



## **Staff Reports for March 2026**

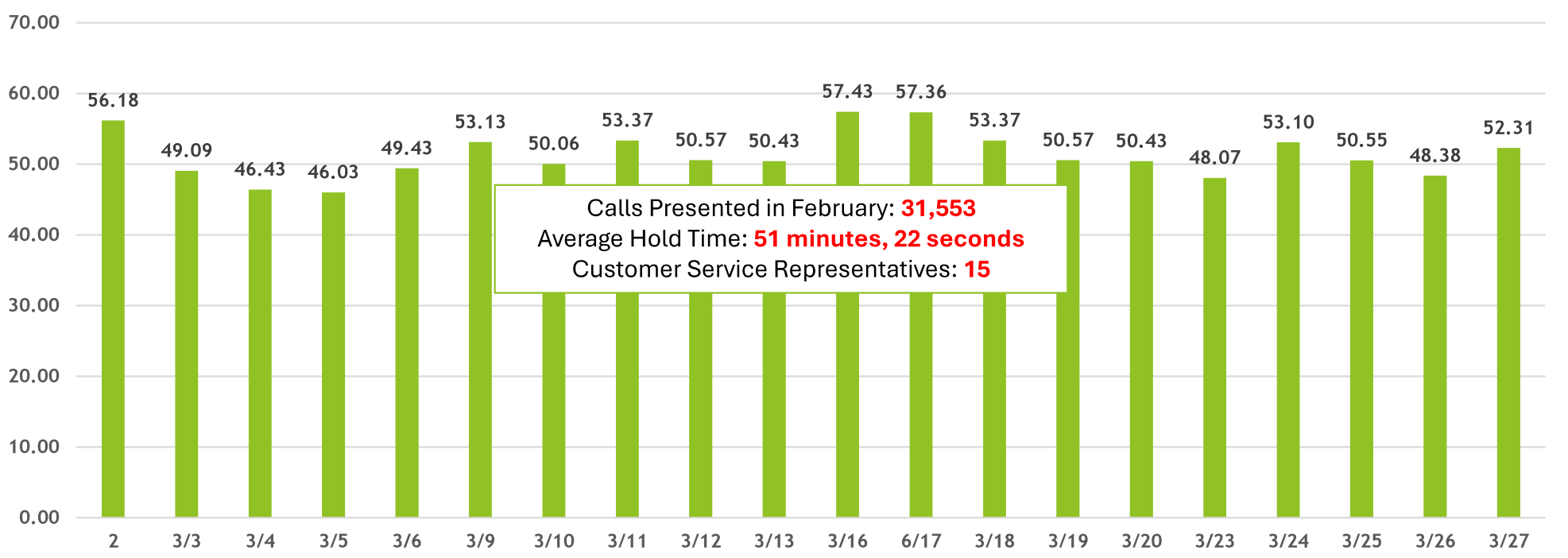
# Customer Relations Division

March 2026, Monthly Report

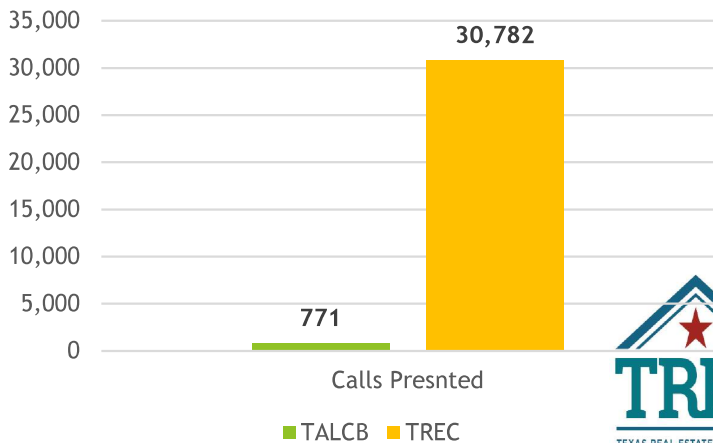


# Customer Relations Division

## March 2026 Hold Time per Day



### TREC & TALCB

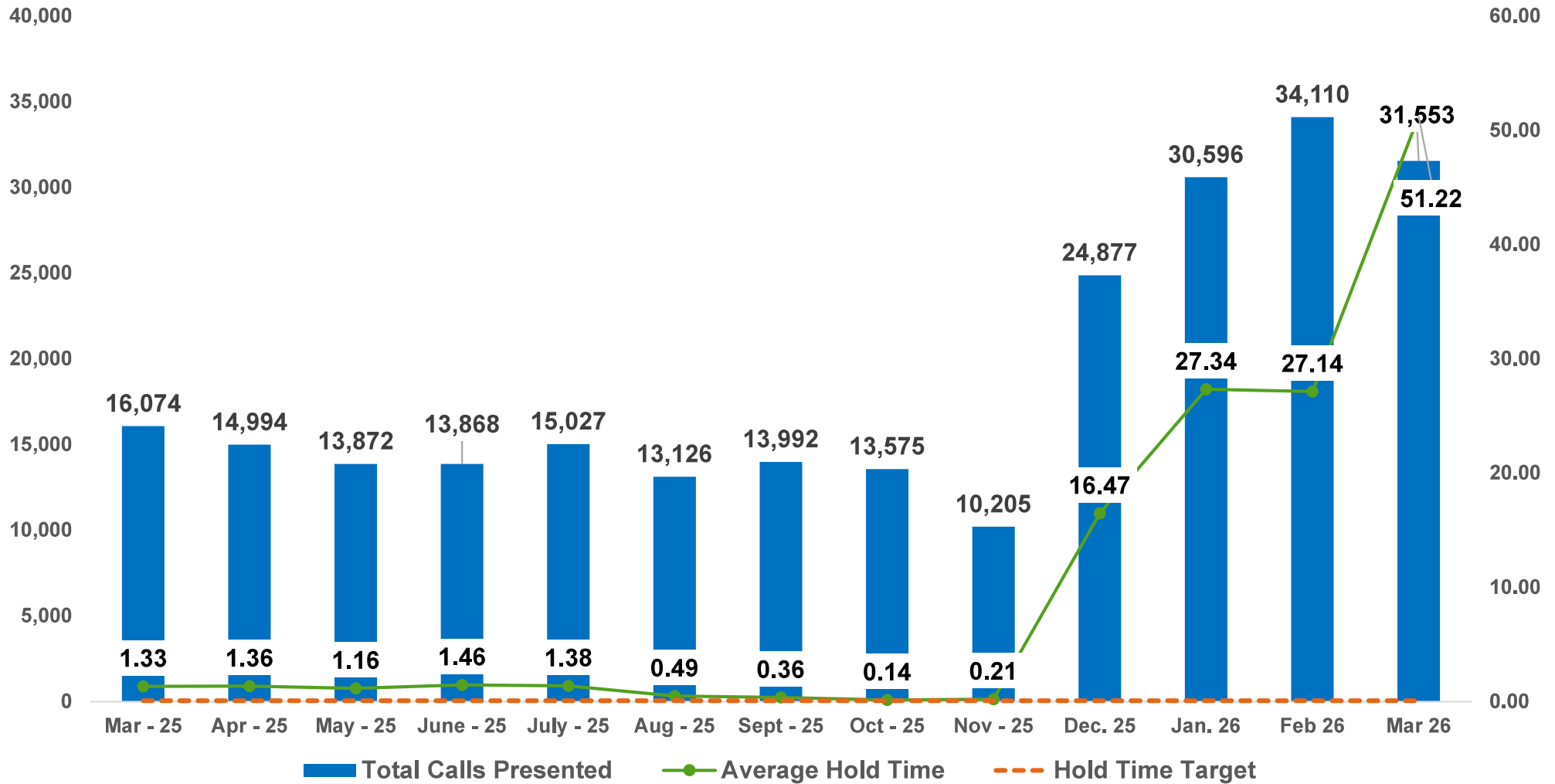


**TALCB** – 771 Calls (2.50%) **49 minutes, 56 second hold time**  
**TREC** – 30,782 Calls (97.50%) **51 minutes, 29 second hold time**



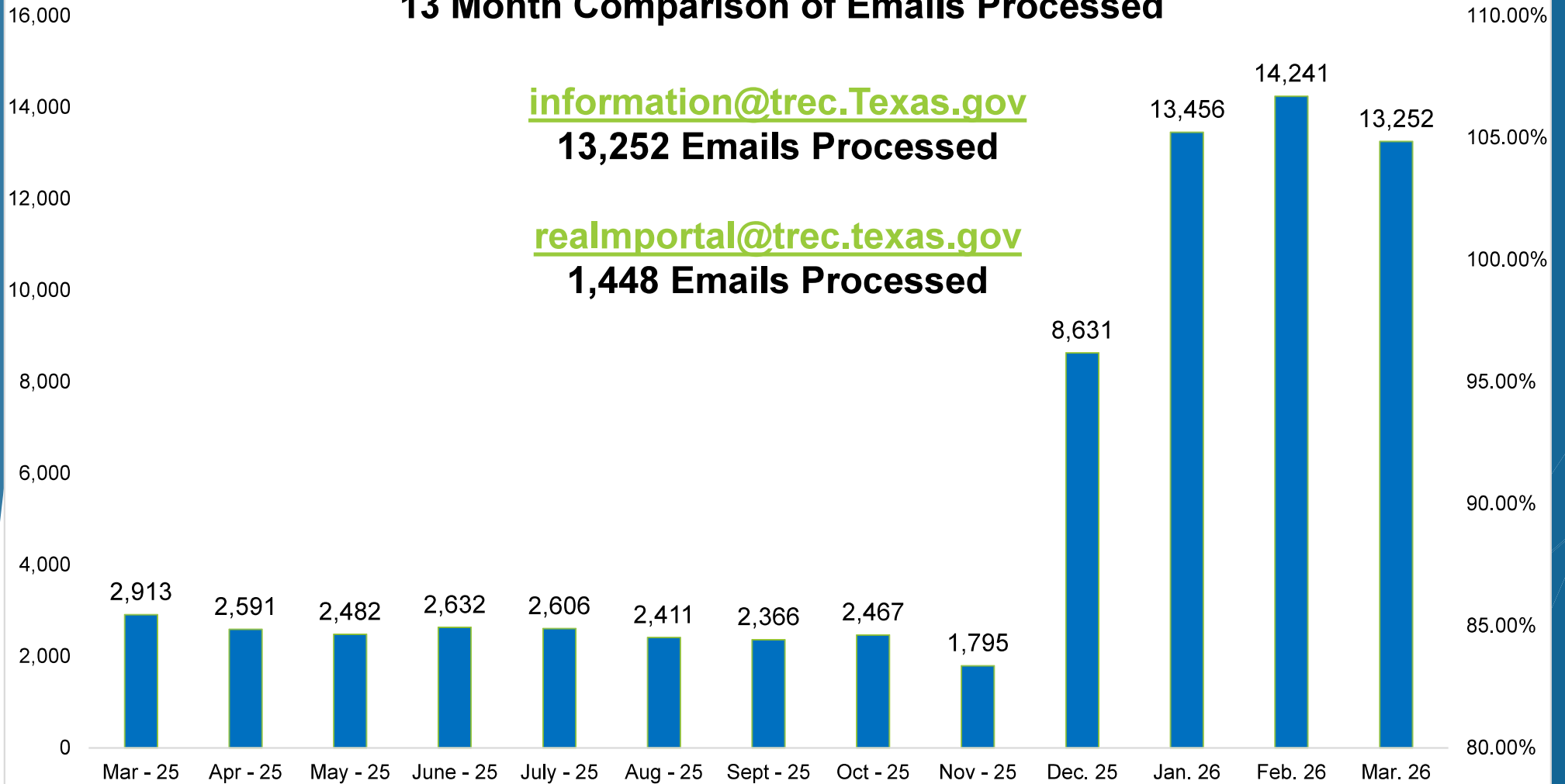
# Customer Relations Division

## 13 Month Comparison of Calls Presented vs. Hold Time



# Customer Relations Division

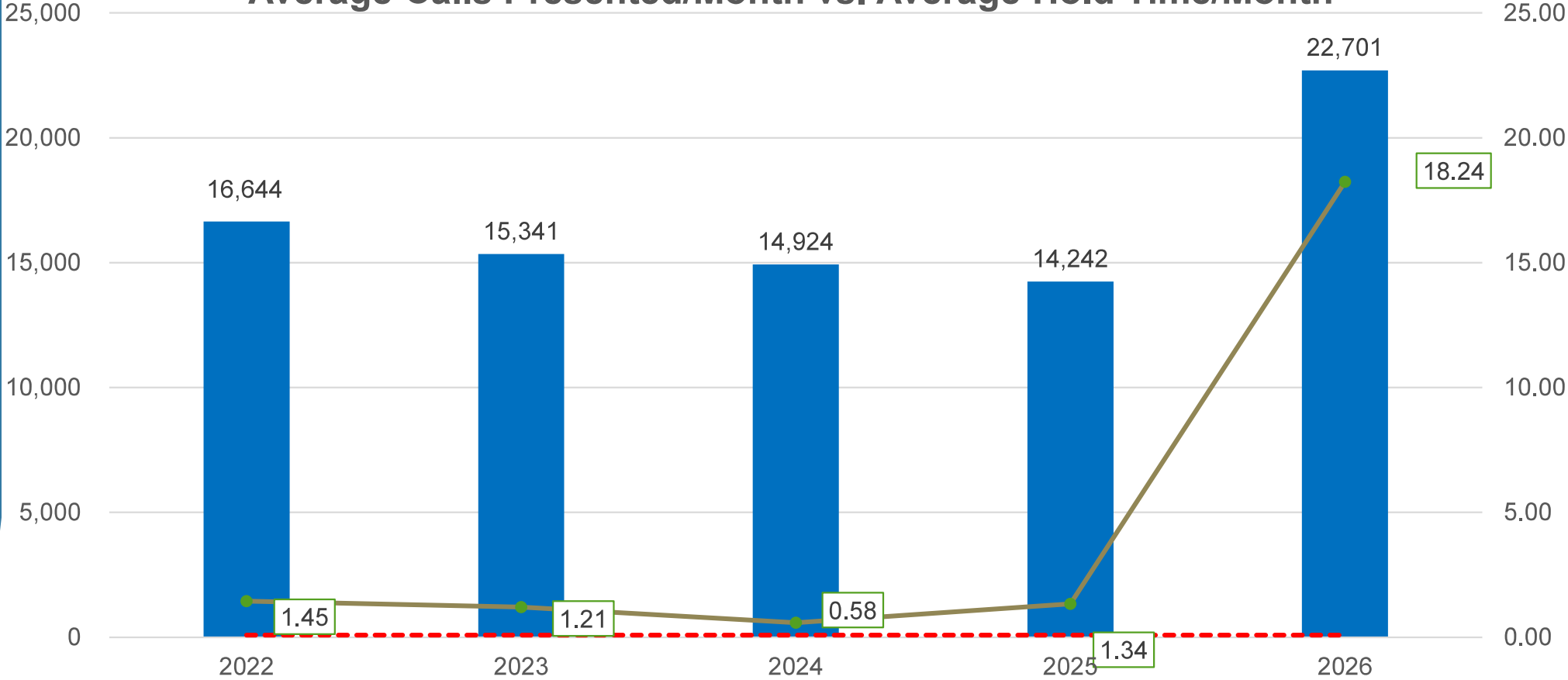
## 13 Month Comparison of Emails Processed



# Customer Relations Division

## Fiscal Year Comparison

### Average Calls Presented/Month vs. Average Hold Time/Month

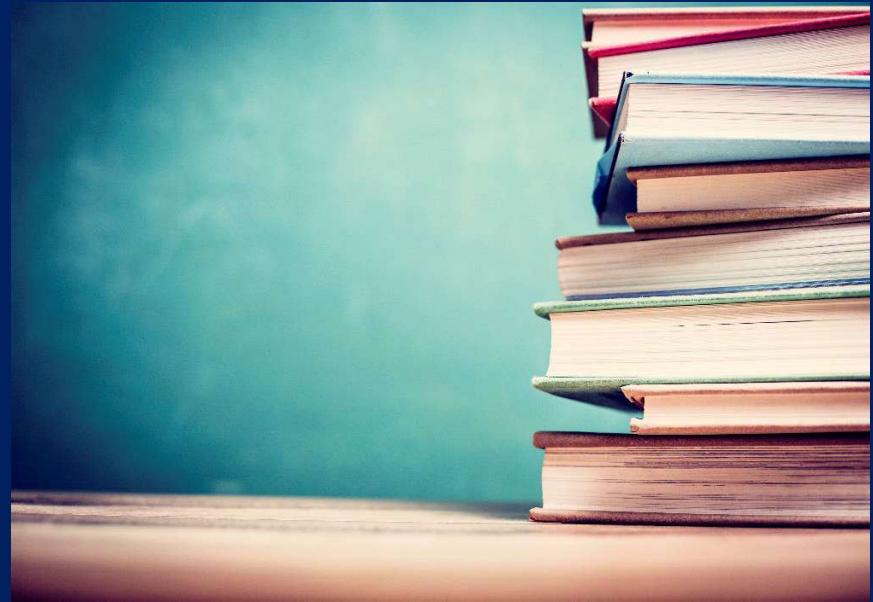


■ Average Calls Presented/Month    ● Average Hold Time/Month    - - - Hold Time Goal



# TALCB Education Report

March 2026



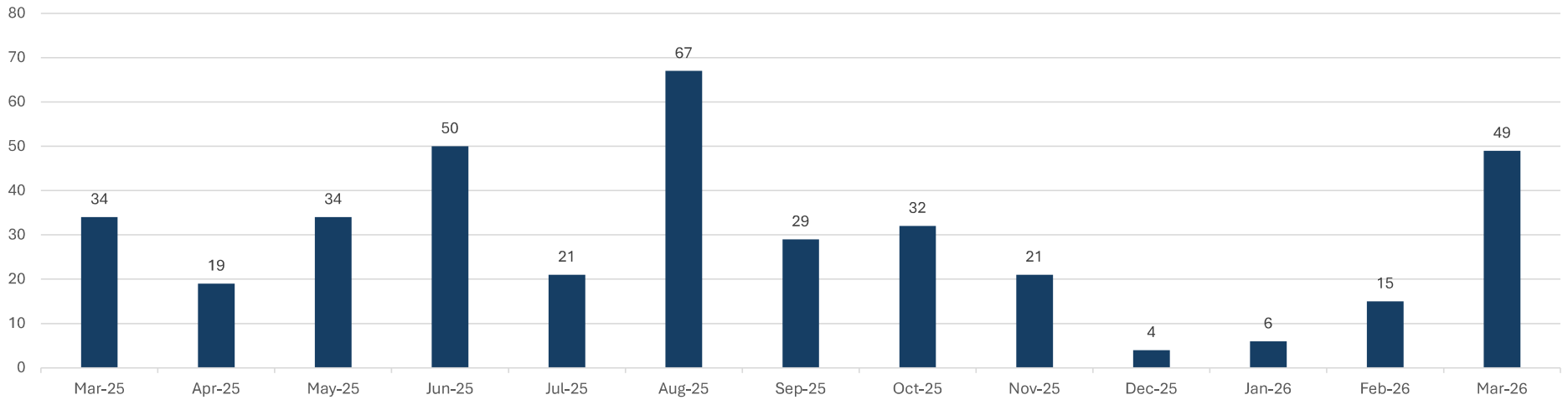
TALCB Provider and Course Applications

FY2026

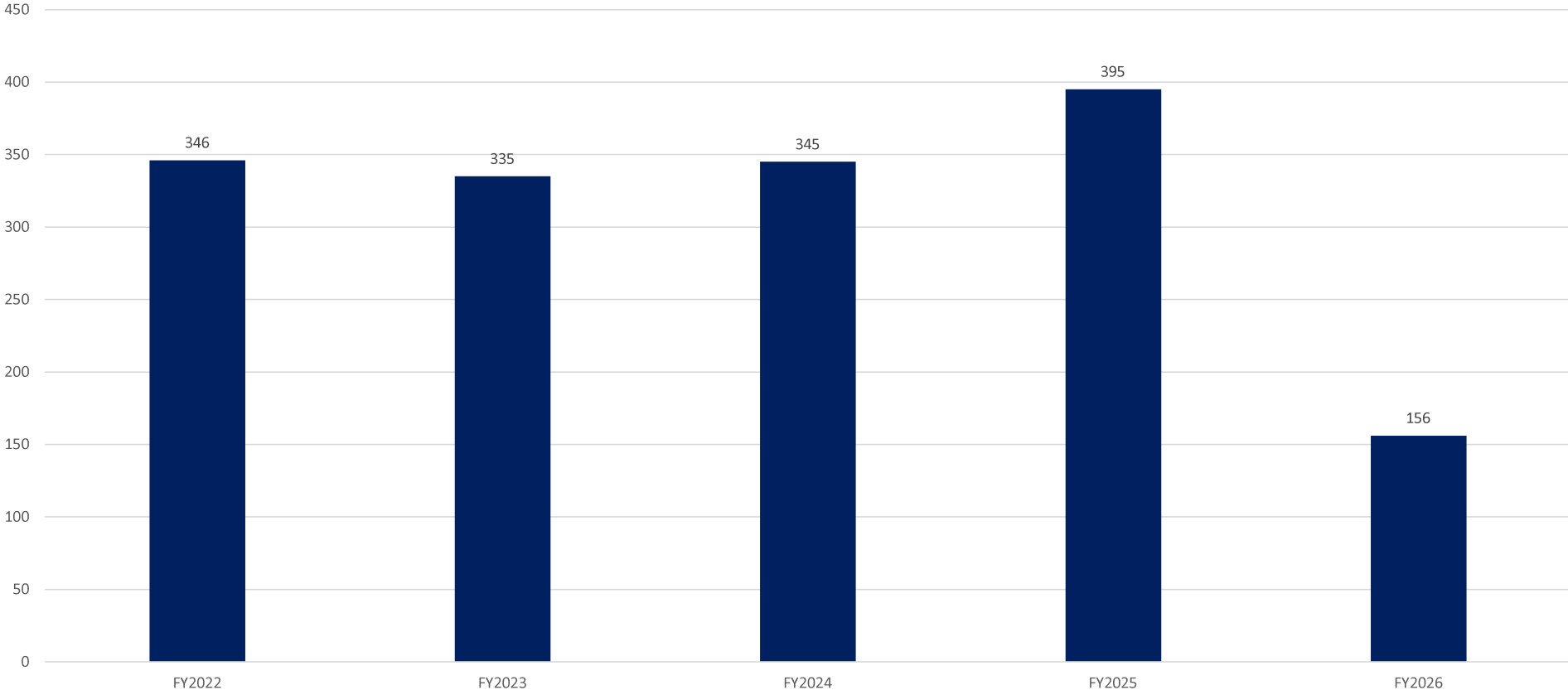
|                                    | Sep-25    | Oct-25    | Nov-25    | Dec-25    | Jan-26    | Feb-26    | Mar-26    | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | YTD        |
|------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------|--------|--------|--------|--------|------------|
| <b>Applications Received</b>       |           |           |           |           |           |           |           |        |        |        |        |        |            |
| Initial ACE Provider               | 0         | 0         | 2         | 1         | 0         | 1         | 0         |        |        |        |        |        | 4          |
| Renewal ACE Provider               | 3         | 1         | 0         | 1         | 1         | 0         | 2         |        |        |        |        |        | 8          |
| Initial ACE Elective Course        | 10        | 14        | 8         | 6         | 10        | 21        | 22        |        |        |        |        |        | 91         |
| Classroom Delivery                 | 8         | 11        | 6         | 2         | 8         | 15        | 19        |        |        |        |        |        | 69         |
| Online Delivery                    | 2         | 3         | 2         | 4         | 2         | 6         | 3         |        |        |        |        |        | 22         |
| Renewal ACE Elective Course        | 10        | 7         | 8         | 2         | 17        | 8         | 16        |        |        |        |        |        | 68         |
| Classroom Delivery                 | 3         | 1         | 3         | 1         | 8         | 5         | 10        |        |        |        |        |        | 31         |
| Online Delivery                    | 7         | 6         | 5         | 1         | 9         | 3         | 6         |        |        |        |        |        | 37         |
| Qualifying Course Acceptance       | 6         | 5         | 3         | 0         | 4         | 2         | 10        |        |        |        |        |        | 30         |
| Classroom Delivery                 | 1         | 2         | 2         | 0         | 2         | 2         | 5         |        |        |        |        |        | 14         |
| Online Delivery                    | 5         | 3         | 1         | 0         | 2         | 0         | 5         |        |        |        |        |        | 16         |
| <b>Total Applications Received</b> | <b>29</b> | <b>27</b> | <b>21</b> | <b>10</b> | <b>32</b> | <b>32</b> | <b>50</b> |        |        |        |        |        | <b>201</b> |
|                                    |           |           |           |           |           |           |           |        |        |        |        |        |            |
|                                    | Sep-25    | Oct-25    | Nov-25    | Dec-25    | Jan-26    | Feb-26    | Mar-26    | Apr-26 | May-26 | Jun-26 | Jul-26 | Aug-26 | YTD        |
| <b>Applications Approved</b>       |           |           |           |           |           |           |           |        |        |        |        |        |            |
| Initial ACE Provider               | 0         | 0         | 2         | 0         | 1         | 0         | 0         |        |        |        |        |        | 3          |
| Renewal ACE Provider               | 2         | 1         | 0         | 0         | 0         | 1         | 1         |        |        |        |        |        | 5          |
| Initial ACE Elective Course        | 7         | 18        | 8         | 2         | 2         | 2         | 27        |        |        |        |        |        | 66         |
| Classroom Delivery                 | 5         | 13        | 6         | 2         | 1         | 1         | 17        |        |        |        |        |        | 45         |
| Online Delivery                    | 2         | 5         | 2         | 0         | 1         | 1         | 10        |        |        |        |        |        | 21         |
| Renewal ACE Elective Course        | 13        | 8         | 8         | 0         | 2         | 10        | 13        |        |        |        |        |        | 54         |
| Classroom Delivery                 | 4         | 2         | 3         | 0         | 1         | 6         | 9         |        |        |        |        |        | 25         |
| Online Delivery                    | 9         | 6         | 5         | 0         | 1         | 4         | 4         |        |        |        |        |        | 29         |
| Qualifying Course Acceptance       | 7         | 5         | 3         | 2         | 1         | 2         | 8         |        |        |        |        |        | 28         |
| Classroom Delivery                 | 1         | 2         | 1         | 2         | 1         | 1         | 6         |        |        |        |        |        | 14         |
| Online Delivery                    | 6         | 3         | 2         | 0         | 0         | 1         | 2         |        |        |        |        |        | 14         |
| <b>Total Applications Approved</b> | <b>29</b> | <b>32</b> | <b>21</b> | <b>4</b>  | <b>6</b>  | <b>15</b> | <b>49</b> |        |        |        |        |        | <b>156</b> |

### TALCB Applications Approved 13-Month Comparison

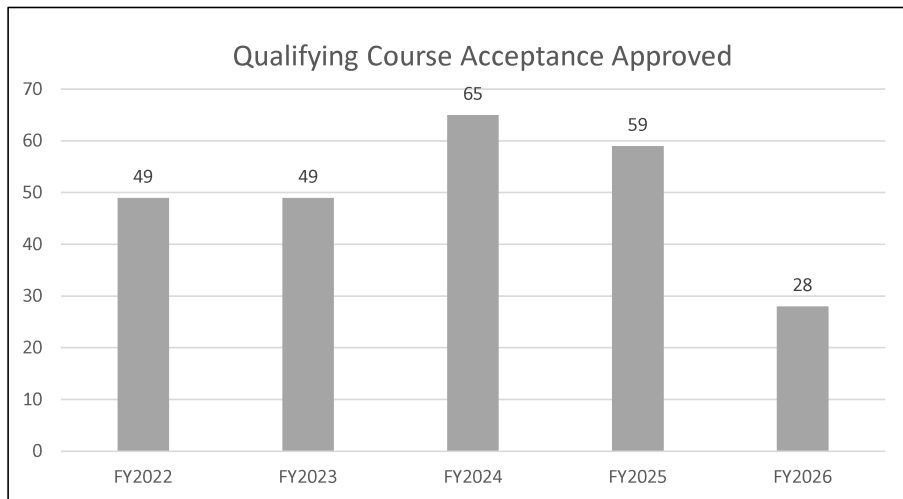
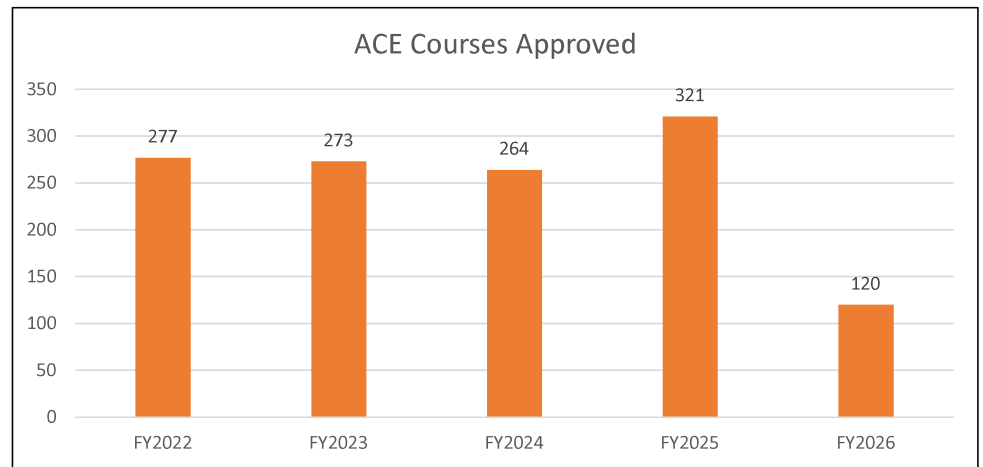
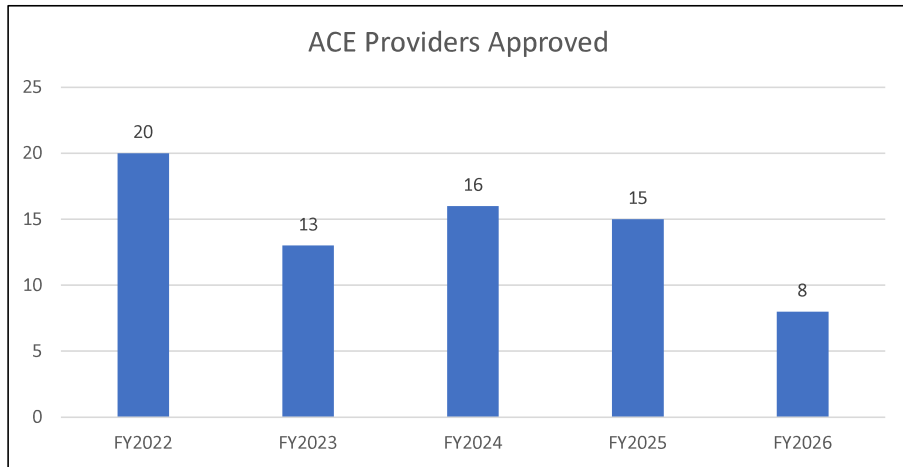
|                                      | Mar-25    | Apr-25    | May-25    | Jun-25    | Jul-25    | Aug-25    | Sep-25    | Oct-25    | Nov-25    | Dec-25   | Jan-26   | Feb-26    | Mar-26    |
|--------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|-----------|
| Initial ACE Provider                 | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 2         | 0        | 1        | 0         | 0         |
| Renewal ACE Provider                 | 0         | 0         | 0         | 0         | 8         | 4         | 2         | 1         | 0         | 0        | 0        | 1         | 1         |
| <b>All ACE Provider Applications</b> | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>8</b>  | <b>5</b>  | <b>2</b>  | <b>1</b>  | <b>2</b>  | <b>0</b> | <b>1</b> | <b>1</b>  | <b>1</b>  |
| Qualifying Course Acceptance         | 4         | 0         | 5         | 4         | 3         | 13        | 7         | 5         | 3         | 2        | 1        | 2         | 8         |
| ACE Courses                          | 30        | 19        | 29        | 46        | 10        | 49        | 20        | 26        | 16        | 2        | 4        | 12        | 40        |
| <b>All Course Applications</b>       | <b>34</b> | <b>19</b> | <b>34</b> | <b>50</b> | <b>13</b> | <b>62</b> | <b>27</b> | <b>31</b> | <b>19</b> | <b>4</b> | <b>5</b> | <b>14</b> | <b>48</b> |
| <b>All Applications Approved</b>     | <b>34</b> | <b>19</b> | <b>34</b> | <b>50</b> | <b>21</b> | <b>67</b> | <b>29</b> | <b>32</b> | <b>21</b> | <b>4</b> | <b>6</b> | <b>15</b> | <b>49</b> |



# Applications Approved Year-Over-Year Comparison



## TALCB Total Applications Approved - Fiscal Year



## Mar-26

### TALCB Examination Activity - Fiscal YTD and Monthly Comparison

| Licensed Residential | First Time Test Takers |        |       |           | Repeat Test Takers |        |       |           | Exams Given<br><i>(includes repeats)</i> |           | Unique Applicants Examined |           |
|----------------------|------------------------|--------|-------|-----------|--------------------|--------|-------|-----------|--|-----------|----------------------------|-----------|
|                      | Passed                 | Failed | Total | Pass Rate | Passed             | Failed | Total | Pass Rate | Count                                    | Pass Rate | Count                      | Pass Rate |
|                      | FYTD 2026              | 14     | 5     | 19        | <b>74%</b>         | 6      | 13    | 19        | 32%                                      | 38        | 53%                        | 30        |
| FYTD 2025            | 21                     | 9      | 30    | 70%       | 9                  | 10     | 19    | 47%       | 49                                       | 61%       | 41                         | 73%       |
| March 2026           | 1                      | 2      | 3     | 33%       | 1                  | 3      | 4     | 25%       | 7  | 29%       | 5                          | 40%       |
| March 2025           | 2                      | 3      | 5     | 40%       | 2                  | 1      | 3     | 67%       | 8  | 50%       | 6                          | 67%       |

| Certified Residential | First Time Test Takers |        |       |           | Repeat Test Takers |        |       |           | Exams Given<br><i>(includes repeats)</i> |           | Unique Applicants Examined |           |
|-----------------------|------------------------|--------|-------|-----------|--------------------|--------|-------|-----------|--|-----------|----------------------------|-----------|
|                       | Passed                 | Failed | Total | Pass Rate | Passed             | Failed | Total | Pass Rate | Count                                    | Pass Rate | Count                      | Pass Rate |
|                       | FYTD 2026              | 20     | 13    | 33        | <b>61%</b>         | 5      | 6     | 11        | 45%                                      | 44        | 57%                        | 34        |
| FYTD 2025             | 29                     | 15     | 44    | 66%       | 15                 | 24     | 39    | 38%       | 83                                       | 53%       | 55                         | 80%       |
| March 2026            | 4                      | 3      | 7     | 57%       | 0                  | 1      | 1     | 0%        | 8  | 50%       | 8                          | 50%       |
| March 2025            | 3                      | 3      | 6     | 50%       | 2                  | 6      | 8     | 25%       | 14                                       | 36%       | 10                         | 50%       |

| Certified General | First Time Test Takers |        |       |           | Repeat Test Takers |        |       |           | Exams Given<br><i>(includes repeats)</i> |           | Unique Applicants Examined |           |
|-------------------|------------------------|--------|-------|-----------|--------------------|--------|-------|-----------|--|-----------|----------------------------|-----------|
|                   | Passed                 | Failed | Total | Pass Rate | Passed             | Failed | Total | Pass Rate | Count                                    | Pass Rate | Count                      | Pass Rate |
|                   | FYTD 2026              | 15     | 12    | 27        | <b>56%</b>         | 10     | 27    | 37        | 27%                                      | 64        | 39%                        | 39        |
| FYTD 2025         | 21                     | 17     | 38    | 55%       | 15                 | 27     | 42    | 36%       | 80                                       | 45%       | 54                         | 67%       |
| March 2026        | 3                      | 2      | 5     | 60%       | 3                  | 2      | 5     | 60%       | 10                                       | 60%       | 9                          | 67%       |
| March 2025        | 4                      | 1      | 5     | 80%       | 2                  | 4      | 6     | 33%       | 11                                       | 55%       | 11                         | 55%       |

# TALCB Licensing Report

Current as of March 31, 2026

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**ACTIVE CERTIFICATIONS AND LICENSES**  
 March 2026

| FISCAL YEAR                                  | END OF MONTH | GENERAL       | RESIDENTIAL       | LICENSE       | TOTAL G.R.L. | G.R.L. CHANGE | TRAINEE       | TRAINEE CHANGE | TOTAL        | TOTAL CHANGE |
|--|--------------|---------------|-------------------|---------------|--------------|---------------|---------------|----------------|--------------|--------------|
| 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   | Aug21        | 2,324         | 2,510             | 470           | 5,304        | 86            | 1,166         | 85             | 6,470        | 171          |
| 2022   | Aug22        | 2,357         | 2,636             | 592           | 5,585        | 48            | 1,498         | -11            | 7,083        | 37           |
| 2023   | Aug 23       | 2,388         | 2,742             | 675           | 5,805        | 23            | 1,327         | -23            | 7,132        | 0            |
| 2024   | Sept 23      | 2,394         | 2,756             | 673           | 5,823        | 18            | 1,311         | -16            | 7,134        | 2            |
|  | Oct 23       | 2,393         | 2,766             | 671           | 5,830        | 7             | 1,284         | -27            | 7,114        | -20          |
|  | Nov 23       | 2,397         | 2,772             | 673           | 5,842        | 12            | 1,241         | -43            | 7,083        | -31          |
|  | Dec 23       | 2,394         | 2,784             | 669           | 5,847        | 5             | 1,213         | -28            | 7,060        | -23          |
|  | Jan 24       | 2,392         | 2,791             | 672           | 5,855        | 8             | 1,161         | -52            | 7,016        | -44          |
|  | Feb 24       | 2,386         | 2,789             | 679           | 5,854        | -1            | 1,126         | -35            | 6,980        | -36          |
|  | Mar 24       | 2,389         | 2,788             | 679           | 5,856        | 2             | 1,080         | -46            | 6,936        | -44          |
|  | Apr 24       | 2,391         | 2,794             | 677           | 5,862        | 6             | 1,044         | -36            | 6,906        | -30          |
|  | May 24       | 2,395         | 2,802             | 676           | 5,873        | 11            | 1,008         | -36            | 6,881        | -25          |
| 2024   | Jun 24       | 2,400         | 2,800             | 667           | 5,867        | -6            | 987           | -21            | 6,854        | -27          |
| 2024   | Jul 24       | 2,404         | 2,805             | 650           | 5,859        | -8            | 953           | -34            | 6,812        | -42          |
| 2024   | Aug 24       | 2,411         | 2,816             | 641           | 5,868        | 9             | 934           | -19            | 6,802        | -10          |
| 2025   | Sept 24      | 2,417         | 2,810             | 633           | 5,860        | -8            | 921           | -13            | 6,781        | -21          |
|  | Oct 24       | 2,418         | 2,807             | 626           | 5,851        | -9            | 892           | -29            | 6,743        | -38          |
|  | Nov 24       | 2,420         | 2,800             | 614           | 5,834        | -17           | 874           | -18            | 6,708        | -35          |
|  | Dec 24       | 2,421         | 2,791             | 613           | 5,825        | -9            | 861           | -13            | 6,686        | -22          |
|  | Jan 25       | 2,404         | 2,780             | 612           | 5,796        | -29           | 851           | -10            | 6,647        | -39          |
|  | Feb 25       | 2,391         | 2,772             | 590           | 5,753        | -43           | 832           | -19            | 6,585        | -62          |
|  | Mar 25       | 2,402         | 2,778             | 596           | 5,776        | 23            | 840           | 8              | 6,616        | 31           |
|  | Apr 25       | 2,409         | 2,781             | 593           | 5,783        | 7             | 819           | -21            | 6,602        | -14          |
|  | May 25       | 2,401         | 2,774             | 586           | 5,761        | -22           | 805           | -14            | 6,566        | -36          |
| 2025   | Jun 25       | 2,391         | 2,766             | 586           | 5,743        | -18           | 814           | 9              | 6,557        | -9           |
| 2025   | Jul 25       | 2,386         | 2,753             | 583           | 5,722        | -21           | 806           | -8             | 6,528        | -29          |
| 2025   | Aug 25       | 2,389         | 2,752             | 581           | 5,722        | 0             | 803           | -3             | 6,525        | -3           |
| 2026   | Sept 25      | 2,394         | 2,739             | 577           | 5,710        | -12           | 802           | -1             | 6,512        | -13          |
|  | Oct 25       | 2,395         | 2,730             | 570           | 5,695        | -15           | 795           | -7             | 6,490        | -22          |
|  | Nov 25       | 2,398         | 2,724             | 564           | 5,686        | -9            | 801           | 6              | 6,487        | -3           |
|  | Mar 26       | 2,356         | 2,667             | 554           | 5,577        | -109          | 806           | 5              | 6,383        | -104         |
| <b>Mar 26</b>                                |              |               |                   |               |              |               |               |                |              |              |
| <b>Inactive Appraisers</b>                   |              | GENERAL<br>42 | RESIDENTIAL<br>57 | LICENSE<br>16 | TOTAL<br>115 |               | TRAINEE<br>81 |                | TOTAL<br>196 |              |
| <b>Out-of-State Temporary Registrations:</b> |              |               |                   |               |              |               |               |                | <b>105</b>   |              |
| <b>Total All License Holders:</b>            |              |               |                   |               |              |               |               |                | <b>6,684</b> |              |

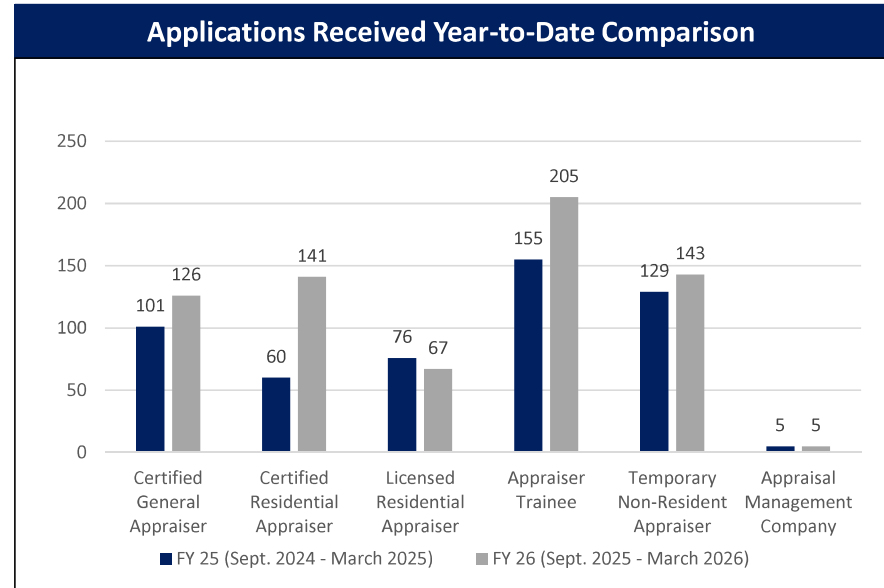
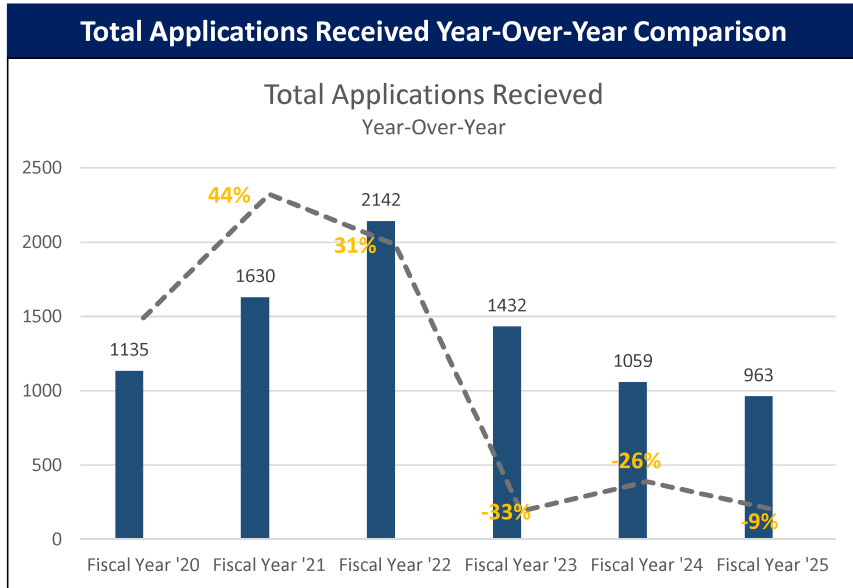
**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD  
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**

March 2026

| FISCAL YEAR  | MONTH   | Total Apps Received | Total AMC Registrations Issued | Total AMC Renewals Issued |
|--|---------|---------------------|--------------------------------|---------------------------|
| <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 - Total</b>                                      |         | 14                  | 15                             | 107                       |
| <b>2021 - Total</b>                                      |         | 14                  | 14                             | 34                        |
| <b>2022 - Total</b>                                      |         | 20                  | 18                             | 112                       |
| <b>2023 - Total</b>                                      |         | 20                  | 21                             | 43                        |
| <b>2024 - Total</b>                                      |         | 16                  | 17                             | 94                        |
| <b>2025</b>  | Sept 24 | 1                   | 1                              | 6                         |
|  | Oct 24  | 0                   | 0                              | 6                         |
|  | Nov 24  | 1                   | 1                              | 5                         |
|  | Dec 24  | 1                   | 1                              | 3                         |
|  | Jan 25  | 0                   | 0                              | 5                         |
|  | Feb 25  | 0                   | 0                              | 3                         |
|  | Mar 25  | 2                   | 1                              | 2                         |
|  | Apr 25  | 0                   | 0                              | 3                         |
|  | May 25  | 2                   | 1                              | 5                         |
|  | Jun 25  | 1                   | 2                              | 3                         |
| Jul 25   | 0       | 1                   | 8                              |                           |
| Aug 25   | 1       | 1                   | 2                              |                           |
| <b>2025 - Total</b>                                      |         | 9                   | 9                              | 51                        |
| <b>2026</b>  | Sept 25 | 0                   | 0                              | 3                         |
|  | Oct 25  | 2                   | 1                              | 7                         |
|  | Nov 25  | 0                   | 0                              | 8                         |
|  | Dec 25  | 2                   | 0                              | 0                         |
|  | Jan 26  | 0                   | 0                              | 0                         |
|  | Feb 26  | 1                   | 2                              | 3                         |
|  | Mar 26  | 0                   | 0                              | 5                         |
| <b>2026 - Total</b>                                      |         | 5                   | 3                              | 26                        |
| Registrations issued from March 2012 to March 2026       |         |                     | <b>364</b>                     |                           |
| Registrations Expired > 6 months as of March 2026        |         |                     | <b>-112</b>                    |                           |
| Registrations Expired < 6 months as of March 2026        |         |                     | <b>-2</b>                      |                           |
| Registrations Surrendered                                |         |                     | <b>-30</b>                     |                           |
| Registrations Revoked                                    |         |                     | <b>-3</b>                      |                           |
| Registrations Relinquished                               |         |                     | <b>-41</b>                     |                           |
| Registrations Re-Issued > 6 months after expiration date |         |                     | <b>-10</b>                     |                           |
| Federally Regulated AMCs                                 |         |                     | <b>-3</b>                      |                           |
| <b>TOTAL AMC REGISTRATIONS</b>                           |         |                     | <b>163</b>                     |                           |

| <b>AMC Registrations Year-Over-Year</b> |                         |          |          |
|---|-------------------------|----------|----------|
|   | 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%       |
| Fiscal Year 22                          | 174                     | -1       | -1%      |
| Fiscal Year 23                          | 182                     | 8        | 5%       |
| Fiscal Year 24                          | 166                     | -16      | -9%      |
| Fiscal Year 25                          | 165                     | -1       | -1%      |

# Applications Received



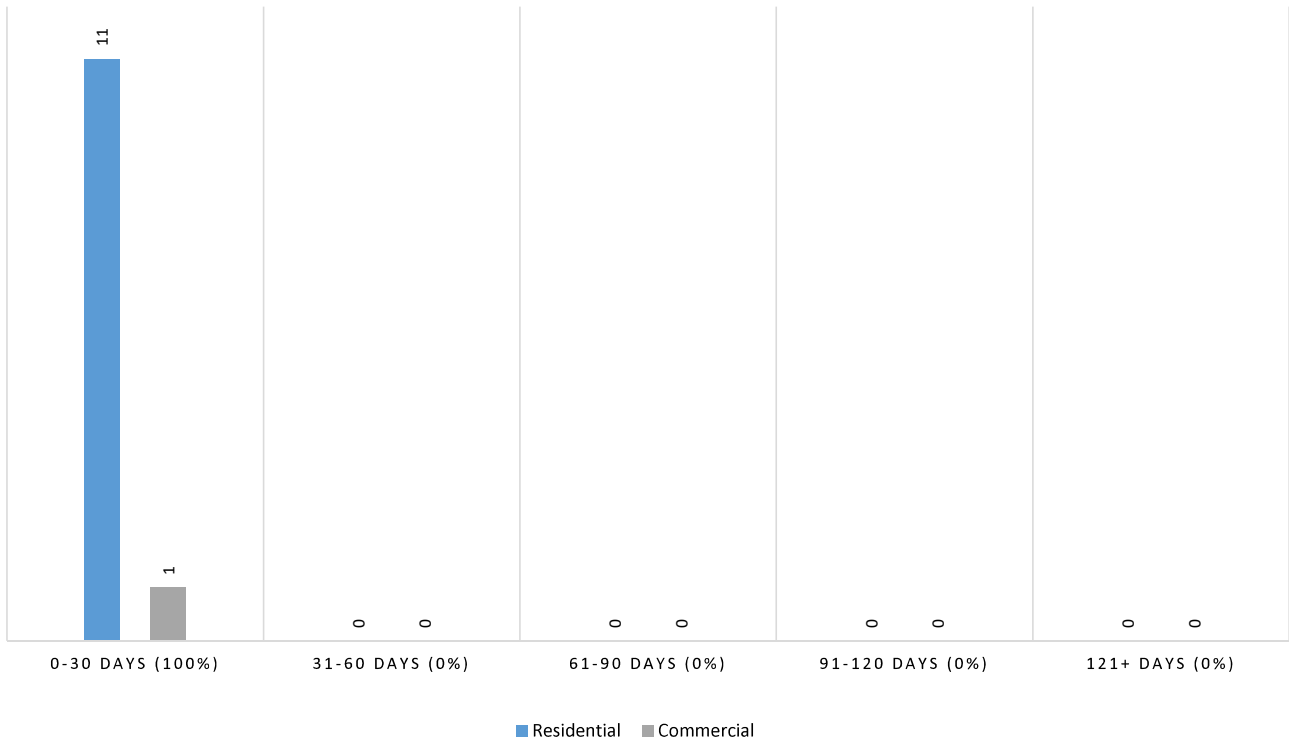
### Applications Received Month-Over-Month Comparison

|                                  | Mar 25 | Apr 25 | May 25 | June 25 | July 25 | Aug 25 | Sept 25 | Oct 25 | Nov 25 | Dec 25 | Jan 26 | Feb 26 | Mar 26 |
|----------------------------------|--------|--------|--------|---------|---------|--------|---------|--------|--------|--------|--------|--------|--------|
| Certified General Appraiser      | 18     | 23     | 11     | 13      | 15      | 14     | 9       | 15     | 12     | 30     | 18     | 18     | 24     |
| Certified Residential Appraiser  | 10     | 21     | 16     | 16      | 15      | 6      | 10      | 11     | 9      | 41     | 25     | 25     | 20     |
| Licensed Residential Appraiser   | 12     | 10     | 13     | 7       | 12      | 9      | 10      | 5      | 4      | 13     | 12     | 9      | 14     |
| Appraiser Trainee                | 24     | 23     | 37     | 28      | 35      | 30     | 46      | 23     | 19     | 24     | 37     | 29     | 27     |
| Temporary Non-Resident Appraiser | 20     | 17     | 19     | 21      | 23      | 19     | 26      | 14     | 17     | 16     | 25     | 26     | 19     |
| Appraisal Management Company     | 2      | 0      | 2      | 1       | 0       | 1      | 0       | 2      | 0      | 2      | 0      | 1      | 0      |

# Renewal Activity

| Year-to-Date Comparison        |                                 |           |                                 |           |          |         |
|--------------------------------|---------------------------------|-----------|---------------------------------|-----------|----------|---------|
|                                | FY 24 (Sept. 2023 - March 2024) |           | FY 26 (Sept. 2025 - March 2026) |           | Variance | Percent |
|                                | Renewed                         | % Renewed | Renewed                         | % Renewed |          |         |
| Certified General Renewals     | 599                             | 87.83%    | 621                             | 87%       | 22       | 3.67%   |
| Certified Residential Renewals | 742                             | 90.49%    | 771                             | 86%       | 29       | 3.91%   |
| Licensed Residential Renewals  | 118                             | 70.24%    | 142                             | 77%       | 24       | 20.34%  |
| Appraiser Trainee Renewals     | 195                             | 45.45%    | 189                             | 60%       | -6       | -3.08%  |

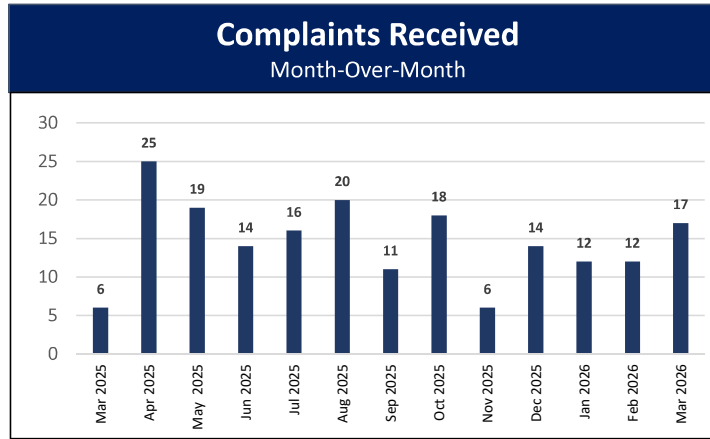
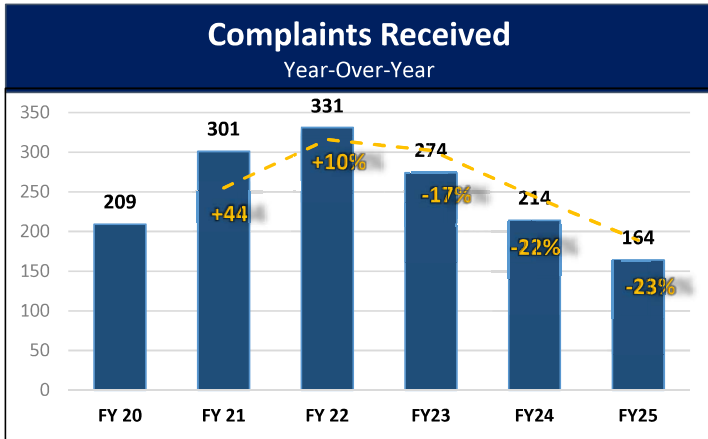
# Open Experience Audit Snapshot



# TALCB Enforcement Report

Current as of March 31, 2025

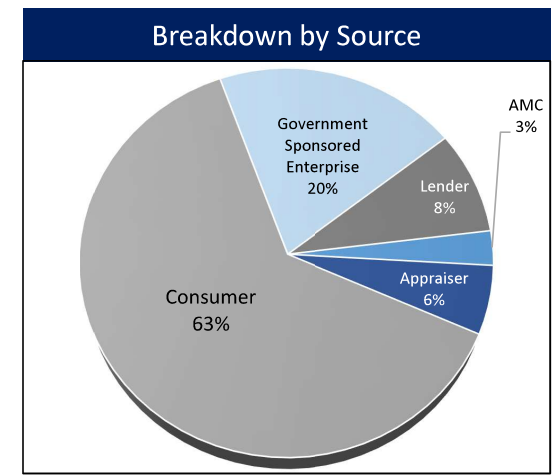
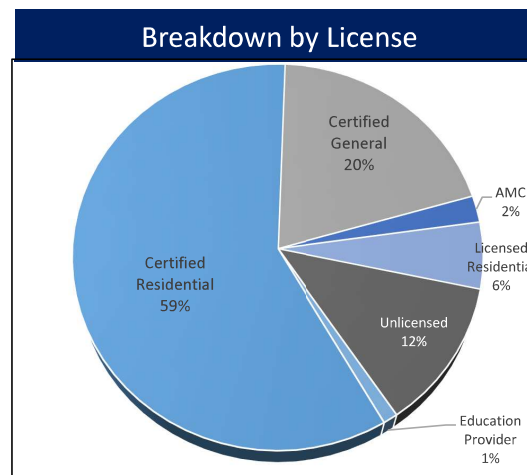
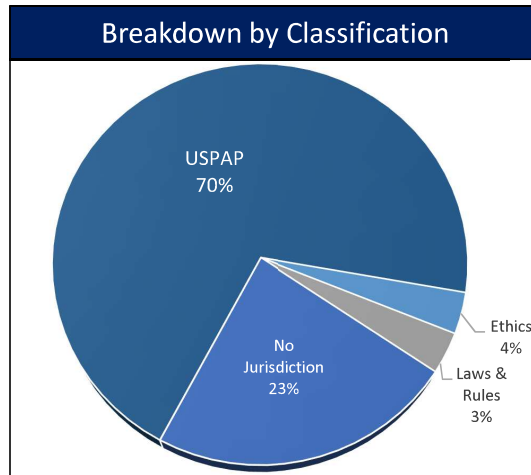
# Complaints Received



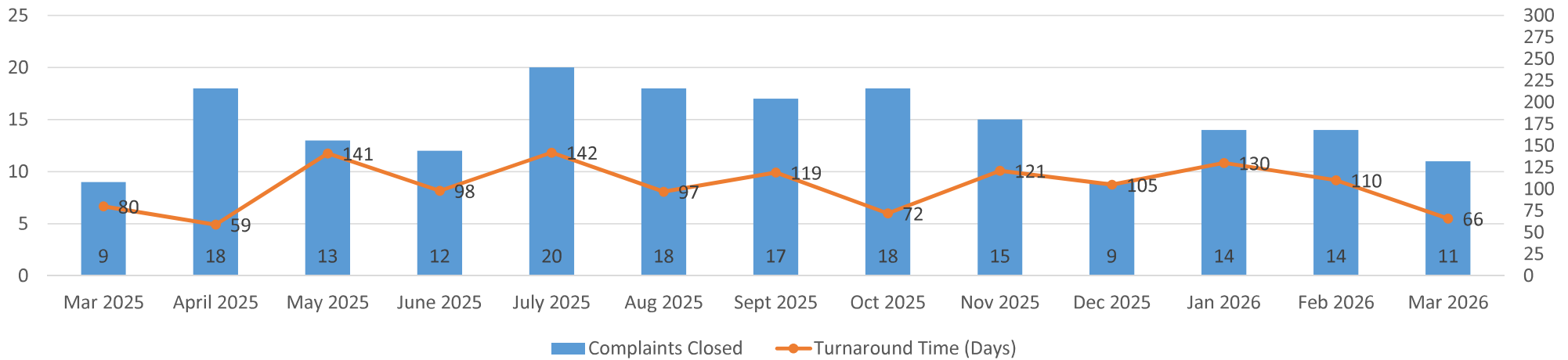
### Fiscal Year 2026 Summary

|     |                                     |
|-----|-------------------------------------|
| 90  | Complaints Received                 |
| 88  | Respondents                         |
| <1% | License Holders Receive a Complaint |

## Fiscal Year 2026 Complaints Received by Category

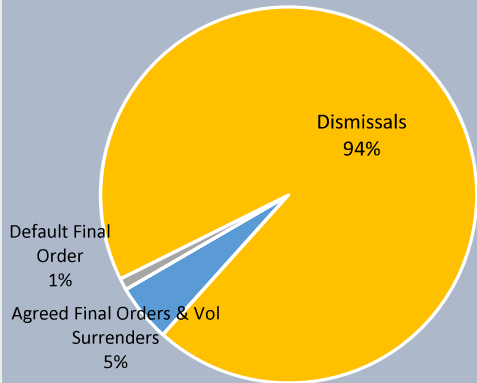


# Complaint Resolution

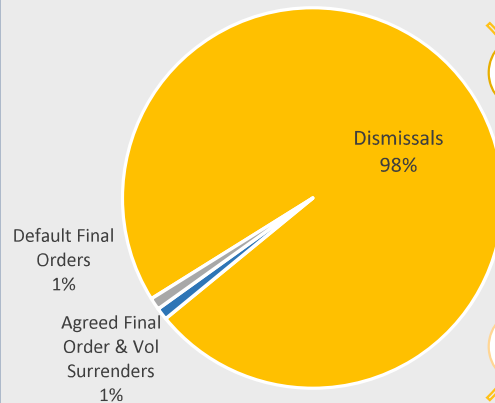


## FY25 Complaint Outcome

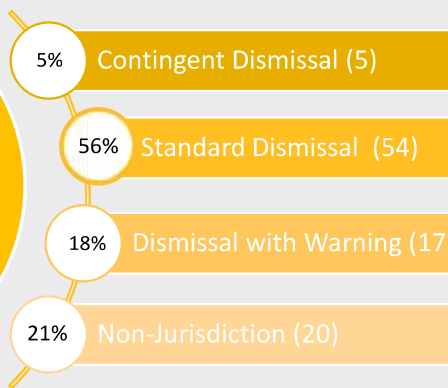
201 Complaints Resolved



## FY26 Complaint Outcome



## FY26 Dismissal Breakdown



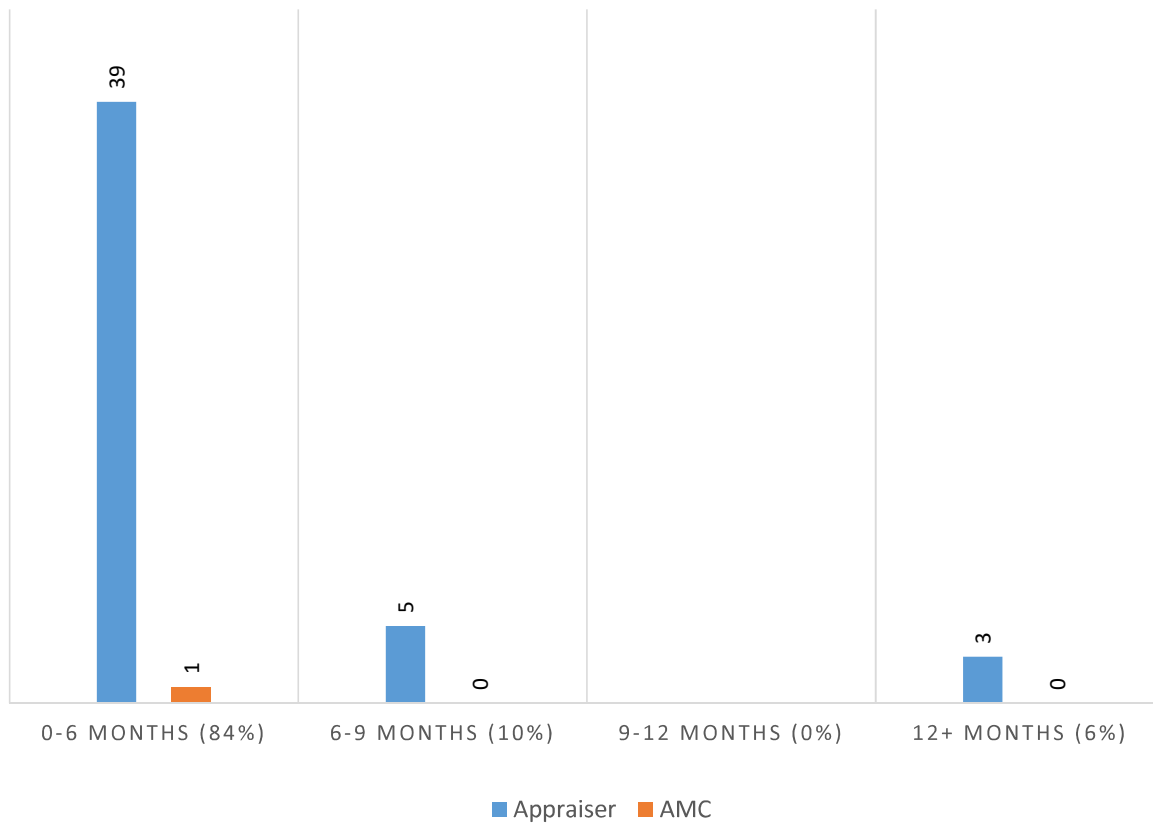
## Fiscal Year 2026 Summary

98 Complaints Resolved

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

<1% License holders receive discipline

# Open Complaint Snapshot



### Open Complaint Data

**48** Open Complaints

**4** Cases Currently Abated

- 4 pending litigation

**3** Cases Over 1 Year Old

The ASC Policy Statements require that cases be resolved within 1-year, absent special documented circumstances. 3 cases involved abatements.



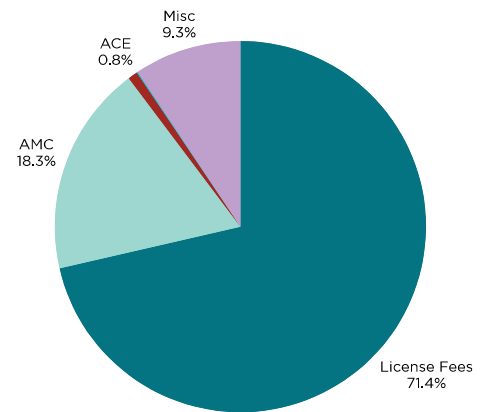
# EXECUTIVE FINANCIAL REPORT

MAR 2026

|                     |                      |                 |
|---------------------|----------------------|-----------------|
| Total Revenue (YTD) | Total Expenses (YTD) | Gain/Loss       |
| <b>\$1,302,603</b>  | <b>\$1,229,237</b>   | <b>\$73,366</b> |

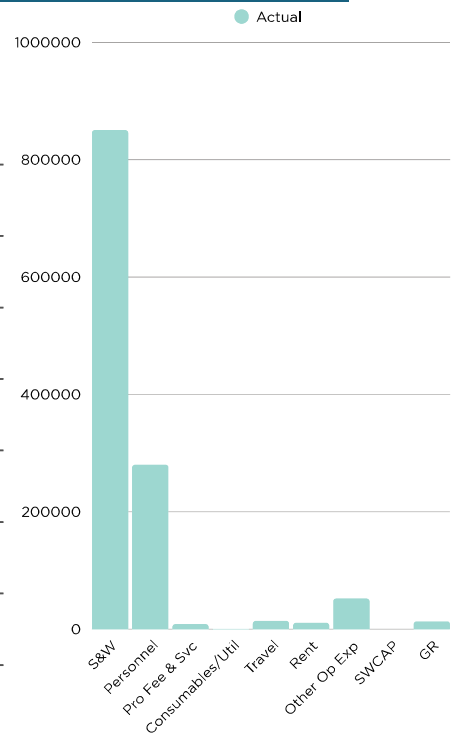
## Income Report

| Source                | Budgeted           | Actual           | Difference       |
|-----------------------|--------------------|------------------|------------------|
| License Fees          | 1,653,005          | 929,820          | 723,185          |
| AMC's                 | 764,465            | 238,955          | 525,510          |
| ACE Program           | 18,365             | 10,957           | 7,408            |
| Exam Fees             | 3,890              | 1,570            | 2,320            |
| Miscellaneous Revenue | 68,945             | 121,301          | (52,356)         |
| <b>Total Income</b>   | <b>\$2,508,670</b> | <b>1,302,603</b> | <b>1,206,067</b> |



## Expenses Report

| Source                   | Budgeted           | Actual           | Difference       |
|--------------------------|--------------------|------------------|------------------|
| Salaries & Wages         | 1,651,978          | 850,215          | 801,763          |
| Other Personnel Costs    | 517,736            | 280,067          | 237,669          |
| Professional Fees & Svcs | 117,835            | 8,339            | 169,496          |
| Consumables/Utilities    | 2,143              | 89               | 2,054            |
| Travel                   | 42,000             | 13,931           | 28,069           |
| Rent (Buildings/Equip)   | 11,614             | 10,658           | 20               |
| Other Operating Expenses | 115,601            | 51,941           | 63,660           |
| SWCAP                    | 51,807             | 0                | 51,807           |
| Annual GR Payment        | 22,500             | 13,125           | 9,375            |
| <b>Total Expenses</b>    | <b>\$2,593,214</b> | <b>1,229,237</b> | <b>1,373,977</b> |





# EXECUTIVE FINANCIAL REPORT

MAR 2026

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## Notes

- Our ending revenue collection for the month of March is at 51.9%, or \$1,302,603. We were below our target collection rate of 58.33% for the end of March 2026.
- Our ending expenses for March were at 39.9%, which was below our projected expense target of 58.33% at the end of March 2026.
- Our revenue exceeded our expenditures; therefore, we have an operational gain of \$73,366.

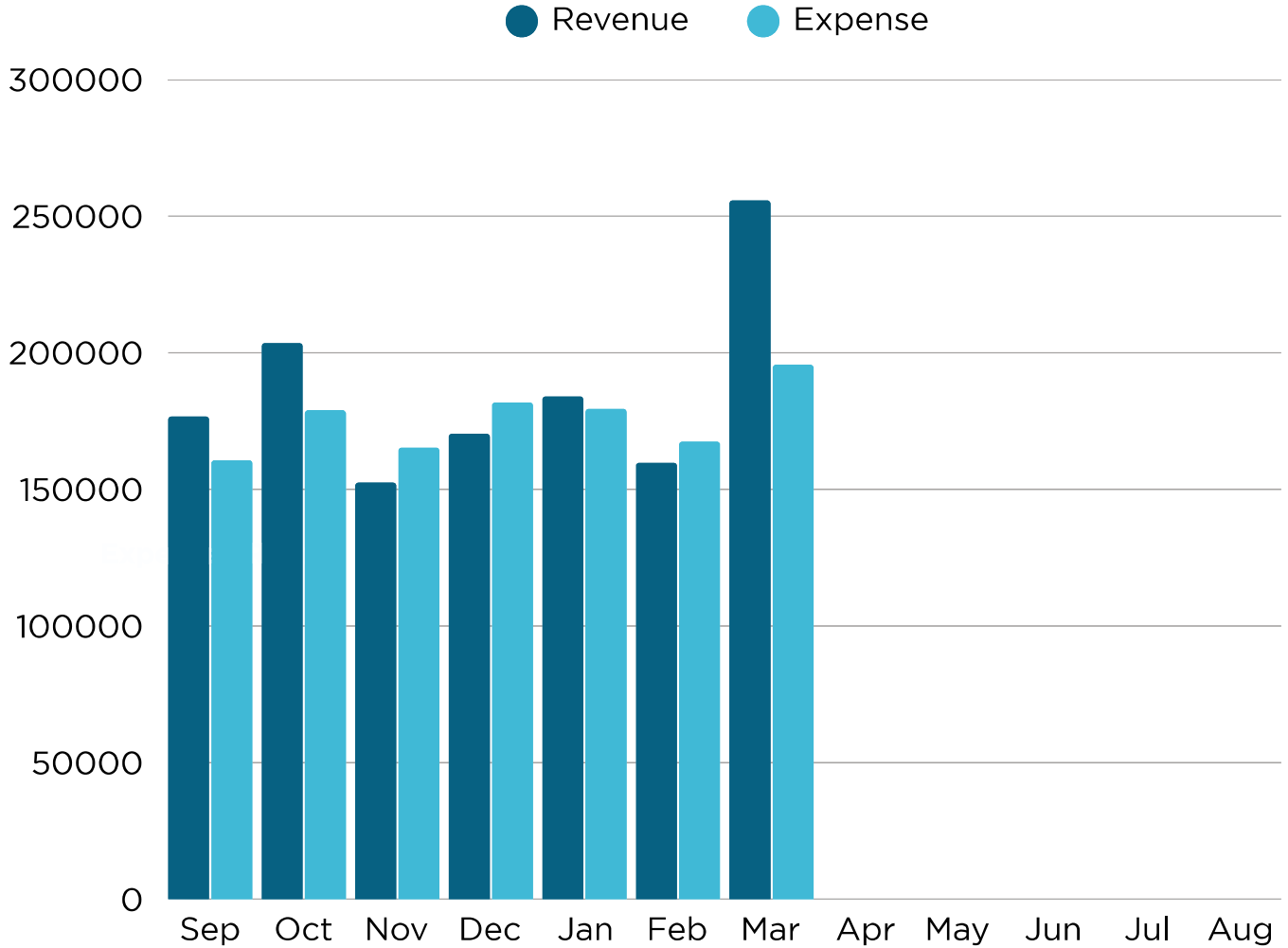
Expenses Report



# EXECUTIVE FINANCIAL REPORT

MAR 2026

## FY26 Monthly Activity





# MONTHLY INVESTMENT REPORT AS OF MAR 31, 2026

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The following report is submitted in accordance with the Public Funds Investment Act (Chapter 2256.023) in order that the governing body of the Texas Appraiser Licensing and Certification Board is fully informed of the position and activity within the agency's portfolio of investments.

The Chief Financial Officer, Accounting Manager, and Budget Analyst have been designated by the Executive Director as the agency's investment officers and make funds movement and allocation decisions. The appropriate investment vehicle used is determined by safety needs, liquidity requirements, financial return, and Texas Comptroller policy. The TALCB Operating and special purpose fund (Education Development Fund Account) are invested in overnight repurchase agreements and U.S. Treasury Notes.

The agency's portfolio is managed in full compliance with the Public Funds Investment Act, the investment policy and strategy of the agency, and under the safety parameters as set by the Commission.

*Ranada O. Williams*

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**Ranada Williams**  
Chief Financial Officer

*Melissa Huerta*

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**Melissa Huerta**  
Accounting Manager

*Kemya Dean*

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**Kemya Dean**  
Budget Analyst



# MONTHLY INVESTMENT REPORT AS OF MAR 31, 2026

## Financial Services Division

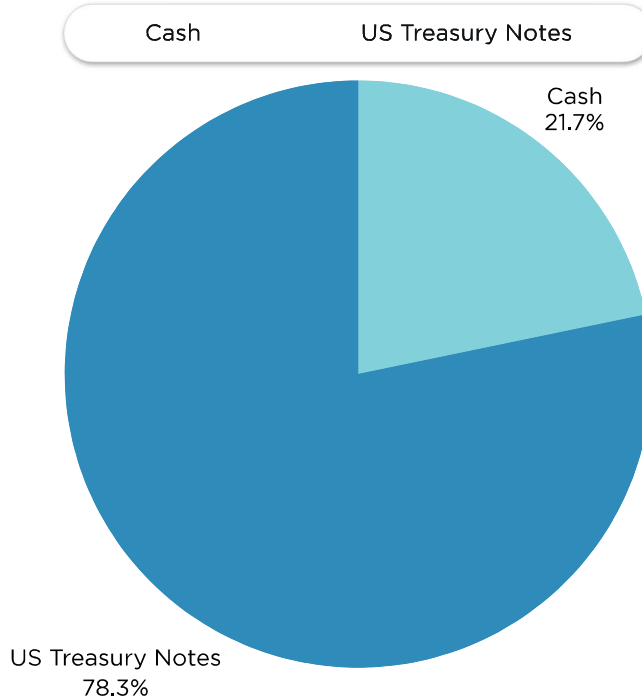
### TX Appraiser Licensing & Certification Board Operating Account No. 3056 Investments Holdings Report For the Month of March 2026

| Purchase Date | Par Value              | Purchase Price         | Beginning Market Value | Additions Changes      | Ending Market Value    | Accrued Interest    | Description         | Maturity Date |
|---------------|------------------------|------------------------|------------------------|------------------------|------------------------|---------------------|---------------------|---------------|
| 03/19/2025    | 870,000.00             | 874,447.52             | 870,441.79             | (870,441.79)           | 0.00                   | 0.00                | U.S. T-Notes, 4.625 | 03/15/2026    |
| 06/16/2025    | 967,000.00             | 967,071.22             | 968,662.03             | (453.28)               | 968,208.75             | 11,725.54           | U.S. T-Notes, 4.125 | 06/15/2026    |
| 09/15/2025    | 252,000.00             | 254,254.22             | 253,378.13             | (295.32)               | 253,082.81             | 538.41              | U.S. T-Notes, 4.625 | 09/15/2026    |
| 12/15/2025    | 991,000.00             | 999,090.59             | 997,503.44             | (1,819.42)             | 995,684.02             | 12,744.83           | U.S. T-Notes, 4.375 | 12/15/2026    |
| 03/16/2026    | 795,000.00             | 799,656.85             | 0.00                   | 799,037.11             | 799,037.11             | 1,560.84            | U.S. T-Notes, 4.25  | 03/15/2027    |
| <b>Totals</b> | <b>\$ 3,875,000.00</b> | <b>\$ 3,894,520.40</b> | <b>\$ 3,089,985.39</b> | <b>\$ (873,009.81)</b> | <b>\$ 3,016,012.69</b> | <b>\$ 26,569.62</b> |                     |               |

#### Monthly Activity

|   | Beginning Balance | Current Month   | Cumulative Totals      |
|---|-------------------|-----------------|------------------------|
| Beginning Cash Available Balance 03/01/2026               | \$ 761,907.34     |                 |                        |
| Current Month Receipts                                    |                   | \$ 1,056,311.76 |                        |
| Current Month Disbursements                               |                   | \$ (980,003.16) |                        |
| <b>Total Cash</b>   |                   |                 | <b>\$ 838,215.94</b>   |
| <b>Investment Ending Market Value</b>                     |                   |                 | <b>3,016,012.69</b>    |
| <b>Total Account Balance</b>                              |                   |                 | <b>3,854,228.63</b>    |
| <b>Operating Reserves</b>                                 |                   |                 | <b>(1,296,609.00)</b>  |
| <b>Ending Balance Available for Operations 03/31/2026</b> |                   |                 | <b>\$ 2,557,619.63</b> |

Investment Compliance: These investments have been made in compliance with the Board's Investment Policy.





# MONTHLY INVESTMENT REPORT AS OF MAR 31, 2026

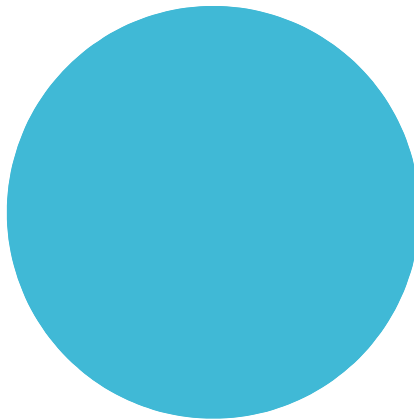
## Financial Services Division

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

**March 2026**

| <b>Monthly Activity</b> |               |                   |
|-------------------------|---------------|-------------------|
| Beginning Balance       | Current Month | Cumulative Totals |

|  |    |           |    |                  |
|--|----|-----------|----|------------------|
| <b>Beginning Cash Available Balance 03/01/2026</b> | \$ | 34,957.14 |    |                  |
| <b>Current Month Receipts</b>                      |    |           |    |                  |
| Admin Penalties                                    | \$ | 0.00      |    |                  |
| Interest Earned                                    |    | 108.44    |    |                  |
| <b>Current Month Disbursements</b>                 |    |           |    |                  |
|  | \$ | (11.07)   |    |                  |
| <b>Total Cash</b>                                  |    |           | \$ | <b>35,054.51</b> |
| Reserved for Education Development                 |    |           |    | <b>0.00</b>      |
| <b>Ending Balance Available 03/31/2026</b>         |    |           | \$ | <b>35,054.51</b> |



REPO  
100%