



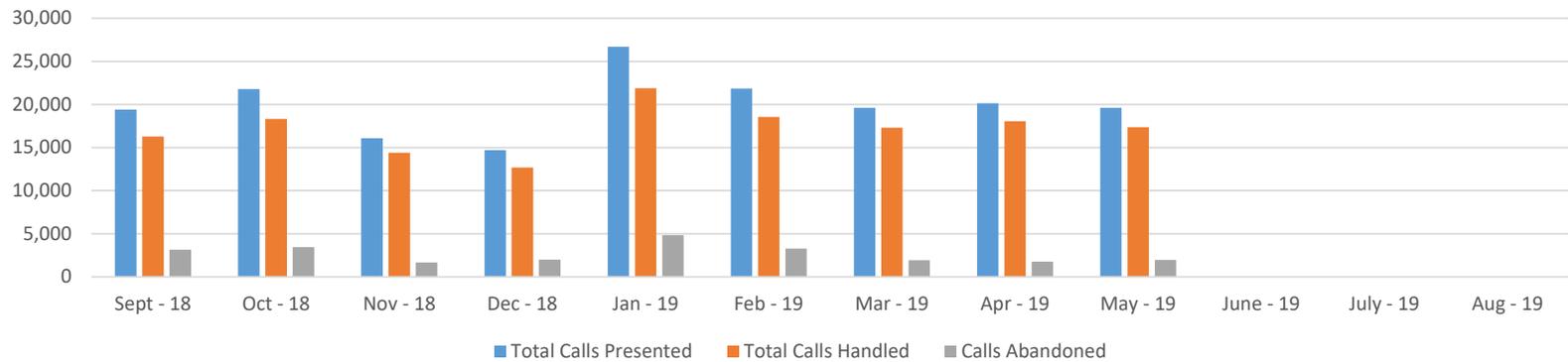
## **Staff Reports for May 2019**

## Reception and Communication Services Division

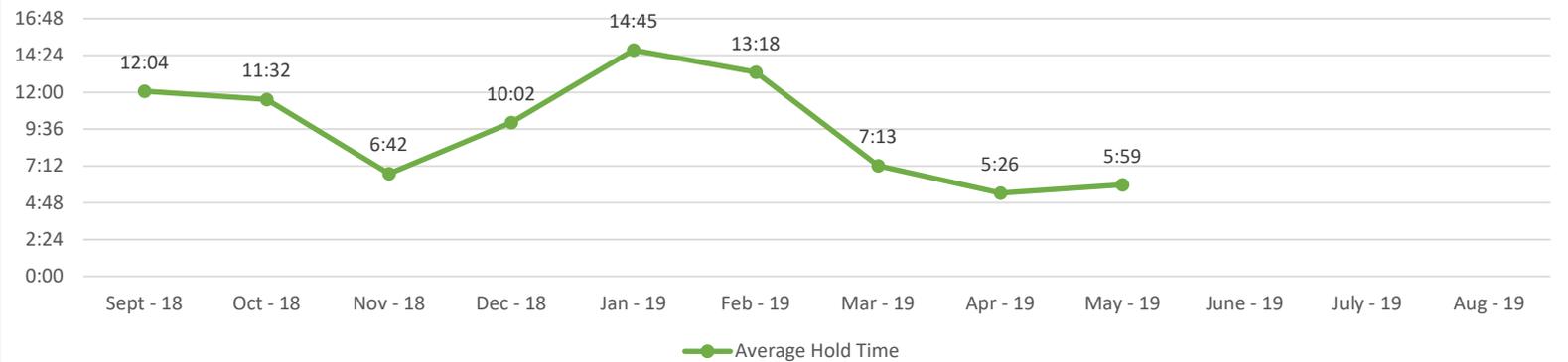
### Incoming Calls

	Sept - 18	Oct - 18	Nov - 18	Dec - 18	Jan - 19	Feb - 19	Mar - 19	Apr - 19	May - 19	June - 19	July - 19	Aug - 19	FYTD Total 2019
Total Calls Presented	19,428	21,786	16,088	14,711	26,713	21,867	19,614	20,142	19,618				179,967
Total Calls Handled	16,272	18,338	14,388	12,697	21,880	18,569	17,296	18,063	17,366				154,869
Calls Abandoned	3,155	3,445	1,681	2,012	4,829	3,278	1,918	1,752	1,957				24,027
% of Abandoned Calls	16.24%	15.81%	10.45%	13.68%	18.08%	14.99%	9.78%	8.70%	9.98%				13.08%
Average Handle Time	9:24	6:16	5:44	5:47	5:48	5:06	6:11	5:46	5:49				6:12
Average Hold Time	12:04	11:32	6:42	10:02	14:45	13:18	7:13	5:26	5:59				9:40

Calls Presented, Handled, and Abandoned



Average Hold Time



Walk Ins													
	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	FYID Total 2019
Licensing	166	181	147	120	210	190	133	108	122				1,377
Education	16	22	13	11	21	19	1	3	4				110
Inspector	12	12	12	12	21	22	3	24	6				124
Enforcement	14	16	7	3	15	16	6	10	16				103
<b>TALCB Lic</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>19</b>	<b>13</b>	<b>2</b>	<b>4</b>	<b>1</b>				<b>68</b>
<b>TALCB Enf</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>				<b>14</b>
<b>Total</b>	<b>216</b>	<b>241</b>	<b>191</b>	<b>156</b>	<b>288</b>	<b>261</b>	<b>145</b>	<b>149</b>	<b>149</b>				<b>1,796</b>

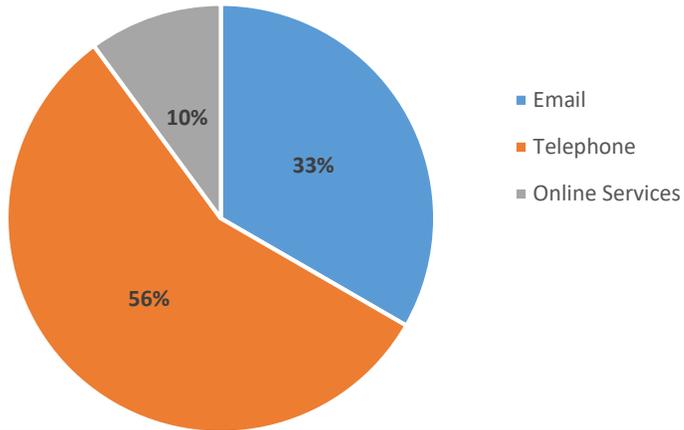
Emails													
	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	FYID Total 2019
Licensing	4,394	4,824	3,149	2,307	4,421	2,447	3,292	4,255	3,447				32,536
Education	240	329	172	108	309	115	189	51	41				1,554
Inspector	130	173	129	103	164	160	95	67	92				1,113
Enforcement	288	311	192	167	215	182	180	176	166				1,877
<b>TALCB Lic</b>	<b>226</b>	<b>264</b>	<b>225</b>	<b>127</b>	<b>259</b>	<b>175</b>	<b>156</b>	<b>108</b>	<b>122</b>				<b>1,662</b>
<b>TALCB Enf</b>	<b>13</b>	<b>18</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>11</b>	<b>25</b>	<b>18</b>	<b>22</b>				<b>127</b>
<b>Total</b>	<b>5,291</b>	<b>5,919</b>	<b>3,874</b>	<b>2,818</b>	<b>5,375</b>	<b>3,090</b>	<b>3,937</b>	<b>4,669</b>	<b>3,890</b>				<b>38,863</b>
<b>Respond in 2 bus days</b>	<b>3,241</b>	<b>3,056</b>	<b>3,374</b>	<b>1,883</b>	<b>3,789</b>	<b>2,771</b>	<b>1,440</b>	<b>3,711</b>	<b>3,890</b>				<b>27,155</b>
<b>% handled in 2 days</b>	<b>61%</b>	<b>52%</b>	<b>87%</b>	<b>67%</b>	<b>70%</b>	<b>90%</b>	<b>37%</b>	<b>79%</b>	<b>100%</b>				

TALCB and TREC Call Comparisons						
	March, 2019		April, 2019		May, 2019	
	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)
Total Calls Presented	1,616	17,998	1,706	18,436	1,682	17,936
Total Calls Handled	1,422	16,266	1,449	16,614	17,366	15,925
Calls Abandoned	194	1,724	230	1,522	217	1,740
% of Abandoned Calls	12.00%	9.58%	13.48%	8.26%	12.90%	9.70%
Hold Times	5:48	7:15	5:27	5:29	5:59	6:01
Callbacks	191	2495	182	2,155	216	2435
% of Callbacks	11.82%	13.86%	10.67%	11.69%	12.84%	13.58%
Re-directed for assistance	19	348	27	300	295	266
<b>% of all calls</b>	<b>8.24%</b>	<b>91.76%</b>	<b>8.47%</b>	<b>91.53%</b>	<b>8.57%</b>	<b>91.43%</b>

# RCS May, 2019 Customer Satisfaction Report

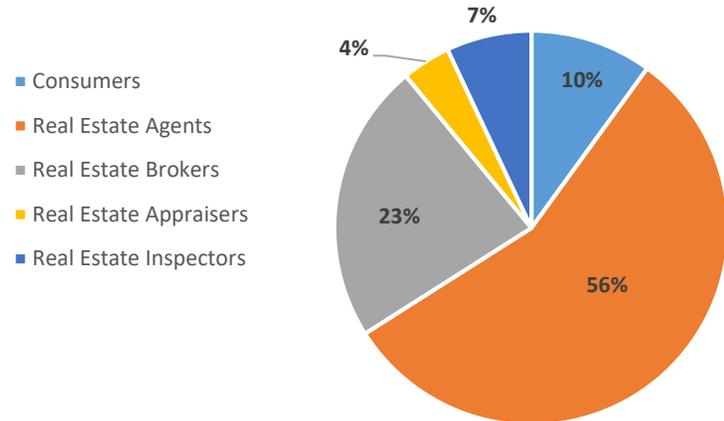
## How Customers Contact TREC/TALCB?

103 Customers Responded



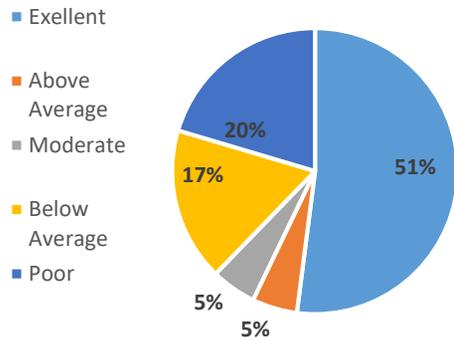
## Customer Demographics

100 Customers Responded



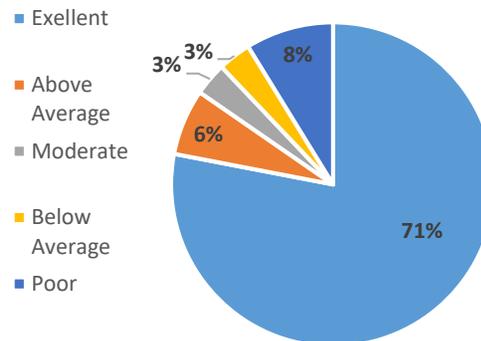
## Customer Email Experience Rating

35 Customers Responded



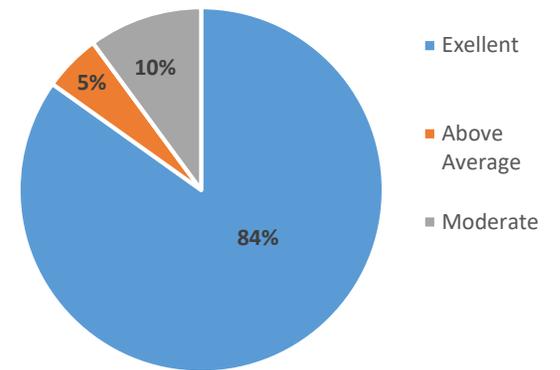
## Customer Telephone Experience Rating

58 Customers Responded



## Experience with Customer Service Representative

19 Customers Responded



## Licensing & Registration Services Division

### Applications Received and Renewal Activity

#### Fiscal Year 2019 - Year-to-Date Comparison May

#### Real Estate Brokers & Sales Agents

<b>Applications Received</b>	<b>Sep 2017 - May 2018</b>		<b>Sep 2018 - May 2019</b>		<b>Variance</b>	<b>Percent</b>
Broker Original Applications Received	2,309		2,475		166	7.19%
Sales Agent Original Applications Received	17,788		18,839		1,051	5.91%
<b>Total Original Applications</b>	<b>20,097</b>		<b>21,314</b>		<b>1,217</b>	<b>6.06%</b>

<b>Renewal Activity</b>	<b>% Renewed</b>		<b>% Renewed</b>		<b>2017 YTD</b>	
Broker Renewals and Percentage	15,650	91.09%	21,534	92.25%	15,748	81.57%
Sales Agent Renewals and Percentage	34,526	81.12%	48,732	83.06%	32,689	76.59%
<b>Total Renewals from Brokers &amp; Sales Agents</b>	<b>50,176</b>	<b>83.99%</b>	<b>70,266</b>	<b>85.67%</b>	<b>48,437</b>	<b>78.14%</b>

#### Real Estate Inspectors

<b>Applications Received</b>	<b>Sep 2017 - May 2018</b>		<b>Sep 2018 - May 2019</b>		<b>Variance</b>	<b>Percent</b>
Professional Inspector Original Applications Received	548		432		-116	-21.17%
Real Estate Inspector Original Applications Received	7		7		0	0.00%
Apprentice Inspector Original Applications Received	75		61		-14	-18.67%
<b>Total Original Applications</b>	<b>630</b>		<b>500</b>		<b>-130</b>	<b>-20.63%</b>

<b>Renewal Activity</b>	<b>% Renewed</b>		<b>% Renewed</b>		<b>2017 YTD</b>	
Professional Inspector Renewals and Percentage	755	77.75%	1,193	77.32%	1,071	78.87%
Real Estate Inspector Renewals and Percentage	41	78.84%	39	69.64%	40	72.73%
Apprentice Inspector Renewals and Percentage	7	25.00%	17	29.31%	16	30.77%
<b>Total Renewals from Inspectors</b>	<b>803</b>	<b>76.40%</b>	<b>1,249</b>	<b>75.38%</b>	<b>1,127</b>	<b>76.92%</b>

## Licensing & Registration Services Division

### License Holder and Registrant Status

**May 2019**

#### Real Estate License Holders

	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
<b>Brokers</b>													
Individual (Active)	33,003	32,973	32,860	32,862	32,814	32,802	32,812	32,778	32,796	32,798	32,759	32,759	32,745
Business Entities (Active)	10,544	10,606	10,654	10,718	10,736	10,832	10,901	10,936	10,997	11,053	11,068	11,113	11,192
<b>Total Active Status</b>	<b>43,547</b>	<b>43,579</b>	<b>43,514</b>	<b>43,580</b>	<b>43,550</b>	<b>43,634</b>	<b>43,713</b>	<b>43,714</b>	<b>43,793</b>	<b>43,851</b>	<b>43,827</b>	<b>43,872</b>	<b>43,937</b>
Inactive Status	1,574	1,555	1,648	1,620	1,629	1,625	1,619	1,628	1,665	1,679	1,766	1,763	1,748
<b>Total Brokers</b>	<b>45,121</b>	<b>45,134</b>	<b>45,162</b>	<b>45,200</b>	<b>45,179</b>	<b>45,259</b>	<b>45,332</b>	<b>45,342</b>	<b>45,458</b>	<b>45,530</b>	<b>45,593</b>	<b>45,635</b>	<b>45,685</b>
<b>Sales Agents</b>													
Active Status	107,121	107,109	107,755	108,989	109,580	110,096	110,481	109,823	109,835	110,621	111,576	112,703	113,108
Inactive Status	28,797	29,649	29,752	29,422	29,288	29,263	29,217	30,167	30,752	30,669	30,554	29,997	29,971
<b>Total Sales Agents</b>	<b>135,918</b>	<b>136,758</b>	<b>137,507</b>	<b>138,411</b>	<b>138,868</b>	<b>139,359</b>	<b>139,698</b>	<b>139,990</b>	<b>140,587</b>	<b>141,290</b>	<b>142,130</b>	<b>142,700</b>	<b>142,700</b>
Total Active	150,668	150,688	151,269	152,569	153,130	153,730	154,194	153,537	153,628	154,472	155,403	156,575	157,045
Total Inactive	30,371	31,204	31,400	31,042	30,917	30,888	30,836	31,795	32,417	32,348	32,320	31,760	31,719
<b>Total Brokers/Sales Agents</b>	<b>181,039</b>	<b>181,892</b>	<b>182,669</b>	<b>183,611</b>	<b>184,047</b>	<b>184,618</b>	<b>185,030</b>	<b>185,332</b>	<b>186,045</b>	<b>186,820</b>	<b>187,723</b>	<b>188,335</b>	<b>188,764</b>

#### Inspector License Holders

	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
<b>Inspector License Holders</b>													
Professional Inspectors(active)	3,192	3,191	3,206	3,230	3,230	3,252	3,253	3,243	3,225	3,227	3,257	3,268	3,283
Real Estate Inspectors (active)	141	138	142	143	139	136	136	135	138	138	135	134	133
Apprentice Inspectors(active)	136	135	136	142	138	137	138	137	136	139	145	143	141
Professional Inspectors(inactive)	572	573	570	560	562	552	552	536	542	534	528	524	513
Real Estate Inspectors(inactive)	19	17	17	18	21	21	20	19	16	16	19	16	14
Apprentice Inspectors(inactive)	26	24	27	27	29	33	32	33	33	31	31	30	30
<b>Total Active</b>	<b>3,469</b>	<b>3,464</b>	<b>3,484</b>	<b>3,515</b>	<b>3,507</b>	<b>3,525</b>	<b>3,527</b>	<b>3,515</b>	<b>3,499</b>	<b>3,504</b>	<b>3,537</b>	<b>3,545</b>	<b>3,557</b>
<b>Total Inactive</b>	<b>610</b>	<b>614</b>	<b>614</b>	<b>605</b>	<b>612</b>	<b>606</b>	<b>604</b>	<b>588</b>	<b>591</b>	<b>581</b>	<b>578</b>	<b>570</b>	<b>557</b>
<b>Total Inspectors</b>	<b>4,084</b>	<b>4,078</b>	<b>4,098</b>	<b>4,120</b>	<b>4,119</b>	<b>4,131</b>	<b>4,131</b>	<b>4,103</b>	<b>4,090</b>	<b>4,085</b>	<b>4,115</b>	<b>4,115</b>	<b>4,114</b>

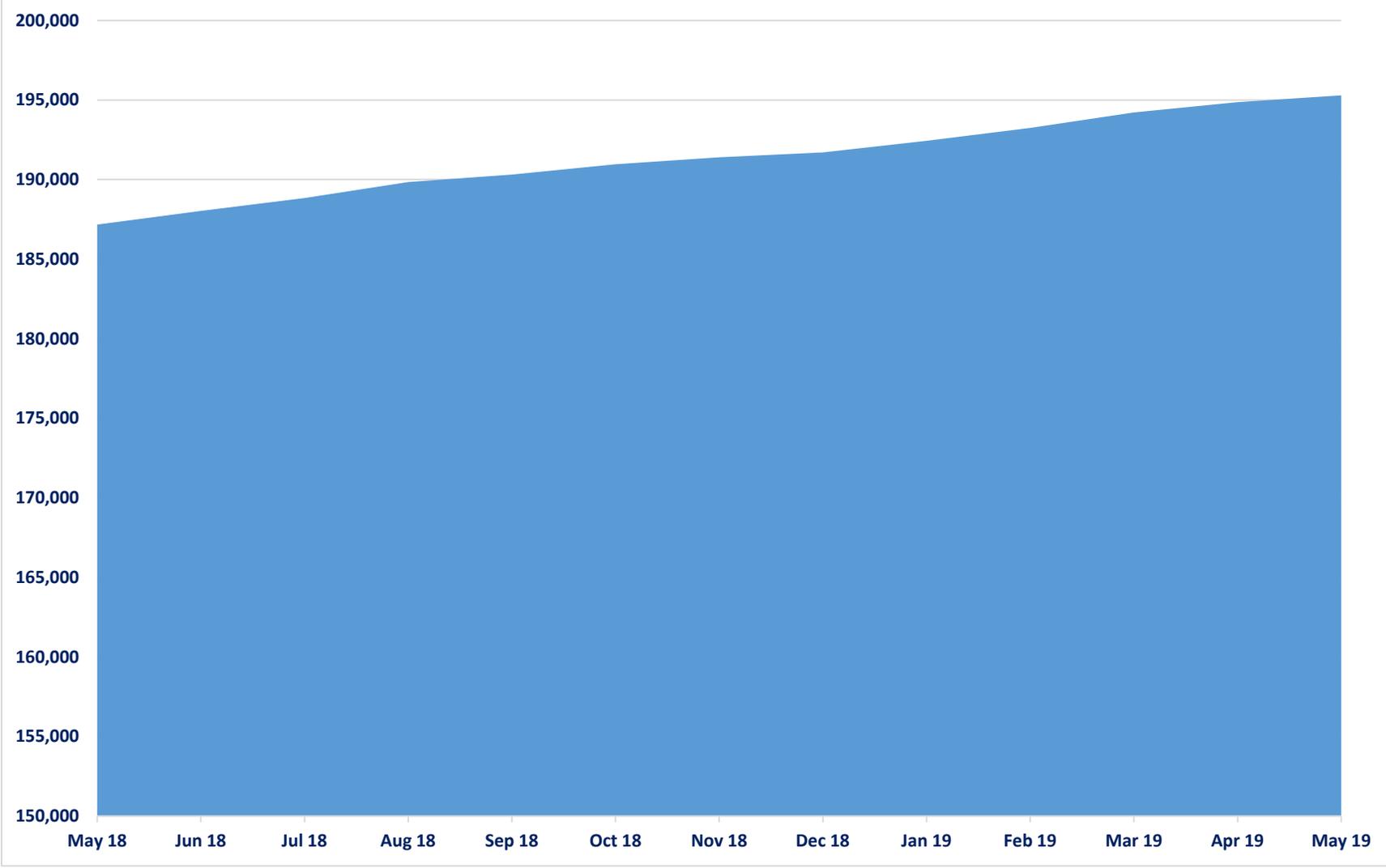
#### Easement & Right-of-way Registrants

	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
<b>ERW Registrants</b>													
Businesses	49	49	49	51	49	53	54	54	53	53	51	50	57
Individuals	2,007	2,007	2,027	2,061	2,097	2,156	2,190	2,215	2,257	2,297	2,327	2,369	2,360
<b>Total Registrants</b>	<b>2,056</b>	<b>2,056</b>	<b>2,076</b>	<b>2,112</b>	<b>2,146</b>	<b>2,209</b>	<b>2,244</b>	<b>2,269</b>	<b>2,310</b>	<b>2,350</b>	<b>2,378</b>	<b>2,419</b>	<b>2,417</b>

#### Total License Holders and Registrants

	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
<b>License Holders &amp; Registrants</b>	<b>187,179</b>	<b>188,026</b>	<b>188,843</b>	<b>189,843</b>	<b>190,312</b>	<b>190,958</b>	<b>191,405</b>	<b>191,704</b>	<b>192,445</b>	<b>193,255</b>	<b>194,216</b>	<b>194,869</b>	<b>195,295</b>

## Total License Holders & Registrants May 2018 through May 2019



LRS Division

Fiscal Year Comparison

L2 Report Graph

# Standards & Enforcement Services Division - TREC: E1 Report

## Case Status

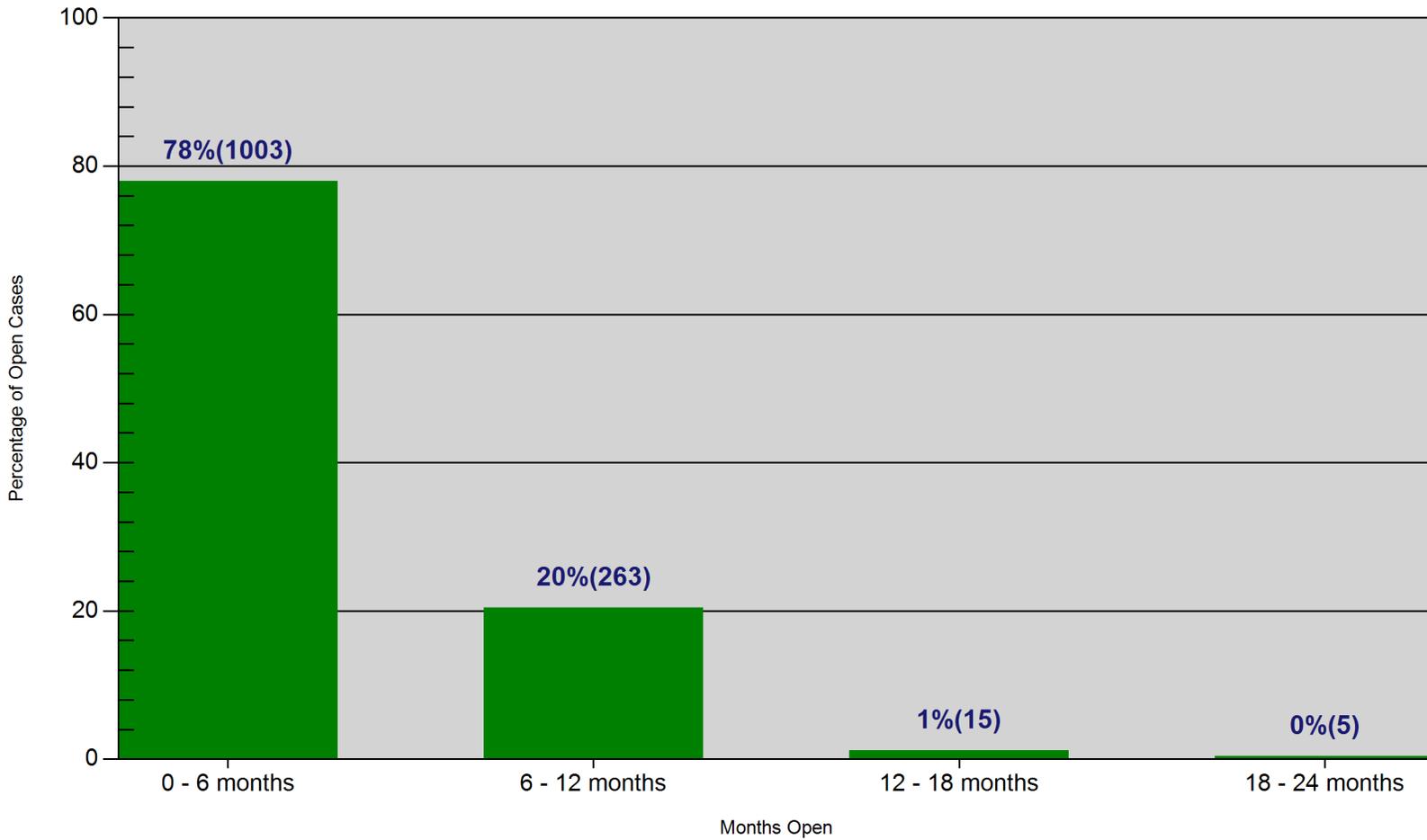
FY 2019

	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	YTD
<b>Received During Month</b>	<b>524</b>	<b>521</b>	<b>407</b>	<b>320</b>	<b>490</b>	<b>428</b>	<b>519</b>	<b>531</b>	<b>572</b>				<b>4312</b>
Broker/Sales	134	145	115	93	130	132	122	136	151				1158
Inspector	9	14	10	4	11	8	5	9	13				83
Timeshare	3	3	3	5	7	3	5	6	7				42
Unlicensed Activity	3	1	1	1	3	1	2	1	0				13
Residential Service Company	12	17	6	9	8	7	10	10	9				88
No Jurisdiction	12	19	19	6	18	8	9	10	9				110
Application Investigation	224	215	190	136	203	195	249	248	269				1929
MCD Inquiry	126	106	58	66	104	73	112	105	111				861
Education Related	1	1	5	0	5	1	5	5	2				25
Easement ROW	0	0	0	0	1	0	0	0	0				1
Other	0	0	0	0	0	0	0	1	0				1
	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	YTD
<b>Closed During Month</b>	<b>448</b>	<b>532</b>	<b>488</b>	<b>338</b>	<b>534</b>	<b>436</b>	<b>473</b>	<b>548</b>	<b>587</b>				<b>4384</b>
Complaint Withdrawn	9	7	3	4	3	6	5	13	8				58
Cease & Desist Issued	0	1	0	0	0	0	0	0	0				1
Disciplinary Action	40	48	68	31	49	44	42	48	68				438
Failure to Go Forward	49	53	46	34	53	43	37	51	64				430
Insufficient Evidence	35	30	35	33	28	32	40	40	39				312
Matter Settled	13	11	14	13	17	12	12	25	19				136
No Jurisdiction	37	50	28	28	69	41	42	47	40				382
No Violation	7	9	7	6	6	7	17	10	12				81
Application Investigation	150	195	203	129	208	165	191	201	200				1642
MCD Inquiries	103	118	81	56	95	80	77	104	116				830
Other	5	10	3	4	6	6	10	8	20				72
Open at Beginning of Month									1301				
Received During Month									572				
Closed During Month									587				
<b>Open at End of Month</b>									<b>1286</b>				
<b>Received During Fiscal Year</b>									<b>4312</b>				
<b>Closed During Fiscal Year</b>									<b>4384</b>				

# Standards & Enforcement Services Division - TREC: E2 Report

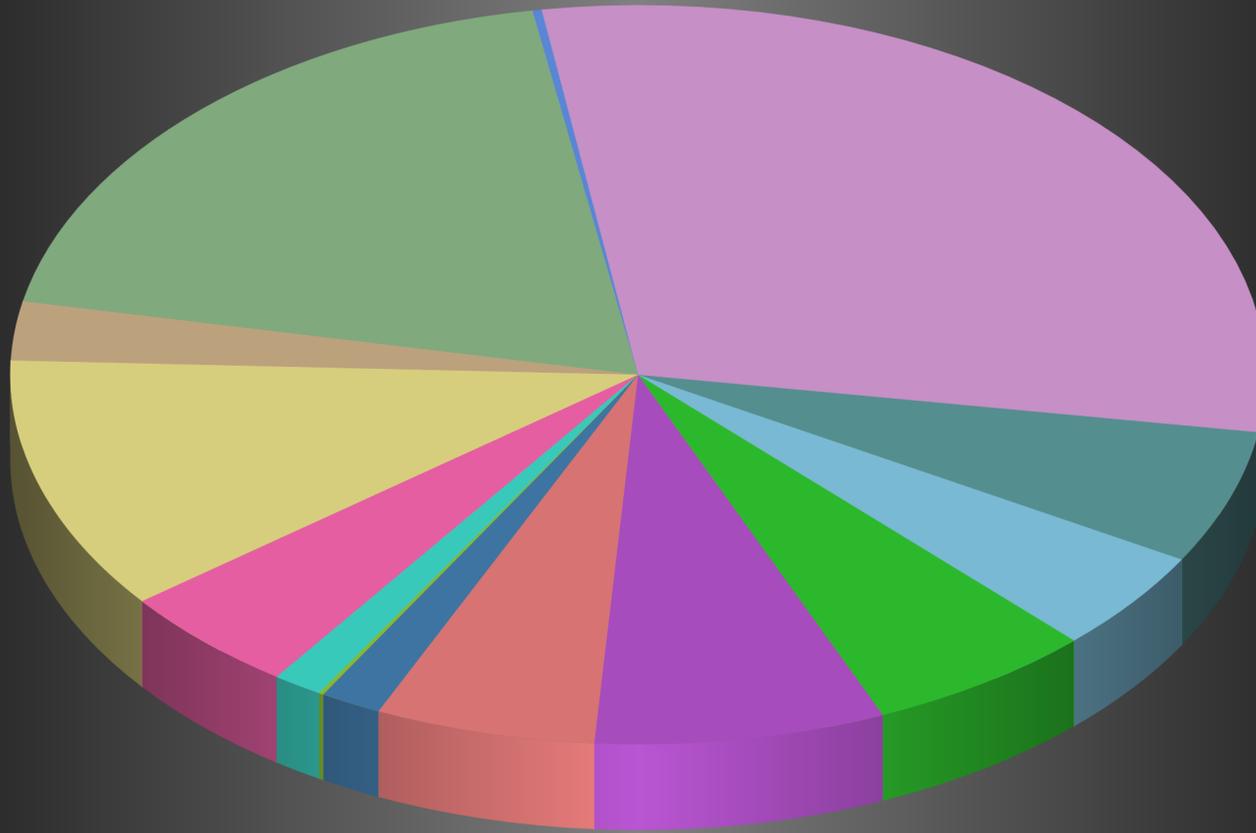
## Open Case Aging Report

as of 5/31/2019



# Complaint Subject Categories for May 2018 through May 2019

1710 Total Allegations



Administrative 4.44 % (76)	Leasing/Property Management - Misappropriation 4.74 % (81)
Advertising 5.85 % (100)	Leasing/Property Management - Other 11.11 % (190)
Breach of Fiduciary Duties 7.49 % (128)	License Holder Acting as Principal 2.57 % (44)
Broker Supervision 5.67 % (97)	Licensure Issues 19.12 % (327)
Failure to Disclose 1.58 % (27)	Sales Misappropriation 0.23 % (4)
Improper Contract/Seller Disclosure form usage 0.12 % (2)	Sales Other 29.94 % (512)
Intermediary/IABS 1.29 % (22)	Unlicensed Activity 5.85 % (100)

### Complaint Subject Categories by Month

Subject Matter Categories	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Total	YTD
<b>Administrative</b> <i>Bad check, contact information, uncooperative, etc.</i>	9	8	5	13	9	2	3	4	3	10	5	3	2	76	4.44%
<b>Advertising</b> <i>Includes misleading &amp; dba</i>	12	3	10	7	7	9	14	4	5	5	11	5	8	100	5.85%
<b>Breach of Fiduciary Duty</b> <i>Including false promise</i>	9	3	8	12	3	12	7	3	23	5	3	1	39	128	7.49%
<b>Broker Supervision</b>	6	4	10	8	3	12	7	3	21	4	4	10	5	97	5.67%
<b>Failure to Disclose</b>	1	5	2	0	2	2	1	1	3	2	4	4	0	27	1.58%
<b>Improper contract/Seller Disclosure form usage</b> <i>Including false promise</i>	0	0	2	0	0	0	0	0	0	0	0	0	0	2	0.12%
<b>Intermediary/IABS</b>	1	1	2	1	2	4	7	1	1	0	0	1	1	22	1.29%
<b>Leasing/Property Management - Misappropriation</b>	6	0	0	0	2	12	4	2	1	4	0	12	38	81	4.74%
<b>Leasing/Property Management - Other</b> <i>Includes negligence, referral, etc.</i>	15	10	11	9	9	19	9	7	24	12	14	6	45	190	11.11%
<b>License Holder Acting as Principal</b>	7	3	6	3	0	7	3	3	3	2	2	2	3	44	2.57%
<b>Licensure Issues</b> <i>Criminal background check, denials, probationary license, etc.</i>	43	30	20	24	17	22	32	15	20	24	30	25	25	327	19.12%
<b>Sales Misappropriation</b> <i>Other than Leasing/Property Management - Misappropriation</i>	0	1	0	0	0	2	1	0	0	0	0	0	0	4	0.23%
<b>Sales Other</b> <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	44	42	67	45	35	35	31	27	28	37	36	48	37	512	29.94%
<b>Unlicensed Activity</b>	10	2	3	0	5	6	9	1	23	3	1	12	25	100	5.85%
<b>Total</b>	<b>163</b>	<b>112</b>	<b>146</b>	<b>122</b>	<b>94</b>	<b>144</b>	<b>128</b>	<b>71</b>	<b>155</b>	<b>108</b>	<b>110</b>	<b>129</b>	<b>228</b>	<b>1710</b>	

## Information & Technology Services Division

### Electronic Information Outlet Statistics

May 2019

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	50,347	421,846	466,556
Total Monthly Unique Visits	15,732	136,263	125,067

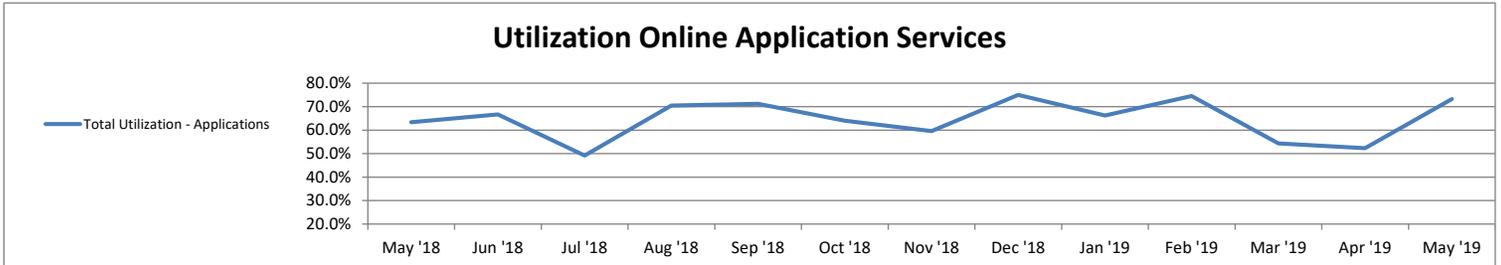
Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
<b>Applications</b>	<b>56</b>	<b>41</b>	<b>73.2%</b>	<b>66.1%</b>	<b>64.3%</b>
AMC	0	0	N/A	50.0%	75.0%
Certified General Appraiser	10	3	30.0%	22.1%	41.5%
Certified Residential Appraiser	9	4	44.4%	53.2%	46.0%
State Licensed Appraiser	2	2	100.0%	71.9%	59.5%
Appraiser Trainee	35	32	91.4%	86.4%	77.1%
<b>Renewals</b>	<b>269</b>	<b>259</b>	<b>96.3%</b>	<b>93.3%</b>	<b>92.3%</b>
AMC	4	4	100.0%	94.1%	77.1%
Certified General Appraiser	137	132	96.4%	91.6%	90.3%
Certified Residential Appraiser	98	95	96.9%	96.1%	95.5%
State Licensed Appraiser	6	5	83.3%	88.0%	92.4%
Appraiser Trainee	24	23	95.8%	94.0%	88.1%
<b>AMC Panel Transactions</b>	<b>575</b>	<b>575</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Additions	473	473	100.0%	100.0%	100.0%
Removals	102	102	100.0%	100.0%	100.0%

## Information & Technology Services Division Electronic Information Outlet Statistics

May 2019

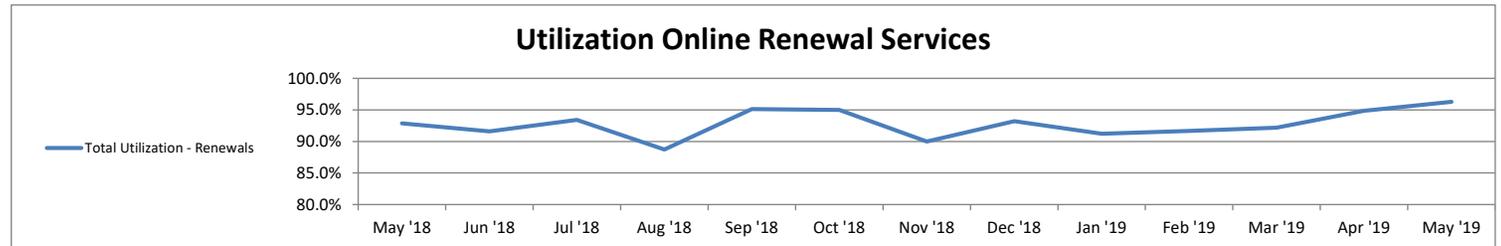
Applications	May '18	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19
AMC	50.0%	50.0%	66.7%	100.0%	N/A	66.7%	100.0%	100.0%	N/A	0.0%	0.0%	0.0%	N/A
Certified General Appraiser	25.0%	55.6%	18.8%	27.3%	10.0%	0.0%	21.4%	66.7%	35.3%	66.7%	0.0%	0.0%	30.0%
Certified Residential Appraiser	50.0%	37.5%	16.7%	63.6%	33.3%	53.3%	33.3%	66.7%	60.0%	69.2%	46.7%	55.6%	44.4%
State Licensed Appraiser	80.0%	50.0%	0.0%	25.0%	100.0%	60.0%	75.0%	80.0%	50.0%	66.7%	60.0%	N/A	100.0%
Appraiser Trainee	80.0%	90.0%	82.1%	86.4%	88.0%	87.5%	87.5%	82.4%	85.7%	81.3%	88.2%	81.8%	91.4%
<b>Total Utilization - Applications</b>	<b>63.4%</b>	<b>66.7%</b>	<b>49.2%</b>	<b>70.4%</b>	<b>71.2%</b>	<b>64.0%</b>	<b>59.6%</b>	<b>75.0%</b>	<b>66.2%</b>	<b>74.5%</b>	<b>54.3%</b>	<b>52.3%</b>	<b>73.2%</b>

### Utilization Online Application Services



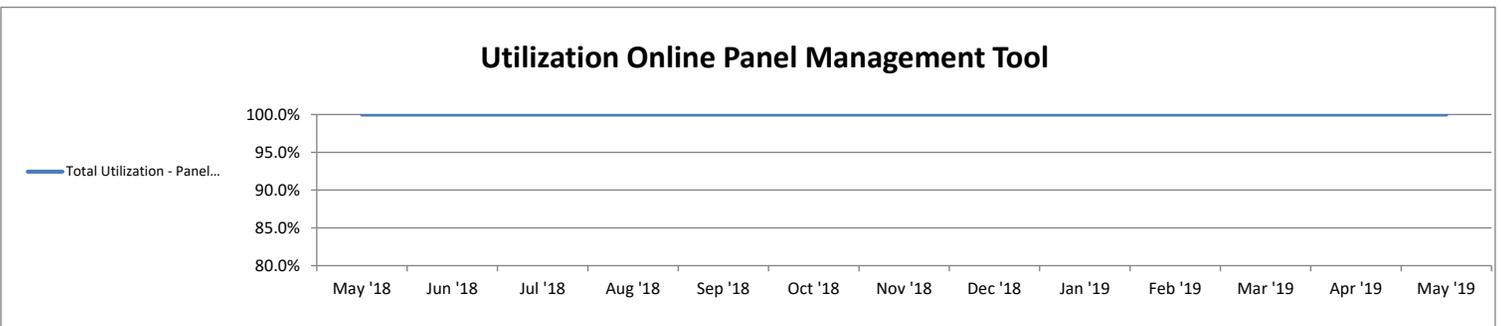
Renewals	May '18	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19
AMC	64.3%	80.4%	93.1%	93.8%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%
Certified General Appraiser	98.4%	92.1%	93.2%	90.5%	93.6%	95.6%	90.9%	89.5%	87.5%	87.8%	89.6%	92.5%	96.4%
Certified Residential Appraiser	93.5%	99.2%	96.9%	96.9%	98.6%	96.9%	92.0%	94.4%	95.3%	87.8%	95.8%	97.8%	96.9%
State Licensed Appraiser	93.8%	94.1%	85.7%	100.0%	75.0%	85.0%	85.7%	100.0%	85.7%	100.0%	85.0%	94.4%	83.3%
Appraiser Trainee	91.7%	75.0%	88.9%	94.3%	100.0%	92.9%	81.8%	100.0%	96.0%	78.6%	100.0%	100.0%	95.8%
<b>Total Utilization - Renewals</b>	<b>92.9%</b>	<b>91.6%</b>	<b>93.4%</b>	<b>88.7%</b>	<b>95.1%</b>	<b>95.0%</b>	<b>90.0%</b>	<b>93.2%</b>	<b>91.2%</b>	<b>91.7%</b>	<b>92.2%</b>	<b>94.8%</b>	<b>96.3%</b>

### Utilization Online Renewal Services



Panel Management Tool	May '18	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19
AMC Panel Invitations	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AMC Panel Removals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Total Utilization - Panel Management</b>	<b>100.0%</b>												

### Utilization Online Panel Management Tool



**Staff & Support Services Division**

**TREC Budget Status Report**

**May 2019**

Amended May 2019

3/12 = 25%

Expenditure Category	Amended Budget FY2019	Expenditures	Balance	Budget % Remaining	Comments
Salaries & Wages	\$6,742,800	4,450,548	\$2,292,252	35.9%	Amended for \$350,190 for approved positions for May FY19
Employee Benefits	\$2,166,921	1,381,558	785,363	39.3%	Amended for Benefits for additional positions \$168K in May 2019
Retiree Insurance	\$665,055	368,283	296,772	44.6%	
Other Personnel Costs	\$274,428	247,747	26,681	9.7%	Retiree lump sums
Professional Fees & Services	\$907,594	454,078	453,516	58.7%	Amended \$274K Temporary ITS Staffing Services for Contracted Programmers in Feb 2019; Amended for \$135,205 for contracted programmers in May 2019
Consumables	\$12,000	10,932	1,068	8.9%	Training materials Investigators Conference
Utilities	\$13,212	2,381	10,831	82.0%	remaining available budget for more headsets needed for teleworking purposes
Travel	\$61,400	40,848	20,552	33.5%	
Office and Space Rent	\$177,838	197,784	(19,946)	-11.2%	Annual lease for office space paid in full.
Equipment Rental	\$64,794	36,201	28,593	44.1%	
Registration & Membership	\$84,905	16,225	68,680	80.9%	unexpended areas of budget for LBJ School for Directors, ITS training
Maintenance & Repairs	\$184,128	152,604	31,524	17.1%	Amended \$7,425 for JIRA Service Desk licenses in Feb 2019; Versa Maintenance & Software support
Reproduction & Printing	\$2,600	1,492	1,108	42.6%	
Contract Services	\$33,008	20,118	12,890	39.1%	unexpended budget remains for scanning and storage for Neubus
Postage	\$21,700	14,050	7,650	35.3%	
Supplies & Equipment	\$101,923	105,857	(3,934)	-3.9%	Amended \$19,879 for Monitors & Laptops for Contracted Programmers in Feb 2019; Amended for \$1,604 for monitors and laptops for contracted programmer in May 2019
Communication Services	\$138,415	109,994	28,421	20.5%	
Other Operating Expenses	\$25,000	20,302	4,698	18.8%	SORM Risk Management & Worker's comp assessment
<b>Subtotal -Operations Expenditures</b>	<b>11,677,721</b>	<b>7,631,002</b>	<b>4,046,718</b>	<b>36.7%</b>	
DPS Criminal History Background Checks	2,000	3,312	(1,312)	-65.6%	
Statewide Cost Allocation Plan (SWCAP)	180,000	141,437	38,563	21.4%	4th quarter due 8/31/19
Contribution to General Revenue	724,725	543,544	181,181	25.0%	amount allocated monthly but pmt not due until 8/31/19
<b>Subtotal - Nonoperational Expenditures</b>	<b>906,725</b>	<b>688,293</b>	<b>218,432</b>	<b>24.1%</b>	
<b>Total Expenditures</b>	<b>\$12,584,446</b>	<b>\$8,319,295</b>	<b>\$4,265,151</b>	<b>35.8%</b>	

Revenue	FY2019 Amended Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$9,888,045	8,971,646	\$916,399	9.3%	
Education Fees	\$497,906	487,354	\$10,552	2.1%	
Examination Fees	\$333,935	273,742	\$60,193	18.0%	
Other Miscellaneous Revenue	\$171,460	161,226	\$10,234	6.0%	NSF fees, public info fees, interest earned
<b>Total Revenue</b>	<b>\$10,891,346</b>	<b>\$9,893,968</b>	<b>\$997,378</b>	<b>9.2%</b>	
Reallocation from Prior Year Reserves and Carryforward	\$1,301,611	976,208	\$325,403	25.0%	\$600K from prior cash to offset reduction in revenue from sponsorships, \$701,611 from the Education Reserve; reallocation adopted and approved at August 2018 meeting
Total amount to Transfer from Technology Reserve	\$438,849	329,137	\$109,712	25.0%	Amended \$302,041 in Feb 2019; amended \$136,808 in May 2019
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$47,361</b>	<b>\$2,880,018</b>			

**Staff Services Division**

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

**May 2019**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
03/19/2019	5,573,000.00	5,498,282.41	5,540,119.30	9,362.64	5,549,481.94	10,335.79	U.S. T-Notes, 0.880%	09/15/2019
03/19/2019	4,033,000.00	3,998,896.22	4,005,414.28	6,654.45	4,012,068.73	13,890.84	U.S. T-Notes, 1.625%	03/15/2020
06/19/2018	3,043,000.00	2,999,547.88	3,037,127.01	4,321.06	3,041,448.07	12,289.04	U.S. T-Notes, 0.880%	06/15/2019
12/18/2018	2,454,000.00	2,422,644.51	2,437,803.60	3,460.14	2,441,263.74	15,573.46	U.S. T-Notes, 1.380%	12/15/2019
<b>Totals</b>	<b>\$ 15,103,000.00</b>	<b>\$ 14,919,371.02</b>	<b>\$ 15,020,464.19</b>	<b>\$ 23,798.29</b>	<b>\$ 15,044,262.48</b>	<b>\$ 52,089.13</b>		

**Monthly Activity**

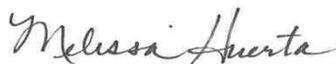
Beginning Balance	Current Month	Cumulative Totals
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<b>Beginning Cash Available Balance</b>	\$ 4,301,527.81	
<b>Current Month Receipts</b>		\$ 1,198,846.42
<b>Current Month Disbursements</b>		\$ (975,425.30)
<b>Total Cash</b>		<b>\$ 4,524,948.93</b>
<b>Investment Ending Market Value</b>		<b>15,044,262.48</b>
<b>Total Account Balance</b>		<b>19,569,211.41</b>
Strategic Projects Reserve		(11,478,424.00)
Reserve for Technology Development		(1,061,024.61)
<b>Ending Balance Available for Operations</b>		<b>\$ 7,029,762.80</b>

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



Priscilla Pipro, 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

May 2019

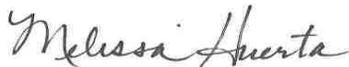
Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
03/19/2019	478,000.00	473,939.27	474,730.48	788.70	475,519.18	1,646.37	U.S. T-Notes, 1.625	03/15/2020
06/19/2018	253,000.00	249,377.43	252,511.71	359.26	252,870.97	1,021.73	U.S. T-Notes, 0.880	06/15/2019
09/18/2018	1,016,000.00	999,127.11	1,010,005.60	1,706.88	1,011,712.48	1,884.29	U.S. T-Notes 0.880	09/15/2019
12/18/2018	713,000.00	703,889.78	708,294.20	1,005.33	709,299.53	4,524.81	U.S. T-Notes 1.38	12/15/2019
<b>Totals</b>	<b>\$ 2,460,000.00</b>	<b>\$ 2,426,333.59</b>	<b>\$ 2,445,541.99</b>	<b>\$ 3,860.17</b>	<b>\$ 2,449,402.16</b>	<b>\$ 9,077.20</b>		

	Beginning Balance	Current Month	Ending Balance
<b>Receipts:</b>			
Licensees' Remittances to Recovery Fund		\$ 29,850.00	
Interest Realized		1,397.92	
Repayments to Recovery Fund (Principal and Interest)		0.00	
Administrative Penalties		10,190.00	
Investments Matured		0.00	
<b>Total Received</b>	<b>\$ 682,530.44</b>	<b>\$ 41,437.92</b>	<b>\$ 723,968.36</b>
<b>Disbursements:</b>			
Investments Purchased		\$ 0.00	
Accrued Interest Purchased		0.00	
Disbursement to Treasury		0.00	
Payments from Recovery Fund		3,961.88	
Administrative Costs		427.60	
<b>Total Disbursed</b>		<b>\$ 4,389.48</b>	<b>(4,389.48)</b>
<b>Cash Balance</b>			<b>719,578.88</b>
<b>Investment Ending Market Value</b>			<b>2,449,402.16</b>
<b>Total Portfolio</b>			<b>3,168,981.04</b>
Treasury Cash Balance			0.00
Reserved for Potential Payments Within 90 Days			<b>(375,598.26)</b>
<b>Balance</b>			<b>\$ 2,793,382.78</b>

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



Priscilla Pipho, 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

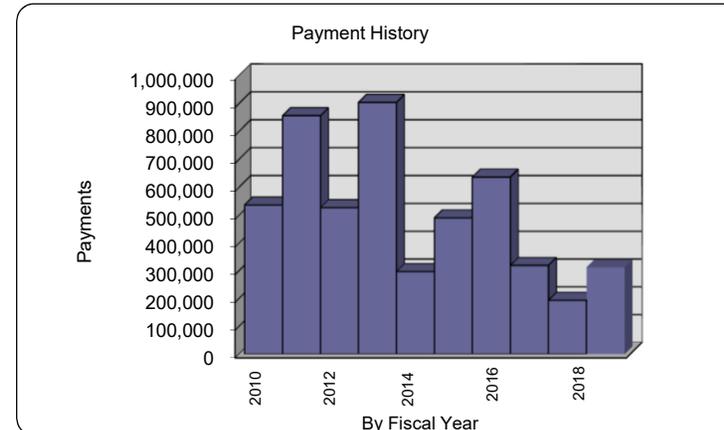
# Real Estate Recovery Trust Account No. 3058 Investments Payments and Repayments

**May 2019**

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2019-To-Date	Number of Claims FY 2019
May 2018	17,842.51	1,132.95	16,500.00	66.58	0.00	0
June 2018	10,578.37	32,746.17	26,100.00	134.00	0.00	0
July 2018	81,399.95	840.00	20,879.68	68.75	0.00	0
August 2018	0.00	5,035.06	21,930.00	66.58	0.00	0
September 2018	50,000.00	61,246.65	24,680.00	71.58	50,000.00	1
October 2018	28,056.63	1,086.25	27,040.00	70.85	28,056.63	1
November 2018	40,148.24	840.00	24,665.00	73.66	40,148.24	3
December 2018	30,790.15	840.00	23,690.00	71.76	30,790.15	1
January 2019	50,921.64	14,542.61	13,000.00	73.91	50,921.64	3
February 2019	40,474.63	0.00	26,603.27	75.10	40,474.63	2
March 2019	25,821.85	0.00	36,403.27	68.61	25,821.85	1
April 2019	41,955.36	0.00	22,040.00	75.98	41,955.36	2
May 2019	3,961.88	0.00	10,190.00	73.60	3,961.88	1
	<b>421,951.21</b>	<b>118,309.69</b>	<b>293,721.22</b>	<b>990.96</b>	<b>312,130.38</b>	<b>15</b>

**Potential Payments\*  
Next 3 Months (375,598.26)**

Payment History		
Fiscal Year	# of Payments	Total Payments
thru 2009	648	10,814,452.21
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
2019	15	312,130.38
<b>Total</b>	<b>796</b>	<b>\$15,888,755.67</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)**

**May 2019**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/18/2018	226,000.00	223,103.50	224,508.40	318.66	224,827.06	1,434.23	U.S. T-Notes 1.380%	12/15/2019
9/18/2018	380,000.00	373,659.59	377,758.00	638.40	378,396.40	704.76	U.S. T-Notes 0.880	09/15/2019
<b>Totals</b>	<b>\$ 606,000.00</b>	<b>\$ 596,763.09</b>	<b>\$ 602,266.40</b>	<b>\$ 957.06</b>	<b>\$603,223.46</b>	<b>\$2,138.99</b>		

<u>Monthly Activity</u>		
Beginning Balance	Current Month	Cumulative Totals

<u>Payment History</u>		
Fiscal Year	Number of Payments	Total Payments

<b>Beginning Balance</b>	\$ 13,681.65	\$ 13,681.65
<b>Receipts:</b>		
Licenses' Remittances to Recovery Fund	\$ 508.25	
Interest Realized (includes accruals)	31.51	
Treasury Note Semi-Annual Interest	0.00	
Repayments	0.00	
Administrative Penalties	3,250.00	
Investments Matured	0.00	
<b>Total Received in Current Month</b>		<b>\$ 3,789.76</b>
<b>Disbursements:</b>		
Investments Purchased	\$ 0.00	
Payments from Recovery Fund	0.00	
* Cash Transfer Trust to Treasury (GR)	0.00	
Administrative Costs	22.60	
<b>Total Disbursed in Current Month</b>		<b>\$ (22.60)</b>
<b>Total Cash</b>		<b>\$ 17,448.81</b>
<b>Reserved for Potential Payment within 90 Days</b>		<b>0.00</b>
<b>Unobligated Fund Balance</b>		<b>\$ 17,448.81</b>
<b>Investment Ending Market Value</b>		<b>603,223.46</b>
<b>Balance</b>		<b>\$ 620,672.27</b>

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
2019	0	0.00
<b>Total</b>	<b>54</b>	<b>\$ 413,360.18</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.

  
Priscilla Pipho, Investment Officer

  
Melissa Huerta, Alternate

  
Oretta Trice, Alternate Investment Officer