

Part I – Agency Profile

Agency Overview

The Idaho Real Estate Commission, created in 1947, is a self-governing agency authorized under Chapter 20, Title 54, Idaho Code. The Commission is a dedicated fund agency, with funding for all Commission operations coming primarily from license and application fees; the Real Estate Commission receives no general fund monies. The primary obligation of the Commission is to protect the public interest in regulated real estate transactions through administration of the Idaho Real Estate License Law and Rules. 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 brokers from four geographic areas of the state, and one "at large" public member. The Commissioners meet approximately 8 times a year 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 14 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 91% 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 – Issues and renews licenses for Idaho real estate brokers salespersons and companies, including verification of eligibility for licensure; develops and reviews curriculum for pre-license and post license education, the Commission's Business Conduct & Office Operations course, 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; 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 – Investigates complaints of alleged license law violations; inspects real estate brokerage trust accounts and office operations; 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, 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; acts as a liaison with legislature and trade association (Idaho REALTORS®); performs fiscal, human resources and purchasing functions; and functions as support staff for the Commissioners, Education Council and legal counsel.

Revenue and Expenditures

Revenue	FY 2015	FY 2016	FY 2017	FY 2018
Special Real Estate Fund	\$1,037,589	\$1,038,233	\$1,199,581	\$1,272,121
Civil Penalty Fine Monies**	101,414	181,006	\$127,552	\$151,910
Total	\$1,139,003	\$1,219,239	\$1,327,133	\$1,424,031
Expenditures	FY 2015	FY 2016	FY 2017	FY 2018
Personnel Costs	\$825,800	\$855,086	\$881,782	\$952,113
Operating Expenditures	\$421,142	\$410,741	\$416,507	\$369,520
Civil Penalty Fine Expend.	\$80,458	\$69,355	\$50,781	\$74,580
Capital Outlay	\$0	\$0	\$19,833	\$10,586
Trustee/Benefit Payments	\$0	\$0	\$0	\$0
Total	\$1,327,400	\$1,335,181	\$1,368,903	\$1,406,799

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2015	FY 2016	FY 2017	FY 2018
LICENSING DEPARTMENT				
New Licenses Issued	1,082 (-11.2%)	1,304 (+20.5%)	1,539 (+18.0%)	1,851 (+21%)
Total License Count	10,024 (+3.5%)	10,695 (+6.7%)	11,434 (+6.9%)	12,609 (+10.3%)
(% Change from Previous Year)				
ENFORCEMENT DEPARTMENT				
Total Office Audits Completed	223	212	189	203
Total New Complaints Opened	337	546	417	552
Total Complaints Dismissed	44	64	37	47
Total Disciplinary Actions Taken	314	480	390	503
CE Disciplinary Actions	75	119	136	140
E&O Disciplinary Actions	158	217	186	304
Other Disciplinary Actions	83	144	58	57
EDUCATION DEPARTMENT				
Certification of New				
Courses	90	86	84	79
Instructors	8	8	10	17
Providers	11	8	7	20
Curriculum Evaluation				
Sales Pre-License	11/2010	Ongoing	Ongoing	Ongoing
Broker Pre-License	Ongoing	Ongoing	Ongoing	Ongoing
Education Council Course Audits	11	13	12	12
License Exam Statistics				
Idaho exams administered	2,133	2,712	2,871	3,376

FY 2018 Performance Highlights

Supplemented license testing sites by working with test vendor to offer examinations in 213 test centers on military bases around the world, reducing the barrier to entry for military personnel and their families. Three additional in-state test centers were also added to increase availability of in-state testing.

Part II – Performance Measures

Performance Measure		FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Goal 2 – Improve the quality and relevance of education programs for new and existing licensees.						
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: Yes	Sales Associate: No Broker: No	Sales Associate: No Broker: Yes	-----
	target	25%	25%	25%	25%	25%
Goal 3 – Improve administration of licensing process to promptly and efficiently process licensing paperwork.						
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	-----
	target	100%	100%	100%	100%	100%
Goal 4 – Assure consistent licensee compliance with real estate license law.						
3. Maintain bi-annual audit schedule for Idaho brokerages	actual	Yes	Yes	Yes	No	-----
	target	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	85%	95%	93%	90%	-----
	target	100%	100%	100%	100%	100%
Goal 5 – Develop and maintain technology, procedures and staff training to ensure efficient operations and customer service.						
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	-----
	target	100%	100%	100%	100%	100%

For More Information Contact:

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