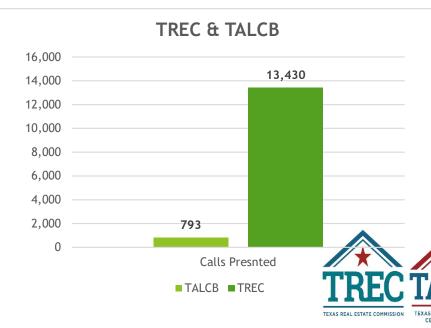


October 2024 Staff Reports

Customer Relations Division October, 2024 Hold Time per Day

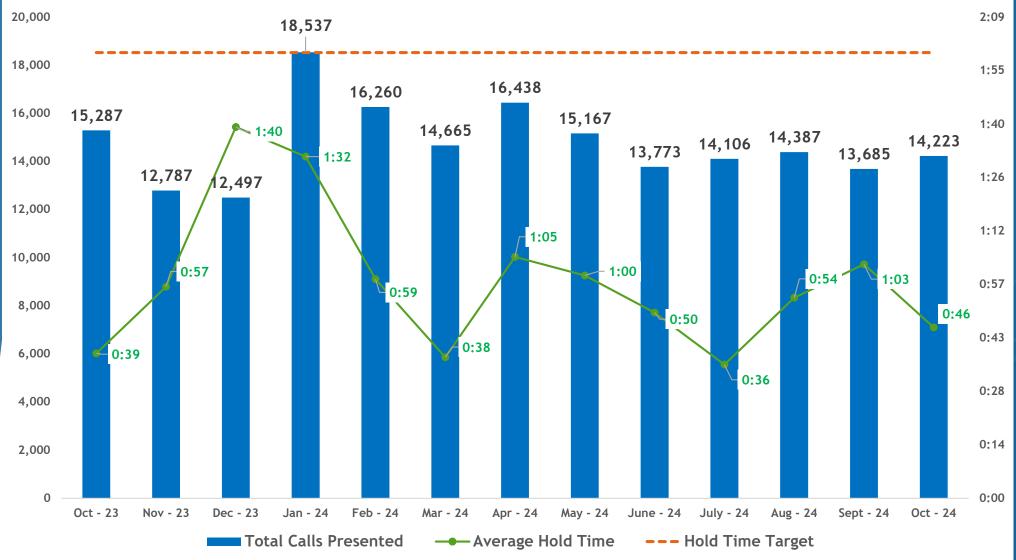




TALCB – 793 Calls (5.58%) **36 second hold time TREC** – 13,430 Calls (94.42%) **46 second hold time**

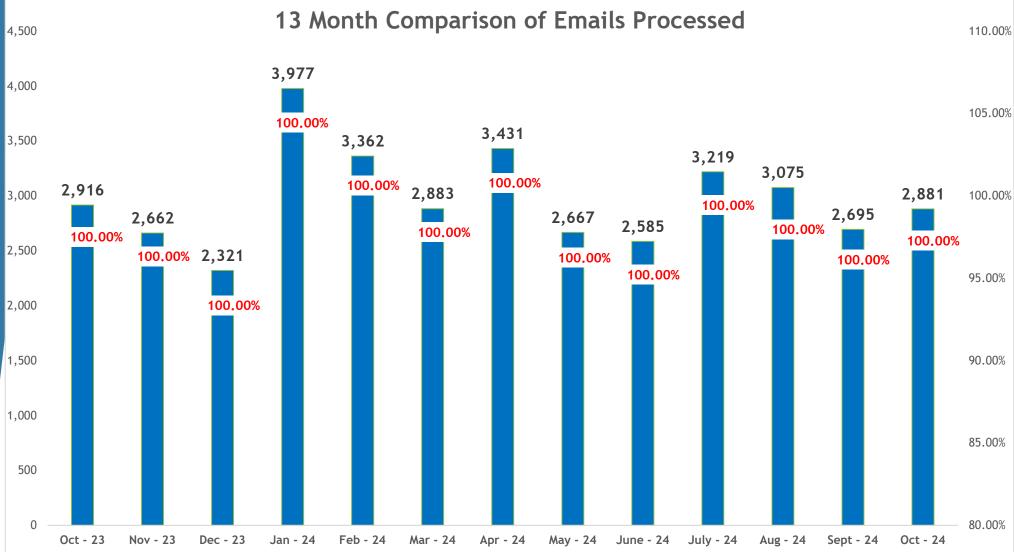
Customer Relations Division

13 Month Comparison of Calls Presented vs. Hold Time





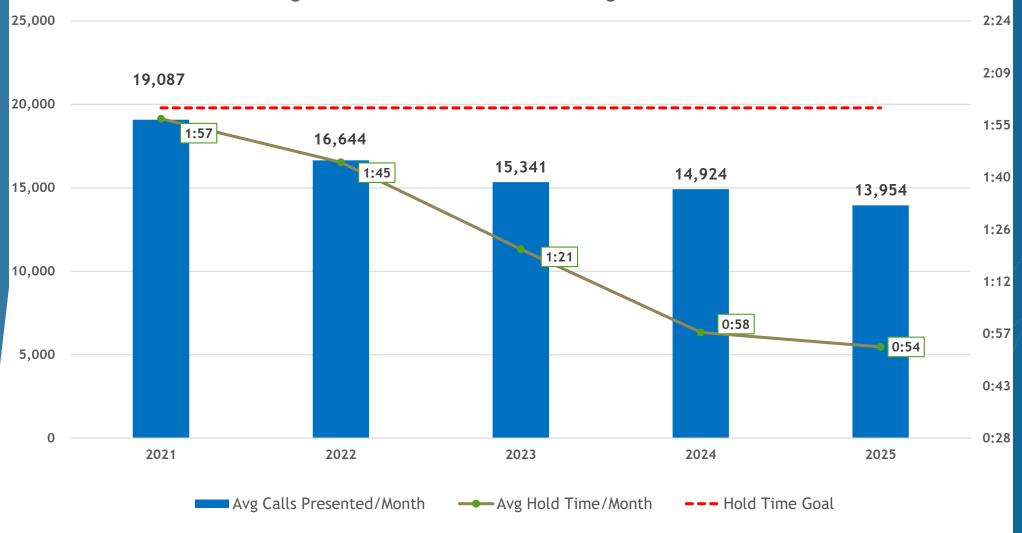
Customer Relations Division 13 Month Comparison of Emails Processed





Customer Relations Division

Fiscal Year Comparison
Average Calls Presented/Month vs. Average Hold Time/Month

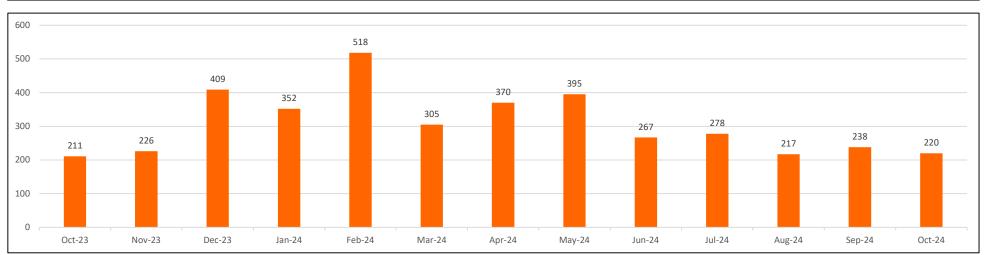




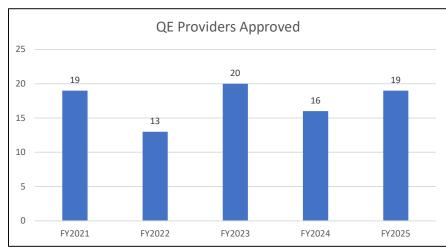
| | | TREC Qu | ualifying E | ducation | Provider | and Cou | rse Applic | ations | | | | | |
|-----------------------------|--------|---------|-------------|----------|----------|---------|------------|--------|--------|--------|--------|--------|-----|
| | | | | | | | | | | | | | |
| FY 2025 | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | YTD |
| Applications Received | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Providers Overall | 7 | 17 | | | | | | | | | | | 24 |
| Initial Provider | 0 | 0 | | | | | | | | | | | 0 |
| 4-year Renewal Provider | 2 | 1 | | | | | | | | | | | 3 |
| Annual Fee for Provider | 5 | 16 | | | | | | | | | | | 21 |
| Allindal Fee for Frovider | | 10 | | | | | | | | | | | 21 |
| Real Estate Courses | 11 | 24 | | | | | | | | | | | 35 |
| Initial | 10 | 15 | | | | | | | | | | | 25 |
| Renewal | 1 | 9 | | | | | | | | | | | 10 |
| | | | | | | | | | | | | | |
| Inspector Courses | 3 | 2 | | | | | | | | | | | 5 |
| Initial | 3 | 0 | | | | | | | | | | | 3 |
| Renewal | 0 | 2 | | | | | | | | | | | 2 |
| ERW Courses | 0 | 0 | | | | | | | | | | | 0 |
| Initial | 0 | 0 | | | | | | | | | | | 0 |
| Renewal | 0 | 0 | | | | | | | | | | | 0 |
| renewar | | | | | | | | | | | | | - |
| Total Applications Received | 21 | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 64 |
| | | | | | | | | | | | | | |
| | 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 |
| | | | | | | | | | | | | | |
| Applications Approved | | | | | | | | | | | | | |
| Providers | | | | | | | | | | | | | |
| Overall | 9 | 10 | | | | | | | | | | | 19 |
| Initial Provider | 1 | 3 | | | | | | | | | | | 4 |
| 4-year Renewal Provider | 0 | 2 | | | | | | | | | | | 2 |
| Annual Fee for Provider | 8 | 5 | | | | | | | | | | | 13 |
| Real Estate Courses | 17 | 9 | | | | | | | | | | | 26 |
| Initial | 17 | 8 | | | | | | | | | | | 25 |
| Renewal | 0 | 1 | | | | | | | | | | | 1 |
| | | | | | | | | | | | | | |
| Inspector Courses | 0 | 0 | | | | | | | | | | | 0 |
| Initial | 0 | 0 | | | | | | | | | | | 0 |
| Renewal | 0 | 0 | | | | | | | | | | | 0 |
| ERW Courses | | 0 | | | | | | | | | | | 0 |
| Initial | 0 | 0 | | | | | | | | | | | 0 |
| Renewal | 0 | 0 | | | | | | | | | | | 0 |
| nenewai | | 0 | | | | | | | | | | | |
| Total Applications Approved | 26 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 45 |

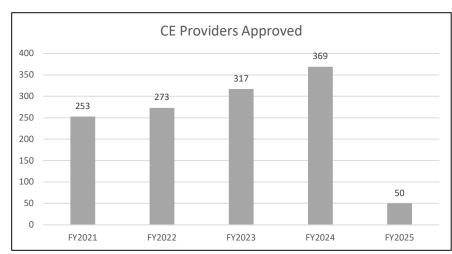
| | | Conti | nuing Edu | ucation Pr | ovider ar | nd Course | e Applicat | ions | | | | | |
|-----------------------------------|--------|--------|-----------|------------|-----------|-----------|------------|--------|--------|--------|--------|--------|----------|
| FY 2025 | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | YTD |
| | | | | | | | | | | | | | |
| Applications Received | | 26 | | | | | | | | | | | |
| Providers | 22 | 26 | | | | | | | | | | | 48 |
| Initial Provider Renewal Provider | 13 | 15 | | | | | | | | | | | 28 20 |
| Renewal Provider | 9 | 11 | | | | | | | | | | | 20 |
| Real Estate CE Courses | 186 | 249 | | | | | | | | | | | 435 |
| Inspector CE (ICE) Courses | 11 | 3 | | | | | | | | | | | 14 |
| | | | | | | | | | | | | | |
| ERW Courses | 0 | 4 | | | | | | | | | | | 4 |
| | | | | | | | | | | | | | |
| Total Applications Received | 219 | 282 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 501 |
| | | 2 : 24 | | | | | | | | | | | |
| | 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 |
| Applications Approved | | | | | | | | | | | | | |
| Providers | 14 | 36 | | | | | | | | | | | 50 |
| Initial Provider | 3 | 18 | | | | | | | | | | | 21 |
| Renewal Provider | 11 | 18 | | | | | | | | | | | 29 |
| | | _ | | | | | | | | | | | |
| Real Estate CE Courses | 190 | 153 | | | | | | | | | | | 343 |
| Inspector CE (ICE) Courses | 8 | 10 | | | | | | | | | | | 18 |
| | | | | | | | | | | | | | |
| ERW Courses | 0 | 2 | | | | | | | | | | | 2 |
| Total Applications Approved | 212 | 201 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 413 |

| | | TRE | C Applica | tions App | roved 13 | -Month C | Comparis | on | | | | | |
|--|--------|--------|-----------|-----------|----------|----------|----------|--------|--------|--------|--------|--------|--------|
| | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 | Sep-24 | Oct-24 |
| Qualifying Provider | 3 | 8 | 5 | 7 | 4 | 4 | 0 | 9 | 5 | 4 | 1 | 9 | 10 |
| Qualifying Real Estate Courses | 4 | 16 | 6 | 21 | 11 | 20 | 4 | 21 | 12 | 18 | 5 | 17 | 9 |
| Qualifying Inspector Courses | 4 | 4 | 0 | 1 | 0 | 0 | 0 | 1 | 2 | 2 | 0 | 0 | 0 |
| Qualifying ERW Courses | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All Qualifying Applications | 11 | 28 | 11 | 29 | 15 | 24 | 4 | 31 | 19 | 24 | 6 | 26 | 19 |
| | | | | | | | | | | | | | |
| Continuing Education Provider | 40 | 40 | 19 | 33 | 41 | 35 | 41 | 27 | 24 | 31 | 26 | 14 | 36 |
| Continuing Real Estate Courses | 143 | 157 | 364 | 262 | 427 | 207 | 298 | 300 | 210 | 206 | 180 | 190 | 153 |
| Continuing Education Inspector Courses | 17 | 1 | 15 | 14 | 18 | 38 | 25 | 37 | 14 | 13 | 5 | 8 | 10 |
| Continuing Education ERW Courses | 0 | 0 | 0 | 14 | 17 | 1 | 2 | 0 | 0 | 4 | 0 | 0 | 2 |
| All Continuing Education Applications | 200 | 198 | 398 | 323 | 503 | 281 | 366 | 364 | 248 | 254 | 211 | 212 | 201 |
| | | | | | | | • | | | • | | | · |
| All Applications Approved | 211 | 226 | 409 | 352 | 518 | 305 | 370 | 395 | 267 | 278 | 217 | 238 | 220 |

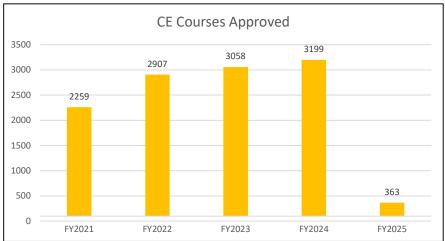


Education & Examinations Division TREC Total Applications Approved - Fiscal Year



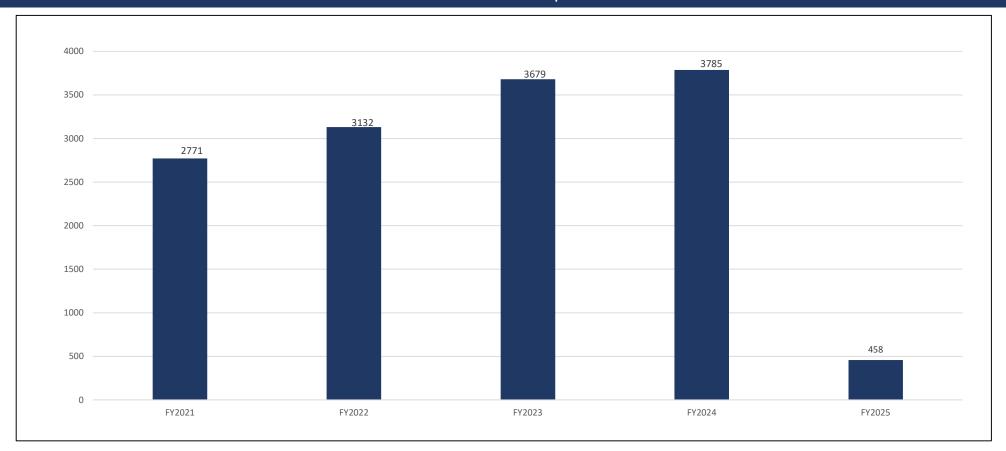




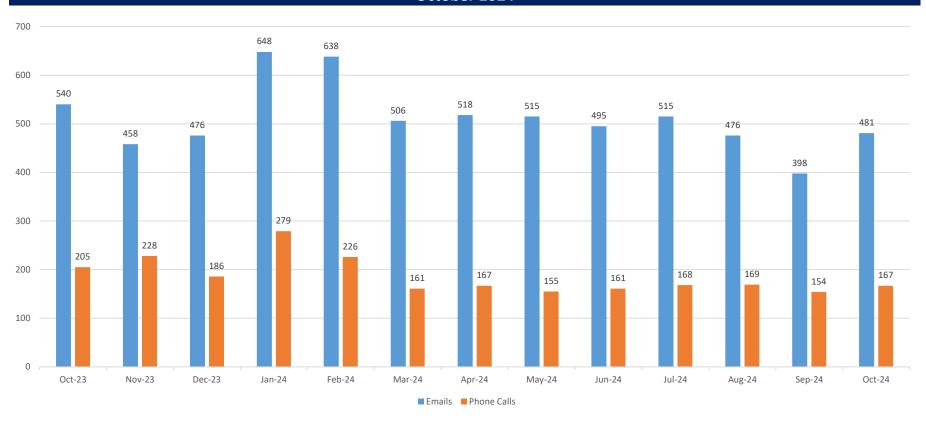


All TREC Applications Approved

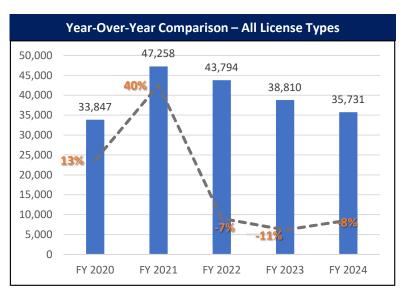
Year-Over-Year Comparison

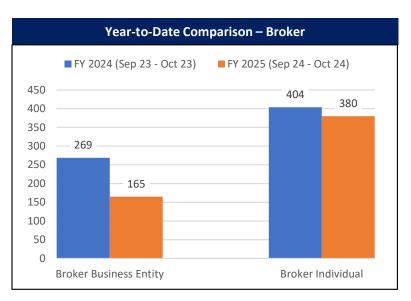


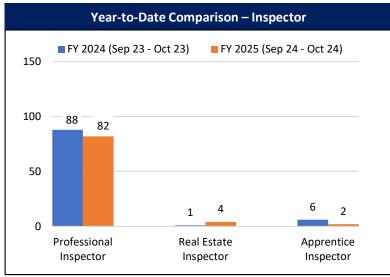
Email and Phone Call Volume 13-Month Comparison October 2024

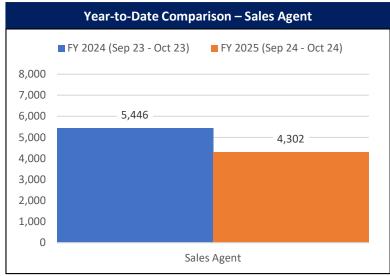


Initial Applications Received

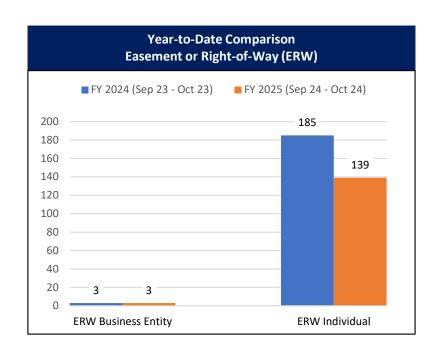


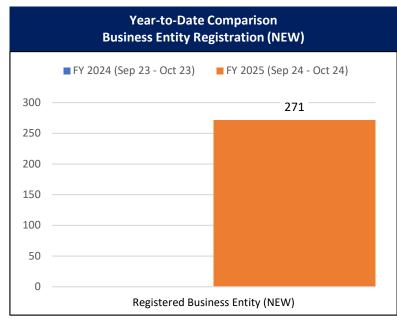




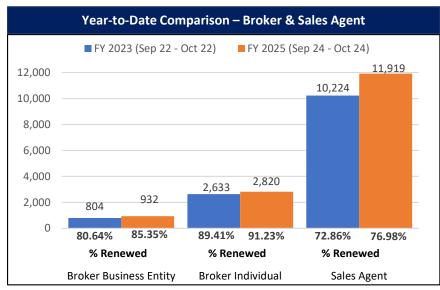


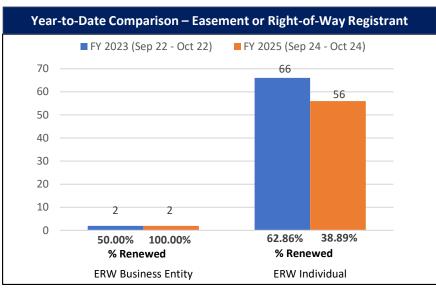
Initial Applications Received

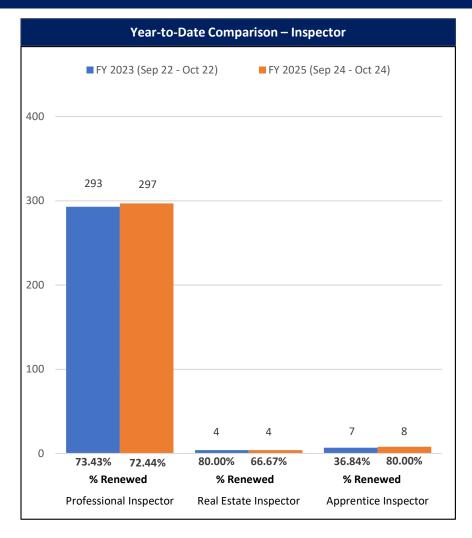




Renewal Activity



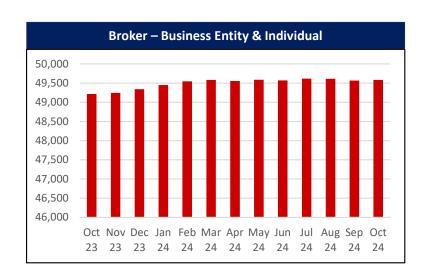




License and Registration Counts

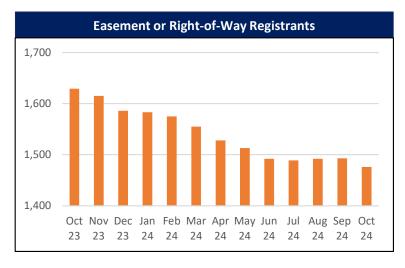
| | | | Total | | Holders a | | trants | | | | | | |
|--|-----------|------------|----------|---------|-----------|---------|---------|---------|---------|---------|----------|---------|--------|
| | Oct 23 | Nov 23 | Dec 23 | Jan 24 | Feb 24 | Mar 24 | Apr 24 | May 24 | Jun 24 | Jul 24 | Aug 24 | Sep 24 | Oct 2 |
| Brokers | 49,217 | 49,246 | 49,343 | 49,452 | 49,545 | 49,586 | 49,556 | 49,588 | 49,573 | 49,618 | 49,612 | 49,566 | 49,58 |
| Active Business Entity Brokers | 14,357 | 14,360 | 14,385 | 14,430 | 14,456 | 14,488 | 14,510 | 14,557 | 14,544 | 14,568 | 14,592 | 14,577 | 14,59 |
| Active Individual Brokers | 33,041 | 33,029 | 33,032 | 33,067 | 33,107 | 33,121 | 33,088 | 33,088 | 33,064 | 33,077 | 33,062 | 33,001 | 32,98 |
| Sales Agents | 182,903 | 182,581 | 182,727 | 182,883 | 183,172 | 183,345 | 183,274 | 183,310 | 183,122 | 182,949 | 182,949 | 182,124 | 182,00 |
| Active Sales Agents | 145,924 | 145,672 | 144,537 | 143,722 | 144,412 | 144,541 | 143,000 | 143,480 | 143,854 | 143,613 | 143,613 | 144,217 | 144,11 |
| Brokers & Sales Agents | 232,120 | 231,827 | 232,070 | 232,335 | 232,717 | 232,931 | 232,830 | 232,898 | 232,695 | 232,567 | 232,561 | 231,690 | 231,58 |
| Registered Business Entities (NEW) | 0 | 0 | 0 | 245 | 508 | 707 | 887 | 1,053 | 1,173 | 1,293 | 1,383 | 1,481 | 1,58 |
| Inspectors | 4,744 | 4,731 | 4,714 | 4,689 | 4,679 | 4,674 | 4,673 | 4,644 | 4,627 | 4,585 | 4,562 | 4,558 | 4,54 |
| Active Inspectors | 4,021 | 4,005 | 3,985 | 3,954 | 3,929 | 3,910 | 3,914 | 3,886 | 3,873 | 3,836 | 3,822 | 3,803 | 3,78 |
| Easement or Right-of-Way Registrants | 1,629 | 1,615 | 1,586 | 1,583 | 1,575 | 1,555 | 1,528 | 1,513 | 1,492 | 1,489 | 1,492 | 1,493 | 1,47 |
| All License Holders | 238,493 | 238,173 | 238,370 | 238,852 | 239,479 | 239,867 | 239,918 | 240,108 | 239,987 | 239,934 | 239,998 | 239,222 | 239,19 |
| % Change | | -0.13% | 0.08% | 0.20% | 0.26% | 0.16% | 0.02% | 0.08% | -0.05% | -0.02% | 0.03% | -0.32% | -0.019 |
| 240,000 = = | 38,173 23 | 8,370 _ 23 | 8,852 23 | 39,479 | 239,867 | 239,918 | 240,108 | 239,987 | 239,934 | 239,9 | 98 239,2 | 22 239 | 9,197 |
| 235,000 — 235,000 — 235,000 | | | | | | | | | | | | | |
| 225,000 — — — — — — — — — — — — — — — — — — | | | | | | | | | | | | | |
| the state of the s | | | | | | | | | | | | | |
| 215,000 | | | | | | | | | | | | | |
| 215,000 — — — — — — — — — — — — — — — — — — | | | | | | | | | | | | | |
| · | | | | | | | | | | | | | |

License and Registration Counts 13-Month Comparisons by License Type









Application Processing Time

| | | Avera | age Numbe | r of Calend | lar Days to | Process an | Initial App | plication | | | | | |
|--|--------|--------|-----------|-------------|--------------|---------------|-------------|-----------|--------|--------|--------|--------|--------|
| | | | | 13-Month (| Comparison - | - Goal: 14 da | ys | | | | | | |
| | Oct 23 | Nov 23 | Dec 23 | Jan 24 | Feb 24 | Mar 24 | Apr 24 | May 24 | Jun 24 | Jul 24 | Aug 24 | Sep 24 | Oct 24 |
| Broker Business Entity | 6.53 | 7.30 | 6.81 | 9.44 | 9.38 | 7.13 | 7.83 | 7.98 | 8.06 | 7.81 | 6.73 | 6.06 | 6.12 |
| Broker Individual | 10.35 | 9.85 | 12.16 | 11.08 | 9.55 | 8.76 | 9.96 | 7.67 | 7.06 | 9.97 | 6.92 | 8.67 | 7.02 |
| Sales Agent | 3.27 | 3.45 | 3.27 | 3.53 | 3.59 | 3.80 | 4.44 | 4.03 | 4.67 | 4.11 | 4.17 | 3.83 | 3.40 |
| Professional Inspector | 6.95 | 3.10 | 4.94 | 6.65 | 6.72 | 4.29 | 6.56 | 5.24 | 4.51 | 6.92 | 5.32 | 8.01 | 5.56 |
| Real Estate Inspector | n/a | n/a | n/a | 6.66 | 1.44 | 6.92 | n/a | n/a | n/a | n/a | n/a | n/a | 2.53 |
| Apprentice Inspector | 5.37 | 4.40 | 4.02 | 6.62 | 9.18 | 4.66 | 6.43 | 7.65 | 8.45 | 7.79 | 3.95 | 5.50 | n/a |
| Easement or Right-of-Way Business Entity | n/a | n/a | n/a | n/a | n/a | 5.41 | 6.47 | 1.40 | 2.34 | n/a | n/a | n/a | 2.62 |
| Easement or Right-of-Way Individual | 3.16 | 3.15 | 3.57 | 4.49 | 2.94 | 3.87 | 3.83 | 6.68 | 3.33 | 4.45 | 3.90 | 3.48 | 3.90 |
| Registered Business Entity (NEW) | n/a | n/a | n/a | 6.41 | 6.19 | 6.42 | 6.61 | 5.43 | 5.68 | 6.93 | 5.61 | 4.87 | 5.32 |

| | | Ini | Initial Applications Received Month-Over-Month Comparison Nov 23 Dec 23 Jan 24 Feb 24 Mar 24 Apr 24 May 24 Jun 24 Jul 24 Aug 24 Sep 24 Oct 24 129 134 134 136 125 125 120 175 97 112 82 83 | | | | | | | | | | | | |
|--|--------|--------|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|--|
| | Oct 23 | Nov 23 | Dec 23 | Jan 24 | Feb 24 | Mar 24 | Apr 24 | May 24 | Jun 24 | Jul 24 | Aug 24 | Sep 24 | Oct 24 | | |
| Broker Business Entity | 138 | 129 | 134 | 134 | 136 | 125 | 125 | 120 | 175 | 97 | 112 | 82 | 83 | | |
| Broker Individual | 210 | 197 | 183 | 183 | 186 | 160 | 176 | 151 | 94 | 161 | 153 | 175 | 209 | | |
| Sales Agent | 2,724 | 2,346 | 2,081 | 2,081 | 2,687 | 2,573 | 2,483 | 2,371 | 2,338 | 2,273 | 2,391 | 2,114 | 2,229 | | |
| Professional Inspector | 48 | 39 | 35 | 35 | 52 | 39 | 43 | 45 | 48 | 40 | 41 | 45 | 37 | | |
| Real Estate Inspector | 1 | 0 | 0 | 0 | 5 | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 3 | | |
| Apprentice Inspector | 2 | 3 | 4 | 4 | 3 | 8 | 2 | 6 | 6 | 5 | 5 | 1 | 1 | | |
| Easement or Right-of-Way Business Entity | 2 | 0 | 0 | 0 | 1 | 4 | 0 | 3 | 1 | 0 | 0 | 1 | 2 | | |
| Easement or Right-of-Way Individual | 83 | 71 | 65 | 65 | 60 | 60 | 77 | 80 | 85 | 88 | 74 | 64 | 75 | | |
| Registered Business Entity (NEW) | n/a | n/a | n/a | 556 | 327 | 242 | 253 | 216 | 154 | 133 | 129 | 131 | 140 | | |

TREC Enforcement Division: E1 Report

Case Status

FY 2025

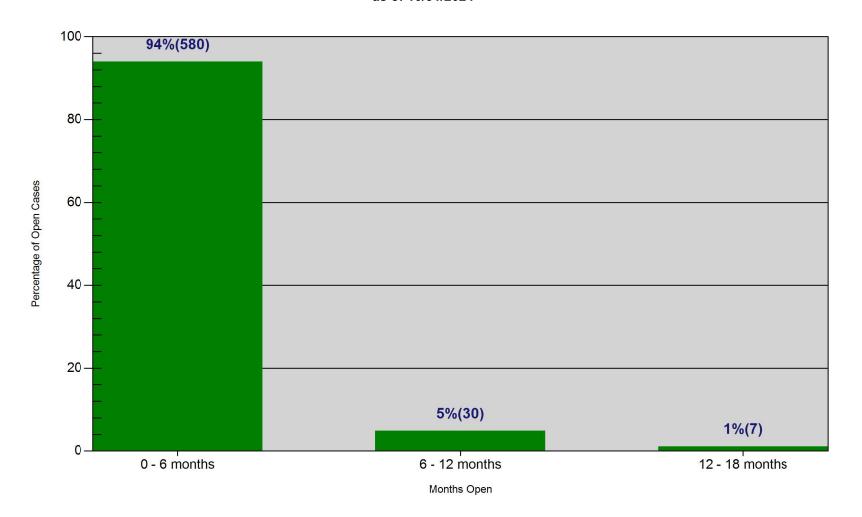
| | Sep 24 | Oct 24 | Nov 24 | Dec 24 | Jan 25 | Feb 25 | Mar 25 | Apr 25 | May 25 | Jun 25 | Jul 25 | Aug 25 | YTD |
|--|--------|---------------------------------|--------|--------|--------|--------|----------|--------|--------|--------|--------|--------|------|
| Received During Month | 487 | 525 | | | | | | | | | | | 1012 |
| Broker/Sales | 184 | 216 | | | | | | | | | | | 400 |
| Inspector | 12 | 5 | | | | | | | | | | | 17 |
| Timeshare | 1 | 2 | | | | | | | | | | | 3 |
| Unlicensed Activity | 6 | 5 | | | | | | | | | | | 11 |
| No Jurisdiction | 12 | 11 | | | | | | | | | | | 23 |
| Application Investigation | 152 | 167 | | | | | | | | | | | 319 |
| Fitness Inquiry | 117 | 117 | | | | | | | | | | | 234 |
| Education Related | 1 | 0 | | | | | | | | | | | 1 |
| Easement ROW | 1 | 0 | | | | | | | | | | | 1 |
| Other | 1 | 2 | | | | | | | | | | | 3 |
| | 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 |
| Closed During Month | 523 | 459 | | | | | | | | | | | 982 |
| Complaint Withdrawn | 4 | 6 | | | | | | | | | | | 10 |
| Disciplinary Action | 44 | 40 | | | | | | | | | | | 84 |
| Failure to Go Forward | 35 | 34 | | | | | | | | | | | 69 |
| Insufficient Evidence | 40 | 39 | | | | | | | | | | | 79 |
| Matter Settled | 25 | 24 | | | | | | | | | | | 49 |
| No Jurisdiction | 97 | 68 | | | | | | | | | | | 165 |
| No Violation | 3 | 4 | | | | | | | | | | | 7 |
| Application Investigation | 147 | 112 | | | | | | | | | | | 259 |
| Fitness Inquiries | 81 | 93 | | | | | | | | | | | 174 |
| Other | 15 | 10 | | | | | | | | | | | 25 |
| Open at Beginning of Month Received During Month Closed During Month Open at End of Month | | 551 525 459 617 | | | | | | | | | | | |
| Received During Fiscal Year Closed During Fiscal Year TREC Enforcement Division | | 1012 982 | | | _ | | itus Por | _ | | | | E1 D/ | _ |

TREC Enforcement Division Case Status Report E1 Report

TREC Enforcement Division: E2 Report

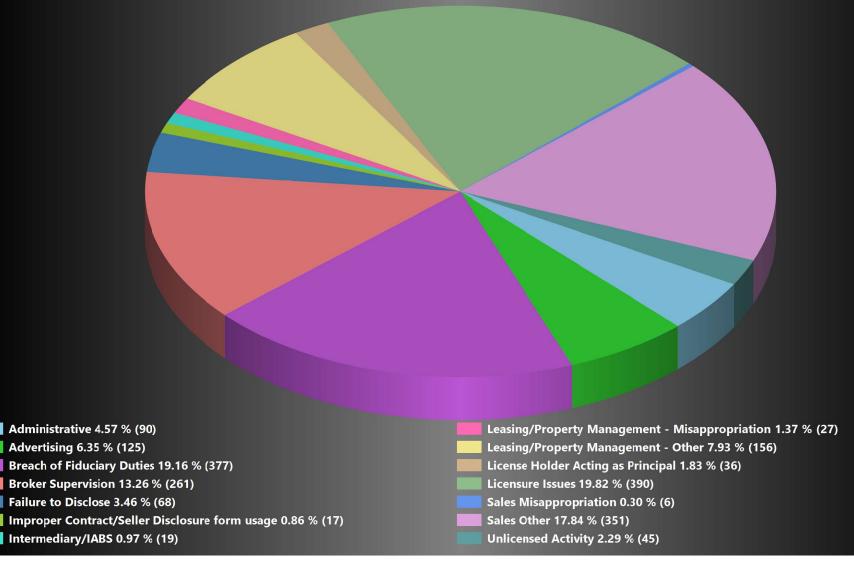
Open Case Aging Report

as of 10/31/2024



Complaint Subject Categories for October 2023 through October 2024





| | | | | Compla | int Sub | ject Cat | tegories | by Mor | nth | | | | | | |
|---|--------|--------|--------|--------|---------|----------|----------|--------|--------|--------|--------|--------|--------|-------|--------|
| Subject Matter Categories | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 | Sep-24 | Oct-24 | Total | YTD |
| Administrative Bad check, contact information, uncooperative, etc. | 11 | 6 | 8 | 10 | 7 | 8 | 9 | 1 | 3 | 3 | 12 | 3 | 9 | 90 | 4.57% |
| Advertising Includes misleading & dba | 14 | 11 | 8 | 8 | 4 | 6 | 16 | 9 | 3 | 9 | 22 | 10 | 5 | 125 | 6.35% |
| Breach of Fiduciary Duty Including false promise | 36 | 26 | 27 | 26 | 27 | 20 | 36 | 39 | 24 | 19 | 37 | 33 | 27 | 377 | 19.16% |
| Broker Supervision | 25 | 18 | 21 | 28 | 15 | 16 | 25 | 17 | 14 | 20 | 25 | 23 | 14 | 261 | 13.26% |
| Failure to Disclose | 4 | 7 | 8 | 7 | 3 | 6 | 5 | 8 | 3 | 2 | 6 | 4 | 5 | 68 | 3.46% |
| Improper contract/Seller Disclosure form usage Including false promise | 3 | 2 | 0 | 1 | 2 | 1 | 0 | 1 | 0 | 2 | 3 | 1 | 1 | 17 | 0.86% |
| Intermediary/IABS | 2 | 1 | 3 | 3 | 1 | 0 | 5 | 1 | 0 | 0 | 3 | 0 | 0 | 19 | 0.97% |
| Leasing/Property Management - Misappropriation | 3 | 3 | 1 | 2 | 0 | 3 | 0 | 9 | 2 | 0 | 3 | 1 | 0 | 27 | 1.37% |
| Leasing/Property Management - Other Includes negligence, referral, etc. | 25 | 11 | 5 | 12 | 23 | 4 | 10 | 17 | 7 | 9 | 17 | 8 | 8 | 156 | 7.93% |
| License Holder Acting as Principal | 6 | 1 | 1 | 0 | 3 | 5 | 2 | 2 | 1 | 5 | 6 | 2 | 2 | 36 | 1.83% |
| Licensure Issues Criminal background check, denials, probationary license, etc. | 40 | 24 | 22 | 32 | 37 | 27 | 23 | 29 | 34 | 29 | 30 | 30 | 33 | 390 | 19.82% |
| Sales Misappropriation Other than Leasing/Property Management - Misappropriation | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 6 | 0.30% |
| Sales Other Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other) | 40 | 24 | 23 | 24 | 44 | 19 | 23 | 31 | 15 | 28 | 36 | 21 | 23 | 351 | 17.84% |
| Unlicensed Activity | 8 | 2 | 1 | 1 | 4 | 3 | 5 | 4 | 3 | 2 | 6 | 3 | 3 | 45 | 2.29% |
| Total | 219 | 137 | 128 | 155 | 170 | 118 | 159 | 168 | 109 | 128 | 207 | 140 | 130 | 1968 | |

Information & Technology Division Electronic Information Outlet Statistics

October 2024

| | | | Prior FYTD |
|------------------------|----------------------|------------|------------|
| Website | Current Month | FYTD Total | Total |
| Total Pages Viewed | 1,558,674 | 3,045,918 | 3,231,986 |
| Total Monthly Sessions | 451,716 | 880,981 | 1,013,781 |

| | | | Online | FYTD Online | Prior FYTD |
|----------------------------------|-------|--------|---------|-------------|------------|
| Online Transactions | Total | Online | Percent | Percent | Percent |
| Applications | 1678 | 1336 | 79.6% | 80.1% | 80.2% |
| Broker Application | 115 | 97 | 84.3% | 82.5% | 78.1% |
| Sales Agent Application | 1493 | 1171 | 78.4% | 79.3% | 79.9% |
| Broker Organization Application | 70 | 68 | 97.1% | 93.6% | 88.8% |
| Renewals | 8434 | 8220 | 97.5% | 97.7% | 98.2% |
| Broker Renewals | 1507 | 1461 | 96.9% | 96.9% | 97.3% |
| Sales Agent Renewal | 6205 | 6061 | 97.7% | 98.0% | 98.5% |
| Broker Organization Renewals | 537 | 521 | 97.0% | 97.0% | 98.29 |
| Professional Inspector Renewals | 142 | 134 | 94.4% | 95.1% | 96.6% |
| Real Estate Inspector Renewals | 2 | 2 | 100.0% | 100.0% | 100.0% |
| Apprentice Inspector Renewals | 5 | 5 | 100.0% | 100.0% | 100.0% |
| Easement ROW Business Renewals | 1 | 1 | 100.0% | 100.0% | 100.0% |
| Easement ROW Individual Renewals | 35 | 35 | 100.0% | 98.5% | 100.0% |
| Business Entity | 103 | 103 | 100.0% | 100.0% | 0.0% |

Electronic Information Outlet Statistics

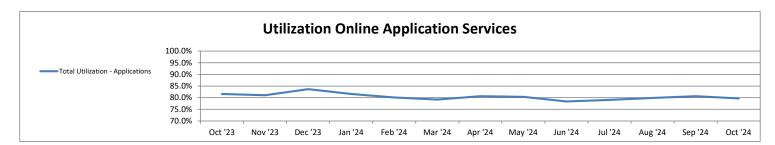
I1 Report

Information & Technology

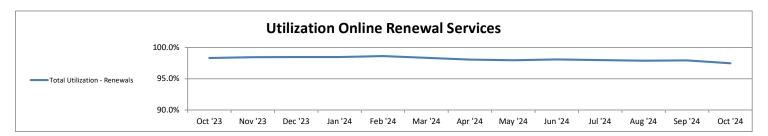
Information & Technology Division Electronic Information Outlet Statistics

October 2024

| Applications | Oct '23 | Nov '23 | Dec '23 | Jan '24 | Feb '24 | Mar '24 | Apr '24 | May '24 | Jun '24 | Jul '24 | Aug '24 | Sep '24 | Oct '24 |
|----------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Broker Application | 73.3% | 80.5% | 85.2% | 78.8% | 78.0% | 82.5% | 81.0% | 79.5% | 81.8% | 83.3% | 84.1% | 80.2% | 84.3% |
| Sales Agent Application | 81.9% | 80.9% | 82.8% | 81.3% | 79.8% | 78.6% | 80.3% | 80.2% | 77.6% | 77.7% | 79.0% | 80.2% | 78.4% |
| Broker Organization Applications | 88.0% | 84.9% | 93.3% | 87.5% | 88.3% | 83.9% | 85.3% | 84.2% | 88.5% | 96.4% | 89.1% | 90.0% | 97.1% |
| Total Utilization - Applications | 81.6% | 81.1% | 83.6% | 81.6% | 80.1% | 79.2% | 80.7% | 80.3% | 78.3% | 79.1% | 79.9% | 80.6% | 79.6% |



| Renewals | Oct '23 | Nov '23 | Dec '23 | Jan '24 | Feb '24 | Mar '24 | Apr '24 | May '24 | Jun '24 | Jul '24 | Aug '24 | Sep '24 | Oct '24 |
|----------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Broker Renewals | 97.6% | 97.9% | 97.8% | 97.5% | 98.1% | 97.6% | 96.5% | 96.4% | 96.9% | 96.4% | 96.3% | 96.9% | 96.9% |
| Sales Agent Renewal | 98.5% | 98.6% | 98.7% | 98.7% | 98.8% | 98.6% | 98.5% | 98.4% | 98.4% | 98.5% | 98.4% | 98.3% | 97.7% |
| Broker Organization Renewal | 98.5% | 98.2% | 97.0% | 98.0% | 97.7% | 96.5% | 98.0% | 97.0% | 97.5% | 96.3% | 96.1% | 97.0% | 97.0% |
| Professional Inspector Renewals | 97.1% | 99.0% | 99.0% | 97.7% | 100.0% | 99.1% | 96.9% | 97.1% | 97.6% | 96.4% | 95.6% | 95.7% | 94.4% |
| Real Estate Inspector Renewals | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 83.3% | 100.0% | 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% | 66.7% | 100.0% | N/A | 100.0% | 100.0% | 100.0% | 100.0% |
| Easement ROW Business Renewals | 100.0% | 100.0% | N/A | 100.0% | 100.0% | 100.0% | N/A | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Easement ROW Individual Renewals | 100.0% | 100.0% | 100.0% | 96.0% | 97.7% | 100.0% | 97.3% | 93.2% | 100.0% | 100.0% | 100.0% | 96.8% | 100.0% |
| Total Utilization - Renewals | 98.3% | 98.4% | 98.5% | 98.4% | 98.6% | 98.3% | 98.0% | 97.9% | 98.1% | 98.0% | 97.9% | 97.9% | 97.5% |



Information & Technology Electronic Information Outlet Statistics I2 Report

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

| Expenditure Category | Beginning Balance FY2025 | Expenditures | Remaining Balance | Budget % Remaining | 10/12 =83.33% 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 |
| Available balance within Texas Treasury Safekeeping Trust | 11,159,699 | | 11,887,199 | | excess remaining available TTSTC balance considered to balance FY24 budget |
| | | | | | |
| Salaries & Wages | 11,242,038 | 1,785,215 | 9,456,823 | 84.1% | |
| Other Personnel Costs | 3,996,132 | 566,494 | 3,429,638 | 85.8% | |
| Professional Fees & Services | 756,768 | 116,310 | 640,458 | 84.6% | |
| Consumables | 7,500 | 411 | 7,089 | 94.5% | |
| Utilities | 12,025 | 339 | 11,686 | 97.2% | |
| Travel | 80,725 | 14,442 | 66,283 | 82.1% | |
| Rent - Building | 197,694 | 174,485 | 23,209 | 11.7% | Annual building lease paid; reserved parking space -1st qtr |
| Rent - Machines - Other | 57,686 | 2,056 | 55,630 | 96.4% | |
| Other Operating Expenses | 882,911 | 78,666 | 804,245 | 91.1% | |
| 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, |
| Subtotal -Operations Expenditures | 20,186,337 | 3,075,768 | 17,110,569 | 84.8% | |
| Statewide Cost Allocation Plan (SWCAP) | 313,008 | 0 | 313,008 | 100.0% | |
| Contribution to General Revenue | 727,500 | 121,250 | 606,250 | 83.3% | |
| Subtotal - Nonoperational Expenditures | 1,040,508 | 121,250 | 919,258 | 88.3% | |
| Total Expenditures | \$21,226,845 | \$3,197,018 | \$18,029,827 | 84.9% | |

| | FY2025 Approved | Revenue | Revenue Remaining to be | Revenue % | |
|---|-----------------|-------------|-------------------------|-----------|---------------------------------------|
| Revenue | Revenue | Collected | Collected | Collected | Comments |
| License Fees | \$12,637,910 | 2,047,522 | \$10,590,388 | 83.8% | |
| Education Fees | \$498,110 | 72,152 | \$425,958 | 85.5% | |
| Examination Fees | \$441,640 | 62,230 | \$379,410 | 85.9% | |
| Other Miscellaneous Revenue | \$257,401 | 35,468 | \$221,933 | 86.2% | YTD interest earned, Public Info fees |
| Total Revenue | \$13,835,061 | \$2,217,372 | \$11,617,689 | 84.0% | |
| Revenue Over/(Under) Expenditures & Transfers | \$3,767,915 | (\$979,647) | \$5,475,062 | 145.3% | |

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

For the Month of October 2024

| | | | | Beginning | | Ending | | | |
|------------|----|------------------|------------------|------------------|--------------|------------------|-----------|----------------------|------------|
| Purchase | | Par | Purchase | Market | Additions | Market | Accrued | | Maturity |
| Date | | Value | Price | Value | Changes | Value | Interest | Description | Date |
| 12/15/2023 | | 4,592,000.00 | 4,418,544.38 | 4,559,712.50 | 13,811.86 | 4,573,524.36 | 17,439.56 | U.S. T-Notes, 1.00% | 12/15/2024 |
| 03/15/2024 | | 2,581,000.00 | 2,498,024.88 | 2,552,367.03 | 3,831.19 | 2,556,198.22 | 5,864.29 | U.S. T-Notes, 1.750% | 03/15/2025 |
| 06/17/2024 | | 5,328,000.00 | 5,216,035.57 | 5,282,212.50 | (624.39) | 5,281,588.11 | 58,174.92 | U.S. T-Notes, 2.875% | 06/15/2025 |
| 09/16/2024 | | 813,000.00 | 809,235.91 | 809,601.91 | (2,127.77) | 807,474.14 | 3,694.43 | U.S. T-Notes, 3.500% | 09/15/2025 |
| Totals | \$ | 13,314,000.00 \$ | 12,941,840.74 \$ | 13,203,893.94 \$ | 14,890.89 \$ | 13,218,784.83 \$ | 85,173.20 | | |
| | _ | | | | | | | | |

| | | | Mo | nthly Activity | <u>′</u> | |
|---|---------|----------------------|--------|------------------|----------|-------------------------------|
| | | Beginning Balance | | Current Month | | Cumulative Totals |
| Beginning Cash Available Balance 10/01/2024 | \$ | 2,050,582.11 | | | | 2,050,582.11 |
| Current Month Receipts | | | \$ | 1,070,051.83 | | 1,070,051.83 |
| Current Month Disbursements | | | \$ | (1,245,399.36) | | (1,245,399.36) |
| Total Cash Investment En | ding Ma | arket Value | | | \$_ | 1,875,234.58 13,218,784.83 |
| Total Account E | Balance | • | | | | 15,094,019.41 |
| Operating Rese | erves | | | | | (5,124,836.00) |
| Ending Balance | Availa | ble for Operatio | ns 10, | /31/2024 | \$ | 9,969,183.41 |

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

Ranada Williams, Investment Officer

Melissa Huerta, Alternate Investment Officer

Kemya Dean, Alternate Investment Officer

Real Estate Recovery Trust Account No. 3058 Investments Current Securities

For the Month of October 2024

| | | | Beginning | | Ending | | | |
|------------|-----------------|-----------------|-----------------|-------------|-----------------|-----------|---------------------|------------|
| Purchase | Par | Purchase | Market | Additions | Market | Accrued | | Maturity |
| Date | Value | Price | Value | Changes | Value | Interest | Description | Date |
| 12/15/2023 | 519,000.00 | 499,375.31 | 515,350.78 | 1,561.05 | 516,911.83 | 1,971.07 | U.S. T-Notes .100 | 12/15/2024 |
| 03/15/2024 | 800,000.00 | 774,250.00 | 791,125.00 | 1,187.50 | 792,312.50 | 1,817.68 | U.S. T-Notes 1.750 | 03/15/2025 |
| 06/17/2024 | 748,000.00 | 732,281.27 | 741,571.88 | (87.66) | 741,484.22 | 8,167.20 | U.S. T-Notes, 2.875 | 06/15/2025 |
| 09/16/2024 | 1,379,000.00 | 1,372,615.40 | 1,373,236.21 | (3,609.09) | 1,369,627.12 | 6,266.45 | U.S. T-Notes, 3.500 | 09/15/2025 |
| Totals \$ | 3,446,000.00 \$ | 3,378,521.98 \$ | 3,421,283.87 \$ | (948.20) \$ | 3,420,335.67 \$ | 18,222.40 | | |
| | | | | | | | | |

| | | | Monthly Activity | | |
|--|------------|----------------------|------------------|----------------------|--|
| | | Beginning Balance | Current Month | Cumulative Totals | |
| Beginning Cash Balance 10/01/2024: | 629,813.43 | | | 629,813.43 | |
| Receipts: | | | | | |
| Licensees' Remittances to Recovery Fund | | \$ | 19,870.26 | | |
| Interest Realized | | | 2,724.55 | | |
| Repayments to Recovery Fund (Principal and Interest) | | | 1,044.00 | | |
| Administrative Penalties | | | 19,185.00 | | |
| Investments Matured | | | 0.00 | | |
| Prior Month Correction Return to Trust | | | 0.00 | | |
| Total Received | | | 0.00 | 42 022 01 | |
| Total Received | \$ | \$ | 42,823.81 \$ | 42,823.81 | |
| Disbursements: | | | | | |
| Investments Purchased | | \$ | 0.00 | | |
| Accrued Interest Purchased | | | 0.00 | | |
| Disbursement to Treasury (GR) | | | 0.00 | | |
| Payments from Recovery Fund | | | 0.00 | | |
| Administrative Costs | | | 93.36 | | |
| Total Disbursed | | \$ | 93.36 _ | (93.36) | |
| Ending Cash Balance | | | | 672,543.88 | |
| Investment Ending Market Value | | | _ | 3,420,335.67 | |
| Total Account Balance | | | | 4,092,879.55 | |
| Reserved for Potential Payments Within 90 Days | | | | (496,394.07) | |
| Ending Account Balance 10/31/2024 | | | \$_ | 3,596,485 | |

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, Alternate Investment Officer

Kemya Dean, Alternate Investment Officer

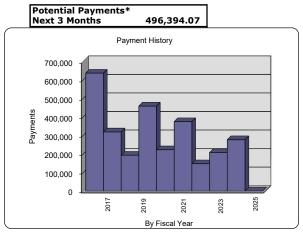
Texas Occ Code, Sec 1101.603(e): On a determination by the commission at any time that the balance in the trust account is less than \$1 million, each license holder at the next license renewal must pay, in addition to the renewal fee, a fee that is equal to the lesser of \$10 or a pro rata share of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

Real Estate Recovery Trust Account No. 3058 Investments Payments and Repayments

For the Month of October 2024

| | Payment | Repayment | Admin Penalties | Admin | Payments | Number of |
|----------------|------------|------------|-----------------|----------|----------------|----------------|
| Month-Year | Total | Total | Total | Costs | FY2025-To-Date | Claims FY 2025 |
| 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 | 0.00 | |
| 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 | 0.00 | |
| 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 | 0.00 | |
| 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 | 0.00 | |
| August 2024 | 27,570.82 | 4,421.05 | 69,535.20 | 94.19 | 0.00 | |
| September 2024 | 0.00 | 1,974.74 | 7,300.00 | 94.57 | 0.00 | |
| October 2024 | 0.00 | 1,044.00 | 19,185.00 | 93.36 | 0.00 | |
| | 482,787.81 | 205,023.61 | 480,794.12 | 2,460.82 | - | - |

| Payment History | | | | | | | | | |
|-----------------|---------------|-----------------|--|--|--|--|--|--|--|
| Fiscal Year | # of Payments | Total Payments | | | | | | | |
| thru 2015 | 745 | 14,427,119.61 | | | | | | | |
| 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 | 0 | 277,113.00 | | | | | | | |
| 2025 | 0 | 0.00 | | | | | | | |
| Total | 837 | \$17,265,935.07 | | | | | | | |



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

Real Estate Inspection Recovery Fund No. 0889 (3059)

For the Month of October 2024

| | | | Beginning | | Ending | | | |
|------------|---------------|---------------|---------------|-------------|---------------|-------------|--------------------|------------|
| Purchase | Par | Purchase | Market | Additions | Market | Accrued | | Maturity |
| Date | Value | Price | Value | Changes | Value | Interest | Description | Date |
| 12/15/2023 | 373,000.00 | 358,895.94 | 370,377.34 | 1,121.92 | 371,499.26 | 1,416.58 | U.S. T-Notes .100% | 12/15/2024 |
| Totals | \$ 373,000.00 | \$ 358,895.94 | \$ 370,377.34 | \$ 1,121.92 | \$ 371,499.26 | \$ 1,416.58 | | |
| | | | | | | | • | |

| | | Mo | nthly Activity | | <u>Pa</u> | story | |
|---|---|-------|------------------|----------------------|----------------|-----------------------|-------------------|
| | Beginning Balance | | Current Month | Cumulative Totals | Fiscal Year | Number of Payments | Total Payments |
| Beginning Cash Balance 10/01/2024 | \$ 99,661.02 | \$ | \$ | 99,661.02 | | | |
| | | | | | 1991 - 2011 | 47 | \$ 336,084.95 |
| Receipts: | | | | | 2012 | 2 | 25,000.00 |
| Licensees' Remittances to Recovery Fund | | \$ | 10.00 | | 2013 | 1 | 12,500.00 |
| Interest Realized (includes accruals) | | | 414.04 | | 2014 | 0 | 0.00 |
| Treasury Note Semi-Annual Interest | | | 0.00 | | 2015 | 0 | 0.00 |
| Repayments | | | 0.00 | | 2016 | 1 | 2,275.23 |
| Administrative Penalties | | | 750.00 | | 2017 | 2 | 25,000.00 |
| Investments Matured | | | 0.00 | | 2018 | 0 | 0.00 |
| Total Received in Current Mont | 1 | | * | 1,174.04 | 2019 | 0 | 0.00 |
| | | | | | 2020 | 0 | 0.00 |
| Disbursements: | | | | | 2020 | 0 | 0.00 |
| Investments Purchased | | \$ | 0.00 | | 2021 | 0 | 0.00 |
| Payments from Recovery Fund | | | 0.00 | | 2022 | 0 | 0.00 |
| * Cash Transfer Trust to Treasury(GR) | | | 0.00 | | 2023 | 0 | 0.00 |
| Administrative Costs | | | 19.65 | | 2024 | 0 | 0.00 |
| Total Disbursed in Current Mont | h | | \$ | (19.65) | Total | 53 | \$ 400,860.18 |
| | Ending Cash Balance | | \$ | 100,815.41 | | | • |
| | Investment Ending Market Value | | | \$371,499.26 | | | |
| | Total Account Balance | | | \$472,314.67 | | | |
| | Reserved for Potential Payment within 9 | 90 Da | ays | \$0.00 | | | |
| | Ending Account Balance 10/31/202 | 24 | \$ <u></u> | \$472,314.67 | | | |

Investment Position: The Fund is capable of meeting all known obligations.

Investment Compliance: The Investment Policy of the Commission has been followed.

Ranada Williams, Investment Officer

Melissa Huerta, Alternate Investment Officer

Kemya Dean, Alternate Investment Officer