



**Staff Reports for September 2024**

# Customer Relations Division

September, 2024 Monthly Report

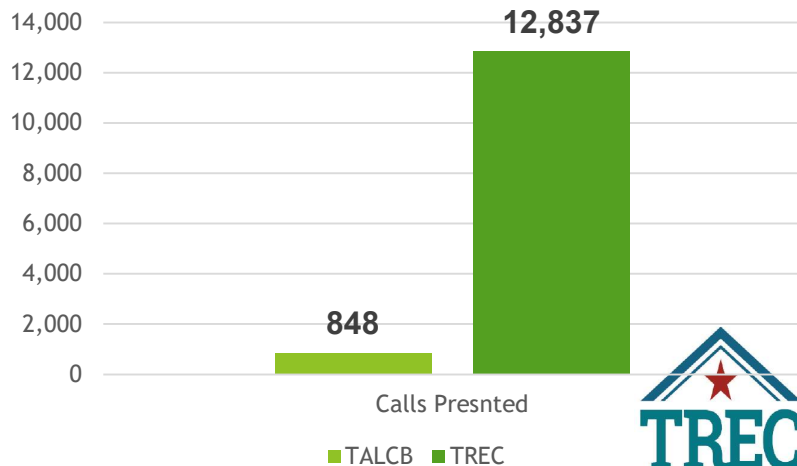


# Customer Relations Division

## September, 2024 Hold Time per Day



## TALCB & TREC

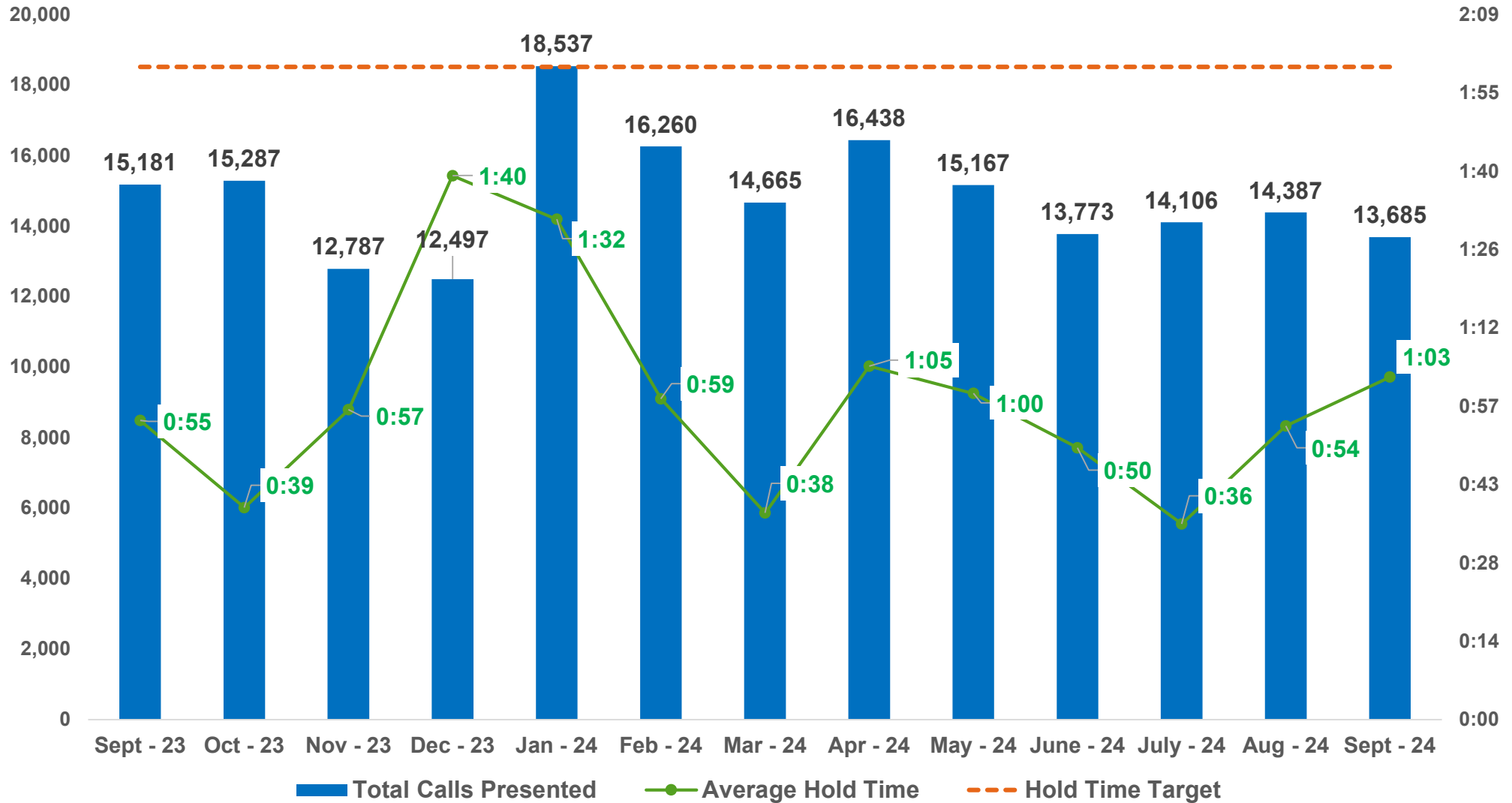


**TALCB** – 848 Calls (6.20%) **55 second hold time**  
**TREC** – 12,837 Calls (93.80%) **1 minute 3 second hold time**



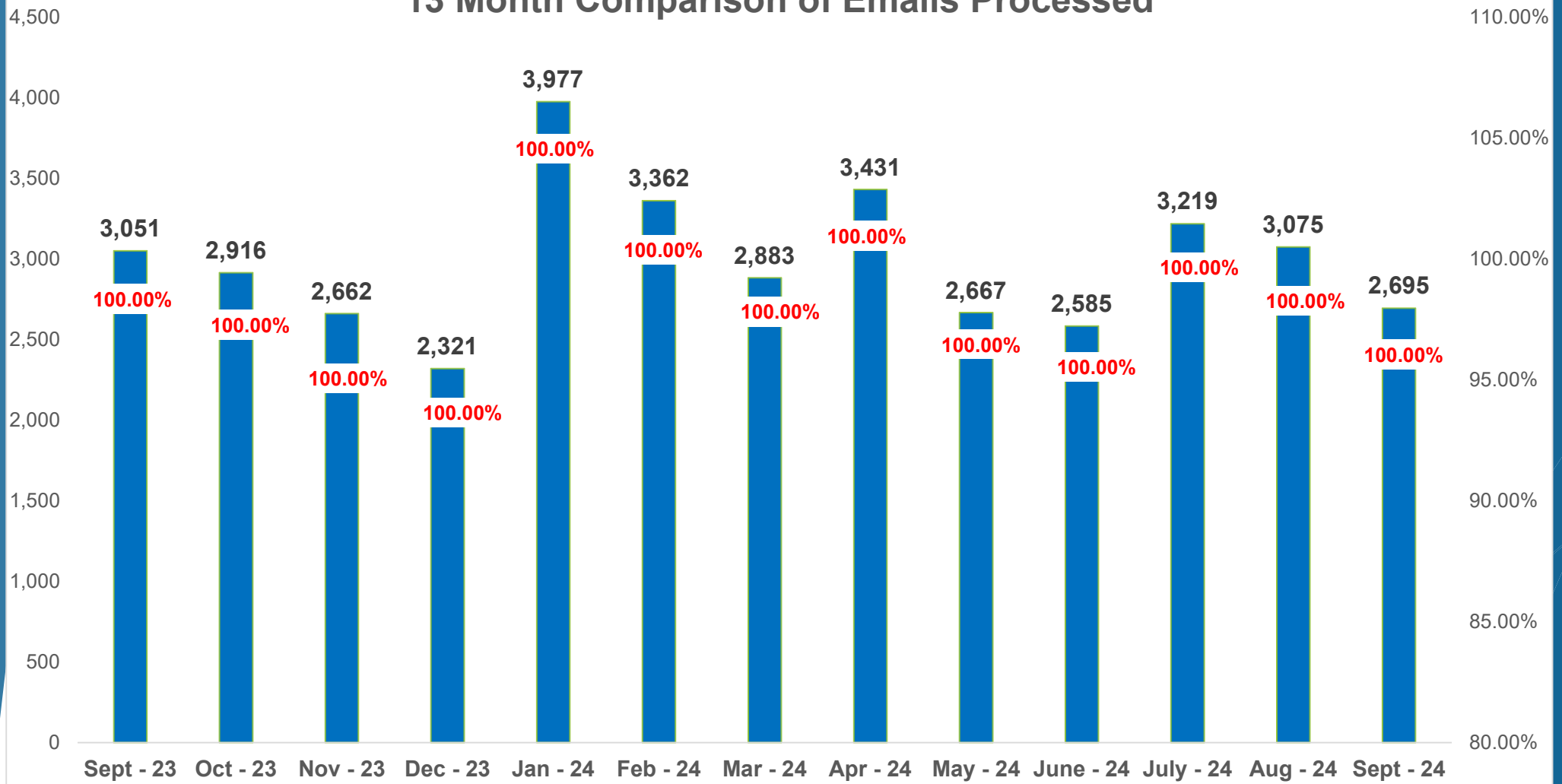
# Customer Relations Division

## 13 Month Comparison of Calls Presented vs. Hold Time



# Customer Relations Division

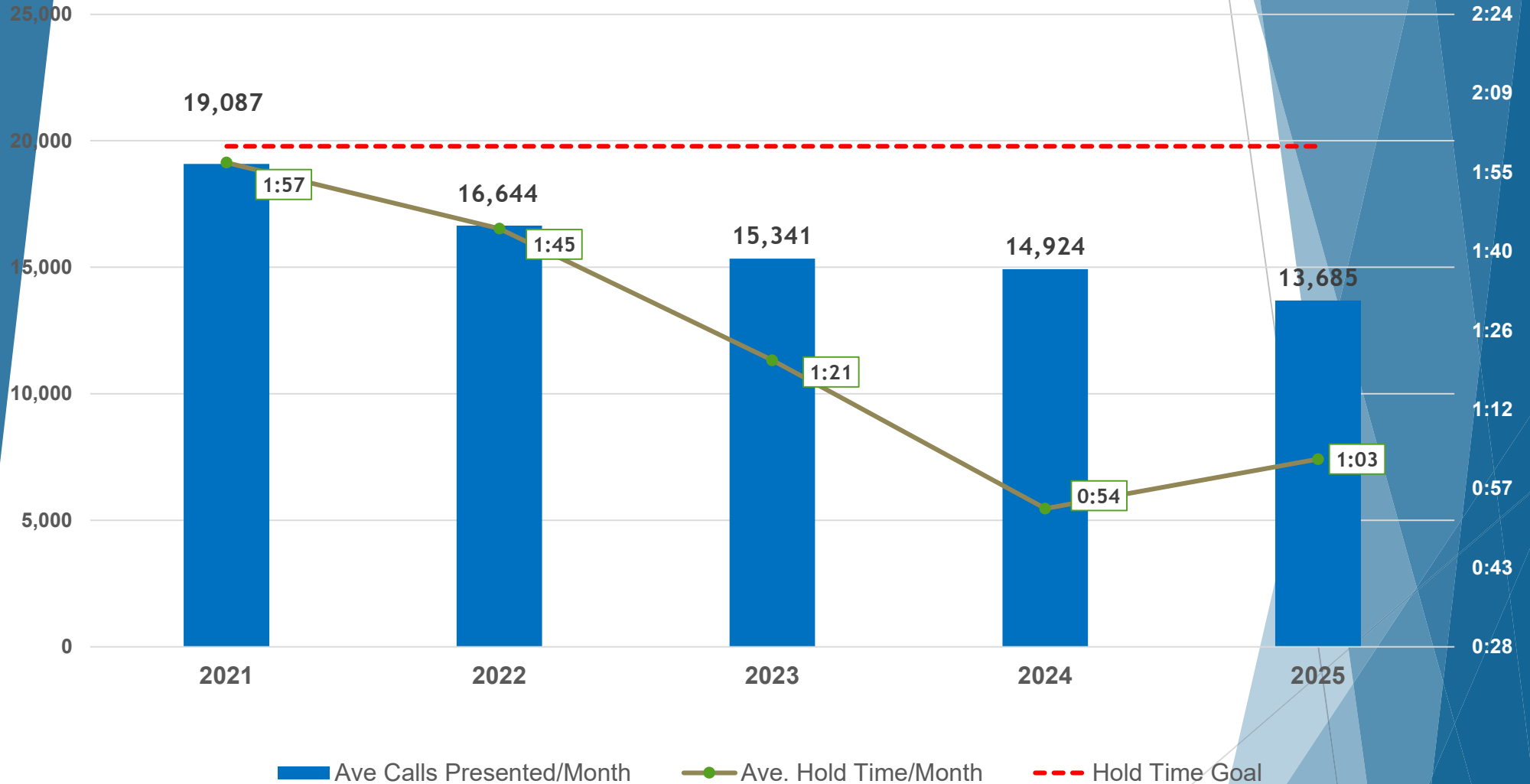
## 13 Month Comparison of Emails Processed



# Customer Relations Division

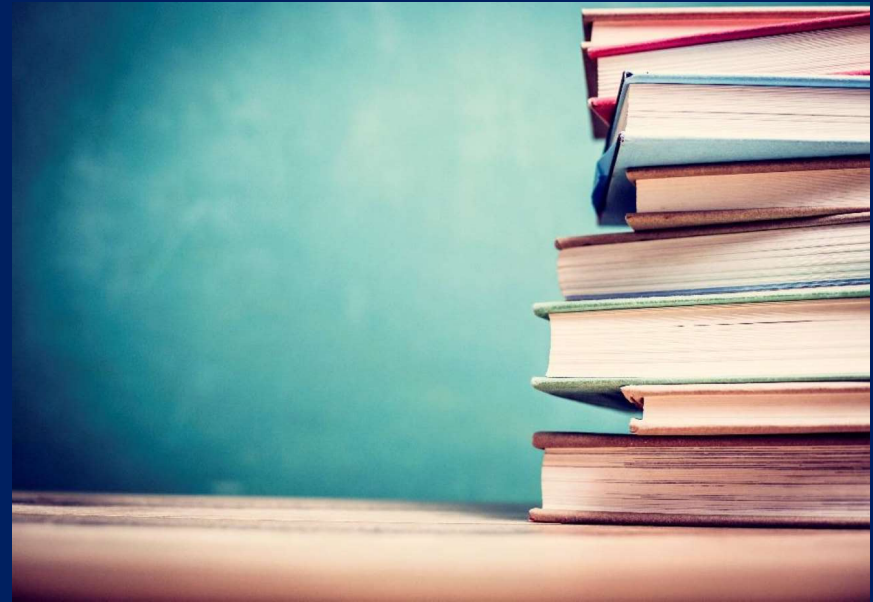
## Fiscal Year Comparison

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



# TALCB Education Report

September 2024



Education & Examination Services	
TALCB Provider and Course Applications	
FY2025	

	Sep-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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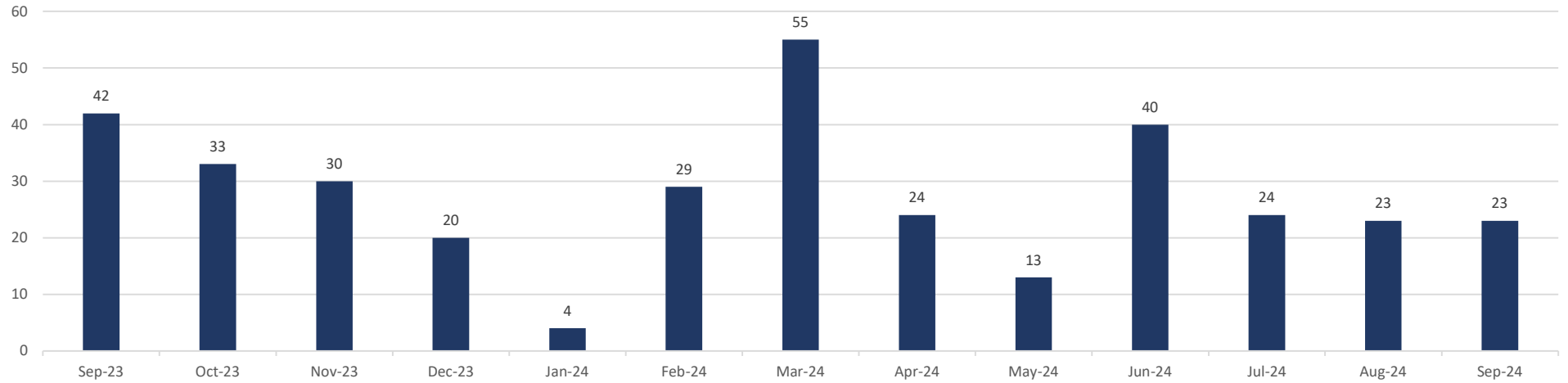
## Education & Examinations Division

### TALCB Applications Approved 13-Month Comparison

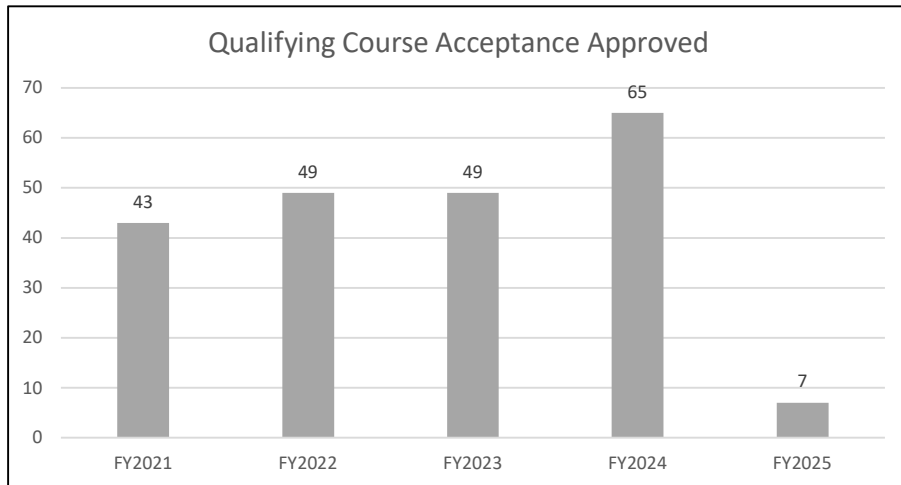
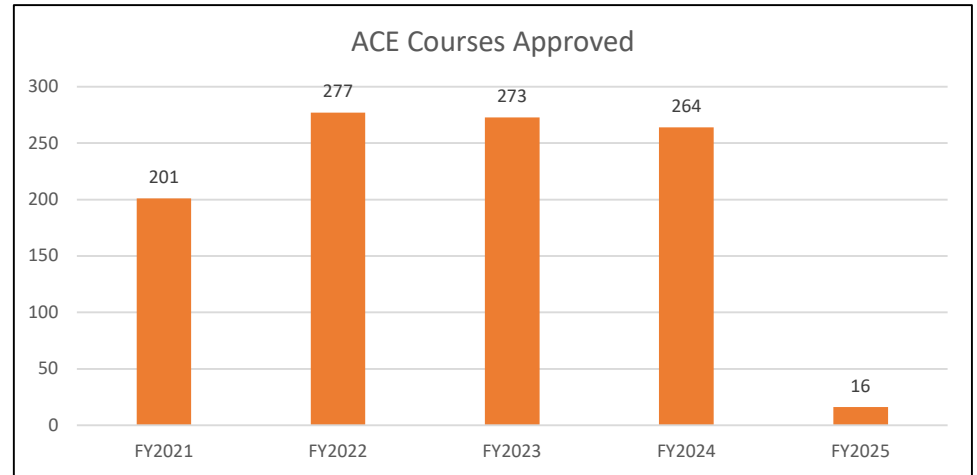
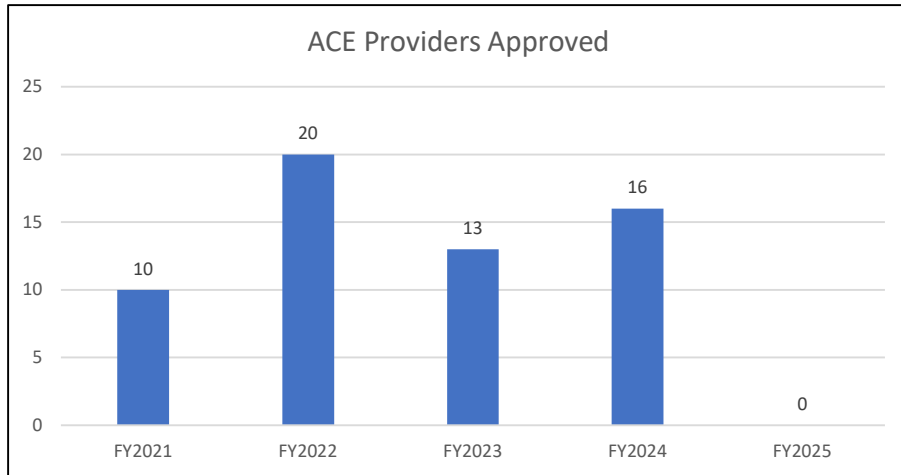
	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Initial ACE Provider	0	0	0	0	1	0	1	0	0	0	0	0	0
Renewal ACE Provider	3	3	2	0	0	4	0	0	2	0	0	0	0
<b>All ACE Provider Applications</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>2</b>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

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

<b>All Applications Approved</b>	<b>42</b>	<b>33</b>	<b>30</b>	<b>20</b>	<b>4</b>	<b>29</b>	<b>55</b>	<b>24</b>	<b>13</b>	<b>40</b>	<b>24</b>	<b>23</b>	<b>23</b>
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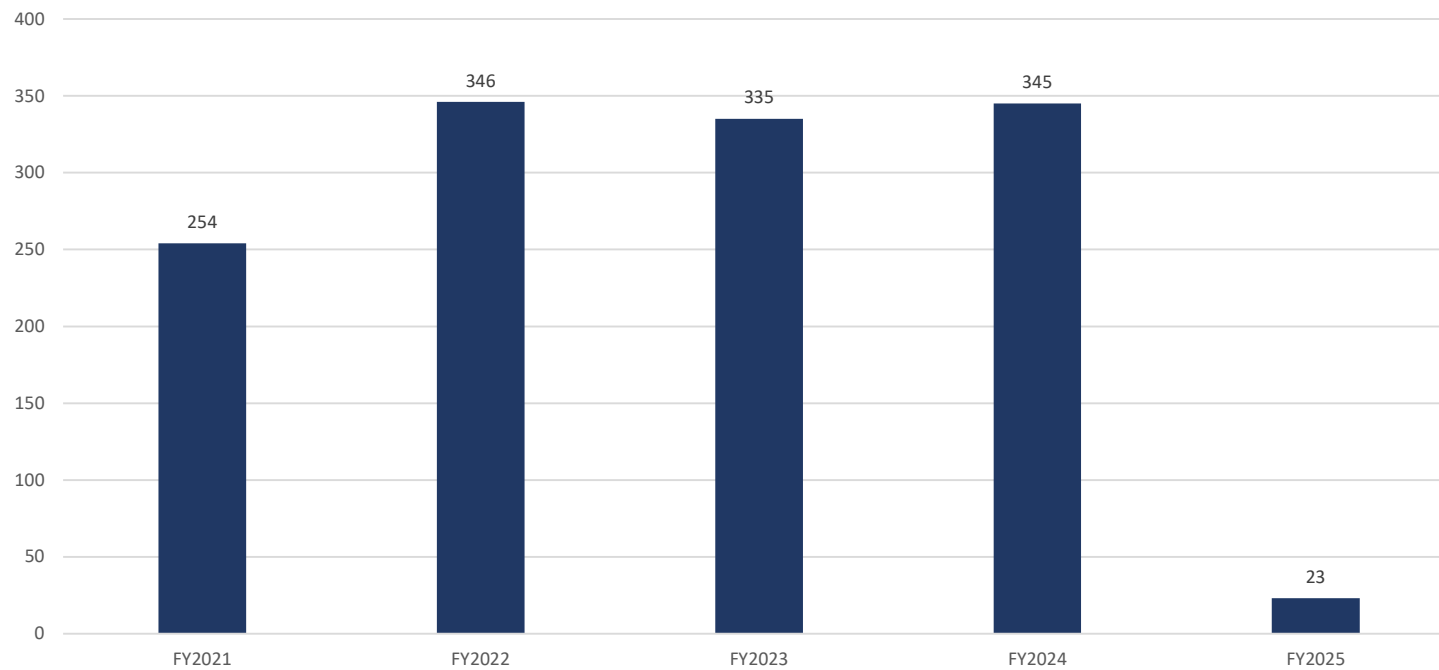
## Education & Examinations Division TALCB Total Applications Approved - Fiscal Year



## Education & Examinations Division

All TALCB Applications Approved

Year-Over-Year Comparison



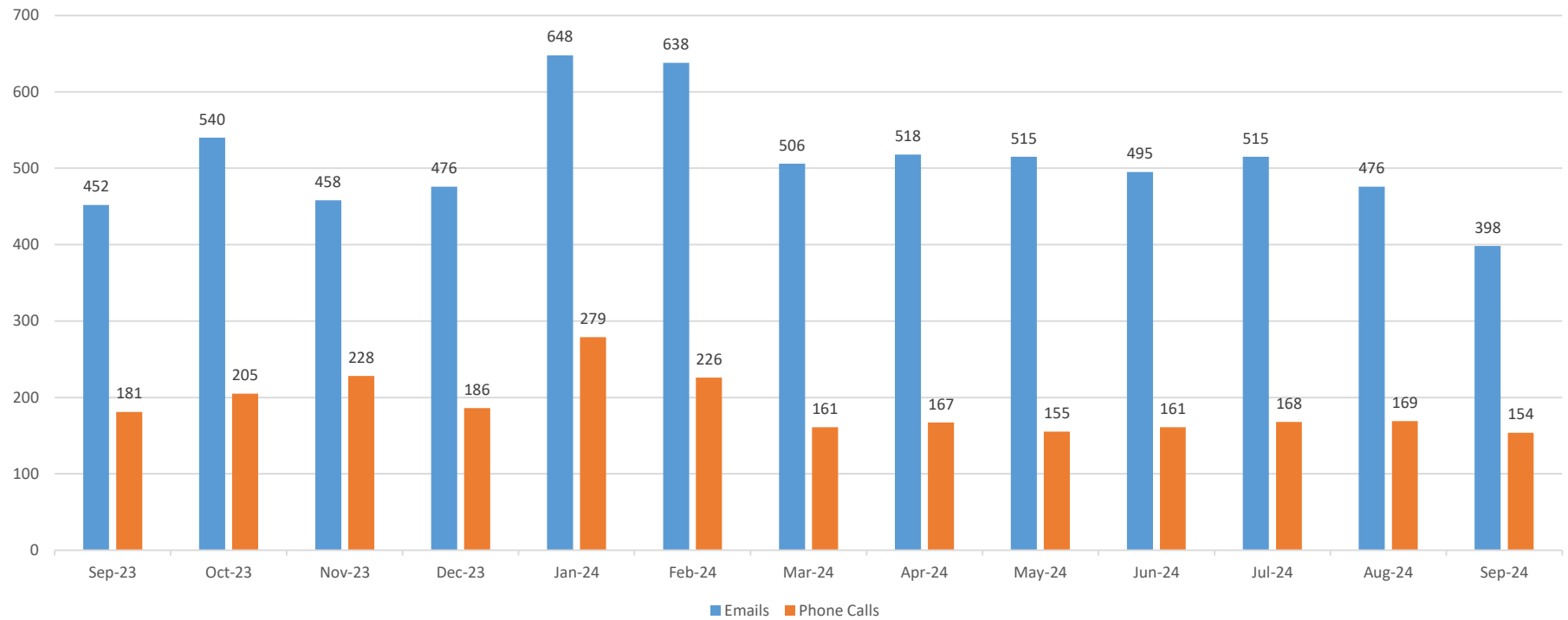
**Education & Examinations Division - September 2024**  
**TALCB Examination Activity - Fiscal YTD and Monthly Comparison**

Licensed Residential	First Time Test Takers				Repeat Test Takers				Exams Given (includes repeats)		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2025	3	1	4	<b>75%</b>	2	3	5	40%	9	56%	8	63%
FYTD 2024	3	4	7	43%	1	6	7	14%	14	29%	10	40%
September 2024	3	1	4	75%	2	3	5	40%	9	56%	8	63%
September 2023	3	4	7	43%	1	6	7	14%	14	29%	10	40%

Certified Residential	First Time Test Takers				Repeat Test Takers				Exams Given (includes repeats)		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Pass Rate	
FYTD 2025	5	3	8	<b>63%</b>	3	4	7	43%	15	53%	12	67%
FYTD 2024	8	7	15	53%	9	6	15	60%	30	57%	22	77%
September 2024	5	3	8	63%	3	4	7	43%	15	53%	12	67%
September 2023	8	7	15	53%	9	6	15	60%	30	57%	22	77%

Certified General	First Time Test Takers				Repeat Test Takers				Exams Given (includes repeats)		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2025	1	4	5	<b>20%</b>	7	5	12	58%	17	47%	15	53%
FYTD 2024	2	8	10	20%	3	11	14	21%	24	21%	18	28%
September 2024	1	4	5	20%	7	5	12	58%	17	47%	15	53%
September 2023	2	8	10	20%	3	11	14	21%	24	21%	18	28%

**Education & Examinations Division**  
**Phone and Email Volume 13-Month Comparison**  
**September 2024**



# TALCB Licensing Report

Current as of September 30, 2024

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**ACTIVE CERTIFICATIONS AND LICENSES**  
 September 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	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
	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
September 2024										
Inactive Appraisers		GENERAL 45	RESIDENTIAL 54	LICENSE 20	TOTAL 119		TRAINEE 125		TOTAL 244	
Out-of-State Temporary Registrations:									96	
Total All License Holders:									7,121	

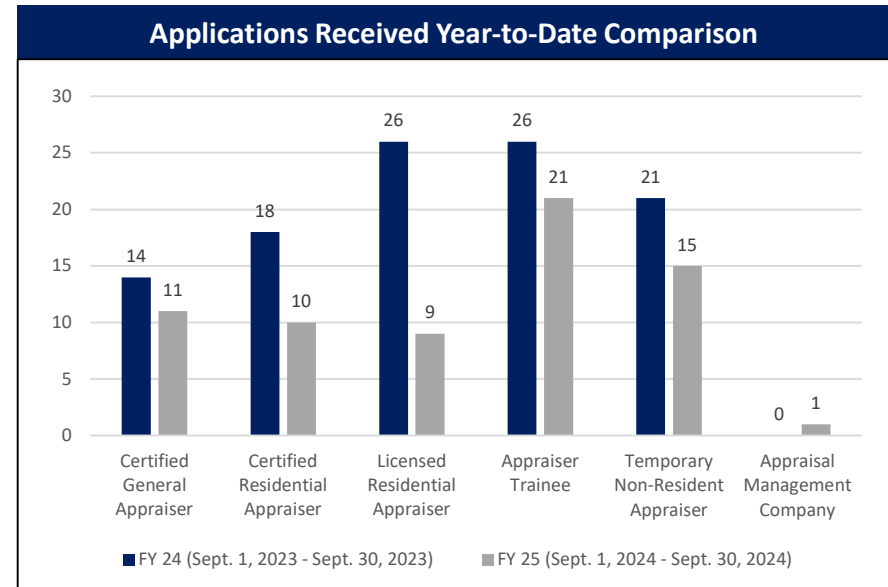
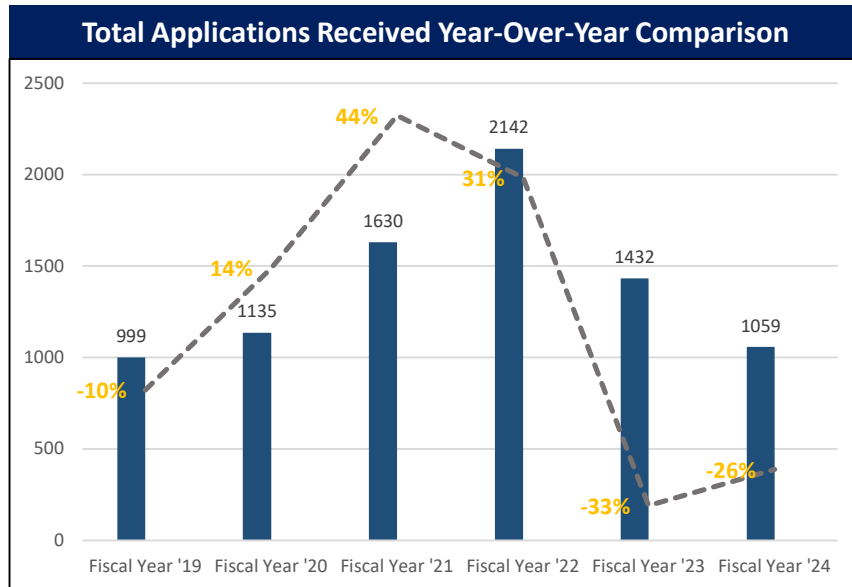
**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**  
September 2024

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
2025 - Total		1	1	6
Registrations issued from March 2012 to September 2024			353	
Registrations Expired > 6 months as of September 2024			-98	
Registrations Expired < 6 months as of September 2024			-10	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-33	
Registrations Re-Issued > 6 months after expiration date			-9	
Federally Regulated AMCs			-3	
<b>TOTAL AMC REGISTRATIONS</b>			<b>167</b>	

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													
	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24
Certified General Appraiser	14	16	13	13	18	14	15	23	13	17	17	19	11
Certified Residential Appraiser	18	14	19	17	20	13	14	22	9	13	11	17	10
Licensed Residential Appraiser	26	20	13	16	18	9	13	8	7	17	8	13	9
Appraiser Trainee	26	25	19	20	23	33	22	27	23	27	22	27	21
Temporary Non-Resident Appraiser	21	17	19	20	23	17	20	10	22	14	19	20	15
Appraisal Management Company	0	0	1	2	0	2	2	4	0	2	2	1	1

# Application Processing Time

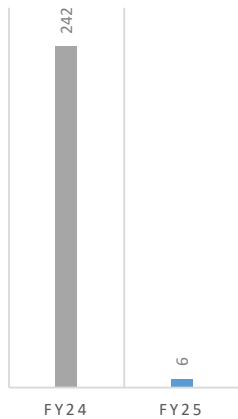
Average Number of Days to Process Applications

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

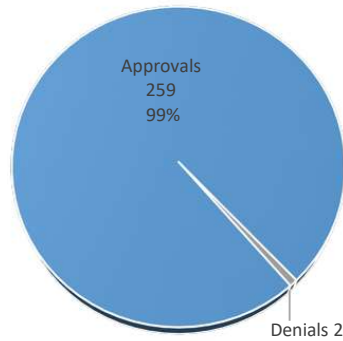
	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	40	45	37	45	28	33	26	30	30	92	25	31	22
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	37	35	51	49	37	22	43	35	29	33	31	25	22
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	34	43	43	44	33	33	7	34	36	28	32	24	17
Reciprocity (Goal: 14 days)	1	2	1	1	2	2	2	2	2	2	2	2	1
Appraiser Trainee (Goal: 14 days)	4	3	3	3	3	3	2	4	2	3	3	2	3
Temporary Non-Resident Appraiser (Goal: 5 days)	1	2	1	1	2	2	2	2	2	2	2	2	2
Appraisal Management Company (Goal: 14 days)	NA	NA	NA	2	NA	6	NA	6	8	2	8	3	1

## Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY24 – 25 Residential Audit Outcome

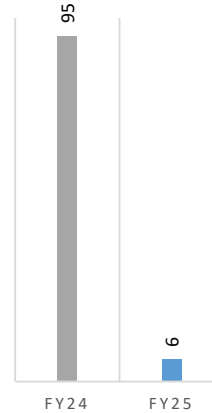


Residential Audit Processing Year-Over-Year

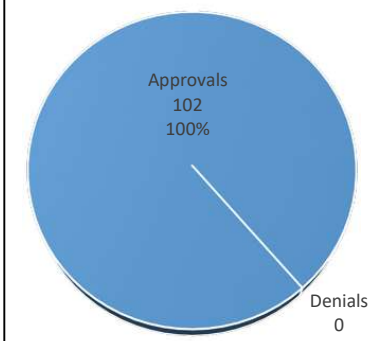
	Closed	Average Processing
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	265	30 Days
Fiscal Year 2025	13	17 Days

## Certified General Experience Audit Summary

Commercial audits received



FY24- 25 Commercial Audit Outcome



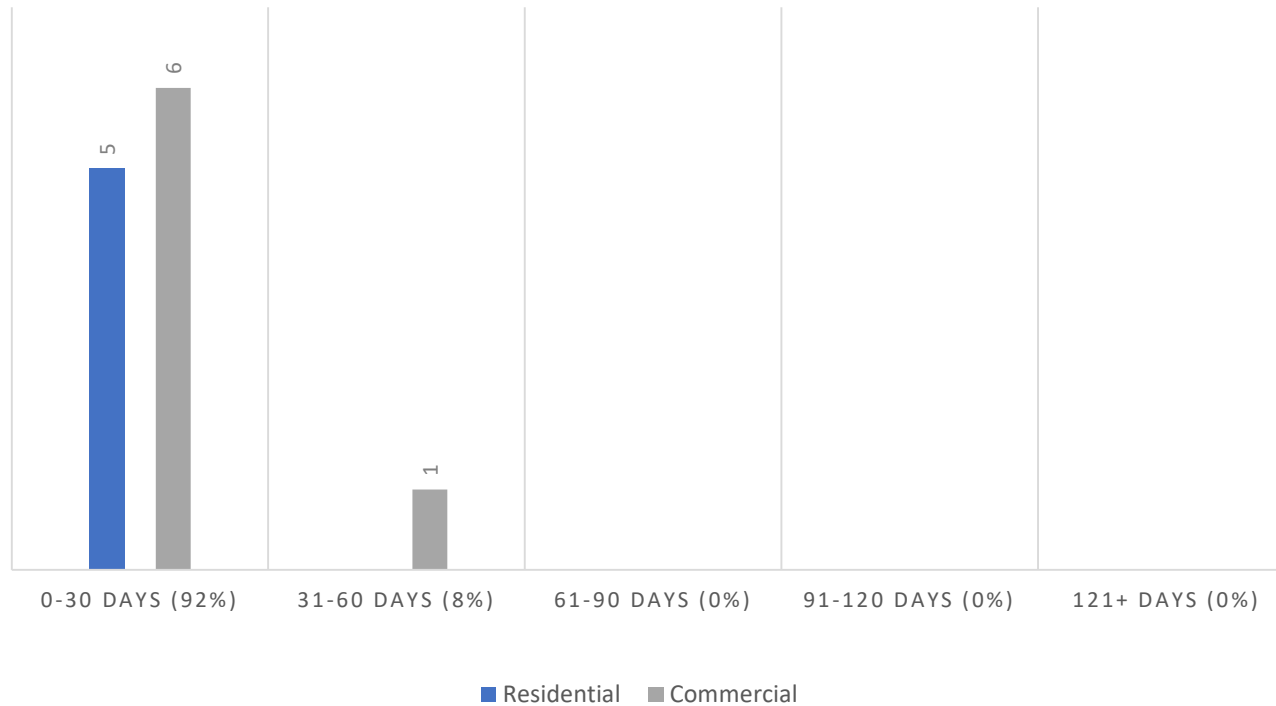
Commercial Audit Processing Year-Over-Year

	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	8	20 Days

# Renewal Activity

Year-to-Date Comparison						
	FY 23 (Sept. 1, 2022 - Sept. 30, 2022)		FY 25 (Sept. 1, 2024 - Sept. 30, 2024)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	78	78.79%	81	80.20%	3	3.85%
Certified Residential Renewals	87	92.55%	96	86.49%	9	10.34%
Licensed Residential Renewals	11	68.75%	13	48.15%	2	18.18%
Appraiser Trainee Renewals	25	39.68%	33	47.83%	8	32.00%

# Open Experience Audit Snapshot



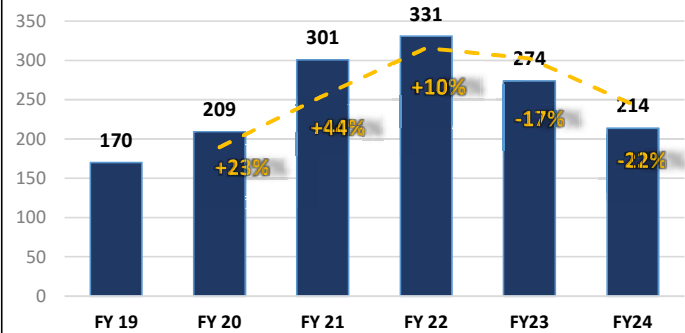
# TALCB Enforcement Report

Current as of September 30, 2024

# Complaints Received

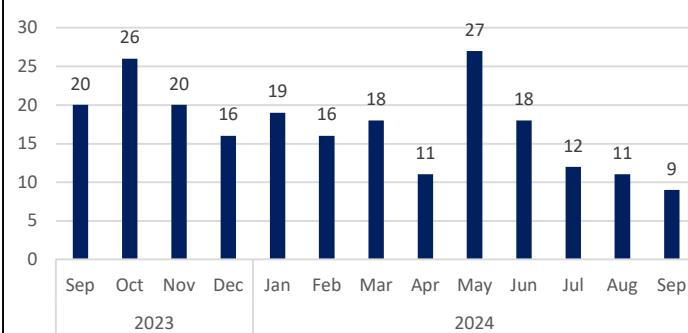
## Complaints Received

Year-Over-Year



## Complaints Received

Month-Over-Month

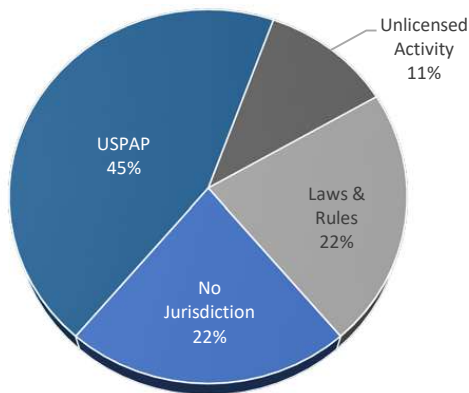


## Fiscal Year 2025 Summary

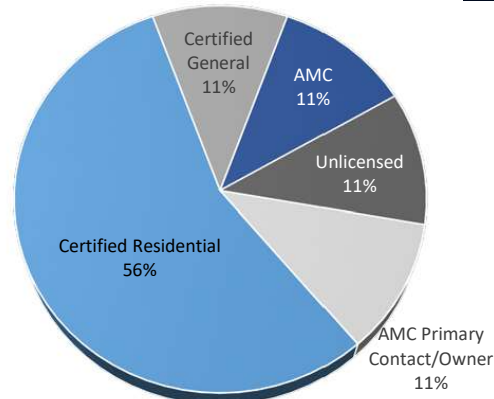
9	Complaints Received
9	Respondents
<1%	License Holders Receive a Complaint

## Fiscal Year 2025 Complaints Received by Category

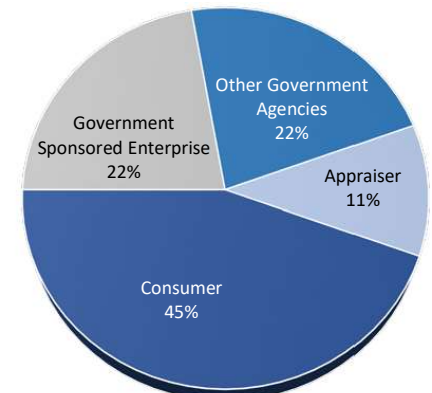
### Breakdown by Classification



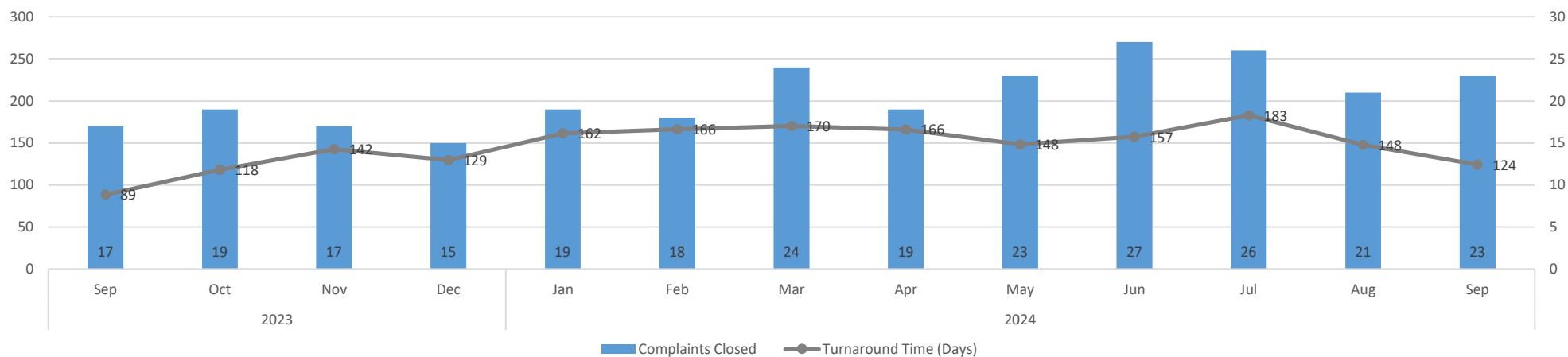
### Breakdown by License



### Breakdown by Source

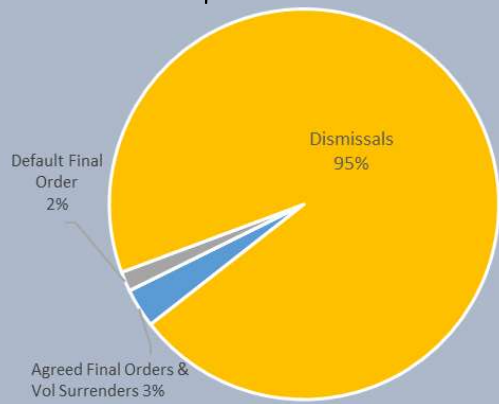


# Complaint Resolution

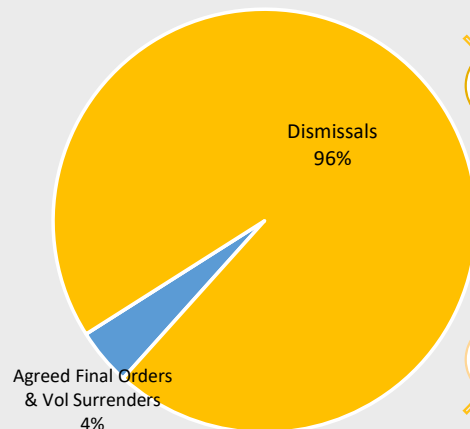


## FY24 Complaint Outcome

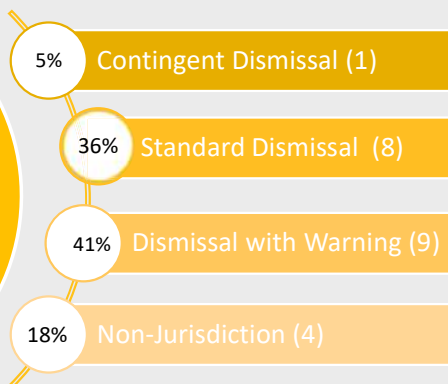
245 Complaints Resolved



## FY25 Complaint Outcome



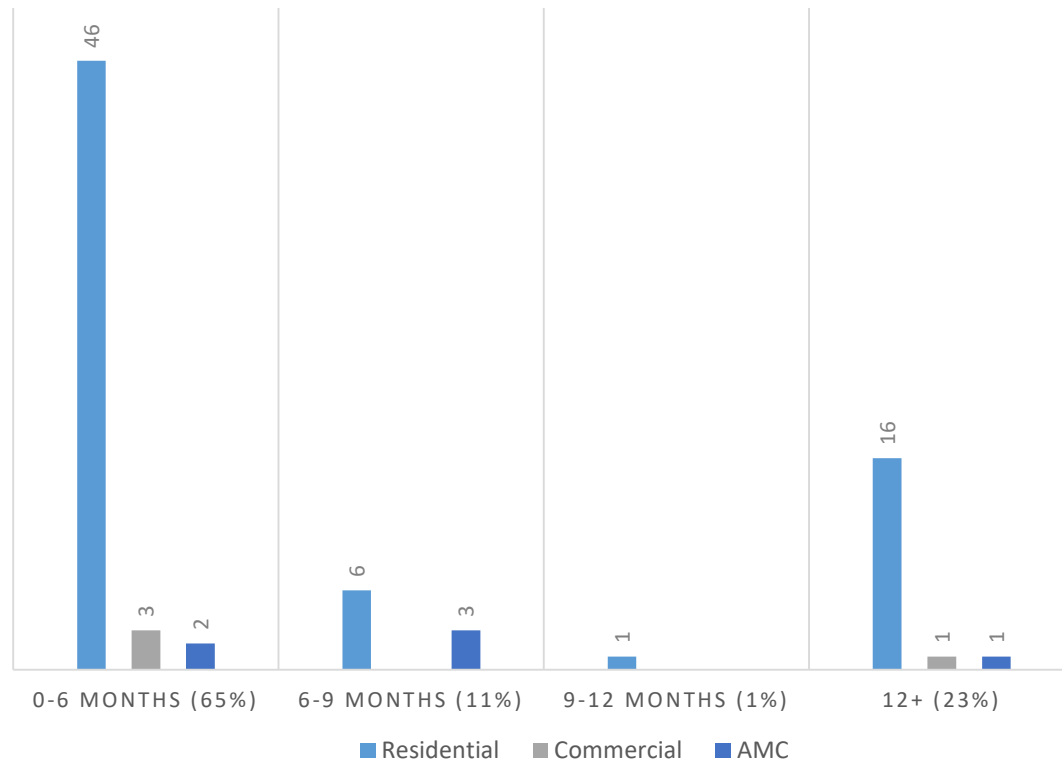
## FY25 Dismissal Breakdown



## Fiscal Year 2025 Summary

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

# Open Complaint Snapshot



## Open Complaint Data

### 79 Open Complaints

#### 13 Cases Abated

- 11 pending litigation
- 2 pending Texas Workforce Commission Civil Rights Division Review

#### 18 Cases Over 1 Year Old

ASC Policy Statement: Resolve cases within 1 year absent special documented circumstances.

- 12 cases involving abatements
- 6 complex cases involving multiple reports/multiple information requests



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

Expenditure Category	Beginning Balance FY2025	Expenditures	Remaining Balance	Budget % Remaining	11/12 = 91.7% 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	\$125,458	\$1,436,912	92.0%	
Other Personnel Costs	511,782	34,345	\$477,437	93.3%	
Professional Services	204,600	4,675	\$199,925	97.7%	
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		\$42,000	100.0%	
Rent - Building - Other	20,072	19,445	\$627	3.1%	Payment for annual office lease accrued, due 10/1.
Rent - Equipment	854	101	\$753	88.1%	
Other Operating Expense	121,803	7,965	\$113,838	93.5%	Registration fees paid 3,730
<b>Subtotal -Operations Expenditures</b>	<b>2,465,671</b>	<b>191,990</b>	<b>2,273,681</b>	<b>92.2%</b>	
Statewide Cost Allocation Plan (SWCAP)	34,779	0	34,779	100.0%	
Contribution to General Revenue	22,500	1,875	20,625	91.7%	
<b>Subtotal - Nonoperational Expenditures</b>	<b>57,279</b>	<b>1,875</b>	<b>55,404</b>	<b>96.7%</b>	
<b>Total Expenditures and GR Contribution</b>	<b>2,522,950</b>	<b>193,865</b>	<b>2,329,085</b>	<b>92.3%</b>	
Revenue	FY2024 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,783,120	\$134,235	\$1,648,885	92.5%	
AMCs	358,715	42,565	\$316,150	88.1%	
ACE Program Revenue	20,780	835	\$19,945	96.0%	
Examination fees	7,070	0	\$7,070	100.0%	
Other Miscellaneous Revenue	46,236	8,082	\$38,154	82.5%	
TALCB ASC grant	0	0	\$0	0.0%	
<b>Total Revenue</b>	<b>\$2,215,921</b>	<b>\$185,717</b>	<b>\$2,030,204</b>	<b>91.6%</b>	
<b>Operating Gains/ Losses</b>	<b>(\$307,029)</b>	<b>(\$8,147)</b>	<b>(\$315,176)</b>	<b>102.7%</b>	
Restricted Education Reserve Fund Carryforward \$1					
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$2,479,668</b>	<b>(\$8,147)</b>	<b>\$2,487,814</b>		

## Financial Services Division

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

**For the Month of September 2024**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
09/15/2023	635,000.00	604,068.55	634,032.62	(634,032.62)	0.00	0.00	U.S. T-Notes, .375	09/15/2024
12/15/2023	635,000.00	611,013.87	628,377.15	2,158.01	630,535.16	1,873.77	U.S. T-Notes, .100	12/15/2024
03/15/2024	128,000.00	123,880.00	126,105.00	475.00	126,580.00	99.01	U.S. T-Notes, 1.750	03/15/2025
06/17/2024	868,000.00	849,759.55	857,251.72	3,288.91	860,540.63	7,363.77	U.S. T-Notes, 2.875	06/15/2025
09/16/2024	903,800.00	899,509.60	0.00	900,022.40	900,022.40	1,398.14	U.S. T-Notes, 3.500	09/15/2025
<b>Totals</b>	<b>\$ 3,169,800.00</b>	<b>\$ 3,088,231.57</b>	<b>\$ 2,245,766.49</b>	<b>\$ 271,911.70</b>	<b>\$ 2,517,678.19</b>	<b>\$ 10,734.69</b>		

### Monthly Activity

Beginning  
Balance

Current  
Month

Cumulative  
Totals

**Beginning Cash Available Balance 09/01/2024**      \$ 2,115,084.11

**Current Month Receipts**      \$ 653,357.34

**Current Month Disbursements**      \$ (1,413,958.83)

<b>Total Cash</b>	\$	<b>1,354,482.62</b>
<b>Investment Ending Market Value</b>		<b>2,517,678.19</b>
<b>Total Account Balance</b>		<b>3,872,160.81</b>
<b>Operating Reserves</b>		<b>(1,261,475.00)</b>
<b>Ending Balance Available for Operations 09/30/2024</b>	\$	<b>2,610,685.81</b>

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