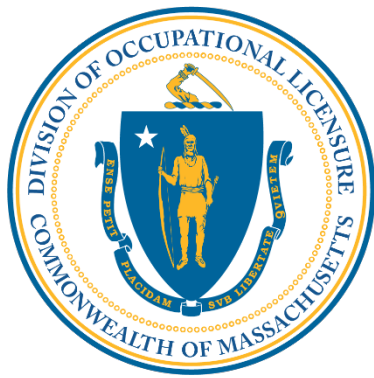


Annual Report FY2026

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 2026 (FY26), spanning July 1, 2025, to June 30, 2026.

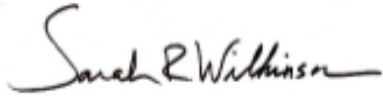
This fiscal year, DOL continued its transition to eLIPSE, the agency's new licensing and permitting software. Licensees ranging from Architects, to Funeral Directors, to Sheet Metal Workers joined Plumbers, Gas Fitters and Real Estate Brokers and Salespeople on DOL's new modern platform.

DOL also worked with its boards to make a number of regulatory updates as part of Governor Healey's Mass Means Business initiative, finalizing changes to streamline industries like Cosmetology, Public Accounting, Plumbing and beyond. In addition, the Board of Registration of Massage Therapy also updated its regulations, implementing a number of critical changes to ensure high standards for the industry and to protect the public.

As the Commissioner of the Division of Occupational Licensure, it is my job to keep the Commonwealth working and keep its residents safe. I take this dual mission very seriously and I am proud to be joined in that commitment by DOL's dedicated staff.

On behalf of DOL, thank you to the Administration and the General Court for your support of our agency. We look forward to continuing our work together.

Sincerely,

A handwritten signature in dark ink, reading "Sarah R. Wilkinson". The signature is fluid and cursive, with the first name "Sarah" being the most prominent.

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, regulatory functions and public safety oversight 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 FY2026, 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 FY2026, 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, Engineering & Trade Division
- Bureau of Pipefitters, Refrigeration Technicians, and Sprinkler Fitters
- Elevator Division

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

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.

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.

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. The unit is also developing metrics and key performance indicators Agency-wide to support data-based decision-making.

Agency Accomplishments and Activities FY2026

FY2026 Notable Accomplishments and Initiatives

Welcome Center:

The Welcome Center assisted 8,553 walk-in visitors with basic customer service transactions, such as license renewals, verifications, and name and address changes. This assistance included:

- 4,180 renewals
- 3,362 licensing issues, including new applications, status updates, exam questions, duplicate licenses
- 313 reinstatements
- 252 other instances of assistance, including answering questions, address changes and issues with CORI, appeals and fines.

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 that will make it easier to access licensing and permitting services.

In FY26, the Agency onboarded an additional 8 Boards and their associated licenses to the eLIPSE platform. The DOL also expanded the Board-supporting capabilities in eLIPSE in the areas of trade inspections, accounting, and enforcement. In addition, planning continued for the transition of more license and permit types for FY27.

Board of Registration Consumer Complaints Investigated:

DOL's Office of Investigations (OI) investigated approximately 1,572 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 Registration of Real Estate Brokers and Salespersons: 302 complaints
- Board of State Examiners of Plumbers and Gas Fitters: 256 complaints
- Board of Registration of Cosmetology and Barbering: 201 complaints
- Board of Registration in Veterinary Medicine: 124 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 1,269 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: 223 complaints
- Board of Registration of Cosmetology and Barbering: 170 complaints
- Board of State Examiners of Plumbers and Gas Fitters: 152 complaints
- Board of Registration in Veterinary Medicine: 124 complaints
- Board of State Examiners of Electricians: 91 complaints

Board of Registration Consumer Disciplinary Actions:

DOL's Office of Prosecutions (OP) assisted DOL boards of registration in prosecuting and resolving 436 complaints, through the prosecution and issuance of various disciplinary actions against both licensed and unlicensed individuals and businesses. Some of these disciplinary actions included:

- Fines Assessed: 263
- License Revocations: 28
- Continuing Education: 27
- License Probation: 29
- License Voluntary Surrender: 20
- License Suspended: 9
- License Reprimand: 2

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

- Board of Registration of Real Estate Brokers and Salespersons: 89 actions
- Board of Registration of Plumbers and Gasfitters: 72 actions
- Board of Registration of Massage Therapy: 51 actions
- Board of State Examiners of Electricians: 51 actions
- Board of Registration in Embalming and Funeral Directing: 39 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, FY2026		
Board of Registration or Division	Number of Licenses	Number of New Licenses Issued
Board of Registration of Architects	9,106	494
Board of Registration of Cosmetology and Barbering	98,452	6,249
Board of Certification of Operators of Drinking Water Supply Facilities	7,639	864
Board of State Examiners of Electricians	47,440	2,384
Board of Registration in Embalming and Funeral Directing	3,207	164
Board of Registration of Home Inspectors	554	48
Board of Registration of Landscape Architects	868	34
Board of Registration of Massage Therapy	11,427	939
Board of State Examiners of Plumbers and Gas Fitters	33,147	2,341
Board of Registration of Professional Engineers and of Land Surveyors	32,757	1,523
Board of Public Accountancy	20,938	743
Board of Registration of Real Estate Appraisers	2,803	180

Board of Registration of Real Estate Brokers and Salespersons	77,118	3,460
Board of Examiners of Sheet Metal Workers	10,974	388
Board of Registration in Veterinary Medicine	5,412	375
Office of Private Occupational School Education	184	37
OPSI - Elevator Division	918	114
OPSI – Building, Engineering & Trade Division	109,038	18,128
OPSI – Regulated Activities Division	2,256	1,166
OPSI – Amusement Licenses	283	76
OPSI - Massachusetts State Athletic Commission	1,393	1,178

Table 2: Number of Complaints Received & Number of Complaints Closed, FY2026

Board of Registration or Division	Number of Complaints Received	Number of Complaints Closed
Board of Registration of Architects	24	32
Board of Registration of Cosmetology and Barbering	201	170
Board of Certification of Operators of Drinking Water Supply Facilities	3	3
Board of State Examiners of Electricians	95	91
Board of Registration in Embalming and Funeral Directing	66	39
Board of Registration of Home Inspectors	10	8

Board of Registration of Landscape Architects	3	1
Board of Registration of Massage Therapy	87	75
Board of State Examiners of Plumbers and Gas Fitters	256	152
Board of Registration of Professional Engineers and of Land Surveyors	87	82
Board of Public Accountancy	42	27
Board of Registration of Real Estate Appraisers	22	25
Board of Registration of Real Estate Brokers and Salespersons	302	223
Board of Examiners of Sheet Metal Workers	18	13
Board of Registration in Veterinary Medicine	124	124
Office of Private Occupational School Education	21	18
OPSI - Elevator Division	9	9
OPSI - Building Division	87	65
OPSI - Engineering & Trades Inspections	62	62
OPSI - Regulated Activities Division	32	29
OPSI - Massachusetts State Athletic Commission	21	21

Table 3: Number of Disciplinary Actions Issued, FY2026

Board of Registration or Division	Number of Disciplinary Actions Issued
Board of Registration of Architects	24

Board of Registration of Cosmetology and Barbering	19
Board of Certification of Operators of Drinking Water Supply Facilities	3
Board of State Examiners of Electricians	51
Board of Registration in Embalming and Funeral Directing	39
Board of Registration of Home Inspectors	4
Board of Registration of Landscape Architects	0
Board of Registration of Massage Therapy	51
Board of State Examiners of Plumbers and Gas Fitters	72
Board of Registration of Professional Engineers and of Land Surveyors	16
Board of Public Accountancy	22
Board of Registration of Real Estate Appraisers	4
Board of Registration of Real Estate Brokers and Salespersons	89
Board of Examiners of Sheet Metal Workers	12
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

Ellen Dorian

Kerry Dietz

As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 9,106
- New Licenses Issued: 494
- Licenses Renew: 4,926

Consumer Complaints Data:

- Complaints Received: 24
- Complaints Closed: 32
- Disciplinary Actions Issued: 10
 - Fine Assessed: 10

Board of Registration of Cosmetology and Barbering

Board Members:

Joy Talbot, *Chair*
Cassia Gilroy
Erinn Breedy
Heather Cohen
Iris Stowe
Nicole Corliss
Samuel Pierre
Toni-Anne Harrison
Vacant, *Electrologist*
As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 98,452
- New Licenses Issued: 6,249
- Licenses Renew: 40,178

Consumer Complaints Data:

- Complaints Received: 201
- Complaints Closed: 170
- Disciplinary Actions Issued: 19
 - Fine Assessed: 13
 - License Revoked: 2
 - License Suspended: 1
 - Voluntary Surrender: 3

Board of State Examiners of Electricians

Board Members:

Renee Dozier, *Chair*
Gerald Graham, *Vice Chair*
Paul Malagrifa
John Bagni
Brendan Driscoll
Jeremy Dunn
Brian Proctor
Carlos Caceda
David Edmonds
Christopher Towski
Paul Healey
As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 47,440
- New Licenses Issued: 2,384
- Licenses Renew: 14,744

Consumer Complaints Data:

- Complaints Received: 95
- Complaints Closed: 91
- Disciplinary Actions Issued: 51
 - Continuing Education: 1
 - Fine Assessed: 43
 - License Revoked: 3
 - License Suspended: 1
 - Probation: 1
 - Voluntary Surrender: 2

Board of Registration in Embalming and Funeral Directing

Board Members:

Paul Phaneuf, *Chair*
Janet Leombruno
Rebecca Ridley
Richard Gormely
Yesenia Aguilera
As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 3,207
- New Licenses Issued: 164
- Licenses Renew: 1,655

Consumer Complaints Data:

- Complaints Received: 66
- Complaints Closed: 39
- Disciplinary Actions Issued: 39
 - Fine Assessed: 33
 - Probation: 5
 - Continuing Education: 2

Board of Registration of Home Inspectors

Board Members:

Michael Healy, *Chair*
Ronald Rocha, *Vice Chair*
Carmen Garcia-King
Jameson Malgeri
Sue Reider
As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 554
- New Licenses Issued: 48
- Licenses Renew: 415

Consumer Complaints Data:

- Complaints Received: 10
- Complaints Closed: 8
- Disciplinary Actions Issued: 4
 - Fine Assessed: 1
 - License Revoked: 3

Board of Registration of Landscape Architects

Board Members:

Kimberly Drake, *Chair*

Deborah Myers

Mark Zarillo

Pamela Shadley

Vacant, *Public Member*

As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 868
- New Licenses Issued: 34
- Licenses Renew: 737

Consumer Complaints Data:

- Complaints Received: 3
- Complaints Closed: 1
- Disciplinary Actions Issued: 0

Board of Registration of Massage Therapy

Board Members:

Paul Andrews, *Chair*
Alexei Levine, *Vice Chair*
Anthony Chui
Kimberlee Schuler
Pallas Hutchinson
Vacant, *Public Member*
Vacant, *Public Member*
As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 11,427
- New Licenses Issued: 939
- Licenses Renew: 8,222

Consumer Complaints Data:

- Complaints Received: 87
- Complaints Closed: 75
- Disciplinary Actions Issued: 51
 - Continuing Education: 1
 - Fine Assessed: 35
 - License Revoked: 3
 - License Suspended: 6
 - Probation: 1
 - Voluntary Surrender: 5

Board of Certification of Operators of Drinking Water Supply Facilities

Board Members:

Michael Celona, *Chair*

Andrew Reid

Blake Lukis

David Coppes

Erin Graham

Parker Honey

Vacant, *Labor Member*

As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 7,639
- New Licenses Issued: 864
- Licenses Renew: 5,364

Consumer Complaints Data:

- Complaints Received: 3
- Complaints Closed: 3
- Disciplinary Actions Issued: 3
 - Fine Assessed: 2
 - Continuing Education: 1

Board of State Examiners of Plumbers and Gas Fitters

Board Members:

Joseph McNamee, *Chair*

Harold Knight, *Vice Chair*

Bahig Kaldas

John Cruz

Kimberly Garside

Ruth Alfasso

Sarah Badway

Wayne Thomas

Dan Kilburn, *DOL Commissioner Designee*

As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 33,147
- New Licenses Issued: 2,341
- Licenses Renew: 22,593

Consumer Complaints Data:

- Complaints Received: 256
- Complaints Closed: 152
- Disciplinary Actions Issued:
 - Fine Assessed: 67
 - License Revoked: 5

Board of Registration of Professional Engineers and Land Surveyors

Board Members:

Paul Tyrell, *Chair*
Azuanuka Etoniru, *Vice Chair*
Nancy Gould, *Secretary*
Daniel Caron
Edward Englander
Joyce Hastings
Kenneth Anderson
Paul Tsang
Ronald Willey
Shallan Fitzgerald
As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 32,757
- New Licenses Issued: 1,523
- Licenses Renew: 15,688

Consumer Complaints Data:

- Complaints Received: 87
- Complaints Closed: 82
- Disciplinary Actions Issued: 16
 - Fine Assessed: 6
 - License Revoked: 3
 - License Suspended: 1
 - Probation: 1
 - Reprimand: 1
 - Voluntary Surrender: 4

Board of Registration of Public Accountancy

Board Members:

Richard Grueter, *Chair*

Angela Parziale

James Redmond

Lunetta Kwan

Vacant, *Public Member*

As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 20,938
- New Licenses Issued: 743
- Licenses Renew: 8,863

Consumer Complaints Data:

- Complaints Received: 42
- Complaints Closed: 27
- Disciplinary Actions Issued: 22
 - Fine Assessed: 20
 - License Revoked: 2
 - Voluntary Surrender: 2

Board of Registration of Real Estate Appraisers

Board Members:

Thomas Kokoliadis, *Chair*

Paula Wolfe, *Vice Chair*

Danyl Collings

Kenneth Dicks

Matthew Jenkins

Paul Yorkis

William McLaughlin

Vacant, *Real Estate Appraiser*

Vacant, *Public Member*

As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 2,803
- New Licenses Issued: 180
- Licenses Renew: 970

Consumer Complaints Data:

- Complaints Received: 22
- Complaints Closed: 25
- Disciplinary Actions Issued: 4
 - Fine Assessed: 2
 - License Revoked: 1
 - Probation: 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, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 77,118
- New Licenses Issued: 3,460
- Licenses Renew: 18,925

Consumer Complaints Data:

- Complaints Received: 302
- Complaints Closed: 223
- Disciplinary Actions Issued: 89
 - Continuing Education: 14
 - Fine Assessed: 64
 - License Revoked: 2
 - Probation: 9

Board of Examiners of Sheet Metal Workers

Board Members:

Peter Kelly, *Chair*
Andrew D'Angelo
Benjamin Hylton
Daniel Flynn
John Cody
Scott Demers
Jay Ryan, *DOL Commissioner Designee*
As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 10,974
- New Licenses Issued: 388
- Licenses Renew: 4,533

Consumer Complaints Data:

- Complaints Received: 18
- Complaints Closed: 13
- Disciplinary Actions Issued: 12
 - Fine Assessed: 9
 - License Revoked: 1
 - Voluntary Surrender: 2

Board of Registration in Veterinary Medicine

Board Members:

Dr. David Diamond, *Chair*

Dr. David Tubman, *Vice Chair*

Dr. Stephanie Kube, *Secretary*

Dr. Candice Sloane

Dr. Rachel Orlowski

As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- Number of Licenses: 5,412
- New Licenses Issued: 375
- Licenses Renew: 3,762

Consumer Complaints Data:

- Complaints Received: 124
- Complaints Closed: 124
- Disciplinary Actions Issued: 27
 - Continuing Education: 10
 - Fine Assessed: 10
 - License Revoked: 3
 - Reprimand: 1
 - Voluntary Surrender: 3

Amusement Advisory Board

Office of Public Safety and Inspections

Advisory Board Members:

Ross Seavey, Chair

Andrew Majuri

Bill Zimmermann

Brenda Johnson

Brian Logan

Eugene Dean

Jeff Bissonette

John Naff

Larry Fisher

Mark Toporoff

Mike Neuzil

Paul Cavanaugh

Rich Klajnscek

Robert Perkins

Ryon Yemm

Wayne Darling

As of June 30, 2026

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 Mendez, *Vice Chair*

David Johnson

Elizabeth Myska

Jeff Dougan

Kathryn Denis

Kay Bell

Pamela Daly

Vacant, *Board Member*

As of June 30, 2026

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.

FY2026 By-the-numbers:

- New variance Application: 245
- Notices of action issued: 366
- Complaints received: 142
- Complaints closed: 129
 - Resolutions: 96
 - Dismissals: 33
- The Board conducted 24 meetings and held 65 adjudicatory hearings
- The Board's subcommittee on regulation met 10 times

Board of Building Regulations and Standards

Office of Public Safety and Inspections

Board Members:

Reade Milne, *Chair*

Sy Nguyen, *Vice Chair*

Atiya Rahim

Darien Crimmin

David Riquinha

Ian Finlayson, *DOER Designee*

Jake Nunenmacher, DFS Designee Jake Nunnemacher, DFS Designee

Jason Ferschke

Jeffrey Clemons

Lisa Davey

Luke McKneally

Mark Hansen

Tarica Leskiw

Vineet Nair

Ross Seavey, *DOL Commissioner Designee*

As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- New Licenses Issued: 2,195
- Licenses Renew: 18,283

Consumer Complaints Data:

- Complaints Received: 82
- Complaints Closed: 56

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, 2026

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

Randy Chistolini

James Read, *DOL Commissioner Designee*

Vacant, *Elevator Contractor*

Vacant, *Representative of Manufacturing Plant Owners*

As of June 30, 2026

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, 2026

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

David McGuire

Neil Mullane

Patrick Sampson

William Pugliese

Vacant, Elevator Consulting Engineer

As of June 30, 2026

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 DumonDan Dumont

Dennis Allen

Justin Fishlin

Mark Fortune

Nina Hollien

Pauline Lally

Sharron Orr

Vacant, Air/Refrigeration Contractor - Boston

As of June 30, 2026

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.

FY2026 By-the-numbers

Licensing Data:

- New Licenses Issued: 1,277
- Licenses Renew: 8,213

Consumer Complaints Data:

- Complaints Received: 17
- Complaints Closed: 17

Recreational Tramway Board

Office of Public Safety and Inspections

Board Members:

Jeff Crowley, *Chair*

Thomas Gilbert

Daniel Kilburn, *DOL Commissioner Designee*

Vacant, *Owner of a Tramway*

Vacant, *Insurance Seat*

As of December 30, 2026

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

Sean Pierce, *DOL Commissioner Designee*

As of June 30, 2026

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

FY2026 By-the-Numbers

- Issued 41 Professional and 62 Amateur Event Permits
- Investigated 10 complaints for violations of the Commission's rules and regulations
- Issued financial support to 2 injured combatants through the Boxer Fund
- Issued and renewed a total of 1,393 licenses:

	Boxing	MMA	Kickboxing	Total
Professional Fighter	443	105	6	554
Amateur Fighter	0	162	157	319
Promoter	11	4	3	18
Matchmaker	11	3	2	16
Trainer	37	77	61	175
Judge	22	13	10	45
Manager	6	4	0	10
Referee	12	10	6	28
Second	111	56	25	167
Timekeeper	5	4	4	13
Ringside Scorer	N/A	N/A	N/A	6
Ringside Physician	N/A	N/A	N/A	10
Amateur Boxing Official	0	N/A	N/A	3

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 2026 and are subject to change.