

NASCLA 2008 Innovation in Regulation Award



The National Association of State Contractors Licensing Agencies (NASCLA) presented the 2008 *Innovation in Regulation Award* to the Arizona Registrar of Contractors (ROC) on September 17, 2008 at the association's 46th Annual Conference Banquet and Installation of Officers.

This national award was created as a way for NASCLA and its many members to recognize innovation, creativity and excellence in the regulation of the contracting/construction industry.

The Arizona Registrar of Contractors believes that effective communication is vital to meeting the needs of contractors and consumers, and for this reason the ROC focused on improving communication through technology. The State of Arizona collaborated with the Google Corporation to make public databases searchable by commercial search engines. By implementing the *Sitemap Protocol*, the State has increased citizen access to important information from the Registrar of Contractors and several other government agencies. The ROC's participation in this effort facilitated an increase in the contractor information accessed via the ROC website.

The Arizona Registrar of Contractors has also improved the usability and added new multimedia to its website including re-organizing links, providing PDF files and forms, online renewals as well as videos on topics such as hiring a licensed contractor and complaint resolution.

Bill Albright, Assistant Director of the Arizona Registrar of Contractors accepted NASCLA's *Innovation in Regulation Award* on behalf of the ROC on Wednesday, September 17, 2008 at NASCLA's 46th Annual Conference Banquet and Installation of Officers at the Marriott Grand Hotel in Point Clear, Alabama.



Bill Albright accepting the NASCLA 2008 Innovation in Regulation Award