



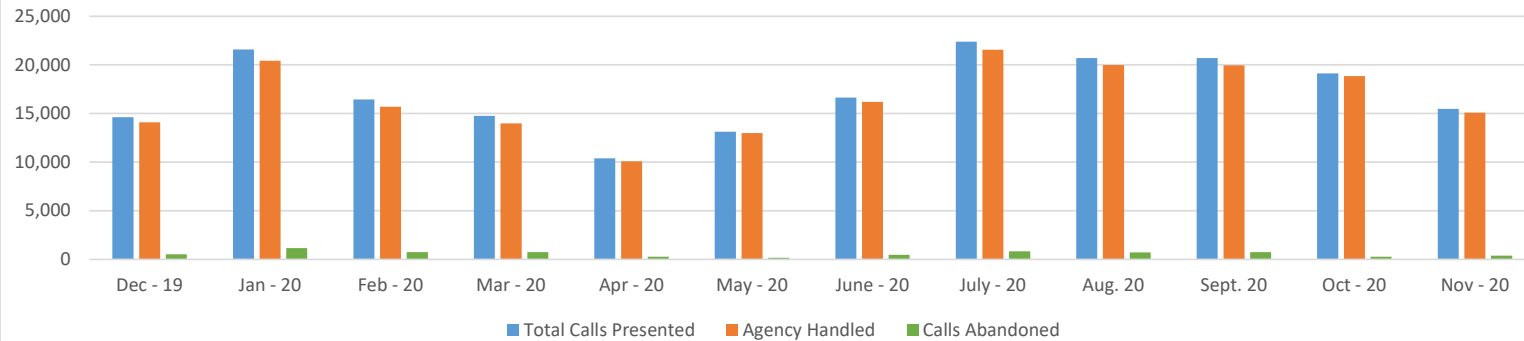
## **November 2020 Staff Reports**

## Customer Relations Division

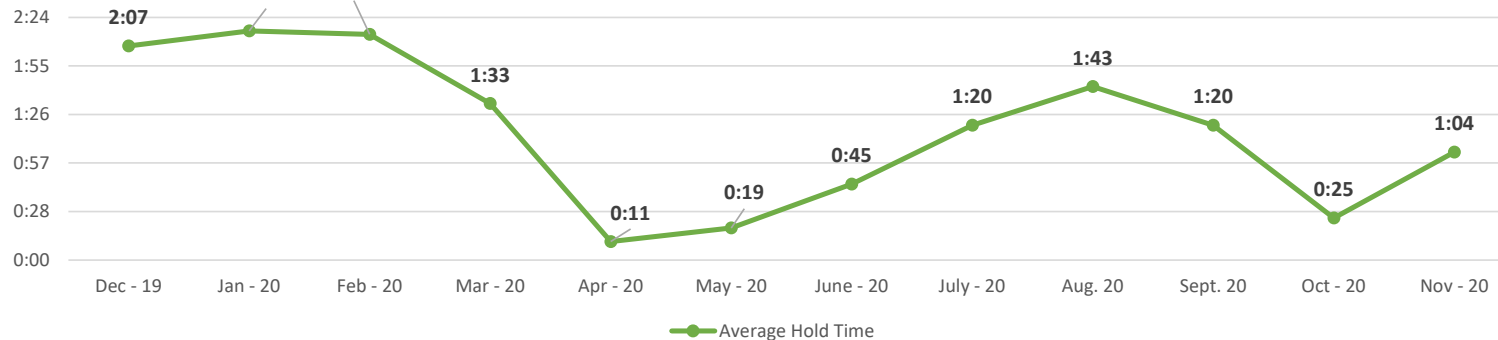
### Incoming Calls

	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug. 20	Sept. 20	Oct - 20	Nov - 20	Totals
Total Calls Presented	14,632	21,593	16,457	14,774	10,389	13,141	16,653	22,386	20,706	20,702	19,129	15,486	206,048
Agency Handled	14,107	20,428	15,705	13,996	10,101	12,984	16,197	21,552	19,977	19,948	18,840	15,103	198,938
Calls Handled Initially	13,421	19,347	15,246	13,504	10,086	12,929	16,003	21,019	19,324	19,495	18,801	14,835	194,010
Calls Handled by Courtesy Callback	622	973	422	451	11	50	180	466	552	413	33	234	4,407
% of Calls handled by Courtesy Callback	4.25%	4.51%	2.56%	3.05%	0.11%	0.38%	1.08%	2.08%	2.67%	1.99%	0.17%	1.51%	2.03%
Calls Re-Directed for Assistance	64	108	37	41	4	5	14	67	101	40	6	34	521
Calls Abandoned	524	1,165	752	747	284	157	456	834	729	754	288	382	7,072
% of Abandoned Calls	3.58%	5.40%	4.57%	5.06%	2.73%	1.19%	2.74%	3.73%	3.52%	3.64%	1.51%	2.47%	3.34%
Average Handle Time	5:39	5:12	5:36	5:32	6:11	5:54	5:58	5:52	5:56	5:52	5:20	5:27	5:42
Average Hold Time	2:07	2:16	2:14	1:33	0:11	0:19	0:45	1:20	1:43	1:20	0:25	1:04	1:16

### Calls Presented, Handled, and Abandoned



### Average Hold Time



Walk Ins													
	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	Nov - 20	FYTD Total 2019
Licensing	103	95	109	34	TREC & TALCB has temporarily closed lobby access to members of the public.								341
Education	0	2	1	5									8
Inspector	3	7	3	1									14
Enforcement	1	3	0	0									4
TALCB Lic	1	2	1	1									5
TALCB Enf	0	0	1	0									1
<b>Total</b>	108	109	115	41									<b>373</b>

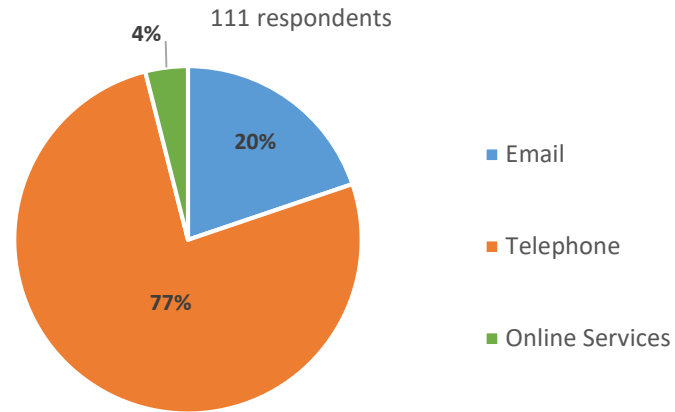
Emails													
	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	Nov. 20	FYTD Total 2019
Licensing	3,004	4,255	3,556	3,369	3,463	3,181	3,796	5,560	4,819	5,022	4,112	3,492	<b>47,629</b>
Education	33	49	27	57	56	57	37	43	34	48	43	36	<b>520</b>
Inspector	41	103	69	57	62	44	79	104	102	70	76	63	<b>870</b>
Enforcement	76	91	86	139	102	118	146	161	121	185	142	95	<b>1,462</b>
<b>TALCB Lic</b>	<b>112</b>	<b>196</b>	<b>179</b>	<b>153</b>	<b>120</b>	<b>91</b>	<b>170</b>	<b>214</b>	<b>203</b>	<b>198</b>	<b>174</b>	<b>102</b>	<b>1,912</b>
<b>TALCB Enf</b>	<b>21</b>	<b>16</b>	<b>9</b>	<b>6</b>	<b>14</b>	<b>7</b>	<b>14</b>	<b>23</b>	<b>8</b>	<b>16</b>	<b>13</b>	<b>8</b>	<b>155</b>
<b>Total</b>	3,287	4,710	3,926	3,781	3,817	3,498	4,242	6,105	5,287	5,539	4,560	3,796	<b>52,548</b>
<b>Respond in 2 bus days</b>	3,287	4,709	3,926	3,781	3,817	3,498	4,242	6,105	5,287	5,539	4,560	3,796	<b>52,547</b>
<b>% handled in 2 days</b>	100.00%	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	<b>100.00%</b>
<b>% handled in 1 day</b>		82.60%	84.36%	93.63%	99.97%	100.00%	98.89%	98.60%	96.50%	94.57%	99.45%	99.55%	<b>98.28%</b>

TALCB and TREC 1st Quarter Call Comparisons						
	September, 2020		October, 2020		November, 2020	
	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	1,492	19,210	1,515	17,614	1,089	14,397
Agency Handled	1,415	18,531	1,475	17,365	1,050	14,052
Calls Handled Initially	1,382	18,111	1,475	17,326	1,035	13,799
Calls Handled by Courtesy Callback	29	384	0	33	14	220
Calls Re-Directed for Assistance	4	36	0	6	1	33
Calls Abandoned	76	678	40	249	38	344
Hold Times	1:13	1:20	0:25	0:25	0:56	1:04
% of Abandoned Calls	5.09%	3.53%	2.64%	1.41%	3.49%	2.39%
% of Callbacks	1.94%	2.00%	0.00%	0.19%	1.29%	2.39%
<b>% of all calls</b>	<b>7.21%</b>	<b>92.79%</b>	<b>7.92%</b>	<b>92.08%</b>	<b>7.03%</b>	<b>92.97%</b>

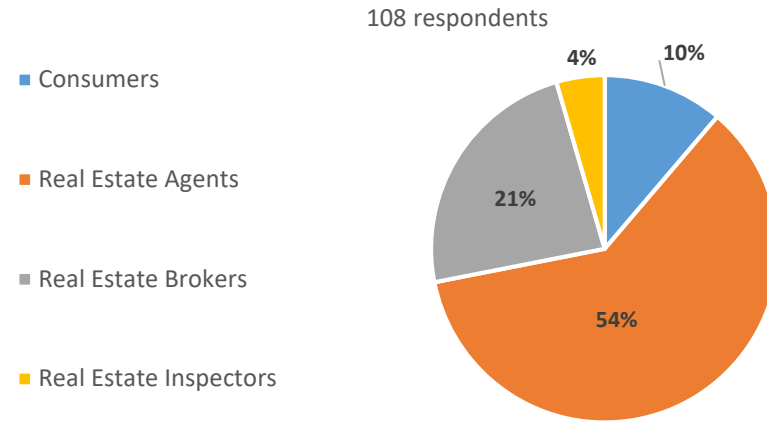
# Customer Relations Division

## November 2020 Customer Satisfaction Report

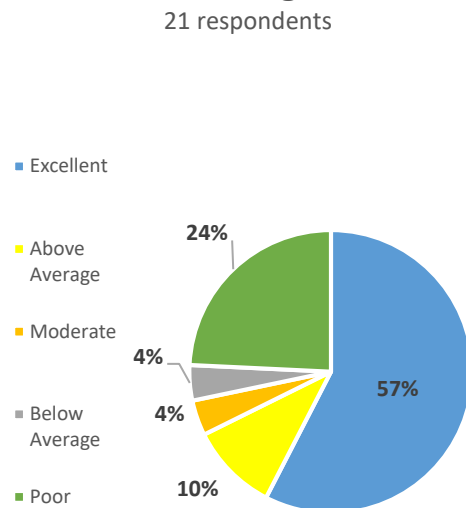
### How Customers Contact TREC/TALCB



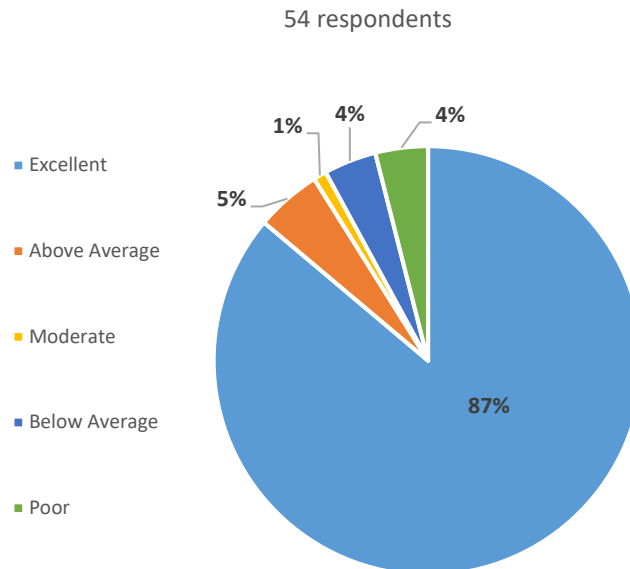
### Customer Demographics



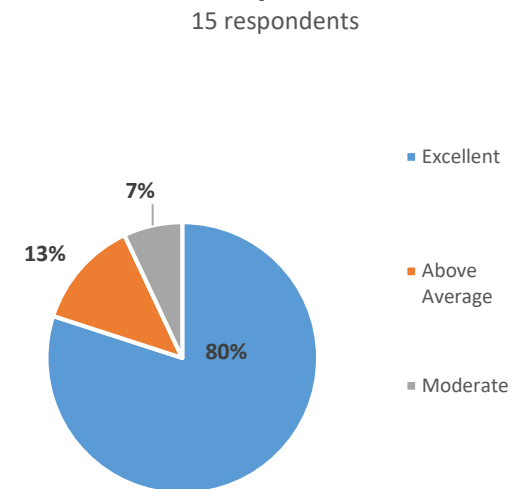
### Customer Email Experience Rating



### Telephone Service Rating



### Experience with Customer Service Representative



## Education &amp; Examination Services - EE1 Report

## TREC Qualifying Education Provider and Course Applications

	FY 2021
--	---------

[illegible]

## TREC Continuing Education Provider and Course Applications

[illegible]

## Licensing Division

### Applications Received and Renewal Activity

Fiscal Year 2021 - Year-to-Date Comparison

November

#### Real Estate Brokers & Sales Agents

<b>Applications Received</b>	<b>Sep 2019 - Nov 2019</b>	<b>Sep 2020 - Nov 2020</b>	<b>Variance</b>	<b>Percent</b>
Broker Original Applications Received	808	995	187	23.14%
<i>Broker Business Entity</i>	319	417	98	30.72%
<i>Broker Individual</i>	489	578	89	18.20%
Sales Agent Original Applications Received	6,716	9,759	3,043	45.31%
<b>Total Original Applications</b>	7,524	10,754	3,230	42.93%

<b>Renewal Activity</b>	<b>% Renewed FY20</b>		<b>% Renewed FY21</b>		<b>% Renewed FY19</b>	
Broker Renewals and Percentage	4,630	85.22%	5,125	86.75%	4,908	92.92%
Broker Business Entity	899	75.00%	974	78.55%	-	
Broker Individual	3,731	88.03%	4,151	88.92%	-	
Sales Agent Renewals and Percentage	12,783	70.89%	12,667	75.02%	11,594	83.33%
<b>Total Renewals from Brokers &amp; Sales Agents</b>	17,413	74.15%	17,792	78.06%	16,502	85.97%

#### Real Estate Inspectors

<b>Applications Received</b>	<b>Sep 2019 - Nov 2019</b>	<b>Sep 2020 - Nov 2020</b>	<b>Variance</b>	<b>Percent</b>
Professional Inspector Original Applications Received	145	220	75	51.72%
Real Estate Inspector Original Applications Received	6	10	4	66.67%
Apprentice Inspector Original Applications Received	9	27	18	200.00%
<b>Total Original Applications</b>	160	257	97	60.63%

<b>Renewal Activity</b>	<b>% Renewed FY20</b>		<b>% Renewed FY21</b>		<b>% Renewed FY19</b>	
Professional Inspector Renewals and Percentage	254	65.30%	376	69.12%	362	69.09%
Real Estate Inspector Renewals and Percentage	9	81.82%	6	54.55%	10	66.67%
Apprentice Inspector Renewals and Percentage	2	11.76%	7	31.82%	8	40.00%
<b>Total Renewals from Inspectors</b>	265	63.55%	389	67.42%	380	67.98%

## Licensing Division

### License Holder and Registrant Status

**November 2020**

#### Real Estate License Holders

	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
<b>Brokers</b>													
Individual (Active)	32,638	32,636	32,620	32,631	32,617	32,640	32,715	32,869	32,931	32,521	32,514	32,430	32,434
Business Entities (Active)	11,426	11,475	11,572	11,668	11,728	11,823	11,902	11,998	12,113	11,923	12,002	12,003	12,089
<b>Total Active Status</b>	<b>44,064</b>	<b>44,111</b>	<b>44,192</b>	<b>44,299</b>	<b>44,345</b>	<b>44,463</b>	<b>44,617</b>	<b>44,867</b>	<b>45,044</b>	<b>44,444</b>	<b>44,516</b>	<b>44,433</b>	<b>44,523</b>
Inactive Status	1,742	1,759	1,788	1,807	1,783	1,800	1,819	1,845	1,919	1,724	1,710	1,861	1,841
<b>Total Brokers</b>	<b>45,806</b>	<b>45,870</b>	<b>45,980</b>	<b>46,106</b>	<b>46,128</b>	<b>46,263</b>	<b>46,436</b>	<b>46,712</b>	<b>46,963</b>	<b>46,168</b>	<b>46,226</b>	<b>46,294</b>	<b>46,364</b>
<b>Sales Agents</b>													
Active Status	115,892	115,321	115,650	116,711	117,119	117,436	118,182	118,665	120,233	119,890	121,420	122,665	123,717
Inactive Status	30,088	30,948	31,093	30,760	30,715	30,800	31,563	33,262	33,861	29,749	29,625	29,876	29,736
<b>Total Sales Agents</b>	<b>145,980</b>	<b>146,269</b>	<b>146,743</b>	<b>147,471</b>	<b>147,834</b>	<b>148,236</b>	<b>149,745</b>	<b>151,927</b>	<b>154,094</b>	<b>149,639</b>	<b>151,045</b>	<b>152,541</b>	<b>153,453</b>
Total Active	159,956	159,432	159,842	161,010	161,464	161,899	162,799	163,532	165,277	164,334	165,936	167,098	168,240
Total Inactive	31,830	32,707	32,881	32,567	32,498	32,600	33,382	35,107	35,780	31,473	31,335	31,737	31,577
<b>Total Brokers/Sales Agents</b>	<b>191,786</b>	<b>192,139</b>	<b>192,723</b>	<b>193,577</b>	<b>193,962</b>	<b>194,499</b>	<b>196,181</b>	<b>198,639</b>	<b>201,057</b>	<b>195,807</b>	<b>197,271</b>	<b>198,835</b>	<b>199,817</b>

#### Inspector License Holders

	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
<b>Inspector License Holders</b>													
Professional Inspectors(active)	3,334	3,339	3,333	3,334	3,335	3,333	3,325	3,362	3,383	3,291	3,292	3,318	3,332
Real Estate Inspectors (active)	140	138	137	137	132	131	128	133	135	127	129	126	126
Apprentice Inspectors(active)	135	132	135	137	141	143	146	150	157	140	135	146	147
Professional Inspectors(inactive)	552	546	568	561	566	600	622	629	653	572	555	540	535
Real Estate Inspectors(inactive)	15	14	14	15	18	19	21	22	22	23	17	17	15
Apprentice Inspectors(inactive)	25	26	26	27	26	27	27	27	27	22	22	22	23
<b>Total Active</b>	<b>3,609</b>	<b>3,609</b>	<b>3,605</b>	<b>3,608</b>	<b>3,608</b>	<b>3,607</b>	<b>3,599</b>	<b>3,645</b>	<b>3,675</b>	<b>3,558</b>	<b>3,556</b>	<b>3,590</b>	<b>3,605</b>
<b>Total Inactive</b>	<b>592</b>	<b>586</b>	<b>608</b>	<b>603</b>	<b>610</b>	<b>646</b>	<b>670</b>	<b>678</b>	<b>702</b>	<b>617</b>	<b>594</b>	<b>579</b>	<b>573</b>
<b>Total Inspectors</b>	<b>4,201</b>	<b>4,195</b>	<b>4,213</b>	<b>4,211</b>	<b>4,218</b>	<b>4,253</b>	<b>4,269</b>	<b>4,323</b>	<b>4,377</b>	<b>4,175</b>	<b>4,150</b>	<b>4,169</b>	<b>4,178</b>

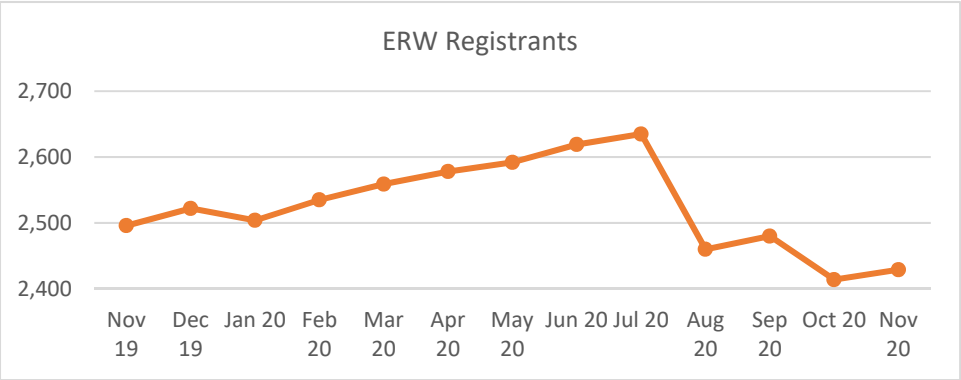
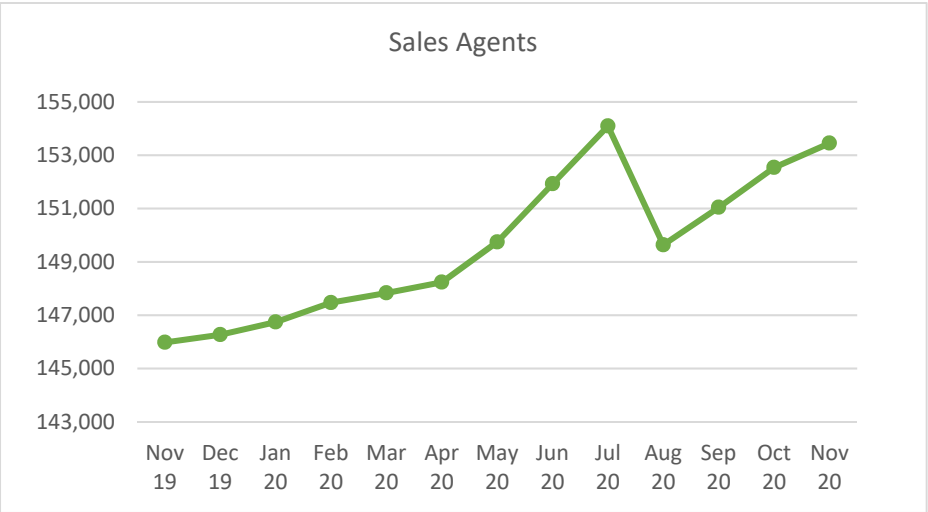
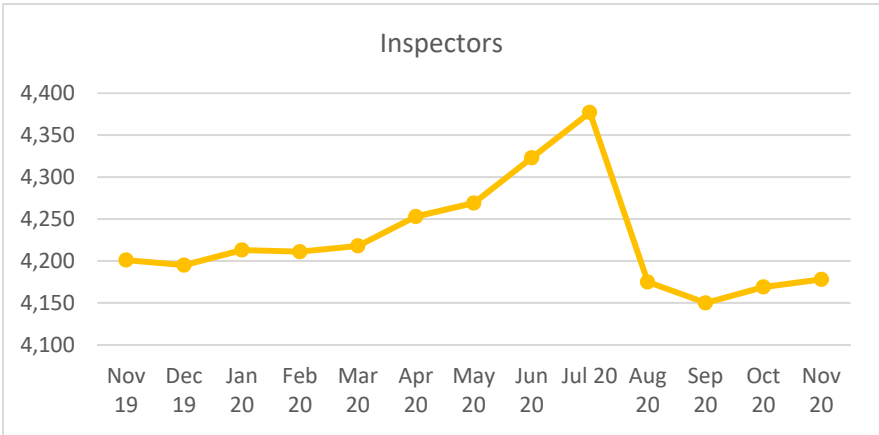
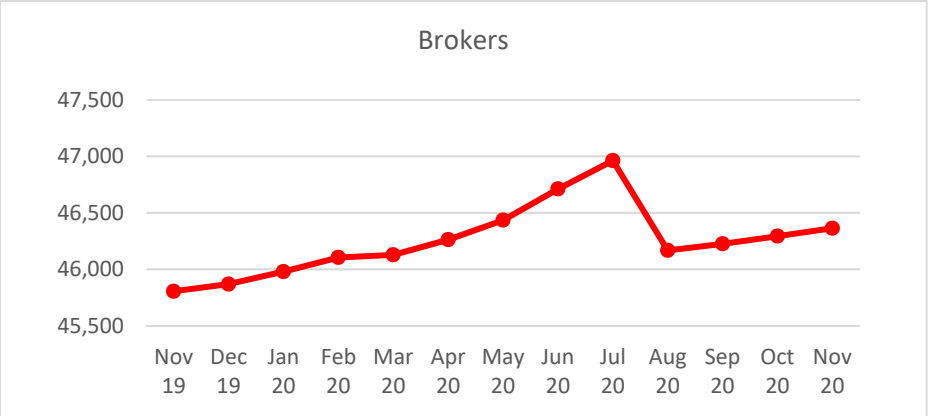
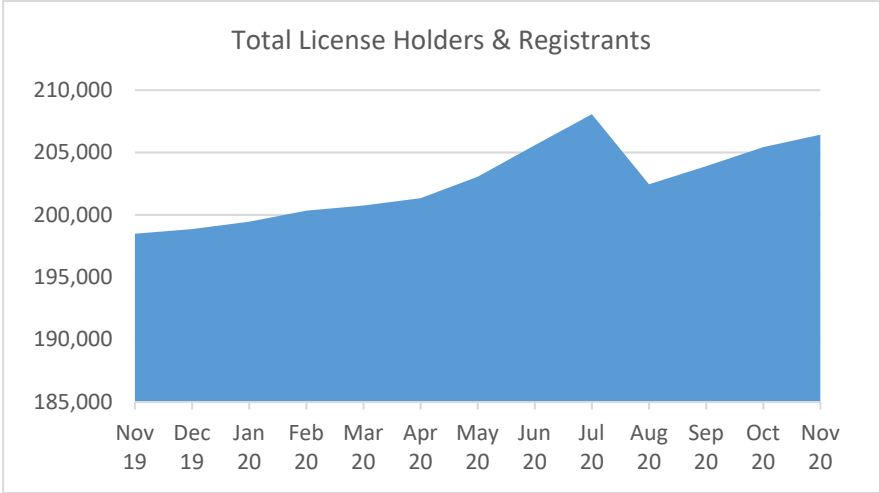
#### Easement & Right-of-way Registrants

	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
<b>ERW Registrants</b>													
Businesses	63	66	69	69	71	73	73	73	74	71	73	73	74
Individuals	2,433	2,456	2,435	2,466	2,488	2,505	2,519	2,546	2,561	2,389	2,407	2,341	2,355
<b>Total Registrants</b>	<b>2,496</b>	<b>2,522</b>	<b>2,504</b>	<b>2,535</b>	<b>2,559</b>	<b>2,578</b>	<b>2,592</b>	<b>2,619</b>	<b>2,635</b>	<b>2,460</b>	<b>2,480</b>	<b>2,414</b>	<b>2,429</b>

#### Total License Holders and Registrants

	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
<b>License Holders &amp; Registrants</b>	<b>198,483</b>	<b>198,856</b>	<b>199,440</b>	<b>200,323</b>	<b>200,739</b>	<b>201,330</b>	<b>203,042</b>	<b>205,581</b>	<b>208,069</b>	<b>202,442</b>	<b>203,901</b>	<b>205,418</b>	<b>206,424</b>

Total License Holder and Registrants – November 2019 through November 2020



## Licensing Division

### Average Number of Calendar Days to Process an Application

**November 2020**

#### Real Estate Initial License Applications

	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Individual Broker	-	18.51	13.89	9.73	11.28	6.14	5.13	7.13	6.69	8.58	10.22	7.04	7.28
<i>Number of Applications Received</i>		<i>157</i>	<i>189</i>	<i>174</i>	<i>146</i>	<i>154</i>	<i>159</i>	<i>175</i>	<i>185</i>	<i>198</i>	<i>176</i>	<i>211</i>	<i>195</i>
Business Entity Broker	-	8.83	12.73	5.46	5.23	2.86	2.93	6.03	4.32	9.15	7.07	4.54	5.65
<i>Number of Applications Received</i>		<i>134</i>	<i>149</i>	<i>145</i>	<i>106</i>	<i>99</i>	<i>109</i>	<i>133</i>	<i>137</i>	<i>131</i>	<i>147</i>	<i>144</i>	<i>125</i>
Sales Agent	-	13.22	13.59	12.04	10.76	4.55	6.21	7.47	6.69	17.54	11.38	8.79	5.32
<i>Number of Applications Received</i>		<i>2,068</i>	<i>2,736</i>	<i>2,590</i>	<i>2,009</i>	<i>1,768</i>	<i>2,693</i>	<i>3,123</i>	<i>3,422</i>	<i>3,547</i>	<i>3,323</i>	<i>3,615</i>	<i>2,896</i>

#### Inspector Initial License Applications

	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
Professional Inspector	-	18.51	19.47	22.17	20.19	6.92	12.73	9.81	16.99	19.45	23.08	22.24	15.42
<i>Number of Applications Received</i>		<i>42</i>	<i>61</i>	<i>54</i>	<i>39</i>	<i>28</i>	<i>48</i>	<i>46</i>	<i>51</i>	<i>59</i>	<i>78</i>	<i>62</i>	<i>80</i>
Real Estate Inspector	-	18.56	22.04	n/a	31.94	8.42	n/a	6.44	11.65	n/a	24.91	28.33	7.86
<i>Number of Applications Received</i>		<i>3</i>	<i>0</i>	<i>5</i>	<i>2</i>	<i>0</i>	<i>3</i>	<i>3</i>	<i>1</i>	<i>3</i>	<i>2</i>	<i>2</i>	<i>6</i>
Apprentice Inspector	-	2.58	6.49	n/a	2.36	3.78	4.42	6.01	17.00	22.85	17.00	24.09	15.71
<i>Number of Applications Received</i>		<i>8</i>	<i>4</i>	<i>4</i>	<i>2</i>	<i>5</i>	<i>11</i>	<i>10</i>	<i>17</i>	<i>12</i>	<i>5</i>	<i>14</i>	<i>8</i>

#### Easement & Right-of-way Initial Registration Applications

	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20
ERW Business	-	6.45	9.40	n/a	4.50	6.00	n/a	n/a	1.00	n/a	2.47	2.00	3.64
<i>Number of Applications Received</i>		<i>2</i>	<i>1</i>	<i>0</i>	<i>5</i>	<i>1</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>2</i>	<i>1</i>	<i>5</i>
ERW Individual	-	5.69	9.83	2.88	6.63	5.93	1.60	1.53	2.29	2.01	5.35	4.28	3.79
<i>Number of Applications Received</i>		<i>27</i>	<i>59</i>	<i>39</i>	<i>35</i>	<i>22</i>	<i>28</i>	<i>20</i>	<i>18</i>	<i>39</i>	<i>19</i>	<i>15</i>	<i>10</i>

# TREC Enforcement Division: E1 Report

## Case Status

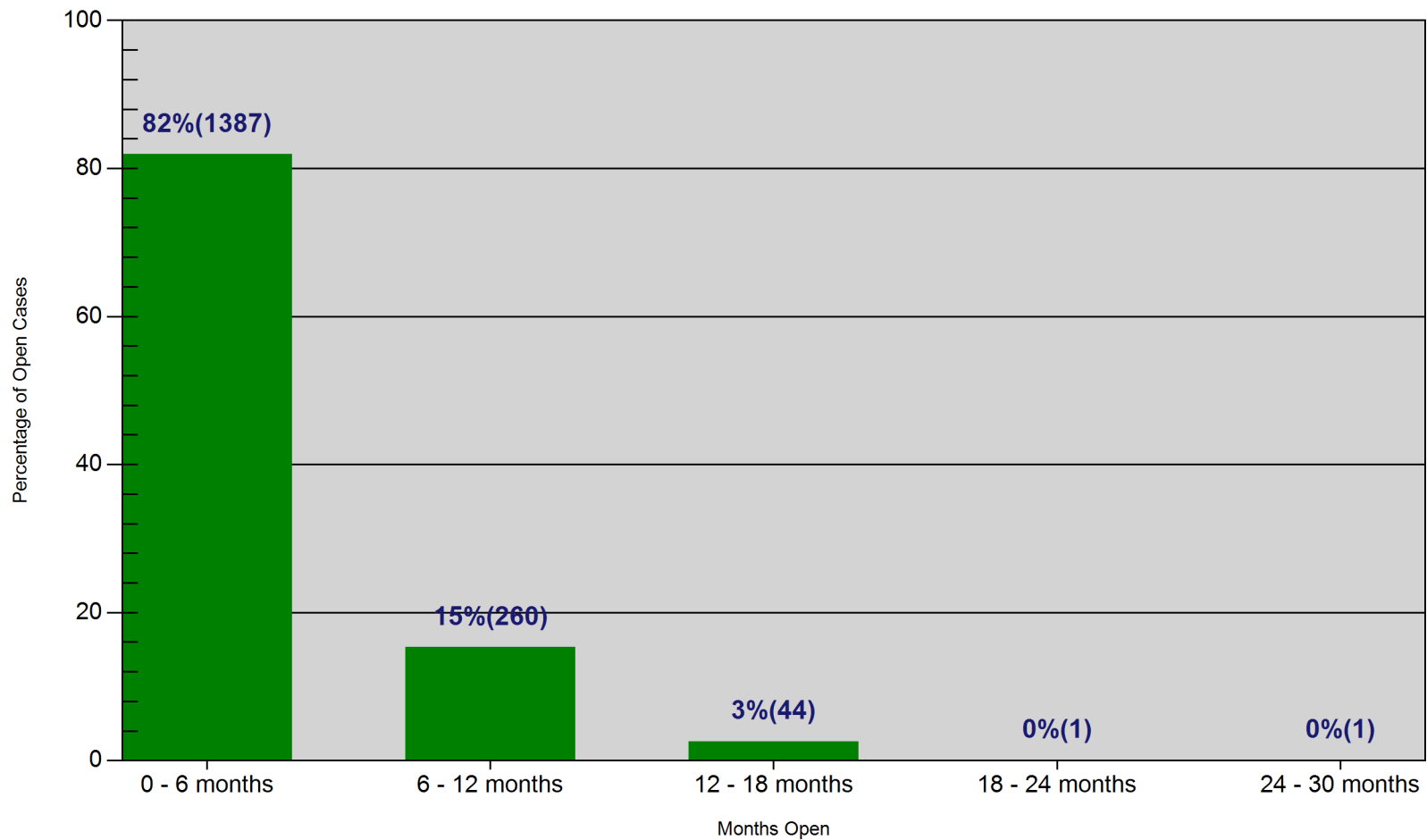
FY 2021

	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	YTD
<b>Received During Month</b>	<b>782</b>	<b>631</b>	<b>614</b>										<b>2027</b>
Broker/Sales	147	129	134										410
Inspector	13	10	11										34
Timeshare	6	8	5										19
Unlicensed Activity	2	3	4										9
Residential Service Company	30	21	15										66
No Jurisdiction	15	19	12										46
Application Investigation	390	274	258										922
Fitness Inquiry	177	165	172										514
Education Related	0	1	3										4
Other	1	1	0										2
	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	YTD
<b>Closed During Month</b>	<b>578</b>	<b>601</b>	<b>555</b>										<b>1734</b>
Complaint Withdrawn	7	5	5										17
Disciplinary Action	55	43	44										142
Failure to Go Forward	32	25	61										118
Insufficient Evidence	37	44	38										119
Matter Settled	27	21	15										63
No Jurisdiction	50	46	37										133
No Violation	6	4	8										18
Application Investigation	183	239	213										635
Fitness Inquiries	163	159	121										443
Other	12	15	10										37
Open at Beginning of Month			1634										
Received During Month			614										
Closed During Month			555										
<b>Open at End of Month</b>			<b>1693</b>										
<b>Received During Fiscal Year</b>			<b>2027</b>										
<b>Closed During Fiscal Year</b>			<b>1734</b>										

## TREC Enforcement Division: E2 Report

### Open Case Aging Report

as of 11/30/2020



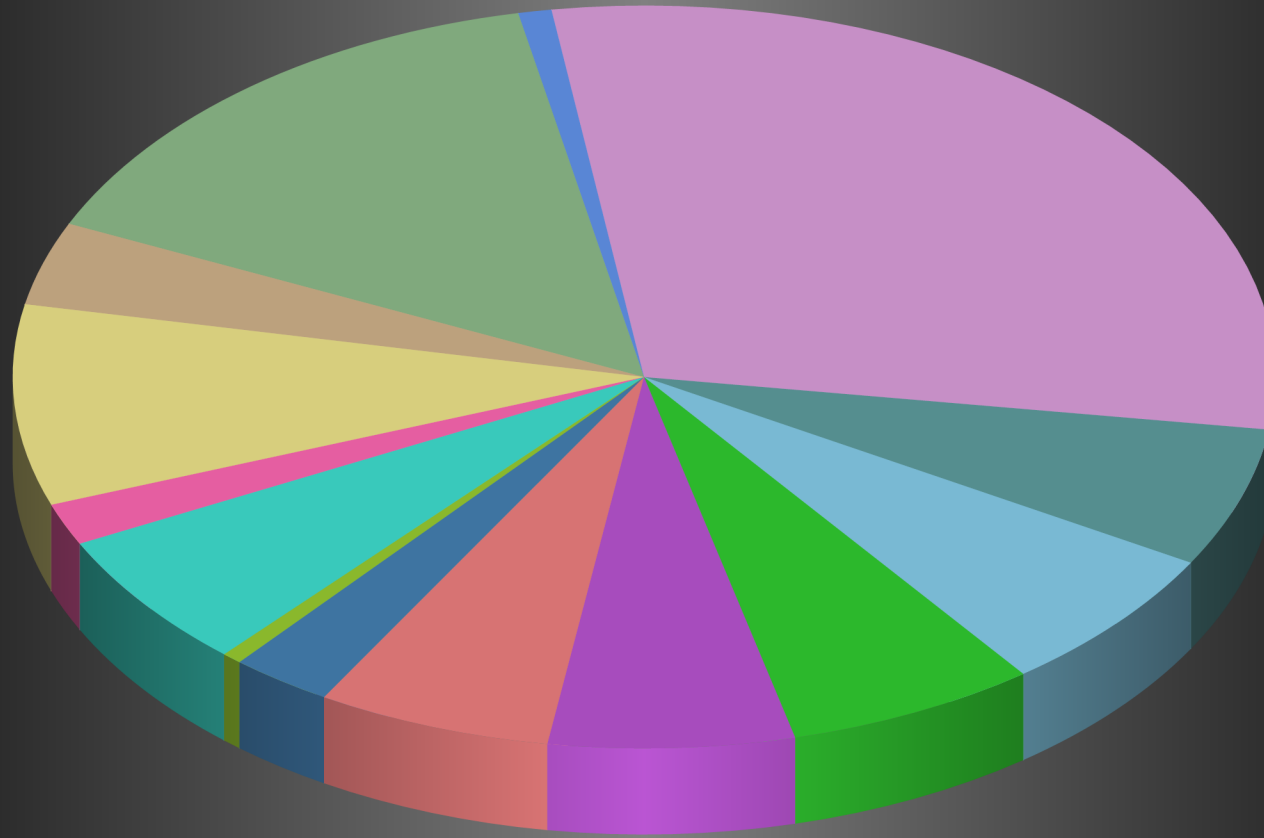
TREC Enforcement Division

Open Case Aging

E2 Report

# Complaint Subject Categories for November 2019 through November 2020

1763 Total Allegations



Administrative 6.41 % (113)	Leasing/Property Management - Misappropriation 1.82 % (32)
Advertising 6.41 % (113)	Leasing/Property Management - Other 8.74 % (154)
Breach of Fiduciary Duties 6.30 % (111)	License Holder Acting as Principal 3.63 % (64)
Broker Supervision 6.01 % (106)	Licensure Issues 15.03 % (265)
Failure to Disclose 2.61 % (46)	Sales Misappropriation 0.85 % (15)
Improper Contract/Seller Disclosure form usage 0.51 % (9)	Sales Other 29.61 % (522)
Intermediary/IABS 6.01 % (106)	Unlicensed Activity 6.07 % (107)

### Complaint Subject Categories by Month

Subject Matter Categories	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Total	YTD
<b>Administrative</b> <i>Bad check, contact information, uncooperative, etc.</i>	11	17	11	4	9	13	5	8	3	14	6	5	7	113	6.41%
<b>Advertising</b> <i>Includes misleading &amp; dba</i>	8	9	10	3	10	12	11	6	11	14	3	7	9	113	6.41%
<b>Breach of Fiduciary Duty</b> <i>Including false promise</i>	15	5	11	6	7	9	6	5	10	7	14	6	10	111	6.30%
<b>Broker Supervision</b>	14	10	6	4	6	9	19	8	3	10	7	5	5	106	6.01%
<b>Failure to Disclose</b>	3	7	7	2	2	1	1	1	4	4	4	5	5	46	2.61%
<b>Improper contract/Seller Disclosure form usage</b> <i>Including false promise</i>	4	1	0	1	0	0	1	0	0	0	1	1	0	9	0.51%
<b>Intermediary/IABS</b>	3	5	4	1	9	32	13	6	2	10	8	6	7	106	6.01%
<b>Leasing/Property Management - Misappropriation</b>	6	0	2	0	3	6	1	2	1	2	2	6	1	32	1.82%
<b>Leasing/Property Management - Other</b> <i>Includes negligence, referral, etc.</i>	18	21	13	8	15	17	6	9	11	12	6	11	7	154	8.74%
<b>Licensure Issues</b> <i>Criminal background check, denials, probationary license, etc.</i>	19	15	21	16	13	16	16	16	26	30	32	24	21	265	15.03%
<b>License Holder Acting as Principal</b>	3	5	4	4	6	5	3	3	6	4	8	5	8	64	3.63%
<b>Sales Misappropriation</b> <i>Other than Leasing/Property Management - Misappropriation</i>	6	0	0	0	0	0	1	1	0	0	6	0	1	15	0.85%
<b>Sales Other</b> <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	41	43	52	43	46	32	55	29	38	52	33	33	25	522	29.61%
<b>Unlicensed Activity</b>	11	5	5	6	5	16	9	11	5	10	11	5	8	107	6.07%
<b>Total</b>	162	143	146	98	131	168	147	105	120	169	141	119	114	1763	

## Information & Technology Division

### Electronic Information Outlet Statistics

November 2020

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	1,897,549	6,017,562	4,877,767
Total Monthly Sessions	686,456	1,987,074	1,459,767

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
<b>Applications</b>	<b>2234</b>	<b>1876</b>	<b>84.0%</b>	<b>82.1%</b>	<b>80.3%</b>
Broker Application	120	96	80.0%	79.4%	78.8%
Sales Agent Application	2092	1760	84.1%	82.1%	81.3%
Corporate Broker Application	22	20	90.9%	88.7%	65.4%
<b>Renewals</b>	<b>5461</b>	<b>5381</b>	<b>98.5%</b>	<b>98.1%</b>	<b>98.0%</b>
Broker Renewals	1264	1236	97.8%	97.7%	97.4%
Sales Agent Renewal	3872	3829	98.9%	98.4%	98.6%
Corporate Broker Renewals	172	167	97.1%	95.2%	93.9%
Professional Inspector Renewals	106	103	97.2%	95.8%	97.2%
Real Estate Inspector Renewals	3	3	100.0%	88.9%	100.0%
Apprentice Inspector Renewals	1	1	100.0%	100.0%	90.9%
Easement ROW Business Renewals	0	0	N/A	75.0%	66.7%
Easement ROW Individual Renewals	43	42	97.7%	94.8%	92.5%

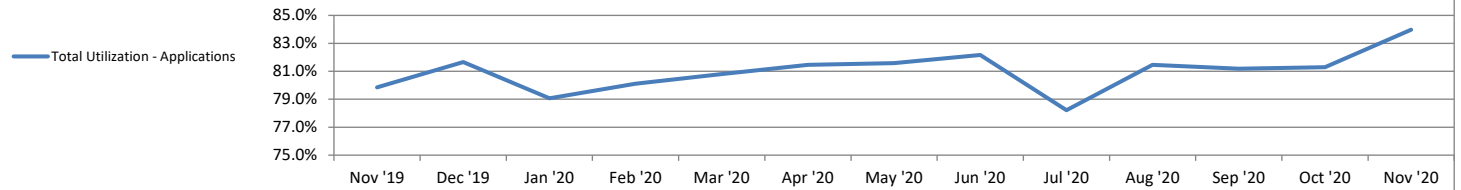
## Information & Technology Division

### Electronic Information Outlet Statistics

**November 2020**

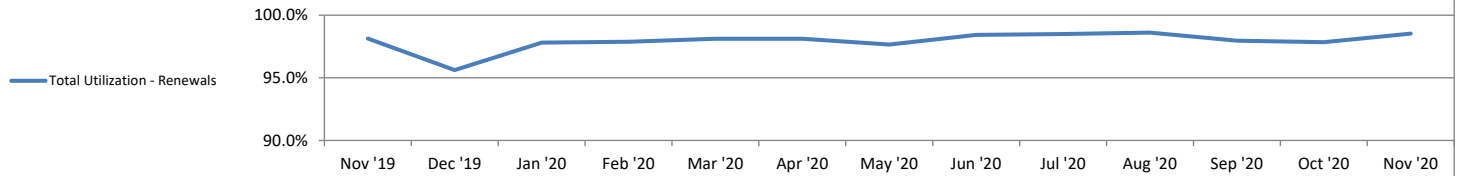
Applications	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20
Broker Application	81.4%	78.7%	68.8%	67.4%	74.8%	73.6%	72.2%	72.1%	76.1%	87.2%	82.9%	75.0%	80.0%
Sales Agent Application	80.4%	82.5%	80.7%	81.6%	81.9%	82.7%	82.0%	83.9%	78.3%	81.8%	81.0%	81.5%	84.1%
Broker Organization Applications	69.7%	71.1%	65.8%	70.6%	66.7%	61.4%	86.7%	65.9%	79.2%	60.0%	89.5%	85.7%	90.9%
<b>Total Utilization - Applications</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>	<b>78.2%</b>	<b>81.5%</b>	<b>81.2%</b>	<b>81.3%</b>	<b>84.0%</b>

#### Utilization Online Application Services



Renewals	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20
Broker Renewals	97.9%	98.9%	97.7%	97.6%	97.7%	97.2%	97.2%	97.6%	97.6%	97.9%	97.6%	97.7%	97.8%
Sales Agent Renewal	98.7%	99.0%	98.4%	98.3%	98.5%	98.9%	99.2%	99.2%	98.9%	99.1%	98.4%	98.1%	98.9%
Broker Organization Renewal	94.8%	32.9%	93.2%	94.9%	95.2%	93.8%	82.5%	95.3%	97.3%	95.6%	95.4%	91.3%	97.1%
Professional Inspector Renewals	96.0%	98.5%	95.1%	98.1%	96.0%	96.6%	96.9%	93.4%	97.9%	93.6%	94.6%	95.9%	97.2%
Real Estate Inspector Renewals	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	66.7%	100.0%
Apprentice Inspector Renewals	50.0%	0.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%
Easement ROW Business Renewals	50.0%	100.0%	100.0%	100.0%	N/A	50.0%	0.0%	N/A	N/A	50.0%	50.0%	100.0%	N/A
Easement ROW Individual Renewals	95.7%	92.9%	93.2%	89.7%	94.1%	94.2%	92.3%	91.1%	93.2%	96.3%	93.8%	92.7%	97.7%
<b>Total Utilization - Renewals</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>	<b>98.5%</b>	<b>98.6%</b>	<b>98.0%</b>	<b>97.8%</b>	<b>98.5%</b>

#### Utilization Online Renewal Services



**Financial Services Division**  
**TREC Budget Status Report**  
**November 2020 - Fiscal Year 2021**

Expenditure Category	Propose Amendment Budget FY2021	Expenditures	Remaining Balance	Budget % Remaining	9/12 = 75.00% Comments
Actual Beginning Balance	19,732,109				Actual Beginning balance includes TTSTC balances as of 8/31/2020 reduced by expenditures for AY2020 processed after 8/31/2020 & payroll liability as of 8/31/2020
Operating Reserves	(7,432,904)				
<b>Available balance within Texas Treasury Safekeeping Trust</b>	<b>12,299,205</b>		<b>\$7,818,049</b>		excess remaining available TTSTC balance considered to balance FY21 budget
Salaries & Wages	8,284,693	1,889,352	\$6,395,340	77.2%	
Other Personnel Costs	3,255,480	733,001	\$2,522,479	77.5%	Lump sum amounts for Mark Moore and Angie Gladney \$24,463.55 & \$21,118.89, respectively; YTD longevity pay \$21K, one time merit \$5K for SES staff member; budget category includes employee & employer retirement contributions, health insurance contribution, payroll taxes
Professional Fees & Services	1,842,440	48,021	\$1,794,419	97.4%	Budgeted amount includes Versa Replacement over 3 years \$500K, SOAH hearings, ITS Staffing Services for contract Programmer/Developer, Supervisory, Payroll, and Certified TX Contract developer training for staff, additional licenses needed for Cybersecurity PhisER, Several ITS Projects pending & expected to be completed by FY21
Consumables	12,000	18	\$11,982	99.8%	ABC check storage box---package of 3
Utilities	22,182	2,143	\$20,040	90.3%	YTD AT&T U-Verse for Maggie Weilbacher (contract through 8/31/2021); wireless headset for SES staff member; hotspots for ITS & Sprint hotspots purchased via DIR contract (purchased additional hotspots due to Pandemic)
Travel	73,784	11	\$73,773	100.0%	travel for SES staff member
Rent - Building	171,695	169,085	\$2,610	1.5%	Office rent paid for year, rent for SFA parking spaces
Rent - Machines - Other	116,200	2,327	\$113,873	98.0%	Canon Copier lease cost YTD
Other Operating Expenses	1,083,228	248,654	\$834,574	77.0%	retirement and health insurance contributions; ARELLO Regulatory seminar; State Office of Risk Management, Versa maintenance & support, Postage
Benefit Replacement Pay	4,107	0	\$4,107	100.0%	
<b>Subtotal - Operations Expenditures</b>	<b>14,865,810</b>	<b>3,092,612</b>	<b>11,773,197</b>	<b>79.2%</b>	
DPS Criminal History Background Checks	22,416	0	22,416	100.0%	
Statewide Cost Allocation Plan (SWCAP)	215,993	0	215,993	100.0%	Indirect costs charged by the state. Paid quarterly
Contribution to General Revenue	727,500	181,875	545,625	75.0%	Allocated monthly until August 2021
<b>Subtotal - Nonoperational Expenditures</b>	<b>965,909</b>	<b>181,875</b>	<b>784,034</b>	<b>81.2%</b>	
<b>Total Expenditures</b>	<b>\$15,831,719</b>	<b>\$3,274,487</b>	<b>\$12,557,231</b>	<b>79.3%</b>	

Revenue	FY2021 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$10,338,009	3,699,811.63	\$6,638,197	64.2%	
Education Fees	\$400,772	85,460	\$315,312	78.7%	
Examination Fees	\$369,894	121,764	\$248,130	67.1%	
Other Miscellaneous Revenue	\$241,888	259,316	(\$17,428)	-7.2%	Interest earned exceeds projections.
<b>Total Revenue</b>	<b>\$11,350,563</b>	<b>\$4,166,352</b>	<b>\$7,184,211</b>	<b>63.3%</b>	
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$7,818,049</b>	<b>\$891,865</b>	<b>\$2,445,029</b>		

# Financial Services Division

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

NOVEMBER 2020

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2019	2,359,700.00	2,365,593.21	2,365,599.25	(3,779.20)	2,361,820.05	20,429.78	U.S. T-Notes, 1.875%	12/15/2020
03/16/2020	3,850,000.00	3,927,496.94	3,883,537.12	(7,669.93)	3,875,867.19	19,449.41	U.S. T-Notes, 2.38%	03/15/2021
06/17/2020	3,278,000.00	3,357,582.19	3,329,858.98	(6,786.48)	3,323,072.50	39,732.32	US T-Notes, 2.625	06/15/2021
09/16/2020	2,841,000.00	2,915,126.21	2,906,365.19	(5,992.72)	2,900,372.47	16,618.28	U.S. T-Notes, 2.75%	09/15/2021
<b>Totals</b>	<b>\$ 12,328,700.00</b>	<b>\$ 12,565,798.55</b>	<b>\$ 12,485,360.54</b>	<b>\$ (24,228.33)</b>	<b>\$ 12,461,132.21</b>	<b>\$ 96,229.79</b>		

### Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
-------------------	---------------	-------------------

Beginning Cash Available Balance \$ 6,961,637.38

Current Month Receipts \$ 1,168,042.69

Current Month Disbursements \$ (1,144,682.04)

Total Cash	\$ 6,984,998.03
Investment Ending Market Value	12,461,132.21
Total Account Balance	19,446,130.24
Operating Reserves	(7,432,904.00)
Ending Balance Available for Operations	\$ 12,013,226.24

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

*Ranada O. Williams*

Ranada Williams, Investment Officer

*Melissa Huerta*

Melissa Huerta, Alternate Investment Officer

*Oretha Trice*

Oretha Trice, Alternate Investment Officer

**Financial Services Division**  
**Real Estate Recovery Trust Account No. 3058 Investments**  
**Current Securities**  
**November 2020**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2019	593,400.00	594,835.62	594,883.50	(950.37)	593,933.13	5,137.53	U.S. T-Notes, 1.875	12/15/2020
03/16/2020	585,000.00	596,775.51	590,095.90	(1,165.43)	588,930.47	2,955.30	U.S. T-Notes, 1.875	03/15/2021
06/17/2020	791,000.00	810,203.63	803,513.87	(1,637.62)	801,876.25	9,587.63	U.S. T-Notes, 2.625	06/15/2021
09/15/2020	1,139,000.00	1,168,673.84	1,165,205.90	(2,402.58)	1,162,803.32	6,662.52	U.S. T-Notes 2.75	09/15/2021
<b>Totals</b>	<b>\$ 3,108,400.00</b>	<b>\$ 3,170,488.60</b>	<b>\$ 3,153,699.17</b>	<b>\$ (6,156.00)</b>	<b>\$ 3,147,543.17</b>	<b>\$ 24,342.98</b>		

	Beginning Balance	Current Month	Ending Balance
<b>Receipts:</b>			
Licenses' Remittances to Recovery Fund		\$ 35,570.00	
Interest Realized		11.62	
Repayments to Recovery Fund (Principal and Interest)		0.00	
Administrative Penalties		5,500.00	
Investments Matured		0.00	
<b>Total Received</b>	<b>\$ 434,977.53</b>	<b>\$ 41,081.62</b>	<b>\$ 476,059.15</b>
<b>Disbursements:</b>			
Investments Purchased		\$ 0.00	
Accrued Interest Purchased		0.00	
Disbursement to Treasury		0.00	
Payments from Recovery Fund		82,009.79	
Administrative Costs		87.34	
<b>Total Disbursed</b>		<b>\$ 82,097.13</b>	<b>(82,097.13)</b>
<b>Cash Balance</b>			<b>393,962.02</b>
<b>Investment Ending Market Value</b>			<b>3,147,543.17</b>
<b>Total Portfolio</b>			<b>3,541,505.19</b>
Treasury Cash Balance			50,947.20
Reserved for Potential Payments Within 90 Days			(349,027.20)
<b>Balance</b>			<b>\$ 3,243,425.19</b>

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

*Ranada O. Williams*

Ranada Williams, Investment Officer

*Melissa Huerta*

Melissa Huerta, Alternate Investment Officer

*Oretha Trice*

Oretha Trice, Alternate Investment Officer

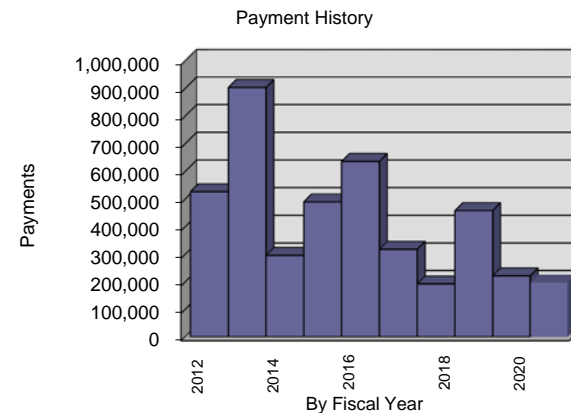
Texas Occ Code, Sec 1101.603(e): On a determination by the commission at any time that the balance in the trust account is less than \$1 million, each license holder at the next license renewal must pay, in addition to the renewal fee, a fee that is equal to the lesser of \$10 or a pro rata share of the amount necessary to obtain a balance in the trust account of \$1.7 million.

**Financial Services Division**  
**Real Estate Recovery Trust Account No. 3058 Investments**  
**Payments and Repayments**  
**November 2020**

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2021-To-Date	Number of Claims FY 2021
November 2019	40,000.00	0.00	24,925.00	118.00	40,000.00	
December 2019	0.00	0.00	29,145.00	152.68	0.00	
January 2020	0.00	46,731.75	29,975.00	78.79	0.00	
February 2020	0.00	451.18	14,068.15	72.47	0.00	
March 2020	0.00	0.00	23,758.00	77.13	0.00	
April 2020	0.00	0.00	8,523.90	82.96	0.00	
May 2020	44,375.00	0.00	12,876.00	81.56	44,375.00	
June 2020	10,349.07	0.00	14,072.12	84.42	10,349.07	
July 2020	15,928.39	633.74	11,650.00	102.16	15,928.39	
August 2020	0.00	91.64	103,400.00	85.14	0.00	
September 2020	117,058.22	0.00	4,000.00	87.67	117,058.22	1
October 2020	0.00	1,000.00	9,650.00	84.14	0.00	0
November 2020	82,009.79	0.00	5,500.00	87.34	82,009.79	5
	<b>309,720.47</b>	<b>48,908.31</b>	<b>291,543.17</b>	<b>1,194.46</b>	<b>199,068.01</b>	<b>6</b>

**Potential Payments\***  
**Next 3 Months 349,027.20**

Payment History		
Fiscal Year	# of Payments	Total Payments
thru 2011	673	12,207,932.37
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	22	458,766.76
2020	7	223,285.53
2021	6	199,068.01
<b>Total</b>	<b>816</b>	<b>\$16,457,745.59</b>



\*Potential Payments: Payments could be made in the time periods indicated. Several time/work variables can affect the actual payment dates.

**Financial Services Division**  
**Real Estate Inspection Recovery Fund No. 0889 (3059)**  
**November 2020**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
3/16/2020	61,000.00	62,227.87	61,531.37	(121.53)	61,409.84	308.16	U.S. T-Notes 2.375%	03/15/2021
12/15/2019	498,600.00	499,806.27	499,846.50	(798.54)	499,047.96	4,316.77	U.S. T-Notes 1.875%	12/15/2020
<b>Totals</b>	<u>\$ 559,600.00</u>	<u>\$ 562,034.14</u>	<u>\$ 561,377.87</u>	<u>\$ (920.07)</u>	<u>\$560,457.80</u>	<u>\$4,624.93</u>		

<u>Monthly Activity</u>			<u>Payment History</u>		
Beginning Balance	Current Month	Cumulative Totals	Fiscal Year	Number of Payments	Total Payments
<b>Beginning Balance</b>	\$ 53,453.23	\$ 53,453.23			
<b>Receipts:</b>			1991 - 2009	45	\$ 319,879.95
Licenses' Remittances to Recovery Fund	\$ 410.00		2011	2	16,205.00
Interest Realized (includes accruals)	1.54		2012	2	25,000.00
Treasury Note Semi-Annual Interest	0.00		2013	1	12,500.00
Repayments	76.95		2014	0	0.00
Administrative Penalties	750.00		2015	0	0.00
Investments Matured	0.00		2016	0	0.00
<b>Total Received in Current Month</b>		<b>\$ 1,238.49</b>	2017	1	2,275.23
			2018	2	25,000.00
<b>Disbursements:</b>			2019	0	0.00
Investments Purchased	\$ 0.00		2019	0	0.00
Payments from Recovery Fund	0.00		2020	0	0.00
* Cash Transfer Trust to Treasury (GR)	0.00		2021	0	0.00
Administrative Costs	23.10		<b>Total</b>	<b>53</b>	<b>\$ 400,860.18</b>
<b>Total Disbursed in Current Month</b>		<b>\$ (23.10)</b>			
<b>Total Cash</b>		<b>\$ 54,668.62</b>			
<b>Reserved for Potential Payment within 90 Days</b>		<b>0.00</b>			
<b>Unobligated Fund Balance</b>		<b>\$ 54,668.62</b>			
<b>Investment Ending Market Value</b>		<b>560,457.80</b>			
<b>Balance</b>		<b>\$ 615,126.42</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.

*Ranada O. Williams*

Ranada Williams, Investment Officer

*Melissa Huerta*

Melissa Huerta, Alternate Investment Officer

*Oretha Trice*

Oretha Trice, Alternate Investment Officer