

Registrar of Contractors

Director: Jeff Fleetham

STRATEGIC PLAN – FY2018



Vision

To be the premier contractor licensing agency, wisely managing our resources and effectively navigating external relationships to further our mission. ~ *Esse Quam Videri*

Executive Summary

Strategic Issues & Strategy

- The shortage of properly trained Construction Science Professional employees continues to be a factor in the industry’s recovery. Stakeholder collaboration has increased industry awareness, training and apprenticeship efforts. *Continue collaboration.*¹
- Consumers are not aware hiring unlicensed entities to do construction comes with significant risk. *Increase awareness of Agency activities.*
- The expectations of the citizens we serve have fundamentally changed to wanting digital access to services anytime and anywhere. *Modernize technology/expand self-service options.*
- “Decades of overreach by government and special interest groups have left burdensome regulations scattered throughout our economy,” Governor Ducey. *Continue to reduce “red tape.”*
- Arizona Management System (AMS) Standardized Work is one of the most powerful but least used AMS tools. *Fully implement and sustain AMS.*

Mission

Protect the health, safety and welfare of the public through a regulatory system designed to promote quality construction by Arizona contractors.

Agency Description

The Arizona Legislature established the Registrar of Contractors in 1931. The ROC licenses and regulates residential and commercial contractors. ROC staff investigate and work to resolve complaints against licensed contractors and unlicensed entities.

Principles / Values

- We hold ourselves accountable for results, to the citizens of Arizona and our colleagues, because it is the right thing to do.
- We believe contracting is an honorable and worthy profession. Construction Science Professionals build Arizona’s future and restore its past. When qualifying contracting businesses for licensure, we look for reasons to approve, not reasons to deny.
- For the citizens of Arizona, we aspire to a culture of superior customer service and continuous improvement void of arbitrary and capricious actions.
- We evaluate everything we do for its impact on the customers we serve, not for the convenience of the Agency.
- Our goal is to be fully transparent in our actions.
- We challenge the status quo to simplify and remove accumulated layers of red tape.

Resource Assumptions	FY 2018 Appropriations	FY 2019 Budget Request	FY 2020 Estimate	FY 2021 Estimate	FY 2022 Estimate
Full-Time Equivalent	109.7	109.7	109.7	109.7	109.7
General Fund	0	0	0	0	0
Other Appropriated Funds	12,268,400	12,268,400	12,268,400	12,268,400	12,268,400
Non-Appropriated Funds	4,666,800	4,666,800	4,666,800	4,666,800	4,666,800
Federal Funds	0	0	0	0	0
Total Agency Funds	16,935,200	16,935,200	16,935,200	16,935,200	16,935,200

¹ Arizona Department of Education Career and Technical Education-Construction Career Pathways, Arizona Department of Economic Security AZ@Work and Apprenticeship Office, Governor’s Office of Economic Opportunity, numerous trade associations, and industry champions.

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Goals	Performance Measures	Objectives
Increase awareness of Agency activities where doing so promotes the Agency's mission.	% Increase in website traffic and engagements	<ul style="list-style-type: none"> ➤ Partner with and develop relationships with other agencies, community groups, industry associations and the public. ➤ Create consistency of Agency operations through documentation of policies and procedures and by encouraging retention of subject matter experts. ➤ Increase public information and education outreach efforts through earned media, newsletters, advertisement placements, website content and search optimization, licensed contractor forums, and social media platforms. ➤ Increase outreach to licensees, applicants, building officials, and procurement authorities. Improve consistency in responding to inquiries and maintain newly established high expectations and levels of customer service. Address lack of public understanding of restricted licenses and permitted scopes.
Modernize Agency technology solutions to meet customer needs in a growing economy	% services online	<ul style="list-style-type: none"> ➤ Align with State's pursuit of Business One-Stop and other enterprise solutions. ➤ Establish modern and flexible systems enabling eLicensing, eSignature, cloud-based storage and other customer optimizing technology solutions. ➤ Improve Contractor Search web tool to better communicate public information about contracting businesses.
Reduce regulatory burden and scope confusion for improved government outcomes	# of Administrative Rules Improved or Repealed	<ul style="list-style-type: none"> ➤ Engage in continuous review of rules to improve clarity and consistency of language and reduce regulatory burdens and barriers to entry.
Fully deploy and sustain Arizona Management System (AMS) to account for Agency performance to the public	AMS audit score	<ul style="list-style-type: none"> ➤ Continue identifying products and processes important to our customers. Use AMS methods to ensure efficiency and effectiveness, and improve these items. ➤ Implement AMS and strive toward applicable goals of the State's Fundamentals Map.