



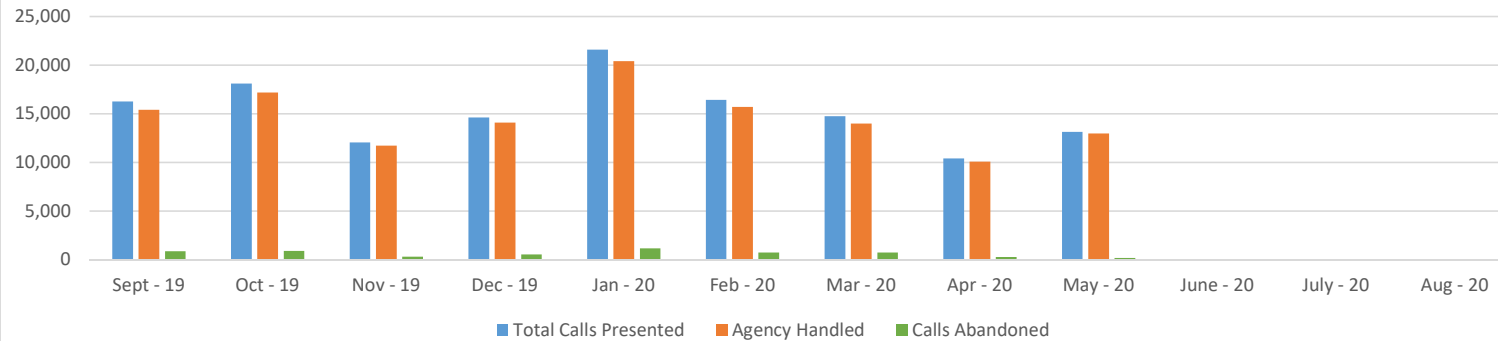
## **Staff Reports for May 2020**

## Reception and Communication Services Division

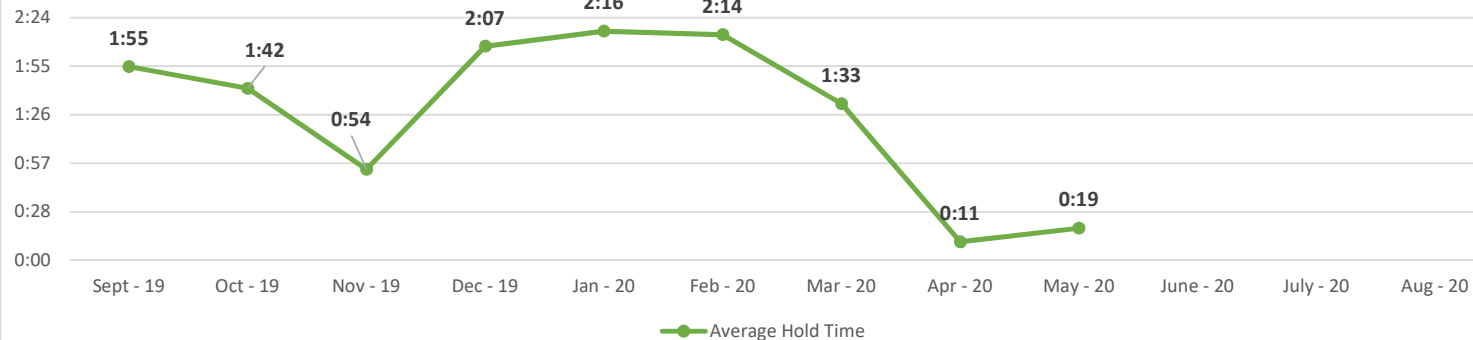
### Incoming Calls

	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	13,141				137,385
Agency Handled	15,397	17,194	11,708	14,107	20,428	15,705	13,996	10,101	12,984				131,620
Calls Handled Initially	14,675	16,563	11,805	13,421	19,347	15,246	13,504	10,086	12,929				127,576
Calls Handled by Courtesy Callback	630	580	195	622	973	422	451	11	50				3,934
% of Calls handled by Courtesy Callback	4.09%	3.37%	1.62%	4.25%	4.51%	2.56%	3.05%	0.11%	0.38%				2.66%
Calls Re-Directed for Assistance	92	51	42	64	108	37	41	4	5				444
Calls Abandoned	859	907	289	524	1,165	752	747	284	157				5,684
% of Abandoned Calls	5.28%	5.01%	2.40%	3.58%	5.40%	4.57%	5.06%	2.73%	1.19%				3.91%
Average Handle Time	5:55	5:45	5:35	5:39	5:12	5:36	5:32	6:11	5:54				5:42
Average Hold Time	1:55	1:42	0:54	2:07	2:16	2:14	1:33	0:11	0:19				1:27

### 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	FY19 Total 2019
Licensing	64	75	71	103	95	109	34	0	0				551
Education	2	0	4	0	2	1	5	0	0				14
Inspector	1	3	1	3	7	3	1	0	0				19
Enforcement	1	0	1	1	3	0	0	0	0				6
<b>TALCB Lic</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>				<b>12</b>
<b>TALCB Enf</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>				<b>1</b>
<b>Total</b>	<b>69</b>	<b>80</b>	<b>81</b>	<b>108</b>	<b>109</b>	<b>115</b>	<b>41</b>	<b>0</b>	<b>0</b>				<b>603</b>

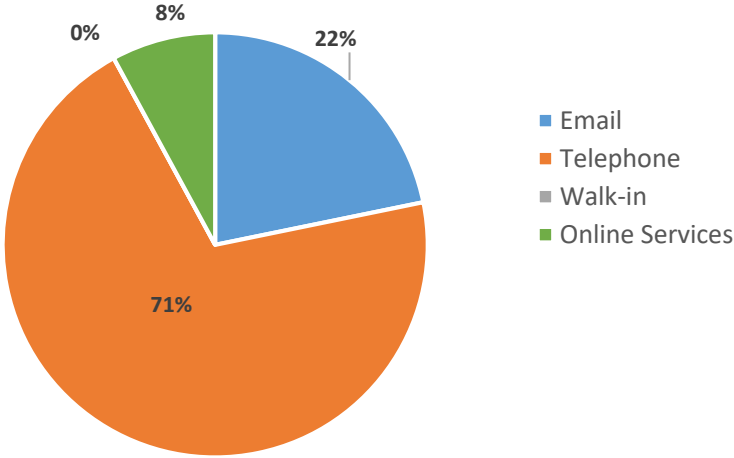
Emails													
	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	FY19 Total 2019
Licensing	2,916	3,090	2,118	3,004	4,255	3,556	3,369	3,463	3,181				28,952
Education	44	29	48	33	49	27	57	56	57				400
Inspector	38	51	30	41	103	69	57	62	44				495
Enforcement	87	78	86	76	91	86	139	102	118				863
<b>TALCB Lic</b>	<b>141</b>	<b>84</b>	<b>75</b>	<b>112</b>	<b>196</b>	<b>179</b>	<b>153</b>	<b>120</b>	<b>91</b>				<b>1,151</b>
<b>TALCB Enf</b>	<b>11</b>	<b>11</b>	<b>7</b>	<b>21</b>	<b>16</b>	<b>9</b>	<b>6</b>	<b>14</b>	<b>7</b>				<b>102</b>
<b>Total</b>	<b>3,237</b>	<b>3,343</b>	<b>2,364</b>	<b>3,287</b>	<b>4,710</b>	<b>3,926</b>	<b>3,781</b>	<b>3,817</b>	<b>3,498</b>				<b>31,963</b>
<b>Respond in 2 bus days</b>	<b>3,220</b>	<b>3,341</b>	<b>2,364</b>	<b>3,287</b>	<b>4,709</b>	<b>3,926</b>	<b>3,781</b>	<b>3,817</b>	<b>3,498</b>				<b>31,943</b>
<b>% handled in 2 days</b>	<b>99.47%</b>	<b>99.94%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>99.98%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>				<b>99.94%</b>
<b>% handled in 1 day</b>					<b>82.60%</b>	<b>84.36%</b>	<b>93.63%</b>	<b>99.97%</b>	<b>100.00%</b>				<b>0.00%</b>

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	976	12,165
Agency Handled	1,662	12,363	1,037	9,064	952	12,032
Calls Handled Initially	1,587	11,946	1,035	9,051	946	11,983
Calls Handled by Courtesy Callback	64	387	1	10	6	44
Calls Re-Directed for Assistance	11	30	1	3	0	5
Calls Abandoned	78	669	16	268	24	133
Hold Times	1:39	1:32	0:11	0:11	0:20	0:19
% of Abandoned Calls	4.49%	5.13%	1.52%	2.87%	2.46%	1.09%
% of Callbacks	3.68%	2.97%	0.09%	0.11%	0.61%	0.36%
<b>% of all calls</b>	<b>11.77%</b>	<b>88.23%</b>	<b>10.15%</b>	<b>89.85%</b>	<b>7.43%</b>	<b>92.57%</b>

# RCS May, 2020 Customer Satisfaction Report

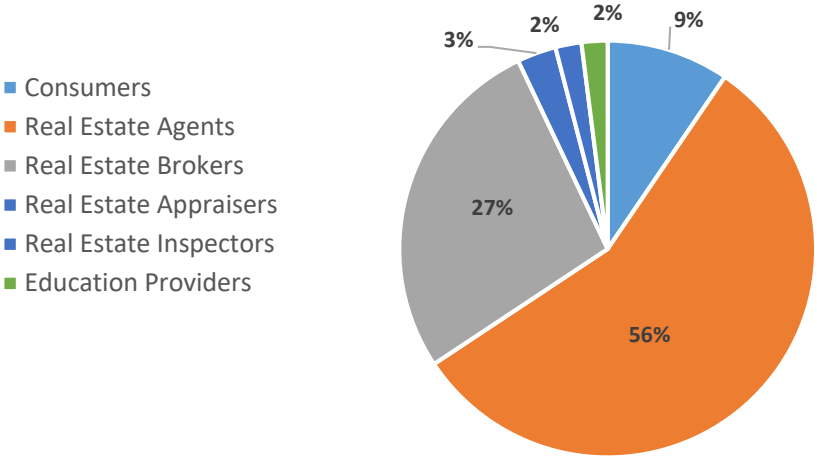
## How Customers Contact TREC/TALCB?

107 respondents



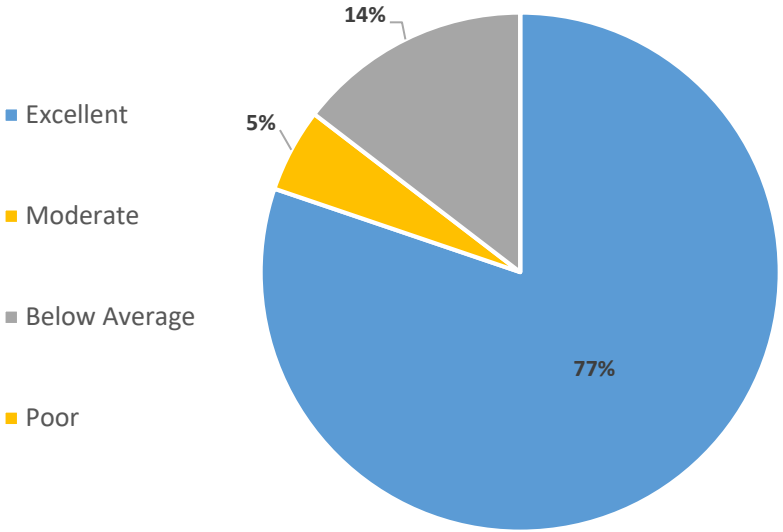
## Customer Demographics

106 respondents



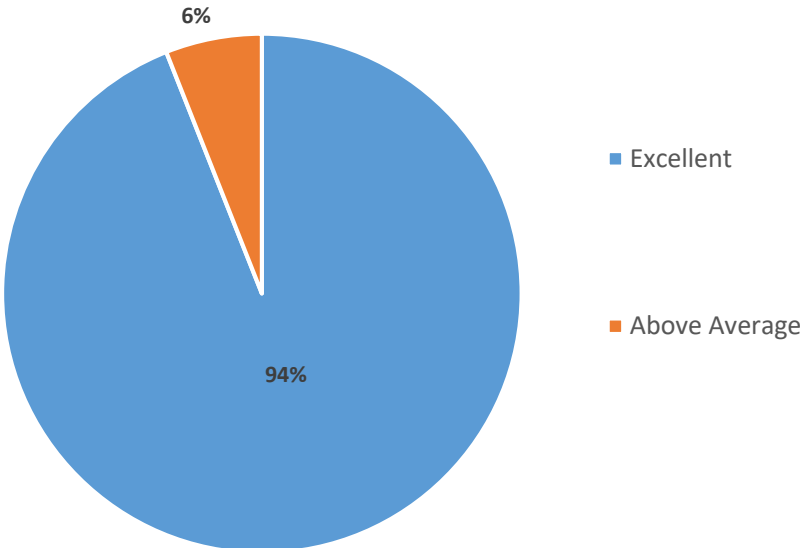
## Customer Email Experience Rating

22 respondents



## Experience with Customer Service Representative

17 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
<b>Applications Received</b>													
<u><b>Providers</b></u>													
Initial Provider	0	1	0	0	0	0	0	0	1				2
4-year Renewal Provider	0	2	1	0	0	1	0	0	0				4
Annual Fee for Provider	0	2	5	5	2	2	3	1	1				21
<u><b>Real Estate Courses</b></u>													
Initial	0	16	5	7	8	8	4	0	0				48
Renewal	0	2	0	7	0	0	0	0	0				9
<u><b>Inspector Courses</b></u>													
Initial	0	0	0	14	0	0	0	0	29				43
Renewal	0	0	0	0	0	0	0	0	0				0
<b>Total Applications Received</b>	<b>0</b>	<b>23</b>	<b>11</b>	<b>33</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>1</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>127</b>
	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
<b>Applications Approved</b>													
<u><b>Providers</b></u>													
Initial Provider	0	1	0	0	0	0	1	0	0				2
4-year Renewal Provider	1	3	0	0	3	0	0	0	2				9
Annual Fee for Provider	1	1	2	4	6	2	1	1	1				19
<u><b>Real Estate Courses</b></u>													
Initial	13	7	1	9	28	6	6	9	2				81
Renewal	0	0	2	1	6	0	0	0	0				9
<u><b>Inspector Courses</b></u>													
Initial	0	0	0	7	7	0	0	0	12				26
Renewal	0	0	0	0	0	0	0	0	0				0
<b>Total Applications Approved</b>	<b>15</b>	<b>12</b>	<b>5</b>	<b>21</b>	<b>50</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>146</b>

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
<b>Applications Received</b>													
<u><b>Providers</b></u>													
Initial Provider	16	25	6	10	9	9	15	14	5				109
Renewal Provider	14	9	11	7	7	15	21	2	6				92
<u><b>Real Estate CE Courses</b></u>	157	214	276	271	302	222	152	97	148				1839
<u><b>Inspector CE (ICE) Courses</b></u>	29	4	23	8	2	19	4	19	19				127
<b>Total Applications Received</b>	<b>216</b>	<b>252</b>	<b>316</b>	<b>296</b>	<b>320</b>	<b>265</b>	<b>192</b>	<b>132</b>	<b>178</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2167</b>
	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
<b>Applications Approved</b>													
<u><b>Providers</b></u>													
Initial Provider	5	17	19	8	7	10	6	9	15				96
Renewal Provider	10	17	9	6	10	11	9	7	7				86
<u><b>Real Estate CE Courses</b></u>	114	159	201	249	305	262	176	117	125				1708
<u><b>Inspector CE (ICE) Courses</b></u>	13	31	13	13	9	9	10	6	19				123
<b>Total Applications Approved</b>	<b>142</b>	<b>224</b>	<b>242</b>	<b>276</b>	<b>331</b>	<b>292</b>	<b>201</b>	<b>139</b>	<b>166</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2013</b>

## Licensing Division

### Applications Received and Renewal Activity

#### Fiscal Year 2020 - Year-to-Date Comparison

May

#### Real Estate Brokers & Sales Agents

<b>Applications Received</b>	<b>Sep 2018 - May 2019</b>		<b>Sep 2019 - May 2020</b>		<b>Variance</b>	<b>Percent</b>
Broker Original Applications Received	2,475		2,496		21	0.85%
<i>Broker Business Entity</i>	-		1,057		-	-
<i>Broker Individual</i>	-		1,439		-	-
Sales Agent Original Applications Received	18,839		20,073		1,234	6.55%
<b>Total Original Applications</b>	21,314		22,569		1,255	5.89%

<b>Renewal Activity</b>	<b>% Renewed FY19</b>		<b>% Renewed FY20</b>		<b>% Renewed FY18</b>	
Broker Renewals and Percentage	21,534	92.25%	11,969	93.70%	15,650	91.09%
Broker Business Entity	-	-	2,582	88.97%		
Broker Individual	-	-	9,387	95.09%		
Sales Agent Renewals and Percentage	48,732	83.06%	31,621	83.66%	34,526	81.12%
<b>Total Renewals from Brokers &amp; Sales Agents</b>	70,266	85.67%	43,590	86.19%	50,176	83.99%

#### Real Estate Inspectors

<b>Applications Received</b>	<b>Sep 2018 - May 2019</b>		<b>Sep 2019 - May 2020</b>		<b>Variance</b>	<b>Percent</b>
Professional Inspector Original Applications Received	432		418		-14	-3.24%
Real Estate Inspector Original Applications Received	7		19		12	171.43%
Apprentice Inspector Original Applications Received	61		43		-18	-29.51%
<b>Total Original Applications</b>	500		480		-20	-4.00%

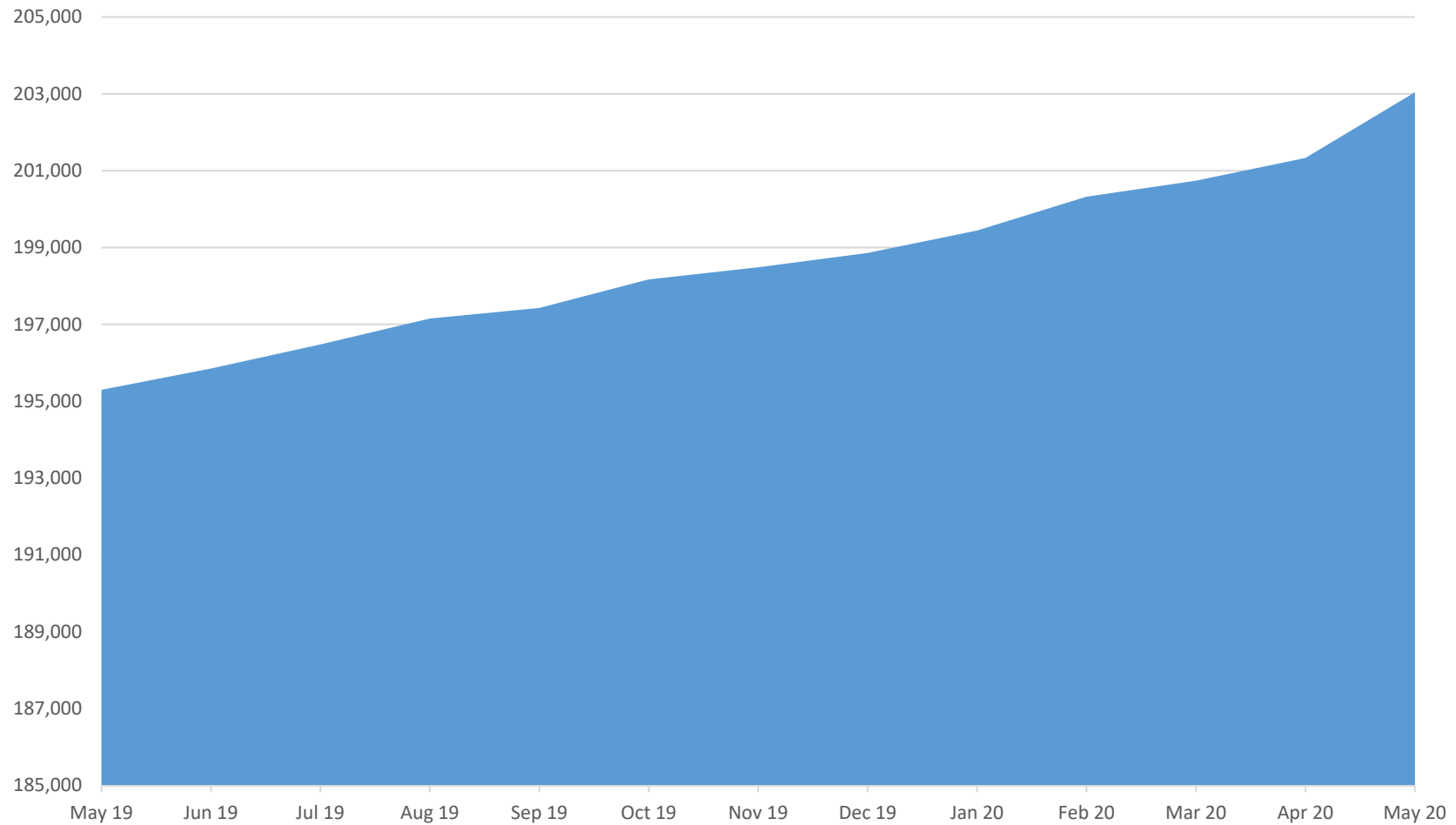
<b>Renewal Activity</b>	<b>% Renewed FY19</b>		<b>% Renewed FY20</b>		<b>% Renewed FY18</b>	
Professional Inspector Renewals and Percentage	1,193	77.32%	693	78.22%	755	77.75%
Real Estate Inspector Renewals and Percentage	39	69.64%	24	75.00%	41	78.84%
Apprentice Inspector Renewals and Percentage	17	29.31%	5	20.00%	7	25.00%
<b>Total Renewals from Inspectors</b>	1,249	75.38%	722	76.56%	803	76.40%

**Licensing Division**  
**License Holder and Registrant Status**  
**May 2020**

<b>Real Estate License Holders</b>													
	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20
<b>Brokers</b>													
Individual (Active)	32,745	32,757	32,770	32,737	32,668	32,665	32,638	32,636	32,620	32,631	32,617	32,640	32,715
Business Entities (Active)	11,192	11,211	11,272	11,268	11,297	11,395	11,426	11,475	11,572	11,668	11,728	11,823	11,902
<b>Total Active Status</b>	<b>43,937</b>	<b>43,968</b>	<b>44,042</b>	<b>44,005</b>	<b>43,965</b>	<b>44,060</b>	<b>44,064</b>	<b>44,111</b>	<b>44,192</b>	<b>44,299</b>	<b>44,345</b>	<b>44,463</b>	<b>44,617</b>
Inactive Status	1,748	1,764	1,749	1,750	1,767	1,744	1,742	1,759	1,788	1,807	1,783	1,800	1,819
<b>Total Brokers</b>	<b>45,685</b>	<b>45,732</b>	<b>45,791</b>	<b>45,755</b>	<b>45,732</b>	<b>45,804</b>	<b>45,806</b>	<b>45,870</b>	<b>45,980</b>	<b>46,106</b>	<b>46,128</b>	<b>46,263</b>	<b>46,436</b>
<b>Sales Agents</b>													
Active Status	113,108	112,928	113,394	114,456	115,084	115,614	115,892	115,321	115,650	116,711	117,119	117,436	118,182
Inactive Status	29,971	30,645	30,651	30,310	29,920	30,030	30,088	30,948	31093	30,760	30,715	30,800	31,563
<b>Total Sales Agents</b>	<b>143,079</b>	<b>143,573</b>	<b>144,045</b>	<b>144,766</b>	<b>145,004</b>	<b>145,644</b>	<b>145,980</b>	<b>146,269</b>	<b>146,743</b>	<b>147,471</b>	<b>147,834</b>	<b>148,236</b>	<b>149,745</b>
Total Active	157,045	156,896	157,436	158,461	159,049	159,674	159,956	159,432	159,842	161,010	161,464	161,899	162,799
Total Inactive	31,719	32,409	32,400	32,060	31,687	31,774	31,830	32,707	32,881	32,567	32,498	32,600	33,382
<b>Total Brokers/Sales Agents</b>	<b>188,764</b>	<b>189,305</b>	<b>189,836</b>	<b>190,521</b>	<b>190,736</b>	<b>191,448</b>	<b>191,786</b>	<b>192,139</b>	<b>192,723</b>	<b>193,577</b>	<b>193,962</b>	<b>194,499</b>	<b>196,181</b>
<b>Inspector License Holders</b>													
	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20
<b>Inspector License Holders</b>													
Professional Inspectors(active)	3,283	3,292	3,304	3,310	3,324	3,340	3,334	3,339	3,333	3,334	3,335	3,333	3,325
Real Estate Inspectors (active)	133	135	139	139	141	141	140	138	137	137	132	131	128
Apprentice Inspectors(active)	141	136	136	142	138	137	135	132	135	137	141	143	146
Professional Inspectors(inactive)	513	508	545	556	548	550	552	546	568	561	566	600	622
Real Estate Inspectors(inactive)	14	14	13	13	13	14	15	14	14	15	18	19	21
Apprentice Inspectors(inactive)	30	28	26	24	24	24	25	26	26	27	26	27	27
<b>Total Active</b>	<b>3,557</b>	<b>3,563</b>	<b>3,579</b>	<b>3,591</b>	<b>3,603</b>	<b>3,618</b>	<b>3,609</b>	<b>3,609</b>	<b>3,605</b>	<b>3,608</b>	<b>3,608</b>	<b>3,607</b>	<b>3,599</b>
<b>Total Inactive</b>	<b>557</b>	<b>550</b>	<b>584</b>	<b>593</b>	<b>585</b>	<b>588</b>	<b>592</b>	<b>586</b>	<b>608</b>	<b>603</b>	<b>610</b>	<b>646</b>	<b>670</b>
<b>Total Inspectors</b>	<b>4,114</b>	<b>4,113</b>	<b>4,163</b>	<b>4,184</b>	<b>4,188</b>	<b>4,206</b>	<b>4,201</b>	<b>4,195</b>	<b>4,213</b>	<b>4,211</b>	<b>4,218</b>	<b>4,253</b>	<b>4,269</b>
<b>Easement &amp; Right-of-way Registrants</b>													
	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20
<b>ERW Registrants</b>													
Businesses	57	56	57	61	63	63	63	66	69	69	71	73	73
Individuals	2,360	2,377	2,419	2,385	2,437	2,452	2,433	2,456	2,435	2,466	2,488	2,505	2,519
<b>Total Registrants</b>	<b>2,417</b>	<b>2,433</b>	<b>2,476</b>	<b>2,446</b>	<b>2,500</b>	<b>2,515</b>	<b>2,496</b>	<b>2,522</b>	<b>2,504</b>	<b>2,535</b>	<b>2,559</b>	<b>2,578</b>	<b>2,592</b>
<b>Total License Holders and Registrants</b>													
	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20
<b>License Holders &amp; Registrants</b>	<b>195,295</b>	<b>195,851</b>	<b>196,475</b>	<b>197,151</b>	<b>197,424</b>	<b>198,169</b>	<b>198,483</b>	<b>198,856</b>	<b>199,440</b>	<b>200,323</b>	<b>200,739</b>	<b>201,330</b>	<b>203,042</b>



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



**Licensing Division**

**13-Month Comparison - Graph**

## Licensing Division

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

May 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	5.13	-	-	-	-
<i>Number of Applications Received</i>				<i>157</i>	<i>189</i>	<i>174</i>	<i>146</i>	<i>154</i>	<i>159</i>				
Business Entity Broker	-	-	-	8.83	12.73	5.46	5.23	2.86	2.93	-	-	-	-
<i>Number of Applications Received</i>				<i>134</i>	<i>149</i>	<i>145</i>	<i>106</i>	<i>99</i>	<i>109</i>				
Sales Agent	-	-	-	13.22	13.59	12.04	10.76	4.55	6.21	-	-	-	-
<i>Number of Applications Received</i>				<i>2,068</i>	<i>2,736</i>	<i>2,590</i>	<i>2,009</i>	<i>1,768</i>	<i>2,693</i>				

#### 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	12.73	-	-	-	-
<i>Number of Applications Received</i>				<i>42</i>	<i>61</i>	<i>54</i>	<i>39</i>	<i>28</i>	<i>48</i>				
Real Estate Inspector	-	-	-	18.56	22.04	n/a	31.94	8.42	n/a	-	-	-	-
<i>Number of Applications Received</i>				<i>3</i>	<i>0</i>	<i>5</i>	<i>2</i>	<i>0</i>	<i>3</i>				
Apprentice Inspector	-	-	-	2.58	6.49	n/a	2.36	3.78	4.42	-	-	-	-
<i>Number of Applications Received</i>				<i>8</i>	<i>4</i>	<i>4</i>	<i>2</i>	<i>5</i>	<i>11</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	6.00	n/a	-	-	-	-
<i>Number of Applications Received</i>				<i>2</i>	<i>1</i>	<i>0</i>	<i>5</i>	<i>1</i>	<i>0</i>				
ERW Individual	-	-	-	5.69	9.83	2.88	6.63	5.93	1.60	-	-	-	-
<i>Number of Applications Received</i>				<i>27</i>	<i>59</i>	<i>39</i>	<i>35</i>	<i>22</i>	<i>28</i>				

# Standards & Enforcement Services Division - TREC: E1 Report

## Case Status

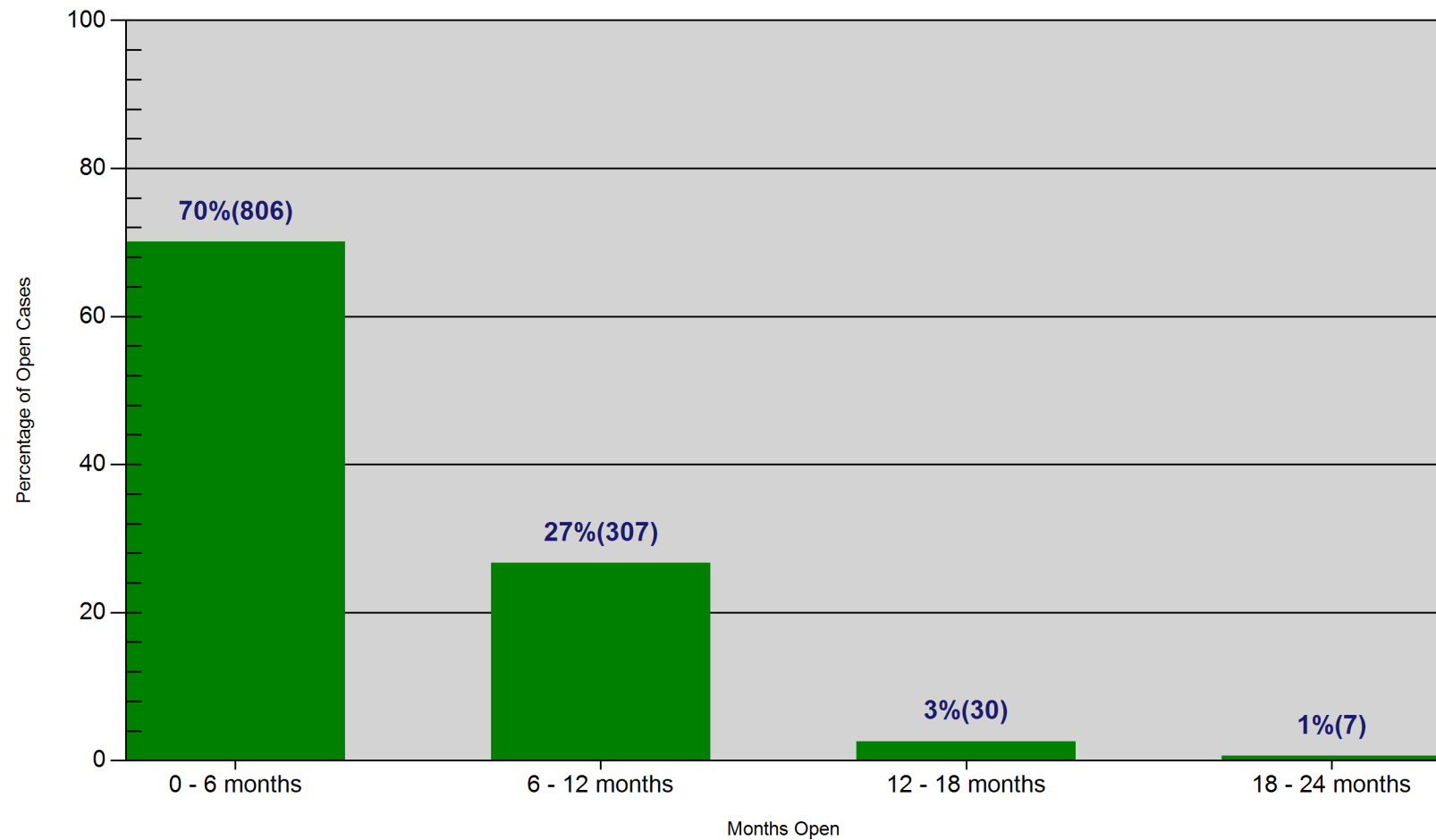
FY 2020

	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
<b>Received During Month</b>	<b>471</b>	<b>508</b>	<b>373</b>	<b>364</b>	<b>414</b>	<b>582</b>	<b>426</b>	<b>272</b>	<b>378</b>				<b>3788</b>
Broker/Sales	140	140	100	105	118	206	109	87	112				1117
Inspector	10	7	9	7	8	5	5	5	6				62
Timeshare	4	4	3	1	3	2	4	0	4				25
Unlicensed Activity	8	5	0	3	0	9	4	3	1				33
Residential Service Company	22	13	12	5	11	8	8	5	9				93
No Jurisdiction	11	11	17	18	13	14	11	14	13				122
Application Investigation	205	211	151	155	164	222	194	97	132				1531
Fitness Inquiry	69	114	79	68	96	114	90	59	98				787
Education Related	2	2	1	1	1	0	0	0	1				8
Easement ROW	0	1	0	0	0	1	1	1	0				4
Other	0	0	0	0	0	1	0	1	2				4
	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
<b>Closed During Month</b>	<b>520</b>	<b>538</b>	<b>370</b>	<b>441</b>	<b>474</b>	<b>391</b>	<b>447</b>	<b>428</b>	<b>414</b>				<b>4023</b>
Complaint Withdrawn	14	6	4	7	4	8	7	6	4				60
Cease & Desist Issued	0	1	0	1	0	1	0	1	1				5
Disciplinary Action	37	51	68	43	59	43	44	71	48				464
Failure to Go Forward	30	42	35	46	29	32	38	56	76				384
Insufficient Evidence	39	47	35	49	45	30	45	38	47				375
Matter Settled	23	11	10	21	13	6	15	20	13				132
No Jurisdiction	56	45	25	36	28	37	28	37	32				324
No Violation	7	6	7	13	9	10	6	7	7				72
Application Investigation	191	212	120	155	173	109	157	118	100				1335
Fitness Inquiries	118	111	60	62	101	91	97	67	71				778
Other	5	6	4	6	10	10	6	4	12				63
Open at Beginning of Month									1186				
Received During Month									378				
Closed During Month									414				
<b>Open at End of Month</b>									<b>1150</b>				
<b>Received During Fiscal Year</b>									<b>3788</b>				
<b>Closed During Fiscal Year</b>									<b>4023</b>				

## Standards & Enforcement Services Division - TREC: E2 Report

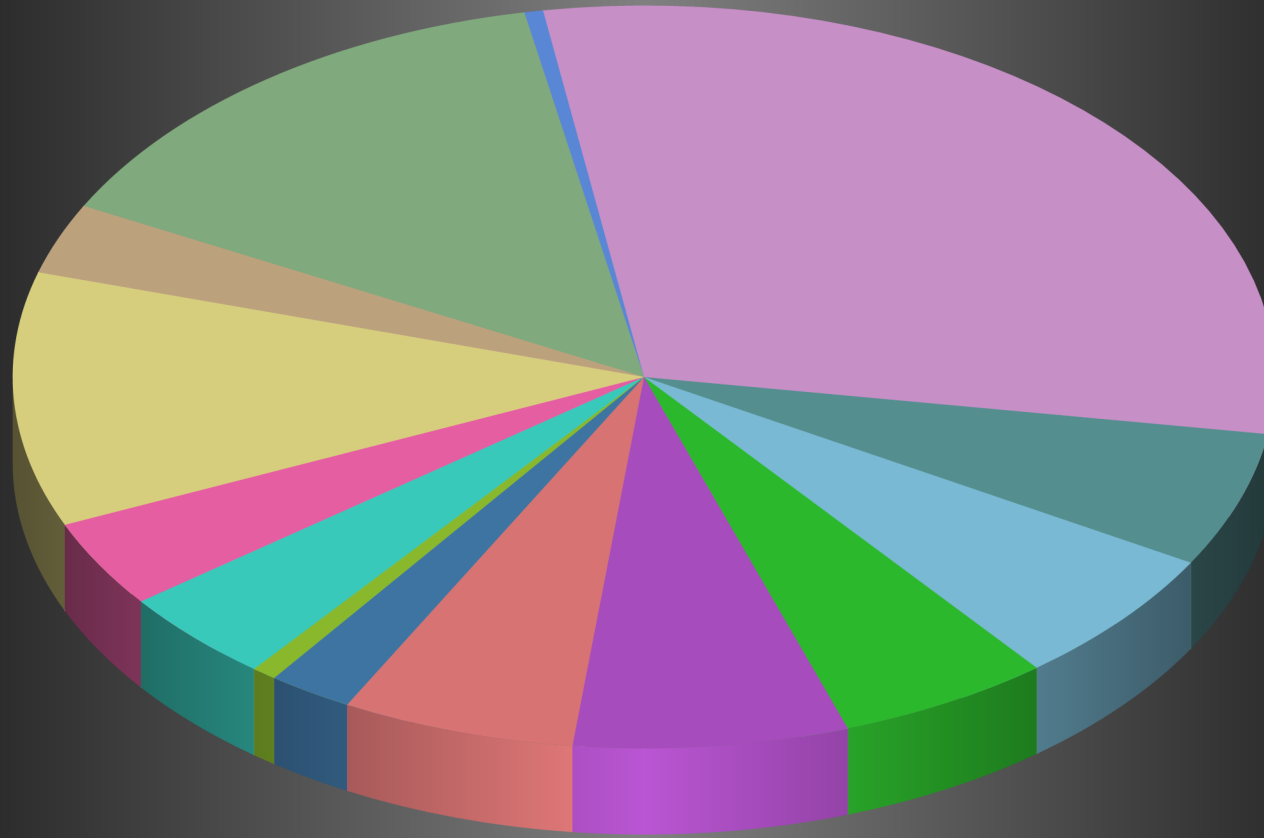
### Open Case Aging Report

as of 5/31/2020



# Complaint Subject Categories for May 2019 through May 2020

1889 Total Allegations



Administrative 5.98 % (113)	Leasing/Property Management - Misappropriation 3.81 % (72)
Advertising 5.45 % (103)	Leasing/Property Management - Other 11.06 % (209)
Breach of Fiduciary Duties 7.04 % (133)	License Holder Acting as Principal 3.07 % (58)
Broker Supervision 5.98 % (113)	Licensure Issues 14.35 % (271)
Failure to Disclose 2.17 % (41)	Sales Misappropriation 0.48 % (9)
Improper Contract/Seller Disclosure form usage 0.64 % (12)	Sales Other 30.02 % (567)
Intermediary/IABS 4.08 % (77)	Unlicensed Activity 5.88 % (111)

### Complaint Subject Categories by Month

Subject Matter Categories	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Total	YTD
<b>Administrative</b> <i>Bad check, contact information, uncooperative, etc.</i>	2	5	7	12	7	10	11	17	11	4	9	13	5	113	5.98%
<b>Advertising</b> <i>Includes misleading &amp; dba</i>	8	8	4	9	6	5	8	9	10	3	10	12	11	103	5.45%
<b>Breach of Fiduciary Duty</b> <i>Including false promise</i>	39	10	7	4	5	9	15	5	11	6	7	9	6	133	7.04%
<b>Broker Supervision</b>	5	5	8	13	3	11	14	10	6	4	6	9	19	113	5.98%
<b>Failure to Disclose</b>	0	5	6	2	1	4	3	7	7	2	2	1	1	41	2.17%
<b>Improper contract/Seller Disclosure form usage</b> <i>Including false promise</i>	0	0	2	0	1	2	4	1	0	1	0	0	1	12	0.64%
<b>Intermediary/IABS</b>	1	3	3	0	3	0	3	5	4	1	9	32	13	77	4.08%
<b>Leasing/Property Management - Misappropriation</b>	38	9	0	2	1	4	6	0	2	0	3	6	1	72	3.81%
<b>Leasing/Property Management - Other</b> <i>Includes negligence, referral, etc.</i>	45	16	20	8	6	16	18	21	13	8	15	17	6	209	11.06%
<b>Licensure Issues</b> <i>Criminal background check, denials, probationary license, etc.</i>	25	20	26	36	33	15	19	15	21	16	13	16	16	271	14.35%
<b>License Holder Acting as Principal</b>	3	6	3	5	5	6	3	5	4	4	6	5	3	58	3.07%
<b>Sales Misappropriation</b> <i>Other than Leasing/Property Management - Misappropriation</i>	0	0	0	1	0	1	6	0	0	0	0	0	1	9	0.48%
<b>Sales Other</b> <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	37	41	34	53	41	49	41	43	52	43	46	32	55	567	30.02%
<b>Unlicensed Activity</b>	25	5	5	13	1	5	11	5	5	6	5	16	9	111	5.88%
<b>Total</b>	<b>228</b>	<b>133</b>	<b>125</b>	<b>158</b>	<b>113</b>	<b>137</b>	<b>162</b>	<b>143</b>	<b>146</b>	<b>98</b>	<b>131</b>	<b>168</b>	<b>147</b>	<b>1889</b>	

## Information & Technology Services Division

### Electronic Information Outlet Statistics

May 2020

<b>Website</b>	<b>Current Month</b>	<b>FYTD Total</b>	<b>Prior FYTD Total</b>
Total Pages Viewed	1,792,881	15,449,054	14,141,347
Total Monthly Sessions	541,708	4,631,740	4,068,402

<b>Online Transactions</b>	<b>Total</b>	<b>Online</b>	<b>Online Percent</b>	<b>FYTD Online Percent</b>	<b>Prior FYTD Percent</b>
<b>Applications</b>	<b>6971</b>	<b>6718</b>	<b>96.4%</b>	<b>90.8%</b>	<b>80.6%</b>
Broker Application	77	62	80.5%	94.1%	74.5%
Sales Agent Application	6817	6595	96.7%	91.3%	81.7%
Corporate Broker Application	77	61	79.2%	70.3%	67.4%
<b>Renewals</b>	<b>4972</b>	<b>4880</b>	<b>98.1%</b>	<b>98.0%</b>	<b>97.7%</b>
Broker Renewals	1062	1037	97.6%	97.4%	97.6%
Sales Agent Renewal	3530	3476	98.5%	98.6%	98.7%
Corporate Broker Renewals	281	274	97.5%	93.4%	88.3%
Professional Inspector Renewals	67	64	95.5%	96.7%	97.0%
Real Estate Inspector Renewals	6	6	100.0%	94.7%	97.6%
Apprentice Inspector Renewals	2	2	100.0%	90.0%	86.4%
Easement ROW Business Renewals	2	2	100.0%	81.8%	66.7%
Easement ROW Individual Renewals	22	19	86.4%	95.4%	92.7%
<b>Sponsorship Transactions</b>	<b>3012</b>	<b>2814</b>	<b>93.4%</b>	<b>91.9%</b>	<b>94.4%</b>
Additions	8	8	100.0%	99.7%	99.6%
Removals	3004	2806	93.4%	87.8%	88.3%

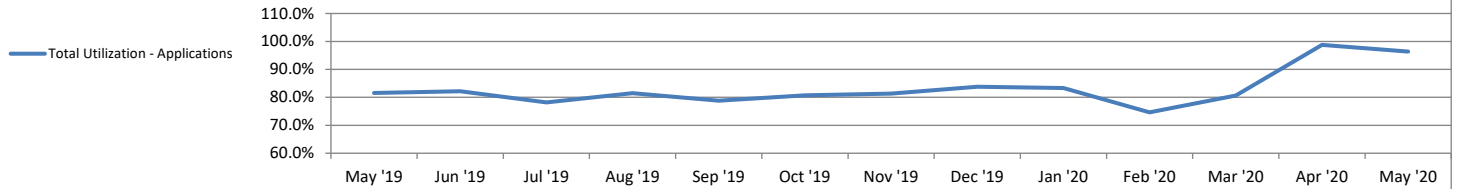
## Information & Technology Services Division

### Electronic Information Outlet Statistics

May 2020

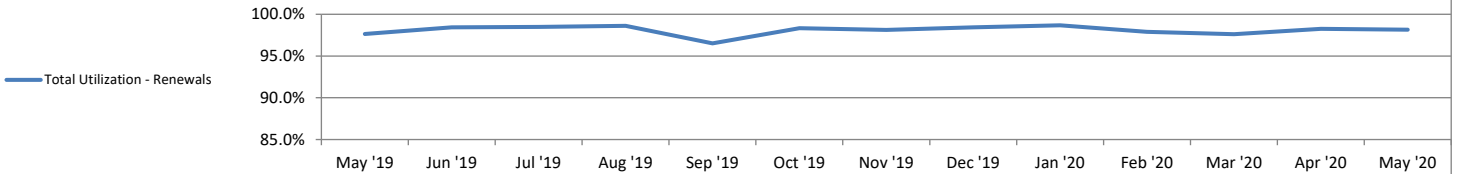
Applications	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20
Broker Application	72.2%	72.1%	76.1%	87.2%	75.4%	75.8%	81.6%	87.2%	82.2%	74.0%	71.2%	99.6%	80.5%
Sales Agent Application	82.0%	83.9%	78.3%	81.8%	80.6%	81.6%	82.0%	83.7%	82.5%	78.4%	81.4%	98.7%	96.7%
Broker Organization Applications	86.7%	65.9%	79.2%	60.0%	52.2%	72.6%	69.4%	80.7%	92.4%	50.2%	76.2%	85.2%	79.2%
<b>Total Utilization - Applications</b>	<b>81.6%</b>	<b>82.2%</b>	<b>78.2%</b>	<b>81.5%</b>	<b>78.8%</b>	<b>80.7%</b>	<b>81.4%</b>	<b>83.8%</b>	<b>83.3%</b>	<b>74.6%</b>	<b>80.7%</b>	<b>98.8%</b>	<b>96.4%</b>

#### Utilization Online Application Services



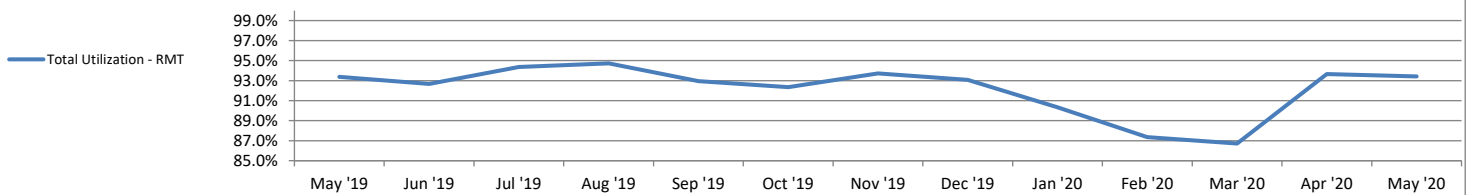
Renewals	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20
Broker Renewals	97.2%	97.6%	97.6%	97.9%	97.6%	97.5%	96.8%	96.9%	98.0%	97.7%	96.9%	97.3%	97.6%
Sales Agent Renewal	99.2%	99.2%	98.9%	99.1%	98.7%	98.7%	98.6%	99.2%	99.1%	98.3%	98.1%	98.6%	98.5%
Broker Organization Renewal	82.5%	95.3%	97.3%	95.6%	63.7%	97.2%	96.8%	96.7%	96.6%	96.2%	95.9%	97.9%	97.5%
Professional Inspector Renewals	96.9%	93.4%	97.9%	93.6%	98.5%	99.1%	97.1%	95.8%	99.0%	89.4%	97.0%	95.1%	95.5%
Real Estate Inspector Renewals	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	85.7%	N/A	100.0%
Apprentice Inspector Renewals	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%
Easement ROW Business Renewals	0.0%	N/A	N/A	50.0%	N/A	100.0%	N/A	100.0%	66.7%	0.0%	100.0%	100.0%	100.0%
Easement ROW Individual Renewals	92.3%	91.1%	93.2%	96.3%	91.2%	96.3%	100.0%	88.0%	97.1%	97.2%	95.9%	100.0%	86.4%
<b>Total Utilization - Renewals</b>	<b>97.6%</b>	<b>98.4%</b>	<b>98.5%</b>	<b>98.6%</b>	<b>96.5%</b>	<b>98.3%</b>	<b>98.1%</b>	<b>98.4%</b>	<b>98.7%</b>	<b>97.9%</b>	<b>97.6%</b>	<b>98.3%</b>	<b>98.1%</b>

#### Utilization Online Renewal Services



RMT	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20
Sponsorship Invitations	99.4%	99.7%	99.6%	99.8%	99.9%	99.5%	99.8%	99.6%	N/A	N/A	N/A	N/A	100.0%
Sponsorship Removals	86.4%	85.5%	88.3%	87.7%	84.5%	83.4%	86.3%	86.5%	90.3%	87.4%	86.7%	93.7%	93.4%
<b>Total Utilization - RMT</b>	<b>93.4%</b>	<b>92.7%</b>	<b>94.4%</b>	<b>94.7%</b>	<b>93.0%</b>	<b>92.3%</b>	<b>93.7%</b>	<b>93.1%</b>	<b>90.3%</b>	<b>87.4%</b>	<b>86.7%</b>	<b>93.7%</b>	<b>93.4%</b>

#### Utilization Online Relationship Management Tool





**Staff & Support Services Division**

**TREC Budget Status Report**

**May 2020 Fiscal Year 2020**

Expenditure Category	Approved Budget FY2020	Expenditures	Balance	Budget % Remaining	3/12 = 25.00% Comments
Salaries & Wages	7,186,666	5,384,954	\$1,801,712	25.1%	
Employee Benefits	2,120,963	1,637,831	\$483,132	22.8%	
Retiree Insurance	710,042	390,764	\$319,278	45.0%	Invoices lag
Other Personnel Costs	290,418	148,790	\$141,628	48.8%	Lump sum payments usually occur in August.
Professional Fees & Services	1,661,398	379,104	\$1,282,294	77.2%	Several ITS Projects, internal audit, pending and expected to be completed FY20.
Consumables	14,000	8,380	\$5,620	40.1%	unexpended budget will be used for COVID-19 items
Utilities	14,579	2,910	\$11,669	80.0%	unexpended budget (requisitions pending)for headsets for remote employees, RCS staff, hotspots and routers, and 25 Plantronic headsets
Travel	57,000	32,498	\$24,502	43.0%	unexpended budget for Administration & Director travel
Office and Space Rent	175,178	170,339	\$4,839	2.8%	Office rent paid for year.
Equipment Rental	76,284	64,189	\$12,095	15.9%	PC Refresh expense paid
Registration & Membership	88,565	20,304	\$68,261	77.1%	Additional registration expenses schedule for later in budget year. Some conferences cancelled due to the COVID-19 issue.
Maintenance & Repairs	286,757	178,834	\$107,923	37.6%	overbudgeted Versa maintenance by \$18K to meet ITS budgeted total; overbudgeted JIRA maintenance by \$4,500--budget based on 50 licenses; overbudgeted for MIP Fund Accounting renewal by \$4,500, unexpended budget for server maintenance
Reproduction & Printing	4,600	3,582	\$1,018	22.1%	
Contract Services	46,847	46,003	\$844	1.8%	Office moves to renovated space
Postage	23,600	10,342	\$13,258	56.2%	
Supplies & Equipment	633,739	212,364	\$421,375	66.5%	Additional \$34,000 for leaseholder improvements for office renovation budgeted in this category but expended out of Other Operating Expenses
Communication Services	192,111	99,003	\$93,108	48.5%	unexpended budget for video conferencing tools for Room 400A, DIR data center service cost, and Electronic subscriptions, specifically TX Legislative Services
Other Operating Expenses	30,180	119,590	(\$89,410)	-296.3%	Additional \$34,000 for leaseholder improvements for office renovation (had been budgeted under Supplies & Equipment)
<b>Subtotal Operations Expenditures</b>	<b>13,612,927</b>	<b>8,909,780</b>	<b>4,703,147</b>	<b>34.5%</b>	
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 \$1 for each search
Statewide Cost Allocation Plan (SWCAP)	188,582	107,997	80,585	42.7%	Indirect costs charged by the state. Third quarter payment due 6/30/2020
Contribution to General Revenue	727,500	545,625	181,875	25.0%	Allocated monthly until August 2020
<b>Subtotal Nonoperational Expenditures</b>	<b>935,798</b>	<b>680,381</b>	<b>255,417</b>	<b>27.3%</b>	
<b>Total Expenditures</b>	<b>\$14,548,725</b>	<b>\$9,590,161</b>	<b>\$4,958,564</b>	<b>34.1%</b>	

Revenue	FY2020 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$9,911,294	7,888,625	\$2,022,669	20.4%	
Education Fees	\$338,742	278,185	\$60,557	17.9%	
Examination Fees	\$354,938	237,582	\$117,356	33.1%	
Other Miscellaneous Revenue	\$200,000	202,936	(\$2,936)	-1.5%	Interest earned exceeds projections.
<b>Total Revenue</b>	<b>\$10,804,974</b>	<b>\$8,607,328</b>	<b>\$2,197,646</b>	<b>20.3%</b>	
Reallocation from Prior Year Reserves and Carryforward	\$3,750,000	2,812,500	\$937,500	25.0%	amount is allocated monthly
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$6,249</b>	<b>\$1,829,667</b>	<b>(\$1,823,418)</b>		

# Staff Services Division

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

May 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	2,386,707.50	(4,332.25)	2,382,375.25	20,308.89	U.S. T-Notes, 1.875%	12/15/2020
03/16/2020	3,850,000.00	3,927,496.94	3,926,398.44	(8,722.64)	3,917,675.80	19,132.30	U.S. T-Notes, 2.38%	03/15/2021
09/16/2019	5,775,000.00	5,749,268.33	5,806,807.60	(9,700.15)	5,797,107.45	16,614.89	U.S. T-Notes, 1.380%	09/15/2020
06/18/2019	3,165,000.00	3,148,945.98	3,172,170.72	(4,945.31)	3,167,225.41	21,791.80	U.S. T-Notes, 1.5%	06/15/2020
<b>Totals</b>	<b>\$ 15,149,700.00</b>	<b>\$ 15,191,304.46</b>	<b>\$ 15,292,084.26</b>	<b>\$ (27,700.35)</b>	<b>\$ 15,264,383.91</b>	<b>\$ 77,847.88</b>		

### Monthly Activity

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

Beginning Cash Available Balance \$ 5,116,162.48

Current Month Receipts \$ 647,228.88

Current Month Disbursements \$ (1,120,797.09)

<b>Total Cash</b>	<b>\$ 4,642,594.27</b>
<b>Investment Ending Market Value</b>	<b>15,264,383.91</b>
<b>Total Account Balance</b>	<b>19,906,978.18</b>
Strategic Projects Reserve	(7,728,424.00)
Reserve for Technology Development	(494,274.96)
<b>Ending Balance Available for Operations</b>	<b>\$ 11,684,279.22</b>

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



Melissa Huerta, Alternate Investment Officer



Oretha Trice, Alternate Investment Officer

**Staff Services Division**  
**Real Estate Recovery Trust Account No. 3058 Investments**  
**Current Securities**  
**May 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	600,191.65	(1,089.44)	599,102.21	5,107.13	U.S. T-Notes, 1.875	12/15/2020
03/16/2020	585,000.00	596,775.51	596,608.59	(1,325.38)	595,283.21	2,907.12	U.S. T-Notes, 1.875	03/15/2021
09/16/2019	948,000.00	943,590.84	953,221.40	(1,592.33)	951,629.07	2,727.43	U.S. T-Notes 1.38%	09/15/2020
06/18/2019	577,000.00	574,028.17	578,307.27	(901.56)	577,405.71	3,972.79	U.S. T-Notes 1.5%	6/15/2020
<b>Totals</b>	<b>\$ 2,703,400.00</b>	<b>\$ 2,709,230.14</b>	<b>\$ 2,728,328.91</b>	<b>\$ (4,908.71)</b>	<b>\$ 2,723,420.20</b>	<b>\$ 14,714.47</b>		

	Beginning Balance	Current Month	Ending Balance
<b>Receipts:</b>			
Licenses' Remittances to Recovery Fund		\$ 17,060.00	
Interest Realized		12.48	
Repayments to Recovery Fund (Principal and Interest)		0.00	
Administrative Penalties		12,876.00	
Investments Matured		0.00	
<b>Total Received</b>	<b>\$ 775,183.91</b>	<b>\$ 29,948.48</b>	<b>\$ 805,132.39</b>
<b>Disbursements:</b>			
Investments Purchased	\$	0.00	
Accrued Interest Purchased		0.00	
Disbursement to Treasury		0.00	
Payments from Recovery Fund		44,375.00	
Administrative Costs		81.56	
<b>Total Disbursed</b>		<b>\$ 44,456.56</b>	<b>(44,456.56)</b>
<b>Cash Balance</b>			<b>760,675.83</b>
<b>Investment Ending Market Value</b>			<b>2,723,420.20</b>
<b>Total Portfolio</b>			<b>3,484,096.03</b>
Reserved for Potential Payments Within 90 Days			<b>(526,407.07)</b>
<b>Balance</b>			<b>\$ 2,957,688.96</b>

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



\_\_\_\_\_  
Melissa Huerta, Alternate Investment Officer



\_\_\_\_\_  
Oretha Trice, Alternate Investment Officer

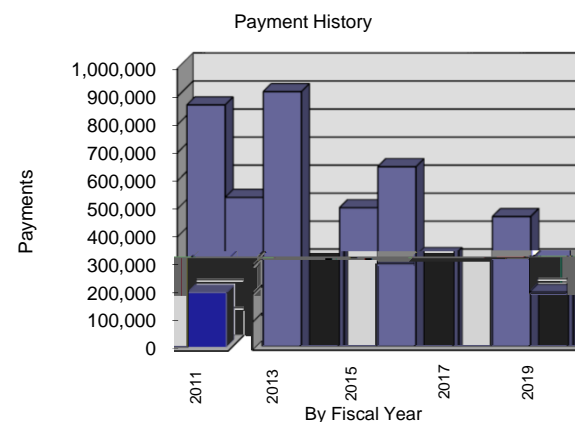
Texas Occ Code, Sec 1101.603(e): On a determination by the commission at any time that the balance in the trust account is less than \$1 million, each license holder at the next license renewal must pay, in addition to the renewal fee, a fee that is equal to the lesser of \$10 or a pro rata share of 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**  
**May 2020**

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2020-To-Date	Number of Claims FY 2020
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
May 2020	44,375.00	0.00	12,876.00	81.56	44,375.00	1
	<b>347,606.33</b>	<b>51,869.63</b>	<b>238,169.98</b>	<b>1,255.74</b>	<b>197,008.07</b>	<b>5</b>

**Potential Payments\***  
**Next 3 Months 526,407.07**

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	5	197,008.07
<b>Total</b>	<b>828</b>	<b>\$16,232,400.12</b>



\*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)**  
**May 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	62,210.47	(138.20)	62,072.27	303.14	U.S. T-Notes 2.375%	03/15/2021
12/15/2019	498,600.00	499,806.27	504,306.63	(915.39)	503,391.24	4,291.23	U.S. T-Notes 1.875%	12/15/2020
<b>Totals</b>	<b>\$ 559,600.00</b>	<b>\$ 562,034.14</b>	<b>\$ 566,517.10</b>	<b>\$ (1,053.59)</b>	<b>\$565,463.51</b>	<b>\$4,594.37</b>		

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

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


<b>Beginning Balance</b>	\$ 44,211.14	\$ 44,211.14
<b>Receipts:</b>		
Licenses' Remittances to Recovery Fund	\$ 150.00	
Interest Realized (includes accruals)	0.70	
Treasury Note Semi-Annual Interest	0.00	
Repayments	0.00	
Administrative Penalties	700.00	
Investments Matured	0.00	
<b>Total Received in Current Month</b>		<b>\$ 850.70</b>
<b>Disbursements:</b>		
Investments Purchased	\$ 0.00	
Payments from Recovery Fund	0.00	
* Cash Transfer Trust to Treasury (GR)	0.00	
Administrative Costs	22.47	
<b>Total Disbursed in Current Month</b>		<b>\$ (22.47)</b>
<b>Total Cash</b>		<b>\$ 45,039.37</b>
<b>Reserved for Potential Payment within 90 Days</b>		<b>0.00</b>
<b>Unobligated Fund Balance</b>		<b>\$ 45,039.37</b>
<b>Investment Ending Market Value</b>		<b>565,463.51</b>
<b>Balance</b>		<b>\$ 610,502.88</b>

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
<b>Total</b>	<b>54</b>	<b>\$ 413,360.18</b>

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

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

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

  
Melissa Huerta, Alternate Investment Officer

  
Oretha Trice, Alternate Investment Officer