



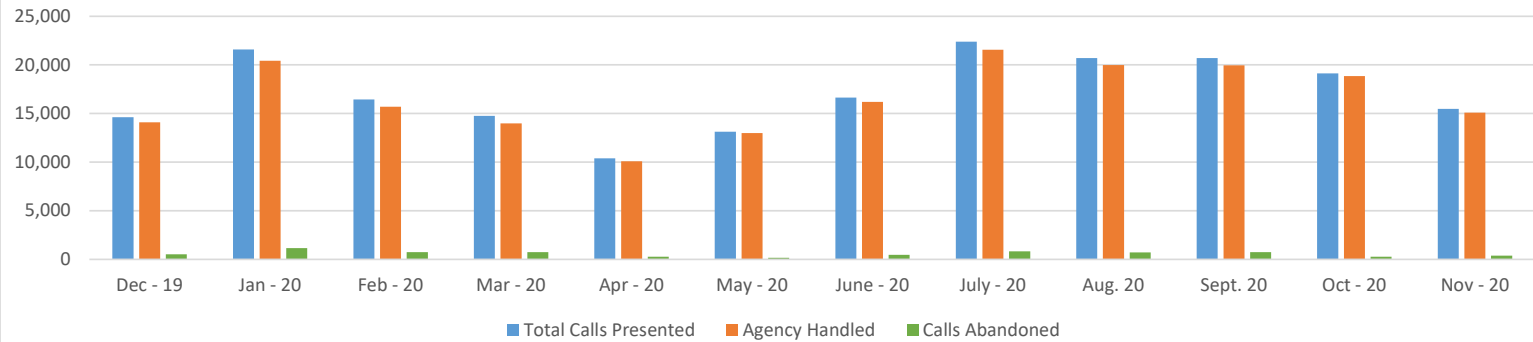
## **Staff Reports for November 2020**

## Customer Relations Division

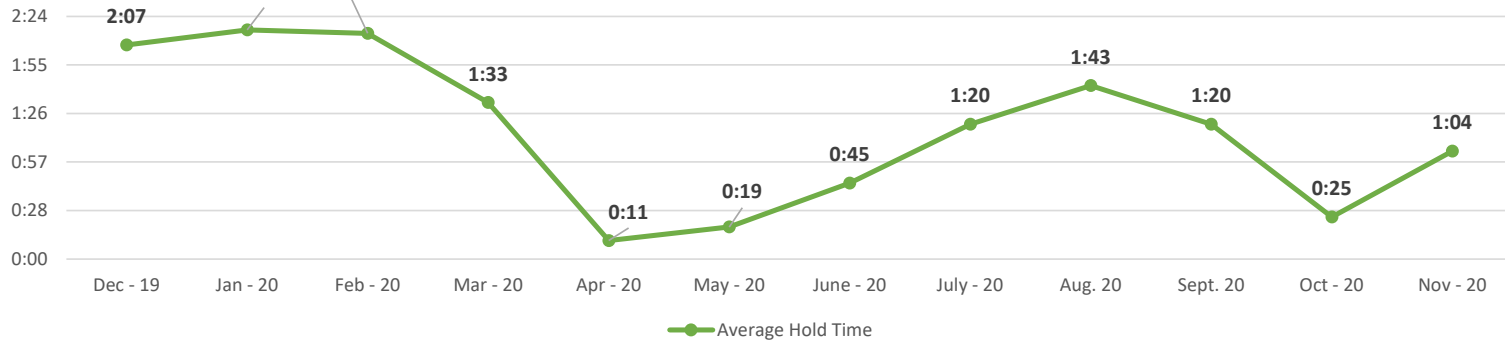
### Incoming Calls

	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug. 20	Sept. 20	Oct - 20	Nov - 20	Totals
Total Calls Presented	14,632	21,593	16,457	14,774	10,389	13,141	16,653	22,386	20,706	20,702	19,129	15,486	206,048
Agency Handled	14,107	20,428	15,705	13,996	10,101	12,984	16,197	21,552	19,977	19,948	18,840	15,103	198,938
Calls Handled Initially	13,421	19,347	15,246	13,504	10,086	12,929	16,003	21,019	19,324	19,495	18,801	14,835	194,010
Calls Handled by Courtesy Callback	622	973	422	451	11	50	180	466	552	413	33	234	4,407
% of Calls handled by Courtesy Callback	4.25%	4.51%	2.56%	3.05%	0.11%	0.38%	1.08%	2.08%	2.67%	1.99%	0.17%	1.51%	2.03%
Calls Re-Directed for Assistance	64	108	37	41	4	5	14	67	101	40	6	34	521
Calls Abandoned	524	1,165	752	747	284	157	456	834	729	754	288	382	7,072
% of Abandoned Calls	3.58%	5.40%	4.57%	5.06%	2.73%	1.19%	2.74%	3.73%	3.52%	3.64%	1.51%	2.47%	3.34%
Average Handle Time	5:39	5:12	5:36	5:32	6:11	5:54	5:58	5:52	5:56	5:52	5:20	5:27	5:42
Average Hold Time	2:07	2:16	2:14	1:33	0:11	0:19	0:45	1:20	1:43	1:20	0:25	1:04	1:16

### Calls Presented, Handled, and Abandoned



### Average Hold Time



Walk Ins													
	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	Nov - 20	FYTD Total 2019
Licensing	103	95	109	34	<i>TREC &amp; TALCB has temporarily closed lobby access to members of the public.</i>								341
Education	0	2	1	5									8
Inspector	3	7	3	1									14
Enforcement	1	3	0	0									4
TALCB Lic	1	2	1	1									5
TALCB Enf	0	0	1	0									1
<b>Total</b>	108	109	115	41									<b>373</b>

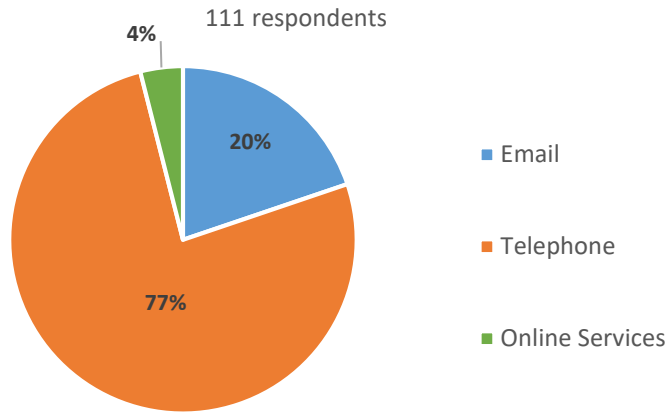
Emails													
	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	Nov. 20	FYTD Total 2019
Licensing	3,004	4,255	3,556	3,369	3,463	3,181	3,796	5,560	4,819	5,022	4,112	3,492	47,629
Education	33	49	27	57	56	57	37	43	34	48	43	36	520
Inspector	41	103	69	57	62	44	79	104	102	70	76	63	870
Enforcement	76	91	86	139	102	118	146	161	121	185	142	95	1,462
TALCB Lic	112	196	179	153	120	91	170	214	203	198	174	102	1,912
TALCB Enf	21	16	9	6	14	7	14	23	8	16	13	8	155
<b>Total</b>	3,287	4,710	3,926	3,781	3,817	3,498	4,242	6,105	5,287	5,539	4,560	3,796	52,548
<b>Respond in 2 bus days</b>	3,287	4,709	3,926	3,781	3,817	3,498	4,242	6,105	5,287	5,539	4,560	3,796	52,547
<b>% handled in 2 days</b>	100.00%	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>% handled in 1 day</b>		82.60%	84.36%	93.63%	99.97%	100.00%	98.89%	98.60%	96.50%	94.57%	99.45%	99.55%	98.28%

TALCB and TREC 1st Quarter Call Comparisons						
	September, 2020		October, 2020		November, 2020	
	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	1,492	19,210	1,515	17,614	1,089	14,397
Agency Handled	1,415	18,531	1,475	17,365	1,050	14,052
Calls Handled Initially	1,382	18,111	1,475	17,326	1,035	13,799
Calls Handled by Courtesy Callback	29	384	0	33	14	220
Calls Re-Directed for Assistance	4	36	0	6	1	33
Calls Abandoned	76	678	40	249	38	344
Hold Times	1:13	1:20	0:25	0:25	0:56	1:04
% of Abandoned Calls	5.09%	3.53%	2.64%	1.41%	3.49%	2.39%
% of Callbacks	1.94%	2.00%	0.00%	0.19%	1.29%	2.39%
<b>% of all calls</b>	<b>7.21%</b>	<b>92.79%</b>	<b>7.92%</b>	<b>92.08%</b>	<b>7.03%</b>	<b>92.97%</b>

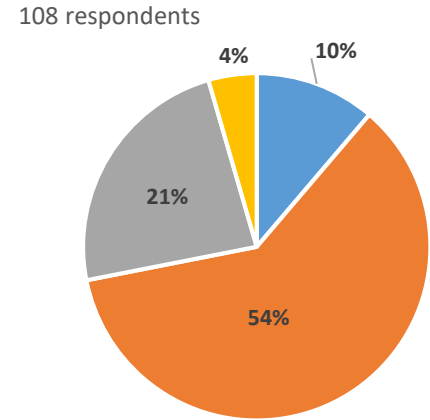
# Customer Relations Division

## November 2020 Customer Satisfaction Report

### How Customers Contact TREC/TALCB?

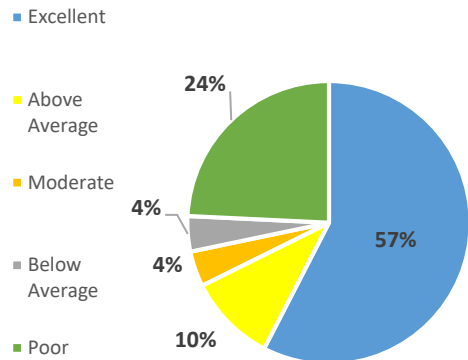


### Customer Demographics



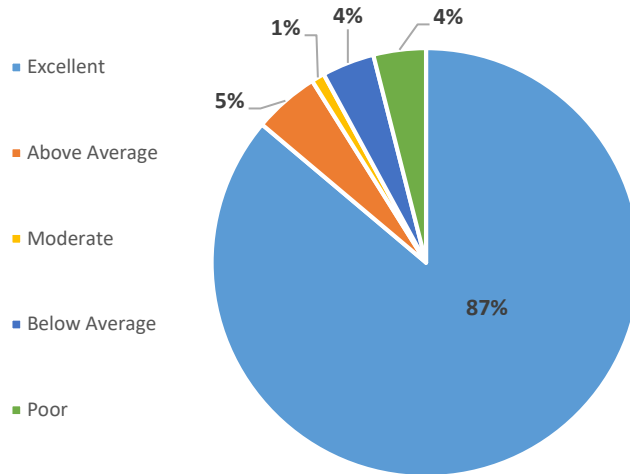
### Customer Email Experience Rating

21 respondents



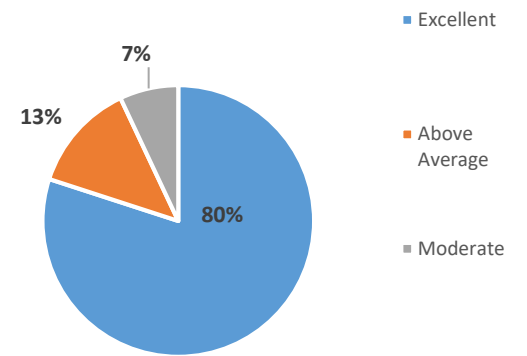
### Telephone Service Rating

54 respondents



### Experience with Customer Service Representative

15 respondents



**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
<b>Applications Received</b>													
Initial ACE Provider	0	0	0										0
Initial ACE Elective Course	11	7	11										29
<i>Classroom Delivery</i>	8	5	7										20
<i>Online Delivery</i>	3	2	4										9
Renewal ACE Elective Course	3	1	4										8
<i>Classroom Delivery</i>	1	1	2										4
<i>Online Delivery</i>	2	0	2										4
Qualifying Course Acceptance	3	1	2										6
<i>Classroom Delivery</i>	1	1	1										3
<i>Online Delivery</i>	2	0	1										3
<b>Total Applications Received</b>	<b>17</b>	<b>9</b>	<b>17</b>										<b>43</b>
	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
<b>Applications Approved</b>													
Initial ACE Provider	0	0	0										0
Initial ACE Elective Course	11	6	8										25
<i>Classroom Delivery</i>	7	5	4										16
<i>Online Delivery</i>	4	1	4										9
Renewal ACE Elective Course	1	3	2										6
<i>Classroom Delivery</i>	0	1	1										2
<i>Online Delivery</i>	1	2	1										4
Qualifying Course Acceptance	0	5	2										7
<i>Classroom Delivery</i>	0	2	1										3
<i>Online Delivery</i>	0	3	1										4
<b>Total Applications Approved</b>	<b>12</b>	<b>14</b>	<b>12</b>										<b>38</b>

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**ACTIVE CERTIFICATIONS AND LICENSES**  
**November 2020**

<b>FISCAL YEAR</b>	<b>END OF MONTH</b>	<b>GENERAL</b>	<b>RESIDENTIAL</b>	<b>LICENSE</b>	<b>TOTAL G.R.L.</b>	<b>G.R.L. CHANGE</b>	<b>TRAINEE</b>	<b>TRAINEE CHANGE</b>	<b>TOTAL</b>	<b>TOTAL CHANGE</b>
<b>2013</b>	Aug13	2,367	2,371	470	5,208		724		5,932	
<b>2014</b>	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
<b>2015</b>	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
<b>2016</b>	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20
<b>2017</b>	Aug17	2,398	2,407	423	5,228	-39	868	79	6,096	40
<b>2018</b>	Aug18	2,384	2,394	435	5,213	-15	938	70	6,151	55
<b>2019</b>	Aug19	2,366	2,412	430	5,208	-5	1,029	91	6,237	86
<b>2020</b>	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
<b>2021</b>	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
<b>Nov 2020</b>										
<b>Inactive Appraisers</b>		GENERAL 41	RESIDENTIAL 50	LICENSE 18	TOTAL 109		TRAINEE 110		TOTAL 219	
									<b>Out-of-State Temporary Registrations:</b>	<b>91</b>
									<b>Total All License Holders:</b>	<b>6,594</b>

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**  
**November 2020**

<b>FISCAL YEAR</b>	<b>MONTH</b>	<b>Total Apps Received</b>	<b>Total AMC Registrations Issued</b>	<b>Total AMC Renewals Issued</b>
<b>2014 - Total</b>		12	13	138
<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</b>	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
<b>2020 - Total</b>		14	14	107
<b>2021</b>	Sep 20	2	0	2
	Oct 20	1	2	3
	Nov 20	1	2	3
<b>Registrations issued from March 2012 to October 2020</b>			<b>285</b>	
<b>Registrations Expired &gt; 6 months as of October 2020</b>			<b>-70</b>	
<b>Registrations Expired &lt; 6 months as of October 2020</b>			<b>-10</b>	
<b>Registrations Surrendered</b>			<b>-30</b>	
<b>Registrations Revoked</b>			<b>-3</b>	
<b>Registrations Re-Issued &gt; 6 months after expiration date</b>			<b>-6</b>	
<b>TOTAL AMC REGISTRATIONS</b>			<b>166</b>	

## Licensing Division - TALCB

### Applications Received and Renewal Activity

#### Fiscal Year 2021 - Year-to-Date Comparison

#### November

<b><i>Original Applications Received</i></b>	<b>Sep 2019 - Nov 2019</b>	<b>Sep 2020 - Nov 2020</b>	<b>Variance</b>	<b>Percent</b>
Certified General Applications	37	31	-6	-16.22%
Certified Residential Applications	34	41	7	20.59%
Licensed Residential Applications	26	38	12	46.15%
Appraiser Trainee Applications	103	196	93	90.29%
Non-Residential Temporary Applications	62	55	-7	-11.29%
<b><i>Total Original Applications</i></b>	<b>262</b>	<b>361</b>	<b>99</b>	<b>37.79%</b>

<b><i>Renewal Activity</i></b>	<b>% Renewed FY20</b>		<b>% Renewed FY21</b>		<b>Variance</b>	<b>Percent</b>
Certified General Renewals	173	84.80%	248	84.35%	75	43.35%
Certified Residential Renewals	240	89.55%	243	90.33%	3	1.25%
Licensed Residential Renewals	35	63.64%	47	77.05%	12	34.29%
Appraiser Trainee Renewals	43	38.39%	61	44.20%	18	41.86%



## Licensing Division

### Average Number of Calendar Days to Issue a License

**November 2020**

#### Real Estate Appraiser Applications

	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Certified General Appraiser	-	6.05	15.99	20.70	18.52	9.70	5.87	6.59	10.78	15.35	9.26	7.97	12.88
<i>Number of Applications Received</i>		13	15	15	8	10	10	13	6	11	10	11	10
Certified Residential Appraiser	-	24.82	24.67	34.36	22.78	4.54	8.51	14.49	10.53	16.12	20.20	13.72	11.17
<i>Number of Applications Received</i>		9	19	17	13	13	10	16	18	21	12	14	15
Licensed Residential Appraiser	-	29.44	38.29	32.37	27.52	5.44	9.60	24.02	18.32	13.10	20.01	13.87	8.26
<i>Number of Applications Received</i>		9	7	5	10	13	13	11	10	12	11	14	13
Appraiser Trainee	-	21.16	26.01	16.24	18.27	4.27	6.79	12.96	16.00	16.97	18.49	17.04	9.33
<i>Number of Applications Received</i>		31	40	35	50	40	40	51	69	67	66	73	59
Temporary Non-Resident Appraiser	-	3.31	4.14	2.02	0.88	3.05	1.49	1.76	1.47	1.84	1.90	2.01	2.38
<i>Number of Applications Received</i>		21	23	15	10	8	9	13	11	24	25	13	17

#### Appraisal Management Company Applications

	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Appraisal Management Company	-	6.61	14.32	n/a	7	n/a	n/a	2.32	1.43	1.52	1.00	5.50	3.42
		2	0	1	0	0	0	2	0	1	2	1	1

## Information & Technology Division

### Electronic Information Outlet Statistics

November 2020

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	59,383	196,440	149,902
Total Monthly Unique Visits	17,681	62,904	49,729

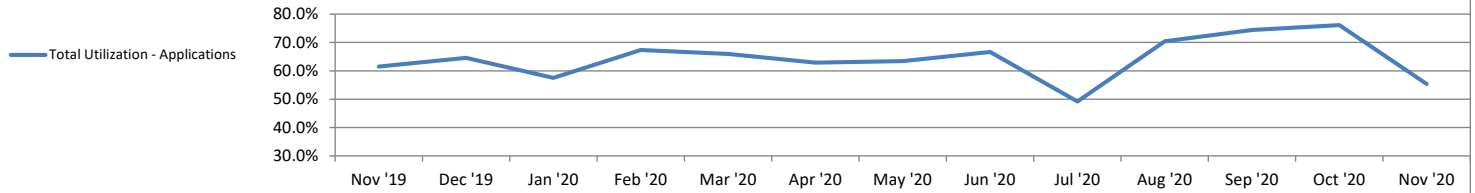
Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
<b>Applications</b>	<b>56</b>	<b>31</b>	<b>55.4%</b>	<b>69.9%</b>	<b>65.5%</b>
AMC	2	0	0.0%	0.0%	75.0%
Certified General Appraiser	10	2	20.0%	41.7%	11.1%
Certified Residential Appraiser	10	4	40.0%	54.8%	42.4%
State Licensed Appraiser	7	3	42.9%	56.3%	76.9%
Appraiser Trainee	27	22	81.5%	84.6%	87.7%
<b>Renewals</b>	<b>271</b>	<b>262</b>	<b>96.7%</b>	<b>97.8%</b>	<b>93.2%</b>
AMC	3	3	100.0%	100.0%	100.0%
Certified General Appraiser	106	102	96.2%	98.3%	93.2%
Certified Residential Appraiser	104	104	100.0%	100.0%	95.7%
State Licensed Appraiser	29	27	93.1%	92.3%	83.0%
Appraiser Trainee	29	26	89.7%	92.7%	91.7%
<b>AMC Panel Transactions</b>	<b>715</b>	<b>715</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Additions	671	671	100.0%	100.0%	100.0%
Removals	44	44	100.0%	100.0%	100.0%

## Information & Technology Division Electronic Information Outlet Statistics

### November 2020

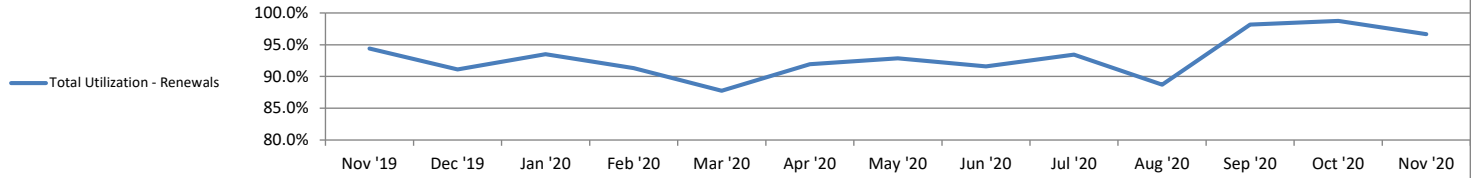
Applications	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20
AMC	100.0%	N/A	N/A	100.0%	N/A	0.0%	50.0%	50.0%	66.7%	100.0%	N/A	0.0%	0.0%
Certified General Appraiser	50.0%	37.5%	50.0%	57.1%	37.5%	33.3%	25.0%	55.6%	18.8%	27.3%	57.1%	57.1%	20.0%
Certified Residential Appraiser	36.4%	37.5%	20.0%	60.0%	54.5%	50.0%	50.0%	37.5%	16.7%	63.6%	55.6%	64.3%	40.0%
State Licensed Appraiser	50.0%	75.0%	33.3%	62.5%	50.0%	50.0%	80.0%	50.0%	0.0%	25.0%	40.0%	100.0%	42.9%
Appraiser Trainee	82.4%	78.6%	70.4%	73.9%	80.8%	80.0%	80.0%	90.0%	82.1%	86.4%	85.7%	85.0%	81.5%
<b>Total Utilization - Applications</b>	<b>61.5%</b>	<b>64.6%</b>	<b>57.5%</b>	<b>67.3%</b>	<b>66.0%</b>	<b>62.9%</b>	<b>63.4%</b>	<b>66.7%</b>	<b>49.2%</b>	<b>70.4%</b>	<b>74.4%</b>	<b>76.1%</b>	<b>55.4%</b>

#### Utilization Online Application Services



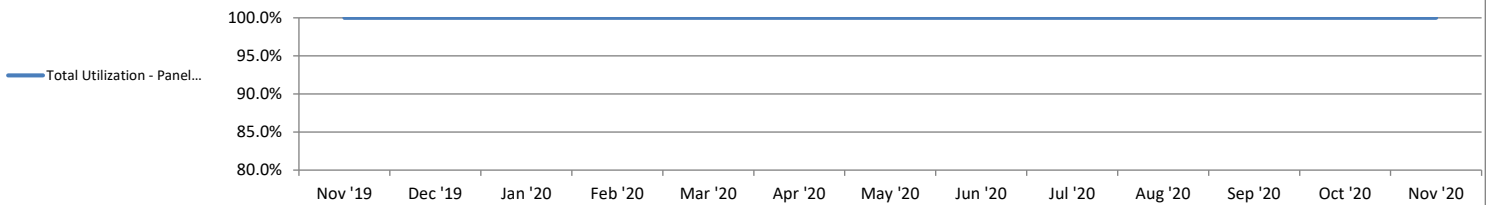
Renewals	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20
AMC	0.0%	100.0%	100.0%	75.0%	75.0%	100.0%	64.3%	80.4%	93.1%	93.8%	100.0%	100.0%	100.0%
Certified General Appraiser	90.1%	91.3%	88.7%	85.7%	85.9%	94.3%	98.4%	92.1%	93.2%	90.5%	100.0%	98.9%	96.2%
Certified Residential Appraiser	98.8%	93.1%	96.8%	85.7%	93.8%	91.5%	93.5%	99.2%	96.9%	96.9%	100.0%	100.0%	100.0%
State Licensed Appraiser	95.0%	70.6%	100.0%	93.8%	92.9%	90.9%	93.8%	94.1%	85.7%	100.0%	90.5%	93.3%	93.1%
Appraiser Trainee	100.0%	100.0%	94.4%	84.2%	68.4%	87.0%	91.7%	75.0%	88.9%	94.3%	91.3%	96.7%	89.7%
<b>Total Utilization - Renewals</b>	<b>94.4%</b>	<b>91.1%</b>	<b>93.5%</b>	<b>91.3%</b>	<b>87.8%</b>	<b>91.9%</b>	<b>92.9%</b>	<b>91.6%</b>	<b>93.4%</b>	<b>88.7%</b>	<b>98.2%</b>	<b>98.8%</b>	<b>96.7%</b>

#### Utilization Online Renewal Services



Panel Management Tool	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20
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%
<b>Total Utilization - Panel Management</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

#### Utilization Online Panel Management Tool



Financial Services Division  
TALCB Budget Status Report  
November 2020 - Fiscal Year 2021

Expenditure Category	Proposed Amendment Budget FY2021	Expenditures	Remaining Balance	Budget % Remaining	9/12 =75.00% Comments
Actual Beginning Balance	\$2,259,588		\$1,732,787	76.7%	includes Trust cash balances as of 8/31/2020, reduced by expenditures for FY20 paid after 8/31/20 and payroll liability as of 8/31/2020
Operating Reserves	(\$738,002)		(\$738,002)	100.0%	
<b>Available balance within Texas Treasury Safekeeping Trust</b>	<b>\$1,521,586</b>		<b>\$994,785</b>	65.4%	remaining available budget to consider to balance FY2021 budget
Salaries & Wages	\$1,274,551	\$295,808	\$978,743	76.8%	
Other Personnel Costs	451,753	99,511	\$352,242	78.0%	employee retirement & health insurance contributions
Professional Services	127,336	1,356	\$125,980	98.9%	Peer Investigative committee members, SOAH, Office 365 licenses & hosting services
Consumables	2,000	137	\$1,863	93.2%	black and tri-color ink cartridges
Utilities	1,736	0	\$1,736	100.0%	
Travel	43,011	0	\$43,011	100.0%	
Rent - Building - Other	22,133	24,350	(\$2,218)	-10.0%	Office rent paid for the year
Rent - Equipment	22,203	457	\$21,747	97.9%	Canon Copier Lease cost
Other Operating Expense	163,853	13,955	\$149,898	91.5%	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
<b>Subtotal -Operations Expenditures</b>	<b>2,108,576</b>	<b>435,575</b>	<b>1,673,002</b>	<b>79.3%</b>	
DPS Criminal History Background Checks	250	0	250	100.0%	
Statewide Cost Allocation Plan (SWCAP)	35,000	0	35,000	100.0%	
Contribution to General Revenue	22,500	5,625	16,875	75.0%	Allocated monthly until August 2021
<b>Subtotal - Nonoperational Expenditures</b>	<b>57,750</b>	<b>5,625</b>	<b>52,125</b>	<b>90.3%</b>	
<b>Total Expenditures and GR Contribution</b>	<b>2,166,326</b>	<b>441,200</b>	<b>1,725,127</b>		
Revenue	FY2021 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,398,423	\$357,034	\$1,041,389	74.5%	
AMCs	168,219	73,045	\$95,174	56.6%	
ACE Program Revenue	0	1,970	(\$1,970)		wasn't enough historical data to budget for this particular revenue collection
Examination fees	2,584	1,220	\$1,364	52.8%	Pearson Vue exam fees
Other Miscellaneous Revenue	29,299	9,599	\$19,700	67.2%	
<b>Total Revenue</b>	<b>\$1,598,525</b>	<b>\$442,868</b>	<b>\$1,155,657</b>	<b>72.3%</b>	
<b>Operating Gains/ Losses</b>	<b>(\$567,801)</b>	<b>\$1,668</b>	<b>(\$569,469)</b>	<b>100.3%</b>	
Restricted Education Reserve Fund Carryforward	\$41,000				
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$994,785</b>	<b>\$1,668</b>	<b>(\$144,154)</b>		

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 November- previous calculation was on Est amount to be collected.**

## Financial Services Division

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

**November 2020**

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	318,967.58	(650.08)	318,317.50	3,805.96	U.S. T-Notes, 2.625	06/15/2021
09/15/2020	1,180,000.00	1,210,741.98	1,207,149.22	(2,489.06)	1,204,660.16	6,902.35	U.S. T-Notes, 2.725	09/15/2021
<b>Totals</b>	<b>\$ 1,494,000.00</b>	<b>\$ 1,532,365.17</b>	<b>\$ 1,526,116.80</b>	<b>\$ (3,139.14)</b>	<b>\$ 1,522,977.66</b>	<b>\$ 10,708.31</b>		

### Monthly Activity

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

<b>Beginning Cash Available Balance</b>	\$ 601,875.02		
<b>Current Month Receipts</b>		\$ 150,299.84	
<b>Current Month Disbursements</b>		\$ (140,502.32)	
<b>Total Cash</b>			<b>\$ 611,672.54</b>
<b>Investment Ending Market Value</b>			<b>1,522,977.66</b>
<b>Total Account Balance</b>			<b>2,134,650.20</b>
<b>Operating Reserves</b>			<b>(738,002.00)</b>
<b>Ending Balance Available for Operations</b>			<b>\$ 1,396,648.20</b>

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**

**November 2020**

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

<b>Beginning Balance</b>	\$	37,531.06	
<b>Current Month Receipts</b>			
		Admin Penalties	\$ 0.00
		Interest Earned	1.04
<b>Current Month Disbursements</b>			
	\$		<u>0.00</u>
<b>Total Cash</b>	\$		<u><b>37,532.10</b></u>
Reserved for Education Development			<u><b>(37,532.10)</b></u>
<b>Balance</b>	\$		<u><u><b>0.00</b></u></u>

# Enforcement Division

Current November 30, 2020



**61 Days Faster**

Compared to FY '20

Complaint Resolution



**3 Days Faster**

Compared to FY '20

Residential Audit Turnaround



**55 Days Faster**

Compared to FY '20

Commercial Audit Turnaround

# FY21 Incoming Complaints

FY2020

209 Complaints  
186 Respondents

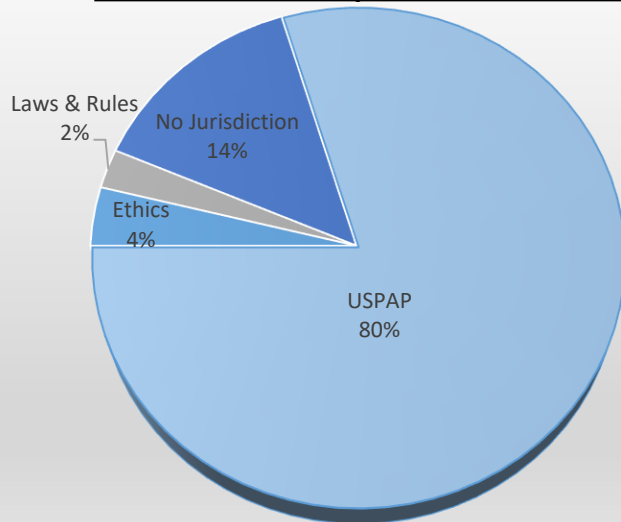
FY2021

79 Complaints  
78 Respondents

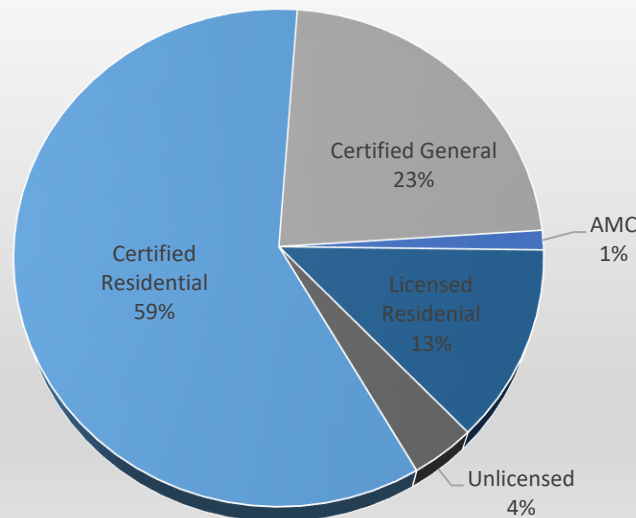
1%

License holders received a complaint in FY21

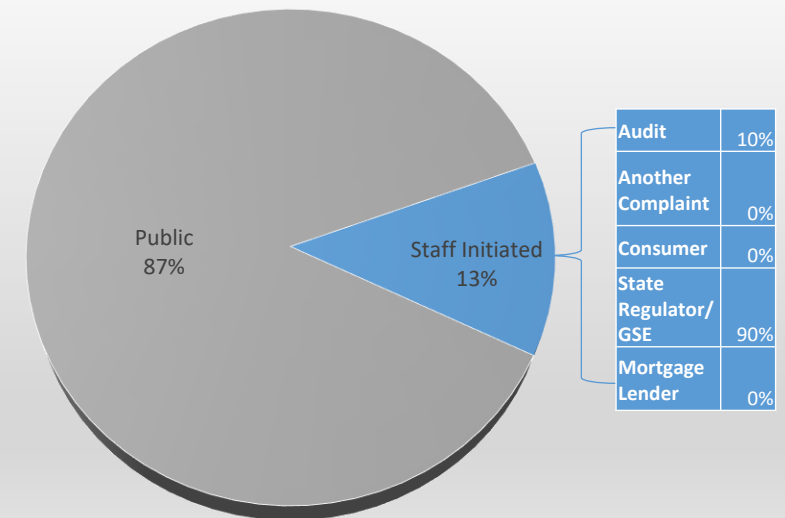
Breakdown by Classification



Breakdown by License

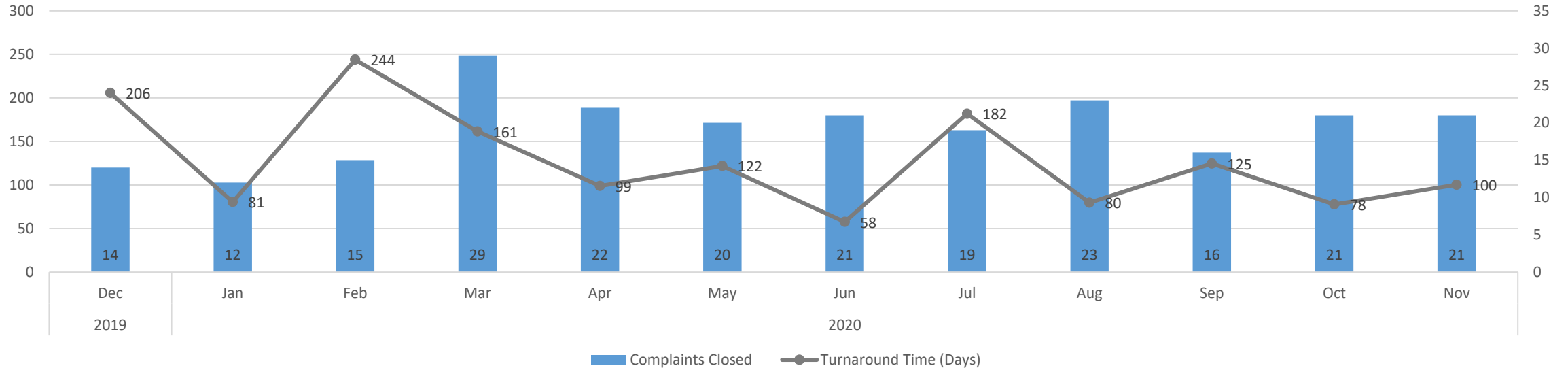


Breakdown by Source



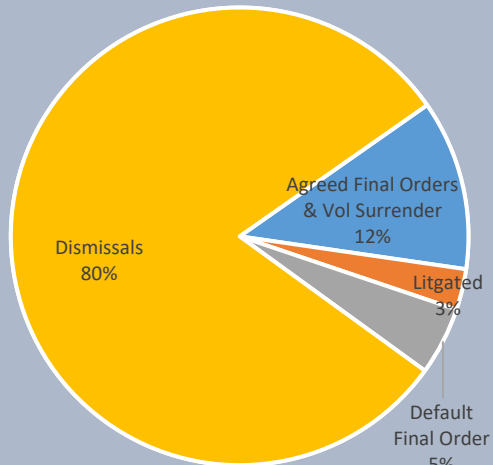


# Complaint Resolution

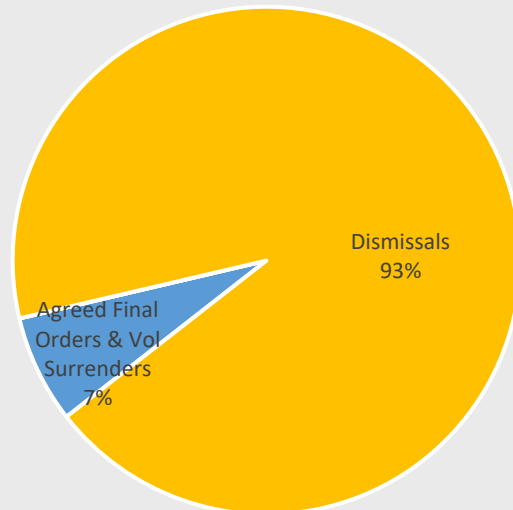


## FY20 Complaint Outcome

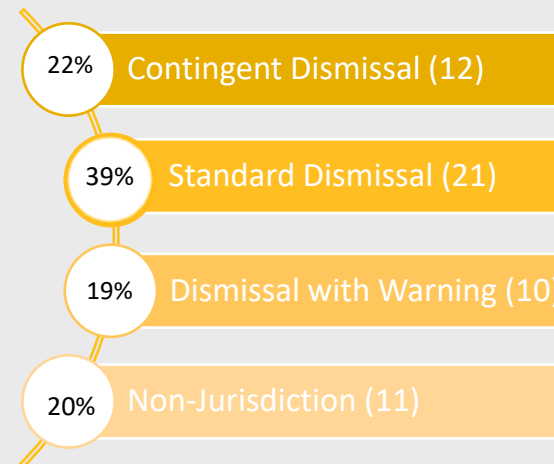
231 Complaints Resolved



## FY21 Complaint Outcome



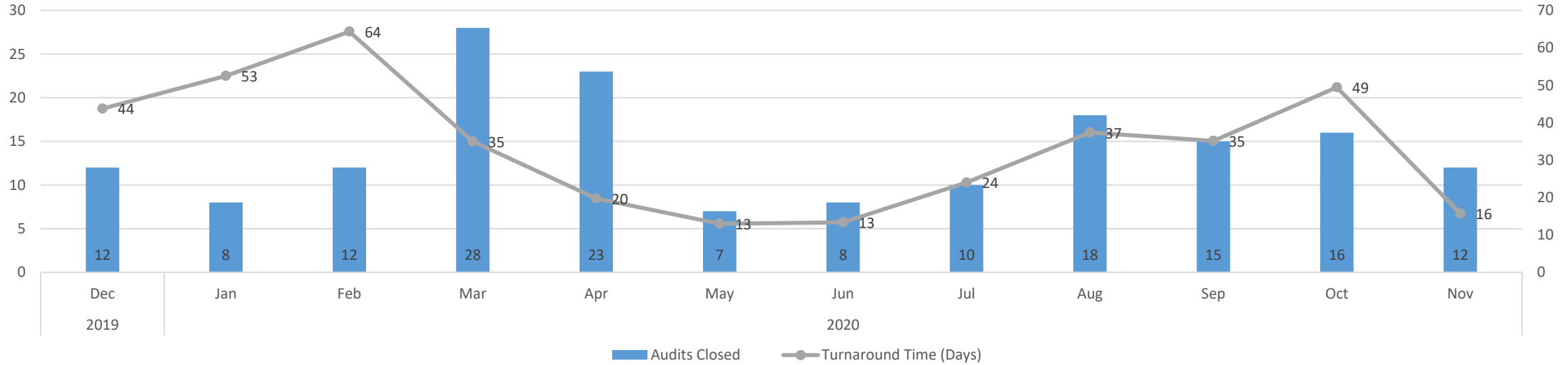
## FY21 Dismissal Breakdown



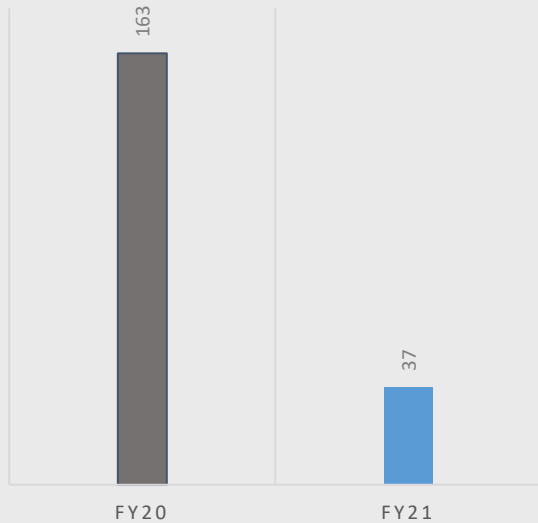
## FY2021

- 58 Complaint Resolved
- 99 Average turnaround time (days)
- 0 Complaints Litigated
- NA Success Rate
- >1% License holders receiving discipline

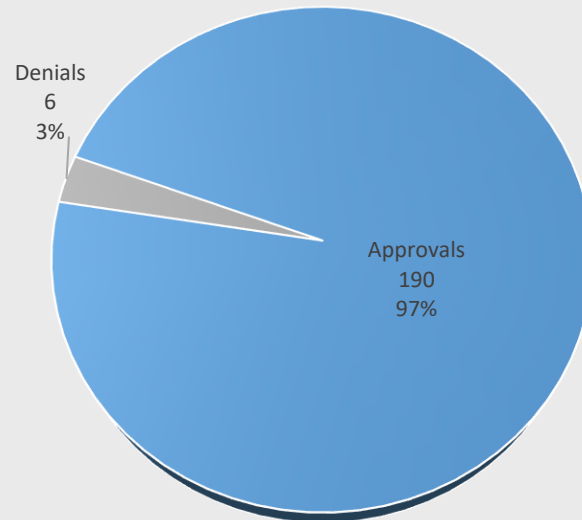
# Residential Experience Audits



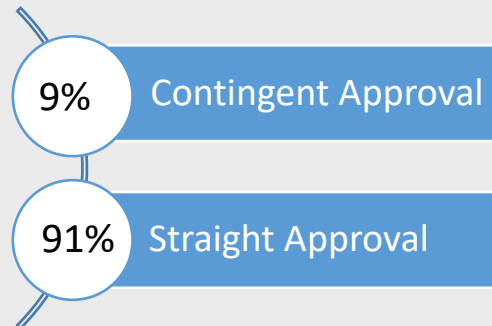
## Incoming Residential Audits



## FY20 - 21 Residential Audit Outcome



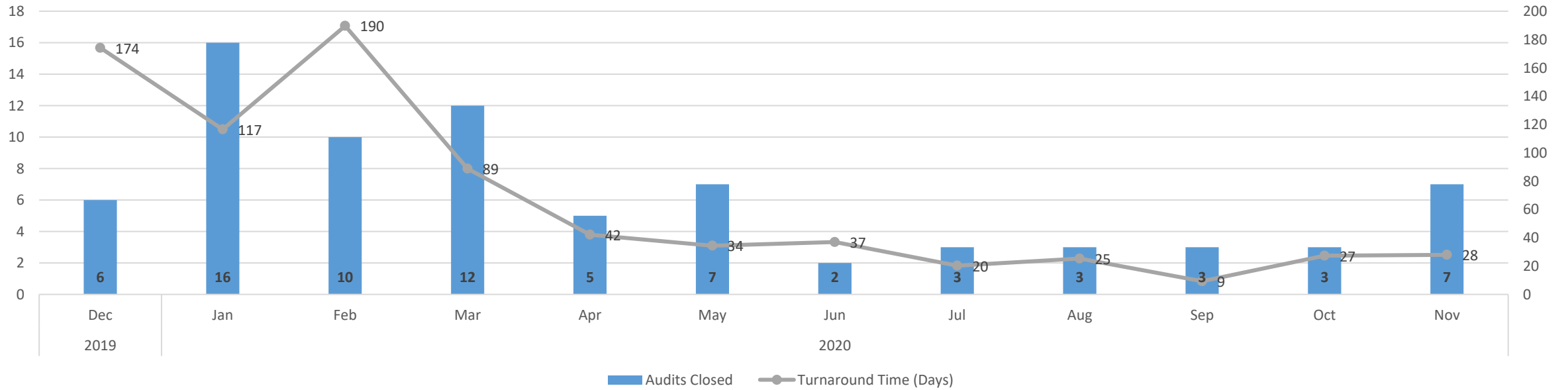
## FY20 - 21 Residential Approval Breakdown



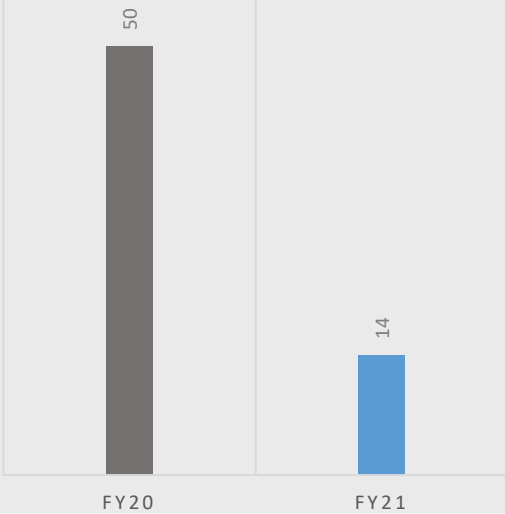
## FY21 Residential Processing Data

35 Days	Average Turnaround Time
43	Total Audits Closed

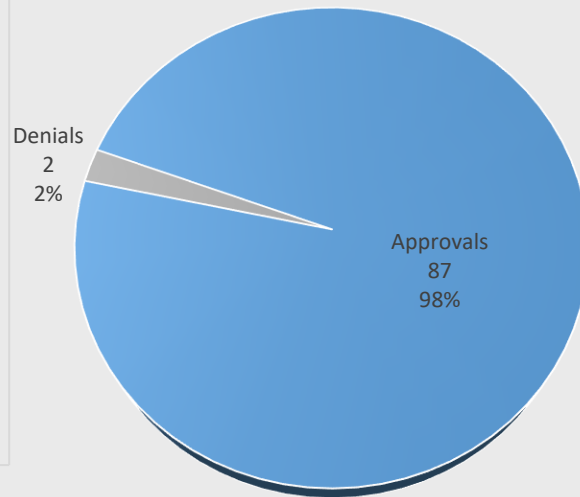
# Commercial Experience Audits



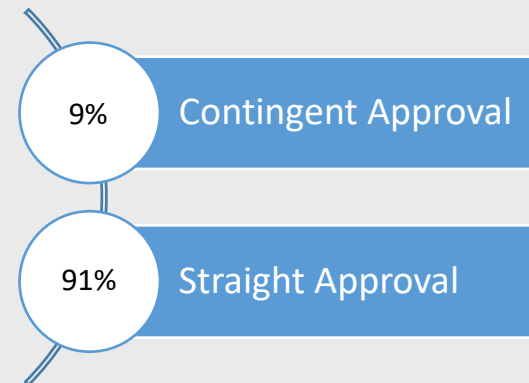
## Incoming Commercial Audits



## FY20 - 21 Commercial Audit Outcome



## FY20 - 21 Commercial Approval Breakdown



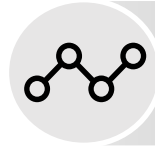
## FY21 Commercial Processing Data

24 Days	Average Turnaround Time
13	Total Audits Closed

# Open Cases Snapshot View

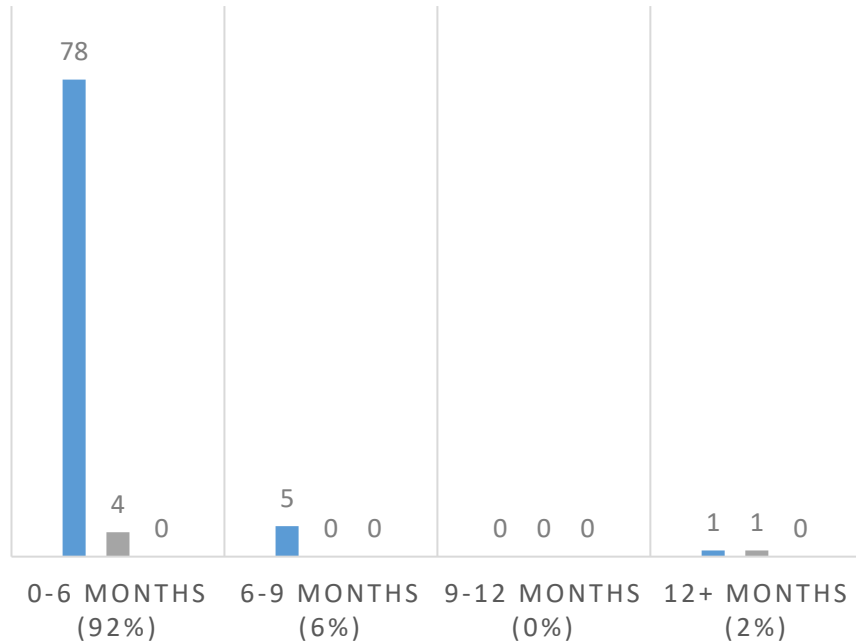


There are currently 89 open complaints.



There are currently 30 open experience audits

## COMPLAINTS

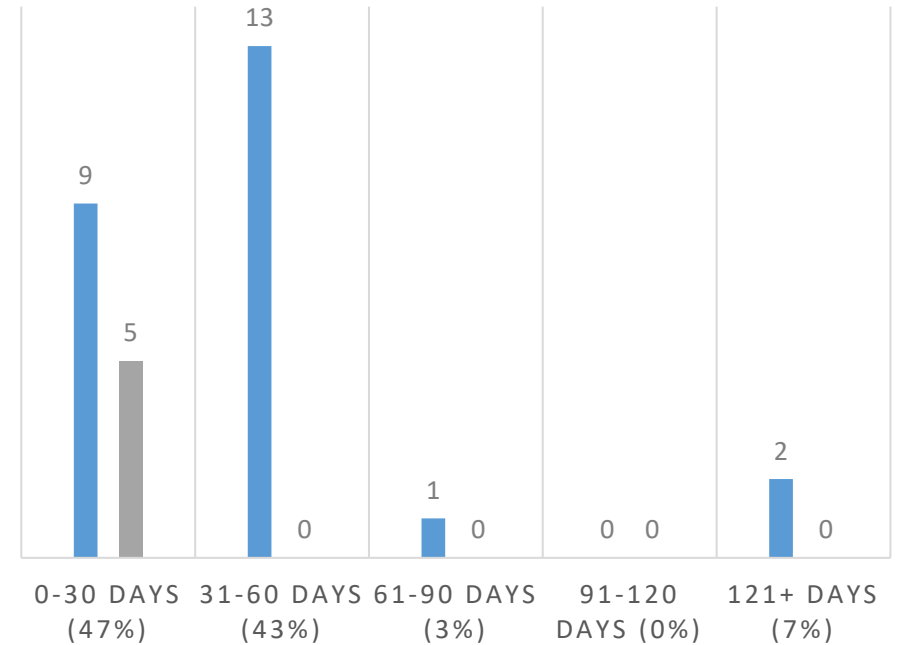


■ Residential ■ Commercial ■ AMC

**There are 2 cases over 1 year old**

- 1 case is pending negotiations
- 1 case is pending abatement

## EXPERIENCE AUDITS



■ Residential ■ Commercial

**There are 2 audits over 121 days**

- 1 audit pending SOAH hearing
- 1 audit pending applicant's compliance