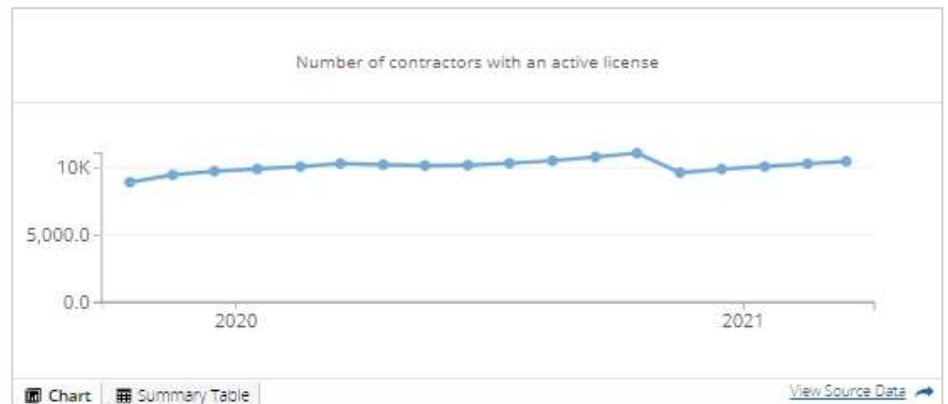
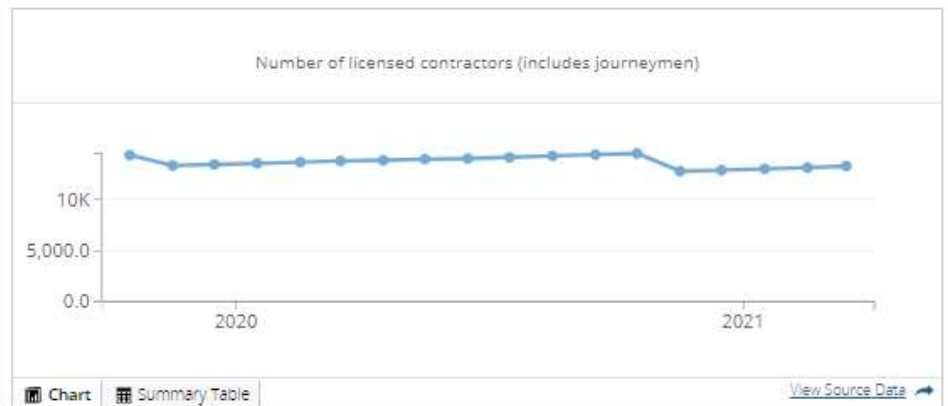


Contractor Licensing Department

Purpose

The Contractor Licensing Department (CLD) performs the operational functions for the Pinellas County Construction Licensing Board (PCCLB). The PCCLB regulates the construction and home improvement industry through uniform contractor competency licensing, code amendments and code interpretations in Pinellas County. The department is responsible for day-to-day administration, records management, and licensing of contractors, as well as investigating complaints against licensed and unlicensed contractors in Pinellas County. The department supports the PCCLB, a Dependent Special District as defined in F.S. 75-489. The department is primarily funded through licensing fees, administrative fines, and citations.

For additional information, please visit <http://www.pcclb.com/>



Percent of licensed contractors with an active license

79.2

Percent

3/1/21 - 3/31/21

Measuring

[View measure](#)

Percent of licensed contractors with an active license

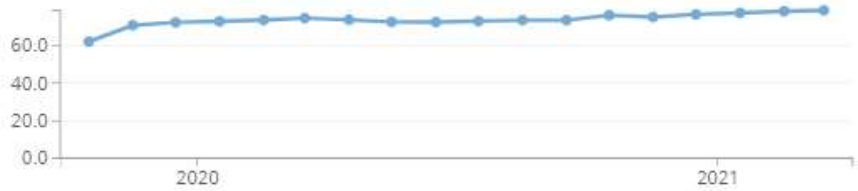


Chart Summary Table

[View Source Data](#)

Number of complaints against contractors (licensed and unlicensed)(FY21 cumulative)

327

Complaints

10/1/20 - 2/28/21

Measuring

[View measure](#)

Monthly number of complaints against contractors (licensed and unlicensed)

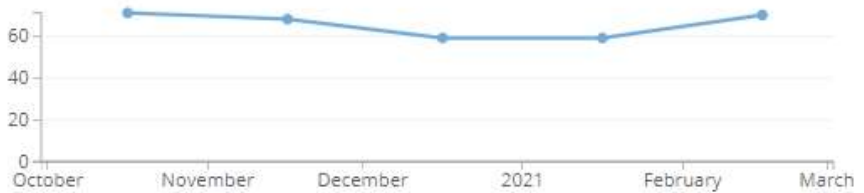


Chart Summary Table

[View Source Data](#)

Number of complaints that result in citation/s (FY21 cumulative)

133

Complaints

10/1/20 - 2/28/21

Measuring

[View measure](#)

Monthly number of complaints that result in citation/s



Chart Summary Table

[View Source Data](#)

Percent of complaints that result in citations (FY21 YTD average)

40.3

Percent

10/1/20 - 2/28/21

Measuring

[View measure](#)

Monthly percent of complaints that result in citations



Chart Summary Table

[View Source Data](#)

Number of citations issued (FY21 cumulative)

498

Citations

10/1/20 - 2/28/21

Measuring

[View measure](#)

Monthly number of citations issued



Chart Summary Table

[View Source Data](#)

Average number of citations issued per number of complaints (FY21 cumulative)

1.5

Citations

10/1/20 - 2/28/21

Measuring

[View measure](#)

Average monthly number of citations issued per complaint

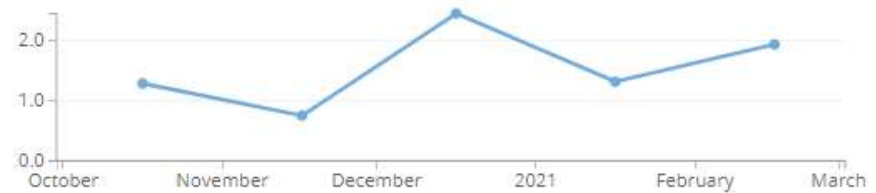


Chart Summary Table

[View Source Data](#)

Average number of citations issued per number of complaints that result in citations (FY20 cumulative)

4.0

Citations

10/1/20 - 2/28/21

Measuring

[View measure](#)

Monthly average number of citations issued per number of complaints that result in citations

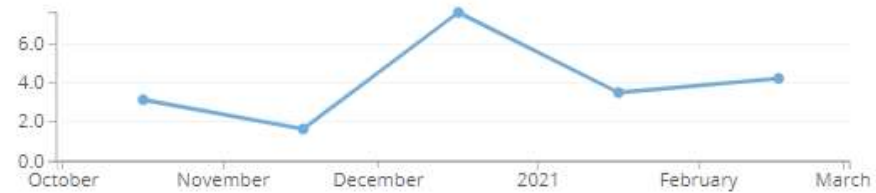


Chart Summary Table

[View Source Data](#)

Total number of transactions processed (FY21 cumulative)

5,185

Transactions

10/1/20 - 3/31/21

Measuring

[View measure](#)

Monthly number of transactions processed

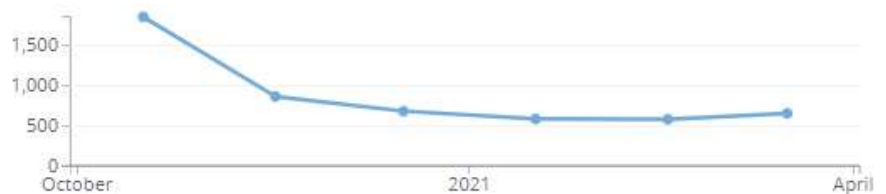


Chart Summary Table

[View Source Data](#)

Average monthly number of transactions processed per FTE (FY21 cumulative)

82.9

Transactions

10/1/20 - 3/31/21

Measuring

[View measure](#)

Average monthly number of transactions processed per FTE (FY21 cumulative)

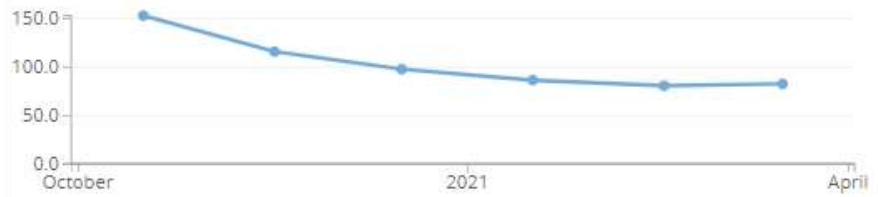


Chart Summary Table

[View Source Data](#)

Revenue (FY21 cumulative)

2.49M

Dollars

10/1/19 - 3/31/21

Measuring

[View measure](#)

Monthly revenue

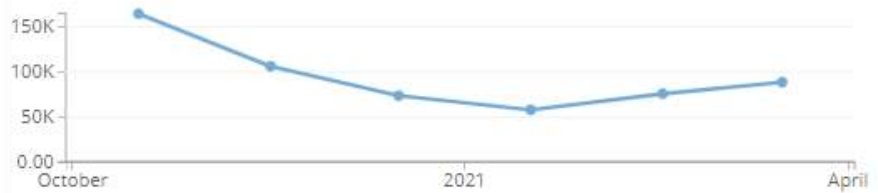


Chart Summary Table

[View Source Data](#)

Revenue per FTE (FY18-FY20)

160K

Dollars

10/1/19 - 9/30/20

Measuring

[View measure](#)

Revenue per FTE (FY18-FY20)

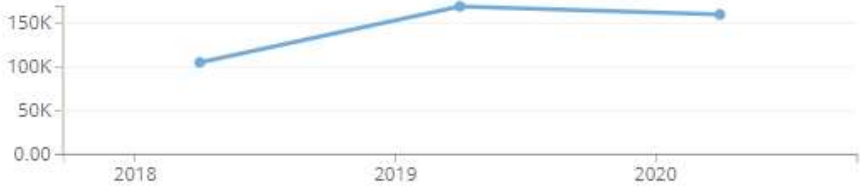


Chart Summary Table

[View Source Data](#)

Revenue per FTE that process transactions (FY18-FY20)

240K

Dollars

10/1/19 - 9/30/20

Measuring

[View measure](#)

Revenue per FTE that process transactions (FY18-FY20)

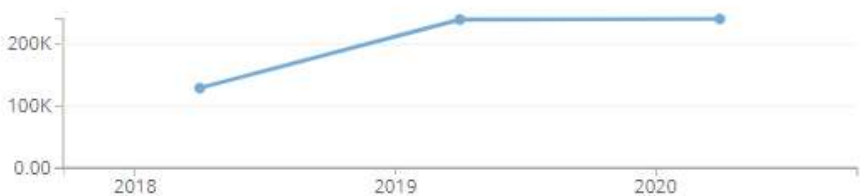


Chart Summary Table

[View Source Data](#)

Initiate Palm Harbor Multi-Discipline Inspector Pilot: Phase 1

Ended

100

Percent Complete

8/1/20 - 8/31/20

Completed

[View measure](#)

Initiate Palm Harbor Multi-Discipline Inspector Pilot: Phase 2

Ended

20

Percent Complete

12/1/20 - 12/31/20

Retracted

Target: 100 September 2021

[View measure](#)