



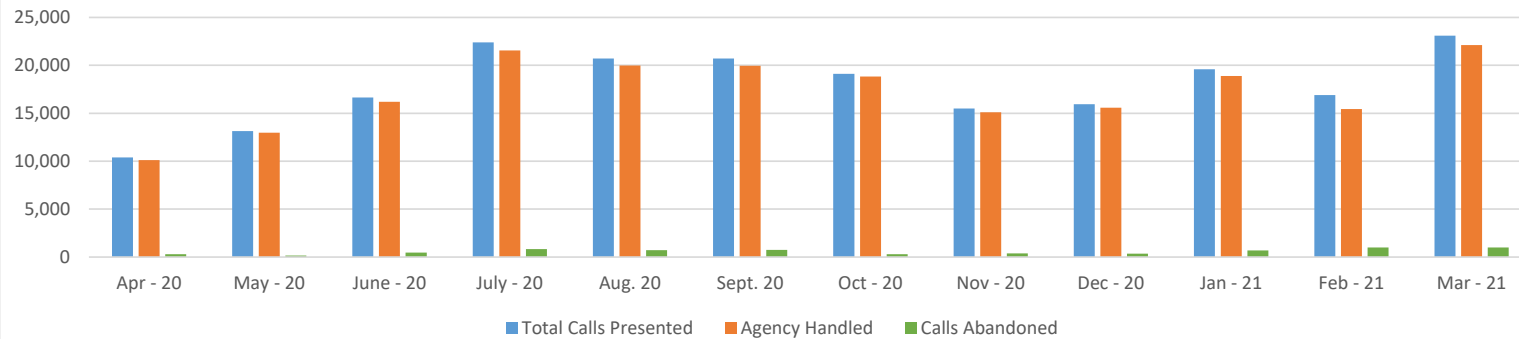
March 2021 Staff Reports

Customer Relations Division

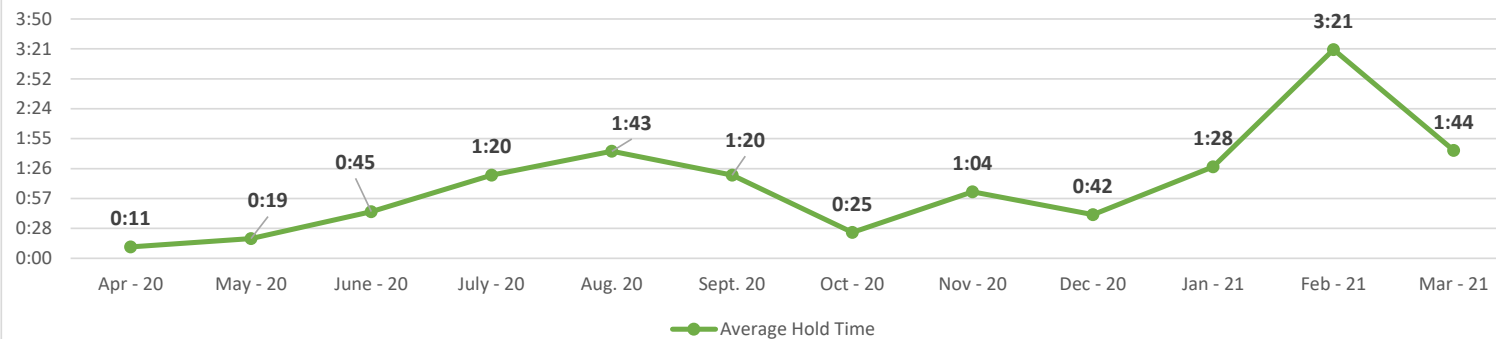
Incoming Calls

	Apr - 20	May - 20	June - 20	July - 20	Aug. 20	Sept. 20	Oct - 20	Nov - 20	Dec - 20	Jan - 21	Feb - 21	Mar - 21	Totals
Total Calls Presented	10,389	13,141	16,653	22,386	20,706	20,702	19,129	15,486	15,934	19,581	16,903	23,108	214,118
Agency Handled	10,101	12,984	16,197	21,552	19,977	19,948	18,840	15,103	15,579	18,890	15,442	22,107	206,720
Calls Handled Initially	10,086	12,929	16,003	21,019	19,324	19,495	18,801	14,835	15,429	18,306	14,464	21,418	202,109
Calls Handled by Courtesy Callback	11	50	180	466	552	413	33	234	140	510	896	629	4,114
% of Calls handled by Courtesy Callback	0.11%	0.38%	1.08%	2.08%	2.67%	1.99%	0.17%	1.51%	0.88%	2.60%	5.30%	2.72%	1.79%
Calls Re-Directed for Assistance	4	5	14	67	101	40	6	34	10	74	82	60	497
Calls Abandoned	284	157	456	834	729	754	288	382	355	691	1,010	1,001	6,941
% of Abandoned Calls	2.73%	1.19%	2.74%	3.73%	3.52%	3.64%	1.51%	2.47%	2.23%	3.53%	5.98%	4.33%	3.13%
Average Handle Time	6:11	5:54	5:58	5:52	5:56	5:52	5:20	5:27	5:33	5:21	5:38	5:34	5:43
Average Hold Time	0:11	0:19	0:45	1:20	1:43	1:20	0:25	1:04	0:42	1:28	3:21	1:44	1:11

Calls Presented, Handled, and Abandoned



Average Hold Time



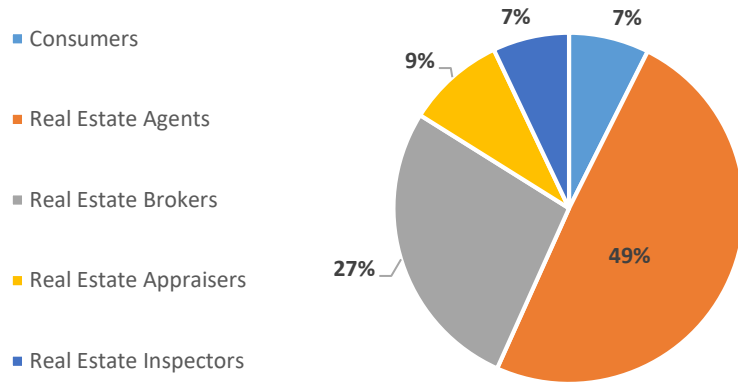
Emails													
	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Sept. 20	Oct. 20	Nov. 20	Dec - 20	Jan. - 21	Feb. - 21	Mar. - 21	TOTAL
Licensing	3,463	3,181	3,796	5,560	4,819	5,022	4,112	3,492	3,945	4,879	4,662	5,127	52,058
Education	56	57	37	43	34	48	43	36	49	53	148	58	662
Inspector	62	44	79	104	102	70	76	63	43	60	113	62	878
Enforcement	102	118	146	161	121	185	142	95	116	532	175	222	2,115
TALCB Lic	120	91	170	214	203	198	174	102	92	89	137	133	1,723
TALCB Enf	14	7	14	23	8	16	13	8	7	7	12	14	143
Total	3,817	3,498	4,242	6,105	5,287	5,539	4,560	3,796	4,252	5,620	5,247	5,616	57,579
% handled in 1 day	99.97%	100.00%	98.89%	98.60%	96.50%	94.57%	99.45%	99.55%	99.18%	95.50%	73.51%	99.18%	96.24%

TALCB and TREC 1st Quarter Call Comparisons							
	March, 2021		April, 2021		May, 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	1,513	21,595					23,108
Agency Handled	1,396	20,710					22,106
Calls Handled Initially	1,352	20,064					21,416
Calls Handled by Courtesy Callback	39	591					630
Calls Re-Directed for Assistance	5	55					60
Calls Abandoned	116	885					1,001
Hold Times	1:42	1:44					
% of Abandoned Calls	7.67%	4.10%					
% of Callbacks	2.58%	2.74%					
% of all calls	6.55%	93.45%					

March, 2021 Customer Satisfaction Survey Results

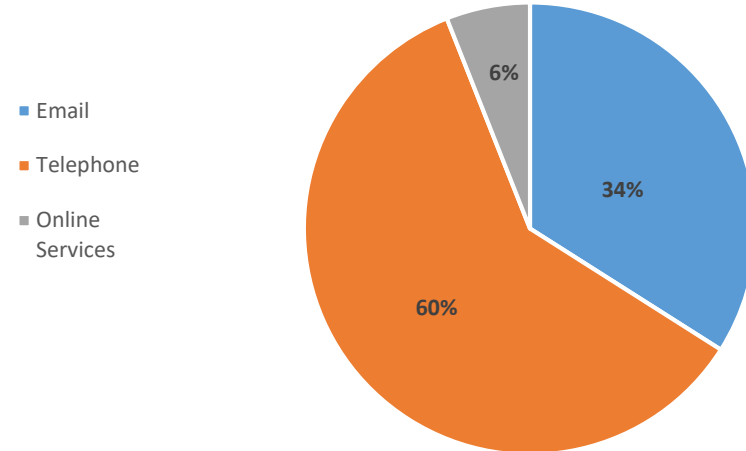
Customer Demographics

136 - respondents



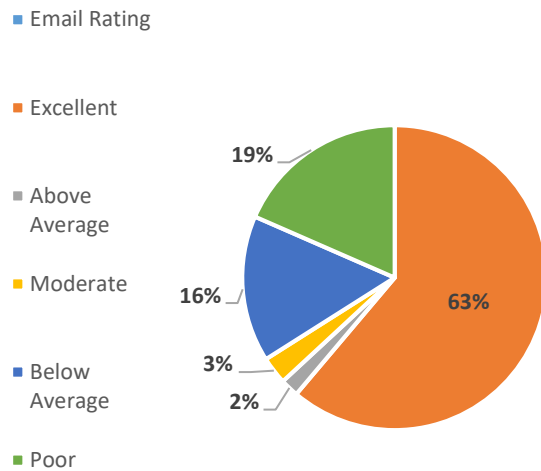
How Do Customers Contact Us?

143 respondents



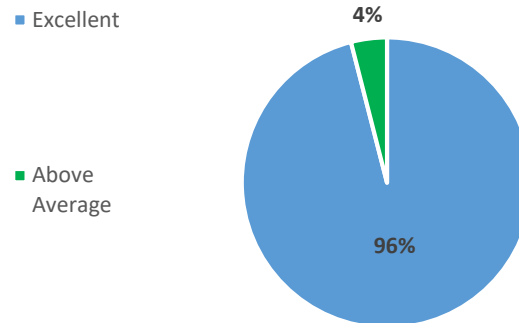
Email Rating

43 respondents



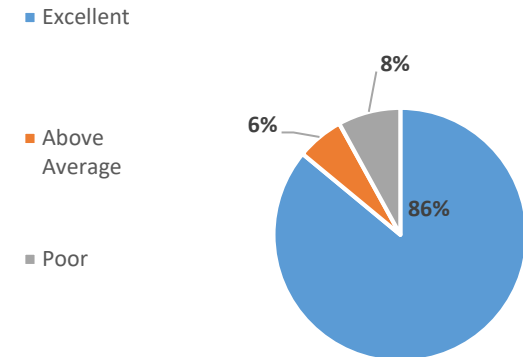
Experience with Customer Service Representatives

26 responses



Telephone Service Rating

84 responses



Education & Examination Services - EE1 Report													
TREC Qualifying Education Provider and Course Applications													
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
Applications Received													
<u>Providers</u>													
Initial Provider	0	0	0	2	2	1	1						6
4-year Renewal Provider	1	0	0	0	0	1	0						2
Annual Fee for Provider	3	2	1	5	2	4	3						20
<u>Real Estate Courses</u>													
Initial	4	4	1	2	3	0	18						32
Renewal	0	1	1	10	6	2	13						33
<u>Inspector Courses</u>													
Initial	0	2	3	6	13	2	3						29
Renewal	0	0	0	1	0	0	0						1
Total Applications Received	8	9	6	26	26	10	38	0	0	0	0	0	123
	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													
<u>Providers</u>													
Initial Provider	0	0	0	0	1	0	1						2
4-year Renewal Provider	0	0	2	0	1	0	0						3
Annual Fee for Provider	4	0	4	3	5	2	5						23
<u>Real Estate Courses</u>													
Initial	0	0	6	3	4	2	16						31
Renewal	0	6	5	0	10	3	17						41
<u>Inspector Courses</u>													
Initial	0	0	0	2	4	14	7						27
Renewal	0	0	0	0	1	0	0						1
Total Applications Approved	4	6	17	8	26	21	46	0	0	0	0	0	128

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	16						59
Renewal Provider	26	8	10	9	11	10	7						81
<u>Real Estate CE Courses</u>	182	211	205	231	190	144	242						1405
<u>Inspector CE (ICE) Courses</u>	2	14	6	5	7	24	1						59
Total Applications Received	216	246	226	253	215	182	266						1604
	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	6						53
Renewal Provider	20	14	7	8	15	10	16						90
<u>Real Estate CE Courses</u>	111	123	128	332	278	146	224						1342
<u>Inspector CE (ICE) Courses</u>	5	6	7	3	24	7	26						78
Total Applications Approved	142	149	148	354	328	170	272						1563

Licensing Division

Applications Received and Renewal Activity

Fiscal Year 2021 - Year-to-Date Comparison

March

Real Estate Brokers & Sales Agents

<i>Applications Received</i>	Sep 2019 - Mar 2020		Sep 2020 - Mar 2021		Variance	Percent
Broker Original Applications Received	1,989		2,462		473	23.78%
<i>Broker Business Entity</i>	848		1,072		224	26.42%
<i>Broker Individual</i>	1,141		1,390		249	21.82%
Sales Agent Original Applications Received	15,870		23,962		8,092	50.99%
<i>Total Original Applications</i>	17,859		26,424		8,565	47.96%

<i>Renewal Activity</i>	% Renewed FY20		% Renewed FY21		% Renewed FY19	
Broker Renewals and Percentage	9,586	92.43%	12,249	90.29%	9,287	91.03%
Broker Business Entity	2,006	86.17%	2,699	83.20%	-	
Broker Individual	7,580	94.24%	9,550	92.52%	-	
Sales Agent Renewals and Percentage	25,796	80.58%	30,943	78.73%	21,631	80.00%
<i>Total Renewals from Brokers & Sales Agents</i>	35,382	83.48%	43,192	81.68%	30,918	83.02%

Real Estate Inspectors

<i>Applications Received</i>	Sep 2019 - Mar 2020		Sep 2020 - Mar 2021		Variance	Percent
Professional Inspector Original Applications Received	341		597		256	75.07%
Real Estate Inspector Original Applications Received	16		25		9	56.25%
Apprentice Inspector Original Applications Received	27		58		31	114.81%
<i>Total Original Applications</i>	384		680		296	77.08%

<i>Renewal Activity</i>	% Renewed FY20		% Renewed FY21		% Renewed FY19	
Professional Inspector Renewals and Percentage	547	72.55%	990	75.06%	519	81.35%
Real Estate Inspector Renewals and Percentage	21	72.41%	32	78.05%	26	86.67%
Apprentice Inspector Renewals and Percentage	3	13.04%	15	34.09%	4	21.05%
<i>Total Renewals from Inspectors</i>	571	70.84%	1,037	73.86%	549	79.91%

Licensing Division
License Holder and Registrant Status
March 2021

Real Estate License Holders

	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Brokers													
Individual (Active)	32,617	32,640	32,715	32,869	32,931	32,521	32,514	32,430	32,434	32,442	32,464	32,525	32,512
Business Entities (Active)	11,728	11,823	11,902	11,998	12,113	11,923	12,002	12,003	12,089	12,213	12,310	12,348	12,447
Total Active Status	44,345	44,463	44,617	44,867	45,044	44,444	44,516	44,433	44,523	44,655	44,774	44,873	44,959
Inactive Status	1,783	1,800	1,819	1,845	1,919	1,724	1,710	1,861	1,841	1,817	1,817	1,830	1,831
Total Brokers	46,128	46,263	46,436	46,712	46,963	46,168	46,226	46,294	46,364	46,472	46,591	46,703	46,790
Sales Agents													
Active Status	117,119	117,436	118,182	118,665	120,233	119,890	121,420	122,665	123,717	124,115	125,644	126,653	128,738
Inactive Status	30,715	30,800	31,563	33,262	33,861	29,749	29,625	29,876	29,736	30,883	30,735	30,563	30,158
Total Sales Agents	147,834	148,236	149,745	151,927	154,094	149,639	151,045	152,541	153,453	154,998	156,379	157,216	158,896
Total Active	161,464	161,899	162,799	163,532	165,277	164,334	165,936	167,098	168,240	168,770	170,418	171,526	173,697
Total Inactive	32,498	32,600	33,382	35,107	35,780	31,473	31,335	31,737	31,577	32,700	32,552	32,393	31,989
Total Brokers/Sales Agents	193,962	194,499	196,181	198,639	201,057	195,807	197,271	198,835	199,817	201,470	202,970	203,919	205,686

Inspector License Holders

	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Inspector License Holders													
Professional Inspectors(active)	3,335	3,333	3,325	3,362	3,383	3,291	3,292	3,318	3,332	3,361	3,401	3,408	3,485
Real Estate Inspectors (active)	132	131	128	133	135	127	129	126	126	123	123	127	130
Apprentice Inspectors(active)	141	143	146	150	157	140	135	146	147	154	153	154	150
Professional Inspectors(inactive)	566	600	622	629	653	572	555	540	535	561	554	540	522
Real Estate Inspectors(inactive)	18	19	21	22	22	23	17	17	15	18	18	17	16
Apprentice Inspectors(inactive)	26	27	27	27	27	22	22	22	23	22	23	25	24
Total Active	3,608	3,607	3,599	3,645	3,675	3,558	3,556	3,590	3,605	3,638	3,677	3,689	3,765
Total Inactive	610	646	670	678	702	617	594	579	573	601	595	582	562
Total Inspectors	4,218	4,253	4,269	4,323	4,377	4,175	4,150	4,169	4,178	4,239	4,272	4,271	4,327

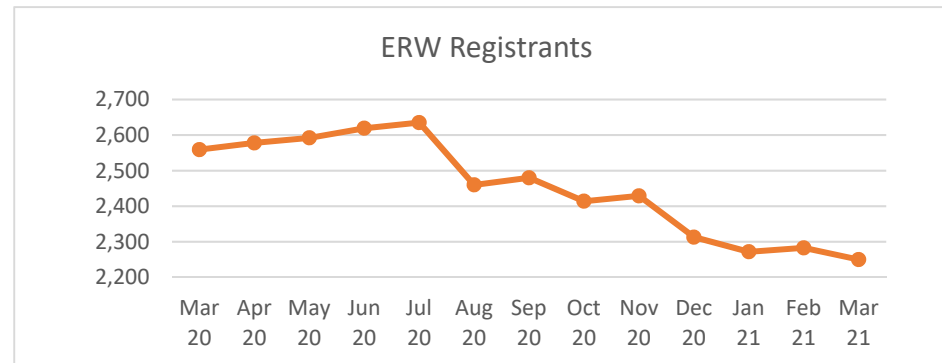
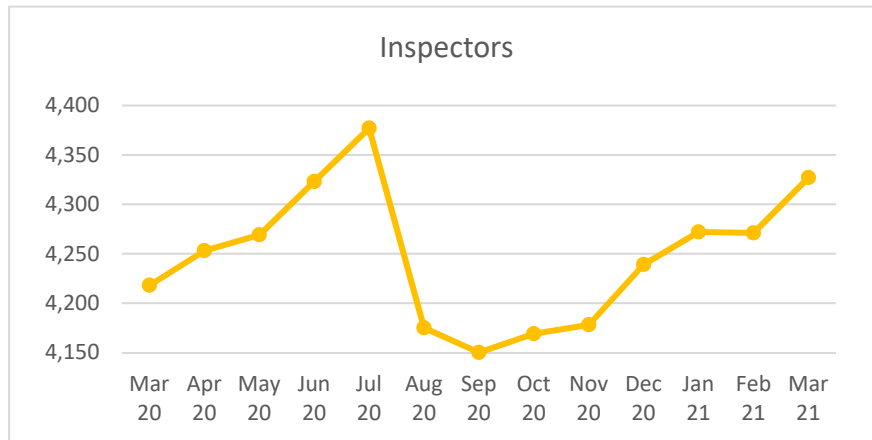
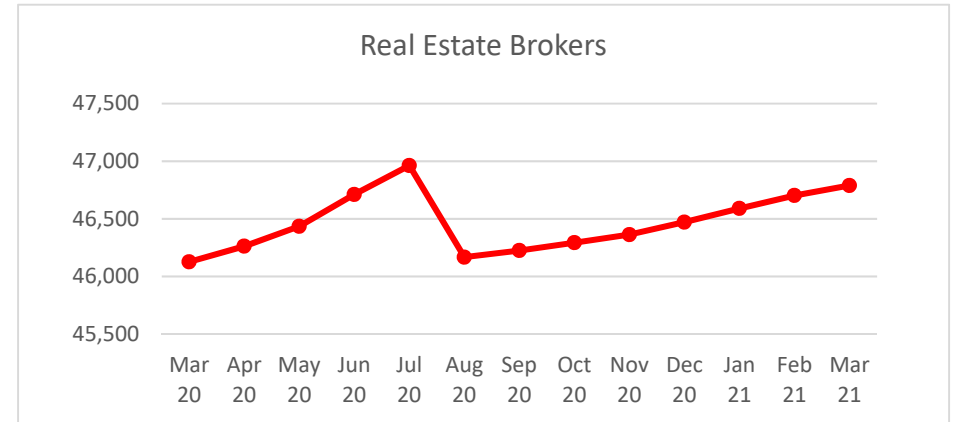
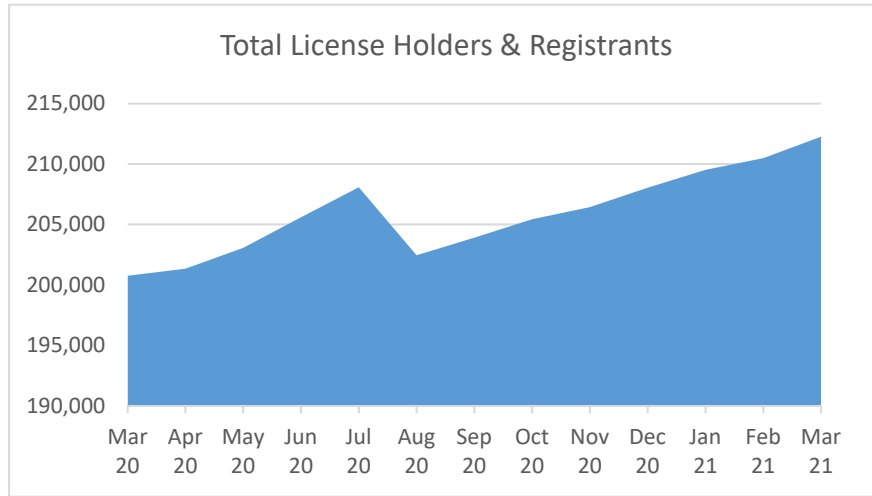
Easement & Right-of-way Registrants

	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
ERW Registrants													
Businesses	71	73	73	73	74	71	73	73	74	72	73	73	75
Individuals	2,488	2,505	2,519	2,546	2,561	2,389	2,407	2,341	2,355	2,241	2,199	2,210	2,175
Total Registrants	2,559	2,578	2,592	2,619	2,635	2,460	2,480	2,414	2,429	2,313	2,272	2,283	2,250

Total License Holders and Registrants

	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
License Holders & Registrants	200,739	201,330	203,042	205,581	208,069	202,442	203,901	205,418	206,424	208,022	209,514	210,473	212,263

Total License Holder and Registrants – March 2020 through March 2021



Licensing Division

Average Number of Calendar Days to Process an Application

March 2021

Real Estate Initial License Applications

	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Individual Broker	11.28	6.14	5.13	7.13	6.69	8.58	10.22	7.04	7.28	6.68	6.46	7.61	5.66
<i>Number of Applications Received</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>	<i>200</i>
Business Entity Broker	5.23	2.86	2.93	6.03	4.32	9.15	7.07	4.54	5.65	3.98	2.81	7.51	4.29
<i>Number of Applications Received</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>	<i>208</i>
Sales Agent	10.76	4.55	6.21	7.47	6.69	17.54	11.38	8.79	5.32	3.44	6.00	9.31	8.10
<i>Number of Applications Received</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>	<i>4,274</i>

Inspector Initial License Applications

	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
Professional Inspector	20.19	6.92	12.73	9.81	16.99	19.45	23.08	22.24	15.42	13.60	10.89	10.08	11.86
<i>Number of Applications Received</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>	<i>141</i>
Real Estate Inspector	31.94	8.42	n/a	6.44	11.65	n/a	24.91	28.33	7.86	3.24	5.75	7.50	7.67
<i>Number of Applications Received</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>	<i>3</i>
Apprentice Inspector	2.36	3.78	4.42	6.01	17.00	22.85	17.00	24.09	15.71	9.01	12.19	n/a	13.42
<i>Number of Applications Received</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>	<i>15</i>

Easement & Right-of-way Initial Registration Applications

	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21
ERW Business	4.50	6.00	n/a	n/a	1.00	n/a	2.47	2.00	3.64	6.96	12.12	n/a	9.22
<i>Number of Applications Received</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>	<i>1</i>
ERW Individual	6.63	5.93	1.60	1.53	2.29	2.01	5.35	4.28	3.79	3.56	3.54	15.18	6.19
<i>Number of Applications Received</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>	<i>23</i>

TREC Enforcement Division: E1 Report

Case Status

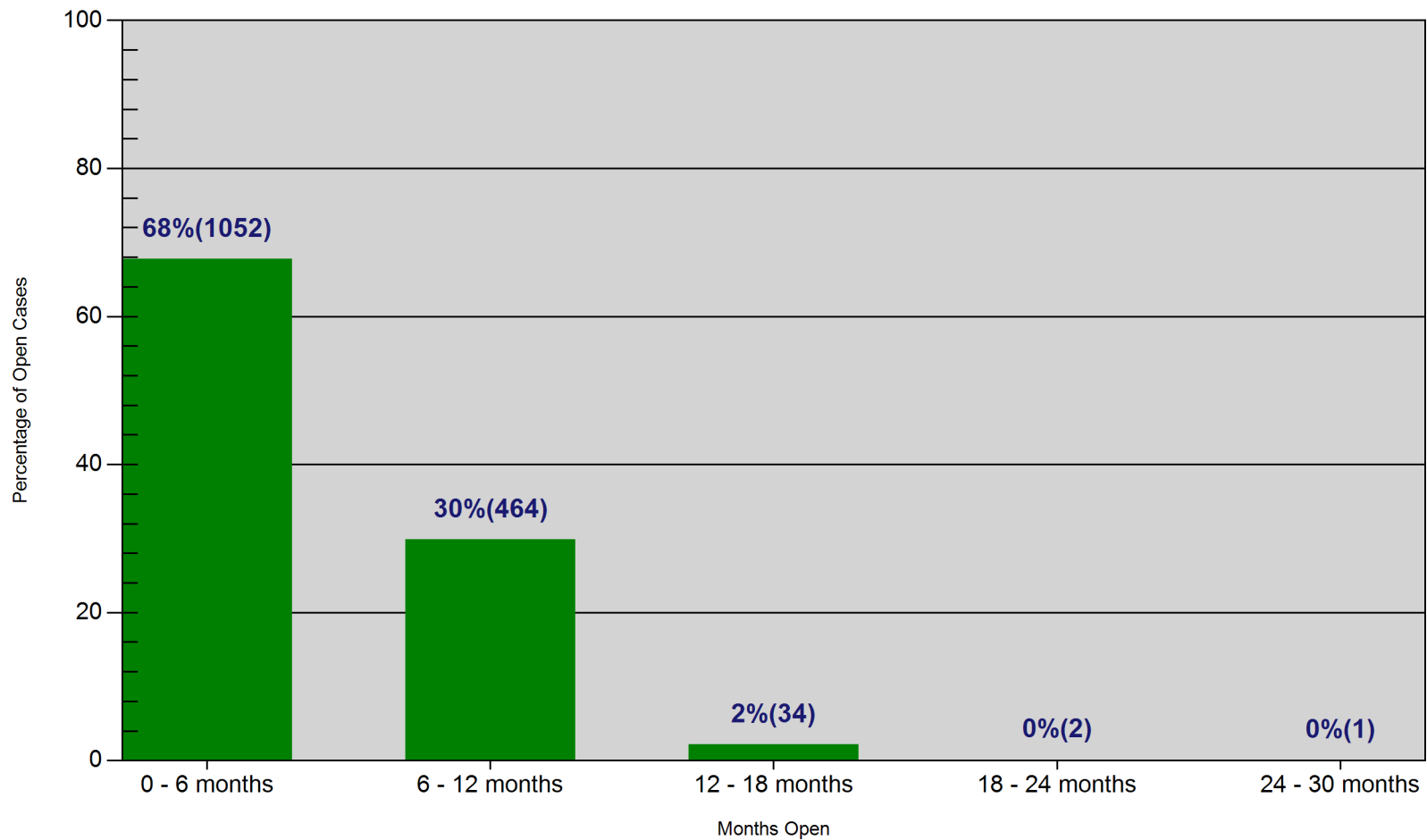
FY 2021

	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	780	632	611	559	561	416	728						4287
Broker/Sales	146	129	135	130	139	100	149						928
Inspector	13	10	11	9	5	7	13						68
Timeshare	6	8	5	4	3	4	1						31
Unlicensed Activity	2	3	4	5	4	4	2						24
Residential Service Company	30	21	15	18	22	9	21						136
No Jurisdiction	15	19	12	12	19	14	18						109
Application Investigation	389	274	255	254	246	164	325						1907
Fitness Inquiry	177	166	171	125	118	113	195						1065
Education Related	0	1	3	1	3	0	4						12
Easement ROW	0	0	0	1	2	1	0						4
Other	1	1	0	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	598	538	582	680	509	685						4167
Complaint Withdrawn	7	5	5	1	10	5	5						38
Cease & Desist Issued	0	0	0	0	1	0	0						1
Disciplinary Action	55	43	44	44	49	23	39						297
Failure to Go Forward	29	22	46	54	33	45	57						286
Insufficient Evidence	37	44	38	38	52	40	58						307
Matter Settled	27	21	15	25	27	8	15						138
No Jurisdiction	50	46	37	38	38	33	55						297
No Violation	6	4	8	4	3	2	12						39
Application Investigation	183	239	213	227	295	186	248						1591
Fitness Inquiries	163	159	119	136	162	154	179						1072
Other	12	15	10	12	5	8	7						69
Open at Beginning of Month							1510						
Received During Month							728						
Closed During Month							685						
Open at End of Month							1553						
Received During Fiscal Year							4287						
Closed During Fiscal Year							4167						

TREC Enforcement Division: E2 Report

Open Case Aging Report

as of 3/31/2021



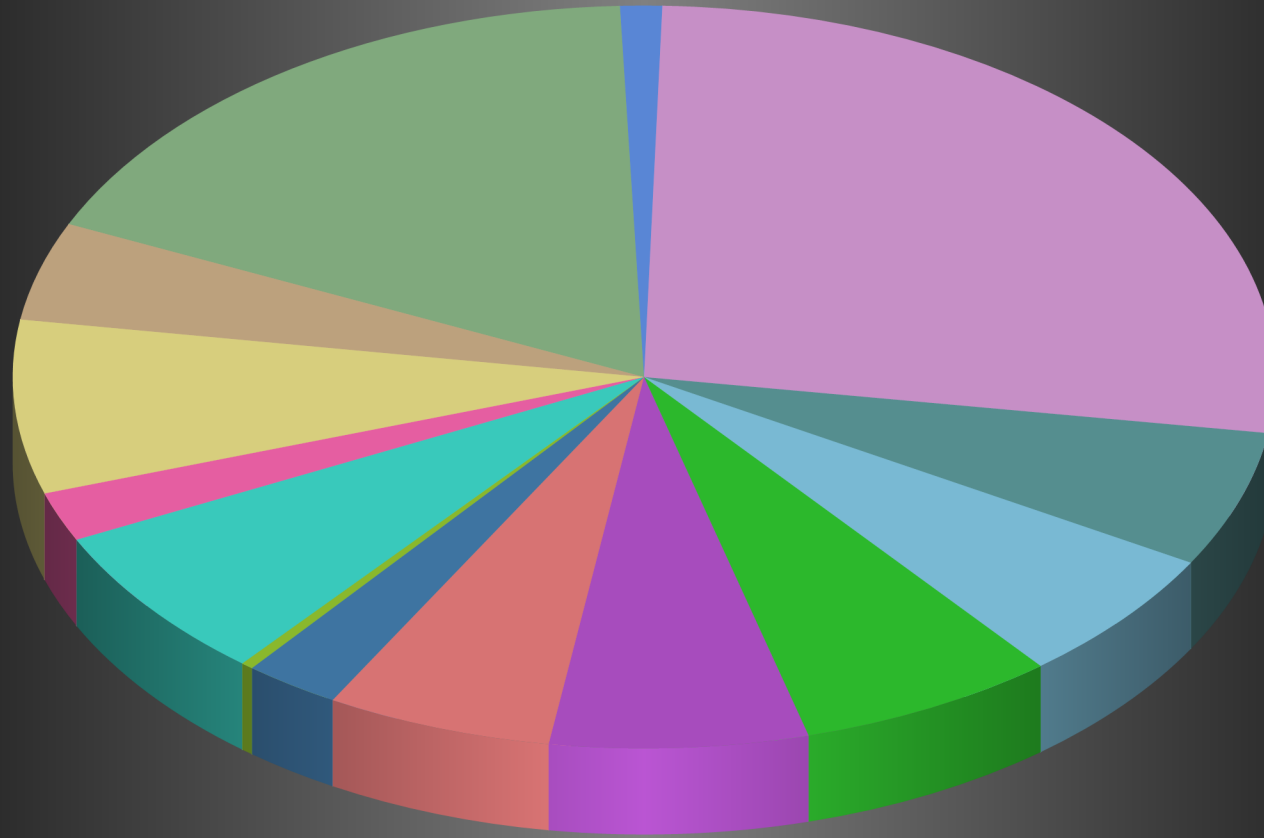
TREC Enforcement Division

Open Case Aging

E2 Report

Complaint Subject Categories for March 2020 through March 2021

1588 Total Allegations



Administrative 5.86 % (93)	Leasing/Property Management - Misappropriation 2.14 % (34)
Advertising 6.61 % (105)	Leasing/Property Management - Other 7.56 % (120)
Breach of Fiduciary Duties 6.61 % (105)	License Holder Acting as Principal 4.28 % (68)
Broker Supervision 5.79 % (92)	Licensure Issues 17.63 % (280)
Failure to Disclose 2.46 % (39)	Sales Misappropriation 1.07 % (17)
Improper Contract/Seller Disclosure form usage 0.31 % (5)	Sales Other 26.95 % (428)
Intermediary/IABS 6.80 % (108)	Unlicensed Activity 5.92 % (94)

Complaint Subject Categories by Month

Subject Matter Categories	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Total	YTD
Administrative <i>Bad check, contact information, uncooperative, etc.</i>	9	13	5	8	3	14	6	5	7	6	10	2	5	93	5.86%
Advertising <i>Includes misleading & dba</i>	10	12	11	6	11	14	3	7	9	7	3	7	5	105	6.61%
Breach of Fiduciary Duty <i>Including false promise</i>	7	9	6	5	10	7	14	6	10	11	7	5	8	105	6.61%
Broker Supervision	6	9	19	8	3	10	7	5	5	5	5	4	6	92	5.79%
Failure to Disclose	2	1	1	1	4	4	4	5	5	2	4	3	3	39	2.46%
Improper contract/Seller Disclosure form usage <i>Including false promise</i>	0	0	1	0	0	0	1	1	0	1	0	0	1	5	0.31%
Intermediary/IABS	9	32	13	6	2	10	8	6	7	8	6	0	1	108	6.80%
Leasing/Property Management - Misappropriation	3	6	1	2	1	2	2	6	1	5	4	0	1	34	2.14%
Leasing/Property Management - Other <i>Includes negligence, referral, etc.</i>	15	17	6	9	11	12	6	11	7	7	7	2	10	120	7.56%
Licensure Issues <i>Criminal background check, denials, probationary license, etc.</i>	13	16	16	16	26	30	32	24	21	16	30	16	24	280	17.63%
License Holder Acting as Principal	6	5	3	3	6	4	8	5	8	5	7	2	6	68	4.28%
Sales Misappropriation <i>Other than Leasing/Property Management - Misappropriation</i>	0	0	1	1	0	0	6	0	1	1	1	2	4	17	1.07%
Sales Other <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	46	32	55	29	38	52	33	33	25	16	29	12	28	428	26.95%
Unlicensed Activity	5	16	9	11	5	10	11	5	8	5	6	0	3	94	5.92%
Total	131	168	147	105	120	169	141	119	114	95	119	55	105	1588	

Information & Technology Division

Electronic Information Outlet Statistics

March 2021

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	2,349,064	14,436,734	12,054,909
Total Monthly Sessions	641,770	4,291,818	3,612,305

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	2702	2187	80.9%	82.2%	80.3%
Broker Application	113	88	77.9%	79.2%	75.0%
Sales Agent Application	2573	2085	81.0%	82.3%	81.5%
Corporate Broker Application	16	14	87.5%	86.1%	67.2%
Renewals	7879	7718	98.0%	98.1%	97.7%
Broker Renewals	1498	1445	96.5%	97.7%	97.7%
Sales Agent Renewal	5990	5893	98.4%	98.4%	98.5%
Corporate Broker Renewals	183	177	96.7%	96.3%	88.3%
Professional Inspector Renewals	152	148	97.4%	96.3%	97.1%
Real Estate Inspector Renewals	6	6	100.0%	94.3%	97.1%
Apprentice Inspector Renewals	1	1	100.0%	100.0%	89.5%
Easement ROW Business Renewals	3	3	100.0%	92.3%	83.3%
Easement ROW Individual Renewals	46	45	97.8%	95.4%	92.5%

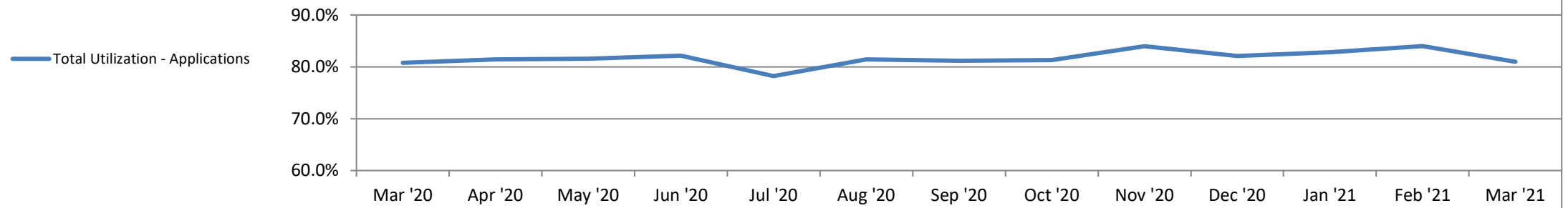
Information & Technology Division

Electronic Information Outlet Statistics

March 2021

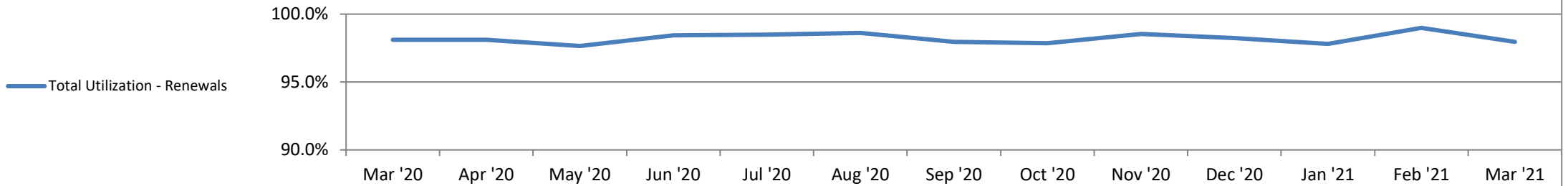
Applications	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21
Broker Application	74.8%	73.6%	72.2%	72.1%	76.1%	87.2%	82.9%	75.0%	80.0%	81.5%	77.3%	78.9%	77.9%
Sales Agent Application	81.9%	82.7%	82.0%	83.9%	78.3%	81.8%	81.0%	81.5%	84.1%	82.1%	83.1%	84.3%	81.0%
Broker Organization Applications	66.7%	61.4%	86.7%	65.9%	79.2%	60.0%	89.5%	85.7%	90.9%	78.6%	85.7%	77.8%	87.5%
Total Utilization - Applications	80.8%	81.5%	81.6%	82.2%	78.2%	81.5%	81.2%	81.3%	84.0%	82.1%	82.8%	84.0%	80.9%

Utilization Online Application Services



Renewals	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21
Broker Renewals	97.7%	97.2%	97.2%	97.6%	97.6%	97.9%	97.6%	97.7%	97.8%	97.8%	98.2%	98.8%	96.5%
Sales Agent Renewal	98.5%	98.9%	99.2%	99.2%	98.9%	99.1%	98.4%	98.1%	98.9%	98.5%	97.8%	99.1%	98.4%
Broker Organization Renewal	95.2%	93.8%	82.5%	95.3%	97.3%	95.6%	95.4%	91.3%	97.1%	97.6%	98.7%	97.5%	96.7%
Professional Inspector Renewals	96.0%	96.6%	96.9%	93.4%	97.9%	93.6%	94.6%	95.9%	97.2%	96.8%	95.6%	97.1%	97.4%
Real Estate Inspector Renewals	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	66.7%	100.0%	100.0%	88.9%	100.0%	100.0%
Apprentice Inspector Renewals	100.0%	0.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Easement ROW Business Renewals	N/A	50.0%	0.0%	N/A	N/A	50.0%	50.0%	100.0%	N/A	100.0%	100.0%	100.0%	100.0%
Easement ROW Individual Renewals	94.1%	94.2%	92.3%	91.1%	93.2%	96.3%	93.8%	92.7%	97.7%	91.2%	95.4%	97.7%	97.8%
Total Utilization - Renewals	98.1%	98.1%	97.6%	98.4%	98.5%	98.6%	98.0%	97.8%	98.5%	98.2%	97.8%	99.0%	98.0%

Utilization Online Renewal Services



Financial Services Division

TREC Budget Status Report

March 2021 - Fiscal Year 2021

Expenditure Category	Amended Beginning Balance FY2021	Expenditures	Remaining Balance	Budget % Remaining	5/12 = 41.67% 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	4,435,304	3,849,388	46.5%	
Other Personnel Costs	3,255,480	1,713,234	1,542,246	47.4%	
Professional Fees & Services	1,842,440	129,073	1,713,367	93.0%	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; Quality Assurance Training for CRD staff, Purchasing training for staff
Consumables	12,000	1,633	10,367	86.4%	
Utilities	22,182	4,603	17,580	79.3%	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	185,618	(13,923)	-8.1%	Office rent paid for the year.
Rent - Machines - Other	116,200	66,991	49,209	42.3%	
Other Operating Expenses	1,083,228	406,289	676,939	62.5%	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	2,971	1,136	27.7%	
Subtotal - Operations Expenditures	14,865,810	6,945,727	7,920,082	53.3%	
DPS Criminal History Background Checks	22,416	0	22,416	100.0%	
Statewide Cost Allocation Plan (SWCAP)	215,993	41,192	174,801	80.9%	Indirect costs charged by the state. Qtrly payments due in March, April, June and August.
Contribution to General Revenue	727,500	424,375	303,125	41.7%	Allocated monthly until August 2021
Subtotal - Nonoperational Expenditures	965,909	465,567	500,342	51.8%	
Total Expenditures	\$15,831,719	\$7,411,294	\$8,420,424	53.2%	

Revenue	FY2021 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$10,338,009	8,090,621	\$2,247,388	21.7%	
Education Fees	\$400,772	223,783	\$176,989	44.2%	
Examination Fees	\$369,894	247,294	\$122,600	33.1%	
Other Miscellaneous Revenue	\$241,888	236,399	\$5,489	2.3%	Interest earned exceeds projections.
Total Revenue	\$11,350,563	\$8,798,098	\$2,552,465	22.5%	
Revenue Over/(Under) Expenditures & Transfers	\$7,818,049	\$1,386,803	\$6,431,246	82.3%	

Financial Services Division

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

March 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	2,189,135.10	(4,274.82)	2,184,860.28	16,557.74	U.S. T-Notes, 1.875%	12/15/2021
03/16/2020	3,850,000.00	3,927,496.94	3,853,759.76	(3,853,759.76)	0.00	0.00	U.S. T-Notes, 2.38%	03/15/2021
06/17/2020	3,278,000.00	3,357,582.19	3,302,841.11	(6,914.55)	3,295,926.56	25,294.18	US T-Notes, 2.625	06/15/2021
09/16/2020	2,841,000.00	2,915,126.21	2,882,394.25	(6,103.69)	2,876,290.56	3,609.15	U.S. T-Notes, 2.75%	09/15/2021
03/15/2021	4,741,000.00	4,850,953.45	0.00	4,845,264.97	4,845,264.97	5,201.57	U.S. T-Notes, 2.375%	03/15/2022
Totals	\$ 16,855,800.00	\$ 17,250,842.36	\$ 12,228,130.22	\$ 974,212.15	\$ 13,202,342.37	\$ 50,662.64		

Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance	\$ 7,636,590.80		
Current Month Receipts		\$ 5,231,166.61	
Current Month Disbursements		\$ (5,806,485.30)	
Total Cash			\$ 7,061,272.11
Investment Ending Market Value			13,202,342.37
Total Account Balance			20,263,614.48
Operating Reserves			(7,432,904.00)
Ending Balance Available for Operations			\$ 12,830,710.48

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
March 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	635,071.58	(1,240.13)	633,831.45	4,803.43	U.S. T-Notes, 1.875	12/15/2021
03/15/2021	708,000.00	724,068.28	0.00	723,570.47	723,570.47	776.78	U.S. T-Notes 2.375	03/15/2022
03/16/2020	585,000.00	596,775.51	585,571.29	(585,571.29)	0.00	0.00	U.S. T-Notes, 1.875	03/15/2021
06/17/2020	791,000.00	810,033.44	796,994.30	(1,668.52)	795,325.78	6,103.63	U.S. T-Notes, 2.625	06/15/2021
09/15/2020	1,139,000.00	1,168,673.84	1,155,595.58	(2,447.06)	1,153,148.52	1,446.96	U.S. T-Notes 2.75	09/15/2021
Totals	\$ 3,845,500.00	\$ 3,937,682.78	\$ 3,173,232.75	\$ 132,643.47	\$ 3,305,876.22	\$ 13,130.80		

	Beginning Balance	Current Month	Ending Balance
Receipts:			
Licenses' Remittances to Recovery Fund		\$ 29,600.00	
Interest Realized		22,611.13	
Repayments to Recovery Fund (Principal and Interest)		3,015.83	
Administrative Penalties		5,650.00	
Investments Matured		585,000.00	
Prior Month Correction		(41,450.00)	
Total Received	\$ 494,807.70	\$ 604,426.96	\$ 1,099,234.66
Disbursements:			
Investments Purchased		\$ 724,113.97	
Accrued Interest Purchased		0.00	
Disbursement to Treasury		0.00	
Payments from Recovery Fund		0.00	
Administrative Costs		80.98	
Total Disbursed		\$ 724,194.95	(724,194.95)
Cash Balance			375,039.71
Investment Ending Market Value			3,305,876.22
Total Portfolio			3,680,915.93
Treasury Cash Balance			50,000.00
Reserved for Potential Payments Within 90 Days			(348,369.66)
Balance			\$ 3,382,546.27

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.

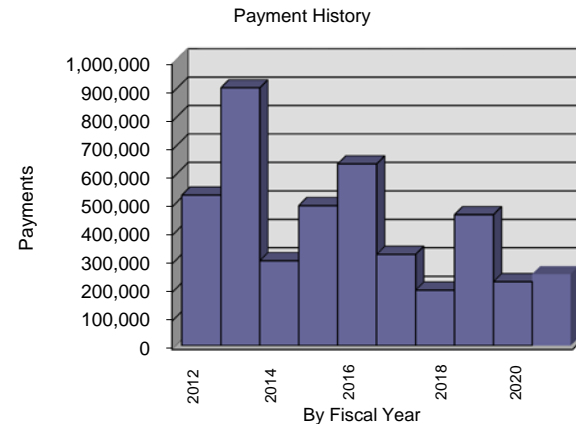
Financial Services Division **Real Estate Recovery Trust Account No. 3058 Investments** **Payments and Repayments**

March 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
March 2021	0.00	3,015.83	5,650.00	80.98	0.00	0
	320,647.67	51,985.10	287,823.17	1,241.98	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)
March 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	61,059.57	(61,059.57)	0.00	0.00	U.S. T-Notes 2.375%	03/15/2021
12/15/2020	523,300.00	536,440.68	533,868.21	(1,042.51)	532,825.70	4,037.96	U.S. T-Notes 2.625%	12/15/2021
Totals	\$ 584,300.00	\$ 598,668.55	\$ 594,927.78	\$ (62,102.08)	\$532,825.70	\$4,037.96		

Monthly Activity		
Beginning Balance	Current Month	Cumulative Totals

Payment History		
Fiscal Year	Number of Payments	Total Payments

Beginning Balance	\$	7,922.66	\$	7,922.66
Receipts:				
Licensees' Remittances to Recovery Fund		\$	330.00	
Interest Realized (includes accruals)			0.16	
Treasury Note Semi-Annual Interest			724.38	
Repayments			0.00	
Administrative Penalties			0.00	
Investments Matured			61,000.00	
Total Received in Current Month			\$	62,054.54
Disbursements:				
Investments Purchased		\$	0.00	
Payments from Recovery Fund			0.00	
* Cash Transfer Trust to Treasury (GR)			0.00	
Administrative Costs			21.62	
Total Disbursed in Current Month			\$	(21.62)
Total Cash			\$	69,955.58
Reserved for Potential Payment within 90 Days				0.00
Unobligated Fund Balance			\$	69,955.58
Investment Ending Market Value				\$532,825.70
Balance			\$	602,781.28

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