

## Part I – Agency Profile

### Agency Overview

The Idaho Real Estate Commission is a self-governing agency authorized under Chapter 20, Title 54, Idaho Code to administer the Real Estate License Law regulating real estate brokerage in Idaho. The Commission is a dedicated fund agency, meaning the funding for all Commission operations comes primarily from license and application fees; the Real Estate Commission receives no general fund monies. The Commission issues licenses to real estate brokers and sales associates, develops and oversees education programs and licensing exams, and investigates complaints and takes disciplinary actions for violations of the license law. The Commission is also charged with administering the State's Subdivided Lands Disposition Act (Chapter 18, Title 55, Idaho Code). The Act requires sellers of timeshares and out-of-state subdivision lots to register their projects with the Commission as a prerequisite to marketing them in Idaho.

The Commission is composed of five Governor-appointed Commissioners, including four brokers from four geographic areas of the state, and one "at large" public member. The Commissioners meet monthly to establish the policies by which the Commission operates and to hear and decide enforcement matters. Commissioners hire an Executive Director to oversee agency operations and implement Commission policies. The Commission's 13 additional full-time employees are divided into three departments: Administration, Education & Licensing, and Enforcement.

In addition, the Real Estate Education Council is established by Idaho Code 54-2008 to serve as an advisory group to the Commission and to perform other duties related to planning, coordinating and directing education programs as authorized in the Council's bylaws. The Education Council consists of six members: four appointed by the Commission from the four geographic areas of the state; one Commissioner; and the Commission's Executive Director.

Approximately 90% of active Idaho licensees belong to the Idaho Association of REALTORS®, a prominent trade association for real estate licensees. Although the interests of the agency and the association may sometimes differ, the Commission works with the Association to develop consensus on issues affecting licensees.

### Core Functions/Idaho Code

**Education & Licensing Department** – Develops and reviews curriculum for pre-license and post license education and the Commission's Business Conduct & Office Operations and annual Core courses; certifies courses, instructors and course providers and monitors their performance; audits licensee compliance with Continuing Education requirements; oversees license examination content and administration; provides staff support for the Education Council; issues and renews licenses for Idaho real estate brokers salespersons and companies, including verification of eligibility for licensure; oversees fingerprinting for background checks; oversees licensee Errors & Omissions insurance program and monitors licensee compliance with E&O requirement; processes records changes and requests for certified license and education histories.

**Enforcement Department** – Inspects real estate brokerage trust accounts and office operations; investigates complaints of alleged license law violations; recommends discipline for licensees and others for violations of the license law and monitors compliance; provides training and assistance to licensees, brokerages, and trade associations; oversees the timeshare and land registrations required under the Idaho Subdivided Lands Disposition Act.

**Administration Department** – Maintains the Commission website and online services and internal licensing database application; publishes and distributes the bi-annual licensee newsletter (the *Real Estatement*), annual license law booklet, and Commission-approved agency disclosure brochure; liaison with legislature and trade association (Idaho Association of REALTORS®); fiscal, human resources and purchasing functions; and support staff for the Commissioners and legal counsel.

**Revenue and Expenditures**

<b>Revenue</b>	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>	<b>FY 2016</b>
Special Real Estate Fund	\$953,380	\$937,916	\$1,037,589	\$1,038,233
Civil Penalty Fine Monies**	\$121,828	\$183,748	101,414	181,006
<b>Total</b>	<b>\$1,075,208</b>	<b>\$1,121,664</b>	<b>\$1,139,003</b>	<b>\$1,219,239</b>
<b>Expenditures</b>	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>	<b>FY 2016</b>
Personnel Costs	\$773,622	\$824,707	\$825,800	\$855,086
Operating Expenditures	\$371,463	\$391,564	\$421,142	\$410,741
Civil Penalty Fine Expend.	\$103,895	\$82,646	\$80,458	\$69,355
Capital Outlay	\$0	\$0	\$0	\$0
Trustee/Benefit Payments	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$1,248,981</b>	<b>\$1,298,917</b>	<b>\$1,327,400</b>	<b>\$1,335,181</b>

**Profile of Cases Managed and/or Key Services Provided**

<b>Cases Managed and/or Key Services Provided</b>	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>	<b>FY 2016</b>
<b>LICENSING DEPARTMENT</b>				
New Licenses Issued	918 (+70.3%)	1,219 (+32.8%)	1,082 (-11.2%)	1,304 (+20.5%)
Total License Count (% Change from Previous Year)	9,263 (+0.2%)	9,687 (+4.6%)	10,024 (+3.5%)	10,695 (+6.7%)
<b>ENFORCEMENT DEPARTMENT</b>				
Total Office Audits Completed	206	219	223	212
Total New Complaints Opened	320	399	337	546
Total Complaints Dismissed	35	42	44	64
<b>Total Disciplinary Actions Taken</b>	299	314	314	480
CE Disciplinary Actions	58	100	75	119
E&O Disciplinary Actions	172	123	158	217
Other Disciplinary Actions	69	91	83	144
<b>EDUCATION DEPARTMENT</b>				
<b>Certification of New</b>				
Courses	63	89	90	86
Instructors	6	7	8	8
Providers	12	9	11	8
<b>Curriculum Evaluation</b>				
Sales Pre-License	11/2010	11/2010	11/2010	Ongoing
Broker Pre-License	Ongoing	Ongoing	Ongoing	Ongoing
<b>Education Council Course Audits</b>	22	18	11	13
<b>License Exam Statistics</b>				
Idaho exams administered	1,538	2,272	2,133	2,712

**Part II – Performance Measures**

Performance Measure		FY 2013	FY 2014	FY 2015	FY 2016	Current Year
<b>Goal 2 – Improve the quality and relevance of education programs for new and existing licensees.</b>						
1. Number of sales associate and broker prelicense courses reviewed and updated each year for relevance and current laws	actual	Sales Associate: No Broker: No	Sales Associate: No Broker: No	Sales Associate: No Broker: No	Sales Associate: No Broker: Yes	-----
	benchmark	25%	25%	25%	25%	25%
<b>Goal 3 – Improve administration of licensing process to promptly and efficiently process licensing paperwork.</b>						
2. Number of completed license applications and notice of change forms processed and approved within ten (10) business days from receipt	actual	X	X	X	X	-----
	benchmark	100%	100%	100%	100%	100%
<b>Goal 4 – Assure consistent licensee compliance with real estate license law.</b>						
3. Maintain bi-annual audit schedule for Idaho brokerages	actual	Yes	Yes	Yes	Yes	-----
	benchmark	50% of offices each year	50% of offices each year	50% of offices each year	50% of offices each year	50% of offices each year
4. Number of investigations completed within 6 months from opening of case	actual	90%	80%	85%	95%	-----
	benchmark	100%	100%	100%	100%	100%
<b>Goal 5 – Develop and maintain technology, procedures and staff training to ensure efficient operations and customer service.</b>						
5. Number of callers or e-mail inquiries who are able to make contact with a staff member within one business day of contacting the commission office	actual	X	X	X	X	-----
	benchmark	100%	100%	100%	100%	100%

**For More Information, Contact:**

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