

# AZ ROC NEWS

November 2024



QR for ROC website

## GOVERNOR KATIE HOBBS ANNOUNCES \$1.5 MILLION GRANT TO HELP PROTECT THE SAN PEDRO RIVER

**SIERRA VISTA, AZ (October, 29 2024)** — Yesterday, Governor Katie Hobbs joined the Audubon Society, The Nature Conservancy, environmental advocates, and officials from Sierra Vista, Cochise County, Fort Huachuca and the Bureau of Land Management to announce a \$1.5 million grant for Cochise County to complete a water recharge project on the San Pedro River.

“The San Pedro River is a one-of-a-kind desert river that plays a critical role in the habitat and ecosystem of the region,” said Governor Katie Hobbs. “This funding isn’t just dollars and cents, it’s a down payment on the state’s long-term commitment to securing Arizona’s water future. Important water conservation projects like this, alongside efforts to reform rural groundwater management will bring real solutions to build a sustainable future across the entire state.” With the support of the grant, the Coyote Wash Stormwater Management Project will capture additional precipitation and stormwater to recharge the aquifer, protect flows in the San Pedro River, and improve water quality.

To read more, please follow this [press release](#).

# **THE REGISTRAR'S REPORT**



**Tom Cole**  
Director  
Arizona Registrar of  
Contractors  
Tom.Cole@ROC.AZ.GOV  
602-771-6777  
602-526-7357 (c)

**I'm reaching out to provide you with updates on the ongoing work of the Arizona Registrar of Contractors (ROC). As we approach the end of the year, I'd like to inform you that we are still in the process of completing the Deregulation Study on commercial contractors, which was assigned to us by the Arizona Legislature. The study is due by December 31st, and your feedback has been invaluable in helping us shape a comprehensive and informed evaluation. I want to personally thank you for taking the time to complete the surveys we sent out last month.**

**In addition to the study, we are gathering all necessary materials and preparing our proposals for the upcoming 57th Legislative Session. We are working diligently to ensure that our proposals reflect the needs and concerns of the industry, and we will continue to keep you updated on our progress as the session approaches.**

**We understand the importance of staying informed during this period, and we will make sure the construction industry remains up-to-date on our efforts moving forward. Should you have any questions or need further information, please do not hesitate to reach out to us.**

**We truly appreciate your continued support!**

# AZ ROC NEWS

Arizona Registrar of Contractors

November 2024



roc.az.gov

## Arizona Small Business Association Unveils Trucking One Stop

**PHOENIX, AZ (October 24, 2024)** — The [Arizona Small Business Association](#) (ASBA), in partnership with the Arizona Commerce Authority, is thrilled to announce the launch of its [Trucking One Stop](#), a cutting-edge platform designed to support both aspiring and current truck drivers. This all-in-one online resource empowers Arizona's truck drivers by providing valuable insights and connections, equipping users with the tools needed to confidently navigate the trucking industry.

At the heart of the Trucking One Stop website is an advanced AI Trucking Assistant that offers personalized support for every step of the journey, from earning a CDL and navigating Arizona regulations to financial planning and job searching. In addition to AI support, the platform offers a robust library of educational resources, offering practical advice on career planning and solutions to common industry challenges.

The U.S. trucking industry is currently facing a shortage of over 80,000 drivers, a figure that could rise to 160,000 by 2030 if left unaddressed. This shortage is worsened by widespread confusion over critical concepts, such as CDL requirements, endorsements, and various pay structures, as well as the complexities surrounding employer incentives. These knowledge gaps, coupled with retention challenges, have hindered workforce expansion. By providing clearer information and addressing these barriers, the industry can more effectively attract, develop, and retain qualified professionals, ultimately supporting its long-term growth. If you're a trucking company, employ truck drivers, or provide driver training and are interested in getting involved, please reach out to [truckingonestop@asba.com](mailto:truckingonestop@asba.com) for more information.

**ARIZONA**  
COMMERCE AUTHORITY

# Updates to the ROC Online Customer Portal

We have added a new feature to our ROC Online Customer Portal! Under the tab that says “**Downloads**” there will be two options that show you your “ID Card” and “Certificate” for all your licenses plus some informational cards for your use! You can now download and print these for use!

ROC Online Customer Portal

- Add a Business/Entity to Your Account
- File a Complaint
- Request a Building Confidence Inspection
- Make a Payment (Civil Penalty / Recovery Fund)
- No Pay Complaint (for Contractors Only)
- Downloads**

**Downloads**

Use the links provided on this page to download items available only to licensed contractors.

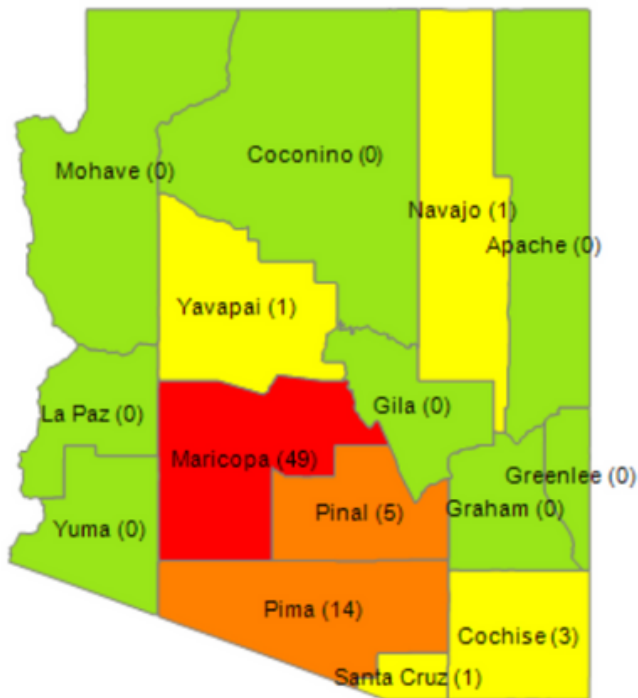
- Hire Only Licensed Contractors Palm Card**  
Why you should only hire a licensed contractor and how to spot the red flags of potential scams. Designed to be handed out to home owners.
- Hire Only Licensed Contractors Palm Card (Spanish Language Version)**  
Why you should only hire a licensed contractor and how to spot the red flags of potential scams. Designed to be handed out to home owners. (Spanish Language Version)
- ID Card for ROC: Account.Inc**  
This is the ID card for License Number ROC 344610 for the business entity ZZZ Jon Test ROC Account.Inc
- License Certificate for ROC: ROC Account.Inc**  
This is the Certificate for License Number ROC 344610 for the business entity ZZZ Jon Test ROC Account.Inc



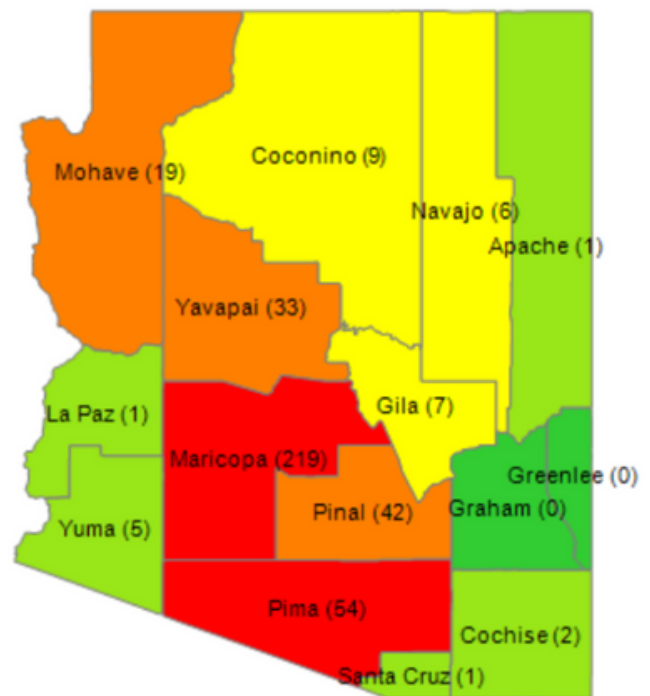
- Summary: Unlicensed contractor Kyle Sprung contracted with a homeowner in Cottonwood to remodel their home, which included drywall installation, electrical work, plumbing, painting, and constructing a steel perimeter fence. The work was of such poor quality that the homeowner had to restart the entire project from scratch.
- Additional Details: Sprung also stole over \$10,000 worth of fencing materials by returning them to a local home improvement store and keeping the refund for himself.
- Outcome: Sprung accepted a plea deal, resulting in a few days of jail time and a three-year probation sentence. He also forfeited his right to own or possess firearms. The homeowner incurred over \$20,000 in additional expenses to repair and complete the project.

## November 2024

**Unlicensed Complaint  
Heat Map**



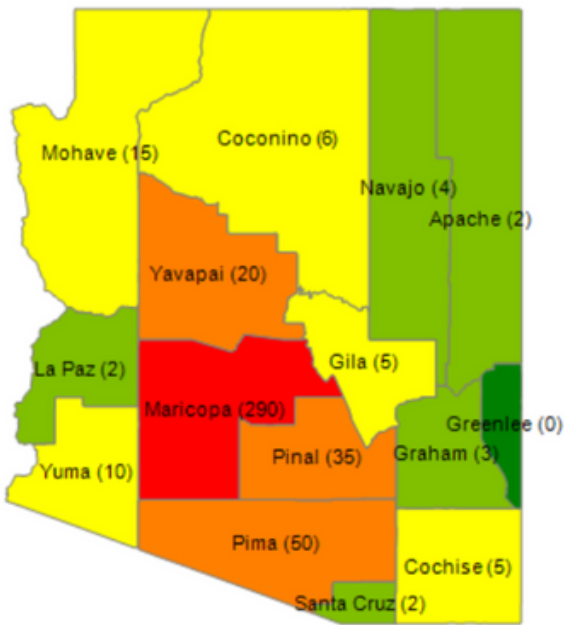
**Licensed Complaint  
Heat Map**



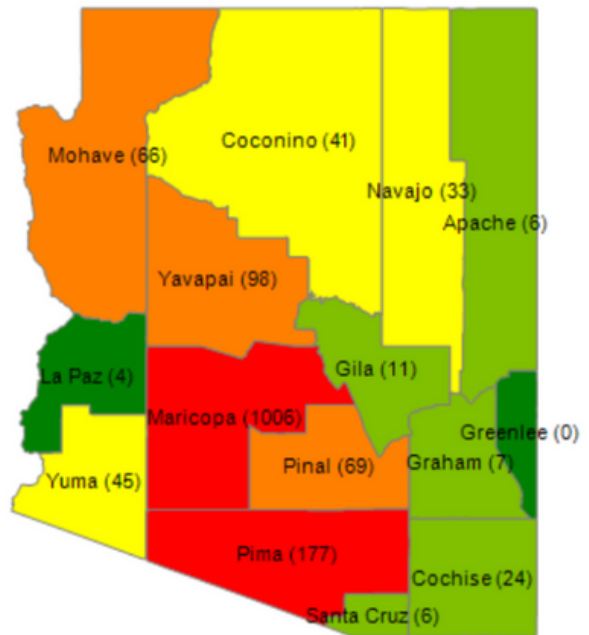
# LICENSING LANE

## November 2024

### New Licenses Issued



### Licenses Renewed



**DID YOU KNOW?**

License Renewals submitted through the AZ ROC Online Customer Portal are **AUTOMATICALLY APPROVED!**

**CREATE ACCOUNT**

# ROC-Star Spotlight

Featuring...

## Alex Figueroa

**Alex Figueroa**

**Assistant Chief of Investigations**

**Year Started: 2006**



### What is one thing we should know about you as a leader?

For those who know me, I enjoy working and having a good time while doing so. I enjoy rolling up my sleeves and doing my best to represent this agency. As a leader taking time and listening to those who have come to us or employees who need clarity, I take that responsibility seriously.

### What does success look like for your department?

The Registrar processes thousands of complaints annually, year after year. Ensuring that those complaints are treated fairly, timely, and with due respect. On that same note ensuring the ROC investigators and my staff have the tools to conduct these complex investigations and ensuring they are also treated with due respect during the process.

### What is a project you've worked on at AZ ROC of which you are particularly proud?

Most of my time with the ROC I was assigned to the North West Valley, which is a retired community (Sun City West, Sun City areas). Putting on educational programs, meeting the public, and being an ambassador for the ROC to that community has been my most honored project.

### If you could have any superpower, what would it be?

Superman is my all time hero. Truth, justice, and the American way. His superpowers are what I would like. Gotta have more than one superpower!

# Arizona Registrar of Contractors

Applicant Education Seminar (Virtual)

Tuesday, December 3rd  
10:00 am - 11:30 am (MST)  
Virtual Zoom Meeting

If you will be applying for a new license, please join us for our presentation and an opportunity to ask questions regarding applying for a license.

**REGISTER**



roc.az.gov



# REQUEST BUMPER STICKERS HERE

If you would like to request an AZ  
ROC bumper sticker, please  
complete the form linked above.

Thanks!



roc.az.gov

# Industry Headlines

Click each story below to access content



**Rehrig Pacific Opens State-of-the-Art Manufacturing Facility In Buckeye**



**How Arizona's renewable energy boom accelerated after federal investments**



**Construction staffing challenges: Here's what can be done**



**Exploring Career Growth in Arizona's Booming Construction Industry**



**Top Women in Construction 2024**



**How Arizona Is Working to Bridge the Semiconductor Workforce Gap**



**Education Department awards \$32M in school infrastructure grants**

*\*AZ received \$4,997,500.00*



**Study Makes Case for Including Mental Health Training in Apprentice Rule Updates**



**Final Rule: Employee or Independent Contractor Classification Under the Fair Labor Standards Act, RIN 1235-AA43**

# Heat Illness Prevention Information

## Compliments of OSHA Education Center at ASU Heat Illness Prevention

Every year, dozens of workers die and thousands more become ill while working in hot or humid conditions. OSHA's Heat Illness Prevention campaign educates employers and workers on heat hazards and provides resources to keep workers safe. There are a range of heat illnesses that can affect anyone, regardless of age or physical condition. Below, are a few of the many resources to keep workers and yourself safe:

- [Heat Resources for Workers](#)
- [Employer Responsibilities](#)
- Heat Safety Tool App for [iPhone](#) and [Android](#)
- [OSHA Heat Illness Prevention](#)
- [NIOSH/CDC Heat Stress](#)



# Heat Illness Prevention Information

## OSHA Can Help You Prevent Heat Illness at Work

We provide tips, guidance, and resources for employers to:

- Plan for heat hazards.
- Train workers on heat hazards.
- Recognize signs of heat illness.
- Find first aid procedures.
- Understand how to protect new workers.

The OSHA On-Site Consultation Program can help small- and medium-sized businesses to identify and mitigate workplace hazards, including heat.

[osha.gov/heat](https://www.osha.gov/heat)



 OSHA<sup>®</sup>

# WORKFORCE REENTRY PROGRAM

## Be Part of Arizona's Reentry Initiative!

To create safer communities and lower recidivism rates, [Arizona's Workforce Reentry Program](#) provides inmates nearing the release from prison with employment and life skills to be successful upon reentry into our communities.

In 2017, ARIZONA@WORK Second Chance Centers opened in State prisons to help inmates prepare for success in the workforce. Since then, Reentry workforce services have expanded into parole offices, reentry centers, and community partner centers.

## BENEFITS FOR YOUR BUSINESS

Employers report that in addition to [Work Opportunity Tax Credits](#), free [Federal Bonding](#) and other financial incentives derived from hiring ex-offenders, they benefit from staff who are highly motivated and loyal.

## TRAINED AND EAGER WORKERS

[Reentry Workforce training](#) provides participants with 8 weeks of employment readiness activities including soft and hard skills development, resume and interview preparation, workforce retention training, onsite vocational training and much more.

## SKILLED LABOR POOL THAT IS READY TO WORK!

The State is urging Arizona employers to consider these work-ready individuals to fill job vacancies. There is no cost, and gainful employment has been proven to save taxpayer money and help to break the cycle of incarceration by providing a path of self-sufficiency for those who truly deserve a second chance.

## FROM AN EMPLOYER:

"The workers from the program have been very dedicated and they are very grateful to be given an opportunity. They work hard and are great about communicating if they need time off for court or to see their parole officer. Over 60% of our workers are from this Reentry program."

– Monica Marquez, American West Pallets.

## CONTACT US

Employers who are interested in connecting with reentry clients should call our Employer Reentry Team at 480-851-2764.

**ARIZONA@WORK™**  
Innovative Workforce Solutions

A proud partner of the [Arizona@Work](#) network.



# BEYOND BETTER BUSINESSES

Better Business Bureau® builds trust, promotes integrity, and champions what's right for our entire community.



## ADVANCING ETHICS

BBB Accreditation displays a business's commitment to integrity, ethics, and marketplace best practices.

[apply.bbbcommunity.org](https://apply.bbbcommunity.org)



## CONNECTING BUSINESSES

BBB hosts networking and educational events in partnership with industry leading experts.

[events.bbbcommunity.org](https://events.bbbcommunity.org)



## PRIORITIZING COMMUNITY IMPACT

BBB's Foundation for Education & Entrepreneur Leadership offers tools for businesses to grow and scale ethically through priorities on DEI, volunteerism and charitable work.

[impact.bbbcommunity.org](https://impact.bbbcommunity.org)



## EMPOWERING ENTREPRENEURS

Innovative BBB programming provides access to concept development, capital funding and mentorship for entrepreneurs to ethically develop their businesses.

[innovation.bbbcommunity.org](https://innovation.bbbcommunity.org)



## CULTIVATING COLLABORATION

BBB spaces, coworking locations and outreach efforts provide opportunities to gather and collaborate to foster an ethical community.

[spaces.bbbcommunity.org](https://spaces.bbbcommunity.org)



## CREATING CONFIDENT CONSUMERS

BBB gives consumers a place to discover trustworthy businesses, access reviews, and stay educated on marketplace scams.

[bbb.org](https://bbb.org)



## CELEBRATING ROLE MODELS

BBB Torch Awards for Ethics honors businesses that generate a high level of trust among their employees, customers and communities.

[torchawards.bbbcommunity.org](https://torchawards.bbbcommunity.org)



## ELEVATING PURPOSE-DRIVEN BUSINESSES

BBB4Good verifies a company's commitment to incorporating social or environmental impact into their business model.

[bbb.org/bbb4good](https://bbb.org/bbb4good)



## MEDIATING MARKETPLACE ISSUES

BBB acts as a neutral, third-party to help businesses and consumers overcome issues and settle complaints and disputes privately.

[bbb.org/all/bbb-dispute-handling-and-resolution](https://bbb.org/all/bbb-dispute-handling-and-resolution)



## INSTILLING ETHICS IN YOUTH

BBB high school student scholarships recognize future leaders for ethical actions in academics, athletics and service.

[scholarships.bbbcommunity.org](https://scholarships.bbbcommunity.org)

LINKTREE



Better Business Bureau Serving the Pacific Southwest



Better Business Bureau Serving the Pacific Southwest



BBBPacSW



bbbpacsw



LEARN MORE

# BUILD A THRIVING BUSINESS

*From Funding to Future*

[CLICK HERE](#)

**SEPTEMBER 4 &  
DECEMBER 11, 2024**

[events.bbbcommunity.org](https://events.bbbcommunity.org)

ARE YOU AN  
ENTREPRENEUR OR  
AN UP-AND-COMING  
ENTREPRENEUR TIRED  
OF NAVIGATING THE  
CAPITAL ACCESS  
MAZE?

Join us for a day of connection, growth, and excitement at Build a Thriving Business: From Funding to Future! This isn't just another business event — it's an experience designed to make funding both fun and accessible while unlocking strategies for your business's financial success. Discover diverse funding options, explore the latest in AI and how to apply it to your business, and strategize your next steps for growth.

While you're here, engage with industry leaders, connect with fellow entrepreneurs in our vibrant networking scene, and leave with the tools and insights to secure essential financial resources.



ignite

In partnership with  
**Empower**  
By GoDaddy



kivaUS



ApprenticeshipArizona



We look forward to celebrating the 10th anniversary of National Apprenticeship Week, so start planning your events now!

This year's theme - *10 Years of Engagement, Expansion, and Innovation* - is in recognition of the fact that, since the event's inception, literally thousands of events have allowed countless individuals to learn about the life-changing impacts that Registered Apprenticeship has had and continues to have for so many jobseekers and employers.

*Daily Themes:*

**November 18, Monday**

Youth and Young People Apprenticeship Day

**November 19, Tuesday**

Registered Apprenticeship in New and Emerging Industries and Around the Globe

**November 20, Wednesday**

Expanding Registered Apprenticeship to Underserved Populations

**November 21, Thursday**

Women in Apprenticeship

**November 22, Friday**

Federal Apprenticeship and Veterans in Apprenticeship

**November 23, Saturday**

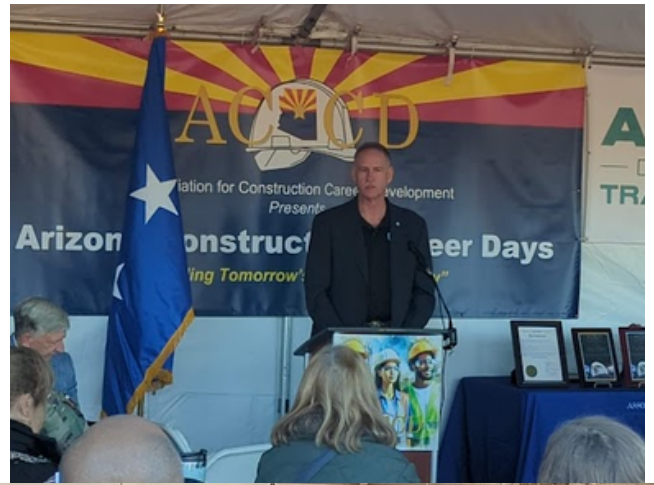
62nd Annual David G. Hollis Outstanding Apprentice Awards Ceremony 2024 (The Wigwam Resort, Phoenix)



# AZ ROC Outreach Highlights - November 2024

## On a mission...

From meeting with homeowner associations and neighborhood groups, construction trade associations, government agencies, workforce development groups, and education stakeholders, AZ ROC representatives routinely engage with various organizations and community members in order to provide outreach and education in support of the agency's mission. If you would like to request an AZ ROC speaker for your event, fill out the "Request an AZ ROC Speaker Form" on the [Outreach and Education](#) page.



This month, the AZ ROC team helped coordinate and attended the 22nd annual Arizona Construction Career Days. The VIP Reception kicked off this annual event and highlighted key points on informing the youth about different career opportunities in the construction industry.

The rest of the day consisted of highlighting what the ROC does for the construction industry while encouraging students to pursue a career in this field. We had a great time speaking with all the students!

**Thank you for inviting us!**

In late October, our Director Tom Cole, Assistant Director Cindy Casaus, Outreach Coordinator Maggie Roby, Legislative Liaison Araceli Lopez and two of our investigators Steven Hammons and John Smith attended the Southern Arizona Construction Career Day! They got to interact with middle and high school students and educate them about what the ROC does and how they can get involved in the construction industry!

Arizona State University's OSHA Education Center is housed in the Del E. Webb School of Construction (DEWSC), one of the Programs in the School of Sustainable Engineering and the Built Environment (SSEBE), under the Ira A. Fulton Schools of Engineering.

We are an OSHA Training Institute (OTI) Education Center, part of a National network of nonprofit organizations operating under an agreement with the U.S. Department of Labor to deliver occupational safety and health training to private and public sector personnel, organizations and agencies.

We offer many courses, ranging in length from half day to four days, for construction industry, general industry, health care workers and disaster site workers.

Courses are offered for open enrollment at our facilities or they can be delivered on a contract basis for your organization.

### OSHA #502 - Update for Construction Industry Outreach Trainers

12 Nov 2024 8:00 AM • VILT (Virtual Instructor-Led Training) – Zoom

### OSHA #511 - Occupational Safety and Health Standards for General Industry

18 Nov 2024 8:00 AM • Arizona State University - 660 S. College Ave Tempe, AZ 85281

### OSHA #7500 - Introduction to Safety and Health Management

19 Nov 2024 8:00 AM • VILT (Virtual Instructor-Led Training) – Zoom

### OSHA #510 - Occupational Safety and Health Standards for the Construction Industry

02 Dec 2024 8:00 AM • Arizona State University - 660 S College Ave. Tempe, AZ 85281

### OSHA #7415 - OSHA Construction Industry Requirements

02 Dec 2024 8:00 AM • VILT (Virtual Instructor-Led Training) – Zoom

### OSHA #7000 - OSHA Training Guidelines for Safe Patient Handling

04 Dec 2024 8:00 AM • Arizona State University - 660 S College Ave. Tempe, AZ 85281

### OSHA #501 - Trainer Course in Occupational Safety and Health Standards for General Industry

09 Dec 2024 8:00 AM • Arizona State University - 660 S College Ave. Tempe, AZ 85281

[MORE INFO](#)



Protection of life, health, safety and welfare of Arizona's most valuable assets.

[EZregister.](#)

### General Industry Hazard Recognition In-Person Tucson

Location: Industrial Commission of Arizona Building. 2675 E Broadway Blvd. Tucson, AZ 85716. - US  
11/19/2024 @ 8:30 AM

Hosted by: [Arizona Division of Occupational Safety and Health](#)

Nov  
19

[EZregister.](#)

### OSHA 29 CFR 1910.176 - Material Handling (Webinar)

Location:  
11/19/2024 @ 8:30 AM

Hosted by: [Arizona Division of Occupational Safety and Health](#)

Nov  
19

[EZregister.](#)

### Asbestos Awareness In-Person Tucson

Location: Industrial Commission of Arizona Building. 2675 E Broadway Blvd. Tucson, AZ 85716. - US  
11/20/2024 @ 8:30 AM

Hosted by: [Arizona Division of Occupational Safety and Health](#)

Nov  
20

[EZregister.](#)

### ADOSH - OSHA Safety and Health Management Systems (Webinar)

Location:  
11/20/2024 @ 8:30 AM

Hosted by: [Arizona Division of Occupational Safety and Health](#)

Nov  
20

[MORE INFO](#)



[MORE INFO](#)

The **NASCLA Continuing Education Program**, powered by Vector Solutions | RedVector, provides an opportunity to access an online platform with **over 600+ construction trade related courses**. Licensed contractors & tradespeople have a dedicated library of courses to develop their skills and provide accredited courses to fulfill continuing education (CE) hours.

Course topics include, construction code and standards, contracts or contract law, workplace safety, such as OSHA, etc., basic business principles and practices, and other related topics regarding practice of construction in business, land use, zoning, resource conservation, estimating, etc. Examples of the courses offered are below:

- Residential Safety Essentials
- Construction Cost Estimating: Resources and Processes
- Worksite Safety 01: OSHA Safety Introduction
- Understanding Workers' Compensation for Employees (V15)
- Construction Cost Estimating: Types and Purposes of Estimates
- HVAC Acoustics
- Confined Spaces in Construction
- Construction Project Management: Project Financial Management

Step 1: Go to [www.redvector.com](http://www.redvector.com)

Step 2: Select your course.

Step 3: Apply **RV-NASCLA15** at check out for 15% off!



**NASCLA CONTINUING EDUCATION PROGRAM**

Powered by [Vector Solutions](#) | [RedVector](#)

**15% discount**  
promo code  
RV-NASCLA15

# ARE YOU READY TO LADDER UP TO A BIGGER LICENSE SCOPE?

*Register for a free virtual  
AZ ROC Applicant Education Seminar  
Leaders of the Licensing Team will answer your  
questions in real time and teach you everything  
you need to know about how to reduce common  
application errors that delay approval*



Sign up at:

<https://www.eventbrite.com/cc/az-roc-applicant-education-seminars-109419>



Username

LOG IN

Welcome to Government at the speed of business

Created in 1931, the Arizona Registrar of Contractors licenses construction professionals to legally operate in the State of Arizona.

Whether you're looking to build Arizona's future or restore its past,

How to Create an Account on the ROC Online Customer Service Portal

## How to Create

TUTORIAL

Watch on YouTube

# Use the Online Portal!

The fastest and most convenient way to apply for, renew and update a license is to set up an account on the Online Customer Service Portal.

Go to [roc.az.gov](http://roc.az.gov) and click on "My Account/Login" to get started.



# We're here to help!

- Phone: 1-877-MY-AZROC (1-877-692-9762)
- Online: [roc.az.gov](http://roc.az.gov)
- In Person: during regular business hours



Click to connect with us on social media!