



Nevada State Contractors Board

STRATEGIC PLAN

*EXECUTIVE OFFICER REPORT
QUARTER THREE REPORT*

January 1 - March 31, 2025



Members of the Board

Boyd Martin, *Chairman*

Margaret Cavin, *Treasurer*

Bryan Cowart

Walter Flores-Aguirre

Kent Lay

Jan B. Leggett

Louis Polish, Jr.

Executive Leadership

David Behar, *Executive Officer*

Susan Broili-Kamesch, *Licensing Administrator*

Brian Hayashi, *Information Technology Manager*

Luis Quesada, *Director of Investigations*

Mission Statement

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



Message from the Executive Officer



This year's third quarter was met by the 83rd Legislative Session where a significant amount of our executive efforts have been concentrated on matters involving license requirements, solar protections, and the enforcement of unlawful construction activities.

Such times serve to remind us of the value of communication and collaboration toward common goals. Those who have experienced the legislative process understand that not all issues are perceived equally. While that can present its own challenges, more importantly the process opens doors to conversations and solutions that may otherwise never have come about naturally.

We've taken that concept even deeper into our agency during strategic planning discussions in March held with all staff, management, and Board members. Beyond simply identifying high-level goals to set our sights on for the year ahead, we held honest discussions about the shortfalls of our processes and solicited solutions from employees on heightening customer experiences and improving the flow of information between departments.

Being a model regulatory agency requires us to be honest, reflective, and progressive as we strive to provide services that are fair, ethical, and efficient. It requires us to be responsible for our actions, to protect the public whose welfare we have been charged with, and strengthen the integrity and confidence of the industry our state relies on to meet economic development goals.

It is no easy feat, but efforts are made every day to move the needle forward. During this quarter, we implemented new resources to allow us to better serve the needs of non-English speaking customers, promoted the employment of women in construction and partnered with local law enforcement to arrest unlawful contractors taking advantage of homeowners.

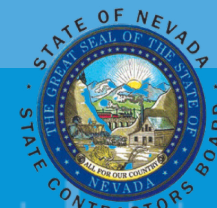
We appreciate the opportunity to share our progress through this strategic process and invite those interested to attend our monthly Board meetings for transparent discussions on these and many more matters handled by the Board.

A handwritten signature in cursive script, reading "David Behar".

DAVID BEHAR
Executive Officer
Nevada State Contractors Board

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Executive Officer - Quarter Highlights

Board Receives Language Access Plan Funds

In an unprecedented opportunity, the Nevada State Contractors Board was one of many state agencies to apply for and receive grant funding to advance language access services across its operations. With these funds, the Board has already implemented a language access line providing 24/7 translation and interpreting services and multi-language kiosks in its lobbies to serve as other sources of translated materials and answers to frequently asked questions. Additional efforts will be made through public outreach activities, including public service announcements, translated print materials, and more.

Executive Officer and Board Engage in 2025 Legislative Session

Executive Officer Behar met weekly with the Legislative Subcommittee to provide updates on legislative matters and receive guidance on Board actions. Following these discussions, Behar traveled to Carson City to testify on several legislative matters before the Assembly and Senate Committees, while working closely with legislative sponsors and industry representatives to mitigate concerns and establish agreeable solutions.

Future Outlook of Construction Discussed at Industry Group Luncheon

Kicking off the New Year, the Nevada Contractor Association held a luncheon featuring Brian Gordon, principal applied analyst as the keynote speaker. Executive Officer Behar attended the event, which touted the continued growth of the construction industry across Nevada and cautioned about economic changes and implications they may have on material costs, manufacturing, and customer experience.

Annual Hammers & Hope Event Held Statewide

National Women in Construction Week is a unique

opportunity to highlight the value and role women play across the construction industry. To support the initiative, the Nevada State Contractors Board holds an annual event called "Hammers & Hope," which welcomes hundreds of high school seniors, college-aged students, and female professionals across all fields to learn more about career pathways in construction.

Governor Lombardo Makes New Appointments

Both the Contractors Board and the Commission on Construction Education welcomed new faces during the quarter. Walter Flores-Aguirre was appointed to the Board as a public member with a strong financial planning background. Angelo Iannucci also joins the Commission on Construction Education having served a steady and lengthy career in the mechanical trades.

Executive Officer Behar Hires Luis Quesada as Director of Investigations

Luis Quesada comes to the Board as Director of Investigations following a 28-year career with the Federal Bureau of Investigations (FBI) where he retired as Assistant Director of the Criminal Investigations Division. Quesada brings with him a wealth of investigative skills, knowledge, and Spanish-speaking fluency that will further aid the Board in outreaching and informing communities of the Board's services, license verification, and options for recourse.

Strategic Planning Process Improved

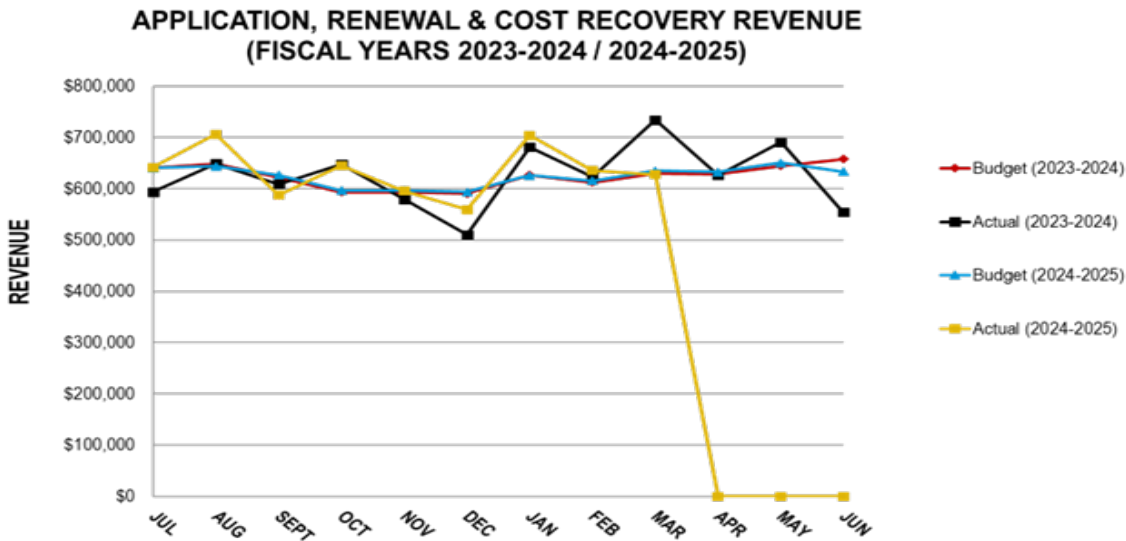
What used to be a discussion held only between management and Board members was expanded this year to include all levels of personnel across the Board. Feedback was solicited across all departments of the organization for ways to improve services, processes and customer satisfaction. These ideas were shared in open staff forums and communicated across all levels of the agency to guide the development of goals for FY 2025-26.



Licensing & Cost Recovery - Data Dashboard

Budget (2023-24)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTALS
License Renewals	\$423,000	\$431,000	\$407,000	\$378,000	\$378,100	\$375,100	\$411,000	\$398,000	\$414,300	\$413,000	\$428,300	\$443,200	\$4,900,00
New License Fee	\$65,833	\$65,836	\$65,836	\$65,832	\$65,832	\$65,832	\$65,832	\$65,833	\$65,832	\$65,835	\$65,832	\$65,835	\$790,00
Application Fee	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$750,00
License Changes	\$47,917	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,916	\$47,917	\$47,917	\$575,00
Investigative Recov Costs	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$300,00
Renewal Late Fees	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$120,00
Renewal Inactive Fee	\$6,225	\$6,375	\$3,825	\$4,025	\$3,575	\$3,725	\$4,125	\$2,925	\$3,825	\$4,125	\$4,725	\$3,525	\$51,00
Totals	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$640,475	\$648,627	\$622,078	\$593,274	\$592,923	\$590,074	\$626,374	\$612,174	\$629,374	\$628,376	\$644,274	\$657,977	\$7,486,00
Actual (2023-24)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTALS
License Renewals	\$409,500	\$410,590	\$419,615	\$434,200	\$385,080	\$321,968	\$448,687	\$397,350	\$469,638	\$383,500	\$450,640	\$318,125	\$4,848,89
New License Fee	\$54,900	\$61,800	\$55,800	\$54,000	\$62,600	\$61,150	\$79,400	\$73,900	\$76,200	\$65,850	\$83,100	\$77,700	\$806,40
Application Fee	\$56,700	\$75,900	\$60,300	\$65,700	\$66,300	\$63,300	\$75,000	\$73,500	\$86,100	\$75,600	\$79,200	\$76,500	\$854,10
License Changes	\$45,025	\$51,100	\$39,950	\$43,650	\$35,550	\$38,575	\$50,700	\$51,450	\$55,325	\$46,000	\$45,450	\$44,125	\$546,90
Investigative Recov Costs	\$14,396	\$30,111	\$14,709	\$30,734	\$17,437	\$14,983	\$14,414	\$13,652	\$33,976	\$42,334	\$19,131	\$29,956	\$275,83
Renewal Late Fees	\$9,075	\$12,225	\$14,875	\$14,950	\$9,688	\$7,725	\$9,163	\$8,563	\$8,678	\$8,913	\$8,650	\$3,500	\$116,00
Renewal Inactive Fee	\$4,200	\$7,050	\$3,450	\$4,350	\$2,570	\$2,550	\$3,880	\$4,500	\$3,900	\$4,500	\$4,350	\$4,200	\$49,50
Totals	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$593,796	\$648,776	\$608,699	\$647,584	\$579,225	\$510,251	\$681,244	\$622,914	\$733,816	\$626,697	\$690,521	\$554,106	\$7,497,62
Variance (2022-23)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTALS
License Renewals	(\$13,500)	(\$20,410)	\$12,615	\$56,200	\$6,980	(\$53,132)	\$37,687	(\$650)	\$55,338	(\$29,500)	\$22,340	(\$125,075)	(\$51,108)
New License Fee	(\$10,933)	(\$4,036)	(\$10,036)	(\$11,832)	(\$3,232)	(\$4,682)	\$13,568	\$8,067	\$10,368	\$15	\$17,268	\$11,865	\$16,400
Application Fee	(\$5,800)	\$13,400	(\$2,200)	\$3,200	\$3,800	\$800	\$12,500	\$11,000	\$23,600	\$13,100	\$16,700	\$14,000	\$104,100
License Changes	(\$2,892)	\$3,184	(\$7,967)	(\$4,267)	(\$12,366)	(\$9,342)	\$2,783	\$3,534	\$7,408	(\$1,916)	(\$2,467)	(\$3,792)	(\$28,100)
Investigative Recov Costs	(\$10,604)	\$5,111	(\$10,291)	\$5,734	(\$7,563)	(\$10,017)	(\$10,586)	(\$11,348)	\$8,976	\$17,334	(\$5,869)	\$4,956	(\$24,167)
Renewal Late Fees	(\$925)	\$2,225	\$4,875	\$4,950	(\$313)	(\$2,275)	(\$838)	(\$1,438)	(\$1,323)	(\$1,088)	(\$1,350)	(\$6,500)	(\$3,998)
Renewal Inactive Fee	(\$2,025)	\$675	(\$375)	\$325	(\$1,005)	(\$1,175)	(\$245)	\$1,575	\$75	\$375	(\$375)	\$675	(\$1,500)
Totals	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	(\$46,679)	\$149	(\$13,379)	\$54,310	(\$13,698)	(\$79,823)	\$54,870	\$10,740	\$104,442	(\$1,679)	\$46,247	(\$103,871)	\$11,628
Budget (2024-25)	JULY-24	AUG-24	SEPT-24	OCT-24	NOV-24	DEC-24	JAN-25	FEB-25	MAR-25	APR-25	MAY-25	JUN-25	TOTALS
License Renewals	\$418,000	\$421,000	\$407,000	\$378,000	\$378,100	\$375,100	\$406,000	\$398,000	\$414,300	\$413,000	\$428,300	\$413,200	\$4,850,000
New License Fee	\$66,700	\$66,700	\$66,700	\$66,000	\$66,000	\$66,000	\$67,000	\$66,000	\$67,000	\$67,000	\$67,900	\$67,000	\$800,000
Application Fee	\$68,400	\$68,400	\$68,400	\$68,300	\$68,300	\$68,300	\$68,300	\$68,300	\$68,400	\$68,300	\$68,300	\$68,300	\$820,000
License Changes	\$45,416	\$45,417	\$45,417	\$45,416	\$45,416	\$45,416	\$45,417	\$45,416	\$45,417	\$45,417	\$45,418	\$45,417	\$545,000
Investigative Recov Costs	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$300,000
Renewal Late Fees	\$11,000	\$11,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$11,000	\$10,000	\$11,000	\$11,000	\$125,000
Renewal Inactive Fee	\$6,225	\$6,375	\$3,825	\$4,025	\$3,575	\$3,725	\$4,125	\$2,925	\$3,825	\$4,125	\$4,725	\$3,525	\$51,000
Totals	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$640,741	\$643,892	\$626,342	\$596,741	\$596,391	\$593,541	\$625,842	\$615,641	\$634,942	\$632,842	\$650,643	\$633,442	\$7,491,00
Actual (2024-25)	JULY-24	AUG-24	SEPT-24	OCT-24	NOV-24	DEC-24	JAN-25	FEB-25	MAR-25	APR-25	MAY-25	JUN-25	TOTALS
License Renewals	\$423,155	\$447,415	\$361,690	\$399,825	\$364,205	\$339,790	\$451,990	\$391,650	\$432,550				\$3,612,270
New License Fee	\$65,100	\$77,400	\$71,700	\$75,150	\$72,600	\$68,100	\$95,000	\$83,500	\$81,600				\$690,150
Application Fee	\$68,100	\$88,800	\$72,000	\$85,500	\$71,700	\$79,200	\$78,600	\$77,400	\$88,200				\$709,500
License Changes	\$50,775	\$50,600	\$52,425	\$50,500	\$45,000	\$46,500	\$49,375	\$56,100	\$58,025				\$459,300
Investigative Recov Costs	\$22,836	\$26,070	\$16,486	\$20,645	\$30,300	\$15,302	\$15,748	\$13,630	\$29,209				\$190,226
Renewal Late Fees	\$9,188	\$8,475	\$9,825	\$8,700	\$8,888	\$7,238	\$9,875	\$7,363	\$7,178				\$76,728
Renewal Inactive Fee	\$2,600	\$7,450	\$3,600	\$4,500	\$2,870	\$3,150	\$3,580	\$5,550	\$3,600				\$36,900
Totals	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$641,754	\$706,210	\$587,726	\$644,820	\$595,562	\$559,279	\$704,168	\$635,193	\$700,362	\$0	\$0	\$0	\$5,775,07
Variance (2024-2025)	JULY-24	AUG-24	SEPT-24	OCT-24	NOV-24	DEC-24	JAN-25	FEB-25	MAR-25	APR-25	MAY-25	JUN-25	TOTALS
License Renewals	\$5,155	\$26,415	(\$45,310)	\$21,825	(\$13,895)	(\$35,310)	\$45,990	(\$6,350)	\$18,250	(\$413,000)	(\$428,300)	(\$413,200)	(\$1,237,730)
New License Fee	(\$1,600)	\$10,700	\$5,000	\$9,150	\$6,600	\$2,100	\$28,000	\$17,500	\$14,600	(\$67,000)	(\$67,900)	(\$67,000)	(\$109,850)
Application Fee	(\$300)	\$20,400	\$3,600	\$17,200	\$3,400	\$10,900	\$10,300	\$9,100	\$19,800	(\$68,300)	(\$68,300)	(\$68,300)	(\$110,500)
License Changes	\$5,359	\$5,183	\$7,008	\$5,084	(\$416)	\$1,084	\$3,958	\$10,684	\$12,608	(\$45,417)	(\$45,418)	(\$45,417)	(\$85,700)
Investigative Recov Costs	(\$2,164)	\$1,070	(\$8,514)	(\$4,355)	\$5,300	(\$9,698)	(\$9,252)	(\$11,370)	\$4,209	(\$25,000)	(\$25,000)	(\$25,000)	(\$109,774)
Renewal Late Fees	(\$1,813)	(\$2,525)	(\$175)	(\$1,300)	(\$1,113)	(\$2,763)	(\$125)	(\$2,638)	(\$3,823)	(\$10,000)	(\$11,000)	(\$11,000)	(\$48,273)
Renewal Inactive Fee	(\$3,625)	\$1,075	(\$225)	\$475	(\$705)	(\$575)	(\$545)	\$2,625	(\$225)	(\$4,125)	(\$4,725)	(\$3,525)	(\$14,100)
Totals	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$1,013	\$62,318	(\$38,616)	\$48,079	(\$829)	(\$34,262)	\$78,326	\$19,552	\$65,420	(\$632,842)	(\$650,643)	(\$633,442)	(\$1,715,926)

Licensing & Cost Recovery - Data Dashboard



JANUARY TO MARCH 2025

Licenses (Beginning of Quarter)	18,663
New Licenses Issued	424
Licenses Cancelled / Surrendered / Revoked	(280)
Variance in Suspended/Reinstated Licenses	31
Licenses (End of Quarter)	18,838
# of Licenses on January 1, 2025	18,663
# of Licenses on March 31, 2025	18,838
Licenses Gained / Lost	175
Renewal Revenue Gained / Lost	\$105,000

*Does not include suspended licenses

FISCAL YTD LICENSING FEE TOTALS (FY 2024-2025)

LICENSING FEES	Q3 BUDGET	Q3 ACTUAL	VARIANCE
License Renewals	1,218,300	1,276,190	57,890
New License Fee	200,000	260,100	60,100
Application Fee	205,000	244,200	39,200
License Changes	136,250	163,500	27,250
Invest Recov Costs	75,000	58,588	(16,412)
Renewal Late Fees	31,000	24,415	(6,585)
Renewal Inactive Fee	10,875	12,730	1,855

90 DAY RETENTION RATE

Projected Year-End Retention Rate	January 2025	18,663	
	Cancellations	(280)	(1.49%)
	New Licenses	424	2.25%
	Susp/Reinstat	31	0.16%
	March 2025	18,838	
	Change	175	
3 Month Rolling % Change		0.93%	

180 DAY RETENTION RATE

Projected Year-End Retention Rate	October 2024	18,515	
	Cancellations	(533)	(2.83%)
	New Licenses	824	4.37%
	Susp/Reinstat	32	0.17%
	March 2025	18,838	
	Change	323	
6 Month Rolling % Change		1.71%	

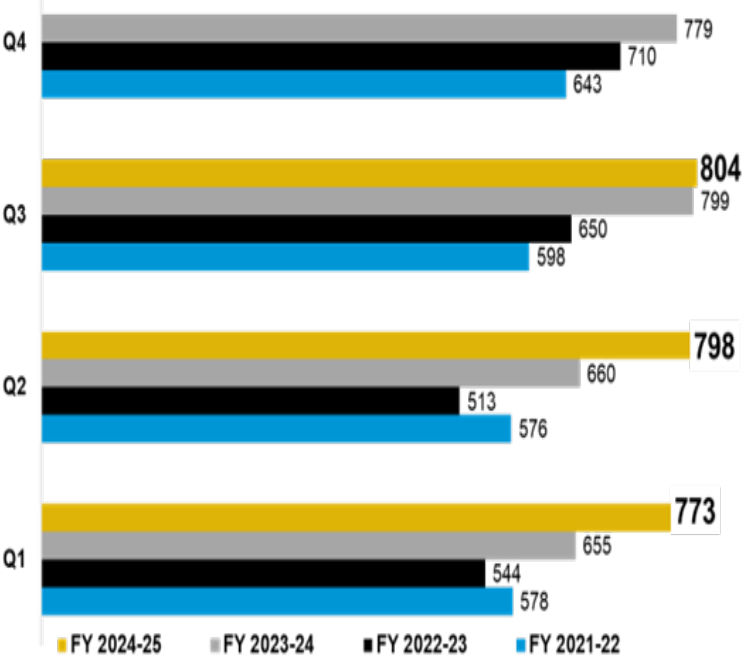


Licensing - Quarter Statistics

New License Apps	804	(1%)
Issued Licenses	424	(0%)
Change Apps	875	(0%)
Active Licenses	18,435	(3%)
Inactive Licenses	403	(2%)
Placed on Inactive Status	33	(14%)
Voluntary Surrender	73	(15%)
Licenses Canceled, Not Renewed	197	(6%)
Licenses Revoked	10	(25%)
License Suspensions (no bond)	288	(43%)
License Suspensions Initiated (DETR/DIR)	44	(22%)
• Compliance with DETR/DIR Received	48	(66%)
• Suspended	5	(400%)
• Referred to Enforcement	9	(350%)
<hr/>		
Active License Renewals	1,933	(4%)
Inactive License Renewals	39	(3%)
Online Renewals	1,529	(78% of all renewals)
New Online Registrations	555	(16,843 total registered)
Financial Reviews Initiated	2	(75%)
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CMS Exams	585	(13%)
Trade Exams	648	(22%)
NASCLA Exam Transcripts	28	(22%)
Licensure by Endorsement	61	(8% of all new applications)
• Trade & Experience	49	
• Experience Only	12	
Certificates of Eligibility Requests	6	(25%)
Certificates of Eligibility Renewals	99	(1%)
Single Project Limit Increases	36	(64%)
<hr/>		
Contractors Identified As Veterans	64	(52%)
Business Assistance Program Attendees	48	(26%)
Licensing Assistance Program Attendees	18	(5%)
Public Records Requests	56	(22%)
Total Calls Received	10,790	

Licensing - Trends

NEW LICENSE APPLICATIONS

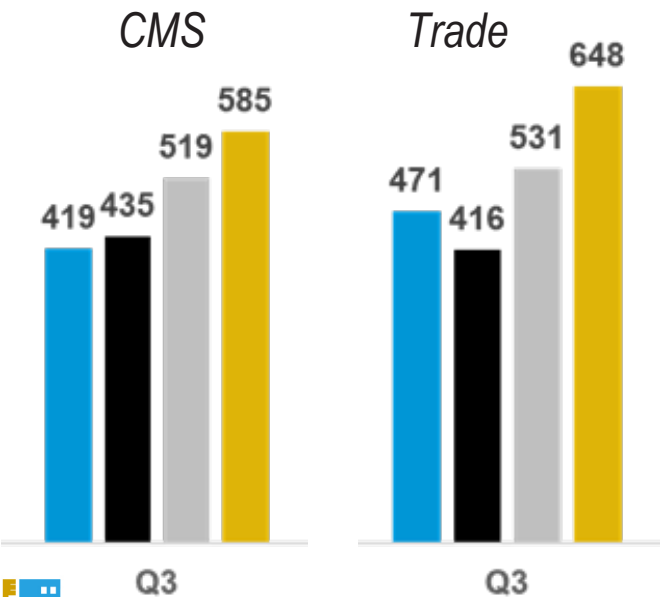


The 3rd quarter of FY 2024-25 noticed consistent trends with the same period in years prior across most license application areas. Hardly any growth from years prior were noticed among new license applications, license change applications and active and inactive licenses.

Even with the flatline trend year over year, it is interesting to note that CMS and Trade Exams taken by applicants increased 13 and 22 percent respectively compared to the same period a year ago. License by endorsement requests remained consistent at around eight percent of all applicants with the majority requesting endorsement of trade and experience requirements.

Of the new applications received, 487 or 61 percent came from individuals living in Nevada, while 39 percent were filed by out-of-state contractors. The Board realized improvements in the processing time of new license applications, which took an average of 59 days during the reporting period, a decrease from 73 days during the same period of FY 2023-24.

Q3 EXAM COMPARISON



Despite the minimal growth of license application trends, it is interesting to note the larger increases in financial and compliance related categories of licensure. Suspensions for no bond and license revocations increased upwards of 20 and 40 percent. There also remains significant growth in the number of licensees requesting single-project limit increases.

These indicators continue to suggest Nevada's construction needs remain in-demand and most of the work is being conducted by licensed contractors residing within the State. There is also a concern about the protection of the public during construction projects with the rise in contractors not keeping bonds or workers' compensation in-force - a trend the Board will monitor closely in the months ahead.

Licensing - Quarter Highlights

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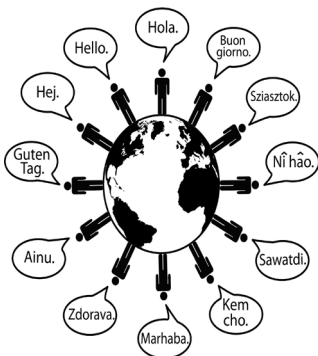
CONTRACTOR CERTIFICATES WILL SOON BE AVAILABLE ONLINE TO DOWNLOAD

As the Board makes advancements in its automated processes, the Licensing Department identified an opportunity to expedite the receipt of wall certificates and contractor pocket cards by making such documents available electronically for licensees to download at their leisure. The project is expected to launch at the start of July and is anticipated to reduce delays from physically mailing the documents while also saving financially on postage costs, specialty paper items and time spent by staff to prepare the documents.



APPLICATION PROCESS IMPROVED IN SEVERAL AREAS

During the quarter, the Licensing Department created several new processes guided by statutory and regulatory provisions that seek to improve the application experience. Pursuant to NRS 624.241, the Board established an expedited application process for applicants to take advantage of, which includes a dedicated analyst, fee structure and templates to be utilized by staff. The Board has also implemented a pre-submittal application review that provides applicants with a dedicated license analyst to review application before submittal in hopes of improving application processing times and mitigating common issues responsible for delays. Lastly, the Board also began developing an application rejection process pursuant to NAC 624.590 that will help to standardize the steps taken by staff to reject incomplete applications.

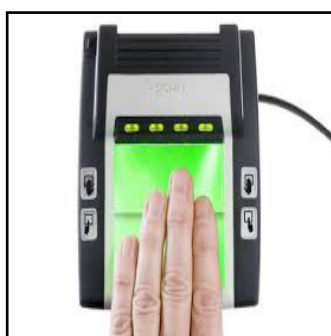


CUSTOMER SERVICE ENHANCED WITH MULTI-LANGUAGE TRANSLATION LINE

The first of many Language Access Plan initiatives to take effect was the implementation of a 24/7 language access line that provides translation and interpretation services for customers of all nationalities. Upon receiving a call, staff can immediately integrate the language access line and facilitate customer needs in real time, providing instructions, information, and answers to commonly asked questions.

Investigations - Background Check Trends

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



BACKGROUND CHECK STATISTICS

27 Investigations Initiated

- 28 Investigations pending
- 30 Investigations closed
- 0 Administrative Citations issued for misrepresentation

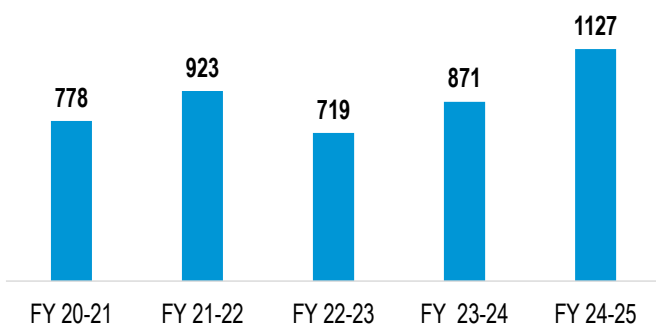
Fingerprint Cards Submitted	1,127
Applicants with criminal histories	309
Applicants without criminal histories	818
Criminal Histories	27%

BACKGROUND INTERVIEWS AID APPLICATION PROCESS

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

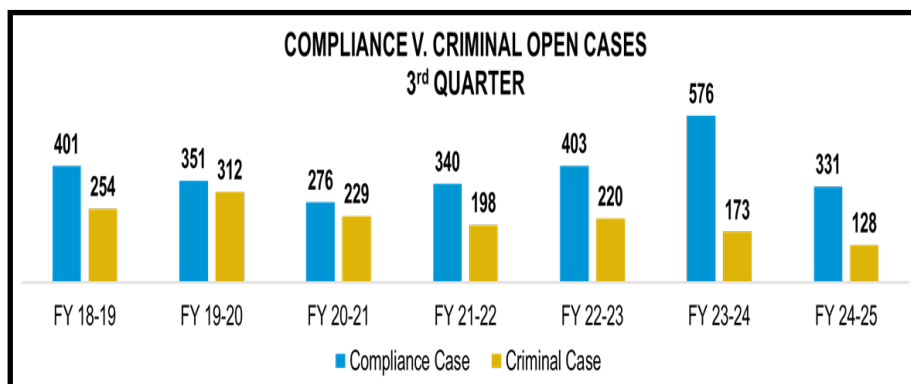
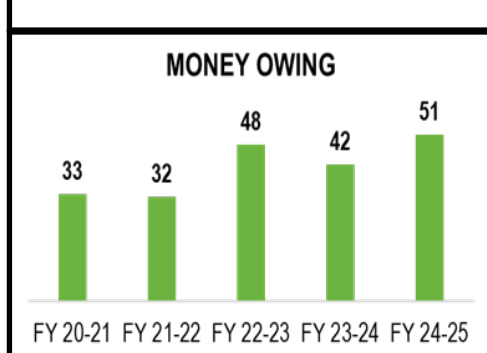
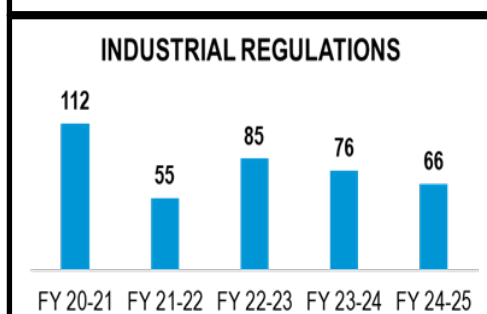
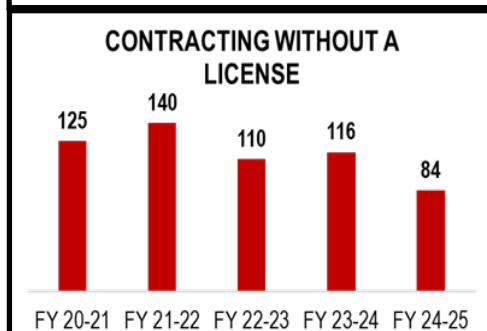
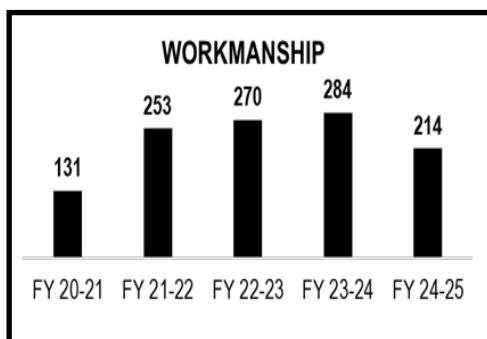
Four applicants were interviewed for this purpose during the reporting period. Three applicants were recommended for approval of licensure and one applicant was recommended for denial.

FINGERPRINTS SUBMITTED DURING 3RD QUARTER



Investigations - Quarter Statistics

3RD QUARTER COMPLAINTS BY FISCAL YEAR



105 ADMINISTRATIVE CITATIONS ISSUED

- **Licensed Contractors: 54**
 - \$246,650 in Fines*
 - \$69,918 in Costs
- **Unlicensed Contractors: 51**
 - \$126,000 in Fines
 - \$37,400 in Costs

**Fines increased during the reporting period due to the issuance of bulk citations to several Respondents*

459 COMPLAINTS OPENED

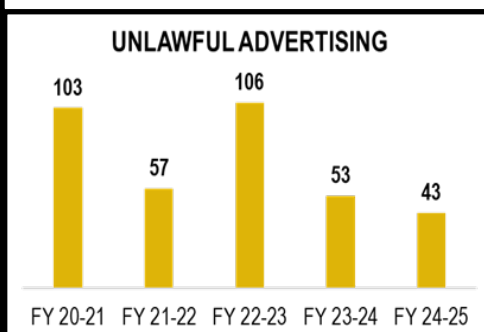
- 214 Workmanship (47%)
- 84 Contracting w/o License (18%)
- 66 Industrial Regulation (14%)
- 51 Money Owing (11%)
- 43 Unlawful Advertising (9%)
- 1 Criminal Fraud (<1%)

32 DISCIPLINARY HEARINGS

- 1 Licenses Suspended
- 5 Licenses Revoked

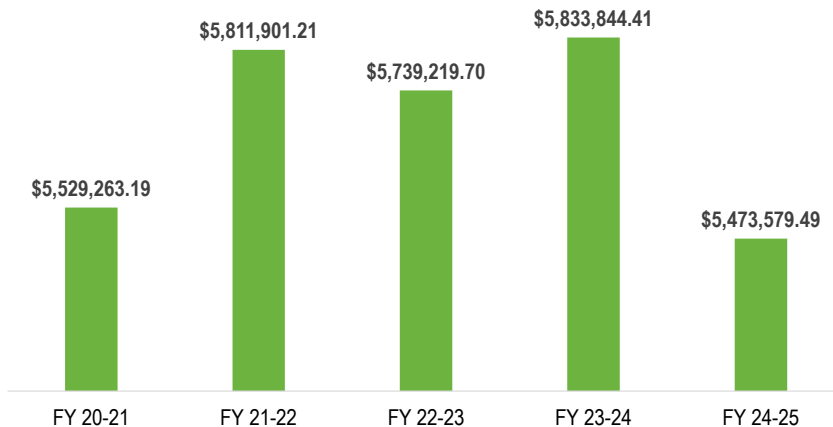
1 CRIMINAL AFFIDAVITS FILED WITH DA OFFICES

47 CEASE & DESIST ORDERS ISSUED TO UNLICENSED CONTRACTORS



Investigations - Residential Recovery Fund

**RESIDENTIAL RECOVERY FUND BALANCE
3rd QUARTER COMPARISON**



- 15 Claims opened
- 33 Claims closed
- 22 Claims denied
- 12 Claims considered by the Committee with 1 claim withdrawn.
- 11 Claims awarded a total of \$230,166.77.
- Average award amount: \$20,936.

Recovery Fund Aids Consumers Harmed During All Types of Construction Projects

One of the unique benefits of the Residential Recovery Fund is that there is no limitation on the type of work performed on a single-family residence to be eligible for recovery; it only requires that a licensed contractor was hired and found at fault for the damage being sought after. This quarter, consumers utilized this administrative process to seek recourse for kitchen and bathroom remodel projects, paving work, licensed handyman services, and landscaping projects.

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

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

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

Investigations - Case Highlights

ILLEGAL USE OF LICENSE LANDS CONTRACTOR IN JAIL

On February 4, 2025, contractor Jon Thomas Banning, owner of JTB Landscaping, was arrested for eight felony counts related to fraud and deceit for various landscaping and pool projects.

Banning had previously been the managing member of a licensed pool company, Kline Brothers Pools, and continued to use their contractor's license after being disassociated with the company to deceive his victims, the majority of whom were senior citizens. Banning received more than \$308,000 in down payments from his victims after which he performed little to no work on the negotiated contract terms.

As complaints against Banning rolled into the Contractors Board, the Special Investigations Unit began its investigation, which included surveillance to establish the routine and pattern of Banning's interactions. Through a joint effort with the Nevada State Attorney General's Office, Banning was arrested and charged with nine felony counts, including six counts of obtaining money under false pretenses and three counts of fraud/deceit in the course of enterprise.

His next court appearance is scheduled for May 12, 2025.

REPEAT OFFENDER VIOLATES PROBATION, ARRESTED AGAIN



Brett Benson is a gentleman who has earned his seat on the Violators Watch List over the years. Back in July of 2023, Benson was arrested by the Las Vegas Metropolitan Police Department in a joint effort with the Nevada State Contractors Board for multiple felonies, including 21 counts of theft, two counts of burglary, and two counts of nonsufficient funds/checks.

In October of that year, Benson pled guilty to one count of theft and was sentenced to four years and 10 months (suspended) and given probation.

On September 7, 2024, Benson violated the terms of his probation by doing business as Security Screen Masters where he took \$12,000 for a solar screen installation. He received the cash deposit and never returned to perform any work.

In March of 2025, Benson had his probation revoked by the Nevada Department of Parole and Probation and was arrested for his original count of theft. Benson is currently awaiting charges to be filed officially by the District Attorney's Office.

Information Technology



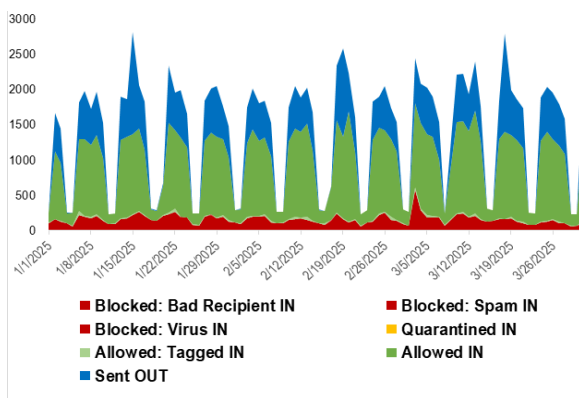
Contractor Board Customers Begin to Experience New Automated Service Systems

In addition to the Language Access Line being utilized by staff, the Information Technology Department installed language access kiosks in each lobby of the Board's offices during the reporting period. The kiosks aim to improve customer experience for those stopping by in-person, providing live language translation between guests and staff. Efforts to integrate more AI features with the kiosk and Board website remain an ongoing priority of the Board. Among these projects are AI Chatbots available in Spanish and translating the Board's mobile application features to Spanish, including license searches, applications, renewals, and payment platforms.

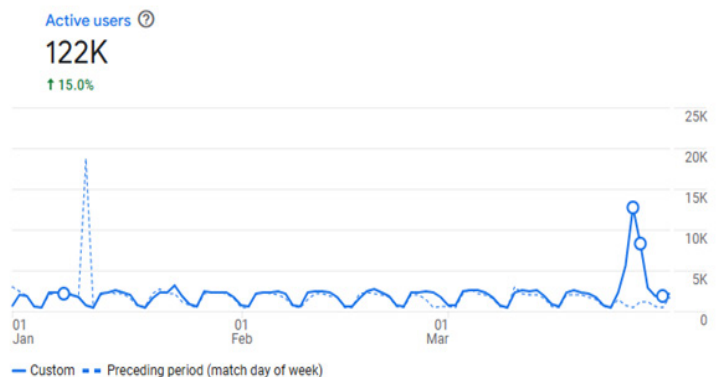
STUDIES, UPGRADES, AND DATA ENHANCEMENTS

Leading up to this year's strategic planning meeting, IT worked closely with each department across the Board to evaluate their respective technology needs, including a cost recovery study. This information will help IT prioritize objectives while utilizing resources in the most efficient way to meet the needs both internally and externally. We continue working on upgrading the Reno office AV system and also renewed the leases on office copiers. Lastly, staff are working on enhancing the reporting of website statistics to better inform management of pages and information most utilized by the public and to minimize or improve content that is underutilized.

NEARLY 15% OF EMAILS ARE BLOCKED



WEBSITE TRAFFIC UP 15% FROM FY 2023-24



Public Information Office

Hammers & Hope Event Inspires Women to Seek Construction Opportunities



During what has become a cornerstone event of the Nevada State Contractors Board, the 2025 Hammers and Hope events brought the perspectives and advice from a diverse array of female construction professionals directly to women of all ages interested in career pathways available to them throughout the industry. One of the unique opportunities during the event is the mentor breakout session where attendees can meet in small-group settings with one of the professionals that piqued their interest to have more personal discussions about their professional goals and obtain advice on seeking employment, interviewing, skill development, training opportunities, and more.

More than 200 women attended the event, which was sponsored by Warner Brothers, and included participation from multiple construction and employment businesses looking to hire and place women in readily available positions. The event coincides with the national Women in Construction Week and helps to engage high school and college aged students as well as underserved communities in learning about career pathways in construction.

Summer Scams, Board Activities, and New Hires Garner Significant Coverage

Media coverage throughout the quarter included over 110 mentions of the Nevada State Contractor Board across print, television and radio platforms. Stories covered topics of summer scam prevention tips, disciplinary action against solar contractors, Hammers & Hope events, construction workshops in collaboration with UNLV's Office of Economic Development, hiring tips for residential home improvement projects, and disciplinary efforts for unlawful construction activities.

Medium	Total Reached	Ad Publicity
TV	516,156	\$139,375
Radio	159,696	\$1,059
Online/Print	96,476,142	\$2.267 million
Social Media	1,984,002	\$10,465

SOCIAL MEDIA STATISTICS



- Reach: 3,928
- Content Interactions: 459



- Published Posts: 32
- New Followers: 198
- Page Views: 454
- Unique Visitors: 196
- Reactions: 351
- Comments: 40
- Reposts: 31



- Reach: 3,996
- Content Interactions: 687
- Views: 17,900



Looking Forward - Quarter 4

As we wrap up the last quarter in our strategic plan and Fiscal Year, the 83rd Legislative Session will come to an end and we will begin to plan for the communication and implementation of new statutory items that will take effect in the months ahead. There is still one strategic objective left to accomplish for licensing, which is to evaluate the authority under existing law relating to qualifications for family-owned, multi-generational businesses and make recommendations for proposed regulations to help expedite licensure under these circumstances.

Each of our departments will continue implementing and improving many of the programs and projects initiated in the third quarter as we prioritize customer experience, access to resources and information, and the efficiency of resources.

Our legislative engagement will drive much of our discussions, our expansion of Language Access Plan programs will welcome new partnerships and collaborative opportunities, and our investigations will continue to benefit from the regular standing partnerships we have established with local, state, and national agencies to combat unlawful activities and promote the importance of hiring licensed contractors.

It is through each of these efforts that our mission to protect the public is made clear and our actions have a lasting impact on the vision and goals we strive to achieve to be a model regulatory agency.



NORTHERN OFFICE

5390 Kietzke Lane, Suite 102
Reno, NV 89511
(775) 688-1141
(775) 688-1271 Fax

SOUTHERN OFFICE

8400 West Sunset Road, Suite 150
Las Vegas, NV 89113
(702) 486-1100
(702) 486-1190 Fax

www.nscb.nv.gov

