



ARIZONA
REGISTRAR OF CONTRACTORS



roc.az.gov

AZ ROC NEWS

January 2025



QR for ROC website

Happy New Year and welcome to the opening of the 57th Arizona Legislature's First Regular Session. The session officially kicked off on Monday, January 13th, with Governor Katie Hobbs presenting her priorities in her third "State of the State" address. Among her priorities are affordable housing, public safety, securing the border, and boosting Arizona's economy.

As we move through this legislative session, we will continue to advocate for the interests of Arizona's construction industry. Our focus remains on ensuring that the industry continues to thrive, with a strong emphasis on protecting the integrity of our profession and addressing the challenges that impact both contractors and consumers. We are committed to staying engaged and making sure that the needs of our industry are heard throughout the legislative process.

THE REGISTRAR'S REPORT



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

As we move forward in the legislative session, I'm pleased to share some important updates with you. First, I can confirm that we have officially completed and submitted the 2024 Study on Commercial Contractor Deregulation to both the leadership in the House of Representatives and the Senate. At this stage, we are awaiting further direction from the Legislature on next steps. A sincere thank you to everyone who assisted us with the surveys – your feedback was invaluable in shaping this comprehensive study, and we are extremely grateful for your support throughout this process.

In addition to the study, the Arizona Registrar of Contractors (ROC) has been actively monitoring legislative action. We are excited to report that we have submitted a bill this session, HB2483 (Registrar of Contractors; Licensure), which proposes small changes to clarify language in our statute. We would like to extend our gratitude to Representative Laurin Hendrix for his continued support as the sponsor of this bill.

In addition to our legislative efforts, we are also preparing for the Director Nominations Committee in the Senate, where nominees for the Director positions of state agencies and departments will be evaluated and potentially confirmed. While we are still awaiting further details on when this will take place, we kindly ask for your support in this process. If you are able, please consider sending letters of support for my nomination as Director of the Arizona Registrar of Contractors. I am truly grateful to those who have already submitted their letters – your support means the world to me. If you would like more information on this process, please reach out to our Legislative Liaison, Araceli Lopez, at araceli.lopez@roc.az.gov. Thank you again for your continued support, and we look forward to working together in the year ahead!

AZ ROC NEWS

Arizona Registrar of Contractors

January 2025



roc.az.gov

Governor Katie Hobbs Releases FY2026 Executive Budget Proposal

PHOENIX, AZ (January 17, 2025) –

Today, Governor Hobbs released her FY2026 Executive Budget, which invests in critical efforts to support working families and help Arizonans thrive.

“To realize the Arizona Promise, we must deliver opportunity, security, and freedom for Arizonans,” said Governor Katie Hobbs. “My Executive Budget reflects my commitment to continuing our strong economic growth, lowering costs, keeping communities safe and securing the border, and protecting Arizonans’ fundamental freedoms. We are connecting Arizonans to good jobs, lowering the costs of housing, child care and groceries, and protecting our veterans. I’ll continue being a strong steward of taxpayer dollars, cutting waste, fraud, and abuse and investing in the critical services that improve life for everyday Arizonans in every corner of our state.”



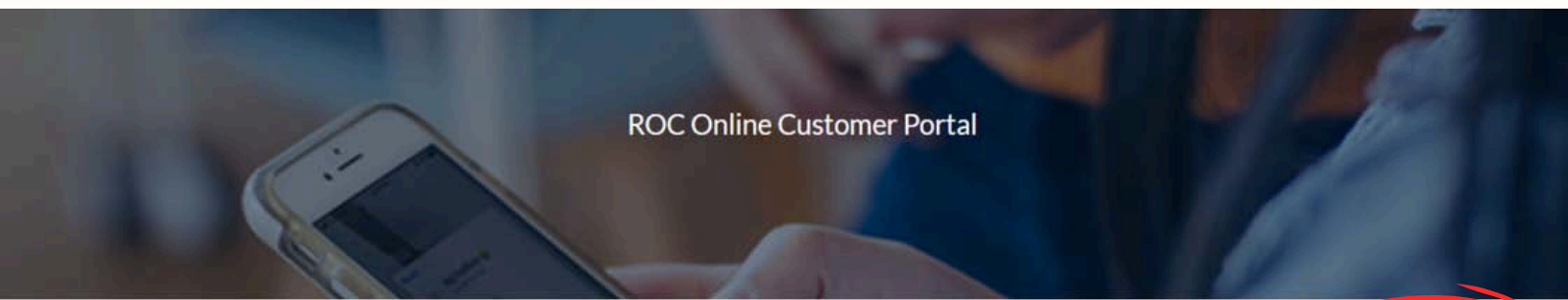
Governor Hobbs’ budget proposal includes funding to:

- Lower Costs and Create Opportunity for Arizona Families
- Keep Arizona’s Communities Safe and Secure the Border
- Secure Arizona’s Water Future and Fight Wildfires
- Invest in Public Education and Bring Accountability to ESA Entitlement Spending
- Protect Reproductive Freedom

To view the full budget proposal [Follow This Link](#)

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!



- 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 Jan 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 Jan Test ROC Account.Inc



4TH ANNUAL CONSTRUCTION SCIENCE TECHNOLOGY APPRENTICESHIP FAIR 2025



SCAN
THE QR
CODE TO
REGISTER

WWW.MLB.COM/DBACKS/TICKETS/GROUP-TICKETS/EDUCATION-INITIATIVES/APPRENTICESHIP-FAIR

ARIZONA
REGISTRAR OF CONTRACTORS

CONSTRUCTION SCIENCE TECHNOLOGY APPRENTICESHIP FAIR

Wednesday, April 9, 2025

9:30 AM - Veterans and College Students

10:15 AM - High School Students

First Pitch 12:40 PM

Questions?

Maggie.Roby@roc.az.gov

#ConstructionScienceTechPro #Apprenticeships #ComeForACareer #StayForTheGame

Our registration for the Apprenticeship Fair is open! Please feel free to share this information with anyone whom you think may be interested in attending as a participant or exhibitor!!!

REGISTER HERE

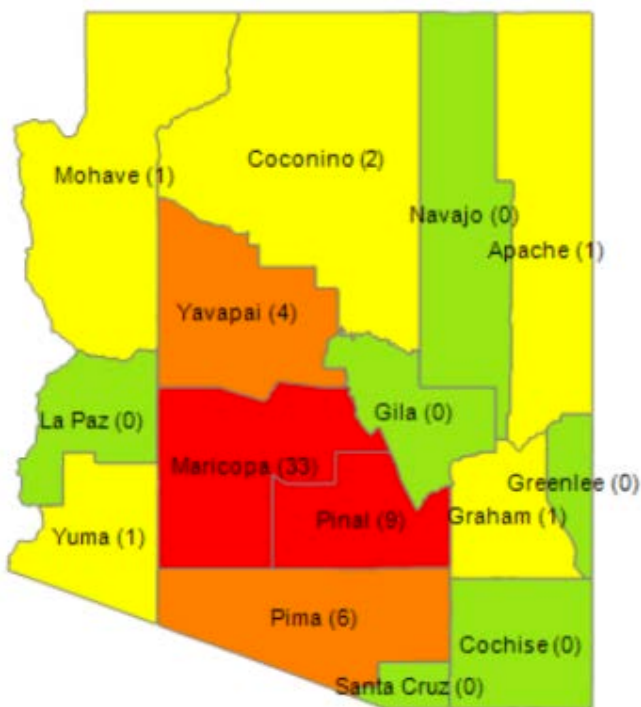


Many complaints were filed and worked by Compliance for 2024.

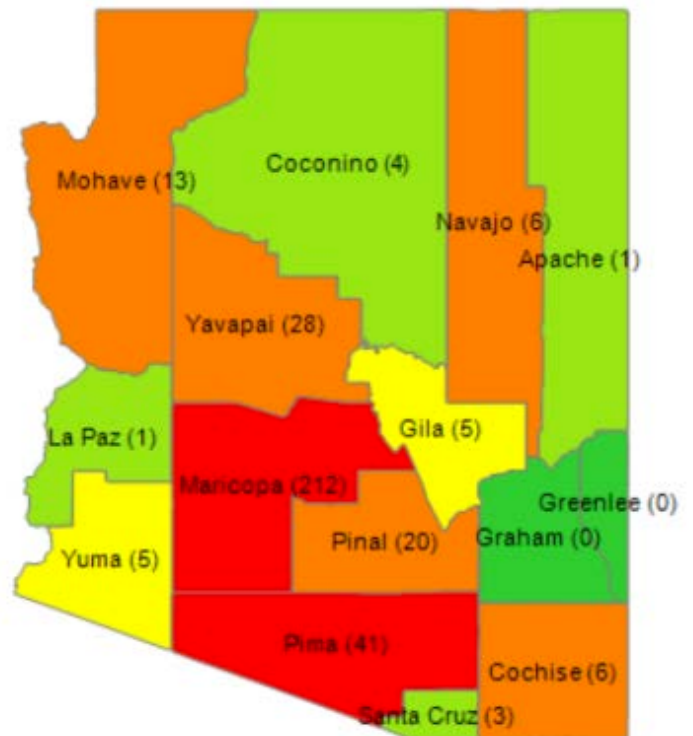
- 6,503 complaints were filed against licensed contractors.
- 1,318 complaints were filed against unlicensed contractors.
- 412 cases were submitted to prosecuting authorities for contracting without a license.

December 2024

Unlicensed Complaint Heat Map



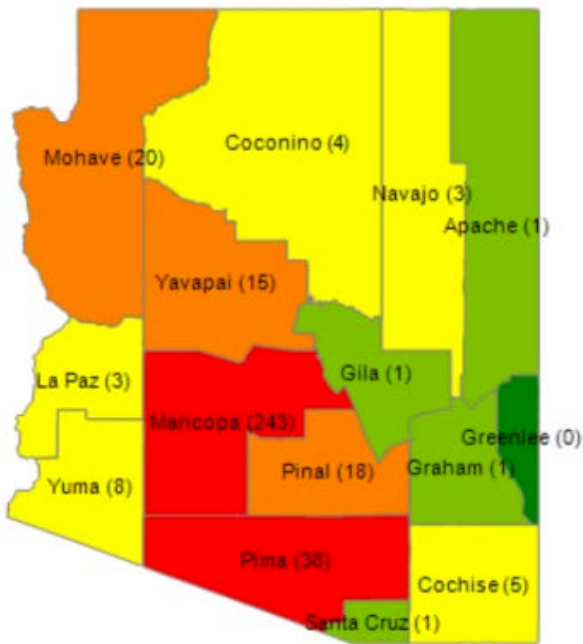
Licensed Complaint Heat Map



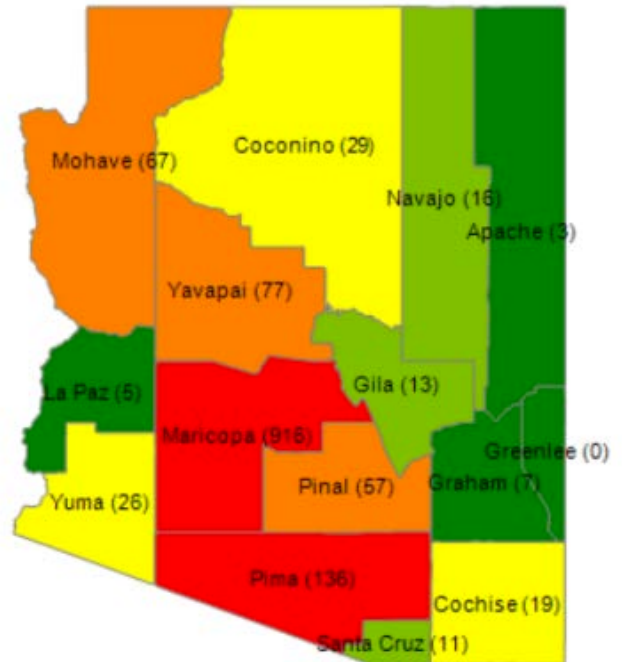
LICENSING LANE

December 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...

Erika Diaz

Erika Diaz

Assistant Chief of Licensing

Year Started: 2022

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

I have the privilege to lead a great group of people who inspire me to do better everyday. I pride myself in ensuring that I challenge myself in learning new skills to continuously improve our processes. Adapting to changes with a positive outlook has helped me be a support system for my team.

What does success look like for your department?

A successful licensing department would emphasise providing exceptional customer service to all members of the public. As civil servants it is our duty to educate the public on the importance in licensing and how to successfully become a licensed contactor.

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

I am proud of being able to take over the Spanish translation project and successfully deliver our first Applicant Education Seminar in Spanish. As our project continued, we have successfully translated about 30% of our licensing forms. I am proud of the bond we have created working on this project.

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

If I had a superpower it would be to clone myself. Work, home, life and all the other exciting things in life doesn't always happen when its convenient. Cloning myself would make me avaiable for all the exciting events in life. No FOMO around here!

ROC EMPLOYEE OF THE MONTH

In October we officially kicked off the ROC Employee of the Month Program! This new program allows all ROC employees to nominate team members who demonstrate excellent customer service, teamwork, process improvement, high productivity, support to co-workers, and contribute to making the ROC a great place to work.

**WE ARE VERY EXCITED TO
FEATURE THE NEXT ROC
EMPLOYEE OF THE MONTH:**

ANA RASMUSSEN

What do you love about working at AZ ROC?

Working at the ROC has been an enlightening experience. I enjoy being able to assist the public when they come to the ROC for assistance. The individuals I deal with are usually those who have been victims of unlicensed contracting. I do what I can to help and reassure them of our processes and how we are here to help them. The investigators go above and beyond to help the public who have been victimized, it is amazing to work with these individuals who are motivated to do everything they can to help.

Working the team here at the ROC has been an incredible experience and I hope to continue to help with the ROC's mission of protecting the public.

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



TRANSCRIPT: Governor Hobbs 2025 State of the State Address



Arizona and ASU Selected For Flagship Prototyping and Advanced Packaging R&D Facility



Experts offer Arizona construction outlook for 2025 and beyond



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 Apprenticeship Rule Updates



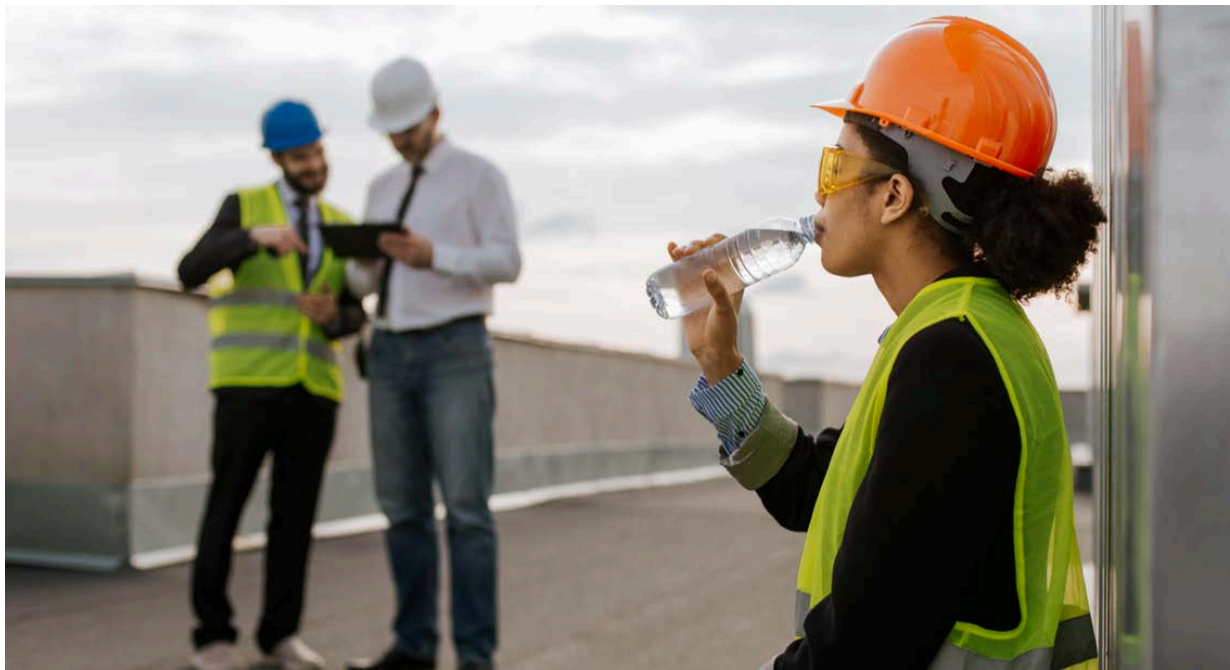
Final Rule: Employee or Independent Contractor Classification Under the Fair Labor Standards Act, RIN 1235-AA43

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[®]

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



CONNECTING BUSINESSES

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

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



EMPOWERING ENTREPRENEURS

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

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



CREATING CONFIDENT CONSUMERS

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

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



ELEVATING PURPOSE-DRIVEN BUSINESSES

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

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



INSTILLING ETHICS IN YOUTH

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

scholarships.bbbcommunity.org

LINKTREE



Better Business Bureau Serving the Pacific Southwest



Better Business Bureau Serving the Pacific Southwest



BBBPacSW



bbbpacsw



LEARN MORE

AZ ROC Outreach Highlights - December 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](#).



On December 12, 2024, the ROC gave a presentation during the "Belgard University", an industry training event in Phoenix. The training was given by ROC's Chief of Licensing, Chief of Compliance, and General Counsel. The presentation focused on ROC's structure and operations, and provided information on statutes and rules governing the ROC and licensed contractors.



The Registrar was asked to speak with current apprentices in the JATC Apprenticeship programs. The outreach team will be visiting their Phoenix campus to show information on the Registrar's Statutes and Rules, Compliance Tips and most importantly the steps needed if they decide to apply for their own license one day! The Registrar will return to Phoenix Electrical JATC in May as the apprenticeship program is coming to an end! Many potential electricians are in the making and we are excited to be a part of their program!



Indian Nations and Tribes Legislative Day was a huge success welcoming over 900 exhibitors, tribal leaders, legislators and community members to the State Capitol. The Registrar was honored to be a sponsor of this year's event. Many exciting events happened both in the Senate and out on the lawn. This year's event allowed for the Registrar to connect with a number of Tribal Nations, State Agencies and Colleges including the Hopi Department of Transportation, Attorney General's Office, Nelson University, Navajo Technical University and N.A.T.I.V.E. We were able to share our upcoming Apprenticeship Fair information as well as the opportunity to form relationships moving forward with our tribal outreach!

Thank you for inviting us!

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 #7005 - Public Warehousing and Storage

30 Jan 2025 8:00 AM • VILT (Virtual Instructor-Led Training) – Zoom

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

10 Feb 2025 8:00 AM • Arizona State University - 660 S College Ave. Tempe, AZ 85281

OSHA #500 - Trainer Course in Occupational Safety and Health Standards for the Construction Industry

17 Feb 2025 8:00 AM • VILT (Virtual Instructor-Led Training) – Zoom

OSHA 7200 - Bloodborne Pathogens Exposure Control

20 Feb 2025 8:00 AM • VILT (Virtual Instructor-Led Training) - Zoom

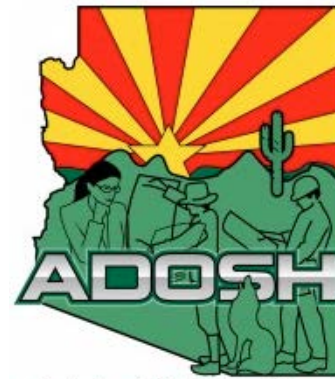
OSHA #521 - OSHA Guide to Industrial Hygiene

24 Feb 2025 8:00 AM • Arizona State University - 660 S College Ave. Tempe, AZ 85281

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

24 Feb 2025 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.

[OSHA and NFPA 51B - Standards for Fire Prevention During Welding, Cutting, and Hot Work \(Webinar\)](#)

Location:
02/04/2025 @ 8:30 AM

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

Feb
4

EZregister.

[General Industry Hazard Recognition In-Person Tucson](#)

Location: Industrial Commission of Arizona Building, 2675 E Broadway Blvd. Tucson, AZ 85716. - US
02/04/2025 @ 8:30 AM

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

Feb
4

EZregister.

[ADOSH - HAZCOM, Hazmat, Hazwaste, and HAZWOPER: Navigating OSHA, DOT and EPA Chemical Compliance \(In-Person Phoenix\)](#)

Location: Industrial Commission of Arizona, 800 W. Washington St. Phoenix, AZ 85007. - US
02/05/2025 @ 8:30 AM

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

Feb
5

EZregister.

[Scaffolding Safety In-Person Tucson](#)

Location: Industrial Commission of Arizona Building, 2675 E Broadway Blvd. Tucson, AZ 85716. - US
02/05/2025 @ 8:30 AM

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

Feb
5

EZregister.

[ANSI A92 MEWP Standards Overview \(Webinar\)](#)

Location:
02/06/2025 @ 8:30 AM

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

Feb
6

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

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
Password
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

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 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
- In Person: during regular business hours



Click to connect with us on social media!