

# PROGRAM UNITS

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The Construction Contractors Board (CCB) licenses and regulates Oregon construction contractors.

The agency programs identify, screen, educate, test, provide financial protections, resolve disputes, and, most importantly, hold contractors accountable for their business activities. Agency regulations promote a fair, honest and competitive industry while ensuring consumer rights. These outcomes increase consumer confidence, which stimulates demand and increases growth in the economy.

## **AGENCY PROGRAMS**

### ***Education***

**Contractors:** The agency educates contractors through pre-licensure testing and continuing education programs, as well as its website, quarterly newsletter and presence at industry trade shows. These programs are administered through public/private partnerships.

**Consumers:** The agency educates consumers about the value of hiring properly licensed contractors. It does so through outreach to community organizations, news releases and paid media campaigns, attendance at home shows, and its website.

### ***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. The agency licenses a diverse group of construction-related businesses that include: construction contractors, home inspectors, lead-based paint renovators, locksmiths, Energy Efficiency and Sustainable Technology (EEAST) businesses, home services contractors and home energy performance score contractors.

### ***Enforcement***

This agency enforces laws relating to the construction industry through three functions:

- Field Investigations
- Compliance
- Dispute Resolution Services

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The Enforcement section responds to complaints from the public, and Field Investigators work proactively, conducting job site license checks. The agency gathers information to identify contractors who are working without a license and other possible violations of construction contractor law. Compliance Officers review field investigation reports, assemble evidence, and determine appropriate sanctions.

Dispute Resolution Services staff works to resolve contract disputes. These disputes may be initiated by owners, other contractors, employees or material suppliers. Staff offers mediation for construction disputes involving residential contractors. Mediations typically resolve over 70 percent of disputes, saving the parties from the cost of litigation. The agency arranges for bond payments when contractors are unwilling or unable to pay court-ordered judgments.

## ESSENTIAL PACKAGES

The CCB has only included standard inflation, Price List of Goods and Services changes and Personal Services adjustments in the Agency Request Budget. There are no inflation exception requests.

## POLICY OPTION PACKAGES

We conservatively estimate the 2017-19 revenue will be sufficient to operate the agency at current levels and yet leave an ending balance equal to three months of projected expenditures. CCB is proposing a policy option package to accomplish a Technology Streamlining Initiative; please see the Program Option Package 915-101.

## 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.

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## PROGRAM OPTION PACKAGE 915-101

### Technology Streamlining Initiative

Agency Request: \$346,840  
Governor's Recommended Budget: \$0  
LEGISLATIVELY APPROVED: \$0

#### Purpose:

Establish one limited duration Operational Transformation Project Manager to oversee the agency's implementation of a new licensing database and online service center in partnership with the State Building Codes Division. This package will provide the necessary staffing to modernize the agency's technology structure, improving customer service to the public, data security, and agency efficiency.

#### How Achieved:

The CCB currently operates with multiple custom-developed software programs, and an Oracle database. The database, line-of-business programs, and some of the supporting hardware are dated, are not integrated, difficult to maintain, and result in inefficient agency operations.

In 2015, the Legislature passed HB 2843 allowing the sharing of resources between CCB and BCD. One of the purposes of the legislation was to facilitate a joint licensing system with the two agencies. The new system will facilitate a marked improvement in customer service for the construction industry and consumers of construction services. The Project Manager will oversee the implementation of the new system and integration with the other line of business computer programs employed by the CCB.

This package will provide staffing support for strategic planning, analysis, and project management for implementation of the new system, and the upgrading and integration of other agency line-of-business and website operations. It is expected that this work will be completed by the end of the 2017-19 biennium.

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## Staffing Impact:

1 Limited Duration FTE position for the 2017-19 biennium. This position will phase out fiscal year 2019, having no impact on the 2019-21 biennium.

	Agency Request	Governor's Recommended	Legislatively Approved
Operations Program Analyst 4	1 / 1.0	0 / 0.0	<b>0 / 0.0</b>

## Quantifying Results:

The results will be quantified by the completion of the joint agency licensing system, expected to be completed by July 2018, and the upgrading and integration of the agency's line-of-business and website applications, expected to be completed by June of 2019.

	Agency Request	Governor's Recommended	Legislatively Approved
Personal Services	\$280,736	<b>\$0</b>	<b>\$0</b>
Services & Supplies	\$66,104	<b>\$0</b>	<b>\$0</b>
Capital Outlay	\$0	<b>\$0</b>	<b>\$0</b>
Total	\$346,840	<b>\$0</b>	<b>\$0</b>

## Revenue Source:

The cost of this decision package is financed from Other Funds received through the payment of CCB license fees.

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## ESSENTIAL AND POLICY PACKAGE FISCAL IMPACT SUMMARY

Construction Contractors Board  
 Pkg: 010 - Non-PICS Psnl Svc / Vacancy Factor

Cross Reference Name: Construction Contractors Board  
 Cross Reference Number: 91500-017-00-00-00000

Description	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	All Funds
<b>Personal Services</b>							
Overtime Payments	-	-	1,324	-	-	-	1,324
Public Employees' Retire Cont	-	-	253	-	-	-	253
Pension Obligation Bond	-	-	35,682	-	-	-	35,682
Social Security Taxes	-	-	101	-	-	-	101
Unemployment Assessments	-	-	124	-	-	-	124
Mass Transit Tax	-	-	3,593	-	-	-	3,593
Vacancy Savings	-	-	11,028	-	-	-	11,028
<b>Total Personal Services</b>	<b>-</b>	<b>-</b>	<b>\$52,105</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>\$52,105</b>
<b>Total Expenditures</b>							
Total Expenditures	-	-	52,105	-	-	-	52,105
<b>Total Expenditures</b>	<b>-</b>	<b>-</b>	<b>\$52,105</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>\$52,105</b>
<b>Ending Balance</b>							
Ending Balance	-	-	(52,105)	-	-	-	(52,105)
<b>Total Ending Balance</b>	<b>-</b>	<b>-</b>	<b>(\$52,105)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(\$52,105)</b>

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## ESSENTIAL AND POLICY PACKAGE FISCAL IMPACT SUMMARY

**Construction Contractors Board**  
**Pkg: 031 - Standard Inflation**

**Cross Reference Name: Construction Contractors Board**  
**Cross Reference Number: 91500-017-00-00-00000**

<i>Description</i>	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	All Funds
<b>Services &amp; Supplies</b>							
Instate Travel	-	-	12,762	-	-	-	12,762
Employee Training	-	-	4,324	-	-	-	4,324
Office Expenses	-	-	25,381	-	-	-	25,381
Telecommunications	-	-	11,773	-	-	-	11,773
State Gov. Service Charges	-	-	211,703	-	-	-	211,703
Data Processing	-	-	4,344	-	-	-	4,344
Publicity and Publications	-	-	7,679	-	-	-	7,679
Professional Services	-	-	22,888	-	-	-	22,888
Attorney General	-	-	64,325	-	-	-	64,325
Dues and Subscriptions	-	-	1,162	-	-	-	1,162
Facilities Rental and Taxes	-	-	19,239	-	-	-	19,239
Agency Program Related S and S	-	-	5,548	-	-	-	5,548
Other Services and Supplies	-	-	6,437	-	-	-	6,437
Expendable Prop 250 - 5000	-	-	1,207	-	-	-	1,207
IT Expendable Property	-	-	8,935	-	-	-	8,935
<b>Total Services &amp; Supplies</b>	<b>-</b>	<b>-</b>	<b>\$407,707</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>\$407,707</b>
<b>Total Expenditures</b>							
Total Expenditures	-	-	407,707	-	-	-	407,707
<b>Total Expenditures</b>	<b>-</b>	<b>-</b>	<b>\$407,707</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>\$407,707</b>

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## ESSENTIAL AND POLICY PACKAGE FISCAL IMPACT SUMMARY

Construction Contractors Board  
Pkg: 031 - Standard Inflation

Cross Reference Name: Construction Contractors Board  
Cross Reference Number: 91500-017-00-00-00000

<i>Description</i>	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	All Funds
<b>Ending Balance</b>							
Ending Balance	-	-	(407,707)	-	-	-	(407,707)
<b>Total Ending Balance</b>	-	-	<b>(\$407,707)</b>	-	-	-	<b>(\$407,707)</b>

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## ESSENTIAL AND POLICY PACKAGE FISCAL IMPACT SUMMARY

**Construction Contractors Board**  
**Pkg: 101 - Technology Streamlining Initiative**

**Cross Reference Name: Construction Contractors Board**  
**Cross Reference Number: 91500-017-00-00-00000**

<i>Description</i>	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	All Funds
<b>Personal Services</b>							
Class/Unclass Sal. and Per Diem	-	-	194,184	-	-	-	194,184
Empl. Rel. Bd. Assessments	-	-	57	-	-	-	57
Public Employees' Retire Cont	-	-	37,070	-	-	-	37,070
Social Security Taxes	-	-	14,855	-	-	-	14,855
Worker's Comp. Assess. (WCD)	-	-	69	-	-	-	69
Mass Transit Tax	-	-	1,165	-	-	-	1,165
Flexible Benefits	-	-	33,336	-	-	-	33,336
<b>Total Personal Services</b>	-	-	<b>\$280,736</b>	-	-	-	<b>\$280,736</b>
<b>Services &amp; Supplies</b>							
Instate Travel	-	-	5,888	-	-	-	5,888
Employee Training	-	-	6,650	-	-	-	6,650
Office Expenses	-	-	22,473	-	-	-	22,473
Telecommunications	-	-	6,803	-	-	-	6,803
Data Processing	-	-	1,964	-	-	-	1,964
Publicity and Publications	-	-	3,470	-	-	-	3,470
Agency Program Related S and S	-	-	4,208	-	-	-	4,208
Other Services and Supplies	-	-	4,910	-	-	-	4,910
Expendable Prop 250 - 5000	-	-	3,200	-	-	-	3,200
IT Expendable Property	-	-	6,538	-	-	-	6,538
<b>Total Services &amp; Supplies</b>	-	-	<b>\$66,104</b>	-	-	-	<b>\$66,104</b>

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## ESSENTIAL AND POLICY PACKAGE FISCAL IMPACT SUMMARY

Construction Contractors Board  
 Pkg: 101 - Technology Streamlining Initiative

Cross Reference Name: Construction Contractors Board  
 Cross Reference Number: 91500-017-00-00-00000

Description	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	All Funds
<b>Total Expenditures</b>							
Total Expenditures	-	-	346,840	-	-	-	346,840
<b>Total Expenditures</b>	-	-	<b>\$346,840</b>	-	-	-	<b>\$346,840</b>
<b>Ending Balance</b>							
Ending Balance	-	-	(346,840)	-	-	-	(346,840)
<b>Total Ending Balance</b>	-	-	<b>(\$346,840)</b>	-	-	-	<b>(\$346,840)</b>
<b>Total Positions</b>							
Total Positions							1
<b>Total Positions</b>	-	-	-	-	-	-	<b>1</b>
<b>Total FTE</b>							
Total FTE							1.00
<b>Total FTE</b>	-	-	-	-	-	-	<b>1.00</b>

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07/27/16 REPORT NO.: PDPFISCAL DEPT. OF ADMIN. SVCS. -- PPDB PICS SYSTEM PAGE 1  
 REPORT: PACKAGE FISCAL IMPACT REPORT 2017-19 PROD FILE  
 AGENCY: 91500 CONSTRUCTION CONTRACTOR BOARD PICS SYSTEM: BUDGET PREPARATION  
 SUMMARY XREF: 017-00-00 Construction Contractors Board PACKAGE: 101 - Technology Streamlining Initia

POSITION			POS						GF	OF	FF	LF	AF
NUMBER	CLASS	COMP	CLASS NAME	CNT	FTE	MOS	STEP	RATE	SAL/OPE	SAL/OPE	SAL/OPE	SAL/OPE	SAL/OPE
0000908	MMS	X0873	AA OPERATIONS & POLICY ANALYST 4	1	1.00	24.00	08	8,091.00		194,184			194,184
										85,387			85,387
TOTAL PICS SALARY										194,184			194,184
TOTAL PICS OPE										85,387			85,387
				---	-----	-----				-----	-----	-----	
TOTAL PICS PERSONAL SERVICES =				1	1.00	24.00				279,571	-----	-----	279,571

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## DETAIL OF LOTTERY FUNDS, OTHER FUNDS, AND FEDERAL FUNDS REVENUE

Construction Contractors Board  
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Agency Number: 91500  
Cross Reference Number: 91500-000-00-00-00000

Source	2013-15 Actuals	2015-17 Leg Adopted Budget	2015-17 Leg Approved Budget	2017-19 Agency Request Budget	2017-19 Governor's Budget	2017-19 Leg Adopted Budget
<b>Other Funds</b>						
Business Lic and Fees	14,507,420	11,610,408	11,610,408	12,116,436	-	-
Charges for Services	-	105,420	105,420	104,551	-	-
Fines and Forfeitures	1,114,558	1,418,640	1,418,640	1,013,327	-	-
Interest Income	963	1,000	1,000	1,045	-	-
Sales Income	-	8,700	8,700	3,582	-	-
Other Revenues	363,339	1,726,315	1,726,315	542,822	-	-
Transfer In - Intrafund	684,648	-	-	-	-	-
Transfer Out - Intrafund	(684,648)	-	-	-	-	-
Transfer to General Fund	(834,719)	(1,080,000)	(1,080,000)	(734,607)	-	-
<b>Total Other Funds</b>	<b>\$15,151,561</b>	<b>\$13,790,483</b>	<b>\$13,790,483</b>	<b>\$13,047,156</b>	-	-

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## DETAIL OF LOTTERY FUNDS, OTHER FUNDS, AND FEDERAL FUNDS

Source	Fund	ORBITS Revenue Acct	2013-2015 Actual	2015-17 Legislatively Adopted	2015-17 Estimated	2017-19		
						Agency Request	Governor's	Legislatively Adopted
Business & License Fees	OF	0205	\$14,507,420	\$11,610,408	\$11,610,408	\$12,116,436		
Charges for Services	OF	0410	\$0	\$105,420	\$105,420	\$104,551		
Fines & Forfeitures	OF	0505	\$1,114,558	\$1,418,640	\$1,418,640	\$1,013,327		
Interest Income	OF	0605	\$963	\$1,000	\$1,000	\$1,045		
Sales Income	OF	0705	\$0	\$8,700	\$8,700	\$3,582		
Other Revenue	OF	0975	\$363,339	\$1,726,315	\$1,726,315	\$542,822		
Transfer In <u>Intrafund</u>	OF	1010	\$684,648	\$0	\$0	\$0		
Transfer to General Fund	GF	2060	(\$834,719)	(\$1,080,000)	(\$1,080,000)	(\$734,607)		
<b>Total:</b>			<b>\$15,836,209</b>	<b>\$13,790,483</b>	<b>\$13,790,483</b>	<b>\$13,047,156</b>		

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