



Nevada State Contractors Board

STRATEGIC PLAN

**EXECUTIVE OFFICER REPORT
QUARTER TWO REPORT**

October 1 - December 31, 2015



Members of the Board

Jan Leggett, *Chairman*

Margaret Cavin, *Treasurer*

Thomas “Jim” Alexander

Kevin E. Burke

Joe Hernandez

Kent Lay

Guy M. Wells

Executive Leadership

Margi Grein, *Executive Officer*

Nancy Mathias, *Licensing Administrator*

Paul Rozario, *Director of Investigations*

Dan Hammack, *Chief of Enforcement*

members
and
up



Message from the Executive Officer

As we enter the year 2016, I find myself taking pause and thinking back to what it must have been like in 1941 when the Board was first established. To realize how far we've come in our endeavors, the construction undertakings that have been accomplished, and the evolution of the Board's mission is truly remarkable. This year, the Board will celebrate its 75th anniversary and it is still an honor to serve the public knowing every day, efforts are being taken to protect Nevadans' health, safety, and welfare, while we enjoy the ever expanding resources, venues, and opportunities made possible by responsible contractors across this great state.

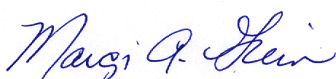
To close out the year, the Board was proud to issue a one-time refund of up to \$198 to nearly 15,000 eligible licensed contractors. The refund was issued from the Board's reserve account, which receives all licensing fees. Being able to return a portion of these fees paid over the last five years to license holders was a pleasant way to ring in the holiday season!

On the enforcement front, the Board hosted a Western States Construction Enforcement Forum where representatives from California, Oregon, Washington, Nevada, Arizona, and Utah participated in a dynamic full-day discussion on topics of renewable energy, crimes against the elderly, public outreach initiatives, fraud investigations, and more. The meeting was the first of its kind and provided a venue for information sharing, strategy building, and continued networking.

Amidst all of the activities we've undertaken this quarter, the Board welcomed its newest member, Kent Lay, and also participated in trainings concerning solar construction and the role of a regulatory board.

This quarter's report is full of promising initiatives and fulfilled opportunities. We are always encouraged when we document our efforts because it shows how far we've come in three-months' time. More importantly, however, is that we end our report with the "Looking Forward" section to remind us of the unpaved roads that lie ahead.

We hope you enjoy this issue and thank you for your continued interest in the Board's activities.

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

Board Welcomes New Member (Goal 4)

Governor Brian Sandoval appointed Kent Lay to serve as the Contractors Board's newest member effective November 5, 2015 through October 31, 2018. Lay is division president and qualified employee of Woodside Homes of Nevada and joins the Board with more than 25 years of experience in residential and commercial general contracting.

Western States Descend Upon Nevada for Enforcement Forum (Goal 2)

In October, enforcement and public information staff from California, Oregon, Washington, Arizona, Utah, and Nevada came together for a full-day forum to discuss a variety of issues facing contractor board enforcement teams. Topics included solar and renewable energy construction, crimes against seniors, fraud investigations, investigator trainings, public outreach initiatives, and more.

B-6 License Classification Created (Goal 1)

After two rounds of regulation workshops and hearings dating back to 2014, the Board's efforts to create a permanent B-6 license classification to allow for the remodel and repair work in high rise structures over three stories successfully passed the Legislative Commission's Subcommittee to Review Regulations in December. The regulation was filed with the Secretary of State's office and became effective December 30, 2015.

Board Receives Comprehensive Regulatory Training (Goals 4 & 5)

Board members attended a training by Dale Atkinson of FARB alongside NSCB managers in December. The training was interactive and provided members and staff with current information on regulatory case law, roles, and functions of a regulatory board.

NSCB Honors Veterans; Recognizes Staff for Time Employed with Board (Goal 5)

During the quarter, NSCB took time to honor its veteran members and staff in the 2015 Veterans' Day Celebration. Additionally, the Executive Officer formally recognized staff members who have been employed with the Board for five or more years. Several staff received recognition for having 10-20+ years of employment.

Board Offers Several Staff Trainings Staff (Goal 5)

A number of staff trainings were held in the last three months, which included topics of solar installations, media interviews, and sexual harassment prevention for supervisors. Licensing staff also received state training on customer service. Each of these efforts help staff reach their 16 hours of training due by the end of the year.

Board Develops New Customer Feedback & Consumer Outreach Strategies (Goal 3)

As part of its ongoing strategic initiatives to promote and track the services offered to the public, the Board finalized efforts with University of Nevada, Las Vegas to initiate telephone surveys. The new consumer feedback tools are expected to launch at the start of the New Year. Additionally, the Board is developing a 2016 Public Campaign to engage Nevada consumers, encourage the hiring of licensed contractors, promote the Residential Recovery Fund, and partner with local and state representatives.

One-Time Refund Issued to Nearly 15,000 Licensees (Goals 1 & 5)

Just before the holidays, the Board issued a one-time refund to nearly 15,000 eligible licensed contractors who had paid licensing fees over the last five years. The refund was initiated in an effort to reduce the Board's Reserve Account, which receives all licensing fees.

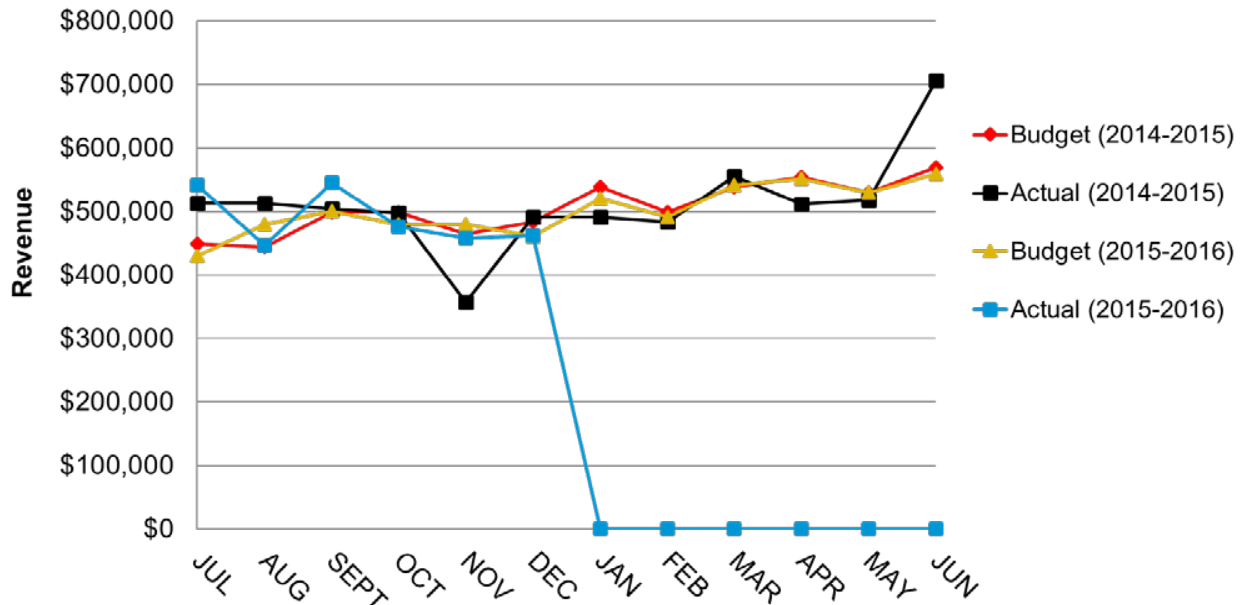
Licensing - Data Dashboard

Budget (2014-2015)	JULY-14	AUG-14	SEPT-14	OCT-14	NOV-14	DEC-14	JAN-15	FEB-15	MAR-15	APR-15	MAY-15	JUN-15	TOTALS
License Renewals	\$285,000	\$280,000	\$335,000	\$335,000	\$300,000	\$320,000	\$375,000	\$335,000	\$375,000	\$390,000	\$365,000	\$405,000	\$4,100,000
New License Fee	\$49,166	\$49,166	\$49,166	\$49,166	\$49,166	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$590,000
Application Fee	\$35,417	\$35,416	\$35,416	\$35,416	\$35,417	\$35,416	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$425,000
License Changes	\$29,167	\$29,166	\$29,167	\$29,166	\$29,167	\$29,167	\$29,166	\$29,167	\$29,167	\$29,167	\$29,166	\$29,167	\$350,000
Investigative Recov Costs	\$29,167	\$29,166	\$29,167	\$29,166	\$29,167	\$29,167	\$29,166	\$29,167	\$29,167	\$29,167	\$29,166	\$29,167	\$350,000
Renewal Late Fees	\$8,333	\$8,333	\$8,334	\$8,333	\$8,333	\$8,334	\$8,333	\$8,333	\$8,334	\$8,333	\$8,334	\$8,333	\$100,000
Renewal Inactive Fee	\$12,917	\$12,916	\$12,917	\$12,917	\$12,916	\$12,917	\$12,917	\$12,916	\$12,917	\$12,917	\$12,916	\$12,917	\$155,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$449,167	\$444,163	\$499,167	\$499,164	\$464,167	\$484,168	\$539,166	\$499,167	\$539,169	\$554,168	\$529,166	\$569,168	\$6,070,000
Actual (2014-2015)	JULY-14	AUG-14	SEPT-14	OCT-14	NOV-14	DEC-14	JAN-15	FEB-15	MAR-15	APR-15	MAY-15	JUN-15	TOTALS
License Renewals	\$328,500	\$328,375	\$334,475	\$331,700	\$215,200	\$320,503	\$355,450	\$326,550	\$366,910	\$340,925	\$351,270	\$404,765	\$4,004,623
New License Fee	\$66,000	\$65,400	\$35,700	\$58,500	\$45,600	\$58,700	\$41,000	\$52,800	\$50,450	\$45,600	\$54,000	\$56,700	\$630,450
Application Fee	\$34,800	\$36,050	\$35,400	\$33,300	\$34,550	\$33,650	\$27,600	\$33,900	\$48,300	\$42,950	\$39,000	\$52,200	\$451,700
License Changes	\$35,725	\$36,075	\$31,250	\$36,050	\$31,175	\$28,675	\$27,175	\$29,250	\$36,525	\$37,025	\$29,725	\$37,200	\$395,850
Investigative Recov Costs	\$33,592	\$31,719	\$43,165	\$17,925	\$16,400	\$36,332	\$24,094	\$23,298	\$31,375	\$28,616	\$28,991	\$134,580	\$450,086
Renewal Late Fees	\$7,275	\$7,200	\$7,390	\$7,875	\$4,500	\$6,685	\$6,880	\$7,295	\$5,813	\$6,975	\$6,300	\$8,063	\$82,250
Renewal Inactive Fee	\$7,800	\$8,775	\$16,313	\$12,775	\$9,300	\$6,538	\$9,000	\$10,200	\$15,600	\$9,300	\$8,400	\$12,900	\$126,900
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$513,692	\$513,594	\$503,692	\$498,125	\$356,725	\$491,082	\$491,199	\$483,293	\$554,972	\$511,391	\$517,686	\$706,408	\$6,141,858
Variance (2014-2015)	JULY-14	AUG-14	SEPT-14	OCT-14	NOV-14	DEC-14	JAN-15	FEB-15	MAR-15	APR-15	MAY-15	JUN-15	TOTALS
License Renewals	\$43,500	\$48,375	(\$525)	(\$3,300)	(\$84,800)	\$503	(\$19,550)	(\$8,450)	(\$8,090)	(\$49,075)	(\$13,730)	(\$235)	(\$95,378)
New License Fee	\$16,834	\$16,234	(\$13,466)	\$9,334	(\$3,567)	\$9,533	(\$8,167)	\$3,633	\$1,283	(\$3,567)	\$4,833	\$7,533	\$40,450
Application Fee	(\$617)	\$634	(\$16)	(\$2,116)	(\$867)	(\$1,766)	(\$7,817)	(\$1,517)	\$12,883	\$7,533	\$3,583	\$16,783	\$26,700
License Changes	\$6,558	\$6,909	\$2,083	\$6,884	\$2,008	(\$492)	(\$1,991)	\$83	\$7,358	\$7,858	\$559	\$8,033	\$45,850
Investigative Recov Costs	\$4,425	\$2,553	\$13,998	(\$11,241)	(\$12,767)	\$7,165	(\$5,072)	(\$5,869)	\$2,208	(\$551)	(\$175)	\$105,413	\$100,086
Renewal Late Fees	(\$1,058)	(\$1,133)	(\$944)	(\$458)	(\$3,833)	(\$1,649)	(\$1,453)	(\$1,038)	(\$2,522)	(\$1,358)	(\$2,034)	(\$271)	(\$17,750)
Renewal Inactive Fee	(\$5,117)	(\$4,141)	\$3,396	(\$142)	(\$3,616)	(\$6,380)	(\$3,917)	(\$2,716)	\$2,683	(\$3,617)	(\$4,516)	(\$17)	(\$28,100)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$64,525	\$69,431	\$4,525	(\$1,039)	(\$107,442)	\$6,914	(\$47,967)	(\$15,874)	\$15,803	(\$42,777)	(\$11,480)	\$137,240	\$71,858
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	\$49,167	\$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							\$1,882,233
New License Fee	\$47,400	\$59,700	\$67,350	\$62,700	\$51,300	\$56,750							\$345,200
Application Fee	\$43,200	\$42,000	\$43,600	\$35,400	\$37,800	\$32,100							\$234,100
License Changes	\$31,000	\$27,200	\$30,950	\$30,225	\$32,250	\$27,000							\$178,625
Investigative Recov Costs	\$45,087	\$25,971	\$24,526	\$31,905	\$35,944	\$40,033							\$203,467
Renewal Late Fees	\$5,775	\$6,450	\$10,075	\$5,800	\$6,675	\$6,100							\$40,875
Renewal Inactive Fee	\$6,900	\$8,400	\$12,038	\$6,900	\$8,400	\$1,133							\$43,770
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	\$0	\$0	\$0	\$0	\$0	\$0	\$2,928,269
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)	(\$360,000)	(\$330,000)	(\$380,000)	(\$390,000)	(\$370,000)	(\$400,000)	(\$2,217,768)
New License Fee	(\$1,770)	\$10,535	\$18,180	\$13,535	\$2,130	\$7,585	(\$49,170)	(\$49,160)	(\$49,170)	(\$49,165)	(\$49,170)	(\$49,160)	(\$244,800)
Application Fee	\$7,785	\$6,585	\$8,183	(\$17)	\$2,383	(\$3,317)	(\$35,417)	(\$35,417)	(\$35,417)	(\$35,417)	(\$35,417)	(\$35,417)	(\$190,900)
License Changes	\$1,000	(\$2,800)	\$950	\$225	\$2,250	(\$3,000)	(\$30,000)	(\$30,000)	(\$30,000)	(\$30,000)	(\$30,000)	(\$30,000)	(\$181,375)
Investigative Recov Costs	\$15,921	(\$3,196)	(\$4,641)	\$2,739	\$6,777	\$10,866	(\$29,166)	(\$29,167)	(\$29,167)	(\$29,166)	(\$29,167)	(\$29,167)	(\$146,533)
Renewal Late Fees	(\$890)	(\$220)	\$3,410	(\$865)	\$10	(\$570)	(\$6,665)	(\$6,665)	(\$6,670)	(\$6,665)	(\$6,665)	(\$6,670)	(\$39,125)
Renewal Inactive Fee	(\$3,100)	(\$1,600)	\$2,038	(\$3,100)	(\$1,600)	(\$8,868)	(\$10,500)	(\$10,500)	(\$10,500)	(\$10,500)	(\$9,000)	(\$9,000)	(\$76,230)
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	(\$520,918)	(\$490,909)	(\$540,924)	(\$550,913)	(\$529,419)	(\$559,414)	(\$3,096,731)



Licensing - Q2 Snapshot

**Application, Renewal & Cost Recovery Revenue
(FISCAL YEARS 2014-2015 / 2015-2016)**



October to December 2015	
Licenses (Beginning of Quarter)	15,990
New Licenses Issued	293
Licenses Cancelled / Surrendered / Revoked	(275)
Variance in Suspended/Reinstated Licenses	19
Licenses (End of Quarter)	16,027
# of Licenses on Oct 01, 2015	15,990
# of Licenses on Dec 31, 2015	16,027
Net YTD (Fiscal Year)	
Licenses Gained / Lost	37
Renewal Revenue Gained / Lost	\$22,200
*Does not include suspended licenses	

FISCAL YTD LICENSING FEE TOTALS (FY2016)			
LICENSING FEES	BUDGET	ACTUAL	VARIANCE
License Renewals	4,100,000	1,882,233	(2,217,768)
New License Fee	590,000	345,200	(244,800)
Application Fee	425,000	234,100	(190,900)
License Changes	360,000	178,625	(181,375)
Invest Recov Costs	350,000	203,467	(146,533)
Renewal Late Fees	80,000	40,875	(39,125)
Renewal Inactive Fee	120,000	43,770	(76,230)

180 Day Retention Rate			
Projected Year-End Retention Rate	Jul 2015	16,033	
	Cancellations	(539)	(3.36%)
	New Licenses	546	3.41%
	Susp/Reinstat	(23)	(0.14%)
	Dec 2015	16,027	
	Change	(6)	
6 Month Rolling	% Change	-0.04%	

90 Day Retention Rate			
Projected Year-End Retention Rate	Sep 2015	15,990	
	Cancellations	(275)	(1.72%)
	New Licenses	293	1.83%
	Susp/Reinstat	19	0.12%
	Dec 2015	16,027	
	Change	37	
3 Month Rolling	% Change	0.23%	

Licensing - Overview

QUARTERLY STATS

New License Apps: 355 (+2%)

- 313 Approved
- 29 Tabled/Denied
- Avg. Processing Time 70 days; 46% approved/denied within 60 days

Issued Licenses: 293 (+3.9%)

License Change Apps: 706 (-7%)

- Avg. Processing Time 24 days; 79% approved/denied within 30 days

Active Licenses: 15,059 (+1%)

Inactive Licenses: 968 (-12%)

- 53 Placed on Inactive Status During Q2 (+1.9%)

Voluntary Surrender: 53 (-14.5%)

Active License Renewals:

1,425 (+0.1%)

Inactive License Renewals:

74 (-31.4%)

Online Renewals: 492

- 33% of total renewed licenses

License Suspensions (no bond):

- 183 (-16.8%)

Licenses Cancelled: 206 (-19.8%)

Application Denial Hearings:

- 25 (-24.2%)

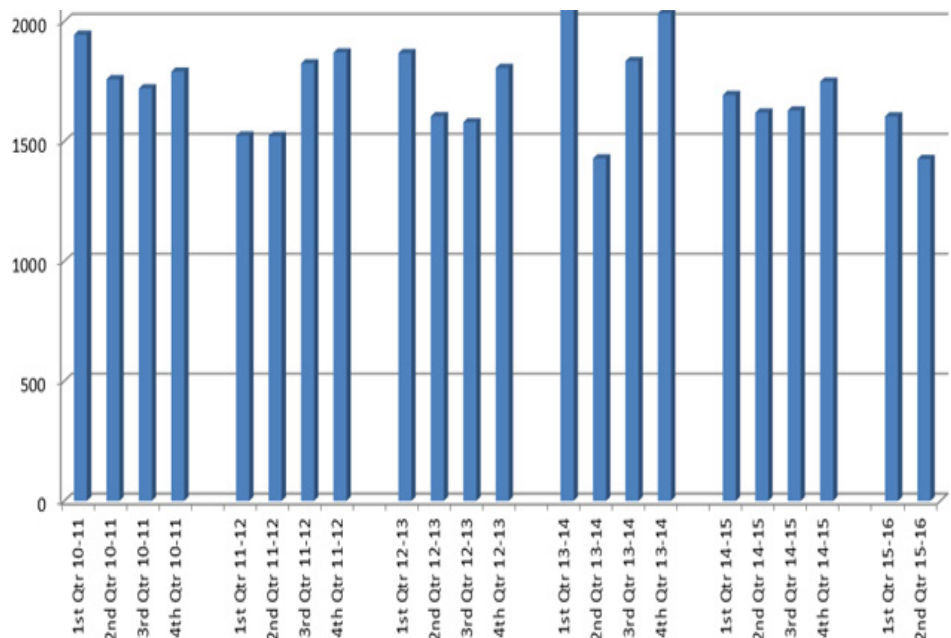
Financial Responsibility Hearings:

- 6 (-20%)

New Licenses Issued

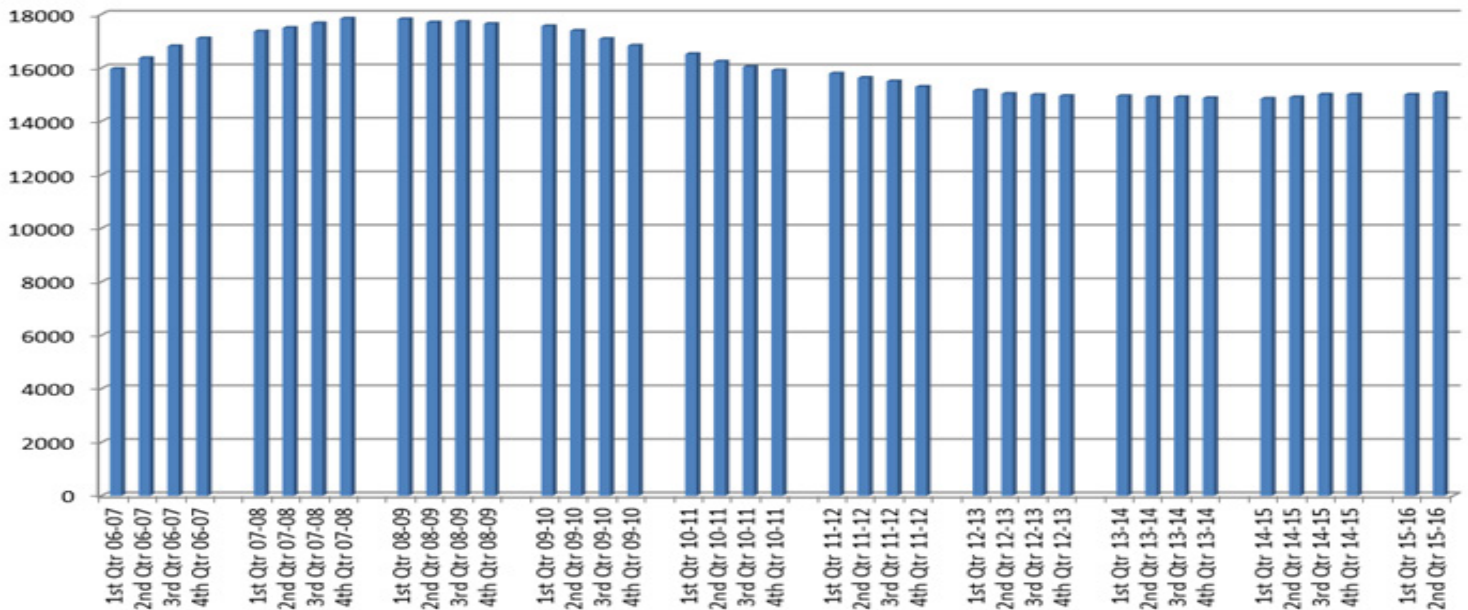
	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16
JUL	100	95	86	89	112	84
AUG	83	107	79	99	120	87
SEPT	85	70	74	72	78	92
1st Qtr	268	272	239	260	310	263
OCT	84	77	83	88	92	104
NOV	90	77	84	65	82	94
DEC	110	70	65	93	108	95
2nd Qtr	284	224	232	246	282	293
JAN	76	68	85	86	77	
FEB	79	83	78	79	76	
MAR	96	90	85	72	107	
3rd Qtr	251	241	248	237	260	0
APR	101	85	89	75	77	
MAY	116	65	71	91	75	
JUN	83	79	97	96	99	
4th Qtr	300	229	257	262	251	0
TOTAL	1,103	966	976	1,005	1,103	556

Active Renewals

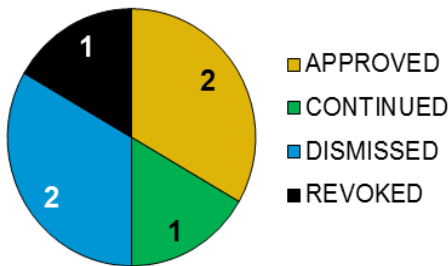


Licensing - Highlights

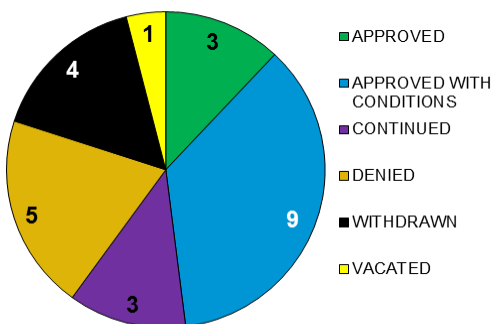
Active Licenses



FINANCIAL RESPONSIBILITY HEARING OUTCOMES



NEW APPLICATION DENIAL HEARING OUTCOMES



HIGHLIGHTS

- The B-6 Licensing Classification was approved by the Legislative Commission's Subcommittee to Review Regulations and became effective December 30, 2015.
- A team of licensing and public information staff came together during the quarter to streamline and improve the existing licensing application. Changes made reduced the application by three pages and enhanced the organization of information requested of applicants.
- Various licensing staff participated in numerous design review meetings with GL Solutions concerning the new licensing and enforcement database project.

Enforcement - Compliance Overview

QUARTER SNAPSHOT

Opened Complaints: 419

- 184 Workmanship
- 73 Money Owing
- 162 Industry Regulation

Pending cases: 295

66 administrative citations issued

Closed complaints: 472

- \$64,475 in Fines
- \$29,173 in investigative costs

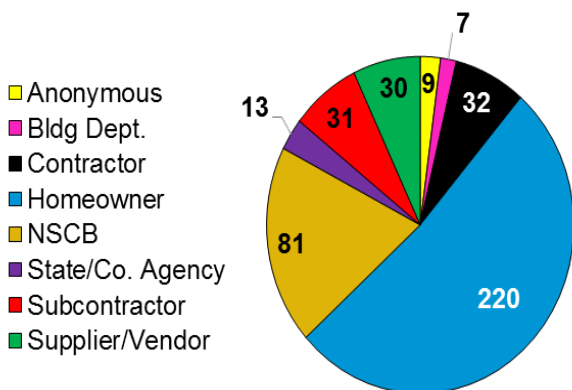
37 Cases referred for disciplinary hearing

- 9 licenses revoked
- 36 fines imposed totalling \$62,100 and \$34,347 in investigative costs

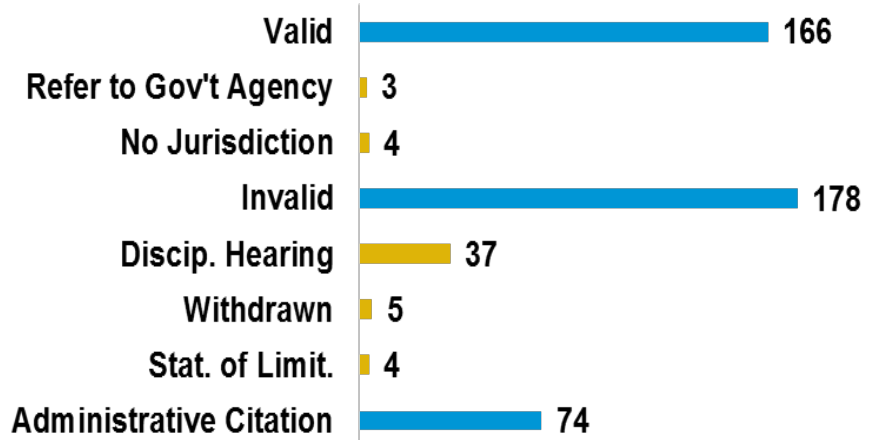
Compliance Complaints Filed

	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16
COMPLAINTS					
JUL	148	157	145	167	144
AUG	226	158	142	168	158
SEPT	171	171	123	151	129
1st Qtr	545	486	410	486	431
OCT	204	185	132	148	177
NOV	187	155	109	121	132
DEC	174	134	135	119	112
2nd Qtr	565	474	376	388	421
JAN	169	186	122	139	
FEB	174	165	119	158	
MAR	163	147	130	152	
3rd Qtr	506	498	371	449	0
APR	162	162	141	166	
MAY	159	147	160	153	
JUN	166	131	162	172	
4th Qtr	487	440	463	491	0

Source of Complaint

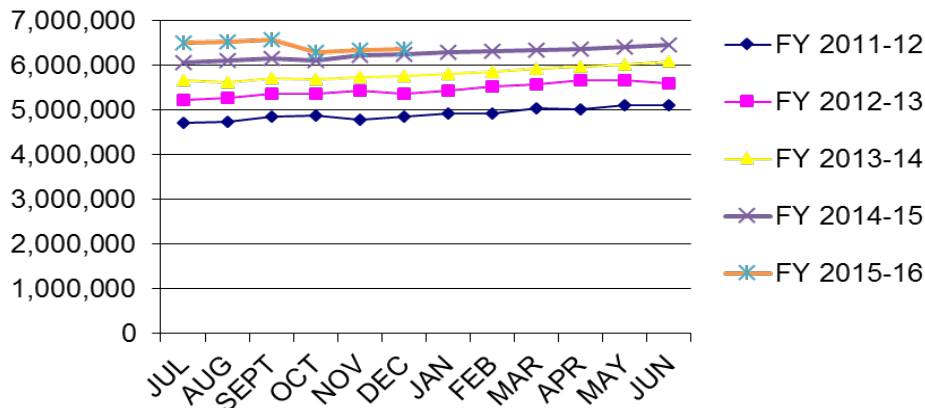


Closed Case Outcomes



Enforcement - Residential Recovery Fund

Recovery Fund Balance

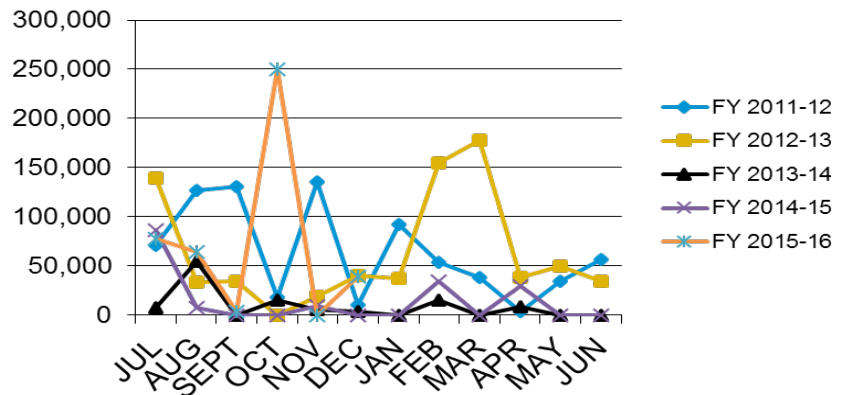


QUARTER SNAPSHOT

11 Claims Opened
 33 Cases Awarded Funds
 2 Cases Continued
 2 Cases Denied
 RF Balance: \$6.3 million

	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16
CLAIMS FILED					
JUL	9	10	2	2	9
AUG	6	2	6	2	8
SEPT	8	1	3	0	1
1st Qtr	23	13	11	4	18
OCT	3	0	2	1	4
NOV	11	1	2	3	3
DEC	4	3	2	1	5
2nd Qtr	18	4	6	5	12
JAN	6	3	4	3	
FEB	3	5	4	0	
MAR	2	8	1	1	
3rd Qtr	11	16	9	4	0
APR	4	5	3	0	
MAY	1	2	5	2	
JUN	4	1	4	0	
4th Qtr	9	8	12	2	0

Recovery Fund Claims Amount Paid



Victims of Creative Interior Solutions Continue to Seek Assistance From Recovery Fund

During the first quarter, the Board reported a significant disciplinary case against Creative Interior Solutions, which resulted in the revocation of their license and \$60,000 in fines. Additionally, the Board submitted 15 criminal fraud cases to the District Attorney, which are currently pending. Following the disciplinary hearing, 16 parties filed claims for recovery of damages and were awarded over \$185,000 collectively. While no additional Recovery Fund cases were heard during the second quarter, the Board is in receipt of additional Recovery Fund claims relative to this case and will bring those forward during the third quarter.

Enforcement Overview - Criminal

QUARTER SNAPSHOT

Opened Complaints: 288

- 195 Contracting w/o License
- 79 Unlawful Advertising
- 7 Criminal Fraud

Closed Complaints: 329

Pending cases: 1,365

24 Administrative Citation

56 Criminal Citations Issued

50 Criminal Charges Filed

80 Criminal convictions recorded

- 77 Misdemeanor
- 2 Gross Misdemeanor
- 1 Felony

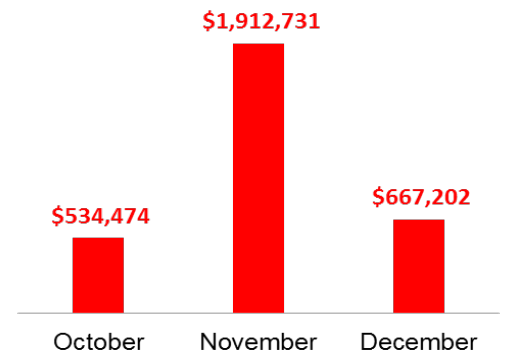
130 Cease and Desist Orders

Criminal Complaints Filed

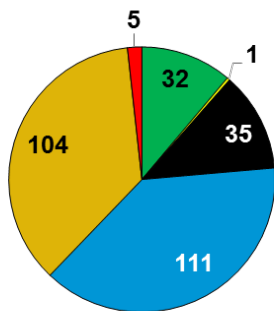
	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16
COMPLAINTS RECEIVED					
JUL	93	128	107	131	181
AUG	138	114	89	109	119
SEPT	80	81	89	121	138
1st Qtr	311	323	285	361	438
OCT	105	106	92	148	125
NOV	60	64	101	100	86
DEC	73	57	55	114	77
2nd Qtr	238	227	248	362	288
JAN	73	107	111	116	
FEB	107	104	121	143	
MAR	107	83	121	151	
3rd Qtr	287	294	353	410	0
APR	136	117	164	197	
MAY	119	114	164	123	
JUN	148	119	135	193	
4th Qtr	403	350	463	513	0

Over \$3.1 million

was **lost** to unlicensed contractors in NORTHERN NEVADA alone during the 2nd Quarter. This value is calculated based on criminal complaints received and the contract values associated with them.

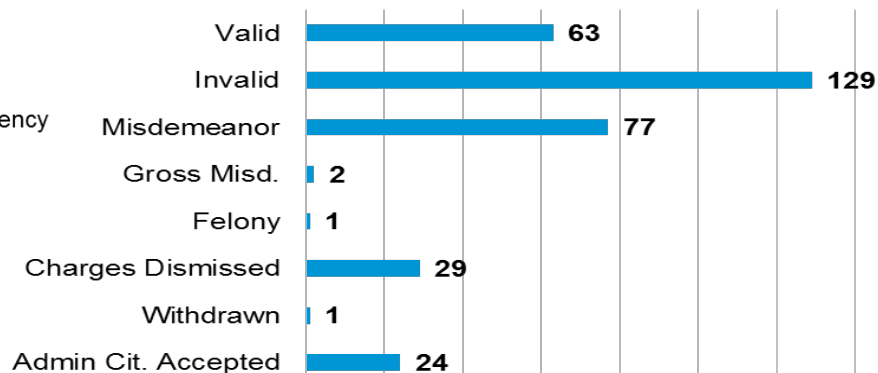


Source of Complaints



- Anonymous
- Contractor
- NSCB
- Bldg. Dept.
- Homeowner
- State/Co. Agency

Closed Case Outcomes



Enforcement Highlights



Board Hosts Western States Enforcement Forum

On October 29, 2015, the Board hosted its first Western States Forum on Construction Enforcement in what will become an annual tradition. Participating in the meeting were executive, enforcement and public relations staff from Arizona, California, Nevada, Oregon, Utah, and Washington.

The forum provided an opportunity to discuss and better understand each states' investigative and public outreach programs. Topics reviewed during the meeting included Board overview/structure; solar/renewable energies; exploitation of senior citizens; administrative v. criminal prosecutions; trends in criminal construction activities; and public outreach initiatives.

Solar Construction



Continuing to be engaged in solar construction trends, evolving technologies, and opportunities for enhanced learning, enforcement coordinated an all-staff training on residential solar installations during the quarter. Staff received information on the system components, as well as tips to visually check a system to see if certain code requirements were done properly.

Also during the quarter, staff met with the director of the U.S. Green Building Council regarding renewable energy trends and products. While the meeting was informational in nature, it opened the door to future partnering opportunities to educate various industries and the public at large.

Unlicensed Pool Contractor Sought in Fraud Probe



A Consumer Alert was issued November 16, 2015 warning Nevada homeowners of unlicensed pool contractor, Justin Louis Galindo or Jayson Luxx (alias), who is alleged to have committed fraud and false representation by beginning and abandoning residential pool projects.

Allegedly, Galindo meets with potential customers and presents them a bid on behalf of a legitimate Nevada-based business. He then claims to be the owner of a California-based company, A&A Tops, and offers to build the pool at a significantly lower cost.

Once agreed to, Galindo begins construction on the pool, completing up to three quarters and then abandons the project leaving homeowners with a host of code violations, HOA fines, and tens of thousands of dollars in repair and completion costs, in addition to the \$60,000 Galindo obtains through the pool construction contract with the homeowner.

Information Technology Highlights



Technological upgrades were implemented during the quarter. All staff in the Henderson office received a new PC, which included software upgrades to Microsoft Office 2013. Reno staff will be receiving PC upgrades in the weeks to come. Additionally, the large conference rooms in Henderson were equipped with PCs and monitors to better serve the needs of staff when meeting with customers.

UPDATE ON DATABASE UPGRADE

IT and Board staff continue to work with GL Solutions on detailed technical specifications for the various business practices utilized by each department.



Quarterly website statistics

FY 2015-16 Q2 v. Q1

Website Statistics

Sessions: -8.70%
Users: -8.30%
Pages: -14.23%

Website Sessions by Devices

Desktop: -8.46%
Mobile: -9.17%
Tablet: -11.66%

FY 2015-16 Q2 v. FY 2014-15 Q2

Website Statistics

Sessions: 14.68%
Users: 19.60%
Pages: -7.11%

Website Sessions by Devices

Desktop: 11.96%
Mobile: 33.64%
Tablet: 12.13%

Sessions

-8.70%
116,397 vs 127,486

Users

-8.30%
58,811 vs 64,132

Pageviews

-14.23%
794,276 vs 926,002

Pages / Session

-6.05%
6.82 vs 7.26

Avg. Session Duration

-8.90%
00:04:03 vs 00:04:27

Bounce Rate

7.84%
29.82% vs 27.65%

% New Sessions

-1.61%
43.55% vs 44.26%

Public Information Office Highlights

75th Anniversary Tour

During the quarter, the Public Information Office worked with The Ferraro Group on a media campaign that will celebrate the Board's 75th Anniversary in 2016 by hosting several forums throughout the state in the months to come.

The tour will promote the Board's partnering efforts among state and local officials, government leaders, industry representatives, and will also address four key topics of importance to the Board: Senior Safety; Integrity of the Construction Industry; Public Protection & the Residential Recovery Fund; and Disaster Preparedness.

The campaign is expected to launch in March 2016 and will run through October 2016. It is NSCB's goal to host a minimum of one event each month, alternating between the north and south ends of the state. Each event will aim to include a charitable opportunity and strong media coverage.



Telephone surveys

Four telephone questionnaires were submitted to UNLV, who is expected to begin administering verbal surveys to the Board's customers in the coming weeks. The more personalized approach hopes to gather a broader understanding of customers' experiences as well as enhanced data collection efforts to accompany the Board's online surveys.

Recovery Fund Awareness

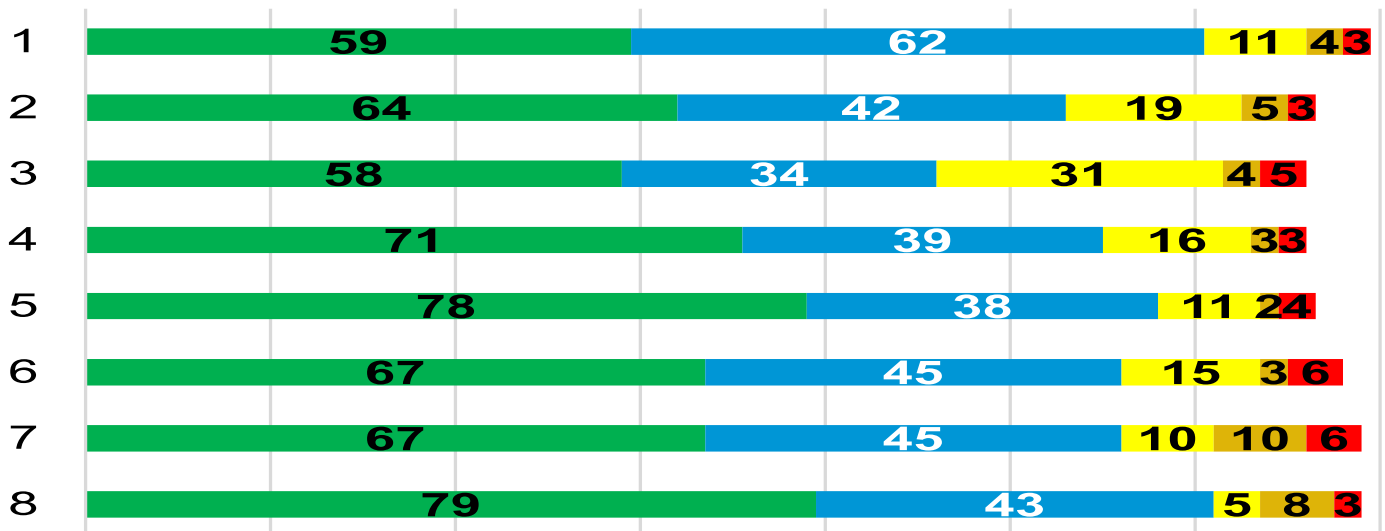
As part of this quarter's strategic initiatives, the Public Information Office has been exploring new ways to inform homeowners of the Residential Recovery Fund.

In addition to promoting the Fund through public events, as noted above in the campaign tour, the Board will begin sending out information to homeowners engaged in an active project that requires licensure. To accomplish this, the Board is gathering contact information relative to pulled permits from the local Building Departments and will send correspondence and the Board's Recovery Fund brochure to all applicable homeowners.



Customer Service Survey - Licensing

Quarter 2 Licensing Feedback

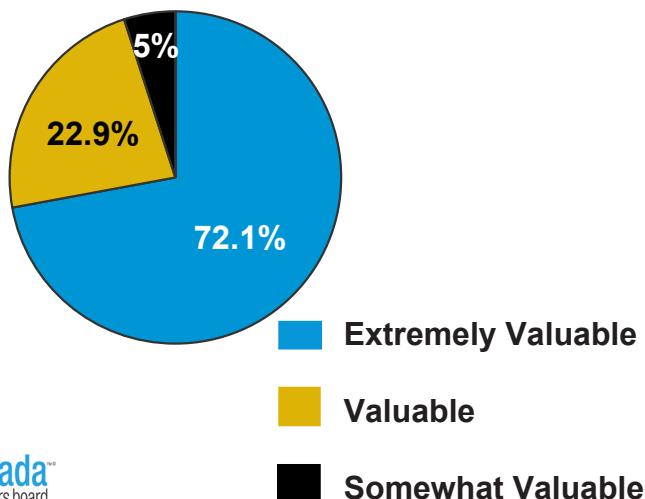


SURVEY QUESTION KEY

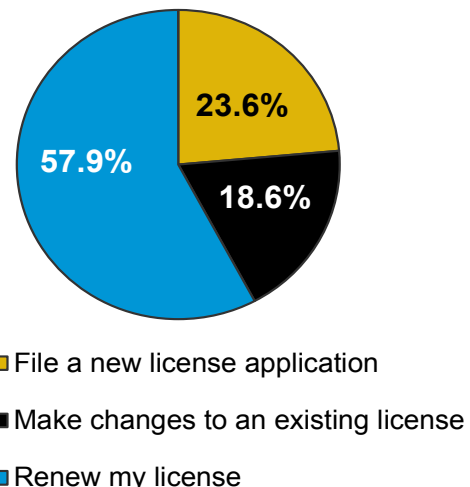
1. The forms and instructions were clear and easily accessible.
2. NSCB staff notified me of problems/issues within a reasonable timeframe.
3. NSCB staff kept me informed of the progress of my licensing request.
4. NSCB staff was responsive to my questions and concerns.
5. I was treated with respect 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.

Response Rate 7.4%
(140 of 1,900)

How Contractors Value Their License

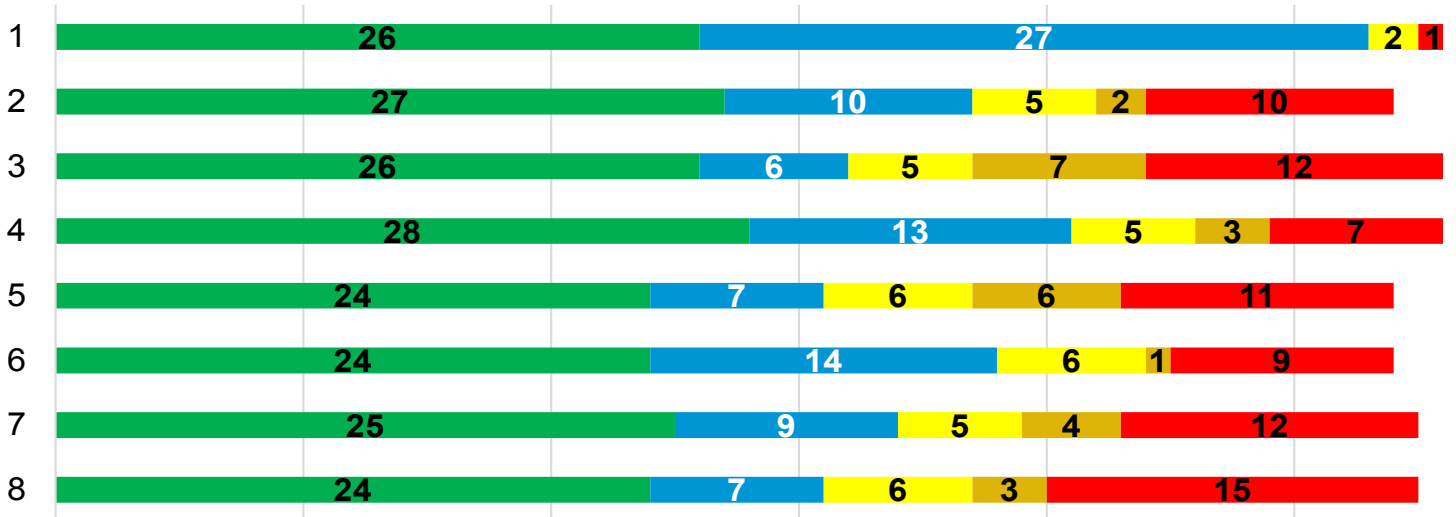


Reason for Customer Contact



Customer Service Survey - Complainant

Quarter 2 Complainant Feedback



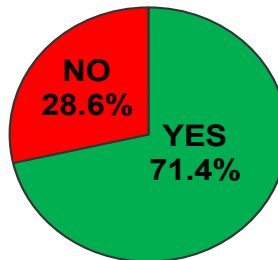
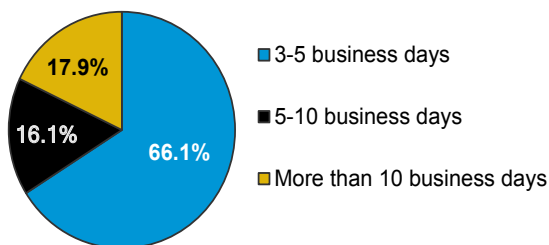
SURVEY QUESTION KEY

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.

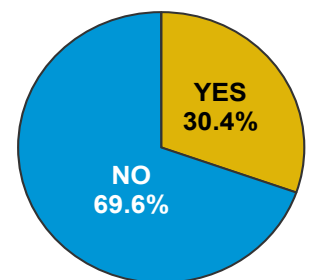
Response Rate 26.9%
(46 of 171)

Complainant Provided Written Notification of Case Outcome

Complainant Was Contacted Within:

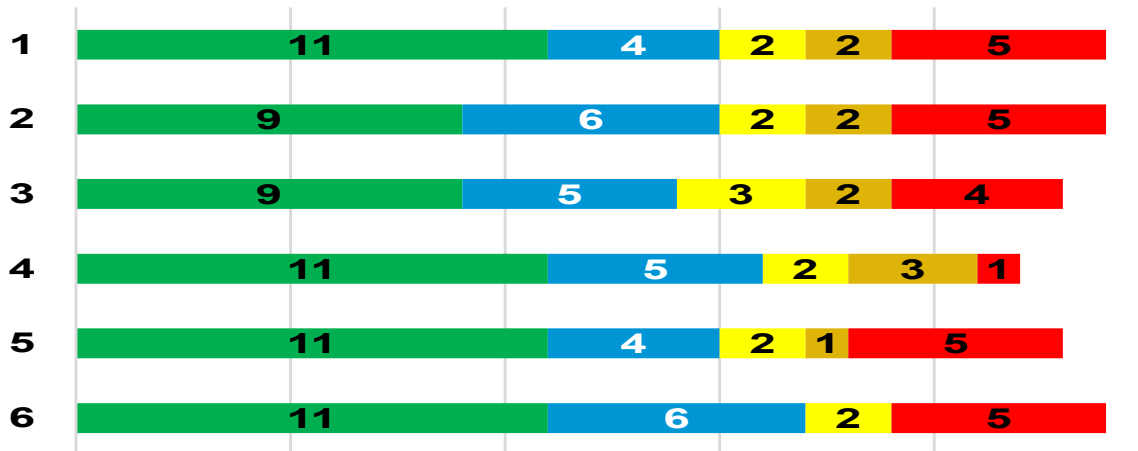


60 Years or Older



Customer Service Survey - Respondent

Quarter 2 Respondent Feedback

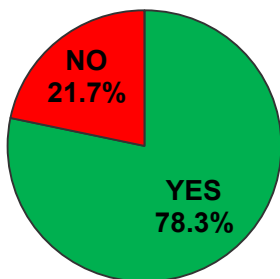


SURVEY QUESTION KEY

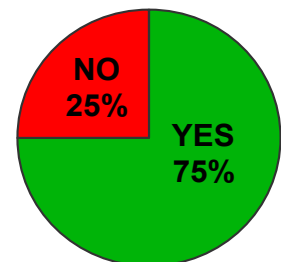
1. The investigator clearly explained the complaint filed against me.
2. The procedures for investigating the complaint were clearly explained to me.
3. I was kept informed of what was happening throughout the investigation.
4. NSCB representatives treated me with respect and professionalism.
5. The 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).

Response Rate 5.4%
(24 of 448)

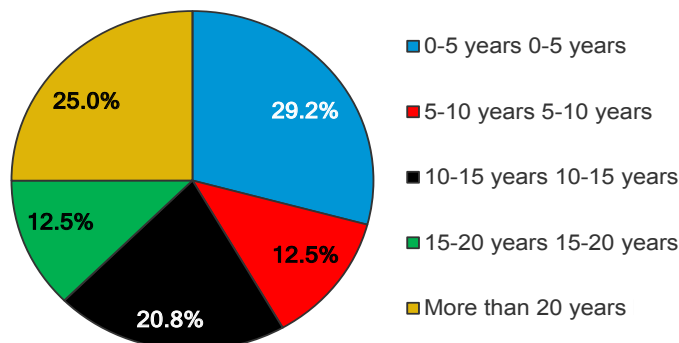
Respondent Was Notified Within 10 Days of Complaint Being Filed



Respondent Provided With Written Notification of Case Outcome



Respondent Has Been In Business:



Customer Service Survey Comments

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 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 staff.

What Our Customers Are Saying

“Since I had and have been going through a difficult situation, [the investigator] who has kept in contact with me has made me feel that I am not alone. I am very grateful to him.”

Unlicensed Complainant

“Much to my surprise the staff member was extremely skilled and helped me renew in a very short. She made me feel like I mattered.”

License Applicant

“[The investigator] is a true professional & is by the book. You cannot ask for more than that.”

Respondent

“I appreciate NSCB’s willingness and heartfelt dedications to support making certain the repairs were done properly and fully completed as promised...thanks for your kind warmth in caring enough to look over everything and keep an eye on this for all of our benefits and protections.”

Licensed Complainant

Looking Forward - Quarter 3

As you can see, there has been a lot going on at the Board, and the next half of the year is no exception. While our list of objectives due for the third quarter seem minimal, there are several longer-term initiatives we will be working on, which will be reported on in the fourth quarter.

In addition to other updates we'll report on next month, our strategic objectives will include:

- Increasing the Board's capacity to better address non-residential construction issues through staff training and recruitment; and
- Reviewing the Board's internal processes and procedures.

Every reporting period is an opportunity for staff to share with the Board and the public the advancements it is making to better serve our internal and external customers, the efforts being made to address current issues within the industry and state, and most importantly highlight where we are headed next.



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