



**STATE OF WASHINGTON
DEPARTMENT OF LICENSING
REAL ESTATE COMMISSION
MEETING AGENDA**

DATE: Thursday August 17, 2023
TIME: 10:00 AM
LOCATION: Virtual via Microsoft Teams
JOIN ON TEAMS APP: [Click here to join the meeting](#)
JOIN ON THE WEB: [Click here to join via web](#)
MEETING ID: 266 285 078 899
PASSCODE: aJWQak
CALL IN: (audio only) 564-999-2000 (Olympia) or 833-322-1218 (Toll Free)
PHONE CONFERENCE ID: 977 966 096 #

1. Call to Order

2. Roll Call

Chair Clawson, Vice Chair Chang, Commissioner Schmitz, Commissioner Fabiola Macias, Commissioner Jones-Schroeder, Commissioner Brazil

3. Approval of Agenda

3.1. Approval of August 17, 2023 Agenda

4. Approval of Minutes

4.1. Approval of May 18, 2023 Minutes

5. Awards/Recognition

5.1. Recognition of Shari Song's Service

6. Old Business

6.1. Department of Licensing (DOL) Customer Service Response Time

Staff will provide an update on the response time to incoming customer requests via calls and emails.

6.2. University of Washington (UW) Washington Center for Real Estate Research (WCRER) Report: Pass/Fail Rates by State

Staff will provide a brief summary of the report produced by the UW WCRER.

7. New Business

None.

8. Reports

8.1. Subcommittee Reports

8.1.1. Education Subcommittee

Report-out on Current Issues in Washington Real Estate (CORE) listening sessions, presenting final outlines, and going over next steps.

8.1.2. Team Names Update

Report-out on the research the subcommittee and staff have been doing.

8.2. Staff Reports

8.2.1. Legislative Update

Staff will provide an update on Senate Bill (SB) [5399](#) and SB [5191](#).

8.2.2. Professional Service Industries (PSI) Update

Staff will provide information on customer service and test scheduling issues.

8.2.3. Complaint Case Counts

Staff will provide data on the status of current and closed complaint cases.

8.2.4. Licensee Counts

Staff will provide data on the current licensees by age, status, and county.

8.2.5. Review Master Action Items

Staff will provide a review of current and ongoing action items.

9. Public Comments

The public may address the Commission on matters within the Commission's jurisdiction, either verbally during the meeting or by submitting written comments. Verbal comments are limited to one three-minute comment. Written comments are limited to no more than 500 words and must be emailed to DOLBoards@dol.wa.gov no less than two business days prior to the meeting with the subject line "Public Comment: Real Estate Commission".

In response to all public comments, the Commission is limited to requesting that the matter be added to a future agenda for discussion or directing staff to study the matter further. Inflammatory comments and language will not be permitted.

10. Conclusion

10.1. Announcements

Staff and Commissioners will provide information, updates, and news impacting the industry. This will be informational only; no discussion or action will be taken.

10.2. Requests for Agenda Items

Commissioners will request staff to add items to the next meeting agenda, or master action item list, based on public comments and other discussion from this meeting.

10.3. Review Action Items

Staff will review the new action items from this meeting.

11. Adjournment

Next Board Meeting:

November 16, 2023

10:00 AM

Virtual via Microsoft Teams