Nevada State Contractors Board

STRATEGIC PLAN EXECUTIVE OFFICER REPORT QUARTER ONE REPORT

July 1 - September 30, 2013



Members of the Board

Guy M. Wells, *Chairman* Margaret Cavin, *Treasurer* Thomas "Jim" Alexander Kevin E. Burke Joe Hernandez Jan Leggett Stephen P. Quinn

Executive Leadership

Margi Grein, *Executive Officer* Dan Hammack, *Chief of Enforcement* George Lyford, *Director of Investigations* Nancy Mathias, *Licensing Administrator*





Message from the Executive Officer

The start of a new fiscal year is a great time for all of us at the Board because we are able to reflect on the strides made in the last 12 months, while beginning to change our focus to the new goals and objectives outlined for us in the FY 2013-14 Strategic Plan. Striving to be a model regulatory agency is our paramount objective, and we know it is not possible unless we do all we can to protect the health, safety, and welfare of the public by making information and resources accessible and available to our customers.

Administratively, we are focused on streamlining our operations and public interfaces through our website. By establishing improved online resources, allowing for more forms to be downloaded and submitted online, and revamping our website layout to be more customer-oriented, we hope to better meet the needs of our customers, improve processing times, and more effectively utilize our staff resources.

Our focus on unlicensed contracting issues remains a priority, and our criminal investigators and management continue to battle the underground economy on a daily basis. Through sting operations and aggressive investigations, we have been successful in taking unlicensed contractors off the streets and sending a clear message throughout the industry that the Board maintains a zero tolerance policy on the matter.

In the end, it is our assistance to homeowners, through proactive outreach efforts, investigative solutions, and recourse by way of the Residential Recovery Fund that prevails as our most rewarding and demonstrable accomplishment. With many more objectives before us in the months ahead, we can only expect to become better at serving and meeting the needs of those who seek our help the most.

Margi Q. Kein

MARGI A. GREIN Nevada State Contractors Board Executive Officer

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Executive Officer Highlights

Governor Makes Appointments to Commission on Construction Education

At the start of the quarter, Governor Brian Sandoval reappointed five members to the Commission on Construction Education, each to serve another three-year term. Following his announcement in September, Sandoval appointed a new member, Thomas Pellett, to serve as the sixth member on the Commission. Pellett's term will run from September 4, 2013 thru June 30, 2016. Pellett is a native of Nevada and has over 35 years experience in the construction industry.

Family of Unlicensed Contractors Sought by NSCB (Goals 2 & 3)

After several complaints were received by NSCB regarding abandonment of projects after payment had been made to a fatherson unlicensed contracting duo, investigators partnered with local law enforcement to arrest Joseph Castanon (Sr.) on gross misdemeanor charges of contracting without a license. His son, Joe Castanon (Jr.), remains at large with misdemeanor and felony warrants pending for his arrest. Live coverage of the arrest of Sr. was coordinated by the PIO with enforcement and KLAS-TV, Channel 8 in Las Vegas.

Board Participates in National Conference (Goal 4)

The Executive Officer participated in the National Association of State Contractors Licensing Agencies conference where she joined representatives from Home Depot to provide state members with an overview of the permit kiosk project launched in Nevada and highlight the upcoming efforts and achievements expected of the program. Staff also gave a presentation on utilizing social media, such as Facebook, and provided tips on setting up an account,



best practices for effectively using the tool, and highlighted some of its benefits and areas to be cautious of. Other training topics received from the conference included Board regulations (effectiveness and challenges faced), contractor fraud and scams, top regulatory cases and how judicial outcomes shape the construction industry, construction worker shortage and future projections, strategic partnerships, and an overview of each states' achievements throughout the year.

Board & Staff Development (Goals 5 & 6)

In August, members of the Board participated in the National Judicial College training program, while Board supervisors and managers received training on sexual harassment prevention in September. Additionally, the Executive Officer created a succession plan for future development of the Board's leadership team, which will encompass various training, hiring, and mentoring programs. Also during the quarter, several new staff joined the NSCB team, including two new customer service representatives, two criminal investigators, and one administrative assistant.

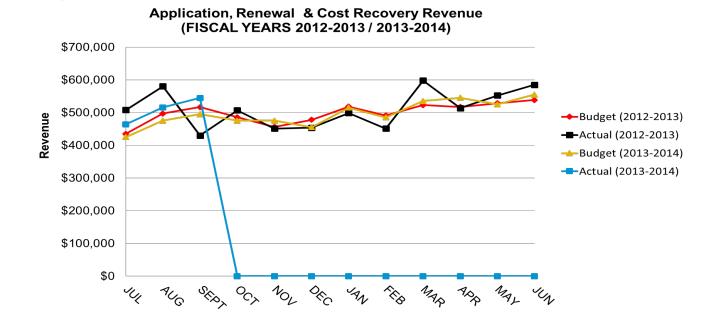
Enhancing Efficiency (Goals 3 & 6)

One of the major projects initiated this quarter included a full evaluation and design proposal of the Board's website to make it more efficient, user-friendly, and customer-oriented. Although there is still much work to be done, IT and PIO departments are working closely to make recommendations for such enhancements. Additionally, the Licensing Department continues to identify new ways to promote licensing services and programs, while adding and enhancing content and forms to the Board's website.

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brack intering Book	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
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Instream Starting														
Decwel basic Pres 911.88	License Changes		\$29,133				\$29,133			\$29,132		\$29,132		
Densem Statute Statute <t< td=""><td>Investigative Recov Costs</td><td>\$18,750</td><td>\$18,750</td><td>\$18,750</td><td>\$18,750</td><td>\$18,750</td><td>\$18,750</td><td>\$18,750</td><td>\$18,750</td><td>\$18,750</td><td>\$18,750</td><td>\$18,750</td><td>\$18,750</td><td>\$225,000</td></t<>	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
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UNA3 Statut Statut <td>Renewal Inactive Fee</td> <td>\$14,800</td> <td>\$16,400</td> <td>\$16,100</td> <td>\$15,450</td> <td>\$15,600</td> <td>\$17,400</td> <td>\$18,000</td> <td>\$16,050</td> <td>\$17,400</td> <td>\$16,550</td> <td>\$18,350</td> <td>\$17,900</td> <td>\$200,000</td>	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
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bmc Learner Pre S54 800 954 800	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
Spinplane SP.8.00	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
Lones Canoos S28.00 S28.00 <ths28.00< th=""> <ths28.00< th=""> <ths28.< td=""><td>New License Fee</td><td>\$54,600</td><td>\$49,500</td><td>\$48,300</td><td>\$47,400</td><td>\$44,600</td><td>\$45,900</td><td>\$55,200</td><td>\$42,600</td><td>\$52,950</td><td>\$49,800</td><td>\$43,200</td><td>\$51,900</td><td>\$585,950</td></ths28.<></ths28.00<></ths28.00<>	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
messpace start	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
Snewal Later Fees 512.100 512.205 513.00 513.200	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
Serveral Tracher Fer 516.200 517.200 517.800 518.800 517.800 518.800 517.800 518.800 517.800 518.800 517.800 518.800 517.800 558.355 </td <td>Investigative Recov Costs</td> <td>\$25,283</td> <td>\$24,376</td> <td>\$28,292</td> <td>\$29,725</td> <td>\$37,680</td> <td>\$22,549</td> <td>\$18,294</td> <td>\$24,456</td> <td>\$31,555</td> <td>\$30,601</td> <td>\$38,286</td> <td>\$36,758</td> <td>\$347,855</td>	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
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101ALS \$425,415 \$475,415 \$475,415 \$475,416 \$455,416 \$515,416 \$485,416 \$536,410 \$545,419 \$525,419 \$555,419 \$515,416 \$485,416 \$5515,416 \$485,416 \$5515,416 \$485,416 \$515,416 \$485,416 \$515,416 \$485,416 \$515,416 \$481,400 \$11,406 \$11,406 \$11,406 \$11,406 \$11,400	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000
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 \$1,030,670 New License Fee \$46,200 \$42,300 \$322,150 \$148,650 \$148,650 \$148,650 \$148,650 \$149,650 \$15,650 \$120,020 \$15,660 \$144,050 \$144,050 \$14,000 \$14,000 \$14,000 \$14,000 \$14,000 \$14,000 \$14,000 \$14,000 \$14,000 \$14,000	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000
License Renewals \$316,800 \$317,650 \$396,220 And the second of the	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 SEPT	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$160,000
New License Fee \$46,200 \$60,600 \$41,850 \$448,650 Application Fee \$28,800 \$42,300 \$32,150 \$24,450 \$42,300 \$32,150 \$24,450 \$40,000 \$41,850 \$40,000 \$87,025 \$87,025 \$87,025 \$84,801 \$87,025 \$84,301 \$87,025 \$84,301 \$87,025 \$84,301 \$84,331 \$84,331 \$84,331 \$84,331 \$84,331 \$84,331 \$84,331 \$84,331 \$84,331 \$84,331 \$82,9365 \$84,400 \$84,331 \$82,9365 \$84,400 \$84,331 \$82,9365 \$84,400 \$84,331 \$82,9365 \$84,400 \$84,331 \$82,9365 \$84,400 \$84,331 \$82,9365 \$84,400 \$84,331 \$82,9365 \$84,400 \$84,331 \$82,9365 \$84,4000 \$86	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 \$EPT \$495,415	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$100,000 \$5,965,000
Application Fee \$28,800 \$42,300 \$32,150 \$30,425 \$24,450 \$42,690 \$103,250 License Changes \$32,150 \$30,425 \$24,450 \$42,690 \$15,686 \$42,690 \$16,600 \$44,331 Renewal Late Fees \$5,480 \$7,875 \$16,010 \$44,000 \$14,400 \$18,300 \$44,000 <td>License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014)</td> <td>\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13</td> <td>\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13</td> <td>\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 \$EPT \$495,415 \$EPT-13</td> <td>\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415</td> <td>NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416</td> <td>DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416</td> <td>JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416</td> <td>FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416</td> <td>MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419</td> <td>\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419</td> <td>MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419</td> <td>JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419</td> <td>TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$160,000 \$5,965,000 TOTALS</td>	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014)	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 \$EPT \$495,415 \$EPT-13	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$160,000 \$5,965,000 TOTALS
License Changes \$32,150 \$30,425 \$24,450 \$42,650 \$15,686 \$42,690 \$15,686 \$42,690 \$15,686 \$42,690 \$15,686 \$42,936 \$44,00 \$44,331 Renewal Late Fees \$5,480 \$7,875 \$16,010 \$44,400 \$14,400 \$18,300 \$44,400	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13 \$316,800	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 \$EPT \$495,415 \$EPT-13 \$396,220	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$160,000 \$5,965,000 TOTALS \$1,030,670
Investigative Recov Costs \$25,955 \$42,690 \$15,686 Additional and the set of the set o	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13 \$316,800 \$46,200	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 \$EPT \$495,415 \$EPT-13 \$396,220 \$41,850	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$160,000 \$15,965,000 TOTALS \$1,030,670 \$148,650
Renewal Late Fees \$5,480 \$7,875 \$16,010 \$29,365 Renewal Inactive Fee \$8,700 \$14,400 \$18,300 \$20 \$20 \$20 \$20 \$20 \$21,400 \$21,	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 JUL \$43,5415 JULY-13 \$316,800 \$46,200 \$28,800	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$EPT \$495,415 \$EPT-13 \$396,220 \$41,850 \$32,150	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$148,650 \$103,250
Renewal Inactive Fee \$8,700 \$14,400 \$18,300 \$200 \$200 \$200 \$200 \$200 \$200 \$200 \$200 \$200 \$21,400 \$21,400 \$21,400 \$21,400 \$21,400 \$21,400 \$21,400 \$21,400 \$21,500 \$21,500 \$200	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13 \$16,800 \$46,200 \$28,800 \$32,150	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$30,425	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$EPT \$495,415 \$EPT-13 \$396,220 \$41,850 \$32,150 \$24,450	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 <t< td=""></t<>
HOTALS JUL AUG SEPT OCT NOV DEC JAN FEB MAR APR MAY JUN Variance (2013-2014) JUL/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 (\$320,000) (\$300,000) (\$330,000) (\$330,000) (\$390,000) (\$390,000) (\$300,000) (\$303,030) (\$333,334) (\$49,167)	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee License Changes	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13 \$16,800 \$46,200 \$28,800 \$32,150	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$30,425	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$EPT \$495,415 \$EPT-13 \$396,220 \$41,850 \$32,150 \$24,450	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 <t< td=""></t<>
IOTACS \$464,085 \$515,940 \$544,666 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$1,524,691 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 (\$320,000) (\$300,000) (\$330,000) (\$380,000) (\$390,000) (\$370,000) (\$40,000) (\$43,063,000) (\$49,167) (\$4	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13 \$316,800 \$46,200 \$28,800 \$32,150 \$25,955	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$30,425 \$42,690	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$EPT \$495,415 \$EPT-13 \$396,220 \$41,850 \$32,150 \$24,450 \$15,686	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 <t< td=""></t<>
S464,085 \$515,940 \$544,666 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$1,524,691 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 (\$30,000) (\$300,000) (\$330,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$300,000) (\$49,167) (\$49,1	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13 \$316,800 \$46,200 \$28,800 \$32,150 \$25,955 \$5,480	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$42,300 \$30,425 \$42,690 \$7,875	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$EPT \$495,415 \$EPT-13 \$396,220 \$41,850 \$32,150 \$24,450 \$15,686 \$16,010	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 <t< td=""></t<>
License Renewals \$46,800 (\$2,350) \$56,220 (\$320,000) (\$300,000) (\$330,000) (\$380,000) (\$380,000) (\$390,000) (\$370,000) (\$400,000) (\$400,000) (\$401,67) (\$49,167)	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Renewal Late Fees Renewal Late Fees Renewal Inactive Fee	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 JUL \$425,415 JULY-13 \$316,800 \$46,200 \$28,800 \$32,150 \$25,955 \$5,480 \$8,700	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$30,425 \$42,690 \$7,875 \$14,400	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 SEPT \$495,415 SEPT-13 \$396,220 \$41,850 \$32,150 \$24,450 \$15,686 \$16,010 \$18,300	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415 OCT-13	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416 NOV-13	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416 DEC-13	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416 JAN-14	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416 FEB-14	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419 MAR-14	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419 APR-14	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419 MAY-14	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419 JUN-14	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$29,365
New License Fee (\$2,966) \$11,434 (57,316) (\$49,167) (\$40,130) (\$40,23,3,33)	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Renewal Late Fees Renewal Late Fees Renewal Inactive Fee	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13 \$316,800 \$46,200 \$28,800 \$32,150 \$225,955 \$5,480 \$8,700 JUL	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$42,300 \$30,425 \$42,690 \$7,875 \$14,400 AUG	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 SEPT \$495,415 SEPT-13 \$396,220 \$41,850 \$32,150 \$24,450 \$15,686 \$16,010 \$18,300 SEPT	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415 OCT-13	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416 NOV-13 NOV-13	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416 DEC-13 DEC-13	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416 JAN-14	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416 FEB-14 FEB-14	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419 MAR-14 MAR	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419 APR-14	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419 MAY-14 MAY	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419 JUN-14 JUN-14	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$29,365
Application Fee (\$4,533) \$8,967 (\$1,183) (\$33,333) (\$33,333) (\$33,333) (\$33,333) (\$33,333) (\$33,334) <	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Renewal Inactive Fee TOTALS	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13 \$316,800 \$28,800 \$32,150 \$28,800 \$32,150 \$25,955 \$5,480 \$8,700 JUL \$464,085	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$42,300 \$30,425 \$42,690 \$7,875 \$14,400 AUG \$515,940	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 SEPT \$495,415 SEPT-13 \$396,220 \$41,850 \$32,150 \$24,450 \$15,686 \$16,010 \$18,300 SEPT \$544,666	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415 OCT-13 OCT-13 OCT-13 \$ OCT-13 \$ OCT \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416 NOV-13 NOV-13	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416 DEC-13 DEC-13	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416 JAN-14 JAN-14 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416 FEB-14 FEB-14 FEB-14 \$0 FEB \$0	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419 MAR-14 MAR-14 \$535,419 MAR-14 \$535,419 MAR-14 \$535,419 MAR \$50 \$535,419 \$555,510 \$555,510 \$555,510\$ \$555,5	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419 APR-14 \$545,419 APR-14 \$545,419 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757\$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$757 \$	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 MAY \$525,419 MAY-14 MAY-14 \$225,419 MAY-14 \$225,419 \$225,	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419 JUN-14 JUN-14 \$30 \$40 \$40 \$40 \$40 \$40 \$40 \$40 \$4	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$103,050 \$103,250 \$84,331 \$29,365 \$41,400 \$1,524,691
License Changes \$3,400 \$1,675 (\$4,300) (\$28,750) (\$22,500) (\$22,500) (\$22,500) (\$22,500) (\$22,500) (\$22,500) (\$22,500) (\$22,500) <th< td=""><td>License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Renewal Late Fees Renewal Late Fees Renewal Inactive Fee TOTALS Variance (2013-2014)</td><td>\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13 \$316,800 \$316,800 \$316,800 \$316,800 \$32,595 \$5,480 \$28,900 \$22,595 \$5,480 \$8,700 JUL \$464,085 JULY-13</td><td>\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$42,300 \$42,300 \$30,425 \$42,690 \$7,875 \$14,400 AUG \$515,940 AUG-13</td><td>\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 SEPT \$495,415 SEPT-13 \$396,220 \$41,850 \$32,150 \$32,150 \$15,686 \$16,010 \$18,300 SEPT \$544,666 SEPT-13</td><td>\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415 OCT-13 OCT-13 OCT-13 \$ OCT-13 \$ OCT-13</td><td>NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416 NOV-13 NOV-13 NOV \$0 NOV-13</td><td>DEC-13 \$300,000 \$49,167 \$33,333 \$22,500 \$22,500 \$4333 DEC \$4455,416 DEC-13 DEC-13 DEC \$0 DEC-13</td><td>JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 JAN \$515,416 JAN-14 JAN-14 S0 JAN-14</td><td>FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416 FEB-14 FEB-14 \$485,416 FEB-14 \$0 FEB \$0 FEB-14</td><td>MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419 MAR-14 MAR-14 \$0 MAR \$0 MAR-14</td><td>\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419 APR-14 \$0 APR</td><td>MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 MAY \$525,419 MAY-14 MAY-14 \$22 \$22 \$22 \$22 \$22 \$22 \$22 \$2</td><td>JUN-14 \$400,000 \$49,167 \$33,334 \$22,500 \$22,500 \$8,334 \$13,334 JUN \$555,419 JUN-14 JUN-14 \$ JUN-14 \$ JUN \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$</td><td>TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$103,050 \$103,250 \$84,331 \$29,365 \$41,400 \$1,524,691</td></th<>	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Renewal Late Fees Renewal Late Fees Renewal Inactive Fee TOTALS Variance (2013-2014)	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13 \$316,800 \$316,800 \$316,800 \$316,800 \$32,595 \$5,480 \$28,900 \$22,595 \$5,480 \$8,700 JUL \$464,085 JULY-13	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$42,300 \$42,300 \$30,425 \$42,690 \$7,875 \$14,400 AUG \$515,940 AUG-13	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 SEPT \$495,415 SEPT-13 \$396,220 \$41,850 \$32,150 \$32,150 \$15,686 \$16,010 \$18,300 SEPT \$544,666 SEPT-13	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415 OCT-13 OCT-13 OCT-13 \$ OCT-13 \$ OCT-13	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416 NOV-13 NOV-13 NOV \$0 NOV-13	DEC-13 \$300,000 \$49,167 \$33,333 \$22,500 \$22,500 \$4333 DEC \$4455,416 DEC-13 DEC-13 DEC \$0 DEC-13	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 JAN \$515,416 JAN-14 JAN-14 S0 JAN-14	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416 FEB-14 FEB-14 \$485,416 FEB-14 \$0 FEB \$0 FEB-14	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419 MAR-14 MAR-14 \$0 MAR \$0 MAR-14	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419 APR-14 \$0 APR	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 MAY \$525,419 MAY-14 MAY-14 \$22 \$22 \$22 \$22 \$22 \$22 \$22 \$2	JUN-14 \$400,000 \$49,167 \$33,334 \$22,500 \$22,500 \$8,334 \$13,334 JUN \$555,419 JUN-14 JUN-14 \$ JUN-14 \$ JUN \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$103,050 \$103,250 \$84,331 \$29,365 \$41,400 \$1,524,691
Investigative Recov Costs \$3,455 \$20,190 (\$6,814) (\$22,500)	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Renewal Inactive Fee TOTALS Variance (2013-2014) License Renewals	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13 \$316,800 \$28,800 \$32,150 \$25,955 \$5,480 \$8,700 JUL \$464,085 JULY-13 \$46,800	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$4333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$30,425 \$42,690 \$30,425 \$42,690 \$314,400 AUG \$515,940 AUG-13 (\$2,350)	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 SEPT \$495,415 SEPT-13 \$396,220 \$41,850 \$32,150 \$24,450 \$16,010 \$18,300 SEPT \$544,666 SEPT-13 \$56,220	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$435,415 OCT-13 OCT-13 OCT-13 OCT-13 0 0 0 0 0 0 0 0 0 0 0 0 0	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416 NOV-13 NOV-13 NOV-13 NOV \$475,416 NOV-13 \$20,000	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 DEC \$4455,416 DEC-13 DEC-13 DEC-13 DEC \$0 DEC-13 (\$300,000)	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 JAN \$515,416 JAN-14 JAN-14 \$0 JAN \$0 JAN-14 (\$360,000)	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416 FEB-14 FEB-14 \$0 FEB-14 \$0 FEB-14 (\$330,000)	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419 MAR-14 \$336,419 MAR-14 \$300,000	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 APR \$545,419 APR-14 \$90 APR-14 \$00 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90 \$90\$90\$90\$90\$90\$90\$90\$90	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 MAY \$525,419 MAY-14 MAY-14 \$22,500 MAY-14 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,0000 \$20,000 \$2	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 \$14,336 \$14,956 \$14,976 \$15,976 \$15,	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$103,050 \$148,650 \$103,250 \$84,331 \$29,365 \$41,400 \$1,524,691 TOTALS
Investigative Recov Costs \$3,455 \$20,190 (\$6,814) (\$22,500)	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Renewal Inactive Fee TOTALS Variance (2013-2014) License Renewals New License Fee Network (2013-2014) License Renewals New License Fee Network (2013-2014) License Renewals New License Fee	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 JUL \$425,415 JULY-13 \$316,800 \$246,200 \$246,200 \$246,200 \$32,150 \$25,955 \$5,480 \$32,595 \$5,480 \$32,150 \$464,085 JULY-13 \$464,085	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$30,425 \$42,690 \$30,425 \$42,690 \$314,400 AUG \$515,940 AUG-13 (\$2,350) \$11,434	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$EPT \$495,415 \$EPT-13 \$396,220 \$41,850 \$32,150 \$24,450 \$15,686 \$16,010 \$18,300 \$EPT \$544,666 \$EPT-13 \$56,220 (\$7,316)	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$475,415 OCT-13 OCT-13 OCT-13 OCT \$475,415 OCT-13 S OCT-13 S OCT-13 S OCT-13	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$4333 \$13,333 NOV \$475,416 NOV-13 NOV-13 NOV-13 \$475,416 NOV-13 \$475,416 NOV-13 \$475,416 NOV-13	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 DEC \$455,416 DEC-13 DEC-13 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 \$45,416 DEC-13 \$45,416 \$45,4	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JAN \$515,416 JAN-14 \$0 JAN-14 \$0 JAN-14 \$0 \$0 \$49,167 \$2 \$2 \$2 \$2 \$2 \$2 \$2 \$2 \$2 \$2	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$113,333 FEB \$485,416 FEB-14 FEB-14 \$00 FEB-14 (\$330,000) (\$49,167)	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419 MAR-14 \$300,000 (\$49,167)	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 APR \$545,419 APR-14 \$0 APR-14 (\$390,000) (\$49,167)	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419 MAY-14 MAY-14 \$20 MAY-14 \$30,000 \$49,167 \$370,000 \$49,167	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 JUN \$555,419 JUN-14 JUN-14 \$555,419 \$555,419 \$555,4	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$103,050 \$148,650 \$103,250 \$87,025 \$84,331 \$29,365 \$41,400 \$1,524,691 TOTALS \$3,069,330)
Renewal Late Fees (\$2,853) (\$458) \$7,677 (\$8,333) (\$8,333) (\$8,333) (\$8,333) (\$8,333) (\$8,333) (\$8,333) (\$8,333) (\$8,334) (\$13,334) (\$13,334) (\$13,334) (\$11,860)	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Renewal Inactive Fee TOTALS Variance (2013-2014) License Renewals New License Fee Application Fee License Fee License Renewals License Renewals New License Fee License Fee License Renewals New License Fee Licens	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 JUL \$425,415 JULY-13 \$316,800 \$246,200 \$28,800 \$32,150 \$246,200 \$25,955 \$5,480 \$32,150 \$25,955 \$5,480 \$32,150 \$24,6800 JULY-13 \$46,800 (\$2,966) (\$4,533)	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$30,425 \$42,690 \$7,875 \$14,400 AUG \$515,940 AUG-13 (\$2,350) \$11,434 \$8,967	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 SEPT \$495,415 SEPT-13 \$396,220 \$41,850 \$32,150 \$24,450 \$15,686 \$16,010 \$15,686 \$16,010 \$18,300 SEPT \$544,666 SEPT-13 \$56,220 (\$7,316) (\$1,183)	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$4333 OCT \$475,415 OCT-13 OCT-13 OCT 0 CCT \$ 0 0 0 \$ 0 0 \$ 0 0 \$ 0 0 \$ 0 0 \$ 0 0 \$ 0 0 \$ 0 0 \$ 0 0 \$ 0 0 \$ 0 0 \$ 0 0 \$ 0 0 \$ 0 0 \$ 0 0 0 \$ 0 0 0 \$ 0 0 0 0 0 0 0 0 0 0 0 0 0	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$433,333 NOV \$475,416 NOV-13 \$475,416 NOV-13 \$475,416 NOV-13 \$475,416 NOV-13 \$475,416 NOV-13 \$475,416 \$475,41	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 DEC \$455,416 DEC-13 DEC-13 DEC-13 DEC \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 \$45,416 DEC-13 \$45,416 \$4	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 JAN \$515,416 JAN-14 \$0 JAN-14 \$0 JAN-14 \$0 (\$360,000) (\$49,167) (\$33,333)	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 FEB \$485,416 FEB-14 FEB-14 \$00 FEB-14 (\$330,000) (\$49,167) (\$33,333)	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419 MAR-14 \$330,000 (\$49,167) (\$33,334)	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419 APR-14 (\$390,000) (\$49,167) (\$33,334)	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAY \$525,419 MAY-14 MAY-14 \$20 MAY-14 \$20 \$20 \$20 \$20 \$20 \$20 \$20 \$20	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 JUN \$555,419 JUN-14 JUN-14 \$555,419 \$555,419 \$55	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$103,250 \$84,331 \$29,365 \$41,400 \$1,524,691 TOTALS \$3,069,330) \$441,350)
Renewal Inactive Fee (\$4,633) \$1,067 \$4,967 (\$13,333) (\$13,333) (\$13,333) (\$13,333) (\$13,333) (\$13,333) (\$13,333) (\$13,333) (\$13,333) (\$13,333) (\$13,333) (\$13,333) (\$13,333) (\$13,333) (\$13,334) (\$118,600) TOTALS JUL AUG SEPT OCT NOV DEC JAN FEB MAR APR MAY JUN	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Variance (2013-2014) License Renewals New License Fee Application Fee License Renewals New License Fee Application Fee License Renewals New License Fee Application Fee License Fee License Changes	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 JUL \$425,415 JULY-13 \$316,800 \$46,200 \$28,800 \$32,150 \$25,955 \$5,480 \$32,150 \$464,085 JULY-13 \$464,085 JULY-13 \$464,000 \$463,000 \$445,333 \$34,400	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$30,425 \$42,690 \$7,875 \$14,400 AUG \$515,940 AUG-13 (\$2,350) \$11,434 \$8,967 \$1,675	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$EPT \$495,415 \$EPT-13 \$396,220 \$41,850 \$32,150 \$24,450 \$15,686 \$16,010 \$15,686 \$16,010 \$18,300 \$EPT-13 \$544,666 \$EPT-13 \$56,220 (\$7,316) (\$1,183) (\$4,300)	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$4333 OCT \$475,415 OCT-13 OCT-13 OCT \$0 OCT \$0 OCT \$0 OCT-13 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$4333 NOV \$475,416 NOV-13 NOV-13 NOV-13 \$00 \$475,416 NOV-13 \$00 \$475,416 NOV-13 \$00 \$475,416 \$00 \$475,416 \$00 \$475,416 \$00 \$475,416 \$00 \$475,416 \$00 \$475,416 \$00 \$475,416 \$00 \$475,416 \$00 \$475,416 \$00 \$475,416 \$00 \$475,416 \$00 \$475,416 \$00 \$475,416 \$00 \$475,416 \$00 \$00 \$475,416 \$00 \$00 \$475,416 \$00 \$00 \$475,416 \$00 \$00 \$475,416 \$00 \$00 \$475,416 \$00 \$00 \$475,416 \$00 \$00 \$475,416 \$00 \$00 \$475,416 \$00 \$00 \$00 \$00 \$00 \$00 \$00 \$0	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 DEC \$455,416 DEC-13 DEC-13 DEC \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 DEC-13 \$45,416 \$45,416 DEC-13 \$45,416 \$45	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 JAN \$515,416 JAN-14 \$0 JAN-14 \$0 JAN-14 (\$360,000) (\$49,167) (\$33,333) (\$28,750)	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 FEB \$485,416 FEB-14 FEB-14 \$0 FEB-14 (\$330,000) (\$49,167) (\$33,333) (\$28,750)	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 MAR \$535,419 MAR-14 \$335,419 MAR-14 \$330,000 (\$49,167) (\$33,334) (\$28,750)	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419 APR-14 (\$390,000) (\$49,167) (\$33,334) (\$28,750)	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 MAY \$525,419 MAY-14 \$525,419 MAY-14 \$52 \$49,167 \$370,000 \$49,167 \$33,334 \$28,750	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 JUN 5555,419 JUN-14 JUN-14 \$555,419 JUN-14 \$555,519 \$55	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$103,250 \$84,331 \$29,365 \$41,400 \$1,524,691 TOTALS \$3,069,3300 \$441,350) \$296,750)
TOTALS JUL AUG SEPT OCT NOV DEC JAN FEB MAR APR MAY JUN	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Utense Renewals New License Fee Application Fee License Changes Investigative Recov Costs	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 JUL \$425,415 JULY-13 \$316,800 \$46,200 \$28,800 \$32,150 \$25,955 \$5,480 \$32,150 \$25,955 \$5,480 \$464,085 JULY-13 \$464,085 JULY-13 \$464,000 (\$2,966) (\$4,533) \$3,400 \$3,455	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$30,425 \$42,690 \$7,875 \$14,400 AUG \$515,940 AUG-13 (\$2,350) \$11,434 \$8,967 \$16,75 \$20,190	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$EPT \$495,415 \$EPT-13 \$396,220 \$41,850 \$32,150 \$24,450 \$15,686 \$16,010 \$15,686 \$16,010 \$18,300 \$EPT \$544,666 \$EPT-13 \$\$6,220 (\$7,316) (\$1,183) (\$4,300) (\$6,814)	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415 OCT-13 \$ OCT-13 \$ OCT-13 \$ OCT-13 \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$4333 NOV \$475,416 NOV-13 NOV-13 NOV-13 \$0 NOV-13 \$0 NOV-13 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0	DEC-13 \$300,000 \$49,167 \$33,333 \$22,500 \$8,333 DEC \$455,416 DEC-13 DEC-13 DEC \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 DEC-13 \$455,416 \$456,416 \$456,41	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 JAN \$515,416 JAN-14 \$0 JAN-14 \$0 JAN-14 \$0 (\$360,000) (\$49,167) (\$33,333) (\$28,750) (\$22,500)	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 FEB \$485,416 FEB-14 \$0 FEB-14 (\$330,000) (\$49,167) (\$33,333) (\$28,750) (\$22,500)	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 MAR \$535,419 MAR-14 MAR-14 \$35 MAR-14 \$30,000 (\$49,167) (\$33,334) (\$28,750) (\$22,500)	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419 APR-14 \$9 APR-14 (\$390,000) (\$49,167) (\$33,334) (\$28,750) (\$22,500)	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 MAY \$525,419 MAY-14 MAY-14 \$50 MAY-14 \$0 MAY-14 \$370,000 (\$49,167) (\$33,334) (\$28,750) (\$22,500)	JUN-14 \$400,000 \$49,167 \$33,334 \$22,500 \$8,334 JUN \$555,419 JUN-14 JUN-14 \$555,419 JUN-14 \$555,419 JUN-14 \$555,419 JUN-14 \$55 JUN \$55,419 \$00 \$00 \$00 \$00 \$00 \$00 \$00 \$0	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$11,030,670 \$148,650 \$103,250 \$87,025 \$84,331 \$29,365 \$41,400 \$1,524,691 TOTALS \$3,069,330) \$441,350) \$29,6750)
	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Renewal Late Fees Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Renewal Inactive Fee TOTALS Variance (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Inactive Fee TOTALS Variance (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Late Fees Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 JUL \$425,415 JULY-13 \$316,800 \$46,200 \$28,800 \$32,150 \$25,955 \$5,480 \$32,150 \$25,955 \$5,480 \$8,700 JUL \$464,085 JULY-13 \$46,800 \$2,29,669 (\$4,533) \$3,400 \$3,455 \$2,2853)	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$60,600 \$42,300 \$42,300 \$30,425 \$42,690 \$7,875 \$14,400 AUG \$515,940 AUG-13 (\$2,350) \$11,434 \$8,967 \$1,675 \$20,190 (\$458)	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$EPT \$495,415 \$EPT-13 \$396,220 \$41,850 \$32,150 \$24,450 \$15,686 \$16,010 \$18,300 \$EPT \$544,666 \$EPT-13 \$56,220 (\$7,316) (\$1,183) (\$4,300) (\$6,814) \$7,677	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$11,333 OCT \$475,415 OCT-13 0 CT-13 0 CT-13 (\$20,000 (\$49,166) (\$33,333) (\$28,750) (\$22,500) (\$22,500) (\$8,333)	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 NOV \$475,416 NOV-13 NOV-13 NOV-13 \$ NOV-13 \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 DEC \$455,416 DEC-13 DEC-13 DEC \$0 DEC-13 \$0 \$0 DEC-13 \$0 \$0 DEC-13 \$0 \$0 DEC-13 \$0 \$0 DEC-13 \$0 \$0 \$0 \$0 DEC-13 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 JAN \$515,416 JAN-14 \$0 JAN-14 (\$360,000) (\$49,167) (\$33,333) (\$28,750) (\$22,500) (\$22,500)	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 FEB \$485,416 FEB-14 \$0 FEB-14 (\$330,000) (\$49,167) (\$33,333) (\$28,750) (\$22,500) (\$8,333)	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 MAR \$535,419 MAR-14 \$33 MAR-14 \$33 \$0 MAR-14 \$33,334 \$1,334 \$2,0,000 (\$49,167) (\$33,334) (\$28,750) (\$22,500) \$8,334)	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419 APR-14 (\$390,000) (\$49,167) (\$33,334) (\$28,750) (\$22,500) (\$8,334)	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 MAY \$525,419 MAY-14 \$50 MAY-14 \$50 MAY-14 \$50 MAY-14 \$50 \$49,167 \$33,334 \$22,500 \$33,34 \$22,500 \$33,34 \$33,43 \$33,43 \$33,43 \$33,43 \$33,43 \$33,43 \$33,43 \$33,43 \$33,43 \$33,43 \$33,45 \$34,455 \$34,4555 \$34,4555 \$34,4555 \$34,4555 \$34,4555 \$34,45555 \$34,455555 \$34,4555555 \$34,455555555555555555555555555555555555	JUN-14 \$400,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 JUN \$555,419 JUN-14 JUN-14 (\$400,000) (\$49,167) (\$33,334) (\$28,750) (\$22,500) (\$8,334)	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 <t< td=""></t<>
	License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Actual (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal Inactive Fee TOTALS Variance (2013-2014) License Renewals New License Fee Application Fee License Renewals New License Fee TOTALS Variance (2013-2014) License Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewals New License Fee Application Fee License Changes Investigative Recov Costs Renewal Late Fees Renewal	\$270,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 JUL \$425,415 JULY-13 \$425,415 \$JULY-13 \$46,200 \$28,800 \$32,150 \$25,955 \$5,480 \$8,700 JUL \$464,085 JULY-13 \$464,085 JULY-13 \$46,800 (\$2,966) (\$4,633) \$3,400	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 AUG \$475,415 AUG-13 \$317,650 \$42,300 \$42,300 \$42,300 \$30,425 \$42,690 \$7,875 \$14,400 AUG \$515,940 AUG \$515,940 AUG-13 (\$2,350) \$11,434 \$8,967 \$1,675 \$20,190 (\$458) \$1,067	\$340,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$EPT \$495,415 \$EPT-13 \$396,220 \$41,850 \$32,150 \$24,450 \$115,686 \$16,010 \$18,300 \$EPT \$544,666 \$EPT-13 \$56,220 (\$7,316) (\$1,183) (\$4,300) (\$6,814) \$7,677 \$4,967	\$320,000 \$49,166 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 OCT \$475,415 OCT-13 OCT-13 (\$20,000) (\$49,166) (\$32,000) (\$49,160) (\$49,160) (\$33,333) (\$28,750) (\$22,500) (\$8,333) (\$8,333)	NOV-13 \$320,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 NOV \$475,416 NOV-13 \$475,416 NOV-13 \$475,416 NOV-13 \$475,416 NOV-13 \$475,416 \$13,333 \$13,335 \$13,3555 \$13,3555\$13,3555\$13,3555\$13,3555\$13,3555\$13,3555\$	DEC-13 \$300,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 DEC \$455,416 DEC-13 DEC-13 DEC \$0 DEC-13 \$300,000 (\$49,167) (\$33,333) (\$28,750) (\$22,500) (\$22,500) (\$8,333) (\$13,333)	JAN-14 \$360,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 JAN \$515,416 JAN-14 \$0 JAN-14 (\$360,000) (\$49,167) (\$33,333) (\$28,750) (\$22,500) (\$22,500)	FEB-14 \$330,000 \$49,167 \$33,333 \$28,750 \$22,500 \$8,333 \$13,333 FEB \$485,416 FEB-14 \$0 FEB-14 \$0 FEB-14 (\$330,000) (\$49,167) (\$28,750) (\$22,500) (\$22,500) (\$22,500) (\$8,333) (\$13,333)	MAR-14 \$380,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 MAR \$535,419 MAR-14 \$30 MAR-14 \$30 MAR-14 (\$380,000) (\$380,000) (\$3,334) (\$22,500) (\$22,500) (\$22,500) (\$3,334)	\$390,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 \$13,334 APR \$545,419 APR-14 \$0 APR-14 (\$390,000) (\$49,167) (\$33,334) (\$28,750) (\$22,500) (\$8,334) (\$13,334)	MAY-14 \$370,000 \$49,167 \$33,334 \$28,750 \$22,500 \$8,334 MAY \$525,419 MAY-14 \$30 MAY-14 \$30 MAY-14 (\$20,750) (\$22,500) (\$22,500) (\$22,500) (\$22,500) (\$22,500)	JUN-14 \$400,000 \$49,167 \$33,334 \$22,500 \$8,334 \$13,334 JUN \$555,419 JUN-14 \$ JUN-14 (\$400,000) (\$49,167) (\$33,334) (\$22,500) (\$22,500) (\$8,334) (\$13,334)	TOTALS \$4,100,000 \$590,000 \$400,000 \$345,000 \$270,000 \$100,000 \$11,030,670 \$11,030,670 \$11,030,670 \$11,030,670 \$11,524,691 \$11,524,691 \$11,524,691 \$11,524,691 \$11,524,691 \$11,524,691 \$11,524,691 \$11,524,691 \$11,524,691 \$11,



Licensing - Q1 Snapshot



	FISCAL YTD LIC	ENSING FE	E TOT	ALS (F	Y2014)			
Licenses (Beginning	16,355		1			,		
New Licenses Issued	260	LICENSING FEES	BUDGET	ACTU		ARIANCE		
Licenses Cancelled /	(360)	License Renewals	4,100,000	1,030,	670 (3,069,330)		
Variance in Suspende	29	New License Fee	590,000	148,	•	(441,350)		
Licenses (End of Qua	irter)		16,284		,	,		· · /
# of Licenses on June	20th 2012		16,355	Application Fee	400,000	103,	250	(296,750)
# of Licenses on Sep			16,284	License Changes	345,000	87,	025	(257,975)
Net YTD (Fiscal Year)			,	Invest Recov Costs	270,000	84,	331	(185,669)
Licenses Gained / Lo			(71)	Renewal Late Fees	100,000	100,000 29,365		(70,635)
Renewal Revenue Ga *Does not include su		6	(\$42,600)	Renewal Inactive	160,000	41	400	(118,600)
90 Day Retention R				180 Day Retentio	,	,		
	June '13 Lic's	16,35	5				10.4	50
	Cancellations	(360			March '13		16,4	
Projected Year-End		26	<u> </u>	1	Cancellations			49) (4.60%)
-				Projected Year-En				517 3.17%
Retention Rate	Susp/Reinstat			Retention Rate	Rate Susp/Reinstate		(12	26) (0.77%)
	Sept '13 Lic's	16,28	4		Sept '13 I	Sept '13 Lic's		284
	Change	(71)		Change		(16	68)
3 Month Rolling	% Change	-0.44%	6	6 Month Rolling	% Chan	ge	-1.03	8%





QUARTERLY STATS

New License Apps: 349 (+4%)

- 245 Approved
- 70 Tabled/Denied
- Avg. Processing Time 67 days; 50% approved/denied within 60 days

Issued Licenses: 260 (+9%)

License Change Apps: 817 (+5%)

 Avg. Processing Time - 29 days; 70% approved/denied within 30 days

Active Licenses: 14,943 (-1%)

Inactive Licenses: 1,341 (-16%)

• 79 Placed on inactive status during Q1 (-27%)

Voluntary Surrender: 105 (+22%)

Active License Renewals: 1,902 (3%) Inactive License Renewals: 139 (-17%) License Suspensions (no bond): 260 (-16%)

Licenses Cancelled: 251 (-13%)

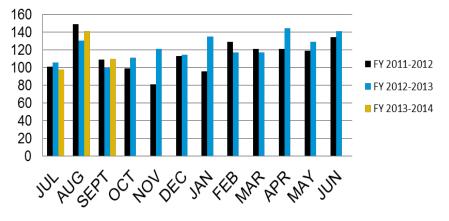
58 Application Denial Hearings (+93%)

153 Financial Reviews Opened

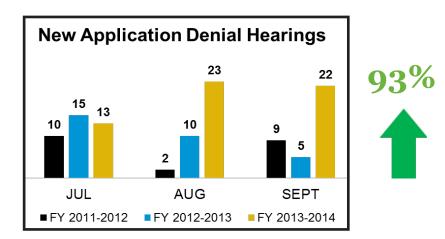
• 130 Approved by Staff

12 Financial Responsibility Hearings (-14%)

New License Applications



Licensing Customers Residents Of **Types of Applicants** Southern Nevada 24.9% New License 43.1% Northern Nevada 54.1% Change License Rural Nevada Renew License 21.0% Not a resident of 18.9% Nevada 3.6%





Enforcement - Applicant Backgrounds

SIGNIFICANT OUTCOMES:

- 55 applicants failed to disclose prior criminal histories.
- 45 applicants withdrew their application once background issues were identified.
- Two applicants failed to register as convicted felons.



Fingerprint Cards Submitted	675
Total Fingerprints returned w/	
Criminal Histories	125
Total Fingerprints returned w/o	
Criminal Histories	550
Criminal Histories	22%

BACKGROUND CHECKS

- 78 investigations initiated; 32 pending
- 10 applicants failed to report misdemeanor convictions (\$5,000 in fines; \$2,750 in investigative costs)

UNREPORTED CRIMINAL ACTIVITY

(in reference to background investigations mentioned above)

- DUI (20)
- Domestic Violence (8)
- Felony Narcotics (7)
- Felony Theft (5)
- Misdemeanor Battery (3)
- Misdemeanor Theft (2)
- Misdemeanor Narcotics (1)

- DUI Felony (1)
- Felony Injury to Child (1)
- Obstruction (1)
- Impersonation (1)
- Robbery (1)
- Home Invasion (1)



Enforcement Overview - Compliance

QUARTER SNAPSHOT

Opened Complaints: 410

- 158 Workmanship
- 70 Money Owing
- 187 Industry Regulation

Closed Complaints: 406

 156 single-family residences; 6 multi-family residences; 9 public works projects; and 81 commercial projects

Pending cases: 267; 9 over 90 days (3%)

69 Administrative citations issued

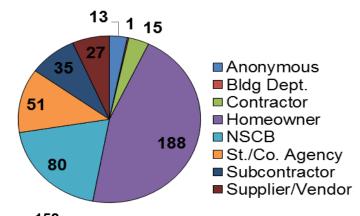
- \$48,150 in Fines
- \$24,089 in Investigative Costs

38 Cases referred for Disciplinary Hearing

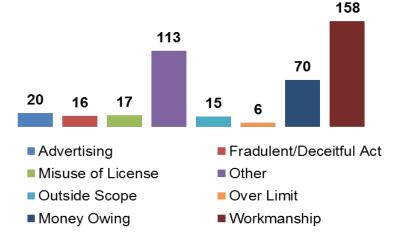
• 7 licenses revoked

	Mor	ney Ow	ving	Wo	rkman	ship	Industrial Reg.			
	FY2012	FY2013	FY2014	FY2012	FY2013	FY2014	FY2012	FY2013	FY2014	
JUL	42	22	19	52	48	54	53	87	73	
AUG	47	23	30	69	48	43	108	87	72	
SEPT	43	30	21	57	45	61	70	95	42	
1st Qtr:	132	75	70	178	141	158	231	269	187	
OCT	56	47		64	53		84	84		
NOV	60	33		37	58		90	67		
DEC	44	19		46	34		84	80		
2nd Qtr:	160	99	0	147	145	0	258	231	0	
JAN	53	42		42	38		74	103		
FEB	53	36		33	32		87	100		
MAR	41	31		31	48		88	71		
3rd Qtr:	147	109	0	106	118	0	249	274	0	
APR	44	26		36	45		81	95		
MAY	39	27		36	47		83	72		
JUN	31	23		48	45		83	62		
4th Qtr:	114	76	0	120	137	0	247	229	0	

SOURCE OF COMPLAINTS FILED



VIOLATION TYPES



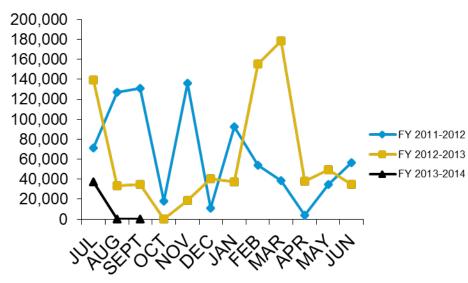
state contractors board

Enforcement - Compliance Highlights

LICENSED CONTRACTOR CHARGED WITH FELONY

A licensed contractor in Elko failed to complete construction projects and allegations of Diversion of Funds surfaced. A criminal investigation was conducted in conjunction with the compliance case and a felony warrant and complaint were secured on September 5, 2013 from the Elko County District Attorney's Office charging the licensed contractor with a felony count of Diversion of Construction Funds. The Elko contractor was taken into custody by the Elko Police Department on September 10, 2013 when he showed up at a job site to meet with Board investigators to discuss his case.

Recovery Fund Claims Amount Paid



Board Assists in Money Owing Cases

- 70% (27/46) of cases were resolved by Board investigators prior to the administrative meetings
- \$1.8 million in mutually agreed settlements

RESIDENTIAL RECOVERY FUND

3 Residential Recovery Fund hearings

- Nine cases heard
- Approximately \$118,000 awareded collectively
- Average claim awarded Approximately \$13,000
- One claim denied by Committee
- One case denied by Staff as Invalid

As of September 30, 2013, the Fund has a balance of \$5.7 million.

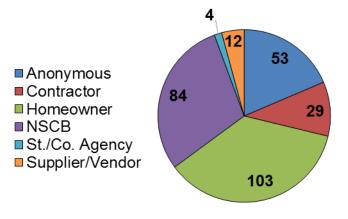


Enforcement Overview - Criminal

QUARTER SNAPSHOT

- Opened Complaints: 285
- Closed Complaints: 299
- 1,172 Pending cases
- Four cases over 90 days
- 87 Criminal charges filed
- 78 Criminal convictions recorded
 - 76 Misdemeanor
 - 2 Felony

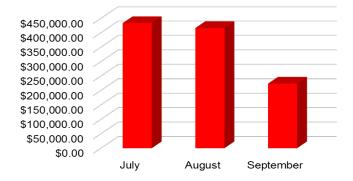
SOURCE OF COMPLAINTS FILED

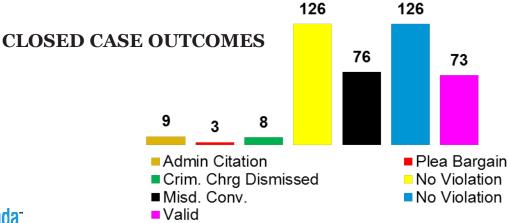


NUMBER OF COMPLAINTS FILED

FY 2011	-2012	FY 2012	-2013	FY 2013-	2014
Com	olaints	Comp	laints	Compla	ints
Jul	93	Jul	128	Jul	107
Aug	138	Aug	114	Aug	89
Sept	80	Sept	81	Sept	89
1st Qtr:	311	1st Qtr:	323	1st Qtr:	285
Oct	105	Oct	106	Oct	
Nov	60	Nov	64	Nov	
Dec	73	Dec	57	Dec	
2nd Qtr:	238	2nd Qtr:	227	2nd Qtr:	0
Jan	73	Jan	107	Jan	
Jan Feb		Jan Feb		Jan Feb	
	107		104		
Feb	107 107	Feb	104	Feb Mar	0
Feb Mar	107 107 287	Feb Mar	104 83	Feb Mar <i>3rd Qtr:</i>	0
Feb Mar <i>3rd Qtr:</i>	107 107 287 136	Feb Mar 3rd Qtr:	104 83 294 117	Feb Mar <i>3rd Qtr:</i>	0
Feb Mar <u>3rd Qtr:</u> Apr	107 107 287 136 119	Feb Mar 3rd Qtr: Apr	104 83 294 117 114	Feb Mar 3rd Qtr: Apr	0

TOTAL ESTIMATED CONTRACT \$\$ LOST TO UNLICENSED CONTRACTORS







Enforcement - Criminal Highlights

UNLICSENSED FATHER & SON TEAM TRACKED BY NSCB - LEADS TO ARREST



Since 2002, the NSCB has initiated sixteen (16) separate cases against an unlicensed father and son team who have been working in Southern Nevada. The subjects have routinely entering contracts for flooring, accepting deposits and then failing to return or perform the work. The subjects used five (5) different company names and multiple business addresses.

The investigations have resulted in four (4) separate misdemeanor convictions, with orders for restitution and payment of the NSCB investigative cost for the father. In addition, arrest warrants were issued for both the father and son as a result of multiple current investigations.

On September 4, 2013, the NSCB in partnership with the Henderson Police and the Nevada Highway Patrol arranged for the father to come to the office of the NSCB for an interview. The father was arrested on his outstanding warrants when he arrived at the NSCB office.

The continuing investigation identified the son was living in

Utah to avoid his arrest on outstanding felony charges. The NSCB is working with the Office of the DA and local law enforcement in Utah to locate, arrest and extradite the individual from Utah to Nevada.

NSCB Warns Carpenter Fire Victims of Unlicensed Contractor Solicitations

- Neighborhood Outreach
- Communication with Law/ Fire Agencies
- Distribution of Collateral Material





Public Information Office Update



HOMEOWNERS BEWARE

During the first quarter, the PIO issued two press releases warning consumers of unlicensed activities following a fire that struck the Mount Charleston area in southern Nevada and a series of heavy wind and rain storms that caused large amounts of damage to many southern Nevada homes. As a result, several news stations across the valley aired multiple clips highlighting information on how consumers

can identify warning signs of unscrupulous contractors, offering best practices when hiring licensed contractors, and encouraging consumers to contact NSCB for assistance or to report suspicious activity. These storms also led to support from local county commissioners who provided similar information to homeowners in a doorto-door outreach effort.



WEBSITE ON TRACK FOR IMPROVEMENTS

As part of the Strategic Plan this quarter, the PIO has been working with IT to analyze the Board's existing web content and design layout. Time was spent evaluating other states' webpages to determine what design features







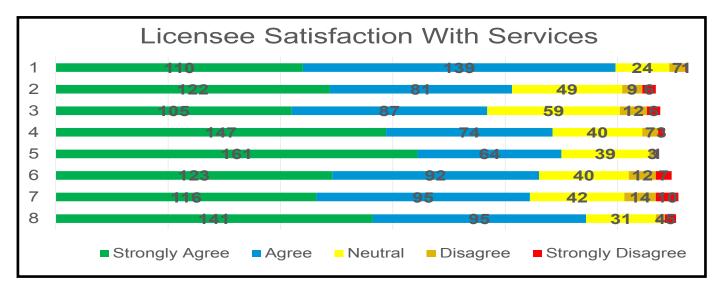
CASTANONS CAUGHT

In the case against Joe and Joseph Castanon, an unlicensed contracting father and son team allegedly sought for abandoning projects after taking payment, the PIO worked closely with NSCB investigators to coordinate and capture the arrest of Castanon (Sr.) with the help of southern Nevada news station KLAS-TV, channel 8.

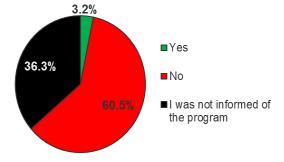
KLAS-TV has run a series of stories on this case highlighting the alleged damages incurred by various homeowners, as well as the arrest and current updates on the Castanon family members. As of September 30, 2013, Castanon (Jr.) has multiple felony warrants out for his arrest and is still at-large.

and layout options were most functional and would best meet our needs. While the project is still in the beginning stages, the proposed design format is believed to streamline the information currently available and make enduser navigation more easily accessible. We look forward to sharing demos of the sight once it is further along in the process.

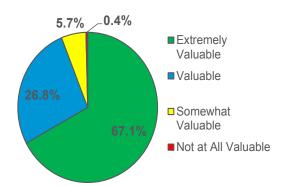
Customer Service Survey - Licensing



Participated in Business Assistance Program



How Licensees Value Having a Contractor's License in Nevada



LICENSING SAMPLING RATES

June (70/462) = 15% July (114/507) = 23% August (97/635) = 15% **Total = 18% (281/1604)**

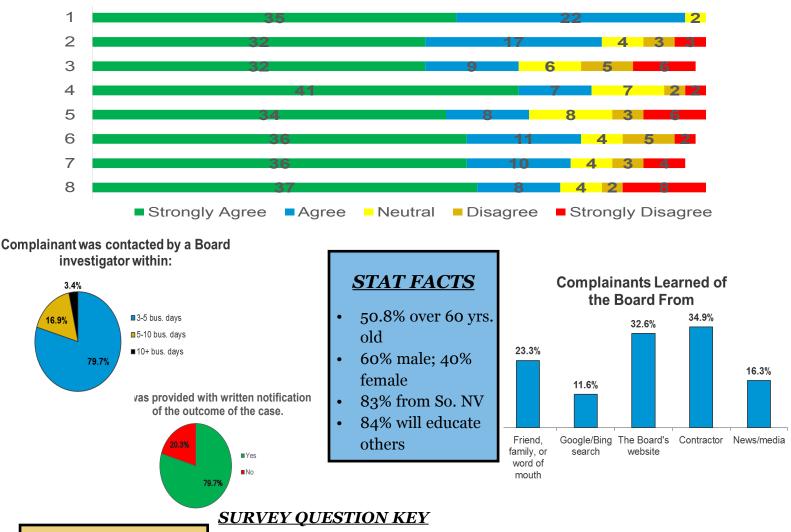


SURVEY QUESTION KEY

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

Customer Service Survey - Complainant

Complainant Satisfaction with Services



COMPLAINANT SAMPLING RATES

June (25/59) = 42%July (13/54) = 24%August (21/62) = 34%**Total (59/175) = 34\%**



1. The information on how to file a complaint was easily accessible and understandable.

2. The procedures for investigating my complaint were clearly explained to me.

3. I was kept informed of the progress made on my complaint throughout the investigation.

4. NSCB representatives treated me with respect and professionalism.

5. The investigator was helpful in answering my questions and providing reasoning for actions taken.

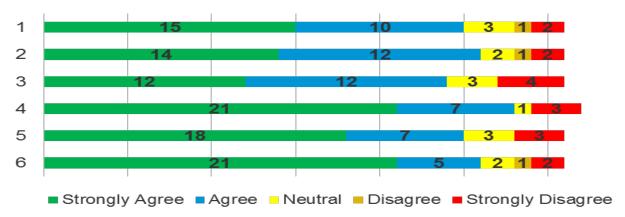
6. I was notified of the outcome of my complaint.

7. I understand the outcome of my complaint (regardless if you agree or not).

8. I am satisfied with the service provided by NSCB. FY 2013-14 Strategic Plan

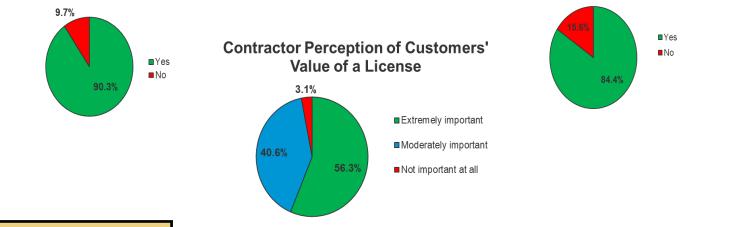


Respondent Satisfaction with Services



Respondent was Notified within 10 Days of Complaint Being Filed

Respondent was Provided Written Notification of the Outcome of the Case



RESPONDENT SAMPLING RATES

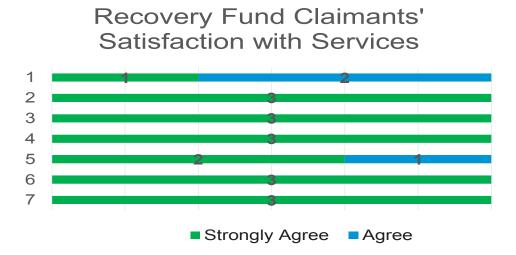
June (17/122) = 14% July (8/114) = 7% August (7/104) = 7% **Total (32/340) = 9%**

SURVEY QUESTION KEY

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

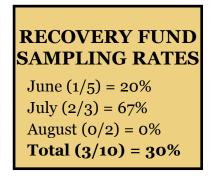


Customer Service Survey - Recovery Fund

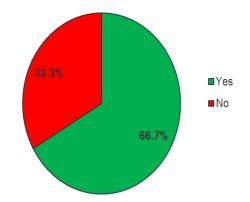


SURVEY QUESTION KEY

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









Customer Service Survey- Respondent



CUSTOMER SURVEYS PROMOTED

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

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

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

What Our Customers Are Saying

"Our investigator was professional and courteous...he could see the big picture [and] remained nuetral."

~ Respondent to a Complaint

"I file for licenses in six other states. By far, this process is the most efficient. Thanks!!"

~Licensing Customer

"The best customer service I've received in a long time, great communication by mail & telephone. I was informed of all aspects of my 'short' complaint filing time and ended with a great outcome...Thank you!"

~Respondent to a Complaint

"The notification through e-mails of any issues and the progress updates of the application were great. They kept me very informed with the status."

~New License Applicant



Looking Forward - Quarter 2

This fiscal year is already in full swing and our efforts are well underway to accomplishing and advancing the goals of the Board this year. In the months ahead, we will continue to place emphasis on partnering efforts, while engaging in a variety of outreach opportunities.

At the next quarterly meeting, we plan to report on the progress made with the following objectives:

- Initiate rulemaking to finalize changes to classifications.
- Analyze the feasibility of allowing completion of specific training courses in lieu of monetary fines for violations.
- Implement program to train compliance investigators to be POST certified.
- Work with IT to explore use of social media and the creation of mobile applications.
- Develop departmental overview trainings for inclusion in new board member orientation.

There is still much before us to complete, but we are looking forward to the challenges and being able to report on the progress made in these upcoming months, so stay tuned!





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