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Statement of Substantial Need for Earlier Implementation

I hereby find, pursuant to § 1043, subdivision e, paragraph 1(c) of the New York City Charter, and hereby represent to the Mayor, that there is a substantial need for the earlier implementation of new Subchapter D and Sections §104-01 through §104-07, §104-09 and §104-22 to Chapter 100 of Title 1 of the Official Compilation of the Rules of the City of New York, relating to licensing and qualification and regulation of businesses, trades and occupations engaged in building work.

The rule sets forth the procedures that will govern the Department's administration of certain licensing exams and addresses license terms for licenses of various types making clear that the Commissioner maintains the authority to stagger the issuance of licenses based on considerations other than the date of issuance of the subject license, or to otherwise provide for reasonable implementation of modifications to the terms. The rule also specifies insurance amounts, applicability to specific license categories, proper documentation, and certificate requirements and updates and recognizes the need to exempt certain licensees from required workers' compensation and disability insurance requirements when the licensee has no employees. In addition, the rule specifies requirements and procedures for license reinstatement, specifying the licensees required to meet continuing education requirements, and setting forth their course requirements as well as requirements for course providers seeking Department approval. Furthermore, the rule also reflects licensee obligations such as notification of address change and notification of criminal conviction. Finally, the rule requires license applicants to take examinations as provided in Department rule and authorizes the commissioner to require hoisting machine operators to provide proof of fitness to perform authorized work as a condition to license renewal.

§104-09 contains certification requirements for certain crane operators that have been in effect via emergency rule since October 22, 2008. Therefore, in order to avoid a gap in the regulation, there is a substantial need for the earlier implementation of these rules pursuant to Charter § 1043(e)(1)(c).

Robert D. LiMandri
Commissioner
Department of Buildings

APPROVED: _____
Michael R. Bloomberg
Mayor

DATE: 2-17-09

NOTICE OF ADOPTION OF RULE

NOTICE IS HEREBY GIVEN, pursuant to the authority vested in the Commissioner of Buildings by Section 643 of the New York City Charter and in accordance with Section 1043 of the Charter and Title 28, Article 401 of the Administrative Code, that the Department of Buildings hereby adopts a new Subchapter D and Sections §104-01 through §104-07, §104-09 and §104-22 to Chapter 100 of Title 1 of the Official Compilation of the Rules of the City of New York relating to licensing.

Matter underlined is new.

This rule was first published on December 22, 2008 and a public hearing thereon was held on January 26, 2009.

Dated: 2·17, 2009
New York, New York

Robert D. LiMandri
Commissioner

Section 1. Title 1 of the Rules of the City of New York is amended by adding a new Subchapter D and Sections §104-01 through §104-07, §104-09 and §104-22 to Chapter 100 of Title 1 of the Rules of the City of New York, to read as follows:

Subchapter D
Licensing and Registration of Businesses, Trades and Occupations Engaged in Building Work

§104-01 Examinations and Other Qualifications.

(a) Definitions. For purposes of this rule, the term "license" shall include "certificate of competence" whenever such a certificate is required by Chapter 4 of title 28 of the Administrative Code.

(b) Examinations

(1) Applicability

(i) This subdivision (b) shall apply to Department-sponsored examinations administered for the following licenses:

(A) Site Safety Manager Certificate

(B) Private Elevator Inspection Agency Director Certificate

(C) Private Elevator Inspection Agency Inspector Certificate

(D) Additional license types may be added to this listing as responsibility for their administration is transferred from the Department of Citywide Administrative Services to the Department of Buildings.

(2) Examination procedures.

(i) The examination shall consist of a written and/or a practical test, and a background investigation of the applicant's character and fitness and training/experience.

(ii) Candidates must first apply for the written examination by submitting an application on a form prescribed by the Department to the Department's Licensing Unit or its designee. The application must be accompanied by the examination fee and any other required documents as set forth in the Department's rules.

(iii) Failed written test.

(A) Candidates who fail the written test must wait at least fourteen (14) days before retaking it.

(B) Each time a candidate wishes to take the written test, including after a failure, the candidate must reapply to the Department and pay the required fee as set forth in the Department's rules.

(C) Candidates may take the written test three (3) times within a six (6) month period.

(D) Candidates who fail the written test three times within six (6) months must wait six (6) months before applying again to take the written test, in accordance with the procedure in paragraph (c) of this rule.

(iv) A candidate who has been notified of failure to pass the written test may appeal such failure only if the candidate has failed by not more than

five (5) points. Such appeal must be in writing with an original signature and addressed as the Commissioner may require. The appeal must state the title of the license examination, the applicant's name, return address and social security number, the date of the test and a detailed statement of the grounds for appeal. The appeal must be received not later than thirty (30) days from the date of notification of failure to pass the license exam.

(3) Issuance of license after examination.

(i) A candidate who passes the required examination as provided in this rule and who is found to have met the qualifications of §28-401.6 of the Administrative Code, after an investigation, shall receive a notice of qualification from the Department.

(ii) Upon receipt of the notice of qualification, the applicant must contact the Department's Licensing Unit to schedule an appointment to obtain the license.

(iii) The applicant shall appear and furnish to the Department all requested original forms, documents and fees within one (1) year of the date of the Department's notice of qualification. Failure to do so within the time specified will result in the denial of the license and will require a re-examination and reapplication.

(iv) License examinations administered by other agencies. License examinations administered by other agencies for licenses regulated by the Department shall continue to be subject to such other agency's rules and regulations regarding examinations and investigations until the responsibility for administering particular licensing examinations is transferred to the Department, at which point the provisions of this rule shall apply.

(c) Education, training and experience. An applicant must possess the minimum education, training and/or experience requirements specified by the Administrative Code at the time of filing the application. For purposes of this subdivision (c), the term "experience" refers to that experience gained as the result of full-time employment, unless otherwise determined by the Commissioner.

(d) Investigation.

(1) The Department or its designee shall conduct an investigation of each candidate to determine the candidate's fitness and qualification for the license. An applicant's failure to meet the requirements specified by the Administrative Code or by the Department's rules, and/or an applicant's refusal to cooperate with an investigation, will result in denial of the license or certificate of competence.

(2) Candidates who refuse to provide all requested documents within six (6) months of the date of request shall be denied a license or certificate of competence.

(3) A candidate who has been notified of failure to meet the fitness and qualification requirements may request reconsideration provided that the candidate has additional relevant information or documentation for the Department's review. Such appeal must be in writing with an original signature and addressed as the Commissioner may require. The request for reconsideration must state the title of the license examination, the applicant's name and return address, the date of the Department's denial and a detailed statement of the grounds for reconsideration with any supporting documentation. The request for reconsideration must be received not later than sixty (60) days from the date of notification of the denial of the license.

(e) Change of address.

(1) Candidates shall promptly notify the Department in writing of any address change that occurs after filing the license application.

(2) Failure to furnish such notification may result in denial of the license..

§104-02 Proof of required insurance.

(a) General liability insurance.

(1) The following licensees are required to submit proof of insurance prior to issuance or renewal of a license:

(i) Master Plumber

(ii) Master Fire Suppression Piping Contractor

(iii) Master Electrician

(iv) Special Electrician (to the extent of his/her employer's coverage)

(v) Rigger (Master/Special)

(vi) Sign Hanger (Master/Special)

(vii) Elevator Inspection Agency Director

(viii) General Contractors.

(2) Each holder of and applicant for a license shall secure Commercial General Liability (CGL) insurance policy or policies satisfying the requirements in this subparagraph. All CGL insurance policies, whether primary, excess or umbrella, shall:

(i) Be issued by a company or companies that may lawfully issue the required policy and has an A.M. Best rating of at least A-VII or a Standard and Poor's rating of at least AA.

(ii) Provide coverage at least as broad as that provided by the most recent edition of ISO Form CG 0001;

(iii) Provide coverage of at least $1,000,000 (one million dollars) combined single limit per occurrence

(iv) Contain the following endorsement: This policy shall not be cancelled or terminated, or modified or changed unless thirty (30) days prior written notice is sent to the Named Insured and the commissioner of the New York City Department of Buildings, except that notice of termination for non-payment may be made on only ten (10) days written notice.

(3) Each holder of and applicant for a license shall file with the Department proof that there is in place insurance that provides the coverage set forth in this subdivision. Proof may consist of an insurance certificate, in which case the insurance certificate shall be accompanied by a sworn statement in a form prescribed by the Department from the insurer or from a licensed insurance broker certifying that the insurance certificate may be relied upon as proof that the certificate is accurate in all respects and that the insurance certified thereon is in force.

(4) The holder of and applicant for a license shall provide a copy of any required policy within thirty days of a request for such policy by the Department or the New York City Law Department.

(5) A failure by the City or the Department to enforce any of the foregoing requirements shall not constitute a waiver of such requirement or any other requirement.

(b) Workers' compensation insurance and disability insurance. Holders of and applicants for the license types specified in this subdivision shall, at their expense, procure and maintain workers' compensation and disability insurance:

(1) Master Plumber

(2) Master Fire Suppression Piping Contractor

(3) Master Electrician

(4) Special Electrician (to the extent of his/her employer's coverage)

(5) Oil Burner Equipment Installer

(6) Rigger (Master/Special)

(7) Sign Hanger (Master/Special)

(8) Elevator Inspection Agency Director

(9) General Contractor

(c) Acceptable forms:

(1) Workers' compensation insurance. The licensee must submit one of the following forms to the Department, or another form acceptable to the Department, or exemption from required coverage:

(i) C-105.2 Certificate of Worker's Compensation Insurance.

(ii) U-26.3 -- State Insurance Fund Certificate of Workers' Compensation Insurance.

(iii) Request for WC/DB Exemption (Form CE-200).

(2) Disability insurance. The licensee must submit a form demonstrating required disability insurance coverage or exemption from required coverage.

(d) Requirements for all submitted insurance certificates.

(1) Insurance certificate requirements. All submitted insurance certificates must contain the following:

(i) The licensee's license or tracking number(s).

(ii) The insurance policy number(s).

(iii) The federal Employer Identification Number of the insured or the social security number on any workers' compensation or disability certificates.

(iv) The policy holder's business address, which cannot be a post office box. The address must appear exactly as on the Department's Buildings Information System ("BIS").

(v) New York City Department of Buildings, Attn: Licensing Unit, 280 Broadway, 6th Floor, New York, NY 10007 shall be specified as a certificate holder.

§104-03 Term of license.

(a) The term of a license issued to a new or renewal applicant for which an examination is required shall be three (3) years, measured from the date the license is issued, except as otherwise specified in this rule.

(b) The term of a license issued to a new or renewal applicant for which no examination is required shall be one (1) year, measured from the date the license is issued, except as otherwise specified in this rule.

(c) The term of a construction superintendent registration issued to a new or renewal applicant shall be three (3) years measured from the date the registration is issued.

(d) The term of a general contractor registration issued to a new or renewal applicant shall be three (3) years, measured from the date of the applicant's birthday.

(e) The term of a concrete safety manager registration issued to a new or renewal applicant shall be three (3) years, measured from the date the registration is issued.

(f) Nothing contained herein shall limit the authority of the Commissioner to stagger the issuance of licenses based on considerations other than the date of issuance of the license or to otherwise provide for reasonable implementation of modifications to license terms.

§104-04 Renewal . License renewals shall be governed by the provisions of Administrative Code §28-401.12.

§104-05 Reinstatement of license. In accordance with §28-401.13 of the Administrative Code, a license may be reinstated in accordance with the following requirements.

(a) A license that has been expired for less than one year may be reinstated upon filing of an application with the Department. Such reinstatement shall be subject to any applicable late and reinstatement fees.

(b) A license that has been expired for a period of one year to five years from the date of expiration may be reinstated without examination where the applicant demonstrates continued competence and completion of any and all required continuing education requirements.

(1) Continued competence shall be demonstrated by the applicant's active and legal engagement in the trade for which the applicant's license was issued. The applicant shall supply the Department with the following:

(i) A resume detailing employment history and the duties the applicant performed in each position during the time the license was expired;

(ii) A signed and notarized statement from the applicant's employer stating the nature of the applicant's duties and the dates of such employment;

(iii) For work in the trade requiring the supervision of a licensed person in accordance with Chapter 4 of the Code, a signed and notarized (or sealed) statement from the supervising licensee stating that he or she supervised the applicant, the dates of such supervision and the nature of the applicant's duties; and

(iv) Any other documentation the Department deems appropriate.

(2) An applicant for reinstatement must be actively and legally engaged in the trade during the time period between the expiration of the license and the date of the application for reinstatement, except for periods of time away from the trade not to exceed, in the aggregate, one (1) year.

(3) A candidate shall appear and furnish to the Department all requested original forms, documents and fees within six (6) months of the date of the request for reinstatement. Failure to do so will result in the denial of the reinstated license and will require a reexamination and reapplication.

(c) No license shall be reinstated if it is expired for over five (5) years. The applicant must reapply for a new license and meet all applicable qualifications, including any required examination.

(d) Exceptions to reinstatement provisions. If an application for renewal of a license for Construction Superintendent, Concrete Safety Manager or General Contractor is not filed within one year of a registration's expiration, the applicant must reapply for a new registration and meet all applicable qualifications.

§104-06 Continuing education requirements.

(a) Applicability. This section shall be applicable to license holders seeking renewal of licenses requiring the completion of continuing education course(s) and to applicants seeking Department approval to provide continuing education courses for the following license types:

(1) Construction Superintendent.

(2) Master Plumber.

(3) Master Fire Suppression Piping Contractor.

(4) Site Safety Manager.

(5) Site Safety Coordinator.

(6) Concrete Safety Manager.

(7) Master Electrician.

(8) Special Electrician.

(b) Course requirements for license renewals. The following courses are required for renewal of the below listed license types:

(1) Construction Superintendent. During the one (1) year period immediately prior to renewal, the licensee shall have successfully completed a Site Safety Manager refresher course approved by the Department, or any equivalent course(s) approved by the Department, including those in electronic format.

(2) Concrete Safety Manager. During the one (1) year immediately prior to renewal, the licensee shall have successfully completed an eight (8) hour Department approved course that is sufficient to qualify the individual as a competent person under OSHA standards to oversee concrete operations or any equivalent course(s) approved by the Commissioner, including those in electronic format.

(3) Master Plumber and Master Fire Suppression Piping Contractor. During the two (2) year period immediately prior to renewal, the licensee shall have successfully completed a one-day (7 hour) continuing education course approved by the Department.

(4) Site Safety Manager. During the one (1) year period immediately prior to renewal, the licensee shall have successfully completed a Site Safety Manager refresher course approved by the Department.

(5) Site Safety Coordinator. During the two (2) year period immediately prior to renewal, the licensee shall have successfully completed a Site Safety Manager refresher course approved by the Department.

(6) Master Electrician and Special Electrician. Effective January 1, 2010, during the one (1) year period immediately prior to renewal, the licensee shall have successfully completed a course of at least 8 hours, at least 4 hours of which shall focus on the New York City Electrical Code, approved by the Department.

(c) Course providers and content. Course providers seeking the Department's approval of courses shall submit written proposals that include the following:

(1) Identification of the type(s) and class(es) of licensees for which the proposed course(s) will be taught;

(2) A proposed curriculum appropriate for the type(s) and class(es) of licensees to which the course(s) will be taught. Except for Master and Special Electricians, no more than 4 hours of any curriculum shall consist of course materials or credits to be applied to multiple license types. All curricula shall include but not be limited to:

(i) Business practices;

(ii) Relevant building code provisions, rules, and policy and procedure notices enacted or promulgated by the Department;

(iii) Department of Environmental Protection Water Rules for master plumber and master fire suppression piping contractor courses;

(iv) Occupational Safety and Health Standards for the Construction Industry for Site Safety Manager and Site Safety Coordinator courses;

(v) For Master Electricians and Special Electricians, relevant New York City Fire Department code provisions, rules and policies, and relevant utility regulations;

(vi) Relevant Department of Buildings filing and inspection requirements;

(vi) Safety/hazardous materials;

(viii) New technology;

(ix) Integrity/anti-corruption standard;, and

(x) Other subjects identified by the Commissioner.

(3) A schedule detailing the proposed course cost(s) to individuals and/or groups wishing to enroll;

(4) A listing of proposed course availability, including a schedule of their times and locations;

(5) A detailed statement of the proposed provider's qualifications, including but not limited to instruction staff names and qualifications, other jurisdictions in which the provider has been approved to provide continuing education or other courses (if any), the composition of its governing authority, identification of its administrative resources (physical and human), certification that its facilities and equipment are adequate to deliver the training program, and documentation of financial viability;

(6) A detailed statement of the proposed provider's procedures for confirming the identity of individuals taking any course(s) and for the issuance of a fraud-resistant document demonstrating that a licensee attended the course(s);

(7) A commitment to generate and retain for 5 years records of the course(s) offered, including attendance logs for each session of each course and course evaluations by the attendees; and

(8) Such other items as the Commissioner may deem appropriate and necessary.

(d) Course approval. The Department of Buildings shall notify proposed course providers in writing of its approval. The Department may reevaluate approved courses through audit or other means at such intervals as it deems necessary and may withdraw approval or impose additional requirements.

(e) Listing of approved course providers. Approved course providers shall be listed on the Department's website.

§104-07 Suspension or revocation.

(a) Hearings concerning disciplinary proceedings pursuant to Administrative Code §28-401.19 seeking suspension or revocation, with or without penalties, against any licensee or holder of a certificates of competence issued by the Department shall be held before
the Office of Administrative Trials and Hearings and shall be governed by the rules of procedure utilized at that tribunal.

(b) Stop work and suspension of permits. Upon any suspension or revocation of a license, certificate of competence, approval or authorization, unless replaced by another licensee, certificate holder, approved agency, special inspector, or registered design professional within five (5) business days of such suspension or revocation, all open jobs on which the licensee, certificate holder, approved agency, special inspector, or registered design professional is designated shall be stopped and the permits shall be suspended until such time as another licensee, certificate holder, approved agency, special inspector, or registered design professional is designated or such permits expire. Where the commissioner has summarily suspended a license or certificate of competence pursuant to Administrative Code §28-401.19.1, all open jobs on which the licensee, certificate holder, approved agency, special inspector, or registered design professional is designated shall be stopped immediately and the permits shall be suspended immediately for the earlier of the duration of the suspension or until such time as another licensee, certificate holder, approved agency, special inspector, or registered design professional is designated or until such permits expire.

(c) Conduct of hearing by office of administrative trials and hearings. The administrative law judge assigned to hear any matter specified in this rule shall submit his or her proposed findings of fact and recommended decision to the commissioner. Where the commissioner has summarily suspended a license or certificate of competence pursuant to Administrative Code §28-401.19.1, at the conclusion of the hearing on the first return date, the administrative law judge may lift the suspension, finally determine the matter, or, if the administrative law judge finds that the summary suspension was appropriate, but that further hearings are necessary to make a final determination of the charges, the administrative law judge may make a finding as to the need for further hearings and continue the suspension pending such further hearings without need for issuance of a commissioner's order.

§104-09 Hoisting Machine Operators Class C.

(a) Applicants for a Class C Hoisting Machine Operator license shall satisfy the qualification and examination requirements of the Administrative Code by complying with the following requirements:

(1) Applicants shall furnish to the Department a certification issued by the National Commission for the Certification of Crane Operators or an equivalent certification entity approved by the Department. The certification shall authorize operation of the type of equipment for which the applicant seeks a license. The applicant shall provide to the Department a copy of the certification, a copy of future re-certifications and documentation of new specialties acquired. The applicable certification shall be maintained continuously for the duration of the license term.

(2) Applicants shall provide proof of experience demonstrating two years work, within the three years prior to application, under the direct and continuing

supervision of a Hoisting Machine Operator licensed by the Department or by another jurisdiction that regulates crane operators. The qualifying work shall include instruction in outrigger placement incorporating at least 100 crane set-ups. At least one year of the qualifying work must have been undertaken in the city of New York or in an urban area of comparable density, as determined by the commissioner.

(b) Fitness requirements for renewal and reinstatement. As a condition of license renewal or reinstatement, a licensed or previously licensed Class C Hoisting Machine Operator shall provide evidence of fitness to perform the work authorized to be performed by a holder of the license type held or once held by the applicant. Such evidence shall consist of a valid certification(s) issued by the National Commission for the Certification of Crane Operators or an equivalent certification entity approved by the Department. The certification shall authorize the operation of the type of equipment for which the licensee is licensed and the licensee shall provide to the Department a copy of the certification, a copy of future re-certifications and documentation of new specialties acquired. Class C Hoisting Machine Operator's licenses that have been or will be renewed or reinstated at any time between July 1, 2008 and September 30, 2009 shall be conditioned on the licensee's satisfaction of the requirements of this rule by September 30, 2009, and shall lapse, effective October 1, 2009, upon failure to satisfy such condition, provided, however, that the commissioner may for cause, following notice and an opportunity to be heard, accelerate the date by which holders of such licenses must satisfy the requirements of this rule and in such case, upon failure to satisfy such condition, the license shall lapse. Renewal applicants shall satisfy the requirements of this rule at every subsequent renewal. The licensee shall pay the full license renewal or reinstatement fee at the time of renewal or reinstatement.

(c) Licensees shall provide to the Department no later than September 30, 2009 or at an earlier date determined by the commissioner pursuant to subdivision (b) or upon application, renewal, or re-instatement, as applicable:

(1) Evidence of having passed a physical exam that complies with the standards of ASME B 30, effective for the term of the license sought or held by the licensee; and

(2) Evidence of having certified compliance with the substance abuse testing provisions and standards of ASME B 30, effective for the term of the license sought or held by the licensee. Such evidence shall include the name, address and telephone number of the laboratory that performed the tests and consent to the release by such laboratory of the test results to the Department upon request of the Department.

(3) Evidence of a valid certification(s) issued by the National Commission for the Certification of Crane Operators or an equivalent certification entity approved by the Department.

(d) A Class C Hoisting Machine Operator license issued following compliance with this rule shall authorize the operation of only that type of equipment for which Department records indicate the licensee is certified.

(e) The provisions of this rule shall be in addition to the qualification, renewal and reinstatement requirements prescribed by articles 401 and 405 of title 28 of the Administrative Code.

(f) In addition to any other documents required to be maintained on-site by a licensed Class C Hoisting Machine Operator, such Operator shall have on-site at all times the following documents:

(1) The certification(s) issued to him or her by the National Commission for the Certification of Crane Operators or equivalent certification entity approved by the Department; and

(2) The hoisting machine operator license issued to him or her by the Department; and

(3) Evidence of having passed a physical exam that complies with the standards of ASME B 30, effective for the term of the license held by the licensee; and

(4) Evidence of having certified compliance with the substance abuse testing provisions and standards of ASME B 30, effective for the term of the license held by the licensee.

§104-22 Other obligations.

(a) Licensees shall promptly notify the Department in writing of any address change within thirty (30) days of the change.

(b) Licensees, as part of their obligation to maintain good moral character, shall notify the Department in writing of any criminal conviction within ten (10) days of the occurrence.

STATEMENT OF BASIS AND PURPOSE

This rule is adopted pursuant to the authority of the Commissioner of Buildings under sections 643 and 1043(a) of the New York City Charter and Title 28, Article 401 of the New York City Administrative Code. Article 401 authorizes rulemaking regarding the licensing, qualification and regulation of businesses, trades and occupations engaged in building work.

The rule sets forth the procedures that will govern the Department's administration of certain licensing exams. The rule will apply to specified license types; other license types may be added as responsibility for their administration is assumed by the Department. The rule also covers investigations of license applicants and certain administrative housekeeping matters.

In addition, the rule addresses license terms for licenses of various types and makes clear that the Commissioner maintains the authority to stagger the issuance of licenses based on considerations other than the date of issuance of the subject license, or to otherwise provide for reasonable implementation of modifications to the terms.

The rule also implements §28-401.9 by specifying insurance amounts, applicability to specific license categories, proper documentation, and certificate requirements and updates. It recognizes the need to exempt certain licensees from required workers' compensation and disability insurance requirements when the licensee has no employees.

The rule implements §28-401.13 and §28-401.14 by specifying requirements and procedures for license reinstatement, specifying the licensees required to meet continuing education requirements, and setting forth their course requirements as well as requirements for course providers seeking Department approval.

The rule also reflects miscellaneous licensee obligations not confined to the material covered in any one of the sections of Subchapter D. Such topics include notification of address change and notification of criminal conviction.

Finally, the rule contains provisions based on Sections 28-401.7 and 28-405.4 of the Administrative Code. The first requires license applicants to take examinations as provided in Department rule. The second authorizes the commissioner to require hoisting machine operators to provide proof of fitness to perform authorized work as a condition to license renewal. Recent crane accidents have prompted the City to re-assess its testing and ongoing training requirements for all persons involved in the operation of cranes, including Class C Hoisting Machine Operators. The examination for the Class C Hoisting Machine Operator license is alleged by law enforcement authorities to have been the subject of improprieties, making it necessary for the Department to take permanent steps to restore integrity to the examination and license renewal processes for this license type.