



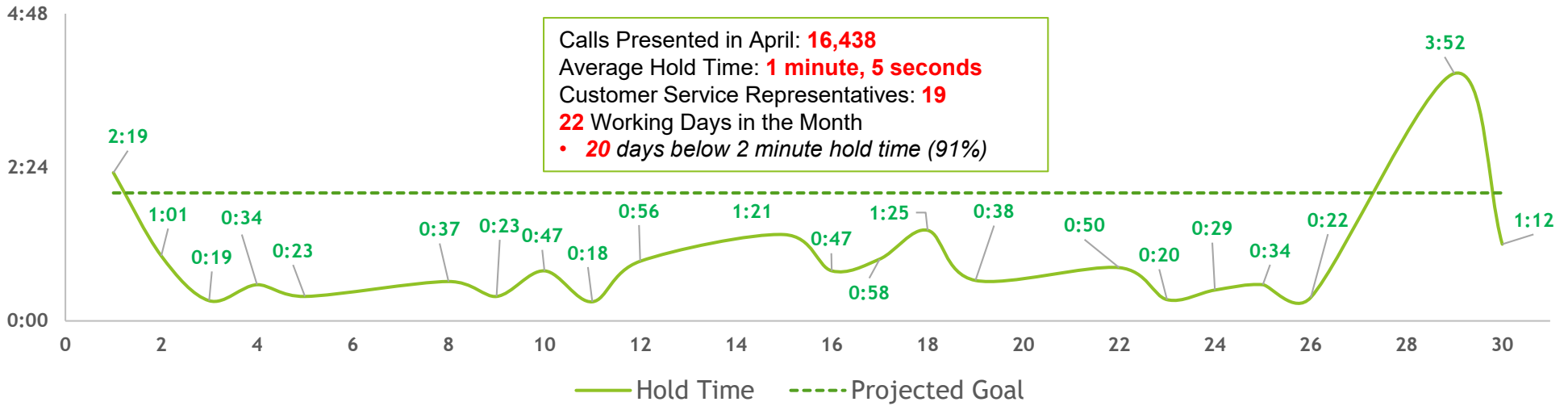
Staff Reports for April 2024

Customer Relations Division

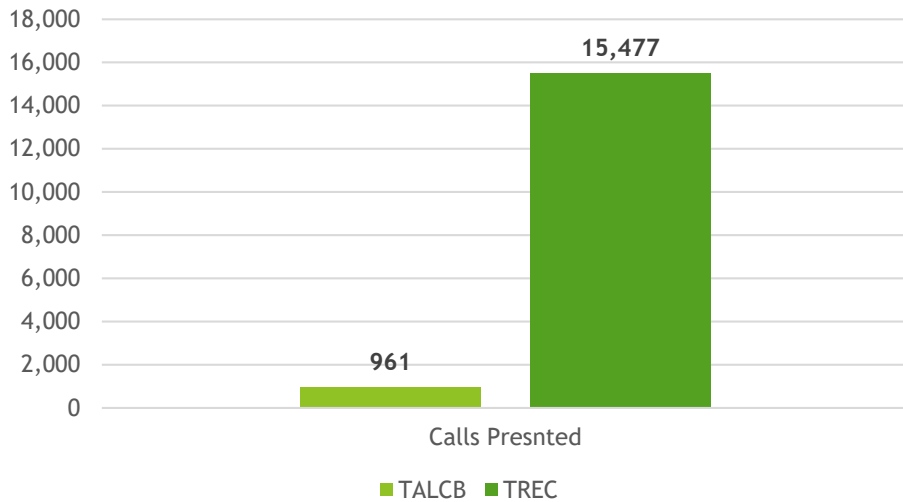
April, 2024 Monthly Report



April, 2024 Hold Time per Day



TALCB & TREC Calls

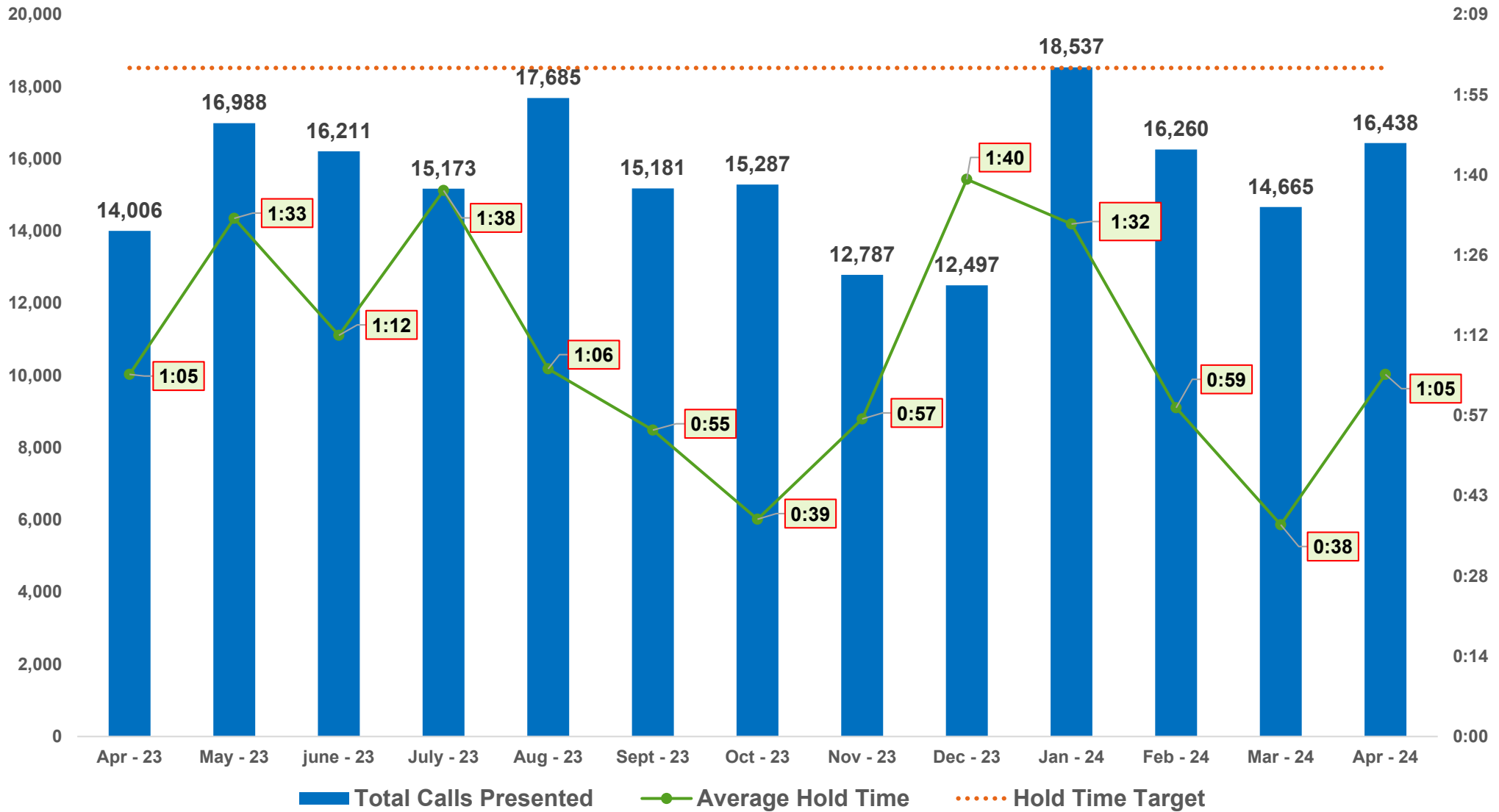


TALCB – 961 Calls (5.85%) 33 second hold time
TREC – 15,477 Calls (94.15%) 39 seconds hold time



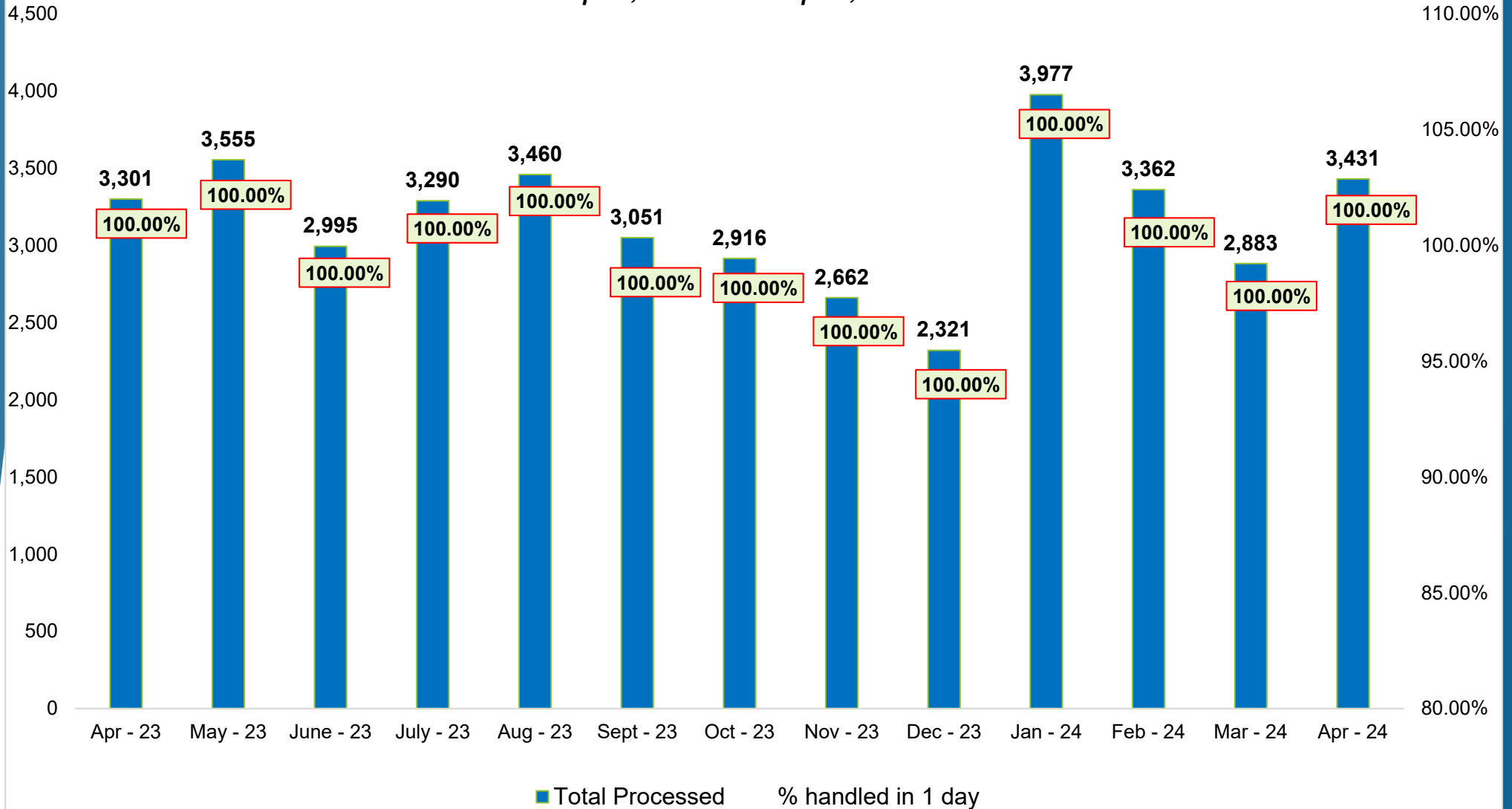
13 Month Comparison of Calls Presented vs. Hold Time

April, 2023 to April, 2024



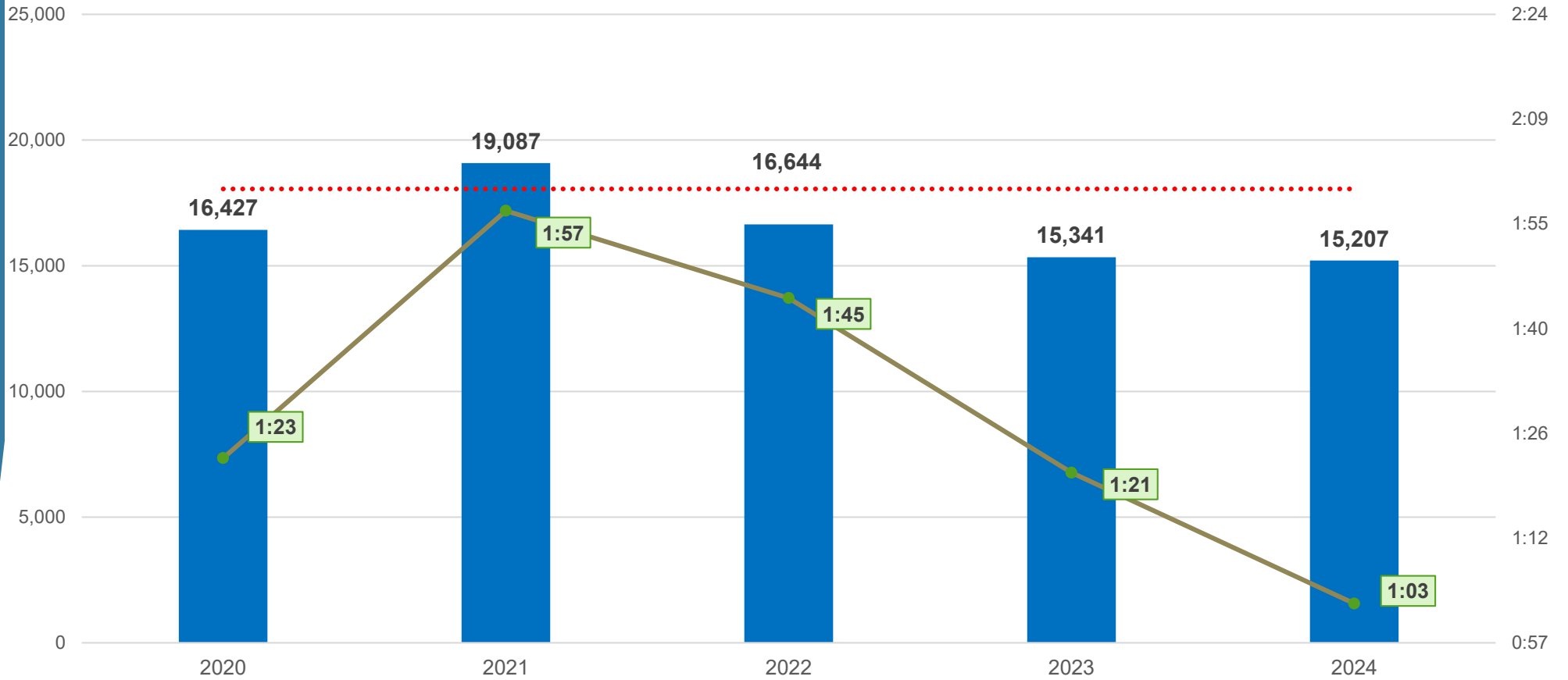
13 Month Comparison of Emails Processed

April, 2023 to April, 2024



Fiscal Year Comparison

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



■ Ave Calls Presented/Month ● Ave. Hold Time/Month Hold Time Goal



TALCB Education Report

April 2024



Education & Examination Services
TALCB Provider and Course Applications

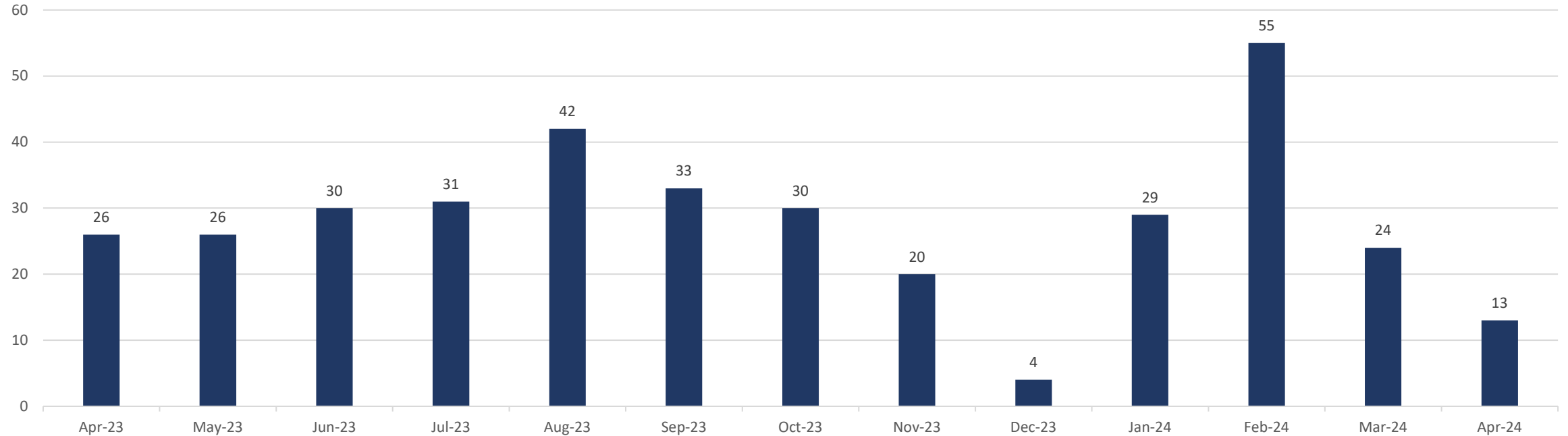
FY2024

	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	YTD
Applications Received													
Initial ACE Provider	0	0	1	0	0	1	0	0					2
Renewal ACE Provider	2	1	1	0	2	1	1	2					10
Initial ACE Elective Course	11	15	9	8	20	19	9	13					104
Classroom Delivery	6	11	6	7	15	16	5	12					78
Online Delivery	5	4	3	1	5	3	4	1					26
Renewal ACE Elective Course	7	12	2	7	4	21	3	11					67
Classroom Delivery	7	5	2	2	1	7	1	4					29
Online Delivery	0	7	0	5	3	14	2	7					38
Qualifying Course Acceptance	2	5	1	0	7	3	1	2					21
Classroom Delivery	2	5	1	0	4	2	1	2					17
Online Delivery	0	0	0	0	3	1	0	0					4
Total Applications Received	22	33	14	15	33	45	14	28					204
	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	YTD
Applications Approved													
Initial ACE Provider	0	0	0	0	1	0	1	0					2
Renewal ACE Provider	3	3	2	0	0	4	0	0					12
Initial ACE Elective Course	16	11	7	3	10	26	14	7					94
Classroom Delivery	10	9	6	2	7	21	12	3					70
Online Delivery	6	2	1	1	3	5	2	4					24
Renewal ACE Elective Course	8	10	8	1	4	19	5	5					60
Classroom Delivery	7	4	5	0	0	5	3	2					26
Online Delivery	1	6	3	1	4	14	2	3					34
Qualifying Course Acceptance	6	6	3	1	14	6	4	1					41
Classroom Delivery	6	3	3	0	10	5	2	0					29
Online Delivery	0	3	0	1	4	1	2	1					12
Total Applications Approved	33	30	20	5	29	55	24	13					209

Education & Examinations Division

TALCB Applications Approved 13-Month Comparison

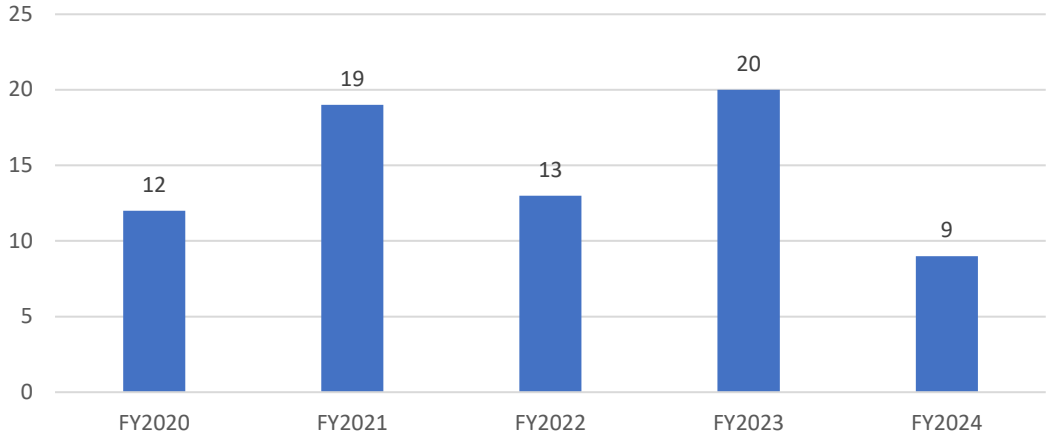
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
Initial ACE Provider	1	0	0	1	1	0	0	0	0	1	0	1	0
Renewal ACE Provider	0	0	1	1	6	3	3	2	0	0	4	0	0
All ACE Provider Applications	1	0	1	2	7	3	3	2	0	1	4	1	0
Qualifying Course Acceptance	5	3	2	5	3	6	6	3	1	14	6	4	1
ACE Courses	20	23	27	24	32	24	21	15	4	14	45	19	12
All Course Applications	25	26	29	29	35	30	27	18	4	28	51	23	13
All Applications Approved	26	26	30	31	42	33	30	20	4	29	55	24	13



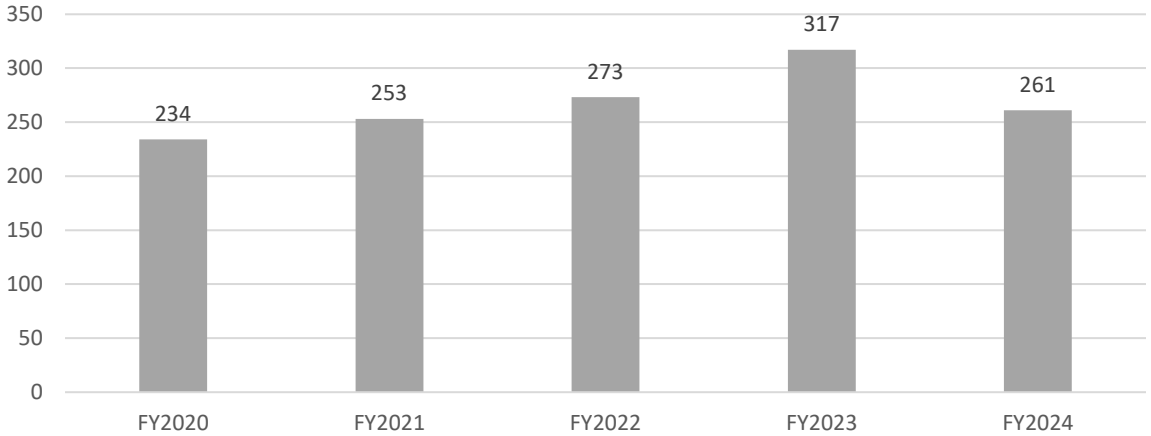
Education & Examinations Division

TREC Total Applications Approved - Fiscal Year

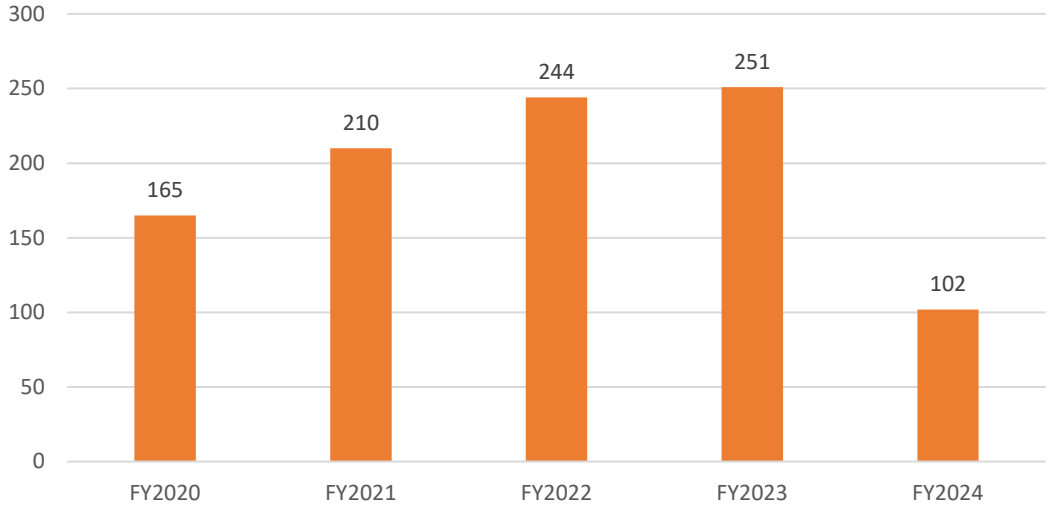
QE Providers Approved



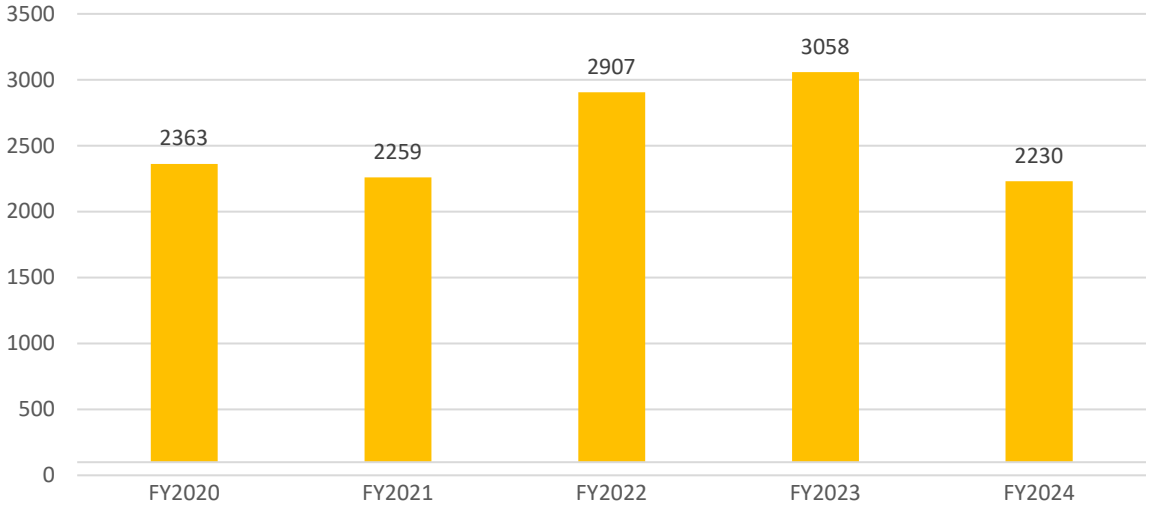
CE Providers Approved



Qualifying Courses Approved

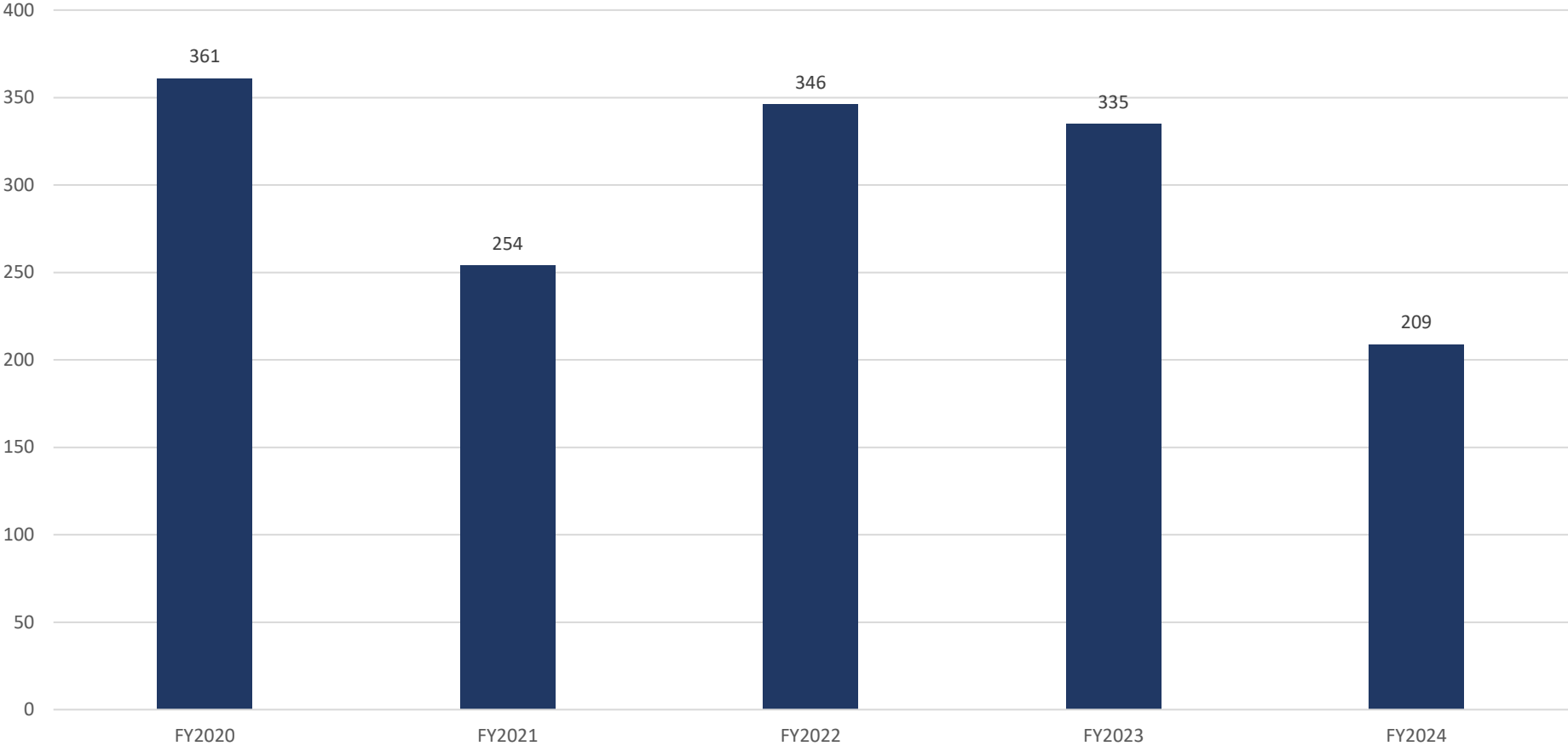


CE Courses Approved



Education & Examinations Division

All TALCB Applications Approved
Year-Over-Year Comparison



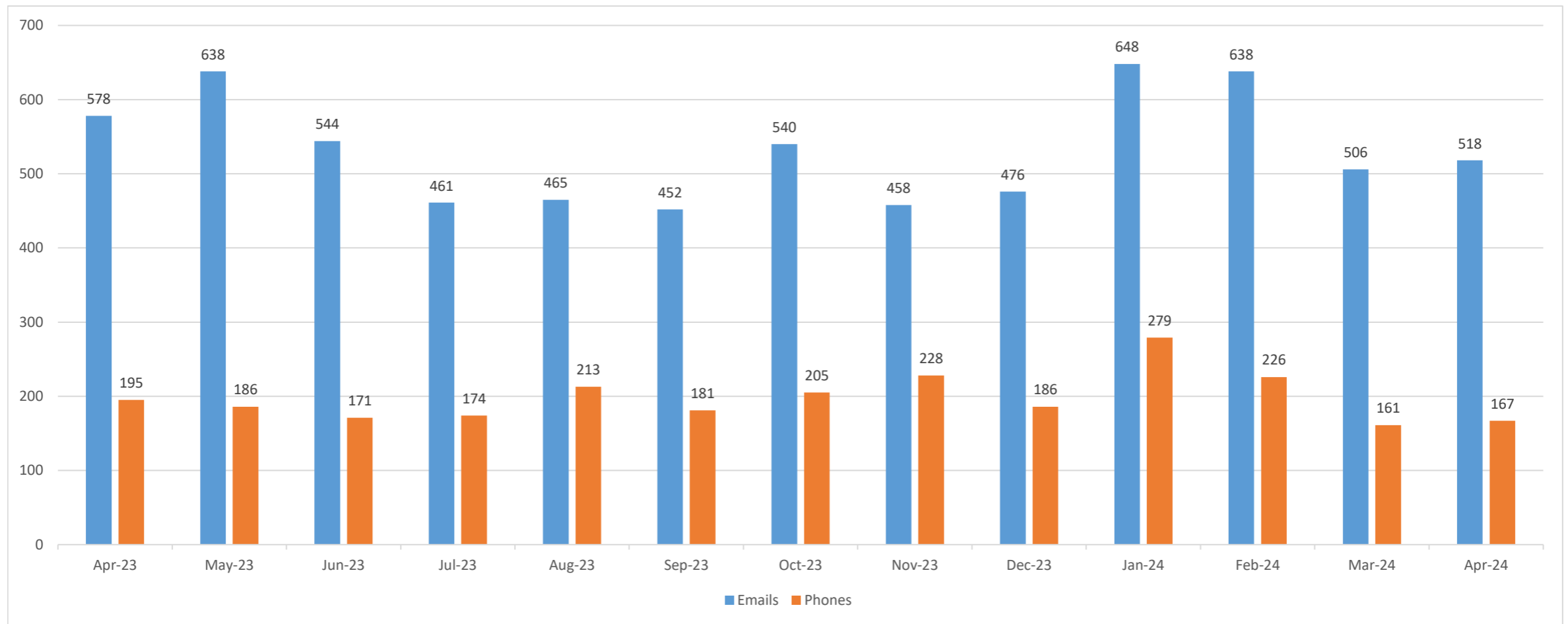
Education & Examinations Division - April 2024
TALCB Examination Activity - Fiscal YTD and Monthly Comparison

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 2024	43	23	66	65%	10	39	49	20%	115	46%	76	70%
FYTD 2023	72	37	109	66%	30	36	66	45%	175	58%	120	85%
April 2024	3	1	4	75%	1	3	4	25%	8	50%	7	57%
April 2023	4	0	4	100%	3	1	4	75%	8	88%	8	88%

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 2024	69	44	113	61%	49	42	91	54%	204	58%	136	87%
FYTD 2023	70	35	105	67%	27	40	67	40%	172	56%	118	82%
April 2024	9	2	11	82%	5	4	9	56%	20	70%	19	74%
April 2023	6	8	14	43%	2	4	6	33%	20	40%	16	50%

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 2024	21	31	52	40%	26	49	75	35%	127	37%	67	70%
FYTD 2023	16	25	41	39%	22	33	55	40%	96	40%	54	70%
April 2024	2	3	5	40%	2	4	6	33%	11	36%	9	44%
April 2023	3	2	5	60%	1	4	5	20%	10	40%	9	44%

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



TALCB Licensing Report

Current as of April 30, 2024

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

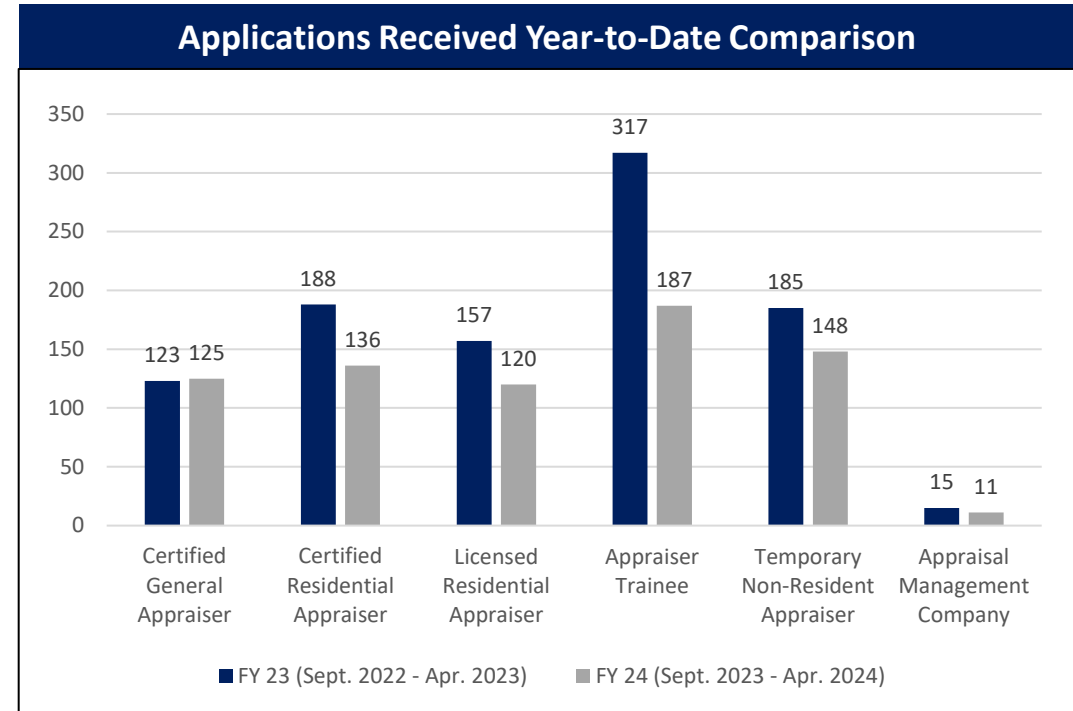
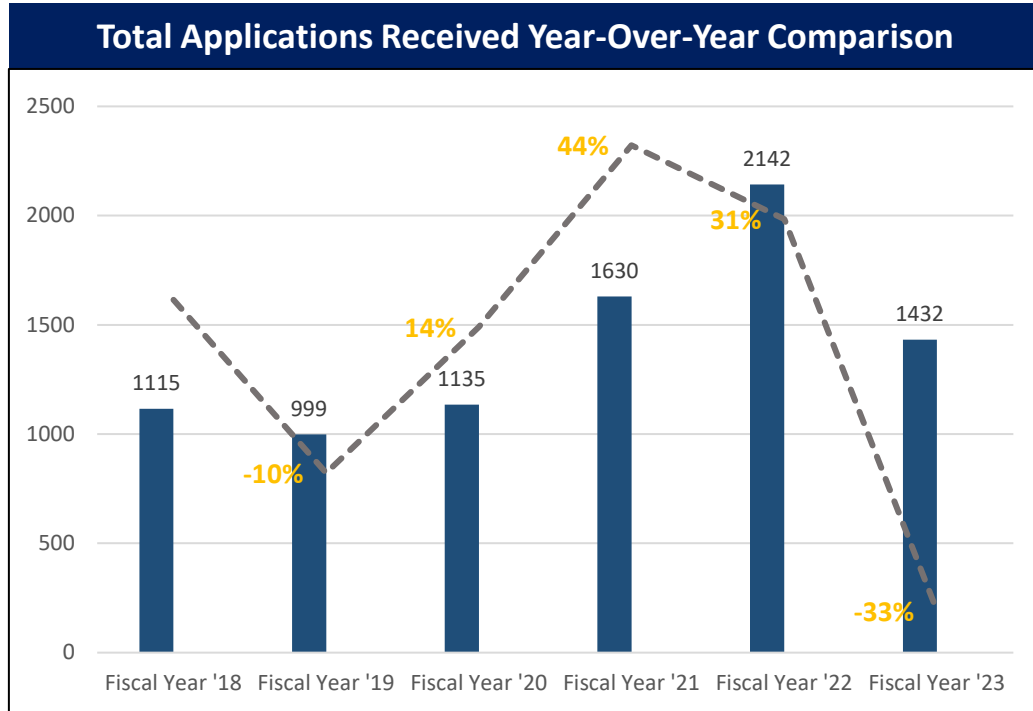
FISCAL YEAR	END OF MONTH				TOTAL	G.R.L.	TRAINEE			TOTAL
		GENERAL	RESIDENTIAL	LICENSE	G.R.L.	CHANGE	TRAINEE	CHANGE	TOTAL	CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	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	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	Sept21	2,324	2,515	477	5,316	12	1,194	28	6,510	40
	Oct 21	2,335	2,521	484	5,340	24	1,233	39	6,573	63
	Nov 21	2,332	2,529	491	5,352	12	1,245	12	6,597	24
	Dec 21	2,331	2,549	492	5,372	20	1,285	40	6,657	60
	Jan 22	2,331	2,550	497	5,378	6	1,318	33	6,696	39
	Feb 22	2,327	2,557	504	5,388	10	1,368	50	6,756	60
	Mar 22	2,329	2,567	507	5,403	15	1,415	47	6,818	62
	Apr22	2,325	2,576	518	5,419	16	1,442	27	6,861	43
	May22	2,335	2,592	534	5,461	42	1,482	40	6,943	82
	Jun22	2,344	2,600	560	5,504	43	1,493	11	6,997	54
2023	Jul22	2,349	2,615	573	5,537	33	1,509	16	7,046	49
2023	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
2024	Jul 23	2,379	2,730	673	5,782	-2	1,350	-19	7,132	-21
2024	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
April 2024										
Inactive Appraisers		GENERAL 50	RESIDENTIAL 53	LICENSE 19	TOTAL 122		TRAINEE 160		TOTAL 282	
Out-of-State Temporary Registrations:									109	
Total All License Holders:									7,297	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
 April 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	Sept 22	2	3	3
	Oct 22	3	2	5
	Nov 22	2	1	9
	Dec 22	0	2	0
	Jan 23	1	1	3
	Feb 23	1	0	1
	Mar 23	3	2	3
	Apr 23	3	3	1
	May 23	1	3	7
	Jun 23	3	2	2
Jul 23	0	1	7	
Aug 23	1	1	2	
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
2024 - Total		11	10	41
Registrations issued from March 2012 to April 2024			345	
Registrations Expired > 6 months as of April 2024			-93	
Registrations Expired < 6 months as of April 2024			-7	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-30	
Registrations Re-Issued > 6 months after expiration date			-8	
Federally Regulated AMCs			-3	
TOTAL AMC REGISTRATIONS			171	

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%

Applications Received



Applications Received Month-Over-Month Comparison

	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24
Certified General Appraiser	12	25	16	12	19	14	16	13	13	18	14	15	23
Certified Residential Appraiser	28	33	21	19	26	18	14	19	17	20	13	14	22
Licensed Residential Appraiser	15	21	19	18	20	26	20	13	16	18	9	13	8
Appraiser Trainee	33	31	37	32	30	26	25	19	20	23	33	22	27
Temporary Non-Resident Appraiser	13	16	22	20	24	21	17	19	20	23	17	20	10
Appraisal Management Company	3	1	2	0	1	0	0	1	2	0	2	2	4

Application Processing Time

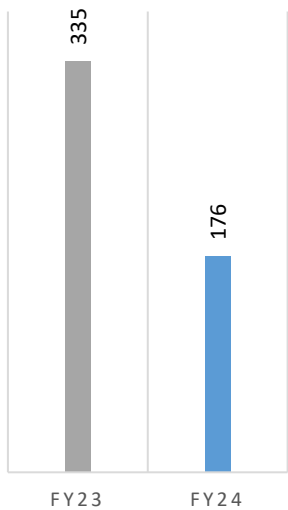
Average Number of Days to Process Applications

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

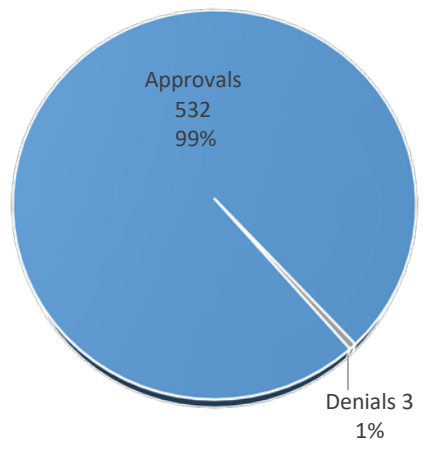
	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	60	38	40	59	42	40	45	37	45	28	33	26	30
Certified General Appraiser – Reciprocity (Goal: 14 days)	1	2	2	2	1	1	3	1	1	1	2	1	3
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	56	39	39	52	47	37	35	51	49	37	22	43	35
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	2	2	2	1	1	1	NA	1	1	4	1	2	2
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	65	33	26	48	46	34	43	43	44	33	33	7	34
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	1	NA	1	NA	NA	2	1	1	NA	3	NA	NA	1
Appraiser Trainee (Goal: 14 days)	2	2	3	3	3	4	3	3	3	3	3	2	4
Temporary Non-Resident Appraiser (Goal: 5 days)	1	2	2	2	2	1	2	1	1	2	2	2	2
Appraisal Management Company (Goal: 14 days)	1	3	6	7	2	NA	NA	NA	2	NA	6	NA	6

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY23 – 24 Residential Audit Outcome

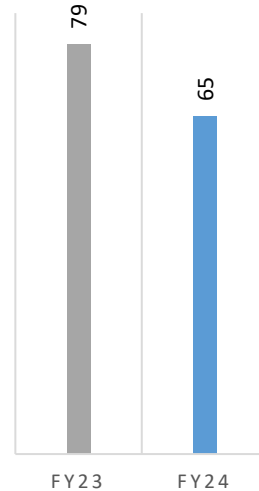


Residential Audit Processing Year-Over-Year

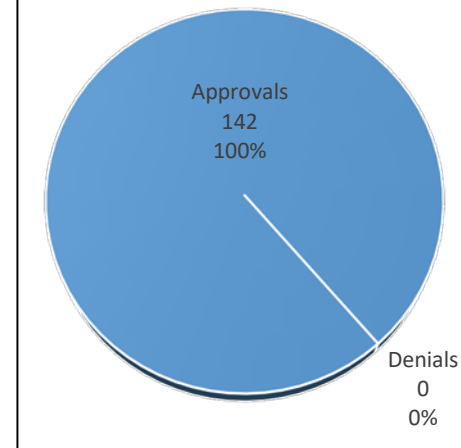
	Closed	Average Processing
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	197	32 Days

Certified General Experience Audit Summary

Commercial audits received



FY23 - 24 Commercial Audit Outcome



Commercial Audit Processing Year-Over-Year

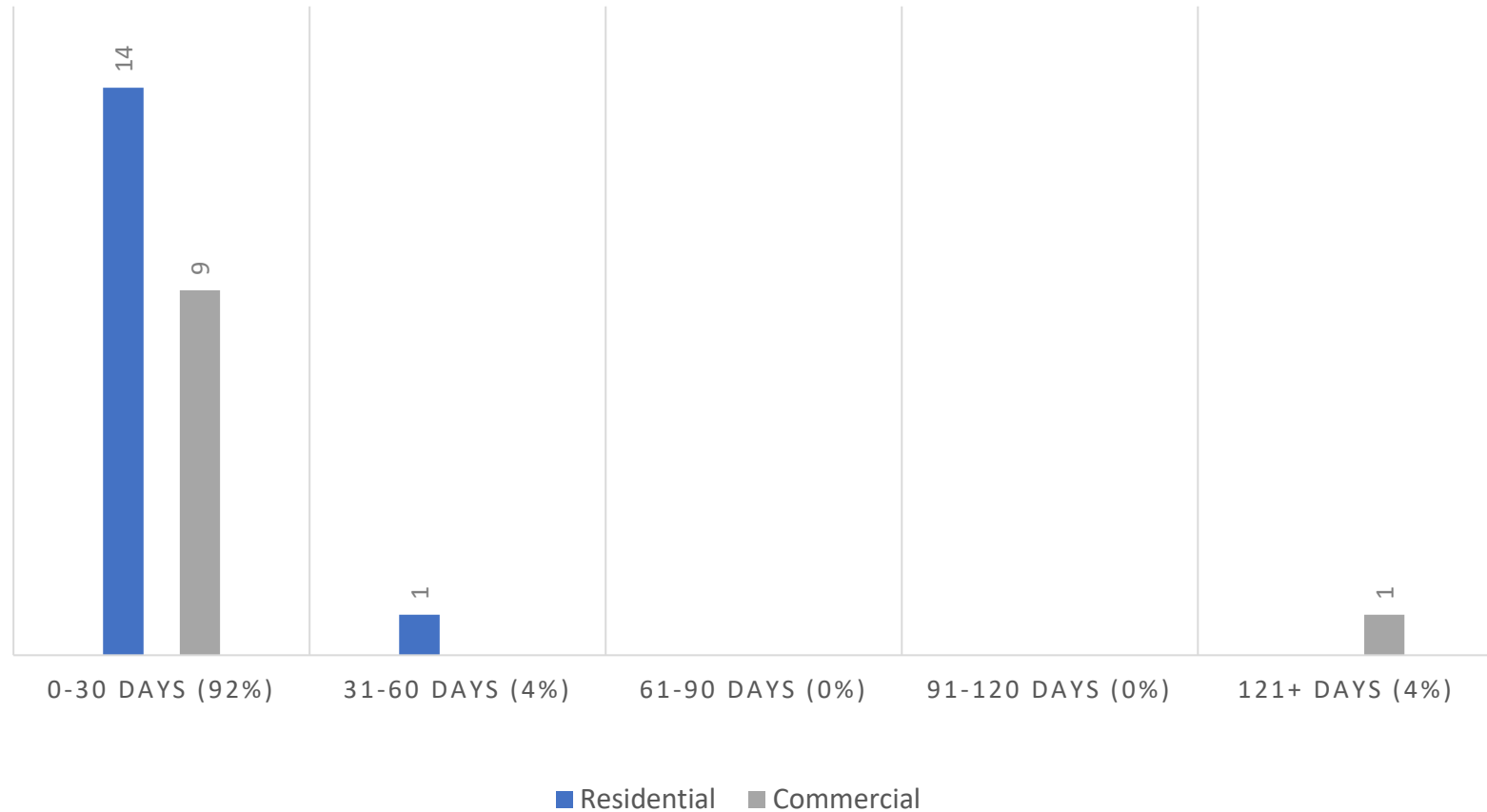
	Closed	Average Processing
Fiscal Year 2019	52	218 Days
Fiscal Year 2020	79	124 Days
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	62	46 Days
Fiscal Year 2023	78	41 days
Fiscal Year 2024	69	31 Days

Renewal Activity

Year-to-Date Comparison

	FY 22 (Sept. 2021 - Apr. 2022)		FY 24 (Sept. 2023 - Apr. 2024)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	661	89.57%	682	87.89%	21	3.18%
Certified Residential Renewals	787	92.92%	846	90.00%	59	7.50%
Licensed Residential Renewals	118	83.69%	136	70.83%	18	15.25%
Appraiser Trainee Renewals	180	64.06%	234	46.99%	54	30.00%

Open Experience Audit Snapshot



There is 1 audit over 60 days and is pending a denial hearing.

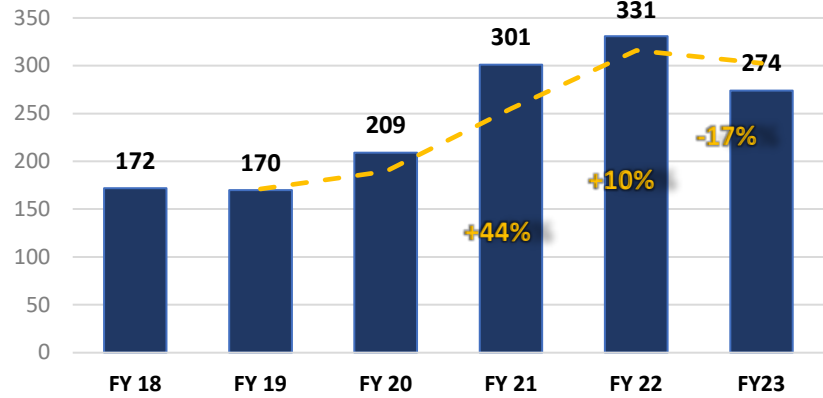
TALCB Enforcement Report

Current as of April 30, 2024

Complaints Received

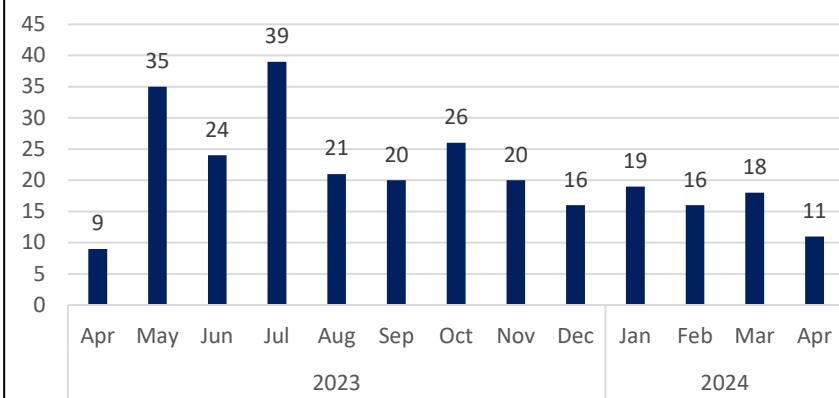
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

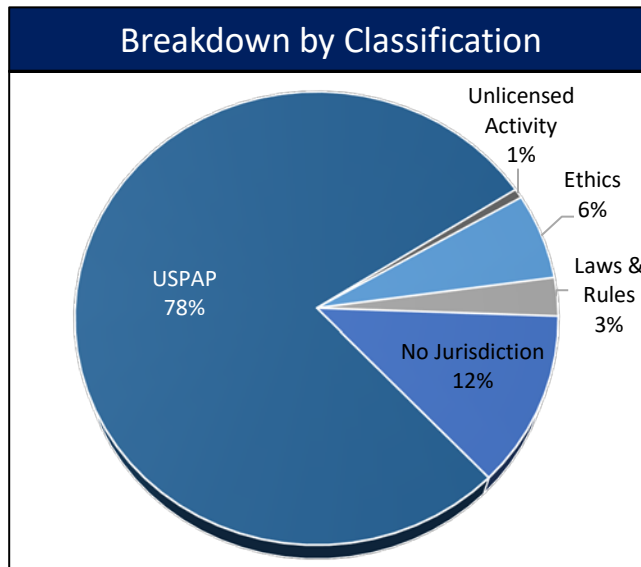


Fiscal Year 2024 Summary

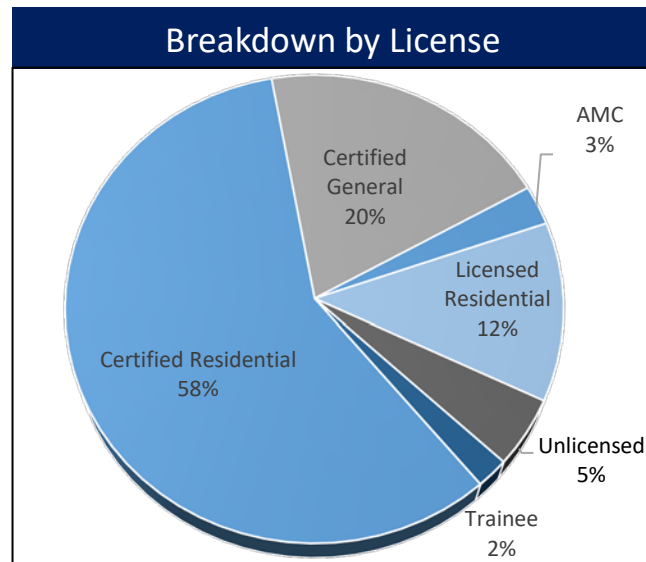
146	Complaints Received
138	Respondents
<2%	License Holders Receive a Complaint

Fiscal Year 2024 Complaints Received by Category

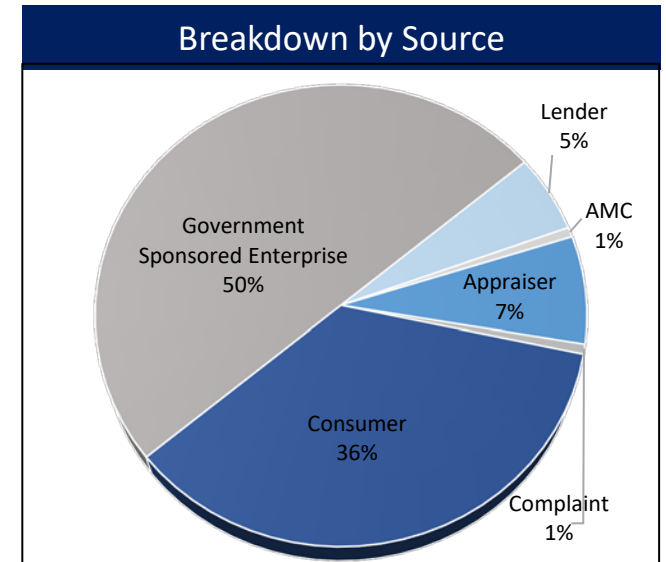
Breakdown by Classification



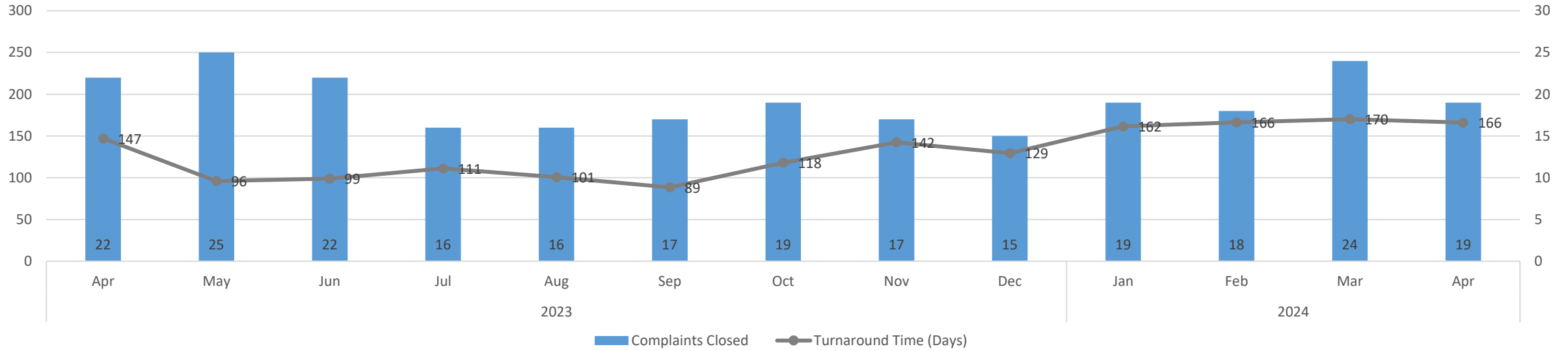
Breakdown by License



Breakdown by Source

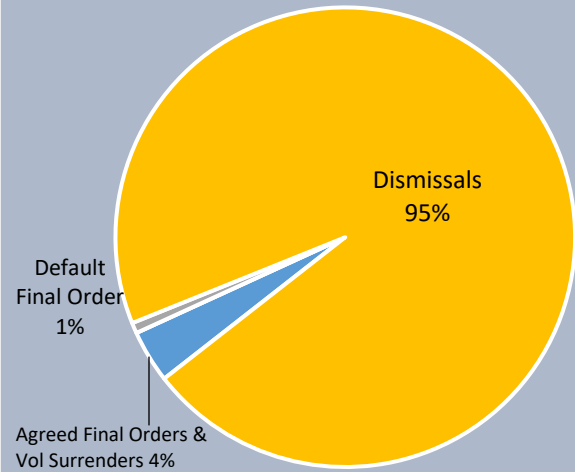


Complaint Resolution

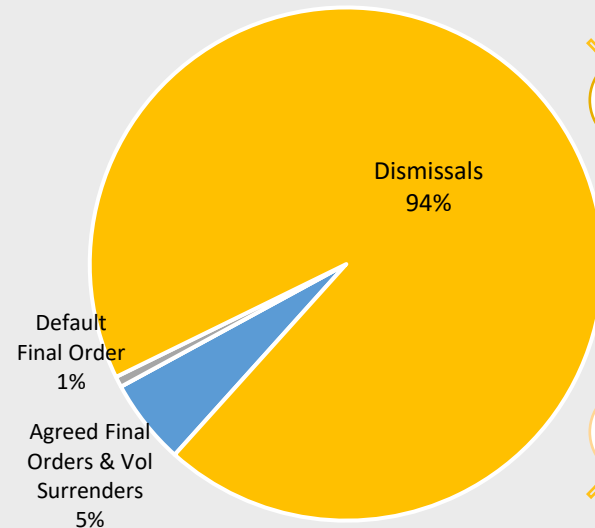


FY23 Complaint Outcome

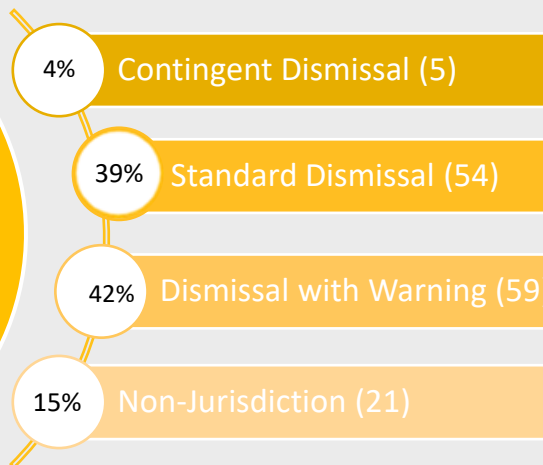
269 Complaints Resolved



FY24 Complaint Outcome



FY24 Dismissal Breakdown



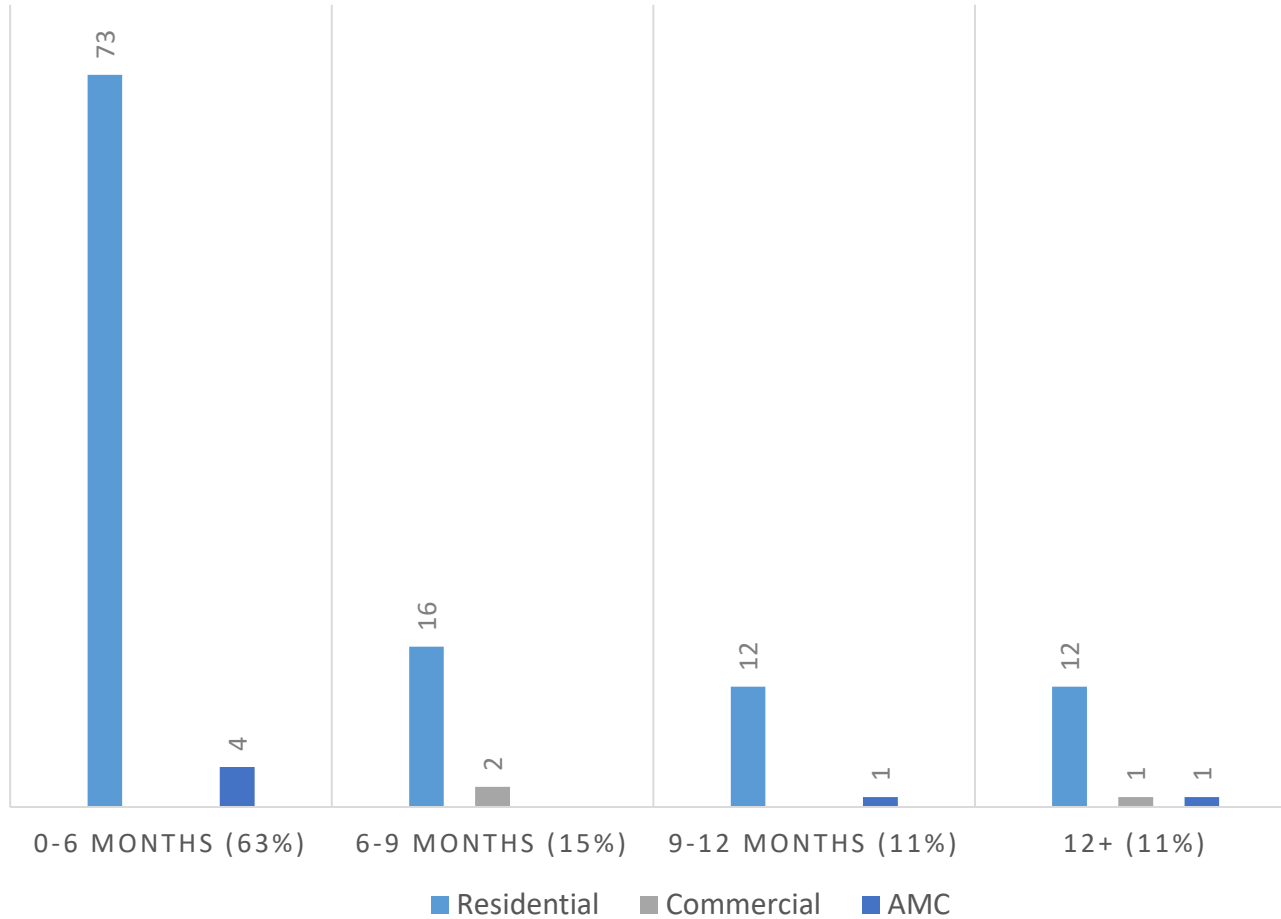
Fiscal Year 2024 Summary

148 Complaints Resolved

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

<1% License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

122 Open Complaints

14 Cases Abated

- 13 pending litigation
- 1 pending Texas Workforce Commission Civil Rights Division Review

14 Cases Over 1 Year Old

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

- 13 cases involving abatements
- 1 complex case involving multiple reports/multiple information requests

Financial Services Division
TALCB Budget Status Report
April 2024 - Fiscal Year 2024

Expenditure Category	Beginning Balance FY2024	Expenditures	Remaining Balance	Budget % Remaining	4/12 =33.33% Comments
Actual Beginning Balance	\$3,591,965		\$3,591,965		includes Trust cash balances as of 8/31/2023
Operating Reserves	(\$830,115)		(\$830,115)		
Available balance within Texas Treasury Safekeeping Trust	\$2,761,850		\$2,761,850		remaining available budget to consider to balance FY2024 budget
Salaries & Wages	\$1,442,627	\$997,427	\$445,200	30.9%	
Other Personnel Costs	486,946	307,265	\$179,681	36.9%	
Professional Services	205,751	6,153	\$199,598	97.0%	Training services for staff, SOAH & OAG contracts, contractor support for contingency plan, appraiser reviewers, and O365 items not expended as of this date
Consumables	2,000	123	\$1,877	93.9%	Consumable expense not utilized due to staff working from home.
Utilities	201	29	\$172	85.6%	Shredding services not utilized due to staff working from home.
Travel	42,000	15,397	\$26,603	63.3%	unexpended budget for Board Member travel as of report date
Rent - Building - Other	21,276	19,427	\$1,849	8.7%	Payment for annual office lease processed in October.
Rent - Equipment	1,643	346	\$1,297	78.9%	Lease cost for copiers not expended as of this date
Other Operating Expense	113,384	54,373	\$59,011	52.0%	
Subtotal -Operations Expenditures	2,315,828	1,400,539	915,289	39.5%	
DPS Criminal History Background Checks	2,500	690	1,810	72.4%	
Statewide Cost Allocation Plan (SWCAP)	30,928	0	30,928	100.0%	SWCAP Allocation has not been distributed as of report date.
Contribution to General Revenue	22,500	15,000	7,500	33.3%	
Subtotal - Nonoperational Expenditures	55,928	15,690	40,238	71.9%	
Total Expenditures and GR Contribution	2,371,756	1,416,229	955,527	40.3%	
Revenue	FY2024 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,813,645	\$1,144,070	\$669,575	36.9%	
AMCs	851,960	363,580	\$488,380	57.3%	Majority of renewals occur between March and June
ACE Program Revenue	19,310	11,645	\$7,665	39.7%	
Examination fees	6,990	4,390	\$2,600	37.2%	
Other Miscellaneous Revenue	34,000	38,973	(\$4,973)	-14.6%	
TALCB ASC grant	0	0	\$0	0.0%	
Total Revenue	\$2,725,905	\$1,562,658	\$1,163,247	42.7%	
Operating Gains/ Losses	\$354,149	\$146,429	\$500,578	141.3%	
Restricted Education Reserve Fund Carryforward	\$1				
Revenue Over/(Under) Expenditures & Transfers	\$3,116,000	\$146,429	\$2,969,570		

Financial Services Division

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

For the Month of April 2024

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/15/2023	1,032,000.00	982,342.05	1,021,599.38	4,071.56	1,025,670.94	972.79	U.S. T-Notes, .250	06/15/2024
09/15/2023	635,000.00	604,068.55	621,506.25	2,108.40	623,614.65	304.13	U.S. T-Notes, .375	09/15/2024
12/15/2023	635,000.00	611,013.87	617,091.02	1,413.86	618,504.88	2,394.26	U.S. T-Notes, .100	12/15/2024
03/15/2024	128,000.00	123,880.00	124,110.00	105.00	124,215.00	286.09	U.S. T-Notes, 1.750	03/15/2025
Totals	\$ 2,430,000.00	\$ 2,321,304.47	\$ 2,384,306.65	\$ 7,593.82	\$ 2,392,005.47	\$ 3,957.27		

Monthly Activity		
Beginning Balance	Current Month	Cumulative Totals

Beginning Cash Available Balance 04/01/2024	\$	1,109,184.36			
Current Month Receipts	\$	219,042.24			
Current Month Disbursements	\$	(207,538.00)			
Total Cash	\$	1,120,688.60			
Investment Ending Market Value		2,392,005.47			
Total Account Balance		3,512,694.07			
Operating Reserves		(830,115.00)			
Ending Balance Available for Operations 04/30/2024	\$	2,682,579.07			

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