



**Staff Reports for May 2025**

# Customer Relations Division

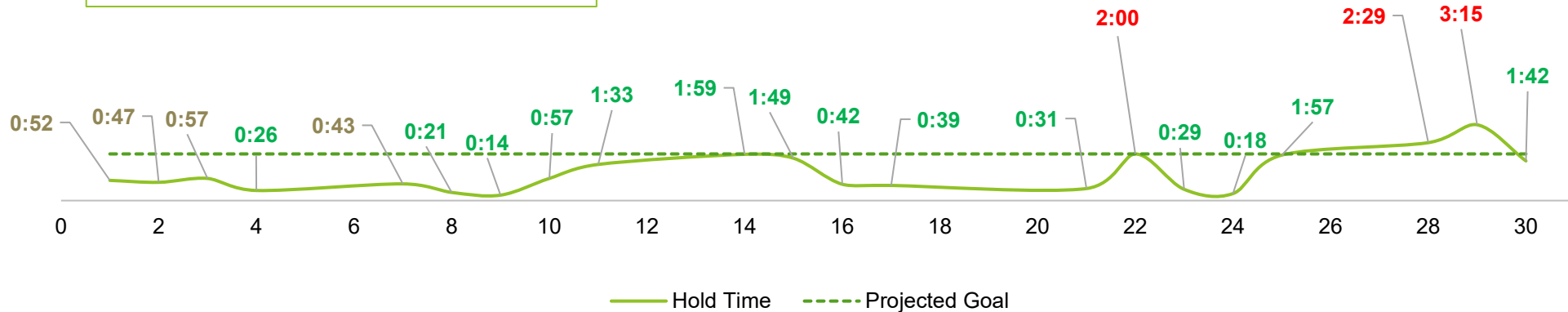
May 2025, Monthly Report



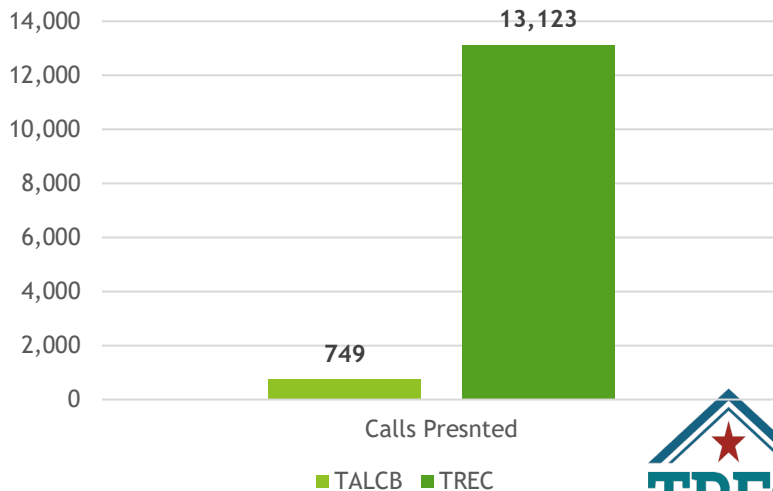
# Customer Relations Division

## May, 2025 Hold Time per Day

Calls Presented in May: **13,872**  
 Average Hold Time: **1 minute, 16 seconds**  
 Customer Service Representatives: **14**  
**21** Working Days in the Month  
 • **18 days below 2-minute hold time (86%)**



### TREC & TALCB

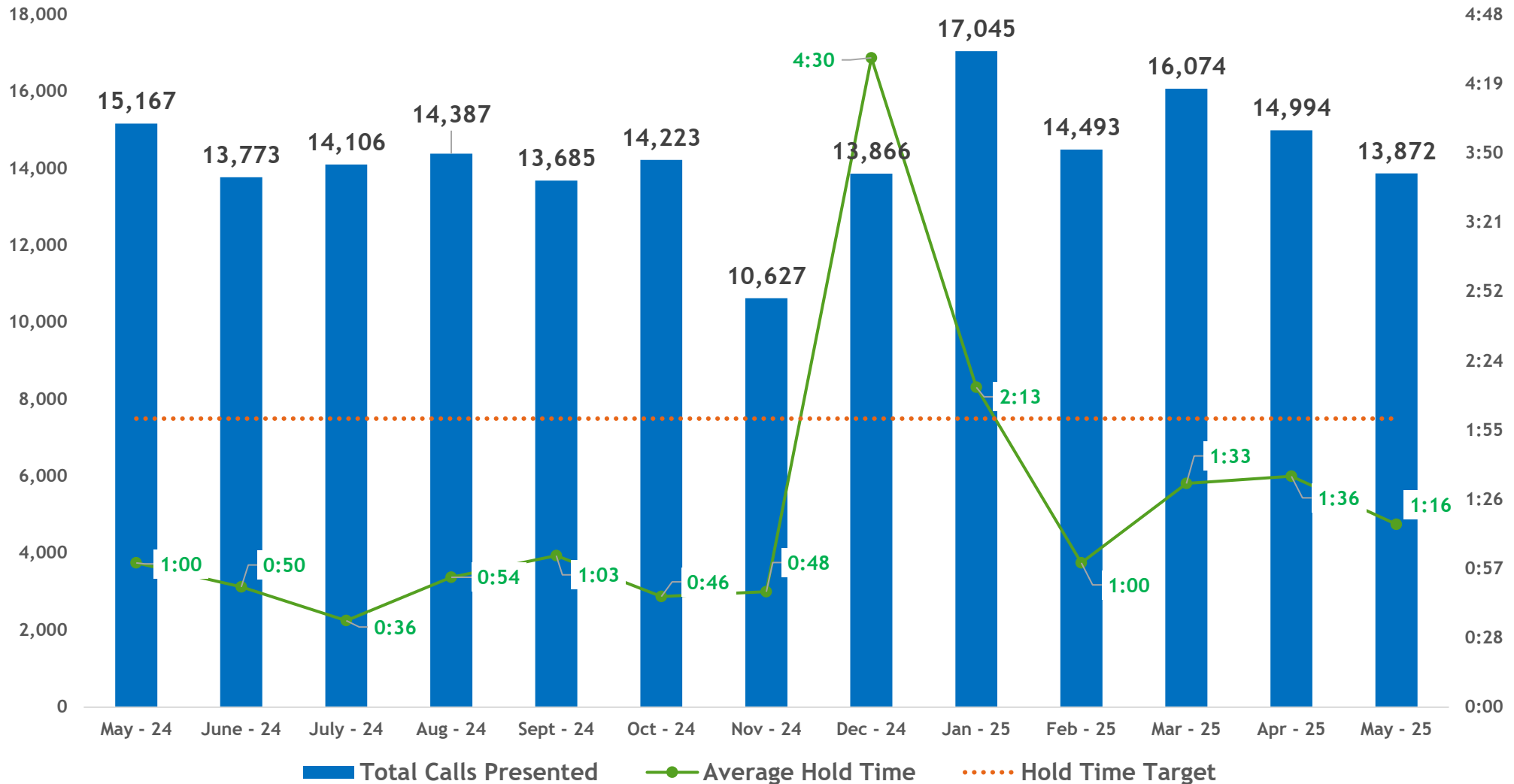


**TALCB** – 749 Calls (5.40%) **1 minute, 18 seconds**  
**TREC** – 13,123 Calls (94.60%) **1 minute, 16 seconds hold time**



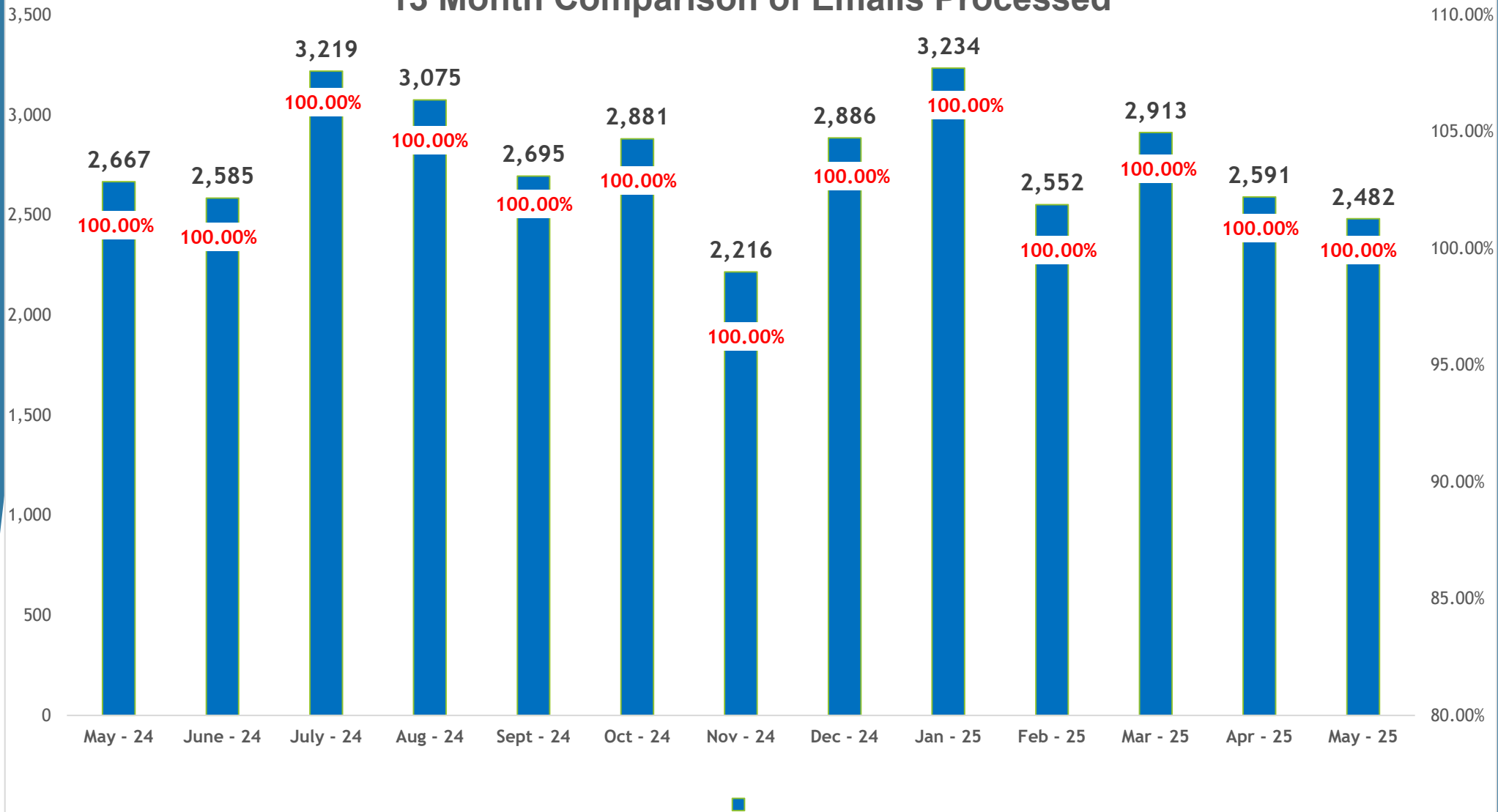
# Customer Relations Division

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



# Customer Relations Division

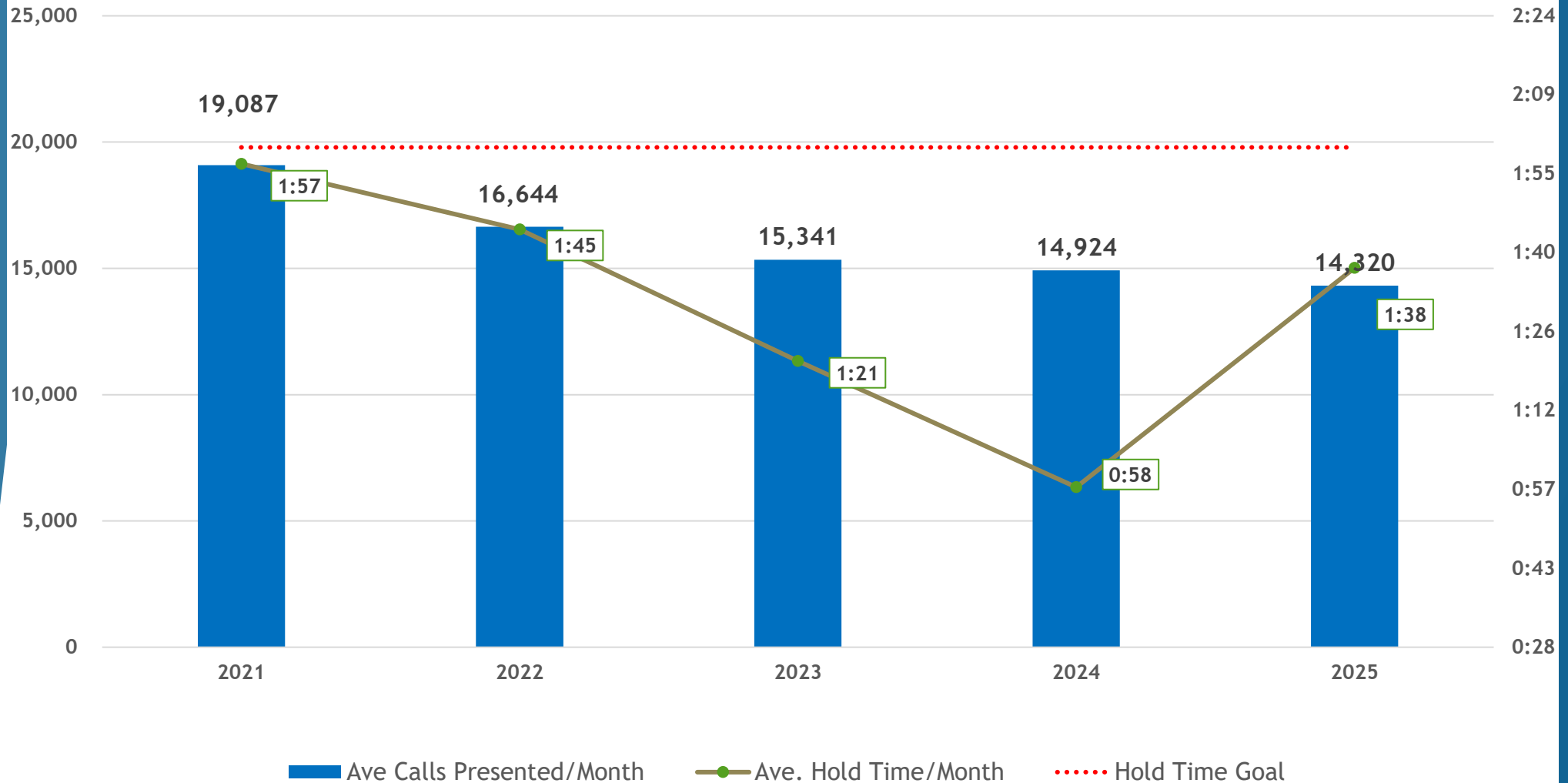
## 13 Month Comparison of Emails Processed



# Customer Relations Division

## Fiscal Year Comparison

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



# TALCB Education Report

May 2025

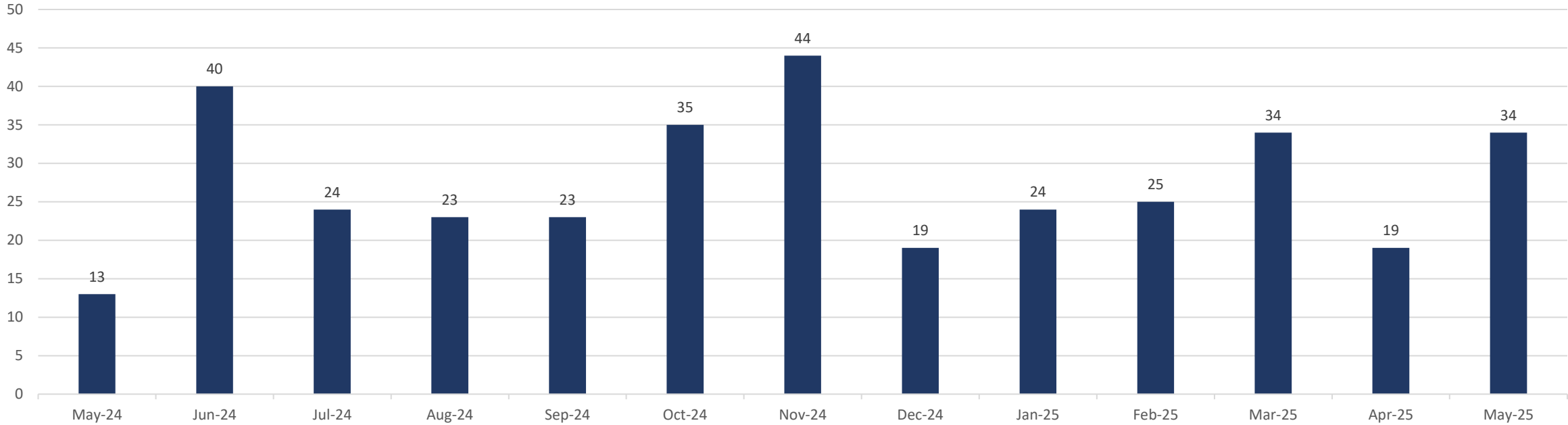


TALCB Provider and Course Applications													
FY2025													
	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	YTD
<b>Applications Received</b>													
Initial ACE Provider	0	1	0	0	0	0	0	0	0				1
Renewal ACE Provider	0	1	1	0	0	0	0	0	0				2
Initial ACE Elective Course	7	27	6	10	13	11	12	6	19				111
Classroom Delivery	4	23	3	6	11	8	12	4	14				85
Online Delivery	3	4	3	4	2	3	0	2	5				26
Renewal ACE Elective Course	2	19	2	6	15	11	12	4	34				105
Classroom Delivery	0	6	0	3	6	5	5	0	17				42
Online Delivery	2	13	2	3	9	6	7	4	17				63
Qualifying Course Acceptance	7	3	0	3	4	3	4	2	4				30
Classroom Delivery	3	2	0	3	2	2	1	2	1				16
Online Delivery	4	1	0	0	2	1	3	0	3				14
<b>Total Applications Received</b>	<b>16</b>	<b>51</b>	<b>9</b>	<b>19</b>	<b>32</b>	<b>25</b>	<b>28</b>	<b>12</b>	<b>57</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>249</b>
	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
<b>Applications Approved</b>													
Initial ACE Provider	0	0	1	0	0	0	0	0	0				1
Renewal ACE Provider	0	0	1	0	0	0	0	0	0				1
Initial ACE Elective Course	16	13	30	5	12	12	13	10	14				125
Classroom Delivery	13	10	23	2	6	9	13	9	12				97
Online Delivery	3	3	7	3	6	3	0	1	2				28
Renewal ACE Elective Course	0	12	12	10	8	8	17	9	15				91
Classroom Delivery	0	5	5	3	0	6	5	6	7				37
Online Delivery	0	7	7	7	8	2	12	3	8				54
Qualifying Course Acceptance	7	10	0	4	4	5	4	0	5				39
Classroom Delivery	5	3	0	4	2	3	1	0	3				21
Online Delivery	2	7	0	0	2	2	3	0	2				18
<b>Total Applications Approved</b>	<b>23</b>	<b>35</b>	<b>44</b>	<b>19</b>	<b>24</b>	<b>25</b>	<b>34</b>	<b>19</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>257</b>

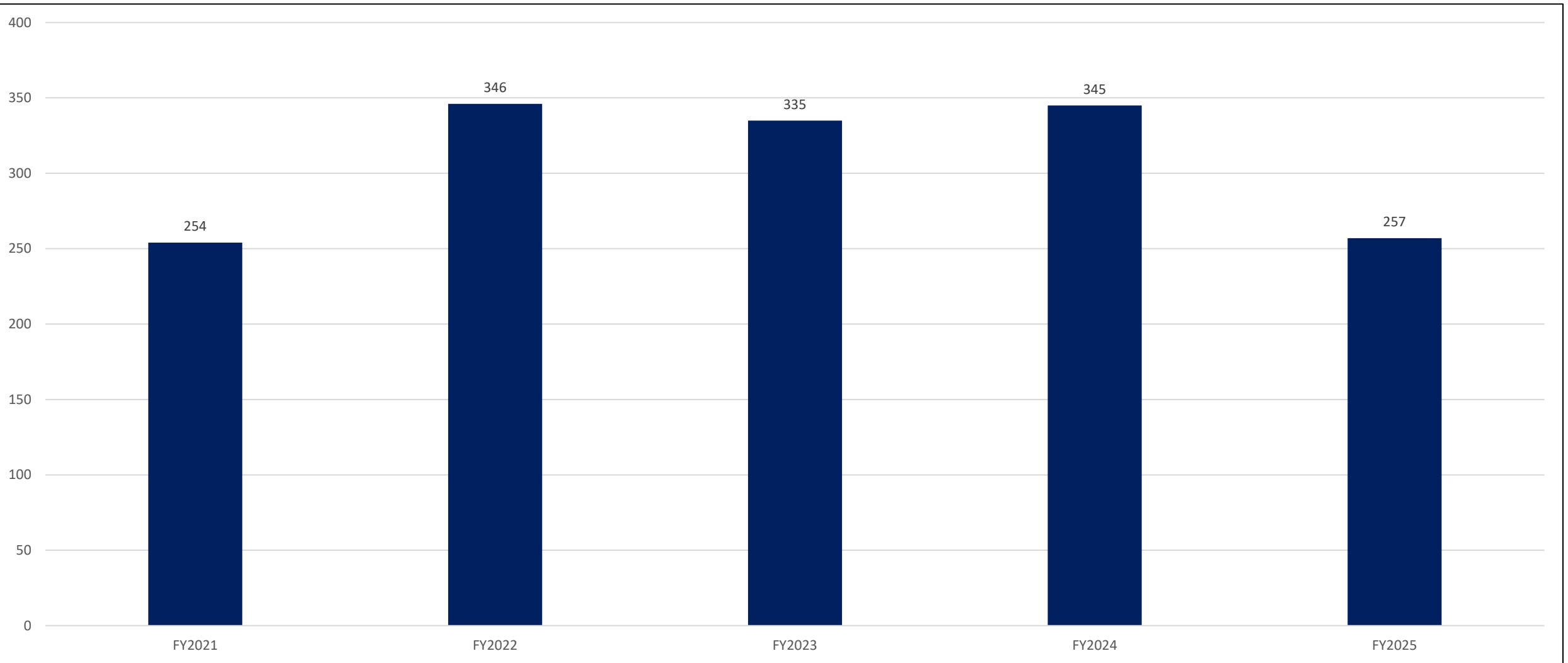


TALCB Applications Approved 13-Month Comparison

	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25
Initial ACE Provider	0	0	0	0	0	0	1	0	0	0	0	0	0
Renewal ACE Provider	2	0	0	0	0	0	1	0	0	0	0	0	0
All ACE Provider Applications	2	0	0	0	0	0	2	0	0	0	0	0	0
Qualifying Course Acceptance	8	3	2	11	7	10	0	4	4	5	4	0	5
ACE Courses	30	21	21	38	16	25	42	15	20	20	30	19	29
All Course Applications	38	24	23	49	23	35	42	19	24	25	34	19	34
All Applications Approved	13	40	24	23	23	35	44	19	24	25	34	19	34

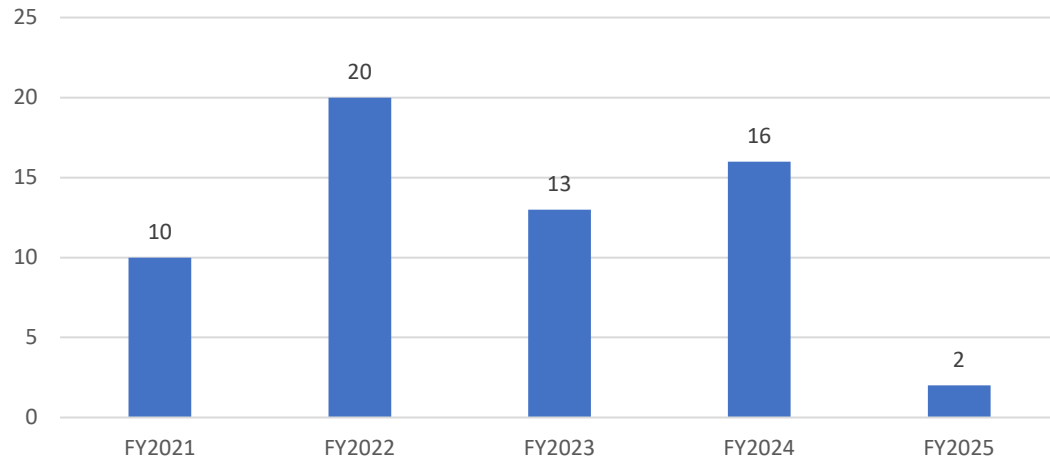


## Applications Approved Year-Over-Year Comparison

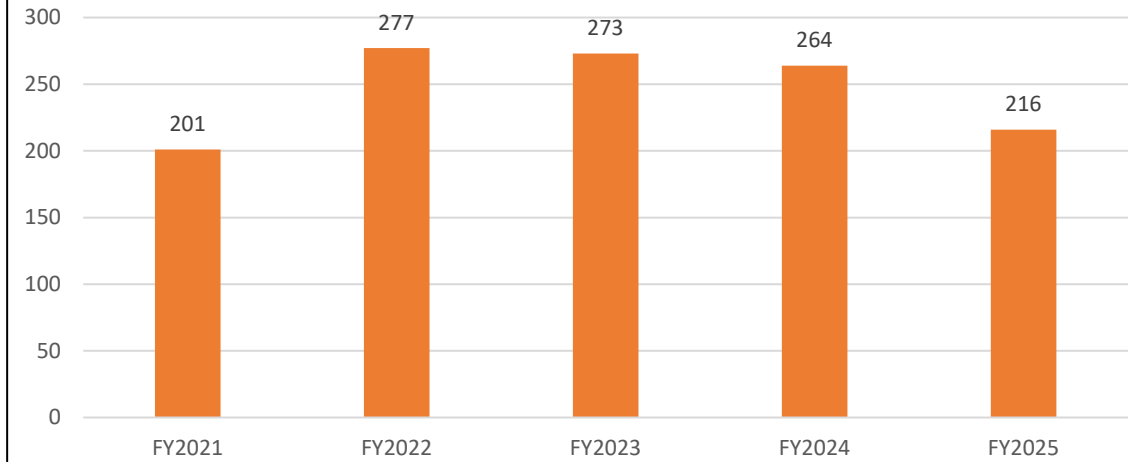


## TALCB Total Applications Approved - Fiscal Year

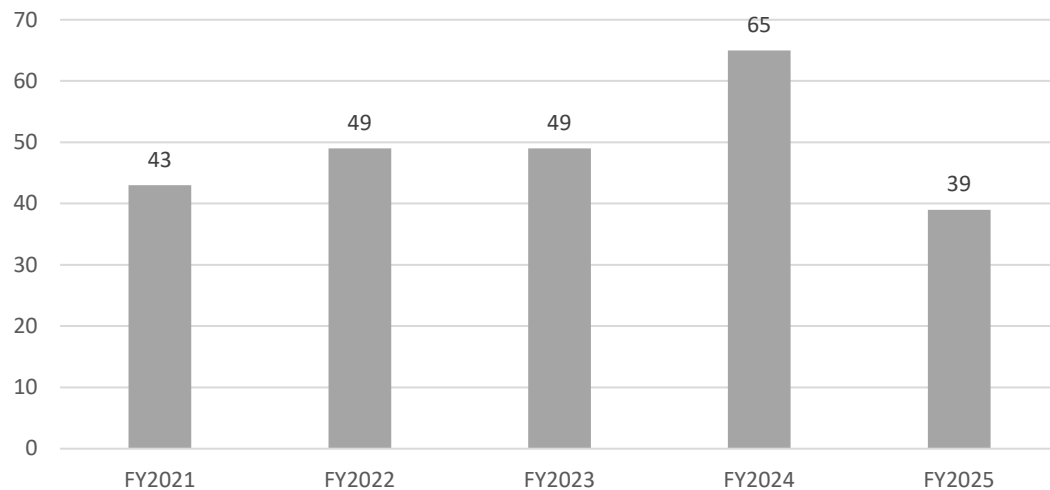
### ACE Providers Approved



### ACE Courses Approved



### Qualifying Course Acceptance Approved



## May 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	28	10	38	<b>74%</b>	9	17	26	35%	64	58%	51	73%
FYTD 2024	49	26	75	65%	11	44	55	20%	130	46%	85	71%
May 2025	3	1	4	75%	0	6	6	0%	10	30%	10	30%
May 2024	6	3	9	67%	1	5	6	17%	15	47%	12	58%

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	36	19	55	<b>65%</b>	17	33	50	34%	105	50%	67	79%
FYTD 2024	76	45	121	63%	51	50	101	50%	222	57%	144	88%
May 2025	4	1	5	80%	0	6	6	0%	11	36%	9	44%
May 2024	7	1	8	88%	2	8	10	20%	18	50%	14	64%

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	29	20	49	<b>59%</b>	17	34	51	33%	100	46%	65	71%
FYTD 2024	23	33	56	41%	33	52	85	39%	141	40%	71	79%
May 2025	3	1	4	75%	2	4	6	33%	10	50%	9	56%
May 2024	2	2	4	50%	7	3	10	70%	14	64%	11	82%

# TALCB Licensing Report

Current as of May 31, 2025

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**ACTIVE CERTIFICATIONS AND LICENSES**  
May 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
	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
May 2025										
Inactive Appraisers		GENERAL 41	RESIDENTIAL 57	LICENSE 20	TOTAL 118		TRAINEE 100		TOTAL 218	
Out-of-State Temporary Registrations:									114	
Total All License Holders:									6,898	

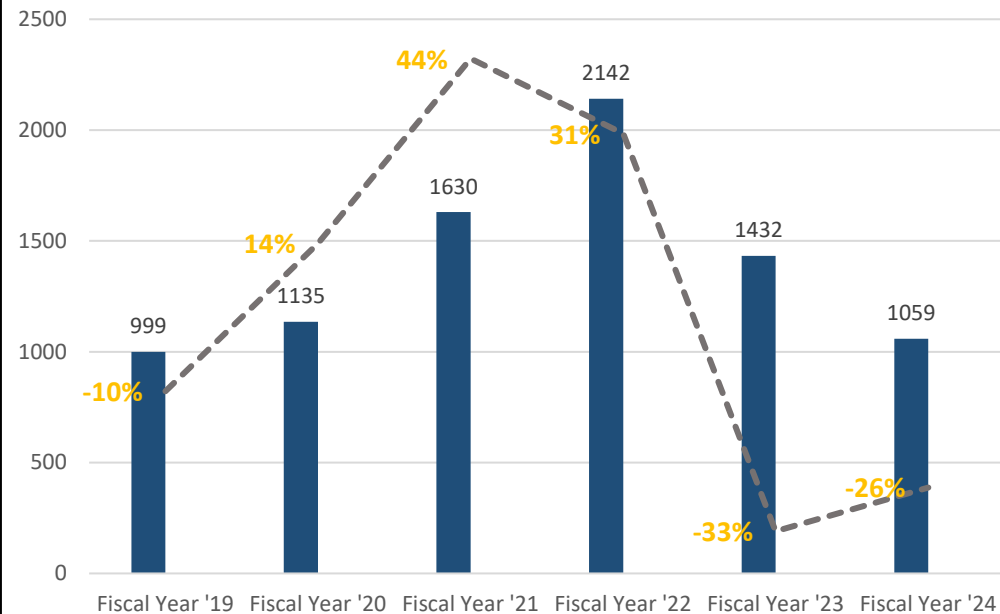
**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**  
May 2025

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
	Apr 25	0	0	3
	May 25	2	1	5
2025 - Total		7	5	38
Registrations issued from March 2012 to May 2025			357	
Registrations Expired > 6 months as of May 2025			-109	
Registrations Expired < 6 months as of May 2025			-3	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-38	
Registrations Re-Issued > 6 months after expiration date			-9	
Federally Regulated AMCs			-3	
<b>TOTAL AMC REGISTRATIONS</b>			<b>162</b>	

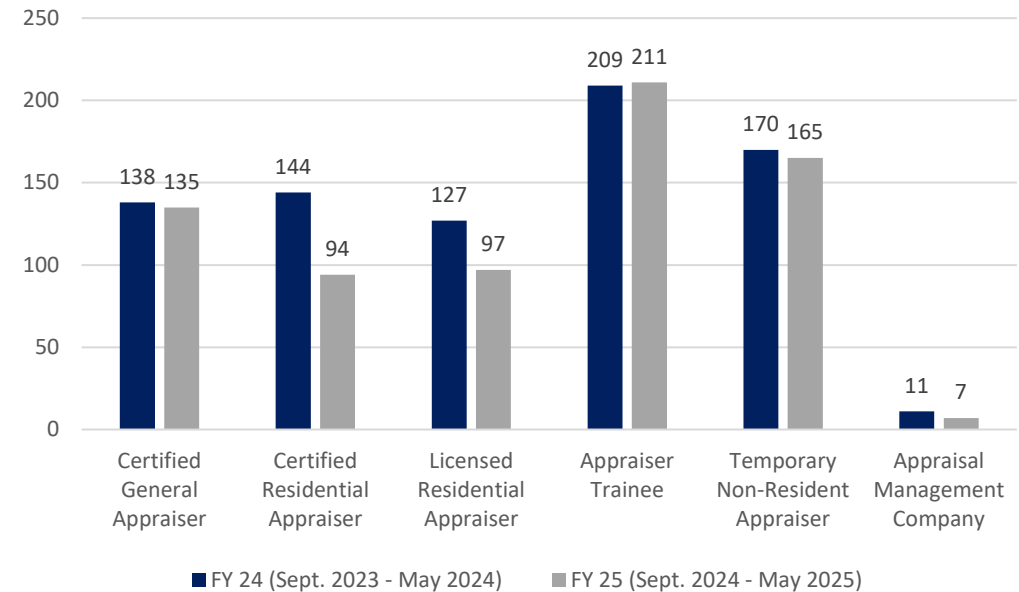
AMC Registrations Year-Over-Year			
	Total AMC Registrations	Variance	% Change
Fiscal Year 17	172		
Fiscal Year 18	168	-4	-2%
Fiscal Year 19	162	-6	-4%
Fiscal Year 20	163	1	1%
Fiscal Year 21	175	12	7%
Fiscal Year 22	174	-1	-1%
Fiscal Year 23	182	8	5%
Fiscal Year 24	166	-16	-9%

# Applications Received

## Total Applications Received Year-Over-Year Comparison



## Applications Received Year-to-Date Comparison



## Applications Received Month-Over-Month Comparison

	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25
Certified General Appraiser	13	17	17	19	11	12	11	10	22	19	18	23	11
Certified Residential Appraiser	9	13	11	17	10	6	6	6	9	11	10	21	16
Licensed Residential Appraiser	7	17	8	13	9	11	8	7	20	10	12	10	13
Appraiser Trainee	23	27	22	27	21	33	18	16	35	15	24	23	37
Temporary Non-Resident Appraiser	22	14	19	20	15	14	17	19	20	15	20	17	19
Appraisal Management Company	0	2	2	1	1	0	1	1	0	0	2	0	2



# Application Processing Time

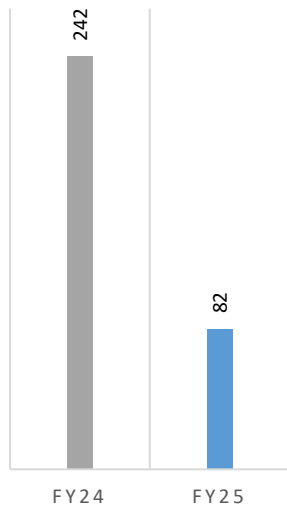
Average Number of Days to Process Applications

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

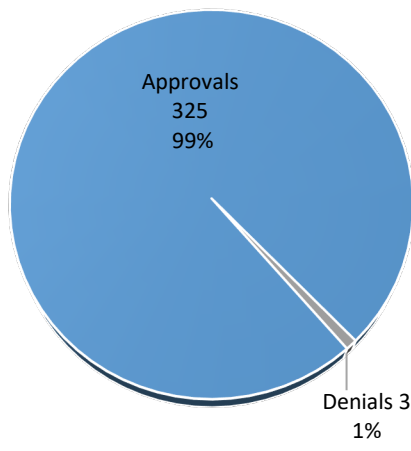
	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	30	92	25	31	22	20	29	23	33	26	29	23	21
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	29	33	31	25	22	28	28	NA	42	26	35	17	28
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	36	28	32	24	17	13	30	36	35	20	18	20	15
Reciprocity (Goal: 14 days)	2	2	2	2	1	3	3	4	2	6	2	2	2
Appraiser Trainee (Goal: 14 days)	2	3	3	2	3	2	2	4	5	5	8	5	7
Temporary Non-Resident Appraiser (Goal: 5 days)	2	2	2	2	2	2	2	2	2	3	2	2	2
Appraisal Management Company (Goal: 14 days)	8	2	8	3	1	NA	5	4	NA	NA	1	NA	1

## Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY24 – 25 Residential Audit Outcome

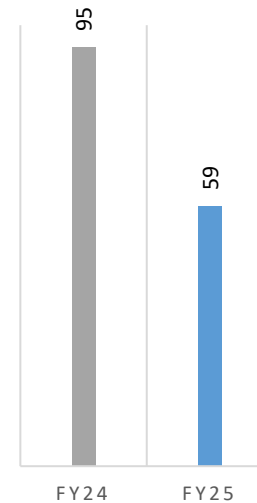


Residential Audit Processing Year-Over-Year

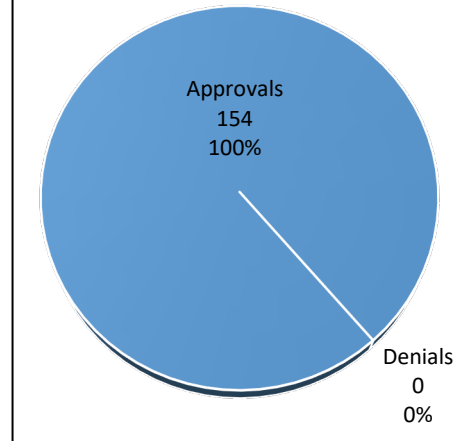
	Closed	Average Processing
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	265	30 Days
Fiscal Year 2025	83	22 Days

## Certified General Experience Audit Summary

Commercial audits received



FY24- 25 Commercial Audit Outcome



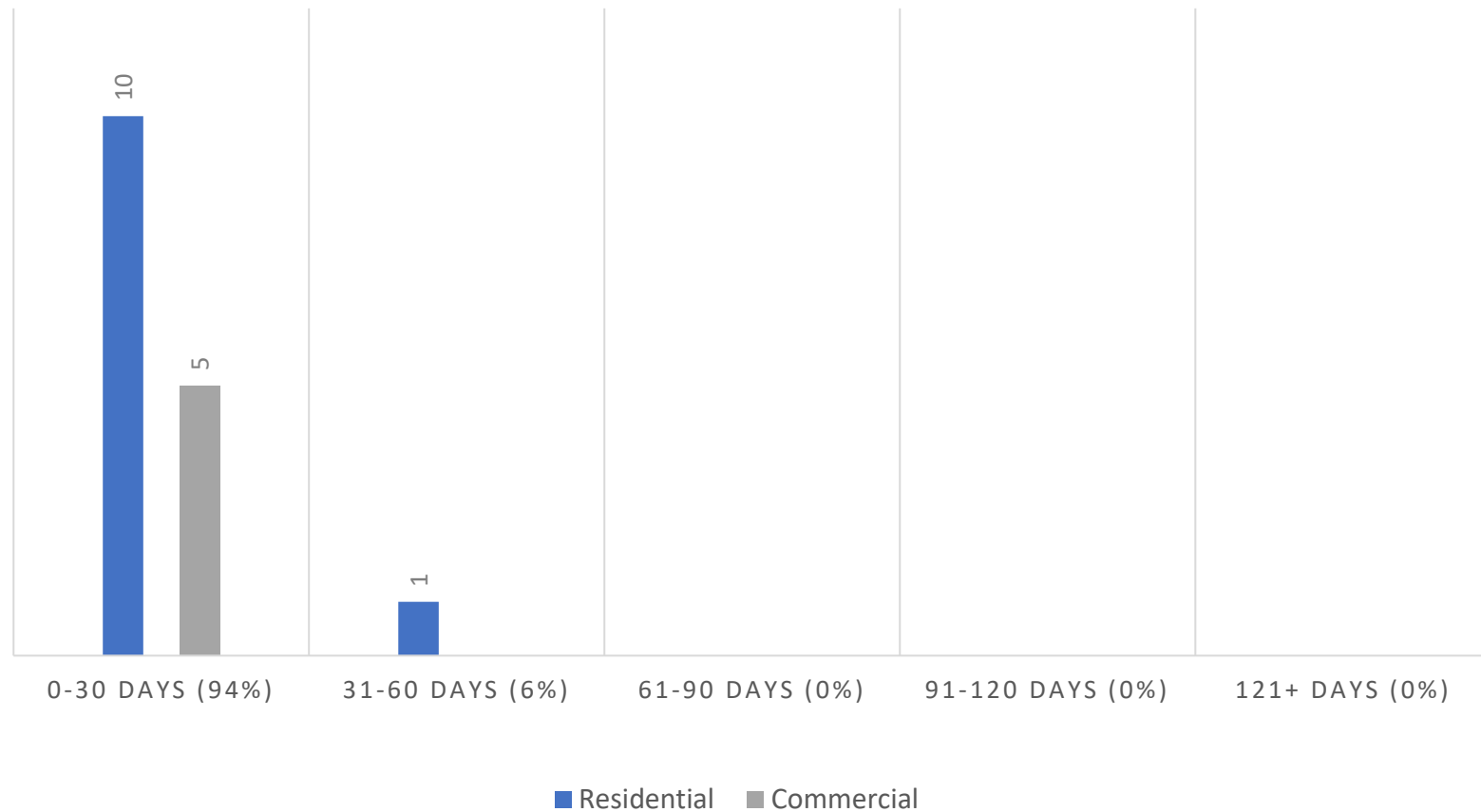
Commercial Audit Processing Year-Over-Year

	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	63	20 Days

# Renewal Activity

Year-to-Date Comparison						
	FY 23 (Sept. 2022 - May 2023)		FY 25 (Sept. 2024 - May 2025)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	874	89.18%	836	84.96%	-38	-4.35%
Certified Residential Renewals	899	92.39%	933	88.77%	34	3.78%
Licensed Residential Renewals	162	80.20%	187	67.03%	25	15.43%
Appraiser Trainee Renewals	214	60.62%	207	55.05%	-7	-3.27%

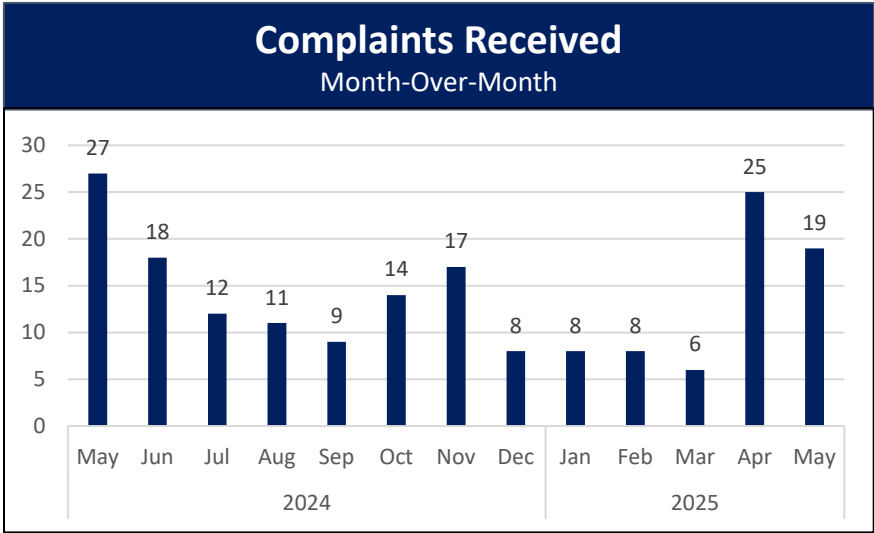
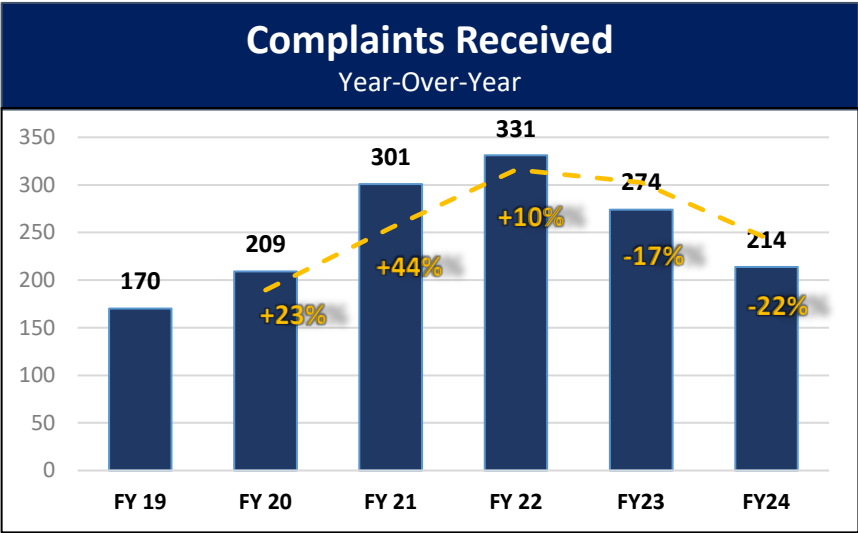
# Open Experience Audit Snapshot



# TALCB Enforcement Report

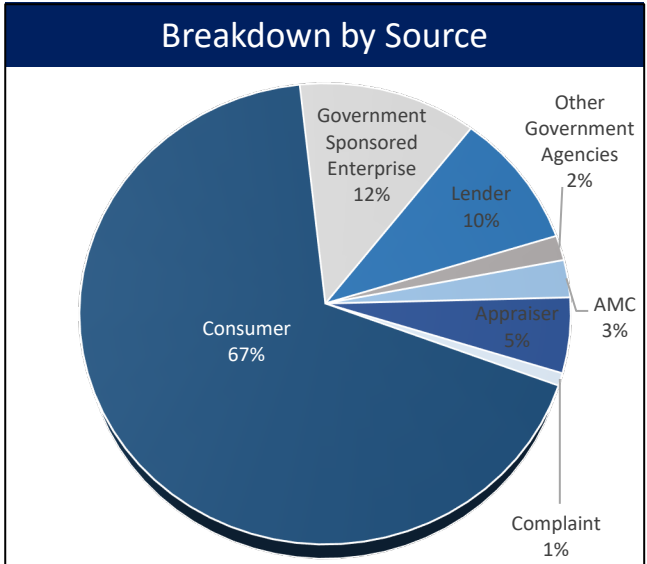
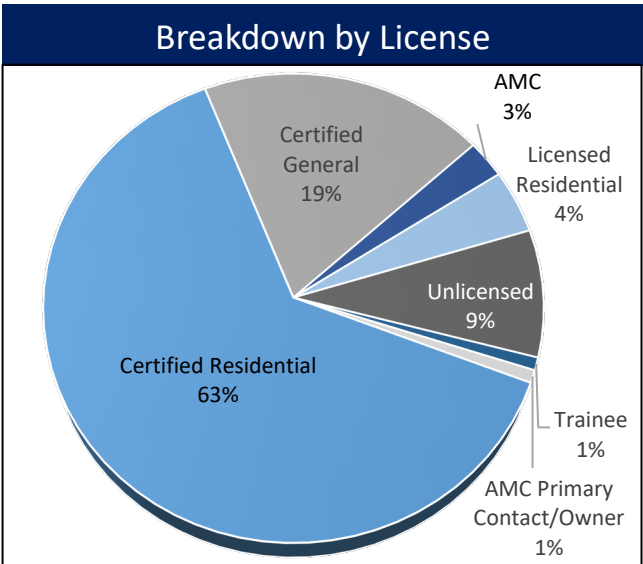
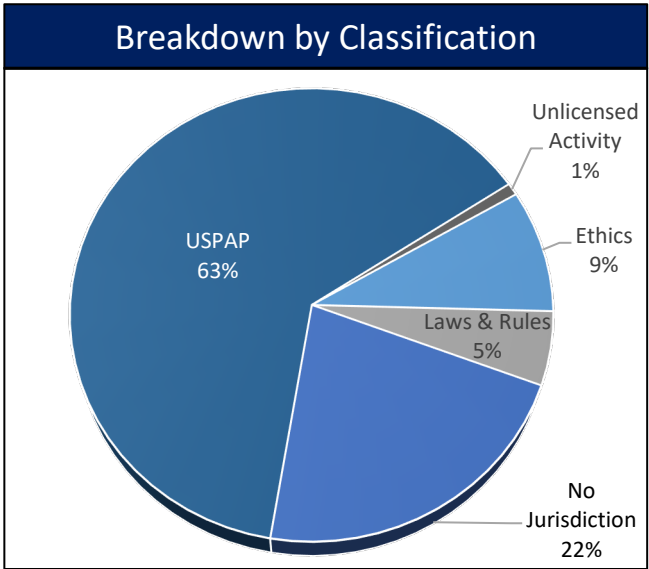
Current as of May 31, 2025

# Complaints Received

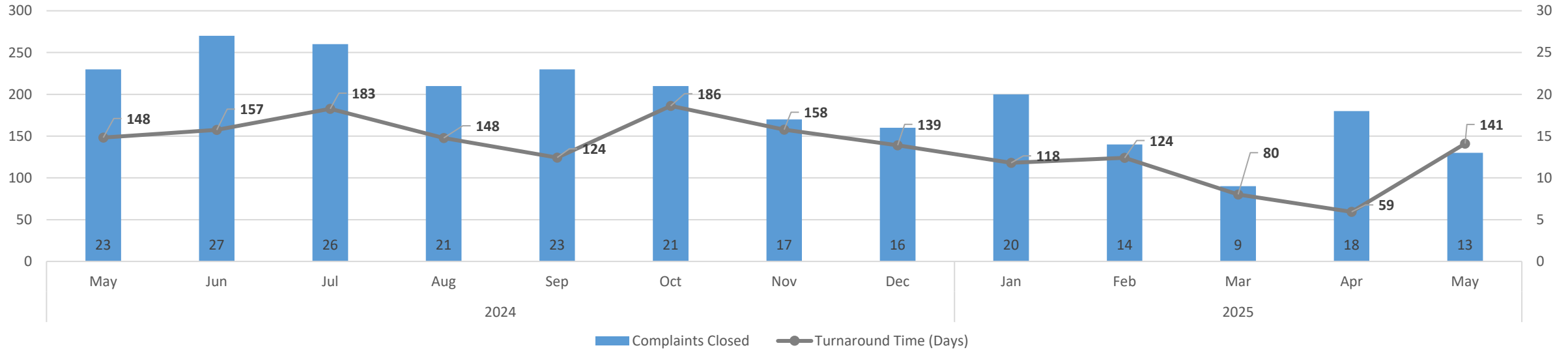


Fiscal Year 2025 Summary	
114	Complaints Received
108	Respondents
<1%	License Holders Receive a Complaint

## Fiscal Year 2025 Complaints Received by Category

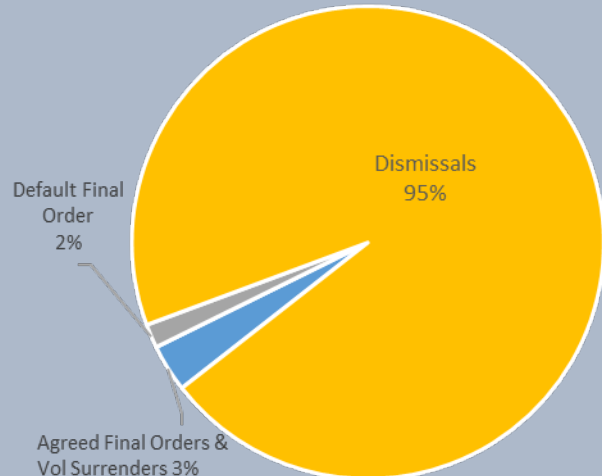


# Complaint Resolution

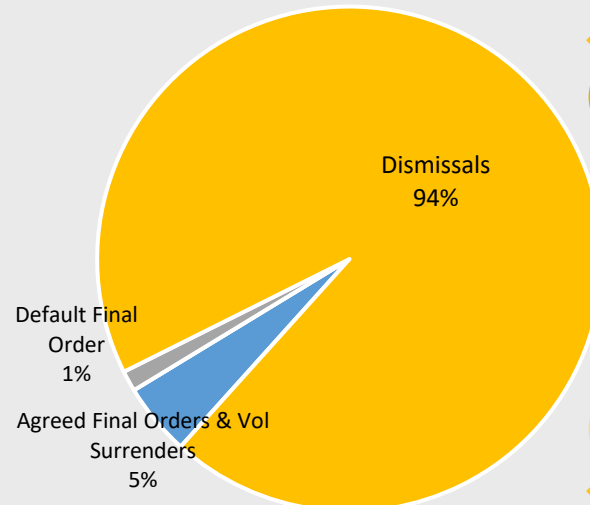


## FY24 Complaint Outcome

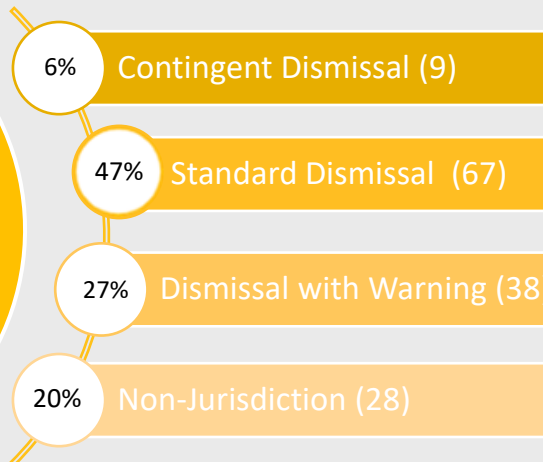
245 Complaints Resolved



## FY25 Complaint Outcome



## FY25 Dismissal Breakdown



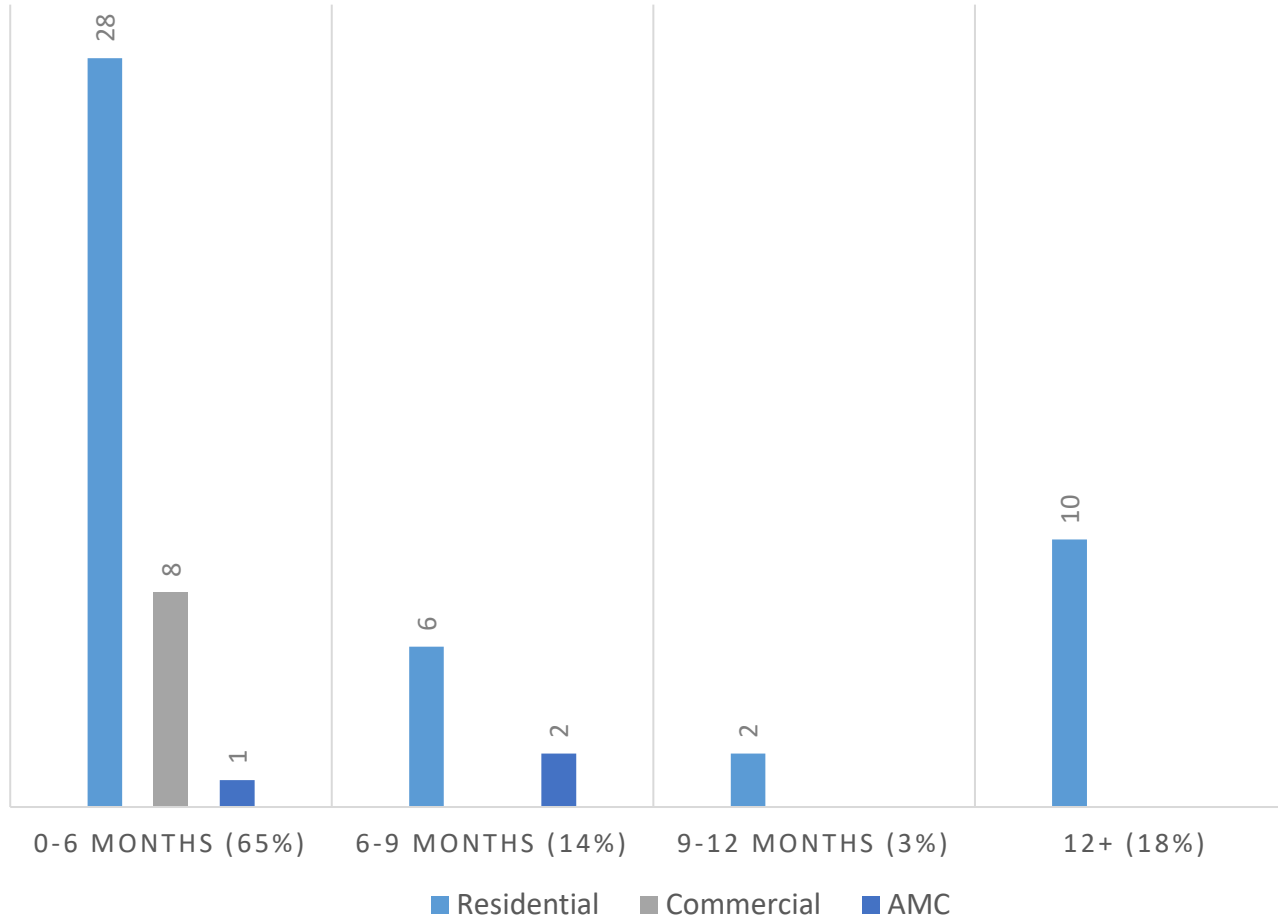
## Fiscal Year 2025 Summary

151 Complaints Resolved

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

<1% License holders receive discipline

# Open Complaint Snapshot



## Open Complaint Data

**57** Open Complaints

**4** Cases Currently Abated

- 4 pending litigation

**10** Cases Over 1 Year Old

The ASC Policy Statements require that cases be resolved within 1-year, absent special documented circumstances. 9 cases involved abatements, and 1 case involves a party on active military duty.



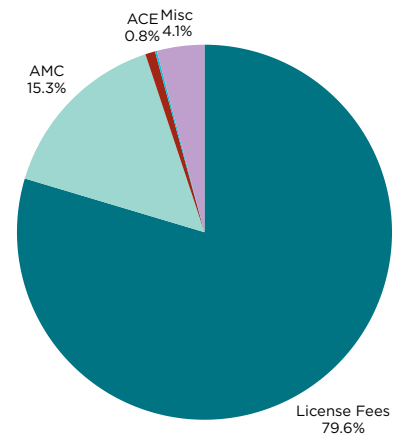
# EXECUTIVE FINANCIAL REPORT

MAY 2025

Total Revenue (YTD)	Total Expenses (YTD)	Gain/Loss
<b>\$1,638,102</b>	<b>\$1,627,252</b>	<b>\$10,850</b>

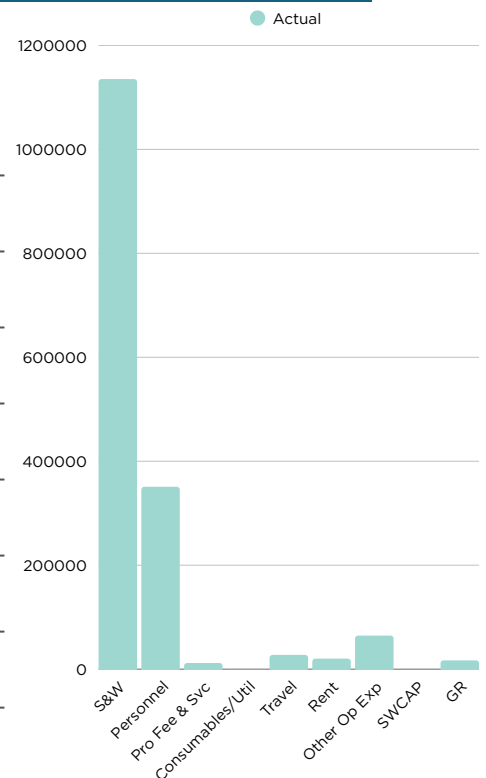
## Income Report

Source	Budgeted	Actual	Difference
License Fees	1,783,120	1,304,330	478,790
AMC's	358,715	250,220	108,495
ACE Program	20,708	13,860	6,920
Exam Fees	7,070	2,670	4,400
Miscellaneous Revenue	46,236	67,022	(20,786)
<b>Total Income</b>	<b>\$2,215,921</b>	<b>\$1,638,102</b>	<b>\$5,77,819</b>



## Expenses Report

Source	Budgeted	Actual	Difference
Salaries & Wages	1,562,370	1,135,224	427,146
Other Personnel Costs	511,782	350,889	160,893
Professional Fees & Svcs	204,600	11,869	192,731
Consumables/Utilities	2,190	153	2,037
Travel	42,000	27,431	14,569
Rent (Buildings/Equip)	20,926	20,257	669
Other Operating Expenses	121,803	64,554	57,249
SWCAP	34,779	0	34,779
Annual GR Payment	22,500	16,875	5,625
<b>Total Expenses</b>	<b>2,522,950</b>	<b>1,627,252</b>	<b>895,698</b>







# EXECUTIVE FINANCIAL REPORT

MAY 2025

## Notes

- Revenue collection is at 73.9% after 9 months into the fiscal year. To be on target, we should be at 75%.
- Expenses were also below target, with 64.5% of budgeted expenses recorded
- Expenses are less than our revenue and we have an operating gain of \$10,850

Expenses Report



# EXECUTIVE FINANCIAL REPORT

MAY 2025

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The following report is submitted in accordance with the Public Funds Investment Act (Chapter 2256). A copy of Section 2256.023 of the Act pertaining to Internal Management Reports is attached to this report for reference. The report also offers supplemental information not required by the Act in order that the governing body of the Texas Real Estate Commission is fully informed of the position and activity within the agency's portfolio of investments. The report includes this management summary and a detailed inventory report for the end of the period to provide full disclosure to the governing body.

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. Operating and special purpose funds (Recovery Fund Accounts) are invested in repurchase agreements and U.S. Treasury Notes. The investment vehicle used is determined by safety needs, liquidity requirements, financial return, and Texas Comptroller policy.

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.

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**Ranada Williams**  
**Chief Financial Officer**

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**Melissa Huerta**  
**Accounting Manager**

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**Kemya Dean**  
**Budget Analyst**



# EXECUTIVE FINANCIAL REPORT

## MAY 2025

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

For the Month of May 2025

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/17/2024	868,000.00	849,555.00	866,915.00	983.28	867,898.28	11,517.69	U.S. T-Notes, 2.875	06/15/2025
09/16/2024	903,800.00	899,422.22	901,858.24	317.75	902,175.99	6,704.82	U.S. T-Notes, 3.500	09/15/2025
12/16/2024	901,000.00	898,881.71	901,281.56	(527.93)	900,753.63	16,633.85	U.S. T-Notes, 4.000	12/15/2025
03/19/2025	870,000.00	874,447.52	875,165.63	(2,073.05)	873,092.58	8,528.60	U.S. T-Notes, 4.625	03/15/2026
<b>Totals</b>	<b>\$ 3,542,800.00</b>	<b>\$ 3,522,306.45</b>	<b>\$ 3,545,220.43</b>	<b>\$ (1,299.95)</b>	<b>\$ 3,543,920.48</b>	<b>\$ 43,384.96</b>		

#### Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance 05/01/2025	\$ 344,905.32		
Current Month Receipts		\$ 201,483.98	
Current Month Disbursements		\$ (176,516.63)	
Total Cash			\$ 369,872.67
Investment Ending Market Value			3,543,920.48
Total Account Balance			3,913,793.15
Operating Reserves			(1,261,475.00)
Ending Balance Available for Operations 05/31/2025			\$ 2,652,318.15

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

*Ranada O. Williams*

Ranada Williams, Investment Officer

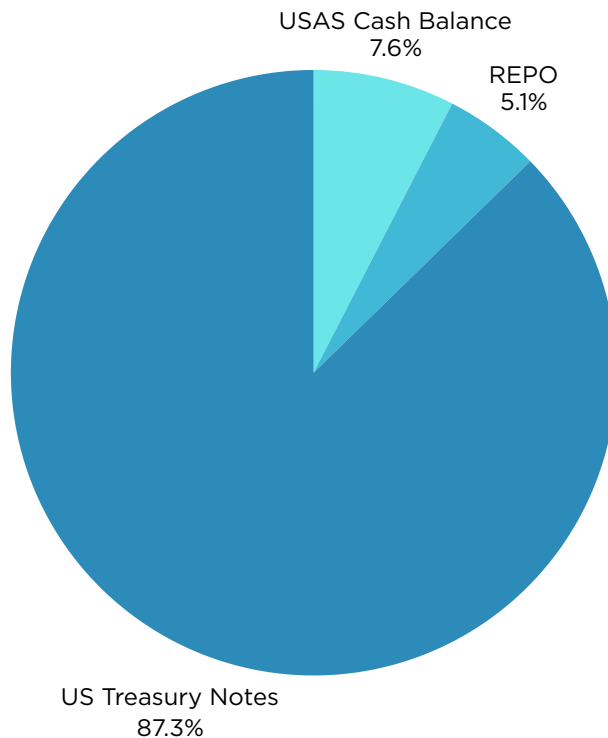
*Melissa Huerta*

Melissa Huerta, Alternate Investment Officer

*Kemya Dean*

Kemya Dean, Alternate Investment Officer

USAS Cash Balance REPO US Treasury Notes





# EXECUTIVE FINANCIAL REPORT

## MAY 2025

### Appraiser Licensing & Certification Board Administrative Penalties Account No. 3193 May 2025

Monthly Activity		
Beginning Balance	Current Month	Cumulative Totals

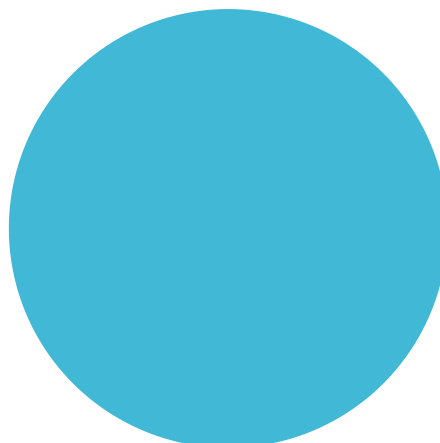
Beginning Cash Available Balance 05/01/2025 \$ 33,894.74

Current Month Receipts

Admin Penalties	\$ 0.00
Interest Earned	124.47
	<u>(10.70)</u>

Current Month Disbursements

Total Cash	\$ 34,008.51
Reserved for Education Development	<u>0.00</u>
Ending Balance Available 05/31/2025	<u><u>\$ 34,008.51</u></u>



REPO  
100%