



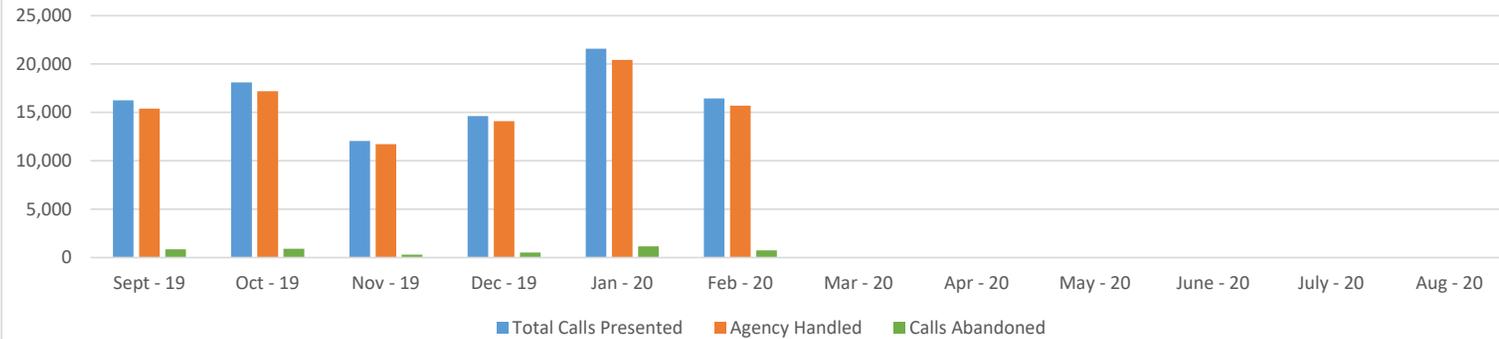
Staff Reports for February 2020

Reception and Communication Services Division

Incoming Calls

	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	
Total Calls Presented	16,256	18,101	12,042	14,632	21,593	16,457							99,081
Agency Handled	15,397	17,194	11,708	14,107	20,428	15,705							94,539
Calls Handled Initially	14,675	16,563	11,805	13,421	19,347	15,246							91,057
Calls Handled by Courtesy Callback	630	580	195	622	973	422							3,422
% of Calls handled by Courtesy Callback	4.09%	3.37%	1.62%	4.25%	4.51%	2.56%							3.40%
Calls Re-Directed for Assistance	92	51	42	64	108	37							394
Calls Abandoned	859	907	289	524	1,165	752							4,496
% of Abandoned Calls	5.28%	5.01%	2.40%	3.58%	5.40%	4.57%							4.37%
Average Handle Time	5:55	5:45	5:35	5:39	5:12	5:36							5:37
Average Hold Time	1:55	1:42	0:54	2:07	2:16	1:32							1:44

Calls Presented, Handled, and Abandoned



Average Hold Time



Walk Ins													
	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	FYTD Total 2019
Licensing	64	75	71	103	95	109							517
Education	2	0	4	0	2	1							9
Inspector	1	3	1	3	7	3							18
Enforcement	1	0	1	1	3	0							6
TALCB Lic	1	2	4	1	2	1							11
TALCB Enf	0	0	0	0	0	1							1
Total	69	80	81	108	109	115							562

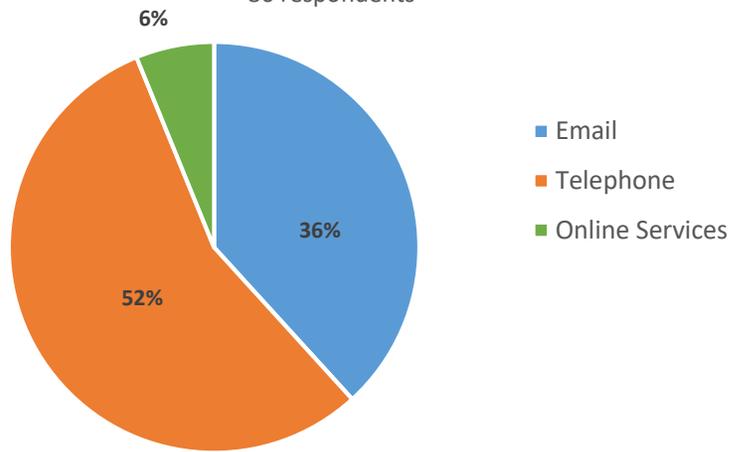
Emails													
	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	FYTD Total 2019
Licensing	2,916	3,090	2,118	3,004	4,255	3,556							18,939
Education	44	29	48	33	49	27							230
Inspector	38	51	30	41	103	69							332
Enforcement	87	78	86	76	91	86							504
TALCB Lic	141	84	75	112	196	179							787
TALCB Enf	11	11	7	21	16	9							75
Total	3,237	3,343	2,364	3,287	4,710	3,926							20,867
Respond in 2 bus days	3,220	3,341	2,364	3,287	4,709	3,926							20,847
% handled in 2 days	99.47%	99.94%	100.00%	100.00%	99.98%	100.00%							99.90%

TALCB and TREC Call Comparisons						
	December, 2019		January, 2020		February, 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	1,377	13,255	2,177	19,416	1,692	14,765
Agency Handled	1,297	12,809	2,038	18,390	1,579	14,126
Calls Handled Initially	1,235	12,249	1,936	17,411	1,533	13,713
Calls Handled by Courtesy Callback	62	560	92	881	41	381
Calls Re-Directed for Assistance	3	61	10	98	5	32
Calls Abandoned	79	443	138	1,027	113	639
Hold Times	2:00	2:08	2:09	2:20	1:26	1:30
% of Abandoned Calls	5.74%	3.34%	6.34%	5.29%	6.68%	4.33%
% of Callbacks	4.50%	4.22%	4.23%	4.54%	2.42%	2.58%
% of all calls	9.41%	90.59%	10.08%	89.92%	10.28%	89.72%

RCS February, 2020 Customer Satisfaction Report

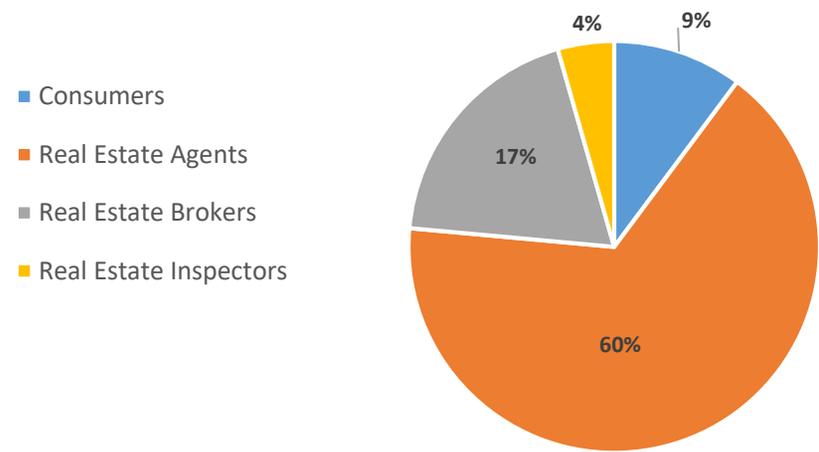
How Customers Contact TREC/TALCB?

86 respondents



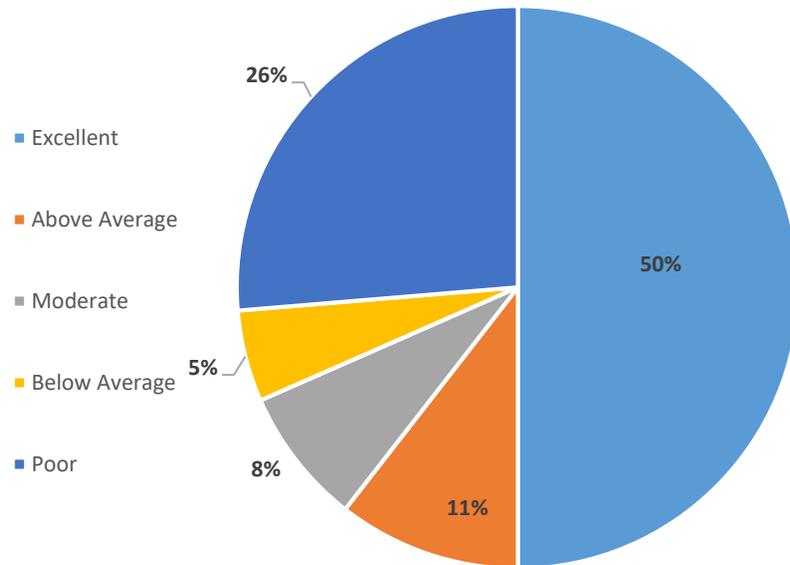
Customer Demographics

87 respondents



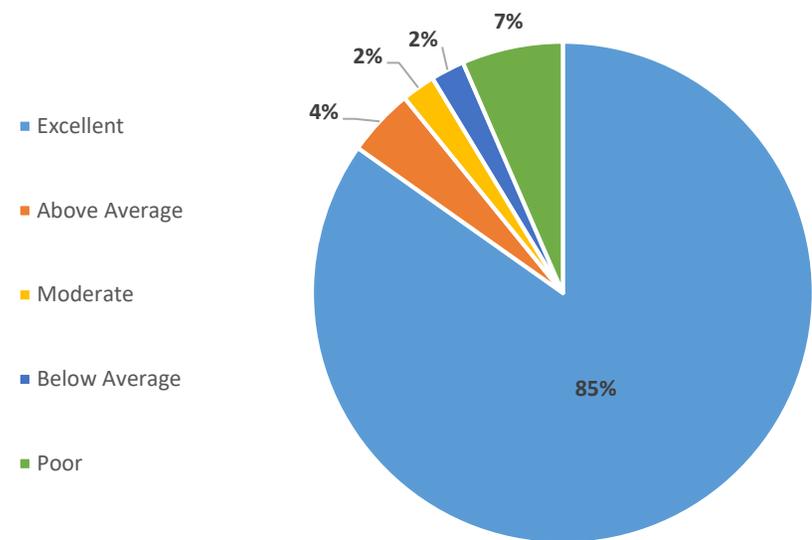
Customer Email Experience Rating

38 respondents



Telephone Service Rating

46 respondents



**Fiscal Year 2020 - Year-to-Date Comparison
February**

Real Estate Brokers & Sales Agents

Applications Received	Sep 2018 - Feb 2019		Sep 2019 - Feb 2020		Variance	Percent
Broker Original Applications Received	1,550		1,743		193	12.45%
<i>Broker Business Entity</i>	-		743		-	-
<i>Broker Individual</i>	-		1,000		-	-
Sales Agent Original Applications Received	10,814		13,977		3,163	29.25%
Total Original Applications	12,364		15,720		3,356	27.14%

Renewal Activity	% Renewed FY19		% Renewed FY20		% Renewed FY18	
Broker Renewals and Percentage	8,913	92.28%	9,395	90.57%	8,375	91.71%
Broker Business Entity	-	-	1,944	83.43%		
Broker Individual	-	-	7,451	92.64%		
Sales Agent Renewals and Percentage	20,662	81.60%	24,971	77.96%	19,912	81.95%
Total Renewals from Brokers & Sales Agents	29,575	84.70%	34,366	81.04%	28,287	84.62%

Real Estate Inspectors

Applications Received	Sep 2018 - Feb 2019		Sep 2019 - Feb 2020		Variance	Percent
Professional Inspector Original Applications Received	245		302		57	23.27%
Real Estate Inspector Original Applications Received	5		14		9	180.00%
Apprentice Inspector Original Applications Received	36		25		-11	-30.56%
Total Original Applications	286		341		55	19.23%

Renewal Activity	% Renewed FY19		% Renewed FY20		% Renewed FY18	
Professional Inspector Renewals and Percentage	414	79.92%	514	68.17%	365	76.20%
Real Estate Inspector Renewals and Percentage	16	88.89%	21	72.41%	14	77.78%
Apprentice Inspector Renewals and Percentage	4	23.53%	3	13.04%	4	36.36%
Total Renewals from Inspectors	434	78.48%	538	66.75%	383	75.39%

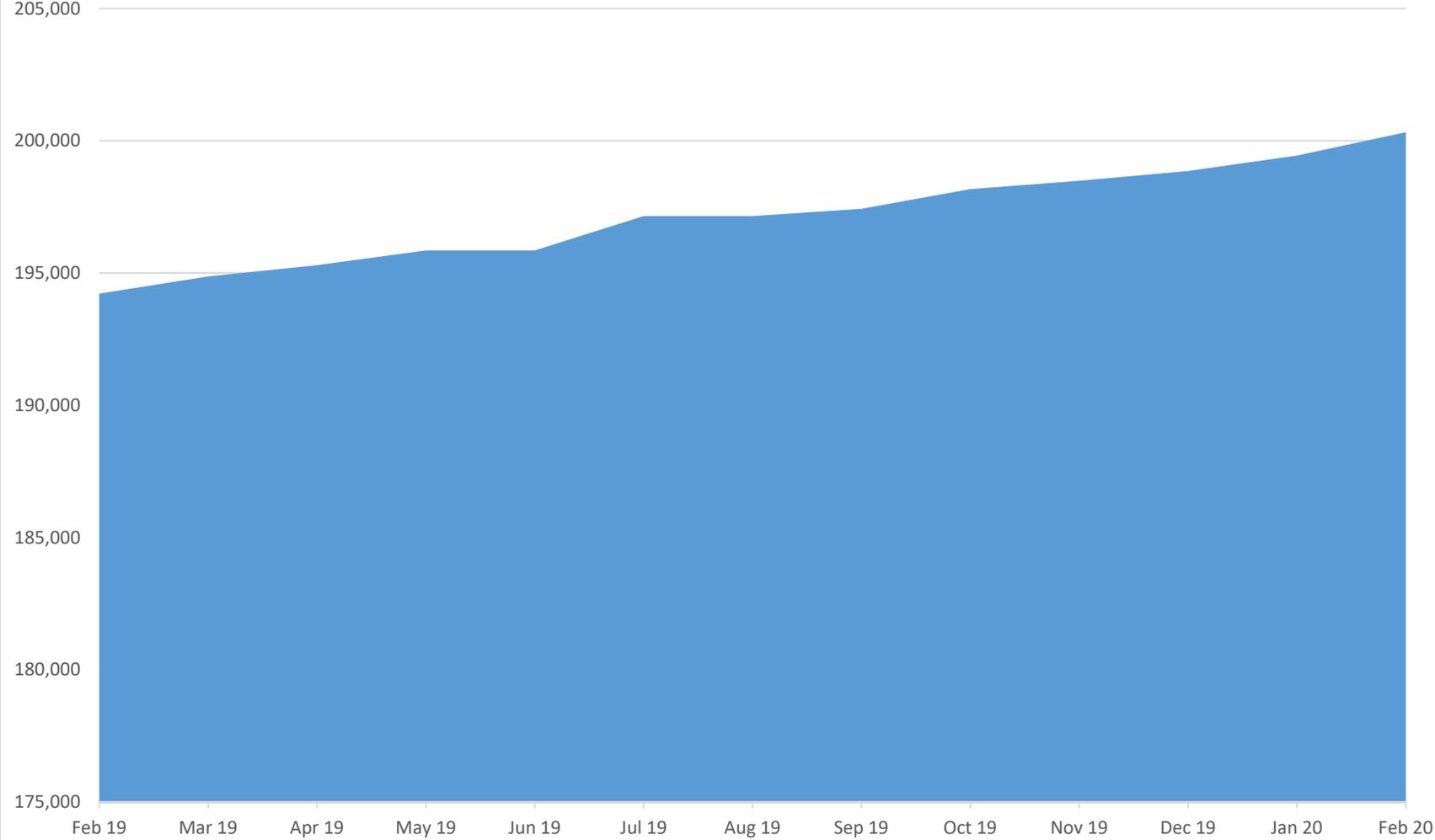
Licensing & Registration Services Division

License Holder and Registrant Status

February 2020

Real Estate License Holders													
	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20
Brokers													
Individual (Active)	32,798	32,759	32,759	32,745	32,757	32,770	32,737	32,668	32,665	32,638	32,636	32,620	32,631
Business Entities (Active)	11,053	11,068	11,113	11,192	11,211	11,272	11,268	11,297	11,395	11,426	11,475	11,572	11,668
Total Active Status	43,851	43,827	43,872	43,937	43,968	44,042	44,005	43,965	44,060	44,064	44,111	44,192	44,299
Inactive Status	1,679	1,766	1,763	1,748	1,764	1,749	1,750	1,767	1,744	1,742	1,759	1,788	1,807
Total Brokers	45,530	45,593	45,635	45,685	45,732	45,791	45,755	45,732	45,804	45,806	45,870	45,980	46,106
Sales Agents													
Active Status	110,621	111,576	112,703	113,108	112,928	113,394	114,456	115,084	115,614	115,892	115,321	115,650	116,711
Inactive Status	30,669	30,554	29,997	29,971	30,645	30,651	30,310	29,920	30,030	30,088	30,948	31,093	30,760
Total Sales Agents	141,290	142,130	142,700	143,079	143,573	144,045	144,766	145,004	145,644	145,980	146,269	146,743	147,471
Total Active	154,472	155,403	156,575	157,045	156,896	157,436	158,461	159,049	159,674	159,956	159,432	159,842	161,010
Total Inactive	32,348	32,320	31,760	31,719	32,409	32,400	32,060	31,687	31,774	31,830	32,707	32,881	32,567
Total Brokers/Sales Agents	186,820	187,723	188,335	188,764	189,305	189,836	190,521	190,736	191,448	191,786	192,139	192,723	193,577
Inspector License Holders													
	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20
Inspector License Holders													
Professional Inspectors(active)	3,227	3,257	3,268	3,283	3,292	3,304	3,310	3,324	3,340	3,334	3,339	3,333	3,334
Real Estate Inspectors (active)	138	135	134	133	135	139	139	141	141	140	138	137	137
Apprentice Inspectors(active)	139	145	143	141	136	136	142	138	137	135	132	135	137
Professional Inspectors(inactive)	534	528	524	513	508	545	556	548	550	552	546	568	561
Real Estate Inspectors(inactive)	16	19	16	14	14	13	13	13	14	15	14	14	15
Apprentice Inspectors(inactive)	31	31	30	30	28	26	24	24	24	25	26	26	27
Total Active	3,504	3,537	3,545	3,557	3,563	3,579	3,591	3,603	3,618	3,609	3,609	3,605	3,608
Total Inactive	581	578	570	557	550	584	593	585	588	592	586	608	603
Total Inspectors	4,085	4,115	4,115	4,114	4,113	4,163	4,184	4,188	4,206	4,201	4,195	4,213	4,211
Easement & Right-of-way Registrants													
	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20
ERW Registrants													
Businesses	53	51	50	57	56	57	61	63	63	63	66	69	69
Individuals	2,297	2,327	2,369	2,360	2,377	2,419	2,385	2,437	2,452	2,433	2,456	2,435	2,466
Total Registrants	2,350	2,378	2,419	2,417	2,433	2,476	2,446	2,500	2,515	2,496	2,522	2,504	2,535
Total License Holders and Registrants													
	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20
License Holders & Registrants	194,216	194,869	195,295	195,851	195,851	197,151	197,151	197,424	198,169	198,483	198,856	199,440	200,323

**Total License Holders & Registrants
February 2019 through February 2020**



Licensing & Registration Services Division

Average Number of Calendar Days to Process an Application

January 2020

Real Estate Initial License Applications

	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
Individual Broker	-	-	-	18.51	13.89	9.73	-	-	-	-	-	-	-
<i>Number of Applications Received</i>				157	189	174							
Business Entity Broker	-	-	-	8.83	12.73	5.46	-	-	-	-	-	-	-
<i>Number of Applications Received</i>				134	149	145							
Sales Agent	-	-	-	13.22	13.59	12.04	-	-	-	-	-	-	-
<i>Number of Applications Received</i>				2,068	2,736	2,590							

Inspector Initial License Applications

	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
Professional Inspector	-	-	-	18.51	19.47	22.17	-	-	-	-	-	-	-
<i>Number of Applications Received</i>				42	61	54							
Real Estate Inspector	-	-	-	18.56	22.04	n/a	-	-	-	-	-	-	-
<i>Number of Applications Received</i>				3	0	5							
Apprentice Inspector	-	-	-	2.58	6.49	n/a	-	-	-	-	-	-	-
<i>Number of Applications Received</i>				8	4	4							

Easement & Right-of-way Initial Registration Applications

	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
ERW Business	-	-	-	6.45	9.40	n/a	-	-	-	-	-	-	-
<i>Number of Applications Received</i>				2	1	0							
ERW Individual	-	-	-	5.69	9.83	2.88	-	-	-	-	-	-	-
<i>Number of Applications Received</i>				27	59	39							

Standards & Enforcement Services Division - TREC: E1 Report

Case Status

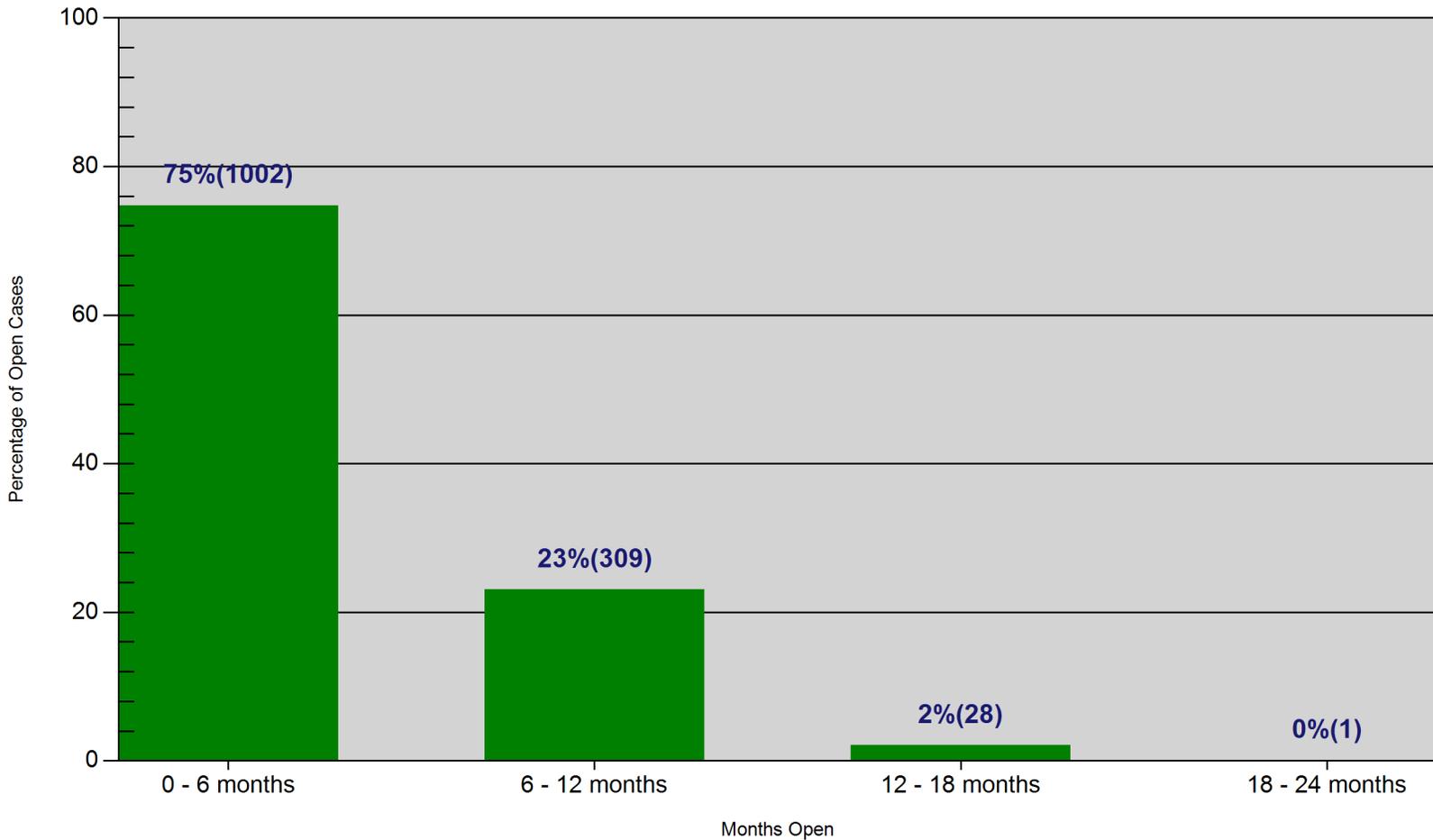
FY 2020

	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	YTD
Received During Month	471	508	373	363	415	585							2715
Broker/Sales	140	140	100	104	119	213							816
Inspector	10	7	9	7	8	5							46
Timeshare	4	4	3	1	3	3							18
Unlicensed Activity	8	5	0	3	0	8							24
Residential Service Company	22	13	12	5	11	8							71
No Jurisdiction	11	11	17	18	13	10							80
Application Investigation	205	211	151	155	164	223							1109
Fitness Inquiry	69	114	79	68	96	114							540
Education Related	2	2	1	1	1	0							7
Easement ROW	0	1	0	0	0	1							2
	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	YTD
Closed During Month	521	539	372	445	477	396							2750
Complaint Withdrawn	14	6	4	7	4	8							43
Cease & Desist Issued	0	1	0	1	0	1							3
Disciplinary Action	37	51	68	43	59	42							300
Failure to Go Forward	30	42	38	50	32	37							229
Insufficient Evidence	39	47	35	49	45	30							245
Matter Settled	23	11	10	21	13	6							84
No Jurisdiction	56	45	24	36	28	37							226
No Violation	7	6	7	13	9	10							52
Application Investigation	192	213	120	155	173	109							962
Fitness Inquiries	118	111	60	62	101	91							543
Other	5	6	4	6	10	11							42
Open at Beginning of Month						1151							
Received During Month						585							
Closed During Month						396							
Open at End of Month						1340							
Received During Fiscal Year						2715							
Closed During Fiscal Year						2750							

Standards & Enforcement Services Division - TREC: E2 Report

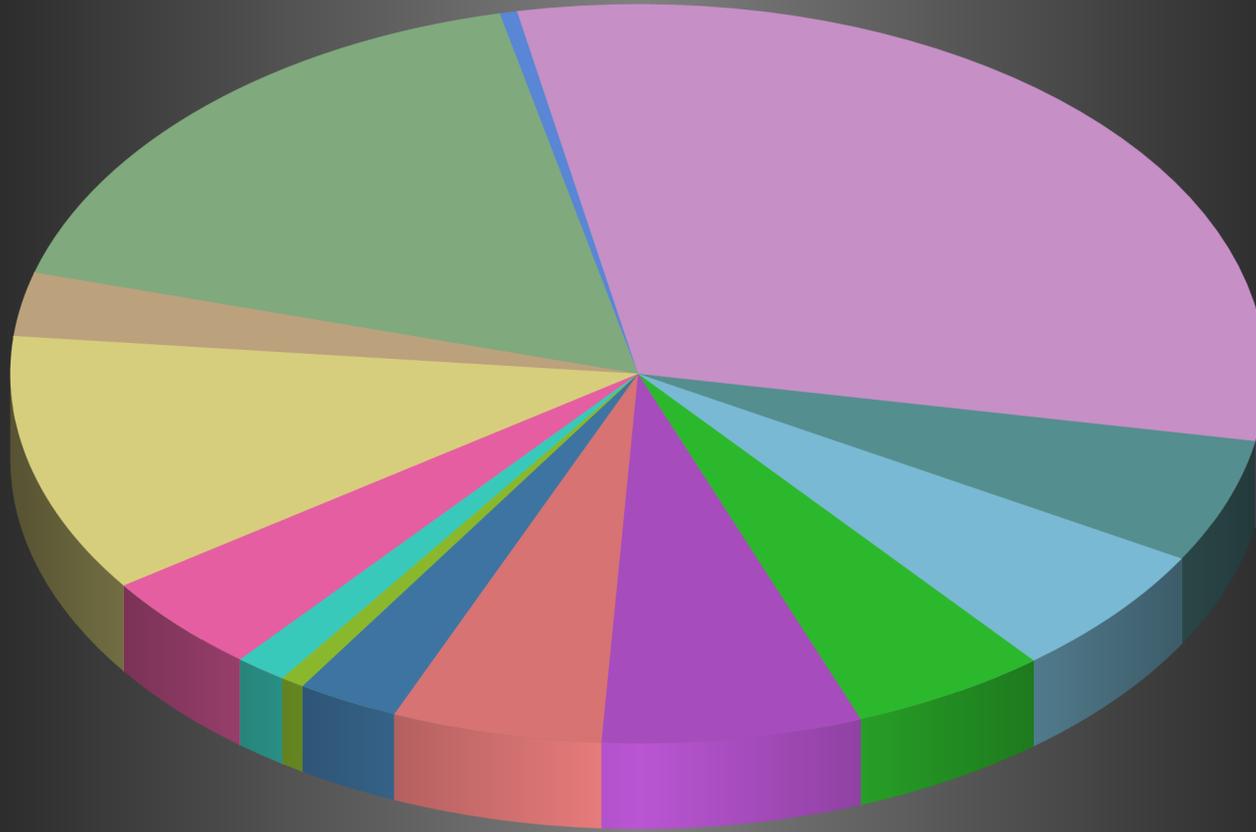
Open Case Aging Report

as of 2/29/2020



Complaint Subject Categories for February 2019 through February 2020

1790 Total Allegations



Administrative 5.81 % (104)	Leasing/Property Management - Misappropriation 4.36 % (78)
Advertising 5.08 % (91)	Leasing/Property Management - Other 11.34 % (203)
Breach of Fiduciary Duties 6.70 % (120)	License Holder Acting as Principal 2.79 % (50)
Broker Supervision 5.42 % (97)	Licensure Issues 17.04 % (305)
Failure to Disclose 2.63 % (47)	Sales Misappropriation 0.45 % (8)
Improper Contract/Seller Disclosure form usage 0.61 % (11)	Sales Other 31.01 % (555)
Intermediary/IABS 1.34 % (24)	Unlicensed Activity 5.42 % (97)

Complaint Subject Categories by Month

Subject Matter Categories	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Total	YTD
Administrative <i>Bad check, contact information, uncooperative, etc.</i>	10	5	3	2	5	7	12	7	10	11	17	11	4	104	5.81%
Advertising <i>Includes misleading & dba</i>	5	11	5	8	8	4	9	6	5	8	9	10	3	91	5.08%
Breach of Fiduciary Duty <i>Including false promise</i>	5	3	1	39	10	7	4	5	9	15	5	11	6	120	6.70%
Broker Supervision	4	4	10	5	5	8	13	3	11	14	10	6	4	97	5.42%
Failure to Disclose	2	4	4	0	5	6	2	1	4	3	7	7	2	47	2.63%
Improper contract/Seller Disclosure form usage <i>Including false promise</i>	0	0	0	0	0	2	0	1	2	4	1	0	1	11	0.61%
Intermediary/IABS	0	0	1	1	3	3	0	3	0	3	5	4	1	24	1.34%
Leasing/Property Management - Misappropriation	4	0	12	38	9	0	2	1	4	6	0	2	0	78	4.36%
Leasing/Property Management - Other <i>Includes negligence, referral, etc.</i>	12	14	6	45	16	20	8	6	16	18	21	13	8	203	11.34%
Licensure Issues <i>Criminal background check, denials, probationary license, etc.</i>	24	30	25	25	20	26	36	33	15	19	15	21	16	305	17.04%
License Holder Acting as Principal	2	2	2	3	6	3	5	5	6	3	5	4	4	50	2.79%
Sales Misappropriation <i>Other than Leasing/Property Management - Misappropriation</i>	0	0	0	0	0	0	1	0	1	6	0	0	0	8	0.45%
Sales Other <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	37	36	48	37	41	34	53	41	49	41	43	52	43	555	31.01%
Unlicensed Activity	3	1	12	25	5	5	13	1	5	11	5	5	6	97	5.42%
Total	108	110	129	228	133	125	158	113	137	162	143	146	98	1790	

Information & Technology Services Division

Electronic Information Outlet Statistics

February 2020

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	1,797,117	10,371,372	8,706,261
Total Monthly Sessions	550,562	3,058,284	2,452,121

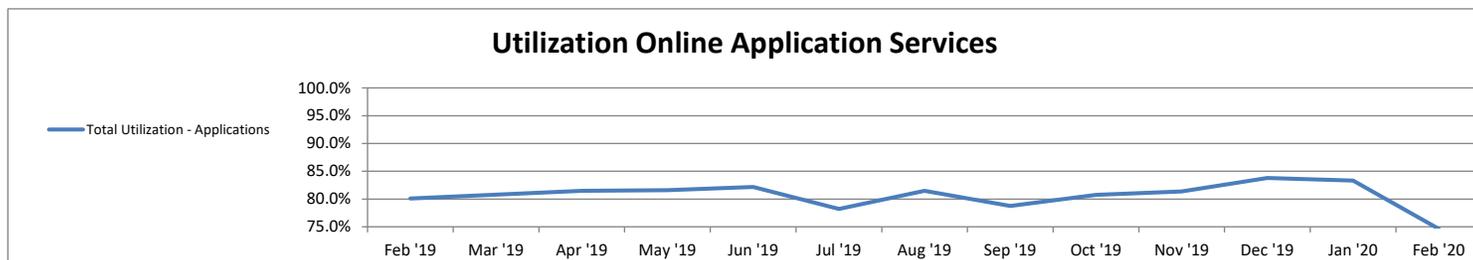
Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	1888	1409	74.6%	80.3%	80.2%
Broker Application	96	71	74.0%	79.7%	75.0%
Sales Agent Application	1555	1219	78.4%	81.4%	81.4%
Corporate Broker Application	237	119	50.2%	67.2%	67.3%
Renewals	6551	6414	97.9%	98.0%	97.6%
Broker Renewals	1407	1375	97.7%	97.5%	97.7%
Sales Agent Renewal	4532	4456	98.3%	98.7%	98.6%
Corporate Broker Renewals	470	452	96.2%	91.9%	87.2%
Professional Inspector Renewals	66	59	89.4%	97.0%	97.2%
Real Estate Inspector Renewals	3	2	66.7%	96.0%	96.0%
Apprentice Inspector Renewals	1	1	100.0%	100.0%	87.5%
Easement ROW Business Renewals	1	0	0.0%	71.4%	83.3%
Easement ROW Individual Renewals	71	69	97.2%	95.5%	92.2%
Sponsorship Transactions	3757	3282	87.4%	92.1%	94.8%
Additions	0	0	N/A	99.7%	99.6%
Removals	3757	3282	87.4%	86.7%	89.5%

Information & Technology Services Division

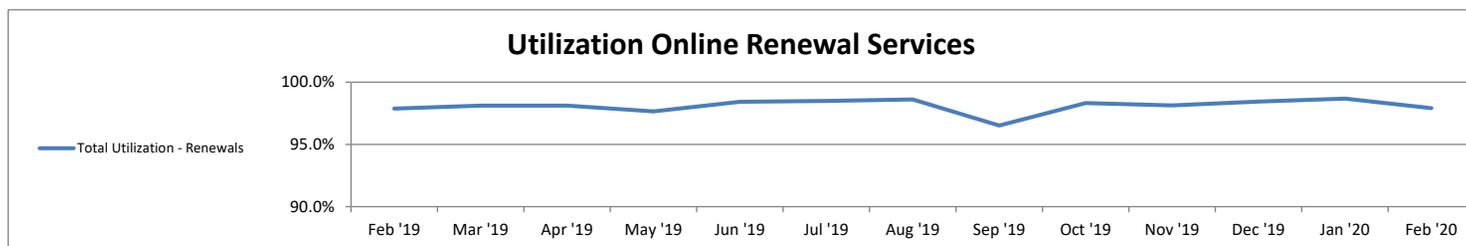
Electronic Information Outlet Statistics

February 2020

Applications	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20
Broker Application	67.4%	74.8%	73.6%	72.2%	72.1%	76.1%	87.2%	75.4%	75.8%	81.6%	87.2%	82.2%	74.0%
Sales Agent Application	81.6%	81.9%	82.7%	82.0%	83.9%	78.3%	81.8%	80.6%	81.6%	82.0%	83.7%	82.5%	78.4%
Broker Organization Applications	70.6%	66.7%	61.4%	86.7%	65.9%	79.2%	60.0%	52.2%	72.6%	69.4%	80.7%	92.4%	50.2%
Total Utilization - Applications	80.1%	80.8%	81.5%	81.6%	82.2%	78.2%	81.5%	78.8%	80.7%	81.4%	83.8%	83.3%	74.6%



Renewals	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20
Broker Renewals	97.6%	97.7%	97.2%	97.2%	97.6%	97.6%	97.9%	97.6%	97.5%	96.8%	96.9%	98.0%	97.7%
Sales Agent Renewal	98.3%	98.5%	98.9%	99.2%	99.2%	98.9%	99.1%	98.7%	98.7%	98.6%	99.2%	99.1%	98.3%
Broker Organization Renewal	94.9%	95.2%	93.8%	82.5%	95.3%	97.3%	95.6%	63.7%	97.2%	96.8%	96.7%	96.6%	96.2%
Professional Inspector Renewals	98.1%	96.0%	96.6%	96.9%	93.4%	97.9%	93.6%	98.5%	99.1%	97.1%	95.8%	99.0%	89.4%
Real Estate Inspector Renewals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%
Apprentice Inspector Renewals	100.0%	100.0%	0.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%
Easement ROW Business Renewals	100.0%	N/A	50.0%	0.0%	N/A	N/A	50.0%	N/A	100.0%	N/A	100.0%	66.7%	0.0%
Easement ROW Individual Renewals	89.7%	94.1%	94.2%	92.3%	91.1%	93.2%	96.3%	91.2%	96.3%	100.0%	88.0%	97.1%	97.2%
Total Utilization - Renewals	97.9%	98.1%	98.1%	97.6%	98.4%	98.5%	98.6%	96.5%	98.3%	98.1%	98.4%	98.7%	97.9%



RMT	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20
Sponsorship Invitations	99.7%	99.7%	99.6%	99.4%	99.7%	99.6%	99.8%	99.9%	99.5%	99.8%	99.6%	N/A	N/A
Sponsorship Removals	79.8%	84.1%	86.9%	86.4%	85.5%	88.3%	87.7%	84.5%	83.4%	86.3%	86.5%	90.3%	87.4%
Total Utilization - RMT	90.8%	93.1%	94.3%	93.4%	92.7%	94.4%	94.7%	93.0%	92.3%	93.7%	93.1%	90.3%	87.4%



Staff & Support Services Division

TREC Budget Status Report

February 2020

Expenditure Category	Approved Budget FY2020	Expenditures	Balance	Budget % Remaining	6/12 = 50.00% Comments
Salaries & Wages	7,186,666	3,511,380	\$3,675,286	51.1%	
Employee Benefits	2,120,963	1,018,853	\$1,102,110	52.0%	
Retiree Insurance	710,042	293,222	\$416,820	58.7%	
Other Personnel Costs	290,418	78,533	\$211,885	73.0%	Lump sum payments usually occur in August.
Professional Fees & Services	1,661,398	191,338	\$1,470,060	88.5%	Several ITS Projects, that involve contracted services, are pending.
Consumables	14,000	4,423	\$9,577	68.4%	
Utilities	14,579	1,201	\$13,378	91.8%	unexpended budget (requisitions pending)for headsets for remote employees, RCS staff, hotspots and routers, and 25 Plantronic headsets
Travel	57,000	29,614	\$27,386	48.0%	
Office and Space Rent	175,178	170,146	\$5,032	2.9%	Office rent paid for year.
Equipment Rental	76,284	59,152	\$17,132	22.5%	PC Refresh expense paid
Registration & Membership	88,565	14,817	\$73,748	83.3%	Additional registration expenses schedule for later in budget year.
Maintenance & Repairs	286,757	160,598	\$126,159	44.0%	
Reproduction & Printing	4,600	3,467	\$1,133	24.6%	exceeded budgeted amount for envelopes; YTD spent \$1,717 and budgeted \$1,500; spent \$846 on broker license postcards address updates
Contract Services	46,847	36,388	\$10,459	22.3%	Office moves to renovated space
Postage	23,600	8,000	\$15,600	66.1%	
Supplies & Equipment	633,739	95,727	\$538,012	84.9%	Additional \$34,000 for leaseholder improvements for office renovation budgeted in this category but expended out of Other Operating Expenses
Communication Services	192,111	70,464	\$121,647	63.3%	
Other Operating Expenses	30,180	72,096	(\$41,916)	-138.9%	Additional \$34,000 for leaseholder improvements for office renovation (had been budgeted under Supplies & Equipment)
Subtotal -Operations Expenditures	13,612,927	5,819,419	7,793,508	57.3%	
DPS Criminal History Background Checks	19,716	690	19,026	96.5%	
Statewide Cost Allocation Plan (SWCAP)	188,582	0	188,582	100.0%	Indirect costs charged by the state
Contribution to General Revenue	727,500	0	727,500	100.0%	Allocated monthly until August 2020
Subtotal - Nonoperational Expenditures	935,798	690	935,108	99.9%	
Total Expenditures	\$14,548,725	\$5,820,110	\$8,728,615	60.0%	

Revenue	FY2019 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$9,911,294	5,724,038	\$4,187,256	42.2%	
Education Fees	\$338,742	214,507	\$124,235	36.7%	
Examination Fees	\$354,938	157,756	\$197,182	55.6%	
Other Miscellaneous Revenue	\$200,000	127,760	\$72,240	36.1%	Interest earned exceeds projections.
Total Revenue	\$10,804,974	\$6,224,061	\$4,580,913	42.4%	
Reallocation from Prior Year Reserves and Carryforward	\$3,750,000	1,875,000	\$1,875,000	50.0%	amount is allocated monthly
Revenue Over/(Under) Expenditures & Transfers	\$6,249	\$2,278,952	(\$2,272,703)		

Staff Services Division

**Texas Real Estate Commission Operating Account No. 3055 Investments
Holdings Report
February 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	2,367,627.13	6,452.29	2,374,079.42	9,187.36	U.S. T-Notes, 1.875%	12/15/2020
03/19/2019	4,033,000.00	3,998,896.22	4,033,787.69	0.00	4,033,787.69	30,067.46	U.S. T-Notes, 1.625%	03/15/2020
09/16/2019	5,775,000.00	5,749,268.33	5,770,037.14	12,181.61	5,782,218.75	36,430.89	U.S. T-Notes, 1.380%	09/15/2020
06/18/2019	3,165,000.00	3,148,945.98	3,165,000.00	2,719.94	3,167,719.94	9,858.20	U.S. T-Notes, 1.5%	06/15/2020
Totals	\$ 15,332,700.00	\$ 15,262,703.74	\$ 15,336,451.96	\$ 21,353.84	\$ 15,357,805.80	\$ 85,543.91		

Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
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Beginning Cash Available Balance	\$	4,129,512.09	
Current Month Receipts	\$	1,067,721.54	
Current Month Disbursements	\$	<u>(858,225.23)</u>	
Total Cash	\$	4,339,008.40	
Investment Ending Market Value			<u>15,357,805.80</u>
Total Account Balance			19,696,814.20
Strategic Projects Reserve			(7,728,424.00)
Reserve for Technology Development			<u>(629,249.06)</u>
Ending Balance Available for Operations	\$		<u>11,339,141.14</u>

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



Priscilla Piphó, Investment Officer



Melissa Huerta, Alternate Investment Officer



Oretha Trice, Alternate Investment Officer

Staff Services Division
Real Estate Recovery Trust Account No. 3058 Investments
Current Securities
February 2020

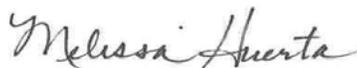
Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2019	593,400.00	594,835.62	595,393.46	1,622.57	597,016.03	2,310.37	U.S. T-Notes, 1.875	12/15/2020
03/19/2019	478,000.00	473,939.27	478,093.36	0.00	478,093.36	3,563.66	U.S. T-Notes, 1.625%	03/15/2020
09/16/2019	948,000.00	943,590.84	947,185.32	1,999.68	949,185.00	5,980.34	U.S. T-Notes 1.38%	09/15/2020
06/18/2019	577,000.00	574,028.17	577,000.00	495.86	577,495.86	1,797.21	U.S. T-Notes 1.5%	6/15/2020
Totals	\$ 2,596,400.00	\$ 2,586,393.90	\$ 2,597,672.14	\$ 4,118.11	\$ 2,601,790.25	\$ 13,651.58		

	Beginning Balance	Current Month	Ending Balance
Receipts:			
Licenses' Remittances to Recovery Fund		\$ 30,370.00	
Interest Realized		950.04	
Repayments to Recovery Fund (Principal and Interest)		451.18	
Administrative Penalties		14,068.15	
Investments Matured		0.00	
Total Received	\$ 753,946.67	\$ 45,839.37	\$ 799,786.04
Disbursements:			
Investments Purchased	\$	0.00	
Accrued Interest Purchased		80.47	
Disbursement to Treasury		0.00	
Payments from Recovery Fund		0.00	
Administrative Costs		(8.00)	
Total Disbursed	\$	72.47	(72.47)
Cash Balance			799,713.57
Investment Ending Market Value			2,601,790.25
Total Portfolio			3,401,503.82
Treasury Cash Balance			0.00
Reserved for Potential Payments Within 90 Days			712,724.07
Balance			\$ 4,114,227.89

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



Priscilla Pipho, Investment Officer



Melissa Huerta, Alternate Investment Officer



Oretha Trice, Alternate Investment Officer

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

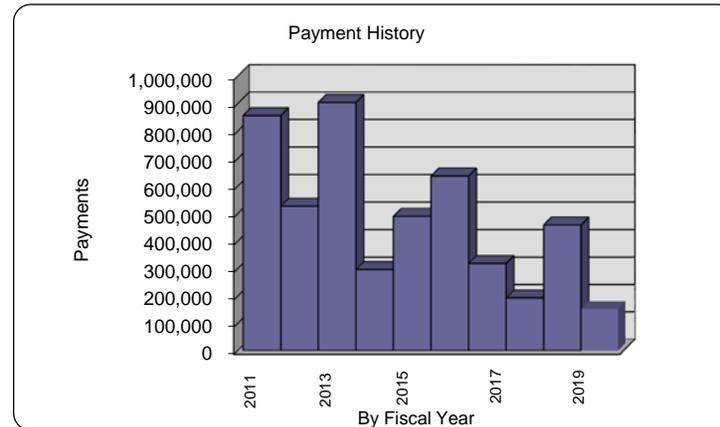
Staff Services Division

Real Estate Recovery Trust Account No. 3058 Investments Payments and Repayments February 2020

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2020-To-Date	Number of Claims FY 2020
February 2019	40,474.63	0.00	26,603.27	75.10		
March 2019	25,821.85	0.00	36,403.27	68.61		
April 2019	41,955.36	0.00	22,040.00	75.98		
May 2019	3,961.88	0.00	10,190.00	73.60		
June 2019	40,000.00	0.00	17,665.00	77.03		
July 2019	96,865.31	3,972.19	10,440.00	212.60		
August 2019	9,771.07	0.00	16,980.00	76.63		
September 2019	102,468.37	0.00	34,898.93	77.13	102,468.37	2
October 2019	10,164.70	714.51	4,725.00	75.16	10,164.70	1
November 2019	40,000.00	0.00	24,925.00	118.00	40,000.00	1
December 2019	0.00	0.00	29,145.00	152.68	0.00	0
January 2020	0.00	46,731.75	29,975.00	78.79	0.00	0
February 2020	0.00	451.18	14,068.15	72.47	0.00	0
	411,483.17	51,869.63	278,058.62	1,233.78	152,633.07	4

**Potential Payments*
Next 3 Months 712,724.07**

Payment History		
Fiscal Year	# of Payments	Total Payments
thru 2011	673	11,351,089.34
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	22	458,766.76
2020	4	152,633.07
Total	827	\$16,188,025.12



*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)

February 2020

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2019	498,600.00	499,806.27	500,274.99	1,363.35	501,638.34	1,941.27	U.S. T-Notes 1.875%	12/15/2020
Totals	<u>\$ 498,600.00</u>	<u>\$ 499,806.27</u>	<u>\$ 500,274.99</u>	<u>\$ 1,363.35</u>	<u>\$501,638.34</u>	<u>\$1,941.27</u>		

Monthly Activity

Payment History

	Beginning Balance	Current Month	Cumulative Totals	Fiscal Year	Number of Payments	Total Payments
Beginning Balance	\$ 102,694.73	\$	\$ 102,694.73			
Receipts:						
Licensees' Remittances to Recovery Fund		\$ 410.00				
Interest Realized (includes accruals)		126.33				
Treasury Note Semi-Annual Interest		0.00				
Repayments		0.00				
Administrative Penalties		1,100.00				
Investments Matured		0.00				
Total Received in Current Month		\$ 1,636.33				
Disbursements:						
Investments Purchased		\$ 0.00				
Payments from Recovery Fund		0.00				
* Cash Transfer Trust to Treasury (GR)		0.00				
Administrative Costs		23.48				
Total Disbursed in Current Month		\$ (23.48)				
Total Cash			\$ 104,307.58			
Reserved for Potential Payment within 90 Days			0.00			
Unobligated Fund Balance			\$ 104,307.58			
Investment Ending Market Value			501,638.34			
Balance			\$ 605,945.92			

Fiscal Year	Number of Payments	Total Payments
1991 - 2008	45	\$ 319,879.95
2009	1	12,500.00
2011	2	16,205.00
2012	2	25,000.00
2013	1	12,500.00
2014	0	0.00
2015	0	0.00
2016	0	0.00
2017	1	2,275.23
2018	2	25,000.00
2019	0	0.00
2019	0	0.00
2020	0	0.00
Total	54	\$ 413,360.18

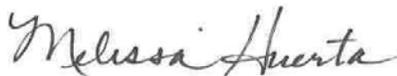
Investment Position: The Fund is capable of meeting all known obligations.

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

* Per Occupation Code, Sec. 1102.353(d) If the balance in the fund on December 31 of a year is more than \$600,000, the commission shall transfer the amount in excess of \$600,000 to the credit of the general revenue fund.



Priscilla Pipho, Investment Officer



Melissa Huerta, Alternat



Oretha Trice, Alternate Investment Officer