



Nevada State Contractors Board

STRATEGIC PLAN

*EXECUTIVE OFFICER REPORT
QUARTER TWO REPORT*

October 1 to December 31, 2024



Members of the Board

Boyd Martin, *Chairman*

Margaret Cavin, *Treasurer*

Bryan Cowart

Walter Flores

Kent Lay

Jan B. Leggett

Louis Polish, Jr.

Executive Leadership

David Behar, *Executive Officer*

Susan Broili-Kamesch, *Licensing Administrator*

Brian Hayashi, *Information Technology Manager*

Mission Statement

The Nevada State Contractors Board (NSCB) is committed to ensuring the integrity and professionalism of the construction industry in Nevada. The NSCB has the responsibility to promote quality construction by Nevada licensed contractors through a regulatory licensing system designed to protect the health, safety and welfare of the public.

members
and



Message from the Executive Officer



The 2nd quarter of our fiscal year is always a special time to reflect on. Aligned with the holiday season, it is not hard to find examples of stewardship, generosity, and reasons to be thankful.

At the Contractors Board, we make time during this season to formally acknowledge and thank our staff for their daily contributions that make our licensing, enforcement and customer assistance services available to those in need. We highlight the sacrifices made by members of our staff and Board who have served our country during our annual Veterans Day luncheon. And we also share laughs and fun office traditions as we celebrate the holidays.

One of the most important ways I feel we give back to the industry is through our partnerships to support construction education programs geared toward the development of future generations. From our workforce development panels at local high schools sponsored by the Commission on Construction Education, to the construction career fairs hosted by industry associations, our community knows and actively invests in the career pathways of children with an interest in construction.

These foundations become the cornerstone to ensuring the longevity of our industry and our ability to continue to meet the demands of the growing commercial and residential markets we live in. The construction industry plays a vital role in the economic success of our state and its ability to retain quality workers in every sector of employment based on affordable and available housing, as well as employment opportunities created through the establishment of new businesses.

The Contractors Board understands firsthand the weight of these responsibilities and the impediments that can stand in the way of production goals, which is why we work closely with industry representatives, local building officials, and state representatives to monitor construction trends, strategize solutions and maximize the efficiency of resources in pursuit of achieving common goals that benefit all parts of the state.

It is an honor to work alongside many dedicated professionals who make strides each day to improve the livelihood of those in our communities and promote the values and opportunities Nevada has to offer.

A handwritten signature in cursive script, which reads "David Behar".

DAVID BEHAR
Executive Officer
Nevada State Contractors Board

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Executive Officer - Quarter Highlights

Executive Officer & Board Chair Meet with Administration on Modernization Efforts

In support of the Governor's reorganization and modernization efforts, Executive Officer Behar and Chairman Martin attended meetings held by the Department of Business and Industry leadership and Administration to engage in discussion about the future roles and structure of Nevada's boards, commissions, and other regulatory agencies. The NSCB welcomed opportunities to meet and discuss its role and responsibilities with these parties individually and offer operational insights that hope to mitigate disruption to public safety and customer service.

Board Elects Members to Legislative Subcommittee

With the 2025 Legislative Session around the corner, the Board named members to sit on the Legislative Subcommittee, which will be responsible for reviewing and discussing legislative bills of interest to the Board and making recommendations for legislative actions and positions. Each meeting agenda is posted to the Board's website and a verbal report is provided at each subcommittee meeting for discussion and ratification by subcommittee members.

Contractors Board Welcomes New Member

On November 30, Governor Lombardo announced the appointment of Walter Flores-Aguirre to the Contractors Board filling the seat of outgoing public member Joe Hernandez who served the Board for more than a decade. Flores-Aguirre has a background in financial planning and electrical engineering. He serves on the Board of Directors for the Latin Chamber of Commerce and is a member of the Business Advisory Board of the Nevada State University.

NSCB Hosts 'Tools Drive'

Offering a unique way for members of the community and industry professionals to support high school construction programs, the Board hosted its first 'Tools Drive,'

encouraging donations of new and gently used construction tools and materials. The response exceeded expectations and is highlighted under the Public Information Highlight later in the report.

Rural Discussions Top Priority

During the quarter, the Board held several discussions with local and state officials regarding demands for licensed contractors in rural communities. With emphasis placed on workforce for the construction of new housing, Executive Officer Behar has worked with industry representatives to collaborate on innovative solutions, including the use of the existing License by Endorsement program, to more expeditiously meet the construction needs being noticed in rural areas across Nevada.

Commission on Construction Education Workforce Development Panels in High Demand

In what is becoming a highly sought-after program, the Commission on Construction Education continues to promote and facilitate workforce development panels highlighting career pathways in construction. The panels feature industry professionals from all trades who share their personal experiences in construction, offering insights on job opportunities, interview tips, and the longevity and diversity of construction careers. Students in middle and high school can engage with panelists and have their questions about construction careers answered.

Language Access Line Implemented

As part of its Language Access Plan, the Board launched a new 24/7 language line service to assist with instantaneous over the phone audio interpretations in over 240 languages for contractors, individuals seeking licensure and members of the public. These services have helped to improve the Board's communication and ability to serve the specific needs of its customers.

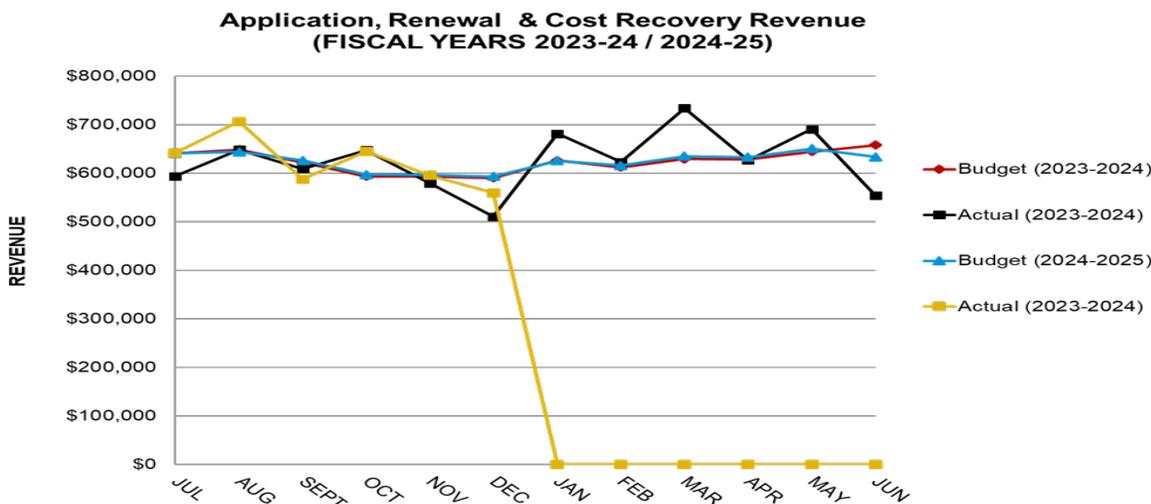


Licensing & Cost Recovery - Data Dashboard

Budget (2023-2024)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTALS
License Renewals	\$423,000	\$431,000	\$407,000	\$378,000	\$378,100	\$375,100	\$411,000	\$398,000	\$414,300	\$413,000	\$428,300	\$443,200	\$4,900,000
New License Fee	\$65,833	\$65,836	\$65,836	\$65,832	\$65,832	\$65,832	\$65,832	\$65,833	\$65,832	\$65,835	\$65,832	\$65,835	\$790,000
Application Fee	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$750,000
License Changes	\$47,917	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,916	\$47,917	\$47,917	\$575,000
Investigative Recov Costs	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$300,000
Renewal Late Fees	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$120,000
Renewal Inactive Fee	\$6,225	\$6,375	\$3,825	\$4,025	\$3,575	\$3,725	\$4,125	\$2,925	\$3,825	\$4,125	\$4,725	\$3,525	\$51,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$640,475	\$648,627	\$622,078	\$593,274	\$592,923	\$590,074	\$626,374	\$612,174	\$629,374	\$628,376	\$644,274	\$657,977	\$7,486,000
Actual (2023-2024)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTALS
License Renewals	\$409,500	\$410,590	\$419,615	\$434,200	\$385,080	\$321,968	\$448,687	\$397,350	\$469,638	\$383,500	\$450,640	\$318,125	\$4,848,893
New License Fee	\$54,900	\$61,800	\$55,800	\$54,000	\$62,600	\$61,150	\$79,400	\$73,900	\$76,200	\$65,850	\$83,100	\$77,700	\$806,400
Application Fee	\$56,700	\$75,900	\$60,300	\$65,700	\$66,300	\$63,300	\$75,000	\$73,500	\$86,100	\$75,600	\$79,200	\$76,500	\$854,100
License Changes	\$45,025	\$51,100	\$39,950	\$43,650	\$35,550	\$38,575	\$50,700	\$51,450	\$55,325	\$46,000	\$45,450	\$44,125	\$546,900
Investigative Recov Costs	\$14,396	\$30,111	\$14,709	\$30,734	\$17,437	\$14,983	\$14,414	\$13,652	\$33,976	\$42,334	\$19,131	\$29,956	\$275,833
Renewal Late Fees	\$9,075	\$12,225	\$14,875	\$14,950	\$9,688	\$7,725	\$9,163	\$8,563	\$8,678	\$8,913	\$8,650	\$3,500	\$116,003
Renewal Inactive Fee	\$4,200	\$7,050	\$3,450	\$4,350	\$2,570	\$2,550	\$3,880	\$4,500	\$3,900	\$4,500	\$4,350	\$4,200	\$49,500
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$593,796	\$648,776	\$608,699	\$647,584	\$579,225	\$510,251	\$681,244	\$622,914	\$733,816	\$626,697	\$690,521	\$554,106	\$7,497,628
Variance (2022-2023)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTALS
License Renewals	(\$13,500)	(\$20,410)	\$12,615	\$56,200	\$6,980	(\$53,132)	\$37,687	(\$650)	\$55,338	(\$29,500)	\$22,340	(\$125,075)	(\$51,108)
New License Fee	(\$10,933)	(\$4,036)	(\$10,036)	(\$11,832)	(\$3,232)	(\$4,682)	\$13,568	\$8,067	\$10,368	\$15	\$17,268	\$11,865	\$16,400
Application Fee	(\$5,800)	\$13,400	(\$2,200)	\$3,200	\$3,800	\$800	\$12,500	\$11,000	\$23,600	\$13,100	\$16,700	\$14,000	\$104,100
License Changes	(\$2,892)	\$3,184	(\$7,967)	(\$4,267)	(\$12,366)	(\$9,342)	\$2,783	\$3,534	\$7,408	(\$1,916)	(\$2,467)	(\$3,792)	(\$28,100)
Investigative Recov Costs	(\$10,604)	\$5,111	(\$10,291)	\$5,734	(\$7,563)	(\$10,017)	(\$10,586)	(\$11,348)	\$8,976	\$17,334	(\$5,869)	\$4,956	(\$24,167)
Renewal Late Fees	(\$925)	\$2,225	\$4,875	\$4,950	(\$313)	(\$2,275)	(\$838)	(\$1,438)	(\$1,088)	(\$1,088)	(\$1,350)	(\$6,500)	(\$3,998)
Renewal Inactive Fee	(\$2,025)	\$675	(\$375)	\$325	(\$1,005)	(\$1,175)	(\$245)	\$1,575	\$75	\$375	(\$375)	\$675	(\$1,500)
TOTALS	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	(\$46,679)	\$149	(\$13,379)	\$54,310	(\$13,698)	(\$79,823)	\$54,870	\$10,740	\$104,442	(\$1,679)	\$46,247	(\$103,871)	\$11,628
Budget (2024-2025)	JULY-24	AUG-24	SEPT-24	OCT-24	NOV-24	DEC-24	JAN-25	FEB-25	MAR-25	APR-25	MAY-25	JUN-25	TOTALS
License Renewals	\$418,000	\$421,000	\$407,000	\$378,000	\$378,100	\$375,100	\$406,000	\$398,000	\$414,300	\$413,000	\$428,300	\$413,200	\$4,850,000
New License Fee	\$66,700	\$66,700	\$66,700	\$66,000	\$66,000	\$66,000	\$67,000	\$66,000	\$67,000	\$67,000	\$67,900	\$67,000	\$800,000
Application Fee	\$68,400	\$68,400	\$68,400	\$68,300	\$68,300	\$68,300	\$68,300	\$68,300	\$68,400	\$68,300	\$68,300	\$68,300	\$820,000
License Changes	\$45,416	\$45,417	\$45,417	\$45,416	\$45,416	\$45,416	\$45,417	\$45,416	\$45,417	\$45,417	\$45,418	\$45,417	\$545,000
Investigative Recov Costs	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$300,000
Renewal Late Fees	\$11,000	\$11,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$11,000	\$10,000	\$11,000	\$11,000	\$125,000
Renewal Inactive Fee	\$6,225	\$6,375	\$3,825	\$4,025	\$3,575	\$3,725	\$4,125	\$2,925	\$3,825	\$4,125	\$4,725	\$3,525	\$51,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$640,741	\$643,892	\$626,342	\$596,741	\$596,391	\$593,541	\$625,842	\$615,641	\$634,942	\$632,842	\$650,643	\$633,442	\$7,491,000
Actual (2023-2024)	JULY-24	AUG-24	SEPT-24	OCT-24	NOV-24	DEC-24	JAN-25	FEB-25	MAR-25	APR-25	MAY-25	JUN-25	TOTALS
License Renewals	\$423,155	\$447,415	\$361,690	\$399,825	\$364,205	\$339,790							\$2,336,080
New License Fee	\$65,100	\$77,400	\$71,700	\$75,150	\$72,600	\$68,100							\$430,050
Application Fee	\$68,100	\$88,800	\$72,000	\$85,500	\$71,700	\$79,200							\$465,300
License Changes	\$50,775	\$50,600	\$52,425	\$50,500	\$45,000	\$46,500							\$295,800
Investigative Recov Costs	\$22,836	\$26,070	\$16,486	\$20,645	\$30,300	\$15,302							\$131,639
Renewal Late Fees	\$9,188	\$8,475	\$9,825	\$8,700	\$8,888	\$7,238							\$52,313
Renewal Inactive Fee	\$2,600	\$7,450	\$3,600	\$4,500	\$2,870	\$3,150							\$24,170
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$641,754	\$706,210	\$587,726	\$644,820	\$595,562	\$559,279	\$0	\$0	\$0	\$0	\$0	\$0	\$3,735,351
Variance (2023-2024)	JULY-24	AUG-24	SEPT-24	OCT-24	NOV-24	DEC-24	JAN-25	FEB-25	MAR-25	APR-25	MAY-25	JUN-25	TOTALS
License Renewals	\$5,155	\$26,415	(\$45,310)	\$21,825	(\$13,895)	(\$35,310)	(\$406,000)	(\$398,000)	(\$414,300)	(\$413,000)	(\$428,300)	(\$413,200)	(\$2,513,920)
New License Fee	(\$1,600)	\$10,700	\$5,000	\$9,150	\$6,600	\$2,100	(\$67,000)	(\$66,000)	(\$67,000)	(\$67,000)	(\$67,900)	(\$67,000)	(\$369,950)
Application Fee	(\$300)	\$20,400	\$3,600	\$17,200	\$3,400	\$10,900	(\$68,300)	(\$68,300)	(\$68,400)	(\$68,300)	(\$68,300)	(\$68,300)	(\$354,700)
License Changes	\$5,359	\$5,183	\$7,008	\$5,084	(\$416)	\$1,084	(\$45,417)	(\$45,416)	(\$45,417)	(\$45,417)	(\$45,418)	(\$45,417)	(\$249,200)
Investigative Recov Costs	(\$2,164)	\$1,070	(\$8,514)	(\$4,355)	\$5,300	(\$9,698)	(\$25,000)	(\$25,000)	(\$25,000)	(\$25,000)	(\$25,000)	(\$25,000)	(\$168,361)
Renewal Late Fees	(\$1,813)	(\$2,525)	(\$175)	(\$1,300)	(\$1,113)	(\$2,763)	(\$10,000)	(\$10,000)	(\$11,000)	(\$10,000)	(\$11,000)	(\$11,000)	(\$72,688)
Renewal Inactive Fee	(\$3,625)	\$1,075	(\$225)	\$475	(\$705)	(\$575)	(\$4,125)	(\$2,925)	(\$3,825)	(\$4,125)	(\$4,725)	(\$3,525)	(\$26,830)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$1,013	\$62,318	(\$38,616)	\$48,079	(\$829)	(\$34,262)	(\$625,842)	(\$615,641)	(\$634,942)	(\$632,842)	(\$650,643)	(\$633,442)	(\$3,755,649)



Licensing & Cost Recovery - Data Dashboard



OCTOBER TO DECEMBER 2024	
Licenses (Beginning of Quarter)	18,515
New Licenses Issued	400
Licenses Cancelled / Surrendered /Revoked	(253)
Variance in Suspended / Reinstated Licenses	1
Licenses (End of Quarter)	18,663
# of Licenses on October 1, 2024	18,515
# of Licenses on December 31, 2024	18,663
Licenses Gained / Lost	148
Renewal Revenue Gained / Lost	\$88,800
*Does not include suspended licenses	

FISCAL YTD LICENSING FEE TOTALS (FY 2024-2025)			
LICENSING FEES	Q2 BUDGET	Q2 ACTUAL	VARIANCE
License Renewals	1,131,200	1,103,820	(27,380)
New License Fee	198,000	215,850	17,850
Application Fee	204,900	236,400	31,500
License Changes	136,248	142,000	5,752
Invest Recov Costs	75,000	66,246	(8,754)
Renewal Late Fees	30,000	24,825	(5,175)
Renewal Inactive Fee	11,325	10,520	(805)

90 Day Retention Rate			
Projected Year-End Retention Rate	October 2024	18,515	
	Cancellations	(253)	(1.36%)
	New Licenses	400	2.14%
	Susp/Reinstat	1	0.01%
	December 2024	18,663	
	Change	148	
3 Month Rolling	% Change	0.79%	

180 DAY RETENTION RATE			
Projected Year-End Retention Rate	July 2024	18,347	
	Cancellations	(494)	(2.65%)
	New Licenses	781	4.18%
	Susp/Reinstat	10	0.05%
	December 2024	18,663	
	Change	316	
6 Month Rolling	% Change	1.69%	



Licensing - Quarter Statistics

New License Apps	798	(21%)
Issued Licenses	400	(22%)
Change Apps	828	(19%)
Active Licenses	18,250	(3%)
Inactive Licenses	413	(8%)
Placed on Inactive Status	25	(25%)
Voluntary Surrender	73	(9%)
Licenses Canceled, Not Renewed	170	(13%)
Licenses Revoked	11	(27%)
License Suspensions (no bond)	299	(29%)
License Suspensions Initiated (DETR/DIR)	65	
• Compliance with DETR/DIR Received	66	(3200%)
• Suspended	12	(1100%)
• Referred to Enforcement	17	
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Active License Renewals	1,951	(5%)
Inactive License Renewals	40	(0%)
Online Renewals	1,504	(76% of all renewals)
New Online Registrations	483	(16,843 total registered)
Application Denial Hearings	1	(75%)
Financial Reviews Initiated	24	(14%)
• 8 Approved; 6 Tabled		
• 52 Pending Bankruptcies		
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CMS Exams	572	(37%)
Trade Exams	406	(20%)
NASCLA Exam Transcripts	32	(68%)
Licensure by Endorsement	54	(7% of all new applications)
• Trade & Experience	41	
• Experience Only	12	
• Trade Only	1	
Certificates of Eligibility Requests	15	(88%)
Certificates of Eligibility Renewals	79	(10%)
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Single Project Limit Increases	32	(68%)
Contractors Identified As Veterans	62	(31%)
Business Assistance Program Attendees	27	(47%)
Licensing Assistance Program Attendees	14	(36%)
Public Records Requests	51	(113%)
Total Calls Received	9,497	



Licensing - New License Trends

NEW LICENSE APPLICATIONS

License Class.	Trade	2nd Quarter 2024-25		
		In State	Out of State	Total
B	General Building	77	90	167
C-2	Electrical	44	59	103
A	General Engineering	33	54	87
C-3	Carpentry	40	18	58
C-1	Plumbing	36	18	54
C-21	Refrigeration & Air Conditioning	33	15	48
C-4	Painting	36	9	45
C-15	Roofing & Siding	23	14	37
C-10	Landscape	20	7	27
C-5	Concrete	15	10	25

Data collected by the NSCB during the 2nd Quarter of FY 2024-25 remains consistent with statewide trends as identified by the Nevada Business Magazine in its Industrial Summary: Fourth Quarter 2024 report.

With six new industrial buildings introduced in Northern Nevada during the reporting period and a stabilizing housing market in Southern Nevada expected, licensing trends continue to show positive gains upwards of 20% for new license applications and issued licenses. Likely tied to many of these projects are the increased requests for license change applications, single-project limit increases, NASCLA Transcripts and CMS exams.

As Nevada continues to welcome new construction across the State, the Board maintains proactive on compliance, monitoring closely the number of licensees who fail to keep in force bonds, which rose nearly 30% during the reporting period. Conversely, the Board noticed declines in license revocations and financial reviews indicating a stronger compliance with pre- and post-licensing requirements.

PROCESSING TIMEFRAMES IMPROVING

In response to ongoing strategic initiatives, the Licensing Department has been placing an increased focus on improving the application process and overall experience of end users.

Among some of the notable changes are the automation of many forms and applications, streamlining requests for information, and promoting the Business Assistance and License Assistance Programs to mitigate questions and application delays. The Board continues to identify and heighten opportunities to promote these programs, including partnership with UNLV's Small Business Development Center, which now partners with NSCB on its Construction 101: Contractor Licensing course.

License change applications, by nature, are processed more quickly than new license applications. While current data reflects a 19% gain over the 2nd Quarter of FY 2023-24, an average of 22 days is an improvement of nearly 41% over FY 2020-21. New license applications are more extensive and often not submitted as a complete package. Requests for information can often be an impediment to licensing processing times as staff work closely with the applicant to troubleshoot areas of concern with the goal of facilitating licensure approval. The Board is beginning to see a stabilizing of its new license processing times around 67 days, which is a 39% improvement from a high of 109 days just two years prior.



Licensing - Quarter Highlights

EXPEDITED APPLICATION PROCESS

In October of 2024, the Board introduced an expedited application pathway that guarantees an application will be looked at upon receipt, however, does not alter the licensing requirements or expedite the approval of an application. Interested applicants will be charged a \$600 expedited fee, of which 50% is due at the time the application is submitted. The remaining 50% and all other applicable licensing fees are due at the time the license is issued. A designated staff member will oversee all expedited applications for review and processing.

COLLABORATIVE SOLUTIONS HELP BRIDGE DEPARTMENT OPERATIONS

During the strategic planning process, it was identified that more needed to be done to help bridge the information gap between enforcement and licensing departments without compromising the confidentiality and integrity of the documents obtained.

Near the end of the quarter, staff were successful in implementing a series of improvements to licensing operations including document management and complaint investigations. Creating a “clearinghouse” where staff can identify necessary licensing and/or enforcement details regarding historical files and background, which will help to ensure non-compliant licensees or individuals with areas of concern are more quickly identified and reviewed when new requests for licensure or complaints are submitted to the Board.

LICENSE BY ENDORSEMENT A VALUABLE TOOL TO ADDRESS GROWING WORKFORCE NEEDS

In recent discussions with local and state representatives, and members of the industry regarding the workforce needs for new industrial projects and housing developments in rural areas, the Board highlighted the value of its Licensure by Endorsement program, which acknowledges the similar licensing standards of 12 states and helps qualified applicants expedite Nevada’s licensing process by endorsing trade and experience requirements. The program helps to bring in new and specialized talent to the State of Nevada for project-specific needs, bolstering our construction workforce and the economy.

Investigations - Background Check Trends

The Nevada State Contractors Board is authorized under NRS 624.265 to request fingerprints from all applicants for licensure for the purposes of conducting criminal background checks, which are used to assess the character of an applicant and verify accuracy and/or omission of information provided on the license application. The Board's use of criminal justice databases is monitored and audited by the State of Nevada and the FBI for compliance with applicable rules, regulations, policies and procedures.



BACKGROUND CHECK STATISTICS

34 Investigations Initiated

- 34 Investigations pending
- 38 Investigations closed
- 2 Administrative Citations issued for misrepresentation

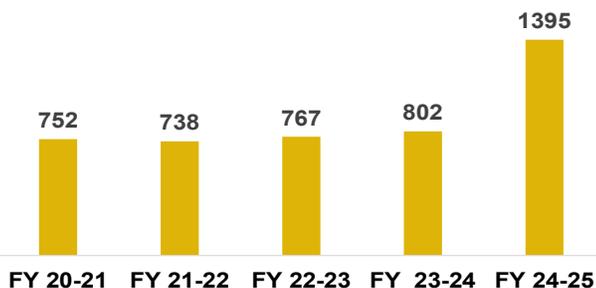
Fingerprint Cards Submitted	1,395
Applicants with criminal histories	458
Applicants without criminal histories	937
Criminal Histories	33%

BACKGROUND INTERVIEWS AID APPLICATION PROCESS

Interviews with applicants whose history reveals criminal activities of concern afford an opportunity for a more in-depth analysis and evaluation before deciding if the conviction would disqualify the applicant.

Only 1 applicant was interviewed for this purpose during the reporting period and was recommended for approval of licensure.

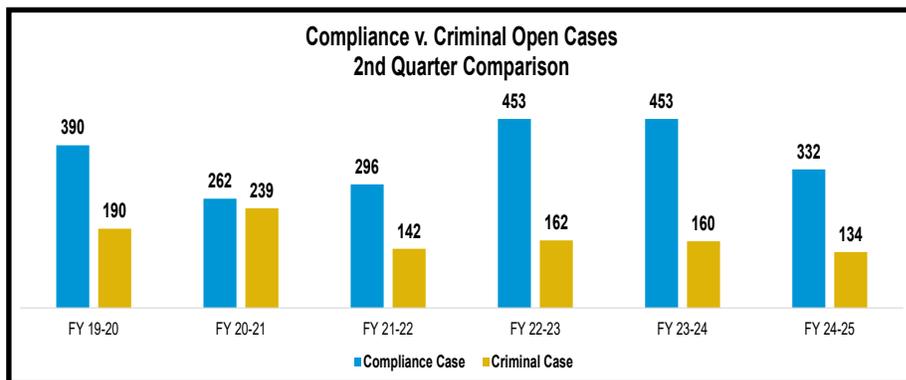
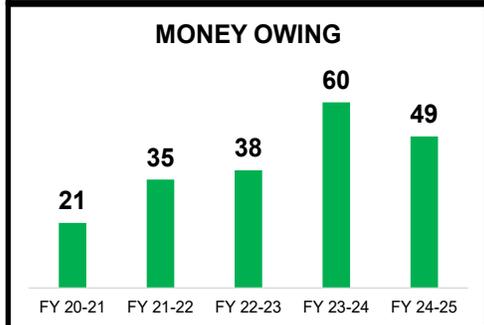
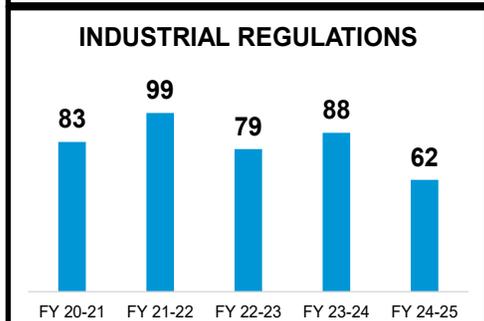
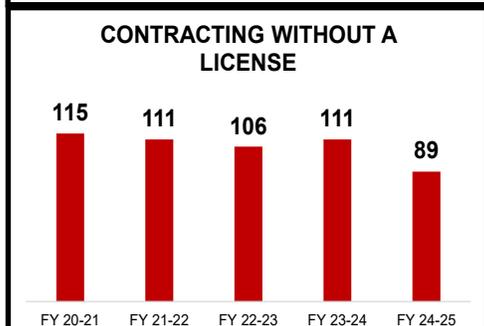
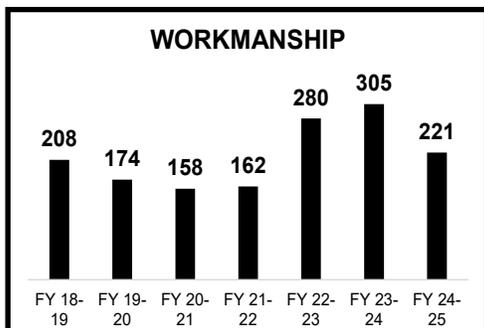
Fingerprints Submitted
2nd Quarter





Investigations - Quarter Statistics

2ND QUARTER COMPLAINTS BY FISCAL YEAR



98 ADMINISTRATIVE CITATIONS ISSUED

- **Licensed Contractors: 40**
 - \$74,900 in Fines
 - \$18,273 in Costs
 - \$24,843 Paid
- **Unlicensed Contractors: 58**
 - \$149,000 in Fines
 - \$46,575 in Costs
 - \$48,850 Paid

466 COMPLAINTS OPENED

- 221 Workmanship (47%)
- 89 Contracting w/o License (19%)
- 62 Industrial Regulation (13%)
- 49 Money Owing (11%)
- 42 Unlawful Advertising (9%)
- 3 Criminal Fraud (1%)

38 DISCIPLINARY HEARINGS

- 10 Licenses Revoked

2 CRIMINAL AFFIDAVITS FILED WITH DA OFFICES

48 CEASE & DESIST ORDERS ISSUED TO UNLICENSED CONTRACTORS

NSCB JOINS NATIONAL ENFORCEMENT EFFORT

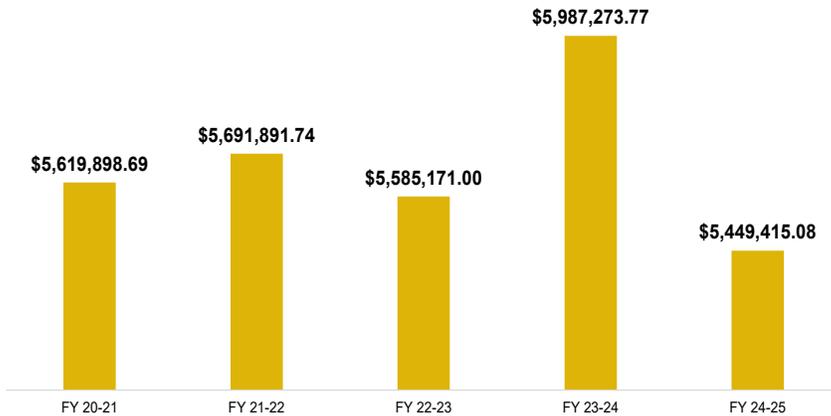
The Board joined states from across the nation in an undercover enforcement operation coordinated by the National Association of State Contractors Licensing Agencies between October 14-25, 2024. Nevada's week-long operation aimed to identify unlawful advertising practices online and visit active job sites.

These efforts included two undercover operations where 22 unlicensed contractors unlawfully advertising online were contacted to provide a bid for a fictitious commercial project, as well as 59 unannounced job site visits where 337 license details were verified. As a result, the Board opened 27 criminal cases, issued 16 Cease and Desist Orders, 16 Administrative citations, 19 violation letters, and opened one case for violations of industry regulations.



Investigations - Residential Recovery Fund

**RESIDENTIAL RECOVERY FUND BALANCE
2nd QUARTER COMPARISON**



- 12 Claims opened
- 40 Claims closed
- 29 Claims denied
- 12 Claims considered by the Committee with 1 claim continued.
- 11 Claims awarded a total of \$258,833.07.
- Average award amount: \$23,530.

Several Homeowners Receive Maximum Award for Recovery of Damages

During the reporting period, four of the 12 claims considered by the Committee received a total of \$40,000 in recovery upon reviewing investigative evidence that damages were incurred during the course of their home construction projects. Another three claimants received over \$20,000.

The Residential Recovery Fund is one of Nevada’s strongest benefits for owners of single-family residences who hire licensed contractors. The claims heard during the reporting period involved the negligent actions of several licensees, many who elect not to attend the hearing and have abandoned their responsibilities as contractors resulting in a prior revocation of their license.

Supporting the goals of the Recovery Fund are consumer information tools designed to mitigate against future financial harm. These include checklists guiding consumers through residential construction and residential solar projects, brochures and guides that take consumers through a step-by-step process on validating license credentials and identifying warning signs of unlawful construction practices.

The Recovery Fund is made viable by the contributions of residential contractors through licensing assessments, providing an additional avenue of recourse to consumers who place their trust and resources in their hands.

Investigations - Case Highlights

REPEAT OFFENDER ARRESTED, EXTRADITED TO NEVADA



Richard James Eaton operating as Legacy Fence LLC, has been an unlicensed offender operating in Nevada and under investigation by the NSCB dating back to 2006.

In December 2024, the Board submitted three cases to the Attorney General's Office detailing Eaton's predatory actions leading to a total monetary loss to victims of \$15,827. Advertising as a fencing contractor, Eaton would obtain a deposit for fence work and then abandon the job.

The Attorney General's Office quickly obtained a felony warrant for NRS 205.380 Obtaining Money under False Pretense, leading to the arrest of Eaton in Florida on December 5, 2024. Eaton was extradited to Nevada and booked into the Washoe County Jail where he is awaiting trial.

Upon Eaton's arrest and return to Washoe County the Board submitted additional felony charges for an additional 10 cases concerning Obtaining Money Under False Pretense. These cases have a total loss to victims of \$41,116.00.

ELECTRICAL SUBCONTRACTOR HAS LICENSE SUSPENDED

On September 26, 2024, the Nevada State Contractors Board summarily suspended the license of electrical subcontractor Flex Energy Electric, LLC, by executive order.

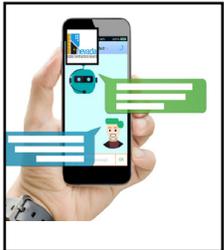
A total of 11 complaints have been filed against the contractor since July 2023 relating to substandard workmanship, partial abandonment and diversion of funds.

On November 6, 2024, a hearing was held, where the summary suspension of Flex Energy Electric's contractor's license was affirmed by the Administrative Law Judge. The terms of the summary suspension indicate that the contractor is prohibited from contracting or bidding to contract any new work. The contractor is also prohibited from completing any current work.

Disciplinary action against Flex Energy Electric is forthcoming.



Information Technology



IT DEPARTMENT BEGINS WORK TO INTRODUCE AI CHATBOT FOR ENHANCED CUSTOMER EXPERIENCE

With more than 18,000 licensees and thousands of consumer calls being answered each reporting period, opportunities to address questions and concerns more proactively and resourcefully are a priority focus of the Information Technology Department.

In coordination with each department, IT is beginning to construct the foundation of the Board’s first AI Chatbot feature on its website to answer frequently asked questions and direct the public to resources available online. The Chatbot is expected to highlight many of the Board’s forms, consumer brochures and guides, and license verification inquiries.

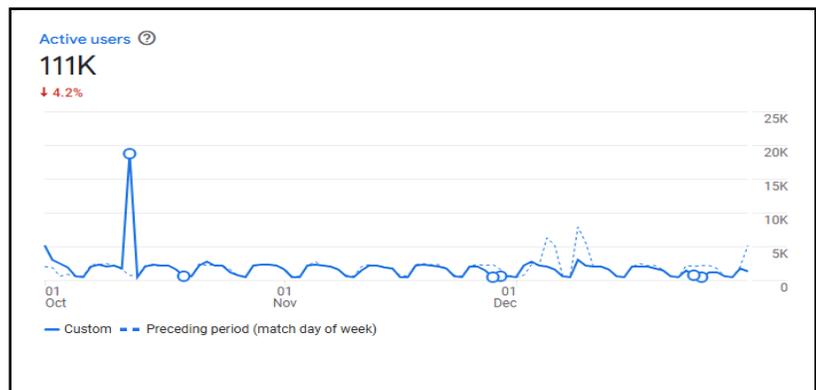
With its development and implementation, the Board will monitor and expand its capabilities over time as it analyzes consumer trends, ease of use, and overall impact to daily operations and office contact data.

UPGRADES & IMPROVEMENTS

During the quarter, IT staff also worked on upgrading the infrastructure of the Board’s Reno office for improvements to security and mobile communications. These changes continue to promote quality and ease in end-customer experiences, while providing information in a secure and accessible format.

WEBSITE TRAFFIC SEES INCREASE

As noticed on the chart below, the Board’s website traffic experienced a spike in users near the middle of October, which was attributed to a failed denial of service attack from a foreign country. In today’s technology-based world, it has become more important than ever to protect against cyber-attacks. This quarter demonstrated the effectiveness of the Board’s security infrastructure to safeguard and mitigate such instances from disrupting routine services and customer interface.



Public Information Office

‘Tools Drive’ Highlights Generosity of the Industry & Community

During the month of December, the Nevada State Contractors Board hosted its first ‘Tools Drive’ encouraging donations of new or gently used construction tools and materials for construction education programs in southern and northern Nevada.

Well over 600 items were donated, including items such as concrete sprayers, shoes and mortar mixers, handle saws, table saws and saw blades, multi-piece screwdriver sets, brooms, levels, gloves, insulated lunch bags, hard hats and other safety equipment, grinder blades, plastic and metal speed squares, carpenter supplies, stud finders, tape measurers and much more.

The Drive was promoted on the Board’s social media platforms, shared by industry associations, and covered by media outlets, including KSNV, KOLO-8, and Telemundo.



NSCB Enforcement Efforts Receive Media Attention

Highlighting the importance of hiring licensed contractors, the media shared several stories with the public following the arrest of two unlicensed contractors, James Eaton and James Drumstas, both with active felony warrants.

The Board’s public protection initiatives were also highlighted in stories covering the NSCB participation in a recurring National Joint Enforcement Operation, which identifies unlawful construction practices across the state.

Lastly, outcomes from recent disciplinary hearings help to highlight the Board’s complaint process and Residential Recovery Fund, while placing attention on contractors who have been found in violation of Nevada law.

SOCIAL MEDIA STATISTICS



- Reach: 984
- Content Interactions: 219



- Published Posts: 38
- New Followers: 67
- Page Views: 398
- Unique Visitors: 175
- Reactions: 330
- Comments: 31
- Reposts: 29



- Reach: 3,590
- Content Interactions: 367
- Unique Clicks: 19



Looking Forward - Quarter 3

Moving into the 3rd quarter of FY 2024-25, the Board will be actively engaged in the 83rd Legislative Session as we continue to make progress on the strategic initiatives outlined below. Many of the initiatives previously highlighted for this fiscal year are ongoing, while innovative and responsive actions continue to be taken in pursuit of our vision to be a model regulatory agency. Some of our focus areas in the months ahead will include:

- Reviewing monetary limits associated with each license category and recommending potential adjustments for Board consideration.
- Implementing new streamlined processes for our Residential Recovery Fund, licensing applications and investigation processes.
- Developing recommendations to streamline the Board's routine hearing processes.
- Implementing new Language Access Plan resources to include multi-language kiosks in each of our lobby's to assist non-English speaking individuals.
- Engage in our annual Hammers and Hope event to promote women in construction.

Beyond the scope of our strategic plan, the Nevada State Contractors Board has a variety of activities and priorities that drive our daily operations. We look forward to sharing the ways we continue to educate and shape the construction experience of our licensees and those who seek assistance with residential improvement projects. We value the partnerships with industry associations, state and local officials, organizations across the community, and educational institutions as we strive to meet common goals through shared knowledge and resources.



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