

# PROGRAM FACT SHEET

## Registrar of Contractors

### Services:

The Registrar of Contractors regulates the construction industry through the licensure of commercial and residential contractors. It also administers the Residential Contractors' Recovery Fund. The agency provides service in five major areas.

- The agency's Licensing Department grants contracting licenses to qualified applicants.
- The agency's Inspections Department conducts inspections of construction sites when allegations of improper workmanship or other behavior are made against licensed contractors.
- The agency's Investigations Department investigates allegations of unlicensed contracting, unlawful advertising by contractors, and falsification of license applications.
- The agency's Legal Department coordinates requests for hearings with the Office of Administrative Hearings.
- The agency also administers the Residential Contractors' Recovery Fund, which reimburses homeowners who are financially harmed by a licensed contractor.

### Mission:

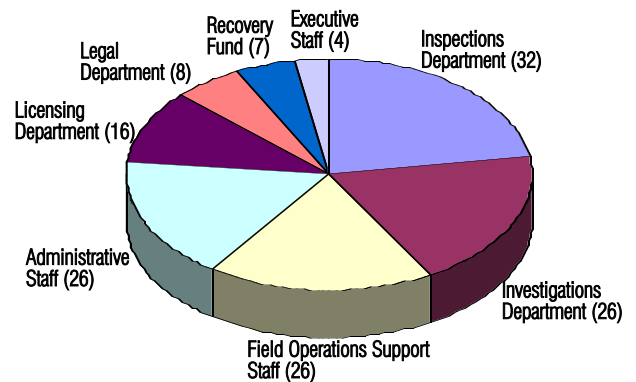
To promote quality construction by Arizona contractors through a licensing and regulatory system designed to protect health, safety, and welfare of the public.

### Facilities:

The agency leases space for its 11 locations, including its main office in the Industrial Commission building at 800 W. Washington in Phoenix. It also has three regional offices and eight field offices state-wide. The agency estimates its lease amounts for fiscal year 2003 to be approximately \$530,000.

### Program staffing:

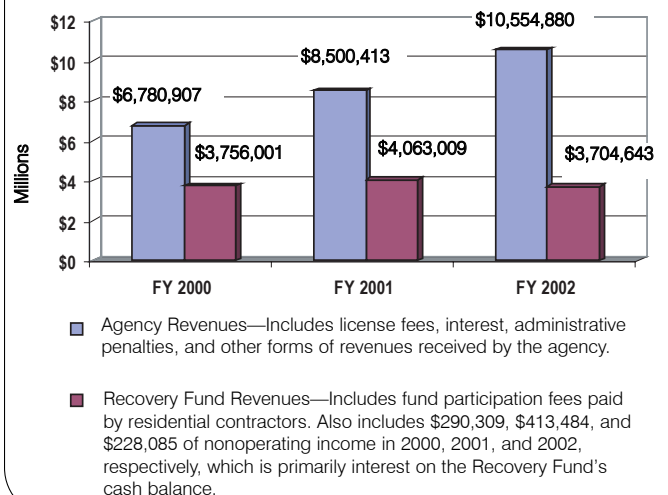
**145 positions as of January 1, 2003—including 6 vacancies**



### Program revenue:

**Agency revenues: \$10,554,880 (fiscal year 2002, actual)**

**Recovery Fund revenues: \$3,756,001 (fiscal year 2002, actual)**



## Equipment:

In addition to standard office equipment, the agency leases 65 vehicles for which the agency pays the Department of Administration monthly rental, fuel maintenance, and other miscellaneous charges. These costs totaled approximately \$374,000 in fiscal year 2002. The agency also has document-imaging equipment including networks, scanners, and software, which the agency is paying for through a lease purchase agreement for a total cost of approximately \$337,000.

## Program goals

1. To expedite the licensing of qualified applicants.
2. To provide quality and timely service to the customer in the investigation of complaints against persons found to be in violation of contracting or related laws or regulations of the State of Arizona.
3. To rapidly resolve complaints against licensed contractors.
4. To effectively meet the information needs of the public and the support requirements of the agency.
5. To oversee and ensure the fairness and effectiveness of the administrative hearings process.

## Adequacy of goals and performance measures

Most of the agency's five goals appear to be reasonably appropriate for its mission. However, the agency's goal to oversee and ensure the fairness of and effectiveness of the administrative hearings process does not appear to be in line with the agency's mission. The Office of Administrative Hearings (OAH) conducts administrative hearings, and the agency has no ability to ensure that OAH conducts fair and effective hearings. The agency should either modify this goal to address only aspects of the hearing process that it can affect, or it should eliminate this goal.

The agency's 35 performance measures include all of the recommended types of measures. However, the agency stated that one measure related to the services it provides on its Web site is only an estimate. The agency should either develop a method of quantifying this measure or eliminate it.