

AGENCY SUMMARY

CONSTRUCTION CONTRACTORS BOARD

The Construction Contractors Board (CCB) licenses and regulates Oregon construction contractors by statutory authority ORS Chapter 701 and OAR Chapter 812. There are three Agency programs; Licensing, Enforcement and Education.

Mission:

The CCB protects Oregonians by preventing and resolving construction contracting problems by:

- Licensing contractors and developing licensing standards.
- Enforcing construction contractor laws.
- Mediating disputes between homeowners and licensed contractors.
- Educating the public about licensing requirements.

Goals:

- Protect Oregon consumers of construction-related services.
- Provide excellent customer service
- Regulate in a manner that supports a fair, honest, and competitive business climate.

AGENCY PROGRAMS

Licensing Contractors

There are approximately 36,000 licensed contractors. Licensed contractors post a surety bond, and must have liability insurance. Non-exempt contractors must carry workers' compensation insurance. Most contractors must meet continuing education requirements.

AGENCY SUMMARY

Enforcement Section - Compliance

This program enforces laws relating to the construction industry through formal administrative warnings, civil penalties, probation, and license suspension and revocation.

Compliance Officers process complaints, evaluate Field Investigation Reports, issue civil penalties, suspend and revoke or refuse to issue contractor licenses, and issue formal written administrative warnings. Compliance Officers are also involved in Oregon's Interagency Compliance Network, a multi-agency effort to share information and improve compliance coordination across state government.

Enforcement Section – Field Investigations

Field Investigators deter unlicensed construction activity by performing random and unannounced inspections of construction job sites throughout the state. Investigators determine the CCB license status of all contractors working at a job site as well as compliance with other important CCB regulations. The Agency will perform approximately 14,000 job site inspections during the 2015-17 biennium.

Enforcement Section - Dispute Resolution Services

This program helps resolve construction disputes involving homeowners, and licensed residential contractors, sub-contractors, and material suppliers. Dispute Resolution Mediators are successful in resolving the majority of disputes. Approximately 2,000 claims are resolved each year. About 1,100 on-site mediations will be held during the 2015-17 biennium.

Education - Consumer

This program educates consumers about the requirements and the value of using licensed contractors, the steps to take to help ensure a successful building or remodeling project, and how to avoid construction scams. Education staff provides consumer education by attending statewide construction trade shows and home shows, issuing news releases, improving the CCB website, and organizing media campaigns. Staff responds to phone calls and speaker requests.

Education - Contractor Pre-license

This program ensures that new contractors receive training and testing in basic construction business practices, federal/state regulations that impact construction contractors and important information about laws that affect contractor businesses. New contractors must complete pre-licensure instruction, and pass a competency test.

AGENCY SUMMARY

AGENCY INITIATIVES

The Construction Contractors Board strategic initiatives through 2019 are:

1. Find and stop contractors that are operating without a license.
2. Enforce construction contracting laws.
3. Educate the public.
4. Provide excellent customer service – be a model of public service.
5. Improve strategic enforcement efforts across the state to root out unlicensed contractors and illegal activities.
6. Partner with other agencies to share information and improve enforcement coordination.
7. Pursue national license testing standards.
8. Develop strategic partnerships in education with Small Business Development Centers and the National Association of State Contractors Licensing Agencies.
9. Innovate – work creatively to do more with less and position our agency for the future.
10. Improve coordination and support between CCB and the State Building Codes Division.

2017 PROPOSED LEGISLATIVE CONCEPTS

The agency is proposing legislation designed to allow improvements in the residential continuing education program. The legislation will:

- Allow contractors more flexibility to choose courses that are relevant and beneficial to their businesses.
- Encourage the participation of more education providers.
- Allow CCB to offer its courses for no additional fees.

AGENCY SUMMARY

CRITERIA FOR 2017-2019 BUDGET DEVELOPMENT

The CCB budget request is based upon the following criteria:

- Improve operations with existing staff.
- CCB is not proposing any fee increases for 2017-19, and proposes to eliminate fees for continuing education.
- Streamline and simplify operations, and eliminate redundant or inefficient processes.
- Collaborate with state and local government agencies to share information.
- Share resources with the State Building Codes Division.

ENVIRONMENTAL FACTORS

Economy:

The construction industry was hit very hard during the economic recession that started in 2009. The number of contractors licensed by CCB decreased from 47,000 to 34,000. Since late 2013 the number of licensees has slowly increased and stands at about 36,000 currently. The construction industry is growing and contractors are busy, however we do not expect to see the number of licensees return to pre-recession levels.

Statutory Changes to ORS 701:

Legislative changes to ORS 701 during the 2013-15 biennium produced the following:

- Changes to ORS 701 added a requirement for licensure of Restoration Contractors.
- Changes to ORS 701 added a requirement for licensure of Road Flagging Contractors.

AGENCY SUMMARY

<u>TWO-YEAR PLAN</u>			2015-17 Estimated Program Expenditures	FTE	Workload
Program Description	Customers	Funding			
<p>Licensing The agency issues licenses and certificates and maintains data on business entities, names, owners, agents, continuing education, liability insurance, workers compensation, and surety bonds. In addition to licensing residential and commercial contractors, we also license Home Inspectors, Locksmiths, Lead Paint Contractors, Energy Assessors and Home Services Contractors.</p>	All Oregon Homeowners and Contractors	Contractor License Fees	\$3,296,267	15	See Environmental Factors.
<p>Enforcement (Field Investigations and Dispute Resolution) Three related sections within the agency encourage contractors to comply with licensing regulations and promises contained in contractor construction contracts:</p> <ul style="list-style-type: none"> • Enforcement • Field Investigation • Dispute Resolution <p>These sections respond to complaints from the public. In addition, the field investigation and enforcement staff work proactively to identify possible violations. Investigators perform routine job site checks and sweeps, and prepare violation reports. Enforcement staff reviews that information and determine whether to sanction contractors for violations. The enforcement staff also prepares notices and obtains evidence for hearings.</p> <p>The Dispute Resolution Services section resolves contract disputes that involve contractors. These disputes may be initiated by homeowners, other contractors, employees or material suppliers. The staff mediates construction disputes involving residential contractors. Mediations typically resolve 60 percent of disputes. This saves both parties the cost of litigation. The agency arranges for bond payments when contractors are unable to pay court-ordered judgments.</p>	All Oregon Homeowners and Contractors	Contractor License Fees	\$7,656,420	29	See Environmental Factors.

AGENCY SUMMARY

<p>Consumer and Contractor Education</p> <p>Consumers: The agency educates consumers about the requirements and benefits of hiring licensed contractors through outreach, news releases, paid media campaigns, and the CCB website.</p> <p>Contractors: The agency educates contractors through pre-licensure classes, competence testing, and continuing education. These programs are administered through public/private partnerships.</p>	<p>All Oregon Homeowners and Contractors</p>	<p>Contractor License Fees</p>	<p>\$1,109,356</p>	<p>4</p>	<p>See Environmental Factors.</p>
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LONG-TERM PLAN – 2017-2021

This agency will continue to look for ways to make doing business with CCB easier.

- Streamline and eliminate outmoded processes.
- Simplify rules and regulations.
- Move to a technology infrastructure that improves online services and increases efficiency.
- Improve the website with better, more accessible information for contractors and the public.
- Expand mobile device capabilities.
- Improve strategic enforcement efforts across the state to root out unlicensed contractors and illegal activities.
- Improve pre-license and continuing education programs, modifying requirements to support consumer protection and make them valuable to contractors.

MAJOR INFORMATION TECHNOLOGY PROJECTS \$500,000+

The Construction Contractors Board has no projects included in the budget equaling or exceeding \$500,000.

AGENCY SUMMARY

INFORMATION TECHNOLOGY PROJECTS \$150,000+

The CCB is working in partnership with the State Building Codes Division to procure and implement a joint licensing database and online license service system. The cost to CCB is estimated to be approximately \$300,000. The CCB is also replacing its outdated document management system, estimated to cost \$175,000.

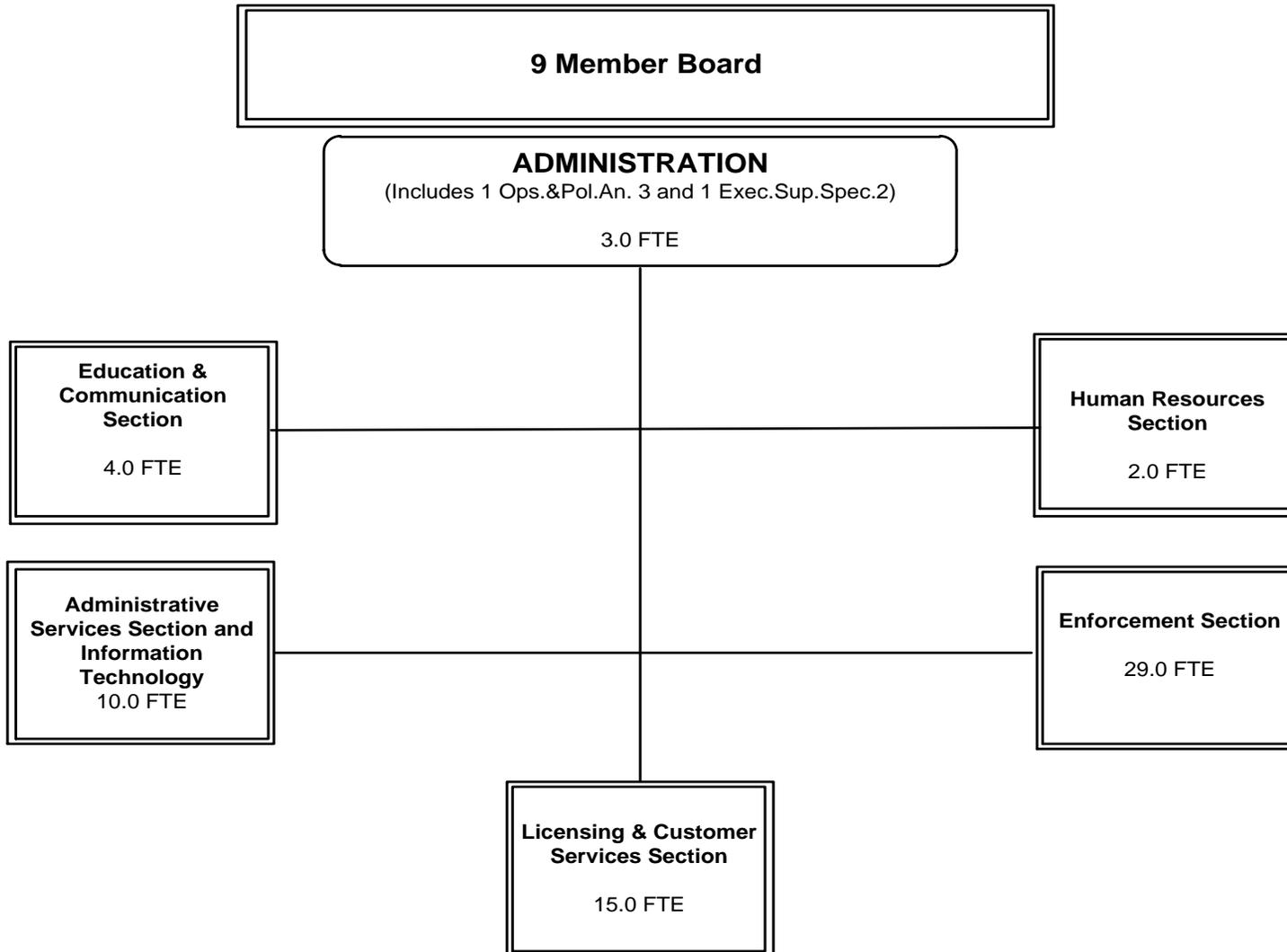
LIFECYCLE REPLACEMENT PLAN

The agency is replacing outdated laptop computers used by Field Investigators, and agency servers and software to improve security and efficiency.

SUSTAINABILITY

The agency moved to a new location in August of 2015, downsizing to a more efficient and modern space, reducing rent costs, and improving access and parking for customers. The agency has reduced its use of paper, delivering board meeting materials and other communications electronically to the extent possible. The agency is currently working with the Secretary of States' office to revise its records retention schedule and public records policy.

AGENCY SUMMARY



Agency Request

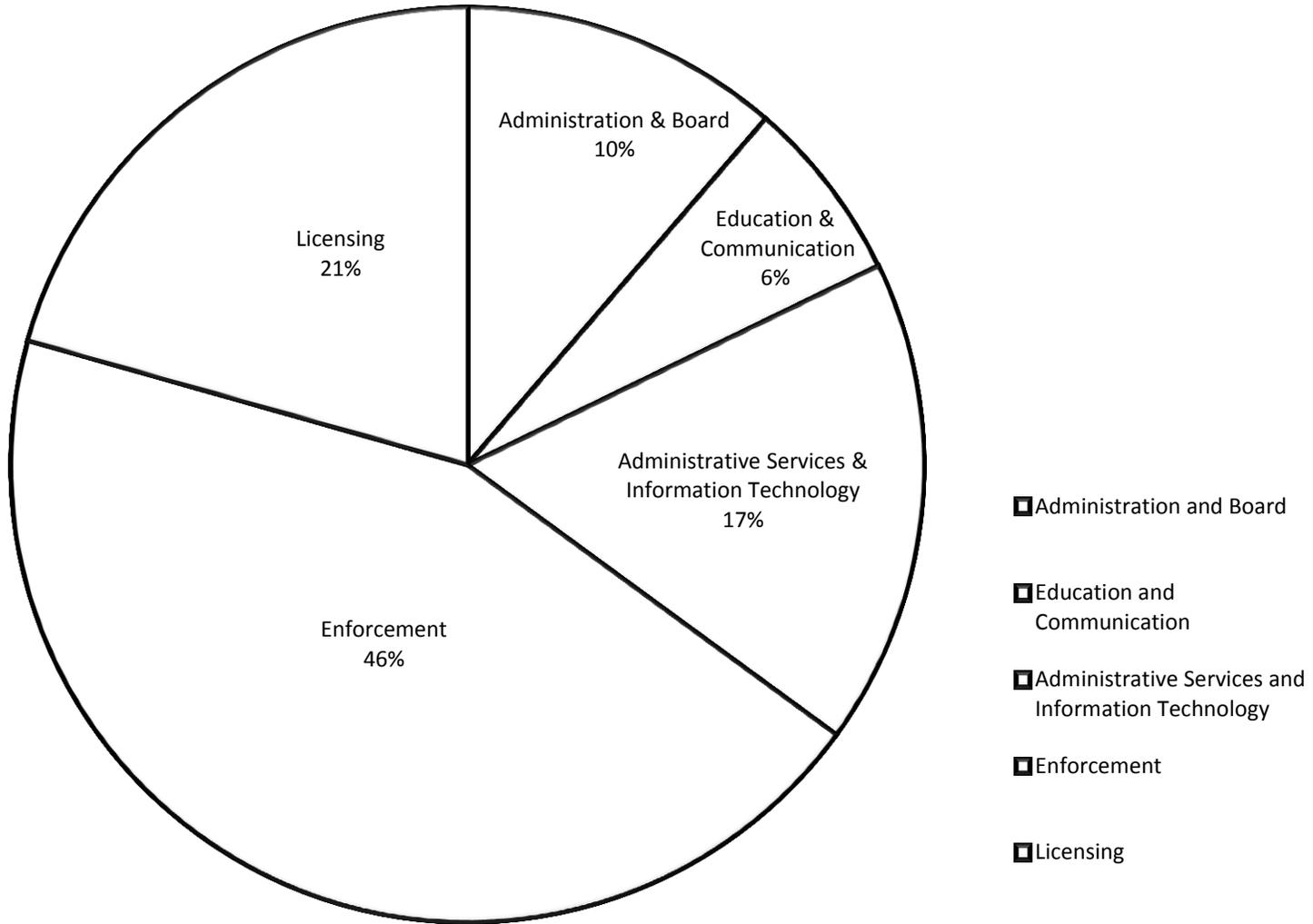
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AGENCY SUMMARY

PROJECTED BUDGET DISTRIBUTION BY PROGRAM - 2017-19 TOTAL BUDGET \$16,674,481



Agency Request

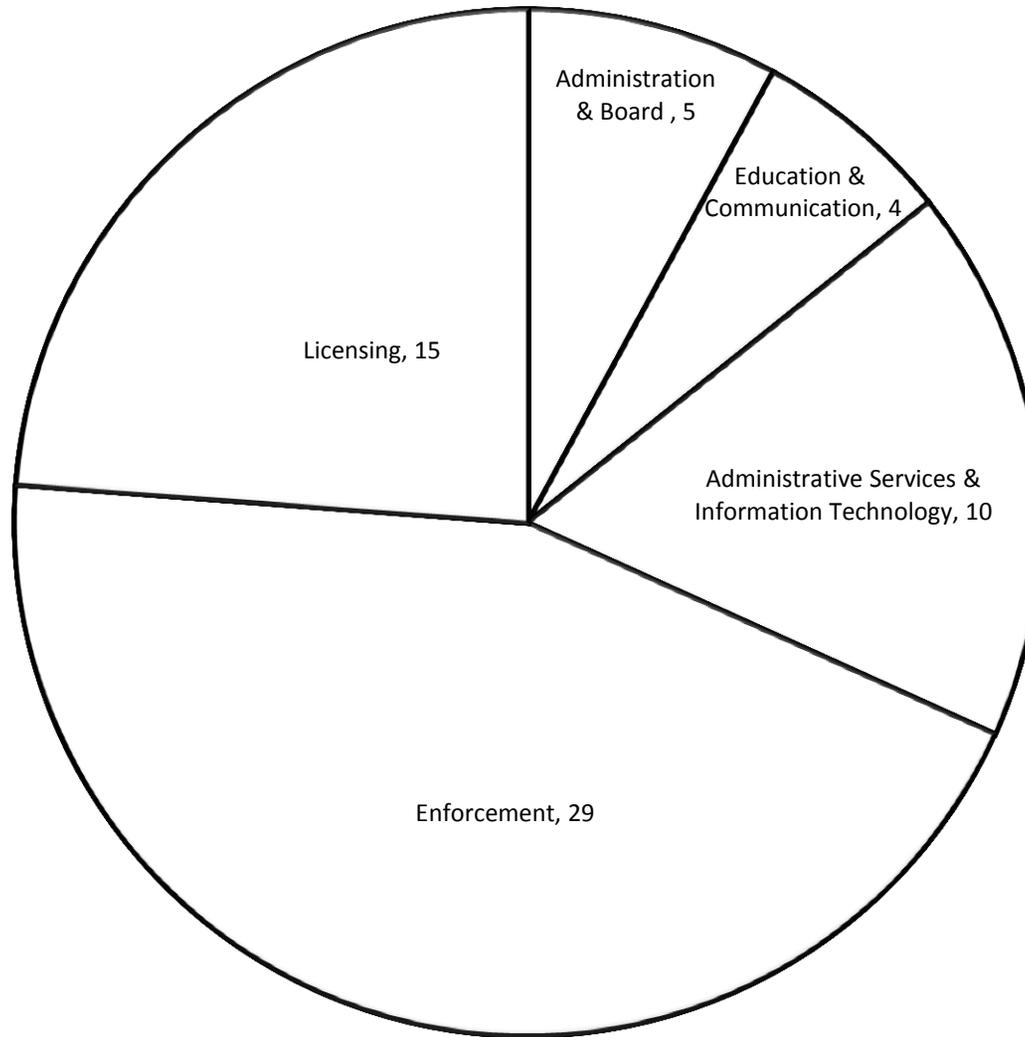
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AGENCY SUMMARY

BUDGET DISTRIBUTION BY POSITION 63 POSITIONS



Agency Request

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AGENCY SUMMARY

SUMMARY OF 2017-19 AGENCY REQUEST BUDGET	POSITIONS	FTE	
Agency Budget Bill HB 5011	62	62	\$14,772,368
Base Budget Adjustments:			
- 2016 Session SB 5507	0	0.0	(\$113,341)
2015-17 LEGISLATIVELY- ADOPTED BUDGET	62	62.0	\$14,659,027
- SB 5701 (Salary Pot)			\$392,637
- May 2016 Emergency Board			\$18,306
2015-17 LEGISLATIVELY- APPROVED BUDGET			\$15,069,970
2015-17 Base Budget	62	62.0	\$15,867,829
Essential Packages	-	-	
Package 010			\$52,105
Package 031			\$407,707
Subtotal: 2017-19 Current Service Level	62	62.0	\$16,327,641
Policy Packages			
Package 915-101 Technology Streamlining Initiative	1	1.0	\$346,840
TOTAL 2017-19 AGENCY REQUEST BUDGET	63	63.0	\$16,674,481
TOTAL 2017-19 GOVENOR'S BUDGET			

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AGENCY SUMMARY

Summary of 2017-19 Biennium Budget

**Construction Contractors Board
Construction Contractors Board
2017-19 Biennium**

**Agency Request Budget
Cross Reference Number: 91500-000-00-00-00000**

Description	Positions	Full-Time Equivalent (FTE)	ALL FUNDS	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds
2015-17 Leg Adopted Budget	62	62.00	14,659,027	-	-	14,659,027	-	-	-
2015-17 Emergency Boards	-	-	392,637	-	-	392,637	-	-	-
2015-17 Leg Approved Budget	62	62.00	15,051,664	-	-	15,051,664	-	-	-
2017-19 Base Budget Adjustments									
Net Cost of Position Actions									
Administrative Biennialized E-Board, Phase-Out	-	-	816,165	-	-	816,165	-	-	-
Estimated Cost of Merit Increase	-	-	-	-	-	-	-	-	-
Base Debt Service Adjustment	-	-	-	-	-	-	-	-	-
Base Nonlimited Adjustment	-	-	-	-	-	-	-	-	-
Capital Construction	-	-	-	-	-	-	-	-	-
Subtotal 2017-19 Base Budget	62	62.00	15,867,829	-	-	15,867,829	-	-	-
Essential Packages									
010 - Non-PICS Pers Svc/Vacancy Factor									
Vacancy Factor (Increase)/Decrease	-	-	11,028	-	-	11,028	-	-	-
Non-PICS Personal Service Increase/(Decrease)	-	-	41,077	-	-	41,077	-	-	-
Subtotal	-	-	52,105	-	-	52,105	-	-	-
020 - Phase In / Out Pgm & One-time Cost									
021 - Phase - In	-	-	-	-	-	-	-	-	-
022 - Phase-out Pgm & One-time Costs	-	-	-	-	-	-	-	-	-
Subtotal	-	-	-	-	-	-	-	-	-
030 - Inflation & Price List Adjustments									
Cost of Goods & Services Increase/(Decrease)	-	-	196,004	-	-	196,004	-	-	-
State Gov't & Services Charges Increase/(Decrease)	-	-	211,703	-	-	211,703	-	-	-

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BDV104 - Biennial Budget Summary

BDV104

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Summary of 2017-19 Biennium Budget

**Construction Contractors Board
Construction Contractors Board
2017-19 Biennium**

**Agency Request Budget
Cross Reference Number: 91500-000-00-00-00000**

<i>Description</i>	<i>Positions</i>	<i>Full-Time Equivalent (FTE)</i>	<i>ALL FUNDS</i>	<i>General Fund</i>	<i>Lottery Funds</i>	<i>Other Funds</i>	<i>Federal Funds</i>	<i>Nonlimited Other Funds</i>	<i>Nonlimited Federal Funds</i>
Subtotal	-	-	407,707	-	-	407,707	-	-	-
040 - Mandated Caseload									
040 - Mandated Caseload	-	-	-	-	-	-	-	-	-
050 - Fundshifts and Revenue Reductions									
050 - Fundshifts	-	-	-	-	-	-	-	-	-
060 - Technical Adjustments									
060 - Technical Adjustments	-	-	-	-	-	-	-	-	-
Subtotal: 2017-19 Current Service Level	62	62.00	16,327,641	-	-	16,327,641	-	-	-

AGENCY SUMMARY

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Subtotal: 2017-19 Current Service Level	62	62.00	16,327,641	-	-	16,327,641	-	-	-
070 - Revenue Reductions/Shortfall									
070 - Revenue Shortfalls	-	-	-	-	-	-	-	-	-
Modified 2017-19 Current Service Level	62	62.00	16,327,641	-	-	16,327,641	-	-	-
080 - E-Boards									
080 - May 2016 E-Board	-	-	-	-	-	-	-	-	-
Subtotal Emergency Board Packages	-	-	-	-	-	-	-	-	-
Policy Packages									
101 - Technology Streamlining Initiative	1	1.00	346,840	-	-	346,840	-	-	-
Subtotal Policy Packages	1	1.00	346,840	-	-	346,840	-	-	-
Total 2017-19 Agency Request Budget	63	63.00	16,674,481	-	-	16,674,481	-	-	-
Percentage Change From 2015-17 Leg Approved Budget	1.61%	1.61%	10.78%	-	-	10.78%	-	-	-
Percentage Change From 2017-19 Current Service Level	1.61%	1.61%	2.12%	-	-	2.12%	-	-	-

AGENCY SUMMARY

Summary of 2017-19 Biennium Budget

**Construction Contractors Board
Construction Contractors Board
2017-19 Biennium**

**Agency Request Budget
Cross Reference Number: 91500-017-00-00-00000**

Description	Positions	Full-Time Equivalent (FTE)	ALL FUNDS	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds
2015-17 Leg Adopted Budget	62	62.00	14,659,027	-	-	14,659,027	-	-	-
2015-17 Emergency Boards	-	-	392,637	-	-	392,637	-	-	-
2015-17 Leg Approved Budget	62	62.00	15,051,664	-	-	15,051,664	-	-	-
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Net Cost of Position Actions									
Administrative Biennialized E-Board, Phase-Out	-	-	816,165	-	-	816,165	-	-	-
Estimated Cost of Merit Increase	-	-	-	-	-	-	-	-	-
Base Debt Service Adjustment	-	-	-	-	-	-	-	-	-
Base Nonlimited Adjustment	-	-	-	-	-	-	-	-	-
Capital Construction	-	-	-	-	-	-	-	-	-
Subtotal 2017-19 Base Budget	62	62.00	15,867,829	-	-	15,867,829	-	-	-
Essential Packages									
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Vacancy Factor (Increase)/Decrease	-	-	11,028	-	-	11,028	-	-	-
Non-PICS Personal Service Increase/(Decrease)	-	-	41,077	-	-	41,077	-	-	-
Subtotal	-	-	52,105	-	-	52,105	-	-	-
020 - Phase In / Out Pgm & One-time Cost									
021 - Phase - In	-	-	-	-	-	-	-	-	-
022 - Phase-out Pgm & One-time Costs	-	-	-	-	-	-	-	-	-
Subtotal	-	-	-	-	-	-	-	-	-
030 - Inflation & Price List Adjustments									
Cost of Goods & Services Increase/(Decrease)	-	-	196,004	-	-	196,004	-	-	-
State Gov't & Services Charges Increase/(Decrease)	-	-	211,703	-	-	211,703	-	-	-

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Subtotal	-	-	407,707	-	-	407,707	-	-	-
040 - Mandated Caseload									
040 - Mandated Caseload	-	-	-	-	-	-	-	-	-
050 - Fundshifts and Revenue Reductions									
050 - Fundshifts	-	-	-	-	-	-	-	-	-
060 - Technical Adjustments									
060 - Technical Adjustments	-	-	-	-	-	-	-	-	-
Subtotal: 2017-19 Current Service Level	62	62.00	16,327,641	-	-	16,327,641	-	-	-

AGENCY SUMMARY

Summary of 2017-19 Biennium Budget

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2017-19 Biennium**

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070 - Revenue Shortfalls	-	-	-	-	-	-	-	-	-
Modified 2017-19 Current Service Level	62	62.00	16,327,641	-	-	16,327,641	-	-	-
080 - E-Boards									
080 - May 2016 E-Board	-	-	-	-	-	-	-	-	-
Subtotal Emergency Board Packages	-	-	-	-	-	-	-	-	-
Policy Packages									
101 - Technology Streamlining Initiative	1	1.00	346,840	-	-	346,840	-	-	-
Subtotal Policy Packages	1	1.00	346,840	-	-	346,840	-	-	-
Total 2017-19 Agency Request Budget	63	63.00	16,674,481	-	-	16,674,481	-	-	-
Percentage Change From 2015-17 Leg Approved Budget	1.61%	1.61%	10.78%	-	-	10.78%	-	-	-
Percentage Change From 2017-19 Current Service Level	1.61%	1.61%	2.12%	-	-	2.12%	-	-	-

AGENCY SUMMARY

PROGRAM PRIORITIZATION FOR 2017-19

Agency Name: CONSTRUCTION CONTRACTORS BOARD																
2017-19 Biennium														Agency Number: 91500		
Program 1																
Program/Division Priorities for 2017-19 Biennium																
1	2	3	4	5	6	7	10	14	15	16	17	18	19	20	21	22
Priority (ranked with highest priority first)	Agency Initials	Program or Activity Initials	Program Unit/Activity Description	Identify Key Performance Measure(s)	Primary Purpose Program- Activity Code	OF	TOTAL FUNDS	Pos.	FTE	New or Enhanced Program (Y/N)	Included as Reduction Option (Y/N)	Legal Req. Code (C, D, FM, FO, S)	Legal Citation	Explain What is Mandatory (for C, FM, and FO Only)	Comments on Proposed Changes to CSL included in Agency Request	
Agcy	Prgm/ Div															
17	1	CCB	LIC	Licensing of all construction contractors	91500-9 91500-10	3	3,296,267	\$ 3,296,267	15	15.00	N	N	S	ORS 701		
17	2	CCB	ENF	Processing of 2-party claims against construction contractors for negligent work, broken contracts, un-paid wages, un-paid supplier claims, etc.	91500-5 91500-7 91500-8	3	1,695,095	\$ 1,695,095	4	4.00	N	N	S	ORS 701		
17	3	CCB	EDUC	Education of consumers about using licensed contractor's and educating all construction contractors about laws and rules.	91500-1 91500-2 91500-3	3	1,109,356	\$ 1,109,356	4	4.00	N	Y	ORS 701			
17	4	CCB	ENF	Conduct statewide investigations at construction jobsites and other areas to locate contractors working illegally.	91500-4 91500-6	3	2,835,706	\$ 2,835,706	14	14.00	N	Y				
17	5	CCB	ENF	Enforcement of all laws and rules relating to construction contractors.	91500-4 91500-6	3	3,125,619	\$ 3,125,619	11	11.00	N	N				
17	6	CCB	ADMIN SVCS	Information Technology structures, support and security		4	1,602,257	\$ 1,602,257	5	5.00	N	N				
17	7	CCB	ADMIN SVCS	Administrative costs relating to running CCB (Administration, Business Services)		4	1,309,305	\$ 1,309,305	5	5.00	N	N				
17	8	CCB	ADMIN	Administrative costs relating to running CCB (Administrator & Support Staff)		4	1,700,876	\$ 1,700,876	5	5.00	N	N	S			
							16,674,481	\$ 16,674,481	63	63.00						

Agency Request

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AGENCY SUMMARY

PROGRAM PRIORITIZATION FOR 2017-19 CONTINUED

7. Primary Purpose Program/Activity Esists

- 1 Civil Justice
- 2 Community Development
- 3 Consumer Protection
- 4 Administrative Function
- 5 Criminal Justice
- 6 Economic Development

- 7 Education & Skill Developme
- 8 Emergency Services
- 9 Environmental Protection
- 10 Public Health
- 11 Recreation, Heritage, or Cul
- 12 Social Support

19. Legal Requirement Code

- C Constitutional
- D Debt Service
- FM Federal - Mandatory
- FO Federal - Optional (once you choose to participate, certain requirements exist)
- S Statutory

The agency serves as infrastructure to manage many different regulatory requirements for construction contractors.

CCB's programs foster basic business competency, and compliance with revenue, workers compensation law, employment law, building codes, contract law, environmental law and other measures designed to offer protections for Oregon consumers and construction workers.

Current law mandates that the agency structure its programs to ensure that construction contractors maintain compliance with all applicable regulatory requirements in an effort to protect consumers, construction workers, and maintain building standards to ensure safe structures in Oregon. During the 2011-13 biennia CCB will begin implementation of its new continuing education requirements.

AGENCY SUMMARY

2017-19 Modified Current Service Level = \$16,674,481
10% Equivalent to \$1,667,448

REDUCTION OPTIONS:

ACTIVITY OR PROGRAM	DESCRIBE REDUCTION	AMOUNT AND FUND TYPE	RANK AND JUSTIFICATION
Existing Vacancies	908 Vacant OPA 4 713 Vacant CS2 Enforcement 731 Vacant HR Manager 804 Vacant PSR4 Licensing 818 Vacant ISS5 Info Technology 906 Vacant HRA 1 Administration	Personal Services (\$1,120,822) Source of funding is Other Funds - Contractor Licensing Fees	1ST
Reduce Administration Position	Would reduce position 878, Operations & Policy Analyst 3, from full time to half time.	Personal Services (\$123,725) Source of funding is Other Funds - Contractor Licensing Fees	2ND
Reduce CCB Enforcement Program	Would remove clerical staff from the Enforcement Program.	Personal Services (\$123,437) Source of funding is Other Funds - Contractor Licensing Fees	3RD
Reduce CCB Licensing Program	Remove position 805, Public Service Representative 4	Personal Services (\$160,425) Source of funding is Other Funds - Contractor Licensing Fees	4TH
Reduce Services and Supplies	Would reduce Services and Supplies by approximately 2.8%.	Services and Supplies (\$139,039) Source of funding is Other Funds - Contractor Licensing Fees	5TH

TOTAL REDUCTION OPTIONS

(\$1,667,448)

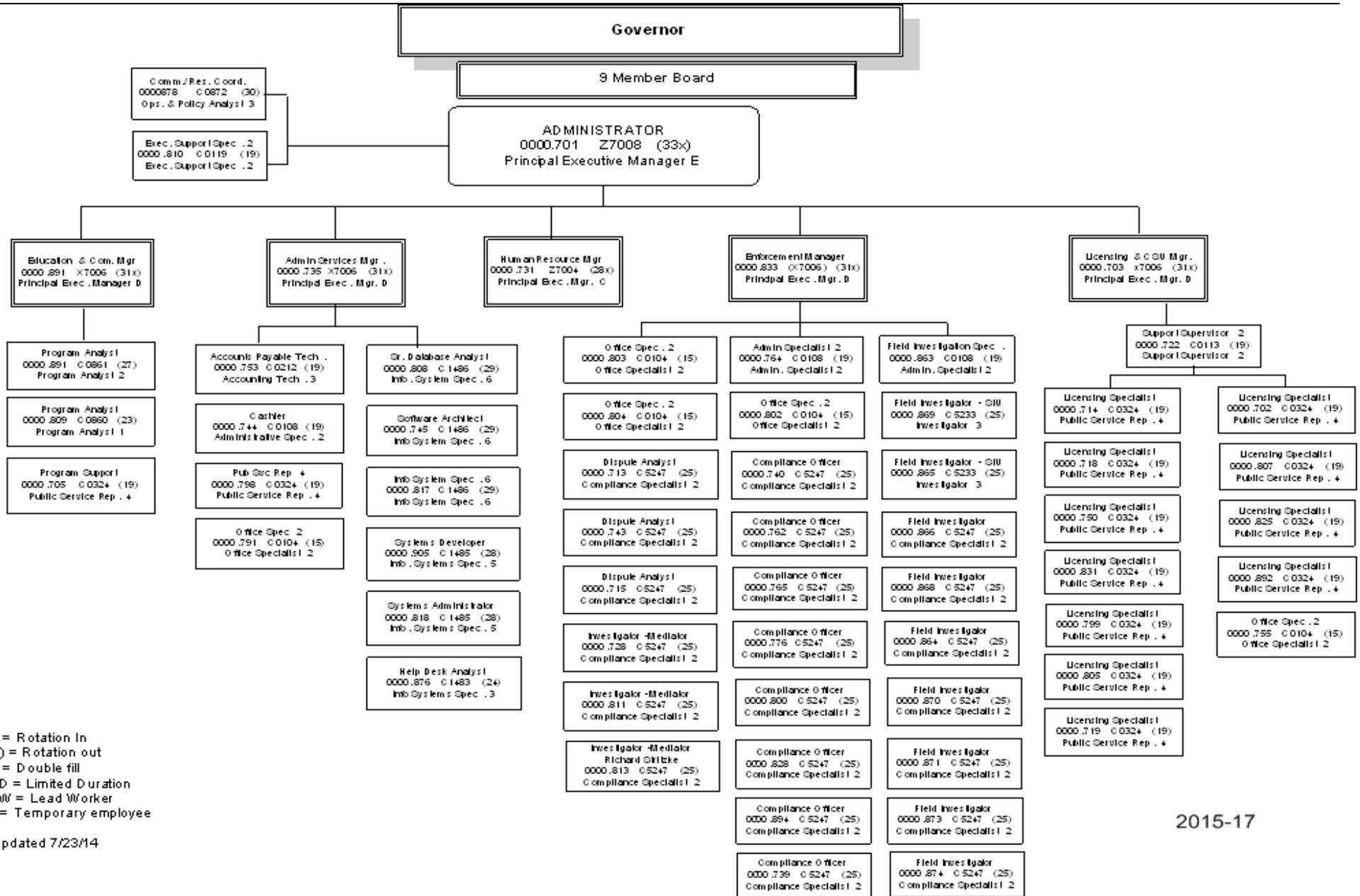
Agency Request

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AGENCY SUMMARY



+ = Rotation In
() = Rotation out
= Double fill
LD = Limited Duration
LW = Lead Worker
* = Temporary employee

Updated 7/23/14

2015-17

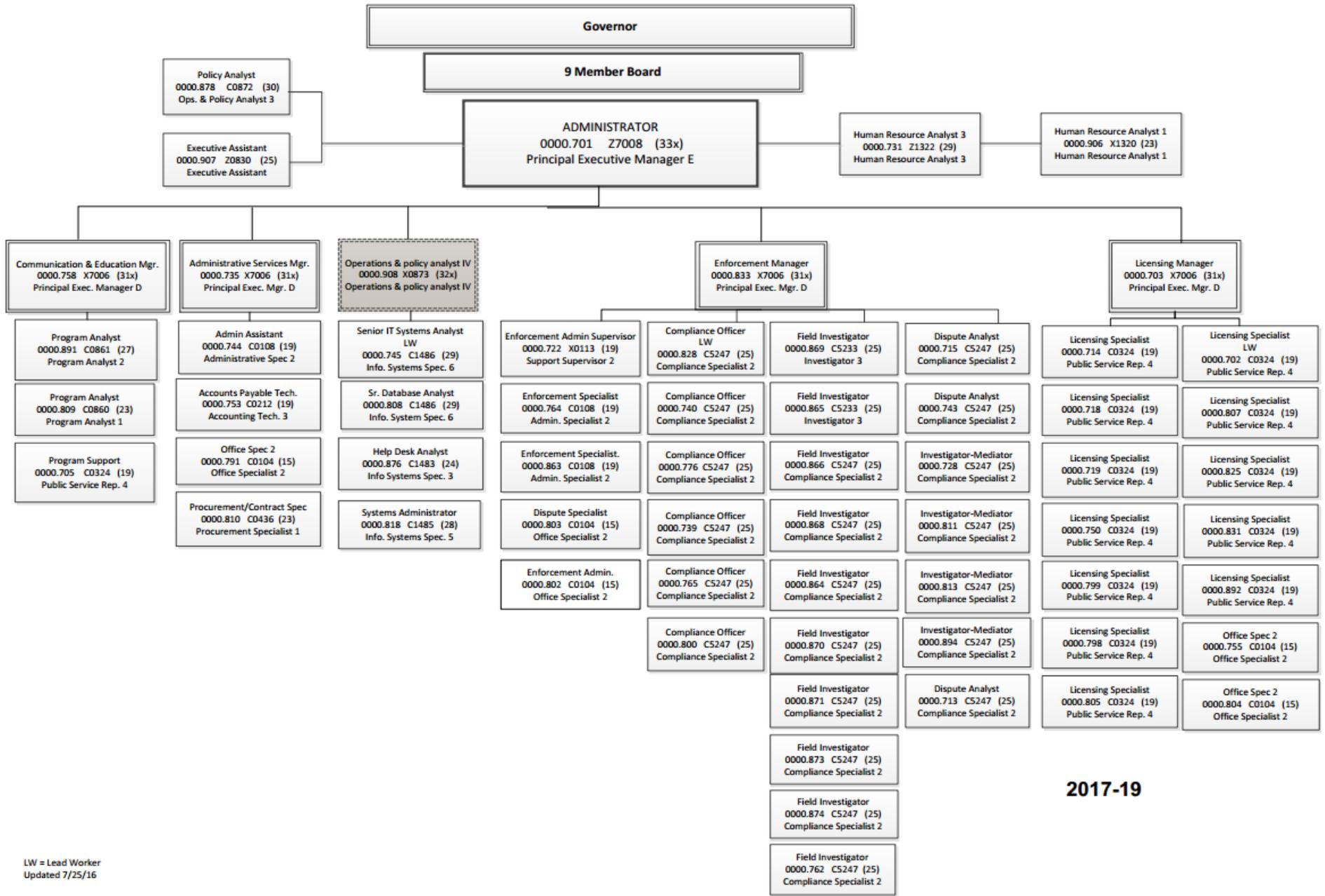
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AGENCY SUMMARY



2017-19

LW = Lead Worker
Updated 7/25/16

Agency Request

Governor's Budget

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AGENCY SUMMARY

Construction Contractors Board

Agency Number: 91500

**Agencywide Program Unit Summary
2017-19 Biennium**

Version: V - 01 - Agency Request Budget

<i>Summary Cross Reference Number</i>	<i>Cross Reference Description</i>	<i>2013-15 Actuals</i>	<i>2015-17 Leg Adopted Budget</i>	<i>2015-17 Leg Approved Budget</i>	<i>2017-19 Agency Request Budget</i>	<i>2017-19 Governor's Budget</i>	<i>2017-19 Leg Adopted Budget</i>
017-00-00-00000	Construction Contractors Board						
	Other Funds	12,949,609	14,659,027	15,051,664	16,674,481	-	-
TOTAL AGENCY							
	Other Funds	12,949,609	14,659,027	15,051,664	16,674,481	-	-

Agency Request
2017-19 Biennium

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Legislatively Adopted
Agencywide Program Unit Summary - BPR010

Agency Request

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Legislatively Adopted

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