

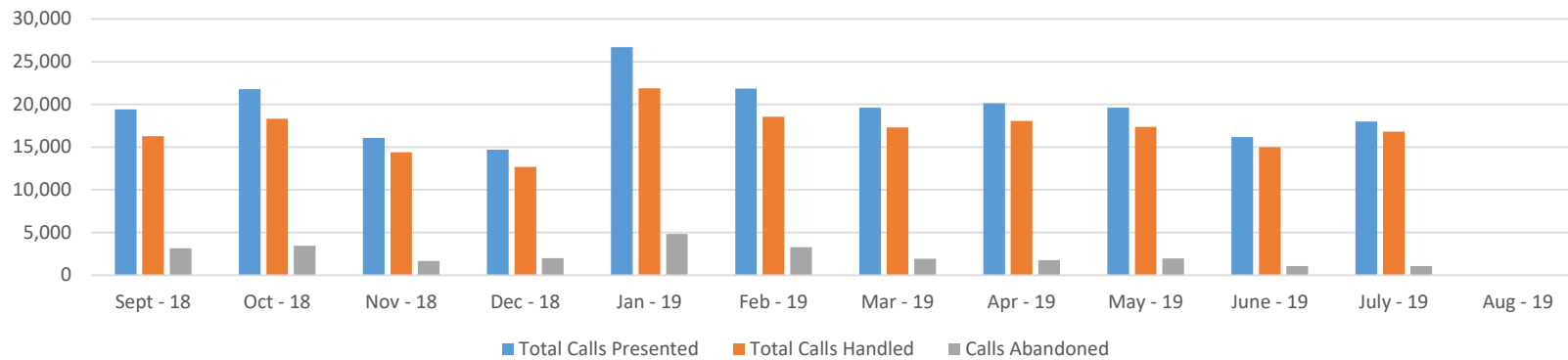


Staff Reports for July 2019

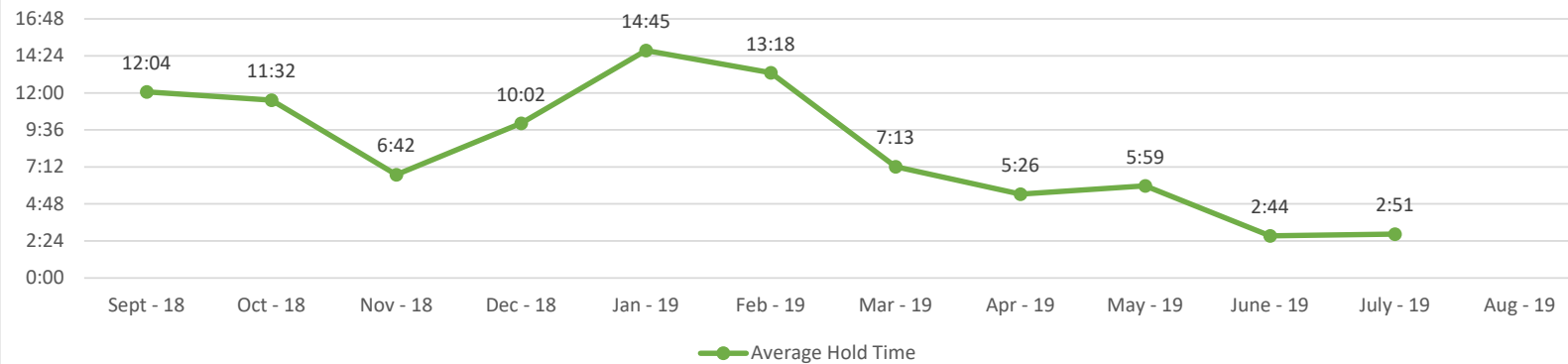
Reception and Communication Services Division

	Incoming Calls												FYTD Total 2019
	Sept - 18	Oct - 18	Nov - 18	Dec - 18	Jan - 19	Feb - 19	Mar - 19	Apr - 19	May - 19	June - 19	July - 19	Aug - 19	
Total Calls Presented	19,428	21,786	16,088	14,711	26,713	21,867	19,614	20,142	19,618	16,196	18,004		214,167
Total Calls Handled	16,272	18,338	14,388	12,697	21,880	18,569	17,296	18,063	17,366	15,007	16,822		186,698
Calls Abandoned	3,155	3,445	1,681	2,012	4,829	3,278	1,918	1,752	1,957	1,087	1,060		26,174
% of Abandoned Calls	16.24%	15.81%	10.45%	13.68%	18.08%	14.99%	9.78%	8.70%	9.98%	6.71%	5.89%		11.85%
Average Handle Time	9:24	6:16	5:44	5:47	5:48	5:06	6:11	5:46	5:49	5:36	5:33		6:05
Average Hold Time	12:04	11:32	6:42	10:02	14:45	13:18	7:13	5:26	5:59	2:44	2:51		8:25

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	FY19 Total 2019
Licensing	166	181	147	120	210	190	133	108	122	134	118		1,629
Education	16	22	13	11	21	19	1	3	4	5	3		118
Inspector	12	12	12	12	21	22	3	24	6	3	7		134
Enforcement	14	16	7	3	15	16	6	10	16	12	8		123
TALCB Lic	7	8	7	7	19	13	2	4	1	0	4		72
TALCB Enf	1	2	5	3	2	1	0	0	0	0	2		16
Total	216	241	191	156	288	261	145	149	149	154	142		2,092

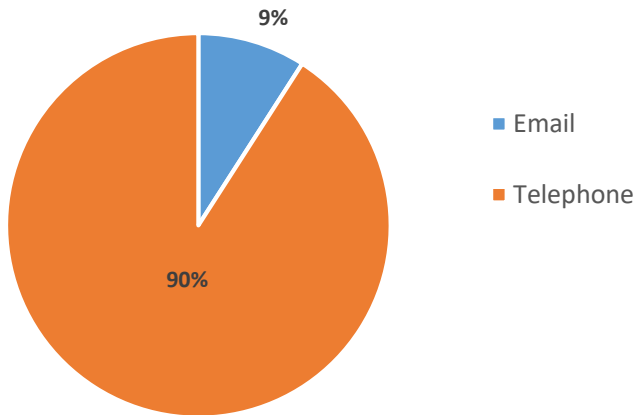
Emails													
	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	FY19 Total 2019
Licensing	4,394	4,824	3,149	2,307	4,421	2,447	3,292	4,255	3,447	2,959	3,404		38,899
Education	240	329	172	108	309	115	189	51	41	46	38		1,638
Inspector	130	173	129	103	164	160	95	67	92	75	95		1,283
Enforcement	288	311	192	167	215	182	180	176	166	156	114		2,147
TALCB Lic	226	264	225	127	259	175	156	108	122	142	112		1,916
TALCB Enf	13	18	7	6	7	11	25	18	22	9	13		149
Total	5,291	5,919	3,874	2,818	5,375	3,090	3,937	4,669	3,890	3,387	3,776		46,026
Respond in 2 bus days	3,241	3,056	3,374	1,883	3,789	2,771	1,440	3,711	3,890	3,385	3,772		34,312
% handled in 2 days	61%	52%	87%	67%	70%	90%	37%	79%	100%	99.94%	99.89%		

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	1,572	16,432		
Total Calls Handled	1,177	13,830	1,418	15,404		
Calls Abandoned	147	940	144	939		
% of Abandoned Calls	11.07%	6.32%	9.16%	5.71%		
Hold Times	2:41	2:44	2:46	2:52		
Callbacks	68	865	95	1,039		
% of Callbacks	5.12%	5.82%	6.04%	6.32%		
Re-directed for assistance	4	98	10	112		
% of all calls	8.20%	91.80%	8.73%	91.27%		

RCS July, 2019 Customer Satisfaction Report

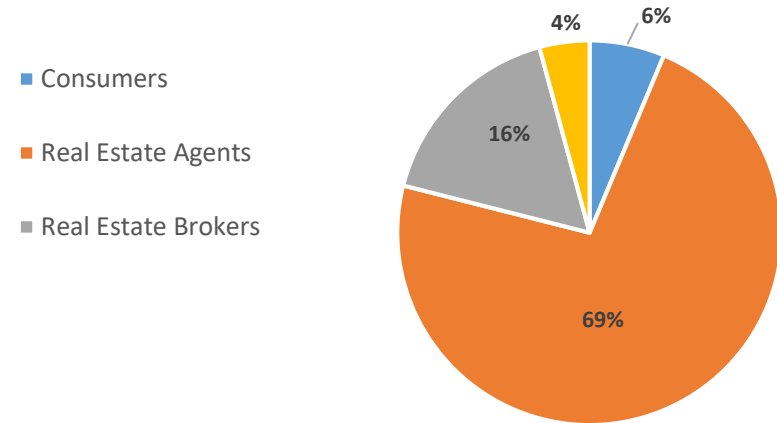
How Customers Contacted TREC/TALCB?

322 respondents



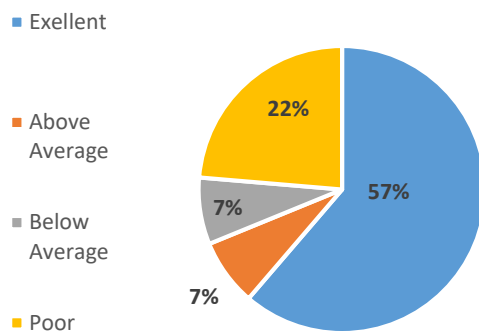
Customer Demographics

318 respondents



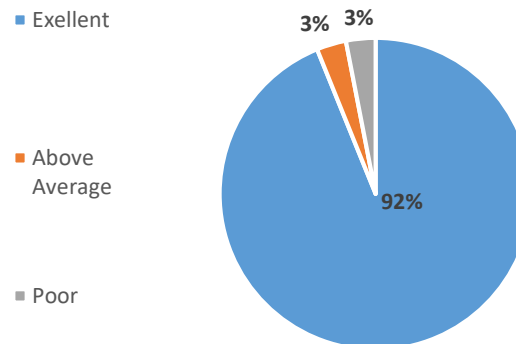
Customer Email Experience Rating

28 respondents



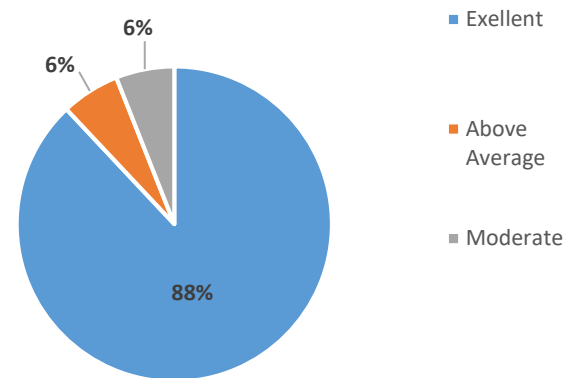
Telephone Service Rating

287 respondents



Experience with Customer Service Representative

17 respondents



Licensing & Registration Services Division

Applications Received and Renewal Activity

Fiscal Year 2019 - Year-to-Date Comparison July

Real Estate Brokers & Sales Agents

<i>Applications Received</i>	Sep 2017 - Jul 2018		Sep 2018 - Jul 2019		Variance	Percent
Broker Original Applications Received	2,834		2,926		92	3.25%
Sales Agent Original Applications Received	22,509		23,235		726	3.23%
<i>Total Original Applications</i>	25,343		26,161		818	3.23%

<i>Renewal Activity</i>	% Renewed FY18		% Renewed FY19		% Renewed FY17	
Broker Renewals and Percentage	19,200	91.32%	16,215	90.09%	19,153	82.95%
Sales Agent Renewals and Percentage	43,718	81.75%	39,330	78.24%	41,265	76.77%
<i>Total Renewals from Brokers & Sales Agents</i>	62,918	84.45%	55,545	81.36%	60,418	78.62%

Real Estate Inspectors

<i>Applications Received</i>	Sep 2017 - Jul 2018		Sep 2018 - Jul 2019		Variance	Percent
Professional Inspector Original Applications Received	624		505		-119	-19.07%
Real Estate Inspector Original Applications Received	8		9		1	12.50%
Apprentice Inspector Original Applications Received	86		74		-12	-13.95%
<i>Total Original Applications</i>	718		588		-130	-18.11%

<i>Renewal Activity</i>	% Renewed FY18		% Renewed FY19		% Renewed FY17	
Professional Inspector Renewals and Percentage	1,029	76.22%	1,080	80.84%	1,242	78.41%
Real Estate Inspector Renewals and Percentage	53	82.81%	50	86.21%	47	70.15%
Apprentice Inspector Renewals and Percentage	9	22.50%	10	25.64%	21	31.34%
<i>Total Renewals from Inspectors</i>	1,091	75.03%	1,140	79.55%	1,310	76.25%

Licensing & Registration Services Division

License Holder and Registrant Status

July 2019

Real Estate License Holders

	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19
Brokers													
Individual (Active)	32,860	32,862	32,814	32,802	32,812	32,778	32,796	32,798	32,759	32,759	32,745	32,757	32,770
Business Entities (Active)	10,654	10,718	10,736	10,832	10,901	10,936	10,997	11,053	11,068	11,113	11,192	11,211	11,272
Total Active Status	43,514	43,580	43,550	43,634	43,713	43,714	43,793	43,851	43,827	43,872	43,937	43,968	44,042
Inactive Status	1,648	1,620	1,629	1,625	1,619	1,628	1,665	1,679	1,766	1,763	1,748	1,764	1,749
Total Brokers	45,162	45,200	45,179	45,259	45,332	45,342	45,458	45,530	45,593	45,635	45,685	45,732	45,791
Sales Agents													
Active Status	107,755	108,989	109,580	110,096	110,481	109,823	109,835	110,621	111,576	112,703	113,108	112,928	113,394
Inactive Status	29,752	29,422	29,288	29,263	29,217	30,167	30,752	30,669	30,554	29,997	29,971	30,645	30,651
Total Sales Agents	137,507	138,411	138,868	139,359	139,698	139,990	140,587	141,290	142,130	142,700	143,079	143,573	144,045
Total Active	151,269	152,569	153,130	153,730	154,194	153,537	153,628	154,472	155,403	156,575	157,045	156,896	157,436
Total Inactive	31,400	31,042	30,917	30,888	30,836	31,795	32,417	32,348	32,320	31,760	31,719	32,409	32,400
Total Brokers/Sales Agents	182,669	183,611	184,047	184,618	185,030	185,332	186,045	186,820	187,723	188,335	188,764	189,305	189,836

Inspector License Holders

	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19
Inspector License Holders													
Professional Inspectors(active)	3,206	3,230	3,230	3,252	3,253	3,243	3,225	3,227	3,257	3,268	3,283	3,292	3,304
Real Estate Inspectors (active)	142	143	139	136	136	135	138	138	135	134	133	135	139
Apprentice Inspectors(active)	136	142	138	137	138	137	136	139	145	143	141	136	136
Professional Inspectors(inactive)	570	560	562	552	552	536	542	534	528	524	513	508	545
Real Estate Inspectors(inactive)	17	18	21	21	20	19	16	16	19	16	14	14	13
Apprentice Inspectors(inactive)	27	27	29	33	32	33	33	31	31	30	30	28	26
Total Active	3,484	3,515	3,507	3,525	3,527	3,515	3,499	3,504	3,537	3,545	3,557	3,563	3,579
Total Inactive	614	605	612	606	604	588	591	581	578	570	557	550	584
Total Inspectors	4,098	4,120	4,119	4,131	4,131	4,103	4,090	4,085	4,115	4,115	4,114	4,113	4,163

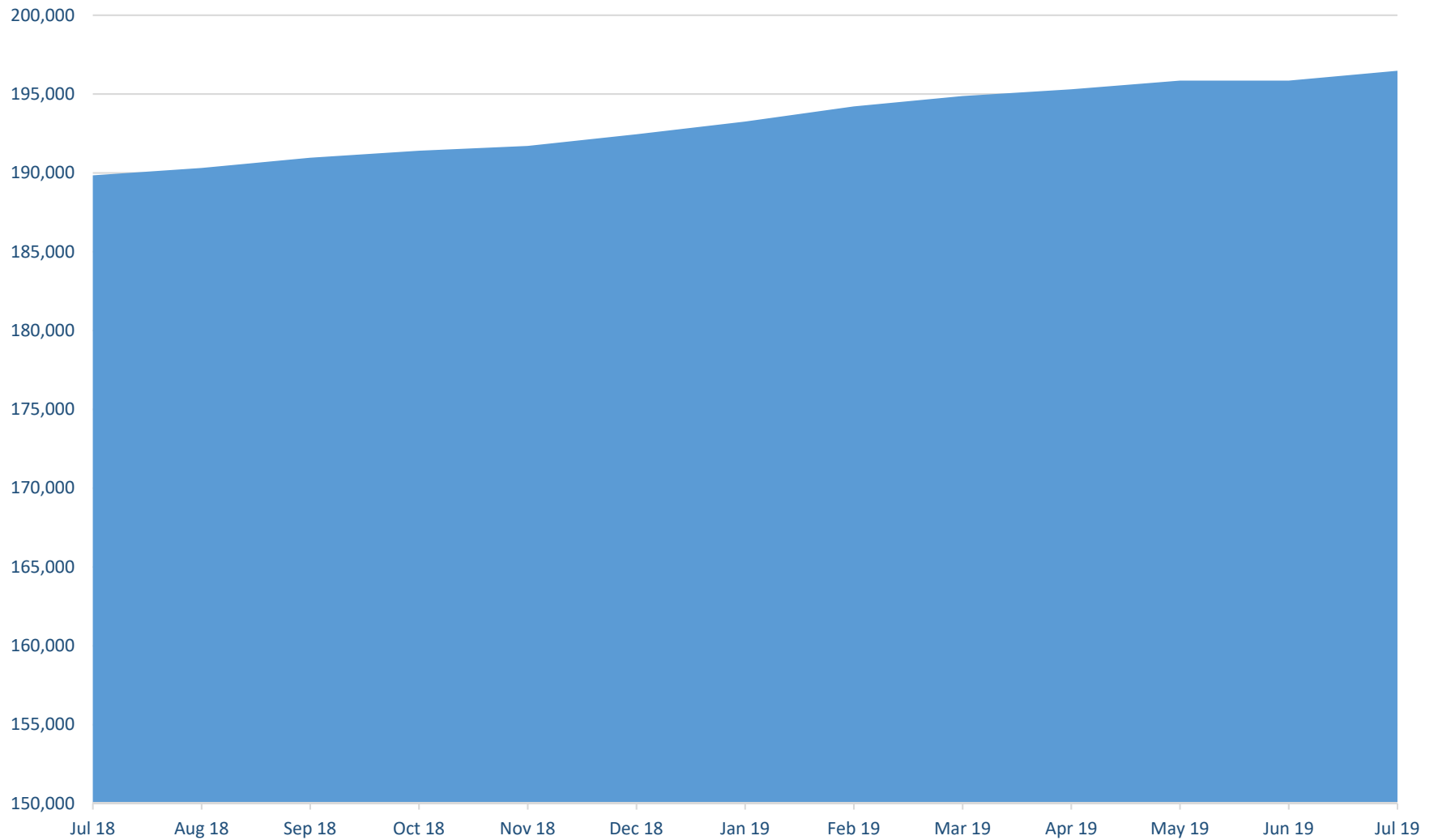
Easement & Right-of-way Registrants

	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19
ERW Registrants													
Businesses	49	51	49	53	54	54	53	53	51	50	57	56	57
Individuals	2,027	2,061	2,097	2,156	2,190	2,215	2,257	2,297	2,327	2,369	2,360	2,377	2,419
Total Registrants	2,076	2,112	2,146	2,209	2,244	2,269	2,310	2,350	2,378	2,419	2,417	2,433	2,476

Total License Holders and Registrants

	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19
License Holders & Registrants	189,843	190,312	190,958	191,405	191,704	192,445	193,255	194,216	194,869	195,295	195,851	195,851	196,475

Total License Holders & Registrants July 2018 through July 2019



LRS

Fiscal Year Comparison

L2 Report - Graph

Standards & Enforcement Services Division - TREC: E1 Report

Case Status

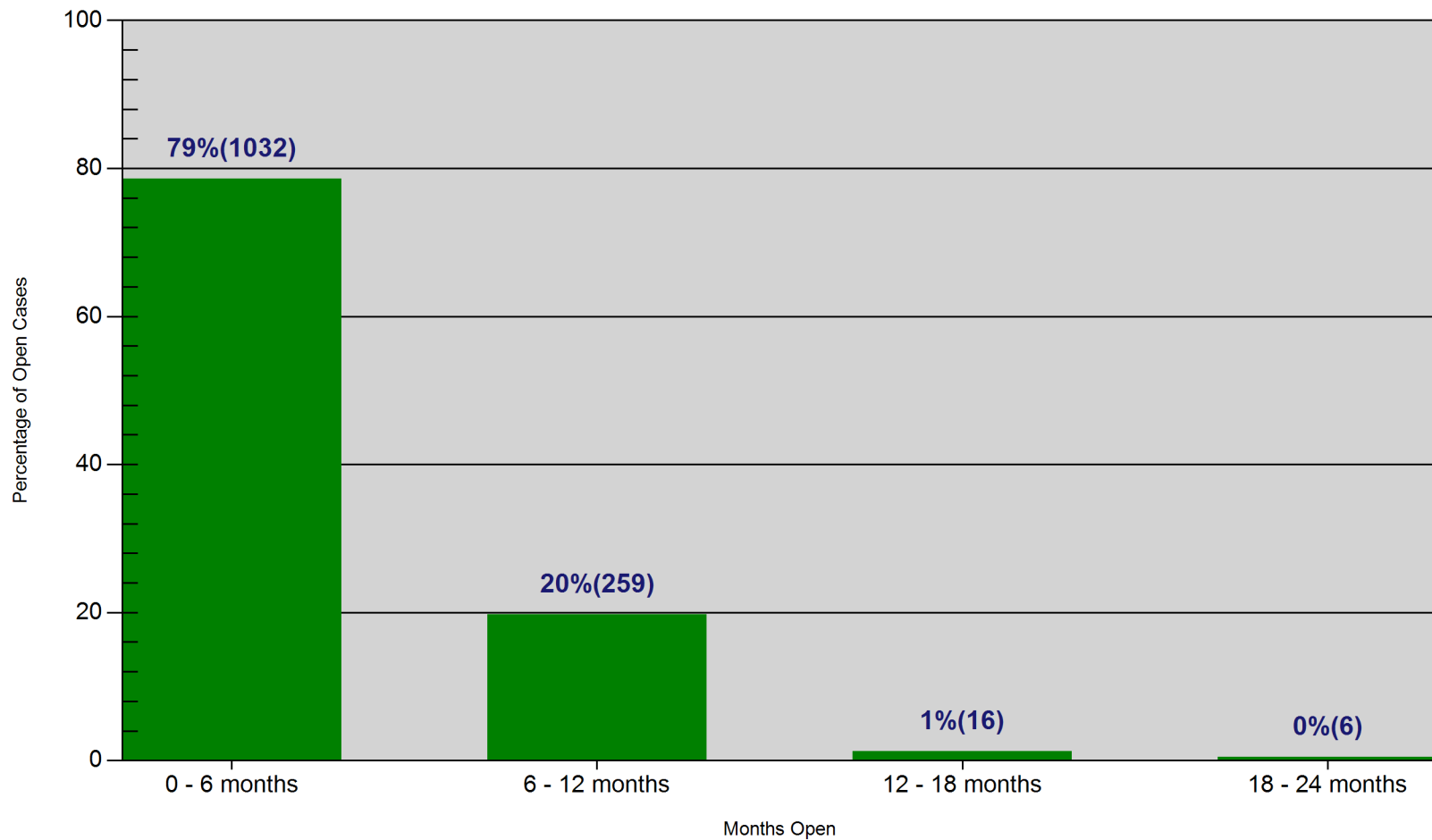
FY 2019

	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
Received During Month	524	519	407	321	491	429	522	529	569	521	526		5358
Broker/Sales	135	144	115	93	130	132	122	135	151	154	131		1442
Inspector	9	14	10	4	11	8	5	9	13	9	11		103
Timeshare	3	3	3	5	7	3	5	6	7	8	3		53
Unlicensed Activity	3	1	1	1	3	1	2	1	0	3	6		22
Residential Service Company	12	17	6	9	8	7	10	10	9	13	16		117
No Jurisdiction	12	19	19	6	18	8	9	10	9	15	13		138
Application Investigation	223	214	190	137	204	196	251	247	267	222	207		2358
MCD Inquiry	126	106	58	66	104	73	113	105	110	94	137		1092
Education Related	1	1	5	0	5	1	5	5	2	3	2		30
Easement ROW	0	0	0	0	1	0	0	0	0	0	0		1
Other	0	0	0	0	0	0	0	1	0	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
Closed During Month	446	528	486	336	530	435	468	537	575	492	570		5403
Complaint Withdrawn	9	7	3	4	3	6	5	13	8	5	9		72
Cease & Desist Issued	0	1	0	0	0	0	0	0	0	0	3		4
Disciplinary Action	40	48	68	31	49	44	42	48	68	37	37		512
Failure to Go Forward	47	49	44	32	49	42	32	40	53	53	54		495
Insufficient Evidence	35	30	35	33	28	32	40	40	38	44	42		397
Matter Settled	13	11	14	13	17	12	12	25	19	20	18		174
No Jurisdiction	37	50	28	28	69	41	42	47	40	51	58		491
No Violation	7	9	7	6	6	7	17	10	12	10	8		99
Application Investigation	150	195	203	129	208	165	191	201	200	172	221		2035
MCD Inquiries	103	118	81	56	95	80	77	104	116	95	114		1039
Other	5	10	3	4	6	6	10	8	20	5	6		83
Open at Beginning of Month											1357		
Received During Month											526		
Closed During Month											570		
Open at End of Month											1313		
Received During Fiscal Year											5358		
Closed During Fiscal Year											5403		

Standards & Enforcement Services Division - TREC: E2 Report

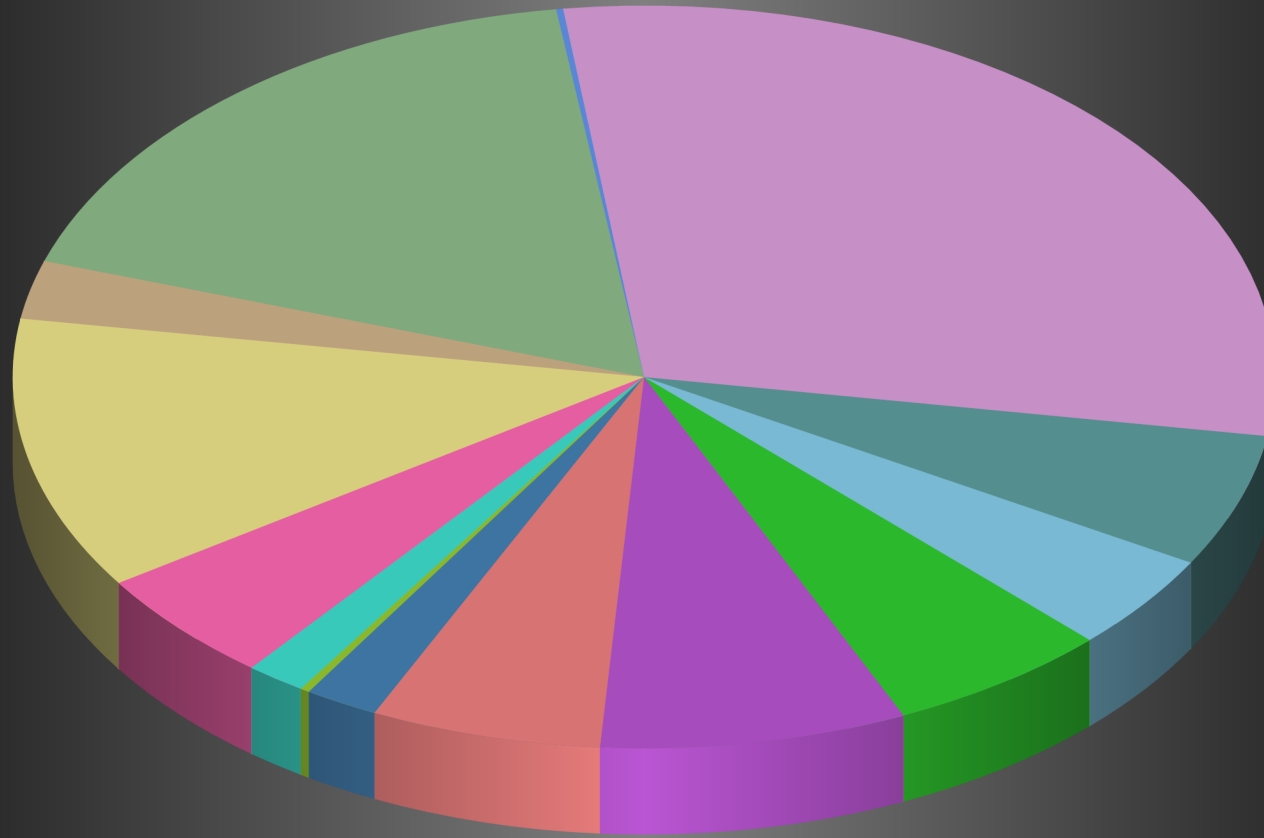
Open Case Aging Report

as of 7/31/2019



Complaint Subject Categories for July 2018 through July 2019

1693 Total Allegations



Administrative 4.19 % (71)	Leasing/Property Management - Misappropriation 4.96 % (84)
Advertising 5.73 % (97)	Leasing/Property Management - Other 11.87 % (201)
Breach of Fiduciary Duties 7.86 % (133)	License Holder Acting as Principal 2.54 % (43)
Broker Supervision 5.91 % (100)	Licensure Issues 17.72 % (300)
Failure to Disclose 1.89 % (32)	Sales Misappropriation 0.18 % (3)
Improper Contract/Seller Disclosure form usage 0.24 % (4)	Sales Other 29.59 % (501)
Intermediary/IABS 1.54 % (26)	Unlicensed Activity 5.79 % (98)

Complaint Subject Categories by Month															
Subject Matter Categories	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Total	YTD
Administrative <i>Bad check, contact information, uncooperative, etc.</i>	5	13	9	2	3	4	3	10	5	3	2	5	7	71	4.19%
Advertising <i>Includes misleading & dba</i>	10	7	7	9	14	4	5	5	11	5	8	8	4	97	5.73%
Breach of Fiduciary Duty <i>Including false promise</i>	8	12	3	12	7	3	23	5	3	1	39	10	7	133	7.86%
Broker Supervision	10	8	3	12	7	3	21	4	4	10	5	5	8	100	5.91%
Failure to Disclose	2	0	2	2	1	1	3	2	4	4	0	5	6	32	1.89%
Improper contract/Seller Disclosure form usage <i>Including false promise</i>	2	0	0	0	0	0	0	0	0	0	0	0	2	4	0.24%
Intermediary/IABS	2	1	2	4	7	1	1	0	0	1	1	3	3	26	1.54%
Leasing/Property Management - Misappropriation	0	0	2	12	4	2	1	4	0	12	38	9	0	84	4.96%
Leasing/Property Management - Other <i>Includes negligence, referral, etc.</i>	11	9	9	19	9	7	24	12	14	6	45	16	20	201	11.87%
License Holder Acting as Principal	6	3	0	7	3	3	3	2	2	2	3	6	3	43	2.54%
Licensure Issues <i>Criminal background check, denials, probationary license, etc.</i>	20	24	17	22	32	15	20	24	30	25	25	20	26	300	17.72%
Sales Misappropriation <i>Other than Leasing/Property Management - Misappropriation</i>	0	0	0	2	1	0	0	0	0	0	0	0	0	3	0.18%
Sales Other <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	67	45	35	35	31	27	28	37	36	48	37	41	34	501	29.59%
Unlicensed Activity	3	0	5	6	9	1	23	3	1	12	25	5	5	98	5.79%
Total	146	122	94	144	128	71	155	108	110	129	228	133	125	1693	

Information & Technology Services Division

Electronic Information Outlet Statistics

July 2019

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	400,521	16,215,895	17,233,009
Total Monthly Sessions	119,936	4,686,069	4,609,943

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	1928	1508	78.2%	80.5%	89.5%
Broker Application	92	70	76.1%	74.4%	91.1%
Sales Agent Application	1740	1362	78.3%	81.6%	90.0%
Corporate Broker Application	96	76	79.2%	68.4%	68.2%
Renewals	6948	6843	98.5%	97.9%	96.8%
Broker Renewals	1253	1223	97.6%	97.6%	95.5%
Sales Agent Renewal	5091	5035	98.9%	98.7%	97.5%
Corporate Broker Renewals	332	323	97.3%	89.9%	93.9%
Professional Inspector Renewals	190	186	97.9%	97.0%	95.5%
Real Estate Inspector Renewals	6	6	100.0%	98.1%	94.4%
Apprentice Inspector Renewals	2	1	50.0%	84.6%	100.0%
Easement ROW Business Renewals	0	0	N/A	66.7%	75.0%
Easement ROW Individual Renewals	74	69	93.2%	92.6%	89.4%
Sponsorship Transactions	9149	8634	94.4%	94.2%	94.3%
Additions	4918	4899	99.6%	99.6%	99.2%
Removals	4231	3735	88.3%	88.0%	88.6%

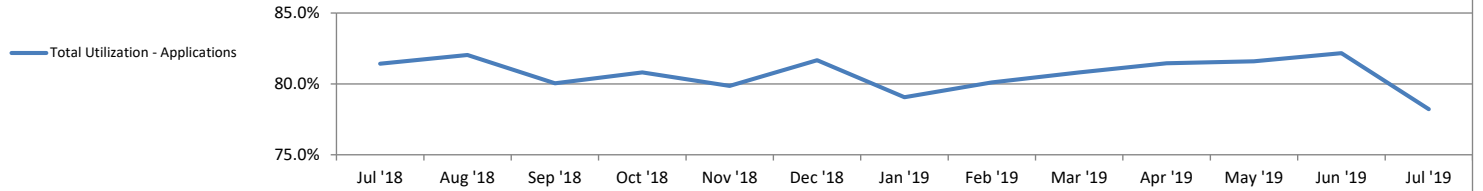
Information & Technology Services Division

Electronic Information Outlet Statistics

July 2019

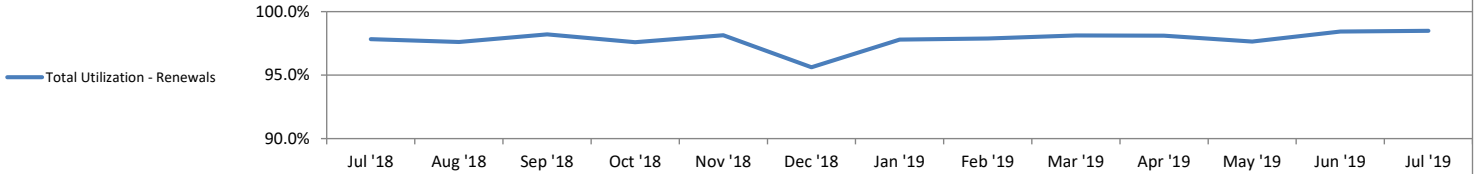
Applications	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19
Broker Application	73.8%	76.1%	80.3%	74.4%	81.4%	78.7%	68.8%	67.4%	74.8%	73.6%	72.2%	72.1%	76.1%
Sales Agent Application	83.0%	82.7%	80.9%	82.5%	80.4%	82.5%	80.7%	81.6%	81.9%	82.7%	82.0%	83.9%	78.3%
Broker Organization Applications	55.6%	75.2%	62.3%	64.3%	69.7%	71.1%	65.8%	70.6%	66.7%	61.4%	86.7%	65.9%	79.2%
Total Utilization - Applications	81.4%	82.0%	80.0%	80.8%	79.9%	81.7%	79.1%	80.1%	80.8%	81.5%	81.6%	82.2%	78.2%

Utilization Online Application Services



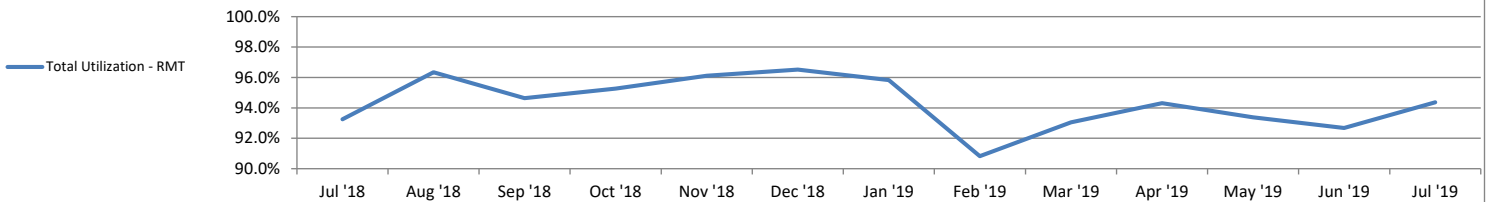
Renewals	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19
Broker Renewals	96.4%	97.1%	97.4%	97.0%	97.9%	98.9%	97.7%	97.6%	97.7%	97.2%	97.2%	97.6%	97.6%
Sales Agent Renewal	98.4%	98.0%	98.8%	98.3%	98.7%	99.0%	98.4%	98.3%	98.5%	98.9%	99.2%	99.2%	98.9%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

Utilization Online Renewal Services



RMT	Jul '18	Aug '18	Sep '18	Oct '18	Nov '18	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19
Sponsorship Invitations	99.6%	99.7%	99.2%	99.8%	99.6%	99.6%	99.6%	99.7%	99.7%	99.6%	99.4%	99.7%	99.6%
Sponsorship Removals	85.2%	91.6%	88.9%	90.0%	92.1%	93.7%	91.9%	79.8%	84.1%	86.9%	86.4%	85.5%	88.3%
Total Utilization - RMT	93.3%	96.3%	94.6%	95.3%	96.1%	96.5%	95.8%	90.8%	93.1%	94.3%	93.4%	92.7%	94.4%

Utilization Online Relationship Management Tool



Staff & Support Services Division

TREC Budget Status Report

July 2019

Amended May 2019

1/12 = 8.33%

Expenditure Category	Amended Budget FY2019	Expenditures	Balance	Budget % Remaining	Comments
Salaries & Wages	\$6,742,800	5,520,509	\$1,222,291	19.1%	Amended for \$350,190 for approved positions for May FY19
Employee Benefits	\$2,166,921	1,709,688	457,233	22.9%	Amended for Benefits for additional positions \$168K in May 2019
Retiree Insurance	\$665,055	463,701	201,354	30.3%	
Other Personnel Costs	\$274,428	295,758	(21,330)	-7.8%	Retiree lump sums
Professional Fees & Services	\$907,594	653,374	254,220	32.9%	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	16,697	(4,697)	-39.1%	Training materials Investigators Conference
Utilities	\$13,212	2,728	10,484	79.3%	remaining available budget for more headsets needed for teleworking purposes
Travel	\$61,400	46,756	14,644	23.9%	unexpended budget for Commissioner travel, Broker-lawyer committee, and inspector committee travel as of report date
Office and Space Rent	\$177,838	198,013	(20,175)	-11.3%	Annual lease for office space paid in full.
Equipment Rental	\$64,794	68,367	(3,573)	-5.5%	Computer lease Refresh payment for FY19 \$28K
Registration & Membership	\$84,905	28,195	56,710	66.8%	unexpended areas of budget for LBJ School for Directors, ITS training, and staff training
Maintenance & Repairs	\$184,128	161,060	23,068	12.5%	Amended \$7,425 for JIRA Service Desk licenses in Feb 2019; Versa Maintenance & Software support
Reproduction & Printing	\$2,600	1,612	988	38.0%	unexpended budget for postcards, envelopes, etc. as of report date
Contract Services	\$33,008	28,929	4,079	12.4%	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	180,121	(78,198)	-77.9%	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	130,987	7,428	5.4%	
Other Operating Expenses	\$25,000	21,845	3,155	12.6%	SORM Risk Management & Worker's comp assessment
Subtotal -Operations Expenditures	11,677,721	9,544,366	2,133,354	19.4%	
DPS Criminal History Background Checks	2,000	3,475	(1,475)	-73.8%	
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	664,331	60,394	8.3%	amount allocated monthly but pmt not due until 8/31/19
Subtotal - Nonoperational Expenditures	906,725	809,243	97,482	10.8%	
Total Expenditures	\$12,584,446	\$10,353,609	\$2,230,837	18.7%	

Revenue	FY2019 Amended Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$9,888,045	11,082,539	(\$1,194,494)	-12.1%	
Education Fees	\$497,906	578,256	(\$80,350)	-16.1%	
Examination Fees	\$333,935	337,612	(\$3,677)	-1.1%	
Other Miscellaneous Revenue	\$171,460	215,437	(\$43,977)	-25.6%	NSF fees, public info fees, interest earned
Total Revenue	\$10,891,346	\$12,213,844	(\$1,322,498)	-12.1%	
Reallocation from Prior Year Reserves and Carryforward	\$1,301,611	1,193,143	\$108,468	8.3%	\$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	402,278	\$36,571	8.3%	Amended \$302,041 in Feb 2019; amended \$136,808 in May 2019
Revenue Over/(Under) Expenditures & Transfers	\$47,361	\$3,455,657			

Staff Services Division

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

July 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	5,556,838.30	7,467.82	5,564,306.12	18,418.92	U.S. T-Notes, 0.880%	09/15/2019
03/19/2019	4,033,000.00	3,998,896.22	4,021,183.31	(1,572.87)	4,019,610.44	24,754.18	U.S. T-Notes, 1.625%	03/15/2020
06/18/2019	3,165,000.00	3,148,945.98	3,151,042.35	(3,228.30)	3,147,814.05	6,096.52	U.S. T-Notes, 1.5%	06/15/2020
12/18/2018	2,454,000.00	2,422,644.51	2,446,245.36	662.58	2,446,907.94	4,333.05	U.S. T-Notes, 1.380%	12/15/2019
Totals	\$ 15,225,000.00	\$ 15,068,769.12	\$ 15,175,309.32	\$ 3,329.23	\$ 15,178,638.55	\$ 53,602.67		

Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance	\$ 4,616,228.28		
Current Month Receipts		\$ 1,091,399.99	
Current Month Disbursements		\$ (871,580.88)	
Total Cash			\$ 4,836,047.39
Investment Ending Market Value			15,178,638.55
Total Account Balance			20,014,685.94
Strategic Projects Reserve			(11,478,424.00)
Reserve for Technology Development			(927,784.87)
Ending Balance Available for Operations			\$ 7,608,477.07

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



Priscilla Pipher, 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
July 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	476,599.46	(186.42)	476,413.04	2,933.92	U.S. T-Notes, 1.625%	03/15/2020
09/18/2018	1,016,000.00	999,127.11	1,013,053.60	1,361.44	1,014,415.04	3,357.91	U.S. T-Notes 0.880%	09/15/2019
12/18/2018	713,000.00	703,889.78	710,746.92	192.51	710,939.43	1,258.95	U.S. T-Notes 1.38%	12/15/2019
06/18/2019	577,000.00	574,028.17	574,455.43	(588.54)	573,866.89	1,111.43	U.S. T-Notes 1.5%	6/15/2020
Totals	\$ 2,784,000.00	\$ 2,750,984.33	\$ 2,774,855.41	\$ 778.99	\$ 2,775,634.40	\$ 8,662.21		

Receipts:

Licenses' Remittances to Recovery Fund
Interest Realized
Repayments to Recovery Fund (Principal and Interest)
Administrative Penalties
Investments Matured

Total Received

Beginning Balance	Current Month	Ending Balance
	\$ 27,170.00	
	783.76	
	3,972.19	
	10,440.00	
	0.00	
\$ 385,860.25	\$ 42,365.95	\$ 428,226.20

Disbursements:

Investments Purchased
Accrued Interest Purchased
Disbursement to Treasury
Payments from Recovery Fund
Administrative Costs

Total Disbursed

\$ 0.00
0.00
0.00
69,797.06
212.60
\$ 70,009.66

Cash Balance

Investment Ending Market Value

Total Portfolio

Treasury Cash Balance

Reserved for Potential Payments Within 90 Days

Balance

(70,009.66)
358,216.54
2,775,634.40
3,133,850.94
0.00
(437,271.07)
\$ 2,696,579.87

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

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



Priscilla Piphio, Investment Officer



Melissa Huerta, Alternate Investment Officer



Oretha Trice, Alternate Investment Officer

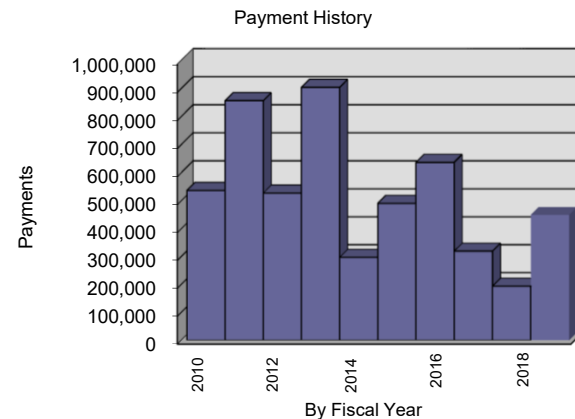
Texas Occ Code, Sec 1101.603(e): On a determination by the commission at any time that the balance in the trust account is less than \$1 million, each license holder at the next license renewal must pay, in addition to the renewal fee, a fee that is equal to the lesser of \$10 or a pro rata share of 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
July 2019

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2019-To-Date	Number of Claims FY 2019
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
July 2019	96,865.31	3,972.19	10,440.00	212.60	96,865.31	5
	530,395.64	88,402.76	279,226.22	1,080.01	448,995.69	21

Potential Payments*
Next 3 Months (437,271.07)

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	21	448,995.69
Total	802	\$16,025,620.98



*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)

July 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	225,285.84	61.02	225,346.86	399.05	U.S. T-Notes 1.380%	12/15/2019
9/18/2018	380,000.00	373,659.59	378,898.00	509.20	379,407.20	1,255.91	U.S. T-Notes 0.880	09/15/2019
Totals	\$ 606,000.00	\$ 596,763.09	\$ 604,183.84	\$ 570.22	\$604,754.06	\$1,654.96		

Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
Beginning Balance	\$ 22,375.42	\$	\$ 22,375.42
Receipts:			
Licenses' Remittances to Recovery Fund		\$ 324.75	
Interest Realized (includes accruals)		50.31	
Treasury Note Semi-Annual Interest		0.00	
Repayments		0.00	
Administrative Penalties		1,200.00	
Investments Matured		0.00	
Total Received in Current Month			\$ 1,575.06
Disbursements:			
Investments Purchased		\$ 0.00	
Payments from Recovery Fund		0.00	
* Cash Transfer Trust to Treasury (GR)		0.00	
Administrative Costs		22.83	
Total Disbursed in Current Month			\$ (22.83)
Total Cash			\$ 23,927.65
Reserved for Potential Payment within 90 Days			0.00
Unobligated Fund Balance			\$ 23,927.65
Investment Ending Market Value			604,754.06
Balance			\$ 628,681.71

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
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, Alternate


Oretha Trice, Alternate Investment Officer