

**Construction Contractors Board**

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State of Oregon  
Honorable Kate Brown, Governor



Jim Denno, Administrator

**DRAFT**  
10/23/15

**NOTICE OF PUBLIC MEETING  
CCB Board Meeting**

**Tuesday, November 03, 2015**  
9:30 a.m. – 12:30 p.m.  
201 High St SE, 6<sup>th</sup> Floor, Board Room, Salem, Oregon

	<b>Page</b>
<b>Meeting Called to Order</b>	
<b>Approval of the Agenda</b> ..... <b>ACTION ITEM</b>	(pg 1)
<b>Introduction and Welcome:</b> New board member, Jim Kitchin, and new Assistant Attorney General, Catriona McCracken	(No attach)
<b>Approval of the Minutes (9/22/15)</b> ..... <b>ACTION ITEM</b>	(pg 2-3)
<b>Board Calendar:</b> Date of the Next Regularly Scheduled Meeting: December 01, 2015 (CCB Offices) .....	(pg 4)
<b>Public Comment</b>	
<b>Old Business</b>	
1. KPM 10-Best Practices for Boards and Commissions (Catherine Dixon ) .....	(pg 5-9)
<b>New Business</b>	
1. Year in Review for New Members (Kimberly Wood) .....	(pg 10-12)
2. Board Member Participation and Meetings Moving Forward (Kimberly Wood).....	(No attach )
<b>Agency Reports</b> .....	(pg 13-22)
<b>Adjournment</b>	

*The Board may meet in executive session under authority of ORS 192.660 from time to time. The specific statutory basis for the executive session will be announced on the record prior to the commencement of the executive session. Executive sessions are closed to the public.*

*The Board may recess the public meeting, in order to deliberate privately, under authority of ORS 192.690(1). The public meeting will then reconvene for the purpose of decision-making.*

*The meeting location is accessible to persons with disabilities. A request for an interpreter for the hearing impaired or for other accommodations for persons with disabilities should be made at least 48 hours before the meeting to Brandy Richter (503) 934-2222.*

**DRAFT**  
10/20/15

**MINUTES OF THE Sept. 22, 2015  
CONSTRUCTION CONTRACTORS BOARD MEETING**

The Construction Contractors Board (CCB) met on Tuesday, Sept. 22, 2015, in the CCB Board Room, 201 High St. SE, Salem, Oregon.

**Attendees:**

**Board Members Present:** Board Chair Kimberly Wood.

**Board members appearing by phone:** Vice-Chair Jim Patrick, Kurt Bolser, Mariana Lindsay and Susan Steward.

**Excused Board Members:** Jerry Jones Jr.

**Staff:** Administrative Services Manager Kimberlee Ayers, Enforcement Manager Stan Jessup, Licensing Manager Laurie Hall, Administrative Assistant Brandy Richter, Enforcement Lead Brian Halfman, Assistant Attorney Generals Susan Bischoff and Catriona McCracken.

**Guests:** Bonnie Sullivan, Kirsten Adams and Pat Koontz

**MEETING CALLED TO ORDER:**

Chair Wood called the meeting to order at 9:31 a.m.

**APPROVAL OF AGENDA AND ORDER OF BUSINESS:**

**MOTION:** Jim Patrick moved to approve the Sept. 22, 2015 agenda  
**Motion carried unanimously.**

**APPROVAL OF MINUTES:**

**MOTION:** Kurt Bolser moved to approve the Aug. 25, 2015 meeting minutes.  
**Motion carried unanimously;**

**DATE OF NEXT REGULARLY SCHEDULED MEETING:**

The next board meeting is scheduled for Oct. 27, 2015.

**PUBLIC COMMENT:**

Pat Koontz spoke on how he felt he did not received a full investigation.

**AGENCY REPORT:**

Enforcement Manager Stan Jessup stood in for Administrator Denno. Mr. Jessup stated that the agency is working on rules and internal process for using the NASCLA exam for licensure and a plan to make the continuing education requirements more straightforward and meaningful for contractors and the agency.

1. **Licensing Update:**

Ms. Hall reported on licensing statistics for the month of August.

Chair Wood asked to have the stats from 2007 and 2010 added to the report for the December meeting (Staff Action Item 9-23-15. AGENCY REPORT a)

2. **Communication/Education**

a. **Update:**

Licensing manager Laurie Hall stood in for the communication/education manager who was at a work group for a Spanish version of the exam.

Ms. Hall updated the board on the upcoming newsletter to be released in October. She explained that in this edition of the newsletter the Board will be starting to follow a new contractor through their first year of licensure.

b. **Outreach Schedule:**

Ms. Hall noted the Education Department has just started its fall outreach with live courses throughout the state.

3. **Enforcement:**

a. **Update:**

Mr. Jessup updated the board on the progress of the new field investigators, saying they had completed lead-based paint and pre-licensure training and they are now being evaluated to see if they can also serve as part-time mediators. He would like to have a part-time mediator in the Portland area.

He noted that the agency has received a good response to having field investigators in the Newport and Eugene areas.

Mr. Jessup further reported that they have been doing sweeps in the Portland area with the Department of Revenue as well as speaking and answering questions at the classes put on by the Education Department.

b. **Consent Agenda:**

**MOTION:** Jim Patrick moved to ratify actions taken by staff and approve consent agenda notices of intent and final orders issued.

**Motion carried unanimously.**

4. **Administrative Services:**

a. **Budget:**

Ms. Ayers reported that the budget is still strong and that the ARS settlement has continued to filter through as well as some of our move expenses. She noted that the agency remains under budget for expenses and over budget for revenue, and said we should expect more movement in the coming month with the move expenses and the end of the biennium.

She states she will have more information on the IT server upgrade at the next meeting.

**Old Business:**

None Noted

**New Business**

None Noted

**Adjourned:**

10:02 A.M

# CCB Board Meeting Calendar 2015

All board meetings begin at 9:30 am, held at the CCB Office located at 201 High St SE, 6<sup>th</sup> Floor, Salem OR

<b>MONTH</b>	<b>MEETING TYPE</b>	<b>NOTED ITEMS AT MEETINGS</b>
January 27	Teleconference Board Meeting	
<b>February 24</b>	<b>Board Meeting</b>	<b>Ethics Training</b>
March 24	Teleconference Board Meeting	
<b>April 28</b>	<b>Board Meeting</b>	<b>Agency All Staff Meeting</b>
May 26	Teleconference Board Meeting	
<b>June 23</b>	<b>Board Meeting</b>	<b>Per ORS 701.238 determine fees</b>
July 28	Teleconference Board Meeting	<b>Budget Review, Strategic Plan review</b>
<b>August 25</b>	<b>Board Meeting</b>	
September 22	Teleconference Board Meeting	
<b>October 27</b>	<b>Board Meeting</b>	<b>KPM 10 – Best Practices survey finalized</b>
<b>December 1</b>	<b>Board Meeting</b>	<b>Election of Officers</b>

# CONSTRUCTION CONTRACTORS BOARD

201 High St SE Suite 600  
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503-378-4621  
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## Interoffice Memo

**To:** Board Members  
**From:** Catherine Dixon  
Procurement Specialist  
**Date:** October 21, 2015  
**Subject:** Best Practices for Boards and Commissions Procedures

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The “Best Practices for Boards and Commissions” is a Key Performance Measure (KPM) that all Oregon boards and commissions are obligated to report upon. It was developed by the Legislature in approximately 2005 as a response to some issues that developed regarding the management of some smaller boards. We began reporting of this KPM in 2008. I have been asked to coordinate this KPM activity for the agency. This memo is designed to be used by the board to perform the analysis and create the records necessary to comply with this KPM.

Attached is a chart listing the best practices, a description of what and how the staff provides the information, and the date or dates the material was provided.

### **Action Plan:**

1. Staff will present this information to board members at the November meeting.
2. Board members may wish to discuss and review the chart showing the Best Practices for Boards and Commissions and staff will answer any questions board members may have regarding each of the 15 best practices listed.
3. Members will vote on each of the 15 best practices indicating whether the agency has complied.
4. Staff will compile the voting records and complete the performance measure document for KPM 10 and submit it to the agency budget officer.

m-brd 2015 10-21-15.doc

# Best Practices for Boards and Commissions Chart

## FY 2015 (7/1/14-6/30/15)

Best Practices Criteria	Description of What and How Information Provided	Date
1. Executive Director's performance expectations are current.	<ul style="list-style-type: none"> <li>• Develop and maintain process for selecting administrator.</li> <li>• Develop and maintain current job description for administrator.</li> <li>• Latest signed evaluation</li> </ul>	<p>Discussions with Interim Administrator Beri Leslie 7-8/2014</p> <p>Hired new Administrator 7/2014</p>
2. Executive Director receives annual performance feedback	<ul style="list-style-type: none"> <li>• Performance feedback is delivered during the review of the administrator's performance.</li> <li>• Issued performance evaluations spring 2010 (done).</li> <li>• Latest signed evaluation</li> </ul>	<p>Discussions with Interim Administrator Beri Leslie 7-8/2014</p> <p>In process of completing 360 review 10/15</p>
3. The agency's mission and high-level goals are current and applicable.	<ul style="list-style-type: none"> <li>• Included in CCB Board Member Manuals, which are updated as needed.</li> <li>• Board reviews and updates CCB Business Plan, as needed.</li> <li>• Incorporated into the agency's Key Performance Measures.</li> </ul>	<p>Strategic planning 6/24/14 Board manual updated 7/24/15</p>
4. The Board reviews the <i>Annual Performance Progress Report</i> .	<ul style="list-style-type: none"> <li>• The Key Performance Measures are included in the Quarterly reports for each section of the agency.</li> <li>• Annually, Board reviews the Key Performance Measures contained in the Annual Performance Progress Report (APPR).</li> </ul>	<p>KPM 10 10/28/14 All KPMs 12/2/14</p>
5. The Board is appropriately involved in review of agency's key communications.	<ul style="list-style-type: none"> <li>• Every Board meeting the Board works with agency staff on identification, analysis and prioritization of policy issues.</li> <li>• Every Board meeting the Board reviews key correspondence sent to one or more Board members.</li> </ul>	<p>Every Board Meeting</p>
6. The Board is appropriately involved in policy-making activities.	<ul style="list-style-type: none"> <li>• In even-numbered years, Board reviews Legislative Concept packages submitted by agency staff for consideration.</li> <li>• Board members discuss and suggest possible Legislative</li> </ul>	<p>Every Board Meeting</p>

Best Practices Criteria	Description of What and How Information Provided	Date
	Concepts for future legislative sessions. <ul style="list-style-type: none"> <li>At regular meetings, Board considers proposed administrative rules and makes appropriate modifications before rulemaking hearing.</li> </ul>	
7. The agency's policy options packages are aligned with their mission and goals.	Every other year during budget preparations the Board discusses, reviews, and approves agency policy packages and the Governor's Recommended Budget (GRB).	No current policy packages GRB reviewed 8/25/15
8. The Board reviews all proposed budgets (likely occurs every 2 years).	Board reviews and approves agency legislative budget requests. These items are contained (when available) in the Board packet.	1/27/15 4/28/15
9. The Board periodically reviews key financial information and audit findings.	<ul style="list-style-type: none"> <li>Board reviews revenue projections and expense reports prepared by agency.</li> <li>Board reviews audit findings provided to agency.</li> <li>These items are contained (when available) in the Board packet.</li> </ul>	Every Board Meeting
10. The Board is appropriately accounting for resources.	<ul style="list-style-type: none"> <li>Board reviews fee increase or decrease proposals in context of agency budgets and revenue and expenditure reports.</li> </ul>	Review revenue every meeting. Ongoing
11. The agency adheres to accounting rules and other relevant financial controls.	<ul style="list-style-type: none"> <li>Agency follows DAS policies, including the Oregon accounting manual, and generally accepted accounting procedures (GAAP).</li> <li>Payments by CCB are remitted via DAS, which follows the Oregon accounting manual and GAAP.</li> </ul>	Ongoing
12. Board members act in accordance with their roles as public representatives.	<ul style="list-style-type: none"> <li>Board functions under Oregon public meetings laws (ORS chapter 192).</li> <li>Board functions under Oregon administrative laws for purposes of rulemaking and conducting Appeals Committee.</li> <li>Board members act in accordance with Oregon government standards and practices (ethics) laws.</li> </ul>	Ongoing Ethics Training 2/24/15

Best Practices Criteria	Description of What and How Information Provided	Date
	<ul style="list-style-type: none"> <li>Board receives updates and training on law changes (e.g. ORS chapter 183 and chapter 244, and the revised ethics laws and “A Guide for Public Officials”, which are contained in the CCB Board Member Manual.</li> </ul>	
13. The Board coordinates with others where responsibilities and interests overlap.	<ul style="list-style-type: none"> <li>Board members participate in appropriate occupational associations.</li> <li>Board consults with Associated General Contractors, Oregon Home Builders Association, and similar other associations on legislative and administrative rule issues.</li> </ul>	Ongoing
14. The Board members identify and attend appropriate training sessions.	<ul style="list-style-type: none"> <li>Board members attend state-sponsored board orientation and training.</li> <li>Board members receive training from Department of Justice representatives at regular meetings.</li> <li>New Board members are given an orientation packet that includes the CCB Board Member Manual.</li> </ul>	Ethics training 2/24/15 New board member orientation
15. The Board reviews its management practices to ensure best practices are utilized.	Annually the Board reviews and reports on its best practices.	10/28/14 11/3/15

## Best Practices for Boards and Commissions Checklist - KPM 10

Best Practices Criteria FY 2015	Yes	No
1. Executive Director’s performance expectations are current.		
2. Executive Director receives annual performance feedback		
3. The agency’s mission and high-level goals are current and applicable.		
4. The board reviews the <i>Annual Performance Progress Report</i> .		
5. The board is appropriately involved in review of agency’s key communications.		
6. The board is appropriately involved in policy-making activities.		
7. The agency’s policy options packages are aligned with their mission and goals.		
8. The board reviews all proposed budgets (likely occurs every other year).		
9. The board periodically reviews key financial information and audit findings.		
10. The board is appropriately accounting for resources.		
11. The agency adheres to accounting rules and other relevant financial controls.		
12. Board members act in accordance with their roles as public representatives.		
13. The board coordinates with others where responsibilities and interests overlap.		
14. The board members identify and attend appropriate training sessions.		
15. The board reviews its management practices to ensure best practices are utilized.		

## **Agency Strategic Plan**

*Updated on 6/10/14*

### **Policy Changes**

- Set aside annual date to brainstorm and review legislative concepts
- Limit rulemaking to once per year
- Identify 1-2 enforcement priorities
- Ask each board member to be responsible for a program area (education, admin services, enforcement, etc.)
- Work with DCBS HR to perform low cost yet meaningful 360 review of the Administrator semi-annually

### **Board Meeting Changes**

- Provide a financial update at each meeting
- Annual meeting of board with agency
- Invite 2-3 employees each time to observe board meetings
- Leadership team to participate at all board meetings
- Administrator report at the start of each meeting – snapshot – 2 page document with high level overview
- Set annual calendar with dates and topics
- Agenda distributed 1 week in advance
- Sections in agenda – due dates, action items, and follow-up area
- Input on agenda – when special topics need to be discussed – otherwise, be prepared for general topic discussions in agenda template
- Monthly meeting – 3 hours max
- Every other meeting over the phone (etiquette discussed)
- Strategic location – more convenient with easy I5 access
- Appeal committee for contested case matters – can be 3 people instead of full board

### **New Board Member Orientation**

- Create a board buddy/mentor for new members
- Work with DOJ to provide training for new and existing members (ethics, meetings, law)
- Create meaningful 2- 3 hour board member orientation with agency

# Construction Contractors Board



## Our Mission

The Construction Contractors Board (CCB) protects Oregonians by preventing and resolving construction contracting problems. We:

- License contractors and develop licensing standards
- Enforce construction contractor laws
- Educate the public about licensing requirements
- Mediate disputes between homeowners and licensed contractors

The nine-member board was established in 1971 to regulate residential homebuilders. Initially called the Builders Board, the agency became the Construction Contractors Board in 1990 with regulatory authority expanded to include commercial contractors.

## Our People

### Management Team

James Denno, Administrator: 503-934-2184 or [james.s.denno@state.or.us](mailto:james.s.denno@state.or.us).

Stan Jessup, Enforcement Manager: 503-934-2188 or [stan.m.jessup@state.or.us](mailto:stan.m.jessup@state.or.us).

Laurie Hall, Licensing Manager: 503-934-2199 or [laurie.hall@state.or.us](mailto:laurie.hall@state.or.us).

Cheryl Martinis, Communications and Education Manager: 503-934-2195 or [cheryl.martinis@state.or.us](mailto:cheryl.martinis@state.or.us).

Kimberlee Ayers, Administrative Services Manager: 503-934-2237 or [kimberlee.ayers@state.or.us](mailto:kimberlee.ayers@state.or.us).

### Customer Service

Licensing questions: 503-378-4621 or [ccb.info@state.or.us](mailto:ccb.info@state.or.us).

Report unlicensed contractors: 503-934-2246 [ccbtips@ccb.state.or.us](mailto:ccbtips@ccb.state.or.us)

Continuing education questions: 503-934-2227 or [ccbeducation@state.or.us](mailto:ccbeducation@state.or.us).

Mediation (dispute resolution) questions: 503-934-2247 [ccbdisputes@ccb.state.or.us](mailto:ccbdisputes@ccb.state.or.us)

Lead-based paint regulation: 503-378-4621 or [lbptip@ccb.state.or.us](mailto:lbptip@ccb.state.or.us).

Rule status: 503-934-2185 or [catherine.a.dixon@state.or.us](mailto:catherine.a.dixon@state.or.us).

## Our Funding

- Licensing fees: 78 percent
- Education: 11 percent
- Civil penalties: 9 percent (80% goes to state General Fund)

## Our Challenge

Fulfilling an expanding our mission with fewer resources.

	2007-09	2009-11	2011-13	2013-15	2015-17
<b>Licensees</b>	47,000	43,000	39,000	35,000	35,000
<b>Budget</b>	\$15.4 million	\$15.1 million	\$15.1 million	15.9 million	\$14.7 million
<b>Employees</b>	85	80	76	75	62

## Our Challenge

**Licensing:** In addition to residential and commercial contractors, we now regulate home inspectors, locksmiths, contractors that handle lead paint, energy assessors, and home services contractors.

**Education:** Contractors today must pass a pre-license exam to become licensed and meet continuing education requirements to renew their license. We devote resources to creating and maintaining pre-license and continuing education programs and certifying providers and classes.

**Enforcement:** Unlicensed contractors, paying employees under the table to avoid employment and workers' compensation requirements, and illegal advertising continue to plague the construction industry.

**Online services:** In today's world, it is increasingly important for businesses and customers to be able to conduct business online. Our existing databases and online systems are cumbersome for staff and the public.

## Our Strategy

**Back to basics:** Focus on our core mission of licensing contractors, enforcing construction contracting laws and educating the public.

- Move to national license testing standards where appropriate.
- Streamline continuing education program to increase contractor flexibility, course variety, and reduce costs.
- Improve strategic enforcement efforts across the state to root out unlicensed and improperly licensed contractors.
- Partner with other agencies to share information and improve enforcement coordination.
- Increase public awareness of the benefits of using licensed contractors.
- Focus on customer service across all programs.



**Make it easier to conduct business online:** Upgrade our Information Technology services to expand and improve online services.

- Create user friendly licensing system for license applications and renewals.
- Streamline the website license search function to be more useful and user friendly.
- Create phone app to search license database and report unlicensed contractors.

**Live within our means:** Achieve efficiencies that let us improve operations with existing staff.

- No fee increases for 2015-17.
- Collaborate with state and local government agencies to share information.
- Increase collaboration with the Building Codes Division to share information and resources.

**Innovate:** Work creatively to do more with less.

- Simplify internal processes.
- New models for education.
- Leverage membership in National Association of State Contractors Licensing Agencies.
- New headquarters, summer 2015.

## CONSTRUCTION CONTRACTORS BOARD

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### Interoffice Memo

**To:** Board Members  
**From:** James Denno  
Administrator  
**Date:** October 23, 2015  
**Subject:** Agency Update

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As we near the end of 2015 and look ahead to 2016, it is gratifying to see all that has been accomplished by the Construction Contractors Board in a very short space of time. We embraced a vision of going back to basics, focusing on our core mission of licensing contractors, enforcing construction contracting laws and educating the public; making it easier to for our customers to conduct business with us online; living within our means, achieving efficiencies and improve operations with existing staff; and innovation, working creatively to do more with less.

Here are a few of the highlights of what we've accomplished together in 2015:

- Passed a reduced budget for 2015-17, tightening our belts and becoming more efficient.
- Moved into a new facility with better access for our customers, more efficient workspace for staff, and at reduced cost.
- Recruited new quality board members with broad experience in the construction business, and knowledge of building and construction issues.
- Rebuilt relationships with stakeholders and legislators, reaching out, listening to their issues and working with them to seek solutions.
- Developed quality online and live continuing education classes, and increased public outreach across the state.
- Hired new investigators and restructured field staff to increase our enforcement presence.
- Adopted a quality national exam for Home Inspectors, and approved the acceptance of the NASCLA national exam for contractors.
- Developed a strategy for restructuring the continuing education program that will address the issues that have generated so many complaints and improve our education services to contractors in a meaningful way.
- Streamlined many internal licensing processes removing redundant steps, and updated forms to make them easier for licensees to understand.
- Began a partnership with the Building Codes Division with the goal of improving licensing and enforcement services of both agencies. We are developing a new online licensing system jointly, and our enforcement staffs have been cross training.
- Invested in our employees, with training and employee committees to improve our working environment.

Just a few of the highlights of course, but as we look ahead to 2016 and the many challenges we will face, it helps to look back and see how far we have come. Board members and staff should be proud of what we have accomplished, and support each other as we move ahead in our efforts to better serve the citizens of Oregon. There's lots to do!

## CCB LICENSING STATISTICS AS OF 10/1/15

### LICENSES/ENDORSEMENTS

ENDORSEMENT TYPE	NUMBER
Residential General	18,683
Residential Specialty	8,585
Residential Limited	1,901
Residential Developer	162
Residential Locksmith Services	30
Residential Home Inspector Services	98
Residential Home Services Contractors	15
Residential Home Energy Performance Score Contractors	2
Inactive	1,061
<b>TOTAL RESIDENTIAL LICENSEES</b>	<b>30,537</b>
Commercial General Level 1	1,422
Commercial General Level 2	4,167
Commercial Specialty Level 1	700
Commercial Specialty Level 2	2,455
Commercial Developer	60
Inactive	248
<b>TOTAL COMMERCIAL LICENSEES</b>	<b>9,052</b>
<b>TOTAL ACTIVE &amp; INACTIVE LICENSEES (Number is lower than total of residential + commercial licensees since some hold both endorsements.)</b>	<b>35,398</b>

### LICENSES/SPECIALTY

Lead Base Paint Renovator (LBPR)	4,306
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### CERTIFICATIONS

Home Inspectors	475
Locksmiths	503
EEAST	39
Home Energy Assessors	5

**YEAR TO YEAR COMPARISON OF NUMBER OF CCB CONTRACTOR LICENSEES**

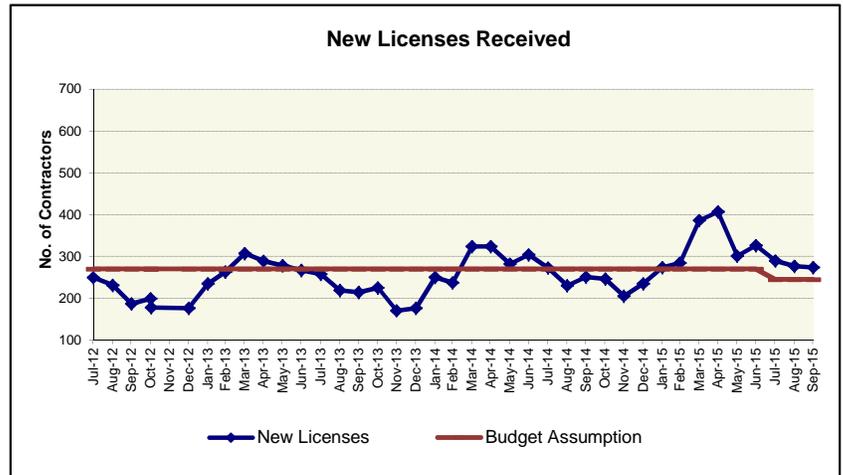
<b>JANUARY 1 OF THIS YEAR</b>	<b># OF ACTIVE &amp; INACTIVE CONTRACTORS</b>
2006	43,363
2007	44,960
2008	46,426
2009	44,868
2010	42,096
2011	39,855
2012	37,655
2013	35,101
2014	34,466
2015	34,817

Highest number = 46,426 on January 1, 2008

Lowest number = 34,428 on December 1, 2013

## NUMBER OF NEW LICENSES RECEIVED PER MONTH AND TOTAL NUMBER OF LICENSES

Month/ Year	New License Total	Active + Inactive License Total	No. Expired
Jul-12	249	36,003	404
Aug-12	231	35,904	406
<b>Sep-12</b>	<b>187</b>	<b>35,624</b>	<b>335</b>
Oct-12	199	35,485	392
Nov-12	178	35,333	291
Dec-12	176	35,254	245
Jan-13	235	35,101	312
Feb-13	263	35,117	340
Mar-13	307	34,947	448
Apr-13	289	34,886	438
May-13	278	34,739	441
Jun-13	267	34,665	401
Jul-13	258	34,688	351
Aug-13	219	34,644	352
<b>Sep-13</b>	<b>214</b>	<b>34,544</b>	<b>321</b>
Oct-13	225	34,578	265
Nov-13	170	34,534	270
Dec-13	176	34,428	210
Jan-14	250	34,466	268
Feb-14	237	34,459	272
Mar-14	324	34,511	369
Apr-14	324	34,554	340
May-14	282	34,538	338
Jun-14	304	34,591	330
Jul-14	273	34,657	254
Aug-14	230	34,652	233
<b>Sep-14</b>	<b>251</b>	<b>34,705</b>	<b>223</b>
Oct-14	246	34,806	223
Nov-14	205	34,787	208
Dec-14	235	34,859	211
Jan-15	274	34,817	301
Feb-15	284	34,832	322
Mar-15	386	34,916	391
Apr-15	407	35,109	420
May-15	301	35,067	491
Jun-15	326	35,236	442
Jul-15	290	35,315	410
Aug-15	277	35,320	429
<b>Sep-15</b>	<b>274</b>	<b>35,398</b>	<b>375</b>



	# Months	New Apps Received	Average/Month
a. July 2001 - June 2003	24	7,920	330
b. July 2003 - June 2005	24	10,015	417
c. July 2005 - June 2007	24	11,351	473
d. July 2007 - June 2009	24	9,057	377
e. July 2009 - June 2011	24	6,456	269
f. July 2011 - June 2013	24	5,562	232
g. July 2013 - June 2015	24	6,401	267
h. July 2015 - Sept. 2015	3	841	280

### Budget Projection Information

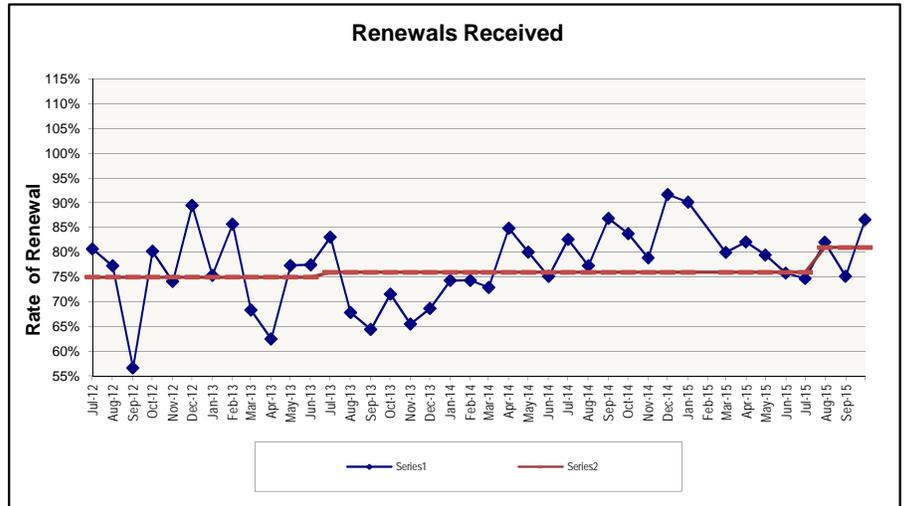
- a. 2005-07 budget based on 350 licenses/month
- b. 2007-09 budget based on 385 licenses/month
- c. 2009-11 budget based on 325 licenses/month
- d. 2011-13 budget based on 270 licenses/month
- e. 2013-15 budget based on 270 licenses/month
- f. 2015-17 budget based on 245 licenses/month

\*(Note: Starting 5/2/14 the reporting calculation has been revised to include all unprocessed applications received.)

# RATE OF RENEWALS

## Licenses Due to Expire vs Renewals Received During Month, Regardless of Due Date

MONTH/ YEAR	LICENSES DUE TO EXPIRE	LICENSES RENEWALS RECEIVED	RATE OF RENEWAL
Jul-12	1,696	1,369	80.7%
Aug-12	1,600	1,236	77.3%
<b>Sep-12</b>	<b>1,434</b>	<b>812</b>	<b>56.6%</b>
Oct-12	1,521	1,220	80.2%
Nov-12	1,255	930	74.1%
Dec-12	1,283	1,148	89.5%
Jan-13	1,545	1,164	75.3%
Feb-13	1,690	1,449	85.7%
Mar-13	2,064	1,411	68.4%
Apr-13	1,924	1,202	62.5%
May-13	1,854	1,434	77.3%
Jun-13	1,826	1,415	77.5%
Jul-13	1,587	1,318	83.0%
Aug-13	1,568	1,064	67.9%
<b>Sep-13</b>	<b>1,390</b>	<b>895</b>	<b>64.4%</b>
Oct-13	1,392	996	71.6%
Nov-13	1,185	776	65.5%
Dec-13	1,228	843	68.6%
Jan-14	1,622	1,205	74.3%
Feb-14	1,545	1,148	74.3%
Mar-14	1,902	1,387	72.9%
Apr-14	1,858	1,577	84.9%
May-14	1,832	1,466	80.0%
Jun-14	1,882	1,414	75.1%
Jul-14	1,514	1,251	82.6%
Aug-14	1,386	1,071	77.3%
<b>Sep-14</b>	<b>1,258</b>	<b>1,093</b>	<b>86.9%</b>
Oct-14	1,328	1,113	83.8%
Nov-14	1,164	918	78.9%
Dec-14	1,183	1,085	91.7%
Jan-15	1,454	1,311	90.2%
Feb-15	1,613	1,290	80.0%
Mar-15	1,906	1,565	82.1%
Apr-15	1,752	1,392	79.5%
May-15	1,679	1,273	75.8%
Jun-15	1,676	1,252	74.7%
Jul-15	1,491	1,223	82.0%
Aug-15	1,462	1,099	75.2%
<b>Sep-15</b>	<b>1,290</b>	<b>1,117</b>	<b>86.6%</b>



Average Renewal Rate History		
	<u>No. of Months</u>	<u>Average Renewal Rate</u>
a. July 2001 - June 2003	24	76.3%
b. July 2003 - June 2005	24	83.4%
c. July 2005 - June 2007	24	81.7%
d. July 2007 - June 2009	24	77.1%
e. July 2009 - June 2011	24	75.5%
f. July 2011 - June 2013	24	73.9%
g. July 2013 - June 2015	24	77.8%
h. July 2015 - Sept. 2015	3	81.1%

Projected Budget Information	
a. 2001-03 budget based on average 70% renewal rate	
b. 2003-05 budget based on average 75% renewal rate	
c. 2005-07 budget based on 80% renewal rate	
d. 2007-09 budget based on 80% renewal rate	
e. 2009-11 budget based on 75% renewal rate	
f. 2011-13 budget based on 75% renewal rate	
g. 2013-15 budget based on 76% renewal rate	
h. 2015-17 budget based on 81% renewal rate	

(Note: Starting 5/2/14 the reporting calculation on the number of renewals has been revised to include all unprocessed renewals received.)

**CONSTRUCTION CONTRACTORS BOARD**  
**NUMBER OF TOTAL ACTIVE AND INACTIVE**  
**RESIDENTIAL AND COMMERCIAL ENDORSEMENTS**  
**By Month July 31, 2012 - August 31, 2015**

Month Ending	Residential										Commerical						
	Resid General	Resid Specialty	Resid Limited	Resid Developer	Resid Locksmith Svcs	Home Energy Perfrm. Score Contr.	Home Inspec Svcs Contr	Home Svcs Contr	Inactive	Total Resid	Comm Gen Level 1	Comm Gen Level 2	Comm Specialty 1	Comm Specialty 2	Comm Developer	Inactive	Total Comm
07/31/12	17,663	9,069	2,478	134					1,752	31,096	1,392	4,067	724	2,483	59	357	9,082
08/31/12	17,653	9,050	2,445	136					1,713	30,997	1,401	4,081	725	2,466	62	348	9,083
09/30/12	18,659	9,248	2,666	155					1,674	32,402	1,540	4,177	760	2,510	73	349	9,409
10/31/12	17,485	8,944	2,377	135					1,668	30,609	1,393	4,064	722	2,453	57	349	9,038
11/30/12	17,456	8,901	2,340	136					1,637	30,470	1,305	4,030	721	2,460	59	348	8,923
12/31/12	17,424	8,869	2,333	136					1,668	30,430	1,389	4,033	720	2,472	59	349	9,022
01/31/13	17,353	8,829	2,319	138					1,637	30,276	1,385	4,023	713	2,469	59	348	8,997
02/28/13	17,379	8,845	2,289	137					1,622	30,272	1,382	4,014	712	2,471	59	346	8,984
03/31/13	17,330	8,784	2,269	139					1,597	30,119	1,379	4,014	708	2,471	60	339	8,971
04/30/201	17,331	8,780	2,239	133					1,587	30,070	1,393	4,023	700	2,470	58	340	8,984
05/31/13	17,296	8,774	2,220	132					1,511	29,933	1,397	4,005	696	2,461	57	322	8,938
06/30/13	17,306	8,726	2,193	133					1,440	29,798	1,407	4,002	698	2,463	57	310	8,937
07/31/13	17,363	8,722	2,175	135					1,440	29,835	1,412	4,009	696	2,473	55	310	8,955
08/31/13	17,342	8,719	2,155	138					1,408	29,762	1,399	4,021	696	2,492	56	306	8,970
09/30/13	17,339	8,694	2,141	134					1,351	29,659	1,403	4,013	692	2,475	56	310	8,949
10/31/13	17,386	8,681	2,133	137					1,330	29,667	1,395	4,025	697	2,469	55	308	8,949
11/30/13	17,360	8,682	2,124	136					1,304	29,606	1,399	4,034	697	2,478	55	310	8,973
12/31/13	17,346	8,639	2,094	141					1,294	29,514	1,396	4,028	696	2,459	54	313	8,946
01/31/14	17,401	8,623	2,095	142					1,287	29,548	1,393	4,023	700	2,467	53	308	8,944
02/28/14	17,423	8,614	2,081	145					1,287	29,550	1,389	4,024	699	2,458	54	294	8,918
03/31/14	17,480	8,648	2,071	146					1,287	29,632	1,389	4,049	699	2,449	55	294	8,935
04/30/14	17,538	8,664	2,054	152					1,222	29,630	1,393	4,057	699	2,451	54	291	8,945
05/31/14	17,578	8,650	2,056	148					1,196	29,628	1,393	4,046	694	2,435	52	283	8,903
06/30/14	17,664	8,639	2,055	148	0	0	14	6	1,169	29,695	1,398	4,050	694	2,430	56	282	8,910
07/31/14	17,730	8,643	2,050	147	7	0	17	6	1,169	29,769	1,395	4,048	695	2,435	55	279	8,907
08/31/14	17,766	8,642	2,029	141	9	0	18	6	1,155	29,766	1,394	4,061	691	2,432	58	275	8,911
09/30/14	17,824	8,658	2,017	143	9	0	20	6	1,156	29,833	1,403	4,066	695	2,419	59	275	8,917
10/31/14	17,901	8,661	1,998	140	11	0	26	6	1,159	29,902	1,407	4,082	701	2,419	59	280	8,948
11/20/14	17,906	8,633	1,989	143	12	0	31	7	1,162	29,883	1,412	4,100	698	2,417	60	276	8,963
12/31/14	17,971	8,639	1,995	140	13	0	32	7	1,163	29,960	1,410	4,101	704	2,410	59	274	8,958
01/31/15	17,982	8,606	1,975	141	15	0	45	8	1,163	29,935	1,406	4,100	698	2,416	59	271	8,950
02/28/15	18,025	8,573	1,969	145	19	0	56	9	1,175	29,971	1,401	4,091	702	2,426	63	271	8,954
03/31/15	18,210	8,585	1,961	149	22	0	62	11	1,144	30,144	1,400	4,115	698	2,434	64	263	8,974
04/30/15	18,246	8,625	1,955	152	26	1	69	13	1,146	30,233	1,405	4,137	703	2,438	62	263	9,008
05/31/15	18,300	8,564	1,930	153	27	2	75	13	1,144	30,208	1,404	4,110	703	2,431	57	261	8,966
06/30/15	18,428	8,610	1,945	152	28	3	87	13	1,110	30,376	1,407	4,126	710	2,448	56	261	9,008
07/31/15	18,522	8,604	1,935	162	29	2	91	15	1,090	30,450	1,412	4,155	701	2,440	55	259	9,022
08/31/15	18,583	8,585	1,917	157	30	2	94	15	1,083	30,466	1,415	4,163	700	2,445	59	252	9,034

Note: Some have dual endorsements, if the totals are added together, the number will be larger than the actual total number of licensees.  
 Commerical Residential Stats.xlsx CD 10/2/2015

## CONSTRUCTION CONTRACTORS BOARD

PO Box 14140  
Salem OR 97309-5052  
503-378-4621  
503-373-2007 FAX



### Interoffice Memo

**To:** Board Members  
**From:** Cheryl Martinis  
**Date:** Oct. 21, 2015  
**Subject:** Communication & Education updates

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**Reference manual:** We have a draft NASCLA-Oregon Contractor Reference manual that we are seeking input on. The reference manual is the basis for the pre-license test people must pass to become a contractor in Oregon.

This is really an updated and streamlined version of our existing manual in a more readable format used by NASCLA. We kept key Oregon-specific information.

Some highlights:

- The Building Exterior Shell Training chapter is significantly updated to recognize building code changes designed to address moisture intrusion. The language is vastly simplified.
- The contracts chapter is much more user friendly; thanks to Kimberly Wood for already reviewing this section.
- We retained detailed information on our agency's regulation of construction contractors in the first chapter.

**If possible, we would like to have 2 volunteer board members review the draft, and provide their input.** I will have print copies at the board meeting. We need comments by Nov. 15.

There are enough changes that we will need to revisit the test and the weighting attached to different subject areas within the test. We need to do this early in the year to implement this test by July 2016, when the contract to publish and disseminate the current manual expires.

Note: NASCLA will have the copyright on this manual so I am not distributing electronic copies of the draft.

**First training in new building:** We have our first contractor class in the first-floor training room from 8 a.m. to 11 a.m. Nov. 5.

**Fraud brochures:** We will be meeting in a few weeks with folks from the state Office of Adult Abuse Prevention and Investigations (Department of Human Services) to see how we

can help educate Oregonians about construction fraud. We recently mailed thousands of our fraud & scams brochures to state agencies that deal with seniors and people with disabilities.

**Business card jackets:** Contractors seem to like our business card jackets. We burned through the first 5,000 by distributing them at trade shows, the front office and through field investigators. We recently ordered 10,000 more.

**Paying under the Table:** We are working with the Interagency Compliance Network to complete this hour-long CCB class about failing to declare employees and misclassifying employees as independent contractors to avoid taxes and other obligations. **If there is anyone on the board who would like to speak to the difficulty of competing with contractors who illegally avoid these costs, we would love to tape you. Better yet if you have any stories to tell.**

**Course catalog on website:** Our online course catalog showing approved continuing education courses for residential contractors was difficult to read. These are the questions contractors most often ask us: How many hours do I need, and how much does it cost? We recently revised the catalog to try to clarify contractor requirements and make it easier for them to find courses by the number of credit hours and price.

**Press Release:** On October 20<sup>th</sup> we issued a press release regarding a contractor who will go to prison for stealing money from an elderly client (see attachment).



**Construction Contractors Board  
Lane County District Attorney's Office**

**FOR IMMEDIATE RELEASE**

Oct. 20, 2015

Construction Contractors Board  
Cheryl Martinis, 503-934-2195

Lane County Assistant District Attorney  
Deborah Stoll, 541-682-4261

**Construction Scammer Gets Five-Year Prison Sentence**

*Patrick Cartwright bilked elderly victim out of thousands of dollars*

Patrick Scott Cartwright, 47, will spend five years in prison for stealing money from a Lane County homeowner who hired him through a church friend for a construction project.

Now deceased, the victim gave Cartwright \$1,881 for a county building permit he never purchased and \$27,500 up front to cover about half the costs of adding a master bedroom to the house. At the time of the project, in 2011, the victim was age 89. Her daughter and son-in-law planned to move in as caretakers.

Cartwright did some preliminary work on the project but did not actually start construction.

Lane County Circuit Court Judge Suzanne Chanti earlier this month sentenced Cartwright to the 60 months in prison following jury verdicts of guilty of theft and aggravated theft. The aggravated theft conviction carried a mandatory prison sentence because the victim was over age 65.

At the time of the project, Cartwright worked under a license obtained by his wife, Northwest General Contractors, Inc. The Construction Contractors Board (CCB) suspended the license in September 2012, after it found the business had employees but lacked workers' compensation insurance. Patrick Cartwright had been previously cited for working as an unlicensed contractor.

The CCB's Special Investigations Unit continued to pursue Cartwright by working with the Lane County District Attorney's Office on the criminal case.

"This case underscores the need to check references, get multiple bids, and believe your gut when something seems too good to be true" CCB Enforcement Manager Stan Jessup said. "People are often tempted to skip those steps when dealing with an acquaintance or friend of a friend."

Because Cartwright worked under a license, the business had purchased the required \$20,000 surety bond. The victim's family was able to access the bond and recover \$20,000 of their losses.

If you suspect a construction scam, call local law enforcement agencies or the CCB at 503-378-4621

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**About the CCB**

The CCB is the state agency licensing more than 33,000 contractors. Anyone who is paid to repair, improve or build a home must be licensed. Learn more about how to have a successful project at [www.oregon.gov/ccb](http://www.oregon.gov/ccb).