



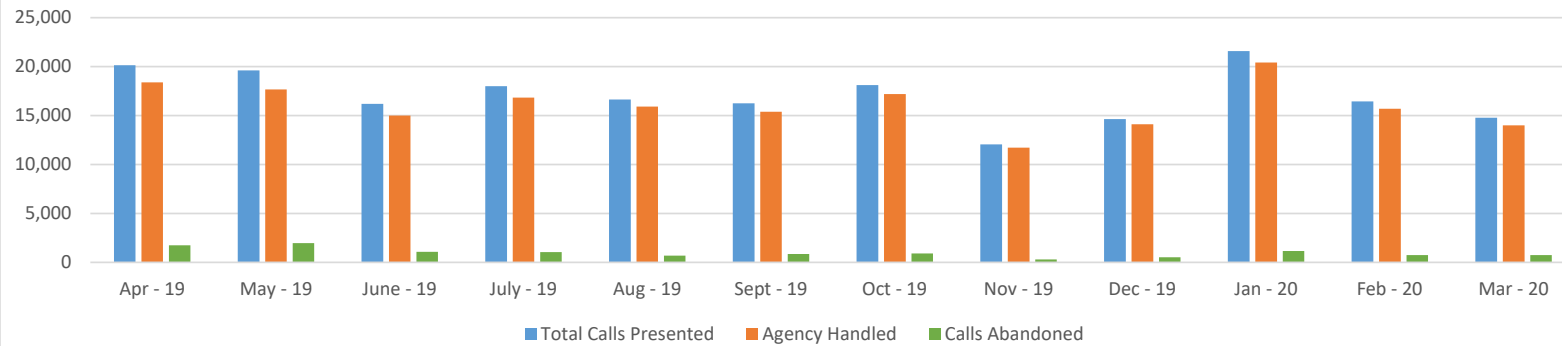
Staff Reports for March 2020

Reception and Communication Services Division

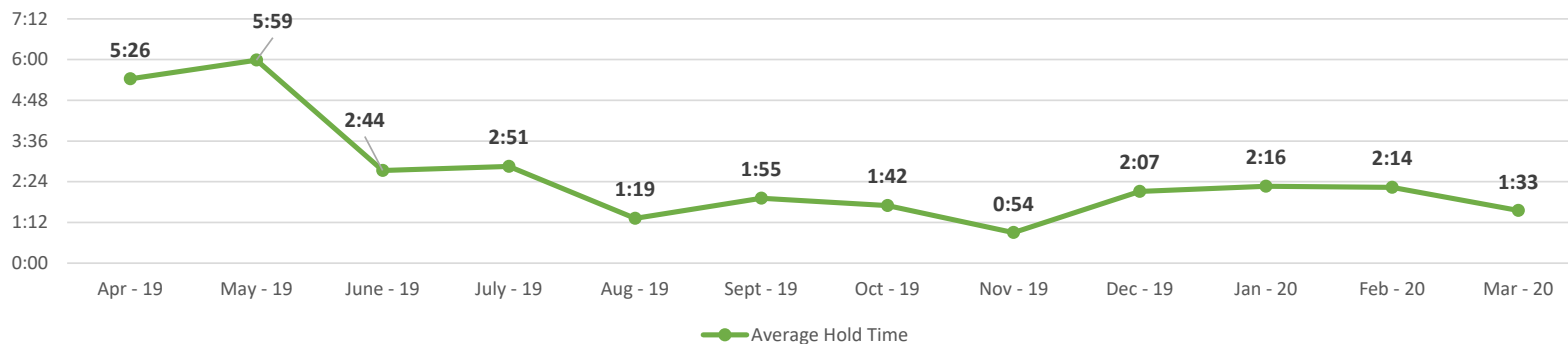
Incoming Calls

	Apr - 19	May - 19	June - 19	July - 19	Aug - 19	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	TOTAL
Total Calls Presented	20,142	19,618	16,196	18,004	16,646	16,256	18,101	12,042	14,632	21,593	16,457	14,774	204,461
Agency Handled	18,390	17,662	15,007	16,822	15,914	15,397	17,194	11,708	14,107	20,428	15,705	13,996	192,330
Calls Handled Initially	15,726	14,716	14,074	15,688	15,555	14,675	16,563	11,805	13,421	19,347	15,246	13,504	180,320
Calls Handled by Courtesy Callback	2,337	2,051	933	1,134	330	630	580	195	622	973	422	451	10,658
% of Calls handled by Courtesy Callback	13.00%	15.00%	6.00%	7.00%	2.00%	4.09%	3.37%	0	0	0	0	0	5.54%
Calls Re-Directed for Assistance	327	295	181	122	29	92	51	42	64	108	37	41	1,389
Calls Abandoned	1,752	1,957	1,087	1,060	700	859	907	289	524	1,165	752	747	11,799
% of Abandoned Calls	8.70%	9.98%	6.71%	5.89%	4.21%	5.28%	5.01%	2.40%	3.58%	5.40%	4.57%	5%	5.57%
Average Handle Time	5:46	5:49	5:36	5:33	5:26	5:55	5:45	5:35	5:39	5:12	5:36	5:32	5:37
Average Hold Time	5:26	5:59	2:44	2:51	1:19	1:55	1:42	0:54	2:07	2:16	2:14	1:33	2:35

Calls Presented, Handled, and Abandoned



Average Hold Time



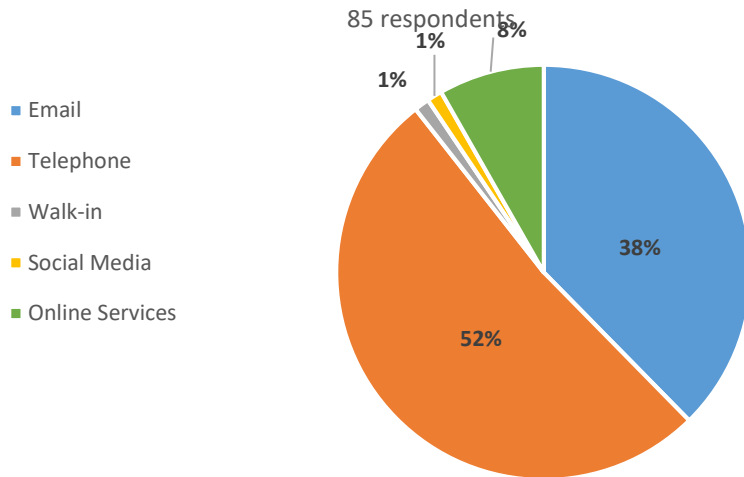
Walk Ins													
	Apr - 19	May - 19	June - 19	July - 19	Aug - 19	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	TOTAL
Licensing	108	122	134	118	130	64	75	71	103	95	109	34	1,163
Education	3	4	5	3	0	2	0	4	0	2	1	5	29
Inspector	24	6	3	7	5	1	3	1	3	7	3	1	64
Enforcement	10	16	12	8	2	1	0	1	1	3	0	0	54
TALCB Lic	4	1	0	4	0	1	2	4	1	2	1	1	21
TALCB Enf	0	0	0	2	0	0	0	0	0	0	1	0	3
Total	149	149	154	142	137	69	80	81	108	109	115	41	1,334

Emails													
	Apr - 19	May - 19	June - 19	July - 19	Aug - 19	Sept - 19	Oct - 19	Nov - 19	Dec - 20	Jan - 20	Feb - 20	Mar - 20	TOTAL
Licensing	4,255	3,447	2,959	3,404	3,481	2,916	3,090	2,118	3,004	4,255	3,556	3,369	39,854
Education	51	41	46	38	18	44	29	48	33	49	27	57	481
Inspector	67	92	75	95	71	38	51	30	41	103	69	57	789
Enforcement	176	166	156	114	74	87	78	86	76	91	86	139	1,329
TALCB Lic	108	122	142	112	100	141	84	75	112	196	179	153	1,524
TALCB Enf	18	22	9	13	8	11	11	7	21	16	9	6	151
Total	4,669	3,890	3,387	3,776	3,752	3,237	3,343	2,364	3,287	4,710	3,926	3,781	44,122
Respond in 2 bus days	3,711	3,890	3,385	3,772	3,751	3,220	3,341	2,364	3,287	4,709	3,926	3,781	43,137
% handled in 2 days	79.48%	100.00%	99.94%	99.89%	99.97%	99.47%	99.94%	100%	100%	99.98%	100.00%	100.00%	97.77%
% handled in 1 day										82.60%	84.36%	93.63%	86.86%

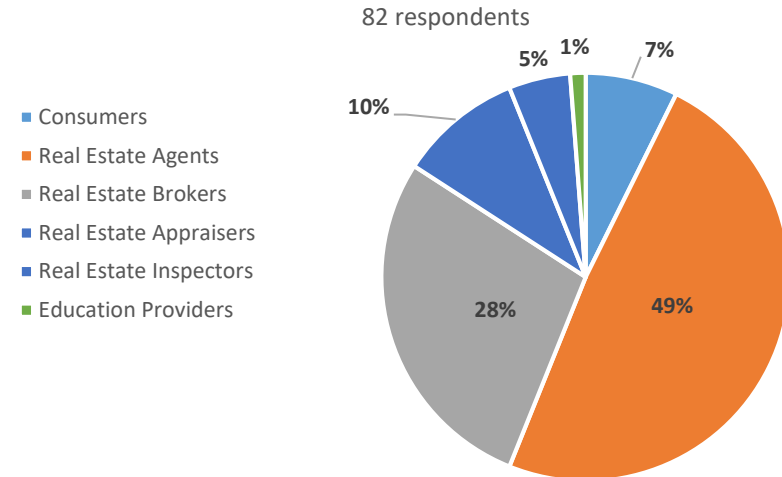
TALCB and TREC Call Comparisons						
	March, 2020		April, 2020		May, 2020	
	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)
Total Calls Presented	1,739	13,035				
Agency Handled	1,662	12,363				
Calls Handled Initially	1,587	11,946				
Calls Handled by Courtesy Callback	64	387				
Calls Re-Directed for Assistance	11	30				
Calls Abandoned	78	669				
Hold Times	1:39	1:32				
% of Abandoned Calls	4.49%	5.13%				
% of Callbacks	3.68%	2.97%				
% of all calls	9.61%	72.01%				

RCS March, 2020 Customer Satisfaction Report

How Customers Contact TREC/TALCB?

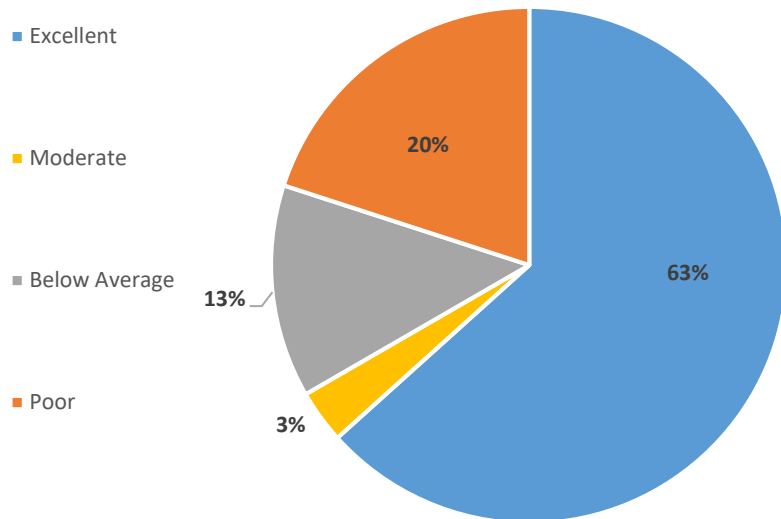


Customer Demographics



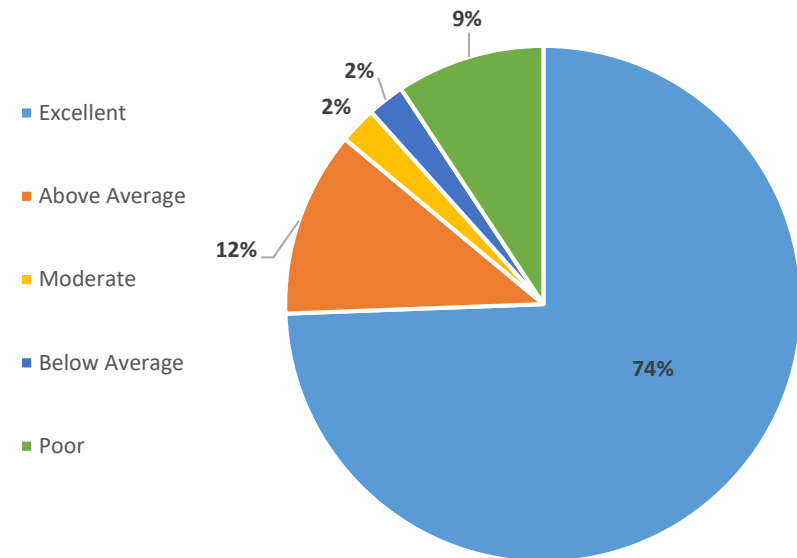
Customer Email Experience Rating

30 respondents



Telephone Service Rating

43 respondents



Education & Examination Services													
TREC Qualifying Education Provider and Course Applications													
Fiscal Year 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
Applications Received													
<u>Providers</u>													
Initial Provider	0	1	0	0	0	0	0						1
4-year Renewal Provider	0	2	1	0	0	1	0						4
Annual Fee for Provider	0	2	5	5	2	2	3						19
<u>Real Estate Courses</u>													
Initial	0	16	5	7	8	8	4						48
Renewal	0	2	0	7	0	0	0						9
<u>Inspector Courses</u>													
Initial	0	0	0	14	0	0	0						14
Renewal	0	0	0	0	0	0	0						0
Total Applications Received	0	23	11	33	10	11	7	0	0	0	0	0	95
	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
Applications Approved													
<u>Providers</u>													
Initial Provider	0	1	0	0	0	0	1						2
4-year Renewal Provider	1	3	0	0	3	0	0						7
Annual Fee for Provider	1	1	2	4	6	2	1						17
<u>Real Estate Courses</u>													
Initial	13	7	1	9	28	6	6						70
Renewal	0	0	2	1	6	0	0						9
<u>Inspector Courses</u>													
Initial	0	0	0	7	7	0	0						14
Renewal	0	0	0	0	0	0	0						0
Total Applications Approved	15	12	5	21	50	8	8	0	0	0	0	0	119

TREC Continuing Education Provider and Course 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	YTD
Applications Received													
Providers													
Initial Provider	16	25	6	10	9	9	15						90
Renewal Provider	14	9	11	7	7	15	21						84
Real Estate CE Courses	157	214	276	271	302	222	152						1594
Inspector CE (ICE) Courses	29	4	23	8	2	19	4						89
Total Applications Received	216	252	316	296	320	265	192	0	0	0	0	0	1857
	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
Applications Approved													
Providers													
Initial Provider	5	17	19	8	7	10	6						72
Renewal Provider	10	17	9	6	10	11	9						72
Real Estate CE Courses	114	159	201	249	305	262	176						1466
Inspector CE (ICE) Courses	13	31	13	13	9	9	10						98
Total Applications Approved	142	224	242	276	331	292	201	0	0	0	0	0	1708

Licensing & Registration Services Division

Applications Received and Renewal Activity

Fiscal Year 2020 - Year-to-Date Comparison

March 2020

Real Estate Brokers & Sales Agents

Applications Received	Sep 2018 - Mar 2019		Sep 2019 - Mar 2020		Variance	Percent
Broker Original Applications Received	1,956		1,989		33	1.69%
<i>Broker Business Entity</i>	-		848		-	-
<i>Broker Individual</i>	-		1,141		-	-
Sales Agent Original Applications Received	14,051		15,870		1,819	12.95%
Total Original Applications	16,007		17,859		1,852	11.57%

Renewal Activity	% Renewed FY19		% Renewed FY20		% Renewed FY18	
Broker Renewals and Percentage	9,287	91.03%	9,586	92.43%	12,170	91.97%
Broker Business Entity	-	-	2,006	86.17%		
Broker Individual	-	-	7,580	94.24%		
Sales Agent Renewals and Percentage	21,631	80.00%	25,796	80.58%	25,842	82.49%
Total Renewals from Brokers & Sales Agents	30,918	83.02%	35,382	83.48%	38,012	85.30%

Real Estate Inspectors

Applications Received	Sep 2018 - Mar 2019		Sep 2019 - Mar 2020		Variance	Percent
Professional Inspector Original Applications Received	287		341		54	18.82%
Real Estate Inspector Original Applications Received	5		16		11	220.00%
Apprentice Inspector Original Applications Received	45		27		-18	-40.00%
Total Original Applications	337		384		47	13.95%

Renewal Activity	% Renewed FY19		% Renewed FY20		% Renewed FY18	
Professional Inspector Renewals and Percentage	519	81.35%	547	72.55%	481	74.69%
Real Estate Inspector Renewals and Percentage	26	86.67%	21	72.41%	22	70.97%
Apprentice Inspector Renewals and Percentage	4	21.05%	3	13.04%	4	20.00%
Total Renewals from Inspectors	549	79.91%	571	70.84%	507	72.95%

Licensing & Registration Services Division

License Holder and Registrant Status

March 2020

Real Estate License Holders

	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Brokers													
Individual (Active)	32,759	32,759	32,745	32,757	32,770	32,737	32,668	32,665	32,638	32,636	32,620	32,631	32,617
Business Entities (Active)	11,068	11,113	11,192	11,211	11,272	11,268	11,297	11,395	11,426	11,475	11,572	11,668	11,728
<i>Total Active Status</i>	43,827	43,872	43,937	43,968	44,042	44,005	43,965	44,060	44,064	44,111	44,192	44,299	44,345
Inactive Status	1,766	1,763	1,748	1,764	1,749	1,750	1,767	1,744	1,742	1,759	1,788	1,807	1,783
Total Brokers	45,593	45,635	45,685	45,732	45,791	45,755	45,732	45,804	45,806	45,870	45,980	46,106	46,128
Sales Agents													
Active Status	111,576	112,703	113,108	112,928	113,394	114,456	115,084	115,614	115,892	115,321	115,650	116,711	117,119
Inactive Status	30,554	29,997	29,971	30,645	30,651	30,310	29,920	30,030	30,088	30,948	31,093	30,760	30,715
Total Sales Agents	142,130	142,700	143,079	143,573	144,045	144,766	145,004	145,644	145,980	146,269	146,743	147,471	147,834
Total Active	155,403	156,575	157,045	156,896	157,436	158,461	159,049	159,674	159,956	159,432	159,842	161,010	161,464
Total Inactive	32,320	31,760	31,719	32,409	32,400	32,060	31,687	31,774	31,830	32,707	32,881	32,567	32,498
Total Brokers/Sales Agents	187,723	188,335	188,764	189,305	189,836	190,521	190,736	191,448	191,786	192,139	192,723	193,577	193,962

Inspector License Holders

	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Inspector License Holders													
Professional Inspectors(active)	3,257	3,268	3,283	3,292	3,304	3,310	3,324	3,340	3,334	3,339	3,333	3,334	3,335
Real Estate Inspectors (active)	135	134	133	135	139	139	141	141	140	138	137	137	132
Apprentice Inspectors(active)	145	143	141	136	136	142	138	137	135	132	135	137	141
Professional Inspectors(inactive)	528	524	513	508	545	556	548	550	552	546	568	561	566
Real Estate Inspectors(inactive)	19	16	14	14	13	13	13	14	15	14	14	15	18
Apprentice Inspectors(inactive)	31	30	30	28	26	24	24	24	25	26	26	27	26
<i>Total Active</i>	3,537	3,545	3,557	3,563	3,579	3,591	3,603	3,618	3,609	3,609	3,605	3,608	3,608
<i>Total Inactive</i>	578	570	557	550	584	593	585	588	592	586	608	603	610
Total Inspectors	4,115	4,115	4,114	4,113	4,163	4,184	4,188	4,206	4,201	4,195	4,213	4,211	4,218

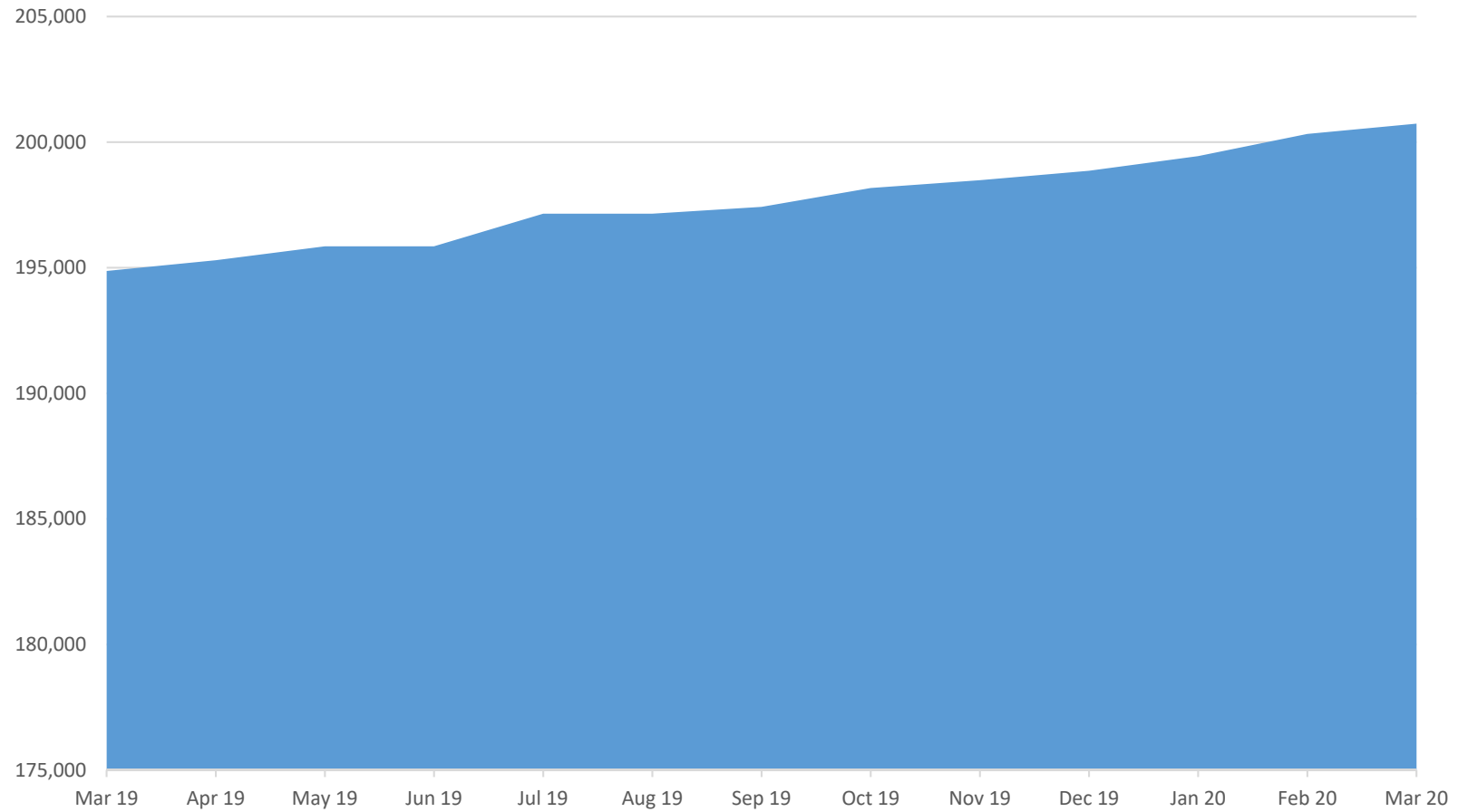
Easement & Right-of-way Registrants

	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
ERW Registrants													
Businesses	51	50	57	56	57	61	63	63	63	66	69	69	71
Individuals	2,327	2,369	2,360	2,377	2,419	2,385	2,437	2,452	2,433	2,456	2,435	2,466	2,488
Total Registrants	2,378	2,419	2,417	2,433	2,476	2,446	2,500	2,515	2,496	2,522	2,504	2,535	2,559

Total License Holders and Registrants

	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
License Holders & Registrants	194,869	195,295	195,851	195,851	197,151	197,151	197,424	198,169	198,483	198,856	199,440	200,323	200,739

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



LRS Division

13-Month Comparison - Graph

Licensing & Registration Services Division

Average Number of Calendar Days to Process an Application

March 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	11.28	-	-	-	-	-	-
<i>Number of Applications Received</i>				<i>157</i>	<i>189</i>	<i>174</i>	<i>146</i>						
Business Entity Broker	-	-	-	8.83	12.73	5.46	5.23	-	-	-	-	-	-
<i>Number of Applications Received</i>				<i>134</i>	<i>149</i>	<i>145</i>	<i>106</i>						
Sales Agent	-	-	-	13.22	13.59	12.04	10.76	-	-	-	-	-	-
<i>Number of Applications Received</i>				<i>2,068</i>	<i>2,736</i>	<i>2,590</i>	<i>2,009</i>						

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	20.19	-	-	-	-	-	-
<i>Number of Applications Received</i>				<i>42</i>	<i>61</i>	<i>54</i>	<i>39</i>						
Real Estate Inspector	-	-	-	18.56	22.04	n/a	31.94	-	-	-	-	-	-
<i>Number of Applications Received</i>				<i>3</i>	<i>0</i>	<i>5</i>	<i>2</i>						
Apprentice Inspector	-	-	-	2.58	6.49	n/a	2.36	-	-	-	-	-	-
<i>Number of Applications Received</i>				<i>8</i>	<i>4</i>	<i>4</i>	<i>2</i>						

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	4.50	-	-	-	-	-	-
<i>Number of Applications Received</i>				<i>2</i>	<i>1</i>	<i>0</i>	<i>5</i>						
ERW Individual	-	-	-	5.69	9.83	2.88	6.63	-	-	-	-	-	-
<i>Number of Applications Received</i>				<i>27</i>	<i>59</i>	<i>39</i>	<i>35</i>						

Standards & Enforcement Services Division - TREC: E1 Report

Case Status

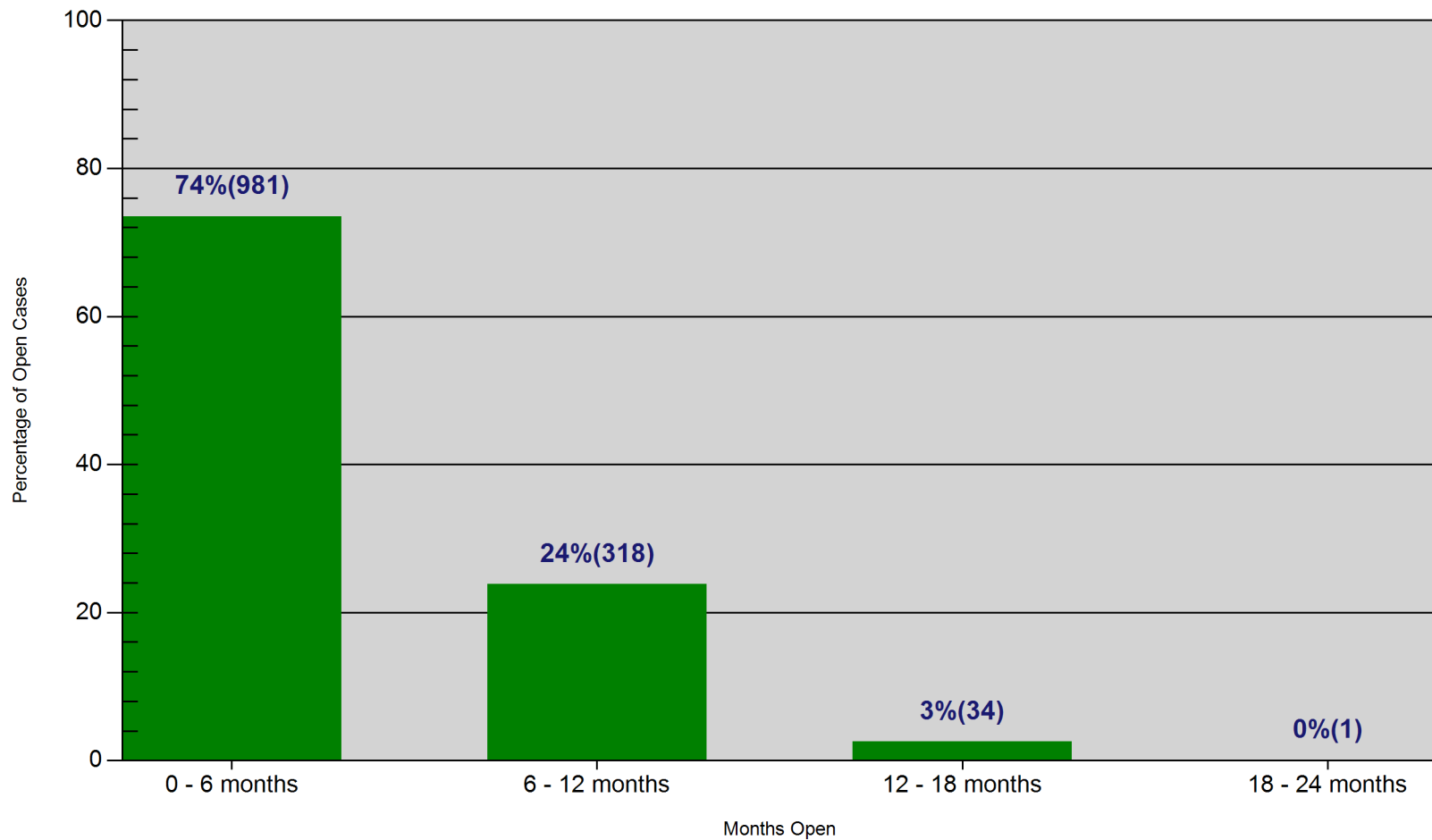
FY 2020

	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	364	415	585	427						3143
Broker/Sales	140	140	100	104	119	208	109						920
Inspector	10	7	9	7	8	5	5						51
Timeshare	4	4	3	1	3	3	4						22
Unlicensed Activity	8	5	0	3	0	9	4						29
Residential Service Company	22	13	12	5	11	8	8						79
No Jurisdiction	11	11	17	18	13	14	11						95
Application Investigation	205	211	151	156	164	222	194						1303
Fitness Inquiry	69	114	79	68	96	114	91						631
Education Related	2	2	1	1	1	0	0						7
Easement ROW	0	1	0	0	0	1	1						3
Other	0	0	0	0	0	1	0						1
	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	520	538	370	442	475	392	449						3186
Complaint Withdrawn	14	6	4	7	4	8	7						50
Cease & Desist Issued	0	1	0	1	0	1	0						3
Disciplinary Action	37	51	68	43	59	43	44						345
Failure to Go Forward	30	42	36	47	30	33	40						258
Insufficient Evidence	39	47	35	49	45	30	45						290
Matter Settled	23	11	10	21	13	6	15						99
No Jurisdiction	56	45	24	36	28	37	28						254
No Violation	7	6	7	13	9	10	6						58
Application Investigation	191	212	120	155	173	109	157						1117
Fitness Inquiries	118	111	60	62	101	91	97						640
Other	5	6	4	6	10	10	6						47
Open at Beginning of Month							1359						
Received During Month							427						
Closed During Month							449						
Open at End of Month							1337						
Received During Fiscal Year							3143						
Closed During Fiscal Year							3186						

Standards & Enforcement Services Division - TREC: E2 Report

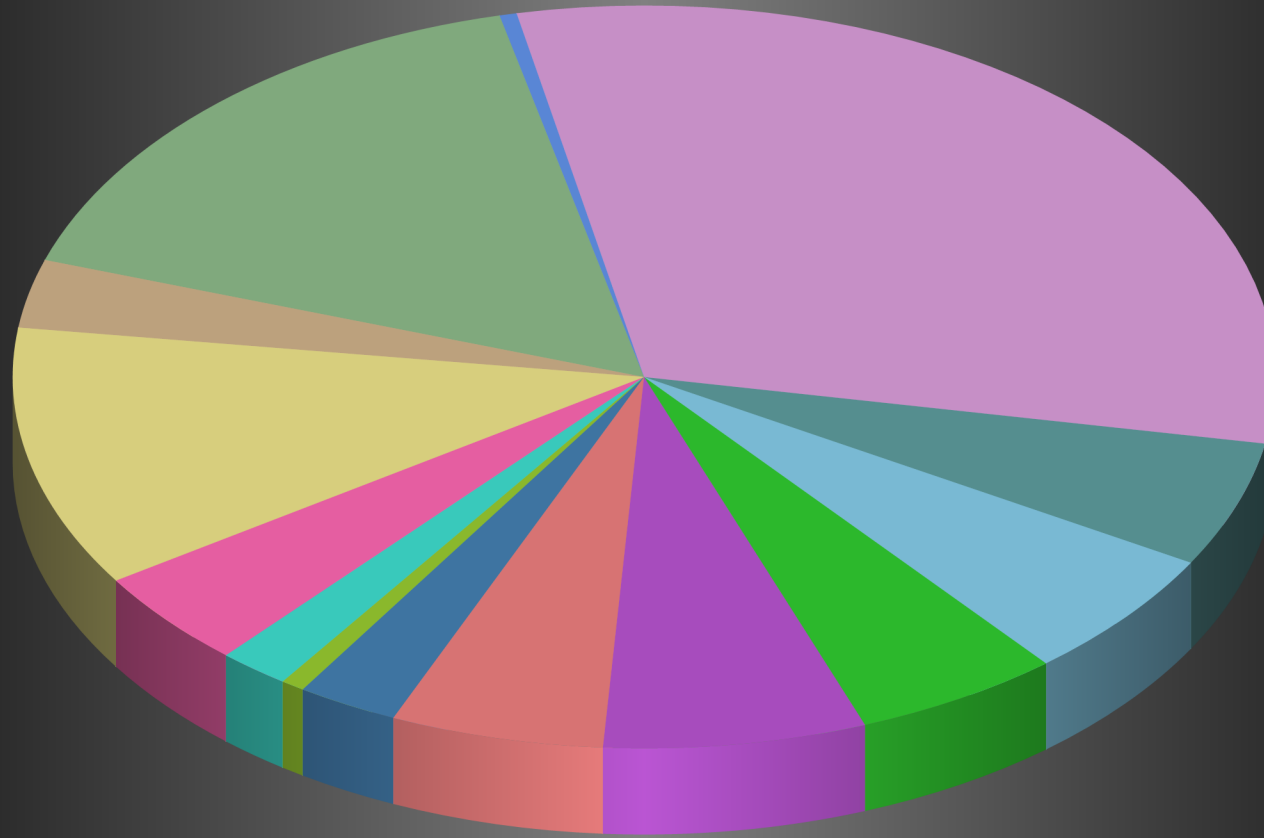
Open Case Aging Report

as of 3/31/2020



Complaint Subject Categories for March 2019 through March 2020

1813 Total Allegations



Administrative 5.68 % (103)	Leasing/Property Management - Misappropriation 4.25 % (77)
Advertising 5.30 % (96)	Leasing/Property Management - Other 11.36 % (206)
Breach of Fiduciary Duties 6.73 % (122)	License Holder Acting as Principal 2.98 % (54)
Broker Supervision 5.46 % (99)	Licensure Issues 16.22 % (294)
Failure to Disclose 2.59 % (47)	Sales Misappropriation 0.44 % (8)
Improper Contract/Seller Disclosure form usage 0.61 % (11)	Sales Other 31.11 % (564)
Intermediary/IABS 1.82 % (33)	Unlicensed Activity 5.46 % (99)

Complaint Subject Categories by Month

Subject Matter Categories	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Total	YTD
Administrative <i>Bad check, contact information, uncooperative, etc.</i>	5	3	2	5	7	12	7	10	11	17	11	4	9	103	5.68%
Advertising <i>Includes misleading & dba</i>	11	5	8	8	4	9	6	5	8	9	10	3	10	96	5.30%
Breach of Fiduciary Duty <i>Including false promise</i>	3	1	39	10	7	4	5	9	15	5	11	6	7	122	6.73%
Broker Supervision	4	10	5	5	8	13	3	11	14	10	6	4	6	99	5.46%
Failure to Disclose	4	4	0	5	6	2	1	4	3	7	7	2	2	47	2.59%
Improper contract/Seller Disclosure form usage <i>Including false promise</i>	0	0	0	0	2	0	1	2	4	1	0	1	0	11	0.61%
Intermediary/IABS	0	1	1	3	3	0	3	0	3	5	4	1	9	33	1.82%
Leasing/Property Management - Misappropriation	0	12	38	9	0	2	1	4	6	0	2	0	3	77	4.25%
Leasing/Property Management - Other <i>Includes negligence, referral, etc.</i>	14	6	45	16	20	8	6	16	18	21	13	8	15	206	11.36%
Licensure Issues <i>Criminal background check, denials, probationary license, etc.</i>	30	25	25	20	26	36	33	15	19	15	21	16	13	294	16.22%
License Holder Acting as Principal	2	2	3	6	3	5	5	6	3	5	4	4	6	54	2.98%
Sales Misappropriation <i>Other than Leasing/Property Management - Misappropriation</i>	0	0	0	0	0	1	0	1	6	0	0	0	0	8	0.44%
Sales Other <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	36	48	37	41	34	53	41	49	41	43	52	43	46	564	31.11%
Unlicensed Activity	1	12	25	5	5	13	1	5	11	5	5	6	5	99	5.46%
Total	110	129	228	133	125	158	113	137	162	143	146	98	131	1813	

Information & Technology Services Division

Electronic Information Outlet Statistics

March 2020

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	1,683,537	12,054,909	10,498,829
Total Monthly Sessions	554,021	3,612,305	2,990,301

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	1427	1151	80.7%	80.3%	80.3%
Broker Application	59	42	71.2%	78.9%	75.0%
Sales Agent Application	1284	1045	81.4%	81.4%	81.5%
Corporate Broker Application	84	64	76.2%	68.1%	67.2%
Renewals	5945	5803	97.6%	98.0%	97.7%
Broker Renewals	1221	1183	96.9%	97.4%	97.7%
Sales Agent Renewal	4177	4096	98.1%	98.6%	98.5%
Corporate Broker Renewals	389	373	95.9%	92.5%	88.3%
Professional Inspector Renewals	100	97	97.0%	97.0%	97.1%
Real Estate Inspector Renewals	7	6	85.7%	93.8%	97.1%
Apprentice Inspector Renewals	1	0	0.0%	85.7%	89.5%
Easement ROW Business Renewals	1	1	100.0%	75.0%	83.3%
Easement ROW Individual Renewals	49	47	95.9%	95.5%	92.5%
Sponsorship Transactions	3545	3074	86.7%	91.7%	94.6%
Additions	0	0	N/A	99.7%	99.6%
Removals	3545	3074	86.7%	86.7%	88.7%

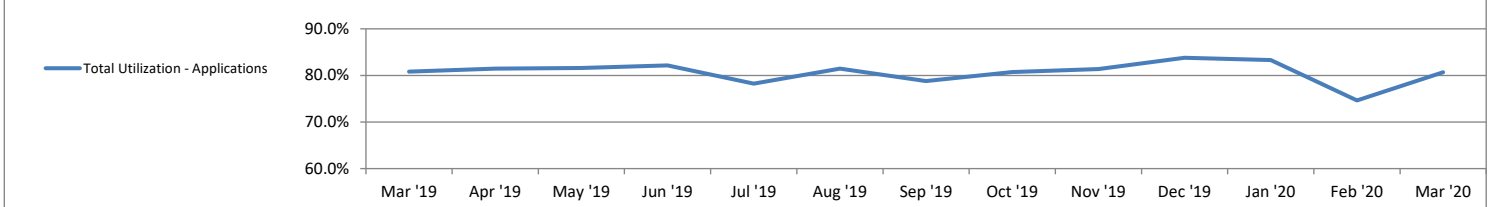
Information & Technology Services Division

Electronic Information Outlet Statistics

March 2020

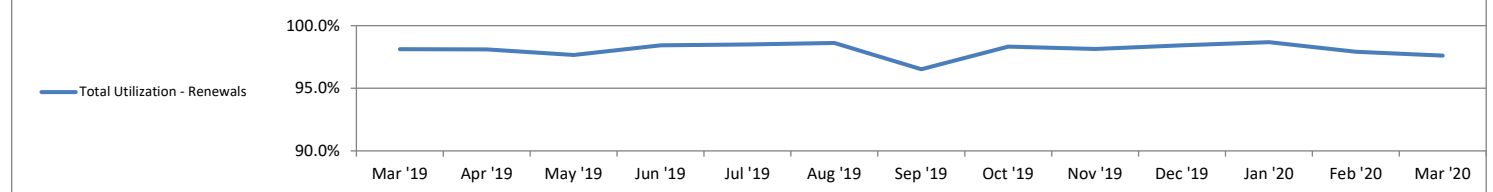
Applications	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20
Broker Application	74.8%	73.6%	72.2%	72.1%	76.1%	87.2%	75.4%	75.8%	81.6%	87.2%	82.2%	74.0%	71.2%
Sales Agent Application	81.9%	82.7%	82.0%	83.9%	78.3%	81.8%	80.6%	81.6%	82.0%	83.7%	82.5%	78.4%	81.4%
Broker Organization Applications	66.7%	61.4%	86.7%	65.9%	79.2%	60.0%	52.2%	72.6%	69.4%	80.7%	92.4%	50.2%	76.2%
Total Utilization - Applications	80.8%	81.5%	81.6%	82.2%	78.2%	81.5%	78.8%	80.7%	81.4%	83.8%	83.3%	74.6%	80.7%

Utilization Online Application Services



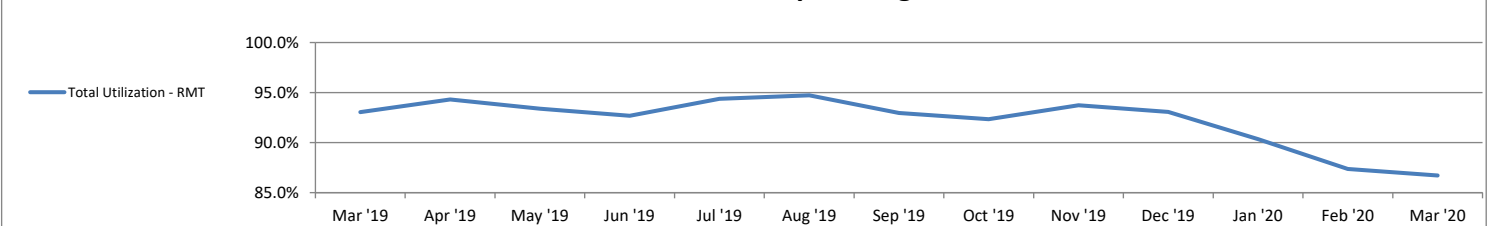
Renewals	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20
Broker Renewals	97.7%	97.2%	97.2%	97.6%	97.6%	97.9%	97.6%	97.5%	96.8%	96.9%	98.0%	97.7%	96.9%
Sales Agent Renewal	98.5%	98.9%	99.2%	99.2%	98.9%	99.1%	98.7%	98.7%	98.6%	99.2%	99.1%	98.3%	98.1%
Broker Organization Renewal	95.2%	93.8%	82.5%	95.3%	97.3%	95.6%	63.7%	97.2%	96.8%	96.7%	96.6%	96.2%	95.9%
Professional Inspector Renewals	96.0%	96.6%	96.9%	93.4%	97.9%	93.6%	98.5%	99.1%	97.1%	95.8%	99.0%	89.4%	97.0%
Real Estate Inspector Renewals	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	85.7%
Apprentice Inspector Renewals	100.0%	0.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	0.0%
Easement ROW Business Renewals	N/A	50.0%	0.0%	N/A	N/A	50.0%	N/A	100.0%	N/A	100.0%	66.7%	0.0%	100.0%
Easement ROW Individual Renewals	94.1%	94.2%	92.3%	91.1%	93.2%	96.3%	91.2%	96.3%	100.0%	88.0%	97.1%	97.2%	95.9%
Total Utilization - Renewals	98.1%	98.1%	97.6%	98.4%	98.5%	98.6%	96.5%	98.3%	98.1%	98.4%	98.7%	97.9%	97.6%

Utilization Online Renewal Services



RMT	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20
Sponsorship Invitations	99.7%	99.6%	99.4%	99.7%	99.6%	99.8%	99.9%	99.5%	99.8%	99.6%	N/A	N/A	N/A
Sponsorship Removals	84.1%	86.9%	86.4%	85.5%	88.3%	87.7%	84.5%	83.4%	86.3%	86.5%	90.3%	87.4%	86.7%
Total Utilization - RMT	93.1%	94.3%	93.4%	92.7%	94.4%	94.7%	93.0%	92.3%	93.7%	93.1%	90.3%	87.4%	86.7%

Utilization Online Relationship Management Tool



Staff & Support Services Division

TREC Budget Status Report

March 2020 - Fiscal Year 2020

Expenditure Category	Approved Budget FY2020	Expenditures	Balance	Budget % Remaining	5/12 = 41.67% Comments
Salaries & Wages	7,186,666	4,141,488	\$3,045,178	42.4%	
Employee Benefits	2,120,963	1,206,585	\$914,378	43.1%	
Retiree Insurance	710,042	342,306	\$367,736	51.8%	
Other Personnel Costs	290,418	90,952	\$199,466	68.7%	Lump sum payments usually occur in August.
Professional Fees & Services	1,661,398	225,241	\$1,436,157	86.4%	Several ITS Projects, internal audit, pending and expected to be completed FY20.
Consumables	14,000	6,752	\$7,248	51.8%	
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	30,367	\$26,633	46.7%	
Office and Space Rent	175,178	170,146	\$5,032	2.9%	Office rent paid for year.
Equipment Rental	76,284	60,666	\$15,618	20.5%	PC Refresh expense paid
Registration & Membership	88,565	15,992	\$72,573	81.9%	Additional registration expenses schedule for later in budget year.
Maintenance & Repairs	286,757	165,160	\$121,597	42.4%	
Reproduction & Printing	4,600	3,537	\$1,063	23.1%	
Contract Services	46,847	42,638	\$4,209	9.0%	Office moves to renovated space
Postage	23,600	12,000	\$11,600	49.2%	
Supplies & Equipment	633,739	126,797	\$506,942	80.0%	Additional \$34,000 for leaseholder improvements for office renovation budgeted in this category but expended out of Other Operating Expenses
Communication Services	192,111	73,401	\$118,710	61.8%	
Other Operating Expenses	30,180	78,747	(\$48,567)	-160.9%	Additional \$34,000 for leaseholder improvements for office renovation (had been budgeted under Supplies & Equipment)
Subtotal -Operations Expenditures	13,612,927	6,793,975	6,818,952	50.1%	
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. First payment due in May.
Contribution to General Revenue	727,500	424,375	303,125	41.7%	Allocated monthly until August 2020
Subtotal - Nonoperational Expenditures	935,798	425,065	510,733	54.6%	
Total Expenditures	\$14,548,725	\$7,219,040	\$7,329,685	50.4%	

Revenue	FY2019 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$9,911,294	6,558,064	\$3,353,230	33.8%	
Education Fees	\$338,742	239,492	\$99,250	29.3%	
Examination Fees	\$354,938	187,412	\$167,526	47.2%	
Other Miscellaneous Revenue	\$200,000	202,378	(\$2,378)	-1.2%	Interest earned exceeds projections.
Total Revenue	\$10,804,974	\$7,187,346	\$3,617,628	33.5%	
Reallocation from Prior Year Reserves and Carryforward	\$3,750,000	2,187,500	\$1,562,500	41.7%	amount is allocated monthly
Revenue Over/(Under) Expenditures & Transfers	\$6,249	\$2,155,806	(\$2,149,557)		

Staff Services Division

Texas Real Estate Commission Operating Account No. 3055 Investments Holdings Report March 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	2,374,079.42	17,236.88	2,391,316.30	12,934.83	U.S. T-Notes, 1.875%	12/15/2020
03/16/2020	3,850,000.00	3,927,496.94	0.00	3,935,271.49	3,935,271.49	3,975.54	U.S. T-Notes, 2.38%	03/15/2021
03/19/2019	4,033,000.00	3,998,896.22	4,033,787.69	(4,033,787.69)	0.00	0.00	U.S. T-Notes, 1.625%	03/15/2020
09/16/2019	5,775,000.00	5,749,268.33	5,782,218.75	30,679.69	5,812,898.44	3,452.45	U.S. T-Notes, 1.380%	09/15/2020
06/18/2019	3,165,000.00	3,148,945.98	3,167,719.94	8,901.56	3,176,621.50	13,879.30	U.S. T-Notes, 1.5%	06/15/2020
Totals	\$ 19,182,700.00	\$ 19,190,200.68	\$ 15,357,805.80	\$ (41,698.07)	\$ 15,316,107.73	\$ 34,242.12		


Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance	\$ 4,415,318.26		
Current Month Receipts		\$ 5,232,763.16	
Current Month Disbursements		\$ (4,979,380.87)	
Total Cash			\$ 4,668,700.55
Investment Ending Market Value			15,316,107.73
Total Account Balance			19,984,808.28
Strategic Projects Reserve			(7,728,424.00)
Reserve for Technology Development			(602,449.06)
Ending Balance Available for Operations			\$ 11,653,935.22

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



Priscilla Pipho, Investment Officer



Melissa Huerta, Alternate Investment Officer



Oretha Trice, Alternate Investment Officer

Staff Services Division

Real Estate Recovery Trust Account No. 3058 Investments Current Securities

March 2020

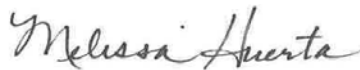
Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2019	593,400.00	594,835.62	597,016.03	4,334.60	601,350.63	3,252.76	U.S. T-Notes, 1.875	12/15/2020
03/16/2020	585,000.00	596,775.51	0.00	597,956.84	597,956.84	604.08	U.S. T-Notes, 1.875	03/15/2021
03/19/2019	478,000.00	473,939.27	478,093.36	(478,093.36)	0.00	0.00	U.S. T-Notes, 1.625%	03/15/2020
09/16/2019	948,000.00	943,590.84	949,185.00	5,036.25	954,221.25	566.74	U.S. T-Notes 1.38%	09/15/2020
06/18/2019	577,000.00	574,028.17	577,495.86	1,622.81	579,118.67	2,530.29	U.S. T-Notes 1.5%	6/15/2020
Totals	\$ 3,181,400.00	\$ 3,183,169.41	\$ 2,601,790.25	\$ 130,857.14	\$ 2,732,647.39	\$ 6,953.87		

	Beginning Balance	Current Month	Ending Balance
Receipts:			
Licenses' Remittances to Recovery Fund		\$ 28,490.00	
Interest Realized		10,852.10	
Repayments to Recovery Fund (Principal and Interest)		0.00	
Administrative Penalties		23,758.00	
Investments Matured		478,000.00	
Total Received	\$ 799,713.57	\$ 541,100.10	\$ 1,340,813.67
Disbursements:			
Investments Purchased		\$ 596,775.51	
Accrued Interest Purchased		0.00	
Disbursement to Treasury		0.00	
Payments from Recovery Fund		0.00	
Administrative Costs		77.13	
Total Disbursed		\$ 596,852.64	(596,852.64)
Cash Balance			743,961.03
Investment Ending Market Value			2,732,647.39
Total Portfolio			3,476,608.42
Treasury Cash Balance			1,465.90
Reserved for Potential Payments Within 90 Days			(729,224.07)
Balance			\$ 2,748,850.25

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



Oretta 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.

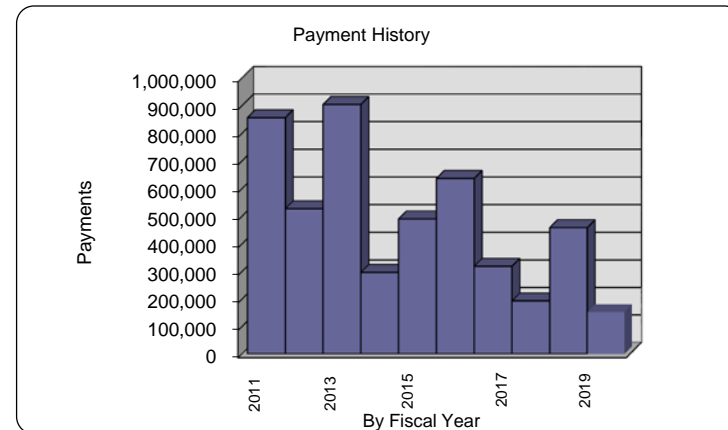
Staff Services Division

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

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2020-To-Date	Number of Claims FY 2020
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
March 2020	0.00	0.00	23,758.00	77.13	0.00	0
	371,008.54	51,869.63	275,213.35	1,235.81	152,633.07	4

Potential Payments*
Next 3 Months 729,224.07

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)

March 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	0.00	62,351.05	62,351.05	62.99	U.S. T-Notes 2.375%	03/15/2021
12/15/2019	498,600.00	499,806.27	501,638.34	3,642.12	505,280.46	2,733.10	U.S. T-Notes 1.875%	12/15/2020
Totals	\$ 559,600.00	\$ 562,034.14	\$ 501,638.34	\$ 65,993.17	\$567,631.51	\$2,796.09		

Monthly Activity

Payment History

Beginning Balance

Beginning Balance \$ 42,079.71 Current Month \$ Cumulative Totals \$ 42,079.71

Receipts:

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

\$ 350.00
55.89
0.00
0.00
500.00
0.00

Total Received in Current Month

\$ 905.89

Disbursements:

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

\$ 0.00
0.00
0.00
21.98

Total Disbursed in Current Month

\$ (21.98)

Total Cash

\$ 42,963.62

Reserved for Potential Payment within 90 Days

0.00

Unobligated Fund Balance

\$ 42,963.62

Investment Ending Market Value

567,631.51

Balance

\$ 610,595.13

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

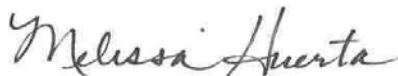
Investment Position: The Fund is capable of meeting all known obligations.

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