

"Promoting Mutual Respect"

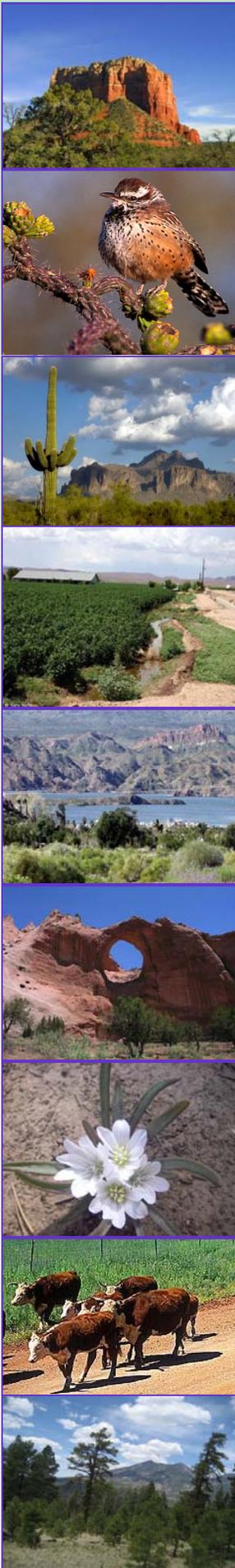
Janet Napolitano, Governor

Sam Wercinski, Commissioner

January 9, 2009



Arizona Department of Real Estate  
2008 Annual Report



## A Message from Commissioner Wercinski



**As we begin 2009**, I am pleased to present to you our Annual Report for Calendar Year 2008.

A major success since my arrival in January 2007, our Community Outreach and Education (COE) is scheduled for the 2009 Spring program beginning in February. Participants will qualify for 3 CE credits of Commissioner Standards and hear about current real estate topics impacting real estate consumers and practitioners. Two topics I'll discuss are resources for those facing foreclosure and other hardships during this tough economic time and the proposed updates to Rules for the real estate industry.

One proposal in the Rules package allows brokers to offer to newly licensed agents a voluntary "Successful Agent Mentoring" program. Licensees who choose to participate would receive valuable on-the-job training and 12 CE credits in mandatory categories when successfully completed within the first licensing period. Brokers have the choice to offer this and if they do, they may choose to make the program optional or a requirement of employment at their companies. My hope for this "apprenticeship" is that it will help real estate professionals better represent their clients and lead to greater success in their careers.

Since 2007, Team ADRE has successfully managed our budget reductions and maintained or exceeded prior year services. This remains our expectation for 2009. Our Tucson employees continue to provide valuable services to consumers and practitioners throughout Southern Arizona and we remain committed to bringing on-site services to Northern Arizona once a month, alternating between Prescott and Flagstaff.

I appreciate the relationship we have built by *Promoting Mutual Respect* between the Public, Industry and Department in the past two years. I look forward to this perspective continuing through open dialog and your input. It really has allowed us to better protect "our clients," the Public by focusing on those harming them and our Real Estate Industry's reputation. We remain committed to our mission of protecting the public and providing responsible oversight of real estate professionals. I believe we proved in 2007 that this can be accomplished best when the Three Entities work together. I look forward to these partnerships fostering a successful and prosperous new year.

A handwritten signature of Sam Wercinski, enclosed in a double-line rectangular border. The signature is written in black ink and is stylized, appearing to read 'Sam'.

Sam Wercinski  
Arizona's Real Estate Commissioner

# 2007 Department of Real Estate Annual Report

## *Table of Contents*

Real Estate Advisory Board	4
Education Advisory Committee	5
Commissioner's Office	6
Commissioner's Focus	7
Outreach	8
2008 Highlights	9—11
Licensing and Professional Education	12—13
Development Investigations & Services	14
Licensing Investigations & Auditing	15
Enforcement and Compliance	16
Fiscal Office Reports and Statistics	17

**The mission of the Department of Real Estate is to protect the public interest through licensure and regulation of the real estate profession in the State of Arizona.**

# Real Estate Advisory Board

## Advisory Board Members Assist the Public As Facilitators

Contact information is available on our website: [www.AZRE.gov](http://www.AZRE.gov)

The Arizona Real Estate Advisory Board was established by the Legislature to provide the Real Estate Commissioner "with such recommendations as it deems necessary and beneficial to the best interests of the public. The board shall also provide recommendations on specific questions or proposals as requested by the Commissioner."

The board is comprised of nine members appointed by the Governor. The term of office of each member is six years.

**2009 Meeting Schedule:** 1/8, 4/9, 7/9, 10/8.

Meetings are open to the public. Please check our website for locations and times.



**Frank Dickens**  
2009 Chair  
Residential Licensee  
Maricopa



**Kathy Howe**  
2009 Vice-Chair  
Residential Licensee  
Yavapai



**Bruce Mosby**  
Public Member  
Maricopa



**Patti Shaw**  
Public Member  
Maricopa



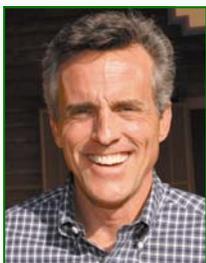
**Jack Jackson**  
Public Member  
Maricopa



**Tom Pancrazi**  
Subdivision Member  
Yuma



**Ann White**  
Subdivision Member  
Pima



**Gary Brasher**  
2008 Chair  
1/03-1/09  
Developer  
Santa Cruz



**Lisa Suarez**  
2008 Vice-Chair  
1/03-1/09  
Residential Licensee  
Pima

# Education Advisory Committee

The Education Advisory Committee consisted of members appointed by the Commissioner. These members are individuals involved and interested in the real estate educational process. The Education Advisory Committee assists the Department in its mission of protecting the public interest by raising the level of professionalism in the Real Estate sector without creating undue barriers to entry into the profession.

The EAC members are volunteers and are not compensated for their time, nor reimbursed for expenses. Over the past two years, the EAC has worked diligently to provide recommendations for rule changes to real estate education requirements. The majority of the recommendations were accepted by the Commissioner, and will be included in the 2009 proposed rules package.

A special THANK YOU to all of the members who served diligently on the EAC from 2006 to 2008:

Robert Bass

Karen Bohler

Cecil Daniels

Lin Ferrara

Barb Freestone

Bill Gray

Mary Lee Greason

Robert Hamm

Michael Harris

Jim Hogan

Ernie Montoya

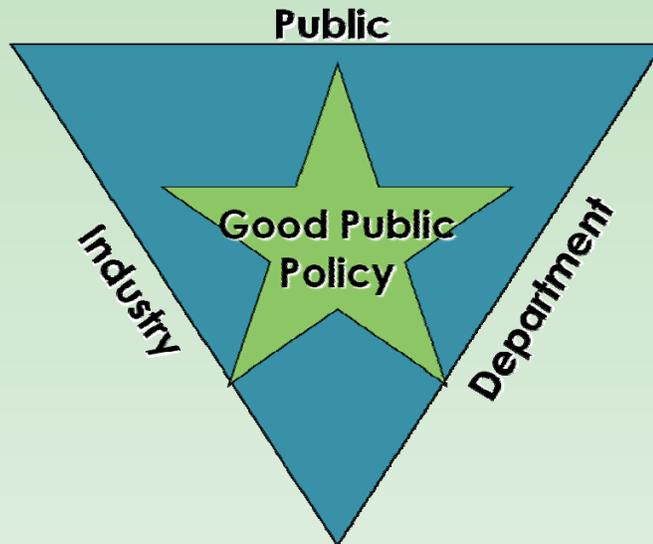
Dave Peterson



# Commissioner's Office

## Sam Wercinski's Three Entity Principle

“We believe that good public policy is most successful when the department works collaboratively with the Public and the Industry. We welcome your feedback, ideas, and comments. “



### Executive Staff and Duties



**Jerome Jordan**  
Assistant  
Commissioner,  
Operations

Duties:  
Outreach,  
Chief Operating  
Officer,  
Enforcement &  
Compliance

[jjordan@azre.gov](mailto:jjordan@azre.gov)



**Mary Utley**  
Assistant  
Commissioner,  
Public Information

Duties:  
Outreach,  
Public Relations,  
Department liaison  
with Arizona-  
Mexico  
Commission,  
Communications,  
Personnel

[mutley@azre.gov](mailto:mutley@azre.gov)



**Tory Anderson**  
Assistant  
Commissioner,  
Policy and Special  
Projects

Duties:  
Outreach,  
Legislative Affairs,  
Policy & Rules,  
Chief Financial  
Officer,  
Recovery Fund,  
Technology,  
Special Projects

[tanderson@azre.gov](mailto:tanderson@azre.gov)



**Janet Blair**  
Assistant  
Commissioner,  
Licensing & Dev.  
Investigations, Auditing,  
Development Services

Duties:  
Chief Investigator  
Outreach,  
Licensing and  
Development  
investigations,,  
Chief Auditor,  
Expert Witness

[jblair@azre.gov](mailto:jblair@azre.gov)



**Robert Hall**  
Executive Assistant  
to Commissioner  
Wercinski

Duties:  
Outreach,  
Commissioner's  
Schedule,  
Administer  
Correspondence,  
Liaison with  
Governor's Office

[rhall@azre.gov](mailto:rhall@azre.gov)

## Our Mission: To Protect the Public



### Focus on Resources

In these tough budget times, the Department of Real Estate is focused on **effectively using resources**. We eliminated administrative positions and converted them into investigator positions, placing one in Tucson and the other in Phoenix. We also shifted the focus of our auditors to be more investigative in nature. This allows us to better protect the consumer and the public.



*Sam speaking in Yavapai County at a COE*

### Focus on Education

Sam traveled across Arizona two times this year, educating licensees and the public on new real estate laws, policies, and hot topics. The Community Outreach and Education (COE) program was successful, with over 2,000 participants in the fall series alone.

### Focus on Partnerships

The ADRE developed partnerships this year for the benefit of licensees and the public. We focused on **protecting our military installations**, helping consumers, and educating licensees.



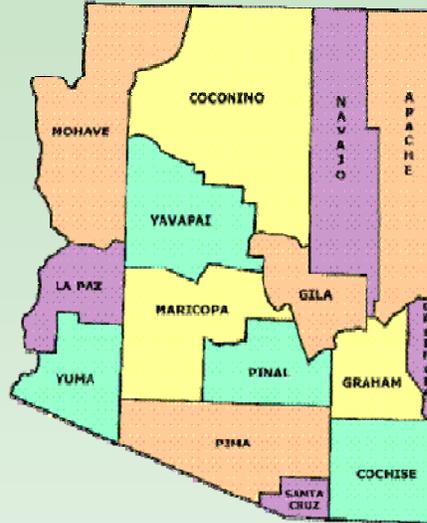
*Ft. Huachuca after a Governor's Military Affairs Committee meeting.*

# Outreach

Sam Wercinski made it a top priority to engage the Public, the Industry, and the Department in meaningful dialog. On his first day with the Department, he spoke to staff and set the tone of “Promoting Mutual Respect”. Since that day, Commissioner Wercinski has been Promoting Mutual Respect across Arizona. He has made himself available through the Commissioner’s Community Conversations (Triple C), Public Speaking Engagements, Community Outreach and Education (COE), and also through television and radio programs.



*Commissioner Wercinski with Cottonwood Mayor Diane Joens*



*Pictured left to right: Commissioner Sam Wercinski, Kingman Vice Mayor Janet Watson, KGVAR President Shay Givans, Kingman Planning & Zoning Director Tom Duranceau*



*Discussing Smart Growth at the Cochise County COE*

Commissioner Outreach per Capita		
January 2007 - October 2008		
	Percentage of State Population	Percentage of Outreach
Greenlee	0.1%	1.6%
La Paz	0.3%	1.6%
Graham	0.6%	1.6%
Santa Cruz	0.7%	2.0%
Gila	0.9%	2.8%
Apache	1.2%	1.6%
Navajo	1.8%	2.4%
Coconino	2.1%	6.5%
Cochise	2.1%	3.2%
Yuma	3.1%	2.4%
Mohave	3.1%	3.2%
Yavapai	3.4%	3.2%
Pinal	5.0%	2.8%
Pima	15.4%	12.1%
Maricopa	60.1%	52.8%



*Leadership Centre's Homeowner Association Forum in Chandler*



*ADRE presents Real Estate Hot Topics at the Orpheum Theater in Phoenix*



*Tucson Financial Faire ADRE Informational Booths are a common site at festivals and expos.*

If you would like Sam Wercinski to speak to your group, please contact **Robert Hall** at (602)579-8005

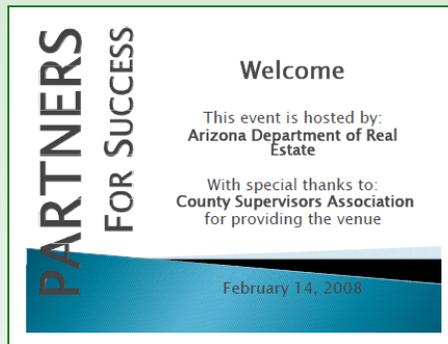
## Commissioner Advisories

The Commissioner Advisory is a new product for 2008 which was developed by Commissioner Wercinski to provide guidance for consumers and licensees in difficult real-estate related times.

- Advisory #1 provides guidance when a real estate firm closes.
- Advisory #2 provides guidance to homebuyers when a developer ceases operations.
- Advisory #3 provides guidance to homebuilders, subsequent owners, and lenders when a developer ceases operations.

## PARTNERS For Success

Held on February 14, 2008, PARTNERS For Success brought together the counties and the Arizona Department of Real Estate for an all-day discussion and work session on the topic of illegal subdivisions. Speakers included Attorney General Terry Goddard, Arizona's Real Estate Commissioner Sam Wercinski, and County Supervisors Association President Jim Palmer. Attendees included ADRE enforcement staff and development representatives from every county in Arizona. Strategies include proactive development education, and partnership/cooperation between counties and the ADRE.



*CSA President and Graham County Supervisor Jim Palmer, Commissioner Sam Wercinski, and Attorney General Terry Goddard at PARTNERS For Success*



## Home Buyers' and Renters' Bill of Rights

The Arizona Department of Real Estate, in cooperation with industry professionals and the public, created a "Bill of Rights" to help educate consumers of their rights when purchasing or renting property. The list represents some important material facts consumers should educate themselves on before purchasing any type of property in Arizona. The Bill of rights received over 35,000 views in 2008.

## Developments in Financial Trouble List

In August 2008, the ADRE developed the Developments in Financial Trouble list on our website. The list includes developers who are facing foreclosure, have mechanics liens, or have filed bankruptcy. Statute requires consumers to have full disclosure of any potential financial problems of the developer before entering into a contract. Developers on the list are required to keep earnest money in escrow. In the beginning of 2008, the Department was aware of 4 developments in financial trouble. At the end of 2008, there were over 100 developments on the list.

# 2008 Highlights

## Arizona Consumers in Mexico

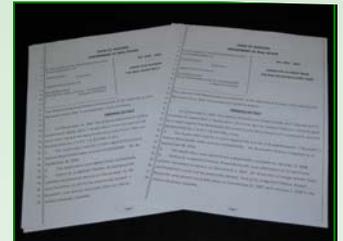
In March and June, the Arizona Department of Real Estate facilitated meetings between the Sonoran Government and Arizona consumers regarding properties in Rocky Point. These meetings were successful in opening direct communication between both parties.



The Arizona Department of Real Estate continues to be active on the Arizona-Mexico Commission Real Estate Committee. This partnership promotes dialog and open communication between Arizona and Sonora.

## Real Estate Recovery Fund

Historically, the Real Estate Recovery Fund received between 2 and 5 applications for payment per year. This year, the Recovery Fund received nine applications and made eight payments. The Recovery Fund continues to help consumers who have suffered an actual and direct out-of-pocket loss due to fraud or misrepresentation by a real estate broker or salesperson in a real estate transaction. The real estate broker or salesperson involved in the transaction must pay the Recovery Fund back before a license may be reinstated.



This year, the Recovery Fund made eight payments due to the actions of Russell Bosworth. Mr. Bosworth abruptly closed his property management company, leaving over one hundred property owners without returned security deposits, unpaid rents, and other lost revenues. More information on the Recovery Fund application process is available on our website at [www.azre.gov](http://www.azre.gov).

## Inter-Governmental Agreements to Better Protect the Public



Sam signing Graham County IGA.

After open dialog with County officials, community leaders and industry, Commissioner Wercinski proposed the idea of an **Intergovernmental Agreement (IGA)** that sets a new course of cooperation and strengthens the relationship between counties and ADRE.

Ten of fifteen counties have signed the agreement. The IGA underscores the Department's shift in focus and resources to combat illegal subdivisions across Arizona. The goal is for cases to be dealt with more efficiently and timely and also to deter new illegal activity.

**“Partnering with the State means we can both go after illegal developments resulting in successful prosecution.”**  
**- Ann Day, Pima County Supervisor**

## Community Meetings

In April, the Department of Real Estate coordinated and organized four meetings for concerned residents and homeowners impacted by the sudden closure of Randall Martin Homes. The Department brought resources to the residents, including the Registrar of Contractors, City Neighborhood Services, Block Watch, and the Leadership Centre. The meetings provided a forum and opportunity for homeowners to organize and talk to one another. Over 200 residents attended these meetings. One community, Higley Park, used the meeting as a launching point for a strong community organization that has held strong throughout the year.

## The Results are In!

*This year, we randomly surveyed our licensees to gather feedback on a variety of topics. Here are the results of the survey.*

**Question #1—Commissioner Wercinski shifted ADRE resources to focus on those practitioners harming the public. How are we doing?**  
88% responded that we are doing an “Excellent” or “Good” job

**Question #2— How would you rate our COE program?**  
92% responded that our COE program is “Excellent” or “Good”

**Question #3: - Sam made himself and the ADRE open and transparent to the public and industry through outreach, education, and open dialog meetings. What do you think of Sam’s accessibility?**  
93% responded that Sam’s accessibility is “Excellent” or “Good”

**Questions #4—ADRE staff is committed to “Promoting Mutual Respect” - respect for the public we protect, the licensees we serve, and fellow department employees. How would you rate our level of “Promoting Mutual Respect”?**  
83% responded that we are doing a “Excellent” or “Good” job of “Promoting Mutual Respect.”

## Serving our Community

In 2007, and again in 2008, the Department partnered with Chicanos Por La Causa (CPLC) to provide employment opportunity and skill building to youth participating in CPLC program.



### Pack the Bus

The Department teamed with the industry to join in the State sponsored campaign to gather donations of school supplies for needy children. We collected over \$1,000 in school supplies for needy children.

**Thank you for making this a success!**

### Mitigating Foreclosures

Sam has a proactive approach to help property owners avoid unnecessary foreclosures. He provides foreclosure prevention resources at all speaking engagements, and in 2008 he was an advocate for a group of property owners in Northern Arizona.

## ADRE Staff Mentors

The Department teamed with the Creighton School District to help kids in need. Six volunteers from the Department assist for one hour per week at Larry C. Kennedy Elementary School. To date, mentors have given 25 hours to the school. The mentors provide individual assistance to 3rd and 4th graders and focus on the macro program devised by the Rodel Foundation

On the District 3rd Quarter math test, Larry C. Kennedy had the highest score and most growth in the district for the 3rd Graders and the 4th graders tied for the highest score.



Larry C. Kennedy “Dragons”

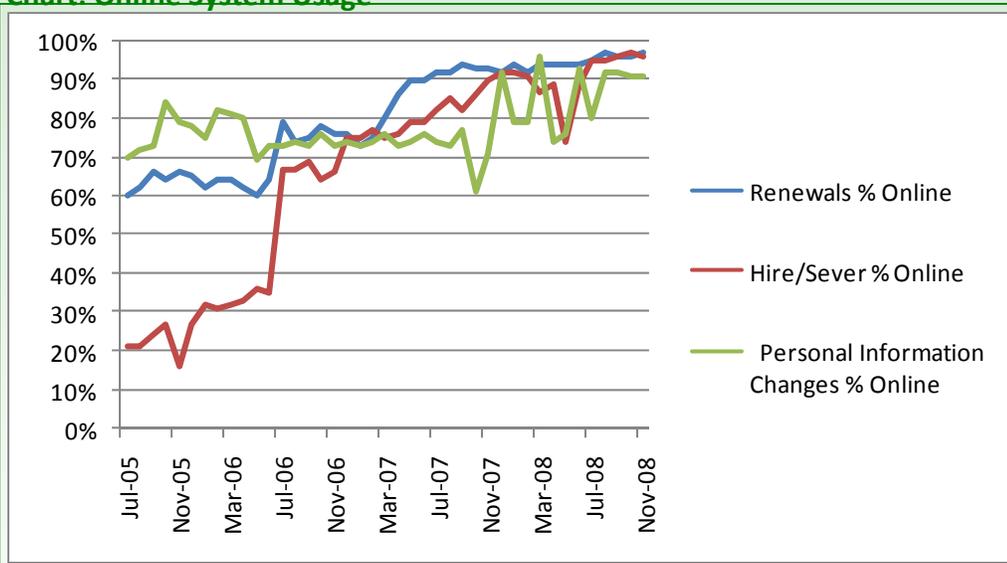
# Licensing and Professional Education

## New Advancements in Technology

1. Licensee continuing education coursework is now available for public viewing on our public database. The information is inputted by the licensee after the course is completed. This is beneficial for the licensee and for the consumer. Now, the information is stored in the licensee's public record immediately, and is ready for the licensee renewal process. A consumer can check a licensee's continuing education to find out what courses the licensee has completed. Brokers can also check their licensee's continuing education courses, and can utilize the system to keep track of their progress.
2. Schools can share courses with the click of a button using our online system. This is thanks to legislative and technology changes.
3. Legal presence documentation as required by A.R.S. 41-1090 can be uploaded directly to our secure server and tracked online.
4. Active licensees may now print an unofficial license certificate suitable for framing.



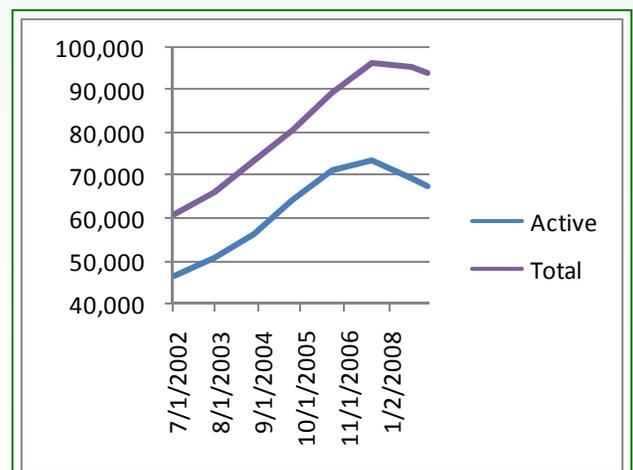
Chart: Online System Usage



Since the inception of the Online System in 2005, usage has grown tremendously. Now, **97%** of all renewals are completed online. On average, **2,700** renewal applications were completed online each month in 2008.

Chart: Real Estate Licensee Count

Between 2002 and 2005, the number of active real estate licenses increased by 40%, from 46,000 to 65,000. Between 2005 and 2007, the number of active real estate licenses increased steadily, peaking at 74,000 in 2007. While the number of active licensees has decreased most agents are choosing to retain their licenses, even if remaining inactive.



# Licensing and Professional Education

## Successful Agent Mentoring

The Department is focused on approving quality courses that meet the needs of today's practitioners and consumers. To add to this, the Department is proposing a new rule in 2009 which would create a "Successful Agent Mentoring" program for new licensees. This program promotes transaction experience and guidance from an experienced mentor with traditional classroom hours. Many brokerages have mentoring already in place, and could easily qualify for the new program should the rules become effective in 2009.

## Continuing to Provide Excellent Customer Service

Licensing Division surveys show that 99% of customers rate them as providing "Good" or "Excellent" service.

Education Division surveys show that 100% of customers rate them as providing "Good" or "Excellent" service.

## Who Do We Regulate? As of January 1, 2008:

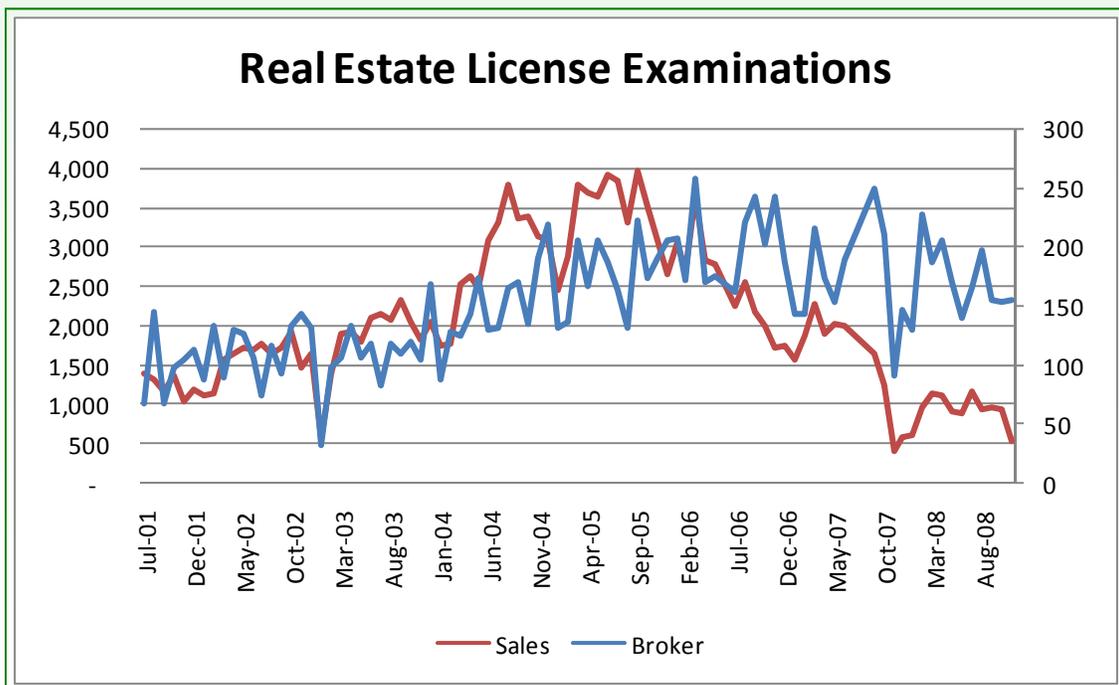
Real Estate Schools	268
Real Estate Active-Status Courses	2,901
Real Estate Instructors	1,389
Real Estate Agents	69,090
Real Estate Brokers	14,696
Real Estate Companies	10,580
<b>Total</b>	<b>98,924</b>

**"The effort you exhibited and excellent communication with me demonstrated once again that the vision of Mutual Respect is alive at the Department.**

- Todd Menard, Broker

## Examining Trends in Real Estate License Examinations

Licensees are more likely to become brokers now than they were 7 years ago. Even though the number of licensees declined, the number taking the broker license examination is on an upward trend. The number of people taking the salesperson examination is at a 10-year low. This trend shows that there are more licensees in the market with experience and the number of inexperienced licensees is decreasing. Licensees are gravitating toward more education. This is good news for consumers and licensees.



# Development Investigations and Services

## ADRE Continues to Address Illegal Developments



Flooding on a substandard road in an illegal subdivision in Benson, AZ

We opened over 183 new development investigations this year, of which 40% were illegal subdivisions. Many respondents did not know they had violated the law and we work with them fairly and reasonably to correct these violations. The lack of proper infrastructure by illegal developers would cost Arizona consumers and taxpayers over \$200 million to repair. Through our outreach and partnering with counties, the number of illegal subdivision cases has decreased 15% since June 2007.

### SPS 2008.02—Subsequent Owners/Disclosure Reports

Commissioner Sam Wercinski signed Substantive Policy Statement 2008.02 “Subsequent Owners/Disclosure Reports” on February 8, 2008 anticipating an increase in foreclosures in 2008. This policy states the Department will waive the two-year limitation for subsequent owners seeking to use an existing subdivision disclosure report.

Since this policy change, eighteen subsequent owners have taken advantage of this efficiency. This policy reduces unnecessary regulation and continues to protect the public through disclosure.

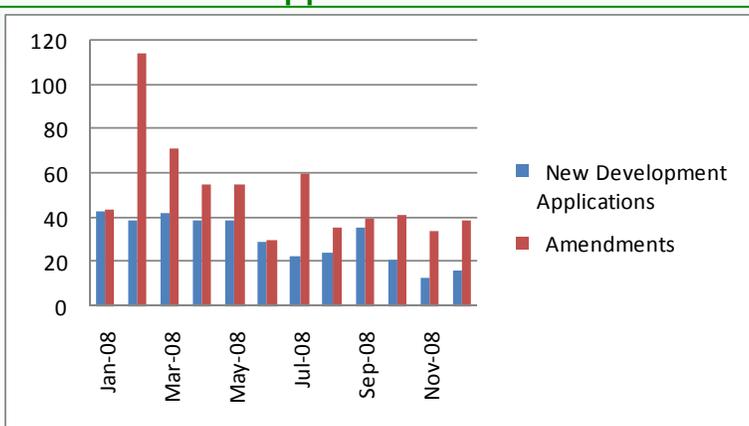
### Chart: Open Illegal Subdivision Cases by County

County	January 1, 2009		June 1, 2007	
	Investigations	E&C	Investigations	E&C
Apache*	6	3	3	3
Cochise*	2	1	3	1
Coconino*	0	1	0	4
Gila*	5	0	2	1
Graham*	0	0	1	0
Greenlee*	0	0	0	0
La Paz*	1	1	2	0
Maricopa	21	35	40	51
Mohave*	17	0	4	5
Navajo	4	1	1	5
Pima*	6	7	6	5
Pinal**	10	10	13	6
Santa Cruz**	0	0	1	0
Yavapai	14	4	4	10
Yuma*	0	1	1	0
<b>TOTAL</b>	<b>86</b>	<b>64</b>	<b>82</b>	<b>91</b>

\* Denotes IGA Partner

\*\* Denotes County considering IGA

### Chart: 2008 Development Services Applications



### New for 2009— Track illegal development cases on our website using Google™ Earth

The ADRE team compiled a database of all illegal development cases open in our Development Investigations division. This interactive database can be viewed using the Google™ Earth viewer, which shows the location of the illegal development, the case number, and the assigned investigator. Find it under “Quick Links” on [www.azre.gov](http://www.azre.gov)



# Licensing Investigations and Auditing

## Successfully Protecting Consumers

Our Licensing Investigations and Auditing Divisions merged this year to produce a top-notch team of experienced professionals, ready to assist consumers who have been harmed by a real estate licensee.

One of our biggest cases this year involved damages of over \$17 million to hundreds of consumers. On April 2, 2008, Commissioner Sam Wercinski signed a Cease and Desist Order and a Notice of Right to Request Hearing directed to Mark Bosworth. The order was signed as a result of the January 17, 2008 civil judgment ordered against Mr. Bosworth in the amount of \$17,457,058.26. Additionally, Mr. Bosworth allegedly conducted unlicensed activity while serving as the “sole member and manager” of Gorenter.com.

ADRE Assistant Commissioner Janet Blair, Licensing Investigations Manager Robin King, and Auditor Jay Montoya are active members of the Mortgage Fraud Task Force. The Task Force is a collective effort between state regulators and law enforcement. Federal and local law enforcement agencies are involved. The Task Force meets regularly to share information and tips on Mortgage Fraud cases.

## Governor Napolitano’s Executive Order 2008-06: Combating the Use of “Drop Houses” to Facilitate Human Smuggling

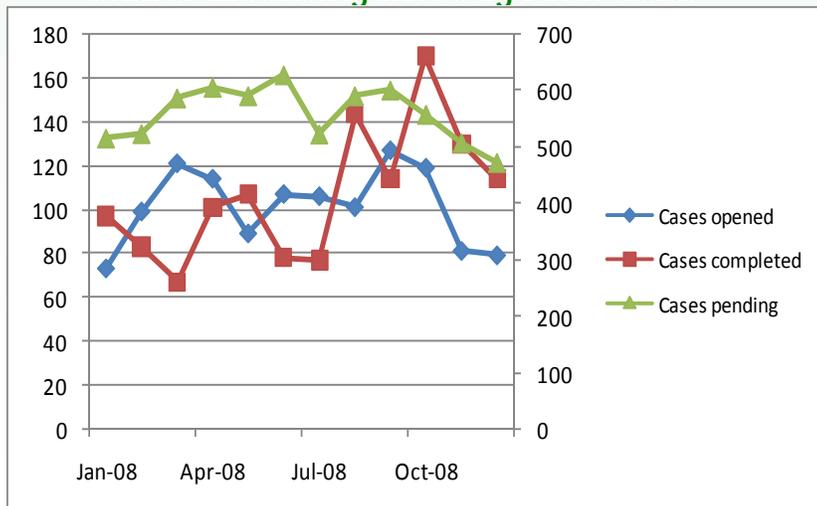
Recent human smuggling investigations have identified a disturbing trend involving the purchase and rental of Arizona homes for use as human drop houses. Many times, a real estate licensee may be aware of or involved in this illegal activity. In 2008, the ADRE developed a database on real estate licensees involved in the sale or lease of homes used as drop houses. This database is shared with the Department of Public Safety (DPS). The ADRE continues to share information with DPS and partnered with DPS on investigations involving ADRE licensees.



## Licensing Investigation Statistics

Our Licensing Investigators successfully closed over 1,168 cases this year, bringing the official pending caseload down to 473.

Chart: Licensing Investigation Stats



2008 New Investigations	
Licensing	963
Subdivisions	170
Property Management	112
Advertising	93
Timeshares	17
Education	7
Cemetery	3
Membership Campground	3
<b>Total</b>	<b>1,368</b>

# Enforcement and Compliance

*Enforcement and Compliance Mission  
To protect the public through fair and effective enforcement  
of Arizona Real Estate Statutes and Commissioner's Rules.*

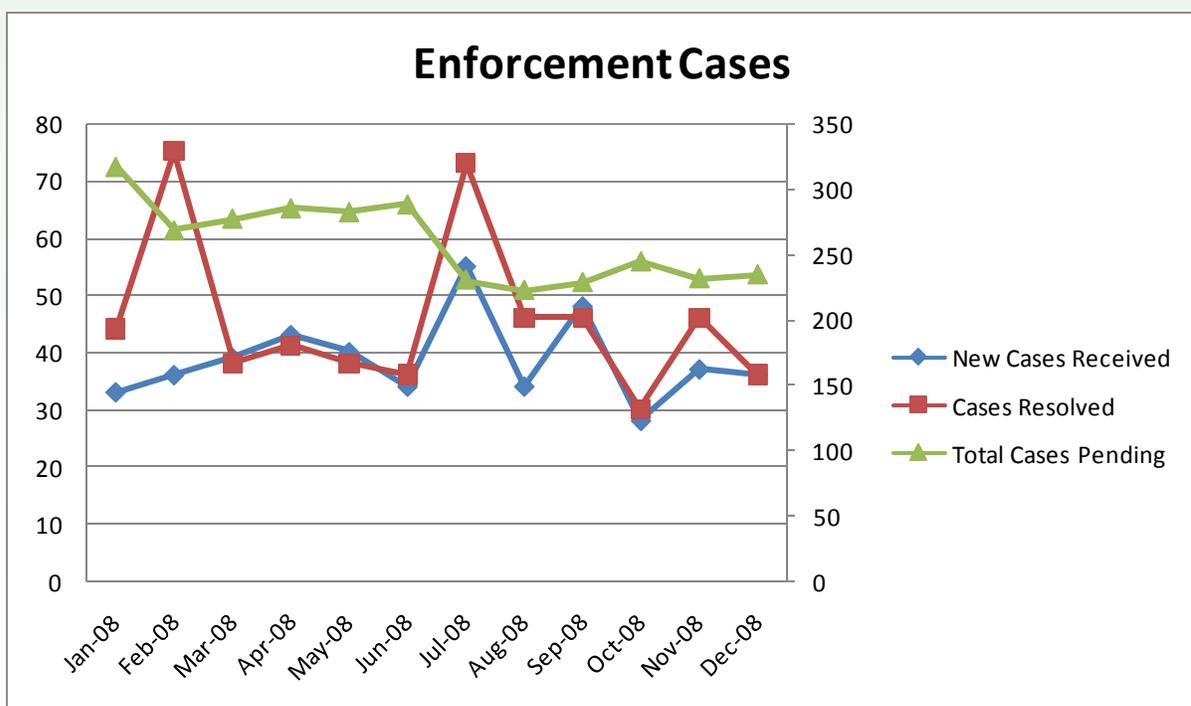
## Resolving and Restoring Private Property Rights

A case involving land in northern Maricopa County has been in civil litigation for over 5 years. The actions of an illegal subdivider resulted in several property owners unable to build or live on their land. ADRE worked with all three entities to reach an agreement that allows property owners the full use of their property while also protecting the public's interest. The agreement includes provisions that allow property owners to obtain county building permits and protects county environmental standards and state water requirements.



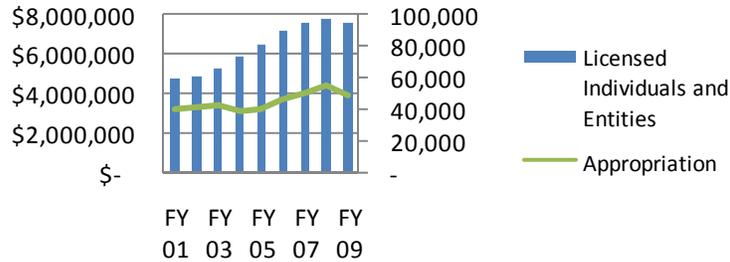
## Success through Efficiencies

Despite close to 1,000 new enforcement cases since Commissioner Wercinski's arrival on January 11, 2007, Enforcement pending caseload has been reduced from 540 on January 1, 2007 to 234 on January 1, 2009. This was accomplished through the focus on resources within the division. The division is staffed with four settlement officers, two legal assistants, and a part-time Assistant Attorney General, and is under the leadership and direction of an Assistant Commissioner and two managers. Commissioner Wercinski emphasizes fair and reasonable disciplinary action, which leads to more settlements and less administrative hearings. Settling a case benefits the Three Entities—it ensures that resources are well spent in the Department and that the case is resolved in a timely manner.



# Fiscal Office Reports and Statistics

## Appropriation vs. Licensee Count History

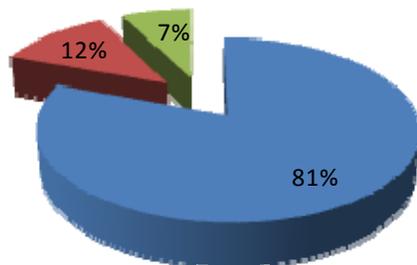


*This table compares the Department's annual appropriation to the number of licensees.*

## General Fund Revenue and Recovery Fund Balances

### General Fund Revenue Sources

■ Licensing Fees ■ Development Fees ■ Civil Penalties



General Fund revenue for CY 2008 netted \$5.8 million.

The Department of Real Estate collects money from fees, fines, and grants. Grants deposited into our Education Fund and are utilized to educate the Public and the Industry. This year, we utilized the Education Fund to inform the Public and Industry of changes in Real Estate Laws and the Community Outreach and Education programs.

Most fees and all fines are deposited into the General Fund. We do not utilize this money in our operating budget.

### Interesting Web Stats

Number of visitors to the ADRE website in 2008: **394,628**

#### Most popular pages on our site:

1. [Homepage](#)
2. [Licensee Information](#)
3. [Online Services](#)
4. [Homebuyers' and Renters' Bill of Rights](#)
5. [Developments in Financial Trouble](#)

Our two Recovery Funds receive money from fees collected from original license applicants and from condominium project developers.

	Real Estate Recovery Fund	Condominium Recovery Fund (est. 2007)
Current Balance as of 01-01-09	\$433,000	\$4,800
Number of Payouts in CY 2008	9	0
Amount of Payouts in CY 2008	\$61,000	\$0
Number of Payouts in CY 2007	8	0
Amount of Payouts in CY 2007	\$188,000	0

### Did you know...

Since February 2007, when Commissioner Wercinski created the electronic license certificate policy statement, we saved over \$75,000 in postage, supplies, and staff time by not printing and mailing paper licenses. We've also saved over \$25,000 from our strict travel policy since implementation February 2007.



**STATE OF ARIZONA**  
**DEPARTMENT OF REAL ESTATE**

**JANET NAPOLITANO**  
GOVERNOR

**SAM WERCINSKI**  
COMMISSIONER

2910 NORTH 44<sup>TH</sup> STREET, SUITE 100, PHOENIX, ARIZONA 85018  
PHONE: 602. 771.7760 FAX: 602. 468.0562

400 WEST CONGRESS, SUITE 523, TUCSON, ARIZONA 85701  
PHONE: 520. 628.6940 FAX: 520. 628.6941

*Questions about the ADRE 2008 Annual Report should be directed to Assistant Commissioner Tory Anderson ([tanderson@azre.gov](mailto:tanderson@azre.gov))*

**“PROMOTING MUTUAL RESPECT”**  
**“AN EQUAL EMPLOYMENT OPPORTUNITY AGENCY”**  
**WWW.AZRE.GOV**