



Staff Reports for January 2025

Customer Relations Division

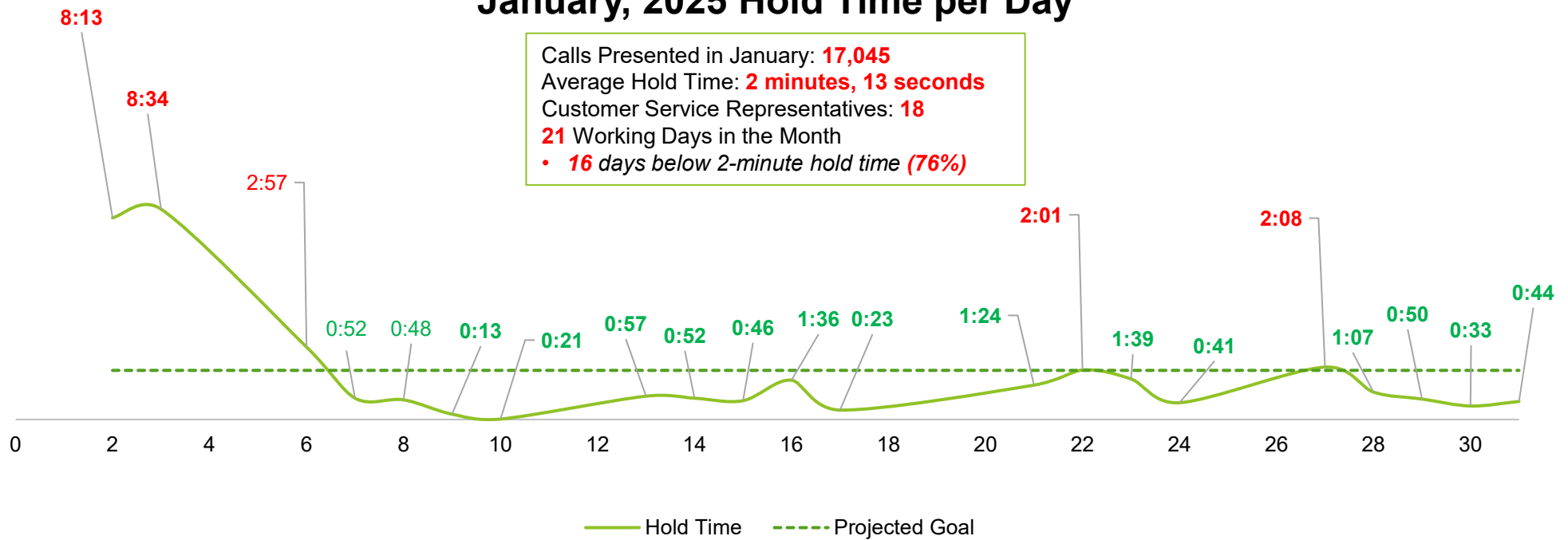
January 2025, Monthly Report



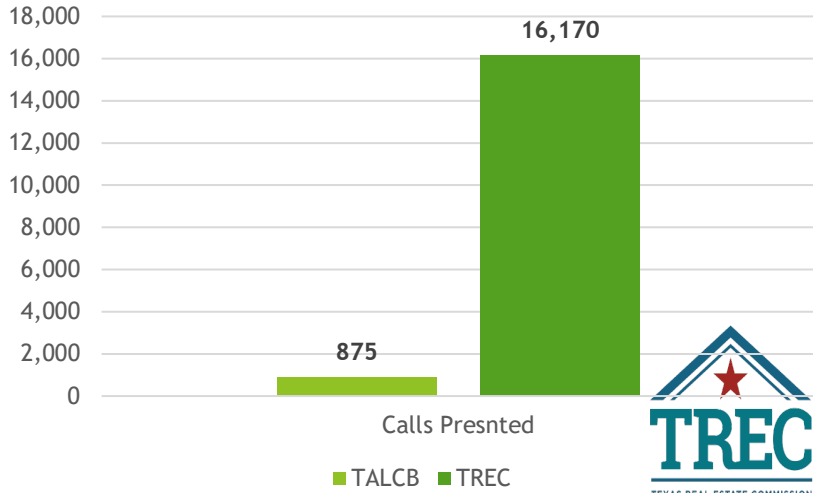
Customer Relations Division

January, 2025 Hold Time per Day

Calls Presented in January: **17,045**
 Average Hold Time: **2 minutes, 13 seconds**
 Customer Service Representatives: **18**
21 Working Days in the Month
 • **16 days below 2-minute hold time (76%)**



TREC & TALCB

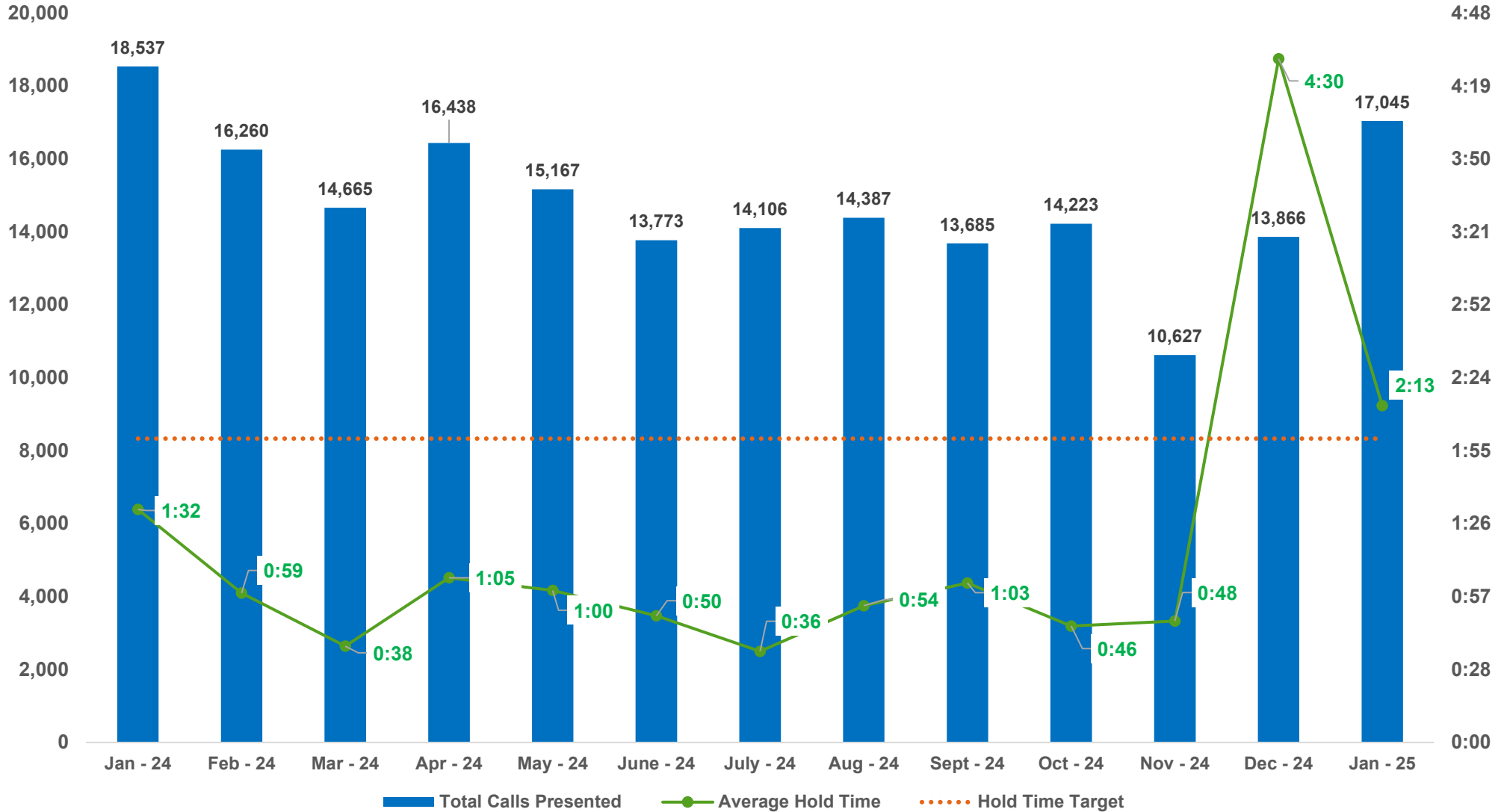


TALCB – 875 Calls (5.13%) **1 minute, 52 second hold time**
TREC – 16,170 Calls (94.84%) **2 minute, 14 second hold time**



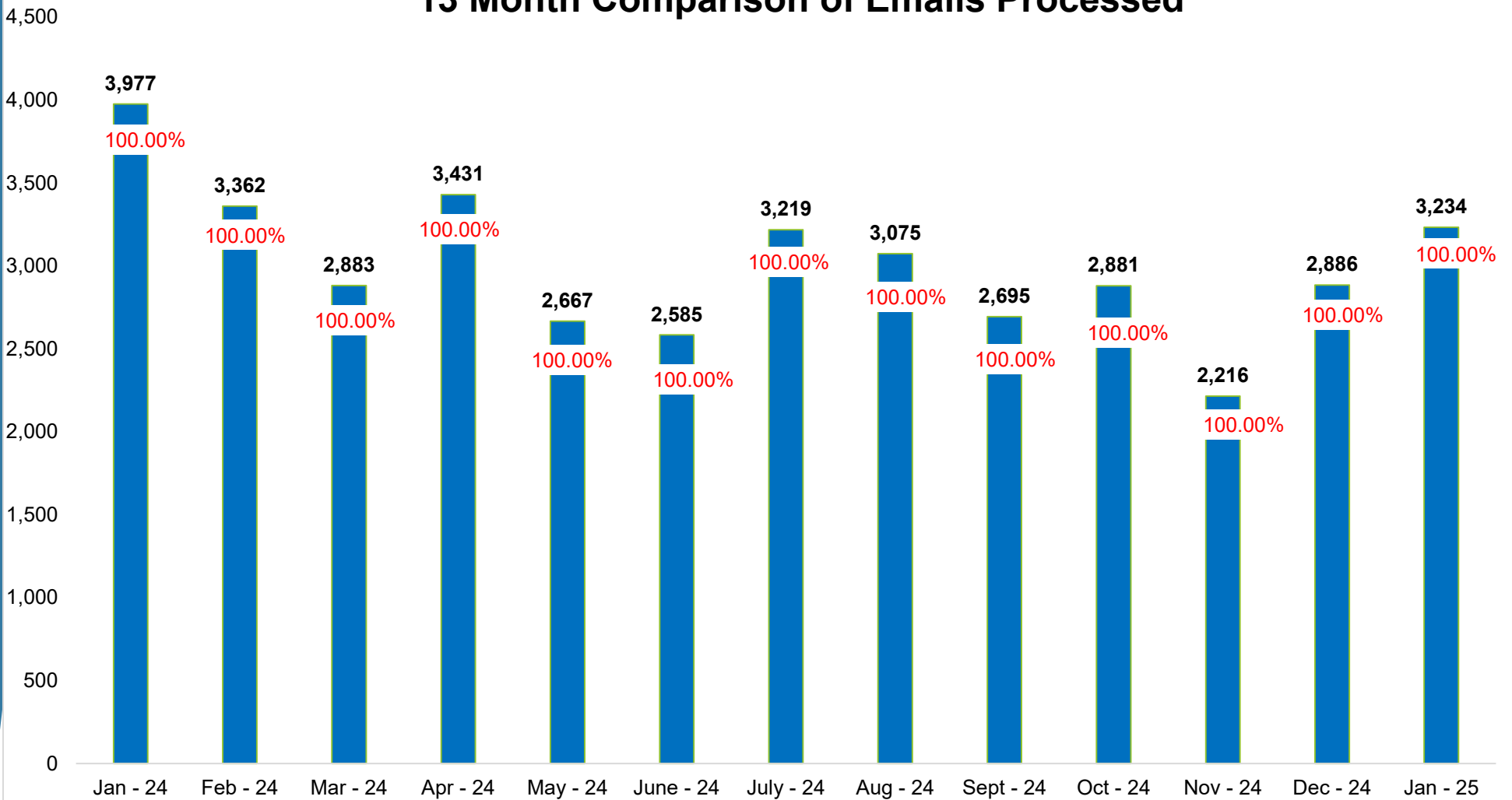
Customer Relations Division

13 Month Comparison of Calls Presented vs. Hold Time



Customer Relations Division

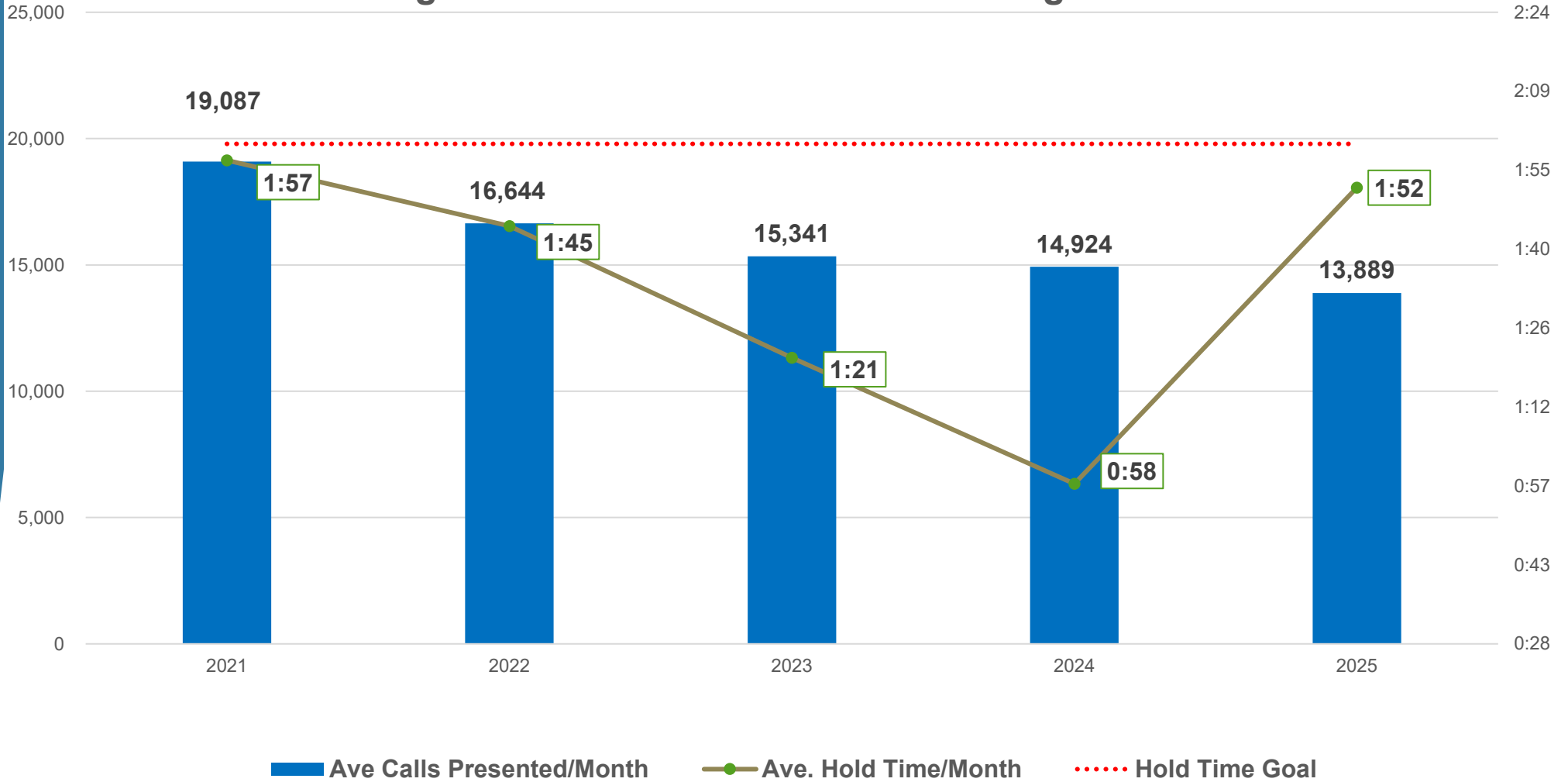
13 Month Comparison of Emails Processed



Customer Relations Division

Fiscal Year Comparison

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



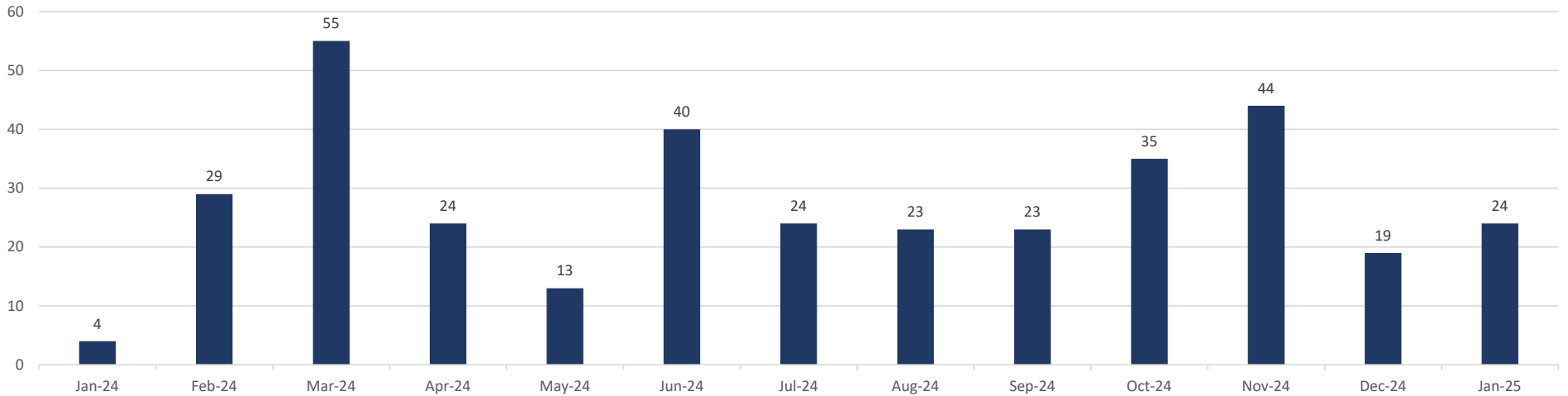
TALCB Education Report

January 2025

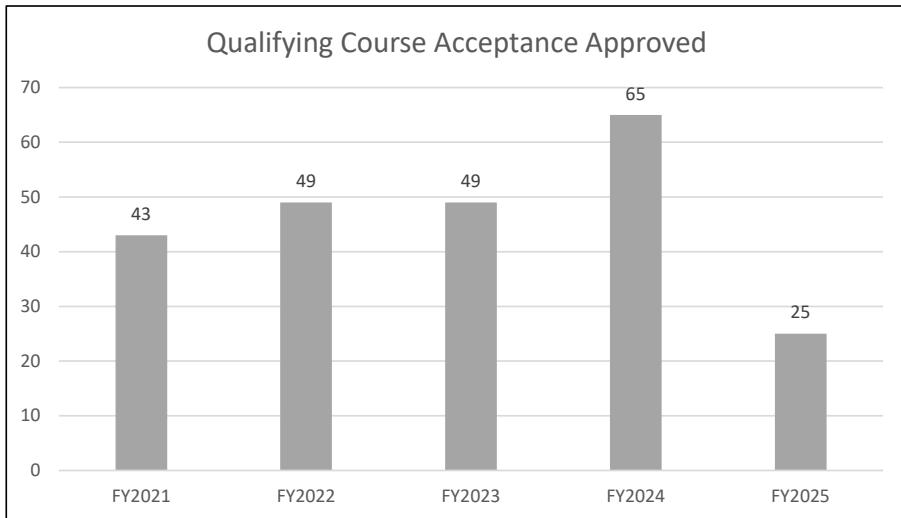
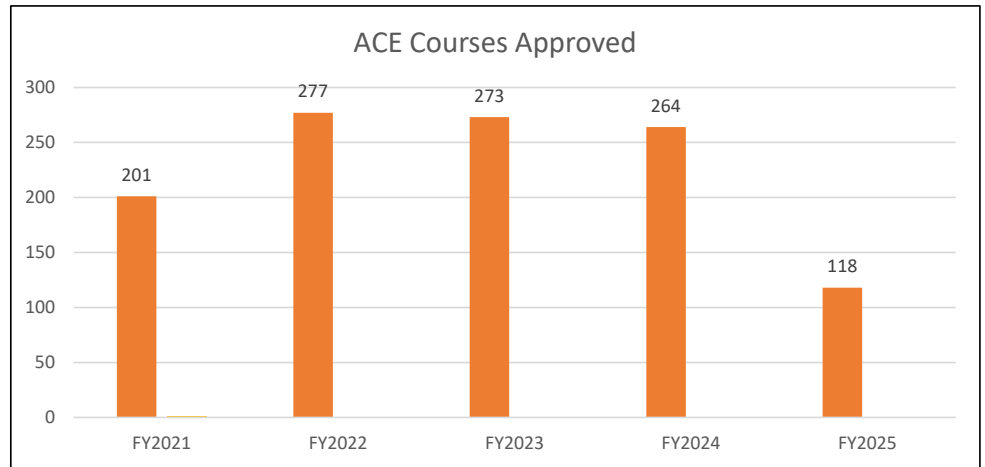
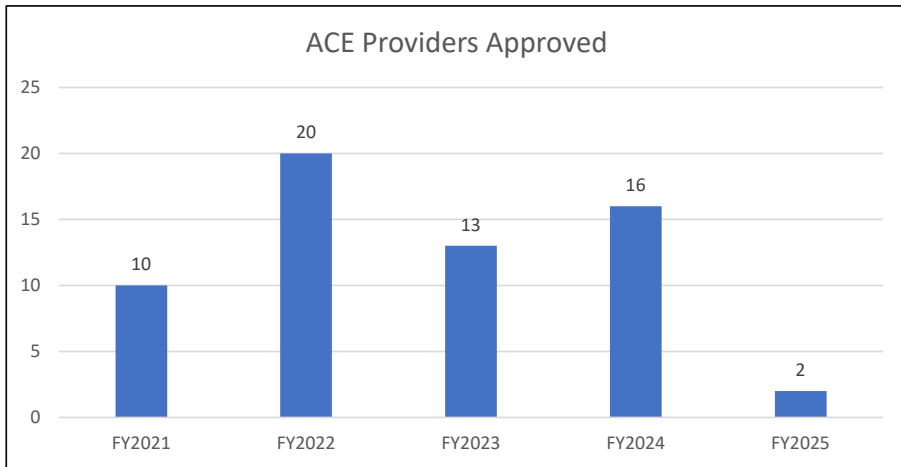


TALCB Applications Approved 13-Month Comparison

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Initial ACE Provider	1	0	1	0	0	0	0	0	0	0	1	0	0
Renewal ACE Provider	0	4	0	0	2	0	0	0	0	0	1	0	0
All ACE Provider Applications	1	4	1	0	2	0	0	0	0	0	2	0	0
Qualifying Course Acceptance	14	6	4	1	8	3	2	11	7	10	0	4	4
ACE Courses	14	45	19	12	30	21	21	38	16	25	42	15	20
All Course Applications	28	51	23	13	38	24	23	49	23	35	42	19	24
All Applications Approved	4	29	55	24	13	40	24	23	23	35	44	19	24

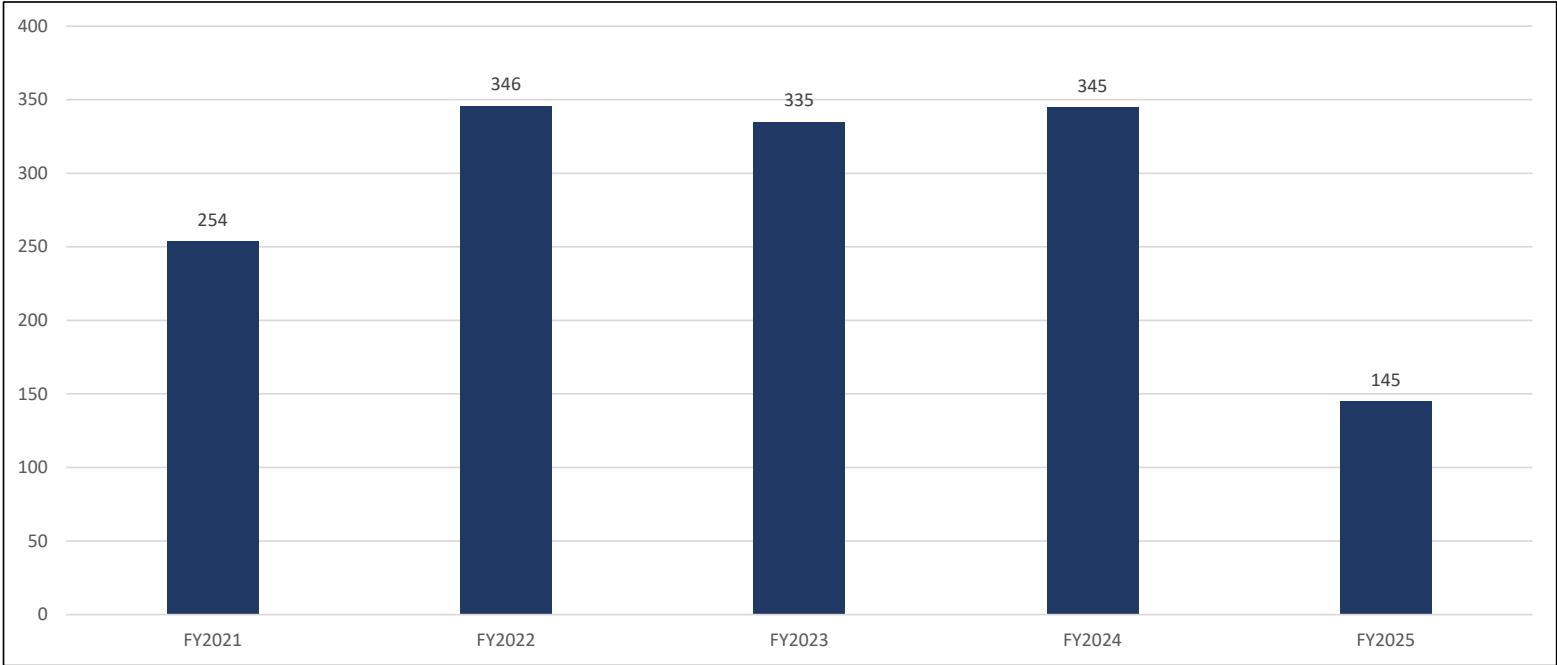


TALCB Total Applications Approved - Fiscal Year



All TALCB Applications Approved

Year-Over-Year Comparison



January 2025

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	18	6	24	75%	6	7	13	46%	37	65%	34
FYTD 2024	28	16	44	64%	4	25	29	14%	73	44%	52	62%
January 2025	6	0	6	100%	0	2	2	0%	8	75%	6	100%
January 2024	8	3	11	73%	1	4	5	20%	16	56%	14	64%

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	18	10	28	64%	12	15	27	44%	55	55%	37
FYTD 2024	41	28	69	59%	35	30	65	54%	134	57%	89	85%
January 2025	2	3	5	40%	1	2	3	33%	8	38%	6	50%
January 2024	11	4	15	73%	3	7	10	30%	25	56%	20	70%

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	14	12	26	54%	12	20	32	38%	58	45%	40
FYTD 2024	10	21	31	32%	19	36	55	35%	86	34%	43	67%
January 2025	2	2	4	50%	2	5	7	29%	11	36%	11	36%
January 2024	4	1	5	80%	6	5	11	55%	16	63%	15	67%

TALCB Licensing Report

Current as of January 31, 2025

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

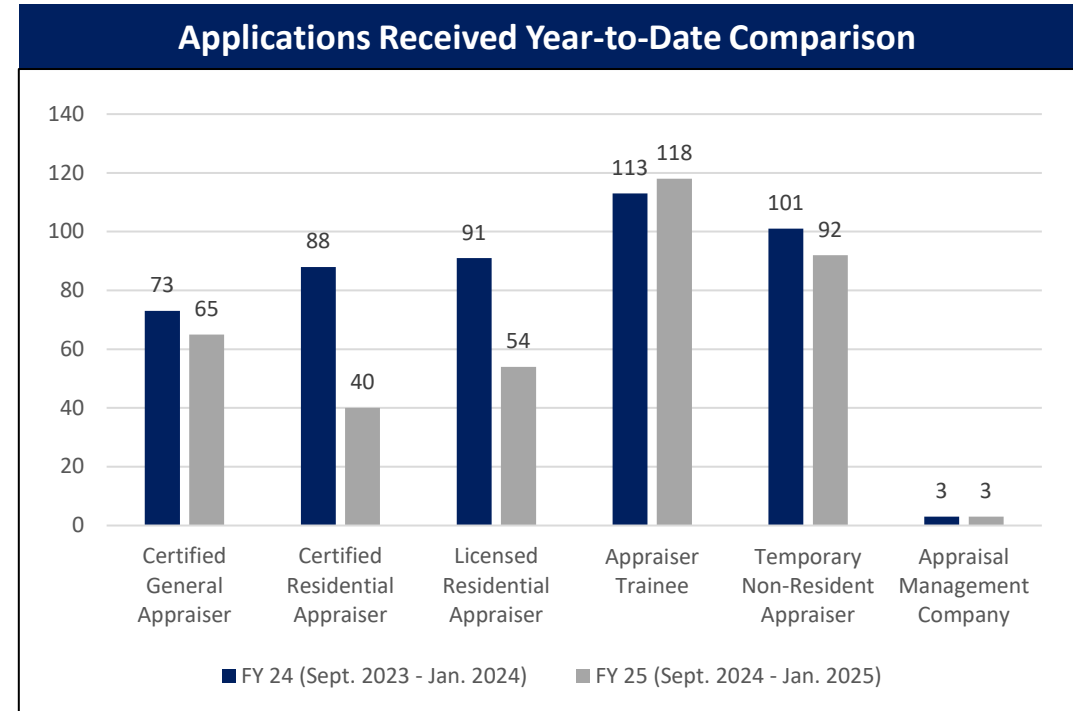
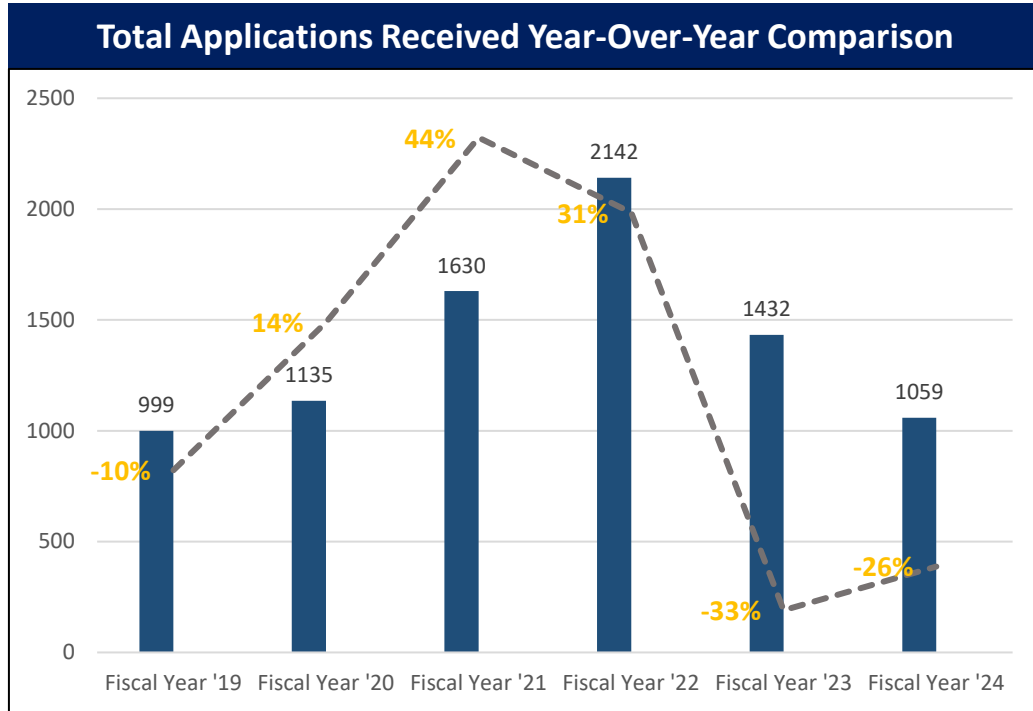
FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20
2017	Aug17	2,398	2,407	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	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
2024	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
	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
2025	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
	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
Jan 25	2,404	2,780	612	5,796	-29	851	-10	6,647	-39	
January 2025										
Inactive Appraisers		GENERAL 44	RESIDENTIAL 60	LICENSE 20	TOTAL 124		TRAINEE 104		TOTAL 228	
Out-of-State Temporary Registrations:									108	
Total All License Holders:									6,983	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
 January 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	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
	Oct 24	0	0	6
	Nov 24	1	1	5
	Dec 24	1	1	3
	Jan 25	0	0	5
2025 - Total				
		3	3	25
Registrations issued from March 2012 to January 2025			355	
Registrations Expired > 6 months as of January 2025			-104	
Registrations Expired < 6 months as of January 2025			-5	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-34	
Registrations Re-Issued > 6 months after expiration date			-9	
Federally Regulated AMCs			-3	
TOTAL AMC REGISTRATIONS			167	

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

	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25
Certified General Appraiser	18	14	15	23	13	17	17	19	11	12	11	10	22
Certified Residential Appraiser	20	13	14	22	9	13	11	17	10	6	6	6	9
Licensed Residential Appraiser	18	9	13	8	7	17	8	13	9	11	8	7	20
Appraiser Trainee	23	33	22	27	23	27	22	27	21	33	18	16	35
Temporary Non-Resident Appraiser	23	17	20	10	22	14	19	20	15	14	17	19	20
Appraisal Management Company	0	2	2	4	0	2	2	1	1	0	1	1	0

Application Processing Time

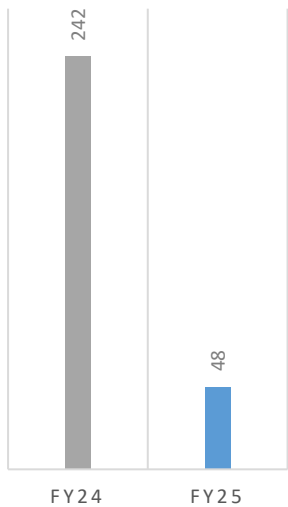
Average Number of Days to Process Applications

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

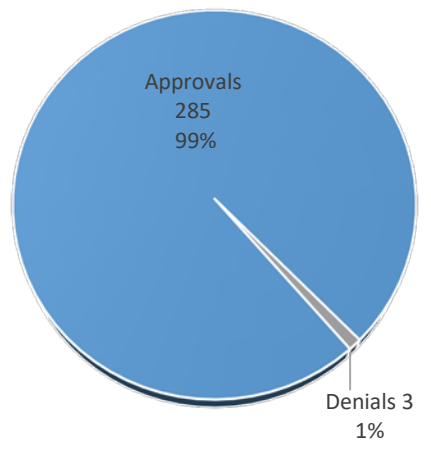
	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	28	33	26	30	30	92	25	31	22	20	29	23	33
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	37	22	43	35	29	33	31	25	22	28	28	NA	42
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	33	33	7	34	36	28	32	24	17	13	30	36	35
Reciprocity (Goal: 14 days)	2	2	2	2	2	2	2	2	1	3	3	4	2
Appraiser Trainee (Goal: 14 days)	3	3	2	4	2	3	3	2	3	2	2	4	5
Temporary Non-Resident Appraiser (Goal: 5 days)	2	2	2	2	2	2	2	2	2	2	2	2	2
Appraisal Management Company (Goal: 14 days)	NA	6	NA	6	8	2	8	3	1	NA	5	4	NA

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY24 – 25 Residential Audit Outcome

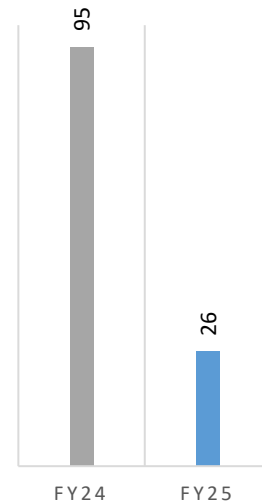


Residential Audit Processing Year-Over-Year

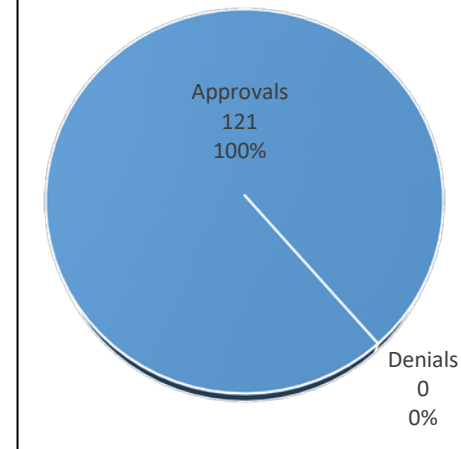
	Closed	Average Processing
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	265	30 Days
Fiscal Year 2025	43	26 Days

Certified General Experience Audit Summary

Commercial audits received



FY24- 25 Commercial Audit Outcome



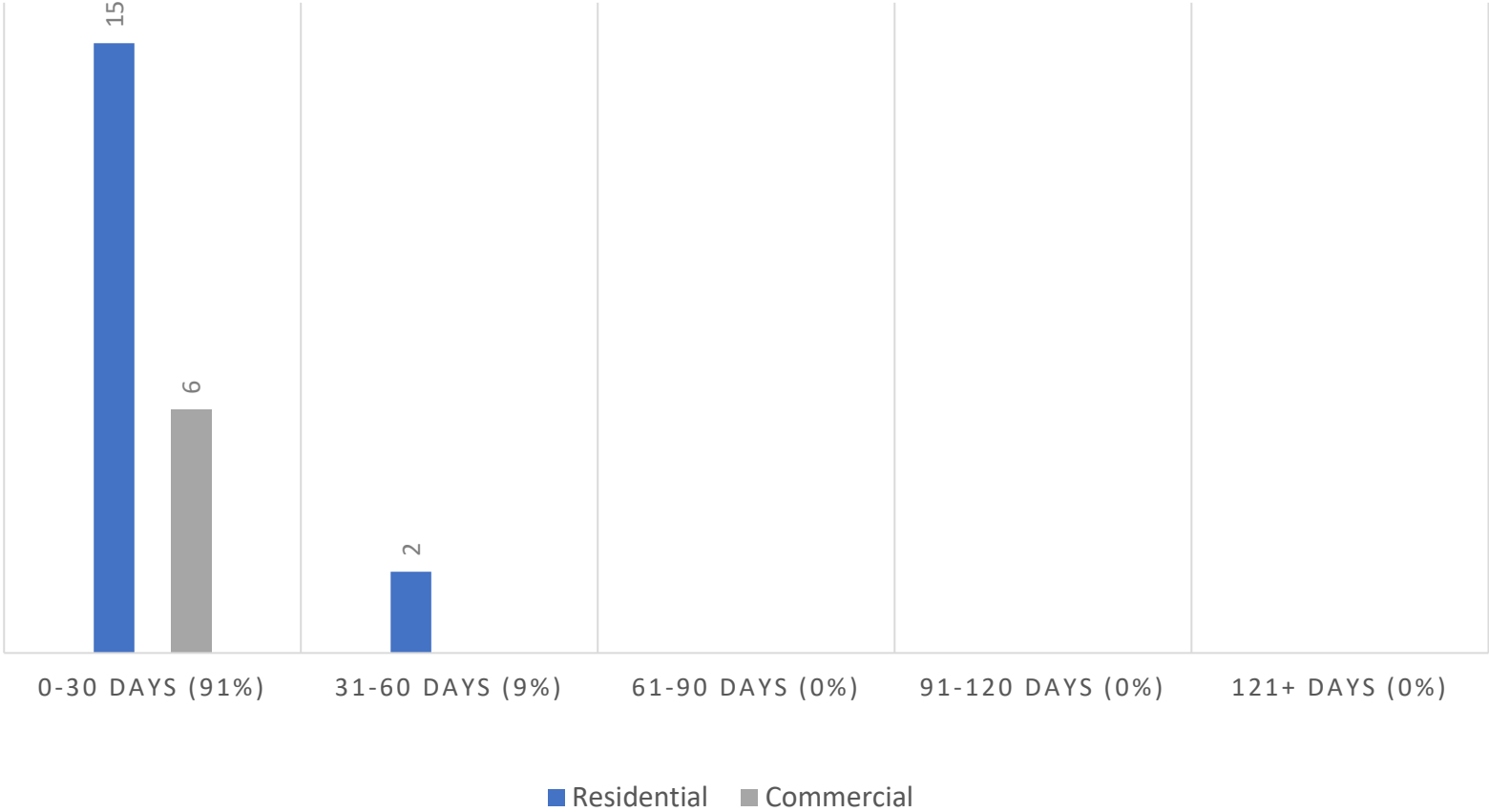
Commercial Audit Processing Year-Over-Year

	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	29	22 Days

Renewal Activity

Year-to-Date Comparison						
	FY 23 (Sept. 2022 - Jan. 2023)		FY 25 (Sept. 2024 - Jan. 2025)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	430	85.15%	421	84.54%	-9	-2.09%
Certified Residential Renewals	455	92.29%	506	87.85%	51	11.21%
Licensed Residential Renewals	98	85.22%	112	66.27%	14	14.29%
Appraiser Trainee Renewals	99	50.77%	123	51.46%	24	24.24%

Open Experience Audit Snapshot



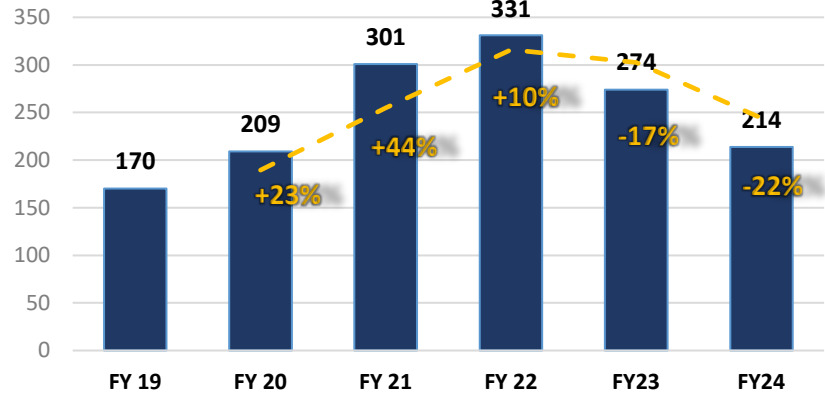
TALCB Enforcement Report

Current as of January 31, 2025

Complaints Received

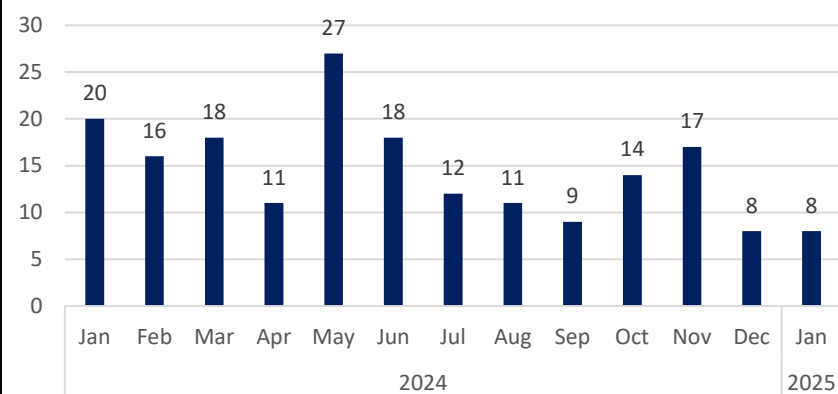
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

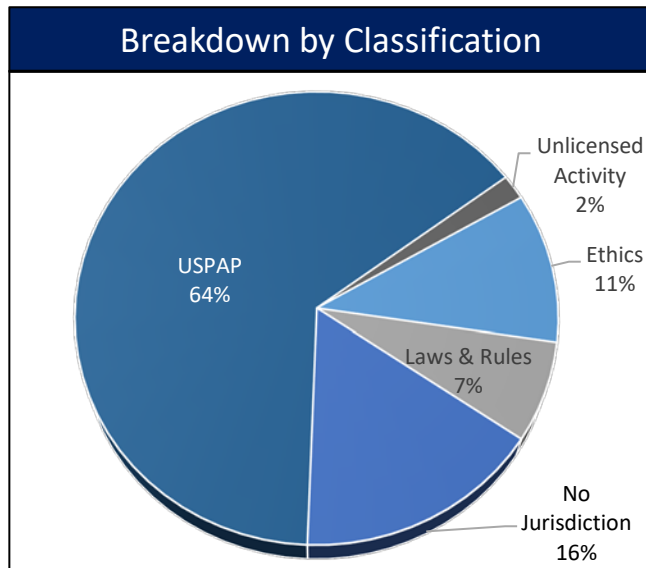


Fiscal Year 2025 Summary

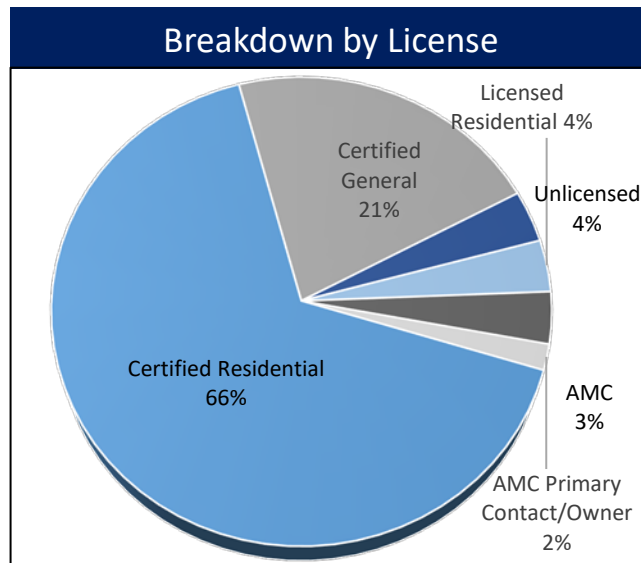
56	Complaints Received
56	Respondents
<1%	License Holders Receive a Complaint

Fiscal Year 2025 Complaints Received by Category

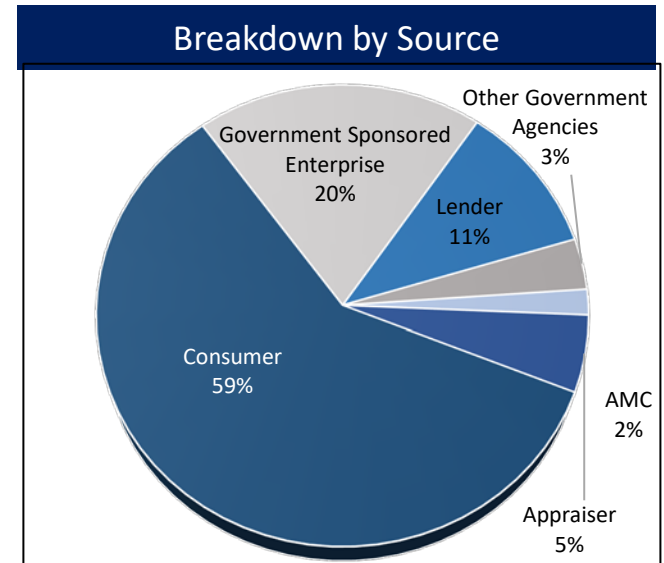
Breakdown by Classification



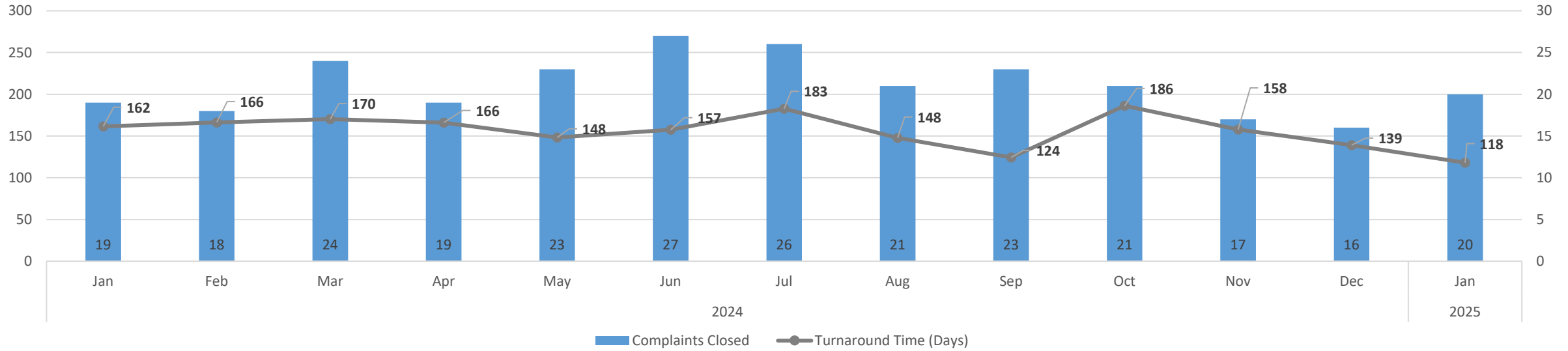
Breakdown by License



Breakdown by Source

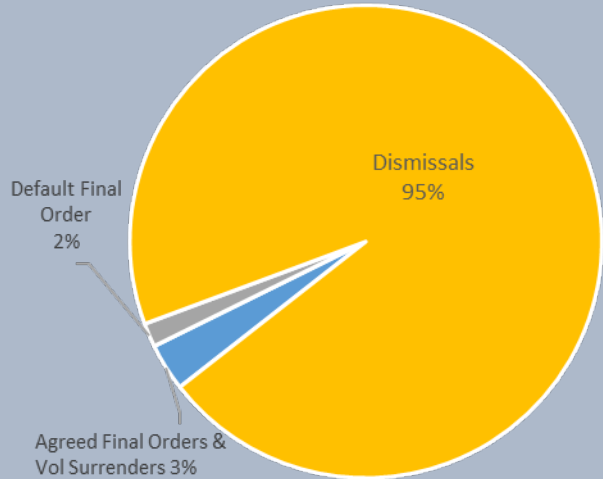


Complaint Resolution

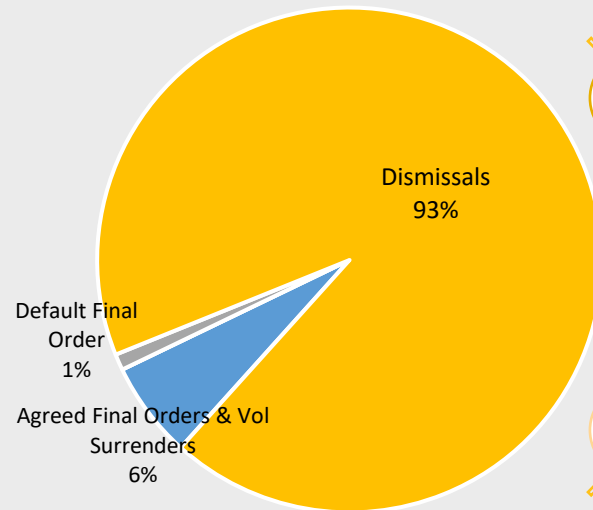


FY24 Complaint Outcome

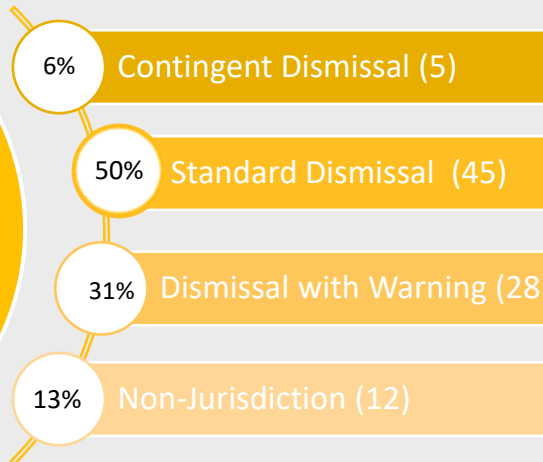
245 Complaints Resolved



FY25 Complaint Outcome



FY25 Dismissal Breakdown



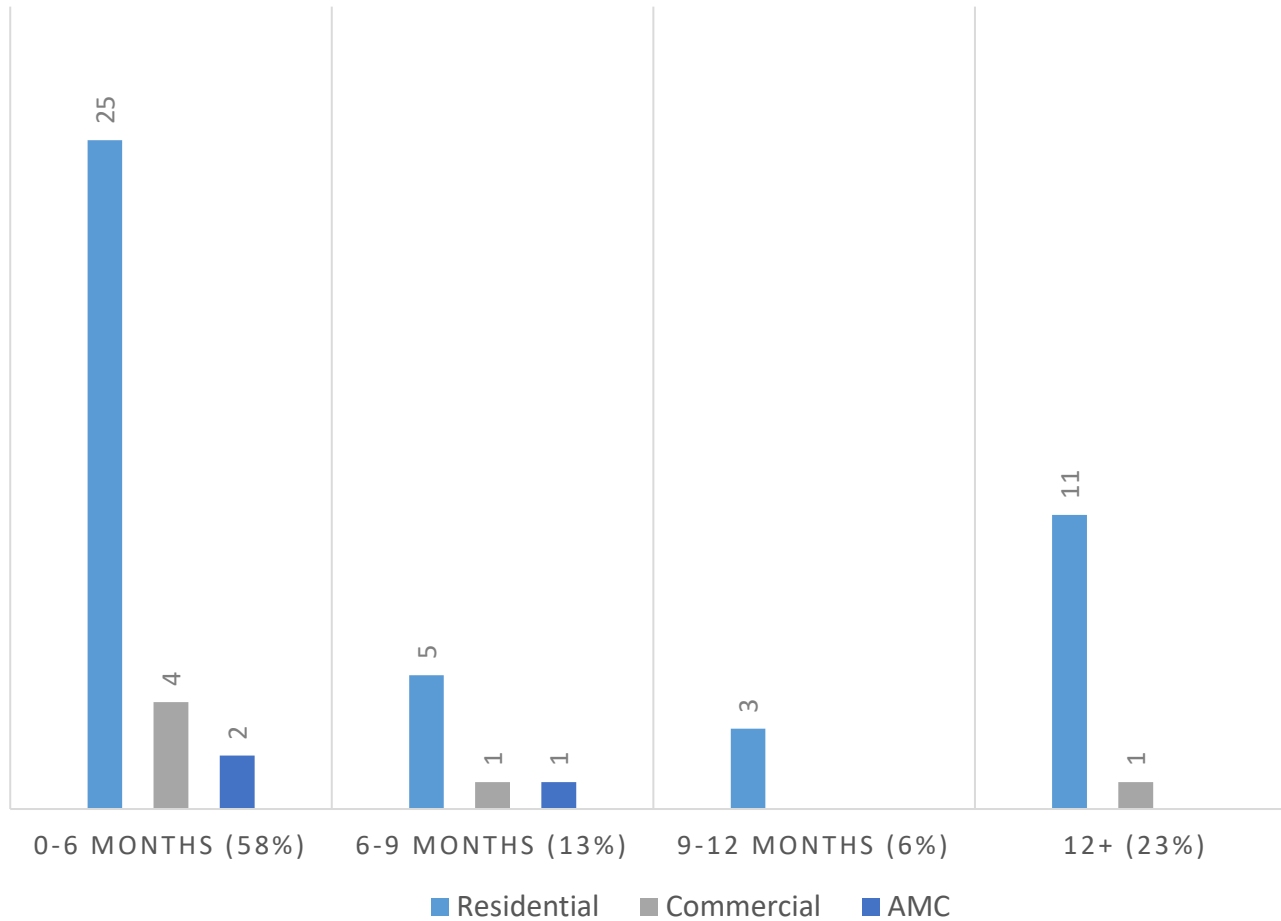
Fiscal Year 2025 Summary

97 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

53 Open Complaints

8 Cases Abated

- 7 pending litigation
- 1 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
January 2025 - Fiscal Year 2025

Expenditure Category	Beginning Balance FY2025	Expenditures	Remaining Balance	Budget % Remaining	7/12 =58.33% 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	\$627,681	\$934,689	59.8%	
Other Personnel Costs	511,782	195,884	\$315,898	61.7%	employee retirement & health insurance contributions, longevity; includes 4056
Professional Services	204,600	7,723	\$196,877	96.2%	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	18	\$172	90.6%	Secure document destruction
Travel	42,000	20,696	\$21,304	50.7%	
Rent - Building - Other	20,072	19,445	\$627	3.1%	Annual building lease paid; reserved parking space - 1st qtr
Rent - Equipment	854	578	\$276	32.3%	Monthly Canon printers leased
Other Operating Expense	121,803	36,558	\$85,245	70.0%	Registration fees; annual membership renewals & annual software renewal purchases
Subtotal -Operations Expenditures	2,465,671	908,670	1,557,001	63.1%	
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	9,375	13,125	58.3%	
Subtotal - Nonoperational Expenditures	57,279	9,375	47,904	83.6%	
Total Expenditures and GR Contribution	2,522,950	918,045	1,604,905	63.6%	
Revenue	FY2025 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,783,120	\$685,240	\$1,097,880	61.6%	305 applications (947 projected), 1285 total renewals (3,090 projected)
AMCs	358,715	154,400	\$204,315	57.0%	3 new AMCs (20 projected), 24 AMC renewals (49 projected), 7,790 of panelist activities (20,049 projected)
ACE Program Revenue	20,780	7,130	\$13,650	65.7%	1 new ACEs (4 projected), 1 ACE renewals (12 projected)
Examination fees	7,070	1,730	\$5,340	75.5%	Pearson Vue exam fees exams - 173 as of Jan (707 projected)
Other Miscellaneous Revenue	46,236	41,564	\$4,672	10.1%	Misc/Public Info fees/Interest earned in TTSTC for 3056; Interest as of January \$39,939.26 in 3056
TALCB ASC grant	0	0	\$0	0.0%	
Total Revenue	\$2,215,921	\$890,064	\$1,325,857	59.8%	
Operating Gains/ Losses	(\$307,029)	(\$27,981)	(\$335,010)	109.1%	
Restricted Education Reserve Fund Carryforward	\$0				
Revenue Over/(Under) Expenditures & Transfers	\$2,479,667	(\$27,981)	\$2,507,648		

Financial Services Division

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

For the Month of January 2025

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
03/15/2024	128,000.00	123,880.00	127,390.00	305.00	127,695.00	860.11	U.S. T-Notes, 1.750	03/15/2025
06/17/2024	868,000.00	849,555.00	863,219.22	542.50	863,761.72	3,290.77	U.S. T-Notes, 2.875	06/15/2025
09/16/2024	903,800.00	899,422.22	899,457.52	176.53	899,634.05	12,146.37	U.S. T-Notes, 3.500	09/15/2025
12/16/2024	901,000.00	898,881.71	899,873.75	(351.95)	899,521.80	4,752.53	U.S. T-Notes, 4.000	12/16/2025
Totals	\$ 2,800,800.00	\$ 2,771,738.93	\$ 2,789,940.49	\$ 672.08	\$ 2,790,612.57	\$ 21,049.78		

Monthly Activity		
Beginning Balance	Current Month	Cumulative Totals

Beginning Cash Available Balance 01/01/2025	\$	1,222,334.73	
Current Month Receipts	\$	168,537.49	
Current Month Disbursements	\$	(320,189.89)	
Total Cash	\$	1,070,682.33	
Investment Ending Market Value		2,790,612.57	
Total Account Balance		3,861,294.90	
Operating Reserves		(1,261,475.00)	
Ending Balance Available for Operations 01/31/2025	\$	2,599,819.90	

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

Financial Services Division

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

January 2025

Monthly Activity		
Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance 01/01/2025	\$ 0.00	
Current Month Receipts	Admin Penalties \$ 33,500.00	
	Interest Earned 59.53	
Current Month Disbursements	\$ 0.00	
Total Cash		\$ <u>33,559.53</u>
Reserved for Education Development		<u>0.00</u>
Ending Balance Available 01/31/2025		\$ <u><u>33,559.53</u></u>