



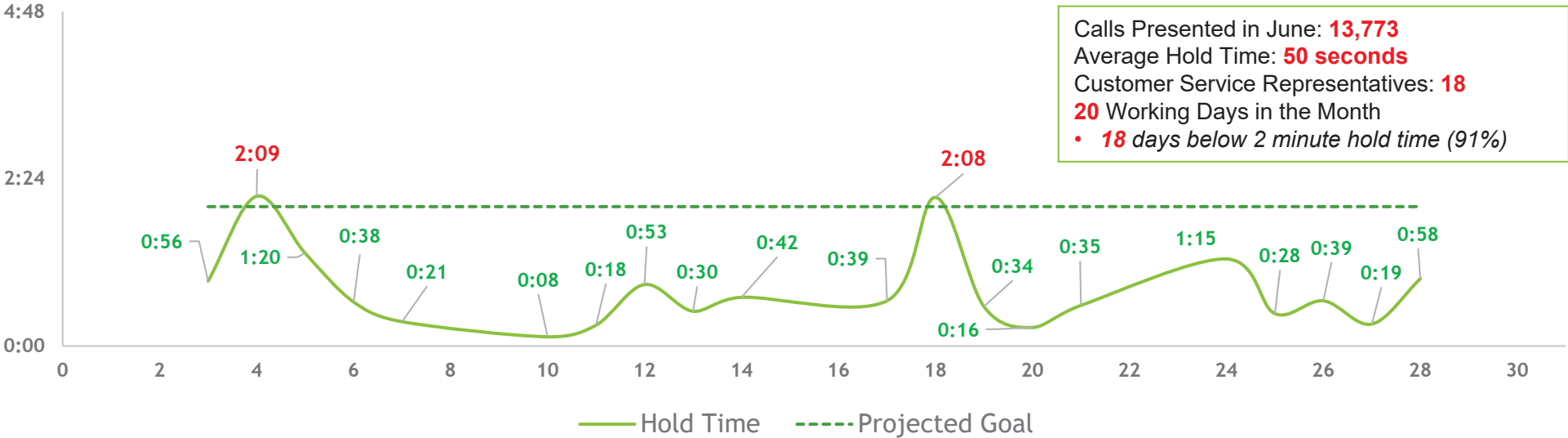
Staff Reports for June 2024

Customer Relations Division

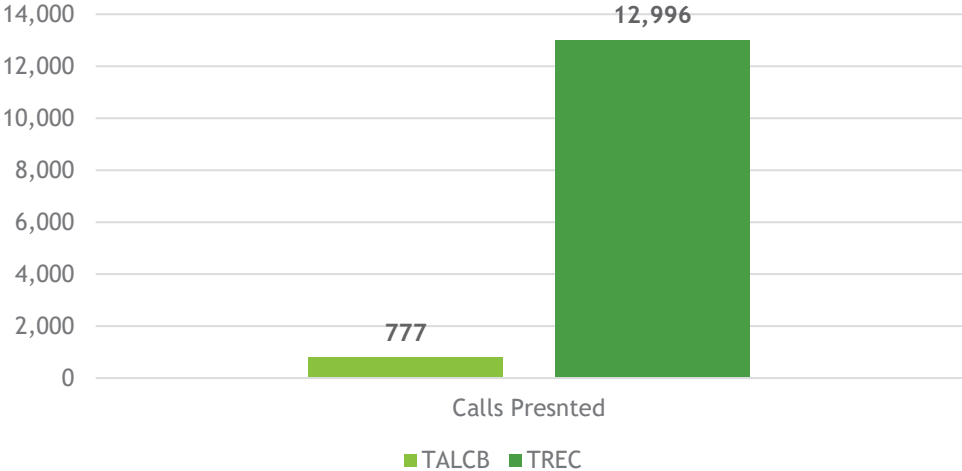
June, 2024 Monthly Report



June, 2024 Hold Time per Day



TALCB & TREC Calls

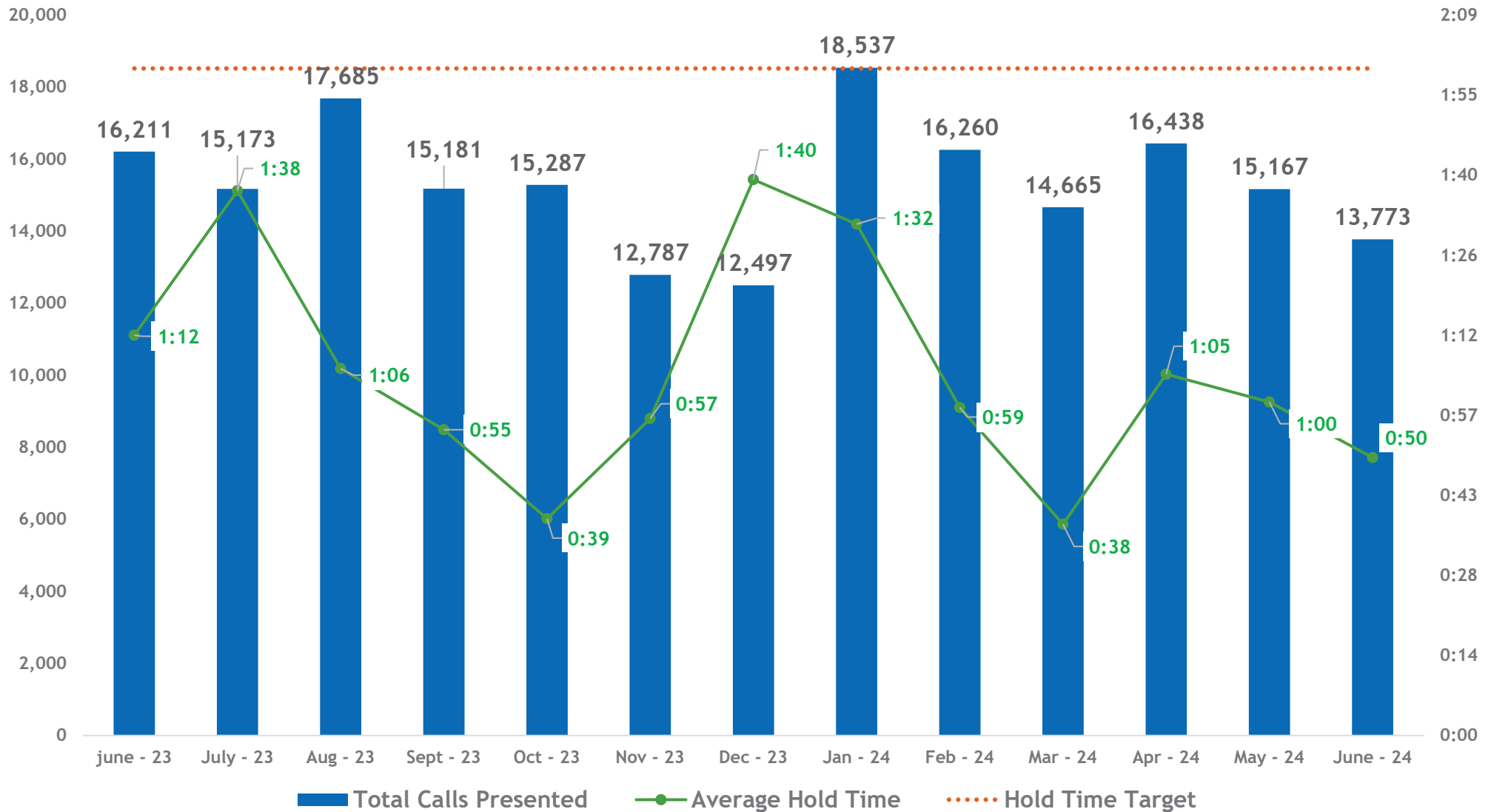


TALCB – 777 Calls (5.64%) 53 second hold time
TREC – 12,996 Calls (94.36%) 50 second hold time

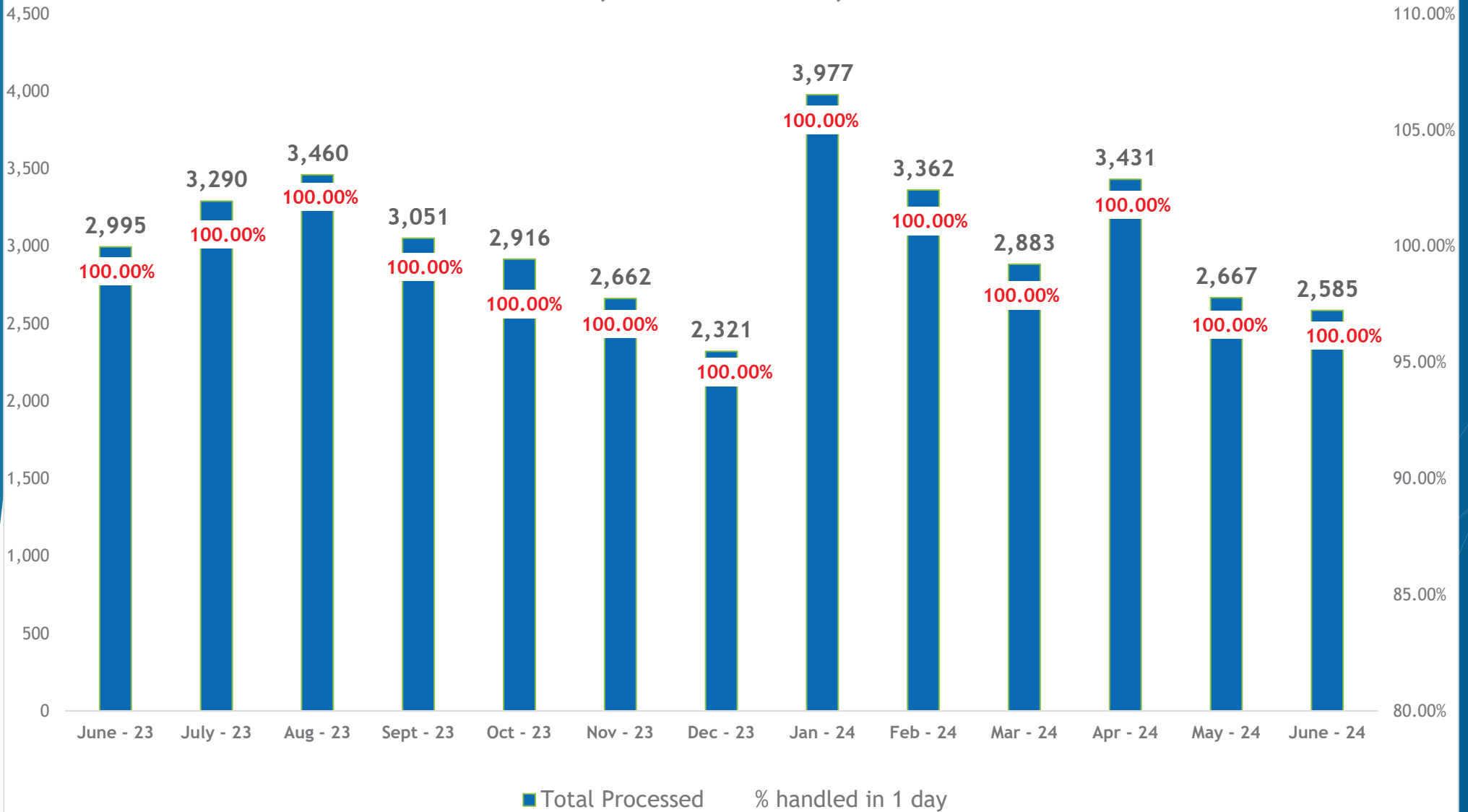


13 Month Comparison of Calls Presented vs. Hold Time

June, 2023 to June, 2024

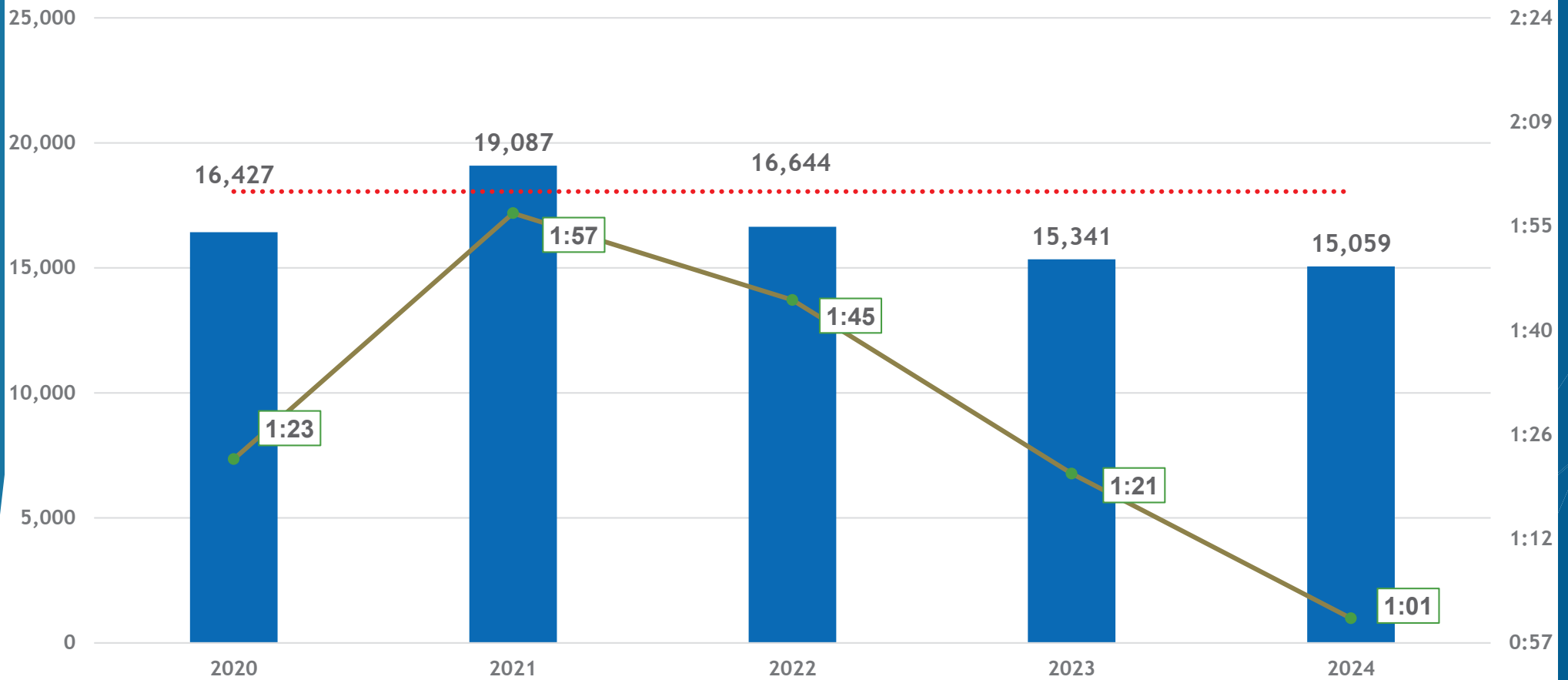


13 Month Comparison of Emails Processed *June, 2023 to June, 2024*



Fiscal Year Comparison

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

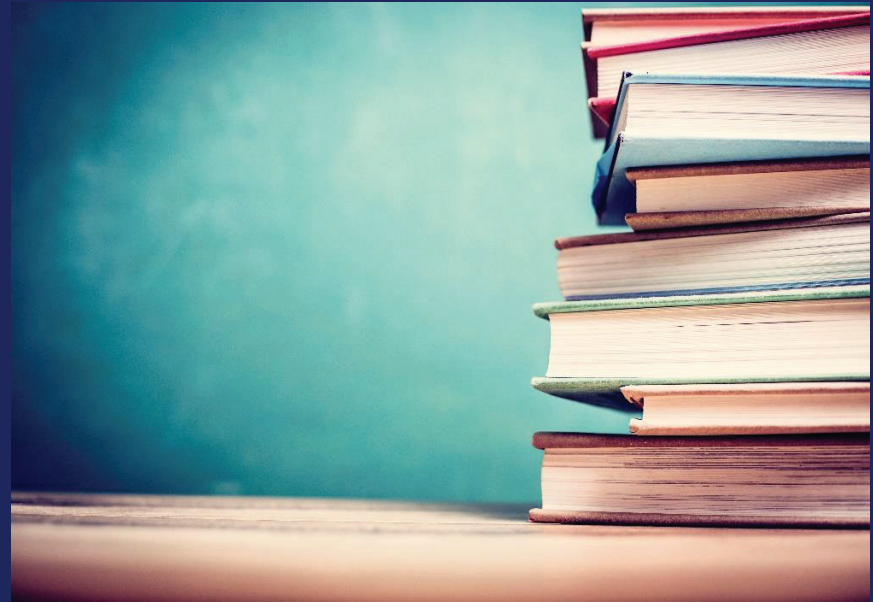


■ Ave Calls Presented/Month ● Ave. Hold Time/Month Hold Time Goal



TALCB Education Report

June 2024



Education & Examination Services
TALCB Provider and Course Applications

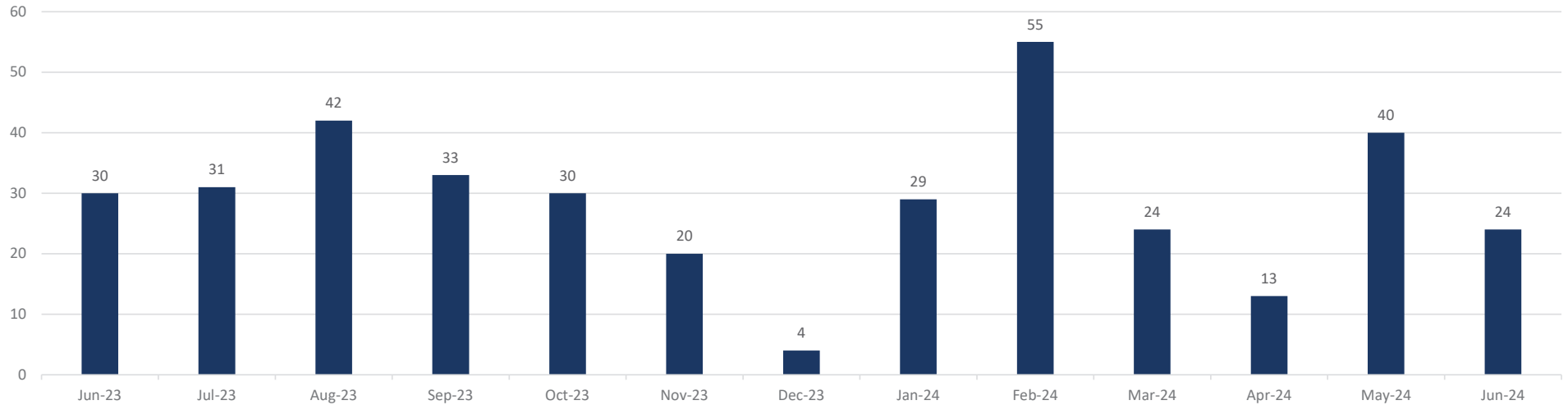
FY2024

	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	0	1			3
Renewal ACE Provider	2	1	1	0	2	1	1	2	0	0			10
Initial ACE Elective Course	11	15	9	8	20	19	9	13	9	9			122
Classroom Delivery	6	11	6	7	15	16	5	12	9	9			96
Online Delivery	5	4	3	1	5	3	4	1	0	0			26
Renewal ACE Elective Course	7	12	2	7	4	21	3	11	11	11			89
Classroom Delivery	7	5	2	2	1	7	1	4	6	7			42
Online Delivery	0	7	0	5	3	14	2	7	5	4			47
Qualifying Course Acceptance	2	5	1	0	7	3	1	2	0	0			21
Classroom Delivery	2	5	1	0	4	2	1	2	0	0			17
Online Delivery	0	0	0	0	3	1	0	0	0	0			4
Total Applications Received	22	33	14	15	33	45	14	28	20	21			245
	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	0	0			2
Renewal ACE Provider	3	3	2	0	0	4	0	0	2	0			14
Initial ACE Elective Course	16	11	7	3	10	26	14	7	20	11			125
Classroom Delivery	10	9	6	2	7	21	12	3	18	11			99
Online Delivery	6	2	1	1	3	5	2	4	2	0			26
Renewal ACE Elective Course	8	10	8	1	4	19	5	5	10	10			80
Classroom Delivery	7	4	5	0	0	5	3	2	4	6			36
Online Delivery	1	6	3	1	4	14	2	3	6	4			44
Qualifying Course Acceptance	6	6	3	1	14	6	4	1	8	3			52
Classroom Delivery	6	3	3	0	10	5	2	0	7	1			37
Online Delivery	0	3	0	1	4	1	2	1	1	2			15
Total Applications Approved	33	30	20	5	29	55	24	13	40	24			273

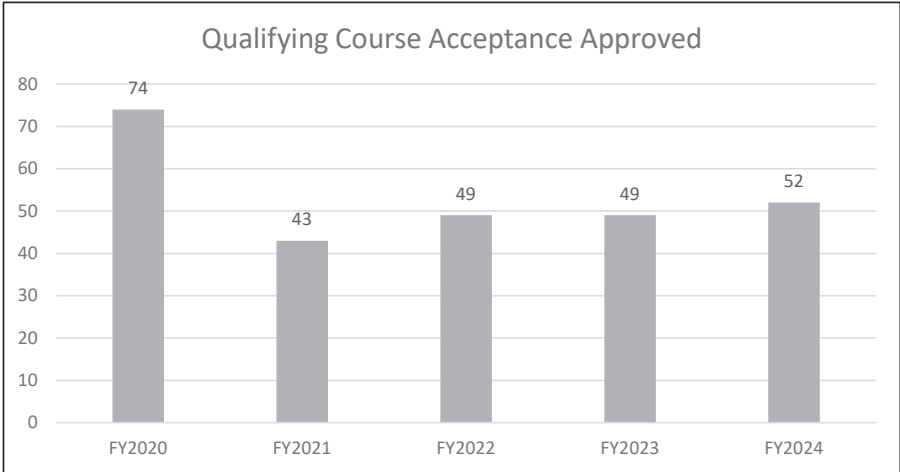
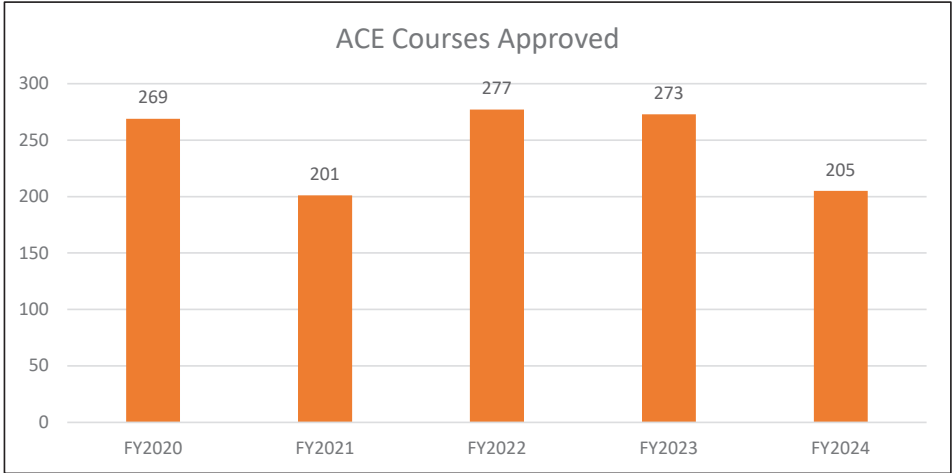
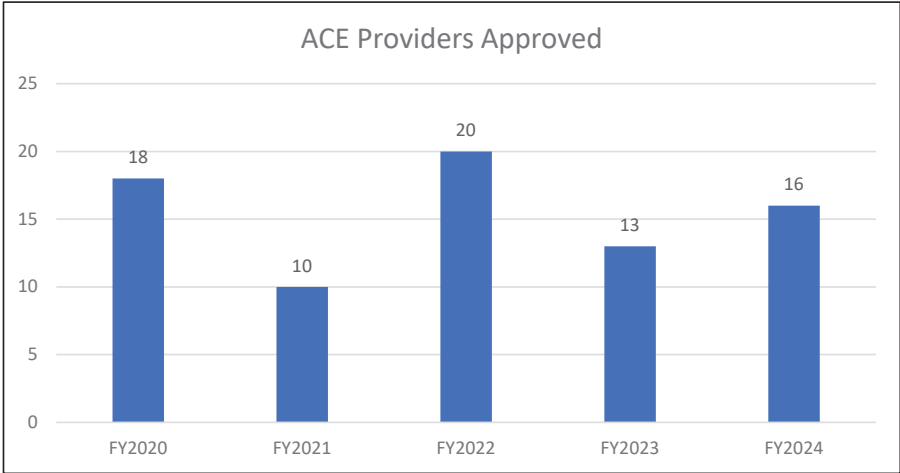
Education & Examinations Division

TALCB Applications Approved 13-Month Comparison

	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Initial ACE Provider	0	1	1	0	0	0	0	1	0	1	0	0	0
Renewal ACE Provider	1	1	6	3	3	2	0	0	4	0	0	2	0
All ACE Provider Applications	1	2	7	3	3	2	0	1	4	1	0	2	0
Qualifying Course Acceptance	2	5	3	6	6	3	1	14	6	4	1	8	3
ACE Courses	27	24	32	24	21	15	4	14	45	19	12	30	21
All Course Applications	29	29	35	30	27	18	4	28	51	23	13	38	24
All Applications Approved	30	31	42	33	30	20	4	29	55	24	13	40	24

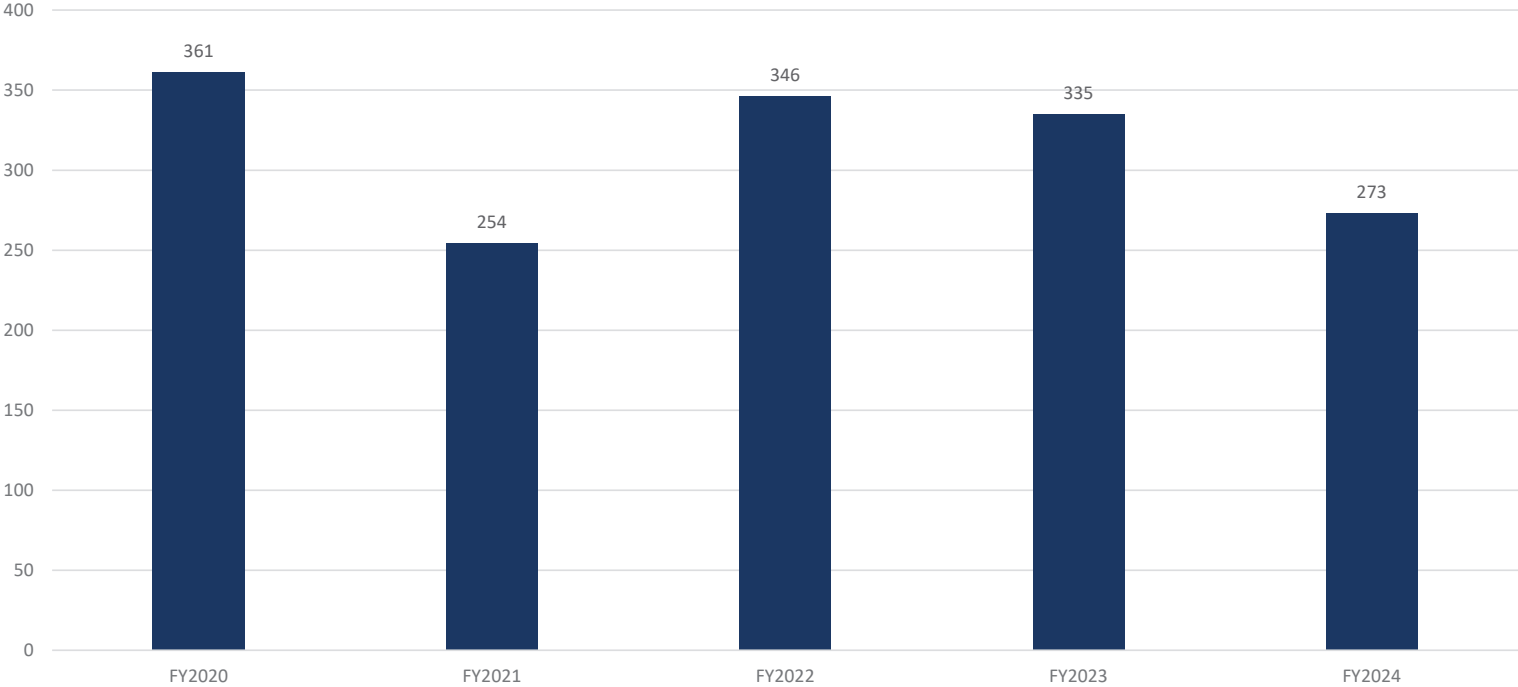


Education & Examinations Division TALCB Total Applications Approved - Fiscal Year



Education & Examinations Division

All TALCB Applications Approved Year-Over-Year Comparison



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

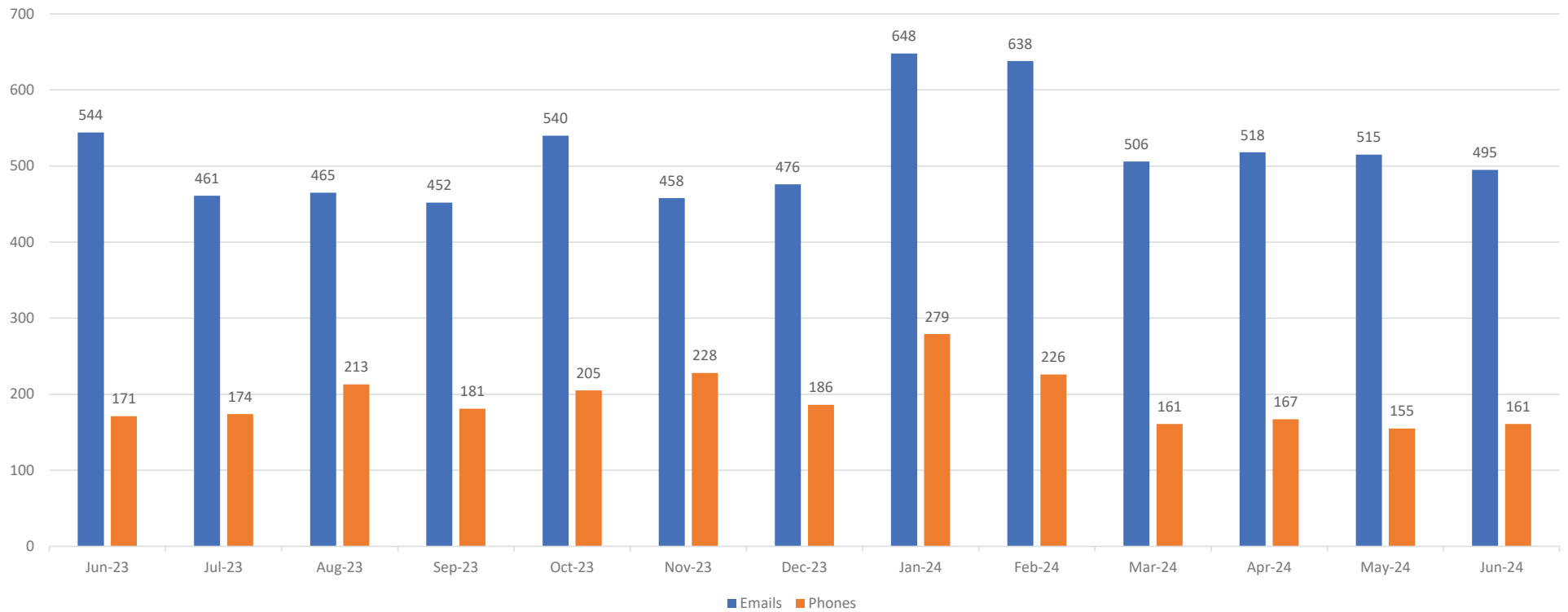
Licensed Residential	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2024	50	27	77	65%	13	46	59	22%	136	46%	87	72%
FYTD 2023	81	47	128	63%	35	42	77	45%	205	57%	139	83%
June 2024	1	1	2	50%	2	2	4	50%	6	50%	5	60%
June 2023	6	5	11	55%	4	2	6	67%	17	59%	16	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 2024	79	49	128	62%	53	62	115	46%	243	54%	151	87%
FYTD 2023	92	52	144	64%	37	63	100	37%	244	53%	157	82%
June 2024	3	4	7	43%	2	12	14	14%	21	24%	13	38%
June 2023	13	7	20	65%	4	17	21	19%	41	41%	33	52%

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	28	37	65	43%	35	56	91	38%	156	40%	82	77%
FYTD 2023	20	27	47	43%	24	38	62	39%	109	40%	60	73%
June 2024	5	4	9	56%	2	4	6	33%	15	47%	13	54%
June 2023	1	0	1	100%	0	3	3	0%	4	25%	4	25%

Education & Examinations Division

Email and Phone Call Volume 13-Month Comparison June 2024



TALCB Licensing Report

Current as of June 30, 2024

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

FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	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	
	Aug22	2,357	2,636	592	5,585	48	1,498	-11	7,083	37	
	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	
2024	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	
	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	
June 2024	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	
	Inactive Appraisers		GENERAL 45	RESIDENTIAL 55	LICENSE 19	TOTAL 119		TRAINEE 139		TOTAL 258	
	Out-of-State Temporary Registrations:									100	
Total All License Holders:									7,212		

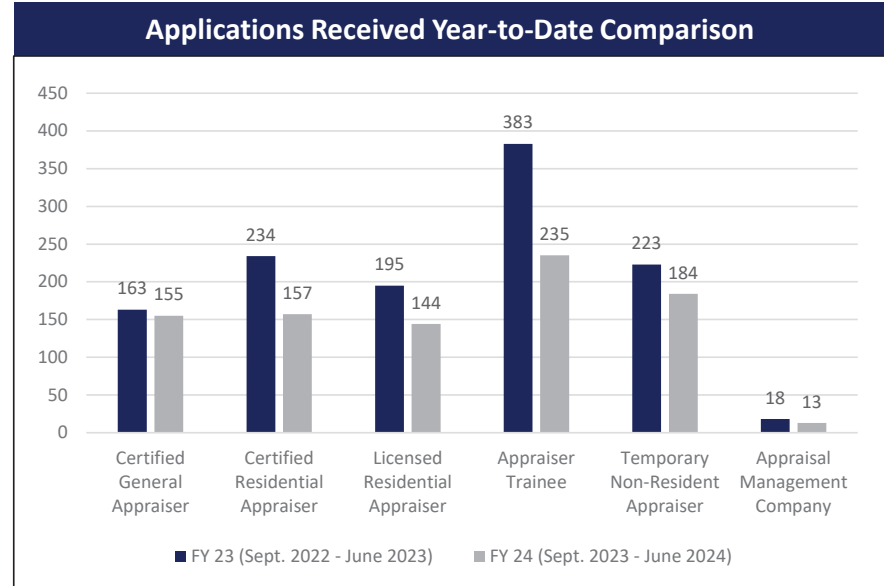
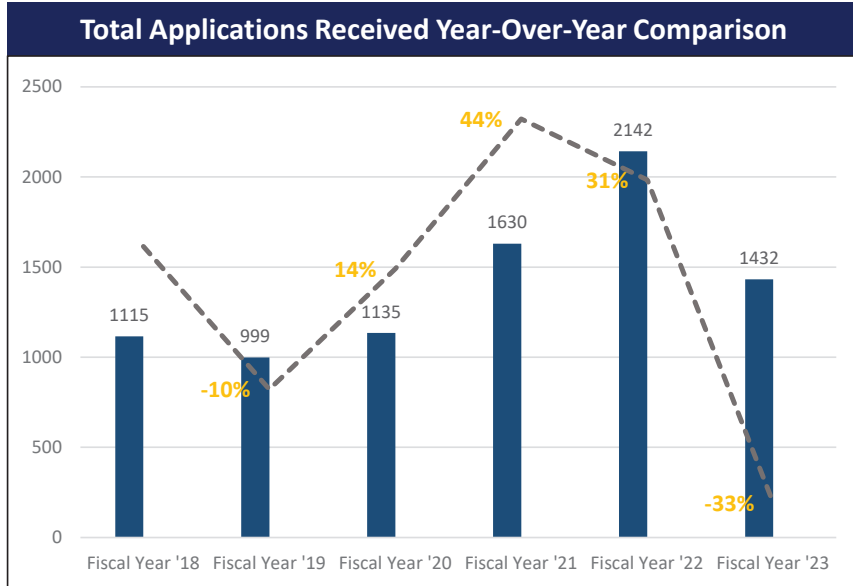
**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**

June 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
	May 24	0	2	15
Jun 24	2	1	24	
2024 - Total		13	13	80
Registrations issued from March 2012 to June 2024			348	
Registrations Expired > 6 months as of June 2024			-96	
Registrations Expired < 6 months as of June 2024			-4	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-31	
Registrations Re-Issued > 6 months after expiration date			-9	
Federally Regulated AMCs			-3	
TOTAL AMC REGISTRATIONS			172	

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

	Jun 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24
Certified General Appraiser	16	12	19	14	16	13	13	18	14	15	23	13	17
Certified Residential Appraiser	21	19	26	18	14	19	17	20	13	14	22	9	13
Licensed Residential Appraiser	19	18	20	26	20	13	16	18	9	13	8	7	17
Appraiser Trainee	37	32	30	26	25	19	20	23	33	22	27	23	27
Temporary Non-Resident Appraiser	22	20	24	21	17	19	20	23	17	20	10	22	14
Appraisal Management Company	2	0	1	0	0	1	2	0	2	2	4	0	2

Application Processing Time

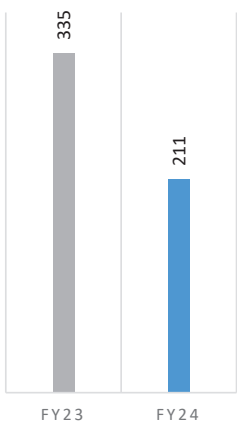
Average Number of Days to Process Applications

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

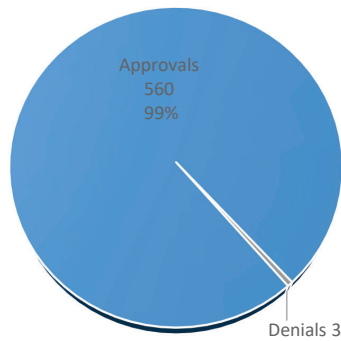
	Jun 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	40	59	42	40	45	37	45	28	33	26	30	30	92
Certified General Appraiser – Reciprocity (Goal: 14 days)	2	2	1	1	3	1	1	1	2	1	3	2	2
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	39	52	47	37	35	51	49	37	22	43	35	29	33
Certified Residential Appraiser – Reciprocity (Goal: 14 days)	2	1	1	1	NA	1	1	4	1	2	2	1	1
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	26	48	46	34	43	43	44	33	33	7	34	36	28
Licensed Residential Appraiser – Reciprocity (Goal: 14 days)	1	NA	NA	2	1	1	NA	3	NA	NA	1	NA	NA
Appraiser Trainee (Goal: 14 days)	3	3	3	4	3	3	3	3	3	2	4	2	3
Temporary Non-Resident Appraiser (Goal: 5 days)	2	2	2	1	2	1	1	2	2	2	2	2	2
Appraisal Management Company (Goal: 14 days)	6	7	2	NA	NA	NA	2	NA	6	NA	6	8	2

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY23 – 24 Residential Audit Outcome

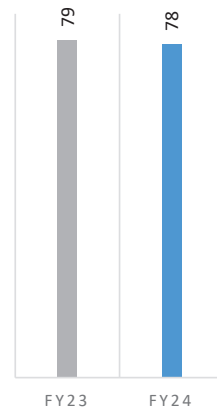


Residential Audit Processing Year-Over-Year

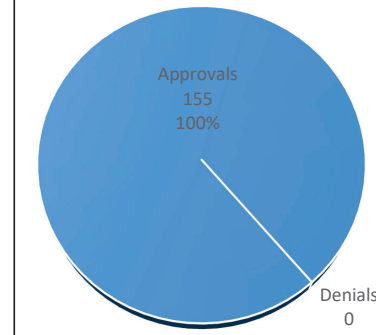
	Closed	Average Processing
Fiscal Year 2019	171	83 Days
Fiscal Year 2020	161	38 Days
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	225	31 Days

Certified General Experience Audit Summary

Commercial audits received



FY23 - 24 Commercial Audit Outcome



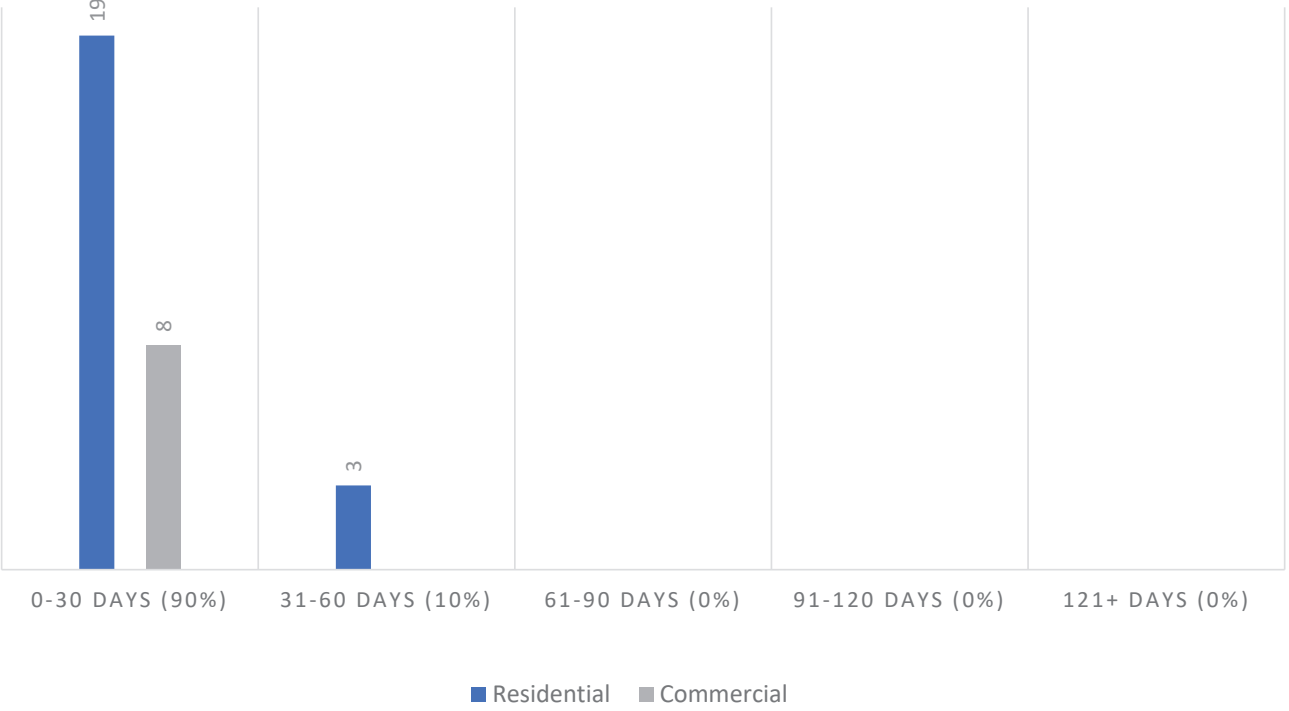
Commercial Audit Processing Year-Over-Year

	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	84	33 Days

Renewal Activity

Year-to-Date Comparison						
	FY 22 (Sept. 2021 - June 2022)		FY 24 (Sept. 2023 - June 2024)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	819	90.70%	843	88.09%	24	2.93%
Certified Residential Renewals	975	93.75%	1,063	91.48%	88	9.03%
Licensed Residential Renewals	152	85.39%	177	66.04%	25	16.45%
Appraiser Trainee Renewals	217	64.58%	299	47.61%	82	37.79%

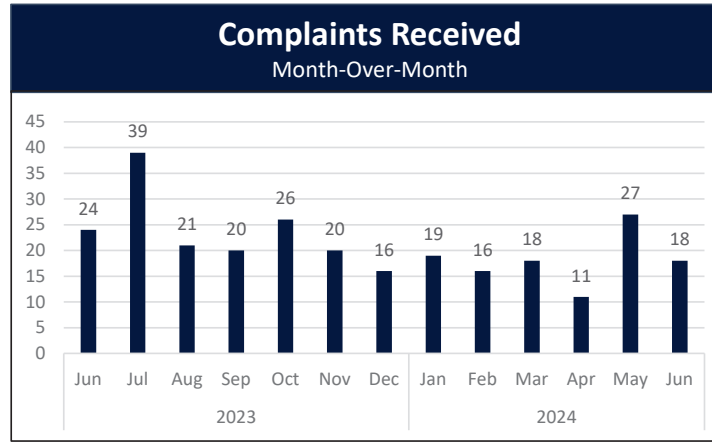
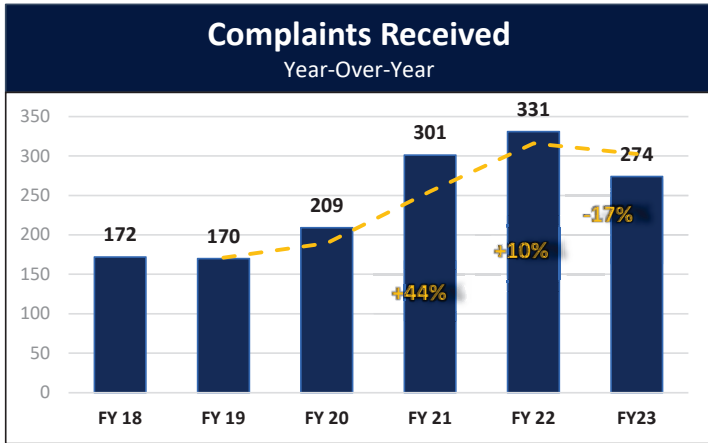
Open Experience Audit Snapshot



TALCB Enforcement Report

Current as of June 30, 2024

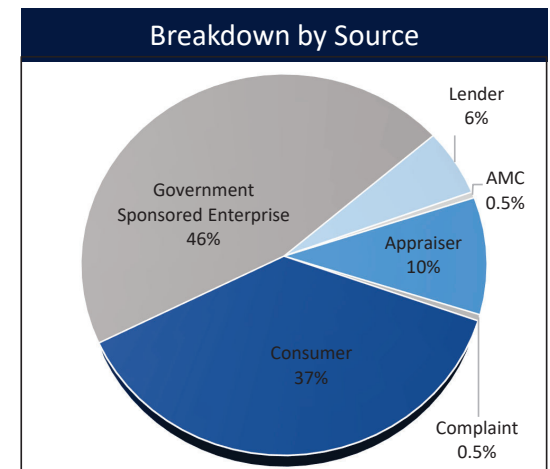
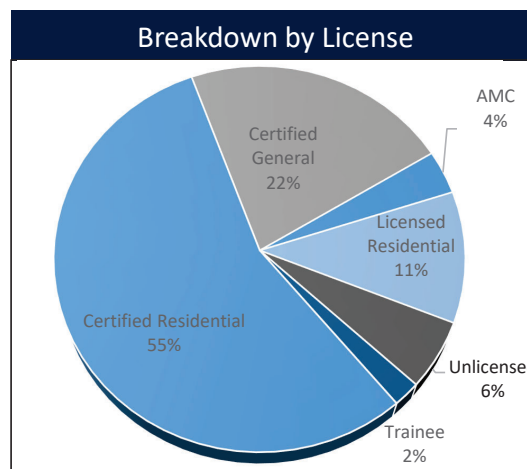
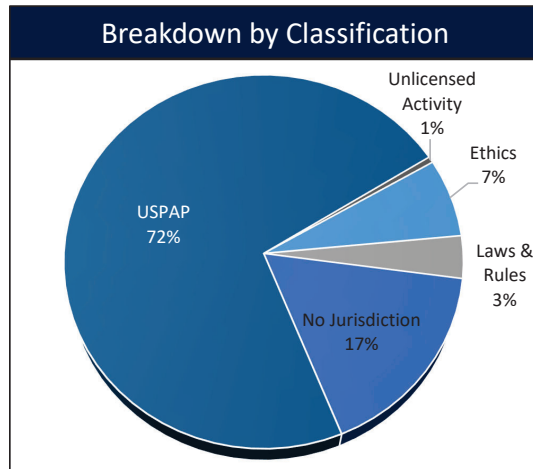
Complaints Received



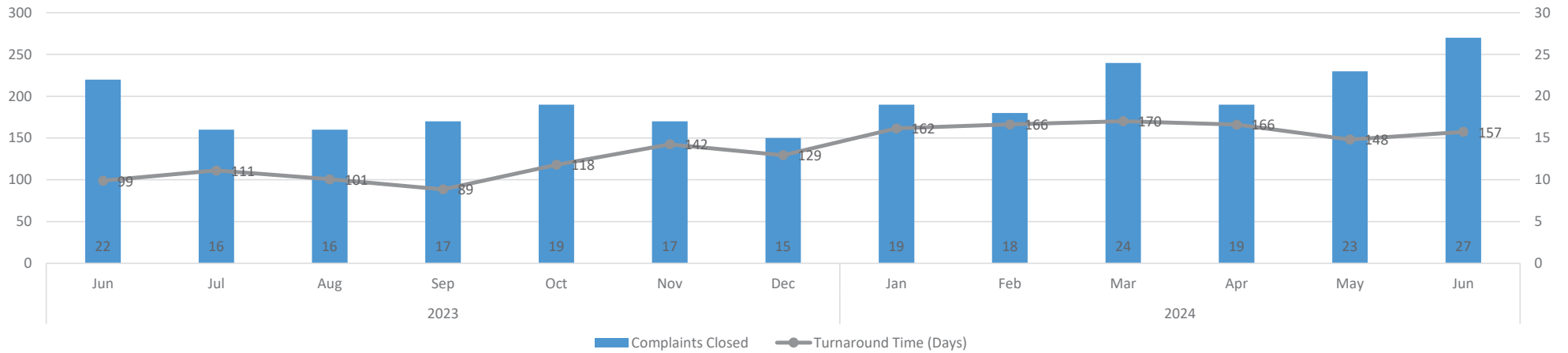
Fiscal Year 2024 Summary

191	Complaints Received
180	Respondents
<3%	License Holders Receive a Complaint

Fiscal Year 2024 Complaints Received by Category

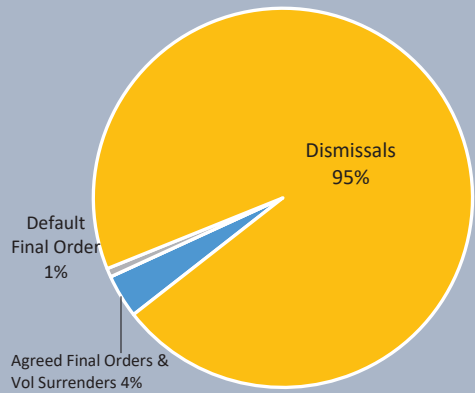


Complaint Resolution

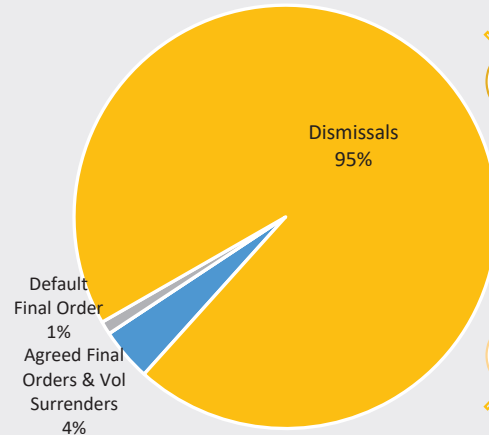


FY23 Complaint Outcome

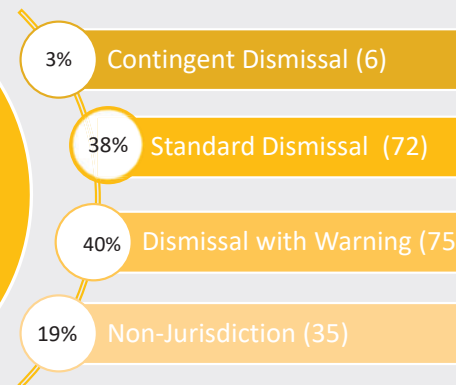
269 Complaints Resolved



FY24 Complaint Outcome



FY24 Dismissal Breakdown



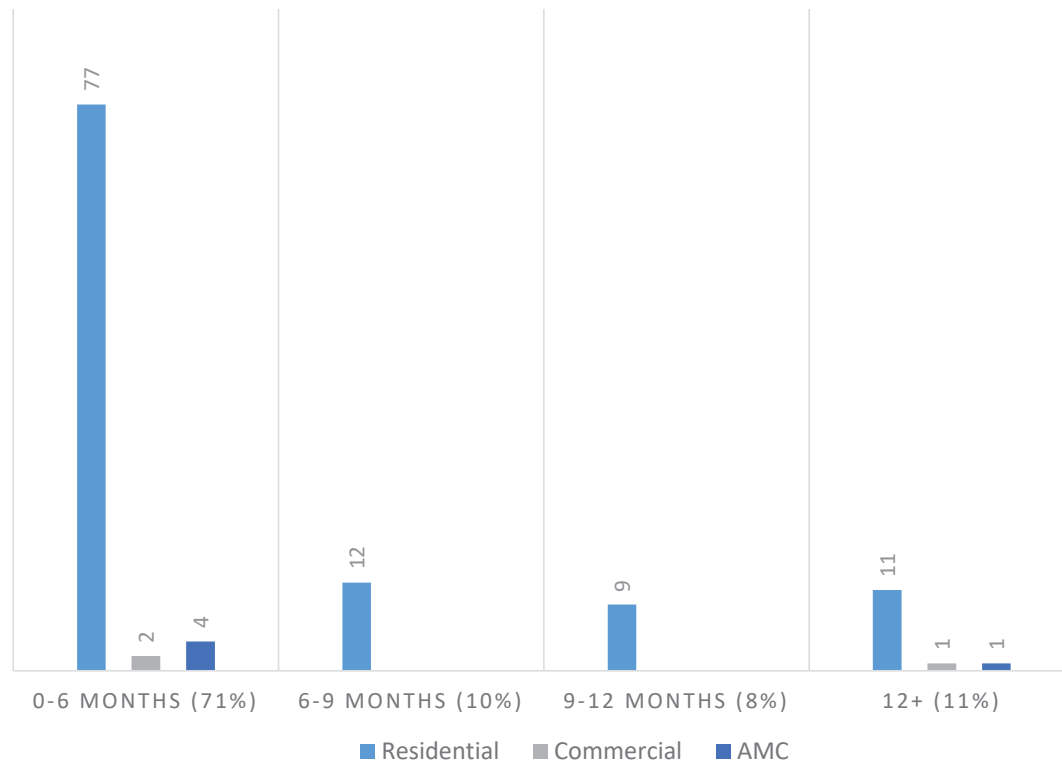
Fiscal Year 2024 Summary

198 Complaints Resolved

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

<1% License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

117 Open Complaints

14 Cases Abated

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

13 Cases Over 1 Year Old

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

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

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

Expenditure Category	Beginning Balance FY2024	Expenditures	Remaining Balance	Budget % Remaining	2/12 =16.67% 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	\$1,240,622	\$202,005	14.0%	
Other Personnel Costs	486,946	398,754	\$88,192	18.1%	
Professional Services	205,751	7,421	\$198,330	96.4%	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	55	\$146	72.8%	Shredding services not utilized due to staff working from home.
Travel	42,000	27,557	\$14,443	34.4%	unexpended budget for Board Member travel as of report date
Rent - Building - Other	21,276	19,227	\$2,049	9.6%	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	63,191	\$50,193	44.3%	
Subtotal -Operations Expenditures	2,315,828	1,757,295	558,533	24.1%	
DPS Criminal History Background Checks	2,500	812	1,688	67.5%	
Statewide Cost Allocation Plan (SWCAP)	30,928	0	30,928	100.0%	SWCAP amount due is \$347,786.42. Split 90/10. TALCB share is 34,778.64 RW
Contribution to General Revenue	22,500	18,750	3,750	16.7%	
Subtotal - Nonoperational Expenditures	55,928	19,562	36,366	65.0%	
Total Expenditures and GR Contribution	2,371,756	1,776,857	594,899	25.1%	
Revenue	FY2024 Projected Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,813,645	\$1,422,300	\$391,345	21.6%	
AMCs	851,960	652,770	\$199,190	23.4%	Majority of renewals occur between March and June
ACE Program Revenue	19,310	14,730	\$4,580	23.7%	
Examination fees	6,990	5,370	\$1,620	23.2%	
Other Miscellaneous Revenue	34,000	54,389	(\$20,389)	-60.0%	Interest earned has exceeded the projected revenue.
TALCB ASC grant	0	0	\$0	0.0%	
Total Revenue	\$2,725,905	\$2,149,559	\$576,346	21.1%	
Operating Gains/ Losses	\$354,149	\$372,703	\$726,852	205.2%	
Restricted Education Reserve Fund Carryforward	\$1				
Revenue Over/(Under) Expenditures & Transfers	\$3,116,000	\$372,703	\$2,743,297		

Financial Services Division

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

For the Month of June 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	1,030,185.94	(1,030,185.94)	0.00	0.00	U.S. T-Notes, .250	06/15/2024
06/15/2024	868,000.00	849,759.55	0.00	849,792.35	849,792.35	1,090.93	U.S. T-Notes, 2.875	06/15/2024
09/15/2023	635,000.00	604,068.55	626,367.97	2,282.03	628,650.00	698.85	U.S. T-Notes, .375	09/15/2024
12/15/2023	635,000.00	611,013.87	620,960.55	2,058.78	623,019.33	277.60	U.S. T-Notes, .100	12/15/2024
03/15/2024	128,000.00	123,880.00	124,630.00	320.00	124,950.00	657.39	U.S. T-Notes, 1.750	03/15/2025
Totals	\$ 3,298,000.00	\$ 3,171,064.02	\$ 2,402,144.46	\$ (176,052.78)	\$ 2,226,411.68	\$ 2,724.77		

Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
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Beginning Cash Available Balance 06/01/2024	\$ 1,260,462.63		
Current Month Receipts		\$ 1,289,262.09	
Current Month Disbursements		\$ (1,035,761.46)	
Total Cash		\$ 1,513,963.26	
Investment Ending Market Value		2,226,411.68	
Total Account Balance		3,740,374.94	
Operating Reserves		(830,115.00)	
Ending Balance Available for Operations 06/30/2024		\$ 2,910,259.94	

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