

The seal of the Texas Real Estate Commission is a circular emblem. It features a central five-pointed star surrounded by a wreath of olive and oak branches. The words "TEXAS REAL ESTATE COMMISSION" are inscribed around the perimeter of the seal. At the bottom, there are three stars.

ANNUAL REPORT ON MEASURES

Fiscal Year 2001

Submitted to the Executive and Legislative Budget Offices

by

Texas Real Estate Commission

October 1, 2001

ABIQ40C

ANNUAL OUTCOME MEASURES REPORT
FISCAL YEAR 2001 SESSION 076 - R

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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

OUTCOME MEASURE

TARGETED 2001 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	

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ANNUAL OUTCOME MEASURES REPORT
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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

OUTCOME MEASURE

TARGETED 2001 PERFORMANCE	ACTUAL PERFORMANCE	% OF ANNUAL TARGET	EXPLANATION OF VARIANCE

01 Percentage of Complaints Resolved Resulting in Disciplinary Action 5.0	4.87	97.4	

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AUTOMATED BUDGET AND EVALUATION SYSTEM OF TEXAS (ABEST II)

AGENCY CODE: AGENCY NAME:
 329 REAL ESTATE COMMISSION

GOAL : 04 Implement and enforce TALCA and distribute information

OBJECTIVE: 01 Increase number of appraisers to facilitate free flow of commerce

OUTCOME MEASURE

TARGETED 2001 PERFORMANCE	ACTUAL PERFORMANCE	% OF ANNUAL TARGET	EXPLANATION OF VARIANCE
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02 Percent of Licensed or Certified Appraisers with No Recent Violations			
97.5	99.1	101.6	

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 2001 PERFORMANCE	1ST QTR, 2001 PERFORMANCE	2ND QTR, 2001 PERFORMANCE	3RD QTR, 2001 PERFORMANCE	4TH QTR, 2001 PERFORMANCE	YEAR-TO-DATE PERFORMANCE	% OF ANNUAL TARGET
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OUTPUT MEASURE:

02 Number of New Licenses Issued to Individuals

10,750.0	3,663.0	3,125.0	4,048.0	4,268.0	15,104.0	140.5 *
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03 Number of Licenses Renewed (Individuals)

53,000.0	13,411.0	11,811.0	15,454.0	15,630.0	56,306.0	106.2 *
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EFFICIENCY MEASURE:

02 Average Time for Individual License Issuance

37.0	37.9	40.0	37.3	34.6	38.0	102.7
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* = 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 : 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 2001 PERFORMANCE	1ST QTR, 2001 PERFORMANCE	2ND QTR, 2001 PERFORMANCE	3RD QTR, 2001 PERFORMANCE	4TH QTR, 2001 PERFORMANCE	YEAR-TO-DATE PERFORMANCE	% OF ANNUAL TARGET
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OUTPUT MEASURE:

01 Number of Complaints Resolved

2,750.0	799.0	733.0	786.0	825.0	3,143.0	114.3 *
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EFFICIENCY MEASURE:

01 Average Time for Complaint Resolution

140.0	83.0	98.0	89.0	86.0	89.0	63.6 *
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* = VARIES BY 5% OR MORE FROM TARGET

ABIPROC

OUTPUT AND EFFICIENCY MEASURES REPORT
FOURTH QUARTER REPORT, FISCAL YEAR 2001 076 - R

DATE: 09/27/01
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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 2001 PERFORMANCE	1ST QTR, 2001 PERFORMANCE	2ND QTR, 2001 PERFORMANCE	3RD QTR, 2001 PERFORMANCE	4TH QTR, 2001 PERFORMANCE	YEAR-TO-DATE PERFORMANCE	% OF ANNUAL TARGET
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OUTPUT MEASURE:

01 Number of Calls Received

330,000.0	96,865.0	85,097.0	82,299.0	89,612.0	353,873.0	107.2 *
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* = 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 : 04 Implement and enforce TALCA and distribute information
 OBJECTIVE: 01 Increase number of appraisers to facilitate free flow of commerce
 STRATEGY : 01 Process applications; license applicants

TARGETED 2001 PERFORMANCE	1ST QTR, 2001 PERFORMANCE	2ND QTR, 2001 PERFORMANCE	3RD QTR, 2001 PERFORMANCE	4TH QTR, 2001 PERFORMANCE	YEAR-TO-DATE PERFORMANCE	% OF ANNUAL TARGET
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OUTPUT MEASURE:

01 Number of New Licenses and Certifications Issued to Individuals	200.0	85.0	73.0	73.0	72.0	303.0	151.5 *
02 Number of Licenses and Certifications Renewed (Individuals)	1,960.0	380.0	440.0	799.0	404.0	2,023.0	103.2

* = VARIES BY 5% OR MORE FROM TARGET

ABIPROC

OUTPUT AND EFFICIENCY MEASURES REPORT
FOURTH QUARTER REPORT, FISCAL YEAR 2001 076 - R

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AUTOMATED BUDGET AND EVALUATION SYSTEM OF TEXAS (ABEST II)

AGENCY CODE: 329 AGENCY NAME: REAL ESTATE COMMISSION

GOAL : 04 Implement and enforce TALCA and distribute information

OBJECTIVE: 02 Resolve TALCB complaints in a timely manner

STRATEGY : 01 Investigate and resolve complaints; impose penalties as appropriate

TARGETED 2001 1ST QTR, 2001 2ND QTR, 2001 3RD QTR, 2001 4TH QTR, 2001 YEAR-TO-DATE % OF ANNUAL
PERFORMANCE PERFORMANCE PERFORMANCE PERFORMANCE PERFORMANCE PERFORMANCE TARGET

OUTPUT MEASURE:

01 Complaints Resolved

60.0 6.0 11.0 18.0 23.0 58.0 96.7

EFFICIENCY MEASURE:

02 Average Time for Complaint Resolution

200.0 124.9 130.0 209.0 170.0 87.0 43.5 *

* = VARIES BY 5% OR MORE FROM TARGET

