



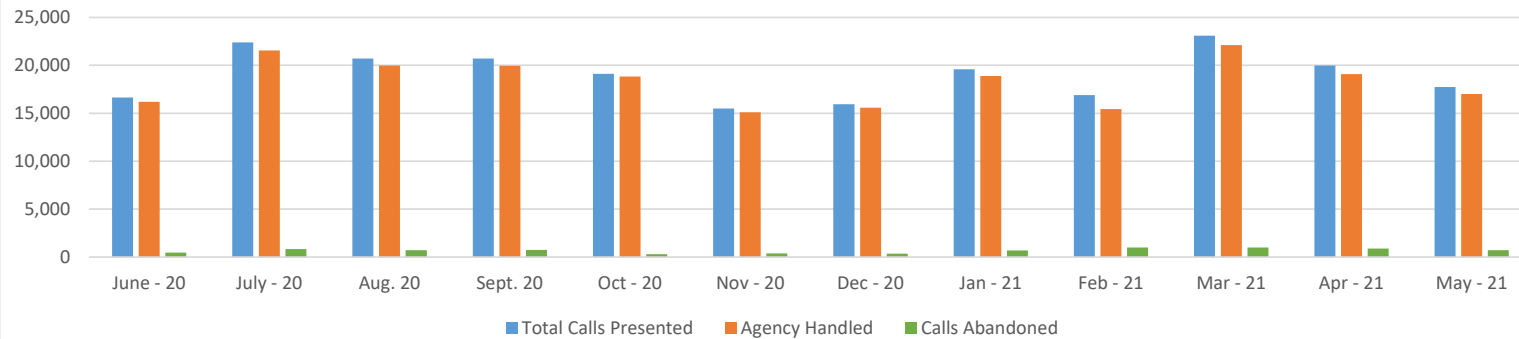
Staff Reports for May 2021

Customer Relations Division

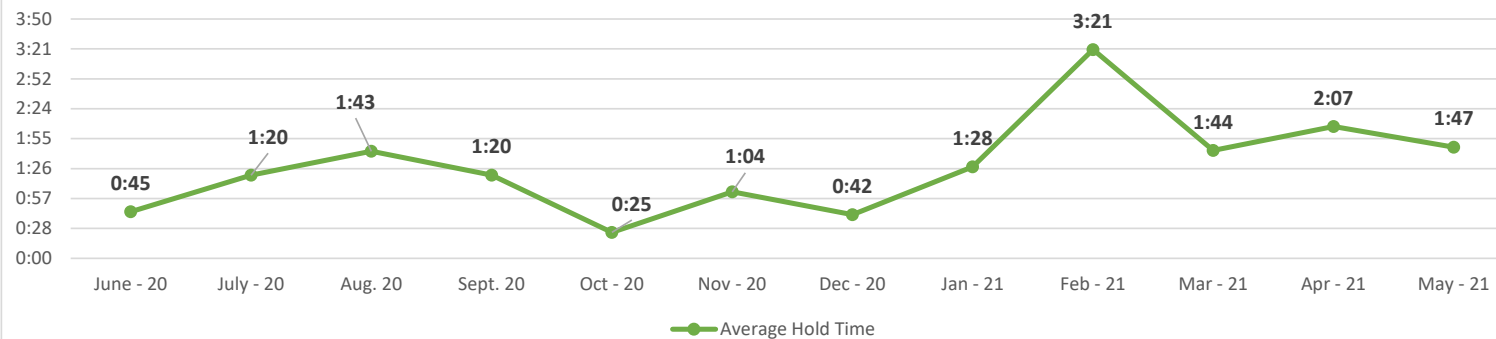
Incoming Calls

	June - 20	July - 20	Aug. 20	Sept. 20	Oct - 20	Nov - 20	Dec - 20	Jan - 21	Feb - 21	Mar - 21	Apr - 21	May - 21	Totals
Total Calls Presented	16,653	22,386	20,706	20,702	19,129	15,486	15,934	19,581	16,903	23,108	19,996	17,733	228,317
Agency Handled	16,197	21,552	19,977	19,948	18,840	15,103	15,579	18,890	15,442	22,107	19,099	17,002	219,736
Calls Handled Initially	16,003	21,019	19,324	19,495	18,801	14,835	15,429	18,306	14,464	21,418	18,233	16,367	213,694
Calls Handled by Courtesy Callback	180	466	552	413	33	234	140	510	896	629	780	571	5,404
% of Calls handled by Courtesy Callback	1.08%	2.08%	2.67%	1.99%	0.17%	1.51%	0.88%	2.60%	5.30%	2.72%	3.90%	3.22%	2.34%
Calls Re-Directed for Assistance	14	67	101	40	6	34	10	74	82	60	86	64	638
Calls Abandoned	456	834	729	754	288	382	355	691	1,010	1,001	874	731	8,105
% of Abandoned Calls	2.74%	3.73%	3.52%	3.64%	1.51%	2.47%	2.23%	3.53%	5.98%	4.33%	4.37%	4.12%	3.51%
Average Handle Time	5:58	5:52	5:56	5:52	5:20	5:27	5:33	5:21	5:38	5:34	5:38	5:13	5:36
Average Hold Time	0:45	1:20	1:43	1:20	0:25	1:04	0:42	1:28	3:21	1:44	2:07	1:47	1:28

Calls Presented, Handled, and Abandoned



Average Hold Time



Emails													
	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	Nov. 20	Dec - 20	Jan. - 21	Feb. - 21	Mar. - 21	Apr. - 21	May. - 21	TOTAL
Licensing	3,796	5,560	4,819	5,022	4,112	3,492	3,945	4,879	4,662	5,127	4,483	4,157	54,054
Education	37	43	34	48	43	36	49	53	148	58	56	46	651
Inspector	79	104	102	70	76	63	43	60	113	62	83	83	938
Enforcement	146	161	121	185	142	95	116	532	175	222	181	119	2,195
TALCB Lic	170	214	203	198	174	102	92	89	137	133	145	149	1,806
TALCB Enf	14	23	8	16	13	8	7	7	12	14	11	4	137
Total	4,242	6,105	5,287	5,539	4,560	3,796	4,252	5,620	5,247	5,616	4,959	4,558	59,781
% handled in 1 day	98.89%	98.60%	96.50%	94.57%	99.45%	99.55%	99.18%	95.50%	73.51%	99.18%	96.45%	98.31%	95.81%

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	1,370	18,626	1,331	16,402
Agency Handled	1,396	20,710	1,268	17,822	1,249	15,753
Calls Handled Initially	1,352	20,064	1,213	17,017	1,209	15,158
Calls Handled by Courtesy Callback	39	591	48	732	35	536
Calls Re-Directed for Assistance	5	55	7	73	5	59
Calls Abandoned	116	885	94	781	81	649
Hold Times	1:42	1:44	2:07	2:07	1:30	1:49
% of Abandoned Calls	7.67%	4.10%	6.86%	4.19%	6.09%	3.96%
% of Callbacks	2.58%	2.74%	3.50%	3.93%	2.63%	3.27%
% of all calls	6.55%	93.45%	6.85%	93.15%	7.51%	92.49%

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	1	2				5
Initial ACE Elective Course	11	7	11	6	20	14	16	22	11				118
Classroom Delivery	8	5	7	3	15	11	10	21	10				90
Online Delivery	3	2	4	3	5	3	6	1	1				28
Renewal ACE Elective Course	3	1	4	3	0	4	10	6	1				32
Classroom Delivery	1	1	2	0	0	1	2	1	0				8
Online Delivery	2	0	2	3	0	3	8	5	1				24
Qualifying Course Acceptance	3	1	2	4	1	4	2	2	3				22
Classroom Delivery	1	1	1	1	1	2	1	1	3				12
Online Delivery	2	0	1	3	0	2	1	1	0				10
Total Applications Received	17	9	17	14	22	22	28	31	17				177
	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	0	1				2
Initial ACE Elective Course	11	6	8	7	16	10	17	25	12				112
Classroom Delivery	7	5	4	6	9	9	14	20	10				84
Online Delivery	4	1	4	1	7	1	3	5	2				28
Renewal ACE Elective Course	1	3	2	2	9	6	8	13	0				44
Classroom Delivery	0	1	1	2	5	1	1	2	0				13
Online Delivery	1	2	1	0	4	5	7	11	0				31
Qualifying Course Acceptance	0	5	2	6	4	5	0	2	12				36
Classroom Delivery	0	2	1	0	3	3	0	1	5				15
Online Delivery	0	3	1	6	1	2	0	1	7				21
Total Applications Approved	12	14	12	15	29	22	25	40	25				194

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
May 2021

FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20
2017	Aug17	2,398	2,407	423	5,228	-39	868	79	6,096	40
2018	Aug18	2,384	2,394	435	5,213	-15	938	70	6,151	55
2019	Aug19	2,366	2,412	430	5,208	-5	1,029	91	6,237	86
2020	Sep19	2,371	2,411	430	5,212	-443	1,040	361	6,252	-82
	Oct19	2,384	2,414	432	5,230	18	1,055	15	6,285	33
	Nov19	2,388	2,416	435	5,239	9	1,049	-6	6,288	3
	Dec19	2,390	2,418	437	5,245	6	1,046	-3	6,291	3
	Jan20	2,384	2,409	435	5,228	-17	1,044	-2	6,272	-19
	Feb20	2,380	2,409	433	5,222	-6	1,046	2	6,268	-4
	Mar20	2,381	2,409	430	5,220	-2	1,059	13	6,279	11
	Apr20	2,391	2,420	434	5,245	25	1,085	26	6,330	51
	May20	2,398	2,430	438	5,266	21	1,099	14	6,365	35
	Jun20	2,408	2,440	444	5,292	26	1,113	14	6,405	40
	Jul20	2,417	2,453	444	5,314	22	1,127	14	6,441	36
Aug20	2,371	2,426	421	5,218	-96	1,081	-46	6,299	-142	
2021	Sep20	2,370	2,443	424	5,237	19	1,090	9	6,327	28
	Oct20	2,371	2,452	424	5,247	10	1,017	-73	6,264	-63
	Nov20	2,375	2,459	428	5,262	15	1,022	5	6,284	20
	Dec20	2,360	2,470	431	5,261	-1	1,051	29	6,312	28
	Jan21	2,353	2,467	434	5,254	-7	1,074	23	6,328	16
	Feb21	2,364	2,477	435	5,276	22	1,085	11	6,361	33
	Mar21	2,368	2,483	438	5,289	13	1,101	16	6,390	29
	Apr21	2,354	2,489	443	5,286	-3	1,110	9	6,396	6
May21	2,339	2,494	448	5,281	-5	1,134	24	6,415	19	
May 2021										
Inactive Appraisers		GENERAL 48	RESIDENTIAL 53	LICENSE 18	TOTAL 119	TRAINEE 74		TOTAL 193		
Out-of-State Temporary Registrations:									97	
Total All License Holders:									6,705	

APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
May 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
	Apr 21	0	0	3
	May 21	1	0	1
Registrations issued from March 2012 to May 2021			290	
Registrations Expired > 6 months as of May 2021			-80	
Registrations Expired < 6 months as of May 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

May

<i>Original Applications Received</i>	Sep 2019 - May 2020	Sep 2020 - May 2021	Variance	Percent
Certified General Applications	106	118	12	11.32%
Certified Residential Applications	114	159	45	39.47%
Licensed Residential Applications	82	122	40	48.78%
Appraiser Trainee Applications	327	620	293	89.60%
Non-Residential Temporary Applications	148	149	1	0.68%
<i>Total Original Applications</i>	777	1168	391	50.32%

<i>Renewal Activity</i>	% Renewed FY20		% Renewed FY21		Variance	Percent
Certified General Renewals	601	88.05%	879	86.81%	278	46.26%
Certified Residential Renewals	703	92.40%	853	91.97%	150	21.34%
Licensed Residential Renewals	88	67.24%	149	86.92%	61	69.32%
Appraiser Trainee Renewals	139	44.22%	172	50.87%	33	23.74%

Licensing Division

Average Number of Calendar Days to Issue a License

May 2021

Real Estate Appraiser Applications

	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21
Certified General Appraiser	5.87	6.59	10.78	15.35	9.26	7.97	12.88	5.84	3.51	6.00	5.28	6.92	9.28
<i>Number of Applications Received</i>	<i>10</i>	<i>13</i>	<i>6</i>	<i>11</i>	<i>10</i>	<i>11</i>	<i>10</i>	<i>9</i>	<i>16</i>	<i>18</i>	<i>16</i>	<i>18</i>	<i>12</i>
Certified Residential Appraiser	8.51	14.49	10.53	16.12	20.20	13.72	11.17	6.54	6.20	8.29	10.36	13.16	11.17
<i>Number of Applications Received</i>	<i>10</i>	<i>16</i>	<i>18</i>	<i>21</i>	<i>12</i>	<i>14</i>	<i>15</i>	<i>21</i>	<i>15</i>	<i>16</i>	<i>24</i>	<i>25</i>	<i>20</i>
Licensed Residential Appraiser	9.60	24.02	18.32	13.10	20.01	13.87	8.26	4.91	5.03	12.22	12.54	13.10	14.21
<i>Number of Applications Received</i>	<i>13</i>	<i>11</i>	<i>10</i>	<i>12</i>	<i>11</i>	<i>14</i>	<i>13</i>	<i>10</i>	<i>16</i>	<i>16</i>	<i>16</i>	<i>14</i>	<i>16</i>
Appraiser Trainee	6.79	12.96	16.00	16.97	18.49	17.04	9.33	9.87	8.24	9.18	10.47	7.70	5.89
<i>Number of Applications Received</i>	<i>40</i>	<i>51</i>	<i>69</i>	<i>67</i>	<i>66</i>	<i>73</i>	<i>59</i>	<i>58</i>	<i>85</i>	<i>52</i>	<i>81</i>	<i>96</i>	<i>63</i>
Temporary Non-Resident Appraiser	1.49	1.76	1.47	1.84	1.90	2.01	2.38	2.09	1.78	1.86	1.44	1.77	1.34
<i>Number of Applications Received</i>	<i>9</i>	<i>13</i>	<i>11</i>	<i>24</i>	<i>25</i>	<i>13</i>	<i>17</i>	<i>16</i>	<i>16</i>	<i>13</i>	<i>22</i>	<i>12</i>	<i>15</i>

Appraisal Management Company Applications

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

Information & Technology Division

Electronic Information Outlet Statistics

May 2021

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	74,963	612,972	472,499
Total Monthly Unique Visits	22,071	185,934	152,025

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	73	62	84.9%	71.2%	66.1%
AMC	0	0	N/A	0.0%	50.0%
Certified General Appraiser	8	6	75.0%	35.4%	22.1%
Certified Residential Appraiser	11	10	90.9%	56.9%	53.2%
State Licensed Appraiser	7	5	71.4%	69.4%	71.9%
Appraiser Trainee	47	41	87.2%	85.1%	86.4%
Renewals	273	265	97.1%	97.4%	93.3%
AMC	1	1	100.0%	95.5%	94.1%
Certified General Appraiser	136	130	95.6%	96.8%	91.6%
Certified Residential Appraiser	104	103	99.0%	99.0%	96.1%
State Licensed Appraiser	8	8	100.0%	94.0%	88.0%
Appraiser Trainee	24	23	95.8%	96.2%	94.0%
AMC Panel Transactions	1217	1217	100.0%	100.0%	100.0%
Additions	1141	1141	100.0%	100.0%	100.0%
Removals	76	76	100.0%	100.0%	100.0%

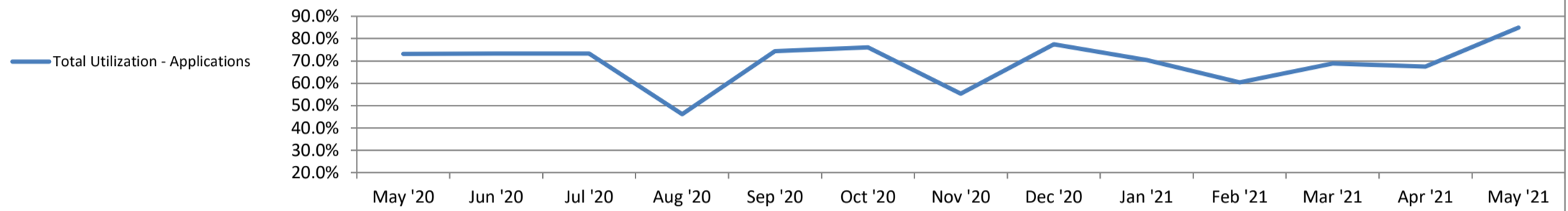
Information & Technology Division

Electronic Information Outlet Statistics

May 2021

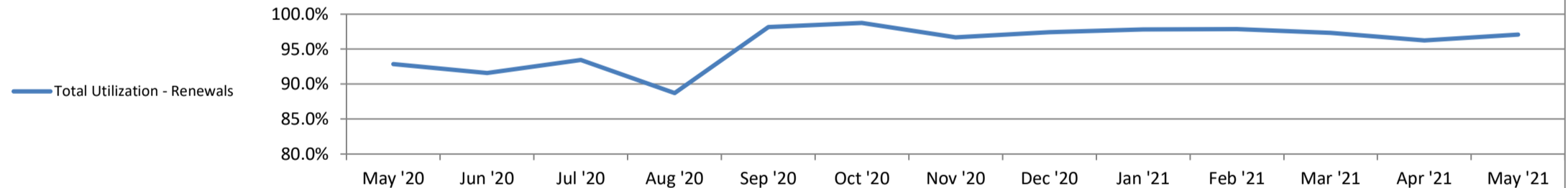
Applications	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21
AMC	N/A	100.0%	100.0%	N/A	N/A	0.0%	0.0%	0.0%	0.0%	0.0%	N/A	N/A	N/A
Certified General Appraiser	30.0%	20.0%	33.3%	20.0%	57.1%	57.1%	20.0%	33.3%	25.0%	11.1%	42.9%	25.0%	75.0%
Certified Residential Appraiser	44.4%	75.0%	63.6%	18.2%	55.6%	64.3%	40.0%	78.6%	50.0%	33.3%	50.0%	46.7%	90.9%
State Licensed Appraiser	100.0%	N/A	0.0%	66.7%	40.0%	100.0%	42.9%	75.0%	83.3%	100.0%	80.0%	66.7%	71.4%
Appraiser Trainee	91.4%	85.0%	88.5%	75.0%	85.7%	85.0%	81.5%	82.5%	90.5%	86.2%	77.1%	89.1%	87.2%
Total Utilization - Applications	73.2%	73.3%	73.3%	46.2%	74.4%	76.1%	55.4%	77.4%	70.4%	60.4%	68.9%	67.4%	84.9%

Utilization Online Application Services



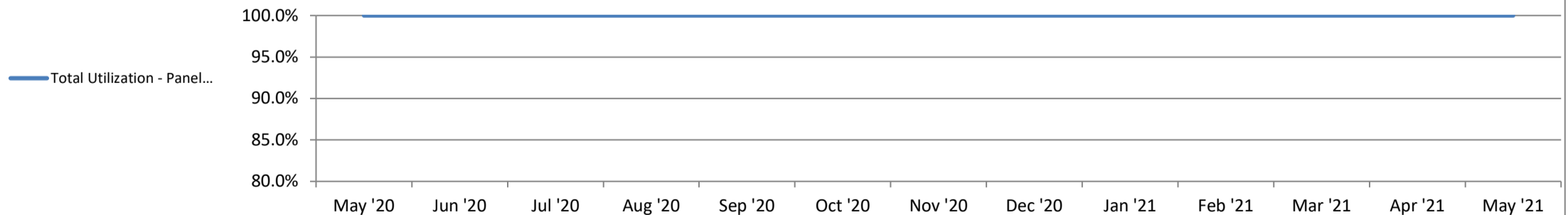
Renewals	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21
AMC	64.3%	80.4%	93.1%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%
Certified General Appraiser	98.4%	92.1%	93.2%	90.5%	100.0%	98.9%	96.2%	99.0%	97.5%	94.9%	95.0%	95.7%	95.6%
Certified Residential Appraiser	93.5%	99.2%	96.9%	96.9%	100.0%	100.0%	100.0%	96.8%	99.0%	94.9%	100.0%	97.5%	99.0%
State Licensed Appraiser	93.8%	94.1%	85.7%	100.0%	90.5%	93.3%	93.1%	92.0%	91.3%	100.0%	94.4%	100.0%	100.0%
Appraiser Trainee	91.7%	75.0%	88.9%	94.3%	91.3%	96.7%	89.7%	100.0%	100.0%	100.0%	100.0%	93.3%	95.8%
Total Utilization - Renewals	92.9%	91.6%	93.4%	88.7%	98.2%	98.8%	96.7%	97.4%	97.8%	97.9%	97.3%	96.2%	97.1%

Utilization Online Renewal Services



Panel Management Tool	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '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

May 2021 - Fiscal Year 2021

Expenditure Category	Amended Beginning Balance FY2021	Expenditures	Remaining Balance	Budget % Remaining	3/12 = 25% Comments
Actual Beginning Balance	\$2,259,588		\$2,028,054	89.8%	includes Trust cash balances as of 8/31/2020, reduced by expenditures for FY20 paid after 8/31/20 and payroll liability as of 8/31/2020; remaining balance represents Trust balance as of 4/30/21
Operating Reserves	(\$738,002)		(\$738,002)	100.0%	
Available balance within Texas Treasury Safekeeping Trust	\$1,521,586		\$1,290,052	84.8%	remaining available budget to consider to balance FY2021 budget
Salaries & Wages	\$1,274,551	\$858,951	\$415,600	32.6%	
Other Personnel Costs	451,753	316,807	\$134,946	29.9%	
Professional Services	127,336	36,523	\$90,813	71.3%	Peer Investigative committee members, SOAH, Office 365 licenses & hosting services
Consumables	2,000	343	\$1,657	82.9%	black and tri-color ink cartridges, weekly & monthly planners
Utilities	1,736	36	\$1,700	97.9%	
Travel	43,011	1,312	\$41,700	97.0%	Reduced travel expenses due to pandemic.
Rent - Building - Other	22,133	26,685	(\$4,553)	-20.6%	Office rent paid for the year
Rent - Equipment	22,203	1,886	\$20,318	91.5%	Canon Copier Lease cost
Other Operating Expense	163,853	49,064	\$114,789	70.1%	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	1,291,607	816,969	38.7%	
DPS Criminal History Background Checks	250	0	250	100.0%	
Statewide Cost Allocation Plan (SWCAP)	35,000	11,877	23,123	66.1%	Indirect costs charged by the state. Remaining qtrly payments due in June and August.
Contribution to General Revenue	22,500	16,875	5,625	25.0%	Allocated monthly until August 2021
Subtotal - Nonoperational Expenditures	57,750	28,752	28,998	50.2%	
Total Expenditures and GR Contribution	2,166,326	1,320,359	845,967	39.1%	
Revenue	FY2021 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,398,423	\$1,177,406	\$221,017	15.8%	
AMCs	168,219	189,120	(\$20,901)	-12.4%	
ACE Program Revenue	0	10,320	(\$10,320)	0.0%	not enough historical data to budget for this particular revenue collection
Examination fees	2,584	0	\$2,584	100.0%	Pearson Vue exam fees
Other Miscellaneous Revenue	29,299	26,426	\$2,873	9.8%	Interest earned exceeds projections
Total Revenue	\$1,598,525	\$1,403,272	\$195,253	12.2%	
Operating Gains/ Losses	(\$567,801)	\$82,913	(\$650,714)	114.6%	
Restricted Education Reserve Fund Carryforward \$41,000					
Revenue Over/(Under) Expenditures & Transfers	\$994,785	\$82,913	(\$11,376)		

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

May 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	315,054.85	(674.61)	314,380.24	3,804.23	U.S. T-Notes, 2.625	06/15/2021
09/15/2020	1,180,000.00	1,210,741.98	1,192,168.75	(2,765.62)	1,189,403.13	6,877.99	U.S. T-Notes, 2.725	09/15/2021
Totals	\$ 1,494,000.00	\$ 1,532,365.17	\$ 1,507,223.60	\$ (3,440.23)	\$ 1,503,783.37	\$ 10,682.22		

Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance	\$ 654,096.56		
Current Month Receipts		\$ 176,108.79	
Current Month Disbursements		\$ (143,781.46)	
Total Cash			\$ 686,423.89
Investment Ending Market Value			1,503,783.37
Total Account Balance			2,190,207.26
Operating Reserves			(738,002.00)
Ending Balance Available for Operations			\$ 1,452,205.26

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

Ranada O. Williams

Ranada Williams, Investment Officer

Melissa Huerta

Melissa Huerta, Alternate Investment Officer

Oretha Trice

Oretha Trice, Alternate Investment Officer

Financial Services Division

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

May 2021

		<u>Monthly Activity</u>	
		Beginning Balance	Cumulative Totals
Beginning Balance	\$	37,535.08	
Current Month Receipts			
	Admin Penalties	\$ 0.00	
	Interest Earned	0.31	
Current Month Disbursements	\$	0.00	
Total Cash	\$		37,535.39
Reserved for Education Development			(37,535.39)
Balance	\$		0.00

Enforcement Division

Current May 31, 2021



62 Days Faster

Compared to FY '20

Complaint Resolution



3 Days Faster

Compared to FY '20

Residential Audit Turnaround



51 Days Faster

Compared to FY '20

Commercial Audit Turnaround

FY21 Incoming Complaints

FY2020

209 Complaints
186 Respondents

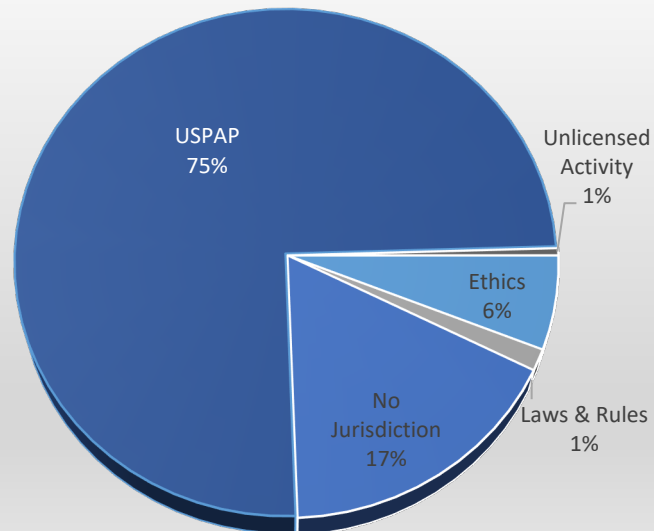
FY2021

217 Complaints
194 Respondents

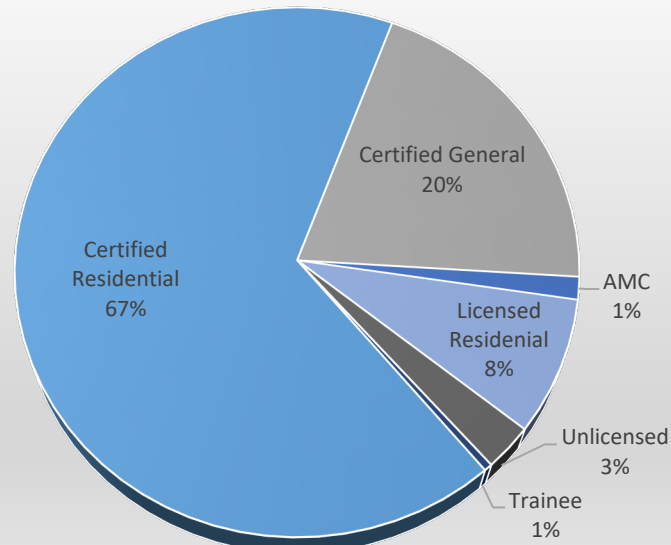
3%

License holders received a complaint in FY21

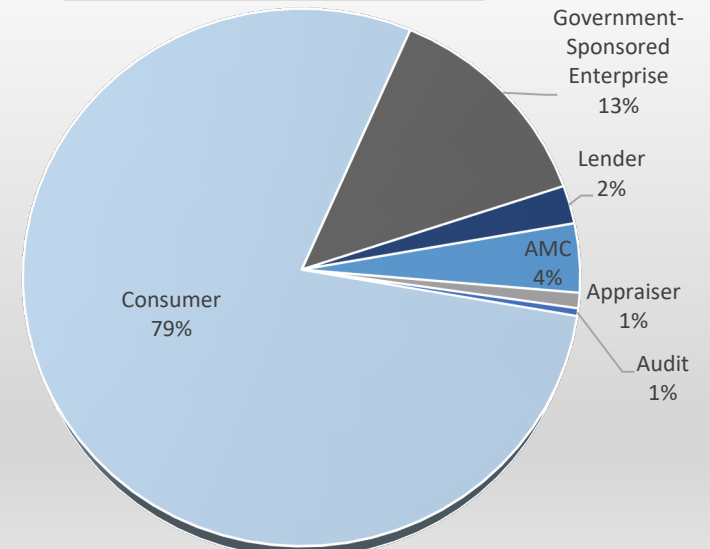
Breakdown by Classification



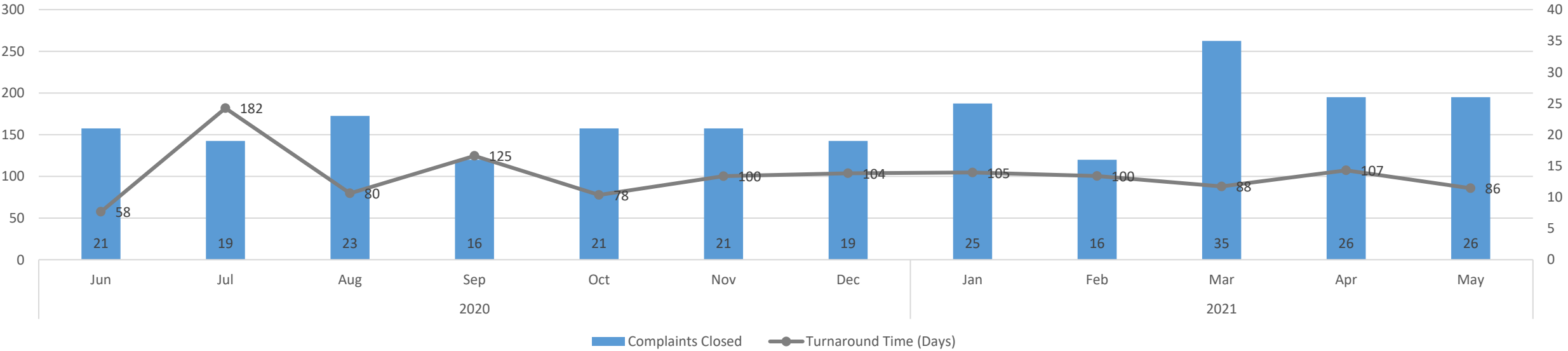
Breakdown by License



Breakdown by Source

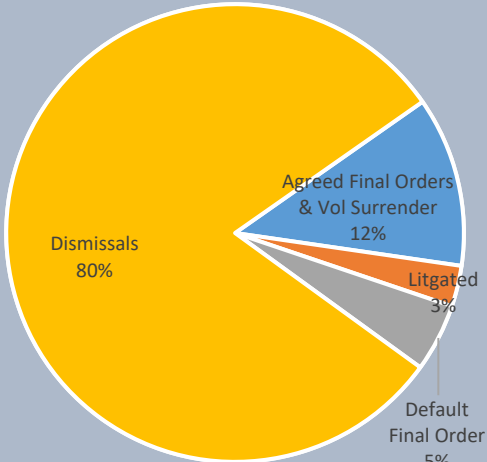


Complaint Resolution

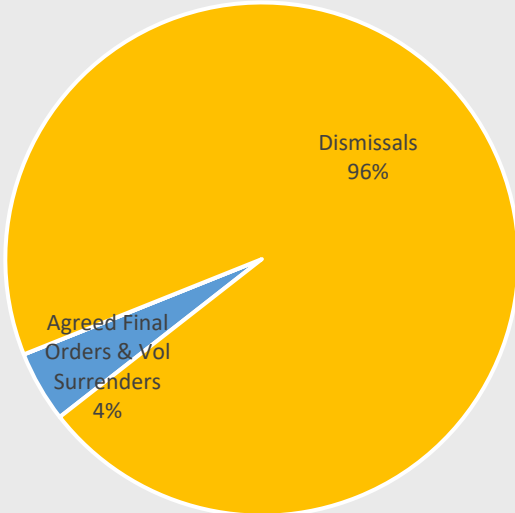


FY20 Complaint Outcome

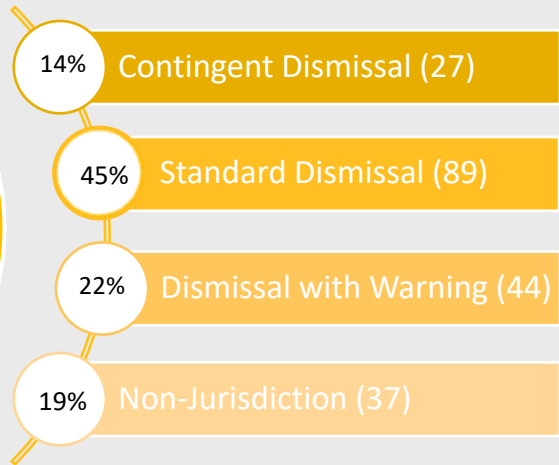
231 Complaints Resolved



FY21 Complaint Outcome



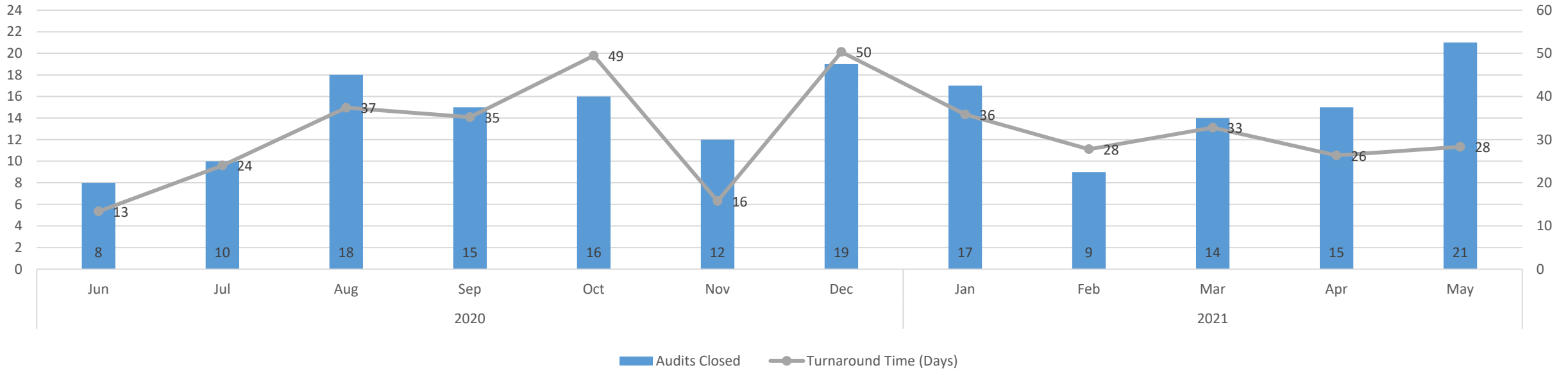
FY21 Dismissal Breakdown



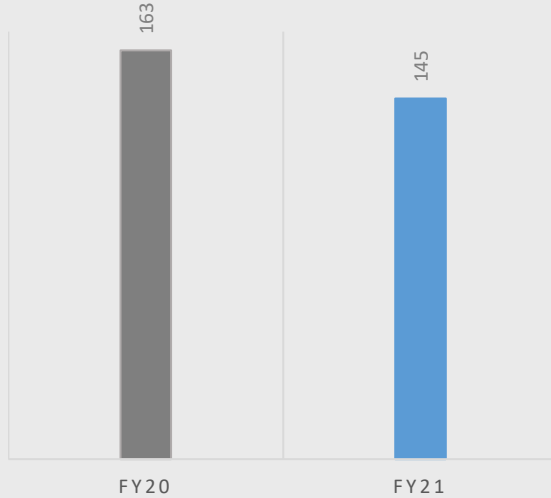
FY2021

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

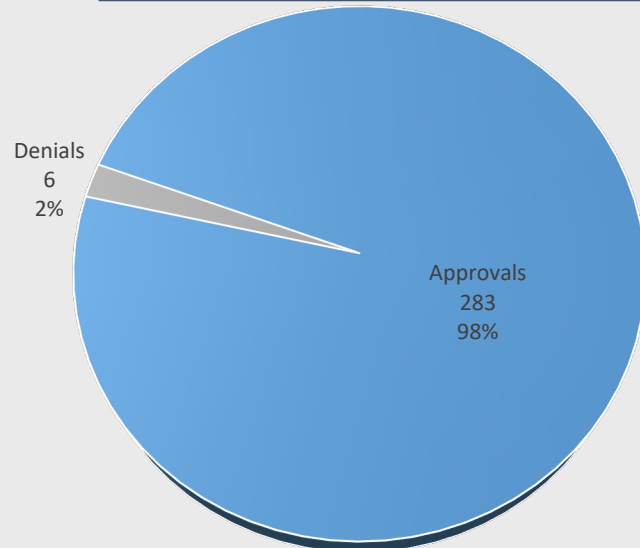
Residential Experience Audits



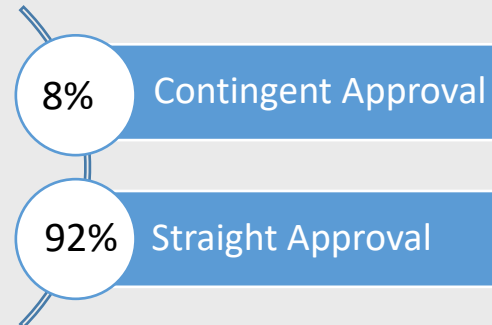
Incoming Residential Audits



FY20 - 21 Residential Audit Outcome



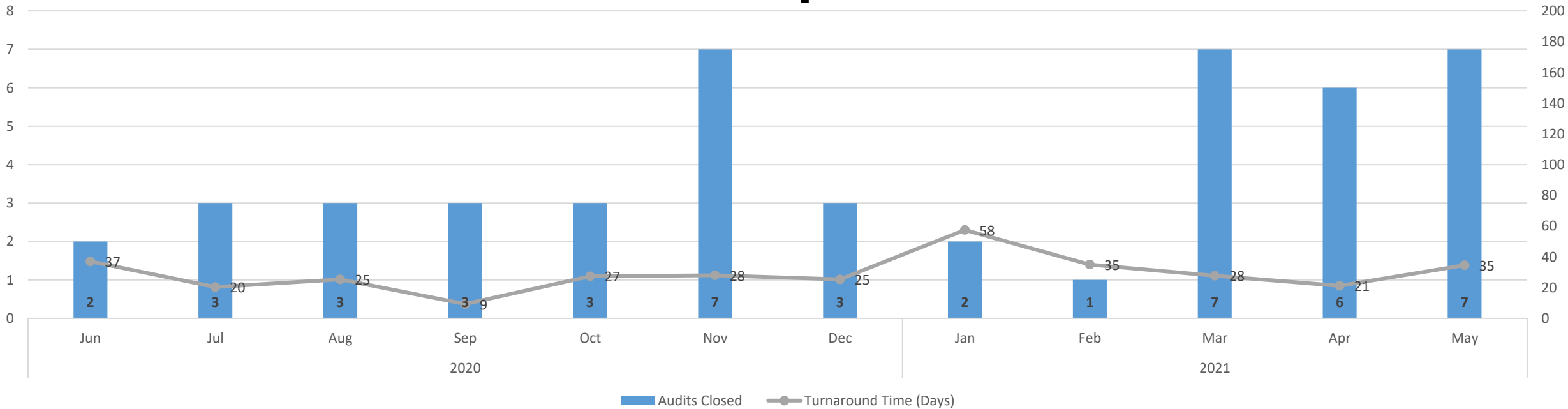
FY20 - 21 Residential Approval Breakdown



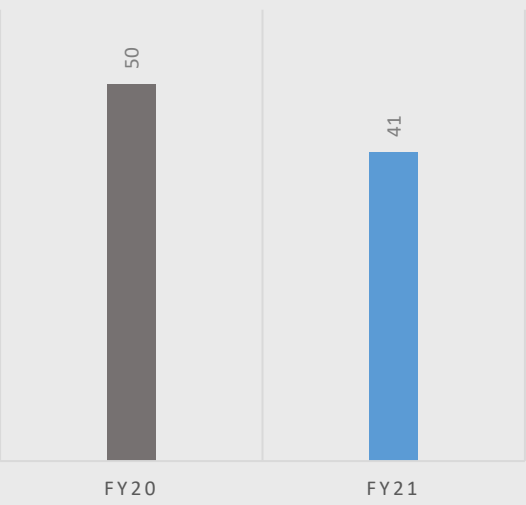
FY21 Residential Processing Data

35 Days	Average Turnaround Time
138	Total Audits Closed

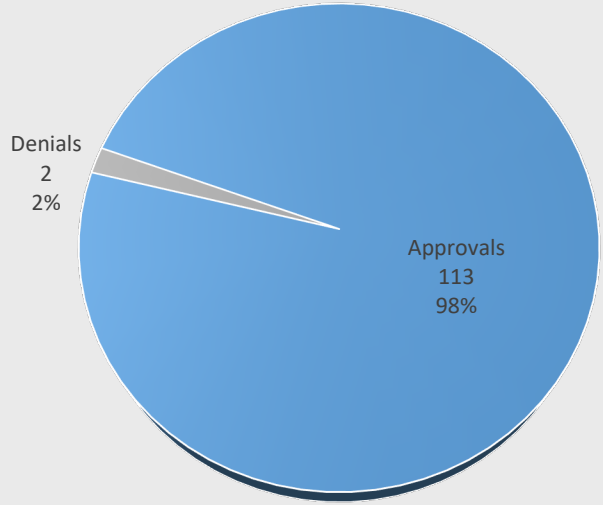
Commercial Experience Audits



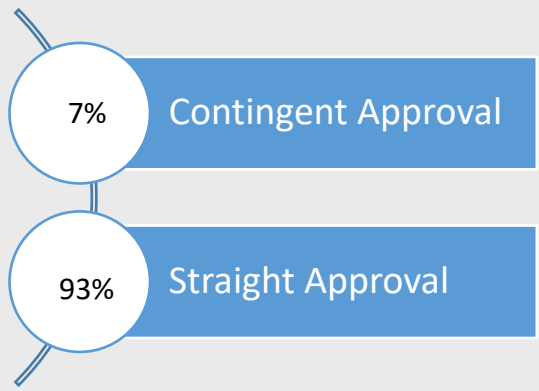
Incoming Commercial Audits



FY20 - 21 Commercial Audit Outcome



FY20 - 21 Commercial Approval Breakdown



FY21 Commercial Processing Data

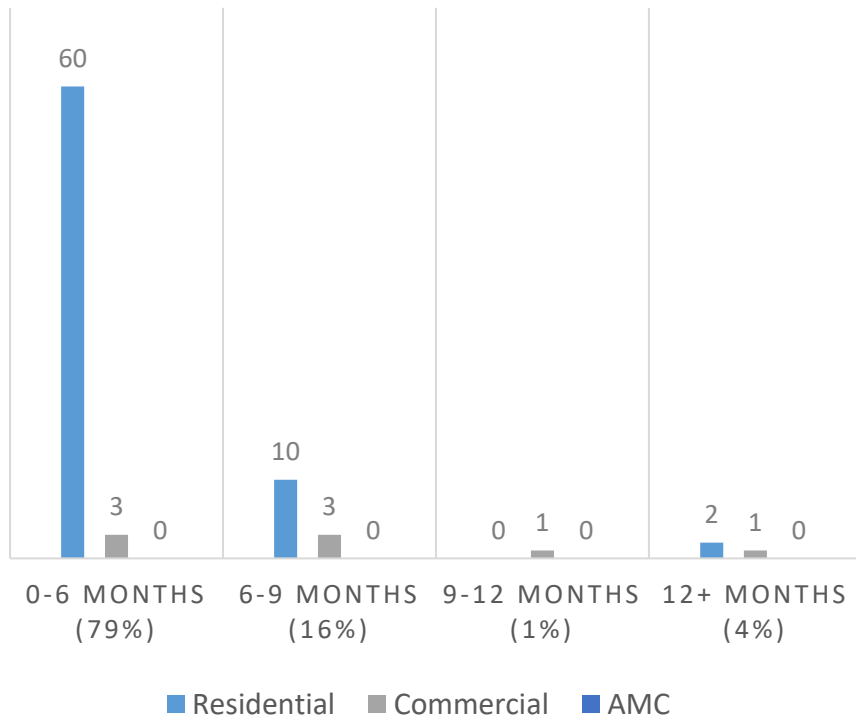
28 Days	Average Turnaround Time
39	Total Audits Closed

Open Cases Snapshot View



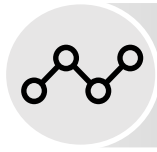
There are currently 80 open complaints.

COMPLAINTS



There are 3 cases over 1 year old

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



There are currently 44 open experience audits

EXPERIENCE AUDITS

