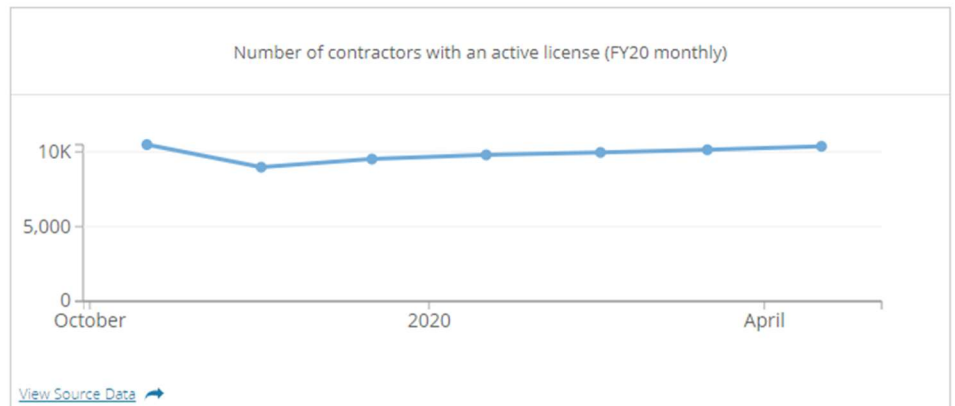
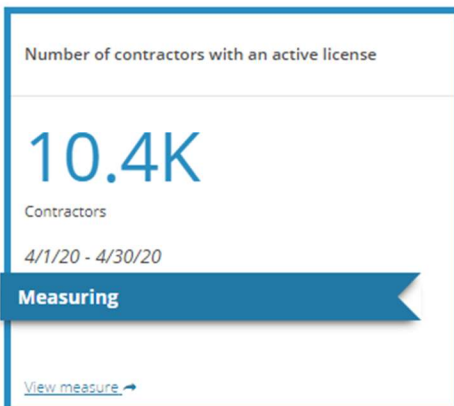
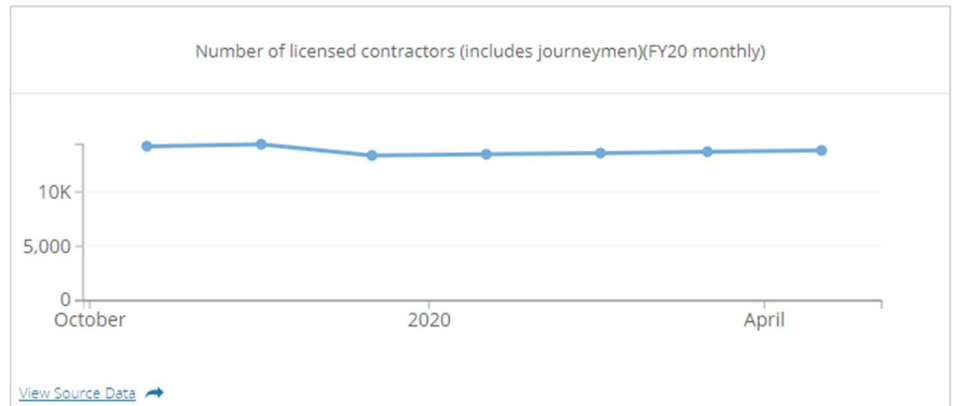


# Contractor Licensing Department

## 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, maintenance, and licensing of contractors, as well as investigating complaints against licensed and unlicensed contractors in Pinellas County. The department supports PCCLB, a Dependent Special District as defined in F.S. 75-489. The department is primarily funded through licensing fees, fines, and citations.

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



## Contractor Licensing Department Performance Measures and Work Plan Initiatives

Percent of licensed contractors with an active license (FY20 monthly)

**75.0%**

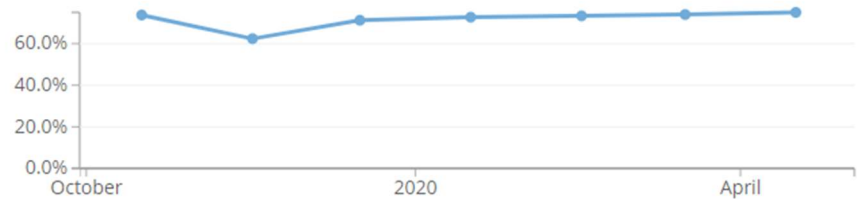
Active Licenses

4/1/20 - 4/30/20

Measuring

[View measure](#)

Percent of licensed contractors with an active license (FY20 monthly)



[View Source Data](#)

Number of complaints against contractors (licensed and unlicensed)(FY20 YTD Total)

**759**

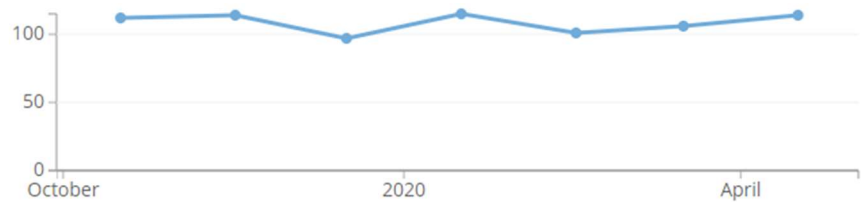
Complaints

10/1/19 - 4/30/20

Measuring

[View measure](#)

Number of complaints against contractors (licensed and unlicensed)(FY20 monthly)



[View Source Data](#)

Number of complaints that result in citation/s (FY20 YTD total)

**424**

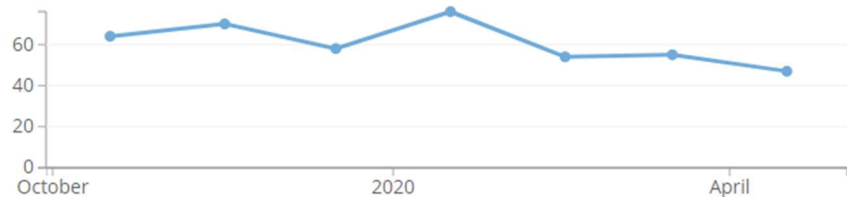
Reports

10/1/19 - 4/30/20

Measuring

[View measure](#)

Number of complaints that result in citation/s (FY20 monthly)



[View Source Data](#)

Percent of complaints that result in citations (FY20 YTD average)

**55.9**

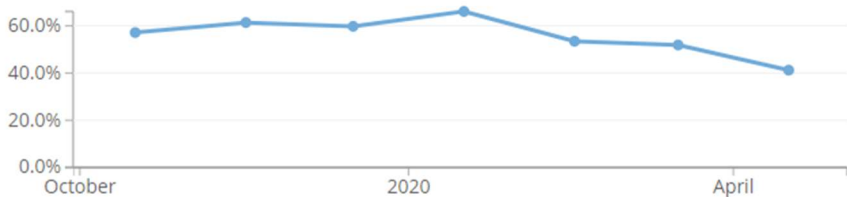
Percent

10/1/19 - 4/30/20

Measuring

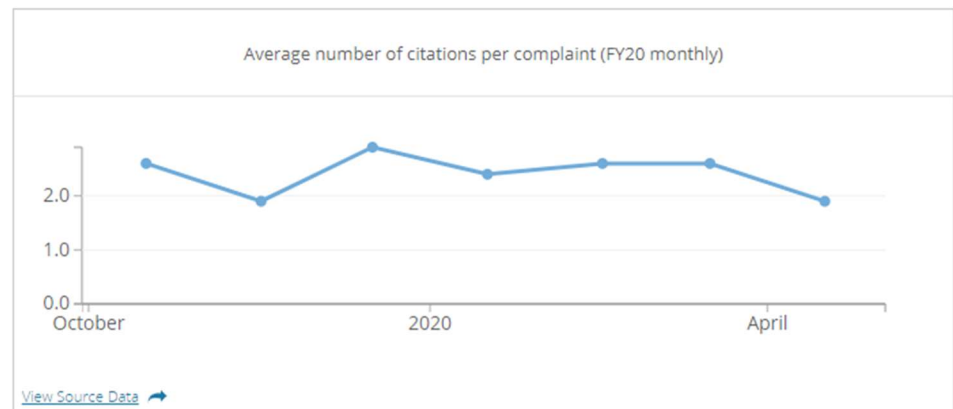
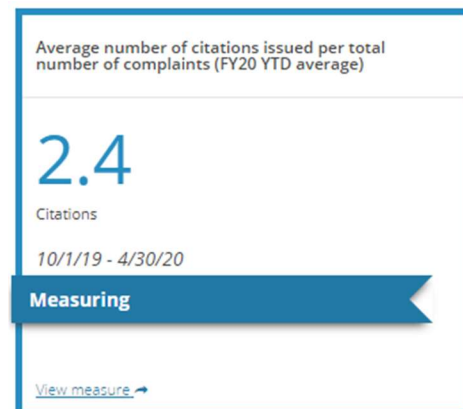
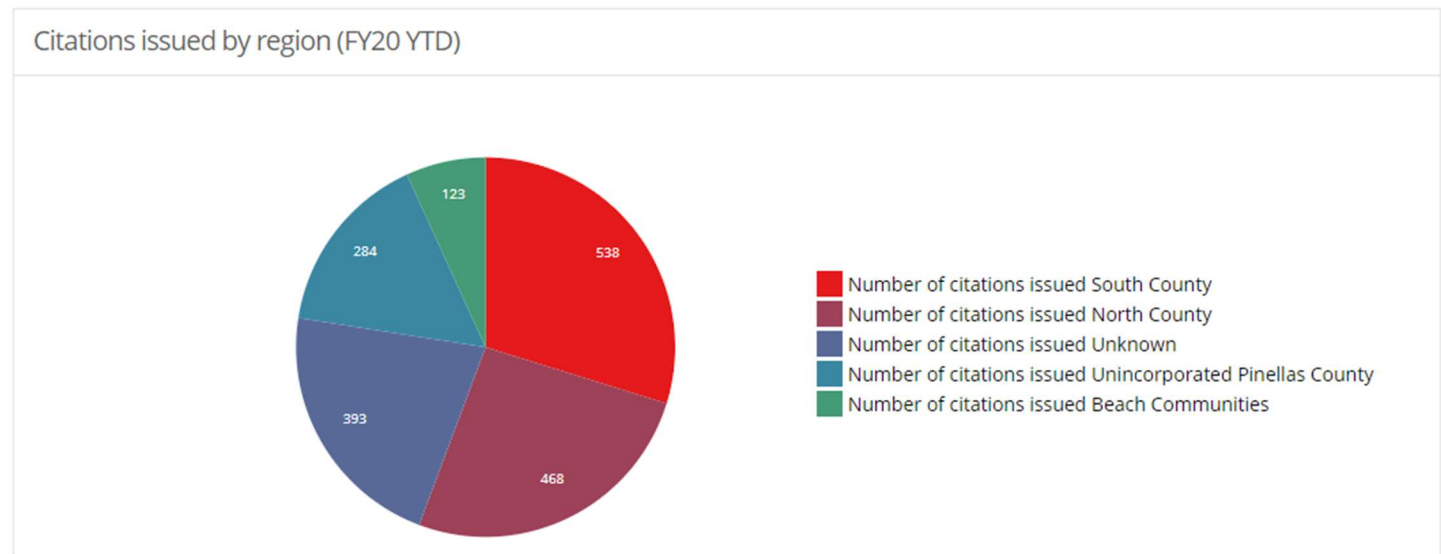
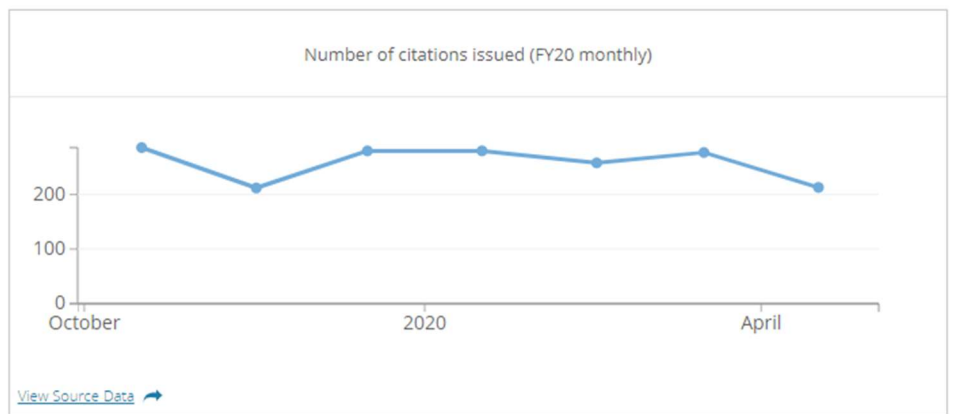
[View measure](#)

Percent of complaints that result in citations (FY20 monthly)

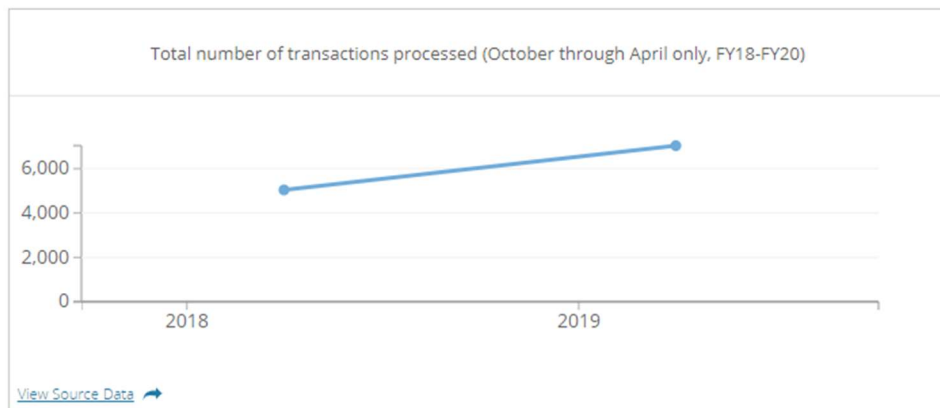
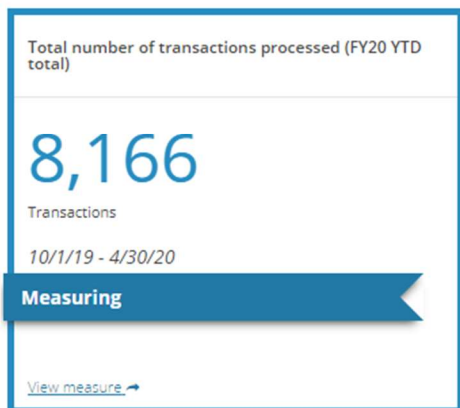
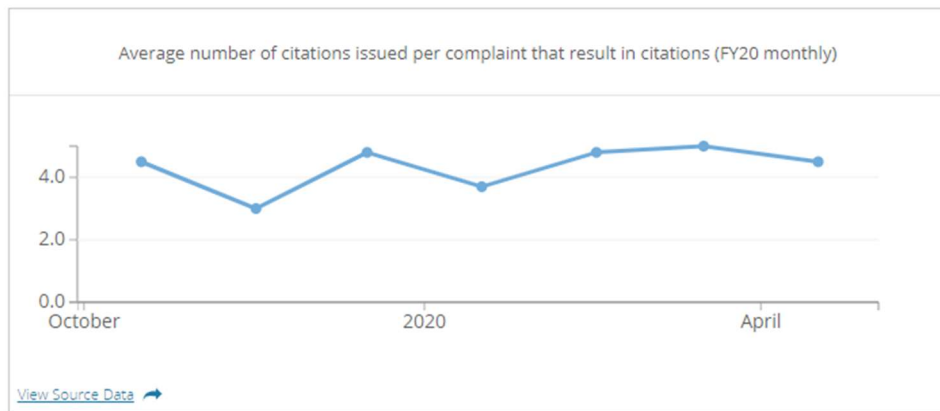
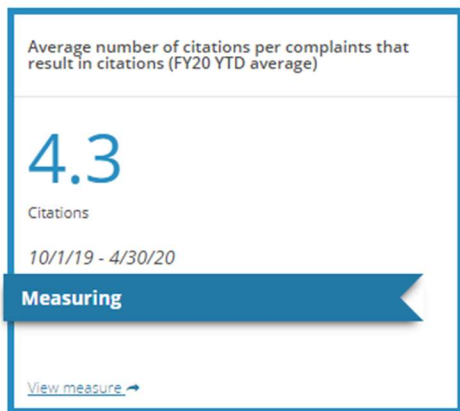


[View Source Data](#)

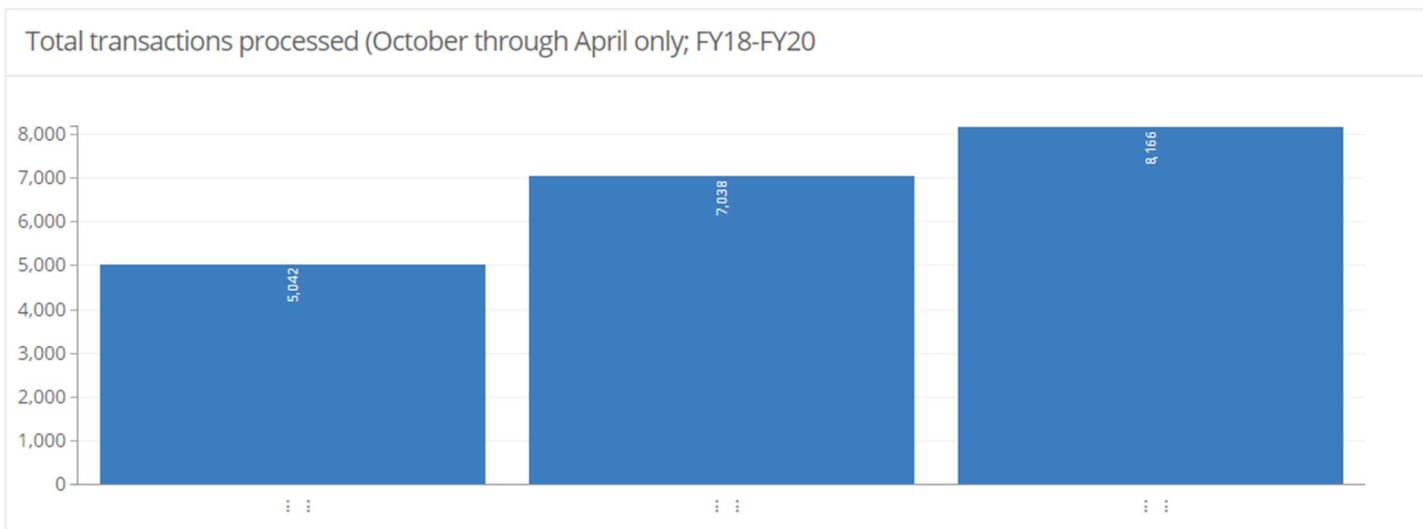
## Contractor Licensing Department Performance Measures and Work Plan Initiatives



## Contractor Licensing Department Performance Measures and Work Plan Initiatives



8



## Contractor Licensing Department Performance Measures and Work Plan Initiatives

Average number of transactions processed per FTE (FY20; October through April)

680

Transactions per Employee

10/1/19 - 4/30/20

Measuring

[View measure](#)

Average number of transactions per FTE (October through April only; FY18-FY19)



[View Source Data](#)

Average number of transactions process per FTE that processes Transactions (October through April only; FY20)

1,021

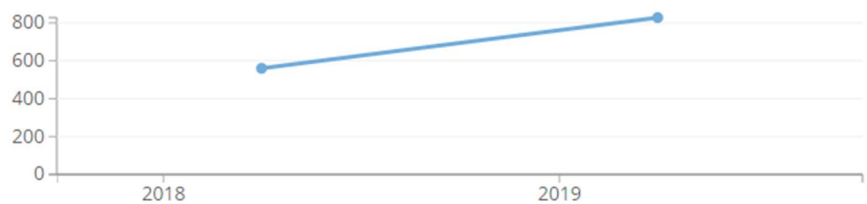
Transactions

10/1/19 - 4/30/20

Measuring

[View measure](#)

Average number of transactions process per FTE that processes transactions (October through April only; FY18-FY19)



[View Source Data](#)

Total revenue (October through April only; FY20)

1.02M

Dollars

10/1/19 - 4/30/20

Measuring

[View measure](#)

Total revenue (October through April only; FY18-FY19)



[View Source Data](#)

Revenue (FY18-FY20; October through April)



## Contractor Licensing Department Performance Measures and Work Plan Initiatives

