

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 9 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 2016	FY 2017	FY 2018	FY 2019
Special Real Estate Fund	\$1,038,233	\$1,199,581	\$1,272,121	\$1,347,723
Civil Penalty Fine Monies**	181,006	127,552	151,910	193,869
Total	\$1,219,239	\$1,327,133	\$1,424,031	\$1,541,592
Expenditures	FY 2016	FY 2017	FY 2018	FY 2019
Personnel Costs	\$855,086	\$881,782	\$952,113	\$937,895
Operating Expenditures	\$410,741	\$416,507	\$369,520	\$325,271
Civil Penalty Fine Expend.	\$69,355	\$50,781	\$74,580	\$79,857
Capital Outlay	\$0	\$19,833	\$10,586	\$30,793
Trustee/Benefit Payments	\$0	\$0	\$0	\$0
Total	\$1,335,181	\$1,368,903	\$1,406,799	\$1,373,816

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2016	FY 2017	FY 2018	FY 2019
LICENSING DEPARTMENT				
New Licenses Issued	1,304 (+20.5%)	1,539 (+18.0%)	1,851 (+21%)	1,816 (-1%)
Total License Count	10,695 (+6.7%)	11,434 (+6.9%)	12,609 (+10.3%)	13,276 (+5.3%)
(% Change from Previous Year)				
ENFORCEMENT DEPARTMENT				
Total Office Audits Completed	212	189	203	183
Total New Complaints Opened	546	417	552	669
Total Complaints Dismissed	64	37	47	31
Total Disciplinary Actions Taken	480	390	503	598
CE Disciplinary Actions	119	136	140	189
E&O Disciplinary Actions	217	186	304	367
Other Disciplinary Actions	144	58	57	42
EDUCATION DEPARTMENT				
Certification of New				
Courses	86	84	79	58
Instructors	8	10	17	28
Providers	8	7	20	12
Curriculum Evaluation				
Sales Pre-License	Ongoing	Ongoing	Ongoing	Ongoing
Broker Pre-License	Ongoing	Ongoing	Ongoing	Ongoing
Education Council Course Audits	13	12	12	8
License Exam Statistics				
Idaho exams administered	2,712	2,871	3,376	3,509

Licensing Freedom Act

Agencies who participate in licensure must report on the number of applicants denied licensure or license renewal and the number of disciplinary actions taken against license holders.

	FY 2016	FY 2017	FY 2018	FY 2019
BROKER LICENSE				
Total Number of Licenses	2,444	2,458	2,552	2,587
Number of New Applicants Denied Licensure	1	1	3	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	140	104	138	157
Number of Final Disciplinary Actions Against Licensees	121	93	126	142

	FY 2016	FY 2017	FY 2018	FY 2019
SALESPERSON LICENSE				
Total Number of Licenses	8,150	8,905	9,863	10,689
Number of New Applicants Denied Licensure	5	8	3	2
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	334	321	411	503
Number of Final Disciplinary Actions Against Licensees	289	287	366	448
COMPANY LICENSE				
Total Number of Licenses	763	779	820	864
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	49	42	42	40
Number of Final Disciplinary Actions Against Licensees	46	39	42	39
COOPERATIVE BROKER LICENSE				
Total Number of Licenses	0	2	22	14
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	0	2	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	2
PROVIDER CERTIFICATION				
Total Number of Licenses	83	81	95	93
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	0	1	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
INSTRUCTOR CERTIFICATION				
Total Number of Licenses	69	68	64	78
Number of New Applicants Denied Licensure	1	0	3	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	0	0	0	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
SUBDIVIDED LANDS AND TIMESHARE REGISTRATION				
Total Number of Licenses	NA	NA	NA	NA
Number of New Applicants Denied Licensure	NA	NA	NA	NA
Number of Applicants Refused Renewal of a License	NA	NA	NA	NA
Number of Complaints Against Licensees	1	0	1	3
Number of Final Disciplinary Actions Against Licensees	0	0	0	0

Red Tape Reduction Act

Each agency shall incorporate into its strategic plan a summary of how it will implement the Red Tape Reduction Act, including any associated goals, objectives, tasks, or performance targets. This information may be included as an addendum.

	As of July 1, 2019
Number of Chapters	1
Number of Words	4136
Number of Restrictions	82

FY 2019 Performance Highlights (Optional)

Part II – Performance Measures

Performance Measure		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
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: Yes	Sales Associate: No Broker: No	Sales Associate: No Broker: Yes	Sales Associate: 0% Broker: 40%	-----
	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	100%	-----
	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	No	No	-----
	target	50% of offices each year	50% of offices each year	50% of offices each year	50% of offices each year	50% of level 2+ offices each year
4. Number of investigations completed within 6 months from opening of case	actual	95%	93%	90%	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	100%	-----
	target	100%	100%	100%	100%	100%

Performance Measure Explanatory Notes (Optional)

For More Information Contact:

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