

Vision: To be the premier contractor licensing agency, wisely managing our resources and effectively navigating external relationships to further our mission. *Esse Quam Videri - To be, rather than to seem*

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.

A.R.S. § 32-1104 enumerates the powers and duties of the Registrar to issue and maintain contractor licenses, investigate and cite violators, adopt construction standards, educate the public and contractors regarding such standard and rules/policies, and assist in dispute-resolution.

Executive Summary:

Increase awareness of Agency activities. Consumers are not aware of the benefits of hiring licensed contractors and that hiring unlicensed entities to do construction comes with significant risk.

Modernize technology/expand self-service options. The expectations of the citizens we serve have fundamentally changed to wanting digital access to services anytime and anywhere.

Continue to reduce "red tape." "Decades of overreach by government and special interest groups have left burdensome regulations scattered throughout our economy," Governor Ducey.

Continue collaboration. The shortage of properly trained Construction Science Professional workforce continues to be a factor in the industry's recovery. Stakeholder collaboration has increased industry awareness, training and apprenticeship efforts..

Support "Open for business" with universal licensing. A person's skills don't diminish when they cross state lines. Legislation recently passed to allow those who have moved from other states to "get to work faster and without all the red tape."

Summary of Multi-Year Strategic Priorities

#	Five Year Strategy	Start Year	Progress / Successes
1	Increase awareness and improve access to and use of Agency services	2016	52,000 contacts made by ROC Investigators at jobsites and meetings with HOA's, Building Officials and Law Enforcement. ROC.AZ.Gov 94% increase visitors YOY (45K unique visits/month - mostly contractor search)
2	Modernize Agency technology solutions to meet customer needs in growing economy	2015	Successfully implemented the ROC instance of eLicensing to add new capabilities that better serve all citizens. Completed the migration of ROC servers to the cloud for improved service and \$26K annual savings.
3	Reduce regulatory burden and scope confusion for improved government outcomes	2015	FY19 - 41 statutes and 10 rules changed/revised to remove unnecessary regulation and improve current language.
4	Collaborate with stakeholders to influence industry awareness, training and apprenticeship efforts	2017	Influenced industry leaders to promote construction career awareness in AZ through Build Your Future campaign. Connected National Association of Bunco Investigators (NABI) and National Association of State Contractors Licensing Association (NASCLA) to collaborate on transient construction scammers.
5	Make it easier for people who are already licensed in another state to get licensed in AZ	2019	Working on implementation. Handling FAQ's from applicants.

Strategy #	FY20 Annual Objectives	Objective Metrics	Annual Initiatives
1	Continue to increase outreach.	# of events # people reached % engagement (interactions with content)	Add Neighborhood Watch and Night Out Against Crime. Increase communication and outreach to involved parties – mail, email, phone, etc. with documentation in notes. Provide education on process steps/time frames to set expectation with involved parties.
2	Implement public-facing business portal and move all services online.	% services online % use of online services	Move to eLicensing 2.0 and deliver all services online. Communicate and support the public’s online interaction with agency.
3	Reduce regulatory burden.	# of improved repealed statutes/rules implemented.	Implement revisions through rule changes, documentation, communication, and training.
3	Reduce regulatory burden.	Policy and process health assessment (ROCumentation audit)	Configure Agency policies and procedures to maintain unbroken and consistent operations
4	Collaborate with stakeholders to influence industry awareness, training and apprenticeship efforts.	# of Agency collaborations	Promote workforce development for Construction Science Technology Professions.
5	Make it easier for people who are already licensed in another state to get licensed in AZ	# applications submitted from another state % allowed	Engage in rulemaking and work on messaging for full implementation.

