



Nevada State Contractors Board

STRATEGIC PLAN

**EXECUTIVE OFFICER REPORT
QUARTER THREE REPORT**

January 1 - March 31, 2014



Members of the Board

Guy M. Wells, *Chairman*

Margaret Cavin, *Treasurer*

Thomas “Jim” Alexander

Kevin E. Burke

Joe Hernandez

Jan B. Leggett

Stephen P. Quinn

Executive Leadership

Margi Grein, *Executive Officer*

Dan Hammack, *Chief of Enforcement*

George Lyford, *Director of Investigations*

Nancy Mathias, *Licensing Administrator*

members
and
dr



Message from the Executive Officer

As we approach the final quarter of our 2013-14 Strategic Plan, members of the Board and executive team met in March to reflect on recent accomplishments and begin development of strategic objectives for 2014-15. Technological developments will continue to play an important role in the Board's progression toward becoming a model regulatory agency in the year to come, along with the advancement of programs and projects within each department.

This quarter's licensing efforts included holding a regulation hearing on proposed changes to licensing classifications, which will be presented to the Board for adoption in April, streamlining the application denial hearings, and developing lists of classifications by county to post to the Board's website for enhanced public search capabilities.

On the enforcement front, another successful sting event was held at a residential property where 12 unlicensed contractors were cited for contracting and advertising without a license. Additionally, staff placed three individuals on our Most Wanted list.

Our information technology team has been steadfast in their efforts to develop and launch our first mobile application, while making necessary enhancements to the Board's operating systems to improve our efficiency and internal capabilities.

Furthermore, the Board's public outreach initiatives have been focused on community management groups and local city contracts personnel to promote the hiring of licensed contractors.

With a commitment to partnering, meetings were held with different groups in roundtable formats to gain a better understanding of important issues and addressing specific concerns and suggestions.

Our collective efforts as a Board are ongoing and we look forward to reporting on future successes.

MARGI A. GREIN
Nevada State Contractors Board Executive Officer

A handwritten signature in blue ink that reads "Margi A. Grein". The signature is written in a cursive, flowing style.

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Executive Officer Highlights

NSCB Engages in Partnering Opportunities (Goals 3 & 4)

Two industry roundtable discussions were held with pool and building trade contractors during the quarter providing the opportunity to discuss a variety of issues and enhance communications. In addition, Board staff also engaged community management and City of Las Vegas personnel with presentations focused on hiring licensed contractors and promoting proactive communication with the Board. Additional efforts during the quarter included attending the AGC SIR Awards banquet, DesertSol Grand Opening event, Multi-disciplinary Team meeting, and presenting to solar contractors at an industry training event.

Nevada Home to NASCLA Mid-Year Conference (Goals 4 & 6)

Nevada was pleased to be the host state for this year's NASCLA Mid-Year Conference. The conference provided the opportunity for the Executive Officer to network with other states on Board and construction industry issues, while aiding in the development of national strategic efforts for the upcoming year.

NSCB Criminal Investigators Coordinate Sting Operation; Gain Positive Media Coverage (Goals 2 & 3)

A sting covered by KLAS Channel 8 in November 2013 aired at the beginning of February, during sweeps week. The 4-minute segment was well received and publicized on the Board's social media platforms and NASCLA's member newsletter. Enforcement also conducted a sting operation at a residential location in early March, resulting in 12 citations for unlawful advertising and contracting without a license.

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

In March, the Board held a regulation hearing to obtain comments on two sets of proposed regulations, R095-12 and R096-12, aimed at making changes to certain licensing classifications. Staff will bring forward modified language for the Board's review and adoption at the April 2014 Board meeting. Also during the quarter, the Board received approved language from the Legislative Counsel Bureau on two sets of proposed regulations concerning tree trimming services and the imposition of fines. These regulations, known as R018-14 and R019-14, will be scheduled in the near future for a workshop and hearing.

Staff & Management Training (Goal 6)

NSCB's compliance investigators were invited to attend a one-day training on the International Energy Conservation Code by the State Department of Energy, while also participating in a multi-day EduCode training in March. Both trainings brought investigators up to speed on current code requirements and compliance trends noticed throughout the industry. Additionally, all supervisors joined the executive officer in a one-day labor training.

Strategic Planning Development and Staff Engagement (Goal 6)

In January, staff received a Strategic Plan update where they were able to learn of recent accomplishments, upcoming objectives, and ask questions of management. The Board then met with executive management in March to begin development of the 2014-15 Strategic Plan.

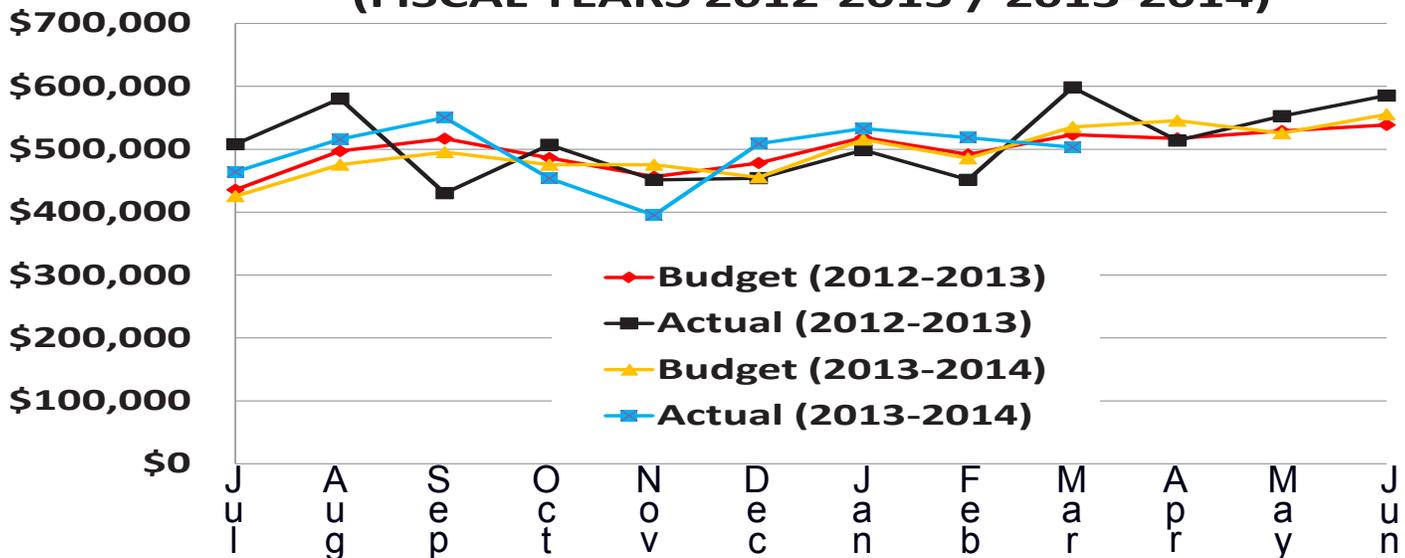
Licensing - Data Dashboard

Budget (2012-2013)	JULY-12	AUG-12	SEPT-12	OCT-12	NOV-12	DEC-12	JAN-13	FEB-13	MAR-13	APR-13	MAY-13	JUN-13	TOTALS
License Renewals	\$280,000	\$340,000	\$360,000	\$330,000	\$300,000	\$320,000	\$360,000	\$335,000	\$365,000	\$360,000	\$370,000	\$380,000	\$4,100,000
New License Fee	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$600,000
Application Fee	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$375,000
License Changes	\$29,132	\$29,133	\$29,132	\$29,133	\$29,132	\$29,133	\$29,132	\$29,133	\$29,132	\$29,133	\$29,132	\$29,132	\$349,589
Investigative Recov Costs	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$225,000
Renewal Late Fees	\$11,583	\$11,584	\$11,583	\$11,583	\$11,584	\$11,583	\$11,583	\$11,583	\$11,584	\$11,583	\$11,583	\$11,584	\$139,000
Renewal Inactive Fee	\$14,800	\$16,400	\$16,100	\$15,450	\$15,600	\$17,400	\$18,000	\$16,050	\$17,400	\$16,550	\$18,350	\$17,900	\$200,000
Totals	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	\$435,515	\$497,117	\$516,815	\$486,166	\$456,316	\$478,116	\$518,715	\$491,766	\$523,116	\$517,266	\$529,065	\$538,616	\$5,988,589
Actual (2012-2013)	JULY-12	AUG-12	SEPT-12	OCT-12	NOV-12	DEC-12	JAN-13	FEB-13	MAR-13	APR-13	MAY-13	JUN-13	TOTALS
License Renewals	\$344,845	\$401,081	\$278,944	\$334,380	\$286,150	\$295,223	\$340,950	\$303,525	\$407,790	\$341,175	\$386,625	\$388,723	\$4,109,410
New License Fee	\$54,600	\$49,500	\$48,300	\$47,400	\$44,600	\$45,900	\$55,200	\$42,600	\$52,950	\$49,800	\$43,200	\$51,900	\$585,950
Application Fee	\$28,800	\$39,900	\$30,600	\$31,800	\$34,800	\$36,900	\$39,900	\$34,500	\$34,500	\$43,250	\$37,800	\$41,700	\$434,450
License Changes	\$26,100	\$33,675	\$24,200	\$33,800	\$22,975	\$28,375	\$24,100	\$26,075	\$38,600	\$30,000	\$26,875	\$30,100	\$344,875
Investigative Recov Costs	\$25,283	\$24,376	\$28,292	\$29,725	\$37,680	\$22,549	\$18,294	\$24,456	\$31,555	\$30,601	\$38,286	\$36,758	\$347,855
Renewal Late Fees	\$12,150	\$14,100	\$12,525	\$14,100	\$10,650	\$13,200	\$10,350	\$7,050	\$13,340	\$6,300	\$6,075	\$17,248	\$137,088
Renewal Inactive Fee	\$16,200	\$17,700	\$7,250	\$15,900	\$14,400	\$11,850	\$9,900	\$13,200	\$19,650	\$12,600	\$13,800	\$18,900	\$171,350
Totals	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	\$507,978	\$580,332	\$430,112	\$507,105	\$451,255	\$453,997	\$498,694	\$451,406	\$598,385	\$513,726	\$552,661	\$585,328	\$6,130,977
Variance (2012-2013)	JULY-12	AUG-12	SEPT-12	OCT-12	NOV-12	DEC-12	JAN-13	FEB-13	MAR-13	APR-13	MAY-13	JUN-13	TOTALS
License Renewals	\$64,845	\$61,081	(\$81,056)	\$4,380	(\$13,850)	(\$24,778)	(\$19,050)	(\$31,475)	\$42,790	(\$18,825)	\$16,625	\$8,723	\$9,410
New License Fee	\$4,600	(\$500)	(\$1,700)	(\$2,600)	(\$5,400)	(\$4,100)	\$5,200	(\$7,400)	\$2,950	(\$200)	(\$6,800)	\$1,900	(\$14,050)
Application Fee	(\$2,450)	\$8,650	(\$650)	\$550	\$3,550	\$5,650	\$8,650	\$3,250	\$3,250	\$12,000	\$6,550	\$10,450	\$59,450
License Changes	(\$3,032)	\$4,542	(\$4,932)	\$4,667	(\$6,157)	(\$758)	(\$5,032)	(\$3,058)	\$9,468	\$867	(\$2,257)	\$968	(\$4,714)
Investigative Recov Costs	\$6,533	\$5,626	\$9,542	\$10,975	\$18,930	\$3,799	(\$456)	\$5,706	\$12,805	\$11,851	\$19,536	\$18,008	\$122,855
Renewal Late Fees	\$567	\$2,516	\$942	\$2,517	(\$934)	\$1,617	(\$1,233)	(\$4,533)	\$1,756	(\$5,283)	(\$5,508)	\$5,664	(\$1,913)
Renewal Inactive Fee	\$1,400	\$1,300	(\$8,850)	\$450	(\$1,200)	(\$5,550)	(\$8,100)	(\$2,850)	\$2,250	(\$3,950)	(\$4,550)	\$1,000	(\$28,650)
Totals	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	\$72,463	\$83,215	(\$86,703)	\$20,939	(\$5,061)	(\$24,119)	(\$20,021)	(\$40,360)	\$75,269	(\$3,540)	\$23,596	\$46,712	\$142,388
Budget (2013-2014)	JULY-13	AUG-13	SEPT-13	OCT-13	NOV-13	DEC-13	JAN-14	FEB-14	MAR-14	APR-14	MAY-14	JUN-14	TOTALS
License Renewals	\$270,000	\$320,000	\$340,000	\$320,000	\$320,000	\$300,000	\$360,000	\$330,000	\$380,000	\$390,000	\$370,000	\$400,000	\$4,100,000
New License Fee	\$49,166	\$49,166	\$49,166	\$49,166	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$590,000
Application Fee	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,334	\$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	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	\$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				\$2,948,010
New License Fee	\$46,200	\$60,600	\$41,850	\$54,000	\$46,800	\$46,350	\$39,000	\$46,800	\$57,150				\$438,750
Application Fee	\$28,800	\$42,300	\$32,150	\$39,300	\$26,700	\$34,800	\$39,900	\$40,800	\$42,900				\$327,650
License Changes	\$32,150	\$30,425	\$27,200	\$28,050	\$26,375	\$27,200	\$29,275	\$31,400	\$41,225				\$273,300
Investigative Recov Costs	\$25,955	\$42,690	\$18,598	\$21,165	\$28,607	\$30,385	\$26,717	\$26,194	\$39,941				\$260,253
Renewal Late Fees	\$5,480	\$7,875	\$16,010	\$7,300	\$4,495	\$16,415	\$5,475	\$7,450	\$10,175				\$80,675
Renewal Inactive Fee	\$8,700	\$14,400	\$18,300	\$7,500	\$8,100	\$19,650	\$8,700	\$16,200	\$12,300				\$113,850
Totals	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	\$464,085	\$515,940	\$550,328	\$453,615	\$395,082	\$508,803	\$532,992	\$518,364	\$503,279	\$0	\$0	\$0	\$4,442,488
Variance (2013-2014)	JULY-13	AUG-13	SEPT-13	OCT-13	NOV-13	DEC-13	JAN-14	FEB-14	MAR-14	APR-14	MAY-14	JUN-14	TOTALS
License Renewals	\$46,800	(\$2,350)	\$56,220	(\$23,700)	(\$65,995)	\$34,003	\$23,925	\$19,520	(\$80,413)	(\$390,000)	(\$370,000)	(\$400,000)	(\$1,151,990)
New License Fee	(\$2,966)	\$11,434	(\$7,316)	\$4,834	(\$2,367)	(\$2,817)	(\$10,167)	(\$2,367)	\$7,983	(\$49,167)	(\$49,167)	(\$49,167)	(\$151,250)
Application Fee	(\$4,533)	\$8,967	(\$1,183)	\$5,967	(\$6,633)	\$1,467	\$6,567	\$7,467	\$9,566	(\$33,334)	(\$33,334)	(\$33,334)	(\$72,350)
License Changes	\$3,400	\$1,675	(\$1,550)	(\$700)	(\$2,375)	(\$1,550)	\$525	\$2,650	\$12,475	(\$28,750)	(\$28,750)	(\$28,750)	(\$71,700)
Investigative Recov Costs	\$3,455	\$20,190	(\$3,902)	(\$1,335)	\$6,107	\$7,885	\$4,217	\$3,694	\$17,441	(\$22,500)	(\$22,500)	(\$22,500)	(\$9,747)
Renewal Late Fees	(\$2,853)	(\$458)	\$7,677	(\$1,033)	(\$3,838)	\$8,082	(\$2,858)	(\$883)	\$1,841	(\$8,334)	(\$8,334)	(\$8,334)	(\$19,325)
Renewal Inactive Fee	(\$4,633)	\$1,067	\$4,967	(\$5,833)	(\$5,233)	\$6,317	(\$4,633)	\$2,867	(\$1,034)	(\$13,334)	(\$13,334)	(\$13,334)	(\$46,150)
Totals	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	\$38,670	\$40,525	\$54,913	(\$21,800)	(\$80,334)	\$53,387	\$17,576	\$32,948	(\$32,140)	(\$545,419)	(\$525,419)	(\$555,419)	(\$1,522,512)



Licensing - Q3 Snapshot

Application, Renewal & Cost Recovery Revenue (FISCAL YEARS 2012-2013 / 2013-2014)



January to March 2014				FISCAL YTD LICENSING FEE TOTALS (FY2014)			
Licenses (Beginning of Quarter)	16,214			LICENSING FEES	BUDGET	ACTUAL	VARIANCE
New Licenses Issued	237			License Renewals	4,100,000	2,948,010	(1,151,990)
Licenses Cancelled / Surrendered / Revoked	(321)			New License Fee	590,000	\$438,750	(151,250)
Variance in Suspended/Reinstated Licenses	16,193			Application Fee	400,000	\$327,650	(72,350)
Licenses (End of Quarter)	16,193			License Changes	345,000	\$273,300	(71,700)
# of Licenses on December 31, 2013	16,214			Invest Recov Costs	270,000	\$260,253	(9,747)
# of Licenses on March 31, 2014	16,193			Renewal Late Fees	100,000	\$80,675	(19,325)
Net YTD (Fiscal Year)				Renewal Inactive Fee	160,000	\$113,850	(46,150)
Licenses Gained / Lost	(21)						
Renewal Revenue Gained / Lost	(\$12,600)						
*Does not include suspended licenses							
90 Day Retention Rate				180 Day Retention Rate			
Projected Year-End Retention Rate	Dec '13 Lic's	16,214		Projected Year-End Retention Rate	Sept '13 Lic's	16,284	
	Cancellations	(321)	(1.98%)		Cancellations	(651)	(4.02%)
	New Licenses	237	1.46%		New Licenses	483	2.98%
	Susp/Reinstat	63	0.39%		Susp/Reinstat	77	0.48%
	Mar'14 Lic's	16,193			Mar '14 Lic's	16,193	
3 Month Rolling	Change	(21)		6 Month Rolling	Change	(91)	
	% Change	(0.13%)			% Change	-0.56%	

Licensing - Overview

QUARTERLY STATS

New License Apps: 414 +12%

- 258 Approved
- 50 Tabled/Denied
- Avg. Processing Time 64 days; 55% approved/denied within 60 days

Issued Licenses: 237 (-4%)

License Change Apps: 815 +7.8%

- Avg. Processing Time 25 days; 77% approved/denied within 30 days

Active Licenses: 14,904 (-0.6%)

Inactive Licenses: 1,289 (-11.7%)

Placed on inactive status: 72 +4%

Voluntary Surrender: 62 (-34%)

Active License Renewals:
1,717 +9%

Inactive License Renewals:
122 7%

License Suspensions (no bond):
233 (-27%)

Licenses Cancelled: 238 (-28%)

46 App. Denial Hearings +12%

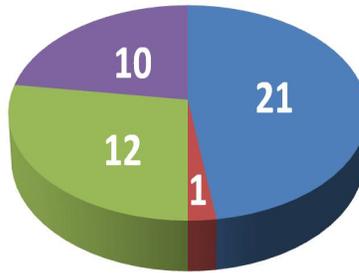
138 Financial Reviews Opened

- 116 Approved by Staff

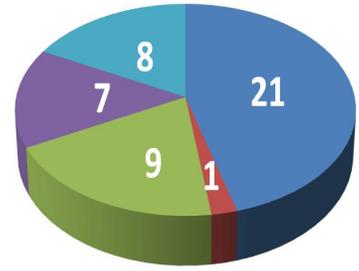
17 Financial Responsibility Hearings +14.6%

Application Denial Hearing Outcomes

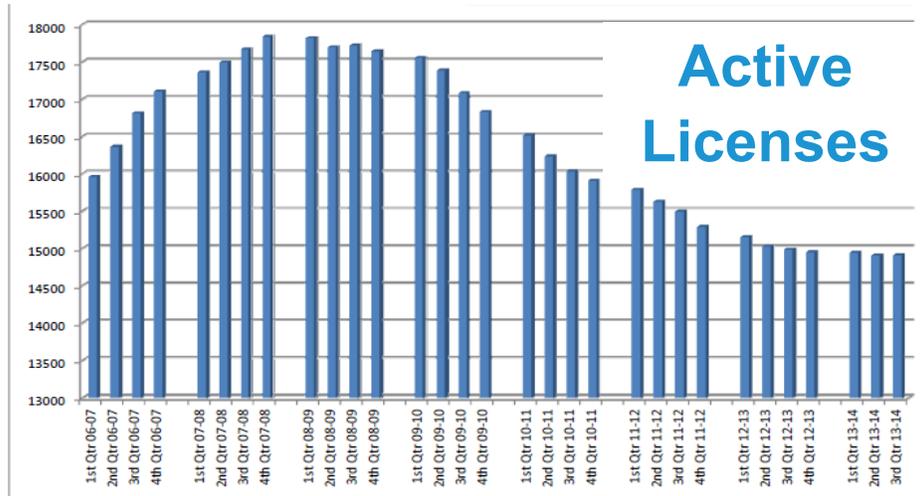
Q2 FY 13-14



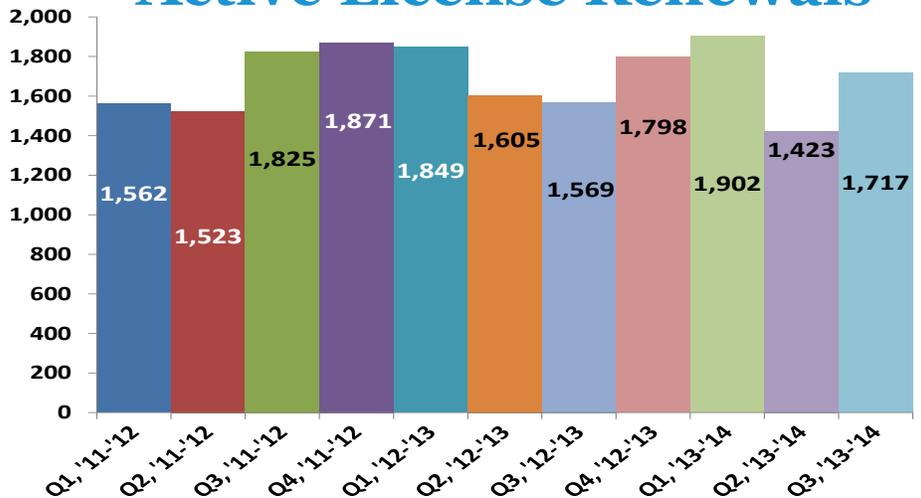
Q3 FY 13-14



■ Approved ■ Tabled ■ Denied ■ Continued ■ Approved ■ Tabled ■ Denied ■ Continued ■ Withdrawn



Active License Renewals

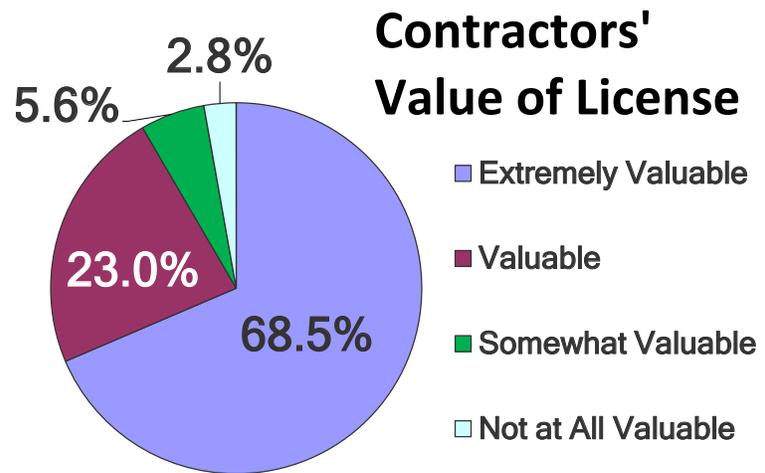


Licensing - Highlights

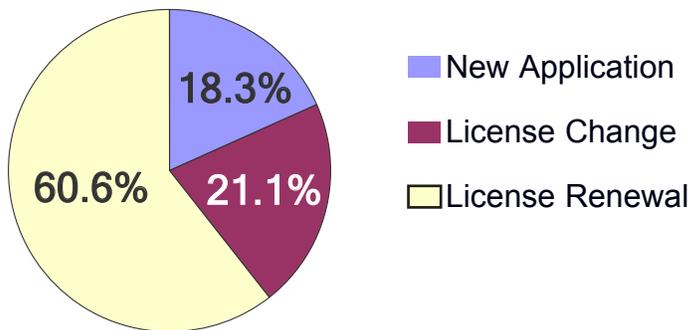
Licensing Developing Contractor Lists by County for NSCB Website



Licensing is currently in the process of developing classification lists by county, which it hopes to make available on the Board's website in the near future. Working with our Information Technology team, the lists will provide consumers the opportunity to narrow their search for a licensed contractor once they know the appropriate classification needed for the scope of their project. The classification lists will be generated and updated internally.



Reason for Contacting the Board

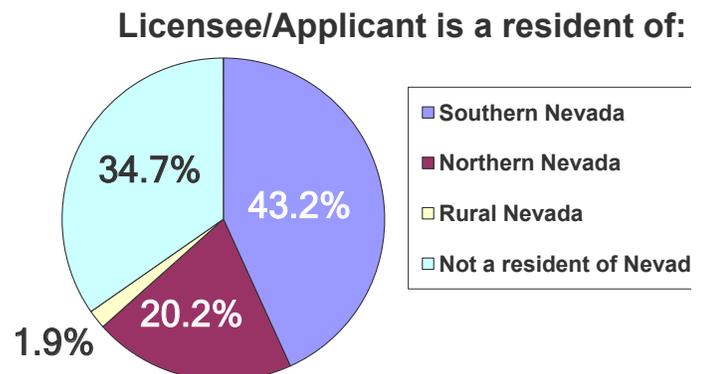


Hearing Solicits Public Input On Two Regulatory Change Proposals

On March 11, the Board held a Regulation Hearing to receive public input on two regulatory changes - R095-12 and R096-12 - revising provisions of various license classifications and subclassifications. Based on the comments received, staff plans to recommend minor modifications to the proposed language review and adoption by the Board at the April Board meeting.

Application Denial Hearings

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



Enforcement - Applicant Backgrounds

SIGNIFICANT OUTCOMES

- 87 investigations initiated; 44 pending
- 5 applicants withdrew their applications once background issues were identified

UNREPORTED CRIMINAL ACTIVITY *(per background investigations)*

- DUI (11)
- Felony Narcotics (9)
- Misd. Battery (6)
- Misd. Theft (6)
- Felony Theft (3)
- Domestic Violence (3)
- Felony Battery (2)
- Burglary (1)
- Robbery (1)
- Kidnapping (1)
- Rape (1)
- Assault (1)
- Child Abuse (1)
- Felony Child Support (1)

Fingerprint Cards Submitted	865
Total fingerprints returned with criminal histories	147
Total fingerprints returned without criminal histories	718
Criminal Histories	17%

Forged documents result in discipline

In early 2009, two applicants agreed to form a licensed landscaping business, with one applicant serving as the Qualified Employee for the license.

Over the course of the next four years, documents for the application and renewal of licensure were received and approved by the Board, which contained the Qualified Employee's signature.

In early November 2013, the applicant submitted the Biennial Renewal without the required signature of the Qualified Employee. The applicant stated the lack of a signature was an oversight and he would have it corrected immediately. Later that month, the licensee submitted a letter to the Board requesting to replace his Qualified Employee, stating, "Due to medical reasons our current Qualified Employee must resign his position."

This notification seemed suspicious to Board staff. They investigated the matter and discovered the Qualified Employee had in fact died from natural causes on June 13, 2009 - shortly after the initial application for licensure had been submitted.

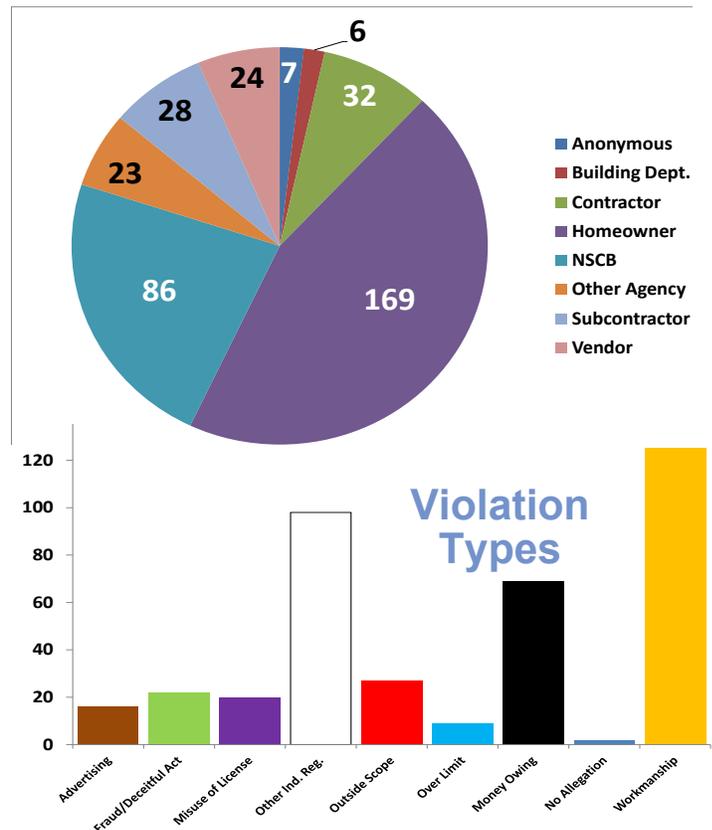
The case was later referred to a disciplinary hearing where the licensee was fined \$2,600 and ordered to pay investigative costs of \$2,090. The monetary limits were reduced on both suspended licenses, and the licensee was ordered to pass the appropriate trade and law exams for the license in question or the license would be revoked.

Enforcement - Compliance Overview

QUARTER SNAPSHOT

- Opened Complaints: 371
- 124 Workmanship
 - 68 Money Owing
 - 179 Industry Regulation
- Closed Complaints: 381
- 152 single-family residences; 7 multi-family residences; 14 public works projects; and 56 commercial projects
- Pending cases: 258; 13 over 90 days
- 75 Administrative citations issued
- \$64,950 in Fines
 - \$23,364 in Investigative Costs
- 33 Cases Referred for Disciplinary Hearing
- 11 Licenses revoked
 - 0 Licenses Suspended
 - 0 Licenses Surrendered
 - \$36,800 in Fines
 - \$46,692 in Investigative Costs

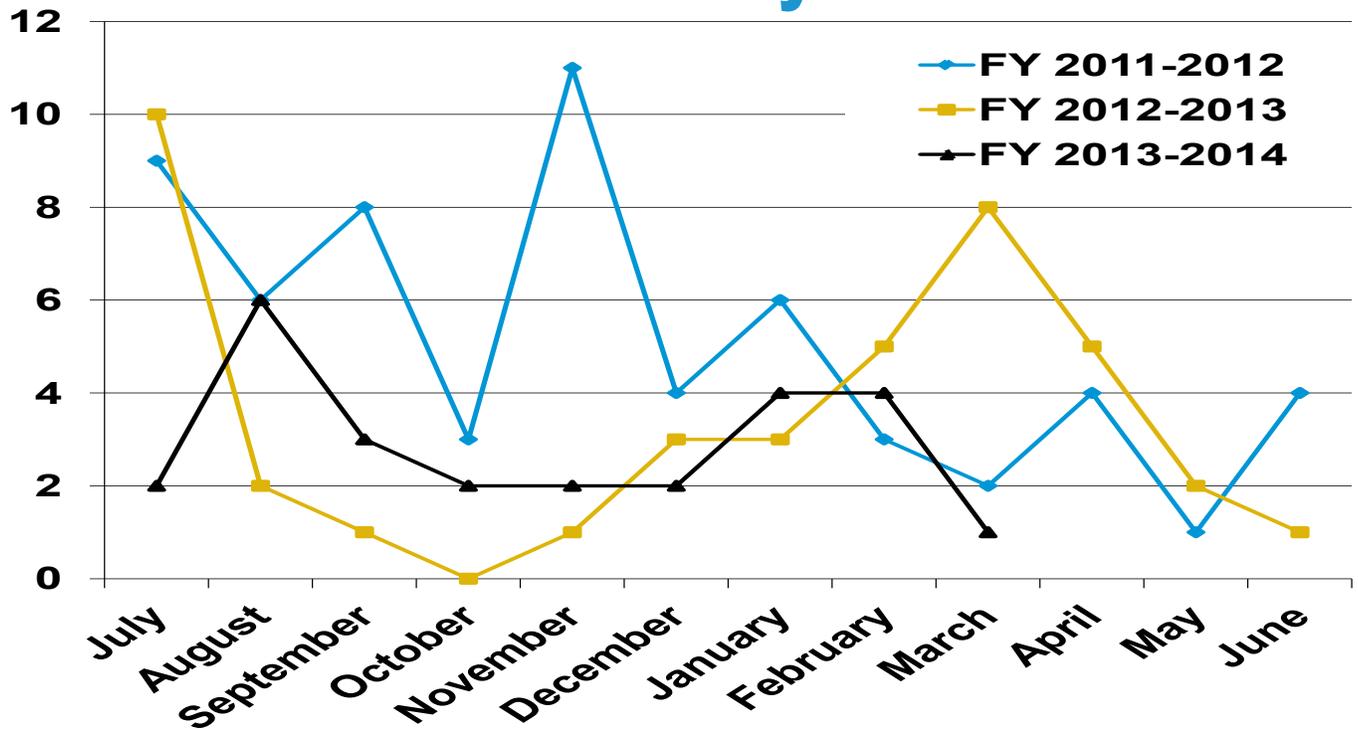
Sources of Complaints Filed



FY 2011-2012	Complaints	FY 2012-2013	Complaints	FY 2013-2014	Complaints
July	148	July	157	July	145
August	226	August	158	August	142
September	171	September	171	September	123
1st Qtr:	545	1st Qtr:	486	1st Qtr:	410
October	204	October	185	October	132
November	187	November	155	November	109
December	174	December	134	December	135
2nd Qtr:	565	2nd Qtr:	474	2nd Qtr:	376
January	169	January	186	January	122
February	174	February	165	February	119
March	163	March	147	March	130
3rd Qtr:	506	3rd Qtr:	498	3rd Qtr:	371
April	162	April	162	April	
May	159	May	147	May	
June	166	June	131	June	
4th Qtr:	487	4th Qtr:	440	4th Qtr:	

Enforcement - Compliance Highlights

Residential Recovery Fund Claims



RESIDENTIAL RECOVERY FUND

2 Residential Recovery Fund hearings

- 5 cases heard
- Approximately \$23,500 awarded collectively
- Average claim awarded - Approximately \$4,700
- 2 claims denied by Committee
- 1 claim withdrawn
-

As of March 31, 2014, the Fund has a balance of \$5.9 million.

Enforcement - Criminal Overview

QUARTER SNAPSHOT

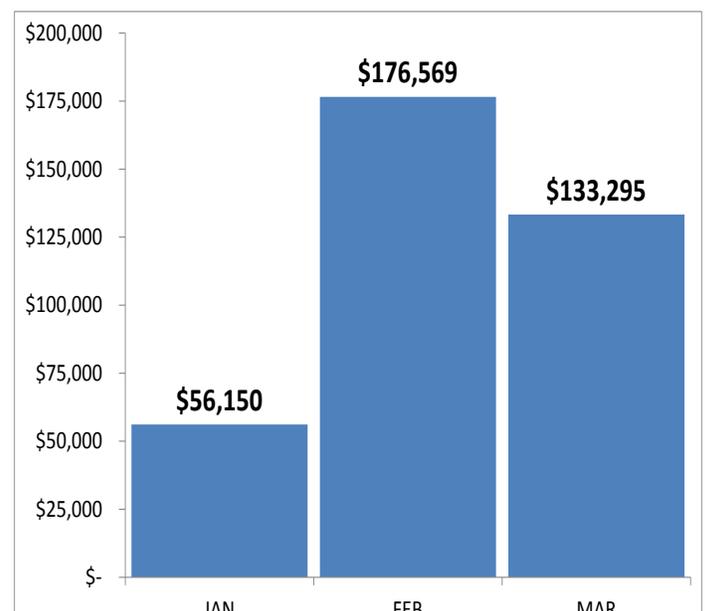
- Opened Complaints: 353
- Closed Complaints: 257
- 1,241 Pending cases
- 0 cases over 90 days
- 34 Criminal charges filed
- 51 Criminal convictions recorded
 - 2 Felony
 - 2 Gross Misdemeanor
 - 47 Misdemeanor

Illegal immigrants cited after social security number search

During a check for unlicensed contractors, two Board investigators found three men loading drywall onto a truck and performing tile work in a garage. They claimed to work for a design firm. None possessed social security cards, and all presented El Salvadoran consulate identification.

The investigators contacted the design firm and received W-4 forms for the men. The forms were filled out in similar handwriting, prompting the investigators to dig further. They found the social security numbers on the forms did not belong to the workers. The workers were located the next day and cited for contracting without a license. The design firm is slated for a disciplinary hearing.

FY 2011-2012		FY 2012-2013		FY 2013-2014	
Complaints		Complaints		Complaints	
Jul	93	Jul	128	Jul	107
Aug	138	Aug	114	Aug	89
Sep	80	Sep	81	Sep	89
1st Qtr:	311	1st Qtr:	323	1st Qtr:	285
Oct	105	Oct	106	Oct	92
Nov	60	Nov	64	Nov	101
Dec	73	Dec	57	Dec	55
2nd Qtr:	238	2nd Qtr:	227	2nd Qtr:	248
Jan	73	Jan	107	Jan	111
Feb	107	Feb	104	Feb	121
Mar	107	Mar	83	Mar	121
3rd Qtr:	287	3rd Qtr:	294	3rd Qtr:	353
Apr	136	Apr	117	Apr	
May	119	May	114	May	
Jun	148	Jun	119	Jun	
4th Qtr:	403	4th Qtr:	350	4th Qtr:	0



More than \$365,000 Lost to Unlicensed Contractors in Nevada between January and March 2014.

Enforcement - Criminal Highlights

STING OPERATION NETS 12 UNLICENSED CONTRACTORS

In an ongoing effort to protect the health, safety, and welfare of the public, investigators conducted a sting operation February 25 at a Las Vegas residence. Unlicensed contractors advertising tiling, drywall, electrical, and other repair/installation services requiring a contractor's license were targeted. Those who responded to the investigator's appointment to bid the project were greeted with a citation for advertising without a license and/or contracting without a license.

FORMER MOST WANTED CONTRACTOR PLEADS GUILTY



Steven Charles Yon, formerly on the Board's Most Wanted list whose license was revoked in March of 2009, pled guilty to diversion of funds, a gross misdemeanor, in the Second Judicial District Court in the County of Washoe. Yon received a suspended one-year jail sentence and was placed on probation for 36 months. He was ordered to pay the victim \$9,745 in restitution and \$400 in administrative fees and reimbursement to the county Public Defender's office.

BOARD ADDS THREE TO 'MOST WANTED' LIST

Enforcement investigators added three individuals to the Board's Most Wanted list during the quarter. In February, consumers throughout northern Nevada and California were alerted to be on the lookout for Dror Gal and Joshua Kanan affiliated with Advanced Green Builders, Inc., after warrants for their arrest were issued containing six charges involving felony diversion of construction funds and felony theft.

A month later, Graciela Banuelos-Gonzalez was added to the Most Wanted list after four warrants

were issued by the Las Vegas Justice Court totaling more than \$138,000. Banuelos-Gonzalez was operating under a revoked license in which she would bid a job and only partially complete the work or take the money and abandon the project all together.

Thanks to the Board's quick efforts to notify the public, all three individuals turned themselves in to local law enforcement and are currently pending trial.

DROR GAL



JOSHUA KANAN



GRACIELA BANUELOS-GONZALEZ



Information Technology - Highlights

Infrastructure upgrades improve network

The Information Technology Department moved all data traffic to a new Ethernet circuit, improving data transmission performance



FTP service aids reporting requirements

IT implemented the long-term solution for compliance with AB 86. A new server with file transfer protocol will allow the Division of Industrial Relations and the Department of Employment, Training and Rehabilitation to send the Board notifications related to compliance with the new law. The FTP server allows us to accurately track when a notification is received.



Phone call-handling upgrade progressing

In addition to upgrades to the Board's online license application and redesign of our website, IT is in the midst of upgrading inbound call handling to basic automatic call distributor software. The department will initiate user training once installation of the Avaya system is complete.

Public Information Office - Highlights



NSCB LAUNCHES TWO NEW PUBLIC SERVICE ANNOUNCEMENTS

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

Developing New Collateral



Agency Conducts Multiple Educational Seminar Trainings

During the quarter, Board staff went before the Commission on Common Interest Communities to seek approval for a three-hour continuing education course developed for community managers. The training program was approved and has since been delivered in three formal sessions for credit. The Board has also presented modified and follow-up versions of the program to realty students, HOA community managers and board members, and the contract personnel from the City of Las Vegas - over 300 people in total.

The trainings are designed to inform attendees of the best practices when hiring licensed contractors, how to evaluate and seek guidance on determining the appropriate license classification for a particular job, how to utilize the Board's resources for researching contractors, and promote proactive communication with the Board on licensing and contracting matters.

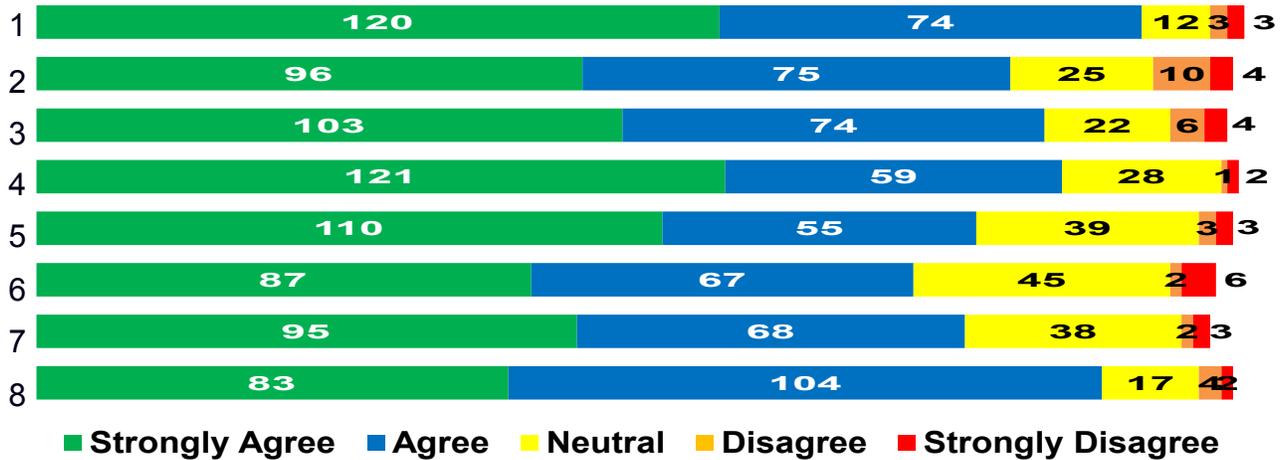
HOME IMPROVEMENT FORUM

In February, the Board teamed up with industry experts representing electrical, plumbing, roofing, home building, landscaping, and HVAC trades to convey to homeowners the importance of hiring licensed contractors. The value comes from the two-way conversation that takes place between the panel of experts and homeowners. Homeowners can share of their experiences, both positive and negative, seeking input from the industry, while the Board and industry can offer insight into red flag warnings, preventative tips, and best practices within each trade as well as the hiring of licensed contractors.



Customer Service Survey - Licensing

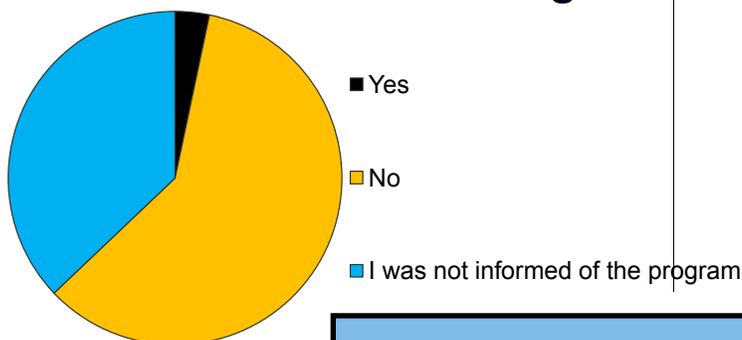
Licensee/Applicant Feedback



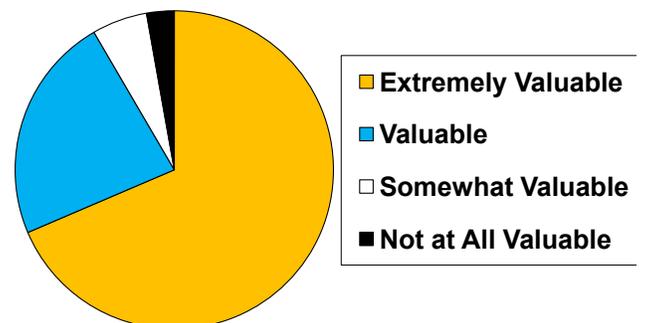
SURVEY QUESTION KEY

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

Contractor participated in the Business Assistance Program



Contractors' Value of License

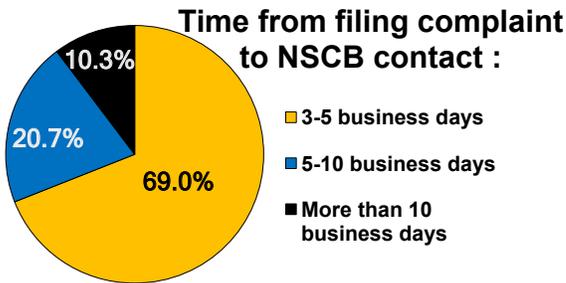
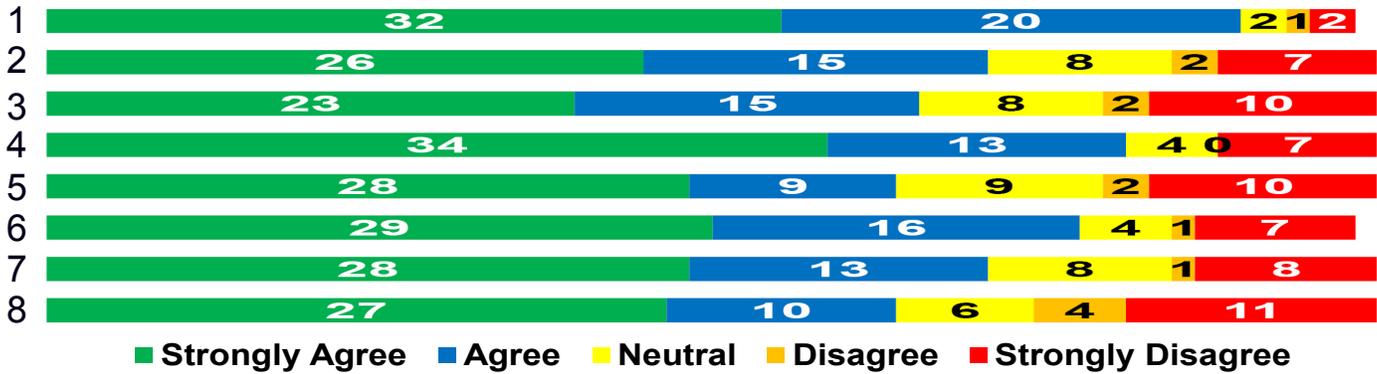


LICENSING SAMPLING RATES

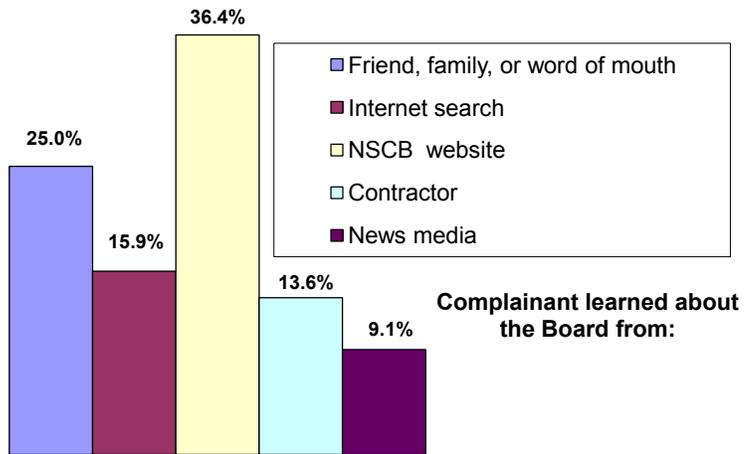
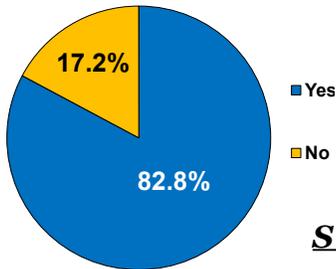
Dec. (64/524) = 12%
 Jan. (94/672) = 14%
 Feb. (55/648) = 8%
Total (213/1844) = 12%

Customer Service Survey - Complainant

Complainant Feedback



Complainant received written notification of the case outcome



SURVEY QUESTION KEY

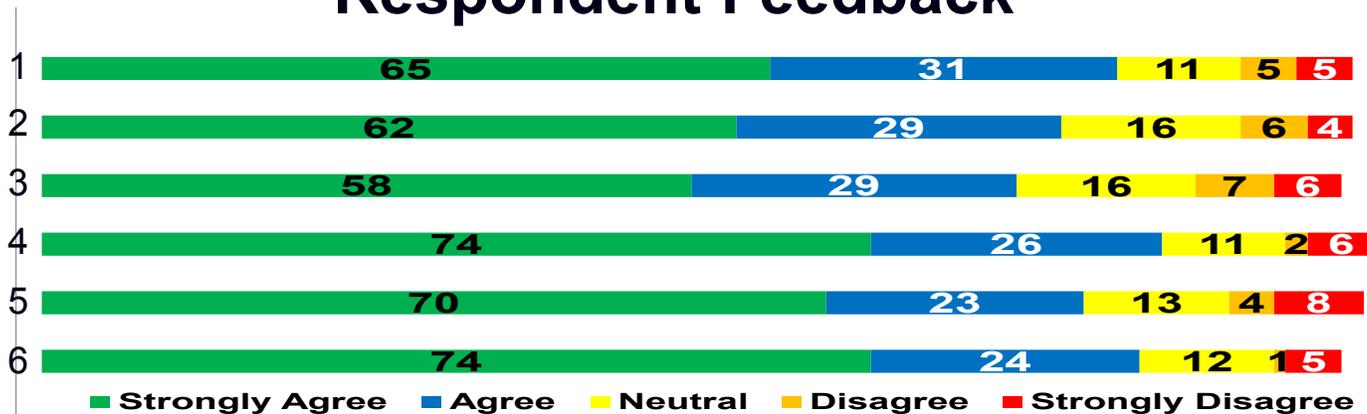
- The information on how to file a complaint was easily accessible and understandable.
- The procedures for investigating my complaint were clearly explained to me.
- I was kept informed of the progress made on my complaint throughout the investigation.
- NSCB representatives treated me with respect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

COMPLAINANT SAMPLING RATES

Dec. (15/49) = 30.6%
 Jan. (31/77) = 40.3%
 Feb. (11/53) = 21%
Total (57/179) = 32%

Customer Service Survey - Respondent

Respondent Feedback



SURVEY QUESTION KEY

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

RESPONDENT SAMPLING RATES

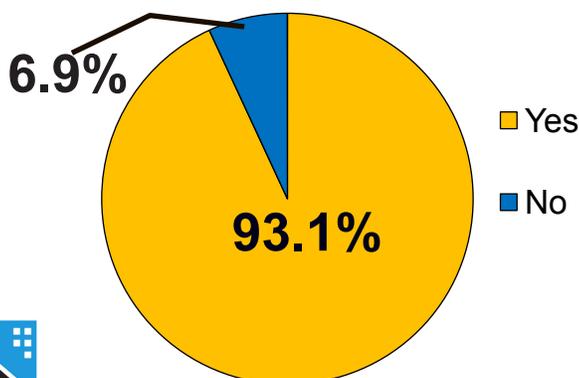
Dec. (8/97) = 8.2%

Jan. (6/116) = 5.2%

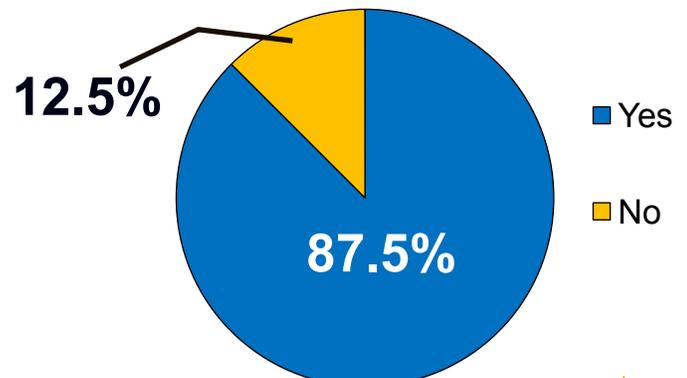
Feb. (3/96) = 3%

Total (17/96) = 6%

Respondent notified within 10 days of complaint's filing?

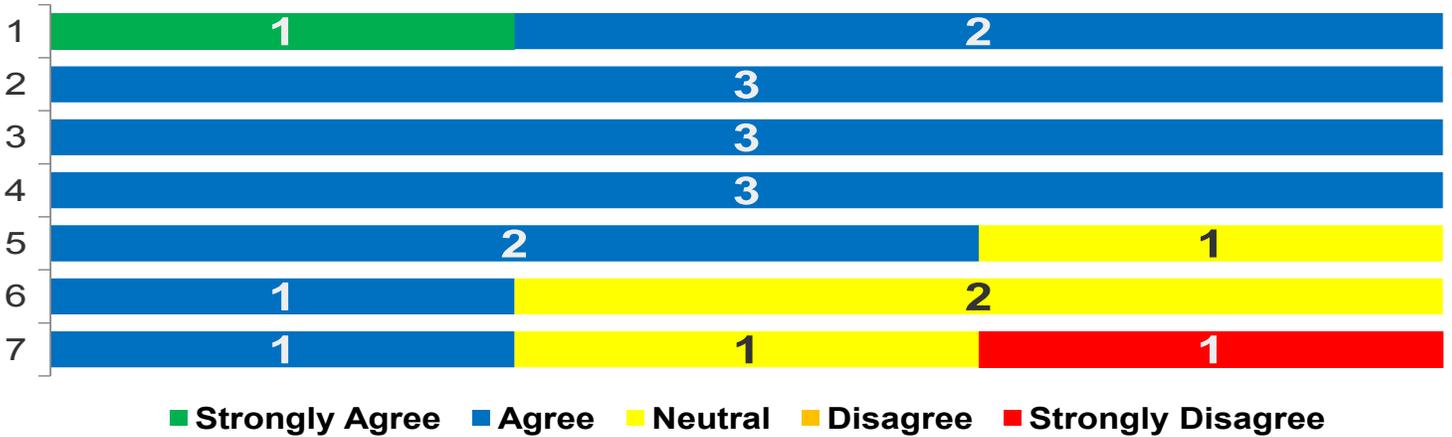


Respondent received written notification of case outcome?



Customer Service Survey - Recovery Fund

Recovery Fund Feedback



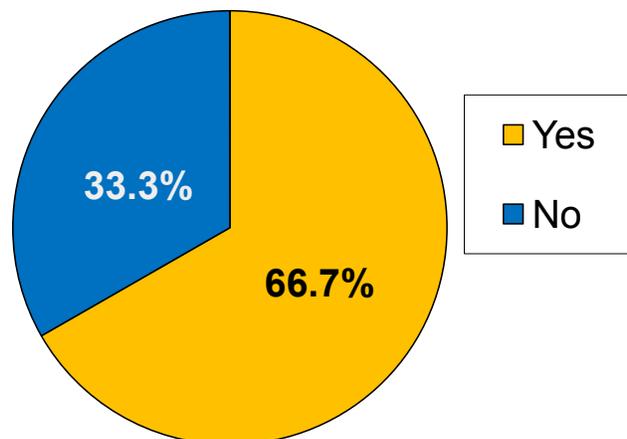
SURVEY QUESTION KEY

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

RECOVERY FUND SAMPLING RATES

Dec. (1/2) = 50%
 Jan. (0/2) = 0%
 Feb. (2/4) = 50%
Total (3/8) = 37.5%

Homeowner knew of Recovery Fund before contacting the Board



Customer Service Survey- Respondent



CUSTOMER SURVEYS PROMOTED

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

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

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

What Our Customers Are Saying

“Thanks for a very thorough investigation and for a decision that I perceive as just and fair.”

~ Complainant

“NSCB’s website works extremely well. I am very satisfied, thank you!”

~License Renewal Customer

“Overall am happy with the program and the experience in going through the process.”

~Recovery Fund Applicant

“Great staff to work with, very knowledgeable and prompt. Good Job NV License Staff!”

~New License Applicant

Looking Forward - Quarter 4

As we begin the final quarter of the 2013-14 fiscal year, we will put the finishing touches on the current Strategic Plan.

We are proud of our accomplishments thus far and are confident that in the final quarter we will continue to make progress in the major focus areas addressed in the Plan.

As has been customary throughout the year, in the final quarter we anticipate accomplishing several projects that will leverage our use of technology, continue partnering initiatives and maintain superior customer service.

Many of these initiatives already are under way:

- IT is developing specifications for an RFP for upgrading our licensing and enforcement database.
- Investigations is spearheading a continuing education seminar for community association managers that met with great success and strong demand.
- Licensing is working on making it possible for website users to create contractor lists by license classification.
- In the coming months we will conduct a workshop and hearing on regulations R018-14 and R019-14, concerning tree trimming services and the imposition of fines.

We are excited complete the tasks outlined in the current Strategic Plan and are eager to report additional successes in our next quarterly report.



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