



Staff Reports for September 2025

Customer Relations Division

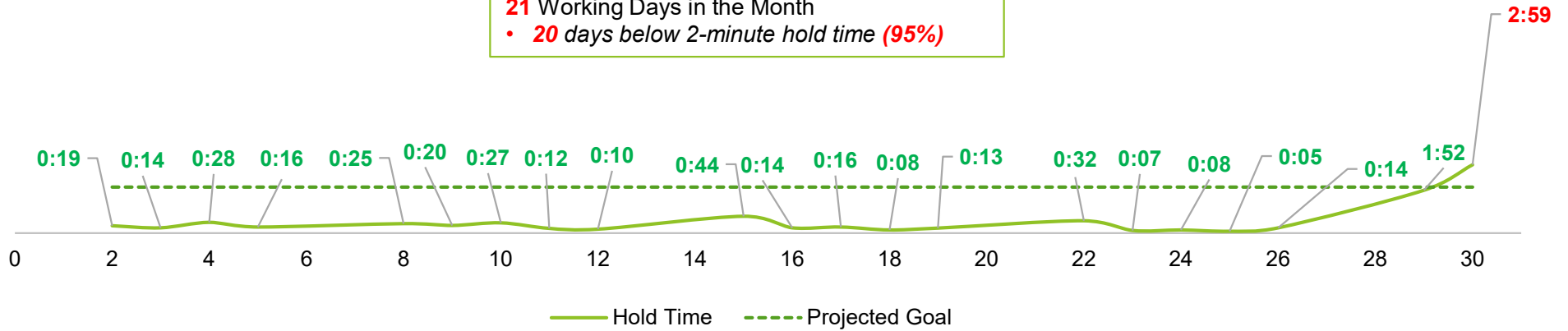
September 2025, Monthly Report



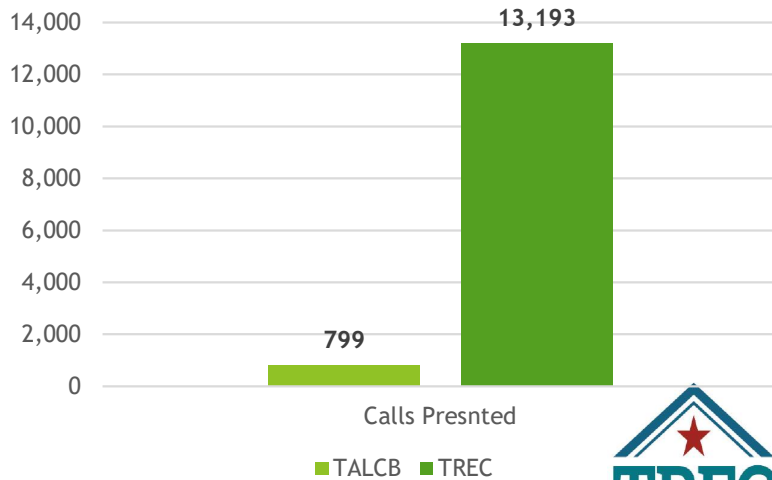
Customer Relations Division

September, 2025 Hold Time per Day

Calls Presented in September: **13,992**
 Average Hold Time: **36 seconds**
 Customer Service Representatives: **18**
21 Working Days in the Month
 • **20 days below 2-minute hold time (95%)**



TREC & TALCB

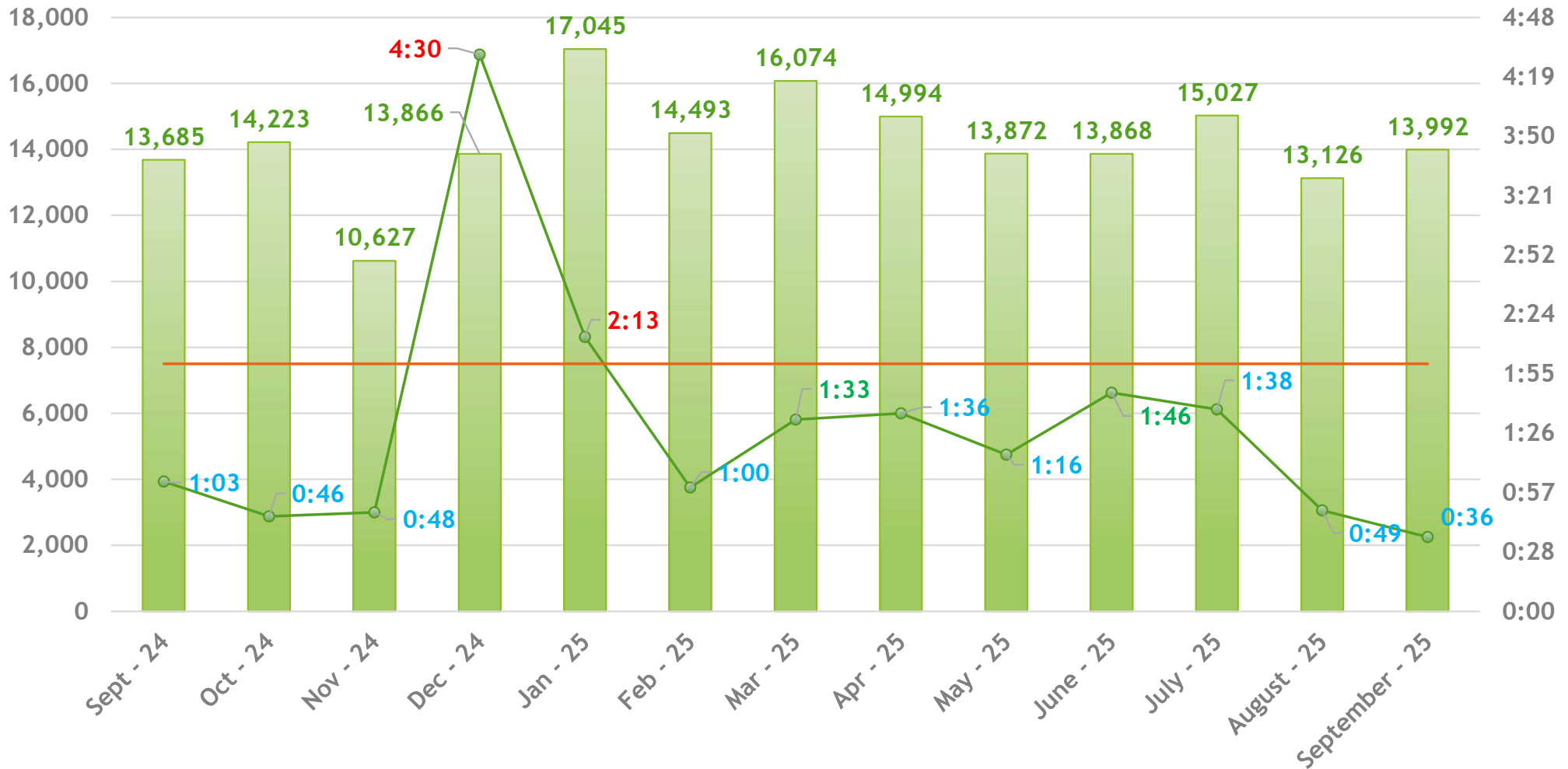


TALCB – 799 Calls (5.71%) 37 seconds
TREC – 13,193 Calls (94.29%) 36 seconds hold time



Customer Relations Division

13 Month Comparison of Calls Presented vs. Hold Time

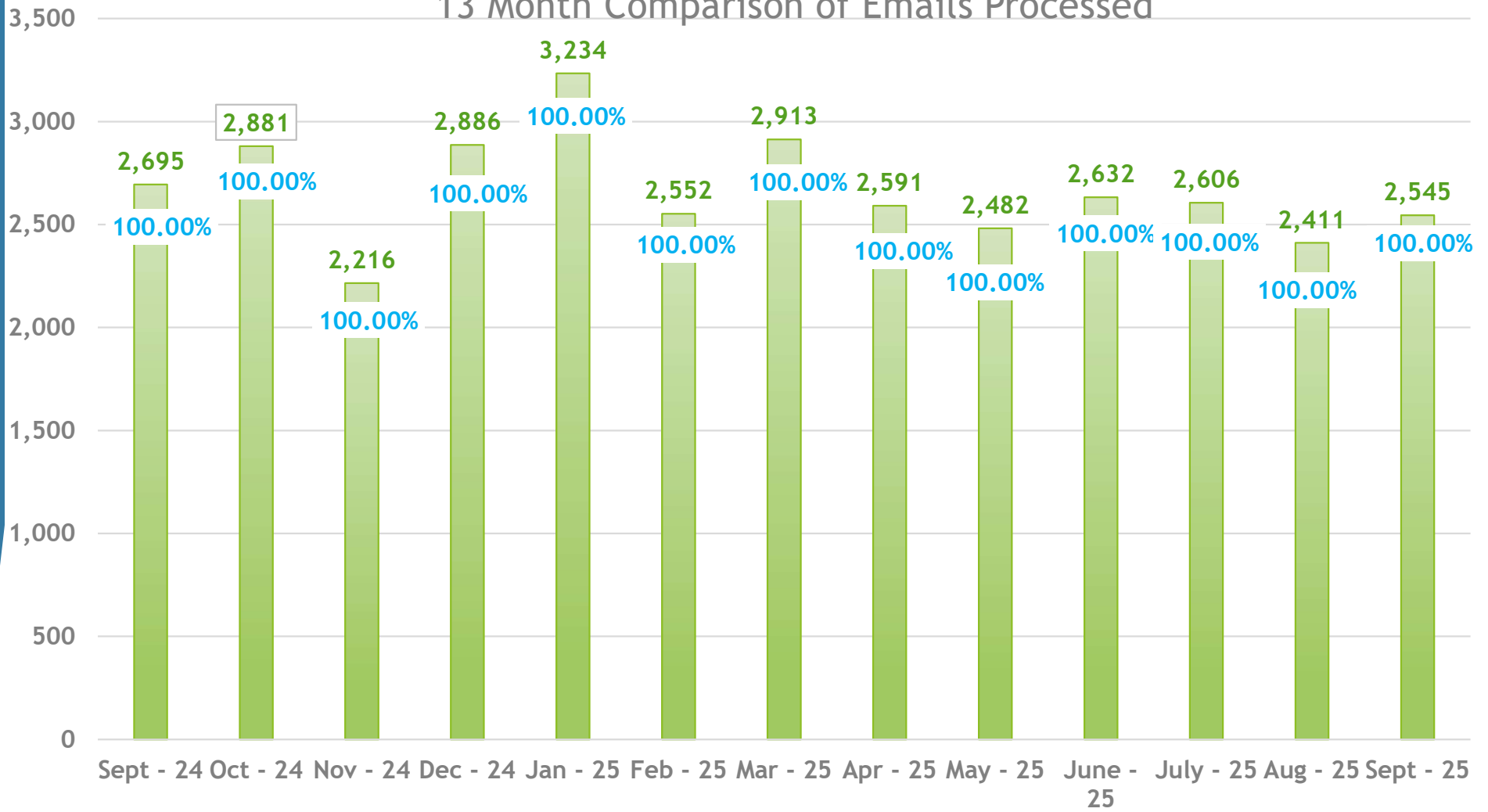


■ Total Calls Presented
 —●— Average Hold Time
 — Hold Time Target



Customer Relations Division

13 Month Comparison of Emails Processed



■ Emails Processed



Customer Relations Division

Fiscal Year Comparison

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



■ Average Calls Presented/Month

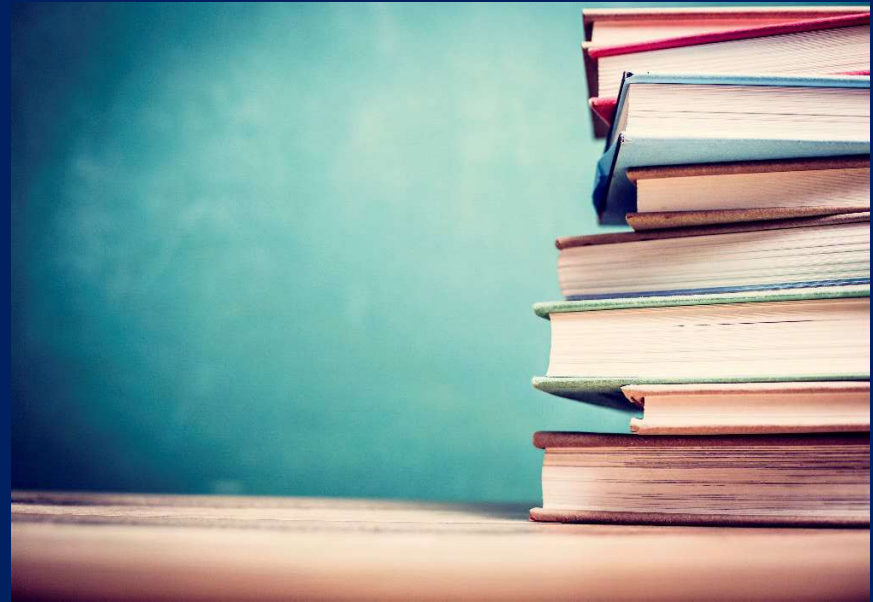
● Average Hold Time/Month

— Hold Time Goal



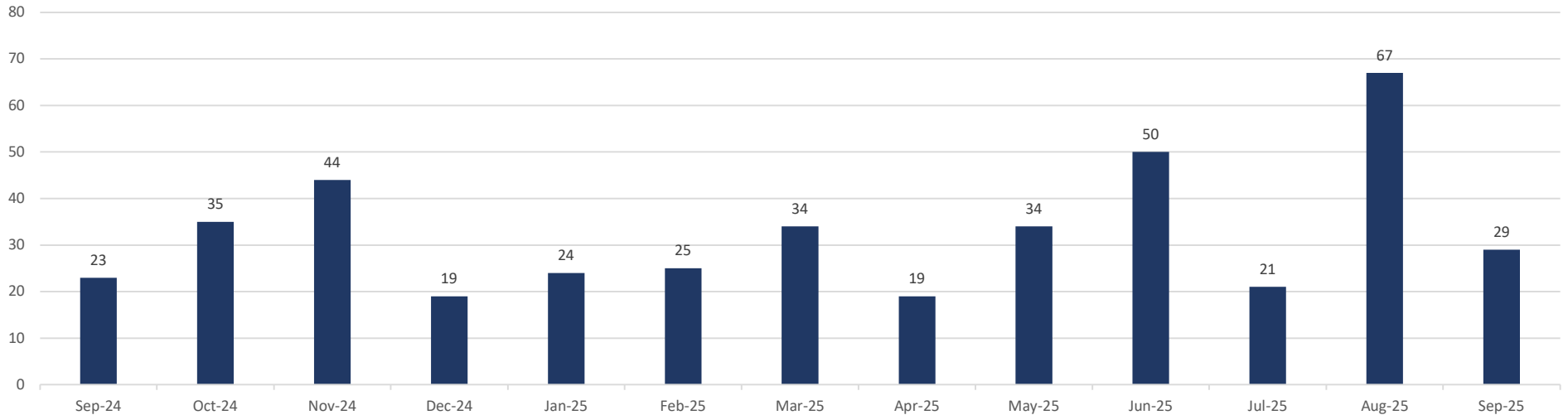
TALCB Education Report

September 2025

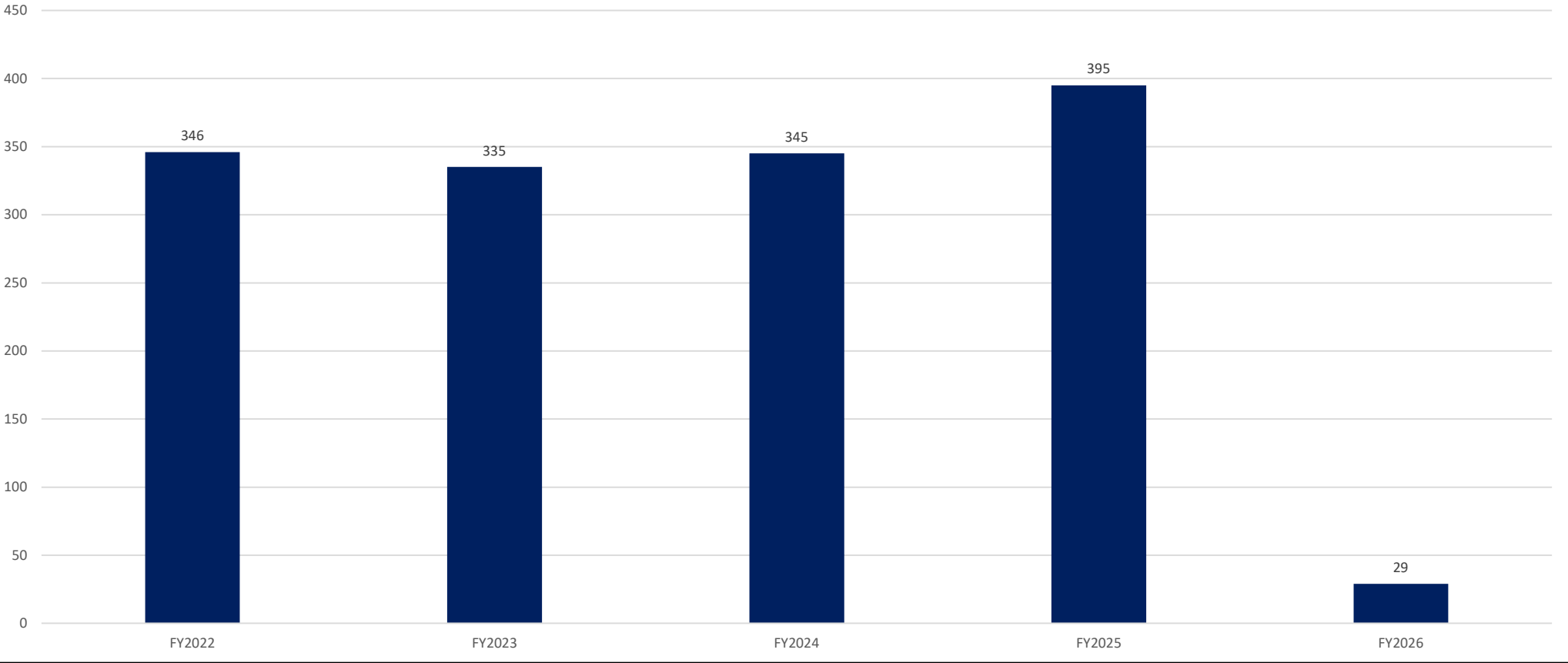


TALCB Applications Approved 13-Month Comparison

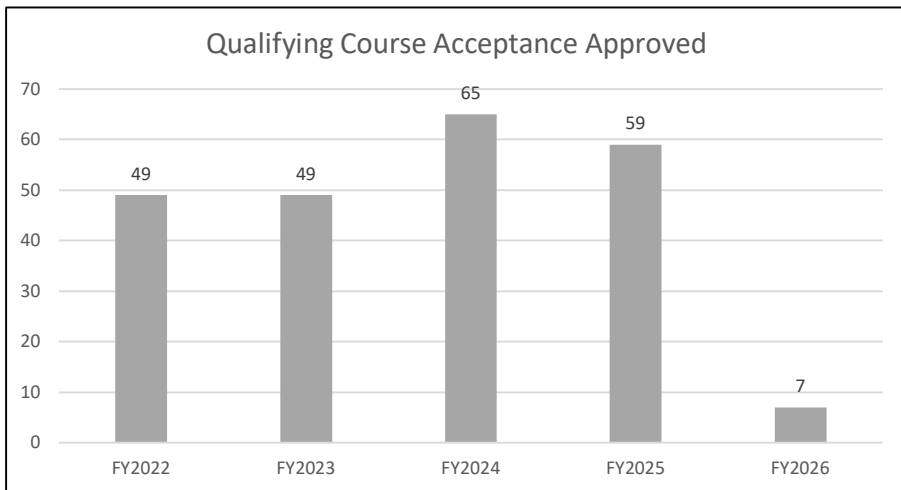
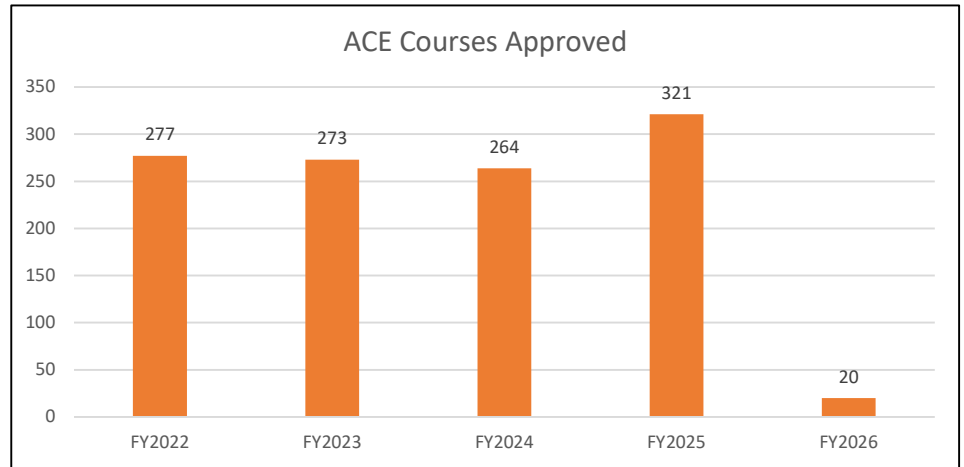
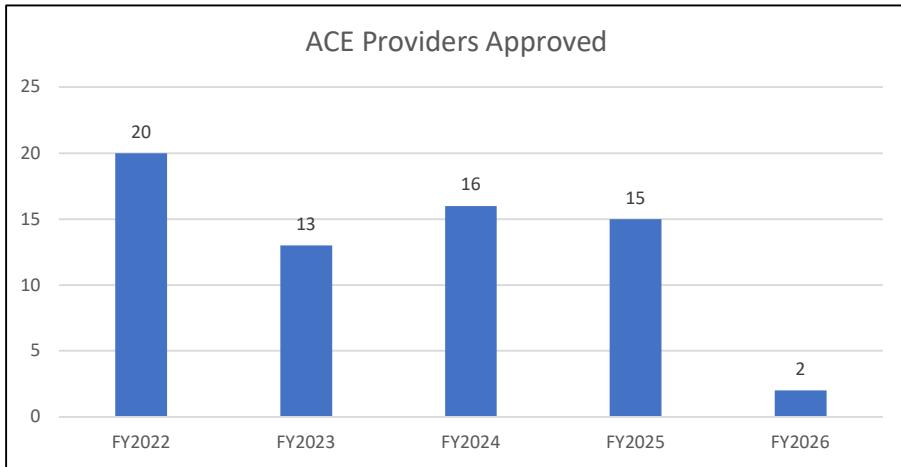
	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Initial ACE Provider	0	0	1	0	0	0	0	0	0	0	0	1	0
Renewal ACE Provider	0	0	1	0	0	0	0	0	0	0	8	4	2
All ACE Provider Applications	0	0	2	0	0	0	0	0	0	0	8	5	2
Qualifying Course Acceptance	7	10	0	4	4	5	4	0	5	4	3	13	7
ACE Courses	16	25	42	15	20	20	30	19	29	46	10	49	20
All Course Applications	23	35	42	19	24	25	34	19	34	50	13	62	27
All Applications Approved	23	35	44	19	24	25	34	19	34	50	21	67	29



Applications Approved Year-Over-Year Comparison



TALCB Total Applications Approved - Fiscal Year



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	2	1	3	67%	1	3	4	25%	7	43%	7
FYTD 2024	3	1	4	75%	2	3	5	40%	9	56%	8	63%
September 2025	2	1	3	67%	1	3	4	25%	7	43%	7	43%
September 2024	3	1	4	75%	2	3	5	40%	9	56%	8	63%

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	Count	Pass Rate
	FYTD 2025	3	1	4	75%	0	0	0	NA	4	75%	4
FYTD 2024	5	3	8	63%	3	4	7	43%	15	53%	12	67%
September 2025	3	1	4	75%	0	0	0	NA	4	75%	4	75%
September 2024	5	3	8	63%	3	4	7	43%	15	53%	12	67%

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	2	2	4	50%	1	4	5	20%	9	33%	8
FYTD 2024	1	4	5	20%	7	5	12	58%	17	47%	15	53%
September 2025	2	2	4	50%	1	4	5	20%	9	33%	8	38%
September 2024	1	4	5	20%	7	5	12	58%	17	47%	15	53%

TALCB Licensing Report

Current as of September 30, 2025

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
September 2025

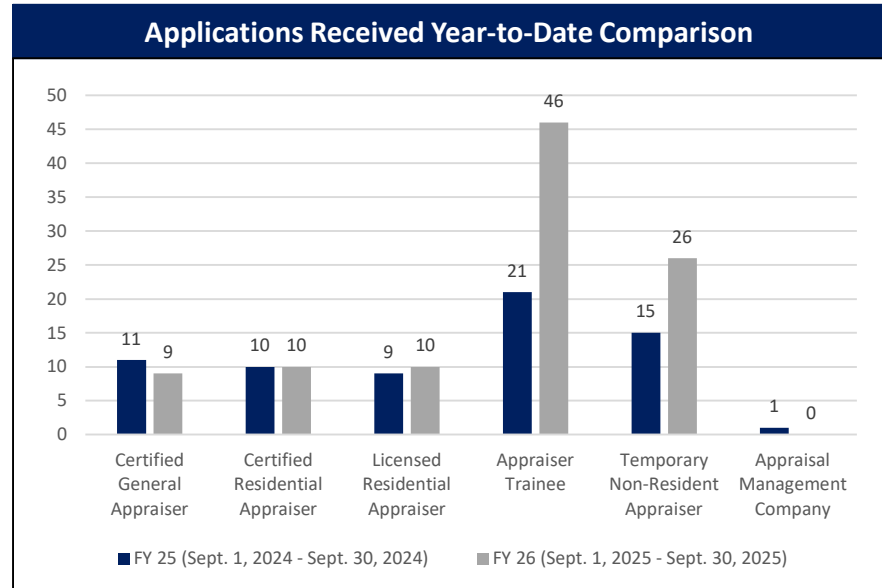
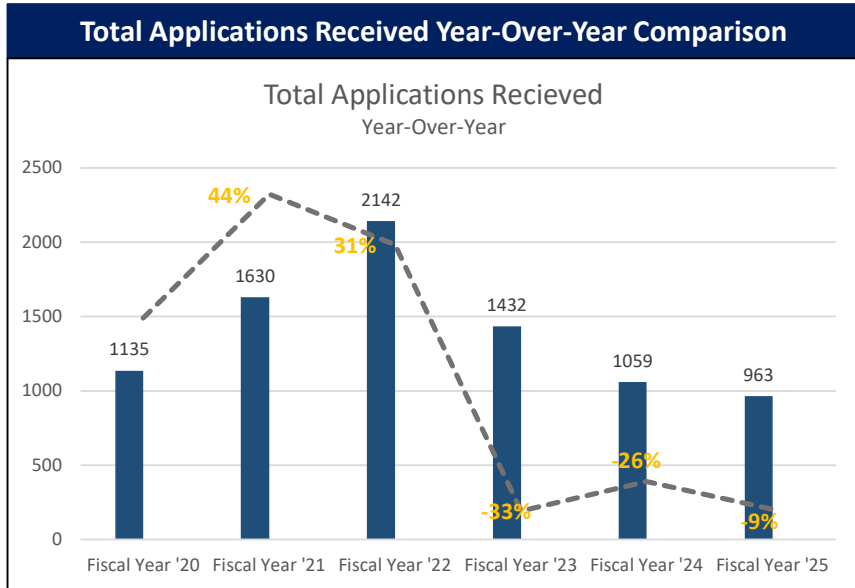
FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72	
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32	
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20	
2017	Aug17	2,398	2,407	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	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	2	
	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	
2025	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	
	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	
	Nov 24	2,420	2,800	614	5,834	-17	874	-18	6,708	-35	
	Dec 24	2,421	2,791	613	5,825	-9	861	-13	6,686	-22	
	Jan 25	2,404	2,780	612	5,796	-29	851	-10	6,647	-39	
	Feb 25	2,391	2,772	590	5,753	-43	832	-19	6,585	-62	
2026	Mar 25	2,402	2,778	596	5,776	23	840	8	6,616	31	
	Apr 25	2,409	2,781	593	5,783	7	819	-21	6,602	-14	
	May 25	2,401	2,774	586	5,761	-22	805	-14	6,566	-36	
	Jun 25	2,391	2,766	586	5,743	-18	814	9	6,557	-9	
	Jul 25	2,386	2,753	583	5,722	-21	806	-8	6,528	-29	
	Aug 25	2,389	2,752	581	5,722	0	803	-3	6,525	-3	
	Sept 25	2,394	2,739	577	5,710	-12	802	-1	6,512	-13	
	September 2025										
	Inactive Appraisers		GENERAL 39	RESIDENTIAL 60	LICENSE 18	TOTAL 117		TRAINEE 103		TOTAL 220	
									Out-of-State Temporary Registrations:	124	
									Total All License Holders:	6,856	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
September 2025

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 - Total		16	17	94
2025	Sept 24	1	1	6
	Oct 24	0	0	6
	Nov 24	1	1	5
	Dec 24	1	1	3
	Jan 25	0	0	5
	Feb 25	0	0	3
	Mar 25	2	1	2
	Apr 25	0	0	3
	May 25	2	1	5
	Jun 25	1	2	3
2025 - Total		9	9	51
2026	Sept 25	0	0	3
2026 - Total		0	0	3
Registrations issued from March 2012 to Sept 2025			361	
Registrations Expired > 6 months as of Sept 2025			-109	
Registrations Expired < 6 months as of Sept 2025			-1	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-40	
Registrations Re-Issued > 6 months after expiration date			-10	
Federally Regulated AMCs			-3	
TOTAL AMC REGISTRATIONS			165	

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%
Fiscal Year 25	165	-1	-1%

Applications Received



Applications Received Month-Over-Month Comparison

	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sept 25
Certified General Appraiser	11	12	11	10	22	19	18	23	11	13	15	14	9
Certified Residential Appraiser	10	6	6	6	9	11	10	21	16	16	15	6	10
Licensed Residential Appraiser	9	11	8	7	20	10	12	10	13	7	12	9	10
Appraiser Trainee	21	33	18	16	35	15	24	23	37	28	35	30	46
Temporary Non-Resident Appraiser	15	14	17	19	20	15	20	17	19	21	23	19	26
Appraisal Management Company	1	0	1	1	0	0	2	0	2	1	0	1	0

Application Processing Time

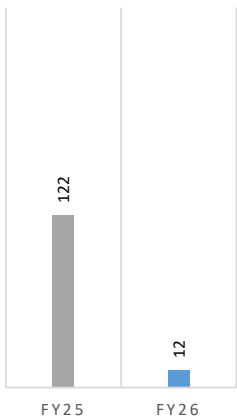
Average Number of Days to Process Applications

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

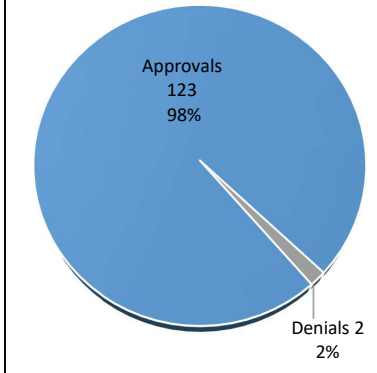
	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sept 25
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	22	20	29	23	33	26	29	23	21	22	13	29	30
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	22	28	28	NA	42	26	35	17	28	24	25	30	39
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	17	13	30	36	35	20	18	20	15	26	18	41	21
Reciprocity (Goal: 14 days)	1	3	3	4	2	6	2	2	2	3	2	2	2
Appraiser Trainee (Goal: 14 days)	3	2	2	4	5	5	8	5	7	5	4	5	4
Temporary Non-Resident Appraiser (Goal: 5 days)	2	2	2	2	2	3	2	2	2	3	2	2	2
Appraisal Management Company (Goal: 14 days)	1	NA	5	4	NA	NA	1	NA	1	6	NA	1	NA

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY25 – 26 Residential Audit Outcome

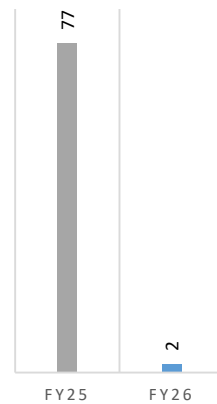


Residential Audit Processing Year-Over-Year

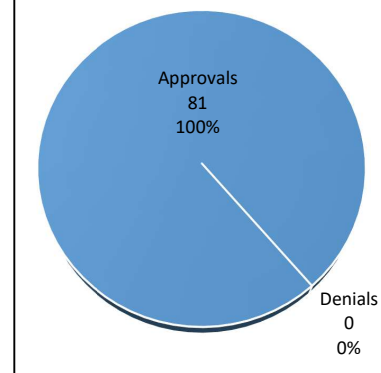
	Closed	Average Processing
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	265	30 Days
Fiscal Year 2025	123	22 Days
Fiscal Year 2026	8	27 Days

Certified General Experience Audit Summary

Commercial audits received



FY25-26 Commercial Audit Outcome



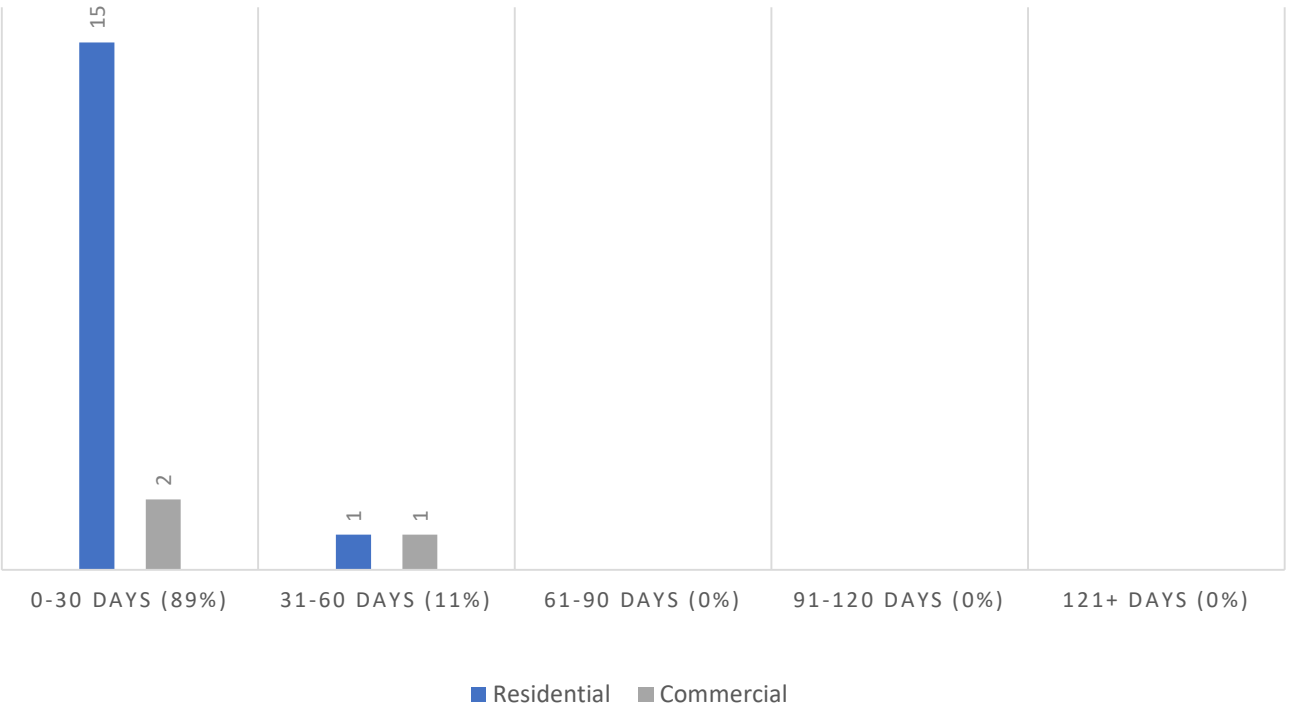
Commercial Audit Processing Year-Over-Year

	Closed	Average Processing
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	77	20 Days
Fiscal Year 2026	8	25 Days

Renewal Activity

Year-to-Date Comparison						
	FY 24 (Sept. 1, 2023 - Set. 30 2024)		FY 26 (Sept. 1, 2025 - Sept. 30, 2025)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	60	80.00%	71	88.75%	11	18.33%
Certified Residential Renewals	88	88.89%	102	87.18%	14	15.91%
Licensed Residential Renewals	15	65.22%	14	56.00%	-1	-6.67%
Appraiser Trainee Renewals	22	36.07%	19	55.88%	-3	-13.64%

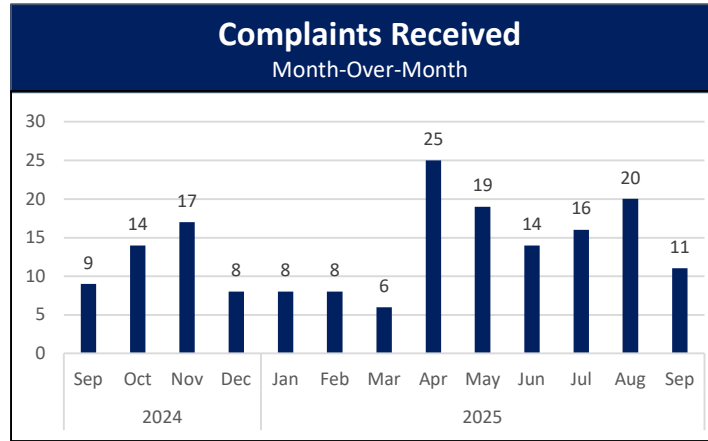
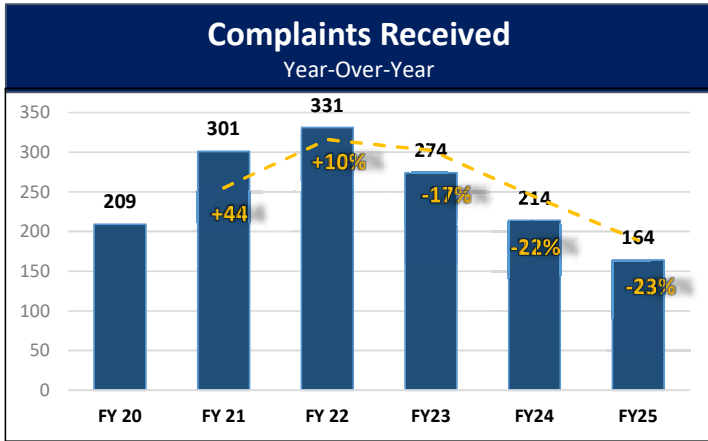
Open Experience Audit Snapshot



TALCB Enforcement Report

Current as of September 30, 2025

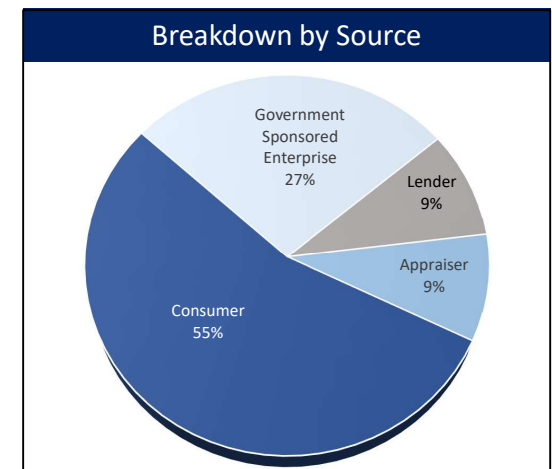
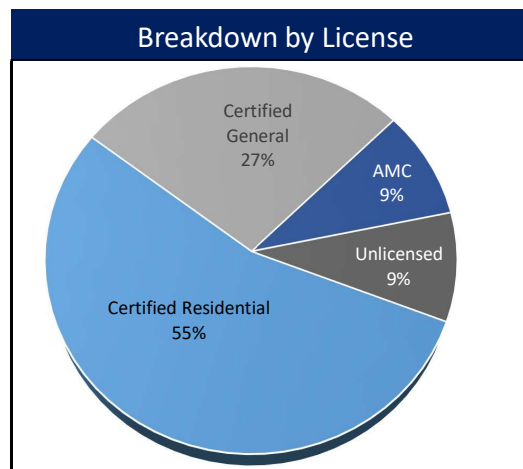
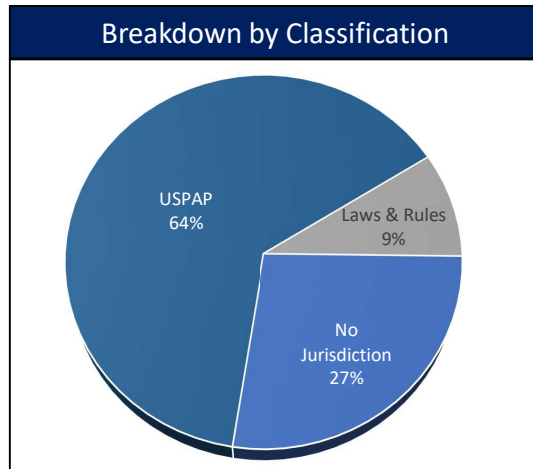
Complaints Received



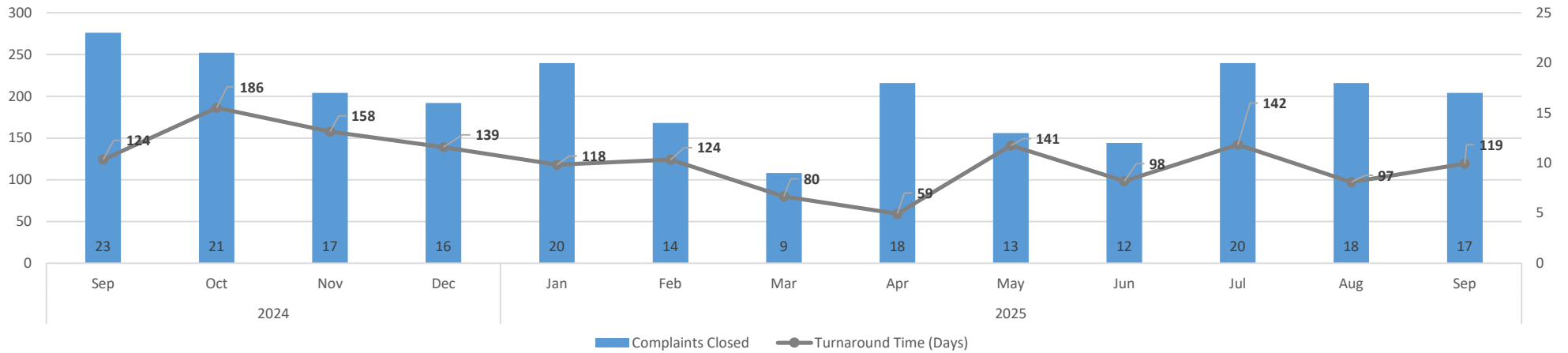
Fiscal Year 2026 Summary

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

Fiscal Year 2026 Complaints Received by Category

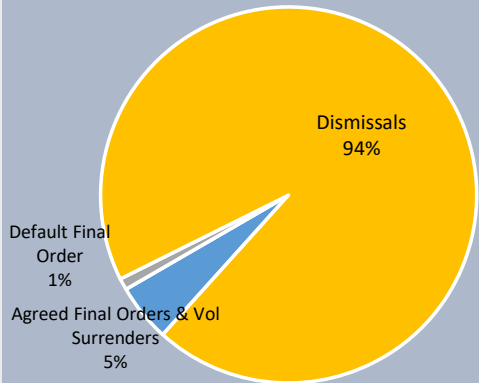


Complaint Resolution

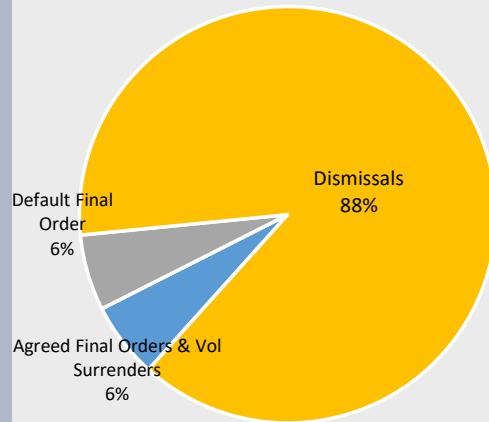


FY25 Complaint Outcome

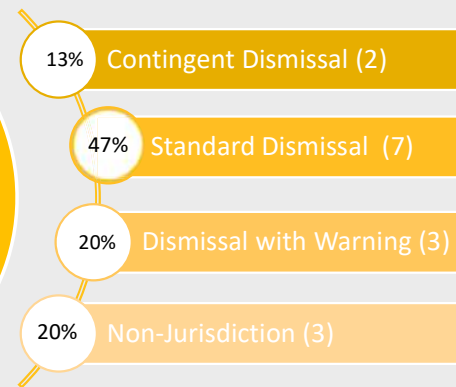
201 Complaints Resolved



FY26 Complaint Outcome



FY26 Dismissal Breakdown



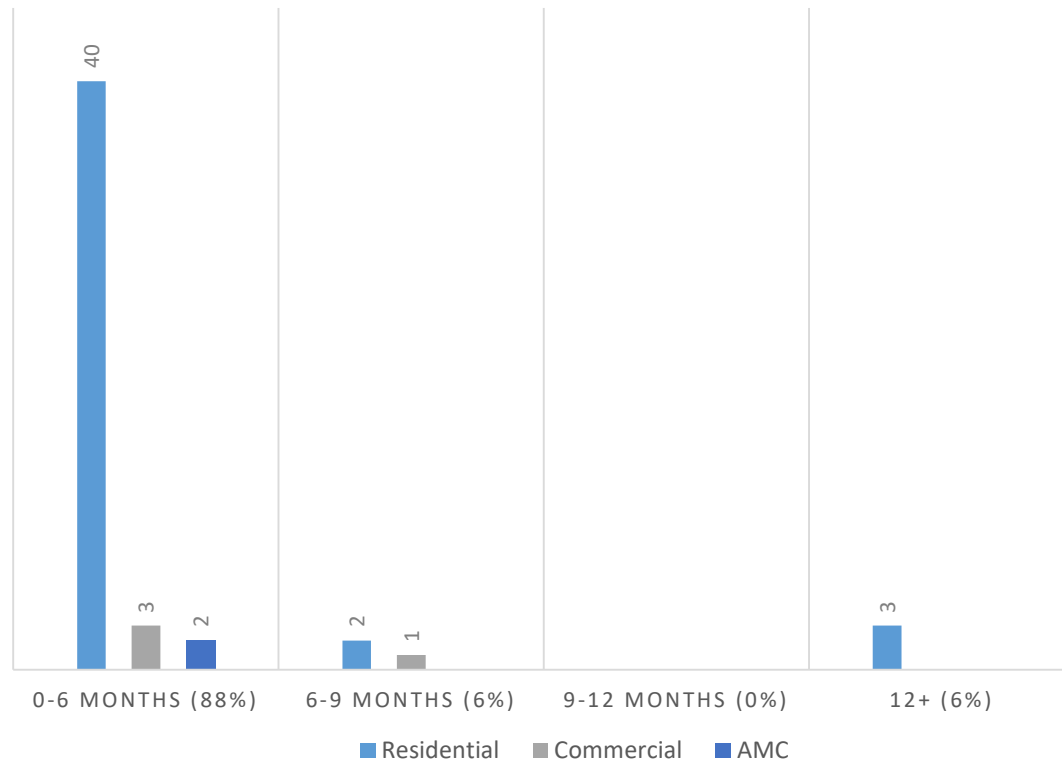
Fiscal Year 2026 Summary

17 Complaints Resolved

119 Days Average turnaround time
Sunset Goal: Resolve complaints within 180-day on average

<1% License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

51 Open Complaints

6 Cases Currently Abated

- 6 pending litigation

3 Cases Over 1 Year Old

The ASC Policy Statements require that cases be resolved within 1-year, absent special documented circumstances. 2 cases involved abatements, and 1 case involves a party on active military duty.



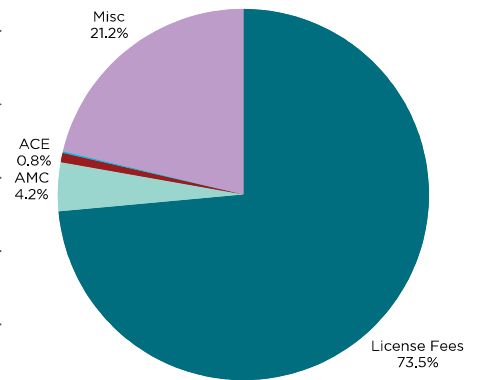
EXECUTIVE FINANCIAL REPORT

SEP 2025

Total Revenue (YTD)	Total Expenses (YTD)	Gain/Loss
\$176,656	\$160,661	\$15,995

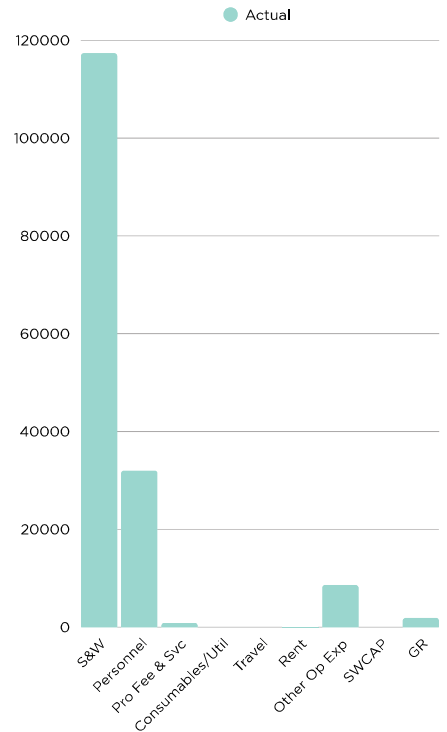
Income Report

Source	Budgeted	Actual	Difference
License Fees	1,653,005	129,920	1,523,085
AMC's	764,465	7,505	756,960
ACE Program	18,365	1,420	16,945
Exam Fees	3,890	290	3,600
Miscellaneous Revenue	68,945	37,521	31,424
Total Income	\$2,508,670	\$176,656	\$2,332,014



Expenses Report

Source	Budgeted	Actual	Difference
Salaries & Wages	1,651,978	117,340	1,534,638
Other Personnel Costs	517,736	31,983	485,753
Professional Fees & Svcs	117,835	845	176,990
Consumables/Utilities	2,143	0	2,143
Travel	42,000	0	42,000
Rent (Buildings/Equip)	11,614	20	10,594
Other Operating Expenses	115,601	8,598	107,003
SWCAP	51,807	0	51,807
Annual GR Payment	22,500	1,875	20,625
Total Expenses	\$2,593,214	\$1,60,661	\$2,432,553





EXECUTIVE FINANCIAL REPORT

SEP 2025

Notes

- Our ending revenue collection for the month of September is at 7% or \$176,656. We were below our target collection rate of 8.33% for the month.
- Our ending expenses for September were at 93.8% which was below our projected expense target of 8.33% one month into the new fiscal year.
- Our revenue exceeded our expenditures, therefore we have an operational gain of \$15,995.

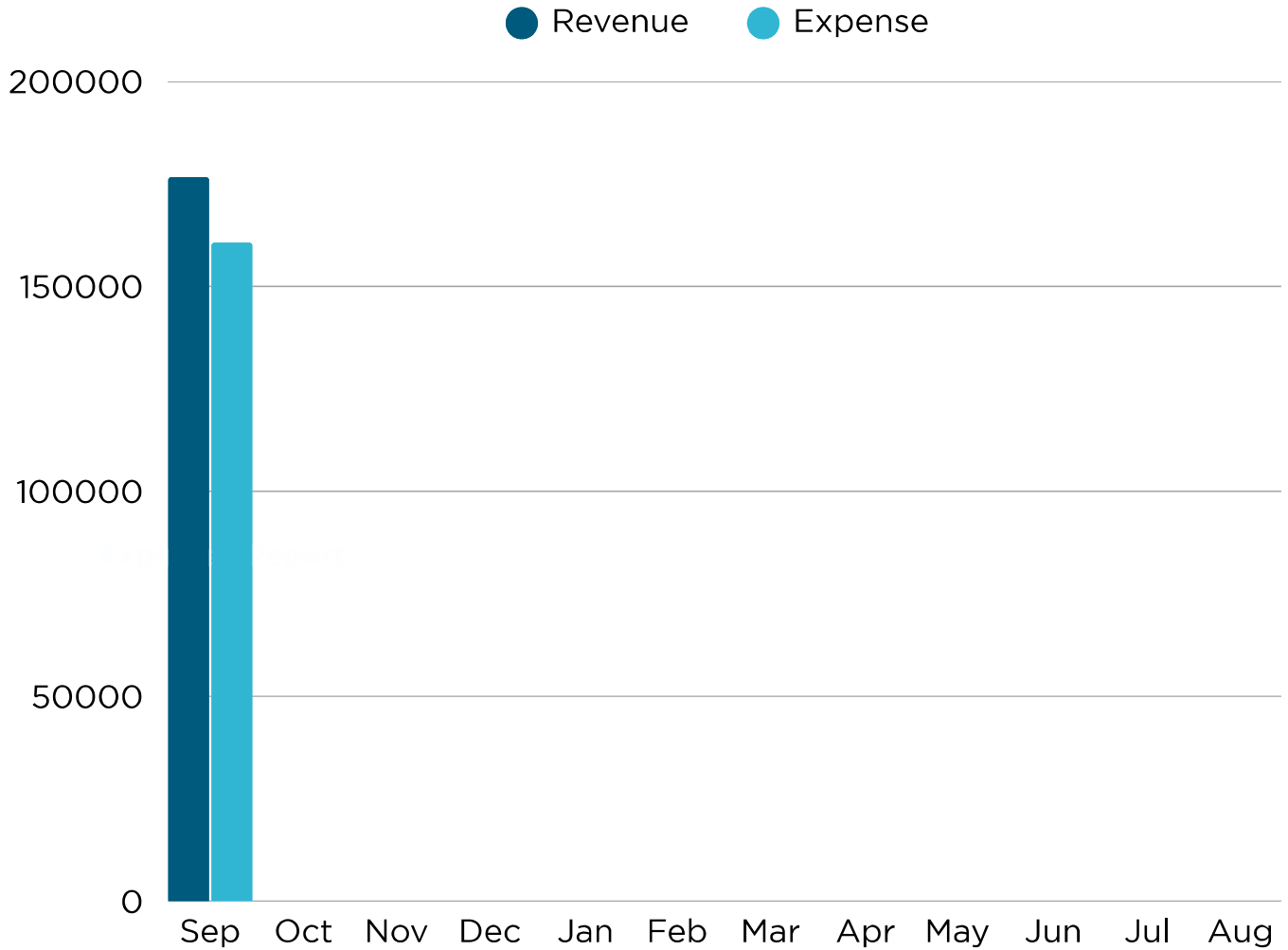
Expenses Report



EXECUTIVE FINANCIAL REPORT

SEP 2025

FY26 Monthly Activity





MONTHLY INVESTMENT REPORT AS OF SEP 30, 2025

The following report is submitted in accordance with the Public Funds Investment Act (Chapter 2256.023) in order that the governing body of the Texas Appraiser Licensing and Certification Board is fully informed of the position and activity within the agency's portfolio of investments.

The Chief Financial Officer, Accounting Manager, and Budget Analyst have been designated by the Executive Director as the agency's investment officers and make funds movement and allocation decisions. The appropriate investment vehicle used is determined by safety needs, liquidity requirements, financial return, and Texas Comptroller policy. The TALCB Operating and special purpose fund (Education Development Fund Account) are invested in overnight repurchase agreements and U.S. Treasury Notes.

The agency's portfolio is managed in full compliance with the Public Funds Investment Act, the investment policy and strategy of the agency, and under the safety parameters as set by the Commission.

Ranada O. Williams

Ranada Williams
Chief Financial Officer

Melissa Huerta

Melissa Huerta
Accounting Manager

Kemya Dean

Kemya Dean
Budget Analyst



MONTHLY INVESTMENT REPORT AS OF SEP 30, 2025

Financial Services Division

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

For the Month of September 2025

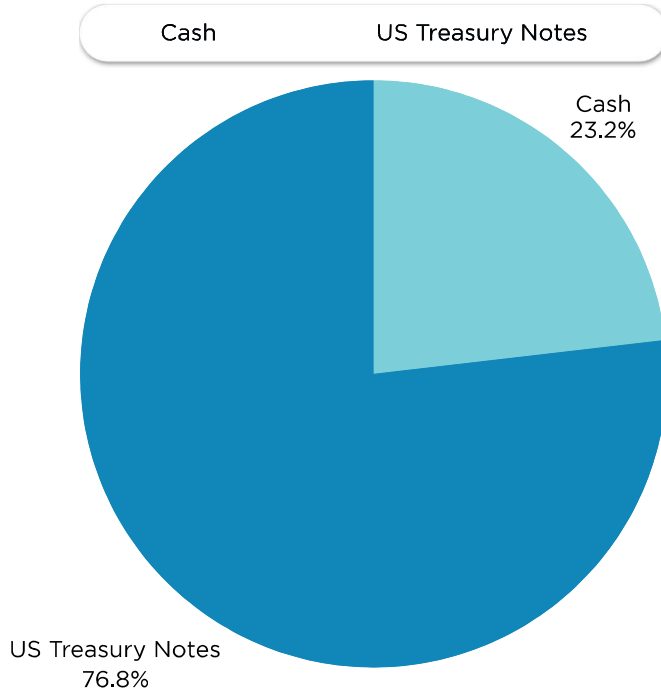
Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
09/16/2024	903,800.00	899,422.22	903,694.08	(903,694.08)	0.00	0.00	U.S. T-Notes, 3.500	09/15/2025
12/16/2024	901,000.00	898,881.71	901,070.40	422.34	901,492.74	10,634.75	U.S. T-Notes, 4.000	12/15/2025
03/19/2025	870,000.00	874,447.52	873,466.41	(203.91)	873,262.50	1,778.45	U.S. T-Notes, 4.625	03/15/2026
06/16/2025	967,000.00	967,071.22	968,813.13	679.92	969,493.05	11,770.45	U.S. T-Notes, 4.125	06/15/2026
09/15/2025	252,000.00	254,254.22	0.00	254,155.78	254,155.78	515.14	U.S. T-Notes, 4.625	09/15/2026
Totals	\$ 3,893,800.00	\$ 3,894,076.89	\$ 3,647,044.02	\$ (648,639.95)	\$ 2,998,404.07	\$ 24,698.79		

Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
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Beginning Cash Available Balance 09/01/2025	\$	554,865.06	
Current Month Receipts	\$	963,235.61	
Current Month Disbursements	\$	(614,726.85)	
Total Cash	\$	903,373.82	
Investment Ending Market Value		2,998,404.07	
Total Account Balance		3,901,777.89	
Operating Reserves		(1,296,609.00)	
Ending Balance Available for Operations 09/30/2025	\$	2,605,168.89	

Investment Compliance: These investments have been made in compliance with the Board's Investment Policy.





MONTHLY INVESTMENT REPORT AS OF SEP 30, 2025

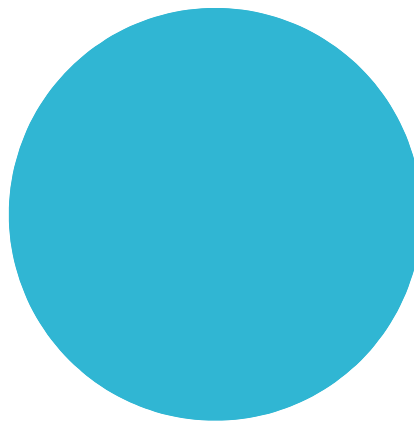
Financial Services Division

**Tx Appraiser Licensing & Certification Board Administrative Penalties Account
No. 3193
September 2025**

Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
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Beginning Cash Available Balance 09/01/2025	\$	34,349.76		\$	<u>34,459.90</u>
Current Month Receipts			Admin Penalties	\$ 0.00	
			Interest Earned	120.87	
Current Month Disbursements				\$ (10.73)	
Total Cash					\$ <u>34,459.90</u>
Reserved for Education Development					<u>0.00</u>
Ending Balance Available 09/30/2025					<u><u>34,459.90</u></u>



REPO
100%