



## Staff Reports for January 2011

# Texas Real Estate Commission

## Monthly Staff Reports

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## Reception and Communications Services

### Customer Service Statistics

January, 2011

		FY2011		FY2010
<b>RCS Measures</b>	<b>Current Month</b>	<b>YTD Total</b>		<b>Prior YTD Total</b>
Agency Incoming Calls (target - 400,000)	21,287	107,899		147,419

		FY2011		FY2010
<b>Communications Incoming Calls</b>	<b>Monthly Total</b>	<b>YTD Total</b>		<b>Prior YTD Total</b>
CO Lines	16,137	68,206		39,492
TREC 1-800	0	0		44,001
TALCB Local Line	557	2,593		507
TALCB 1-877	0	0		1,405
<b>Total</b>	<b>16,694</b>	<b>70,799</b>		<b>85,405</b>

		FY2011		FY2010
<b>Reception Walk Ins</b>	<b>Monthly Total</b>	<b>YTD Total</b>		<b>Prior YTD Total</b>
Licensing	863	3,862		967
Education	372	1,408		427
Inspector	36	109		18
Enforcement	14	77		36
TALCB Licensing	16	117		32
TALCB Enforcement	4	34		9
<b>Total</b>	<b>1,305</b>	<b>5,607</b>		<b>1,489</b>

		FY2011		FY2010
<b>Communications E-Mail</b>	<b>Current Month</b>	<b>YTD Total</b>		<b>Prior YTD Total</b>
E-mail Inquiries	6,986	30,752		2,903

C1 Report

# Licensing Services Division

Fiscal Year Comparison

Fiscal Year 2011 - Year-to-Date

**JANUARY**

	This YTD 9/10 - 01/11	Last YTD 9/09 - 01/10	Change			
			Count	Percent		
<b>Applications Received</b>						
Broker Original Applications Received	1,121	1,090	31	2.84%		
Sales Original Applications Received	4,880	4,323	557	12.88%		
<b>Total Original Applications</b>	<b>6,001</b>	<b>5,413</b>	<b>588</b>	<b>10.86%</b>		
Broker Reinstatement Applications Received	78	594	-516	-86.87%		
Sales Reinstatement Applications Received	480	5,672	-5,192	-91.54%		
<b>Total Reinstatement Applications Received</b>	<b>558</b>	<b>6,266</b>	<b>-5,708</b>	<b>-91.09%</b>		
<b>Licenses Issued from Applications</b>						
Broker Licenses from Original Applications	548	1,053	-505	-47.96%		
Sales Licenses from Original Applications	2,687	3,541	-854	-24.12%		
<b>Total Licenses from Original Applications</b>	<b>3,235</b>	<b>4,594</b>	<b>-1,359</b>	<b>-29.58%</b>		
Broker Licenses from Reinstatement Applications	50	638	-588	-92.16%		
Sales Licenses from Reinstatement Applications	285	2,991	-2,706	-90.47%		
<b>Total Licenses from Reinstatement Applications</b>	<b>335</b>	<b>3,629</b>	<b>-3,294</b>	<b>-90.77%</b>		
<b>Renewal Activity</b>						
Broker Renewals and Percentage	9,244	86.33%	5,888	77.82%	3,356	8.51%
Salesperson Renewals and Percentage	22,815	72.98%	15,285	63.90%	7,530	9.08%
<b>Total Renewals from Broker and Sales</b>	<b>32,059</b>	<b>76.79%</b>	<b>21,173</b>	<b>67.26%</b>	<b>10,886</b>	<b>9.53%</b>

**NOTE**

Broker and sales reinstatement totals for this YTD are lower because they only include licenses expired > than 1 year. Licenses expired < than 1 year are now reflected in the totals for renewals.

## Licensing Services Division

### Licensees and Registrant Status

January 2011

#### Real Estate Licensees

	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	*Sep-Dec10	Jan 11
<b>Broker Licensees</b>										
Individual (Active)	34,153	34,191	34,249	34,283	34,261	34,247	34,229	34,248		33,639
Corporation (Active)	4,022	4,017	4,012	4,019	4,000	4,001	3,985	3,975		3,963
LLC (Active)	2,866	2,911	2,946	2,991	3,022	3,058	3,088	3,107		3,175
Non-resident (Active)	484	487	485	488	483	484	488	490		554
Partnership (Active)	2	2	2	2	2	2	2	2		1
<b>Total Active Status</b>	<b>41,527</b>	<b>41,608</b>	<b>41,694</b>	<b>41,783</b>	<b>41,768</b>	<b>41,792</b>	<b>41,792</b>	<b>41,822</b>		<b>41,332</b>
Inactive Status	1,677	1,665	1,648	1,617	1,623	1,614	1,614	1,613		1,587
<b>Total Brokers</b>	<b>43,204</b>	<b>43,273</b>	<b>43,342</b>	<b>43,400</b>	<b>43,391</b>	<b>43,406</b>	<b>43,406</b>	<b>43,435</b>		<b>42,919</b>
<b>Sales Licensees</b>										
Active Status	73,587	73,586	74,173	74,571	74,519	73,891	73,898	74,058		71,170
Inactive Status	27,242	27,196	26,954	26,684	26,567	27,184	27,113	26,905		25,741
<b>Total Sales</b>	<b>100,829</b>	<b>100,782</b>	<b>101,127</b>	<b>101,255</b>	<b>101,086</b>	<b>101,075</b>	<b>101,011</b>	<b>100,963</b>		<b>96,911</b>
Total Active	115,114	115,194	115,867	116,354	116,287	115,683	115,690	115,880		112,502
Total Inactive	28,919	28,861	28,602	28,301	28,190	28,798	28,727	28,518		27,328
<b>Total Brokers &amp; Sales</b>	<b>144,033</b>	<b>144,055</b>	<b>144,469</b>	<b>144,655</b>	<b>144,477</b>	<b>144,481</b>	<b>144,417</b>	<b>144,398</b>		<b>139,830</b>

#### Inspectors

	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	*Sep10-Dec10	Jan 11
<b>Inspector Licensees</b>										
Professional Inspectors(active)	2,329	2,323	2,328	2,339	2,323	2310	2290	2271		2096
Professional Inspectors(inactive)	995	997	995	991	976	968	957	951		771
Real Estate Inspectors(active)	105	103	106	105	106	101	95	97		92
Real Estate Inspectors(inactive)	34	34	34	34	32	33	34	33		21
Apprentice Inspectors(active)	56	63	62	68	67	71	72	72		60
Apprentice Inspectors(inactive)	21	19	19	20	17	17	13	15		15
<b>Total Inspectors</b>	<b>3,540</b>	<b>3,539</b>	<b>3,544</b>	<b>3,557</b>	<b>3,521</b>	<b>3,500</b>	<b>3,461</b>	<b>3,439</b>		<b>3,055</b>

#### Easement & Right-of-way Registrants

	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	*Sep10-Dec10	Jan 11
<b>ERW Registrants</b>										
Businesses	37	39	41	41	41	42	42	42		37
Individuals	1,710	1,686	1,659	1,643	1,631	1,667	1,683	1,705		1,749
<b>Total Registrants</b>	<b>1,747</b>	<b>1,725</b>	<b>1,700</b>	<b>1,684</b>	<b>1,672</b>	<b>1,709</b>	<b>1,725</b>	<b>1,747</b>		<b>1,786</b>

#### Total Licensees and Registrants

	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	*Sep10-Dec10	Jan 11
<b>All Licensees &amp; Registrants</b>	<b>149,320</b>	<b>149,319</b>	<b>149,713</b>	<b>149,896</b>	<b>149,670</b>	<b>149,690</b>	<b>149,603</b>	<b>149,584</b>		<b>144,671</b>

\* Totals for this month are not available due to system conversion.

## Education & Licensing Services Division - TREC: L3 Report

### Examination Activity

January 2011

#### Monthly Results

	Salesperson	Broker	R.E. Inspector	Prof. Inspector
Examinations Passed	401	60	1	22
Examinations Failed	328	49	0	19
<b>Examinations Taken</b>	<b>729</b>	<b>109</b>	<b>1</b>	<b>41</b>
Applicants Examined	678	105	1	37
Passed on First Attempt	386	58	0	13
Examination Pass Rate	55.0 %	55.0 %	100.0 %	53.7 %
Applicant Pass Rate	59.1 %	57.1 %	100.0 %	59.5 %
First Attempt Pass Rate	56.9 %	55.2 %	0.0 %	35.1 %

#### Year-to-Date Results

	Salesperson	Broker	R.E. Inspector	Prof. Inspector
Examinations Passed	1946	254	7	72
Examinations Failed	1807	278	2	126
<b>Examinations Taken</b>	<b>3753</b>	<b>532</b>	<b>9</b>	<b>198</b>
Applicants Examined	3028	427	8	131
Passed on First Attempt	1680	221	5	44
Examination Pass Rate	51.9 %	47.7 %	77.8 %	36.4 %
Applicant Pass Rate	64.3 %	59.5 %	87.5 %	55.0 %
First Attempt Pass Rate	55.5 %	51.8 %	62.5 %	33.6 %

## Education & Licensing Services Division - TREC: L4 Report

### Instructor Distribution

as of 2/10/2011

Approved Instructor Distribution	
MCE Electives Only	2,583
Core (can also teach MCE Electives)	1,327
MCE Legal	365
MCE Ethics	366
<b>Total Approved Instructors</b>	<b>4,641</b>

# Standards and Enforcement Services Division

## Case Status

As of January 2011

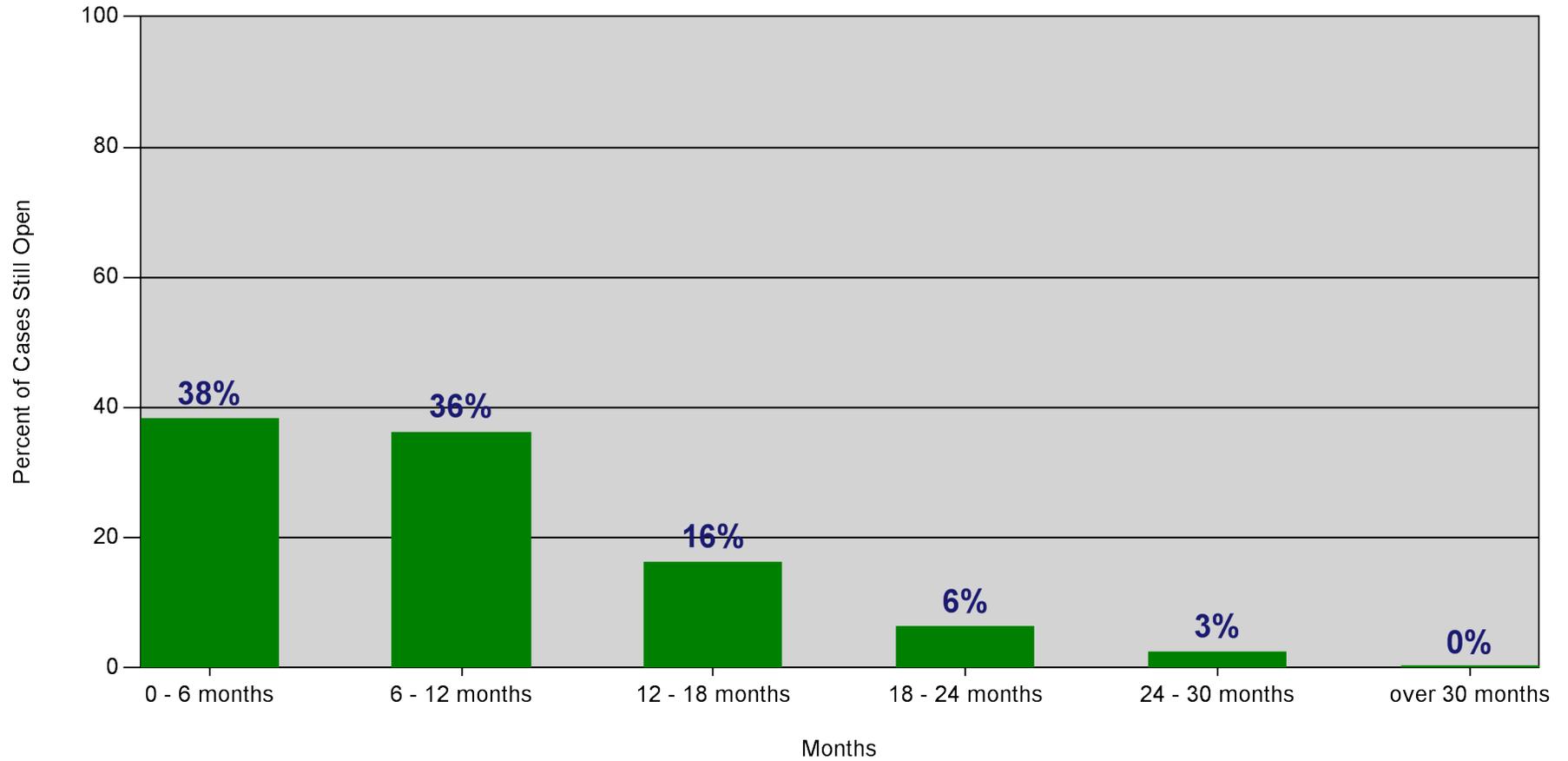
	Sep - 10	Oct - 10	Nov - 10	Dec - 10	Jan - 11	Feb - 11	Mar - 11	Apr - 11	May - 11	Jun - 11	Jul - 11	Aug - 11
<b>Received During Month</b>	<b>179</b>	<b>108</b>	<b>134</b>	<b>137</b>	<b>133</b>							
Broker/Sales	91	68	82	85	74							
Inspector	9	5	4	4	3							
Timeshare	2	2	0	1	4							
Unlicensed Activity	6	2	1	2	5							
Residential Service Company	8	2	8	10	1							
No Jurisdiction	37	20	21	22	18							
Application Investigation	15	6	3	7	23							
MCD Inquiry	3	2	14	1	0							
Other	8	1	0	3	3							
<b>Closed During Month</b>	<b>176</b>	<b>167</b>	<b>154</b>	<b>134</b>	<b>182</b>							
Complaint Withdrawn	2	9	5	5	1							
Cease & Desist Issued	1	0	0	2	6							
Disciplinary Action	48	33	26	22	32							
Failure to Go Forward	14	16	12	6	15							
Insufficient Evidence	27	13	32	24	48							
Matter Settled	6	9	8	21	20							
No Jurisdiction	21	28	26	23	27							
No Violation	3	6	9	11	16							
Application Investigation	8	19	11	6	6							
MCD Inquiries	6	2	4	6	3							
Other	28	12	11	5	5							
Open at Beginning of Month					984							
Received During Month					133							
Closed During Month					182							
<b>Open at End of Month</b>					<b>927</b>							
Received During Fiscal Year					691							
Closed During Fiscal Year					813							

# Standards & Enforcement Services Division - TREC: E2 Report

Open Cases Aging Report

as of 2/11/2011

Open Case Age Report, percent of cases open



## Information Technology Services Division

### Electronic Information Outlet Statistics

As of January 2011

<b>World Wide Web</b>	<b>Latest Fiscal Quarter</b>	<b>Prior Yr Fiscal Quarter</b>	<b>Total Fiscal YTD</b>	<b>Total Prior Fiscal YTD</b>
Total Pages Viewed	8,119,950	6,097,970	14,972,745	12,023,766

<b>TREC E-Mail Notification List</b>	<b>Current Total</b>
Current Subscribers	232,804

<b>Online Transactions</b>	<b>Total Latest Fiscal Quarter</b>	<b>Online Latest Fiscal Quarter</b>	<b>Online Percent</b>	<b>Fiscal YTD Online Percent</b>	<b>Prior Fiscal YTD Online Percent</b>
<b>Applications</b> (Performance Measure: 70%)	<b>1424</b>	<b>46</b>	<b>3.2%</b>	<b>14.8%</b>	<b>81.4%</b>
Broker Application	94	3	3.2%	4.4%	85.3%
Salesperson Application	1238	42	3.4%	15.6%	86.5%
Corporate Application	92	1	1.1%	9.4%	22.3%
<b>Renewals</b> (Performance Measure 80%)	<b>10862</b>	<b>6433</b>	<b>59.2%</b>	<b>64.7%</b>	<b>88.8%</b>
Broker Renewals	2871	1765	61.5%	65.2%	89.2%
Salesperson Renewal	7110	4322	60.8%	65.7%	93.6%
Corporate Renewals	268	138	51.5%	66.9%	91.8%
Limited Liability Company Renewals	239	124	51.9%	69.9%	92.6%
Professional Inspector Renewals	289	47	16.3%	31.6%	26.5%
Real Estate Inspector Renewals	7	1	14.3%	27.3%	27.3%
Apprentice Inspector Renewals	0	0	0.0%	66.7%	0.0%
Easement ROW Business Renewals	0	0	0.0%	42.9%	11.1%
Easement ROW Individual Renewals	78	36	46.2%	63.8%	17.2%

**Staff & Support Services Division  
Agency Financial Statement**

**January 2011**

**THRU 5TH MONTH OF FISCAL YEAR 2011**

<b>STRATEGIES</b>	<b>FY 2011 APPROPRIATION*</b>	<b>5% BUDGET REDUCTION</b>	<b>2.5% BUDGET REDUCTION</b>	<b>REVISED BUDGET</b>	<b>5/12 ANNUAL APPROPRIATION</b>	<b>FIVE MONTHS EXPENDITURES AND A/P</b>	<b>\$ VARIANCE OVER(-) OR UNDER**</b>	<b>% VARIANCE OVER(-) OR UNDER</b>	<b>ENCUMBRANCES</b>
<b>Licensing</b>	\$ 3,277,742.61	\$ (363,238.00)	\$ (98,830.00)	\$ 2,815,674.61	\$ 1,173,197.75	\$ 992,933.51	\$ 180,264.24	15.37%	\$ 223,179.44
<b>Enforcement</b>	1,777,292.47	(73,036.00)	(31,323.00)	1,672,933.47	697,055.61	694,997.41	2,058.20	0.30%	76,375.05
<b>Communication/Information</b>	863,884.00	(88,018.00)	(17,085.00)	758,781.00	316,158.75	318,062.09	(1,903.34)	-0.60%	18,961.95
<b>Indirect Administration</b>	1,630,951.70	(73,892.00)	(34,170.00)	1,522,889.70	634,537.38	546,569.66	87,967.72	13.86%	196,121.01
<b>TOTAL</b>	<b>\$ <u>7,549,870.78</u></b>	<b>\$ <u>(598,184.00)</u></b>	<b>\$ <u>(181,408.00)</u></b>	<b>\$ <u>6,770,278.78</u></b>	<b>\$ <u>2,820,949.49</u></b>	<b>\$ <u>2,552,562.67</u></b>	<b>\$ <u>268,386.82</u></b>	<b>9.51%</b>	<b>\$ <u>514,637.45</u></b>

\* Total appropriations have been increased by \$22,529 for benefit replacement pay.

In the Licensing strategy, subscription fees in the amount of \$96,079 have been collected and remitted to the Texas Online vendor.

In the Licensing strategy, FBI criminal history background check fees in the amount of \$79,560.25 have been collected and accrued to pay DPS.

\*\* Some expenditures are paid at the beginning of the fiscal year, such as computer and software maintenance, worker's compensation premium, etc.

\*\*\* Legislative provision requires the encumbrance of all contractual obligations through the end of the fiscal year. This includes items such as office rent, office equipment leases, or other contractual obligations. Encumbrances are not included in the "Five Months Expenditures and A/P" column.

**Staff Services Division**

**Real Estate Recovery Trust Account No. 971 Investments  
Current Securities**

**January 2011**

Revised 6/2011

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
02/24/2006	100,000.00	102,000.00	100,562.50	(375.00)	100,187.50	2,291.67	U.S. T-Notes, 5.00%	02/15/2011
05/24/2005	300,000.00	318,421.88	308,812.50	(1,125.00)	307,687.50	6,875.00	U.S. T-Notes, 5.00%	08/15/2011
02/28/2007	100,000.00	99,750.00	103,781.25	(312.50)	103,468.75	750.00	U.S. T-Notes, 4.50%	11/30/2011
08/29/2007	200,000.00	205,000.00	210,000.00	(625.00)	209,375.00	4,468.75	U.S. T-Notes, 4.875%	02/15/2012
02/20/2009	200,000.00	222,000.00	212,187.50	(687.50)	211,500.00	1,583.33	U.S. T-Notes, 4.750%	05/31/2012
12/06/2007	100,000.00	104,750.00	106,312.50	(281.25)	106,031.25	2,005.21	U.S. T-Notes, 4.375%	08/15/2012
05/27/2008	100,000.00	101,062.50	105,375.00	(187.50)	105,187.50	562.50	U.S. T-Notes, 3.375%	11/30/2012
02/20/2009	200,000.00	219,250.00	213,687.50	(437.50)	213,250.00	3,552.08	U.S. T-Notes, 3.875%	02/15/2013
04/28/2010	200,000.00	217,625.00	217,750.00	(437.50)	217,312.50	3,895.83	U.S. T-Notes, 4.25%	08/15/2013
08/31/2010	200,000.00	221,375.00	217,875.00	(62.50)	217,812.50	3,666.67	U.S. T-Notes, 4.00%	02/15/2014
08/31/2010	100,000.00	112,406.25	110,343.75	62.50	110,406.25	1,947.92	U.S. T-Notes, 4.25%	08/15/2014
<b>Totals</b>	<b>\$ 1,800,000.00</b>	<b>\$ 1,923,640.63</b>	<b>\$ 1,906,687.50</b>	<b>\$ (4,468.75)</b>	<b>\$ 1,902,218.75</b>	<b>\$ 31,598.96</b>		

	<b>Current Month</b>	<b>Cumulative Totals</b>
<b>Receipts:</b>		
License's Remittances to Recovery Fund	\$ 25,270.00	\$ 6,301,940.08
Interest Realized	0.00	6,015,512.56
Repayments to Recovery Fund (Principal and Interest)	1,087.59	1,112,715.23
Administrative Penalties	2,900.00	848,170.00
<b>Total Received</b>	<b>\$ 29,257.59</b>	<b>\$ 14,278,337.87</b>
<b>Disbursements:</b>		
Investments Purchased (Offset by Matured Security)	\$ 0.00	1,923,640.63
Accrued Interest Purchased	0.00	532.61
Payments from Recovery Fund	100,000.00	11,573,074.64
Rider Disbursements	0.00	13,932.99
<b>Total Disbursed</b>	<b>\$ 100,000.00</b>	<b>\$ 13,511,180.87</b>
<b>Totals</b>	<b>(70,742.41)</b>	<b>767,157.00 *</b>
	<small>(Current Month)</small>	
Reserved for Investment		0.00
Reserved for Potential Payments Within 90 Days		(963,800.00)
<b>Balance</b>		<b>\$ (196,643.00)</b>

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

*Karen Alexander*

Karen Alexander, Investment Officer

*Barbara C Kolb*

Barbara Kolb, Alternate Investment Officer

\* Reconciled Balance includes revenue of \$18,023.88 which was in the Trust & Suspense fund pending transfer.

## Staff Services Division

# Real Estate Recovery Trust Account No. 971 Investments Payments and Repayments

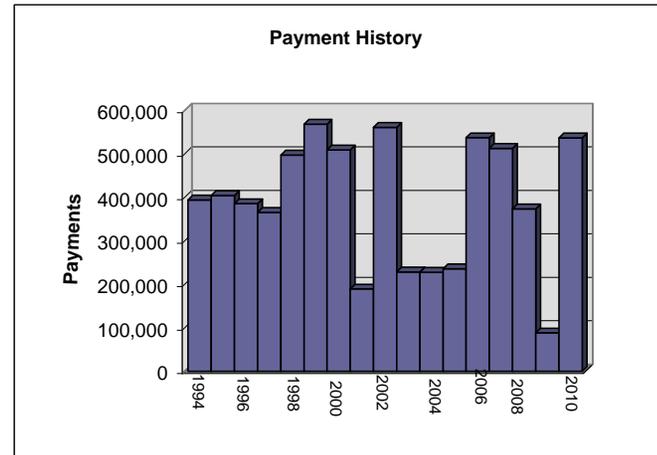
January 2011

Revised 6/2011

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Rider Disbursements	Payments FY2011-To-Date	Number of Payments
January 2010	50,000.00	1,582.18	1,582.18	0.00		
February 2010	31,786.14	1,867.61	4,583.33	57.80		
March 2010	73,847.53	1,984.41	2,283.33	43.00		
April 2010	27,465.00	7,795.06	11,458.33	94.70		
May 2010	0.00	1,876.98	2,708.33	0.00		
June 2010	0.00	1,705.53	6,208.33	0.00		
July 2010	20,627.43	589.70	98,808.38	0.00		
August 2010	23,684.38	1,674.70	6,388.33	93.10		
September 2010	35,610.61	383.70	4,158.33	0.00	35,610.61	1
October 2010	0.00	3,609.23	4,878.33	0.00	0.00	0
November 2010	0.00	(1,243.65)	6,008.33	0.00	0.00	0
December 2010	86,374.69	2,193.87	2,283.34	0.00	86,374.69	2
January 2011	100,000.00	1,087.59	2,900.00	0.00	100,000.00	2
	<b>449,395.78</b>	<b>25,106.91</b>	<b>154,248.87</b>	<b>288.60</b>	<b>221,985.30</b>	<b>5</b>

Payment History		
Fiscal Year	# of Payments	Total Payments
thru 1993	345	4,734,258.62
1994	31	394,466.36
1995	29	404,449.31
1996	26	385,724.99
1997	20	365,445.94
1998	27	497,406.17
1999	21	568,326.88
2000	18	509,279.95
2001	11	189,405.09
2002	19	561,110.81
2003	11	228,924.68
2004	8	227,794.75
2005	8	236,012.61
2006	22	537,356.93
2007	14	512,774.82
2008	12	373,414.95
2009	5	88,299.35
2010	20	536,637.13
<b>Total</b>	<b>647</b>	<b>\$11,351,089.34</b>

**Potential Payments\*  
Next 3 Months 963,800.00**



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

## Staff Services Division

### Real Estate Inspection Recovery Fund No. 0988

January 2011

Revised June 2011

	Monthly Activity			Payment History		
	Beginning Balance	Current Month	Cumulative Totals	Fiscal Year	Number of Payments	Total Payments
<b>Beginning Balance</b>	\$ 639,170.79	\$	\$ 639,170.79	1991	2	\$ 4,309.26
<b>Receipts:</b>				1992	0	0.00
Licensees' Remittances to Recovery Fund		\$ 1,170.00		1993	2	15,000.00
Interest Realized		474.24		1994	5	31,473.40
Repayments		308.43		1995	4	25,668.83
Administrative Penalties		0.00		1996	2	7,500.00
<b>Total Received in Current Month</b>		<u>0.00</u>	<b>\$ 1,952.67</b>	1997	1	7,500.00
<b>Disbursements:</b>				1998	4	30,000.00
Payments from Recovery Fund		\$ 0.00		1999	1	7,500.00
Cash Transfer to General Revenue		34,449.65		2000	6	45,000.00
Rider Disbursements		0.00		2001	0	0.00
<b>Total Disbursed in Current Month</b>		<u>0.00</u>	<b>\$ 34,449.65</b>	2002	2	15,000.00
			<b>\$ 606,673.81</b>	2003	1	7,500.00
<b>Total</b>			<b>\$ 606,673.81</b>	2004	4	32,523.96
			<b>(12,500.00)</b>	2005	5	28,567.39
			<b>\$ 594,173.81</b>	2006	5	49,837.11
				2007	1	12,500.00
				2008	0	0.00
				2009	1	12,500.00
				2010	2	16,205.00
				2011 YTD	0	0.00
				<b>Total</b>		<b>\$ 348,584.95</b>

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

Karen Alexander

Karen Alexander, Investment Officer

Barbara C Kolb

Barbara Kolb, Alternate Investment Officer

\*Reconciled balance includes accrued revenue of \$4,593.68 which consists of fees in the Trust & Suspense fund pending transfer & accrued interest as of 1/31/11.