



Nevada State Contractors Board

STRATEGIC PLAN

*EXECUTIVE OFFICER REPORT
QUARTER ONE REPORT*

July 1 - September 30, 2025



Members of the Board

Kent Lay, *Chairman*

Margaret Cavin, *Treasurer*

Bryan Cowart

Walter Flores-Aguirre

Jan B. Leggett

Boyd Martin

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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

Collaboration, communication, and consistency have aided in developing our Board into a model regulatory agency. Although responsible for enforcing the laws, we are also one of many partners under the construction umbrella with a common mission to develop the workforce, invest in youth-centered programs and engage in meaningful conversations that seek to advance the safety of the public and opportunities for licensed contractors.

This year's strategic outlook includes initiatives that support these goals and the ongoing investment in our internal operations. We know that to provide the highest level of service, we must offer processes that promote efficiency, prioritize clarity and hold reasonable expectations. Streamlining applications, enhancing instructions to aid in the completeness of information provided and equipping staff with the resources and knowledge to serve a variety of needs are on the Board's horizon.

Beyond the scope of our own operations, we appreciate the collaborative spirit that not only surrounds our industry but is found throughout our state and local agencies and across state lines. Outreach events and media-centered announcements are great for promoting the outcomes and accomplishments of the industry. The true value, however, comes from the countless discussions in meetings and at conferences where problems are analyzed, discussed, and resolved; where innovative ideas are developed, partnerships are expanded and new sights set.

The Board's Commission on Construction Education is one of many positive examples of individuals with various backgrounds coming together with the purpose of expanding resources and programs that promote construction careers and professional development. Through its own strategic planning process, Commission members advocated to expand the visibility of the CCE and to begin more intentionally raising awareness of the grant application process and recipient program outcomes.

At the end of the day, we know there is still much more left to embark on, but we take time to acknowledge the ways in which we are moving the needle closer to our common goals. Through each of our efforts, we are helping to achieve the future we believe in for Nevada and for younger generations.

DAVID BEHAR

**Executive Officer
Nevada State Contractors Board**

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Executive Officer - Quarter Highlights

Governor Lombardo joins Executive Officer Behar and Others at SB 130 Ceremonial Signing Event

In recognition of the collaborative efforts during the 2025 Legislative Session, Governor Lombardo participated in a ceremonial bill signing event of Senate Bill 130 due to its promotion of workforce development and expansion of license opportunities. The media event was hosted by the Latin Chamber of Commerce with Executive Officer Behar serving as one of the keynote speakers sharing insights into the requirements for a new restricted license category and the opportunities it expects to bring.

NSCB Meets Virtually with California Contractors State License Board for Annual Joint Meeting

For more than a decade, the Contractor Boards from Nevada and California have met annually to discuss common licensing, enforcement, administrative and public outreach initiatives and trends of importance to the construction industry. This year's meeting welcomed a presentation by Tom Roadcap, civil engineer for the Brightline high-speed passenger rail project, discussion on the use of surety bonds, Nevada's B-7 license classification and other residential remodeling work initiatives, updates on efforts related to the solar industry.

Board Engages with Exam Provider PSI

Efforts were made to update the B-7 residential remodeling license classification during a meeting with Executive Officer Behar, Board staff and exam provider PSI. The Board discussed the existing timeframe of the B-7 exam, the use of open book resources, and making the exam available in Spanish along with ten other exams, which will launch in the second quarter.

Executive Officer Behar Attends NASCLA Conference

The National Association of State Contractor Licensing Agencies held its annual conference in September featuring multiple subject matter speakers and trainings centered on regulatory functions and contractor agency practices. The conference allowed Executive Officer Behar the opportunity to collaborate with industry partners on the Board's upcoming

Tools for Schools Drive, discussions of future reciprocity opportunities and the expansion of NASCLA's accredited exams accepted by the Board. Additional topics addressed during the conference included economic and regulatory trends, best practices for investigations and exam development.

Executive Officer Behar Tours Junior Achievement Facility with Former Commission on Construction Education (CCE) Member

In September, Executive Officer Behar joined former CCE member Shawn Danoski and Junior Achievement of Southern Nevada (JA) President and CEO Michelle Jackson for a tour of the JA facility, which showcased the influence JA has on helping students across southern Nevada better understand opportunities across the construction industry and the importance of financial literacy and development of workforce skills at an early age. Their location encompasses a vast array of resources and compliments the CCE's dedication and strategic goals to increase outreach and embrace community leaders to support workforce development for our industry.

Efforts Underway to Enhance Visibility of Commission on Construction Education

As part of the CCE's new strategic plan, the Board is working on several initiatives to better promote and publicize the grant opportunities available, as well as the outcomes noticed by program recipients. Included in such efforts are revamping the CCE webpage, creating a separate CCE logo, and launching a social media page dedicated to heightening awareness and information about the grant process and application requirements. Being able to share and highlight the new tools, trainings and resources being developed with the help of CCE grant funds is expected to encourage a more diverse pool of applicants.

Executive Officer Behar Recognizes Staff Service

Executive Officer Behar hosted an employee recognition event in July to recognize staff who have served five or more years with the Contractors Board.

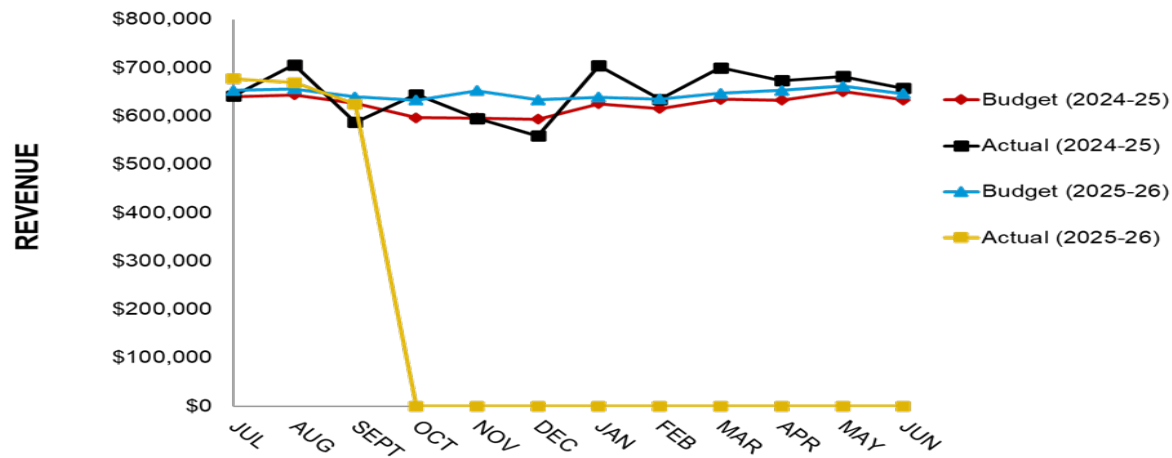


Licensing & Cost Recovery - Data Dashboard

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	\$7,491,000
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	\$421,075	\$432,190	\$424,800	\$4,890,335
New License Fee	\$65,100	\$77,400	\$71,700	\$75,150	\$72,600	\$68,100	\$95,000	\$83,500	\$81,600	\$81,900	\$93,900	\$74,550	\$940,500
Application Fee	\$68,100	\$88,800	\$72,000	\$85,500	\$71,700	\$79,200	\$78,600	\$77,400	\$88,200	\$87,600	\$74,100	\$81,900	\$953,100
License Changes	\$50,775	\$50,600	\$52,425	\$50,500	\$45,000	\$46,500	\$49,375	\$56,100	\$58,025	\$51,225	\$55,950	\$55,610	\$622,085
Investigative Recov Costs	\$22,836	\$26,070	\$16,486	\$20,645	\$30,300	\$15,302	\$15,748	\$13,630	\$29,209	\$17,923	\$11,484	\$9,559	\$229,195
Renewal Late Fees	\$9,188	\$8,475	\$9,825	\$8,700	\$8,888	\$7,238	\$9,875	\$7,363	\$7,178	\$8,500	\$9,363	\$7,463	\$102,055
Renewal Inactive Fee	\$2,600	\$7,450	\$3,600	\$4,500	\$2,870	\$3,150	\$3,580	\$5,550	\$3,600	\$5,700	\$5,100	\$3,620	\$51,320
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	\$673,923	\$682,087	\$657,502	\$7,788,581
Variance (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	\$5,155	\$26,415	(\$45,310)	\$21,825	(\$13,895)	(\$35,310)	\$45,990	(\$6,350)	\$18,250	\$8,075	\$3,890	\$11,600	\$40,335
New License Fee	(\$1,600)	\$10,700	\$5,000	\$9,150	\$6,600	\$2,100	\$28,000	\$17,500	\$14,600	\$14,900	\$26,000	\$7,550	\$140,500
Application Fee	(\$300)	\$20,400	\$3,600	\$17,200	\$3,400	\$10,900	\$10,300	\$9,100	\$19,800	\$19,300	\$5,800	\$13,600	\$133,100
License Changes	\$5,359	\$5,183	\$7,008	\$5,084	(\$416)	\$1,084	\$3,958	\$10,684	\$12,608	\$5,808	\$10,532	\$10,193	\$77,085
Investigative Recov Costs	(\$2,164)	\$1,070	(\$8,514)	(\$4,355)	\$5,300	(\$9,698)	(\$9,252)	(\$11,370)	\$4,209	(\$7,077)	(\$13,516)	(\$15,441)	(\$70,807)
Renewal Late Fees	(\$1,813)	(\$2,525)	(\$175)	(\$1,300)	(\$1,113)	(\$2,763)	(\$125)	(\$2,638)	(\$3,823)	(\$1,500)	(\$1,638)	(\$3,538)	(\$22,948)
Renewal Inactive Fee	(\$3,625)	\$1,075	(\$225)	\$475	(\$705)	(\$575)	(\$545)	\$2,625	(\$225)	\$1,575	\$375	\$95	\$320
TOTALS	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	\$1,013	\$62,318	(\$38,616)	\$48,079	(\$829)	(\$34,262)	\$78,326	\$19,552	\$65,420	\$41,081	\$31,444	\$24,060	\$297,586
Budget (2025-26)	JULY-25	AUG-25	SEPT-25	OCT-25	NOV-25	DEC-25	JAN-26	FEB-26	MAR-26	APR-26	MAY-26	JUN-26	TOTALS
License Renewals	\$418,000	\$421,000	\$407,000	\$400,000	\$420,000	\$400,000	\$406,000	\$402,200	\$414,300	\$420,000	\$428,300	\$413,200	\$4,950,000
New License Fee	\$75,416	\$75,417	\$75,417	\$75,416	\$75,417	\$75,417	\$75,416	\$75,417	\$75,417	\$75,416	\$75,417	\$75,417	\$905,000
Application Fee	\$78,750	\$78,750	\$78,750	\$78,750	\$78,750	\$78,750	\$78,750	\$78,750	\$78,750	\$78,750	\$78,750	\$78,750	\$945,000
License Changes	\$49,166	\$49,167	\$49,167	\$49,166	\$49,167	\$49,167	\$49,166	\$49,167	\$49,167	\$49,166	\$49,167	\$49,167	\$590,000
Investigative Recov Costs	\$16,916	\$16,917	\$16,917	\$16,916	\$16,917	\$16,917	\$16,916	\$16,917	\$16,917	\$16,916	\$16,917	\$16,917	\$203,000
Renewal Late Fees	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$105,000
Renewal Inactive Fee	\$6,200	\$6,350	\$4,000	\$4,000	\$4,000	\$4,500	\$4,125	\$4,500	\$3,900	\$4,500	\$4,725	\$4,200	\$55,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$653,198	\$656,351	\$640,001	\$632,998	\$653,001	\$633,501	\$639,123	\$635,701	\$647,201	\$653,498	\$662,026	\$646,401	\$7,753,000
Actual (2025-26)	JULY-25	AUG-25	SEPT-25	OCT-25	NOV-25	DEC-25	JAN-26	FEB-26	MAR-26	APR-26	MAY-26	JUN-26	TOTALS
License Renewals	\$437,855	\$415,163	\$394,500										\$1,247,518
New License Fee	\$77,250	\$82,500	\$72,300										\$232,050
Application Fee	\$85,800	\$92,100	\$74,900										\$252,800
License Changes	\$49,550	\$53,075	\$48,225										\$150,850
Investigative Recov Costs	\$13,914	\$10,903	\$22,147										\$46,964
Renewal Late Fees	\$8,625	\$8,400	\$9,788										\$26,813
Renewal Inactive Fee	\$4,250	\$7,300	\$3,450										\$15,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$677,244	\$669,441	\$625,310	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,971,994
Variance (2025-26)	JULY-25	AUG-25	SEPT-25	OCT-25	NOV-25	DEC-25	JAN-26	FEB-26	MAR-26	APR-26	MAY-26	JUN-26	TOTALS
License Renewals	\$19,855	(\$5,838)	(\$12,500)	(\$400,000)	(\$420,000)	(\$400,000)	(\$406,000)	(\$402,200)	(\$414,300)	(\$420,000)	(\$428,300)	(\$413,200)	(\$3,702,483)
New License Fee	\$1,834	\$7,083	(\$3,117)	(\$75,416)	(\$75,417)	(\$75,417)	(\$75,416)	(\$75,417)	(\$75,417)	(\$75,416)	(\$75,417)	(\$75,417)	(\$672,950)
Application Fee	\$7,050	\$13,350	(\$3,850)	(\$78,750)	(\$78,750)	(\$78,750)	(\$78,750)	(\$78,750)	(\$78,750)	(\$78,750)	(\$78,750)	(\$78,750)	(\$692,200)
License Changes	\$384	\$3,908	(\$942)	(\$49,166)	(\$49,167)	(\$49,167)	(\$49,166)	(\$49,167)	(\$49,167)	(\$49,166)	(\$49,167)	(\$49,167)	(\$439,150)
Investigative Recov Costs	(\$3,002)	(\$6,014)	\$5,230	(\$16,916)	(\$16,917)	(\$16,917)	(\$16,916)	(\$16,917)	(\$16,917)	(\$16,916)	(\$16,917)	(\$16,917)	(\$156,036)
Renewal Late Fees	(\$125)	(\$350)	\$1,038	(\$8,750)	(\$8,750)	(\$8,750)	(\$8,750)	(\$8,750)	(\$8,750)	(\$8,750)	(\$8,750)	(\$8,750)	(\$78,188)
Renewal Inactive Fee	(\$1,950)	\$950	(\$550)	(\$4,000)	(\$4,000)	(\$4,500)	(\$4,125)	(\$4,500)	(\$3,900)	(\$4,500)	(\$4,725)	(\$4,200)	(\$40,000)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$24,046	\$13,090	(\$14,691)	(\$632,998)	(\$653,001)	(\$633,501)	(\$639,123)	(\$635,701)	(\$647,201)	(\$653,498)	(\$662,026)	(\$646,401)	(\$5,781,006)

Licensing & Cost Recovery - Data Dashboard

**APPLICATION, RENEWAL & COST RECOVERY REVENUE
(FISCAL YEARS 2024-25 / 2025-26)**



JULY TO SEPTEMBER 2025

Licenses (Beginning of Quarter)	18,932
New Licenses Issued	405
Licenses Cancelled / Surrendered /Revoked	(252)
Variance in Suspended/Reinstated Licenses	33
Licenses (End of Quarter)	19,118
# of Licenses on July 1, 2025	18,932
# of Licenses on September 30, 2025	19,118
Licenses Gained / Lost	186
Renewal Revenue Gained / Lost	\$111,600

*Does not include suspended licens

FISCAL YTD LICENSING FEE TOTALS (FY 2025-26)

LICENSING FEES	Q1 BUDGET	Q1 ACTUAL	VARIANCE
License Renewals	1,246,000	1,247,518	1,518
New License Fee	226,250	232,050	5,800
Application Fee	236,250	252,800	16,550
License Changes	147,500	150,850	3,350
Invest Recov Costs	50,750	46,964	(3,786)
Renewal Late Fees	26,250	26,813	563
Renewal Inactive Fee	16,550	15,000	(1,550)

90 Day Retention Rate

Projected Year-End Retention Rate	July 2025	18,932	
	Cancellations	(252)	(1.32%)
	New Licenses	405	2.12%
	Susp/Reinstate	33	0.17%
	September 2025	19,118	
	Change	186	
3 Month Rolling	% Change	0.97%	

180 DAY RETENTION RATE

Projected Year-End Retention Rate	April 2025	18,838	
	Cancellations	(498)	(2.60%)
	New Licenses	857	4.48%
	Susp/Reinstate	(79)	(0.41%)
	September 2025	19,118	
	Change	280	
6 Month Rolling	% Change	1.46%	

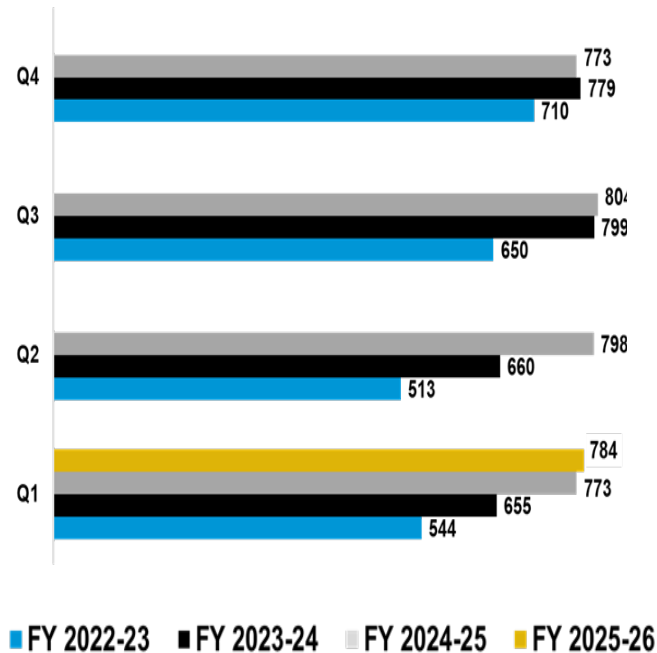


Licensing - Quarter Statistics

New License Apps	784	(1%)
Issued Licenses	405	(6%)
Change Apps	876	(3%)
Active Licenses	18,690	(3%)
Inactive Licenses	428	(1.4%)
Placed on Inactive Status	45	(25%)
Voluntary Surrender	89	(1%)
Licenses Canceled, Not Renewed	149	(9%)
Licenses Revoked	14	(8%)
License Suspensions (no bond)	312	(9%)
License Suspensions Initiated (DETR/DIR)	14	(65%)
• Compliance with DETR/DIR Received	32	(0%)
• Suspended	4	(0%)
• Referred to Enforcement	0	(100%)
Active License Renewals	2,037	(1%)
Inactive License Renewals	47	(34%)
Online Renewals	1,600	(76% of all renewals)
New Online Registrations (as of June 30, 2025)	526	(16,360 total registered)
Financial Reviews Initiated	6	(43%)
CMS Exams	545	(7%)
Trade Exams	605	(7%)
NASCLA Exam Transcripts	36	(6%)
Licensure by Endorsement	51	(8% of all new apps)
• Trade & Experience	46	
• Experience Only	5	
Certificates of Eligibility Requests	13	(18%)
Certificates of Eligibility Renewals	114	(8%)
Single Project Limit Increases	30	(17%)
Contractors Identified As Veterans	82	(37%)
Business Assistance Program Attendees	52	(21%)
Licensing Assistance Program Attendees	23	(77%)
Public Records Requests	65	(63%)
Total Calls Received (complete quarterly count not available)		3,928

Licensing - Trends

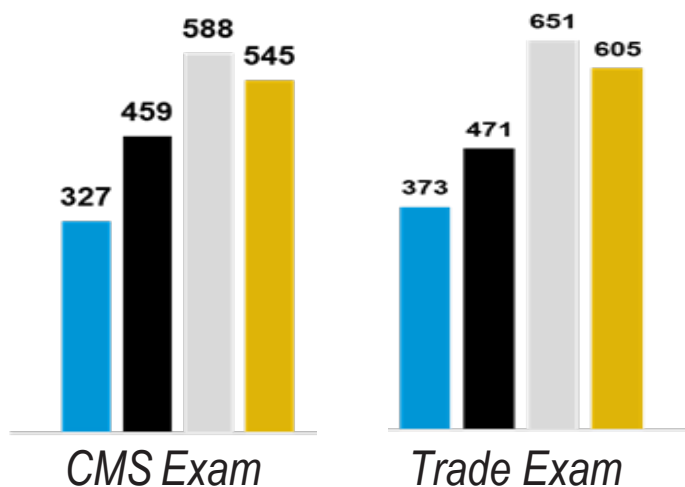
NEW LICENSE APPLICATIONS



NEW LICENSE APPLICATIONS BY CLASSIFICATION

Primary Classification	Trade	1st Quarter 2025-26		
		In State	Out of State	Total
B	General Building	94	79	173
C-2	Electrical	43	73	116
A	General Engineering	30	67	97
C-3	Carpentry	41	16	57
C-21	Refrigeration & Air Conditioning	39	17	56
C-15	Roofing & Siding	26	17	43
C-4	Painting	30	8	38
C-1	Plumbing	27	10	37
C-14	Steel Reinforcing & Erection	14	15	29
C-5	Concrete	12	3	21
ALL CLASSIFICATION TOTALS		433	351	784

Q1 COMPARISON



In the first quarter, new and issued licenses continued to increase over the same period last year, despite a noticeable decline in the number of exams taken and license change applications submitted. The Board is averaging a 65-day processing time on new applications and also reports a 38% decline during the quarter of applications tabled requiring more information.

Also noteworthy is a 25% increase in the number of applications placed on inactive status and nearly 10% increase in licenses suspended for no bond and revoked by Board action. While these figures can give pause for concern, the volume of actual instances across each category represents less than 1% of the total licensee population.

Data is relatively stable overall but is beginning to indicate a slight slowing of in-state applicants. Workforce development and outreach for the two Licensing Assistance Programs will remain a priority in the months ahead.

Licensing - Quarter Highlights

DOWNLOAD



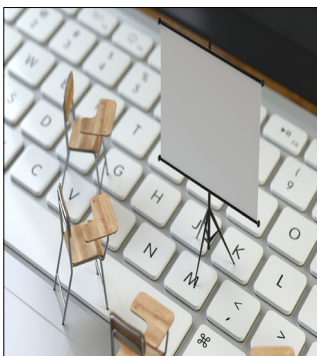
CONTRACTOR DOCUMENTS NOW AVAILABLE ONLINE TO DOWNLOAD

In alignment with its goals to automate more processes, the Nevada State Contractors Board's contractor portal now allows licensees to download important documents at their leisure, including wall certificates and pocket cards. This initiative not only improves the contractor experience but will also enhance the use of staff time and Board resources once used when facilitating such requests.



CONTRACTOR WORKSHOPS PROMOTE NEW RESTRICTED LICENSE OPPORTUNITY

During the 2025 Legislative Session, support for the creation of a restricted license was recognized by the passage of Senate Bill 130. The new license requirements become effective October 1, 2025, prompting the Board to begin outreach efforts to the industry to inform them of the new opportunity. Held in-person, the Board welcomed over 100 contractors and prospective applicants in both the Las Vegas and Reno offices of the Board. The hour-long presentation explained the application requirements and purpose of the restricted license and allowed individuals to seek clarification through an open Q&A.

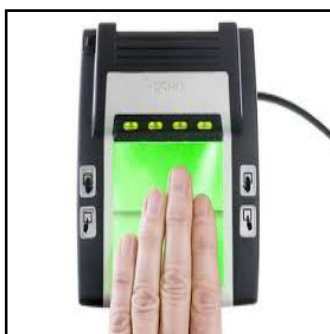


STAFF ONBOARDING AND DEVELOPMENT

The Licensing Department welcomed a new analyst during the reporting period. The new position will be instrumental in helping to reduce processing timeframes of all application types. In addition to the onboarding training provided, all staff participated in a training on the newly added Language Line. The interactive session explained the features and functions of the Language Access line to better assist customers of the Board.

Investigations - Background Check Trends

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



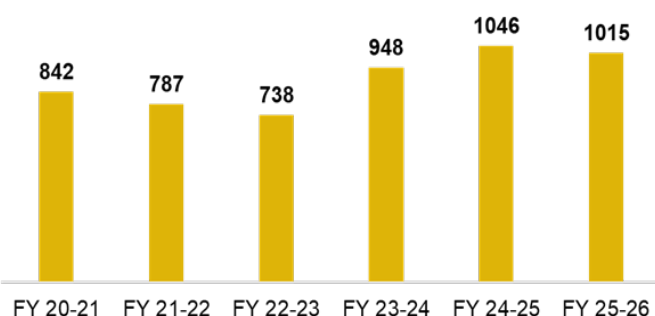
BACKGROUND CHECK STATISTICS

34 Investigations Initiated

- 29 Investigations pending
- 31 Investigations closed
- 0 Administrative Citations issued for misrepresentation

Fingerprint Cards Submitted	1,015
Applicants with criminal histories	271
Applicants without criminal histories	744
Criminal Histories	27%

FINGERPRINTS SUBMITTED DURING 1ST QUARTER



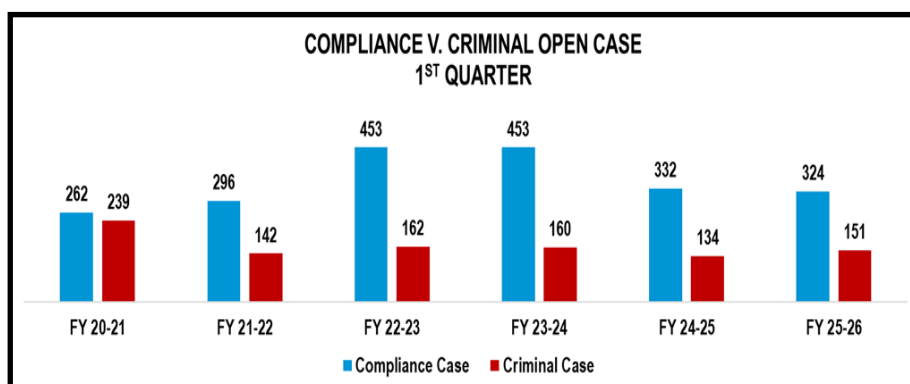
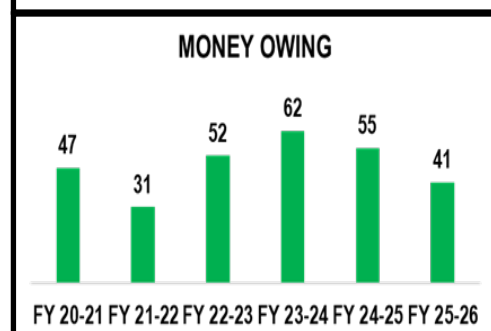
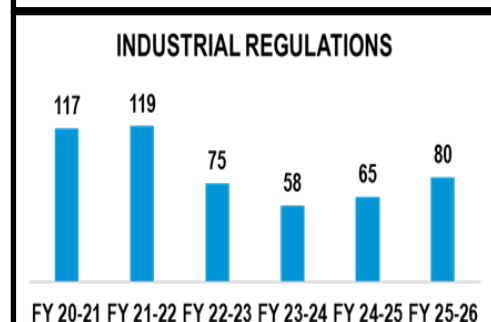
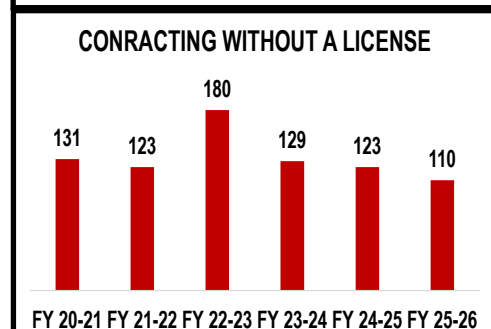
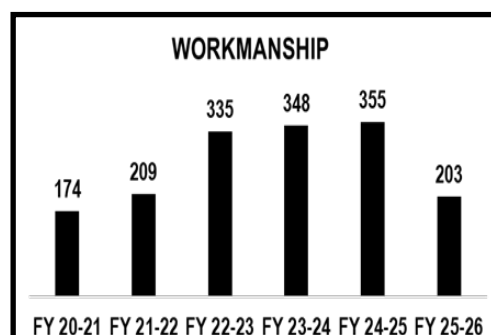
BACKGROUND INTERVIEWS AID APPLICATION PROCESS

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.

Two applicants were interviewed for this purpose during the reporting period. Both applicants were recommended for denial of licensure.

Investigations - Quarter Statistics

1ST QUARTER COMPLAINTS BY FISCAL YEAR



96 ADMINISTRATIVE CITATIONS ISSUED

- **Licensed Contractors: 41**
 - \$76,850 in Fines
 - \$32,000 in Costs
- **Unlicensed Contractors: 55**
 - \$230,940 in Fines
 - \$50,000 in Costs

475 COMPLAINTS OPENED

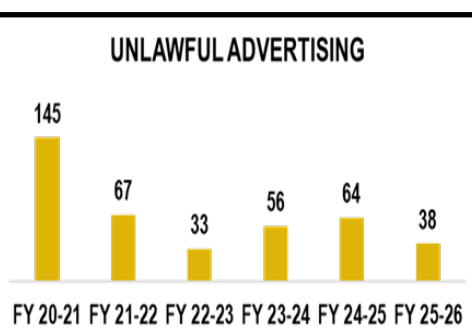
- 203 Workmanship (43%)
- 110 Contracting w/o License (23%)
- 80 Industrial Regulation (17%)
- 41 Money Owing (9%)
- 38 Unlawful Advertising (8%)
- 3 Criminal Fraud (<1%)

22 DISCIPLINARY HEARINGS

- 4 Licenses Suspended
- 9 Licenses Revoked

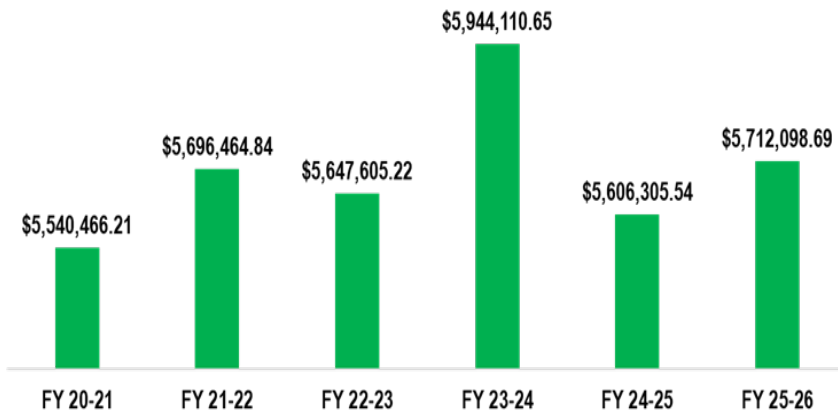
0 CRIMINAL AFFIDAVITS FILED WITH DISTRICT ATTORNEY OFFICES

48 CEASE & DESIST ORDERS ISSUED TO UNLICENSED CONTRACTORS



Investigations - Residential Recovery Fund

RESIDENTIAL RECOVERY FUND BALANCE
1ST QUARTER COMPARISON



- 16 Cases opened
- 29 Cases closed
- 10 Denied by staff
- 17 Cases considered by the Committee
- 17 Cases awarded a total of \$229,945.64.
- Average award amount: \$13,526.





Investigations - Case Highlights

Board's Investigation into Senior Complaint Result in Resolution and Now Operable Solar System

An 85-year-old homeowner filed a complaint against licensee Sunrun Solar, which was investigated by the Board's compliance division. Due to the complex nature of the complaints alleged, the Board's Investigator not only reviewed information provided by the licensee but diligently followed the matter through each stage and identified delays, ensured the homeowner's concerns were heard and held the company accountable for resolving issues.

The investigative efforts resulted in the contractor waiving a \$1,745 outstanding balance, re-establishing service agreements, ensuring the customer's solar system would be serviced and re-energized and provide the customer with a \$500.00 courtesy account credit. The Investigator's commitment not only safeguarded a vulnerable homeowner but also reflected positively on the Board by demonstrating fairness, advocacy, and persistence in resolving consumer complaints.

Undercover Operation Successful

On August 5, 2025, the Board's compliance and criminal divisions conducted a joint undercover operation targeting unlicensed contractors with prior complaints for unlawful advertising. Using a secured commercial unit, investigators successfully identified four unlicensed contractors, resulting in three criminal cases and three administrative citations.

The operation demonstrated that with careful planning, investigators can effectively conduct complex enforcement efforts without outside law enforcement support. These proactive operations will continue annually to protect the public and uphold the integrity of Nevada's construction industry.

'Battle Born Fence' Owner Arrested on Felony Theft Warrant Related to Contracting without A License



In August, Jesse Steven Diaz, dba Battle Born Fence was arrested at the NSCB Reno Office on a felony warrant for theft up to \$5,000.

Diaz was hired in 2023 by a northern Nevada consumer to erect a fence and build gates on the consumer's residential property where he obtained a \$2,500 cash deposit from the consumer and did not perform any work. The Board opened its investigation upon receiving the initial complaint and found the complainant's concerns valid. The case was forwarded to the Attorney General's office for prosecution leading to a felony warrant being issued for his arrest.

Licensed Contractor, Now Revoked, Pleads Guilty, Pays Restitution Over \$308,000



On September 25, 2025, Jon T. Banning of JTB Property Beautification and Landscape appeared for arraignment in District Court where Banning pleaded guilty as charged, and the Court accepted his plea. He was ordered to report to Parole and Probation for a PSI.

Banning paid \$17,500 in open court by trust account check. Sentencing is scheduled for January 22, 2026, at 8:30 AM. He is charged with one count of engaging in fraud or deceit in the course of an enterprise or occupation, a felony carrying a penalty of one to twenty years. He has also agreed to pay restitution in the amount of \$308,584.

Information Technology



Information Technology Focused on Advancing Language Access Projects

During the reporting period, the Information Technology Department continued its efforts to develop an AI Chatbot in Spanish that will aid consumers in addressing frequently asked questions. IT is working on a new Spanish version for the Board's mobile application, which will make the searching for licensed contractors and the reporting of unlicensed contractors more accessible to Hispanic communities. Many of the database platforms, including license search, license listing, address changes, online applications, renewal and payment services are also being translated.



Ongoing Maintenance and Improvements

Maintaining the technical and back-end operations of the Contractors Board is always at the forefront of IT operations to ensure internal and external customers receive a positive experience during their interactions with the Board. This quarter, IT continued work on GL Mobile platform, updated credit card processing with the financial services department and configured new network equipment.

WEBSITE TRAFFIC DOWN 5% FROM PREVIOUS QUARTER

Active users

104K

↓ 5.2%



Public Information Office

Bill Signing Event Brings High Visibility to Nevada State Contractors Board



The ceremonial bill signing event for Senate Bill 130 held at the Latin Chamber of Commerce attracted significant media interest with nearly 60 stories airing in less than 24 hours. Spanning online, television, and online news outlets, the new restricted license opportunity highlighted during the event reached an estimated 16.15 million people and provided the Board with \$521,000 in free publicity value.

Medium	Total Reached	Ad Publicity
TV	605,000	\$135,000
Radio	91,800	\$280
Online/Print	14,000,000	\$365,000
Social Media	1,420,000	\$20,700

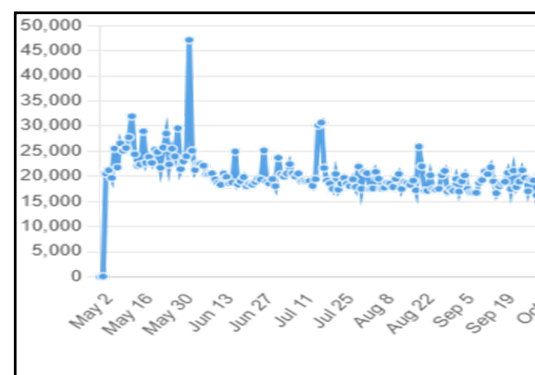
Newly Elected Chair Kent Lay Shares Insights with Media

The July election by the Board to have Kent Lay serve as chair for the FY 2025-26 fiscal year welcomed two interview opportunities by the Las Vegas Review Journal and the Las Vegas Media Business Press. Highlighting Lay's 25+ year career in construction, the articles offered insights into Lay's passion for giving back to the communities, his time with the Contractors Board, the Residential Recovery Fund and current issues like the restricted license opportunity set to begin in October.



Interactive Ad with Las Vegas Review Journal A Successful Engagement Tool

While most advertisements are seen and forgotten, a new interactive and immersive experience through the Las Vegas Review Journal has engaged nearly 20,000 people with an average session time of 10 minutes and 15 seconds! Impressively, the site has almost equally attracted individuals from all age groups 18-65+ with slightly more male than female participating. The advertisement is a landing page on the LVRJ site that directs consumers to different stories and interactive maps and quizzes, sharing information and stressing the importance of using and/or becoming a licensed contractor.





Public Information Office

Board Shares Information to Protect Consumers, Contractors and Suppliers

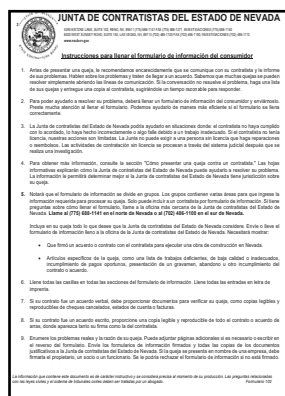
During the quarter, two news releases were shared aimed at protecting members of the public. In support of Clean Energy Week, the Board recognized the public's interest in solar and shared important reminders for homeowners to consider during the hiring and contracting process. Predatory and unlawful practices have been under scrutiny in recent years leading to heightened statutory reforms to protect the interests of the public.

The Board also distributed a Consumer Alert concerning a new payment scam. Upon taking deposits from homeowners for materials, the contractor purchases the materials from a material supplier using a check, has the items delivered to the homeowner, quickly cancels or stops payment on the check leaving the supplier without payment and homeowner without any work performed.

NSCB Complaint Forms Updated & Translated

To improve the completeness of complaints and more timely investigations, the Board updated its complaint forms to provide more instructions and clarity on information required.

The new forms, now available in Spanish, were promoted on the Board's website and social media channels to raise awareness.



Monsoon Season, Solar Tax Credits, Labor Laws, and Unlicensed Contractors

Board Member Louis Polish and Director of Investigations Luis Quesada both participated in media interviews during the quarter to educate consumers on the importance of hiring licensed contractors as the threat for high winds and rain during Nevada's monsoon season can lead to unwelcomed home repairs.

The near expiration of solar tax credits had several reporters reaching out to the Board curious if an increase in complaints was being noticed as contractors rush to solicit consumers. Although there was no correlation in complaints received, the Board was able to remind consumers of best practices when engaging in solar construction projects.

Executive Officer David Behar participated in a feature story with the Las Vegas Review Journal regarding a recent court ruling on Assembly Bill 227 addressing the use of temporary workers.

The Board also received inquiries from media concerning complaints against licensed and unlicensed contractors. While the Board does not disclose whether complaints have been received, it is able to discuss cases that have gone to disciplinary hearing.

SOCIAL MEDIA STATISTICS



- Reach: 3,312
- Content Interactions: 502
- Views: 25,201



- Reach: 19,642
- Content Interactions: 808
- Views: 67,445

- Published Posts: 48
- New Followers: 273
- Page Views: 607
- Unique Visitors: 271
- Reactions: 852
- Comments: 86
- Reposts: 68





Looking Forward - Quarter 2

Fiscal Year 2025-26 is already off to a robust and promising start. With many of our strategic goals already underway, the next quarter will focus more intentionally on process improvements, staff development, improved resources and website content for the public, as noted below.

- Simplify and improve instructions on all contractor licensing applications
- Make licensing applications and priority documents available in Spanish
- Improve the monitoring of unlicensed contractors
- Implement an investigator training program
- Collaborate with departments to improve and consolidate website content
- Advance Board software programs to current platforms and improve network capabilities
- Review personnel expenses and make recommendations for cost-savings and efficiencies

As you can see, our strategic process touches on all areas of the Board and underscores the value of customer service and efficiency. Every gain we make provides an opportunity for a new door to open and promotes innovative thinking about how we will continue to make our operations better tomorrow than they are today. We appreciate the public's interest in our strategic planning process and look forward to sharing more updates in the months ahead.



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

