



Staff Reports for March 2025

Customer Relations Division

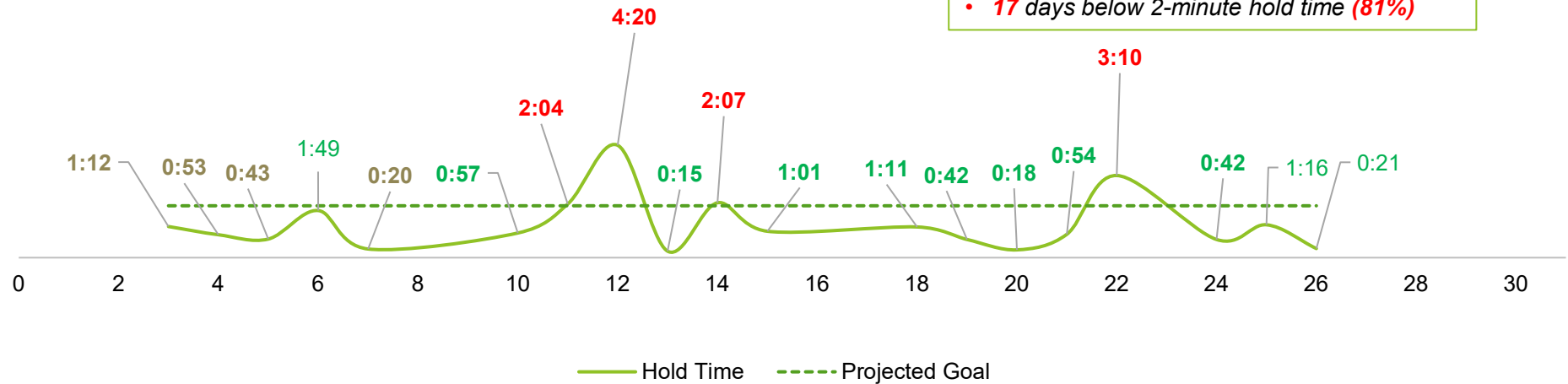
March 2025, Monthly Report



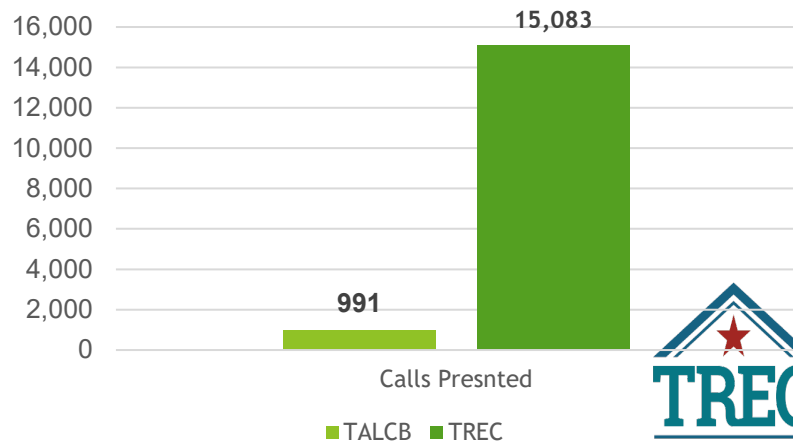
Customer Relations Division

March, 2025 Hold Time per Day

Calls Presented in March: **16,074**
 Average Hold Time: **1 minute, 33 seconds**
 Customer Service Representatives: **18**
21 Working Days in the Month
 • **17 days below 2-minute hold time (81%)**



TREC & TALCB

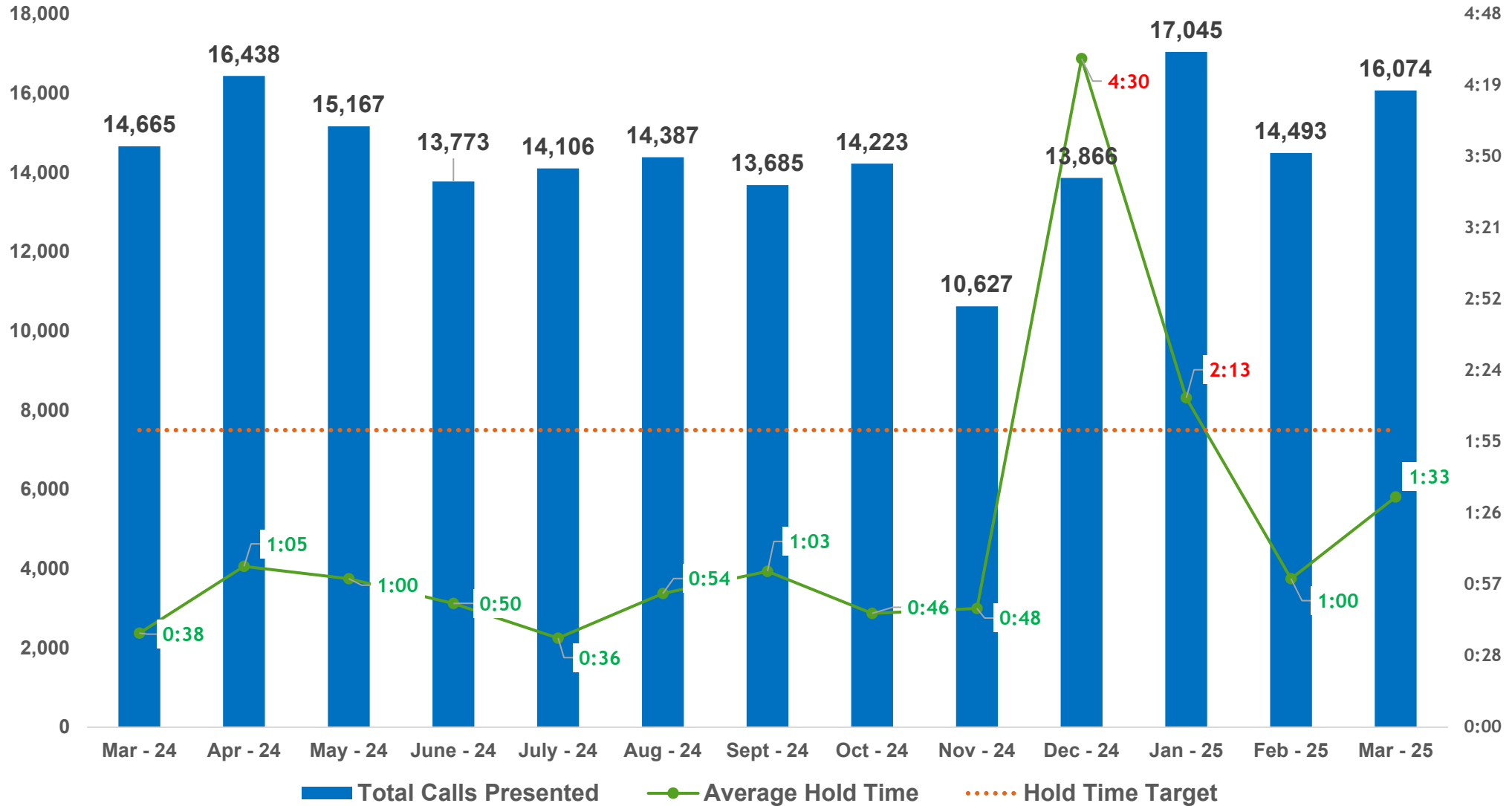


TALCB – 991 Calls (6.17%) **1 minute, 51 seconds**
TREC – 13,699 Calls (93.83%) **1 minute, 32 seconds hold time**



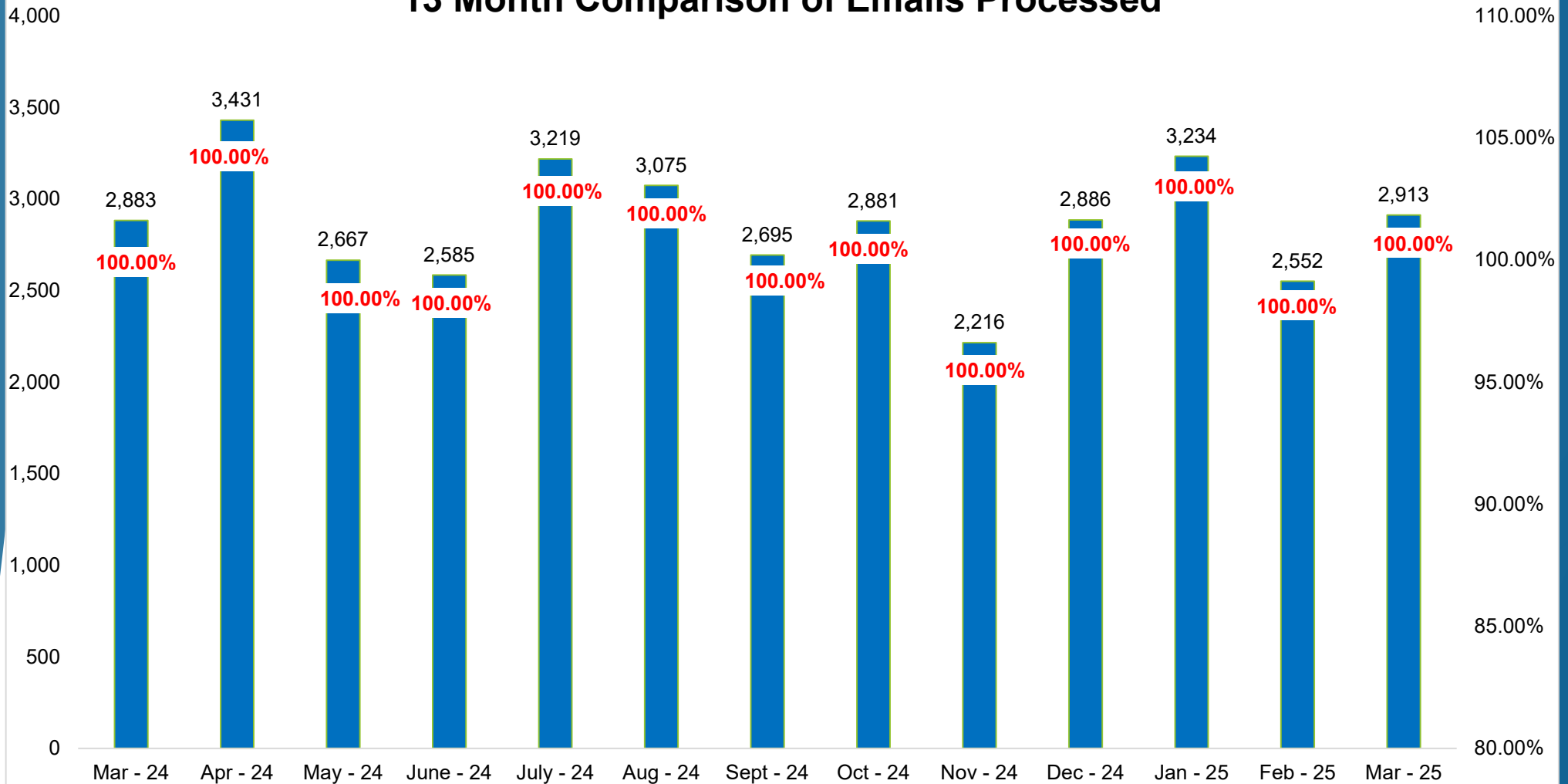
Customer Relations Division

13 Month Comparison of Calls Presented vs. Hold Time



Customer Relations Division

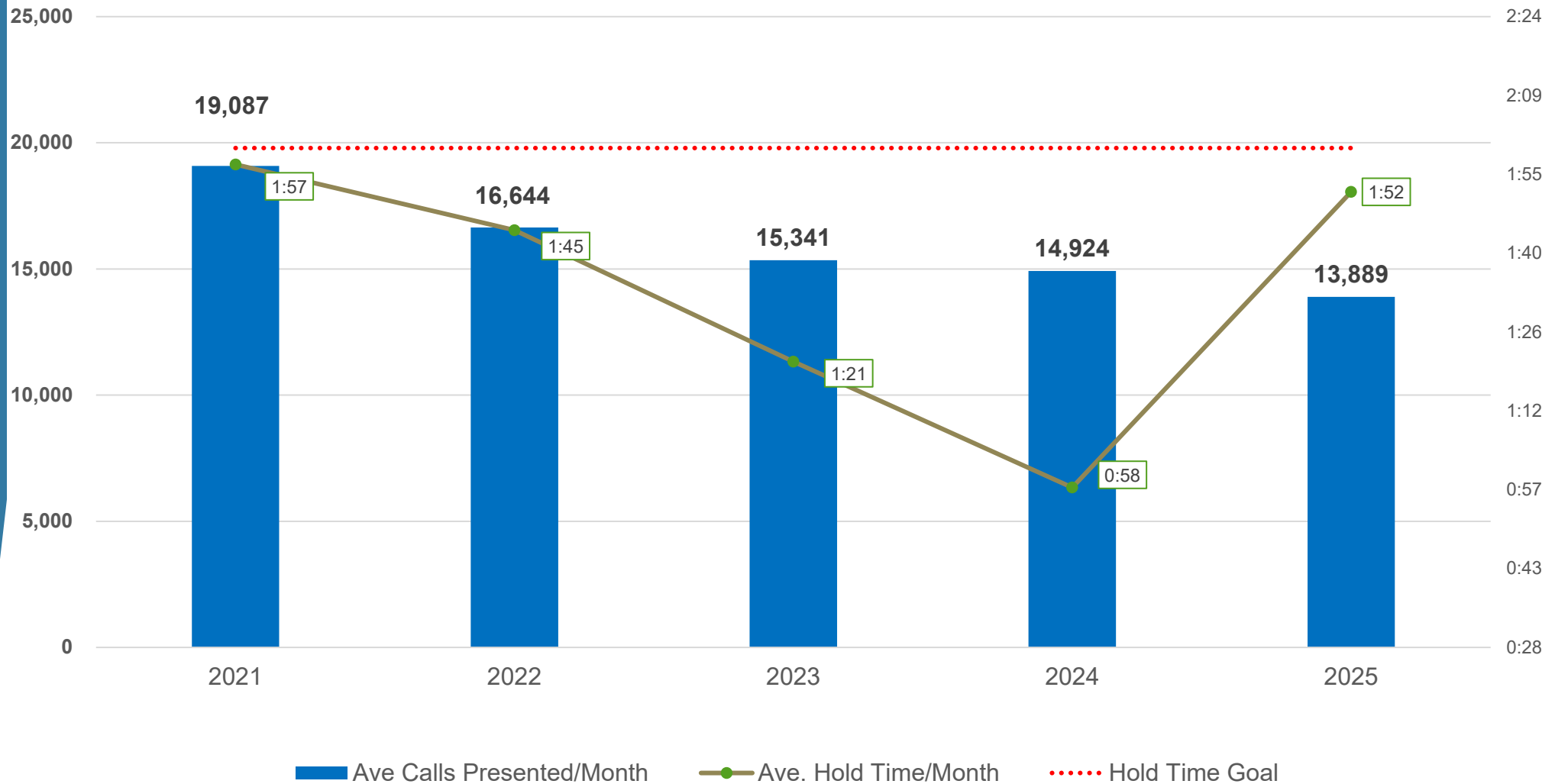
13 Month Comparison of Emails Processed



Customer Relations Division

Fiscal Year Comparison

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



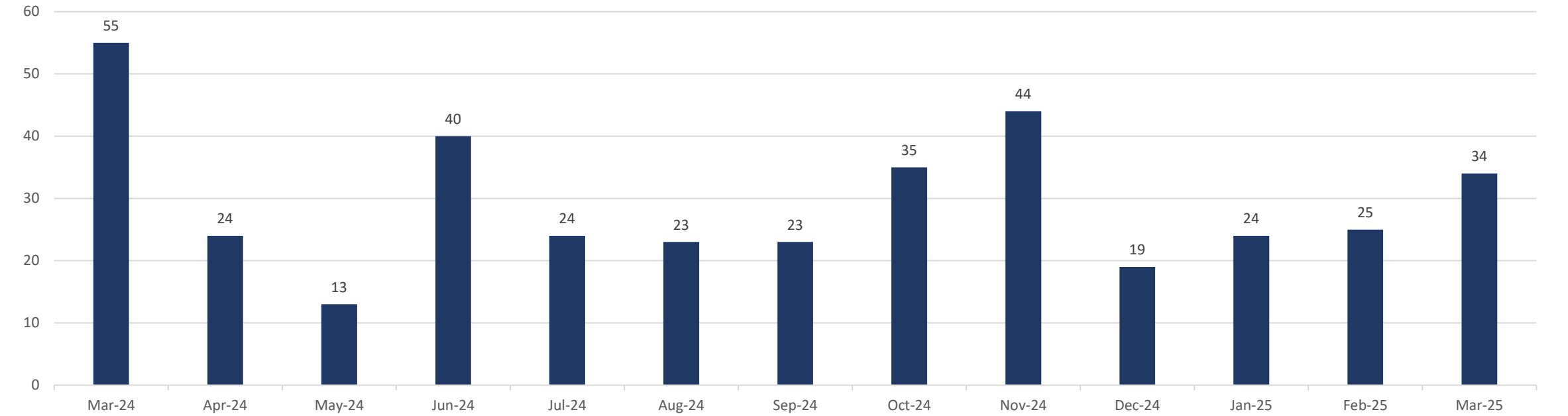
TALCB Education Report

March 2025

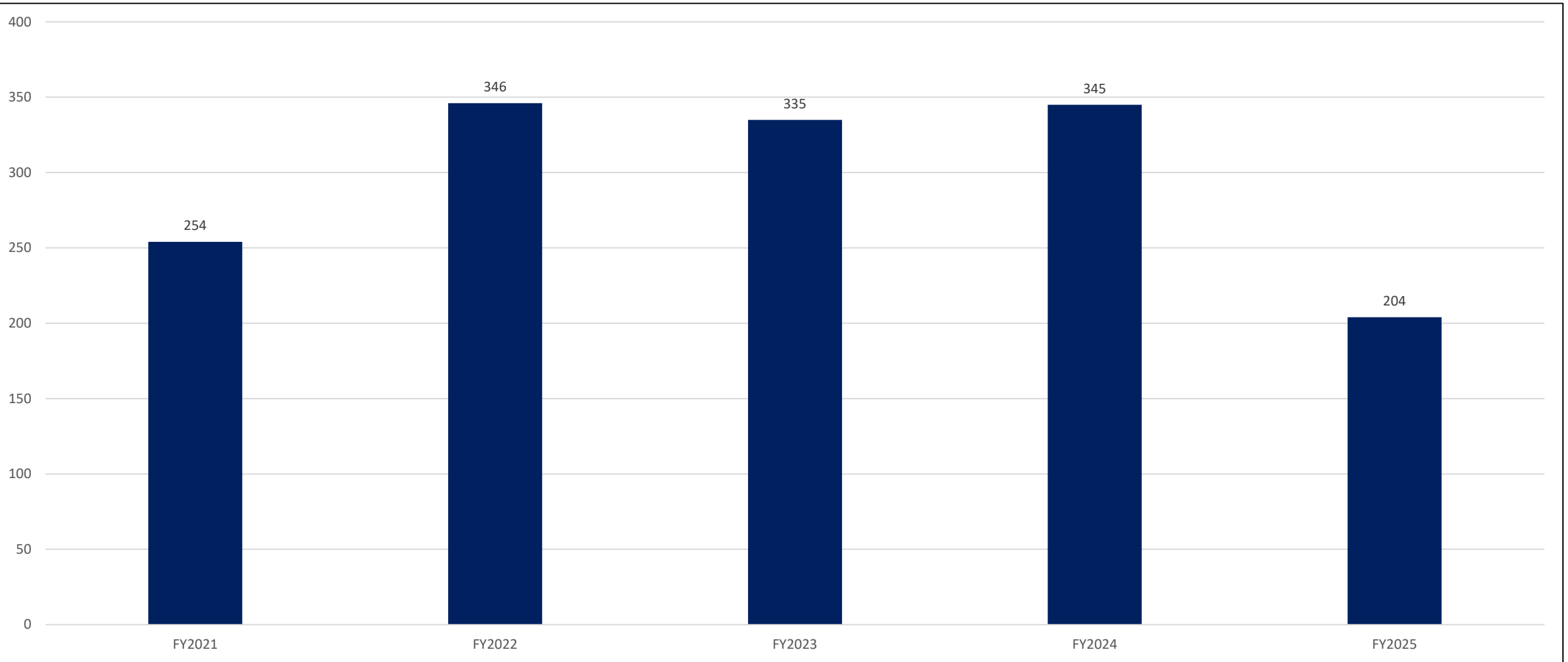


Education & Examination Services													
TALCB Provider and Course Applications													
FY2025													
	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	YTD
Applications Received													
Initial ACE Provider	0	1	0	0	0	0	0						1
Renewal ACE Provider	0	1	1	0	0	0	0						2
Initial ACE Elective Course	7	27	6	10	13	11	12						86
Classroom Delivery	4	23	3	6	11	8	12						67
Online Delivery	3	4	3	4	2	3	0						19
Renewal ACE Elective Course	2	19	2	6	15	11	12						67
Classroom Delivery	0	6	0	3	6	5	5						25
Online Delivery	2	13	2	3	9	6	7						42
Qualifying Course Acceptance	7	3	0	3	4	3	4						24
Classroom Delivery	3	2	0	3	2	2	1						13
Online Delivery	4	1	0	0	2	1	3						11
Total Applications Received	16	51	9	19	32	25	28	0	0	0	0	0	180
	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	YTD
Applications Approved													
Initial ACE Provider	0	0	1	0	0	0	0						1
Renewal ACE Provider	0	0	1	0	0	0	0						1
Initial ACE Elective Course	16	13	30	5	12	12	13						101
Classroom Delivery	13	10	23	2	6	9	13						76
Online Delivery	3	3	7	3	6	3	0						25
Renewal ACE Elective Course	0	12	12	10	8	8	17						67
Classroom Delivery	0	5	5	3	0	6	5						24
Online Delivery	0	7	7	7	8	2	12						43
Qualifying Course Acceptance	7	10	0	4	4	5	4						34
Classroom Delivery	5	3	0	4	2	3	1						18
Online Delivery	2	7	0	0	2	2	3						16
Total Applications Approved	23	35	44	19	24	25	34	0	0	0	0	0	204

TALCB Applications Approved 13-Month Comparison													
	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Initial ACE Provider	1	0	0	0	0	0	0	0	1	0	0	0	0
Renewal ACE Provider	0	0	2	0	0	0	0	0	1	0	0	0	0
All ACE Provider Applications	1	0	2	0	0	0	0	0	2	0	0	0	0
Qualifying Course Acceptance	4	1	8	3	2	11	7	10	0	4	4	5	4
ACE Courses	19	12	30	21	21	38	16	25	42	15	20	20	30
All Course Applications	23	13	38	24	23	49	23	35	42	19	24	25	34
All Applications Approved	55	24	13	40	24	23	23	35	44	19	24	25	34

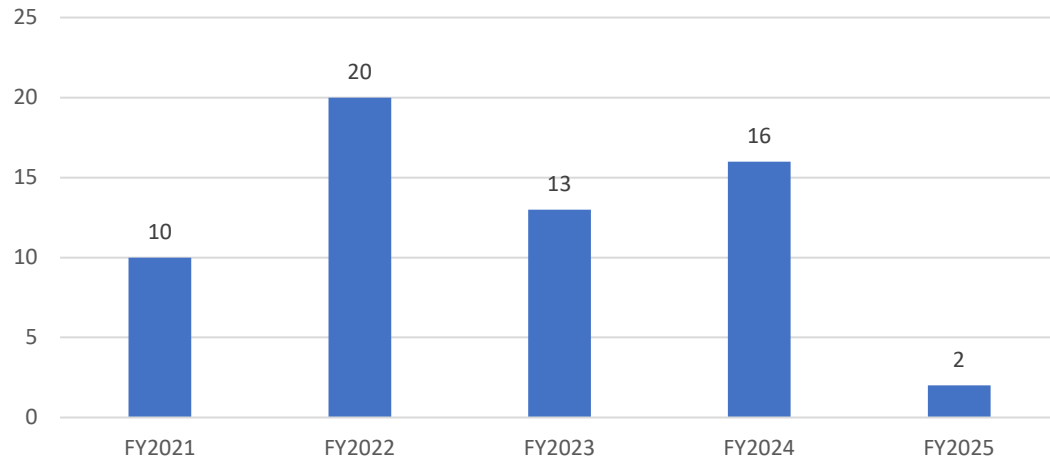


Applications Approved Year-Over-Year Comparison

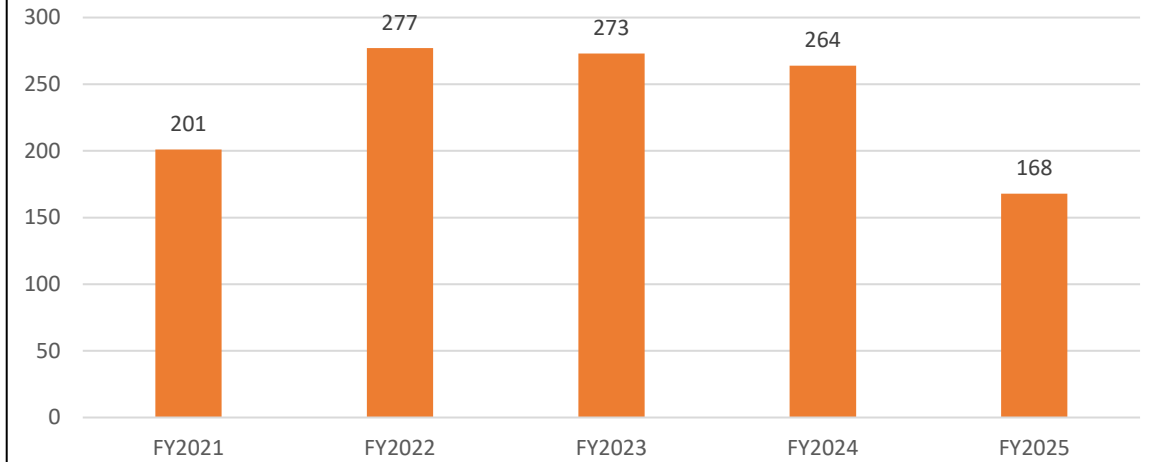


TALCB Total Applications Approved - Fiscal Year

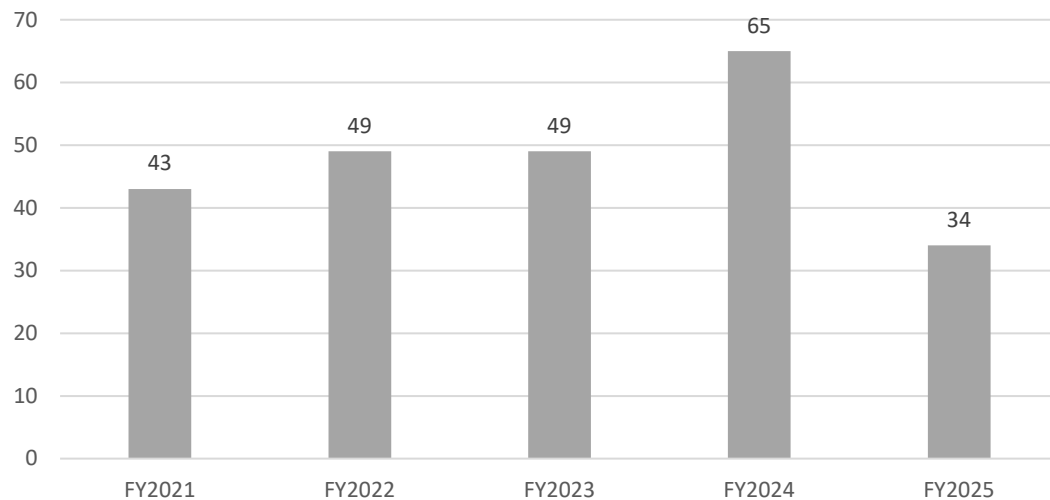
ACE Providers Approved



ACE Courses Approved



Qualifying Course Acceptance Approved



Education & Examinations Division - March 2025
TALCB Examination Activity - Fiscal YTD and Monthly Comparison

Licensed Residential	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2025	21	9	30	70%	9	10	19	47%	49	61%	41	73%
FYTD 2024	40	22	62	65%	9	36	45	20%	107	46%	72	68%
March 2025	2	3	5	40%	2	1	3	67%	8	50%	6	67%
March 2024	2	0	2	100%	2	7	9	22%	11	36%	10	40%

Certified Residential	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Pass Rate	
FYTD 2025	29	15	44	66%	15	24	39	38%	83	53%	55	80%
FYTD 2024	60	42	102	59%	44	38	82	54%	184	57%	124	84%
March 2025	3	3	6	50%	2	6	8	25%	14	36%	10	50%
March 2024	9	7	16	56%	4	6	10	40%	26	50%	20	65%

Certified General	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2025	21	17	38	55%	15	27	42	36%	80	45%	54	67%
FYTD 2024	19	28	47	40%	24	45	69	35%	116	37%	61	70%
March 2025	4	1	5	80%	2	4	6	33%	11	55%	11	55%
March 2024	3	5	8	38%	4	5	9	44%	17	41%	14	50%

TALCB Licensing Report

Current as of March 31, 2025

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	Sept 22	2,362	2,659	603	5,624	39	1,483	-15	7,107	24
	Oct 22	2,367	2,669	616	5,652	28	1,489	6	7,141	34
	Nov 22	2,361	2,680	619	5,660	8	1,475	-14	7,135	-6
	Dec 22	2,368	2,680	626	5,674	14	1,465	-10	7,139	4
	Jan 23	2,365	2,695	635	5,695	21	1,458	-7	7,153	14
	Feb 23	2,370	2,701	650	5,721	26	1,420	-38	7,141	-12
	Mar 23	2,371	2,711	662	5,744	23	1,407	-13	7,151	10
	Apr 23	2,368	2,714	669	5,751	7	1,400	-7	7,151	0
	May 23	2,363	2,719	665	5,747	-4	1,384	-16	7,131	-20
	Jun 23	2,377	2,733	674	5,784	37	1,369	-15	7,153	22
Jul 23	2,379	2,730	673	5,782	-2	1,350	-19	7,132	-21	
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
	Jun 24	2,400	2,800	667	5,867	-6	987	-21	6,854	-27
	Jul 24	2,404	2,805	650	5,859	-8	953	-34	6,812	-42
	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	
March 2025										
Inactive Appraisers		GENERAL 46	RESIDENTIAL 57	LICENSE 20	TOTAL 123		TRAINEE 96		TOTAL 219	
Out-of-State Temporary Registrations:									104	
Total All License Holders:									6,939	

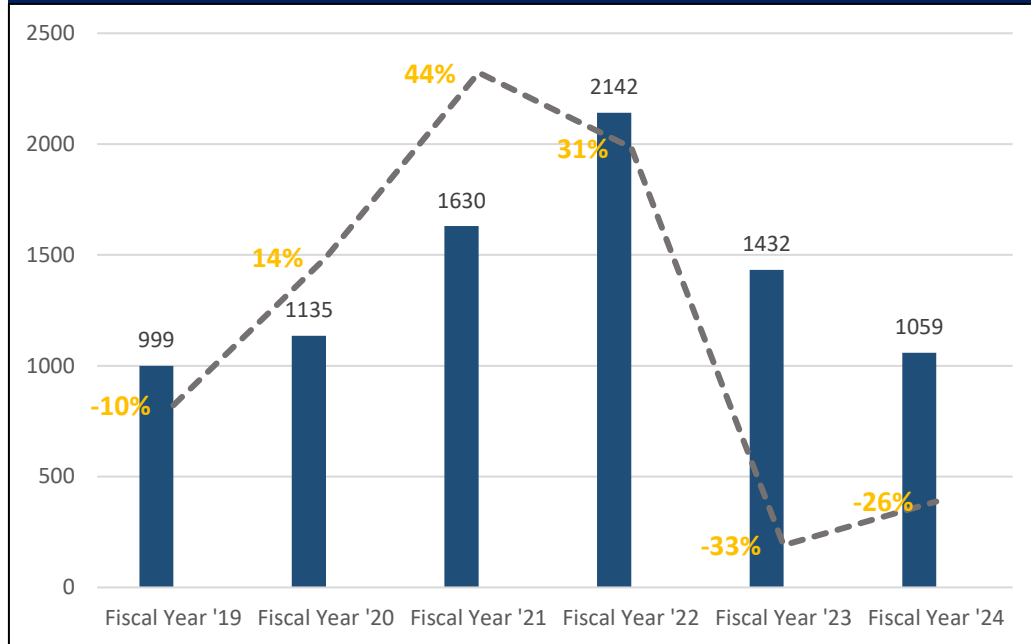
TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
March 2025

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
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 - Total		14	15	107
2021 - Total		14	14	34
2022 - Total		20	18	112
2023 - Total		20	21	43
2024	Sept 23	0	0	1
	Oct 23	0	0	8
	Nov 23	1	0	5
	Dec 23	2	3	2
	Jan 24	0	1	2
	Feb 24	2	1	2
	Mar 24	2	0	7
	Apr 24	4	5	14
	May 24	0	2	15
	Jun 24	2	1	24
	Jul 24	2	3	11
	Aug 24	1	1	3
2024 - Total		16	17	94
2025	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
2025 - Total		5	4	30
Registrations issued from March 2012 to March 2025			356	
Registrations Expired > 6 months as of March 2025			-109	
Registrations Expired < 6 months as of March 2025			-1	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-35	
Registrations Re-Issued > 6 months after expiration date			-9	
Federally Regulated AMCs			-3	
TOTAL AMC REGISTRATIONS			166	

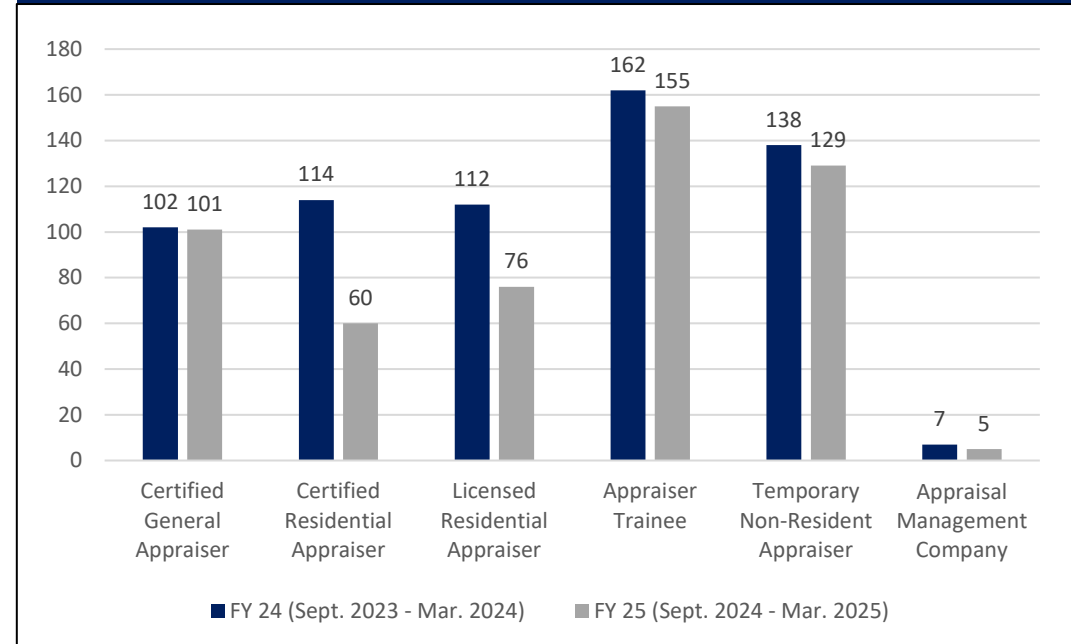
AMC Registrations Year-Over-Year			
	Total AMC Registrations	Variance	% Change
Fiscal Year 17	172		
Fiscal Year 18	168	-4	-2%
Fiscal Year 19	162	-6	-4%
Fiscal Year 20	163	1	1%
Fiscal Year 21	175	12	7%
Fiscal Year 22	174	-1	-1%
Fiscal Year 23	182	8	5%
Fiscal Year 24	166	-16	-9%

Applications Received

Total Applications Received Year-Over-Year Comparison



Applications Received Year-to-Date Comparison



Applications Received Month-Over-Month Comparison

	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Certified General Appraiser	15	23	13	17	17	19	11	12	11	10	22	19	18
Certified Residential Appraiser	14	22	9	13	11	17	10	6	6	6	9	11	10
Licensed Residential Appraiser	13	8	7	17	8	13	9	11	8	7	20	10	12
Appraiser Trainee	22	27	23	27	22	27	21	33	18	16	35	15	24
Temporary Non-Resident Appraiser	20	10	22	14	19	20	15	14	17	19	20	15	20
Appraisal Management Company	2	4	0	2	2	1	1	0	1	1	0	0	2

Application Processing Time

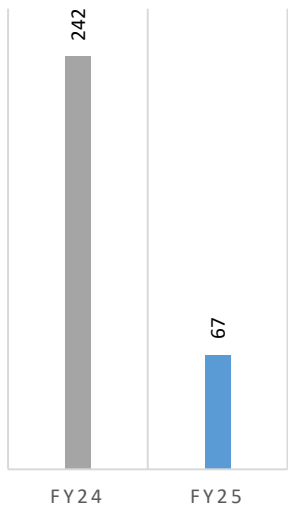
Average Number of Days to Process Applications

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

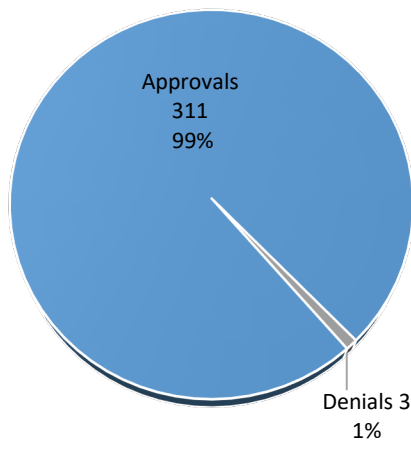
	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	26	30	30	92	25	31	22	20	29	23	33	26	29
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	43	35	29	33	31	25	22	28	28	NA	42	26	35
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	7	34	36	28	32	24	17	13	30	36	35	20	18
Reciprocity (Goal: 14 days)	2	2	2	2	2	2	1	3	3	4	2	6	2
Appraiser Trainee (Goal: 14 days)	2	4	2	3	3	2	3	2	2	4	5	5	8
Temporary Non-Resident Appraiser (Goal: 5 days)	2	2	2	2	2	2	2	2	2	2	2	3	2
Appraisal Management Company (Goal: 14 days)	NA	6	8	2	8	3	1	NA	5	4	NA	NA	1

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY24 – 25 Residential Audit Outcome

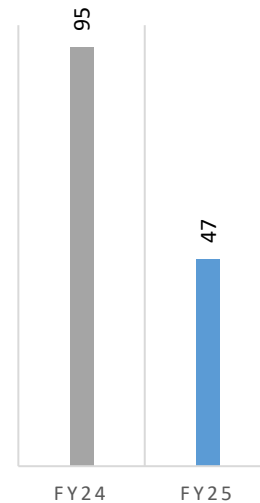


Residential Audit Processing Year-Over-Year

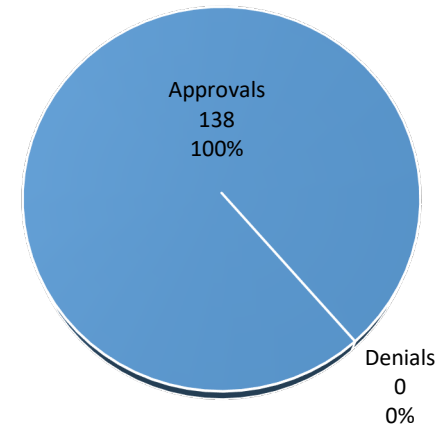
	Closed	Average Processing
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	265	30 Days
Fiscal Year 2025	69	24 Days

Certified General Experience Audit Summary

Commercial audits received



FY24- 25 Commercial Audit Outcome



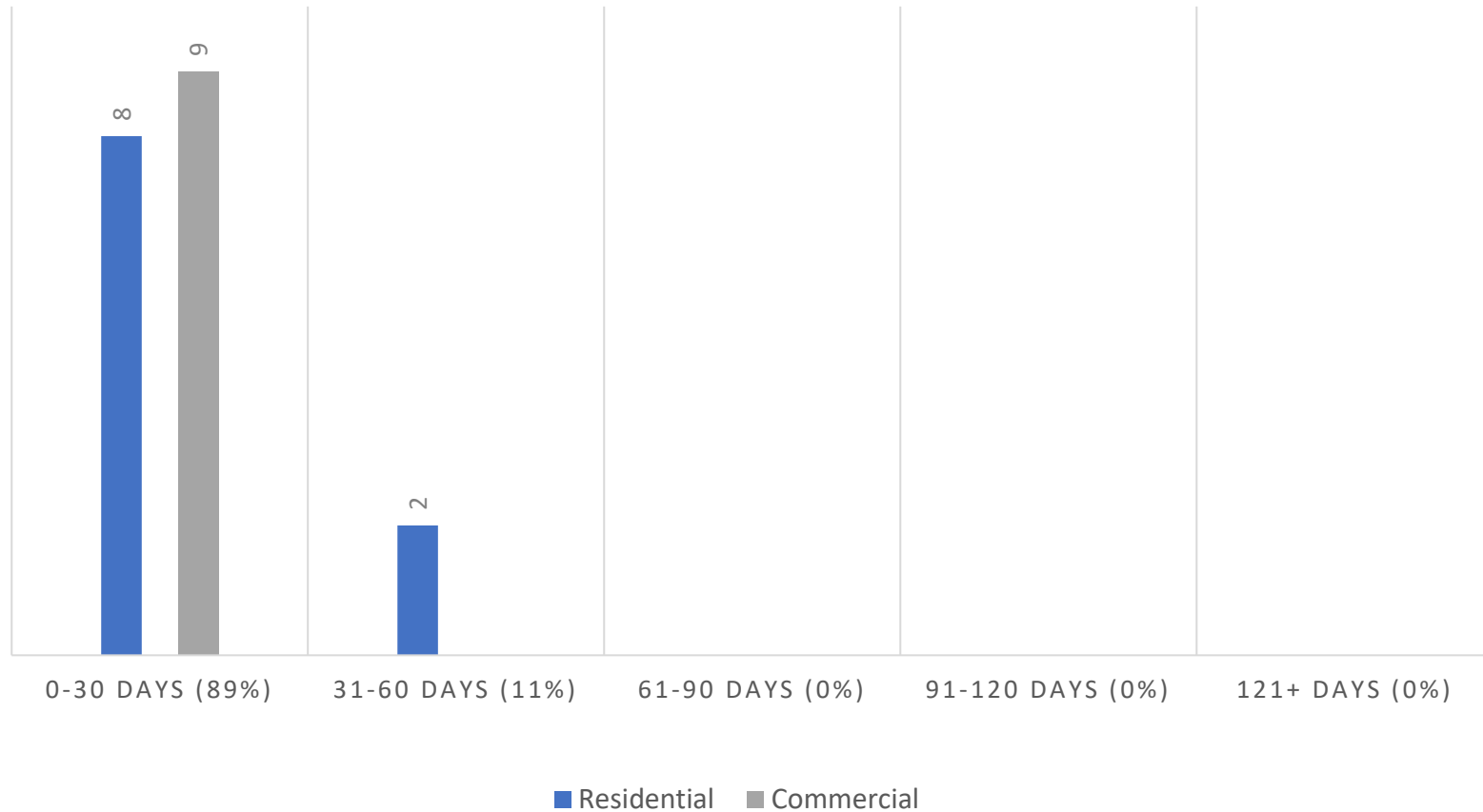
Commercial Audit Processing Year-Over-Year

	Closed	Average Processing
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	62	46 Days
Fiscal Year 2023	78	41 days
Fiscal Year 2024	100	32 Days
Fiscal Year 2025	47	22 Days

Renewal Activity

Year-to-Date Comparison						
	FY 23 (Sept. 2022 - Mar. 2023)		FY 25 (Sept. 2024 - Mar. 2025)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	632	86.81%	608	85.03%	-24	-3.80%
Certified Residential Renewals	630	91.97%	712	89.56%	82	13.02%
Licensed Residential Renewals	129	86.92%	158	66.67%	29	22.48%
Appraiser Trainee Renewals	135	50.87%	165	52.88%	30	22.22%

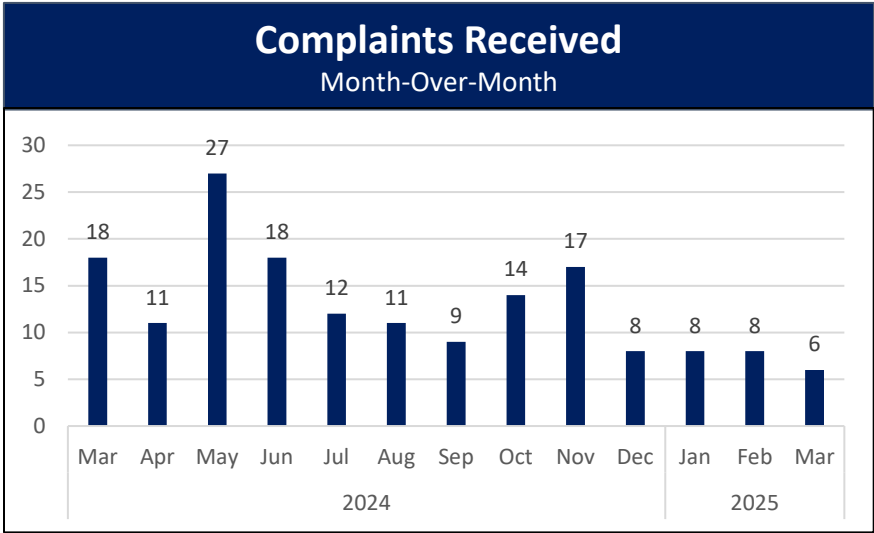
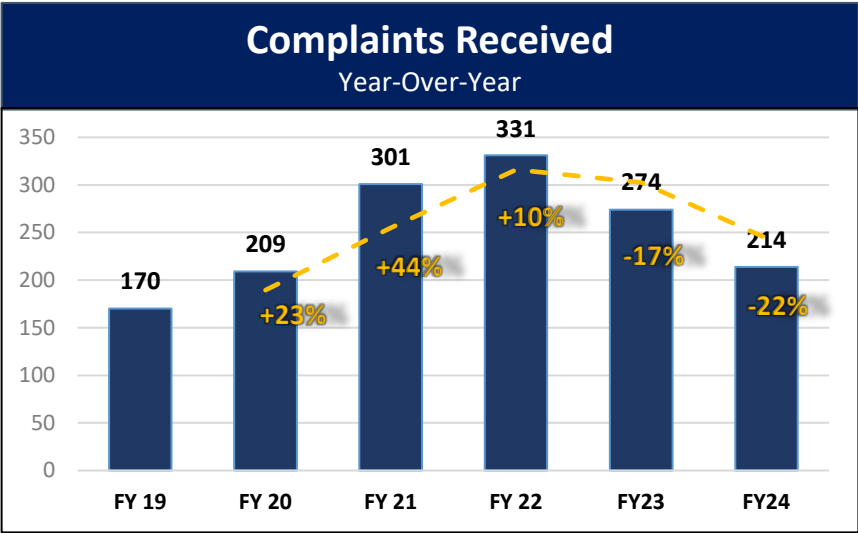
Open Experience Audit Snapshot



TALCB Enforcement Report

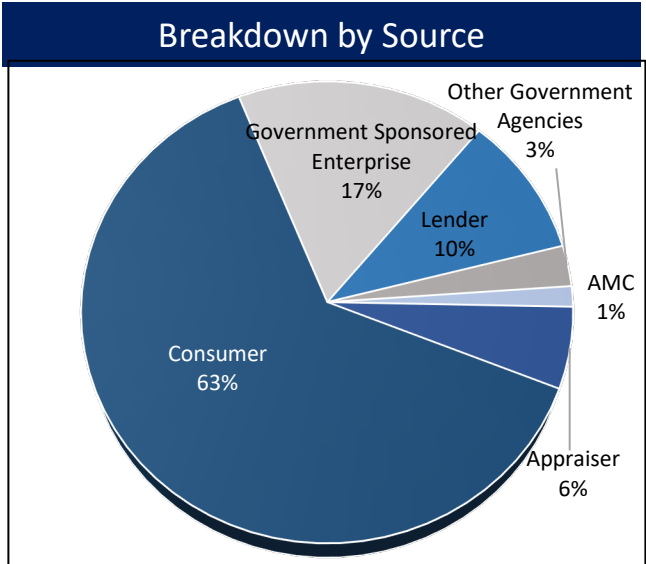
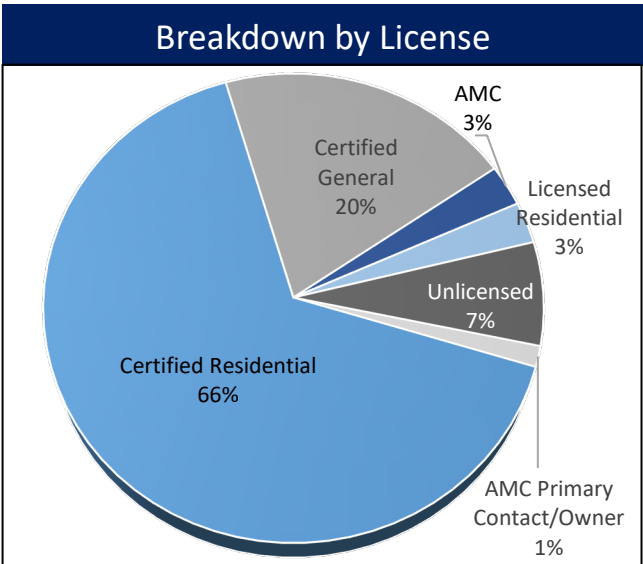
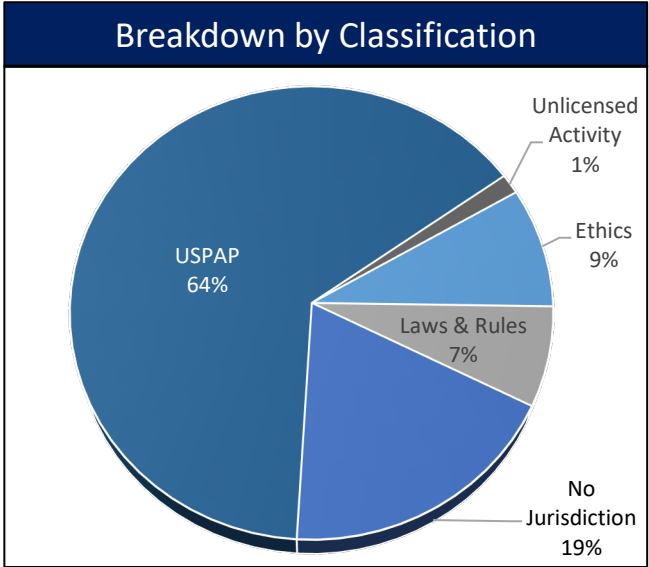
Current as of March 31, 2025

Complaints Received

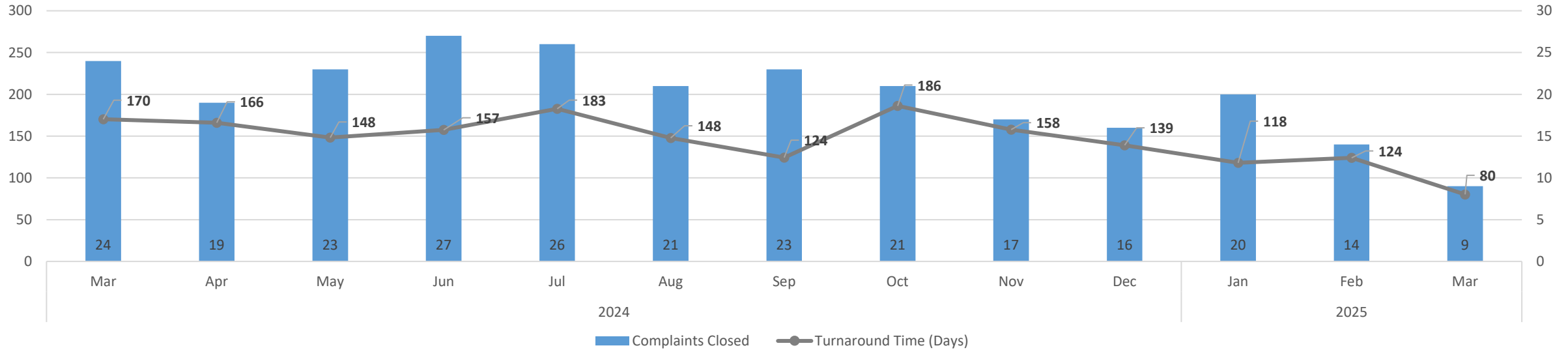


Fiscal Year 2025 Summary	
70	Complaints Received
70	Respondents
<1%	License Holders Receive a Complaint

Fiscal Year 2025 Complaints Received by Category

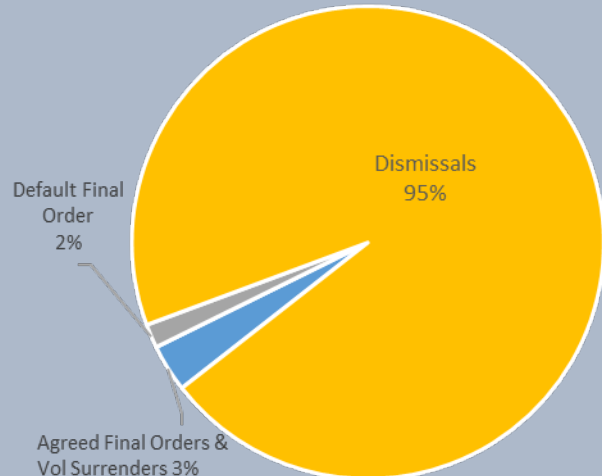


Complaint Resolution

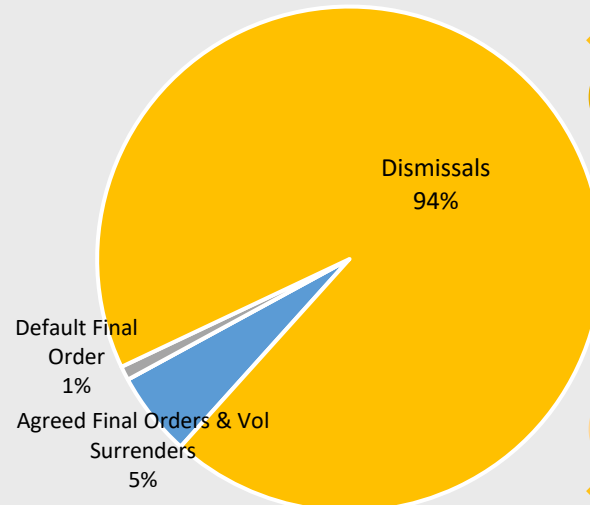


FY24 Complaint Outcome

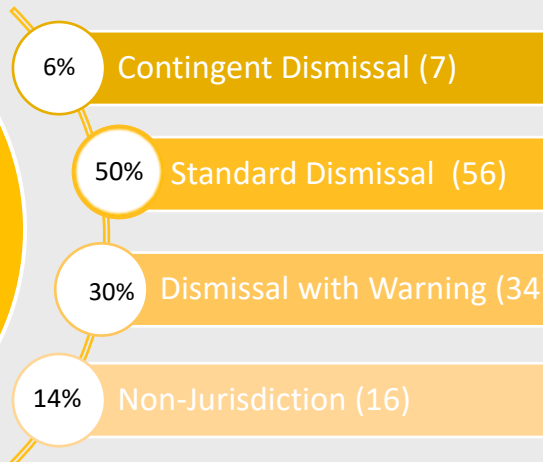
245 Complaints Resolved



FY25 Complaint Outcome



FY25 Dismissal Breakdown



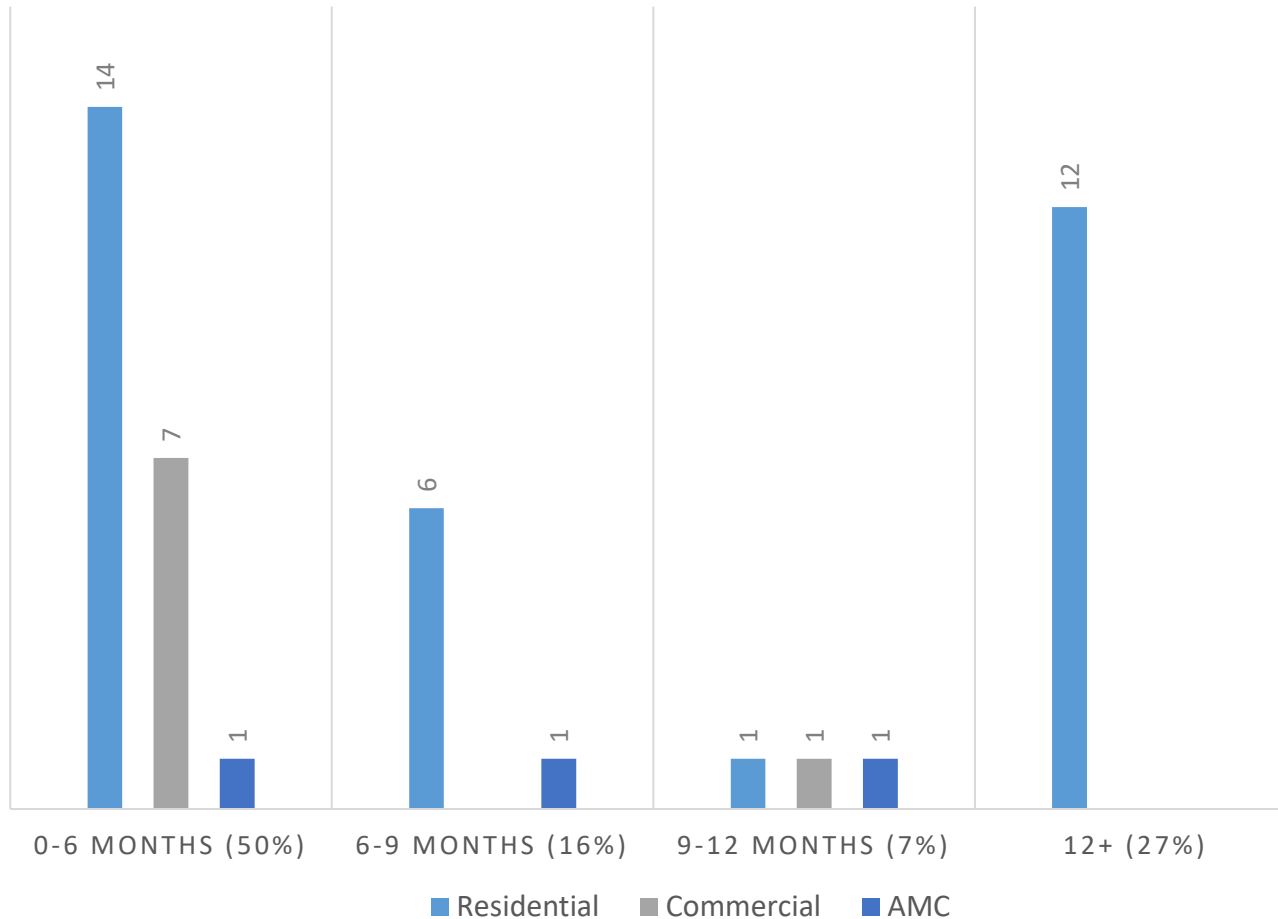
Fiscal Year 2025 Summary

120 Complaints Resolved

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

<1% License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

44 Open Complaints

3 Cases Currently Abated

- 3 pending litigation

12 Cases Over 1 Year Old

The ASC Policy Statements require that cases be resolved within 1 year, absent special documented circumstances. These 12 cases involved abatements.

Financial Services Division
TALCB Budget Status Report
March 2025 - Fiscal Year 2025

Expenditure Category	Beginning Balance FY2025	Expenditures	Remaining Balance	Budget % Remaining	5/12 =41.67% Comments
Actual Beginning Balance	\$4,048,171		\$4,048,171		includes Trust cash balances as of 8/31/2024
Operating Reserves	(\$1,261,475)		(\$1,261,475)		
Available balance within Texas Treasury Safekeeping Trust	\$2,786,696		\$2,786,696		remaining available budget to consider to balance FY2024 budget
Salaries & Wages	1,562,370	\$881,370	\$681,000	43.6%	
Other Personnel Costs	511,782	274,043	\$237,739	46.5%	employee retirement & health insurance contributions, longevity; includes 4056
Professional Services	204,600	9,725	\$194,875	95.2%	DIR STS services 25-007
Consumables	2,000	93	\$1,907	95.4%	Consumable expense not utilized due to staff working from home.
Utilities	190	31	\$159	83.9%	Secure document destruction
Travel	42,000	24,778	\$17,222	41.0%	
Rent - Building - Other	20,072	19,445	\$627	3.1%	Annual building lease paid; reserved parking space - 1st qtr
Rent - Equipment	854	812	\$42	4.9%	Monthly Canon printers leased
Other Operating Expense	121,803	51,666	\$70,137	57.6%	Subscription fees; annual membership dues; security services
Subtotal -Operations Expenditures	2,465,671	1,261,962	1,203,709	48.8%	
Statewide Cost Allocation Plan (SWCAP)	34,779	0	34,779	100.0%	SWCAP allocation has not been distributed to agencies as of report date.
Contribution to General Revenue	22,500	13,125	9,375	41.7%	
Subtotal - Nonoperational Expenditures	57,279	13,125	44,154	77.1%	
Total Expenditures and GR Contribution	2,522,950	1,275,087	1,247,863	49.5%	
Revenue	FY2025 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,783,120	\$980,125	\$802,995	45.0%	425 applications (947 projected), 1,824 total renewals (3,090 projected)
AMCs	358,715	200,145	\$158,570	44.2%	5 new AMCs (17 projected), 31 AMC renewals (43 projected), 10,081 of panelist activities (20,227 projected)
ACE Program Revenue	20,780	9,290	\$11,490	55.3%	1 new ACEs (4 projected), 1 ACE renewals (12 projected)
Examination fees	7,070	2,300	\$4,770	67.5%	Pearson Vue exam fees exams - 230 as of Feb (707 projected)
Other Miscellaneous Revenue	46,236	65,138	(\$18,902)	-40.9%	Misc/Public Info fees/Interest earned in TTSTC for 3056; Interest as of March \$61,959.49 in 3056
TALCB ASC grant	0	0	\$0	0.0%	
Total Revenue	\$2,215,921	\$1,256,998	\$958,923	43.3%	
Operating Gains/ Losses	(\$307,029)	(\$18,089)	(\$325,118)	105.9%	
Restricted Education Reserve Fund Carryforward \$0					
Revenue Over/(Under) Expenditures & Transfers	\$2,479,667	(\$18,089)	\$2,497,756		

Financial Services Division

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

For the Month of March 2025

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
03/15/2024	128,000.00	123,880.00	127,925.00	(127,925.00)			U.S. T-Notes, 1.750	03/15/2025
06/17/2024	868,000.00	849,555.00	864,575.47	1,085.00	865,660.47	7,335.67	U.S. T-Notes, 2.875	06/15/2025
09/16/2024	903,800.00	899,422.22	900,446.05	847.31	901,293.36	1,461.31	U.S. T-Notes, 3.500	09/15/2025
12/16/2024	901,000.00	898,881.71	900,120.12	563.12	900,683.24	10,594.18	U.S. T-Notes, 4.000	12/15/2025
03/19/2025	870,000.00	874,447.52	0.00	874,689.85	874,689.85	1,858.80	U.S. T-Notes, 4.625	03/15/2025
Totals	\$ 3,670,800.00	\$ 3,646,186.45	\$ 2,793,066.64	\$ 749,260.28	\$ 3,542,326.92	\$ 21,249.96		

Monthly Activity

Beginning
Balance

Current
Month

Cumulative
Totals

Beginning Cash Available Balance 03/01/2025 \$ 1,075,965.41

Current Month Receipts \$ 303,730.49

Current Month Disbursements \$ (1,051,298.43)

Total Cash	\$	328,397.47
Investment Ending Market Value		3,542,326.92
Total Account Balance		3,870,724.39
Operating Reserves		(1,261,475.00)
Ending Balance Available for Operations 03/31/2025	\$	2,609,249.39

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

Kemya Dean

Kemya Dean, Alternate Investment Officer

Financial Services Division

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

March 2025

		<u>Monthly Activity</u>		
		Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance 03/01/2025	\$	33,671.26		
Current Month Receipts				
		Admin Penalties	\$ 0.00	
		Interest Earned	124.14	
Current Month Disbursements			\$ (10.64)	
Total Cash				\$ 33,784.76
Reserved for Education Development				0.00
Ending Balance Available 03/31/2025	\$			<u>33,784.76</u>