



NSCB News Release



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CONTRACTORS BOARD PUBLISHES 2010-11 ACCOMPLISHMENTS, SETS GOALS FOR 2011-12

HENDERSON, Nev. – The Nevada State Contractors Board (NSCB) has made available its [2010-11 Strategic Plan Annual Report](#) and [2011-12 Strategic Plan](#) online for the public to view. The annual report highlights the accomplishments of each 2010-11 strategic planning goal set by NSCB’s members and forecasts potential challenges and opportunities for the current fiscal year.

“As a government agency, we continually strive to be transparent in our efforts,” said Margi Grein, NSCB executive officer. “I am proud of the accomplishments we made last year during these challenging economic times, and look forward to achieving our new goals for the 2011-12 fiscal year.”

Highlights of accomplishments from the annual report include:

- Implementation of an online license renewal program, which automates and streamlines the process for contractors to renew their license and update their contact information;
- Development of an extensive customer service survey program to better track the satisfaction and feedback from NSCB customers;
- Enhancement of many areas of technology to improve office efficiency and advance the security of information obtained by the Board; and
- Increased partnering activities with stakeholders through a series of Roundtable discussions to address and strategize on relevant issues facing the construction industry.

The goals outlined for the 2011-12 fiscal year, include:

- **Licensing:** Ensure that all applicants and licensees are qualified to provide construction services and provide licensing services in a timely and professional manner;
- **Enforcement:** Reduce, eliminate or prevent unlicensed activity and unprofessional conduct that poses a threat to public safety and threatens legitimate business activity;
- **Public Awareness and Information:** Enhance the visibility of the NSCB and ensure accurate information is available to the public and professionals through a variety of media;
- **Partnering:** Partner with other public and private organizations to better serve customers and leverage resources;
- **Board Development:** Organize Board training and activities to focus on governance and policy issues while ensuring the execution of the Strategic Plan; and
- **Administrative Efficiency:** Improve agency operations and technology to achieve regulatory efficiency, customer service and consumer protection.

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