

Registrar of Contractors

A.R.S. § 32-1101

Director: Michael P. Goldwater

JLBC Analyst: Rebecca Hecksel

	FY 2000 Actual	FY 2001 Estimate	FY 2002 Approved	FY 2003 Approved
PROGRAM BUDGET				
Regulatory Affairs	6,533,000	6,842,900	8,729,200	8,121,400
Incentive Pay SLI	60,000	60,000	113,500	113,500
Office of Admin. Hearings Costs SLI	836,500	810,500	842,200	878,000
TOTAL APPROPRIATIONS	7,429,500	7,713,400	9,684,900	9,112,900
OPERATING BUDGET				
Full Time Equivalent Positions	134.8	134.8	138.8	138.8
Personal Services	3,744,800	4,114,700	4,463,500	4,688,300
Employee Related Expenditures	860,500	1,019,200	1,149,500	1,123,500
Professional and Outside Services	48,700	27,200	418,300	238,700
Travel - In State	218,600	325,000	505,100	505,100
Travel - Out of State	5,000	11,800	11,800	11,800
Other Operating Expenditures	1,072,900	1,176,900	1,339,700	1,347,400
Equipment	582,500	168,100	841,300	206,600
<i>Operating Subtotal</i>	6,533,000	6,842,900	8,729,200	8,121,400
Special Line Items (SLI)	896,500	870,500	955,700	991,500
TOTAL APPROPRIATIONS	7,429,500	7,713,400	9,684,900 ^{1/2/}	9,112,900 ^{2/}
FUND SOURCES				
Registrar of Contractors Fund	7,429,500	7,713,400	9,684,900	9,112,900
<i>Subtotal - Other Appropriated Funds</i>	7,429,500	7,713,400	9,684,900	9,112,900
TOTAL APPROPRIATIONS	7,429,500	7,713,400	9,684,900	9,112,900

AGENCY DESCRIPTION — *The agency licenses, regulates and conducts examinations of residential and commercial construction contractors.*

PERFORMANCE MEASURES	FY 1999	FY 2000	FY 2001	FY 2002-03
	Est./Actual	Est./Actual	Estimate	Estimate
• Number of licensees (new and existing)	45,840/43,363	49,048/45,001	46,351	47,742/49,174
• Number of complaints received (licensed contractors)	7,725/7,781	7,957/8,614	8,872	9,139/9,413
• Average calendar days from receipt of complaint to jobsite inspection	NA/35	22/37	21	18/14
• Number of inspections	9,247/9,573	9,524/10,585	10,903	11,230/11,567
• % of agency staff turnover	NA/10.7	NA/15.7	12.0	12.0
• Administration as a % of total cost	NA	28/NA	29	30
• Customer satisfaction rating (Scale 1-8)	NA	NA	NA	6.0

^{1/} This appropriation is available for use pursuant to the provisions of A.R.S. § 35-143.01C and is exempt from the provisions of A.R.S. § 35-190, relating to lapsing of appropriations until June 30, 2003. (General Appropriation Act footnote)

^{2/} General Appropriation Act funds are appropriated as a Lump Sum by Agency with Special Line Items.

Technology Improvements — The approved amount includes a FY 2002 increase of \$748,400 above FY 2001 and a FY 2003 increase of \$192,100 above FY 2001 for a new web enabled database. The new database will make licensing and complaint information more accessible to the public. The FY 2003 increase is lower due to the elimination of one-time equipment and consultants.

The approved amount also includes a FY 2002 increase of \$163,800 above FY 2001 and a FY 2003 increase of \$42,700 above FY 2001 for replacement computer equipment. The FY 2003 increase is lower due to the elimination of one-time equipment.

New Staff — The approved amount includes a FY 2002 increase of \$305,000 and 4 FTE Positions above FY 2001 and a FY 2003 increase of \$189,300 and 4 FTE Positions above FY 2001 for 3 new Investigator positions and 1 new Compliance Officer position. This provides for 1 Investigator position in the Yuma, Sierra Vista and Show Low offices who will handle the increased workloads in each of these cities. The Compliance Officer position will be responsible for issuing and enforcing citations against any additional license held by a licensee that has been disciplined. The FY 2003 increase is lower due to the elimination of one-time equipment.

Salary Increases — The approved amount includes an increase of \$89,100 in both FY 2002 and FY 2003 above FY 2001 for salary increases for 5 executive positions and 2 Information Technology positions that were reclassified by the Arizona Department of Administration Personnel Division. These increases are in addition to the 5% statewide salary adjustments scheduled for April 1, 2002 and 2003.

Public Awareness — The approved amount includes an increase of \$40,000 in both FY 2002 and FY 2003 above FY 2001 for increased costs associated with promoting public awareness of the Registrar of Contractors (ROC). The ROC promotes its services through radio, television, billboards, and newspapers.

Plumbing Commission — The approved amount includes an increase of \$29,600 in both FY 2002 and FY 2003 above FY 2001 to fund administrative support provided by the ROC to the Arizona Uniform Plumbing Commission.

Technical Adjustments — The approved amount includes an increase of \$152,400 in both FY 2002 and FY 2003 above FY 2001 for increased motor pool charges.

The approved amount also includes an increase of \$5,000 in both FY 2002 and FY 2003 above FY 2001 for increased Attorney General charges.

Incentive Pay Special Line Item — Monies in this line item are used to provide funding for an agencywide incentive pay program. The program was established in

1995 to reward employees for outstanding performance. The ROC maintains performance measures to determine how employees influenced by the incentive program have improved their customer service. The approved amount includes an increase of \$53,500 in both FY 2002 and FY 2003 above FY 2001 to increase the payments given to employees.

Office of Administrative Hearings Costs Special Line Item — Monies in this line item are transferred from the ROC to the Office of Administrative Hearings (OAH) for services provided by the OAH. The approved amount includes a FY 2001 supplemental decrease of \$(41,500) for the implementation of the new OAH cost allocation plan in FY 2001. The approved amount also includes a FY 2002 increase of \$31,700 above FY 2001 and a FY 2003 increase of \$67,500 above FY 2001 for increased OAH charges.

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