



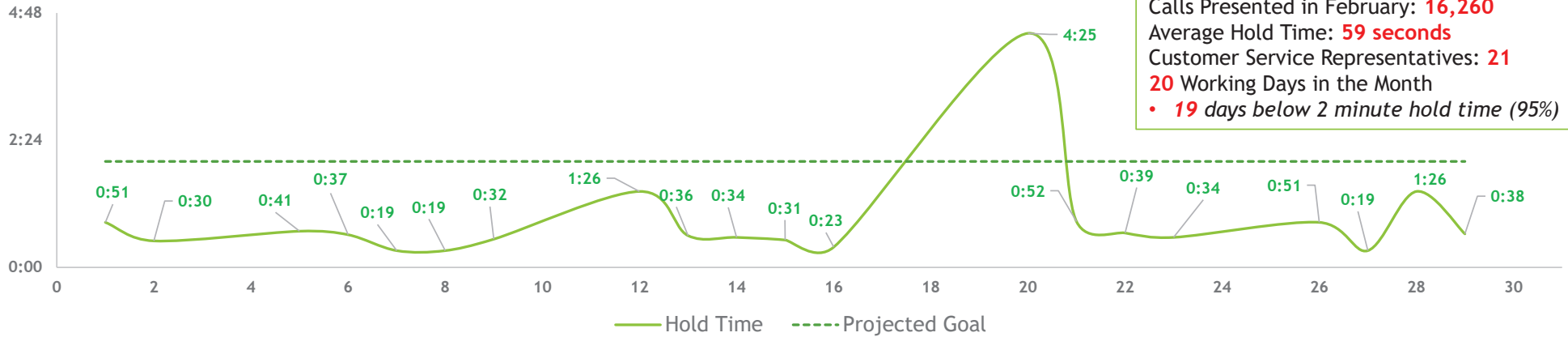
## **February 2024 Staff Reports**

# Customer Relations Division

February, 2024 Monthly Report

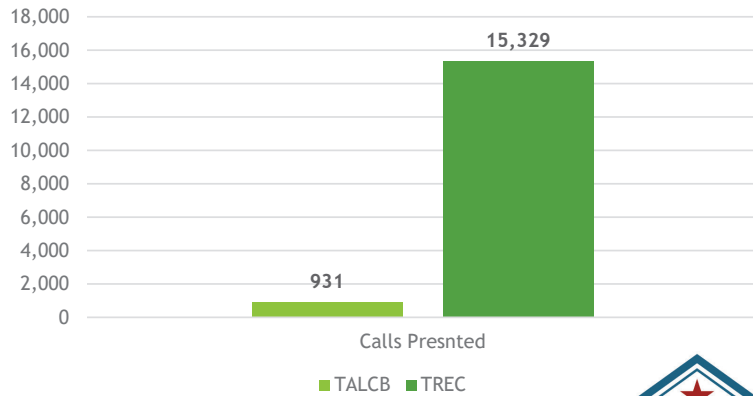


## February, 2024 Hold Time per Day



**Calls Presented in February: 16,260**  
**Average Hold Time: 59 seconds**  
**Customer Service Representatives: 21**  
**20 Working Days in the Month**  
 • 19 days below 2 minute hold time (95%)

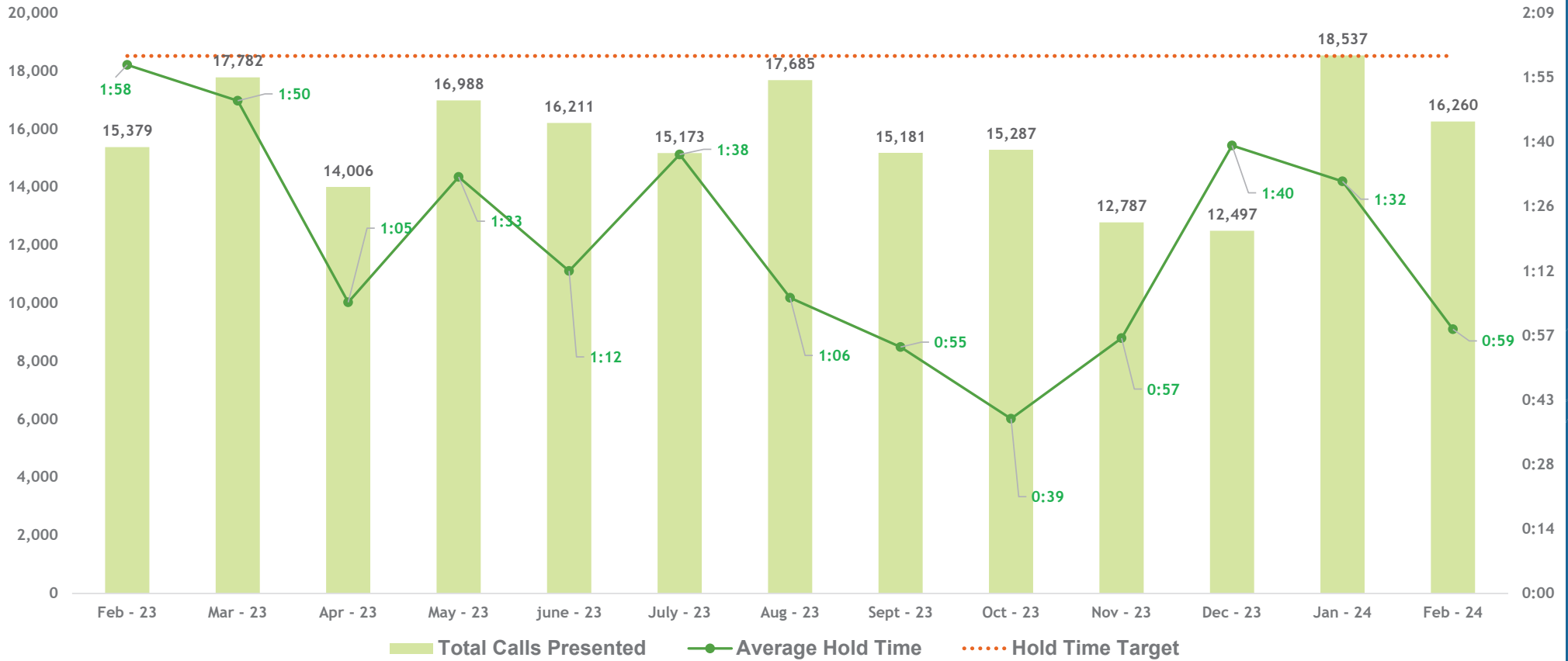
## February, 2024



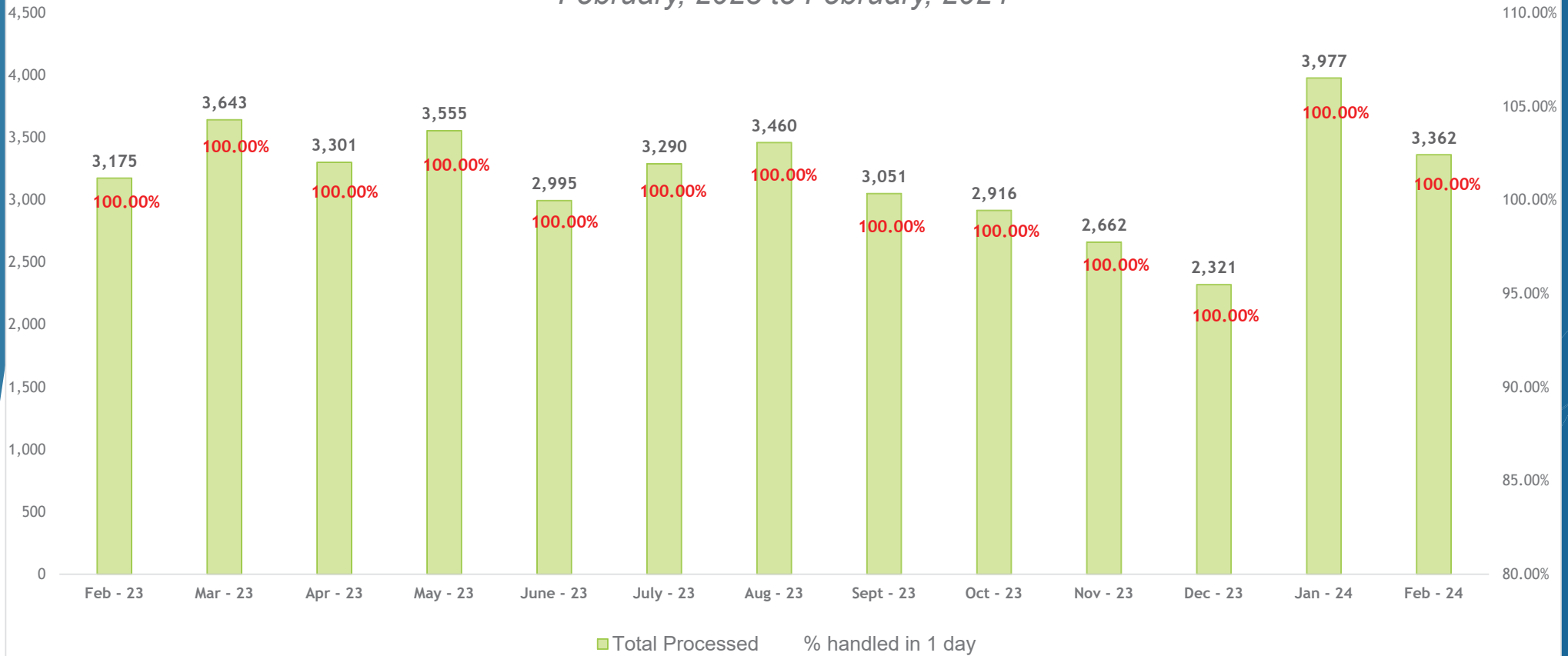
**TALCB - 931 Calls (5.73%) 1 minute, 2 second hold time**  
**TREC - 15,329 Calls (94.27%) 59 seconds hold time**



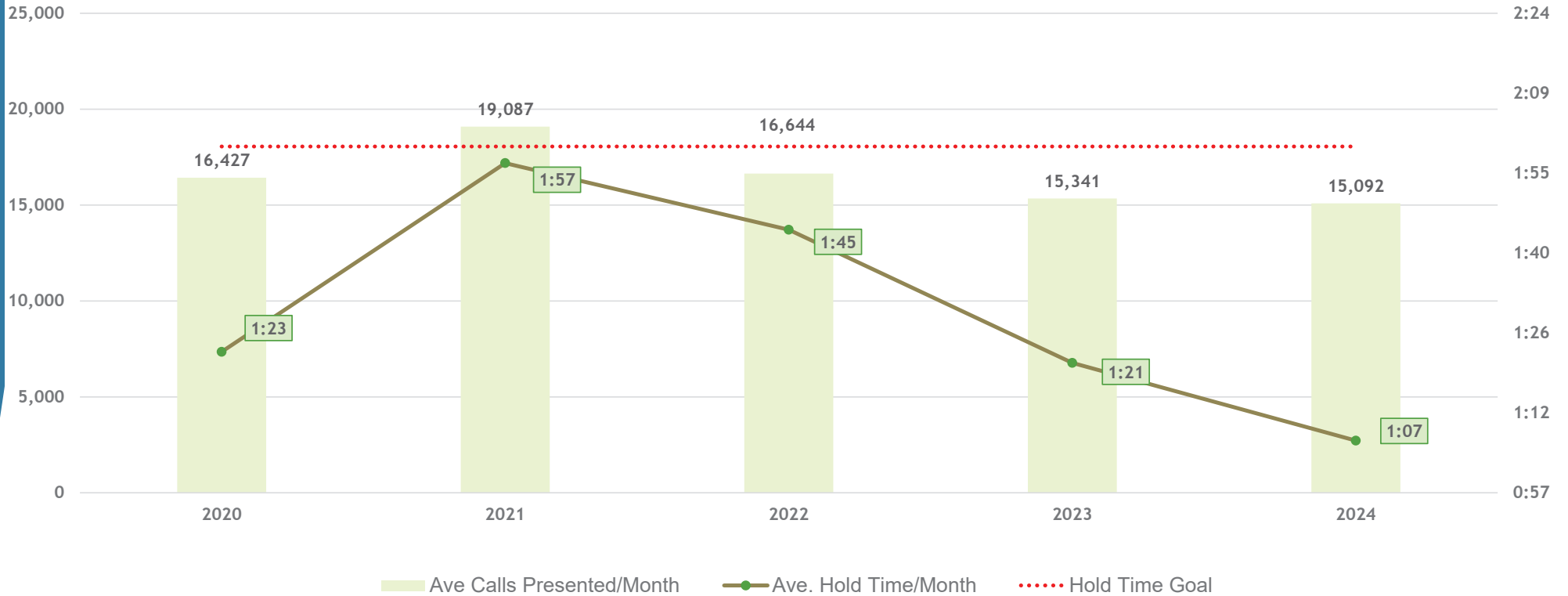
## 13 Month Comparison of Calls Presented vs. Hold Time *February, 2023 to February, 2024*



## 13 Month Comparison of Emails Processed February, 2023 to February, 2024

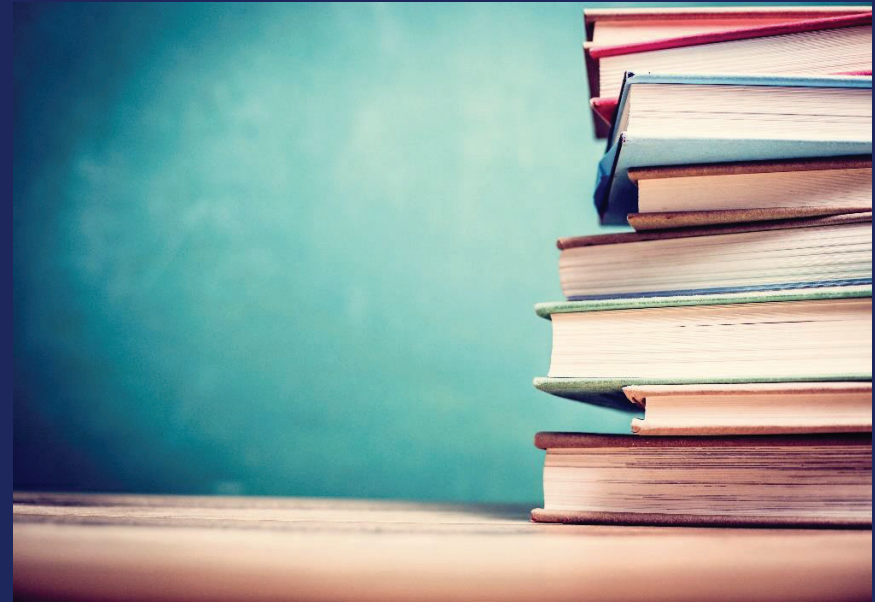


## Fiscal Year Comparison Ave. Calls Presented/Month vs. Ave. Hold Time/Month



# TREC Education Report

February 2024



## Education & Examinations Division

### TREC Qualifying Education Provider and Course Applications

TREC Qualifying Education Provider and Course Applications													
FY 2024	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	YTD
<b>Applications Received</b>													
<b>Providers</b>													
<b>Overall</b>	7	8	7	10	5	5							42
Initial Provider	0	2	2	2	2	3							11
4-year Renewal Provider	0	2	1	1	0	0							4
Annual Fee for Provider	7	4	4	7	3	2							27
<b>Real Estate Courses</b>													
<b>Overall</b>	5	8	18	18	4	21							74
Initial	5	7	15	6	4	15							52
Renewal	0	1	3	12	0	6							22
<b>Inspector Courses</b>													
<b>Overall</b>	0	1	0	1	0	1							3
Initial	0	1	0	1	0	1							3
Renewal	0	0	0	0	0	0							0
<b>ERW Courses</b>													
<b>Overall</b>	0	0	0	0	0	0							0
Initial	0	0	0	0	0	0							0
Renewal	0	0	0	0	0	0							0
<b>Total Applications Received</b>	<b>12</b>	<b>17</b>	<b>25</b>	<b>29</b>	<b>9</b>	<b>27</b>							<b>119</b>
	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	YTD
<b>Applications Approved</b>													
<b>Providers</b>													
<b>Overall</b>	4	3	8	5	7	4							31
Initial Provider	0	1	0	1	1	1							4
4-year Renewal Provider	0	0	1	1	1	0							3
Annual Fee for Provider	4	2	7	3	5	3							24
<b>Real Estate Courses</b>													
<b>Overall</b>	11	4	16	6	21	11							69
Initial	11	4	15	4	3	11							48
Renewal	0	0	1	2	18	0							21
<b>Inspector Courses</b>													
<b>Overall</b>	0	4	4	0	1	0							9
Initial	0	4	4	0	1	0							9
Renewal	0	0	0	0	0	0							0
<b>ERW Courses</b>													
<b>Overall</b>	0	0	0	0	0	0							0
Initial	0	0	0	0	0	0							0
Renewal	0	0	0	0	0	0							0
<b>Total Applications Approved</b>	<b>15</b>	<b>11</b>	<b>28</b>	<b>11</b>	<b>29</b>	<b>15</b>							<b>109</b>



## Education & Examinations Division

### Continuing Education Provider and Course Applications

Continuing Education Provider and Course Applications													
FY 2024	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	YTD
<b>Applications Received</b>													
<b>Providers</b>	<b>20</b>	<b>29</b>	<b>22</b>	<b>28</b>	<b>27</b>	<b>36</b>							<b>162</b>
Initial Provider	13	17	17	18	14	18							97
Renewal Provider	7	12	5	10	13	18							65
<b>Real Estate CE Courses</b>	143	254	275	268	427	249							1616
<b>Inspector CE (ICE) Courses</b>	8	7	14	27	10	29							95
<b>ERW Courses</b>	0	0	0	30	1	1							32
<b>Total Applications Received</b>	<b>171</b>	<b>290</b>	<b>311</b>	<b>353</b>	<b>465</b>	<b>315</b>							<b>1905</b>
	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	YTD
<b>Applications Approved</b>													
<b>Providers</b>	<b>12</b>	<b>40</b>	<b>40</b>	<b>19</b>	<b>33</b>	<b>41</b>							185
Initial Provider	10	14	22	11	20	20							97
Renewal Provider	2	26	18	8	13	21							88
<b>Real Estate CE Courses</b>	155	143	157	364	262	427							1508
<b>Inspector CE (ICE) Courses</b>	55	17	1	15	14	18							120
<b>ERW Courses</b>	0	0	0	0	14	17							31
<b>Total Applications Approved</b>	<b>222</b>	<b>200</b>	<b>198</b>	<b>398</b>	<b>323</b>	<b>503</b>							<b>1844</b>

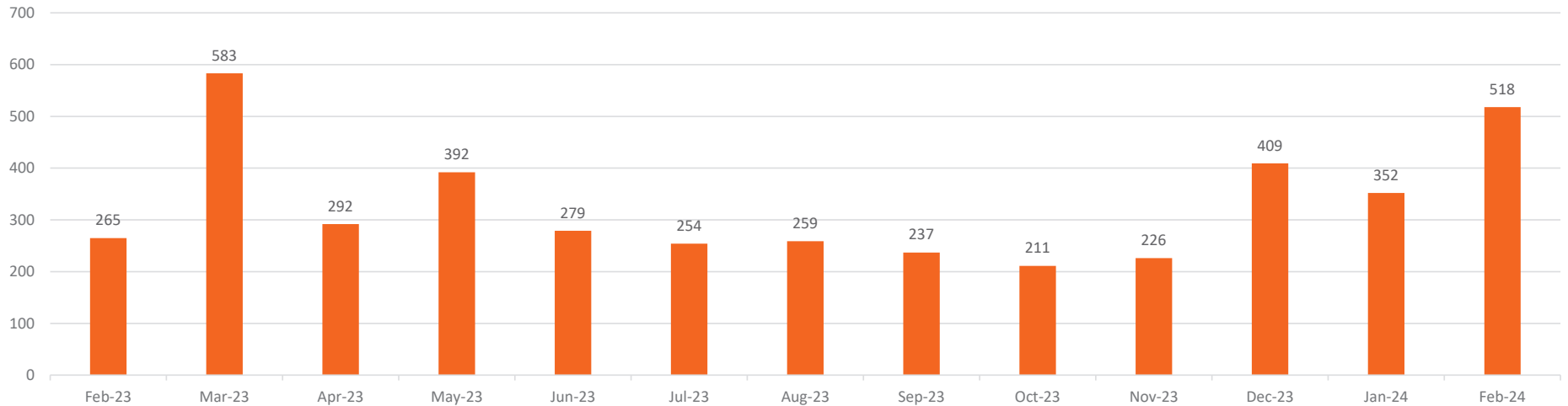
## Education & Examinations Division

### TREC Applications Approved 13-Month Comparison

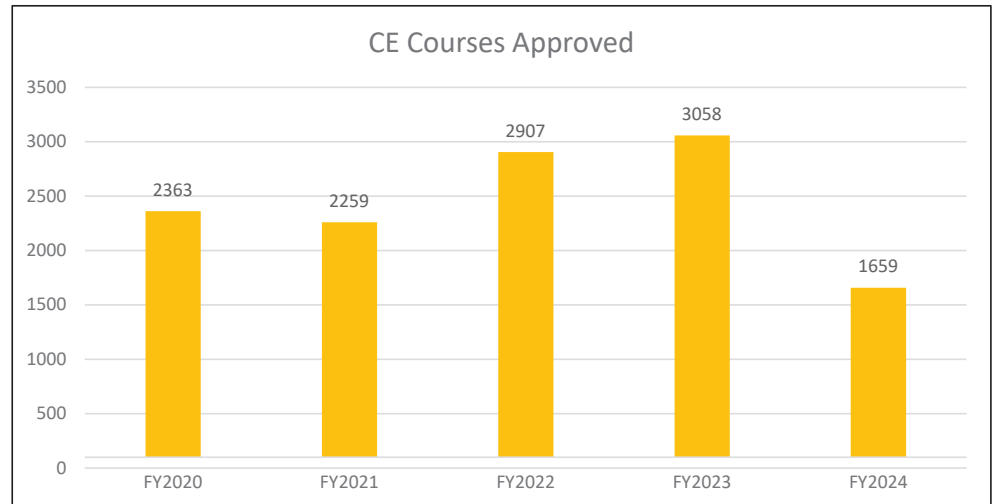
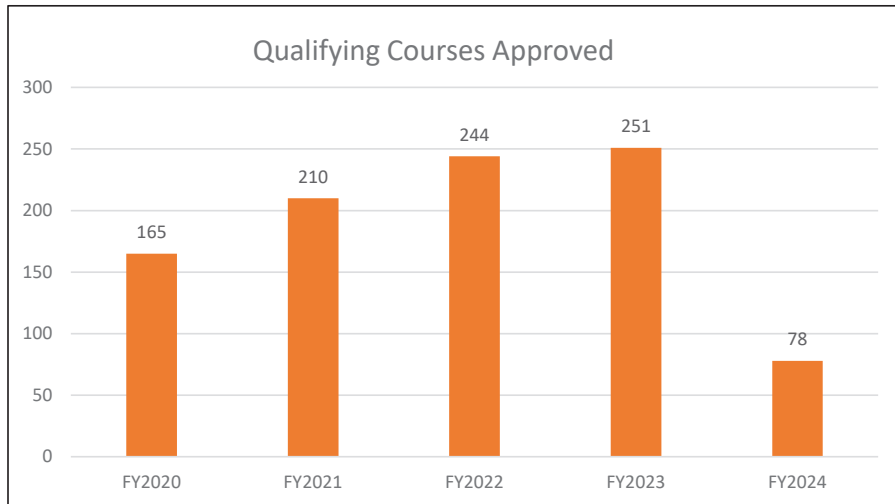
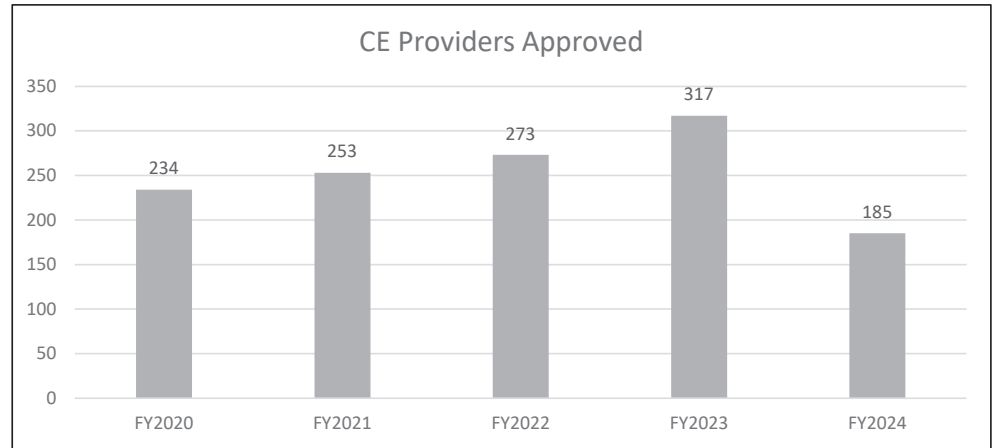
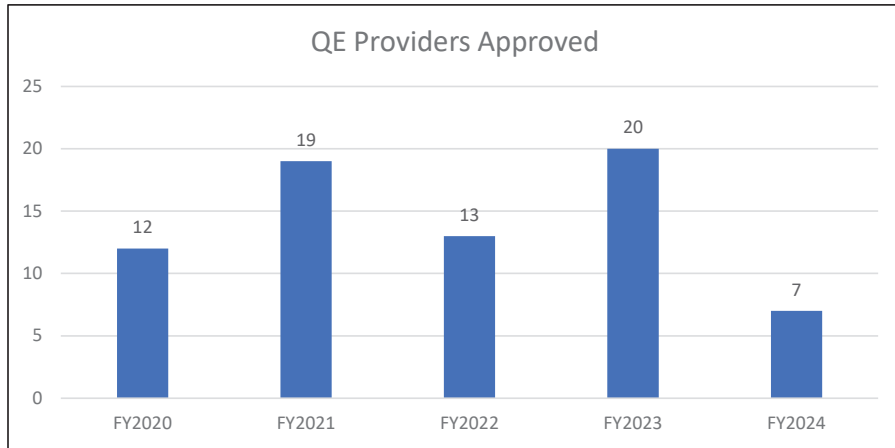
	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Qualifying Provider	2	3	1	4	0	2	4	4	3	8	5	7	4
Qualifying Real Estate Courses	21	21	18	18	28	8	3	11	4	16	6	21	11
Qualifying Inspector Courses	5	0	0	0	0	0	0	0	4	4	0	1	0
Qualifying ERW Courses	1	0	0	0	0	0	0	0	0	0	0	0	0
<b>All Qualifying Applications</b>	<b>29</b>	<b>24</b>	<b>19</b>	<b>22</b>	<b>28</b>	<b>10</b>	<b>7</b>	<b>15</b>	<b>11</b>	<b>28</b>	<b>11</b>	<b>29</b>	<b>15</b>

Continuing Education Provider	22	30	23	42	36	28	26	12	40	40	19	33	41
Continuing Real Estate Courses	189	491	240	320	191	202	211	155	143	157	364	262	427
Continuing Education Inspector Courses	22	37	10	8	23	14	13	55	17	1	15	14	18
Continuing Education ERW Courses	3	1	0	0	1	0	2	0	0	0	0	14	17
<b>All Continuing Education Applications</b>	<b>236</b>	<b>559</b>	<b>273</b>	<b>370</b>	<b>251</b>	<b>244</b>	<b>252</b>	<b>222</b>	<b>200</b>	<b>198</b>	<b>398</b>	<b>323</b>	<b>503</b>

<b>All Applications Approved</b>	<b>265</b>	<b>583</b>	<b>292</b>	<b>392</b>	<b>279</b>	<b>254</b>	<b>259</b>	<b>237</b>	<b>211</b>	<b>226</b>	<b>409</b>	<b>352</b>	<b>518</b>
----------------------------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	------------	------------

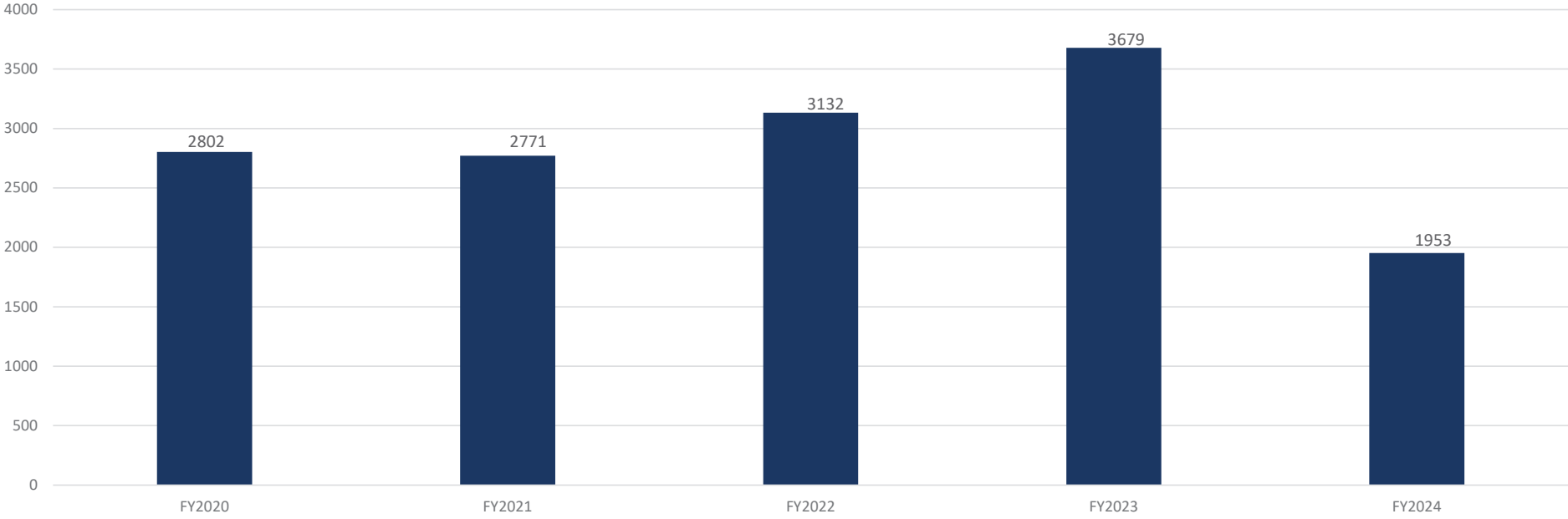


## Education & Examinations Division TREC Total Applications Approved - Fiscal Year



# Education & Examinations Division

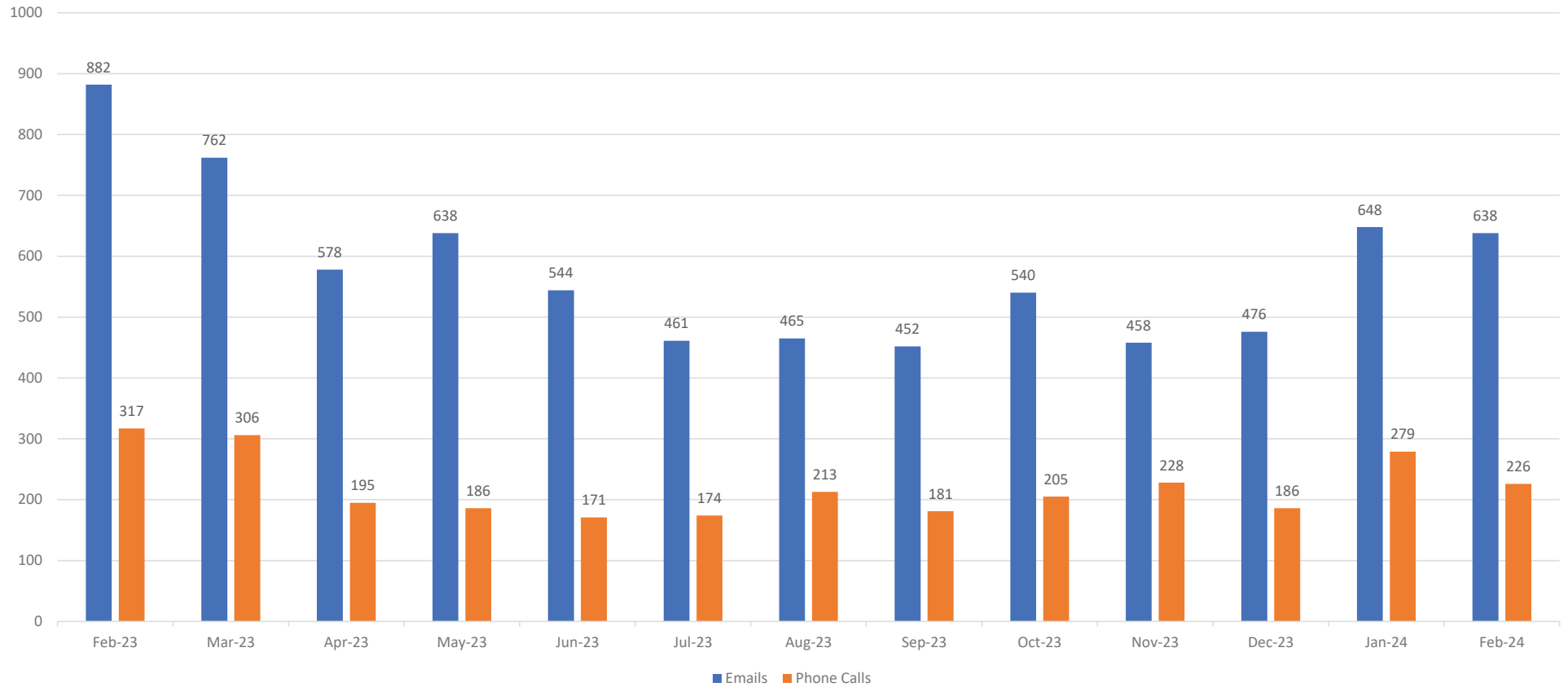
## All TREC Applications Approved Year-Over-Year Comparison



## Education & Examinations Division

### Email and Phone Call Volume 13-Month Comparison

February 2024

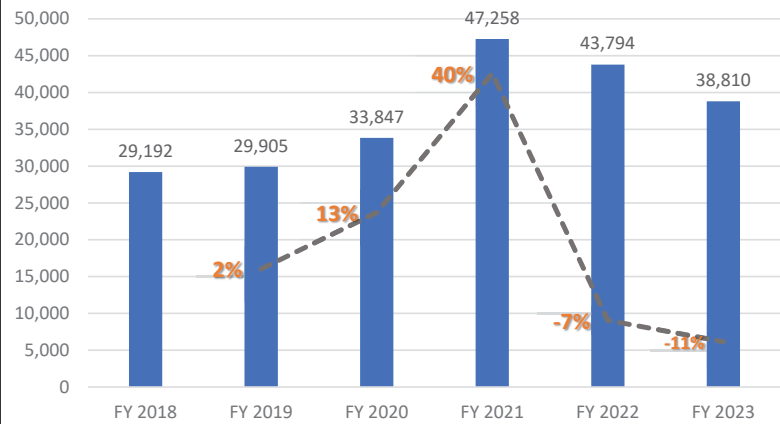


# TREC Licensing Report

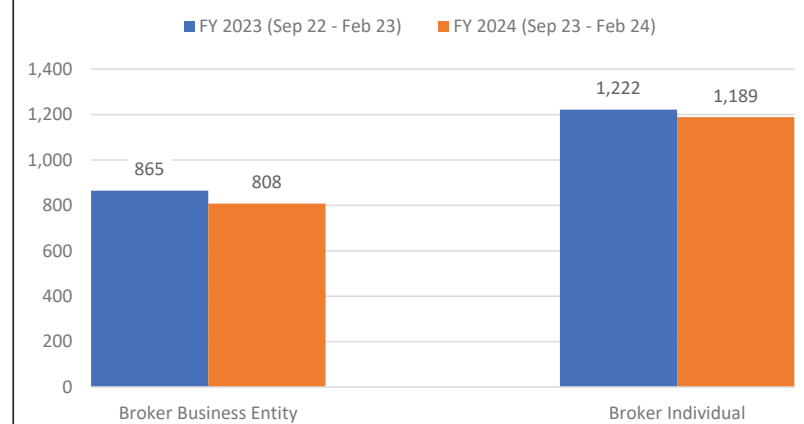
February 29, 2024

# Initial Applications Received

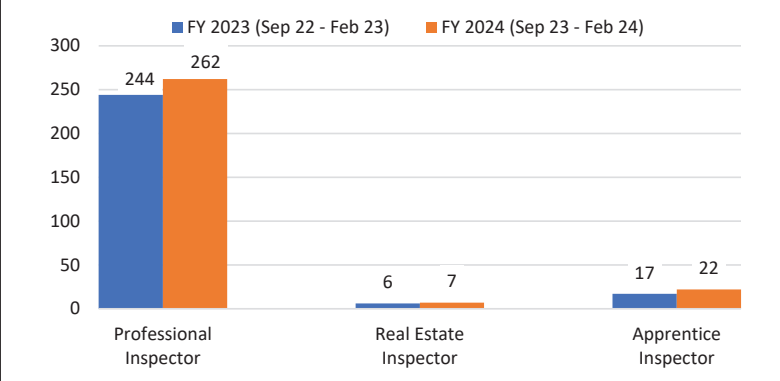
### Year-Over-Year Comparison – All License Types



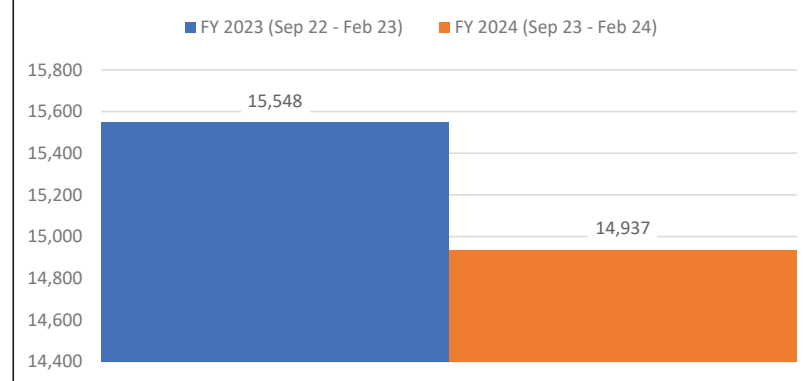
### Year-to-Date Comparison – Broker



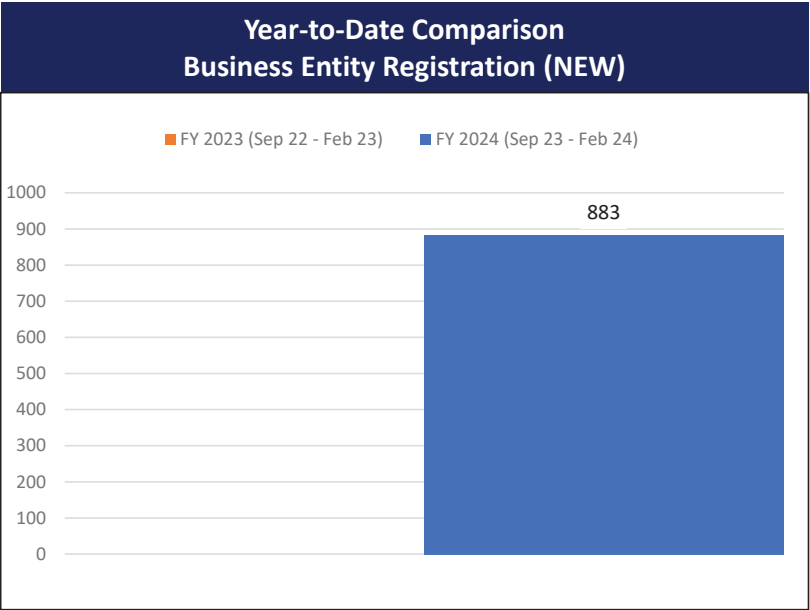
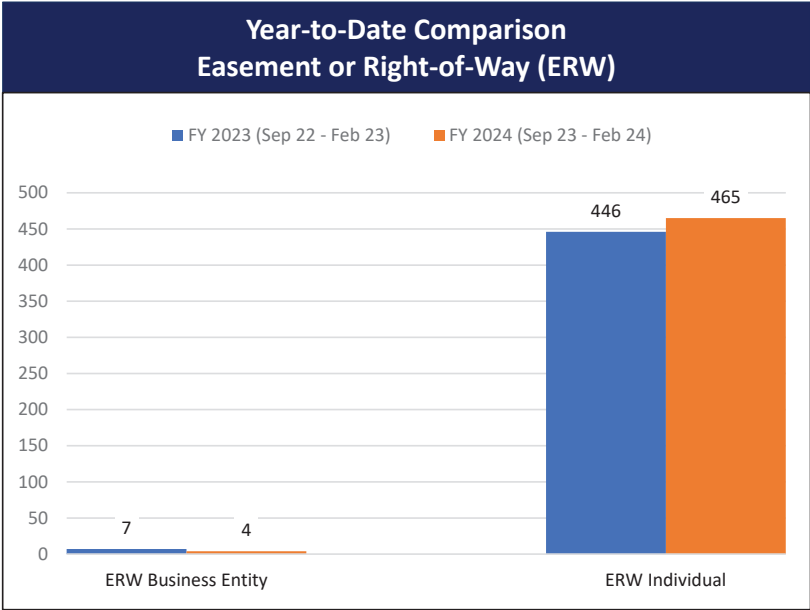
### Year-to-Date Comparison – Inspector



### Year-to-Date Comparison – Sales Agent



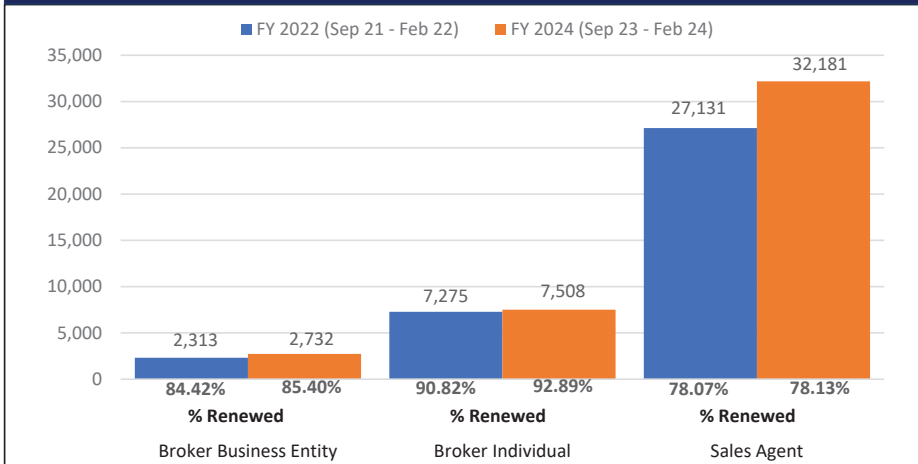
# Initial Applications Received



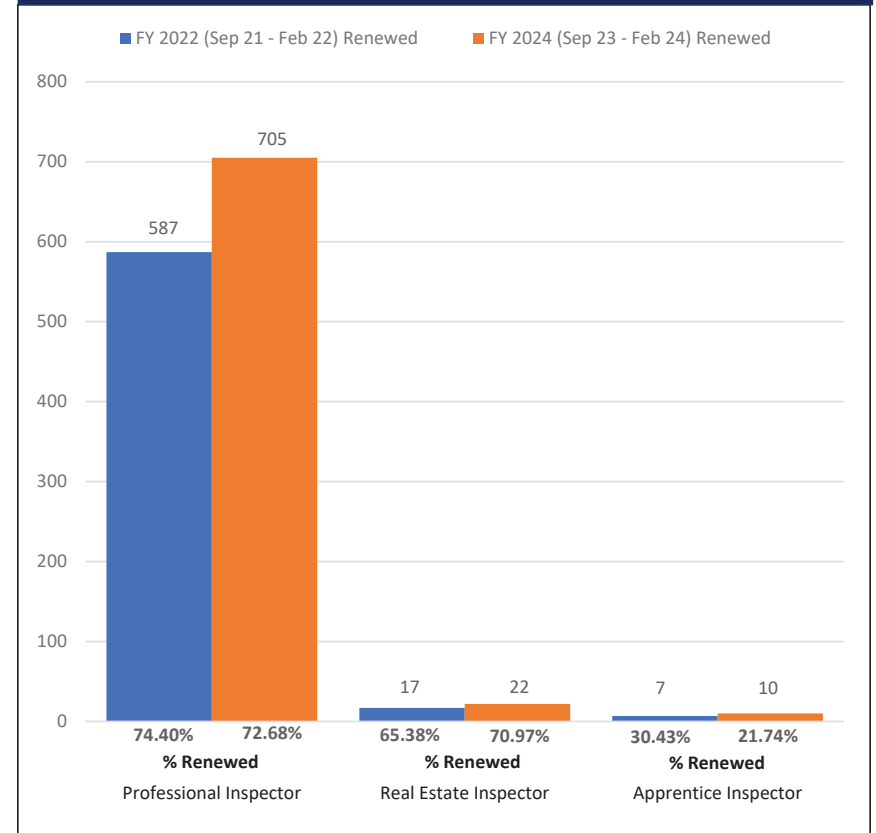


# Renewal Activity

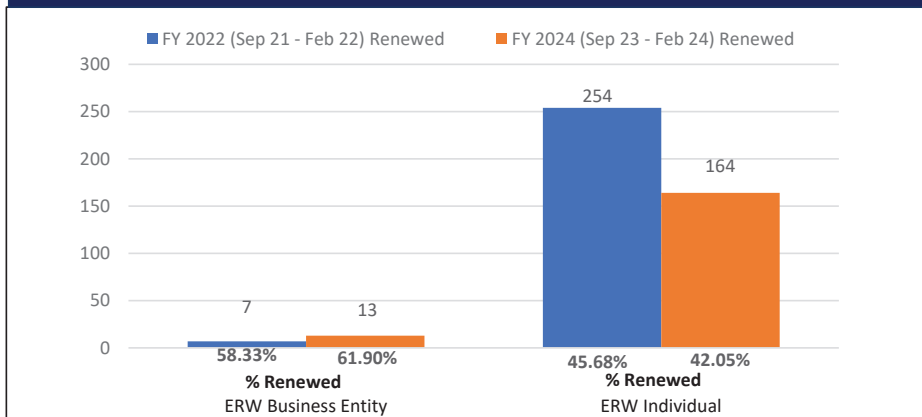
## Year-to-Date Comparison – Broker & Sales Agent



## Year-to-Date Comparison – Inspector



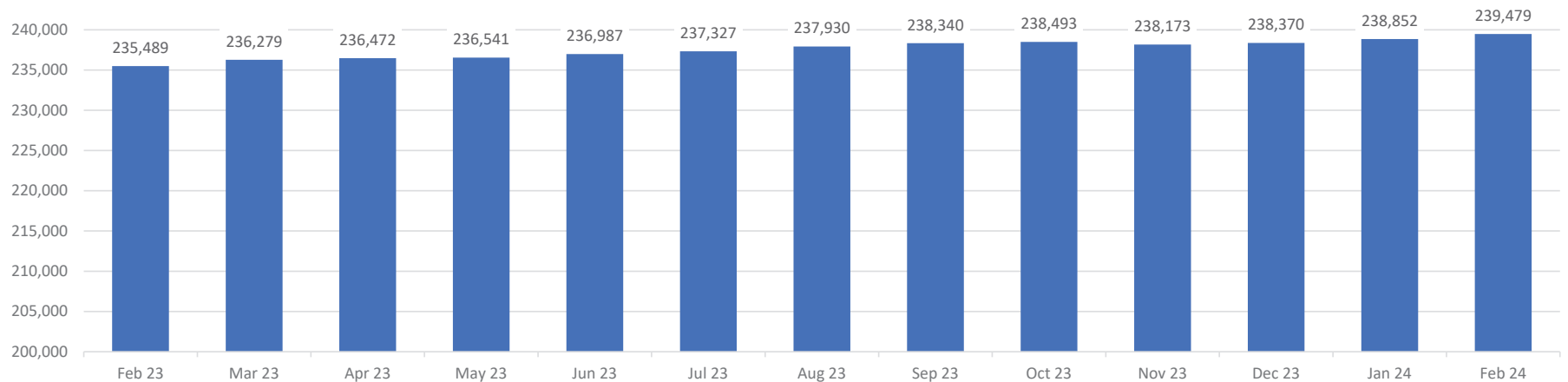
## Year-to-Date Comparison – Easement or Right-of-Way Registrant



# License and Registration Counts

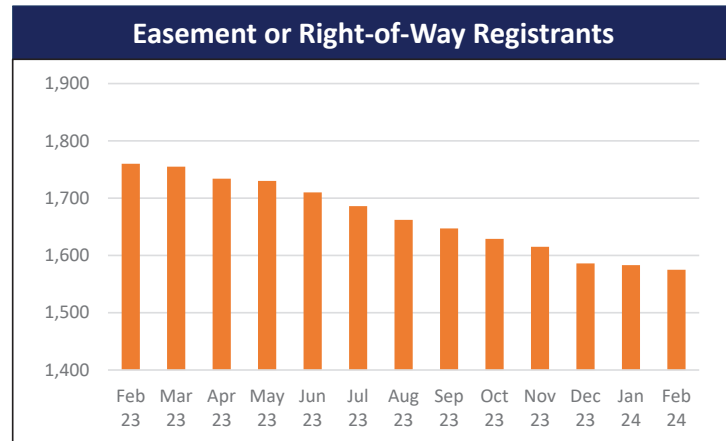
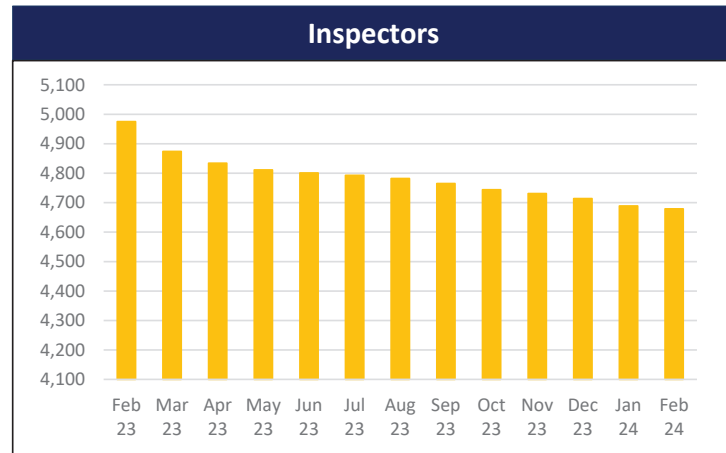
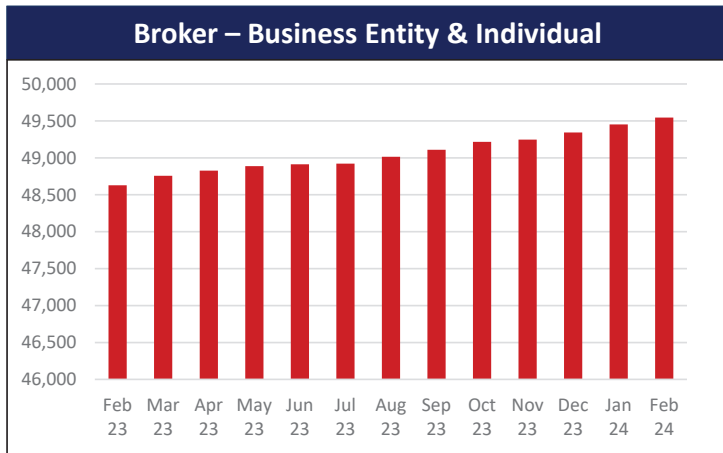
## Total License Holders and Registrants 13-Month Comparison

	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24
<b>Brokers</b>	48,628	48,758	48,826	48,888	48,913	48,922	49,014	49,110	49,217	49,246	49,343	49,452	49,545
<i>Active Business Entity Brokers</i>	13,930	14,005	14,072	14,154	14,192	14,214	14,265	14,313	14,357	14,360	14,385	14,430	14,456
<i>Active Individual Brokers</i>	32,857	32,905	32,930	32,919	32,935	32,921	32,963	33,010	33,041	33,029	33,032	33,067	33,107
<b>Sales Agents</b>	180,126	180,892	181,078	181,112	181,563	181,926	182,472	182,818	182,903	182,581	182,727	182,883	183,172
<i>Active Sales Agents</i>	143,501	144,369	144,756	144,948	144,065	144,680	145,590	146,145	145,924	145,672	144,537	143,722	144,412
<b>Brokers &amp; Sales Agents</b>	<b>228,754</b>	<b>229,650</b>	<b>229,904</b>	<b>230,000</b>	<b>230,476</b>	<b>230,848</b>	<b>231,486</b>	<b>231,928</b>	<b>232,120</b>	<b>231,827</b>	<b>232,070</b>	<b>232,335</b>	<b>232,717</b>
Business Entity Registrations (NEW)	0	0	0	0	0	0	0	0	0	0	0	245	508
<b>Inspectors</b>	4,975	4,874	4,834	4,811	4,801	4,793	4,782	4,765	4,744	4,731	4,714	4,689	4,679
<i>Active Inspectors</i>	4,287	4,192	4,149	4,124	4,108	4,093	4,070	4,044	4,021	4,005	3,985	3,954	3,929
Easement or Right-of-Way Registrants	1,760	1,755	1,734	1,730	1,710	1,686	1,662	1,647	1,629	1,615	1,586	1,583	1,575
<b>All License Holders</b>	<b>235,489</b>	<b>236,279</b>	<b>236,472</b>	<b>236,541</b>	<b>236,987</b>	<b>237,327</b>	<b>237,930</b>	<b>238,340</b>	<b>238,493</b>	<b>238,173</b>	<b>238,370</b>	<b>238,852</b>	<b>239,479</b>
<i>% Change</i>		0.34%	0.08%	0.03%	0.19%	0.14%	0.25%	0.17%	0.06%	-0.13%	0.08%	0.20%	0.26%



# License and Registration Counts

## 13-Month Comparisons by License Type



# Application Processing Time

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

13-Month Comparison - Goal: 14 days

	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24
Broker Business Entity	11.73	7.06	7.20	6.51	6.22	7.83	7.33	8.28	6.53	7.30	6.81	9.44	9.38
Broker Individual	9.84	7.93	9.96	7.61	9.03	9.60	11.09	11.50	10.35	9.85	12.16	11.08	9.55
Sales Agent	4.09	3.97	4.20	4.21	3.71	4.05	3.53	3.49	3.27	3.45	3.27	3.53	3.59
Professional Inspector	7.09	5.58	5.17	5.83	6.87	6.41	4.32	6.76	6.95	3.10	4.94	6.65	6.72
Real Estate Inspector	7.66	3.55	n/a	n/a	2.39	3.95	4.28	n/a	n/a	n/a	n/a	6.66	1.44
Apprentice Inspector	8.03	2.41	2.89	5.00	5.02	5.54	n/a	n/a	5.37	4.40	4.02	6.62	9.18
Easement or Right-of-Way Business Entity	n/a	n/a	n/a	n/a	7.62	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Easement or Right-of-Way Individual	n/a	2.66	3.66	3.22	3.42	4.37	4.35	3.19	3.16	3.15	3.57	4.49	2.94
Business Entity Registration (NEW)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	6.41	6.19

## Initial Applications Received Month-Over-Month Comparison

	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24
Broker Business Entity	174	160	137	126	130	107	118	131	138	129	134	134	136
Broker Individual	252	215	166	191	178	208	203	195	210	197	183	183	186
Sales Agent	3,016	3,053	2,692	3,329	3,123	3,001	3,270	2,774	2,724	2,346	2,081	2,081	2,687
Professional Inspector	51	44	43	62	36	45	46	40	48	39	35	35	52
Real Estate Inspector	1	1	0	1	3	2	3	0	1	0	0	0	5
Apprentice Inspector	2	9	4	3	4	5	2	4	2	3	4	4	3
Easement or Right-of-Way Business Entity	1	0	1	2	1	3	3	1	2	0	0	0	1
Easement or Right-of-Way Individual	59	65	68	88	86	85	84	102	83	71	65	65	60
Business Entity Registration (NEW)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	556	327

# TREC Enforcement Division: E1 Report

## Case Status

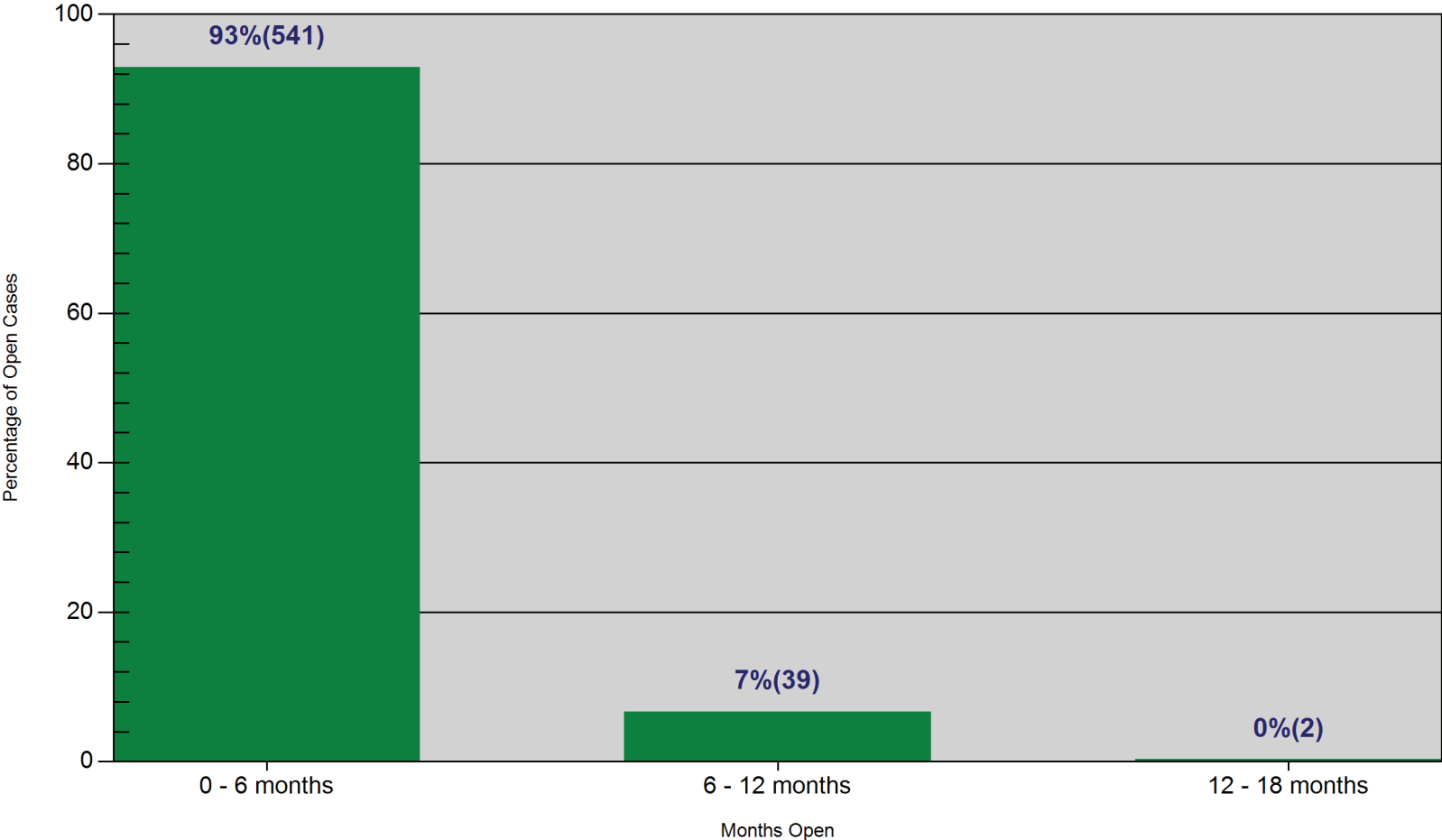
### FY 2024

	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	YTD
<b>Received During Month</b>	<b>510</b>	<b>541</b>	<b>398</b>	<b>386</b>	<b>550</b>	<b>516</b>							<b>2901</b>
Broker/Sales	158	179	141	121	159	142							900
Inspector	8	8	4	5	6	11							42
Timeshare	0	1	0	1	2	1							5
Unlicensed Activity	2	5	3	4	2	3							19
No Jurisdiction	11	10	8	16	15	12							72
Application Investigation	199	219	144	151	201	179							1093
Fitness Inquiry	131	114	96	88	162	166							757
Education Related	1	0	1	0	2	2							6
Easement ROW	0	1	1	0	1	0							3
Other	0	3	0	0	0	0							3
	<b>Sep 23</b>	<b>Oct 23</b>	<b>Nov 23</b>	<b>Dec 23</b>	<b>Jan 24</b>	<b>Feb 24</b>	<b>Mar 24</b>	<b>Apr 24</b>	<b>May 24</b>	<b>Jun 24</b>	<b>Jul 24</b>	<b>Aug 24</b>	<b>YTD</b>
<b>Closed During Month</b>	<b>501</b>	<b>611</b>	<b>443</b>	<b>382</b>	<b>547</b>	<b>579</b>							<b>3063</b>
Complaint Withdrawn	6	11	5	4	4	6							36
Cease & Desist Issued	0	2	1	0	0	0							3
Disciplinary Action	51	66	45	48	54	65							329
Failure to Go Forward	29	24	34	23	30	30							170
Insufficient Evidence	28	66	30	25	41	47							237
Matter Settled	14	29	18	12	18	18							109
No Jurisdiction	57	61	36	49	47	67							317
No Violation	2	4	1	3	4	7							21
Application Investigation	144	199	156	95	196	160							950
Fitness Inquiries	117	107	68	84	110	131							617
Other	16	8	9	10	11	23							77
Open at Beginning of Month						645							
Received During Month						516							
Closed During Month						579							
<b>Open at End of Month</b>						<b>582</b>							
<b>Received During Fiscal Year</b>						<b>2901</b>							
<b>Closed During Fiscal Year</b>						<b>3063</b>							

# TREC Enforcement Division: E2 Report

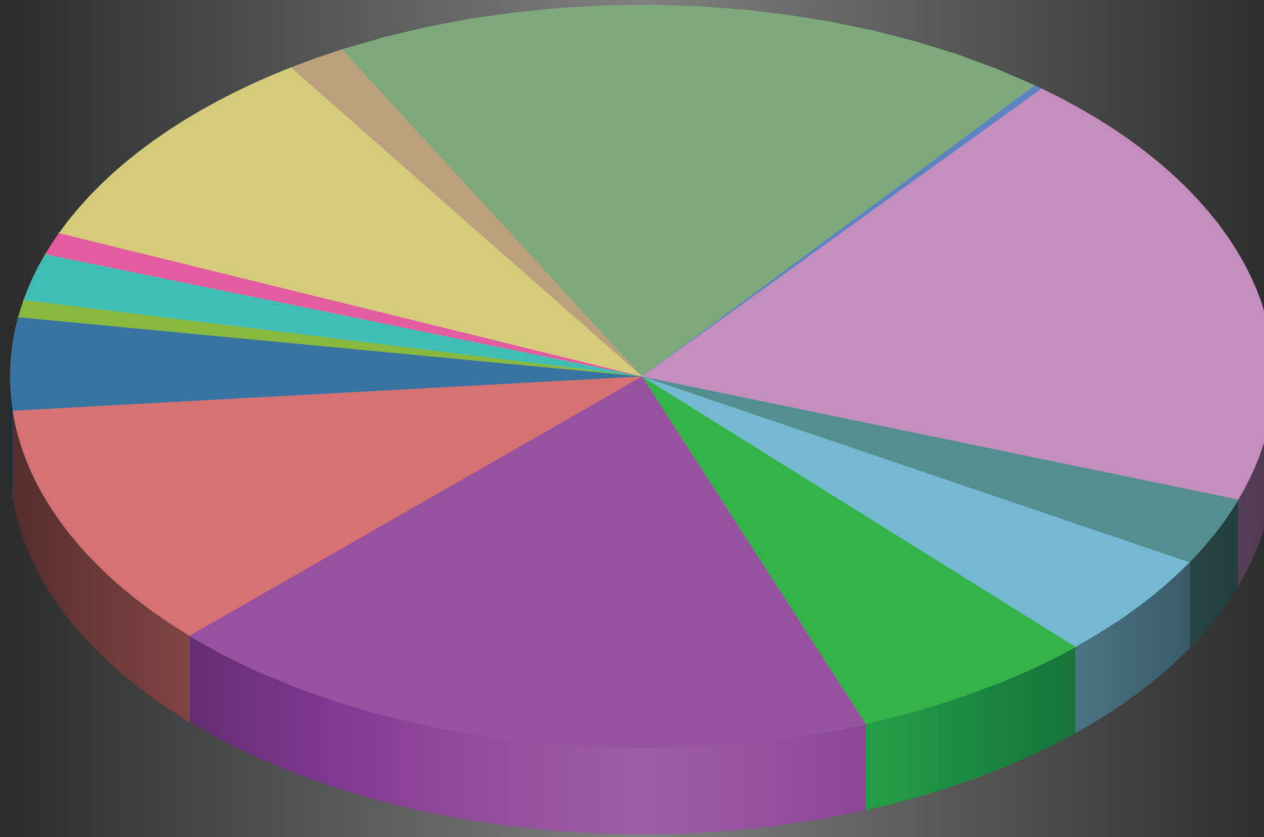
## Open Case Aging Report

as of 2/29/2024



# Complaint Subject Categories for February 2023 through February 2024

2264 Total Allegations



Administrative 4.64 % (105)	Leasing/Property Management - Misappropriation 0.97 % (22)
Advertising 6.27 % (142)	Leasing/Property Management - Other 9.32 % (211)
Breach of Fiduciary Duties 18.46 % (418)	License Holder Acting as Principal 1.50 % (34)
Broker Supervision 10.82 % (245)	Licensure Issues 18.55 % (420)
Failure to Disclose 4.02 % (91)	Sales Misappropriation 0.22 % (5)
Improper Contract/Seller Disclosure form usage 0.75 % (17)	Sales Other 19.48 % (441)
Intermediary/IABS 2.03 % (46)	Unlicensed Activity 2.96 % (67)

### Complaint Subject Categories by Month

Subject Matter Categories	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Total	YTD
<b>Administrative</b> <i>Bad check, contact information, uncooperative, etc.</i>	9	7	4	10	7	5	15	6	11	6	8	10	7	105	<b>4.64%</b>
<b>Advertising</b> <i>Includes misleading &amp; dba</i>	14	17	7	14	9	13	13	10	14	11	8	8	4	142	<b>6.27%</b>
<b>Breach of Fiduciary Duty</b> <i>Including false promise</i>	29	44	42	34	32	35	29	31	36	26	27	26	27	418	<b>18.46%</b>
<b>Broker Supervision</b>	21	28	16	13	18	13	15	14	25	18	21	28	15	245	<b>10.82%</b>
<b>Failure to Disclose</b>	11	10	8	8	4	11	5	5	4	7	8	7	3	91	<b>4.02%</b>
<b>Improper contract/Seller Disclosure form usage</b> <i>Including false promise</i>	0	1	0	1	1	2	3	1	3	2	0	1	2	17	<b>0.75%</b>
<b>Intermediary/IABS</b>	8	5	3	8	3	4	3	2	2	1	3	3	1	46	<b>2.03%</b>
<b>Leasing/Property Management - Misappropriation</b>	2	5	2	1	1	1	0	1	3	3	1	2	0	22	<b>0.97%</b>
<b>Leasing/Property Management - Other</b> <i>Includes negligence, referral, etc.</i>	20	14	28	17	9	14	23	10	25	11	5	12	23	211	<b>9.32%</b>
<b>License Holder Acting as Principal</b>	1	3	3	3	5	2	5	1	6	1	1	0	3	34	<b>1.50%</b>
<b>Licensure Issues</b> <i>Criminal background check, denials, probationary license, etc.</i>	41	37	31	33	30	23	44	26	40	24	22	32	37	420	<b>18.55%</b>
<b>Sales Misappropriation</b> <i>Other than Leasing/Property Management - Misappropriation</i>	0	0	1	0	0	0	0	0	2	1	0	1	0	5	<b>0.22%</b>
<b>Sales Other</b> <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	54	40	32	33	31	30	47	19	40	24	23	24	44	441	<b>19.48%</b>
<b>Unlicensed Activity</b>	5	9	9	7	6	6	5	4	8	2	1	1	4	67	<b>2.96%</b>
<b>Total</b>	<b>215</b>	<b>220</b>	<b>186</b>	<b>182</b>	<b>156</b>	<b>159</b>	<b>207</b>	<b>130</b>	<b>219</b>	<b>137</b>	<b>128</b>	<b>155</b>	<b>170</b>	<b>2264</b>	



**Information & Technology Division**  
**Electronic Information Outlet Statistics**

**February 2024**

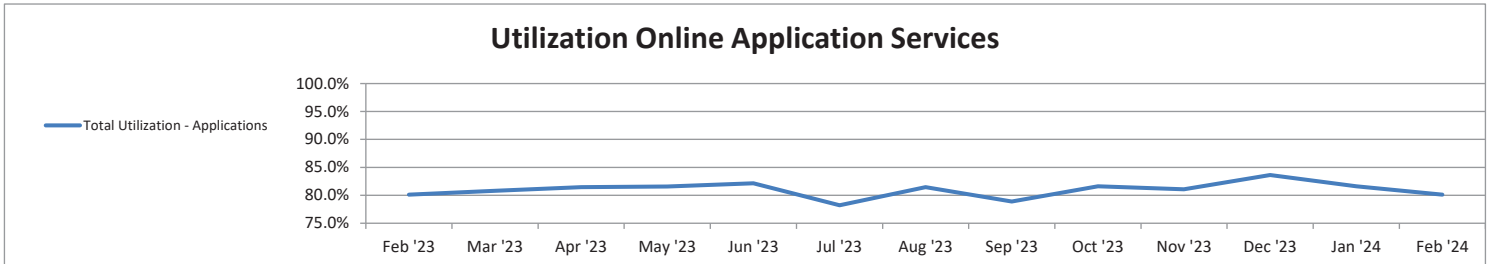
<b>Website</b>	<b>Current Month</b>	<b>FYTD Total</b>	<b>Prior FYTD Total</b>
Total Pages Viewed	2,311,356	10,095,907	10,740,470
Total Monthly Sessions	1,055,313	3,515,471	3,020,632

<b>Online Transactions</b>	<b>Total</b>	<b>Online</b>	<b>Online Percent</b>	<b>FYTD Online Percent</b>	<b>Prior FYTD Percent</b>
<b>Applications</b>	<b>1906</b>	<b>1527</b>	<b>86.5%</b>	<b>81.1%</b>	<b>82.5%</b>
Broker Application	141	110	78.0%	79.7%	79.4%
Sales Agent Application	1662	1326	79.8%	80.7%	82.6%
REO Application(partnership,LLC,CORP)	103	91	88.3%	88.7%	85.8%
Business Entity	262	262	100.0%	100.0%	0.0%
<b>Renewals</b>	<b>7736</b>	<b>7629</b>	<b>98.6%</b>	<b>98.4%</b>	<b>98.2%</b>
Broker Renewals	1337	1311	98.1%	97.6%	97.9%
Sales Agent Renewal	5688	5620	98.8%	98.6%	98.4%
Organization Broker Renewals	520	508	97.7%	97.9%	96.2%
Professional Inspector Renewals	140	140	100.0%	98.1%	96.1%
Real Estate Inspector Renewals	3	3	100.0%	100.0%	93.1%
Apprentice Inspector Renewals	2	2	100.0%	100.0%	100.0%
Easement ROW Business Renewals	3	3	100.0%	100.0%	90.0%
Easement ROW Individual Renewals	43	42	97.7%	98.8%	95.0%

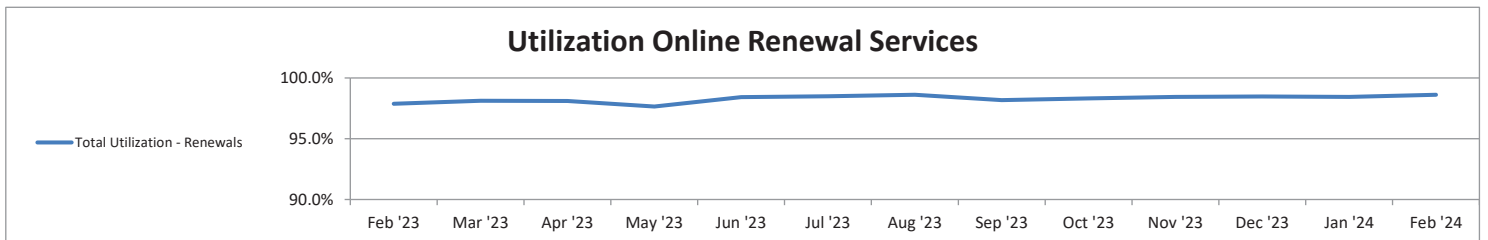
**Information & Technology Division**  
**Electronic Information Outlet Statistics**

**February 2024**

Applications	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Oct '23	Nov '23	Dec '23	Jan '24	Feb '24
Broker Application	67.4%	74.8%	73.6%	72.2%	72.1%	76.1%	87.2%	82.8%	73.3%	80.5%	85.2%	78.8%	78.0%
Sales Agent Application	81.6%	81.9%	82.7%	82.0%	83.9%	78.3%	81.8%	78.0%	81.9%	80.9%	82.8%	81.3%	79.8%
Broker Organization Applications	70.6%	66.7%	61.4%	86.7%	65.9%	79.2%	60.0%	89.6%	88.0%	84.9%	93.3%	87.5%	88.3%
Bent-Business entity	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	100%
<b>Total Utilization - Applications</b>	<b>80.1%</b>	<b>80.8%</b>	<b>81.5%</b>	<b>81.6%</b>	<b>82.2%</b>	<b>78.2%</b>	<b>81.5%</b>	<b>78.9%</b>	<b>81.6%</b>	<b>81.1%</b>	<b>83.6%</b>	<b>81.6%</b>	<b>80.1%</b>



Renewals	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Oct '23	Nov '23	Dec '23	Jan '24	Feb '24
Broker Renewals	97.6%	97.7%	97.2%	97.2%	97.6%	97.6%	97.9%	97.1%	97.6%	97.9%	97.8%	97.5%	98.1%
Sales Agent Renewal	98.3%	98.5%	98.9%	99.2%	99.2%	98.9%	99.1%	98.5%	98.5%	98.6%	98.7%	98.7%	98.8%
Broker Organization Renewal	94.9%	95.2%	93.8%	82.5%	95.3%	97.3%	95.6%	97.9%	98.5%	98.2%	97.0%	98.0%	97.7%
Professional Inspector Renewals	98.1%	96.0%	96.6%	96.9%	93.4%	97.9%	93.6%	96.2%	97.1%	99.0%	99.0%	97.7%	100.0%
Real Estate Inspector Renewals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Apprentice Inspector Renewals	100.0%	100.0%	0.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Easement ROW Business Renewals	100.0%	N/A	50.0%	0.0%	N/A	N/A	50.0%	100.0%	100.0%	100.0%	N/A	100.0%	100.0%
Easement ROW Individual Renewals	89.7%	94.1%	94.2%	92.3%	91.1%	93.2%	96.3%	100.0%	100.0%	100.0%	100.0%	96.0%	97.7%
<b>Total Utilization - Renewals</b>	<b>97.9%</b>	<b>98.1%</b>	<b>98.1%</b>	<b>97.6%</b>	<b>98.4%</b>	<b>98.5%</b>	<b>98.6%</b>	<b>98.2%</b>	<b>98.3%</b>	<b>98.4%</b>	<b>98.5%</b>	<b>98.4%</b>	<b>98.6%</b>



Financial Services Division  
TREC Budget Status Report  
February 2024 - Fiscal Year 2024

Expenditure Category	Beginning Balance FY2024	Expenditures	Remaining Balance	Budget % Remaining	6/12 =50.00% Comments
Actual Beginning Balance	21,111,179		21,111,179		Actual Beginning balance includes TTSTC balances as of 8/31/2023
Operating Reserves	(8,955,860)		(8,955,860)		
Contribution to General Revenue	(527,500)		(527,500)	100.0%	Statutory GR Payment Reserves
<b>Available balance within Texas Treasury Safekeeping Trust</b>	<b>11,627,819</b>		<b>12,155,319</b>		excess remaining available TTSTC balance considered to balance FY24 budget
Salaries & Wages	11,004,969	5,342,879	5,662,090	51.5%	
Other Personnel Costs	3,929,984	1,822,871	2,107,113	53.6%	
Professional Fees & Services	1,142,683	427,368	715,315	62.6%	unexpended SOAH \$94K, Unexpended Independent Verification & Validation Consulting Services for Accela project \$72K
Consumables	7,500	3,631	3,869	51.6%	
Utilities	11,674	1,953	9,721	83.3%	items such as Headsets, hotspots not expended as of this date; additional services for document destruction not expended as of this date
Travel	62,500	32,779	29,721	47.6%	
Rent - Building	177,165	174,781	2,384	1.3%	Payment for annual office lease processed in October.
Rent - Machines - Other	53,500	50,016	3,484	6.5%	Lease cost for Canon copiers, Laptops, and AV equipment rental for offsite meeting not expended as of this date
Other Operating Expenses	849,601	285,936	563,665	66.3%	
Capital Expenditures	381,300	191,826	189,474	49.7%	Accela-new applications database system, server room upgrades, installation of mailroom processing equipment, not expended as of report date.
<b>Subtotal -Operations Expenditures</b>	<b>17,620,876</b>	<b>8,334,039</b>	<b>9,286,837</b>	<b>52.7%</b>	
DPS Criminal History Background Checks	30,000	7,470	22,530	75.1%	
Statewide Cost Allocation Plan (SWCAP)	260,844	0	260,844	100.0%	SWCAP Allocation has not been distributed as of report date.
Contribution to General Revenue	527,500	263,750	263,750	50.0%	
<b>Subtotal - Nonoperational Expenditures</b>	<b>818,344</b>	<b>271,220</b>	<b>547,124</b>	<b>66.9%</b>	
<b>Total Expenditures</b>	<b>\$18,439,220</b>	<b>\$8,605,259</b>	<b>\$9,833,961</b>	<b>53.3%</b>	

Revenue	FY2024 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$13,075,723	6,022,423	\$7,053,300	53.9%	
Education Fees	\$507,225	271,725	\$235,500	46.4%	
Examination Fees	\$512,460	218,085	\$294,375	57.4%	
Other Miscellaneous Revenue	\$322,394	77,737	\$244,657	75.9%	YTD interest earned, Public Info fees
<b>Total Revenue</b>	<b>\$14,417,802</b>	<b>\$6,589,970</b>	<b>\$7,827,832</b>	<b>54.3%</b>	
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$7,606,401</b>	<b>(\$2,015,289)</b>	<b>\$10,149,190</b>	<b>133.4%</b>	

## Financial Services Division

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

For the Month of February 2024

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
06/15/2023	6,217,000.00	5,918,577.90	6,107,231.09	21,370.94	6,128,602.03	3,269.87	U.S. T-Notes, .250%	06/15/2024
03/24/2023	3,391,000.00	3,265,173.63	3,371,793.17	13,378.55	3,385,171.72	3,912.69	U.S. T-Notes, .250%	03/15/2024
09/15/2023	1,820,000.00	1,731,346.09	1,769,523.45	3,981.25	1,773,504.70	3,150.00	U.S. T-Notes, .375%	09/15/2024
12/15/2023	4,592,000.00	4,418,544.38	4,444,374.36	3,049.41	4,447,423.77	9,660.77	U.S. T-Notes, 1.00%	12/15/2024
<b>Totals</b>	<b>\$ 16,020,000.00</b>	<b>\$ 15,333,642.00</b>	<b>\$ 15,692,922.07</b>	<b>\$ 41,780.15</b>	<b>\$ 15,734,702.22</b>	<b>\$ 19,993.33</b>		

### Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Cash Available Balance 02/01/2024</b>	\$ 3,104,247.79		<b>3,104,247.79</b>
<b>Current Month Receipts</b>		\$ 1,230,980.32	<b>1,230,980.32</b>
<b>Current Month Disbursements</b>		\$ (1,503,791.51)	<b>(1,503,791.51)</b>
<b>Total Cash</b>			<b>\$ 2,831,436.60</b>
<b>Investment Ending Market Value</b>			<b>15,734,702.22</b>
<b>Total Account Balance</b>			<b>18,566,138.82</b>
<b>Operating Reserves</b>			<b>(8,955,860.00)</b>
<b>Ending Balance Available for Operations 02/29/2024</b>			<b>\$ 9,610,278.82</b>

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

Ranada O. Williams

Ranada Williams, Investment Officer

Melissa Huerta

Melissa Huerta, Alternate Investment Officer

Kemya Dean

Kemya Dean, Alternate Investment Officer

**Financial Services Division**  
**Real Estate Recovery Trust Account No. 3058 Investments**  
**Current Securities**  
**For the Month of February 2024**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
03/24/2023	465,000.00	447,745.72	462,366.21	1,834.57	464,200.78	536.54	U.S. T-Notes, .250	03/15/2024
06/15/2023	1,037,000.00	1,141,820.63	1,018,690.47	3,564.69	1,022,255.16	545.42	U.S. T-Notes, .250	06/15/2024
09/15/2023	1,373,000.00	1,306,119.88	1,334,920.71	3,003.44	1,337,924.15	2,376.35	U.S. T-Notes, .375	09/15/2024
12/15/2023	519,000.00	499,375.31	502,314.96	344.65	502,659.61	1,091.89	U.S. T-Notes .100	12/15/2024
<b>Totals</b>	<b>\$ 3,394,000.00</b>	<b>\$ 3,395,061.54</b>	<b>\$ 3,318,292.35</b>	<b>\$ 8,747.35</b>	<b>\$ 3,327,039.70</b>	<b>\$ 4,550.20</b>		

	Beginning Balance	Monthly Activity Current Month	Cumulative Totals
<b>Beginning Cash Balance 01/01/2024:</b>	527,347.60		<b>527,347.60</b>
<b>Receipts:</b>			
Licenseses' Remittances to Recovery Fund		\$ 28,389.03	
Interest Realized		2,338.30	
Repayments to Recovery Fund (Principal and Interest)		40,280.20	
Administrative Penalties		7,737.48	
Investments Matured		0.00	
Prior Month Correction		0.00	
Return to Trust		0.00	
<b>Total Received</b>	<b>\$</b>	<b>\$ 78,745.01</b>	<b>\$ 78,745.01</b>
<b>Disbursements:</b>			
Investments Purchased		\$ 0.00	
Accrued Interest Purchased		0.00	
Disbursement to Treasury (GR)		0.00	
Payments from Recovery Fund		39,061.60	
Administrative Costs		168.75	
<b>Total Disbursed</b>	<b>\$</b>	<b>\$ 39,230.35</b>	<b>(39,230.35)</b>
<b>Ending Cash Balance</b>			<b>566,862.26</b>
<b>Investment Ending Market Value</b>			<b>3,327,039.70</b>
<b>Total Account Balance</b>			<b>3,893,901.96</b>
Reserved for Potential Payments Within 90 Days			<b>(253,952.00)</b>
<b>Ending Account Balance 01/31/2024</b>			<b>\$ 3,639,949.96</b>

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

*Ranada O. Williams*  
Ranada Williams, Investment Officer

*Melissa Huerta*  
Melissa Huerta, Alternate Investment Officer

*Kemya Dean*  
Kemya Dean, Alternate Investment Officer

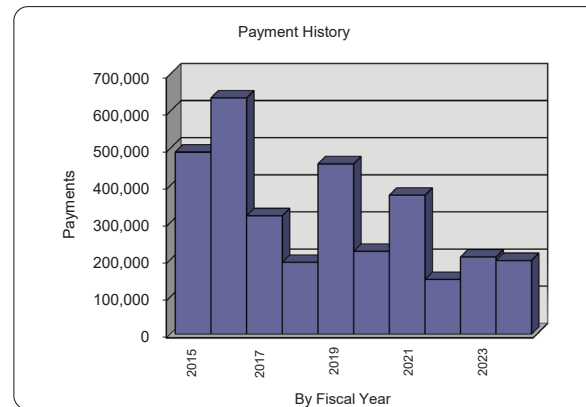
Texas Occ Code, Sec 1101.603(e): On a determination by the commission at any time that the balance in the trust account is less than \$1 million, each license holder at the next license renewal must pay, in addition to the renewal fee, a fee that is equal to the lesser of \$10 or a pro rata share of the amount necessary to obtain a balance in the trust account of \$1.7 million.

**Financial Services Division**  
**Real Estate Recovery Trust Account No. 3058 Investments**  
**Payments and Repayments**  
**For the Month of February 2024**

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2024-To-Date	Number of Claims FY 2024
February 2022	0.00	0.00	3,900.00	96.47	0.00	
March 2022	0.00	102.14	2,400.00	87.90	0.00	
April 2022	0.00	0.00	13,327.14	97.23	0.00	
May 2022	25,363.12	0.00	30,250.74	95.06	0.00	
June 2022	0.00	1,360.00	14,150.00	99.03	0.00	
July 2022	15,000.00	1,360.00	23,500.00	97.18	0.00	
August 2022	0.00	0.00	25,667.64	101.08	0.00	
September 2022	0.00	0.00	0.00	102.57	0.00	
October 2022	0.00	750.00	0.00	100.40	0.00	
November 2022	0.00	53,514.04	13,850.00	0.00	0.00	
December 2022	0.00	0.00	27,250.00	0.00	0.00	
January 2023	50,000.00	0.00	0.00	0.00	0.00	
February 2023	91,449.26	1,546.18	16,000.00	423.41	0.00	
March 2023	21,323.58	0.00	9,093.55	98.29	0.00	
April 2023	0.00	21,400.70	15,593.55	93.87	0.00	
May 2023	0.00	0.00	33,155.00	89.38	0.00	
June 2023	0.00	4,605.00	12,700.00	94.16	0.00	
July 2023	42,901.97	2,625.89	14,755.00	89.62	0.00	
August 2023	0.00	2,774.48	31,200.18	90.12	0.00	
September 2023	124,292.55	345.42	0.00	90.60	124,292.55	1
October 2023	0.00	2,065.62	31,929.80	87.80	0.00	
November 2023	35,294.06	2,000.00	42,580.00	90.38	35,294.06	1
December 2023	0.00	0.20	14,700.00	89.99	0.00	
January 2024	0.00	442.04	21,536.80	92.80	0.00	
February 2024	39,061.60	40,280.20	7,737.48	168.75	39,061.60	1
<b>Total</b>	<b>444,686.14</b>	<b>135,171.91</b>	<b>405,276.88</b>	<b>2,476.09</b>	<b>198,648.21</b>	<b>3</b>

**Potential Payments\*  
Next 3 Months 253,952.00**

Fiscal Year	Payment History	
	# of Payments	Total Payments
thru 2014	725	13,936,578.70
2015	15	490,540.91
2016	20	636,691.80
2017	14	319,142.23
2018	7	193,671.65
2019	22	458,766.76
2020	7	223,285.53
2021	11	374,581.34
2022	5	147,546.65
2023	6	208,016.50
2024	3	198,648.21
<b>Total</b>	<b>835</b>	<b>\$17,187,470.28</b>



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

## Financial Services Division

### Real Estate Inspection Recovery Fund No. 0889 (3059)

For the Month of February 2024

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2023	373,000.00	358,895.94	361,008.63	247.70	361,256.33	784.73	U.S. T-Notes .100%	12/15/2024
<b>Totals</b>	<u>\$ 373,000.00</u>	<u>\$ 358,895.94</u>	<u>\$ 361,008.63</u>	<u>\$ 247.70</u>	<u>\$ 361,256.33</u>	<u>\$ 784.73</u>		

#### Monthly Activity

#### Payment History

	Beginning Balance	Current Month	Cumulative Totals	Fiscal Year	Number of Payments	Total Payments
<b>Beginning Cash Balance 01/01/2024</b>	\$ 86,716.51	\$	\$ 86,716.51			
<b>Receipts:</b>						
Licensees' Remittances to Recovery Fund		\$ 120.00				
Interest Realized (includes accruals)		378.36				
Treasury Note Semi-Annual Interest		0.00				
Repayments		0.00				
Administrative Penalties		2,800.00				
Investments Matured		0.00				
<b>Total Received in Current Month</b>			<b>\$ 3,298.36</b>			
<b>Disbursements:</b>						
Investments Purchased		\$ 0.00				
Payments from Recovery Fund		0.00				
* Cash Transfer Trust to Treasury (GR)		0.00				
Administrative Costs		19.44				
<b>Total Disbursed in Current Month</b>			<b>\$ (19.44)</b>			
<b>Ending Cash Balance</b>			<b>\$ 89,995.43</b>			
<b>Investment Ending Market Value</b>			<b>\$361,256.33</b>			
<b>Total Account Balance</b>			<b>\$451,251.76</b>			
Reserved for Potential Payment within 90 Days			<b>\$0.00</b>			
<b>Ending Account Balance 01/31/2024</b>			<b>\$451,251.76</b>			

1991 - 2011	47	\$ 336,084.95
2012	2	25,000.00
2013	1	12,500.00
2014	0	0.00
2015	0	0.00
2016	1	2,275.23
2017	2	25,000.00
2018	0	0.00
2019	0	0.00
2020	0	0.00
2020	0	0.00
2021	0	0.00
2022	0	0.00
2023	0	0.00
2024	0	0.00
<b>Total</b>	<b>53</b>	<b>\$ 400,860.18</b>

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

*Ranada O. Williams*

Ranada Williams, Investment Officer

*Melissa Huerta*

Melissa Huerta, Alternate Investment Officer

*Kemya Dean*

Kemya Dean, Alternate Investment Officer