



Nevada State Contractors Board

STRATEGIC PLAN

**EXECUTIVE OFFICER REPORT
QUARTER TWO REPORT**

October 1 - December 31, 2016



Members of the Board

Jan Leggett, *Chairman*

Margaret Cavin, *Treasurer*

Kevin E. Burke

Mason Gorda

Joe Hernandez

Kent Lay

Guy M. Wells

Executive Leadership

Margi Grein, *Executive Officer*

Ron Lynn, *Director of Operations*

Nancy Mathias, *Licensing Administrator*

Paul Rozario, *Director of Investigations*

Brian Hayashi, *Information Technology Manager*

Jennifer Lewis, *Public Information Officer*

members
and
dr



Message from the Executive Officer

The close of 2016 marked another productive year for the Board. As such, it was a good time to welcome our newest Board member, Mason Gorda of Leducor Construction, and share with him the efforts of this last quarter as we prepared for the months ahead, established new partnering opportunities, engaged with the Industry, and improved the services available to our customers

To kick off the quarter, I attended a conference by the Federation of Associations of Regulatory Boards (FARB), which always provides a refreshed perspective on the various roles of regulatory agencies, current case law, and recommendations for best practices to enforce in our daily efforts. These conversations are beneficial, not only for the networking and information sharing that result, but also to help us as a Board set the stage and prepare for the 2017 Legislative Session.

Our Executive Subcommittee met in the weeks following to discuss and make recommendations on legislative initiatives, which were subsequently approved by the Board. As we monitor the actions of the Legislature in the coming months, we will look at opportunities to strengthen our Residential Recovery Fund as well as make other administrative changes to existing statutes. Therefore, you'll begin to see a legislative discussion on the Board's monthly agenda for regular updates and review of significant bills that may require action by the Board.

The Board is committed to information sharing and open communication, which is why various opportunities were held during the quarter to engage the Industry in discussions concerning licensure and related requirements, attend events recognizing the accomplishments of contractor members, and make enhancements to the license application and select trade examinations.

At the end of the day, each of our efforts are drive by our mission to protect the health, safety, and welfare of the public. Industry roundtables, public comment in Board meetings, legislative hearings, and public outreach initiatives are all opportunities to be transparent in our efforts, discuss differing opinions, and ultimately seek the solutions that better the operations of the Board and the many customers we serve.

Quarters three and four will strive to advance these efforts even further and I look forward to sharing our accomplishments with you!

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 Highlights

Governor Appoints New Board Member (Goal 4)

Effective November 1, 2016, Mason Gorda, Senior Vice President of Leducor Construction, Inc., joined the Contractors Board after being appointed by Governor Brian Sandoval. Gorda is a long-time resident of Nevada and has managed a variety of projects throughout North America in his 35-year tenure at Leducor.

Board Hosts 2nd Annual Western States Enforcement Forum (Goal 2)

In October, the Contractors Board hosted its second annual enforcement forum where representatives from California, Washington, and Oregon participated in a day-long discussion centered on various enforcement trends, initiatives, strategies, and partnering opportunities. Topics included alternative energy technologies, investigative case studies, non-profit organization involvement in construction projects, law enforcement partnerships, criminal prosecutions and fingerprinting requirements, public outreach initiatives, and other criminal trends noticed in each state.

Executive Subcommittee Meets to Set Legislative Agenda for 2017 (Goal 4 & 5)

In preparation for the 2017 Legislative Session, the Executive Committee met to discuss and propose legislative concepts for the approaching Session. The Board later approved legislative concepts to expand the payout requirements for the Residential Recovery Fund and modify language relative to Cease and Desist Orders.

Executive Officer Gives Presentation Focused on Board & Industry Issues (Goals 3 & 5)

In October, the Faux Law Group welcomed Executive Officer Margi Grein who provided their membership with an overview of current Board activities and issues of relevance to the construction industry, including a shortage of a skilled workforce, unlicensed contracting activities, and compliance tips and trends for licensed contractors.

Board Staff Attend Industry Awards Ceremonies (Goals 4)

During the quarter, Executive Officer Grein and staff attended both the Nevada Contractors Association and Southern Nevada Home Builders Association events in which contractors were awarded for their performance and contributions during the year. Such events provide an opportunity for the Board to stay engaged in industry topics, learn of new projects, and congratulate licensees on their accomplishments in the industry.

Board Extends Appreciation to Staff (Goal 5)

It was a pleasure for the Board to dedicate time during the quarter to recognize the sacrifices made by former and current staff and members who have served in the armed forces. The event welcomed immediate family members and honored each person's contributions to this great country. The Board also made efforts over the holidays to express its gratitude for staff and their performance throughout the year.

Board Holds Regulation Workshop & Hearing Concerning P.O.S.T. Investigator Requirements (Goal 2)

After receiving approval from the Board, staff held a regulation workshop and hearing during the quarter to receive public comment concerning removing the P.O.S.T. certification requirement for criminal investigators. The temporary regulation change proceeded through the hearings without any objection from the public and is scheduled to be adopted by the Board at its January 2017 meeting.

Commission on Construction Education Awards New Grants (Goal 5)

The Commission on Construction Education awarded nearly \$56,000 in grant funding to four entities aiming to expand training initiatives, youth construction programs, and educational trade and skill opportunities to all ages.

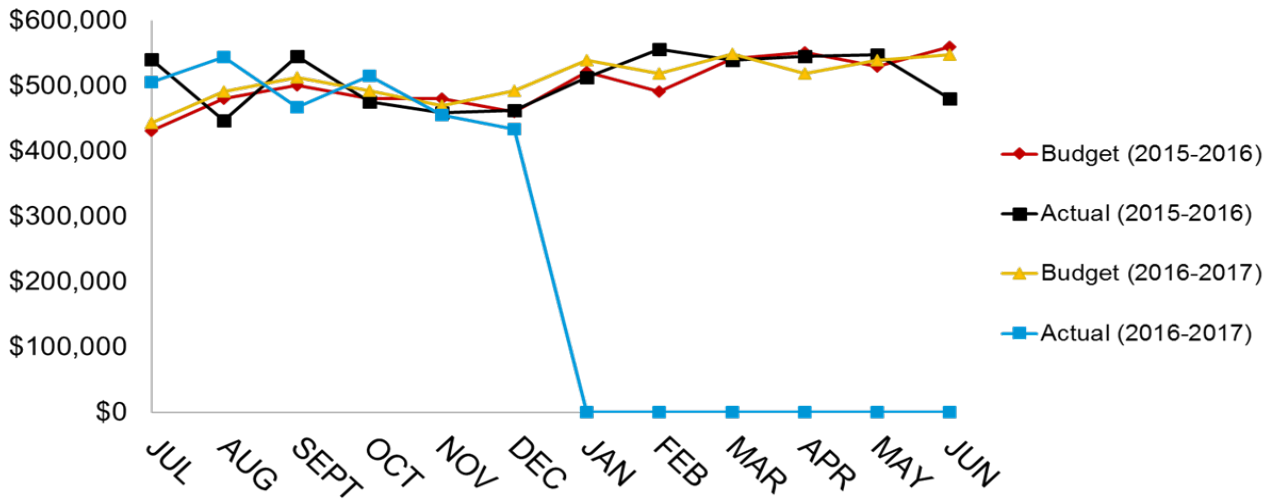
Licensing - Data Dashboard

Budget (2015-2016)	JULY-15	AUG-15	SEPT-15	OCT-15	NOV-15	DEC-15	JAN-16	FEB-16	MAR-16	APR-16	MAY-16	JUN-16	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	\$49,170	\$49,165	\$49,170	\$49,165	\$49,170	\$49,165	\$49,170	\$49,160	\$49,170	\$49,165	\$49,170	\$49,160	\$590,000
Application Fee	\$35,415	\$35,415	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$425,000
License Changes	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$360,000
Investigative Recov Costs	\$29,166	\$29,167	\$29,167	\$29,166	\$29,167	\$29,167	\$29,166	\$29,167	\$29,167	\$29,166	\$29,167	\$29,167	\$350,000
Renewal Late Fees	\$6,665	\$6,670	\$6,665	\$6,665	\$6,665	\$6,670	\$6,665	\$6,665	\$6,670	\$6,665	\$6,665	\$6,670	\$80,000
Renewal Inactive Fee	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,500	\$10,500	\$10,500	\$10,500	\$9,000	\$9,000	\$120,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$430,416	\$480,417	\$500,419	\$480,413	\$480,419	\$460,419	\$520,918	\$490,909	\$540,924	\$550,913	\$529,419	\$559,414	\$6,025,000
Actual (2015-2016)	JULY-15	AUG-15	SEPT-15	OCT-15	NOV-15	DEC-15	JAN-16	FEB-16	MAR-16	APR-16	MAY-16	JUN-16	TOTALS
License Renewals	\$361,470	\$276,970	\$356,030	\$303,070	\$286,130	\$298,563	\$362,275	\$380,625	\$340,218	\$359,100	\$383,600	\$324,578	\$4,032,628
New License Fee	\$47,400	\$59,700	\$67,350	\$62,700	\$51,300	\$56,750	\$52,200	\$55,800	\$54,700	\$67,800	\$52,800	\$46,050	\$674,550
Application Fee	\$43,200	\$42,000	\$43,600	\$35,400	\$37,800	\$32,100	\$29,400	\$52,500	\$42,900	\$38,200	\$40,050	\$37,200	\$474,350
License Changes	\$31,000	\$27,200	\$30,950	\$30,225	\$32,250	\$27,000	\$26,400	\$28,475	\$40,900	\$36,925	\$34,750	\$31,275	\$377,350
Investigative Recov Costs	\$45,087	\$25,971	\$24,526	\$31,905	\$35,944	\$40,033	\$29,507	\$23,377	\$29,926	\$29,656	\$23,485	\$23,419	\$362,837
Renewal Late Fees	\$5,775	\$6,450	\$10,075	\$5,800	\$6,675	\$6,100	\$5,175	\$6,000	\$8,288	\$5,475	\$5,320	\$8,780	\$79,913
Renewal Inactive Fee	\$6,900	\$8,400	\$12,038	\$6,900	\$8,400	\$1,133	\$7,200	\$9,000	\$21,930	\$7,500	\$7,500	\$9,150	\$106,050
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$540,832	\$446,691	\$544,568	\$476,000	\$458,499	\$461,678	\$512,157	\$555,777	\$538,861	\$544,656	\$547,505	\$480,452	\$6,107,677
Variance (2015-2016)	JULY-15	AUG-15	SEPT-15	OCT-15	NOV-15	DEC-15	JAN-16	FEB-16	MAR-16	APR-16	MAY-16	JUN-16	TOTALS
License Renewals	\$91,470	(\$43,030)	\$16,030	(\$16,930)	(\$33,870)	(\$1,438)	\$2,275	\$50,625	(\$39,783)	(\$30,900)	\$13,600	(\$75,423)	(\$67,373)
New License Fee	(\$1,770)	\$10,535	\$18,180	\$13,535	\$2,130	\$7,585	\$3,030	\$6,640	\$5,530	\$18,635	\$3,630	(\$3,110)	\$84,550
Application Fee	\$7,785	\$6,585	\$8,183	(\$17)	\$2,383	(\$3,317)	(\$6,017)	\$17,083	\$7,483	\$2,783	\$4,633	\$1,783	\$49,350
License Changes	\$1,000	(\$2,800)	\$950	\$225	\$2,250	(\$3,000)	(\$3,600)	(\$1,525)	\$10,900	\$6,925	\$4,750	\$1,275	\$17,350
Investigative Recov Costs	\$15,921	(\$3,196)	(\$4,641)	\$2,739	\$6,777	\$10,866	\$341	(\$5,790)	\$759	\$490	(\$5,682)	(\$5,748)	\$12,837
Renewal Late Fees	(\$890)	(\$220)	\$3,410	(\$865)	\$10	(\$570)	(\$1,490)	(\$665)	\$1,618	(\$1,190)	(\$1,345)	\$2,110	(\$88)
Renewal Inactive Fee	(\$3,100)	(\$1,600)	\$2,038	(\$3,100)	(\$1,600)	(\$8,868)	(\$3,300)	(\$1,500)	\$11,430	(\$3,000)	(\$1,500)	\$150	(\$13,950)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$110,416	(\$33,726)	\$44,149	(\$4,413)	(\$21,920)	\$1,259	(\$8,761)	\$64,868	(\$2,063)	(\$6,257)	\$18,086	(\$78,962)	\$82,677
Budget (2016-2017)	JULY-16	AUG-16	SEPT-16	OCT-16	NOV-16	DEC-16	JAN-17	FEB-17	MAR-17	APR-17	MAY-17	JUN-17	TOTALS
License Renewals	\$275,000	\$323,000	\$345,000	\$325,000	\$302,000	\$325,000	\$371,000	\$351,000	\$381,000	\$351,000	\$371,000	\$380,000	\$4,100,000
New License Fee	\$50,833	\$50,833	\$50,834	\$50,833	\$50,833	\$50,834	\$50,833	\$50,833	\$50,834	\$50,833	\$50,833	\$50,834	\$610,000
Application Fee	\$39,583	\$39,583	\$39,584	\$39,583	\$39,583	\$39,584	\$39,583	\$39,583	\$39,584	\$39,583	\$39,583	\$39,584	\$475,000
License Changes	\$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
Investigative Recov Costs	\$30,833	\$30,833	\$30,834	\$30,833	\$30,833	\$30,834	\$30,833	\$30,833	\$30,834	\$30,833	\$30,833	\$30,834	\$370,000
Renewal Late Fees	\$6,583	\$6,583	\$6,584	\$6,583	\$6,583	\$6,584	\$6,583	\$6,583	\$6,584	\$6,583	\$6,583	\$6,584	\$79,000
Renewal Inactive Fee	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$105,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$442,832	\$490,832	\$512,836	\$492,832	\$469,832	\$492,836	\$538,832	\$518,832	\$548,836	\$518,832	\$538,832	\$547,836	\$6,114,000
Actual (2016-2017)	JULY-16	AUG-16	SEPT-16	OCT-16	NOV-16	DEC-16	JAN-17	FEB-17	MAR-17	APR-17	MAY-17	JUN-17	TOTALS
License Renewals	\$336,450	\$365,197	\$306,444	\$333,753	\$310,070	\$262,188							\$1,914,102
New License Fee	\$63,600	\$57,000	\$51,750	\$67,500	\$40,200	\$62,400							\$342,450
Application Fee	\$36,600	\$40,800	\$40,500	\$37,500	\$41,100	\$35,700							\$232,200
License Changes	\$34,400	\$40,975	\$28,675	\$35,300	\$32,850	\$31,325							\$203,525
Investigative Recov Costs	\$21,479	\$24,574	\$24,626	\$20,270	\$16,622	\$32,410							\$139,980
Renewal Late Fees	\$4,650	\$7,125	\$8,425	\$9,575	\$6,695	\$4,815							\$41,285
Renewal Inactive Fee	\$8,400	\$8,700	\$6,300	\$10,800	\$7,200	\$5,025							\$46,425
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$505,579	\$544,371	\$466,720	\$514,698	\$454,737	\$433,864	\$0	\$0	\$0	\$0	\$0	\$0	\$2,919,968
Variance (2016-2017)	JULY-16	AUG-16	SEPT-16	OCT-16	NOV-16	DEC-16	JAN-17	FEB-17	MAR-17	APR-17	MAY-17	JUN-17	TOTALS
License Renewals	\$61,450	\$42,197	(\$38,556)	\$8,753	\$8,070	(\$62,812)	(\$371,000)	(\$351,000)	(\$381,000)	(\$351,000)	(\$371,000)	(\$380,000)	(\$2,185,898)
New License Fee	\$12,767	\$6,167	\$916	\$16,667	(\$10,633)	\$11,566	(\$50,833)	(\$50,833)	(\$50,834)	(\$50,833)	(\$50,833)	(\$50,834)	(\$267,550)
Application Fee	(\$2,983)	\$1,217	\$916	(\$2,083)	\$1,517	(\$3,884)	(\$39,583)	(\$39,583)	(\$39,584)	(\$39,583)	(\$39,583)	(\$39,584)	(\$242,800)
License Changes	\$3,150	\$9,725	(\$2,575)	\$4,050	\$1,600	\$75	(\$31,250)	(\$31,250)	(\$31,250)	(\$31,250)	(\$31,250)	(\$31,250)	(\$171,475)
Investigative Recov Costs	(\$9,354)	(\$6,259)	(\$6,208)	(\$10,563)	(\$14,211)	\$1,576	(\$30,833)	(\$30,833)	(\$30,834)	(\$30,833)	(\$30,833)	(\$30,834)	(\$230,020)
Renewal Late Fees	(\$1,933)	\$542	\$1,841	\$2,992	\$112	(\$1,769)	(\$6,583)	(\$6,583)	(\$6,584)	(\$6,583)	(\$6,583)	(\$6,584)	(\$37,715)
Renewal Inactive Fee	(\$350)	(\$50)	(\$2,450)	\$2,050	(\$1,550)	(\$3,725)	(\$8,750)	(\$8,750)	(\$8,750)	(\$8,750)	(\$8,750)	(\$8,750)	(\$58,575)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$62,747	\$53,539	(\$46,116)	\$21,866	(\$15,095)	(\$58,972)	(\$538,832)	(\$518,832)	(\$548,836)	(\$518,832)	(\$538,832)	(\$547,836)	(\$3,194,032)



Licensing - Q2 Snapshot

**Application, Renewal & Cost Recovery Revenue
(FISCAL YEARS 2015-16 / 2016-17)**



OCTOBER TO DECEMBER 2016				FISCAL YTD LICENSING FEE TOTALS (FY2017)			
Licenses (Beginning of Quarter)	16,067			LICENSING FEES	BUDGET	ACTUAL	VARIANCE
New Licenses Issued	270			License Renewals	4,100,000	1,914,102	(2,185,898)
Licenses Cancelled / Surrendered /Revoked	(425)			New License Fee	610,000	342,450	(267,550)
Variance in Suspended/Reinstated Licenses	169			Application Fee	475,000	232,200	(242,800)
Licenses (End of Quarter)	16,081			License Changes	375,000	203,525	(171,475)
# of Licenses on July 1, 2016	16,067			Invest Recov Costs	370,000	139,980	(230,020)
# of Licenses on Sept 30, 2016	16,081			Renewal Late Fees	79,000	41,285	(37,715)
Net YTD (Fiscal Year)				Renewal Inactive Fee	105,000	46,425	(58,575)
Licenses Gained / Lost	14						
Renewal Revenue Gained / Lost	\$8,400						
*Does not include suspended licenses							
180 Day Retention Rate				90 Day Retention Rate			
Projected Year-End Retention Rate	Jul 2016	15,987		Projected Year-End Retention Rate	Oct 2016	16,067	
	Cancellations	(852)	(5.30%)		Cancellations	(425)	(2.64%)
	New Licenses	582	3.62%		New Licenses	270	1.68%
	Susp/Reinstate	364	2.26%		Susp/Reinstate	169	1.05%
	Dec 2016	16,081			Dec 2016	16,081	
	Change	94		Change	14		
6 Month Rolling	% Change	0.58%		3 Month Rolling	% Change	0.09%	

Licensing - Overview

QUARTERLY STATS

New License Apps: 385 (+8.4%)

- 299 Approved
- 23 Tabled/Denied
- Avg. Processing Time 65 days; 55% approved/denied within 60 days

Issued Licenses: 270 (-7.8%)

Change Apps: 774 (+9.6%)

- Avg. Processing Time 30 days; 68% approved/denied within 30 days

Active Licenses: 15,260 (+1.3%)

Inactive Licenses: 821 (-15%)

- 37 Placed on Inactive Status During Q1 (-30%)

Voluntary Surrender: 69 (+30%)

Active License Renewals:

1,542 (+8.2%)

Inactive License Renewals:

65 (-12%)

Online Renewals: 584

36% of total renewals

License Suspensions (no bond):

147 (-19.6%)

Licenses Cancelled:

187 (-9.2%)

Application Denial Hearings:

14 (-44%)

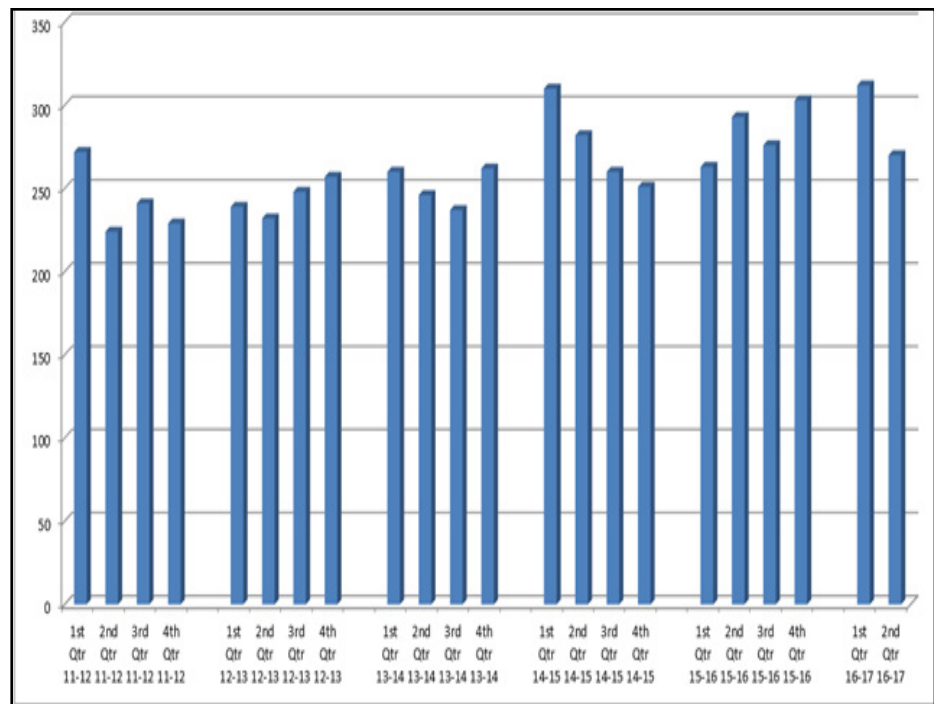
Financial Responsibility

Hearings: 8 (+33%)

New Application Comparison

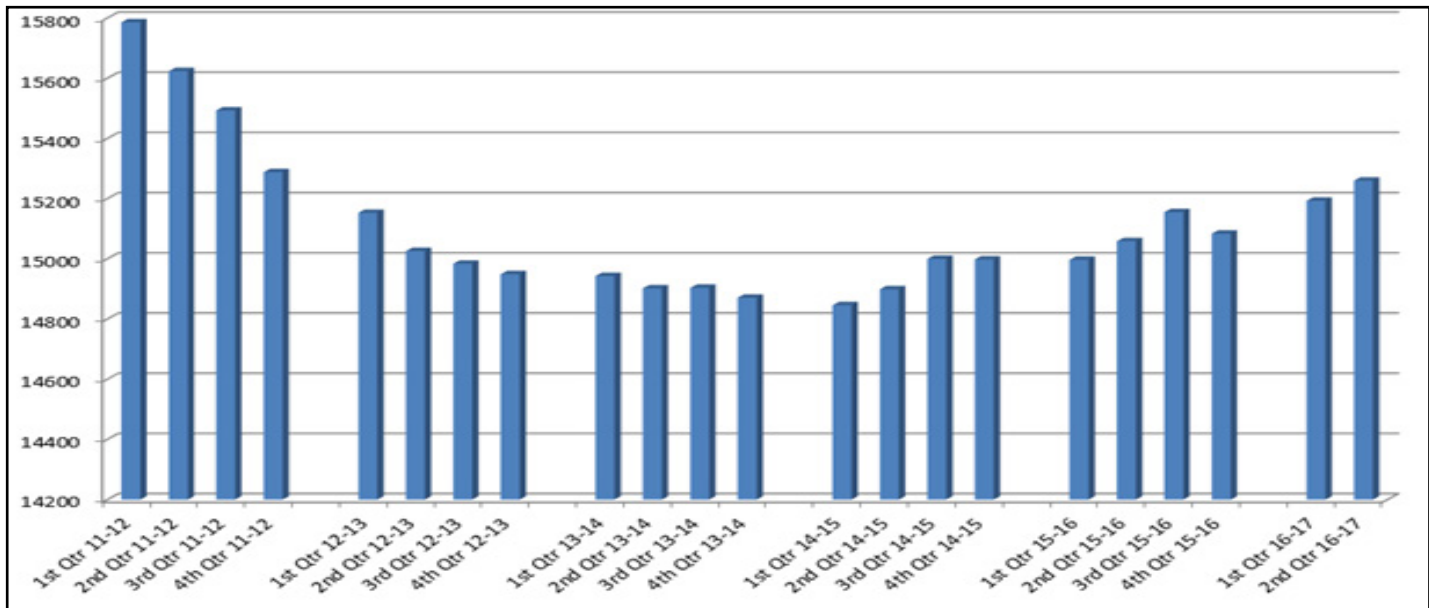
New Applications	Current Quarter 10/1-12/31/16	Same Qtr. Last Year 10/1-12/31/15	Increase Decrease
Received	385	355	8.4%
Reviewed by Board	0	0	0%
Reviewed by Staff	323	343	-5.8%
Pending Approved	226	216	4.6%
Pending Review	318	336	-5.4%
Total Pending	544	552	-1.4%

Licenses Issued

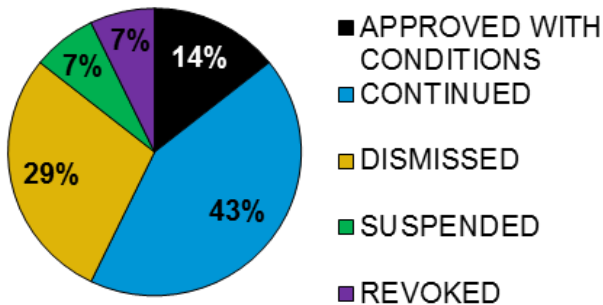


Licensing - Overview

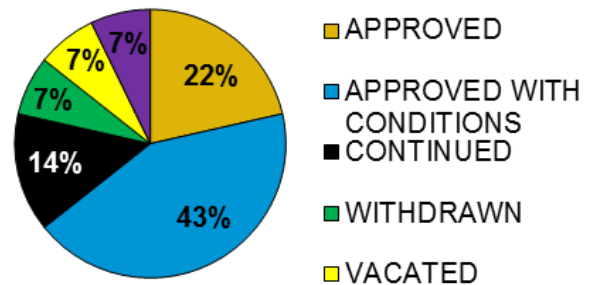
ACTIVE LICENSES



Financial Review Hearing Outcomes - Q2



New License Application Denial Hearing Outcomes - Q2



DOCUMENT IMAGING

FY 2014 - 2015			FY 2015 - 2016			FY 2016 - 2017		
14	October	68	15	October	70	16	October	133
14	November	59	15	November	187	16	November	173
14	December	57	15	December	200	16	December	97
TOTAL		184	TOTAL		457	Total		403

Licensing - Highlights



During the quarter, the Board held a regulation workshop and hearing to receive public comments on a proposed temporary regulation seeking to amend the provisions of NAC 624.136(1) concerning persons employed by the Board as criminal investigators. The temporary regulation received no public comment and was placed on the January 2017 Board agenda for adoption.



The Business and Law Examination provided by P.S.I. was modified during the quarter. Staff had the opportunity to review and approve revisions to the content outline for the exam, which is expected to be made available sometime in February, 2017.



Pursuant to an order by Governor Sandoval, the Board has identified ways to more quickly and efficiently serve Veteran contractor applicants when possible. As a result of this effort, the Board has also begun requesting and tracking the number of veteran contractors it serves. During the quarter, staff prepared and submitted the annual report to the Interagency Council on Veterans Affairs noting that 80 licensees disclosed Veteran status with their renewal application.



All licensing application forms and select processes were revised during the quarter to accommodate requirements from the Nevada Department of Public Safety. The Board is no longer able to allow an applicant to provide fingerprint information at the time of application submittal. Once all of the authorization and release forms have been secured from the applicant, instructions will be provided concerning fingerprinting requirements.

Enforcement - Applicant Backgrounds

SIGNIFICANT OUTCOMES:

- 26 Applicants failed to disclose criminal history
- 58 Investigations initiated
 - 44 Pending
 - 49 Closed
- 14 Administrative Citations issued for misrepresentation
 - \$7,000 in fines
 - \$3,850 in costs
- 20 Interviews conducted of applicants with criminal histories



Fingerprint Cards Submitted	819
Cards Returned with Criminal Histories	214
Cards Returned without Criminal Histories	605
Criminal Histories	26%

Enforcement - Compliance Overview

QUARTER SNAPSHOT

Opened Complaints: 302

- 160 Workmanship
- 44 Money Owing
- 98 Industry Regulation

Pending cases: 278

56 administrative citations

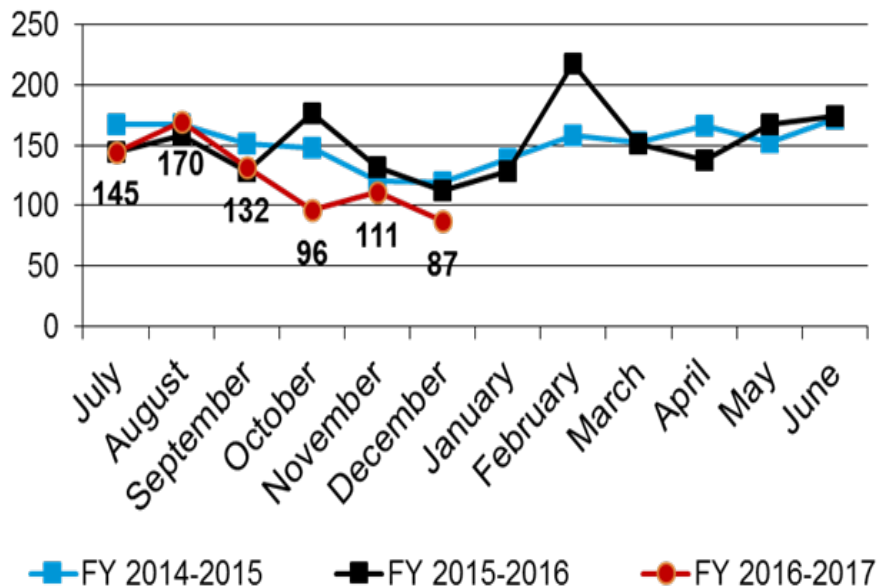
- \$52,000 in Fines
- \$18,067 in investigative costs

Closed complaints: 382

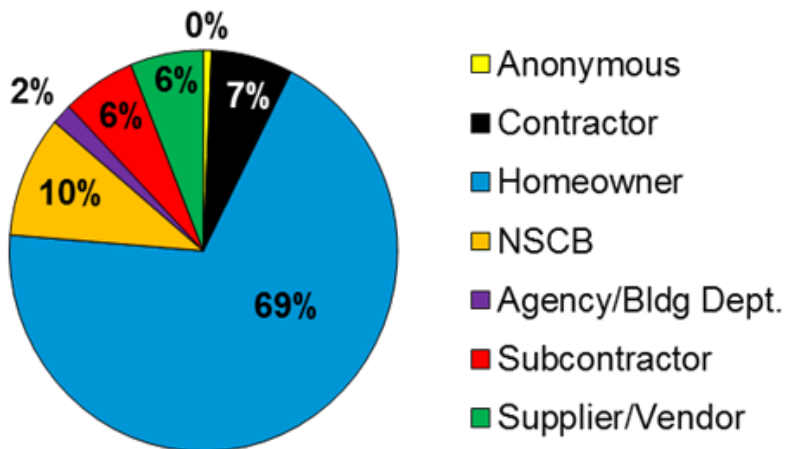
42 Cases referred for disciplinary hearing

- 18 licenses revoked
- 25 fines imposed totalling \$63,050 and \$26,897 in investigative costs.

Compliance Complaints by Month



Source of Complaints

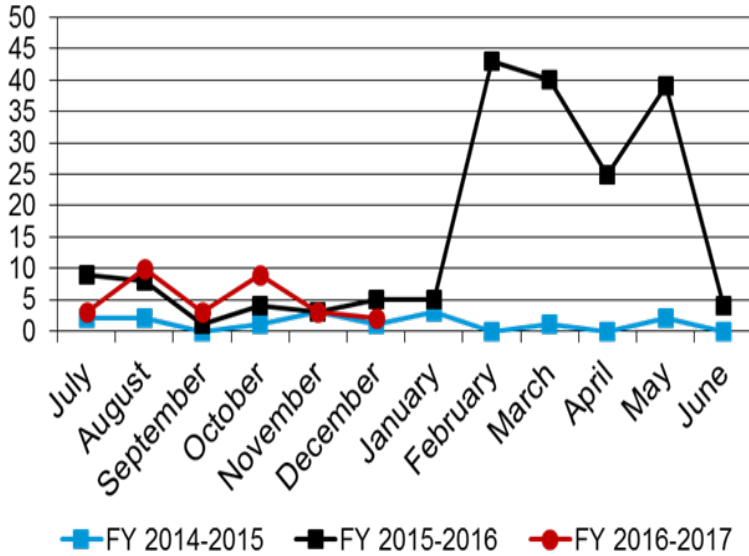


TYPES OF VIOLATIONS

Advertising	1
Fraudulent	21
Misuse of License	4
Other	62
Outside Scope	8
Over Limit	2
Money Owing	44
Workmanship	160

Enforcement - Residential Recovery Fund

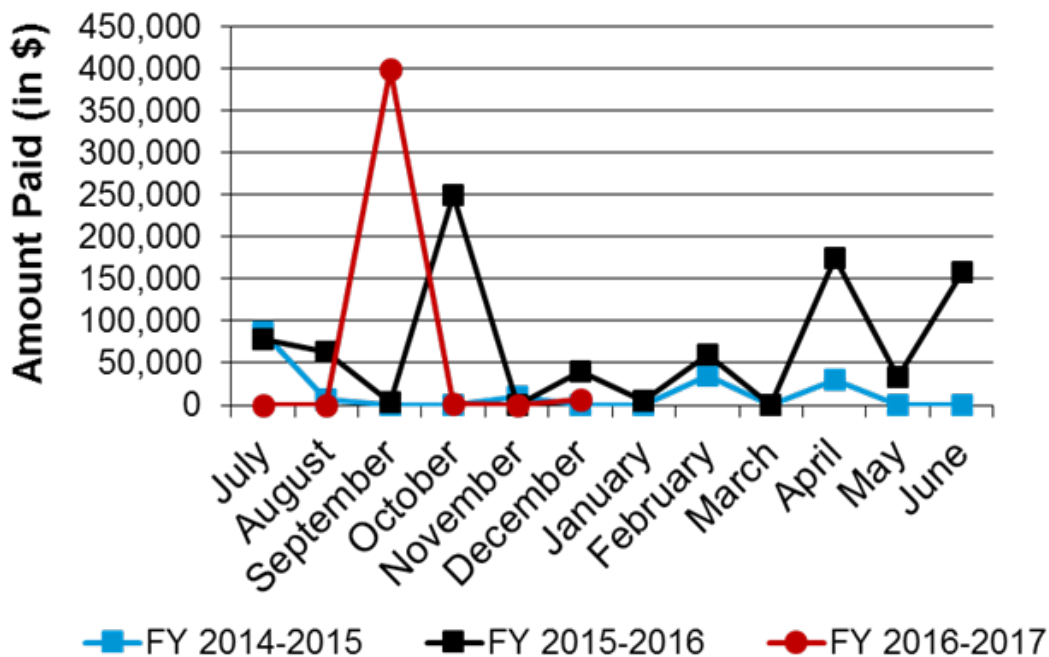
Recovery Fund Claims Filed



QUARTER SNAPSHOT

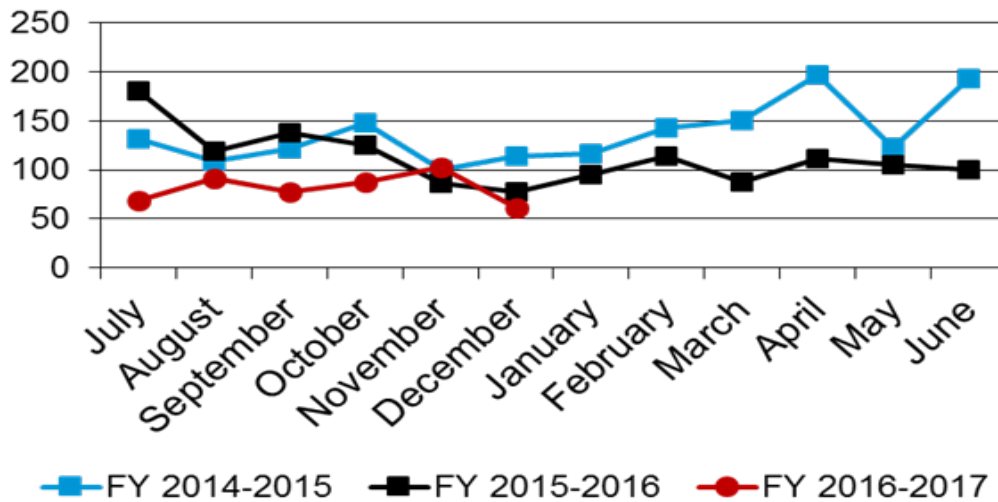
- 11 Claims Opened
- 3 Cases Awarded Funds
Totaling \$8,390
- Average Claim: \$2,797
- 1 Case Dismissed
- RF Balance: \$5.9 million

Recovery Fund Claims Amount Paid

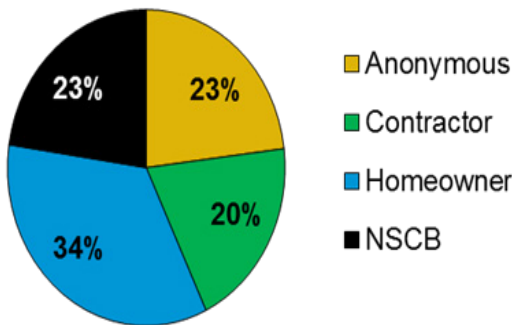


Enforcement Overview - Criminal

Criminal Complaints by Month



Complaint Source



QUARTER SNAPSHOT

Opened Complaints: 250

- 123 Contracting without a License
- 119 Unlawful Advertising
- 8 Criminal Fraud

Closed Complaints: 240

Pending cases: 1,383

3 Administrative Citations

- \$3,000 in Fines
- \$1,275 in Invest. Costs

35 Criminal Citations Issued

25 Criminal Affidavits Filed

52 Criminal convictions recorded

- 39 Misdemeanor
- 9 Gross Misdemeanor
- 4 Felony

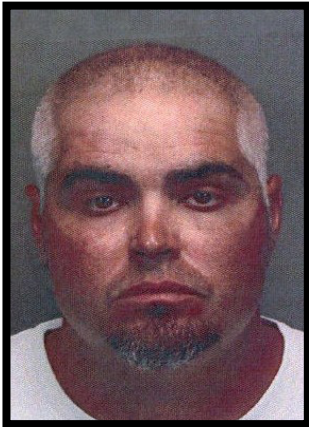
63 Cease and Desist Orders

Case Outcomes

Admin Citation	3
Closed	2
Dismissed	8
Felony	4
Gross Misdemeanor	9
Misdemeanor	39
No Violation	127
Valid	50

Enforcement Highlights

Unlicensed Contractor Convicted Following Board Investigation



On October 17, 2016, the Washoe District Court convicted Austin Joseph Hayden on a gross misdemeanor charge of Contracting Without a License. Hayden, 33, received a one-year jail sentence, which was suspended in lieu of 14 days to be served and probation of up to three years. He will be required to pay more than \$47,500 in restitution to the victims and reimburse the Board for its investigative costs.

The Contractors Board filed charges against Hayden based on two investigations initiated by complaints filed by homeowners. Hayden had been previously investigated by the Board in 2008 after submitting a bid for painting and landscaping services to undercover NSCB investigators.

Hayden is prohibited from engaging in any construction-related services while on probation for the next three years.

Nye County Woman Pleads Guilty to 3 Felony Convictions for Contracting without a License

On Nov. 28, 2016, after more than two years of extensive investigation by NSCB Criminal Investigators, Deanna Tovar, a prior convicted felon for NRS 624.700, pled guilty in Nye County District Court to three counts of Felony Engaging in Business Without a License, resulting from six NSCB cases that were filed by investigators with the Nye County District Attorney's Office.

- **Count 1:** Tovar was sentenced to 48 months in Nye County prison and not eligible for parole until after serving 19 months. Also fined \$500.00 by the court.
- **Count 2:** Tovar was sentenced to 48 months in Nye County prison and not eligible for parole until after serving 19 months. That sentence was suspended and was given 5 year's probation to run consecutive with other sentence. Also Fined \$500.00.
- **Count 3:** Tovar was sentenced to 48 months in Nye County prison and not eligible for parole until after serving 19 months. That sentence was suspended and given 5 year's probation to run consecutive with other sentences. Also fined \$500.00.

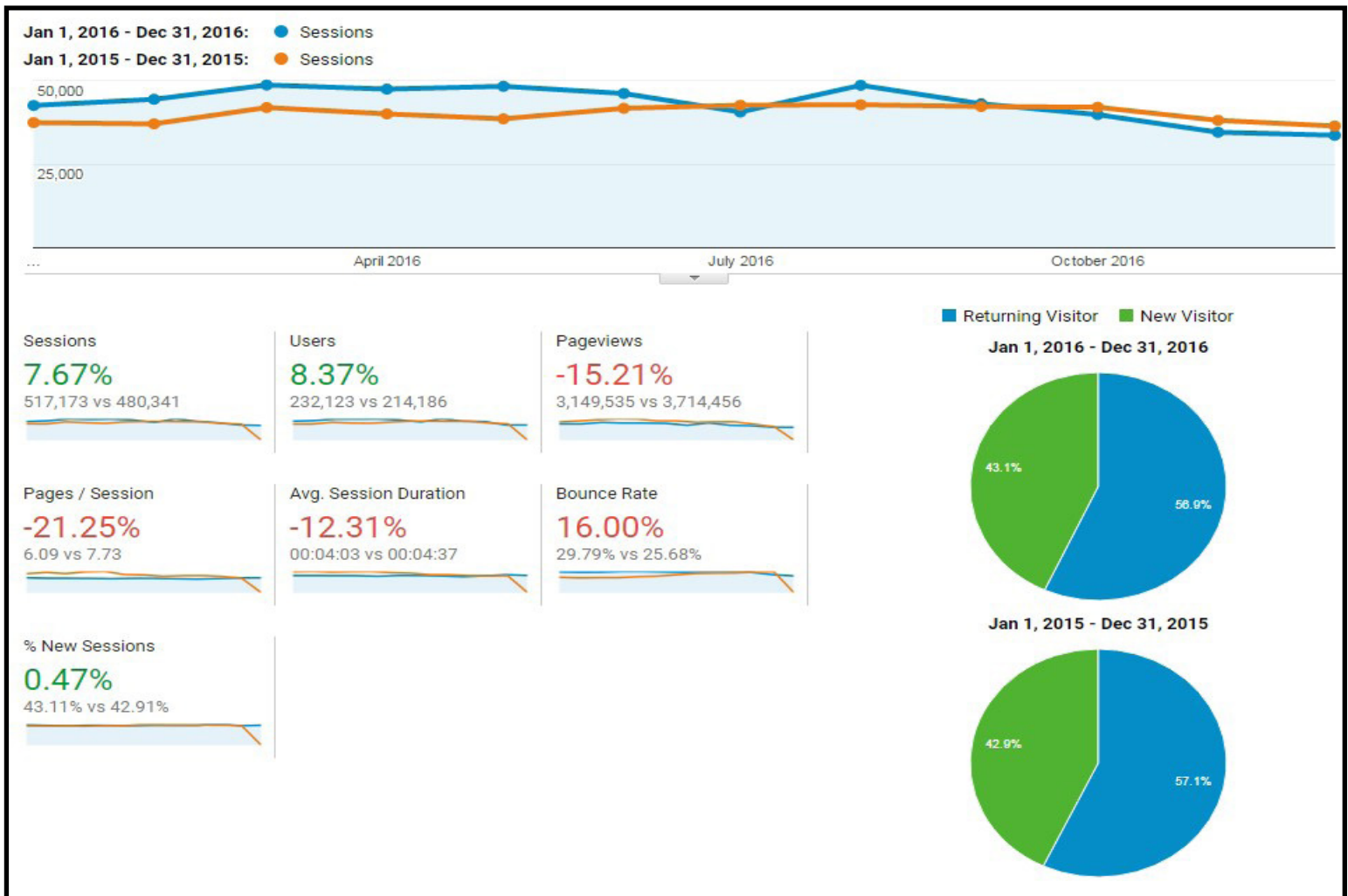
Tovar was fined a total of \$1,500.00 and ordered to pay restitution to the six home owners a total of \$194,051.00.

Information Technology Highlights

Licensing & Enforcement Database Project Continues with Testing

Information Technology worked extensively during the quarter with staff from Licensing and Enforcement to begin testing various data conversion functions for the new database platform. Once complete, staff efforts will begin to focus on internal training and go-live operations.

Quarterly Website Statistics



Public Information Office Highlights

Public Information Office Expands Media Relations; Seeks New Opportunities



UNIVISION



During the quarter, staff met with producers from Univision to tour the Las Vegas facility, discuss existing programs and how NSCB can become involved in future segments, as well as be featured in other print, online, and television mediums. The meeting was highly beneficial and will lead to future paid and unpaid opportunities for the Board to further its awareness of

unlicensed contracting activities and preventative tips to Hispanic communities.

Additionally, staff met with the editor of Las Vegas Woman Magazine to learn of opportunities to reach the female population and further disseminate the Board's message of public protection through online license verification steps.

DIGITAL MEDIA KIT TO LAUNCH SOON



In an effort to more efficiently meet the needs of media outlets and provide a more packaged "image" of the Board, the Public Information Office is working with the Ferraro Group to develop an online media kit. The media kit will include an overview of the Board, the Board's history, Board member and executive staff biographies, strategic initiatives, and other relevant information of interest to reporters.

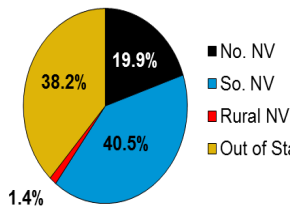


Online Instructional Videos In Development

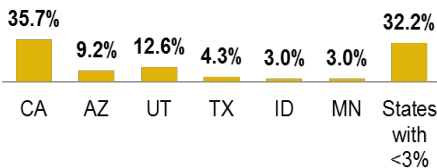
Meeting the strategic initiative to more efficiently serve the needs of our customers, the Public Information Office is currently developing its first online instructional video for licensing applicants. The video aims to walk applicants through significant sections and provide tips to best help expedite their application process. The video will feature a combination of voice-over instructions, application screenshots, and on-screen staff interviews affording viewers a more interactive experience.

Customer Service Survey - Licensing

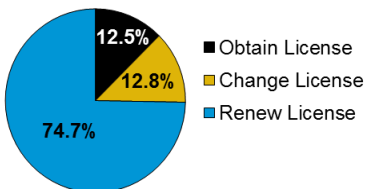
Applicants' Residence



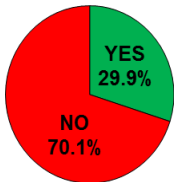
Out-of-State Residents



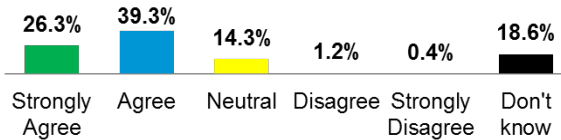
Reason For Contacting Board



Applicant Contacted Board for Help with Forms/Process



Readily Able to Learn Status of License Application



SAMPLING RATE

55% (1,143/2,076)

CUSTOMER FEEDBACK

"Everything was very smooth and easy. I knew within seconds that our license had been renewed."

"I have never had a bad experience with the Board... they've always answered me with respect."

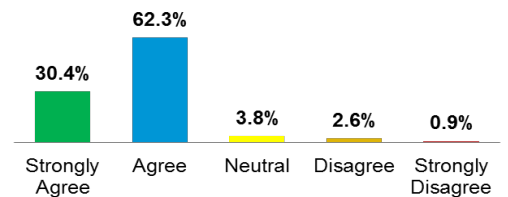
"When I call, they are always spot on, professional, and kind."

"...[Staff] went above and beyond to help me through the process."

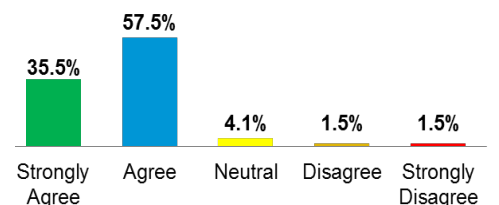
ADDITIONAL STATS

- Over 90% found the licensing forms easy to locate and understand.
- 97% Satisfied with the Board's handling of their application.
- 98% Find value in having a contractor's license.
- 94% Felt the application process to be efficient and timely.
- 78% Had processing times of 0-30 days; 14% reported 30-60 days.

Staff Members Were Readily Accessible to Help

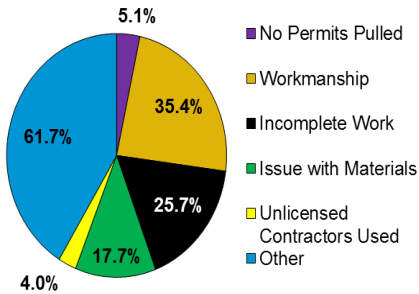


Staff Members Were Well-Trained

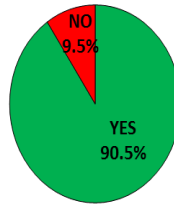


Customer Service Survey - Complainant

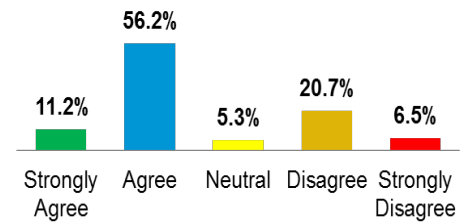
Nature of Complaint



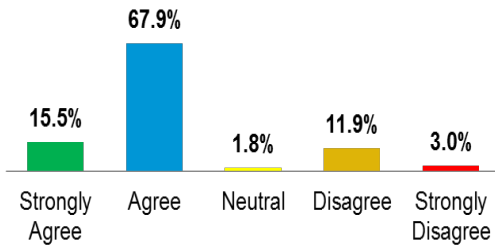
Complainant First Tried Resolving Issue with Contractor



Complainant Was Always Informed of Case Status



Investigator Clearly Communicated What Was Required to Resolve Complaint



SAMPLING RATE

57% (175/305)

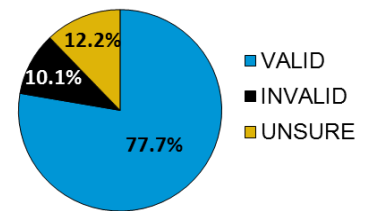
COMPLAINANT FEEDBACK

"This is the third complaint I've filed and every time it has been resolved...I'm very satisfied."

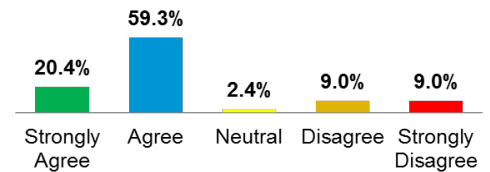
"...well-trained investigators."

"Staff members were helpful...responded every time we had a question."

Case Outcome



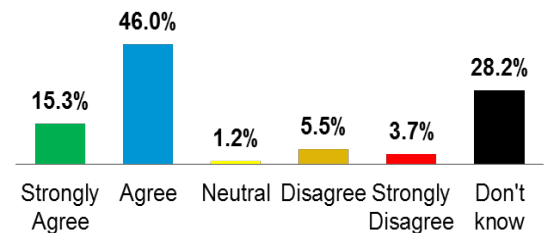
Complainant Understands Reasoning for Outcome



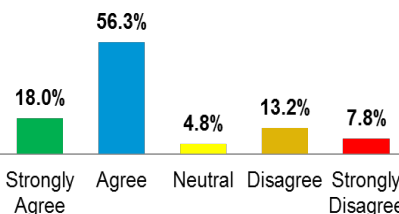
ADDITIONAL STATS

- Approximately 85% found the complaint form, instructions, and process easy to understand.
- 73.7% Were contacted within 10 days of filing a complaint.
- 75.6% Received a jobsite visit by an investigator.
- 96.9% Received written notification of the outcome of their case.
- 70.6% Spoke to their investigator personally or by phone to learn the outcome.
- 86.6% Felt their investigator acted in an unbiased manner.

Investigator Was Knowledgeable of Construction Laws

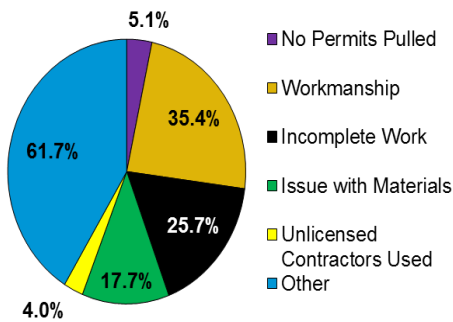


Investigator Was Responsive in Resolving Complaint

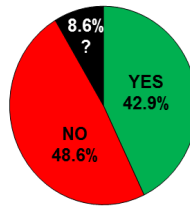


Customer Service Survey - Respondent

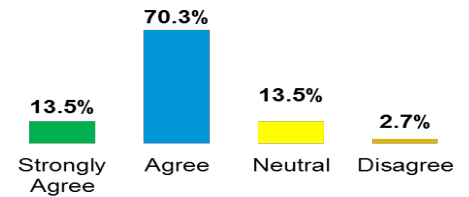
Nature of Complaint



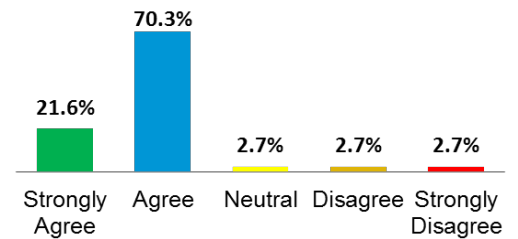
Respondent Contacted Consumer After Complaint Was Filed



Investigator Acted In An Unbiased Manner



Investigator Was Respectful When Resolving Complaint



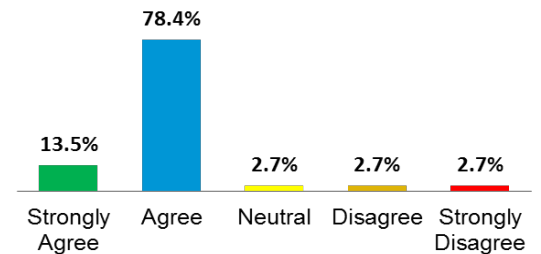
SAMPLING RATE

18% (70/383)

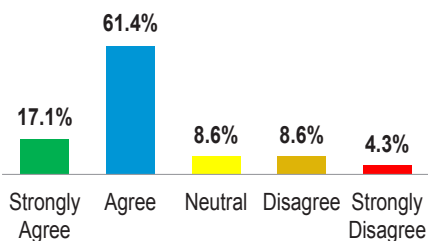
ADDITIONAL STATS

- Respondents reported 100% of complaints against them were resolved.
- 88.5% Felt the Investigator handled the complaint in a professional manner.
- 27.1% Said the customer reached out to them before filing a complaint to try and resolve the issue.

Investigator Was Knowledgeable of Nevada Construction Laws

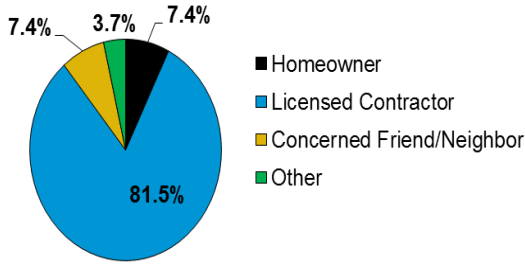


Respondent Felt Outcome Was Fair

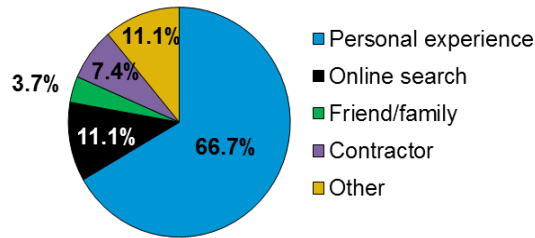


Customer Survey - Unlicensed Complainant

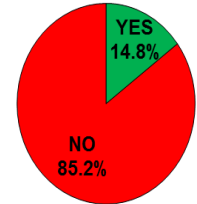
Complainant Type



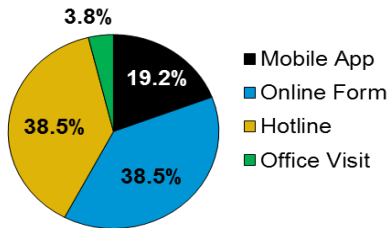
How Complainant Knew To File A Complaint



Complainant Contacted the Board For Help Filing Complaint



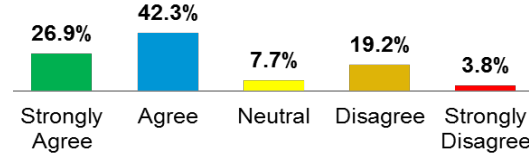
Complaint Filed By:



SAMPLING RATE

82% (27/33)

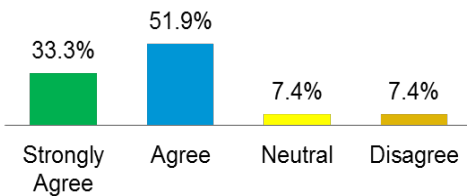
The Board Responded To My Complaint In A Timely Manner



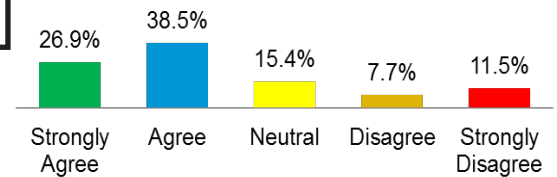
COMPLAINANT FEEDBACK

"Impressed with the way the Board got involved immediately and the results."

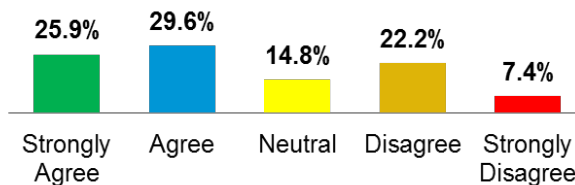
The Process For Submitting A Complaint Was Seamless



Staff Were Professional In Handling My Complaint



Complainant Found Value In Reporting Unlicensed Activity



Looking Forward - Quarter 3

During the months ahead, the Board will be focused on monitoring and engaging in the 2017 Legislative Session, while continuing to make progress on the licensing and enforcement database project, which is nearing the go-live and staff training phase.

In addition to our daily activities, we will also be focused on fulfilling a few key strategic initiatives, including:

- Improving financial literacy by connecting applicants to resources and strengthening the rigor of questions on financing in licensing exams.
- Developing a cadre of subject matter experts within different industry sectors to engage on an as-needed basis.
- Providing short videos on key topics as an online tutorial resource for licensing applicants and for contractors.
- Developing a plan for updating accounting and fund management software.

It's going to be a busy time for us, but that's what makes the day-to-day efforts so enjoyable. Each of our activities aims to support the Board's mission, and we look forward to reporting on the ways we have enhanced our services to the public, while informing them of the many protections the Board has to offer in the process.



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