



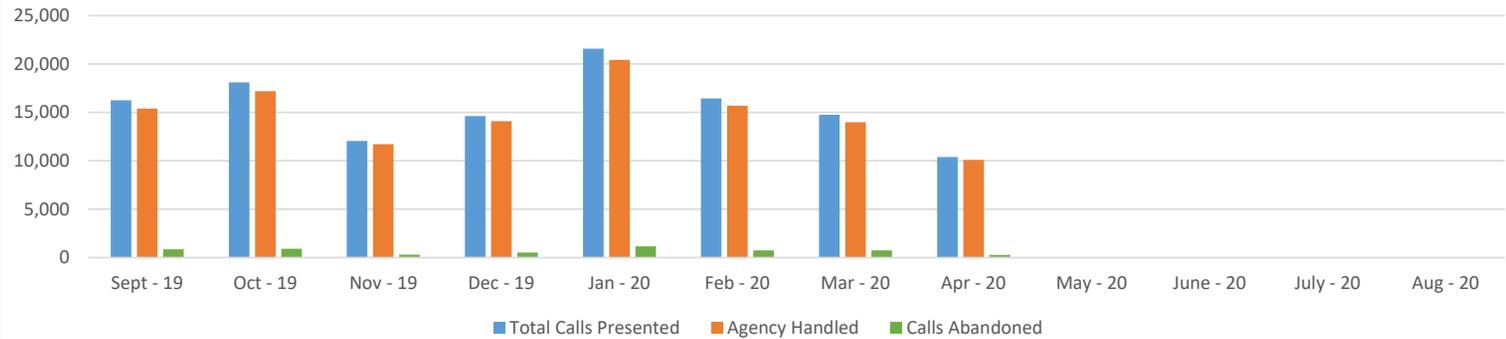
Staff Reports for April 2020

Reception and Communication Services Division

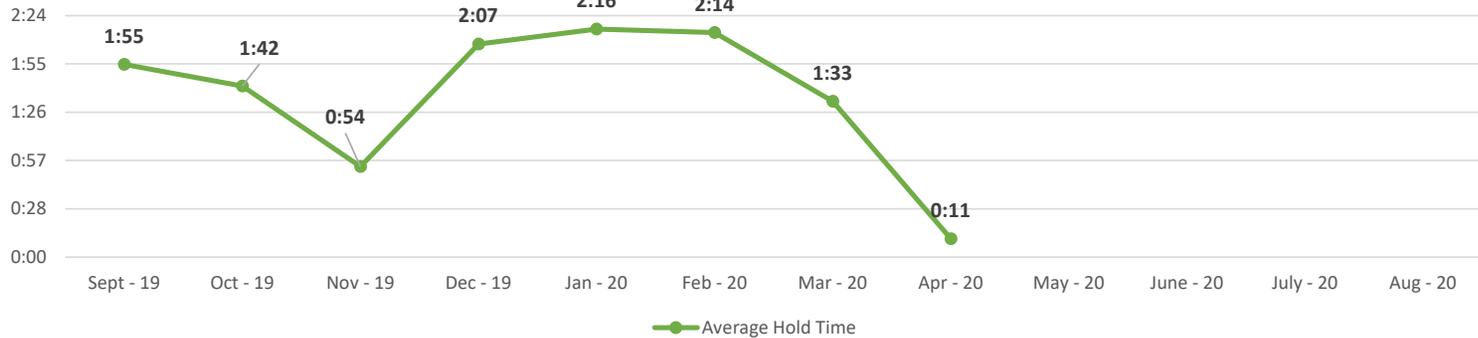
Incoming Calls

	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Totals
Total Calls Presented	16,256	18,101	12,042	14,632	21,593	16,457	14,774	10,389					124,244
Agency Handled	15,397	17,194	11,708	14,107	20,428	15,705	13,996	10,101					118,636
Calls Handled Initially	14,675	16,563	11,805	13,421	19,347	15,246	13,504	10,086					114,647
Calls Handled by Courtesy Callback	630	580	195	622	973	422	451	11					3,884
% of Calls handled by Courtesy Callback	4.09%	3.37%	1.62%	4.25%	4.51%	2.56%	3.05%	0.11%					2.95%
Calls Re-Directed for Assistance	92	51	42	64	108	37	41	4					439
Calls Abandoned	859	907	289	524	1,165	752	747	284					5,527
% of Abandoned Calls	5.28%	5.01%	2.40%	3.58%	5.40%	4.57%	5.06%	2.73%					4.25%
Average Handle Time	5:55	5:45	5:35	5:39	5:12	5:36	5:32	6:11					5:40
Average Hold Time	1:55	1:42	0:54	2:07	2:16	2:14	1:33	0:11					1:36

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	FY10 Total 2019
Licensing	64	75	71	103	95	109	34	0					551
Education	2	0	4	0	2	1	5	0					14
Inspector	1	3	1	3	7	3	1	0					19
Enforcement	1	0	1	1	3	0	0	0					6
TALCB Lic	1	2	4	1	2	1	1	0					12
TALCB Enf	0	0	0	0	0	1	0	0					1
Total	69	80	81	108	109	115	41	0					603

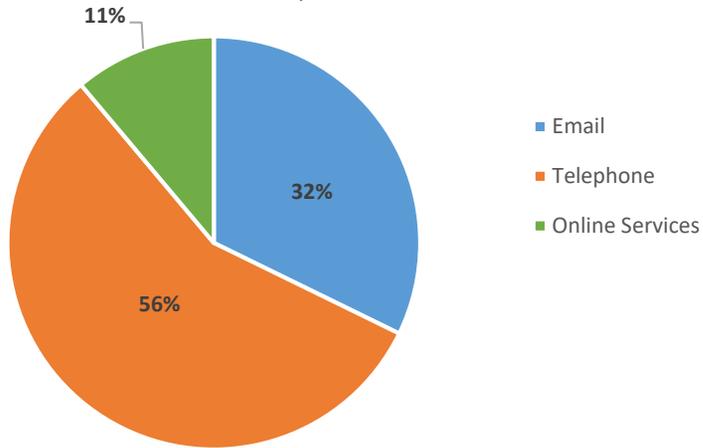
Emails													
	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	FY10 Total 2019
Licensing	2,916	3,090	2,118	3,004	4,255	3,556	3,369	3,463					25,771
Education	44	29	48	33	49	27	57	56					343
Inspector	38	51	30	41	103	69	57	62					451
Enforcement	87	78	86	76	91	86	139	102					745
TALCB Lic	141	84	75	112	196	179	153	120					1,060
TALCB Enf	11	11	7	21	16	9	6	14					95
Total	3,237	3,343	2,364	3,287	4,710	3,926	3,781	3,817					28,465
Respond in 2 bus days	3,220	3,341	2,364	3,287	4,709	3,926	3,781	3,817					28,445
% handled in 2 days	99.47%	99.94%	100.00%	100.00%	99.98%	100.00%	100.00%	100.00%					99.93%
% handled in 1 day					82.60%	84.36%	93.63%	99.97%					0.00%

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	1,054	9,335		
Agency Handled	1,662	12,363	1,037	9,064		
Calls Handled Initially	1,587	11,946	1,035	9,051		
Calls Handled by Courtesy Callback	64	387	1	10		
Calls Re-Directed for Assistance	11	30	1	3		
Calls Abandoned	78	669	16	268		
Hold Times	1:39	1:32	0:11	0:11		
% of Abandoned Calls	4.49%	5.13%	1.52%	2.87%		
% of Callbacks	3.68%	2.97%	0.09%	0.11%		
% of all calls	11.77%	88.23%	10.15%	89.85%		

RCS April, 2020 Customer Satisfaction Report

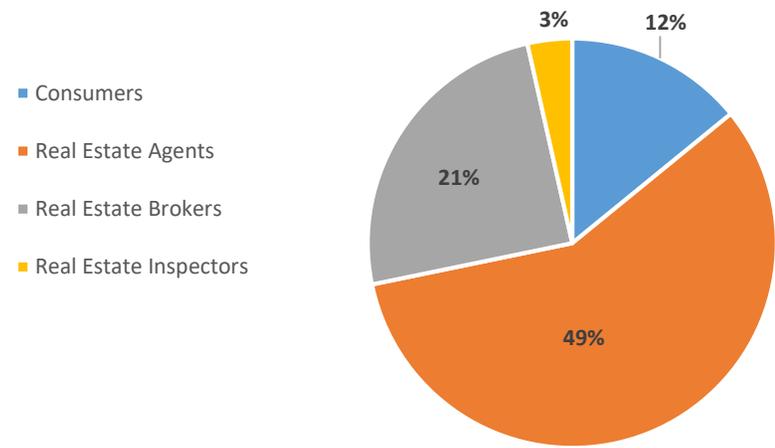
How Customers Contact TREC/TALCB?

91 respondents



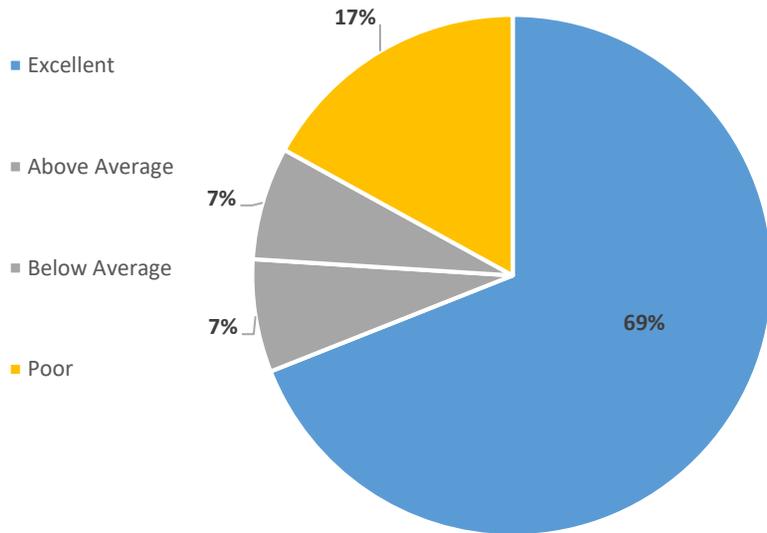
Customer Demographics

91 respondents



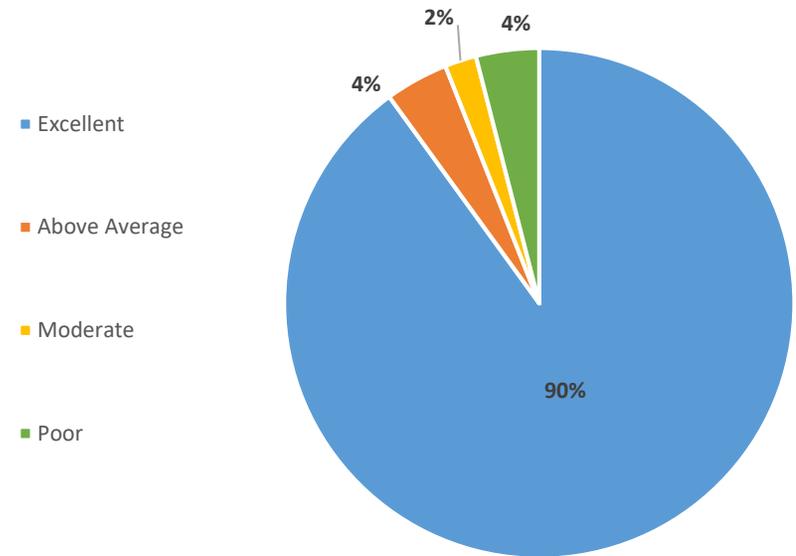
Customer Email Experience Rating

29 respondents



Telephone Service Rating

51 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	0					1
4-year Renewal Provider	0	2	1	0	0	1	0	0					4
Annual Fee for Provider	0	2	5	5	2	2	3	1					20
<u>Real Estate Courses</u>													
Initial	0	16	5	7	8	8	4	0					48
Renewal	0	2	0	7	0	0	0	0					9
<u>Inspector Courses</u>													
Initial	0	0	0	14	0	0	0	0					14
Renewal	0	0	0	0	0	0	0	0					0
Total Applications Received	0	23	11	33	10	11	7	1	0	0	0	0	96
	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	0					2
4-year Renewal Provider	1	3	0	0	3	0	0	0					7
Annual Fee for Provider	1	1	2	4	6	2	1	1					18
<u>Real Estate Courses</u>													
Initial	13	7	1	9	28	6	6	9					79
Renewal	0	0	2	1	6	0	0	0					9
<u>Inspector Courses</u>													
Initial	0	0	0	7	7	0	0	0					14
Renewal	0	0	0	0	0	0	0	0					0
Total Applications Approved	15	12	5	21	50	8	8	10	0	0	0	0	129

Education & Examination Services

TREC Continuing 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	16	25	6	10	9	9	15	14					104
Renewal Provider	14	9	11	7	7	15	21	2					86
<u>Real Estate CE Courses</u>	157	214	276	271	302	222	152	97					1691
<u>Inspector CE (ICE) Courses</u>	29	4	23	8	2	19	4	19					108
Total Applications Received	216	252	316	296	320	265	192	132	0	0	0	0	1989
	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	5	17	19	8	7	10	6	9					81
Renewal Provider	10	17	9	6	10	11	9	7					79
<u>Real Estate CE Courses</u>	114	159	201	249	305	262	176	117					1583
<u>Inspector CE (ICE) Courses</u>	13	31	13	13	9	9	10	6					104
Total Applications Approved	142	224	242	276	331	292	201	139	0	0	0	0	1847

Licensing & Registration Services Division

Applications Received and Renewal Activity

Fiscal Year 2020 - Year-to-Date Comparison

April

Real Estate Brokers & Sales Agents

Applications Received	Sep 2018 - Apr 2019	Sep 2019 - Apr 2020	Variance	Percent
Broker Original Applications Received	2,219	2,237	18	0.81%
<i>Broker Business Entity</i>	-	950	-	-
<i>Broker Individual</i>	-	1,287	-	-
Sales Agent Original Applications Received	16,298	17,552	1,254	7.69%
Total Original Applications	18,517	19,789	1,272	6.87%

Renewal Activity	% Renewed FY19		% Renewed FY20		% Renewed FY18	
Broker Renewals and Percentage	10,982	91.03%	10,756	93.52%	13,832	90.88%
Broker Business Entity	-	-	2,297	88.14%		
Broker Individual	-	-	8,459	95.10%		
Sales Agent Renewals and Percentage	26,146	80.00%	28,685	82.73%	29,851	80.55%
Total Renewals from Brokers & Sales Agents	37,128	83.02%	39,441	85.42%	43,683	83.56%

Real Estate Inspectors

Applications Received	Sep 2018 - Apr 2019	Sep 2019 - Apr 2020	Variance	Percent
Professional Inspector Original Applications Received	348	369	21	6.03%
Real Estate Inspector Original Applications Received	5	16	11	220.00%
Apprentice Inspector Original Applications Received	53	32	-21	-39.62%
Total Original Applications	406	417	11	2.71%

Renewal Activity	% Renewed FY19		% Renewed FY20		% Renewed FY18	
Professional Inspector Renewals and Percentage	652	82.32%	623	76.54%	633	79.32%
Real Estate Inspector Renewals and Percentage	36	87.80%	21	72.41%	37	86.05%
Apprentice Inspector Renewals and Percentage	4	18.18%	3	13.04%	4	18.18%
Total Renewals from Inspectors	692	80.94%	647	74.71%	674	78.10%

Licensing & Registration Services Division

License Holder and Registrant Status

April 2020

Real Estate License Holders

	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20
Brokers													
Individual (Active)	32,759	32,745	32,757	32,770	32,737	32,668	32,665	32,638	32,636	32,620	32,631	32,617	32,640
Business Entities (Active)	11,113	11,192	11,211	11,272	11,268	11,297	11,395	11,426	11,475	11,572	11,668	11,728	11,823
Total Active Status	43,872	43,937	43,968	44,042	44,005	43,965	44,060	44,064	44,111	44,192	44,299	44,345	44,463
Inactive Status	1,763	1,748	1,764	1,749	1,750	1,767	1,744	1,742	1,759	1,788	1,807	1,783	1,800
Total Brokers	45,635	45,685	45,732	45,791	45,755	45,732	45,804	45,806	45,870	45,980	46,106	46,128	46,263
Sales Agents													
Active Status	112,703	113,108	112,928	113,394	114,456	115,084	115,614	115,892	115,321	115,650	116,711	117,119	117,436
Inactive Status	29,997	29,971	30,645	30,651	30,310	29,920	30,030	30,088	30,948	31,093	30,760	30,715	30,800
Total Sales Agents	142,700	143,079	143,573	144,045	144,766	145,004	145,644	145,980	146,269	146,743	147,471	147,834	148,236
Total Active	156,575	157,045	156,896	157,436	158,461	159,049	159,674	159,956	159,432	159,842	161,010	161,464	161,899
Total Inactive	31,760	31,719	32,409	32,400	32,060	31,687	31,774	31,830	32,707	32,881	32,567	32,498	32,600
Total Brokers/Sales Agents	188,335	188,764	189,305	189,836	190,521	190,736	191,448	191,786	192,139	192,723	193,577	193,962	194,499

Inspector License Holders

	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20
Inspector License Holders													
Professional Inspectors(active)	3,268	3,283	3,292	3,304	3,310	3,324	3,340	3,334	3,339	3,333	3,334	3,335	3,333
Real Estate Inspectors (active)	134	133	135	139	139	141	141	140	138	137	137	132	131
Apprentice Inspectors(active)	143	141	136	136	142	138	137	135	132	135	137	141	143
Professional Inspectors(inactive)	524	513	508	545	556	548	550	552	546	568	561	566	600
Real Estate Inspectors(inactive)	16	14	14	13	13	13	14	15	14	14	15	18	19
Apprentice Inspectors(inactive)	30	30	28	26	24	24	24	25	26	26	27	26	27
Total Active	3,545	3,557	3,563	3,579	3,591	3,603	3,618	3,609	3,609	3,605	3,608	3,608	3,607
Total Inactive	570	557	550	584	593	585	588	592	586	608	603	610	646
Total Inspectors	4,115	4,114	4,113	4,163	4,184	4,188	4,206	4,201	4,195	4,213	4,211	4,218	4,253

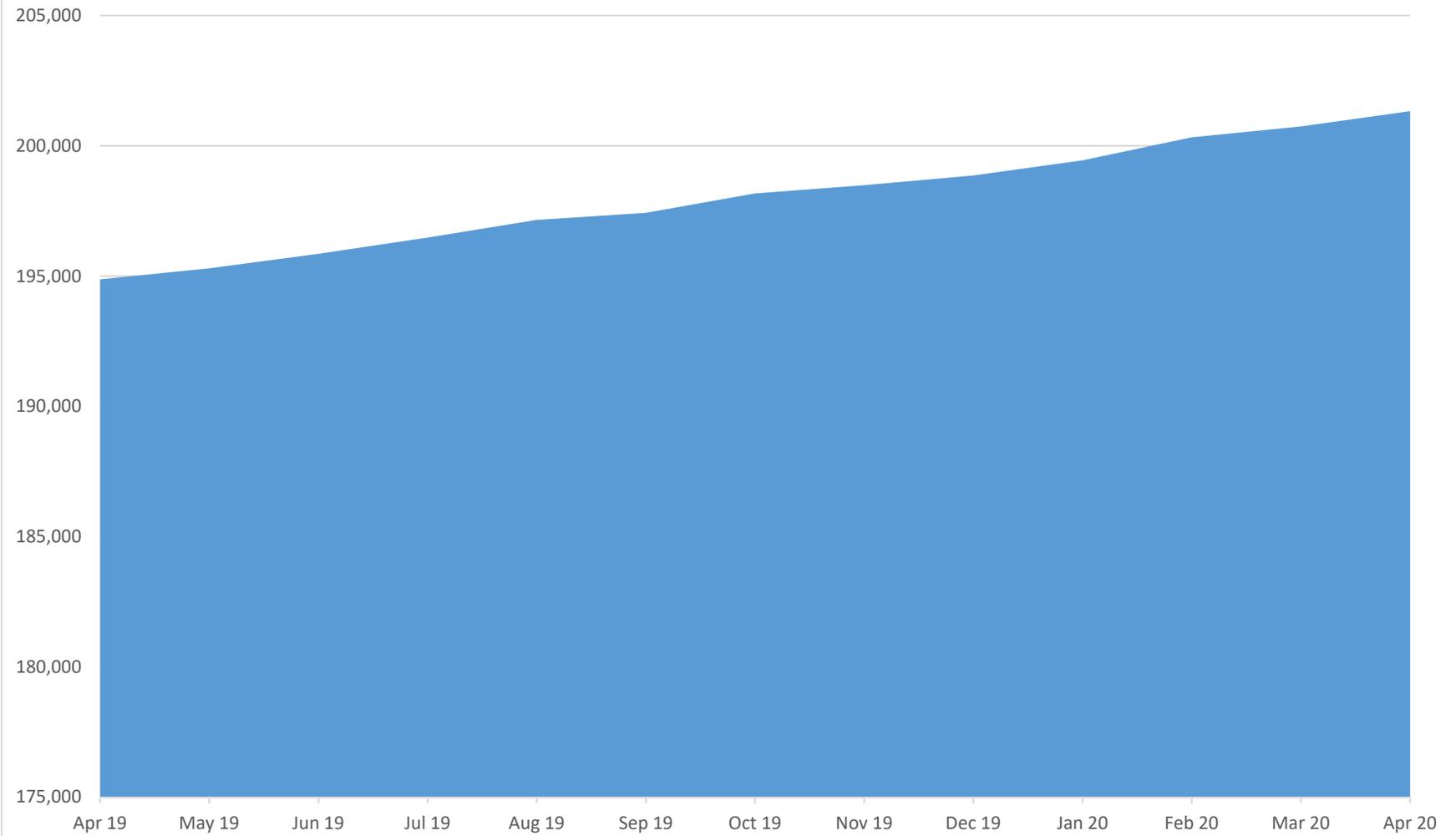
Easement & Right-of-way Registrants

	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20
ERW Registrants													
Businesses	50	57	56	57	61	63	63	63	66	69	69	71	73
Individuals	2,369	2,360	2,377	2,419	2,385	2,437	2,452	2,433	2,456	2,435	2,466	2,488	2,505
Total Registrants	2,419	2,417	2,433	2,476	2,446	2,500	2,515	2,496	2,522	2,504	2,535	2,559	2,578

Total License Holders and Registrants

	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20
License Holders & Registrants	194,869	195,295	195,851	196,475	197,151	197,424	198,169	198,483	198,856	199,440	200,323	200,739	201,330

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



LRS Division

13-Month Comparison - Graph

Licensing & Registration Services Division

Average Number of Calendar Days to Process an Application

April 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	6.14	-	-	-	-	-
<i>Number of Applications Received</i>				157	189	174	146	154					
Business Entity Broker	-	-	-	8.83	12.73	5.46	5.23	2.86	-	-	-	-	-
<i>Number of Applications Received</i>				134	149	145	106	99					
Sales Agent	-	-	-	13.22	13.59	12.04	10.76	4.55	-	-	-	-	-
<i>Number of Applications Received</i>				2,068	2,736	2,590	2,009	1,768					

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	6.92	-	-	-	-	-
<i>Number of Applications Received</i>				42	61	54	39	28					
Real Estate Inspector	-	-	-	18.56	22.04	n/a	31.94	8.42	-	-	-	-	-
<i>Number of Applications Received</i>				3	0	5	2	0					
Apprentice Inspector	-	-	-	2.58	6.49	n/a	2.36	3.78	-	-	-	-	-
<i>Number of Applications Received</i>				8	4	4	2	5					

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	6.00	-	-	-	-	-
<i>Number of Applications Received</i>				2	1	0	5	1					
ERW Individual	-	-	-	5.69	9.83	2.88	6.63	5.93	-	-	-	-	-
<i>Number of Applications Received</i>				27	59	39	35	22					

Standards & Enforcement Services Division - TREC: E1 Report

Case Status

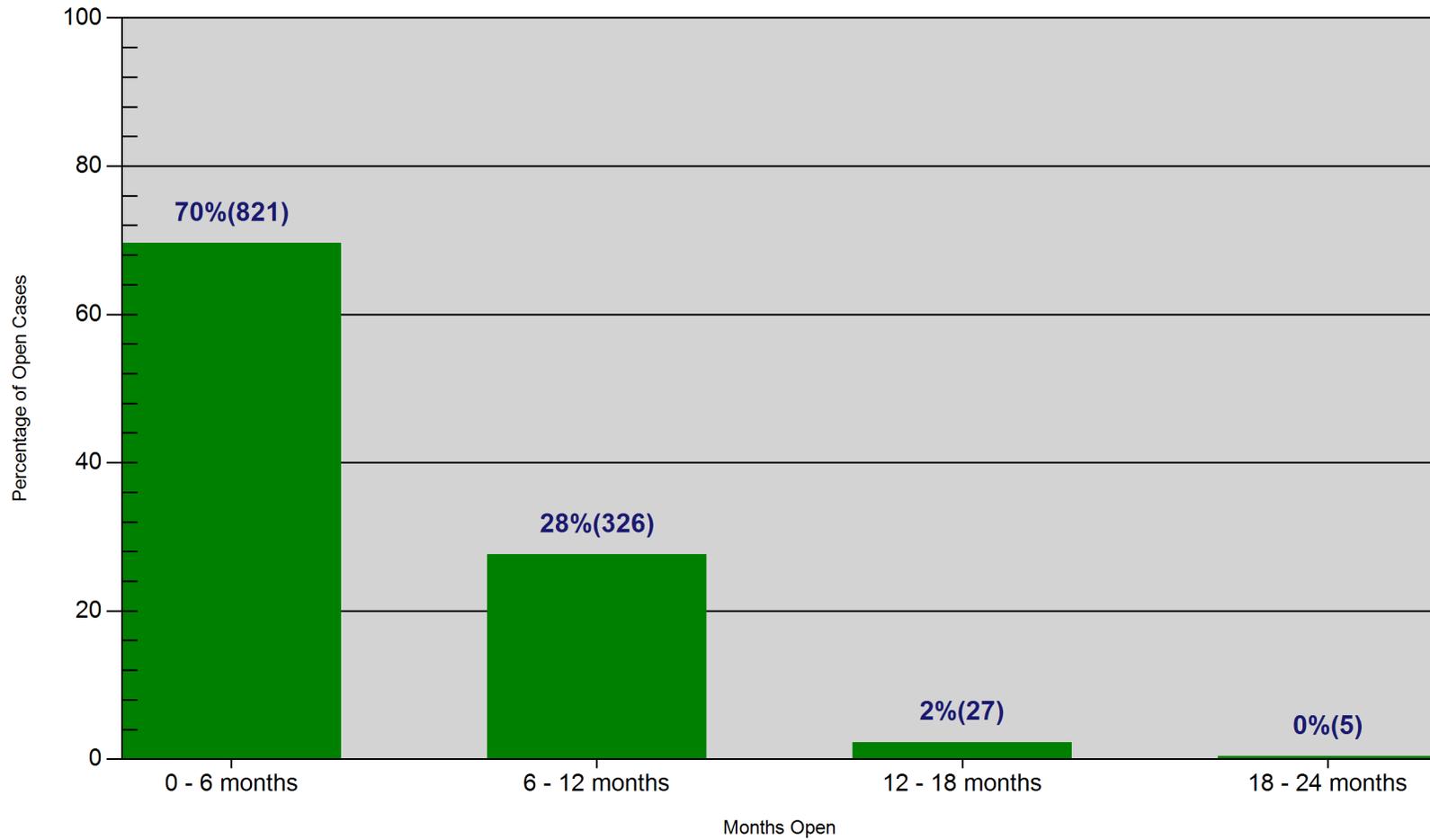
FY 2020

	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	365	414	584	427	274					3416
Broker/Sales	140	140	100	105	118	207	109	88					1007
Inspector	10	7	9	7	8	5	5	5					56
Timeshare	4	4	3	1	3	3	4	0					22
Unlicensed Activity	8	5	0	3	0	9	4	3					32
Residential Service Company	22	13	12	5	11	8	8	5					84
No Jurisdiction	11	11	17	18	13	14	11	14					109
Application Investigation	205	211	151	156	164	222	194	97					1400
Fitness Inquiry	69	114	79	68	96	114	91	60					691
Education Related	2	2	1	1	1	0	0	0					7
Easement ROW	0	1	0	0	0	1	1	1					4
Other	0	0	0	0	0	1	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	520	538	370	442	475	392	449	434					3620
Complaint Withdrawn	14	6	4	7	4	8	7	6					56
Cease & Desist Issued	0	1	0	1	0	1	0	1					4
Disciplinary Action	37	51	68	43	59	43	44	71					416
Failure to Go Forward	30	42	35	47	30	33	40	61					318
Insufficient Evidence	39	47	35	49	45	30	45	38					328
Matter Settled	23	11	10	21	13	6	15	20					119
No Jurisdiction	56	45	25	36	28	37	28	37					292
No Violation	7	6	7	13	9	10	6	7					65
Application Investigation	191	212	120	155	173	109	157	118					1235
Fitness Inquiries	118	111	60	62	101	91	97	68					708
Other	5	6	4	6	10	10	6	4					51
Open at Beginning of Month													1339
Received During Month													274
Closed During Month													434
Open at End of Month													1179
Received During Fiscal Year													3416
Closed During Fiscal Year													3620

Standards & Enforcement Services Division - TREC: E2 Report

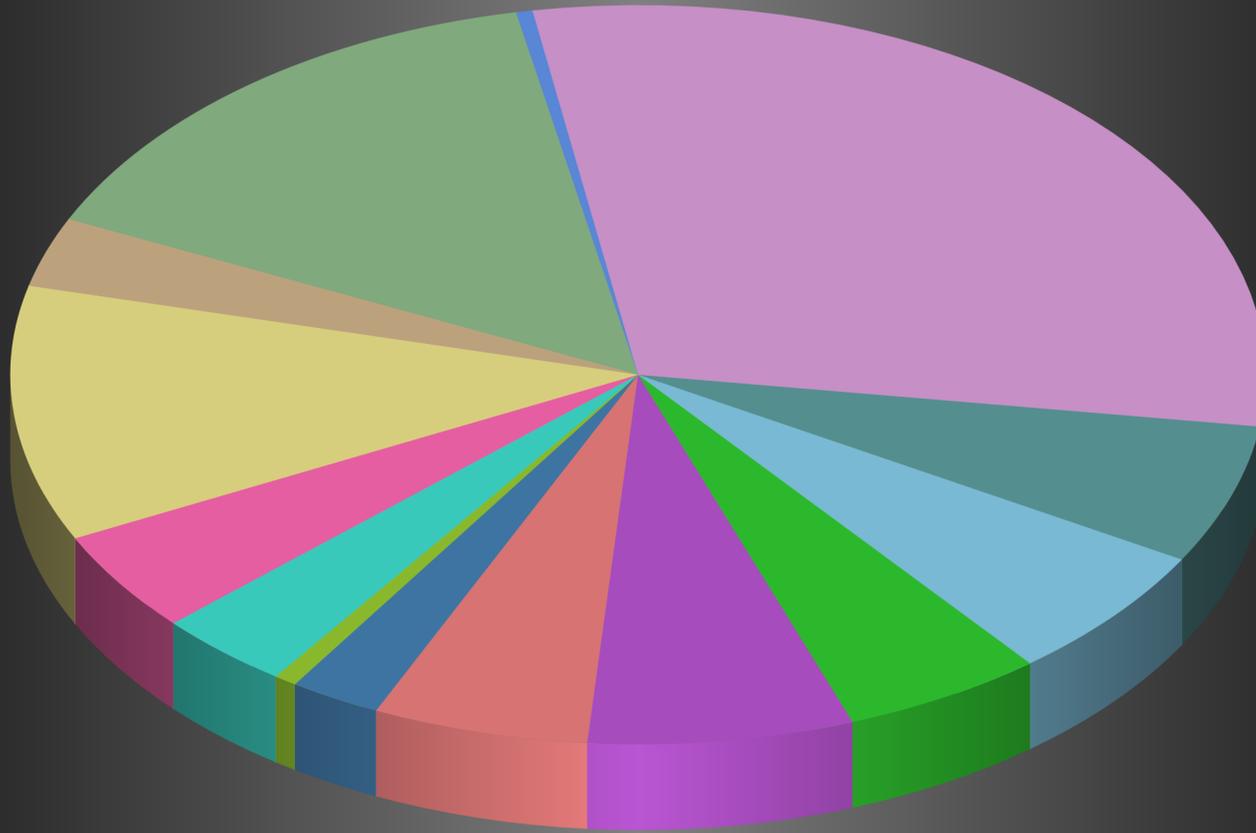
Open Case Aging Report

as of 4/30/2020



Complaint Subject Categories for April 2019 through April 2020

1871 Total Allegations



Administrative 5.93 % (111)	Leasing/Property Management - Misappropriation 4.44 % (83)
Advertising 5.18 % (97)	Leasing/Property Management - Other 11.17 % (209)
Breach of Fiduciary Duties 6.84 % (128)	License Holder Acting as Principal 3.05 % (57)
Broker Supervision 5.56 % (104)	Licensure Issues 14.97 % (280)
Failure to Disclose 2.35 % (44)	Sales Misappropriation 0.43 % (8)
Improper Contract/Seller Disclosure form usage 0.59 % (11)	Sales Other 29.93 % (560)
Intermediary/IABS 3.47 % (65)	Unlicensed Activity 6.09 % (114)

Complaint Subject Categories by Month

Subject Matter Categories	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	Total	YTD
Administrative <i>Bad check, contact information, uncooperative, etc.</i>	3	2	5	7	12	7	10	11	17	11	4	9	13	111	5.93%
Advertising <i>Includes misleading & dba</i>	5	8	8	4	9	6	5	8	9	10	3	10	12	97	5.18%
Breach of Fiduciary Duty <i>Including false promise</i>	1	39	10	7	4	5	9	15	5	11	6	7	9	128	6.84%
Broker Supervision	10	5	5	8	13	3	11	14	10	6	4	6	9	104	5.56%
Failure to Disclose	4	0	5	6	2	1	4	3	7	7	2	2	1	44	2.35%
Improper contract/Seller Disclosure form usage <i>Including false promise</i>	0	0	0	2	0	1	2	4	1	0	1	0	0	11	0.59%
Intermediary/IABS	1	1	3	3	0	3	0	3	5	4	1	9	32	65	3.47%
Leasing/Property Management - Misappropriation	12	38	9	0	2	1	4	6	0	2	0	3	6	83	4.44%
Leasing/Property Management - Other <i>Includes negligence, referral, etc.</i>	6	45	16	20	8	6	16	18	21	13	8	15	17	209	11.17%
Licensure Issues <i>Criminal background check, denials, probationary license, etc.</i>	25	25	20	26	36	33	15	19	15	21	16	13	16	280	14.97%
License Holder Acting as Principal	2	3	6	3	5	5	6	3	5	4	4	6	5	57	3.05%
Sales Misappropriation <i>Other than Leasing/Property Management - Misappropriation</i>	0	0	0	0	1	0	1	6	0	0	0	0	0	8	0.43%
Sales Other <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	48	37	41	34	53	41	49	41	43	52	43	46	32	560	29.93%
Unlicensed Activity	12	25	5	5	13	1	5	11	5	5	6	5	16	114	6.09%
Total	129	228	133	125	158	113	137	162	143	146	98	131	168	1871	

Information & Technology Services Division

Electronic Information Outlet Statistics

April 2020

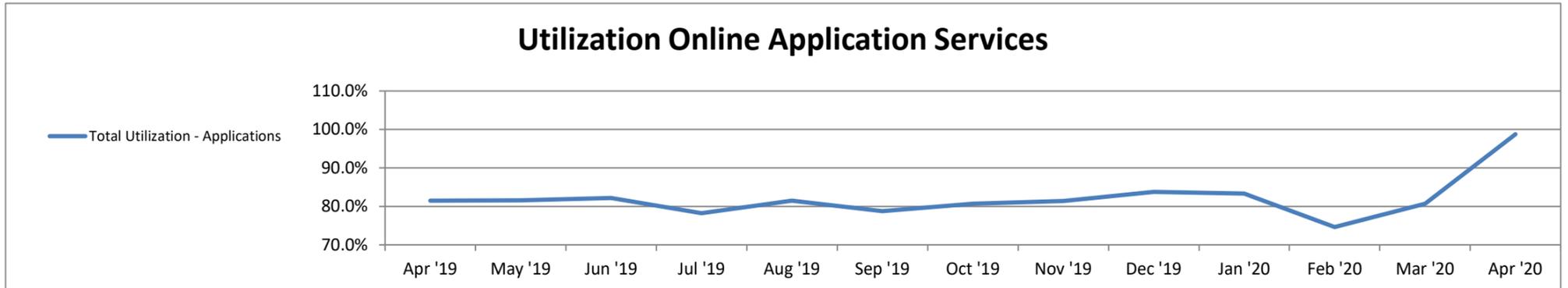
Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	1,601,264	13,656,173	12,313,841
Total Monthly Sessions	477,727	4,090,032	3,513,335

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	10489	10359	98.8%	89.0%	80.5%
Broker Application	1849	1842	99.6%	94.6%	74.8%
Sales Agent Application	8559	8448	98.7%	89.3%	81.7%
Corporate Broker Application	81	69	85.2%	69.6%	66.7%
Renewals	4942	4856	98.3%	98.0%	97.8%
Broker Renewals	1039	1011	97.3%	97.4%	97.7%
Sales Agent Renewal	3477	3430	98.6%	98.6%	98.6%
Corporate Broker Renewals	292	286	97.9%	93.0%	89.1%
Professional Inspector Renewals	102	97	95.1%	96.8%	97.0%
Real Estate Inspector Renewals	0	0	N/A	93.8%	97.3%
Apprentice Inspector Renewals	1	1	100.0%	87.5%	85.0%
Easement ROW Business Renewals	1	1	100.0%	77.8%	75.0%
Easement ROW Individual Renewals	30	30	100.0%	95.9%	92.8%
Sponsorship Transactions	2287	2142	93.7%	91.8%	94.5%
Additions	0	0	N/A	99.7%	99.6%
Removals	2287	2142	93.7%	87.2%	88.5%

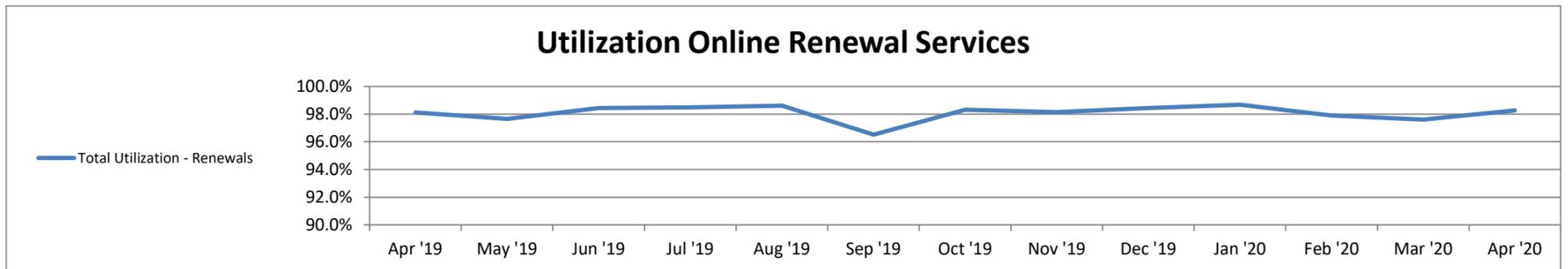
Information & Technology Services Division Electronic Information Outlet Statistics

April 2020

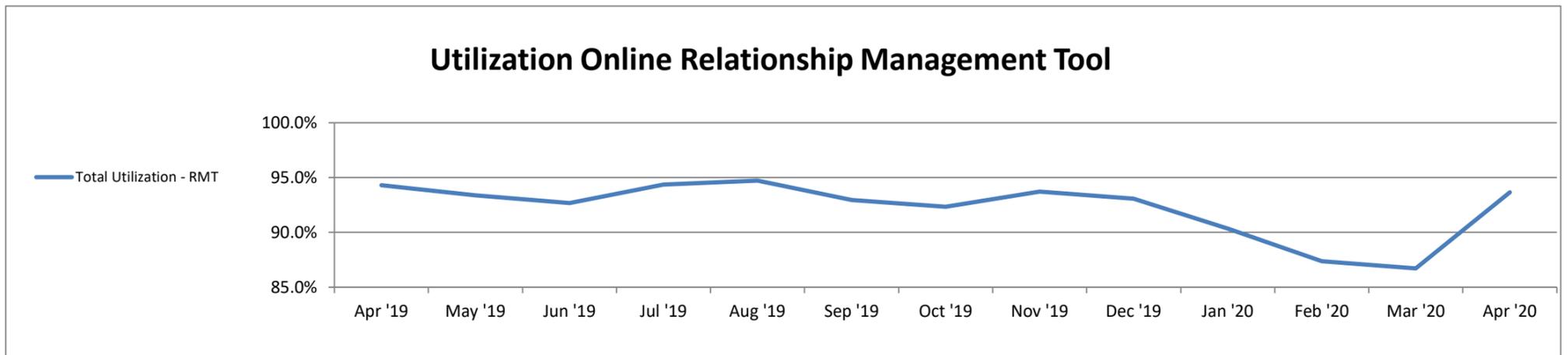
Applications	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20
Broker Application	73.6%	72.2%	72.1%	76.1%	87.2%	75.4%	75.8%	81.6%	87.2%	82.2%	74.0%	71.2%	99.6%
Sales Agent Application	82.7%	82.0%	83.9%	78.3%	81.8%	80.6%	81.6%	82.0%	83.7%	82.5%	78.4%	81.4%	98.7%
Broker Organization Applications	61.4%	86.7%	65.9%	79.2%	60.0%	52.2%	72.6%	69.4%	80.7%	92.4%	50.2%	76.2%	85.2%
Total Utilization - Applications	81.5%	81.6%	82.2%	78.2%	81.5%	78.8%	80.7%	81.4%	83.8%	83.3%	74.6%	80.7%	98.8%



Renewals	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20
Broker Renewals	97.2%	97.2%	97.6%	97.6%	97.9%	97.6%	97.5%	96.8%	96.9%	98.0%	97.7%	96.9%	97.3%
Sales Agent Renewal	98.9%	99.2%	99.2%	98.9%	99.1%	98.7%	98.7%	98.6%	99.2%	99.1%	98.3%	98.1%	98.6%
Broker Organization Renewal	93.8%	82.5%	95.3%	97.3%	95.6%	63.7%	97.2%	96.8%	96.7%	96.6%	96.2%	95.9%	97.9%
Professional Inspector Renewals	96.6%	96.9%	93.4%	97.9%	93.6%	98.5%	99.1%	97.1%	95.8%	99.0%	89.4%	97.0%	95.1%
Real Estate Inspector Renewals	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	85.7%	N/A
Apprentice Inspector Renewals	0.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	0.0%	100.0%
Easement ROW Business Renewals	50.0%	0.0%	N/A	N/A	50.0%	N/A	100.0%	N/A	100.0%	66.7%	0.0%	100.0%	100.0%
Easement ROW Individual Renewals	94.2%	92.3%	91.1%	93.2%	96.3%	91.2%	96.3%	100.0%	88.0%	97.1%	97.2%	95.9%	100.0%
Total Utilization - Renewals	98.1%	97.6%	98.4%	98.5%	98.6%	96.5%	98.3%	98.1%	98.4%	98.7%	97.9%	97.6%	98.3%



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



Staff & Support Services Division
TREC Budget Status Report
April 2020 - Fiscal Year 2020

Expenditure Category	Approved Budget FY2020	Expenditures	Balance	Budget % Remaining	4/12 = 33.33% Comments
Salaries & Wages	7,186,666	4,757,752	\$2,428,914	33.8%	
Employee Benefits	2,120,963	1,394,278	\$726,685	34.3%	
Retiree Insurance	710,042	391,389	\$318,653	44.9%	
Other Personnel Costs	290,418	102,866	\$187,552	64.6%	Lump sum payments usually occur in August.
Professional Fees & Services	1,661,398	265,360	\$1,396,038	84.0%	Several ITS Projects, internal audit, pending and expected to be completed FY20.
Consumables	14,000	8,308	\$5,692	40.7%	
Utilities	14,579	2,820	\$11,759	80.7%	unexpended budget (requisitions pending)for headsets for remote employees, RCS staff, hotspots and routers, and 25 Plantronic headsets
Travel	57,000	32,443	\$24,557	43.1%	
Office and Space Rent	175,178	170,146	\$5,032	2.9%	Office rent paid for year.
Equipment Rental	76,284	62,469	\$13,815	18.1%	PC Refresh expense paid
Registration & Membership	88,565	16,811	\$71,754	81.0%	Additional registration expenses schedule for later in budget year.
Maintenance & Repairs	286,757	174,575	\$112,182	39.1%	
Reproduction & Printing	4,600	3,582	\$1,018	22.1%	
Contract Services	46,847	42,638	\$4,209	9.0%	Office moves to renovated space
Postage	23,600	10,342	\$13,258	56.2%	
Supplies & Equipment	633,739	135,752	\$497,987	78.6%	Additional \$34,000 for leaseholder improvements for office renovation budgeted in this category but expended out of Other Operating Expenses
Communication Services	192,111	90,542	\$101,569	52.9%	
Other Operating Expenses	30,180	77,339	(\$47,159)	-156.3%	Additional \$34,000 for leaseholder improvements for office renovation (had been budgeted under Supplies & Equipment)
Subtotal -Operations Expenditures	13,612,927	7,739,412	5,873,515	43.1%	
DPS Criminal History Background Checks	19,716	26,759	(7,043)	-35.7%	ITS used testing site and did not realize the agency was being charged for each search
Statewide Cost Allocation Plan (SWCAP)	188,582	53,998	134,584	71.4%	Indirect costs charged by the state. Second payment due 5/31/2020
Contribution to General Revenue	727,500	485,000	242,500	33.3%	Allocated monthly until August 2020
Subtotal - Nonoperational Expenditures	935,798	565,757	370,041	39.5%	
Total Expenditures	\$14,548,725	\$8,305,170	\$6,243,555	42.9%	

Revenue	FY2019 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$9,911,294	7,146,486	\$2,764,808	27.9%	
Education Fees	\$338,742	252,797	\$85,945	25.4%	
Examination Fees	\$354,938	219,142	\$135,796	38.3%	
Other Miscellaneous Revenue	\$200,000	202,414	(\$2,414)	-1.2%	Interest earned exceeds projections.
Total Revenue	\$10,804,974	\$7,820,839	\$2,984,135	27.6%	
Reallocation from Prior Year Reserves and Carryforward	\$3,750,000	2,500,000	\$1,250,000	33.3%	amount is allocated monthly
Revenue Over/(Under) Expenditures & Transfers	\$6,249	\$2,015,669	(\$2,009,420)		

Staff Services Division

**Texas Real Estate Commission Operating Account No. 3055 Investments
Holdings Report
April 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	2,391,316.30	(4,608.80)	2,386,707.50	16,561.42	U.S. T-Notes, 1.875%	12/15/2020
03/16/2020	3,850,000.00	3,927,496.94	3,935,271.49	(8,873.05)	3,926,398.44	11,429.69	U.S. T-Notes, 2.38%	03/15/2021
09/16/2019	5,775,000.00	5,749,268.33	5,812,898.44	(6,090.84)	5,806,807.60	9,925.78	U.S. T-Notes, 1.380%	09/15/2020
06/18/2019	3,165,000.00	3,148,945.98	3,176,621.50	(4,450.78)	3,172,170.72	17,770.70	U.S. T-Notes, 1.5%	06/15/2020
Totals	\$ 15,149,700.00	\$ 15,191,304.46	\$ 15,316,107.73	\$ (24,023.47)	\$ 15,292,084.26	\$ 55,687.59		

Monthly Activity

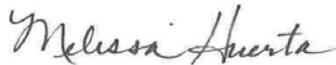
Beginning Balance	Current Month	Cumulative Totals
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Beginning Cash Available Balance	\$ 4,666,571.41	
Current Month Receipts		\$ 1,596,421.34
Current Month Disbursements		\$ (1,039,464.05)
Total Cash		\$ 5,223,528.70
Investment Ending Market Value		15,292,084.26
Total Account Balance		20,515,612.96
Strategic Projects Reserve		(7,728,424.00)
Reserve for Technology Development		(598,185.12)
Ending Balance Available for Operations		\$ 12,189,003.84

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



Priscilla Pipho, Investment Officer



Melissa Huerta, Alternate Investment Officer



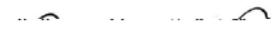
Oretha Trice, Alternate Investment Officer

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

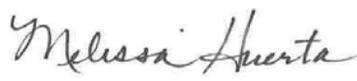
Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2019	593,400.00	594,835.62	601,350.63	(1,158.98)	600,191.65	4,164.74	U.S. T-Notes, 1.875	12/15/2020
03/16/2020	585,000.00	596,775.51	597,956.84	(1,348.25)	596,608.59	1,736.72	U.S. T-Notes, 1.875	03/15/2021
09/16/2019	948,000.00	943,590.84	954,221.25	(999.85)	953,221.40	1,629.38	U.S. T-Notes 1.38%	09/15/2020
06/18/2019	577,000.00	574,028.17	579,118.67	(811.40)	578,307.27	3,239.71	U.S. T-Notes 1.5%	6/15/2020
Totals	\$ 2,703,400.00	\$ 2,709,230.14	\$ 2,732,647.39	\$ (4,318.48)	\$ 2,728,328.91	\$ 10,770.55		

	Beginning Balance	Current Month	Ending Balance
Receipts:			
Licenses' Remittances to Recovery Fund		\$ 22,780.00	
Interest Realized		5.94	
Repayments to Recovery Fund (Principal and Interest)		0.00	
Administrative Penalties		8,523.90	
Investments Matured		0.00	
Total Received	\$ 743,961.03	\$ 31,309.84	\$ 775,270.87
Disbursements:			
Investments Purchased		\$ 0.00	
Accrued Interest Purchased		0.00	
Disbursement to Treasury		0.00	
Payments from Recovery Fund		0.00	
Administrative Costs		86.96	
Total Disbursed		\$ 86.96	(86.96)
Cash Balance			775,183.91
Investment Ending Market Value			2,728,328.91
Total Portfolio			3,503,512.82
Reserved for Potential Payments Within 90 Days			(649,724.07)
Balance			\$ 2,853,788.75

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

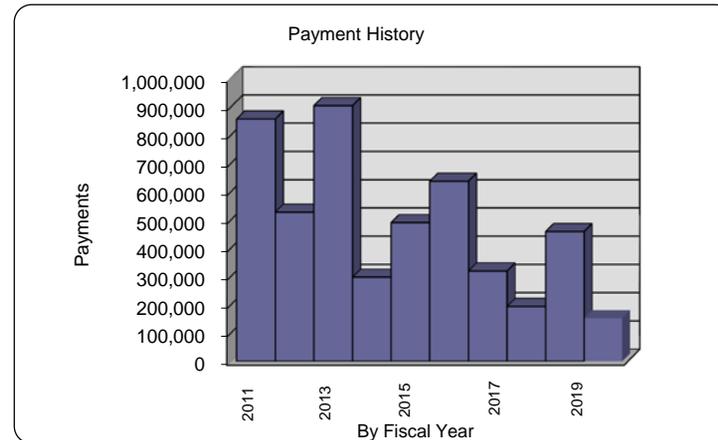
Real Estate Recovery Trust Account No. 3058 Investments Payments and Repayments

April 2020

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2020-To-Date	Number of Claims FY 2020
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
April 2020	0.00	0.00	8,523.90	82.96	0.00	0
	345,186.69	51,869.63	247,333.98	1,250.16	152,633.07	4

**Potential Payments*
Next 3 Months (649,724.07)**

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)

April 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	62,351.05	(140.58)	62,210.47	181.09	U.S. T-Notes 2.375%	03/15/2021
12/15/2019	498,600.00	499,806.27	505,280.46	(973.83)	504,306.63	3,499.40	U.S. T-Notes 1.875%	12/15/2020
Totals	<u>\$ 559,600.00</u>	<u>\$ 562,034.14</u>	<u>\$ 567,631.51</u>	<u>\$ (1,114.41)</u>	<u>\$566,517.10</u>	<u>\$3,680.49</u>		

<u>Monthly Activity</u>		
Beginning Balance	Current Month	Cumulative Totals

<u>Payment History</u>		
Fiscal Year	Number of Payments	Total Payments

Beginning Balance	\$ 42,963.62	\$ 42,963.62
Receipts:		
Licensees' Remittances to Recovery Fund	\$ 270.00	
Interest Realized (includes accruals)	0.37	
Treasury Note Semi-Annual Interest	0.00	
Repayments	0.00	
Administrative Penalties	1,000.00	
Investments Matured	0.00	
Total Received in Current Month		\$ 1,270.37
Disbursements:		
Investments Purchased	\$ 0.00	
Payments from Recovery Fund	0.00	
* Cash Transfer Trust to Treasury (GR)	0.00	
Administrative Costs	22.85	
Total Disbursed in Current Month		\$ (22.85)
Total Cash		\$ 44,211.14
Reserved for Potential Payment within 90 Days		0.00
Unobligated Fund Balance		\$ 44,211.14
Investment Ending Market Value		566,517.10
Balance		\$ 610,728.24

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

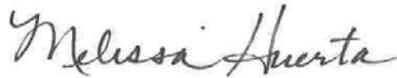
Investment Position: The Fund is capable of meeting all known obligations.

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