

ANNUAL REPORT ON MEASURES

Fiscal Year 2000

Submitted to the Executive and Legislative Budget Offices

by

Texas Real Estate Commission

October 2, 2000

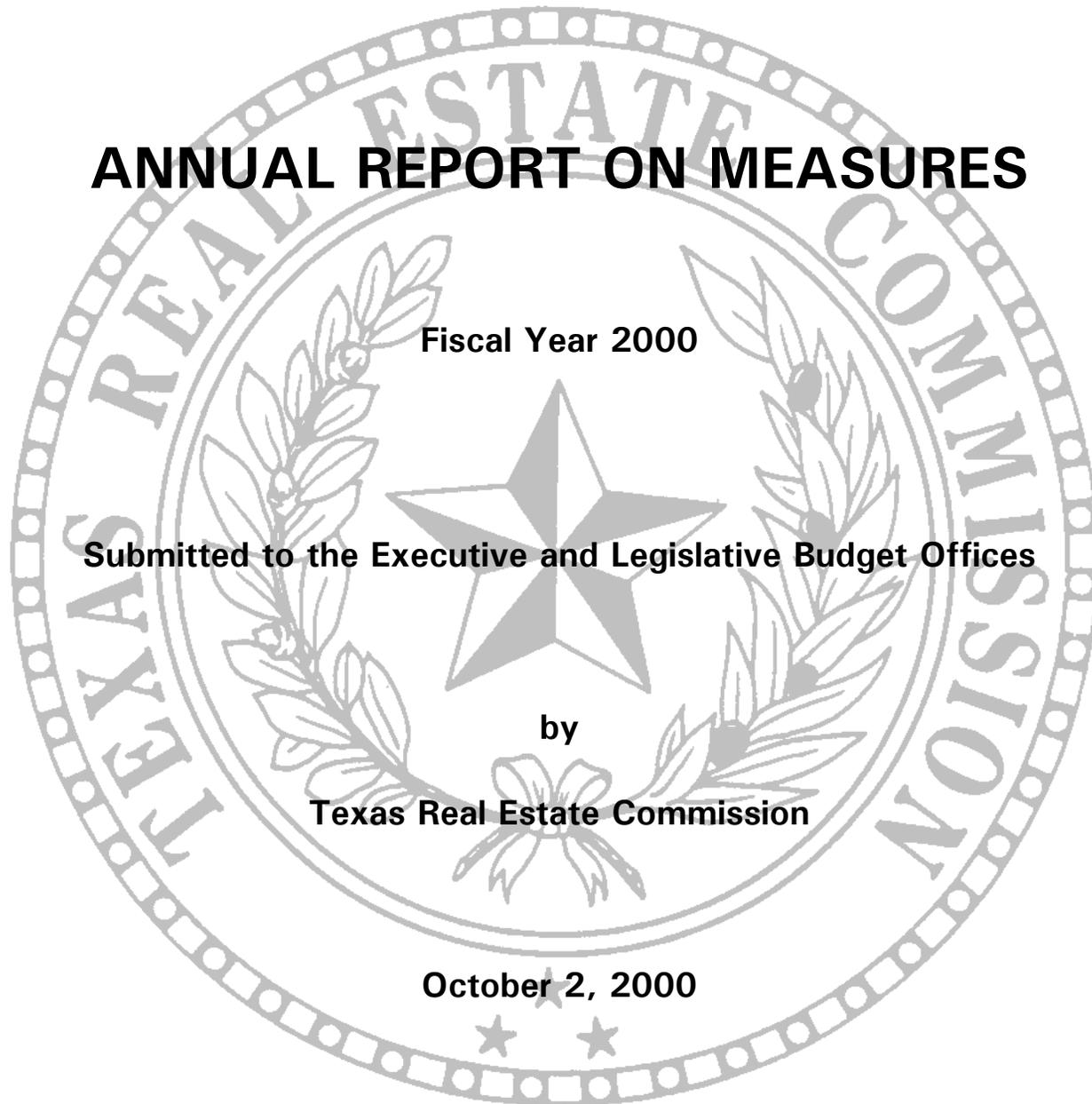


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ANNUAL OUTCOME MEASURES REPORT
FISCAL YEAR 2000 SESSION 076 - R

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AUTOMATED BUDGET AND EVALUATION SYSTEM OF TEXAS (ABEST II)

AGENCY CODE: AGENCY NAME:
 329 REAL ESTATE COMMISSION

GOAL : 01 Determine that TREC applicants meet legal requirements for licensure

OBJECTIVE: 01 Evaluate applicants for honesty/integrity/trustworthiness/competency

OUTCOME MEASURE

TARGETED 2000 PERFORMANCE	ACTUAL PERFORMANCE	% OF ANNUAL TARGET	EXPLANATION OF VARIANCE
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01 Percent of Licensees with No Recent Violations			
99.0	99.0	100.0	

AUTOMATED BUDGET AND EVALUATION SYSTEM OF TEXAS (ABEST II)

 AGENCY CODE: AGENCY NAME:
 329 REAL ESTATE COMMISSION

GOAL : 02 Enforce the TREC laws and rules in a fair and evenhanded manner

OBJECTIVE: 01 Resolve complaints & hold hearings expeditiously

OUTCOME MEASURE

TARGETED 2000 PERFORMANCE	ACTUAL PERFORMANCE	% OF ANNUAL TARGET	EXPLANATION OF VARIANCE	
01	Percentage of Complaints Resolved Resulting in Disciplinary Action	5.0	6.0 120.0 *	The factor that caused the variation (increase) was the higher number of cases resolved with disciplinary action taken in the reporting period. Streamlining procedures and full staffing have allowed TREC to resolve pending cases with administrative proceedings thereby resulting in a higher number of cases resolved with disciplinary action taken. TREC will continue to monitor this measure and the target will be adjusted if the current trend continues.

* = VARIES BY 5% OR MORE FROM TARGET

AUTOMATED BUDGET AND EVALUATION SYSTEM OF TEXAS (ABEST II)

 AGENCY CODE: 329 AGENCY NAME: REAL ESTATE COMMISSION

GOAL : 01 Determine that TREC applicants meet legal requirements for licensure

OBJECTIVE: 01 Evaluate applicants for honesty/integrity/trustworthiness/competency

STRATEGY : 01 Review appns, perform crim checks, administer exams, issue licenses

TARGETED 2000 PERFORMANCE	1ST QTR, 2000 PERFORMANCE	2ND QTR, 2000 PERFORMANCE	3RD QTR, 2000 PERFORMANCE	4TH QTR, 2000 PERFORMANCE	YEAR-TO-DATE PERFORMANCE	% OF ANNUAL TARGET
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OUTPUT MEASURE:

02 Number of New Licenses Issued to Individuals

11,000.0	3,337.0	3,321.0	3,912.0	3,876.0	14,446.0	131.3 *
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03 Number of Licenses Renewed (Individuals)

53,450.0	13,051.0	12,239.0	15,618.0	15,656.0	56,564.0	105.8 *
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EFFICIENCY MEASURE:

02 Average Time for Individual License Issuance

37.0	35.7	41.0	37.0	37.0	37.0	100.0
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* = VARIES BY 5% OR MORE FROM TARGET

OUTPUT AND EFFICIENCY MEASURES REPORT
FOURTH QUARTER REPORT, FISCAL YEAR 2000 076 - R

AUTOMATED BUDGET AND EVALUATION SYSTEM OF TEXAS (ABEST II)

AGENCY CODE: 329 AGENCY NAME: REAL ESTATE COMMISSION

GOAL : 02 Enforce the TREC laws and rules in a fair and evenhanded manner

OBJECTIVE: 01 Resolve complaints & hold hearings expeditiously

STRATEGY : 01 Investigate complaints and resolve valid complaint case

TARGETED 2000 PERFORMANCE	1ST QTR, 2000 PERFORMANCE	2ND QTR, 2000 PERFORMANCE	3RD QTR, 2000 PERFORMANCE	4TH QTR, 2000 PERFORMANCE	YEAR-TO-DATE PERFORMANCE	% OF ANNUAL TARGET
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OUTPUT MEASURE:

01 Number of Complaints Resolved

2,600.0	827.0	1,080.0	1,016.0	266.0	3,189.0	122.7 *
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EFFICIENCY MEASURE:

01 Average Time for Complaint Resolution

140.0	86.0	81.0	94.0	80.0	86.0	61.4 *
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* = VARIES BY 5% OR MORE FROM TARGET

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OUTPUT AND EFFICIENCY MEASURES REPORT
FOURTH QUARTER REPORT, FISCAL YEAR 2000 076 - R

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AUTOMATED BUDGET AND EVALUATION SYSTEM OF TEXAS (ABEST II)

AGENCY CODE: 329 AGENCY NAME: REAL ESTATE COMMISSION

GOAL : 03 To communicate effectively with the public and licensees

OBJECTIVE: 01 Notify 100% of licensees of law/rule chnges w/i 60 days; custmr survey

STRATEGY : 01 Prepare and distribute information describing TREC functions

TARGETED 2000 PERFORMANCE	1ST QTR, 2000 PERFORMANCE	2ND QTR, 2000 PERFORMANCE	3RD QTR, 2000 PERFORMANCE	4TH QTR, 2000 PERFORMANCE	YEAR-TO-DATE PERFORMANCE	% OF ANNUAL TARGET
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OUTPUT MEASURE:

01 Number of Calls Received

330,000.0	88,440.0	91,918.0	97,654.0	91,034.0	369,046.0	111.8 *
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* = VARIES BY 5% OR MORE FROM TARGET

