



Staff Reports for August 2018

Texas Real Estate Commission

Monthly Staff Reports

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Reception and Communication Services Division

Incoming Calls

	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	FYTD Total 2018
TREC Main Line	20,080	24,167	19,613	17,392	29,256	26,446	28,439	26,271	30,063	24,298	22,320	25,422	293,767
TALCB Main Line	1,426	2,015	1,671	1,371	3,279	2,930	2,619	1,495	1,926	1,519	1,352	1,410	23,013
Total Calls Received	21,506	26,182	21,284	18,763	32,535	29,376	31,058	27,766	31,989	25,817	23,672	26,832	316,780
Total Calls Handled	10,935	10,502	10,046	9,898	10,412	9,943	11,424	11,932	10,218	12,556	15,733	21,339	144,938
Calls Abandoned	10,571	15,680	11,238	8,865	22,123	19,432	19,634	15,834	21,770	13,257	7,939	5,493	171,836
% of Abandoned Calls	49%	60%	53%	47%	68%	66%	63%	57%	68%	51%	34%	20%	53%

Walk Ins

	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	FYTD Total 2018
Licensing	117	235	123	152	223	296	320	272	295	265	102	212	2,612
Education	27	14	21	18	12	19	23	23	14	9	6	22	208
Inspector	10	11	3	14	5	4	15	11	16	26	15	21	151
Enforcement	18	12	14	16	9	25	16	15	21	25	18	23	212
TALCB Lic	10	5	4	7	6	6	11	13	12	5	1	9	89
TALCB Enf	2	4	2	0	0	1	0	0	3	6	0	1	19
Total	184	281	167	207	255	351	385	334	361	336	142	288	3,291

Emails

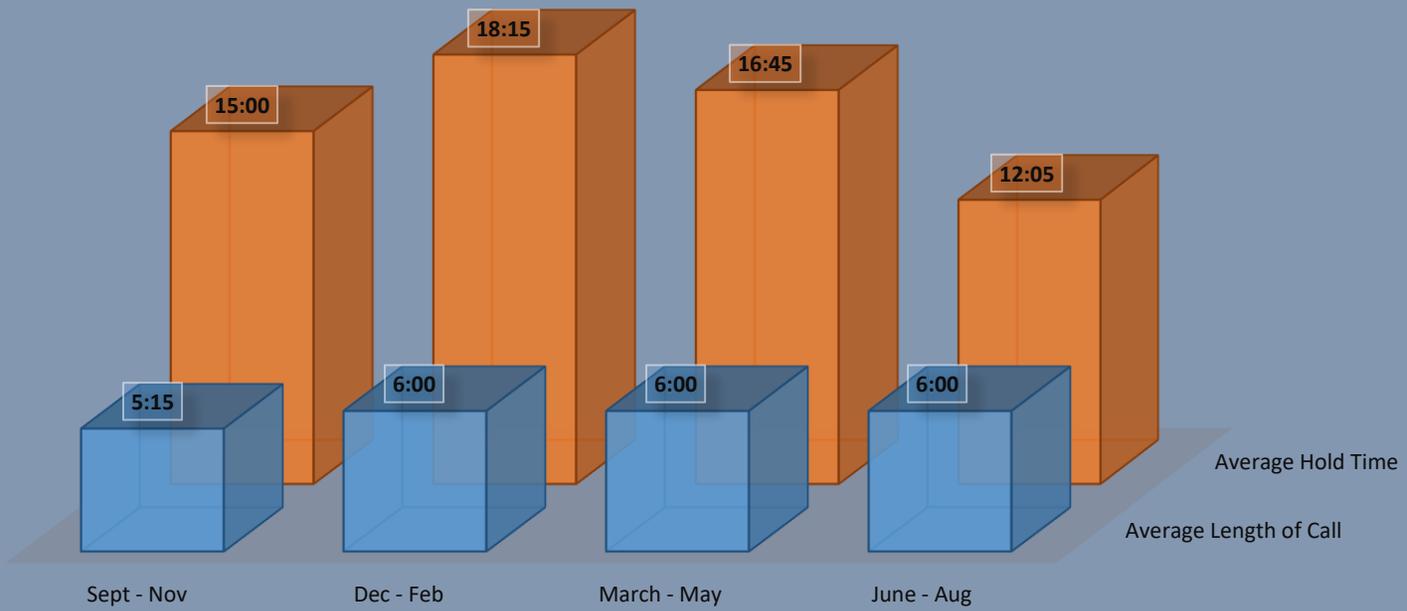
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	FYTD Total 2018
Licensing	6,518	7,290	8,032	5,748	12,637	10,781	9,148	7,247	8,426	6,174	4,298	4,721	91,020
Education	2,216	1,717	1,498	1,145	433	802	675	390	399	571	206	277	10,329
Inspector	466	382	320	236	104	109	109	92	128	180	224	153	2,503
Enforcement	190	244	259	176	192	315	258	254	292	272	227	247	2,926
TALCB Lic	474	381	366	401	526	384	296	318	341	379	344	292	4,502
TALCB Enf	15	9	10	11	11	17	16	18	14	17	12	15	165
Total	9,879	10,023	10,485	7,717	13,903	12,408	10,502	8,319	9,600	7,593	5,311	5,705	111,445

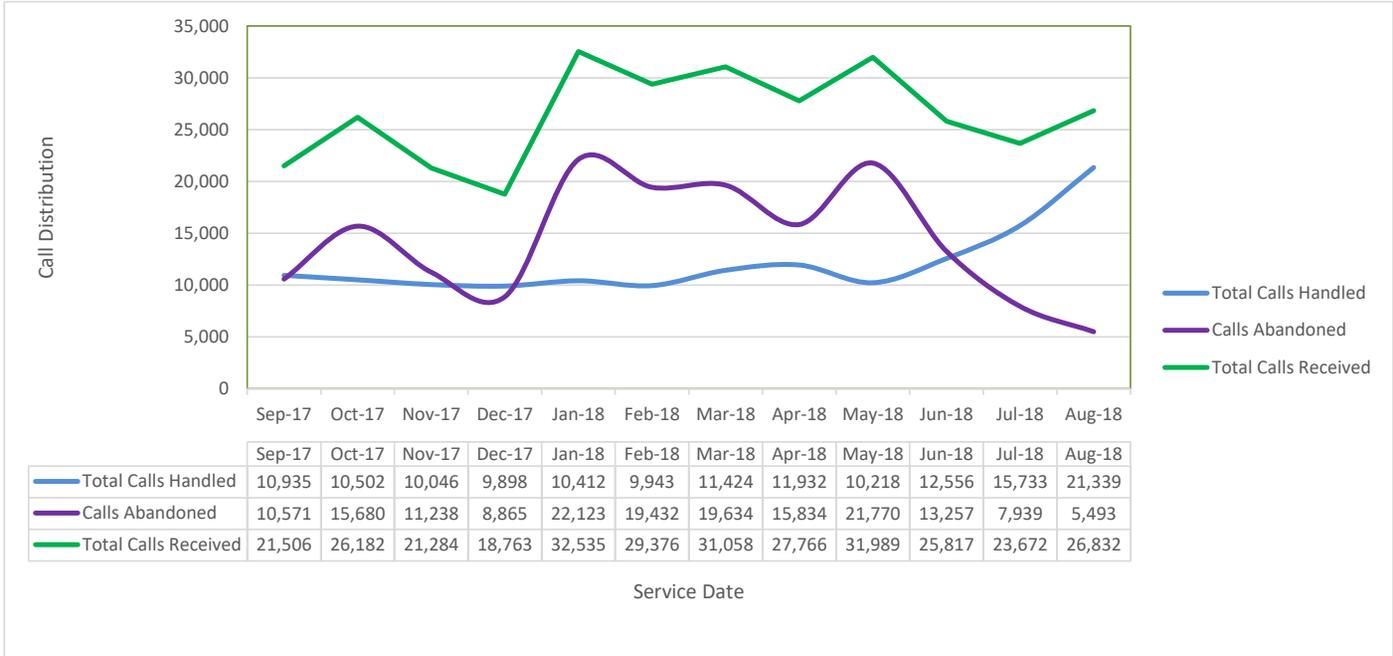
**Customer Service Surveys
FY 2018**

Month	# Received		Total	Comments With Contact Information	Top Three (3) Comments	# Resolved	# Unresolved
	TREC	TALCB					
September	58	2	60	29	TREC Website/Hold Time/Customer Service	29	
October	60	4	64	36	Email Response/Hold Time/TREC Website	36	
November	47	6	53	28	Website/Customer Service/Hold Time	28	
December	26	4	30	11	Hold Time/Customer Service/Application Processing	11	
January	80	7	87	39	Website/Hold Time/Application Processing	39	
February	70	7	77	36	Website/Application Processing/Hold Time	36	
March	93	3	96	24	Hold Time/Website/Customer Service	24	
April	40	4	44	22	Website/Hold Time/Customer Service	22	
May	44	4	48	25	Website/Customer Service/Hold Time	25	
June	44	1	45	22	Customer Service/Application Processing/Hold Time	22	
July	29	1	30	11	Customer Service/Application Processing/Website	11	
August	32	4	36	10	Customer Service/Application Processing/Website	10	
Grand Total	623	47	670	293		293	

FY 2018 CALL AVERAGES MIN:SEC

□ Average Length of Call □ Average Hold Time





Education & Licensing Services Division

Fiscal Year Comparison

Fiscal Year 2018 - Year-to-Date

August

	This YTD 09/17 - 08/18	Last YTD 09/16- 08/17	Change Count	Percent
<i>Applications Received</i>				
Broker Original Applications Received	2,959	2,900	59	2.03%
Sales Agent Original Applications Received	23,931	25,516	-1,585	-6.21%
<i>Total Original Applications</i>	26,890	28,416	-1,526	-5.37%
Broker Reinstatement Applications Received	190	228	-38	-16.67%
Sales Agent Reinstatement Applications Received	1,316	1,153	163	14.14%
<i>Total Reinstatement Applications Received</i>	1,506	1,381	125	9.05%
<i>Licenses Issued from Applications</i>				
Broker Licenses from Original Applications	2,736	2,590	146	5.64%
Sales Agent Licenses from Original Applications	24,706	22,278	2,428	10.90%
<i>Total Licenses from Original Applications</i>	27,442	24,868	2,574	10.35%
Broker Licenses from Reinstatement Applications	209	215	-6	-2.79%
Sales Agent Licenses from Reinstatement Applications	1,252	1,119	133	11.89%
<i>Total Licenses from Reinstatement Applications</i>	1,461	1,334	127	9.52%

Renewal Activity

	This YTD	% Renewed	Last YTD	% Renewed
Broker Renewals and Percentage	20,987	91.63%	20,667	82.61%
Sales Agent Renewals and Percentage	48,702	82.42%	45,853	76.41%
<i>**Total Renewals from Broker and Sales</i>	69,689	84.99%	66,520	78.23%

Education & Licensing Services Division

Fiscal Year Comparison

Fiscal Year 2018 - Year-to-Date

AUGUST

	This YTD 09/17 - 08/18	Last YTD 09/16 - 08/17	Count	Change Percent
<u>Applications Received</u>				
Professional Inspector Original Applications Received	676	821	-145	-17.66%
Real Estate Inspector Original Applications Received	8	15	-7	-46.67%
Apprentice Inspector Original Applications Received	94	85	9	10.59%
Total Original Applications	778	921	-143	-15.53%
Professional Inspector Reinstatement Applications	16	19	-3	-15.79%
Real Estate Inspector Reinstatement Applications	2	1	1	100.00%
Apprentice Inspector Reinstatement Applications	0	4	-4	-100.00%
Total Reinstatement Applications Received	18	24	-6	-25.00%
<u>Licenses Issued from Applications</u>				
Professional Inspector Licenses from Original Applications	797	799	-2	-0.25%
Real Estate Inspector Licenses from Original Applications	8	21	-13	-61.90%
Apprentice Inspector Licenses from Original Applications	83	83	0	0.00%
Total Licenses from Original Applications	888	903	-15	-1.66%
Professional Inspector Licenses from Reinstatement Applications	15	19	-4	-21.05%
Real Estate Inspector Licenses from Reinstatement Applications	2	1	1	100.00%
Apprentice Inspector Licenses from Reinstatement Applications	0	5	-5	-100.00%
Total Licenses from Reinstatement Applications	17	25	-8	-32.00%

	This YTD	% Renewed	Last YTD	% Renewed
<u>Renewal Activity</u>				
Professional Inspector Renewals and Percentage	1,389	84.70%	1,320	78.11%
Real Estate Inspector Renewals and Percentage	55	80.88%	52	69.33%
Apprentice Inspector Renewals and Percentage	26	39.39%	22	30.56%
**Total Renewals from Inspectors	1,470	82.86%	1,394	75.88%

Education & Licensing Services Division

License Holder and Registrant Status

AUGUST 2018

Real Estate License Holders

	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
Brokers													
Individual (Active)	33,215	33,281	33,332	33,242	33,265	33,276	33,305	33,081	33,029	33,003	32,973	32,860	32,862
Business Entities (Active)	10,204	10,321	10,411	10,411	10,478	10,488	10,547	10,436	10,474	10,544	10,606	10,654	10,718
Total Active Status	43,419	43,602	43,743	43,653	43,743	43,764	43,852	43,517	43,503	43,547	43,579	43,514	43,580
Inactive Status	1,531	1,555	1,594	1,573	1,594	1,616	1,650	1,582	1,591	1,574	1,555	1,648	1,620
Total Brokers	44,950	45,157	45,337	45,226	45,337	45,380	45,502	45,099	45,094	45,121	45,134	45,162	45,200
Sales Agents													
Active Status	102,904	103,992	105,059	105,226	105,051	104,877	105,590	105,594	106,567	107,121	107,109	107,755	108,989
Inactive Status	28,920	29,738	30,327	29,433	30,578	31,374	31,487	29,329	28,811	28,797	29,649	29,752	29,422
Total Sales Agents	131,824	133,730	135,386	134,659	135,629	136,251	137,077	134,923	135,378	135,918	136,758	137,507	138,411
Total Active	146,323	147,594	148,802	148,879	148,794	148,641	149,442	149,111	150,070	150,668	150,688	151,269	152,569
Total Inactive	30,451	31,293	31,921	31,006	32,172	32,990	33,137	30,911	30,402	30,371	31,204	31,400	31,042
Total Brokers/Sales Agents	176,774	178,887	180,723	179,885	180,966	181,631	182,579	180,022	180,472	181,039	181,892	182,669	183,811

Inspector License Holders

	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
Inspector License Holders													
Professional Inspectors(active)	3,026	3,073	3,124	3,148	3,173	3,189	3,207	3,180	3,196	3,192	3,191	3,206	3,230
Real Estate Inspectors (active)	141	143	145	144	146	147	144	140	141	141	138	142	143
Apprentice Inspectors(active)	138	141	143	144	143	140	135	130	136	136	135	136	142
Professional Inspectors(inactive)	530	542	553	554	563	573	586	567	567	572	573	570	560
Real Estate Inspectors(inactive)	14	14	15	15	14	15	16	18	18	19	17	17	18
Apprentice Inspectors(inactive)	20	22	22	22	21	22	25	25	25	26	24	27	27
Total Active	3,305	3,357	3,412	3,436	3,462	3,476	3,486	3,450	3,473	3,469	3,464	3,484	3,515
Total Inactive	564	578	590	591	598	610	627	610	610	610	614	614	605
Total Inspectors	3,869	3,935	4,002	4,027	4,060	4,086	4,113	4,060	4,083	4,084	4,078	4,098	4,120

Easement & Right-of-way Registrants

	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
ERW Registrants													
Businesses	50	51	51	46	46	46	44	42	45	49	49	49	51
Individuals	1,922	1,960	1,998	1,966	1,974	2,011	1,993	1,931	1,962	2,007	2,007	2,027	2,061
Total Registrants	1,972	2,011	2,049	2,012	2,020	2,057	2,037	1,973	2,007	2,056	2,056	2,076	2,112

Total License Holders and Registrants

	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
License Holders & Registrants	182,615	184,833	186,774	185,924	187,046	187,774	188,729	186,055	186,562	187,179	188,026	188,843	189,843

Education & Licensing Services Division - TREC: L3 Report

Real Estate Examination Activity - YTD Comparison

AUGUST 2018

Year-to-Date Comparison	2017		2018	
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Real Estate

	<u>Sales Agent</u>	<u>Broker</u>	<u>Sales Agent</u>	<u>Broker</u>
Examinations Passed	17,191	804	17,587	764
Examinations Failed	15,465	597	14,868	614
Examinations Taken	32,656	1,401	32,455	1,378
Applicants Examined	21,045	927	21,253	911
Passed on First Attempt	11,214	510	11,554	519
Examination Pass Rate	52.6%	57.4%	54.2%	55.4%
Applicant Pass Rate	81.7%	86.7%	82.8%	83.9%
First Attempt Pass Rate	53.3%	55.0%	54.4%	57.0%

Year-to-Date Comparison	2017		2018	
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Inspectors

	<u>R.E. Inspector</u>	<u>Prof. Inspector</u>	<u>R.E. Inspector</u>	<u>Prof. Inspector</u>
Examinations Passed	27	585	20	516
Examinations Failed	45	649	29	511
Examinations Taken	72	1,234	49	1,027
Applicants Examined	43	806	30	706
Passed on First Attempt	16	401	11	357
Examination Pass Rate	37.5%	47.4%	40.8%	50.2%
Applicant Pass Rate	62.8%	72.6%	66.7%	73.1%
First Attempt Pass Rate	37.2%	68.5%	36.7%	50.6%

Education & Licensing Services Division - L4 Report

Instructor Distribution

August 2018

Approved Real Estate Instructor Distribution

	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
CE Electives Only - Real Estate	1381	1379	1389	1426	1421	1458	1523	1535	1568	1599	1603	1636	1648
Qualifying and CE Electives	689	678	672	661	657	672	683	675	677	681	682	688	698
Broker Responsibility	215	213	209	216	216	217	218	218	214	215	213	211	208
CE Legal Update I and II	366	361	357	388	388	393	397	387	383	385	404	405	395

Approved Inspector Instructor Distribution

	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
ICE Electives Only – Inspector	38	38	37	44	44	38	39	39	38	33	34	33	33
Qualifying and ICE Electives	123	123	119	126	125	118	120	122	122	119	119	118	119
Texas SOP/Legal/Ethics Update	56	56	55	55	54	54	55	57	56	58	56	55	56
Ride Along Course	64	67	66	66	65	64	65	67	67	70	70	70	71

Standards & Enforcement Services Division - TREC: E1 Report

Case Status

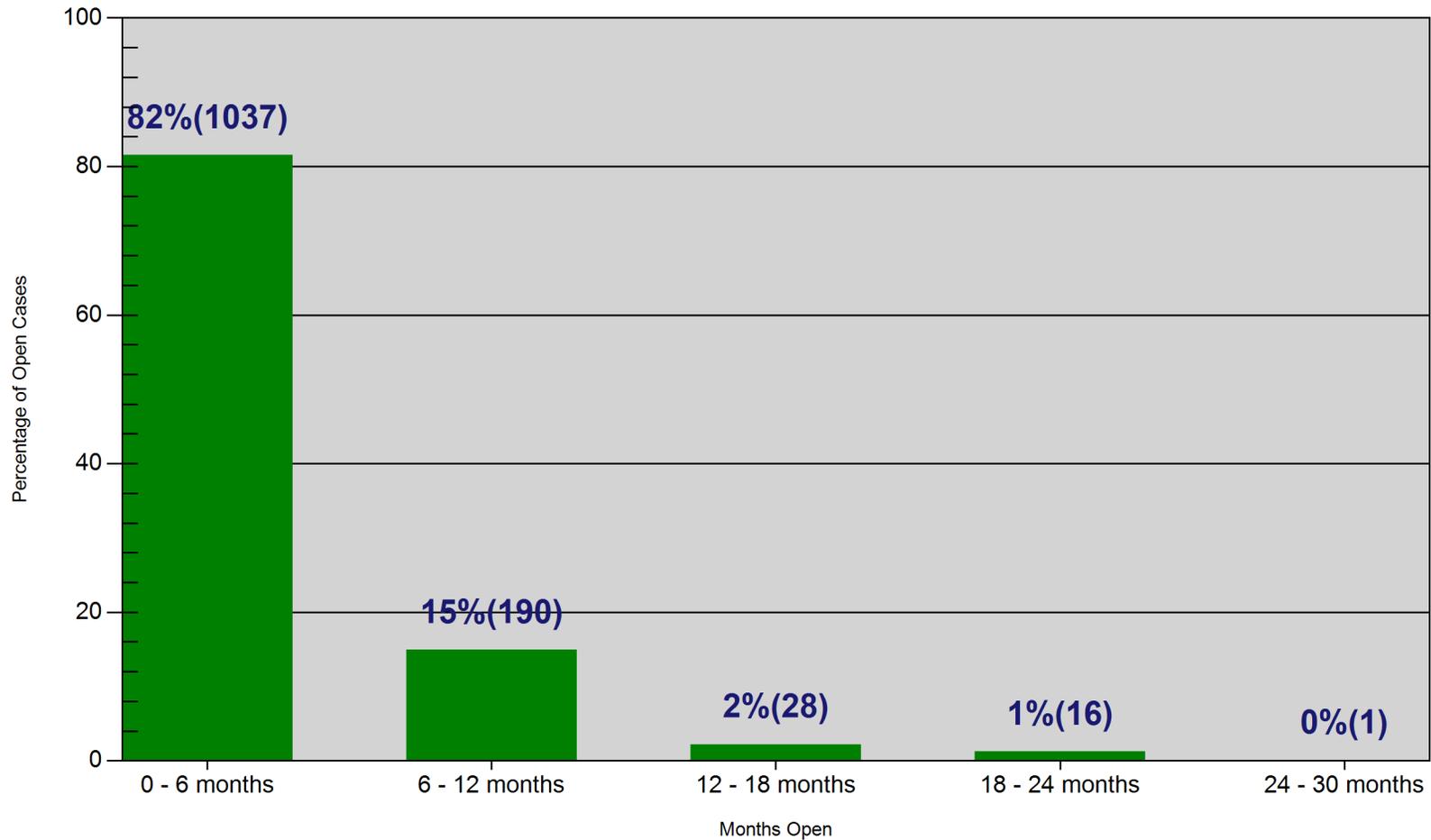
FY 2018

	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	YTD
Received During Month	432	538	347	341	358	413	481	526	484	447	579	535	5481
Broker/Sales	113	135	88	90	114	119	134	129	133	111	164	154	1484
Inspector	4	9	4	8	4	8	3	5	9	12	9	9	84
Timeshare	2	2	5	3	1	0	2	1	0	0	5	0	21
Unlicensed Activity	2	0	1	0	1	4	0	1	4	2	4	0	19
Residential Service Company	13	14	11	4	15	9	7	7	3	13	23	20	139
No Jurisdiction	12	14	13	8	18	15	15	15	9	8	6	12	145
Application Investigation	230	262	171	156	175	178	180	245	223	240	236	268	2564
MCD Inquiry	55	99	52	67	29	79	137	120	101	58	127	58	982
Education Related	1	3	2	3	1	1	3	3	2	1	5	14	39
Easement ROW	0	0	0	1	0	0	0	0	0	2	0	0	3
	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	YTD
Closed During Month	462	464	430	299	464	448	583	522	565	553	596	518	5904
Complaint Withdrawn	14	11	4	3	3	3	7	2	9	7	4	7	74
Cease & Desist Issued	1	0	0	1	0	1	0	0	1	0	0	0	4
Disciplinary Action	56	44	56	23	35	42	51	49	68	46	46	52	568
Failure to Go Forward	60	54	46	43	55	39	43	49	37	47	91	67	631
Insufficient Evidence	38	43	39	36	28	37	49	56	55	42	62	47	532
Matter Settled	9	8	9	7	21	8	22	7	22	20	11	13	157
No Jurisdiction	54	63	45	28	46	60	42	56	48	39	42	49	572
No Violation	7	9	7	3	7	3	2	1	2	7	13	5	66
Application Investigation	158	138	155	109	177	201	215	220	224	191	238	184	2210
MCD Inquiries	61	87	65	40	85	52	136	74	91	141	86	89	1007
Other	4	7	4	6	7	2	16	8	8	13	3	5	83
Open at Beginning of Month													1255
Received During Month													535
Closed During Month													518
Open at End of Month													1272
Received During Fiscal Year													5480
Closed During Fiscal Year													5904

Standards & Enforcement Services Division - TREC: E2 Report

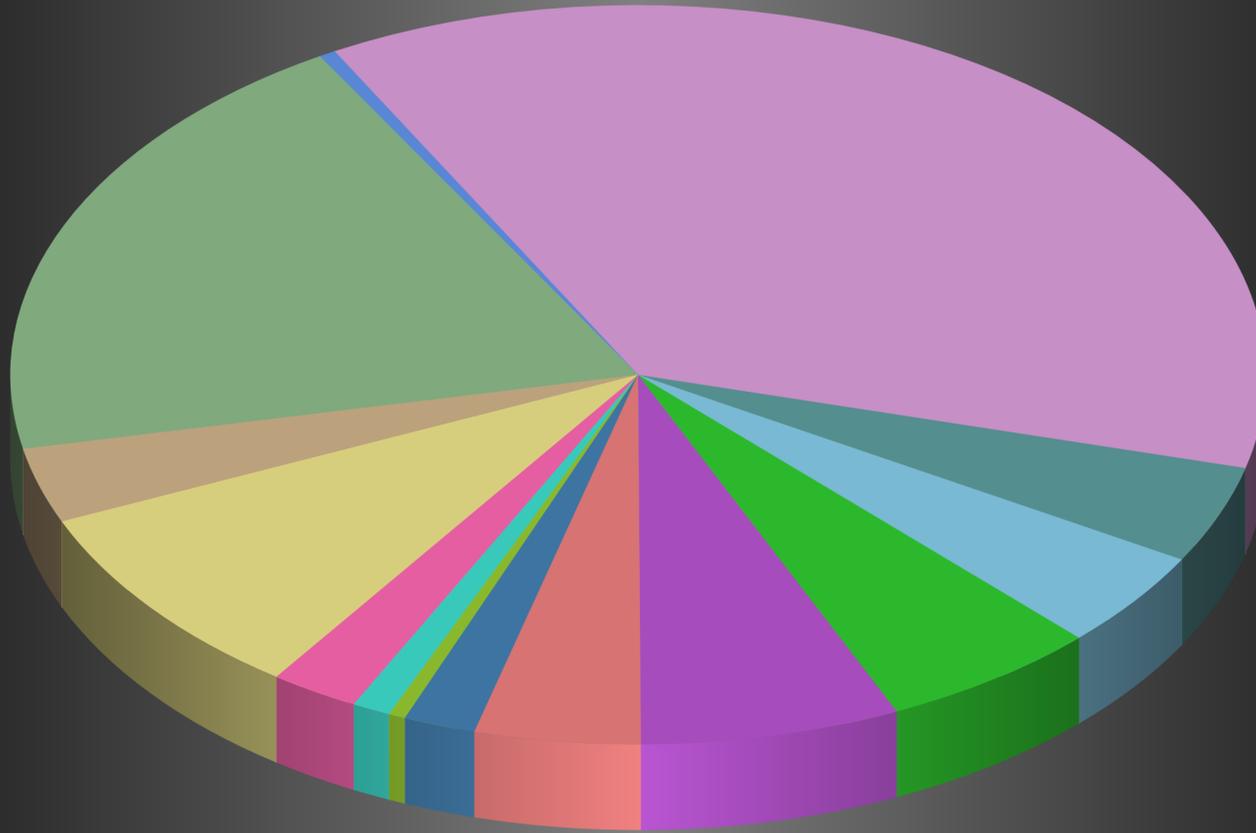
Open Case Aging Report

as of 8/31/2018



Complaint Subject Categories for August 2017 through August 2018

1615 Total Allegations



- | | |
|---|--|
| Administrative 4.27 % (69) | Leasing/Property Management - Misappropriation 2.29 % (37) |
| Advertising 5.63 % (91) | Leasing/Property Management - Other 8.73 % (141) |
| Breach of Fiduciary Duties 6.69 % (108) | License Holder Acting as Principal 3.28 % (53) |
| Broker Supervision 4.27 % (69) | Licensure Issues 19.75 % (319) |
| Failure to Disclose 1.86 % (30) | Sales Misappropriation 0.43 % (7) |
| Improper Contract/Seller Disclosure form usage 0.43 % (7) | Sales Other 37.09 % (599) |
| Intermediary/IABS 0.99 % (16) | Unlicensed Activity 4.27 % (69) |

Complaint Subject Categories by Month

Subject Matter Categories	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Total	YTD
Administrative <i>Bad check, contact information, uncooperative, etc.</i>	3	3	3	1	1	4	2	12	5	9	8	5	13	69	4.27%
Advertising <i>Includes misleading & dba</i>	11	11	10	4	3	10	1	5	4	12	3	10	7	91	5.63%
Breach of Fiduciary Duty <i>Including false promise</i>	13	7	10	19	5	8	3	4	7	9	3	8	12	108	6.69%
Broker Supervision	8	5	3	10	2	6	0	2	5	6	4	10	8	69	4.27%
Failure to Disclose	5	2	0	3	1	1	2	5	3	1	5	2	0	30	1.86%
Improper contract/Seller Disclosure form usage <i>Including false promise</i>	0	0	0	1	1	0	0	1	2	0	0	2	0	7	0.43%
Intermediary/IABS	2	0	2	1	1	0	2	3	0	1	1	2	1	16	0.99%
Leasing/Property Management - Misappropriation	4	2	6	1	2	2	1	9	4	6	0	0	0	37	2.29%
Leasing/Property Management - Other <i>Includes negligence, referral, etc.</i>	8	16	9	20	8	9	6	9	11	15	10	11	9	141	8.73%
Licensure Issues <i>Criminal background check, denials, probationary license, etc.</i>	29	19	18	26	16	24	20	28	22	43	30	20	24	319	19.75%
License Holder Acting as Principal	4	10	2	5	1	4	3	2	3	7	3	6	3	53	3.28%
Sales Misappropriation <i>Other than Leasing/Property Management - Misappropriation</i>	0	4	0	0	0	0	0	2	0	0	1	0	0	7	0.43%
Sales Other <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	32	57	60	53	26	33	42	34	64	44	42	67	45	599	37.09%
Unlicensed Activity	9	8	9	4	4	1	9	5	5	10	2	3	0	69	4.27%
Total	128	144	132	148	71	102	91	121	135	163	112	146	122	1615	

Information & Technology Services Division

Electronic Information Outlet Statistics

August 2018

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	3,580,691	41,711,628	42,935,070
Total Monthly Unique Visits	179,324	1,946,138	1,263,740

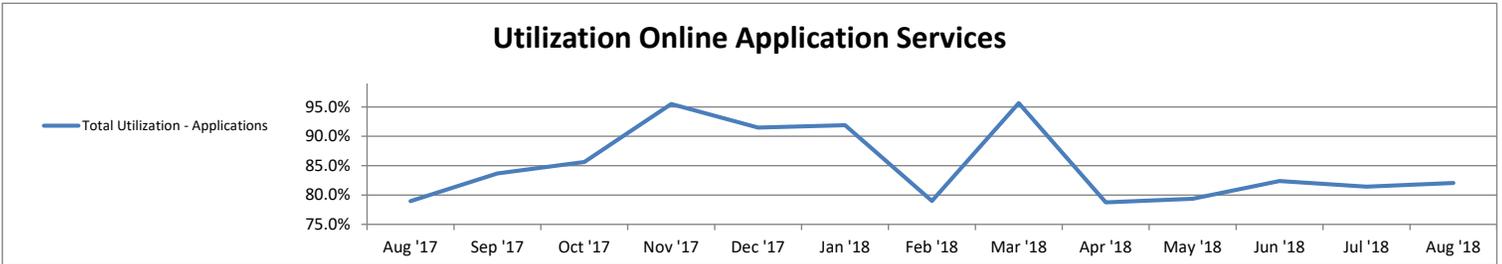
Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	2099	1722	82.0%	89.0%	81.3%
Broker Application	88	67	76.1%	90.6%	68.0%
Sales Agent Application	1906	1576	82.7%	89.6%	83.0%
Corporate Broker Application	105	79	75.2%	68.9%	63.0%
Renewals	7161	6990	97.6%	96.9%	96.8%
Broker Renewals	1612	1565	97.1%	95.7%	95.5%
Sales Agent Renewal	5026	4926	98.0%	97.5%	97.7%
Corporate Broker Renewals	344	327	95.1%	94.0%	91.7%
Professional Inspector Renewals	149	143	96.0%	95.5%	94.1%
Real Estate Inspector Renewals	4	4	100.0%	94.8%	85.0%
Apprentice Inspector Renewals	3	2	66.7%	93.3%	100.0%
Easement ROW Business Renewals	0	0	N/A	75.0%	60.0%
Easement ROW Individual Renewals	23	23	100.0%	89.9%	91.7%
Sponsorship Transactions	7751	7468	96.3%	94.5%	91.6%
Additions	4577	4562	99.7%	99.3%	98.5%
Removals	3174	2906	91.6%	88.8%	83.4%

Information & Technology Services Division
Electronic Information Outlet Statistics

August 2018

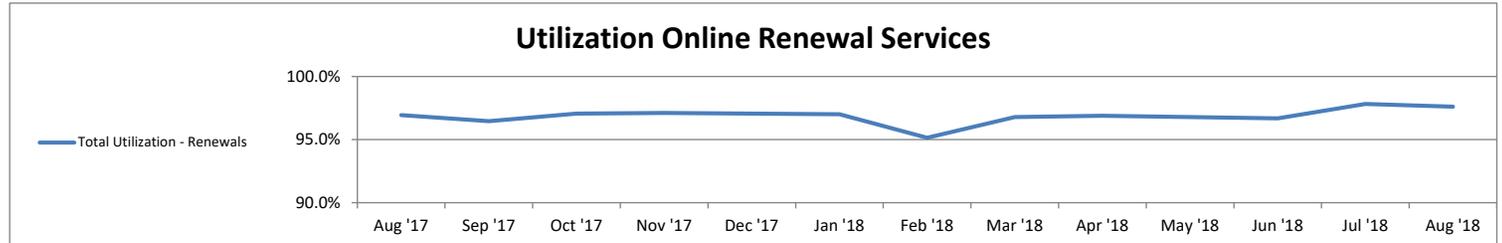
Applications	Aug '17	Sep '17	Oct '17	Nov '17	Dec '17	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18
Broker Application	64.4%	58.8%	76.0%	94.7%	92.2%	96.1%	81.8%	97.7%	56.9%	73.6%	70.7%	73.8%	76.1%
Sales Agent Application	80.4%	85.6%	86.8%	96.0%	92.2%	91.9%	79.1%	95.6%	80.6%	79.6%	83.8%	83.0%	82.7%
Broker Organization Applications	65.6%	61.3%	69.9%	72.2%	67.9%	74.3%	74.3%	70.7%	63.7%	79.2%	61.5%	55.6%	75.2%
Total Utilization - Applications	78.9%	83.7%	85.6%	95.5%	91.5%	91.9%	79.0%	95.7%	78.7%	79.4%	82.4%	81.4%	82.0%

Utilization Online Application Services



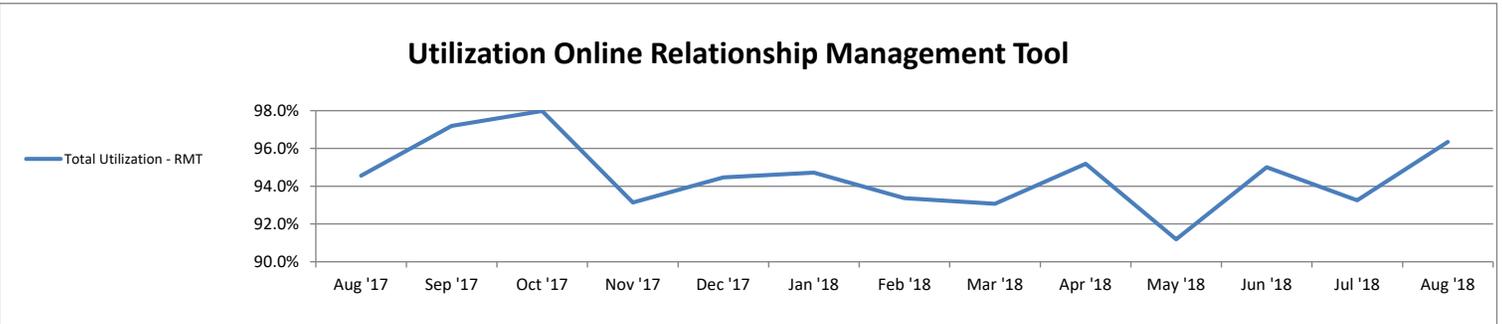
Renewals	Aug '17	Sep '17	Oct '17	Nov '17	Dec '17	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18
Broker Renewals	94.6%	95.1%	95.9%	95.6%	95.7%	95.5%	94.0%	95.6%	95.8%	95.4%	95.7%	96.4%	97.1%
Sales Agent Renewal	98.0%	97.2%	97.7%	97.8%	98.0%	97.8%	95.8%	97.5%	97.7%	97.6%	97.3%	98.4%	98.0%
Broker Organization Renewal	90.7%	93.6%	93.0%	96.9%	93.5%	92.2%	92.3%	91.6%	94.3%	91.3%	94.5%	96.8%	95.1%
Professional Inspector Renewals	96.1%	94.8%	97.7%	96.9%	95.3%	98.8%	96.1%	93.2%	92.9%	96.3%	92.5%	96.4%	96.0%
Real Estate Inspector Renewals	66.7%	100.0%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	87.5%	100.0%	80.0%	100.0%
Apprentice Inspector Renewals	N/A	100.0%	100.0%	100.0%	N/A	100.0%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	66.7%
Easement ROW Business Renewals	0.0%	N/A	N/A	N/A	N/A	100.0%	33.3%	N/A	100.0%	100.0%	100.0%	100.0%	N/A
Easement ROW Individual Renewals	93.2%	90.0%	92.6%	87.5%	82.9%	94.7%	84.6%	96.9%	81.4%	86.0%	86.2%	96.8%	100.0%
Total Utilization - Renewals	96.9%	96.5%	97.1%	97.1%	97.1%	97.0%	95.1%	96.8%	96.9%	96.8%	96.7%	97.8%	97.6%

Utilization Online Renewal Services



RMT	Aug '17	Sep '17	Oct '17	Nov '17	Dec '17	Jan '18	Feb '18	Mar '18	Apr '18	May '18	Jun '18	Jul '18	Aug '18
Sponsorship Invitations	98.7%	99.1%	99.2%	98.7%	99.2%	99.2%	99.6%	99.5%	99.2%	99.2%	99.1%	99.6%	99.7%
Sponsorship Removals	88.9%	94.5%	96.4%	86.0%	89.9%	90.4%	85.8%	85.1%	90.1%	82.2%	90.9%	85.2%	91.6%
Total Utilization - RMT	94.6%	97.2%	98.0%	93.1%	94.5%	94.7%	93.4%	93.1%	95.2%	91.2%	95.0%	93.3%	96.3%

Utilization Online Relationship Management Tool



Staff & Support Services Division

TREC Budget Status Report

August 2018

0/12 = 0%

Expenditure Category	Budget FY2018	Expenditures	Balance	Budget % Remaining	Comments
Salaries & Wages	\$5,902,890	5,519,184	\$383,706	6.5%	
Employee Benefits	\$1,959,791	1,776,220	183,571	9.4%	
Retiree Insurance	\$590,623	428,046	162,577	27.5%	
Other Personnel Costs	\$250,421	156,217	94,204	37.6%	
Professional Fees & Services	\$354,037	458,354	(104,317)	-29.5%	Sunset Audit Services \$113K; Allocation for SOAH changed to reflect anticipated use of SOAH vs. historical. SOAH allocation increased by \$24,100
Consumables	\$15,000	9,225	5,775	38.5%	
Utilities	\$10,456	2,990	7,466	71.4%	
Travel	\$64,000	37,059	26,941	42.1%	Unexpended budget for Administration & Enforcement as of report date
Office and Space Rent	\$111,339	176,125	(64,786)	-58.2%	Annual rent paid to Texas Facilities Commission. Rent expense higher than anticipated due to decrease in SWCAP allocation.
Equipment Rental	\$56,850	43,311	13,539	23.8%	Unexpended budget for PC Refresh as of report date; payments made for FY16 and FY17 lease agreements
Registration & Membership	\$62,325	22,100	40,225	64.5%	\$25K unexpended training budget and \$12K ITS training budget as of report date
Maintenance & Repairs	\$268,320	154,160	114,160	42.5%	Have not expended Versa customization budget of \$100K as of report date
Reproduction & Printing	\$2,600	869	1,731	66.6%	
Contract Services	\$33,130	41,642	(8,512)	-25.7%	\$12K budget for Legal I and II course exam development resides in Professional Services vs. Contracted Services
Postage	\$17,800	17,764	36	0.2%	
Supplies & Equipment	\$123,552	80,763	42,789	34.6%	\$42K of unexpended budget for Computer software
Communication Services	\$110,805	103,116	7,689	6.9%	
Other Operating Expenses	\$24,700	25,556	(856)	-3.5%	expended for SORM assessments for workers' compensation
Subtotal - Operations Expenditures	9,958,639	9,052,701	905,938	9.1%	
DPS Criminal History Background Checks	2,000	5,530	(3,530)	-176.5%	DPS has changed billing practices; actual usage has not changed
Statewide Cost Allocation Plan (SWCAP)	273,271	175,240	98,031	35.9%	Over budgeted for SWCAP.
Contribution to General Revenue	724,725	724,725	0	0.0%	
Subtotal - Nonoperational Expenditures	999,996	905,495	94,501	9.5%	
Total Expenditures	\$10,958,635	\$9,958,196.02	\$1,000,439	9.1%	

Revenue	FY2018 Projected	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$10,203,210	11,518,130	(\$1,314,920)	-12.9%	We have exceeded revenue projection.
Education Fees	\$480,668	586,396	(\$105,728)	-22.0%	We have exceeded revenue projection.
Examination Fees	\$326,280	369,116	(\$42,836)	-13.1%	We have exceeded revenue projection.
Other Miscellaneous Revenue	\$1,550	4,902	(\$3,352)	-216.3%	NSF fees and Public Info fees
Total Revenue	\$11,011,708	\$12,478,545	(\$1,466,837)	-13.3%	

Revenue Over/(Under) Expenditures & Transfers	\$53,073	\$2,520,349			
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Staff Services Division

Texas Real Estate Commission Operating Account No. 3055 Investments Holdings Report

August 2018

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
09/13/2017	2,005,400.00	1,999,759.81	2,003,013.57	1,804.86	2,004,818.43	9,264.08	U.S. T-Notes, 1.000%	09/15/2018
12/20/2017	2,411,000.00	2,399,453.16	2,403,067.81	1,880.58	2,404,948.39	6,422.75	U.S. T-Notes, 1.250%	12/15/2018
03/13/2018	5,528,400.00	5,498,399.52	5,485,444.33	6,468.23	5,491,912.56	25,538.80	U.S. T-Notes, 1.000%	03/15/2019
06/19/2018	3,043,000.00	2,999,547.88	3,002,467.24	4,625.36	3,007,092.60	5,674.45	U.S. T-Notes, 0.880%	06/15/2019
Totals	\$ 12,987,800.00	\$ 12,897,160.37	\$ 12,893,992.95	\$ 14,779.03	\$ 12,908,771.98	\$ 46,900.08		

Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
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Beginning Cash Available Balance	\$ 4,226,196.17	
Current Month Receipts		\$ 1,898,865.29
Current Month Disbursements		\$ (1,568,751.51)
Total Cash		\$ 4,556,309.95
Investment Ending Market Value		12,908,771.98
Total Account Balance		17,465,081.93
Reserved for Long-Term Facilities Master Plan		(11,478,424.00)
Ending Balance Available for Operations		\$ 5,986,657.93

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



Priscilla Piphó, Investment Officer



Melissa Huerta, Alternate Investment Officer



Oretha Trice, Alternate Investment Officer

Staff Services Division
Real Estate Recovery Trust Account No. 3058 Investments
Current Securities
August 2018

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
09/13/2017	498,700.00	499,841.73	498,106.55	448.83	498,555.38	2,303.78	U.S. T-Notes, 1.00%	09/15/2018
12/20/2017	602,000.00	599,093.37	600,019.42	469.56	600,488.98	1,603.69	U.S. T-Notes, 1.25%	12/15/2018
03/13/2018	502,000.00	498,913.21	498,099.46	587.34	498,686.80	2,319.02	U.S. T-Notes, 1.00%	03/15/2019
06/19/2018	253,000.00	249,377.43	249,630.04	384.56	250,014.60	471.78	U.S. T-Notes, 0.880	06/15/2019
Totals	\$ 1,855,700.00	\$ 1,847,225.74	\$ 1,845,855.47	\$ 1,890.29	\$ 1,847,745.76	\$ 6,698.27		

	Beginning Balance	Current Month	Ending Balance
Receipts:			
Licenses' Remittances to Recovery Fund		\$ 25,640.00	
Interest Realized		1,631.38	
Repayments to Recovery Fund (Principal and Interest)		5,035.06	
Administrative Penalties		21,930.00	
Investments Matured		0.00	
Total Received	\$ 1,001,894.06	\$ 54,236.44	\$ 1,056,130.50
Disbursements:			
Investments Purchased		\$ 0.00	
Accrued Interest Purchased		0.00	
Disbursement to Trust		0.00	
Payments from Recovery Fund		0.00	
Administrative Costs		66.58	
Total Disbursed		\$ 66.58	(66.58)
Cash Balance			1,056,063.92
Investment Ending Market Value			1,847,745.76
Total Portfolio			2,903,809.68
Treasury Cash Balance			0.00
Reserved for Potential Payments Within 90 Days			(554,000.00)
Balance			\$ 2,349,809.68

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


Priscilla Pipo, Investment Officer


Melissa Huerta, Alternate Investment Officer


Oretha Trice, Alternate Investment Officer

Texas Occ Code, Sec 1101.603(e): 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

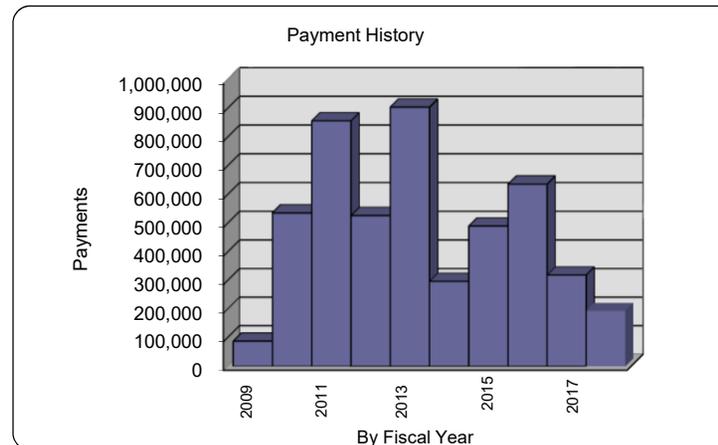
Payments and Repayments

August 2018

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2018-To-Date	Number of Claims FY2018
August 2017	0.00	840.00	17,352.00	(77.48)	0.00	0
September 2017	0.00	840.00	13,432.75	72.39	0.00	0
October 2017	0.00	840.00	19,441.28	62.10	0.00	0
November 2017	26,853.64	840.00	4,700.00	64.48	26,853.64	1
December 2017	0.00	28,903.91	15,000.00	162.92	0.00	0
January 2018	4,895.09	840.00	5,500.00	66.52	4,895.09	1
February 2018	0.00	4,678.48	22,400.00	66.72	0.00	0
March 2018	0.00	2,147.24	13,950.00	62.10	0.00	0
April 2018	52,102.09	949.88	15,700.00	69.07	52,102.09	2
May 2018	17,842.51	1,132.95	16,500.00	66.58	17,842.51	1
June 2018	10,578.37	32,746.17	26,100.00	134.00	10,578.37	1
July 2018	81,399.95	840.00	20,879.68	68.75	81,399.95	1
August 2018	0.00	5,035.06	21,930.00	66.58	0.00	0
	193,671.65	80,633.69	212,885.71	884.73	193,671.65	7

**Potential Payments*
Next 3 Months (554,000.00)**

Payment History		
Fiscal Year	# of Payments	Total Payments
thru 2008	636	10,726,152.86
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
2017	14	319,142.23
2018	7	193,671.65
Total	781	\$15,576,625.29



*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 2018

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
9/13/2017	349,000.00	349,799.00	348,584.69	314.10	348,898.79	1,612.23	U.S. T-Notes, 1%	09/15/2018
12/20/2017	240,700.00	239,537.83	239,908.10	187.74	240,095.84	641.21	U.S. T-Notes 1.25%	12/15/2018
Totals	<u>\$ 589,700.00</u>	<u>\$ 589,336.83</u>	<u>\$ 588,492.79</u>	<u>\$ 501.84</u>	<u>\$588,994.63</u>	<u>\$2,253.44</u>		

Monthly Activity		
Beginning Balance	Current Month	Cumulative Totals

Payment History		
Fiscal Year	Number of Payments	Total Payments

Beginning Balance	\$ 25,339.45	\$ 25,339.45
Receipts:		
Licenses' Remittances to Recovery Fund	\$ 370.00	
Interest Realized (includes accruals)	40.10	
Treasury Note Semi-Annual Interest	0.00	
Repayments	0.00	
Administrative Penalties	0.00	
Investments Matured	0.00	
Total Received in Current Month		\$ 410.10
Disbursements:		
Investments Purchased	\$ 0.00	
Payments from Recovery Fund	0.00	
* Cash Transfer Trust to Treasury	0.00	
Administrative Costs	23.00	
Total Disbursed in Current Month		\$ (23.00)
Total Cash		\$ 25,726.55
Reserved for Potential Payment within 90 Days		0.00
Unobligated Fund Balance		\$ 25,726.55
Investment Ending Market Value		588,994.63
Balance		\$ 614,721.18

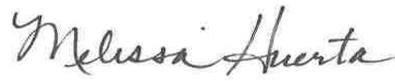
1991 - 2006	45	\$ 319,879.95
2008	0	0.00
2009	1	12,500.00
2010	2	16,205.00
2011	2	25,000.00
2012	1	12,500.00
2013	0	0.00
2014	0	0.00
2015	0	0.00
2016	1	2,275.23
2017	2	25,000.00
2018	0	0.00
Total	54	\$ 413,360.18

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.


Priscilla Pipho, Investment Officer


Melissa Huerta, Alternat


Oretta Trice, Alternate Investment Officer