



Nevada State Contractors Board

STRATEGIC PLAN

**EXECUTIVE OFFICER REPORT
QUARTER THREE REPORT**

January 1 - March 31, 2015



Members of the Board

Guy M. Wells, *Chairman*

Margaret Cavin, *Treasurer*

Thomas “Jim” Alexander

Kevin E. Burke

Joe Hernandez

Jan Leggett

Stephen P. Quinn

Executive Leadership

Margi Grein, *Executive Officer*

Dan Hammack, *Chief of Enforcement*

Nancy Mathias, *Licensing Administrator*

Paul Rozario, *Director of Investigations*

members
and
dr



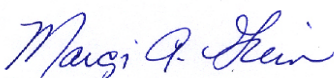
Message from the Executive Officer

What an exciting and busy quarter this has been for the Contractors Board. Several of our large initiatives for the year are beginning to take shape. Our efforts to create a licensing classification to address remodel and tenant improvement work in high rise buildings has been approved by the Board, as has a contract to upgrade and enhance our licensing and enforcement databases. Each of these advancements demonstrate the Board's adaptability and commitment to providing the most responsive and efficient customer service possible.

Also taking much focus this quarter is the 2015 Legislative Session. The Board requested two bills to be introduced, which were formalized into Assembly Bill 84 and Senate Bill 50; however, there have been a handful more that have warranted NSCB's engagement. Since the start of session, NSCB has been testifying in committee hearings, meeting with legislators, strategizing with stakeholders, and keeping the Board informed of significant legislative actions. With more than half the session left to go, we expect to remain diligent in our efforts to monitor all legislative actions that could impact the Board, industry at large, or the health and safety of the public.

In addition to these efforts, the Board has been successful in its partnering and outreach initiatives over the past three months. Whether meeting with statewide building officials to discuss legislative measures, working with law enforcement on sting events targeting unlicensed contractors, outreaching to non-profit and other private organizations on hiring practices, or presenting to industry groups, we've worked hard to target and collaborate with a variety of customers and stakeholders.

I continue to be amazed at the progress the Board makes each quarter, and I hope you find this report to be just as fulfilling in detailing the many ways we are working to meet our goals as a model regulatory agency.

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

Executive Officer Attends NASCLA Mid-Year Conference (Goal 4)

The National Association of State Contractor Licensing Agencies held its mid-year conference in March, which NSCB Executive Officer Grein attended. Highlights of the meeting included working on the development of an accredited examination for electrical contractors, as well as a leadership training session facilitated by Dale Atkinson of the Federation of Associations of Regulatory Boards.

Board Sets Strategic Direction for FY 2015-16 (Goal 5)

In March, Board members joined executive staff for a dynamic discussion focused on past, current, and future initiatives of the Contractors Board. While the 2014-15 Strategic Plan was focused on information technology efforts and enhancements, the FY 2015-16 plan is shaping up to be centered on public outreach efforts tailored to each department's needs and accomplishments. A draft of the plan will be submitted to the Board for review at the May 21, 2015 meeting.

Enforcement, Public Information Outreach to Solar Industry (Goals 2, 3, & 4)

Over the past year, NSCB has been receiving and tracking an increasing number of solar complaints, mainly stemming from out-of-state companies not licensed in Nevada. To get ahead of the issue, NSCB reached out to associations within the solar industry to raise awareness among contractors of key violations being noticed by the Board. Additionally, NSCB partnered with NV Energy to present at homeowner forums in Southern Nevada, cautioning and advising homeowners on what to look for when considering solar for their homes.

NSCB Engaged in 2015 Legislative Session (Goal 6)

The 2015 Legislative Session kicked off February 2nd and has been in full swing ever since. NSCB Executive Officer Grein has been actively involved in tracking key legislation and keeping the Board apprised of significant bills that could directly impact the agency. During the quarter, Board staff testified in a number of Committee hearings, met proactively and reactively with members of the Legislature, developed and submitted proposed amendments to various pieces of legislation, and provided the Board with weekly legislative updates.

Licensing Receives Approval from Board to Create Temporary B-6 License Classification (Goal 1)

After holding regulation workshops and hearings, Licensing staff received approval from the Board to proceed with the temporary regulation to create a B-6 license classification, which will allow remodeling and improvement of interior spaces, including structures which exceed more than three stories and buildings with fewer than three stories that are connected to structures which exceed three stories. The regulation is expected to take effect around May 1, 2015.

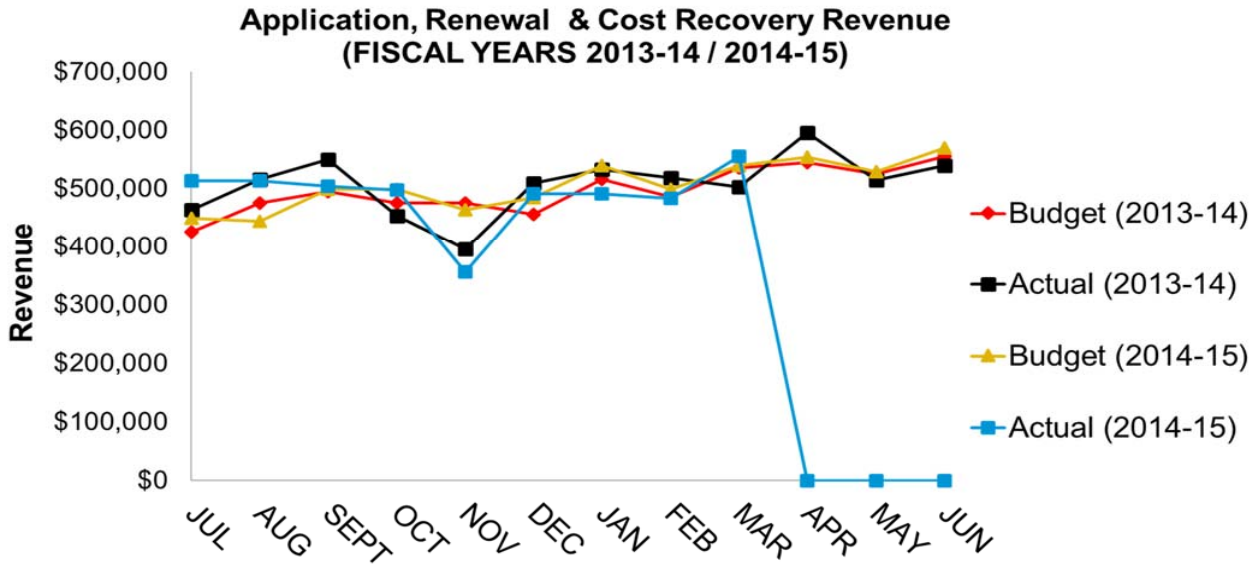
NSCB Attends NOBO Meeting (Goal 4)

The Nevada Organization of Building Officials convened in March at NSCB's offices, where Executive Officer Grein represented the Board. The meeting was an opportunity to discuss pending legislative matters of importance to NSCB and building officials, collaborate on NOBO objectives, and discuss statewide initiatives.

Licensing - Data Dashboard

Budget (2013-14)	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	\$33,334	\$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
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$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
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$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 (2013-14)	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)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$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
Budget (2014-15)	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	\$49,167	\$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 (2014-15)	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				\$2,907,663
New License Fee	\$66,000	\$65,400	\$35,700	\$58,500	\$45,600	\$58,700	\$41,000	\$52,800	\$50,450				\$474,150
Application Fee	\$34,800	\$36,050	\$35,400	\$33,300	\$34,550	\$33,650	\$27,600	\$33,900	\$48,300				\$317,550
License Changes	\$35,725	\$36,075	\$31,250	\$36,050	\$31,175	\$28,675	\$27,175	\$29,250	\$36,525				\$291,900
Investigative Recov Costs	\$33,592	\$31,719	\$43,165	\$17,925	\$16,400	\$36,332	\$24,094	\$23,298	\$31,375				\$257,899
Renewal Late Fees	\$7,275	\$7,200	\$7,390	\$7,875	\$4,500	\$6,685	\$6,880	\$7,295	\$5,813				\$60,913
Renewal Inactive Fee	\$7,800	\$8,775	\$16,313	\$12,775	\$9,300	\$6,538	\$9,000	\$10,200	\$15,600				\$96,300
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	\$0	\$0	\$0	\$4,406,374
Variance (2014-15)	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)	(\$390,000)	(\$365,000)	(\$405,000)	(\$1,192,338)
New License Fee	\$16,834	\$16,234	(\$13,466)	\$9,334	(\$3,567)	\$9,533	(\$8,167)	\$3,633	\$1,283	(\$49,167)	(\$49,167)	(\$49,167)	(\$115,850)
Application Fee	(\$617)	\$634	(\$16)	(\$2,116)	(\$867)	(\$1,766)	(\$7,817)	(\$1,517)	\$12,883	(\$35,417)	(\$35,417)	(\$35,417)	(\$107,450)
License Changes	\$6,558	\$6,909	\$2,083	\$6,884	\$2,008	(\$492)	(\$1,991)	\$83	\$7,358	(\$29,167)	(\$29,166)	(\$29,167)	(\$58,100)
Investigative Recov Costs	\$4,425	\$2,553	\$13,998	(\$11,241)	(\$12,767)	\$7,165	(\$5,072)	(\$5,869)	\$2,208	(\$29,167)	(\$29,166)	(\$29,167)	(\$92,101)
Renewal Late Fees	(\$1,058)	(\$1,133)	(\$944)	(\$458)	(\$3,833)	(\$1,649)	(\$1,453)	(\$1,038)	(\$2,522)	(\$8,333)	(\$8,334)	(\$8,333)	(\$39,088)
Renewal Inactive Fee	(\$5,117)	(\$4,141)	\$3,396	(\$142)	(\$3,616)	(\$6,380)	(\$3,917)	(\$2,716)	\$2,683	(\$12,917)	(\$12,916)	(\$12,917)	(\$58,700)
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	(\$554,168)	(\$529,166)	(\$569,168)	(\$1,663,626)

Licensing - Q2 Snapshot



JANUARY TO MARCH 2015		FISCAL YTD LICENSING FEE TOTALS (FY2015)			
Licenses (Beginning of Quarter)	15,998	LICENSING FEES	BUDGET	ACTUAL	VARIANCE
New Licenses Issued	260	License Renewals	4,100,000	2,907,663	(1,192,338)
Licenses Cancelled / Surrendered / Revoked	(485)	New License Fee	590,000	474,150	(115,850)
Variance in Suspended/Reinstated Licenses	292	Application Fee	425,000	317,550	(107,450)
Licenses (End of Quarter)	16,065	License Changes	350,000	291,900	(58,100)
# of Licenses on January 01, 2015	15,998	Invest Recov Costs	350,000	257,899	(92,101)
# of Licenses on March 31, 2015	16,065	Renewal Late Fees	100,000	60,913	(39,088)
Net YTD (Fiscal Year)		Renewal Inactive	155,000	96,300	(58,700)
Licenses Gained / Lost	67				
Renewal Revenue Gained / Lost	\$40,200				
*Does not include suspended licenses					

90 Day Retention Rate			
Projected Year-End Retention Rate	Dec '14 Lic's	15,998	
	Cancellations	(485)	(3.02%)
	New Licenses	260	1.62%
	Susp/Reinstat	292	1.82%
	Marc'15 Lic's	16,065	
	Change	67	
3 Month	% Change	0.42%	

180 Day Retention Rate			
Projected Year-End Retention Rate	Oct '14 Lic's	16,024	
	Cancellations	(1,041)	(6.48%)
	New Licenses	542	3.37%
	Susp/Reinstat	292	1.82%
	March'15 Lic's	16,065	
	Change	41	
6 Month	% Change	0.26%	

Licensing - Overview

QUARTERLY STATS

New License Apps: 368 (-9%)

- 256 Approved
- 25 Tabled/Denied
- Avg. Processing Time 67 days; 52% approved/denied within 60 days

Issued Licenses: 260 (+10%)

License Change Apps: 770 (-5%)

- Avg. Processing Time 31 days; 71% approved/denied within 30 days

Active Licenses: 15,000 (+.64%)

Inactive Licenses: 1,065 (-27%)

- 60 Placed on inactive status during Q3 (-16%)

Voluntary Surrender: 71 (+14%)

Active License Renewals:

- 1,629 (-5%)

Inactive License Renewals:

- 95 (-22%)

Online Renewals: 587

- 34% of total renewed licenses
- 8,143 Licensees registered

License Suspensions (no bond):

- 181 (+10%)

Licenses Cancelled: 225 (-5%)

Application Denial Hearings:

- 23 (-50%)

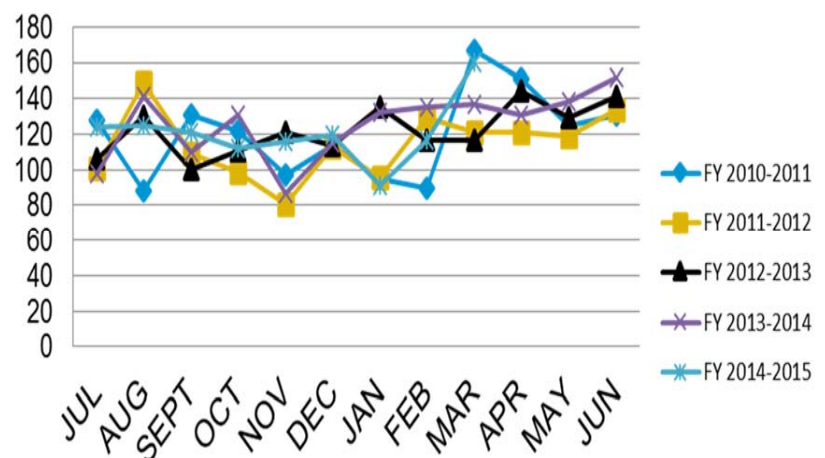
Financial Responsibility Hearings:

- 14 (-18%)

NEW LICENSES ISSUED

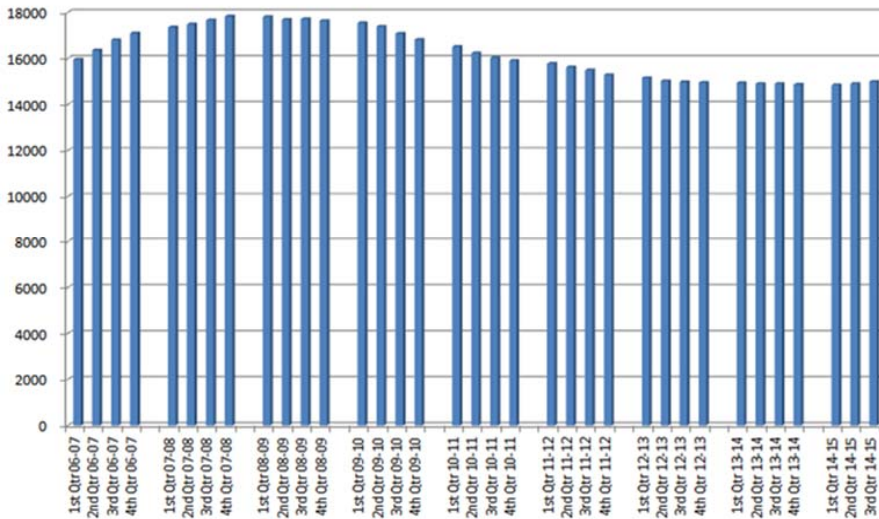
	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
JUL	100	95	86	89	112
AUG	83	107	79	99	120
SEPT	85	70	74	72	78
1st Qtr:	268	272	239	260	310
OCT	84	77	83	88	92
NOV	90	77	84	65	82
DEC	110	70	65	93	108
2nd Qtr:	284	224	232	246	282
JAN	76	68	85	86	77
FEB	79	83	78	79	76
MAR	96	90	85	72	107
3rd Qtr: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

NEW LICENSE APPLICATIONS

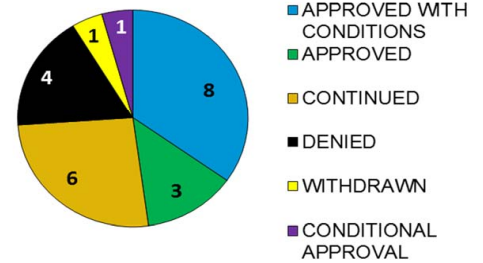


Licensing - Highlights

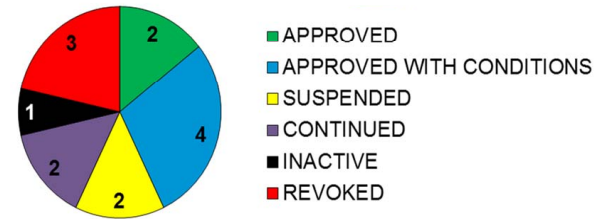
Active Licenses



NEW APPLICATION DENIAL HEARING RESULTS



FINANCIAL REVIEW HEARING OUTCOMES



CALL CENTER TRACKING

NSCB initiated call center tracking in its third quarter, documenting over 10,000 calls received and an average daily call log of 160.

3rd Quarter	Calls	Avg. Talk Time	Abandoned Calls
January	3,183	1:36	53
February	3,285	1:37	36
March	3,614	1:53	38
TOTAL	10,082	1:42	127 1.2% of total calls received

HIGHLIGHTS

- The Board adopted final language for a temporary regulation that would create a new “B-6” subclassification for commercial remodel work.
- A report concerning licensure of Veteran- owned businesses was submitted to the Governor’s office in response to Executive Order 2014-20.
- A file review was conducted to determine the number of license files eligible for archival and those that can be destroyed in compliance with the records retention schedule.
- Several form letters and templates were revised and updated to provide a more efficient and streamlined customer experience.

Enforcement - Applicant Backgrounds

SIGNIFICANT OUTCOMES:

- 75 investigations initiated; 28 pending; 47 closed
- 39 Applicants failed to disclose criminal history.
- 2 applicants withdrew their application after background issues of DUI and Impersonation were identified.



CRIMINAL HISTORIES ON UPWARD TREND

- 2015 Q2 - 44%**
- 2015 Q1 - 42.2%**
- 2014 Q4 - 12.7%**
- 2014 Q3 - 17%**
- 2014 Q2 - 9.2%**
- 2014 Q1 - 17.5%**

Fingerprint Cards Submitted	428
Total fingerprints returned with criminal histories	161
Total fingerprints returned without criminal histories	267
Criminal Histories	37%

UNREPORTED CRIMINAL ACTIVITY

(in reference to background investigations mentioned above)

- DUI (11)
- Domestic Violence (4)
- Misdemeanor Theft (4)
- Felony Theft (4)
- Felony Narcotics (3)
- Misdemeanor Battery (2)
- Burglary (2)
- Aggravated Assault (2)
- Felony Battery (1)
- Robbery (1)
- NSF (1)
- ADW (1)
- Mail Fraud (1)
- Clean Water Act (1).

Enforcement Overview - Compliance

QUARTER SNAPSHOT

Opened Complaints: 449

- 186 Workmanship
- 72 Money Owing
- 191 Industry Regulation

Closed Complaints: 408

- 162 single-family residences; 6 multi-family residences; 13 public works projects; and 70 commercial projects

Pending cases: 311;
4 over 90 days (1.3%)

68 Administrative citations issued

- \$66,500 in Fines
- \$29,706 in Investigative Costs

28 Cases referred for Disciplinary Hearing

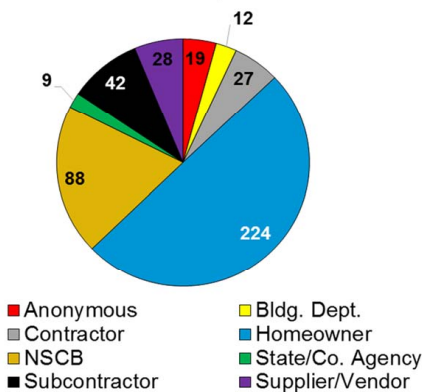
- 17 licenses revoked
- Fines imposed on 27 cases totalling \$43,150

NSCB ENHANCES CAPACITY TO ADDRESS NON-RESIDENTIAL CONSTRUCTION CASES

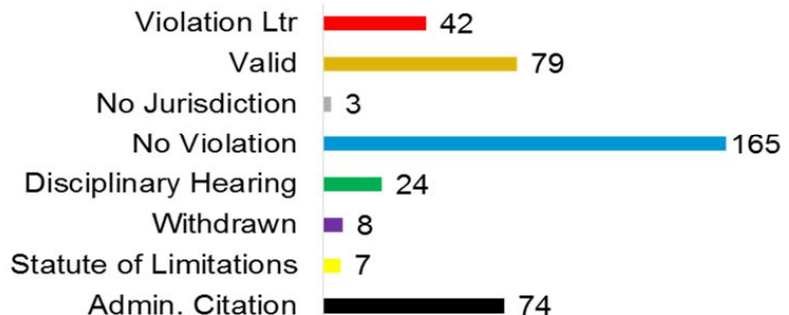
During the third quarter and in the months leading up to it, NSCB Enforcement made adjustments in its operations to better address and handle the investigation of non-residential construction cases. With the opening of two compliance investigator positions, NSCB had the opportunity to hire individuals who had previous commercial construction experience. Additionally, former Director of Investigations, George Lyford, was assigned specifically investigate fraud cases within the construction industry, most of which have and will involve commercial construction.

	Money Owing				Workmanship				Industrial Regulation			
	FY2012	FY2013	FY2014	FY2015	FY2012	FY2013	FY2014	FY2015	FY2012	FY2013	FY2014	FY2015
JUL	42	22	19	22	52	48	54	60	53	87	73	90
AUG	47	23	30	36	69	48	43	60	108	87	72	73
SEPT	43	30	21	20	57	45	61	68	70	95	42	68
1st Qtr:	132	75	70	78	178	141	158	188	231	269	187	231
OCT	56	47	27	30	64	53	38	53	84	84	66	68
NOV	60	33	21	12	37	58	24	50	90	67	64	63
DEC	44	19	22	18	46	34	55	42	84	80	57	65
2nd Qtr:	160	99	70	60	147	145	117	145	258	231	187	196
JAN	53	42	22	25	42	38	32	52	74	103	69	64
FEB	53	36	17	20	33	32	48	71	87	100	62	78
MAR	41	31	29	27	31	48	44	63	88	71	59	65
3rd Qtr:	147	109	68	72	106	118	124	186	249	274	190	207
APR	44	26	30		36	45	47		81	95	71	
MAY	39	27	27		36	47	55		83	72	80	
JUN	31	23	32		48	45	57		83	62	78	
4th Qtr:	114	76	89	0	120	137	159	0	247	229	229	0

Source of Complaints Filed



Closed Case Outcomes



Enforcement - Compliance Highlights

EGREGIOUS VIOLATORS LOSE LICENSES

A total of 17 licenses were revoked between the three disciplinary hearings held during the quarter. Of those, three cases were exceptionally significant given the licensees' continual disregard and violation of NRS 624, despite prior warnings and disciplinary actions from the Board.

Around the Clock, Inc., licensed for plumbing and air conditioning services since 2007, has been cited by the Board twice for failure to pull permits and disciplined three times for similar offenses. Among this offense has been

a repeated failure to establish financial responsibility at the time of the hearings. Following the February hearing, Around the Clock, Inc.'s time ran out and both licenses were revoked.

The Board received and investigated three money owing complaints against Construction Services Unlimited. The greatest concerns at the time of the hearing were the failure of the licensee to pay for materials or services on a number of large projects as well as its failure to cooperate in the investigation of the complaint. In the end, Construction Services Unlimited actually limited their options to conduct work in Nevada after both of its licenses were

revoked.

B.O.L.M.C., Corp, dba Briana's Design Center has had a history of aiding and abetting unlicensed contractors as well as failure to establish financial responsibility. Prior to February's hearing, the licensee's monetary limits were reduced in a 2014 hearing for these very reasons. Unfortunately, financial troubles didn't end there and the licensee filed for bankruptcy. After failing to notify the Board of changes in address/personnel and again not being able to demonstrate financial responsibility, all licenses were revoked.

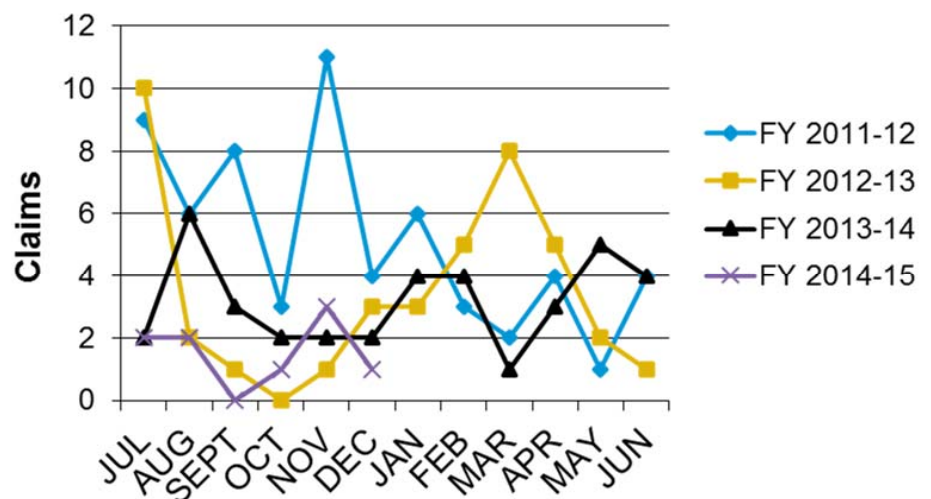
RESIDENTIAL RECOVERY FUND

2 Hearing Held

- 5 cases heard
- Approximately \$64,603 awarded
- One case closed due to insufficient documentation.
- Five cases opened.

As of March 31, 2015, the Fund has a balance of \$6.3 million.

Recovery Fund Claims Filed



Enforcement Overview - Criminal

QUARTER SNAPSHOT

Opened Complaints: 410

- 208 Contracting w/o License
- 149 Unlawful Advertising
- 6 Criminal Fraud

Closed Complaints: 384

Pending cases: 1,263

Zero cases over 90 days

167 Criminal charges filed

145 Criminal convictions recorded

- 104 Misdemeanor
- 13 Gross Misdemeanor
- 17 Felony

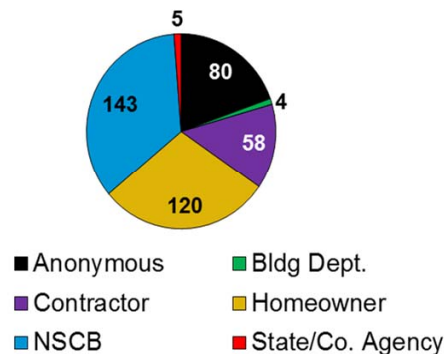
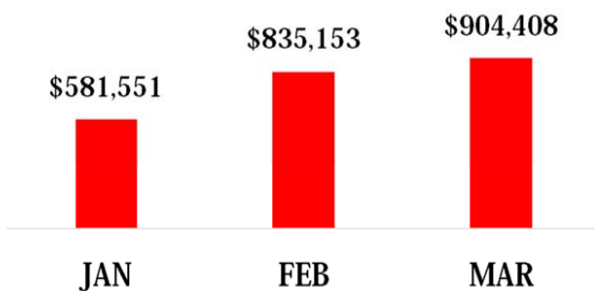
172 Cease and Desist Orders

NUMBER OF COMPLAINTS FILED

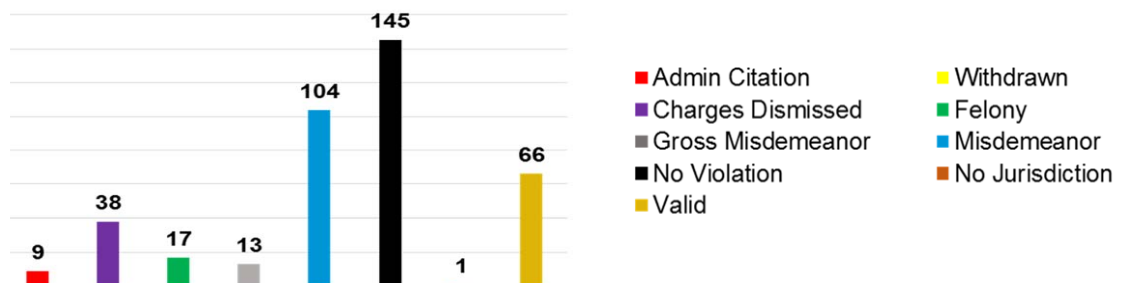
	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
COMPLAINTS				
JUL	93	128	107	131
AUG	138	114	89	109
SEPT	80	81	89	121
1st Qtr:	311	323	285	361
OCT	105	106	92	148
NOV	60	64	101	100
DEC	73	57	55	114
2nd Qtr:	238	227	248	362
JAN	73	107	111	116
FEB	107	104	121	143
MAR	107	83	121	151
3rd Qtr:	287	294	353	410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

SOURCE OF COMPLAINTS

Estimated Dollars Lost to Unlicensed Contractors



Criminal Complaint Outcomes



Enforcement - Criminal Highlights



NSCB INVESTIGATION RESULTS IN 2 FELONY ARRESTS

Acting on information obtained by Nevada State Contractors Board (NSCB) investigators, the Douglas County Sheriff's Department arrested two men – a father and son – on felony charges for contracting without a license. Sheriff's deputies arrested Scott Hunter Coleman on March 23 during a routine traffic stop. NSCB advised the sheriff's office of an outstanding warrant on Coleman's father, Irving "Dale" Coleman, and with their assistance Coleman was taken into custody on March 24.



The arrests culminate an eight month Board investigation. Acting on a complaint received on July 21, 2014, Board investigators discovered that the Colemans, identifying themselves as "Colman and Sons Plumbing," submitted a bid to install an air conditioner at the home of the 72-year-old alleged victim. The homeowner paid the Colemans \$2000. After obtaining money from the homeowner, it is alleged the Colemans never returned to perform the work.

The Board's findings were submitted to the Carson City District Attorney's Office, and warrants were issued for Irving Coleman and Scott Coleman for engaging in business or submitting a bid without a contractor's license, a violation of Nevada Revised Statute (NRS) 624.700, and diversion of funds, NRS 624.750(3)(b) and (4)(b), a felony.

STINGS OPERATIONS NET 21 UNLICENSED CONTRACTORS

During the quarter, sting operations were conducted in both the north and south ends of the state. The first sting operation occurred in North Las Vegas on January 27th where investigators issued 13 citations for contracting and/or advertising without a license. Eight additional individuals were cited in a February sting operation in Sparks, Nevada, two of which were former licensed contractors.

The stings' success comes on the heels of felony charges being brought against a former member of the Contractors Board's 'Most Wanted' Unlicensed Contractors. The White Pine County District Attorney's Office filed felony charges against Julio Ricardo Gatica stemming from his citation in a November 2014 sting in Ely, Nev. The original charge charged Gatica with contracting without a license and advertising without a license. Charges were upgraded to felony status after the Board informed the district attorney that Gatica was convicted in Clark County for allegedly obtaining money under false pretenses and contracting without a license. That case landed Gatica on the Board's 'Most Wanted' list before his arrest and conviction.

Information Technology Highlights



Board Approves Licensing & Enforcement Database Contract

In February 2015, the Board voted to approve a contract with GL Solutions who will assist the Board in upgrading its licensing and enforcement databases. This effort will allow for a more comprehensive and user friendly interface for staff, licensees, and the public at large.



TECHNICAL AUDIT COMPLETED

A technical audit of NSCB's background check system was conducted and submitted to the Department of Public Safety during the quarter.

GOOGLE ANALYTICS DATA

Quarter 3 Info

Sessions = 116,290
Users = 55,867
Pages = 964,816

Top Browsers

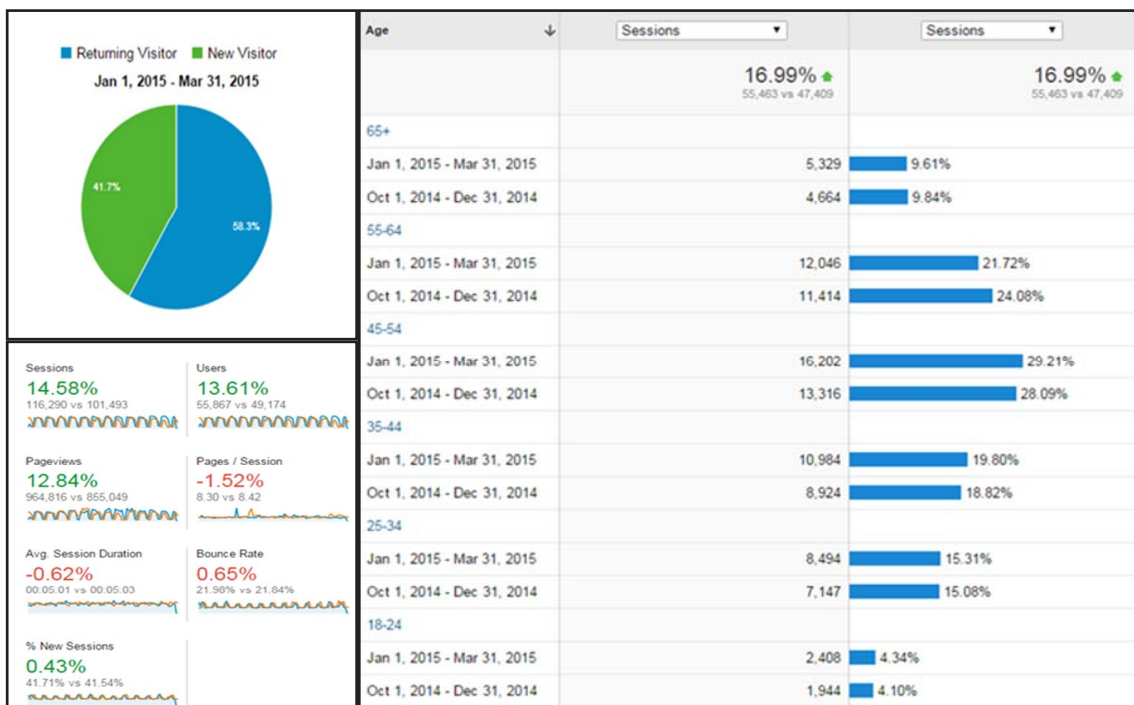
1. Internet Exp. = 47.28%
2. Chrome = 28.34%
3. Safari = 14.04%
4. Firefox = 8.79%
5. Android = 1.12%

Devices

Desktop = 82.01%
Mobile = 14.02%
Tablet = 3.97%

Gender Data

Male = 64.97%
Female = 35.03%



Public Information Office Highlights

BOOM IN SOLAR-RELATED COMPLAINTS LEADS TO INDUSTRY & HOMEOWNER OUTREACH



NSCB's Public Information Office teamed up with the Enforcement Division to develop a presentation specifically addressing concerns noticed by NSCB among the solar industry after a string of complaints were received in recent months. In a proactive approach, NSCB reached out to SolarNV, which is comprised of contractors, solar stakeholders, and involved homeowners, to host an interactive discussion with its members about the violations being cited by the Board. The outcome of the meeting was significant. What was supposed to be a 30 minute presentation turned into a 2+ hour discussion full of Q&A. Following the meeting, NSCB was invited to partner up with NV Energy on their solar presentations to homeowners to further convey homeowner protection messaging. Additionally, NSCB has received requests from other solar groups throughout Southern Nevada to convey its message of compliance with Nevada laws.

PIO WORKS WITH NSCB DEPARTMENTS TO ENHANCE COMMUNICATIONS MATERIAL

As part of the Board's Strategic Plan and its efforts to uphold the values embedded in the Board's mission, the Public Information Office met with supervisors in the Licensing and Enforcement Divisions to better understand staff and customer relations needs, as they relate to communications. As a result, the PIO will be developing new collateral materials, assisting in the revision of forms and documents to allow for more streamlined and focused directions/information, and sitting in on staff meetings quarterly to stay apprised and learn of any new opportunities where the PIO could be of assistance.

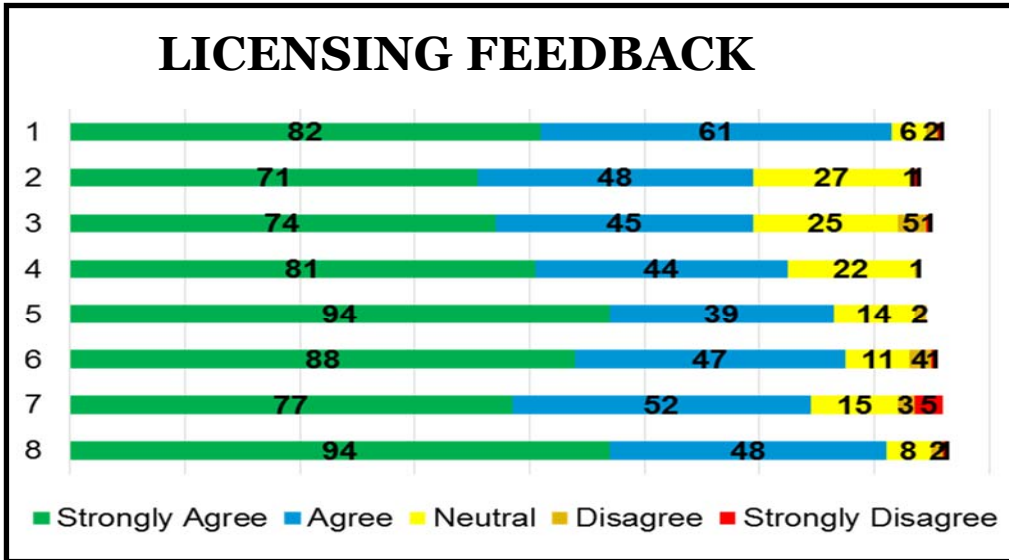


PRESENTATIONS TO NON-PROFIT & PRIVATE INDUSTRY GROUPS EXPANDING



Being able to modify and expand NSCB's message to reach new target groups is vital to the Board's mission. During the quarter, NSCB had the opportunity to present and engage professionals in non-profit organizations who assist persons with disabilities in hiring contractors to perform modifications on their home allowing them to live independently. Additionally, NSCB was invited to present to a group of financial advisors who work directly with new homeowners, as they receive several questions related to residential construction and home improvement projects.

Customer Service Survey - Licensing

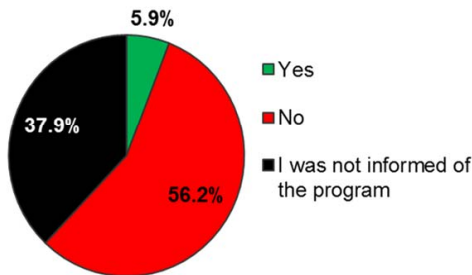


SAMPLING RATE

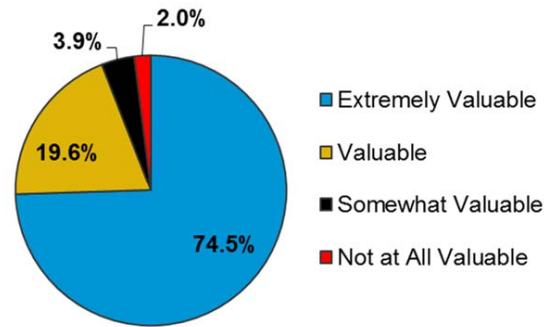
9%

(153/1,685)

Customers Participated in the Business Assistance Program



How Licensees Value Their License

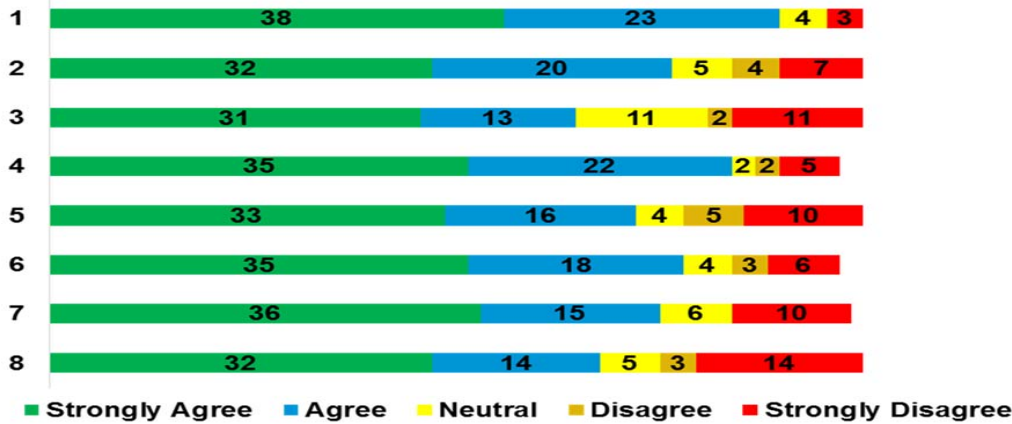


SURVEY QUESTION KEY

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.

Customer Service Survey - Complainant

COMPLAINANT FEEDBACK



SAMPLING RATE

14%

(68/502)

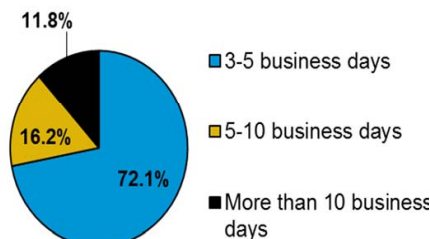
STATS

57% Male; 43% Female
 38% Over 60 years old
 98.5% From Southern Nevada
 81% Complainants were homeowners

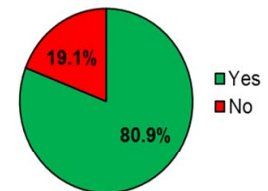
How Complainant Learned of NSCB

Friend/Family	42.1%
Internet Search	8.8%
NSCB Website	38.6%
Contractor	15.8%
News/media	3.5%

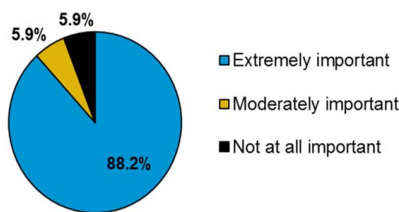
Timeframe for NSCB to Contact Complainant After Complaint Was Filed



Complainant Notified of Case Outcome



Consumer Value of Hiring A Licensed Contractor

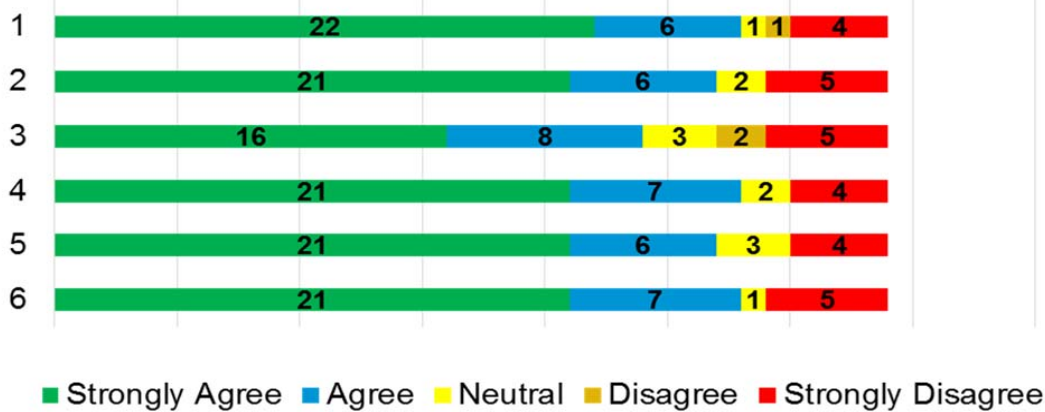


SURVEY QUESTION KEY

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.

Customer Service Survey - Respondent

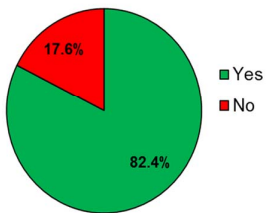
RESPONDENT FEEDBACK



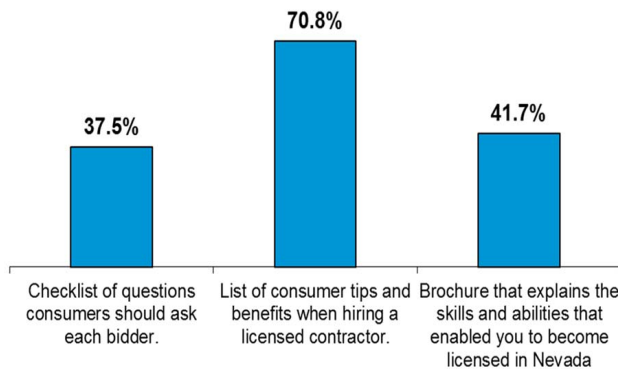
SAMPLING RATE

14%
(34/242)

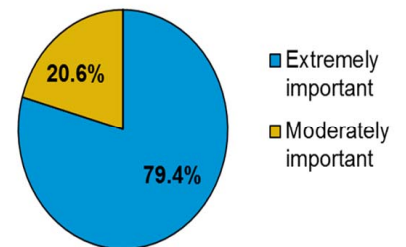
Respondent Provided Written Notification of Case Outcome



Consumer Materials Contractors Would Like to Provide Clients When Submitting Bids



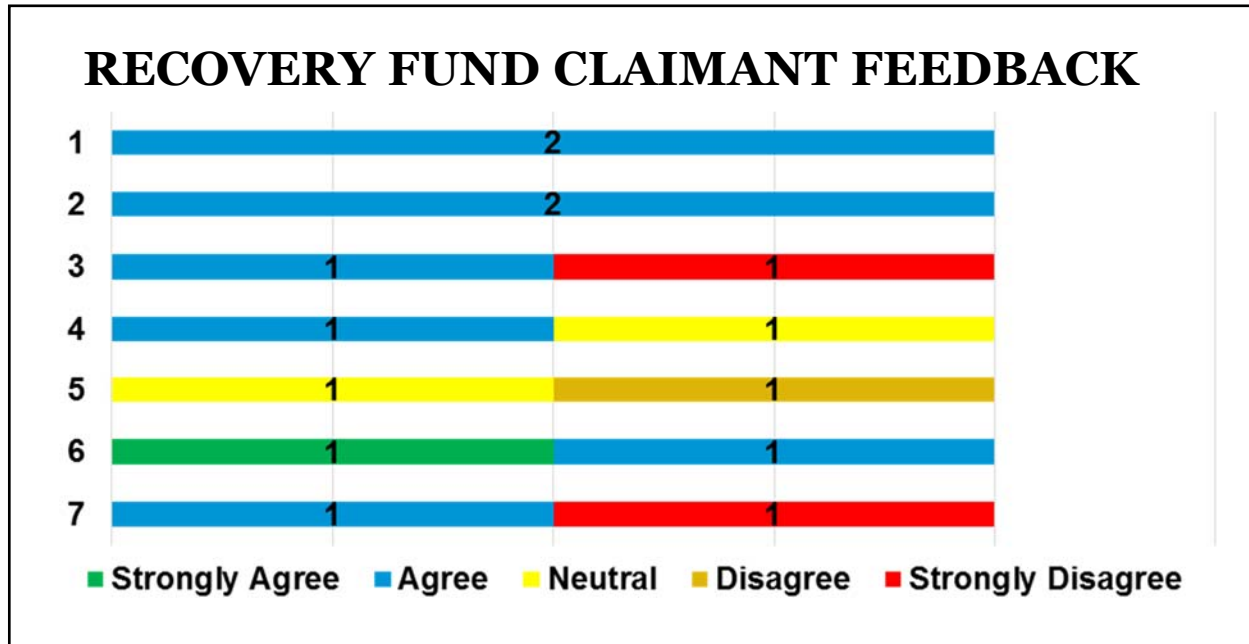
Respondents' Perception of How Customers View Value of a License



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).

Customer Service Survey - Recovery Fund



SAMPLING RATE
7%
 (2/28)

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.

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

“Not always easy to complete all the paperwork, however, the staff has ALWAYS been willing to help. Thanks!”

~Licensing Applicant

“All the issues I had with my license were from external sources...Your staff and personnel were extremely helpful and professional. I give them a 10 score. Thank you!”

~Licensing Customer

“[The investigator] was very accommodating...he climbed onto the roof in bad weather to verify the complaint.”

~Respondent

“This was an extremely easy process, and I was always informed on the status of the case.”

~Complainant

Looking Forward - Quarter 4

The close of this year's strategic efforts is within sight; however, there are still a couple objectives we will be focused on in addition to our ongoing projects for the remaining months.

- Develop targeted collateral pieces for law enforcement, Board initiatives and consumers; and
- Implement an advocacy plan to engage and inform elected officials of Board programs and initiatives.

As we continue to make progress in advancing the Board toward new achievements, we will begin preparing ourselves for even greater challenges and opportunities to overcome with the implementation of a new Strategic Plan in July 2015. Until then, we look forward to reporting on the fourth quarter initiatives and sharing related accomplishments with the Board at the next quarterly meeting.



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