



Nevada State Contractors Board

STRATEGIC PLAN

**EXECUTIVE OFFICER REPORT
QUARTER THREE REPORT**

January 1 - March 31, 2016



Members of the Board

Jan Leggett, *Chairman*

Margaret Cavin, *Treasurer*

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Nancy Mathias, *Licensing Administrator*

Paul Rozario, *Director of Investigations*

Dan Hammack, *Chief of Enforcement*

Jennifer Lewis, *Public Information Officer*

members
and
dr



Message from the Executive Officer

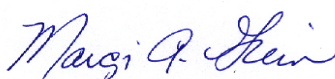
The third quarter marks a milestone for the Nevada State Contractors Board as we welcome and celebrate our 75th year of service to the public. What an honor it is to oversee an agency that dedicates itself to protecting the public and promoting the integrity and confidence of the construction industry, and has done so successfully for a sustained period of time.

There is nothing more rewarding than being able to provide free assistance to homeowners and contractors in their times of need. While it is still too early to boast of a comeback in the construction industry, there is certainly an uptick in activity that can be seen along the roads we drive and the neighborhoods in which we live. As construction increases, so does the potential for unlicensed contracting activities, workmanship issues, money owing disputes, and scams targeting the most vulnerable in our communities.

Protecting the health, safety, and welfare of the public is at the forefront of our daily operations, which is why our strategic plan is such a valuable tool. Not only does it ensure we are progressing as an agency and better serving our customers, but it evaluates and creates a roadmap for us to follow to heighten our opportunities for protection through outreach initiatives, enforcement operations, partnering opportunities, and licensing enhancements.

The efforts we achieved during the last three months exemplify these goals on many levels. You will find in our report information on improved licensing processes and applications, successful sting events and related enforcement efforts targeting unlicensed contractors, hundreds of homeowners being assisted who filed complaints against their contractor, and the launch of two "Protecting Nevada's Seniors" events with legislative, law enforcement, state, local, and community partners involved who shared a range of preventative information on elder abuse and fraudulent scams.

It is these efforts and more that keep us motivated as an agency to serve the thousands of citizens of Nevada on a daily basis. Please enjoy this quarterly report, as we are proud of the accomplishments we continue to make.

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

NASCLA Mid-Year Conference (Goal 5)

Executive Officer Grein attended the National Association of State Contractors Licensing Agencies' where a range of valuable information was shared and received among the participating states. Highlights included discussion of another NASCLA joint sting event, states' response to the North Carolina Board of Dental Examiners Supreme Court ruling, NASCLA's response to exam breaches, the launch of three new accredited electrical exams, as well as a discussion of NASCLA's strategic plan for 2016.

Licensing Applications Streamlined (Goal 1)

Licensing staff worked with the Public Information Office to intently review the new license application and streamline the instructions, requirements, and overall organization. The new application was shortened by three pages and posted to the Board's website in March, along with other licensing applications that were modified with new language.

Unlicensed Contractors Targeted in Statewide Sting Events, Receive Media Spotlight (Goals 2 & 3)

The Criminal Enforcement Division held two successful sting operations during the quarter, citing 19 unlicensed contractors for unlawful advertising and contracting activities. The southern Nevada sting was covered by local station KTNV - Channel 13 news, who ran a lengthy piece during sweeps week in February.

Board Meets with Executive Team to Draft Outline for 2016-17 Strategic Plan (Goal 4)

In March, Board members met with members of the Executive team to begin discussion and development of the FY 2016-17 Strategic Plan. The meeting allowed for open dialogue on the Board's recent challenges and accomplishments, industry and economic factors that have the potential to impact the Board, and a broader outlook of goals and objectives the Board

wishes to tackle in the coming year. The Plan is being drafted and will be launched in July 2016.

Homeowners Impacted by Bankrupt Solar Company Receive Assistance (Goal 2)

One of the largest compliance cases in recent years hit the Board's radar in mass volume toward the beginning of the quarter. Summerlin Energy Las Vegas, LLC had their licenses summarily suspended and later revoked at a disciplinary hearing in March. Homeowners cited workmanship issues, project abandonment after payment, and mechanics liens, while vendors cited non-payment for materials received. Compliance investigators continue to work diligently to provide homeowners with a jobsite visit to validate their concerns and forms to file a claim with the Residential Recovery Fund.

75th Anniversary Campaign Launched; Media Opportunities Increased (Goal 3 & 5)

The Board partnered with local law enforcement, the Attorney General and district attorney's offices, state and local agencies, Senator Patricia Farley, and other community organizations to host two "Protecting Nevada's Seniors" events in North Las Vegas and Boulder City. The events featured a dynamic and interactive panel discussion followed by a resource fair for seniors to access assistive services in the community. Several media opportunities both before and after the events helped the Board reach thousands of consumers and convey its public protection message on a large scale.

Board Takes Lead on Partnering (Goal 5)

During the quarter, the Board requested meetings with the newly established Clark County District Attorney's Elder Abuse Prevention Unit to discuss matters of mutual interest and identify future opportunities to coordinate efforts. Additionally, the Board met with Southern Nevada Legal Aid as a potential resource to refer homeowners to for advice

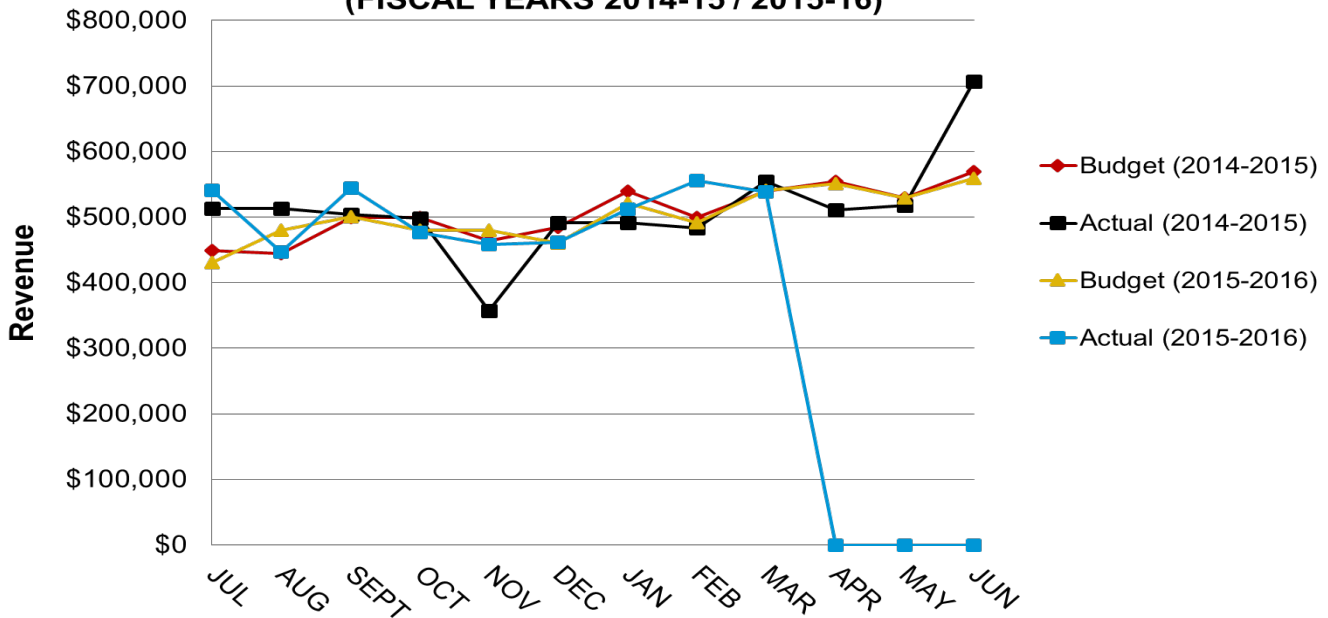
Licensing - Data Dashboard

Budget (2014-2015)	JULY-14	AUG-14	SEPT-14	OCT-14	NOV-14	DEC-14	JAN-15	FEB-15	MAR-15	APR-15	MAY-15	JUN-15	TOTALS
License Renewals	\$285,000	\$280,000	\$335,000	\$335,000	\$300,000	\$320,000	\$375,000	\$335,000	\$375,000	\$390,000	\$365,000	\$405,000	\$4,100,000
New License Fee	\$49,166	\$49,166	\$49,166	\$49,166	\$49,167	\$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 (2014-2015)	JULY-14	AUG-14	SEPT-14	OCT-14	NOV-14	DEC-14	JAN-15	FEB-15	MAR-15	APR-15	MAY-15	JUN-15	TOTALS
License Renewals	\$328,500	\$328,375	\$334,475	\$331,700	\$215,200	\$320,503	\$355,450	\$326,550	\$366,910	\$340,925	\$351,270	\$404,765	\$4,004,623
New License Fee	\$66,000	\$65,400	\$35,700	\$58,500	\$45,600	\$58,700	\$41,000	\$52,800	\$50,450	\$45,600	\$54,000	\$56,700	\$630,450
Application Fee	\$34,800	\$36,050	\$35,400	\$33,300	\$34,550	\$33,650	\$27,600	\$33,900	\$48,300	\$42,950	\$39,000	\$52,200	\$451,700
License Changes	\$35,725	\$36,075	\$31,250	\$36,050	\$31,175	\$28,675	\$27,175	\$29,250	\$36,525	\$37,025	\$29,725	\$37,200	\$395,850
Investigative Recov Costs	\$33,592	\$31,719	\$43,165	\$17,925	\$16,400	\$36,332	\$24,094	\$23,298	\$31,375	\$28,616	\$28,991	\$134,580	\$450,086
Renewal Late Fees	\$7,275	\$7,200	\$7,390	\$7,875	\$4,500	\$6,685	\$6,880	\$7,295	\$5,813	\$6,975	\$6,300	\$8,063	\$82,250
Renewal Inactive Fee	\$7,800	\$8,775	\$16,313	\$12,775	\$9,300	\$6,538	\$9,000	\$10,200	\$15,600	\$9,300	\$8,400	\$12,900	\$126,900
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$513,692	\$513,594	\$503,692	\$498,125	\$356,725	\$491,082	\$491,199	\$483,293	\$554,972	\$511,391	\$517,686	\$706,408	\$6,141,858
Variance (2014-2015)	JULY-14	AUG-14	SEPT-14	OCT-14	NOV-14	DEC-14	JAN-15	FEB-15	MAR-15	APR-15	MAY-15	JUN-15	TOTALS
License Renewals	\$43,500	\$48,375	(\$525)	(\$3,300)	(\$84,800)	\$503	(\$19,550)	(\$8,450)	(\$8,090)	(\$49,075)	(\$13,730)	(\$235)	(\$95,378)
New License Fee	\$16,834	\$16,234	(\$13,466)	\$9,334	(\$3,567)	\$9,533	(\$8,167)	\$3,633	\$1,283	(\$3,567)	\$4,833	\$7,533	\$40,450
Application Fee	(\$617)	\$634	(\$16)	(\$2,116)	(\$867)	(\$1,766)	(\$7,817)	(\$1,517)	\$12,883	\$7,533	\$3,583	\$16,783	\$26,700
License Changes	\$6,558	\$6,909	\$2,083	\$6,884	\$2,008	(\$492)	(\$1,991)	\$83	\$7,358	\$7,858	\$559	\$8,033	\$45,850
Investigative Recov Costs	\$4,425	\$2,553	\$13,998	(\$11,241)	(\$12,767)	\$7,165	(\$5,072)	(\$5,869)	\$2,208	(\$551)	(\$175)	\$105,413	\$100,086
Renewal Late Fees	(\$1,058)	(\$1,133)	(\$944)	(\$458)	(\$3,833)	(\$1,649)	(\$1,453)	(\$1,038)	(\$2,522)	(\$1,358)	(\$2,034)	(\$271)	(\$17,750)
Renewal Inactive Fee	(\$5,117)	(\$4,141)	\$3,396	(\$142)	(\$3,616)	(\$6,380)	(\$3,917)	(\$2,716)	\$2,683	(\$3,617)	(\$4,516)	(\$17)	(\$28,100)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$64,525	\$69,431	\$4,525	(\$1,039)	(\$107,442)	\$6,914	(\$47,967)	(\$15,874)	\$15,803	(\$42,777)	(\$11,480)	\$137,240	\$71,858
Budget (2015-2016)	JULY-15	AUG-15	SEPT-15	OCT-15	NOV-15	DEC-15	JAN-16	FEB-16	MAR-16	APR-16	MAY-16	JUN-16	TOTALS
License Renewals	\$270,000	\$320,000	\$340,000	\$320,000	\$320,000	\$300,000	\$360,000	\$330,000	\$380,000	\$390,000	\$370,000	\$400,000	\$4,100,000
New License Fee	\$49,170	\$49,165	\$49,170	\$49,165	\$49,170	\$49,165	\$49,170	\$49,160	\$49,170	\$49,165	\$49,170	\$49,160	\$590,000
Application Fee	\$35,415	\$35,415	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$425,000
License Changes	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$360,000
Investigative Recov Costs	\$29,166	\$29,167	\$29,167	\$29,166	\$29,167	\$29,167	\$29,166	\$29,167	\$29,167	\$29,166	\$29,167	\$29,167	\$350,000
Renewal Late Fees	\$6,665	\$6,670	\$6,665	\$6,665	\$6,665	\$6,670	\$6,665	\$6,665	\$6,670	\$6,665	\$6,665	\$6,670	\$80,000
Renewal Inactive Fee	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,500	\$10,500	\$10,500	\$10,500	\$9,000	\$9,000	\$120,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$430,416	\$480,417	\$500,419	\$480,413	\$480,419	\$460,419	\$520,918	\$490,909	\$540,924	\$550,913	\$529,419	\$559,414	\$6,025,000
Actual (2015-2016)	JULY-15	AUG-15	SEPT-15	OCT-15	NOV-15	DEC-15	JAN-16	FEB-16	MAR-16	APR-16	MAY-16	JUN-16	TOTALS
License Renewals	\$361,470	\$276,970	\$356,030	\$303,070	\$286,130	\$298,563	\$362,275	\$380,625	\$340,218				\$2,965,350
New License Fee	\$47,400	\$59,700	\$67,350	\$62,700	\$51,300	\$56,750	\$52,200	\$55,800	\$54,700				\$507,900
Application Fee	\$43,200	\$42,000	\$43,600	\$35,400	\$37,800	\$32,100	\$29,400	\$52,500	\$42,900				\$358,900
License Changes	\$31,000	\$27,200	\$30,950	\$30,225	\$32,250	\$27,000	\$26,400	\$28,475	\$40,900				\$274,400
Investigative Recov Costs	\$45,087	\$25,971	\$24,526	\$31,905	\$35,944	\$40,033	\$29,507	\$23,377	\$29,926				\$286,277
Renewal Late Fees	\$5,775	\$6,450	\$10,075	\$5,800	\$6,675	\$6,100	\$5,175	\$6,000	\$8,288				\$60,338
Renewal Inactive Fee	\$6,900	\$8,400	\$12,038	\$6,900	\$8,400	\$1,133	\$7,200	\$9,000	\$21,930				\$81,900
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$540,832	\$446,691	\$544,568	\$476,000	\$458,499	\$461,678	\$512,157	\$555,777	\$538,861	\$0	\$0	\$0	\$4,535,065
Variance (2015-2016)	JULY-15	AUG-15	SEPT-15	OCT-15	NOV-15	DEC-15	JAN-16	FEB-16	MAR-16	APR-16	MAY-16	JUN-16	TOTALS
License Renewals	\$91,470	(\$43,030)	\$16,030	(\$16,930)	(\$33,870)	(\$1,438)	\$2,275	\$50,625	(\$39,783)	(\$390,000)	(\$370,000)	(\$400,000)	(\$1,134,650)
New License Fee	(\$1,770)	\$10,535	\$18,180	\$13,535	\$2,130	\$7,585	\$3,030	\$6,640	\$5,530	(\$49,165)	(\$49,170)	(\$49,160)	(\$82,100)
Application Fee	\$7,785	\$6,585	\$8,183	(\$17)	\$2,383	(\$3,317)	(\$6,017)	\$17,083	\$7,483	(\$35,417)	(\$35,417)	(\$35,417)	(\$66,100)
License Changes	\$1,000	(\$2,800)	\$950	\$225	\$2,250	(\$3,000)	(\$3,600)	(\$1,525)	\$10,900	(\$30,000)	(\$30,000)	(\$30,000)	(\$85,600)
Investigative Recov Costs	\$15,921	(\$3,196)	(\$4,641)	\$2,739	\$6,777	\$10,866	\$341	(\$5,790)	\$759	(\$29,166)	(\$29,167)	(\$29,167)	(\$63,723)
Renewal Late Fees	(\$890)	(\$220)	\$3,410	(\$865)	\$10	(\$570)	(\$1,490)	(\$665)	\$1,618	(\$6,665)	(\$6,665)	(\$6,670)	(\$19,663)
Renewal Inactive Fee	(\$3,100)	(\$1,600)	\$2,038	(\$3,100)	(\$1,600)	(\$8,868)	(\$3,300)	(\$1,500)	\$11,430	(\$10,500)	(\$9,000)	(\$9,000)	(\$38,100)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$110,416	(\$33,726)	\$44,149	(\$4,413)	(\$21,920)	\$1,259	(\$8,761)	\$64,868	(\$2,063)	(\$550,913)	(\$529,419)	(\$559,414)	(\$1,489,935)



Licensing - Q3 Snapshot

**Application, Renewal & Cost Recovery Revenue
(FISCAL YEARS 2014-15 / 2015-16)**



January to March 2016	
Licenses (Beginning of Quarter)	16,027
New Licenses Issued	276
Licenses Cancelled / Surrendered / Revoked	(333)
Variance in Suspended/Reinstated Licenses	108
Licenses (End of Quarter)	16,078
# of Licenses on Oct 01, 2015	16,027
# of Licenses on Dec 31, 2015	16,078
Net YTD (Fiscal Year)	
Licenses Gained / Lost	51
Renewal Revenue Gained / Lost	\$30,600
*Does not include suspended licenses	

FISCAL YTD LICENSING FEE TOTALS (FY2016)			
LICENSING FEES	BUDGET	ACTUAL	VARIANCE
License Renewals	4,100,000	2,965,350	(1,134,650)
New License Fee	590,000	507,900	(82,100)
Application Fee	425,000	358,900	(66,100)
License Changes	360,000	274,400	(85,600)
Invest Recov Costs	350,000	286,277	(63,723)
Renewal Late Fees	80,000	60,338	(19,663)
Renewal Inactive	120,000	81,900	(38,100)

180 Day Retention Rate			
Projected Year-End Retention Rate	Sep 2015	15,990	
	Cancellations	(608)	(3.78%)
	New Licenses	569	3.54%
	Susp/Reinstat	127	0.79%
	Mar 2016	16,078	
Change	88		
6 Month Rolling	% Change	0.55%	

90 Day Retention Rate			
Projected Year-End Retention Rate	Sep 2015	16,027	
	Cancellations	(333)	(2.07%)
	New Licenses	276	1.72%
	Susp/Reinstat	108	0.67%
	Mar 2016	16,078	
Change	51		
3 Month Rolling	% Change	0.32%	

Licensing - Overview

QUARTERLY STATS

New License Apps: 414 (+12.5%)

- 292 Approved
- 23 Tabled/Denied
- Avg. Processing Time 73 days; 46% approved/denied within 60 days

Issued Licenses: 276 (+6.2%)

License Change Apps: 765 (-0.5%)

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

Active Licenses: 15,155 (+1%)

Inactive Licenses: 923 (-13.3%)

- 42 Placed on Inactive Status During Q3 (-30%)

Voluntary Surrender: 79 (+11.3%)

Active License Renewals:

1,914 (+11.3)

Inactive License Renewals:

88 (-28%)

Online Renewals: 421

35% of total renewed licenses

License Suspensions (no bond):

163 (-9.9%)

Licenses Cancelled: 231 (+2.7%)

Application Denial Hearings:

20 (-13%)

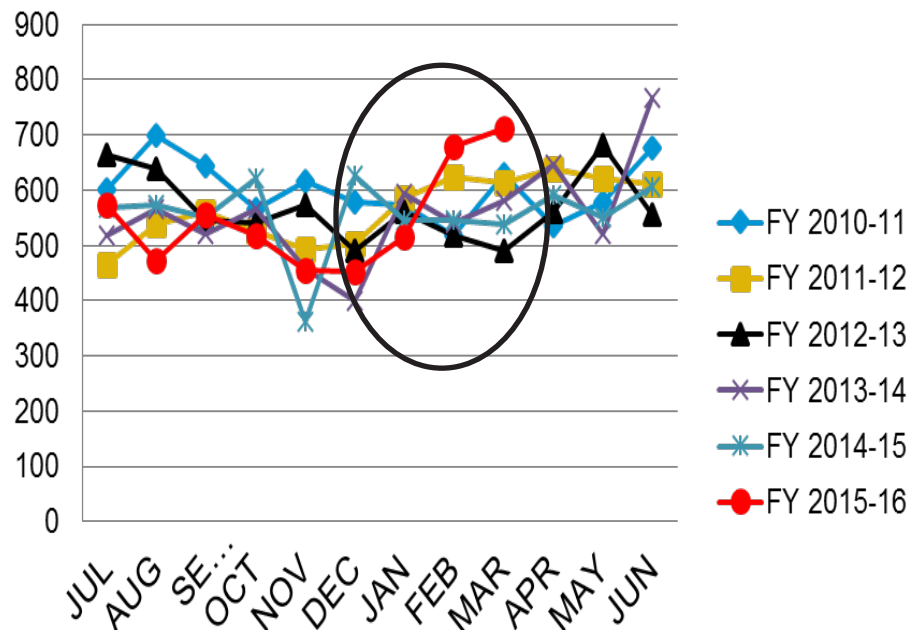
Financial Responsibility Hearings:

7 (-50%)

New Licenses Issued

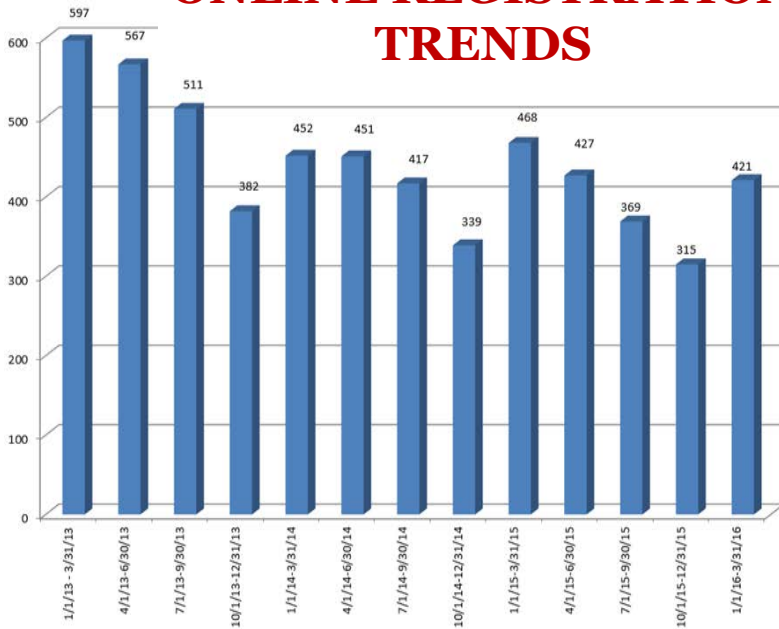
	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16
JUL	100	95	86	89	112	84
AUG	83	107	79	99	120	87
SEPT	85	70	74	72	78	92
1st Qtr:	268	272	239	260	310	263
OCT	84	77	83	88	92	104
NOV	90	77	84	65	82	94
DEC	110	70	65	93	108	95
2nd Qtr:	284	224	232	246	282	293
JAN	76	68	85	86	77	67
FEB	79	83	78	79	76	103
MAR	96	90	85	72	107	106
3rd Qtr:	251	241	248	237	260	276

Active Renewals

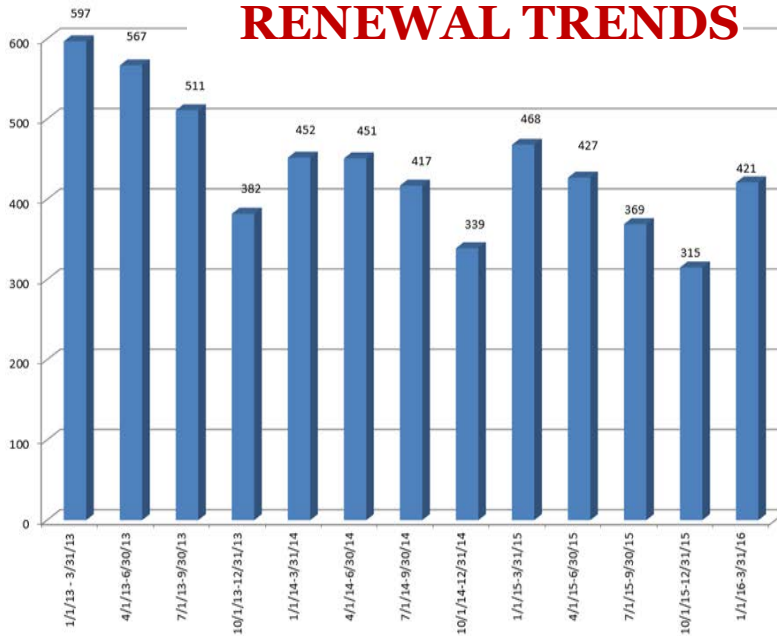


Licensing - Highlights

ONLINE REGISTRATION TRENDS



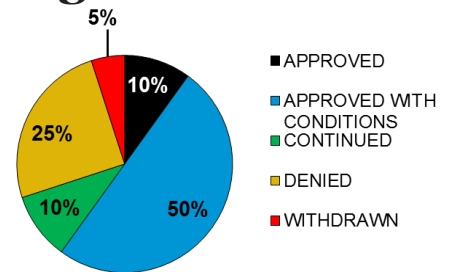
ONLINE RENEWAL TRENDS



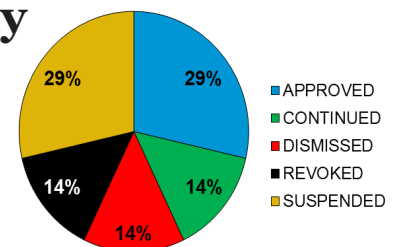
HIGHLIGHTS

- Staff worked during the quarter to streamline the license applications, which included reorganization of information, omitting repetitive instructions, and providing greater resources for applicants to turn to for assistance. The new applications were posted to the Board's website in March.
- Additional efforts to streamline systems and processes were made, including updating correspondence forms and summary reports, in preparation for the new licensing and enforcement database.
- A number of licensing staff participated in process review meetings and reviewed and responded to design and technical specifications related to replacement of the licensing and enforcement database.

New Application Denial Hearings



Financial Responsibility Hearings



Enforcement - Applicant Backgrounds

SIGNIFICANT OUTCOMES:

- 59 Background investigations initiated; 16 pending; 48 closed
- 40 Applicants failed to disclose criminal history
- Applicant backgrounds uncovered 2 registered felons, 3 individuals on active probation, 1 individual with a pending theft charge, and 1 individual with an active warrant.



UNREPORTED CRIMINAL ACTIVITY

(in reference to background investigations mentioned above)

- DUI (9)
- Misdemeanor Theft (4)
- Felony Theft (4)
- Domestic Violence (3)
- Felony Narcotics (3)
- Felony Assault (2)
- Burglary (2)
- Weapons (1)
- Mail Fraud (1)
- Sexual Assault (1)
- Misdemeanor Battery (1)
- Kidnap (1)
- Forgery (1)
- Vehicular Homicide (1)
- Embezzlement (1)
- False Public Records (1)
- Obstruction (1)
- Disorderly (1)
- Minor/Alcohol (1)
- Communication use in Felony (1)

Enforcement - Compliance Overview

QUARTER SNAPSHOT

Opened Complaints: 487

- 203 Workmanship
- 71 Money Owing
- 213 Industry Regulation

Pending cases: 295

71 administrative citations issued

- \$66,100 in Fines
- \$27,498 in investigative costs

Closed complaints: 405

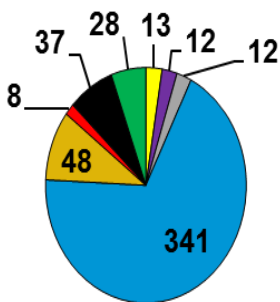
41 Cases referred for disciplinary hearing

- 12 licenses revoked
- 32 fines imposed totalling \$57,100 and \$29,554 in investigative costs

Compliance Complaints Filed

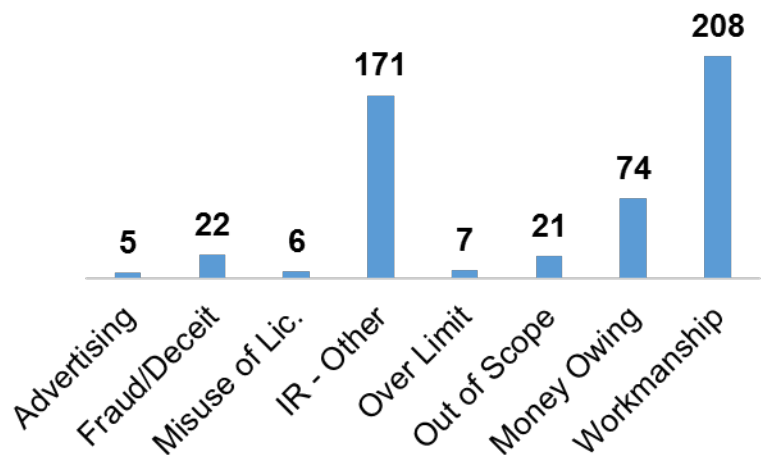
	Money Owing					Workmanship					Industrial Regulation				
	FY2012	FY2013	FY2014	FY2015	FY2016	FY2012	FY2013	FY2014	FY2015	FY2016	FY2012	FY2013	FY2014	FY2015	FY2016
JUL	42	22	19	22	18	52	48	54	60	54	53	87	73	90	76
AUG	47	23	30	36	17	69	48	43	60	71	108	87	72	73	69
SEPT	43	30	21	20	15	57	45	61	68	53	70	95	42	68	66
1st Qtr:	132	75	70	78	50	178	141	158	188	178	231	269	187	231	211
OCT	56	47	27	30	23	64	53	38	53	85	84	84	66	68	76
NOV	60	33	21	12	30	37	58	24	50	52	90	67	64	63	56
DEC	44	19	22	18	20	46	34	55	42	48	84	80	57	65	49
2nd Qtr:	160	99	70	60	73	147	145	117	145	185	258	231	187	196	181
JAN	53	42	22	25	29	42	38	32	52	43	74	103	69	64	59
FEB	53	36	17	20	22	33	32	48	71	100	87	100	62	78	104
MAR	41	31	29	27	23	31	48	44	63	64	88	71	59	65	68
3rd Qtr:	147	109	68	72	74	106	118	124	186	207	249	274	190	207	231

Source of Complaints



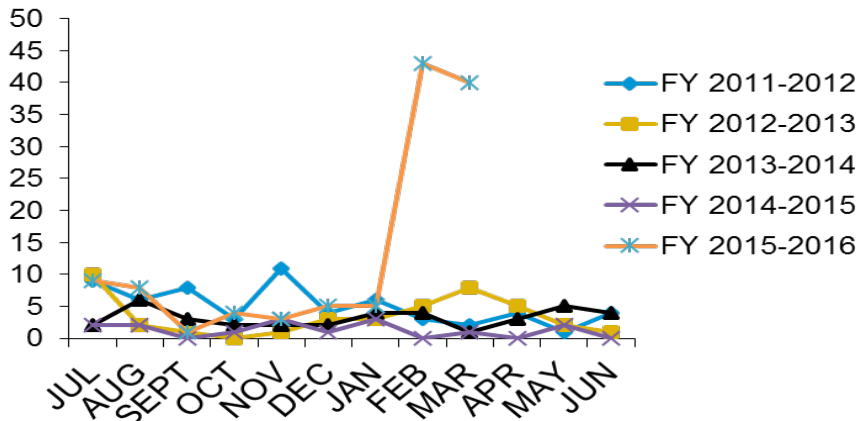
- Anonymous
- Contractor
- NSCB
- Subcontractor
- Bldg Dept.
- Homeowner
- State/Co. Agency
- Supplier/Vendor

Types of Violations



Enforcement - Residential Recovery Fund

Recovery Fund Claims Filed



QUARTER SNAPSHOT

90 Claims Opened
 13 Cases Awarded Funds
 1 Cases Continued
 1 Cases Denied
 RF Balance: \$6.4 million

CLAIM AMOUNT PAID					
	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16
JUL	71,138	139,066	7,250	86,203	77760
AUG	127,212	33,700	54,753	7,347	63909
SEPT	131,020	35,000	0	0	3635
1st Qtr:	329,370	207,766	62,003	93,550	145,304
OCT	18,089	0	15,000	0	250136
NOV	135,741	19,000	5,880	9,355	0
DEC	10,977	40,229	3,476	0	39379
2nd Qtr:	164,807	59,229	24,356	9,355	289,515
JAN	92,246	37,050	0	0	59961
FEB	53,926	155,110	15,370	34,736	0
MAR	38,600	178,164	0	0	208002
3rd Qtr:	184,772	370,324	15,370	34,736	267,963

Victims of Residential and Small Commercial Contractor Receive Partial Relief from Residential Recovery Fund

March's Residential Recovery Fund meeting couldn't have come soon enough for three homeowners who were taken advantage of by Bormann Construction, Ltd. Each homeowner contracted with Bormann Construction to have foundation work and interior repairs performed on their house, giving the respondent more than \$162,000 collectively between their down payments on the contracts. The Respondent performed 10% of the work at each residence before abandoning the projects. At the Recovery Fund meeting, Committee members approved the maximum award of \$35,000 to each homeowner after validating the facts learned through Board and homeowner testimony.

Enforcement Overview - Criminal

QUARTER SNAPSHOT

Opened Complaints: 296

- 191 Contracting w/o License
- 75 Unlawful Advertising
- 43 Criminal Fraud

Closed Complaints: 279

Pending cases: 1,377

- 21 Administrative Citation
- 60 Criminal Citations Issued
- 30 Criminal Charges Filed
- 188 Criminal convictions recorded
 - 121 Misdemeanor
 - 60 Gross Misdemeanor
 - 7 Felony
- 90 Cease and Desist Orders

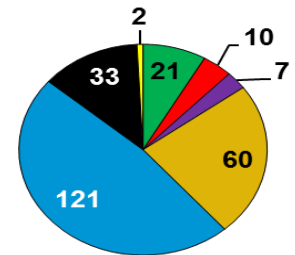
Violation Types

	CWL					Criminal Fraud					Unlawful Advertising				
	FY2012	FY2013	FY2014	FY2015	FY2016	FY2012	FY2013	FY2014	FY2015	FY2016	FY2012	FY2013	FY2014	FY2015	FY2016
JUL	60	84	55	58	93	3	4	3	0	7	36	46	45	70	83
AUG	93	76	65	64	71	1	6	1	0	3	47	37	25	44	39
SEPT	46	37	52	67	78	3	0	1	0	2	36	43	36	56	64
1st Qtr:	199	197	172	189	242	7	10	5	0	12	119	126	106	170	186
OCT	55	73	56	77	83	5	1	0	1	3	48	30	35	67	37
NOV	38	47	63	49	60	1	5	0	3	1	22	14	30	50	24
DEC	46	36	36	82	52	1	1	0	2	3	28	21	20	32	18
2nd Qtr:	139	156	155	208	195	7	7	0	6	7	98	65	85	149	79
JAN	43	53	68	72	67	0	0	0	0	3	29	57	40	48	36
FEB	53	61	60	91	64	3	3	0	1	26	54	43	56	52	26
MAR	69	55	81	104	60	0	3	0	2	14	40	30	38	41	13
3rd Qtr:	165	169	209	267	191	3	6	0	3	43	123	130	134	141	75

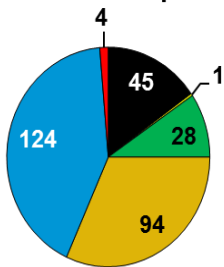
Nearly \$1.4 million

in contract values was lost to unlicensed contractors during the third quarter. This figure is based on the contract values associated with unlicensed complaints received by the Board.

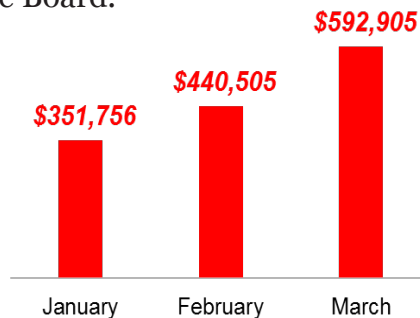
Case Outcomes



Source of Complaints



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



COURTS ORDER \$76,000 IN RESTITUTION TO VICTIMS OF UNLICENSED CONTRACTORS

Enforcement Highlights

SUMMERLIN ENERGY'S LICENSES.....



After summarily suspending the licenses of Summerlin Energy Las Vegas, LLC in February of 2016, the Board held a disciplinary hearing March 31st where Judge Philip M. Pro ordered the revocation of Summerlin Energy's licenses.

The hearing included documentation from nine complaints and testimony from homeowners, vendors, and Board investigators concerning

allegations Summerlin Energy diverted funds, abandoned projects, and failed to pay vendors for materials received, among other charges. Now that the licenses have been revoked, the Board will begin receiving and validating claims to the Residential Recovery Fund from a significant number of effected homeowners.

Reno Sunrooms Abandons Projects, Loses License



Five homeowners in Washoe and Lyon Counties rested a little easier in February knowing Walter Douglas Bernard of Reno Sunrooms had his licensed revoked after taking their money and abandoning the projects he promised to deliver on. In total, Bernard took approximately \$110,000 from the five victims, who now have the opportunity to seek recovery through the Board's Residential Recovery Fund.

Bernard admitted through testimony at the hearing that the monies he had collected, which victims requested be returned, had been used for business costs other than the projects in question. Following the administrative ruling, the Board is seeking felony prosecution with the Washoe and Lyon County District Attorneys for the five alleged counts of Diversion of Construction Funds per NRS 624.750.



STING OPERATION NETS 19 ***UNLICENSED CONTRACTORS***

Unlicensed contractors in Henderson and Sparks, Nev. were reminded of their illegal contracting activities after bidding and advertising work to Board investigators and receiving a citation.

Information Technology Highlights

LICENSING & ENFORCEMENT DATABASE PROJECT MAKING HEADWAY

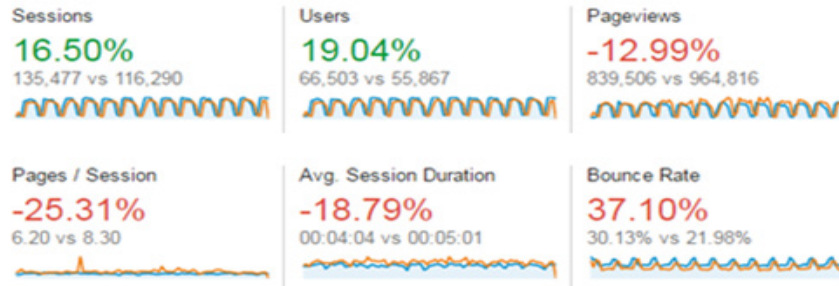
Considerable time was spent during the quarter meeting with GL Solutions to discuss system requirements and review and produce technical specifications, for the various operational processes that will be integrated into the new database system. The hard work is finally paying off, as design templates are starting to be created and reviewed by IT and Board staff.

TECHNOLOGY UPGRADES COMPLETE

Staff in both offices are fully equipped with upgraded PC systems, featuring the Microsoft Office 2013 software. Improved Internet access was also implemented in the Henderson office during the quarter.

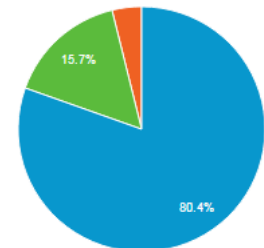


Quarterly Website Statistics

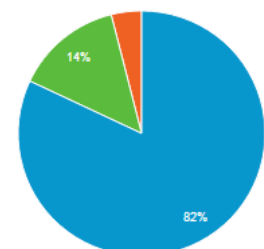


Device Category	Sessions	Sessions	Contribution to total: Sessions
	16.50% ↑ 135,477 vs 116,290	16.50% ↑ 135,477 vs 116,290	
1. desktop			Jan 1, 2016 - Mar 31, 2016: 108,990 (80.45%) Jan 1, 2015 - Mar 31, 2015: 95,372 (82.01%)
2. mobile			Jan 1, 2016 - Mar 31, 2016: 21,263 (15.69%) Jan 1, 2015 - Mar 31, 2015: 16,302 (14.02%)
3. tablet			Jan 1, 2016 - Mar 31, 2016: 5,224 (3.86%) Jan 1, 2015 - Mar 31, 2015: 4,616 (3.97%)

Jan 1, 2016 - Mar 31, 2016



Jan 1, 2015 - Mar 31, 2015



Public Information Office Highlights

Board Launches 75th Anniversary Campaign *Protecting Nevada's Seniors Events*



In March, the Board launched its 75th Anniversary Public Awareness Campaign, which featured the launch event, “Protecting Nevada’s Seniors.” Joining forces with local law enforcement, the district attorney’s office, and state agency representatives, the Board and its partners conveyed a range of preventative and resourceful information to senior citizens concerning topics of elder abuse and fraud.

A panel discussion moderated by Senator Patricia Farley was

accompanied by a resource fair packed with local, state, and community agencies aiming to assist seniors with a variety of services.

The events in North Las Vegas and Boulder City reached over 100 people, while tens of thousands more throughout Southern Nevada learned of the Board’s efforts and message through extensive media outreach in radio, television, and print publications.

BOARD REACHES 30,000 CONSUMERS



Executive Officer Margi Grein and LaFay McCampbell (mother of Kenya McCampbell)

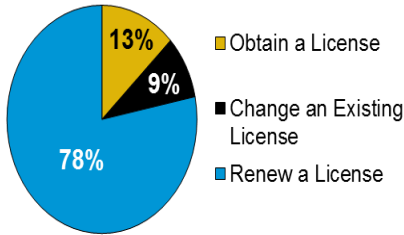
During the quarter, the Board secured the cover and two-page article spread inside the center of *Senior Connections*, which is distributed throughout Southern Nevada reaching approximately 30,000 residents. This was a great opportunity to share information on the importance of hiring a licensed contractor, the Board’s commitment to public safety, and ways seniors can protect themselves.

Media Coverage of Unlicensed Contracting Takes Center Stage

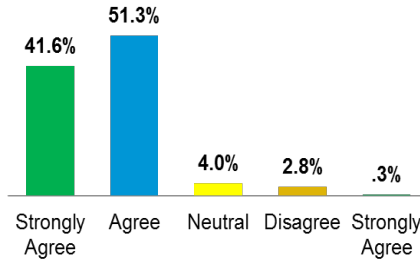
Sweeps week for television stations fell within the quarter, and the Board’s sting operation was center stage in coverage. Several opportunities to caution and inform homeowners of unlicensed contractors arose during the period including stories on repeat offender Michael Delbridge, issues with pool construction, and homeowner experiences with unlicensed contractors. Additionally, the Board received coverage on the Summerlin Energy Las Vegas, LLC suspension and revocation and its 75th anniversary campaign events.

Customer Service Survey - Licensing

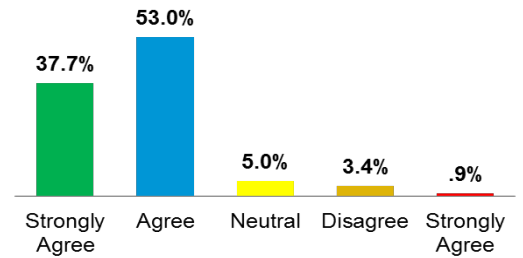
Why did you contact the Nevada State Contractor's Board?



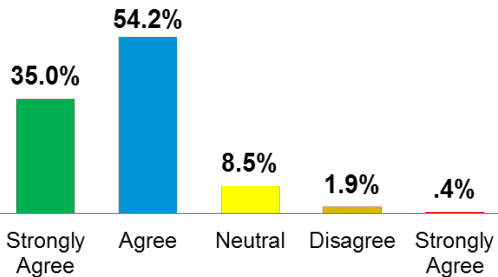
The forms I needed were easy to find.



It was clear what information was needed on the application.



I was readily able to learn the status of my license application.

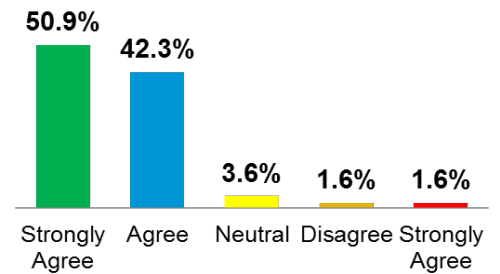


SAMPLING RATE

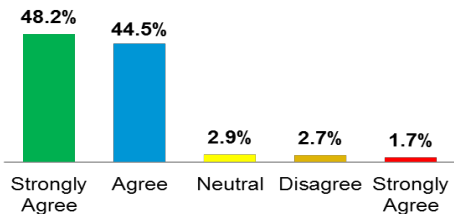
51%

884/1732

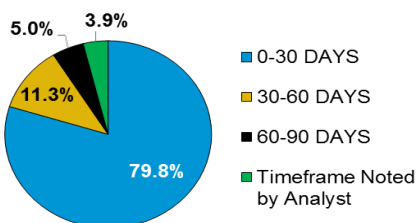
I was satisfied with the way the Board handled my application.



The licensing process was completed in a timely manner.



"Timely Manner" is best defined as:



CUSTOMER FEEDBACK

"Appreciative of email correspondence between the person assigned to my application."

"I thought it was great, easy and valuable to us."

"Honestly very smooth renewal online, great and efficient."

"Other states need to follow Nevada's lead on how to do this!"

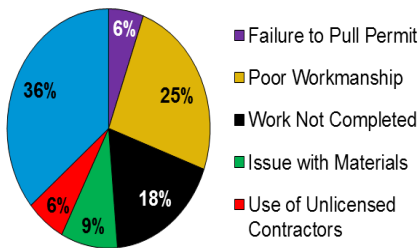
"Renewal was great and easy online. When first obtaining a license, office staff was extremely helpful."

ADDITIONAL STATS

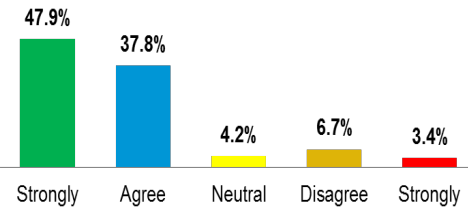
- 21.4% Participated in Business Assistance Program
- 94.7% Think having a contractor's license is valuable.
- 92.4% Felt the forms were easy to understand.
- 93% Said the Board's handling of the licensing process was efficient.
- Only 28% of customers had to contact the Board for assistance with forms or processes.
- 88.7% Found staff to be readily accessible to help them.

Customer Service Survey - Complainant

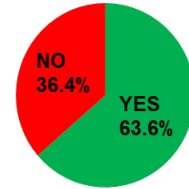
Nature of Complaint



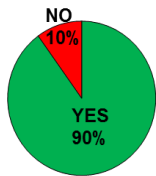
The investigator clearly communicated what was required of me in order to resolve my complaint.



A investigator visited the job site to try to resolve my dispute with the contractor.



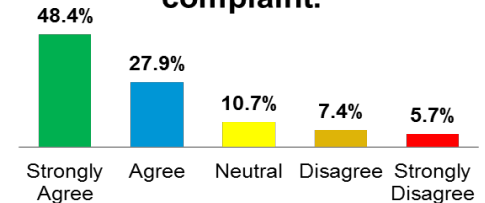
I tried to resolve my complaint with the contractor before contacting the Board.



SAMPLING RATE

55%
129/236

The Board demonstrated professionalism in handling my complaint.



ADDITIONAL STATS

- 95.9% Said the instructions on the complaint were easy to understand.
- Only 3.3% were unable to provide supporting documentation requested by the Board.
- 91.2% Were contacted within 10 days of filing a complaint.
- 79.5% Found NSCB staff to be helpful.
- 75.8% Thought their investigator was responsive in resolving their complaint.
- 84.1% Felt the investigator was knowledgeable of construction laws.

CUSTOMER FEEDBACK

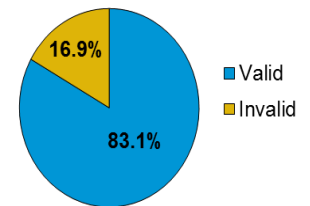
"My investigator made me feel like he cared about my concerns."

"I am very pleased and amazed with the way the Contractors Board operates."

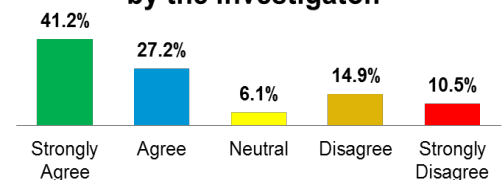
"Quick...Very prompt."

"Very pleased. Great communication."

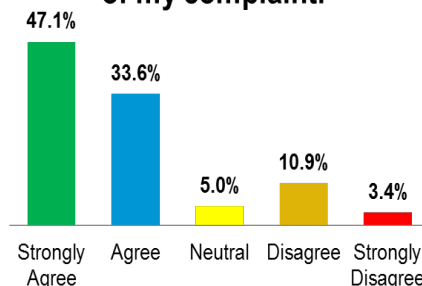
Outcome of Complaint



Regardless of my agreement with the outcome, I understand the reasoning for the decisions made by the investigator.

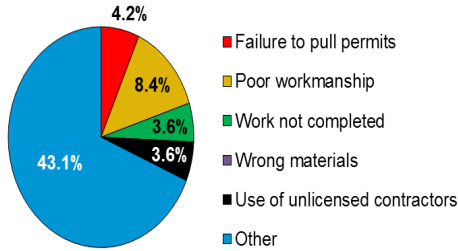


I was always aware of the status of my complaint.

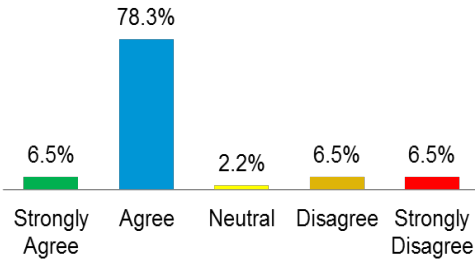


Customer Service Survey - Respondent

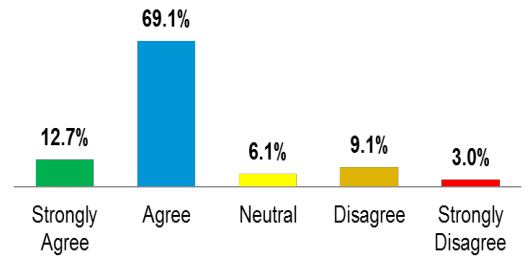
Nature of Complaint



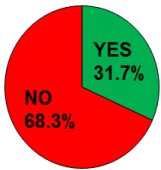
The investigator was knowledgeable of NRS/NAC 624.



Board staff demonstrated professionalism in handling the complaint against me.



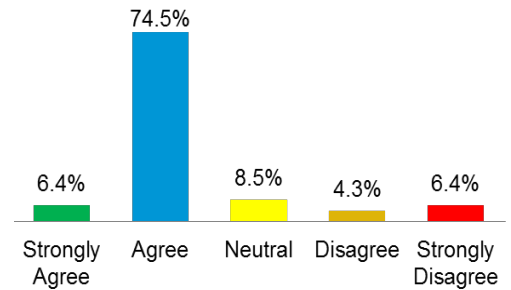
The customer contacted me before contacting the Board.



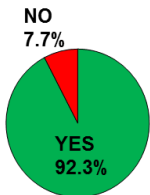
SAMPLING RATE

38%
167/434

The inspector was respectful when resolving the complaint.



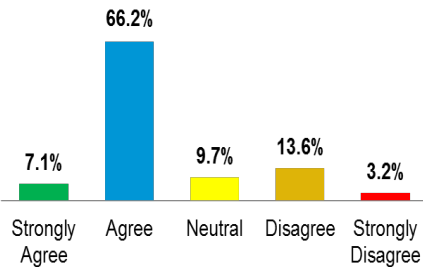
I tried to resolve the customer's issues with them before the Board was contacted.



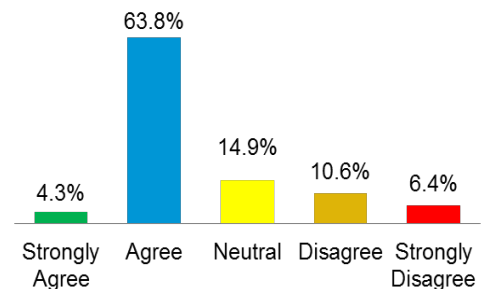
ADDITIONAL STATS

- 96.7% of complaints were resolved.
- 54.2% of respondents contacted the customer after receiving the complaint letter from the Board.
- 99.4% Felt they did all they could do to ensure the complaint was resolved.
- 28.7% of Respondents met with an investigator at the job site to discuss the customer's concerns with the work performed.

The outcome of the complaint was fair.



The inspector acted in an unbiased manner.



Looking Forward - Quarter 4

The start of New Year didn't disappoint! We accomplished so much during the third quarter, including heightened enforcement efforts with increased media coverage, launching our 75th Anniversary Public Outreach Campaign, streamlining our licensing applications and forms, implementing a telephone-based customer service survey to provide management and staff greater feedback on the Board's interactions, and starting the discussion and development of our next Strategic Plan!

After all that, it's hard to believe we still have more to accomplish in the next three months, but we do! Our next quarterly update will include information on:

- The Licensing Division's efforts to streamline its systems and processes with regard to applicant and license denial proceedings;
- Ways the Public Information Office is working to reach seniors, homeowners, and community groups to share the Board's message of public safety, the importance of hiring licensed contractors, and how to avoid scams within the construction industry;
- How the Enforcement Division is proactively monitoring activities on large construction projects;
- New opportunities for Board member training on the roles and responsibilities that come with their position;
- The status and implementation plan for the Board's new licensing and enforcement database; and
- Efforts the Board will be making to engage legislators during the interim months leading up to the 2017 Legislative Session.

Nothing short of a busy agenda ahead for us! Join us in July to learn more about these efforts and more!



RENO OFFICE

9670 Gateway Drive, Ste. 100

Reno, NV 89521

(775) 688-1141

(775) 688-1271 Fax

LAS VEGAS OFFICE

2310 Corporate Circle, Ste. 200

Henderson, NV 89074

(702) 486-1100

(702) 486-1190 Fax

www.nscb.nv.gov

