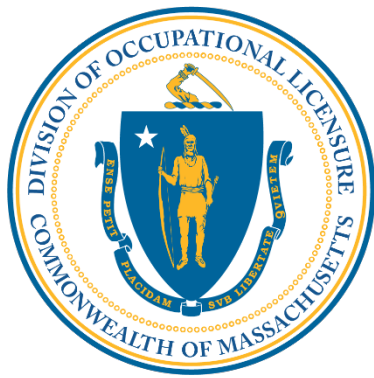


Annual Report FY2025

DIVISION OF OCCUPATIONAL LICENSURE



*Division of Occupational Licensure
Office of Consumer Affairs and Business Regulation
Executive Office of Economic Development
Commonwealth of Massachusetts*

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Message from the Commissioner

Her Excellency Maura Healey
Governor of the Commonwealth

The Honorable Kim Driscoll
Lieutenant Governor of the Commonwealth

Eric Paley, Secretary
Executive Office of Economic Development

Layla R. D’Emilia, Undersecretary
Office of Consumer Affairs and Business Regulation

Karen E. Spilka, Senate President
Massachusetts State Senate

Ronald J. Mariano, Speaker
Massachusetts House of Representatives

Honorable Governor Healey, Lieutenant Governor Driscoll, Secretary Paley, Undersecretary D’Emilia and Members of the General Court:

The Division of Occupational Licensure (DOL) is pleased to present to you with this report summarizing the Agency’s accomplishments and initiatives undertaken during Fiscal Year 2025 (FY25), spanning July 1, 2024, to June 30, 2025.

This fiscal year, DOL launched eLIPSE, the agency’s new licensing and permitting software that will ultimately replace our 3 current, disparate systems with a single modern solution. This will improve user experience and standardize data collection. DOL also began work on updating a number of its regulations as part of Governor Healey’s Mass Means Business Initiative. These changes will streamline business operations while balancing consumer protection.

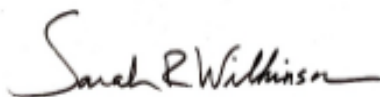
DOL welcomed new members of its senior management team this year, including Kyle Potvin as Deputy General Counsel for Enforcement, Malav Patel as Assistant General Counsel for Public Affairs, Travis Bell as Associate Deputy Commissioner of Technology, Analytics and Digital Transformation, Ross Seavey as Chief of Buildings and Engineering Inspectors, Bruce Johnson as Associate Deputy Commissioner of Boards & Policy and Marie Pace as Manager of Accounting. Andrew Bridges was also promoted to Deputy Commissioner of Boards, Operations and Policy.

In March, DOL moved its Boston office from 1000 Washington Street to One Federal Street. This move has put all of the Office of Consumer Affairs and Business Regulation agencies under one roof.

The Division of Occupational Licensure plays a critical role in the Commonwealth's public safety, consumer protection and economic development. I take our role in protecting the public seriously, and I continue to be impressed by the staff's commitment to our mission.

On behalf of DOL's staff, board members and myself, I want to thank the Administration and the General Court for your support of our agency. We look forward to continuing to work with you.

Sincerely,

A handwritten signature in black ink that reads "Sarah R. Wilkinson". The signature is written in a cursive style with a large, stylized initial "S".

Sarah R. Wilkinson, Commissioner
Division of Occupational Licensure

About the Division

The Division of Occupational Licensure (DOL) is an Agency within the Office of Consumer Affairs and Business Regulation. DOL oversees 26 boards and offices, which license and regulate more than 500,000 individuals and businesses to practice some 100 trades and professions in the Commonwealth of Massachusetts. DOL also licenses and regulates Private Occupational Schools and oversees the Office of Public Safety and Inspections.

Mission

DOL's mission is to protect the public's health, safety and welfare by licensing qualified individuals and businesses to provide services to consumers, while ensuring the fair and consistent enforcement of licensing laws and regulations. DOL also seeks to promote consumer protection, a fair and competitive marketplace, and engage in education and outreach events.

Boards, Offices and Units

Introduction

DOL is organized into two core units: Boards of Registration and the Office of Public Safety and Inspections. These two units perform the core licensing and regulatory functions of the Agency. Through a shared-services operational model, these units are supported by several other offices including the Office of Investigations, Office of Legal Counsel, Office of Prosecutions, Accounting Unit and the Technology, Analytics, and Digital Transformation Unit.

Boards of Registration

DOL's boards of registration carry out the Agency's mission by licensing individuals and businesses in more than 100 trades and professions. Board members include licensed professionals, as well as members of the public, who serve on their respective boards on a voluntary basis. In addition to licensing qualified individuals, DOL boards of registration investigate and resolve consumer complaints with the assistance of the Agency's Office of Prosecutions and Hearings Unit.

In FY2025, the boards of registration overseen by the DOL included the following:

- Board of Registration of Architects
- Board of Registration of Cosmetology and Barbering
- Board of State Examiners of Electricians
- Board of Registration in Embalming and Funeral Directing
- Board of Registration of Home Inspectors

-
- Board of Registration of Landscape Architects
 - Board of Registration of Massage Therapy
 - Board of Certification of Operators of Drinking Water Supply Facilities
 - Board of State Examiners of Plumbers and Gas Fitters
 - Board of Registration of Professional Engineers and of Professional Land Surveyors
 - Board of Public Accountancy
 - Board of Registration of Real Estate Appraisers
 - Board of Registration of Real Estate Brokers and Salespersons
 - Board of Examiners of Sheet Metal Workers
 - Board of Registration in Veterinary Medicine

In addition to the boards of registration listed above, DOL also manages the Office of Private Occupational School Education (OS). OS is responsible for the licensure and oversight of private occupational schools operating in Massachusetts. Occupational schools are institutions that offer courses, for profit or by charging tuition, for the purpose of educating and preparing individuals for a business, trade, technical or industrial occupation, or any other vocational purpose. OS is supported by a 12-member Advisory Council, consisting of representatives from other state agencies, consumer advocacy organizations, and the occupational school industry.

Office of Public Safety and Inspections

DOL's Office of Public Safety and Inspections (OPSI) is responsible for the oversight of certain infrastructure safety standards and the regulation of certain industries in Massachusetts. It assists DOL in achieving the Agency's mission of protecting the public's health, safety, and welfare through the inspection, investigation, and sanctioning of the activities and industries that it regulates.

In FY2025, OPSI consisted of the following boards and divisions:

- Amusement Advisory Board
- Architectural Access Board
- Board of Building Regulations and Standards
- Building Official Certification Committee
- Building Code Appeals Boards
- Board of Elevator Regulations
- Board of Elevator Examiners
- Board of Elevator Appeals
- Board of Engineering Appeals
- Building and Engineering Division
- Bureau of Pipefitters, Refrigeration Technicians, and Sprinkler Fitters
- Elevator Division

-
- Massachusetts State Athletic Commission
 - Regulated Activities Division
 - Recreational Tramway Board

Office of Investigations

The Office of Investigations (OI) serves as DOL's front line of consumer protection. The formal consumer complaint process is initiated when a consumer contacts or files a complaint with OI. OI staff conduct investigations into allegations of unlicensed practice or professional misconduct and inspect certain types of business establishments.

Office of Prosecutions

The Office of Prosecutions (OP) prosecutes complaints filed against licensed individuals and businesses, as well as individuals and businesses engaged in the unlicensed practice of a trade or profession falling under DOL's jurisdiction.

Office of Legal Counsel

The Office of Legal Counsel (OLC) consists of three units: Board Counsel; Hearing Counsel; and Public Records. Board Counsels provide legal advice to their assigned boards, offices, and units as it relates to the performance of their day-to-day responsibilities, including the issuance of licenses, the disciplinary process, and the conduct of board meetings. Hearings Counsel, also known as Hearing Officers, generally conduct adjudicatory hearings between licensees or unlicensed individuals and businesses alleged to have violated licensing statutes and regulations, and the relevant board of registration. The Public Records Unit consists of a Records Access Officers and an Assistant Counsel of Public Affairs who, with the help of other staff, process, review, and distribute records pursuant to requests from the public.

Accounting Unit

The Accounting Unit focuses on collecting and managing all revenue generated by the Agency. DOL collects between \$40 million and \$48 million annually in over 275,000 individual transactions for all of the licenses, permits, and inspections overseen by the Agency.

Technology, Analytics, and Digital Transformation Unit

The Technology, Analytics, and Digital Transformation Unit focuses on managing three legacy technology platforms: Accela, My License One (MLO), and Inspection and Permitting System (IPS) utilized by both the Boards of Registration and the Office of Public Safety and Inspections. This Unit is also currently developing, eLIPSE, the agency's new licensing and permitting software

Agency Accomplishments and Activities FY2025

FY2025 Notable Accomplishments and Initiatives

Welcome Center:

The Welcome Center assisted 9,058 walk-in visitors with basic customer service transactions, such as license renewals, verifications, or name and address changes.

- 9,058 total walk-ins
- 3,865 renewals
- 3,494 licensing issues (new applications, status updates, exam questions, duplicate licenses)
- 404 reinstatements
- 806 miscellaneous (questions/CORI issues/address change/appeal/fine)

Licensing Platform Unification and Modernization Project:

DOL currently operates on three different software platforms in support of Agency programs. These three platforms perform similar functions but cannot be cohesively integrated. In FY2022, DOL secured capital funding to develop a target Business Capability Model (BCM) that represents DOL's core capabilities and identifies DOL's differentiated capabilities when compared against market offerings readily available in the industry. In continuation of the Technology Modernization effort in FY2025, the DOL worked with the contracted system integration vendor on the first release of the electronic Licensing, Inspections, Permitting, Software Engine (eLIPSE) platform for 2 Boards –the Board of State Examiners of Plumbers and Gas Fitters, and the Board of Real Estate Brokers and Salespersons. Launched on Monday, June 16, 2025, eLIPSE is a modern, user-friendly licensing platform will make it easier to access licensing and permitting services.

Mass Means Business

In her 2025 State of the Commonwealth Address, Governor Healey directed the Office of Consumer Affairs and Business Regulation to make it easier to do business in Massachusetts by reviewing its regulations to cut red tape. The Governor announced the results of this initiative in May, and that announcement included proposed changes to the following regulations under DOL's jurisdiction: cosmetology and barbering; tramways; hoisting; drinking water supply facilities operators; plumbers and gas fitters; public accountancy; architects; and electricians. These changes will streamline business operations while maintaining consumer protection.

Board of Registration Consumer Complaints Investigated:

DOL's Office of Investigations (OI) investigated received approximately 1,223 new complaints on behalf the Agency's boards of registration and the Office of Private Occupational School Education. These complaints included consumer complaints, referrals from other federal and state agencies, and complaints opened by a board of registration to investigate potential wrongdoing. The top five boards of registration with the most complaints investigated by OI included:

- Board of State Examiners of Plumbers and Gas Fitters: 342 complaints
- Board of Registration of Real Estate Brokers and Salespersons: 256 complaints
- Board of Registration of Cosmetology and Barbering: 168 complaints
- Board of Registration in Veterinary Medicine: 118 complaints
- Board of State Examiners of Electricians: 95 complaints

Board of Registration Consumer Complaints Resolved:

With the input and assistance of other DOL boards, offices, and units, OI also helped to resolve over 1,196 complaints during this same period. The top 5 boards of registration with the most complaints closed included:

- Board of Registration of Real Estate Brokers and Salespersons: 358 complaints
- Board of Registration of Cosmetology and Barbering: 175 complaints
- Board of State Examiners of Plumbers and Gas Fitters: 128 complaints
- Board of Registration in Veterinary Medicine: 98 complaints
- Board of Registration of Massage Therapy: 93 complaints

Board of Registration Consumer Disciplinary Actions:

DOL's Office of Prosecutions (OP) assisted DOL boards of registration in prosecuting and resolving 433 complaints, through the prosecution and issuance of various disciplinary actions against both licensed and unlicensed, individuals and businesses. These disciplinary actions included:

- Fines Assessed: 247
- License Revocations: 93
- Continuing Education: 26
- License Probation: 24
- License Voluntary Surrender: 23
- License Suspended: 11
- License Stayed Suspensions: 5
- License Reprimand: 2
- License Conditions: 1

-
- License Censured: 1

The top five boards of registration with the most disciplinary actions issued were:

- Board of Registration of Real Estate Brokers and Salespersons: 102 actions
- Board of Registration of Plumbers and Gasfitters: 74 actions
- Board of Registration of Massage Therapy: 64 actions
- Board of State Examiners of Electricians: 63 actions
- Board of Registration of Cosmetology and Barbering: 33 actions

Data Tables

The following data tables show key statistics about different aspects of DOL’s operations and the professions that it licenses or oversees. The data represents a snapshot of this information, which is dynamic and changes daily. DOL is including this information to better inform readers of this report and help illustrate the scope of the Agency’s impact on the Commonwealth and its workforce. For more up-to-date information, please contact the Agency.

Table 1: Number of licenses & number of new licenses issued, FY2025		
Board of Registration or Division	Number of Licenses	Number of New Licenses Issued
Board of Registration of Architects	9,078	520
Board of Registration of Cosmetology and Barbering	98,418	6,110
Board of Certification of Operators of Drinking Water Supply Facilities	6,779	830
Board of State Examiners of Electricians	45,052	1,834
Board of Registration in Embalming and Funeral Directing	3,251	189
Board of Registration of Home Inspectors	536	30
Board of Registration of Landscape Architects	871	32
Board of Registration of Massage Therapy	11,310	935
Board of State Examiners of Plumbers and Gas Fitters	30,456	2,196
Board of Registration of Professional Engineers and of Land Surveyors	31,210	1,339
Board of Public Accountancy	20,997	553
Board of Registration of Real Estate Appraisers	2,677	252

Board of Registration of Real Estate Brokers and Salespersons	78,671	4,310
Board of Examiners of Sheet Metal Workers	11,363	512
Board of Registration in Veterinary Medicine	5,223	371
Office of Private Occupational School Education	171	21
O PSI - Elevator Division	1,078	130
O PSI - Building & Engineering Division	110,479	18,395
O PSI – Regulated Activities Division	3,632	2,252
O PSI – Amusement Licenses	290	90

Table 2: Number of Complaints Received & Number of Complaints Closed, FY2025

Board of Registration or Division	Number of Complaints Received	Number of Complaints Closed
Board of Registration of Architects	25	17
Board of Registration of Cosmetology and Barbering	168	175
Board of Certification of Operators of Drinking Water Supply Facilities	3	11
Board of State Examiners of Electricians	95	86
Board of Registration in Embalming and Funeral Directing	28	75
Board of Registration of Home Inspectors	7	6
Board of Registration of Landscape Architects	0	1

Board of Registration of Massage Therapy	49	93
Board of State Examiners of Plumbers and Gas Fitters	342	128
Board of Registration of Professional Engineers and of Land Surveyors	47	46
Board of Public Accountancy	37	38
Board of Registration of Real Estate Appraisers	15	22
Board of Registration of Real Estate Brokers and Salespersons	256	358
Board of Examiners of Sheet Metal Workers	19	27
Board of Registration in Veterinary Medicine	118	98
Office of Private Occupational School Education	14	15
OPI - Elevator Division	9	4
OPI - Building Division	104	40
OPI - Engineering & Engineering	50	45
OPI - Regulated Activities Division	24	6
OPI - Massachusetts State Athletic Commission	21	6

Table 3: Number of Disciplinary Actions Issued, FY2025

Board of Registration or Division	Number of Disciplinary Actions Issued
Board of Registration of Architects	4
Board of Registration of Cosmetology and Barbering	33

Board of Certification of Operators of Drinking Water Supply Facilities	7
Board of State Examiners of Electricians	59
Board of Registration in Embalming and Funeral Directing	19
Board of Registration of Home Inspectors	1
Board of Registration of Landscape Architects	0
Board of Registration of Massage Therapy	64
Board of State Examiners of Plumbers and Gas Fitters	73
Board of Registration of Professional Engineers and of Land Surveyors	12
Board of Public Accountancy	5
Board of Registration of Real Estate Appraisers	7
Board of Registration of Real Estate Brokers and Salespersons	102
Board of Examiners of Sheet Metal Workers	18
Board of Registration in Veterinary Medicine	27
Office of Private Occupational School Education	3

Board of Registration of Architects

Board Members:

Aelan Tierney, *Chair*

Emily Grandstaff-Rice, *Vice Chair*

Edward Ransom

Kwesi Sam

Vacant, Public Member

As of June 30, 2025

The Board of Registration of Architects protects the public through regulation of the practice and the title of Architect in the Commonwealth of Massachusetts in accordance with the statutes. The Board establishes the conditions and qualifications required for architectural registration and determines eligibility for admission to examinations.

Architects provide professional services in connection with the design, construction, enlargement or alteration of buildings including consultations, investigations, evaluations, preliminary studies, aesthetic design, the preparation of plans, specifications and contract documents, the coordination of structural and mechanical design and site development, administration of construction contracts and any other similar service or combination of services in connection with the design and construction of buildings.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 9,078
- New Licenses Issued: 520
- Licenses Renew: 7,317

Consumer Complaints Data:

- Complaints Received: 25
- Complaints Closed: 17
- Disciplinary Actions Issued: 3
 - Fine Assessed: 3

Board of Registration of Cosmetology and Barbering

Board Members:

Joy Talbot, *Chair*

Cassia Gilroy

Erinn Breedy

Heather Cohen

Iris Stowe

Marian Saluto

Nicole Corliss

Samuel Pierre

Toni-Anne Harrison

As of June 30, 2025

The Board of Registration of Cosmetology and Barbering regulates cosmetology, barbering, and electrology in Massachusetts. The board issues licenses to qualified individuals, businesses, and schools to ensure public health and safety by maintaining high standards for these industries.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 98,418
- New Licenses Issued: 6,110
- Licenses Renew: 44,022

Consumer Complaints Data:

- Complaints Received: 168
- Complaints Closed: 175
- Disciplinary Actions Issued: 33
 - Fine Assessed: 22
 - License Revoked: 3
 - License Suspended: 4
 - Probation: 1
 - Voluntary Surrender: 3

Board of State Examiners of Electricians

Board Members:

Paul Malagrifi, Chair
John Bagni, Vice Chair
Brendan Driscoll
Brian Ingram
Brian Proctor
Carlos Ceceda
David Edmonds
Elizabeth O'Connor
Ellen Dorian
Gerald Graham
Renee Dozier
As of June 30, 2025

The Board of State Examiners of Electricians' mission is to protect Massachusetts citizens by setting standards for electrical work. The board licenses electricians, enforces regulations, settles disputes between electricians and inspectors, assists in fire investigations related to electricity, and handles appeals on inspection decisions.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 45,052
- New Licenses Issued: 1,834
- Licenses Renew: 24,878

Consumer Complaints Data:

- Complaints Received: 95
- Complaints Closed: 86
- Disciplinary Actions Issued: 59
 - Continuing Education: 2
 - Fine Assessed: 36
 - License Revoked: 13
 - License Suspended: 2
 - Stayed Suspension: 3
 - Voluntary Surrender: 3

Board of Registration in Embalming and Funeral Directing

Board Members:

Paul Phaneuf, *Chair*
Patrick Driscoll
Rebecca Ridley
Richard Gormely
Janet Leombruno
As of June 30, 2025

The funeral services profession provides services for the deceased and their families. Members of this profession prepare the bodies of the deceased through embalming, arrange crematory services and provide services of assistance for family members of the deceased. They are committed to following all health-related rules as set forth by the Board and local health departments.

The Board of Registration of Embalming and Funeral Directing oversees the registration of these professionals and their apprentices and assistants. The Board also inspects the facilities of registered embalmers and funeral directors.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 3,251
- New Licenses Issued: 189
- Licenses Renew: 1,781

Consumer Complaints Data:

- Complaints Received: 28
- Complaints Closed: 75
- Disciplinary Actions Issued: 18
 - Conditions: 1
 - Fine Assessed: 13
 - Probation: 4

Board of Registration of Home Inspectors

Board Members:

Michael Healy, *Chair*
Carmen Garcia-King
Ronald Rocha
Vacant, Home Inspector
Vacant, Home Inspector
As of June 30, 2025

The Board of Registration of Home Inspectors promotes public health and welfare through regulation of the profession in accordance with the state statutes and board regulations. The Board is charged with evaluating the qualifications of applicants for licensure and granting licenses to those who qualify. It establishes rules and regulations to ensure the integrity and competence of licensees.

The Board is responsible for ensuring that licensed home inspectors have proper training and experience through an associates program and meet minimum inspection requirements in each inspection performed. Applicants are required to pass a board approved examination prior to licensure and fulfill continuing education for license renewal. In addition, the board publishes a code of ethics for home inspectors.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 536
- New Licenses Issued: 30
- Licenses Renew: 20

Consumer Complaints Data:

- Complaints Received: 7
- Complaints Closed: 6
- Disciplinary Actions Issued: 1
 - Fine Assessed: 1

Board of Registration of Landscape Architects

Board Members:

Kimberly Drake, *Chair*

Pamela Shadley

Marion Pressley

Mark Zarillo

Vacant, *Public Member*

As of June 30, 2025

The Board of Registration of Landscape Architects protects the public through the regulation of the title of “Landscape Architect” in Massachusetts. The Board grants licenses to qualified individuals and also establishes regulations to ensure the integrity and competence of licensees engaged in the practice of landscape architecture.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 871
- New Licenses Issued: 32
- Licenses Renew: 772

Consumer Complaints Data:

- Complaints Received: 0
- Complaints Closed: 1
- Disciplinary Actions Issued: 0

Board of Registration of Massage Therapy

Board Members:

Paul Andrews, *Chair*
Alexei Levine, *Vice Chair*
Pallas Hutchinson
Kimberlee Schuler
Anthony Chui
Vacant, Public Member
Vacant, Public Member
As of June 30, 2025

The Board of Registration of Massage Therapy oversees laws, proposes new rules, and ensures high standards in the profession. It protects consumers by handling complaints and helps maintain educational standards by guiding curricula, licensing schools, and setting continuing education requirements.

Massage therapists provide massage or massage therapy for compensation. Massage therapy involves treating the body's soft tissues through techniques like pressure, stroking, kneading, and stretching, often using tools like oils, ice, heat, or water to improve health and well-being.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 11,310
- New Licenses Issued: 935
- Licenses Renew: 9,244

Consumer Complaints Data:

- Complaints Received: 49
- Complaints Closed: 93
- Disciplinary Actions Issued: 64
 - Continuing Education: 2
 - Fine Assessed: 9
 - License Revoked: 47
 - License Suspended: 2
 - Reprimand: 1
 - Voluntary Surrender: 3

Board of Certification of Operators of Drinking Water Supply Facilities

Board Members:

Michael Celona, *Chair*
William Saloma, *Vice Chair*
Andrew Reid
Blake Lukis
David Coppes
Ruth Alfasso
Vacant, Labor Member
As of June 30, 2025

The Board of Certification of Operators of Drinking Water Supply Facilities regulates and licenses all operators of facilities that provide drinking water. The Board serves the people of Massachusetts and emphasize the importance of protecting the health and safety of the public. We maintain a high standard of quality and service and work to ensure our licensees follow this standard.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 6,779
- New Licenses Issued: 830
- Licenses Renew: 28

Consumer Complaints Data:

- Complaints Received: 3
- Complaints Closed: 11
- Disciplinary Actions Issued: 7
 - Fine Assessed: 2
 - License Revoked: 2
 - Probation: 1
 - Voluntary Surrender: 2

Board of State Examiners of Plumbers and Gas Fitters

Board Members:

Joseph McNamee, *Chair*

Harold Knight, *Vice Chair*

Bahig Kaldas

John Cruz

Joseph Waskiewicz

Ruth Alfasso

Sarah Badway

Wayne Thomas

Dan Kilburn, *DOL Commissioner Designee*

As of June 30, 2025

The Board of State Examiners of Plumbers and Gas Fitters regulates plumbing and gas fitting in Massachusetts. This protects the public by ensuring professionals are educated and licensed. The Board conducts exams and issue licenses for journeyman and master plumbers and gas fitters, registers apprentice plumbers and gas fitters, issues corporate and partnership certificates for plumbing and gas, holds public hearings for code changes, and approves dual and elevated gases and plumbing/gas products.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 30,456
- New Licenses Issued: 2,191
- Licenses Renew: 799

Consumer Complaints Data:

- Complaints Received: 342
- Complaints Closed: 128
- Disciplinary Actions Issued: 73
 - Fine Assessed: 61
 - License Revoked: 6
 - License Suspended: 1
 - Probation: 2
 - Reprimand: 1
 - Voluntary Surrender: 2

Board of Registration of Professional Engineers and Land Surveyors

Board Members:

Paul Tyrell, *Chair*
Azuanuka Etoniru
Daniel Caron
Edward Englander
Joyce Hastings
Kenneth Anderson
Nancy Gould
Paul Tsang
Ronald Willey
Shallan Fitzgerald
As of June 30, 2025

The Board of Registration of Professional Engineers and Land Surveyors establishes and enforces the standards for engineers and land surveyors. The Board currently licenses in the following disciplines: aeronautical, agricultural, architectural, chemical, civil, control systems, electrical, environmental, fire protection, heating & ventilation, industrial, land surveyor, mechanical, metallurgical, mining and mineral, naval architecture, nuclear, petroleum, safety, sanitary, structural. The Board and its subcommittees evaluate and act on license applications.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 31,210
- New Licenses Issued: 1,339
- Licenses Renew: 1,280

Consumer Complaints Data:

- Complaints Received: 47
- Complaints Closed: 46
- Disciplinary Actions Issued: 12
 - Fine Assessed: 5
 - License Revoked: 1
 - License Suspended: 1
 - Probation: 1
 - Stayed Suspension: 1
 - Voluntary Surrender: 3

Board of Registration of Public Accountancy

Board Members:

Richard Grueter, *Chair*

Angela Parziale

James Redmond

Lunetta Kwan

Vacant, *Public Member*

As of June 30, 2025

The Board of Public Accountancy makes sure accountants in Massachusetts follow state rules and provides guidance to licensees while protecting consumers. Only Licensed Certified Public Accountants (CPAs) can issue financial reports for businesses and organizations. They also offer consulting, tax preparation, and other accounting services.

The Board's mission is to guide licensees and consumers. It checks the education, experience, and character of CPA candidates before certifying them.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 20,997
- New Licenses Issued: 553
- Licenses Renew: 9,556

Consumer Complaints Data:

- Complaints Received: 37
- Complaints Closed: 38
- Disciplinary Actions Issued: 5
 - Censured: 1
 - Fine Assessed: 3
 - License Revoked: 1

Board of Registration of Real Estate Appraisers

Board Members:

Michael Giannelli, *Chair*
Thomas Kokoliadis, *Vice Chair*
Kenneth Dicks
Matthew Jenkins
Paula Wolfe
Paul Yorkis
Timothy McDonough
William McLaughlin
Vacant, Public Member
As of June 30, 2025

The Board of Registration of Real Estate Appraisers licenses qualified professional appraisers in compliance with the mandates of Title XI, the Federal Financial Institution Reform, Recovery and Enforcement Act (FIRREA) of 1989. Real Estate Appraisers, through their contracts with clients, provide land, commercial, and residential property appraisal services. The Board ensures the integrity of its licensees through fair and consistent enforcement of the statutes and regulations.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 2,677
- New Licenses Issued: 252
- Licenses Renew: 932

Consumer Complaints Data:

- Complaints Received: 15
- Complaints Closed: 22
- Disciplinary Actions Issued: 7
 - Fine Assessed: 4
 - License Revoked: 1
 - Probation: 1
 - Voluntary Surrender: 1

Board of Registration of Real Estate Brokers and Salespersons

Board Members:

Linda Kody, *Chair*

Cliff Ponte

Donna Davids

Kathleen Condon

Robert Jones

As of June 30, 2025

The Board of Registration of Real Estate Brokers and Salespersons licenses qualified individuals, businesses, and schools who meet the requirements to engage in the practice of real estate brokering and sales in the Commonwealth of Massachusetts. Licensed real estate brokers and salespersons assist consumers wishing to purchase, sell, lease or exchange real property. This assistance encompasses a host of services including appraising property for basic valuations, negotiating purchase, sale or lease agreements, maintaining escrow accounts, and advertising properties for sale, rent or lease. The Board also protects consumers by investigating and disciplining licensees who violate the laws and regulations governing the practice of real estate brokering and sales.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 78,671
- New Licenses Issued: 4,310
- Licenses Renew: 28,327

Consumer Complaints Data:

- Complaints Received: 256
- Complaints Closed: 358
- Disciplinary Actions Issued: 102
 - Continuing Education: 14
 - Fine Assessed: 54
 - License Revoked: 19
 - License Suspended: 1
 - Probation: 9
 - Voluntary Surrender: 5

Board of Examiners of Sheet Metal Workers

Board Members:

Russell Bartash, *Chair*

Peter Kelly, *Vice Chair*

Andrew D'Angelo

Daniel Flynn

Scott Demers

Tim Hathaway

Mary McCarthy Collins, *DOL Commissioner Designee*

As of June 30, 2025

The Board of Examiners of Sheet Metal Workers protects the public by regulating sheet metal work in Massachusetts. The Board approves qualified applicants for licensure, hold exams, and uphold the laws and regulations of the sheet metal trade.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 11,363
- New Licenses Issued: 512
- Licenses Renew: 4,591

Consumer Complaints Data:

- Complaints Received: 19
- Complaints Closed: 27
- Disciplinary Actions Issued: 18
 - Fine Assessed: 13
 - Probation: 4
 - Stayed Suspension: 1

Board of Registration in Veterinary Medicine

Board Members:

Dr. Rachel Orłowski, *Chair*
Dr. Stephanie Kube, *Vice Chair*
Dr. David Diamond
Dr. David Tubman
Dr. Candice Sloane
As of June 30, 2025

The Board of Registration in Veterinary Medicine licenses qualified individuals to practice veterinary medicine in Massachusetts. We serve to protect the public by monitoring the practices of the veterinarians, ensuring they meet all educational and examination requirements. Veterinarians generally diagnose, treat and prescribe for disease, pain or injury in animals.

FY2025 By-the-numbers

Licensing Data:

- Number of Licenses: 5,223
- New Licenses Issued: 371
- Licenses Renew: 3,662

Consumer Complaints Data:

- Complaints Received: 118
- Complaints Closed: 98
- Disciplinary Actions Issued: 27
 - Continuing Education: 8
 - Fine Assessed: 17
 - Probation: 1
 - Voluntary Surrender: 1

Amusement Advisory Board

Office of Public Safety and Inspections

Advisory Board Members:

Dan Walsh, Chair

Andy Majuri

Brian Logan

Eugene Dean

John Naff

Larry Fisher

Mike Neuzil

Paul Cavanaugh

Roberty Perkins

Ryon Yemm

Wayne Farling

Vacant, Challenge Course Owner

Vacant, Climbing Wall Owner

Vacant, Permanent Amusement Device Representative

Vacant, Permanent Amusement Device Representative

Vacant, Third-Party Inspector

As of June 30, 2025

The Amusement Advisory Board reviews regulation and safety issues related to amusement devices. These devices include carnival and park rides, climbing walls, challenge course, and inflatables such as bouncy houses. The Board is comprised of 16 voluntary members, who are appointed to serve by the Commissioner of the Division of Occupational Licensure.

Architecture Access Board

Office of Public Safety and Inspections

Board Members:

Dawn Guarriello, *Chair*

Patricia Medez, *Vice Chair*

David Johnson

Elizabeth Myska

Jeff Dougan

Katie Denis

Joe Prochilo

Kay Bell

Pamela Daly

As of June 30, 2025

The Architectural Access Board develops and enforces regulations designed to make public buildings accessible to, functional for, and safe for use by persons with disabilities.

FY2025 By-the-numbers:

- New variance Application: 186
- Notices of action issued: 330
- Complaints received: 85
- Complaints closed: 133
 - Resolutions: 101
 - Dismissals: 32
- The Board conducted 25 meetings and held 74 adjudicatory hearings
- The Board's subcommittee on regulation met 11 times

Board of Building Regulations and Standards

Office of Public Safety and Inspections

Board Members:

Lisa Davey, *Chair*

David Riquinha, *Vice Chair*

Atiya Rahim

Darien Crimmin

Ian Finlayson, *DOER Designee*

Jake Nunenmacher, *DFS Designee*

Jason Ferschke

Jeffrey Clemons

John Couture

Luke McKneally

Michael McDowell

Ross Seavey, *DOL Commissioner Designee*

Sy Nguyen

Tarica Leskiw

Vineet Nair

As of June 30, 2025

The Board of Building Regulations and Standards monitors Massachusetts building codes and construction supervisor licensing. The Board also licenses concrete testing labs and technicians, approves manufactured buildings and related inspection procedures, approves native lumber producers, and certifies municipal building inspectors.

FY2025 By-the-numbers

Licensing Data:

- New Licenses Issued: 1,873
- Licenses Renew: 16,529

Consumer Complaints Data:

- Complaints Received: 87
- Complaints Closed: 30

Building Official Certification Committee

Office of Public Safety and Inspections

Committee Members:

Michael Giampietro, *Chair*

John Naff, *Vice Chair*

Andrew Bobola

Anthony Marino

David Fuller

George Peterson

Henry Fontaine

Kevin Ross

Mark Robidoux

Michael Clancy

Vacant, Member of Academia

As of June 30, 2025

The Board of Building Regulations and Standards' Building Official Certification Committee oversees all matters relating to qualifications and certification of all building code enforcement officials engaged in the administration and enforcement of the Massachusetts State Building Code, 780 CMR.

Building Code Appeals Board

Office of Public Safety and Inspections

Board Members:

The Building Code Appeals Board is composed of 3 members of the Board of Building Regulations and Standards who serve on a rotating basis.

The Building Code Appeals Board hears appeals of decisions issued by local building inspectors.

Board of Elevator Appeals

Office of Public Safety and Inspections

Board Members:

Janet Moore, *Chair*

Anthony Leonard Jr.

Chris Longchamps

Pat Sampson

James Read, *DOL Commissioner Designee*

Vacant, *Elevator Contractor*

Vacant, *Representative of Manufacturing Plant Owners*

As of June 30, 2025

The Board of Elevator Appeals meets as required to review decisions issued by the Board of Elevator Regulations. Any party may, within thirty (30) days, file an appeal of a decision from the Board of Elevator Regulations.

Board of Elevator Examiners

Office of Public Safety and Inspections

Board Members:

Jeff Halley, *Chair*

Earle Oliver

Edward Sandell

George Ramian

John Rubyck

Marty Guiod

Michel Morton

Walter Zalenski

As of June 30, 2025

The Board of Elevator Examiners qualifies individuals to work as fully licensed elevator mechanics in Massachusetts. Elevator Mechanics install, maintain, repair, and remove elevators, escalators, dumbwaiters, moving walks, material lifts and wheelchair lifts, automatic people movers and other associated devices. The Board of Elevator Examiners meets monthly to review applications for the elevator mechanics exams held throughout the year.

Board of Elevator Regulations

Office of Public Safety and Inspections

Board Members:

David Gaudet, *Chair*

Anthony Bounopane

Brian Ronan

Christopher Towski

Neil Mullane

Tim Morgan

David McGuire

Vacant, *Elevator Consulting Engineer*

Vacant, *Building Inspector of a city or town outside of Boston*

As of June 30, 2025

The Board of Elevator Regulations regulates the construction, installation, alteration, and operation of all elevators in Massachusetts. The term "elevator" includes moving stairways, dumbwaiters, moving walks, material lifts, vertical reciprocating conveyors, and dumbwaiters with automatic transfer devices, wheelchair lifts, automatic people movers and other associated devices, that are commonly included within the elevator industry. All elevator constructors and operators must be licensed by the Board.

Board of Engineering Appeals

Office of Public Safety and Inspections

Board Members:

The Board of Engineering Appeals is composed of 3 members of DOL's Engineering Inspections Unit who serve on a rotating basis.

The Board of Engineering Appeals meets as required to hear appeals of licensure exam results by exam-takers.

Bureau of Pipefitters, Refrigeration Technicians, and Sprinkler Fitters

Office of Public Safety and Inspections

Bureau Members:

Yolanda Cole, *Chair*

Brian Kelly

Brian Nicholson

Dan Dumon

Dennis Allen

Justin Fishlin

Mark Fortune

Nina Hollien

Pauline Lally

Sharron Orr

Vacant, Air/Refrigeration Contractor - Boston

As of June 30, 2025

The Bureau of Pipefitters, Refrigeration Technicians, and Sprinkler Fitters promulgates rules and regulations for the examining and licensing of fire sprinkler contractors, pipefitters, refrigeration technicians and sprinkler fitters. The Bureau also meets to review license applications and to determine and approve eligibility of applicants.

FY2025 By-the-numbers

Licensing Data:

- New Licenses Issued: 1,130
- Licenses Renew: 6,863

Consumer Complaints Data:

- Complaints Received: 17
- Complaints Closed: 16

Recreational Tramway Board

Office of Public Safety and Inspections

Board Members:

Jeff Crowley, *Chair*

Paul Maloney

Thomas Gilbert

Daniel Kilburn, *DOL Commissioner Designee*

Vacant, *Insurance Seat*

As of December 30, 2025

The Recreational Tramway Board oversees how tramways are built, run, and maintained. Additionally, the Recreational Tramway Boards handles inspections and licenses; and certifies inspectors.

State Athletic Commission

Office of Public Safety and Inspections

Commission Members:

Joshua Zakim, *Chair*

Brett Miller

John Navien

Melissa Kelly

TJ Lacey, *DOL Commissioner Designee*

As of June 30, 2025

The State Athletic Commission is charged with the regulation of all professional and amateur boxing, mixed martial arts, and unarmed combatants and events.

FY2025 By-the-Numbers

- Issued 42 Professional and 57 Amateur Event Permits
- Investigated 21 complaints for violations of the Commission’s rules and regulations
- Issued financial support to 1 injured combatants through the Boxer Fund
- Issued and renewed a total of 1,549 licenses:

	Boxing	MMA	Kickboxing	Total
Professional Fighter	526	115	5	646
Amateur Fighter	0	147	113	260
Promoter	11	5	2	18
Matchmaker	9	6	1	16
Trainer	42	87	44	173
Judge	35	16	16	67
Manager	9	1	0	10
Referee	14	11	10	35
Second	92	73	21	186
Timekeeper	6	5	2	13
Ringside Scorer	N/A	N/A	N/A	10
Ringside Physician	N/A	N/A	N/A	8
Amateur Boxing Official	31	N/A	N/A	108

Disclaimer

The information contained herein is general information about the operations of the Division of Occupational Licensure (DOL), the boards of registration, the Office of Private Occupational School Education, and the Office of Public Safety and Inspections, which operate under the supervision of the Agency, and their respective licensing and enforcement activities. It does not reflect the policies, laws or rules of any particular board, office, or person. All data and statistics in this document are intended only as a summary of the operations and activities of DOL during Fiscal Year 2024 and are subject to change.