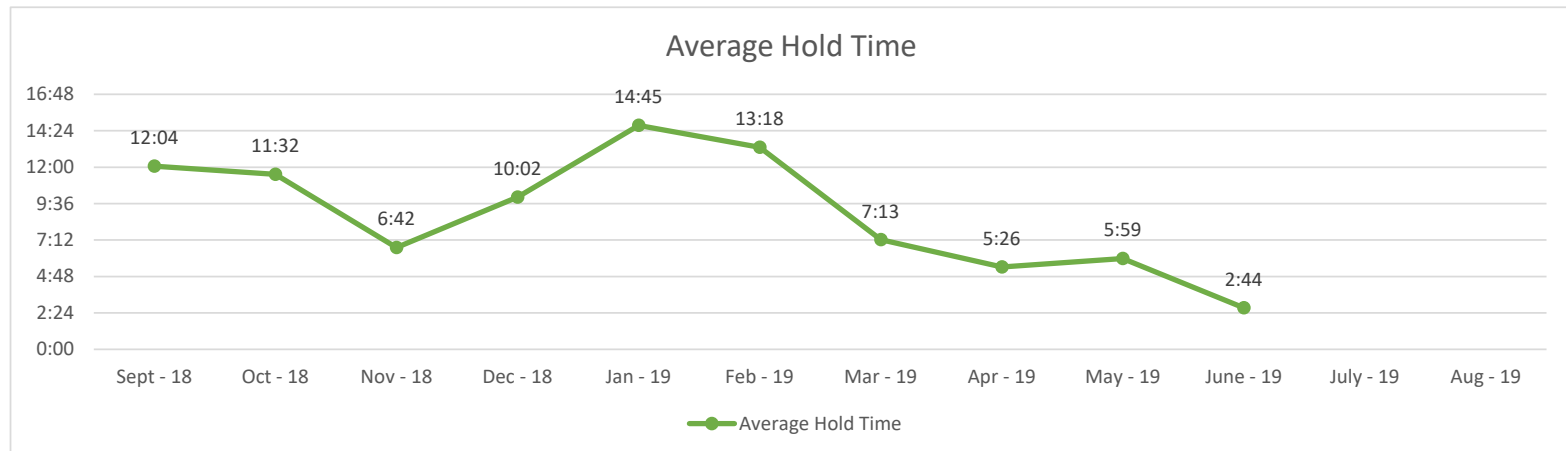
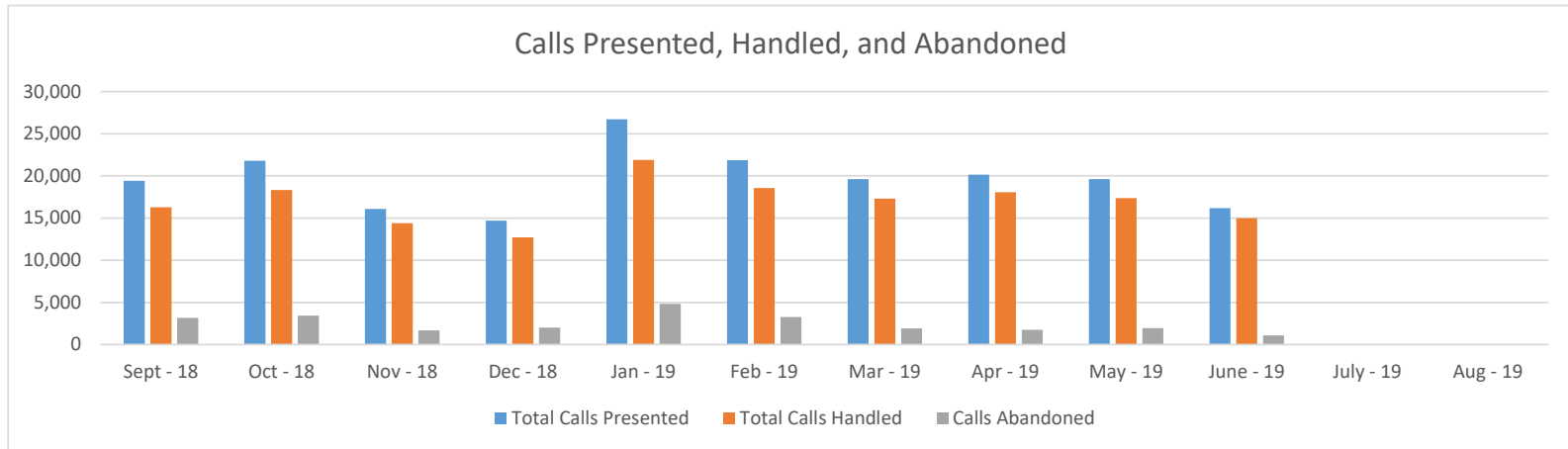




## **Staff Reports for June 2019**

## 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	16,196			196,163
Total Calls Handled	16,272	18,338	14,388	12,697	21,880	18,569	17,296	18,063	17,366	15,007			169,876
Calls Abandoned	3,155	3,445	1,681	2,012	4,829	3,278	1,918	1,752	1,957	1,087			25,114
% of Abandoned Calls	16.24%	15.81%	10.45%	13.68%	18.08%	14.99%	9.78%	8.70%	9.98%	6.71%			12.44%
Average Handle Time	9:24	6:16	5:44	5:47	5:48	5:06	6:11	5:46	5:49	5:36			6:08
Average Hold Time	12:04	11:32	6:42	10:02	14:45	13:18	7:13	5:26	5:59	2:44			8:58



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	134			1,511
Education	16	22	13	11	21	19	1	3	4	5			115
Inspector	12	12	12	12	21	22	3	24	6	3			127
Enforcement	14	16	7	3	15	16	6	10	16	12			115
<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>0</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>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>154</b>			<b>1,950</b>

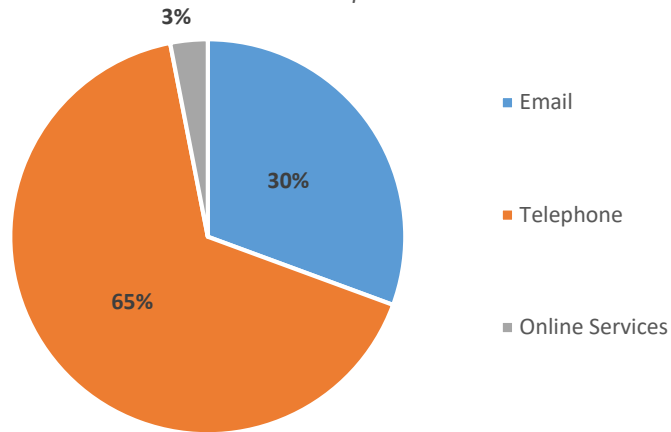
Emails													
	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	FYID Total 2019
Licensing	4,394	4,824	3,149	2,307	4,421	2,447	3,292	4,255	3,447	2,959			35,495
Education	240	329	172	108	309	115	189	51	41	46			1,600
Inspector	130	173	129	103	164	160	95	67	92	75			1,188
Enforcement	288	311	192	167	215	182	180	176	166	156			2,033
<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>142</b>			<b>1,804</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>9</b>			<b>136</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>3,387</b>			<b>42,250</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>3,385</b>			<b>30,540</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>	<b>99.94%</b>			

TALCB and TREC Call Comparisons						
	June, 2019		July, 2019		August, 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	1,328	14,868				
Total Calls Handled	1,177	13,830				
Calls Abandoned	147	940				
% of Abandoned Calls	11.07%	6.32%				
Hold Times	2:41	2:44				
Callbacks	68	865				
% of Callbacks	5.12%	5.82%				
Redirected for assistance	4	98				
<b>% of all calls</b>	<b>8.20%</b>	<b>91.80%</b>				

## RCS June, 2019 Customer Satisfaction Report

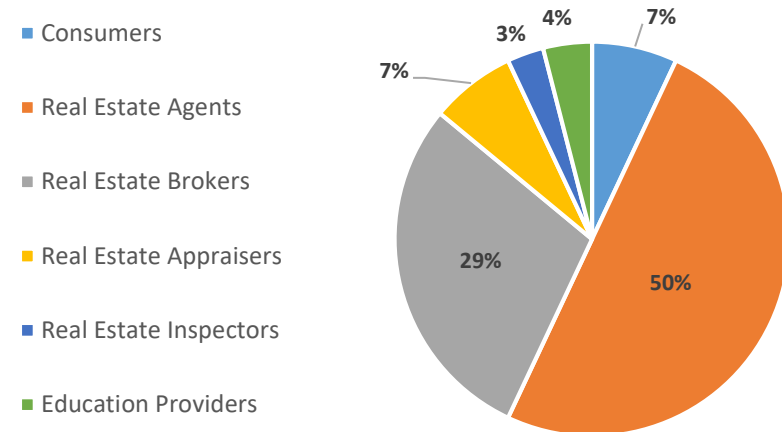
### How Customers Contact TREC/TALCB?

107 customers responded



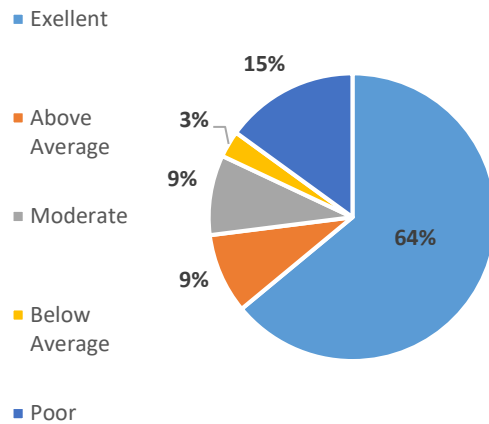
### Customer Demographics

109 customers responded



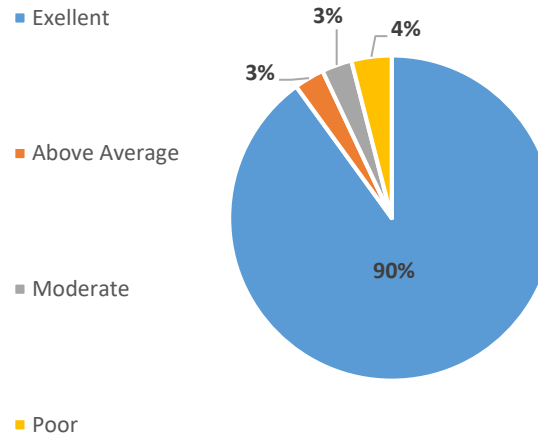
### Customer Email Experience Rating

33 customers responded



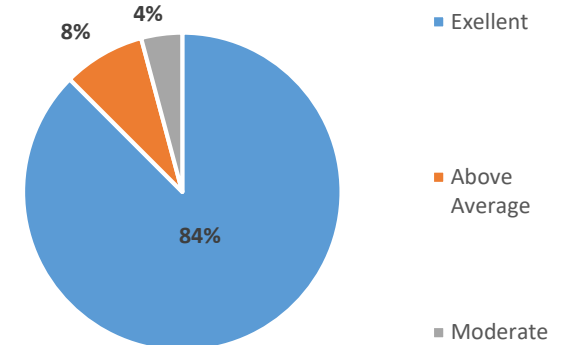
### Telephone Service Rating

70 customers responded



### Experience with Customer Service Representative

24 customers responded



## Licensing & Registration Services Division

### Applications Received and Renewal Activity

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

##### Real Estate Brokers & Sales Agents

<i>Applications Received</i>	Sep 2017 - Jun 2018	Sep 2018 - Jun 2019	Variance	Percent
Broker Original Applications Received	2,653	2,700	47	1.77%
Sales Agent Original Applications Received	20,426	21,127	701	3.43%
<b>Total Original Applications</b>	<b>23,079</b>	<b>23,827</b>	<b>748</b>	<b>3.24%</b>

<i>Renewal Activity</i>	% Renewed		% Renewed		2017 YTD	
Broker Renewals and Percentage	17,486	91.20%	14,455	89.83%	17,477	82.17%
Sales Agent Renewals and Percentage	39,139	81.35%	34,712	77.54%	37,010	76.62%
<b>Total Renewals from Brokers &amp; Sales Agents</b>	<b>56,625</b>	<b>84.16%</b>	<b>49,167</b>	<b>80.79%</b>	<b>54,487</b>	<b>78.31%</b>

##### Real Estate Inspectors

<i>Applications Received</i>	Sep 2017 - Jun 2018	Sep 2018 - Jun 2019	Variance	Percent
Professional Inspector Original Applications Received	585	463	-122	-20.85%
Real Estate Inspector Original Applications Received	8	8	0	0.00%
Apprentice Inspector Original Applications Received	82	65	-17	-20.73%
<b>Total Original Applications</b>	<b>675</b>	<b>536</b>	<b>-139</b>	<b>-20.59%</b>

<i>Renewal Activity</i>	% Renewed		% Renewed		2017 YTD	
Professional Inspector Renewals and Percentage	861	74.55%	1,282	76.45%	1,159	78.74%
Real Estate Inspector Renewals and Percentage	48	78.69%	43	68.25%	43	70.49%
Apprentice Inspector Renewals and Percentage	7	21.88%	19	27.94%	20	31.75%
<b>Total Renewals from Inspectors</b>	<b>916</b>	<b>73.40%</b>	<b>1,344</b>	<b>74.34%</b>	<b>1,222</b>	<b>76.56%</b>

## Licensing & Registration Services Division

### License Holder and Registrant Status

**June 2019**

#### Real Estate License Holders

	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
<b>Brokers</b>													
Individual (Active)	32,973	32,860	32,862	32,814	32,802	32,812	32,778	32,796	32,798	32,759	32,759	32,745	32,757
Business Entities (Active)	10,606	10,654	10,718	10,736	10,832	10,901	10,936	10,997	11,053	11,068	11,113	11,192	11,211
<b>Total Active Status</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>	<b>43,968</b>
Inactive Status	1,555	1,648	1,620	1,629	1,625	1,619	1,628	1,665	1,679	1,766	1,763	1,748	1,764
<b>Total Brokers</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>45,732</b>
<b>Sales Agents</b>													
Active Status	107,109	107,755	108,989	109,580	110,096	110,481	109,823	109,835	110,621	111,576	112,703	113,108	112,928
Inactive Status	29,649	29,752	29,422	29,288	29,263	29,217	30,167	30,752	30,669	30,554	29,997	29,971	30,645
<b>Total Sales Agents</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>143,079</b>	<b>143,573</b>
<b>Total Active</b>	<b>150,688</b>	<b>151,269</b>	<b>152,569</b>	<b>153,130</b>	<b>153,730</b>	<b>154,194</b>	<b>153,537</b>	<b>153,628</b>	<b>154,472</b>	<b>155,403</b>	<b>156,575</b>	<b>157,045</b>	<b>156,896</b>
<b>Total Inactive</b>	<b>31,204</b>	<b>31,400</b>	<b>31,042</b>	<b>30,917</b>	<b>30,888</b>	<b>30,836</b>	<b>31,795</b>	<b>32,417</b>	<b>32,348</b>	<b>32,320</b>	<b>31,760</b>	<b>31,719</b>	<b>32,409</b>
<b>Total Brokers/Sales Agents</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>	<b>189,305</b>

#### Inspector License Holders

	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
<b>Inspector License Holders</b>													
Professional Inspectors(active)	3,191	3,206	3,230	3,230	3,252	3,253	3,243	3,225	3,227	3,257	3,268	3,283	3,292
Real Estate Inspectors (active)	138	142	143	139	136	136	135	138	138	135	134	133	135
Apprentice Inspectors(active)	135	136	142	138	137	138	137	136	139	145	143	141	136
Professional Inspectors(inactive)	573	570	560	562	552	552	536	542	534	528	524	513	508
Real Estate Inspectors(inactive)	17	17	18	21	21	20	19	16	16	19	16	14	14
Apprentice Inspectors(inactive)	24	27	27	29	33	32	33	33	31	31	30	30	28
<b>Total Active</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>3,563</b>
<b>Total Inactive</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>550</b>
<b>Total Inspectors</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>	<b>4,113</b>

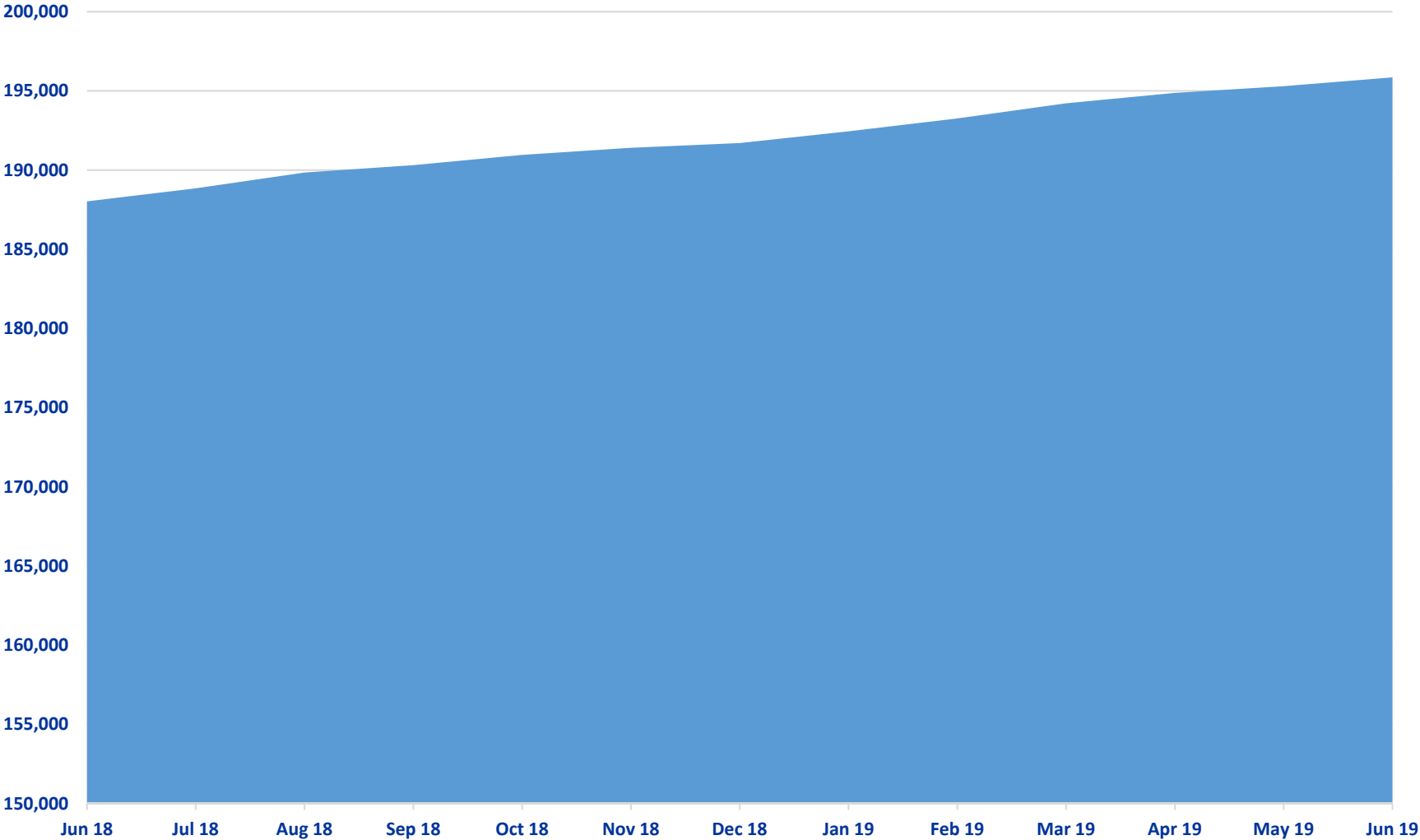
#### Easement & Right-of-way Registrants

	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
<b>ERW Registrants</b>													
Businesses	49	49	51	49	53	54	54	53	53	51	50	57	56
Individuals	2,007	2,027	2,061	2,097	2,156	2,190	2,215	2,257	2,297	2,327	2,369	2,360	2,377
<b>Total Registrants</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>	<b>2,433</b>

#### Total License Holders and Registrants

	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
<b>License Holders &amp; Registrants</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>	<b>195,851</b>

**Total License Holders & Registrants  
June 2018 through June 2019**



**LRS Division**

**Fiscal Year Comparison**

**L2 Report Graph**

# Standards & Enforcement Services Division - TREC: E1 Report

## Case Status

FY 2019

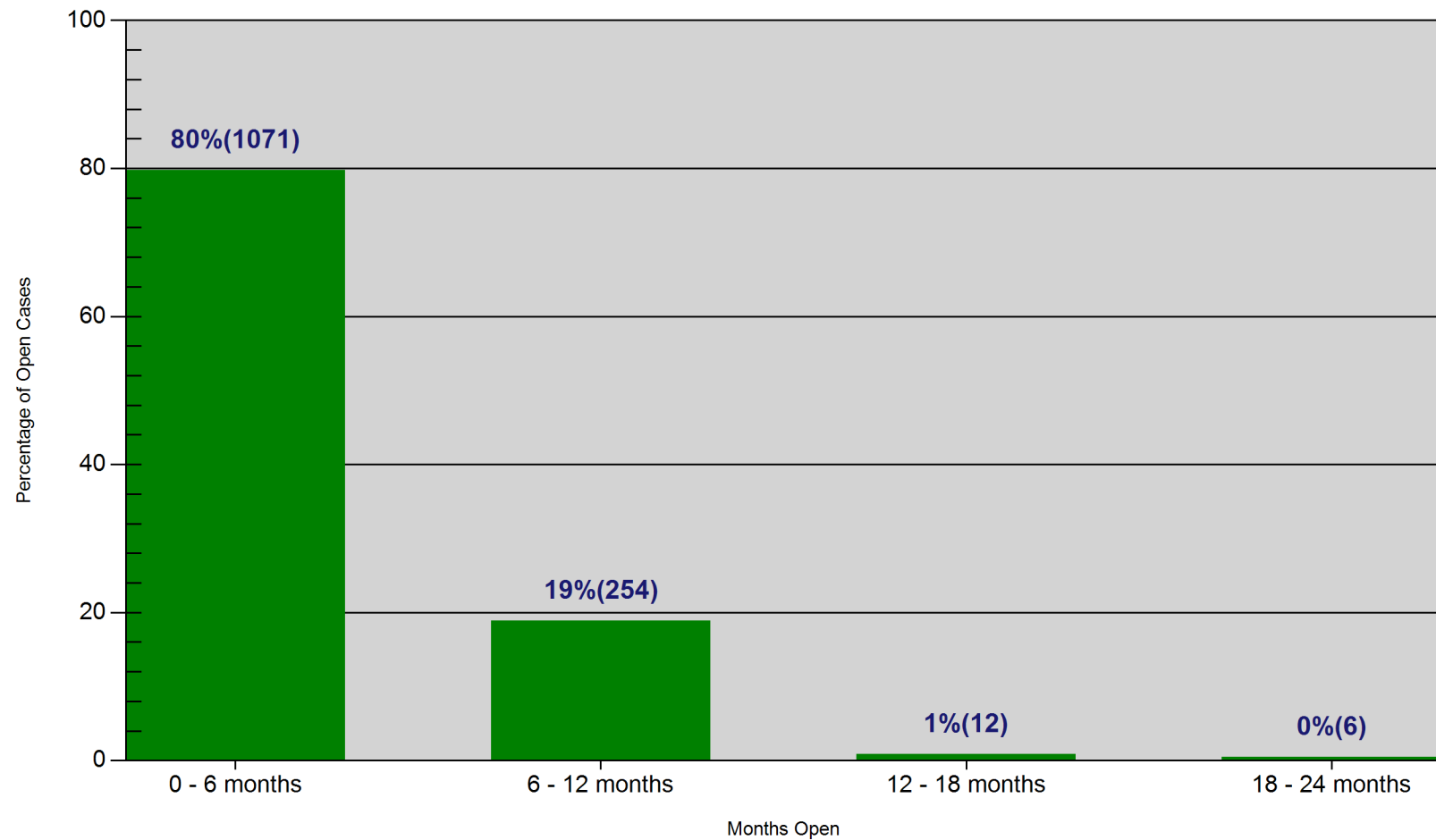
	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	YTD
<b>Received During Month</b>	<b>523</b>	<b>521</b>	<b>407</b>	<b>320</b>	<b>491</b>	<b>429</b>	<b>521</b>	<b>527</b>	<b>570</b>	<b>525</b>			<b>4834</b>
Broker/Sales	134	145	115	93	130	132	122	136	151	154			1312
Inspector	9	14	10	4	11	8	5	9	13	9			92
Timeshare	3	3	3	5	7	3	5	6	7	8			50
Unlicensed Activity	3	1	1	1	3	1	2	1	0	3			16
Residential Service Company	12	17	6	9	8	7	10	10	9	13			101
No Jurisdiction	12	19	19	6	18	8	9	10	9	15			125
Application Investigation	223	215	190	136	204	196	250	245	267	225			2151
MCD Inquiry	126	106	58	66	104	73	113	104	111	95			956
Education Related	1	1	5	0	5	1	5	5	2	3			28
Easement ROW	0	0	0	0	1	0	0	0	0	0			1
Other	0	0	0	0	0	0	0	1	0	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>446</b>	<b>528</b>	<b>487</b>	<b>337</b>	<b>531</b>	<b>435</b>	<b>471</b>	<b>543</b>	<b>577</b>	<b>494</b>			<b>4849</b>
Complaint Withdrawn	9	7	3	4	3	6	5	13	8	5			63
Cease & Desist Issued	0	1	0	0	0	0	0	0	0	0			1
Disciplinary Action	40	48	68	31	49	44	42	48	68	37			475
Failure to Go Forward	47	49	45	33	50	42	35	46	54	55			456
Insufficient Evidence	35	30	35	33	28	32	40	40	39	44			356
Matter Settled	13	11	14	13	17	12	12	25	19	20			156
No Jurisdiction	37	50	28	28	69	41	42	47	40	51			433
No Violation	7	9	7	6	6	7	17	10	12	10			91
Application Investigation	150	195	203	129	208	165	191	201	200	172			1814
MCD Inquiries	103	118	81	56	95	80	77	104	116	95			925
Other	5	10	3	4	6	6	10	8	20	5			77
Open at Beginning of Month										1312			
Received During Month										525			
Closed During Month										494			
<b>Open at End of Month</b>										<b>1343</b>			
<b>Received During Fiscal Year</b>										<b>4834</b>			
<b>Closed During Fiscal Year</b>										<b>4849</b>			



## Standards & Enforcement Services Division - TREC: E2 Report

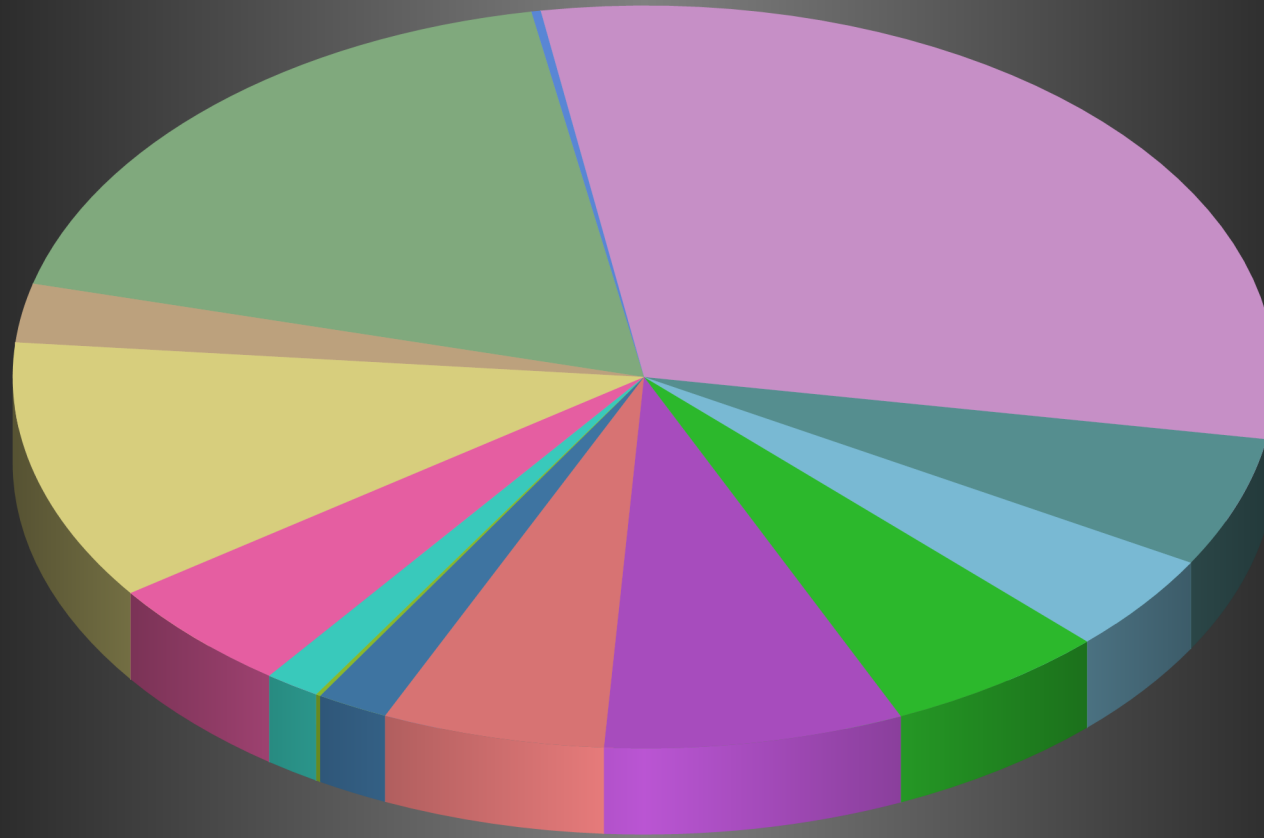
### Open Case Aging Report

as of 6/30/2019



# Complaint Subject Categories for June 2018 through June 2019

1680 Total Allegations



Administrative 4.29 % (72)	Leasing/Property Management - Misappropriation 5.00 % (84)
Advertising 5.71 % (96)	Leasing/Property Management - Other 11.37 % (191)
Breach of Fiduciary Duties 7.68 % (129)	License Holder Acting as Principal 2.56 % (43)
Broker Supervision 5.71 % (96)	Licensure Issues 18.10 % (304)
Failure to Disclose 1.85 % (31)	Sales Misappropriation 0.24 % (4)
Improper Contract/Seller Disclosure form usage 0.12 % (2)	Sales Other 30.30 % (509)
Intermediary/IABS 1.43 % (24)	Unlicensed Activity 5.65 % (95)

Complaint Subject Categories by Month															
Subject Matter Categories	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total	YTD
<b>Administrative</b> <i>Bad check, contact information, uncooperative, etc.</i>	8	5	13	9	2	3	4	3	10	5	3	2	5	72	4.29%
<b>Advertising</b> <i>Includes misleading &amp; dba</i>	3	10	7	7	9	14	4	5	5	11	5	8	8	96	5.71%
<b>Breach of Fiduciary Duty</b> <i>Including false promise</i>	3	8	12	3	12	7	3	23	5	3	1	39	10	129	7.68%
<b>Broker Supervision</b>	4	10	8	3	12	7	3	21	4	4	10	5	5	96	5.71%
<b>Failure to Disclose</b>	5	2	0	2	2	1	1	3	2	4	4	0	5	31	1.85%
<b>Improper contract/Seller Disclosure form usage</b> <i>Including false promise</i>	0	2	0	0	0	0	0	0	0	0	0	0	0	2	0.12%
<b>Intermediary/IABS</b>	1	2	1	2	4	7	1	1	0	0	1	1	3	24	1.43%
<b>Leasing/Property Management - Misappropriation</b>	0	0	0	2	12	4	2	1	4	0	12	38	9	84	5.00%
<b>Leasing/Property Management - Other</b> <i>Includes negligence, referral, etc.</i>	10	11	9	9	19	9	7	24	12	14	6	45	16	191	11.37%
<b>License Holder Acting as Principal</b>	3	6	3	0	7	3	3	3	2	2	2	3	6	43	2.56%
<b>Licensure Issues</b> <i>Criminal background check, denials, probationary license, etc.</i>	30	20	24	17	22	32	15	20	24	30	25	25	20	304	18.10%
<b>Sales Misappropriation</b> <i>Other than Leasing/Property Management - Misappropriation</i>	1	0	0	0	2	1	0	0	0	0	0	0	0	4	0.24%
<b>Sales Other</b> <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	42	67	45	35	35	31	27	28	37	36	48	37	41	509	30.30%
<b>Unlicensed Activity</b>	2	3	0	5	6	9	1	23	3	1	12	25	5	95	5.65%
<b>Total</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>133</b>	<b>1680</b>	

## Information & Technology Services Division

### Electronic Information Outlet Statistics

June 2019

<b>Website</b>	<b>Current Month</b>	<b>FYTD Total</b>	<b>Prior FYTD Total</b>
Total Pages Viewed	1,674,027	15,815,374	15,483,599
Total Monthly Sessions	497,731	4,566,133	4,089,538

<b>Online Transactions</b>	<b>Total</b>	<b>Online</b>	<b>Online Percent</b>	<b>FYTD Online Percent</b>	<b>Prior FYTD Percent</b>
<b>Applications</b>	<b>1845</b>	<b>1516</b>	<b>82.2%</b>	<b>80.8%</b>	<b>90.0%</b>
Broker Application	86	62	72.1%	74.3%	91.5%
Sales Agent Application	1636	1373	83.9%	81.9%	90.5%
Corporate Broker Application	123	81	65.9%	67.2%	69.6%
<b>Renewals</b>	<b>7335</b>	<b>7220</b>	<b>98.4%</b>	<b>97.8%</b>	<b>96.7%</b>
Broker Renewals	1445	1410	97.6%	97.6%	95.4%
Sales Agent Renewal	5183	5141	99.2%	98.7%	97.4%
Corporate Broker Renewals	534	509	95.3%	89.2%	93.5%
Professional Inspector Renewals	76	71	93.4%	96.8%	95.3%
Real Estate Inspector Renewals	5	5	100.0%	97.8%	95.9%
Apprentice Inspector Renewals	2	2	100.0%	87.5%	100.0%
Easement ROW Business Renewals	0	0	N/A	66.7%	71.4%
Easement ROW Individual Renewals	90	82	91.1%	92.5%	88.9%
<b>Sponsorship Transactions</b>	<b>8846</b>	<b>8198</b>	<b>92.7%</b>	<b>94.2%</b>	<b>94.5%</b>
Additions	4472	4460	99.7%	99.6%	99.2%
Removals	4374	3738	85.5%	87.9%	88.9%

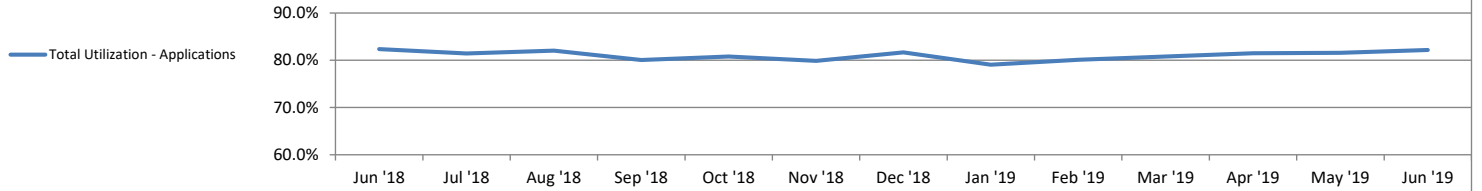
## Information & Technology Services Division

### Electronic Information Outlet Statistics

June 2019

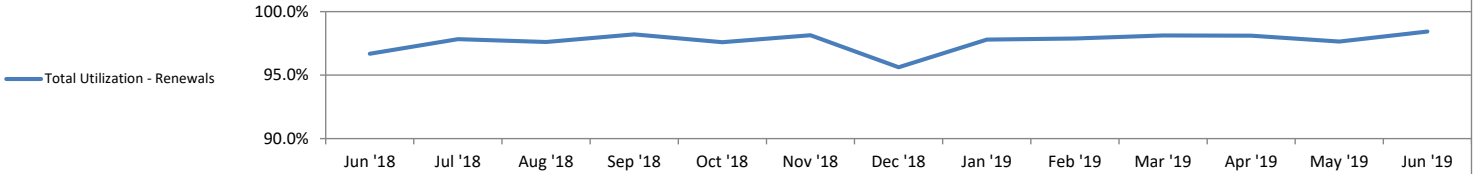
Applications	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19
Broker Application	70.7%	73.8%	76.1%	80.3%	74.4%	81.4%	78.7%	68.8%	67.4%	74.8%	73.6%	72.2%	72.1%
Sales Agent Application	83.8%	83.0%	82.7%	80.9%	82.5%	80.4%	82.5%	80.7%	81.6%	81.9%	82.7%	82.0%	83.9%
Broker Organization Applications	61.5%	55.6%	75.2%	62.3%	64.3%	69.7%	71.1%	65.8%	70.6%	66.7%	61.4%	86.7%	65.9%
<b>Total Utilization - Applications</b>	<b>82.4%</b>	<b>81.4%</b>	<b>82.0%</b>	<b>80.0%</b>	<b>80.8%</b>	<b>79.9%</b>	<b>81.7%</b>	<b>79.1%</b>	<b>80.1%</b>	<b>80.8%</b>	<b>81.5%</b>	<b>81.6%</b>	<b>82.2%</b>

#### Utilization Online Application Services



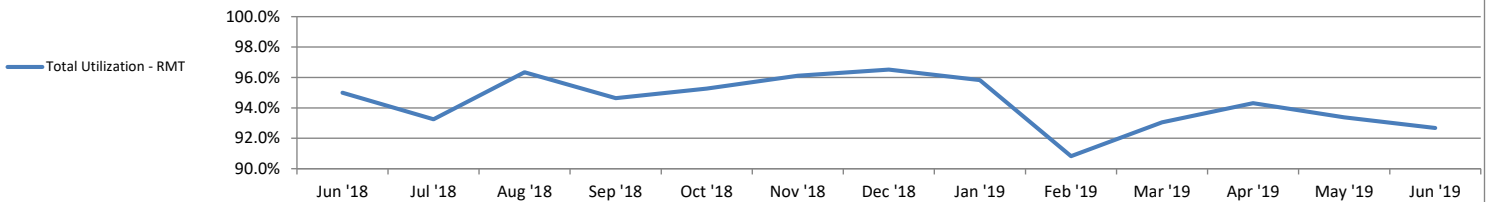
Renewals	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19
Broker Renewals	95.7%	96.4%	97.1%	97.4%	97.0%	97.9%	98.9%	97.7%	97.6%	97.7%	97.2%	97.2%	97.6%
Sales Agent Renewal	97.3%	98.4%	98.0%	98.8%	98.3%	98.7%	99.0%	98.4%	98.3%	98.5%	98.9%	99.2%	99.2%
Broker Organization Renewal	94.5%	96.8%	95.1%	94.3%	92.7%	94.8%	32.9%	93.2%	94.9%	95.2%	93.8%	82.5%	95.3%
Professional Inspector Renewals	92.5%	96.4%	96.0%	97.4%	97.8%	96.0%	98.5%	95.1%	98.1%	96.0%	96.6%	96.9%	93.4%
Real Estate Inspector Renewals	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Apprentice Inspector Renewals	100.0%	100.0%	66.7%	100.0%	100.0%	50.0%	0.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%
Easement ROW Business Renewals	100.0%	100.0%	N/A	N/A	100.0%	50.0%	100.0%	100.0%	100.0%	N/A	50.0%	0.0%	N/A
Easement ROW Individual Renewals	86.2%	96.8%	100.0%	97.0%	86.8%	95.7%	92.9%	93.2%	89.7%	94.1%	94.2%	92.3%	91.1%
<b>Total Utilization - Renewals</b>	<b>96.7%</b>	<b>97.8%</b>	<b>97.6%</b>	<b>98.2%</b>	<b>97.6%</b>	<b>98.1%</b>	<b>95.6%</b>	<b>97.8%</b>	<b>97.9%</b>	<b>98.1%</b>	<b>98.1%</b>	<b>97.6%</b>	<b>98.4%</b>

#### Utilization Online Renewal Services



RMT	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19
Sponsorship Invitations	99.1%	99.6%	99.7%	99.2%	99.8%	99.6%	99.6%	99.6%	99.7%	99.7%	99.6%	99.4%	99.7%
Sponsorship Removals	90.9%	85.2%	91.6%	88.9%	90.0%	92.1%	93.7%	91.9%	79.8%	84.1%	86.9%	86.4%	85.5%
<b>Total Utilization - RMT</b>	<b>95.0%</b>	<b>93.3%</b>	<b>96.3%</b>	<b>94.6%</b>	<b>95.3%</b>	<b>96.1%</b>	<b>96.5%</b>	<b>95.8%</b>	<b>90.8%</b>	<b>93.1%</b>	<b>94.3%</b>	<b>93.4%</b>	<b>92.7%</b>

#### Utilization Online Relationship Management Tool



**Staff & Support Services Division**

**TREC Budget Status Report**

**June 2019**

**Amended May 2019**

**2/12 = 16.67%**

Expenditure Category	Amended Budget FY2019	Expenditures	Balance	Budget % Remaining	Comments
Salaries & Wages	\$6,742,800	4,976,524	\$1,766,276	27.6%	Amended for \$350,190 for approved positions for May FY19
Employee Benefits	\$2,166,921	1,541,524	625,397	31.3%	Amended for Benefits for additional positions \$168K in May 2019
Retiree Insurance	\$665,055	415,992	249,063	37.4%	
Other Personnel Costs	\$274,428	258,712	15,716	5.7%	Retiree lump sums
Professional Fees & Services	\$907,594	547,977	359,617	46.6%	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	12,492	(492)	-4.1%	Training materials Investigators Conference
Utilities	\$13,212	2,560	10,652	80.6%	remaining available budget for more headsets needed for teleworking purposes
Travel	\$61,400	42,032	19,368	31.5%	unexpended budget for Commissioner travel, Broker-lawyer committee, and inspector committee travel as of report date
Office and Space Rent	\$177,838	197,989	(20,151)	-11.3%	Annual lease for office space paid in full.
Equipment Rental	\$64,794	66,387	(1,593)	-2.5%	Computer lease Refresh payment for FY19 \$28K
Registration & Membership	\$84,905	23,925	60,980	71.8%	unexpended areas of budget for LBJ School for Directors, ITS training, and staff training
Maintenance & Repairs	\$184,128	158,511	25,617	13.9%	Amended \$7,425 for JIRA Service Desk licenses in Feb 2019; Versa Maintenance & Software support
Reproduction & Printing	\$2,600	1,522	1,078	41.4%	unexpended budget for business cards, postcards, envelopes, etc. as of report date
Contract Services	\$33,008	23,639	9,369	28.4%	unexpended budget remains for scanning and storage for Neubus as of report date
Postage	\$21,700	16,026	5,674	26.1%	unexpended budget for meter postage as of report date
Supplies & Equipment	\$101,923	140,518	(38,596)	-38.5%	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	120,674	17,741	12.8%	
Other Operating Expenses	\$25,000	21,065	3,935	15.7%	SORM Risk Management & Worker's comp assessment
<b>Subtotal -Operations Expenditures</b>	<b>11,677,721</b>	<b>8,568,069</b>	<b>3,109,651</b>	<b>28.2%</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	603,938	120,788	16.7%	amount allocated monthly but pmt not due until 8/31/19
<b>Subtotal - Nonoperational Expenditures</b>	<b>906,725</b>	<b>748,686</b>	<b>158,039</b>	<b>17.4%</b>	
<b>Total Expenditures</b>	<b>\$12,584,446</b>	<b>\$9,316,755</b>	<b>\$3,267,690</b>	<b>27.4%</b>	

Revenue	FY2019 Amended Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$9,888,045	9,977,457	(\$89,412)	-0.9%	
Education Fees	\$497,906	531,431	(\$33,525)	-6.7%	
Examination Fees	\$333,935	307,918	\$26,017	7.8%	
Other Miscellaneous Revenue	\$171,460	206,640	(\$35,180)	-20.5%	NSF fees, public info fees, interest earned
<b>Total Revenue</b>	<b>\$10,891,346</b>	<b>\$11,023,446</b>	<b>(\$132,100)</b>	<b>-1.2%</b>	
Reallocation from Prior Year Reserves and Carryforward	\$1,301,611	1,084,676	\$216,935	16.7%	\$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	365,708	\$73,142	16.7%	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>\$3,157,074</b>			

# Staff Services Division

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

June 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	5,549,481.94	7,356.36	5,556,838.30	14,311.10	U.S. T-Notes, 0.880%	09/15/2019
03/19/2019	4,033,000.00	3,998,896.22	4,012,068.73	9,114.58	4,021,183.31	19,233.46	U.S. T-Notes, 1.625%	03/15/2020
06/19/2018	3,043,000.00	2,999,547.88	3,041,448.07	(3,041,448.07)	0.00	0.00	U.S. T-Notes, 0.880%	06/15/2019
06/18/2019	3,165,000.00	3,148,945.98	0.00	3,151,042.35	3,151,042.35	2,075.41	U.S. T-Notes, 1.5%	06/15/2020
12/18/2018	2,454,000.00	2,422,644.51	2,441,263.74	4,981.62	2,446,245.36	1,475.08	U.S. T-Notes, 1.380%	12/15/2019
<b>Totals</b>	<b>\$ 18,268,000.00</b>	<b>\$ 18,068,317.00</b>	<b>\$ 15,044,262.48</b>	<b>\$ 131,046.84</b>	<b>\$ 15,175,309.32</b>	<b>\$ 37,095.05</b>		

### Monthly Activity

Beginning Cash Available Balance

\$ 4,695,879.16

Current Month Receipts

\$ 4,248,276.30

Current Month Disbursements

\$ (4,204,837.40)

**Total Cash**

**\$ 4,739,318.06**

**Investment Ending Market Value**

**15,175,309.32**

**Total Account Balance**

**19,914,627.38**

Strategic Projects Reserve

(11,478,424.00)

Reserve for Technology Development

(974,301.57)

**Ending Balance Available for Operations**

**\$ 7,461,901.81**

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



Priscilla Pipho, 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**  
**June 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	475,519.18	1,080.28	476,599.46	2,279.59	U.S. T-Notes, 1.625%	03/15/2020
06/19/2018	253,000.00	249,377.43	252,870.97	(252,870.97)	0.00	0.00	U.S. T-Notes, 0.880%	06/15/2019
09/18/2018	1,016,000.00	999,127.11	1,011,712.48	1,341.12	1,013,053.60	2,609.02	U.S. T-Notes 0.880%	09/15/2019
12/18/2018	713,000.00	703,889.78	709,299.53	1,447.39	710,746.92	428.58	U.S. T-Notes 1.38%	12/15/2019
06/18/2019	577,000.00	574,028.17	0.00	574,455.43	574,455.43	378.36	U.S. T-Notes 1.5%	6/15/2020
<b>Totals</b>	<b>\$ 3,037,000.00</b>	<b>\$ 3,000,361.76</b>	<b>\$ 2,449,402.16</b>	<b>\$ 325,453.25</b>	<b>\$ 2,774,855.41</b>	<b>\$ 5,695.55</b>		

	Beginning Balance	Current Month	Ending Balance
<b>Receipts:</b>			
Licenses' Remittances to Recovery Fund		\$ 29,650.00	
Interest Realized		7,139.82	
Repayments to Recovery Fund (Principal and Interest)		0.00	
Administrative Penalties		17,665.00	
Investments Matured		253,000.00	
<b>Total Received</b>	<b>\$ 719,578.88</b>	<b>\$ 307,454.82</b>	<b>\$ 1,027,033.70</b>
<b>Disbursements:</b>			
Investments Purchased	\$ 574,028.17		
Accrued Interest Purchased	0.00		
Disbursement to Treasury	0.00		
Payments from Recovery Fund	67,068.25		
Administrative Costs	77.03		
<b>Total Disbursed</b>	<b>\$ 641,173.45</b>		<b>(641,173.45)</b>
<b>Cash Balance</b>			<b>385,860.25</b>
<b>Investment Ending Market Value</b>			<b>2,774,855.41</b>
<b>Total Portfolio</b>			<b>3,160,715.66</b>
Treasury Cash Balance			27,068.25
Reserved for Potential Payments Within 90 Days			(535,636.38)
<b>Balance</b>			<b>\$ 2,652,147.53</b>

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.

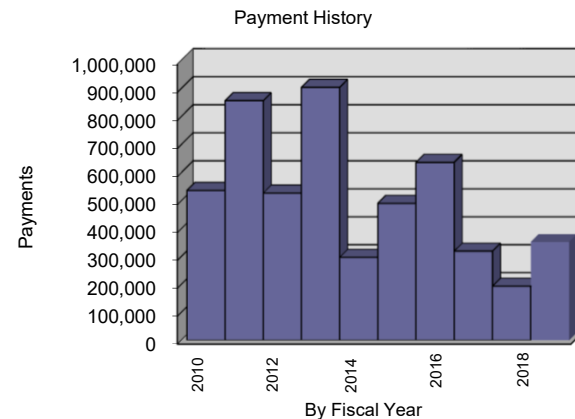


**Staff Services Division**  
**Real Estate Recovery Trust Account No. 3058 Investments**  
**Payments and Repayments**  
**June 2019**

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2019-To-Date	Number of Claims FY 2019
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
June 2019	40,000.00	0.00	17,665.00	77.03	40,000.00	1
	<b>444,108.70</b>	<b>117,176.74</b>	<b>294,886.22</b>	<b>1,001.41</b>	<b>352,130.38</b>	<b>16</b>

**Potential Payments\***  
**Next 3 Months 535,636.38**

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	16	352,130.38
<b>Total</b>	<b>797</b>	<b>\$15,928,755.67</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)

June 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	224,827.06	458.78	225,285.84	135.85	U.S. T-Notes 1.380%	12/15/2019
9/18/2018	380,000.00	373,659.59	378,396.40	501.60	378,898.00	975.82	U.S. T-Notes 0.880	09/15/2019
<b>Totals</b>	<b>\$ 606,000.00</b>	<b>\$ 596,763.09</b>	<b>\$ 603,223.46</b>	<b>\$ 960.38</b>	<b>\$604,183.84</b>	<b>\$1,111.67</b>		

### Monthly Activity

#### Beginning Balance

\$ 17,448.81 \$ 17,448.81

#### Receipts:

Licensees' Remittances to Recovery Fund  
Interest Realized (includes accruals)  
Treasury Note Semi-Annual Interest  
Repayments  
Administrative Penalties  
Investments Matured

\$ 360.00  
36.00  
1,553.75  
0.00  
3,000.00  
0.00

#### Total Received in Current Month

\$ 4,949.75

#### Disbursements:

Investments Purchased  
Payments from Recovery Fund  
\* Cash Transfer Trust to Treasury (GR)  
Administrative Costs

\$ 0.00  
0.00  
0.00  
23.14

#### Total Disbursed in Current Month

\$ (23.14)

#### Total Cash

\$ 22,375.42

#### Reserved for Potential Payment within 90 Days

0.00

#### Unobligated Fund Balance

\$ 22,375.42

#### Investment Ending Market Value

604,183.84

#### Balance

\$ 626,559.26

### Payment History


Fiscal Year	Number of Payments	Total Payments
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

  
Oretha Trice, Alternate Investment Officer