



Oregon Real Estate Agency

Budget Presentation

Joint Committee on Ways & Means

Subcommittee on Transportation and Economic Development

February 10, 2015



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- *Mission*
- *Goals*
 - Improved service delivery
 - Consumer protection through better education of licensees
 - Promote workforce excellence
- *Historical Perspective*



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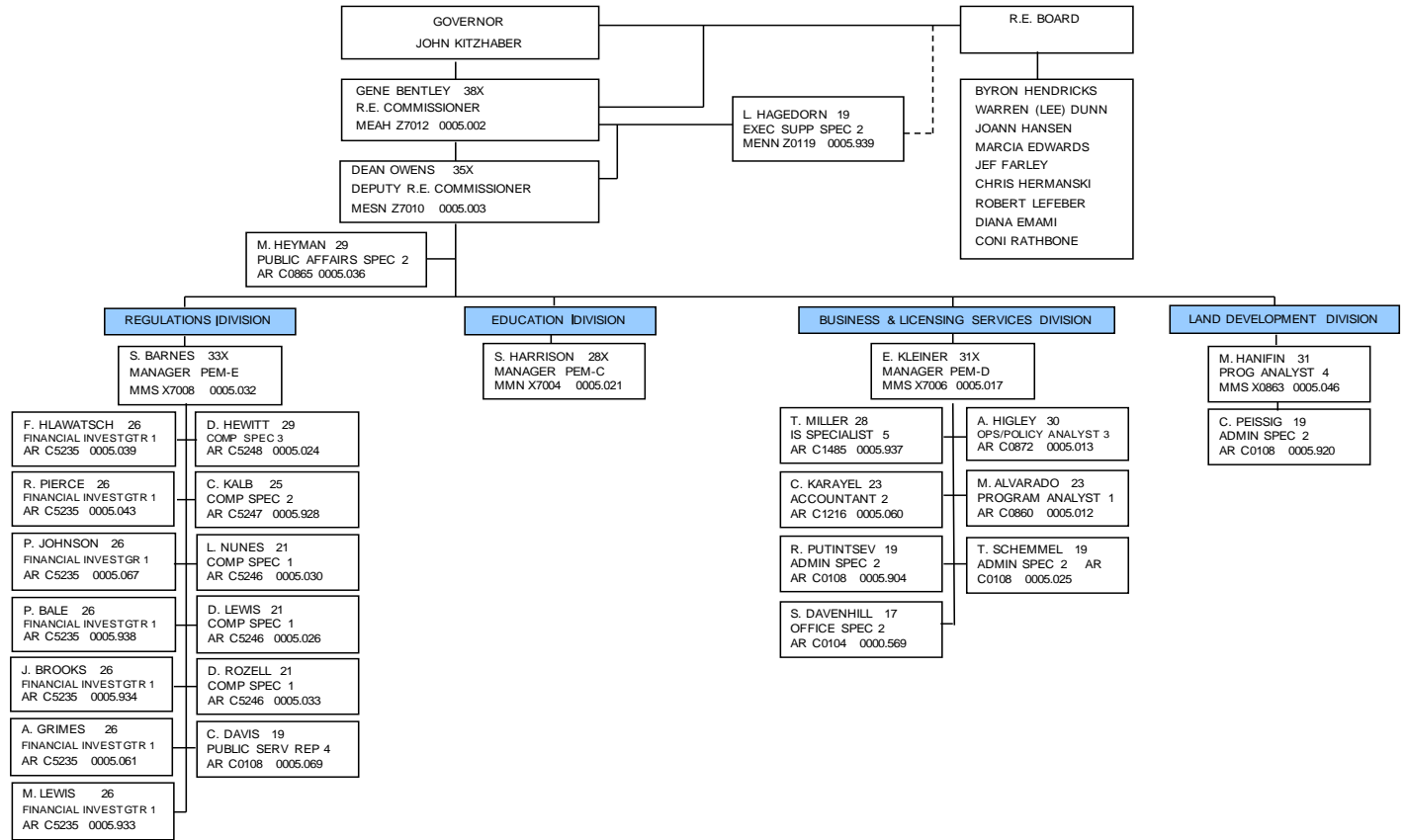
- *Agency Programs*
 - *Education*
 - *Licensing*
 - *Regulations*
- *Populations Served*
 - *General public*
 - *License applicants and licensees*
 - *Land developers*
 - *Attorneys*
 - *Public and private schools*
 - *Professional and governmental organizations*



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2015-17 REAL ESTATE AGENCY ORGANIZATION CHART

(Updated 2.4.15)





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Key Performance Measures

- **KPM #2** - *Percent of investigations completed within 150 days of receipt of complaint.*

Target – 60%

Actual – 62%

- **KPM #3** - *Percent of contested case actions that are resolved through informal settlement resolution and prior to a formal hearing before the Office of Administrative Hearings.*

Target – 95%

Actual – 95%

- **KPM #4** – *Percent of licensees who rate the board-administered exam as “good” or “excellent” as an effective screen for competent and ethical professionals.*

Target – 75%

Actual – 72%

- **KPM #5** - *Percent of customers rating their satisfaction with the Agency’s customer service as “good” or “excellent” in the categories below.*

Target – 90%

Accuracy 92%

Expertise 90%

Actuals – Overall 92%

Helpfulness 90%

Timeliness 90%

Availability of information 91%



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Key Performance Measures, cont.

- ***KPM #1*** - *Percent of property managers/principal brokers reviewed who meet compliance within 45 days of a mail-in compliance review.*

Target – 90%

Actual – 69%

- Current status of program
 - Low participation rate
- Next steps
- Program options
 - Mandatory participation
 - Redirection of resources to focus on the audit of Clients' Trust Accounts



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- *Budget drivers*
 - *Increased activity*
 - *Overall gain of total licensees*
 - *Conservative revenue growth*
- *Industry environment*
 - *Indicators in local markets*
- *Internal environment*
 - *Full staffing level*



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- *Program changes*
 - *None*
- *Cost containing measures*
 - *General office expenses*
 - *Rent*
 - *Travel*
- *Budgetary issues*
 - *Fee increase in 2017-19*



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Governor's Balanced Budget

Revenue:

Beginning Balance – Other Funds	\$1,461,966
Revenue	\$6,226,309
Projected Transfer to General Fund	\$(50,262)
Total Available Revenues	\$7,638,013

Expenditures:

Current Service Level	\$7,603,799
Package 090: Analyst Adj.	\$(480,000)
Governor's Budget:	\$7,123,799
Ending Fund Balance	\$514,214