

Oklahoma Senate Committee on Appropriations

2013-14 Performance Report

Oklahoma Real Estate Commission

AGENCY MISSION STATEMENT:

The Oklahoma Real Estate Commission was created in 1950; however, a mission statement was not created until 1974. The mission statement was revised in 2002 and the statement reads as follows:

The fundamental and primary purpose of the Real Estate Commission is to safeguard the public interest and provide quality services by assisting and providing resources; encouraging and requiring high standards of knowledge and ethical practices of licensees; investigating and sanctioning licensed activities; and through the prosecution of any unlicensed person who violates the "Oklahoma Real Estate License Code and Rules."

The Commission members were: Bud Engstrom, E.R. Andrew, Martin VanMeter, John Mosley, John Snodgrass, Pat Schafer and Bill Mizener and the Commission Director was Anne M. Woody

LEAD ADMINISTRATOR:

Anne M. Woody, Executive Director, Denver N. Davison Building, 1915 N. Stiles Avenue, Suite 200, Oklahoma City, Oklahoma 72105, telephone 405-521-3387, email anne.woody@orec.ok.gov.

GOVERNANCE:

The Commission has a seven (7) member board that is appointed by the Governor and confirmed by the Senate. The Commission hires an Executive Director who is responsible for hiring staff. Please see attached organizational chart.

The current Commissioners are:

Pete Galbraith, (broker member) Chairman
Mike Cassidy, (broker member) Vice Chairman
Charles Barnes, (school member)
Mike Craddock, (broker member)
Steve Sherman (public member)
Martin VanMeter (broker member)
John Mosley (broker member)

Does the Board have any committees or subgroups? If so, please provide a detailed listing of the subgroups and their areas of focus.

The Oklahoma Real Estate Contract Form Committee was created by statute per O.S. 59,§858-208(14) which requires the development and revision of purchase and/or lease contracts and related addenda for voluntary use by real estate licensees.

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The Commission also has an ongoing committee titled the Education Advisory Committee that assists the Commission with emerging education issues and the real estate examination.

GOVERNANCE ACCOUNTABILITY:

Is there an attendance policy for board members/commissioners? If so, is it being followed?

There is not an attendance policy within the Oklahoma Statute 59, § 858-201-204. However, Commissioners are expected to attend a majority of meetings in order to fulfill their duties bestowed on them by the State of Oklahoma.

MODERNIZATION EFFORTS:

Please provide a listing of all government modernization efforts undertaken by the agency since July 1, 2010. Additionally, please provide any authorizing statutory changes that prompted the modernization efforts and whether those efforts have led to cost savings or additional cost burden.

The Real Estate Commission began online renewals 2 years prior to July 1, 2010 as well as Continuing Education lookup for licensees and an online module that allows the licensee to keep their personal contact up to date. Since that time, the agency has been working towards the legislative mandate to provide online application for license. Upon reviewing all avenues of achieving this mandate the agency determined the best solution would be to utilize the statewide mandatory licensing system contract through CSDC for the "AMANDA" licensing system. This system would replace the current Oracle based licensing system that was created for OREC by the then Office of State Finance. Unfortunately, the resulting effect of utilizing this mandatory contract, in order to meet the legislative requirement, is approximately \$150,000.00. This is for the initial costs and ultimately the financial impact will result in a yearly licensing fee to the agency based at the current rate per user as defined by OMES. The current anticipatory financial impact will range from \$10,000 to \$16,000 annually.

The utilization of the "AMANDA" system will result in the Commission only being under two systems which are the ORACLE "PeopleSoft" system and the "AMANDA" system which are both supported by OMES.

Ultimately, due to our services being provided online, the agency has been able to reduce the number of FTE as during the past 3 years we have not replaced employees that either retired or left for other means.

What steps has the agency taken to cut costs and/or eliminate waste? Are there efforts that have been successful which you believe could serve as a model for other state agencies seeking to keep costs minimal?

The agency has contracted for payroll and HR services with then OPM since prior to 1997. The agency also has formed interagency agreements for shared services in the way of

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printing, mail processing, interagency mail, telecommunication systems, IT services and system development. The Commission no longer prints mass publications or forms as it now has all of these available online and distributes such through electronic means. There is a limited number of Code and Rules printed annually for the consumer and new licensees. The agency has reduced the number of leases for machines and now has only 2 copiers (that scan, fax and print) under a lease agreement as a result of these shared services.

The Commission moved this past year to a state building due to the private vendor's proposed lease increase (approximately \$3.00 per foot). The agency was able to obtain office space in a State owned building which resulted in an approximate \$20,000 annual savings to the agency.

Further, as we have stated previously, as attrition occurs, the Commission has not replaced employees due to our progress in online services. The Commission also is able to keep staffing at a minimum due to our cross-training efforts wherein all of our employees are trained in more than one job – this allows our agency to continue to operate on a limited basis when unforeseen situations occur.

CORE MISSION:

What services are you required to provide which are outside of your core mission? Are any services you provide duplicated or replicated by another agency? Are there services which are core to your mission which you are unable to perform because of requirements to perform non-core services elsewhere?

The Commission is responsible for printing the "Self-Service Storage Facility Lien Act" and making it available to the public per Oklahoma Statutes, Title 42, Section 200.

PRIVATE ALTERNATIVES:

Are any of the services which are performed by the agency also performed in the private sector in Oklahoma? In other states? Has the agency been approached by any foundation, for-profit or not-for-profit corporation with efforts to privatize some of the functions of the agency?

No.