



Staff Reports for December 2011

Texas Real Estate Commission

Monthly Staff Reports

Contents

Report	Report Description	Division	Director
C1	Customer Service Statistics	Reception and Communications Services	Lorie DeAnda
L1	Fiscal Year Comparison	Education and Licensing Services	Gwen Jackson
L2	Real Estate Licensee Status	Education and Licensing Services	Gwen Jackson
L3	Examination Statistics	Education and Licensing Services	Gwen Jackson
L4	Instructor Distribution	Education and Licensing Services	Gwen Jackson
E1	Case Status	Standards and Enforcement	Kerri Galvin
E2	Open Case Age Report	Standards and Enforcement	Kerri Galvin
I1	Electronic Information Outlet Statistics	Information Technology Services	Tom Watson
I2	Detailed Monthly Online Transactions	Information Technology Services	Tom Watson
S1	Agency Financial Statement	Staff and Support Services	Karen Alexander
S2	Real Estate Recovery Fund Investments - Current Securities	Staff and Support Services	Karen Alexander
S3	Real Estate Recovery Fund Payments and Repayments	Staff and Support Services	Karen Alexander
S4	Inspection Recovery Fund Status	Staff and Support Services	Karen Alexander

Reception and Communications Services

Customer Service Statistics

December 2011

RCS Incoming Calls	Monthly	FY2012	FY2011
	Total	FYTD Total	Prior FYTD Total
CO Lines	17,184	72,924	52,069
TALCB Local Line	1,452	5,507	2,036
Total	18,636	78,431	54,105

Reception Walk Ins	Monthly	FY2012	FY2011
	Total	FYTD Total	Prior FYTD Total
Licensing	445	1,676	2,999
Education	309	765	1,036
Inspector	10	37	73
Enforcement	8	32	63
TALCB Licensing	18	48	101
TALCB Enforcement	1	5	30
Total	791	2,563	4,302

RCS E-Mail	Current Month	FY2012	FY2011
		FYTD Total	Prior FYTD Total
Licensing	4009	14,714	
Education	896	2,577	
Inspector	48	149	
Enforcement	109	559	
TALCB Licensing	98	314	
TALCB Enforcement	16	130	
Total	5,176	18,443	23,766

C1 Report

Education & Licensing Services Division

Fiscal Year Comparison

Fiscal Year 2012 - Year-to-Date

DECEMBER

	This YTD 09/11 - 08/12	*Last YTD 09/10 - 08/11	Change Count	Percent
<i>Applications Received</i>				
Broker Original Applications Received	3,771			
Sales Original Applications Received	3,444			
<i>Total Original Applications</i>	7,215			
Broker Reinstatement Applications Received	58			
Sales Reinstatement Applications Received	342			
<i>Total Reinstatement Applications Received</i>	400			
<i>Licenses Issued from Applications</i>				
Broker Licenses from Original Applications	1,524			
Sales Licenses from Original Applications	5,857			
<i>Total Licenses from Original Applications</i>	7,381			
Broker Licenses from Reinstatement Applications	67			
Sales Licenses from Reinstatement Applications	393			
<i>Total Licenses from Reinstatement Applications</i>	460			
<i>Renewal Activity</i>				
Broker Renewals and Percentage	5,175	79.10%		
Salesperson Renewals and Percentage	10,967	72.73%		
<i>**Total Renewals from Broker and Sales</i>	16,142	74.60%		

***NOTE**

Computer system conversion in September 2010 prevented our ability to capture last YTD totals for the months of September thru December 2010.

**Totals Corrected 3/30/12

Education & Licensing Services Division

Licensee and Registrant Status

DECEMBER

Real Estate Licensees

	*Sep-Dec10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
Broker Licensees													
Individual (Active)		33,639	33,774	33,928	34,079	34,213	34,381	34,175	33,856	33,952	34,097	34,238	33,894
Corporation (Active)		3,963	3,980	4,029	4,056	4,091	4,127	4,046	4,018	4,027	4,048	4,067	3,980
LLC (Active)		3,175	3,204	3,288	3,336	3,409	3,451	3,381	3,404	3,427	3,471	3,512	3,451
Non-resident (Active)		554	557	564	567	575	582	579	563	571	577	586	562
Partnership (Active)		1	1	1	1	1	1	1	1	3	5	6	10
Total Active Status		41,332	41,516	41,810	42,039	42,289	42,542	42,182	41,842	41,980	42,198	42,409	41,897
Inactive Status		1,587	1,585	1,635	1,642	1,674	1,724	1,667	1,508	1,544	1,595	1,636	1,498
Total Brokers		42,919	43,101	43,445	43,681	43,963	44,266	43,849	43,350	43,524	43,793	44,045	43,395
Sales Licensees													
Active Status		71,170	71,485	71,458	72,059	72,460	71,947	70,958	70,805	71,292	71,547	71,544	69,984
Inactive Status		25,741	25,844	26,770	27,084	27,473	29,000	27,746	25,080	25,233	25,882	26,551	24,887
Total Sales		96,911	97,329	98,228	99,143	99,933	100,947	98,704	95,885	96,525	97,429	98,095	94,871
Total Active		112,502	113,001	113,268	114,098	114,749	114,489	113,140	112,647	113,272	113,745	113,953	111,881
Total Inactive		27,328	27,429	28,405	28,726	29,147	30,724	29,413	26,588	26,777	27,477	28,187	26,385
Total Brokers & Sales		139,830	140,430	141,673	142,824	143,896	145,213	142,553	139,235	140,049	141,222	142,140	138,266

Inspectors

	*Sep10-Dec10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
Inspector Licensees													
Professional Inspectors(active)		2,096	2,101	2,126	2,140	2,063	2,106	2,124	2,086	2,106	2,126	2,137	2,099
Professional Inspectors(inactive)		771	779	825	835	778	791	805	782	783	790	800	765
Real Estate Inspectors(active)		92	91	91	92	91	89	95	93	95	93	92	91
Real Estate Inspectors(inactive)		21	22	24	22	17	18	17	16	16	16	18	16
Apprentice Inspectors(active)		60	60	62	64	60	67	65	52	51	55	58	54
Apprentice Inspectors(inactive)		15	15	15	15	14	16	18	17	17	17	18	15
Total Inspectors		3,055	3,068	3,143	3,168	3,023	3,087	3,124	3,046	3,068	3,097	3,123	3,040

Easement & Right-of-way Registrants

	*Sep10-Dec10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
ERW Registrants													
Businesses		37	37	39	39	36	37	37	37	38	37	38	34
Individuals		1,749	1,765	1,929	1,987	1,803	1,913	2,008	2,128	2,175	2,263	2,380	2,055
Total Registrants		1,786	1,802	1,968	2,026	1,839	1,950	2,045	2,165	2,213	2,300	2,418	2,089

Total Licensees and Registrants

	*Sep10-Dec10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
All Licensees & Registrants		144,671	145,300	146,784	148,018	148,758	150,250	147,722	144,446	145,330	146,619	147,681	143,395

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

Education & Licensing Services Division - TREC: L3 Report

Examination Activity

December 2011

Monthly Results

	Salesperson	Broker	R.E. Inspector	Prof. Inspector
Examinations Passed	312	139	2	13
Examinations Failed	272	123	1	7
Examinations Taken	584	262	3	20
Applicants Examined	546	244	3	18
Passed on First Attempt	294	136	2	8
Examination Pass Rate	53.4 %	53.1 %	66.7 %	65.0 %
Applicant Pass Rate	57.1 %	57.0 %	66.7 %	72.2 %
First Attempt Pass Rate	53.8 %	55.7 %	66.7 %	44.4 %

Year-to-Date Results

	Salesperson	Broker	R.E. Inspector	Prof. Inspector
Examinations Passed	1513	425	5	60
Examinations Failed	1349	397	7	69
Examinations Taken	2862	822	12	129
Applicants Examined	2452	714	8	97
Passed on First Attempt	1406	403	5	38
Examination Pass Rate	52.9 %	51.7 %	41.7 %	46.5 %
Applicant Pass Rate	61.7 %	59.5 %	62.5 %	61.9 %
First Attempt Pass Rate	57.3 %	56.4 %	62.5 %	39.2 %

Education & Licensing Services Division

Instructor Distribution

PROPRIETARY SCHOOL (CORE) AND MCE INSTRUCTORS

DECEMBER 2011

Approved Instructor Distribution

	Jan 11	Feb 11	Mar 11	Apr 11	May 11	June 11	July 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12
MCE Electives Only	2,583	2,617	2,669	2,702	2,736	2,753	2,773	2,816	2,863	2,894	2,924	2,938	
Core and MCE Electives	1,327	1,332	1,334	1,341	1,353	1,357	1,359	1,366	1,374	1,384	1,389	1,410	
MCE Legal Update	365	365	365	366	366	375	375	375	374	375	376	405	
MCE Ethics	366	366	366	367	367	376	376	376	375	376	378	405	
Total Approved Instructors	4,641	4,680	4,734	4,776	4,822	4,861	4,883	4,933	4,986	5,029	5,067	5,158	

Standards & Enforcement Services Division

Case Status

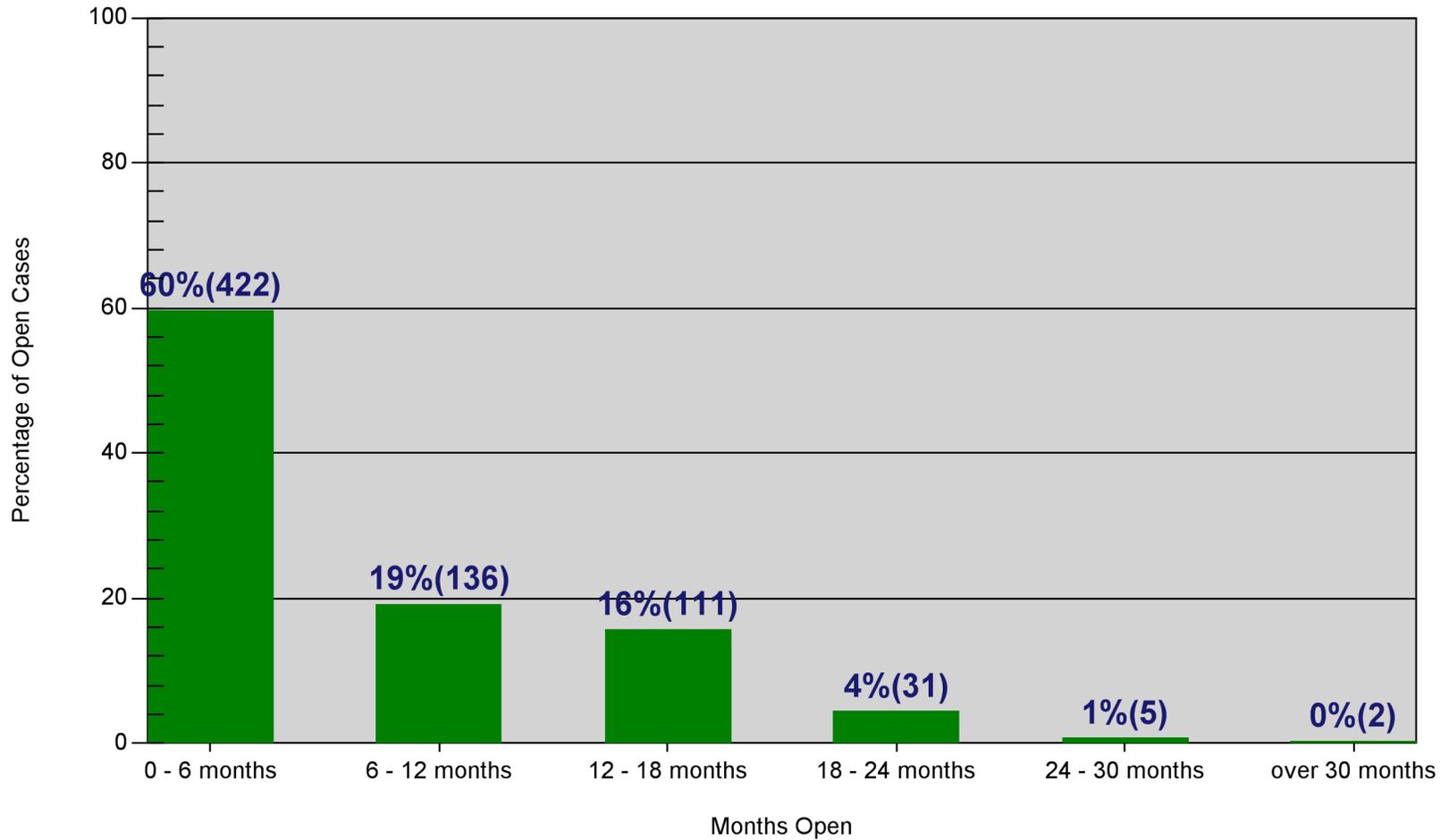
FY 2012

	Sep - 11	Oct - 11	Nov - 11	Dec - 11	Jan - 12	Feb - 12	Mar - 12	Apr - 12	May - 12	Jun - 12	Jul - 12	Aug - 12
Received During Month	181	160	173	154								
Broker/Sales	80	67	81	85								
Inspector	6	5	0	6								
Timeshare	5	5	7	7								
Unlicensed Activity	7	3	4	3								
Residential Service Company	11	11	7	4								
No Jurisdiction	19	15	12	14								
Application Investigation	18	38	50	20								
MCD Inquiry	33	16	11	14								
Other	2	0	1	1								
Closed During Month	189	158	184	176								
Complaint Withdrawn	6	2	7	6								
Cease & Desist Issued	1	7	4	1								
Disciplinary Action	34	39	35	32								
Failure to Go Forward	9	12	9	12								
Insufficient Evidence	25	18	26	18								
Matter Settled	17	16	13	19								
No Jurisdiction	44	17	19	21								
No Violation	10	5	15	15								
Application Investigation	19	19	35	30								
MCD Inquiries	19	17	19	17								
Other	5	6	2	5								
Open at Beginning of Month				729								
Received During Month				154								
Closed During Month				176								
Open at End of Month				707								
Received During Fiscal Year				670								
Closed During Fiscal Year				706								

Standards & Enforcement Services Division - TREC: E2 Report

Open Cases Aging Report

as of 12/30/2011



Information Technology Services Division

Electronic Information Outlet Statistics

As of December 2011

World Wide Web	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	2,320,064	9,259,194	10,592,290

TREC E-Mail Notification List	Current Total
Current Subscribers	232,984

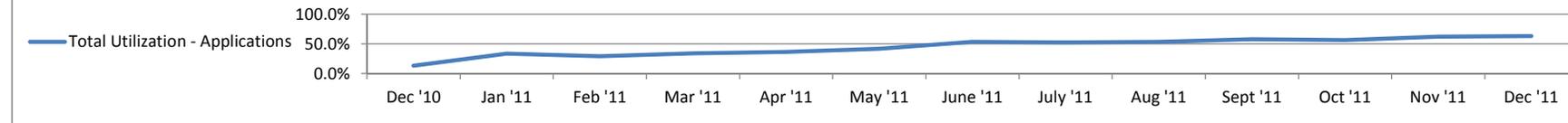
Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	655	428	65.3%	59.5%	7.2%
Broker Application	216	140	64.8%	59.6%	6.4%
Salesperson Application	439	288	65.6%	62.2%	7.3%
Broker Entity Application	62	22	35.5%	32.0%	9.8%
Renewals	4323	3926	90.8%	89.6%	63.1%
Broker Renewals	1176	1046	88.9%	87.3%	63.9%
Salesperson Renewal	2948	2708	91.9%	90.7%	64.0%
Broker Entity Renewal	148	127	85.8%	88.0%	85.1%
Professional Inspector Renewals	22	19	86.4%	78.1%	26.0%
Real Estate Inspector Renewals	0	0		75.0%	26.7%
Apprentice Inspector Renewals	0	0		0.0%	50.0%
Easement ROW Business Renewals	0	0		0.0%	0.0%
Easement ROW Individual Renewals	29	26	89.7%	87.8%	66.1%

Information Technology Services Division Electronic Information Outlet Statistics

December 2011

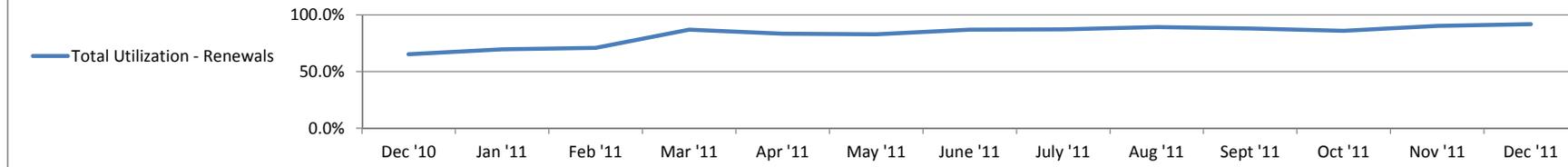
Applications	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11	June '11	July '11	Aug '11	Sept '11	Oct '11	Nov '11	Dec '11
Broker Application	8.7%	21.4%	15.5%	26.7%	37.1%	34.6%	52.4%	50.4%	54.1%	57.1%	52.7%	61.7%	64.8%
Salesperson Application	13.7%	37.1%	33.5%	38.5%	38.4%	47.2%	55.6%	55.9%	57.5%	61.5%	59.3%	64.1%	65.6%
Broker Organization Applications	14.5%	15.9%	13.8%	13.6%	13.5%	24.4%	21.2%	20.0%	33.3%	21.0%	25.4%	44.3%	37.1%
Total Utilization - Applications	13.3%	33.6%	29.2%	33.8%	36.6%	41.7%	53.1%	52.2%	53.6%	57.7%	56.2%	62.3%	62.9%

Utilization Online Application Services



Renewals	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11	June '11	July '11	Aug '11	Sept '11	Oct '11	Nov '11	Dec '11
Broker Renewals	68.4%	70.3%	88.8%	78.7%	77.8%	77.9%	84.4%	87.1%	84.4%	83.0%	88.0%	89.4%	88.9%
Salesperson Renewal	69.4%	72.0%	86.9%	87.5%	85.8%	90.4%	88.9%	90.0%	89.4%	86.9%	91.4%	92.7%	91.9%
Broker Organization Renewal	76.1%	91.8%	81.9%	76.2%	89.2%	80.2%	90.9%	81.5%	93.6%	88.4%	88.4%	89.7%	85.8%
Professional Inspector Renewals	41.3%	51.5%	59.3%	42.1%	43.5%	90.5%	74.5%	66.7%	90.0%	67.9%	72.2%	85.7%	86.4%
Real Estate Inspector Renewals	37.5%	28.6%	0.0%	66.7%	57.1%	100.0%	50.0%	100.0%	50.0%	50.0%	0.0%	100.0%	0.0%
Apprentice Inspector Renewals	50.0%	100.0%		50.0%	33.3%	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Easement ROW Business Renewals		42.9%	100.0%	100.0%	33.3%	54.5%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Easement ROW Individual Renewals	82.8%	60.5%	85.5%	62.7%	66.7%	69.9%	77.1%	83.1%	80.6%	76.0%	90.9%	92.3%	89.7%
Total Utilization - Renewals	65.3%	69.5%	70.8%	86.8%	83.3%	82.8%	86.9%	87.1%	89.1%	85.7%	90.3%	91.7%	90.8%

Utilization Online Renewal Services



Staff & Support Services Division

Budget Status Report

December 2011

Expenditure Category	Budget FY2012	Expenditures as of 12/31/2011	Unexpended Budget Balance	Budget % Remaining 8/12 = 66.6%	Comments
Salaries & Wages	\$4,240,700	\$1,338,205	\$2,902,495	68.4%	
Employee Benefits	1,407,800	350,256	1,057,544	75.1%	Budget for employee enrollment fee of \$42,400 approved at October Commission meeting
Other Personnel Costs	136,200	46,994	89,206	65.5%	
Professional Fees & Services	238,800	46,505	192,295	80.5%	
Consumables	40,000	10,527	29,473	73.7%	
Utilities	12,000	3,685	8,315	69.3%	
Travel	58,700	14,670	44,030	75.0%	
Office Rent	462,200	230,395	231,805	50.2%	Lease requires two payments annually. The next one will be due March 1.
Equipment Rental	29,800	9,876	19,924	66.9%	Transferred \$10,000 budget from Other Operating Expenses
Other Operating Expenses	612,300	70,053	542,247	88.6%	
Subtotal - Operations Expenditures	7,238,500	2,121,165	5,117,335	70.7%	
DPS Criminal History Background Checks	3,000	1,257	1,743	58.1%	
FBI Criminal History Background Checks	1,175,000	355,708	819,292	69.7%	
Texas Online	300,000	98,118	201,882	67.3%	
Contribution to General Revenue	720,000	240,000	480,000	66.7%	Not due until 8/31/12; accrual YTD
Subtotal - Nonoperational Expenditures	2,198,000	695,083	1,502,917	68.4%	
Total Expenditures	\$9,436,500	\$2,816,248	\$6,620,252	70.2%	

Revenue	FY2012 Projected	Revenue Collected as of 12/31/2011	Revenue Remaining to be Collected	Revenue % Remaining 8/12 = 66.6%	Comments
License Fees	\$8,284,460	\$2,501,158	\$5,783,302	69.8%	Fee Increase not effective until 11/1/11; renewals are lower in fall months
FBI Criminal History Background Fees	1,175,000	355,708	819,292	69.7%	
TX Online	300,000	98,118	201,882	67.3%	
E-Newsletter	194,400	60,952	133,448	68.6%	
Total Revenue	\$9,953,860	\$3,015,936	\$6,937,924	69.7%	

Revenue Over/(Under) Expenditures & Transfers	\$517,360	\$199,688			
--	------------------	------------------	--	--	--

Staff Services Division
Real Estate Recovery Trust Account No. 971 Investments
Current Securities
December 2011

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
08/29/2007	200,000.00	205,000.00	201,968.80	(937.60)	201,031.20	3,656.25	U.S. T-Notes, 4.875%	02/15/2012
02/20/2009	200,000.00	222,000.00	204,625.00	(875.00)	203,750.00	791.67	U.S. T-Notes, 4.750%	05/31/2012
12/06/2007	100,000.00	104,750.00	102,984.40	(375.00)	102,609.40	1,640.63	U.S. T-Notes, 4.375%	08/15/2012
05/27/2008	100,000.00	101,062.50	103,195.30	(312.50)	102,882.80	281.25	U.S. T-Notes, 3.375%	11/30/2012
02/20/2009	200,000.00	219,250.00	208,906.20	(718.60)	208,187.60	2,906.25	U.S. T-Notes, 3.875%	02/15/2013
04/28/2010	200,000.00	217,625.00	213,625.00	(468.80)	213,156.20	3,187.50	U.S. T-Notes, 4.25%	08/15/2013
08/31/2010	200,000.00	221,375.00	216,250.00	(687.40)	215,562.60	3,000.00	U.S. T-Notes, 4.00%	02/15/2014
08/31/2010	100,000.00	112,406.25	110,437.50	(234.40)	110,203.10	1,593.75	U.S. T-Notes, 4.25%	08/15/2014
Totals	\$ 1,300,000.00	\$ 1,403,468.75	\$ 1,361,992.20	\$ (4,609.30)	\$ 1,357,382.90	\$ 17,057.30		

	Current Month	Cumulative Totals
Receipts:		
License's Remittances to Recovery Fund	\$ 9,540.00	\$ 6,517,080.08
Interest Realized	44.68	6,075,650.14
Repayments to Recovery Fund (Principal and Interest)	(200.18)	1,129,396.88
Administrative Penalties	7,740.00	932,298.40
Total Received	\$ 17,124.50	\$ 14,654,425.50
Disbursements:		
Investments Purchased (Offset by Matured Security)	\$ 0.00	1,403,468.75
Accrued Interest Purchased	0.00	0.00
Payments from Recovery Fund	44,788.35	12,460,833.49
Administrative Costs	40.54	14,870.19
Total Disbursed	\$ 44,828.89	\$ 13,879,172.43
Totals	(27,704.39)	775,253.07
	(Current Month)	
Reserved for Investment		0.00
Reserved for Potential Payments Within 90 Days		(600,500.00)
Balance		\$ 174,753.07

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



Karen Alexander, Investment Officer



Barbara Kolb, Alternate Investment Officer

Staff Services Division

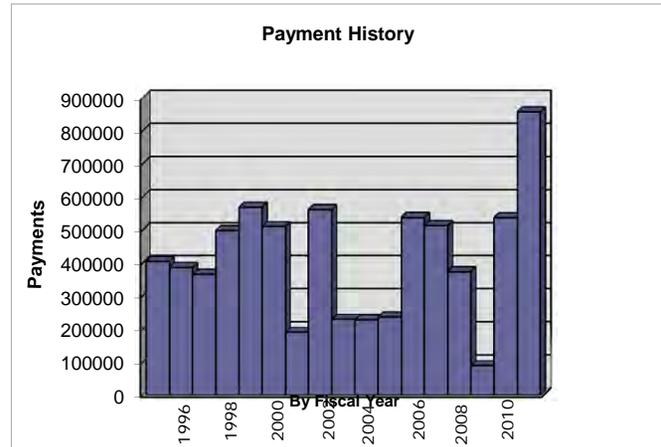
Real Estate Recovery Trust Account No. 971 Investments Payments and Repayments

December 2011

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Rider/Admin Costs	Payments FY2012-To-Date	Number of Payments
December 2010	86,374.69	2,193.87	2,283.34	0.00	0.00	0
January 2011	100,000.00	1,087.59	2,900.00	0.00	0.00	0
February 2011	132,678.68	1,207.12	3,616.00	0.00	0.00	0
March 2011	0.00	1,405.08	5,500.00	358.70	0.00	0
April 2011	37,066.15	4,635.64	3,942.41	0.00	0.00	0
May 2011	100,000.00	1,096.01	5,083.41	255.20	0.00	0
June 2011	245,322.27	1,145.91	11,084.00	0.44	0.00	0
July 2011	119,790.63	275.00	6,758.33	112.00	0.00	0
August 2011	0.00	3,237.89	11,658.41	3.63	0.00	0
September 2011	70,980.79	1,348.00	11,442.43	91.10	70,980.79	4
October 2011	37,131.98	(144.64)	4,447.57	0.00	37,131.98	2
November 2011	100,000.00	2,675.82	12,855.84	75.59	100,000.00	2
December 2011	44,788.35	(200.18)	7,740.00	40.54	44,788.35	3
	1,074,133.54	19,963.11	89,311.74	937.20	252,901.12	11

Payment History		
Fiscal Year	# of Payments	Total Payments
thru 1994	376	5,128,724.98
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
2011	19	856,843.03
Total	666	\$12,207,932.37

Potential Payments*
Next 3 Months **600,500.00**



*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

December 2011 - Revised

	Monthly Activity			Payment History		
	Beginning Balance	Current Month	Cumulative Totals	Fiscal Year	Number of Payments	Total Payments
Beginning Balance	\$ 607,885.97		\$ 607,885.97	1991	2	\$ 4,309.26
Receipts:				1992	0	0.00
Licensees' Remittances to Recovery Fund		\$ 1,300.00		1993	2	15,000.00
Interest Realized		11.85		1994	5	31,473.40
Repayments		888.36		1995	4	25,668.83
Administrative Penalties		0.00		1996	2	7,500.00
Total Received in Current Month		<u>2,200.21</u>	\$ 2,200.21	1997	1	7,500.00
Disbursements:				1998	4	30,000.00
Payments from Recovery Fund	\$ 0.00			1999	1	7,500.00
Cash Transfer to General Revenue		0.00		2000	6	45,000.00
Rider Disbursements		39.68		2001	0	0.00
Total Disbursed in Current Month		<u>39.68</u>	\$ 39.68	2002	2	15,000.00
Total			\$ 610,046.50	2003	1	7,500.00
Reserved for Payment within 90 Days			(12,500.00)	2004	4	32,523.96
Unobligated Fund Balance			<u>\$ 597,546.50</u>	2005	5	28,567.39
				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	2	25,000.00
				2012 YTD	0	0.00
				Total		<u>\$ 373,584.95</u>

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