



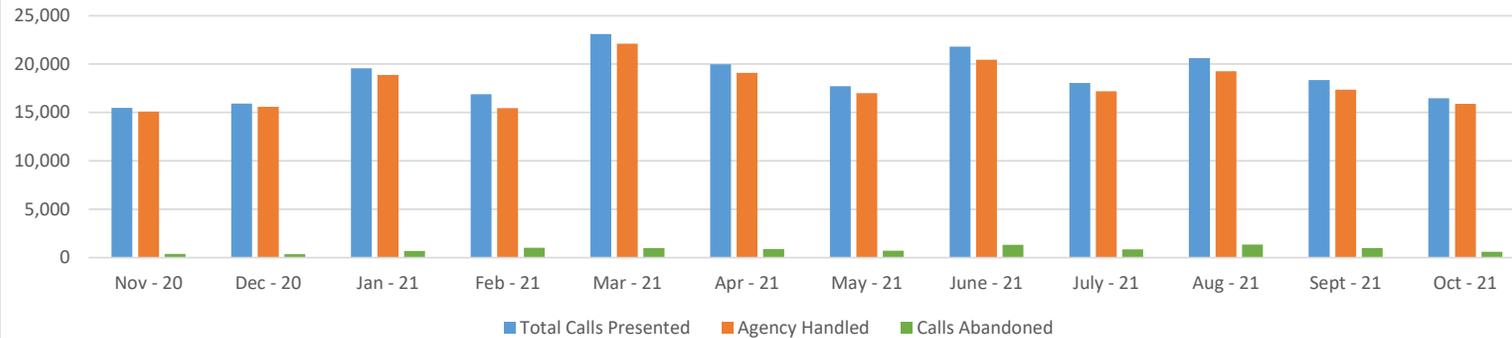
Staff Reports for October 2021

Customer Relations Division

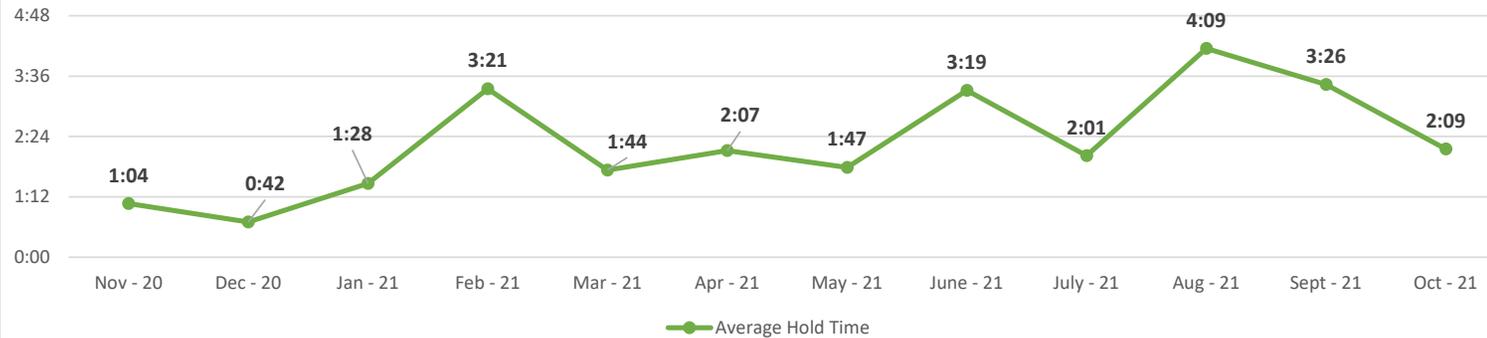
Incoming Calls

| | Nov - 20 | Dec - 20 | Jan - 21 | Feb - 21 | Mar - 21 | Apr - 21 | May - 21 | June - 21 | July - 21 | Aug - 21 | Sept - 21 | Oct - 21 | Totals |
|---|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|----------|-----------|----------|---------|
| Total Calls Presented | 15,486 | 15,934 | 19,581 | 16,903 | 23,108 | 19,996 | 17,733 | 21,801 | 18,051 | 20,618 | 18,345 | 16,486 | 224,042 |
| Agency Handled | 15,103 | 15,579 | 18,890 | 15,442 | 22,107 | 19,099 | 17,002 | 20,469 | 17,204 | 19,266 | 17,350 | 15,893 | 213,404 |
| Calls Handled Initially | 14,835 | 15,429 | 18,306 | 14,464 | 21,418 | 18,233 | 16,367 | 18,702 | 16,483 | 17,017 | 15,554 | 14,786 | 201,594 |
| Calls Handled by Courtesy Callback | 234 | 140 | 510 | 896 | 629 | 780 | 571 | 1,184 | 633 | 1,966 | 1,546 | 964 | 10,053 |
| % of Calls handled by Courtesy Callback | 1.51% | 0.88% | 2.60% | 5.30% | 2.72% | 3.90% | 3.22% | 5.43% | 3.51% | 9.54% | 8.43% | 5.85% | 4.41% |
| Calls Re-Directed for Assistance | 34 | 10 | 74 | 82 | 60 | 86 | 64 | 583 | 88 | 283 | 250 | 143 | 1,757 |
| Calls Abandoned | 382 | 355 | 691 | 1,010 | 1,001 | 874 | 731 | 1,331 | 847 | 1,352 | 995 | 593 | 10,162 |
| % of Abandoned Calls | 2.47% | 2.23% | 3.53% | 5.98% | 4.33% | 4.37% | 4.12% | 6.11% | 4.69% | 6.56% | 5.42% | 3.60% | 4.45% |
| Average Handle Time | 5:27 | 5:33 | 5:21 | 5:38 | 5:34 | 5:38 | 5:13 | 5:44 | 5:44 | 5:39 | 5:21 | 6:15 | 5:35 |
| Average Hold Time | 1:04 | 0:42 | 1:28 | 3:21 | 1:44 | 2:07 | 1:47 | 3:19 | 2:01 | 4:09 | 3:26 | 2:09 | 2:16 |

Calls Presented, Handled, and Abandoned



Average Hold Time



| Emails | | | | | | | | | | | | | |
|---------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | Nov. 20 | Dec - 20 | Jan. - 21 | Feb. - 21 | Mar. - 21 | Apr. - 21 | May. - 21 | June - 21 | July - 21 | Aug - 21 | Sept - 21 | Oct - 21 | TOTAL |
| Licensing | 3,492 | 3,945 | 4,879 | 4,662 | 5,127 | 4,483 | 4,157 | 4,157 | 3,964 | 4,178 | 3,973 | 3,587 | 50,604 |
| Education | 36 | 49 | 53 | 148 | 58 | 56 | 46 | 46 | 32 | 31 | 21 | 49 | 625 |
| Inspector | 63 | 43 | 60 | 113 | 62 | 83 | 83 | 83 | 66 | 74 | 40 | 26 | 796 |
| Enforcement | 95 | 116 | 532 | 175 | 222 | 181 | 119 | 119 | 102 | 107 | 120 | 89 | 1,977 |
| TALCB Lic | 102 | 92 | 89 | 137 | 133 | 145 | 149 | 149 | 149 | 121 | 124 | 86 | 1,476 |
| TALCB Enf | 8 | 7 | 7 | 12 | 14 | 11 | 4 | 4 | 19 | 12 | 12 | 13 | 123 |
| Total | 3,796 | 4,252 | 5,620 | 5,247 | 5,616 | 4,959 | 4,558 | 4,558 | 4,332 | 4,523 | 4,290 | 3,856 | 55,607 |
| % handled in 1 day | 99.55% | 99.18% | 95.50% | 73.51% | 99.18% | 96.45% | 98.31% | 98.31% | 94.97% | 90.21% | 98.25% | 99.40% | 95.24% |

| TALCB and TREC 1st Quarter Call Comparisons | | | | | | |
|---|---------------------------|----------------------------------|---------------------------|----------------------------------|---------------------------|----------------------------------|
| | September, 2021 | | October, 2021 | | November, 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 | 1,301 | 17,044 | 1,245 | 15,241 | | |
| Agency Handled | 1,241 | 16,162 | 1,168 | 14,725 | | |
| Calls Handled Initially | 1,104 | 14,501 | 1,067 | 13,719 | | |
| Calls Handled by Courtesy Callback | 117 | 1431 | 82 | 882 | | |
| Calls Re-Directed for Assistance | 20 | 230 | 19 | 124 | | |
| Calls Abandoned | 116 | 882 | 77 | 516 | | |
| Hold Times | 3:19 | 3:26 | 2:17 | 2:08 | | |
| % of Abandoned Calls | 8.92% | 5.17% | 6.18% | 3.39% | | |
| % of Callbacks | 8.99% | 8.40% | 6.59% | 5.79% | | |
| % of all calls | 7.09% | 92.91% | 7.55% | 92.45% | | |

Education & Examination Services

TALCB Provider and Course Applications

Fiscal Year 2022

| | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | YTD |
|------------------------------------|-----------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|
| Applications Received | | | | | | | | | | | | | |
| Initial ACE Provider | 0 | 2 | | | | | | | | | | | 2 |
| Renewal ACE Provider | 5 | 2 | | | | | | | | | | | 7 |
| Initial ACE Elective Course | 17 | 20 | | | | | | | | | | | 37 |
| <i>Classroom Delivery</i> | 13 | 18 | | | | | | | | | | | 31 |
| <i>Online Delivery</i> | 4 | 2 | | | | | | | | | | | 6 |
| Renewal ACE Elective Course | 15 | 4 | | | | | | | | | | | 19 |
| <i>Classroom Delivery</i> | 8 | 0 | | | | | | | | | | | 8 |
| <i>Online Delivery</i> | 7 | 4 | | | | | | | | | | | 11 |
| Qualifying Course Acceptance | 2 | 3 | | | | | | | | | | | 5 |
| <i>Classroom Delivery</i> | 0 | 3 | | | | | | | | | | | 3 |
| <i>Online Delivery</i> | 2 | 0 | | | | | | | | | | | 2 |
| Total Applications Received | 39 | 31 | | | | | | | | | | | 70 |
| | | | | | | | | | | | | | |
| | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | YTD |
| Applications Approved | | | | | | | | | | | | | |
| Initial ACE Provider | 0 | 1 | | | | | | | | | | | 1 |
| Renewal ACE Provider | 3 | 2 | | | | | | | | | | | 5 |
| Initial ACE Elective Course | 19 | 13 | | | | | | | | | | | 32 |
| <i>Classroom Delivery</i> | 12 | 11 | | | | | | | | | | | 23 |
| <i>Online Delivery</i> | 7 | 2 | | | | | | | | | | | 9 |
| Renewal ACE Elective Course | 11 | 5 | | | | | | | | | | | 16 |
| <i>Classroom Delivery</i> | 7 | 1 | | | | | | | | | | | 8 |
| <i>Online Delivery</i> | 4 | 4 | | | | | | | | | | | 8 |
| Qualifying Course Acceptance | 1 | 4 | | | | | | | | | | | 5 |
| <i>Classroom Delivery</i> | 0 | 3 | | | | | | | | | | | 3 |
| <i>Online Delivery</i> | 1 | 1 | | | | | | | | | | | 2 |
| Total Applications Approved | 34 | 25 | | | | | | | | | | | 59 |

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
 October 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 |
| 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 |
| | Jun21 | 2,336 | 2,493 | 462 | 5,291 | 10 | 1,129 | -5 | 6,420 | 5 |
| | Jul21 | 2,329 | 2,500 | 464 | 5,293 | 2 | 1,152 | 23 | 6,445 | 25 |
| | Aug21 | 2,324 | 2,510 | 470 | 5,304 | 11 | 1,166 | 14 | 6,470 | 25 |
| 2022 | Sept21 | 2,324 | 2,515 | 477 | 5,316 | 12 | 1,194 | 28 | 6,510 | 40 |
| | Oct 21 | 2,335 | 2,521 | 484 | 5,340 | 24 | 1,233 | 39 | 6,573 | 63 |
| September 2021 | | | | | | | | | | |
| Inactive Appraisers | | GENERAL 48 | RESIDENTIAL 52 | LICENSE 17 | TOTAL 117 | | TRAINEE 101 | | TOTAL 218 | |
| | | | | | | | | | | Out-of-State Temporary Registrations: 125 |
| | | | | | | | | | | Total All License Holders: 6,916 |

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
 APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
 October 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 - 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 |
| | Jun21 | 0 | 1 | 6 |
| | Jul21 | 4 | 3 | 5 |
| | Aug21 | 0 | 1 | 3 |
| 2021 - Total | | 14 | 14 | 34 |
| 2022 | Sep 21 | 2 | 2 | 2 |
| | Oct 21 | 2 | 2 | 8 |
| Registrations issued from March 2012 to Oct 2021 | | | 299 | |
| Registrations Expired > 6 months as of Oct 2021 | | | -80 | |
| Registrations Expired < 6 months as of Oct 2021 | | | -1 | |
| Registrations Surrendered | | | -30 | |
| Registrations Revoked | | | -3 | |
| Registrations Re-Issued > 6 months after expiration date | | | -7 | |
| TOTAL AMC REGISTRATIONS | | | 178 | |

Licensing Division - TALCB

Applications Received and Renewal Activity

Fiscal Year 2022 - Year-to-Date Comparison

October

| Original Applications Received | Sept 2020 - Oct 2020 | Sep 2021 - Oct 2021 | Variance | Percent |
|--|-----------------------------|----------------------------|-----------------|----------------|
| Certified General Applications | 21 | 29 | 8 | 38.10% |
| Certified Residential Applications | 26 | 54 | 28 | 107.69% |
| Licensed Residential Applications | 25 | 42 | 17 | 68.00% |
| Appraiser Trainee Applications | 137 | 179 | 42 | 30.66% |
| Non-Residential Temporary Applications | 38 | 35 | -3 | -7.89% |
| Total Original Applications | 247 | 339 | 92 | 37.25% |

| Renewal Activity | % Renewed FY21 | % Renewed FY22 | Variance | Percent | | |
|--------------------------------|-----------------------|-----------------------|-----------------|----------------|-----|---------|
| Certified General Renewals | 158 | 78.61% | 109 | 81.95% | -49 | -31.01% |
| Certified Residential Renewals | 160 | 84.66% | 168 | 92.31% | 8 | 5.00% |
| Licensed Residential Renewals | 24 | 61.54% | 27 | 84.38% | 3 | 12.50% |
| Appraiser Trainee Renewals | 39 | 37.14% | 45 | 56.96% | 6 | 15.38% |

Licensing Division

Average Number of Calendar Days to Issue a License

October 2021

Real Estate Appraiser Applications

| | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 | Apr 21 | May 21 | Jun 21 | Jul 21 | Aug 21 | Sept 21 | Oct 21 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Certified General Appraiser | 7.97 | 12.88 | 5.84 | 3.51 | 6.00 | 5.28 | 6.92 | 9.28 | 7.54 | 5.85 | 3.60 | 1.52 | 3.27 |
| <i>Number of Applications Received</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> | <i>11</i> | <i>9</i> | <i>13</i> | <i>13</i> | <i>16</i> |
| Certified Residential Appraiser | 13.72 | 11.17 | 6.54 | 6.20 | 8.29 | 10.36 | 13.16 | 11.17 | 9.48 | 7.96 | 4.89 | 3.04 | 4.81 |
| <i>Number of Applications Received</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> | <i>17</i> | <i>19</i> | <i>13</i> | <i>25</i> | <i>29</i> |
| Licensed Residential Appraiser | 13.87 | 8.26 | 4.91 | 5.03 | 12.22 | 12.54 | 13.10 | 14.21 | 8.69 | 8.24 | 4.26 | 3.51 | 4.40 |
| <i>Number of Applications Received</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> | <i>18</i> | <i>18</i> | <i>23</i> | <i>25</i> | <i>17</i> |
| Appraiser Trainee | 17.04 | 9.33 | 9.87 | 8.24 | 9.18 | 10.47 | 7.70 | 5.89 | 4.21 | 2.84 | 3.44 | 2.77 | 3.51 |
| <i>Number of Applications Received</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> | <i>86</i> | <i>82</i> | <i>77</i> | <i>98</i> | <i>81</i> |
| Temporary Non-Resident Appraiser | 2.01 | 2.38 | 2.09 | 1.78 | 1.86 | 1.44 | 1.77 | 1.34 | 1.19 | 2.03 | 0.86 | 0.86 | 0.59 |
| <i>Number of Applications Received</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> | <i>25</i> | <i>21</i> | <i>29</i> | <i>17</i> | <i>18</i> |

Appraisal Management Company Applications

| | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 | Apr 21 | May 21 | Jun 21 | Jul 21 | Aug 21 | Sept 21 | Oct 21 |
|------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Appraisal Management Company | 5.50 | 3.42 | 0.41 | 1.45 | 6.61 | n/a | n/a | n/a | 1.38 | 1.55 | 6.47 | 3.89 | 2.44 |
| | <i>1</i> | <i>1</i> | <i>2</i> | <i>3</i> | <i>0</i> | <i>0</i> | <i>0</i> | <i>1</i> | <i>0</i> | <i>4</i> | <i>0</i> | <i>2</i> | <i>2</i> |

Information & Technology Division

Electronic Information Outlet Statistics

October 2021

| Website | Current Month | FYTD Total | Prior FYTD Total |
|-----------------------------|---------------|------------|------------------|
| Total Pages Viewed | 78,512 | 153,679 | 137,057 |
| Total Monthly Unique Visits | 22,989 | 44,427 | 45,223 |

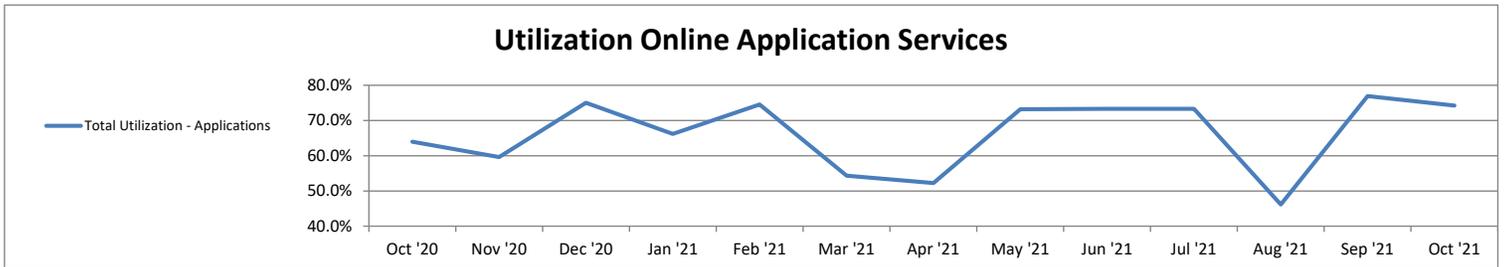
| Online Transactions | Total | Online | Online Percent | FYTD Online Percent | Prior FYTD Percent |
|---------------------------------|-------------|-------------|----------------|---------------------|--------------------|
| Applications | 97 | 72 | 74.2% | 75.5% | 74.4% |
| AMC | 2 | 0 | 0.0% | 0.0% | N/A |
| Certified General Appraiser | 8 | 1 | 12.5% | 29.4% | 57.1% |
| Certified Residential Appraiser | 14 | 5 | 35.7% | 42.3% | 55.6% |
| State Licensed Appraiser | 8 | 6 | 75.0% | 68.8% | 40.0% |
| Appraiser Trainee | 65 | 60 | 92.3% | 92.0% | 85.7% |
| Renewals | 238 | 235 | 98.7% | 97.8% | 98.2% |
| AMC | 8 | 8 | 100.0% | 100.0% | 100.0% |
| Certified General Appraiser | 82 | 81 | 98.8% | 97.7% | 100.0% |
| Certified Residential Appraiser | 108 | 106 | 98.1% | 97.4% | 100.0% |
| State Licensed Appraiser | 13 | 13 | 100.0% | 96.9% | 90.5% |
| Appraiser Trainee | 27 | 27 | 100.0% | 100.0% | 91.3% |
| AMC Panel Transactions | 1329 | 1329 | 100.0% | 100.0% | 100.0% |
| Additions | 912 | 912 | 100.0% | 100.0% | 100.0% |
| Removals | 417 | 417 | 100.0% | 100.0% | 100.0% |

Information & Technology Division
Electronic Information Outlet Statistics

October 2021

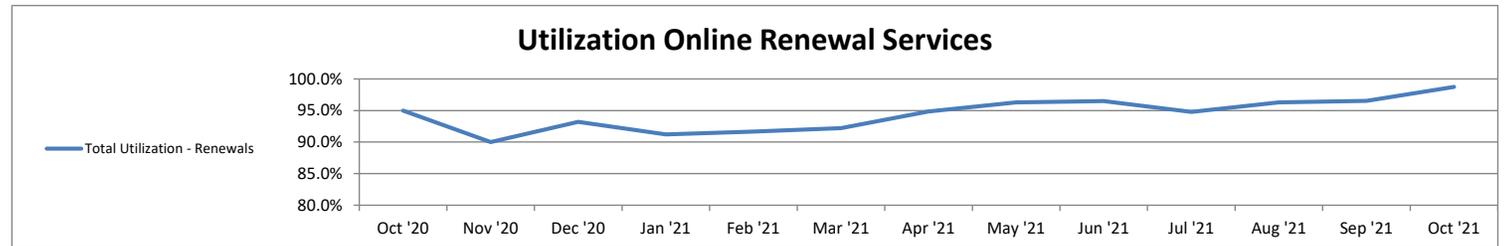
| Applications | Oct '20 | Nov '20 | Dec '20 | Jan '21 | Feb '21 | Mar '21 | Apr '21 | May '21 | Jun '21 | Jul '21 | Aug '21 | Sep '21 | Oct '21 |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| AMC | 66.7% | 100.0% | 100.0% | N/A | 0.0% | 0.0% | 0.0% | N/A | 100.0% | 100.0% | N/A | 0.0% | 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% | 44.4% | 12.5% |
| 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% | 50.0% | 35.7% |
| 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% | 62.5% | 75.0% |
| Appraiser Trainee | 87.5% | 87.5% | 82.4% | 85.7% | 81.3% | 88.2% | 81.8% | 91.4% | 85.0% | 88.5% | 75.0% | 91.7% | 92.3% |
| 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% | 76.9% | 74.2% |

Utilization Online Application Services



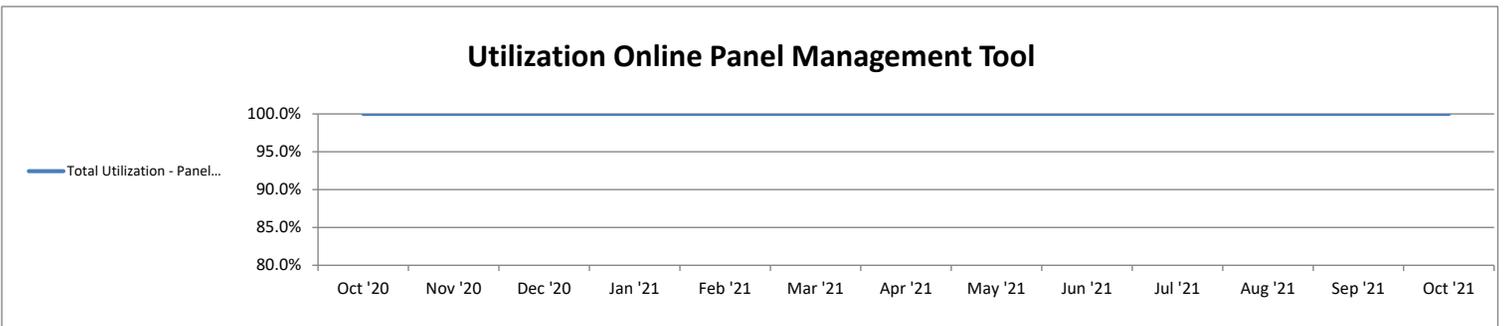
| Renewals | Oct '20 | Nov '20 | Dec '20 | Jan '21 | Feb '21 | Mar '21 | Apr '21 | May '21 | Jun '21 | Jul '21 | Aug '21 | Sep '21 | Oct '21 |
|-------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| 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% | 95.7% | 98.8% |
| 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% | 96.3% | 98.1% |
| 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% | 94.7% | 100.0% |
| Appraiser Trainee | 92.9% | 81.8% | 100.0% | 96.0% | 78.6% | 100.0% | 100.0% | 95.8% | 100.0% | 94.7% | 95.0% | 100.0% | 100.0% |
| 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% | 96.5% | 98.7% |

Utilization Online Renewal Services



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

Utilization Online Panel Management Tool



Financial Services Division
TALCB Budget Status Report
October 2021 - Fiscal Year 2022

| Expenditure Category | Beginning Balance FY2022 | Expenditures | Remaining Balance | Budget % Remaining | 10/12 = 83.33% Comments |
|--|--------------------------|-------------------|-----------------------------------|-------------------------------------|---|
| Actual Beginning Balance | \$2,373,564 | | \$2,083,385 | | includes Trust cash balances as of 8/31/2021, reduced by expenditures for FY21 paid after 8/31/21 and payroll liability as of 8/31/2021; remaining balance represents Trust balance as of 9/30/21 |
| Operating Reserves | (\$652,638) | | (\$652,638) | | |
| Available balance within Texas Treasury Safekeeping Trust | \$1,720,926 | | \$1,430,747 | | remaining available budget to consider to balance FY2022 budget |
| Salaries & Wages | \$1,173,582 | \$168,705 | \$1,004,877 | 85.6% | |
| Other Personnel Costs | 458,390 | 51,610 | \$406,780 | 88.7% | |
| Professional Services | 63,648 | 20,653 | \$42,995 | 67.6% | Luna Data - Computer consultant services |
| Consumables | 2,000 | 14 | \$1,986 | 99.3% | |
| Utilities | 239 | 0 | \$239 | 100.0% | |
| Travel | 27,000 | 993 | \$26,007 | 96.3% | |
| Rent - Building - Other | 26,473 | 0 | \$26,473 | 100.0% | |
| Rent - Equipment | 12,096 | 144 | \$11,952 | 98.8% | |
| Other Operating Expense | 77,247 | 10,720 | \$66,527 | 86.1% | 2021 AARO Conference registration, Worker's Compensation & Risk Mgmt Services (SORM), cost for mail services, SAE training for SES staff, SHRM renewal for HR Director, notary renewal for Board secretary, online business skills library, TTSTC bank fees |
| Subtotal -Operations Expenditures | 1,840,675 | 252,839 | 1,587,836 | 86.3% | |
| DPS Criminal History Background Checks | 250 | 0 | 250 | 100.0% | |
| Statewide Cost Allocation Plan (SWCAP) | 23,754 | 0 | 23,754 | 100.0% | Indirect costs charged by the state |
| Contribution to General Revenue | 22,500 | 3,750 | 18,750 | 83.3% | allocated monthly until 8/31/2022; actual payment amount made to General Revenue fund |
| Subtotal - Nonoperational Expenditures | 46,504 | 3,750 | 42,754 | 91.9% | |
| Total Expenditures and GR Contribution | 1,887,179 | 256,589 | 1,630,590 | 86.4% | |
| Revenue | FY2022 Projected Revenue | Revenue Collected | Revenue Remaining to be Collected | Revenue % Remaining to be Collected | Comments |
| License Fees | \$1,460,149 | \$252,359 | \$1,207,790 | 82.7% | 285 total applications & 437 total renewals |
| AMCs | 805,087 | 83,245 | \$721,842 | 89.7% | 4 new AMCs, 11 AMC renewals, 4,831 of panelist activities |
| ACE Program Revenue | 42,460 | 4,630 | \$37,830 | 0.0% | No new ACE providers, 4 renewals from ACE Providers, 14 CE Class Renewals AQB/Other State, 11 AQB approved courses |
| Examination fees | 2,668 | 440 | \$2,228 | 83.5% | Pearson Vue exam fees-44 exams taken |
| Other Miscellaneous Revenue | 25,456 | 17,850 | \$7,606 | 29.9% | 24 Appraiser Trainee experience reviews, 4 ACE extension requests, Interest earned |
| TALCB ASC grant | 0 | 31,536 | (\$31,536) | 0.0% | ASC grant to develop Complaint portal |
| Total Revenue | \$2,335,820 | \$390,060 | \$1,945,760 | 83.3% | |
| Operating Gains/ Losses | \$448,641 | \$133,471 | \$582,112 | 129.8% | |
| Restricted Education Reserve Fund Carryforward | \$37,537 | | | | |
| Revenue Over/(Under) Expenditures & Transfers | \$2,207,104 | \$133,471 | \$1,745,917 | | |

Financial Services Division

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

October 2021

| Purchase Date | Par Value | Purchase Price | Beginning Market Value | Additions Changes | Ending Market Value | Accrued Interest | Description | Maturity Date |
|---------------|------------------------|------------------------|------------------------|----------------------|------------------------|--------------------|---------------------|---------------|
| 06/15/2021 | 126,800.00 | 128,917.21 | 128,315.66 | (188.22) | 128,127.44 | 842.73 | U.S. T-Notes, 1.75 | 06/15/2022 |
| 09/15/2021 | 985,800.00 | 999,780.68 | 999,162.21 | (1,540.31) | 997,621.90 | 1,919.86 | U.S. T-Notes, 1.500 | 09/15/2022 |
| Totals | \$ 1,112,600.00 | \$ 1,128,697.89 | \$ 1,127,477.87 | \$ (1,728.53) | \$ 1,125,749.34 | \$ 2,762.59 | | |

Monthly Activity

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

| | | | |
|--|-----------------|----------------|------------------------|
| Beginning Cash Available Balance | \$ 1,077,921.36 | | |
| Current Month Receipts | | \$ 177,577.18 | |
| Current Month Disbursements | | \$ (87,452.70) | |
| Total Cash | | | \$ 1,168,045.84 |
| Investment Ending Market Value | | | 1,125,749.34 |
| Total Account Balance | | | 2,293,795.18 |
| Operating Reserves | | | (652,638.00) |
| Ending Balance Available for Operations | | | \$ 1,641,157.18 |

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**

October 2021

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

| | | | |
|------------------------------------|-----------------|-------------|---------------------------|
| Beginning Balance | \$ | 37,537.72 | |
| Current Month Receipts | | | |
| | Admin Penalties | \$ | 0.00 |
| | Interest Earned | | 0.47 |
| Current Month Disbursements | \$ | <u>0.00</u> | |
| Total Cash | \$ | | <u>37,538.19</u> |
| Reserved for Education Development | | | <u>(37,538.19)</u> |
| Balance | \$ | | <u><u>0.00</u></u> |

Enforcement Division

Current October 31, 2021



11 Days Faster

Compared to FY '21

Complaint Resolution



4 Days Slower

Compared to FY '21

Residential Audit Turnaround



2 Days Slower

Compared to FY '21

Commercial Audit Turnaround

FY22 Incoming Complaints

FY2021

301 Complaints
263 Respondents

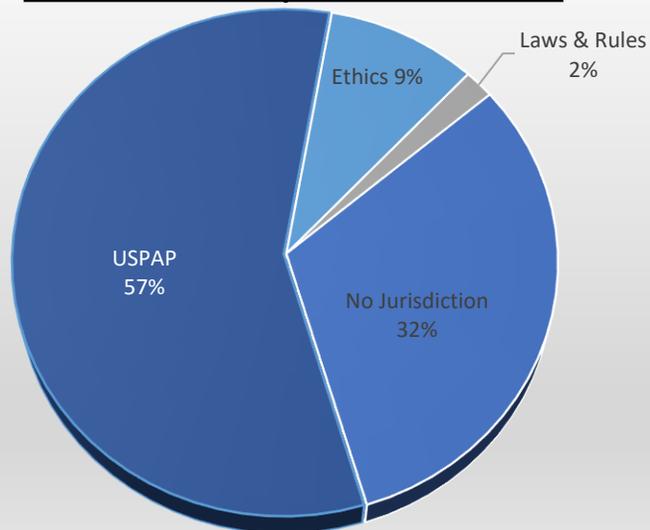
FY2022

54 Complaints
50 Respondents

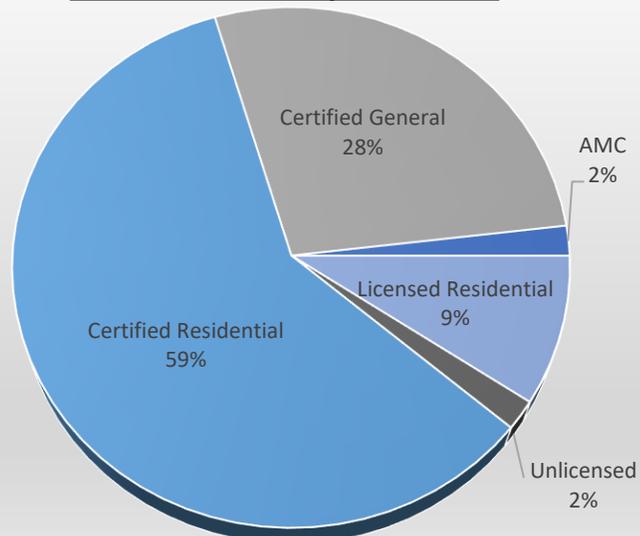
<1%

License holders received a complaint in FY22

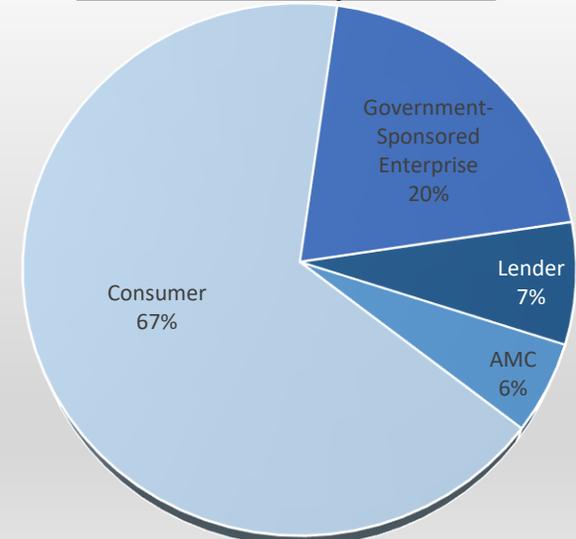
Breakdown by Classification



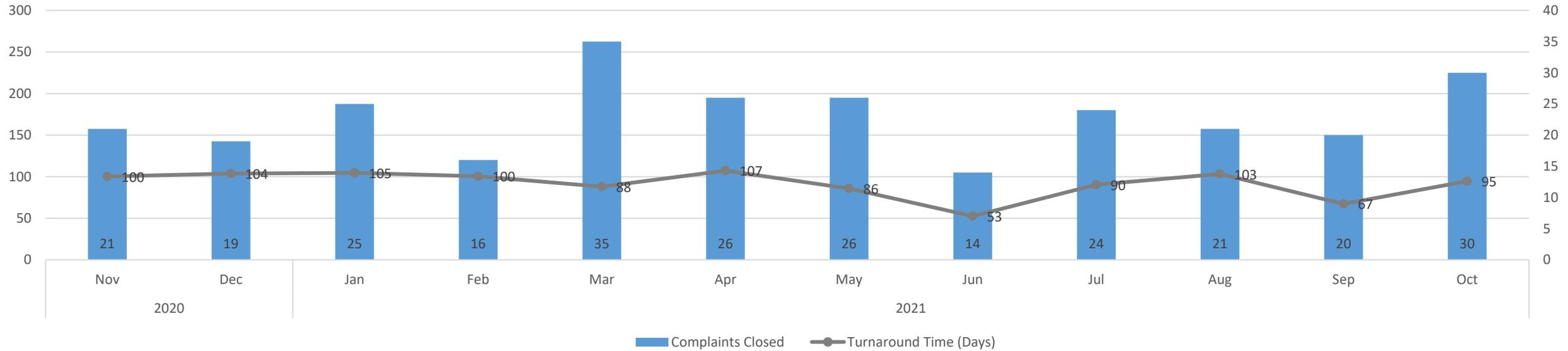
Breakdown by License



Breakdown by Source

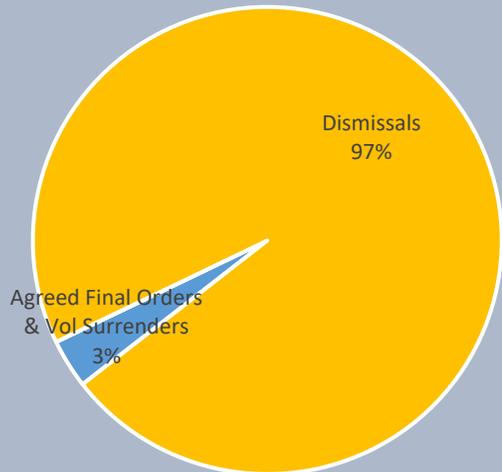


Complaint Resolution



FY21 Complaint Outcome

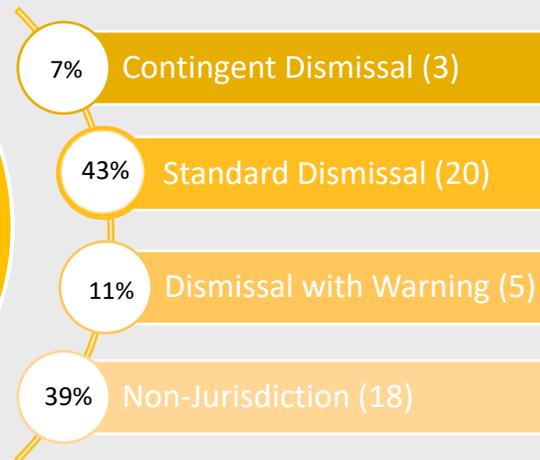
264 Complaints Resolved



FY22 Complaint Outcome



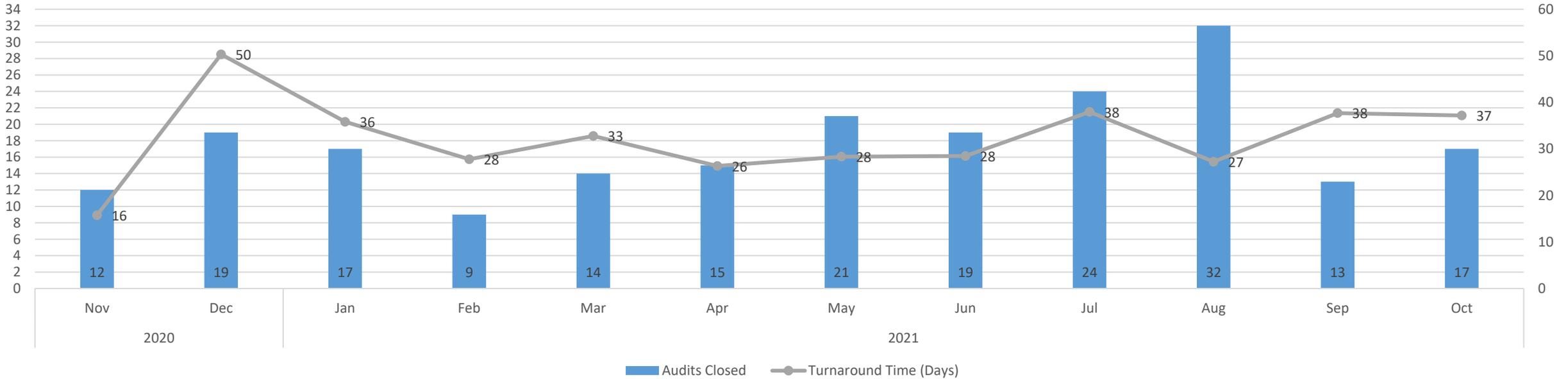
FY22 Dismissal Breakdown



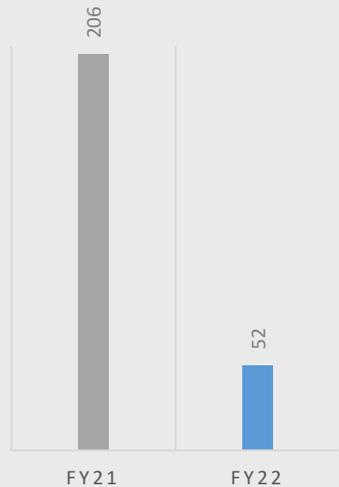
FY2022

| | |
|-----|--------------------------------------|
| 50 | Complaint Resolved |
| 84 | Average turnaround time (days) |
| 0 | Complaints Litigated |
| NA | Success Rate |
| <1% | License holders receiving discipline |

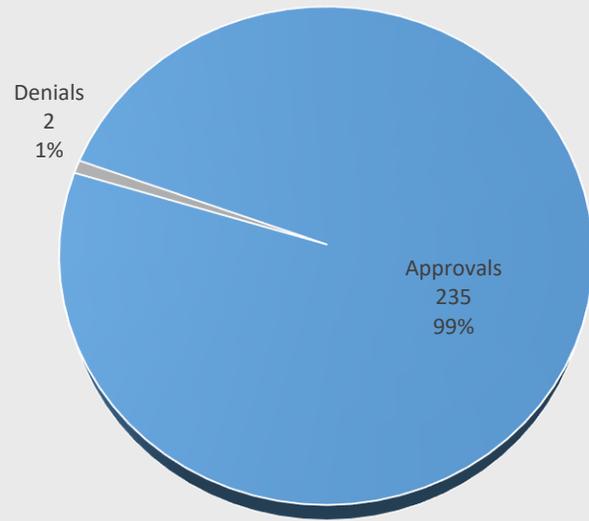
Residential Experience Audits



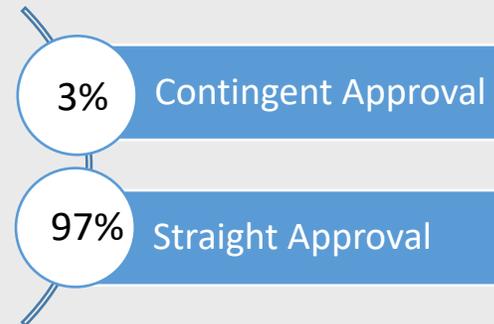
Incoming Residential Audits



FY21 - 22 Residential Audit Outcome



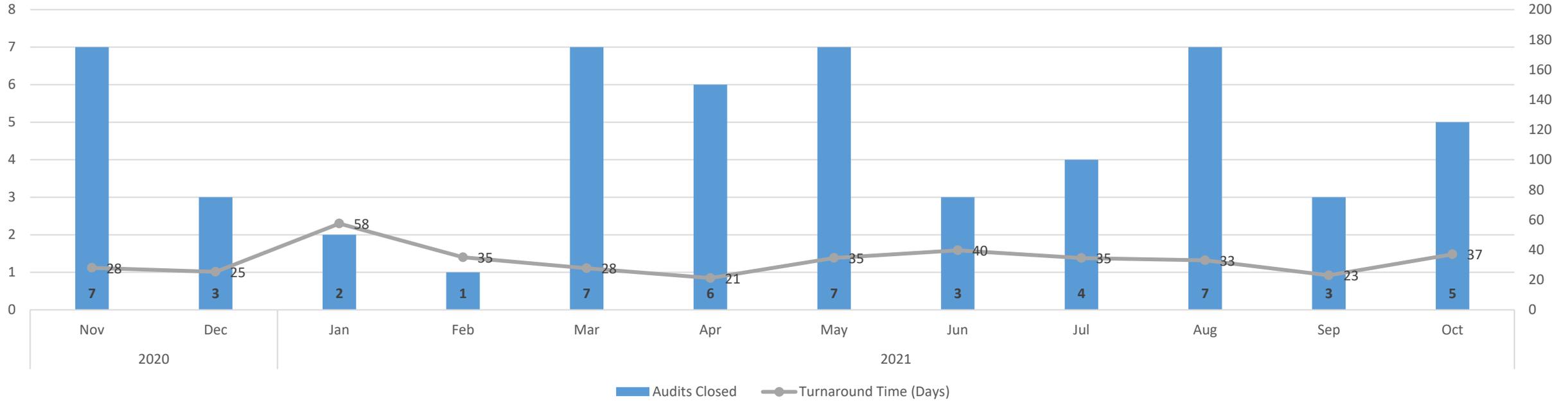
FY21- 22 Residential Approval Breakdown



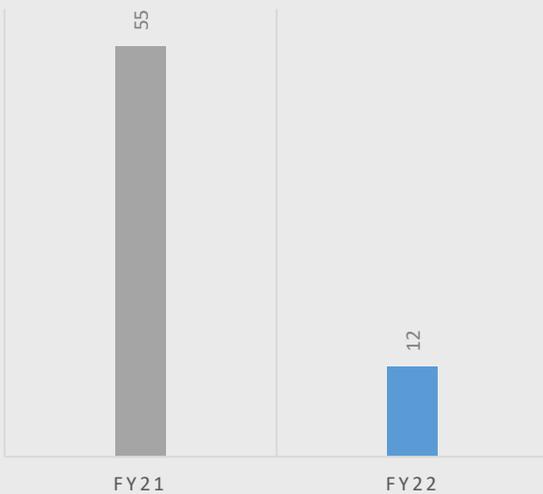
FY22 Residential Processing Data

| | |
|---------|-------------------------|
| 37 Days | Average Turnaround Time |
| 30 | Total Audits Closed |

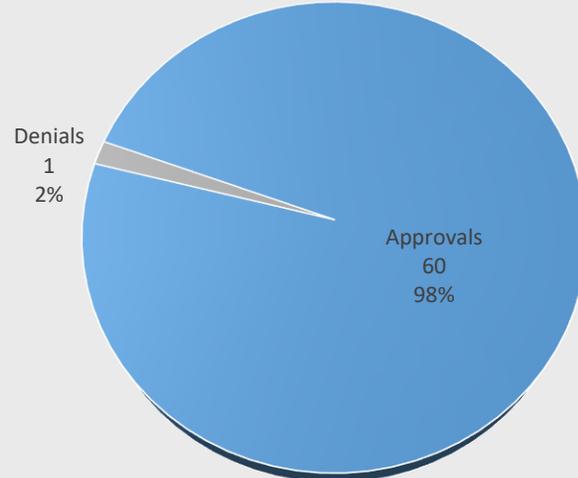
Commercial Experience Audits



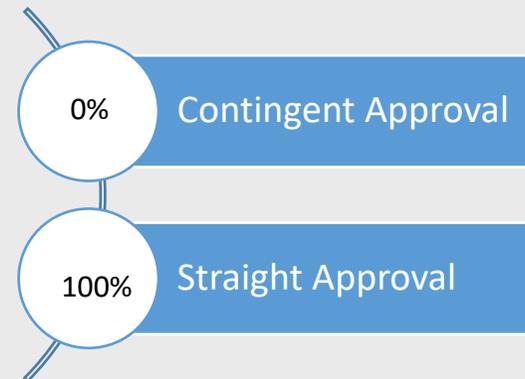
Incoming Commercial Audits



FY21 - 22 Commercial Audit Outcome



FY21 - 22 Commercial Approval Breakdown



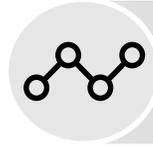
FY22 Commercial Processing Data

32 Days | Average Turnaround Time
8 | Total Audits Closed

Open Cases Snapshot View

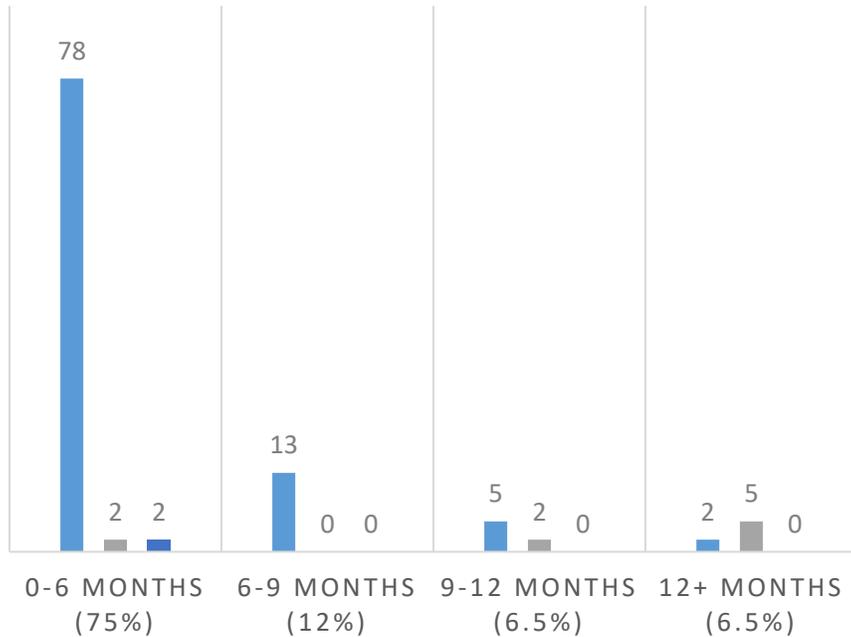


There are currently 109 open complaints.



There are currently 56 open experience audits

COMPLAINTS

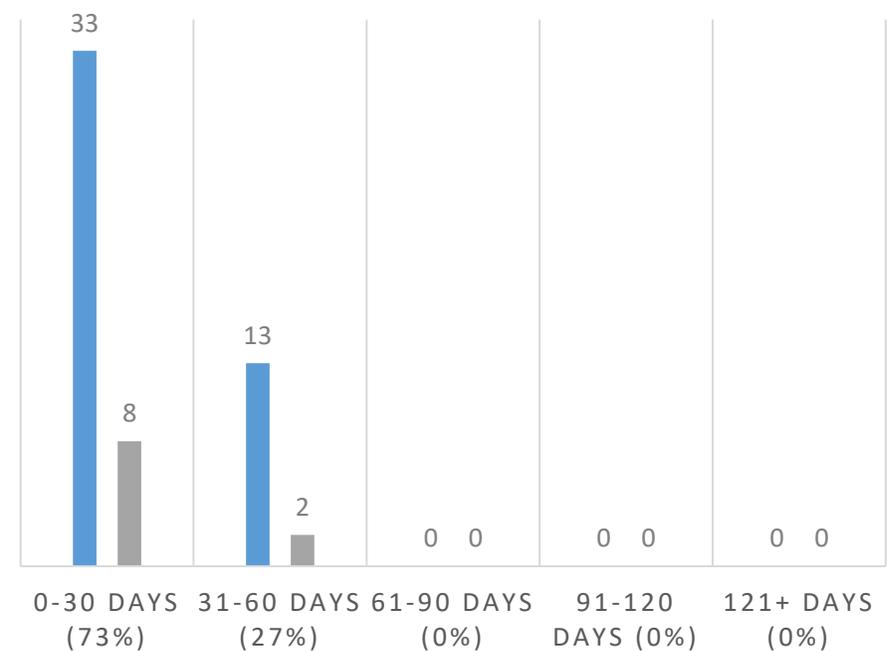


■ Residential ■ Commercial ■ AMC

There are 7 cases over 1 year old

- 5 cases abated
- 2 cases are pending a SOAH

EXPERIENCE AUDITS



■ Residential ■ Commercial