



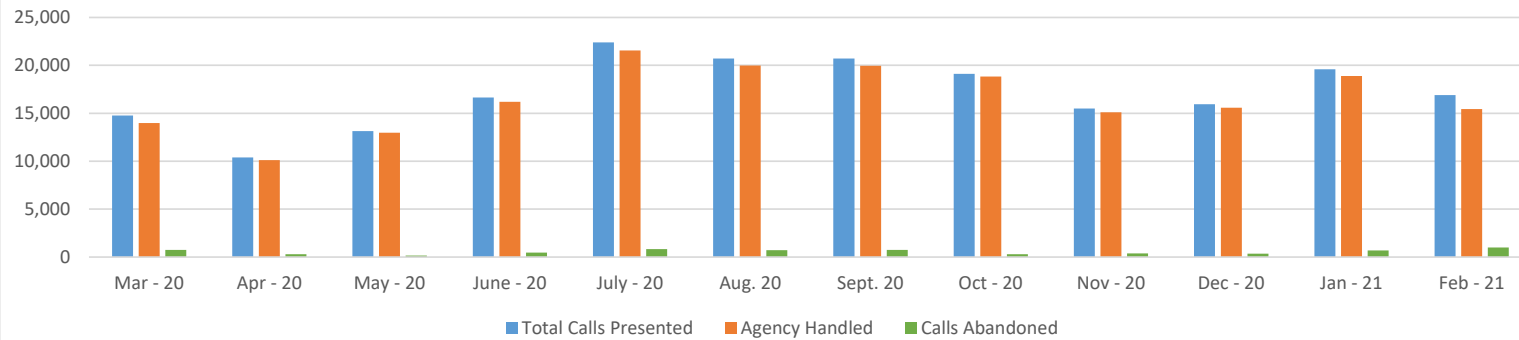
February 2021 Staff Reports

Customer Relations Division

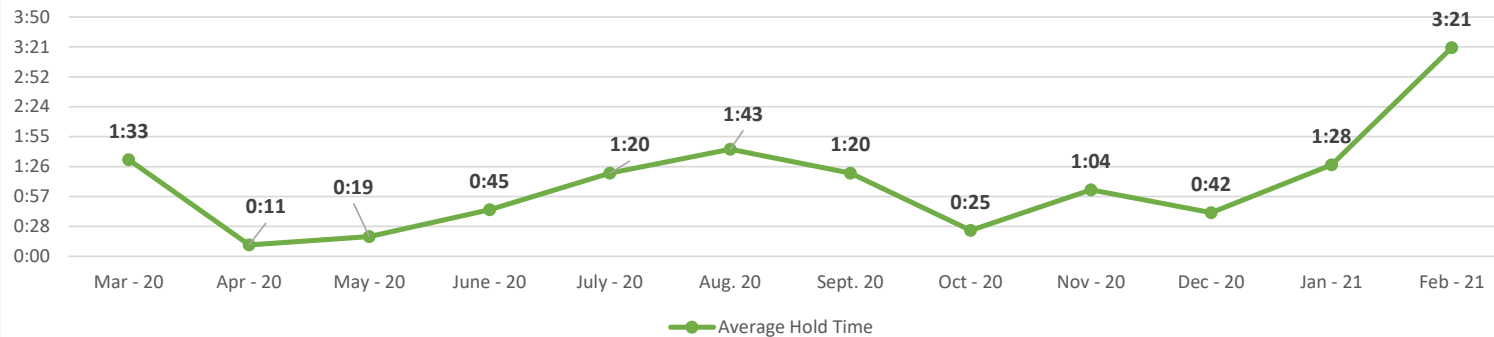
Incoming Calls

	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug. 20	Sept. 20	Oct - 20	Nov - 20	Dec - 20	Jan - 21	Feb - 21	Totals
Total Calls Presented	14,774	10,389	13,141	16,653	22,386	20,706	20,702	19,129	15,486	15,934	19,581	16,903	205,784
Agency Handled	13,996	10,101	12,984	16,197	21,552	19,977	19,948	18,840	15,103	15,579	18,890	15,442	198,609
Calls Handled Initially	13,504	10,086	12,929	16,003	21,019	19,324	19,495	18,801	14,835	15,429	18,306	14,464	194,195
Calls Handled by Courtesy Callback	451	11	50	180	466	552	413	33	234	140	510	896	3,936
% of Calls handled by Courtesy Callback	3.05%	0.11%	0.38%	1.08%	2.08%	2.67%	1.99%	0.17%	1.51%	0.88%	2.60%	5.30%	1.82%
Calls Re-Directed for Assistance	41	4	5	14	67	101	40	6	34	10	74	82	478
Calls Abandoned	747	284	157	456	834	729	754	288	382	355	691	1,010	6,687
% of Abandoned Calls	5.06%	2.73%	1.19%	2.74%	3.73%	3.52%	3.64%	1.51%	2.47%	2.23%	3.53%	5.98%	3.19%
Average Handle Time	5:32	6:11	5:54	5:58	5:52	5:56	5:52	5:20	5:27	5:33	5:21	5:38	5:42
Average Hold Time	1:33	0:11	0:19	0:45	1:20	1:43	1:20	0:25	1:04	0:42	1:28	3:21	1:10

Calls Presented, Handled, and Abandoned



Average Hold Time



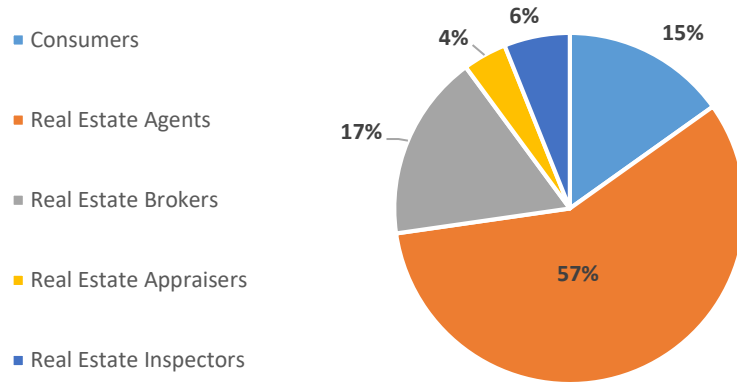
Emails													
	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	Nov. 20	Dec - 20	Jan. - 21	Feb. - 21	TOTAL
Licensing	3,369	3,463	3,181	3,796	5,560	4,819	5,022	4,112	3,492	3,945	4,879	4,662	50,300
Education	57	56	57	37	43	34	48	43	36	49	53	148	661
Inspector	57	62	44	79	104	102	70	76	63	43	60	113	873
Enforcement	139	102	118	146	161	121	185	142	95	116	532	175	2,032
TALCB Lic	153	120	91	170	214	203	198	174	102	92	89	137	1,743
TALCB Enf	6	14	7	14	23	8	16	13	8	7	7	12	135
Total	3,781	3,817	3,498	4,242	6,105	5,287	5,539	4,560	3,796	4,252	5,620	5,247	55,744
% handled in 1 day	93.63%	99.97%	100.00%	98.89%	98.60%	96.50%	94.57%	99.45%	99.55%	99.18%	95.50%	73.51%	95.78%

TALCB and TREC 1st Quarter Call Comparisons						
	December, 2020		January, 2021		February, 2021	
	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	1,182	14,752	1,334	18,246	1,045	15,858
Agency Handled	1,138	14,440	1,260	17,629	920	14,520
Calls Handled Initially	1,126	14,302	1,216	17,089	862	13,600
Calls Handled by Courtesy Callback	12	128	35	475	50	846
Calls Re-Directed for Assistance	0	10	9	65	8	74
Calls Abandoned	43	312	74	617	97	914
Hold Times	0:41	0:43	1:24	1:28	3:06	3:21
% of Abandoned Calls	3.64%	2.11%	5.55%	3.38%	9.28%	5.76%
% of Callbacks	1.02%	2.11%	2.62%	3.38%	4.78%	5.33%
% of all calls	7.42%	92.58%	6.81%	93.19%	6.18%	93.82%

February, 2021 Customer Satisfaction Survey Results

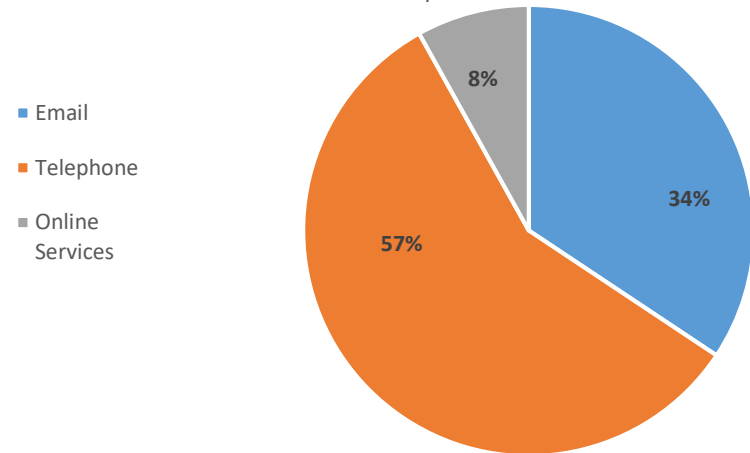
Customer Demographics

108 - respondents



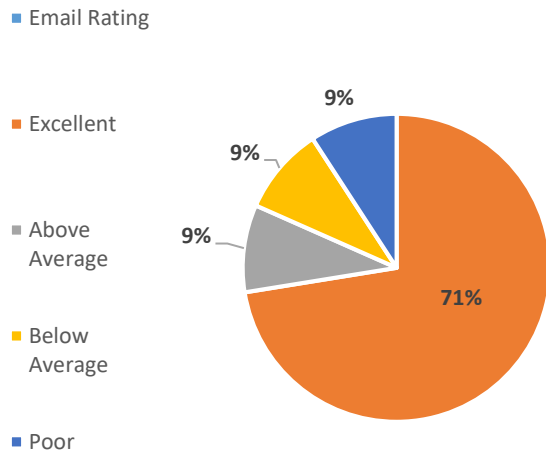
How Do Customers Contact Us?

108 respondents



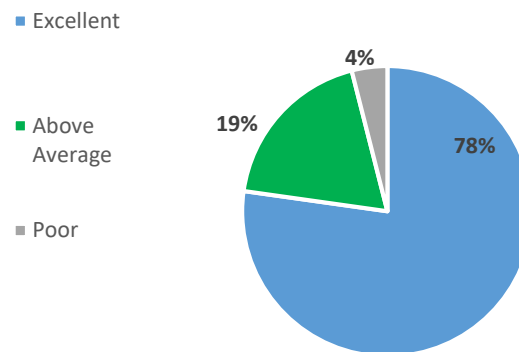
Email Rating

35 respondents



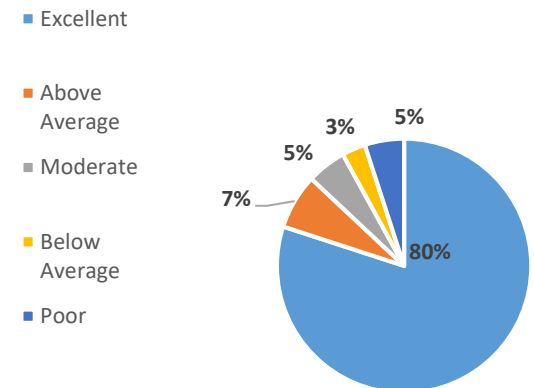
Experience with Customer Service Representatives

27 responses



Telephone Service Rating

61 responses



Education & Examination Services - EE1 Report

TREC Qualifying Education Provider and Course Applications

[illegible]

	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	YTD
Applications Received													
Providers													
Initial Provider	0	0	0	2	2	1							5
4-year Renewal Provider	1	0	0	0	0	1							2
Annual Fee for Provider	3	2	1	5	2	4							17
Real Estate Courses													
Initial	4	4	1	2	3	0							14
Renewal	0	1	1	10	6	2							20
Inspector Courses													
Initial	0	2	3	6	13	2							26
Renewal	0	0	0	1	0	0							1
Total Applications Received	8	9	6	26	26	10	0	0	0	0	0	0	85
	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	YTD
Application Approved													
Providers													
Initial Provider	0	0	0	0	1	0							1
4-year Renewal Provider	0	0	2	0	1	0							3
Annual Fee for Provider	4	0	4	3	5	2							18
Real Estate Courses													
Initial	0	0	6	3	4	2							15
Renewal	0	6	5	0	10	3							24
Inspector Courses													
Initial	0	0	0	2	4	14							20
Renewal	0	0	0	0	1	0							1
Total Applications Approved	4	6	17	8	26	21	0	0	0	0	0	0	82

Education & Examination Services

TREC Continuing Education Provider and Course Applications

Fiscal Year 2021

	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	YTD
Applications Received													
<u>Providers</u>													
Initial Provider	6	13	5	8	7	4							43
Renewal Provider	26	8	10	9	11	10							74
<u>Real Estate CE Courses</u>	182	211	205	231	190	144							1163
<u>Inspector CE (ICE) Courses</u>	2	14	6	5	7	24							58
Total Applications Received	216	246	226	253	215	182							1338
	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	YTD
Applications Approved													
<u>Providers</u>													
Initial Provider	6	6	6	11	11	7							47
Renewal Provider	20	14	7	8	15	10							74
<u>Real Estate CE Courses</u>	111	123	128	332	278	146							1118
<u>Inspector CE (ICE) Courses</u>	5	6	7	3	24	7							52
Total Applications Approved	142	149	148	354	328	170							1291

Applications Received and Renewal Activity

Fiscal Year 2021 - Year-to-Date Comparison

February

Real Estate Brokers & Sales Agents

Applications Received	Sep 2019 - Feb 2020		Sep 2020 - Feb 2021		Variance	Percent
Broker Original Applications Received	1,743		2,063		320	18.36%
<i>Broker Business Entity</i>	743		865		122	16.42%
<i>Broker Individual</i>	1,000		1,198		198	19.80%
Sales Agent Original Applications Received	13,977		19,895		5,918	42.34%
Total Original Applications	15,720		21,958		6,238	39.68%

Renewal Activity	% Renewed FY20		% Renewed FY21		% Renewed FY19	
Broker Renewals and Percentage	9,395	90.57%	10,327	89.27%	8,913	92.28%
Broker Business Entity	1,944	83.43%	2,241	81.25%	-	
Broker Individual	7,451	92.64%	8,086	91.78%	-	
Sales Agent Renewals and Percentage	24,971	77.96%	25,245	77.60%	20,662	81.60%
Total Renewals from Brokers & Sales Agents	34,366	81.04%	35,572	80.66%	29,575	84.70%

Real Estate Inspectors

Applications Received	Sep 2019 - Feb 2020		Sep 2020 - Feb 2021		Variance	Percent
Professional Inspector Original Applications Received	302		457		155	51.32%
Real Estate Inspector Original Applications Received	14		22		8	57.14%
Apprentice Inspector Original Applications Received	25		43		18	72.00%
Total Original Applications	341		522		181	53.08%

Renewal Activity	% Renewed FY20		% Renewed FY21		% Renewed FY19	
Professional Inspector Renewals and Percentage	514	68.17%	829	74.89%	414	79.92%
Real Estate Inspector Renewals and Percentage	21	72.41%	24	75.00%	16	88.89%
Apprentice Inspector Renewals and Percentage	3	13.04%	15	40.54%	4	23.53%
Total Renewals from Inspectors	538	66.75%	868	73.81%	434	78.48%

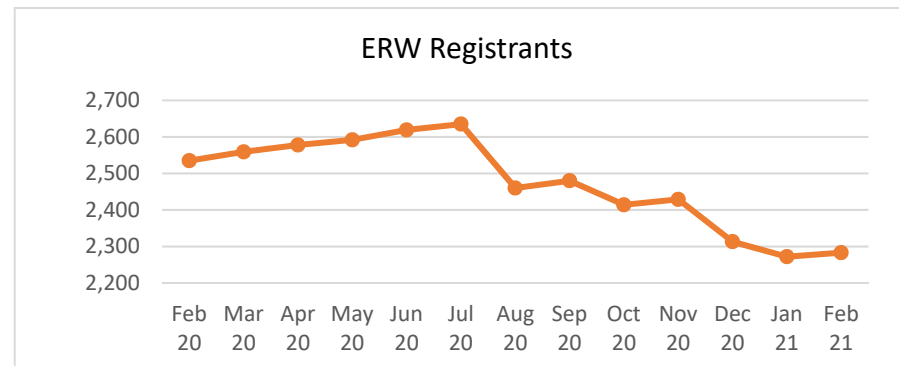
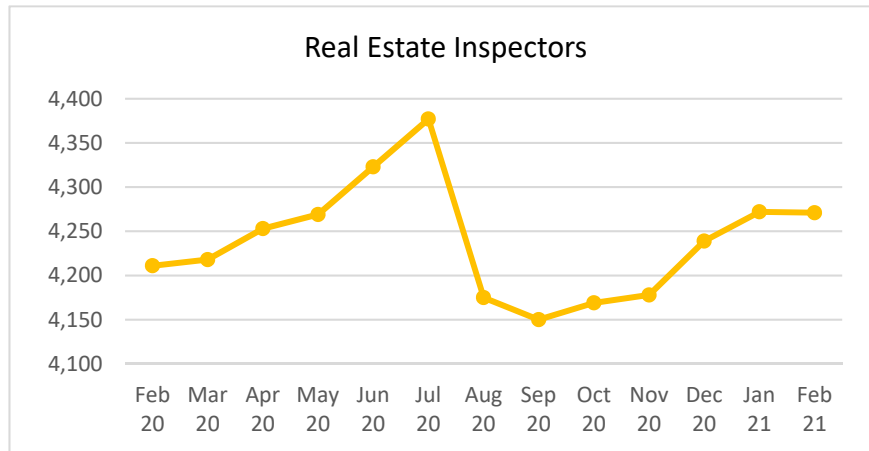
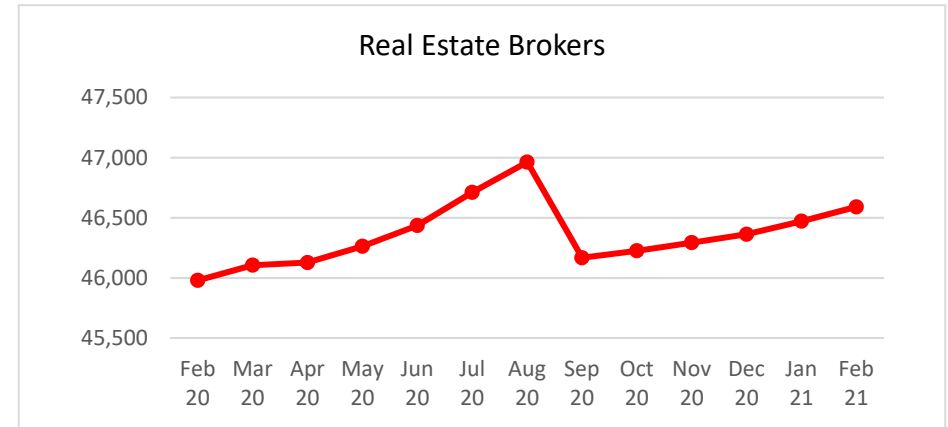
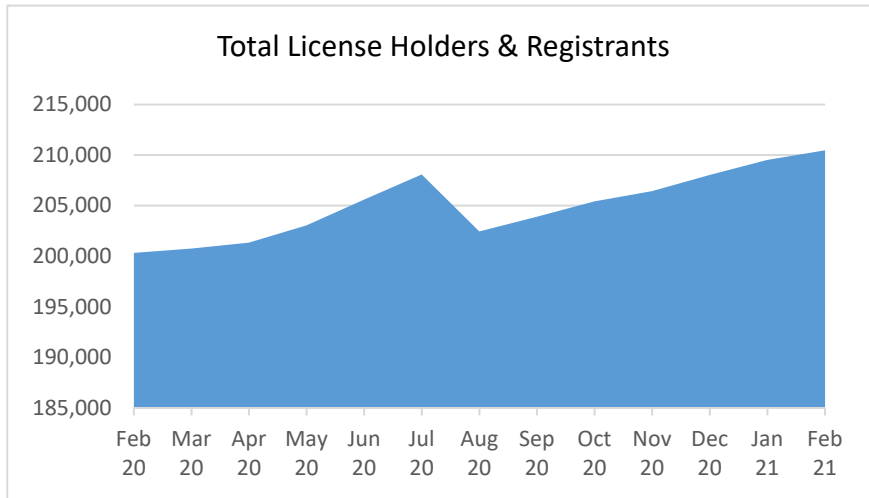
Licensing Division

License Holder and Registrant Status

February 2021

Real Estate License Holders													
	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21
Brokers													
Individual (Active)	32,631	32,617	32,640	32,715	32,869	32,931	32,521	32,514	32,430	32,434	32,442	32,464	32,525
Business Entities (Active)	11,668	11,728	11,823	11,902	11,998	12,113	11,923	12,002	12,003	12,089	12,213	12,310	12,348
Total Active Status	44,299	44,345	44,463	44,617	44,867	45,044	44,444	44,516	44,433	44,523	44,655	44,774	44,873
Inactive Status	1,807	1,783	1,800	1,819	1,845	1,919	1,724	1,710	1,861	1,841	1,817	1,817	1,830
Total Brokers	46,106	46,128	46,263	46,436	46,712	46,963	46,168	46,226	46,294	46,364	46,472	46,591	46,703
Sales Agents													
Active Status	116,711	117,119	117,436	118,182	118,665	120,233	119,890	121,420	122,665	123,717	124,115	125,644	126,653
Inactive Status	30,760	30,715	30,800	31,563	33,262	33,861	29,749	29,625	29,876	29,736	30,883	30,735	30,563
Total Sales Agents	147,471	147,834	148,236	149,745	151,927	154,094	149,639	151,045	152,541	153,453	154,998	156,379	157,216
Total Active	161,010	161,464	161,899	162,799	163,532	165,277	164,334	165,936	167,098	168,240	168,770	170,418	171,526
Total Inactive	32,567	32,498	32,600	33,382	35,107	35,780	31,473	31,335	31,737	31,577	32,700	32,552	32,393
Total Brokers/Sales Agents	193,577	193,962	194,499	196,181	198,639	201,057	195,807	197,271	198,835	199,817	201,470	202,970	203,919
Inspector License Holders													
	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21
Inspector License Holders													
Professional Inspectors(active)	3,334	3,335	3,333	3,325	3,362	3,383	3,291	3,292	3,318	3,332	3,361	3,401	3,408
Real Estate Inspectors (active)	137	132	131	128	133	135	127	129	126	126	123	123	127
Apprentice Inspectors(active)	137	141	143	146	150	157	140	135	146	147	154	153	154
Professional Inspectors(inactive)	561	566	600	622	629	653	572	555	540	535	561	554	540
Real Estate Inspectors(inactive)	15	18	19	21	22	22	23	17	17	15	18	18	17
Apprentice Inspectors(inactive)	27	26	27	27	27	27	22	22	22	23	22	23	25
Total Active	3,608	3,608	3,607	3,599	3,645	3,675	3,558	3,556	3,590	3,605	3,638	3,677	3,689
Total Inactive	603	610	646	670	678	702	617	594	579	573	601	595	582
Total Inspectors	4,211	4,218	4,253	4,269	4,323	4,377	4,175	4,150	4,169	4,178	4,239	4,272	4,271
Easement & Right-of-way Registrants													
	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21
ERW Registrants													
Businesses	69	71	73	73	73	74	71	73	73	74	72	73	73
Individuals	2,466	2,488	2,505	2,519	2,546	2,561	2,389	2,407	2,341	2,355	2,241	2,199	2,210
Total Registrants	2,535	2,559	2,578	2,592	2,619	2,635	2,460	2,480	2,414	2,429	2,313	2,272	2,283
Total License Holders and Registrants													
	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21
License Holders & Registrants	200,323	200,739	201,330	203,042	205,581	208,069	202,442	203,901	205,418	206,424	208,022	209,514	210,473

Total License Holder and Registrants – February 2020 through February 2021



Licensing Division

Average Number of Calendar Days to Process an Application

February 2021

Real Estate Initial License Applications

	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21
Individual Broker	9.73	11.28	6.14	5.13	7.13	6.69	8.58	10.22	7.04	7.28	6.68	6.46	7.61
<i>Number of Applications Received</i>	<i>174</i>	<i>146</i>	<i>154</i>	<i>159</i>	<i>175</i>	<i>185</i>	<i>198</i>	<i>176</i>	<i>211</i>	<i>195</i>	<i>189</i>	<i>259</i>	<i>178</i>
Business Entity Broker	5.46	5.23	2.86	2.93	6.03	4.32	9.15	7.07	4.54	5.65	3.98	2.81	7.51
<i>Number of Applications Received</i>	<i>145</i>	<i>106</i>	<i>99</i>	<i>109</i>	<i>133</i>	<i>137</i>	<i>131</i>	<i>147</i>	<i>144</i>	<i>125</i>	<i>165</i>	<i>176</i>	<i>112</i>
Sales Agent	12.04	10.76	4.55	6.21	7.47	6.69	17.54	11.38	8.79	5.32	3.44	6.00	9.31
<i>Number of Applications Received</i>	<i>2,590</i>	<i>2,009</i>	<i>1,768</i>	<i>2,693</i>	<i>3,123</i>	<i>3,422</i>	<i>3,547</i>	<i>3,323</i>	<i>3,615</i>	<i>2,896</i>	<i>3,353</i>	<i>4,103</i>	<i>3,116</i>

Inspector Initial License Applications

	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21
Professional Inspector	22.17	20.19	6.92	12.73	9.81	16.99	19.45	23.08	22.24	15.42	13.60	10.89	10.08
<i>Number of Applications Received</i>	<i>54</i>	<i>39</i>	<i>28</i>	<i>48</i>	<i>46</i>	<i>51</i>	<i>59</i>	<i>78</i>	<i>62</i>	<i>80</i>	<i>80</i>	<i>74</i>	<i>79</i>
Real Estate Inspector	n/a	31.94	8.42	n/a	6.44	11.65	n/a	24.91	28.33	7.86	3.24	5.75	7.50
<i>Number of Applications Received</i>	<i>5</i>	<i>2</i>	<i>0</i>	<i>3</i>	<i>3</i>	<i>1</i>	<i>3</i>	<i>2</i>	<i>2</i>	<i>6</i>	<i>6</i>	<i>4</i>	<i>1</i>
Apprentice Inspector	n/a	2.36	3.78	4.42	6.01	17.00	22.85	17.00	24.09	15.71	9.01	12.19	n/a
<i>Number of Applications Received</i>	<i>4</i>	<i>2</i>	<i>5</i>	<i>11</i>	<i>10</i>	<i>17</i>	<i>12</i>	<i>5</i>	<i>14</i>	<i>8</i>	<i>7</i>	<i>6</i>	<i>3</i>

Easement & Right-of-way Initial Registration Applications

	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21
ERW Business	n/a	4.50	6.00	n/a	n/a	1.00	n/a	2.47	2.00	3.64	6.96	12.12	n/a
<i>Number of Applications Received</i>	<i>0</i>	<i>5</i>	<i>1</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>2</i>	<i>1</i>	<i>5</i>	<i>1</i>	<i>3</i>	<i>2</i>
ERW Individual	2.88	6.63	5.93	1.60	1.53	2.29	2.01	5.35	4.28	3.79	3.56	3.54	15.18
<i>Number of Applications Received</i>	<i>39</i>	<i>35</i>	<i>22</i>	<i>28</i>	<i>20</i>	<i>18</i>	<i>39</i>	<i>19</i>	<i>15</i>	<i>10</i>	<i>7</i>	<i>7</i>	<i>28</i>

TREC Enforcement Division: E1 Report

Case Status

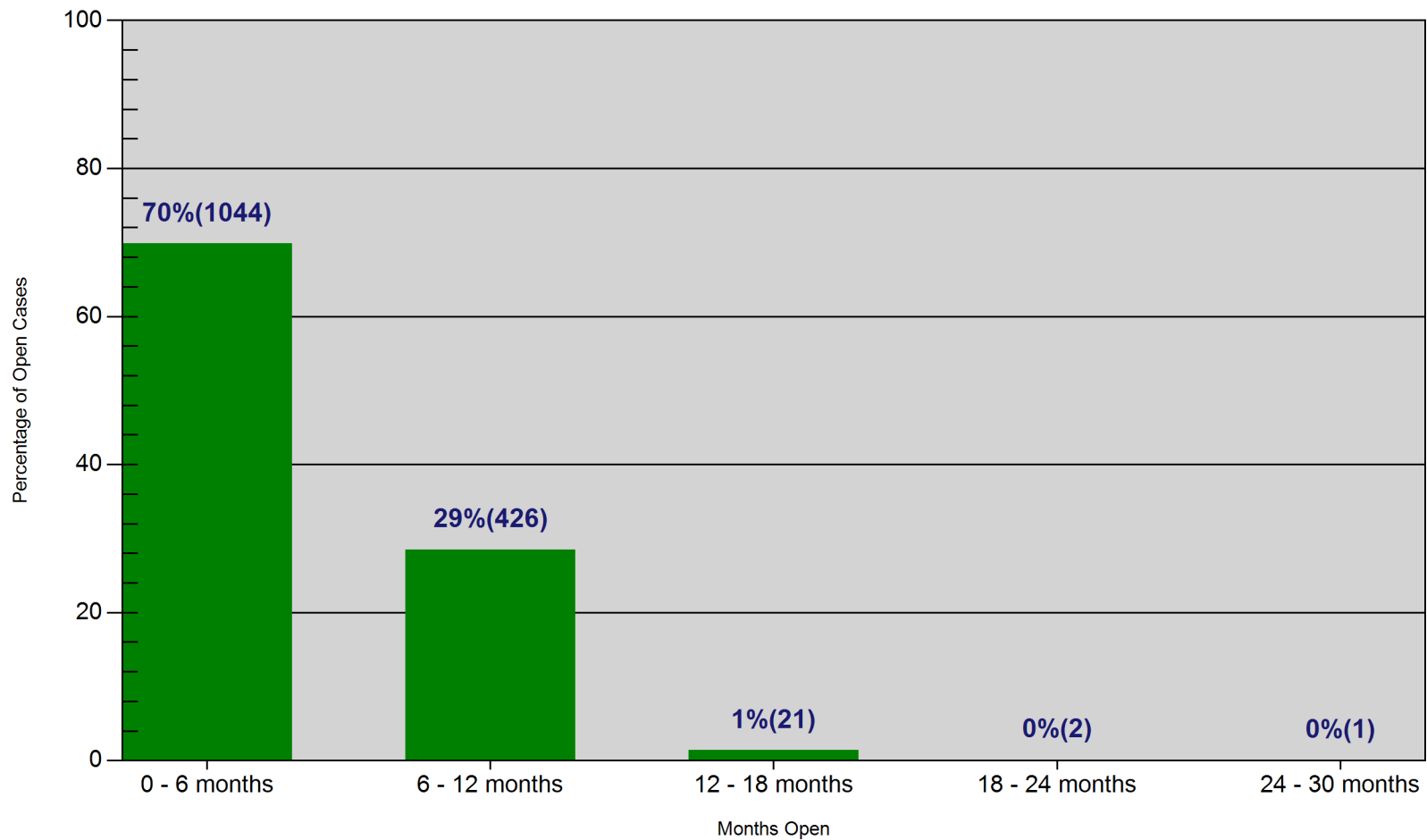
FY 2021

	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	YTD
Received During Month	778	632	606	562	564	417							3559
Broker/Sales	146	129	134	131	139	101							780
Inspector	13	10	11	9	5	7							55
Timeshare	6	8	5	4	3	4							30
Unlicensed Activity	2	3	4	5	4	4							22
Residential Service Company	30	21	15	18	22	9							115
No Jurisdiction	15	19	12	12	19	14							91
Application Investigation	388	274	252	256	247	164							1581
Fitness Inquiry	176	166	170	125	120	113							870
Education Related	0	1	3	1	3	0							8
Easement ROW	0	0	0	1	2	1							4
Other	1	1	0	0	0	0							2
	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	YTD
Closed During Month	575	599	538	585	684	512							3493
Complaint Withdrawn	7	5	5	1	10	5							33
Cease & Desist Issued	0	0	0	0	1	0							1
Disciplinary Action	55	43	44	44	49	23							258
Failure to Go Forward	29	23	46	57	37	48							240
Insufficient Evidence	37	44	38	38	52	40							249
Matter Settled	27	21	15	25	27	8							123
No Jurisdiction	50	46	37	38	38	33							242
No Violation	6	4	8	4	3	2							27
Application Investigation	183	239	213	227	295	186							1343
Fitness Inquiries	163	159	119	136	162	154							893
Other	12	15	10	12	5	8							62
Open at Beginning of Month						1586							
Received During Month						417							
Closed During Month						512							
Open at End of Month						1491							
Received During Fiscal Year						3558							
Closed During Fiscal Year						3493							

TREC Enforcement Division: E2 Report

Open Case Aging Report

as of 2/28/2021



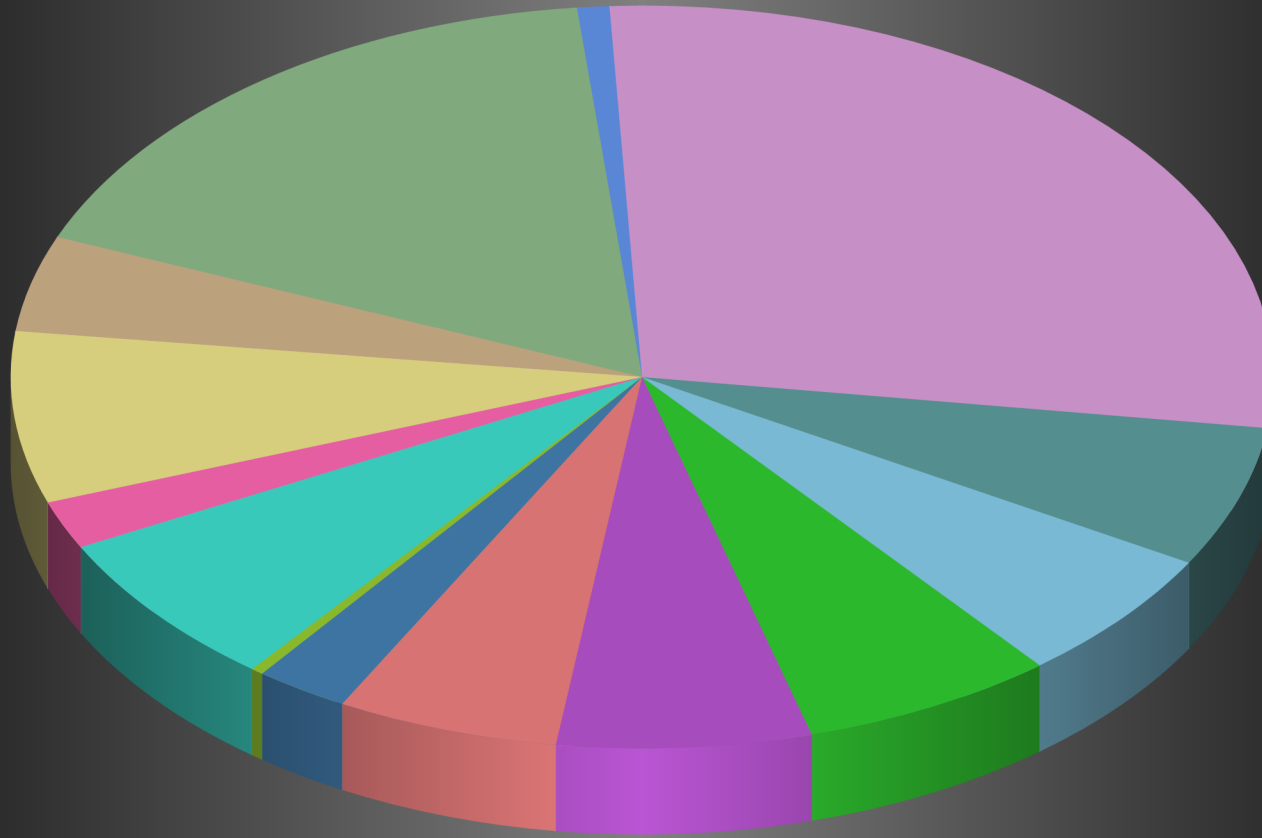
TREC Enforcement Division

Open Case Aging

E2 Report

Complaint Subject Categories for February 2020 through February 2021

1581 Total Allegations



Administrative 5.82 % (92)	Leasing/Property Management - Misappropriation 2.09 % (33)
Advertising 6.51 % (103)	Leasing/Property Management - Other 7.46 % (118)
Breach of Fiduciary Duties 6.51 % (103)	License Holder Acting as Principal 4.17 % (66)
Broker Supervision 5.69 % (90)	Licensure Issues 17.20 % (272)
Failure to Disclose 2.40 % (38)	Sales Misappropriation 0.82 % (13)
Improper Contract/Seller Disclosure form usage 0.32 % (5)	Sales Other 28.02 % (443)
Intermediary/IABS 6.83 % (108)	Unlicensed Activity 6.14 % (97)

Complaint Subject Categories by Month

Subject Matter Categories	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Total	YTD
Administrative <i>Bad check, contact information, uncooperative, etc.</i>	4	9	13	5	8	3	14	6	5	7	6	10	2	92	5.82%
Advertising <i>Includes misleading & dba</i>	3	10	12	11	6	11	14	3	7	9	7	3	7	103	6.51%
Breach of Fiduciary Duty <i>Including false promise</i>	6	7	9	6	5	10	7	14	6	10	11	7	5	103	6.51%
Broker Supervision	4	6	9	19	8	3	10	7	5	5	5	5	4	90	5.69%
Failure to Disclose	2	2	1	1	1	4	4	4	5	5	2	4	3	38	2.40%
Improper contract/Seller Disclosure form usage <i>Including false promise</i>	1	0	0	1	0	0	0	1	1	0	1	0	0	5	0.32%
Intermediary/IABS	1	9	32	13	6	2	10	8	6	7	8	6	0	108	6.83%
Leasing/Property Management - Misappropriation	0	3	6	1	2	1	2	2	6	1	5	4	0	33	2.09%
Leasing/Property Management - Other <i>Includes negligence, referral, etc.</i>	8	15	17	6	9	11	12	6	11	7	7	7	2	118	7.46%
Licensure Issues <i>Criminal background check, denials, probationary license, etc.</i>	16	13	16	16	16	26	30	32	24	21	16	30	16	272	17.20%
License Holder Acting as Principal	4	6	5	3	3	6	4	8	5	8	5	7	2	66	4.17%
Sales Misappropriation <i>Other than Leasing/Property Management - Misappropriation</i>	0	0	0	1	1	0	0	6	0	1	1	1	2	13	0.82%
Sales Other <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	43	46	32	55	29	38	52	33	33	25	16	29	12	443	28.02%
Unlicensed Activity	6	5	16	9	11	5	10	11	5	8	5	6	0	97	6.14%
Total	98	131	168	147	105	120	169	141	119	114	95	119	55	1581	

Information & Technology Division

Electronic Information Outlet Statistics

February 2020

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	1,898,675	12,087,670	10,371,372
Total Monthly Sessions	533,785	3,650,048	3,058,284

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	2028	1703	84.0%	82.5%	80.2%
Broker Application	114	90	78.9%	79.4%	75.0%
Sales Agent Application	1905	1606	84.3%	82.6%	81.4%
Corporate Broker Application	9	7	77.8%	85.8%	67.3%
Renewals	5315	5261	99.0%	98.2%	97.6%
Broker Renewals	1021	1009	98.8%	97.9%	97.7%
Sales Agent Renewal	4019	3984	99.1%	98.4%	98.6%
Corporate Broker Renewals	120	117	97.5%	96.2%	87.2%
Professional Inspector Renewals	103	100	97.1%	96.1%	97.2%
Real Estate Inspector Renewals	5	5	100.0%	93.1%	96.0%
Apprentice Inspector Renewals	1	1	100.0%	100.0%	87.5%
Easement ROW Business Renewals	2	2	100.0%	90.0%	83.3%
Easement ROW Individual Renewals	44	43	97.7%	95.0%	92.2%

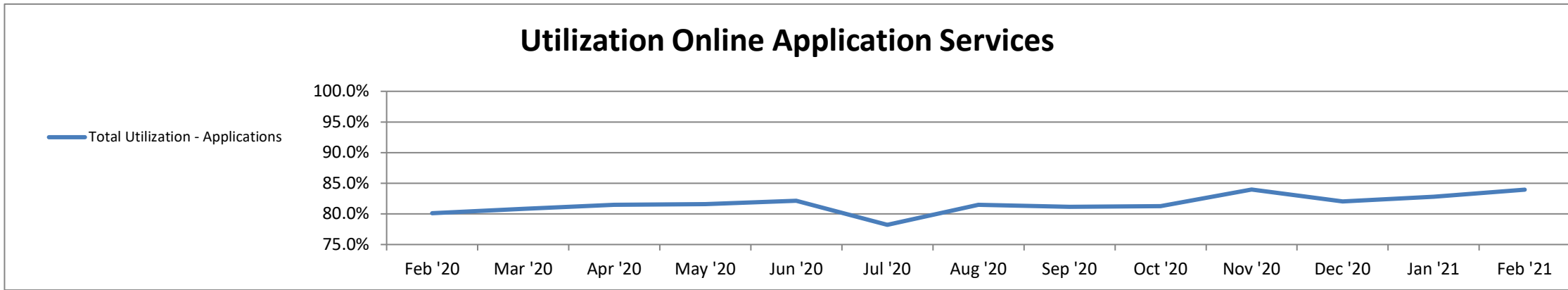
Information & Technology Division

Electronic Information Outlet Statistics

February 2021

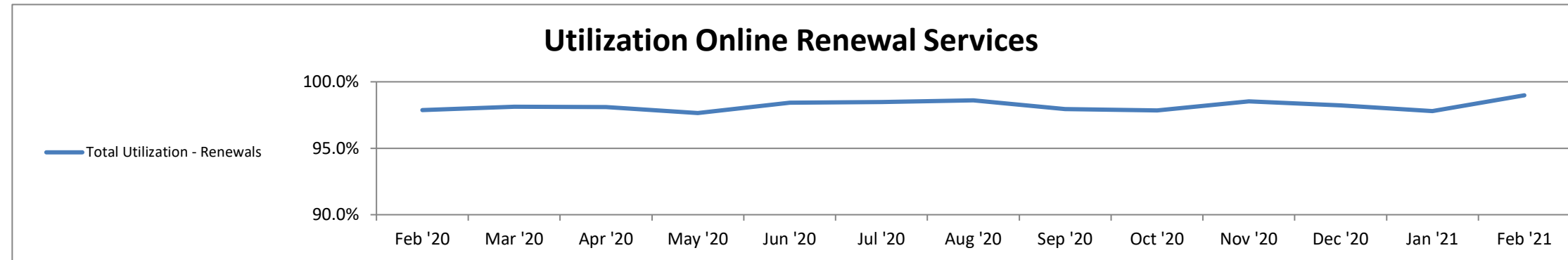
Applications	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21
Broker Application	67.4%	74.8%	73.6%	72.2%	72.1%	76.1%	87.2%	82.9%	75.0%	80.0%	81.5%	77.3%	78.9%
Sales Agent Application	81.6%	81.9%	82.7%	82.0%	83.9%	78.3%	81.8%	81.0%	81.5%	84.1%	82.1%	83.1%	84.3%
Broker Organization Applications	70.6%	66.7%	61.4%	86.7%	65.9%	79.2%	60.0%	89.5%	85.7%	90.9%	78.6%	85.7%	77.8%
Total Utilization - Applications	80.1%	80.8%	81.5%	81.6%	82.2%	78.2%	81.5%	81.2%	81.3%	84.0%	82.1%	82.8%	84.0%

Utilization Online Application Services



Renewals	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21
Broker Renewals	97.6%	97.7%	97.2%	97.2%	97.6%	97.6%	97.9%	97.6%	97.7%	97.8%	97.8%	98.2%	98.8%
Sales Agent Renewal	98.3%	98.5%	98.9%	99.2%	99.2%	98.9%	99.1%	98.4%	98.1%	98.9%	98.5%	97.8%	99.1%
Broker Organization Renewal	94.9%	95.2%	93.8%	82.5%	95.3%	97.3%	95.6%	95.4%	91.3%	97.1%	97.6%	98.7%	97.5%
Professional Inspector Renewals	98.1%	96.0%	96.6%	96.9%	93.4%	97.9%	93.6%	94.6%	95.9%	97.2%	96.8%	95.6%	97.1%
Real Estate Inspector Renewals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	66.7%	100.0%	100.0%	88.9%	100.0%
Apprentice Inspector Renewals	100.0%	100.0%	0.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Easement ROW Business Renewals	100.0%	N/A	50.0%	0.0%	N/A	N/A	50.0%	50.0%	100.0%	N/A	100.0%	100.0%	100.0%
Easement ROW Individual Renewals	89.7%	94.1%	94.2%	92.3%	91.1%	93.2%	96.3%	93.8%	92.7%	97.7%	91.2%	95.4%	97.7%
Total Utilization - Renewals	97.9%	98.1%	98.1%	97.6%	98.4%	98.5%	98.6%	98.0%	97.8%	98.5%	98.2%	97.8%	99.0%

Utilization Online Renewal Services



Financial Services Division
TREC Budget Status Report
February 2021 - Fiscal Year 2021

Expenditure Category	Amended Beginning Balance FY2021	Expenditures	Remaining Balance	Budget % Remaining	6/12 = 50.00% Comments
Actual Beginning Balance	19,732,109		19,732,109		Actual Beginning balance includes TTSTC balances as of 8/31/2020 reduced by expenditures for AY2020 processed after 8/31/2020 & payroll liability as of 8/31/2020
Operating Reserves	(7,432,904)		(7,432,904)		
Available balance within Texas Treasury Safekeeping Trust	12,299,205		12,299,205		excess remaining available TTSTC balance considered to balance FY21 budget
Salaries & Wages	8,284,693	3,790,043	\$4,494,650	54.3%	
Other Personnel Costs	3,255,480	1,459,977	\$1,795,503	55.2%	
Professional Fees & Services	1,842,440	100,323	\$1,742,117	94.6%	Budgeted amount includes Versa Replacement over 3 years \$500K, SOAH hearings, Office of the Attorney General, technical support from Neubus Inc., Connectwise Virtual Server hosting, ITS Staffing Services for contract Programmer/Developer, Supervisory, Payroll, and Certified TX Contract developer training for staff, additional licenses needed for Cybersecurity PhisER, Several ITS Projects pending & expected to be completed by FY21
Consumables	12,000	1,049	\$10,951	91.3%	
Utilities	22,182	4,174	\$18,009	81.2%	YTD AT&T U-Verse for Maggie Weilbacher (contract through 8/31/2021); wireless headset for SES staff member; hotspots for ITS & Sprint hotspots purchased via DIR contract (purchased additional hotspots due to Pandemic)
Travel	73,784	11	\$73,773	100.0%	travel for SES staff member
Rent - Building	171,695	185,412	(\$13,717)	-8.0%	Office rent paid for the year.
Rent - Machines - Other	116,200	64,589	\$51,611	44.4%	
Other Operating Expenses	1,083,228	354,890	\$728,338	67.2%	retirement and health insurance contributions; ARELLO Regulatory seminar; State Office of Risk Management, Versa maintenance & support, Postage, Westlaw subscription, Texas Legislative Service, Imaging & Processing Service with Neubus Inc., DouSign Enterprise Pro for Go, Comptroller of Public Accounts mailing services
Benefit Replacement Pay	4,107	2,742	\$1,366	33.2%	
Subtotal -Operations Expenditures	14,865,810	5,963,211	8,902,599	59.9%	
DPS Criminal History Background Checks	22,416	0	22,416	100.0%	
Statewide Cost Allocation Plan (SWCAP)	215,993	0	215,993	100.0%	Indirect costs charged by the state. Qtrly payments due in March, April, June and August.
Contribution to General Revenue	727,500	363,750	363,750	50.0%	Allocated monthly until August 2021
Subtotal - Nonoperational Expenditures	965,909	363,750	602,159	62.3%	
Total Expenditures	\$15,831,719	\$6,326,961	\$9,504,758	60.0%	

Revenue	FY2021 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$10,338,009	6,607,227	\$3,730,783	36.1%	
Education Fees	\$400,772	179,423	\$221,349	55.2%	
Examination Fees	\$369,894	247,294	\$122,600	33.1%	
Other Miscellaneous Revenue	\$241,888	151,478	\$90,410	37.4%	Interest earned exceeds projections.
Total Revenue	\$11,350,563	\$7,185,422	\$4,165,141	36.7%	
Revenue Over/(Under) Expenditures & Transfers	\$7,818,049	\$858,461	\$6,959,588		

Financial Services Division

Texas Real Estate Commission Operating Account No. 3055 Investments Holdings Report FEBRUARY 2021

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2020	2,145,800.00	2,199,683.57	2,193,158.47	(4,023.37)	2,189,135.10	11,760.63	U.S. T-Notes, 1.875%	12/15/2021
03/16/2020	3,850,000.00	3,927,496.94	3,860,828.13	(7,068.37)	3,853,759.76	42,182.49	U.S. T-Notes, 2.38%	03/15/2021
06/17/2020	3,278,000.00	3,357,582.19	3,309,115.40	(6,274.29)	3,302,841.11	17,965.96	US T-Notes, 2.625	06/15/2021
09/16/2020	2,841,000.00	2,915,126.21	2,887,943.09	(5,548.84)	2,882,394.25	36,042.24	U.S. T-Notes, 2.75%	09/15/2021
Totals	\$ 12,114,800.00	\$ 12,399,888.91	\$ 12,251,045.09	\$ (22,914.87)	\$ 12,228,130.22	\$ 107,951.32		

Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
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Beginning Cash Available Balance \$ 7,391,837.99

Current Month Receipts \$ 1,262,475.81

Current Month Disbursements \$ (945,549.64)

Total Cash	\$ 7,708,764.16
Investment Ending Market Value	12,228,130.22
Total Account Balance	19,936,894.38
Operating Reserves	(7,432,904.00)
Ending Balance Available for Operations	\$ 12,503,990.38

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

Ranada O. Williams

Ranada Williams, Investment Officer

Melissa Huerta

Melissa Huerta, Alternate Investment Officer

Oretha Trice

Oretha Trice, Alternate Investment Officer

Financial Services Division
Real Estate Recovery Trust Account No. 3058 Investments
Current Securities
February 2021

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2020	622,500.00	638,131.71	636,238.77	(1,167.19)	635,071.58	3,411.78	U.S. T-Notes, 1.875	12/15/2021
03/16/2020	585,000.00	596,775.51	586,645.31	(1,074.02)	585,571.29	6,409.55	U.S. T-Notes, 1.875	03/15/2021
06/17/2020	791,000.00	810,203.63	798,508.32	(1,514.02)	796,994.30	4,335.29	U.S. T-Notes, 2.625	06/15/2021
09/15/2020	1,139,000.00	1,168,673.84	1,157,820.20	(2,224.62)	1,155,595.58	14,449.88	U.S. T-Notes 2.75	09/15/2021
Totals	\$ 3,137,500.00	\$ 3,213,784.69	\$ 3,179,212.60	\$ (5,979.85)	\$ 3,173,232.75	\$ 28,606.50		

	Beginning Balance	Current Month	Ending Balance
Receipts:			
Licensees' Remittances to Recovery Fund		\$ 37,960.00	
Interest Realized		5.45	
Repayments to Recovery Fund (Principal and Interest)		60.96	
Administrative Penalties		16,200.00	
Investments Matured			
Funds Return to Trust Other		41,450.00	
Total Received	\$ 449,218.55	\$ 95,676.41	\$ 544,894.96
Disbursements:			
Investments Purchased	\$		
Accrued Interest Purchased		0.00	
Disbursement to Treasury		50,000.00	
Payments from Recovery Fund		0.00	
Administrative Costs		87.26	
Total Disbursed		\$ 50,087.26	(50,087.26)
Cash Balance			494,807.70
Investment Ending Market Value			3,173,232.75
Total Portfolio			3,668,040.45
Treasury Cash Balance			50,000.00
Reserved for Potential Payments Within 90 Days			(348,369.66)
Balance			\$ 3,369,670.79

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

Ranada O. Williams

Ranada Williams, Investment Officer

Melissa Huerta

Melissa Huerta, Alternate Investment Officer

Oretha Trice

Oretha Trice, Alternate Investment Officer

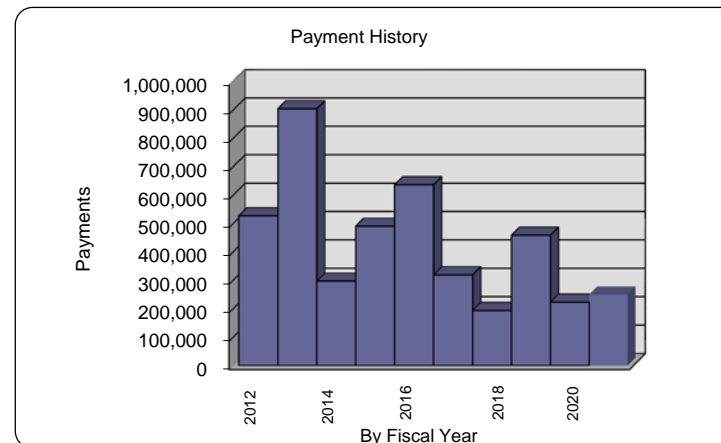
Texas Occ Code, Sec 1101.603(e): On a determination by the commission at any time that the balance in the trust account is less than \$1 million, each license holder at the next license renewal must pay, in addition to the renewal fee, a fee that is equal to the lesser of \$10 or a pro rata share of 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
February 2021

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2021-To-Date	Number of Claims FY 2021
January 2020	0.00	46,731.75	29,975.00	78.79	0.00	
February 2020	0.00	451.18	14,068.15	72.47	0.00	
March 2020	0.00	0.00	23,758.00	77.13	0.00	
April 2020	0.00	0.00	8,523.90	82.96	0.00	
May 2020	44,375.00	0.00	12,876.00	81.56	0.00	
June 2020	10,349.07	0.00	14,072.12	84.42	0.00	
July 2020	15,928.39	633.74	11,650.00	102.16	0.00	
August 2020	0.00	91.64	103,400.00	85.14	0.00	
September 2020	117,058.22	0.00	4,000.00	87.67	117,058.22	1
October 2020	0.00	1,000.00	9,650.00	84.14	0.00	0
November 2020	82,009.79	0.00	5,500.00	87.34	82,009.79	5
December 2020	50,927.20	0.00	9,950.00	63.58	50,927.20	1
January 2021	0.00	0.00	18,550.00	86.38	0.00	0
February 2021	0.00	60.96	16,200.00	87.26	0.00	0
	320,647.67	48,969.27	282,173.17	1,161.00	249,995.21	7

Potential Payments*
Next 3 Months 348,369.66

Payment History		
Fiscal Year	# of Payments	Total Payments
thru 2011	673	12,207,932.37
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	7	223,285.53
2021	7	249,995.21
Total	817	\$16,508,672.79



*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)

February 2021

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	61,171.56	(111.99)	61,059.57	668.35	U.S. T-Notes 2.375%	03/15/2021
12/15/2020	523,300.00	536,440.68	534,849.39	(981.18)	533,868.21	2,868.09	U.S. T-Notes 2.625%	12/15/2021
Totals	\$ 584,300.00	\$ 598,668.55	\$ 596,020.95	-\$1,093.17	\$594,927.78	\$3,536.44		

Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
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Beginning Balance \$ 7,375.63 \$ 7,375.63

Receipts:

Licensees' Remittances to Recovery Fund	\$ 570.00	
Interest Realized (includes accruals)	0.06	
Treasury Note Semi-Annual Interest	0.00	
Repayments	0.00	
Administrative Penalties	0.00	
Investments Matured	0.00	
Total Received in Current Month	\$ 570.06	

Disbursements:

Investments Purchased	\$ 0.00	
Payments from Recovery Fund	0.00	
* Cash Transfer Trust to Treasury (GR)	0.00	
Administrative Costs	23.03	
Total Disbursed in Current Month	\$ (23.03)	
Total Cash	\$ 7,922.66	

Reserved for Potential Payment within 90 Days 0.00

Unobligated Fund Balance \$ 7,922.66

Investment Ending Market Value \$594,927.78

Balance \$ 602,850.44

Payment History

Fiscal Year	Number of Payments	Total Payments
1991 - 2009	45	\$ 319,879.95
2011	2	16,205.00
2012	2	25,000.00
2013	1	12,500.00
2014	0	0.00
2015	0	0.00
2016	1	2,275.23
2017	2	25,000.00
2018	0	0.00
2019	0	0.00
2020	0	0.00
2021	0	0.00
2022	0	0.00
Total	53	\$ 400,860.18

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.

Ranada O. Williams

Ranada Williams, Investment Officer

Melissa Huerta

Melissa Huerta, Alternate Investment Officer

Oretha Trice

Oretha Trice, Alternate Investment Officer