/30/22
Contribution to General Revenue	22,500	18,750	3,750	16.7%	allocated monthly until 8/31/2022; actual payment amount made to General Revenue fund
Subtotal - Nonoperational Expenditures	46,504	42,156	4,348	9.3%	
Total Expenditures and GR Contribution	1,887,179	1,448,823	438,356	23.2%	
Revenue	FY2022 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,460,149	\$1,504,200	(\$44,051)	-3.0%	1,489 total applications & 2,438 total renewals
AMCs	805,087	798,640	\$6,447	0.8%	17 new AMCs, 94 AMC renewals, 51,250 of panelist activities; majority of renewals occur between March and June
ACE Program Revenue	42,460	16,060	\$26,400	62.2%	2 new ACE providers, 16 renewals from ACE Providers, 83 CE Class Renewals AQB/Other State, 87 AQB approved courses
Examination fees	2,668	4,210	(\$1,542)	-57.8%	Pearson Vue exam fees-421 exams taken
Other Miscellaneous Revenue	25,456	44,126.54	(\$18,671)	-73.3%	106 Appraiser Trainee experience reviews, 20 ACE extension requests, Interest earned
TALCB ASC grant	0	110,056	(\$110,056)	0.0%	ASC grant to develop Complaint portal
Total Revenue	\$2,335,820	\$2,477,293	(\$141,473)	-6.1%	
Operating Gains/ Losses	\$448,641	\$1,028,469	\$1,477,110	329.2%	
Restricted Education Reserve Fund Carryforward	\$37,537				
Revenue Over/(Under) Expenditures & Transfers	\$2,207,104	\$1,028,469	\$850,919		

265,417.42

Financial Services Division

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

June 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	126,874.30	(126,874.30)			U.S. T-Notes, 1.75	06/15/2022
06/15/2022	825,000.00	802,376.95		804,536.13	804,536.13	90.16	U.S. T-Notes, .250	06/15/2023
09/15/2021	985,800.00	999,780.68	986,685.68	(808.66)	985,877.02	4,339.66	U.S. T-Notes, 1.500	09/15/2022
12/15/2021	394,700.00	399,898.06	394,977.53	(1,464.71)	393,512.82	280.39	U.S. T-Notes, 1.625	12/15/2022
03/15/2022	126,000.00	124,979.67	124,646.48	(541.40)	124,105.08	184.89	U.S. T-Notes, .500	03/15/2023
Totals	\$ 2,458,300.00	\$ 2,455,952.57	\$ 1,633,183.99	\$ 674,847.06	\$ 2,308,031.05	\$ 4,895.10		

Monthly Activity

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

Beginning Cash Available Balance	\$	1,069,584.15	
Current Month Receipts	\$	505,027.99	
Current Month Disbursements	\$	<u>(962,123.47)</u>	
Total Cash	\$	612,488.67	
Investment Ending Market Value		2,308,031.05	
Total Account Balance		2,920,519.72	
Operating Reserves		(652,638.00)	
Ending Balance Available for Operations	\$	2,267,881.72	

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

Financial Services Division

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

June 2022

<u>Monthly Activity</u>		
Beginning Balance	Current Month	Cumulative Totals

Beginning Balance	\$	22,914.24		
Current Month Receipts				
		Admin Penalties	\$	35.00
		Interest Earned		20.11
Current Month Disbursements			\$	0.00
		Total Cash	\$	22,969.35
		Reserved for Education Development		(22,969.35)
		Balance	\$	0.00

0.00

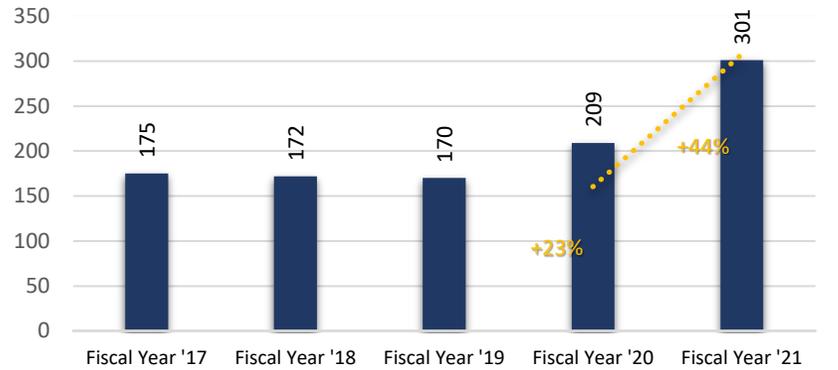
TALCB Enforcement Report

Current as of June 30, 2022

Complaints Received

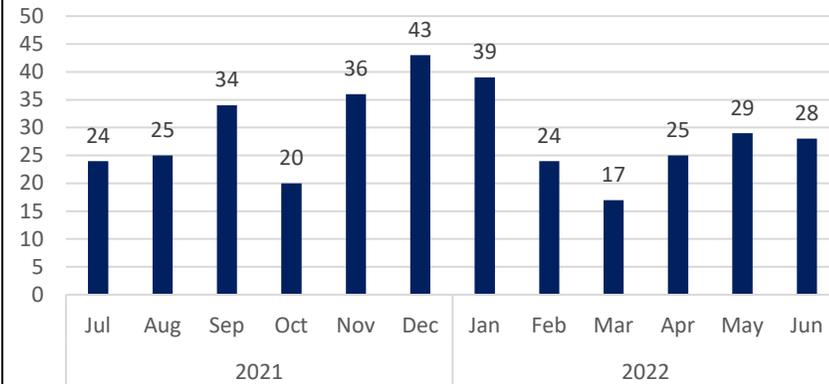
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

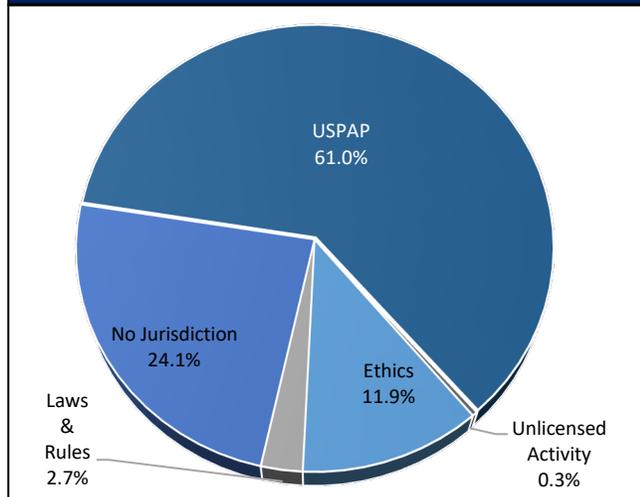


Fiscal Year 2022 Summary

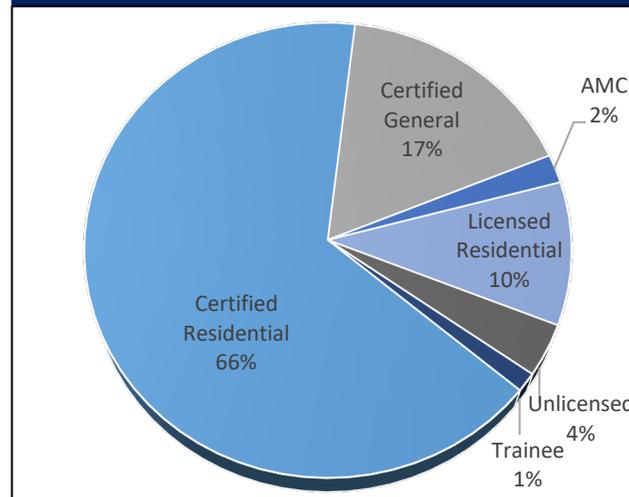
295	Complaints Received
251	Respondents
<3%	License Holders Receive a Complaint

Fiscal Year 2022 Complaints Received by Category

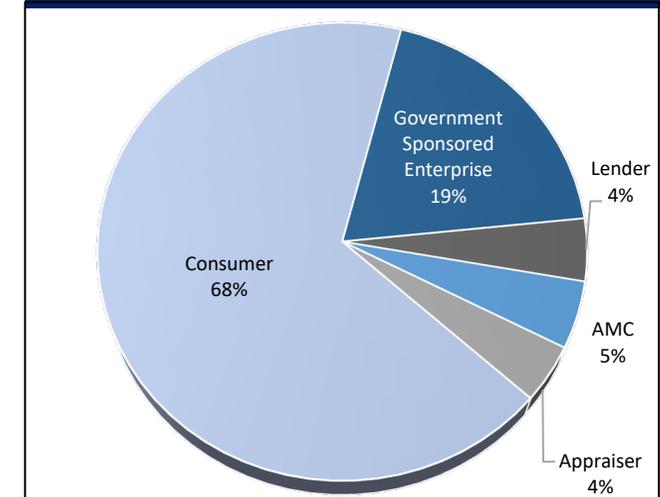
Breakdown by Classification



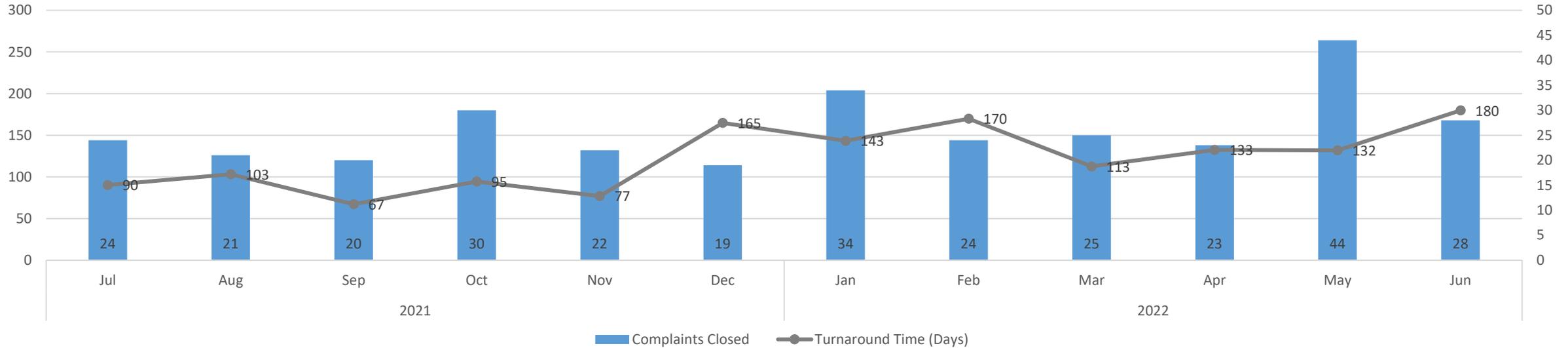
Breakdown by License



Breakdown by Source

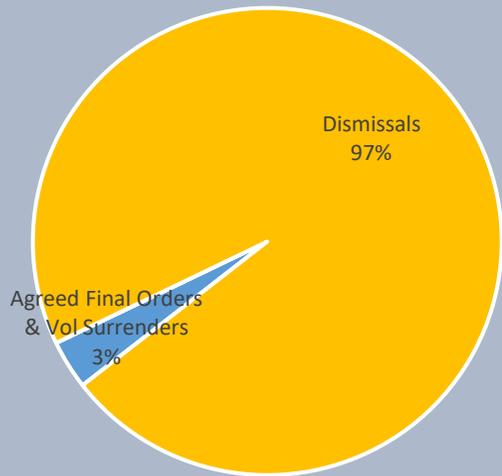


Complaint Resolution

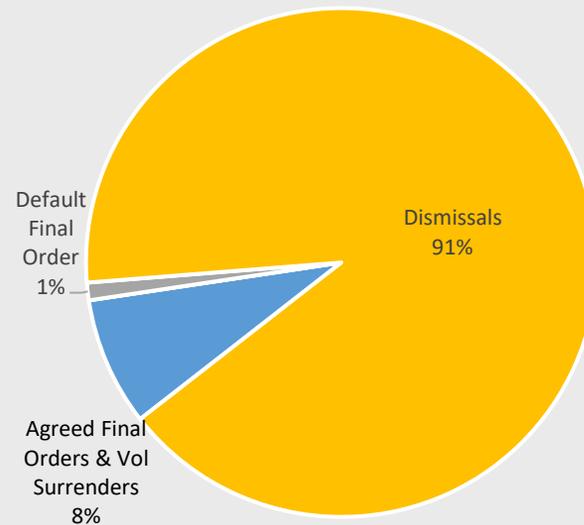


FY21 Complaint Outcome

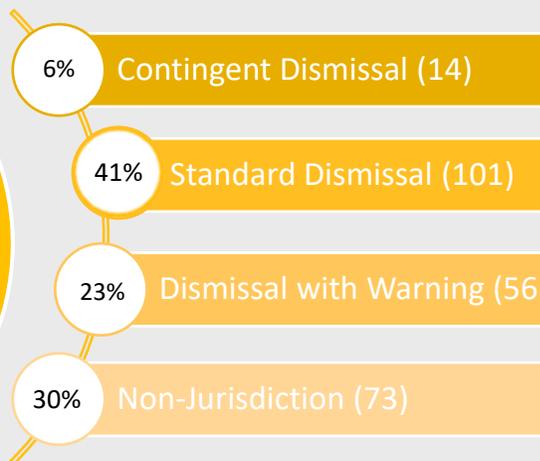
264 Complaints Resolved



FY22 Complaint Outcome



FY22 Dismissal Breakdown



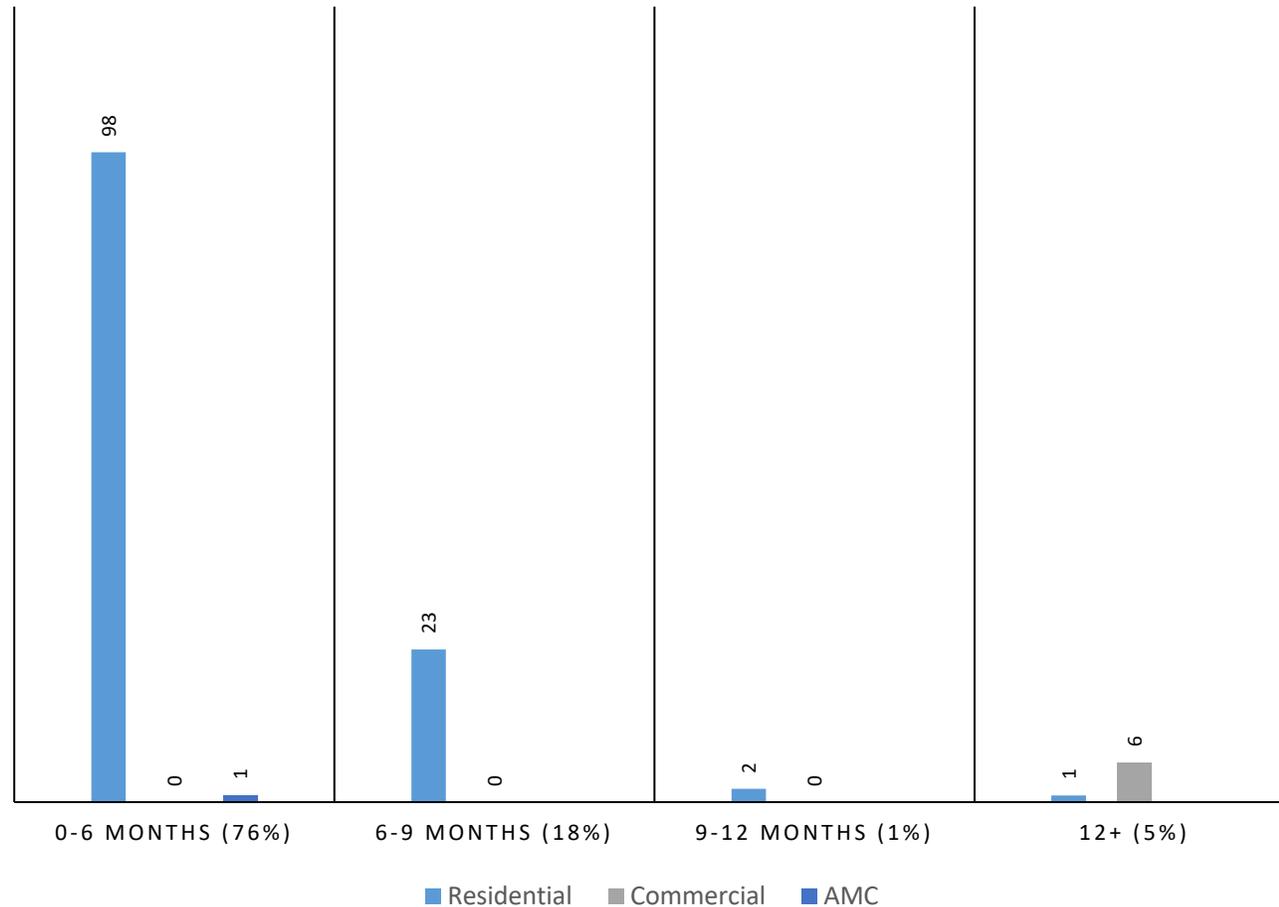
Fiscal Year 2022 Summary

269 Complaints Resolved

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

<1% License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

131 Open Complaints

7 Cases Over 1 Year Old

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

- 6 cases abated
- 1 case is pending SOAH