



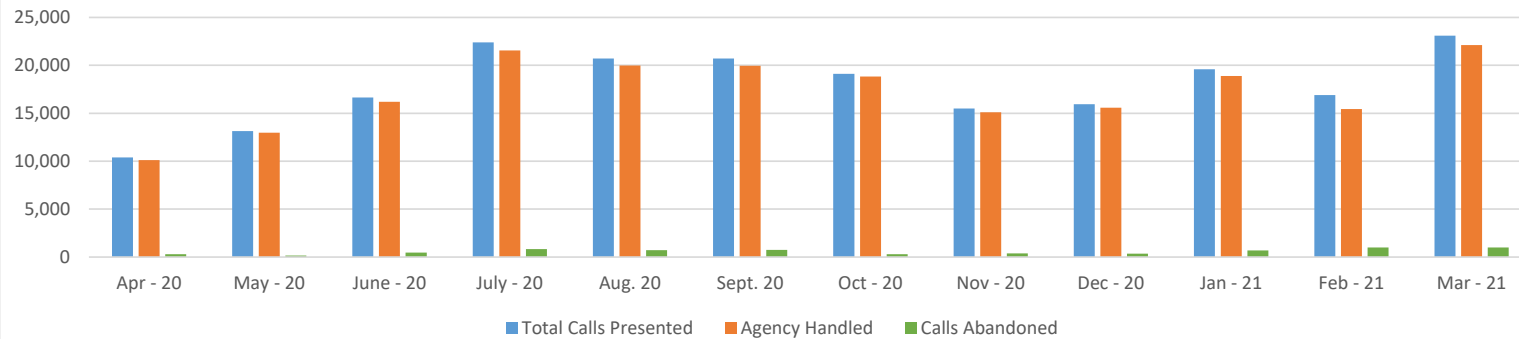
Staff Reports for March 2021

Customer Relations Division

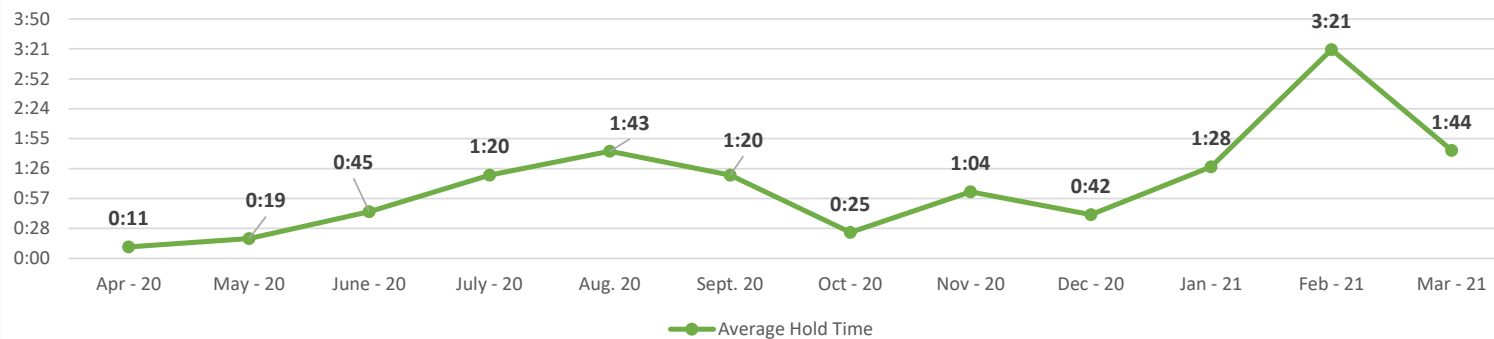
Incoming Calls

	Apr - 20	May - 20	June - 20	July - 20	Aug. 20	Sept. 20	Oct - 20	Nov - 20	Dec - 20	Jan - 21	Feb - 21	Mar - 21	Totals
Total Calls Presented	10,389	13,141	16,653	22,386	20,706	20,702	19,129	15,486	15,934	19,581	16,903	23,108	214,118
Agency Handled	10,101	12,984	16,197	21,552	19,977	19,948	18,840	15,103	15,579	18,890	15,442	22,107	206,720
Calls Handled Initially	10,086	12,929	16,003	21,019	19,324	19,495	18,801	14,835	15,429	18,306	14,464	21,418	202,109
Calls Handled by Courtesy Callback	11	50	180	466	552	413	33	234	140	510	896	629	4,114
% of Calls handled by Courtesy Callback	0.11%	0.38%	1.08%	2.08%	2.67%	1.99%	0.17%	1.51%	0.88%	2.60%	5.30%	2.72%	1.79%
Calls Re-Directed for Assistance	4	5	14	67	101	40	6	34	10	74	82	60	497
Calls Abandoned	284	157	456	834	729	754	288	382	355	691	1,010	1,001	6,941
% of Abandoned Calls	2.73%	1.19%	2.74%	3.73%	3.52%	3.64%	1.51%	2.47%	2.23%	3.53%	5.98%	4.33%	3.13%
Average Handle Time	6:11	5:54	5:58	5:52	5:56	5:52	5:20	5:27	5:33	5:21	5:38	5:34	5:43
Average Hold Time	0:11	0:19	0:45	1:20	1:43	1:20	0:25	1:04	0:42	1:28	3:21	1:44	1:11

Calls Presented, Handled, and Abandoned



Average Hold Time



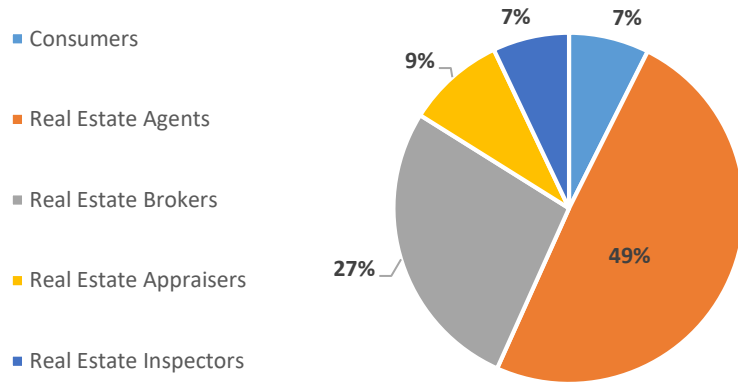
Emails													
	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	Nov. 20	Dec - 20	Jan. - 21	Feb. - 21	Mar. - 21	TOTAL
Licensing	3,463	3,181	3,796	5,560	4,819	5,022	4,112	3,492	3,945	4,879	4,662	5,127	52,058
Education	56	57	37	43	34	48	43	36	49	53	148	58	662
Inspector	62	44	79	104	102	70	76	63	43	60	113	62	878
Enforcement	102	118	146	161	121	185	142	95	116	532	175	222	2,115
TALCB Lic	120	91	170	214	203	198	174	102	92	89	137	133	1,723
TALCB Enf	14	7	14	23	8	16	13	8	7	7	12	14	143
Total	3,817	3,498	4,242	6,105	5,287	5,539	4,560	3,796	4,252	5,620	5,247	5,616	57,579
% handled in 1 day	99.97%	100.00%	98.89%	98.60%	96.50%	94.57%	99.45%	99.55%	99.18%	95.50%	73.51%	99.18%	96.24%

TALCB and TREC 1st Quarter Call Comparisons						
	March, 2021		April, 2021		May, 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	1,513	21,595				23,108
Agency Handled	1,396	20,710				22,106
Calls Handled Initially	1,352	20,064				21,416
Calls Handled by Courtesy Callback	39	591				630
Calls Re-Directed for Assistance	5	55				60
Calls Abandoned	116	885				1,001
Hold Times	1:42	1:44				
% of Abandoned Calls	7.67%	4.10%				
% of Callbacks	2.58%	2.74%				
% of all calls	6.55%	93.45%				

March, 2021 Customer Satisfaction Survey Results

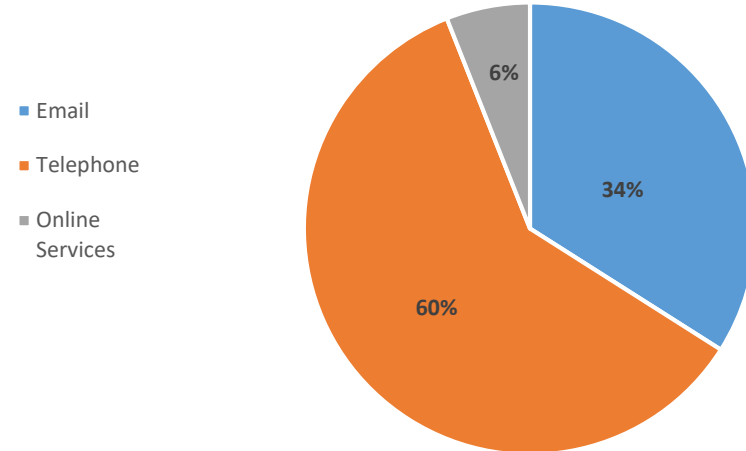
Customer Demographics

136 - respondents



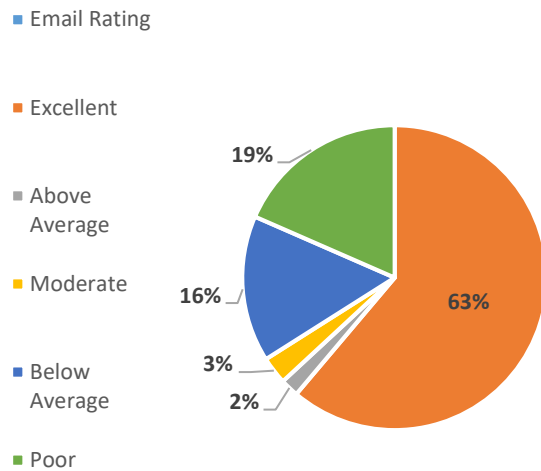
How Do Customers Contact Us?

143 respondents



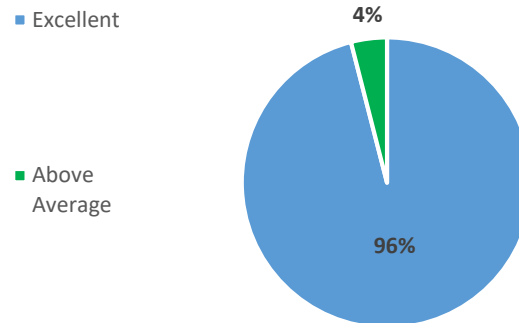
Email Rating

43 respondents



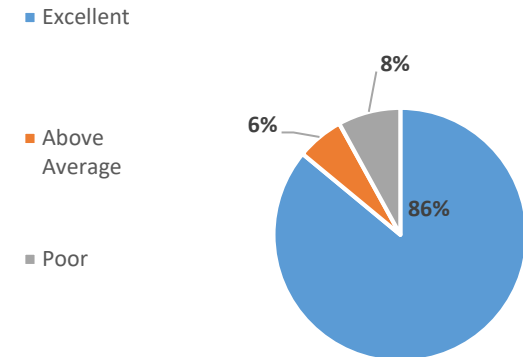
Experience with Customer Service Representatives

26 responses



Telephone Service Rating

84 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						2
Initial ACE Elective Course	11	7	11	6	20	14	16						85
Classroom Delivery	8	5	7	3	15	11	10						59
Online Delivery	3	2	4	3	5	3	6						26
Renewal ACE Elective Course	3	1	4	3	0	4	10						25
Classroom Delivery	1	1	2	0	0	1	2						7
Online Delivery	2	0	2	3	0	3	8						18
Qualifying Course Acceptance	3	1	2	4	1	4	2						17
Classroom Delivery	1	1	1	1	1	2	1						8
Online Delivery	2	0	1	3	0	2	1						9
Total Applications Received	17	9	17	14	22	22	28						129
	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						1
Initial ACE Elective Course	11	6	8	7	16	10	17						75
Classroom Delivery	7	5	4	6	9	9	14						54
Online Delivery	4	1	4	1	7	1	3						21
Renewal ACE Elective Course	1	3	2	2	9	6	8						31
Classroom Delivery	0	1	1	2	5	1	1						11
Online Delivery	1	2	1	0	4	5	7						20
Qualifying Course Acceptance	0	5	2	6	4	5	0						22
Classroom Delivery	0	2	1	0	3	3	0						9
Online Delivery	0	3	1	6	1	2	0						13
Total Applications Approved	12	14	12	15	29	22	25						129

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
March 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
Mar 2021										
Inactive Appraisers		GENERAL 45	RESIDENTIAL 50	LICENSE 19	TOTAL 114	TRAINEE 75		TOTAL 189		
Out-of-State Temporary Registrations:									97	
Total All License Holders:									6,676	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
March 2021

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2014 - Total		12	13	138
2015 - Total		16	15	17
2016 - Total		10	11	128
2017 - Total		16	15	21
2018 - Total		12	12	121
2019 - Total		8	9	25
2020	Sep 19	2	2	3
	Oct 19	1	0	5
	Nov 19	5	3	2
	Dec 19	2	4	2
	Jan 20	0	1	1
	Feb 20	1	1	8
	Mar 20	0	0	1
	Apr 20	0	0	9
	May 20	0	0	26
	Jun 20	2	1	17
	Jul 20	0	1	30
	Aug 20	1	1	3
2020 - Total		14	14	107
2021	Sep 20	2	0	2
	Oct 20	1	2	3
	Nov 20	1	2	3
	Dec 20	2	1	3
	Jan 21	3	3	1
	Feb 21	0	1	1
	Mar 21	0	0	3
Registrations issued from March 2012 to March 2021			290	
Registrations Expired > 6 months as of March 2021			-80	
Registrations Expired < 6 months as of March 2021			-1	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-6	
TOTAL AMC REGISTRATIONS			170	

Licensing Division - TALCB

Applications Received and Renewal Activity

Fiscal Year 2021 - Year-to-Date Comparison

March

<i>Original Applications Received</i>	Sep 2019 - Mar 2020	Sep 2020 - Mar 2021	Variance	Percent
Certified General Applications	86	88	2	2.33%
Certified Residential Applications	92	114	22	23.91%
Licensed Residential Applications	56	94	38	67.86%
Appraiser Trainee Applications	254	465	211	83.07%
Non-Residential Temporary Applications	131	122	-9	-6.87%
<i>Total Original Applications</i>	619	883	264	42.65%

<i>Renewal Activity</i>	% Renewed FY20		% Renewed FY21		Variance	Percent
Certified General Renewals	527	88.05%	632	86.81%	105	19.92%
Certified Residential Renewals	600	92.40%	630	91.97%	30	5.00%
Licensed Residential Renewals	83	67.24%	129	86.92%	46	55.42%
Appraiser Trainee Renewals	120	44.22%	135	50.87%	15	12.50%

Licensing Division

Average Number of Calendar Days to Issue a License

March 2021

Real Estate Appraiser Applications

	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Certified General Appraiser	18.52	9.70	5.87	6.59	10.78	15.35	9.26	7.97	12.88	5.84	3.51	6.00	5.28
<i>Number of Applications Received</i>	8	10	10	13	6	11	10	11	10	9	16	18	16
Certified Residential Appraiser	22.78	4.54	8.51	14.49	10.53	16.12	20.20	13.72	11.17	6.54	6.20	8.29	10.36
<i>Number of Applications Received</i>	13	13	10	16	18	21	12	14	15	21	15	16	24
Licensed Residential Appraiser	27.52	5.44	9.60	24.02	18.32	13.10	20.01	13.87	8.26	4.91	5.03	12.22	12.54
<i>Number of Applications Received</i>	10	13	13	11	10	12	11	14	13	10	16	16	16
Appraiser Trainee	18.27	4.27	6.79	12.96	16.00	16.97	18.49	17.04	9.33	9.87	8.24	9.18	10.47
<i>Number of Applications Received</i>	50	40	40	51	69	67	66	73	59	58	85	52	81
Temporary Non-Resident Appraiser	0.88	3.05	1.49	1.76	1.47	1.84	1.90	2.01	2.38	2.09	1.78	1.86	1.44
<i>Number of Applications Received</i>	10	8	9	13	11	24	25	13	17	16	16	13	22

Appraisal Management Company Applications

	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Appraisal Management Company	7	n/a	n/a	2.32	1.43	1.52	1.00	5.50	3.42	0.41	1.45	6.61	n/a
	0	0	0	2	0	1	2	1	1	2	3	0	0

Information & Technology Division
Electronic Information Outlet Statistics

March 2021

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	73,000	463,808	371,706
Total Monthly Unique Visits	21,991	142,564	119,327

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	74	51	68.9%	69.7%	65.0%
AMC	0	0	N/A	0.0%	66.7%
Certified General Appraiser	7	3	42.9%	32.7%	27.9%
Certified Residential Appraiser	14	7	50.0%	54.4%	46.0%
State Licensed Appraiser	5	4	80.0%	69.7%	67.6%
Appraiser Trainee	48	37	77.1%	84.0%	82.9%
Renewals	300	292	97.3%	97.7%	94.5%
AMC	3	3	100.0%	100.0%	84.6%
Certified General Appraiser	139	132	95.0%	97.3%	92.6%
Certified Residential Appraiser	115	115	100.0%	99.3%	96.2%
State Licensed Appraiser	18	17	94.4%	93.2%	93.0%
Appraiser Trainee	25	25	100.0%	96.4%	96.7%
AMC Panel Transactions	1153	1153	100.0%	100.0%	100.0%
Additions	1007	1007	100.0%	100.0%	100.0%
Removals	146	146	100.0%	100.0%	100.0%

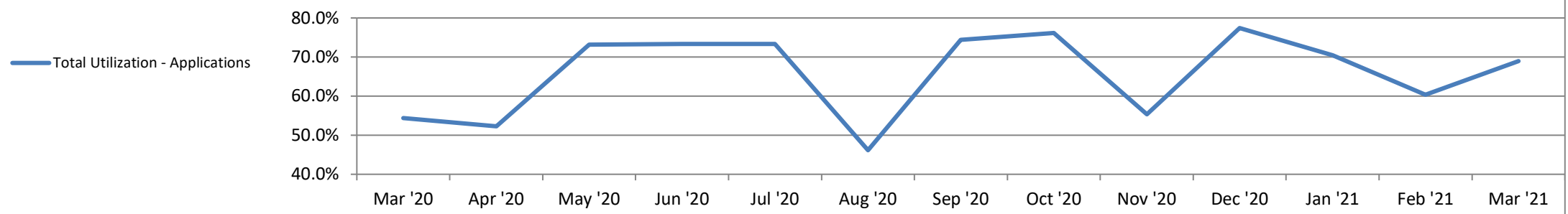
Information & Technology Division

Electronic Information Outlet Statistics

March 2021

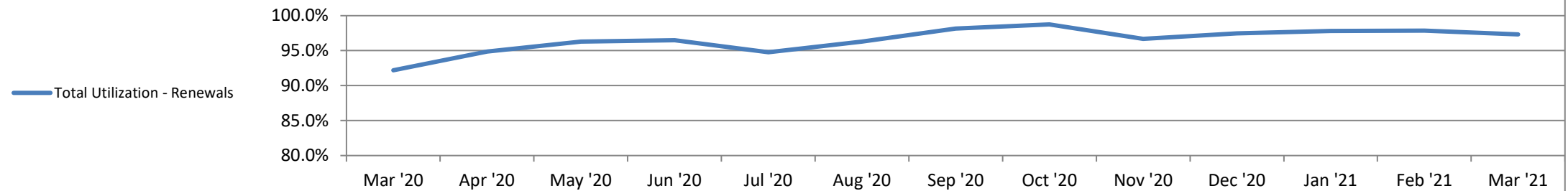
Applications	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21
AMC	0.0%	0.0%	N/A	100.0%	100.0%	N/A	N/A	0.0%	0.0%	0.0%	0.0%	0.0%	N/A
Certified General Appraiser	0.0%	0.0%	30.0%	20.0%	33.3%	20.0%	57.1%	57.1%	20.0%	33.3%	25.0%	11.1%	42.9%
Certified Residential Appraiser	46.7%	55.6%	44.4%	75.0%	63.6%	18.2%	55.6%	64.3%	40.0%	78.6%	50.0%	33.3%	50.0%
State Licensed Appraiser	60.0%	N/A	100.0%	N/A	0.0%	66.7%	40.0%	100.0%	42.9%	75.0%	83.3%	100.0%	80.0%
Appraiser Trainee	88.2%	81.8%	91.4%	85.0%	88.5%	75.0%	85.7%	85.0%	81.5%	82.5%	90.5%	86.2%	77.1%
Total Utilization - Applications	54.3%	52.3%	73.2%	73.3%	73.3%	46.2%	74.4%	76.1%	55.4%	77.4%	70.4%	60.4%	68.9%

Utilization Online Application Services



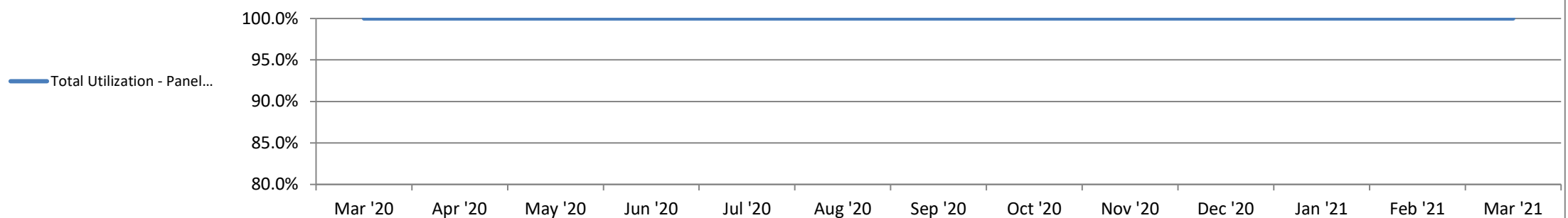
Renewals	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21
AMC	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Certified General Appraiser	89.6%	92.5%	96.4%	94.8%	93.7%	95.1%	100.0%	98.9%	96.2%	99.0%	97.5%	94.9%	95.0%
Certified Residential Appraiser	95.8%	97.8%	96.9%	97.4%	97.1%	100.0%	100.0%	100.0%	100.0%	96.8%	99.0%	94.9%	100.0%
State Licensed Appraiser	85.0%	94.4%	83.3%	100.0%	86.7%	83.3%	90.5%	93.3%	93.1%	92.0%	91.3%	100.0%	94.4%
Appraiser Trainee	100.0%	100.0%	95.8%	100.0%	94.7%	95.0%	91.3%	96.7%	89.7%	100.0%	100.0%	100.0%	100.0%
Total Utilization - Renewals	92.2%	94.8%	96.3%	96.5%	94.8%	96.3%	98.2%	98.8%	96.7%	97.4%	97.8%	97.9%	97.3%

Utilization Online Renewal Services



Panel Management Tool	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '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 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
March 2021 - Fiscal Year 2021

Expenditure Category	Amended Beginning Balance FY2021	Expenditures	Remaining Balance	Budget % Remaining	5/12 =41.67% 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
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	\$678,209	\$596,341	46.8%	
Other Personnel Costs	451,753	251,761	\$199,992	44.3%	
Professional Services	127,336	7,830	\$119,506	93.9%	Peer Investigative committee members, SOAH, Office 365 licenses & hosting services
Consumables	2,000	319	\$1,681	84.0%	black and tri-color ink cartridges, weekly & monthly planners
Utilities	1,736	23	\$1,713	98.7%	
Travel	43,011	0	\$43,011	100.0%	
Rent - Building - Other	22,133	26,683	(\$4,550)	-20.6%	Office rent paid for the year
Rent - Equipment	22,203	1,636	\$20,568	92.6%	Canon Copier Lease cost
Other Operating Expense	163,853	36,708	\$127,144	77.6%	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	1,003,169	1,105,407	52.4%	
DPS Criminal History Background Checks	250	0	250	100.0%	
Statewide Cost Allocation Plan (SWCAP)	35,000	5,938	29,062	83.0%	Indirect costs charged by the state. Qtrly payments due in March, April, June and August.
Contribution to General Revenue	22,500	13,125	9,375	41.7%	Allocated monthly until August 2021
Subtotal - Nonoperational Expenditures	57,750	19,063	38,687	67.0%	
Total Expenditures and GR Contribution	2,166,326	1,022,232	1,144,094	52.8%	
Revenue	FY2021 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,398,423	\$886,128	\$512,296	36.6%	757 CR renewals, 765 CG Renewals, 161 TR renewals, 154 SL Renewals
AMCs	168,219	148,190	\$20,029	11.9%	11 new AMC; 17 renewals; added 5,294 panelists and 3,037 panelists renewed as of report date.
ACE Program Revenue	0	7,015	(\$7,015)	0.0%	not enough historical data to budget for this particular revenue collection
Examination fees	2,584	2,270	\$314	12.2%	Pearson Vue exam fees
Other Miscellaneous Revenue	29,299	26,420	\$2,879	9.8%	Interest earned exceeds projections
Total Revenue	\$1,598,525	\$1,070,022	\$528,503	33.1%	
Operating Gains/ Losses	(\$567,801)	\$47,790	(\$615,591)	108.4%	
Restricted Education Reserve Fund Carryforward \$41,000					
Revenue Over/(Under) Expenditures & Transfers	\$994,785	\$47,790	\$290,403		

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

March 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	316,379.53	(662.34)	315,717.19	2,422.93	U.S. T-Notes, 2.625	06/15/2021
09/15/2020	1,180,000.00	1,210,741.98	1,197,192.97	(2,535.15)	1,194,657.82	1,499.05	U.S. T-Notes, 2.725	09/15/2021
Totals	\$ 1,494,000.00	\$ 1,532,365.17	\$ 1,513,572.50	\$ (3,197.49)	\$ 1,510,375.01	\$ 3,921.98		

Monthly Activity

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

Beginning Cash Available Balance

\$ 586,555.27

Current Month Receipts

\$ 130,653.19

Current Month Disbursements

\$ (104,393.67)

Total Cash	\$	612,814.79
Investment Ending Market Value		1,510,375.01
Total Account Balance		2,123,189.80
Operating Reserves		(738,002.00)
Ending Balance Available for Operations	\$	1,385,187.80

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

Enforcement Division

Current March 31, 2021



62 Days Faster

Compared to FY '20

Complaint Resolution



1 Day Faster

Compared to FY '20

Residential Audit Turnaround



51 Days Faster

Compared to FY '20

Commercial Audit Turnaround

FY21 Incoming Complaints

FY2020

209
186

Complaints
Respondents

FY2021

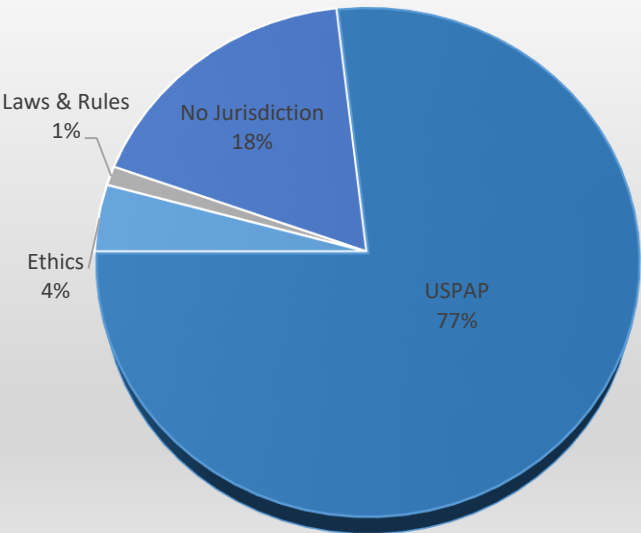
164
150

Complaints
Respondents

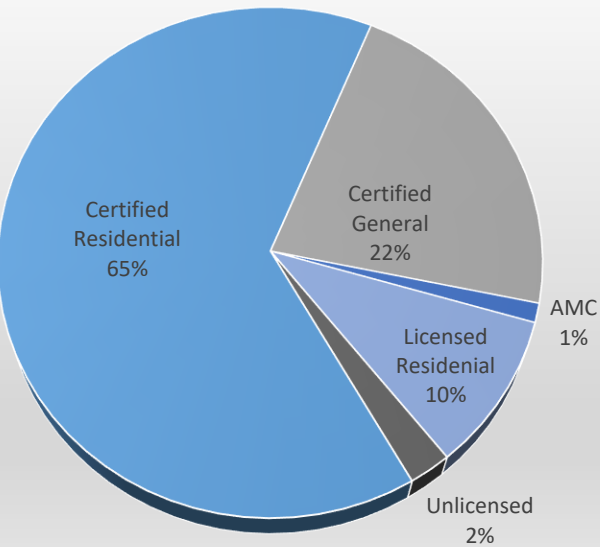
2%

License holders received a
complaint in FY21

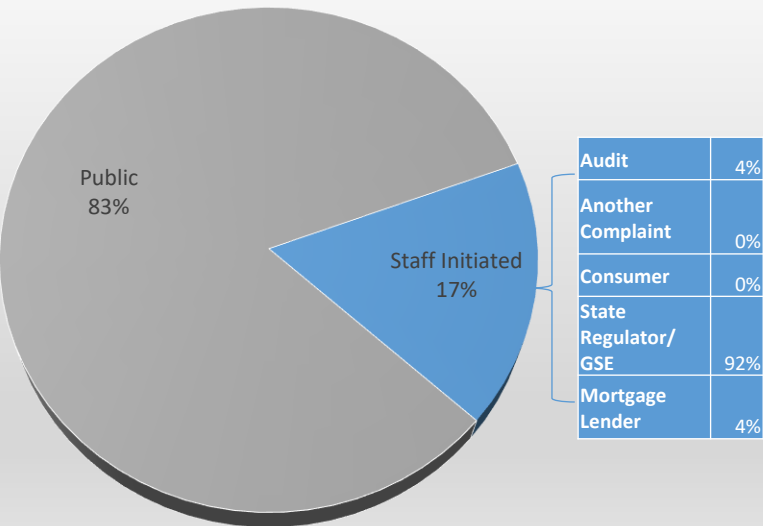
Breakdown by Classification



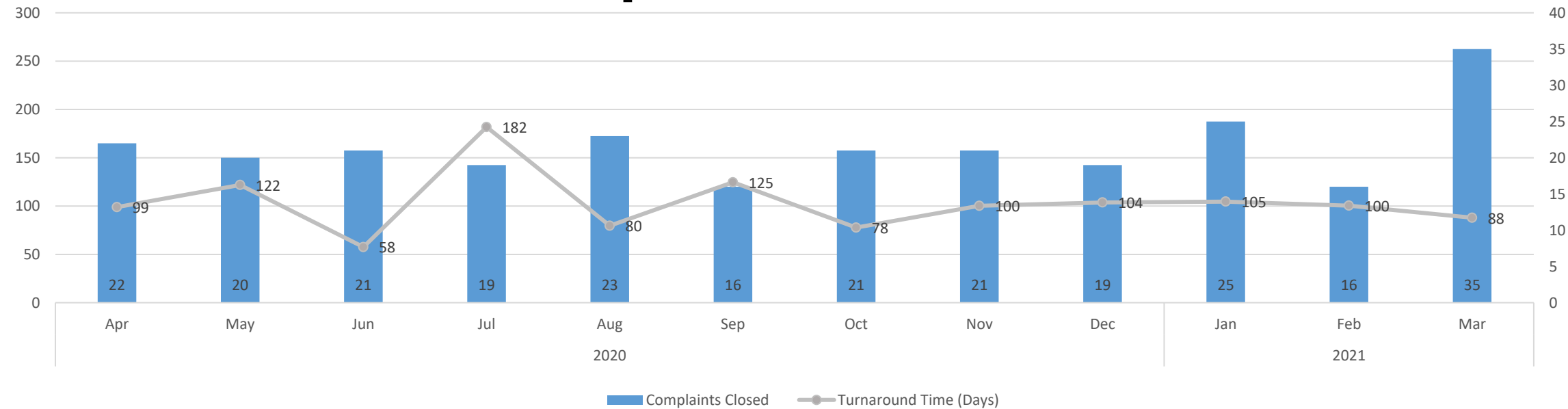
Breakdown by License



Breakdown by Source

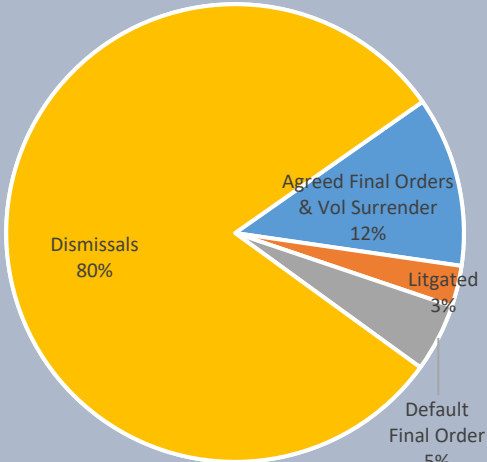


Complaint Resolution

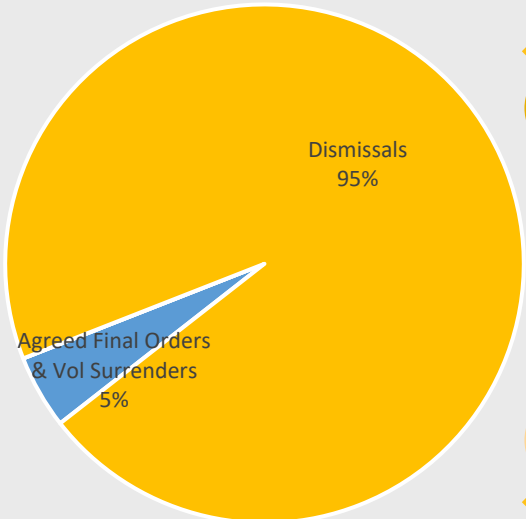


FY20 Complaint Outcome

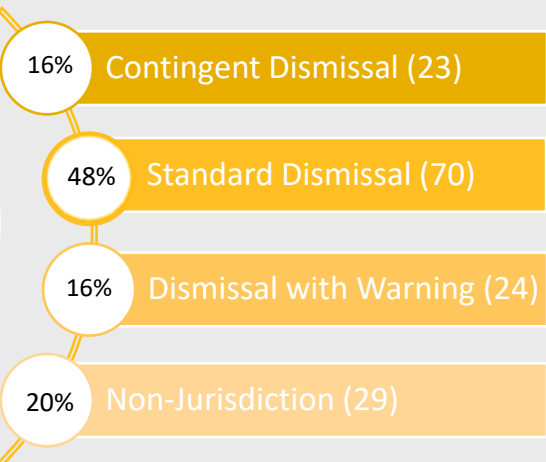
231 Complaints Resolved



FY21 Complaint Outcome



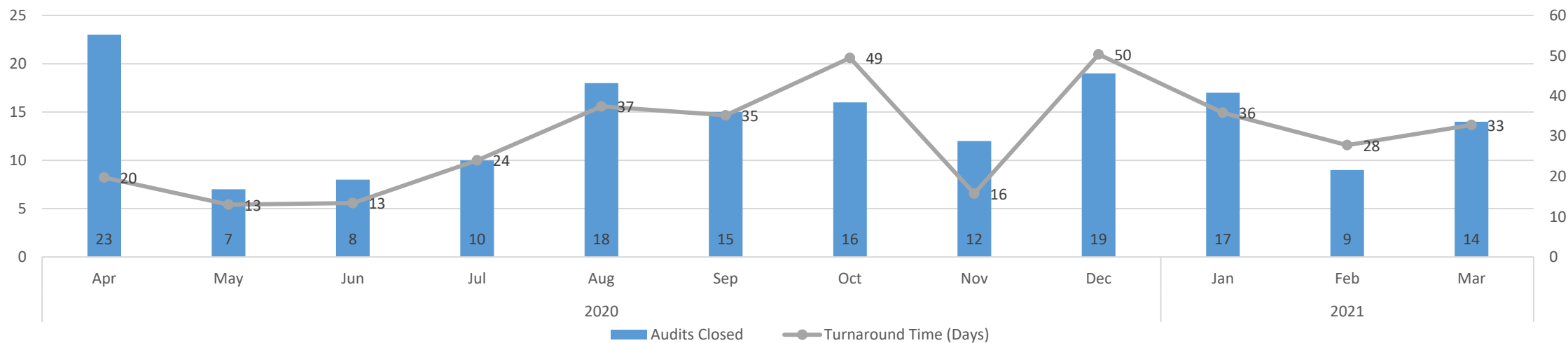
FY21 Dismissal Breakdown



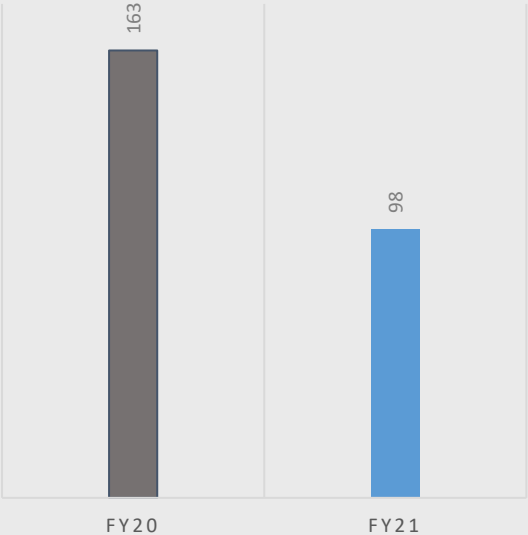
FY2021

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

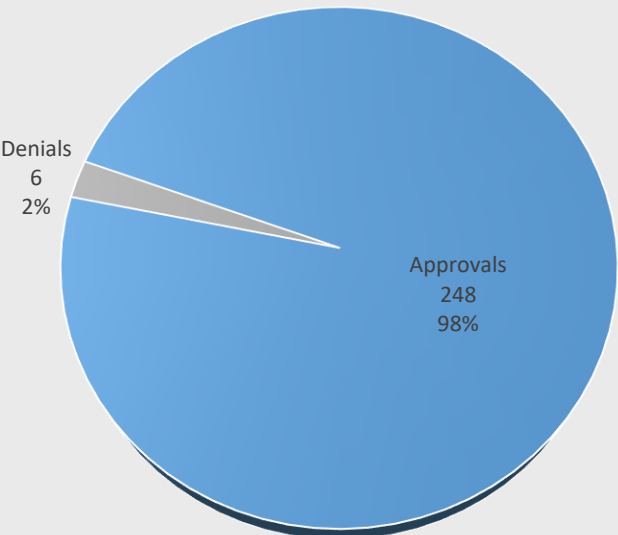
Residential Experience Audits



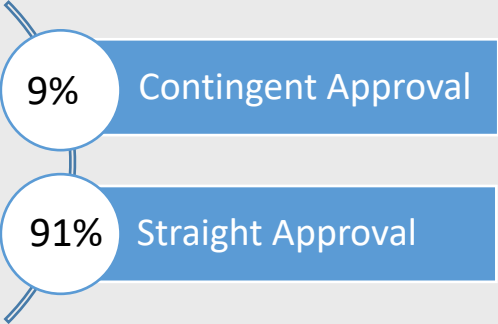
Incoming Residential Audits



FY20 - 21 Residential Audit Outcome



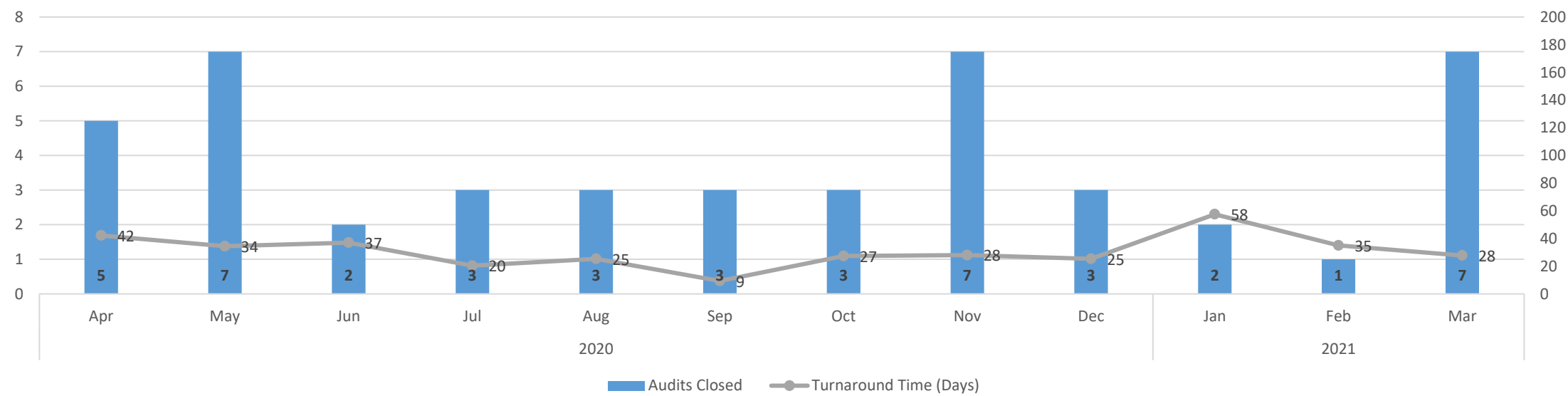
FY20 - 21 Residential Approval Breakdown



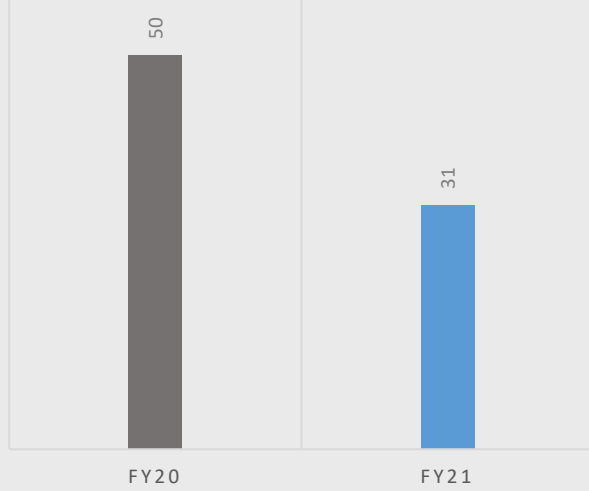
FY21 Residential Processing Data

37 Days	Average Turnaround Time
102	Total Audits Closed

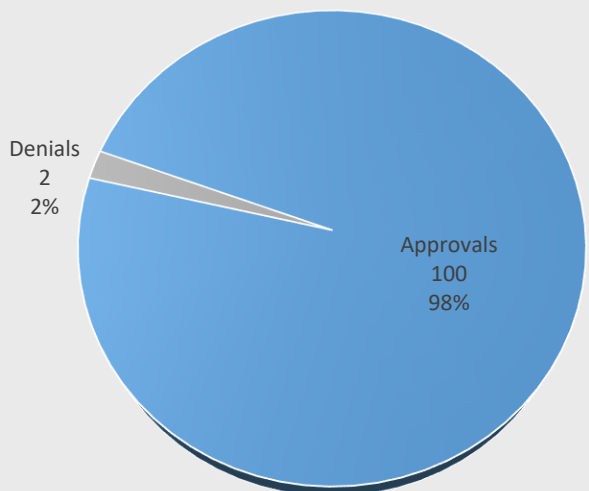
Commercial Experience Audits



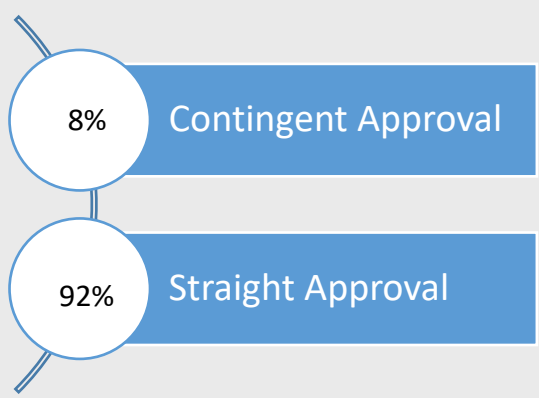
Incoming Commercial Audits



FY20 - 21 Commercial Audit Outcome



FY20 - 21 Commercial Approval Breakdown



FY21 Commercial Processing Data

28 Days
26

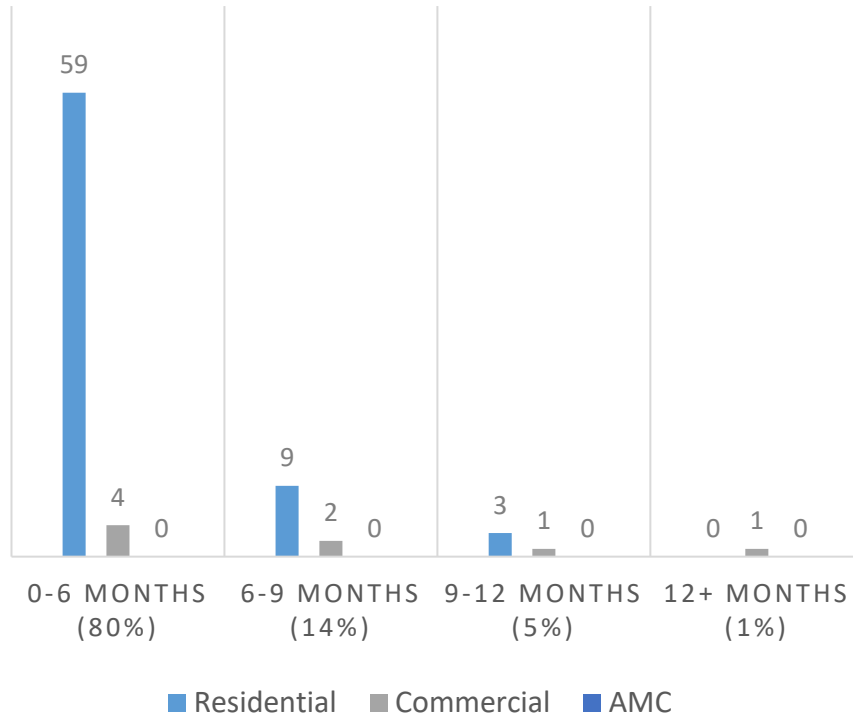
Average Turnaround Time
Total Audits Closed

Open Cases Snapshot View



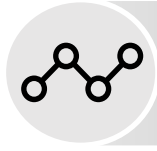
There are currently 79 open complaints.

COMPLAINTS



There is 1 cases over 1 year old

- 1 case is pending abatement



There are currently 36 open experience audits

EXPERIENCE AUDITS

