



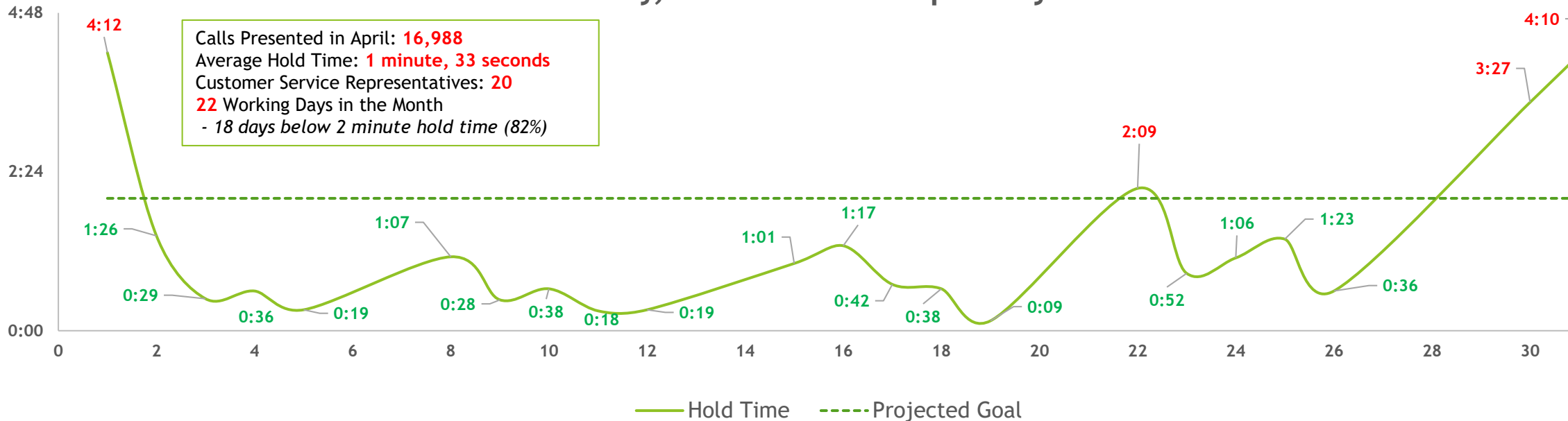
## **May 2023 Staff Reports**

# Customer Relations Division

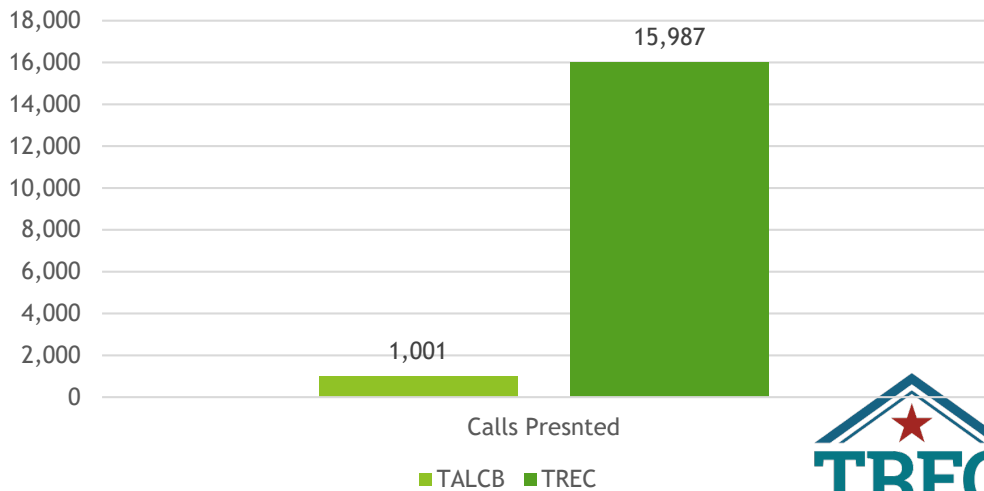
May, 2023 Monthly Report



## May, 2023 Hold Time per Day



## May, 2023

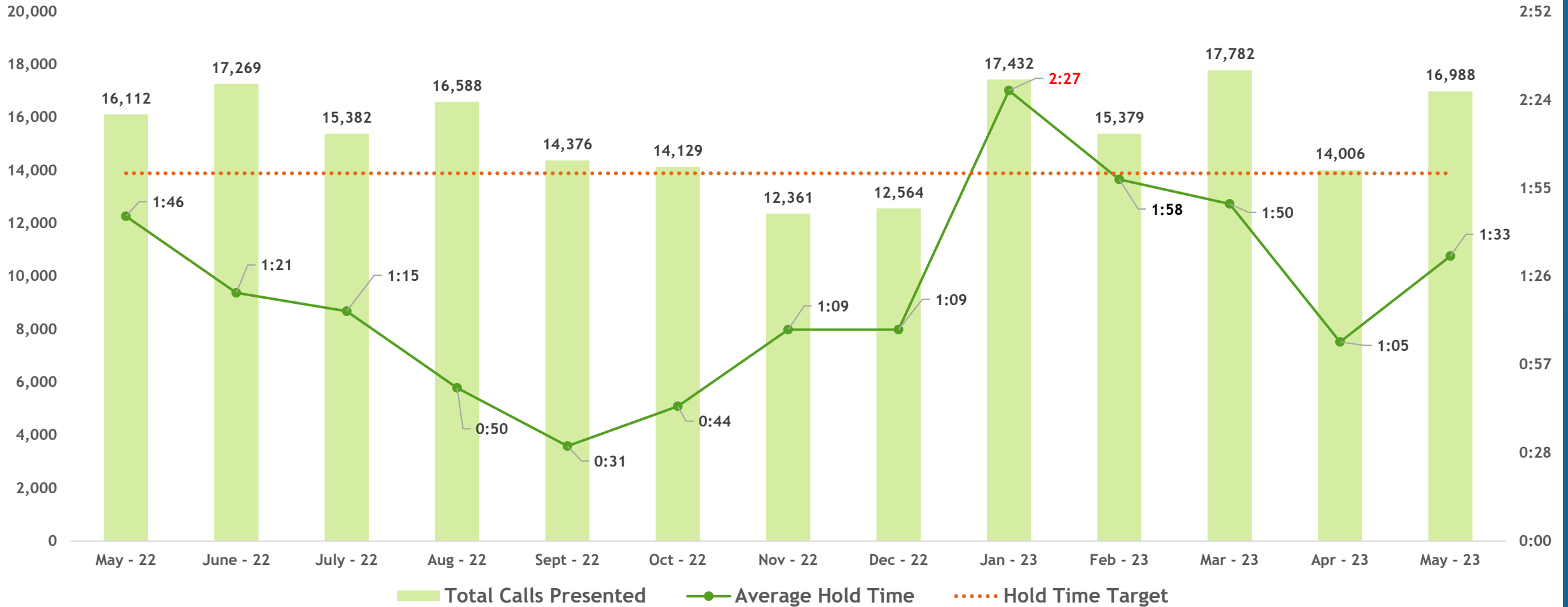


**TALCB - 1,001 Calls (5.89%) 1 minute, 21 second hold time**  
**TREC - 15,987 Calls (94.11%) 1 minute, 33 second hold time**

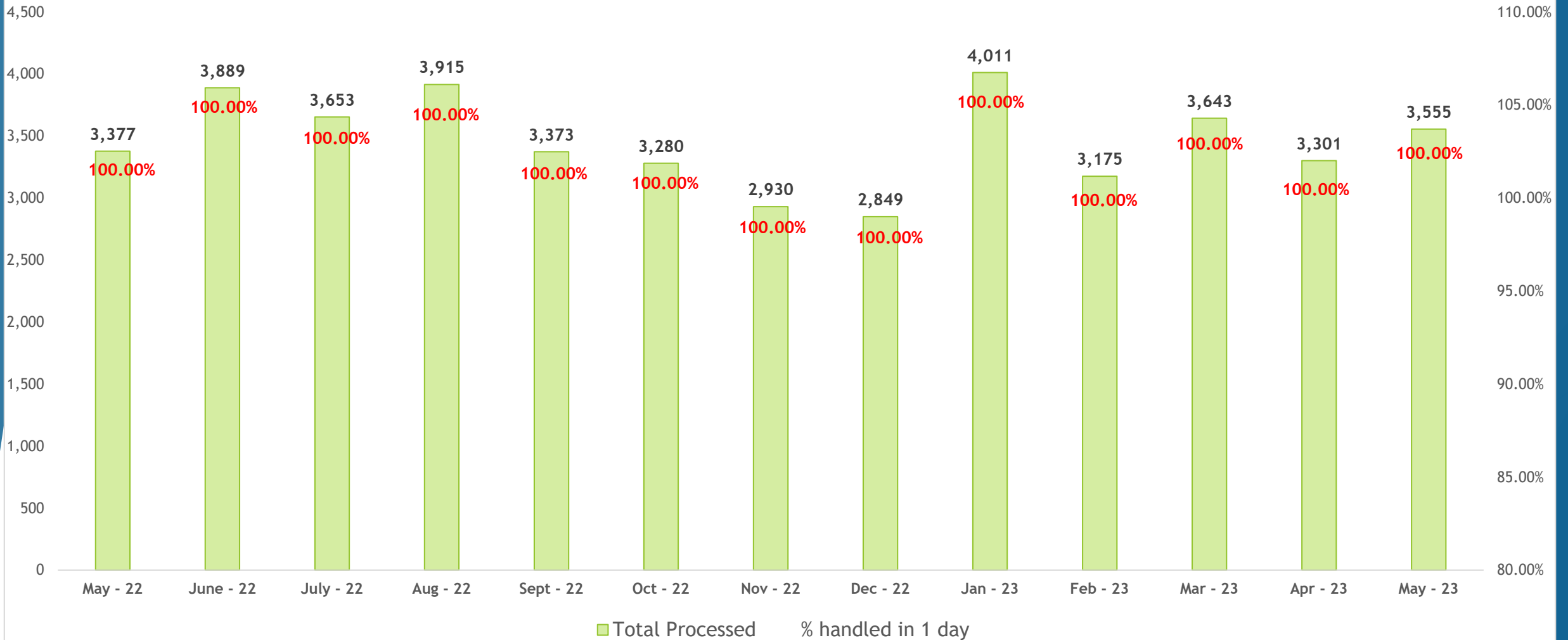


# 13 Month Comparison of Calls Presented vs. Hold Time

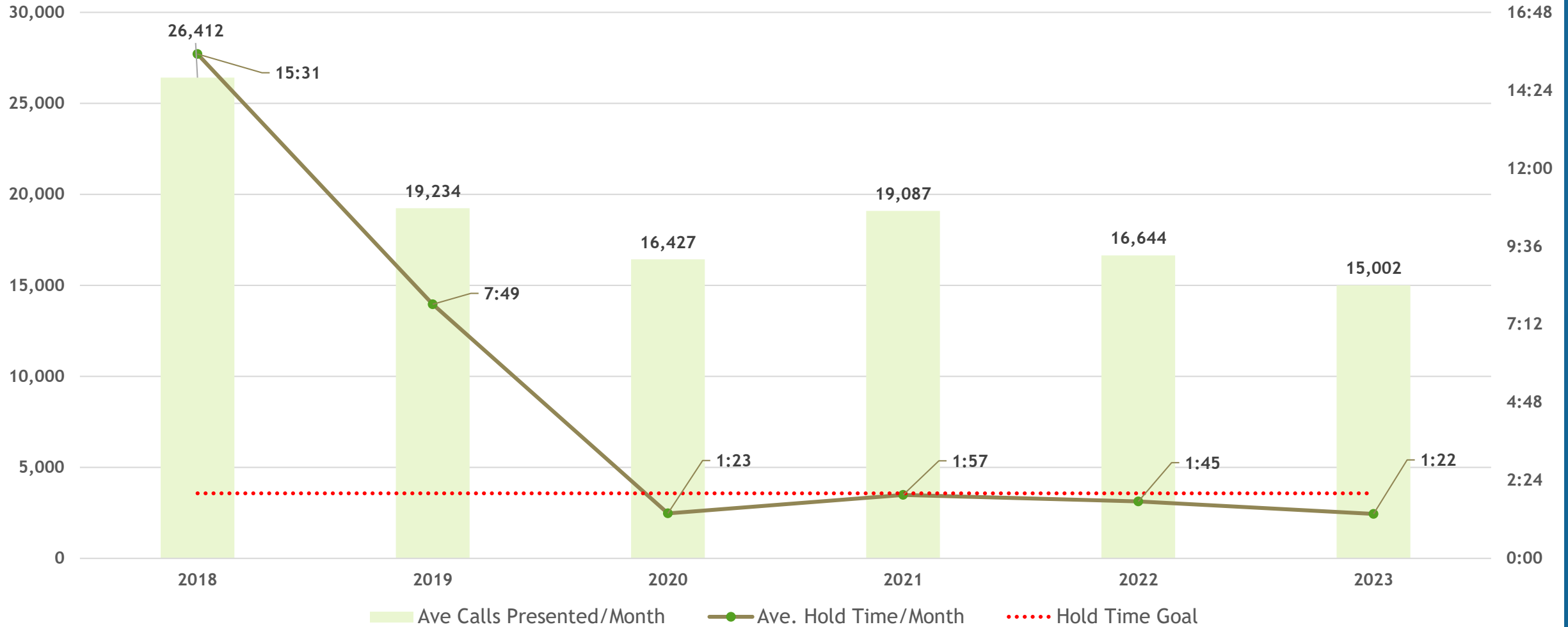
(May, 2022 to May, 2023)



# 13 Month Comparison of Emails Processed



## Fiscal Year Comparison Ave. Calls Presented/Month vs. Ave. Hold Time/Month



# TREC Education Report

May 2023



## Education & Examinations Division

### TREC Qualifying Education Provider and Course Applications

TREC Qualifying Education Provider and Course Applications													
FY 2023	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	YTD
<b>Applications Received</b>													
<b>Providers</b>													
Initial Provider	1	1	0	3	1	1	0	3	0				10
4-year Renewal Provider	0	5	2	2	1	0	1	3	0				14
Annual Fee for Provider	6	10	2	5	0	1	6	6	0				36
<b>Real Estate Courses</b>													
Initial	15	7	29	9	4	6	17	2	3				92
Renewal	11	38	6	2	5	5	20	8	12				107
<b>Inspector Courses</b>													
Initial	0	0	4	0	0	1	0	0	0				5
Renewal	0	0	0	0	0	0	0	0	0				0
<b>ERW Courses</b>													
Initial				2	0	0	0	0	0				2
Renewal				0	0	0	0	0	0				0
<b>Total Applications Received</b>	<b>33</b>	<b>61</b>	<b>43</b>	<b>23</b>	<b>11</b>	<b>14</b>	<b>44</b>	<b>22</b>	<b>15</b>				<b>266</b>
	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	YTD
<b>Applications Approved</b>													
<b>Providers</b>													
Initial Provider	0	1	0	2	1	0	2	0	2				8
4-year Renewal Provider	0	0	0	1	1	2	1	1	2				8
Annual Fee for Provider	5	5	1	6	2	0	0	2	3				24
<b>Real Estate Courses</b>													
Initial	15	6	16	4	9	15	17	2	9				93
Renewal	19	23	25	0	7	6	4	16	9				109
<b>Inspector Courses</b>													
Initial	0	0	0	0	2	5	0	0	0				7
Renewal	0	0	0	0	0	0	0	0	0				0
<b>ERW Courses</b>													
Initial	0	0	0	2	0	1	0	0	0				3
Renewal				0	0	0	0	0	0				0
<b>Total Applications Approved</b>	<b>39</b>	<b>35</b>	<b>42</b>	<b>15</b>	<b>22</b>	<b>29</b>	<b>24</b>	<b>21</b>	<b>25</b>				<b>252</b>



## Education & Examinations Division

### Continuing Education Provider and Course Applications

Continuing Education Provider and Course Applications													
FY 2023	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	YTD
<b>Applications Received</b>													
<b>Providers</b>	<b>22</b>	<b>18</b>	<b>26</b>	<b>27</b>	<b>36</b>	<b>43</b>	<b>30</b>	<b>24</b>	<b>19</b>				<b>245</b>
Initial Provider	9	11	15	14	21	27	21	13	7				138
Renewal Provider	13	7	11	13	15	16	9	11	12				107
<b>Real Estate CE Courses</b>	154	205	289	229	280	324	251	227	232				2191
<b>Inspector CE (ICE) Courses</b>	8	24	4	16	27	14	4	10	26				133
<b>ERW Courses</b>				1	0	1	1	0	0				3
<b>Total Applications Received</b>	<b>184</b>	<b>247</b>	<b>319</b>	<b>273</b>	<b>343</b>	<b>382</b>	<b>286</b>	<b>261</b>	<b>277</b>				<b>2572</b>
	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	YTD
<b>Applications Approved</b>													
<b>Providers</b>	<b>20</b>	<b>12</b>	<b>12</b>	<b>22</b>	<b>44</b>	<b>22</b>	<b>30</b>	<b>23</b>	<b>42</b>				<b>227</b>
Initial Provider	6	8	6	9	16	19	17	15	25				121
Renewal Provider	14	4	6	13	28	3	13	8	17				106
<b>Real Estate CE Courses</b>	190	104	179	286	258	189	491	240	320				2257
<b>Inspector CE (ICE) Courses</b>	27	12	15	1	7	22	37	10	8				139
<b>ERW Courses</b>				1	0	3	1	0	0				5
<b>Total Applications Approved</b>	<b>237</b>	<b>128</b>	<b>206</b>	<b>310</b>	<b>309</b>	<b>236</b>	<b>559</b>	<b>273</b>	<b>370</b>				<b>2628</b>

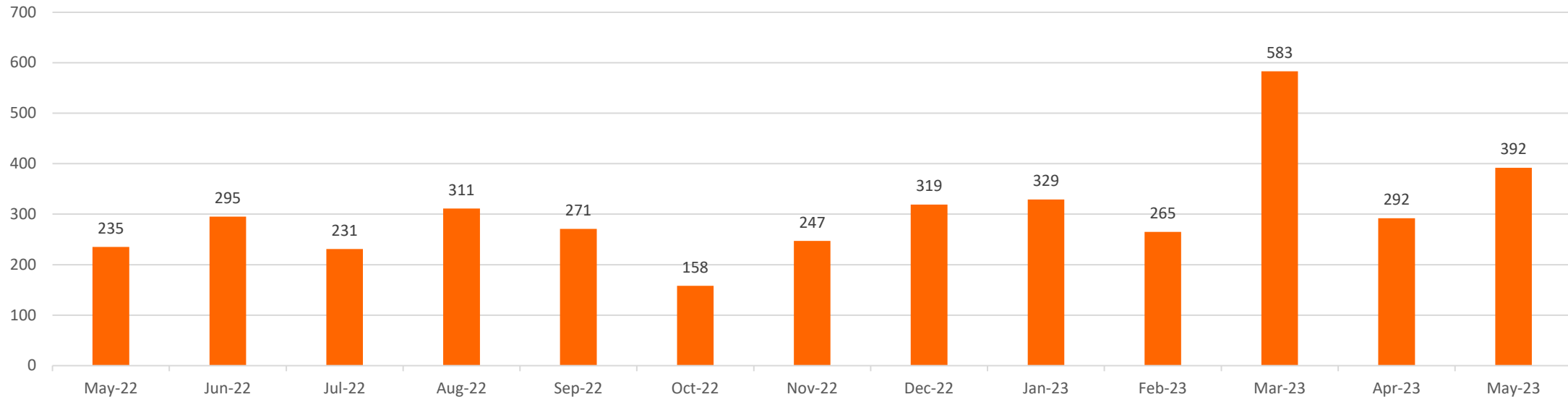
# Education & Examinations Division

## TREC Applications Approved 13-Month Comparison

	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
Qualifying Provider	0	2	0	0	0	1	0	3	2	2	3	1	4
Qualifying Real Estate Courses	34	37	19	19	34	29	41	4	16	21	21	18	18
Qualifying Inspector Courses	0	0	0	0	0	0	0	0	2	5	0	0	0
Qualifying ERW Courses								2	0	1	0	0	0
<b>All Qualifying Applications</b>	<b>34</b>	<b>39</b>	<b>19</b>	<b>19</b>	<b>34</b>	<b>30</b>	<b>41</b>	<b>9</b>	<b>20</b>	<b>29</b>	<b>24</b>	<b>19</b>	<b>22</b>

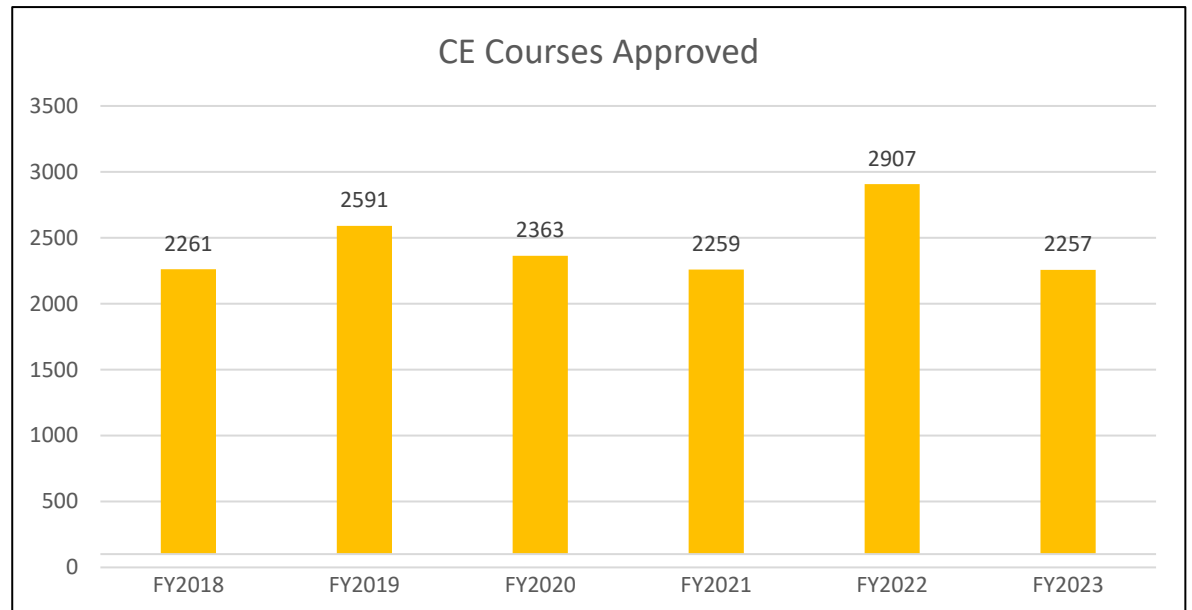
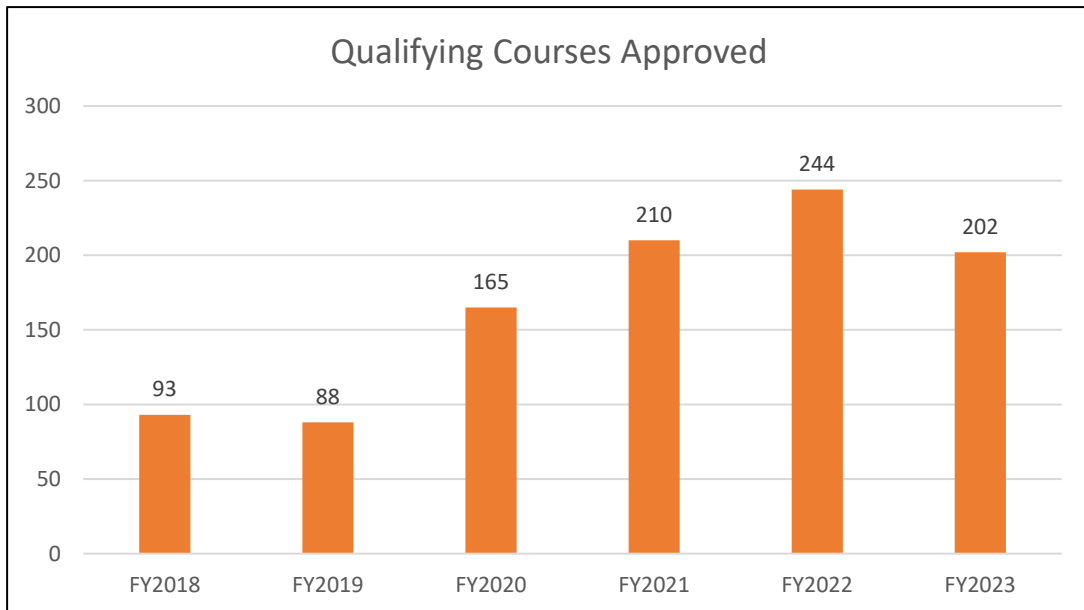
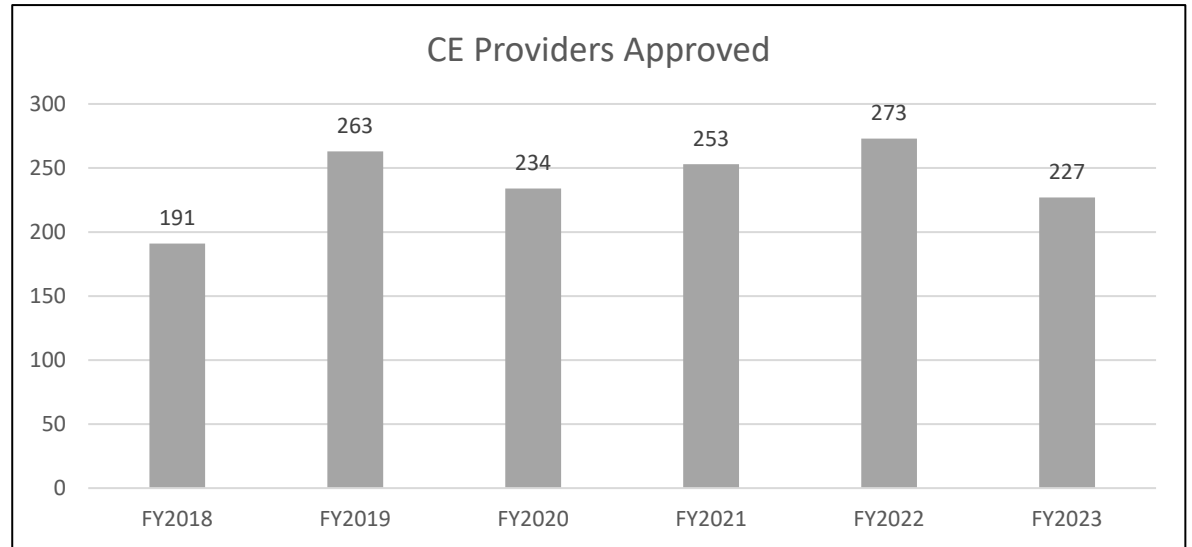
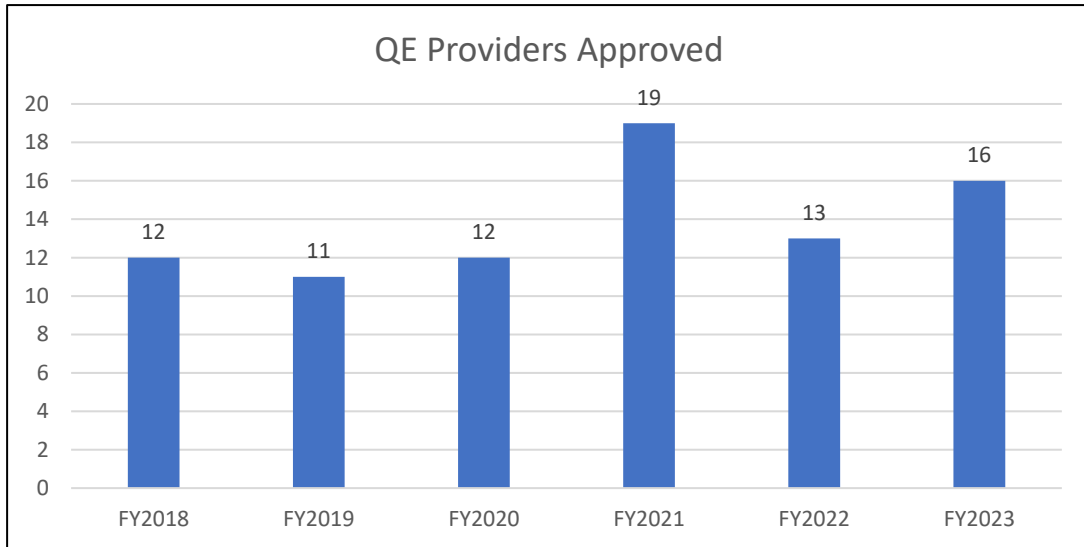
Continuing Education Provider	18	27	26	33	20	12	12	22	44	22	30	23	42
Continuing Real Estate Courses	140	225	174	233	190	104	179	286	258	189	491	240	320
Continuing Education Inspector Courses	43	4	12	26	27	12	15	1	7	22	37	10	8
Continuing Education ERW Courses								1	0	3	1	0	0
<b>All Continuing Education Applications</b>	<b>201</b>	<b>256</b>	<b>212</b>	<b>292</b>	<b>237</b>	<b>128</b>	<b>206</b>	<b>310</b>	<b>309</b>	<b>236</b>	<b>559</b>	<b>273</b>	<b>370</b>

<b>All Applications Approved</b>	<b>235</b>	<b>295</b>	<b>231</b>	<b>311</b>	<b>271</b>	<b>158</b>	<b>247</b>	<b>319</b>	<b>329</b>	<b>265</b>	<b>583</b>	<b>292</b>	<b>392</b>
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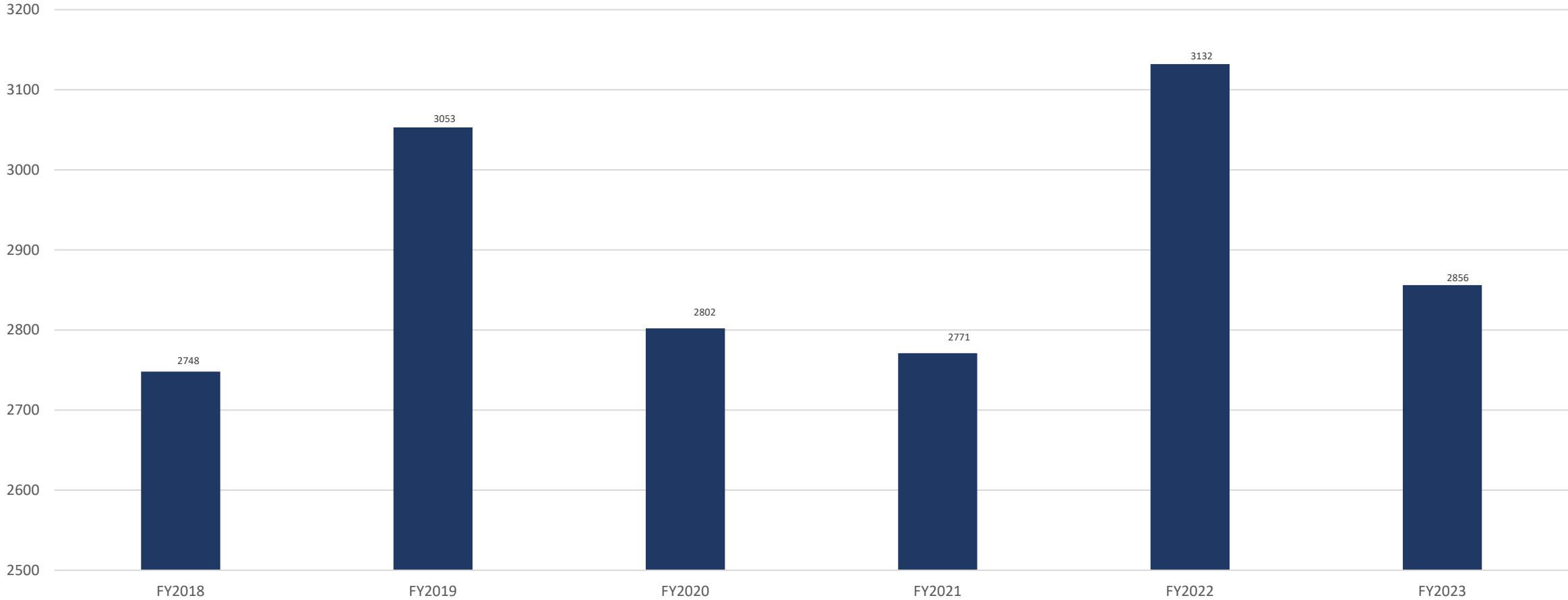
# Education & Examinations Division

## TREC Total Applications Approved - Fiscal Year



# Education & Examinations Division

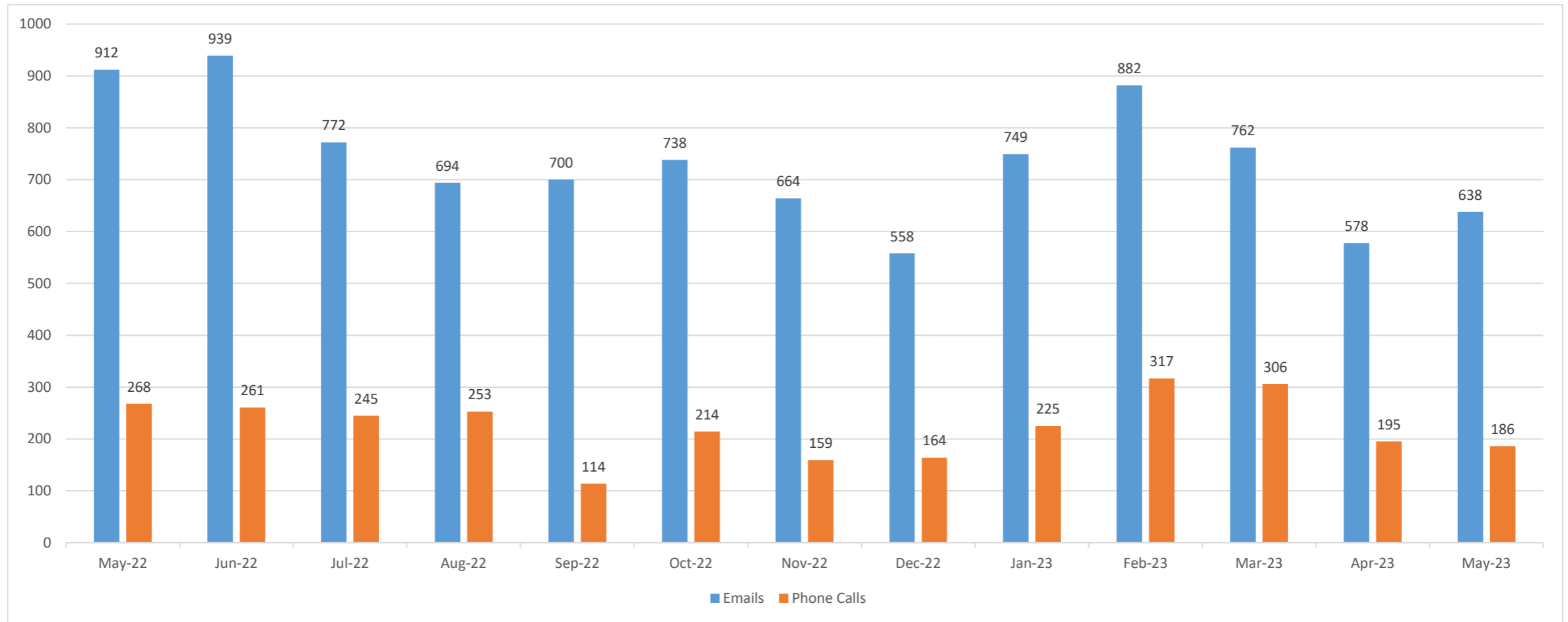
## All TREC Applications Approved Year-Over-Year Comparison



# Education & Examinations Division

## Phone and Email Volume 13-Month Comparison

### May 2023

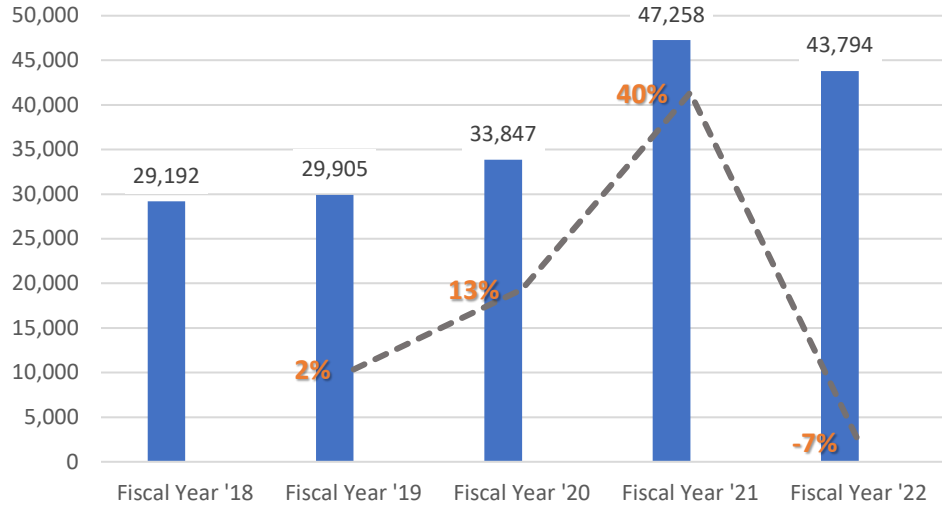


# TREC Licensing Report

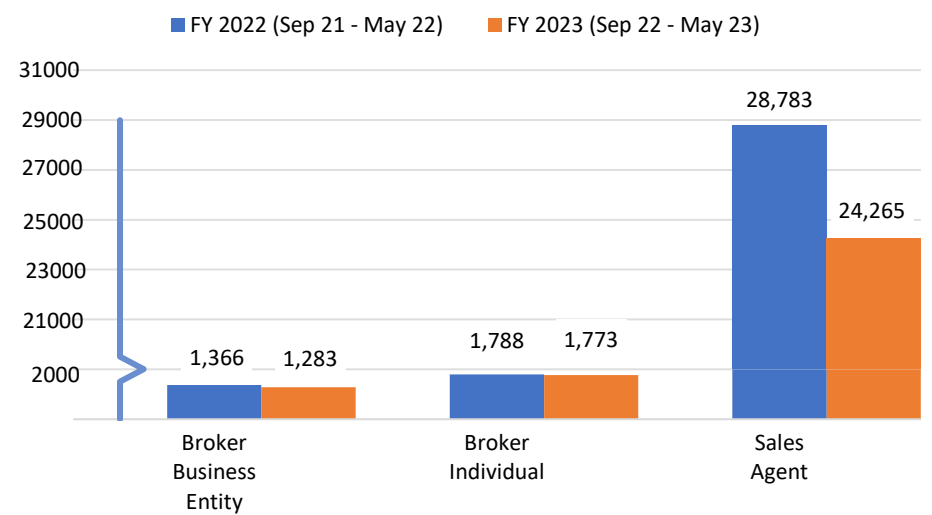
May 31, 2023

# Licensing Applications Received

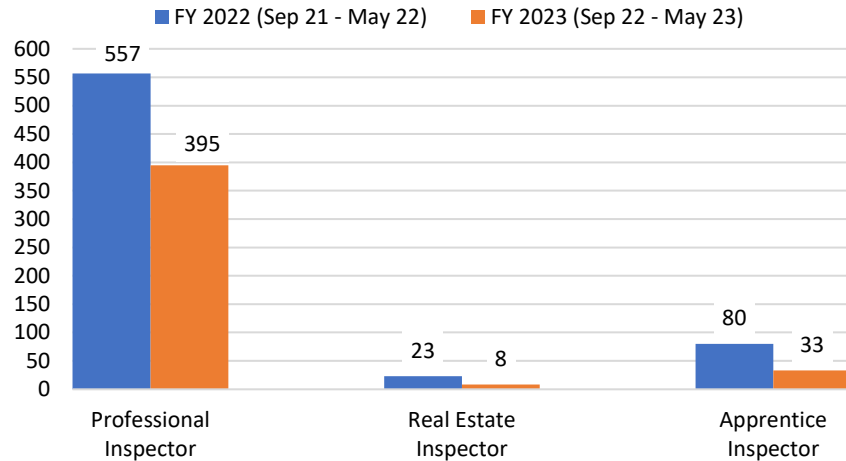
## Year-Over-Year Comparison – All License Types



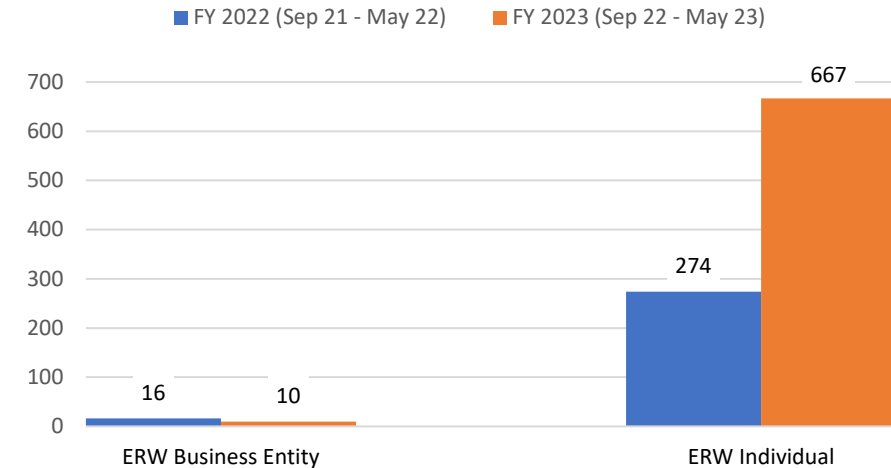
## Year-to-Date Comparison – Broker and Sales Agent



## Year-to-Date Comparison – Inspector

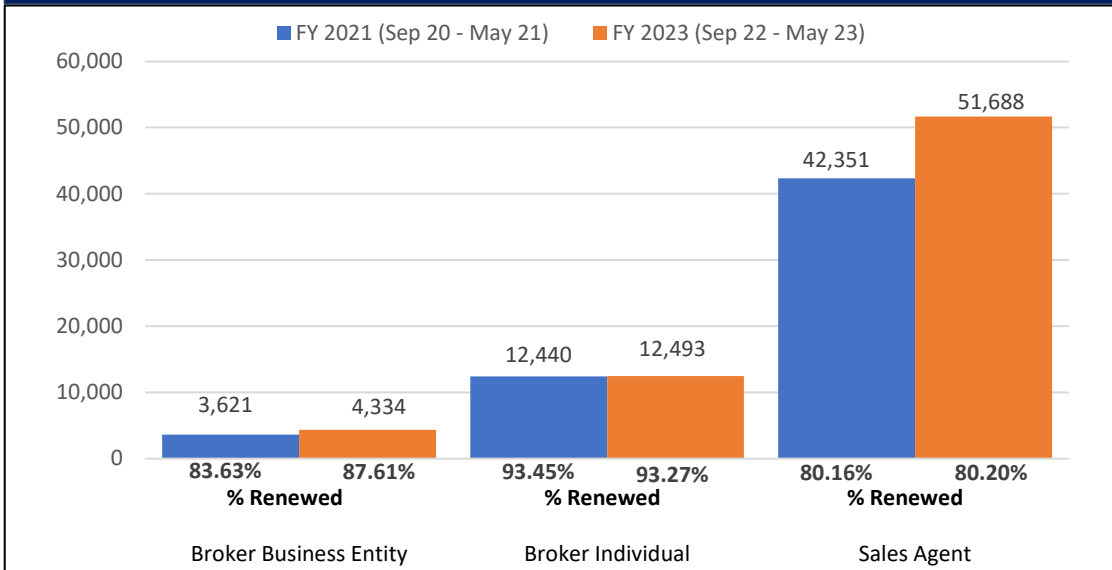


## Year-to-Date Comparison – Easement or Right-of-Way (ERW)

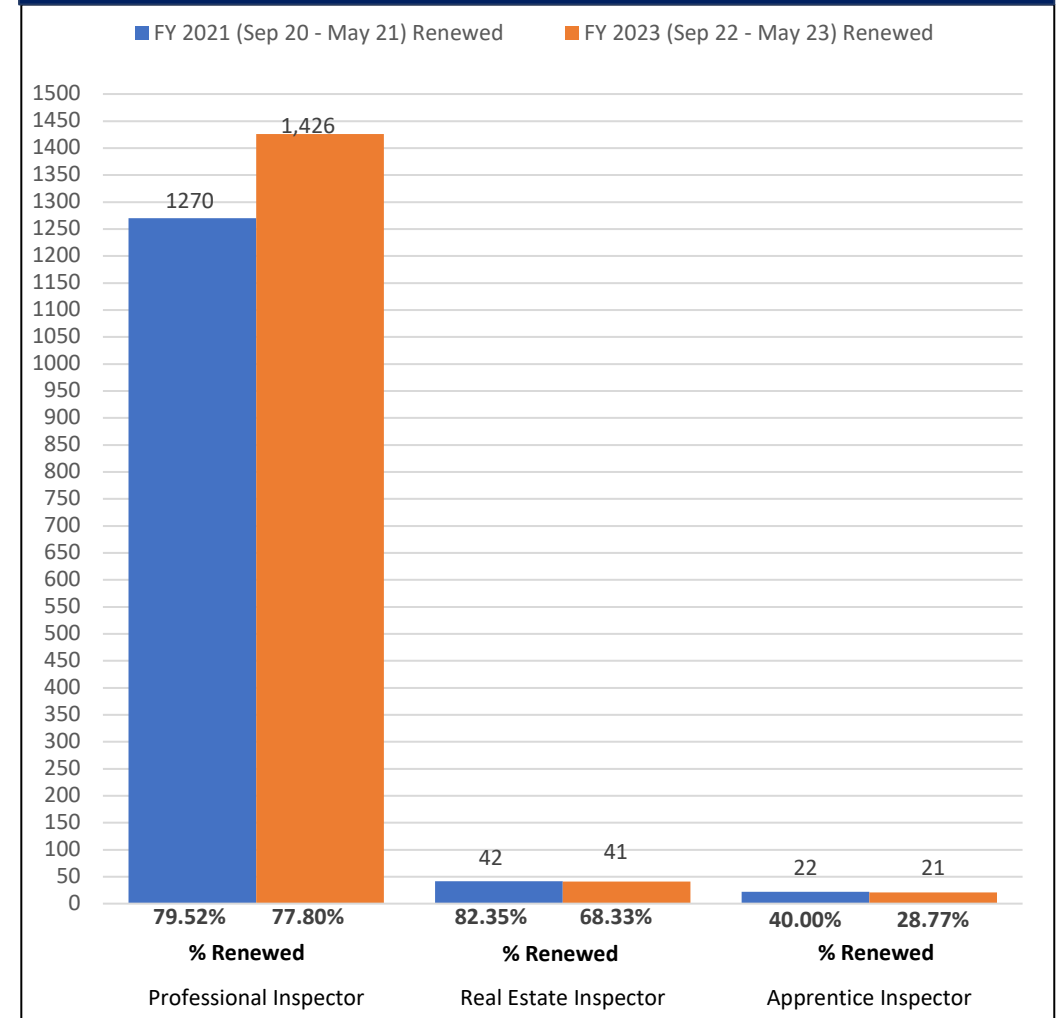


# Licensing Renewal Activity

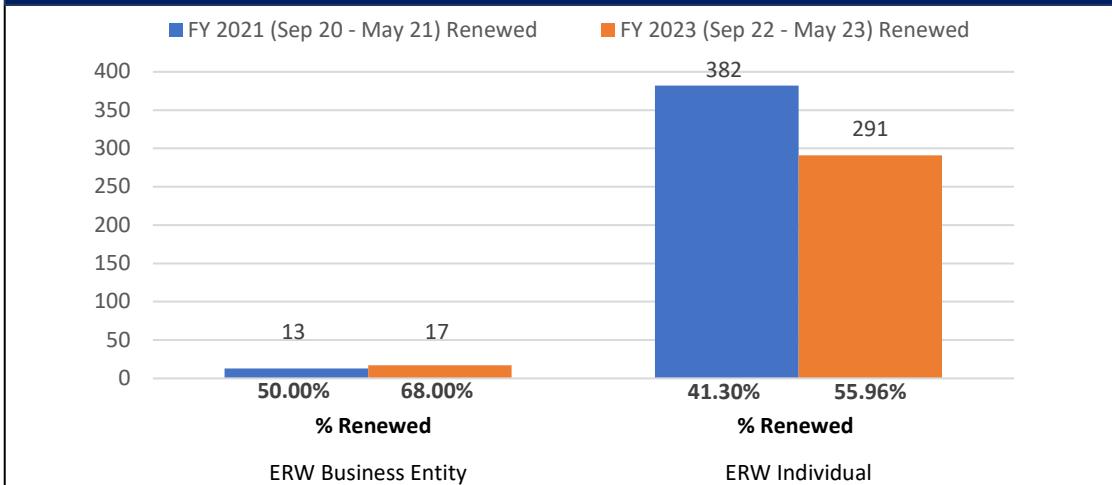
## Year-to-Date Comparison – Broker & Sales Agent



## Year-to-Date Comparison – Inspector



## Year-to-Date Comparison – Easement or Right-of-Way Registrant

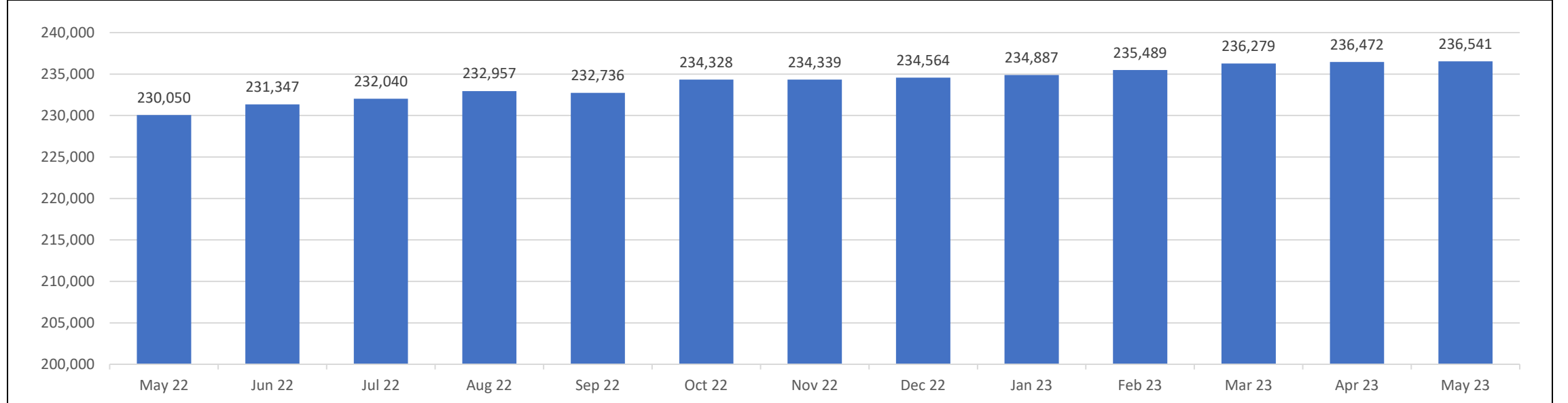




# License Holder Counts

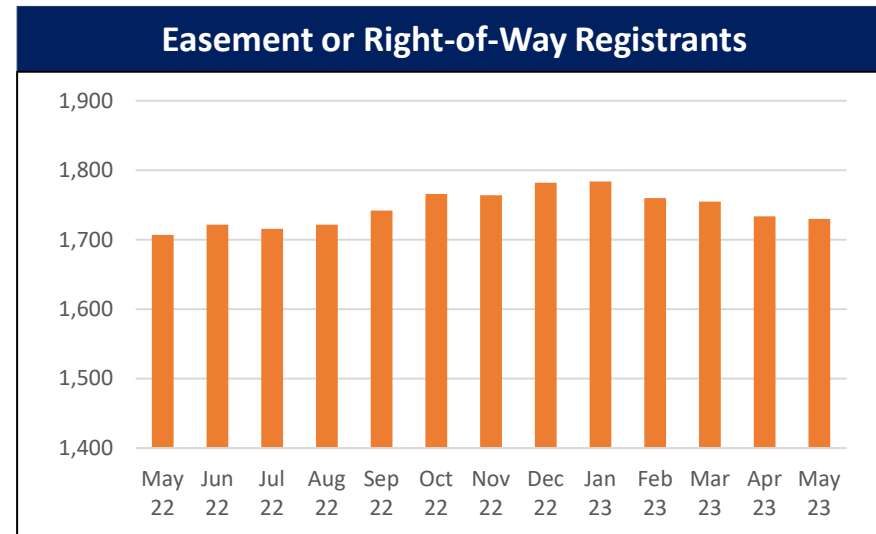
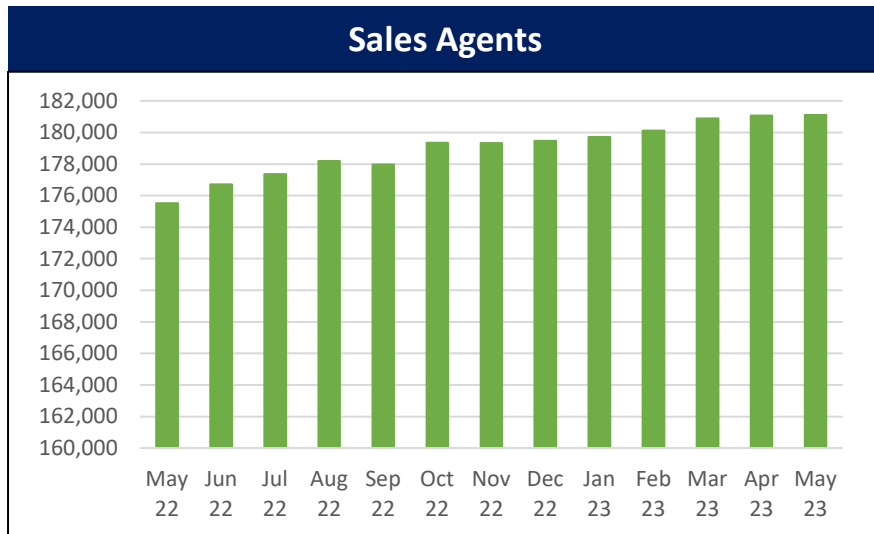
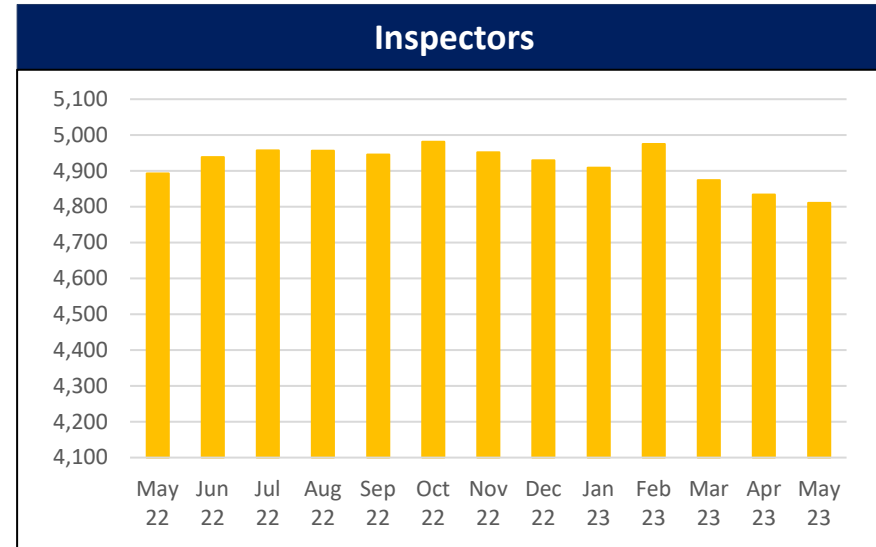
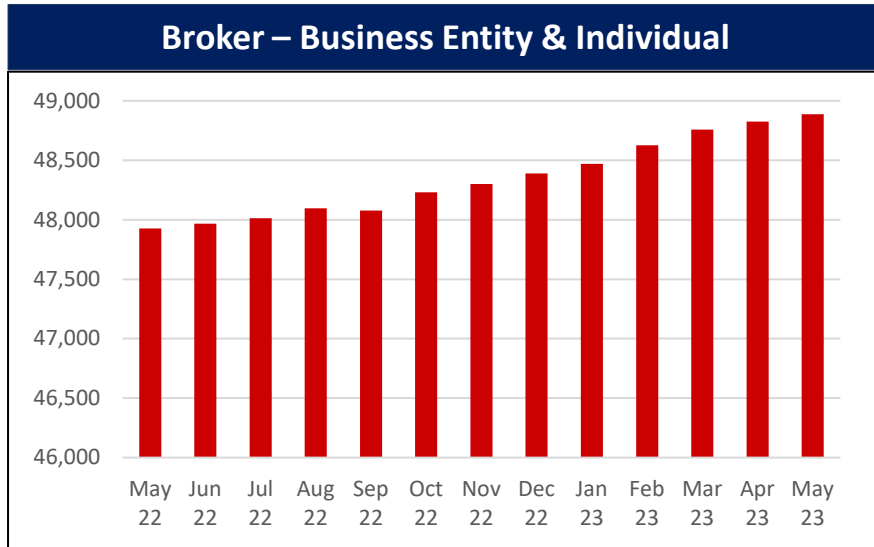
## Total License Holders and Registrants 13-Month Comparison

	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23
Brokers	47,926	47,968	48,013	48,096	48,078	48,230	48,301	48,391	48,471	48,628	48,758	48,826	48,888
<i>Active Business Entity Brokers</i>	13,423	13,471	13,516	13,575	13,609	13,672	13,711	13,758	13,822	13,930	14,005	14,072	14,154
<i>Active Individual Brokers</i>	32,660	32,661	32,659	32,695	32,648	32,722	32,733	32,780	32,795	32,857	32,905	32,930	32,919
Sales Agents	175,524	176,719	177,354	178,183	177,971	179,351	179,322	179,462	179,723	180,126	180,892	181,078	181,112
<i>Active Sales Agents</i>	142,673	142,159	142,549	143,687	143,736	144,343	144,243	143,298	142,918	143,501	144,369	144,756	144,948
<b>Brokers &amp; Sales Agents</b>	<b>223,450</b>	<b>224,687</b>	<b>225,367</b>	<b>226,279</b>	<b>226,049</b>	<b>227,581</b>	<b>227,623</b>	<b>227,853</b>	<b>228,194</b>	<b>228,754</b>	<b>229,650</b>	<b>229,904</b>	<b>230,000</b>
Inspectors	4,893	4,938	4,957	4,956	4,945	4,981	4,952	4,929	4,909	4,975	4,874	4,834	4,811
<i>Active Inspectors</i>	4,282	4,326	4,345	4,331	4,313	4,331	4,305	4,263	4,222	4,287	4,192	4,149	4,124
Easement or Right-of-Way Registrants	1,707	1,722	1,716	1,722	1,742	1,766	1,764	1,782	1,784	1,760	1,755	1,734	1,730
<b>All License Holders</b>	<b>230,050</b>	<b>231,347</b>	<b>232,040</b>	<b>232,957</b>	<b>232,736</b>	<b>234,328</b>	<b>234,339</b>	<b>234,564</b>	<b>234,887</b>	<b>235,489</b>	<b>236,279</b>	<b>236,472</b>	<b>236,541</b>
<i>% Change</i>		0.56%	0.30%	0.40%	-0.09%	0.68%	0.00%	0.10%	0.14%	0.26%	0.34%	0.08%	0.03%



# License Holder Counts

## 13-Month Comparisons by License Type



# Licensing Application Processing Time

Average Number of Calendar Days to Process a License Application													
13-Month Comparison - Goal: 14 days													
	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23
Broker Business Entity	4.41	4.22	4.72	5.21	5.79	7.72	7.53	10.29	9.33	11.73	7.06	7.20	6.51
Broker Individual	8.83	9.83	11.38	8.53	8.55	7.43	7.58	10.53	8.21	9.84	7.93	9.96	7.61
Sales Agent	3.40	3.61	3.71	3.67	3.54	3.78	3.74	4.81	3.53	4.09	3.97	4.20	4.21
Professional Inspector	6.17	4.45	4.27	4.34	4.78	5.73	7.83	7.46	8.39	7.09	5.58	5.17	5.83
Real Estate Inspector	8.00	8.40	15.94	1.38	4.56	4.33	7.64	n/a	4.63	7.66	3.55	n/a	n/a
Apprentice Inspector	4.56	2.64	4.02	n/a	3.00	3.50	6.43	n/a	7.00	8.03	2.41	2.89	5.00
Easement or Right-of-Way Business Entity	3.35	1.43	4.47	n/a	1.4	n/a	1.35	n/a	8.45	n/a	n/a	n/a	n/a
Easement or Right-of-Way Individual	3.25	1.89	1.76	1.90	1.66	3.31	2.59	4.52	2.86	n/a	2.66	3.66	3.22

Applications Received Month-Over-Month Comparison													
	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23
Broker Business Entity	146	152	149	183	141	120	146	120	154	174	160	137	126
Broker Individual	213	182	196	115	237	230	210	186	171	252	215	166	191
Sales Agent	3,475	3,423	3,322	3,225	3,442	2,961	2,649	2,449	2,140	3,016	3,053	2,692	3,329
Professional Inspector	65	68	63	61	63	47	38	38	29	51	44	43	62
Real Estate Inspector	2	4	1	0	2	4	0	0	1	1	1	0	1
Apprentice Inspector	13	8	4	2	5	2	3	4	5	2	9	4	3
Easement or Right-of-Way Business Entity	4	1	3	0	1	2	2	2	0	1	0	1	2
Easement or Right-of-Way Individual	40	39	34	25	45	67	91	96	76	59	65	68	88

# TREC Enforcement Division: E1 Report

## Case Status

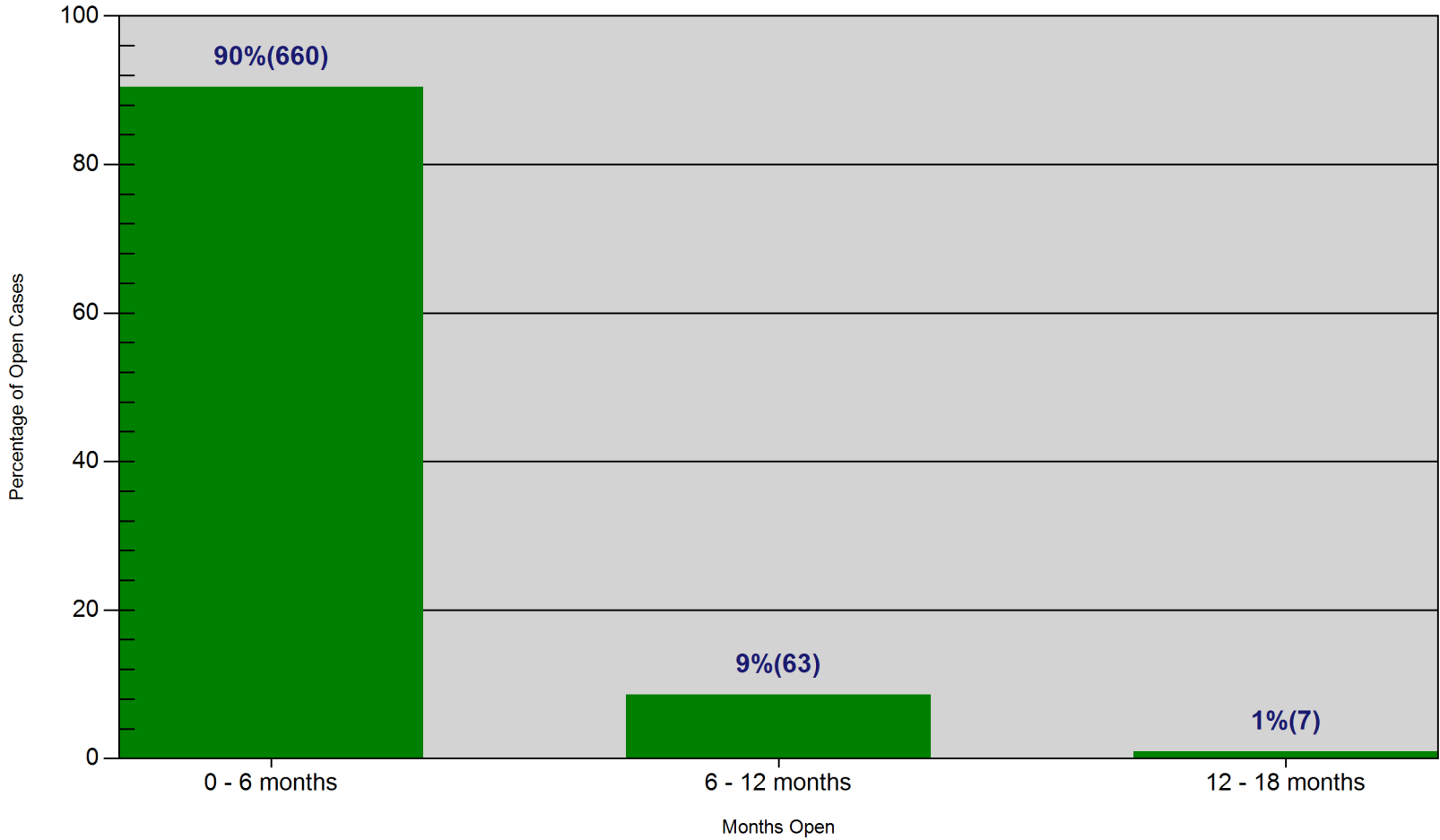
### FY 2023

	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	YTD
<b>Received During Month</b>	<b>564</b>	<b>527</b>	<b>418</b>	<b>398</b>	<b>538</b>	<b>520</b>	<b>577</b>	<b>506</b>	<b>488</b>				<b>4536</b>
Broker/Sales	167	145	119	115	146	166	157	174	162				1351
Inspector	7	5	4	2	9	5	5	5	13				55
Timeshare	1	0	6	5	8	2	0	3	5				30
Unlicensed Activity	8	4	8	11	4	3	5	6	10				59
No Jurisdiction	16	30	9	10	10	12	17	6	21				131
Application Investigation	212	193	165	156	220	203	235	163	118				1665
Fitness Inquiry	152	149	106	98	135	128	158	147	154				1227
Education Related	0	0	1	0	4	0	0	1	0				6
Easement ROW	0	0	0	0	0	1	0	0	1				2
Other	1	1	0	0	2	0	0	1	3				8
	<b>Sep 22</b>	<b>Oct 22</b>	<b>Nov 22</b>	<b>Dec 22</b>	<b>Jan 23</b>	<b>Feb 23</b>	<b>Mar 23</b>	<b>Apr 23</b>	<b>May 23</b>	<b>Jun 23</b>	<b>Jul 23</b>	<b>Aug 23</b>	<b>YTD</b>
<b>Closed During Month</b>	<b>550</b>	<b>532</b>	<b>481</b>	<b>475</b>	<b>494</b>	<b>583</b>	<b>648</b>	<b>566</b>	<b>559</b>				<b>4888</b>
Complaint Withdrawn	6	3	8	2	2	4	8	8	12				53
Cease & Desist Issued	1	1	1	0	0	0	1	1	0				5
Disciplinary Action	45	45	68	56	57	63	66	71	65				536
Failure to Go Forward	29	25	19	21	39	18	21	36	41				249
Insufficient Evidence	40	50	58	55	51	72	70	47	55				498
Matter Settled	17	19	10	12	13	33	19	16	14				153
No Jurisdiction	44	61	38	51	30	56	62	44	58				444
No Violation	4	10	5	8	12	5	7	7	5				63
Application Investigation	198	178	132	129	143	190	225	202	130				1527
Fitness Inquiries	124	102	108	95	103	100	119	103	123				977
Other	12	11	8	6	8	7	11	7	15				85
Open at Beginning of Month									801				
Received During Month									488				
Closed During Month									559				
<b>Open at End of Month</b>									<b>730</b>				
<b>Received During Fiscal Year</b>									<b>4536</b>				
<b>Closed During Fiscal Year</b>									<b>4888</b>				

# TREC Enforcement Division: E2 Report

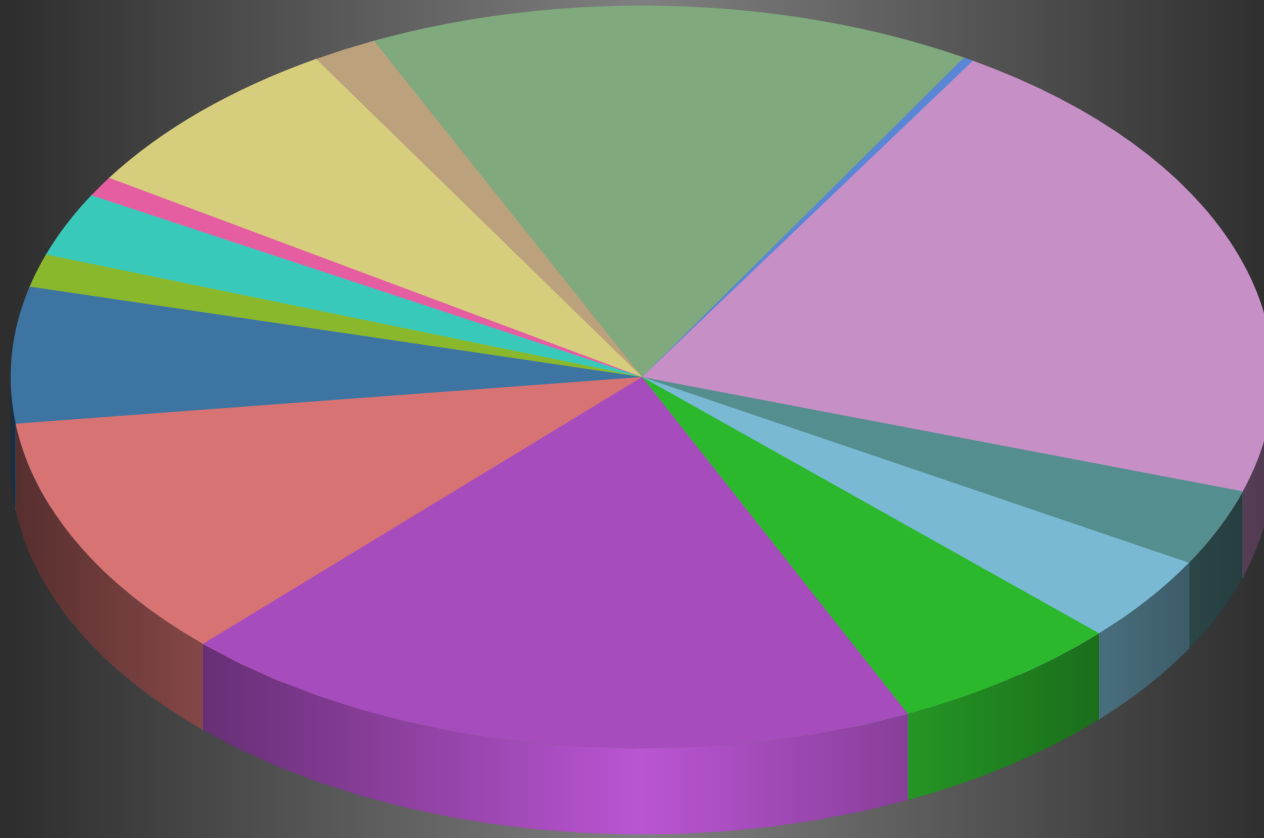
## Open Case Aging Report

as of 5/31/2023



# Complaint Subject Categories for May 2022 through May 2023

2297 Total Allegations



Administrative 3.79 % (87)

Advertising 5.96 % (137)

Breach of Fiduciary Duties 19.16 % (440)

Broker Supervision 10.75 % (247)

Failure to Disclose 5.92 % (136)

Improper Contract/Seller Disclosure form usage 1.44 % (33)

Intermediary/IABS 2.79 % (64)

Leasing/Property Management - Misappropriation 0.87 % (20)

Leasing/Property Management - Other 7.36 % (169)

License Holder Acting as Principal 1.65 % (38)

Licensure Issues 15.50 % (356)

Sales Misappropriation 0.26 % (6)

Sales Other 21.20 % (487)

Unlicensed Activity 3.35 % (77)

### Complaint Subject Categories by Month

Subject Matter Categories	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Total	YTD
<b>Administrative</b> <i>Bad check, contact information, uncooperative, etc.</i>	7	8	8	6	1	4	8	8	7	9	7	4	10	87	<b>3.79%</b>
<b>Advertising</b> <i>Includes misleading &amp; dba</i>	5	4	7	18	8	9	8	16	10	14	17	7	14	137	<b>5.96%</b>
<b>Breach of Fiduciary Duty</b> <i>Including false promise</i>	26	26	25	36	37	30	44	34	33	29	44	42	34	440	<b>19.16%</b>
<b>Broker Supervision</b>	15	17	15	16	22	16	30	24	14	21	28	16	13	247	<b>10.75%</b>
<b>Failure to Disclose</b>	14	13	6	8	12	13	3	16	14	11	10	8	8	136	<b>5.92%</b>
<b>Improper contract/Seller Disclosure form usage</b> <i>Including false promise</i>	11	4	2	3	3	0	3	2	3	0	1	0	1	33	<b>1.44%</b>
<b>Intermediary/IABS</b>	8	5	3	7	6	0	3	5	3	8	5	3	8	64	<b>2.79%</b>
<b>Leasing/Property Management - Misappropriation</b>	0	2	0	1	0	4	1	0	2	2	5	2	1	20	<b>0.87%</b>
<b>Leasing/Property Management - Other</b> <i>Includes negligence, referral, etc.</i>	19	13	7	13	7	4	10	8	9	20	14	28	17	169	<b>7.36%</b>
<b>License Holder Acting as Principal</b>	0	2	5	6	2	2	7	3	1	1	3	3	3	38	<b>1.65%</b>
<b>Licensure Issues</b> <i>Criminal background check, denials, probationary license, etc.</i>	27	27	20	21	31	21	18	19	30	41	37	31	33	356	<b>15.50%</b>
<b>Sales Misappropriation</b> <i>Other than Leasing/Property Management - Misappropriation</i>	1	1	1	0	0	2	0	0	0	0	0	1	0	6	<b>0.26%</b>
<b>Sales Other</b> <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	37	33	38	58	25	36	38	32	31	54	40	32	33	487	<b>21.20%</b>
<b>Unlicensed Activity</b>	8	4	7	5	3	4	8	2	6	5	9	9	7	77	<b>3.35%</b>
<b>Total</b>	<b>178</b>	<b>159</b>	<b>144</b>	<b>198</b>	<b>157</b>	<b>145</b>	<b>181</b>	<b>169</b>	<b>163</b>	<b>215</b>	<b>220</b>	<b>186</b>	<b>182</b>	<b>2297</b>	

**Information & Technology Division**  
**Electronic Information Outlet Statistics**

**May 2023**

<b>Website</b>	<b>Current Month</b>	<b>FYTD Total</b>	<b>Prior FYTD Total</b>
Total Pages Viewed	2,025,176	16,769,528	17,433,691
Total Monthly Sessions	588,190	4,765,639	4,957,701

<b>Online Transactions</b>	<b>Total</b>	<b>Online</b>	<b>Online Percent</b>	<b>FYTD Online Percent</b>	<b>Prior FYTD Percent</b>
<b>Applications</b>	<b>1976</b>	<b>1626</b>	<b>82.3%</b>	<b>82.3%</b>	<b>81.8%</b>
Broker Application	107	87	81.3%	80.5%	78.5%
Sales Agent Application	1756	1434	81.7%	82.2%	82.0%
Corporate Broker Application	113	105	92.9%	89.7%	88.8%
<b>Renewals</b>	<b>8670</b>	<b>8524</b>	<b>98.3%</b>	<b>98.1%</b>	<b>98.0%</b>
Broker Renewals	1381	1349	97.7%	97.3%	97.1%
Sales Agent Renewal	6592	6496	98.5%	98.4%	98.4%
Corporate Broker Renewals	526	513	97.5%	97.2%	95.4%
Professional Inspector Renewals	127	122	96.1%	96.7%	96.1%
Real Estate Inspector Renewals	4	4	100.0%	92.5%	94.6%
Apprentice Inspector Renewals	3	3	100.0%	95.7%	100.0%
Easement ROW Business Renewals	1	1	100.0%	88.2%	81.3%
Easement ROW Individual Renewals	36	36	100.0%	95.8%	96.3%

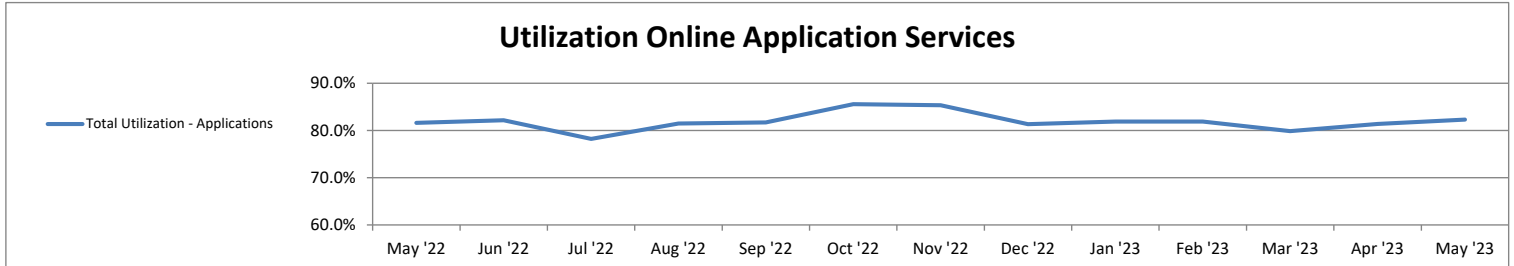


**Information & Technology Division**  
**Electronic Information Outlet Statistics**

**May 2023**

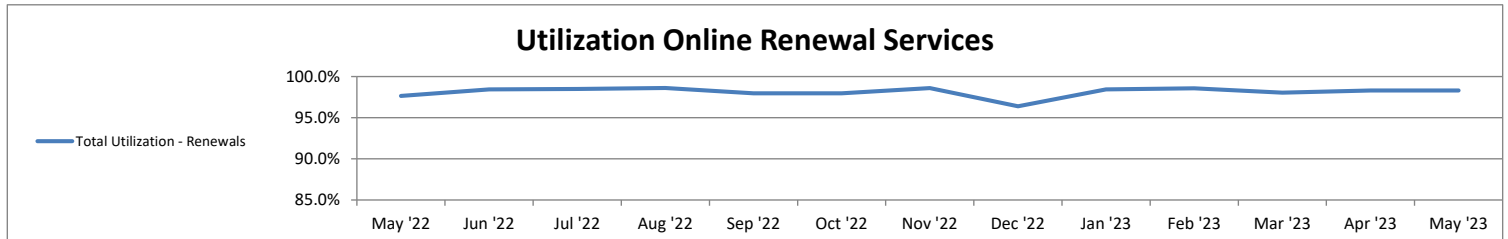
<b>Applications</b>	<b>May '22</b>	<b>Jun '22</b>	<b>Jul '22</b>	<b>Aug '22</b>	<b>Sep '22</b>	<b>Oct '22</b>	<b>Nov '22</b>	<b>Dec '22</b>	<b>Jan '23</b>	<b>Feb '23</b>	<b>Mar '23</b>	<b>Apr '23</b>	<b>May '23</b>
Broker Application	72.2%	72.1%	76.1%	87.2%	73.6%	80.9%	80.0%	86.2%	83.0%	82.0%	76.8%	81.1%	81.3%
Sales Agent Application	82.0%	83.9%	78.3%	81.8%	82.2%	85.9%	85.8%	80.9%	81.8%	81.9%	79.8%	80.6%	81.7%
Broker Organization Applications	86.7%	65.9%	79.2%	60.0%	84.6%	92.3%	84.6%	83.3%	84.6%	83.3%	85.6%	94.3%	92.9%
<b>Total Utilization - Applications</b>	<b>81.6%</b>	<b>82.2%</b>	<b>78.2%</b>	<b>81.5%</b>	<b>81.7%</b>	<b>85.6%</b>	<b>85.4%</b>	<b>81.3%</b>	<b>81.9%</b>	<b>81.9%</b>	<b>79.9%</b>	<b>81.4%</b>	<b>82.3%</b>

**Utilization Online Application Services**



<b>Renewals</b>	<b>May '22</b>	<b>Jun '22</b>	<b>Jul '22</b>	<b>Aug '22</b>	<b>Sep '22</b>	<b>Oct '22</b>	<b>Nov '22</b>	<b>Dec '22</b>	<b>Jan '23</b>	<b>Feb '23</b>	<b>Mar '23</b>	<b>Apr '23</b>	<b>May '23</b>
Broker Renewals	97.2%	97.6%	97.6%	97.9%	98.1%	97.1%	98.0%	95.8%	97.8%	98.0%	96.2%	97.7%	97.7%
Sales Agent Renewal	99.2%	99.2%	98.9%	99.1%	98.0%	98.4%	98.8%	96.8%	98.7%	98.8%	98.5%	98.5%	98.5%
Broker Organization Renewal	82.5%	95.3%	97.3%	95.6%	94.9%	96.6%	97.9%	94.0%	94.9%	96.9%	97.7%	98.2%	97.5%
Professional Inspector Renewals	96.9%	93.4%	97.9%	93.6%	99.4%	93.6%	99.3%	92.8%	97.6%	97.4%	97.6%	96.6%	96.1%
Real Estate Inspector Renewals	100.0%	100.0%	100.0%	80.0%	50.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	80.0%	100.0%
Apprentice Inspector Renewals	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	N/A	100.0%	N/A	66.7%	100.0%	100.0%
Easement ROW Business Renewals	0.0%	N/A	N/A	50.0%	100.0%	75.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Easement ROW Individual Renewals	92.3%	91.1%	93.2%	96.3%	89.3%	98.1%	91.9%	89.7%	100.0%	100.0%	100.0%	95.5%	100.0%
<b>Total Utilization - Renewals</b>	<b>97.6%</b>	<b>98.4%</b>	<b>98.5%</b>	<b>98.6%</b>	<b>98.0%</b>	<b>98.0%</b>	<b>98.6%</b>	<b>96.4%</b>	<b>98.4%</b>	<b>98.6%</b>	<b>98.0%</b>	<b>98.3%</b>	<b>98.3%</b>

**Utilization Online Renewal Services**



**Financial Services Division  
TREC Budget Status Report  
May 2023 - Fiscal Year 2023**

Expenditure Category	Beginning Balance FY2023	Expenditures	Remaining Balance	Budget % Remaining	3/12 = 25.00% Comments
Actual Beginning Balance	22,639,108		22,639,108		Actual Beginning balance includes TTSTC balances as of 8/31/2022
Operating Reserves	(9,768,368)		(9,768,368)		
<b>Available balance within Texas Treasury Safekeeping Trust</b>	<b>12,870,740</b>		<b>12,870,740</b>		excess remaining available TTSTC balance considered to balance FY23 budget
Salaries & Wages	10,471,030	7,096,628	3,374,402	32.2%	
Other Personnel Costs	3,928,045	2,591,920	1,336,125	34.0%	
Professional Fees & Services	3,932,470	427,198	3,505,272	89.1%	Versa replacement expended in Capital Expenditures category.
Consumables	9,500	4,964	4,536	47.7%	consumable supplies purchased are lower than expected.
Utilities	9,356	8,162	1,194	12.8%	Purchased headset for CRD.
Travel	63,000	40,888	22,112	35.1%	We anticipate travel increasing for upcoming meetings, we will also have an in person townhall which will require travel as well.
Rent - Building	180,950	174,343	6,607	3.7%	Annual building lease payment processed in October.
Rent - Machines - Other	75,000	70,322	4,678	6.2%	Lease for PC refresh processed in December.
Other Operating Expenses	592,274	610,358	(18,084)	-3.1%	Purchase of laptops to replace leased equipment.
Capital Expenditures	-	196,180	(196,180)	0.0%	Versa replacement budgeted in Prof Fees category.
<b>Subtotal - Operations Expenditures</b>	<b>19,261,625</b>	<b>11,220,964</b>	<b>8,040,661</b>	<b>41.7%</b>	
DPS Criminal History Background Checks	20,000	23,875	(3,875)	-19.4%	Expenses higher than budgeted.
Statewide Cost Allocation Plan (SWCAP)	255,110	0	255,110	100.0%	SWCAP allocation has not been posted by the Comptroller's office as of report date.
Contribution to General Revenue	727,500	545,625	181,875	25.0%	
<b>Subtotal - Nonoperational Expenditures</b>	<b>1,002,610</b>	<b>569,500</b>	<b>433,111</b>	<b>43.2%</b>	
<b>Total Expenditures</b>	<b>\$20,264,235</b>	<b>\$11,790,464</b>	<b>\$8,473,771</b>	<b>41.8%</b>	

Revenue	FY2023 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$13,097,810	9,795,023	\$3,302,787	25.2%	
Education Fees	\$427,285	382,990	\$44,295	10.4%	
Examination Fees	\$540,620	353,619	\$187,001	34.6%	
Other Miscellaneous Revenue	\$294,217	231,601	\$62,616	21.3%	YTD interest earned and Public Info fees
<b>Total Revenue</b>	<b>\$14,359,932</b>	<b>\$10,763,233</b>	<b>\$3,596,699</b>	<b>25.0%</b>	
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$6,966,437</b>	<b>(\$1,027,231)</b>	<b>\$7,993,668</b>	<b>114.7%</b>	

## Financial Services Division

# Texas Real Estate Commission Operating Account No. 3055 Investments Holdings Report May 2023

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2022	5,312,000.00	5,082,505.00	5,161,977.49	7,055.02	5,169,032.51	3,064.62	U.S. T-Notes, 1.75%	12/15/2023
06/15/2022	4,620,000.00	4,494,064.37	4,594,914.83	17,685.96	4,612,600.79	5,330.77	U.S. T-Notes, .250%	06/15/2023
09/15/2022	2,055,000.00	1,977,857.23	2,019,519.15	5,779.69	2,025,298.84	544.46	U.S. T-Notes, .125%	09/15/2023
03/24/2023	3,391,000.00	3,265,173.63	3,260,790.89	1,986.92	3,262,777.81	1,796.86	U.S. T-Notes, .250%	03/15/2024
<b>Totals</b>	<b>\$ 15,378,000.00</b>	<b>\$ 14,819,600.23</b>	<b>\$ 15,037,202.36</b>	<b>\$ 32,507.59</b>	<b>\$ 15,069,709.95</b>	<b>\$ 10,736.71</b>		

### Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Cash Available Balance</b>	\$ 6,178,449.88		<b>6,178,449.88</b>
<b>Current Month Receipts</b>		\$ 1,183,939.43	<b>1,183,939.43</b>
<b>Current Month Disbursements</b>		\$ (1,322,789.20)	<b>(1,322,789.20)</b>
<b>Total Cash</b>			<b>\$ 6,039,600.11</b>
<b>Investment Ending Market Value</b>			<b>15,069,709.95</b>
<b>Total Account Balance</b>			<b>21,109,310.06</b>
<b>Operating Reserves</b>			<b>(9,768,368.00)</b>
<b>Ending Balance Available for Operations</b>			<b>\$ 11,340,942.06</b>

Investment Compliance: These investments have been made in compliance with the Commission'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**  
**Real Estate Recovery Trust Account No. 3058 Investments**  
**Current Securities**  
**May 2023**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/15/2022	1,140,000.00	1,108,791.38	1,133,810.15	4,364.07	1,138,174.22	1,315.38	U.S. T-Notes, .250	06/15/2023
09/15/2022	1,092,000.00	1,050,964.69	1,073,145.94	3,071.25	1,076,217.19	289.32	U.S. T-Notes .125	09/15/2023
12/15/2022	633,000.00	605,627.70	615,122.69	840.71	615,963.40	365.19	U.S. T-Notes .125	12/15/2023
03/24/2023	465,000.00	447,745.72	447,144.73	272.46	447,417.19	246.40	U.S. T-Notes, .250	03/15/2024
<b>Totals</b>	<b>\$ 3,330,000.00</b>	<b>\$ 3,213,129.49</b>	<b>\$ 3,269,223.51</b>	<b>\$ 8,548.49</b>	<b>\$ 3,277,772.00</b>	<b>\$ 2,216.29</b>		

	Beginning Balance	Monthly Activity Current Month	Cumulative Totals
<b>Beginning Cash Balance:</b>	612,009.06		<b>612,009.06</b>
<b>Receipts:</b>			
Licenseses' Remittances to Recovery Fund		\$ 25,870.00	
Interest Realized		2,827.72	
Repayments to Recovery Fund (Principal and Interest)		0.00	
Administrative Penalties		33,155.00	
Investments Matured		0.00	
Prior Month Correction		0.00	
Return to Trust		48.00	
<b>Total Received</b>	<b>\$</b>	<b>\$ 61,900.72</b>	<b>\$ 61,900.72</b>
<b>Disbursements:</b>			
Investments Purchased		\$ 0.00	
Accrued Interest Purchased		0.00	
Disbursement to Treasury (GR)		0.00	
Payments from Recovery Fund		0.00	
Administrative Costs		89.38	
<b>Total Disbursed</b>		<b>\$ 89.38</b>	<b>(89.38)</b>
<b>Ending Cash Balance</b>			<b>673,820.40</b>
<b>Investment Ending Market Value</b>			<b>3,277,772.00</b>
<b>Total Account Balance</b>			<b>3,951,592.40</b>
Reserved for Potential Payments Within 90 Days			<b>(527,015.46)</b>
<b>Ending Account Balance</b>			<b>\$ 3,424,576.94</b>

Investment Position: The Fund is capable of meeting all known obligations.  
Investment Compliance: The Investment Policy of the Commission has been followed.

  
Ranada Williams, Investment Officer

  
Melissa Huerta, Alternate Investment Officer

  
Kemya Dean, Alternate Investment Officer

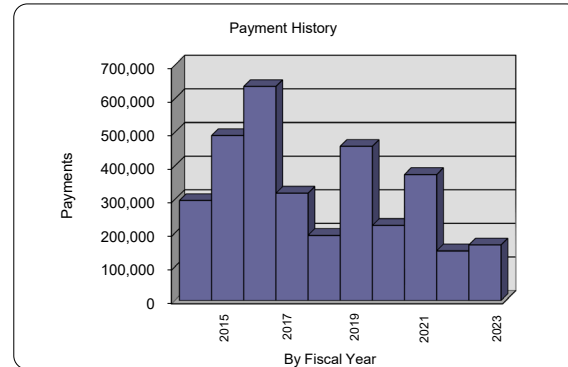
Texas Occ Code, Sec 1101.603(e): On a determination by the commission at any time that the balance in the trust account is less than \$1 million, each license holder at the next license renewal must pay, in addition to the renewal fee, a fee that is equal to the lesser of \$10 or a pro rata share of the amount necessary to obtain a balance in the trust account of \$1.7 million.

**Financial Services Division**  
**Real Estate Recovery Trust Account No. 3058 Investments**  
**Payments and Repayments**  
**May 2023**

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2023-To-Date	Number of Claims FY 2023
January 2021	0.00	0.00	0.00	0.00	0.00	
February 2021	50,000.00	5.45	60.96	0.00	0.00	
March 2021	0.00	22,611.13	3,015.83	0.00	0.00	
April 2021	32,378.86	2.24	3,115.83	32,378.86	0.00	
May 2021	0.00	18,557.97	10,913.08	86.48	0.00	
June 2021	0.00	17,525.48	11,543.08	89.98	0.00	
July 2021	42,207.27	32,619.43	24,349.42	88.87	0.00	
August 2021	0.00	32,252.98	16,921.76	91.95	0.00	
September 2021	7,183.53	24,389.89	2,000.00	93.68	0.00	
October 2021	0.00	32,408.86	10.51	0.00	0.00	
November 2021	50,000.00	0.00	4,500.00	95.03	0.00	
December 2021	0.00	15,494.32	0.00	0.00	0.00	
January 2022	0.00	8.06	0.00	0.00	0.00	
February 2022	0.00	0.00	3,900.00	96.47	0.00	
March 2022	0.00	102.14	2,400.00	87.90	0.00	
April 2022	0.00	0.00	13,327.14	97.23	0.00	
May 2022	25,363.12	0.00	30,250.74	95.06	0.00	
June 2022	0.00	1,360.00	14,150.00	99.03	0.00	
July 2022	15,000.00	1,360.00	23,500.00	97.18	0.00	
August 2022	0.00	0.00	25,667.64	101.08	0.00	
September 2022	0.00	0.00	0.00	102.57	2,341.69	1
October 2022	0.00	750.00	0.00	100.40	0.00	
November 2022	0.00	53,514.04	13,850.00	0.00	0.00	
December 2022	0.00	0.00	27,250.00	0.00	0.00	
January 2023	50,000.00	0.00	0.00	0.00	50,000.00	1
February 2023	91,499.26	1,546.18	16,000.00	423.41	91,499.26	1
March 2023	21,323.58	0.00	9,093.55	98.29	21,323.58	1
April 2023	0.00	21,400.70	15,593.55	93.87	0.00	0
May 2023	0.00	0.00	33,155.00	89.38	0.00	0
<b>Total</b>	<b>384,955.62</b>	<b>275,908.87</b>	<b>304,568.09</b>	<b>34,506.72</b>	<b>165,164.53</b>	<b>4</b>

**Potential Payments\*  
Next 3 Months 527,015.46**

Payment History		
Fiscal Year	# of Payments	Total Payments
thru 2013	712	13,639,550.68
2014	13	297,028.02
2015	15	490,540.91
2016	20	636,691.80
2017	14	319,142.23
2018	7	193,671.65
2019	22	458,766.76
2020	7	223,285.53
2021	11	374,581.34
2022	5	147,546.65
2023	4	165,164.53
<b>Total</b>	<b>830</b>	<b>\$16,945,970.10</b>



\*Potential Payments: Payments could be made in the time periods indicated. Several time/work variables can affect the actual payment dates.

