

Vision: To be the premier contractor licensing agency, wisely managing our resources and effectively navigating external relationships to further our mission.

Mission: To 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:

With the continued growth of construction in Arizona, we showcase the benefits of hiring licensed construction businesses and warn of the significant risk of hiring unlicensed entities.

We promote awareness of economically viable Construction Science Technology careers through events and collaborations.

We continue to seek innovative processes and services and leverage technology to minimize efforts to obtain and maintain a license.

We continue to find ways to reduce regulatory burden and streamline processes to benefit our customers.

We look to recruit, develop, and retain a workforce that delivers exceptional customer service and operational excellence.

Summary of Multi-Year Strategic Priorities

#	Five Year Strategy	Start Year	Progress / Successes
1	Increase construction industry awareness and outreach programs	2022	Implement community engagement programs in communities. Diversify partnerships and re-engage with existing partners.
2	Make it easier for people to get licensed in Arizona	2019	Continue to refine online processes, including auto-approval of applications for better outcomes. Promote veteran and low income waiver for new licensees. Develop relationships with other agencies to provide business services to promote new/established contractors' success.
3	Reduce regulatory burden and scope confusion for improved government outcomes	2020	Reintroducing Industry Advisory Council (IAC), to assist with updating workmanship standards changes to keep up with an ever changing industry. Reissuing scopes that had been previously restricted.
4	Modernize employee recruitment, training, and development to align with today's workforce	2022	Expand employee training, education, development, and retention.

Strategy #	FY24 Annual Objectives	Objective Metrics	Annual Initiatives
#1	Increase # of community outreach events	# of outreach events	Expand outreach to include spanish speaking communities, media, rural areas, and tribal nations.
#2	<ol style="list-style-type: none"> Increase the % of customer engagement with online tools Increase # of applications that are utilizing the Veteran and Low income waivers <p>*Breakthrough Objective</p>	<ol style="list-style-type: none"> % of customer online engagement % of applications requesting a veteran or low income waiver 	<ol style="list-style-type: none"> Enhance Customer Portal and website. Develop and Improve outreach about the waivers.
#3	<ol style="list-style-type: none"> Increase the number of documents and materials available in Spanish Update Workmanship Standards Increase revenue and decrease expenditures of the Registrar of Contractors' fund 	<ol style="list-style-type: none"> # of documents and materials translated into Spanish % of completed standards % difference of monthly revenue and expenditures 	<ol style="list-style-type: none"> Track number of documents and materials translated into Spanish. Collaborate with IAC and other stakeholders to revise standards. Create, develop and implement process that evaluates and corrects revenue and expenditure deviations for the Registrar of Contractors' fund.
#4	Increase employee skill set	# of employees that completed advanced or upgraded training	Enhance employee opportunities for training.