



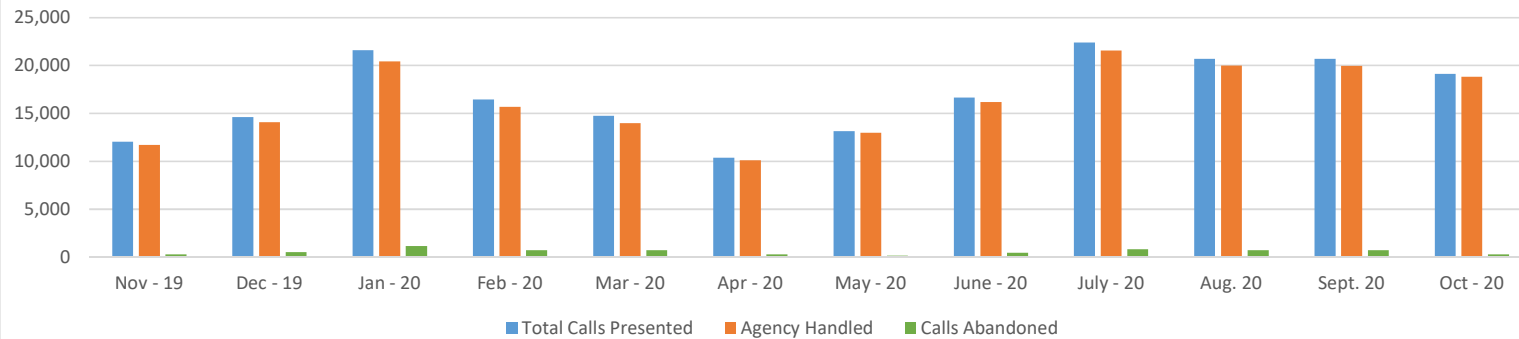
Staff Reports for October 2020

Customer Relations Division

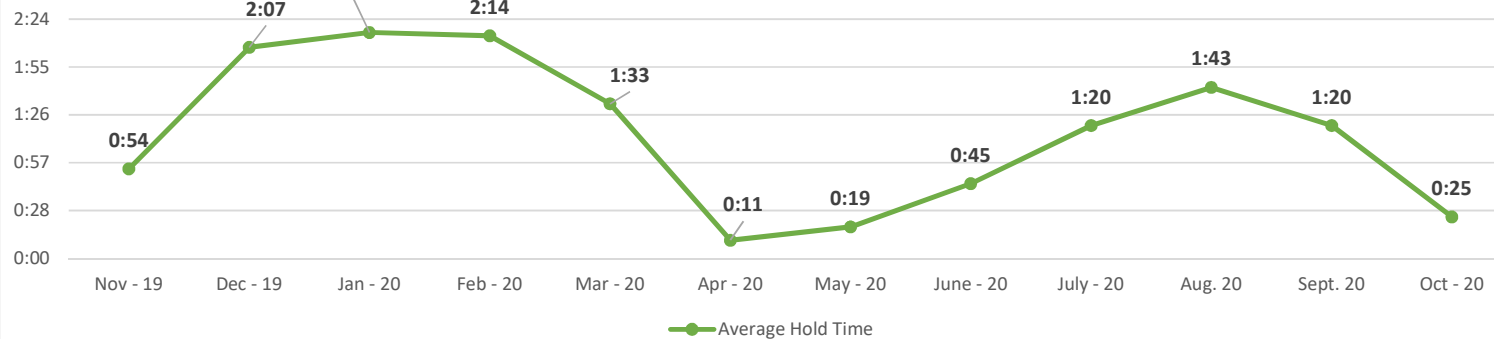
Incoming Calls

	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug. 20	Sept. 20	Oct - 20	Totals
Total Calls Presented	12,042	14,632	21,593	16,457	14,774	10,389	13,141	16,653	22,386	20,706	20,702	19,129	202,604
Agency Handled	11,708	14,107	20,428	15,705	13,996	10,101	12,984	16,197	21,552	19,977	19,948	18,840	195,543
Calls Handled Initially	11,805	13,421	19,347	15,246	13,504	10,086	12,929	16,003	21,019	19,324	19,495	18,801	190,980
Calls Handled by Courtesy Callback	195	622	973	422	451	11	50	180	466	552	413	33	4,368
% of Calls handled by Courtesy Callback	1.62%	4.25%	4.51%	2.56%	3.05%	0.11%	0.38%	1.08%	2.08%	2.67%	1.99%	0.17%	2.04%
Calls Re-Directed for Assistance	42	64	108	37	41	4	5	14	67	101	40	6	529
Calls Abandoned	289	524	1,165	752	747	284	157	456	834	729	754	288	6,979
% of Abandoned Calls	2.40%	3.58%	5.40%	4.57%	5.06%	2.73%	1.19%	2.74%	3.73%	3.52%	3.64%	1.51%	3.34%
Average Handle Time	5:35	5:39	5:12	5:36	5:32	6:11	5:54	5:58	5:52	5:56	5:52	5:20	5:43
Average Hold Time	0:54	2:07	2:16	2:14	1:33	0:11	0:19	0:45	1:20	1:43	1:20	0:25	1:15

Calls Presented, Handled, and Abandoned



Average Hold Time



Walk Ins													
	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	FYTD Total 2019
Licensing	71	103	95	109	34	TREC & TALCB has temporarily closed lobby access to members of the public.							412
Education	4	0	2	1	5								12
Inspector	1	3	7	3	1								15
Enforcement	1	1	3	0	0								5
TALCB Lic	4	1	2	1	1								9
TALCB Enf	0	0	0	1	0								1
Total	81	108	109	115	41								454

Emails													
	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	FYTD Total 2019
Licensing	2,118	3,004	4,255	3,556	3,369	3,463	3,181	3,796	5,560	4,819	5,022	4,112	46,255
Education	48	33	49	27	57	56	57	37	43	34	48	43	532
Inspector	30	41	103	69	57	62	44	79	104	102	70	76	837
Enforcement	86	76	91	86	139	102	118	146	161	121	185	142	1,453
TALCB Lic	75	112	196	179	153	120	91	170	214	203	198	174	1,885
TALCB Enf	7	21	16	9	6	14	7	14	23	8	16	13	154
Total	2,364	3,287	4,710	3,926	3,781	3,817	3,498	4,242	6,105	5,287	5,539	4,560	51,116
Respond in 2 bus days	2,364	3,287	4,709	3,926	3,781	3,817	3,498	4,242	6,105	5,287	5,539	4,560	51,115
% handled in 2 days	100.00%	100.00%	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
% handled in 1 day			82.60%	84.36%	93.63%	99.97%	100.00%	98.89%	98.60%	96.50%	94.57%	99.45%	97.45%

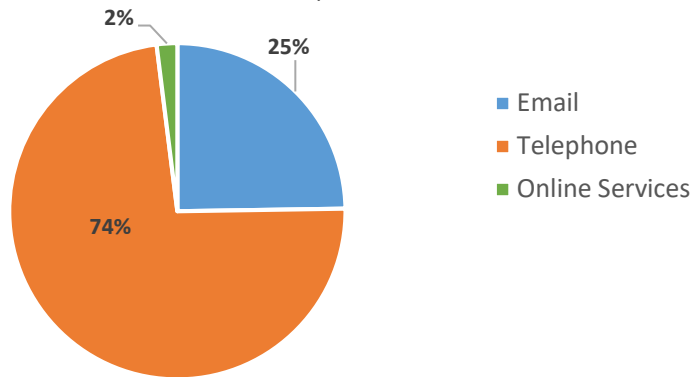
TALCB and TREC 1st Quarter Call Comparisons						
	September, 2020		October, 2020		November, 2020	
	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)
Total Calls Presented	1,492	19,210	1,515	17,614		
Agency Handled	1,415	18,531	1,475	17,365		
Calls Handled Initially	1,382	18,111	1,475	17,326		
Calls Handled by Courtesy Callback	29	384	0	33		
Calls Re-Directed for Assistance	4	36	0	6		
Calls Abandoned	76	678	40	249		
Hold Times	1:13	1:20	0:25	0:25		
% of Abandoned Calls	5.09%	3.53%	2.64%	1.41%		
% of Callbacks	1.94%	2.00%	0.00%	0.19%		
% of all calls	7.21%	92.79%	7.92%	92.08%		

Customer Relations Division

October 2020 Customer Satisfaction Report

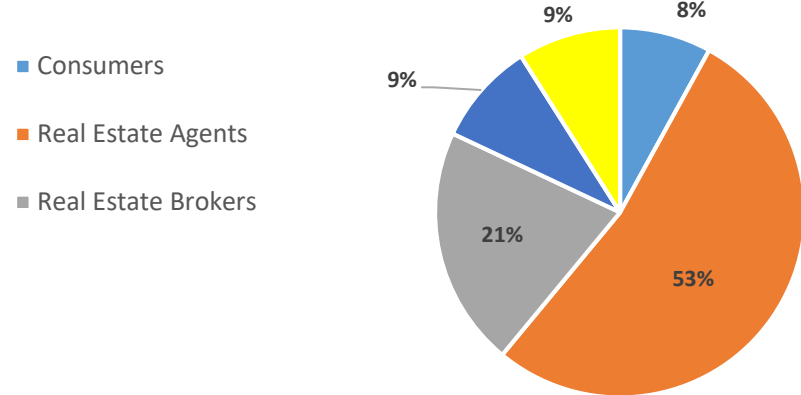
How Customers Contact TREC/TALCB?

133 respondents



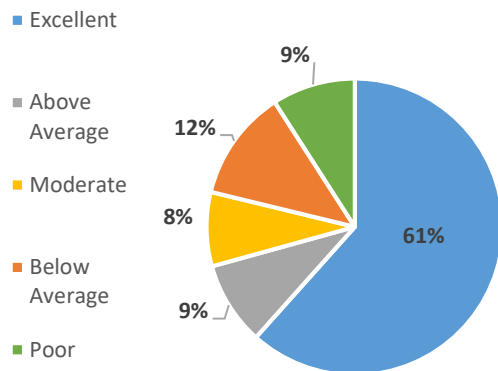
Customer Demographics

130 respondents



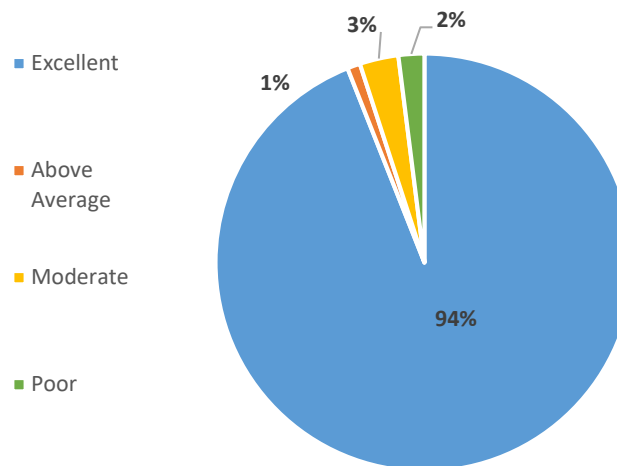
Customer Email Experience Rating

33 respondents



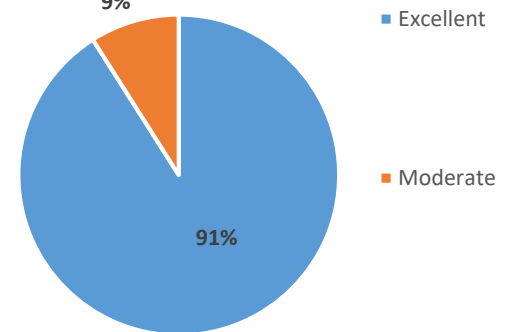
Telephone Service Rating

98 respondents



Experience with Customer Service Representative

23 respondents



Education & Examination Services
TALCB Provider and Course Applications

Fiscal Year 2021	
1	2
3	4
5	6
7	8
9	10
11	12
13	14
15	16
17	18
19	20
21	22
23	24
25	26
27	28
29	30
31	32
33	34
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67	68
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71	72
73	74
75	76
77	78
79	80
81	82
83	84
85	86
87	88
89	90
91	92
93	94
95	96
97	98
99	100

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TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
October 2020

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
Oct 2020										
Inactive Appraisers		GENERAL 44	RESIDENTIAL 52	LICENSE 17	TOTAL 113	TRAINEE 110		TOTAL 223		
Out-of-State Temporary Registrations:									89	
Total All License Holders:									6,639	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
October 2020

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
Registrations issued from March 2012 to October 2020			283	
Registrations Expired > 6 months as of October 2020			-66	
Registrations Expired < 6 months as of October 2020			-14	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-6	
TOTAL AMC REGISTRATIONS			164	

Licensing Division - TALCB

Applications Received and Renewal Activity

Fiscal Year 2021 - Year-to-Date Comparison

October

<i>Original Applications Received</i>	Sep 2019 - Oct 2019		Sep 2020 - Oct 2020		Variance	Percent
Certified General Applications	29		21		-8	-27.59%
Certified Residential Applications	21		26		5	23.81%
Licensed Residential Applications	21		25		4	19.05%
Appraiser Trainee Applications	80		137		57	71.25%
Non-Residential Temporary Applications	44		38		-6	-13.64%
<i>Total Original Applications</i>	195		247		52	26.67%

<i>Renewal Activity</i>	% Renewed FY20		% Renewed FY21		Variance	Percent
Certified General Renewals	107	86.99%	158	78.61%	51	47.66%
Certified Residential Renewals	165	91.67%	160	84.66%	-5	-3.03%
Licensed Residential Renewals	19	54.29%	24	61.54%	5	26.32%
Appraiser Trainee Renewals	31	38.27%	39	37.14%	8	25.81%

Licensing Division

Average Number of Calendar Days to Issue a License

October 2020

Real Estate Appraiser Applications

	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 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
<i>Number of Applications Received</i>			<i>13</i>	<i>15</i>	<i>15</i>	<i>8</i>	<i>10</i>	<i>10</i>	<i>13</i>	<i>6</i>	<i>11</i>	<i>10</i>	<i>11</i>
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
<i>Number of Applications Received</i>			<i>9</i>	<i>19</i>	<i>17</i>	<i>13</i>	<i>13</i>	<i>10</i>	<i>16</i>	<i>18</i>	<i>21</i>	<i>12</i>	<i>14</i>
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
<i>Number of Applications Received</i>			<i>9</i>	<i>7</i>	<i>5</i>	<i>10</i>	<i>13</i>	<i>13</i>	<i>11</i>	<i>10</i>	<i>12</i>	<i>11</i>	<i>14</i>
Appraiser Trainee	-	-	21.16	26.01	16.24	18.27	4.27	6.79	12.96	16.00	16.97	18.49	17.04
<i>Number of Applications Received</i>			<i>31</i>	<i>40</i>	<i>35</i>	<i>50</i>	<i>40</i>	<i>40</i>	<i>51</i>	<i>69</i>	<i>67</i>	<i>66</i>	<i>73</i>
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
<i>Number of Applications Received</i>			<i>21</i>	<i>23</i>	<i>15</i>	<i>10</i>	<i>8</i>	<i>9</i>	<i>13</i>	<i>11</i>	<i>24</i>	<i>25</i>	<i>13</i>

Appraisal Management Company Applications

	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 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
			<i>2</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>1</i>

Information & Technology Division

Electronic Information Outlet Statistics

October 2020

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	69,342	137,057	105,440
Total Monthly Unique Visits	23,215	45,223	34,834

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	67	51	76.1%	75.2%	63.3%
AMC	2	0	0.0%	0.0%	100.0%
Certified General Appraiser	7	4	57.1%	57.1%	15.0%
Certified Residential Appraiser	14	9	64.3%	59.4%	35.7%
State Licensed Appraiser	4	4	100.0%	66.7%	60.0%
Appraiser Trainee	40	34	85.0%	85.4%	84.1%
Renewals	240	237	98.8%	98.5%	95.4%
AMC	3	3	100.0%	100.0%	100.0%
Certified General Appraiser	93	92	98.9%	99.5%	94.8%
Certified Residential Appraiser	99	99	100.0%	100.0%	96.5%
State Licensed Appraiser	15	14	93.3%	91.7%	85.7%
Appraiser Trainee	30	29	96.7%	94.3%	98.0%
AMC Panel Transactions	878	878	100.0%	100.0%	100.0%
Additions	815	815	100.0%	100.0%	100.0%
Removals	63	63	100.0%	100.0%	100.0%

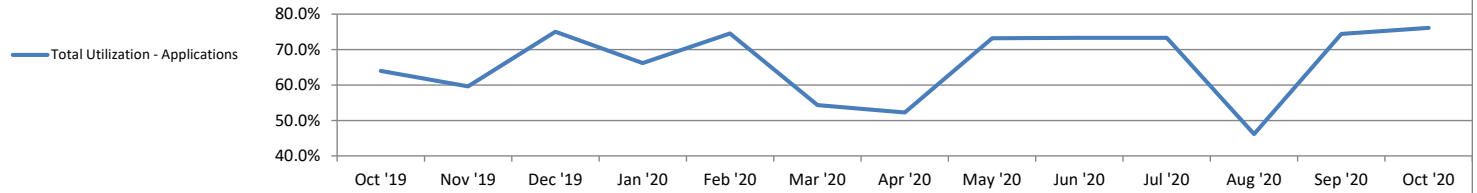
Information & Technology Division

Electronic Information Outlet Statistics

October 2020

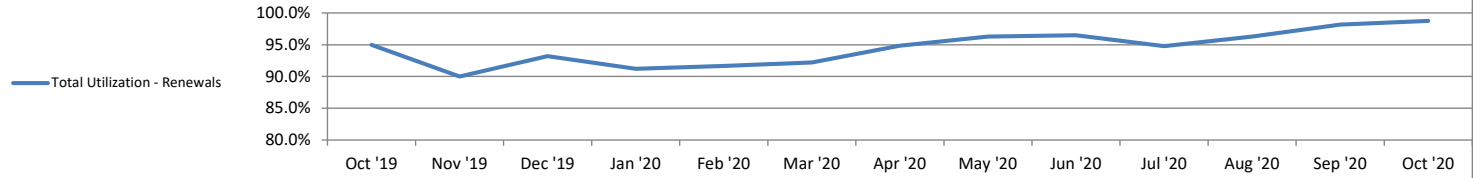
Applications	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20
AMC	66.7%	100.0%	100.0%	N/A	0.0%	0.0%	0.0%	N/A	100.0%	100.0%	N/A	N/A	0.0%
Certified General Appraiser	0.0%	21.4%	66.7%	35.3%	66.7%	0.0%	0.0%	30.0%	20.0%	33.3%	20.0%	57.1%	57.1%
Certified Residential Appraiser	53.3%	33.3%	66.7%	60.0%	69.2%	46.7%	55.6%	44.4%	75.0%	63.6%	18.2%	55.6%	64.3%
State Licensed Appraiser	60.0%	75.0%	80.0%	50.0%	66.7%	60.0%	N/A	100.0%	N/A	0.0%	66.7%	40.0%	100.0%
Appraiser Trainee	87.5%	87.5%	82.4%	85.7%	81.3%	88.2%	81.8%	91.4%	85.0%	88.5%	75.0%	85.7%	85.0%
Total Utilization - Applications	64.0%	59.6%	75.0%	66.2%	74.5%	54.3%	52.3%	73.2%	73.3%	73.3%	46.2%	74.4%	76.1%

Utilization Online Application Services



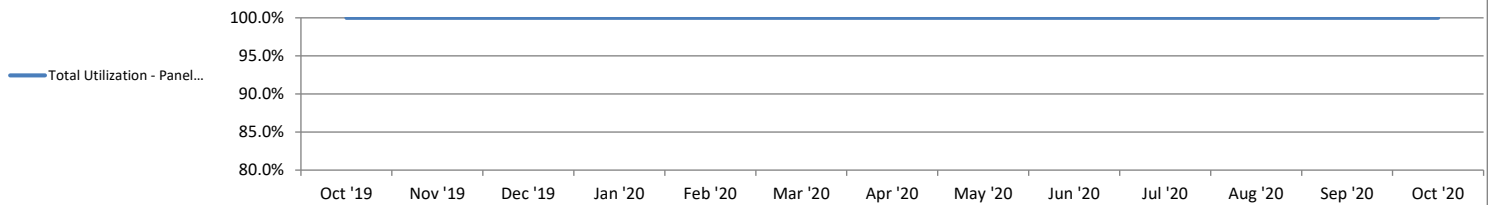
Renewals	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20
AMC	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Certified General Appraiser	95.6%	90.9%	89.5%	87.5%	87.8%	89.6%	92.5%	96.4%	94.8%	93.7%	95.1%	100.0%	98.9%
Certified Residential Appraiser	96.9%	92.0%	94.4%	95.3%	87.8%	95.8%	97.8%	96.9%	97.4%	97.1%	100.0%	100.0%	100.0%
State Licensed Appraiser	85.0%	85.7%	100.0%	85.7%	100.0%	85.0%	94.4%	83.3%	100.0%	86.7%	83.3%	90.5%	93.3%
Appraiser Trainee	92.9%	81.8%	100.0%	96.0%	78.6%	100.0%	100.0%	95.8%	100.0%	94.7%	95.0%	91.3%	96.7%
Total Utilization - Renewals	95.0%	90.0%	93.2%	91.2%	91.7%	92.2%	94.8%	96.3%	96.5%	94.8%	96.3%	98.2%	98.8%

Utilization Online Renewal Services



Panel Management Tool	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '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%
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
September 2020 - Fiscal Year 2021

Expenditure Category	Budget FY2021	Expenditures	Remaining Balance	Budget % Remaining	11/12 =91.67% Comments
Projected Beginning Balance	\$2,876,112		\$2,384,560	82.9%	
Operating Reserves	(\$738,002)		(\$738,002)	100.0%	
Available balance within Texas Treasury Safekeeping Trust	\$2,138,110		\$1,646,558	77.0%	remaining available budget to consider to balance FY2021 budget
Salaries & Wages	\$1,274,551	\$98,565	\$1,175,986	92.3%	
Employee Benefits	381,729	30,791	\$350,938	91.9%	
Retiree Insurance	46,081	0	\$46,081	100.0%	
Other Personnel Costs	38,162	1,028	\$37,134	97.3%	longevity pay
Professional Fees & Services	77,912	0	\$77,912	100.0%	
Commercial Appraisal Reviews (Experience Audits and Complaints)	48,000	0	\$48,000	100.0%	
Consumables	2,000	0	\$2,000	100.0%	
Utilities	1,036	0	\$1,036	100.0%	
Board Member Travel	23,011	0	\$23,011	100.0%	
Staff Travel	20,000	0	\$20,000	100.0%	
Office Rent	22,133	24,348	(\$2,215)	-10.0%	Office rent paid for the year
Equipment Rental	22,203	0	\$22,203	100.0%	
Registration & Membership	7,361	0	\$7,361	100.0%	
Maintenance & Repairs	4,582	0	\$4,582	100.0%	
Reproduction & Printing	1,600	0	\$1,600	100.0%	
Contract Services	31,811	0	\$31,811	100.0%	
Postage	5,150	0	\$5,150	100.0%	
Supplies & Equipment	4,754	0	\$4,754	100.0%	
Communication Services	53,430	15	\$53,415	100.0%	
Other Operating Expenses	7,821	1,263	\$6,558	83.9%	State Office of Risk Management cost
Subtotal -Operations Expenditures	2,073,327	156,010	1,917,317	92.5%	
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	1,875	20,625	91.7%	Allocated monthly until August 2021
Subtotal - Nonoperational Expenditures	57,750	1,875	55,875	96.8%	
Total Expenditures and GR Contribution	2,131,077	157,885	1,973,192		
Revenue	FY2021 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,398,423	\$115,853	\$1,282,571	91.7%	
AMCs	168,219	21,370	\$146,849	87.3%	
ACE Program Revenue	0	700	(\$700)		wasn't enough historical data to budget for this particular revenue collection
Examination fees	2,584	430	\$2,154	83.4%	Pearson Vue exam fees
Other Miscellaneous Revenue	29,299	580	\$28,719	98.0%	
Total Revenue	\$1,598,525	\$138,933	\$1,459,593	91.3%	
Operating Gains/ Losses	(\$532,552)	(\$18,952)	(\$513,600)	96.4%	Allocated monthly until August 2021
Restricted Education Reserve Fund Carryforward	\$41,000				
Revenue Over/(Under) Expenditures & Transfers	\$1,646,558	(\$18,952)	\$619,359		

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

AMC Revenue Carry forward amount was updated to use AMC revenues collected through September- previous calculation was on Est amount to be collected

Financial Services Division

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

October 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	319,568.60	(601.02)	318,967.58	3,130.35	U.S. T-Notes, 2.625	06/15/2021
09/15/2020	1,180,000.00	1,210,741.98	1,209,592.19	(2,442.97)	1,207,149.22	4,213.12	U.S. T-Notes, 2.725	09/15/2021
Totals	\$ 1,494,000.00	\$ 1,532,365.17	\$ 1,529,160.79	\$ (3,043.99)	\$ 1,526,116.80	\$ 7,343.47		

Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance	\$ 636,325.65		
Current Month Receipts		\$ 139,326.80	
Current Month Disbursements		\$ (170,670.24)	
Total Cash			\$ 604,982.21
Investment Ending Market Value			1,526,116.80
Total Account Balance			2,131,099.01
Operating Reserves			(738,002.00)
Ending Balance Available for Operations			\$ 1,393,097.01

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

Enforcement Division

Current October 31, 2020



62 Days Faster

Compared to FY '20

Complaint Resolution



5 Days Slower

Compared to FY '20

Residential Audit Turnaround



61 Days Faster

Compared to FY '20

Commercial Audit Turnaround

FY21 Incoming Complaints

FY2020

209 Complaints
186 Respondents

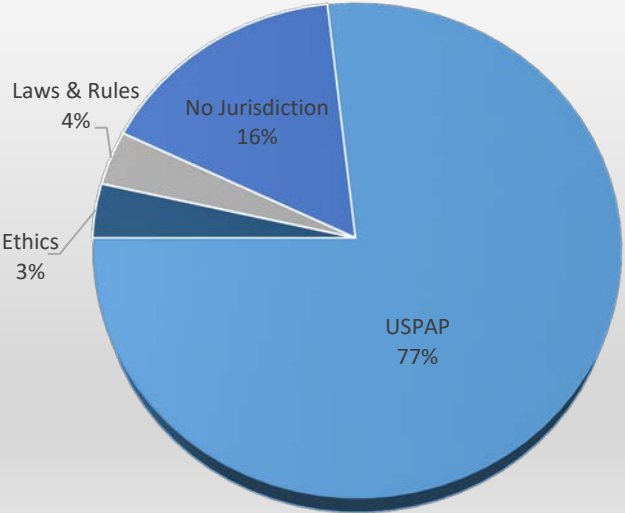
FY2021

55 Complaints
56 Respondents

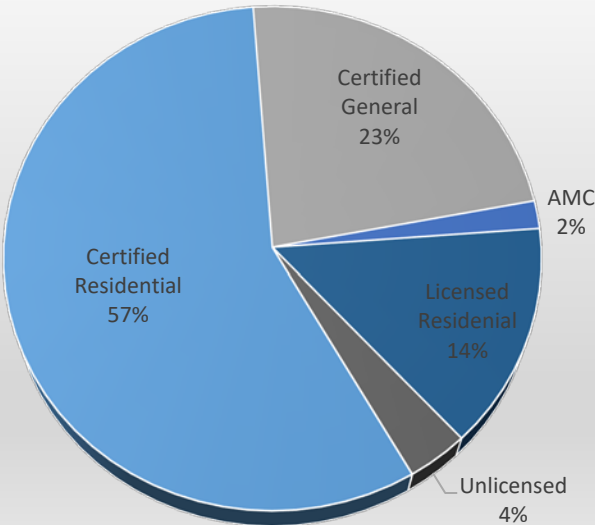
>1%

License holders received a complaint in FY21

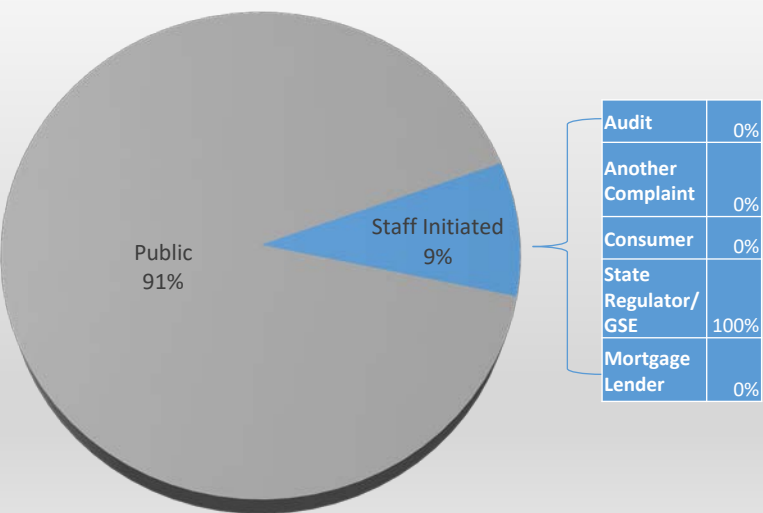
Breakdown by Classification



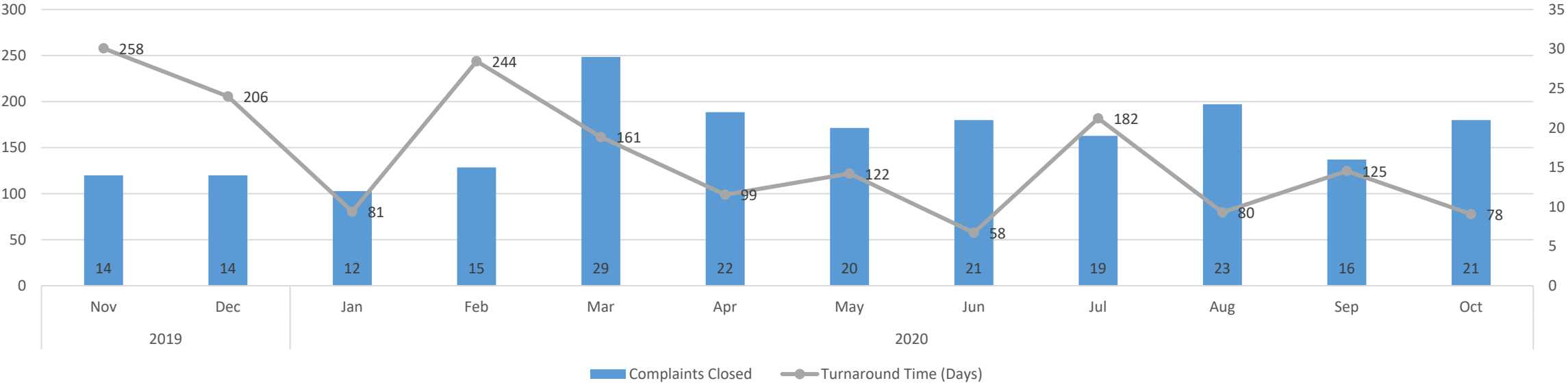
Breakdown by License



Breakdown by Source

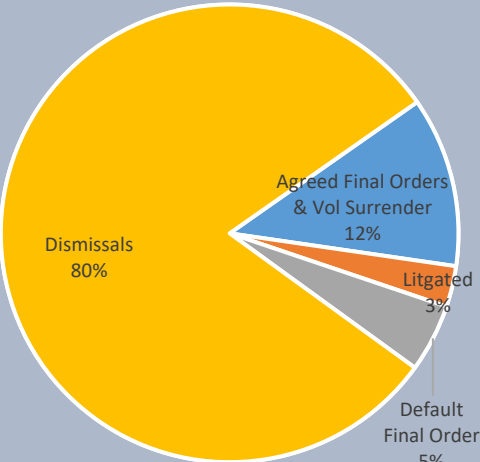


Complaint Resolution

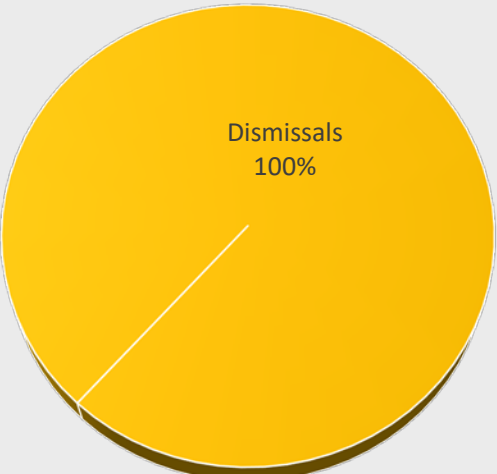


FY20 Complaint Outcome

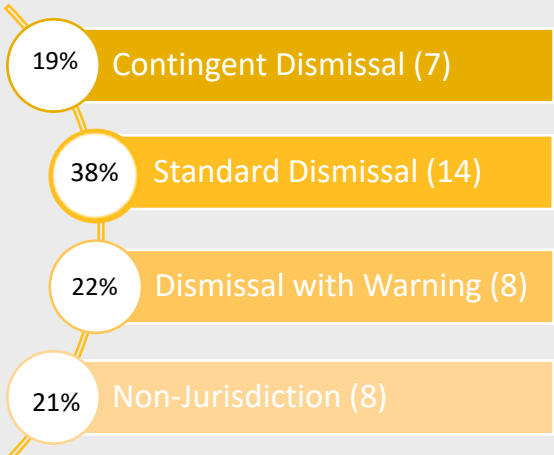
231 Complaints Resolved



FY21 Complaint Outcome



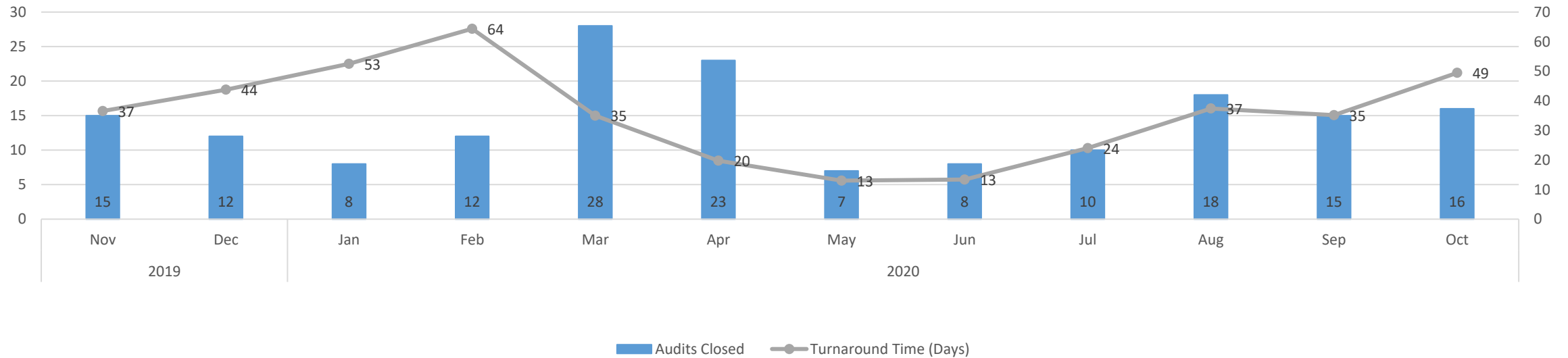
FY21 Dismissal Breakdown



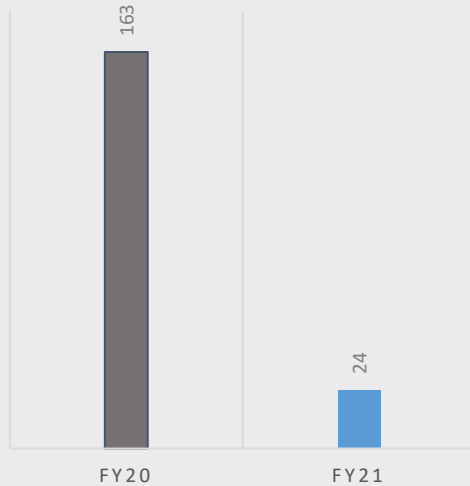
FY2021

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

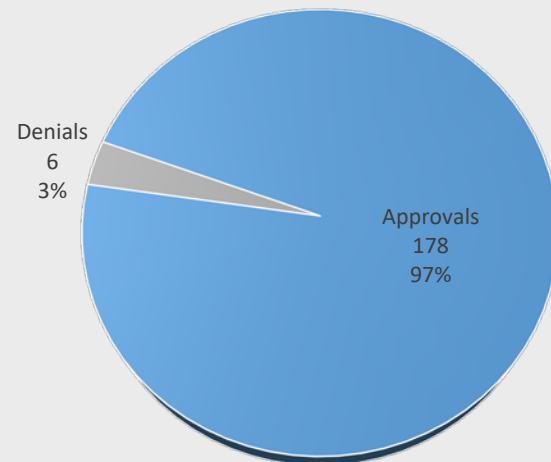
Residential Experience Audits



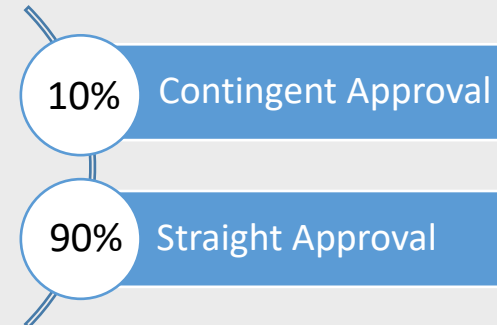
Incoming Residential Audits



FY20 - 21 Residential Audit Outcome



FY20 - 21 Residential Approval Breakdown

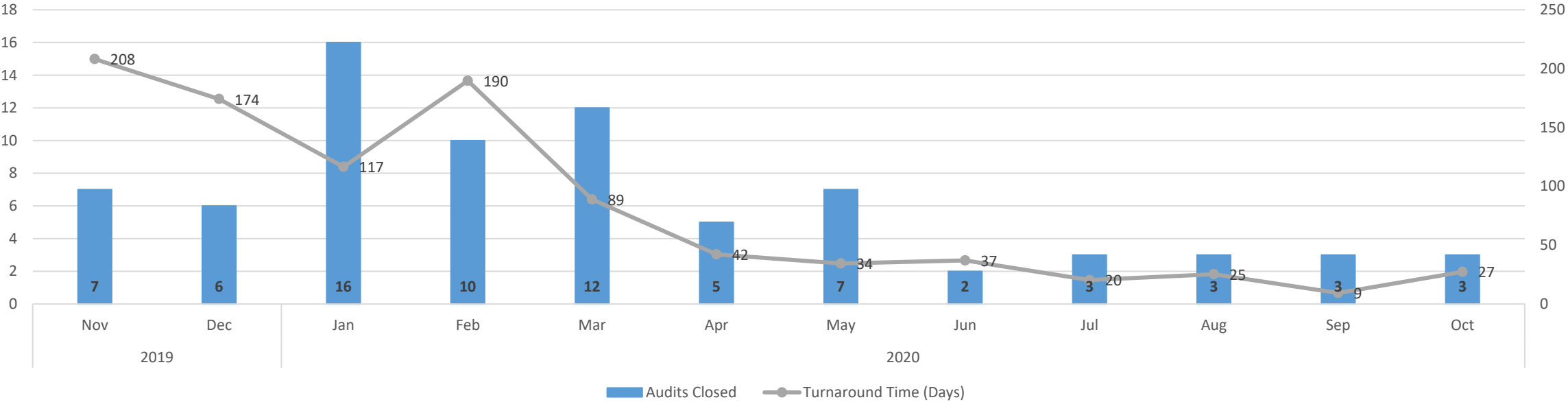


FY21 Residential Processing Data

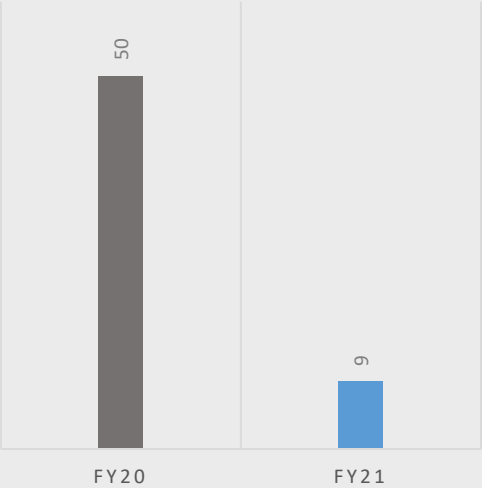
43 Days | Average Turnaround Time

31 | Total Audits Closed

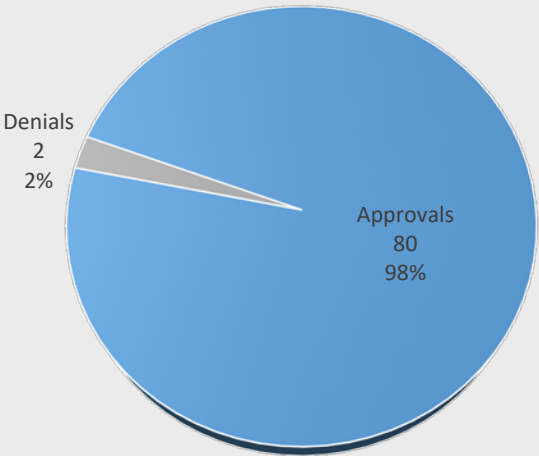
Commercial Experience Audits



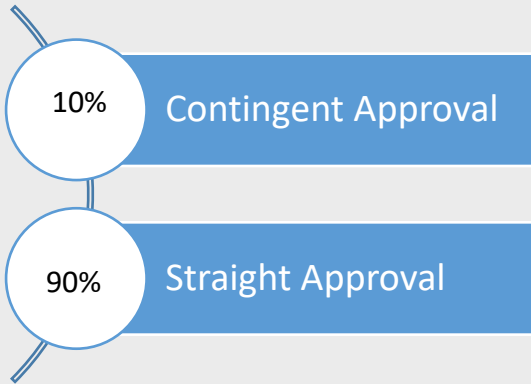
Incoming Commercial Audits



FY20 - 21 Commercial Audit Outcome



FY20 - 21 Commercial Approval Breakdown



FY21 Commercial Processing Data

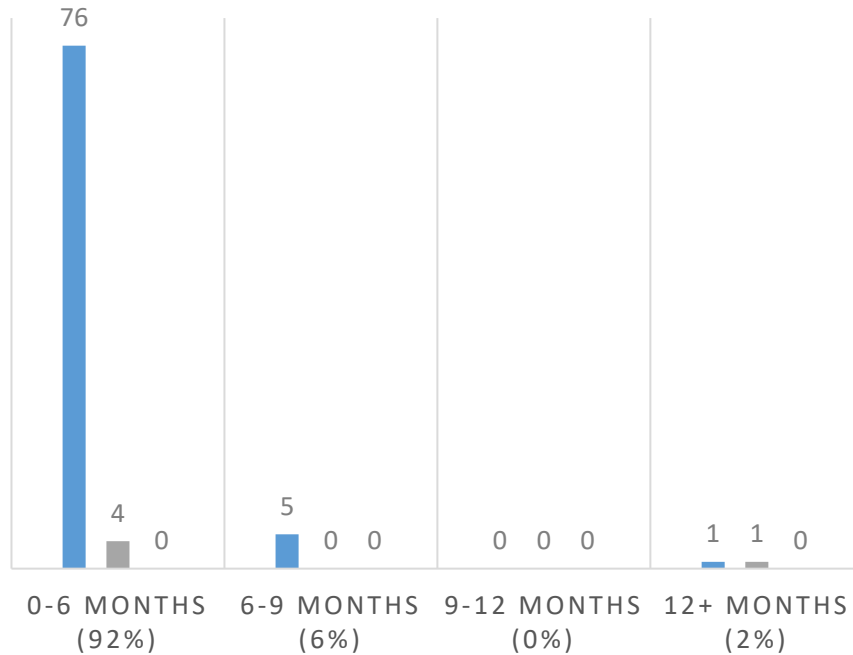
18 Days	Average Turnaround Time
6	Total Audits Closed

Open Cases Snapshot View



There are currently 87 open complaints.

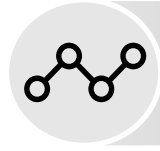
COMPLAINTS



■ Residential ■ Commercial ■ AMC

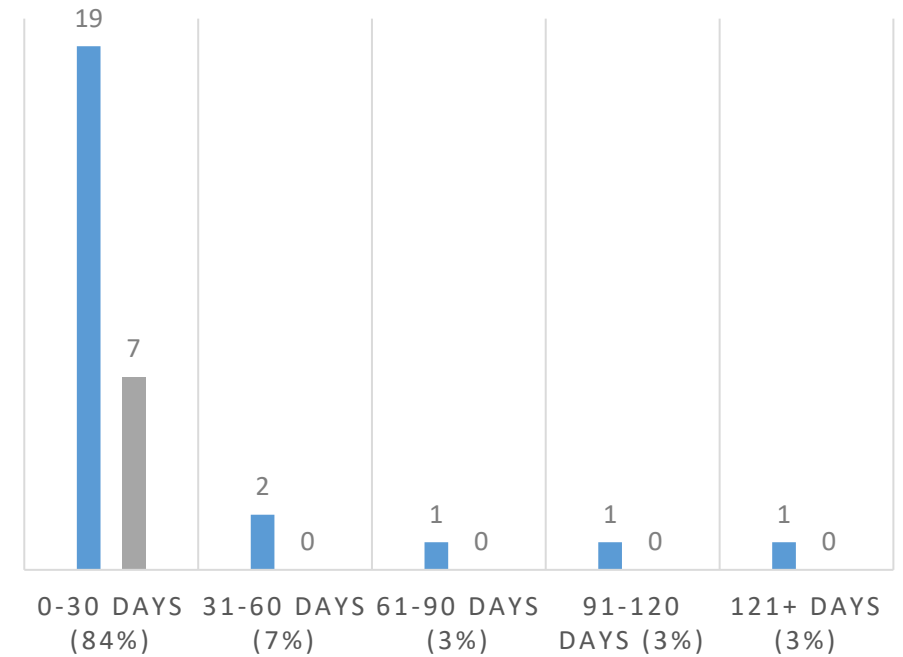
There are 2 cases over 1 year old

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



There are currently 31 open experience audits

EXPERIENCE AUDITS



■ Residential ■ Commercial

There is 1 audit over 121 days

- 1 audit pending SOAH hearing