



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

DATE: Thursday August 17, 2023
TIME: 10:00 a.m.
LOCATION: Virtual via Microsoft Teams

BOARD MEMBERS: Jennifer Clawson, Chair, Assistant Director
Eddie Chang, Vice Chair
Casey Brazil, Commissioner
Ruth Fabiola Macias, Commissioner
Sabrina Jones-Schroeder, Commissioner
Shelly Schmitz, Commissioner

STAFF MEMBERS: Debra Allen-Bâ, Assistant Administrator
Sandy Baur, Program Specialist
Saundra Schaefer, Program Specialist

1. Call to Order

Chair Jennifer Clawson called the meeting to order at **10:00 a.m.**

2. Roll Call

Program Specialist Saundra Schaefer conducted roll call and all Commissioners were present.

3. Approval of Agenda

3.1. Approval of August 17, 2023 Agenda

Vice Chair Eddie Chang made a **MOTION** to approve the agenda as presented. Commissioner Shelly Schmitz **SECONDED** the motion, and it was **APPROVED** by a vote of 6-0.

Commissioner Sabrina Jones-Schroeder inquired about adding an additional agenda item and Program Specialist Sandy Baur informed her that items could not be added to the agenda after it is published but offered that later in the meeting, she could request an agenda item for the next Commission meeting.

4. Approval of Minutes

4.1. Approval of May 18, 2023 minutes

Vice Chair Chang made a **MOTION** to approve the May 18, 2023, minutes as presented. Commissioner Jones-Schroder **SECONDED** the motion, and it was **APPROVED** by a vote of 6-0.

5. Awards/Recognition

5.1. Recognition of Shari Song's Service.

Chair Clawson recognized Shari Song for her years of service with the Commission. Members of the Commission and staff shared parting thoughts and appreciation for her service as well.

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.

Ms. Baur shared with the Commission that the average call wait times were 11 minutes in the month of June, and 13 minutes for the month of July and the staff are currently working on emails from late June.

Chair Clawson requested data that shows what is being process, for example applications or renewals.

Commissioner Jones-Schroder asked for this to be reported out at every meeting.

Ms. Baur said she would request the additional data and would have this item as a standing agenda item.

Public Member Susan Volz addressed the Commission and asked how DOL would describe how their customer service is currently staffed and what is impacting the long wait times.

Chair Clawson addressed Ms. Volz's question. She said that in the last year DOL has added a couple non-permanent positions to address the issues until some of the bigger issues are worked out with Secure Access Washington (SAW) and other system issues. She said there is also a struggle with staff turnover but is working on maintaining the additional staff to take care of the customers needs. Ms. Clawson wants to continue to improve in the wait times and is looking at ways to be more efficient.

Commissioner Casey Brazil requested the percentages of phone calls and emails.

Commissioner Shelly Schmitz asked if DOL tracks topics or trends.

Chair Clawson said trends and topics are not currently tracked but DOL is looking at a new program that will collect better data and allow for payments over the phone. DOL may begin rolling out the first phase of the new program in the next six months.

Chair Clawson shared that she has been appointed to a WA Tech work group that will allow her an opportunity to share SAW customer experience issues.

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.

Ms. Baur told the Commission that the report for pass/fail rates by state was completed by Steven Barossa and she gave a high-level summary of the report. She presented data from the managing broker and broker exam results by state. Mr. Barossa was unable to attend the meeting but will be at the November 2023 meeting and will go into depth about the process and data he collected.

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.

Commissioners Jones-Schroeder and Casey Brazil presented the Committee's recommendation for the 2024-25 Residential and Commercial CORE Curriculum outline to the Commission. The suggested updates included changes to the following topic areas: Forms Review and Updates, Legislative Updates, and Business Practices Update and Professional Standards.

Commissioner Jones-Schroeder made a **MOTION** to accept/approve the 2024-25 Residential and Commercial CORE as presented and Commissioner Schmitz **SECONDED** the motion, and it was **APPROVED** by a vote of 6-0.

Commission Jones-Schroeder asked when the 2024-25 Residential and Commercial CORE will be available to education providers and Ms. Baur said it would be published in a couple weeks.

8.1.2. Team Names Update

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

Ms. Baur announced that Vice Chair Chang is taking Shari Song's place on

the Subcommittee.

Commissioner Shelly Schmitz shared that the Subcommittee has been looking at RCWs and WACs that are related to team names, managing broker names and such. She said the next steps are listening sessions from the public, then taking the information back to the Subcommittee and discussing what to keep and what to change.

8.2. Staff Reports

8.2.1. Legislative Update

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

Ms. Baur said the Department would like a subcommittee formed for SB 5399 to compose a detailed report of the impacts the bill will have on the industry.

Vice Chair Chang clarified SB 5399 limits the time of the term of residential listing contracts.

Vice Chair Chang made a **MOTION** to form a subcommittee for SB 5399 and nominated, Commissioners Jones-Schroder, Fabiola Macias, and himself. Commissioner Jones-Schroder **SECONDED** the motion, and it was **APPROVED** by a vote of 6-0.

Ms. Baur read a public comment from Kary L Krismer regarding SB 5191 stating that the legislation failed to provide restrictions, other than a default duration and consumers need protection from unscrupulous brokers.

Ms. Baur gave an update on the SB 5191. She said the CR 101 form was filed August 2, 2023. She said the Department is requesting a new Subcommittee be formed to assist with drafting the language for the rule change, outreach and stakeholder work, and other rule making processes.

Chair Clawson called for a **MOTION** to form a Subcommittee for SB 5191 and nominated, Vice Chair Chang and Commissioners Schmitz and Jones-Schroder, Vice Chair Chang so moved, and Commissioner Jones-Schroder **SECONDED** the motion, and it was **APPROVED** by a vote of 6-0.

8.2.2. Professional Service Industries (PSI) Update

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

Ms. Baur introduced Central Services Administrator Kathe McDaniel to speak about the updates with PSI. Ms. McDaniel oversees the contract with PSI. She was informed of an issue of exam data not transferring correctly. Her team and PSI's team discovered a system issue from an update back in April of 2023, the issue has been resolved and is correctly working as of August 9,

2023. She also shared that Jill McKinley has been hired to serve as a contract oversight and implementation manager and may introduce her at a future meeting.

8.2.3. Complaint Case Counts

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

Ms. Baur shared the data from the Complaint Case Counts and Audits reports from quarter 2, 2023

8.2.4. Licensee Counts

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

Ms. Baur shared the data as of July 26, 2023, from the Licensee Counts reports.

Commissioner Jones-Schroder made a comment about the data Ms. Baur presented. She said name's licensee counts has two and a half more than firm names and that could potentially cause consumer confusion.

8.2.5. Review Master Action Items

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

Ms. Schaefer reported the status of the items on the Master Action Item List.

Ms. Baur gave an update for in-person meetings. She said with the pandemic we are now required to provide hybrid meetings and in 2024 there will be an in-person meeting option for all boards and commissions.

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.

Ms. Baur read Natalie Danielson's public comment that was submitted via email. Ms. Danielson listed many issues with PSI and their exams and the lack of action from the

Commission and DOL. She stated that every brokerage in Washington is impacted, and something needs to be done.

Ms. Baur read Michael Ballou's public comment that was submitted via email. Mr. Ballou shared his thoughts on how to improve the business for consumers and brokers. He is concerned about the real estate market and how it is overwhelmed with licensees, lack of experience, dealing with aggressive competitors and providing a professional experience for his clients. He shared California's legislation AB 2745 as the fix that would change the requirements for licensure.

Mary Hull Drury addressed the Commission and asked if educators could receive the 2024-25 Residential and Commercial CORE education before January 1, 2024, because the educators need to begin teaching it in January 2024.

Bernadette Pillar addressed the Commission and stated that fingerprinting is causing problems at her brokerage, and she is spending too much time remedying the issues she is experiencing. She suggested to have a column added to SAW accounts for a fingerprint section that would show when they are expiring and their status.

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.

Chair Clawson said the 2023 quarter one housing and apartment market reports are available and were provided to the Commissioners.

Ms. Baur added that the Real Estate Market Report could be found at the Washington Center for Real Estate Research. <https://wcrer.be.uw.edu/archived-reports/>

10.2. Requests for Agenda Items

Commissioner Jones-Schroder requested the investigation and audit unit prepare something regarding the practice of licensed transaction coordinators and the potential for record keeping and confidential risks. She also asked if staff could release the 2024-25 Residential and Commercial CORE education before January 1, 2024. And lastly, she requested a discussion about fingerprinting with SAW accounts and notifications.

10.3. Review Action Items from This Meeting

Ms. Schaefer reviewed the agenda and action items she captured from the meeting.

Requested Agenda Items

- Licensed transaction coordinators (Investigations and Audit)
 - Confidentiality and record keeping risks

- Ongoing: Customer Service Response Time (understaff Staff Reports)
- UW WCRER Report: Pass/Fail Rates by State- With Guest speaker to go into detail on the data and answer questions.
- Fingerprinting

Action Items from this Meeting

- Staff to report back on whether instructors can get CORE course submitted and approved and be teaching it prior to 2024.
- Staff to get percentage of incoming requests via phone calls vs. emails and any data on subject of calls. Information to be included in staff report.
- Staff to schedule meetings for SB 5399 and SB 5191 Subcommittees

11. Adjournment

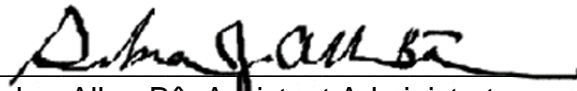
Chair Clawson adjourned the meeting at **11:23 a.m.**

Next Board Meeting:


November 16, 2023

10:00 a.m.

Virtual via Microsoft Teams

Submitted by: 
Debra Allen-Bâ, Assistant Administrator

November 16, 2023
Date

Approved by: 
Eddie Chang, Vice Chair

November 16, 2023
Date