

**SELF-DIRECTED
SEMI-INDEPENDENT
AGENCY REPORT**



NOVEMBER 1, 2013

SELF-DIRECTED SEMI-INDEPENDENT AGENCY REPORT

TEXAS REAL ESTATE COMMISSION
Austin, Texas

November 1, 2013

DOUGLAS E. OLDMIXON
ADMINISTRATOR

TEXAS



REAL ESTATE COMMISSION

APPRAISER LICENSING & CERTIFICATION BOARD

TREC Commissioners

November 1, 2013

Avis G. Wukasch
Chair

Bill L. Jones
Vice Chair

Joanne Justice
Secretary

Troy C. Alley, Jr.

Adrian A. Arriaga

Jaime Blevins Hensley

Weston Martinez

T.J. Turner

Chart H. Westcott

Douglas E. Oldmixon
Administrator

Honorable Rick Perry, Governor
Honorable Tommy Williams, Chair, Senate Finance Committee
Honorable Jim Pitts, Chair, House Appropriations Committee
Ms. Ursula Parks, Director, Legislative Budget Board

Greetings:

As a Self-Directed Semi-Independent agency, The Texas Real Estate Commission together with the Texas Appraiser Licensing & Certification Board respectfully submits the following information required by Texas Occupations Code Section 1105.005 (c):

- (1) The salary for all agency personnel and the total amount of per diem expenses and travel expenses paid for all agency employees as of August 31, 2013:

Total Agency Salaries	\$4,997,603
Total per diem and travel expenses for agency employees	\$22,787

TALCB Board Members

Walker Beard
Chair

Jamie S. Wickliffe
Vice Chair

Laurie C. Fontana
Secretary

Clayton P. Black

Luis F. De La Garza, Jr.

Keith W. Kidd

Mark A. McAnally

Shannon K. McClendon

Sheryl R. Swift

Douglas E. Oldmixon
Commissioner

- (2) The total amount of per diem expenses and travel expenses paid for each member of the Texas Real Estate Commission and the Texas Appraiser Licensing & Certification Board as of August 31, 2013:

Texas Real Estate Commission members:		
	Travel	Per Diem
Alley Jr., Troy C	\$0	\$300
Arriaga, Adrian A	2,232.75	300
Day, Robert C. (Chris)	474.68	150
Hensley, Jaime Blevins	898.23	225
Jones, Bill	79.92	225
Justice, Joanne	670.63	300
Martinez, Weston	0	300
Scurry, Dona	0	225
Wukasch, Avis G.	0	300
Total Travel and Per Diem	\$4,356.21	\$2,325

Honorable Rick Perry, Governor
Honorable Tommy Williams, Chair, Senate Finance Committee
Honorable Jim Pitts, Chair, House Appropriations Committee
Ms. Ursula Parks, Director, Legislative Budget Board
November 1, 2013
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Texas Appraiser Licensing & Certification Board members:		
	Travel	Per Diem
Beard, Walker R.	\$3,190.41	\$300
Black, Clayton P	799.23	150
Boyuls, Malachi	0	75
De La Garza Jr., Luis F.	3,197.12	300
Fontana, Laurie	2,836.75	300
Kidd, Keith	1,547.18	225
McClendon, Shannon	243.06	300
Swift, Sheryl R.	358.11	75
Walz, Donna L.	615.07	75
Wickliffe, Jamie	2610.19	300
Total Travel and Per Diem	\$15,397.12	\$2,100

Texas Real Estate Inspector Committee:	
	Travel
Eakin, Greg	\$1,190.21

Texas Real Estate Commission Broker/Lawyer Committee:	
	Travel
Noon, Patrick	\$908.40

- (3) An excerpt from the agency's strategic plan and the 2014 annual budgets of the commission and the board.
- (4) A listing of FY2014 Budgeted Monthly Salary Rates by Position.
- (5) A detailed report of all revenue received and all expenses incurred by the agency in the previous 12 months.

If you have any questions, please contact Melissa Huerta at 512.936.3590.

Sincerely,



Douglas E. Oldmixon
Administrator

DEO/mkh

Enclosures



Objectives / Outcome Measures

Goal I Ensure Standards

To determine that applicants for licensure meet legal requirements for real estate license issuance. (*Texas Occupations Code, Chapter 1101, 1102, 1303 and Texas Property Code, Chapter 221*)

Objective 01-01

To maintain procedures through 2017 to evaluate applicants for honesty, integrity, trustworthiness, competency and legal qualifications through education evaluations, requirement of continuing education, and criminal history background checks.

Outcome Measures:

- Percent of licensees with no recent violations
- Percent of licensees who renew online
- Percent of new individual licenses issued online

Goal II Enforce Regulations

To act promptly and aggressively to enforce the laws and rules of the Commission in a fair and evenhanded manner. (*Texas Occupations Code, Chapter 1101, 1102, 1303 and Texas Property Code, Chapter 221*)

Objective 02-01

To resolve 85% of documented complaints within six months by 2017.

Outcome Measures:

- Percentage of complaints resolved resulting in disciplinary action
- Percentage of documented complaints resolved within six months

Goal III Communicate Effectively

To communicate effectively with the public and licensees concerning matters within the Commission's jurisdiction. (*Texas Occupations Code, Chapter 1101, 1102, 1303 and Texas Property Code, Chapter 221*)

Objective 03-01

To maintain a communications center that is available via telephone ten hours daily Monday through Friday and responds to e-mails promptly; produce a minimum of eight newsletters annually, and maintain a website that provides clear, concise information through 2017.

Outcome Measures:

None

Goal IV Ensure Availability of Qualified Appraisers

To protect the public and ensure the availability of qualified appraisers by implementing and enforcing the Texas Appraiser Licensing and Certification Act and by providing information to appraisers and to the general public for the maintenance of high professional standards and informed consumer decisions in real estate transactions in all areas of Texas. (*Texas Occupations Code, §1103.156*)

Objective 04-01

To maintain procedures to evaluate applicants for honesty, integrity, trustworthiness, competency and legal qualifications to ensure qualified real estate appraisers through 2017.

Outcome Measures:

- Percent of licensed or certified appraisers with no recent violations.
- Percent of licensees who renew online.
- Percent of new individual licenses issued online.

Objective 04-02

To enforce the provisions of the Texas Appraiser Licensing and Certification Act and the Uniform Standards of Professional Appraisal Practice by resolving 50% of complaints within six months by August 31, 2017.

Outcome Measures:

- Percent of Complaints Resulting in Disciplinary Action
- Recidivism Rate for Those Receiving Disciplinary Action
- Percent of Documented Complaints Resolved Within Six Months

Goal V Working with HUBs

To establish and implement policies governing purchasing that foster meaningful and substantive inclusion of historically underutilized businesses (HUBs). (*Texas Government Code, § 2161.123*)

Objective 04-01

To include historically underutilized businesses (HUBs) in at least 30 percent of the total value of contracts and subcontracts awarded annually by the agency in purchasing.

Outcome Measures: Percent of Total Dollar Value of Purchasing Contracts Awarded to HUB

Strategies and Output, Efficiency and Explanatory Measures

Strategy 01-01-01 Real Estate Licensing

Perform the Commission's licensing function by: reviewing applications; issuing exam eligibility letters.; evaluating education; processing criminal history background checks; and issuing licenses.

Output Measures:

- Number of new licenses issued to individuals
- Number of licenses renewed (individuals)

Efficiency Measures:

- Average time for individual license issuance (days)
- Average time for individual license renewal
- Percentage of new individual licenses issued within 10 days
- Percentage of individual license renewals issued within 7 days

Explanatory Measures:

- Total number of individuals licensed

Strategy 02-01-01 Real Estate Enforcement

Administer an effective system of enforcement and adjudication which includes investigating and resolving valid complaints.

Output Measures:

- Number of complaints resolved
- Number of orders issued by the commission

Efficiency Measures:

- Average time for complaint resolution (days)

Explanatory Measure:

- Jurisdictional complaints received

Strategy 03-01-01 Real Estate Public Education

Maintain a communications center, which responds to inquiries via telephone and email promptly; produce newsletters; provide an informative website and maintain an online customer survey.

Output Measures:

- Number of calls received
- Number of inquiries answered via email

Strategy 04-01-01 Provide Sufficient Qualified Real Estate Appraisers

Process appraiser license applications; issue licenses and renewals; approve appraisal educational coursework offered by proprietary schools, appraisal organizations, and colleges and universities; and develop standards and agreements for reciprocity with other states for appraiser licensing and certification.

Output Measures:

- Number of new licenses/certifications/registrations issued to individuals
- Number of licenses and certifications renewed (Individuals)

Efficiency Measures:

- Percentage of new individual licenses issued within 10 days
- Percentage of individual license renewals issued within 7 days

Explanatory Measures:

- Total number of individuals licensed

Strategy 04-02-01 Resolve Complaints in a Timely Manner

Investigate and resolve complaints, imposing penalties when appropriate.

Output Measures:

- Number of complaints resolved
- Number of Requests for Assistance Completed

Efficiency Measures:

- Average time for complaint resolution (days)

Explanatory Measure:

- Jurisdictional complaints received

Strategy 05-01-01 Historically Underutilized Businesses

Implement the Commission's plan aimed at increasing the amount of HUBs through purchasing contracts and subcontracts.

Output Measures:

- Number of HUB contractors contacted for Bid Proposals
- Number of HUB Contracts Awarded
- Dollar Value of HUB Contracts Awarded

Technology Resource Planning

The licensees, potential licensees and public are becoming very comfortable in the use of technology. As such, they are expecting the agency to offer services that are routinely common in their daily life. With this and the agency's commitment to improving customer service, employee efficiency, and the security of information, the use of technology will expand and continue to advance. The agency will continue to adopt and implement technology based upon DIR, industry standards, and best practices to meet these demands.

TECHNOLOGY INITIATIVE ASSESSMENT AND ALIGNMENT

Customer Service

Expansion of self-service offerings

- As the first agency to utilize the TexasOnline Authority's services, TREC understands the impact that this service can have on licensees and employees. The expansion of the tools using the TexasOnline Authority service will allow the agency the ability to increase its self service offerings, thus providing more convenience to customers and providing efficiencies within the agency.
- Modernization of agency website to expand the availability of information and services available to licensees and public
- Improvement and expansion of communication channels to the licensee and public to ensure the agency message is being effectively distributed. Strengthen existing communication channels such as email and expanding to additional channels allowing access to a broader customer base.
- Establishing services for trading partners to allow for more prompt receipt and delivery of information supporting licensing activities. Develop tools allowing providers of services to submit electronic data more timely for our licensees while reducing manual processing of information internally.

Employee Efficiency

Continued focus in reducing the receipt of paper and converting paper into electronic content. Utilizing this electronic content to then drive the automation of manual process through workflow, Optical Character Recognition (OCR) and image.

- The elimination of paper allows for significant workplace efficiencies as resources can be shared effectively across multiple locations, manual processes can become automated, and service to the customer can become more efficient.
- Continue to grow our vendor product to push vendor to offer additional automation and web services rather than manual interactions with their licensing product.
- Upgrade of internal network providing for more technical stability and constancy while providing the opportunity to implement current tools that offer additional functionality.

Data Protection

Continued focus of ensuring technical security to protect agency assets

- Utilizing annual security test allows the agency to ensure the safety of data and the consistent availability of services. Implementation of security recommendations allows the agency to strengthen the data environment and align with statewide standards.

DEVELOPMENT GUIDES

Expansion in utilization of TexasOnline Services

As the first agency to utilize the TexasOnline Authority's services, TREC understands the impact that this service can have on licensees and employees. The expansion of the tools using the TexasOnline Authority service will allow the agency the ability to increase its self service offerings, thus providing more convenience to customers and providing efficiencies within the agency.

Associated Projects

- Implementation of additional initial and renewal applications across non-participating license types
- Collection of miscellaneous fees for other services
- Collection of secondary application fees

Agency objectives

- Expansion of self service offerings
- Continued focus of reduction of paper and increase of automation

Statewide Technology Priorities

- Mobility

Guiding Principles

- TexasOnline provides the infrastructure for online payment transactions allowing the agency the ability to automate transactions. The agency has a long track record utilizing this service for renewal and initial applications, but does not yet offer this service for all license types. Expanding utilization allows the agency to take advantage of these benefits with minimal additional costs.

Anticipated Benefits

- Automation of these transactions reduces paper and manual intervention of staff. Many of these transactions can be processed by the licensee without a intervention of staff allowing the agency to focus on additional objectives. Additionally, the turnaround time for processing some application may be reduced as the inherent delay of submission of information through the traditional postal service is eliminated.

Capabilities or Barriers

- The existing licensing system has some limitations on what can be offered online and may need to be enhanced to provide required features for the processing of some applications. Additionally, for some initial and renewal applications the fee structure of TexasOnline may not be a cost effective way of delivery service.

Modernization of agency website

Modernization of agency website to expand the availability of information, ease of utilization and services available to licensees and public

Associated Projects

- Enhance to support mobile services
- Enhance tracking of application status
- Enhance for tracking of application processing times
- Clarify education status and requirements
- Update of website addressing ease of use
- Update of website addressing available automated services

Agency objectives

- Improving and expanding upon external communication

- Provide easy to find information regarding licensing requirements

Statewide Technology Priorities

- Mobility
- Infrastructure
- Legacy Applications
- Open Data
- Data Sharing

Guiding Principles

- The current website is a legacy application which exposes the agency to risk and instability of services. By redeveloping the website the agency will reanalyze the requirements of our customers and be in a position to provide services that are not currently offered online. Additionally, the ability to find information is cumbersome so even though information is available many are not able to identify solutions to their questions requiring a phone call or email.

Anticipated Benefits

- Improving usability of the website and increasing desired information will reduce the need for the public to phone or email the agency with questions. Allowing the public to complete transactions which traditionally were completed by staff will make staff and public more.

Capabilities or Barriers

- Agency network and infrastructure upgrades will be necessary to complete this initiative.

Improvement and Expansion of communication channels

Improvement and expansion of communication channels to the licensee and public to ensure the agency message is being effectively distributed. Strengthen existing communication channels such as email and expanding to additional channels (such as select social media) allowing access to a broader customer base.

Associated Projects

- Target of mailing lists to business segments
- Modernization of mailing list and mass mailing services within agency
- Modernization of agency website

Agency objectives

- Expansion of self service offerings
- Provide easy to find information regarding licensing requirements

Statewide Technology Priorities

- Mobility
- Infrastructure
- Legacy Applications
- Open Data
- Data Sharing

Guiding Principles

- The current mass mailing process is cumbersome and not flexible to target communications to special audiences. Improving upon the ability for the agency to communicate and provide information to public and licensees allows them access and understanding of services.

Anticipated Benefits

- With the ability to target various audiences the agency can tailor communication to specific groups encouraging more effective distribution of information.

Capabilities or Barriers

- Agency network and infrastructure upgrades will be necessary to complete this initiative.

Electronic submission of licensing data

Establish services for trade partners to allow for more prompt receipt and delivery of information supporting licensing activities. Develop tools allowing providers of services to submit electronic data more timely for our licensees while reducing manual processing of information internally.

Associated Projects

- Expanding types of education that can be received electronically

Agency objectives

- Expansion of self service offerings

Statewide Technology Priorities

- Legacy Applications

Guiding Principles

- Expanding upon the services available with our trading partners allowing them to electronically submit data for licensees provides faster delivery of agency services and creates agency efficiencies in offloading workload.

Anticipated Benefits

- Improved efficiency in the collection and processing of licensing data.

Capabilities or Barriers

- Agency network and infrastructure upgrades will be necessary to complete this initiative.
- Knowledge and technical structure of each of the trading partners may limit their interaction with our services.

Reduction of paper documents

The elimination of paper allows for significant workplace efficiencies as resources can be shared effectively across multiple locations, manual processes can become automated, and service to the customer can become more efficient.

Associated Projects

- Expanding types of education related data that can be received electronically through website
- Expanding utilization of TexasOnline Services
- Continuation of converting paper to electronic images

Agency objectives

- Expansion of self service offerings

Statewide Technology Priorities

- Legacy Applications

Guiding Principles

- Expanding upon the services available with our trading partners allowing them to electronically submit data for licensees provides faster delivery of agency services and creates agency efficiencies in offloading workload.
- TexasOnline provides the infrastructure for online payment transactions allowing the agency the ability to automate transactions. The agency has a long track record utilizing this service for renewal and initial applications, but does not yet offer this service for all license types. Expanding utilization allows the agency to take advantage of these benefits with minimal additional costs.

Anticipated Benefits

- Improved efficiency in the collection and processing of licensing data

Capabilities or Barriers

- Available agency resources to continue the conversion of paper to electronic documents in a timely manner
- Knowledge and technical structure of each of the trading partners may limit their interaction with our services
- TexasOnline fee structure allowing for cost-effective conversion to online fee collection

Improve vendor licensing application services

Continue to grow our vendor product to push vendor to offer additional automation and web services rather than manual interactions with their licensing product.

Associated Projects

- Expand upon online functionality supporting licensing services.
- Expand upon back office functions within product.
- Improve current application configuration for additional efficiencies.

Agency objectives

- Expansion of self-service offerings
- Staff efficiencies in working with the processing of licensing information

Statewide Technology Priorities

- Data Management
- Legacy Applications

Guiding Principles

- Expanding upon online services by expanding existing and proven technologies to additional license types

Anticipated Benefits

- Improved efficiency in the collection and processing of licensing data

Capabilities or Barriers

- Delivery timelines from vendor may impact schedule of improvements

Technical infrastructure upgrades

Upgrade of internal network providing for more technical stability and constancy while providing the opportunity to implement current tools that offer additional functionality

Associated Projects

- Upgrade of legacy DNS servers
- Upgrade of legacy of Active directory services
- Replacement of Servers and Data storage infrastructure

Agency objectives

- Maintain technical stability and provide continued support for technical infrastructure through technology refresh activities.

Statewide Technology Priorities

- Legacy Applications
- Network

Guiding Principles

- Expanding upon online services by expanding existing and proven technologies to additional license types

Anticipated Benefits

- Improved network stability and allow for the ability to create current technical solutions without the limitations of obsolete infrastructure.

Capabilities or Barriers

- Upgrade paths on some products are not supported and may be difficult to implement.

Data and technical agency security

Utilizing annual security test allows the agency to ensure the safety of data and the consistent availability of services. Implementation of security recommendations allows the agency to strengthen the data environment and align with statewide standards.

Associated Projects

- Annual CPT security test conducted by DIR

Agency objectives

- Maintain proper custodian responsibilities of licensee data.

Statewide Technology Priorities

- Security and Privacy

Guiding Principles

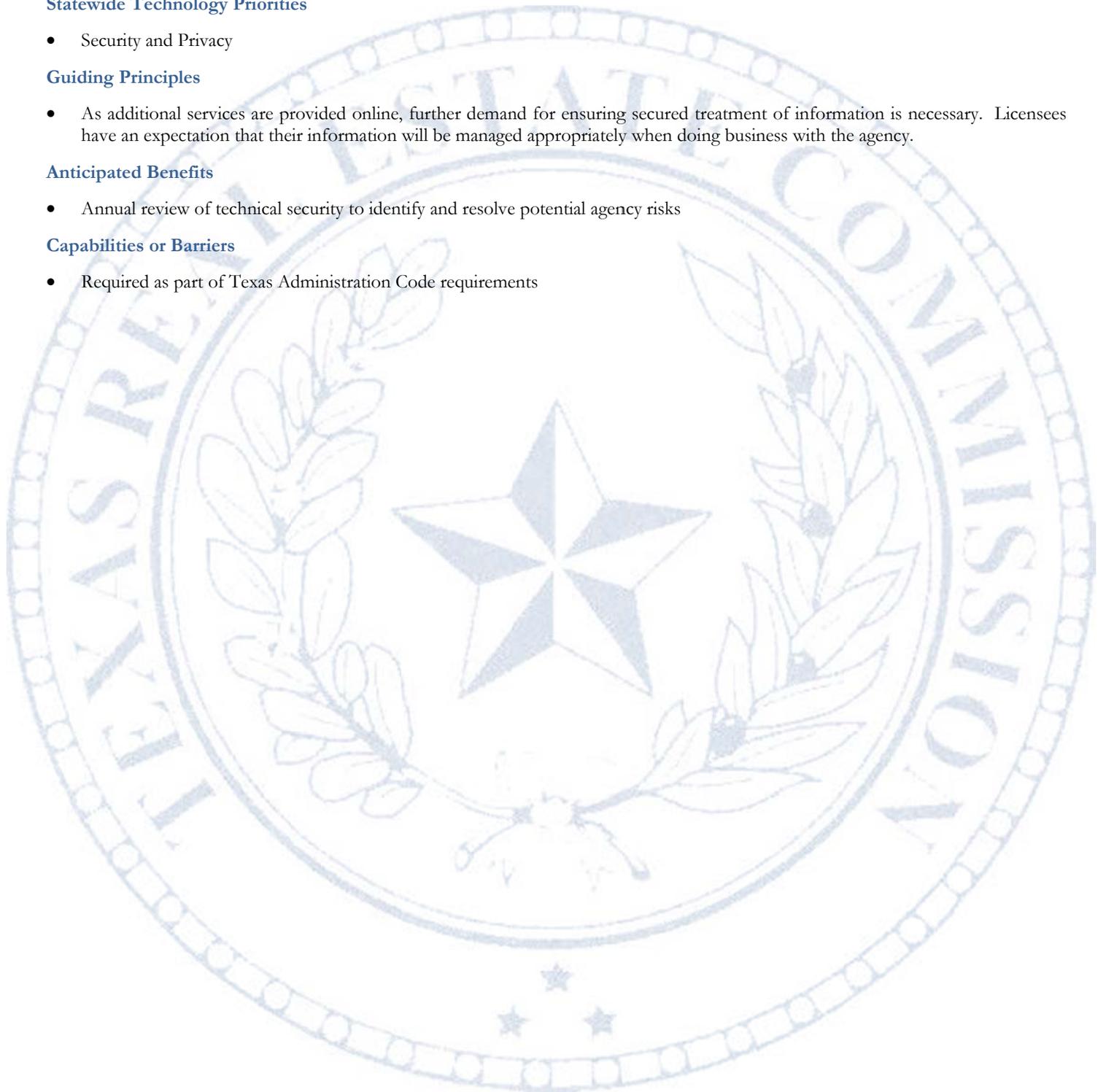
- As additional services are provided online, further demand for ensuring secured treatment of information is necessary. Licensees have an expectation that their information will be managed appropriately when doing business with the agency.

Anticipated Benefits

- Annual review of technical security to identify and resolve potential agency risks

Capabilities or Barriers

- Required as part of Texas Administration Code requirements



Staff & Support Services Division
TREC FY2014 Approved Operating Budget
Budget Committee August 2013

Expenditure Category	Expended FY2011	Expended FY2012	Budget FY2013	FY2013 Estimated Exp through 8/31/13	Budget FY2014	Budget FY2015	Budget Variance FY2013 to FY2014	Comments
Salaries & Wages	\$3,912,726	\$3,996,249	\$4,285,000	\$4,137,588	\$4,474,661	\$4,698,394	\$189,661	FY2014 budget includes a 5% increase over March 2013 salaries.
Employee Benefits	1,015,130	1,324,284	1,487,300	1,414,681	1,525,340	1,600,478	38,040	
Other Personnel Costs	168,337	205,789	152,300	153,300	257,250	180,238	104,950	FY2014 lump sum payments to 8 potential retirees
Professional Services	107,884	207,348	329,100	321,047	377,799	276,259	48,699	FY2014 increase in Versa Customization, audits, EEO Training, and Survey of Org. Excellence
Consumables	48,450	27,444	35,000	35,000	30,000	30,000	(5,000)	Ongoing savings-moving from paper to electronic storage & delivery
Utilities	24,491	9,653	12,000	16,674	15,010	15,760	3,010	Wireless svcs for investigators/ITS internet moved from Communications
Travel	42,815	40,639	55,700	55,700	55,700	55,700	(0)	
Office Rent	424,934	458,079	460,000	459,490	355,078	355,208	(104,922)	Rent for office space reduced from \$26/sq ft to \$20/sq ft for FY2014 through FY2016
Equipment Rental	26,831	27,048	21,200	26,010	17,136	17,136	(4,064)	Purchase of inserter/folder in FY2013 related to decrease in FY2014 rental exp
Registration & Membership	11,562	13,059	18,300	19,991	19,815	20,469	1,515	IS Training
Maintenance & Repairs	40,354	75,061	111,600	124,913	131,861	124,709	20,261	FY2014 includes increase in Versa Maintenance and proposed Exchange Conversion
Reproduction & Printing	2,029	2,062	4,000	4,060	4,000	4,200	0	
Contract Services	92,583	51,939	53,700	57,544	55,907	58,620	2,207	Increase in expenditures for court reporter, transcripts and subpoena fees.
Postage	20,651	26,595	31,000	29,001	28,200	29,485	(2,800)	FY2014 reduction in stamps and box rental costs
Supplies & Equipment	77,342	23,012	73,500	133,326	96,375	86,568	22,875	FY2014 includes MSDN licenses and file server replacement/storage upgrade
Communication Services	9,013	38,960	39,000	36,582	38,240	40,131	(760)	FY2014 Bandwith Increase; moved budget for internet svcs to Utilities
Other Operating Expenses	14,407	11,154	14,800	12,776	19,909	20,649	5,109	FY2014 TTSTC banking fees
DPS Criminal History Background Checks	0	2,254	3,000	3,000	3,000	3,150	0	
Capital Expenditures	5,732	0	0	6,313	0	0	0	
Master Lease Purchase Program	14,145	15,377	0	0	0	0	0	
Statewide Cost Allocation Plan (SWCAP)	0	50,673	60,000	44,382	52,000	52,000	(8,000)	
Contribution to General Revenue	0	720,000	720,000	720,000	720,000	720,000	0	
Total Expenditures	\$6,059,416	\$7,326,681	\$7,966,500	\$7,811,378	\$8,277,281	\$8,389,154	\$310,781	FY2014 budget increased from FY2013

Revenue	General Revenue Appropriations	FY2012 Revenue	FY2013 Projected	FY2013 Est Revenue through 8/31/13	FY2014 Projected	FY2015 Projected	Comments
License Fees	\$7,864,307	\$8,606,849	\$8,205,557	\$8,682,222	\$8,529,027	\$8,699,608	More FY13 Sales apps/renewals than anticipated
Other Miscellaneous Revenue	335,754	288,863	286,210	340,886	162,920	166,178	PSI Exams, Advisor, NSF fees; FY2014 Projected Advisor fees decreased.
Total FY13 Revenue	\$8,200,061	\$8,895,712	\$8,491,767	\$9,023,108	\$8,691,947	\$8,865,786	
Revenue Over/(Under) Expenditures & Transfers	\$2,140,644	\$1,569,031	\$525,267	\$1,211,730	\$414,666	\$476,631	

Staff & Support Services Division
TALCB FY2014 Approved Operating Budget
Budget Committee August 2013

Expenditure Category	Expended FY2011	Expended FY2012	Budget FY2013	FY2013 Estimated Exp through 8/31/13	Budget FY2014	Budget FY2015	Budget Variance FY2013 to FY2014	Comments
Salaries & Wages	\$811,863	\$789,449	\$913,500	\$868,298	\$953,259	\$981,857	\$39,759	FY2014 budget includes a 3% increase over March 2013 salaries. FY2015 salaries includes a 3% increase over FY2014 salaries
Employee Benefits	\$151,768	\$214,719	258,900	248,567	266,185	274,171	\$7,285	
Other Personnel Costs	\$30,784	\$39,108	35,500	47,278	38,500	39,000	\$3,000	Lump sum termination payment.
Professional Services	\$24,499	\$75,173	135,000	95,220	100,200	80,150	(\$34,800)	Over budgeted in FY2013 for Versa Customization
Consumables	\$11,373	\$6,757	8,400	8,400	8,400	8,820	\$0	
Utilities	\$3,214	\$300	720	720	650	500	(\$70)	
Travel	\$18,490	\$23,787	27,000	26,847	27,000	28,350	\$0	
Office Rent	\$35,113	\$97,709	97,800	97,800	75,252	75,257	(\$22,548)	Rent for office space reduced from \$26/sq ft to \$20/sq ft for FY2014 through FY2016
Equipment Rental	\$5,726	\$9,378	8,800	7,711	8,900	9,345	\$100	
Registration & Membership	\$5,987	\$7,709	10,850	14,970	11,750	12,320	\$900	
Maintenance & Repairs	\$9,728	\$3,401	13,800	3,712	9,340	9,353	(\$4,460)	Over budgeted in FY2013 for Versa Maintenance
Reproduction & Printing	\$404	\$601	1,500	1,500	1,500	1,575	\$0	
Contract Services	\$20,763	\$12,139	33,400	43,000	43,902	45,728	\$10,502	Increase in expenditures for court reporter, transcripts and subpoena fees.
Postage	\$4,721	\$5,016	6,000	4,124	6,125	6,431	\$125	
Supplies & Equipment	\$15,474	\$13,708	11,600	11,337	10,405	10,690	(\$1,195)	Decrease in computer hardware/software upgrades
Communication Services	\$3,274	\$6,476	7,900	8,139	7,916	8,274	\$16	
Other Operating Expenses	\$2,347	\$1,584	3,600	3,767	3,600	3,744	\$0	
DPS Criminal History Background Checks	\$4,521	\$3,270	3,000	3,000	3,000	3,150	\$0	
Statewide Cost Allocation Plan (SWCAP)	\$0	\$0	10,560	8,982	10,000	10,000	(\$560)	
Contribution to General Revenue	\$0	\$30,000	30,000	30,000	30,000	30,000	\$0	
Total Expenditures	\$1,160,049	\$1,340,284	\$1,617,830	\$1,533,372	\$1,615,884	\$1,638,714	(\$1,946)	FY2014 budget decreased from FY2013

Revenue	General Revenue Appropriations	FY2012 Revenue	FY2013 Projected	FY2013 Est Revenue through 8/31/13	FY2014 Projected	FY2015 Projected	Comments
License Fees	1,160,193	1,147,599	\$1,257,548	\$1,279,253	\$1,115,423	\$1,137,731	General, Residential, & Trainee Appr Renewals increased in March thru June. Increase in collection of Admin Penalties.
AMCs	0	729,460	255,000	155,430	748,430	\$130,625	FY2013 Est Revenue for AMC's decreased slightly due to number of panelist fees. FY2014 Number of panelist renewals and new AMC applications was decreased based on drop in AMC's.
Other Miscellaneous Revenue	0	9,297	9,100	13,095	2,812	\$2,868	Bulletin Fees/NSF fees
Total Revenue	\$1,160,193	\$1,886,356	\$1,521,648	\$1,447,778	\$1,866,665	\$1,271,224	

AMC Revenue Carry Forward		(\$377,000)	\$377,000	\$377,000	(\$308,903)	\$308,903	AMC Carry forward FY2014 to FY2015
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Revenue Over/(Under) Expenditures	\$144	\$169,072	\$280,818	\$291,406	(\$58,122)	(\$58,587)	
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**Texas Real Estate Commission & Texas Appraiser Licensing & Certification Board
FY2014 Budgeted Monthly Salary Rates by Position**

Position Classification by Division	MONTHLY RATES					
	TREC		TALCB		TOTAL	
	FTE	Salary	FTE	Salary	FTE	Salary
Administration & Management Services (AMS)						
Administrator/Commissioner	0.8	8,704	0.2	2,176	1.0	10,880
General Counsel IV	1.0	9,250	0.0	0	1.0	9,250
General Counsel III	0.5	4,590	0.5	4,590	1.0	9,180
Gov't Relations Specialist II	1.0	5,993	0.0	0	1.0	5,993
Information Specialist V	1.0	4,947	0.0	0	1.0	4,947
Executive Asst III	1.0	4,675	0.0	0	1.0	4,675
Total AMS	5.3	38,159	0.7	6,766	6.0	44,925
Staff & Support Services (SSS)						
Director I	1.0	6,885			1.0	6,885
Accountant VI	1.0	5,712			1.0	5,712
Budget Analyst III	1.0	4,590			1.0	4,590
Accountant IV	1.0	4,233			1.0	4,233
Accountant III	1.0	3,570			1.0	3,570
Accountant II	1.0	3,621			1.0	3,621
Accountant II	1.0	3,315			1.0	3,315
Purchaser VI	1.0	5,779			1.0	5,779
Admin Asst IV	1.0	3,111			1.0	3,111
HR Specialist VI	1.0	5,942			1.0	5,942
Admin Asst V	1.0	3,774			1.0	3,774
Admin Asst IV	1.0	3,213			1.0	3,213
Admin Asst III	1.0	2,550			1.0	2,550
Admin Asst III	1.0	2,550			1.0	2,550
Total SSS	14.0	58,845	0.0	0	14.0	58,845

**Texas Real Estate Commission & Texas Appraiser Licensing & Certification Board
FY2014 Budgeted Monthly Salary Rates by Position**

Position Classification by Division	MONTHLY RATES					
	TREC		TALCB		TOTAL	
	FTE	Salary	FTE	Salary	FTE	Salary
Information Technology Services (ITS)						
Director I	1.0	7,905			1.0	7,905
Systems Analyst V	1.0	5,906			1.0	5,906
Systems Analyst V	1.00	5,881			1.0	5,881
Systems Analyst V	1.0	5,865			1.0	5,865
Systems Analyst IV	1.0	5,432			1.0	5,432
Web Administrator	1.0	5,447			1.0	5,447
Systems Analyst III	1.0	4,080			1.0	4,080
Network Spec III	1.0	4,080			1.0	4,080
Systems Sup Spec I	1.0	2,652			1.0	2,652
Admin Asst IV	1.0	3,060			1.0	3,060
Admin Asst III	1.0	2,550			1.0	2,550
Admin Asst III	1.0	2,550			1.0	2,550
Total ITS	12.00	55,408	0.00	0	12.0	55,408

**Texas Real Estate Commission & Texas Appraiser Licensing & Certification Board
FY2014 Budgeted Monthly Salary Rates by Position**

Position Classification by Division	MONTHLY RATES					
	TREC		TALCB		TOTAL	
	FTE	Salary	FTE	Salary	FTE	Salary
Education & Licensing Services (ELS)						
Director I	1.0	7,140			1.0	7,140
Licensing						
Manager I	1.0	4,896			1.0	4,896
Admin Asst V	1.0	3,315			1.0	3,315
Admin Asst V	1.0	3,723			1.0	3,723
Admin Asst IV-AMC	0.0	0	1.0	2,403	1.0	2,403
Admin Asst III	1.0	2,403			1.0	2,403
Admin Asst III	1.0	2,403			1.0	2,403
Admin Asst III	1.0	2,550			1.0	2,550
Admin Asst III	1.0	2,805			1.0	2,805
Admin Asst III	0.0	0	1.0	2,550	1.0	2,550
Education						
Manager I	1.0	5,304			1.0	5,304
Admin Asst V	1.0	3,570			1.0	3,570
Admin Asst IV	1.0	3,315			1.0	3,315
Admin Asst IV	1.0	2,805			1.0	2,805
Admin Asst III	1.0	2,805			1.0	2,805
Admin Asst III	1.0	3,060			1.0	3,060
Admin Asst III	0.0	0	1.0	2,403	1.0	2,403
Admin Asst III	1.0	2,423			1.0	2,423
Total ELS	15.0	52,518	3.0	7,357	18.0	59,874

**Texas Real Estate Commission & Texas Appraiser Licensing & Certification Board
FY2014 Budgeted Monthly Salary Rates by Position**

Position Classification by Division	MONTHLY RATES					
	TREC		TALCB		TOTAL	
	FTE	Salary	FTE	Salary	FTE	Salary
Reception & Communication Services (RCS)						
Director I	1.0	6,375			1.0	6,375
Customer Service Representative V	1.0	3,621			1.0	3,621
Customer Service Representative V	1.0	3,621			1.0	3,621
Customer Service Representative IV	1.0	3,111			1.0	3,111
Customer Service Representative IV	1.0	2,907			1.0	2,907
Customer Service Representative IV	1.0	2,856			1.0	2,856
Customer Service Representative IV	1.0	2,652			1.0	2,652
Customer Service Representative IV	1.0	2,403			1.0	2,403
Customer Service Representative IV	1.0	2,652			1.0	2,652
Customer Service Representative IV	1.0	2,550			1.0	2,550
Customer Service Representative IV	1.0	2,652			1.0	2,652
Customer Service Representative IV	1.0	2,703			1.0	2,703
Customer Service Representative IV	1.0	2,550			1.0	2,550
Customer Service Representative IV	0.0	0	1.0	2,703	1.0	2,703
Total RCS	13.0	40,653	1.0	2,703	14.0	43,356

**Texas Real Estate Commission & Texas Appraiser Licensing & Certification Board
FY2014 Budgeted Monthly Salary Rates by Position**

Position Classification by Division	MONTHLY RATES					
	TREC		TALCB		TOTAL	
	FTE	Salary	FTE	Salary	FTE	Salary
Standards & Enforcement Services (SES)						
Director II	1.0	7,395			1.0	7,395
Attorney V	1.0	6,732			1.0	6,732
Attorney IV	1.0	6,522			1.0	6,522
Attorney IV	1.0	5,309			1.0	5,309
Attorney IV	1.0	5,476			1.0	5,476
Attorney IV	1.0	5,293			1.0	5,293
Attorney III	1.0	4,734			1.0	4,734
Attorney III	1.0	4,769			1.0	4,769
Attorney III	1.0	4,769			1.0	4,769
Program Sup II	1.0	4,528			1.0	4,528
Legal Asst III	1.0	3,685			1.0	3,685
Legal Asst III	1.0	3,664			1.0	3,664
Legal Asst III	1.0	3,675			1.0	3,675
Legal Asst III	1.0	3,675			1.0	3,675
Legal Asst III	1.0	3,307			1.0	3,307
Legal Asst II	1.0	3,172			1.0	3,172
Legal Asst II	1.0	3,471			1.0	3,471
Admin Asst III	1.0	3,241			1.0	3,241
Admin Asst III	1.0	2,950			1.0	2,950
Admin Asst III	1.0	2,721			1.0	2,721
Manager II	1.0	5,457			1.0	5,457
Investigator V	1.0	4,549			1.0	4,549
Investigator V	1.0	4,430			1.0	4,430
Investigator V	1.0	4,243			1.0	4,243
Investigator V	1.0	4,084			1.0	4,084
Investigator IV	1.0	3,600			1.0	3,600
Investigator IV	1.0	3,730			1.0	3,730
Investigator IV	1.0	3,600			1.0	3,600
Total SES	28.0	122,781	0.0	0	28.0	122,781

**Texas Real Estate Commission & Texas Appraiser Licensing & Certification Board
FY2014 Budgeted Monthly Salary Rates by Position**

Position Classification by Division	MONTHLY RATES					
	TREC		TALCB		TOTAL	
	FTE	Salary	FTE	Salary	FTE	Salary
Texas Appraiser Licensing & Certification Board (TALCB SES)						
Director I			1.0	6,885	1.0	6,885
Attorney IV-AMC			1.0	6,771	1.0	6,771
Attorney III			1.0	4,947	1.0	4,947
Appraiser III			1.0	4,794	1.0	4,794
Appraiser III			1.0	4,692	1.0	4,692
Appraiser III			1.0	4,080	1.0	4,080
Appraiser III			1.0	4,080	1.0	4,080
Appraiser III			1.0	4,404	1.0	4,404
Appraiser III			1.0	4,080	1.0	4,080
Appraiser III			1.0	4,208	1.0	4,208
Legal Asst III			1.0	3,570	1.0	3,570
Legal Asst II			1.0	3,162	1.0	3,162
Legal Asst II			1.0	3,315	1.0	3,315
Admin Asst V			1.0	3,021	1.0	3,021
Total TALCB	0.0	0	14.0	62,009	14.0	62,009

Staff & Support Services Division

TREC Budget Status Report

August 2013

0/12 =0%

Expenditure Category	Budget FY2013	Expenditures	Balance	Budget % Remaining	Comments
Salaries & Wages	\$4,285,000	4,126,542	\$158,458	3.7%	
Employee Benefits	1,487,300	1,412,177	75,123	5.1%	
Other Personnel Costs	152,300	155,329	(3,029)	-2.0%	
Professional Fees & Services	329,100	162,221	166,879	50.7%	Website redesign not expended; OAG expenditures less than budgeted amount.
Consumables	35,000	22,784	12,216	34.9%	Office supplies; paper consumption down
Utilities	12,000	10,632	1,368	11.4%	Phone svc for investigators; misc.
Travel	55,700	26,150	29,550	53.1%	Comm Member travel less than budgeted and no travel for Recovery Fund or RSC
Office Rent	460,000	459,457	543	0.1%	
Equipment Rental	21,200	25,118	(3,918)	-18.5%	New Copier added
Registration & Membership	18,300	21,456	(3,156)	-17.2%	Last minute registration for Governor's conference
Maintenance & Repairs	111,600	110,915	685	0.6%	
Reproduction & Printing	4,000	534	3,466	86.7%	Envelopes, business cards costs down
Contract Services	53,700	39,732	13,968	26.0%	Neubus (imaging project)
Postage	31,000	16,420	14,580	47.0%	Postage expense down
Supplies & Equipment	73,500	85,825	(12,325)	-16.8%	MIP (Acct Software) not budgeted
Communication Services	39,000	30,929	8,071	20.7%	TEX-AN svcs; elect. subscriptions; misc
Other Operating Expenses	14,800	9,620	5,180	35.0%	SORM Assessments (Worker's Comp.) actual expense less than budgeted amount
Subtotal -Operations Expenditures	7,183,500	6,715,841	467,659	6.5%	
DPS Criminal History Background Checks	3,000	13	2,987	99.6%	
Statewide Cost Allocation Plan (SWCAP)	60,000	44,382	15,618	26.0%	SWCAP expense less than budgeted
Contribution to General Revenue	720,000	720,000	0	0.0%	
Subtotal - Nonoperational Expenditures	783,000	764,395	18,605	2.4%	
Total Expenditures	\$7,966,500	\$7,480,236	\$486,264	6.1%	

Revenue	FY2013 Projected	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$8,205,557	8,877,430	(\$671,873)	-8.2%	Sales apps/renewal revenue collected higher than projected.
Miscellaneous Revenue	\$86,210	118,130	(\$31,920)	-37.0%	Return Check Fees/PSI Admin Fees
E-Newsletter	\$200,000	230,636	(\$30,636)	-15.3%	Advisor Fees
Total FY13 Revenue	\$8,491,767	\$9,226,196	(\$734,429)	-8.6%	

Revenue Over/(Under) Expenditures & Transfers	\$525,267	\$1,745,960			
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Staff & Support Services Division

TALCB Budget Status Report

August 2013

0/12 = 0%

Expenditure Category	Budget FY2013	Expenditures	Balance	Budget % Remaining	Comments
Salaries & Wages	\$913,500	\$871,061	\$42,439	4.6%	
Employee Benefits	258,900	248,182	10,718	4.1%	
Other Personnel Costs	35,500	37,018	(1,518)	-4.3%	
Professional Fees & Services	135,000	47,407	87,593	64.9%	Over budgeted for Versa programming
Consumables	8,400	7,445	955	11.4%	Office supplies expense down
Utilities	720	750	(30)	-4.2%	
Travel	27,000	18,489	8,511	31.5%	Travel expenses less than budgeted
Office Rent	97,800	97,703	97	0.1%	
Equipment Rental	8,800	7,352	1,448	16.5%	Copier expense less than expected
Registration & Membership	10,850	10,427	423	3.9%	
Maintenance & Repairs	13,800	3,273	10,528	76.3%	Overbudgeted Versa Maintenance
Reproduction & Printing	1,500	437	1,063	70.9%	Printing expenses down (envelopes, etc)
Contract Services	33,400	19,673	13,727	41.1%	Court reporter & scanning expenses less than budgeted.
Postage	6,000	3,424	2,576	42.9%	Postage expense down
Supplies & Equipment	11,600	4,616	6,984	60.2%	PC Refresh and subscriptions & publications budget not expended
Communication Services	7,900	5,907	1,993	25.2%	TEX-AN phone services
Other Operating Expenses	3,600	1,772	1,828	50.8%	Misc.
Subtotal - Operations Expenditures	1,574,270	1,384,935	189,335	12.0%	
DPS Criminal History Background Checks	3,000	2,904	96	3.2%	
Statewide Cost Allocation Plan (SWCAP)	10,560	8,982	1,578	14.9%	SWCAP expense less than budgeted.
Contribution to General Revenue	30,000	30,000	0	0.0%	
Subtotal - Nonoperational Expenditures	43,560	41,886	1,674	3.8%	
Total Expenditures	\$1,617,830	\$1,426,821	\$191,009	11.8%	

Revenue	FY2013 Projected	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$1,257,548	\$1,228,050	\$29,498	2.3%	
AMCs	255,000	153,570	\$101,430	39.8%	Fewer new AMCs than expected
Other Miscellaneous Revenue	9,100	12,732	(\$3,632)	-39.9%	Bulletin Fees/PSI Admin Fees/NSF fees
Total FY13 Revenue	\$1,521,648	\$1,394,352	\$127,296	8.4%	

	FY12 Carry Forward	Allocated Amount	Remaining to be Allocated	Carry Forward % Remaining	
AMC Revenue Carry Forward from FY12	\$377,000	\$377,000	\$0	0.0%	Pro-rated thru August
Revenue Over/(Under) Expenditures & Transfers	\$280,818	\$344,531			Includes AMC Carry Forward