



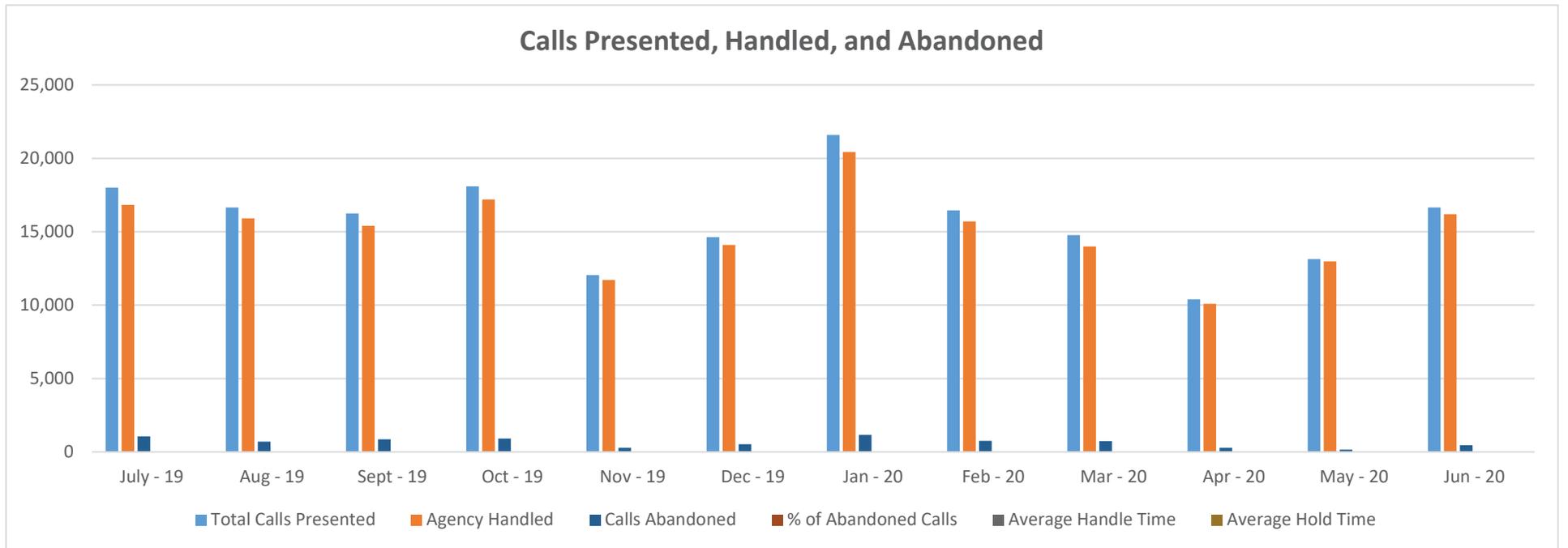
## **Staff Reports for June 2020**

## Customer Relations Division

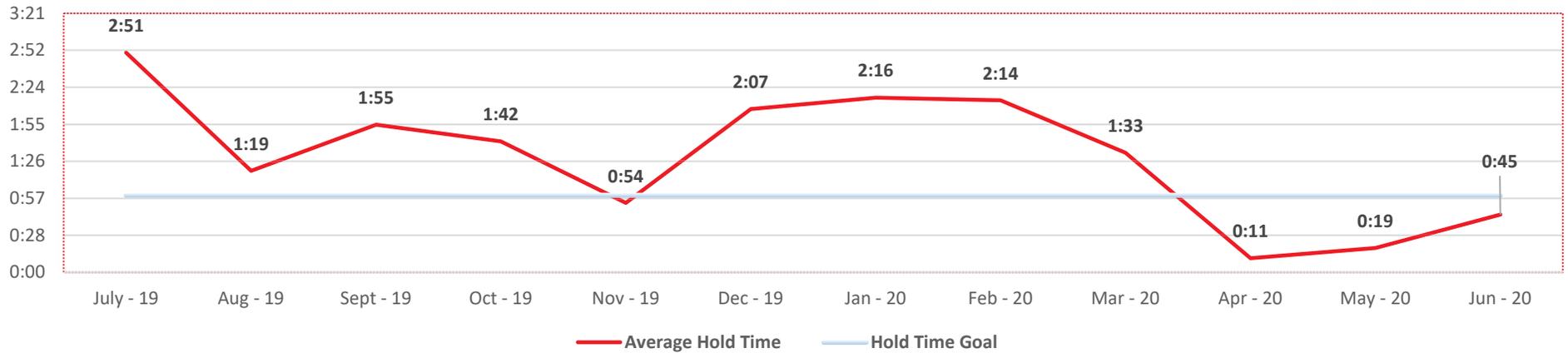
### Incoming Calls

	July - 19	Aug - 19	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	Jun - 20	Totals
Total Calls Presented	18,004	16,646	16,256	18,101	12,042	14,632	21,593	16,457	14,774	10,389	13,141	16,653	<b>188,688</b>
Agency Handled	16,822	15,914	15,397	17,194	11,708	14,107	20,428	15,705	13,996	10,101	12,984	16,197	<b>180,553</b>
Calls Handled Initially	15,688	15,214	14,675	16,563	11,805	13,421	19,347	15,246	13,504	10,086	12,929	16,003	<b>174,481</b>
Calls Handled by Courtesy Callback	1,134	700	630	580	195	622	973	422	451	11	50	180	<b>5,948</b>
% of Calls handled by Courtesy Callback	7.00%	4.00%	4.09%	3.37%	1.62%	4.25%	4.51%	2.56%	3.05%	0.11%	0.38%	1.08%	<b>3.00%</b>
Calls Re-Directed for Assistance	122	29	92	51	42	64	108	37	41	4	5	14	<b>609</b>
Calls Abandoned	1,060	700	859	907	289	524	1,165	752	747	284	157	456	<b>7,900</b>
% of Abandoned Calls	5.89%	4.21%	5.28%	5.01%	2.40%	3.58%	5.40%	4.57%	5.06%	2.73%	1.19%	2.74%	<b>4.00%</b>
Average Handle Time	5:33	5:26	5:55	5:45	5:35	5:39	5:12	5:36	5:32	6:11	5:54	5:58	<b>5:41</b>
Average Hold Time	2:51	1:19	1:55	1:42	0:54	2:07	2:16	2:14	1:33	0:11	0:19	0:45	<b>1:30</b>

### Calls Presented, Handled, and Abandoned



### Average Hold Time



### Walk Ins

	July - 19	Aug - 19	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	Jun - 20	Total
Licensing	118	130	64	75	71	103	95	109	34	0	0	0	799
Education	3	0	2	0	4	0	2	1	5	0	0	0	17
Inspector	7	5	1	3	1	3	7	3	1	0	0	0	31
Enforcement	8	2	1	0	1	1	3	0	0	0	0	0	16
TALCB Lic	4	0	1	2	4	1	2	1	1	0	0	0	16
TALCB Enf	2	0	0	0	0	0	0	1	0	0	0	0	3
<b>Total</b>	142	137	69	80	81	108	109	115	41	0	0	0	882

### Emails

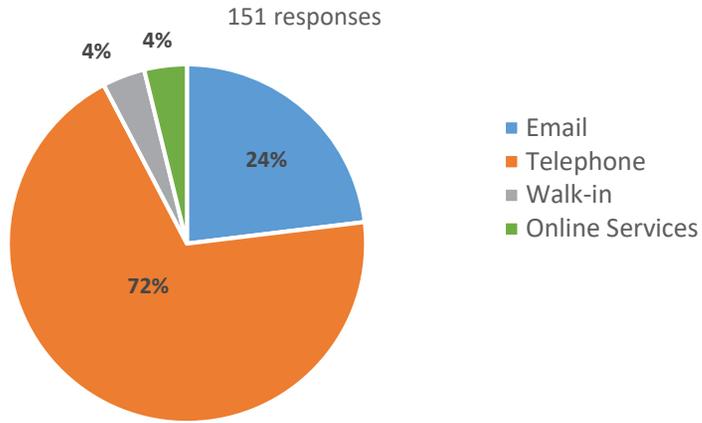
	July - 19	Aug - 19	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	Jun - 20	Total
Licensing	3,404	3,481	2,916	3,090	2,118	3,004	4,255	3,556	3,369	3,463	3,181	3,796	39,633
Education	38	18	44	29	48	33	49	27	57	56	57	37	493
Inspector	95	71	38	51	30	41	103	69	57	62	44	79	740
Enforcement	114	74	87	78	86	76	91	86	139	102	118	146	1,197
TALCB Lic	112	100	141	84	75	112	196	179	153	120	91	170	1,533
TALCB Enf	13	8	11	11	7	21	16	9	6	14	7	14	137
<b>Total</b>	3,776	3,752	3,237	3,343	2,364	3,287	4,710	3,926	3,781	3,817	3,498	4,242	43,733
<b>Respond in 2 bus days</b>	3,772	3,751	3,220	3,341	2,364	3,287	4,709	3,926	3,781	3,817	3,498	4,242	43,708
<b>% handled in 2 days</b>	99.89%	99.97%	99.47%	99.94%	100.00%	100.00%	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	99.94%
<b>% handled in 1 day</b>							82.60%	84.36%	93.63%	99.97%	100.00%	98.89%	90.14%

TALCB and TREC Call Comparisons						
	April, 2020		May, 2020		June, 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	1,054	9,335	976	12,165	1,235	15,418
Agency Handled	1,037	9,064	952	12,032	1,179	15,018
Calls Handled Initially	1,035	9,051	946	11,983	1,168	14,835
Calls Handled by Courtesy Callback	1	10	6	44	11	169
Calls Re-Directed for Assistance	1	3	0	5	0	14
Calls Abandoned	16	268	24	133	56	400
Hold Times	0:11	0:11	0:20	0:19	0:44	0:46
% of Abandoned Calls	1.52%	2.87%	2.46%	1.09%	4.53%	2.59%
% of Callbacks	0.09%	0.11%	0.61%	0.36%	0.89%	1.10%
<b>% of all calls</b>	<b>10.15%</b>	<b>89.85%</b>	<b>7.43%</b>	<b>92.57%</b>	<b>7.42%</b>	<b>92.58%</b>

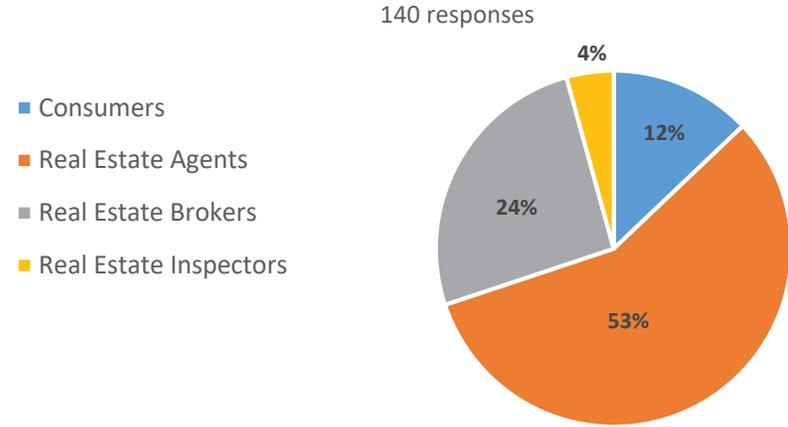
# Customer Relations Division

## June 2020 Customer Satisfaction Report

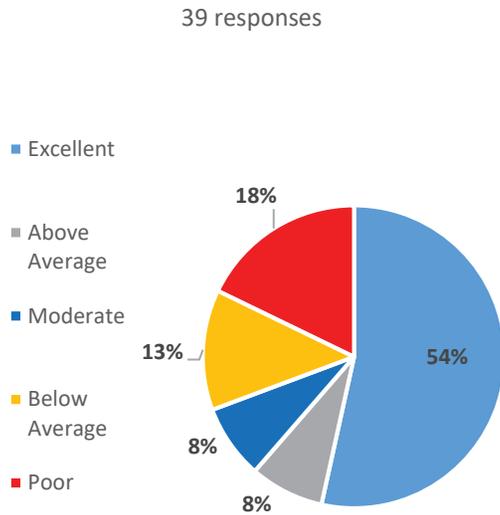
### How Customers Contact TREC/TALCB?



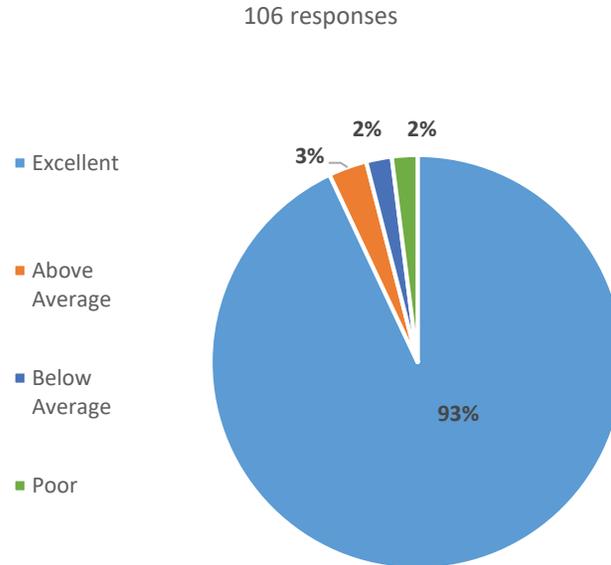
### Customer Demographics



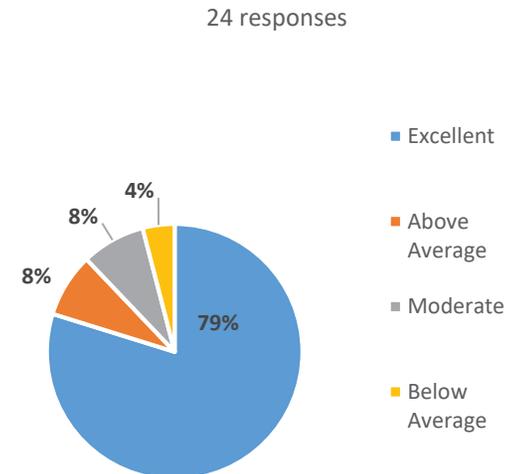
### Customer Email Experience Rating



### Telephone Service Rating



### Experience with Customer Service Representative



**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>													
<b><u>Providers</u></b>													
Initial Provider	0	1	0	0	0	0	0	0	1	0			2
4-year Renewal Provider	0	2	1	0	0	1	0	0	0	0			4
Annual Fee for Provider	0	2	5	5	2	2	3	1	1	2			23
<b><u>Real Estate Courses</u></b>													
Initial	0	16	5	7	8	8	4	0	0	1			49
Renewal	0	2	0	7	0	0	0	0	5	6			20
<b><u>Inspector Courses</u></b>													
Initial	0	0	0	14	0	0	0	0	29	10			53
Renewal	0	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>36</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>151</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>													
<b><u>Providers</u></b>													
Initial Provider	0	1	0	0	0	0	1	0	0	0			2
4-year Renewal Provider	1	3	0	0	3	0	0	0	2	0			9
Annual Fee for Provider	1	1	2	4	6	2	1	1	1	2			21
<b><u>Real Estate Courses</u></b>													
Initial	13	7	1	9	28	6	6	9	2	2			83
Renewal	0	0	2	1	6	0	0	0	0	0			9
<b><u>Inspector Courses</u></b>													
Initial	0	0	0	7	7	0	0	0	12	19			45
Renewal	0	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>23</b>	<b>0</b>	<b>0</b>	<b>169</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>Providers</u>													
Initial Provider	16	25	6	10	9	9	15	14	5	6			115
Renewal Provider	14	9	11	7	7	15	21	2	6	14			106
<u>Real Estate CE Courses</u>	157	214	276	271	302	222	152	97	148	220			2059
<u>Inspector CE (ICE) Courses</u>	29	4	23	8	2	19	4	19	19	30			157
<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>270</b>	<b>0</b>	<b>0</b>	<b>2437</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>Providers</u>													
Initial Provider	5	17	19	8	7	10	6	9	15	11			107
Renewal Provider	10	17	9	6	10	11	9	7	7	9			95
<u>Real Estate CE Courses</u>	114	159	201	249	305	262	176	117	125	174			1882
<u>Inspector CE (ICE) Courses</u>	13	31	13	13	9	9	10	6	19	40			163
<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>234</b>	<b>0</b>	<b>0</b>	<b>2247</b>

## Licensing Division

### Applications Received and Renewal Activity

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

June

#### Real Estate Brokers & Sales Agents

<i>Applications Received</i>	Sep 2018 - Jun 2019	Sep 2019 - Jun 2020	Variance	Percent
Broker Original Applications Received	2,700	2,794	94	3.48%
<i>Broker Business Entity</i>	-	1,189	-	-
<i>Broker Individual</i>	-	1,605	-	-
Sales Agent Original Applications Received	21,127	23,052	1,925	9.11%
<b><i>Total Original Applications</i></b>	23,827	25,846	2,019	8.47%

<i>Renewal Activity</i>	% Renewed FY19		% Renewed FY20		% Renewed FY18	
Broker Renewals and Percentage	14,455	89.83%	13,268	95.46%	15,650	91.09%
Broker Business Entity	-	-	2,840	90.59%		
Broker Individual	-	-	10,428	96.88%		
Sales Agent Renewals and Percentage	34,712	77.54%	34,939	86.08%	34,526	81.12%
<b><i>Total Renewals from Brokers &amp; Sales Agents</i></b>	49,167	80.79%	48,207	88.47%	50,176	83.99%

#### Real Estate Inspectors

<i>Applications Received</i>	Sep 2018 - Jun 2019	Sep 2019 - Jun 2020	Variance	Percent
Professional Inspector Original Applications Received	463	464	1	0.22%
Real Estate Inspector Original Applications Received	8	22	14	175.00%
Apprentice Inspector Original Applications Received	65	53	-12	-18.46%
<b><i>Total Original Applications</i></b>	536	539	3	0.56%

<i>Renewal Activity</i>	% Renewed FY19		% Renewed FY20		% Renewed FY18	
Professional Inspector Renewals and Percentage	1,282	76.45%	769	80.44%	861	74.55%
Real Estate Inspector Renewals and Percentage	43	68.25%	28	80.00%	48	78.69%
Apprentice Inspector Renewals and Percentage	19	27.94%	5	20.00%	7	21.88%
<b><i>Total Renewals from Inspectors</i></b>	1,344	74.34%	802	78.94%	916	73.40%

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

**Real Estate License Holders**

	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20
<b>Brokers</b>													
Individual (Active)	32,757	32,770	32,737	32,668	32,665	32,638	32,636	32,620	32,631	32,617	32,640	32,715	32,869
Business Entities (Active)	11,211	11,272	11,268	11,297	11,395	11,426	11,475	11,572	11,668	11,728	11,823	11,902	11,998
<b>Total Active Status</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>	<b>44,867</b>
Inactive Status	1,764	1,749	1,750	1,767	1,744	1,742	1,759	1,788	1,807	1,783	1,800	1,819	1,845
<b>Total Brokers</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>46,712</b>
<b>Sales Agents</b>													
Active Status	112,928	113,394	114,456	115,084	115,614	115,892	115,321	115,650	116,711	117,119	117,436	118,182	118,665
Inactive Status	30,645	30,651	30,310	29,920	30,030	30,088	30,948	31,093	30,760	30,715	30,800	31,563	33,262
<b>Total Sales Agents</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>	<b>151,927</b>
Total Active	156,896	157,436	158,461	159,049	159,674	159,956	159,432	159,842	161,010	161,464	161,899	162,799	163,532
Total Inactive	32,409	32,400	32,060	31,687	31,774	31,830	32,707	32,881	32,567	32,498	32,600	33,382	35,107
<b>Total Brokers/Sales Agents</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>198,639</b>

**Inspector License Holders**

	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20
<b>Inspector License Holders</b>													
Professional Inspectors(active)	3,292	3,304	3,310	3,324	3,340	3,334	3,339	3,333	3,334	3,335	3,333	3,325	3,362
Real Estate Inspectors (active)	135	139	139	141	141	140	138	137	137	132	131	128	133
Apprentice Inspectors(active)	136	136	142	138	137	135	132	135	137	141	143	146	150
Professional Inspectors(inactive)	508	545	556	548	550	552	546	568	561	566	600	622	629
Real Estate Inspectors(inactive)	14	13	13	13	14	15	14	14	15	18	19	21	22
Apprentice Inspectors(inactive)	28	26	24	24	24	25	26	26	27	26	27	27	27
<b>Total Active</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>3,645</b>
<b>Total Inactive</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>678</b>
<b>Total Inspectors</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>4,323</b>

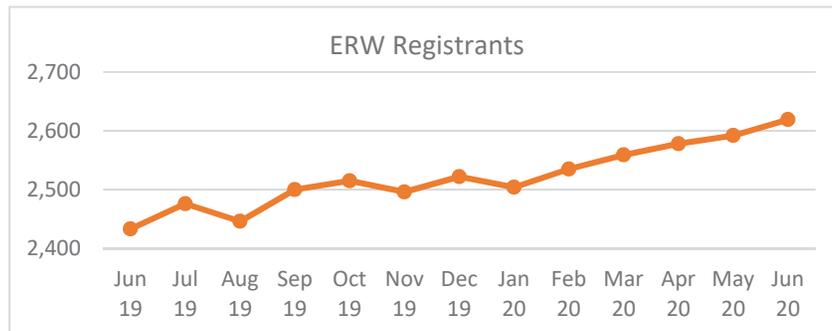
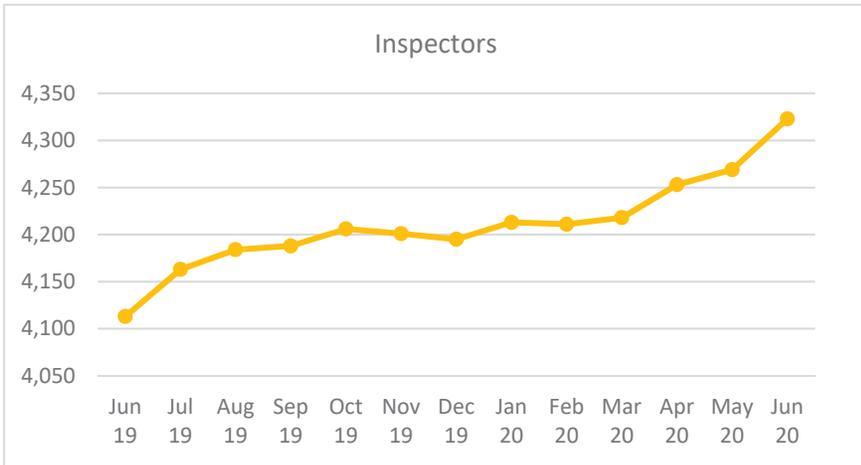
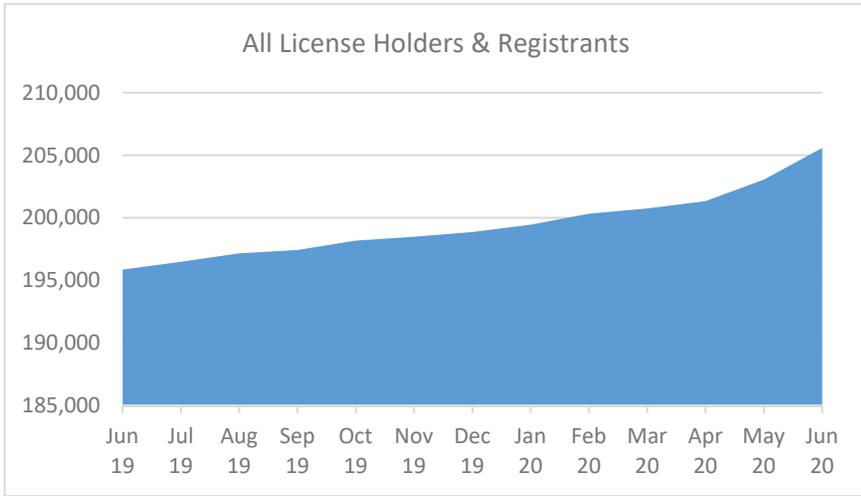
**Easement & Right-of-way Registrants**

	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20
<b>ERW Registrants</b>													
Businesses	56	57	61	63	63	63	66	69	69	71	73	73	73
Individuals	2,377	2,419	2,385	2,437	2,452	2,433	2,456	2,435	2,466	2,488	2,505	2,519	2,546
<b>Total Registrants</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>2,619</b>

**Total License Holders and Registrants**

	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20
<b>License Holders &amp; Registrants</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>	<b>205,581</b>

# Total License Holder and Registrants – June 2019 through June 2020



## Licensing Division

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

June 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	7.13	-	-	-
<i>Number of Applications Received</i>				157	189	174	146	154	159	175			
Business Entity Broker	-	-	-	8.83	12.73	5.46	5.23	2.86	2.93	6.03	-	-	-
<i>Number of Applications Received</i>				134	149	145	106	99	109	133			
Sales Agent	-	-	-	13.22	13.59	12.04	10.76	4.55	6.21	7.47	-	-	-
<i>Number of Applications Received</i>				2,068	2,736	2,590	2,009	1,768	2,693	3,123			

#### 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	9.81	-	-	-
<i>Number of Applications Received</i>				42	61	54	39	28	48	46			
Real Estate Inspector	-	-	-	18.56	22.04	n/a	31.94	8.42	n/a	6.44	-	-	-
<i>Number of Applications Received</i>				3	0	5	2	0	3	3			
Apprentice Inspector	-	-	-	2.58	6.49	n/a	2.36	3.78	4.42	6.01	-	-	-
<i>Number of Applications Received</i>				8	4	4	2	5	11	10			

#### 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	n/a	-	-	-
<i>Number of Applications Received</i>				2	1	0	5	1	0	1			
ERW Individual	-	-	-	5.69	9.83	2.88	6.63	5.93	1.60	1.53	-	-	-
<i>Number of Applications Received</i>				27	59	39	35	22	28	20			

# TREC Enforcement Division: E1 Report

## Case Status

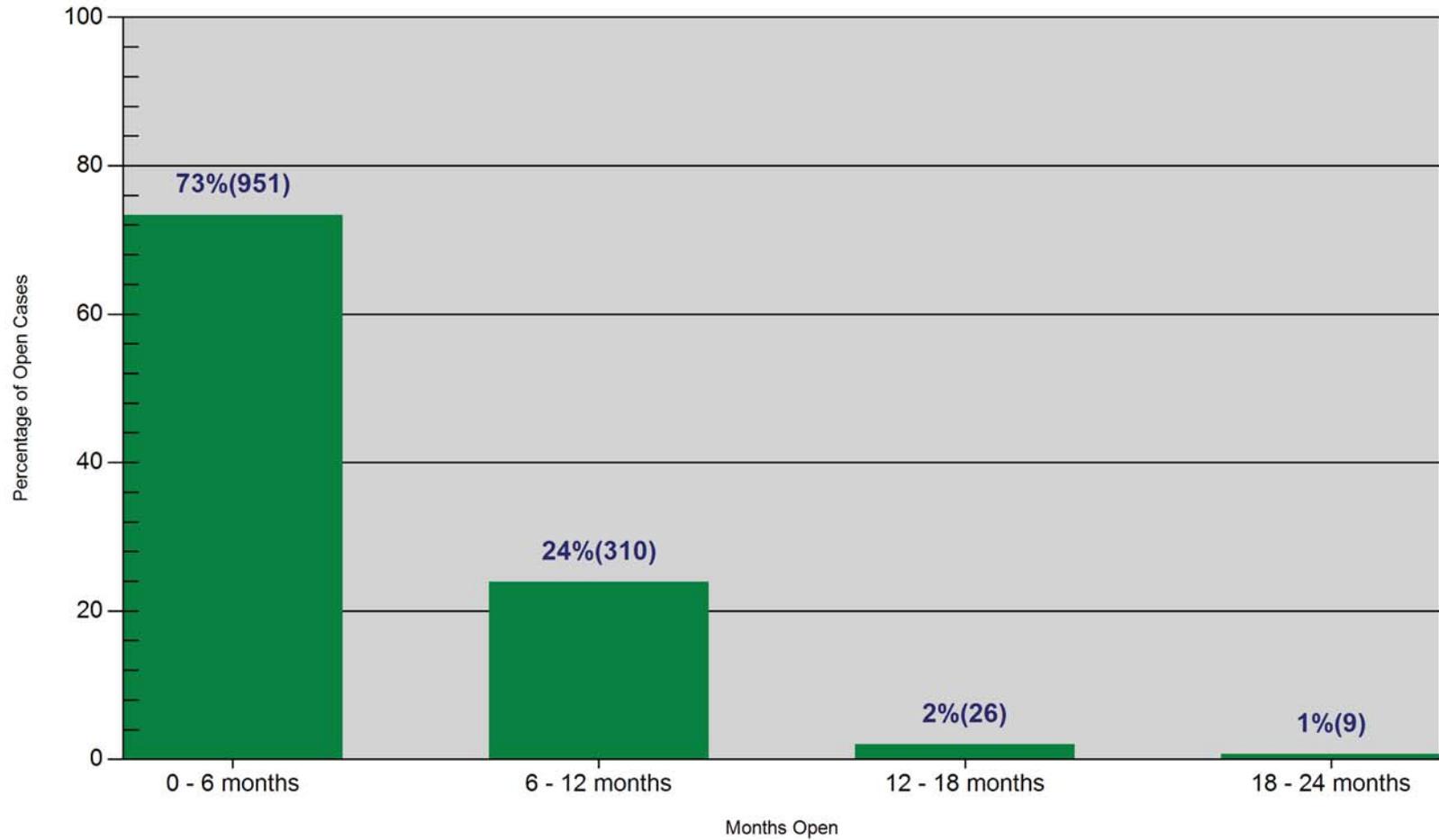
### FY 2020

	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>365</b>	<b>412</b>	<b>582</b>	<b>424</b>	<b>272</b>	<b>378</b>	<b>571</b>			<b>4356</b>
Broker/Sales	140	140	100	105	118	206	109	87	114	147			1266
Inspector	10	7	9	7	8	5	5	5	6	10			72
Timeshare	4	4	3	1	3	2	4	0	4	1			26
Unlicensed Activity	8	5	0	3	0	9	4	3	1	3			36
Residential Service Company	22	13	12	5	11	8	8	5	9	24			117
No Jurisdiction	11	11	17	18	13	14	11	14	12	16			137
Application Investigation	205	211	151	156	162	222	192	97	131	246			1773
Fitness Inquiry	69	114	79	68	96	114	90	59	98	124			911
Education Related	2	2	1	1	1	0	0	0	1	0			8
Easement ROW	0	1	0	0	0	1	1	1	0	0			4
Other	0	0	0	0	0	1	0	1	2	0			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>518</b>	<b>537</b>	<b>370</b>	<b>441</b>	<b>473</b>	<b>391</b>	<b>444</b>	<b>421</b>	<b>405</b>	<b>445</b>			<b>4445</b>
Complaint Withdrawn	14	6	4	7	4	8	7	6	4	3			63
Cease & Desist Issued	0	1	0	1	0	1	0	1	1	2			7
Disciplinary Action	37	51	68	43	59	43	44	71	48	48			512
Failure to Go Forward	28	41	35	46	28	32	35	49	67	23			384
Insufficient Evidence	39	47	35	49	45	30	45	38	47	33			408
Matter Settled	23	11	10	21	13	6	15	20	13	14			146
No Jurisdiction	56	45	25	36	28	37	28	37	32	39			363
No Violation	7	6	7	13	9	10	6	7	7	3			75
Application Investigation	191	212	120	155	173	109	157	118	100	159			1494
Fitness Inquiries	118	111	60	62	101	91	97	67	71	110			888
Other	5	6	4	6	10	10	6	4	12	5			68
Open at Beginning of Month										1170			
Received During Month										571			
Closed During Month										445			
<b>Open at End of Month</b>										<b>1296</b>			
<b>Received During Fiscal Year</b>										<b>4356</b>			
<b>Closed During Fiscal Year</b>										<b>4445</b>			

# TREC Enforcement Division: E2 Report

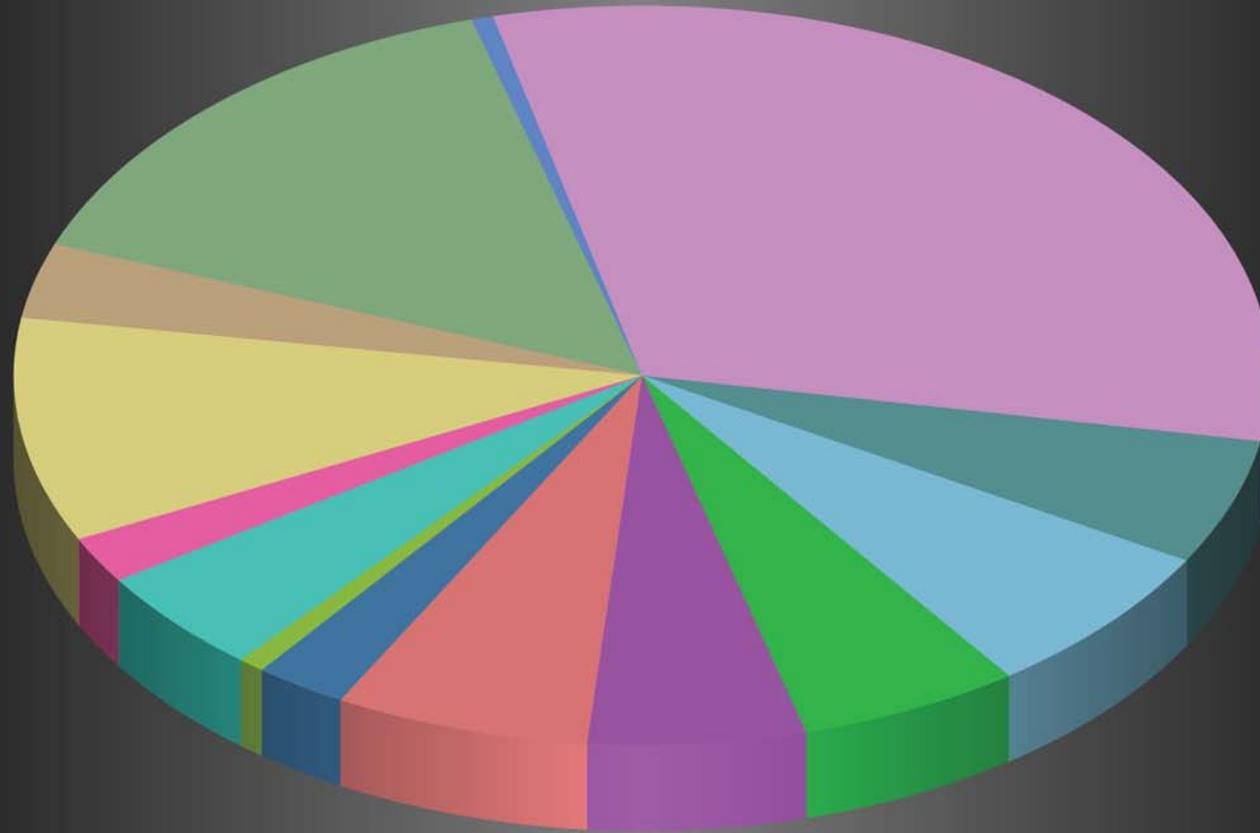
## Open Case Aging Report

as of 6/30/2020



# Complaint Subject Categories for June 2019 through June 2020

1766 Total Allegations



Administrative 6.74 % (119)	Leasing/Property Management - Misappropriation 2.04 % (36)
Advertising 5.72 % (101)	Leasing/Property Management - Other 9.80 % (173)
Breach of Fiduciary Duties 5.61 % (99)	License Holder Acting as Principal 3.28 % (58)
Broker Supervision 6.57 % (116)	Licensure Issues 14.84 % (262)
Failure to Disclose 2.38 % (42)	Sales Misappropriation 0.57 % (10)
Improper Contract/Seller Disclosure form usage 0.68 % (12)	Sales Other 31.65 % (559)
Intermediary/IABS 4.64 % (82)	Unlicensed Activity 5.49 % (97)

### Complaint Subject Categories by Month

Subject Matter Categories	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total	YTD
<b>Administrative</b> <i>Bad check, contact information, uncooperative, etc.</i>	5	7	12	7	10	11	17	11	4	9	13	5	8	119	<b>6.74%</b>
<b>Advertising</b> <i>Includes misleading &amp; dba</i>	8	4	9	6	5	8	9	10	3	10	12	11	6	101	<b>5.72%</b>
<b>Breach of Fiduciary Duty</b> <i>Including false promise</i>	10	7	4	5	9	15	5	11	6	7	9	6	5	99	<b>5.61%</b>
<b>Broker Supervision</b>	5	8	13	3	11	14	10	6	4	6	9	19	8	116	<b>6.57%</b>
<b>Failure to Disclose</b>	5	6	2	1	4	3	7	7	2	2	1	1	1	42	<b>2.38%</b>
<b>Improper contract/Seller Disclosure form usage</b> <i>Including false promise</i>	0	2	0	1	2	4	1	0	1	0	0	1	0	12	<b>0.68%</b>
<b>Intermediary/IABS</b>	3	3	0	3	0	3	5	4	1	9	32	13	6	82	<b>4.64%</b>
<b>Leasing/Property Management - Misappropriation</b>	9	0	2	1	4	6	0	2	0	3	6	1	2	36	<b>2.04%</b>
<b>Leasing/Property Management - Other</b> <i>Includes negligence, referral, etc.</i>	16	20	8	6	16	18	21	13	8	15	17	6	9	173	<b>9.80%</b>
<b>Licensure Issues</b> <i>Criminal background check, denials, probationary license, etc.</i>	20	26	36	33	15	19	15	21	16	13	16	16	16	262	<b>14.84%</b>
<b>License Holder Acting as Principal</b>	6	3	5	5	6	3	5	4	4	6	5	3	3	58	<b>3.28%</b>
<b>Sales Misappropriation</b> <i>Other than Leasing/Property Management - Misappropriation</i>	0	0	1	0	1	6	0	0	0	0	0	1	1	10	<b>0.57%</b>
<b>Sales Other</b> <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	41	34	53	41	49	41	43	52	43	46	32	55	29	559	<b>31.65%</b>
<b>Unlicensed Activity</b>	5	5	13	1	5	11	5	5	6	5	16	9	11	97	<b>5.49%</b>
<b>Total</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>105</b>	<b>1766</b>	

## Information Technology Division

### Electronic Information Outlet Statistics

June 2020

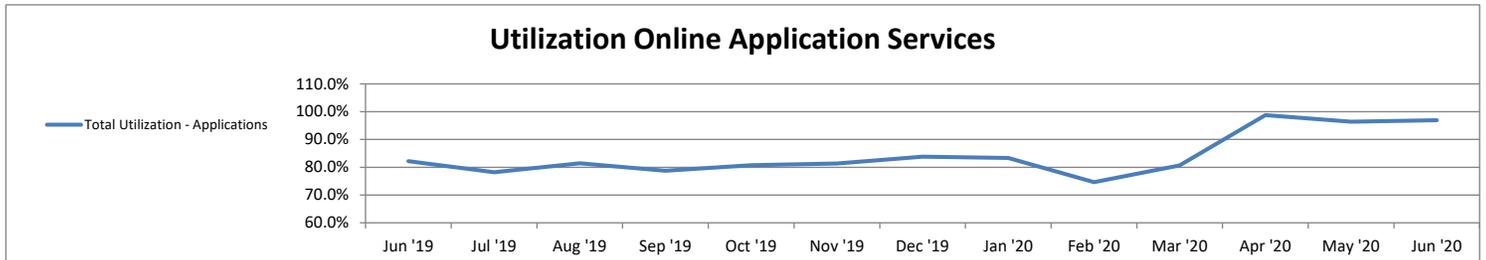
Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	1,952,351	17,401,405	15,815,374
Total Monthly Sessions	620,995	5,252,735	4,566,133

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
<b>Applications</b>	<b>15474</b>	<b>15003</b>	<b>97.0%</b>	<b>92.9%</b>	<b>80.8%</b>
Broker Application	1906	1867	98.0%	95.8%	74.3%
Sales Agent Application	13468	13046	96.9%	93.2%	81.9%
Corporate Broker Application	100	90	90.0%	72.1%	67.2%
<b>Renewals</b>	<b>6411</b>	<b>6266</b>	<b>97.7%</b>	<b>98.0%</b>	<b>97.8%</b>
Broker Renewals	1347	1308	97.1%	97.4%	97.6%
Sales Agent Renewal	4518	4428	98.0%	98.6%	98.7%
Corporate Broker Renewals	378	369	97.6%	93.9%	89.2%
Professional Inspector Renewals	120	114	95.0%	96.5%	96.8%
Real Estate Inspector Renewals	4	4	100.0%	95.2%	97.8%
Apprentice Inspector Renewals	0	0	N/A	90.0%	87.5%
Easement ROW Business Renewals	1	1	100.0%	83.3%	66.7%
Easement ROW Individual Renewals	43	42	97.7%	95.6%	92.5%

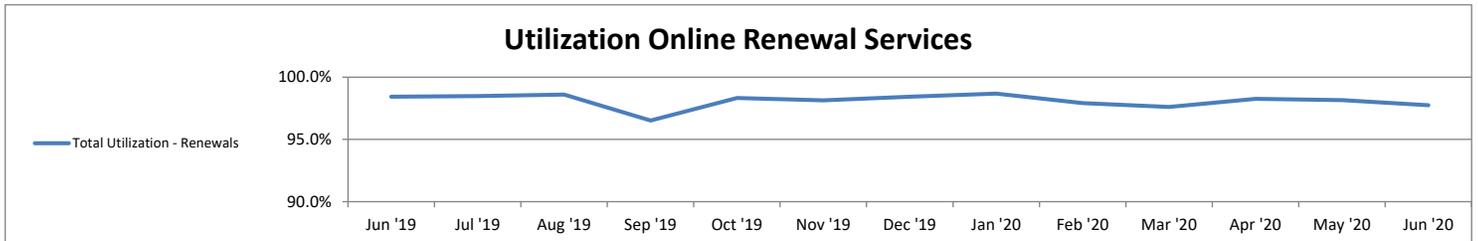
## Information Technology Division Electronic Information Outlet Statistics

June 2020

Applications	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20
Broker Application	72.1%	76.1%	87.2%	75.4%	75.8%	81.6%	87.2%	82.2%	74.0%	71.2%	99.6%	80.5%	98.0%
Sales Agent Application	83.9%	78.3%	81.8%	80.6%	81.6%	82.0%	83.7%	82.5%	78.4%	81.4%	98.7%	96.7%	96.9%
Broker Organization Applications	65.9%	79.2%	60.0%	52.2%	72.6%	69.4%	80.7%	92.4%	50.2%	76.2%	85.2%	79.2%	90.0%
<b>Total Utilization - Applications</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>	<b>97.0%</b>



Renewals	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20
Broker Renewals	97.6%	97.6%	97.9%	97.6%	97.5%	96.8%	96.9%	98.0%	97.7%	96.9%	97.3%	97.6%	97.1%
Sales Agent Renewal	99.2%	98.9%	99.1%	98.7%	98.7%	98.6%	99.2%	99.1%	98.3%	98.1%	98.6%	98.5%	98.0%
Broker Organization Renewal	95.3%	97.3%	95.6%	63.7%	97.2%	96.8%	96.7%	96.6%	96.2%	95.9%	97.9%	97.5%	97.6%
Professional Inspector Renewals	93.4%	97.9%	93.6%	98.5%	99.1%	97.1%	95.8%	99.0%	89.4%	97.0%	95.1%	95.5%	95.0%
Real Estate Inspector Renewals	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	85.7%	N/A	100.0%	100.0%
Apprentice Inspector Renewals	100.0%	50.0%	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	N/A
Easement ROW Business Renewals	N/A	N/A	50.0%	N/A	100.0%	N/A	100.0%	66.7%	0.0%	100.0%	100.0%	100.0%	100.0%
Easement ROW Individual Renewals	91.1%	93.2%	96.3%	91.2%	96.3%	100.0%	88.0%	97.1%	97.2%	95.9%	100.0%	86.4%	97.7%
<b>Total Utilization - Renewals</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>	<b>97.7%</b>



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

Expenditure Category	Approved Budget FY2020	Expenditures	Balance	Budget % Remaining	2/12 = 16.67% Comments
Salaries & Wages	7,186,666.00	6,019,694.67	1,166,971.33	16.2%	
Employee Benefits	2,120,963.00	1,783,143.21	337,819.79	15.9%	
Retiree Insurance	710,042.00	488,930.42	221,111.58	31.1%	
Other Personnel Costs	290,418.00	161,131.91	129,286.09	44.5%	Lump sum payments usually occur in August.
Professional Fees & Services	1,661,398.00	437,396.93	1,224,001.07	73.7%	Several ITS Projects, pending and expected to be completed FY20.
Consumables	14,000.00	9,043.43	4,956.57	35.4%	Unexpended budget will be used for COVID-19 items.
Utilities	14,579.00	3,085.23	11,493.77	78.8%	Unexpended budget (requisitions pending) for headsets for remote employees, RCS staff, hotspots and routers, and 25 Plantronic headsets.
Travel	57,000.00	32,425.73	24,574.27	43.1%	Unexpended budget for Administration & Director travel due to COVID-19.
Office and Space Rent	175,178.00	170,352.05	4,825.95	2.8%	Office rent paid for year.
Equipment Rental	76,284.00	65,521.75	10,762.25	14.1%	PC Refresh expense paid.
Registration & Membership	88,565.00	23,639.00	64,926.00	73.3%	Additional registration expenses schedule for later in budget year. Some conferences cancelled due to the COVID-19 issue.
Maintenance & Repairs	286,757.00	181,900.39	104,856.61	36.6%	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	4,600.00	3,581.88	1,018.12	22.1%	Unexpended budget for a quick guide for first time license holders \$1,500.
Contract Services	46,847.00	49,322.79	(2,475.79)	-5.3%	Office moves to renovated space; overall budget resides in Supplies and Equipment expense category.
Postage	23,600.00	12,328.00	11,272.00	47.8%	Unexpended budget for postage.
Supplies & Equipment	633,739.00	216,348.86	417,390.14	65.9%	Additional \$34,000 for leaseholder improvements for office renovation budgeted in this category but expended out of Other Operating Expenses; unexpended budget for Security assessment remediation \$12,500; unexpended budget for new server \$80K
Communication Services	192,111.00	107,309.51	84,801.49	44.1%	Unexpended budget for video conferencing tools for Room 400A, DIR data center service cost, and Electronic subscriptions, specifically TX Legislative Services.
Other Operating Expenses	30,180.00	119,640.76	(89,460.76)	-296.4%	Additional \$34,000 for leaseholder improvements for office renovation (had been budgeted under Supplies & Equipment); Facilities Maintenance and minor construction costs budgeted under Supplies and Equipment category
<b>Subtotal - Operations Expenditures</b>	<b>\$ 13,612,927</b>	<b>\$ 9,884,797</b>	<b>\$ 3,728,130</b>	<b>27.4%</b>	
DPS Criminal History Background Checks	19,716	26,787	(7,071)	-35.9%	ITS used testing site and did not realize the agency was being charged \$1 for each search
Statewide Cost Allocation Plan (SWCAP)	188,582	161,995	26,587	14.1%	Indirect costs charged by the state. Third quarter payment due 6/30/2020
Contribution to General Revenue	727,500	606,250	121,250	16.7%	Allocated monthly until August 2020
<b>Subtotal - Nonoperational Expenditures</b>	<b>\$ 935,798</b>	<b>\$ 795,032</b>	<b>\$ 140,766</b>	<b>15.0%</b>	
<b>Total Expenditures</b>	<b>\$ 14,548,725</b>	<b>\$ 10,679,829</b>	<b>\$ 3,868,896</b>	<b>26.6%</b>	

Revenue	FY2020 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	9,911,294	8,818,566	1,092,728	11.0%	
Education Fees	338,742	315,612	23,130	6.8%	
Examination Fees	354,938	238,132	116,806	32.9%	Revenue collection less than projected due to testing sites closed due to COVID-19.
Other Miscellaneous Revenue	200,000	249,014	(49,014)	-24.5%	Interest earned exceeds projections.
<b>Total Revenue</b>	<b>\$ 10,804,974</b>	<b>\$ 9,621,325</b>	<b>\$ 1,183,649</b>	<b>11.0%</b>	
Reallocation from Prior Year Reserves and Carryforward	3,750,000	3,125,000	625,000	16.7%	Amount is allocated monthly until August 2020.
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$ 6,249</b>	<b>\$ 2,066,496</b>	<b>\$ (2,060,247)</b>		

## Financial Services Division

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

June 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	2,382,375.25	(3,410.52)	2,378,964.73	1,934.18	U.S. T-Notes, 1.875%	12/15/2020
03/16/2020	3,850,000.00	3,927,496.94	3,917,675.80	(6,617.19)	3,911,058.61	26,834.92	U.S. T-Notes, 2.38%	03/15/2021
09/16/2019	5,775,000.00	5,749,268.33	5,797,107.45	(5,188.49)	5,791,918.96	23,304.01	U.S. T-Notes, 1.380%	09/15/2020
06/17/2020	3,278,000.00	3,357,582.19	0.00	3,355,596.42	3,355,596.42	3,761.64	US T-Notes, 2.625	06/15/2021
06/18/2019	3,165,000.00	3,148,945.98	3,167,225.41	(3,167,225.41)	0.00	0.00	U.S. T-Notes, 1.5%	06/15/2020
<b>Totals</b>	<b>\$ 18,427,700.00</b>	<b>\$ 18,548,886.65</b>	<b>\$ 15,264,383.91</b>	<b>\$ 173,154.81</b>	<b>\$ 15,437,538.72</b>	<b>\$ 55,834.75</b>		

### Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Cash Available Balance</b>	\$ 4,670,328.22		
<b>Current Month Receipts</b>		\$ 3,979,781.18	
<b>Current Month Disbursements</b>		\$ (4,463,938.62)	
<b>Total Cash</b>			<b>\$ 4,186,170.78</b>
<b>Investment Ending Market Value</b>			<b>15,437,538.72</b>
<b>Total Account Balance</b>			<b>19,623,709.50</b>
Strategic Projects Reserve			(7,728,424.00)
Reserve for Technology Development			(456,984.11)
<b>Ending Balance Available for Operations</b>			<b>\$ 11,438,301.39</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

**Financial Services Division**  
**Real Estate Recovery Trust Account No. 3058 Investments**  
**Current Securities**  
**June 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	(1,947.10)	598,244.55	486.39	U.S. T-Notes, 1.875	12/15/2020
03/16/2020	585,000.00	596,775.51	596,608.59	(2,330.85)	594,277.74	4,077.51	U.S. T-Notes, 1.875	03/15/2021
06/17/2020	791,000.00	810,203.63	0.00	809,724.46	809,724.46	907.70	U.S. T-Notes, 2.625	06/15/2021
09/16/2019	948,000.00	943,590.84	953,221.40	(2,444.05)	950,777.35	3,825.49	U.S. T-Notes 1.38%	09/15/2020
06/18/2019	577,000.00	574,028.17	578,307.27	(578,307.27)	0.00	0.00	U.S. T-Notes 1.5%	6/15/2020
<b>Totals</b>	<b>\$ 3,494,400.00</b>	<b>\$ 3,519,433.77</b>	<b>\$ 2,728,328.91</b>	<b>\$ 224,695.19</b>	<b>\$ 2,953,024.10</b>	<b>\$ 9,297.09</b>		

	<u>Beginning Balance</u>	<u>Current Month</u>	<u>Ending Balance</u>
<b>Receipts:</b>			
Licenses' Remittances to Recovery Fund		\$ 25,660.00	
Interest Realized		9,911.23	
Repayments to Recovery Fund (Principal and Interest)		0.00	
Administrative Penalties		14,072.12	
Investments Matured		577,000.00	
<b>Total Received</b>	<b>\$ 760,675.83</b>	<b>\$ 626,643.35</b>	<b>\$ 1,387,319.18</b>
<b>Disbursements:</b>			
Investments Purchased		\$ 810,203.63	
Accrued Interest Purchased		0.00	
Disbursement to Treasury		0.00	
Payments from Recovery Fund		10,349.07	
Administrative Costs		84.42	
<b>Total Disbursed</b>		<b>\$ 820,637.12</b>	<b>(820,637.12)</b>
<b>Cash Balance</b>			<b>566,682.06</b>
<b>Investment Ending Market Value</b>			<b>2,953,024.10</b>
<b>Total Portfolio</b>			<b>3,519,706.16</b>
Reserved for Potential Payments Within 90 Days			<b>(466,058.00)</b>
<b>Balance</b>			<b>\$ 3,053,648.16</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.

## Financial Services Division

### Real Estate Recovery Trust Account No. 3058 Investments

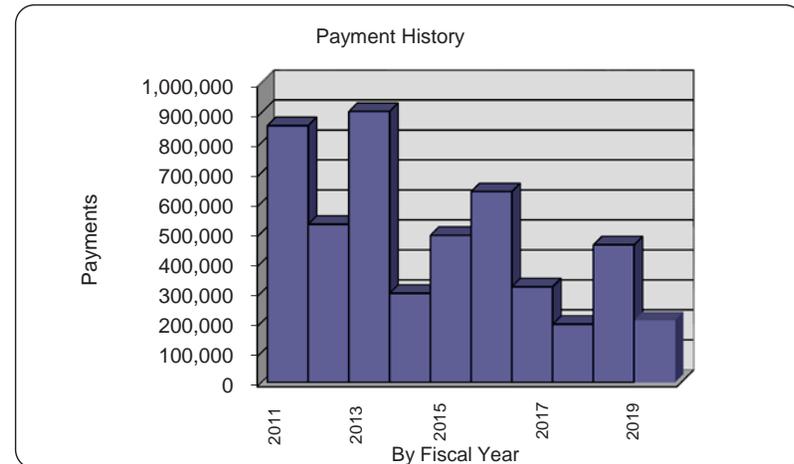
### Payments and Repayments

#### June 2020

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2020-To-Date	Number of Claims FY 2020
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
June 2020	10,349.07	0.00	14,072.12	84.42	10,349.07	1
	<b>353,993.52</b>	<b>51,869.63</b>	<b>242,052.10</b>	<b>1,266.56</b>	<b>207,357.14</b>	<b>6</b>

**Potential Payments\*  
Next 3 Months 466,058.00**

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	6	207,357.14
<b>Total</b>	<b>829</b>	<b>\$16,242,749.19</b>



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

**Financial Services Division**  
**Real Estate Inspection Recovery Fund No. 0889 (3059)**  
**June 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	62,072.27	(104.85)	61,967.42	425.18	U.S. T-Notes 2.375%	03/15/2021
12/15/2019	498,600.00	499,806.27	503,391.24	(720.64)	502,670.60	408.69	U.S. T-Notes 1.875%	12/15/2020
<b>Totals</b>	<u>\$ 559,600.00</u>	<u>\$ 562,034.14</u>	<u>\$ 565,463.51</u>	<u>\$ (825.49)</u>	<u>\$564,638.02</u>	<u>\$833.87</u>		

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

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

<b>Beginning Balance</b>	\$ 45,039.37	\$ 45,039.37
<b>Receipts:</b>		
Licensees' Remittances to Recovery Fund	\$ 120.00	
Interest Realized (includes accruals)	1.29	
Treasury Note Semi-Annual Interest	4,674.38	
Repayments	0.00	
Administrative Penalties	500.00	
Investments Matured	0.00	
<b>Total Received in Current Month</b>	<u>5,295.67</u>	<b>\$ 5,295.67</b>
<b>Disbursements:</b>		
Investments Purchased	\$ 0.00	
Payments from Recovery Fund	0.00	
* Cash Transfer Trust to Treasury (GR)	0.00	
Administrative Costs	22.92	
<b>Total Disbursed in Current Month</b>	<u>(22.92)</u>	<b>\$ (22.92)</b>
<b>Total Cash</b>		<b>\$ 50,312.12</b>
<b>Reserved for Potential Payment within 90 Days</b>		<b>0.00</b>
<b>Unobligated Fund Balance</b>		<b>\$ 50,312.12</b>
<b>Investment Ending Market Value</b>		<b>564,638.02</b>
<b>Balance</b>		<b>\$ <u>614,950.14</u></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