



STATE OF ARIZONA
DEPARTMENT OF REAL ESTATE

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Douglas A. Ducey
Governor

Louis Dettorre
Commissioner

August 31, 2022

The Honorable Douglas A. Ducey
Governor
State of Arizona
1700 W. Washington Street
Phoenix, Arizona 85007

Dear Governor Ducey,

It is with great pride that I present to you the **Arizona Department of Real Estate (ADRE) Budget Request and Strategic Plan** for FY 2024.

The ADRE continues to focus on process improvement and reduced timeframes that benefit the Arizona real estate profession and the public that we serve. With dedication, effort, and a TEAM attitude of all employees, the Department has not only been able to maintain an adequate level of oversight of the real estate industry, but has continued to make positive gains within each division.

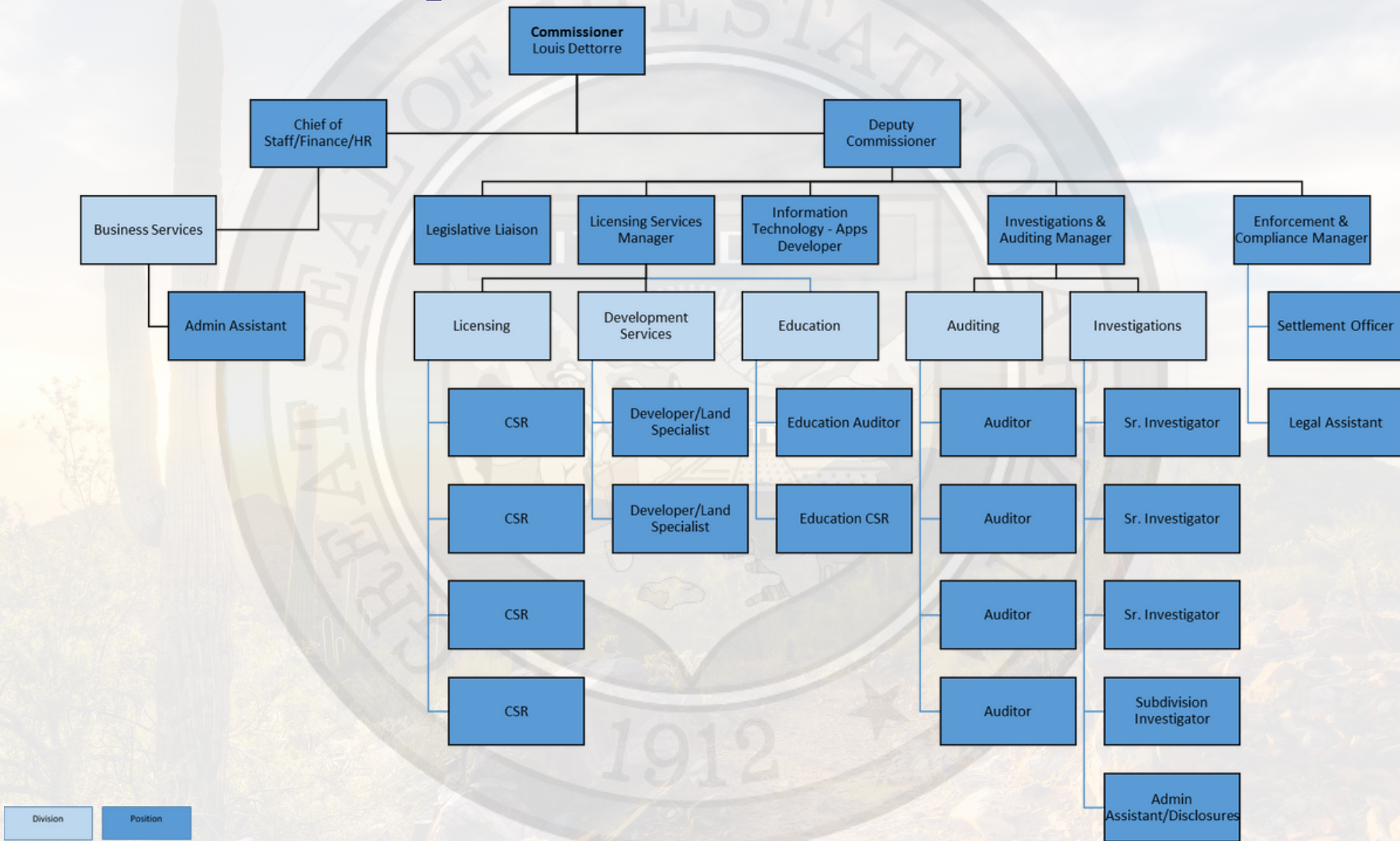
We will continue to identify opportunities to become more efficient by streamlining services for our industry and the public customers we serve. I remain optimistic that the Department will continue to move the needle forward in the real estate industry with balanced regulation to support growth in the Arizona economy.

The Department continues to build on its successes of this past year. I thank you for your commitment and service to the great State of Arizona.

Respectfully,

Louis Dettorre
Commissioner

Arizona Department of Real Estate



Rev. 08/2022

Agency Description: The Arizona Department of Real Estate oversees the administration of licensing examinations and issuance of licenses, as well as the activities of licensees to ensure compliance with the Arizona Revised Statutes and the Commissioner's Rules. Within the purview of the Department are builder/development regulation of the sale of subdivided and certain unsubdivided lands, timeshares, condominiums, membership campgrounds, and cemeteries, administration of the Homeowner's Association Dispute Process, and conducting investigations of consumer complaints, and audits of real estate brokerages.

The Department also regulates real estate schools and instructors, monitoring preclicensing and continuing education courses to ensure the quality of the content of courses and the competence of the instructors, as well as the quality and timeliness of materials being taught.

Vision: The Arizona Department of Real Estate shall be the most customer service oriented, technologically innovative, and operationally efficient and effective state level real estate department in the United States.

Agency Description: The Department oversees the administration of licensing examinations and issuance of licenses, as well as the activities of licensees to ensure compliance with the Arizona Revised Statutes and the Commissioner's Rules. Within the purview of the Department are builder/development regulation of the sale of subdivided and certain unsubdivided lands, timeshares, condominiums, membership campgrounds, and cemeteries, administration of the Homeowner's Association Dispute Process, and conducting investigations of consumer complaints, and audits of real estate brokerages.

The Department also regulates real estate schools and instructors, monitoring prelicensing and continuing education courses to ensure the quality of the content of courses and the competence of the instructors, as well as the quality and timeliness of materials being taught.

Executive Summary: The Arizona Department of Real Estate will utilize the Arizona Management System to continue fulfilling its principles, values and mission.

The Department will be a leader among state real estate agencies through prioritizing strategic goals of providing excellent customer service, continuing to drive technological advancement, update and strengthen real estate education and focus on operational success.

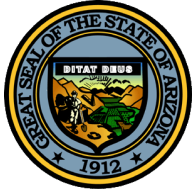
Strategic Issues

- Identify customer values and investor expectations;
- Practice data driven decision making and structured problem solving;
- Fully implement sunset audit recommendation;
- Identify opportunities to streamline the delivery of services;
- Enhance online technology platform;
- Delivering results that provide greater benefits for Arizonans.

Summary of Multi-Year Strategic Priorities

#	Five Year Strategy	Start Year	Progress / Successes
1	Provide excellent customer service through technological advancement	FY18 (amended FY22)	<ul style="list-style-type: none"> •In FY22, maintained percentage of favorable customer service surveys and reviews of 85.44 percent. •In FY22, implemented automated Certified License History that provides the public immediate access (24/7) to Certified License Histories by clicking a button, eliminates potential human error during transcription, and reallocates nearly two weeks of staff time to allow for that time to be spent better serving licensees. •In FY22, created email notifications for licensees and brokers; auto-alerting of changes with license or employees. •In FY22, eliminated unnecessary and burdensome requirement for brokers to rehire employees each renewal.
2	Bolster Continuity of Operations	FY22	<ul style="list-style-type: none"> •In FY22, began cross training licensing, education and development services division. •In FY22, worked with state partners to learn engagement process to research Customer Relations Management/public interface replacement.
3	Reinforce and Update Real Estate Education	FY19	<ul style="list-style-type: none"> •In FY22, updated the Broker Management question bank with Arizona real estate subject matter experts. •In FY22, completed 730+ volunteer course monitor assignments. •In FY22, made permanent new course delivery models and permanently implemented host remote live streaming course delivery.
4	Update Department Rules, Forms and Processes	FY22	<ul style="list-style-type: none"> •In FY22, began to identify outdated rules and forms, where statute was amended but rule and form were not updated.
5	Lead all national state real estate agencies in operational efficiency and effectiveness	FY18	<ul style="list-style-type: none"> •In FY22, completed implementation 95 percent of Auditor General's Recommendations. •In FY22, attended and selected to lead Administrators Roundtable at national Association of Real Estate License Law Officials Conference. •In FY22, observed a 11 percent increase in engaged workforce.

Strategy #	FY23 Annual Objectives	Objective Metrics	Annual Initiatives
1	Provide Excellent Customer Service through Technological Advancement and timeliness	% of Favorable Customer Service Surveys Avg. # of Days for Applications	<ul style="list-style-type: none"> Improve Customer Service Response Time Standardize Responses to Common Questions to Ensure Approved, Accurate, Timely and Effective Communications are Provided
2	Bolster Continuity of Operations	% of Processes that Staff are Trained to Perform within their Division % of Processes Updated in Procedure Manuals	<ul style="list-style-type: none"> Breakthrough - Crosstrain Staff within Divisions and Remove Siloing of Work within Divisions Contract with a Business Analyst to Assess Business Requirements, Implement Improvements and Provide a Scope of Work for Planned Replacement of Custom Built CRM and Public Interface Platforms
3	Update Real Estate Education	% of Improved Education Forms # of Reviewed Education Categories % of Model Broker Policy and Procedure Manual Sections Updated	<ul style="list-style-type: none"> Identify and Implement Opportunities for Improving Real Estate Education Identify Opportunities for Modernizing/Updating Real Estate Education Categories Update Model Broker Policy and Procedure Manual
4	Update AAC, Title 4, Ch28 to include legislative changes and outstanding 5-year-rule review findings Decrease Deficiency Rate of Forms	% of Review Completed % of Drafting Completed % of Requirements to Proceed through GRRC % of 2-Minute Applications Returned to Applicant Unprocessed	<ul style="list-style-type: none"> Identify and Draft Required Updates to Rules Identify and Draft Required Updates to Forms Work through the Rulemaking Process
5	Minimize Regrettable Employee Attrition Increase Engaged Staff Members	% of Turnover % of Employee Engagement	<ul style="list-style-type: none"> Encourage Staff Training and Development Opportunities Improve Telework Program



State of Arizona Budget Request

State Agency

Department of Real Estate

A.R.S. Citation: **A.R.S. TITLE 32, CHAPTER 20**

Appropriated Funds

	FY 2023 Approp	FY 2024 Fund. Issue	FY 2024 Total Budget
Total Amount Requested:	3,221.0	0.0	3,221.0
General Fund	3,221.0	0.0	3,221.0

Governor DUCEY:

This and the accompanying budget schedules, statements and explanatory information constitute the operating budget request for this agency for Fiscal Year 2024.

To the best of my knowledge all statements and explanations contained in the estimates submitted are true and correct.

Agency Head: **Louis Dettorre**

Title: **Commissioner**

Non-Appropriated Funds

	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Budget
Total Amount Planned:	206.5	0.0	206.5
Condo and Planned Community Hearing Office Fund	32.0	0.0	32.0
Real Estate Recovery Fund	154.5	0.0	154.5
Real Estate Education Revolving Fund	20.0	0.0	20.0

Louis Dettorre 8/31/2022

(signature)

Phone: **(602) 771-7769**

Prepared By: **Jim Knupp**

Email Address: **jknupp@azre.gov**

Date Prepared: **Wednesday, August 31, 2022**

Total: 3,427.5 0.0 3,427.5

Revenue Schedule

Agency: Department of Real Estate

Fund: AA1000 General Fund

AFIS Code	Category of Receipt and Description	FY 2022	FY 2023	FY 2024
4312	EXAMINATION FEES	372.0	372.0	372.0
4314	FILING FEES	294.9	294.0	294.0
4372	PUBLICATIONS AND REPRODUCTIONS	2.1	2.0	2.0
4415	OCCUPATIONAL AND PROFESSIONAL LICENSES	2,984.9	2,779.2	2,779.2
4519	OTHER FINES OR FORFEITURES OR PENALTIES	310.1	286.0	286.0
4645	CREDIT CARD DISCOUNT FEES PAID	(68.4)	(68.0)	(68.0)
4699	MISCELLANEOUS RECEIPTS	(0.1)	(0.1)	(0.1)
Fund Total:		3,895.5	3,665.1	3,665.1

Revenue Schedule

Agency: Department of Real Estate

Fund: RE2537 Condo and Planned Community Hearing Office Fund

AFIS Code	Category of Receipt and Description	FY 2022	FY 2023	FY 2024
4339	OTHER FEES AND CHARGES FOR SERVICES	36.0	36.0	36.0
Fund Total:		36.0	36.0	36.0

Revenue Schedule

Agency: Department of Real Estate

Fund: RE3119 Real Estate Recovery Fund

AFIS Code	Category of Receipt and Description	FY 2022	FY 2023	FY 2024
4512	RESTITUTION	8.2	9.0	9.0
4699	MISCELLANEOUS RECEIPTS	68.3	68.0	68.0
Fund Total:		76.5	77.0	77.0

Revenue Schedule

Agency: Department of Real Estate

Fund: RE4011 Real Estate Education Revolving Fund

AFIS Code	Category of Receipt and Description	FY 2022	FY 2023	FY 2024
4372	PUBLICATIONS AND REPRODUCTIONS	16.9	15.0	10.0
4519	OTHER FINES OR FORFEITURES OR PENALTIES	0.0	0.0	0.0
4699	MISCELLANEOUS RECEIPTS	2.4	2.0	1.5
4901	OPERATING TRANSFERS IN	(3.9)	(0.5)	0.0
Fund Total:		15.4	16.5	11.5

Sources and Uses of Funds

Agency: Department of Real Estate

Fund: RE2537 Condo and Planned Community Hearing Office Fund

Cash Flow Summary	Actual FY 2022	Estimate FY 2023	Estimate FY 2024
Balance Forward from Prior Year	6.0	10.0	14.0
Revenue (From Revenue Schedule)	36.0	36.0	36.0
Total Available	42.0	46.0	50.0
Total Appropriated Disbursements	0.0	0.0	0.0
Total Non-Appropriated Disbursements	32.0	32.0	32.0
Balance Forward to Next Year	10.0	14.0	18.0

Non-Appropriated Expenditure

Expenditure Categories	Actual FY 2022	Estimate FY 2023	Estimate FY 2024
Personal Services	0.0	0.0	0.0
Employee Related Expenses	0.0	0.0	0.0
Prof. And Outside Services	0.0	0.0	0.0
Travel - In State	0.0	0.0	0.0
Travel - Out of State	0.0	0.0	0.0
Food	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0
Other Operating Expenses	0.0	0.0	0.0
Equipment	0.0	0.0	0.0
Capital Outlay	0.0	0.0	0.0
Debt Service	0.0	0.0	0.0
Cost Allocation	0.0	0.0	0.0
Transfers	32.0	32.0	32.0
Expenditure Categories Total:	32.0	32.0	32.0
Cap Transfer due to Fund Balance	0.0	0.0	0.0
Residual Equity Transfer	0.0	0.0	0.0
Prior Commitments or Obligated Expenditures	0.0	0.0	0.0
Non Appropriated 27th Pay Roll	0.0	0.0	0.0
Non-Appropriated Expenditure Total:	32.0	32.0	32.0
Non-Appropriated FTE:	0.0	0.0	0.0

Fund Description

OSPB: Sources of revenue include filing fees and civil penalties arising from disputes between owners and condominium or planned community associations over violations of regulatory statutes. The Fund is used to reimburse the Office of Administrative Hearings for costs related to conducting hearings.

Sources and Uses of Funds

Agency: Department of Real Estate

Fund: RE3119 Real Estate Recovery Fund

Cash Flow Summary	Actual FY 2022	Estimate FY 2023	Estimate FY 2024
Balance Forward from Prior Year	1,037.1	1,075.3	997.8
Revenue (From Revenue Schedule)	76.5	77.0	77.0
Total Available	1,113.6	1,152.3	1,074.8
Total Appropriated Disbursements	0.0	0.0	0.0
Total Non-Appropriated Disbursements	38.3	154.5	154.5
Balance Forward to Next Year	1,075.3	997.8	920.3

Non-Appropriated Expenditure

Expenditure Categories	Actual FY 2022	Estimate FY 2023	Estimate FY 2024
Personal Services	0.0	0.0	0.0
Employee Related Expenses	0.0	0.0	0.0
Prof. And Outside Services	0.0	4.5	4.5
Travel - In State	0.0	0.0	0.0
Travel - Out of State	0.0	0.0	0.0
Food	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0
Other Operating Expenses	38.3	150.0	150.0
Equipment	0.0	0.0	0.0
Capital Outlay	0.0	0.0	0.0
Debt Service	0.0	0.0	0.0
Cost Allocation	0.0	0.0	0.0
Transfers	0.0	0.0	0.0
Expenditure Categories Total:	38.3	154.5	154.5
Cap Transfer due to Fund Balance	0.0	0.0	0.0
Residual Equity Transfer	0.0	0.0	0.0
Prior Commitments or Obligated Expenditures	0.0	0.0	0.0
Non Appropriated 27th Pay Roll	0.0	0.0	0.0
Non-Appropriated Expenditure Total:	38.3	154.5	154.5
Non-Appropriated FTE:	0.0	0.0	0.0

Fund Description

OSPB: Revenues from application fees for real estate or cemetery broker's or salesman's license are used to pay claims against real estate brokers or salesmen.

Sources and Uses of Funds

Agency: Department of Real Estate

Fund: RE4011 Real Estate Education Revolving Fund

Cash Flow Summary	Actual FY 2022	Estimate FY 2023	Estimate FY 2024
Balance Forward from Prior Year	28.9	25.0	21.5
Revenue (From Revenue Schedule)	15.4	16.5	11.5
Total Available	44.3	41.5	33.0
Total Appropriated Disbursements	0.0	0.0	0.0
Total Non-Appropriated Disbursements	19.3	20.0	20.0
Balance Forward to Next Year	25.0	21.5	13.0

Non-Appropriated Expenditure

Expenditure Categories	Actual FY 2022	Estimate FY 2023	Estimate FY 2024
Personal Services	0.0	0.0	0.0
Employee Related Expenses	0.0	0.0	0.0
Prof. And Outside Services	0.0	0.0	0.0
Travel - In State	0.0	0.0	0.0
Travel - Out of State	0.0	0.0	0.0
Food	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0
Other Operating Expenses	18.8	20.0	20.0
Equipment	0.0	0.0	0.0
Capital Outlay	0.0	0.0	0.0
Debt Service	0.0	0.0	0.0
Cost Allocation	0.0	0.0	0.0
Transfers	0.0	0.0	0.0
Expenditure Categories Total:	18.8	20.0	20.0
Cap Transfer due to Fund Balance	0.5	0.0	0.0
Residual Equity Transfer	0.0	0.0	0.0
Prior Commitments or Obligated Expenditures	0.0	0.0	0.0
Non Appropriated 27th Pay Roll	0.0	0.0	0.0
Non-Appropriated Expenditure Total:	19.3	20.0	20.0
Non-Appropriated FTE:	0.0	0.0	0.0

Fund Description

OSPB: Revenues consist of monies received from the sale of educational matter and grants of monies to be used in the production of educational products. Funds are used for the printing of a compilation of real estate laws and rules and other educational publications and for such other educational efforts necessary for the guidance and assistance of licensees and the public. Any balance in excess of \$25,000 at the end of the fiscal year is transferred to the General Fund.

Summary of Expenditure and Budget Request for All Funds

Agency: Department of Real Estate

Appropriated

FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
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Cost Center/Program:

1	Licensing and Regulation	2,372.7	3,221.0	0.0	3,221.0
		2,372.7	3,221.0	0.0	3,221.0
	Expenditure Categories				
	FTE	37.0	37.0	0.0	37.0
	Personal Services	1,367.9	1,787.0	0.0	1,787.0
	Employee Related Expenses	509.1	763.4	0.0	763.4
	Professional and Outside Services	90.9	200.0	0.0	200.0
	Travel In-State	11.0	18.5	0.0	18.5
	Travel Out of State	4.1	7.0	0.0	7.0
	Food	0.0	0.0	0.0	0.0
	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
	Other Operating Expenses	344.0	420.1	0.0	420.1
	Equipment	45.7	25.0	0.0	25.0
	Capital Outlay	0.0	0.0	0.0	0.0
	Debt Service	0.0	0.0	0.0	0.0
	Cost Allocation	0.0	0.0	0.0	0.0
	Transfers	0.0	0.0	0.0	0.0
	Expenditure Categories Total:	2,372.7	3,221.0	0.0	3,221.0

Summary of Expenditure and Budget Request for All Funds

Agency: Department of Real Estate

Non-Appropriated

		FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
Cost Center/Program:					
1	Licensing and Regulation	89.1	206.5	0.0	206.5
		89.1	206.5	0.0	206.5
Expenditure Categories					
	Personal Services	0.0	0.0	0.0	0.0
	Employee Related Expenses	0.0	0.0	0.0	0.0
	Professional and Outside Services	0.0	4.5	0.0	4.5
	Travel In-State	0.0	0.0	0.0	0.0
	Travel Out of State	0.0	0.0	0.0	0.0
	Food	0.0	0.0	0.0	0.0
	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
	Other Operating Expenses	57.1	170.0	0.0	170.0
	Equipment	0.0	0.0	0.0	0.0
	Capital Outlay	0.0	0.0	0.0	0.0
	Debt Service	0.0	0.0	0.0	0.0
	Cost Allocation	0.0	0.0	0.0	0.0
	Transfers	32.0	32.0	0.0	32.0
Expenditure Categories Total:		89.1	206.5	0.0	206.5

Summary of Expenditure and Budget Request
for All Funds

Agency: Department of Real Estate

Agency Total for All Funds:	2,461.8	3,427.5	0.0	3,427.5			
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Summary of Expenditure and Budget Request for Selected Funds

Agency:	Department of Real Estate
Fund:	AA1000 General Fund (Appropriated)

		FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
Cost Center/Program:					
1	Licensing and Regulation	2,372.7	3,221.0	0.0	3,221.0
		2,372.7	3,221.0	0.0	3,221.0
Expenditure Categories					
	FTE	37.0	37.0	0.0	37.0
	Personal Services	1,367.9	1,787.0	0.0	1,787.0
	Employee Related Expenses	509.1	763.4	0.0	763.4
	Professional and Outside Services	90.9	200.0	0.0	200.0
	Travel In-State	11.0	18.5	0.0	18.5
	Travel Out of State	4.1	7.0	0.0	7.0
	Food	0.0	0.0	0.0	0.0
	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
	Other Operating Expenses	344.0	420.1	0.0	420.1
	Equipment	45.7	25.0	0.0	25.0
	Capital Outlay	0.0	0.0	0.0	0.0
	Debt Service	0.0	0.0	0.0	0.0
	Cost Allocation	0.0	0.0	0.0	0.0
	Transfers	0.0	0.0	0.0	0.0
Expenditure Categories Total:		2,372.7	3,221.0	0.0	3,221.0
Fund Total:		2,372.7	3,221.0	0.0	3,221.0

Summary of Expenditure and Budget Request for Selected Funds

Agency:	Department of Real Estate
Fund:	RE2537 Condo and Planned Community Hearing Office Fund (Non-Appropriated)

		FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
Cost Center/Program:					
1	Licensing and Regulation	32.0	32.0	0.0	32.0
		32.0	32.0	0.0	32.0
Expenditure Categories					
	Personal Services	0.0	0.0	0.0	0.0
	Employee Related Expenses	0.0	0.0	0.0	0.0
	Professional and Outside Services	0.0	0.0	0.0	0.0
	Travel In-State	0.0	0.0	0.0	0.0
	Travel Out of State	0.0	0.0	0.0	0.0
	Food	0.0	0.0	0.0	0.0
	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
	Other Operating Expenses	0.0	0.0	0.0	0.0
	Equipment	0.0	0.0	0.0	0.0
	Capital Outlay	0.0	0.0	0.0	0.0
	Debt Service	0.0	0.0	0.0	0.0
	Cost Allocation	0.0	0.0	0.0	0.0
	Transfers	32.0	32.0	0.0	32.0
	Expenditure Categories Total:	32.0	32.0	0.0	32.0
	Fund Total:	32.0	32.0	0.0	32.0

Summary of Expenditure and Budget Request for Selected Funds

Agency:	Department of Real Estate
Fund:	RE3119 Real Estate Recovery Fund (Non-Appropriated)

		FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
Cost Center/Program:					
1	Licensing and Regulation	38.3	154.5	0.0	154.5
		38.3	154.5	0.0	154.5
Expenditure Categories					
	Personal Services	0.0	0.0	0.0	0.0
	Employee Related Expenses	0.0	0.0	0.0	0.0
	Professional and Outside Services	0.0	4.5	0.0	4.5
	Travel In-State	0.0	0.0	0.0	0.0
	Travel Out of State	0.0	0.0	0.0	0.0
	Food	0.0	0.0	0.0	0.0
	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
	Other Operating Expenses	38.3	150.0	0.0	150.0
	Equipment	0.0	0.0	0.0	0.0
	Capital Outlay	0.0	0.0	0.0	0.0
	Debt Service	0.0	0.0	0.0	0.0
	Cost Allocation	0.0	0.0	0.0	0.0
	Transfers	0.0	0.0	0.0	0.0
Expenditure Categories Total:		38.3	154.5	0.0	154.5
Fund Total:		38.3	154.5	0.0	154.5

Summary of Expenditure and Budget Request for Selected Funds

Agency:	Department of Real Estate
Fund:	RE4011 Real Estate Education Revolving Fund (Non-Appropriated)

		FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
Cost Center/Program:					
1	Licensing and Regulation	18.8	20.0	0.0	20.0
		18.8	20.0	0.0	20.0
Expenditure Categories					
	Personal Services	0.0	0.0	0.0	0.0
	Employee Related Expenses	0.0	0.0	0.0	0.0
	Professional and Outside Services	0.0	0.0	0.0	0.0
	Travel In-State	0.0	0.0	0.0	0.0
	Travel Out of State	0.0	0.0	0.0	0.0
	Food	0.0	0.0	0.0	0.0
	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
	Other Operating Expenses	18.8	20.0	0.0	20.0
	Equipment	0.0	0.0	0.0	0.0
	Capital Outlay	0.0	0.0	0.0	0.0
	Debt Service	0.0	0.0	0.0	0.0
	Cost Allocation	0.0	0.0	0.0	0.0
	Transfers	0.0	0.0	0.0	0.0
Expenditure Categories Total:		18.8	20.0	0.0	20.0
Fund Total:		18.8	20.0	0.0	20.0

Summary of Expenditure and Budget Request for Selected Funds

Agency:	Department of Real Estate
Fund:	RE4011 Real Estate Education Revolving Fund (Non-Appropriated)

	FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request			
Agency Total for Selected Funds	2,461.8	3,427.5	0.0	3,427.5			

Program Summary of Expenditures and Budget Request

Agency:	Department of Real Estate
Program:	Licensing and Regulation

		FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
Program Summary					
1-1	Licensing and Regulation	2,461.8	3,427.5	0.0	3,427.5
Program Summary Total:		2,461.8	3,427.5	0.0	3,427.5
Expenditure Categories					
0000	FTE Positions	37.0	37.0	0.0	37.0
6000	Personal Services	1,367.9	1,787.0	0.0	1,787.0
6100	Employee Related Expenses	509.1	763.4	0.0	763.4
6200	Professional and Outside Services	90.9	204.5	0.0	204.5
6500	Travel In-State	11.0	18.5	0.0	18.5
6600	Travel Out of State	4.1	7.0	0.0	7.0
6700	Food	0.0	0.0	0.0	0.0
6800	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
7000	Other Operating Expenses	401.1	590.1	0.0	590.1
8000	Equipment	45.7	25.0	0.0	25.0
8100	Capital Outlay	0.0	0.0	0.0	0.0
8600	Debt Service	0.0	0.0	0.0	0.0
9000	Cost Allocation	0.0	0.0	0.0	0.0
9100	Transfers	32.0	32.0	0.0	32.0
Expenditure Categories Total:		2,461.8	3,427.5	0.0	3,427.5
Fund Source					
Appropriated Funds					
AA1000-A	General Fund (Appropriated)	2,372.7	3,221.0	0.0	3,221.0
		2,372.7	3,221.0	0.0	3,221.0
Non-Appropriated Funds					
RE2537-N	Condo and Planned Community Hearing Office Fu	32.0	32.0	0.0	32.0
RE3119-N	Real Estate Recovery Fund (Non-Appropriated)	38.3	154.5	0.0	154.5
RE4011-N	Real Estate Education Revolving Fund (Non-Appr	18.8	20.0	0.0	20.0
		89.1	206.5	0.0	206.5
Fund Source Total:		2,461.8	3,427.5	0.0	3,427.5

Program Group Summary of Expenditures and Budget Request for Selected Funds

Agency:	Department of Real Estate
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
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Fund:	AA1000-A General Fund (Appropriated)
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Program Expenditures

COST CENTER/PROGRAM BUDGET UNIT

1-1	Licensing and Regulation	2,372.7	3,221.0	0.0	3,221.0
	Total	2,372.7	3,221.0	0.0	3,221.0

Appropriated Funding

Expenditure Categories

FTE Positions	37.0	37.0	0.0	37.0
Personal Services	1,367.9	1,787.0	0.0	1,787.0
Employee Related Expenses	509.1	763.4	0.0	763.4
Professional and Outside Services	90.9	200.0	0.0	200.0
Travel In-State	11.0	18.5	0.0	18.5
Travel Out of State	4.1	7.0	0.0	7.0
Food	0.0	0.0	0.0	0.0
Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
Other Operating Expenses	344.0	420.1	0.0	420.1
Equipment	45.7	25.0	0.0	25.0
Capital Outlay	0.0	0.0	0.0	0.0
Debt Service	0.0	0.0	0.0	0.0
Cost Allocation	0.0	0.0	0.0	0.0
Transfers	0.0	0.0	0.0	0.0

Expenditure Categories Total:	2,372.7	3,221.0	0.0	3,221.0
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Fund AA1000-A Total:	2,372.7	3,221.0	0.0	3,221.0
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Program 1 Total:	2,372.7	3,221.0	0.0	3,221.0
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Program Budget Unit Summary of Expenditures and Budget Request for All Funds

Agency:	Department of Real Estate
Program:	Licensing and Regulation

Expenditure Categories		FY 2022	FY 2023	FY 2024	FY 2024
		Actual	Expd. Plan	Fund. Issue	Total Request
0000	FTE	37.0	37.0	0.0	37.0
6000	Personal Services	1,367.9	1,787.0	0.0	1,787.0
6100	Employee Related Expenses	509.1	763.4	0.0	763.4
6200	Professional and Outside Services	90.9	204.5	0.0	204.5
6500	Travel In-State	11.0	18.5	0.0	18.5
6600	Travel Out of State	4.1	7.0	0.0	7.0
6700	Food	0.0	0.0	0.0	0.0
6800	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
7000	Other Operating Expenses	401.1	590.1	0.0	590.1
8000	Equipment	45.7	25.0	0.0	25.0
8100	Capital Outlay	0.0	0.0	0.0	0.0
8600	Debt Service	0.0	0.0	0.0	0.0
9000	Cost Allocation	0.0	0.0	0.0	0.0
9100	Transfers	32.0	32.0	0.0	32.0
Expenditure Categories Total:		2,461.8	3,427.5	0.0	3,427.5
Fund Source					
Appropriated Funds					
AA1000-A	General Fund (Appropriated)	2,372.7	3,221.0	0.0	3,221.0
		2,372.7	3,221.0	0.0	3,221.0
Non-Appropriated Funds					
RE2537-N	Condo and Planned Community Hearing Office Fu	32.0	32.0	0.0	32.0
RE3119-N	Real Estate Recovery Fund (Non-Appropriated)	38.3	154.5	0.0	154.5
RE4011-N	Real Estate Education Revolving Fund (Non-Appro	18.8	20.0	0.0	20.0
		89.1	206.5	0.0	206.5
Fund Source Total:		2,461.8	3,427.5	0.0	3,427.5

Program Budget Unit Summary of Expenditures and Budget Request for Selected Funds

Agency: Department of Real Estate

FY 2022 Actual	FY 2023 Expd. Plan	FY 2024 Fund. Issue	FY 2024 Total Request
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Program: Licensing and Regulation

Fund: AA1000-A General Fund

Appropriated

0000	FTE	37.0	37.0	0.0	37.0
6000	Personal Services	1,367.9	1,787.0	0.0	1,787.0
6100	Employee Related Expenses	509.1	763.4	0.0	763.4
6200	Professional and Outside Services	90.9	200.0	0.0	200.0
6500	Travel In-State	11.0	18.5	0.0	18.5
6600	Travel Out of State	4.1	7.0	0.0	7.0
6700	Food	0.0	0.0	0.0	0.0
6800	Aid to Organizations and Individuals	0.0	0.0	0.0	0.0
7000	Other Operating Expenses	344.0	420.1	0.0	420.1
8000	Equipment	45.7	25.0	0.0	25.0
8100	Capital Outlay	0.0	0.0	0.0	0.0
8600	Debt Service	0.0	0.0	0.0	0.0
9000	Cost Allocation	0.0	0.0	0.0	0.0
9100	Transfers	0.0	0.0	0.0	0.0

Appropriated Total:		2,372.7	3,221.0	0.0	3,221.0
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Fund Total:		2,372.7	3,221.0	0.0	3,221.0
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Program Total For Selected Funds:		2,372.7	3,221.0	0.0	3,221.0
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Program Expenditure Schedule

Agency:	Department of Real Estate
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
FTE	37.0	37.0
Expenditure Category Total	37.0	37.0
Appropriated		
AA1000-A General Fund (Appropriated)	37.0	37.0
Fund Source Total	37.0	37.0
<hr/>		
Personal Services	1,367.9	1,787.0
Boards and Commissions	0.0	0.0
Expenditure Category Total	1,367.9	1,787.0
Appropriated		
AA1000-A General Fund (Appropriated)	1,367.9	1,787.0
Fund Source Total	1,367.9	1,787.0
<hr/>		
Employee Related Expenses	509.1	763.4
Expenditure Category Total	509.1	763.4
Appropriated		
AA1000-A General Fund (Appropriated)	509.1	763.4
Fund Source Total	509.1	763.4
<hr/>		
Professional and Outside Services		204.5
External Prof/Outside Serv Budg And Appn	0.0	
External Investment Services	0.0	
Other External Financial Services	0.0	
Attorney General Legal Services	90.8	
External Legal Services	0.1	
External Engineer/Architect Cost - Exp	0.0	
External Engineer/Architect Cost- Cap	0.0	
Other Design	0.0	
Temporary Agency Services	0.0	
Hospital Services	0.0	
Other Medical Services	0.0	
Institutional Care	0.0	
Education And Training	0.0	
Vendor Travel	0.0	
Professional & Outside Services Excluded from Cost Alloca	0.0	
Vendor Travel - Non Reportable	0.0	
External Telecom Consulting Services	0.0	
Costs related to those in custody of the State	0.0	
Non - Confidential Specialist Fees	0.0	
Confidential Specialist Fees	0.0	
Outside Actuarial Costs	0.0	
Other Professional And Outside Services	100.0	

Program Expenditure Schedule

Agency:	Department of Real Estate
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
Expenditure Category Total	190.9	204.5
Appropriated		
AA1000-A General Fund (Appropriated)	90.9	200.0
	90.9	200.0
Non-Appropriated		
RE3119-N Real Estate Recovery Fund (Non-Appropriated)	0.0	4.5
	0.0	4.5
Fund Source Total	90.9	204.5
<hr/>		
Travel In-State	11.0	18.5
Expenditure Category Total	11.0	18.5
Appropriated		
AA1000-A General Fund (Appropriated)	11.0	18.5
	11.0	18.5
Fund Source Total	11.0	18.5
<hr/>		
Travel Out of State	4.1	7.0
Expenditure Category Total	4.1	7.0
Appropriated		
AA1000-A General Fund (Appropriated)	4.1	7.0
	4.1	7.0
Fund Source Total	4.1	7.0
<hr/>		
Food	0.0	0.0
Expenditure Category Total	0.0	0.0
Appropriated		
AA1000-A General Fund (Appropriated)	0.0	0.0
	0.0	0.0
Fund Source Total	0.0	0.0
<hr/>		
Aid to Organizations and Individuals	0.0	0.0
Expenditure Category Total	0.0	0.0
Appropriated		
AA1000-A General Fund (Appropriated)	0.0	0.0
	0.0	0.0
Fund Source Total	0.0	0.0
<hr/>		
Other Operating Expenses		590.1
Other Operating Expenditures Budg Approp	0.0	
Other Operating Expenditures Excluded from Cost Allocati	0.0	
Risk Management Charges To State Agency	15.1	
Risk Management Deductible - Indemnity	0.0	
Risk Management Deductible - Legal	0.0	
Risk Management Deductible - Medical	0.0	
Risk Management Deductible - Other	0.0	
Gen Liab- Non Physical-Taxable- Self Ins	0.0	
Gross Proceeds Payments To Attorneys	0.0	
General Liability- Non-Taxable- Self Ins	0.0	
Medical Malpractice - Self-Insured	0.0	
Automobile Liability - Self Insured	0.0	

Program Expenditure Schedule

Agency:	Department of Real Estate
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
General Property Damage - Self- Insured	0.0	
Automobile Physical Damage-Self Insured	0.0	
Liability Insurance Premiums	0.0	
Property Insurance Premiums	0.0	
Workers Compensation Benefit Payments	0.0	
Self Insurance - Administrative Fees	0.0	
Self Insurance - Premiums	0.0	
Self Insurance - Claim Payments	0.0	
Self Insurance - Pharmacy Claims	0.0	
Premium Tax On Altcs	0.0	
Other Insurance-Related Charges	0.0	
Internal Service Data Processing	0.0	
Internal Service Data Proc- Pc/Lan	0.0	
External Programming-Mainframe/Legacy	0.0	
External Programming- Pc/Lan/Serv/Web	0.0	
External Data Entry	0.0	
Othr External Data Proc-Mainframe/Legacy	0.0	
Othr External Data Proc-Pc/Lan/Serv/Web	45.8	
Pmt for AFIS Development & Usage	3.6	
Internal Service Telecommunications	0.0	
External Telecom Long Distance-In-State	29.5	
External Telecom Long Distance-Out-State	0.0	
Other External Telecommunication Service	0.0	
Electricity	0.0	
Sanitation Waste Disposal	0.0	
Water	0.0	
Gas And Fuel Oil For Buildings	0.0	
Other Utilities	0.0	
Building Rent Charges To State Agencies	0.0	
Priv Lease To Own Bld Rent Chrgs To Agy	0.0	
Cert Of Part Bld Rent Chrgs To Agy	189.3	
Rental Of Land And Buildings	0.0	
Rental Of Computer Equipment	0.0	
Rental Of Other Machinery And Equipment	0.0	
Miscellaneous Rent	3.0	
Interest On Overdue Payments	0.0	
All Other Interest Payments	0.0	
Internal Acct/Budg/Financial Svcs	0.0	
Other Internal Services	0.2	
Repair And Maintenance - Buildings	0.0	
Repair And Maintenance - Vehicles	0.0	
Repair And Maint - Mainframe And Legacy	0.0	
Repair And Maint-Pc/Lan/Serv/Web	0.0	
Repair And Maintenance - Other Equipment	2.9	
Other Repair And Maintenance	0.0	
Software Support And Maintenance	15.4	
Uniforms	0.0	
Inmate Clothing	0.0	
Security Supplies	0.0	
Office Supplies	2.7	
Computer Supplies	5.0	

Program Expenditure Schedule

Agency:	Department of Real Estate
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
Housekeeping Supplies	0.0	
Bedding And Bath Supplies	0.0	
Drugs And Medicine Supplies	0.0	
Medical Supplies	0.0	
Dental Supplies	0.0	
Automotive And Transportation Fuels	0.0	
Automotive Lubricants And Supplies	0.0	
Rpr And Maint Supplies-Not Auto Or Build	0.0	
Repair And Maintenance Supplies-Building	0.0	
Other Operating Supplies	0.0	
Publications	18.8	
Aggregate Withheld Or Paid Commissions	0.0	
Lottery Prizes	0.0	
Lottery Distribution Costs	0.0	
Material for Further Processing	0.0	
Other Resale Supplies	0.0	
Loss On Sales Of Capital Assets	0.0	
Loss on Sales of Investments	0.0	
Employee Tuition Reimbursement-Graduate	0.0	
Employee Tuition Reimb Under-Grad/Other	0.0	
Conference Registration-Attendance Fees	2.5	
Other Education And Training Costs	0.0	
Advertising	4.5	
Sponsorships	0.0	
Internal Printing	2.9	
External Printing	0.0	
Photography	1.1	
Postage And Delivery	16.6	
Document shredding and Destruction Services	0.6	
Translation and Sign Language Services	0.2	
Distribution To State Universities	0.0	
Other Intrastate Distributions	0.0	
Awards	0.0	
Entertainment And Promotional Items	0.0	
Dues	2.7	
Books- Subscriptions And Publications	0.4	
Costs For Digital Image Or Microfilm	0.0	
Revolving Fund Advances	0.0	
Credit Card Fees Over Approved Limit	0.0	
Relief Bill Expenditures	0.0	
Surplus Property Distr To State Agencies	0.0	
Security Services	0.0	
Judgments - Damages	38.3	
ICA Payments to Claimants Confidential	0.0	
Jdgmnt-Confidential Restitution To Indiv	0.0	
Judgments - Non-Confidential Restitution	0.0	
Judgments - Punitive And Compensatory	0.0	
Pmts Made to Resolve/Disputes/Avoid Costs of Litigation	0.0	
Pmts For Contracted State Inmate Labor	0.0	
Payments To State Inmates	0.0	
Bad Debt Expense	0.0	

Program Expenditure Schedule

Agency:	Department of Real Estate
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
Interview Expense	0.0	
Employee Relocations-Nontaxable	0.0	
Employee Relocations-Taxable	0.0	
Non-Confidential Invest/Legal/Law Enf	0.0	
Conf/Sensitive Invest/Legal/Undercover	0.0	
Fingerprinting, Background Checks, Etc.	0.0	
Other Miscellaneous Operating	0.0	
Expenditure Category Total	401.1	590.1
Appropriated		
AA1000-A General Fund (Appropriated)	344.0	420.1
	344.0	420.1
Non-Appropriated		
RE3119-N Real Estate Recovery Fund (Non-Appropriated)	38.3	150.0
RE4011-N Real Estate Education Revolving Fund (Non-Appropriated)	18.8	20.0
	57.1	170.0
Fund Source Total	401.1	590.1
<hr/>		
Current Year Expenditures		25.0
Capital Equipment Budget And Approp	0.0	
Vehicles Capital Purchase	0.0	
Vehicles Capital Leases	0.0	
Furniture Capital Purchase	0.0	
Depreciable Works Of Art & Hist Treas/Coll Capital Purcha	0.0	
Non Depr Works Of Art & Hist Treas/Coll Cap Purchase	0.0	
Furniture Capital Leases	0.0	
Computer Equipment Capital Purchase	0.0	
Computer Equipment Capital Lease	0.0	
Telecommunication Equip-Capital Purchase	0.0	
Telecommunication Equip-Capital Lease	0.0	
Other Equipment Capital Purchase	0.0	
Other Equipment Capital Leases	0.0	
Purchased Or Licensed Software-Website	0.0	
Internally Generated Software-Website	0.0	
Development in Progress	0.0	
Right-Of-Way/Easement/Extraction Rights	0.0	
Oth Int Assets purchased, licensed or internally generate	0.0	
Other intangible assets acquired by capital lease	0.0	
Other Capital Asset Purchases	0.0	
Leasehold Improvement-Capital Purchase	0.0	
Other Capital Asset Leases	0.0	
Non-Capital Equip Budget And Approp	0.0	
Vehicles Non-Capital Purchase	0.0	
Vehicles Non-Capital Leases	0.0	
Furniture Non-Capital Purchase	1.0	
Works Of Art And Hist Treas-Non Capital	0.0	
Furniture Non-Capital Leases	0.0	
Computer Equipment Non-Capital Purchase	44.7	
Computer Equipment Non-Capital Lease	0.0	
Telecomm Equip Non-Capital Purchase	0.0	
Telecomm Equip Non-Capital Leases	0.0	
Other Equipment Non-Capital Purchase	0.0	

Program Expenditure Schedule

Agency:	Department of Real Estate
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
Weapons Non-Capital Purchase	0.0	
Other Equipment Non-Capital Lease	0.0	
Purchased Or Licensed Software/Website	0.0	
Internally Generated Software/Website	0.0	
LICENSES AND PERMITS	0.0	
Right-Of-Way/Easement/Extraction Exp	0.0	
Other Intangible Assets - Purchased, Licensed or Internall	0.0	
Noncapital Software/Web By Capital Lease	0.0	
Other Intangible Assets Acquired by Capital Lease	0.0	
Other Long Lived Tangible Assets to be Expenses	0.0	
Non-Capital Equipment Excluded from Cost Allocation	0.0	
Expenditure Category Total	45.7	25.0
Appropriated		
AA1000-A General Fund (Appropriated)	45.7	25.0
Fund Source Total	45.7	25.0
Capital Outlay	0.0	0.0
Expenditure Category Total	0.0	0.0
Appropriated		
AA1000-A General Fund (Appropriated)	0.0	0.0
Fund Source Total	0.0	0.0
Debt Service	0.0	0.0
Expenditure Category Total	0.0	0.0
Appropriated		
AA1000-A General Fund (Appropriated)	0.0	0.0
Fund Source Total	0.0	0.0
Cost Allocation	0.0	0.0
Expenditure Category Total	0.0	0.0
Appropriated		
AA1000-A General Fund (Appropriated)	0.0	0.0
Fund Source Total	0.0	0.0
Transfers	32.0	32.0
Expenditure Category Total	32.0	32.0
Non-Appropriated		
RE2537-N Condo and Planned Community Hearing Office Fund (Non	32.0	32.0
Fund Source Total	32.0	32.0

Employee Retirement Coverage			
Retirement System	FTE	Personal Services	Fund#
Arizona State Retirement System	37.0	1,787.0	AA1000-A

Program Expenditure Schedule

Agency:	Department of Real Estate
Program:	Licensing and Regulation

	FY 2022 Actual	FY 2023 Expd. Plan
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Combined Regular & Elected Positions At/Above
FICA Maximum of \$147,000

Total FTE	Personal Services	FTE's not eligible for Health, Dental & Life
0.0	0.0	0.0

Administrative Costs

Agency: Department of Real Estate

Administrative Costs Summary

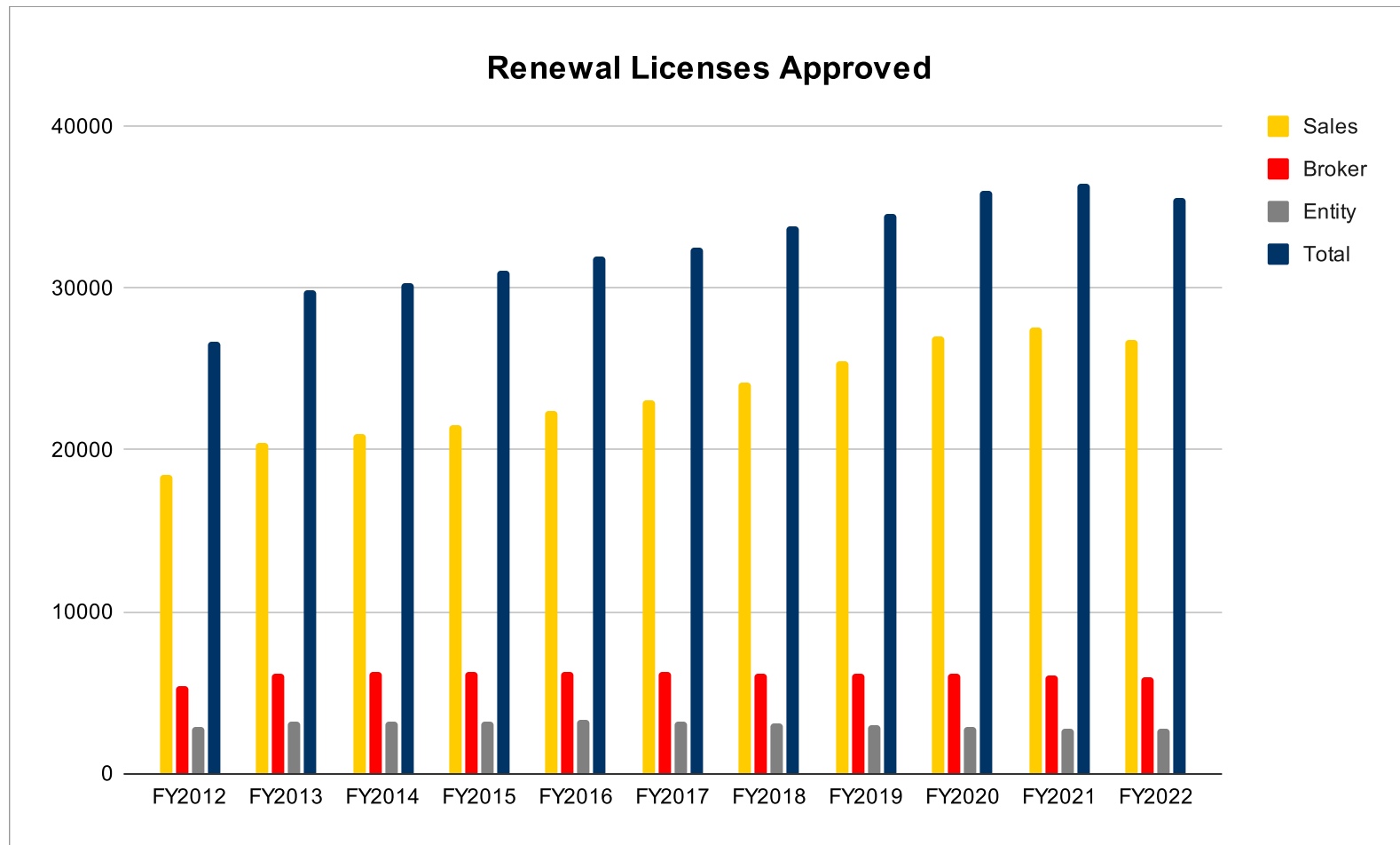
Common Administrative Area	FY 2023
Personal Services	255.0
ERE	85.0
All Other	0.0
Administrative Costs Total:	340.0

Administrative Cost / Total Expenditure Ratio

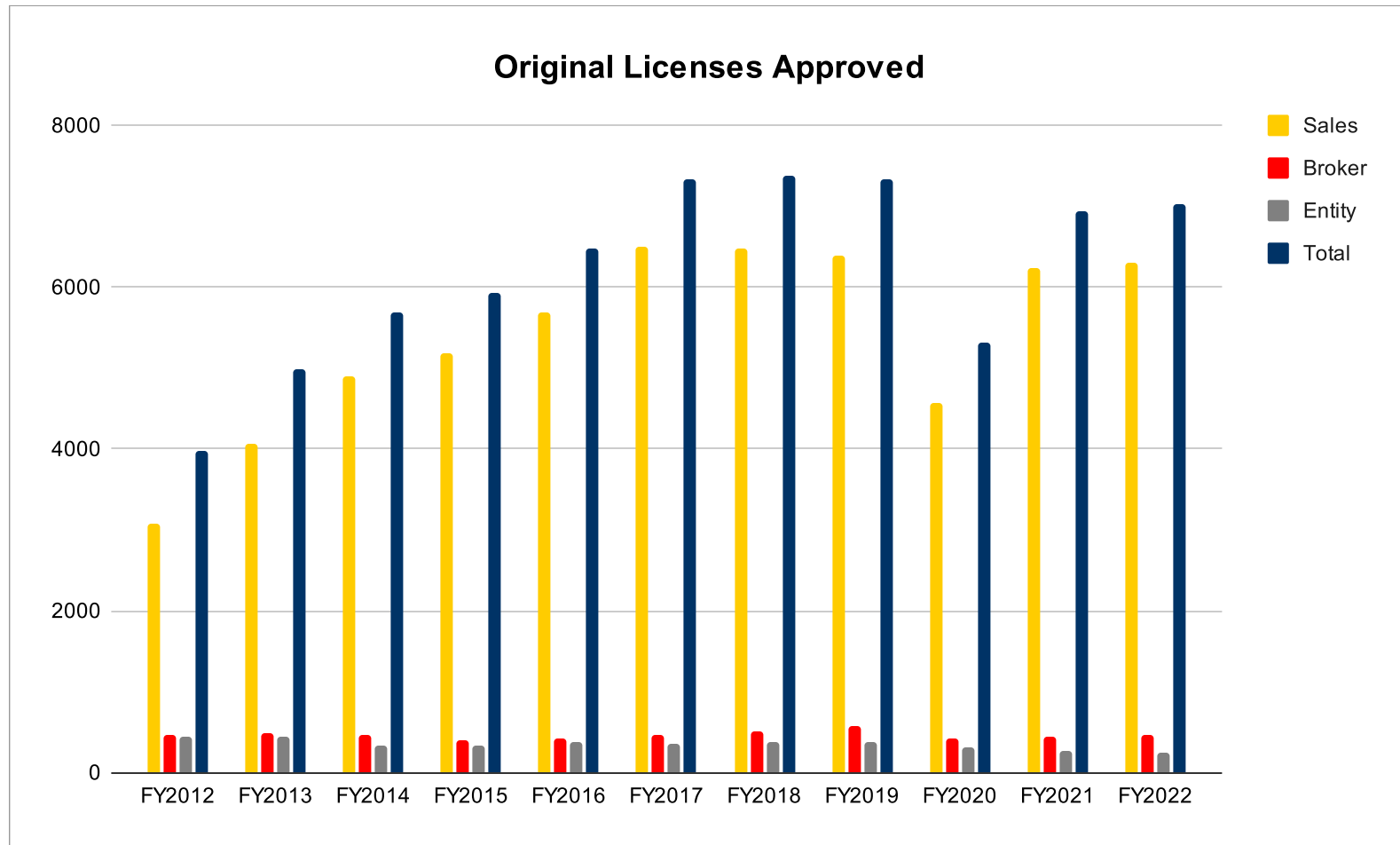
	Request	Admin %
FY 2023	3,427.5	9.9%

**Arizona Department of Real Estate
Licensed Individuals & Entities
July 1, 2022**

	Active	Inactive	Total Current	In Grace Period	Current + Grace Period
Individuals					
Broker	11,798	1,054	12,852	584	13,436
Salesperson	51,859	13,464	65,323	5,019	70,342
Total Individuals	63,657	14,518	78,175	5,603	83,778
Last month	63,503	14,494	77,997	5,629	83,626
% change from last month	0.24%	0.17%	0.23%	-0.46%	0.18%
Same month last year	60,144	14,701	74,845	5,366	80,211
% change from last year	5.84%	-1.24%	4.45%	4.42%	4.45%
Entities					
Branch, corp	178	29	207	18	225
Branch, liability	474	75	549	79	628
Branch, Partnership	1	0	1	0	1
Branch, Self-Employed	12	5	17	3	20
Corporation	1,228	60	1,288	68	1,356
Limited Liability	3,604	174	3,778	242	4,020
Partnership	24	0	24	2	26
Self-Employed Broker	1,583	103	1,686	210	1,896
Total Entities	7,104	446	7,550	622	8,172
Last month	7,102	439	7,541	626	8,167
% change from last month	0.03%	1.59%	0.12%	-0.64%	0.06%
Same month last year	7,295	444	7,739	666	8,405
% change from last year	-2.62%	0.45%	-2.44%	-6.61%	-2.77%
Individuals & Entities					
Total - this month	70,761	14,964	85,725	6,225	91,950
Total - previous month	70,605	14,933	85,538	6,255	91,793
% change from last month	0.2%	0.2%	0.2%	-0.5%	0.2%
Total - this month	70,761	14,964	85,725	6,225	91,950
Total - same month last year	67,439	15,145	82,584	6,032	88,616
% change from last year	4.9%	-1.2%	3.8%	3.2%	3.8%



	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022
Sales	18,406	20,460	20,938	21,528	22,420	23,113	24,175	25,428	27,043	27,575	26,746
Broker	5,406	6,212	6,235	6,259	6,244	6,245	6,129	6,125	6,126	6,076	5,980
Entity	2,859	3,187	3,151	3,234	3,259	3,150	3,142	3,017	2,899	2,801	2,801
Total	26,671	29,859	30,324	31,021	31,923	32,508	33,847	34,570	36,068	36,452	35,527



	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022
Sales	3,069	4,055	4,896	5,189	5,694	6,503	6,486	6,394	4,573	6,230	6,300
Broker	463	486	473	408	424	460	512	570	425	441	475
Entity	437	449	326	333	369	363	378	369	309	272	250
Total	3,969	4,990	5,695	5,930	6,487	7,326	7,376	7,333	5,307	6,931	7,025

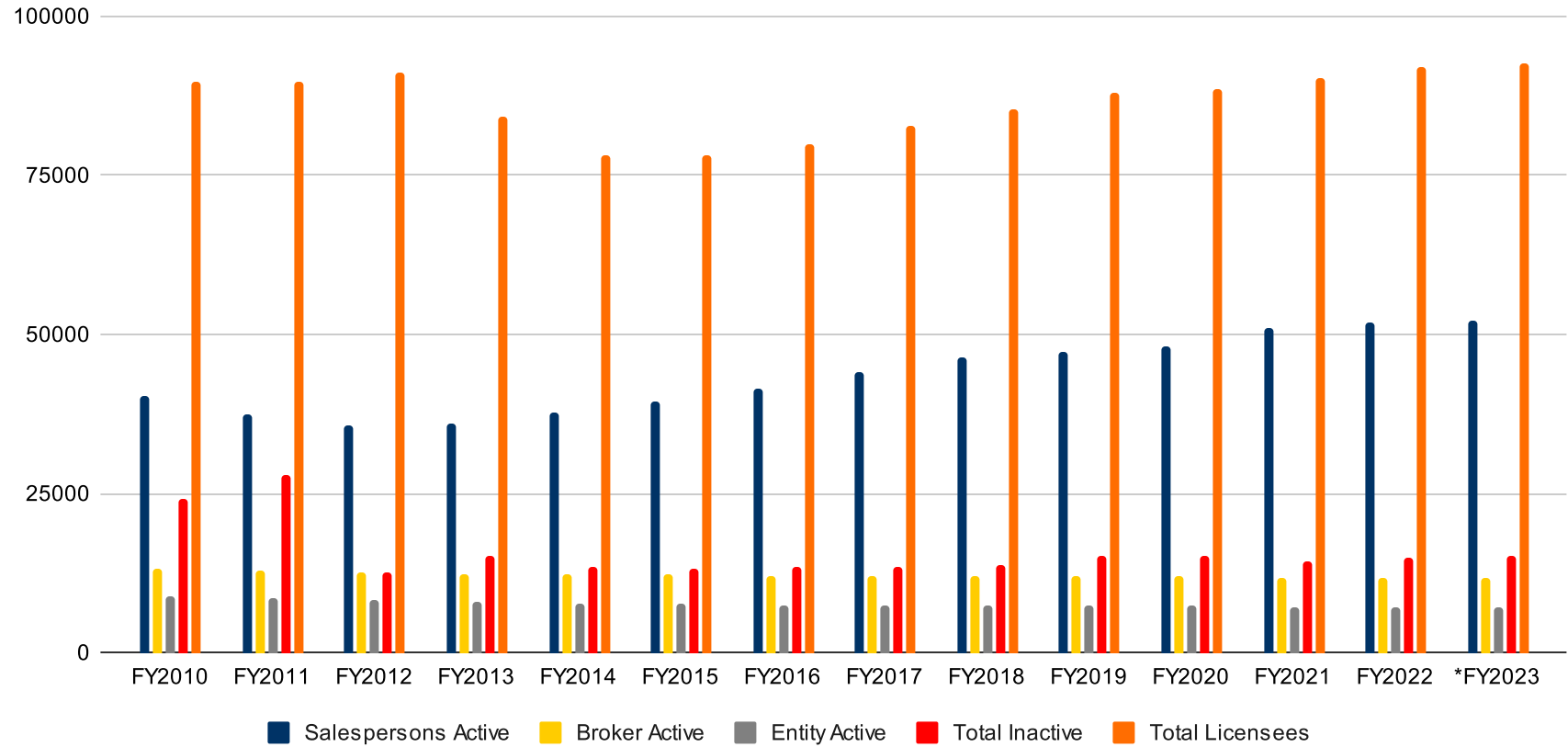


Total License Count (Broker, Salesperson, Entity) as of June 30

	Brokers				Salespersons				Entities				Grand Total
	Active	Inactive	Grace	Total Brokers	Active	Inactive	Grace	Total Salespers	Active	Inactive	Grace	Total Entities	
FY01	10,653	801	747	12,201	26,215	8,572	4,459	39,246	6,798	836	545	8,179	59,626
FY02	10,754	735	759	12,248	28,845	8,391	3,994	41,230	6,744	269	463	7,476	60,954
FY03	14,744	845	1,047	16,636	32,736	9,275	3,496	45,507	7,050	337	838	8,225	70,368
FY04	15,048	882	1,094	17,024	37,959	10,631	3,932	52,522	7,199	281	999	8,479	78,025
FY05	15,245	831	927	17,003	46,181	9,823	3,829	59,833	7,362	261	659	8,282	85,118
FY06	12,261	892	705	13,858	53,530	11,648	5,436	70,614	8,727	599	998	10,324	94,796
FY07	12,416	889	746	14,051	52,686	12,652	6,528	71,866	8,656	624	1,159	10,439	96,356
FY08	12,799	1,031	666	14,496	47,887	14,671	7,902	70,460	8,668	967	917	10,552	95,508
FY09	12,908	775	1,173	14,856	42,469	8,516	16,279	67,264	8,616	1,294	999	10,909	93,029
FY10	13,120	1,673	160	14,953	40,185	20,966	2,806	63,957	8,823	1,537	333	10,693	89,603
FY11	13,008	1,995	171	15,174	37,458	24,041	1,917	63,416	8,684	1,994	322	11,000	89,590
FY12	12,604	1,114	1,686	15,404	35,836	9,967	18,670	64,473	8,355	1,578	1,390	11,323	91,200
FY13	12,324	1,251	1,291	14,866	35,984	13,307	9,751	59,042	8,007	671	1,722	10,400	84,308
FY14	12,269	1,080	769	14,118	37,698	11,768	5,223	54,689	7,822	533	891	9,465	78,053
FY15	12,176	1,018	676	13,870	39,441	11,608	4,205	55,254	7,662	489	763	8,914	78,038
FY16	12,100	1,041	602	13,743	41,623	11,783	4,068	57,474	7,541	562	685	8,788	80,005
FY17	12,136	999	559	13,135	44,218	11,900	4,146	60,264	7,508	504	504	8,012	82,640
FY18	12,150	980	609	13,739	46,307	12,428	4,352	63,087	7,500	482	643	8,625	85,451
FY19	12,128	1,053	597	13,778	47,324	13,655	4,697	65,676	7,408	473	648	8,529	87,983
FY20	11,980	1,054	637	13,671	48,164	13,647	4,729	66,540	7,295	444	666	8,405	88,616
FY21	11,882	1,003	653	13,538	50,873	12,927	4,792	68,592	7,190	456	591	8,237	90,367
FY22	11,798	1,054	584	13,436	51,859	13,464	5,019	70,342	7,104	446	626	8,167	91,950
*FY23	11,838	1,042	560	13,440	52,195	13,601	5,007	70,803	7,131	474	598	8,203	92,446

* Year to Date (YTD - as of August 23, 2022)

Active Arizona Real Estate Licensees
(Salesperson, Broker & Entity)





New & Renewed Licenses vs. Online Usage

	Brokers				Salespersons				Entities			
	Broker New	Broker Renewal	Broker Online Renewal	Broker Online Usage	Sales New	Sales Renewal	Sales Online Renewal	Sales Online Usage	Entity New	Entity Renewal	Entity Online Renewal	Entity Online Usage
FY2001	581	5,342	n/a	n/a	4,781	13,301	n/a	n/a	219	297	n/a	n/a
FY2002	587	5,249	n/a	n/a	6,250	14,499	n/a	n/a	185	282	n/a	n/a
FY2003	592	5,523	n/a	n/a	7,520	15,053	n/a	n/a	201	294	n/a	n/a
FY2004	639	5,279	n/a	n/a	8,819	16,727	n/a	n/a	221	278	n/a	n/a
FY2005	831	5,646	542	0	12,349	18,532	2,194	12%	317	350	n/a	n/a
FY2006	980	5,474	2,356	43%	12,255	21,354	12,407	58%	473	349	n/a	n/a
FY2007	959	5,997	4,083	68%	7,704	25,026	20,564	82%	304	336	n/a	n/a
FY2008	1036	6,092	5,354	88%	4,953	25,897	24,410	94%	276	379	269	71%
FY2009	866	5,937	5,652	95%	3,774	23,331	22,496	96%	319	427	392	92%
FY2010	797	1,050	979	93%	3,935	4,388	4,153	95%	636	489	423	87%
FY2011	546	1,058	1,015	96%	2,850	3,574	3,463	97%	469	502	463	92%
FY2012	463	5,406	5,257	97%	3,069	18,406	18,089	98%	437	264	256	97%
FY2013	486	6,212	6,057	98%	4,055	20,460	20,162	99%	449	325	312	96%
FY2014	473	6,235	6,110	98%	4,896	20,934	20,515	98%	326	345	327	95%
FY2015	408	6,259	6,192	99%	5,189	21,528	21,370	99%	333	397	375	95%
FY2016	424	6,244	6,354	95%	5,694	22,420	26,764	95%	369	340	327	94%
FY2017	460	6,245	6,146	98%	6,503	23,113	22,972	99%	363	372	360	95%
FY2018	512	6,129	6,063	99%	6,486	24,175	24,014	99%	378	401	395	95%
FY2019	570	6,125	6,065	99%	6,394	25,428	25,272	99%	369	371	361	97%
FY2020	425	6,126	6,081	99%	4,573	27,043	26,920	99%	309	437	432	99%
FY2021	441	6,076	6,071	99%	6,230	27,575	27,564	99%	272	389	389	99%
FY2022	468	5,980	5,978	1	5,903	26,746	26,448	99%	303	450	448	100%
*FY2023	475	5,980	5,978	100%	6,300	26,746	26,448	99%	303	450	448	100%

* As of August 23, 2022

State of Arizona Department of Real Estate

Fee Schedule Effective Aug. 5, 2022

License Examinations

	Salesperson	Broker
Examination Application and Examination Fees combined	\$75	\$125

Original License

	Salesperson	Broker
License Fee	\$50	\$125
Real Estate Recovery Fund	\$10	\$20
Total:	\$60	\$145

License Renewal

Individual Renewals		Salesperson	Broker
In-Office or Mailed		\$125	\$245
Online - TIMELY		\$60	\$120
Online - LATE		\$125	\$245
Real Estate Recovery Fund		No charge	No charge
Entity Renewals			
Branch Office	- Per Office		\$60
Corporation, Partnerships, Limited Liability Companies			No charge

Branch Office Original License

License Fee	\$60
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License Changes

Address Changes (business address changes cannot be done online)		
Business	- Each Main/Branch Office	No charge
Personal	- In-Office	No charge
	- Online	No charge
Name Change; Business or Personal (cannot be done online)		
Business	- Each Main/Branch Office	No charge
Personal		No charge
License Reinstatement (within license period pursuant to ARS §32-2131)		\$5
Hire/Sever/Transfer		
Hire	- In-Office	No charge
	- Online	No charge
Sever	- In-Office	No charge
	- Online	No charge
Transfer	- In-Office	No charge
	- Online	No charge
Branch Manager Changes (each change) - In-Office Only		No charge
PC or PLC Status (add, drop, or change members - per change per member)		No Charge
Branch Office Realignment (duration of license based on entity license expiration date)		
1 month through 24 months		\$60

State of Arizona Department of Real Estate

Fee Schedule Effective Aug. 5, 2022

Temporary License Certificates

Broker License Fee (90 days)	\$50
Cemetery Salesperson (90 days)	
<i>License Fee</i>	\$50
<i>Real Estate Recovery Fund</i>	\$10
Membership Camping Salesperson Certificate of Convenience	
<i>License Fee</i>	\$50

Development Fees

	Subdivision	Unsubdivided	Campground	Timeshares
				\$20 per Interest, \$1,000 max
Disclosure Report (public report) Application	\$450	\$500	\$500	
Application to Amend Disclosure Report	\$250	\$250	\$300	N/A
Petition for Exemption	\$100	\$100	N/A	\$300
Cemetery Certificate of Authority	\$500			
Amended Cemetery Certificate of Authority	\$250			

Inspection Fees {1}

FOR PROPERTY LOCATED IN ARIZONA {2}

An inspection fee will be required and notified to the filer of the Public Report if a physical inspection is necessary. If multiple inspections are necessary, additional inspection fees may be charged.

Roundtrip Mileage From Phoenix ADRE

1-25 miles	\$10
26-50 miles	\$20
51-75 miles	\$30
76-100 miles	\$40
101-125 miles	\$50
126-150 miles	\$60
151-175 miles	\$70
176-200 miles	\$80
201-250 miles	\$100
251-300 miles	\$120
301-350 miles	\$140
351-400 miles	\$160

{1} These fees effective beginning January 1, 2006

{2} Applicable travel expenses/costs for out-of-state property that is subject to the same inspection shall apply.

State of Arizona Department of Real Estate

Fee Schedule Effective Aug. 5, 2022

Miscellaneous Fees

Public Records

Photocopy of Department Records	
Copies per page:	\$0.25
Dept. may charge an hourly rate	
for voluminous requests	\$10/hr
CD of Department Records	\$5 + Postage
Postage	Varies - based on actual cost to the Dept.
Certification of Department Records	\$3 / request

Lawbook

Real Estate	\$25
Homeowners' Association (HOA)	\$15
Shipping for 1 Book	\$4

Returned Check Fee	\$25
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Education Fees

Continuing Education Course (New Application/Renewal)	No charge
Prelicensure Course (New Application/Renewal)	No charge
Distance Learning Course (New Application/Renewal)	No charge
<i>Host/ Remote Location Method</i> (New Application/Renewal)	No charge
Instructor (New Application/Renewal)	No charge
<i>Instructor Expedited Form</i>	No charge
Real Estate School (New Application/Renewal)	No charge
<i>School Administrator</i> (New Application/Renewal with School)	No charge
Change: School/Administrator/Course/Instructor	No charge

Homeowners' Association Dispute Process Fees

HOA Dispute Petition Fee	\$500
(\$500 per complaint with a maximum of 4 complaints)	



ADRE Fee Actuals and Projections

	FY 2012		FY 2013		FY 2014		FY 2015		FY 2016		FY 2017		FY 2018		FY2019		FY2020		FY2021		FY2022		FY2023		FY2024	
	Actual		Actual		Actual		Actual		Actual		Actual		Actual		Actual		Actual		Actual		Actual		Projection		Projection	
New Licensees																										
Sales	3,069		4,055		4,896		5,189		5,694		6,503		6,486		6,394		4,573		6,230		5,903		5,903		5,903	
Broker	463		486		473		408		424		460		512		570		425		441		468		468		468	
Branch Ofc	437		449		326		333		369		363		378		369		309		272		303		303		303	
Fee Structure (Sales; Broker; Branch Office):																										
In-Office Processing	\$110; \$225; \$100	\$50; \$125; \$60	\$50;\$125;\$60		\$50;\$125;\$60		\$50;\$125;\$60		\$50;\$125;\$60		\$50;\$125;\$60		\$50;\$125;\$60		\$50;\$125;\$60		\$50;\$125;\$60		\$50;\$125;\$60		\$50;\$125;\$60		\$50;\$125;\$60		\$50;\$125;\$60	
Renewals																										
Sales	18,406		20,460		20,934		21,528		22,420		23,113		15,134		25,428		24,758		27,575		26,746		26,746		26,746	
Broker	5,406		6,212		6,235		6,259		6,244		6,245		3,913		6,125		6,126		3,140		2,560		5,980		5,980	
Branch Ofc	264		325		345		397		340		372		401		371		437		389		450		450		450	
Fee Structure (Sales; Broker; Branch Office):																										
In-Office Processing	\$200; \$400; \$200	\$125; \$250; \$60	\$125;\$250;\$60		\$125;\$250;\$60		\$125;\$250;\$60		\$125;\$250;\$60		\$125;\$250;\$60		\$125;\$250;\$60		\$125;\$250;\$60		\$125;\$250;\$60		\$125;\$250;\$60		\$125;\$250;\$60 Rv. Eff Feb1 Broker late fee \$245		\$125;\$245;\$60		\$125;\$245;\$60	
Online	\$100; \$250; \$100	\$75; \$125; \$50	\$75;\$125;\$50		\$75;\$175;\$50		\$75;\$175;\$60		\$75;\$175;\$60		\$75;\$175;\$60		\$75;\$175;\$60 Rv. Eff. Nov18: \$65;\$150; \$60		\$65;\$150;\$60		\$65;\$150;\$60 Rv. Eff. Sept4: \$60;\$150;\$60		\$65;\$150;\$60 Rv. Eff. Jan7: \$60;\$125;\$60		\$60;\$125;\$60 Rv. Eff. Feb1: \$60; \$120; \$60		\$60;\$120;\$60		\$60;\$120;\$60	
New Licensees																										
Sales	\$ 337,590	\$ 202,750	\$ 244,800	\$ 259,450	\$ 284,727	\$ 325,150	\$ 324,300	\$ 319,700	\$ 228,650	\$ 311,500	\$ 295,150	\$ 295,150	\$ 295,150	\$ 295,150	\$ 295,150	\$ 295,150	\$ 295,150	\$ 295,150	\$ 295,150	\$ 295,150	\$ 295,150	\$ 295,150	\$ 295,150	\$ 295,150	\$ 295,150	
Broker	\$ 104,175	\$ 60,750	\$ 59,125	\$ 51,000	\$ 53,408	\$ 57,500	\$ 64,000	\$ 71,250	\$ 53,125	\$ 55,125	\$ 58,500	\$ 58,500	\$ 58,500	\$ 58,500	\$ 58,500	\$ 58,500	\$ 58,500	\$ 58,500	\$ 58,500	\$ 58,500	\$ 58,500	\$ 58,500	\$ 58,500	\$ 58,500	\$ 58,500	
Branch Ofc	\$ 43,700	\$ 26,940	\$ 16,300	\$ 19,980	\$ 22,140	\$ 21,780	\$ 22,680	\$ 22,140	\$ 18,540	\$ 16,320	\$ 18,180	\$ 18,180	\$ 18,180	\$ 18,180	\$ 18,180	\$ 18,180	\$ 18,180	\$ 18,180	\$ 18,180	\$ 18,180	\$ 18,180	\$ 18,180	\$ 18,180	\$ 18,180	\$ 18,180	
Subtotal	\$ 485,465	\$ 290,440	\$ 320,225	\$ 330,430	\$ 360,275	\$ 404,430	\$ 410,980	\$ 413,090	\$ 300,315	\$ 382,945	\$ 371,830	\$ 371,830	\$ 371,830	\$ 371,830	\$ 371,830	\$ 371,830	\$ 371,830	\$ 371,830	\$ 371,830	\$ 371,830	\$ 371,830	\$ 371,830	\$ 371,830	\$ 371,830	\$ 371,830	
Renewals																										
Sales	\$ 2,045,168	\$ 1,544,730	\$ 1,580,517	\$ 1,625,364	\$ 1,692,710	\$ 1,744,649	\$ 1,675,365	\$ 1,668,077	\$ 1,650,698	\$ 1,672,424	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	\$ 1,622,145	
Broker	\$ 1,777,152	\$ 1,091,759	\$ 1,095,801	\$ 1,100,019	\$ 1,118,122	\$ 1,100,425	\$ 982,707	\$ 928,623	\$ 928,774	\$ 833,900	\$ 737,575	\$ 758,178	\$ 758,178	\$ 758,178	\$ 758,178	\$ 758,178	\$ 758,178	\$ 758,178	\$ 758,178	\$ 758,178	\$ 758,178	\$ 758,178	\$ 758,178	\$ 758,178	\$ 758,178	
Branch Ofc	\$ 26,400	\$ 16,250	\$ 20,700	\$ 19,850	\$ 20,400	\$ 22,320	\$ 24,060	\$ 22,260	\$ 26,220	\$ 23,340	\$ 27,000	\$ 27,000	\$ 27,000	\$ 27,000	\$ 27,000	\$ 27,000	\$ 27,000	\$ 27,000	\$ 27,000	\$ 27,000	\$ 27,000	\$ 27,000	\$ 27,000	\$ 27,000	\$ 27,000	
Education Fees			\$ 39,500	\$ 35,250	\$ 37,676	\$ 15,205	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Development/Builder Filing Fees	\$ 144,244	\$ 205,500	\$ 216,074	\$ 215,760	\$ 221,578	\$ 229,750	\$ 242,550	\$ 253,600	\$ 255,800	\$ 282,200	\$ 294,700	\$ 294,700	\$ 294,700	\$ 294,700	\$ 294,700	\$ 294,700	\$ 294,700	\$ 294,700	\$ 294,700	\$ 294,700	\$ 294,700	\$ 294,700	\$ 294,700	\$ 294,700	\$ 294,700	
Development Inspection Fees		\$ 16,700	\$ 19,501	\$ 16,741	\$ 16,647	\$ 20,810	\$ 24,630	\$ 22,400	\$ 18,300	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Vendor Examination Fees	\$ 277,724	\$ 163,700	\$ 203,000	\$ 216,474	\$ 239,160	\$ 255,972	\$ 260,560	\$ 337,500	\$ 254,000	\$ 395,500	\$ 371,900	\$ 371,900	\$ 371,900	\$ 371,900	\$ 371,900	\$ 371,900	\$ 371,900	\$ 371,900	\$ 371,900	\$ 371,900	\$ 371,900	\$ 371,900	\$ 371,900	\$ 371,900	\$ 371,900	
Subtotal	\$ 4,270,688	\$ 3,038,639	\$ 3,175,093	\$ 3,229,458	\$ 3,346,293	\$ 3,389,130	\$ 3,209,873	\$ 3,232,459	\$ 3,133,792	\$ 3,207,364	\$ 3,053,320	\$ 3,073,923	\$ 3,073,923	\$ 3,073,923	\$ 3,073,923	\$ 3,073,923	\$ 3,073,923	\$ 3,073,923	\$ 3,073,923	\$ 3,073,923	\$ 3,073,923	\$ 3,073,923	\$ 3,073,923	\$ 3,073,923	\$ 3,073,923	
Total License Revenue	\$ 4,756,153	\$ 3,329,079	\$ 3,495,318	\$ 3,559,888	\$ 3,706,568	\$ 3,793,560	\$ 3,620,853	\$ 3,645,549	\$ 3,434,107	\$ 3,590,309	\$ 3,425,150	\$ 3,445,753	\$ 3,445,753	\$ 3,445,753	\$ 3,445,753	\$ 3,445,753	\$ 3,445,753	\$ 3,445,753	\$ 3,445,753	\$ 3,445,753	\$ 3,445,753	\$ 3,445,753	\$ 3,445,753	\$ 3,445,753	\$ 3,445,753	
% of Appropriation	179%	114%	117%	119%	124%	126%	120%	125%	118%	120%	117%	107%	107%	107%	107%	107%	107%	107%	107%	107%	107%	107%	107%	107%	107%	107%
Other Revenue																										
Civil Money Penalties	\$ 344,868	\$ 225,805	\$ 199,453	\$ 153,256	\$ 284,367	\$ 212,037	\$ 233,400	\$ 402,800	\$ 276,900	\$ 271,600	\$ 309,900	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000	\$ 286,000	
Other Fees (Bank fees)				\$ 128,725	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (66,500)	\$ (68,000)	\$ (68,000)	\$ (68,000)	\$ (68,000)	\$ (68,000)	\$ (68,000)	\$ (68,000)	\$ (68,000)	\$ (68,000)	\$ (68,000)	\$ (68,000)	\$ (68,000)	\$ (68,000)	\$ (68,000)	\$ (68,000)	
Total Other Revenue	\$ 344,868	\$ 225,805	\$ 199,453	\$ 153,256	\$ 413,092	\$ 212,037	\$ 233,400	\$ 402,800	\$ 276,900	\$ 205,100	\$ 241,900	\$ 218,000	\$ 218,000	\$ 218,000	\$ 218,000	\$ 218,000	\$ 218,000	\$ 218,000	\$ 218,000	\$ 218,000	\$ 218,000	\$ 218,000	\$ 218,000	\$ 218,000	\$ 218,000	
Total Revenue	\$ 5,101,021	\$ 3,554,884	\$ 3,694,771	\$ 3,713,144	\$ 4,119,660	\$ 4,005,597	\$ 3,854,253	\$ 4,048,349	\$ 3,711,007	\$ 3,795,409	\$ 3,667,050	\$ 3,663,753	\$ 3,663,753	\$ 3,663,753	\$ 3,663,753	\$ 3,663,753	\$ 3,663,753	\$ 3,663,753	\$ 3,663,753	\$ 3,663,753	\$ 3,663,753	\$ 3,663,753	\$ 3,663,753	\$ 3,663,753	\$ 3,663,753	
Appropriation	2,656,700	2,917,300	2,988,700	2,988,700	2,985,200	3,004,000	3,028,000	2,911,700	2,909,500	2,997,600	2,922,100	3,221,000	3,221,000	3,221,000	3,221,000	3,221,000	3,221,000	3,221,000	3,221,000	3,221,000	3,221,000	3,221,000	3,221,000	3,221,000	3,221,000	
95%	2,523,865	2,771,435	2,839,265	2,839,265	2,835,940	2,853,800	2,876,600	2,766,115	2,764,025	2,847,720	2,775,955	3,059,950	3,059,950	3,059,950	3,059,950	3,059,950	3,059,950	3,059,950	3,059,950	3,059,950	3,059,950	3,059,950	3,059,950	3,059,950	3,059,950	
110%	2,922,370	3,209,030	3,287,570	3,287,570	3,283,720	3,304,400	3,330,800	3,202,870	3,200,450	3,297,360	3,214,310	3,543,100	3,543,100	3,543,100	3,543,100	3,543,100	3,543,100	3,543,100	3,543,100	3,543,100	3,543,100	3,543,100	3,543,100	3,543,100	3,543,100	

This worksheet is used to project and track fee revenue collected during the Fiscal Year pursuant to the 95/110 budget model, A.R.S. § 32-2103.

Fees were decreased in November 2017

Fees were decreased in September 2019

Fees were decreased in January 2021

Fees were decreased in February 2022

Fees were decreased in February 2022 - Reduction for broker in office or mailed renewals and broker late online renewals



Arizona Department of Real Estate Licensing Fee History

	NEW LICENSEES			RENEWAL ONLINE			RENEWAL IN-OFFICE		
	Sales	Broker	Branch	Sales	Broker	Branch	Sales	Broker	Branch
FY 2006	\$ 60	\$ 120	\$ 50	\$ 60	\$ 120	\$ 50	\$ 60	\$ 120	\$ 50
FY 2007	\$ 60	\$ 125	\$ 50	\$ 60	\$ 125	\$ 50	\$ 60	\$ 125	\$ 50
FY 2008	\$ 60	\$ 125	\$ 80	\$ 60	\$ 125	\$ 50	\$ 60	\$ 125	\$ 80
FY 2009	\$ 121	\$ 241	\$ 80	\$ 80	\$ 160	\$ 80	\$ 120	\$ 240	\$ 80
*FY 2010	\$ 125	\$ 250	\$ 200	\$ 150	\$ 300	\$ 200	\$ 200	\$ 400	\$ 200
*FY 2011	\$ 125	\$ 250	\$ 200	\$ 150	\$ 300	\$ 200	\$ 200	\$ 400	\$ 200
FY 2012	\$ 110	\$ 225	\$ 100	\$ 100	\$ 250	\$ 100	\$ 200	\$ 400	\$ 100
FY 2013	\$ 50	\$ 125	\$ 60	\$ 75	\$ 175	\$ 50	\$ 125	\$ 250	\$ 60
FY 2014	\$ 50	\$ 125	\$ 60	\$ 75	\$ 175	\$ 50	\$ 125	\$ 250	\$ 60
FY 2015	\$ 50	\$ 125	\$ 60	\$ 75	\$ 175	\$ 60	\$ 125	\$ 250	\$ 60
FY 2016	\$ 50	\$ 125	\$ 60	\$ 75	\$ 175	\$ 60	\$ 125	\$ 250	\$ 60
FY 2017	\$ 50	\$ 125	\$ 60	\$ 75	\$ 175	\$ 60	\$ 125	\$ 250	\$ 60
FY 2018 (7/1 - 11/15)	\$ 50	\$ 125	\$ 60	\$ 75	\$ 175	\$ 60	\$ 125	\$ 250	\$ 60
FY 2018 (11/16 - 6/30)	\$ 50	\$ 125	\$ 60	\$ 65	\$ 150	\$ 60	\$ 125	\$ 250	\$ 60
FY 2019	\$ 50	\$ 125	\$ 60	\$ 65	\$ 150	\$ 60	\$ 125	\$ 250	\$ 60
FY 2020 (7/1 - 9/2)	\$ 50	\$ 125	\$ 60	\$ 65	\$ 150	\$ 60	\$ 125	\$ 250	\$ 60
FY 2020 (9/3 - 6/30)	\$ 50	\$ 125	\$ 60	\$ 60	\$ 150	\$ 60	\$ 125	\$ 250	\$ 60
FY 2021 (6/30 - 1/6)	\$ 50	\$ 125	\$ 60	\$ 60	\$ 150	\$ 60	\$ 125	\$ 250	\$ 60
FY 2021 (1/7 - 6/30)	\$ 50	\$ 125	\$ 60	\$ 60	\$ 125	\$ 60	\$ 125	\$ 250	\$ 60
FY 2022 (7/1 - 1/31)	\$ 50	\$ 125	\$ 60	\$ 60	\$ 125	\$ 60	\$ 125	\$ 250	\$ 60
FY 2022 (2/1 - 6/30)	\$ 50	\$ 125	\$ 60	\$ 60	\$ 125	\$ 60	\$ 125	\$ 245	\$ 60
**FY 2023	\$ 50	\$ 125	\$ 60	\$ 60	\$ 125	\$ 60	\$ 125	\$ 245	\$ 60

*4yr License

**Projected

Fee Reduction in FY2018

Fee Reduction in FY2020

Fee Reduction in FY2021

Fee Reduction in FY2022



Background – 95/110 Budget Model

- The Arizona Department of Real Estate is the only state agency that currently operates as a 95/110 agency, meaning if the agency is appropriated \$3.2M the ADRE must project and set its fees to collect between approximately \$3M (95% of appropriation) and \$3.54M (110% of appropriation) in fee revenue, pursuant to A.R.S. § 32-2103(B).

FY24 - 95/110 Budget Model	
Revenue Target - High Bound - 110%	\$3,543,100
FY23 Appropriation	\$3,221,000
Revenue Target - Low Bound - 95%	\$3,059,950

- The term 95/110 is in essence a “revenue percentage bracket;” with revenue generated through fees to cover the appropriated budget as approved by the Legislature.
- The Department of Insurance is also bound by the 95/110 budget model in statute, but has received an exception by the Legislature each year;
- ADRE fees are among the lowest real estate licensing fees in the Western United States;
- The ADRE is bound by the annual legislative appropriation process pursuant to A.R.S. § 35-143.01(A) which includes approval of new FTE; and
- Civil Money Penalties are contributed directly into the General Fund and are not included in the current 95/110 calculation of fee revenue.

ADRE's Remain Among the Lowest in the Western USA

ADRE's fees have remained among the lowest real estate licensing services fees in the Western United States, if not the lowest. Despite lowering fees over the past several years, revenue has remained at the high end of the percentage bracket with increasing original licensees and license renewals.

State	Salesperson Original	Salesperson Renewal	Broker Original	Broker Renewal	Entity License	Years per License Period			
						1	2	3	4
Arizona	\$50	\$ 125 In office \$ 60 Online	\$125	\$ 245 In office \$ 125 Online	\$60		X		
California	\$245	\$245	\$300	\$300	\$300				X
New Mexico	\$270	\$270	\$270	\$270	-			X	
Oregon	\$300	\$ 300 Active \$ 150 Inactive	\$ 300 Active \$ 150 Inactive	\$ 300 Active \$ 1150 Inactive	\$310		X		
Washington	\$146.25	\$146.25	\$210	\$210	\$200		X		
Nevada	\$125	\$180	\$145	\$220	-		X		
Texas	\$205	\$90	\$235	\$147	\$235		X		
Colorado	N/A	N/A	\$485	\$165	\$695			X	
Utah	\$157	\$60	\$163	\$66	\$200		X		
West Virginia	\$75	\$75	\$150	\$150	\$150	X			
New Jersey	\$160	\$100	\$270	\$200	\$270		X		
South Carolina	\$50	\$45	\$125	\$75	\$250		X		
Tennessee	\$91	\$75	\$91	\$75	\$90		X		

* Arizona fees adjusted down in FY2018, FY2020, and FY2021 to lower fee revenue. ADRE further reduced fees in FY2022.

https://azre.gov/sites/default/files/ADRE_Fee_Schedule.pdf

* New Mexico: Fees charged in New Mexico that are not charged in Arizona include: real estate schools, instructors, courses, license transfer fees, and other miscellaneous fees.

<https://www.rld.nm.gov/boards-and-commissions/individual-boards-and-commissions/real-estate-commission/rec-fees/>

* Oregon: Fees charged in Oregon that are not charged in Arizona include: real estate schools, instructors, courses, and other miscellaneous fees. (Oregon also charges fees for land development.) https://www.oregon.gov/rea/licensing/Get_License/Pages/Broker.aspx

* Washington: Fees that are charged in Washington, that are not charged in Arizona include real estate schools, instructors, and courses.

<https://www.dol.wa.gov/business/realestate/fees.html>

* Texas: Fees charged in Texas that are not charged in Arizona include: real estate schools, instructors, and courses.

<https://www.trec.texas.gov/agency-informaiton/fee-schedule>

* Utah: Fees charged in Utah that are not charged in Arizona include: real estate schools, instructors, courses, and other license change fees.

<https://realestate.utah.gov/realestate/RealEstateFees2020.pdf>

* West Virginia: Fees charged in West Virginia that are not charged in Arizona include: continuing education courses, personal information changes, reinstatement of licensure.

<https://rec.wv.gov/License-Info/Pages/Fee-Schedule.aspx>

* New Jersey: Fees charged in New Jersey that are not charged in Arizona include: real estate schools, instructors, courses, and other license change fees.

https://www.state.nj.us/dobi/division_rec/licensing/recfees.htm

*Tennessee: Fees charged in Tennessee that are not charged in Arizona include: real estate schools, instructors, courses, and other license change fees.

Revenue Schedule - General Funds Deposit

REVENUE GENERATED THROUGH FEES

The Department uses a simple forecast formula based on historical statistics and current market trends to validate the fees to be charged and the adherence to the 95/110 budget model. The assumptions used to project revenues in each category are as follows:

4312 – ORIGINAL EXAMINATION FEES

Examination fees are received from our contracted real estate testing vendor who administers the required Arizona real estate licensing exam to individuals wanting to obtain an Arizona real estate license.

ASSUMPTION:

Original license applications of salespersons and brokers will be stable. (See Exhibits A, B, C, and D below).

(EXHIBIT A) BROKER ORIGINAL LICENSE EXAMINATION FEE REVENUE			
FISCAL YEAR	FEES	ADRE PORTION OF FEES	EXAMS
FY 2017	\$ 125.00	\$66.00	779
FY 2018	\$ 125.00	\$66.00	819
FY 2019 (July – October)	\$ 125.00	\$66.00	296
FY 2019 (November – June)	\$ 125.00	\$73.00	639
FY 2020	\$ 125.00	\$73.00	746
FY 2021	\$ 125.00	\$73.00	567
FY 2022	\$ 125.00	\$73.00	821
FY 2023 (Projected)	\$ 125.00	\$73.00	711 (3-Yr Avg.)
FY 2024 (Projected)	\$ 125.00	\$73.00	711 (3-Yr Avg.)

(EXHIBIT B) SALESPERSON ORIGINAL LICENSE EXAMINATION FEE REVENUE			
FISCAL YEAR	FEES	ADRE PORTION OF FEES	EXAMS
FY 2017	\$ 75.00	\$16.00	12,374
FY 2018	\$ 75.00	\$16.00	12,248
FY 2019 (July – October)	\$ 75.00	\$16.00	4,912
FY 2019 (November – June)	\$ 75.00	\$23.00	7,925
FY 2020	\$ 75.00	\$23.00	9,165
FY 2021	\$ 75.00	\$23.00	11,803
FY 2022	\$ 75.00	\$23.00	13,545
FY 2023 (Projected)	\$ 75.00	\$23.00	11,504 (3-Yr. Avg.)
FY 2024 (Projected)	\$ 75.00	\$23.00	11,504 (3-Yr. Avg.)

(EXHIBIT C) OTHER EXAMINATION FEES (CEMETERY, CAMPGROUND, RETAKE			
FISCAL YEAR	FEES	ADRE PORTION OF FEES	EXAMS
FY 2017	\$75/\$125	\$16/\$66	70
FY 2018	\$75/\$125	\$16/\$66	75
FY 2019 (July - October)	\$75/\$125	\$16/\$66	29
FY 2019 (November – June)	\$75/\$125	\$40/\$40	60
FY 2020	\$75/\$125	\$40/\$40	56
FY 2021	\$75/\$125	\$40/\$40	33
FY 2022	\$75/\$125	\$40/\$40	87
FY 2023 (Projected)	\$75/\$125	\$40/\$40	59 (3-Yr. Avg.)
FY 2024 (Projected)	\$75/\$125	\$40/\$40	59 (3-Yr. Avg.)

(EXHIBIT D) TOTAL EXAMINATION FEES COLLECTED	
FISCAL YEAR	TOTAL FEES
FY 2017	\$ 255,972
FY 2018	\$ 260,560
FY 2019	\$ 337,500
FY 2020	\$ 254,000
FY 2021	\$ 395,400
FY 2022	\$ 372,040
FY 2023 (Projected)	\$ 371,900
FY 2024 (Projected)	\$ 371,900

4314 – DEVELOPMENT/BUILDER SERVICES - FILING FEES

The Department also generates revenue through Developers/builders applying for Public Reports, Certificates of Authority, or Special Orders of Exemption.

ASSUMPTION: ADRE continues to receive a high number of applications from homebuilders seeking approvals for a Subdivision Public Report, or other approval. This indicates increased home building and development within subdivisions for multiple years. Revenue from developer/builder filing fees has increased year over year for multiple years.

DEVELOPMENT/BUILDER FILING FEES REVENUE								
	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023 (Projected)	FY 2024 (Projected)
Total Filing Fee Revenue	\$ 229,750	\$ 242,550	\$ 253,600	\$ 255,610	\$ 285,800	\$ 294,700	\$ 294,700	\$ 294,700

4316 – DEVELOPER - INSPECTION FEE

The Department may also generate revenue through Development inspection fees, as ADRE approves Subdivision Public Reports. The Department streamlined its process in March 2020 (FY2020) to complete development inspections using technology in lieu of physical travel. The Department no longer charges an inspection fee where travel is not required. It is anticipated that the majority, if not all inspections can be completed virtually using technology.

DEVELOPMENT INSPECTION FEES REVENUE								
	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023 (Projected)	FY 2024 (Projected)
Total Inspection Fee Revenue	\$ 20,810	\$ 24,630	\$ 22,400	\$ 17,900	\$ 0	\$ 0	\$ 0	\$ 0

4415 – OCCUPATIONAL & PROFESSIONAL LICENSES

Licensing revenue in this category generated through original license and renewal applications. Fees are not charged for administrative action transactions such as hires, severs, transfers, address changes etc. These administrative transactions can all be completed by real estate licensees online through their personal login on the online license system.

NEW ORIGINAL LICENSING FEE REVENUE								
	FY 2017 Revenue	FY 2018 Revenue	FY 2019 Revenue	FY 2020 Revenue	FY 2021 Revenue	FY 2022 Revenue	FY 2023 Projected Revenue	FY 2024 Projected Revenue
Salespersons	\$ 325,150	\$ 324,300	\$ 319,700	\$ 241,740	\$ 311,500	\$ 295,150	\$ 295,150	\$ 295,150
Brokers	\$ 57,500	\$ 64,000	\$ 71,250	\$ 50,625	\$ 53,125	\$ 58,500	\$ 58,500	\$ 58,500
Entity	\$ 21,780	\$22,680	\$ 22,140	\$ 18,540	\$ 18,540	\$ 18,180	\$ 18,180	\$ 18,180
TOTAL	\$ 404,430	\$ 410,980	\$ 413,090	\$ 310,905	\$ 383,165	\$ 371,830	\$ 371,830	\$ 371,830

***Revenue totals from AFIS are higher than projected fees above. See the 95/110 chart to compare.**

RENEWAL LICENSING FEE REVENUE								
	FY 2017 Revenue	*FY 2018 Revenue	FY 2019 Revenue	**FY 2020 Revenue	***FY 2021 Revenue	**** FY 2022 Revenue	FY 2023 Projected Revenue	FY 2024 Projected Revenue
Salespersons	\$1,744,649	\$1,675,365	\$1,668,077	\$1,650,698	\$1,672,424	\$1,622,145	\$1,622,145	\$1,622,145
Brokers	\$1,100,425	\$982,707	\$928,623	\$928,774	\$833,900	\$737,575	\$758,178	\$758,178
Entity	\$22,320	\$24,060	\$22,260	\$26,220	\$23,340	\$27,000	\$27,000	\$27,000
TOTAL	\$3,138,570	\$2,942,693	\$2,956,459	\$2,756,206	\$2,653,194	\$2,386,720	\$2,407,323	\$2,407,323

***Revenue totals from AFIS are higher than projected fees above. See the 95/110 chart to compare.**

- **Renewals**

* ADRE reduced license fees for online renewals from \$75 to \$65 (salespersons) and \$175 to \$150 (brokers) respectively on November 17, 2017.

** ADRE reduced license fees for online renewals from \$65 to \$60 (salespersons) on September 3, 2019.

*** ADRE reduced license fees for online renewals from \$150 to \$125 (broker) on January 7, 2021.

**** ADRE reduced license fees for online renewals from \$125 to \$120 (broker) on February 1, 2022.

4519 – OTHER FINES, FORFEITURES & PENALTIES

All complaints generate investigations, and civil fines assessed when there is a proven violation of the real estate statutes and rules. These fees deposited to the General Fund, however, are not included in the 95/110.

CIVIL PENALTIES COLLECTED	
FY 2017	\$212,037
FY 2018	\$233,400
FY 2019	\$402,800
FY 2020	\$276,825
FY 2021	\$271,600
FY 2022	\$309,900
FY 2023 (Projected)	\$286,000 (3-Yr. Avg.)
FY 2024 (Projected)	\$286,000 (3-Yr. Avg.)

4699 – Recovery Fund

This is a non-appropriated fund that licensees contribute to when applying for an original license and during renewal. Pursuant to A.R.S §32-2187 (B) renewing brokers and salespersons are required to pay a Recovery Fund fee until the fund reaches a minimum balance of \$600,000. The statutory cap balance is in place for FY 2023 and projected to remain in place for FY 2024.

RECOVERY FUND REVENUE							
	FY 2018 Revenue	FY 2019 Revenue	FY 2020 Revenue	FY 2021 Revenue	FY 2022 Revenue	FY 2023 Projected Revenue	FY 2024 Projected Revenue
Salespersons/ Brokers	\$ 75,100	\$ 75,500	\$ 56,590	\$ 70,440	\$ 68,330	\$68,000	\$68,000
Restitution	\$ 4,100	\$ 14,600	\$ 10,600	\$ 8,813	\$ 8,200	\$9,000	\$9,000
TOTAL	\$ 79,200	\$ 90,100	\$ 67,190	\$ 79,253	\$ 76,552	\$ 77,000	\$ 77,000

4699 – EDUCATION REVOLVING FUND

The Department anticipates publishing a new edition of the real estate law book, which would likely increase revenue to the Education Fund while supplies last.

Revise last sentence to - "Revenue to the Education Fund is anticipated to increase if the Department purchases updated Real Estate Law Books in FY 2023.

EDUCATION REVOLVING FUND REVENUE							
	FY 2018 Revenue	FY 2019 Revenue	FY 2020 Revenue	FY 2021 Revenue	FY 2022 Revenue	FY 2023 Projected Revenue	FY 2024 Projected Revenue
	\$ 6,200	\$ 15,300	\$ 9,500	\$ 5,200	\$ 15,400	\$ 16,500	\$ 11,500
TOTAL	\$ 6,200	\$ 15,300	\$ 9,500	\$ 5,200	\$ 15,400	\$ 16,500	\$11,500

4699 – CONDO AND PLANNED COMMUNITY HEARING OFFICE FUND

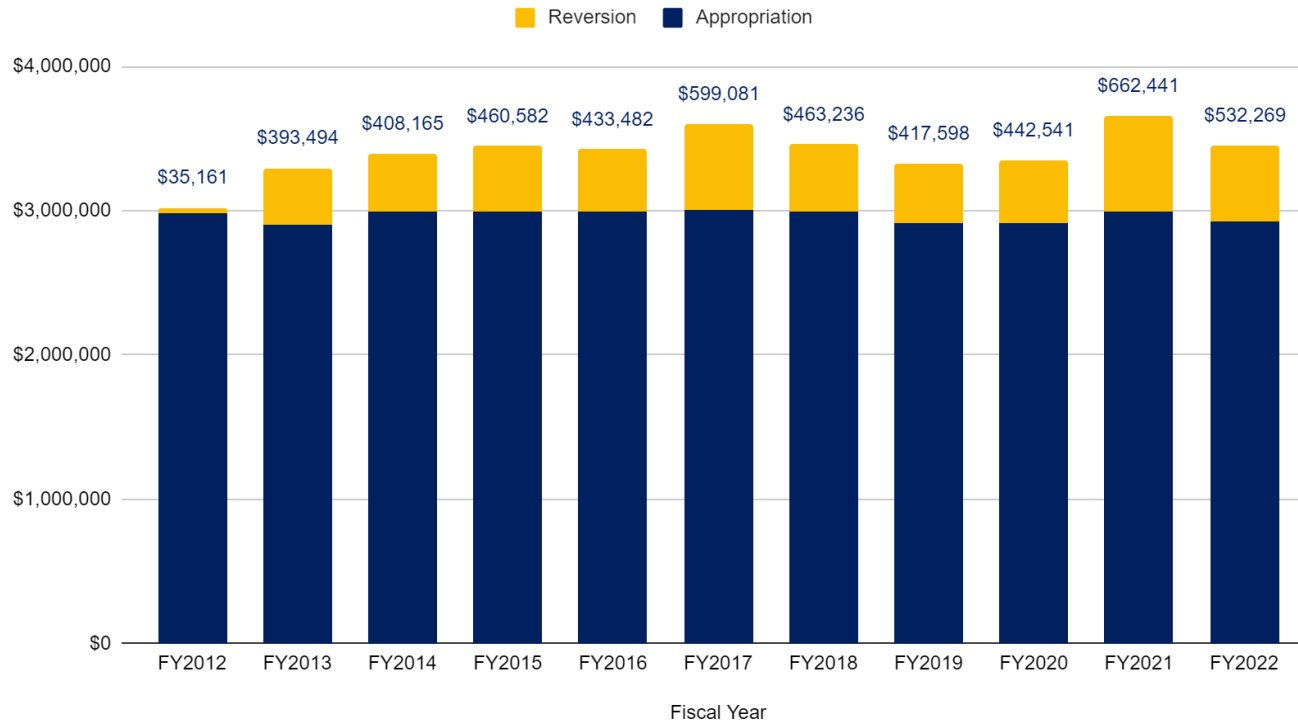
This is a non-appropriated fund that is established to be used to reimburse the actual costs of the office of administrative hearings in conducting hearings pursuant to A.R.S. § 32-2199.01. Monies remaining in the fund may be used by the department to offset the costs of administering cases filed pursuant to § 32-2199.01. Civil penalties and fines are imposed by the Office of Administrative Hearings, not the Department of Real Estate.

CONDO AND PLANNED COMMUNITY HEARING OFFICE FUND REVENUE							
	FY 2018 Revenue	FY 2019 Revenue	FY 2020 Revenue	FY 2021 Revenue	FY 2022 Revenue	FY 2023 Projected Revenue	FY 2024 Projected Revenue
Petition Fees	\$ 29,500	\$ 33,250	\$ 33,500	\$ 36,000	\$ 36,000	\$ 36,000	\$ 36,000
Fines or Forfeitures	\$ 5,300	\$ 300	\$ 500	\$ 2,500	\$ 0	\$ 0	\$ 0
TOTAL	\$ 34,800	\$ 33,550	\$ 34,000	\$ 34,000	\$ 36,000	\$ 36,000	\$ 36,000



ADRE General Fund Appropriation Reversions (2012 – 2022)

Appropriation and Reversion



Fiscal Year	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022
Appropriation	\$2,987,300	\$2,902,200	\$2,988,700	\$2,988,700	\$2,989,700	\$3,004,000	\$2,994,900	\$2,911,700	\$2,909,500	\$2,997,600	\$2,922,100
Reversion	\$35,161	\$393,494	\$408,165	\$460,582	\$433,482	\$599,081	\$463,236	\$417,598	\$442,541	\$662,441	\$532,269

ADRE has reverted approximately \$4,865,781 of its Legislative General Fund appropriation back to the General Fund over the last ten years through cost savings and fiscal management. ADRE lowered real estate licensing fees in 2017, 2019, 2021 and 2022.

2022 - 2024 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

REA 0.0	Agency Summary
	DEPARTMENT OF REAL ESTATE
	Louis Dettorre, Commissioner
	(602) 771-7760
	A.R.S. §§ 32-2101 et seq.
	Plan Contact: James Knupp, Deputy Commissioner
	(602) 771-7769

Mission:

To be the most customer service oriented, technologically innovative, and operationally efficient and effective state level real estate department in the United States.

Description:

The Department oversees the administration of licensing examinations and issuance of licenses, as well as the activities of licensees to ensure compliance with the Arizona Revised Statutes and the Commissioner's Rules. Within the purview of the Department are builder/development regulation of the sale of subdivided and certain unsubdivided lands, timeshares, condominiums, membership campgrounds, and cemeteries, administration of the Homeowner's Association Dispute Process, and conducting investigations of consumer complaints, and audits of real estate brokerages.

The Department also regulates real estate schools and instructors, monitoring precensing and continuing education courses to ensure the quality of the content of courses and the competence of the instructors, as well as the quality and timeliness of materials being taught.

◆ Goal 1 To Provide Excellent Customer Service through Technological Advancement

Objective: 1 FY2022: Standardize Responses to Common Questions to Ensure Approved, Accurate, Timely and Effective Communications are Provided
FY2023: Standardize Responses to Common Questions to Ensure Approved, Accurate, Timely and Effective Communications are Provided
FY2024: Standardize Responses to Common Questions to Ensure Approved, Accurate, Timely and Effective Communications are Provided

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Percentage of favorable customer service surveys.	86	90	90

Objective: 2 FY2022: Improve Customer Service Response Time
FY2023: Improve Customer Service Response Time
FY2024: Improve Customer Service Response Time

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Total real estate applications received	39,368	40,000	40,000
New Applicants & Renewals			
Number of real estate licensees	91,950	92,400	92,400
Number reflects actual count of licensees. This includes individuals, brokers, and entities.			
Days to issue Development Lot Reservations.	.48	3	3
Number of outreach connections and consumer communications each month.	32.2	30	30
Avg. # of Days to Process Applications	1	1	1
Original Salesperson or Broker License Application			
Average calendar days from receipt of real estate or subdivision complaint to resolution	32	30	30
Total real estate or subdivision complaints investigated	392	400	400
Number of subdivision filings received	1026	900	900
Includes amendments			
Average number of pending messages at the end of each day.	7.11	3	3

◆ Goal 2 To Bolster Continuity of Operations

Objective: 1 FY2022: Contract with a Business Analyst to Assess Business Requirements, Implement Improvements and Provide a Scope of Work for Planned Replacement of Custom Built CRM and Public Interface Platforms
FY2023: Contract with a Business Analyst to Assess Business Requirements, Implement Improvements and Provide a Scope of Work for Planned Replacement of Custom Built CRM and Public Interface Platforms
FY2024: Contract with a Business Analyst to Assess Business Requirements, Implement Improvements and Provide a Scope of Work for Planned Replacement of Custom Built CRM and Public Interface Platforms

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
% of Processes Updated in Procedure Manuals	0	100	100

Objective: 2 FY2022: Breakthrough - Crosstrain Staff within Divisions and Remove Siloing of Work within Divisions
FY2023: Breakthrough - Crosstrain Staff within Divisions and Remove Siloing of Work within Divisions
FY2024: Breakthrough - Crosstrain Staff within Divisions and Remove Siloing of Work within Divisions

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
% of Processes that Staff are Crosstrained to Perform within their Division	39.58	60	60

◆ Goal 3 To Update Real Estate Education

Objective: 1 FY2022: Identify and Implement Opportunities for Improving Real Estate Education
FY2023: Identify and Implement Opportunities for Improving Real Estate Education
FY2024: Identify and Implement Opportunities for Improving Real Estate Education

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
% of Improved Education Forms	0	100	100

Objective: 2 FY2022: Identify Opportunities for Modernizing/Updating Real Estate Education Categories
FY2023: Identify Opportunities for Modernizing/Updating Real Estate Education Categories
FY2024: Identify Opportunities for Modernizing/Updating Real Estate Education Categories

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
# of Reviewed Education Categories	0	8	8

Objective: 3 FY2022: Update Model Broker Policy and Procedure Manual
FY2023: Update Model Broker Policy and Procedure Manual
FY2024: Update Model Broker Policy and Procedure Manual

2022 - 2024 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
% of Model Broker Policy and Procedure Manual Sections Updated	0	100	100

◆ **Goal 4** To Update AAC, Title 4, Ch28 to include legislative changes
and outstanding 5-year-rule review findings

To Decrease Deficiency Rate of Forms

Objective: 1 FY2022: Identify and Draft Required Updates to Rules
FY2023: Identify and Draft Required Updates to Rules
FY2024: Identify and Draft Required Updates to Rules

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
% of Review Completed	0	100	100
% of Drafting Completed	0	100	100

Objective: 2 FY2022: Identify and Draft Required Updates to Forms
FY2023: Identify and Draft Required Updates to Forms
FY2024: Identify and Draft Required Updates to Forms

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
% of Review Completed	0	100	100
% of Drafting Completed	0	100	100
% of 2-Minute Applications Returned to Applicant Unprocessed	39	30	30

Objective: 3 FY2022: Work through Rulemaking Process
FY2023: Work through Rulemaking Process
FY2024: Work through Rulemaking Process

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
% of Requirements to Proceed through GRRC	0	70	100

◆ **Goal 5** To Minimize Regrettable Employee Attrition

Objective: 1 FY2022: Improve Telework Program
FY2023: Improve Telework Program
FY2024: Improve Telework Program

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
% of Turnover	.23	.2	.2

Objective: 2 FY2022: Encourage Staff Training and Development Opportunities
FY2023: Encourage Staff Training and Development Opportunities
FY2024: Encourage Staff Training and Development Opportunities

Performance Measures	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
% of Employee Engagement	75	75	75

AGENCY SUMMARY

Program: REA 0 . 0 DEPARTMENT OF REAL ESTATE
Director: Louis Dettorre, Commissioner
Phone: (602) 771-7760
Statute: A.R.S. §§ 32-2101 et seq.
Plan Contact: James Knupp, Deputy Commissioner
(602) 771-7769

Mission:

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◆ **Goal:** 1 To Provide Excellent Customer Service through Technological Advancement

Objectives: 1 2022 Obj: Standardize Responses to Common Questions to Ensure Approved, Accurate, Timely and Effective Communications are Provided
2023 Obj: Standardize Responses to Common Questions to Ensure Approved, Accurate, Timely and Effective Communications are Provided
2024 Obj: Standardize Responses to Common Questions to Ensure Approved, Accurate, Timely and Effective Communications are Provided

Performance Measures:

				FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
ML	Budget	Type						
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL Percentage of favorable customer service surveys.	76	90	86	90	90

Objectives: 2 2022 Obj: Improve Customer Service Response Time
 2023 Obj: Improve Customer Service Response Time
 2024 Obj: Improve Customer Service Response Time

Performance Measures:

	ML	Budget	Type		FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Total real estate applications received	39,497	40,000	39,368	40,000	40,000
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Number of real estate licensees	90,367	92,174	91,950	92,400	92,400
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Days to issue Development Lot Reservations.	0.92	2	.48	3	3
This performance measure is on the agency scorecard, but not on the short form strategic plan.									
* Estimates are based on sustaining scorecard measure goals of issuing reservations in under 3 days. This goal was exceeded in FY17, FY18, FY19, & FY20 and is anticipated to be similar in FY21.									
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Number of outreach connections and consumer communications each month.	37	30	32.2	30	30
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Avg. # of Days to Process Applications	0	0	1	1	1
6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average calendar days from receipt of real estate or subdivision complaint to resolution	26	30	32	30	30
This performance measure is on the agency scorecard, but not on the strategic plan short form. The agency scorecard metric goal is to complete investigations that are referred to the Enforcement & Compliance Division in an average of 30 days.									
7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Total real estate or subdivision complaints investigated	376	400	392	400	400
This performance measure is on the agency scorecard, but not on the strategic plan short form.									
Complaints received through the Complaint Review process are responded to in an average of one day. The Department received 123 complaints that were not in the Department's jurisdiction in FY2020, and 93 in FY2021.									
8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Number of subdivision filings received	1,203	900	1026	900	900
This performance measure is on the agency scorecard, not on the short form strategic plan.									
It is likely too early to tell whether development services applications will continue to increase in FY2022, but the market need for new developments remains. The number of development services applications exceeded last years' highest level in the past 11 years.									
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of pending messages at the end of each day.	9.8	0	7.11	3	3

◆ **Goal:** 2 To Bolster Continuity of Operations

Objectives: 1 2022 Obj: Contract with a Business Analyst to Assess Business Requirements, Implement Improvements and Provide a Scope of Work for Planned Replacement of Custom Built CRM and Public Interface Platforms
 2023 Obj: Contract with a Business Analyst to Assess Business Requirements, Implement Improvements and Provide a Scope of Work for Planned Replacement of Custom Built CRM and Public Interface Platforms
 2024 Obj: Contract with a Business Analyst to Assess Business Requirements, Implement Improvements and Provide a Scope of Work for Planned Replacement of Custom Built CRM and Public Interface Platforms

Performance Measures:

	ML	Budget	Type		FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>		% of Processes Updated in Procedure Manuals	0	0	0	100	100

Objectives: 2 2022 Obj: Breakthrough - Crosstrain Staff within Divisions and Remove Siloing of Work within Divisions
 2023 Obj: Breakthrough - Crosstrain Staff within Divisions and Remove Siloing of Work within Divisions
 2024 Obj: Breakthrough - Crosstrain Staff within Divisions and Remove Siloing of Work within Divisions

Performance Measures:

	ML	Budget	Type		FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	% of Processes that Staff are Crosstrained to Perform within their Division	98	98	39.58	60	60

◆ **Goal:** 3 To Update Real Estate Education

Objectives: 1 2022 Obj: Identify and Implement Opportunities for Improving Real Estate Education
 2023 Obj: Identify and Implement Opportunities for Improving Real Estate Education
 2024 Obj: Identify and Implement Opportunities for Improving Real Estate Education

Performance Measures:

	ML	Budget	Type		FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>		% of Improved Education Forms	0	0	0	100	100

Objectives: 2 2022 Obj: Identify Opportunities for Modernizing/Updating Real Estate Education Categories
 2023 Obj: Identify Opportunities for Modernizing/Updating Real Estate Education Categories
 2024 Obj: Identify Opportunities for Modernizing/Updating Real Estate Education Categories

Performance Measures:

Performance Measures:					FY 2021	FY 2022	FY 2022	FY 2023	FY 2024
ML Budget Type					Actual	Estimate	Actual	Estimate	Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	# of Reviewed Education Categories	0	0	0	8	8

Objectives: 3 2022 Obj: Update Model Broker Policy and Procedure Manual
 2023 Obj: Update Model Broker Policy and Procedure Manual
 2024 Obj: Update Model Broker Policy and Procedure Manual

Performance Measures:

Performance Measures:					FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
	ML	Budget	Type						
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	% of Model Broker Policy and Procedure Manual Sections Updated	0	0	0	100	100

◆ **Goal:** 4 To Update AAC, Title 4, Ch28 to include legislative changes and outstanding 5-year-rule review findings
 To Decrease Deficiency Rate of Forms

Objectives: 1 2022 Obj: Identify and Draft Required Updates to Rules
 2023 Obj: Identify and Draft Required Updates to Rules
 2024 Obj: Identify and Draft Required Updates to Rules

Performance Measures:

Performance Measures:					FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
	ML	Budget	Type						
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	% of Review Completed	0	0	0	100	100
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	% of Drafting Completed	0	0	0	100	100

Objectives: 2 2022 Obj: Identify and Draft Required Updates to Forms
 2023 Obj: Identify and Draft Required Updates to Forms
 2024 Obj: Identify and Draft Required Updates to Forms

Performance Measures:

Performance Measures:					FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
	ML	Budget	Type						
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	% of Review Completed	0	0	0	100	100
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	% of Drafting Completed	0	0	0	100	100
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	% of 2-Minute Applications Returned to Applicant Unprocessed	0	0	39	30	30

Objectives: 3 2022 Obj: Work through Rulemaking Process
 2023 Obj: Work through Rulemaking Process
 2024 Obj: Work through Rulemaking Process

Performance Measures:

Performance Measures:					FY 2021	FY 2022	FY 2022	FY 2023	FY 2024
	ML	Budget	Type		Actual	Estimate	Actual	Estimate	Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	% of Requirements to Proceed through GRRC	0	0	0	70	100

◆ **Goal:** 5 To Minimize Regrettable Employee Attrition

Objectives: 1 2022 Obj: Improve Telework Program
 2023 Obj: Improve Telework Program
 2024 Obj: Improve Telework Program

Performance Measures:

Performance Measures:					FY 2021	FY 2022	FY 2022	FY 2023	FY 2024
ML Budget Type					Actual	Estimate	Actual	Estimate	Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	% of Turnover	100	100	.23	.2	.2

Objectives: 2 2022 Obj: Encourage Staff Training and Development Opportunities
 2023 Obj: Encourage Staff Training and Development Opportunities
 2024 Obj: Encourage Staff Training and Development Opportunities

Performance Measures:

Performance Measures:					FY 2021	FY 2022	FY 2022	FY 2023	FY 2024
ML Budget Type					Actual	Estimate	Actual	Estimate	Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	% of Employee Engagement	0	0	75	75	75

Budget Related Performance Measures

Department of Real Estate

Agency:	0.0	DEPARTMENT OF REAL ESTATE
Contact:	Louis Dettorre, Commissioner (602) 771-7760	
2nd Contact:	James Knupp, Deputy Commissioner (602) 771-7769	
Statute:	A.R.S. §§ 32-2101 et seq.	

ML	Budget	Type	Performance Measure	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Total real estate applications received New Applicants & Renewals	39,497	40,000	39,368	40,000	40,000
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Number of real estate licensees Number reflects actual count of licensees. This includes individuals, brokers, and entities.	90,367	92,174	91,950	92,400	92,400
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	EF	Average calendar days from receipt of real estate or subdivision complaint to resolution	26	30	32	30	30
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OP	Total real estate or subdivision complaints investigated	376	400	392	400	400
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Number of subdivision filings received Includes amendments	1,203	900	1026	900	900

Revised Performance Measure Descriptions

The following performance measures are budget related. Unlike non-budget related performance measures, agencies can't change the last published description themselves. Therefore, they've entered a revised description which should be reviewed. If appropriate, update the performance measure's description with the agency's revised description in OSPB's "centralized" AZIPS. Be sure your team leader, OSPB management and JLBC have approved of the change, since this will be published. This report checks for revisions across all agencies. Please communicate with the agency about the outcome of their request to add, change or delete performance measures and/or their descriptions.

Agency:

Program:
Subprogram:

Goal:

Objective:

Performance Measure Last Published Description & Agency's Revised Description

PM
Type

Original:

Revised:

Agency 5-Year Plan

Issue 1 Strategic Issue #1: Provide excellent customer service through technological advancement

Description: The Arizona Department of Real Estate strives to be a provider of responsive and reliable services to Arizona's real estate industry and the public served by this industry. The Department's efforts focus on ensuring that the delivery of quality, timely and cost-effective core services. The day-to-day activities of the Department rely on efficient internal business systems.

The real estate industry, the Department staff, the State of Arizona, and, most importantly, the public all represent the Department's customers. The Department will always take a customer first approach when serving the public.

Currently, the public desires technology that enables them to interact with the Department 24/7 and 365 days a year and from their mobile device.

By working to continuously identify issue areas and critical steps in the Department's technology, we may continue to always provide better, faster, more efficient customer service.

Solutions:

Successes in FY22:

- Maintained percentage of favorable customer service surveys and reviews of 85.44 percent.
- Eliminated unnecessary and burdensome requirement for brokers to rehire employees each renewal.
- Implemented automated Certified License History that provides the public immediate access (24/7) to Certified License Histories by clicking a button, eliminates potential human error during transcription, and reallocates nearly two weeks of staff time to allow for that time to be spent better serving licensees.
- Created email notifications for licensees and brokers; auto-alerting of changes with license or employees.

Slated for FY23:

- Improve Customer Service Response Time

Technology continues to represent the fastest, most secure way to interact with the Department. Staff will continue to encourage the public's adoption of online services. That said, the Department's doors remain open and phones remain on.

- Standardize Responses to Common Questions to Ensure Approved, Accurate, Timely and Effective Communications are Provided

The Department is already and continues to be a high-performing organization. Timeframes to issue licenses and approve educational and public report applications are fractions of what statute permits and in fact, the majority of the applications received are processed same day with average approvals taking one day or less. The Department will maintain this efficiency and effective processing applications while also working to reduce timeframes for responses to inquiries.

Adoption and abandonment of scripted, approved answers to common questions is common. The Department and public benefit from all staff being on the same page and being able to answer questions with this pre-approved language however. While not limiting staff to providing specific answers for specific questions, the Department re-write and re-adopted pre-approved answers to be used in response to frequently asked questions and issues.

Issue 2 Strategic Issue #2: Bolster Continuity of Operations

Description: The Department recognizes that it has an obligation to the citizens of Arizona to ensure that Department resources are being used as efficiently and effectively as possible. To this end, the Department continues to explore and implement efficiency and cost-saving strategies wherever possible, and to look for better ways to deliver services.

The Arizona Department of Real Estate's Information Technology infrastructure must continue to advance in order to facilitate more efficient internal processes, and to keep pace with the technologically-savvy real estate industry and public the Department serves. Keeping pace with technology and creating the ability to transact nearly all business Online is the way that the ADRE can continue to deliver a high level of service to the steadily increasing number of real estate licensees over the past many fiscal years.

The Department staffing levels are appropriate and its ability to operate is stable as it relates to institutional knowledge, longevity of staff tenure, and the ability to ensure staff who perform remain.

However, some staff with significant longevity serving the Department pose a risk to the continued effectiveness and efficiency of the organization if they were to separate. Additionally, some positions prove more difficult for the Department to attract and retain qualified and dedicated staff.

Solutions:

The Department remains committed to cross training staff and sharing knowledge of positions across divisions. Agency leadership has seen that knowledge sharing has had an effect on streamlining services as processes are known by all individuals that may impact an outcome.

Strategies for FY23:

- Crosstrain Staff within Divisions and Remove Siloing of Work within Divisions

Crosstraining of staff will focus mainly within the licensing division in FY23 with formal and practical training provides to each of the individuals in the division so they may be able to perform any of the licensing and approval tasks required for education, licensing and development services. JOP for this project is approximately 38% crosstrained with a goal of 60% by the end of the FY.

- Contract with a Business Analyst to Assess Business Requirements, Implement Improvements and Provide a Scope of Work for Planned Replacement of Custom Built CRM and Public Interface Platforms

The Department enjoys use a custom-built Customer Relationship Management system. To serve the best interests of the Department and the public, the organization must begin planning for replacement of this CRM to one that is not dependent on a single point of failure. The Department plans to multitask a Scope of Work for a business analyst to further implement continuous improvement, optimize processes, document the new processes and provide a product a vendor may use to understand the Department's business requirements for developing a new CRM.

Issue 3 Strategic Issue #3: Update Real Estate Education

Description: Real estate education is a fundamental element of enhancing the highest level of knowledge and professionalism within the real estate industry, benefiting Arizona's constituents. Included in the real estate industry's contribution to a thriving Arizona economy are the Real Estate Educators, which are a growing industry in Arizona.

The real estate profession and industry continue to evolve and adapt to changes in markets and new business models. To ensure real estate education remains able to address these evolutions and adaptations, it is vital the Department reviews the required education content areas periodically.

Solutions:

- Identify and Implement Opportunities for Improving Real Estate Education

Working with stakeholders, the Department will review education methods and forms to ensure statutory requirements continue to be met by schools, instructors and courses.

- Identify Opportunities for Modernizing/Updating Real Estate Education Categories

Working with stakeholders, the Department will review the Continuing Education Categories currently listed in Arizona Administrative Code and work through rulemaking as required to update them, if necessary.

- Update Model Broker Policy and Procedure Manual

Working with stakeholders, the Department will review and update the current Model Broker Policy and Procedure Manual. The Manual represents a compendium of various federal and state legal requirements and best practice suggestions that may be used by a broker to more easily set up a new brokerage or attempt to bring a current one into compliance. The Department's involvement and interest in updating the Manual is to ensure the document is updated with the most recent law changes and captures changes in the profession and industry.

Issue 4 Strategic Issue #4: Update Department's Rules and Decrease Deficiency Rate of Forms

Description: The Department holds close its duty to uphold and not extend beyond its statutory authorities. To ensure this duty continues to be upheld, the Department must begin to engage in rulemaking to update its rules and ensure their continued compliance.

The Department's rules were last successfully updated in 2006; though the Department sought to update them most recently in 2014. With rulemaking and statutory changes, the Department will be reviewing each of its forms and will have the opportunity to simplify them and return them to requesting only what is required to process.

Solutions:

For FY23:

- Identify and Draft Required Updates to Rules
- Identify and Draft Required Updates to Forms
- Work through the Rulemaking Process

Issue 5 Strategic Issue #5: Minimize Regrettable Employee Attrition and Increase Number of Engaged Staff Members

Description: As of June 30, 2021, the Arizona Department of Real Estate employs 25 FTE, while appropriated 37 FTE for FY 2022. Leaner staffing levels, a stable lower budget, and greater efficiencies than the previous year, is what the public and industry has come to expect from the ADRE. To achieve greater efficiencies and success the agency must continue to promote knowledge sharing, position growth opportunities, internal training among experienced and newer staff, and focus on staff retention.

Solutions:

For FY23:

- Encourage Staff Training and Development Opportunities

As identified in the Department's most recent engagement survey results, employees believe leadership may improve staff training for career development opportunities. The Department embraces this ask and will seek ways to ensure staff understand the opportunities available to them and all state employees.

- Improve Telework Program

The Department continues to offer a limited telework program due to system access issues. Those issues have been resolved and the Department wishes to proceed with more flexible options for employees but only if they are able to perform successfully. The Department continues to work through these concerns.

Resource Assumptions

	FY2025 Estimate	FY2026 Estimate	FY2027 Estimate
Full-Time Equivalent Positions	37.0	37.0	37.0
General Fund	3,221,000.0	3,221,000.0	3,221,000.0
Other Appropriated Funds	0.0	0.0	0.0
Non-Appropriated Funds	1,015,000.0	1,015,000.0	1,015,000.0
Federal Funds	0.0	0.0	0.0