

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 standards and rules/policies, and assist in dispute-resolution.

Executive Summary:

Significant progress has been made in the last three years to increase awareness of Agency activities. Continued efforts will focus on meeting the customer needs, improving internal and external processes, and showcasing the benefits of hiring licensed contractors and the significant risk of hiring unlicensed entities to do construction.

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.”*

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. *Continue collaboration.*

A person’s skills do not diminish when they cross state lines. Legislation passed last year allows those who have moved from other states to “get to work faster and without all the red tape.” As a result of statutory examination requirements, applicants are often required to take time off and travel to Arizona to take examinations in brick and mortar locations. *Open for business/universal licensing*

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	2017	Between Territory Management Program, website new users and agency outreach we reached over 550,000 individuals to educate on agency and services in FY21. Throughout 2020, embraced public adoption of virtual meetings to introduce additional online forums aimed at potential applicants, new license, and industry associations.
2	Modernize Agency technology solutions to meet customer needs	2020	All customer services are available online for the first time. Worked with external partners to integrate 90% of known application programming interface possibilities sought by the agency. New Customer Relationship Management system automates email and SMS notifications to licensees of changes to licenses.
3	Reduce regulatory burden and scope confusion for improved government outcomes	2020	Draft of amendments created; will integrate with 5 Year Rule Review due Aug. 2021. From CY20-21, improved licensing time frames by 20% while observing a 10% increase in license applications. Reduced compliance investigation timelines by 14%.
4	Make it easier for people who are residing or already licensed in another state to get licensed in AZ	2019	Agency moving exams online and worked with State Procurement to secure contract amendment enabling development of a new State and Rules Exam to accompany an online training and moving all trade exams to online proctored by Sept. 2021.

Strategy #	FY22 Annual Objectives	Objective Metrics	Annual Initiatives
#1	<p>1. Improve customer portal</p> <p>2. Create bond company portal</p>	<p>1a. Decrease % of customers not completing (abandonments) new applications and complaints process</p> <p>1b. Decrease # of incomplete or incorrect items (deficiencies) within applications</p> <p>2a. Increase % of licenses where bond companies are able to directly update records</p> <p>2b. Increase of value added time for licensing specialists by shifting non-value added tasks</p>	<p>1. Develop and implement intuitive and customer-centric portal</p> <p>2. Develop and implement bond portal for bond companies to be able to directly access, create and update licensee bond information</p>
#2	<p>1. Establish and improve current application programming interfaces (API) with external partners that aid customers' interaction with Agency</p> <p>2. Implement Chatbot functionality</p> <p>3. Establish agency Documentation Processing Center</p>	<p>1. Increase % of data exchanged in database integration with external partners (private and governmental) APIs</p> <p>2. Decrease # of calls related to status updates for applications and complaints</p> <p>3a. Cost savings of eliminating B5 - basement storage and reduction in Tucson office space</p> <p>3b. Decrease cost in on-site physical document storage</p> <p>3c. Increase of value added time for agency specialists by shifting non-value added tasks</p>	<p>1. Improve upon already established and reliably functioning APIs with external partners that are beneficial for our customers and integrate internal phone system data with case management system</p> <p>2. Provide status updates for applications and complaints with Artificial Intelligence response chatbot capability to assist in answering Frequently Asked Questions</p> <p>3. Establishing of Agency Documentation Processing Center (Digital Mailroom and Phone Center)</p>
#3	Reduce regulatory burden	<p>1a. # of improved rules</p> <p>1b. # of repealed rules</p>	1. Rulemaking to fully implement legislative changes, and reduce unnecessary burdens and complete 5 Year Rule Review
#4	Make it easier for people who are residing or already licensed in another state to get licensed in AZ	<p>1. Track # of trade exams and statute and rules exams taken online and out-of-state</p> <p>2. Decrease % of failure of statute and rules exam</p>	<p>1. Implement online proctoring of all exams</p> <p>2. Provide online training of Agency statutes and rules</p>