

LICENSING DIVISION

Staff Report for the Auctioneer Advisory Board

January 27, 2021

Personnel Updates

No Recent updates

Emergency License Initiative Update

Statistics

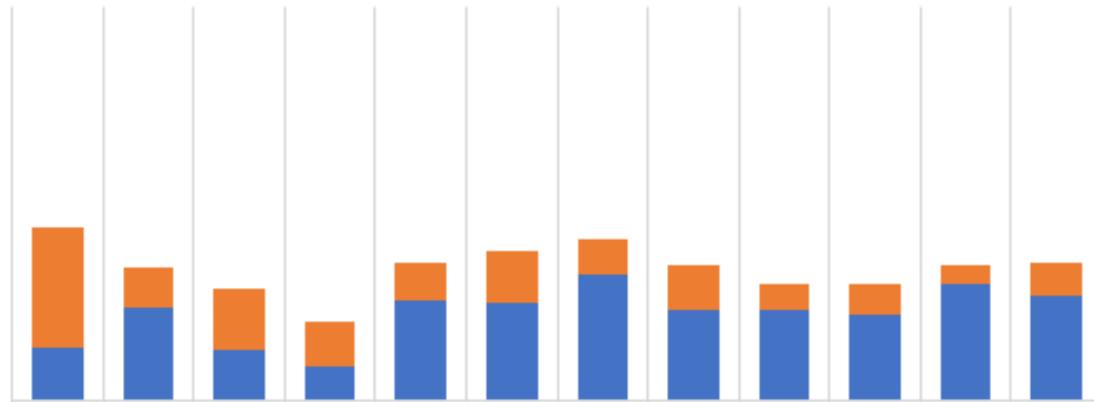
AUCTIONEER

	TOTAL FY 20	Sept - Dec FY 21
New Licenses Issued	75	15
Renewed Licenses Issued	1,891	539
Online Renewals	1,879	537
% Renewed Online	99%	99%
Total Population	2,259	2,242

ASSOCIATE AUCTIONEER

	TOTAL FY 20	Sept - Dec FY 21
New Licenses Issued	19	2
Renewed Licenses Issued	44	13
Online Renewals	41	12
% Renewed Online	93%	92%
Total Population	72	69

AUCTIONEER CUSTOMER SERVICE CONTACTS FISCAL YEAR 2020



	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Total	198	151	128	90	156	170	184	155	132	133	154	158
■ Emails	139	46	71	51	42	59	41	52	30	35	22	40
■ Calls	59	105	57	39	114	111	143	103	102	98	132	118

Enforcement Division

Staff Report for the Auctioneer Advisory Board

January 27, 2021

Personnel Updates:

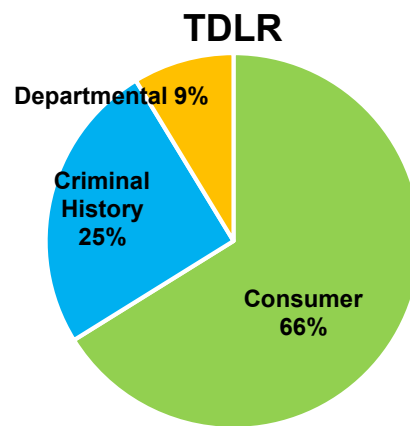
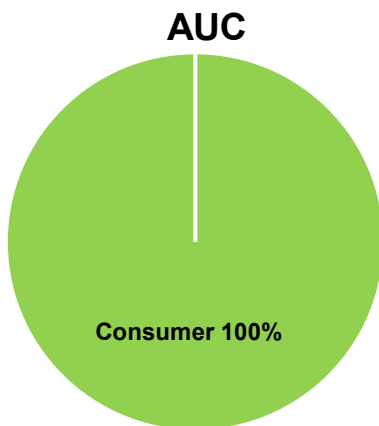
- On November 6, 2020, Prosecutor Ken Sharp retired after 7 years of service with TDLR and 13 years of total service to the citizens of Texas. During his tenure at TDLR Ken worked briefly on the Transportation team before joining the criminal history review team where he evaluated thousands of criminal records in an effort to protect our citizens from those not fit to hold a license due to their criminal history. Ken was also very active in the Department's Veteran's Association, where he was both a cofounder of the organization and its first Commander.
- On December 4, 2020, Prosecutor Michael Shirk retired after 8 years of service with TDLR and nearly two decades of service to the citizens of Texas. Michael was a member of the Transportation team where his enthusiasm for public service and protecting the citizens of Texas was clearly evident. He was a joy to work with and served as a mentor for many of our attorneys on staff. He will be missed, but he left a legacy of public service that will be long remembered.
- Three Attorneys, Amanda Barrera, Aroosa Nizami and Natalie Olvera, were promoted to Attorney III positions to fill the vacancies that were created by the promotions and retirements in the Enforcement Division. Amanda's and Aroosa's promotions were effective December 15, 2020 and Natalie's promotion was effective January 1, 2021.
- On January 4th, 2021, Arthur Arevalo was hired to fill the Investigations Manager's position. Art retired from the Austin Police Department after nearly 26 years of service. Since then, he worked for the Travis County Sheriff's Office and more recently served as a Captain with the Texas State University Police Department. We look forward to his contribution to the success of our team as we continue to strengthen the Enforcement division with staff that embraces our mission and shares our dedication to make a positive impact serving the citizens of Texas.

Statistics:

Shown below are the Enforcement Performance Measures and key statistics for the Auctioneers (AUC) program and all TDLR programs combined through November 2020 (first quarter) of **Fiscal Year 2021**:

Key Statistics:	AUC	TDLR
Cases opened	5	2,402
Cases closed	2	2,708
Average time to close (days)	283.50	199.81
% of cases resolved within 6 months	0.00%	61.26%
% of cases resulting in disciplinary action	0.00%	17.64%
Cases Pending at end of November 2020	18	5,546

Source of Cases Opened for Fiscal Year 2021 through November 2020



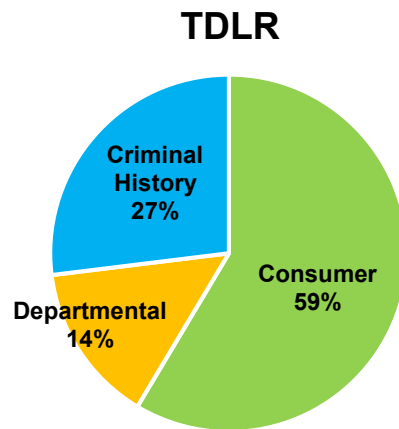
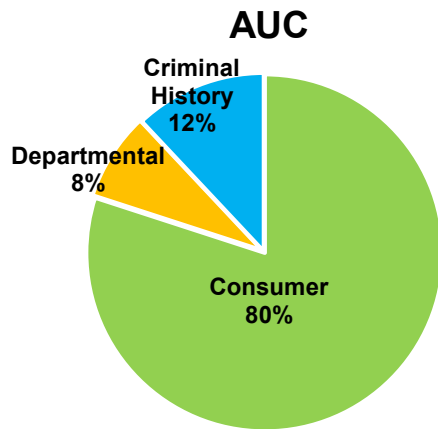
Case Outcomes	AUC	TDLR
Commission Orders	0	4
Default Orders	0	163
Agreed Orders	0	234
Penalties Assessed	\$0.0	\$932,855.00
Penalties Collected	\$0.0	\$356,490.00
Licenses Revoked (Disciplinary)	0	33
Licenses Suspended	0	5
Licenses Denied/Revoked (Criminal History)	0	62
Cease & Desist Orders	0	7
Informally Resolved	2	2,182
Consumer restitution through negotiated settlement	\$70.00	\$41,689.18

AUC Alleged Violations at Opening for Fiscal Year 2021 through November 2020

Violation:	Count
Flagrant misrepresentation or false promises	1
Did not give another their money	1

Shown below are the Enforcement Performance Measures and key statistics for the Auctioneers (AUC) program and for all TDLR programs combined for **Fiscal Year 2020**:

Source of cases opened for Fiscal Year 2020



Case Outcomes

	AUC	TDLR
Commission Orders	0	28
Default Orders	2	339
Agreed Orders	3	853
Penalties Assessed	\$7,000.00	\$2,360,451.00
Penalties Collected	\$3,000.00	\$1,296,792.16
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended	0	4
Licenses Denied/Revoked (Criminal History)	2	240
Cease & Desist Orders	1	46
Informally Resolved	29	8,365

**Top AUC Alleged Violations at Opening
for Fiscal Year 2020**

Alleged Violation:	Count
Did not pay seller within 15 days	6
Flagrant misrepresentation or false promises	5
Acted as Auctioneer or Associate Auctioneer without a license	5
Criminal History	3
No name and TDLR number in ad	2
Failed to comply with an order	2
Did not give another their money	2
Failed to announce terms or conditions	1
Did not announce or reserve right to bid	1

**Top AUC Violations Resulting in Disciplinary Action
for Fiscal Year 2020**

Violation:	Count
Did not pay seller within 15 days	3
Criminal History	2
Flagrant misrepresentation/false promises	2
Acted as Auctioneer or Associate Auctioneer without a license	1



Education and Examination Division

Staff Report for Auctioneer Advisory Board

January 27th, 2021

Statistics

**EXAMINATION STATISTICS
(AS OF DECEMBER 31ST, 2020)**

2021	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
PASS	2	2	0	4	2	-	-	-	-	-	-	-	-	-	-	-	6
FAIL	0	1	0	1	1	-	-	-	-	-	-	-	-	-	-	-	2
TOTAL	2	3	0	5	3	-	-	-	-	-	-	-	-	-	-	-	8
RATE	100.0%	66.7%	0.0%	80.0%	66.7%	-	-	66.7%	-	-	-	-	-	-	-	-	75.0%
2020	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
PASS	7	4	9	20	8	6	1	15	3	0	3	6	4	5	11	20	61
FAIL	1	3	2	6	4	2	1	7	3	0	1	4	1	5	9	15	32
TOTAL	8	7	11	26	12	8	2	22	6	0	4	10	5	10	20	35	93
RATE	87.5%	57.1%	81.8%	76.9%	66.7%	75.0%	50.0%	68.2%	50.0%	0.0%	75.0%	60.0%	80.0%	50.0%	55.0%	57.1%	65.6%

**CONTINUING EDUCATION COURSE, PROVIDER, AND CURRICULUM STATISTICS
(AS OF DECEMBER 31ST, 2020)**

2021	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
CRS APPROVALS	14	4	1	19	0	-	-	-	-	-	-	-	-	-	-	-	19
TOTAL COURSES	55	47	47	47	47	-	-	-	-	-	-	-	-	-	-	-	0
2020	SEP	OCT	NOV	Q1	DEC	JAN	FEB	Q2	MAR	APR	MAY	Q3	JUN	JUL	AUG	Q4	TOT
CRS APPROVALS	4	12	2	18	0	1	2	3	4	13	0	17	2	2	3	7	45
TOTAL COURSES	46	45	47	47	46	45	43	43	46	57	46	46	43	45	46	46	46

Regulatory Program Management

Staff Report for the Auctioneers Advisory Board

January 27, 2021

Personnel Updates

There have been no changes in the RPM Auctioneers personnel since the last advisory board meeting. Russ Taulli and LaTasha Poland continue their work supervised by Stuart Strnad.

Outreach

Russel Taulli, as the RPM Division's program specialist for the Auctioneer's program, frequently answers phone calls and emails regarding the program. Inquiries are usually about the auctioneer rules or statute, educational requirements, online auctions, charity auctions, or auctioneer ethical standards.

Opportunities for public outreach have been curtailed during the Corona Virus outbreak. After the pandemic, the RPM Division will be open to opportunities for public outreach (conventions, conferences, association meetings, etc.) related to the Auctioneer Program.