

SELF-DIRECTED
SEMI-INDEPENDENT
AGENCY REPORT



NOVEMBER 1, 2020

SELF-DIRECTED SEMI-INDEPENDENT AGENCY REPORT

TEXAS REAL ESTATE COMMISSION
Austin, Texas

November 1, 2020

CHELSEA BUCHHOLTZ
EXECUTIVE DIRECTOR



Protecting Texans' Dreams

November 1, 2020

TREC Commissioners

R. Scott Kesner
Chair

Bob Leonard
Vice Chair

TJ Turner
Secretary

Jason Hartgraves

Jan Fite Miller

Barbara Russell

Rayito Stephens

DeLora Wilkinson

Micheal Williams

Chelsea Buchholtz
Executive Director

Honorable Greg Abbott, Governor
Honorable Jane Nelson, Chair, Senate Finance Committee
Honorable Giovanni Capriglione, Chair, House Appropriations Committee
Mr. Jerry McGinty, Legislative Budget Board

Greetings:

As a Self-Directed Semi-Independent agency, The Texas Real Estate Commission together with the Texas Appraiser Licensing & Certification Board respectfully submits the following information required by Texas Occupations Code Section 1105.005 (c):

(1) The salary for all agency personnel and the total amount of per diem expenses and travel expenses paid for all agency employees for the preceding five fiscal years:

Total Agency Salaries				
FY2016	FY2017	FY2018	FY2019	FY2020
\$5,777,500.07	\$6,054,367.19	\$6,543,187.14	\$7,346,104.37	\$8,724,281.49

Total Per Diem and Travel Expenses for all Agency Employees				
FY2016	FY2017	FY2018	FY2019	FY2020
\$42,742.88	\$43,210.90	\$43,911.76	\$45,988.77	\$34,823.83



TALCB Board Members

Sara Oates
Chair

Martha Gayle Reid Lynch
Vice Chair

Chance Bolton
Secretary

Clayton P. Black

James J. Jeffries

Tony F. Peña

Earl "Buster" Renfrow

Stephanie Robinson

Lisa Sprinkle

Chelsea Buchholtz
Commissioner

(2) The total amount of per diem expenses and travel expenses paid for each member of the Texas Real Estate Commission, the Texas Appraiser Licensing & Certification Board, the Texas Real Estate Commission Broker/Lawyer Committee, the Texas Real Estate Commission Education Standards Advisory Committee, and the Texas Real Estate Inspector Committee for the preceding five fiscal years.

(3) An excerpt from the agency's strategic plan 2021 – 2025.

(4) 2021 annual budgets of the commission and the board, showing:

- a) Projected budget data for a period of two fiscal years; and
- b) Trend performance data for the preceding five fiscal years;

(5) Exhibits A1, A2, B1, B2, I1, I2, J1, K1, and K2 from the agency's FY2020 Annual Financial Report detailing all revenues and a breakdown of expenses incurred by the agency in the previous 12 months.

- (6) Trend performance data for Fiscal Years 2016-2020 for:
- (a) The number of full-time equivalent positions at the agency;
 - (b) The number of complaints received from the public and the number of complaints initiated by agency staff;
 - (c) The number of complaints dismissed and the number of complaints resolved by enforcement action;
 - (d) The number of enforcement actions by sanction type;
 - (e) The number of enforcement cases closed through voluntary compliance;
 - (f) The amount of administrative penalties assessed and the rate of collection of assessed administrative penalties;
 - (g) The number of enforcement cases that allege a threat to public health, safety, or welfare or a violation of professional standards of care and the disposition of those cases;
 - (h) The average time to resolve a complaint;
 - (i) The number of license holders or regulated persons broken down by type of license and license status including inactive status or retired status;
 - (j) The fee charged to issue and renew each type of license, certificate, or registration issued by the agency;
 - (k) The average time to issue a license, certificate or registration;
 - (l) Litigation costs, broken down by administrative hearings, judicial proceedings, and outside counsel costs;
 - (m) Reserve fund balances.

If you have any questions, please contact Ranada Williams at 512-936-0102 or Melissa Huerta at 512.936.3616.

Sincerely,



Chelsea Buchholtz
Executive Director

CB/mkh

Enclosures

Total Amount of Per Diem Expenses and Travel Expenses for each Commission, Board, and Advisory Member from FY2016 - FY2020

Texas Real Estate Commission members:	Travel				
	FY2016	FY2017	FY2018	FY2019	FY2020
Alley Jr., Troy C	719.93	1,040.41			
Arriaga, Adrian A	3,453.40	4,696.71	8,124.64	6,651.48	
Hartgraves, Jason				821.61	2,028.41
Hensley, Jaime Blevins	251.85				
Jones, Bill	1,094.02	781.34			
Justice, Joanne	228.85				
Kesner, R. Scott				3,664.31	5,807.46
Leonard, Bob			838.62	4,962.30	2,329.17
Martinez, Weston	762.19	762.19			
Miller, Jan Fite			1,064.98	5,399.49	437.18
Russell, Barbara				1,143.85	2,190.97
Stephens, Rayito	205.64	411.28		359.96	
Turner, Thomas (T.J.)					
Westcott, Chart H					
Wilkinson, De Lora			1,945.99	3,693.66	1,876.88
Williams, Michael					
Wukasch, Avis G.	1,212.64	2,262.26	1,768.65		
Total Travel and Per Diem	7,928.52	9,954.19	13,742.88	26,696.66	14,670.07

Per Diem				
FY2016	FY2017	FY2018	FY2019	FY2020
300.00	150.00			
300.00	225.00	525.00	1,350.00	
			375.00	975.00
75.00				
525.00	300.00	150.00		
75.00				
			450.00	3,300.00
300.00	375.00	900.00	1,500.00	1,650.00
375.00	225.00	75.00		
			-	
			225.00	750.00
300.00	225.00	300.00	825.00	525.00
225.00	225.00	450.00	1,125.00	1,500.00
		375.00	900.00	975.00
		375.00	600.00	750.00
300.00	300.00	375.00	300.00	-
2,775.00	2,025.00	3,525.00	7,650.00	10,425.00

Texas Appraiser Licensing & Certification Board members:	Travel				
	FY2016	FY2017	FY2018	FY2019	FY2020
Barba Jr., Jesse	3,124.34				
Beard, Walker R.	2,283.22	752.19			
Black, Clayton P	2698.75	3624.06	2352.78	3,532.55	2,343.96
Bolton, Chance			0		
Carlson, Patrick M	0				
De La Garza Jr., Luis F					
Fontana, Laurie	1762.07	666.43			
Jeffries, James J			0		
Oates, Sara Jones					1,387.00
Padden, Brian L					
Pena, Tony F				747.31	697.74
Reid Lynch, Martha Gayle		3134.02	3881.83	9,021.67	3,992.47
Robinson, Stephanie					1,328.78
Sostre-Odio, Alejandro				185.83	
Sprinkle, Lisa					
Wickliffe, Jamie	1888.82	4534.32	1306.83	5,856.53	
Yannuzzi, Joyce A		547.77	1099.89	2,259.00	
Total Travel and Per Diem	11,757.20	13,258.79	8,641.33	21,602.89	9,749.95

Per Diem				
FY2016	FY2017	FY2018	FY2019	FY2020
300.00	75.00			
225.00				
300.00	450.00	225.00	525.00	750.00
	600.00	375.00	1,275.00	1,350.00
75.00				
225.00	150.00			
525.00	750.00	300.00	675.00	900.00
				300.00
300.00	75.00			
525.00	300.00	1,200.00	1,200.00	
				900.00
	450.00	300.00	750.00	150.00
				750.00
225.00	300.00	300.00	450.00	75.00
	375.00	300.00	600.00	75.00
2,175.00	3,750.00	2,100.00	5,475.00	6,450.00

Texas Real Estate Commission Broker/Lawyer Committee:	Travel				
	FY2016	FY2017	FY2018	FY2019	FY2020
Keebaugh, Lori	321.60	1,454.47	1,395.00	517.25	1,145.99

Texas Real Estate Commission Education Standards Advisory Committee:	Travel				
	FY2016	FY2017	FY2018	FY2019	FY2020
Henry, Mary Lou				968.45	
Hilton, Jeffrey Scott				505.31	454.68
Jones, Susan		702.85			
Napoleon, Marion				546.91	233.22
Pena, Ruben M				167.76	
Peters, Felicia Tornabene				417.42	320.10
Solecki, Lori Beth				624.26	
Stokes, Kellie				1,295.28	323.18

Texas Real Estate Inspector Committee:	Travel				
	FY2016	FY2017	FY2018	FY2019	FY2020
Eakin, Greg	985.98				
Morgan, Michael Ray					1,143.98
Motley, David				254.75	228.24
Total Advisory Members Travel	1,307.58	2,157.32	1,395.00	5,297.39	3,849.39

Agency Mission

Texas Real Estate Commission & Texas Appraiser Licensing and Certification Board

Our agency protects consumers of real estate services in Texas by ensuring qualified and ethical service providers through upholding high standards in education, licensing, and regulation. We oversee the providers of real estate brokerage, appraisal, inspection, home warranty, timeshares and right-of-way services, thereby safeguarding the public interest while facilitating economic growth and opportunity across Texas.

Philosophy

To achieve this mission, our agency:

- provides exceptional customer service that is accessible, responsive and transparent;
- demands integrity, accountability and high standards, of both license holders and ourselves; and
- strives continuously for effectiveness, efficiency and excellence in our performance.

Motto

Protecting Texans' Dreams

GOAL I ENSURE STANDARDS - LICENSING
<p>To protect the public by ensuring license holders meet the educational, ethical, and legal requirements to provide real estate services in Texas. (Texas Occupations Code, Chapters 1101, 1102, 1103, 1104, and 1303, and Texas Property Code, Chapter 221)</p>
SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL
<ol style="list-style-type: none"> 1. The Licensing & Registration Services Division of the Texas Real Estate Commission (the Commission) and Texas Appraiser Licensing & Certification Board (the Board) ensures compliance with all educational, experience, examination and application requirements through the accurate and timely review and process of applications, renewals, informational changes and histories for real estate brokers or sales agents, appraisers, appraisal management companies, inspectors, and easement or right-of-way registrants. 2. Real estate broker, sales agent, inspector and appraiser applicants must complete qualifying (pre-license) education to meet education requirements. In addition, real estate brokers, inspectors and appraisers must satisfy experience requirements as required by statute to ensure competency. 3. Real estate broker, inspector, and appraiser applicants must pass a comprehensive exam to help ensure they provide competent real estate services after obtaining a license. 4. After the exam is passed and prior to the issuance of a license, an applicant must undergo a criminal history background check which is reviewed by the Standards & Enforcement Services divisions of the Commission and Board to determine if an applicant's honesty, trustworthiness, and integrity meets statutory and legal requirements. A license is issued only if an applicant meets these standards. To ensure continued protection for the citizens of Texas, each license holder is enrolled in an automatic rap back program to allow the Commission and Board to be notified of any new criminal history conviction information that may impact license holder's current license status or renewal. 5. License holders are issued a two-year license and must complete continuing education prior to each renewal to further support the license holder's development of skill and competence in providing real estate services to Texas consumers. 6. Through its relationship with the Real Estate Center at Texas A&M University, the Commission has created three non-elective continuing education courses for sales agents and real estate brokers to complete during each renewal period. These non-elective courses provide consistent delivery of current and relevant information on real estate brokerage services, ethical behavior and supervisory responsibilities for brokers as well as legal updates that emphasize the most recent trends, developments, case studies, complaints, laws, statutes, regulations, disciplinary actions, and court cases as they relate to Texas real estate license holders. Inspector continuing education requirements include the completion of a non-elective Legal & Ethics course that Commission staff developed, with the cooperation of the Texas Real Estate Inspector Committee, and a non-elective Standards of Practice Review course. Both courses are required to be completed before renewal. Appraisers are required to complete a USPAP Update course for each renewal that is current to the profession.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

Through the efficient use of personnel, the Commission and Board have been successful in simplifying application and renewal fees and providing prompt and efficient service to license holders who are primarily Texas citizens. The Commission and Board have also eliminated the fees associated with making changes to license holder information or supervisory relationships, requesting a certificate of license history, and a paper filing fee for submitting paper applications in lieu of filing application or changes online.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

During Fiscal Year 2019, the Licensing & Registration Services division processed approximately 30,900 original applications with 16 full-time employees. As of February 2020 the division processed approximately 16,600 original real estate applications with six months remaining in this fiscal year. In addition, through the use of consistent training techniques and cross-training of staff members the agency maintains high quantity and quality of processing.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve.

The division experienced an increase of 2% in applications from FY 2018 to FY 2019 and a 7.9% increase in the number of license holders since 2017. As of August 31, 2019, there were 197,151 real estate sales agents, brokers, inspectors and easement and right-of-way registrants and 6,688 certified or licensed Texas real estate appraisers and appraisal management companies to the agency has improved efficiency by streamlining processes and functionality. As the agency receives new applications and as current license holders renew, make inquiries or changes to information, the agency is committed to processing all documents received in a timely fashion. The ability for applicants and license holders to file applications online allows for immediate receipt of an application and more prompt and efficient processing of an application or license holder's supporting documents. Application supporting documents are forwarded to a dedicated email address at documents@trec.texas.gov to allow immediate access to staff for processing.

The agency recently established an electronic mechanism to measure and report the average number of days it takes division staff to process an application from the date documents are received from an applicant. This mechanism allows for better response to issues and strains on the agency as they arise.

4. Providing excellent customer services.

This agency has two licensing staff persons assigned each day to respond to emails and telephone calls that are specific to the processing of applications and renewals. All licensing staff are trained and rotate this responsibility and provide accurate and complete information to applicants, license holders, and internal staff. They are required to respond to emails and telephone calls within 24

hours and must make notes in the computer system summarizing their response to calls or the content of their emails for use by other agency staff.

Additionally, for less specific inquires that can be handled by the agency’s customer service contact center, since April, 2019 the agency has maintained an average monthly hold time of less than 2 minutes and since May, 2019 the agency has responded to 100% of emails within 2 business days.

The availability of the online application status tracker on the Commission and Board websites that provides real-time status on an initial application has improved the customer service provided by the agency. The application status tracker allows applicants to check the status of an open application by visiting the agency website, and eliminates the need to contact the agency by phone or email to obtain that information.

Additionally, a license holder, has access to a renewal education information page that calculates continuing education hours that have already been satisfied by a license holder and presents real-time information regarding any courses and continuing education course hours needed for license renewal. This tool provides useful information regarding license holders’ renewals at the touch of a button that that they would otherwise need to contact the agency by phone or email to obtain.

- 5. Transparent such that agency actions can be understood by any Texan.

The Commission and Board maintains websites and publishes a newsletter to communicate and keep license holders and Texans informed of Commission and Board actions. The public may also access Commission and Board meetings through live streaming provided by the agency. The agency also publishes processing dates on the website, as well as reports that include the average number of days to process an application. The application status tracker and renewal education information pages are open and viewable by the public.

GOAL I ENSURE STANDARDS - EDUCATION

To protect the public by ensuring license holders meet the education, ethical and legal requirements to provide real estate services in Texas. (Texas Occupations Code, Chapters 1101, 1102, 1103, 1104, and 1303, and Texas Property Code, Chapter 221)

Support the agency’s mission to protect consumers of real estate services in Texas by: ensuring accurate and relevant content is provided in pre-licensing and continuing education courses; ensuring course design and delivery supports adult and active learning theories, providing the best opportunity for subject matter mastery; regularly reviewing performance of license examination test items and establishing minimum required passing scores.

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

- 1. The Education & Examination Services Division of the Commission and Board consists of 11 members dedicated to ensuring compliance with all education program requirements by accurately and timely reviewing and processing of education provider and course applications. The agency recently began reviewing and approving appraiser continuing education. The division is committed

- to ensure current and future license holders receive quality education through oversight of both qualifying and continuing education.
2. Real estate broker, sales agent, inspector and appraiser applicants must complete qualifying (pre-licensing) education to satisfy education requirements as required by statute to ensure competency.
 3. Real estate broker, sales agent, inspector and appraiser license holders must complete continuing education requirements to maintain license renewal requirements.
 4. The Commission requires various non-elective CE courses for real estate sales agents, brokers and inspectors that emphasize the most recent industry trends, developments, ethics, case studies, complaints, laws, statutes, regulations, disciplinary actions and court cases as they relate to Texas license holders. Each of these courses is reviewed by agency staff and a team of subject matter experts every two years to ensure that they remain current, and include a final exam to support subject matter mastery.
 5. Pursuant to legislative requirements, the Commission has established a method for calculating the exam passage rates for Commission approved education providers who offer qualifying real estate and inspector courses. Education providers are ranked on the agency’s website based on first time exam passage rates to ensure that data related to education quality is provided to applicants and license holders. An education provider is subject to disapproval or revocation if their first-time exam passage rate ranking is below 50% of the overall average of first-time pass rates calculated for all providers for that license category.
 6. Real estate sales agent, broker, inspector and appraiser candidates must pass a comprehensive license examination to ensure they meet minimum competency standards to provide real estate related services.
 7. Real estate sales agent, brokers and inspector license examination test items are reviewed annually by agency staff and subject matter experts to ensure performance standards are met.
 8. The Board has adopted the National Uniform Licensing and Certification Examinations endorsed by the Appraiser Qualification Board of The Appraisal Foundation.
 9. The agency supports the Education Standards Advisory Committee, the Texas Real Estate Inspector Education Subcommittee and the Appraiser Education Subcommittee by providing research and recommendations for improvements for industry related education.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

Through the efficient use of personnel, the Commission and Board have been successful in maintaining reasonable fees for the review of education provider and course applications.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the minimization of fees for review of provider and course applications.

During Fiscal Year 2019, the Education & Examination Services division processed: 204 qualifying real estate and inspector courses; 2,171 real estate and inspector CE courses; 370 appraiser courses; 247 CE provider applications; and 15 qualifying education provider applications. Continuing education providers are able to electronically submit course completion records to the Commission in real time, providing added efficiencies and allowing license holders to renew more promptly. Through the use of consistent training techniques and technological advances, the agency is able to maintain the quantity and quality of processing.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve.

The agency streamlined processes and improved functionality based on business technology testing and staff recommendations. Further success is anticipated as the agency moves more complex education applications to an online format and allows for document upload features.

4. Providing excellent customer service through development of technology-based improvements and communication.

The agency has an education staff person dedicated to answering education related calls and emails every day. All calls and emails are responded to within 24 hours, and notes regarding communications are stored in the agency's database management system. All education staff are adequately cross trained to answer detailed questions. Provider application processing goals are determined based on the complexity of the application and are successfully met on a regular basis.

A search tool maintained on agency website provides the ability to search for currently approved qualifying or continuing education courses for real estate or inspector licenses. The tool allows individuals to search providers or course offerings by city or search for a specific provider or course by name.

Additionally, for less specific inquires that can be handled by the agency's customer service contact center, since April, 2019 the agency has maintained an average monthly hold time of less than 2 minutes and since May, 2019 the agency has responded to 100% of emails within 2 business days.

5. Transparent such that the agency can be understood by any Texan.

The Commission and Board maintain websites that contain concise, but thorough information relating to license requirements, accessibility and availability of qualifying and continuing education courses, agency reports and enforcement actions. In addition to regular website updates, GovDelivery is a tool that is often utilized to send targeted notices to agency stakeholders. The Commission and Board also publish quarterly newsletters to communicate with license holders. Open meetings are available to the public onsite and through live-streaming.

GOAL II ENFORCE REGULATIONS - TREC
<p>To safeguard the public interest by effectively and efficiently enforcing the laws and rules of the agency in a fair and consistent manner. (Texas Occupations Code, Chapters 1101, 1102, 1103, 1104, and 1303, and Texas Property Code, Chapter 221)</p>
SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL
<p>The Texas Real Estate Commission’s Standards & Enforcement Services division (“SES” or “the division”) handles a high volume of signed, written complaints from the public and license holders, and a smaller number of staff-initiated complaints. The agency cannot accept anonymous complaints or conduct covert investigations.</p> <p>The complaints primarily concern alleged statutory and administrative violations by brokers, sales agents, and inspectors, or alleged violations by unlicensed persons engaging in activities for which a license is required. A small number of complaints also concern education providers and instructors, and easement or right-of-way certificate holders. In addition, the division oversees timeshare developers and residential service companies (both discussed further below).</p> <p>The division is also charged with evaluating the criminal history of applicants for licensure. To ensure continued protection for the citizens of Texas, each license holder is also enrolled in an automatic rap back program to allow the agency to be notified of any new criminal history conviction information that may impact license holder’s current license status or renewal.</p>
DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE
<p>1. Accountable to tax and fee payers of Texas.</p> <p>The Texas Real Estate Commission is committed to the protection of the citizens of Texas. SES accomplishes this through timely, fair, and consistent enforcement of The Real Estate License Act, Commission rules, Chapter 1102 of the Texas Occupations Code (governing real estate inspectors), the Texas Timeshare Act, and the Residential Service Company Act. In addition, the agency oversees the sanctions of license holders and unlicensed persons who have violated various regulatory requirements.</p> <p>2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.</p> <p>From Fiscal Year 2015 through Fiscal Year 2019, the number of complaints received increased from 2403 complaints to 5885 complaints. The agency added two new staff positions to as a result of both the 145% increase in complaints received, and an increase in background history check required for new applicants.</p> <p>As of April 2020, the division has 28.6 staff positions. In Fiscal Year 2015, the division had 26 staff positions. During this same period, the number of complaints resolved increased from 2315 complaints closed to 5920 complaints closed.</p>

The increase in complaints did not adversely impact the timeliness of processing cases related to complaints. As of August 31, 2019, nearly 99 percent of complaints were less than a year old. Out of 1324 open complaints, there were only five cases over two years old.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve.

During FY 2019, the division opened 5885 cases and closed 5920 cases. While most complaints from the public relate to the purchase, lease, or inspection of a home, a complaint may also include allegations ranging from misleading advertising to criminal history to unlicensed activity. Some complaints are closed with no action taken because of a lack of agency jurisdiction or lack of evidence. Once it is determined that the complaint is within the agency's jurisdiction, the agency notifies the license holder or other respondent, gives the person an opportunity to respond, and investigates the complaint. Almost all investigations are completed within six months of receipt of the complaint.

The agency also implements standards, reviews certain applications for a license, and makes determinations of moral character to assess the honesty, trustworthiness, and integrity of applicants. In FY 2019, the agency reviewed and closed 2216 application investigation cases and fitness determination cases, most of which involved an applicant's criminal history.

The agency also administers the Texas Timeshare Act. The Act requires a developer that desires to offer a timeshare interest for sale to a Texas resident to register the plan with the agency regardless of the location of the timeshare that is the subject of the plan. The agency reviews the registration, and any amendment application, to ensure that it meets the requirements of the Act. TREC will not register a timeshare plan until the plan fully complies with the Act.

In addition to the Timeshare Act, the agency administers the Residential Service Company Act. That Act requires the agency to license any company wishing to offer a home warranty covering existing residential property in Texas. The agency monitors residential service companies licensed to conduct business in this state to ensure compliance with the Act, including a company's ability to meet financial obligations to Texas contract holders, and assists consumers with any issues related to claim delays or denials. As of February 29, 2020, there were 57 licensed residential service companies in Texas.

4. Providing excellent customer services.

Each day, Standards & Enforcement Services assigns an attorney to respond to phone and email inquiries. A phone call must be responded to within four hours and an email within one business day. During FY 2019, attorneys handled approximately 4000 emails from the public and license holders. As of February 29, 2019, attorneys have already handled approximately 2600 emails from the public and license holders. In addition, the division has a dedicated email address (enforcement@trec.texas.gov), and phone number (512-936-3005). Further, the division has an email address dedicated only to standards issues (application and fitness determinations) (standards@trec.texas.gov). The agency also employs an ombudsman to respond to residential service company issues. The ombudsman has a dedicated phone number (512-936-3049) for

consumers with residential service company issues. In FY 2019, the ombudsman handled 278 calls from consumers.

In addition, as described above, the agency resolves thousands of enforcement cases, almost all of which are resolved within a year.

5. Transparent such that agency actions can be understood by any Texan.

The agency maintains a website with a wealth of information (www.trec.texas.gov), including information on complaints under “How to File a Complaint”. Other complaint-related information on the website includes information on disciplinary actions and a detailed list of frequently asked questions. The website also discusses and links to the relevant statutes and all commission rules. Further, articles that discuss various enforcement-related issues are published regularly.

GOAL II ENFORCE REGULATIONS - TALCB

To safeguard the public interest by effectively and efficiently enforcing the laws and rules of the agency in a fair and consistent manner. (Texas Occupations Code, Chapters 1103, and 1104, and 22 Tex. Admin. Code Chapters 153, 155, 157 and 159).

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

The Texas Appraiser Licensing and Certification Board’s Standards & Enforcement Services Division (“TALCB SES” or “the division”) investigates and resolves a high volume of signed, written complaints from the public, industry stakeholders and license holders, along with a smaller number of staff-initiated complaints. The division does not accept anonymous complaints and does not conduct covert investigations except when authorized by law. Complaints mostly involve allegations of violations of the Uniform Standards of Professional Appraisal Practice (“USPAP”), the nationwide standards adopted by the Texas legislature as the minimum professional standards for conducting credible and reliable real estate appraisal activity. The division also handles complaints against appraisal management companies (“AMC’s”) for alleged statutory and regulatory violations. In addition, the division processes complaints involving violations by unlicensed persons engaging in activities for which a license is required.

The division is also charged with evaluating two aspects of applications for licensure. First, the division reviews the criminal history of appraiser applicants and key personnel of AMC’s. To ensure continued protection for the citizens of Texas, each license holder is also enrolled in an automatic rap back program to allow TALCB SES to be notified of any new criminal history conviction information that may impact license holder’s current license status or renewal. Second the division conducts experience audits of all appraiser license applications for all licensure categories (licensed, certified residential, and certified general), which includes reviewing license holder work product for compliance with USPAP. Consistent with federal oversight requirements and state law, successful completion of the experience audit and criminal history background check is a prerequisite to the Board’s issuance of a license to an applicant.

In addition, the division provides assistance to law enforcement and prosecutors upon request under Tex. Penal Code § 32.32. Law enforcement or prosecutorial agencies may request such assistance by submitting a written request for assistance (“RFA”) to TALCB SES.

To achieve efficient enforcement, TALCB has hired additional staff, engaged external contractors, and improved internal metrics to ensure that cases are resolved in a timely manner.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

The Board protects the citizens of Texas through timely, fair and consistent enforcement of the Texas Appraiser Licensing and Certification Act (Texas Occupations Code Ch. 1103) (the “Act”) and the Texas Appraisal Management Company Registration and Regulation Act (Texas Occupations Code Ch. 1104) (the “AMC Act”). TALCB SES investigates and resolves complaints against licensed appraisers and AMC’s, and where appropriate, takes remedially oriented disciplinary action to protect the public. TALCB also takes action against unlicensed activity, and cooperates with sister state and federal regulatory agencies and law enforcement / prosecutors upon request for those matters which may involve criminal conduct. The division reviews and audits applicants as required by law to ensure those issued a license have the requisite honesty, trustworthiness and integrity and minimum competency necessary to protect the public.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

As of April, 2020 the division has 14 staff positions comprised of 7 appraiser investigators, 4 support staff, 2 attorneys, and a division director. In addition to its 7 appraiser investigators, the agency augments its investigative staff in two ways: First, the Board relies on Board appointed, volunteer members of the statutorily authorized Peer Investigative Committees (PICs) to review appraisals subject to a complaint. Tex. Occ. Code § 1103.453. Each PIC member is a volunteer who is an active real estate appraiser and AQB Certified USPAP Instructor who meets the qualifying criteria prescribed by the Board. The PIC process is managed by the division director. In addition, the Board relies on contract appraisers to provide appraisal review services in connection with the division’s experience audit function. The division has significantly reduced its backlog of aged complaints and experience audits in recent years. Most recently, the division has reduced the average complaint resolution timeframe from over 300 days, to roughly 200 days, in ongoing efforts to meet its new goal of a 180-day average complaint resolution timeframe. During the past 6 years, the division continues to achieve the previously elusive 1-year or less timeframe set by the Board’s federal oversight body (the Appraisal Subcommittee or “ASC”) for resolution of complaints. In February 2020 the Appraisal Subcommittee (ASC) completed an audit of the Board’s program. The ASC provides federal oversight of a state’s appraisal regulatory program. The ASC gave TALCB program a rating of “excellent” (the highest rating available). As of February 2020, TALC SES resolves most complaint matters within 218 days and triages complaints within the first 90 days.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve.

During FY 2019, TALCB SES received 151 cases and closed 180. In FY 2019 approximately 48% of resolved complaints resulted in disciplinary action, with the remaining roughly 52% being dismissed. The majority of the complaints arise from alleged violations of USPAP, but may also include allegations about unlicensed activity, misleading conduct, or prohibited business practices. After receiving a complaint, the division notifies the license holder and requests that the license holder respond in writing and submit certain documentation responsive to the complaint. If fraud is alleged, the complaint may be handled covertly, as required by Tex. Gov't Code § 402.033 and Penal Code § 32.32. Once the complaint is screened to ensure the Board has jurisdiction, the division notifies the license holder or other Respondent and gives the person an opportunity to respond. After receipt of the response materials, the complaint is then assigned to an investigator to complete an investigation. During the pendency of a complaint, information and documentation concerning the complaint is generally kept confidential. Tex. Occ. Code §§ 1103.460 and 1104.2082. At present, roughly 72% of all complaint matters result in a dismissal after investigation. Dismissals include complaints involving the issuance of non-disciplinary warning letters or contingent dismissals (in which completion of remedial education or mentorship is required prior to dismissal). In the remaining roughly 28% of the complaints, disciplinary action is warranted, and the division attempts to resolve the complaint by agreement, and with a remedial focus whenever possible, consistent with a Board-approved disciplinary matrix adopted by rule. Such agreements take the form of an agreed final order or voluntary surrender of the license and are approved by the Board. If an agreement cannot be reached between staff and the Respondent, TALCB SES pursues formal disciplinary action via the contested case hearing process at the State Office of Administrative Hearings (SOAH). Regular staff meetings and periodic case management meetings are used to ensure complaints are timely processed, investigated and appropriately resolved.

During FY 2019 the division also received 204 experience audits and closed 223. Out of those audits closed in FY 2019, 9 resulted in application denials. Typically, two properties from the applicant's experience log are requested and reviewed by a staff investigator for general compliance with USPAP. After review of the applicant's work product for USPAP compliance, the investigator makes a recommendation on whether to approve the audit. In certain borderline instances, an applicant is approved contingent upon completion of additional education or mentorship. In addition, all applicants' criminal history is reviewed by staff. Consistent with Tex. Occ. Code Chapter 53 and Board rules, certain criminal convictions may serve as grounds for denying an application. If denied on either basis, an applicant has 30 days to appeal the denial by notifying the division in writing. Appeals of application denials go through the regular contested case hearing process at SOAH. During 2019 as a result of a change in the federally mandated Appraiser Qualifications Criteria ("ABQ"), the number of applicants (and therefore corresponding experience audits) significantly increased (roughly 15%). This, coupled with staffing shortages, led to an increase in the average resolution timeframe for experience audits, particularly commercial experience audits. However, with the addition of 4 new staff members and use of independent contractors, TALCB SES worked to eliminate this backlog in 2019 and 2020 and is now resolving experience audits with the 30-60-day timeframe expectation set by the Board. Regular staff meetings and periodic case management

meetings are used to ensure experience audits are timely processed, investigated and appropriately resolved.

In 2017, the Texas Legislature passed legislation abolishing the Texas Residential Mortgage Fraud Task Force. During its roughly 10-year existence, TALCB SES was a member of the Task Force. During that time, 148 requests for assistance from state and federal law enforcement and prosecutorial agencies have been received, 147 of these have been resolved. This assistance has led to several indictments, prosecutions and convictions of licensed appraisers for criminal conduct. Despite abolishment of the formal Task Force, TALCB SES continues to cooperate with and make referrals to state and federal law enforcement and prosecutorial agencies when appropriate and as required by Tex. Penal Code § 32.32. During FY 2019 the division received 1 RFA seeking assistance with appraisal related matters involving potential criminal conduct. As of April, 2020 TALCB SES is assisting in 4 RFA matters.

4. Providing excellent customer services.

The division regularly responds to inquiries from the public and license holders most frequently by telephone and e-mail. The division has a dedicated e-mail address (enforcement.talcb@trec.texas.gov) to serve this purpose. Depending on the nature of the inquiry an investigator or attorney will respond to the inquiry. As of February, 2020 the division maintains a caseload in which matters are resolved on average within 218 days and triages cases within the first 90 days in an effort to resolve complaints efficiently so that the concerns and needs of license holders and the public are addressed as promptly as possible. The Board also maintains a website that provides detailed information about the complaint process, including an online complaint information handbook and a license application tracker that includes the ability to check the status of an applicant's experience audit online. TALCB SES has also instituted regular surveys to complainants, respondents and applicants to assist in monitoring customer service efforts and areas for improvement. Additionally, TALCB SES holds investigative conferences with respondents as part of the complaint resolution process or applicants as part of the audit process in an effort to address their concerns and will occasionally meet with those have filed complaints when necessary to address their concerns.

5. Transparent such that agency actions can be understood by any Texan.

The Board maintains a website (www.talcb.texas.gov) which provides extensive information about the complaint process to the public, license holders and industry stakeholders alike. Under the "Public" tab on the Board's home page separate sections addressing a variety of topics, including: (1) consumer information; (2) the complaint filing process; (3) how to obtain public information; (4) a license holder search function, (5) frequently asked questions and news and (6) disciplinary actions are readily available. Links are also provided to a .pdf copy of the Board's complaint form, as well as a flow chart of the complaint process and links to the agency's rules and laws. TALCB SES has also created an online complaint information handbook and a license application tracker that includes the ability to check the status of an applicant's experience audit online. Short, informative videos regarding the complaint and experience audit processes are also available on the website. Additionally, in an effort to keep Texans well informed about the regulatory process and new developments in the industry, the Board provides staff to speak throughout the state to stakeholders, trade groups, other associations and public groups, addressing the enforcement process and current topics and trends.

GOAL III COMMUNICATE EFFECTIVELY
<p>To communicate with license holders and create a customer centric environment that promotes transparency and excellent delivery of customer service. Information provided will be reliable, accurate, and timely in order to promote informed decisions in Texas real estate transactions. (Texas Occupations Code, Chapters 1101, 1102, 1103, 1104, and 1303, and Texas Property Code, Chapter 221)</p>
SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL
<ol style="list-style-type: none"> 1. Providing excellent customer service <ul style="list-style-type: none"> • Specially trained customer service representatives that are committed to making the customer experience superior • Anticipating the needs of every customer and staying knowledgeable on agency rules and policies to provide online assistance and guidance to consumers • Responding to emails and customer satisfaction surveys within 2 business day time frame 2. Ongoing Contact Center Enhancements: <ul style="list-style-type: none"> • The agency is committed to maintaining low hold times by utilizing features such as courtesy callback, precision call queuing, call recording for training purposes, customer satisfaction surveys, and faster email. 3. Online technology: <ul style="list-style-type: none"> • Constantly updating the agency’s website with current information, displaying application processing dates, ability to check status of applications, and tools to determine the number of CE credits required to renew a license.
DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE
<ol style="list-style-type: none"> 1. Accountable to tax and fee payers of Texas. <p>Customer service representatives assist license holders with online transactions which eliminates the cost associated with printing and mailing of paper applications.</p> <p>License holders are informed of their license renewal status which assists them on making decisions of the appropriate time for online renewals. Prospective license holders are provided with online assistance via phone and/or email for initial applications.</p> 2. Effective in successfully fulfilling core functions, measuring success in achieving performance measures and implementing plans to continuously improve. <p>All customer service representatives are expected to handle calls with professionalism and patience. All calls presented to the Texas Real Estate Commission and the Texas Appraiser Licensing and Certification Board will be answered with a greeting thanking the customer for calling, providing a name, and expressing an interest to assist with any questions or concerns. Customer’s inquiries will be acknowledged and active listening, empathy, professional tone, and call control will be practiced while clear and concise guidance is provided. At the completion of every call,</p>

representatives will ensure all needs have been met and the customer’s record will be updated with a summary of the conversation.

3. Providing excellent customer services.

The Texas Real Estate Commission and the Texas Appraiser Licensing and Certification Board offers exceptional customer service by telephone, emails, and in person.

Each customer service representative is hired with applicable skills and show proven examples of providing excellent customer service in previous positions. Once hired, a 4-week, hands-on training is provided before staff is permitted to assist TREC/TALCB customers. After initial training, each representative is provided with feedback on calls and emails through the agency’s quality monitoring program. Refresher training is provided on a consistent basis to all staff to stay up to date on various topics of concern.

The agency is committed to ensure that persons contacting the agency receive the best service possible, as quickly as possible. Since April, 2019 the division has maintained an average monthly hold time of less than 2 minutes. In addition, the percentage of all customers that abandoned a call before speaking to a representative is less than 6%.

Since May, 2019 the division has responded to 100% of emails within 2 business days but has recently established a new goal of responding to all emails within 1 business day. In January, 2020 the division started tracking the number and currently an average of 86% of emails have been answered in 1 business day.

The agency is also a member of the Austin Contact Center Alliance (ACCA). The ACCA provides a resource for posting vacant positions, job specific training for staff, and solutions to common challenges contact centers face. This ensures the agency remains at the cutting edge of technology and has skillsets needed to provide excellent customer service.

Customer Service Surveys are responded within two business days by phone or email.

4. Transparent such that agency actions can be understood by any Texan.

The agency regularly communicates with the public through various mechanisms, including the website, social media, and statewide strategic planning and engagement tours.

GOAL IV WORK WITH HUBS

To implement purchasing policies encouraging the use of historically underutilized businesses (HUBs). (Texas Government Code, §2161.123)

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

1. Utilize HUB vendors for non-competitive spot purchases of \$5,000 or less
2. Solicit a minimum of two certified HUB vendors when available for purchases over \$5,000

3. Attend HUB related meetings and forums to network with vendors and gain new knowledge of HUB vendors
4. Encourage and assist vendors who qualify as HUB vendors to become HUB certified by CPA's Statewide Procurement Division (SPD) and to maintain their HUB certification through CPA's Statewide HUB Program.
5. Encourage non-HUB vendors to subcontract with certified HUB vendors, pairing mentors with protégés.
6. Exceed the bid advertisement requirement of obtaining more than two HUB bids from the Centralized Master Bidders List (CMBL) for purchases over \$5,000.
7. Maintain positive working relationships with the current HUB vendors
8. Track HUB quarterly performance measures

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

By maintaining a robust program for HUB, the agency ensures that its financial investment in HUB businesses meets the highest standards for quality products and services. Tax and fee payers may access reports detailing HUB utilization directly through the agency website.

2. Efficient by producing maximum results with no waste of taxpayer funds, and by identifying any function or provision considered redundant or not cost-effective.

The agency maximizes the HUB vendor pool by trading on historical relationships, and utilizing these businesses at every appropriate opportunity.

3. Effective by successfully fulfilling core functions, achieving performance measures, and implementing plans to continuously improve.

Daily processes for purchasing incorporate activities designed to meet the agency's HUB goal of 30% utilization which is regularly exceeded, and which is significantly higher than the state average. (see chart page 45)

4. Attentive to providing excellent customer service.

TREC is committed to excellent customer service which is seen in its HUB vendor relationships. The agency makes significant efforts to include HUBs when making purchasing decisions, especially by utilizing them in a manner that exceeds state bidding requirements and significant utilization for non-competitive spot purchases.

5. Transparent such that agency actions can be understood by any Texan.

The attached HUB report and chart provide a clear picture of the actions that TREC takes to accomplish the goal. As previously noted, this information is readily available via the agency website.

TREC Agency Operating Budget for FY2021 - includes 2 year projection and preceding 5 year trend data

	Actual Costs 2016	Actual Costs 2017	Actual Costs 2018	Actual Costs 2019	Actual Costs 2020	Approved Budget 2021	Proposed Budget 2022	Proposed Budget 2023
Projected Beginning Balance						18,729,663	14,486,918	9,109,557
Operating Reserves						(7,432,904)	(8,000,212)	(7,956,397)
Available balance within Texas Treasury Safekeeping Trust Account						\$ 11,296,759	6,486,706	1,153,160
Revenues								
License Fees	11,318,952	12,036,770	11,518,131	12,167,409	11,392,401	10,338,009	10,338,009	10,234,629
Education Fees	532,261	539,274	586,396	620,203	378,105	400,772	400,772	380,733
Examination Fees	426,040	376,530	369,116	368,982	309,608	369,894	369,894	351,399
Other Miscellaneous Revenue	2,140	2,740	4,902	223,178	249,390	241,888	241,888	229,794
Total Revenues	\$12,279,393	\$12,955,314	\$12,478,545	\$13,379,772	\$12,329,504	\$11,350,563	\$11,350,563	\$11,196,555
Reallocation from Fund Balance				1,740,460	\$3,750,000			
Expenditures								
Salaries & Wages	4,773,967	5,063,131	5,525,633	6,054,271	7,876,258	8,284,693	8,533,234	8,533,234
Employee Benefits	1,487,583	1,605,377	1,819,725	1,875,180	2,402,262	2,440,254	2,562,266	2,474,638
Retiree Insurance	377,350	422,853	428,046	511,411	585,489	633,998	646,678	646,678
Other Personnel Costs	147,267	141,666	156,217	307,666	253,680	272,634	286,265	286,265
Professional Fees & Services VERSAs Replacement over 3 years	185,655	349,967	492,237	874,892	548,603	1,319,696 500,000	824,448 1,750,000	824,448 1,750,000
Consumables	12,442	10,774	9,362	17,152	11,361	12,000	12,600	12,600
Utilities	4,890	3,657	3,901	2,961	4,807	12,882	13,527	13,527
Travel	34,631	36,005	37,335	51,848	33,931			0
Commission Travel						40,000	42,000	42,000
Staff Travel						33,784	37,000	37,000
Office and Space Rent	125,655	117,833	176,140	198,057	148,625	171,695	175,129	175,129
Equipment Rental	46,721	57,281	71,550	71,668	96,371	116,200	122,010	122,010
Other Expenses								0
Registration & Membership	33,337	29,491	22,249	28,757	23,169	29,200	45,000	45,000
Maintenance & Repairs	148,897	145,049	156,447	167,878	192,433	276,794	290,634	290,634
Reproduction & Printing	2,313	2,238	899	1,612	3,997	5,050	1,000	1,000
Contract Services	62,400	40,637	43,444	34,809	63,595	60,101	45,000	45,000
Postage	15,648	15,010	17,765	17,326	12,328	28,000	20,000	20,000
Supplies & Equipment	81,817	79,284	82,072	189,769	328,825	125,705	90,000	90,000
Communication Services	46,279	100,555	105,143	141,874	140,331	230,402	241,922	241,922
DPS Criminal History Checks	2,594	521	5,530	3,491	95,007	22,416	718	718
Other Operating	34,635	23,123	25,385	23,783	191,887	34,312	45,000	45,000
Capital Expenditures Statewide Cost Allocation Plan (SWCAP)	229,895	245,961	175,240	188,582	215,993	215,993	215,993	215,993
Total Expenditures	7,853,976	8,490,413	9,354,319	10,762,989	13,228,951	14,865,808	16,000,423	15,912,795
Contribution to General Revenue	720,000	720,000	724,725	724,725	727,500	727,500	727,500	727,500
Total Expenditures and GR Contribution	\$8,573,976	\$9,210,413	\$10,079,044	\$11,487,714	\$13,956,451	\$15,593,308	\$16,727,923	\$16,640,295
Revenue Over/(Under) Expenditures (Includes Transfers & Balance carry forward)	\$3,705,417	\$3,744,901	\$2,399,501	\$3,632,519	\$2,123,053	\$7,054,014	\$1,109,346	(\$4,290,579)

FTEs

127.475

127.475

TALCB Agency Operating Budget for FY2021 - includes 2 year projection and preceding 5 year trend data

	Actual 2016	Actual 2017	Actual 2018	Actual 2019	Actual 2020	Approved Budget 2021	Proposed Budget 2022	Proposed Budget 2023
Projected Beginning Balance						2,876,112	2,384,561	2,447,337
Operating Reserves						(738,002)	(738,002)	(734,566)
Available balance within Texas Treasury Safekeeping Trust Account						2,138,111	1,646,560	1,712,770
Revenues								
License Fees	1,101,560	1,169,974	1,166,593	1,147,547	1,274,713	1,396,423	1,467,157	1,467,157
AMC Fees	845,639	193,314	809,995	184,521	809,106	168,219	673,174	176,370
Admin Penalties	44,800	20,450	18,301	17,750	3,000	2,000	2,000	2,000
Examination Fees		2,010	2,540	3,590	2,806	2,584	2,580	2,580
Other Miscellaneous Revenue	23,435	23,499	20,250	42,552	51,595	29,299	7,940	7,940
AMC Revenue Carryforward	(290,054)	290,054	(320,378)	320,378	(247,626)	0	0	0
Total Revenues	1,725,380	1,699,301	1,697,301	1,716,338	1,893,594	1,598,525	2,152,851	1,656,047
Restricted Education Reserve Fund Carry forward				80,392		41,000	41,000	
Reallocation from Fund Balance				187,000	425,000			
Expenditures								
Salaries & Wages	801,185	816,516	830,367	957,740	1,261,936	1,274,551	1,274,551	1,274,551
Employee Benefits	257,274	254,466	264,062	282,120	392,434	381,728	381,728	381,728
Retiree Insurance	32,633	40,988	46,426	38,583	38,583	46,081	46,081	46,081
Other Personnel Costs	25,636	17,387	27,329	29,121	38,828	38,162	38,162	38,162
Professional Fees & Services	50,686	93,617	40,050	39,940	159,392	77,912	77,912	68,097
Commercial Appraisal Reviews (Experience Audits and Complaints)				58,000		48,000	48,000	48,000
Consumables	4,154	2,941	1,498	907	80	2,000	2,000	2,000
Utilities	1,882	1,770	753	362	408	1,036	1,036	1,036
Travel	22,504	32,587	32,528		27,964		0	0
Board Member Travel				23,648		23,011	23,011	23,011
Staff Travel				22,520		20,000	20,000	20,000
Office and Space Rent	26,748	18,809	27,253	27,619	20,316	22,133	22,133	22,133
Equipment Rental	9,239	10,432	12,084	10,244	14,228	22,203	22,203	22,203
Other Expenses							0	0
Registration & Membership	9,950	10,276	5,436	9,289	5,367	7,361	7,361	7,361
Maintenance & Repairs	13,162	20,656	17,011	3,400	4,595	4,582	4,582	4,582
Reproduction & Printing	202	778	13	74	144	1,600	1,600	1,600
Contract Services	6,296	5,632	6,654	7,894	6,727	31,811	31,811	31,811
Postage	4,582	4,081	3,450	2,650	1,658	5,150	5,150	5,150
Supplies & Equipment	1,637	2,498	2,851	3,098	3,499	4,754	4,754	4,754
Communication Services	9,404	16,343	20,918	29,370	42,520	53,430	53,430	53,430
DPS Criminal History Checks	2,934	1,197	229	95	4,151	250	250	250
Other Operating	1,864	2,174	3,722	3,222	3,659	7,821	7,821	7,821
Statewide Cost Allocation Plan (SWCAP)	41,034	40,478	27,350	26,449	34,579	35,000	35,000	35,000
Total Expenditures	1,323,006	1,393,626	1,369,984	1,576,345	2,061,069	2,108,576	2,108,576	2,098,761
Contribution to General Revenue	30,000	30,000	25,275	25,275	22,500	22,500	22,500	22,500
Total Expenditures and GR Contribution	1,353,006	1,423,626	\$1,395,259	\$1,601,620	\$2,083,569	\$2,131,076	\$2,131,076	\$2,121,261
Operating Gains/ Losses	372,374	275,675	302,042	114,718	(189,975)	(532,551)	21,775	(465,214)
Total Remaining Balance	372,374	275,675	302,042	382,110	235,025	1,646,560	1,709,335	1,247,557
FTEs			14.15	17.4		18.4	18.4	18.4

UNAUDITED

TEXAS REAL ESTATE COMMISSION (329)
 EXHIBIT A-1
 COMBINING BALANCE SHEET -
 ALL GENERAL AND CONSOLIDATED FUNDS
 For the Year Ended August 31, 2020

	TAMU FUND 0889 FUND 0889 U/F (4057)	TAMU AFUND 0889 FUND 0889 U/F (7057)	TOTAL FUND 0889 FUND 0889	TREC Local FUND 0889 FUND 1005 U/F (3055)	TREC Local FUND 1005 FUND 1005 U/F (4054)
ASSETS					
Current Assets					
Cash and Cash Equivalents	\$	\$	\$	\$	\$
Cash in Bank			0.00		
Cash Equivalents - Misc. Investments		541,816.60	541,816.60		
Cash In State Treasury			0.00		
Interfund Receivable			0.00		
Due From Other Funds (Note 12)	698,720.00		698,720.00		
Consumable Inventories			0.00	9,839.54	
Total Current Assets	\$ 698,720.00	\$ 541,816.60	\$ 1,240,536.60	\$ 9,839.54	\$ 0.00
Non-Current Assets:					
Investments - NonCurrent	\$	\$	\$	\$	\$
Total Non-Current Assets	0.00	0.00	0.00	0.00	0.00
TOTAL ASSETS	\$ 698,720.00	\$ 541,816.60	\$ 1,240,536.60	\$ 9,839.54	\$ 0.00
LIABILITIES					
Current Liabilities:					
Payables from :					
Accounts Payable	\$	\$	\$	\$	\$ 56,438.35
Payroll Payable					
Interfund Payable					
Due to Other Funds/Agencies (Note 12)	698,720.00	698,720.00	1,397,440.00		
Deferred Revenue					
Total Current Liabilities	698,720.00	698,720.00	1,397,440.00	0.00	56,438.35
TOTAL LIABILITIES	\$ 698,720.00	\$ 698,720.00	\$ 1,397,440.00	\$ 0.00	\$ 56,438.35
FUND BALANCES (DEFICITS):					
NonSpendable - Consumable Inventory	\$	\$ 0.00	\$	\$ 9,839.54	\$
Committed	0.00	0.00	0.00		
Unassigned	0.00	(156,903.40)	(156,903.40)		(56,438.35)
TOTAL FUND BALANCES	0.00	(156,903.40)	(156,903.40)	9,839.54	(56,438.35)
TOTAL LIABILITIES AND FUND BALANCES	\$ 698,720.00	\$ 541,816.60	\$ 1,240,536.60	\$ 9,839.54	\$ 0.00

The accompanying notes to the financial statements are an integral part of this financial statement.

UNAUDITED

TREC Local FUND 1005 FUND 1005 U/F (4055)	TREC Local FUND 0889 FUND 1005 U/F (7054)	TREC Local FUND 0889 FUND 1005 U/F (7055)	Loc Oper FUND 1005 FUND 1005 U/F (4201)	Loc Oper FUND 1005 FUND 1005 U/F (7201)	TOTAL FUND 1005	TOTALS (EXHIBIT I) 2020
\$	\$	\$	\$	\$	\$	\$
	63,776.00	0.00			63,776.00	63,776.00
	1,339,627.12	4,574,817.65		0.00	5,914,444.77	6,456,261.37
838,818.65					838,818.65	838,818.65
					0.00	0.00
					0.00	698,720.00
					9,839.54	9,839.54
<u>\$ 838,818.65</u>	<u>\$ 1,403,403.12</u>	<u>\$ 4,574,817.65</u>	<u>\$ 0.00</u>	<u>\$ 0.00</u>	<u>\$ 6,826,878.96</u>	<u>\$ 8,067,415.56</u>
\$	\$	\$	\$	\$	\$	\$
		15,391,308.92			15,391,308.92	15,391,308.92
0.00	0.00	15,391,308.92	0.00	0.00	15,391,308.92	15,391,308.92
<u>\$ 838,818.65</u>	<u>\$ 1,403,403.12</u>	<u>\$ 19,966,126.57</u>	<u>\$ 0.00</u>	<u>\$ 0.00</u>	<u>\$ 22,218,187.88</u>	<u>\$ 23,458,724.48</u>
\$	\$	\$	\$	\$	\$	\$
181,539.60			0.00		237,977.95	237,977.95
818,501.05					818,501.05	818,501.05
0.00					0.00	0.00
	0.00				0.00	1,397,440.00
					0.00	0.00
<u>1,000,040.65</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>1,056,479.00</u>	<u>2,453,919.00</u>
<u>\$ 1,000,040.65</u>	<u>\$ 0.00</u>	<u>\$ 0.00</u>	<u>\$ 0.00</u>	<u>\$ 0.00</u>	<u>\$ 1,056,479.00</u>	<u>\$ 2,453,919.00</u>
\$	\$	\$	\$	\$	\$	\$
	1,403,403.12	19,966,126.57	0.00	0.00	9,839.54	9,839.54
(161,222.00)			0.00	0.00	21,369,529.69	21,369,529.69
			0.00	0.00	(217,660.35)	(374,563.75)
<u>(161,222.00)</u>	<u>1,403,403.12</u>	<u>19,966,126.57</u>	<u>0.00</u>	<u>0.00</u>	<u>21,161,708.88</u>	<u>21,004,805.48</u>
<u>\$ 838,818.65</u>	<u>\$ 1,403,403.12</u>	<u>\$ 19,966,126.57</u>	<u>\$ 0.00</u>	<u>\$ 0.00</u>	<u>\$ 22,218,187.88</u>	<u>\$ 23,458,724.48</u>

UNAUDITED

TEXAS REAL ESTATE COMMISSION (329)
 EXHIBIT A-2
 COMBINING STATEMENT OF REVENUES, EXPENDITURES & CHANGES IN
 FUND BALANCES - ALL GENERAL AND CONSOLIDATED FUNDS
 For the Year Ended August 31, 2020

	TAMU FUND 0889 FUND 0889 U/F (4057)	TAMU FUND 0889 FUND 0889 U/F (7057)	TOTAL FUND 0889 FUND 0889	Loc Oper FUND 0889 FUND 1005 U/F (3055)	Loc Oper FUND 1005 FUND 1005 U/F (4054)
REVENUES:					
Legislative Appropriations	\$	\$	\$ 0.00	\$	\$
Additional Appropriations			0.00		
Licenses, Fees and Permits		7,013,198.75	7,013,198.75		
Sales of Goods and Services			0.00		
Administrative Penalties					
Interest and Investment Income		682.34	682.34		
Other Revenue			0.00		
Total Revenues	0.00	7,013,881.09	7,013,881.09	0.00	0.00
EXPENDITURES:					
Salaries and Wages			0.00		
Payroll Related Costs			0.00		
Professional Fees and Services			0.00		
Travel			0.00		
Materials and Supplies			0.00	(9,839.54)	
Communication and Utilities			0.00		
Repairs and Maintenance			0.00		
Rentals and Leases			0.00		
Printing and Reproduction			0.00		
Claims and Judgements					
Other Operating Expenditures		137.32	137.32		532,252.65
Debt Service-Personal Prop-Computer Equip-Cap Lease					
Interest on Govtl and Fiduciary L-T Debt					
Total Expenditures	0.00	137.32	137.32	(9,839.54)	532,252.65
EXCESS OF REVENUES OVER EXPENDITURES	0.00	7,013,743.77	7,013,743.77	9,839.54	(532,252.65)
OTHER FINANCING SOURCES (USES):					
Operating Transfers In (Note 1.G.)	6,607,380.00	0.00	6,607,380.00		521,402.40
Increase In Obligations Under Capital Lease					
Operating Transfers Out (Note 1.G.)	(6,607,380.00)	(6,607,380.00)	(13,214,760.00)		
Total Other Financing Sources (Uses)	0.00	(6,607,380.00)	(6,607,380.00)	0.00	521,402.40
EXCESS OF REVENUE & OTHER FINANCING SOURCES OVER EXPENDITURES & OTHER FINANCING USES	0.00	406,363.77	406,363.77	9,839.54	(10,850.25)
FUND BALANCES - Beginning September 1, 2019	0.00	(563,267.17)	(563,267.17)	0.00	(45,588.10)
Restatements	0.00		0.00		
FUND BALANCES - Ending August 31, 2020	\$ 0.00	\$ (156,903.40)	\$ (156,903.40)	\$ 9,839.54	\$ (56,438.35)

The accompanying notes to the financial statements are an integral part of this financial statement.

UNAUDITED

Loc Oper FUND 1005 FUND 1005 U/F (4055)	Loc Oper FUND 0889 FUND 1005 U/F (7054)	Loc Oper FUND 9999 FUND 1005 U/F (7055)	Loc Oper FUND 1005 FUND 1005 U/F (4201)	Loc Oper FUND 1005 FUND 1005 U/F (7201)	TOTAL FUND 1005	TOTALS EXHIBIT II 2020
\$	\$	\$	\$	\$	\$	\$
					0.00	0.00
					0.00	0.00
	538,345.30	11,755,502.91		210,174.42	12,504,022.63	19,517,221.38
		554.55			554.55	554.55
					0.00	0.00
	20,862.02	247,785.26		8,626.07	277,273.35	277,955.69
		334,325.15			334,325.15	334,325.15
<u>0.00</u>	<u>559,207.32</u>	<u>12,338,167.87</u>	<u>0.00</u>	<u>218,800.49</u>	<u>13,116,175.68</u>	<u>20,130,056.77</u>
7,519,848.41					7,519,848.41	7,519,848.41
2,799,328.26					2,799,328.26	2,799,328.26
258,850.16					258,850.16	258,850.16
34,769.94					34,769.94	34,769.94
233,042.03					223,202.49	223,202.49
139,390.04					139,390.04	139,390.04
354,621.39					354,621.39	354,621.39
245,490.54					245,490.54	245,490.54
3,991.88					3,991.88	3,991.88
40,223.25					40,223.25	40,223.25
691,095.74	2,097.67	4,894.21	676,554.75	235.54	1,907,130.56	1,907,267.88
76,538.69					76,538.69	76,538.69
0.00					0.00	0.00
<u>12,397,190.33</u>	<u>2,097.67</u>	<u>4,894.21</u>	<u>676,554.75</u>	<u>235.54</u>	<u>13,603,385.61</u>	<u>13,603,522.93</u>
<u>(12,397,190.33)</u>	<u>557,109.65</u>	<u>12,333,273.66</u>	<u>(676,554.75)</u>	<u>218,564.95</u>	<u>(487,209.93)</u>	<u>6,526,533.84</u>
13,374,638.40		1,452,264.34	1,096,554.75		16,444,859.89	23,052,239.89
					0.00	0.00
<u>(727,500.00)</u>	<u>(1,973,666.74)</u>	<u>(13,374,638.40)</u>		<u>(1,096,554.75)</u>	<u>(17,172,359.89)</u>	<u>(30,387,119.89)</u>
<u>12,647,138.40</u>	<u>(1,973,666.74)</u>	<u>(11,922,374.06)</u>	<u>1,096,554.75</u>	<u>(1,096,554.75)</u>	<u>(727,500.00)</u>	<u>(7,334,880.00)</u>
249,948.07	(1,416,557.09)	410,899.60	420,000.00	(877,989.80)	(1,214,709.93)	(808,346.16)
(411,170.07)	2,819,960.21	19,555,226.97	(420,000.00)	877,989.80	22,376,418.81	21,813,151.64
					0.00	0.00
<u>\$ (161,222.00)</u>	<u>\$ 1,403,403.12</u>	<u>\$ 19,966,126.57</u>	<u>\$ 0.00</u>	<u>\$ 0.00</u>	<u>\$ 21,161,708.88</u>	<u>\$ 21,004,805.48</u>

Texas Real Estate Commission (329)
 Exhibit B-1 — Combining Balance Sheet — Special Revenue Funds
 August 31, 2020

	Special Revenue (0028)* U/F (0028)	Totals
Combining Balance Sheet		
ASSETS		
Current Assets:		
Cash in State Treasury	\$ 850.00	\$ 850.00
Other Current Assets		
Total Current Assets	850.00	850.00
Non-Current Assets:		
Other Non-Current Assets		
Total Non-Current Assets		
Total Assets	\$ 850.00	\$ 850.00
DEFERRED OUTFLOWS OF RESOURCES		
Deferred Outflows of Resources		
Total Deferred Outflows of Resources	0	0
LIABILITIES, DEFERRED INFLOWS OF RESOURCES AND FUND BALANCES		
Liabilities		
Current Liabilities:		
Payables from:		
Accounts		
Due To Other Funds		
Due To Other Agencies		
Interfund Payable		
Funds Held For Others		
Total Current Liabilities		
Non-Current Liabilities:		
Interfund Payable		
Total Non-Current Liabilities		
Total Liabilities	0	0
DEFERRED INFLOWS OF RESOURCES		
Deferred Inflows of Resources		
Total Deferred Inflows of Resources	0	0
Fund Balances (Deficits):		
Nonspendable		
Restricted	850.00	850.00
Committed		
Assigned		
Unassigned		
Total Fund Balances	850.00	850.00
Total Liabilities, Deferred Inflows of Resources and Fund Balances	\$ 850.00	\$ 850.00

* GAAP Fund is noted as (0058), USAS D23 U/F (0028)

Texas Real Estate Commission (329)
 Exhibit B-2 — Combining Statement of Revenues, Expenditures and Changes in Fund Balances —
 Special Revenue Funds
 For the Fiscal Year Ended August 31, 2020

Combining Statement of Revenues, Expenditures and Changes in Fund Balances	Special Revenue (0028)* U/F (0028)	Totals
REVENUES**		
License, Fees & Permits (PR)	\$ 507,700.00	\$ 507,700.00
Other (GR)		-
Total Revenues	\$ 507,700.00	\$ 507,700.00
EXPENDITURES		
Salaries and Wages		-
Payroll Related Costs		-
Professional Fees and Services		-
Travel		-
Materials and Supplies		-
Communication and Utilities		-
Repairs and Maintenance		-
Rentals and Leases		-
Printing and Reproduction		-
Claims and Judgments		-
Other Expenditures	506,850.00	506,850.00
Total Expenditures	\$ 506,850.00	\$ 506,850.00
Excess (Deficiency) of Revenues over (under) Expenditures	850.00	850.00
Net Change in Fund Balances	850.00	850.00
Fund Financial Statement - Fund Balances		
Fund Balances, September 1, 2019	-	-
Restatements		-
Fund Balances, September 1, 2019, as Restated	-	-
Appropriations Lapsed		
Fund Balances, August 31, 2020	\$ 850.00	\$ 850.00

* GAAP Fund is noted as (0028), USAS D23 U/F (0028)

** When analyzing which comptroller object code to use, agencies need to determine if it rolls to Program Revenue (PR) or General Revenue (GR) in the Statement of Activities.

UNAUDITED

TEXAS REAL ESTATE COMMISSION (329)
 EXHIBIT I-1
 COMBINING STATEMENT OF FIDUCIARY NET POSITION - PRIVATE PURPOSE TRUST FUNDS
 For the Year Ended August 31, 2020

	REAL ESTATE RECOVERY TRUST ACCT 0889 <u>0889 (U/F 4058)</u>	REAL ESTATE RECOVERY TRUST ACCT 0889 <u>0889 (U/F 7058)</u>
ASSETS		
Current Assets		
Cash and Cash Equivalents		
Cash in State Treasury	\$	\$
Cash Equivalents - Miscellaneous Investments		753,712.46
Total Current Assets	<u>0.00</u>	<u>753,712.46</u>
Non Current Assets		
Investments - Non-Current		2,944,039.28
Total Non-Current Assets	<u>0.00</u>	<u>2,944,039.28</u>
TOTAL ASSETS	\$ <u>0.00</u>	\$ <u>3,697,751.74</u>
LIABILITIES		
Current Liabilities		
Due to Other Funds	\$	\$
Accounts Payable		
Funds Held for Others		
Total Current Liabilities	<u>0.00</u>	<u>0.00</u>
TOTAL LIABILITIES	<u>0.00</u>	<u>0.00</u>
NET POSITION		
Held in Trust for:	\$	\$
Individuals, Organizations, and Other Governments	<u>0.00</u>	<u>3,697,751.74</u>
TOTAL NET POSITION	\$ <u>0.00</u>	\$ <u>3,697,751.74</u>

The accompanying notes to the financial statements are an integral part of this financial statement.

UNAUDITED

REAL ESTATE INSPECTION RECOVERY TRUST 0889 <u>0889 (U/F 4059)</u>	REAL ESTATE RECOVERY TRUST ACCT 0889 <u>0889 (U/F 7059)</u>	TOTAL Exhibit VI 0889 <u>0889</u>
\$	\$	\$
0.00	52,379.84	0.00
<u>0.00</u>	<u>52,379.84</u>	<u>806,092.30</u>
<u>0.00</u>	<u>563,060.21</u>	<u>3,507,099.49</u>
<u>0.00</u>	<u>563,060.21</u>	<u>3,507,099.49</u>
\$	\$	\$
<u>0.00</u>	<u>615,440.05</u>	<u>4,313,191.79</u>
\$	\$	\$
		0.00
<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
\$	\$	\$
<u>0.00</u>	<u>615,440.05</u>	<u>4,313,191.79</u>
\$	\$	\$
<u>0.00</u>	<u>615,440.05</u>	<u>4,313,191.79</u>

UNAUDITED

TEXAS REAL ESTATE COMMISSION (329)
 EXHIBIT I-2
 COMBINING STATEMENT OF CHANGES IN FIDUCIARY NET POSITION -
 PRIVATE PURPOSE TRUST FUNDS
 For the Year Ended August 31, 2020

	REAL ESTATE RECOVERY TRUST ACCT 0889 <u>0889 (U/F 4058)</u>	REAL ESTATE RECOVERY TRUST ACCT 0889 <u>0889 (U/F 7058)</u>
ADDITIONS		
Contributions		
Member Contributions	\$	\$
Total Contributions	<u>0.00</u>	<u>0.00</u>
Investment Income		
From Investing Activities		
Net Appreciation (Depreciation) in Fair Value of Investments		43,113.44
Interest and Investment Income	<u>0.00</u>	<u>43,113.44</u>
Total Investing Income	<u>0.00</u>	<u>43,113.44</u>
Total Net Investment Income	<u>0.00</u>	<u>43,113.44</u>
Other Additions		
Federal Revenue	\$	
Contributions to Employee Benefit Funds		
Settlement of Claims		386,150.95
Other Revenue		316,640.00
Transfers-In (Note 1.G.)	<u>223,419.53</u>	<u> </u>
Total Other Additions	<u>223,419.53</u>	<u>702,790.95</u>
Total Additions	<u>223,419.53</u>	<u>745,904.39</u>
DEDUCTIONS		
Employee Benefit Payments	\$	
Transfers Out of Contributions		
Interest Expense		
Travel		
Claims & Judgements	223,285.53	
Other Expense	134.00	957.60
Transfers Out (Note 1.G.)	<u> </u>	<u>223,419.53</u>
Total Deductions	<u>223,419.53</u>	<u>224,377.13</u>
NET INCREASE (DECREASE) IN NET POSITION	<u>0.00</u>	<u>521,527.26</u>
Net Position, September 1, 2019	<u>0.00</u>	<u>3,176,224.48</u>
Net Position, August 31, 2020	<u>\$ 0.00</u>	<u>\$ 3,697,751.74</u>

The accompanying notes to the financial statements are an integral part of this financial statement.

UNAUDITED

REAL ESTATE INSPECTION RECOVERY TRUST 0889 <u>0889 (U/F 4059)</u>	REAL ESTATE INSPECTION RECOVERY TRUST 0889 <u>0889 (U/F 7059)</u>	TOTAL Exhibit VII <u>2020</u>
\$ <u>0.00</u>	\$ <u>0.00</u>	\$ <u>0.00</u>
		0.00
<u>0.00</u>	<u>10,164.30</u>	<u>53,277.74</u>
<u>0.00</u>	<u>10,164.30</u>	<u>53,277.74</u>
<u>0.00</u>	<u>10,164.30</u>	<u>53,277.74</u>
	15,000.28	401,151.23
	4,110.00	320,750.00
<u>45,780.03</u>		<u>269,199.56</u>
<u>45,780.03</u>	<u>19,110.28</u>	<u>991,100.79</u>
<u>45,780.03</u>	<u>29,274.58</u>	<u>1,044,378.53</u>
		0.00
		0.00
		0.00
		0.00
		223,285.53
	276.08	1,367.68
<u>45,780.03</u>	<u>45,780.03</u>	<u>314,979.59</u>
<u>45,780.03</u>	<u>46,056.11</u>	<u>539,632.80</u>
<u>0.00</u>	<u>(16,781.53)</u>	<u>504,745.73</u>
<u>0.00</u>	<u>632,221.58</u>	<u>3,808,446.06</u>
\$ <u>0.00</u>	\$ <u>615,440.05</u>	\$ <u>4,313,191.79</u>

UNAUDITED

Texas Real Estate Commission (329)
 Exhibit J-1 -Combining Statement of Fiduciary Net Position - Custodial Funds
 August 31, 2020

OTHER AGENCY FUNDS

	Balances Sept 1 2019		Additions	Deductions	Balances Aug 31 2020 (EXHIBIT VI)	
Fund (0889) U/F (4060)						
ASSETS						
Cash in State Treasury	\$		\$ 201,040.00	\$ (201,040.00)	\$	0
Total Assets	\$	0	\$ 201,040.00	\$ (201,040.00)	\$	0

LIABILITIES

Accounts Payable	\$		\$ 201,040.00	\$ (201,040.00)	\$	0
Funds Held for Others	\$		\$ 200,908.25	\$ (200,908.25)	\$	0
Total Liabilities	\$	0	\$ 401,948.25	\$ (401,948.25)	\$	0

Fund (0889) U/F (7060)

ASSETS						
Cash Equivalents - Misc. Investments	\$	19,819.89	\$ 723,000.95	\$ (710,531.24)	\$	32,289.60
Total Assets	\$	19,819.89	\$ 723,000.95	\$ (710,531.24)	\$	32,289.60

LIABILITIES

Funds Held for Others	\$	19,819.89	\$ 723,000.95	\$ (710,531.24)	\$	32,289.60
Total Liabilities	\$	19,819.89	\$ 723,000.95	\$ (710,531.24)	\$	32,289.60

Agency Fund (1000) U/F (1000)

ASSETS						
Cash in State Treasury	\$		\$ 16,750.00	\$ (16,750.00)	\$	0
Total Assets	\$	0	\$ 16,750.00	\$ (16,750.00)	\$	0

LIABILITIES

Accounts Payable	\$		\$	\$	\$	0
Funds Held for Others	\$		\$ 16,750.00	\$ (16,750.00)	\$	0
Total Liabilities	\$	0	\$ 16,750.00	\$ (16,750.00)	\$	0

Totals - All Agency Funds

ASSETS

Cash in State Treasury	\$		\$ 217,790.00	\$ (217,790.00)	\$	
Cash Equivalents - Misc. Investments	\$	19,819.89	\$ 723,000.95	\$ (710,531.24)	\$	32,289.60
Total Assets	\$	19,819.89	\$ 940,790.95	\$ (928,321.24)	\$	32,289.60

LIABILITIES

Payables	\$	-	\$ 201,040.00	\$ (201,040.00)	\$	
Funds Held for Others	\$	19,819.89	\$ 940,659.20	\$ (928,189.49)	\$	32,289.60
Total Liabilities	\$	19,819.89	\$ 1,141,699.20	\$ (1,129,229.49)	\$	32,289.60

UNAUDITED

TEXAS REAL ESTATE COMMISSION (329)
 EXHIBIT K-1
 COMBINING STATEMENT OF NET POSITION -
 DISCRETELY PRESENTED COMPONENT UNIT
 For the Year Ended August 31, 2020

	Component Unit GAAP Fund 1005 U/F (4056)	Component Unit GAAP Fund 1005 U/F (7056)	Component Unit GAAP Fund 1005 U/F (7193)	TOTALS EXHIBIT VIII 2020 GAAP Fund 1005
ASSETS				
Current Assets:				
Cash and Cash Equivalents:				
Cash in State Treasury	\$ 130,096.99	\$ 0.00	\$ 0.00	\$ 130,096.99
Cash in Bank		0.00		0.00
Interfund Receivable				0.00
Cash Equivalents - Misc. Investments		1,078,723.23	37,550.31	1,116,273.54
Consumable Inventories		1,822.52		1,822.52
Current Assets:	<u>130,096.99</u>	<u>1,080,545.75</u>	<u>37,550.31</u>	<u>1,248,193.05</u>
Non-Current Assets:				
Investments - Non-Current (Note 3)	\$ 0.00	1,191,738.52		1,191,738.52
Furniture & Equipment, Net		0.00		0.00
Computer Software, Intangible, Net (Note 2)		0.00		0.00
Non-Current Assets	<u>0.00</u>	<u>1,191,738.52</u>	<u>0.00</u>	<u>1,191,738.52</u>
Total Assets:	<u>130,096.99</u>	<u>2,272,284.27</u>	<u>37,550.31</u>	<u>2,439,931.57</u>
LIABILITIES				
Current Liabilities:				
Accounts Payable	\$ 14,799.00			14,799.00
Payroll Payable	130,096.99			130,096.99
Interfund Payable				0.00
Employee Compensable Leave (Note 5)		118,885.89		118,885.89
Current Liabilities	<u>144,895.99</u>	<u>118,885.89</u>	<u>0.00</u>	<u>263,781.88</u>
Non-Current Liabilities:				
Employee Compensable Leave (Note 5)	\$ 0.00	96,543.18		96,543.18
Non-Current Liabilities	<u>0.00</u>	<u>96,543.18</u>	<u>0.00</u>	<u>96,543.18</u>
Total Liabilities	<u>144,895.99</u>	<u>215,429.07</u>	<u>0.00</u>	<u>360,325.06</u>
NET POSITION				
Net Assets Invested in Capital Assets	\$ 0.00	0.00		0.00
Unrestricted Net Position	(14,799.00)	0.00		(14,799.00)
Net Assets Restricted for Other		2,056,855.20	37,550.31	2,094,405.51
Total Net Position	<u>\$ (14,799.00)</u>	<u>2,056,855.20</u>	<u>37,550.31</u>	<u>2,079,606.51</u>

The accompanying notes to the financial statements are an integral part of this financial statement.

UNAUDITED

TEXAS REAL ESTATE COMMISSION (329)
 EXHIBIT K-2
 COMBINING STATEMENT OF ACTIVITIES
 - DISCRETELY PRESENTED COMPONENT UNIT
 For the Year Ended August 31, 2020

	Component Unit GAAP Fund 1005 U/F (4056)	Component Unit GAAP Fund 1005 U/F (7056)	Component Unit GAAP Fund 1005 U/F (4193)	Component Unit GAAP Fund 1005 U/F (7193)	TOTALS EXHIBIT IX 2020 GAAP Fund 1005
OPERATING REVENUES					
Professional Fees	\$	\$ 2,172,173.02	\$	\$	\$ 2,172,173.02
Sales of Goods and Services		-			0.00
Administrative Penalties				2,500.00	2,500.00
Other Operating Revenues - Non-pledged		20,462.23			20,462.23
Operating Revenues	0.00	2,192,635.25	-	2,500.00	2,195,135.25
OPERATING EXPENSES					
Salaries and Wages	\$ 1,204,433.08	22,799.99			1,227,233.07
Payroll Related Costs	400,467.52				400,467.52
Professional Fees and Services	178,012.54		26,600.00		204,612.54
Travel	28,323.30				28,323.30
Materials and Supplies	4,687.75	24.63			4,712.38
Communication and Utilities	41,499.18				41,499.18
Repairs and Maintenance	0.00				0.00
Rentals & Leases	34,653.30				34,653.30
Printing and Reproduction	159.18				159.18
Depreciation and Amortization Expense (Note 2)		12,296.38			12,296.38
Interest	26.03				26.03
Other Expenditures	53,439.16	561.74		131.33	54,132.23
Operating Expenses	1,945,701.04	35,682.74	26,600.00	131.33	2,008,115.11
Operating Income (Loss)	(1,945,701.04)	2,156,952.51	(26,600.00)	2,368.67	187,020.14
NON-OPERATING REVENUE (EXPENSES)					
Investment Income (Non-Pledged)	\$	\$ 17,153.76	\$	\$	\$ 17,153.76
Interest On Local Deposits		2,969.70		430.76	3,400.46
Total Other Non-operating Revenues (Expenses)	0.00	20,123.46	-	430.76	20,554.22
Income Before Other Revenues, Expenses, Gains, Losses and Transfers					
	(1,945,701.04)	2,177,075.97	(26,600.00)	2,799.43	207,574.36
OTHER REVENUES, EXPENSES, GAINS/LOSSES AND TRANSFERS					
Transfer In-Note 1.G.	\$ 1,964,566.84		26,600.00	0.00	1,991,166.84
Transfer Out-Note 1.G.	(22,500.00)	(1,964,566.84)		(26,600.00)	(2,013,666.84)
Cap Contrib/Endow/Special/Extra/Transfers	1,942,066.84	(1,964,566.84)	26,600.00	(26,600.00)	(22,500.00)
Increase/(Decrease) in Net Assets	(3,634.20)	212,509.13	0.00	(23,800.57)	185,074.36
Net Position, September 1, 2019	(11,164.80)	1,844,346.07	0.00	61,350.88	1,894,532.15
Restatements					0.00
Net Position, September 1, 2019, as Restated	(11,164.80)	1,844,346.07	-	61,350.88	1,894,532.15
Net Position, August 31, 2020	\$ (14,799.00)	\$ 2,056,855.20	\$ 0.00	\$ 37,550.31	\$ 2,079,606.51

The accompanying notes to the financial statements are an integral part of this financial statement.

6) Trend performance data for Fiscal Years 2016-2020

TREC or TALCB	SDSI	Measure					
	1105.005(c)(5)		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Agency	a	Number of full-time equivalent positions	102	104.2	110.6	134.85	145.875
TREC	a	Number of full-time equivalent positions	92	94.2	100.6	120.85	127.475
TALCB	a	Number of full-time equivalent positions	10	10	10	14	18.4
TREC	b	Number of complaints received from the public	95	1710	1790	1939	2030
TALCB	b	Number of complaints received from the public	165	128	113	99	139
TREC	b	Number of complaints initiated by agency staff	8	2819	3769	4015	3503
TALCB	b	Number of complaints initiated by agency staff	28	40	43	52	36
TREC	c	Number of Complaints resolved (by action)	418	501	572	577	657
TALCB	c	Number of Complaints resolved (by action)	61	45	72	86	45
TREC	c	Number of complaints dismissed	1182	1704	2115	2032	1779
TALCB	c	Number of complaints dismissed	129	115	136	94	152
TREC	d	Number of enforcement actions by type	Appendix A	Appendix A	Appendix A	Appendix A	Appendix A
TALCB	d	Number of enforcement actions by type	Appendix B	Appendix B	Appendix B	Appendix B	Appendix B
TREC	e	# of enforcement cases closed via voluntary compliance	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
TALCB	e	# of enforcement cases closed via voluntary compliance	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
TREC	f	Amount of administrative penalties assessed	\$487,250	\$374,500	\$478,200	\$654,225	\$678,350
TREC	f	Rate of collection of assessed admin penalties	42%	42%	43%	37%	41%
TALCB	f	Amount of administrative penalties assessed	\$47,500	\$47,200	\$132,500	\$149,500	\$14,250
TALCB	f	Rate of collection of assessed admin penalties	91%	45%	7%	12%	100%
TREC	g	Number of cases alleging...	0	0	5	0	0
TALCB	g	Number of cases alleging...	0	0	3	26	10
TREC	h	Average number days for complaint resolution	170	208	207	194	197
TALCB	h	Average number days for complaint resolution	286	307	310	209	187
TREC	i	Total number of license holders by status	174,726	182,615	189,843	197,151	202,442
TALCB	i	Total number of licenses holders by status	6,204	6,269	6,477	6,526	6,731
		See Appendix C and Appendix D					
TREC	j	Fee Schedule	Appendix E	Appendix E	Appendix E	Appendix E	Appendix E
TALCB	j	Fee Schedule	Appendix F	Appendix F	Appendix F	Appendix F	Appendix F
TREC	k	Average time to issue a license, certificate or registration. 2019 = 3 months data	Not reported	Not reported	Not reported	15.22	Appendix G
TALCB	k	Average time to issue a license, certificate or registration. 2019 = 3 months data	Not reported	Not reported	Not reported	12.53	Appendix G
TREC	l	Litigation costs: administrative hearings costs	\$32,900.00	\$32,900.00	\$57,000.00	\$124,400.00	\$62,128.14
TALCB	l	Litigation costs: administrative hearings costs	\$42,100.00	\$42,100.00	\$36,000.00	\$18,000.00	\$8,231.25
TREC	l	Litigation costs: judicial proceeding costs	\$49,637.21	\$937,007.00	\$97,193.83	\$81,824.69	\$44,655.78
TALCB	l	Litigation costs: judicial proceeding costs	\$5,978.38	\$6,152.58	\$8,762.91	\$25,042.85	\$1,556.00
TREC	m	Reserve Balances - Appendix H	\$4,991,813.00	\$8,598,832.50	\$11,478,424.00	\$8,604,613.49	\$7,342,904.00
TALCB	m	Reserve Balances - Appendix I	\$524,740.00	\$886,192.14	\$1,146,631.68	\$654,126.88	\$775,552.31

(6) Notes to the 5 Year Trend Performance Data for Fiscal Years 2016-2020

- (a) The number of full-time equivalent positions at the agency has fluctuated over the last five years to accommodate the increased workload responsive to the growing Texas real estate profession. Reporting numbers trend upward with a 43% increase from FY 16-FY20 (year-end). See Measures Table (i) for Total Number of License Holders.
- (b) Number of complaints received from public and from agency staff. Trend increases for both measures across TREC and TALCB can be attributed to a number of factors: increase in license holders (see Measures Table (i)), changes to how measures are tracked, as well as a change in criminal history background check statutes. In addition, TALCB changed the process for staff-initiated complaints. Historically, each separate violation was a separate complaint. However, in FY20, TALCB moved away from this and included all violations in a single complaint. This has reduced the total numbers of staff-initiated complaints.
- (c) Number of complaints dismissed and resolved by enforcement action – data self-explanatory. Changes in numbers may be driven by increase in license holder counts – see (i) and agency approach to managing workload and implementing changes to laws.
- (d) Number of enforcement actions by sanction type – see Appendix A – TREC and Appendix B - TALCB
- (e) Number of enforcement cases closed through voluntary compliance. Neither TREC nor TALCB have “voluntary compliance” as a tool within the applicable controlling statute.
- (f) Amount of administrative penalties assessed and rate of collection are relatively consistent across five years for TREC; for TALCB there has been increased penalties which are not always “collectable”. Trends in increased penalties consistent with increased license holder activity and increased complaints.
- (g) The number of enforcement cases that allege a threat to public health, safety, or welfare or a violation of professional standards of care and the disposition of those case. This measure is defined by the agency as only those cases which result in a temporary suspension (Tex. Occ. Code Sec. 1101.662; Tex. Occ. Code Sec. 1103.5511). In 2019, TALCB had 26 temporary suspension complaints. In 2020, TALCB had 10 temporary suspension cases. The decrease in complaints resulting in temporary suspension is caused by the reasons set forth in (b). The number of respondents temporarily suspended in both years is 4.
- (h) The average time to resolve a complaint. Both TREC and TALCB, have seen an increase in the number of license holders. Despite the increase, complaint resolution times continue to decrease. The rate of resolution for TALCB was addressed in FY19 to meet sunset standards by adding increased number of FTEs – see (a). In addition, TALCB implemented process efficiencies to further reduce the complaint processing time. This trend continued in FY20.
- (i) The number of license holders or regulated persons broken down by type of license and license status including inactive status or retired status. See Appendix C - TREC and Appendix D - TALCB.
- (j) The fee charged to issue and renew each type of license, certificate, or registration issued by the agency. See Appendix E – TREC and Appendix F - TALCB Fee Schedules.
- (k) The average time to issue a license, certificate or registration. This measure was not tracked accurately until IT vendor programming provided a specific fix in the last quarter of FY 2019 in response to the critique of this measure’s unreliable attribute in our Sunset Review. For FY2019,

data reported is for the last calendar quarter of that year. For FY2020, data is provided in Appendix G.

- (l) Litigation costs, broken down by administrative hearings, judicial proceedings, and outside counsel costs. Agency is not billed separately for judicial proceedings; all other costs are from Office of Attorney General and State Office of Administrative Hearings actual costs.
- (m) Reserve Balances in Appendices G and H show the breakdown for TREC and TALCB. In 2019, both the Commission and Board repurposed Long Term Facility reserve funds and transferred the balances to a Reserve for Strategic Projects and a Customer Service Reserve respectively, in accord with the agency's Investment and Reserve policies. These reserve funds were used to address increased expenses for new personnel, upgraded equipment and facility remodeling for expansion in FY2020. The Commission and Board approved the elimination of the Reserve for Strategic Projects, Technology Reserve, and Customer Service Reserve and are using excess fund balances to offset the FY2021 Budget Operating Losses, as shown on the attached FY2021 Operating Budgets for both the Commission and Board.

TALCB maintains an Education Reserve which was funded by any collected administrative penalties. Sunset legislation redirected all such future penalties received from Appraisers to the general revenue fund effective in FY2020. TALCB continues to deposit administrative penalties collected from Appraisal Management Companies to the Education Reserve and maintains a balance that includes monies collected prior to the Sunset legislation.

Standards & Enforcement Services Division - TREC

Sunset Report on Disciplinary Matters

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Administrative Penalty [FINE]	144	130	167	283	230
Advisory Letter	579	1115	1817	1761	1725
Application Order	44	112	124	122	96
Cease & Desist Issued	5	6	13	11	8
Complaint Withdrawn	77	91	99	126	113
Discipline Effective on App Approval	15	9	0	0	0
Failure to Go Forward	59	54	114	97	78
Insufficient Evidence	513	649	1082	897	1053
Matter Settled	31	41	47	87	86
No Jurisdiction	24	222	378	337	196
No Violation	80	107	139	213	249
Opened In Error	14	3	16	18	43
Other	8	10	12	22	34
Probated Revocation	1	2	1	1	1
Probated Suspension	38	39	58	72	51
Reprimand	60	47	55	124	137
Revocation	28	31	44	53	38
Suspension	42	27	26	48	32
Voluntary Surrender	0	1	0	0	1

Texas Appraiser Licensing and Certification Board - SES
Sanctions by Sanction Type

2017	Count of LICN	2018	Count of LICN	2019	Count of LICN	2020	Count of LICN
Penalty	13	Penalty	21	Penalty	13	Administrative Penalty [FINE]	14
Experience Logs	6	Experience Log	1	Experience Log	2	Cease & Desist Issued	4
Mentorship	19	Mentorship	28	Mentorship	8	Experience Log Submission	1
Probated Revo	5	NRRR	1	Do Not Return	1	Mentorship	9
Revocation	1	Preventive Policies	1	Probated Revocation	4	OAG Reimbursement	1
Education	6	Probated Revocation	10	Revocation	6	Other	1
Suspension	1	Revocation	3	Education	1	Preventative Policies and Procedures	1
Trainee Restriction	3	Education	10	Suspension	13	Probated Revocation	6
Voluntary Surrender	2	Suspension	3	Trainee Restriction	1	Remedial Education	4
Grand Total	56	Trainee Restriction	1	Surrender	7	Revocation	2
		Surrender	3	Grand Total	56	Suspension	8
		Grand Total	82			Voluntary Surrender	3
						Will not reapply / renew / relicense	1
						Grand Total	55

The data provided for 2017-2019 was collected anecdotally, prior to statutorily required reporting, and has not been audited. Systems are now in place to begin reporting in future years.

Education & Licensing Services Division

License Holder and Registrant Status

AUGUST 2016

Real Estate License Holders													
	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
Brokers													
Individual (Active)	33,788	33,725	33,731	33,698	33,648	33,635	33,642	33,625	33,583	33,517	33,475	33,452	33,437
Corporation (Active)	3,731	3,716	3,722	3,720	3,722	3,729	3,726	3,726	3,719	3,721	3,745	3,757	3,744
LLC (Active)	4,928	4,963	4,996	5,012	5,069	5,124	5,163	5,202	5,245	5,291	5,348	5,411	5,442
Non-resident (Active)	592	591	599	600	601	600	603	600	600	603	600	599	596
Partnership (Active)	83	85	85	82	83	82	81	81	83	83	82	82	80
Total Active Status	43,122	43,080	43,133	43,112	43,123	43,170	43,215	43,234	43,230	43,215	43,250	43,301	43,299
Inactive Status	1,420	1,397	1,387	1,401	1,418	1,439	1,465	1,500	1,500	1,515	1,532	1,538	1,535
Total Brokers	44,542	44,477	44,520	44,513	44,541	44,609	44,680	44,734	44,730	44,730	44,782	44,839	44,834
Sales Agents													
Active Status	88,115	88,941	89,656	89,725	89,898	90,018	91,281	92,435	93,636	94,509	94,730	95,634	96,609
Inactive Status	26,645	26,489	26,812	27,475	27,555	28,134	27,703	27,660	27,425	27,307	28,128	27,926	27,581
Total Sales Agents	114,760	115,430	116,468	117,200	117,453	118,152	118,984	120,095	121,061	121,816	122,858	123,560	124,190
Total Active	131,237	132,021	132,789	132,837	133,021	133,188	134,496	135,669	136,866	137,724	137,980	138,935	139,908
Total Inactive	28,065	27,886	28,199	28,876	28,973	29,573	29,168	29,160	28,925	28,822	29,660	29,464	29,116
Total Brokers/Sales Agents	159,302	159,907	160,988	161,713	161,994	162,761	163,664	164,829	165,791	166,546	167,640	168,399	169,024

Easement & Right-of-way Registrants													
	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
Inspector License Holders													
Professional Inspectors(active)	2,433	2,446	2,489	2,495	2,536	2,569	2,595	2,619	2,661	2,689	2,707	2,733	2,763
Real Estate Inspectors (active)	125	123	124	124	123	121	126	130	138	134	136	138	140
Apprentice Inspectors(active)	122	127	130	132	134	139	141	138	135	130	127	132	131
Professional Inspectors(inactive)	477	470	465	481	490	497	493	499	509	507	514	514	516
Real Estate Inspectors(inactive)	14	14	12	14	14	16	16	16	16	16	17	17	16
Apprentice Inspectors(inactive)	25	22	21	20	20	19	19	19	19	20	18	18	20
Total Active	2,680	2,696	2,743	2,751	2,793	2,829	2,862	2,887	2,934	2,953	2,970	3,003	3,034
Total Inactive	516	506	498	515	524	532	528	534	544	543	549	549	552
Total Inspectors	3,196	3,202	3,241	3,266	3,317	3,361	3,390	3,421	3,478	3,496	3,519	3,552	3,586

Total License Holders and Registrants													
	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
ERW Registrants													
Businesses	44	46	45	45	46	44	46	47	46	47	49	49	51
Individuals	2,145	2,169	2,173	2,193	2,202	2,169	2,222	2,209	2,098	2,081	2,061	2,043	2,065
Total Registrants	2,189	2,215	2,218	2,238	2,248	2,213	2,268	2,256	2,144	2,128	2,110	2,092	2,116

Total License Holders and Registrants													
	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
License Holders & Registrants	164,687	165,324	166,447	167,217	167,559	168,335	169,322	170,506	171,413	172,170	173,269	174,043	174,726

Education & Licensing Services Division

License Holder and Registrant Status

AUGUST 2017

Real Estate License Holders

	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17
Brokers													
Individual (Active)	33,437	33,375	33,376	33,317	33,312	33,303	33,339	33,357	33,338	33,307	33,290	33,242	33,215
Business Entities (Active)	9,862	9,920	9,896	9,865	9,914	9,925	9,947	9,926	9,983	10,036	10,072	10,177	10,204
Total Active Status	43,299	43,295	43,272	43,182	43,226	43,228	43,286	43,283	43,321	43,343	43,362	43,419	43,419
Inactive Status	1,535	1,397	1,571	1,598	1,587	1,614	1,598	1,584	1,544	1,535	1,549	1,523	1,531
Total Brokers	44,834	44,692	44,843	44,780	44,813	44,842	44,884	44,867	44,865	44,878	44,911	44,942	44,950
Sales Agents													
Active Status	96,609	97,324	98,029	98,296	97,732	97,864	98,466	99,651	100,667	101,382	101,395	101,923	102,904
Inactive Status	27,581	27,749	27,826	27,875	29,009	29,338	29,114	28,795	28,397	28,352	29,082	29,136	28,920
Total Sales Agents	124,190	125,073	125,855	126,171	126,741	127,202	127,580	128,446	129,064	129,734	130,477	131,059	131,824
Total Active	139,908	140,619	141,301	141,478	140,958	141,092	141,752	142,934	143,988	144,725	144,757	145,342	146,323
Total Inactive	29,116	29,146	29,397	29,473	30,596	30,952	30,712	30,379	29,941	29,887	30,631	30,659	30,451
Total Brokers/Sales Agents	169,024	169,765	170,698	170,951	171,554	172,044	172,464	173,313	173,929	174,612	175,388	176,001	176,774

	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17
Inspector License Holders													
Professional Inspectors(active)	2,763	2,778	2,784	2,795	2,821	2,827	2,844	2,879	2,905	2,938	2,962	2,992	3,026
Real Estate Inspectors (active)	140	145	139	140	139	137	138	142	141	141	142	140	141
Apprentice Inspectors(active)	131	129	128	132	127	131	130	127	132	137	138	138	138
Professional Inspectors(inactive)	516	516	512	521	517	523	530	531	528	531	529	531	530
Real Estate Inspectors(inactive)	16	14	15	14	15	17	16	15	20	22	15	14	14
Apprentice Inspectors(inactive)	20	21	21	22	23	21	21	22	17	15	21	19	20
Total Active	3,034	3,052	3,051	3,067	3,087	3,095	3,112	3,148	3,178	3,216	3,242	3,270	3,305
Total Inactive	552	551	548	557	555	561	567	568	565	568	565	564	564
Total Inspectors	3,586	3,603	3,599	3,624	3,642	3,656	3,679	3,716	3,743	3,784	3,807	3,834	3,869

Easement & Right-of-way Registrants

	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17
ERW Registrants													
Businesses	51	50	51	51	50	50	50	51	50	51	52	52	50
Individuals	2,065	2,039	2,018	2,036	1,961	1,943	1,911	1,914	1,890	1,934	1,899	1,918	1,922
Total Registrants	2,116	2,089	2,069	2,087	2,011	1,993	1,961	1,965	1,940	1,985	1,951	1,970	1,972

Total License Holders and Registrants

	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17
License Holders & Registrants	174,726	175,457	176,366	176,662	177,207	177,693	178,104	178,994	179,612	180,381	181,146	181,805	182,615

**Education & Licensing Services Division
License Holder and Registrant Status
AUGUST 2018**

Real Estate License Holders

	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
Brokers													
Individual (Active)	33,215	33,281	33,332	33,242	33,265	33,276	33,305	33,081	33,029	33,003	32,973	32,860	32,862
Business Entities (Active)	10,204	10,321	10,411	10,411	10,478	10,488	10,547	10,436	10,474	10,544	10,606	10,654	10,718
Total Active Status	43,419	43,602	43,743	43,653	43,743	43,764	43,852	43,517	43,503	43,547	43,579	43,514	43,580
Inactive Status	1,531	1,555	1,594	1,573	1,594	1,616	1,650	1,582	1,591	1,574	1,555	1,648	1,620
Total Brokers	44,950	45,157	45,337	45,226	45,337	45,380	45,502	45,099	45,094	45,121	45,134	45,162	45,200
Sales Agents													
Active Status	102,904	103,992	105,059	105,226	105,051	104,877	105,590	105,594	106,567	107,121	107,109	107,755	108,989
Inactive Status	28,920	29,738	30,327	29,433	30,578	31,374	31,487	29,329	28,811	28,797	29,649	29,752	29,422
Total Sales Agents	131,824	133,730	135,386	134,659	135,629	136,251	137,077	134,923	135,378	135,918	136,758	137,507	138,411
Total Active	146,323	147,594	148,802	148,879	148,794	148,641	149,442	149,111	150,070	150,668	150,688	151,269	152,569
Total Inactive	30,451	31,293	31,921	31,006	32,172	32,990	33,137	30,911	30,402	30,371	31,204	31,400	31,042
Total Brokers/Sales Agents	176,774	178,887	180,723	179,885	180,966	181,631	182,579	180,022	180,472	181,039	181,892	182,669	183,811

Inspector License Holders

	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
Inspector License Holders													
Professional Inspectors(active)	3,026	3,073	3,124	3,148	3,173	3,189	3,207	3,180	3,196	3,192	3,191	3,206	3,230
Real Estate Inspectors (active)	141	143	145	144	146	147	144	140	141	141	138	142	143
Apprentice Inspectors(active)	138	141	143	144	143	140	135	130	136	136	135	136	142
Professional Inspectors(inactive)	530	542	553	554	563	573	586	567	567	572	573	570	560
Real Estate Inspectors(inactive)	14	14	15	15	14	15	16	18	18	19	17	17	18
Apprentice Inspectors(inactive)	20	22	22	22	21	22	25	25	25	26	24	27	27
Total Active	3,305	3,357	3,412	3,436	3,462	3,476	3,486	3,450	3,473	3,469	3,464	3,484	3,515
Total Inactive	564	578	590	591	598	610	627	610	610	610	614	614	605
Total Inspectors	3,869	3,935	4,002	4,027	4,060	4,086	4,113	4,060	4,083	4,084	4,078	4,098	4,120

Easement & Right-of-way Registrants

	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
ERW Registrants													
Businesses	50	51	51	46	46	46	44	42	45	49	49	49	51
Individuals	1,922	1,960	1,998	1,966	1,974	2,011	1,993	1,931	1,962	2,007	2,007	2,027	2,061
Total Registrants	1,972	2,011	2,049	2,012	2,020	2,057	2,037	1,973	2,007	2,056	2,056	2,076	2,112

Total License Holders and Registrants

	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
License Holders & Registrants	182,615	184,833	186,774	185,924	187,046	187,774	188,729	186,055	186,562	187,179	188,026	188,843	189,843

Licensing & Registration Services Division

License Holder and Registrant Status

August 2019

Real Estate License Holders

	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19
Brokers													
Individual (Active)	32,862	32,814	32,802	32,812	32,778	32,796	32,798	32,759	32,759	32,745	32,757	32,770	32,737
Business Entities (Active)	10,718	10,736	10,832	10,901	10,936	10,997	11,053	11,068	11,113	11,192	11,211	11,272	11,268
Total Active Status	43,580	43,550	43,634	43,713	43,714	43,793	43,851	43,827	43,872	43,937	43,968	44,042	44,005
Inactive Status	1,620	1,629	1,625	1,619	1,628	1,665	1,679	1,766	1,763	1,748	1,764	1,749	1,750
Total Brokers	45,200	45,179	45,259	45,332	45,342	45,458	45,530	45,593	45,635	45,685	45,732	45,791	45,755
Sales Agents													
Active Status	108,989	109,580	110,096	110,481	109,823	109,835	110,621	111,576	112,703	113,108	112,928	113,394	114,456
Inactive Status	29,422	29,288	29,263	29,217	30,167	30,752	30,669	30,554	29,997	29,971	30,645	30,651	30,310
Total Sales Agents	138,411	138,868	139,359	139,698	139,990	140,587	141,290	142,130	142,700	143,079	143,573	144,045	144,766
Total Active	152,569	153,130	153,730	154,194	153,537	153,628	154,472	155,403	156,575	157,045	156,896	157,436	158,461
Total Inactive	31,042	30,917	30,888	30,836	31,795	32,417	32,348	32,320	31,760	31,719	32,409	32,400	32,060
Total Brokers/Sales Agents	183,611	184,047	184,618	185,030	185,332	186,045	186,820	187,723	188,335	188,764	189,305	189,836	190,521

Inspector License Holders

	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19
Inspector License Holders													
Professional Inspectors(active)	3,230	3,230	3,252	3,253	3,243	3,225	3,227	3,257	3,268	3,283	3,292	3,304	3,310
Real Estate Inspectors (active)	143	139	136	136	135	138	138	135	134	133	135	139	139
Apprentice Inspectors(active)	142	138	137	138	137	136	139	145	143	141	136	136	142
Professional Inspectors(inactive)	560	562	552	552	536	542	534	528	524	513	508	545	556
Real Estate Inspectors(inactive)	18	21	21	20	19	16	16	19	16	14	14	13	13
Apprentice Inspectors(inactive)	27	29	33	32	33	33	31	31	30	30	28	26	24
Total Active	3,515	3,507	3,525	3,527	3,515	3,499	3,504	3,537	3,545	3,557	3,563	3,579	3,591
Total Inactive	605	612	606	604	588	591	581	578	570	557	550	584	593
Total Inspectors	4,120	4,119	4,131	4,131	4,103	4,090	4,085	4,115	4,115	4,114	4,113	4,163	4,184

Easement & Right-of-way Registrants

	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19
ERW Registrants													
Businesses	51	49	53	54	54	53	53	51	50	57	56	57	61
Individuals	2,061	2,097	2,156	2,190	2,215	2,257	2,297	2,327	2,369	2,360	2,377	2,419	2,385
Total Registrants	2,112	2,146	2,209	2,244	2,269	2,310	2,350	2,378	2,419	2,417	2,433	2,476	2,446

Total License Holders and Registrants

	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19
License Holders & Registrants	190,312	190,958	191,405	191,704	192,445	193,255	194,216	194,869	195,295	195,851	195,851	196,475	197,151

Licensing Division

License Holder and Registrant Status

August 2020

Real Estate License Holders

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20
Brokers													
Individual (Active)	32,737	32,668	32,665	32,638	32,636	32,620	32,631	32,617	32,640	32,715	32,869	32,931	32,521
Business Entities (Active)	11,268	11,297	11,395	11,426	11,475	11,572	11,668	11,728	11,823	11,902	11,998	12,113	11,923
Total Active Status	44,005	43,965	44,060	44,064	44,111	44,192	44,299	44,345	44,463	44,617	44,867	45,044	44,444
Inactive Status	1,750	1,767	1,744	1,742	1,759	1,788	1,807	1,783	1,800	1,819	1,845	1,919	1,724
Total Brokers	45,755	45,732	45,804	45,806	45,870	45,980	46,106	46,128	46,263	46,436	46,712	46,963	46,168
Sales Agents													
Active Status	114,456	115,084	115,614	115,892	115,321	115,650	116,711	117,119	117,436	118,182	118,665	120,233	119,890
Inactive Status	30,310	29,920	30,030	30,088	30,948	31,093	30,760	30,715	30,800	31,563	33,262	33,861	29,749
Total Sales Agents	144,766	145,004	145,644	145,980	146,269	146,743	147,471	147,834	148,236	149,745	151,927	154,094	149,639
Total Active	158,461	159,049	159,674	159,956	159,432	159,842	161,010	161,464	161,899	162,799	163,532	165,277	164,334
Total Inactive	32,060	31,687	31,774	31,830	32,707	32,881	32,567	32,498	32,600	33,382	35,107	35,780	31,473
Total Brokers/Sales Agents	190,521	190,736	191,448	191,786	192,139	192,723	193,577	193,962	194,499	196,181	198,639	201,057	195,807

Inspector License Holders

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20
Inspector License Holders													
Professional Inspectors(active)	3,310	3,324	3,340	3,334	3,339	3,333	3,334	3,335	3,333	3,325	3,362	3,383	3,291
Real Estate Inspectors (active)	139	141	141	140	138	137	137	132	131	128	133	135	127
Apprentice Inspectors(active)	142	138	137	135	132	135	137	141	143	146	150	157	140
Professional Inspectors(inactive)	556	548	550	552	546	568	561	566	600	622	629	653	572
Real Estate Inspectors(inactive)	13	13	14	15	14	14	15	18	19	21	22	22	23
Apprentice Inspectors(inactive)	24	24	24	25	26	26	27	26	27	27	27	27	22
Total Active	3,591	3,603	3,618	3,609	3,609	3,605	3,608	3,608	3,607	3,599	3,645	3,675	3,558
Total Inactive	593	585	588	592	586	608	603	610	646	670	678	702	617
Total Inspectors	4,184	4,188	4,206	4,201	4,195	4,213	4,211	4,218	4,253	4,269	4,323	4,377	4,175

Easement & Right-of-way Registrants

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20
ERW Registrants													
Businesses	61	63	63	63	66	69	69	71	73	73	73	74	71
Individuals	2,385	2,437	2,452	2,433	2,456	2,435	2,466	2,488	2,505	2,519	2,546	2,561	2,389
Total Registrants	2,446	2,500	2,515	2,496	2,522	2,504	2,535	2,559	2,578	2,592	2,619	2,635	2,460

Total License Holders and Registrants

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20
License Holders & Registrants	197,151	197,424	198,169	198,483	198,856	199,440	200,323	200,739	201,330	203,042	205,581	208,069	202,442

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES

FISCAL YEAR	END OF MONTH	TOTAL			G.R.L. & P		TRAINEE		TOTAL	
		GENERAL	RESIDENTIAL	LICENSE	G.R.L. & P	CHANGE	TRAINEE	CHANGE	TOTAL	CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Sep13	2,368	2,375	467	5,210	2	741	17	5,951	19
	Oct13	2,367	2,381	467	5,215	5	767	26	5,982	31
	Nov13	2,371	2,381	467	5,219	4	781	14	6,000	18
	Dec13	2,374	2,380	466	5,220	1	792	11	6,012	12
	Jan14	2,363	2,382	461	5,206	-14	786	-6	5,992	-20
	Feb14	2,365	2,379	457	5,201	-5	780	-6	5,981	-11
	Mar14	2,368	2,385	453	5,206	5	788	8	5,994	13
	Apr14	2,373	2,393	454	5,220	14	783	-5	6,003	9
	May14	2,375	2,399	457	5,231	11	779	-4	6,010	7
	Jun14	2,378	2,401	451	5,230	-1	777	-2	6,007	-3
Jul14	2,377	2,403	454	5,234	4	766	-11	6,000	-7	
Aug14	2,386	2,405	453	5,244	10	760	-6	6,004	4	
2015	Sep14	2,393	2,407	451	5,251	7	767	7	6,018	14
	Oct14	2,402	2,418	448	5,268	17	766	-1	6,034	16
	Nov14	2,407	2,415	440	5,262	-6	749	-17	6,011	-23
	Dec14	2,409	2,431	442	5,282	20	756	7	6,038	27
	Jan15	2,405	2,437	446	5,288	6	767	11	6,055	17
	Feb15	2,417	2,437	442	5,296	8	760	-7	6,056	1
	Mar15	2,423	2,445	444	5,312	16	761	1	6,073	17
	Apr15	2,408	2,451	442	5,301	-11	763	2	6,064	-9
	May15	2,404	2,444	436	5,284	-17	761	-2	6,045	-19
	Jun15	2,413	2,436	432	5,281	-3	773	12	6,054	9
	Jul15	2,409	2,424	432	5,265	-16	774	1	6,039	-15
	Aug15	2,408	2,415	434	5,257	-8	779	5	6,036	-3
2016	Sep15	2,406	2,417	428	5,251	-6	786	7	6,037	1
	Oct15	2,414	2,418	431	5,263	12	791	5	6,054	17
	Nov15	2,417	2,420	430	5,267	4	793	2	6,060	6
	Dec15	2,419	2,425	430	5,274	7	795	2	6,069	9
	Jan16	2,420	2,422	428	5,270	-4	794	-1	6,064	-5
	Feb16	2,418	2,418	427	5,263	-7	783	-11	6,046	-18
	Mar16	2,423	2,417	427	5,267	4	784	1	6,051	5
	Apr16	2,431	2,415	429	5,275	8	774	-10	6,049	-2
	May16	2,425	2,415	417	5,257	-18	773	-1	6,030	-19
	Jun16	2,425	2,422	416	5,263	6	784	11	6,047	17
	Jul16	2,425	2,423	417	5,265	2	774	-10	6,039	-8
	Aug16	2,426	2,425	416	5,267	2	789	15	6,056	17

(August 2016: Out-of-State Temporary Registrations = 1,186; Inactive Appraisers = 149)

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
August 2016

FISCAL YEAR	MONTH	Paper Apps Received	Online Apps Received	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2012 - Total		130	46	176	169	0
2013 - Total		6	11	17	23	0
2014 - Total		3	9	12	13	138
2015 - Total		11	5	16	15	17
2016	Sep15	1	0	1	0	1
	Oct15	0	0	0	2	2
	Nov15	2	0	2	1	0
	Dec15	1	0	1	0	0
	Jan16	2	0	2	2	1
	Feb16	0	0	0	1	2
	Mar16	0	0	0	1	7
	Apr16	1	1	2	1	10
	May16	0	1	1	1	21
	Jun16	1	0	1	2	36
	Jul16	0	0	0	0	34
Aug16	0	0	0	0	14	
ACCUMULATIVE TOTALS		158	73	231	231	283
Registrations Surrendered as of August 2016						-17
Registrations Revoked as of August 2016						-3
Registrations Expired > 6 months as of August 2016						-26
TOTAL AMC REGISTRATIONS -AUGUST 2016						185

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES

FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Sep14	2,393	2,407	451	5,251	7	767	7	6,018	14
	Oct14	2,402	2,418	448	5,268	17	766	-1	6,034	16
	Nov14	2,407	2,415	440	5,262	-6	749	-17	6,011	-23
	Dec14	2,409	2,431	442	5,282	20	756	7	6,038	27
	Jan15	2,405	2,437	446	5,288	6	767	11	6,055	17
	Feb15	2,417	2,437	442	5,296	8	760	-7	6,056	1
	Mar15	2,423	2,445	444	5,312	16	761	1	6,073	17
	Apr15	2,408	2,451	442	5,301	-11	763	2	6,064	-9
	May15	2,404	2,444	436	5,284	-17	761	-2	6,045	-19
2016	Jun15	2,413	2,436	432	5,281	-3	773	12	6,054	9
	Jul15	2,409	2,424	432	5,265	-16	774	1	6,039	-15
	Aug15	2,408	2,415	434	5,257	-8	779	5	6,036	-3
	Sep15	2,406	2,417	428	5,251	-6	786	7	6,037	1
	Oct15	2,414	2,418	431	5,263	12	791	5	6,054	17
	Nov15	2,417	2,420	430	5,267	4	793	2	6,060	6
	Dec15	2,419	2,425	430	5,274	7	795	2	6,069	9
	Jan16	2,420	2,422	428	5,270	-4	794	-1	6,064	-5
	Feb16	2,418	2,418	427	5,263	-7	783	-11	6,046	-18
2017	Mar16	2,423	2,417	427	5,267	4	784	1	6,051	5
	Apr16	2,431	2,415	429	5,275	8	774	-10	6,049	-2
	May16	2,425	2,415	417	5,257	-18	773	-1	6,030	-19
	Jun16	2,425	2,422	416	5,263	6	784	11	6,047	17
	Jul16	2,425	2,423	417	5,265	2	774	-10	6,039	-8
	Aug16	2,426	2,425	416	5,267	2	789	15	6,056	17
	Sep16	2,429	2,423	412	5,264	-3	784	-5	6,048	-8
	Oct16	2,431	2,419	414	5,264	0	787	3	6,051	3
	Nov16	2,428	2,418	408	5,254	-10	777	-10	6,031	-20
Dec16	2,436	2,422	411	5,269	15	782	5	6,051	20	
2017	Jan17	2,431	2,416	410	5,257	-12	789	7	6,046	-5
	Feb17	2,434	2,412	423	5,269	12	792	3	6,061	15
	Mar17	2,440	2,424	425	5,289	20	807	15	6,096	35
	Apr17	2,428	2,426	421	5,275	-14	817	10	6,092	-4
	May17	2,425	2,418	422	5,265	-10	822	5	6,087	-5
	Jun17	2,410	2,412	421	5,243	-22	827	5	6,070	-17
	Jul17	2,404	2,404	422	5,230	-13	852	25	6,082	12
	Aug17	2,398	2,407	423	5,228	-2	868	16	6,096	14

(August 2017: Out-of-State Temporary Registrations = 1,411; Inactive Appraisers = 173)

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
August 2017

FISCAL YEAR	MONTH	Paper Apps Received	Online Apps Received	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2012 - Total		130	46	176	169	0
2013 - Total		6	11	17	23	0
2014 - Total		3	9	12	13	138
2015 - Total		11	5	16	15	17
2016	Sep15	1	0	1	0	1
	Oct15	0	0	0	2	2
	Nov15	2	0	2	1	0
	Dec15	1	0	1	0	0
	Jan16	2	0	2	2	1
	Feb16	0	0	0	1	2
	Mar16	0	0	0	1	7
	Apr16	1	1	2	1	10
	May16	0	1	1	1	21
	Jun16	1	0	1	2	36
	Jul16	0	0	0	0	34
	Aug16	0	0	0	0	14
2016 - Total		8	2	10	11	128
2017	Sep16	2	0	2	2	1
	Oct 16	0	1	1	0	3
	Nov 16	0	0	0	1	2
	Dec 16	0	1	1	1	3
	Jan 17	2	0	2	0	0
	Feb 17	0	1	1	2	1
	Mar 17	0	0	0	0	0
	Apr 17	1	0	1	0	3
	May 17	1	2	3	1	0
	Jun 17	1	2	3	2	4
	Jul 17	2	0	2	6	1
	Aug 17	0	0	0	0	3
CUMULATIVE TOTALS		167	80	247	246	304
Registrations Surrendered as of August 2017				21		
Registrations Revoked as of August 2017				3		
Registrations Expired > 6 months as of August 2017				43		
TOTAL AMC REGISTRATIONS - August 2017					172	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES

FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Sep15	2,406	2,417	428	5,251	-6	786	7	6,037	1
	Oct15	2,414	2,418	431	5,263	12	791	5	6,054	17
	Nov15	2,417	2,420	430	5,267	4	793	2	6,060	6
	Dec15	2,419	2,425	430	5,274	7	795	2	6,069	9
	Jan16	2,420	2,422	428	5,270	-4	794	-1	6,064	-5
	Feb16	2,418	2,418	427	5,263	-7	783	-11	6,046	-18
	Mar16	2,423	2,417	427	5,267	4	784	1	6,051	5
	Apr16	2,431	2,415	429	5,275	8	774	-10	6,049	-2
	May16	2,425	2,415	417	5,257	-18	773	-1	6,030	-19
	Jun16	2,425	2,422	416	5,263	6	784	11	6,047	17
	Jul16	2,425	2,423	417	5,265	2	774	-10	6,039	-8
	Aug16	2,426	2,425	416	5,267	2	789	15	6,056	17
2017	Sep16	2,429	2,423	412	5,264	-3	784	-5	6,048	-8
	Oct16	2,431	2,419	414	5,264	0	787	3	6,051	3
	Nov16	2,428	2,418	408	5,254	-10	777	-10	6,031	-20
	Dec16	2,436	2,422	411	5,269	15	782	5	6,051	20
	Jan17	2,431	2,416	410	5,257	-12	789	7	6,046	-5
	Feb17	2,434	2,412	423	5,269	12	792	3	6,061	15
	Mar17	2,440	2,424	425	5,289	20	807	15	6,096	35
	Apr17	2,428	2,426	421	5,275	-14	817	10	6,092	-4
	May17	2,425	2,418	422	5,265	-10	822	5	6,087	-5
	Jun17	2,410	2,412	421	5,243	-22	827	5	6,070	-17
	Jul17	2,404	2,404	422	5,230	-13	852	25	6,082	12
	Aug17	2,398	2,407	423	5,228	-2	868	16	6,096	14
2018	Sep17	2,408	2,410	426	5,244	16	883	15	6,127	31
	Oct17	2,417	2,412	431	5,260	16	912	29	6,172	45
	Nov17	2,396	2,406	428	5,230	-30	893	-19	6,123	-49
	Dec17	2,400	2,406	432	5,238	8	907	14	6,145	22
	Jan18	2,394	2,401	436	5,231	-7	922	15	6,153	8
	Feb18	2,387	2,403	441	5,231	0	928	6	6,159	6
	Mar18	2,375	2,396	436	5,207	-24	911	-17	6,118	-41
	Apr18	2,371	2,391	432	5,194	-13	914	3	6,108	-10
	May18	2,370	2,386	432	5,188	-6	907	-7	6,095	-13
	Jun18	2,364	2,382	435	5,181	-7	911	4	6,092	-3
	Jul18	2,374	2,392	434	5,200	19	917	6	6,117	25
	Aug18	2,384	2,394	435	5,213	13	938	21	6,151	34

August 2018: Out-of-State Temporary Registrations = 158; Inactive Appraisers = 168)

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
August 2018

FISCAL YEAR	MONTH	Paper Apps Received	Online Apps Received	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2012 - Total		130	46	176	169	0
2013 - Total		6	11	17	23	0
2014 - Total		3	9	12	13	138
2015 - Total		11	5	16	15	17
2016 - Total		8	2	10	11	128
2017	Sep 16	2	0	2	2	1
	Oct 16	0	1	1	0	3
	Nov 16	0	0	0	1	2
	Dec 16	0	1	1	1	3
	Jan 17	2	0	2	0	0
	Feb 17	0	1	1	2	1
	Mar 17	0	0	0	0	0
	Apr 17	1	0	1	0	3
	May 17	1	2	3	1	0
	Jun 17	1	2	3	2	4
	Jul 17	2	0	2	6	1
	Aug 17	0	0	0	0	3
2017 - Total		9	7	16	15	21
2018	Sep 17	1	2	3	1	1
	Oct 17	0	0	0	2	2
	Nov 17	0	1	1	1	1
	Dec 17	0	0	0	0	2
	Jan 18	0	0	0	0	3
	Feb 18	0	1	1	1	4
	Mar 18	1	1	2	0	4
	Apr 18	0	0	0	1	4
	May 18	0	2	2	1	7
	Jun 18	0	1	1	2	51
	Jul 18	1	0	1	2	26
	Aug 18	0	1	1	1	16
CUMULATIVE TOTALS		170	89	259	258	425
Registrations Surrendered as of August 2018				24		
Registrations Revoked as of August 2018				3		
Registrations Expired > 6 months as of August 2018				48		
TOTAL AMC REGISTRATIONS - August 2018					168	

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES**

FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20
2017	Aug17	2,398	2,407	423	5,228	-39	868	79	6,096	40
2018	Aug18	2,384	2,394	435	5,213	-15	938	70	6,151	55
2019	Sep18	2,385	2,395	436	5,216	3	956	18	6,172	21
	Oct18	2,384	2,401	437	5,222	6	971	15	6,193	21
	Nov18	2,386	2,405	436	5,227	5	980	9	6,207	14
	Dec18	2,382	2,412	440	5,234	7	976	-4	6,210	3
	Jan19	2,381	2,406	443	5,230	-4	997	21	6,227	17
	Feb19	2,382	2,415	444	5,241	11	1,014	17	6,255	28
	Mar19	2,384	2,423	441	5,248	7	1,010	-4	6,258	3
	Apr19	2,378	2,421	435	5,234	-14	1,018	8	6,252	-6
	May19	2,375	2,422	435	5,232	-2	1,032	14	6,264	12
	Jun19	2,370	2,414	433	5,217	-15	1,031	-1	6,248	-16
	Jul19	2,362	2,408	428	5,198	-19	1,035	4	6,233	-15
	Aug19	2,366	2,412	430	5,208	10	1,029	-6	6,237	4
August 2019										
		GENERAL	RESIDENTIAL	LICENSE	TOTAL		TRAINEE		TOTAL	
Inactive Appraisers		35	38	18	91		89		180	
									Out-of-State Temporary Registrations:	113
									Total All License Holders:	6,526

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
August 2019

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2014 - Total		12	13	138
2015 - Total		16	15	17
2016 - Total		10	11	128
2017 - Total		16	15	21
2018 - Total		12	12	121
2019	Sep 18	1	0	1
	Oct 18	2	3	4
	Nov 18	1	1	0
	Dec 18	0	1	2
	Jan 19	0	0	1
	Feb 19	2	0	1
	Mar 19	0	1	1
	Apr 19	0	1	2
	May 19	0	0	4
	Jun 19	2	1	3
	Jul 19	0	1	5
	Aug 19	0	0	1
Registrations issued from March 2012 to August 2019			267	
Registrations Expired > 6 months as of August 2019			-64	
Registrations Expired < 6 months as of August 2019			-3	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-5	
TOTAL AMC REGISTRATIONS - August 2019			162	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
 August 2020

FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2013	Aug13	2,367	2,371	470	5,208		724		5,932	
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20
2017	Aug17	2,398	2,407	423	5,228	-39	868	79	6,096	40
2018	Aug18	2,384	2,394	435	5,213	-15	938	70	6,151	55
2019	Sep18	2,385	2,395	436	5,216	3	956	18	6,172	21
	Oct18	2,384	2,401	437	5,222	6	971	15	6,193	21
	Nov18	2,386	2,405	436	5,227	5	980	9	6,207	14
	Dec18	2,382	2,412	440	5,234	7	976	-4	6,210	3
	Jan19	2,381	2,406	443	5,230	-4	997	21	6,227	17
	Feb19	2,382	2,415	444	5,241	11	1,014	17	6,255	28
	Mar19	2,384	2,423	441	5,248	7	1,010	-4	6,258	3
	Apr19	2,378	2,421	435	5,234	-14	1,018	8	6,252	-6
	May19	2,375	2,422	435	5,232	-2	1,032	14	6,264	12
	Jun19	2,370	2,414	433	5,217	-15	1,031	-1	6,248	-16
	Jul19	2,362	2,408	428	5,198	-19	1,035	4	6,233	-15
	Aug19	2,366	2,412	430	5,208	10	1,029	-6	6,237	4
2020	Sep19	2,371	2,411	430	5,212	4	1,040	11	6,252	15
	Oct19	2,384	2,414	432	5,230	18	1,055	15	6,285	33
	Nov19	2,388	2,416	435	5,239	9	1,049	-6	6,288	3
	Dec19	2,390	2,418	437	5,245	6	1,046	-3	6,291	3
	Jan20	2,384	2,409	435	5,228	-17	1,044	-2	6,272	-19
	Feb20	2,380	2,409	433	5,222	-6	1,046	2	6,268	-4
	Mar20	2,381	2,409	430	5,220	-2	1,059	13	6,279	11
	Apr20	2,391	2,420	434	5,245	25	1,085	26	6,330	51
	May20	2,398	2,430	438	5,266	21	1,099	14	6,365	35
	Jun20	2,408	2,440	444	5,292	26	1,113	14	6,405	40
	Jul20	2,417	2,453	444	5,314	22	1,127	14	6,441	36
	Aug20	2,371	2,426	421	5,218	-96	1,081	-46	6,299	-142
Aug 2020										
Inactive Appraisers		GENERAL	RESIDENTIAL	LICENSE	TOTAL		TRAINEE		TOTAL	
		42	50	19	111		109		220	
Out-of-State Temporary Registrations:									70	
Total All License Holders:									6,731	

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
August 2020

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2014 - Total		12	13	138
2015 - Total		16	15	17
2016 - Total		10	11	128
2017 - Total		16	15	21
2018 - Total		12	12	121
2019	Sep 18	1	0	1
	Oct 18	2	3	4
	Nov 18	1	1	0
	Dec 18	0	1	2
	Jan 19	0	0	1
	Feb 19	2	0	1
	Mar 19	0	1	1
	Apr 19	0	1	2
	May 19	0	0	4
	Jun 19	2	1	3
	Jul 19	0	1	5
Aug 19	0	0	1	
2019 - Total		8	9	25
2020	Sept 19	2	2	3
	Oct 19	1	0	5
	Nov 19	5	3	2
	Dec 19	2	4	2
	Jan 20	0	1	1
	Feb 20	1	1	8
	Mar 20	0	0	1
	Apr 20	0	0	9
	May 20	0	0	26
	Jun 20	2	1	17
Jul 20	0	1	30	
Aug 20	1	1	3	
Registrations issued from March 2012 to August 2020			281	
Registrations Expired > 6 months as of August 2020			-66	
Registrations Expired < 6 months as of August 2020			-13	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Re-Issued > 6 months after expiration date			-6	
TOTAL AMC REGISTRATIONS - August 2020			163	

Texas Real Estate Commission

Fee Schedule

1/1/2016 11/1/2016 1/1/2017 6/1/2019 1/1/2020

License Fees (All Licenses issue for a two year period.)

Broker Applications					
Individual Broker - Initial <i>(Includes Out of State)</i>	\$305.00	\$305.00	\$305.00	\$305.00	\$305.00
Business Entity Broker - Initial	\$305.00	\$305.00	\$305.00	\$305.00	\$305.00
Branch Office <i>(each location) -- license type retired effective 9/1/2019</i>	\$50.00	\$50.00	\$50.00	\$50.00	n/a

Broker Renewals					
Individual Broker	\$217.00	\$217.00	\$217.00	\$217.00	\$217.00
Business Entity Broker	\$215.00	\$215.00	\$215.00	\$217.00	\$217.00
Branch Office <i>-- license type retired effective 9/1/2019</i>	\$50.00	\$50.00	\$50.00	\$50.00	n/a

Individual Broker Late Renewals					
Individual Broker, <i>expired 90 days or less</i>	\$253.00	\$253.00	\$253.00	\$253.00	\$253.00
Individual Broker, <i>expired more than 90 days up to 6 months</i>	\$289.00	\$289.00	\$289.00	\$289.00	\$289.00
Broker Reinstatement, <i>expired more than 6 months up to 2 years</i>	\$290.00	\$290.00	\$290.00	\$290.00	\$290.00

Business Entity Broker Late Renewals					
Late Renewal, <i>expired 90 days or less</i>	\$251.00	\$251.00	\$253.00	\$253.00	\$253.00
Late Renewal, <i>expired more than 90 days up to 6 months</i>	\$287.00	\$287.00	\$289.00	\$289.00	\$289.00

Sales Agent Applications					
Sales Agent - Initial	\$205.00	\$205.00	\$205.00	\$205.00	\$205.00
Conversion from Broker to Sales Agent	\$160.00	\$160.00	\$160.00	\$160.00	\$160.00

Sales Agent Renewals					
Sales Agent Renewal	\$116.00	\$116.00	\$110.00	\$110.00	\$110.00

Sales Agent Late Renewals					
Sales Late Renewal, <i>expired 90 days or less</i>	\$152.00	\$152.00	\$143.00	\$143.00	\$143.00
Sales Late Renewal, <i>expired more than 90 days up to 6 months</i>	\$188.00	\$188.00	\$176.00	\$176.00	\$176.00
Sales Reinstatement, <i>expired more than 6 months up to 2 years</i>	\$190.00	\$190.00	\$190.00	\$190.00	\$190.00

Inspector Applications					
Apprentice Inspector Initial, <i>no exam required</i>	\$60.00	\$60.00	\$60.00	\$60.00	\$60.00
Real Estate Inspector Initial	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00
Professional Inspector Initial	\$120.00	\$120.00	\$120.00	\$120.00	\$120.00
Real Estate Inspection Recovery Fund, <i>paid only after exam is passed</i>	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00

Inspector Renewals					
Apprentice Inspector	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00
Real Estate Inspector	\$53.00	\$53.00	\$53.00	\$53.00	\$53.00
Professional Inspector	\$63.00	\$63.00	\$63.00	\$63.00	\$63.00

Texas Real Estate Commission

Fee Schedule

1/1/2016 11/1/2016 1/1/2017 6/1/2019 1/1/2020

License Fees (All Licenses issue for a two year period.)

Inspector Late Renewals					
Apprentice Inspector, <i>expired 90 days or less</i>	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00
Apprentice Inspector, <i>expired More than 90 days but less than 6 months</i>	\$62.00	\$62.00	\$62.00	\$62.00	\$62.00
Apprentice Reinstatement, <i>expired More than six months but less than two years</i>	\$60.00	\$60.00	\$60.00	\$60.00	\$60.00
Real Estate Inspector, <i>expired 90 days or less</i>	\$78.00	\$78.00	\$78.00	\$78.00	\$78.00
Real Estate Inspector, <i>expired More than 90 days but less than 6 months</i>	\$103.00	\$103.00	\$103.00	\$103.00	\$103.00
Real Estate Inspector Reinstatement, <i>expired More than 6 months but less than two years</i>	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00
Professional Inspector, <i>expired 90 days or less</i>	\$93.00	\$93.00	\$93.00	\$93.00	\$93.00
Professional Inspector, <i>expired More than 90 days but less than 6 months</i>	\$123.00	\$123.00	\$123.00	\$123.00	\$123.00
Professional Reinstatement, <i>expired More than 6 months but less than two years</i>	\$120.00	\$120.00	\$120.00	\$120.00	\$120.00

Easement/Right-of-Way Agent Registration for a Business or an Individual					
Initial ERW Registration, <i>includes the \$50.00 recovery fund fee</i>	\$290.00	\$290.00	\$290.00	\$290.00	\$290.00
ERW Renewal, <i>includes the \$50.00 recovery fund fee</i>	\$295.00	\$295.00	\$295.00	\$295.00	\$295.00

Qualifying Education Providers For Real Estate/Inspectors					
Original Application Filing (<i>4 year approval</i>)	\$400.00	\$400.00	\$400.00	\$400.00	\$400.00
Annual Fee	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00
Qualifying Instructor Application/Renewal	\$150.00	\$150.00	\$150.00	\$150.00	n/a
Qualifying Course Application (\$50.00 base fee plus \$20.00 per classroom hr for real estate) (\$50.00 base fee plus \$5.00 per classroom hr for inspectors)	Varies	Varies	Varies	Varies	Varies

Original Continuing Education (CE) Providers for Real Estate/Inspectors					
CE Provider Application (<i>2 year approval</i>)	\$400.00	\$400.00	\$400.00	\$400.00	\$400.00
CE Instructor Application/Renewal	\$150.00	\$150.00	\$150.00	\$150.00	n/a
CE Course Application (<i>\$50.00 base fee plus \$10.00 per classroom hour</i>)	Varies	Varies	Varies	Varies	Varies
CE Course Application Supplement (<i>\$50.00 base fee plus \$10.00 per classroom hr</i>)	Varies	Varies	Varies	Varies	Varies

Inspector – Instructor (ICE & Qualifying)					
Qualifying Application	Varies	\$50.00	\$50.00	\$50.00	n/a
ICE Application	\$50.00	\$50.00	\$50.00	\$50.00	n/a

Residential Service Company Program					
Original Residential Service Company (RSC) Initial Application	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00
Application for Evidence of Coverage	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00
Application for Schedule of Charges	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00
Annual RSC Report Filing	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00
RSC Examinations, <i>fee determined by travel expenses</i>	varies	varies	varies	varies	varies

Timeshare Applications					
Original Registration, <i>fee determined by number of interests: \$500-\$3,500</i>	varies	varies	varies	varies	varies
Amendment Application, <i>fee determined by number of interests: \$100-\$2,000</i>	varies	varies	varies	varies	varies

Texas Appraiser Licensing and Certification Board

Fee Schedule	1/1/2015	1/1/2016	1/1/2017	6/1/2019	1/1/2020
Application Fees:					
Certified General*	\$405.00	\$405.00	\$405.00	\$405.00	\$465.00
Certified General Reciprocal Application**	\$400.00	\$400.00	\$400.00	\$400.00	\$460.00
Certified Residential*	\$355.00	\$355.00	\$355.00	\$355.00	\$390.00
Certified Residential Reciprocal Application**	\$350.00	\$350.00	\$350.00	\$350.00	\$385.00
Appraiser License*	\$330.00	\$330.00	\$330.00	\$330.00	\$350.00
State License Appraisal Reciprocal Application**	\$405.00	\$405.00	\$405.00	\$405.00	\$345.00
Appraiser Trainee Approval	\$305.00	\$305.00	\$305.00	\$305.00	\$255.00
Temporary Out-of-State Appraiser Registration (6 mos.)	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00
Renewal Fees: Does not include the \$80 Federal Registry Fee for an Active Status					
Certified General (timely renewal)	\$365.00	\$365.00	\$365.00	\$365.00	\$465.00
Expired 90 days or less	\$545.00	\$545.00	\$545.00	\$545.00	\$695.00
Expired more than 90 days but less than 6 months	\$725.00	\$725.00	\$725.00	\$725.00	\$925.00
Certified Residential (timely renewal)	\$315.00	\$315.00	\$315.00	\$315.00	\$390.00
Expired 90 days or less	\$470.00	\$470.00	\$470.00	\$470.00	\$582.50
Expired more than 90 days but less than 6 months	\$625.00	\$625.00	\$625.00	\$625.00	\$770.00
Appraiser license (timely renewal)	\$295.00	\$295.00	\$295.00	\$295.00	\$350.00
Expired 90 days or less	\$440.00	\$440.00	\$440.00	\$440.00	\$522.50
Expired more than 90 days but less than 6 months	\$585.00	\$585.00	\$585.00	\$585.00	\$695.00
Appraiser Trainee Approval (timely 2-yr renewal)	\$255.00	\$255.00	\$255.00	\$255.00	\$255.00
Expired 90 days or less	\$380.00	\$380.00	\$380.00	\$380.00	\$380.00
Expired more than 90 days but less than 6 months	\$505.00	\$505.00	\$505.00	\$505.00	\$505.00
Application for Registration as an Appraisal Management Company Fee:					
AMC	\$3,399.00	\$3,399.00	\$3,399.00	\$3,399.00	\$3,399.00
AMC Renewal Fee:					
AMC (timely renewal) (Add \$10.30 X number of panelists)--reduced in FY2017 to 5.15	\$3,399.00	\$3,399.00	\$3,090.00	\$3,090.00	\$3,090.00
Expired 90 days or less (Add \$10.30 X number of panelists)	\$5,049.00	\$5,049.00	\$4,635.00	\$4,635.00	\$4,635.00
Expired more than 90 days but less than 6 months (Add \$10.30 X number of panelists)	\$6,699.00	\$6,699.00	\$6,180.00	\$6,180.00	\$6,180.00
ACE Provider					
Original Application	N/A	N/A	N/A	\$200.00	\$200.00
Renewal	N/A	N/A	N/A	\$200.00	\$200.00
Reinstatement	N/A	N/A	N/A	\$200.00	\$200.00
Education					
New CE Class - Appraiser					
ACE Course Initial					
Base Fee	N/A	N/A	N/A	\$50.00	\$50.00
Content Review	N/A	N/A	N/A	\$5.00	\$5.00
AQB/Other State	N/A	N/A	N/A	\$50.00	\$50.00
One-Time	N/A	N/A	N/A	\$25.00	\$25.00
CE Class Renewal - Appraiser					
ACE Course Renewal					
Base Fee	N/A	N/A	N/A	\$50.00	\$50.00
Content Review	N/A	N/A	N/A	\$5.00	\$5.00
AQB/Other State	N/A	N/A	N/A	\$50.00	\$50.00
Secondary Approval - ACE					
ACE Secondary Approval					
Base Fee	N/A	N/A	N/A	\$50.00	\$50.00
Content Review	N/A	N/A	N/A	\$5.00	\$5.00
AQB/Other State	N/A	N/A	N/A	\$50.00	\$50.00

Licensing & Registration Services Division

Average Number of Calendar Days to Process an Application

Fiscal Year 2020

September 2019 - August 2020

TREC

Real Estate Initial License Applications

Individual Broker	9.41
Business Entity Broker	7.08
Sales Agent	11.31

Inspector Initial License Applications

Professional Inspector	17.48
Real Estate Inspector	19.76
Apprentice Inspector	10.77

Easement & Right-of-way (ERW) Initial Registration Applications

ERW Individual	5.99
ERW Business	6.19

TALCB

Real Estate Appraiser Applications

Certified General Appraiser	13.52
Certified Residential Appraiser	20.34
Licensed Residential Appraiser	23.25
Appraiser Trainee	17.98
Temporary Non-Resident Appraiser	2.42

Appraisal Management Company Applications

Appraisal Management Company (AMC)	5.32
------------------------------------	------

Staff Services Division Texas Real Estate Commission Reserves

			Expenditures	Balance
Reserve for Technology Development	as of August 31, 2019	1,300,000.00		876,189.49
Eliminate Reserve for Technology Development	eliminated as of August 31, 2020	(876,189.49)	(423,810.51)	(876,189.49)
	Total			\$ -
Reserve for Strategic Projects	Approved at Feb 2019 Commission Meeting	11,478,424		
Reallocate to Operations to supplement increased expenses	Approved at Aug 12, 2019 Commission Meeting	(3,750,000)		
Eliminate Reserve for Strategi Projects	eliminated as of August 31, 2020	(7,728,424)		
	Total	\$ -	-	\$ -
Reserve for Operations	as of September 1, 2020	\$ 7,342,904		\$ 7,342,904.00

Source: 2020 Balance Sheet

Staff Services Division Texas Appraiser and Licensing Board Reserves

		Admin Penalties	Interest	Expenditures	Transfer to GR	Balance as of 8/31/20
Reserve for Educational Development	Actual 8/31/14	49,585				
Reserve for Educational Development	Actual 8/31/15	44,355				
Reserve for Educational Development	Actual 8/31/16	44,800	9.89			
Reserve for Educational Development	Actual 8/31/17	20,450	111.20	(13,118.95)		
Reserve for Educational Development	Actual 8/31/18	18,051	583.56	(35,221.02)		
Balance in Account 3056 reallocated to Operations	February 2019			(80,392.41)		
Reserve for Educational Development	Actual 8/31/19	17,000	1,251.24	(6,113.63)		
Reserve for Educational Development	Actual 8/31/20	19,250	430.76	(26,731.33)	(16,750.00)	
Total		213,491.00	2,386.65	(161,577.34)	(16,750.00)	37,550.31
Reserve for Customer Service	Approved at Feb 2019 Commission Meeting	1,016,776				
Reallocate to Operations to supplement increased expenses	Approved at September 6, 2019 Board Meeting	(425,000)				
Eliminate Reserve for Customer Service	eliminated as of August 31, 2020	(591,776)				
Total		\$ -	\$ -	\$ -	\$ -	\$ -
Reserve for Operations	as of September 1, 2020	\$ 738,002.00				\$ 738,002.00

Source: 2020 Balance Sheet and TTSTC Holdings in Account 3193 as of 8/31/2020