



## **Staff Reports for August 2016**

# Texas Real Estate Commission

## Monthly Staff Reports

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## Reception and Communications Services

### Customer Service Statistics

August 2016

<b>RCS Incoming Calls</b>	<b>FY2016</b>		<b>FY2015</b>
	<b>Monthly</b>	<b>FYTD</b>	<b>Prior FYTD</b>
	<b>Total</b>	<b>Total</b>	<b>Total</b>
CO Lines	18,900	219,012	216,517
TALCB Local Line	1,149	13,467	14,205
<b>Total</b>	<b>20,049</b>	<b>232,479</b>	<b>230,722</b>

<b>Reception Walk Ins</b>	<b>FY2016</b>		<b>FY2015</b>
	<b>Monthly</b>	<b>FYTD</b>	<b>Prior FYTD</b>
	<b>Total</b>	<b>Total</b>	<b>Total</b>
Licensing	112	1,645	2,086
Education	45	380	699
Inspector	17	148	134
Enforcement	9	132	165
TALCB Licensing	15	68	63
TALCB Enforcement	4	20	5
<b>Total</b>	<b>202</b>	<b>2,393</b>	<b>3,152</b>

<b>RCS E-mail</b>	<b>FY2016</b>		<b>FY2015</b>
	<b>Monthly</b>	<b>FYTD</b>	<b>Prior FYTD</b>
	<b>Total</b>	<b>Total</b>	<b>Total</b>
Licensing	6,193	61,925	58,730
Education	1,314	15,666	13,163
Inspector	61	512	1,090
Enforcement	120	1,611	1,029
TALCB Licensing	241	3,850	2,603
TALCB Enforcement	14	224	103
<b>Total</b>	<b>7,943</b>	<b>83,788</b>	<b>76,718</b>

C1 Report

### Customer Service Surveys

<b>FY2016</b>	<b>Surveys Received</b>	<b>Responded by Email</b>	<b>Responded by Phone</b>	<b>Anonymous (No Contact Info)</b>
<b>September</b>	14	10	1	3
<b>October</b>	17	9	1	7
<b>November</b>	15	7	3	5
<b>December</b>	21	9	3	9
<b>January</b>	46	14	11	21
<b>February</b>	35	17	2	16
<b>March</b>	41	18	1	18
<b>April</b>	33	10	4	19
<b>May</b>	23	8	7	8
<b>June</b>	26	10	0	16
<b>July</b>	28	10	2	16
<b>August</b>	20	12	0	8
<b>Grand Total</b>	<b>319</b>	<b>134</b>	<b>35</b>	<b>146</b>

# FY2016 CALL AVERAGES

MIN:SEC

■ Average Length of Call ■ Average Hold Time



## Education & Licensing Services Division

### Fiscal Year Comparison

#### Fiscal Year 2016 - Year-to-Date

#### AUGUST

	This YTD 09/15 - 08/16	Last YTD 09/14- 08/15	Change Count	Percent
<b><i>Applications Received</i></b>				
Broker Original Applications Received	2,670	2,083	587	28.18%
Sales Agent Original Applications Received	22,715	20,724	1,991	9.61%
<b><i>Total Original Applications</i></b>	<b>25,385</b>	<b>22,807</b>	<b>2,578</b>	<b>11.30%</b>
Broker Reinstatement Applications Received	241	239	2	0.84%
Sales Agent Reinstatement Applications Received	958	1,051	-93	-8.85%
<b><i>Total Reinstatement Applications Received</i></b>	<b>1,199</b>	<b>1,290</b>	<b>-91</b>	<b>-7.05%</b>
<b><i>Licenses Issued from Applications</i></b>				
Broker Licenses from Original Applications	2,235	1,985	250	12.59%
Sales Agent Licenses from Original Applications	21,860	19,883	1,977	9.94%
<b><i>Total Licenses from Original Applications</i></b>	<b>24,095</b>	<b>21,868</b>	<b>2,227</b>	<b>10.18%</b>
Broker Licenses from Reinstatement Applications	241	248	-7	-2.82%
Sales Agent Licenses from Reinstatement Applications	965	1,063	-98	-9.22%
<b><i>Total Licenses from Reinstatement Applications</i></b>	<b>1,206</b>	<b>1,311</b>	<b>-105</b>	<b>-8.01%</b>

	This YTD	% Renewed	Last YTD	% Renewed
<b><i>Renewal Activity</i></b>				
Broker Renewals and Percentage	19,528	89.90%	19,809	86.71%
Sales Agent Renewals and Percentage	38,697	79.67%	41,021	79.64%
<b><i>**Total Renewals from Broker and Sales</i></b>	<b>58,225</b>	<b>82.62%</b>	<b>60,830</b>	<b>81.81%</b>

## Education & Licensing Services Division

### Fiscal Year Comparison

#### Fiscal Year 2016 - Year-to-Date

#### AUGUST

	This YTD 09/15 - 08/16	Last YTD 09/14 - 08/15	Count	Change Percent
<b><u>Applications Received</u></b>				
Professional Inspector Original Applications Received	772	516	256	49.61%
Real Estate Inspector Original Applications Received	35	30	5	16.67%
Apprentice Inspector Original Applications Received	74	86	-12	-13.95%
<b>Total Original Applications</b>	<b>881</b>	<b>632</b>	<b>249</b>	<b>39.40%</b>
Professional Inspector Reinstatement Applications	43	23	20	86.96%
Real Estate Inspector Reinstatement Applications	0	3	-3	-100.00%
Apprentice Inspector Reinstatement Applications	4	5	-1	-20.00%
<b>Total Reinstatement Applications Received</b>	<b>47</b>	<b>31</b>	<b>16</b>	<b>51.61%</b>
<b><u>Licenses Issued from Applications</u></b>				
Professional Inspector Licenses from Original Applications	641	465	176	37.85%
Real Estate Inspector Licenses from Original Applications	36	29	7	24.14%
Apprentice Inspector Licenses from Original Applications	77	79	-2	-2.53%
<b>Total Licenses from Original Applications</b>	<b>754</b>	<b>573</b>	<b>181</b>	<b>31.59%</b>
Professional Inspector Licenses from Reinstatement Applications	34	30	4	13.33%
Real Estate Inspector Licenses from Reinstatement Applications	0	3	-3	-100.00%
Apprentice Inspector Licenses from Reinstatement Applications	4	4	0	0.00%
<b>Total Licenses from Reinstatement Applications</b>	<b>38</b>	<b>37</b>	<b>1</b>	<b>2.70%</b>

	This YTD	% Renewed	Last YTD	% Renewed
<b><u>Renewal Activity</u></b>				
Professional Inspector Renewals and Percentage	957	78.19%	1,019	64.90%
Real Estate Inspector Renewals and Percentage	35	71.43%	40	68.97%
Apprentice Inspector Renewals and Percentage	9	23.08%	26	41.94%
<b>**Total Renewals from Inspectors</b>	<b>1,001</b>	<b>76.29%</b>	<b>1,085</b>	<b>64.20%</b>

## Education & Licensing Services Division

### License Holder and Registrant Status

**AUGUST 2016**

Real Estate License Holders													
	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
<b>Brokers</b>													
Individual (Active)	33,788	33,725	33,731	33,698	33,648	33,635	33,642	33,625	33,583	33,517	33,475	33,452	33,437
Corporation (Active)	3,731	3,716	3,722	3,720	3,722	3,729	3,726	3,726	3,719	3,721	3,745	3,757	3,744
LLC (Active)	4,928	4,963	4,996	5,012	5,069	5,124	5,163	5,202	5,245	5,291	5,348	5,411	5,442
Non-resident (Active)	592	591	599	600	601	600	603	600	600	603	600	599	596
Partnership (Active)	83	85	85	82	83	82	81	81	83	83	82	82	80
<b>Total Active Status</b>	<b>43,122</b>	<b>43,080</b>	<b>43,133</b>	<b>43,112</b>	<b>43,123</b>	<b>43,170</b>	<b>43,215</b>	<b>43,234</b>	<b>43,230</b>	<b>43,215</b>	<b>43,250</b>	<b>43,301</b>	<b>43,299</b>
Inactive Status	1,420	1,397	1,387	1,401	1,418	1,439	1,465	1,500	1,500	1,515	1,532	1,538	1,535
<b>Total Brokers</b>	<b>44,542</b>	<b>44,477</b>	<b>44,520</b>	<b>44,513</b>	<b>44,541</b>	<b>44,609</b>	<b>44,680</b>	<b>44,734</b>	<b>44,730</b>	<b>44,730</b>	<b>44,782</b>	<b>44,839</b>	<b>44,834</b>
<b>Sales Agents</b>													
Active Status	88,115	88,941	89,656	89,725	89,898	90,018	91,281	92,435	93,636	94,509	94,730	95,634	96,609
Inactive Status	26,645	26,489	26,812	27,475	27,555	28,134	27,703	27,660	27,425	27,307	28,128	27,926	27,581
<b>Total Sales Agents</b>	<b>114,760</b>	<b>115,430</b>	<b>116,468</b>	<b>117,200</b>	<b>117,453</b>	<b>118,152</b>	<b>118,984</b>	<b>120,095</b>	<b>121,061</b>	<b>121,816</b>	<b>122,858</b>	<b>123,560</b>	<b>124,190</b>
Total Active	131,237	132,021	132,789	132,837	133,021	133,188	134,496	135,669	136,866	137,724	137,980	138,935	139,908
Total Inactive	28,065	27,886	28,199	28,876	28,973	29,573	29,168	29,160	28,925	28,822	29,660	29,464	29,116
<b>Total Brokers/Sales Agents</b>	<b>159,302</b>	<b>159,907</b>	<b>160,988</b>	<b>161,713</b>	<b>161,994</b>	<b>162,761</b>	<b>163,664</b>	<b>164,829</b>	<b>165,791</b>	<b>166,546</b>	<b>167,640</b>	<b>168,399</b>	<b>169,024</b>
Inspector License Holders													
	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
Professional Inspectors(active)	2,433	2,446	2,489	2,495	2,536	2,569	2,595	2,619	2,661	2,689	2,707	2,733	2,763
Real Estate Inspectors (active)	125	123	124	124	123	121	126	130	138	134	136	138	140
Apprentice Inspectors(active)	122	127	130	132	134	139	141	138	135	130	127	132	131
Professional Inspectors(inactive)	477	470	465	481	490	497	493	499	509	507	514	514	516
Real Estate Inspectors(inactive)	14	14	12	14	14	16	16	16	16	16	17	17	16
Apprentice Inspectors(inactive)	25	22	21	20	20	19	19	19	19	20	18	18	20
<b>Total Active</b>	<b>2,680</b>	<b>2,696</b>	<b>2,743</b>	<b>2,751</b>	<b>2,793</b>	<b>2,829</b>	<b>2,862</b>	<b>2,887</b>	<b>2,934</b>	<b>2,953</b>	<b>2,970</b>	<b>3,003</b>	<b>3,034</b>
<b>Total Inactive</b>	<b>516</b>	<b>506</b>	<b>498</b>	<b>515</b>	<b>524</b>	<b>532</b>	<b>528</b>	<b>534</b>	<b>544</b>	<b>543</b>	<b>549</b>	<b>549</b>	<b>552</b>
<b>Total Inspectors</b>	<b>3,196</b>	<b>3,202</b>	<b>3,241</b>	<b>3,266</b>	<b>3,317</b>	<b>3,361</b>	<b>3,390</b>	<b>3,421</b>	<b>3,478</b>	<b>3,496</b>	<b>3,519</b>	<b>3,552</b>	<b>3,586</b>
Easement & Right-of-way Registrants													
	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
<b>ERW Registrants</b>													
Businesses	44	46	45	45	46	44	46	47	46	47	49	49	51
Individuals	2,145	2,169	2,173	2,193	2,202	2,169	2,222	2,209	2,098	2,081	2,061	2,043	2,065
<b>Total Registrants</b>	<b>2,189</b>	<b>2,215</b>	<b>2,218</b>	<b>2,238</b>	<b>2,248</b>	<b>2,213</b>	<b>2,268</b>	<b>2,256</b>	<b>2,144</b>	<b>2,128</b>	<b>2,110</b>	<b>2,092</b>	<b>2,116</b>
Total License Holders and Registrants													
	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
<b>License Holders &amp; Registrants</b>	<b>164,687</b>	<b>165,324</b>	<b>166,447</b>	<b>167,217</b>	<b>167,559</b>	<b>168,335</b>	<b>169,322</b>	<b>170,506</b>	<b>171,413</b>	<b>172,170</b>	<b>173,269</b>	<b>174,043</b>	<b>174,726</b>

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

### Real Estate Examination Activity - YTD Comparison

AUGUST 2016

Year-to-Date Comparison	2016		2015	
<b>Real Estate</b>				
	<u>Sales Agent</u>	<u>Broker</u>	<u>Sales Agent</u>	<u>Broker</u>
Examinations Passed	17,628	680	15,772	535
Examinations Failed	17,130	648	16,405	572
<b>Examinations Taken</b>	<b>34,758</b>	<b>1,328</b>	<b>32,177</b>	<b>1,107</b>
Applicants Examined	21,190	806	18,440	647
Passed on First Attempt	11,177	419	9,862	346
Examination Pass Rate	50.7%	51.2%	49.0%	48.3%
Applicant Pass Rate	83.2%	84.4%	85.5%	82.7%
First Attempt Pass Rate	52.7%	52.0%	53.5%	53.5%
Year-to-Date Comparison	2016		2015	

### Inspectors

	<u>R.E. Inspector</u>	<u>Prof. Inspector</u>	<u>R.E. Inspector</u>	<u>Prof. Inspector</u>
Examinations Passed	37	527	35	379
Examinations Failed	63	528	46	324
<b>Examinations Taken</b>	<b>100</b>	<b>1,055</b>	<b>81</b>	<b>703</b>
Applicants Examined	60	695	55	488
Passed on First Attempt	15	356	26	277
Examination Pass Rate	37.0%	50.0%	43.2%	53.9%
Applicant Pass Rate	61.7%	75.8%	63.6%	77.7%
First Attempt Pass Rate	25.0%	51.2%	47.3%	56.8%

## Education & Licensing Services Division - L4 Report

### Instructor Distribution

#### AUGUST 2016

#### Approved Real Estate Instructor Distribution

	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	June 16	July 16	Aug 16
CE Electives Only - Real Estate	2,784	2,806	2,843	2,852	2,876	2,888	2,914	2,953	2,978	3,021	3,056	3,092	3,093
Qualifying and CE Electives	1,314	1,324	1,335	1,348	1,359	1,361	1,367	1,372	1,387	1,387	1,385	1,386	1,376
CE Legal Update*	497	497	497	497	497	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
CE Ethics*	497	497	497	497	497	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Broker Responsibility	260	261	262	262	267	267	267	267	267	267	268	268	268
CE Legal Update I and II						540	541	544	544	557	556	555	553

\*CE Legal Update and CE Ethics expired 12/31/15 and were renamed CE Legal Update I and II effective 1/1/16

#### Approved Inspector Instructor Distribution

	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	June 16	July 16	Aug 16
ICE Electives Only - Inspector	23	24	24	26	31	32	35	38	35	35	31	32	33
Qualifying and ICE Electives	96	104	101	92	89	90	94	93	101	96	101	101	105
Texas SOP/Legal/Ethics Update	31	34	35	38	41	41	42	46	49	49	50	49	49
Ride Along Course	31	34	35	38	40	40	41	45	48	47	51	51	53

# Standards & Enforcement Services Division - TREC: E1 Report

## Case Status

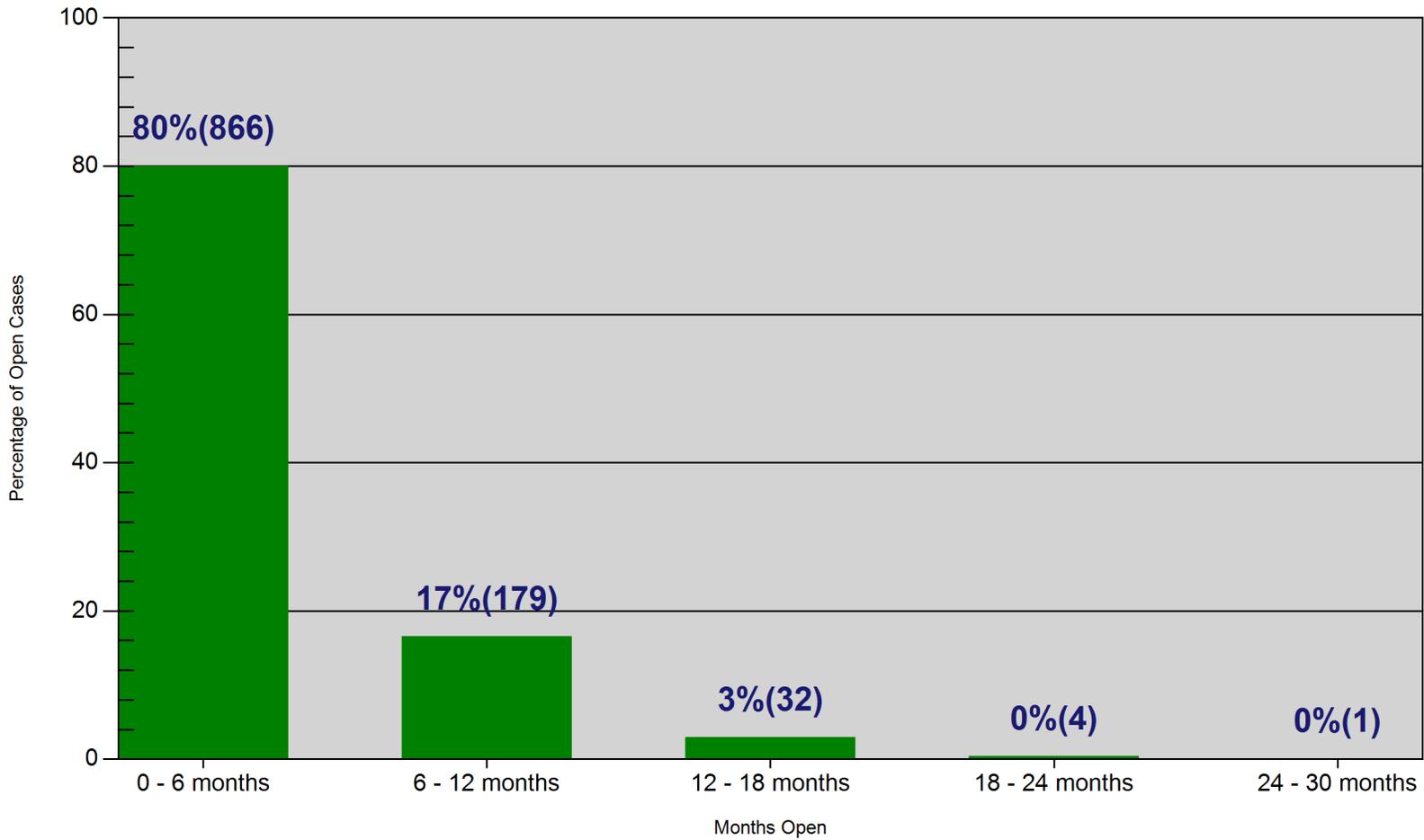
FY 2016

	15-Sep	15-Oct	15-Nov	15-Dec	16-Jan	16-Feb	16-Mar	16-Apr	16-May	16-Jun	16-Jul	16-Aug	YTD
<b>Received During Month</b>	<b>233</b>	<b>154</b>	<b>154</b>	<b>150</b>	<b>243</b>	<b>193</b>	<b>354</b>	<b>245</b>	<b>239</b>	<b>274</b>	<b>283</b>	<b>304</b>	<b>2826</b>
Broker/Sales	94	77	77	60	75	88	92	73	92	93	112	106	1039
Inspector	6	5	7	7	6	8	11	7	7	8	12	14	98
Timeshare	3	4	6	2	4	4	2	0	2	2	9	5	43
Unlicensed Activity	2	1	3	4	2	6	6	5	3	2	2	2	38
Residential Service Company	15	10	6	6	8	12	1	7	6	12	14	17	114
No Jurisdiction	14	7	16	10	10	10	8	18	19	19	16	25	172
Application Investigation	43	9	2	38	102	18	188	88	73	81	78	84	804
MCD Inquiry	55	40	36	22	33	46	44	44	35	56	40	50	501
Other	1	1	1	1	3	1	2	3	2	1	0	1	17
	<b>15-Sep</b>	<b>15-Oct</b>	<b>15-Nov</b>	<b>15-Dec</b>	<b>16-Jan</b>	<b>16-Feb</b>	<b>16-Mar</b>	<b>16-Apr</b>	<b>16-May</b>	<b>16-Jun</b>	<b>16-Jul</b>	<b>16-Aug</b>	
<b>Closed During Month</b>	<b>215</b>	<b>180</b>	<b>154</b>	<b>160</b>	<b>128</b>	<b>174</b>	<b>210</b>	<b>211</b>	<b>263</b>	<b>272</b>	<b>204</b>	<b>295</b>	<b>2466</b>
Complaint Withdrawn	4	8	5	3	5	5	3	1	7	3	5	4	53
Cease & Desist Issued	0	3	0	1	1	2	0	0	2	0	0	1	10
Disciplinary Action	34	33	44	24	29	38	31	42	29	38	21	45	408
Failure to Go Forward	22	29	15	6	17	10	29	26	29	66	44	43	336
Insufficient Evidence	18	22	31	24	23	31	28	35	14	15	19	27	287
Matter Settled	11	3	3	4	1	4	8	5	2	9	6	1	57
No Jurisdiction	42	26	23	35	13	28	27	26	40	43	37	42	382
No Violation	5	6	5	7	4	2	4	2	4	0	1	4	44
Application Investigation	25	8	4	24	7	12	36	34	67	43	37	60	357
MCD Inquiries	51	38	21	31	28	42	42	39	66	52	33	66	509
Other	3	4	3	1	0	0	2	1	3	3	1	2	23
Open at Beginning of Month													1073
Received During Month													304
Closed During Month													295
<b>Open at End of Month</b>													<b>1082</b>
<b>Received During Fiscal Year</b>													<b>2826</b>
<b>Closed During Fiscal Year</b>													<b>2466</b>

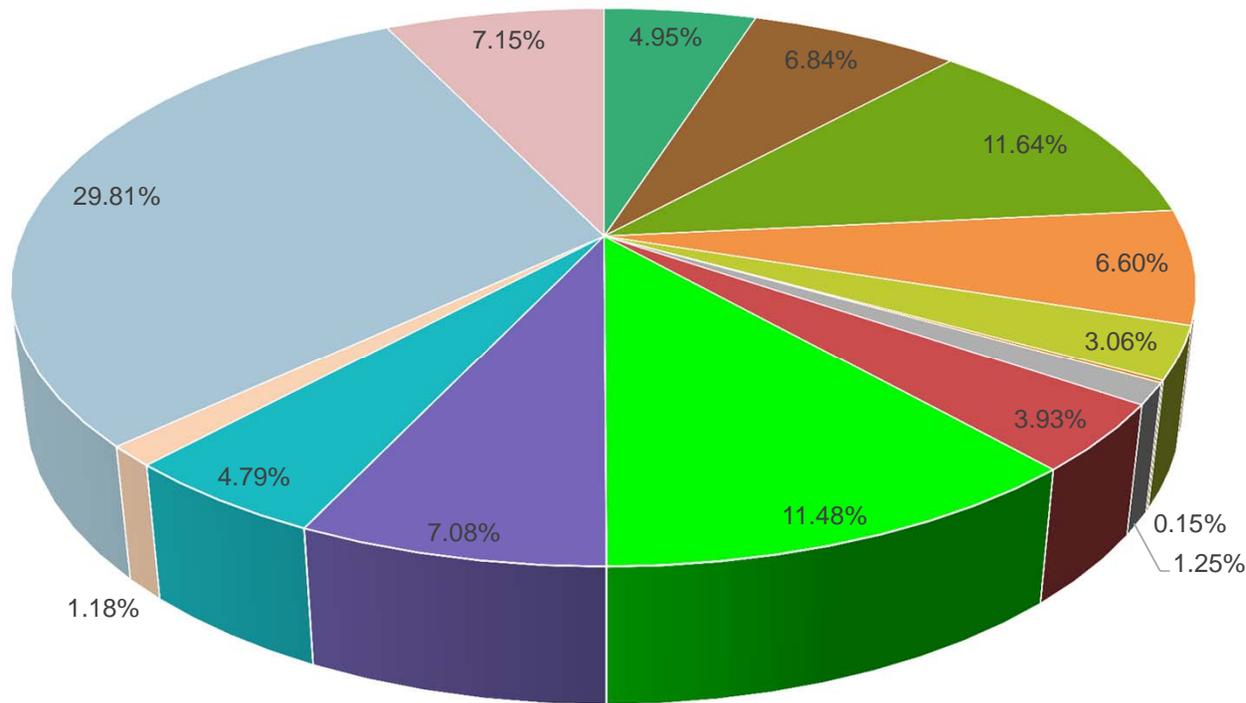
# Standards & Enforcement Services Division - TREC: E2 Report

## Open Case Aging Report

as of 8/31/2016



## Complaint Subject Categories for August 2015 through August 2016



- Administrative - 4.95%
- Advertising - 6.84%
- Breach of Fiduciary Duty - 11.64%
- Broker Supervision - 6.60%
- Failure to Disclosure - 3.06%
- Improper contract/Seller Disclosure form usage - 0.15%
- Intermediary/IABS - 1.25%
- Leasing/Property Management - Misappropriation - 3.93%
- Leasing/Property Management - Other - 11.48%
- Licensure Issues - 7.08%
- License Holder Acting as Principal - 4.79%
- Sales Misappropriation - 1.18%
- Sales Other - 29.81%
- Unlicensed Activity - 7.15%

# Complaint Subject Categories by Month

Subject Matter Categories	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	YTD
<b>Administrative</b> <i>Bad check, contact information, uncooperative, etc.</i>	5	4	3	7	4	4	8	6	8	3	2	3	6	4.95%
<b>Advertising</b> <i>Includes misleading &amp; dba</i>	9	9	6	7	4	8	4	8	6	5	6	6	9	6.84%
<b>Breach of Fiduciary Duty</b> <i>Including false promise</i>	16	14	9	6	5	9	18	14	19	10	8	5	15	11.64%
<b>Broker Supervision</b>	6	4	7	11	3	7	6	7	6	8	10	4	5	6.60%
<b>Failure to Disclose</b>	6	3	4	1	2	4	5	2	3	2	1	2	4	3.06%
<b>Improper contract/Seller Disclosure form usage</b>	0	0	0	0	0	0	1	0	0	0	0	1	0	0.15%
<b>Intermediary/IABS</b>	2	0	3	0	0	1	0	0	1	0	0	0	9	1.25%
<b>Leasing/Property Management - Misappropriation</b>	7	4	2	8	3	2	3	3	1	2	5	3	7	3.93%
<b>Leasing/Property Management - Other</b> <i>Includes negligence, referral, etc.</i>	25	14	13	11	7	9	10	13	8	3	11	9	13	11.48%
<b>Licensure Issues</b> <i>Criminal background check, disapprovals, probationary license, etc.</i>	6	7	7	6	9	4	3	5	9	8	10	6	10	7.08%
<b>License Holder Acting as Principal</b>	4	1	9	5	4	6	8	7	3	5	3	4	2	4.79%
<b>Sales Misappropriation</b> <i>Other than Leasing/Property Management - Misappropriation</i>	2	0	2	1	0	0	0	1	3	0	0	0	6	1.18%
<b>Sales Other</b> <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	47	30	30	40	21	24	22	31	36	30	24	20	24	29.81%
<b>Unlicensed Activity</b>	8	5	9	5	5	7	11	10	0	6	8	4	13	7.15%
<b>Total</b>	143	95	104	108	67	85	99	107	103	82	88	67	123	1271

**Information Technology Services Division**  
**Electronic Information Outlet Statistics**

**August 2016**

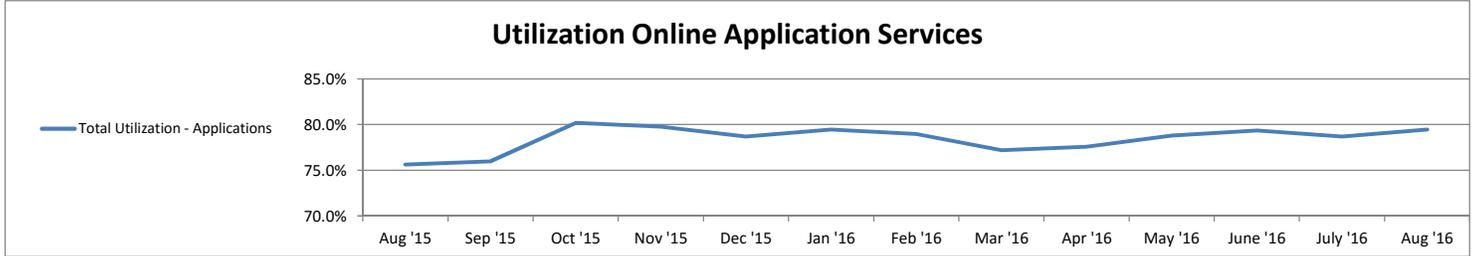
<b>Website</b>	<b>Current Month</b>	<b>FYTD Total</b>	<b>Prior FYTD Total</b>
Total Pages Viewed	17,800,237	46,902,477	35,215,228
Total Monthly Unique Visitors	5 *	1,379,485	1,729,632

<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>1700</b>	<b>1351</b>	<b>79.5%</b>	<b>79.0%</b>	<b>76.7%</b>
Broker Application	73	44	60.3%	58.9%	53.2%
Salesperson Application	1536	1272	82.8%	81.9%	79.8%
Corporate Entity Application	91	35	38.5%	42.6%	39.7%
<b>Renewals</b>	<b>5918</b>	<b>5738</b>	<b>97.0%</b>	<b>96.9%</b>	<b>95.2%</b>
Broker Renewals	1565	1499	95.8%	95.4%	93.1%
Salesperson Renewal	3840	3750	97.7%	81.9%	96.4%
Corporate Entity Renewals	290	274	94.5%	94.7%	93.5%
Professional Inspector Renewals	192	186	96.9%	94.3%	88.9%
Real Estate Inspector Renewals	4	4	100.0%	89.1%	78.3%
Apprentice Inspector Renewals	4	4	100.0%	100.0%	87.5%
Easement ROW Business Renewals	0	0		66.7%	85.7%
Easement ROW Individual Renewals	23	21	91.3%	92.1%	92.6%
<b>Sponsorship Transactions</b>	<b>6822</b>	<b>6276</b>	<b>92.0%</b>	<b>91.4%</b>	<b>85.9%</b>
Additions	3973	3879	97.6%	96.9%	91.8%
Removals	2849	2397	84.1%	85.1%	79.9%

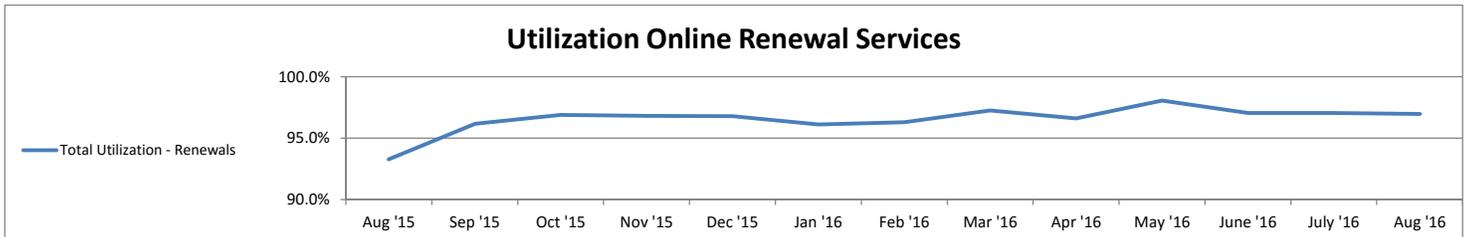
**Information Technology Services Division**  
**Electronic Information Outlet Statistics**

**August 2016**

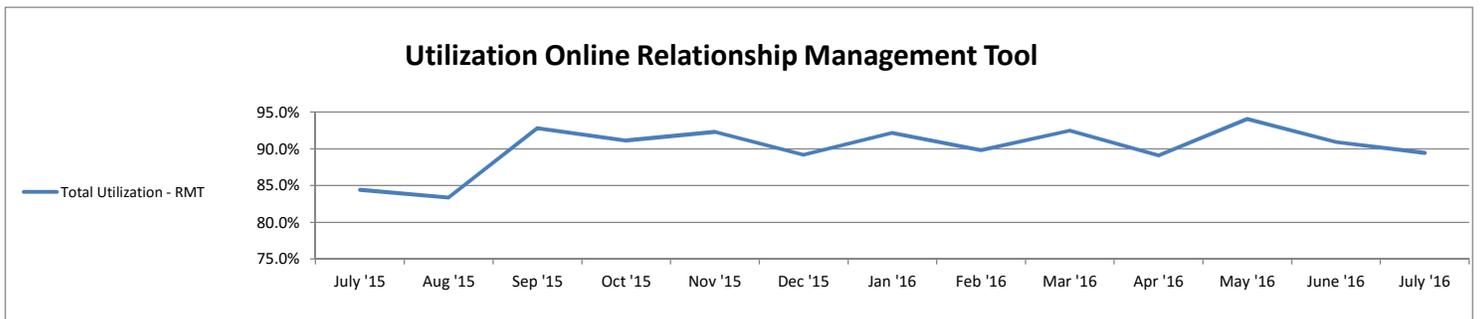
Applications	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16	Feb '16	Mar '16	Apr '16	May '16	June '16	July '16	Aug '16
Broker Application	57.7%	55.7%	64.8%	50.6%	67.8%	68.4%	59.7%	49.4%	50.0%	46.3%	65.1%	64.6%	60.3%
Salesperson Application	78.1%	79.2%	82.3%	82.3%	81.7%	82.3%	81.8%	80.2%	80.5%	82.7%	82.4%	81.3%	82.8%
Broker Organization Applications	38.5%	33.8%	46.7%	46.9%	38.4%	40.8%	48.8%	52.0%	32.9%	39.4%	42.5%	32.4%	38.5%
<b>Total Utilization - Applications</b>	<b>75.6%</b>	<b>76.0%</b>	<b>80.2%</b>	<b>79.8%</b>	<b>78.7%</b>	<b>79.4%</b>	<b>79.0%</b>	<b>77.2%</b>	<b>77.6%</b>	<b>78.8%</b>	<b>79.4%</b>	<b>78.7%</b>	<b>79.5%</b>



Renewals	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16	Feb '16	Mar '16	Apr '16	May '16	June '16	July '16	Aug '16
Broker Renewals	91.7%	94.4%	95.0%	95.4%	94.7%	95.4%	94.8%	95.7%	93.8%	100.0%	95.5%	94.7%	95.8%
Salesperson Renewal	94.3%	97.3%	97.7%	97.6%	97.8%	97.0%	97.4%	98.0%	97.8%	97.8%	97.7%	97.9%	97.7%
Broker Organization Renewal	92.1%	94.7%	94.9%	95.4%	95.7%	92.1%	92.8%	95.8%	94.4%	95.3%	96.2%	94.7%	94.5%
Professional Inspector Renewals	89.9%	85.2%	95.6%	92.6%	96.0%	95.2%	88.4%	92.7%	96.5%	94.9%	94.8%	93.0%	96.9%
Real Estate Inspector Renewals	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	71.4%	100.0%	66.7%	100.0%
Apprentice Inspector Renewals	100.0%	100.0%			0.0%				100.0%		100.0%		100.0%
Easement ROW Business Renewals	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%				0.0%			0.0%
Easement ROW Individual Renewals	90.9%	88.2%	97.0%	94.4%	82.5%	89.7%	97.4%	96.2%	94.3%	93.8%	92.0%	84.2%	91.3%
<b>Total Utilization - Renewals</b>	<b>93.3%</b>	<b>96.1%</b>	<b>96.9%</b>	<b>96.8%</b>	<b>96.8%</b>	<b>96.1%</b>	<b>96.3%</b>	<b>97.2%</b>	<b>96.6%</b>	<b>98.1%</b>	<b>97.0%</b>	<b>97.0%</b>	<b>97.0%</b>



RMT	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16	Feb '16	Mar '16	Apr '16	May '16	June '16	July '16	Aug '16
Sponsorship Invitations	97.4%	96.5%	96.7%	96.2%	97.7%	97.5%	93.0%	97.0%	97.5%	97.8%	97.6%	95.4%	97.6%
Sponsorship Removals	70.7%	88.8%	85.1%	88.0%	81.5%	87.1%	87.2%	85.8%	77.1%	88.5%	86.5%	81.0%	84.1%
<b>Total Utilization - RMT</b>	<b>83.4%</b>	<b>92.8%</b>	<b>91.1%</b>	<b>92.3%</b>	<b>89.1%</b>	<b>92.1%</b>	<b>89.8%</b>	<b>92.4%</b>	<b>89.1%</b>	<b>94.0%</b>	<b>90.9%</b>	<b>89.4%</b>	<b>92.0%</b>



**Staff & Support Services Division**

**TREC Budget Status Report**

**August 2016**

0/12 = 0%

Expenditure Category	Budget FY2016	Expenditures	Balance	Budget % Remaining	Comments
Salaries & Wages	\$5,027,538	4,773,967	\$253,571	5.0%	
Employee Benefits	\$1,570,659	1,487,583	83,076	5.3%	
Retiree Insurance	\$399,000	377,350	21,650	5.4%	
Other Personnel Costs	\$215,075	147,267	67,808	31.5%	expended 50% of lump sum budgeted amount as of report date; expended 1% of 15K unemployment budget as of report date
Professional Fees & Services	\$364,575	185,655	178,920	49.1%	OAG, Internal Audit, RSC Reviews & Audits, budget for Versa Data Analytics and Maintenance not expended as of report date - projects transferred to next year
Consumables	\$20,000	12,442	7,558	37.8%	appears to have overbudgeted consumable items
Utilities	\$9,900	4,890	5,010	50.6%	appears to have overbudgeted consumable items
Travel	\$61,200	34,631	26,569	43.4%	budget for Inspector Committee and Residential Services companies not expended as of report date
Office and Space Rent	\$177,820	125,655	52,165	29.3%	overbudgeted for Rent exp due to TFC refund of \$40K for year due to SWCAP adjustment
Equipment Rental	\$57,404	46,721	10,683	18.6%	processed invoice for \$12K for PC Refresh for desktops
Registration & Membership	\$42,235	33,337	8,898	21.1%	budget remains for Attorney CLE and ITS training as of report date
Maintenance & Repairs	\$237,575	148,897	88,678	37.3%	Computer hardware maintenance budget of \$15K not expended as of report date; data analytics in Versa deferred to 2017; 33% of Computer software budget not expended as of report date
Reproduction & Printing	\$1,300	2,313	(1,013)	-77.9%	Restocked brown kraft envelopes not in budget for Enf, Licensing, and Admin
Contract Services	\$64,400	62,400	2,000	3.1%	budget remains for Imaging services as of report date
Postage	\$17,600	15,648	1,952	11.1%	budget for stamps not expended as of report date; 9% of meter budget remains as of report date
Supplies & Equipment	\$116,575	81,817	34,758	29.8%	budget of \$25K for IT Audio Visual Upgrades not expended as of report date
Communication Services	\$62,726	46,279	16,447	26.2%	may have overbudgeted for agency's telephone and internet services for the current year
Other Operating Expenses	\$19,000	34,635	(15,635)	-82.3%	Expended \$11K for Remodel of 3 offices for ITS---budgeted in FY15 but service completion was in FY16
<b>Subtotal - Operations Expenditures</b>	<b>8,464,582</b>	<b>7,621,487</b>	<b>843,095</b>	<b>10.0%</b>	
DPS Criminal History Background Checks	400	2,594	(2,194)	-548.5%	Increased expense incurred due to changes to DPS system. Changes to this process in near future will eliminate this additional charge.
Statewide Cost Allocation Plan (SWCAP)	230,000	229,895	105	0.0%	
Contribution to General Revenue	720,000	720,000	0	0.0%	% allocated monthly but pmt not due until 8/31/16
<b>Subtotal - Nonoperational Expenditures</b>	<b>950,400</b>	<b>952,489</b>	<b>(2,089)</b>	<b>-0.2%</b>	
<b>Total Expenditures</b>	<b>\$9,414,982</b>	<b>\$8,573,976</b>	<b>\$841,006</b>	<b>8.9%</b>	

Revenue	FY2016 Projected	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$9,657,673	11,851,213	(\$2,193,540)	-22.7%	Increase in sales and broker applications and renewals; increase in CE deferral fees, inspector applications (and renewals), core class applications and sponsorships; exceeded RSC annual reporting revenue projection; increase in sponsorship invite requests
Miscellaneous Revenue	\$311,870	428,180	(\$116,310)	-37.3%	Revenue from Exam Admin Fees are higher than projected.
<b>Total Revenue</b>	<b>\$9,969,543</b>	<b>\$12,279,393</b>	<b>(\$2,309,850)</b>	<b>-23.2%</b>	
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$554,561</b>	<b>\$3,705,417</b>			

**Staff Services Division**

**Texas Real Estate Commission Operating Account No. 3055 Investments  
Current Securities**

**August 2016**

<b>Purchase Date</b>	<b>Par Value</b>	<b>Purchase Price</b>	<b>Beginning Market Value</b>	<b>Additions Changes</b>	<b>Ending Market Value</b>	<b>Accrued Interest</b>	<b>Description</b>	<b>Maturity Date</b>
12/24/2015	2,250,000.00	2,248,675.88	2,252,137.50	(562.50)	2,251,575.00	2,996.93	U.S. T-Notes, 0.63%	12/15/2016
07/16/2015	1,000,000.00	1,008,393.34	1,000,780.00	(550.00)	1,000,230.00	4,042.12	U.S. T-Notes, 0.88%	09/15/2016
12/24/2015	1,000,000.00	1,001,201.07	1,001,650.00	(520.00)	1,001,130.00	3,464.67	U.S. T-Notes, 0.75%	03/15/2017
06/14/2016	993,000.00	999,803.14	995,561.94	(705.03)	994,856.91	1,851.70	U.S. T-Notes, 0.88%	06/15/2017
<b>Totals</b>	<b>\$ 5,243,000.00</b>	<b>\$ 5,258,073.43</b>	<b>\$ 5,250,129.44</b>	<b>\$ (2,337.53)</b>	<b>\$ 5,247,791.91</b>	<b>\$ 12,355.42</b>		

<b>Receipts:</b>	<u><b>Current Month</b></u>	<u><b>FY2016 Cummulative Total</b></u>
Treasury Note Earnings	0.00	28,563.12

Investment Compliance: These investments have been made in compliance with the Commission's Investment Policy.

**Staff Services Division**  
**Real Estate Recovery Trust Account No. 3058 Investments**  
**Current Securities**  
**August 2016**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/22/2015	250,000.00	252,014.27	250,195.00	(137.50)	250,057.50	1,010.53	U.S. T-Notes, 0.880%	09/15/2016
11/17/2015	350,000.00	350,858.04	350,332.50	(87.50)	350,245.00	466.19	U.S. T-Notes, 0.630%	12/15/2016
11/17/2015	350,000.00	350,741.44	350,577.50	(182.00)	350,395.50	1,212.64	U.S. T-Notes, 0.750%	03/15/2017
07/27/2016	348,500.00	349,734.79	349,399.13	(247.43)	349,151.70	649.87	U.S. T-Notes, 0.880%	06/15/2017
<b>Totals</b>	<b>\$ 1,298,500.00</b>	<b>\$ 1,303,348.54</b>	<b>\$ 1,300,504.13</b>	<b>\$ (654.43)</b>	<b>\$ 1,299,849.70</b>	<b>\$ 3,339.23</b>		

	Current Month	Cumulative Totals
<b>Receipts:</b>		
License's Remittances to Recovery Fund	\$ 22,780.00	\$ 7,644,789.83
Interest Realized	188.47	6,148,163.91
Repayments to Recovery Fund (Principal and Interest)	6,015.67	1,672,271.33
Administrative Penalties	6,560.00	1,777,175.85
<b>Total Received</b>	<b>\$ 35,544.14</b>	<b>\$ 17,242,400.92</b>
<b>Disbursements:</b>		
Investments Purchased (Offset by Matured Security)	\$ 0.00	1,382,951.88
Accrued Interest Purchased	0.00	2,158.55
Payments from Recovery Fund	0.00	15,063,811.41
Administrative Costs	78.70	19,452.95
<b>Total Disbursed</b>	<b>\$ 78.70</b>	<b>\$ 16,468,374.79</b>
<b>Cash Balance</b>	<b>35,465.44</b>	<b>774,026.13</b>
<b>Investment Ending Market Value</b>	<b>(Current Month)</b>	<b>1,299,849.70</b>
<b>Total Portfolio</b>		<b>2,073,875.83</b>
Reserved for Investment		0.00
Reserved for Potential Payments Within 90 Days		<b>(566,555.00)</b>
<b>Balance</b>		<b>\$ 1,507,320.83</b>

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

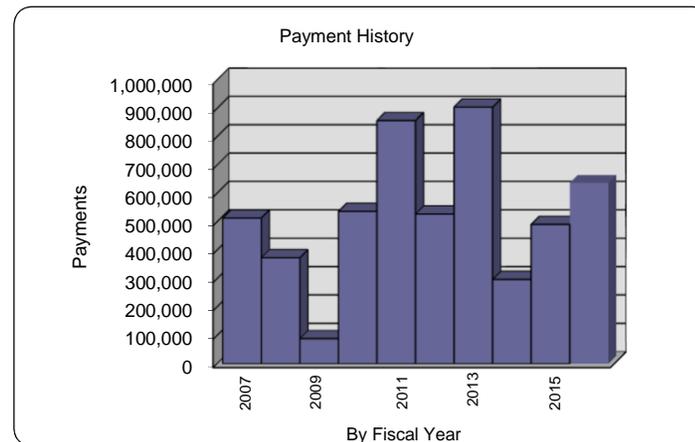
Texas Occ Code, Sec 1101.603: On a determination by the commission at any time that the balance in the trust account is less than \$1 million, each license holder at the next license renewal must pay, in addition to the renewal fee, a fee that is equal to the lesser of \$10 or a pro rata share of the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

**Staff Services Division**  
**Real Estate Recovery Trust Account No. 3058 Investments**  
**Payments and Repayments**  
**August 2016**

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Rider/Admin Disbursements	Payments FY2016-To-Date	Number of Claims FY2016
August 2015	18,706.30	1,393.88	30,722.00	80.58	0.00	0
September 2015	28,241.40	1,587.00	10,808.30	115.12	28,241.40	2
October 2015	15,119.93	1,165.00	20,886.00	63.00	15,119.93	1
November 2015	100,000.00	1,591.00	24,674.00	0.00	100,000.00	2
December 2015	70,712.03	7,279.18	21,350.00	0.00	70,712.03	2
January 2016	22,189.05	2,881.18	9,785.00	208.05	22,189.05	2
February 2016	87,500.00	1,378.00	17,255.00	201.93	87,500.00	2
March 2016	159,199.78	1,378.41	15,749.00	0.00	159,199.78	3
April 2016	47,550.01	53,165.00	10,804.89	0.00	47,550.01	1
May 2016	99,398.50	1,165.00	14,630.93	74.74	99,398.50	4
June 2016	6,781.10	3,840.00	16,943.00	76.75	6,781.10	1
July 2016	0.00	840.00	21,710.00	74.70	0.00	0
August 2016	0.00	6,015.67	6,560.00	78.70	0.00	0
	<b>655,398.10</b>	<b>83,679.32</b>	<b>221,878.12</b>	<b>973.57</b>	<b>636,691.80</b>	<b>20</b>

**Potential Payments\***  
**Next 3 Months (566,555.00)**

Payment History		
Fiscal Year	# of Payments	Total Payments
thru 2006	600	9,839,963.09
2007	22	512,774.82
2008	14	373,414.95
2009	12	88,299.35
2010	5	536,637.13
2011	20	856,843.03
2012	21	527,323.23
2013	18	904,295.08
2014	13	297,028.02
2015	15	490,540.91
2016	20	636,691.80
<b>Total</b>	<b>760</b>	<b>\$15,063,811.41</b>



\*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. 0889 (3059)**  
**August 2016**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/22/15	250,000	250,518.16	250,237.50	(62.50)	250,175.00	332.99	U.S. T-Notes, 0.63%	12/15/2016
11/17/15	300,000	301,092.40	300,810.00	(273.00)	300,537.00	121.26	U.S. T-Notes, 0.88%	08/15/2017
<b>Totals</b>	<b>\$ 550,000</b>	<b>\$ 551,610.56</b>	<b>\$ 551,610.56</b>	<b>\$ (335.50)</b>	<b>\$ 550,712.00</b>	<b>\$ 454.25</b>		

**Monthly Activity**

	Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Balance</b>	\$ 62,148.94	\$	\$ 62,148.94
<b>Receipts:</b>			
Licensees' Remittances to Recovery Fund		\$ 600.25	
Interest Realized (includes accruals)		15.77	
Treasury Note Semi-Annual Interest		1,312.50	
Repayments		0.00	
Administrative Penalties		600.00	
Investments Matured		0.00	
<b>Total Received in Current Month</b>			<b>\$ 2,528.52</b>
<b>Disbursements:</b>			
Investments Purchased	\$	0.00	
Payments from Recovery Fund		0.00	
* Cash Transfer Trust to Treasury		0.00	
Administrative Costs		30.79	
<b>Total Disbursed in Current Month</b>			<b>\$ 30.79</b>
<b>Total Cash</b>			<b>\$ 64,646.67</b>
<b>Reserved for Potential Payment within 90 Days</b>			<b>(25,000.00)</b>
<b>Unobligated Fund Balance</b>			<b>\$ 39,646.67</b>
<b>Investment Ending Market Value</b>			<b>550,712.00</b>
<b>Balance</b>			<b>\$ 590,358.67</b>

**Payment History**

Fiscal Year	Number of Payments	Total Payments
1991 - 2006	44	\$ 307,379.95
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	1	12,500.00
2013	0	0.00
2014	0	0.00
2015	0	0.00
2016	1	2,275.23
<b>Total</b>	<b>52</b>	<b>\$ 388,360.18</b>

Investment Position: The Fund is capable of meeting all known obligations.

Investment Compliance: The Investment Policy of the Commission has been followed.

\* Per Occupation Code, Sec. 1102.353(d) If the balance in the fund on December 31 of a year is more than \$600,000, the commission shall transfer the amount in excess of \$600,000 to the credit of the general revenue fund.