



*Nevada State Contractors Board*

# **STRATEGIC PLAN**

**EXECUTIVE OFFICER REPORT**

**QUARTER FOUR REPORT**

*April - June 2014*

**FY 2013-14 ANNUAL REPORT**

*July 2013 - June 2014*



## **Members of the Board**

Guy M. Wells, *Chairman*

Margaret Cavin, *Treasurer*

Thomas “Jim” Alexander

Kevin E. Burke

Joe Hernandez

Jan B. Leggett

Stephen P. Quinn

## **Executive Leadership**

Margi Grein, *Executive Officer*

Dan Hammack, *Chief of Enforcement*

George Lyford, *Director of Investigations*

Nancy Mathias, *Licensing Administrator*

Paul Rozario, *Director of Investigations*

members  
and  
dr



## Message from the Executive Officer

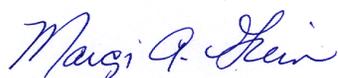
As another successful fiscal year has come to an end, we all can be proud of the strides we have made toward achieving the goals set forth in our Strategic Plan. We have stepped up our outreach to all our partners and target audiences; we have increased interactivity for our customers; and we have made great strides in protecting property owners throughout the contracting process.

Nevadans who need a plumber in Pershing County or a carpenter in Carson City can use our new online search tool to find just the right local, licensed contractor - sorted by county and classification - for their home repair and maintenance project.

Demand has been strong among community association managers for our intensive three-hour course detailing their responsibilities in hiring licensed contractors. Our Enforcement Division personnel in both the Reno and Henderson offices teamed with Public Information to create and deliver the course that explains when and which classifications of licenses are required for common area projects and shows them how Board resources can help them protect their communities and homeowners association boards of directors.

We also bolstered our outreach to license holders with our second annual Contractor Training Day, held June 25 in both Reno and Las Vegas. Based on feedback from last year's inaugural event, we expanded this year's event to a full day, with six sessions designed to help contractors attract more business, expand their offerings and comply with state and federal regulations.

With warmer weather during the fiscal year's fourth quarter came more media requests for information about air conditioning service, swimming pool construction and home repair scams. We leveraged these media interviews with press releases on the Border Blitz with the California State License Board, sweeps through rural Nevada and unlicensed contractor sting operations in southern Nevada.

A handwritten signature in blue ink that reads "Margi A. Grein".

MARGI A. GREIN  
Nevada State Contractors Board Executive Officer

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# Executive Officer Annual Highlights

## Stings Gain Positive Media Coverage (Goals 2 & 3)

Several stings conducted throughout the state garnered extensive media coverage and led to additional interviews on the importance of hiring only licensed contractors. A sting conducted in southern Nevada in November 2013 formed the basis of a comprehensive report aired on KLAS Channel 8 in early February, during sweeps week. The 4-minute segment was well received and publicized on the Board's social media platforms and NASCLA's member newsletter. Other stings, including the "Border Blitz" in Stateline, garnered high-profile citations and helped emphasize the Board's message throughout the state.

## Implementation of AB 86 with State Partners (Goal 4)

To ensure swift compliance with the 2013 Legislature's adoption of new state requirements in NRS 624.256, Board staff met with the Department of Industrial Relations and Department of Employment, Training, and Rehabilitation to establish communication and information sharing procedures. The result was creation of electronic communications which allow effective sharing of information pertaining to contractors' compliance with industrial insurance laws and unemployment insurance laws.

## Enhancing Efficiency (Goals 3 & 6)

We made great strides this year toward our goal of improving customer service efficiency. Toward that end, we completed a design overhaul for the Board's website to make it more intuitive and customer-focused. We have finalized the user-friendly site

organization, and the Information Technology Department is in the process of developing the interface, back-end functionality and software upgrades to bring the new site online in by the end of 2014.

Additionally, the Licensing Department identified and implemented new ways to promote licensing services and programs, streamline the denial hearing process and create an online contractor search tool and other expansions to our online content and forms.

## Strengthening Relationships (Goal 4)

The Executive Officer participated in the National Association of State Contractors Licensing Agencies midyear committee meetings and midyear conference where she joined representatives from Home Depot to provide state members with an overview of the permit kiosk project launched in Nevada. Staff also gave a presentation on using social media to disseminate agency information. The conference also provided the Executive Officer the opportunity to reinforce the Board's partnerships with interstate intergovernmental agencies, reviewing trends in Board regulations, contractor fraud and scams, top regulatory cases and how judicial outcomes and construction legislation and regulation. She also seized the chance to discuss with her peers best practices in dealing with critical issues such as the construction worker shortage, strategic partnerships, etc.

## Regulatory Hearing Leads to Adoption of Changes to NAC 624 (Goals 1 & 5)

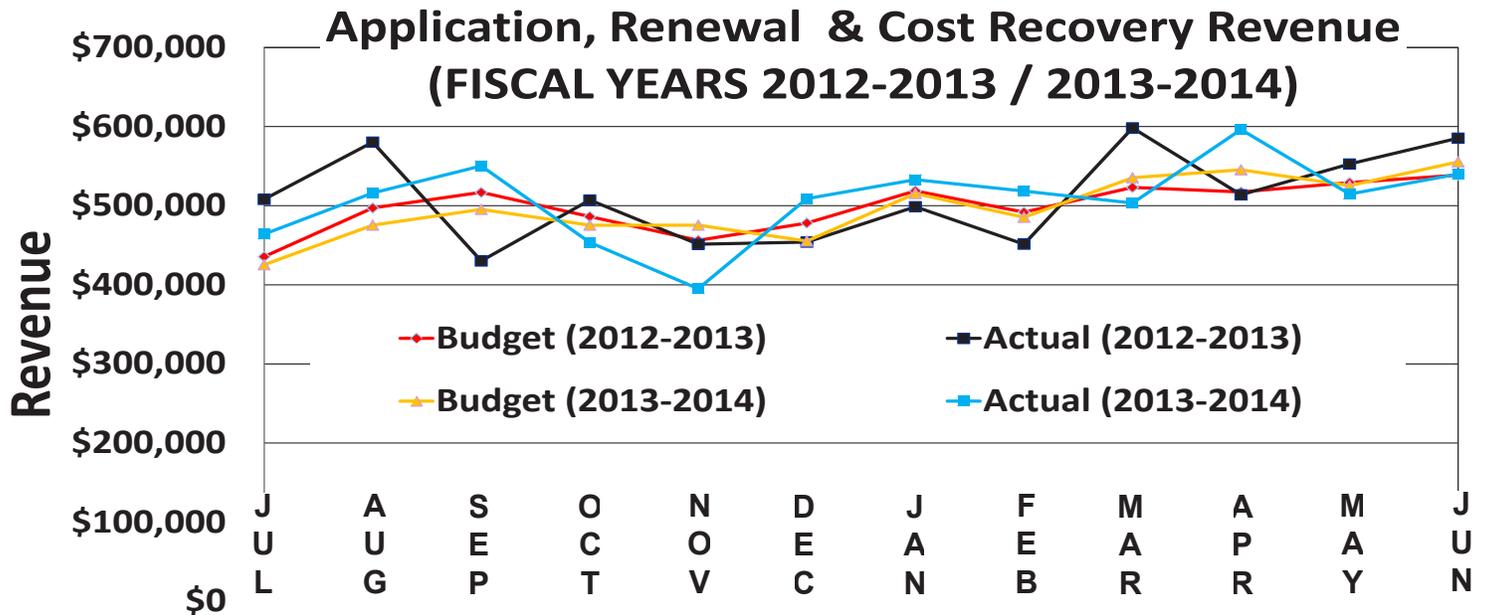
In March, the Board held additional regulation hearings to obtain comments on two sets of proposed regulations, R095-12 and R096-12, aimed at making changes to certain licensing classifications. The Board adopted the changes at its April meeting.

# Licensing - Data Dashboard

Budget (2012-2013)	JULY-12	AUG-12	SEPT-12	OCT-12	NOV-12	DEC-12	JAN-13	FEB-13	MAR-13	APR-13	MAY-13	JUN-13	TOTALS
License Renewals	\$280,000	\$340,000	\$360,000	\$330,000	\$300,000	\$320,000	\$360,000	\$335,000	\$365,000	\$360,000	\$370,000	\$380,000	\$4,100,000
New License Fee	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$600,000
Application Fee	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$375,000
License Changes	\$29,132	\$29,133	\$29,132	\$29,133	\$29,132	\$29,133	\$29,132	\$29,133	\$29,132	\$29,133	\$29,132	\$29,132	\$349,589
Investigative Recov Costs	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$225,000
Renewal Late Fees	\$11,583	\$11,584	\$11,583	\$11,583	\$11,584	\$11,583	\$11,583	\$11,583	\$11,584	\$11,583	\$11,583	\$11,584	\$139,000
Renewal Inactive Fee	\$14,800	\$16,400	\$16,100	\$15,450	\$15,600	\$17,400	\$18,000	\$16,050	\$17,400	\$16,550	\$18,350	\$17,900	\$200,000
<b>Totals</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	
	\$435,515	\$497,117	\$516,815	\$486,166	\$456,316	\$478,116	\$518,715	\$491,766	\$523,116	\$517,266	\$529,065	\$538,616	\$5,988,589
Actual (2012-2013)	JULY-12	AUG-12	SEPT-12	OCT-12	NOV-12	DEC-12	JAN-13	FEB-13	MAR-13	APR-13	MAY-13	JUN-13	TOTALS
License Renewals	\$344,845	\$401,081	\$278,944	\$334,380	\$286,150	\$295,223	\$340,950	\$303,525	\$407,790	\$341,175	\$386,625	\$388,723	\$4,109,410
New License Fee	\$54,600	\$49,500	\$48,300	\$47,400	\$44,600	\$45,900	\$55,200	\$42,600	\$52,950	\$49,800	\$43,200	\$51,900	\$585,950
Application Fee	\$28,800	\$39,900	\$30,600	\$31,800	\$34,800	\$36,900	\$39,900	\$34,500	\$34,500	\$43,250	\$37,800	\$41,700	\$434,450
License Changes	\$26,100	\$33,675	\$24,200	\$33,800	\$22,975	\$28,375	\$24,100	\$26,075	\$38,600	\$30,000	\$26,875	\$30,100	\$344,875
Investigative Recov Costs	\$25,283	\$24,376	\$28,292	\$29,725	\$37,680	\$22,549	\$18,294	\$24,456	\$31,555	\$30,601	\$38,286	\$36,758	\$347,855
Renewal Late Fees	\$12,150	\$14,100	\$12,525	\$14,100	\$10,650	\$13,200	\$10,350	\$7,050	\$13,340	\$6,300	\$6,075	\$17,248	\$137,088
Renewal Inactive Fee	\$16,200	\$17,700	\$7,250	\$15,900	\$14,400	\$11,850	\$9,900	\$13,200	\$19,650	\$12,600	\$13,800	\$18,900	\$171,350
<b>Totals</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	
	\$507,978	\$580,332	\$430,112	\$507,105	\$451,255	\$453,997	\$498,694	\$451,406	\$598,385	\$513,726	\$552,661	\$585,328	\$6,130,977
Variance (2012-2013)	JULY-12	AUG-12	SEPT-12	OCT-12	NOV-12	DEC-12	JAN-13	FEB-13	MAR-13	APR-13	MAY-13	JUN-13	TOTALS
License Renewals	\$64,845	\$61,081	(\$81,056)	\$4,380	(\$13,850)	(\$24,778)	(\$19,050)	(\$31,475)	\$42,790	(\$18,825)	\$16,625	\$8,723	\$9,410
New License Fee	\$4,600	(\$500)	(\$1,700)	(\$2,600)	(\$5,400)	(\$4,100)	\$5,200	(\$7,400)	\$2,950	(\$200)	(\$6,800)	\$1,900	(\$14,050)
Application Fee	(\$2,450)	\$8,650	(\$650)	\$550	\$3,550	\$5,650	\$8,650	\$3,250	\$3,250	\$12,000	\$6,550	\$10,450	\$59,450
License Changes	(\$3,032)	\$4,542	(\$4,932)	\$4,667	(\$6,157)	(\$758)	(\$5,032)	(\$3,058)	\$9,468	\$867	(\$2,257)	\$968	(\$4,714)
Investigative Recov Costs	\$6,533	\$5,626	\$9,542	\$10,975	\$18,930	\$3,799	(\$456)	\$5,706	\$12,805	\$11,851	\$19,536	\$18,008	\$122,855
Renewal Late Fees	\$567	\$2,516	\$942	\$2,517	(\$934)	\$1,617	(\$1,233)	(\$4,533)	\$1,756	(\$5,283)	(\$5,508)	\$5,664	(\$1,913)
Renewal Inactive Fee	\$1,400	\$1,300	(\$8,850)	\$450	(\$1,200)	(\$5,550)	(\$8,100)	(\$2,850)	\$2,250	(\$3,950)	(\$4,550)	\$1,000	(\$28,650)
<b>Totals</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	
	\$72,463	\$83,215	(\$86,703)	\$20,939	(\$5,061)	(\$24,119)	(\$20,021)	(\$40,360)	\$75,269	(\$3,540)	\$23,596	\$46,712	\$142,388
Budget (2013-2014)	JULY-13	AUG-13	SEPT-13	OCT-13	NOV-13	DEC-13	JAN-14	FEB-14	MAR-14	APR-14	MAY-14	JUN-14	TOTALS
License Renewals	\$270,000	\$320,000	\$340,000	\$320,000	\$320,000	\$300,000	\$360,000	\$330,000	\$380,000	\$390,000	\$370,000	\$400,000	\$4,100,000
New License Fee	\$49,166	\$49,166	\$49,166	\$49,166	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$590,000
Application Fee	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,334	\$33,334	\$33,334	\$400,000
License Changes	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$345,000
Investigative Recov Costs	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$270,000
Renewal Late Fees	\$8,333	\$8,333	\$8,333	\$8,333	\$8,333	\$8,333	\$8,333	\$8,333	\$8,334	\$8,334	\$8,334	\$8,334	\$100,000
Renewal Inactive Fee	\$13,333	\$13,333	\$13,333	\$13,333	\$13,333	\$13,333	\$13,333	\$13,333	\$13,334	\$13,334	\$13,334	\$13,334	\$160,000
<b>Totals</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	
	\$425,415	\$475,415	\$495,415	\$475,415	\$475,416	\$455,416	\$515,416	\$485,416	\$535,419	\$545,419	\$525,419	\$555,419	\$5,965,000
Actual (2013-2014)	JULY-13	AUG-13	SEPT-13	OCT-13	NOV-13	DEC-13	JAN-14	FEB-14	MAR-14	APR-14	MAY-14	JUN-14	TOTALS
License Renewals	\$316,800	\$317,650	\$396,220	\$296,300	\$254,005	\$334,003	\$383,925	\$349,520	\$299,588	\$418,250	\$331,950	\$365,215	\$4,063,425
New License Fee	\$46,200	\$60,600	\$41,850	\$54,000	\$46,800	\$46,350	\$39,000	\$46,800	\$57,150	\$57,000	\$49,200	\$52,950	\$597,900
Application Fee	\$28,800	\$42,300	\$32,150	\$39,300	\$26,700	\$34,800	\$39,900	\$40,800	\$42,900	\$40,200	\$41,400	\$42,650	\$451,900
License Changes	\$32,150	\$30,425	\$27,200	\$28,050	\$26,375	\$27,200	\$29,275	\$31,400	\$41,225	\$34,275	\$32,425	\$30,525	\$370,525
Investigative Recov Costs	\$25,955	\$42,690	\$18,598	\$21,165	\$28,607	\$30,385	\$26,717	\$26,194	\$39,941	\$26,765	\$40,546	\$30,950	\$358,514
Renewal Late Fees	\$5,480	\$7,875	\$16,010	\$7,300	\$4,495	\$16,415	\$5,475	\$7,450	\$10,175	\$8,175	\$5,925	\$6,025	\$100,800
Renewal Inactive Fee	\$8,700	\$14,400	\$18,300	\$7,500	\$8,100	\$19,650	\$8,700	\$16,200	\$12,300	\$11,700	\$13,200	\$11,700	\$150,450
<b>Totals</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	
	\$464,085	\$515,940	\$550,328	\$453,615	\$395,082	\$508,803	\$532,992	\$518,364	\$503,279	\$596,365	\$514,646	\$540,015	\$6,093,514
Variance (2013-2014)	JULY-13	AUG-13	SEPT-13	OCT-13	NOV-13	DEC-13	JAN-14	FEB-14	MAR-14	APR-14	MAY-14	JUN-14	TOTALS
License Renewals	\$46,800	(\$2,350)	\$56,220	(\$23,700)	(\$65,995)	\$34,003	\$23,925	\$19,520	(\$80,413)	\$28,250	(\$38,050)	(\$34,785)	(\$36,575)
New License Fee	(\$2,966)	\$11,434	(\$7,316)	\$4,834	(\$2,367)	(\$2,817)	(\$10,167)	(\$2,367)	\$7,983	\$7,833	\$33	\$3,783	\$7,900
Application Fee	(\$4,533)	\$8,967	(\$1,183)	\$5,967	(\$6,633)	\$1,467	\$6,567	\$7,467	\$9,566	\$6,866	\$8,066	\$9,316	\$51,900
License Changes	\$3,400	\$1,675	(\$1,550)	(\$700)	(\$2,375)	(\$1,550)	\$525	\$2,650	\$12,475	\$5,525	\$3,675	\$1,775	\$25,525
Investigative Recov Costs	\$3,455	\$20,190	(\$3,902)	(\$1,335)	\$6,107	\$7,885	\$4,217	\$3,694	\$17,441	\$4,265	\$18,046	\$8,450	\$88,514
Renewal Late Fees	(\$2,853)	(\$458)	\$7,677	(\$1,033)	(\$3,838)	\$8,082	(\$2,858)	(\$883)	\$1,841	(\$159)	(\$2,409)	(\$2,309)	\$800
Renewal Inactive Fee	(\$4,633)	\$1,067	\$4,967	(\$5,833)	(\$5,233)	\$6,317	(\$4,633)	\$2,867	(\$1,034)	(\$1,634)	(\$134)	(\$1,634)	(\$9,550)
<b>Totals</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	
	\$38,670	\$40,525	\$54,913	(\$21,800)	(\$80,334)	\$53,387	\$17,576	\$32,948	(\$32,140)	\$50,946	(\$10,773)	(\$15,404)	\$128,514



# Licensing - Q4 Snapshot



APRIL THROUGH JUNE 2014				FISCAL YTD LICENSING FEE TOTALS (FY2014)				
Licenses (Beginning of Quarter)	16,193			<b>LICENSING FEES</b>		<b>BUDGET</b>	<b>ACTUAL</b>	<b>VARIANCE</b>
New Licenses Issued	262			License Renewals	4,100,000	4,063,425	(36,575)	
Licenses Cancelled / Surrendered / Revoked	(307)			New License Fee	590,000	597,900	7,900	
Variance in Suspended/Reinstated Licenses	(35)			Application Fee	400,000	451,900	51,900	
Licenses (End of Quarter)	16,113			License Changes	345,000	370,525	25,525	
# of Licenses on March 31, 2014	16,193			Invest Recov Costs	270,000	358,514	88,514	
# of Licenses on June 30, 2014 Net YTD (Fiscal year)	16,113			Renewal Late Fees	100,000	100,800	800	
Licenses Gained / Lost	(80)			Renewal Inactive Fee	160,000	150,450	(9,550)	
Renewal Revenue Gained / Lost	(\$48,000)			<b>90 Day Retention Rate</b>				
*Does not include suspended licenses				<b>180 Day Retention Rate</b>				
Projected Year-End Retention Rate	March '14 Lic's	16,193		Projected Year-End Retention Rate	Dec. '13 Lic's	16,284		
	Cancellations	(307)	(1.91%)		Cancellations	(637)	(3.95%)	
	New Licenses	262	1.63%		New Licenses	508	3.15%	
	Susp/Reinstate	(35)	(0.22%)		Susp/Reinstate	(21)	(0.13%)	
	June '14 Lic's	16,113			June '14 Lic's	16,113		
	Change	(80)		Change	(171)			
3 Month Rolling	% Change	-0.50%		6 Month Rolling	% Change	-1.06%		

# Licensing - Annual Highlights

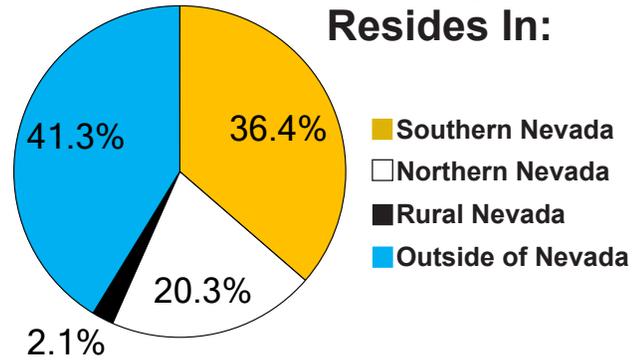
## Contractor Search Tool Online

During the fourth quarter the Board rolled out an online search tool that makes it easy for homeowners to find just the right local, licensed contractor for their home repair and maintenance project.

To access the search tool, users visit the Contractors Board’s website and click the “News” or “Online Searches” tab. Then, they select the “Contractor Listing by County and Classification” tab to bring up a list of all Nevada Counties. Clicking their specific county produces a list of all 45 license classifications. Clicking on a classification then creates an alphabetical listing of all contractors in the county holding that particular license.

The tool is another way NSCB encourage consumers to protect themselves by using only licensed contractors.

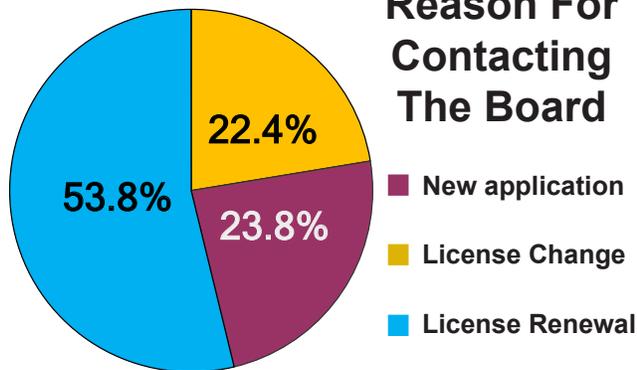
## Licensee/Applicant Resides In:



## AB 86 Compliance

Following the Legislative session, Licensing worked to establish procedures and workflows as well as minor internal programming controls to accommodate the implementation of AB 86. DIR and DETR is required to notify the Board when a licensee has a judgment for unpaid unemployment compensation or has not complied with laws concerning industrial insurance coverage. The Board is required to provide a 30-day notice to the contractor, and suspend the license if proof of compliance is not provided.

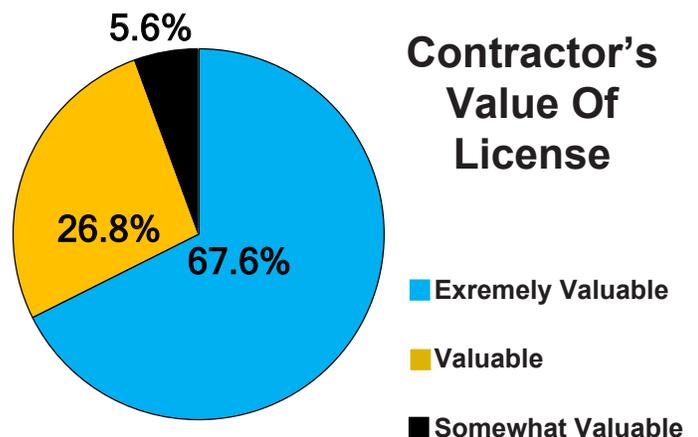
## Reason For Contacting The Board



## Denial Process Streamlined

As part of the Board’s strategic goals and planning efforts, staff worked closely with counsel to modify the application denial hearing process. Additionally, staff looked at ways to streamline the presentation of information to the Board during hearings. These modifications were implemented midyear and will be monitored and adjusted based upon their effectiveness.

## Contractor’s Value Of License



# Licensing - Overview and Comparison

## QUARTER 4 OVERVIEW

New License Apps: 423 (+2.1%)

- 303 Approved
- 48 Tabled/Denied

Issued Licenses: 262 (+1.9%)

License Change Apps: 769 (+10%)

Placed on inactive status: 45 (-32.8%)

Voluntary Surrender: 65 (-22.6%)

Active Lic. Renewals: 1,936 (-7.6%)

Inactive Lic. Renewals: 127 (+1.6)

Lic. Susp. (no bond): 228 (-12%)

Licenses Cancelled: 221 (-16%)

55 App. Denial Hearings (+37.5%)

155 Financial Reviews Opened

- 129 Approved by Staff

25 Financial Resp. Hearings (+178%)

## ANNUAL STATISTICS

New License Apps: 1,516 (+3.4%)

- 1,088 Approved
- 184 Tabled/Denied

Issued Licenses: 1,005 (+2.9%)

License Change Apps: 3,102 (+4%)

Active Licenses: 14,871 (-0.5%)

Inactive Licenses: 1,461 (-9%)

- 252 Placed on inactive status during FY 2012-13 (-23.4%)

Voluntary Surrender: 298 (-17.9%)

Active Lic. Renewals: 6,977 (+2.2%)

Inactive Lic. Renewals: 459 (-17.7%)

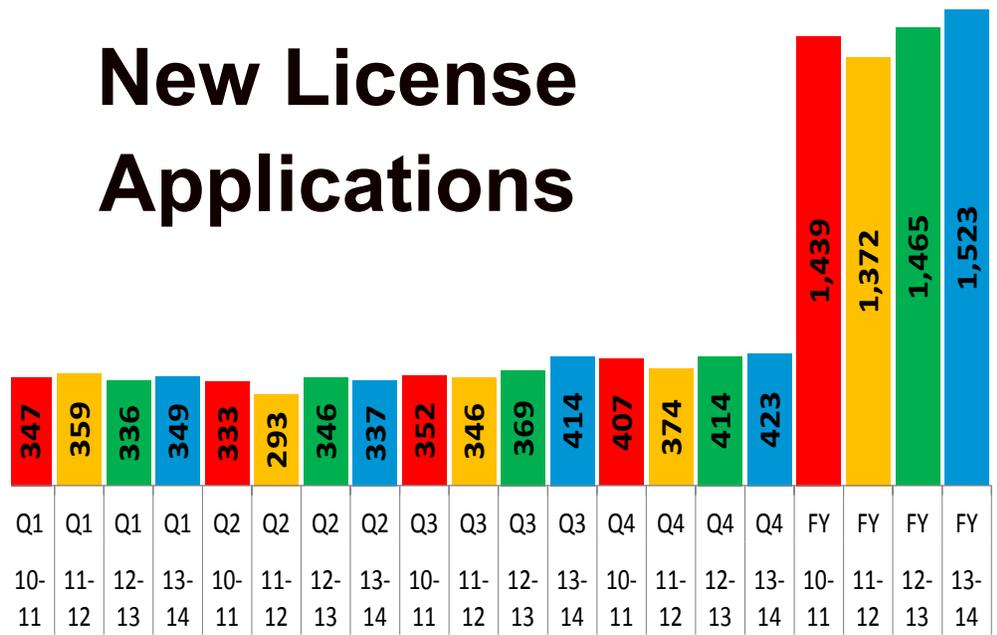
Lic. Susp. (no bond): 872 (-23%)

Licenses Cancelled: 943 (-23.7%)

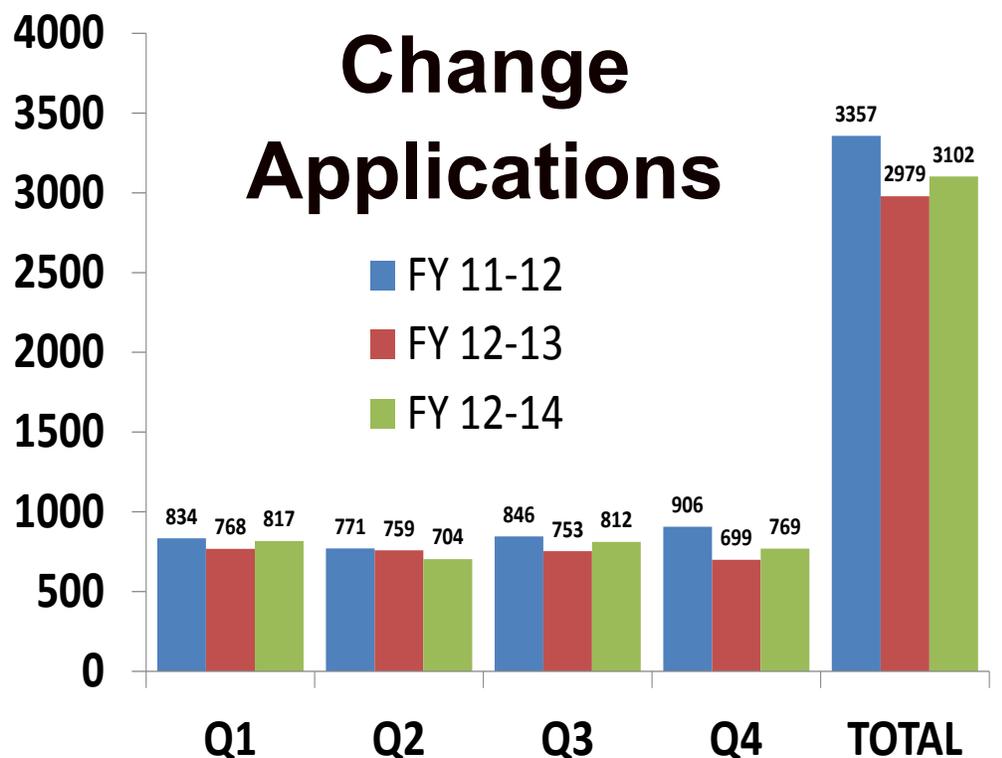
203 App. Denial Hearings (+78%)

74 Financial Resp. Hearings

## New License Applications

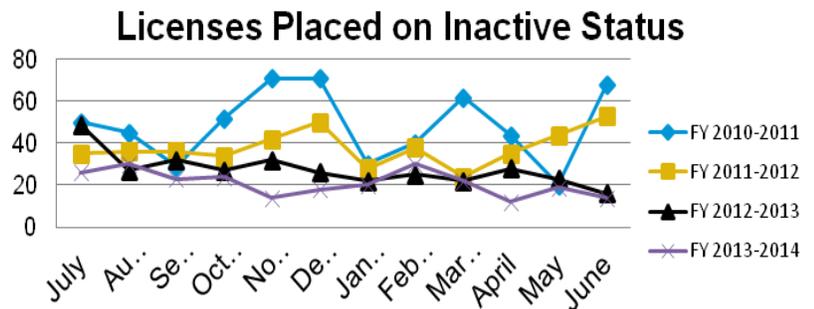
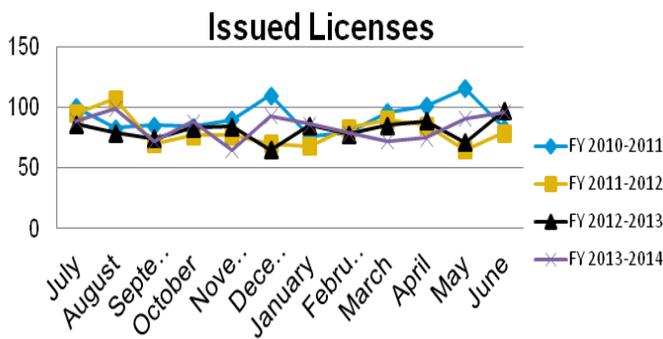


## Change Applications

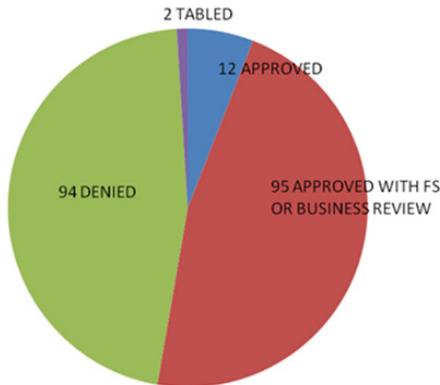


# Licensing Trends

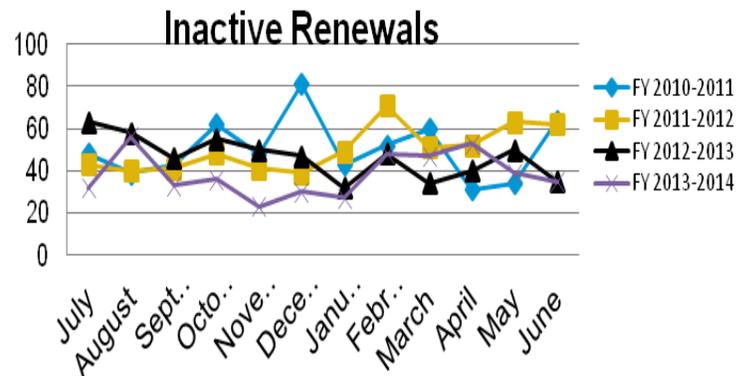
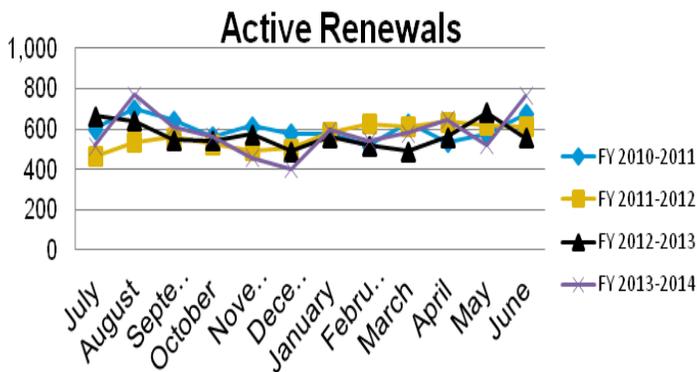
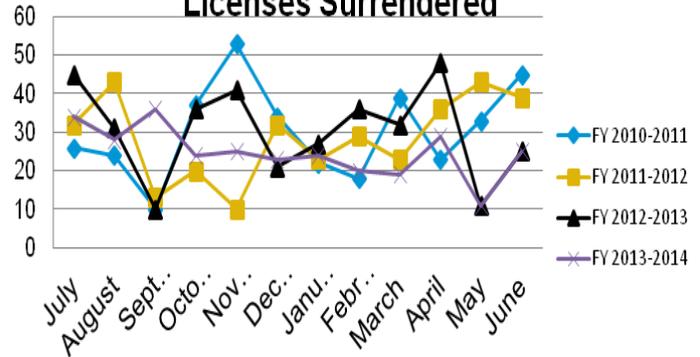
Licensing data for the for Fiscal Year 2013-14 delivered positive news, continuing the stabilization of the construction industry that began in 2011. The Board received 1,516 new applications during the fiscal year, a 3.4 percent increase from 2012-2013, which in turn was a 6.7 percent gain over 2011-12. The Board issued more than 1,000 licenses (up 2.9 percent) and renewed 6,977 (up 2.2 percent) during the year. However, the active license count dipped slightly to 14,871 from 14,949 in 2012-13.



### License Denial Hearing Outcomes



### Licenses Surrendered



# Enforcement - Annual Background Checks

## BACKGROUND CHECKS

320 investigations initiated  
 307 closed  
 50 pending  
 \$26,000 in fines  
 \$14,300 in investigative costs  
 Twenty-one applicants withdrew their applications after background issues were identified. Three applicants failed to register as convicted felons. Four failed to register as sex offenders.

## UNDISCLOSED ACTIVITY

- Misdemeanor DUI (55 cases)
- Felony DUI (3)
- Burglary (10)
- Misdemeanor theft (21)
- Felony theft (12)
- Embezzlement (1)
- Robbery (3)
- Fraud (4)
- Felony narcotics (26)
- Assault (10)
- Felony battery (2)
- Misdemeanor battery (12)
- Domestic violence (27)
- Child cruelty (4)
- Kidnapping (1)
- Home invasion (1)

<b>Fingerprint Cards Submitted</b>	<b>3086</b>
<b>Total Fingerprints returned with Criminal Histories</b>	<b>477</b>
<b>Total fingerprints returned without criminal histories</b>	<b>2609</b>
<b>Criminal Histories</b>	<b>15%</b>

## Sex offender caught in sting

A Nevada Tier 2 sex offender was among those cited in an NSCB sting in the Lake Tahoe area in April. The suspect came to the sting location and offered to perform residential painting. He was charged with contracting without a license.

Board Investigators determined that in 1993, the suspect was arrested for first-degree kidnapping with a deadly weapon and two counts of sexual assault with a deadly weapon. Sentenced to the Nevada State Prison with a sentence of life with the possibility of parole, he was released in October 2010.

He is classified as a probable risk of recidivism and a threat to public safety.

# Enforcement - Compliance Overview

## QUARTER 4 OVERVIEW

Opened Complaints: 462

- 159 Workmanship
- 89 Money Owing
- 229 Industry Regulation

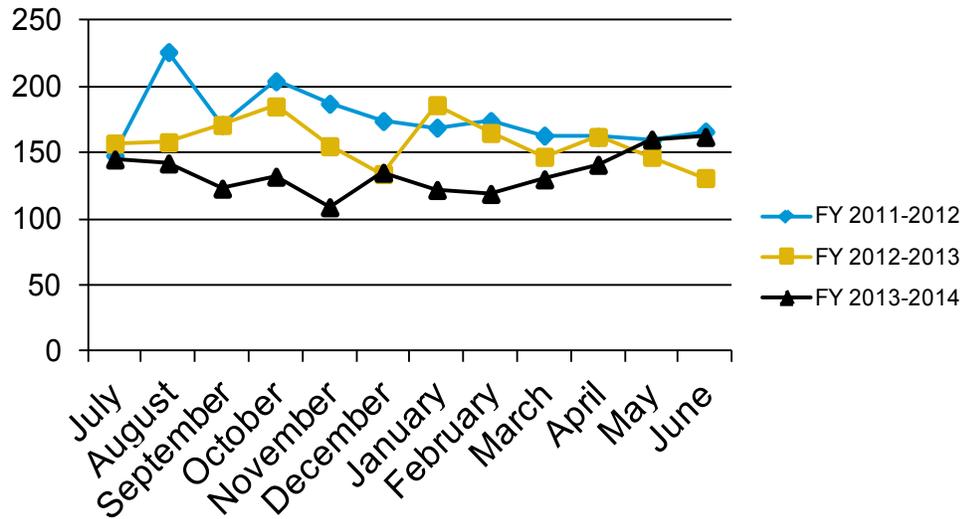
Closed Complaints: 435

- 90 Administrative citations
- \$79,650 in Fines
- \$30,420 in Invest. Costs

33 Cases referred for Disciplinary Hearing

- 8 licenses revoked
- \$36,100 in Fines
- \$38,561 in Invest. Costs

## Compliance Complaints by Month



## ANNUAL SNAPSHOT

Opened Complaints: 1,624

- 468 Workmanship
- 298 Money Owing
- 793 Industry Regulation

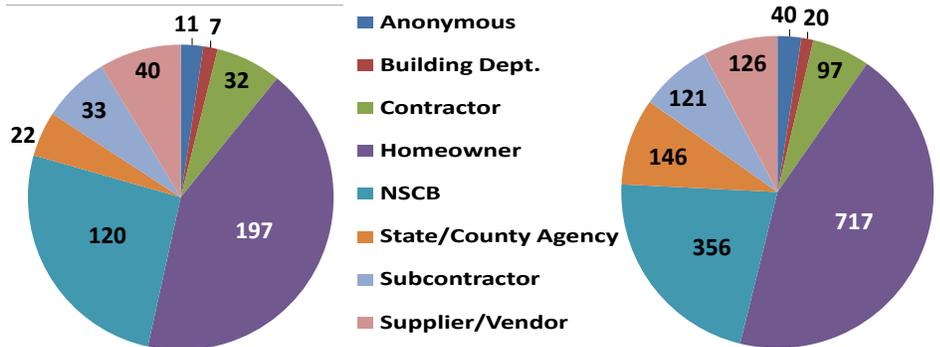
Closed Complaints: 1,603

- 323 Admin. Citations issued
- \$247,800 in Fines
- \$114,022 in Invest. Costs

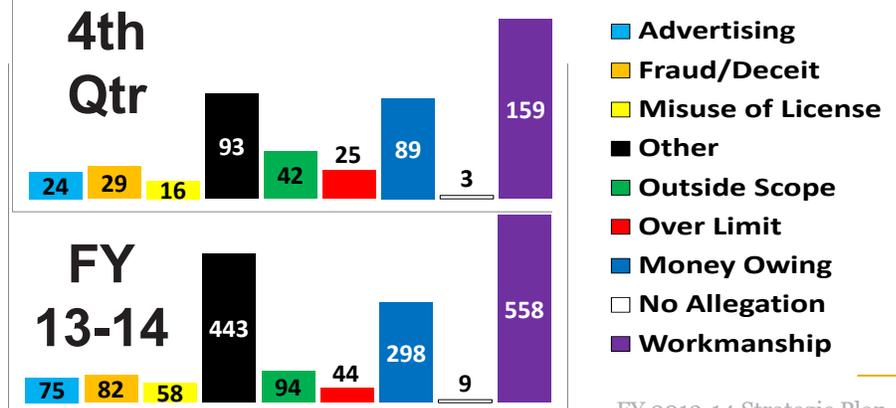
121 Cases referred for Disciplinary Hearing

- 118 licenses revoked
- \$136,400 in Fines
- \$173,463 in Invest. Costs

## 4th Qtr Complaint Sources FY 13-14

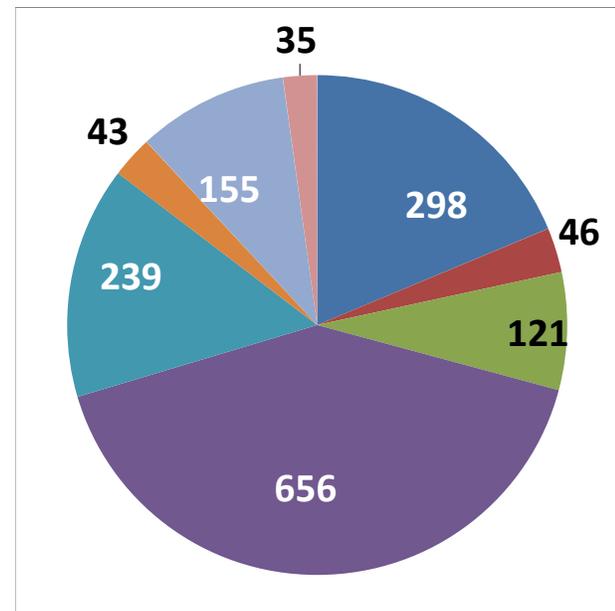
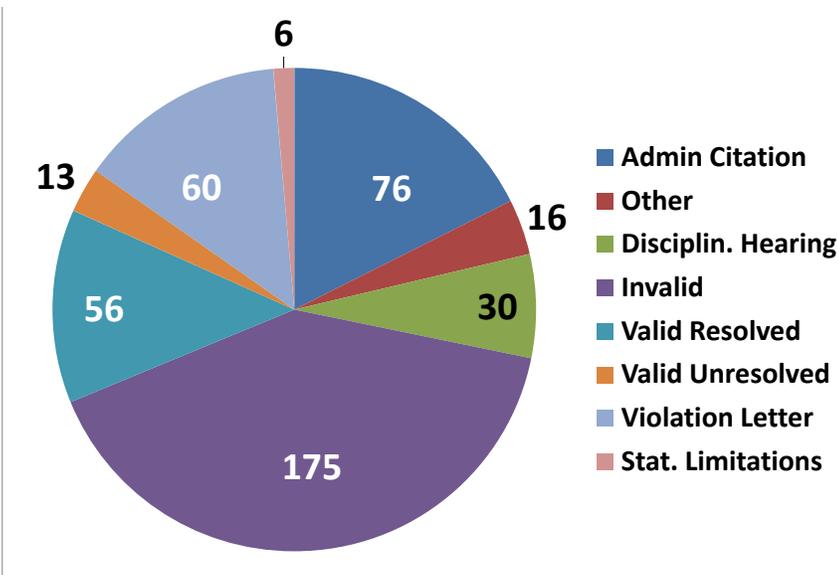


## Complaint Allegations



# Enforcement - Compliance Overview

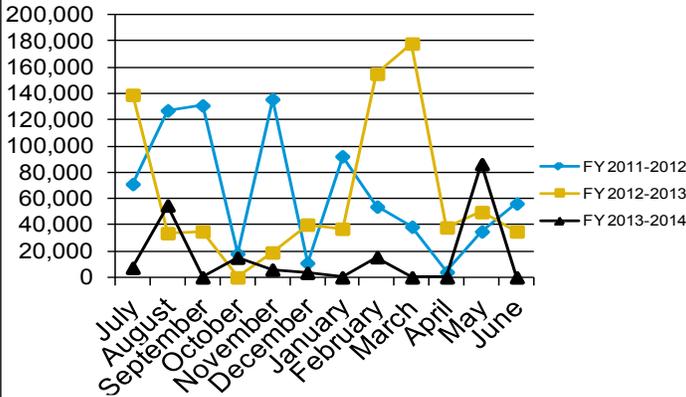
## 4th Qtr Compliance Case Outcomes FY 13-14



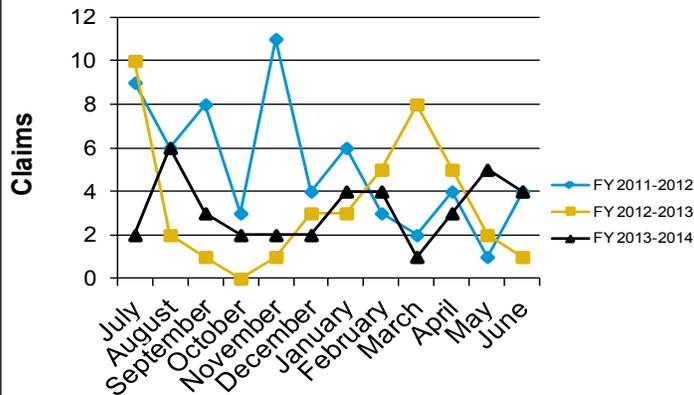
MONEY OWING				WORKMANSHIP				INDUSTRIAL REGULATION			
	FY2012	FY2013	FY2014		FY2012	FY2013	FY2014		FY2012	FY2013	FY2014
JUL	42	22	19	JUL	52	48	54	JUL	53	87	73
AUG	47	23	30	AUG	69	48	43	AUG	108	87	72
SEP	43	30	21	SEP	57	45	61	SEP	70	95	42
<b>1st Qtr:</b>	<b>132</b>	<b>75</b>	<b>70</b>	<b>1st Qtr:</b>	<b>178</b>	<b>141</b>	<b>158</b>	<b>1st Qtr:</b>	<b>231</b>	<b>269</b>	<b>187</b>
OCT	56	47	27	OCT	64	53	38	OCT	84	84	66
NOV	60	33	21	NOV	37	58	24	NOV	90	67	64
DEC	44	19	22	DEC	46	34	55	DEC	84	80	57
<b>2nd Qtr:</b>	<b>160</b>	<b>99</b>	<b>70</b>	<b>2nd Qtr:</b>	<b>147</b>	<b>145</b>	<b>117</b>	<b>2nd Qtr:</b>	<b>258</b>	<b>231</b>	<b>187</b>
JAN	53	42	22	JAN	42	38	32	JAN	74	103	69
FEB	53	36	17	FEB	33	32	48	FEB	87	100	62
MAR	41	31	29	MAR	31	48	44	MAR	88	71	59
<b>3rd Qtr:</b>	<b>147</b>	<b>109</b>	<b>68</b>	<b>3rd Qtr:</b>	<b>106</b>	<b>118</b>	<b>124</b>	<b>3rd Qtr:</b>	<b>249</b>	<b>274</b>	<b>190</b>
APR	44	26	30	APR	36	45	47	APR	81	95	71
MAY	39	27	27	MAY	36	47	55	MAY	83	72	80
JUN	31	23	32	JUN	48	45	57	JUN	83	62	78
<b>4th Qtr:</b>	<b>114</b>	<b>76</b>	<b>89</b>	<b>4th Qtr:</b>	<b>120</b>	<b>137</b>	<b>159</b>	<b>4th Qtr:</b>	<b>247</b>	<b>229</b>	<b>229</b>

# Enforcement - Annual Compliance Highlights

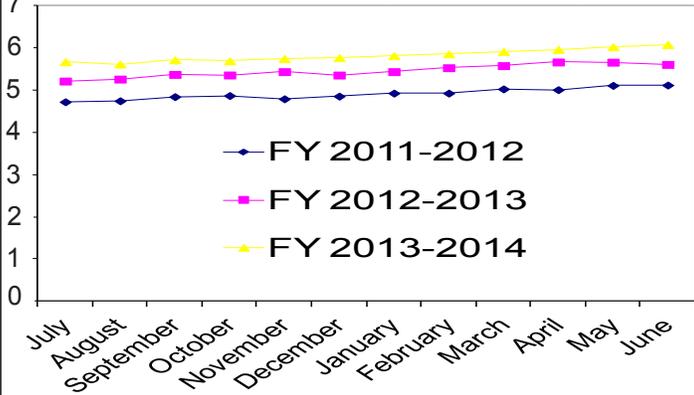
## RESIDENTIAL RECOVERY FUND Claim Amounts Paid



## Claims Filed



## Bank Balance (\$millions)



## Roofer's license revoked

NSCB revoked the license of a roofing contractor after receiving 18 complaints, alleging workmanship issues, money owing, abandonment and industrial regulation violations. The company had received two previous administrative citations and a disciplinary hearing.

Two hearings in 2013-14 found the company in violation for failure to comply with a notice to correct, workmanship not commensurate with industry standards, failure to respond to request to cooperate, failure to comply with a request for information, failure to establish financial responsibility and failure to comply with a notice to correct.

## Repeat Offender Disciplined After Lengthy Hearing

In November, a two-day Board Hearing resulted in disciplinary action against a licensed contractor for multiple violations. The licensed contractor was a repeat offender with five prior citations and two prior Disciplinary Hearings. The allegations included forging the homeowner's signature on an invoice, failure to give Residential Recovery Fund Notices, failure to obtain a permit, failure to provide documents, failure to cooperate in the investigation, failure to properly supervise an employee, and failure to maintain workers' compensation insurance.

## Investigators Attend EduCode

The Board's Enforcement staff took part in several courses during the EduCode Expo in March at The Orleans Hotel Casino in Las Vegas. In total, 10 investigators attended two-to-four half- and full-day courses each on topics such as the International Building and Residential Codes regarding Safety, Subconscious Communication, Solar Water Heating, Fire-Resistant Floors, Masonry, Framing, Interior Finishes and Supervision.

# Enforcement - Criminal Overview

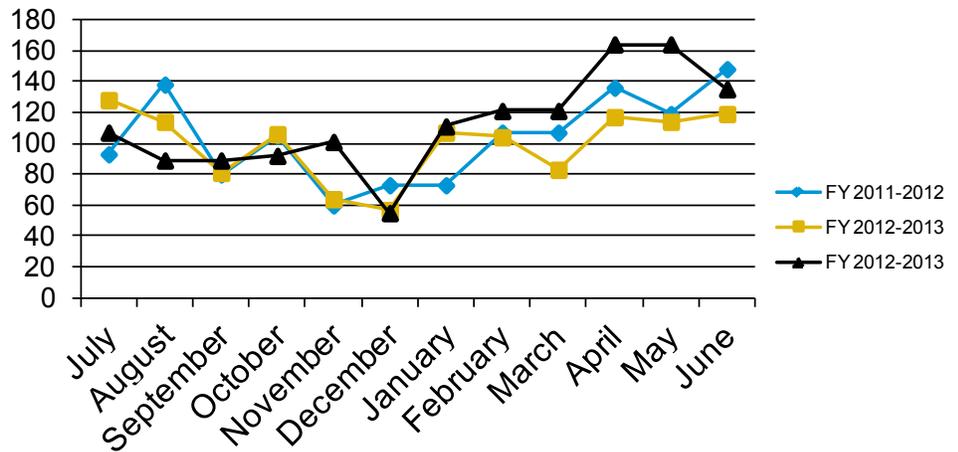
## QUARTER 4 OVERVIEW

- Opened Complaints: 463
- Closed Complaints: 427
- Pending cases: 1,280
- Criminal charges filed: 150
- Administrative Citations: 5
- Criminal convictions: 94

## ANNUAL OVERVIEW

- Opened Complaints: 1,194
- Closed Complaints: 1,181
- Pending cases: 1,184
- Criminal charges filed: 484
- Administrative Citations: 49
- Criminal convictions: 363

## Criminal Complaints by Month



**More than \$3.3 million lost  
To unlicensed contractors  
in Nevada during  
Fiscal Year 2013-14**

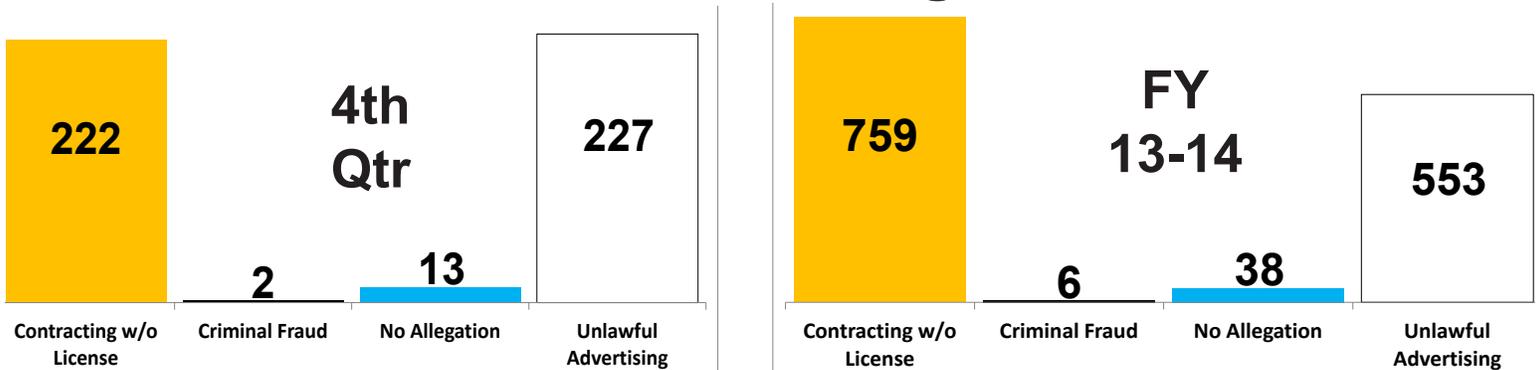
CONTRACTING WITHOUT LICENSE				CRIMINAL FRAUD				UNLAWFUL ADVERTISING			
	FY2012	FY2013	FY2014		FY2012	FY2013	FY2014		FY2012	FY2013	FY2014
JUL	60	84	55	JUL	3	4	3	JUL	36	46	45
AUG	93	76	65	AUG	1	6	1	AUG	47	37	25
SEP	46	37	52	SEP	3	0	1	SEP	36	43	36
<b>1st Qtr:</b>	<b>199</b>	<b>197</b>	<b>172</b>	<b>1st Qtr:</b>	<b>7</b>	<b>10</b>	<b>5</b>	<b>1st Qtr:</b>	<b>119</b>	<b>126</b>	<b>106</b>
OCT	55	73	56	OCT	5	1	0	OCT	48	30	35
NOV	38	47	63	NOV	1	5	0	NOV	22	14	30
DEC	46	36	36	DEC	1	1	0	DEC	28	21	20
<b>2nd Qtr:</b>	<b>139</b>	<b>156</b>	<b>155</b>	<b>2nd Qtr:</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>2nd Qtr:</b>	<b>98</b>	<b>65</b>	<b>85</b>
JAN	43	53	68	JAN	0	0	0	JAN	29	57	40
FEB	53	61	60	FEB	3	3	0	FEB	54	43	56
MAR	69	55	81	MAR	0	3	0	MAR	40	30	38
<b>3rd Qtr:</b>	<b>165</b>	<b>169</b>	<b>209</b>	<b>3rd Qtr:</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>3rd Qtr:</b>	<b>123</b>	<b>130</b>	<b>134</b>
APR	84	89	62	APR	1	2	0	APR	54	29	99
MAY	75	67	74	MAY	4	0	0	MAY	46	47	84
JUN	85	69	86	JUN	2	2	2	JUN	67	47	44
<b>4th Qtr:</b>	<b>244</b>	<b>225</b>	<b>222</b>	<b>4th Qtr:</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>4th Qtr:</b>	<b>167</b>	<b>123</b>	<b>227</b>

# Enforcement Overview - Criminal

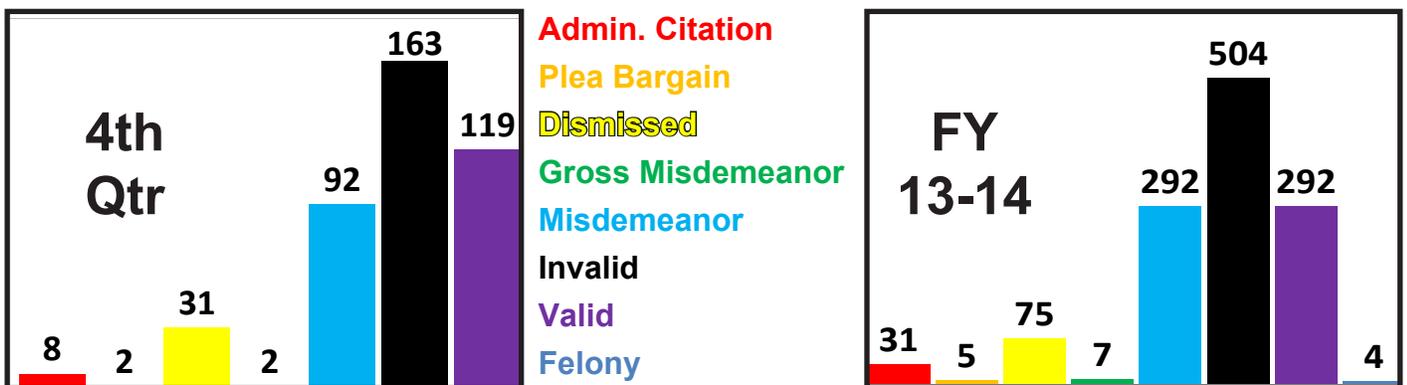
## 4th Qtr Criminal Complaint Source FY 13-14



## Criminal Case Allegations



## Criminal Case Outcomes



# Enforcement - Annual Criminal Highlights

## *Half of Father/Son Team Brought to Justice*

Since 2002, the NSCB has initiated 16) separate cases against an unlicensed father and son team who have been working in Southern Nevada. The subjects have routinely entering contracts for flooring, accepting deposits and then failing to return or perform the work. The subjects used five different company names and multiple business addresses.

The investigations have resulted in four separate misdemeanor convictions, with orders for restitution and payment of the NSCB investigative cost for the father. In addition, arrest warrants were issued for both the father and son as a result of multiple current investigations.

On September 4, 2013, the NSCB in partnership with the Henderson Police and the Nevada Highway Patrol arranged for the father to come to the office of the NSCB for an interview. The father was arrested on his outstanding warrants when he arrived at the NSCB office.



The continuing investigation identified the son was living in Utah to avoid his arrest on outstanding felony charges. The NSCB is working with the Office of the DA and local law enforcement in Utah to locate, arrest and extradite the individual from Utah to Nevada.

## *Undercover operations sting lawbreakers*

NSCB and the California Contractors State License Board conducted their third concurrent undercover enforcement operation on April 30, citing 19 people for unlicensed contracting activity. Investigators from NSCB and CSLB posed as homeowners in Stateline, Nev. and South Lake Tahoe, Calif. Each agency sent investigators to observe the other's operation.

For the "Border Blitz," unlicensed contractors were lured

to the sting locations to discuss performing landscaping, painting, drywall, plumbing, tile work, masonry and other construction trades that require contractors' licenses. Suspects who offered to perform jobs that require contractors' licenses or who bid more than the legal limit for labor and materials received citations.

A registered sex offender was among those cited in Nevada. In all, Nevada investigators cited eight people for contracting with-

out a license. Seven of the eight also were charged with illegal advertising.

A February sting at a Las Vegas home targeted unlicensed contractors advertising tiling, drywall, electrical, and other repair/installation services requiring a contractor's license. Those who responded to the investigator's invitation to bid the project were greeted with a citation for advertising without a license and/or contracting without a license.

# Public Information Office - Annual Highlights

## Second annual Training Day another success

Nearly 100 contractors attended NSCB's second-annual free educational seminar on June 25. The all-day seminar held concurrently in both Reno and Las Vegas included six sessions on topics of interest to Nevada's builders.

Based on suggestions following the 2013 event, Training Day was expanded to a full day, with more topics, more time to present detailed or complicated topics and longer question-and-answer sessions with expert presenters.

Topics were chosen based on feedback from last year's attend-



ees and included discussion of OSHA regulation, social media, Americans with Disabilities Act

compliance, NSCB enforcement, construction company financials and sustainable building trends.



## *TV spots use humor to warn homeowners*

The Board has two new public service announcements hitting the airwaves this spring. Both offer a refreshed outlook on the dangers of hiring an unlicensed contractor and encourage homeowners to protect themselves by verifying information on the Board's website prior to hiring. The 30-second television spots feature an overtly unskilled and unlicensed contractor pushing homeowners into signing a contract with him after he demonstrates his incapacities and red flag warning signs to them. Both spots end with a visual of the Board's website and information on how to hire licensed contractors.



**NSCB Increases Facebook Following by 500% in 2 Years; Re-establishes Presense in Twitterverse**

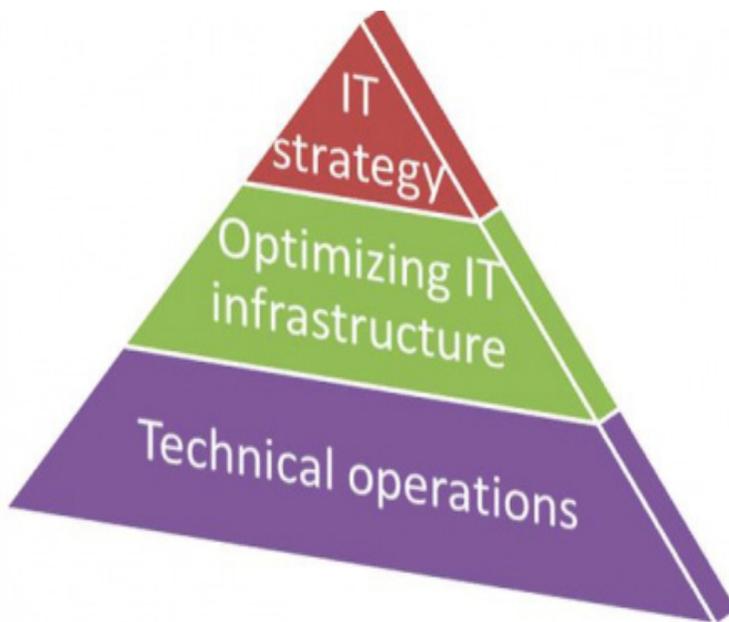
# Information Technology - Annual Highlights

## Report, verify with mobile app

A new mobile application developed by the Nevada State Contractors Board makes verifying license information easier. The application, compatible with iPhone, iPad, iPod Touch and Android, is available as a free download.

With the application, users can search by business name, principal name, or license number to ensure a contractor maintains an appropriate Nevada contractor's license. Users can find disciplinary actions the Board has taken against licensed contractors during a specified time period or by discipline type.

The mobile application can also be used to report unlicensed contracting activity.



## *Strategic plan guides technology upgrades*

The IT Department has created an extensive strategic plan that will guide the Board's systematic approach to computer, telephonic and database maintenance, expansion and upgrades in the near future.

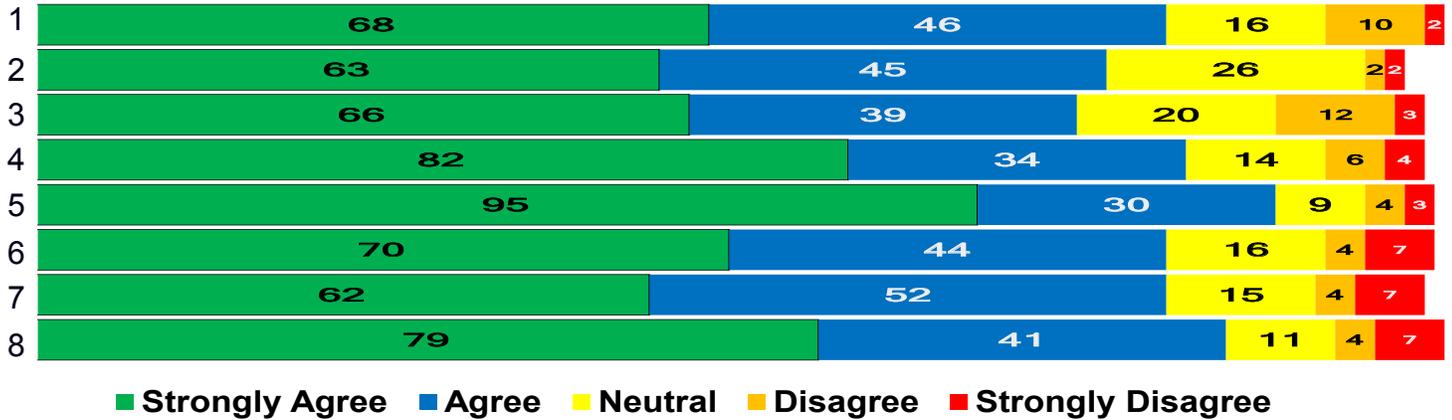
This progressive and aggressive approach toward adopting state-of-the-art technology to the benefit of our partners and customers will assist staff in exploring new ways to use innovation to improve communications, outreach, education and protection of the public.

## Boardrooms get communications improvements

NSCB's Information Technology Department has upgraded the boardrooms in both the Reno and the Henderson offices. Because the rooms are used to conduct the Board's business and public hearings, it is crucial that a clear and concise record is made of all evidence, witness testimony and staff reports. IT installed new, sensitive microphones and digital audio recording hardware and software. Other upgrades include new computers and printers.

# Customer Service Survey - Licensing

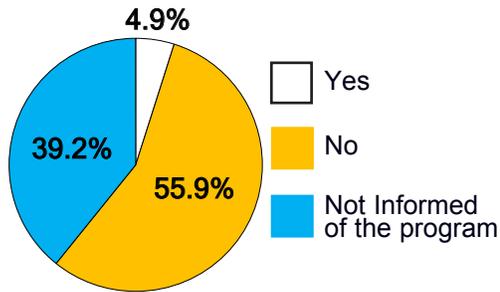
## Q4 Licensee/Applicant Feedback



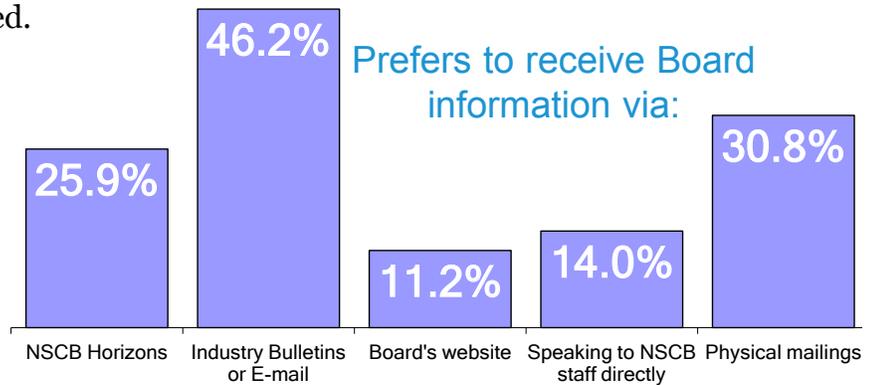
### SURVEY QUESTION KEY

1. The forms and instructions were clear and easily accessible.
2. NSCB staff notified me of problems/issues within a reasonable timeframe.
3. NSCB staff kept me informed of the progress of my licensing request.
4. NSCB staff was responsive to my questions and concerns.
5. I was treated with respect and professionalism.
6. The time it took to process my request met my expectations based on my interactions with NSCB staff.
7. I feel the licensing processes are efficient.
8. I am satisfied at how my request was handled.

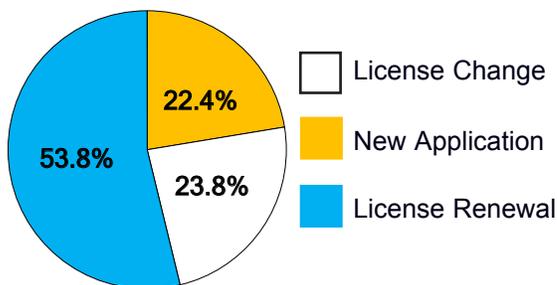
Participated in the Board's free Business Assistance Program?



Prefers to receive Board information via:



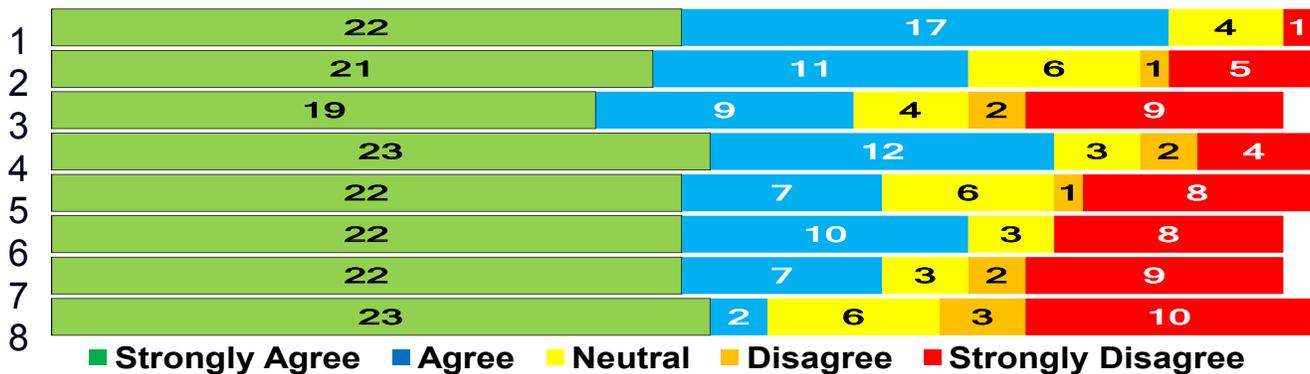
Purpose of Visit



**LICENSING SAMPLING RATES**  
**9.2% (140/1891)**  
**April 10.2% (67/659)**  
**May 10.3% (67/648)**  
**June 6.7% (40/584)**

# Customer Service Survey - Complainant

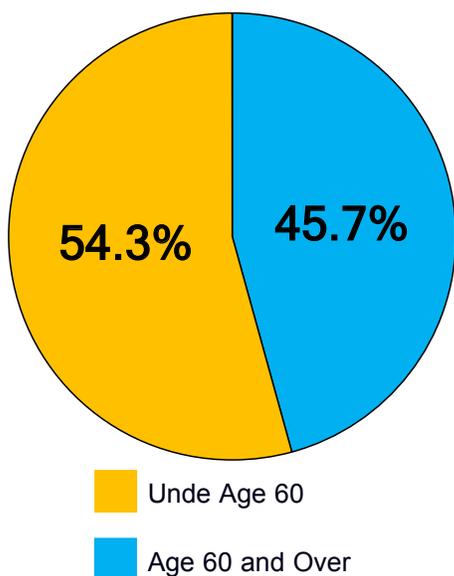
## Q4 Complainant Feedback



### SURVEY QUESTION KEY

1. The information on how to file a complaint was easily accessible and understandable.
2. The procedures for investigating my complaint were clearly explained to me.
3. I was kept informed of the progress made on my complaint throughout the investigation.
4. NSCB representatives treated me with respect and professionalism.
5. The investigator was helpful in answering my questions and providing reasoning for actions taken.
6. I was notified of the outcome of my complaint.
7. I understand the outcome of my complaint (regardless if you agree or not).
8. I am satisfied with the service provided by NSCB.

### Complainant's Age

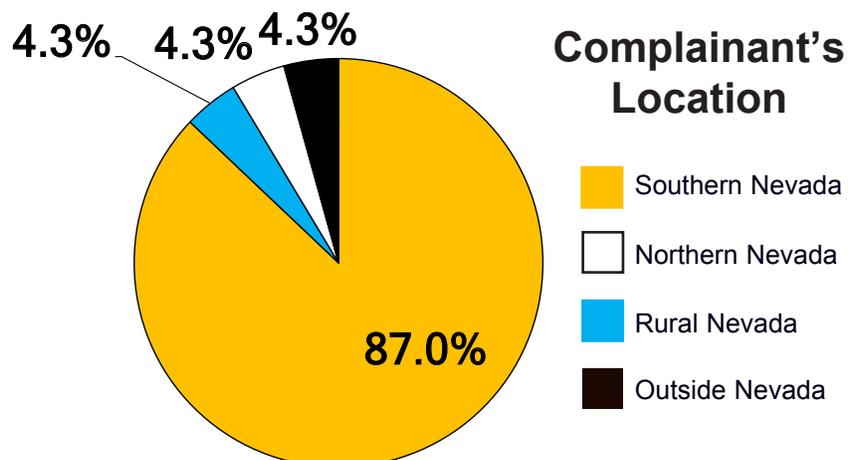


### COMPLAINANT SAMPLING RATES

**26.0% (46/177)**

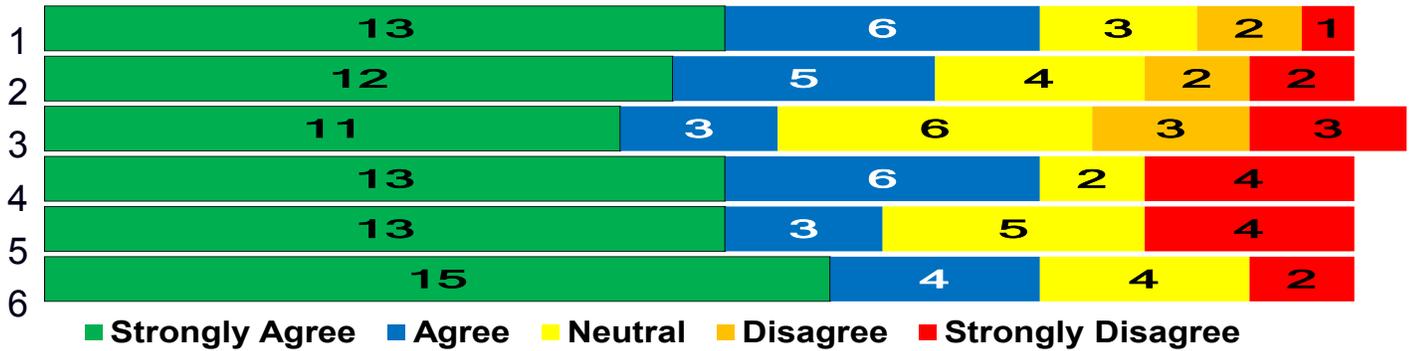
April 33.3% (20/60); May 24.1% (13/54); June 20.1% (13/63)

### Complainant's Location



# Customer Service Survey - Respondent

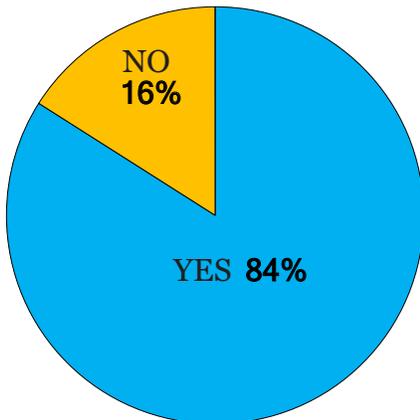
## Q4 Respondent Feedback



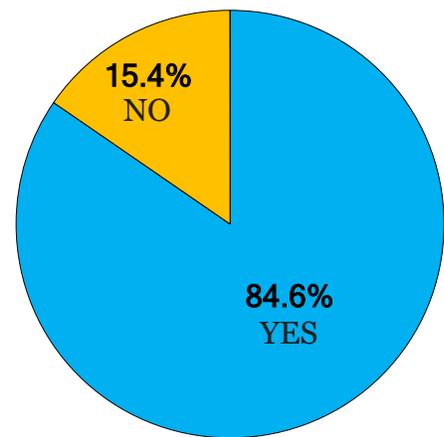
### SURVEY QUESTION KEY

1. The investigator clearly explained the complaint filed against me.
2. The procedures for investigating the complaint were clearly explained to me.
3. I was kept informed of what was happening throughout the investigation.
4. NSCB representatives treated me with respect and professionalism.
5. The investigator was helpful in answering my questions and providing the Board's reasoning for actions taken.
6. I understand the outcome of the complaint (regardless if you agree or not).

### Respondent notified within 10 days of complaint's filing?



### Respondent received written notification of case outcome?

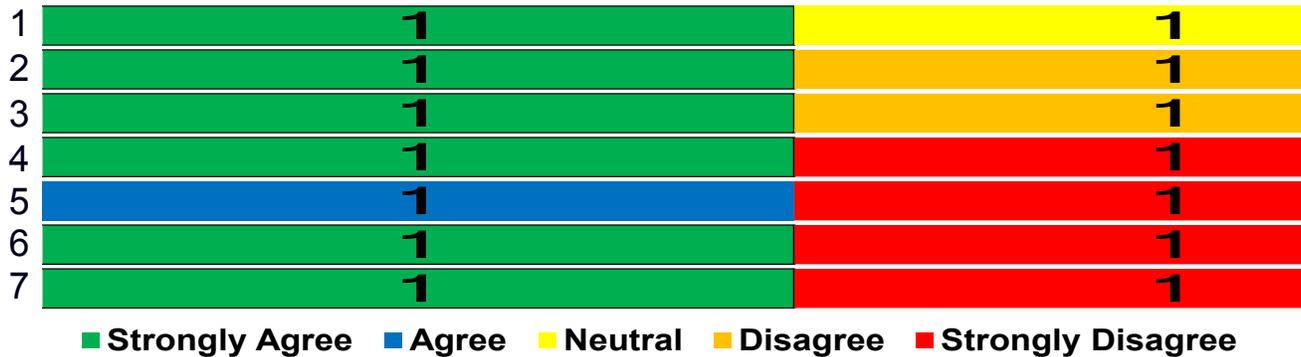


### RESPONDENT SAMPLING RATES

**6.5% (26/402)**  
 April 7.5% (11/146)  
 May 3.1% (4/129)  
 June 8.1% (11/136)

# Customer Service Survey - Recovery Fund

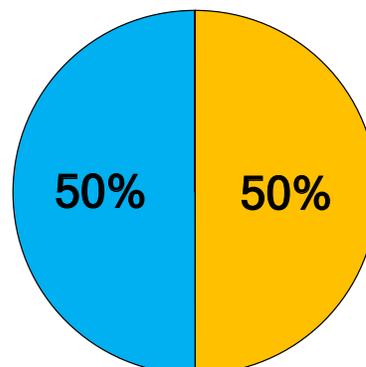
## Q4 Recovery Fund Feedback



### SURVEY QUESTION KEY

1. The information on how to file a Recovery Fund claim was easily accessible and understandable.
2. The time it took for NSCB to contact me after filing my claim was satisfactory.
3. The correspondence and information I received was clear and well explained.
4. NSCB representatives treated me with respect and professionalism.
5. I am satisfied with the time it took to finalize my claim.
6. I feel the Residential Recovery Fund is a valuable protection in place for consumers.
7. I am satisfied at how my claim was handled.

**RRF SAMPLING RATES**  
**22.2% (2/9)**  
**April 0% (0/1)**  
**May 20% (1/5)**  
**June 33.3% (1/3)**



### Learned of RRF from:

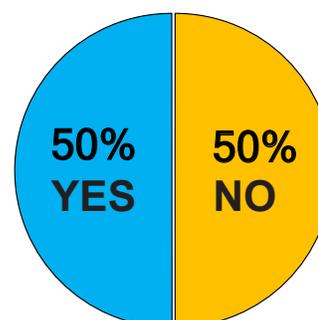
- Friend, family, word of mouth
- Google/Bing search
- The Board's website
- News/media
- Local bulletin board

### Claimant is from:

- Southern Nevada
- Northern Nevada
- Rural Nevada



### Knew of RRF before contacting the Board



# Customer Service Survey- Respondent



## ***CUSTOMER SURVEYS PROMOTED***

Upon entry to a Board office, all customers are asked to sign-in and a general feedback survey is sent to them electronically shortly after their visit. Additionally, all staff include a link to this survey on every e-mail that is sent.

Surveys are also sent out monthly to licensing customers, complainants and respondents who have made contact with the Board during the period. The feedback, which is captured in this report, focuses on our strategic performance measurements, customer service satisfaction, and awareness of Board programs and initiatives.

The results of each survey are compiled and distributed to management for review and training purposes among their staff.

## What Our Customers Are Saying

*I was pleasantly surprised how easy my renewal was to process. I presented my paperwork in person and the employee I was working with was very patient and helpful.*

**- License Applicant**

*Thank you for always making yourselves available to both the homeowner and us, the Contractor whenever the need arises...I was shocked to have the phone actually ring and a real voice on the other end to assist me. I tell all my customers how helpful you are.*

**- Respondent**

*I was very surprised with the quick response that I received with my complaint. I truly thank you for that and would recommend anyone who was having a contractor problem to contract the NSCB.*

**- Complainant**

# Looking Forward - Fiscal Year 2014-15

The Strategic Plan for FY 2014-15 focuses on how the Board can best harness technology to help meet the expectations of homeowners, contractors, employees and other stakeholders.

Last year saw the implementation of improved communication technology, development of our mobile application and the continued and widespread use of our building permit kiosks at Home Depots.

During the coming year, we look forward to reporting our progress and successes in further developing the Board's use of technology to invest in new infrastructure, which will increase the capabilities for staff to assist the public.

We also anticipate completion of our website redesign to make it more user-friendly and to include significant additional on-line resources such as forms, applications and payment processing.

With increased use of technology to share information comes the potential for those tools and data to become compromised. The Board's Information Technology Department is progressing in its efforts to ensure comprehensive and redundant systems to ensure all customer and proprietary NSCB information remains secure and is accessed only by those employees who require it in order to perform their investigative and licensing duties.

Guided by the Board's progressive attitude toward using state-of-the-art technology to the benefit of our partners and customers, staff is eager to explore new ways to use innovation to improve communications, outreach, education, education and protection of the public.



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