



Staff Reports for October 2024

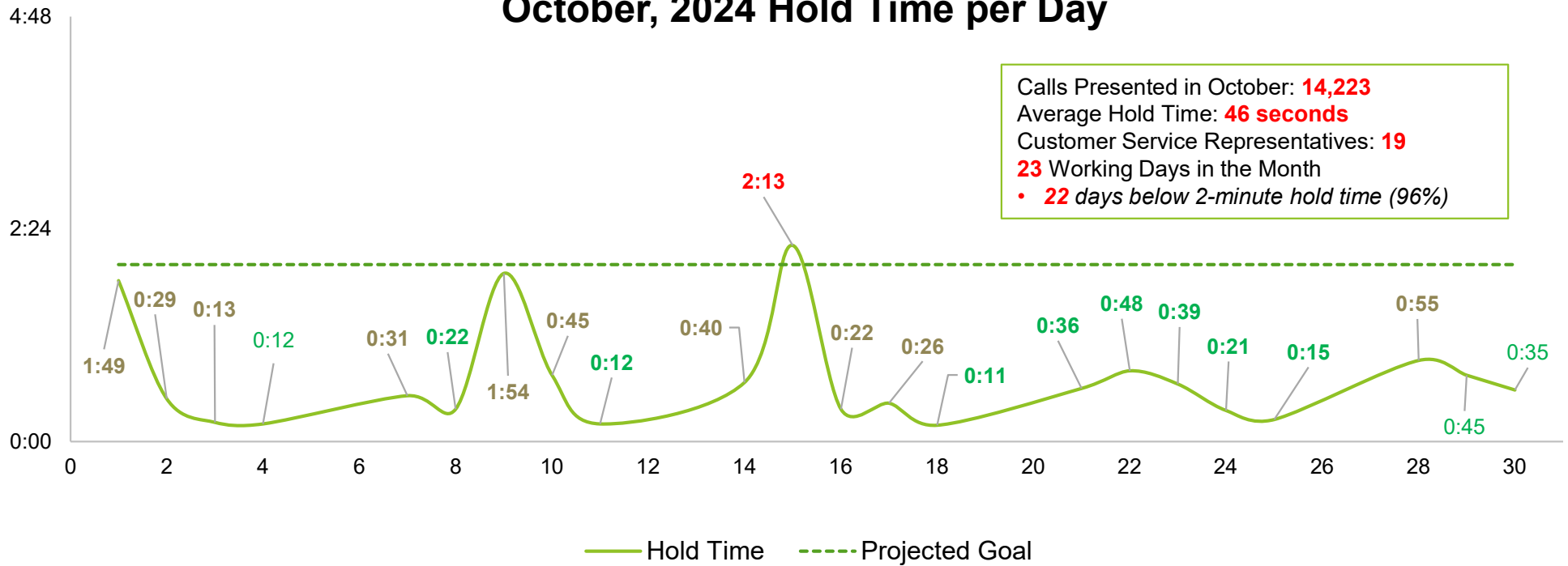
Customer Relations Division

October 2024, Monthly Report



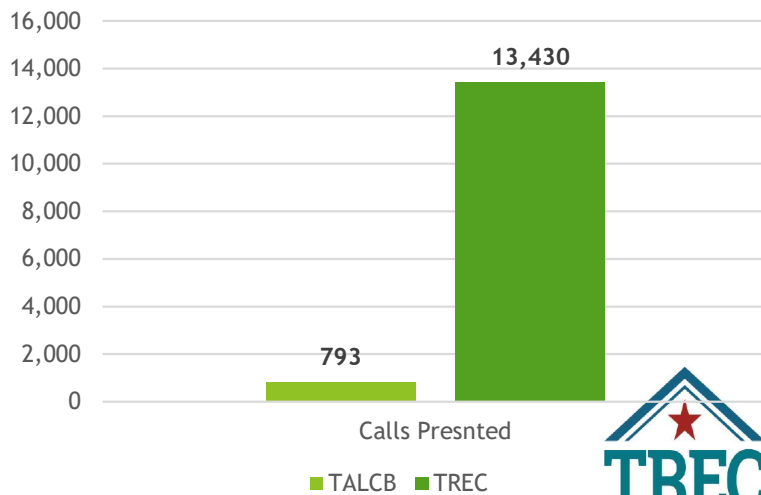
Customer Relations Division

October, 2024 Hold Time per Day



Calls Presented in October: **14,223**
 Average Hold Time: **46 seconds**
 Customer Service Representatives: **19**
23 Working Days in the Month
 • **22** days below 2-minute hold time (96%)

TREC & TALCB

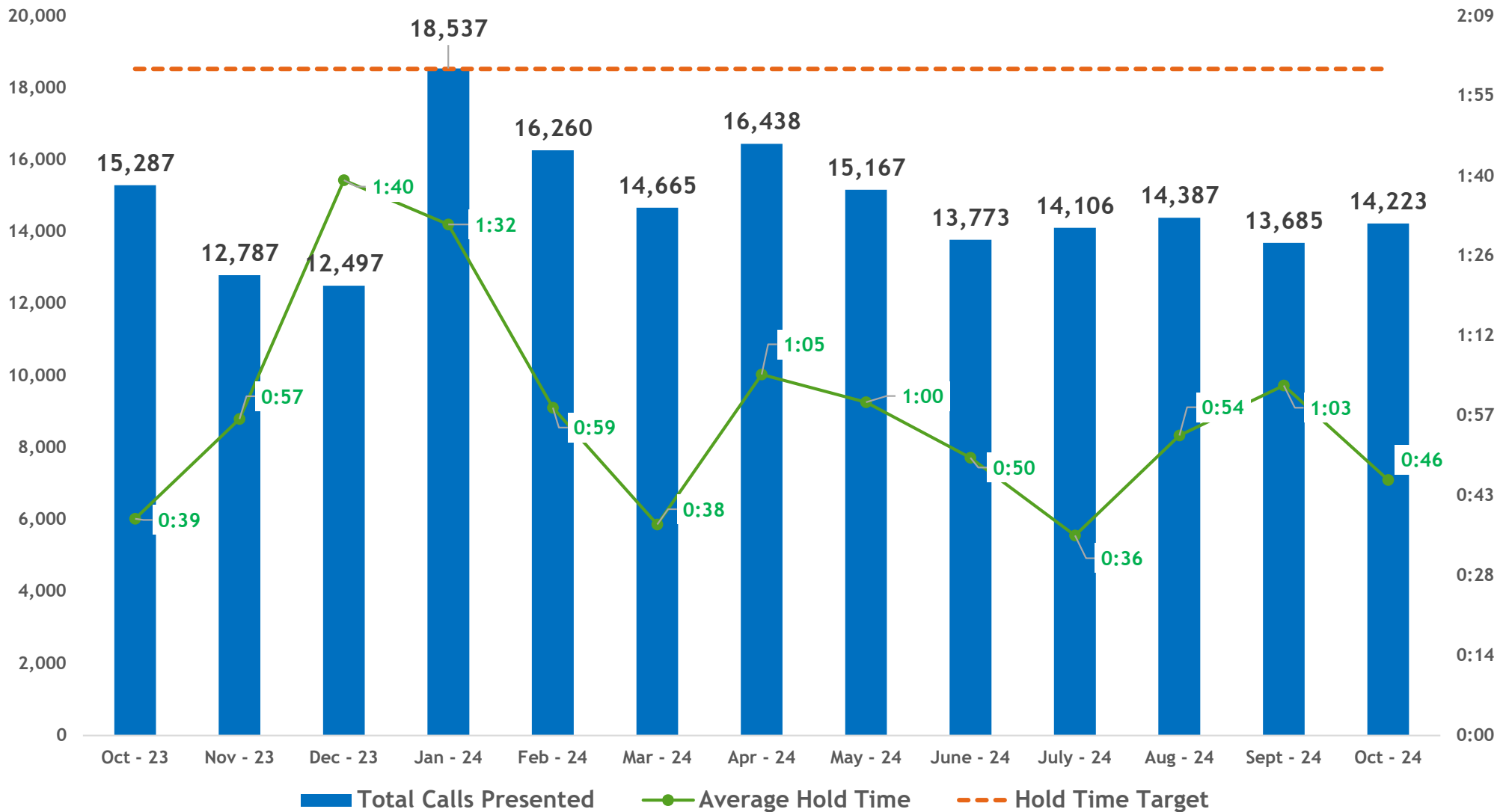


TALCB – 793 Calls (5.58%) **36 second hold time**
TREC – 13,430 Calls (94.42%) **46 second hold time**



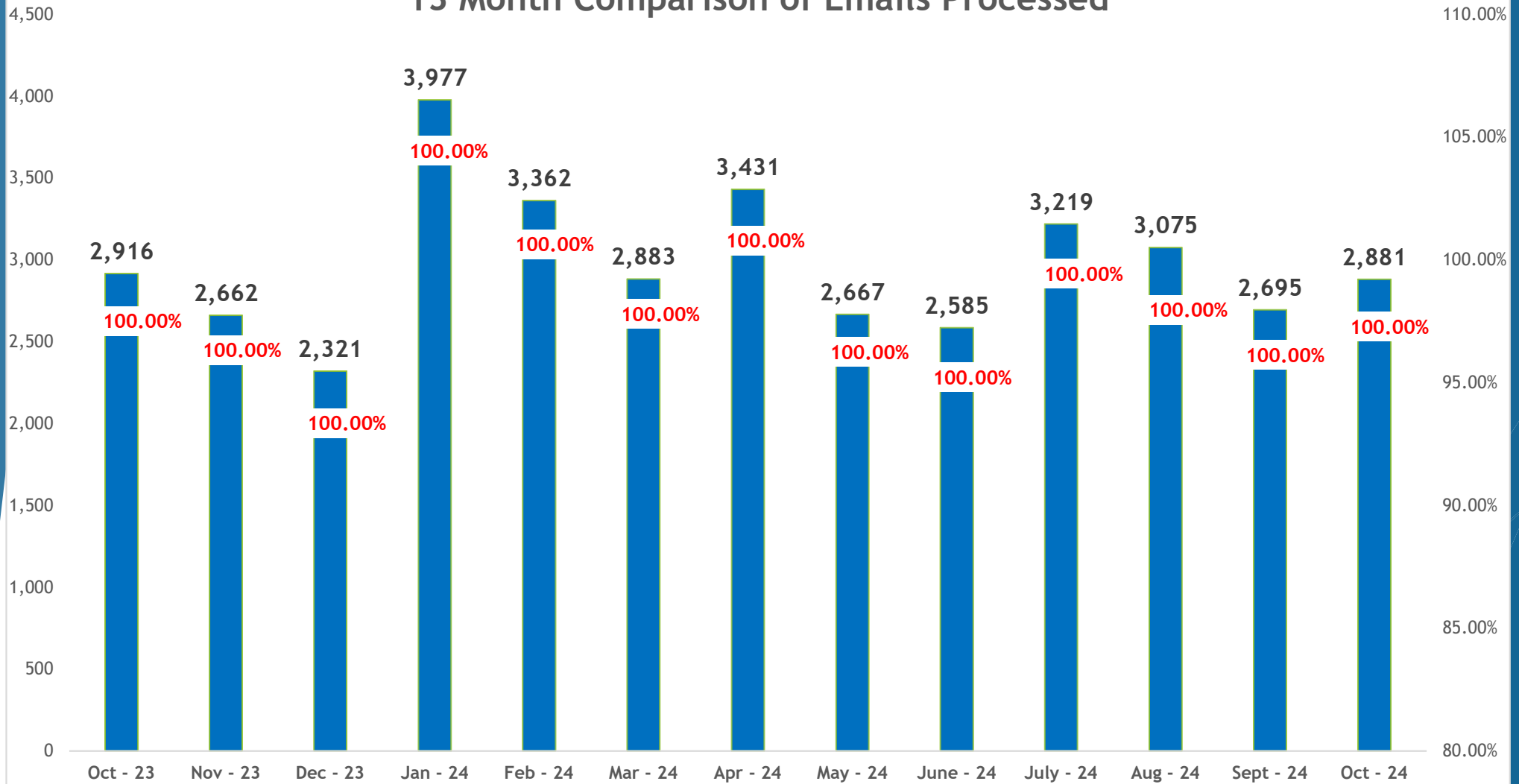
Customer Relations Division

13 Month Comparison of Calls Presented vs. Hold Time



Customer Relations Division

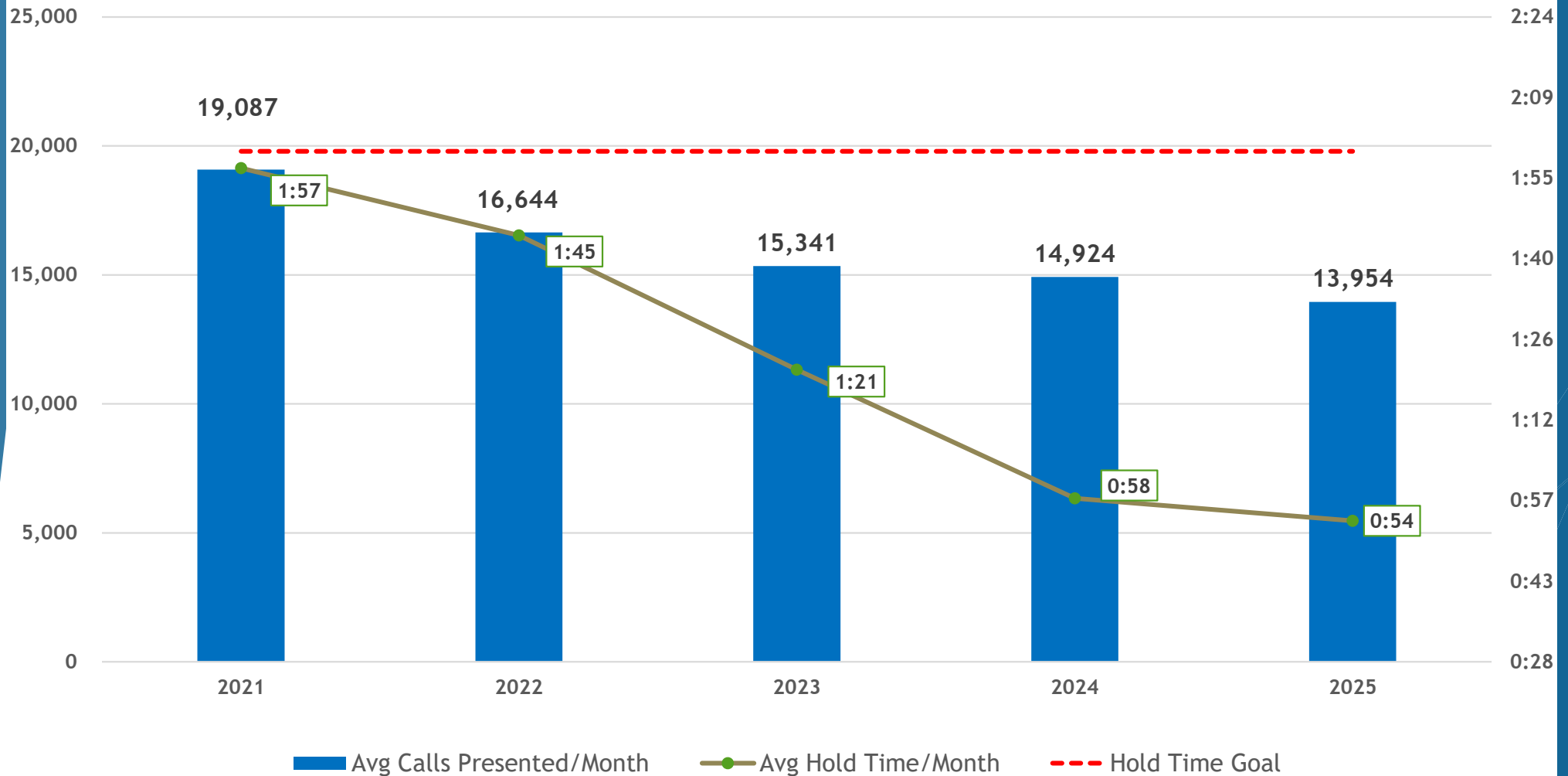
13 Month Comparison of Emails Processed



Customer Relations Division

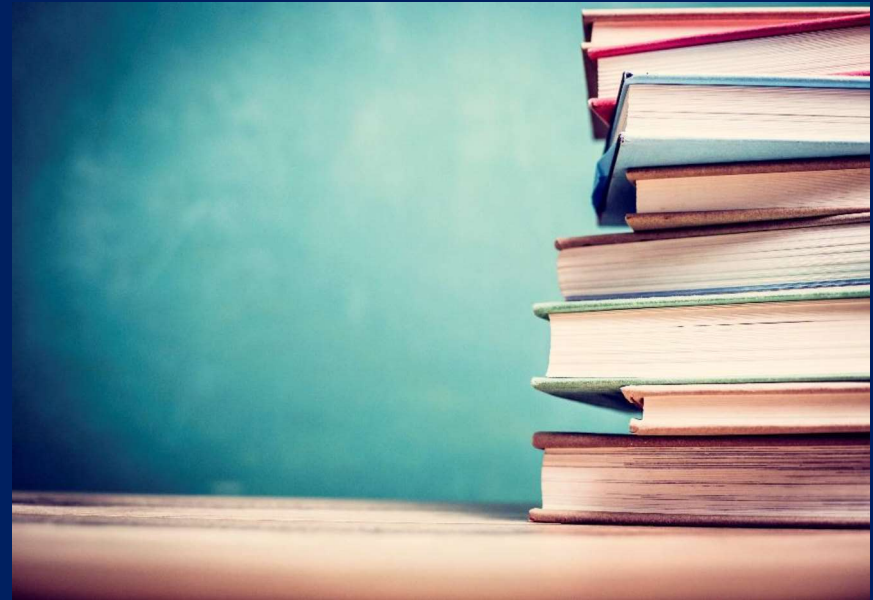
Fiscal Year Comparison

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



TALCB Education Report

October 2024



Education & Examination Services	
TALCB Provider and Course Applications	
FY2025	

	Sen-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	YTD
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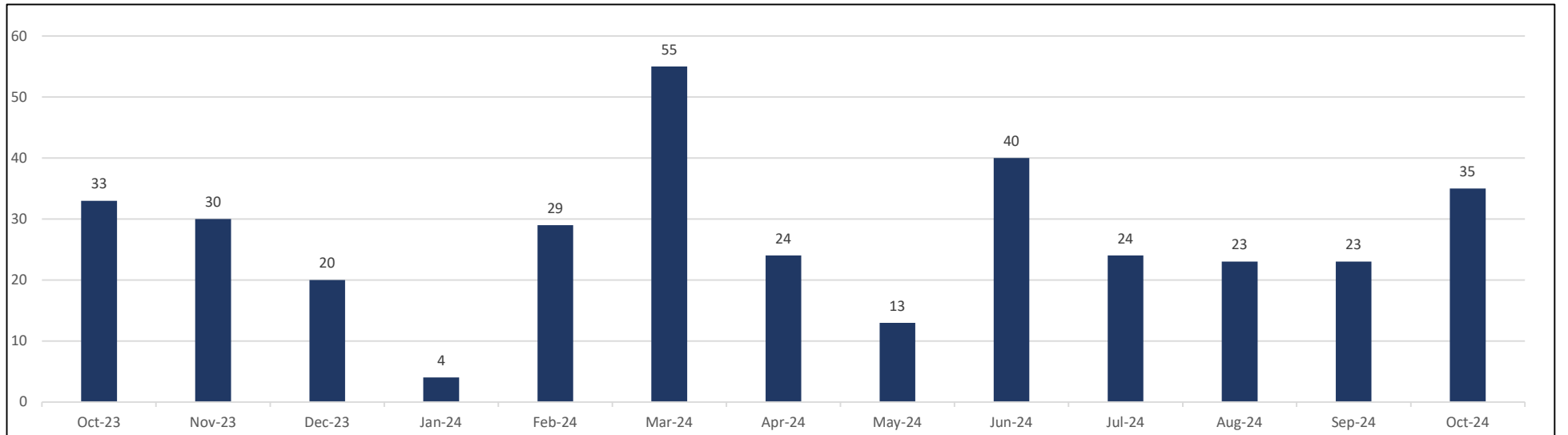
Education & Examinations Division

TALCB Applications Approved 13-Month Comparison

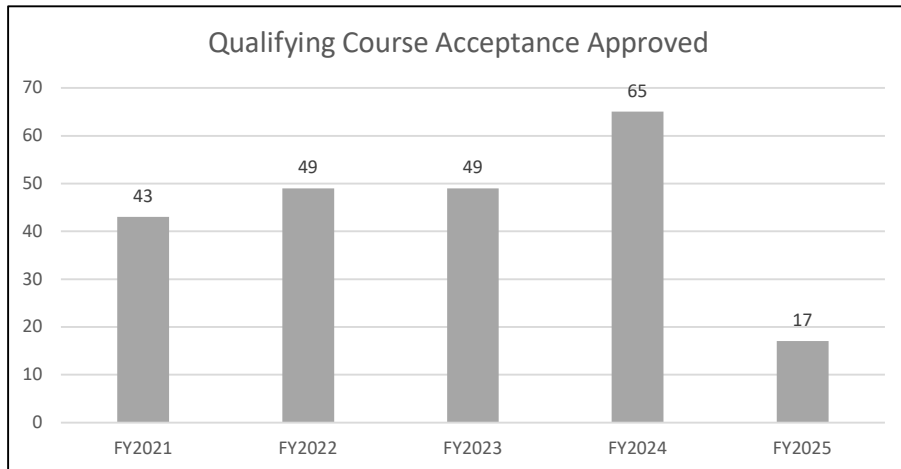
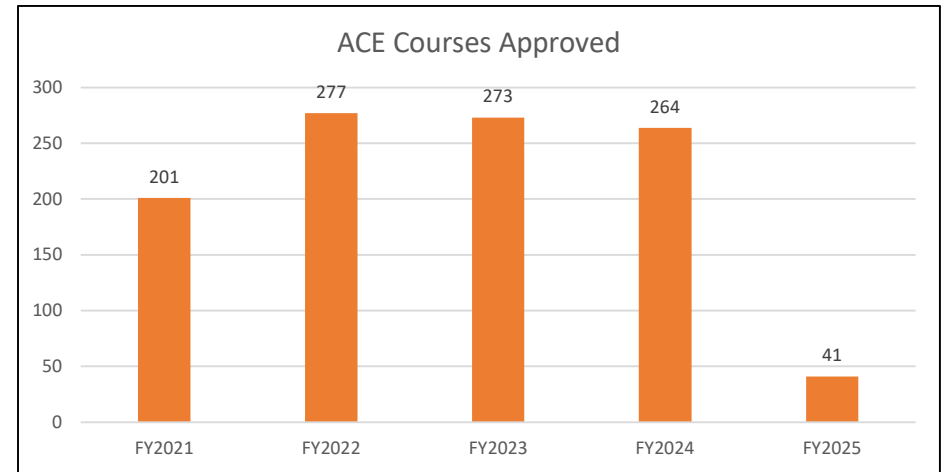
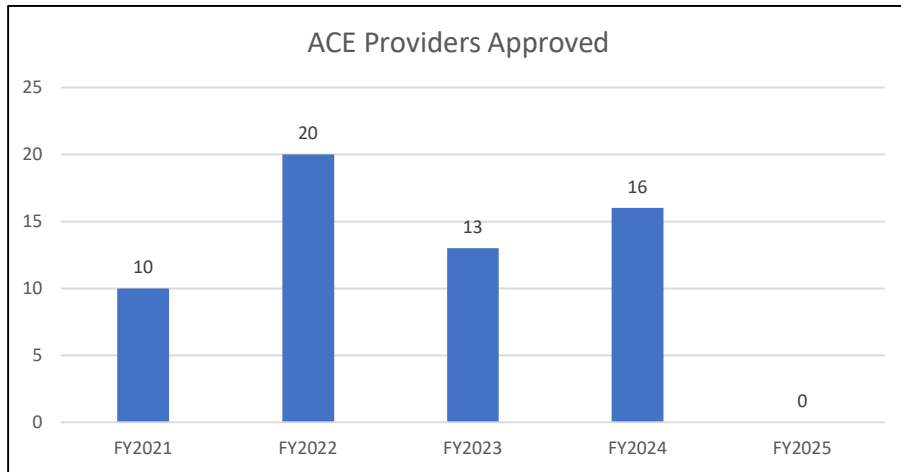
	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
Initial ACE Provider	0	0	0	1	0	1	0	0	0	0	0	0	0
Renewal ACE Provider	3	2	0	0	4	0	0	2	0	0	0	0	0
All ACE Provider Applications	3	2	0	1	4	1	0	2	0	0	0	0	0

Qualifying Course Acceptance	6	3	1	14	6	4	1	8	3	2	11	7	10
ACE Courses	21	15	4	14	45	19	12	30	21	21	38	16	25
All Course Applications	27	18	4	28	51	23	13	38	24	23	49	23	35

All Applications Approved	33	30	20	4	29	55	24	13	40	24	23	23	35
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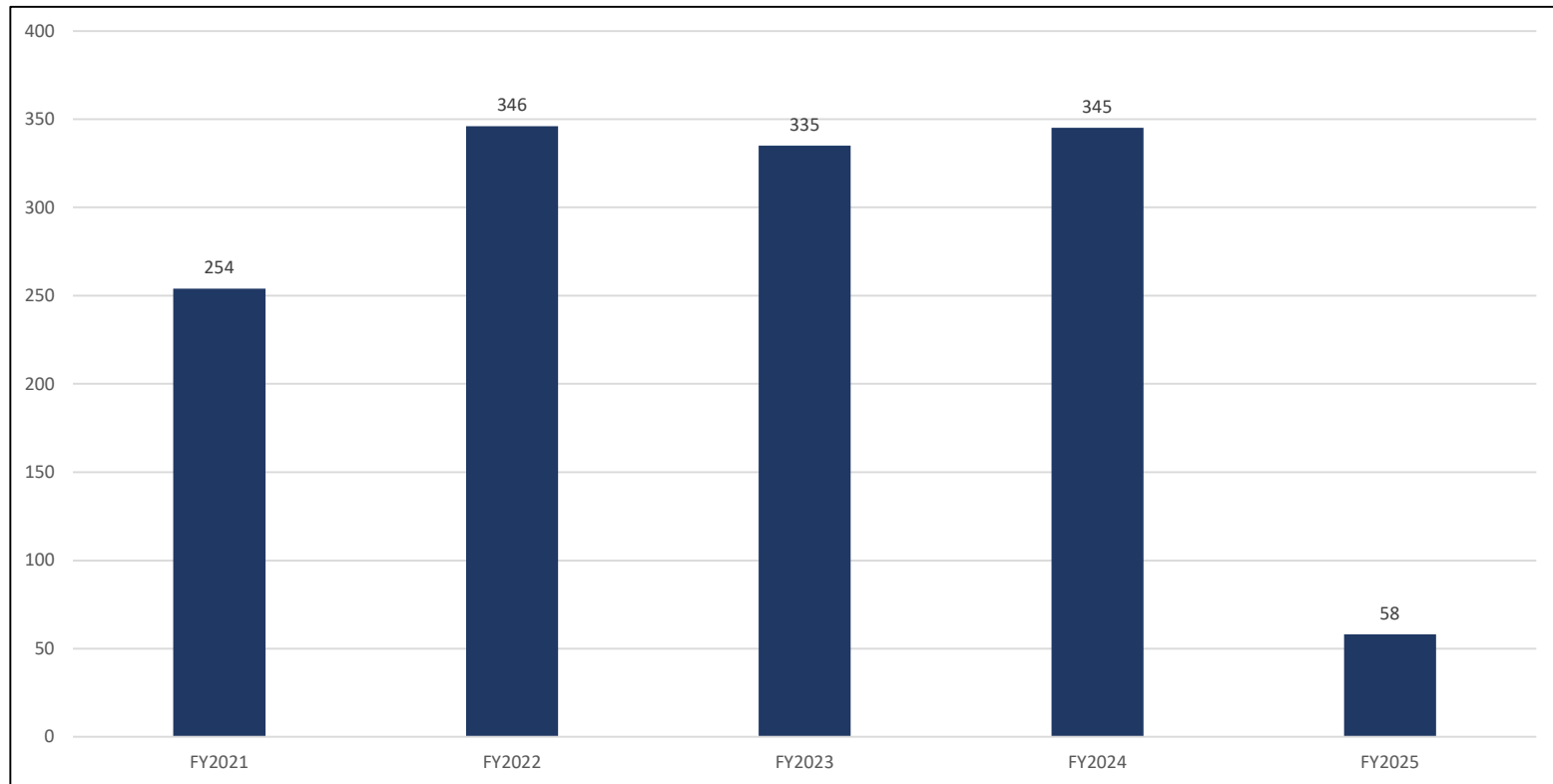
Education & Examinations Division TALCB Total Applications Approved - Fiscal Year



Education & Examinations Division

All TALCB Applications Approved

Year-Over-Year Comparison



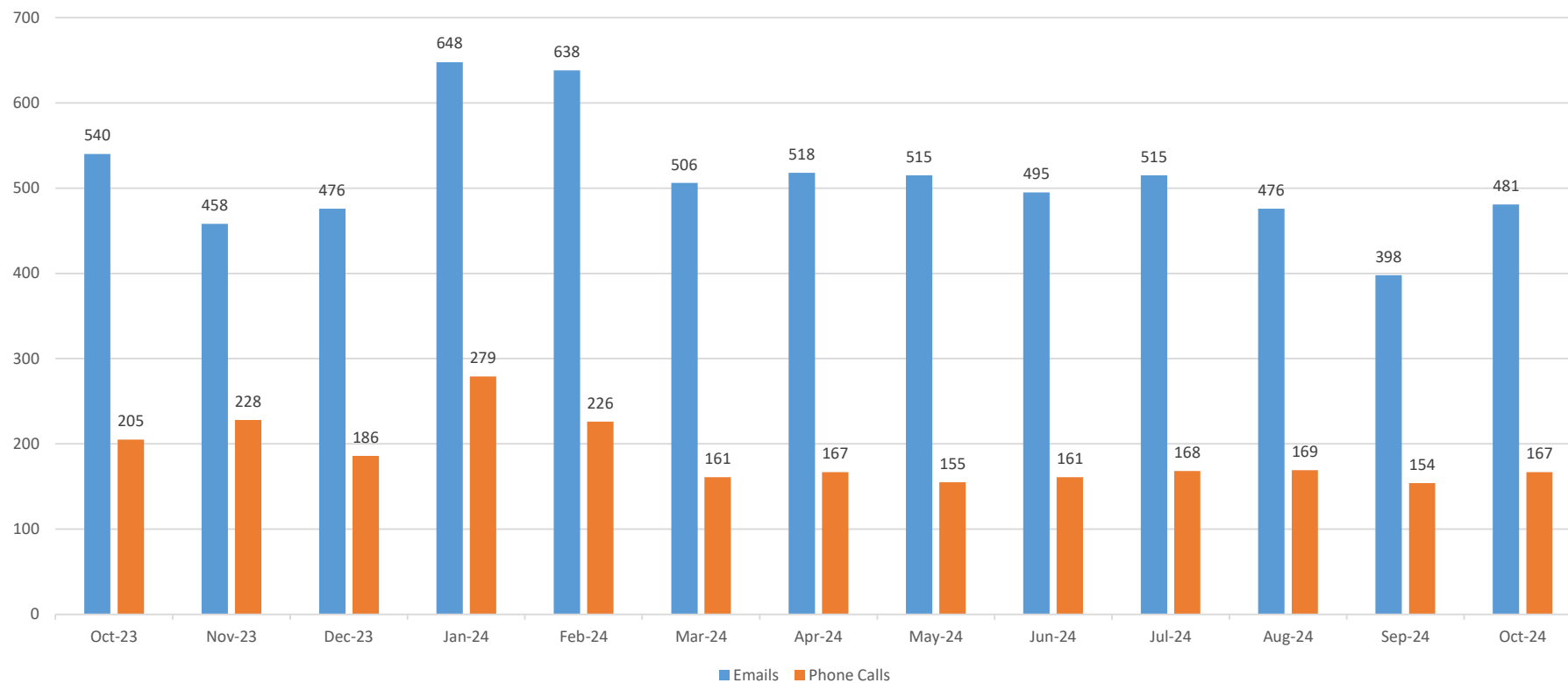
Education & Examinations Division - October 2024
TALCB Examination Activity - Fiscal YTD and Monthly Comparison

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	9	3	12	75%	3	3	6	50%	18	67%	17	71%
FYTD 2024	6	7	13	46%	1	9	10	10%	23	30%	18	39%
October 2024	6	2	8	75%	1	0	1	100%	9	78%	9	78%
October 2023	3	3	6	50%	0	3	3	0%	9	33%	9	33%

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	10	5	15	67%	8	6	14	57%	29	62%	22	82%
FYTD 2024	18	19	37	49%	16	11	27	59%	64	53%	50	68%
October 2024	5	2	7	71%	5	2	7	71%	14	71%	12	83%
October 2023	10	12	22	45%	7	5	12	58%	34	50%	30	57%

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	7	7	14	50%	8	10	18	44%	32	47%	25	60%
FYTD 2024	3	10	13	23%	8	16	24	33%	37	30%	22	50%
October 2024	6	3	9	67%	1	5	6	17%	15	47%	13	54%
October 2023	1	2	3	33%	5	5	10	50%	13	46%	9	67%

Education & Examinations Division
Email and Phone Call Volume 13-Month Comparison
October 2024



TALCB Licensing Report

Current as of October 31, 2024

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
October 2024

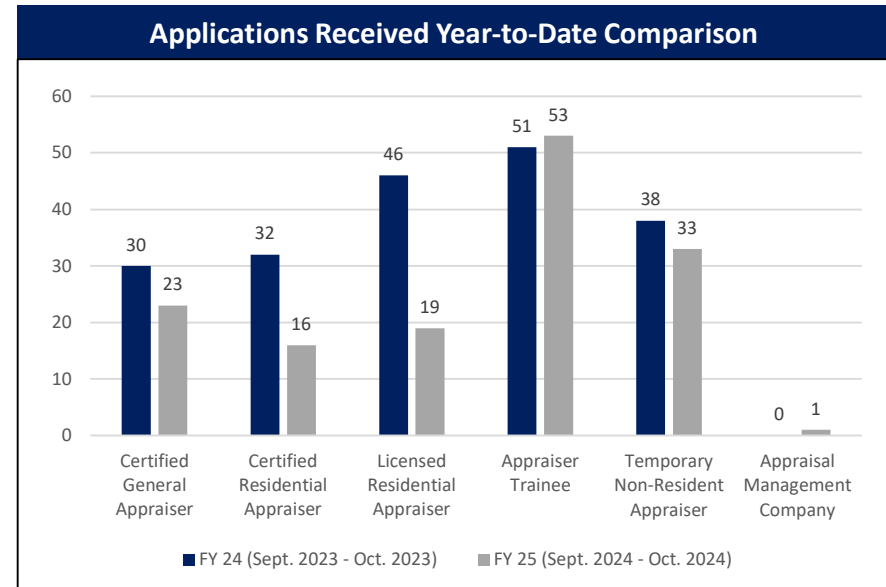
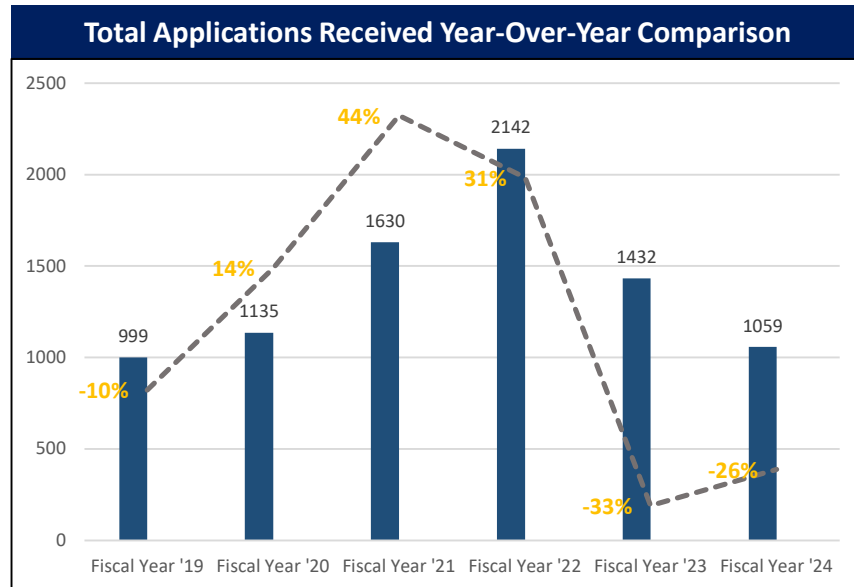
FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20
2017	Aug17	2,398	2,407	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
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
October 2024										
Inactive Appraisers		GENERAL 43	RESIDENTIAL 55	LICENSE 22	TOTAL 120		TRAINEE 124		TOTAL 244	
Out-of-State Temporary Registrations:									106	
Total All License Holders:									7,093	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
October 2024

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
2025 - Total		1	1	12
Registrations issued from March 2012 to October 2024			353	
Registrations Expired > 6 months as of October 2024			-99	
Registrations Expired < 6 months as of October 2024			-10	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-33	
Registrations Re-Issued > 6 months after expiration date			-9	
Federally Regulated AMCs			-3	
TOTAL AMC REGISTRATIONS			166	

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



Applications Received Month-Over-Month Comparison													
	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24
Certified General Appraiser	16	13	13	18	14	15	23	13	17	17	19	11	12
Certified Residential Appraiser	14	19	17	20	13	14	22	9	13	11	17	10	6
Licensed Residential Appraiser	20	13	16	18	9	13	8	7	17	8	13	9	11
Appraiser Trainee	25	19	20	23	33	22	27	23	27	22	27	21	33
Temporary Non-Resident Appraiser	17	19	20	23	17	20	10	22	14	19	20	15	14
Appraisal Management Company	0	1	2	0	2	2	4	0	2	2	1	1	0

Application Processing Time

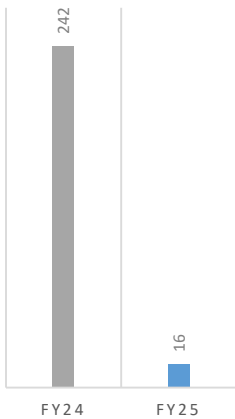
Average Number of Days to Process Applications

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

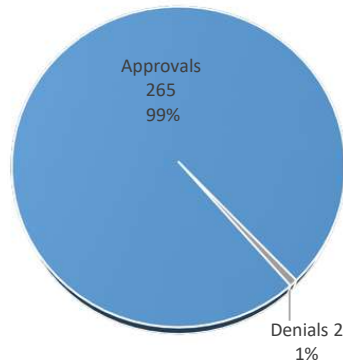
	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	45	37	45	28	33	26	30	30	92	25	31	22	20
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	35	51	49	37	22	43	35	29	33	31	25	22	28
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	43	43	44	33	33	7	34	36	28	32	24	17	13
Reciprocity (Goal: 14 days)	2	1	1	2	2	2	2	2	2	2	2	1	3
Appraiser Trainee (Goal: 14 days)	3	3	3	3	3	2	4	2	3	3	2	3	2
Temporary Non-Resident Appraiser (Goal: 5 days)	2	1	1	2	2	2	2	2	2	2	2	2	2
Appraisal Management Company (Goal: 14 days)	NA	NA	2	NA	6	NA	6	8	2	8	3	1	NA

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY24 – 25 Residential Audit Outcome

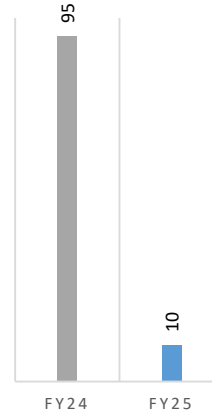


Residential Audit Processing Year-Over-Year

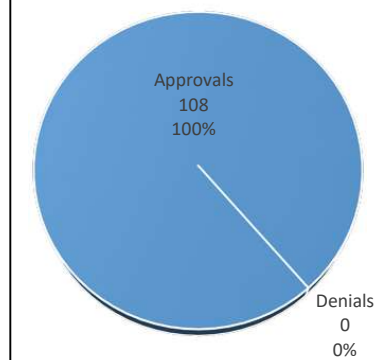
	Closed	Average Processing
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	265	30 Days
Fiscal Year 2025	20	17 Days

Certified General Experience Audit Summary

Commercial audits received



FY24- 25 Commercial Audit Outcome



Commercial Audit Processing Year-Over-Year

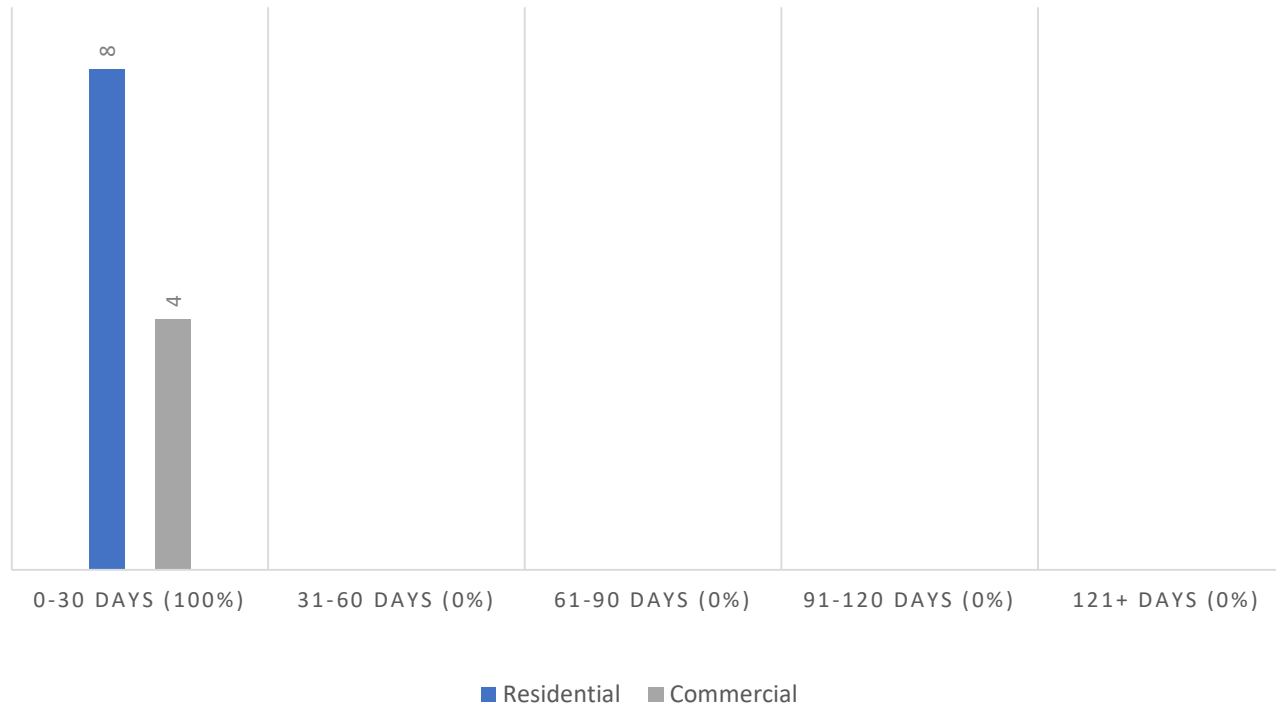
	Closed	Average Processing
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	62	46 Days
Fiscal Year 2023	78	41 days
Fiscal Year 2024	100	32 Days
Fiscal Year 2025	15	18 Days

Renewal Activity

Year-to-Date Comparison

	FY 23 (Sept. 2022 - Oct. 2022)		FY 25 (Sept. 2024 - Oct. 2024)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	176	88.89%	165	82.91%	-11	-6.25%
Certified Residential Renewals	195	93.75%	206	87.29%	11	5.64%
Licensed Residential Renewals	31	75.61%	36	55.38%	5	16.13%
Appraiser Trainee Renewals	58	53.70%	64	52.03%	6	10.34%

Open Experience Audit Snapshot



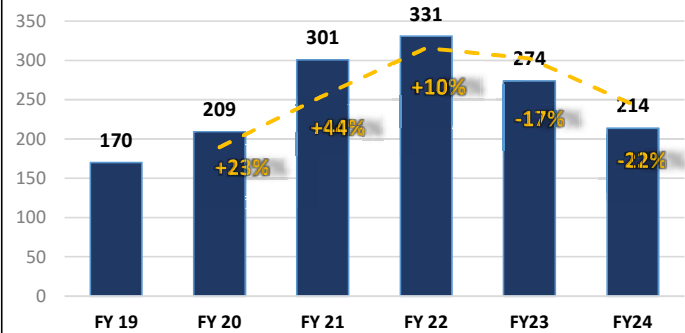
TALCB Enforcement Report

Current as of October 31, 2024

Complaints Received

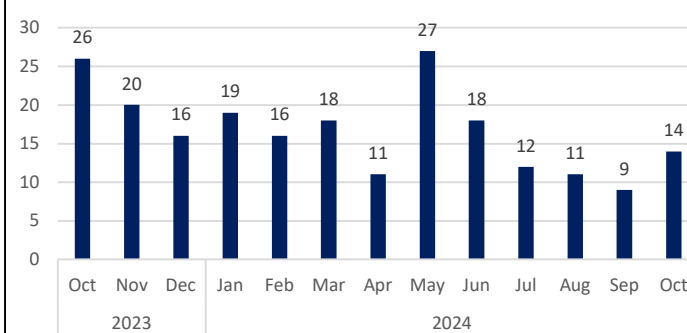
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

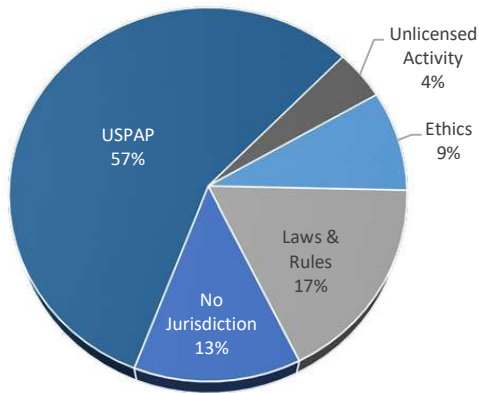


Fiscal Year 2025 Summary

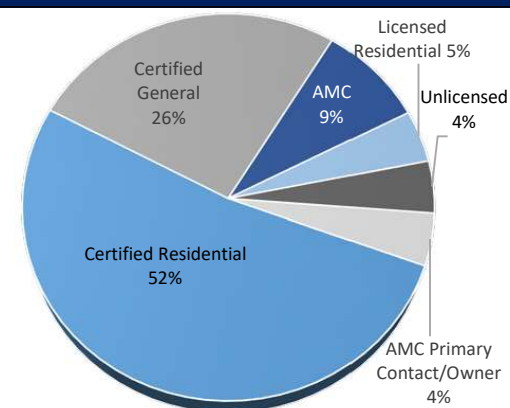
23	Complaints Received
23	Respondents
<1%	License Holders Receive a Complaint

Fiscal Year 2025 Complaints Received by Category

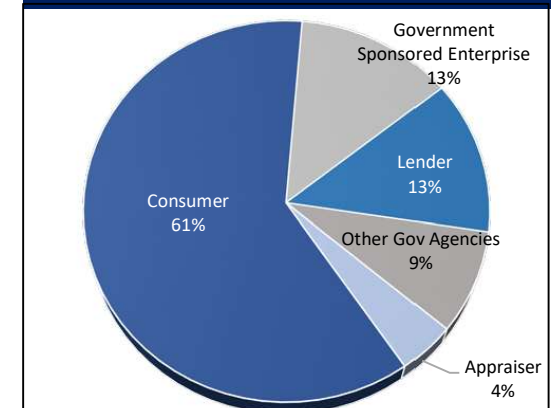
Breakdown by Classification



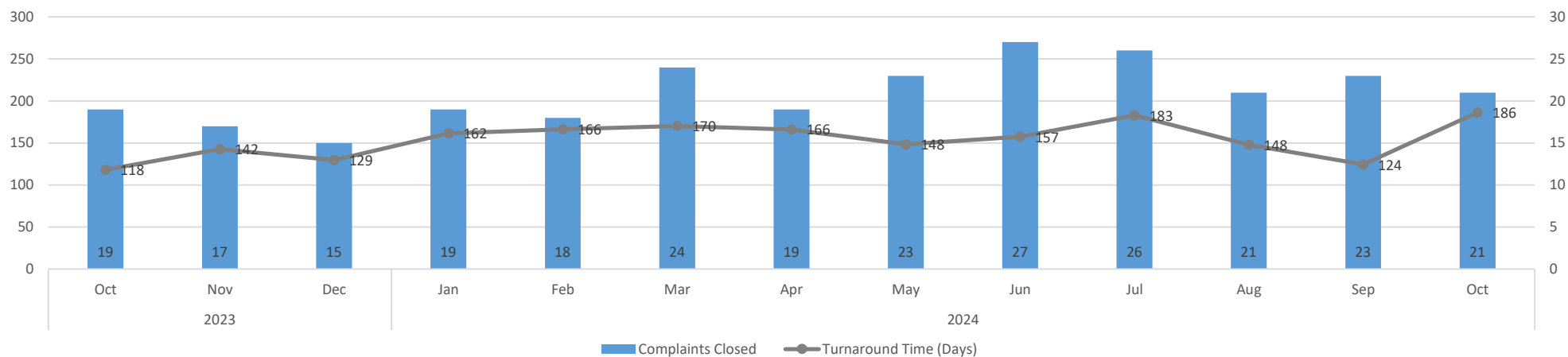
Breakdown by License



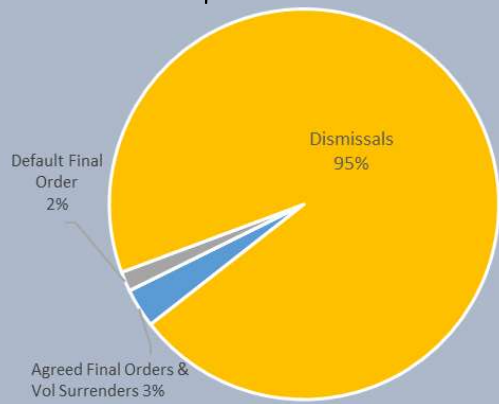
Breakdown by Source



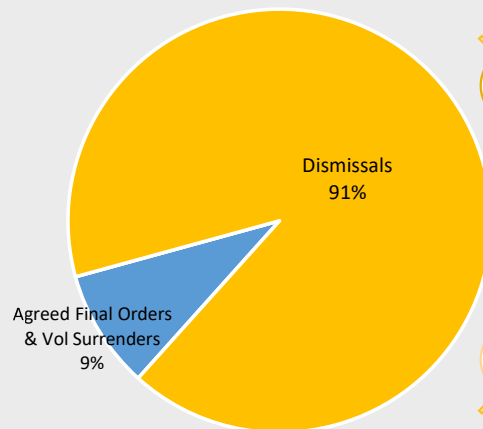
Complaint Resolution



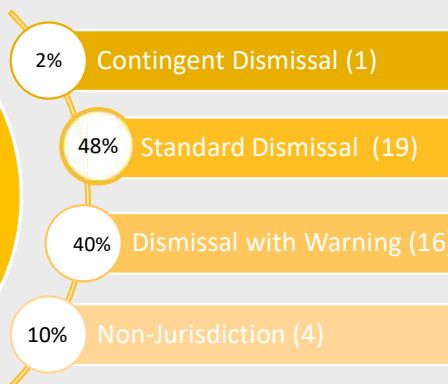
FY24 Complaint Outcome 245 Complaints Resolved



FY25 Complaint Outcome



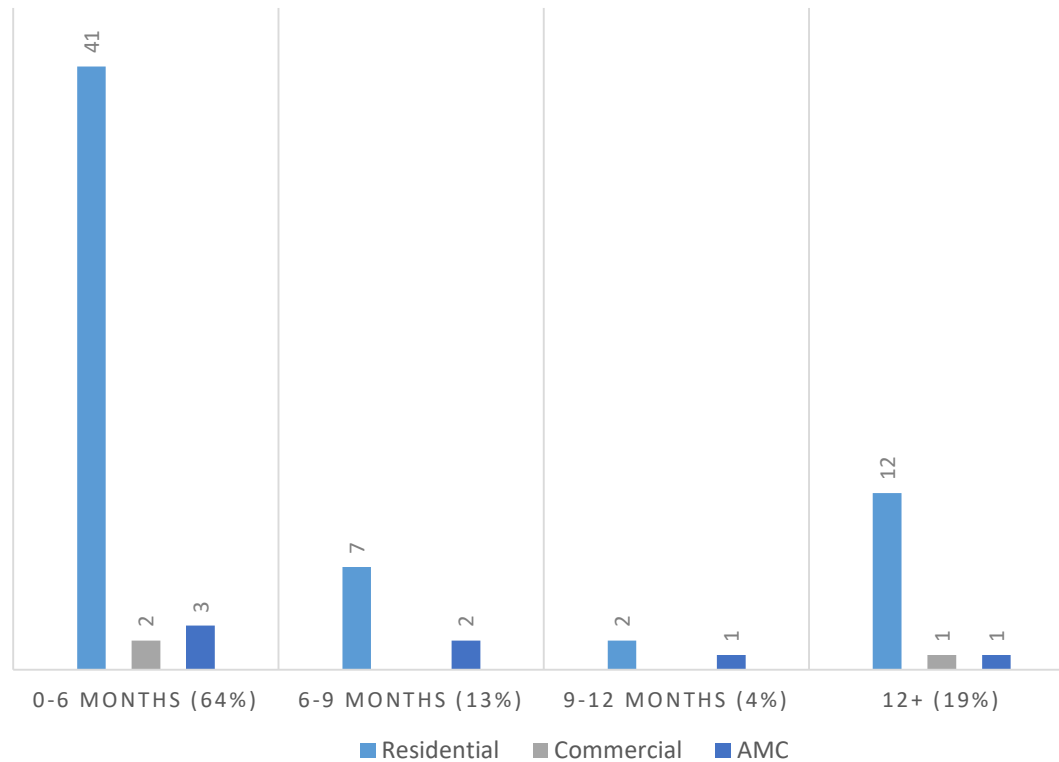
FY25 Dismissal Breakdown



Fiscal Year 2025 Summary

44	Complaints Resolved
154 Days	Average turnaround time Sunset Goal: Resolve complaints within 180-day on average
<1%	License holders receive discipline

Open Complaint Snapshot



Open Complaint Data	
72	Open Complaints
12	Cases Abated <ul style="list-style-type: none">• 11 pending litigation• 1 pending Texas Workforce Commission Civil Rights Division Review
14	Cases Over 1 Year Old <p>ASC Policy Statement: Resolve cases within 1 year absent special documented circumstances.</p> <ul style="list-style-type: none">• 12 cases involving abatements• 2 complex/multiple report cases

Financial Services Division
TALCB Budget Status Report
October 2024 - Fiscal Year 2025

Expenditure Category	Beginning Balance FY2025	Expenditures	Remaining Balance	Budget % Remaining	10/12 = 83.3% Comments
Actual Beginning Balance	\$4,048,171		\$4,048,171		includes Trust cash balances as of 8/31/2024
Operating Reserves	(\$1,261,475)		(\$1,261,475)		
Available balance within Texas Treasury Safekeeping Trust	\$2,786,696		\$2,786,696		remaining available budget to consider to balance FY2024 budget
Salaries & Wages	1,562,370	\$250,917	\$1,311,453	83.9%	
Other Personnel Costs	511,782	73,146	\$438,636	85.7%	
Professional Services	204,600	5,890	\$198,710	97.1%	
Consumables	2,000	0	\$2,000	100.0%	Consumable expense not utilized due to staff working from home.
Utilities	190		\$190	100.0%	
Travel	42,000	4,290	\$37,710	89.8%	
Rent - Building - Other	20,072	19,445	\$627	3.1%	Annual building lease paid; reserved parking space - 1st qtr
Rent - Equipment	854	228	\$626	73.3%	
Other Operating Expense	121,803	13,179	\$108,624	89.2%	
Subtotal -Operations Expenditures	2,465,671	367,095	2,098,576	85.1%	
Statewide Cost Allocation Plan (SWCAP)	34,779	0	34,779	100.0%	
Contribution to General Revenue	22,500	3,750	18,750	83.3%	
Subtotal - Nonoperational Expenditures	57,279	3,750	53,529	93.5%	
Total Expenditures and GR Contribution	2,522,950	370,845	2,152,105	85.3%	
Revenue	FY2025 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,783,120	\$277,760	\$1,505,360	84.4%	
AMCs	358,715	70,885	\$287,830	80.2%	
ACE Program Revenue	20,780	3,640	\$17,140	82.5%	
Examination fees	7,070	900	\$6,170	87.3%	
Other Miscellaneous Revenue	46,236	13,206	\$33,030	71.4%	
TALCB ASC grant	0	0	\$0	0.0%	
Total Revenue	\$2,215,921	\$366,391	\$1,849,530	83.5%	
Operating Gains/ Losses	(\$307,029)	(\$4,454)	(\$311,483)	101.5%	
Restricted Education Reserve Fund Carryforward \$1					
Revenue Over/(Under) Expenditures & Transfers	\$2,479,668	(\$4,454)	\$2,484,121		

Financial Services Division

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

For the Month of October 2024

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2023	635,000.00	611,013.87	630,535.16	1,909.96	632,445.12	2,411.61	U.S. T-Notes, .100	12/15/2024
03/15/2024	128,000.00	123,880.00	126,580.00	190.00	126,770.00	290.83	U.S. T-Notes, 1.750	03/15/2025
06/17/2024	868,000.00	849,759.55	860,540.63	(101.73)	860,438.90	9,477.45	U.S. T-Notes, 2.875	06/15/2025
09/16/2024	903,800.00	899,509.60	900,022.40	(2,365.41)	897,656.99	4,107.05	U.S. T-Notes, 3.500	09/15/2025
Totals	\$ 2,534,800.00	\$ 2,484,163.02	\$ 2,517,678.19	\$ (367.18)	\$ 2,517,311.01	\$ 16,286.94		

Monthly Activity

Beginning
Balance

Current
Month

Cumulative
Totals

Beginning Cash Available Balance 10/01/2024 \$ 1,326,763.61

Current Month Receipts \$ 190,835.56

Current Month Disbursements \$ (153,839.37)

Total Cash	\$	1,363,759.80
Investment Ending Market Value		2,517,311.01
Total Account Balance		3,881,070.81
Operating Reserves		(1,261,475.00)
Ending Balance Available for Operations 10/31/2024	\$	2,619,595.81

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