



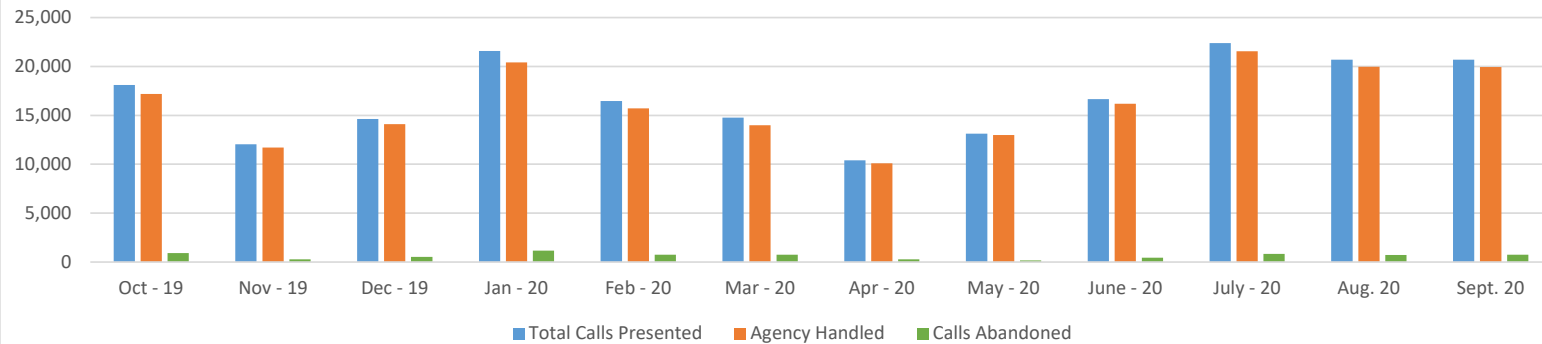
Staff Reports for September 2020

Customer Relations Division

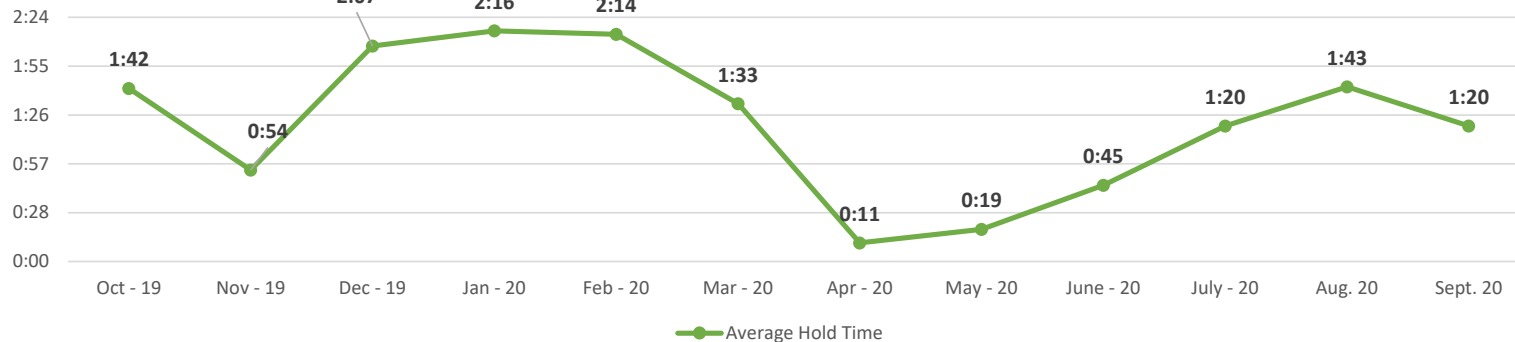
Incoming Calls

| | Oct - 19 | Nov - 19 | Dec - 19 | Jan - 20 | Feb - 20 | Mar - 20 | Apr - 20 | May - 20 | June - 20 | July - 20 | Aug. 20 | Sept. 20 | Totals |
|---|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|---------|----------|---------|
| Total Calls Presented | 18,101 | 12,042 | 14,632 | 21,593 | 16,457 | 14,774 | 10,389 | 13,141 | 16,653 | 22,386 | 20,706 | 20,702 | 201,576 |
| Agency Handled | 17,194 | 11,708 | 14,107 | 20,428 | 15,705 | 13,996 | 10,101 | 12,984 | 16,197 | 21,552 | 19,977 | 19,948 | 193,897 |
| Calls Handled Initially | 16,563 | 11,805 | 13,421 | 19,347 | 15,246 | 13,504 | 10,086 | 12,929 | 16,003 | 21,019 | 19,324 | 19,495 | 188,742 |
| Calls Handled by Courtesy Callback | 580 | 195 | 622 | 973 | 422 | 451 | 11 | 50 | 180 | 466 | 552 | 413 | 4,915 |
| % of Calls handled by Courtesy Callback | 3.37% | 1.62% | 4.25% | 4.51% | 2.56% | 3.05% | 0.11% | 0.38% | 1.08% | 2.08% | 2.67% | 1.99% | 2.31% |
| Calls Re-Directed for Assistance | 51 | 42 | 64 | 108 | 37 | 41 | 4 | 5 | 14 | 67 | 101 | 40 | 574 |
| Calls Abandoned | 907 | 289 | 524 | 1,165 | 752 | 747 | 284 | 157 | 456 | 834 | 729 | 754 | 7,598 |
| % of Abandoned Calls | 5.01% | 2.40% | 3.58% | 5.40% | 4.57% | 5.06% | 2.73% | 1.19% | 2.74% | 3.73% | 3.52% | 3.64% | 3.63% |
| Average Handle Time | 5:45 | 5:35 | 5:39 | 5:12 | 5:36 | 5:32 | 6:11 | 5:54 | 5:58 | 5:52 | 5:56 | 5:52 | 5:45 |
| Average Hold Time | 1:42 | 0:54 | 2:07 | 2:16 | 2:14 | 1:33 | 0:11 | 0:19 | 0:45 | 1:20 | 1:43 | 1:20 | 1:22 |

Calls Presented, Handled, and Abandoned



Average Hold Time



| Walk Ins | | | | | | | | | | | | | |
|--------------|----------|----------|----------|----------|----------|----------|--|----------|-----------|-----------|----------|----------|------------|
| | Oct - 19 | Nov - 19 | Dec - 19 | Jan - 20 | Feb - 20 | Mar - 20 | Apr - 20 | May - 20 | June - 20 | July - 20 | Aug - 20 | Sept. 20 | Totals |
| Licensing | 75 | 71 | 103 | 95 | 109 | 34 | <i>Texas Real Estate Commission (TREC) has temporarily closed lobby access to members of the public.</i> | | | | | | 487 |
| Education | 0 | 4 | 0 | 2 | 1 | 5 | | | | | | | 12 |
| Inspector | 3 | 1 | 3 | 7 | 3 | 1 | | | | | | | 18 |
| Enforcement | 0 | 1 | 1 | 3 | 0 | 0 | | | | | | | 5 |
| TALCB Lic | 2 | 4 | 1 | 2 | 1 | 1 | | | | | | | 11 |
| TALCB Enf | 0 | 0 | 0 | 0 | 1 | 0 | | | | | | | 1 |
| Total | 80 | 81 | 108 | 109 | 115 | 41 | | | | | | | 534 |

| Emails | | | | | | | | | | | | | |
|------------------------------|-----------|-----------|------------|------------|------------|------------|------------|-----------|------------|------------|------------|------------|---------------|
| | Oct - 19 | Nov - 19 | Dec - 19 | Jan - 20 | Feb - 20 | Mar - 20 | Apr - 20 | May - 20 | June - 20 | July - 20 | Aug - 20 | Sept. 20 | Totals |
| Licensing | 3,090 | 2,118 | 3,004 | 4,255 | 3,556 | 3,369 | 3,463 | 3,181 | 3,796 | 5,560 | 4,819 | 5,022 | 45,233 |
| Education | 29 | 48 | 33 | 49 | 27 | 57 | 56 | 57 | 37 | 43 | 34 | 48 | 518 |
| Inspector | 51 | 30 | 41 | 103 | 69 | 57 | 62 | 44 | 79 | 104 | 102 | 70 | 812 |
| Enforcement | 78 | 86 | 76 | 91 | 86 | 139 | 102 | 118 | 146 | 161 | 121 | 185 | 1,389 |
| TALCB Lic | 84 | 75 | 112 | 196 | 179 | 153 | 120 | 91 | 170 | 214 | 203 | 198 | 1,795 |
| TALCB Enf | 11 | 7 | 21 | 16 | 9 | 6 | 14 | 7 | 14 | 23 | 8 | 16 | 152 |
| Total | 3,343 | 2,364 | 3,287 | 4,710 | 3,926 | 3,781 | 3,817 | 3,498 | 4,242 | 6,105 | 5,287 | 5,539 | 49,899 |
| Respond in 2 bus days | 3,341 | 2,364 | 3,287 | 4,709 | 3,926 | 3,781 | 3,817 | 3,498 | 4,242 | 6,105 | 5,287 | 5,539 | 49,896 |
| % handled in 2 days | 99.94% | 100.00% | 100.00% | 99.98% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.99% |
| % handled in 1 day | | | | 82.60% | 84.36% | 93.63% | 99.97% | 100.00% | 98.89% | 98.60% | 96.50% | 94.57% | 95.99% |

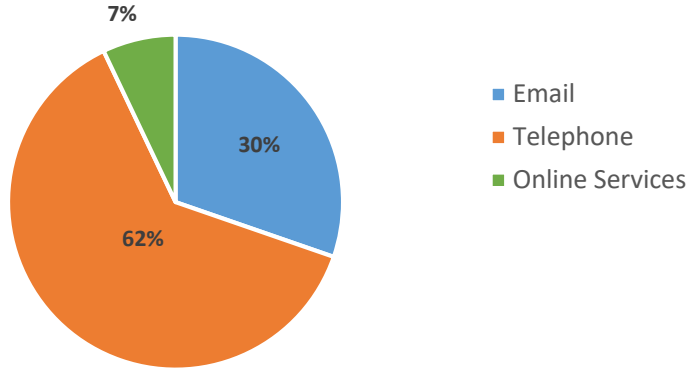
| TALCB and TREC Call Comparisons | | | | | | |
|---------------------------------------|---------------------------|----------------------------------|---------------------------|----------------------------------|---------------------------|----------------------------------|
| | September, 2020 | | 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 | | | | |
| Agency Handled | 1,415 | 18,531 | | | | |
| Calls Handled Initially | 1,382 | 18,111 | | | | |
| Calls Handled by Courtesy Callback | 29 | 384 | | | | |
| Calls Re-Directed for Assistance | 4 | 36 | | | | |
| Calls Abandoned | 76 | 678 | | | | |
| Hold Times | 1:13 | 1:20 | | | | |
| % of Abandoned Calls | 5.09% | 3.53% | | | | |
| % of Callbacks | 1.94% | 2.00% | | | | |
| % of all calls | 7.21% | 92.79% | | | | |

Customer Relations Division

September 2020 Customer Satisfaction Report

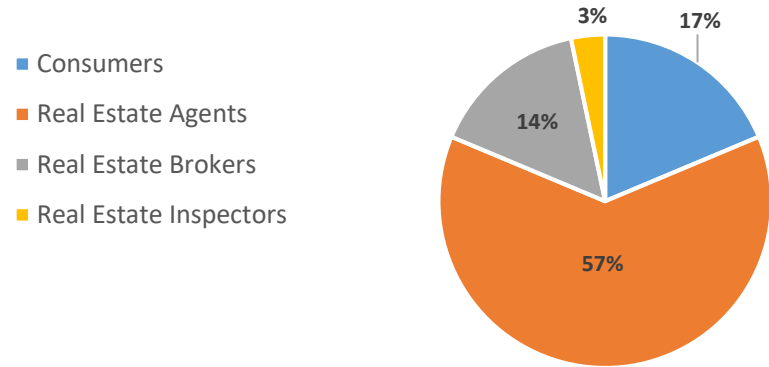
How Customers Contact TREC/TALCB?

141 respondents



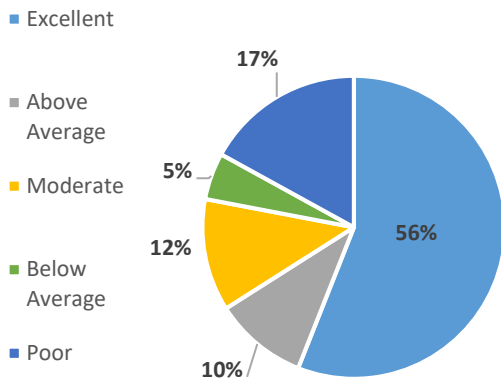
Customer Demographics

132 respondents



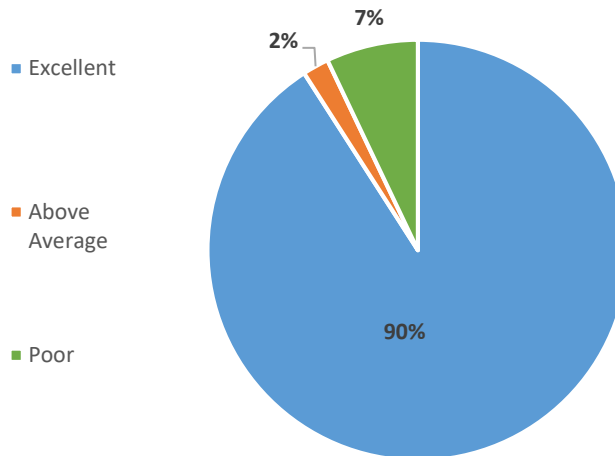
Customer Email Experience Rating

40 respondents



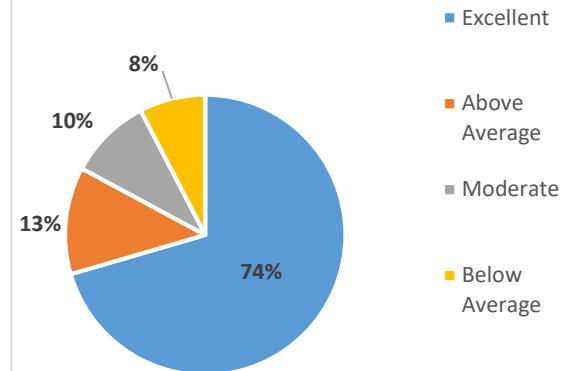
Telephone Service Rating

84 respondents



Experience with Customer Service Representative

31 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 |
|------------------------------------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|
| Applications Received | | | | | | | | | | | | | |
| Initial ACE Provider | 0 | | | | | | | | | | | | 0 |
| Initial ACE Elective Course | 11 | | | | | | | | | | | | 11 |
| <i>Classroom Delivery</i> | 8 | | | | | | | | | | | | 8 |
| <i>Online Delivery</i> | 3 | | | | | | | | | | | | 3 |
| Renewal ACE Elective Course | 3 | | | | | | | | | | | | 3 |
| <i>Classroom Delivery</i> | 1 | | | | | | | | | | | | 1 |
| <i>Online Delivery</i> | 2 | | | | | | | | | | | | 2 |
| Qualifying Course Acceptance | 3 | | | | | | | | | | | | 3 |
| <i>Classroom Delivery</i> | 1 | | | | | | | | | | | | 1 |
| <i>Online Delivery</i> | 2 | | | | | | | | | | | | 2 |
| Total Applications Received | 17 | | | | | | | | | | | | 17 |
| | | | | | | | | | | | | | |
| | 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 |
| Applications Approved | | | | | | | | | | | | | |
| Initial ACE Provider | 0 | | | | | | | | | | | | 0 |
| Initial ACE Elective Course | 11 | | | | | | | | | | | | 11 |
| <i>Classroom Delivery</i> | 7 | | | | | | | | | | | | 7 |
| <i>Online Delivery</i> | 4 | | | | | | | | | | | | 4 |
| Renewal ACE Elective Course | 1 | | | | | | | | | | | | 1 |
| <i>Classroom Delivery</i> | 0 | | | | | | | | | | | | 0 |
| <i>Online Delivery</i> | 1 | | | | | | | | | | | | 1 |
| Qualifying Course Acceptance | 0 | | | | | | | | | | | | 0 |
| <i>Classroom Delivery</i> | 0 | | | | | | | | | | | | 0 |
| <i>Online Delivery</i> | 0 | | | | | | | | | | | | 0 |
| Total Applications Approved | 12 | | | | | | | | | | | | 12 |

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
September 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 |
| Sep 2020 | | | | | | | | | | |
| Inactive Appraisers | | GENERAL 46 | RESIDENTIAL 49 | LICENSE 17 | TOTAL 112 | | TRAINEE 110 | | TOTAL 222 | |
| | | | | | | | | | Out-of-State Temporary Registrations: | 84 |
| | | | | | | | | | Total All License Holders: | 6,633 |

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
September 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 |
| Registrations issued from March 2012 to September 2020 | | | 281 | |
| Registrations Expired > 6 months as of September 2020 | | | -66 | |
| Registrations Expired < 6 months as of September 2020 | | | -13 | |
| Registrations Surrendered | | | -30 | |
| Registrations Revoked | | | -3 | |
| Registrations Re-Issued > 6 months after expiration date | | | -6 | |
| TOTAL AMC REGISTRATIONS | | | 163 | |

Licensing Division - TALCB

Applications Received and Renewal Activity

Fiscal Year 2021 - Year-to-Date Comparison

September

| <i>Original Applications Received</i> | Sep 2019 - Sep 2019 | Sep 2020 - Sep 2020 | Variance | Percent |
|--|----------------------------|----------------------------|-----------------|----------------|
| Certified General Applications | 10 | 10 | 0 | 0.00% |
| Certified Residential Applications | 10 | 12 | 2 | 20.00% |
| Licensed Residential Applications | 10 | 11 | 1 | 10.00% |
| Appraiser Trainee Applications | 36 | 66 | 30 | 83.33% |
| Non-Residential Temporary Applications | 24 | 25 | 1 | 4.17% |
| <i>Total Original Applications</i> | 90 | 124 | 34 | 37.78% |

| <i>Renewal Activity</i> | Sep 2019 - Sep 2019 | Sep 2020 - Sep 2020 | Variance Count | Variance Percent | % Renewed FY21 |
|--------------------------------|----------------------------|----------------------------|---------------------------|-----------------------------|---------------------------|
| Certified General Renewals | 80 | 67 | -13 | -16.25% | 66.34% |
| Certified Residential Renewals | 112 | 68 | -44 | -39.29% | 83.95% |
| Licensed Residential Renewals | 26 | 8 | -18 | -69.23% | 53.33% |
| Appraiser Trainee Renewals | 40 | 13 | -27 | -67.50% | 25.00% |

Licensing Division

Average Number of Calendar Days to Issue a License

September 2020

Real Estate Appraiser Applications

| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|--|--------|--------|--------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Certified General Appraiser | - | - | - | 6.05 | 15.99 | 20.70 | 18.52 | 9.70 | 5.87 | 6.59 | 10.78 | 15.35 | 9.26 |
| <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> |
| Certified Residential Appraiser | - | - | - | 24.82 | 24.67 | 34.36 | 22.78 | 4.54 | 8.51 | 14.49 | 10.53 | 16.12 | 20.20 |
| <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> |
| Licensed Residential Appraiser | - | - | - | 29.44 | 38.29 | 32.37 | 27.52 | 5.44 | 9.60 | 24.02 | 18.32 | 13.10 | 20.01 |
| <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> |
| Appraiser Trainee | - | - | - | 21.16 | 26.01 | 16.24 | 18.27 | 4.27 | 6.79 | 12.96 | 16.00 | 16.97 | 18.49 |
| <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> |
| Temporary Non-Resident Appraiser | - | - | - | 3.31 | 4.14 | 2.02 | 0.88 | 3.05 | 1.49 | 1.76 | 1.47 | 1.84 | 1.90 |
| <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> |

Appraisal Management Company Applications

| | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 |
|------------------------------|--------|--------|--------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Appraisal Management Company | - | - | - | 6.61 | 14.32 | n/a | 7.00 | n/a | n/a | 2.32 | 1.43 | 1.52 | 1.00 |
| | | | | <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> |

Information Technology Division
Electronic Information Outlet Statistics

September 2020

| Website | Current Month | FYTD Total | Prior FYTD Total |
|-----------------------------|----------------------|-------------------|-------------------------|
| Total Pages Viewed | 67,715 | 67,715 | 52,978 |
| Total Monthly Unique Visits | 22,008 | 22,008 | 17,500 |

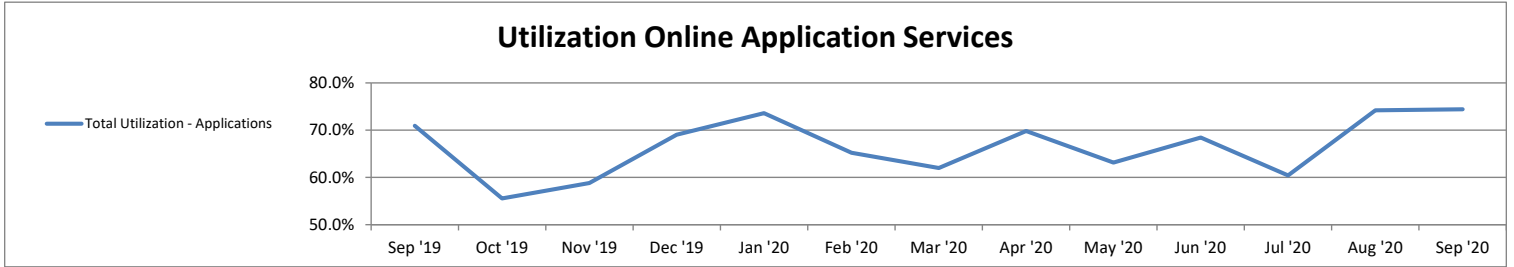
| Online Transactions | Total | Online | Online Percent | FYTD Online Percent | Prior FYTD Percent |
|---------------------------------|--------------|---------------|-----------------------|----------------------------|---------------------------|
| Applications | 86 | 64 | 74.4% | 74.4% | 70.9% |
| AMC | 0 | 0 | N/A | N/A | 100.0% |
| Certified General Appraiser | 7 | 4 | 57.1% | 57.1% | 25.0% |
| Certified Residential Appraiser | 18 | 10 | 55.6% | 55.6% | 42.9% |
| State Licensed Appraiser | 5 | 2 | 40.0% | 40.0% | 75.0% |
| Appraiser Trainee | 56 | 48 | 85.7% | 85.7% | 85.3% |
| Renewals | 219 | 215 | 98.2% | 98.2% | 95.2% |
| AMC | 4 | 4 | 100.0% | 100.0% | 100.0% |
| Certified General Appraiser | 94 | 94 | 100.0% | 100.0% | 93.5% |
| Certified Residential Appraiser | 77 | 77 | 100.0% | 100.0% | 98.2% |
| State Licensed Appraiser | 21 | 19 | 90.5% | 90.5% | 83.3% |
| Appraiser Trainee | 23 | 21 | 91.3% | 91.3% | 95.2% |
| AMC Panel Transactions | 779 | 779 | 100.0% | 100.0% | 100.0% |
| Additions | 707 | 707 | 100% | 100% | 100% |
| Removals | 72 | 72 | 100% | 100% | 100% |

Information Technology Division Electronic Information Outlet Statistics

September 2020

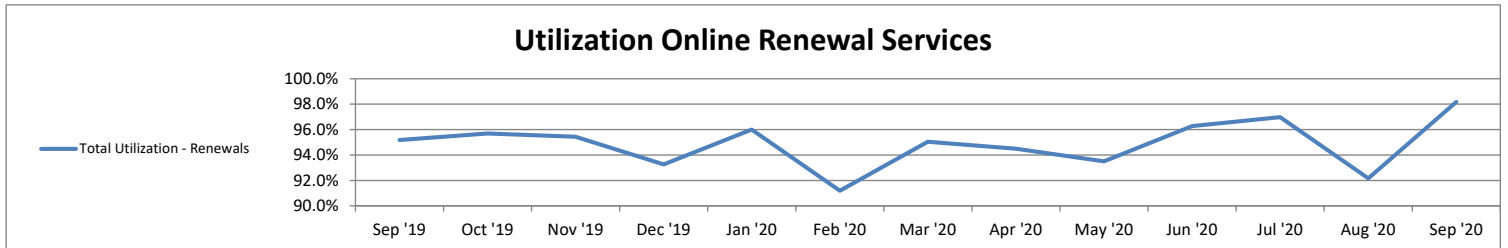
| Applications | Sep '19 | Oct '19 | Nov '19 | Dec '19 | Jan '20 | Feb '20 | Mar '20 | Apr '20 | May '20 | Jun '20 | Jul '20 | Aug '20 | Sep '20 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| AMC | 100.0% | N/A | 66.7% | 75.0% | 100.0% | 0.0% | 0.0% | N/A | N/A | 0.0% | 0.0% | 0.0% | N/A |
| Certified General Appraiser | 25.0% | 8.3% | 12.5% | 37.5% | 46.2% | 33.3% | 30.0% | 14.3% | 14.3% | 53.3% | 16.7% | 75.0% | 57.1% |
| Certified Residential Appraiser | 42.9% | 28.6% | 50.0% | 37.5% | 71.4% | 55.6% | 33.3% | 88.9% | 63.6% | 50.0% | 69.2% | 40.0% | 55.6% |
| State Licensed Appraiser | 75.0% | 50.0% | 54.5% | 100.0% | 0.0% | 100.0% | 100.0% | 50.0% | 66.7% | 100.0% | 100.0% | 100.0% | 40.0% |
| Appraiser Trainee | 85.3% | 82.8% | 78.3% | 88.2% | 90.0% | 78.3% | 77.4% | 78.8% | 82.4% | 79.2% | 80.0% | 88.2% | 85.7% |
| Total Utilization - Applications | 70.9% | 55.6% | 58.8% | 69.0% | 73.6% | 65.2% | 62.0% | 69.8% | 63.2% | 68.4% | 60.4% | 74.2% | 74.4% |

Utilization Online Application Services



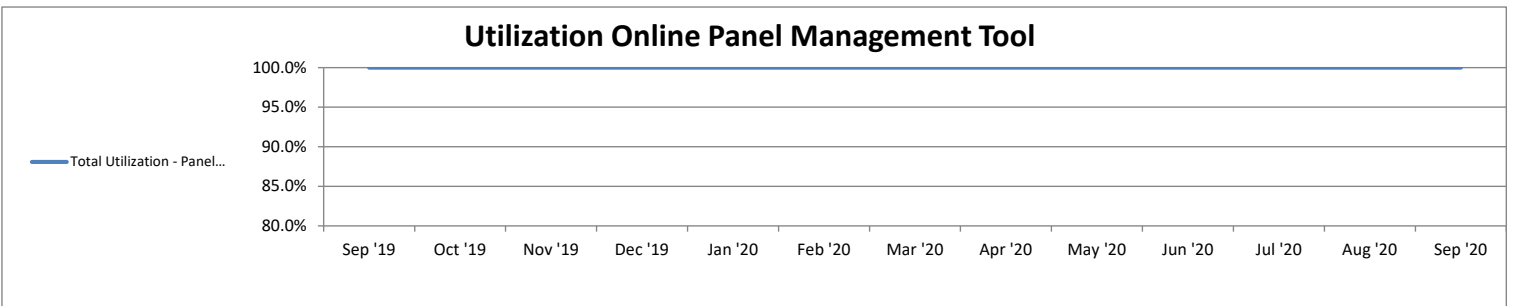
| Renewals | Sep '19 | Oct '19 | Nov '19 | Dec '19 | Jan '20 | Feb '20 | Mar '20 | Apr '20 | May '20 | Jun '20 | Jul '20 | Aug '20 | Sep '20 |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| AMC | 100.0% | 100.0% | 50.0% | 50.0% | 0.0% | 100.0% | 80.0% | 100.0% | 92.6% | 94.4% | 90.0% | 100.0% | 100.0% |
| Certified General Appraiser | 93.5% | 96.1% | 96.6% | 91.0% | 93.7% | 87.0% | 91.8% | 90.0% | 100.0% | 93.5% | 95.2% | 92.7% | 100.0% |
| Certified Residential Appraiser | 98.2% | 94.4% | 93.4% | 95.8% | 98.5% | 87.0% | 96.8% | 98.2% | 91.3% | 97.4% | 98.5% | 95.8% | 100.0% |
| State Licensed Appraiser | 83.3% | 90.0% | 100.0% | 92.9% | 94.1% | 92.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 81.3% | 90.5% |
| Appraiser Trainee | 95.2% | 100.0% | 100.0% | 94.1% | 100.0% | 89.7% | 100.0% | 80.0% | 85.7% | 100.0% | 100.0% | 93.2% | 91.3% |
| Total Utilization - Renewals | 95.2% | 95.7% | 95.4% | 93.3% | 96.0% | 91.2% | 95.0% | 94.5% | 93.5% | 96.3% | 97.0% | 92.2% | 98.2% |

Utilization Online Renewal Services



| Panel Management Tool | Sep '19 | Oct '19 | Nov '19 | Dec '19 | Jan '20 | Feb '20 | Mar '20 | Apr '20 | May '20 | Jun '20 | Jul '20 | Aug '20 | Sep '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 September 2020

| Purchase Date | Par Value | Purchase Price | Beginning Market Value | Additions Changes | Ending Market Value | Accrued Interest | Description | Maturity Date |
|---------------|------------------------|------------------------|------------------------|----------------------|------------------------|--------------------|----------------------|---------------|
| 09/16/2019 | 871,000.00 | 866,948.96 | 871,544.38 | (871,544.38) | 0.00 | 0.00 | U.S. T-Notes, 1.380% | 09/15/2020 |
| 06/17/2020 | 314,000.00 | 321,623.19 | 320,194.14 | (625.54) | 319,568.60 | 2,432.21 | U.S. T-Notes, 2.625 | 06/15/2021 |
| 09/15/2020 | 1,180,000.00 | 1,210,741.98 | 0.00 | 1,209,592.19 | 1,209,592.19 | 1,434.25 | U.S. T-Notes, 2.725 | 09/15/2021 |
| Totals | \$ 2,365,000.00 | \$ 2,399,314.13 | \$ 1,191,738.52 | \$ 337,422.27 | \$ 1,529,160.79 | \$ 3,866.46 | | |

Monthly Activity

| | Beginning Balance | Current Month | Cumulative Totals |
|--|-------------------|-------------------|------------------------|
| Beginning Cash Available Balance | \$ 1,246,878.45 | | |
| Current Month Receipts | | \$ 910,647.86 | |
| Current Month Disbursements | | \$ (1,545,283.31) | |
| Total Cash | | | \$ 612,243.00 |
| Investment Ending Market Value | | | 1,529,160.79 |
| Total Account Balance | | | 2,141,403.79 |
| Operating Reserves | | | (738,002.00) |
| Ending Balance Available for Operations | | | \$ 1,403,401.79 |

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 September 30, 2020



35 Days Faster

Compared to FY '20

Complaint Resolution



3 Days Faster

Compared to FY '20

Residential Audit Turnaround

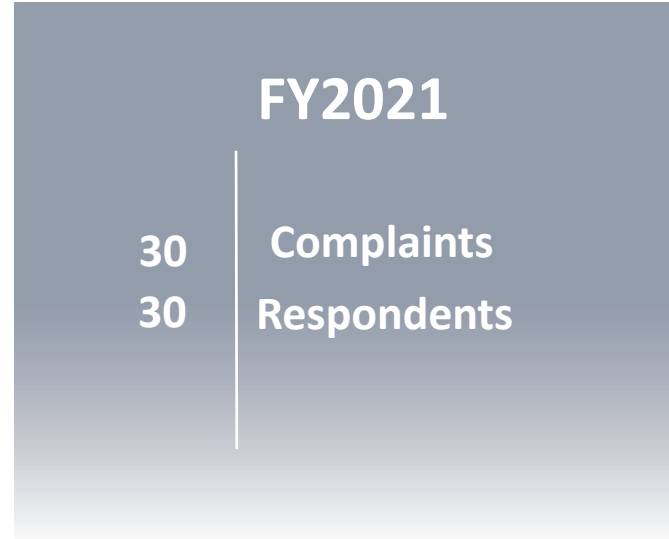


70 Days Faster

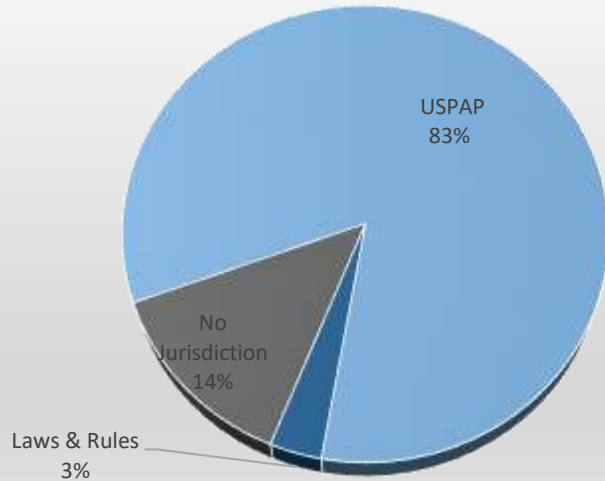
Compared to FY '20

Commercial Audit Turnaround

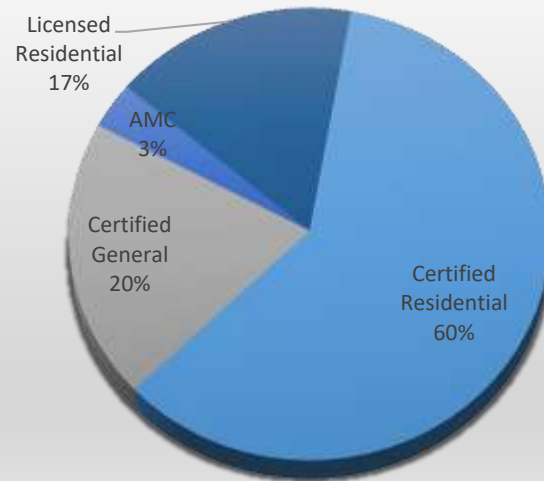
FY21 Incoming Complaints



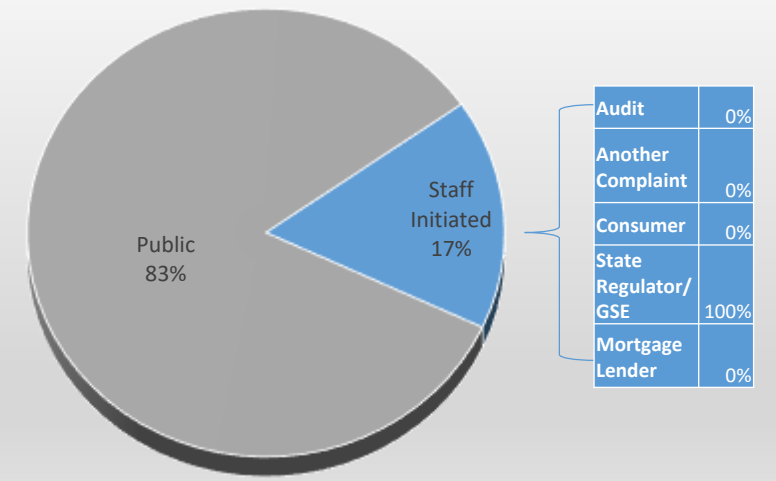
Breakdown by Classification



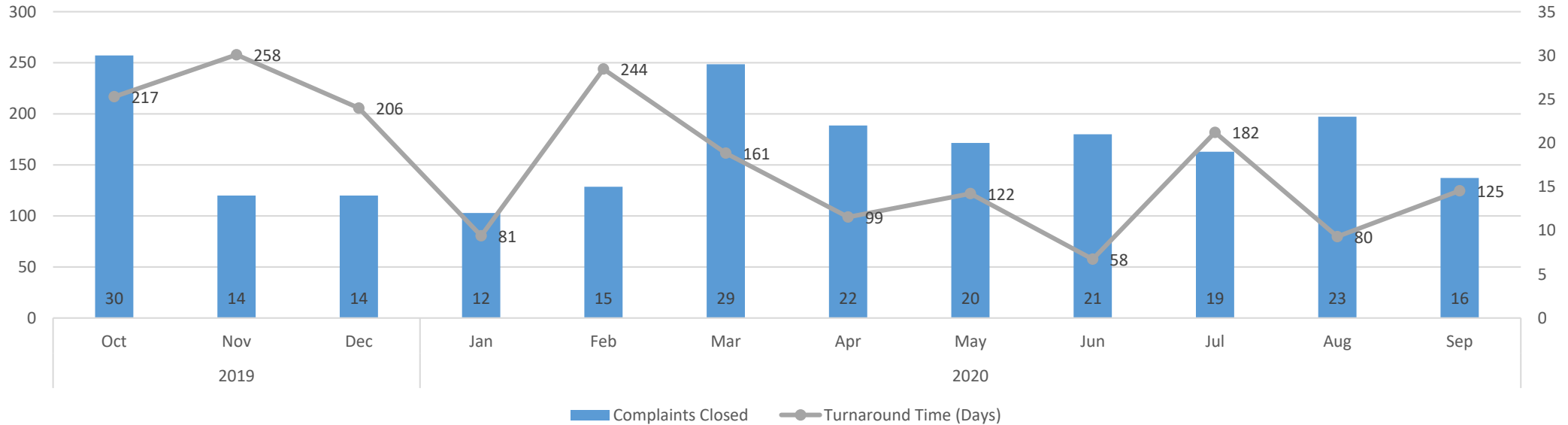
Breakdown by License



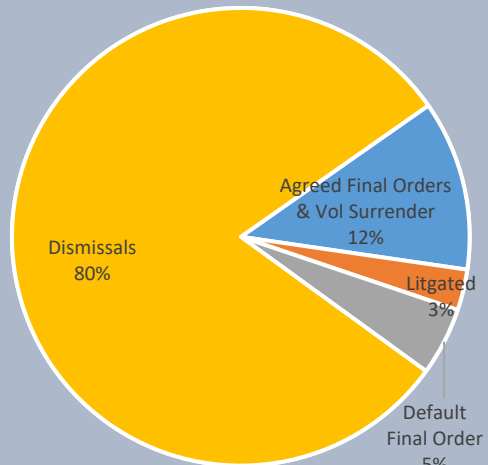
Breakdown by Source



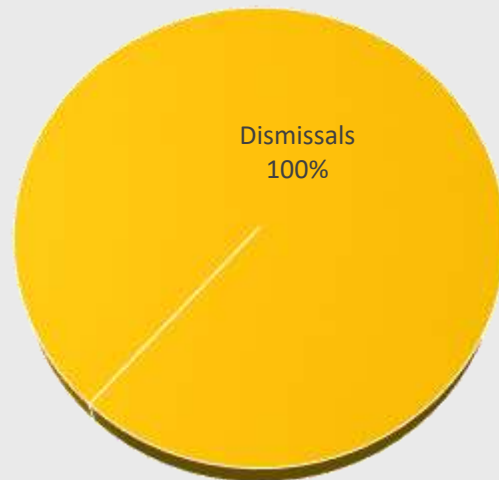
Complaint Resolution



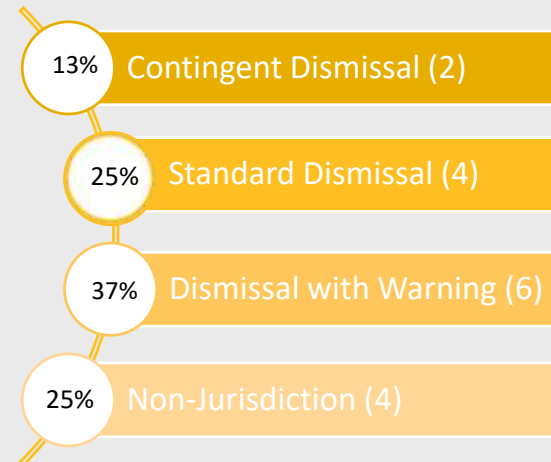
FY20 Complaint Outcome



FY21 Complaint Outcome



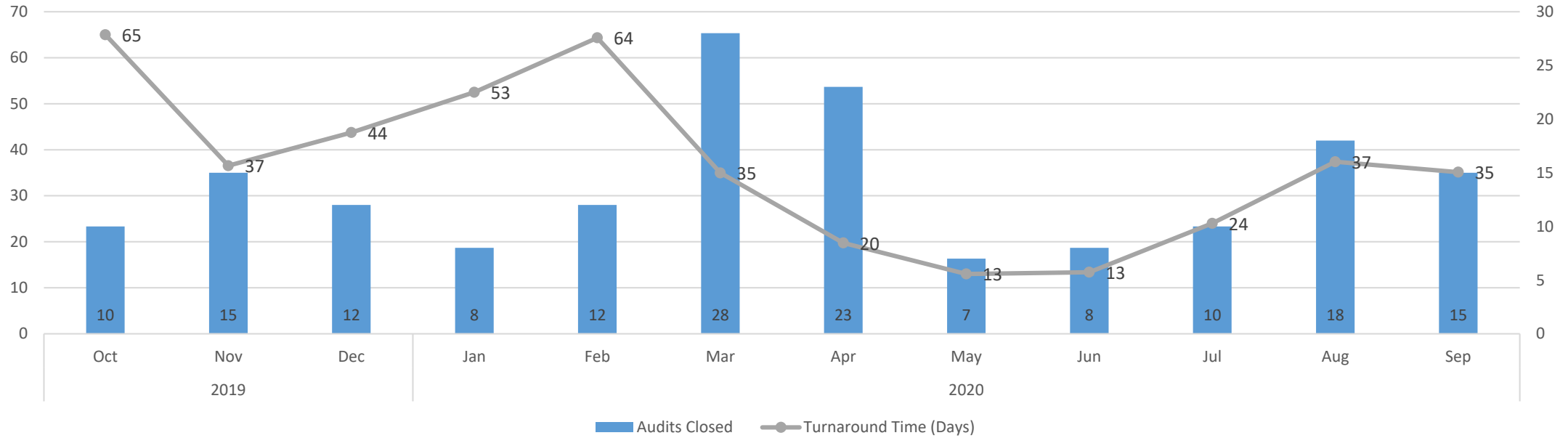
FY21 Dismissal Breakdown



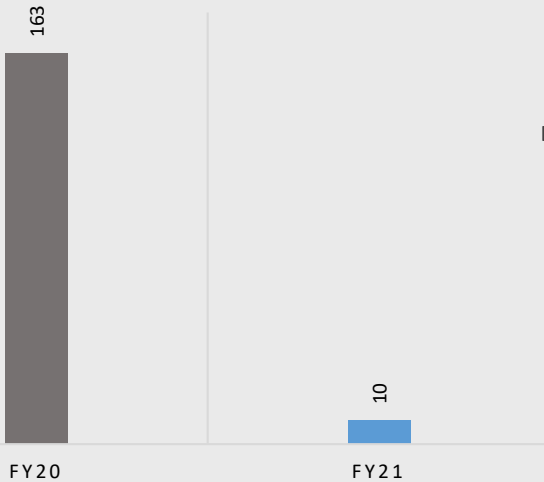
FY2021

| | |
|-----|--------------------------------------|
| 16 | Complaint Resolved |
| 125 | Average turnaround time (days) |
| 0 | Complaints Litigated |
| NA | Success Rate |
| 0% | License holders receiving discipline |

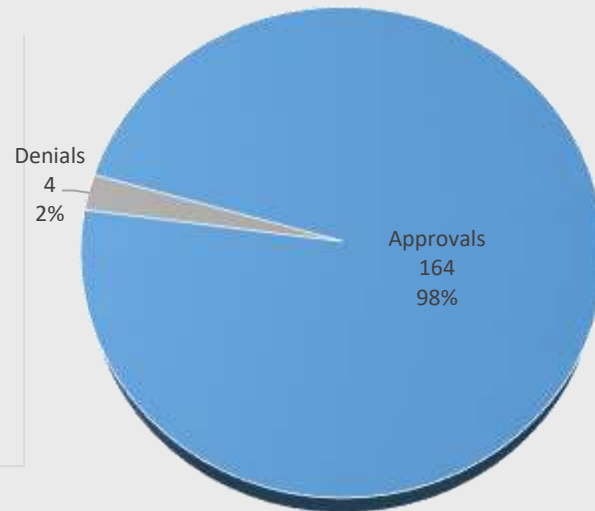
Residential Experience Audits



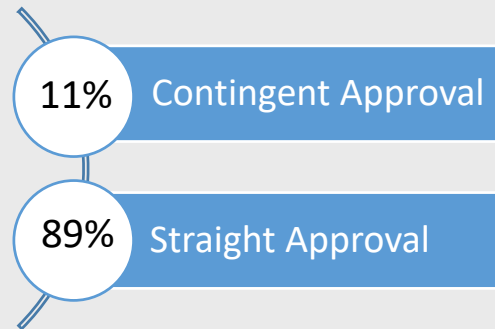
Incoming Residential Audits



FY20 - 21 Residential Audit Outcome



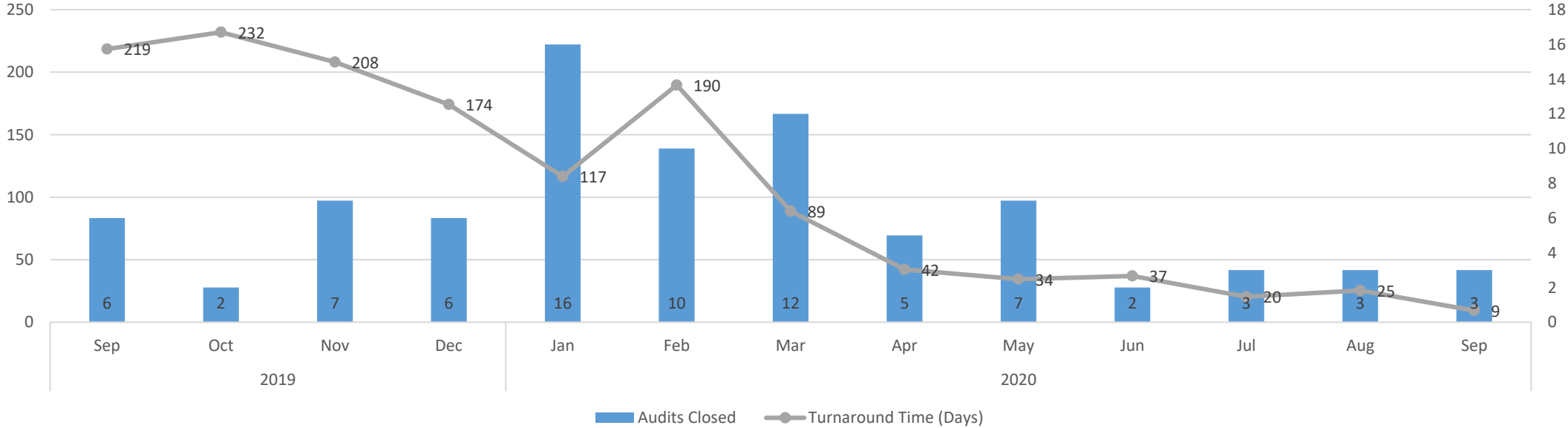
FY20 - 21 Residential Approval Breakdown



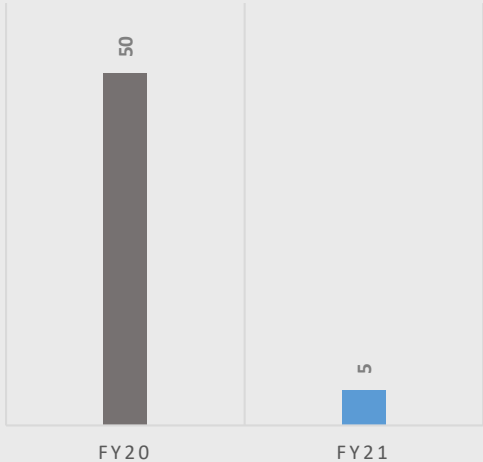
FY21 Residential Processing Data

| | |
|---------|-------------------------|
| 35 Days | Average Turnaround Time |
| 15 | Total Audits Closed |

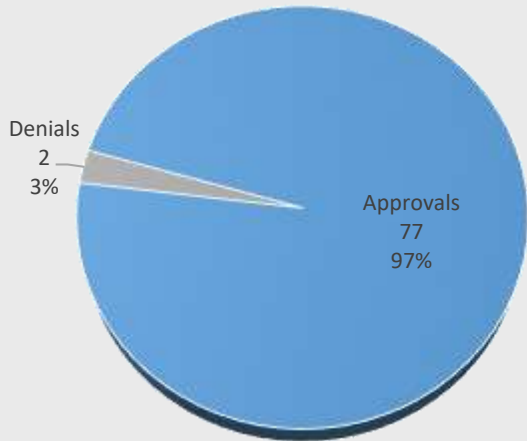
Commercial Experience Audits



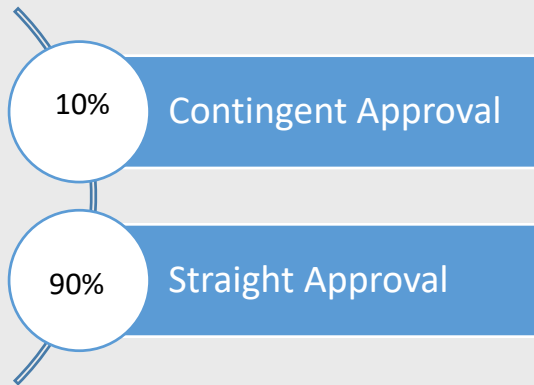
Incoming Commercial Audits



FY20 - 21 Commercial Audit Outcome



FY20 - 21 Commercial Approval Breakdown



FY21 Commercial Processing Data

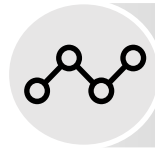
9 Days
3

Average Turnaround Time
Total Audits Closed

Open Cases Snapshot View

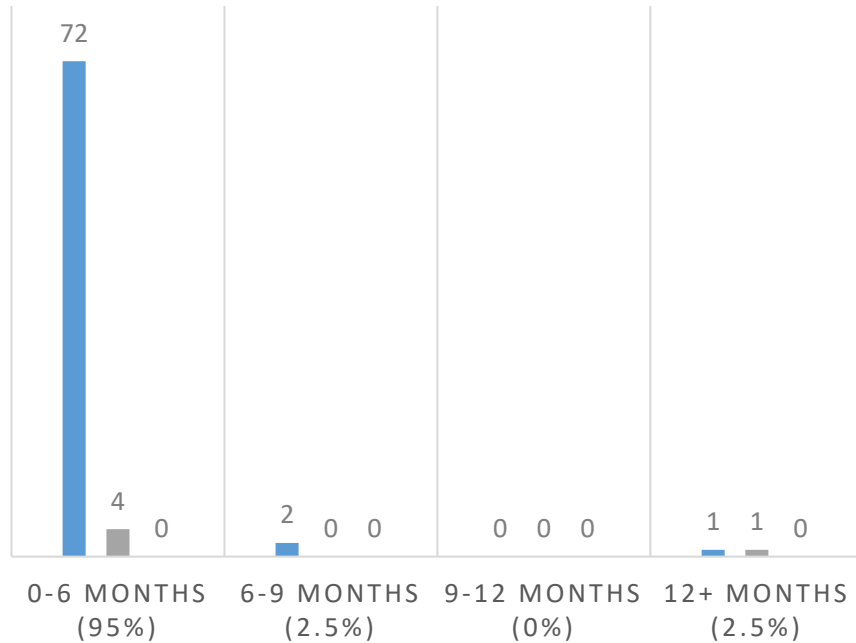


There are currently 80 open complaints.



There are currently 32 open experience audits.

COMPLAINTS

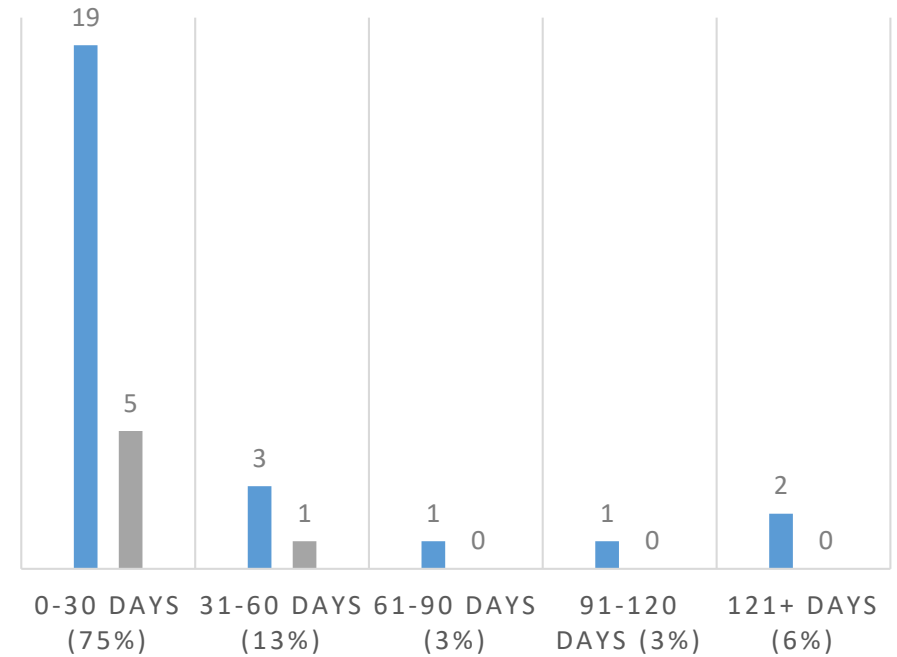


■ Residential ■ Commercial ■ AMC

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

- 2 cases are pending a hearing