



## **Staff Reports for December 2024**

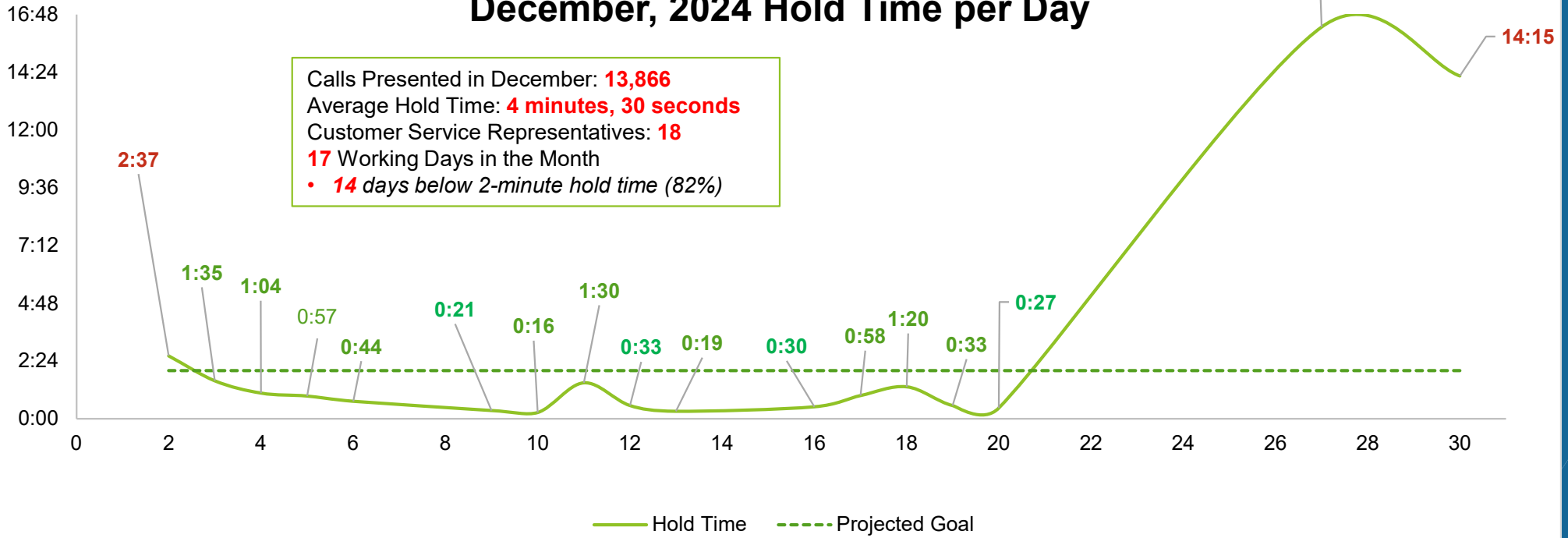
# Customer Relations Division

December 2024, Monthly Report

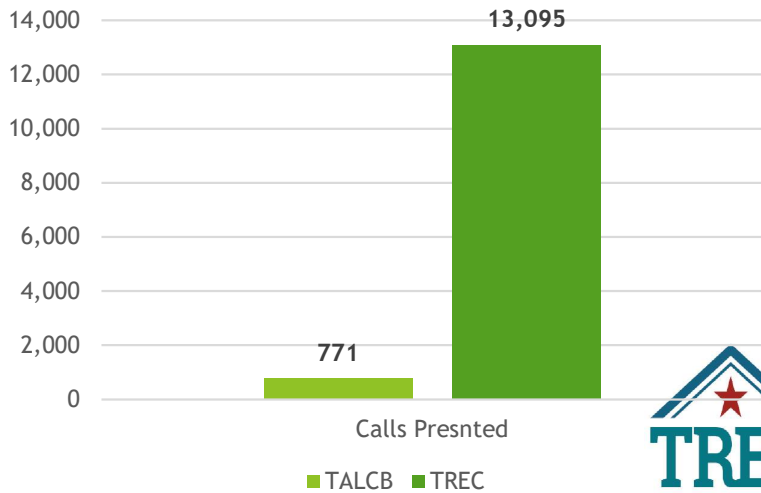


# Customer Relations Division December, 2024 Hold Time per Day

Calls Presented in December: **13,866**  
 Average Hold Time: **4 minutes, 30 seconds**  
 Customer Service Representatives: **18**  
**17** Working Days in the Month  
 • **14** days below 2-minute hold time (82%)



## TREC & TALCB

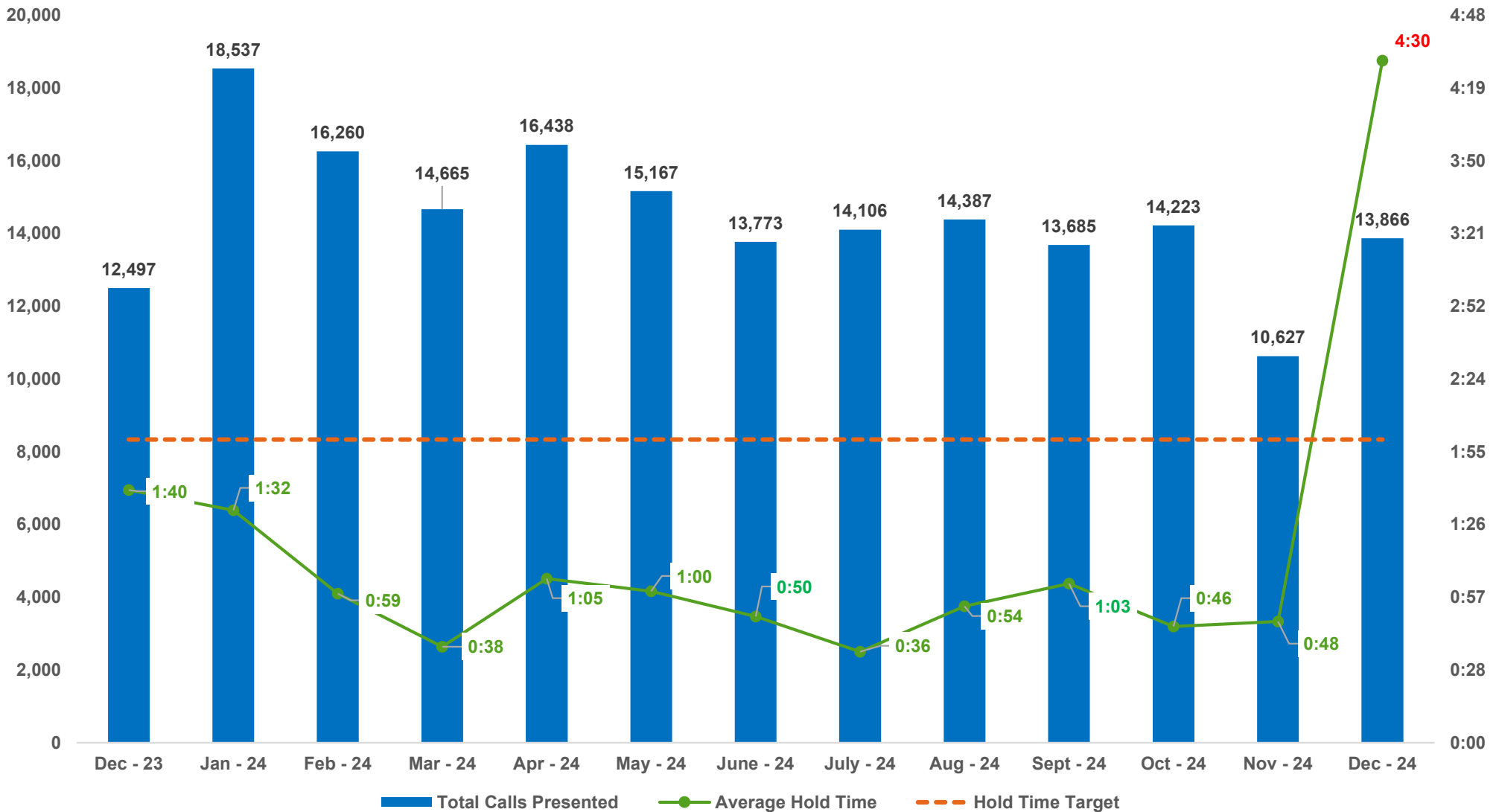


**TALCB** – 771 Calls (5.56%) **4 minute, 6 second hold time**  
**TREC** – 13,095 Calls (94.44%) **4 minute, 31 second hold time**



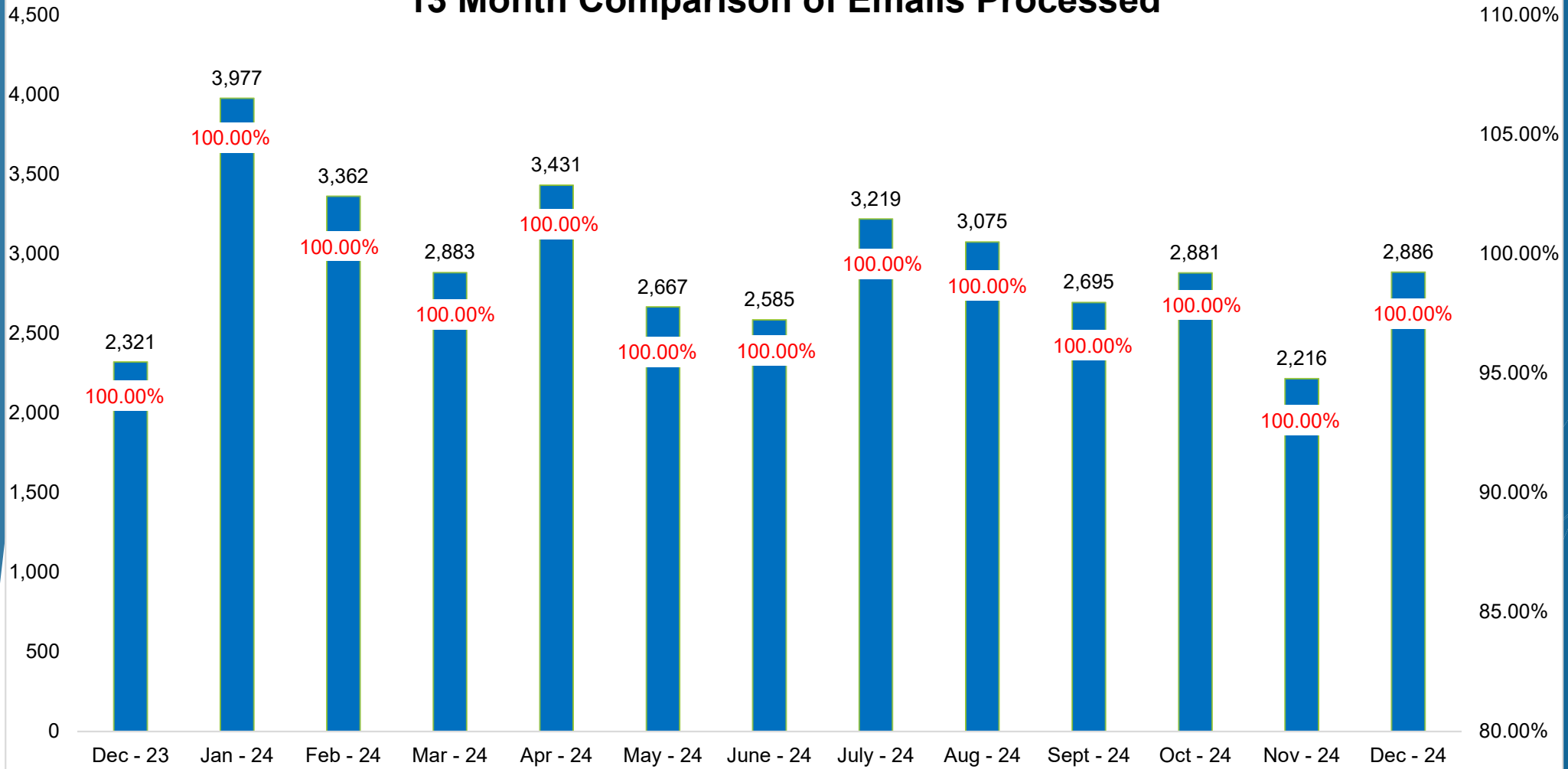
# Customer Relations Division

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



# Customer Relations Division

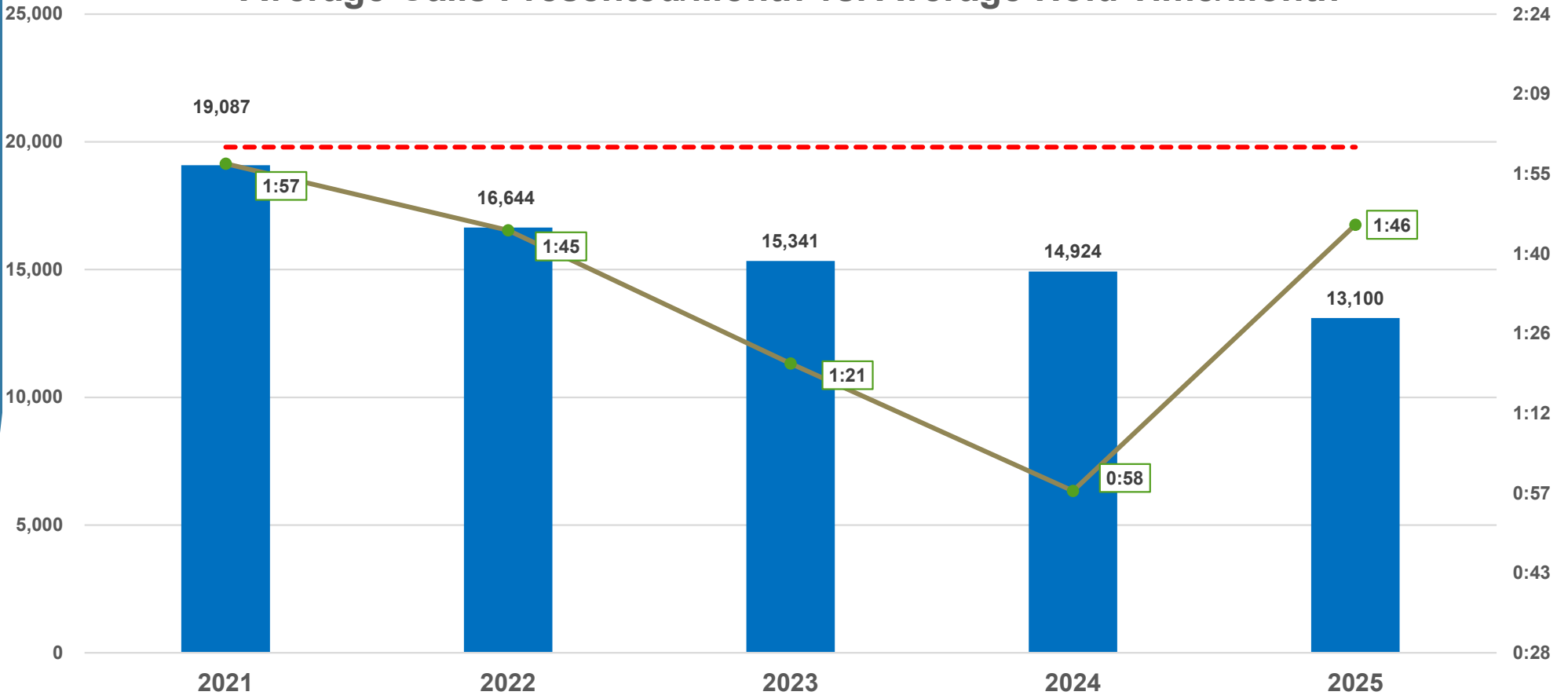
## 13 Month Comparison of Emails Processed



# Customer Relations Division

## Fiscal Year Comparison

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

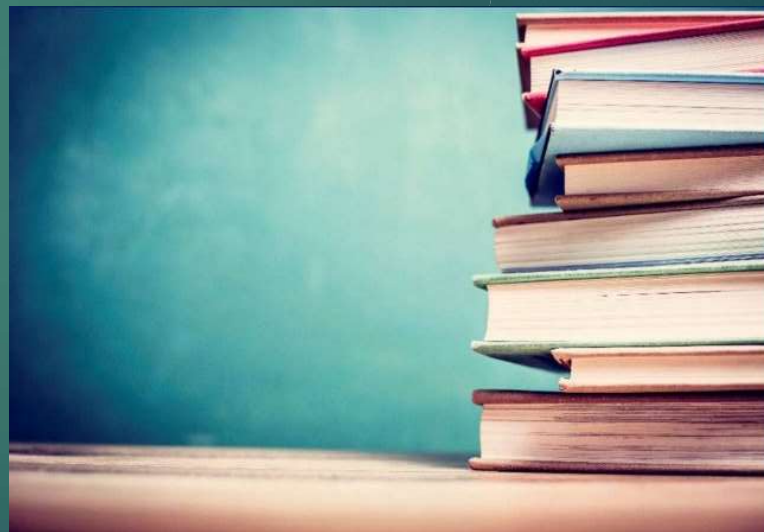


■ Ave Calls Presented/Month    
 —●— Ave. Hold Time/Month    
 - - - Hold Time Goal



# TALCB Education Report

DECEMBER 2024







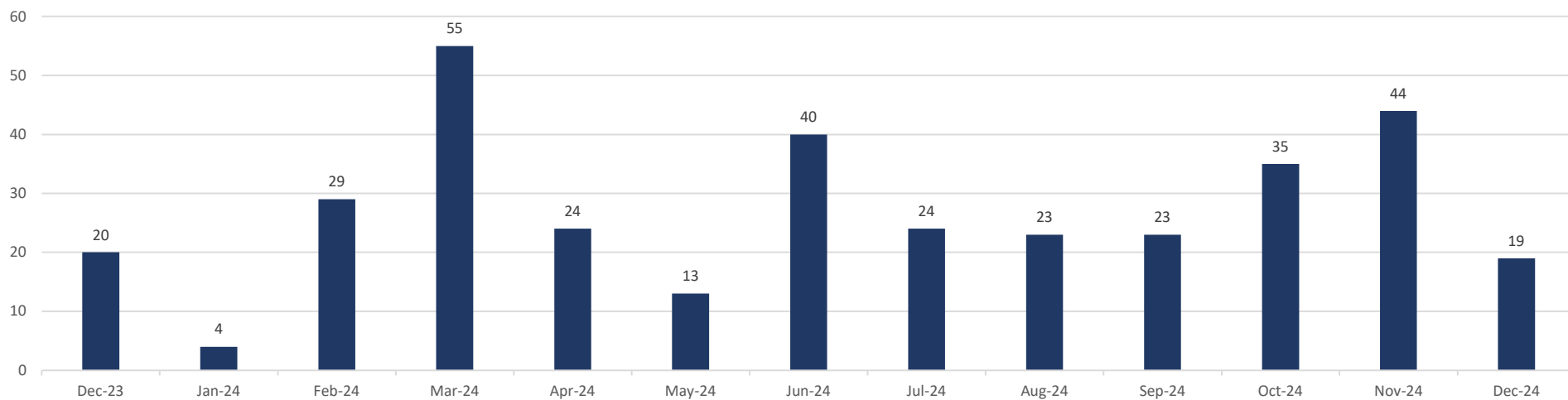
## Education & Examinations Division

### TALCB Applications Approved 13-Month Comparison

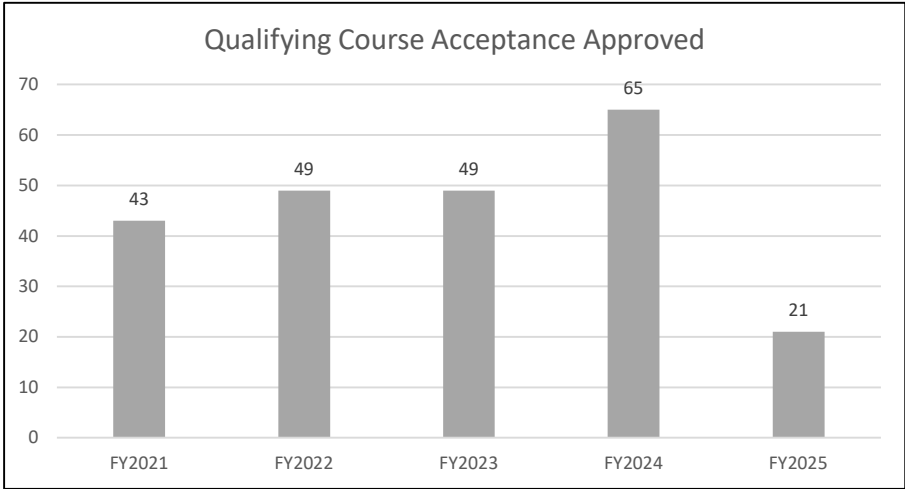
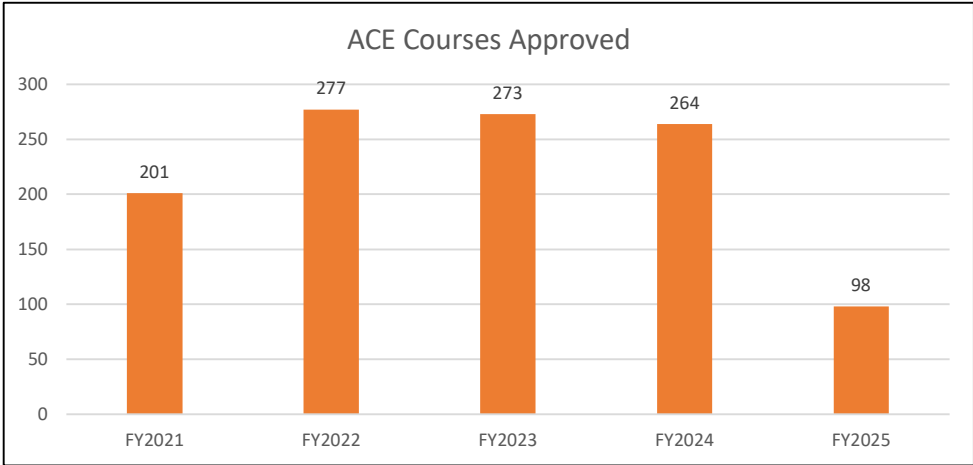
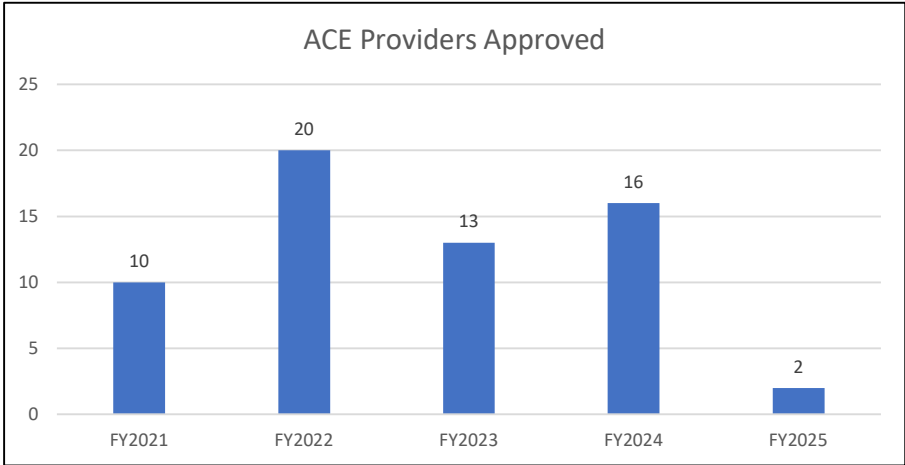
	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Initial ACE Provider	0	1	0	1	0	0	0	0	0	0	0	1	0
Renewal ACE Provider	0	0	4	0	0	2	0	0	0	0	0	1	0
<b>All ACE Provider Applications</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>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

Qualifying Course Acceptance	1	14	6	4	1	8	3	2	11	7	10	0	4
ACE Courses	4	14	45	19	12	30	21	21	38	16	25	42	15
<b>All Course Applications</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>35</b>	<b>42</b>	<b>19</b>

<b>All Applications Approved</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>	<b>35</b>	<b>44</b>	<b>19</b>
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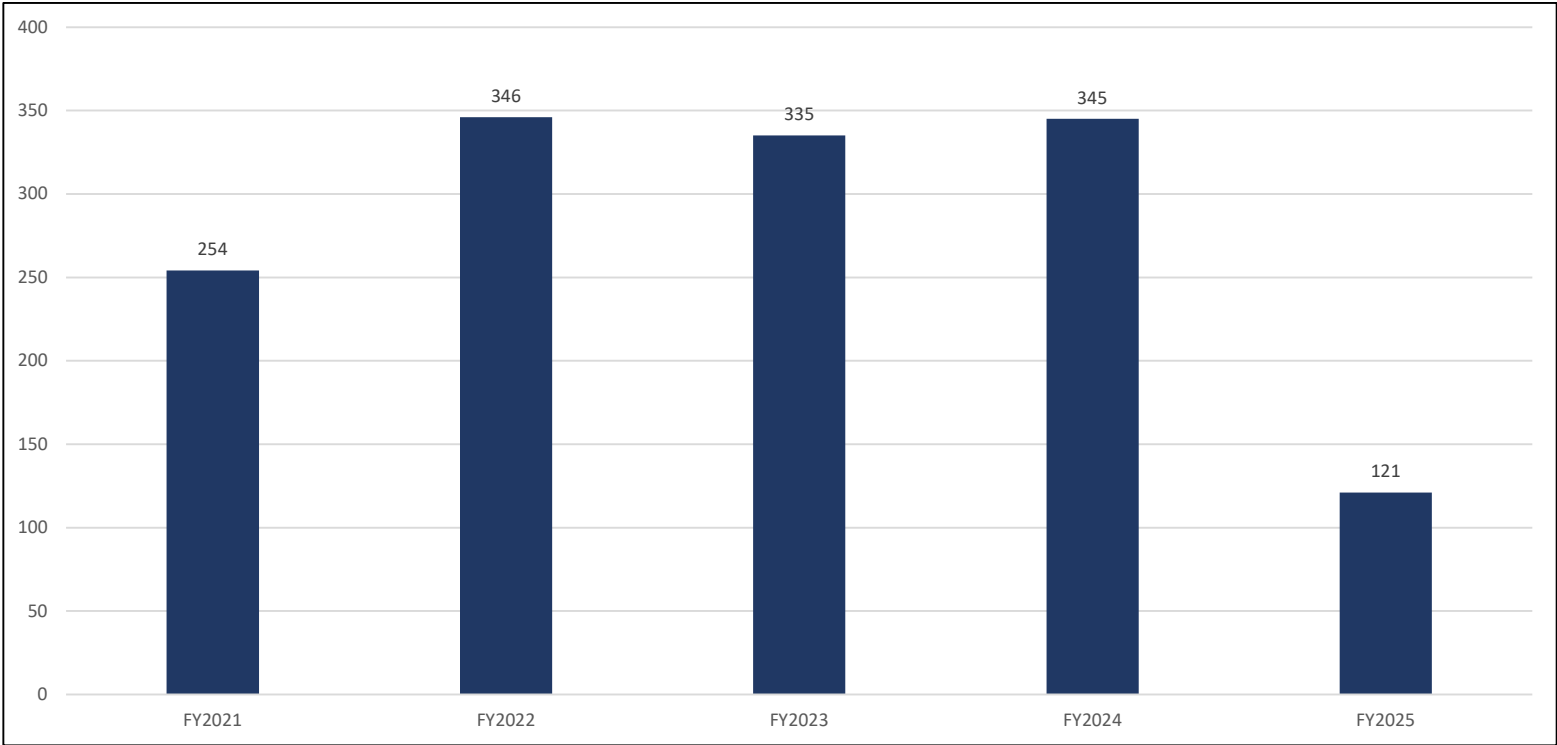


# Education & Examinations Division TALCB Total Applications Approved - Fiscal Year



# Education & Examinations Division

## All TALCB Applications Approved Year-Over-Year Comparison



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

Licensed Residential	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
	FYTD 2025	12	6	18	<b>67%</b>	6	5	11	55%	29	62%	26
FYTD 2024	20	13	33	61%	3	21	24	13%	57	40%	40	58%
December 2024	2	1	3	67%	1	1	2	50%	5	60%	4	75%
December 2023	7	3	10	70%	0	8	8	0%	18	39%	15	47%

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	16	7	23	<b>70%</b>	11	13	24	46%	47	57%	32
FYTD 2024	30	24	54	56%	32	23	55	58%	109	57%	73	85%
December 2024	0	2	2	0%	3	3	6	50%	8	38%	4	75%
December 2023	5	3	8	63%	11	6	17	65%	25	64%	21	76%

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	12	10	22	<b>55%</b>	10	15	25	40%	47	47%	34
FYTD 2024	6	20	26	23%	13	31	44	30%	70	27%	36	53%
December 2024	3	3	6	50%	1	0	1	100%	7	57%	7	57%
December 2023	1	6	7	14%	4	10	14	29%	21	24%	14	36%

# TALCB Licensing Report

Current as of December 31, 2024

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD**  
**ACTIVE CERTIFICATIONS AND LICENSES**  
December 2024

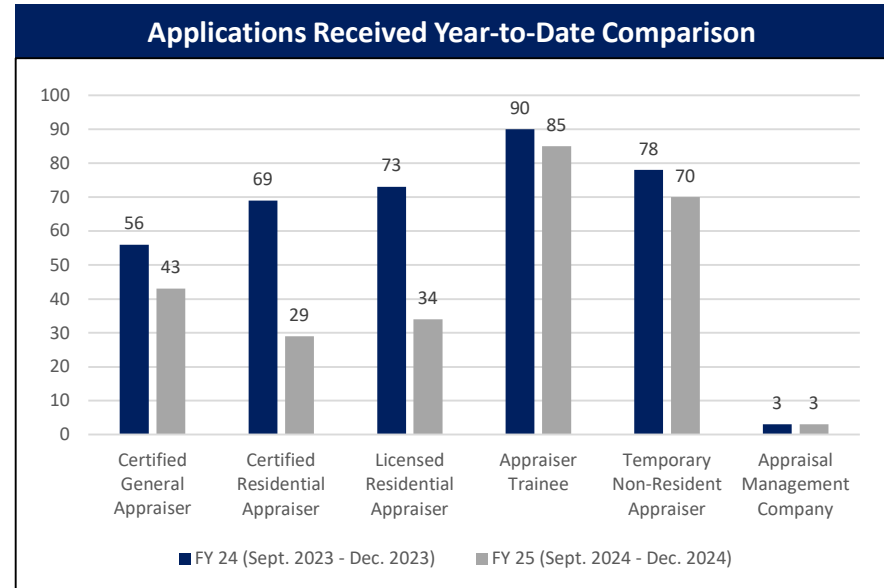
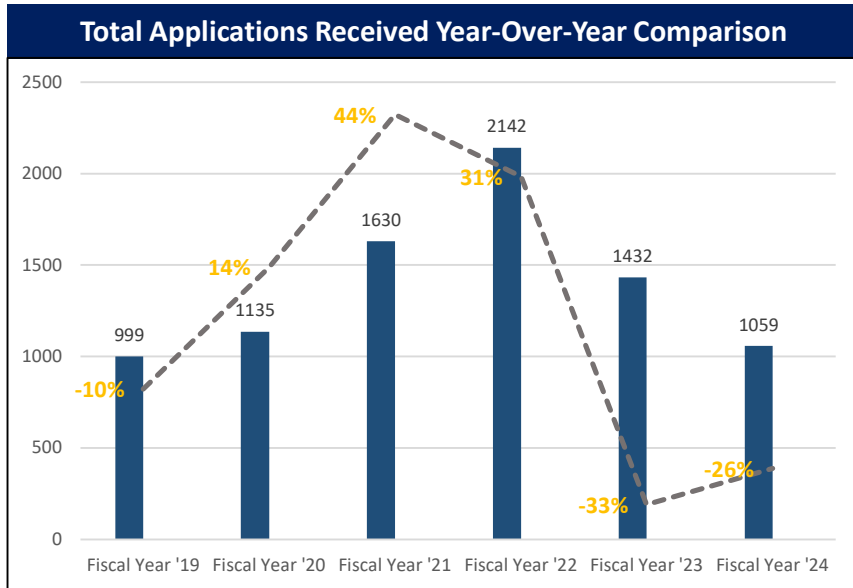
FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20
2017	Aug17	2,398	2,407	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
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
	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
2025	Jul 24	2,404	2,805	650	5,859	-8	953	-34	6,812	-42
2025	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
2025	Oct 24	2,418	2,807	626	5,851	-9	892	-29	6,743	-38
2025	Nov 24	2,420	2,800	614	5,834	-17	874	-18	6,708	-35
2025	Dec 24	2,421	2,791	613	5,825	-9	861	-13	6,686	-22
<b>December 2024</b>										
<b>Inactive Appraisers</b>		GENERAL 42	RESIDENTIAL 57	LICENSE 21	TOTAL 120		TRAINEE 111		TOTAL 231	
<b>Out-of-State Temporary Registrations:</b>									<b>105</b>	
<b>Total All License Holders:</b>									<b>7,022</b>	

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

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
<b>2015 - Total</b>				
		16	15	17
<b>2016 - Total</b>				
		10	11	128
<b>2017 - Total</b>				
		16	15	21
<b>2018 - Total</b>				
		12	12	121
<b>2019 - Total</b>				
		8	9	25
<b>2020 - Total</b>				
		14	15	107
<b>2021 - Total</b>				
		14	14	34
<b>2022 - Total</b>				
		20	18	112
<b>2023 - Total</b>				
		20	21	43
<b>2024</b>	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
<b>2024 - Total</b>				
		16	17	94
<b>2025</b>	Sept 24	1	1	6
	Oct 24	0	0	6
	Nov 24	1	1	5
	Dec 24	1	1	3
<b>2025 - Total</b>				
		3	3	20
<b>Registrations issued from March 2012 to December 2024</b>			<b>355</b>	
<b>Registrations Expired &gt; 6 months as of December 2024</b>			<b>-100</b>	
<b>Registrations Expired &lt; 6 months as of December 2024</b>			<b>-9</b>	
<b>Registrations Surrendered</b>			<b>-30</b>	
<b>Registrations Revoked</b>			<b>-3</b>	
<b>Registrations Relinquished</b>			<b>-33</b>	
<b>Registrations Re-Issued &gt; 6 months after expiration date</b>			<b>-9</b>	
<b>Federally Regulated AMCs</b>			<b>-3</b>	
<b>TOTAL AMC REGISTRATIONS</b>			<b>168</b>	

<b>AMC Registrations Year-Over-Year</b>			
	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

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



# Application Processing Time

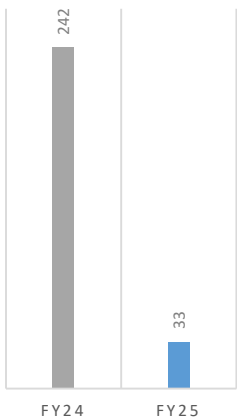
Average Number of Days to Process Applications

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

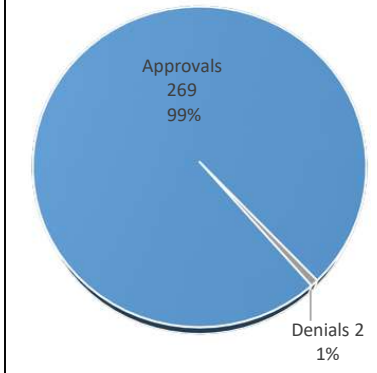
	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	45	28	33	26	30	30	92	25	31	22	20	29	23
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	49	37	22	43	35	29	33	31	25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

## Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY24 – 25 Residential Audit Outcome

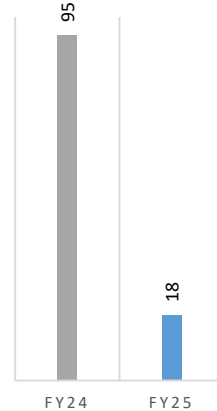


Residential Audit Processing Year-Over-Year

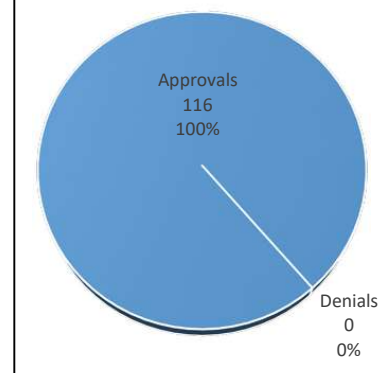
	Closed	Average Processing
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	265	30 Days
Fiscal Year 2025	25	19 Days

## Certified General Experience Audit Summary

Commercial audits received



FY24- 25 Commercial Audit Outcome



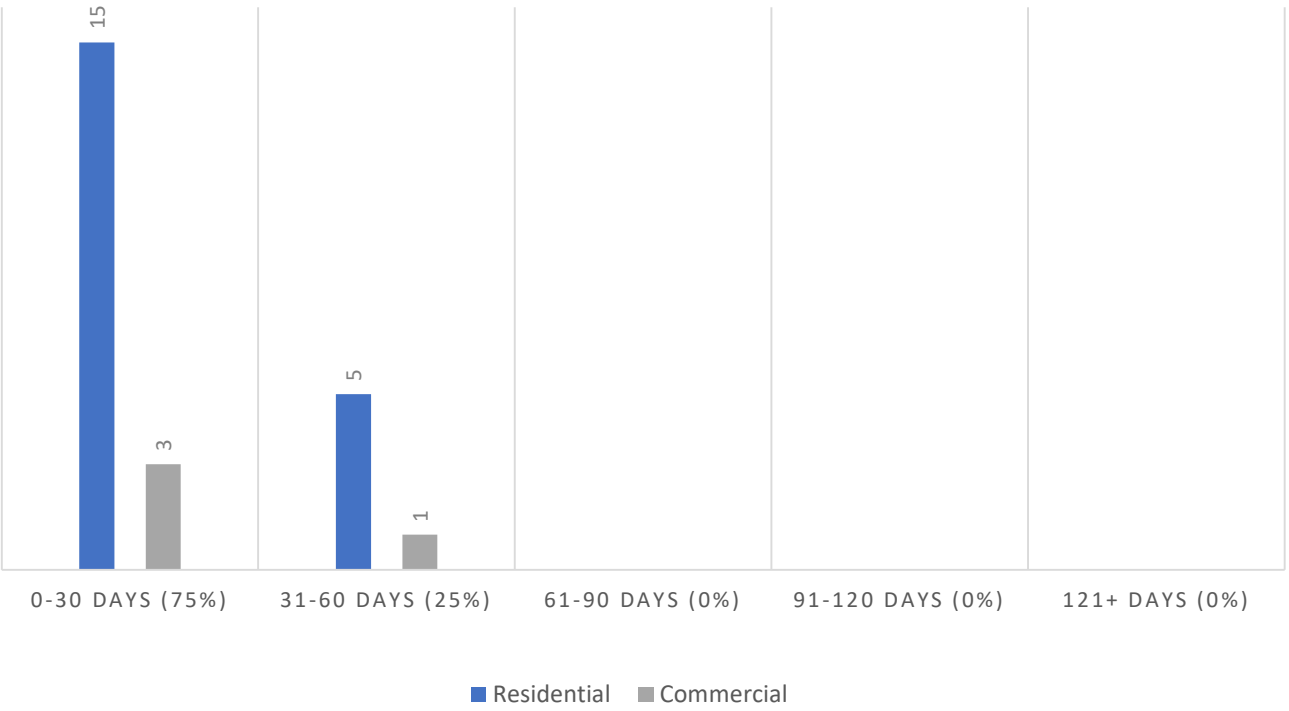
Commercial Audit Processing Year-Over-Year

	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	23	20 Days

# Renewal Activity

Year-to-Date Comparison						
	FY 23 (Sept. 2022 - Dec. 2022)		FY 25 (Sept. 2024 - Dec. 2024)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	370	87.68%	353	84.65%	-17	-4.59%
Certified Residential Renewals	407	92.29%	411	86.89%	4	0.98%
Licensed Residential Renewals	79	79.80%	81	61.83%	2	2.53%
Appraiser Trainee Renewals	93	56.02%	98	50.26%	5	5.38%

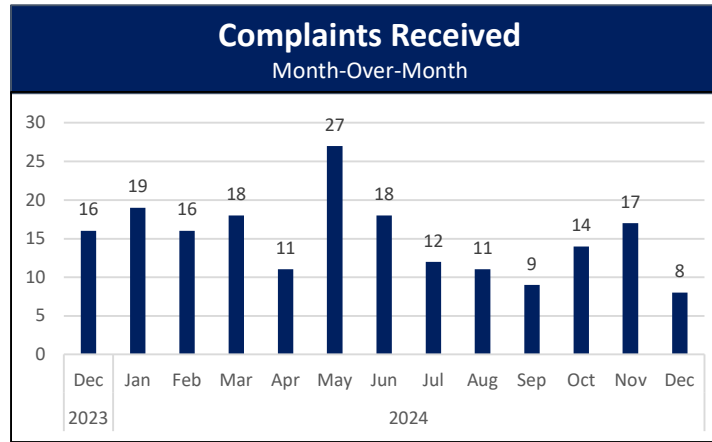
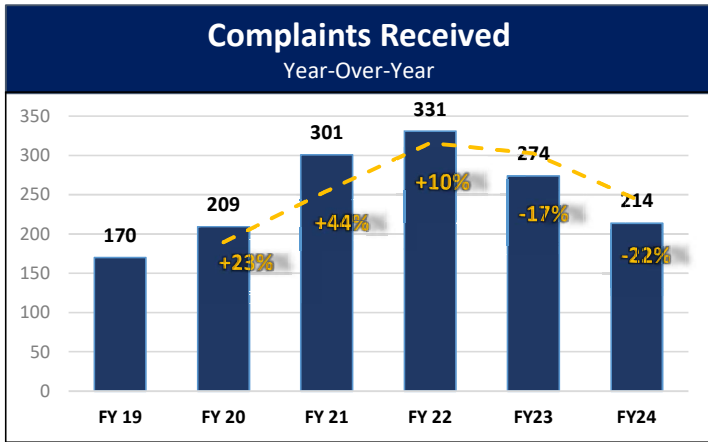
# Open Experience Audit Snapshot



# TALCB Enforcement Report

Current as of December 31, 2024

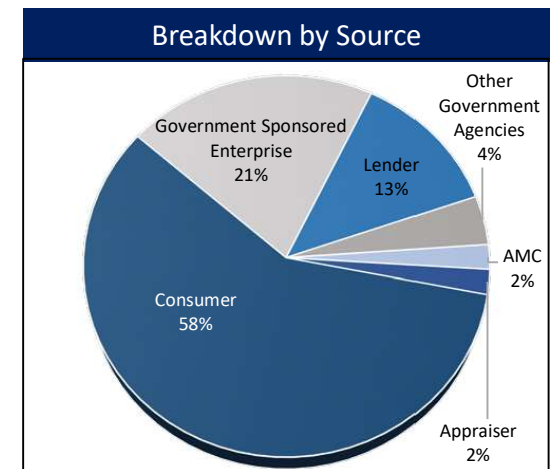
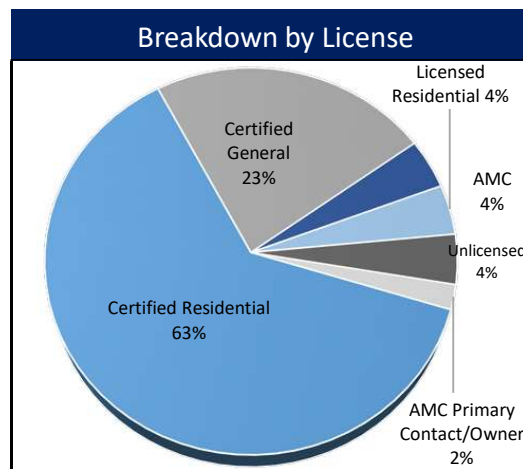
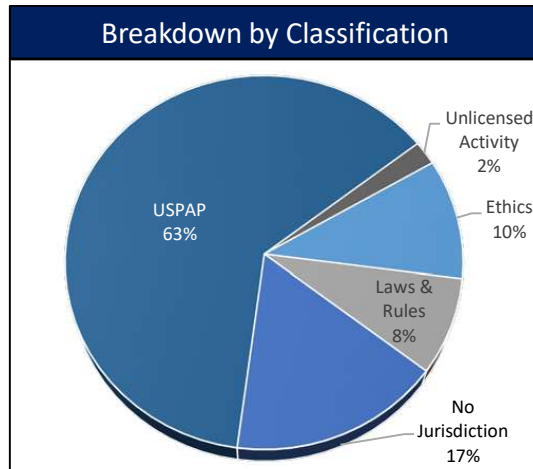
# Complaints Received



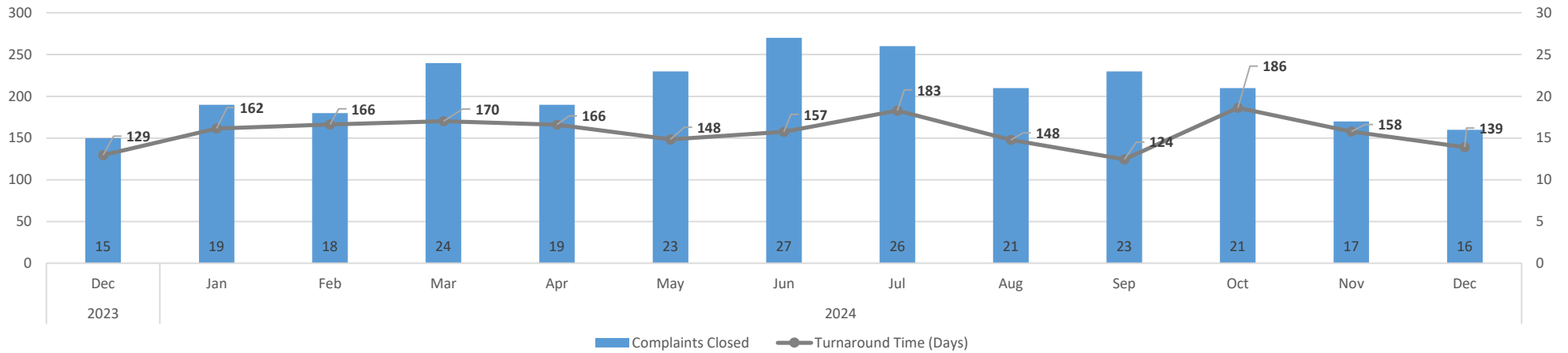
### Fiscal Year 2025 Summary

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

## Fiscal Year 2025 Complaints Received by Category

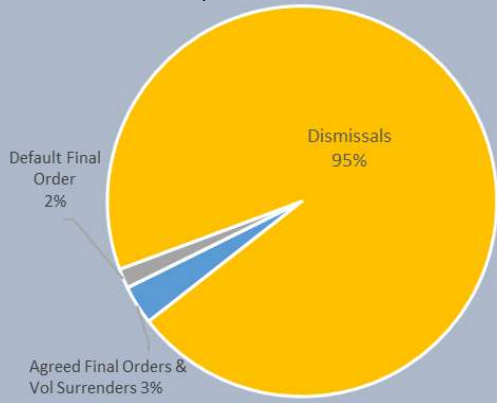


# Complaint Resolution

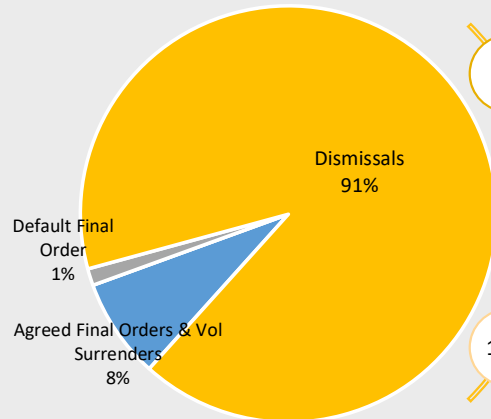


## FY24 Complaint Outcome

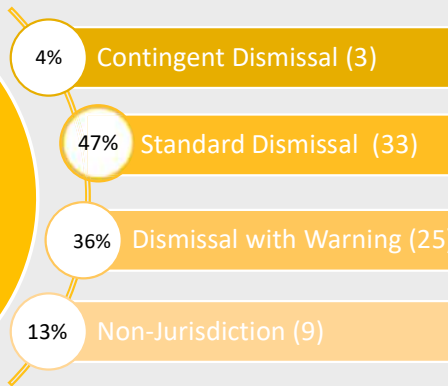
245 Complaints Resolved



## FY25 Complaint Outcome



## FY25 Dismissal Breakdown



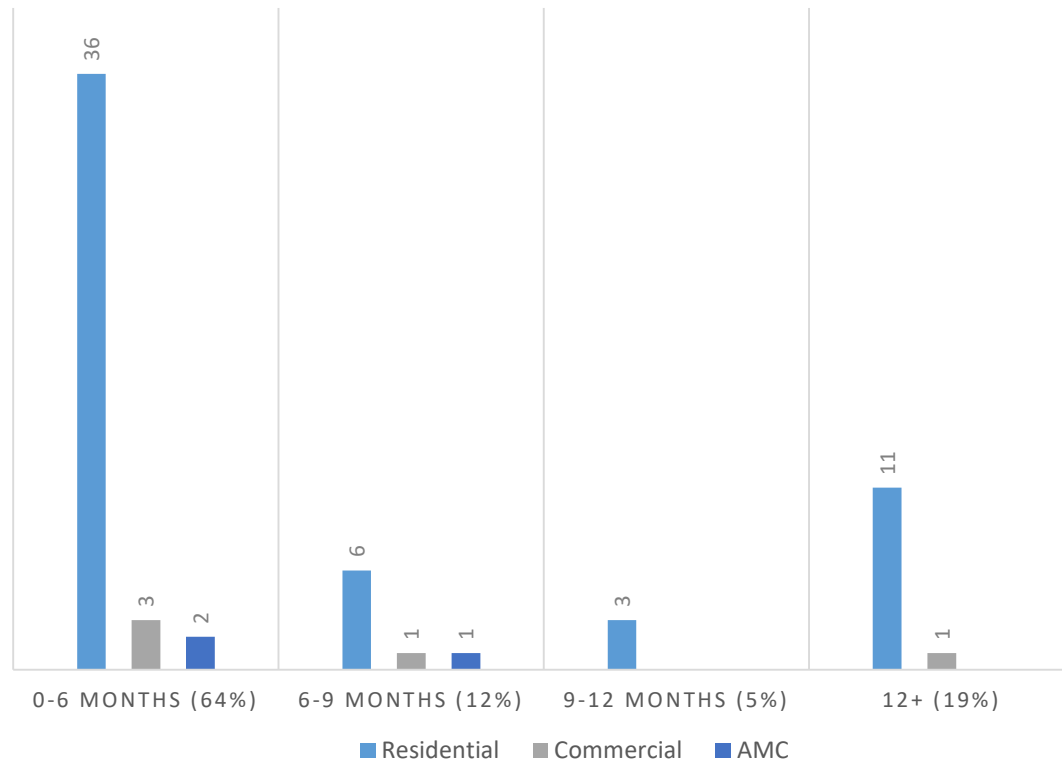
## Fiscal Year 2025 Summary

77 Complaints Resolved

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

<1% License holders receive discipline

# Open Complaint Snapshot



## Open Complaint Data

**64** Open Complaints

**9** Cases Abated

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

**12** Cases Over 1 Year Old

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

- 12 cases involving abatements

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

Expenditure Category	Beginning Balance FY2025	Expenditures	Remaining Balance	Budget % Remaining	8/12 =66.67% 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)		
<b>Available balance within Texas Treasury Safekeeping Trust</b>	<b>\$2,786,696</b>		<b>\$2,786,696</b>		remaining available budget to consider to balance FY2024 budget
Salaries & Wages	1,562,370	\$502,326	\$1,060,044	67.8%	
Other Personnel Costs	511,782	150,770	\$361,012	70.5%	employee retirement & health insurance contributions, longevity; includes 4056
Professional Services	204,600	7,275	\$197,325	96.4%	UT Austin-Executive program class K Santos PO 25-5011; Volunteer Appraisal Reviewers, Contractor-Auditors/Investigators; SOAH & OAG
Consumables	2,000	87	\$1,913	95.6%	Consumable expense not utilized due to staff working from home.
Utilities	190	11	\$179	94.0%	Secure document destruction
Travel	42,000	19,138	\$22,862	54.4%	
Rent - Building - Other	20,072	19,445	\$627	3.1%	Annual building lease paid; reserved parking space - 1st qtr
Rent - Equipment	854	464	\$390	45.6%	Monthly Canon printers leased
Other Operating Expense	121,803	30,916	\$90,887	74.6%	Registration fees; annual membership renewals & annual software renewal purchases
<b>Subtotal -Operations Expenditures</b>	<b>2,465,671</b>	<b>730,433</b>	<b>1,735,238</b>	<b>70.4%</b>	
Statewide Cost Allocation Plan (SWCAP)	34,779	0	34,779	100.0%	SWCAP allocation has not been distributed to agencies as of report date.
Contribution to General Revenue	22,500	7,500	15,000	66.7%	
<b>Subtotal - Nonoperational Expenditures</b>	<b>57,279</b>	<b>7,500</b>	<b>49,779</b>	<b>86.9%</b>	
<b>Total Expenditures and GR Contribution</b>	<b>2,522,950</b>	<b>737,933</b>	<b>1,785,017</b>	<b>70.8%</b>	
Revenue	FY2025 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,783,120	\$522,355	\$1,260,765	70.7%	214 applications (947 projected), 995 total renewals (3,090 projected)
AMCs	358,715	137,330	\$221,385	61.7%	3 new AMCs (20 projected), 21 AMC renewals (49 projected), 6,862 of panelist activities (20,049 projected)
ACE Program Revenue	20,780	5,175	\$15,605	75.1%	1 new ACEs (4 projected), 1 ACE renewals (12 projected)
Examination fees	7,070	1,280	\$5,790	81.9%	Pearson Vue exam fees exams - 128 as of Dec (707 projected)
Other Miscellaneous Revenue	46,236	37,782	\$8,454	18.3%	Misc/Public Info fees/Interest earned in TTSTC for 3056; Interest as of November \$36,421.77 in 3056
TALCB ASC grant	0	0	\$0	0.0%	
<b>Total Revenue</b>	<b>\$2,215,921</b>	<b>\$703,922</b>	<b>\$1,511,999</b>	<b>68.2%</b>	
<b>Operating Gains/ Losses</b>	<b>(\$307,029)</b>	<b>(\$34,012)</b>	<b>(\$341,041)</b>	<b>111.1%</b>	
<b>Restricted Education Reserve Fund Carryforward</b>	<b>\$0</b>				
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$2,479,667</b>	<b>(\$34,012)</b>	<b>\$2,513,679</b>		



## Financial Services Division

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

**For the Month of December 2024**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2023	635,000.00	611,013.87	634,404.69	(634,404.69)	0.00	0.00	U.S. T-Notes, .100	12/15/2024
03/15/2024	128,000.00	123,880.00	127,080.00	310.00	127,390.00	668.29	U.S. T-Notes, 1.750	03/15/2025
06/17/2024	868,000.00	849,555.00	861,523.90	1,695.32	863,219.22	1,165.48	U.S. T-Notes, 2.875	06/15/2025
09/16/2024	903,800.00	899,422.22	898,186.55	1,270.97	899,457.52	9,437.47	U.S. T-Notes, 3.500	09/15/2025
12/16/2024	901,000.00	898,881.71	0.00	899,873.75	899,873.75	1,683.19	U.S. T-Notes, 4.000	12/16/2025
<b>Totals</b>	<b>\$ 3,435,800.00</b>	<b>\$ 3,382,752.80</b>	<b>\$ 2,521,195.14</b>	<b>\$ 268,745.35</b>	<b>\$ 2,789,940.49</b>	<b>\$ 12,954.43</b>		

### Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Cash Available Balance 12/01/2024</b>	\$ 1,194,087.16		
<b>Current Month Receipts</b>		\$ 838,441.91	
<b>Current Month Disbursements</b>		\$ (917,247.05)	
<b>Total Cash</b>			<b>\$ 1,115,282.02</b>
<b>Investment Ending Market Value</b>			<b>2,789,940.49</b>
<b>Total Account Balance</b>			<b>3,905,222.51</b>
<b>Operating Reserves</b>			<b>(1,261,475.00)</b>
<b>Ending Balance Available for Operations 12/31/2024</b>			<b>\$ 2,643,747.51</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