

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 approximately seven 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 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 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 – 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 REALTORS®); fiscal, human resources and purchasing functions; and support staff for the Commissioners and legal counsel.

Revenue and Expenditures

Revenue	FY 2014	FY 2015	FY 2016	FY 2017
Special Real Estate Fund	\$937,916	\$1,037,589	\$1,038,233	\$1,199,581
Civil Penalty Fine Monies**	\$183,748	101,414	181,006	\$127,552
Total	\$1,121,664	\$1,139,003	\$1,219,239	\$1,327,133
Expenditures	FY 2014	FY 2015	FY 2016	FY 2017
Personnel Costs	\$824,707	\$825,800	\$855,086	\$881,782
Operating Expenditures	\$391,564	\$421,142	\$410,741	\$416,507
Civil Penalty Fine Expend.	\$82,646	\$80,458	\$69,355	\$50,781
Capital Outlay	\$0	\$0	\$0	\$19,833
Trustee/Benefit Payments	\$0	\$0	\$0	\$0
Total	\$1,298,917	\$1,327,400	\$1,335,181	\$1,368,903

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2014	FY 2015	FY 2016	FY 2017
LICENSING DEPARTMENT				
New Licenses Issued	1,219 (+32.8%)	1,082 (-11.2%)	1,304 (+20.5%)	1,539 (+18.0%)
Total License Count (% Change from Previous Year)	9,687 (+4.6%)	10,024 (+3.5%)	10,695 (+6.7%)	11,434 (+6.9%)
ENFORCEMENT DEPARTMENT				
Total Office Audits Completed	219	223	212	189
Total New Complaints Opened	399	337	546	417
Total Complaints Dismissed	42	44	64	37
Total Disciplinary Actions Taken	314	314	480	390
CE Disciplinary Actions	100	75	119	136
E&O Disciplinary Actions	123	158	217	186
Other Disciplinary Actions	91	83	144	58
EDUCATION DEPARTMENT				
Certification of New				
Courses	89	90	86	84
Instructors	7	8	8	10
Providers	9	11	8	7
Curriculum Evaluation				
Sales Pre-License	11/2010	11/2010	Ongoing	Ongoing
Broker Pre-License	Ongoing	Ongoing	Ongoing	Ongoing
Education Council Course Audits	18	11	13	12
License Exam Statistics				
Idaho exams administered	2,272	2,133	2,712	2,871

Part II – Performance Measures

Performance Measure		FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
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: No	Sales Associate: No Broker: Yes	Sales Associate: No Broker: No	-----
	target	25%	25%	25%	25%	25%

Performance Measure		FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
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	Yes	-----
	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	80%	85%	95%	93%	-----
	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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