



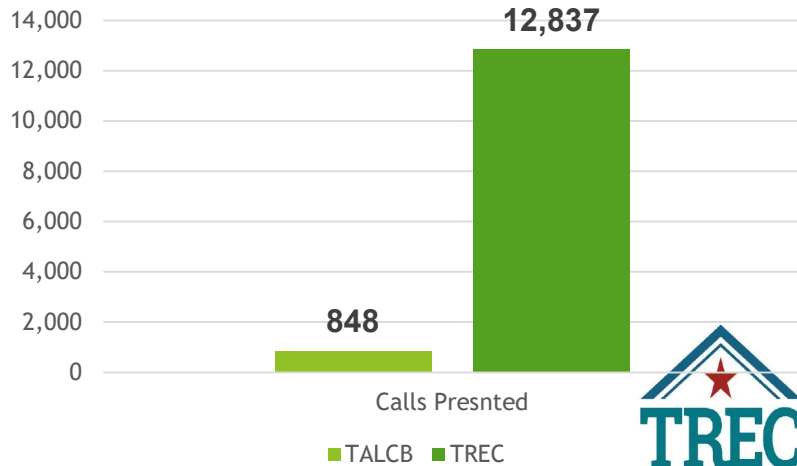
## **September 2024 Staff Reports**

# Customer Relations Division

## September, 2024 Hold Time per Day



### TALCB & TREC

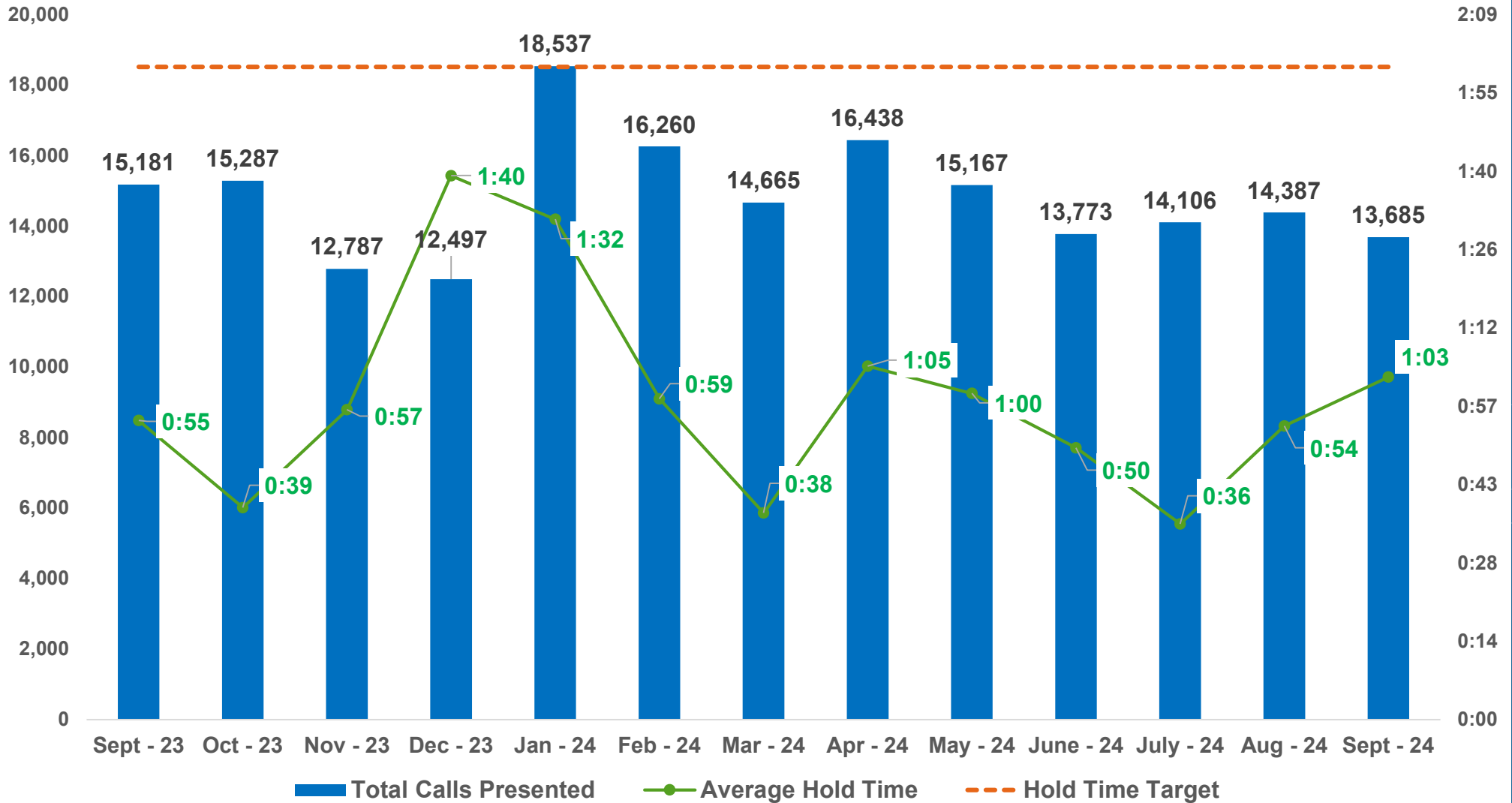


**TALCB – 848 Calls (6.20%) 55 second hold time**  
**TREC – 12,837 Calls (93.80%) 1 minute 3 second hold time**



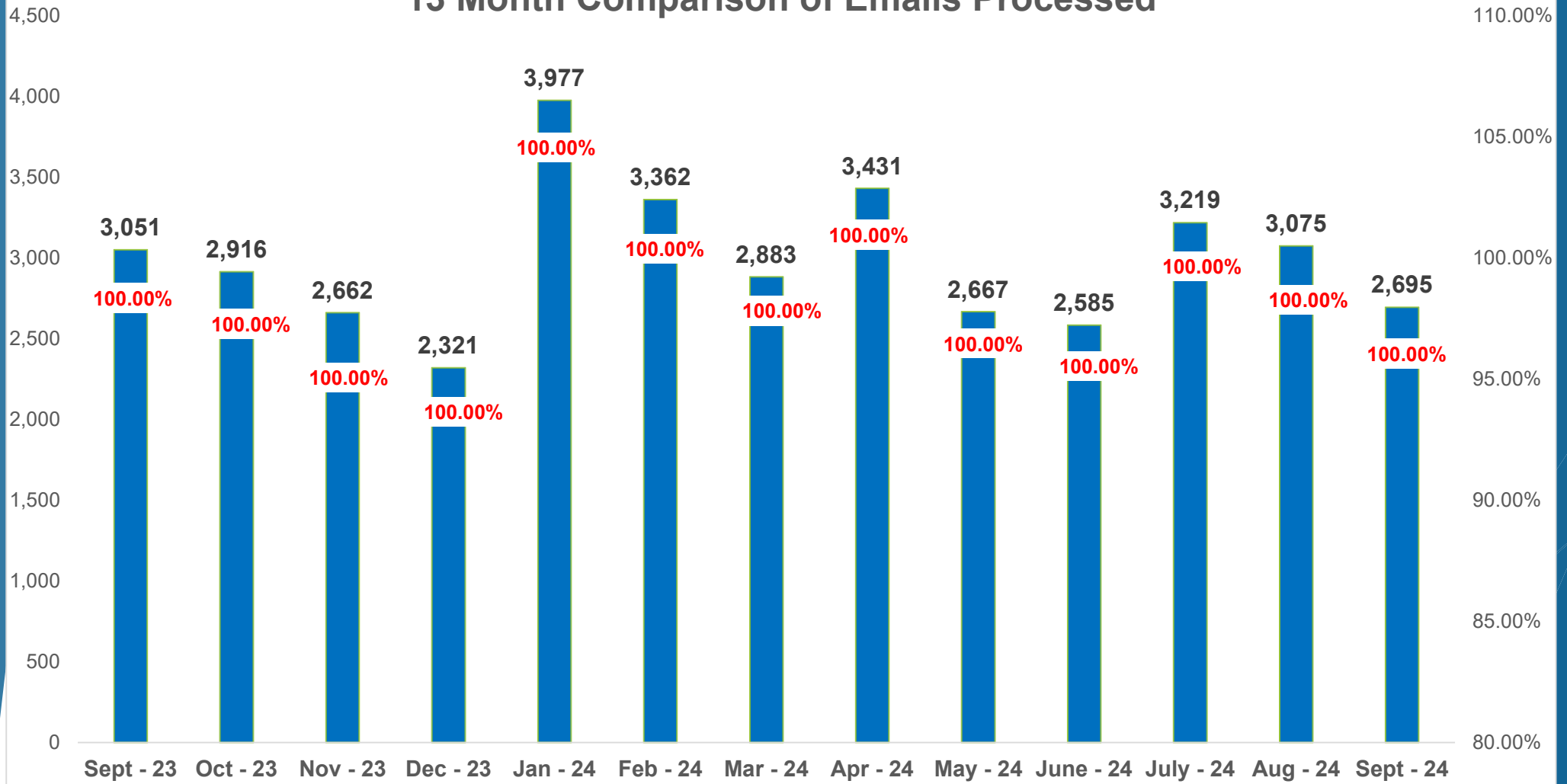
# Customer Relations Division

## 13 Month Comparison of Calls Presented vs. Hold Time



# Customer Relations Division

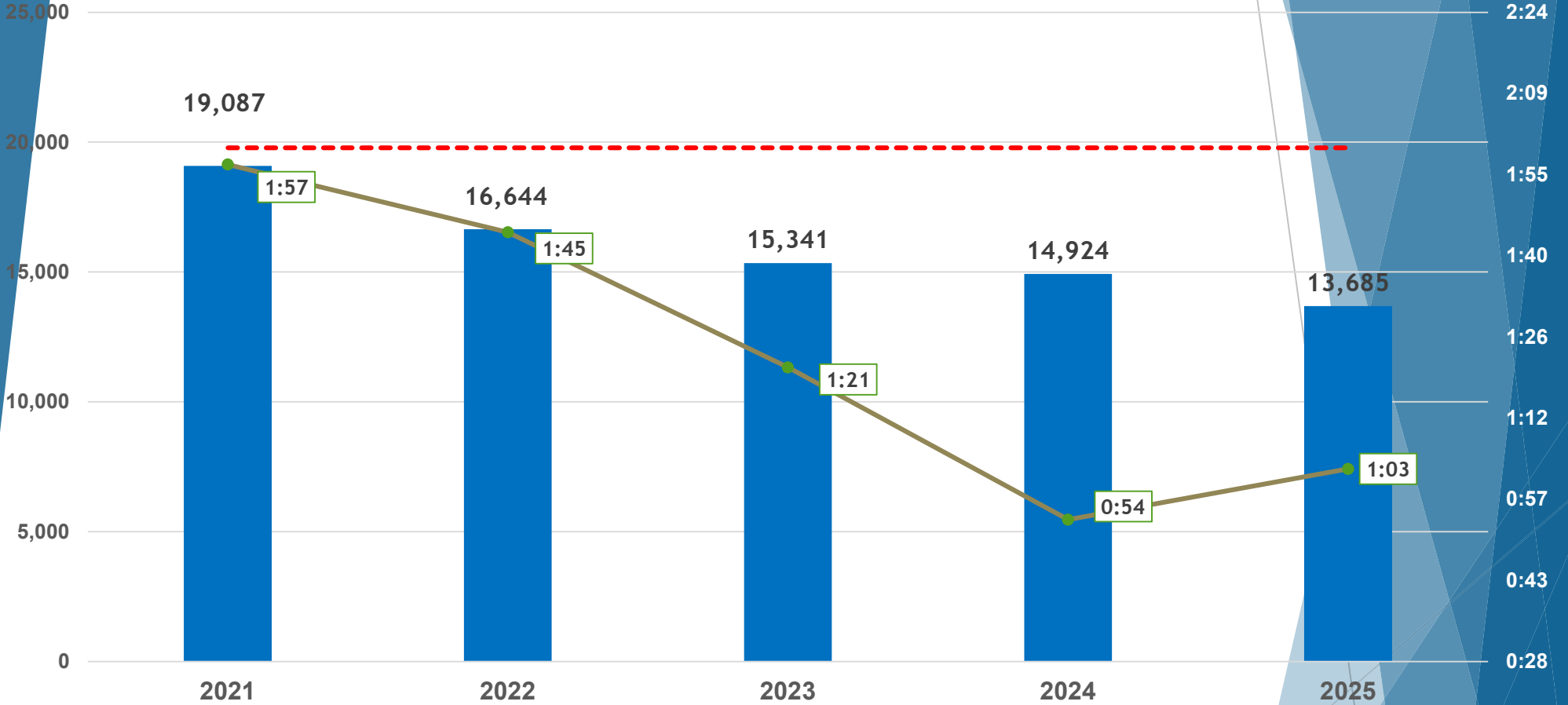
## 13 Month Comparison of Emails Processed



# Customer Relations Division

## Fiscal Year Comparison

### Ave. Calls Presented/Month vs. Ave. Hold Time/Month



■ Ave Calls Presented/Month    
 ● Ave. Hold Time/Month    
 - - - Hold Time Goal







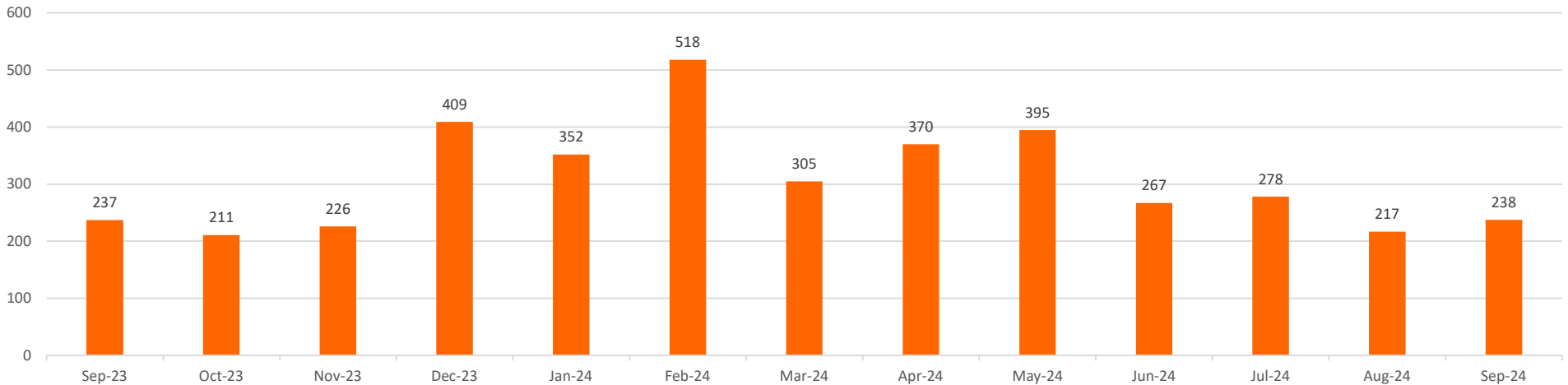
## Education & Examinations Division

### TREC Applications Approved 13-Month Comparison

	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Qualifying Provider	4	3	8	5	7	4	4	0	9	5	4	1	9
Qualifying Real Estate Courses	11	4	16	6	21	11	20	4	21	12	18	5	17
Qualifying Inspector Courses	0	4	4	0	1	0	0	0	1	2	2	0	0
Qualifying ERW Courses	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>All Qualifying Applications</b>	<b>15</b>	<b>11</b>	<b>28</b>	<b>11</b>	<b>29</b>	<b>15</b>	<b>24</b>	<b>4</b>	<b>31</b>	<b>19</b>	<b>24</b>	<b>6</b>	<b>26</b>

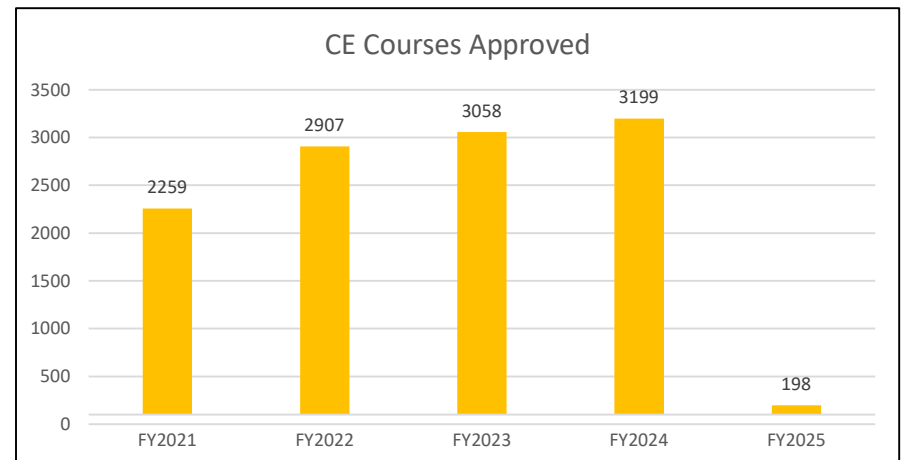
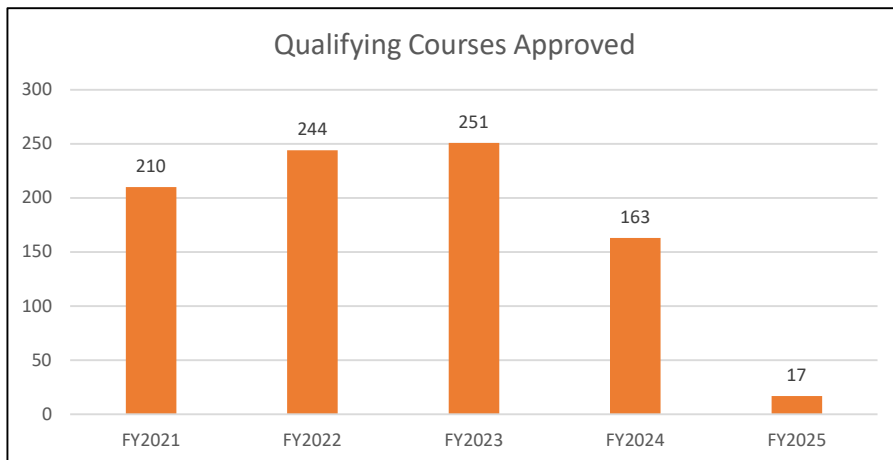
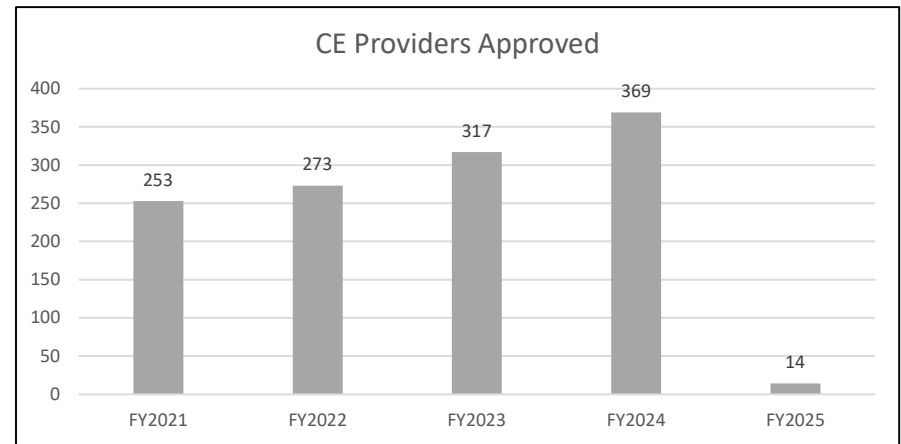
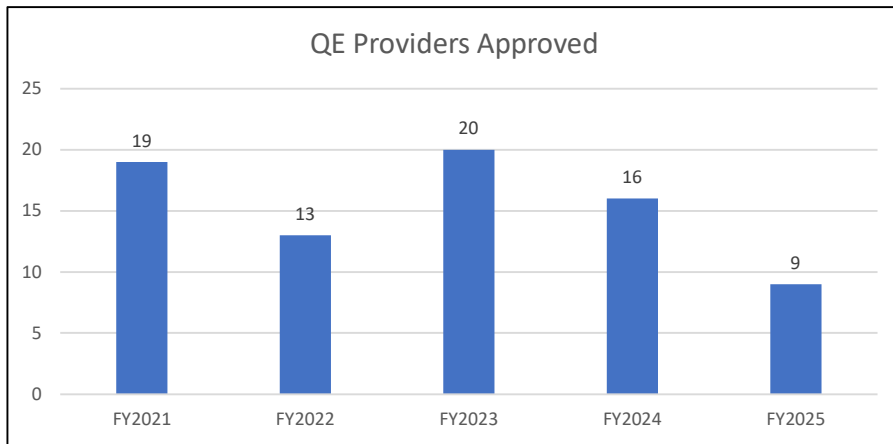
Continuing Education Provider	12	40	40	19	33	41	35	41	27	24	31	26	14
Continuing Real Estate Courses	155	143	157	364	262	427	207	298	300	210	206	180	190
Continuing Education Inspector Courses	55	17	1	15	14	18	38	25	37	14	13	5	8
Continuing Education ERW Courses	0	0	0	0	14	17	1	2	0	0	4	0	0
<b>All Continuing Education Applications</b>	<b>222</b>	<b>200</b>	<b>198</b>	<b>398</b>	<b>323</b>	<b>503</b>	<b>281</b>	<b>366</b>	<b>364</b>	<b>248</b>	<b>254</b>	<b>211</b>	<b>212</b>

<b>All Applications Approved</b>	<b>237</b>	<b>211</b>	<b>226</b>	<b>409</b>	<b>352</b>	<b>518</b>	<b>305</b>	<b>370</b>	<b>395</b>	<b>267</b>	<b>278</b>	<b>217</b>	<b>238</b>
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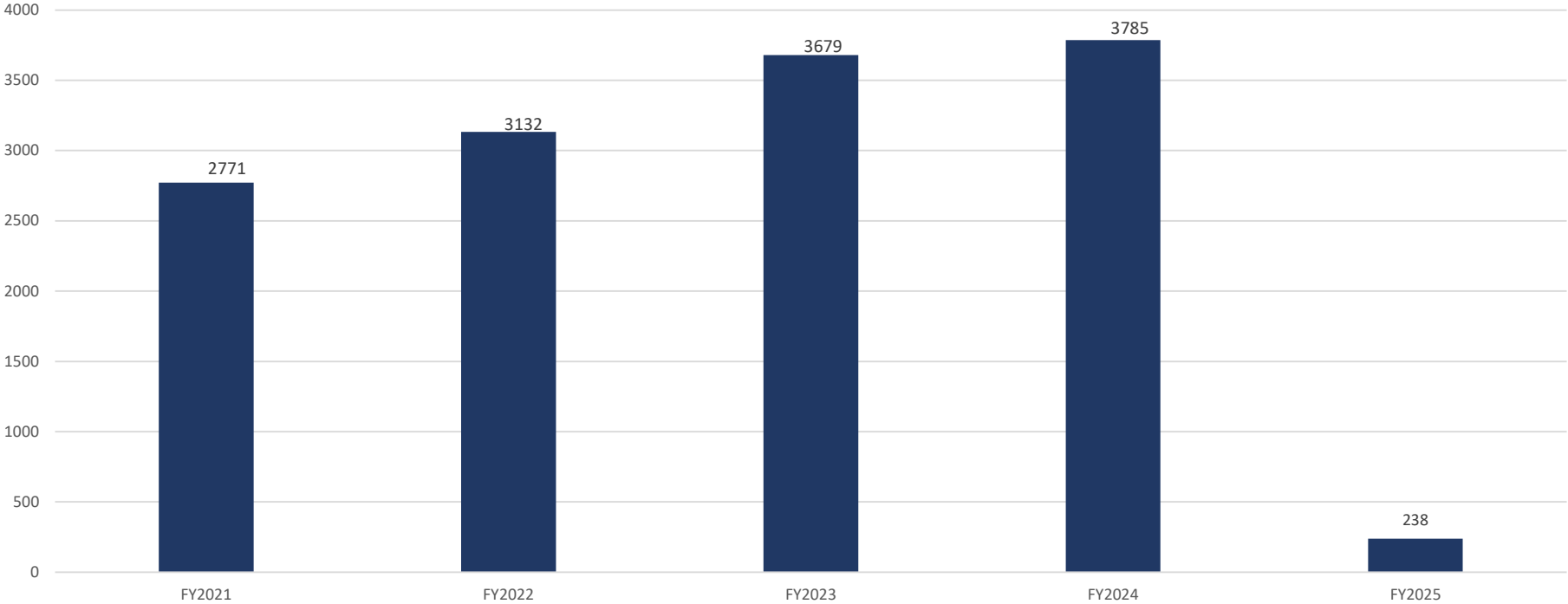
## Education & Examinations Division TREC Total Applications Approved - Fiscal Year



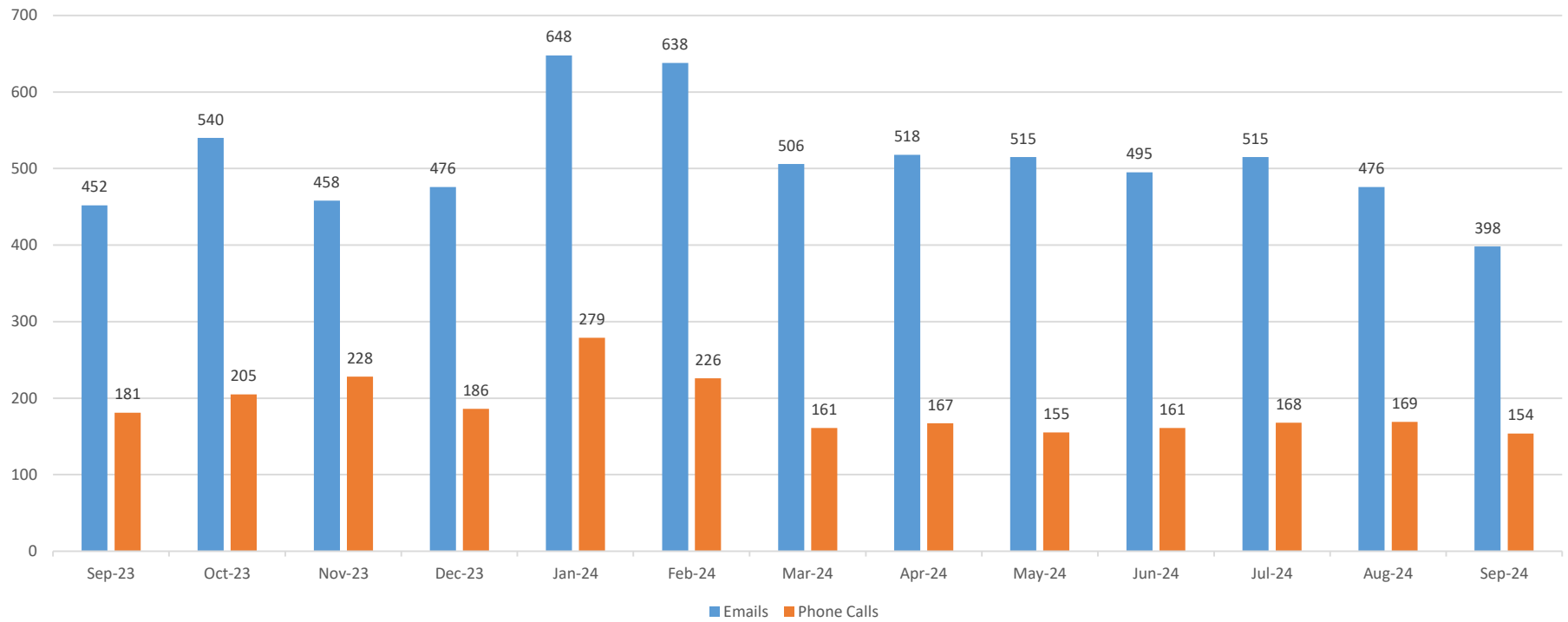
# Education & Examinations Division

## All TREC Applications Approved

### Year-Over-Year Comparison



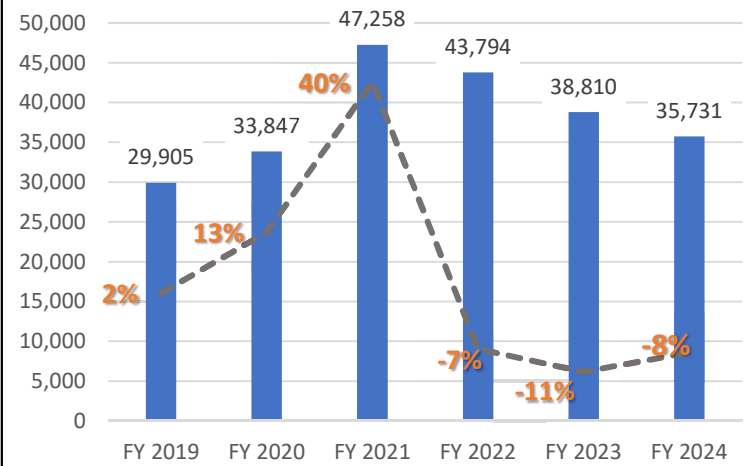
**Education & Examinations Division**  
**Phone and Email Volume 13-Month Comparison**  
**September 2024**



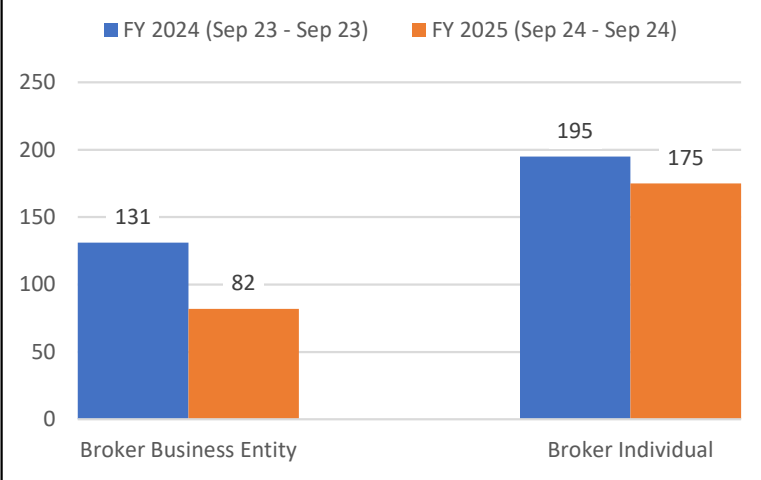
# Licensing Division

## Initial Applications Received

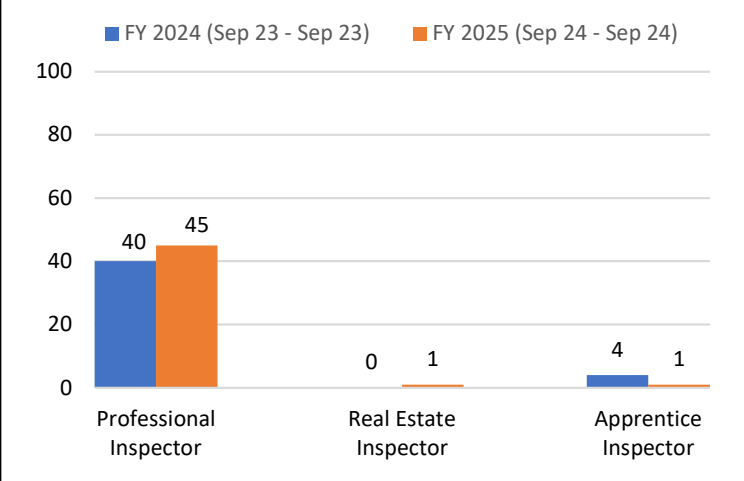
### Year-Over-Year Comparison – All License Types



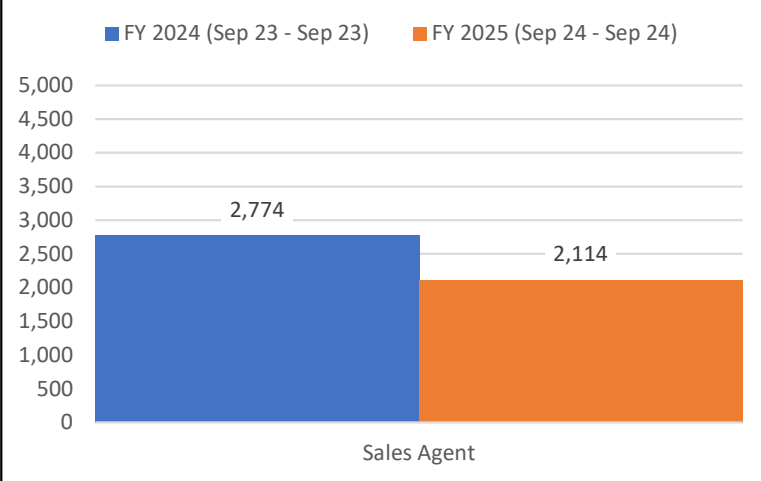
### Year-to-Date Comparison – Broker



### Year-to-Date Comparison – Inspector

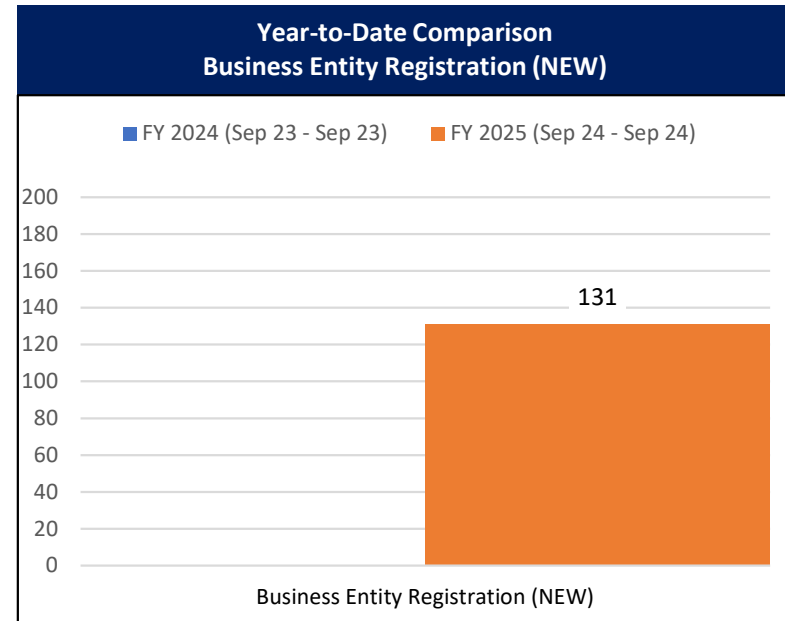
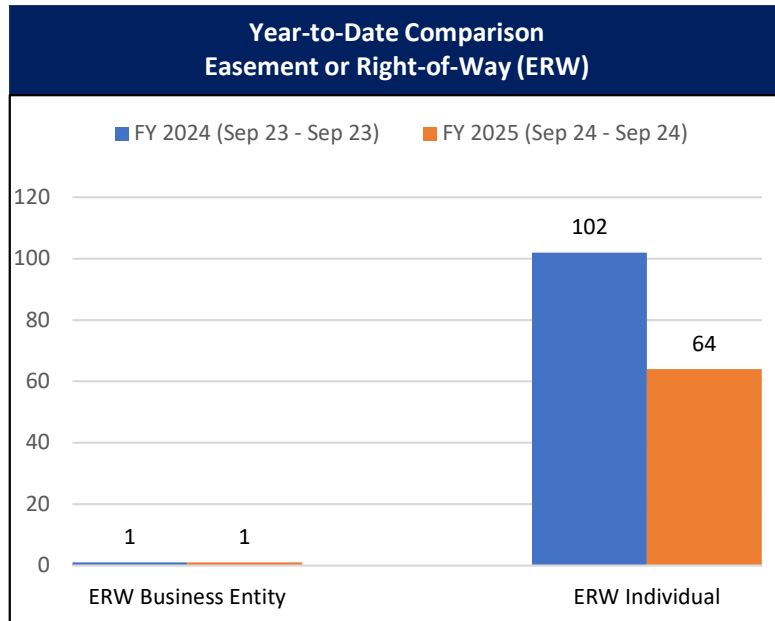


### Year-to-Date Comparison – Sales Agent



# Licensing Division

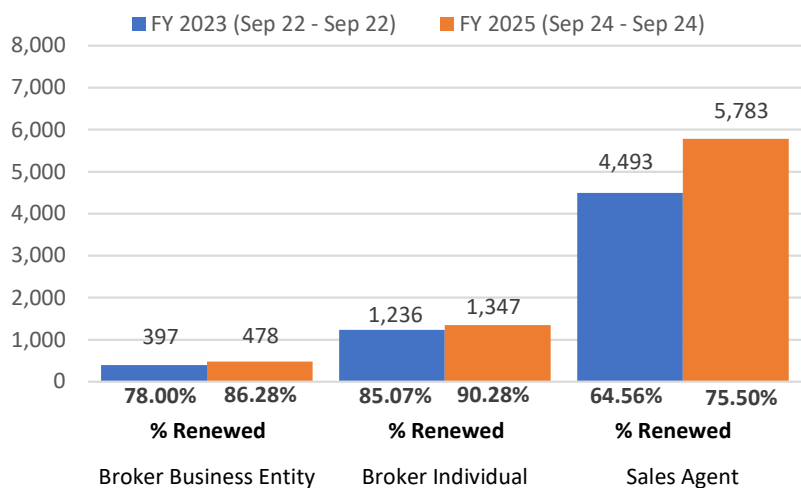
## Initial Applications Received



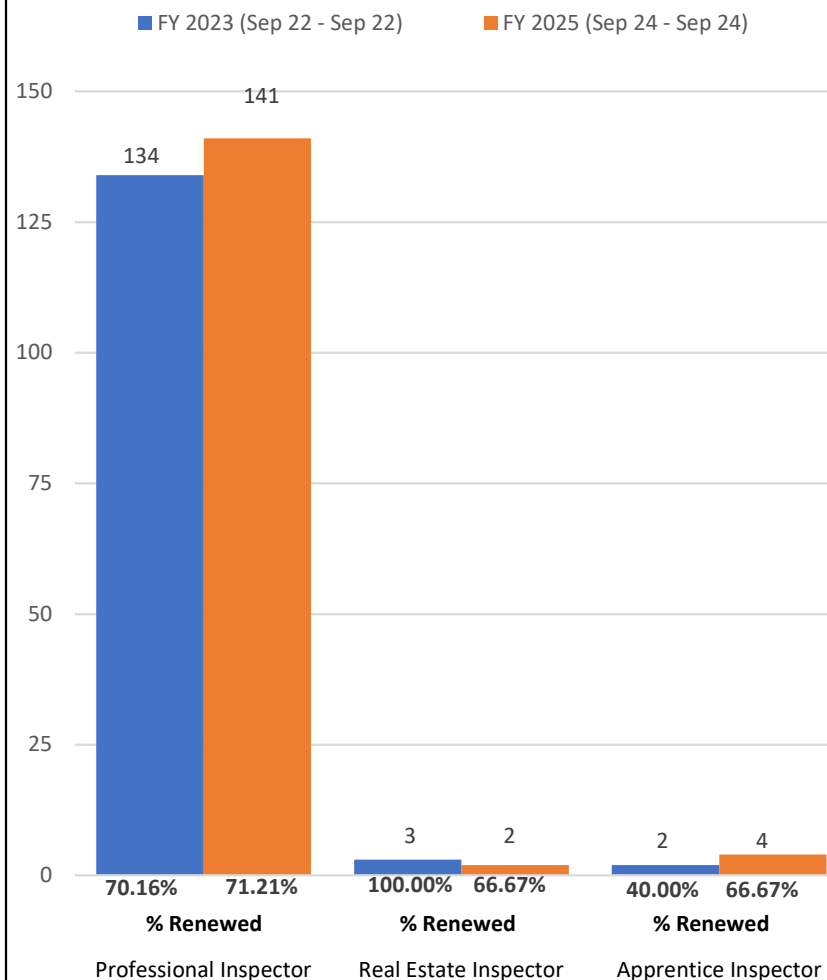
# Licensing Division

## Renewal Activity

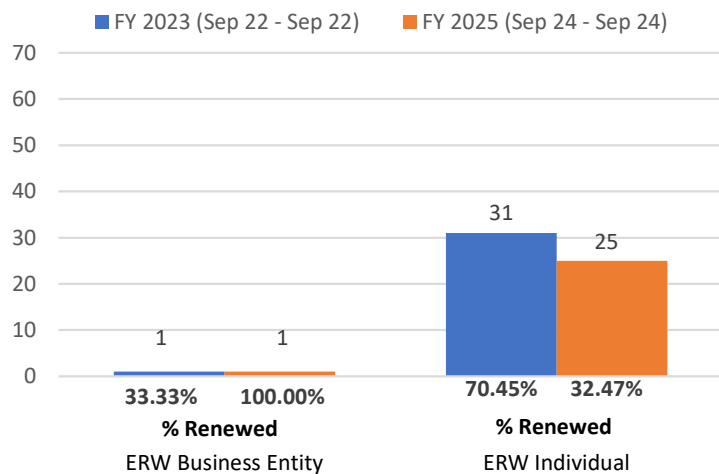
### Year-to-Date Comparison – Broker & Sales Agent



### Year-to-Date Comparison – Inspector



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

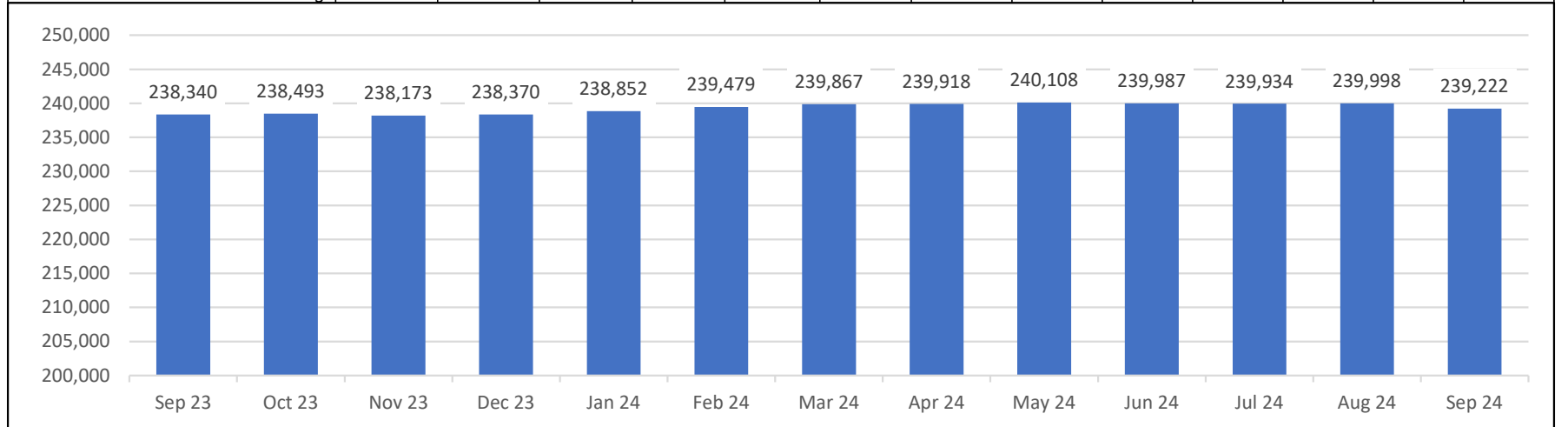


# Licensing Division

## License and Registration Counts

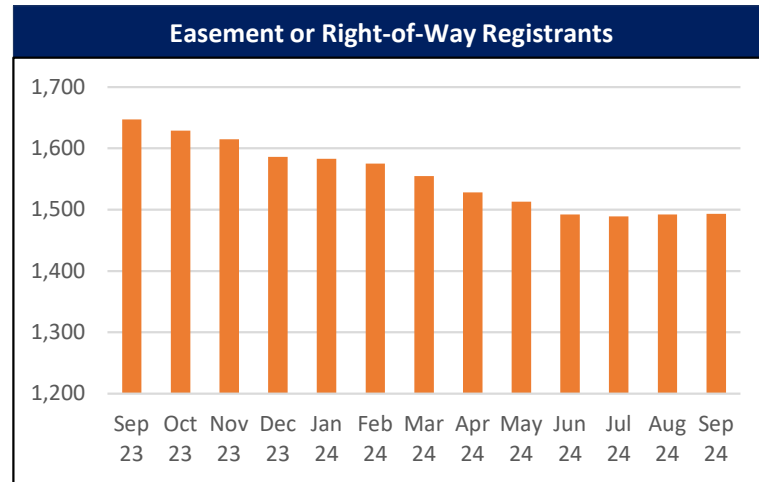
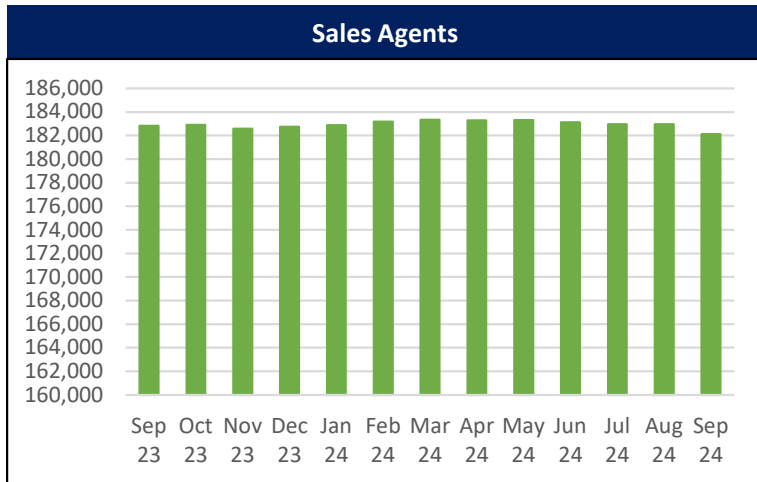
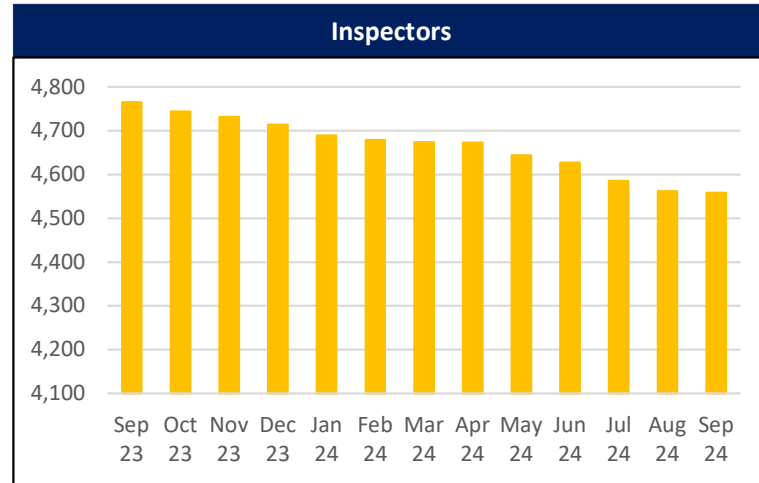
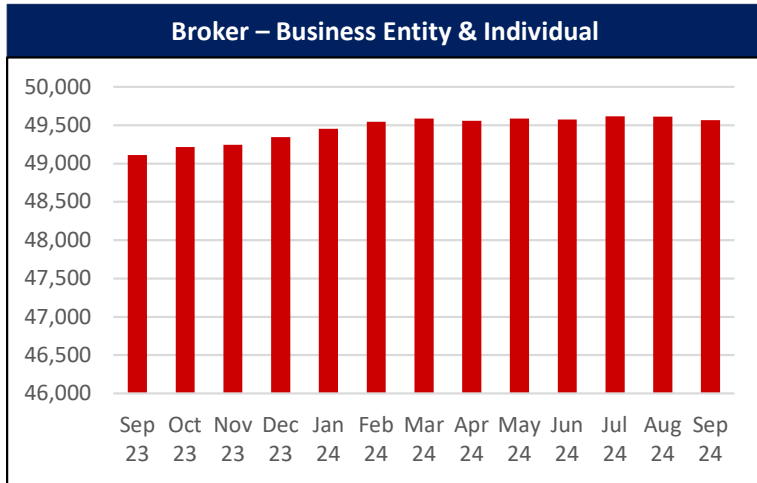
### Total License Holders and Registrants 13-Month Comparison

	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Brokers	49,110	49,217	49,246	49,343	49,452	49,545	49,586	49,556	49,588	49,573	49,618	49,612	49,566
<i>Active Business Entity Brokers</i>	14,313	14,357	14,360	14,385	14,430	14,456	14,488	14,510	14,557	14,544	14,568	14,592	14,577
<i>Active Individual Brokers</i>	33,010	33,041	33,029	33,032	33,067	33,107	33,121	33,088	33,088	33,064	33,077	33,062	33,001
Sales Agents	182,818	182,903	182,581	182,727	182,883	183,172	183,345	183,274	183,310	183,122	182,949	182,949	182,124
<i>Active Sales Agents</i>	146,145	145,924	145,672	144,537	143,722	144,412	144,541	143,000	143,480	143,854	143,613	143,613	144,217
<b>Brokers &amp; Sales Agents</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>	<b>232,931</b>	<b>232,830</b>	<b>232,898</b>	<b>232,695</b>	<b>232,567</b>	<b>232,561</b>	<b>231,690</b>
Registered Business Entities (NEW)	0	0	0	0	245	508	707	887	1,053	1,173	1,293	1,383	1,481
Inspectors	4,765	4,744	4,731	4,714	4,689	4,679	4,674	4,673	4,644	4,627	4,585	4,562	4,558
<i>Active Inspectors</i>	4,044	4,021	4,005	3,985	3,954	3,929	3,910	3,914	3,886	3,873	3,836	3,822	3,803
Easement or Right-of-Way Registrants	1,647	1,629	1,615	1,586	1,583	1,575	1,555	1,528	1,513	1,492	1,489	1,492	1,493
<b>All License Holders</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>	<b>239,867</b>	<b>239,918</b>	<b>240,108</b>	<b>239,987</b>	<b>239,934</b>	<b>239,998</b>	<b>239,222</b>
<i>% Change</i>		0.06%	-0.13%	0.08%	0.20%	0.26%	0.16%	0.02%	0.08%	-0.05%	-0.02%	0.03%	-0.32%



# Licensing Division

## License and Registration Counts 13-Month Comparisons by License Type





# Licensing Division

## Application Processing Time

Average Number of Calendar Days to Process an Initial Application													
13-Month Comparison - Goal: 14 days													
	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Broker Business Entity	8.28	6.53	7.30	6.81	9.44	9.38	7.13	7.83	7.98	8.06	7.81	6.73	6.06
Broker Individual	11.50	10.35	9.85	12.16	11.08	9.55	8.76	9.96	7.67	7.06	9.97	6.92	8.67
Sales Agent	3.49	3.27	3.45	3.27	3.53	3.59	3.80	4.44	4.03	4.67	4.11	4.17	3.83
Professional Inspector	6.76	6.95	3.10	4.94	6.65	6.72	4.29	6.56	5.24	4.51	6.92	5.32	8.01
Real Estate Inspector	n/a	n/a	n/a	n/a	6.66	1.44	6.92	n/a	n/a	n/a	n/a	n/a	n/a
Apprentice Inspector	n/a	5.37	4.40	4.02	6.62	9.18	4.66	6.43	7.65	8.45	7.79	3.95	5.50
Easement or Right-of-Way Business Entity	n/a	n/a	n/a	n/a	n/a	n/a	5.41	6.47	1.40	2.34	n/a	n/a	n/a
Easement or Right-of-Way Individual	3.19	3.16	3.15	3.57	4.49	2.94	3.87	3.83	6.68	3.33	4.45	3.90	3.48
Business Entity Registration (NEW)	n/a	n/a	n/a	n/a	6.41	6.19	6.42	6.61	5.43	5.68	6.93	5.61	4.87

Initial Applications Received Month-Over-Month Comparison													
	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Broker Business Entity	131	138	129	134	134	136	125	125	120	175	97	112	82
Broker Individual	195	210	197	183	183	186	160	176	151	94	161	153	175
Sales Agent	2,774	2,724	2,346	2,081	2,081	2,687	2,573	2,483	2,371	2,338	2,273	2,391	2,114
Professional Inspector	40	48	39	35	35	52	39	43	45	48	40	41	45
Real Estate Inspector	0	1	0	0	0	5	2	0	0	1	0	0	1
Apprentice Inspector	4	2	3	4	4	3	8	2	6	6	5	5	1
Easement or Right-of-Way Business Entity	1	2	0	0	0	1	4	0	3	1	0	0	1
Easement or Right-of-Way Individual	102	83	71	65	65	60	60	77	80	85	88	74	64
Business Entity Registration (NEW)	n/a	n/a	n/a	n/a	556	327	242	253	216	154	133	129	131

# TREC Enforcement Division

## Case Status

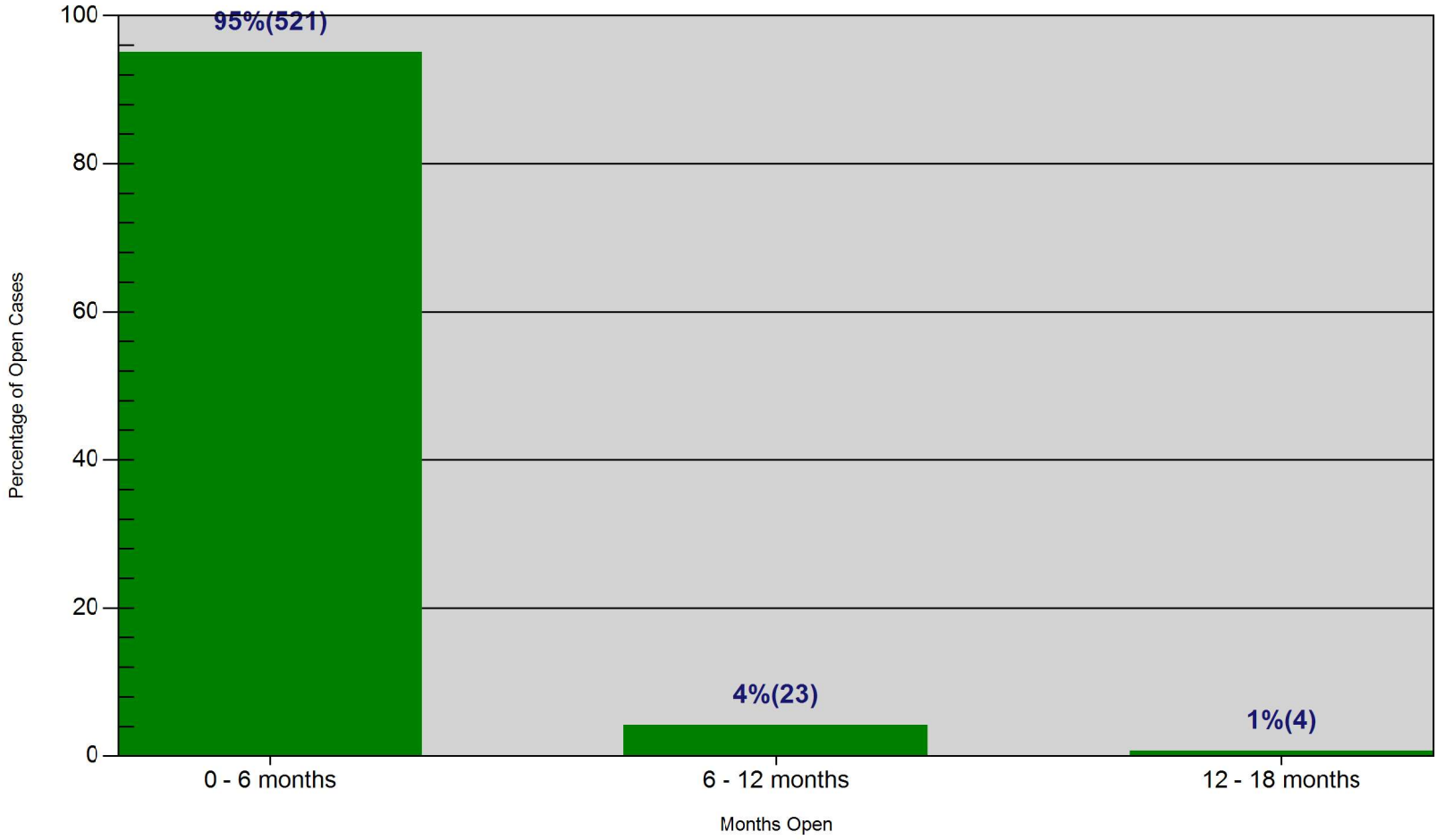
### FY 2025

	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	YTD
<b>Received During Month</b>	<b>486</b>												<b>486</b>
Broker/Sales	184												184
Inspector	12												12
Timeshare	1												1
Unlicensed Activity	5												5
No Jurisdiction	12												12
Application Investigation	152												152
Fitness Inquiry	117												117
Education Related	1												1
Easement ROW	1												1
Other	1												1
	<b>Sep 24</b>	<b>Oct 24</b>	<b>Nov 24</b>	<b>Dec 24</b>	<b>Jan 25</b>	<b>Feb 25</b>	<b>Mar 25</b>	<b>Apr 25</b>	<b>May 25</b>	<b>Jun 25</b>	<b>Jul 25</b>	<b>Aug 25</b>	<b>YTD</b>
<b>Closed During Month</b>	<b>524</b>												<b>524</b>
Complaint Withdrawn	4												4
Disciplinary Action	44												44
Failure to Go Forward	37												37
Insufficient Evidence	40												40
Matter Settled	25												25
No Jurisdiction	96												96
No Violation	3												3
Application Investigation	147												147
Fitness Inquiries	81												81
Other	15												15
Open at Beginning of Month	586												
Received During Month	486												
Closed During Month	524												
<b>Open at End of Month</b>	<b>548</b>												
<b>Received During Fiscal Year</b>	<b>486</b>												
<b>Closed During Fiscal Year</b>	<b>524</b>												

# TREC Enforcement Division

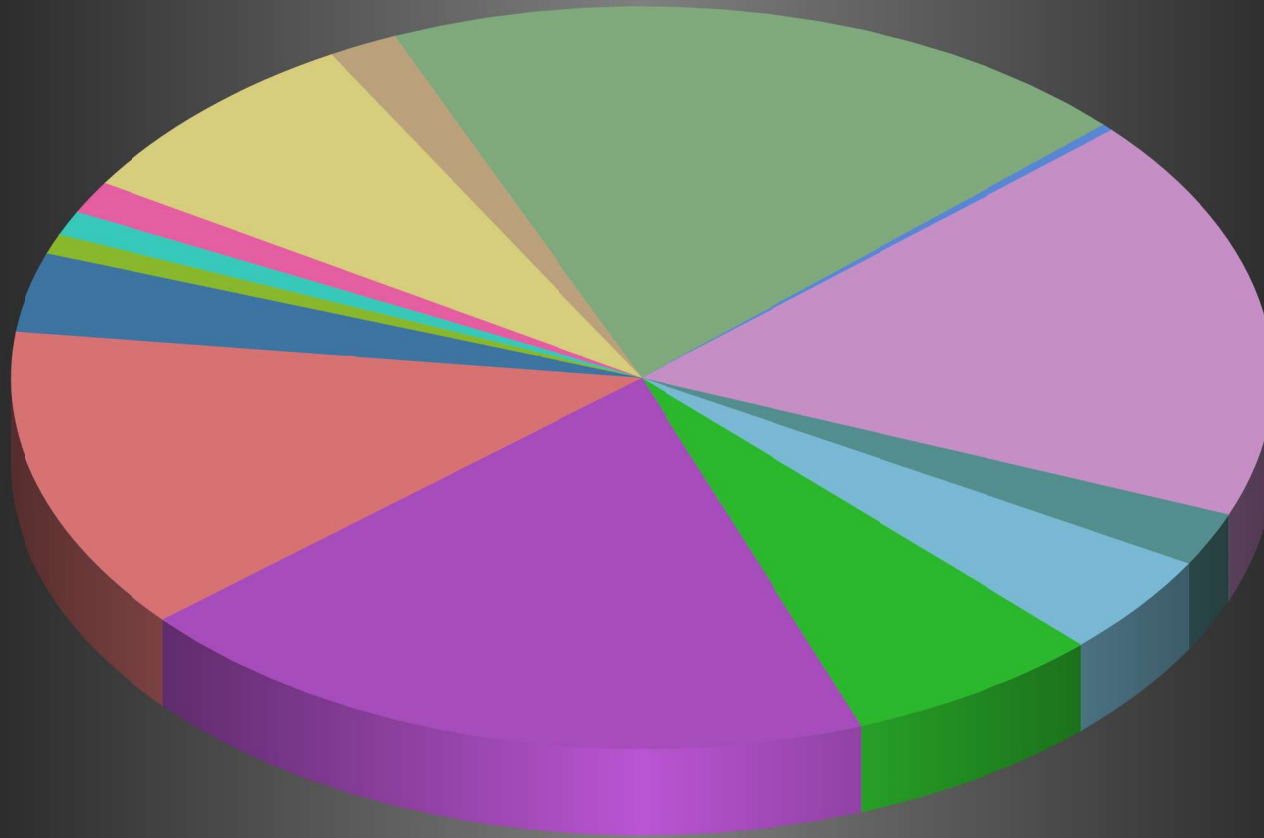
## Open Case Aging Report

as of 9/30/2024



# Complaint Subject Categories for September 2023 through September 2024

1968 Total Allegations



Administrative 4.42 % (87)

Advertising 6.61 % (130)

Breach of Fiduciary Duties 19.36 % (381)

Broker Supervision 13.26 % (261)

Failure to Disclose 3.46 % (68)

Improper Contract/Seller Disclosure form usage 0.86 % (17)

Intermediary/IABS 1.07 % (21)

Leasing/Property Management - Misappropriation 1.42 % (28)

Leasing/Property Management - Other 8.03 % (158)

License Holder Acting as Principal 1.78 % (35)

Licensure Issues 19.46 % (383)

Sales Misappropriation 0.30 % (6)

Sales Other 17.63 % (347)

Unlicensed Activity 2.34 % (46)

### Complaint Subject Categories by Month

Subject Matter Categories	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Total	YTD
<b>Administrative</b> <i>Bad check, contact information, uncooperative, etc.</i>	6	11	6	8	10	7	8	9	1	3	3	12	3	87	4.42%
<b>Advertising</b> <i>Includes misleading &amp; dba</i>	10	14	11	8	8	4	6	16	9	3	9	22	10	130	6.61%
<b>Breach of Fiduciary Duty</b> <i>Including false promise</i>	31	36	26	27	26	27	20	36	39	24	19	37	33	381	19.36%
<b>Broker Supervision</b>	14	25	18	21	28	15	16	25	17	14	20	25	23	261	13.26%
<b>Failure to Disclose</b>	5	4	7	8	7	3	6	5	8	3	2	6	4	68	3.46%
<b>Improper contract/Seller Disclosure form usage</b> <i>Including false promise</i>	1	3	2	0	1	2	1	0	1	0	2	3	1	17	0.86%
<b>Intermediary/IABS</b>	2	2	1	3	3	1	0	5	1	0	0	3	0	21	1.07%
<b>Leasing/Property Management - Misappropriation</b>	1	3	3	1	2	0	3	0	9	2	0	3	1	28	1.42%
<b>Leasing/Property Management - Other</b> <i>Includes negligence, referral, etc.</i>	10	25	11	5	12	23	4	10	17	7	9	17	8	158	8.03%
<b>License Holder Acting as Principal</b>	1	6	1	1	0	3	5	2	2	1	5	6	2	35	1.78%
<b>Licensure Issues</b> <i>Criminal background check, denials, probationary license, etc.</i>	26	40	24	22	32	37	27	23	29	34	29	30	30	383	19.46%
<b>Sales Misappropriation</b> <i>Other than Leasing/Property Management - Misappropriation</i>	0	2	1	0	1	0	0	0	0	0	0	1	1	6	0.30%
<b>Sales Other</b> <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	19	40	24	23	24	44	19	23	31	15	28	36	21	347	17.63%
<b>Unlicensed Activity</b>	4	8	2	1	1	4	3	5	4	3	2	6	3	46	2.34%
<b>Total</b>	<b>130</b>	<b>219</b>	<b>137</b>	<b>128</b>	<b>155</b>	<b>170</b>	<b>118</b>	<b>159</b>	<b>168</b>	<b>109</b>	<b>128</b>	<b>207</b>	<b>140</b>	<b>1968</b>	

**Financial Services Division**  
**TREC Budget Status Report**  
**September 2024 - Fiscal Year 2025**

Expenditure Category	Beginning Balance FY2025	Expenditures	Remaining Balance	Budget % Remaining	11/12 =91.7% Comments
Actual Beginning Balance	17,012,035		17,012,035		Actual Beginning balance includes TTSTC balances as of 8/31/2024
Operating Reserves	(5,124,836)		(5,124,836)		
Contribution to General Revenue	(727,500)		(727,500)	100.0%	Statutory GR Payment Reserves
<b>Available balance within Texas Treasury Safekeeping Trust (Unreserved Fund Balance)</b>	<b>11,159,699</b>		<b>11,887,199</b>		excess remaining available TTSTC balance considered to balance FY24 budget
Salaries & Wages	11,242,038	895,841	10,346,197	92.0%	
Other Personnel Costs	3,996,132	258,085	3,738,047	93.5%	
Professional Fees & Services	756,768	83,669	673,099	88.9%	
Consumables	7,500	0	7,500	100.0%	
Utilities	12,025	170	11,855	98.6%	
Travel	80,725		80,725	100.0%	
Rent - Building	197,694	174,465	23,229	11.7%	Payment for annual office lease accrued, due 10/1.
Rent - Machines - Other	57,686	911	56,775	98.4%	
Other Operating Expenses	882,911	36,114	846,797	95.9%	
Capital Expenditures	2,952,858	337,350	2,615,508	88.6%	Accela-new applications database system, server room upgrades, installation of mailroom processing equipment,
<b>Subtotal -Operations Expenditures</b>	<b>20,186,337</b>	<b>1,786,604</b>	<b>18,399,733</b>	<b>91.1%</b>	
Statewide Cost Allocation Plan (SWCAP)	313,008	0	313,008	100.0%	
Contribution to General Revenue	727,500	60,625	666,875	91.7%	
<b>Subtotal - Nonoperational Expenditures</b>	<b>1,040,508</b>	<b>60,625</b>	<b>979,883</b>	<b>94.2%</b>	
<b>Total Expenditures</b>	<b>\$21,226,845</b>	<b>\$1,847,229</b>	<b>\$19,379,616</b>	<b>91.3%</b>	

Revenue	FY2025 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$12,637,910	937,867	\$11,700,043	92.6%	
Education Fees	\$498,110	33,717	\$464,393	93.2%	
Examination Fees	\$441,640	0	\$441,640	100.0%	
Other Miscellaneous Revenue	\$257,401	30,357	\$227,044	88.2%	YTD interest earned, Public Info fees
<b>Total Revenue</b>	<b>\$13,835,061</b>	<b>\$1,001,941</b>	<b>\$12,833,120</b>	<b>92.8%</b>	
<b>Revenue Over/(Under) Expenditures &amp; Transfers</b>	<b>\$3,767,915</b>	<b>(\$845,289)</b>	<b>\$5,340,704</b>	<b>141.7%</b>	

## Financial Services Division

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

**For the Month of September 2024**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
09/15/2023	1,820,000.00	1,731,346.09	1,817,227.34	(1,817,227.34)	-	0.00	U.S. T-Notes, .375%	09/15/2024
12/15/2023	4,592,000.00	4,418,544.38	4,544,106.86	15,605.64	4,559,712.50	13,550.16	U.S. T-Notes, 1.00%	12/15/2024
03/15/2024	2,581,000.00	2,498,024.88	2,542,789.10	9,577.93	2,552,367.03	1,996.35	U.S. T-Notes, 1.750%	03/15/2025
06/17/2024	5,328,000.00	5,216,035.57	5,262,024.39	20,188.11	5,282,212.50	45,200.66	U.S. T-Notes, 2.875%	06/15/2025
09/16/2024	813,000.00	809,235.91	-	809,601.91	809,601.91	1,257.68	U.S. T-Notes, 3.500%	09/15/2025
<b>Totals</b>	<b>\$ 15,134,000.00</b>	<b>\$ 14,673,186.83</b>	<b>\$ 14,166,147.69</b>	<b>\$ (962,253.75)</b>	<b>\$ 13,203,893.94</b>	<b>\$ 62,004.85</b>		

### Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
<b>Beginning Cash Available Balance 09/01/2024</b>	\$ 4,832,335.16		<b>4,832,335.16</b>
<b>Current Month Receipts</b>		\$ 1,953,736.53	<b>1,953,736.53</b>
<b>Current Month Disbursements</b>		\$ <u>(4,099,492.19)</u>	<b>(4,099,492.19)</b>
<b>Total Cash</b>			<b>\$ 2,686,579.50</b>
<b>Investment Ending Market Value</b>			<b>13,203,893.94</b>
<b>Total Account Balance</b>			<b>15,890,473.44</b>
<b>Operating Reserves</b>			<b>(5,124,836.00)</b>
<b>Ending Balance Available for Operations 09/30/2024</b>			<b>\$ 10,765,637.44</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 September 2024**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
09/15/2023	1,373,000.00	1,306,119.88	1,370,908.32	(1,370,908.32)	0.00	0.00	U.S. T-Notes, .375	09/15/2024
12/15/2023	519,000.00	499,375.31	513,586.99	1,763.79	515,350.78	1,531.48	U.S. T-Notes .100	12/15/2024
03/15/2024	800,000.00	774,250.00	788,156.25	2,968.75	791,125.00	618.78	U.S. T-Notes 1.750	03/15/2025
06/17/2024	748,000.00	732,281.27	738,737.66	2,834.22	741,571.88	6,345.74	U.S. T-Notes, 2.875	06/15/2025
09/16/2024	1,379,000.00	1,372,615.40	0.00	1,373,236.21	1,373,236.21	2,133.26	U.S. T-Notes, 3.500	09/15/2025
<b>Totals</b>	<b>\$ 4,819,000.00</b>	<b>\$ 4,684,641.86</b>	<b>\$ 3,411,389.22</b>	<b>\$ 9,894.65</b>	<b>\$ 3,421,283.87</b>	<b>\$ 10,629.26</b>		

	Beginning Balance	Monthly Activity Current Month	Cumulative Totals
<b>Beginning Cash Balance 09/01/2024:</b>	607,068.05		<b>607,068.05</b>
<b>Receipts:</b>			
Licenses' Remittances to Recovery Fund		\$ 975.26	
Interest Realized		12,205.35	
Repayments to Recovery Fund (Principal and Interest)		1,974.74	
Administrative Penalties		7,300.00	
Investments Matured		1,373,000.00	
Prior Month Correction		0.00	
Return to Trust		0.00	
<b>Total Received</b>	<b>\$</b>	<b>\$ 1,395,455.35</b>	<b>\$ 1,395,455.35</b>
<b>Disbursements:</b>			
Investments Purchased		\$ 1,372,615.40	
Accrued Interest Purchased		0.00	
Disbursement to Treasury (GR)		0.00	
Payments from Recovery Fund		0.00	
Administrative Costs		94.57	
<b>Total Disbursed</b>		<b>\$ 1,372,709.97</b>	<b>(1,372,709.97)</b>
<b>Ending Cash Balance</b>			<b>629,813.43</b>
<b>Investment Ending Market Value</b>			<b>3,421,283.87</b>
<b>Total Account Balance</b>			<b>4,051,097.30</b>
Reserved for Potential Payments Within 90 Days			<b>(483,394.07)</b>
<b>Ending Account Balance 09/30/2024</b>			<b>\$ 3,567,703.23</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.



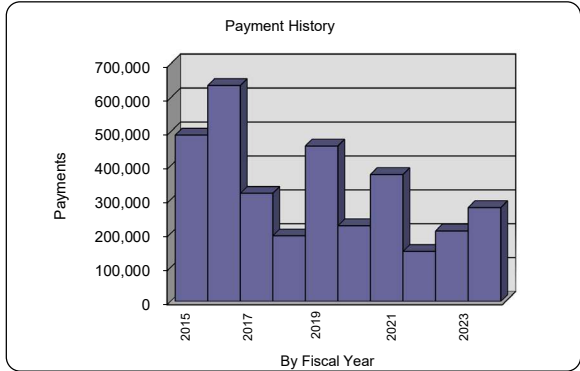
## Financial Services Division Real Estate Recovery Trust Account No. 3058 Investments Payments and Repayments

**For the Month of September 2024**

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2024-To-Date	Number of Claims FY 2024
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
March 2024	0.00	3,250.00	10,270.45	86.80	0.00	
April 2024	0.00	52,550.63	24,499.62	93.58	0.00	
May 2024	0.00	2,509.78	26,141.66	108.07	0.00	
June 2024	0.00	4,009.78	18,075.83	97.43	0.00	
July 2024	50,893.97	2,913.86	13,705.00	93.25	50,893.97	1
August 2024	27,570.82	4,421.05	69,535.20	94.19	27,570.82	1
September 2024	0.00	1,974.74	7,300.00	94.57	0.00	
<b>523,150.93</b>	<b>206,699.61</b>	<b>568,504.64</b>	<b>2,959.61</b>	<b>277,113.00</b>	<b>5.00</b>	

**Potential Payments\*  
Next 3 Months 483,394.07**

Payment History		
Fiscal Year	# 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	5	277,113.00
<b>Total</b>	<b>837</b>	<b>\$17,265,935.07</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 September 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	369,109.73	1,267.61	370,377.34	1,100.66	U.S. T-Notes .100%	12/15/2024
<b>Totals</b>	<u>\$ 373,000.00</u>	<u>\$ 358,895.94</u>	<u>\$ 369,109.73</u>	<u>\$ 1,267.61</u>	<u>\$ 370,377.34</u>	<u>\$ 1,100.66</u>		

#### Monthly Activity

#### Payment History

	Beginning Balance	Current Month	Cumulative Totals		Fiscal Year	Number of Payments	Total Payments
<b>Beginning Cash Balance 09/01/2024</b>	\$ 99,008.64	\$	\$ 99,008.64				
<b>Receipts:</b>							
Licensees' Remittances to Recovery Fund		\$ 0.00					
Interest Realized (includes accruals)		422.26					
Treasury Note Semi-Annual Interest		0.00					
Repayments		0.00					
Administrative Penalties		250.00					
Investments Matured		0.00					
<b>Total Received in Current Month</b>		<u>\$ 672.26</u>					
<b>Disbursements:</b>							
Investments Purchased		\$ 0.00					
Payments from Recovery Fund		0.00					
* Cash Transfer Trust to Treasury (GR)		0.00					
Administrative Costs		19.88					
<b>Total Disbursed in Current Month</b>		<u>\$ (19.88)</u>					
<b>Ending Cash Balance</b>			<u>\$ 99,661.02</u>				
<b>Investment Ending Market Value</b>			<u>\$370,377.34</u>				
<b>Total Account Balance</b>			<u>\$470,038.36</u>				
Reserved for Potential Payment within 90 Days			<u>\$0.00</u>				
<b>Ending Account Balance 09/30/2024</b>			<u>\$470,038.36</u>				

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

## Information & Technology Division

### Electronic Information Outlet Statistics

**September 2024**

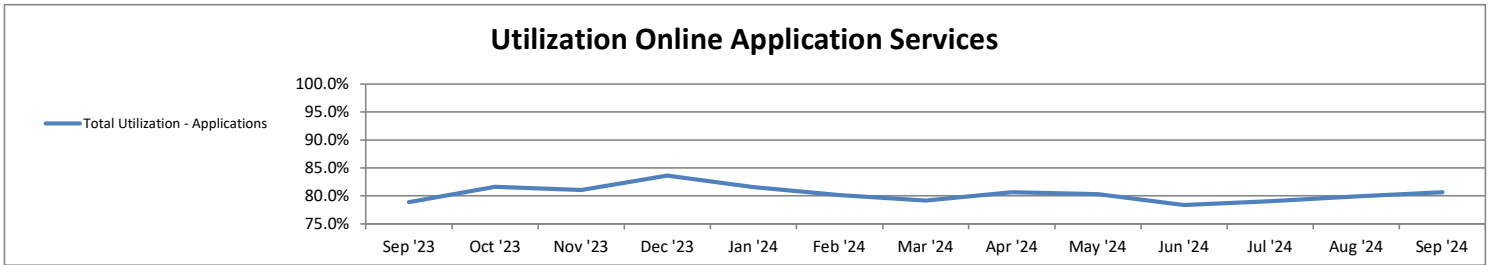
Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	1,487,244	1,487,244	1,668,462
Total Monthly Sessions	429,265	429,265	516,926

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
<b>Applications</b>	<b>1565</b>	<b>1262</b>	<b>80.6%</b>	<b>80.6%</b>	<b>78.9%</b>
Broker Application	96	77	80.2%	80.2%	82.8%
Sales Agent Application	1399	1122	80.2%	80.2%	78.0%
Broker Organization Application	70	63	90.0%	90.0%	89.6%
<b>Renewals</b>	<b>7902</b>	<b>7738</b>	<b>97.9%</b>	<b>97.9%</b>	<b>98.2%</b>
Broker Renewals	1375	1333	96.9%	96.9%	97.1%
Sales Agent Renewal	5853	5753	98.3%	98.3%	98.5%
Broker Organization Renewals	469	455	97.0%	97.0%	97.9%
Professional Inspector Renewals	162	155	95.7%	95.7%	96.2%
Real Estate Inspector Renewals	6	6	100.0%	100.0%	100.0%
Apprentice Inspector Renewals	3	3	100.0%	100.0%	100.0%
Easement ROW Business Renewals	3	3	100.0%	100.0%	100.0%
Easement ROW Individual Renewals	31	30	96.8%	96.8%	100.0%
Business Entity	98	98	100.0%	100.0%	0%

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

**September 2024**

<b>Applications</b>	<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>Sep '24</b>
Broker Application	82.8%	73.3%	80.5%	85.2%	78.8%	78.0%	82.5%	81.0%	79.5%	81.8%	83.3%	84.1%	80.2%
Sales Agent Application	78.0%	81.9%	80.9%	82.8%	81.3%	79.8%	78.6%	80.3%	80.2%	77.6%	77.7%	79.0%	80.2%
Broker Organization Applications	89.6%	88.0%	84.9%	93.3%	87.5%	88.3%	83.9%	85.3%	84.2%	88.5%	96.4%	89.1%	90.0%
<b>Total Utilization - Applications</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>	<b>79.2%</b>	<b>80.7%</b>	<b>80.3%</b>	<b>78.3%</b>	<b>79.1%</b>	<b>79.9%</b>	<b>80.6%</b>



<b>Renewals</b>	<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>Sep '24</b>
Broker Renewals	97.1%	97.6%	97.9%	97.8%	97.5%	98.1%	97.6%	96.5%	96.4%	96.9%	96.4%	96.3%	96.9%
Sales Agent Renewal	98.5%	98.5%	98.6%	98.7%	98.7%	98.8%	98.6%	98.5%	98.4%	98.4%	98.5%	98.4%	98.3%
Broker Organization Renewal	97.9%	98.5%	98.2%	97.0%	98.0%	97.7%	96.5%	98.0%	97.0%	97.5%	96.3%	96.1%	97.0%
Professional Inspector Renewals	96.2%	97.1%	99.0%	99.0%	97.7%	100.0%	99.1%	96.9%	97.1%	97.6%	96.4%	95.6%	95.7%
Real Estate Inspector Renewals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Apprentice Inspector Renewals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	N/A	100.0%	100.0%	100.0%
Easement ROW Business Renewals	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%
Easement ROW Individual Renewals	100.0%	100.0%	100.0%	100.0%	96.0%	97.7%	100.0%	97.3%	93.2%	100.0%	100.0%	100.0%	96.8%
<b>Total Utilization - Renewals</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>	<b>98.3%</b>	<b>98.0%</b>	<b>97.9%</b>	<b>98.1%</b>	<b>98.0%</b>	<b>97.9%</b>	<b>97.9%</b>

