

Construction Contractors Board

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State of Oregon
Honorable John A. Kitzhaber, MD,
Governor



Craig P. Smith, Administrator

NOTICE OF PUBLIC MEETING

Tuesday, January 28, 2014

8:30 a.m.—1:00 p.m.

West Salem Roth's IGA Hospitality Center, Santiam Room
425 Glen Creek Rd NW
Salem, Oregon

Times are Staff Estimates Only – Actual Agenda Item Times are Subject to Change by Chair

8:30 a.m.	(ITEM TYPE)	(PAGE #)
A. Preliminary		
1. Call to Order		
2. Approval of Agenda and Order of Business	ACT	(pg 1-2)
3. Approval of Minutes or the October 22, 2013 Board Meeting	ACT	(pg 3-33)
4. Board Member Reports (geographic construction business activity)	DIS	(no attach)
5. Agency Report:		
a. Number of New Licenses Processed Per Month	FYI	(pg 34)
b. Rate of Renewals	FYI	(pg 35)
c. Workload Charts	FYI	(pg 36-39)
d. Residential/Commercial Licensing Chart	FYI	(pg 40)
e. Specialty Licenses/Certifications	FYI	(pg 41-44)
6. Memo re: Board Meeting Location Change	FYI	(pg 45)
B. Ongoing Issues:		
1. Phase II Draft Budget Report	FYI	(Handout)
2. New 2014 RCE		
a. Check 2014 RCE Requirements for a License	FYI	(pg 47)
b. Course Catalog Search and Display	FYI	(pg 48-54)
c. Licensing Expiring after January 1, 2014	FYI	(pg 55-56)
d. Residential Continuing Education (RCE) Info	FYI	(pg 57-60)
e. Provider Information Welcome Page	FYI	(pg 61-62)
f. Provider Survey Page	FYI	(pg 63)
g. 2014 RCE Provider Online Services Users Guide	FYI	(pg 64-83)
9:45 a.m. Public Comment¹		
10:00 a.m. Break		
10:15 a.m.		
C. New Business:		
1. Agency Lay Representation	FYI	(pg 84-92)
D. Administrative Rules:		
1. Review of Rules and Discussion	DIS/REV	(pg 93-125)

¹ This time is set aside for persons wishing to address the Board on any matter of interest. Speakers will be limited to five minutes, unless extended by the Board chair. The Board chair reserves the right to further limit or exclude repetitious or irrelevant presentations. **If written material is included, 20 three-hole punched copies of all information to be distributed to Board members should be given to the Recorder prior to the meeting. Action will not be taken at this meeting on citizen comments.** The Board, however, after hearing from interested citizens, may place items under new business on a future agenda so proper notice may be given to all interested parties. If no one wishes to comment, the next scheduled agenda item will be considered.

11:00 a.m.

2. **Public Rulemaking Hearing January 28, 2014 @ 11:00 a.m.:**

Fees for course approval, Series B courses, rosters, timelines, certificates and renewal

- a. **Chair reads statement and opens rulemaking hearing.....FYI(Handout/Chair)**
- b. **Administrative Rule Hearing (Public Testifies).....ACT (no attach)**
- c. **Chair closes rulemaking hearingACT (no attach)**
- d. **Board takes action to approve, modify, or disapprove each rule.....ACT**
- e. Rule documents:
 - 1) Cover memo FYI (pg 93-94)
 - 2) Notice (forms) FYI (pg 95-100)
 - 3) **Rule Language Chart.....ACT (pg 101-107)**
 - 4) Background memos FYI (pg 108-122)
 - 5) Letters FYI (pg 123-125)
- 3. Permanent Rules Filed—Forms (no action needed) FYI (pg 126-155)
- 4. Temporary Rules Filed (included in today’s perm rules) FYI (pg 156-161)

11:30 a.m.

E. **Executive Session:**

Executive Session, pursuant to ORS 192.660(2)(f) and (h) (consideration of a record exempt from public disclosure and consultation with legal counsel on threatened or pending litigation).

12:15 p.m. Working Lunch

F. **CCB Program Issues:** (for information purposes only)

- 1. Board Calendar 2014 FYI (pg 162)
- 2. CCB Blog Article FYI (pg 163-163d)

G. **CCB Program Quarterly Reports:** (for information purposes only)

- 1. Business Services:
 - a. Business Services Quarterly Report..... FYI (pg 164-173)
- 2. Education:
 - a. Quarterly Report..... FYI (pg 174-179)
- 3. Field Investigations:
 - a. Quarterly Report..... FYI (pg 180-210)
- 4. Enforcement Program:
 - a. Quarterly Report FYI (handout)
- 5. Licensing/CSU:
 - a. Quarterly Report FYI (pg 211-273)
- 6. Dispute Resolution Services (DRS):
 - a. Quarterly Report..... FYI (pg 274-332)

12:45 p.m. Adjournment

1:00 p.m. Appeal Committee Meeting AgendaFYI (pg 333)

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 will be meeting in executive session pursuant to ORS 192.660(2)(f) and (h) to consider information or records that are exempt from public disclosure and consultation with legal counsel on threatened or pending litigation. This executive session will be closed to the public.

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 Catherine Dixon (503) 934-2185 or Oregon Relay 7-1-1.

**MINUTES OF THE DECEMBER 3, 2013
CONSTRUCTION CONTRACTORS BOARD MEETING**

The Construction Contractors Board (CCB) met on Tuesday, December 3, 2013, in the Santiam Room, West Salem Roth's IGA, 425 Glen Creek Rd. NW, Salem, Oregon.

Attendees:

Board Members: Board Chair, Rob Yorke, and Board Members: Melvin Oden-Orr, Simone Neall, Roger Nyquist, Jim Patrick, Sandi Warren, and Kimberly Wood. Board member Andrew Coals, and was excused from the meeting.

Staff: Craig P. Smith, CCB Administrator, and Catherine Dixon, Board Secretary. Assistant Attorney General Susan Bischoff was also present.

Guests: Bonnie Sullivan, Sara Coghill, Phil Peach, Jason Yarashes, Amanda Hess, Theresa Jahangir (by phone), Sylvia VanDyke, and Steve Lippold.

A. PROCEDURAL

1. Call to Order:

Chair Rob Yorke called the meeting to order at 8:30 a.m.

2. Approval of Agenda and Order of Business:

The Board made the following motion:

MOTION: Jim Patrick moved to approve the December 3, 2013, Board meeting draft agenda.

VOTE: 5-0, Ayes—Neall, Patrick, Warren, Wood, and Yorke.

3. Approval of Minutes of the October 22, 2013, Board Meeting:

The Board made the following motion:

MOTION: Jim Patrick moved to approve the October 22, 2013, Board meeting minutes.

VOTE: 5-0, Ayes—Neall, Patrick, Warren, Wood, and Yorke.

4. Board Member Reports:

Board members reported on current CCB related events in the geographic region, in which they live and work. Construction is growing at a slow rate in most regions and members are cautiously optimistic.

5. Agency Report:

a. Number of New Licenses Processed Per Month:

Administrator Smith reported that the number of new licenses processed November 2013:

- The agency processed 170 new CCB license during the month of November.
- The average for the period July 2013 through November 2013 was 217.
- The 2013-15 CCB budget is based on an average of 270 new licenses per month.

The number of new licensees continues to drop. The average over the last 5 months is 217 new per month which is well below the budget projection of 270 per month.

b. Rate of Renewals:

Administrator Smith reported that the renewal rate for November 2013 was 65.5 percent compared to the 76 percent projection in the 13/15 biennium budget.

- The agency processed 776 renewals during the month of November.
- The average renewal rate for the period July 2013 through November 2013 was 70.9 percent, which is 93 percent of the projection in the budget for 2013/15 LAB.
- The 2013/15 budget is based on a protected 76 percent renewal rate.

CCB hopes to see a rise in the number of renewals in the spring as November and December are typically the slow season. The number of licensees is not recovering the way we had hoped.

Board members asked how the lower than projected numbers are affecting CCB's budget.

Administrator Smith replied that the agency is underspending, but the current biennial budget is very tight and revenue is not what was budgeted. We will continue to closely monitor the revenue stream.

c. Workload Charts:

- Administrator Smith discussed the workload charts. The total number of licenses, including both active and inactive in October 2013, was 34,578. The number of licensees continues to decline; down approximately nine percent from 24 months ago.
- Enforcement actions have decreased.
- The amount of Dispute Resolution Services (DRS) complaints is flat. DRS is averaging approximately 82 new complaints per month.

d. Residential/Commercial Licensing Chart:

Administrator Smith discussed the residential and commercial license chart with Board members. September 30, 2011 there were 35,144 residential contractors and October 31, 2013 there were 28,337. September 30, 2011 there were 9,370 commercial contractors and October 31, 2013 there were 8,641 commercial contractors.

e. Specialty Licenses/Certifications:

- LBPR Licenses, the total number for October was 4,555.
- Home Inspectors, the total number for October was 415.
- EEAST, the total number for October was 57.
- Oregon Certified Locksmiths, the total number for October was 438.

Administrator Smith reported that staff continue to partner with the Oregon Health Authority (OHA) and the federal EPA. It has been a challenge. We have not signed an agreement yet, but have had discussions with OHA. Currently EPA is reviewing

the agreement. Staff are moving forward with disciplining contractors who do not have the proper LBPR license or are not following the requirements.

6. Election of Officers:

Administrator Smith reported that in August of each year the Board usually conducts election of officers. If Board members want to elect new officers, we will need nominations. In the alternative, the Chair and Vice-Chair have agreed to remain in office until June.

The consensus of Board members was to wait until June to conduct election of officers.

Administrator Smith thanked Rob Yorke and Roger Nyquist for agreeing to continue in office until June 2014.

7. Legislative Guests re: Restoration Company Regulations:

Administrator Smith reported that Senator Shield's office has requested some time to speak to the Board about an issue with a restoration company regarding cleanup after a fire at an apartment complex.

Amanda Hess from Senator Shield's office appeared in person and consumer Theresa Jahangir appeared by phone.

Board members believe that the insurance companies have caps on charges that they will pay for certain services.

Amanda Hess thanked the Board for allowing her to appear before them. She reported that she is here as part of her fact finding into issues surrounding restoration companies. This issue arises from a five alarm fire on Martin Luther King Boulevard.

Theresa Jahangir stated that there was a fire at her apartment building. Servpro was at the scene of the fire. A few hours after the fire, she was trying to figure out what to do. The restoration company, Servpro, told her that her renters insurance would help cover the costs, just sign this contractor. The fire was at 4:00 a.m. and Servpro asked her to sign the contract at 9:00 a.m. She was in shock and thought it was great to get help. The restoration company told her that the insurance would pay. She later found out that her renters insurance coverage was on personal items only. The work they did, she could have done herself, and she now realizes that she was in denial that nothing was worth saving because there was too much water damage. I was in denial about saving some of my things and they took advantage. I have paid \$4,000 for 2 and half days work. I cancelled the contract after the 2 and half days. They cleaned clothes and made a list of items destroyed. They wanted to continue working.

She would like to see some regulations and best practices for restoration companies. Require them to give upfront costs on how much their services cost. Servpro cleaned she socks and undies and charged her \$800. Had she been provided an estimate for the work she would have made different decisions. The fire fighters said that some of these restoration companies that hang out at the scenes of fires are ambulance chasers to stay away from them.

Assistant Attorney General Susan Bischoff asked is Ms. Jahangir knew who called Servpro to appear during the fire?

Ms. Jahangir stated that she did not know, but didn't think anyone had called them to come. She would like to see requirements for restoration companies that they must provide estimates prior to beginning work and regulations to prohibit them from coming to the scene of fires.

Assistant Attorney General Susan Bischoff stated that this problem appears to be outside of construction work.

Amanda Hess stated that it appears that restoration companies would fall under the CCB. We are trying to figure out how to regulate restoration companies that just do cleaning. Some state agency should have the ability to fine them. Perhaps we need to better define restoration. I am here to gather information.

Board members stated that in this case the work was not construction work because it appears that they were just cleaning and making lists.

Administrator Smith reported that some restoration companies that perform construction work fall under CCB regulation and are obligated to have written contracts; this particular company did not have any of the elements CCB requires in a contract. In order for CCB to regulate cleaning, the statutes would need to be changed. It appears that this particular company did not perform construction work.

Board members stated that cleaning up after a fire is not construction related work subject to ORS 701.

Board Member Nyquist asked how many complaints are there against these restoration companies. How big of an issue is this?

Amanda Hess reported that she looked up Servpro and DOJ has 4 or 5 complaints about them.

Theresa Jahangir stated that Servpro contracted out the cleaning and the saving of electronics to other companies. Servpro offered to do any work necessary. They said they would put down plywood on the floors if I wanted.

Board members discussed whether the work performed by Servpro was construction related. Board members asked if Servpro performed work for others in the apartment complex that was construction related work.

Administrator Smith reported that Servpro did advertise to perform construction related work and CCB has issued them a civil penalty.

Board members suggested seeking a legislative change to the Unlawful Trade Practices Act to include restoration companies who do cleaning work. This would be a better fit for cleaning of fire and water damage.

Board members felt that perhaps Servpro arranged to have construction work done. At the scene of the fire, Servpro offered victims a contract to do whatever was necessary, which may have involved construction work. They offer any and all services. Board member Wood asked if CCB could seek restitution for Therese Jahangir.

(Staff Action item 12.3.A7)

Administrator Smith thanked Amanda and Theresa for their attendance at the Board meeting. CCB will continue to work with Senator Shield's office and participate in any work groups the Senator may conduct.

B. ONGOING ISSUES:

1. Policy – Out of State Contractors Advertising in Oregon:

Administrator Smith reported that he sent an email to Rich Blank and has talked with Enforcement Staff. They will not issue a penalty for out-of-state contractors without investigating whether the contractor is actually offering to do work in Oregon.

2. Memo re: Outsourcing New 2014 RCE Provider Approval:

Administrator Smith discussed the memo on page 54-54 of the Board packet with Board members. CCB would need to issue an RFP to start the process.

3. Education Modules:

Administrator Smith reported that Kathi Dahlin and Gin Fox have worked on the education modules for the 2013 laws course. Our goal is to have the module completed by the end of the month. He asked if any Board members were interested in being the voice on the course to let him know.

4. Phase II Draft Budget Report:

Administrator Smith discussed the draft report with Board members. He reported that the appendices are not included because they are around 600 pages and we need to cut down the number of pages. The report is very draft and changes need to be made. He went over the draft recommendations on pages 103-105 of the Board packet with Board members.

Item #1: Surety Bonds: The CCB believes that a surety bond remains the best approach for financial accountability. It also believes the current bond amounts provide an appropriate level of protection.

The CCB recommends:

- a. Retaining surety bonds as the primary source of financial assurance.
- b. Retaining the current bond amounts.
- c. Repealing ORS 701.088, which allows cash deposit in lieu of bond for nonprofit contractors rehabilitating illegal drug manufacturing site.

The shortfall on payouts of bonds is about 12.8 percent. We may want to look at raising bond amounts.

The problem with the cash deposit is that if the contractor files bankruptcy, the bankruptcy court takes the funds from the deposit and homeowners do not recover anything.

We currently have a provision in the law that allows a cash deposit for meth houses, but no one has obtained a license and used this provision in the law.

Item #2: Contractor Licensing Categories: The CCB believes some contractor endorsements are confusing and unnecessary. Some contractors that previously used these endorsements may be able to use one of the new, limited endorsements created by the 2013 legislature. The CCB recommends:

- a. Consolidating the Residential Developer and Commercial Developer endorsements into one developer endorsement and require one bond.
- b. Eliminating the Residential Limited Contractor endorsement.
- c. Eliminating the distinction between residential general and specialty contractors.
- d. Eliminating the different levels (level 1 and level 2) in the commercial contractor endorsements.
- e. Amending SB 207 (2013) to allow an owner or employee – not just a responsible managing individual – to qualify the contractor for endorsement.
- f. Amending SB 207 (2013) to clarify that the home service contractor endorsement is limited.
- g. Amending HB 2801 (2013) to provide for a 2-year rather than 1-year home energy license and endorsement.

Board members discussed the recommendations and would like to eliminate item d. above and keep the level 1 and level 2 commercial endorsements. Making a change here could hurt small commercial contractors.

Board members also would like to add another item to change the LBPR license to a 2 year license as well.

Item #3: Residential Continuing Education: The CCB recommends:

- a. Amending SB 783 to permit business entities that have a responsible managing individual in business for six or more years to complete only eight hours of continuing education.
- b. Amending SB 783 to authorize the CCB to charge a fee based on Series B Course hours. Series B Courses are additional courses required for inexperienced contractors. The current law only permits the CCB to charge a fee based on Series A Courses. Series A Courses are the courses required for all contractors.

Administrator Smith reported that the agency does not have approval from DAS to start charging the fee for the new residential continuing education program.

Item #4: New Contractor Outreach: The CCB recommends:

- a. Developing a plan to hold new contractor workshops at the agency's offices and throughout the state.

Item #5: Interagency Duplication of Efforts: The CCB recommends:

- a. Removing ORS 701.555 from ORS chapter 701. This statute contains a structural code. It does not relate to contractor licensing.
- b. Removing ORS 701.550 from ORS chapter 701. Regulation is currently provided by the Building Codes Division and the Department of Environmental Quality. Additional actions by the CCB are duplicative.

- c. Repealing ORS 701.230. This statute requires the CCB to provide a monthly list of information to other state agencies. By 2014, other state agencies will be able to access more accurate 'real time' information with a search query.

Item #6: Automation: The CCB recommends:

- a. Exploring expanding e-proof to bonds.
- b. Developing Application Program Interface (API) for public partners.
- c. Developing online license applications.

Item #7: Central Business Registry: The CCB recommends:

- a. Adding CCB Licensing to Central Business Registry.

Item #8: Statewide Business Disciplinary Database: TBA

Item #9: Streamline CCB Laws: The CCB recommends:

- a. Identifying statutes that the legislature might repeal or move to a more appropriate ORS chapter.
- b. Continuing identifying, amending or repealing, unnecessary rules as part of the CCB's rulemaking process.
- c. In 2014, perform 5-year rule reviews for rules adopted in 2009.

C. NEW BUSINESS:

1. 2014 Draft Legislation:

Administrator Smith discussed the draft legislative concepts with Board members.

- a. **Draft Possible Legislative Concept 91500-001: (2014 or 2015) Amending SB 207 (Oregon Laws 2013, chapter 300) and HB 2801 (Oregon Laws 2013, chapter 383)**

Administrator Smith discussed the problems and the following suggested solutions with Board members:

Solution #1: "RMI" (SB 207) or "Owner or Employee" (HB 2801): Delete the language "responsible managing individual" in SB 207 where it relates to continuing education for residential locksmiths and home inspectors. Add the language "an owner or employee" who is certified in the specific trade. This will make SB 207 and HB 2801 consistent.

Solution #2: Reference to Repealed Statute, ORS 701.126 (SB 207): Delete the language "ORS 701.126" in SB 207 where it relates to continuing education for residential locksmiths and home inspectors. Add the language "Oregon Laws 2013, chapter 718." This will make the language in SB 207 consistent with laws in effect on January 1, 2014.

Solution #3: Limitation on Home Services Contractor Endorsement (SB 207): Add the language "but does not authorize the holder to engage in other contractor activities" in SB 207 for Home Services Contractors. This clarifies the limitation on the endorsement.

Solution #4: Make the Home Energy Assessor Certification Good for Two Years (HB 2801): Change the language “annually” and “one year,” in HB 2801, to “two years.” This makes certification for home energy assessors comparable to that for home inspectors and locksmiths. It will reduce marketplace confusion and make licensing laws easier to administer.

b. Draft Possible Legislative Concept 91500-002: (2014) Amending SB 783 (Oregon Laws 2013, chapter 718)

Administrator Smith discussed the problems and the following suggested solutions with Board members:

Solution #1: Authorize CCB to charge a per attendee/per course hour fee for Series B Course providers

CCB proposes that the legislature amend the law to permit CCB to charge Series B Course providers a fee based on per attendee/per course hour.

Currently, the fee for Series A Course providers is \$4 per attendee/per course hour. If CCB could distribute the fee to both Series A and Series B Course providers, the fee would be lower for Series A Course providers. As a result, the burden of the program would be more evenly distributed among all providers.

Solution #2: Permit business entities that have a responsible managing individual in business for six or more years to complete only 8 hours of continuing education

CCB proposes that the legislature amend the law to permit contractors licensed for less than six years to qualify for the 8 hour continuing education requirement, provided that those businesses have a responsible managing individual with six or more years of experience.

c. Vineyard Exemption:

Administrator Smith handed out a draft legislative concept on a vineyard exemption.

Staff will contact the vineyard association to discuss the exemption with them prior to moving forward.

Board members stated that they would like to also exempt installation of trellises for hops and berries farms as well.

The consensus of the Board was to move forward with the three legislative concepts suggested by staff.

(Staff Action item 12.3.C1)

D. ADMINISTRATIVE RULES

1. Review of Temporary Rules Filed:

Administrator Smith discussed the temporary rule changes with Board members. No changes were made by the Board.

2. Review of Rules and Discussion:

Administrator Smith discussed the draft proposed rule changes with Board members.

3. Rulemaking Hearing:

Chair Yorke opened the administrative rulemaking hearing at 11:00 a.m.

Public Comment: No one came forward to give public comment.

MOTION: Rob Yorke moved to adopt the proposed rule amendments as recommended by staff on pages 198 to 224 of the Board packet with the amendments; 812-003-0152(3) and 812-003-0153 after the word electronically change the word “must” to “may”; and 812-025-0005(9)(b) after the word small change the word “sale” to “scale”.

VOTE: 7-0, Ayes—Neall, Nyquist, Oden-Orr, Patrick, Warren, Wood, and Yorke.

The rulemaking hearing closed at 11:30 a.m.

(Note: See Attachment A for the language of the adopted rules.)

4. Permanent Rules Filed:

Administrator Smith reported that the rules adopted at the last Board meeting have been filed permanent.

5. First Look Memo for January 28, 2014 Meeting:

Administrator Smith briefly discussed the first look draft rule changes for a rulemaking hearing on January 28, 2014 with Board members.

PUBLIC COMMENT

No one came forward for public comment.

E. EXECUTIVE SESSION:

The Board went into executive session at 11:30 a.m. pursuant to ORS 192.660(2)(f) and (h) to consider information or records that are exempt from public disclosure and consultation with legal counsel on threatened or pending litigation.

The Board reconvened and was back on the record at 1:10 p.m.

F. BACK ON THE RECORD – NEW BUSINESS (continued)**1. Automated System for Board Packets:**

Administrator Smith discussed the handout on two automated software products to automate the Board packets and agenda. The two systems are Questys LegisStream and Board Paq.

Board members asked staff to conduct a cost benefit analysis and report back at the next Board meeting.

(Staff Action item 12.3.F1)

Board members asked if they would be using their own laptops or tablets at Board meetings. Administrator Smith suggested that it would be best for CCB to purchase tablets that would only be used for Board work in order for Board members to keep their

private information separate from their Board information, which would make it easier for Board members should there be a public information request for all the data regarding the CCB they may have on their computers.

2. Questys Imaging System:

Administrator Smith reported that the current Questys imaging system is 10 years old. Staff are working to get corrupted data cleaned up so CCB can upgrade its imaging system. Staff hope to have the data cleaned up by February 1, 2014.

3. Online Renewal Survey Results:

Administrator Smith discussed the online renewal survey results with Board members. About one third of renewals are being completed online. We hope to increase the number of online renewals in the future.

G. CCB PROGRAM QUARTERLY REPORTS:

1. Business Services:

Administrator Smith asked if the Board had any questions regarding the Business Services report.

2. Education:

a. Quarterly Report:

Administrator Smith asked if the Board had any questions regarding the Education Section's report.

3. Field Investigation:

a. Quarterly Report

Administrator Smith asked if the Board had any questions regarding the Field Investigation Section's report.

4. Enforcement:

a. Quarterly Report

Administrator Smith asked if the Board had any questions regarding the Enforcement report.

5. Licensing/CSU:

a. Quarterly Report

Administrator Smith asked if the Board had any questions regarding the Licensing report.

6. Dispute Resolution Services (DRS):

a. Quarterly Report

Administrator Smith asked if the Board had any questions regarding the Dispute Resolution Services report.

H. CCB PROGRAM ISSUES:

1. Board Calendar:

Administrator Smith asked if Board members had any changes to the calendar.

Agenda Items for the next meeting:

- Administrative Rule Hearing

The following items were moved to the January 28, 2014, meeting pursuant to a discussion with the Board Chair:

- KPM 10 – Best Practices for Boards and Commissions

I. ADJOURNMENT

The meeting adjourned at 1:40 p.m. The next Board meeting and Appeal Committee meeting are scheduled for January 28, 2014.

Sincerely,

Catherine Dixon
Board Secretary

2013 12-3 mins.docx

ATTACHMENT A

812-002-0120

Casual, Minor or Inconsequential

"Casual, minor or inconsequential" as used in ORS 701.010(4) means work not of a structural nature which cannot affect the health or safety of the owner or occupant of the structure, the value of which is less than ~~[\$500]~~ \$1,000 and does not include work done as a subcontractor to a licensee.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 656.027 and 701.010

(4/98, 6/00, 12/13)

~~812-003-0130~~

License Categories

Until July 1, 2010, the following are license categories as provided in ORS 701.005 (2005 edition):

(1) General Contractor—All structures. A person licensed in this category may:

(a) Bid or perform work on three or more unrelated building trades or crafts on all types of structures, and

(b) Bid or perform the work of a Specialty Contractor—All Structures.

(2) General Contractor—Residential Only. A person licensed in this category may:

(a) Bid or perform work on three or more unrelated building trades or crafts on residential structures or small commercial properties only; and

(b) Bid or perform the work of a Specialty Contractor—Residential Only.

(3) Specialty Contractor—All structures. A person licensed in this category may:

(a) Bid or perform work on two or less unrelated building trades or crafts with no dollar limit on all types of structures.

(b) If three or more unrelated trades or crafts are performed or subcontracted out, the entire contract price cannot exceed \$2,500.

(4) Specialty Contractor—Residential Only. A person licensed in this category may:

(a) Bid or perform work on two or less unrelated building trades or crafts with no dollar limit on all residential structures or small commercial properties only.

(b) If three or more unrelated trades or crafts are performed or subcontracted out, the entire contract price cannot exceed \$2,500.

(5) Limited Contractor. A person licensed in this category may:

(a) Bid or perform Specialty Contractor, General Contractor, residential, small commercial and large commercial construction work, as long as all of the following conditions are met:

(A) The licensee's annual gross business sales do not exceed \$40,000.

(B) The licensee does not enter into a contract in which the contract price exceeds \$5,000.

(C) If the contract price in a contract for work performed by the licensee is based on time and materials, the amount charged by the licensee shall not exceed \$5,000.

(D) The licensee consents to inspection by the Construction Contractors Board of its Oregon Department of Revenue tax records to verify compliance with paragraph (5)(a)(A) of this rule.

(E) For purposes of this section, "contract" includes a series of agreements between the licensee and a person for work on any single work site within a one-year period.

(6) Inspector. A person licensed in this category may:

(a) Bid or perform inspections, but may not construct, alter, repair, add to, subtract from, improve, move, wreck or demolish for another, any building, highway, road, railroad, excavation or other structure, project, development or improvement attached to real estate or do any part thereof, or act as a contractor performing construction management on a project that involves any of these activities.

(7) Licensed Developer. A person licensed in this category may arrange for construction work on property they own or have an interest in as long as they meet the conditions in ORS 701.005(8) (2005 edition).]

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.005 (2005 edition), 701.078 (2005 edition), and 701.085 (2005 edition)

(12/04, 5/06, 6/07, 2/08, 12/13)

812-003-0131

License Endorsements

[Effective July 1, 2008 for new and renewal licenses, the] The following are license endorsements [as provided in ORS 701.081 and 701.084] for new and renewal licenses:

(1) Residential General Contractor. A licensee holding this endorsement may bid or perform work involving an unlimited number of unrelated building trades or crafts on residential or small commercial structures.

(2) Residential Specialty Contractor. A licensee holding this endorsement may:

(a) Bid or perform work involving two or less unrelated building trades or crafts on residential or small commercial structures.

(b) If three or more unrelated trades or crafts are performed or subcontracted out, the entire contract price cannot exceed \$2,500.

(3) Residential Limited Contractor. A licensee holding this endorsement may bid or perform work involving residential or small commercial structures, as long as all of the following conditions are met:

(a) The licensee's annual gross business sales do not exceed \$40,000.

(b) The licensee does not enter into a contract in which the contract price exceeds \$5,000.

(c) If the contract price in a contract for work performed by the licensee is based on time and materials, the amount charged by the licensee shall not exceed \$5,000.

(d) The licensee consents to inspection by the Construction Contractors Board of its Oregon Department of Revenue tax records to verify compliance with paragraph (3)(a) of this rule.

(e) For purposes of this section, "contract" includes a series of agreements between the licensee and a person for work on any single work site within a one-year period.

(4) Residential Developer. A licensee holding this endorsement may develop property zoned for or intended for use compatible with a residential or small commercial structure as long as the licensee meets the conditions in ORS 701.042.

(5) Residential Locksmith Services Contractor. A licensee holding this endorsement may operate a business that provides the services of locksmiths for residential or small commercial structures. The licensee may not, however, engage in any other contractor activities. The licensee must have at least one owner or employee who is a certified locksmith.

(6) Home Inspector Services Contractor. A licensee holding this endorsement may operate a business that provides the services of home inspectors. The licensee may not, however, engage in any other contractor activities. The licensee must have at least one owner or employee who is a certified home inspector.

(7) Home Services Contractor. A licensee holding this endorsement may operate a business that provides service, repair or replacement pursuant to the terms of a home service agreement. The licensee may not, however, engage in any other contractor activities.

(8) Home Energy Performance Score Contractor. A licensee holding this endorsement may operate a business that assigns home energy performance scores. The licensee may not, however, engage in any other contractor activities. The licensee must have at least one owner or employee who is a certified home energy assessor.

~~[(5)]~~ **(9) Commercial General Contractor – Level 1. A licensee holding this endorsement may bid or perform work involving an unlimited number of unrelated building trades or crafts on small or large commercial structures.**

~~[(6)]~~ **(10) Commercial Specialty Contractor – Level 1. A licensee holding this endorsement may bid or perform work involving two or less unrelated building trades or crafts on small or large commercial structures.**

~~[(7)]~~ **(11) Commercial General Contractor – Level 2. A licensee holding this endorsement may bid or perform work involving an unlimited number of unrelated building trades or crafts on small or large commercial structures.**

~~[(8)]~~ **(12) Commercial Specialty Contractor – Level 2. A licensee holding this endorsement may bid or perform work involving two or less unrelated building trades or crafts on small or large commercial structures.**

~~[(9)]~~ **(13) Commercial Developer. A licensee holding this endorsement may develop property zoned for or intended for use compatible with a small or large commercial structure as long as the licensee meets the conditions in ORS 701.042.**

(14) A contractor's license may contain:

(a) One residential endorsement;

(b) One commercial endorsement; or

(c) One residential endorsement and one commercial endorsement.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.042, 701.081 and 701.084

(2/08, 12/13)

[812-003-0140

License Application Fees

~~(1) The application fee for all new, renewal, or reissued licenses is \$260.~~

~~(2) Except as provided in section (3) of this rule, application fees will not be refunded or transferred.~~

~~(3) If a licensee submits an application to renew a license and the agency cannot renew the license because the applicant has formed a new business entity, the agency may refund the renewal application fee, less a \$40 processing fee.~~

(4)(a) Any licensee in the United States armed forces need not pay a license renewal fee if such fee would be due during the licensee's active duty service.

(b) A licensee in the United States armed forces shall pay the next license renewal fee that will become due after the licensee is discharged from active duty service.

(c) The agency may request that the licensee provide documentation of active duty status and of discharge.

(d) Section (4) of this rule applies to licensees that are sole proprietors or partners in a general partnership.]

Stat. Auth.: ORS 670.310, 701.238 and 701.235

Stats. Implemented: ORS 701.056, 701.063, and 701.238

(12/04, 8/05, 12/06, 2/08, 1/09 (eff. 2/1/09), 9/09, 11/09 (eff. 1/1/10), 12/13)

[812-003-0141

Four-Year Renewal Fees

If, on or before July 1, 2008, a licensee paid an application fee for a four-year renewal and voluntarily terminated their license within the first two years following the renewal, the agency may refund the unused two-year application fee of \$260, less processing fee, only if the following conditions are met:

(1) The licensee will submit a written request for a voluntary termination of the license and a refund of the unused two-year fee;

(2) The licensee will return the original license card(s) to the agency; and

(3) The agency will retain a \$130 processing fee.]

Stat. Auth.: ORS 670.310, 701.238 and 701.235

Stats. Implemented: ORS 701.056, 701.063, and 701.238

(1/09 (eff. 2/1/09), 12/13)

[812-003-0150

Bonds, Generally

(1) A properly executed bond must:

(a) Be signed by an authorized agent of the surety or by one having power of attorney; must bear a bond number; and must be filed within the time stated on the bond. Additionally, the agency may require the licensee and surety to use the most recent revision of the surety bond form.

(b) If issued before July 1, 2008, include the following:

"NOW THEREFORE, the conditions of the foregoing obligation are that if said principal with regard to all work done by the principal as a "contractor" as defined by ORS 701.005, shall pay all amounts that may be ordered by the Construction Contractors Board against the principal by reason of negligent or improper work or breach of contract in performing any of said work, in accordance with ORS chapter 701 and OAR chapter 812, then this obligation shall be void; otherwise to remain in full force and effect.

This bond is for the exclusive purpose of payment of final orders of the Construction Contractors Board in accordance with ORS chapter 701.

This bond shall be one continuing obligation, and the liability of the surety for the aggregate of any and all claims, which may arise hereunder, shall in no event exceed the amount of the penalty of this bond.

This bond shall become effective on the date the principal meets all requirements for licensing or renewal and shall continuously remain in effect until depleted by claims paid under ORS chapter 701, unless the surety sooner cancels the bond. This bond may be canceled by the surety and the surety be relieved of further liability for work performed on contracts entered after cancellation by giving 30 days' written notice to the principal and the Construction Contractors Board of the State of Oregon. Cancellation shall not limit the responsibility of the surety for final orders relating to work performed during the work period of a contract entered into prior to the cancellation.

This bond shall not be valid for purposes of licensing in accordance with ORS chapter 701 unless filed with the Construction Contractors Board within sixty (60) days of the date shown below."

(2) If a complaint is filed against a licensee for work done during the work period of a contract entered while the security required under ORS 701.085 is in effect, the security must be held until final disposition of the complaint.

(3) Bond documents received at the agency office from a surety company or agent via electronic facsimile must be accepted as original documents. The surety must provide the original bond document to the agency upon request.]

Stat. Auth.: ORS 670.310, 701.085 (2005) and 701.235

Stats. Implemented: ORS 701.068, 701.085 (2005) and 701.088

(12/04, 12/06, 12/07, 6/08, 12/13)

812-003-0152

Residential Bonds Generally

(1) [For all new applications or renewals for residential contractor endorsements on or after July 1, 2008, a] A properly executed residential bond must:

(a) Be signed by an authorized agent of the surety or by one having power of attorney; must bear a bond number; and must be filed within the time stated on the bond.

(b) Be in the form adopted by the Construction Contractors Board as the "Construction Contractors Board Residential Surety Bond" dated November 1, 2007.

(2) If a complaint is filed against a licensee for work done during the work period of a contract entered while the security required under ORS ~~[701.085 (2005) or]~~ 701.068 or 701.088 is in effect, the security must be held until final disposition of the complaint.

(3) Bond documents received at the agency office from a surety company or agent via electronic facsimile **or as a PDF file transmitted by e-mail or electronically may** ~~[must]~~ be accepted as original documents. The surety must provide the original bond document to the agency upon request.

(4) A residential bond is available only for payments ~~[ordered]~~ **determined** by the agency involving residential or small commercial structures or for the development of property zoned or intended for use compatible with residential or small commercial structures.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.068 and 701.081

(2/08, 6/08, 12/13)

812-003-0153

Commercial Bonds Generally

(1) ~~[For all new applications or renewals for commercial contractor endorsements on or after July 1, 2008, a]~~ A properly executed commercial bond must:

(a) Be signed by an authorized agent of the surety or by one having power of attorney; must bear a bond number; and must be filed within the time stated on the bond.

(b) Be in the form adopted by the Construction Contractors Board as the "Construction Contractors Board Commercial Surety Bond" dated November 1, 2007.

(2) If a complaint is filed against a licensee for work done during the work period of a contract entered while the security required under ORS ~~[701.085 (2005) or]~~ 701.068 is in effect, the security must be held until final disposition of the complaint.

(3) Bond documents received at the agency office from a surety company or agent via electronic facsimile **or as a PDF file transmitted by e-mail or electronically may** ~~[must]~~ be accepted as original documents. The surety must provide the original bond document to the agency upon request.

(4) A commercial bond is available only for payments ~~[ordered]~~ **determined** by the agency involving small or large commercial structures or for the development of property zoned or intended for use compatible with large or small commercial structures.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.068 and 701.084

(2/08, 6/08, 12/13)

[812-003-0170

Bond, Letter of Credit or Cash Deposit

~~(1) Except as provided in subsection (2) below, a surety bond, letter of credit or cash deposit required under ORS 701.085 (2005) or 701.068 or 701.088 must be in one of the following amounts:~~

~~(a) For a General Contractor—All Structures: \$15,000~~

~~(b) For a General Contractor—Residential: \$15,000~~

~~(c) For a Specialty Contractor—All Structures: \$10,000~~

~~(d) For a Specialty Contractor—Residential: \$10,000~~

~~(e) For a Limited Contractor: \$5,000~~

~~(f) For an Inspector: \$10,000~~

~~(g) For a Licensed Developer: \$15,000~~

~~(2) Effective January 1, 2008, through June 30, 2008, a surety bond, letter of credit or cash deposit required under ORS 701.068 or 701.088 for new license applicants must be in one of the following amounts:~~

~~(a) For a General Contractor—All Structures: \$20,000~~

~~(b) For a General Contractor—Residential: \$20,000~~

~~(c) For a Specialty Contractor—All Structures: \$15,000~~

~~(d) For a Specialty Contractor—Residential: \$15,000~~

~~(e) For a Limited Contractor: \$10,000~~

~~(f) For an Inspector: \$15,000~~

~~(g) For a Licensed Developer: \$20,000~~

(3) A contractor may obtain or maintain a bond, letter of credit or cash deposit in an amount that exceeds the amount required under section (1) or (2) of this rule if the bond, letter of credit or cash deposit obtained or maintained is in an amount that is equal to an amount required under section (1) or (2) of this rule.]

Stat. Auth.: ORS 670.310, 701.085 (2005), 701.068, 701.088 and 701.235

Stats. Implemented: ORS 701.068, 701.085 (2005) and 701.088
(12/04, 6/05, 12/05, 12/07, 2/08, 12/13)

812-003-0171

Bond, Letter of Credit or Cash Deposit [~~Effective July 1, 2008~~]

[~~Beginning July 1, 2008, for~~] **For** all new and renewal license applications, a surety bond as required under ORS 701.068, or a surety bond, letter of credit or cash deposit as required under ORS 701.088, must be in one of the following amounts:

- (1) Residential General Contractor - \$20,000.
- (2) Residential Specialty Contractor - \$15,000.
- (3) Residential Limited Contractor - \$10,000.
- (4) Residential Developer - \$20,000.
- (5) Residential Locksmith Services Contractor -- \$10,000.**
- (6) Home Inspector Services Contractor -- \$10,000.**
- (7) Home Services Contractor -- \$10,000.**
- (8) Home Energy Performance Score Contractor - \$10,000.**
- ~~(5)~~ **(9) Commercial General Contractor Level 1 - \$75,000.**
- ~~(6)~~ **(10) Commercial Specialty Contractor Level 1 - \$50,000.**
- ~~(7)~~ **(11) Commercial General Contractor Level 2 - \$20,000.**
- ~~(8)~~ **(12) Commercial Specialty Contractor Level 2 - \$20,000.**
- ~~(9)~~ **(13) Commercial Developer - \$20,000.**

Stat. Auth.: ORS 670.310, 701.068, 701.088 and 701.235

Stats. Implemented: ORS 701.068, 701.088
(2/08, 12/13)

812-003-0175

Increased Bond, Letter of Credit or Cash Deposit Requirement, Past Unresolved Activity

(1) A business, including an individual person, applying for or renewing a license will file a bond, letter of credit or cash deposit in an amount up to five times the amount required for the category of license under OAR [~~812-003-0170~~ ~~or~~] 812-003-0171, if:

- (a) The business has unpaid debts under a final order, [~~or~~] arbitration award **or determination** of the board;
- (b) An owner or officer of the business has unpaid debts under a final order, [~~or~~] arbitration award **or determination** of the board; or

(c) An owner or officer of the business was an owner or officer of another business at the time the other business incurred a debt that is the subject of a final order, [~~or~~] arbitration award **or determination** of the board and such debt remains unpaid.

(2) A business, including an individual person, licensed as a residential general contractor or residential specialty contractor that applies to be licensed as, or seeks to change its endorsement to, a residential limited contractor must file a bond, letter or credit or cash deposit in an amount of five times the amount of the residential limited contractor bond, namely \$50,000, if:

- (a) The business has unpaid debts under a final order, [~~or~~] arbitration award **or determination** of the board;
- (b) An owner or officer of the business has unpaid debts under a final order, [~~or~~] arbitration award **or determination** of the board; or

(c) An owner or officer of the business was an owner or officer of another business at the time the other business incurred a debt that is the subject of a final order, [~~or~~] arbitration award **or determination** of the board and such debt remains unpaid.

(3) For purposes of this rule, "owner" means an "owner" as defined in ORS 701.094 and OAR 812-002-0537.

(4) For purposes of this rule, "officer" means an "officer" as defined in ORS 701.005[~~(11)~~](12).

(5) Debts due under a final order or arbitration award of the board include amounts not paid by a surety or financial institution on complaints.

Stat. Auth.: ORS 670.310, 701.068, 701.088 and 701.235

Stats. Implemented: ORS 701.068, 701.088

(temp. 3/06, 9/06, 12/06, 12/07, 2/08, 6/08, 8/10 eff. 9/1/10, 12/13)

812-003-0180

Effective and Cancellation Dates of the Bond, Letter of Credit or Cash Deposit

(1) The surety bond, letter of credit or cash deposits effective date is the date on which the licensee has first met all requirements for licensing, renewal or reissue as determined by the agency.

(2) The bond shall remain in effect and be continuous until cancelled by the surety or until the licensee no longer meets the requirements for licensing as determined by the agency, whichever comes first.

(3) A surety bond may be cancelled by the surety only after the surety has given 30 days' notice to the agency. Cancellation will be effective no less than 30 days after receipt of the cancellation notice.

(4) The letter of credit or cash deposit shall remain in effect and be continuous until released by the agency.

(5) Immediately upon cancellation of the bond, or cancellation without an authorized release by the agency of a letter of credit or cash deposit the agency may send an emergency suspension notice to the contractor as provided for in ORS 701.098(4)(a)(A), informing the contractor that the license has been suspended.

(6) The bond, letter of credit or cash deposit shall be subject to final orders or arbitration awards as described in OAR 812-004-0600 or determinations as described in OAR 812-004-1600.

(7) The surety or financial institution will be responsible for ascertaining the bond, letter of credit or cash deposit's effective date.

Stat. Auth.: ORS 670.310, 701.085 (2005), 701.068, 701.088 and 701.235

Stats. Implemented: ORS 701.068, 701.085 (2005), 701.088 and 701.098

(12/04, 5/06, 12/07, 6/08, 12/13)

[812-003-0220

Insurance Amounts

~~For existing licenses without endorsements on or after July 1, 2008, the following general liability insurance amounts are required under ORS 701.073:~~

~~(1) General Contractor— All Structures: \$500,000~~

~~(2) General Contractor— Residential: \$500,000~~

~~(3) Specialty Contractor— All Structures: \$500,000~~

~~(4) Specialty Contractor— Residential: \$300,000~~

~~(5) Limited Contractor: \$100,000~~

~~(6) Inspector: \$300,000~~

~~(7) Licensed Developer: \$500,000]~~

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.073

(12/04, 2/08, 12/13)

812-003-0221

Insurance Amounts [(Effective July 1, 2008)]

[Beginning July 1, 2008, for] For all new and renewal license applications, insurance amounts as required under ORS 701.073, 701.081, and 701.084, must be in one of the following amounts:

(1) Residential General Contractor - \$500,000 per occurrence.

(2) Residential Specialty Contractor - \$300,000 per occurrence.

(3) Residential Limited Contractor - \$100,000 per occurrence.

(4) Residential Developer - \$500,000 per occurrence.

(5) Residential Locksmith Services Contractor - \$100,000 per occurrence.

(6) Home Inspector Services Contractor - \$100,000 per occurrence.

(7) Home Services Contractor - \$100,000 per occurrence.

(8) Home Energy Performance Score Contractor - \$100,000 per occurrence.

~~[(5)]~~ (9) Commercial General Contractor Level 1 - \$2,000,000 aggregate.

~~[(6)]~~ (10) Commercial Specialty Contractor Level 1 - \$1,000,000 aggregate.

~~[(7)]~~ (11) Commercial General Contractor Level 2 - \$1,000,000 aggregate.

~~[(8)]~~ (12) Commercial Specialty Contractor Level 2 - \$500,000 per occurrence.

~~[(9)]~~ (13) Commercial Developer - \$500,000 per occurrence.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.073, 701.081 and 701.084

(2/08, 12/13)

812-003-0240

Independent Contractor

(1) Purpose of Rule. The Landscape Contractors Board, Department of Revenue, Department of Consumer and Business Services, Employment Department, and Construction Contractors Board must adopt rules together to carry out

ORS 670.600. ORS 670.600 defines "independent contractor" for purposes of the programs administered by these agencies. This rule is intended to ensure that all five agencies apply and interpret ORS 670.600 in a consistent manner; to clarify the meaning of terms used in ORS 670.600; and, to the extent possible, to enable interested persons to understand how all five agencies will apply ORS 670.600.

(2) Statutory Context.

(a) ORS 670.600 generally establishes three requirements for "independent contractors". One requirement is that an "independent contractor" must be engaged in an "independently established business." Another requirement is related to licenses and certificates that are required for an "independent contractor" to provide services. A third requirement is that an "independent contractor" must be "free from direction and control over the means and manner" of providing services to others.

(b) The specific focus of this rule is the "direction and control" requirement. See ORS 670.600 for the requirements of the "independently established business" test and for licensing and certification requirements.

(3) Direction and Control Test.

(a) ORS 670.600 states that an "independent contractor" must be "free from direction and control over the means and manner" of providing services to others. The agencies that have adopted this rule will use the following definitions in their interpretation and application of the "direction and control" test:

(A) "Means" are resources used or needed in performing services. To be free from direction and control over the means of providing services an independent contractor must determine which resources to use in order to perform the work, and how to use those resources. Depending upon the nature of the business, examples of the "means" used in performing services include such things as tools or equipment, labor, devices, plans, materials, licenses, property, work location, and assets, among other things.

(B) "Manner" is the method by which services are performed. To be free from direction and control over the manner of providing services an independent contractor must determine how to perform the work. Depending upon the nature of the business, examples of the "manner" by which services are performed include such things as work schedules, and work processes and procedures, among other things.

(C) "Free from direction and control" means that the independent contractor is free from the right of another person to control the means or manner by which the independent contractor provides services. If the person for whom services are provided has the right to control the means or manner of providing the services, it does not matter whether that person actually exercises the right of control.

(b) Right to specify results to be achieved. Specifying the final desired results of the contractor's services does not constitute direction and control over the means or manner of providing those services.

(4) Application of "direction and control" test in construction and landscape industries.

(a) The provisions of this section apply to:

(A) Architects [~~licensed~~] **registered** under ORS 671.010 to 671.220;

(B) Landscape architects licensed under ORS 671.310 to 671.479;

(C) Landscape contracting businesses licensed under ORS 671.510 to 671.710;

(D) Engineers licensed under ORS 672.002 to 672.325; and

(E) Construction contractors licensed under ORS chapter 701.

(b) A licensee described in (4)(a), that is paying for the services of a subcontractor in connection with a construction or landscape project, will not be considered to be exercising direction or control over the means or manner by which the subcontractor is performing work when the following circumstances apply:

(A) The licensee specifies the desired results of the subcontractor's services by providing plans, drawings, or specifications that are necessary for the project to be completed.

(B) The licensee specifies the desired results of the subcontractor's services by specifying the materials, appliances or plants by type, size, color, quality, manufacturer, grower, or price, which materials, appliances or plants are necessary for the project to be completed.

(C) When specified by the licensee's customer or in a general contract, plans, or drawings and in order to specify the desired results of the subcontractor's services, the licensee provides materials, appliances, or plants, including, but not limited to, roofing materials, framing materials, finishing materials, stoves, ovens, refrigerators, dishwashers, air conditioning units, heating units, sod and seed for lawns, shrubs, vines, trees, or nursery stock, which are to be installed by subcontractors in the performance of their work, and which are necessary for the project to be completed.

(D) The licensee provides, but does not require the use of, equipment (such as scaffolding or forklifts) at the job site, which equipment is available for use on that job site only, by all or a significant number of subcontractors requiring such equipment.

(E) The licensee has the right to determine, or does determine, in what sequence subcontractors will work on a project, the total amount of time available for performing the work, or the start or end dates for subcontractors working on a project.

(F) The licensee reserves the right to change, or does change, in what sequence subcontractors will work on a project, the total amount of time available for performing the work, or the start or end dates for subcontractors working on a project.

(5) As used in ORS chapters 316, 656, 657, 671 and 701, an individual or business entity that performs labor or services for remuneration shall be considered to perform the labor or services as an "independent contractor" if the standards of ORS 670.600 are met.

(6) The Construction Contractors Board, Employment Department, Landscape Contractors Board, Workers Compensation Division, and Department of Revenue of the State of Oregon, under authority of ORS 670.605, will cooperate as necessary in their compliance and enforcement activities to ensure among the agencies the consistent interpretation and application of ORS 670.600.

(7) The Board adopts the form "Independent Contractor Certification Statement" as revised January 17, 2006. An applicant must use this form to meet the requirements of ORS 701.046(1)(k).

Stat. Auth.: ORS 670.310, 670.605 and 701.235

Stats. Implemented: ORS 670.600, 670.605, 701.005 and 701.046

(12/04, 12/05, temp. 1/06, 3/06, 1/07, 12/07, 6/08, 12/13)

812-003-0250

Exempt and Nonexempt Class of Independent Contractor Licenses

Contractors shall license as either nonexempt or exempt as provided in ORS 701.035.

(1) The nonexempt class is composed of the following entities:

(a) Sole proprietorships with one or more employees or that utilize one or more workers supplied by a worker leasing company;

(b) Partnerships or limited liability partnerships with one or more employees or that utilize one or more workers supplied by a worker leasing company;

(c) Partnerships or limited liability partnerships with more than two partners if any of the partners are not family members;

(d) Joint ventures with one or more employees or that utilize one or more workers supplied by a worker leasing company;

(e) Joint ventures with more than two joint venturers if any of the joint venturers are not family members;

(f) Limited partnerships with one or more employees or that utilize one or more workers supplied by a worker leasing company;

(g) Limited partnerships with more than two general partners if any of the general partners are not family members;

(h) Corporations with one or more employees or that utilize one or more workers supplied by a worker leasing company;

(i) Corporations with more than two corporate officers if any of the corporate officers are not family members;

(j) Trusts with one or more employees or that utilize one or more workers supplied by a worker leasing company;

(k) Trusts with more than two trustees if any of the trustees are not family members.

(l) Limited liability companies with one or more employees or that utilize one or more workers supplied by a worker leasing company; or

(m) Limited liability companies with more than two members if any of the members are not family members.

(2) The exempt class is composed of sole proprietors, partnerships, joint ventures, limited liability partnerships, limited partnerships, corporations, trusts, and limited liability companies that do not qualify as nonexempt.

(3) An exempt contractor may work with the assistance of individuals who are employees of or workers supplied by a worker leasing company to a nonexempt contractor as long as the nonexempt contractor or the nonexempt contractor's worker leasing company:

(a) Is in compliance with ORS chapters 316, 656, and 657 and is providing the employees with workers' compensation insurance; and

(b) Does the payroll and pays all its employees, including those employees who assist an exempt contractor.

(4) Except as provided in sections (5) [and (6)] **through (8)** of this rule, entities shall supply the following employer account numbers as required under ORS 701.046:

(a) Workers' Compensation Division 7-digit compliance number or workers' compensation insurance carrier name and policy or binder number;

(b) Oregon Employment Department and Oregon Department of Revenue combined business identification number; and

(c) Internal Revenue Service employer identification number or federal identification number.

(5) Exempt entities are not required to supply employer account numbers under section (4) of this rule except as follows:

(a) Partnerships, joint ventures, limited liability partnerships, and limited partnerships that have no employees and are not directly involved in construction work may be classed as exempt when the entity certifies that all partners or joint venturers qualify as nonsubject workers under ORS 656.027. Such partnerships or joint ventures must supply the Internal Revenue Service employer identification number or federal identification number.

(b) Corporations qualifying as exempt under ORS 656.027(10) must supply the Oregon Employment Department and Oregon Department of Revenue combined business identification number unless the corporation certifies that corporate officers receive no compensation (salary or profit) from the corporation.

(c) Corporations qualifying as exempt must supply the Internal Revenue Service employer identification number or federal identification number.

(d) Limited liability companies must supply the Internal Revenue Service employer identification number or federal identification number unless the limited liability company has only one member and has no employees.

(6) Nonexempt entities that utilize volunteers that qualify under ORS 656.027 (20) or that utilize one or more workers supplied by a worker leasing company need not supply an Oregon workers' compensation account number or workers' compensation insurance carrier name and policy or binder number.

(7) Nonexempt entities that utilize one or more workers supplied by a worker leasing company and have no other applicable tax reporting obligations need not supply:

(a) An Internal Revenue Service employer identification number or federal identification number; or

(b) An Oregon Employment Department and Oregon Department of Revenue combined business identification number.

~~(7)~~ (8) Out-of-state applicants with no Oregon subject workers as provided in ORS 656.126 and OAR 436-050-0055 must supply their home state account numbers, and need not supply an Oregon workers' compensation account number.

Stat. Auth.: ORS 183.310 to 183.500, 670.310, 701.235 and 701.992

Stats. Implemented: ORS 701.035 and 701.098

(1/89, 11/89, 3/91, 9/91, 5/92, 7/92, 8/92, 12/92, 4/93, 8/93, 1/94, 6/94, 7/94, 9/95, 5/97, 6/97, 4/98, 9/98, 6/99, 6/03, 12/04, 8/05, 5/06, 12/07, 6/08, 12/13)

(Amended and renumbered from 812-003-0002, 12/04)

812-003-0260

Application for New License

(1) Each entity must complete an application form prescribed by the agency. Information provided on the form must include, but not be limited to:

(a) Name of business entity, all additional business names, including assumed business names, under which business as a contractor is conducted, and Corporation Division registry numbers (if applicable);

(b) Mailing and location address of the business entity;

(c) Legal name and address (which may be the business address) of:

(A) The owner of a sole proprietorship;

(B) All partners of a general partnership or limited liability partnership;

(C) All joint venturers of a joint venture;

(D) All general partners of a limited partnership;

(E) All corporate officers of a corporation;

(F) All trustees of a trust;

(G) The manager and all members of a manager-managed limited liability company, and, if one or more of the members is a partnership, limited liability partnership, joint venture, limited partnership, corporation, trust or limited liability company, the general partners, venturers, corporate officers, trustees, managers or members of the entity that is a member of the limited liability company that is the subject of this paragraph;

(H) All members of a member-managed limited liability company, and, if one or more of the members is a partnership, limited liability partnership, joint venture, limited partnership, corporation, trust or limited liability company, the general partners, venturers, corporate officers, trustees, managers or members of the entity that is a member of the limited liability company that is the subject of this paragraph; or

(I) The responsible managing individual designated by the applicant.

(d) Except for a public company, the date of birth and driver license number of:

(A) The owner of a sole proprietorship;

(B) All partners of a general partnership or limited liability partnership;

(C) All joint venturers of a joint venture;

(D) All general partners of a limited partnership;

(E) All corporate officers of a corporation;

(F) All trustees of a trust;

(G) The manager and all members of a manager-managed limited liability company, and, if one or more of the members is a partnership, limited liability partnership, joint venture, limited partnership, corporation, trust or limited liability company, the general partners, venturers, corporate officers, trustees, managers or members of the entity that is a member of the limited liability company that is the subject of this paragraph;

(H) All members of a member-managed limited liability company, and, if one or more of the members is a partnership, limited liability partnership, joint venture, limited partnership, corporation, trust or limited liability

company, the general partners, venturers, corporate officers, trustees, managers or members of the entity that is a member of the limited liability company that is the subject of this paragraph; or

(I) The responsible managing individual designated by the applicant.

(J) For purposes of this subsection, a "public company" means any business entity that offers securities registered for sale by the federal Securities and Exchange Commission to the general public.

(e) Social security number of the owner of a sole proprietorship or partners, if partners are human beings, in a general partnership;

(f) Class of independent contractor license and employer account numbers as required under OAR 812-003-0250;

(g) License endorsement sought, as provided for under OAR 812-003-0131;

(h) The identification number of the responsible managing individual who has completed the education and passed the examination required under ORS 701.122 or is otherwise exempt under division 6 of these rules;

(i) The Standard Industrial Classification (SIC) numbers of the main construction activities of the entity;

(j) Names and certification numbers of all certified locksmiths if the entity is a Residential Locksmith Services Contractor or will do work providing locksmith services under ORS 701.475 to 701.490;

~~(j)~~ **(k) Names and certification numbers of all certified home inspectors if the entity will do work as a home inspector under ORS 701.350;**

(L) Names and certification numbers of all certified home energy assessors if the entity is a Home Energy Performance Contractor providing home energy performance scores under Oregon Laws 2013, chapter 383, sections 3 through 7 or will do work providing home energy performance scores.

~~(k)~~ **(m)** For each person described in subsection (1)(c) of this section, the following information if related to construction activities:

(A) If unsatisfied on the date of application, a copy of a final judgment by a court in any state entered within five years preceding the application date that requires the person to pay money to another person or to a public body;

(B) If unsatisfied on the date of application, a copy of a final order by an administrative agency in any state issued within five years preceding the application date that requires the person to pay money to another person or public body;

(C) If pending on the date of application, a copy of a court complaint filed in any state that alleges that the person owes money to another person or public body; or

(D) If pending on the date of application, a copy of an administrative notice of action issued in any state that alleges that the person owes money to another person or public body.

~~(h)~~ **(n)** For each person described in subsection (1)(c) of this section, the following information if related to construction activities:

(A) A copy of a judgment of conviction for a crime listed in ORS 701.098(1)~~(h)~~**(i)**, entered within five years preceding the application date; or

(B) A copy of an indictment for a crime listed in ORS 701.098(1)~~(h)~~**(i)**, entered within five years preceding the application date.

(C) In addition to documents required in paragraphs (1)(I)(A) and (B) of this section, copies of police reports, parole or probation reports indicating parole or probation officer's name and phone number, and letters of reference.

~~(m)~~ **(o)** Independent contractor certification statement and a signed acknowledgment that if the licensee qualifies as an independent contractor the licensee understands that the licensee and any heirs of the licensee will not qualify for workers' compensation or unemployment compensation unless specific arrangements have been made for the licensee's insurance coverage and that the licensee's election to be an independent contractor is voluntary and is not a condition of any contract entered into by the licensee;

~~(n)~~ **(p)** Signature of owner, partner, joint venturer, corporate officer, member or trustee, signifying that the information provided in the application is true and correct; and

(2) A complete license application includes but is not limited to:

(a) A completed application form as provided in section (1) of this rule;

(b) The new application license fee as required under OAR 812-003-0140;

(c) A properly executed bond, letter of credit or assignment of savings as required under OAR 812-003-0152, 812-003-0153, or 812-003-0155; and

(d) The certification of insurance coverage as required under OAR 812-003-0200.

(3) The agency may return an incomplete license application to the applicant with an explanation of the deficiencies.

(4) All entities listed in section (1) of this rule that are otherwise required to be registered with the Oregon Corporation Division must be registered with the Oregon Corporation Division and be active and in good standing. All assumed business names used by persons or entities listed in section (1) of this rule must be registered with the Oregon Corporation Division as the assumed business name of the person or entity using that name.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 25.270, 25.785, 25.990, 701.035, 701.050, 701.056, 701.068, 701.073, 701.081, 701.088 and 701.122

(12/04, 8/05, 5/06, 9/06, 12/06, 8/07, 12/07, 2/08, 3/08, 6/08, 9/08, 12/13)

812-003-0290

License Renewal, Reissue, New Issue; Effective Dates; Term

(1) Except as provided in section (3) of this rule, a completed renewal or reissue application required under OAR 812-003-0260 shall be on file with the agency before a license may be renewed or reissued.

(2) In order to obtain a renewed or reissued license, a contractor must provide the following:

- (a) A completed application form;
- (b) Proof of insurance;
- (c) A commercial or residential bond, or both (as indicated by the contractor's endorsement(s));
- (d) Where authorized by ORS 701.088, a letter of credit or cash deposit in lieu of the bond; and
- (e) An application fee.

(3) If agency error causes the delayed receipt of the required documents or fee, the agency may renew or reissue the license with an effective date before the date on which all requirements were satisfied. Otherwise, all documents and fees must be received by the agency before the agency may renew or reissue the license.

(4) If a contractor satisfies all requirements for license renewal before the expiration date:

- (a) The license is renewed; and
- (b) The effective date of the license is the expiration date.

(5) If a contractor continuously maintains a bond and insurance and satisfies all requirements for renewal within two years after the expiration date:

- (a) The license is renewed and backdated; and
- (b) The effective date of the license is the expiration date.

(6) If a contractor fails to continuously maintain a bond or insurance but satisfies all requirements for renewal within two years after the expiration date:

- (a) The license is reissued; and
- (b) The effective date of the license is the date when all requirements for reissue are met.

(7) If a contractor satisfies all requirements for renewal more than two years after the expiration date, the license cannot be renewed or reissued. The contractor must apply for a new license under OAR 812-030-0260.

~~[(8) Notwithstanding sections (4) through (6) of this section, licenses that expire before July 1, 2008, may not renew on or after July 1, 2008, except by complying with the renewal requirements set forth in OAR 812-003-0280 and with the bond and insurance requirements set forth in OAR 812-003-0152, 812-003-0153, 812-003-0171, and 812-003-0221. The effective date of the renewal will be the date upon which all requirements for renewal are met, including but not limited to, proof of insurance coverage and bond or letter of credit or cash deposit. Such licenses will not be backdated to the previous expiration date.]~~

~~[(9)]~~ (8) Licenses will be reissued or renewed for a period of two years.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.063

(12/04, 12/07, 2/08, temp. 6/4/10 eff. 6/4/10, 8/10 eff. 9/1/10, 2/11 eff. 3/1/11, 12/13)

812-003-0310

License Cards

(1) The agency shall issue a license and pocket card effective on the date on which the license becomes effective under OAR 812-003-0270 or 812-003-0290.

(2) A license and pocket card is valid for the term for which it is issued only if all of the following conditions are met throughout the license period:

(a) The surety bond, letter of credit or cash deposit remains in effect and undiminished by payment of Construction Contractors Board final orders.

(b) The insurance required by ORS 701.073 remains in effect.

(c) If the licensee is a sole proprietorship, the sole proprietorship survives.

(d) If the licensee is a partnership or limited liability partnership, the composition of the partnership remains unchanged, by death or otherwise.

(e) If the licensee is a limited partnership, the composition of the general partners remains unchanged, by death or otherwise.

~~[(e)]~~ (f) If the licensee is a corporation, trust, or limited liability company, the corporation, trust or limited liability company survives and complies with all applicable laws governing corporations, trusts or limited liability companies.

(3) If the licensee's bond is cancelled, the license will lapse 30 days from the date the cancellation is received by the agency.

(4) If a license becomes invalid, the agency may require the return of the license and pocket card.

(5) There is no charge for the original license and pocket card issued by the agency.

(6) There is a \$10 fee to replace a license and pocket card.

Stat. Auth.: ORS 670.310 and 701.235

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Stats. Implemented: ORS 701.063 and 701.088
(12/04, 12/07, 6/08, 4/11 (eff. 5/1/11), 12/13)

812-003-0320

Record Changes

(1) Every licensed entity that changes its name, including any assumed business name under which it may operate, must notify the agency within 30 days of assuming, filing or registering the new name. This section also applies to sole proprietors that change their surname.

(2) Except as provided in OAR 812-003-0190, requests for business name amendments of a partnership, joint venture, corporation, limited liability company, limited partnership or limited liability partnership shall be accompanied by a rider from the surety and a new Certificate of Insurance to reflect the amended name.

(3) With the exception of record changes due to agency error, a record change request shall be submitted in writing or, if the agency permits, electronically.

(4) Except as provided in sections (5) and (6) of this rule, requests for record changes that require a new license card shall be accompanied by a \$20 fee.

(5) No charge will be made for an address change.

(6) No charge will be made for changing independent contractor license class under ORS 701.035 if the licensed entity makes the change electronically.

Stat. Auth.: ORS 670.310, 701.235 and 701.238

Stats. Implemented: ORS 701.056, 701.068, 701.088 and 701.238

(6/76, 7/76, 11/77, 1/78, 5/78, 5/80, 6/80, 10/80, 11/80, 1/83, 3/83, 10/83, 3/84, 5/84, 1/89, 11/89, 9/99, 6/00, 8/00, 12/04, 6/08, 5/09, 4/11 (eff. 5/1/11), 12/13)

(Amended and renumbered from 812-003-0005, 12/04)

812-003-0390

Revocation or Suspension of License

(1) Except as provided in section (2) of this rule, if the agency issues a final order, ~~[or]~~ arbitration award, or determination ~~[ordering]~~ directing a licensee to pay monetary damages and the licensee or the licensee's surety fails to pay the order, ~~[or]~~ award or determination in full, the agency will revoke, suspend, or refuse to issue or reissue a license.

(2) Section (1) of this rule shall not apply if the licensee submits proof to the agency that:

(a) A United States Bankruptcy Court issued an automatic stay under Title 11 of the United States Bankruptcy Code and that stay is currently in force; or

(b) The order, ~~[or]~~ award or determination described in section (1) of this rule arises from a debt that:

(A) Is included in an order of discharge issued by a United States Bankruptcy Court; or

(B) Is included in a chapter 11 plan and order conforming to the plan issued by a United States Bankruptcy Court that prohibits the agency from revoking, suspending, or refusing to issue or reissue the licensee's contractor's license and the licensee is in compliance with the terms of the plan and order.

(3) The agency shall revoke, suspend, or refuse to issue or reissue a license under section (1) of this rule if:

(a) The agency previously was prevented from revoking or suspending a license or was required to issue or reissue a license under section (2) of this rule; and

(b) The licensee's bankruptcy discharge is revoked or the bankruptcy stay is lifted.

Stat. Auth.: ORS 183.310 to 183.545, 670.310, 701.235 and 701.280

Stats. Implemented: ORS 701.100 and 701.098

(6/76, 7/76, 1/78, 5/78, 6/80, 11/80, 5/81, 12/81, 1/82, 3/82, 4/82, 10/82, 1/83, 3/83, 10/83, 3/84, 5/84, 3/87, 12/87, 1/88, 2/95, 6/00, 5/02, 12/04, 6/08, 12/13)

(Amended and renumbered from 812-003-0030, 12/04)

812-003-0400

Restoration of Bond, Letter of Credit or Cash Deposit after Payment on Complaint

If a surety company or financial institution pays all or part of a complaint against a licensed contractor from the contractor's surety bond, letter of credit or cash deposit, the agency must suspend or refuse to issue or reissue the contractor's license until the contractor submits to the agency:

(1) A properly executed bond, letter of credit or cash deposit in the amount required under ORS ~~[701.085(2) through (5) (2005)]~~ 701.068 or 701.088 unless the agency requires a higher amount under ORS ~~[701.085(7) or (8) (2005) or]~~ 701.068; or

(2) A certificate from the contractor's surety company or financial institution that the surety company or financial institution remains liable for the full original penal sum of the bond, letter of credit or cash deposit, notwithstanding the payment from the surety bond letter of credit or cash deposit.

Stat. Auth.: ORS 670.310 and 701.235

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Stats. Implemented: ORS 701.068, 701.085(2005) and 701.088
(5/02, 12/04, 12/06, 12/07, 6/08, 12/13)
(Amended and renumbered from 812-003-0040, 12/04)

812-003-0430

Time Period for Perfecting a Lien or Complaint

For liens perfected and ~~claims or~~ complaints ~~commenced on or after January 1, 1998~~:

(1) The time period under ORS 701.131(2)(a)(A) and 701.131(2)~~(e)(B)~~**(b)(C)** for a completed application for license to be submitted to the Board is 90 calendar days from the date the contractor became aware of the requirement that the contractor be licensed;

(2) The time period under ORS 701.131(2)(b)(A) for a completed application for license renewal to be submitted to the Board is 90 calendar days from the date the contractor became aware of a lapse in license.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.131

(12/04, 12/06, 6/08, 12/13)

812-003-0440

Notification of Conviction of a Crime

A licensee or applicant, or an owner or officer of the licensee or applicant who has been convicted of a crime listed in ORS 701.098(1)~~(h)~~**(i)** must notify the agency in writing within 30 days from the date of the entry of the judgment of conviction.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.098

(9/06, 2/08, 12/13)

812-008-0030

Certification and License Required

(1) Except as provided in section (3) of this rule, no individual shall undertake, offer to undertake or submit a bid to do work as an Oregon certified home inspector without first receiving certification to do same from the agency and without being an owner or employee of a business that is licensed with the agency.

(2) Except as provided in section (3) of this rule, no business shall undertake, offer to undertake or submit a bid to do work as an Oregon certified home inspector without first becoming licensed with the agency as a residential general contractor, ~~or~~ **a residential specialty contractor, or a home inspection services contractor** and without having an owner or employee who is an Oregon certified home inspector by the agency.

(3) The following persons are exempt from the requirements of this rule.

(a) Persons registered each year as a general contractor under ORS chapter 701 during the period from January 1, 1991, through August 11, 1997, as provided in section (3)(b) of chapter 814, 1997 Oregon Laws.

(b) Persons performing an energy audit or issuing a report on an energy audit.

(c) Persons performing a forensic evaluation or issuing a report on a forensic evaluation.

(d) Persons performing home performance testing or issuing a report on a home performance testing.

(e) Persons who assign home energy performance scores for residential buildings.

(4) No person, including persons covered by section (3) of this rule, shall use the title Oregon certified home inspector without receiving such certification from the agency.

(5) Certified individuals and licensed business undertaking certified home inspections shall comply with the standards of practice for undertaking certified home inspections as prescribed in these rules.

(6) All certificates **for individuals** to undertake home inspections are renewable upon meeting all requirements, including continuing education, as established by OAR chapter 812.

(7) Home inspection service contractors are not required to complete continuing education.

Stat. Auth.: ORS 670.310, 701.235, 701.350 and 701.355

Stats. Implemented: ORS 701.081, 701.084, 701.350 and 701.355

(2/98, 10/98, temp. 6/99, 9/99, 6/00, 5/02, 2/08, 12/11 eff. 1/1/12, 12/13)

812-008-0040

Application Requirements and Eligibility Requirements

(1) An individual must submit the following to qualify for certification:

(a) An application on a form provided by the agency;

(b) The fee established in OAR 812-008-0110;

(c) If applicable, CCB number and name of employing licensee;

(d) Proof of minimum of 20 education points as set forth in sections (3) and (4) of this rule; and

(e) Evidence of successful passage of agency's test.

(2) A business must do the following to qualify for a license:

(a) Become licensed with the agency as a residential general contractor, ~~[or]~~ a residential specialty contractor or a home inspection services contractor;

(b) Have as an owner or employee one or more individuals who have obtained a certificate from the agency to undertake certified home inspections;

(c) Submit an application on a form prescribed by the agency; and

(d) Submit the fee as prescribed in OAR chapter 812.

(3) In order to qualify to take the test, an **individual** applicant must provide the agency with acceptable documentation that the applicant has accumulated a minimum of 20 education points from the following choices:

(a) Ten points for a completed, 3-credit hour minimum class with a passing grade in home inspection at an accredited college or university, (10 points maximum).

(b) One point for each completed 3-hour minimum class with a passing grade in construction, remodeling, engineering, architecture, building design, building technology, or real estate at an accredited college or university, (10 points maximum).

(c) One point for each completed "ride-along" inspection performed under the direct supervision of an Oregon certified home inspector, (10 points maximum).

(d) One point for each completed 3-hour minimum class with a passing grade in approved subject areas in OAR 812-008-0074(1) by approved education providers under 812-008-0074(2) that are not colleges or universities, (10 points maximum).

(4) The **individual** applicant may substitute the following experiences for all or part of the education requirements in OAR 812-008-0040(3):

(a) Four points for each completed 12 months legally working as a home inspector in Oregon or another state or country (16 points maximum).

(b) Two points for each completed 12 months working or teaching at an accredited college or university, trade school or private business for monetary compensation in construction, remodeling, engineering, architecture, building design, building technology, real estate, or building inspections (16 points maximum).

(c) One-half point for each letter of recommendation from an Oregon-certified home inspector (4 points maximum).

(d) One point for each building codes certification issued by a government agency (5 points maximum).

Stat. Auth.: ORS 670.310, 701.235, 701.350 and 701.355

Stats. Implemented: ORS 701.081, 701.084, 701.350 and 701.355

(2/98, 5/99, temp. 6/99, 2/00, 6/00, 8/00, temp. 10/00, 12/00, 4/01, 9/01, temp. 10/01, 5/02, 12/06, 12/07, 2/08, 12/13)

812-012-0110

Terms of Written Contract

(1) If a contractor is required to have a written contract under ORS 701.305, the written contract or attached addendum to the written contract must contain the following:

~~[(a) A statement that the contractor is licensed by the Construction Contractors Board.]~~

~~[(b)]~~ (a) The contractor's name, address, phone number and license number issued by the board as shown on board records.

~~[(e)]~~ (b) An acknowledgment of a written offer of a warranty, if an offer is required by ORS 701.320, and indication of the acceptance or rejection of the offered warranty;

~~[(d) A list of the notices required under ORS 87.093 or under rules adopted under ORS 701.330 and 701.335(2);]~~

~~[(e)]~~ (c) An explanation of the property owner's rights under the contract, including, but not limited to, the ability to file a complaint with the board and the existence of any mediation or arbitration provision in the contract, set forth in a conspicuous manner as defined by the board by rule;

~~[(f)]~~ (d) Customer's name and address;

~~[(g)]~~ (e) Address where the work is to be performed;

~~[(h)]~~ (f) A description of the work to be performed; and

~~[(i)]~~ (g) Price and payment terms.

(2) The information described in section (1) of this rule must be legible and in dark ink.

Stat. Auth.: ORS 670.310, 701.235, 701.305, 701.315, 701.320, 701.330 and 701.335

Stats. Implemented: ORS 701.305, 701.330 and 701.335

(12/07, 6/08, 12/09 (eff. 1/1/2010), 4/10, 12/13)

812-021-0005

Definitions – Continuing Education for Residential Contractors

The following definitions apply to OAR 812-021-0000 to 812-021-0047:

(1) "BEST" means Building Exterior Shell Training.

(2) "Building code" means a specialty code as defined in ORS 455.010(7).

(3) "Employee" means:

(a) **Any** [any] individual employed by a contractor[-]; or

(b) A leased worker provided to a contractor by contract with a worker leasing company licensed under ORS 656.850(2).

(c) "Employee" does not include [either] a subcontractor, which is an independent contractor, or a [leased-or] temporary employee.

(4) "'Green' or sustainable building practices" means the practice of increasing the efficiency with which buildings use resources such as energy, water, and materials, while reducing building impacts on human health or the environment.

(5) "License period" means the two-year period from the date a contractor's license is first issued or last renewed until the date the license is next scheduled to expire.

(6) "Officer" means an individual person as defined in OAR 812-002-0533.

(7) "Owner" means an individual person as defined in OAR 812-002-0537.

(8) "Residential contractor" means a licensed contractor as defined in ORS 701.005(12).

(9) "Responsible managing individual (RMI)" means an individual person as defined in ORS 701.005(15).

Stat. Auth.: ORS 670.310, 701.126 and 701.235

Stats. Implemented: ORS 701.126

(6/09, temp. 1/13/12 eff. 1/13/12, 4/12 (eff. 5/1/12), 12/13)

812-021-0021

Exemptions from Continuing Education

(1) For purposes of this rule, "dwelling" means a shelter in which people live, such as buildings used exclusively for residential occupancy, including single-family, two-family (e.g. duplex) and multi-family (e.g. apartment) buildings.

(2) For purposes of this rule, "outbuilding" means a building accessory to a dwelling that is used by the persons who occupy the dwelling, including detached garages, shops, sheds and barns.

(3) The following persons are exempt from obtaining BEST education as required under OAR 812-021-0015(2) or (3)(a)(A):

(a) Contractors that are licensed as:

(A) Plumbing contractors under ORS 447.010 to 447.156; or

(B) Electrical contractors under ORS 479.630.

(b) Contractors that have an owner or officer who is licensed as:

(A) An architect under ORS 671.010 to 671.220, whether or not operating within the scope of that [license]

registration; or

(B) A professional engineer under ORS 672.002 to 672.325, whether or not operating within the scope of that license.

(c) Unless provided otherwise, contractors that do not perform work on a residential structure that is a dwelling or an outbuilding, including but not limited to:

(A) Contractors that only perform tree pruning, tree and stump removal, or tree and limb guying;

(B) Contractors that only forge, weld or fabricate ornamental iron, so long as the contractor does not attach or install the ornamental iron in or on a residential structure that is a dwelling or outbuilding;

(d) The following contractors are not exempt under subsection (c) of this section:

(A) Contractors that perform excavation for residential construction;

(B) Contractors that perform grading for residential construction;

(C) Contractors that perform concrete work for residential construction; and

(D) Contractors that perform paving for residential construction.

(4) The following persons are exempt from obtaining education in building codes as required under OAR 812-021-0015(2), (3)(a)(B) or (4)(a)(A):

(a) Contractors that are licensed as:

(A) Plumbing contractors under ORS 447.010 to 447.156; or

(B) Electrical contractors under ORS 479.630.

(b) Contractors that have an owner or officer who is licensed as:

(A) An architect under ORS 671.010 to 671.220, whether or not operating within the scope of that [license]

registration; or

(B) A professional engineer under ORS 672.002 to 672.325, whether or not operating within the scope of that license.

(c) Unless provided otherwise, contractors that do not perform work on a residential structure that is a dwelling or outbuilding, including but not limited to:

(A) Contractors that only perform tree pruning, tree and stump removal, or tree and limb guying;

(B) Contractors that only forge, weld or fabricate ornamental iron, so long as the contractor does not attach or install the ornamental iron in or on a residential structure that is a dwelling or an outbuilding;

(d) The following contractors are not exempt under subsection (c) of this section:

- (A) Contractors that perform excavation for residential construction;
- (B) Contractors that perform grading for residential construction;
- (C) Contractors that perform concrete work for residential construction; and
- (D) Contractors that perform paving for residential construction.

(5) Contractors that are exempt from the continuing education requirements under sections (3) or (4) of this rule must complete additional elective continuing education, as provided in OAR 812-021-0019, in an amount totaling the number of core hours that the contractor would otherwise be required to complete under OAR 812-021-0015 but for the exemption.

Stat. Auth.: ORS 670.310, 701.126 and 701.235

Stats. Implemented: ORS 701.126

(temp. 7/11 eff. 7/1/11, temp. 9/2/11 eff. 9/2/11, 9/11 eff. 10/1/11, 12/13)

812-021-0045

Claiming Continuing Education Credits – Continuing Education for Residential Contractors

(1) A contractor may claim continuing education hours for courses completed during the time an employee is employed by the contractor. **If the employee is a leased worker, the employee must complete the continuing education hours while leased to the contractor.**

(2) If an employee completed continuing education before being hired by a contractor, the contractor may not claim those hours to satisfy its continuing education requirement.

(3) A contractor may claim continuing education hours for courses completed at the time the owner, officer or RMI is associated with the contractor.

(4) If an owner, officer or RMI completed continuing education before associating with a contractor, the contractor may not claim those hours to satisfy the continuing education requirement.

Stat. Auth.: ORS 670.310, 701.126 and 701.235

Stats. Implemented: ORS 701.126

(6/09, 12/13)

812-021-0047

Personnel of More than One Contractor– Continuing Education for Residential Contractors

(1) If an employee who completes a continuing education course is employed by more than one contractor at the time the employee completes the course, each employing contractor may claim the continuing education hours. **For purposes of this rule, “employed by more than one contractor” does not include leased workers leased by more than one contractor. For leased workers, only one contractor may claim the continuing education credits.**

(2) If an owner, officer or RMI who completes a continuing education course is associated with more than one contractor at the time the owner, officer or RMI completes the course, each affiliated contractor may claim the continuing education hours.

Stat. Auth.: ORS 670.310, 701.126 and 701.235

Stats. Implemented: ORS 701.126

(6/09, 12/13)

812-025-0000

Authority, Purpose, Scope

(1) Authority. These rules are promulgated in accordance with, and under the authority of, ORS 470.560, 670.310, 701.108, 701.119 and Oregon Laws 2009, chapter 753, section 48.

(2) Purpose. These rules establish a certification system for **primary** contractors that participate in the construction of small scale local energy projects financed through the energy efficiency and sustainable technology loan program created by ORS chapter 470 and Oregon Laws 2009.

(3) Scope. These rules:

- (a) Establish the requirements for, and the manner of, certifying applicants.
- (b) Establish fees.
- (c) Prescribe actions that constitute grounds to deny, suspend, or revoke a certification.
- (d) Outline requirements for notifying other agencies.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: 470.560, 670.310, 701.108, 701.119 and OR Laws 2009, chapter 753, sections 42 – 46a, section 48 and section 49

(12/10 eff. 1/1/11, 12/13)

812-025-0005

Definitions

The following definitions apply to division 25 of OAR chapter 812.

(1) "BOLI" means Bureau of Labor and Industries.

(2) "BPI" means Building Performance Institute.

(3) "Certification" means certification provided to contractors that participate in the construction of small scale local energy projects financed through the EEAST program.

(4) "Disadvantaged business enterprise" means that term as defined in ORS 200.005(1). A "disadvantaged business enterprise" is a small business concern:

(a) That is at least 51 percent owned by one or more socially and economically disadvantaged individuals; or

(b) If a corporation, at least 51 percent of the stock is owned by one or more socially and economically disadvantaged individuals, and of which the management and daily business operations are controlled by one or more of the socially and economically disadvantaged individuals who own it.

(5) "EEAST" means energy efficiency and sustainable technology.

(6) "Equal opportunity employer" means an employer that follows the principle of equal opportunity in regards to its hiring and promotion practices. An equal opportunity employer does not discriminate based on race, color, national origin, religion, gender, age, or physical or mental disability.

(7) "Minority or women business enterprise" means that term as defined in ORS 200.005(5). A "minority or women business enterprise" is a small business concern:

(a) That is at least 51[~~10~~] **percent** owned by one or more minority individuals or women; or

(b) If a corporation, at least 51 percent of the stock is owned by one or more individuals who are minority individuals or women, and of which the management and daily business operations are controlled by one or more of the minority individuals or women who own it.

(8) "ODOE" means the Oregon Department of Energy.

(9) "Primary contractor" means a contractor that:

(a) Has entered or will enter into a contract with an owner of real property for which a proposed small scale local energy project will be located;

(b) Is or will be responsible for the completion of the small scale local energy project;

(c) Undertakes or will undertake to complete the small scale local energy project; and

(d) Is or will be responsible for any subcontractors performing work on the small scale local energy project.

~~[(9)]~~ **(10)** "Program" or "EEAST program" means the energy efficiency and sustainable technology loan program.

~~[(10)]~~ **(11)** "Project" means a small scale local energy project, as defined by ORS 470.050(27), being funded by the EEAST program.

~~[(11)]~~ **(12)** "REAP" means Residential Energy Analyst Program offered through the Oregon Energy Coordinators Association.

~~[(12)]~~ **(13)** "Small business" means:

(a) An Oregon business that is:

(A) A retail or service business employing 50 or fewer persons at the time the loan is made; or

(B) An industrial or manufacturing business employing 200 or fewer persons at the time the loan is made; or

(b) An Oregon subsidiary of a sole proprietorship, partnership, company, cooperative, corporation or other form of business entity for which the total number of employees for both the subsidiary and the parent sole proprietorship, partnership, company, cooperative, corporation or other form of business entity at the time the loan is made is:

(A) Fifty or fewer persons if the subsidiary is a retail or service business; and

(B) Two hundred or fewer if the subsidiary is an industrial or manufacturing business.

~~[(13)]~~ **(14)** "Small business concern," for purposes of subsections (4) and (7) of this rule, is defined by the United States Small Business Administration (SBA). 13 C.F.R. part 121. A contractor is a "small business concern" if:

(a) It engages in the construction or remodeling of new or existing buildings and receives no more than \$33.5 million in average annual receipts;

(b) It engages in dredging or surface cleanup activities and receives no more than \$20.0 million in average annual receipts;

(c) It primarily engages in the following construction trades and receives no more than \$14.0 million in average annual receipts:

(A) Poured concrete foundation and structure;

(B) Structural steel and precast concrete;

(C) Framing;

(D) Masonry;

(E) Glass and glazing;

(F) Roofing;

(G) Siding;

(H) Foundation, structure and building (other than concrete);

- (I) Electrical;
- (J) Plumbing;
- (K) Heating and air-conditioning;
- (L) Building equipment other than (I), (J) or (K);
- (M) Drywall and insulation;
- (N) Painting and wall covering;
- (O) Flooring;
- (P) Tile and terrazzo;
- (Q) Finish carpentry;
- (R) Building finishing other than carpentry;
- (S) Site preparation.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 470, 670.310, 701.108, 701.119 and OR Laws 2009, chapter 753
(12/10 eff. 1/1/11, 12/13)

812-025-0010

Application and Eligibility to Participate in Construction of Projects Financed by the EEAST Program

An applicant for certification must submit the following:

- (1) A completed application on a form provided by the board;
- (2) Proof that the applicant is licensed by the board as a residential or commercial contractor;
- (3) A statement that the applicant is or will be the primary contractor**
- ~~[(3)]~~ (4) A copy of a BPI or REAP certificate, referred to in OAR 812-025-0015;
- ~~[(4)]~~ (5) The fee established in OAR 812-025-0040.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 470, 670.310, 701.108, 701.119 and OR Laws 2009, chapter 753
(12/10 eff. 1/1/11, 12/13)

812-030-0000

General Definitions

The following definitions apply to OAR [~~812-030-0100 to 812-030-0145~~] **812-030-0000 to 812-030-0300:**

- (1) "Certificate" means the authorization issued by the board to an individual locksmith.
- (2) "Conviction" means a final judgment on a verdict or finding of guilty, a plea of guilty, a plea of nolo contendere (no contest), or any other determination of guilt entered by a court against an individual in a criminal case unless the final judgment has been reversed or set aside by a subsequent court decision.
- (3) "False statement" means a statement whereby an individual applying for a locksmith certificate:
 - (a) Provides the board with materially false information; or
 - (b) Fails to provide the board with information material to determining his or her qualifications.
- (4) "License" means the construction contractor license issued by the board under ORS 701.046 to a business offering to or providing locksmith services, **including, but not limited to, a residential locksmith services contractor.**

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: ORS 701.475 to 701.490.
(2/10, 12/13)

812-030-0240

Requirement that Locksmith Own or Work for a Licensed Contractor

- (1) [~~Effective July 1, 2010, in~~] **In** order to work as a locksmith, a certified locksmith must:
 - (a) Be an owner or employee of a licensed construction contractor, **including, but not limited to, a residential locksmith services contractor;** or
 - (b) Be otherwise exempt under ORS 701.490.
- (2) [~~Effective July 1, 2010, if~~] **If** the board refuses to issue, refuses to reissue, suspends or revokes the contractor's license, or if the construction contractor's license expires or becomes inactive, the certified locksmith, not otherwise exempt under ORS 701.490, may not:
 - (a) Undertake, offer to undertake or submit to do work as a locksmith for compensation; or
 - (b) Use the title of locksmith, locksmith professional, commercial locksmith, lock installer or any title using a form of the word "locksmith."

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: ORS 701.480 and 701.490
(2/10, 12/13)

812-032-0000

General Definitions

The following definitions apply to OAR 812-032-0000 to 812-032-0150:

(1) "Certificate" means the authorization issued by the board to an individual home energy assessor.

(2) "License" means the construction contractor license issued by the board under ORS 701.046 to a business offering or providing home energy performance scores, including, but not limited to, a home energy performance score contractor.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13)

812-032-0100

General Application Requirements

An individual must submit the following to qualify for a home energy assessor certificate:

(1) An application on a form provided by the board;

(2) Proof of passing a training program designated by the Department of Energy;

(3) If applicable, the CCB license number of the business owned by or employing the applicant; and

(4) The fee established in OAR 812-032-0150.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13)

812-032-0110

Certificate Issuance

(1) The effective date of the certificate will be the date that the applicant meets all board requirements, including paying the fee required under OAR 812-032-0150.

(2) A unique number will be assigned to each certificate.

(3) If the board issues a certificate, it will mail the certificate to the applicant.

(4) If the board denies a certificate, it will state, in writing, the reasons for denial.

(5) A certificate shall be non-transferable.

(6) A certificate shall be effective for one year from the date of issue.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13)

812-032-0120

Requirements for Certificate Renewal

A certified home energy assessor shall submit the following to the board for renewal of the home energy assessor's certificate:

(1) Renewal application information as required by the board;

(2) If applicable the CCB license number of the business owned by or employing the applicant; and

(3) The fee established in OAR 812-032-0150.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13)

812-032-0123

Certificate Cards

(1) The agency shall issue a certificate and pocket card effective on the date on which the certificate becomes effective under OAR 812-032-0110 or 812-032-0120.

(2) A certificate and pocket card is valid for the term for which it is issued.

(3) If a certificate becomes invalid, the agency may require the return of the certificate and pocket card.

(4) There is no charge for the original certificate and pocket card issued by the agency.

(5) There is a \$10 fee to replace a certificate and pocket card.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13)

812-032-0130

Certificate Renewal – Effective Date; Effect of Lapse

(1) A renewed certificate shall be effective on the day following the expiration date for which the renewal is sought if the certified home energy assessor fulfills all of the requirements in OAR 812-030-0120 on or before the expiration date.

(2) Except as provided in subsection (4), if a certified home energy assessor fails to fulfill all of the requirements in OAR 812-032-0120 on or before the expiration date, but fulfills the requirements at a future date, the renewal shall be effective on the date that all the requirements for renewal have been fulfilled. During the period from the expiration date to the effective date, the certificate is deemed to have lapsed.

(a) A home energy assessor may not offer to assign, or assign, home energy scores while the certificate is lapsed.

(b) A home energy assessor may not use the title of home energy assessor or similar other title while the certificate is lapsed.

(3) If the certificate lapses for one year or less, the applicant may renew its certification by renewing the certificate as provided for in OAR 812-032-0120.

(4) If the certificate lapses for more than one year, the applicant must apply for a new certificate as provided for in OAR 812-032-0100.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13)

812-032-0135

Mailing and E-mail Address Changes

(1) Certified home energy assessors shall notify the board of any change in mailing or e-mail addresses while certified and for one year following the certification expiration date. Such persons must notify the board within 10 days after changing an address.

(2) No charge will be made for a mailing or e-mail address change to the board's records.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13)

812-032-0140

Requirement that Home Energy Assessor Own or Work for a Licensed Contractor

(1) In order to work as a home energy assessor, a certified home energy assessor must be an owner or employee of a licensed construction contractor, including, but not limited to, a home energy performance score contractor.

(2) If the board refuses to issue, refuses to reissue, suspends or revokes the contractor's license, or if the construction contractor's license expires or becomes inactive, the certified home energy assessor may not:

(a) Undertake, offer to assign or assign home energy performance scores; or

(b) Use the title of home energy assessor or similar other title.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13)

812-032-0150

Application, Renewal and Certificate Fees

(1) The application fee for a home energy assessor certificate is \$100.

(2) The fee for issuance of an initial one-year certificate is \$100.

(3) The fee for renewal of a one-year certificate is \$100.

(4) All fees are non-refundable and non-transferrable.

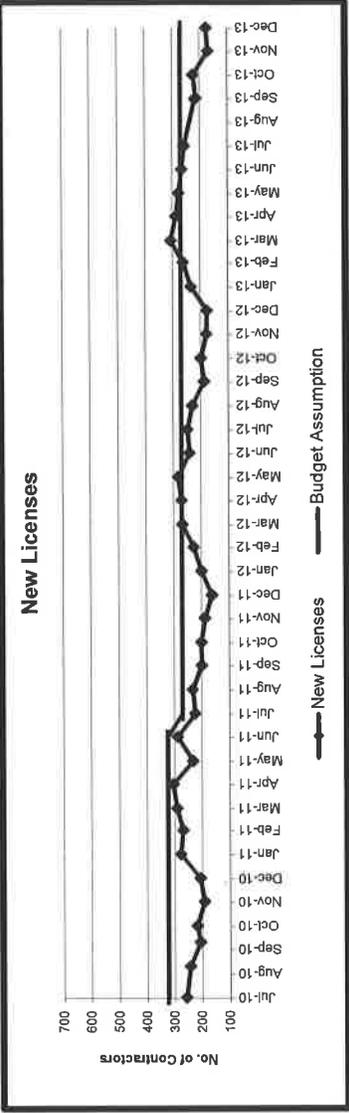
Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13)

NUMBER OF NEW LICENSES PROCESSED PER MONTH

	A	B	C	D	E	F	H	I	J	K	L
			New Licenses	Entity Changes	TOTAL						
1											
134	Jul-10		240	19	259						
135	Aug-10		227	18	245						
136	Sep-10		194	14	208						
137	Oct-10		211	9	220						
138	Nov-10		169	24	193						
139	Dec-10		197	11	208						
140	Jan-11		257	22	279						
141	Feb-11		246	25	271						
142	Mar-11		272	20	292						
143	Apr-11		283	23	306						
144	May-11		215	18	233						
145	Jun-11		262	27	289						
146	Jul-11		204	20	224						
147	Aug-11		222	12	234						
148	Sep-11		188	12	200						
149	Oct-11		182	19	201						
150	Nov-11		172	16	188						
151	Dec-11		141	21	162						
152	Jan-12		184	16	200						
153	Feb-12		207	21	228						
154	Mar-12		243	26	269						
155	Apr-12		247	25	272						
156	May-12		246	37	283						
157	Jun-12		224	18	242						
158	Jul-12		234	15	249						
159	Aug-12		209	22	231						
160	Sep-12		171	16	187						
161	Oct-12		185	14	199						
162	Nov-12		168	10	178						
163	Dec-12		162	14	176						
164	Jan-13		214	21	235						
165	Feb-13		234	29	263						
166	Mar-13		289	18	307						
167	Apr-13		274	15	289						
168	May-13		259	19	278						
169	Jun-13		238	29	267						
170	Jul-13		229	29	258						
171	Aug-13		205	14	219						
172	Sep-13		199	15	214						
173	Oct-13		203	22	225						
174	Nov-13		162	8	170						
175	Dec-13		157	19	176						



	New Apps/Entity Changes	Average/Month
a. July 2001 - June 2003	24 mo. 7,920	330
b. July 2003 - June 2005	24 mo. 10,015	417
c. July 2005 - June 2007	24 mo. 11,351	473
d. July 2007 - June 2009	24 mo. 9,057	377
e. July 2009 - June 2011	24 mo. 6,456	269
f. July 2011 - June 2013	24 mo. 5,562	232
g. July 2013 - December 2013	6 mo. 1,262	210

Budget Information

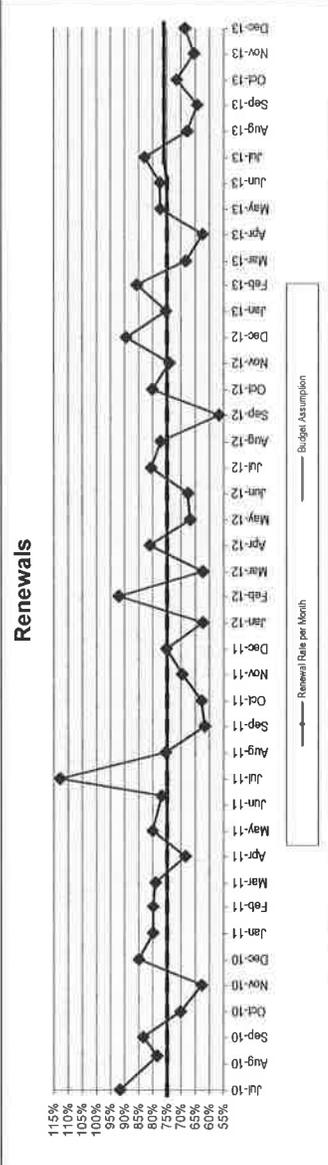
- a. 2001-03 budget based on ___ licenses/month
- b. 2003-05 budget based on 380 licenses/month
- c. 2005-07 budget based on 350 licenses/month
- d. 2007-09 budget based on 385 licenses/month
- e. 2009-11 budget based on 325 licenses/month
- f. 2011-13 budget based on 270 licenses/month
- g. 2013-15 budget based on 270 licenses/month

34

RATE OF RENEWALS

Licenses Due to Expire vs Licenses Renewed During Month, Regardless of Due Date

A	B	C	D	E	F	G	H	I	J	K	M	N
		LICENSES DUE TO EXPIRE	LICENSES RENEWED (Active & Inactive)	Rate of Renewal								
1												
164	Jul-10	1,667	1,527	91.6%								
165	Aug-10	1,747	1,371	76.5%								
166	Sep-10	1,633	1,364	83.5%								
167	Oct-10	1,704	1,196	70.2%								
168	Nov-10	1,483	930	62.7%								
169	Dec-10	1,412	1,201	85.1%								
170	Jan-11	1,653	1,322	80.0%								
171	Feb-11	1,888	1,510	80.0%								
172	Mar-11	2,275	1,800	79.1%								
173	Apr-11	2,160	1,479	68.5%								
174	May-11	2,048	1,641	80.1%								
175	Jun-11	2,041	1,570	76.9%								
176	Jul-11	1,156	1,305	112.9%								
177	Aug-11	1,650	1,245	75.5%								
178	Sep-11	1,599	987	61.7%								
179	Oct-11	1,882	1,056	62.8%								
180	Nov-11	1,405	978	69.6%								
181	Dec-11	1,520	1,142	75.1%								
182	Jan-12	1,943	1,211	62.3%								
183	Feb-12	1,791	1,650	92.1%								
184	Mar-12	2,265	1,412	62.3%								
185	Apr-12	2,127	1,727	81.2%								
186	May-12	2,058	1,376	66.9%								
187	Jun-12	2,238	1,514	67.6%								
188	Jul-12	1,696	1,369	80.7%								
189	Aug-12	1,600	1,236	77.3%								
190	Sep-12	1,434	812	56.6%								
191	Oct-12	1,521	1,220	80.2%								
192	Nov-12	1,255	930	74.1%								
193	Dec-12	1,283	1,148	89.5%								
194	Jan-13	1,545	1,164	75.3%								
195	Feb-13	1,690	1,449	85.7%								
196	Mar-13	2,064	1,411	68.4%								
197	Apr-13	1,924	1,202	62.5%								
198	May-13	1,854	1,434	77.3%								
199	Jun-13	1,826	1,415	77.5%								
200	Jul-13	1,587	1,318	83.0%								
201	Aug-13	1,568	1,064	67.9%								
202	Sep-13	1,390	895	64.4%								
203	Oct-13	1,392	996	71.6%								
204	Nov-13	1,185	776	65.5%								
205	Dec-13	1,228	843	68.6%								



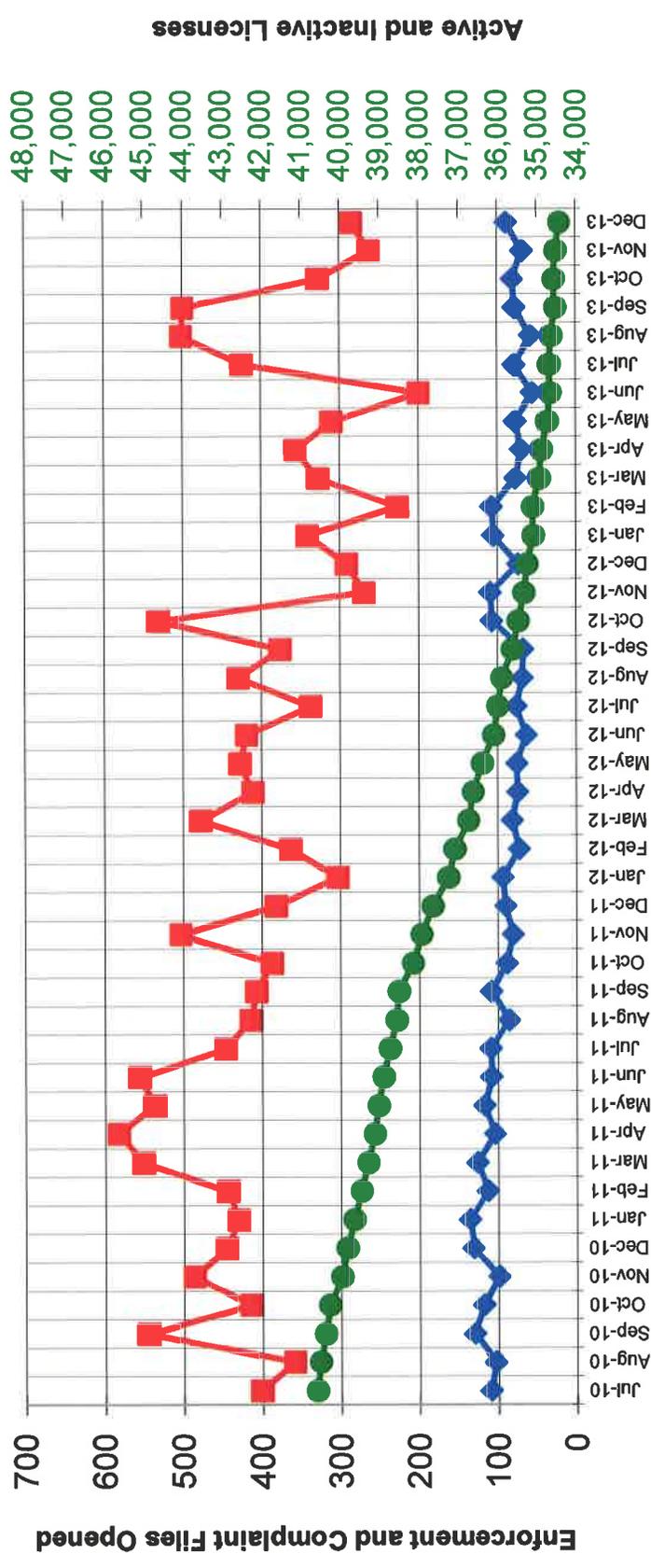
Cathy Dixon:
 Error noted in number reported for 7/11: Stan Jessup shows 1,805 as the number. This would change the average to 72.3% and the 7/11-7/12 average to 71.6%.

Period	24 mo.	Average Renewal Rate
a. July 2001 - June 2003	24 mo.	76.3%
b. July 2003 - June 2005	24 mo.	80.1%
c. July 2005 - June 2007	24 mo.	81.7%
d. July 2007 - June 2009	24 mo.	77.1%
e. July 2009 - June 2011	24 mo.	75.5%
f. July 2011 - June 2013	24 mo.	73.9%
g. July 2013 - December 2013	6 mo.	70.6%

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

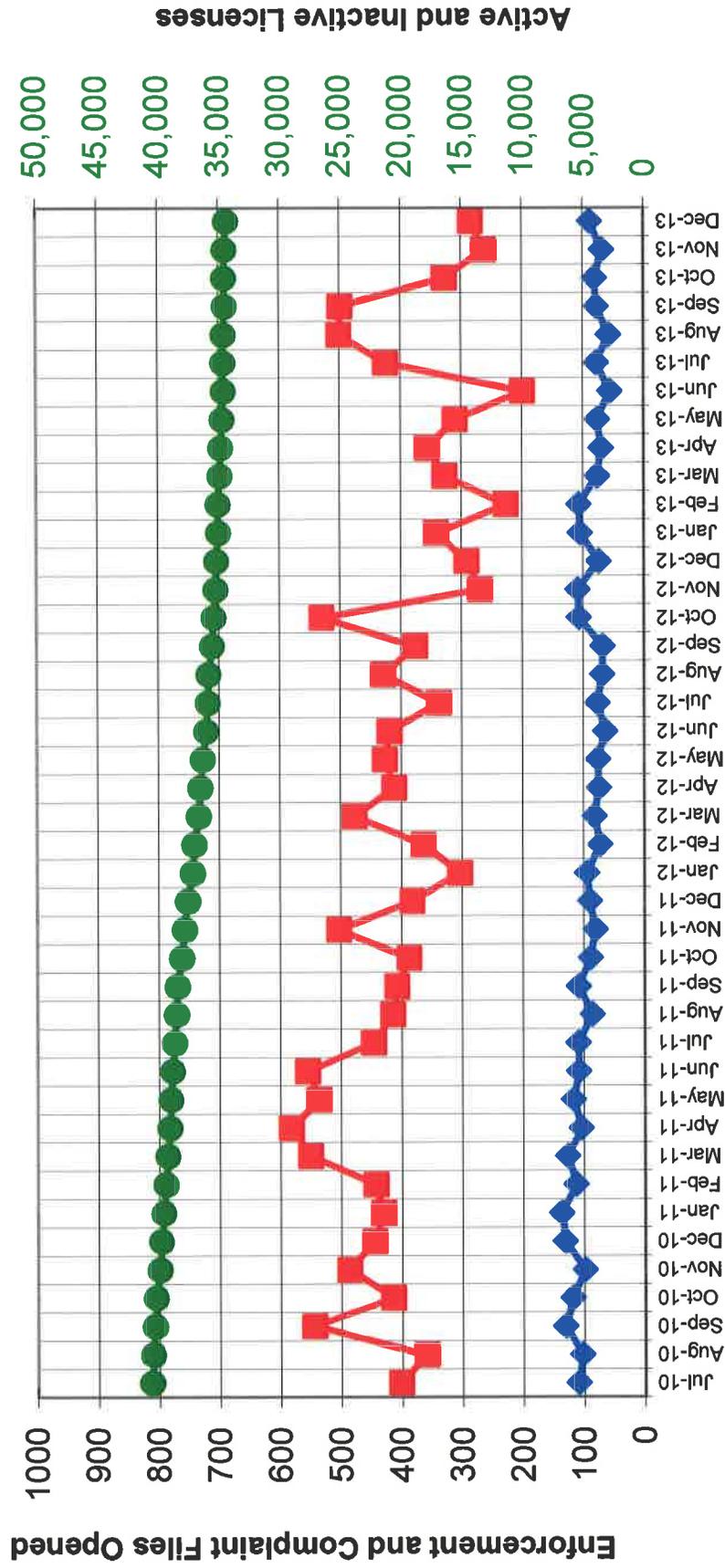
Construction Contractors Board Program Workload Volume July 2010 - December 2013



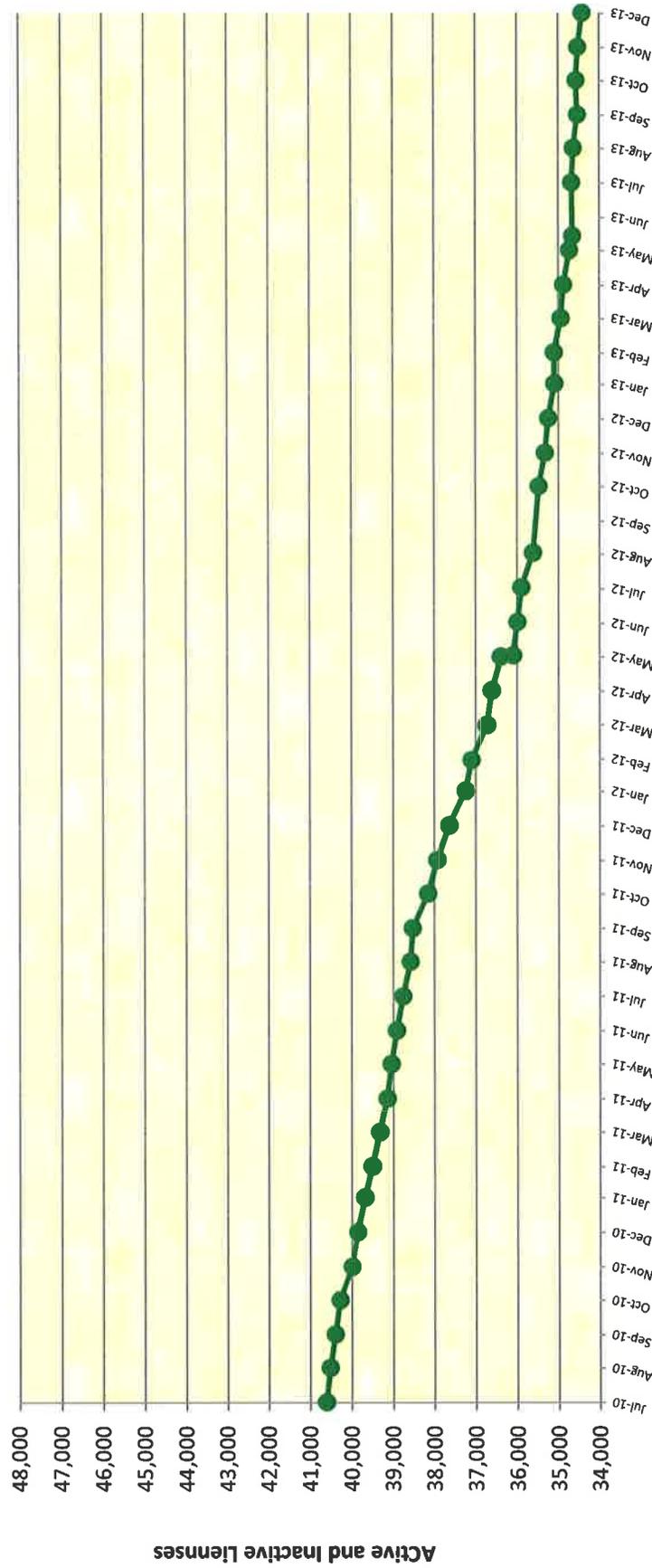
■ Erf Disciplinary Complaints (Enf Files Opened)
 ◆ DRS Contract Complaints (Claim Open Date)
 ● Active + Inactive Licenses Total

Note: The data for the time period 7/09 through 4/10 have been corrected.

Construction Contractors Board Program Workload Volume July 2010 - December 2013



**Construction Contractors Board
Active + Inactive Licenses Total
July 2010 - December 2013**



**Construction Contractors Board
Program Workload Volume**

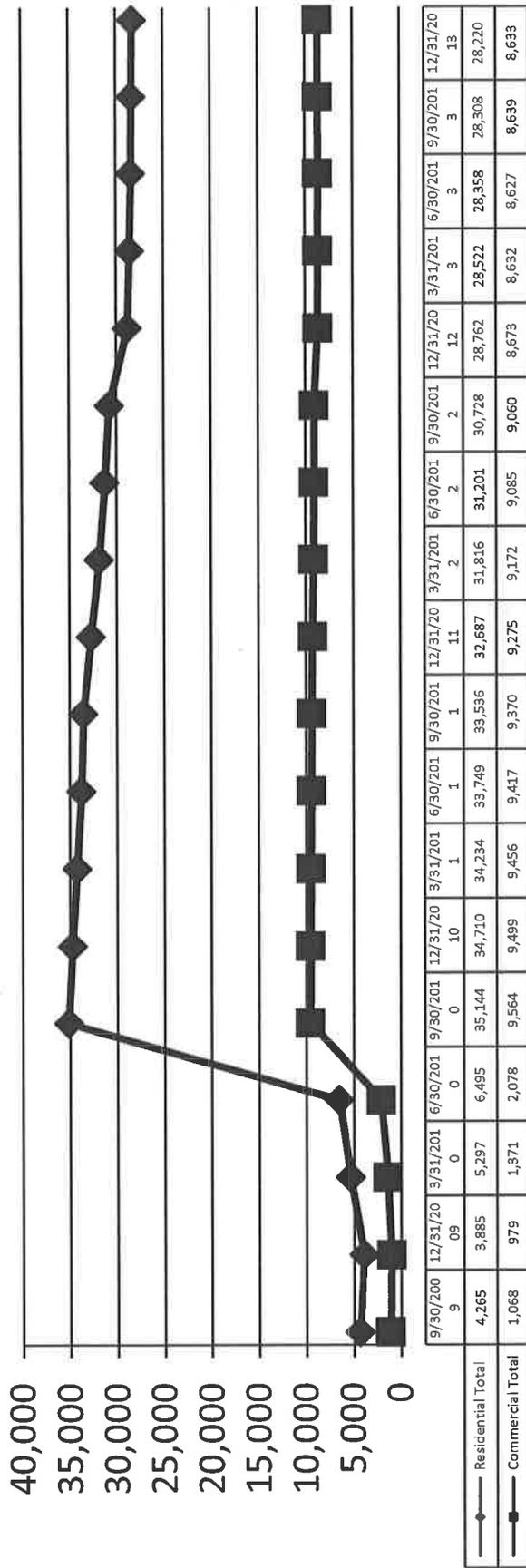
Month Ending	Enf Disciplinary Complaints (Enf Files Opened)	DRS Contract Complaints (Claim Open Date)	Net Change	Active Licenses	Net Change	Inactive Licenses	Active + Inactive Licenses Total	Net Change	Quarter	Enf Quarterly Total	DRS Quarterly Total
Jul-10	402	109	11.0%	37,743	0.0%	2,877	40,620	0.0%			
Aug-10	360	103	-10.4%	37,685	-0.2%	2,845	40,530	-0.2%			
Sep-10	545	130	51.4%	37,590	-0.3%	2,814	40,404	-0.3%	Jul-Sep 10	1307	342
Oct-10	415	118	-23.9%	37,512	-0.2%	2,714	40,292	-0.3%			
Nov-10	487	99	17.3%	37,261	-0.7%	2,731	39,992	-0.7%			
Dec-10	446	131	-8.4%	37,146	-0.3%	2,709	39,855	-0.3%	Oct-Dec 10	1779	484
Jan-11	431	136	-3.4%	36,983	-0.4%	2,691	39,674	-0.5%			
Feb-11	444	113	3.0%	36,832	-0.4%	2,663	39,495	-0.5%			
Mar-11	551	126	24.1%	36,683	-0.4%	2,635	39,318	-0.4%	Jan-Mar 11	1426	375
Apr-11	583	104	5.8%	36,578	-0.3%	2,571	39,149	-0.4%			
May-11	537	117	-7.9%	36,518	-0.2%	2,529	39,047	-0.3%			
Jun-11	556	108	3.5%	36,434	-0.2%	2,484	38,918	-0.3%	Apr-Jun 11	1676	329
Jul-11	447	109	-19.6%	36,313	-0.3%	2,452	38,765	-0.4%			
Aug-11	415	86	-7.2%	36,208	-0.3%	2,381	38,589	-0.5%			
Sep-11	408	108	-1.7%	36,171	-0.1%	2,361	38,532	-0.1%	Jul-Sep 11	1270	303
Oct-11	388	89	-4.9%	35,831	-0.9%	2,334	38,165	-1.0%			
Nov-11	504	81	29.9%	35,609	-0.6%	2,330	37,939	-0.6%			
Dec-11	383	90	-24.0%	35,339	-0.8%	2,316	37,655	-0.7%	Oct-Dec 11	1275	260
Jan-12	304	94	-20.6%	34,998	-1.0%	2,266	37,264	-1.0%			
Feb-12	364	73	19.7%	34,862	-0.4%	2,245	37,107	-0.4%			
Mar-12	478	82	31.3%	34,598	-0.8%	2,152	36,750	-1.0%	Jan-Mar 12	1146	249
Apr-12	412	75	-13.8%	34,484	-0.3%	2,149	36,633	-0.3%			
May-12	428	76	3.9%	34,309	-0.5%	2,096	36,405	-0.6%			
Jun-12	420	64	-1.9%	34,126	-0.5%	1,982	36,108	-0.8%	Apr-June 12	1260	215
Jul-12	338	77	-19.5%	34,041	-0.2%	1,962	36,003	-0.3%			
Aug-12	430	69	27.2%	33,977	-0.2%	1,927	35,904	-0.3%			
Sep-12	377	68	-12.3%	33,743	-0.7%	1,881	35,624	-0.8%	Jul-Sep 12	1145	214
Oct-12	531	107	40.8%	33,610	-0.4%	1,875	35,485	-0.4%			
Nov-12	270	109	-49.2%	33,490	-0.4%	1,843	35,333	-0.4%			
Dec-12	292	74	8.1%	33,426	-0.2%	1,828	35,254	-0.2%	Oct-Dec 12	1093	290
Jan-13	342	105	17.1%	33,303	-0.4%	1,798	35,101	-0.4%			
Feb-13	227	107	-33.6%	33,326	0.1%	1,791	35,117	0.0%			
Mar-13	328	77	44.5%	33,197	-0.4%	1,750	34,947	-0.5%	Jan-Mar 13	897	289
Apr-13	357	70	8.8%	33,170	-0.1%	1,716	34,886	-0.2%			
May-13	311	77	-12.9%	33,103	-0.2%	1,636	34,739	-0.4%			
Jun-13	200	56	-35.7%	33,066	-0.1%	1,599	34,665	-0.2%	Apr-June 13	868	203
Jul-13	425	78	112.5%	33,112	0.1%	1,576	34,688	0.1%			
Aug-13	502	58	18.1%	33,093	-0.1%	1,551	34,644	-0.1%			
Sep-13	500	78	-0.4%	33,021	-0.2%	1,523	34,544	-0.3%	Jul-Sep 13	1427	214
Oct-13	328	81	-34.4%	33,047	0.1%	1,531	34,578	0.1%			
Nov-13	263	69	-19.8%	33,028	-0.1%	1,506	34,534	-0.1%			
Dec-13	285	89	8.4%	32,928	-0.3%	1,500	34,428	-0.3%	Oct-Dec 13	876	239

Note: Data for this report calculates stats from the first of the month.

Note: Data between 7/08 through 5/09 used inconsistent reporting formulas. Active and inactive do not equal the total number of licensees. Total number of licensees is used for reporting purposes.

Total Active and Inactive CCB Residential and Commercial Licenses By Quarter Sept. 30, 2009 - Dec. 31, 2013

(Note: Some have dual endorsements, if the totals are added together
the number will be larger than the actual total number of licensees.)



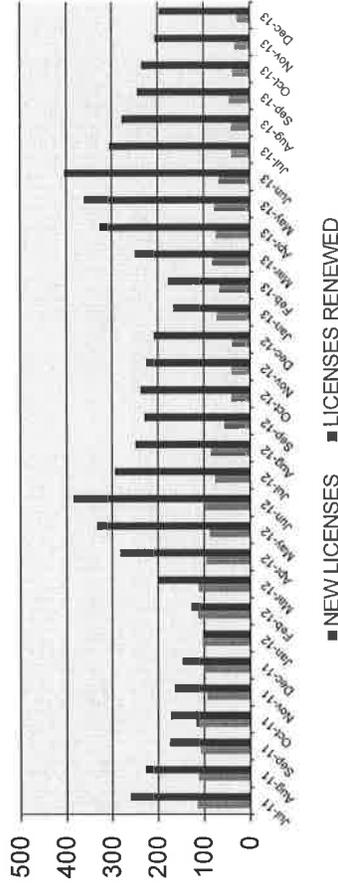
◆ Residential Total ■ Commercial Total

Note: By 7/1/2010 all licensees were required to choose an endorsement.

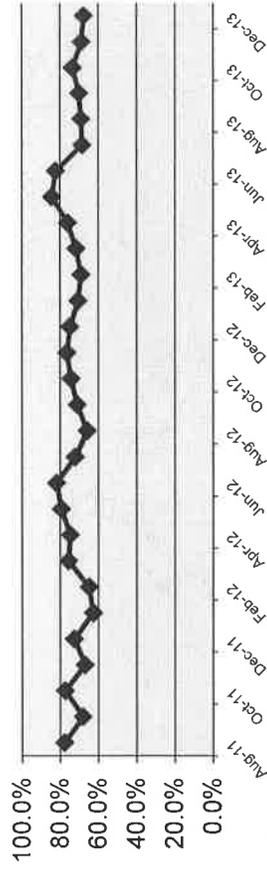
Lead-Based Paint Renovation (LBPR) License

DATE	NEW LICENSES	LICENSES DUE TO EXPIRE	LICENSES RENEWED	RATE OF RENEWAL	TOTAL LICENSEES
Jul-11	116	362	261	72.1%	3,661
Aug-11	113	293	228	77.8%	
Sep-11	108	257	175	68.1%	3,998
Oct-11	118	223	173	77.6%	
Nov-11	94	246	165	67.1%	
Dec-11	99	202	147	72.8%	4,308
Jan-12	104	164	103	62.8%	
Feb-12	113	197	128	65.0%	
Mar-12	112	267	202	75.7%	4,200
Apr-12	96	379	283	74.7%	
May-12	89	419	333	79.5%	
Jun-12	99	470	385	81.9%	4,964
Jul-12	77	409	295	72.1%	
Aug-12	85	380	250	65.8%	
Sep-12	55	323	230	71.2%	5,187
Oct-12	40	320	238	74.4%	
Nov-12	40	294	225	76.5%	
Dec-12	38	279	209	74.9%	4,442
Jan-13	72	235	166	70.6%	
Feb-13	65	256	177	69.1%	
Mar-13	80	350	251	71.7%	
Apr-13	74	428	326	76.2%	4,586
May-13	76	428	361	84.3%	4,608
Jun-13	67	492	405	82.3%	4,582
Jul-13	40	447	306	68.5%	4,587
Aug-13	40	404	279	69.1%	4,567
Sep-13	45	349	245	70.2%	4,567
Oct-13	38	321	236	73.5%	4,555
Nov-13	33	300	207	69.0%	4,573
Dec-13	28	291	197	67.7%	4,583

Lead-Based Paint Renovation Licenses



Rate of Renewals



Average Renewal Rate

July 2011 - June 2013	24 mo.	74.5%
July 2013 - June 2015	6mo.	69.6%

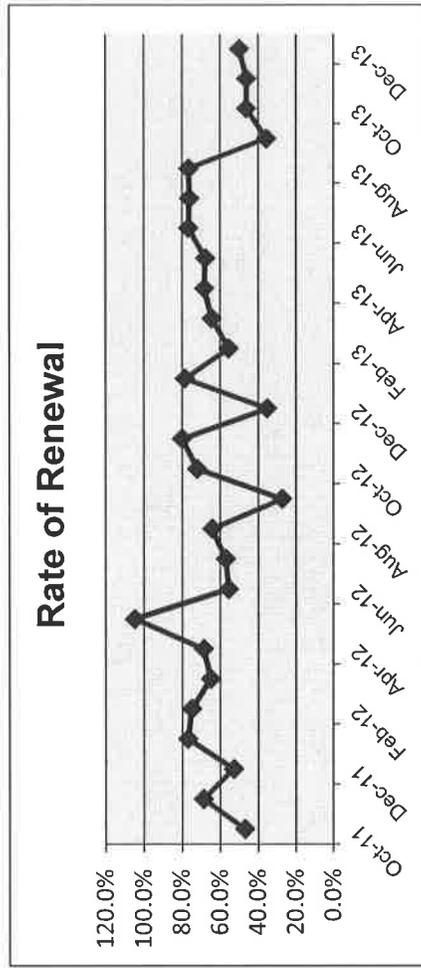
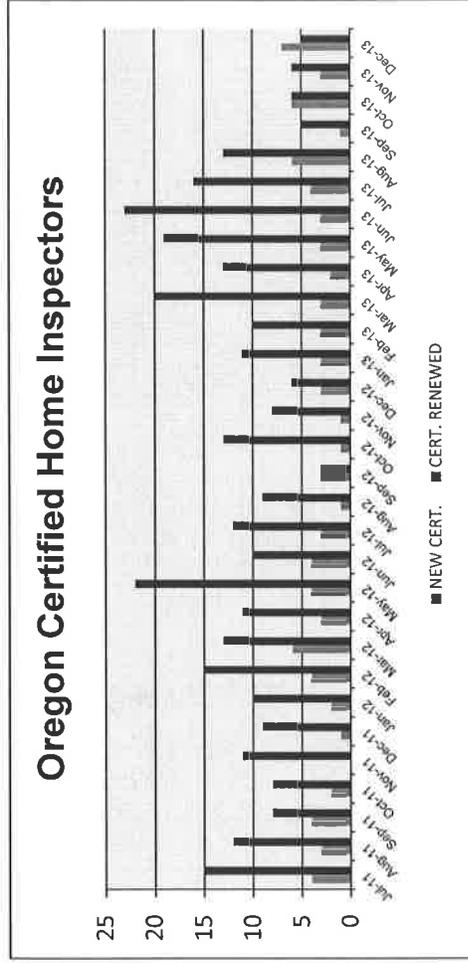
Note:

Lead-Based Paint Renovator (LBPR) License: Contractors that renovate older homes or buildings regularly used by young children (that may contain lead-based paint) must apply for a certified Lead-Based Paint Renovation (LBPR) Contractor's license. Renovation means modifying any existing structure (or portion of the structure) that disturbs the painted surface. Target housing is any housing built before 1978, except: (1) housing for the elderly or persons with disabilities or (2) any housing with no bedrooms.

The LBPR license is \$50 a year. CCB issues the annual license to contractors that have completed RRP training. All LBPR holders are subject to requirements for notices, work practices and record-keeping. The state program is governed by (1) laws passed by the legislature (called statutes) and (2) regulations adopted by the agencies (called rules).

Oregon Certified Home Inspector (OCHI) Certificates

DATE	NEW CERT.	CERT. DUE TO EXPIRE	CERT. RENEWED	RATE OF RENEWAL	TOTAL CERT.
Jul-11	4	22	15	68.2%	448
Aug-11	3	18	12	66.7%	447
Sep-11	4	15	8	53.3%	442
Oct-11	2	17	8	47.1%	438
Nov-11	0	16	11	68.8%	434
Dec-11	1	17	9	52.9%	430
Jan-12	2	13	10	76.9%	426
Feb-12	4	20	15	75.0%	426
Mar-12	6	20	13	65.0%	432
Apr-12	3	16	11	68.8%	428
May-12	4	21	22	104.8%	428
Jun-12	4	18	10	55.6%	431
Jul-12	3	21	12	57.1%	427
Aug-12	1	14	9	64.3%	426
Sep-12	3	11	3	27.3%	424
Oct-12	1	18	13	72.2%	423
Nov-12	1	10	8	80.0%	420
Dec-12	3	17	6	35.3%	417
Jan-13	3	14	11	78.6%	415
Feb-13	3	18	10	55.6%	414
Mar-13	3	31	20	64.5%	415
Apr-13	2	19	13	68.4%	412
May-13	3	28	19	67.9%	413
Jun-13	3	30	23	76.7%	413
Jul-13	4	21	16	76.2%	412
Aug-13	6	17	13	76.5%	417
Sep-13	1	14	5	35.7%	415
Oct-13	6	13	6	46.2%	415
Nov-13	3	13	6	46.2%	412
Dec-13	7	10	5	50.0%	416



Average Rate of Renewal		
July 2011-June 2013	24 mo.	65.5%
July 2013-June 2015	6 mo.	58.0%

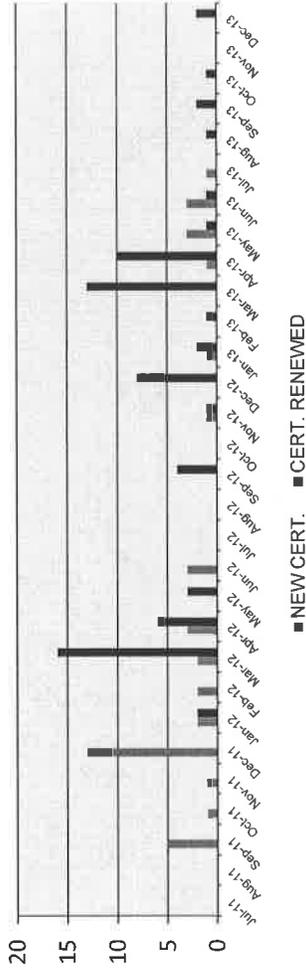
- Notes:**
- Oregon Certified Home Inspector (OCHI) Certificates are issued to individuals that have passed a CCB written test.
 - The cost of the certificate is \$150/2 years; renewal is \$150/2 years.
 - Continuing education (CE), 30 hours must be taken to qualify for renewal of the OCHI Certification.

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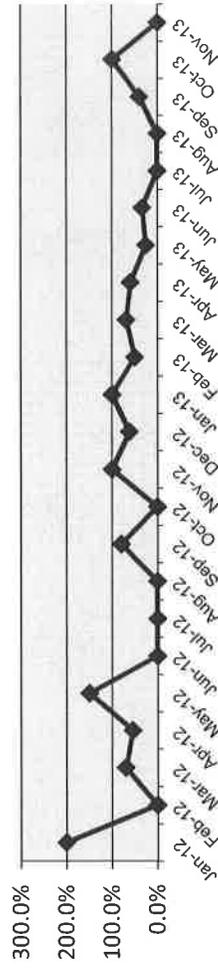
Energy Efficiency and Sustainable Technology Loan Program (EEAST) Certificates

DATE	NEW CERT.	CERT. DUE TO EXPIRE	CERT. RENEWED	RATE OF RENEWAL	TOTAL CERT.
Jul-11	0	0	0	0.0%	37
Aug-11	0	0	0	0.0%	37
Sep-11	5	0	0	0.0%	42
Oct-11	1	1	0	0.0%	43
Nov-11	1	0	0	0.0%	44
Dec-11	13	0	0	0.0%	57
Jan-12	2	1	2	200.0%	
Feb-12	2	0	0	0.0%	
Mar-12	2	23	16	69.6%	60
Apr-12	3	11	6	54.5%	60
May-12	0	2	3	150.0%	64
Jun-12	3	0	0	0.0%	68
Jul-12	0	0	0	0.0%	68
Aug-12	0	0	0	0.0%	72
Sep-12	0	5	4	80.0%	72
Oct-12	0	2	0	0.0%	72
Nov-12	1	1	1	100.0%	74
Dec-12	0	13	8	61.5%	74
Jan-13	1	2	2	100.0%	75
Feb-13	0	2	1	50.0%	75
Mar-13	0	19	13	68.4%	75
Apr-13	1	17	10	58.8%	
May-13	3	4	1	25.0%	88
Jun-13	3	3	1	33.3%	
Jul-13	1	0	0	0.0%	65
Aug-13	0	0	1	0.0%	62
Sep-13	0	5	2	40.0%	59
Oct-13	0	1	1	100.0%	57
Nov-13	0	2	0	0.0%	55
Dec-13	0	9	2	22.2%	53

EEAST Certifications



Rate of Renewal



Average Renewal Rate	
Jan 2012 - June 2013	18 mo. 64.2%
July 2013 - June 2015	6 mo. 35.3%

Note:
 1. Energy Efficiency and Sustainable Technology (EEAST) Loan Program certificates are issued to CCB licensed businesses.
 2. EEAST certificate are issued for 2 years. The cost is \$50/year

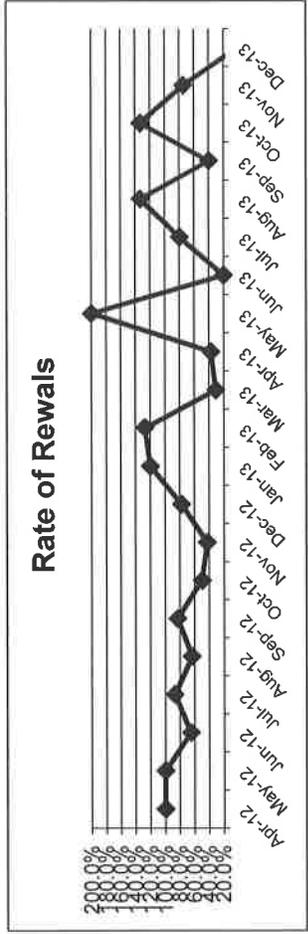
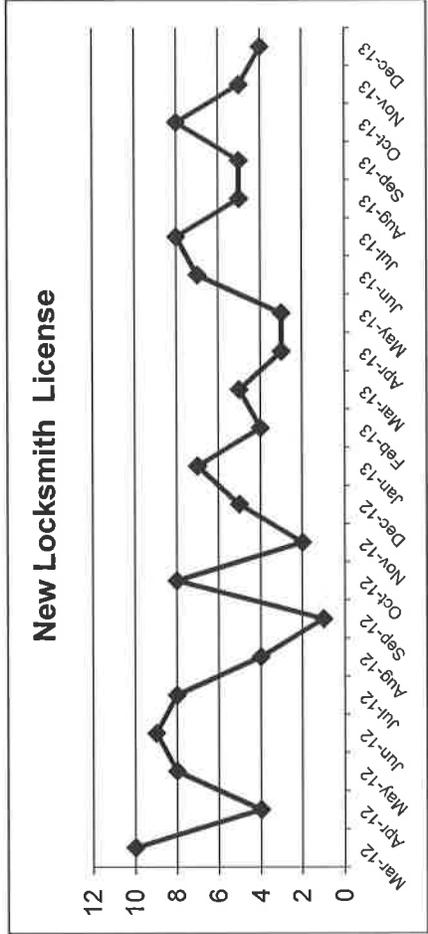
Certification Requirements:

- The contractor must have a current, valid license with CCB.
- The contractor must be a qualified business entity (equal opportunity employer or other).
- The contractor, or a contractor's employee, must have one of the following certifications:
 - ENERGY STAR Building Performance Institute (BPI) Silver Star contractor
 - ENERGY STAR Building Performance Institute (BPI) Gold Star contractor
 - BPI certificate as: Building Analyst, Envelope, Heating, Air conditioning/heat pump, manufactured housing, multifamily.
 - Oregon Energy Coordinators Association Residential Energy Analyst Program (REAP) certificate as: Energy Analyst-1, Energy Analyst-2, Shell Tech-1, Diagnostic Tech-1, or Building Performance Specialist-1
- The contractor must be eligible to receive a public works contract.
- The contractor must not have violated: CCB rules or orders, Workers' Compensation Division rules or orders, OR-OSHA rules or orders, or Federal or state wage or hour laws.
- The contractor must certify the following:
 - It will use local employees for its EEAST projects, if sufficient skilled labor is available.
 - It will pay wages for EEAST projects at a rate of 180% of state minimum wage, unless federal prevailing wages are higher.

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Oregon Certified Locksmiths (OCLS) Certificates

DATE	NEW CERT.	CERT. DUE TO EXPIRE	CERT. RENEWED	RATE OF RENEWAL	TOTAL CERT.
Jul-11	5	0			384
Aug-11	3	0			388
Sep-11	10	0			397
Oct-11	3	0			401
Nov-11	4	0			405
Dec-11	4	0			409
Jan-12	9	0	0	0.0%	416
Feb-12	8	6	45	750.0%	422
Mar-12	10	77	42	54.5%	426
Apr-12	4	23	23	100.0%	425
May-12	8	29	29	100.0%	430
Jun-12	9	109	71	65.1%	413
Jul-12	8	39	34	87.2%	403
Aug-12	4	11	7	63.6%	405
Sep-12	1	6	5	83.3%	406
Oct-12	8	12	6	50.0%	407
Nov-12	2	7	3	42.9%	406
Dec-12	5	9	7	77.8%	405
Jan-13	7	5	6	120.0%	411
Feb-13	4	11	14	127.3%	
Mar-13	5	13	4	30.8%	
Apr-13	3	8	3	37.5%	413
May-13	3	2	4	200.0%	416
Jun-13	7	5	1	20.0%	420
Jul-13	8	5	4	80.0%	427
Aug-13	5	3	4	133.3%	431
Sep-13	5	10	4	40.0%	434
Oct-13	8	3	4	133.3%	438
Nov-13	5	4	3	75.0%	443
Dec-13	4	4	0	0.0%	444



Average Renewal Rate		
Jan 2012 - June 2013	18 mo.	81.7%
July 2013 - June 2015	6 mo.	65.5%

Note:

- Any person who services, installs, repairs, rebuilds, rekeys, rekeys, repins or adjusts locks, hardware peripheral to locks, safes, vaults, safe deposit boxes or mechanical or electronic security systems, unless exempt needs a lock smith license.
- The online Locksmith Certification test consists of 80 questions that "test to 100%" to test competency and an adult learning tool.
- Applicants fill out criminal history information.
- Fees:**
 - First-time Certification Fees:** \$60 Application, \$60 Testing, and \$60 two-year certification issuance for a total of \$180.
 - Online Certification Renewals** are \$60 for two year certification

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CONSTRUCTION CONTRACTORS BOARD

700 Summer St NE Suite 300
PO Box 14140
Salem OR 97309-5052
503-378-4621
503-373-2007 FAX



Interoffice Memo

To: Craig P. Smith
Administrator

From: Catherine Dixon
Management Assistant

Date: January 17, 2014

Subject: Board Meeting Location

Roth's Catering has informed me that the West Salem Roth's IGA, Hospitality Center will be closed starting August 1, 2014 through the December 2014 that I had previously booked with them for remodeling. They have not provided an estimated date when the rooms will be available again, but it appears to be some time in 2015.

I am in the processing for researching alternative locations for the Board meetings.

m-re roths remodel.docx

New 2014 RCE

Check 2014 RCE Requirement for a license

Input a license number:

47

Course Catalog Search and Display

Choose your search criteria below or click submit to display all active courses.
If you don't select anything, it will show all active 2014 courses.

- | | |
|--|-------------------------|
| <input type="checkbox"/> <u>2014 CCB LRB</u> | Live Class |
| <input type="checkbox"/> <u>2014 RCE Series A</u> | Live Class over the web |
| <input type="checkbox"/> <u>2014 RCE Series B</u> | Self-Study |
| <input type="checkbox"/> <u>(2013 Only) BEST</u> | Self-Study over the web |
| <input type="checkbox"/> <u>(2013 Only) Building Codes</u> | |

List by Course Name A-Z Z-A

[2014 RCE Requirement Calculator](#)

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Course Catalog Search and Display

Choose your search criteria below or click submit to display all active courses.
If you don't select anything, it will show all active 2014 courses.

- 2014 CCB LRB Live Class
- 2014 RCE Series A Live Class over the web
- 2014 RCE Series B Self-Study
- (2013 Only) BEST Self-Study over the web
- (2013 Only) Building Codes

List by Course Name A-Z Z-A

[2014 RCE Requirement Calculator](#)

COURSE DISCLAIMER:

Course information and cost listed in the course catalog are submitted and reviewed. CCB is not responsible for missing, incorrect or revised information. Student providers of any discrepancies and include the information on the course evaluation.

Average Student Rating	Course Name	Cost	Provider Name	Subject Area	Category
☆☆☆☆☆ 33 students 30 rated	[A 5 Hour Package Digital Marketing: Six Ways to Increase Your Online Presence and Earn More Revenue and Project Management: The Secret Techniques of the Pros]	\$89.00 5 Hour(s)	@ YOUR PACE ONLINE - AT YOUR PACE ONLINE	Series A	-Construction -Market
☆☆☆☆☆ 76 students 64 rated	[A Series - Package #1]	\$95.00 5 Hour(s)	HOME BUILDERS UNIVERSITY LLC	Series A	-Building
☆☆☆☆☆ 31 students 21 rated	[A Series - Package #2]	\$95.00 5 Hour(s)	HOME BUILDERS UNIVERSITY LLC	Series A	-Building -Business -Market
☆☆☆☆☆ 17 students	[Active Solar Energy Systems]	\$11.00 1 Hour(s)	THE MEDIA FACTORY, INC. B - PACEPDH.COM	Series B	-Energy

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1 rated	Not Rated	<u>[Answers to Cite It, Write It]</u>	\$79.00 5 Hour(s)	WISE CONTRACTOR EDUCATION CO.	Series A	-Building
	Not Rated	<u>[Answers to Cite It, Write It]</u>	\$99.00 5 Hour(s)	WISE CONTRACTOR EDUCATION CO.	Series A	-Building
16 students 9 rated	☆☆☆☆☆	<u>[B Series Package - Building Science]</u>	\$75.00 8 Hour(s)	HOME BUILDERS UNIVERSITY LLC	Series B	-Energy
3 students 1 rated	☆☆☆☆☆	<u>[Building Exterior Shell Training (BEST)]</u>	\$45.00 3 Hour(s)	HOME BUILDERS UNIVERSITY LLC	Series B	-Energy
16 students 2 rated	☆☆☆☆☆	<u>[Building Exterior Shell Training - BEST]</u>	\$33.00 3 Hour(s)	THE MEDIA FACTORY, INC. - PACEPDH.COM	Series B	-Trades
14 students 5 rated	☆☆☆☆☆	<u>[Building for Energy Efficiency]</u>	\$11.00 1 Hour(s)	THE MEDIA FACTORY, INC. - PACEPDH.COM	Series B	-Energy
24 students 1 rated	☆☆☆☆☆	<u>[Construction Accounting and Job Costing]</u>	\$47.00 2 Hour(s)	CONTRACTOR EDUCATION LLC - OREGON CONTRACTOR EDUCATION	Series A	-Accour -Bidding -Busine -Constri
26 students 6 rated	☆☆☆☆☆	<u>[Construction Contracting - Part I - The Construction Contracting Process]</u>	\$59.00 3 Hour(s)	THE MEDIA FACTORY, INC. - PACEPDH.COM	Series A	-Bidding
11 students 4 rated	☆☆☆☆☆	<u>[Construction Contracting - Part IV - Changes, Claims, Differing Site Conditions and Delay]</u>	\$39.00 2 Hour(s)	THE MEDIA FACTORY, INC. - PACEPDH.COM	Series A	-Bidding
77 students 10 rated	☆☆☆☆☆	<u>[Designing for the Future]</u>	\$40.00 2 Hour(s)	HOME BUILDERS UNIVERSITY LLC	Series B	-Energy
	☆☆☆☆☆	<u>[Developing Your</u>	\$22.00	THE MEDIA	Series	-Trades

50

11 students 5 rated	<u>Stormwater Prevention Plan]</u>	2 Hour(s)	FACTORY, INC. B - PACEPDH.COM		
☆☆☆☆☆	<u>[Digital Marketing: Six Ways to Increase Your Online Presence and Earn More Revenue]</u>	\$50.00 2.5 Hour(s)	@ YOUR PACE ONLINE - AT YOUR PACE ONLINE	Series A	-Constr -Market
5 students 5 rated					
☆☆☆☆☆	<u>[Durability and Water Management]</u>	\$30.00 2 Hour(s)	HOME BUILDERS UNIVERSITY LLC	Series B	-Energy
69 students 8 rated					
Not Rated	<u>[EPA Lead Safety for Renovation, Repair and Painting]</u>	\$219.00 8 Hour(s)	HOME BUILDERS UNIVERSITY LLC	Series B	-Trades
☆☆☆☆☆	<u>[Energy Efficient Roofs]</u>	\$11.00 1 Hour(s)	THE MEDIA FACTORY, INC. B - PACEPDH.COM	Series B	-Energy
9 students 3 rated					
☆☆☆☆☆	<u>[Energy Efficient Ventilation Techniques]</u>	\$11.00 1 Hour(s)	THE MEDIA FACTORY, INC. B - PACEPDH.COM	Series B	-Energy
7 students 1 rated					
☆☆☆☆☆	<u>[Energy Star Qualified New Home]</u>	\$11.00 1 Hour(s)	THE MEDIA FACTORY, INC. B - PACEPDH.COM	Series B	-Energy
18 students 4 rated					
☆☆☆☆☆	<u>[Green Building, Sustainability and Smart Growth]</u>	\$11.00 1 Hour(s)	THE MEDIA FACTORY, INC. B - PACEPDH.COM	Series B	-Energy
11 students 3 rated					
☆☆☆☆☆	<u>[Home Builder's Guide to Coastal Construction]</u>	\$44.00 4 Hour(s)	THE MEDIA FACTORY, INC. B - PACEPDH.COM	Series B	-Trades
8 students 2 rated					
☆☆☆☆☆	<u>[Lead (and other Metals) in Construction]</u>	\$59.00 3 Hour(s)	THE MEDIA FACTORY, INC. A - PACEPDH.COM	Series A	
19 students 3 rated					
Not Rated	<u>[Lead Safe RRP Training]</u>	\$79.00 5 Hour(s)	HOME BUILDERS UNIVERSITY LLC	Series B	-Trades
☆☆☆☆☆	<u>[Making Sense of the Energy Code]</u>	\$30.00 2 Hour(s)	HOME BUILDERS UNIVERSITY	Series A	
6 students					

4 rated	☆☆☆☆☆	<u>[Markup & Profit: A Contractor's Guide REVISITED]</u>	\$123.00 6 Hour(s)	CONTRACTOR EDUCATION LLC - OREGON CONTRACTOR EDUCATION	Series A	-Accour -Bidding -Busine -Constr -Custom -Market
15 students 3 rated	☆☆☆☆☆	<u>[Moisture Management]</u>	\$15.00 1 Hour(s)	HOME BUILDERS UNIVERSITY LLC	Series B	-Energy
1 student 1 rated	☆☆☆☆☆	<u>[OR Business Practices for Contractors 5 HR CE]</u>	\$79.00 5 Hour(s)	BUILDERS LICENSE CLASS, LLC - BUILDERS LICENSE TRAINING INSTITUTE	Series A	-Accour -Busine -Constr
15 students 15 rated	☆☆☆☆☆	<u>[OR Construction Safety Standards 5 HR CE]</u>	\$79.00 5 Hour(s)	BUILDERS LICENSE CLASS, LLC - BUILDERS LICENSE TRAINING INSTITUTE	Series A	-Safety
18 students 16 rated	☆☆☆☆☆	<u>[OR Construction Safety Standards 8 HR CE]</u>	\$131.00 8 Hour(s)	BUILDERS LICENSE CLASS, LLC - BUILDERS LICENSE TRAINING INSTITUTE	Series A	-Safety
1 student 1 rated	☆☆☆☆☆	<u>[OR Construction Techniques for Contractors 5 HR CE]</u>	\$69.00 5 Hour(s)	BUILDERS LICENSE CLASS, LLC - BUILDERS LICENSE TRAINING INSTITUTE	Series B	-Trades
2 students 2 rated	☆☆☆☆☆	<u>[OR Contracts, Liabilities and Risk Management 5 HR CE]</u>	\$79.00 5 Hour(s)	BUILDERS LICENSE CLASS, LLC - BUILDERS LICENSE TRAINING INSTITUTE	Series A	-Constr
Not Rated	☆☆☆☆☆	<u>[OR Energy Efficient Building 5 HR CE]</u>	\$69.00 5 Hour(s)	BUILDERS LICENSE CLASS, LLC - BUILDERS LICENSE TRAINING INSTITUTE	Series B	-Energy
	☆☆☆☆☆	<u>[OR Energy Efficient Building 8 HR CE]</u>	\$99.00 8 Hour(s)	BUILDERS LICENSE CLASS, LLC -	Series B	-Energy

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12 students 11 rated				BUILDERS LICENSE TRAINING INSTITUTE		
☆☆☆☆☆	[OR Envelope Failure: A Better Weatherization Design 3 HR CE]	\$39.00 3 Hour(s)		BUILDERS LICENSE CLASS, LLC - BUILDERS LICENSE TRAINING INSTITUTE	Series B	-Energy
6 students 6 rated						
☆☆☆☆☆	[OR Marketing for Building Contractors 5 HR CE]	\$79.00 5 Hour(s)		BUILDERS LICENSE CLASS, LLC - BUILDERS LICENSE TRAINING INSTITUTE	Series A	-Custom -Market
8 students 8 rated						
☆☆☆☆☆	[OR Project Management for Contractors 5 HR CE]	\$79.00 5 Hour(s)		BUILDERS LICENSE CLASS, LLC - BUILDERS LICENSE TRAINING INSTITUTE	Series A	-Accour -Bidding -Busine -Constru
15 students 14 rated						
☆☆☆☆☆	[OR Weatherization and Renewable Energy 5 HR CE]	\$69.00 5 Hour(s)		BUILDERS LICENSE CLASS, LLC - BUILDERS LICENSE TRAINING INSTITUTE	Series B	-Energy
1 students 1 rated						
Not Rated	[Oregon Building Code Issues]	\$56.00 2 Hour(s)		CONTRACTOR EDUCATION LLC - OREGON CONTRACTOR EDUCATION	Series A	-Building
Not Rated	[Oregon Construction Law Basics]	\$71.00 3 Hour(s)		CONTRACTOR EDUCATION LLC - OREGON CONTRACTOR EDUCATION	Series A	-Building -Busine -Constru
☆☆☆☆☆	[Oregon Residential Building Code 3 HR CE]	\$51.00 3 Hour(s)		BUILDERS LICENSE CLASS, LLC - BUILDERS LICENSE TRAINING INSTITUTE	Series A	-Building
5 students 5 rated						
☆☆☆☆☆	[Oregon Residential Specialty Building Code New Building Code Changes for CCB Contractors]	\$40.00 2 Hour(s)		3SC COMPANY, LLC A	Series A	-Building
5 students 4 rated						

☆☆☆☆☆	[Oregon Residential Specialty Code - Inspections and Building Planning]	\$39.00 2 Hour(s)	THE MEDIA FACTORY, INC. A	Series A	-Building
22 students 3 rated			- PACEPDH.COM		
☆☆☆☆☆	[Personal Protective and Life Saving Equipment]	\$39.00 2 Hour(s)	THE MEDIA FACTORY, INC. A	Series A	
21 students 2 rated			- PACEPDH.COM		
☆☆☆☆☆	[Project Management: The Secret Techniques of the Pros]	\$50.00 2.5 Hour(s)	@ YOUR PACE ONLINE - AT YOUR PACE ONLINE	Series A	-Constr
6 students 6 rated					
☆☆☆☆☆	[Radon Mitigation Techniques for New Construction]	\$15.00 1 Hour(s)	HOME BUILDERS UNIVERSITY LLC	Series B	-Trades
6 students 6 rated					
☆☆☆☆☆	[Raising the Roof]	\$22.00 2 Hour(s)	THE MEDIA FACTORY, INC. B	Series B	-Trades
8 students 1 rated			- PACEPDH.COM		
☆☆☆☆☆	[Structural Codes that Effect Electrical Codes and Installations]	\$99.00 8 Hour(s)	3SC COMPANY, LLC A	Series A	-Building
1 student 1 rated					
Not Rated	[The Building Exterior Shell]	\$33.00 3 Hour(s)	@ YOUR PACE ONLINE - AT YOUR PACE ONLINE	Series B	-Energy
☆☆☆☆☆	[The Importance of a Company Policy]	\$69.00 5 Hour(s)	3SC COMPANY, LLC A	Series A	-Constr
24 students 20 rated					
☆☆☆☆☆	[Thermodynamics, Air Sealing & R-Values]	\$30.00 2 Hour(s)	HOME BUILDERS UNIVERSITY LLC	Series B	-Energy
67 students 5 rated					
Not Rated	[Understanding Construction Contracts]	\$30.00 2 Hour(s)	HOME BUILDERS UNIVERSITY LLC	Series A	-Busine
☆☆☆☆☆	[What you should know about General Liability Insurance]	\$20.00 1 Hour(s)	3SC COMPANY, LLC A	Series A	-Constr
2 students 2 rated					

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Changes to the RCE requirement

During the 2013 Legislative session, lawmakers passed SB 783, which was intended to improve the residential continuing education program for Oregon contractors. The new requirements become effective January 1, 2014.

Some highlights of the new law:

- The required number of hours will be reduced to 8 hours for contractors that have been continuously licensed as a residential contractor for the entire 6-years period immediately preceding the scheduled expiration date. The required number of hours remains the same for contractors that have been licensed as a residential contractor less than 6 years.
- The subject areas have been greatly expanded; contractors will have more choices.
- All education providers must become approved. Courses must be approved or registered. Contractors will be able to find qualifying courses easily on the agency website.
- CCB's Laws, Regulations and Business Practices remain part of the requirement; CCB may have agreements with approved providers to offer.

How much RCE is required?

Beginning January 1, 2014:

Contractors* that have been **continuously licensed as a residential contractor for 6 or more years** will have 8 hours of residential continuing education required during the 2-year licensing period:

Subject Area	Hours
CCB Laws Regulations and Business Practices (LRB)	3
Series A courses (Business practices and Codes)**	5
Total	8

Contractors that have been **continuously licensed as a residential contractor for less than 6 years** will have 16 hours of residential continuing education required during the 2-year licensing period:

Subject Area	Hours
CCB Laws Regulations and Business Practices (LRB)	3
Series A courses (Business practices and Codes)**	5
Series A courses (Business practices and Codes) or Series B (Trade practices and energy efficiency)**	8
Total	16

* Unless exempt (see list of exempted contractors)

**Plumbing and Electrical contractors with an active business license through Oregon Building Code Division may substitute courses taken to maintain the individual plumbing or electrical license.

Are there exemptions or special considerations from RCE?

Contractors with the following residential endorsements are exempt from Residential Continuing Education (RCE)

- [Residential Developers](#)
- [Home Services Contractor](#) (New beginning January 2014)
- [Residential Locksmith Contractors](#) (New beginning January 2014)
- [Home Energy Performance Score Contractor](#) (New beginning July 2014)

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- [Home Inspection Contractors](#) (New beginning January 2014)

Special Considerations: CCB Plumbing and Electrical Contractors with an active business license through the Building Code Division (BCD) may substitute continuing education used to maintain individual plumbing and electrical licenses for the required 5 hours of Series A courses and the 8 hours of required Series A or B courses.

How to Find the Classes Needed?

The CCB website will have a list of all the approved courses. [Course Catalog link](#)(Available Soon)

CCB Laws, Regulations and Business Practices (LRB)

All Contractors need 3 hours of CCB LRB.
 These courses are developed and offered by the CCB.

Series A courses (developed and offered by outside providers)

Most contractors need 5 hours of Series A courses.

Series A courses include courses like:

- Construction business practices
- Marketing
- Customer service
- Accounting
- Business law
- Bidding
- Building codes
- Safety

Contractor licensed less than 6 years as a residential contractor must complete 8 additional hours. They may complete those additional hours with Series A courses (above) or Series B courses (Below)

Series B courses (developed and offered by outside providers)

Series B courses include:

- Energy efficiency
- Trade specific courses, such as roofing, excavation, etc.

What if I have both a residential and commercial endorsement?

Contractors with both a residential and commercial endorsement must take classes necessary to fulfill the residential requirement. The number of hours completed for the RCE, count toward the commercial continuing education (CCE).

Example: CCB License ##### needs 8 hours to fulfill the RCE requirement and 16 to fulfill the CCE requirement. The 3 hours of CCB LRB and 5 hours of Series A fulfill the RCE requirement and count toward the CCE requirement. The contractor needs to complete 8 more hours for the CCE.

Do I need to submit proof that I took the course?

You do not need to supply completion certificates, but you are required to maintain proof of courses taken.

You will need to complete the renewal application listing the RCE courses taken.

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- State Directories
- Agencies A to Z
- Oregon Administrative Rules
- Oregon Revised Statutes
- Oregon - an Equal Opportunity Employer
- About Oregon.gov

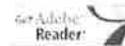


WEB SITE LINKS

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- Oregon.gov
- File Formats
- Privacy Policy
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PDF FILE ACCESSIBILITY

Adobe Reader, or equivalent, is required to view PDF files. Click the "Get Adobe Reader" image to get a free download of the reader from Adobe.



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Residential Continuing Education (RCE)

About Us

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[Contractors with a license expiring on or before December 31, 2013](#)

Contractor Search

Contractors renewing their license are governed under the continuing education in Oregon Administrative Rule (OAR) 812 Division 21.

Consumer Help

Consumer Publications

[Contractors with a license expiring on or after January 1, 2014](#)

Contractor Help

Contractor Forms

Contractors renewing on or after January 1, 2014 are subject to continuing education passed by lawmakers during the 2013 legislative session.

Licensing Information

Education Requirements

[2014 Residential Continuing Education Requirements Calculator](#)

2014 RCE Providers

Click this link to find out how many continuing education credits you need using the 2014 RCE requirements Calculator by inputting your CCB license number.

CCB Board Info

Online Services

[Find 2014 RCE courses](#)

Public Works

View the 2014 RCE course catalog by provider, cost, course name, or browse the catalog for a specific continuing education course.

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[About the Test](#)

[Updates: CCB Reference Manual](#)

[FAQ's on Pre-licensure Training](#)

[Continuing Education \(CE\)](#)

[Becoming an education provider](#)

[Find 2014 RCE courses](#)

[2014 RCE Course Catalog](#)

Pre-licensure Requirements

Pre-licensure Training & Testing

Contractors getting their CCB license for the first time are required to complete at least 16 hours of training on law and business practices, and pass a state test.

The person that takes the training and passes the test is the Responsible Managing Individual (RMI) for the license. The RMI must be an owner or employee of the business and exercise management or supervisory authority over the construction activities of the business. Oregon law requires a license must always have a RMI.

The training and test is valid for 24 months from the date the training was completed. Training and testing that is past the 24 months from the date of the completed training will not be considered for the purposes of fulfilling the requirements set forth in OAR 701.122.

Contractors whose CCB license has lapsed for more than 24 months must complete the training and pass the test.

Pre-licensure Providers

Contractors must complete at least 16 hours of training and pass a test before becoming licensed with the Construction Contractors Board (CCB).

Before offering the CCB pre-licensure training, providers must be approved by the CCB. For the list of approved training providers, [click here](#).

About the Training Manual

The training is based on the 10th edition Oregon Contractors Reference Manual.

The manual is often part of the fee for purchasing the training. Please check with the training provider.

Changes in laws or corrections to the current manual can affect test questions. The link below will provide you with the changes to the Oregon Contractor's Reference Manual.

[Updates and corrections to the Oregon Contractors Reference Manual 10th edition](#)

You are not permitted to take loose paper into the testing facility. You should make the changes or corrections directly into the manual.

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About the Test

The test is made up of 80 multiple choice questions on Business Practices and Law from the 10th edition of the Oregon Contractors Reference Manual. After completing the pre-licensure training, students are eligible to schedule and take the test from the approved test administrator. Passing score is 70% (56 correct answers).

The test is administered by Prometric and costs \$85.

Click [here](#) for information on how to register with Prometric for the test, where the test sites are located and what to expect at the test site.

Students that have taken training using an earlier edition manual

Check to make sure your training is considered valid. (Training is valid for 24 months from the date the training was completed.) If so, you may:

- a.) Schedule to test anyway, but understand there is a strong likelihood that you will not be able to pass the test.
- b.) Purchase the 10th manual through [Builders Book Depot](#) to self-study; then schedule to test.
- c.) Re-take training (though you are not required to do so).
- d.) Contact your training provider to see if they have a supplemental option.

Updates: CCB Reference Manual**Updates and Corrections to the 10th Edition Oregon Contractors Reference Manual**

The CCB strives to provide the most current and accurate information to contractors. Presently the manual is revised and reprinted every two years. The links below will provide you with changes and corrections to the Oregon Contractor's Reference Manual.

[Updates to the Oregon Contractors Reference Manual 10th edition](#)

Please note that you are not permitted to take loose paper into the testing facility. You should make the changes or corrections directly into the manual.

FAQ's on Pre-licensure Training

Contractors preparing to become licensed in Oregon often have questions about the training and test. [Click here](#) to review the frequently asked questions about the training and test.

Continuing Education (CE)**Information on Residential Continuing Education****Residential Contractors:**

[Click here](#) for information on residential continuing education (RCE) which includes what education qualifies, exemptions, or if you have both a commercial and residential endorsement.

Information on Commercial Continuing Education**Commercial Contractors:**

[Click here](#) for information on commercial continuing education (CCE) which includes what education qualifies, exemptions, or if you have both a commercial and residential endorsement.

How did continuing education start?

In 2007, Oregon Legislature passed House Bill 2654 (2007) requiring the Construction Contractors Board (CCB) to implement a continuing education system for all contractors.

During the same Legislative session, House Bill 3242 (2007) passed separating commercial and residential contractors. This bill contained a prescriptive mandate on continuing education for commercial contractors.

For more than 18 months, the CCB and the Continuing Education System (CES) committee, worked

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with industry and other stakeholders to develop administrative rules to clarify the overall continuing education program. The commercial rules were completed in October 2008. The Board passed rules covering residential contractors during the hearing on June 23, 2009.

Background Paper on CCB's Continuing Education

For more information on how the continuing education program was developed, [click here](#).

Becoming an education provider

Becoming a CCB 2014 Residential Continuing Education (RCE) Provider

The Construction Contractors Board (CCB) approves the providers that offer the residential continuing education (RCE) used to fulfill the requirement for residential contractors mandated under SB 783 (2013).

Additionally, courses that qualify for **Series A** (Construction Business Practices, Safety and Building Codes) are approved.

Series A courses include:

- Marketing
- Customer Service
- Accounting
- Business Law
- Bidding
- Safety
- Building Codes
- Other construction business practices

Providers offering **Series B** courses (Trade related and energy efficiency) are registered.

Series B courses include:

- Trade specific practices (roofing, siding, masonry, carpentry, etc.)
- Energy Efficiency

[Click here to go to the CCB Education Services to begin the application process.](#)

Becoming a Pre-Licensure Training Provider

The Construction Contractors Board (CCB) approves those applying to become a pre-licensure training provider.

The CCB develops a reference manual which providers use to develop a minimum 16 hour training course.

[Click here to download the application.](#)

Becoming a Home Inspector Training Provider

The Construction Contractors Board (CCB) approves those applying to become a Home Inspector continuing education training provider or offer education toward a home inspector's eligibility.

[Click here to download the Home Inspection Education Provider Application](#)

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Provider Information

https://educ2001.ccb.state.or.us

CCB Online Services - Educ...

File Edit View Favorites Tools Help

Convert Select

State of Oregon Construct... CCB Intranet Free Hotmail Suggested Sites Web Site Gallery

Add to favorites

Favorites Feeds History

Favorites Bar

- Cathy
- Contracting
- ePortfolio - Crystal
- Copy Center
- LINUS
- Governor
- Oregon State Legislature
- Legislative Counsel
- OR Legis Search Certain Bill
- Admin Rules Div
- Oregon State Archives-Legislative Re...
- Oregon State Archives-Administrativ...
- Oregon Revised Statutes
- CFO - KPM Online
- ORPIN
- Google
- Procurement Services and Policy Ho...
- SPO templates
- Budget & Management Division - De...
- DAS HR
- DAS OC--WebConnect
- DAS Policies & Guidelines
- Postal Service - Zip
- Fed Gov Legislation
- DexOnline.com Internet White and Y...
- Federal GSA Rates

REGISTER

Education Services

E-Mail Address

Password

Remember Email

Login

REGISTER

Forgot Password

Other Resources

- CCB Homepage
- CCB Blog
- Contractor Firms
- CCB Database Search
- Linking to CCB.com
- 2014 RCE Course Catalog
- CCB Online Services Survey

Construction Contractors Board

Education Services

That Site Says

Welcome to CCB's 2014 Residential Continuing Education (RCE) Provider Services

On this page you can:

- Register for an online account ; or
- Log in to your account to complete the provider application, maintain business information, complete course applications, enter student roster information and much more.

How to Register for an Account:

1. Click the "register" link from the menu on the left. (If you have previously registered an Online Services account with the CCB, you can simply log in with that email address and password).
2. Complete the requested contact information.
3. **Passwords:** You must use a strong password. This requires at least 8 characters including a number and symbol.
4. After submitting the account registration, you will receive an email that requires you to validate the account.
5. Once you have validated your account you can log in and begin the provider application.

Already Registered?

Enter your email and password in the log in area on the left.

Bookmark this page for easier access in the future.

Turn on Suggested Sites...

Control Panel (Privacy Policy)

113%

Desktop 11:37 AM

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2014 RCE Application Survey

1. Please rate your overall experience in applying to become a 2014 RCE Provider. 1 being the lowest to 5 being the great.

1	2	3	4	5
<input type="radio"/>				

2. Please tell us about your experience.

Done

Powered by **SurveyMonkey**
Check out our [sample surveys](#) and create your own now!

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Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>



Construction Contractors Board

2014 Residential Continuing Education (RCE) Provider Online Services Users Guide

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Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>

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b) Steps to register for an account	
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Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>

2014 CCB's RCE Provider Online Services Users Guide

1. Registering for a CCB Online Services account

a) General Information

You must register for an account. CCB requires specific personal information including your legal name and contact information.

User ID:

Your email address is your user ID.

Password:

You will create a strong password. A strong password requires a minimum of 8 characters and includes a number or symbol.

CCB does not keep your password. If you forget your password, the log in screen allows you to create a new one by clicking on "forgot password".

b) Steps to register an account:

- 1) Go to CCB's Online Education Services webpage. Click the Register button on the left. (If you have previously registered an Online Services account with the CCB, you can simply log in with that email address and password).
- 2) Complete the requested contact information
- 3) Create a strong password as directed.
- 4) Accept the user agreement.
- 5) Press register.



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**Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>**

- 6) Validating your account
After you submit the information,
an email will come to you
instructing you to validate your
account.



- 7) Go to your email. Follow the
instruction to validate.



- 8) Once you have validated your
account you can log in and begin
the provider application here.



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**Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>**

2. Applying as a new 2014 CCB RCE Provider

After obtaining a CCB Online Services Account, you can complete the application to become a provider for the new CCB 2014 RCE program.

Provider approval is good for 2 years. Provider approval must be valid to offer courses.

a) Instructions to apply as a provider

- 1) Log in using your email and the password you created.

(CCB doesn't maintain passwords. If you forget your password, click the "Forgot email" link below the login.)



- 2) Click on the "application" link to start the provider application.



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**Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>**

- 3) Complete the information requested.
Click next.



- 4) Complete the second page of the application about the mailing location, AND;



- 5) If you use a PO Box for regular mailings, please click the link to expand the area to provide the physical address for certified mail.

Click next



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**Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>**

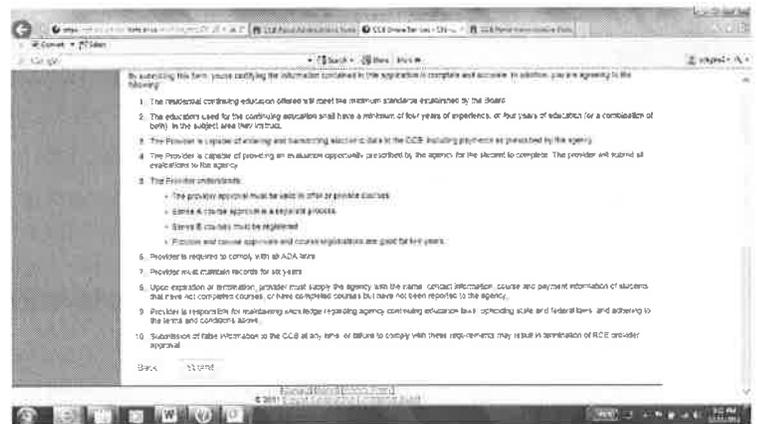
- 6) Complete the business information requested.

You may choose both Series A and B or just one. There isn't a cost to add or remove a subject area.

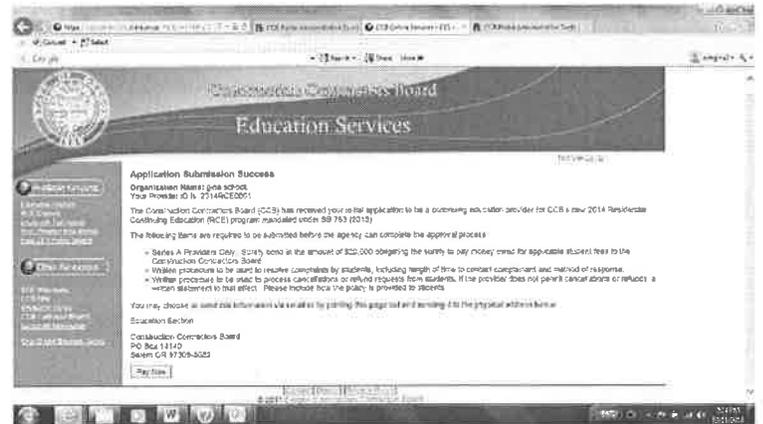


- 7) Read the certification statement. By submitting the application you are agreeing to these. Ask if you do not understand any of these.

Providing false information or failure to comply with these requirements may result in termination as a provider.



- 8) You will receive a confirmation that the information was submitted, what other information is needed and a button to begin the payment process. Your provider application fee is required before the application will be processed.



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**Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>**

- 9) To pay the application fee: Complete the information requested.

Do not use spaces when entering the card number.

Do not use slashes or spaces when entering the expiration date.

The screenshot displays a web browser window with the URL <http://education.ccb.state.or.us/>. The page content includes a header indicating the user is paying for an 'Education Provider Fee'. The main form is titled 'Payment System' and contains the following fields: Card Number, Expiration (MM/YY), Amount, and CVD. Below this is a 'Billing Address' section with fields for Cardholder Name, Address1, Address2, City, State/Province, Postal Code, and Email Address. A 'Pay Now' button is located at the bottom of the form. To the right of the form, a tip box reads: 'Do not use spaces or dashes in the Credit Card Number. Expiration Date should be entered in MM/YY format.' The browser's address bar and navigation buttons are visible at the top and bottom of the window.

- 10) Once payment is complete, you may print the payment receipt. A copy of the payment receipt is also sent to you by email. A record of the payment is also maintained in your Provider Tools messaging system.

- 11) Once staff has processed and approved the provider application, you will receive a congratulatory email. It will have your Provider ID and explain how to get started submitting courses.

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Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>

3. Understanding your Online Provider Tools

Your online provider tools have 4 sections:

A. Communicate:

- 1) **New Message:** Use this feature to send messages to CCB Education Staff.
- 2) **All Messages:** You can view your message history. Your new or unread messages are highlighted.

B. Manage Course and Classes:

- 1) **My Courses:** This is a list of all courses that have been submitted and the status.
- 2) **Course Application Form:** This allows you to begin the submission of a new course.
- 3) **Display a Class Roster:** This allows you to find the roster of students based on a particular course and class date (optional).

C. Manage Account:

- 1) **Edit contact information:** You can change some information here.
- 2) **Public Profile:** You can review information about your provider account that will be shown to the public, including potential students.
- 3) **User List:** You can use the list of those added/associated to the Provider account. Changes are made here.
- 4) **User Applications:** This tells you when an individual has completed the request to be associated.



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**Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>**

D. Manage Students:

This area will allow you to:

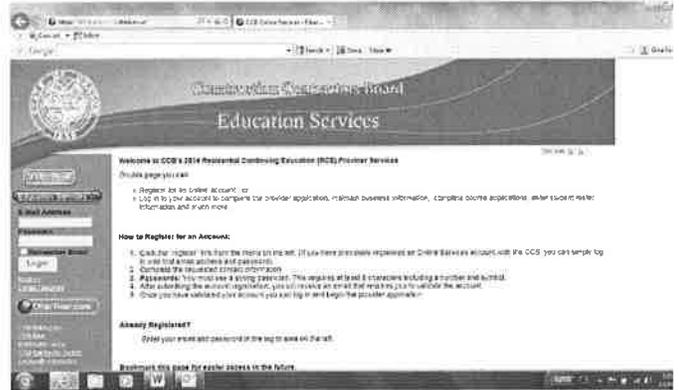
- 1) Add Class Roster: This allows you to enter students (individually or collectively); **See page 13** for instructions on uploading student records.
- 2) Add a student to a class: This allows you to add a student to an existing class roster.
- 3) Edit a student record: Allows you to correct entered information about the student such as name.
- 4) Edit a student list: Allows you to correct the class information, (example: the date was entered incorrectly)



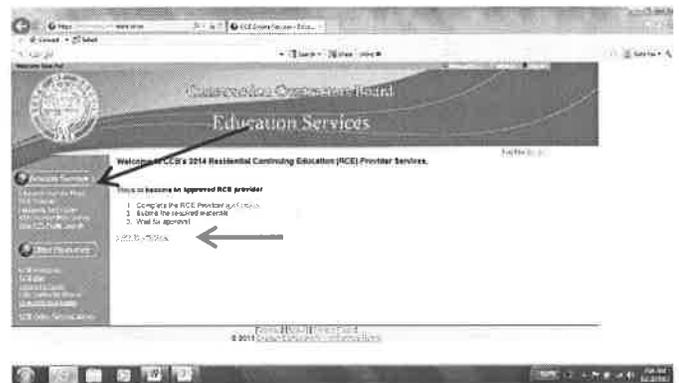
**Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>**

4. Submitting a Series A or B course

a) Log in to your Education Provider account.



b) Click Education Provider Menu (or the click to continue link).



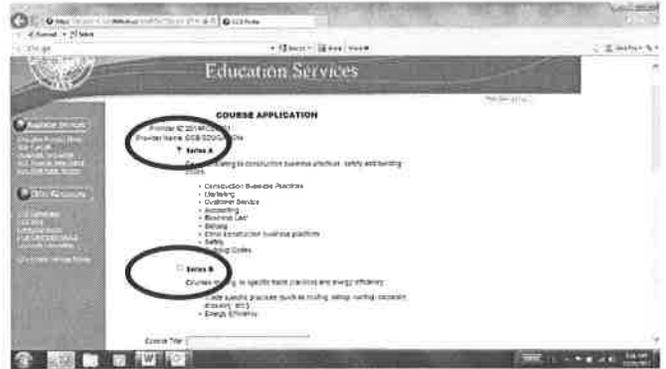
c) In the Manage Courses/Classes, click the New Course Application Form.



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Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>

d) Choose the Series that the course belongs to.



e) Enter the:

- Course title
- Course description: (Appears on the course catalog)
- Instructor names. Please include all those that meet the description of instructor shown.



f) Verify the information that a student would use to register or contact you about the course. Make changes as needed.

g) Enter the # of credit hours anticipated and the cost you plan to offer for. This will display on the course catalog and you can change the cost as needed.

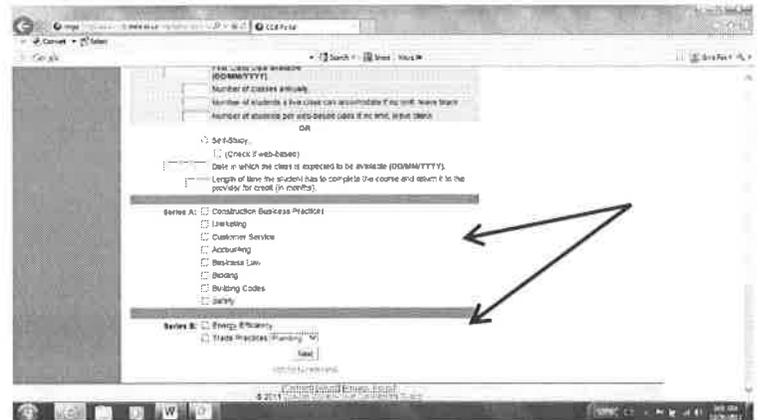


h) Select whether the class is a Live or Self Study course and complete the information requested based on your selection.

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Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>

- i) Choose the applicable subject area of the course you are submitting.



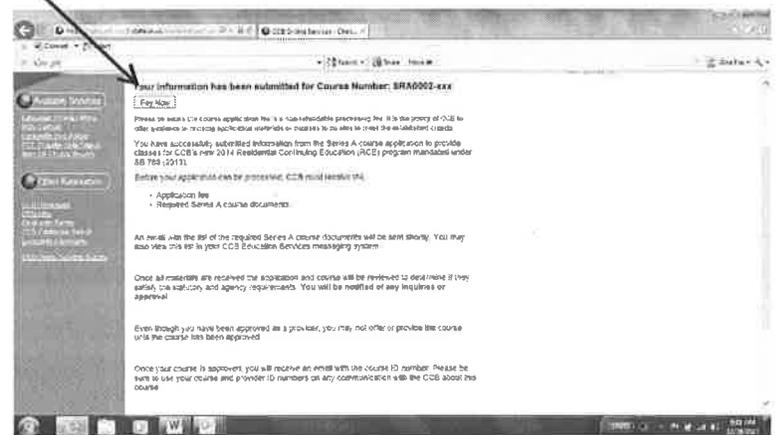
- j) Pay the course application fee.

Completing the application process:

You will receive an email with the list of the documents that must be sent to the agency.

Submission of requested documentation is needed to complete the application process.

Your course will not be reviewed until payment and the required documents are received.



Student Evaluations: You are required to provide the opportunity for your student to evaluate your course using a 1-5 rating. (One being poor – five being excellent) as well as provide a comment. These are submitted with your student upload record.

Students are not required to complete the evaluation, however you are required to provide the opportunity and submit any information provided.

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Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>

5. Uploading student course information

a) **When information is required:** You need to submit the student by 12:00 pm (noon) the next business day after course completion.

b) **Information needed:**

- Provider ID # *
- Class ID # *
- Class Date*
- Student's Legal Last Name *
- Student's Legal First Name *
- CCB License Number *
- Business Name of the CCB Licensee *
- Student Status (O=Owner; E=Employee; L=Leased employee) *
- Student email address
- Student Rating
- Cost to Student *
- Student Comments *

*required field

c) **Uploading information:** In the Education Provider Menu under Manage Students choose "Add a class roster".



d) From the dropdown box, enter the course you want to upload student information for.



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Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>

e) You have 2 options to upload student information.

1) Individually:

- Enter the information in spaces provided. Be sure to complete the information required in the correct cell. (Rating and comments are required if provided by the student. If the student chose not to comment, you must enter 'No Comment'.)
- Press submit. You will see the accepted records. When done, press the "verify and pay" button.
- You can enter any number of students and pay once complete.



2) Grouped by a class:

- Enter the student information on the **Student Upload Record**. (Located: <http://ccbed.ccb.state.or.us/webpdf/ccb/publications/student-upload-record-form.xls>)
- Be sure to complete the information required in the correct cell. (Rating and comments are required if provided by the student. If the student chose not to comment, you must enter 'No Comment'.)
- Only one class (course and class date) per sheet.
- Copy all the cells, including the title cells, and paste the information into the "Import from Excel" tab. From a PC, a quick method to "select all" is to hold the control key and press a.



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Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>

- Check the box certifying the records are complete and accurate. Press validate.
- Once all records are accepted (and corrected if needed), press the “verify and pay” button.

f) Entry Error coding:

Incorrect or missing information will be highlighted:

- 1) **Red:** Means the record cannot be submitted as entered and must be corrected.
- 2) **Yellow:** Means that the record contains either missing or incorrect information but can be submitted.
- 3) **Orange:** Means it is a duplicate record and has been entered previously.

g) Payment

- Detailed information is provided for making payment of \$4 per student/per hour.

h) Students of more than one licensee:

You must enter the student information for each license. The information (except the license number, name and status) must match exactly. Providers will not be billed for multiple licenses.

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**Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>**

6. Adding individuals to help manage your business

Approved providers can add other individuals to the provider account to help them manage the business activities, such as updating contact information or uploading student information.

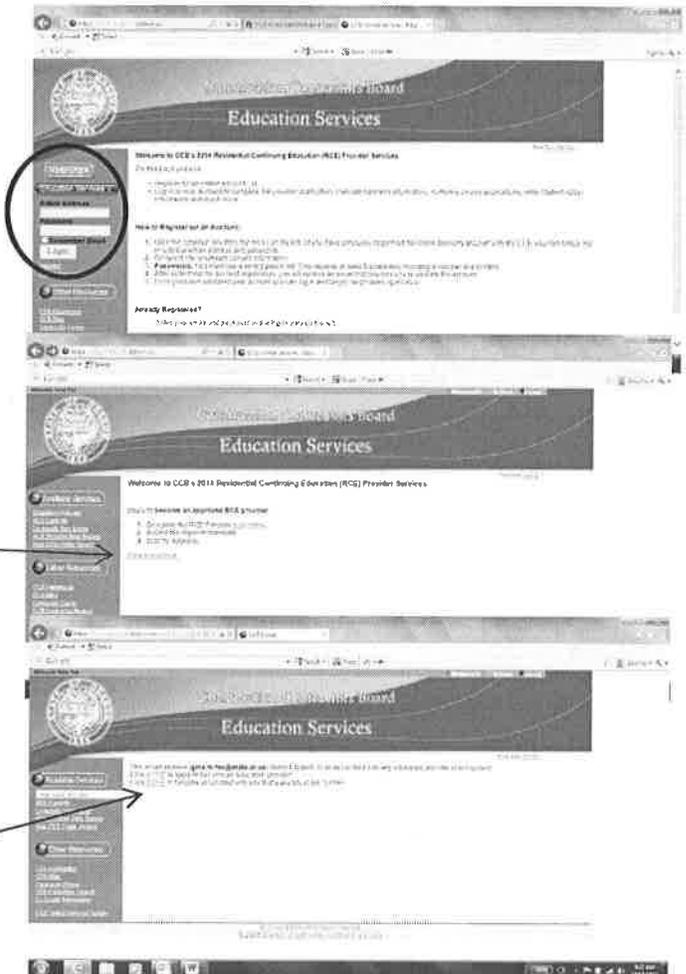
It is important to understand that anyone added has full rights.

- A. The individual to be added must register for an account with the CCB.

The individual should follow steps b.1 - 8 on page 3.

- B. After logging in, press "click to continue".

- C. Click on "Click here to become associated with one that is already in the system".

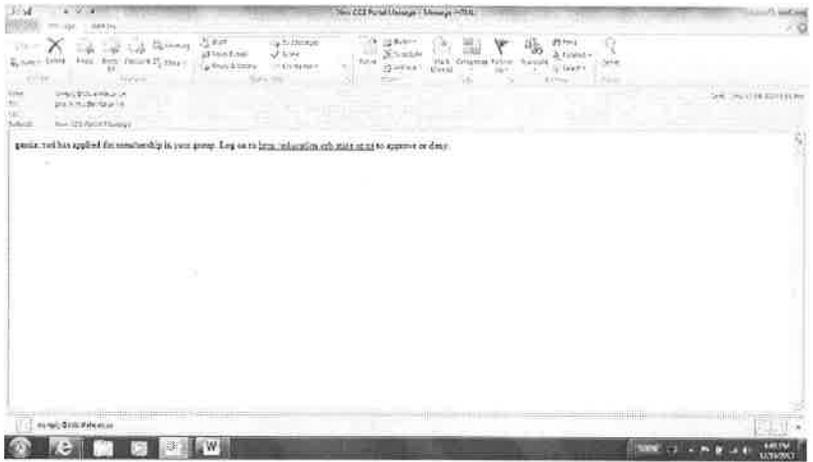


**Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>**

D. Choose the provider to become associated with from the drop down list and submit.



E. All members of the provider account will receive an email regarding the request and be able to approve.



F. To approve, on the Education Provider Menu, click on User Applications under it through the Education Provider Tools; Manage Account.



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**Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>**

G. You will see the person that requested to be associated. Click the box to check and submit.



H. Confirmation the individual was added successfully appears. All individuals associated with the account will receive an email



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Website Address to use CCB's Online Education Services:
<http://education.ccb.state.or.us/>

7. Troubleshooting and Frequently Asked Questions:

a) General Information

Q: I've timed out. Have I lost all my entry information?

A: The system automatically times out after 20 minutes of inactivity. Depending on where you were when you stopped will depend on whether you are required to enter any information again.

b) Uploading Student Records

Q: I have already entered the contractor information and the contractor called and has an additional license number to add to the student record. How do I enter the additional CCB #.

A: You will need to contact the education section at 503.934-2230.



DEPARTMENT OF JUSTICE
GENERAL COUNSEL DIVISION

December 11, 2013

SENT VIA U.S. MAIL & EMAIL

Craig Smith, Administrator
Construction Contractors Board
700 Summer Street NE, Suite 300
PO Box 14140
Salem, OR 97309-5052

Re: Agency Lay Representation in Contested Cases

Dear Mr. Smith:

The Attorney General is authorized to consent to lay representation in particular hearings or particular classes of hearings in accordance with ORS 183.452. The Construction Contractors Board (Board) requested authorization for agency representation to conduct the following types of hearings under authority in effect on the date of this letter:

1. In compliance hearings involving the possible imposition of civil penalties for violations of statutes or regulations.
2. In hearings involving refusals to issue, reissue or renew, or suspensions, which will be lifted upon correction of a deficiency, payment of a penalty or payment of a construction debt, based upon:
 - (a) ORS 701.098(4)(a)(A) (no bond);
 - (b) ORS 701.098(4)(a)(B) (no insurance);
 - (c) ORS 701.098(4)(a)(E) (unpaid construction debt);
 - (d) ORS 701.102 (unpaid construction debt);
 - (e) ORS 701.106, where the violation is based on a final order issued by any of the following agencies:
 - (i) Department of Consumer and Business Services, Building Codes Division;
 - (ii) Department of Consumer and Business Services, Workers' Compensation Division;
 - (iii) Department of Consumer and Business Services, Oregon Occupational Safety and Health Division;
 - (iv) Employment Department;
 - (v) Department of Revenue; or
 - (vi) Landscape Contractors Board.

DEC 13 2013

CCB REC'D

- (f) Failure to pay an outstanding obligation, as required by OAR 812-005-0280(1);
- (g) Failure to obtain or maintain an increased bond, as required by ORS 701.068(5) or (6).
- (h) Failure to provide information such as a date of birth or driver's license number, as required under ORS 701.046.

The Board was previously authorized to use lay representatives for these particular classes of hearings in our letter dated June 12, 2008. The approval here continues the prior authorization under the terms set forth in this letter, and supersedes and replaces the prior authorization letter by the Department of Justice to the Board.

Use of agency representatives during contested case hearings also requires that the agency, by rule, has authorized agency representatives to appear on its behalf in the particular type of hearing being conducted. The Board's rule should align with the authorization granted by the Attorney General and the requirements of ORS 183.452. OAR 812-009-0340 is relied upon by DOJ in its consideration of this request.

Lay representatives are prohibited by ORS 183.452(3) from presenting legal argument in contested case hearings or providing legal advice to the Board. If a case may require legal argument, an assistant attorney general must be assigned to make legal argument for the agency.

By this letter, which supersedes any existing lay representation authorizations for the agency, the Attorney General consents to lay representation of the Board by its employees in contested case hearings referenced above, within the following parameters:

- a. The Board must maintain the authorized administrative rule that describes the "particular types of hearings" for which lay representation has been authorized and that meet the requirements of ORS 183.452. Please consult your Board's assigned legal counsel before amending the rule.
- b. The Board must consult with its assigned legal counsel concerning any hearing at which: (a) a case has a significant potential impact on interpretation of state law; (b) the Board anticipates that legal issues will be raised, or (c) that the Board believes is likely to result in an appeal. If legal issues arise during a hearing, the Board must consult with its assigned legal counsel, and should request time to do so from the administrative law judge or hearing officer.
- c. The Board must consult with its assigned legal counsel if a party is represented by an attorney or notifies the Board of their intent to call an expert witness, where the involvement of counsel or expert witness indicates that legal issues are likely to be raised. Consultation must also occur if one of the parties to the hearing is another state agency.
- d. The Board must consult with its assigned legal counsel if it has reason to believe or if it is notified that there is an ongoing criminal investigation or criminal proceeding involving a party which relates to the contested case hearing.
- e. In hearings in which the potential sanction is disqualification from pursuing a profession and that sanction is contested by the party, the Board must consult with its assigned legal counsel to determine whether legal assistance is warranted.

- f. The Board must ensure that its employees who represent the Board at hearings have the necessary skills and knowledge regarding notices, procedures and conduct of hearings, and that they coordinate and consult with other Board lay representatives and with assigned legal counsel as necessary in order to ensure consistency of Board rule interpretation.
- g. The Board must ensure that its employees who represent the Board at hearings review at least once during each biennium the most recent version of Code of Conduct for Non-Attorney Representatives at Administrative Hearings, which is maintained by DOJ and available on its website at <Http://www.doj.state.or.us>. A copy of the most recent code of conduct is attached to this letter.

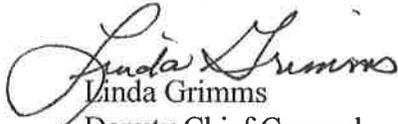
“Consult with its assigned legal counsel” refers to a timely and meaningful conversation with the Board’s assigned assistant attorney general (AAG) that includes sufficient background information so that the AAG can adequately respond to the particular question or issue presented.

This authorization is subject to revocation if the Attorney General determines that the best interests of the state require that the Board be represented in its contested case proceedings by an assistant attorney general. In addition, DOJ may determine that the state’s interests require that an assistant attorney general represent the Board in a particular hearing.

Consistent with SB 52 (Or Laws 2013, ch 156), non-exempt agencies are required to maintain their final orders in digital searchable format. The Board must confer with their assigned AAG to identify the categories of final orders that may serve as precedence for future Board cases or which would facilitate effective legal consultation, and shall provide a digital searchable version of those final orders, when issued, to their assigned AAG.

On a biennial basis, DOJ will be requesting some summary information from the Board about use of lay representation. This request will be made at the end of the biennium (beginning in June 2015) using a format similar to the attached document. We are letting you know in advance, to facilitate your response when you receive the request.

Sincerely,


Linda Grimms
Deputy Chief Counsel
General Counsel Division

LDG:naw/DM4839619

Enclosures

c: Kyle Martin, AIC, Business Activities Section
Susan Bischoff, AAG, Business Activities Section

**CURRENT RULE IMPLEMENTING
BOARD REPRESENTATION BY OFFICER OR EMPLOYEE**

812-009-0340

Agency Representation by Officer or Employee

(1) Subject to the approval of the Attorney General as provided in ORS 183.452, agency officers and employees may appear, but not make legal argument, on behalf of the agency in the following types of hearings conducted by the agency:

(a) Hearings involving the possible imposition of civil penalties for violations of statutes or regulations;

(b) Hearings involving refusals to issue, reissue or renew, or suspensions, which will be lifted upon correction of a deficiency, payment of a penalty or payment of a construction debt, based upon:

(A) ORS 701.098(4)(a)(A) (no bond);

(B) ORS 701.098(4)(a)(B) (no insurance);

(C) ORS 701.098(4)(a)(E) (unpaid construction debt);

(D) ORS 701.102 (unpaid construction debt);

(E) ORS 701.106, where the violation is based on a final order issued by:

(i) Department of Consumer and Business Services, Building Codes Division;

(ii) Department of Consumer and Business Services, Workers' Compensation Division;

(iii) Department of Consumer and Business Services, Oregon-OSHA,

(iv) Employment Department;

(v) Department of Revenue; or

(vi) Landscape Contractors Board.

(F) Failure to pay an outstanding obligation, as required by OAR 812-005-0280(1);

(G) Failure to obtain or maintain an increased bond, as required by ORS 701.068(5) or (6).

(H) Failure to provide information such as a date of birth or driver's license number, as required under ORS 701.046.

(2) The agency representative may not make legal argument on behalf of the agency.

(a) "Legal argument" includes argument on:

(A) The jurisdiction of the agency to hear the contested case;

(B) The constitutionality of a statute or rule or the application of a constitutional requirement to an agency; and

(C) The application of court precedent to the facts of the particular contested case proceeding.

(b) "Legal argument" does not include presentation of motions, evidence, examination and cross-examination of witnesses or presentation of factual argument or arguments on:

(A) The application of the statutes or rules to the facts in the contested case;

(B) Comparison of prior actions of the agency in handling similar situations;

(C) The literal meaning of the statute or rules directly applicable to the issues in the contested case;

(D) The admissibility of evidence;

(E) The correctness of procedures being followed in the contested case hearing.

Stat. Auth.: ORS 183.310 - 183.550, 670.310 & 701.235

Stats. Implemented: ORS 183.450

Hist.: BB 3-1987, f. 12-30-87, cert. ef. 1-1-88; CCB 5-1993, f. 12-7-93, cert. ef. 12-8-93; CCB 1-1994, f. 6-23-94, cert. ef. 7-1-94; Renumbered from 812-001-0006, CCB 8-1998, f. 10-29-98, cert. ef. 11-1-98; CCB 7-2000, f. 6-29-00, cert. ef. 7-1-00; CCB 9-2008, f. 6-11-08, cert. ef. 7-1-08; CCB 4-2010(Temp), f. & cert. ef. 2-3-10 thru 8-1-10; CCB 7-2010, f. & cert. ef. 4-28-10

**SAMPLE BIENNIAL REPORT for Agencies with Approved Lay Representation
Construction Contractors Board**

Instructions: This report covers the most recent biennium. Specifically, provide data for the time period from: July 2013 – June 2015

Numbers of Cases Handled by Lay Representatives

CATEGORY OF CASE APPROVED BY DOJ (See approval letter for details)	NUMBER OF CASES IN THE CATEGORY	DECISION UPHOLD AGENCY		DECISION DID NOT UPHOLD AGENCY		NUMBER OF CASES APPEALED TO ANY COURT
		Proposed order	Final order	Proposed order	Final order	
Hearings involving the possible imposition of civil penalties for violations of statutes or regulations						
Hearings involving refusal to issue, refusal to renew or suspension, which will be lifted upon correction of a deficiency, payment or a penalty or construction debt (varied authorities)						

Roster of Lay Representatives

NAME OF LAY REPRESENTATIVE	EMAIL CONTACT

Listing of Trainings & Biennial Review of Code of Conduct

NAME OF TRAINING & TOPICS COVERED	DATE OF TRAINING	PRESENTER
Biennial review of Code of Conduct		

ATTACHMENTS

Attach a copy of current administrative rule(s) applicable to lay representative authority, and indication of whether any changes to the rule(s) are pending or have been implemented by the Board.

**CODE OF CONDUCT FOR NON-ATTORNEY REPRESENTATIVES AT
ADMINISTRATIVE HEARINGS**

June 1, 2011

Amended October 1, 2011

Standards of Conduct Generally

1. When representing a party or agency in a contested case, the representative is expected to act professionally, with integrity, and in an ethical manner, in accordance with the "Code of Conduct for Non-Attorney Representatives at Administrative Hearings."
2. A representative is expected to treat all parties, agency representatives, and Administrative Law Judges and their staff, courteously and fairly.
3. A representative may not offer compensation or anything of value to the Administrative Law Judge or agency decisionmaker in an attempt to influence the decision in a case.
4. These standards of conduct apply at every stage of a contested case.

Hearing Conduct

1. A representative may not suppress any evidence that the representative has a legal obligation to reveal or produce.
2. The representative may present evidence; question witnesses, address legal issues to the extent permitted by law, and perform other functions that foster development of a full and fair record in the proceeding so that the agency can take the correct action.

Scope of Representation

1. A representative must observe the limits placed by statutes and rules on his or her authority and conduct.
2. A representative may not give legal advice to the agency or to a party.
3. A representative must communicate proposed offers of settlement to the party. A representative of an agency must communicate proposed offers of settlement to the agency employee who has authority to accept or reject settlement offers.

Competence and Diligence

1. A representative should be competent to represent the party or agency, and knowledgeable of the facts of the case, statutes and rules that apply to the case.
2. The representative should know the agency and model rules of procedure applicable to the case.
3. The representative should be adequately prepared for the hearing and attend to matters in a timely manner, including submission of evidence and providing discovery to other parties.

Communicating with a Party

1. A representative may not communicate directly on the subject of the representation with a party or agency that the representative knows to be represented by a lawyer on that subject unless the representative has the prior consent of the lawyer or is authorized by law to do so.
2. A representative must not give legal advice to a person who is not represented, other than the advice to secure representation.
3. A representative or agency employee may not discourage a person from seeking legal advice or representation, or from exercising the right to a hearing.
4. A representative communicating with a person, agency or another representative must disclose who he or she is representing.

Contact with Officials and Ex Parte Contact

1. If a representative communicates in writing with an administrative law judge before whom a contested case proceeding is pending about the proceeding, the representative must immediately send a copy of the written communication to all parties or their representatives, and to the agency.
2. A representative must give advance notice to all parties or their representatives, and the agency, of any oral communications with an administrative law judge regarding a contested case proceeding. The other parties, their representatives, and the agency must be given the opportunity to participate in the communication. This does not include requests for hearing postponements.

CONSTRUCTION CONTRACTORS BOARD

700 Summer St NE Suite 300
PO Box 14140
Salem OR 97309-5052
503-378-4621
503-373-2007 FAX



Interoffice Memo

To: Craig P. Smith
Administrator

From: Catherine Dixon
Management Assistant

Date: December 16, 2013

Subject: Rulemaking Hearing January 28, 2014

Attached is a copy of the rulemaking hearing notice filed for the January 28, 2014 rulemaking hearing. All the proposed rules are currently temporary rules.

The draft proposed rules cover:

812-022-0010 is amended to allow providers that obtained approval under the old law or obtain approval under the new law to continue to offer BEST or building codes courses that were approved under the old law. This will be without additional cost or application requirements for the providers or courses. And, SB 783, Section 7(2), permits a phase-in approach to developing the new system, until January 1, 2015. For the first three months of 2014, renewing contractors may elect to renew under the old or the new law.

812-022-0015 is amended to clarify that it is the "scheduled renewal date," not when the actual renewal occurs, that establishes the look-back period for licensure for six years.

812-022-0021 is amended to clarify that plumbing or electrical contractor's owner or employee must complete the trade licensing continuing education to qualify the contractor for the exemption.

812-022-0025 is amended to remove the ability to apply as a provider and submit course approval at the same time; and to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.

812-022-0026 is amended to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.

812-022-0027 is amended to delete references to the agency agreements with providers. The rule can be revised at a later date, if and when, the agency begins entering into provider agreements. And it is amended to permit community colleges and SBDCs to become providers without obtaining a \$20,000 surety bond.

812-022-0028 is amended to require RCE provider approval prior to submitting a Series A course for approval.

812-022-0029 is adopted to establish a \$100 fee for course approval of any Series A course.

812-022-0034 is amended to describe when contractors may take Series B courses and require RCE provider approval prior to submitting a Series B course for registration.

812-022-0035 is amended to require providers to maintain student rosters for Series B courses. Describes information that must be included in student rosters. Requires providers to issue certificate of completion for each Series B course and indicates what information must be contained in certificate.

RECOMMENDED RULE HEARING PROCEDURE

The January 28, 2014, Rulemaking Hearing recommended procedure:

1. The hearing on the rules will be heard beginning at 11:00 a.m.
2. Once the hearing begins at 11:00 a.m. on January 28, 2014, the Board should take public testimony from those wishing to provide it.
3. After all witnesses have testified, the chair will close the public comment.
4. The Board may wish to discuss the proposed rule, if needed.
5. Once discussions have concluded, the Board may wish to take action on the proposed rules.
6. If the Board wishes to move forward in accordance with staffs' recommendations, the following motion should be made and voted upon:

"I move to adopt the proposed rule amendments as recommended by staff on pages 101 - 107 of the Board packet."

(Followed by a vote)

7. If the Board wishes to amend the staffs' recommendations, a different motion will need to be made, accordingly.

Secretary of State
NOTICE OF PROPOSED RULEMAKING HEARING*
A Statement of Need and Fiscal Impact accompanies this form.

Construction Contractors Board
(Agency and Division
Number)

OAD 812
(Administrative Rules Chapter)

Catherine Dixon
(Rules Coordinator)

700 Summer Street NE Suite 300, Salem OR 97310
(Address)

(503) 934-2185
(Telephone)

RULE CAPTION

Fees for course approval, Series B courses, rosters, timelines, certificates and renewal

Not more than 15 words that reasonably identifies the subject matter of the agency's intended action.

Hearing Date	Time	Location	Hearings Officer
January 28, 2014	11:00 a.m.	West Salem Roth's IGA, Santiam Rm., 425 Glen Creek Rd., Salem, OR	Rob Yorke

Auxiliary aids for persons with disabilities are available upon advance request.

RULEMAKING ACTION

Secure approval of new rule numbers (Adopted or Renumbered rules) with the Administrative Rules Unit prior to filing.

ADOPT:

812-022-0029

AMEND:

812-022-0010
812-022-0015
812-022-0021
812-022-0025
812-022-0027
812-022-0026
812-022-0028
812-022-0034
812-022-0035

REPEAL:

RENUMBER:

AMEND & RENUMBER:

Statutory Authority:

ORS 670.310, 701.235, and Chapter 718 Oregon Laws 2013

Other Authority:

Chapter 718 Oregon Laws 2013

Statutes Implemented:

ORS Chapter 718 Oregon Laws 2013

RULE SUMMARY

812-022-0010 is amended to allow providers that obtained approval under the old law or obtain approval under the new law to continue to offer BEST or building codes courses that were approved under the old law. This will be without additional cost or application requirements for the providers or courses. And, SB 783, Section 7(2), permits a phase-in approach to developing the new system, until January 1, 2015. For the first three months of 2014, renewing contractors may elect to renew under the old or the new law.

812-022-0015 is amended to clarify that it is the "scheduled renewal date," not when the actual renewal occurs, that establishes the look-back period for licensure for six years.

812-022-0021 is amended to clarify that plumbing or electrical contractor's owner or employee must complete the trade licensing continuing education to qualify the contractor for the exemption.

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education to qualify the contractor for the exemption.

812-022-0025 is amended to remove the ability to apply as a provider and submit course approval at the same time; and to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.

812-022-0026 is amended to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.

812-022-0027 is amended to delete references to the agency agreements with providers. The rule can be revised at a later date, if and when, the agency begins entering into provider agreements. And it is amended to permit community colleges and SBDCs to become providers without obtaining a \$20,000 surety bond.

812-022-0028 is amended to require RCE provider approval prior to submitting a Series A course for approval.

812-022-0029 is adopted to establish a \$100 fee for course approval of any Series A course.

812-022-0034 is amended to describe when contractors may take Series B courses and require RCE provider approval prior to submitting a Series B course for registration.

812-022-0035 is amended to require providers to maintain student rosters for Series B courses. Describes information that must be included in student rosters. Requires providers to issue certificate of completion for each Series B course and indicates what information must be contained in certificate.

NOTE: In order to save postage and printing costs in these difficult times, CCB is only providing a copy of the notice. To view the language of each individual rule change, please go to our web site at http://www.oregon.gov/CCB/Laws_Rules.shtml#Administrative_Rule_Notices. If you don't have web access, contact Rules Coordinator Cathy Dixon at (503) 934-2185 for assistance in receiving a copy.

The Agency requests public comment on whether other options should be considered for achieving the rule's substantive goals while reducing negative economic impact of the rule on business.

<u>01-28-2014 Close of Hearing</u>	<u>Catherine Dixon</u>	<u>Catherine.A.Dixon@state.or.us</u>
Last Day (m/d/yyyy) and Time for public comment	Rules Coordinator Name	Email Address

FILED
12-12-13 1:55 PM
ARCHIVES DIVISION
SECRETARY OF STATE

*The Oregon Bulletin is published on the 1st of each month and updates the rule text found in the Oregon Administrative Rules Compilation.

Secretary of State
STATEMENT OF NEED AND FISCAL IMPACT

A Notice of Proposed Rulemaking Hearing or a Notice of Proposed Rulemaking accompanies this form.

Construction Contractors Board

OAR 812

Agency and Division
Number

Administrative Rules Chapter

Fees for course approval, Series B courses, rosters, timelines, certificates and renewal

Rule Caption: (Not more than 15 words that reasonably identifies the subject matter of the agency's intended action.)

In the Matter of: Amendments to OAR 812

Statutory Authority:

ORS 670.310, 701.235, and Chapter 718 Oregon Laws 2013

Other Authority:

Chapter 718 Oregon Laws 2013

Statutes Implemented:

ORS Chapter 718 Oregon Laws 2013

Need for the Rule(s):

The agency needs to adopt temporary rule to implement some provisions of SB 783, and allow sufficient time for RCE providers to obtain approval of their course prior to January 1, 2014.

812-022-0010 is amended to allow providers that obtained approval under the old law or obtain approval under the new law to continue to offer BEST or building codes courses that were approved under the old law. This will be without additional cost or application requirements for the providers or courses. And, SB 783, Section 7(2), permits a phase-in approach to developing the new system, until January 1, 2015. For the first three months of 2014, renewing contractors may elect to renew under the old or the new law.

812-022-0015 is amended to clarify that it is the "scheduled renewal date," not when the actual renewal occurs, that establishes the look-back period for licensure for six years.

812-022-0021 is amended to clarify that plumbing or electrical contractor's owner or employee must complete the trade licensing continuing education to qualify the contractor for the exemption.

812-022-0025 is amended to remove the ability to apply as a provider and submit course approval at the same time; and to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.

812-022-0026 is amended to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.

812-022-0027 is amended to delete references to the agency agreements with providers. The rule can be revised at a later date, if and when, the agency begins entering into provider agreements. And it is amended to permit community colleges and SBDCs to become providers without obtaining a \$20,000 surety bond.

812-022-0028 is amended to require RCE provider approval prior to submitting a Series A course for approval.

812-022-0029 is adopted to establish a \$100 fee for course approval of any Series A course.

812-022-0034 is amended to describe when contractors may take Series B courses and require RCE provider approval prior to submitting a Series B course for registration.

812-022-0035 is amended to require providers to maintain student rosters for Series B courses. Describes information that must be included in student rosters. Requires providers to issue certificate of completion for each Series B course and indicates what information must be contained in certificate.

Documents Relied Upon, and where they are available: ORS 701, OAR 812, and Chapter 718 Oregon Laws 2013 (SB 783). Documents are on the agency website at www.oregon.gov/ccb or a paper copy is available upon request.

Fiscal and Economic Impact:

The rule changes have no known fiscal or economic impact on state agencies, units of local government or the public. The rule changes do not increase the reporting, recordkeeping or other administrative activities for businesses. The rule changes will not increase costs of compliance for businesses. The rule changes will not increase the cost of a new single-family dwelling.

Documents Relied Upon, and where they are available:

ORS 701, OAR 812, and Chapter 718 Oregon Laws 2013 (SB 783). Documents are on the agency website at www.oregon.gov/ccb or a paper copy is available upon request.

Fiscal and Economic Impact:

The rule changes have no known fiscal or economic impact on state agencies, units of local government or the public. The rule changes do not increase the reporting, recordkeeping or other administrative activities for businesses. The rule changes will not increase costs of compliance for businesses. The rule changes will not increase the cost of a new single-family dwelling.

Statement of Cost of Compliance:

1. Impact on state agencies, units of local government and the public (ORS 183.335(2)(b)(E)):

The rule changes have no known fiscal impact on state agencies, units of local government or the public. Community colleges and small business development centers will save the cost of the \$20,000 bond and the \$2,000 application fee.

2. Cost of compliance effect on small business (ORS 183.336):

a. Estimate the number of small business and types of businesses and industries with small businesses subject to the rule:
These rule amendments do not have an impact on small businesses.

b. Projected reporting, recordkeeping and other administrative activities required for compliance, including costs of professional services:

These rule amendments do not impact reporting, recordkeeping or other administrative activities required for compliance.

c. Equipment, supplies, labor and increased administration required for compliance:

These rule amendments do have an impact on equipment, supplies, labor or increased administration requirements.

Other: The proposed rules have no known fiscal impact on state agencies, units of local government or the public. OAR 812-022-0029 establishes a fee of \$100 per course approval for Series A courses, which is the current fee the agency charges under the current (old) RCE program. It is undeterminable how many courses approvals will be submitted to the agency. It is undeterminable if there is any increased cost to RCE providers to submit student rosters and issue completion certificates which they are currently required to do under the old program. OAR 812-022-0025, 812-022-0026, and 812-022-0027 waives the \$2,000 application fee and \$20,000 bond requirement for community colleges and small business development centers, which is a cost savings to them.

How were small businesses involved in the development of this rule?

The agency works with its Board to develop administrative rules. Six of the current nine Board members are business owners.

The agency has conducted 14 stakeholder meetings to gather input from the construction industry and education providers on implementation of SB 783 (2013).

Administrative Rule Advisory Committee consulted?: No

If not, why?:

The agency uses its Board which is made up of six contractors; one elected public official, and two public members who review and approve agency's administrative rules. Some of the Board members are members of industry associations who discuss proposed rules with their associations.

The agency has conducted 14 stakeholder meetings to gather input from the construction industry and education providers on implementation of SB 783 (2013).

<u>01-28-2014 Close of Hearing</u>	<u>Catherine Dixon</u>	<u>Catherine.A.Dixon@state.or.us</u>
Last Day (m/d/yyyy) and Time for public comment	Printed Name	Email Address

<p>FILED</p> <p>12-12-13 1:55 PM</p> <p>ARCHIVES DIVISION</p> <p>SECRETARY OF STATE</p>
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HOUSING COST IMPACT STATEMENT

FOR ESTIMATING THE EFFECT OF A PROPOSED RULE OR ORDINANCE ON THE COST OF DEVELOPING
A *TYPICAL 1,200 SQ FT DETACHED SINGLE FAMILY DWELLING ON A 6,000 SQ FT PARCEL OF LAND.
(ORS 183.534)

FOR ADMINISTRATIVE RULES

AGENCY NAME: Construction Contractors Board PERMANENT: HEARING DATE: 1/28/14
ADDRESS: 700 Summer St. NE Ste 300
CITY/STATE: Salem OR 97309 TEMPORARY: EFFECTIVE DATE:
PHONE: (503) 934-2185

BELOW PLEASE PROVIDE A DESCRIPTION OF THE ESTIMATED SAVINGS OR ADDITIONAL COSTS THAT WILL RESULT FROM THIS PROPOSED CHANGE.

PROVIDE A BRIEF EXPLANATION OF HOW THE COST OR SAVINGS ESTIMATE WAS DETERMINED.
IDENTIFY HOW CHANGE IMPACTS COSTS IN CATEGORIES SPECIFIED

Description of proposed change: (Please attach any draft or permanent rule or ordinance)

- 812-022-0010 is amended to allow providers that obtained approval under the old law or obtain approval under the new law to continue to offer BEST or building codes courses that were approved under the old law. This will be without additional cost or application requirements for the providers or courses. And, SB 783, Section 7(2), permits a phase-in approach to developing the new system, until January 1, 2015. For the first three months of 2014, renewing contractors may elect to renew under the old or the new law.
- 812-022-0015 is amended to clarify that it is the "scheduled renewal date," not when the actual renewal occurs, that establishes the look-back period for licensure for six years.
- 812-022-0021 is amended to clarify that plumbing or electrical contractor's owner or employee must complete the trade licensing continuing education to qualify the contractor for the exemption.
- 812-022-0025 is amended to remove the ability to apply as a provider and submit course approval at the same time; and to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.
- 812-022-0026 is amended to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.
- 812-022-0027 is amended to delete references to the agency agreements with providers. The rule can be revised at a later date, if and when, the agency begins entering into provider agreements. And it is amended to permit community colleges and SBDCs to become providers without obtaining a \$20,000 surety bond.
- 812-022-0028 is amended to require RCE provider approval prior to submitting a Series A course for approval.
- 812-022-0029 is adopted to establish a \$100 fee for course approval of any Series A course.
- 812-022-0034 is amended to describe when contractors may take Series B courses and require RCE provider approval prior to submitting a Series B course for registration.
- 812-022-0035 is amended to require providers to maintain student rosters for Series B courses. Describes information that must be included in student rosters. Requires providers to issue certificate of completion for each Series B course and indicates what information must be contained in certificate.

Description of the need for, and objectives of the rule:

- 812-022-0010 is amended to allow providers that obtained approval under the old law or obtain approval under the new law to continue to offer BEST or building codes courses that were approved under the old law. This will be without additional cost or application requirements for the providers or courses. And, SB 783, Section 7(2), permits a phase-in approach to developing the new system, until January 1, 2015. For the first three months of 2014, renewing contractors may elect to renew under the old or the new law.
- 812-022-0015 is amended to clarify that it is the "scheduled renewal date," not when the actual renewal occurs, that establishes the look-back period for licensure for six years.
- 812-022-0021 is amended to clarify that plumbing or electrical contractor's owner or employee must complete the trade licensing continuing education to qualify the contractor for the exemption.
- 812-022-0025 is amended to remove the ability to apply as a provider and submit course approval at the same time; and to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.

- 812-022-0026 is amended to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.
- 812-022-0027 is amended to delete references to the agency agreements with providers. The rule can be revised at a later date, if and when, the agency begins entering into provider agreements. And it is amended to permit community colleges and SBDCs to become providers without obtaining a \$20,000 surety bond.
- 812-022-0028 is amended to require RCE provider approval prior to submitting a Series A course for approval.
- 812-022-0029 is adopted to establish a \$100 fee for course approval of any Series A course.
- 812-022-0034 is amended to describe when contractors may take Series B courses and require RCE provider approval prior to submitting a Series B course for registration.
- 812-022-0035 is amended to require providers to maintain student rosters for Series B courses. Describes information that must be included in student rosters. Requires providers to issue certificate of completion for each Series B course and indicates what information must be contained in certificate.

List of rules adopted or amended:

Adopt:

812-022-0029

Amend:

812-022-0010

812-022-0021

812-022-0027

812-022-0034

812-022-0015

812-022-0025

812-022-0028

812-022-0035

Materials and labor costs increase or savings:

The rule amendments have no known impact on materials and labor costs. Community colleges and small business development centers will save the cost of the \$20,000 bond and the \$2,000 application fee.

Estimated administrative construction or other costs increase or savings:

The rule amendments have no measurable impact on administrative construction or other cost increases or savings. Community colleges and small business development centers will save the cost of the \$20,000 bond and the \$2,000 application fee.

Land costs increase or savings:

The rule amendments have no measurable impact on the cost of new home or a building lot.

Other costs increase or savings:

The proposed rules have no known fiscal impact on state agencies, units of local government or the public. OAR 812-022-0029 establishes a fee of \$100 per course approval for Series A courses, which is the current fee the agency charges under the current (old) RCE program. It is undeterminable how many courses approvals will be submitted to the agency. It is undeterminable if there is any increased cost to RCE providers to submit student rosters and issue completion certificates which they are currently required to do under the old program. OAR 812-022-0025, 812-022-0026, and 812-022-0027 waives the \$2,000 application fee and \$20,000 bond requirement for community colleges and small business development centers, which is a cost savings to them.

*Typical-Single story 3 bedrooms, 1 ½ bathrooms, attached garage (calculated separately) on land with good soil conditions with no unusual geological hazards.

PREPARERS NAME: Catherine Dixon

EMAIL ADDRESS: catherine.a.dixon@state.or.us

Rulemaking Hearing January 28, 2014

Proposed Rules	Explanation
<p style="text-align: center;">Operative 1-1-14</p> <p>812-022-0010 Effective Date – Continuing Education for Residential Contractors (SB 783) (1) OAR 812-022-0000 to 812-022-0047 apply to residential contractors: (a) That have active, non-lapsed licenses that expire on or after January 1, 2014. (b) That renew lapsed licenses with expiration dates on or after January 1, 2014. (c) That renew lapsed licenses with expiration dates before January 1, 2014, but that are renewed on or after January 1, 2014. (2) Notwithstanding section (1), until December 31, 2014, a residential contractor may apply hours earned from attending the courses, completed during the licensing period immediately preceding January 1, 2014, towards the new residential continuing education requirements regardless of whether the courses would qualify under the new law. These courses may include: (a) Construction Contractor Board laws, regulations and business practices (up to three hours); (b) Building codes courses approved by CCB before January 1, 2014, (up to two hours); (c) Building Exterior Shell Training (BEST) (up to three hours); and (d) Elective courses. (3) Notwithstanding section (1), a residential contractor renewing a license on or after January 1, 2014, that expired before October 1, 2013, must complete three hours of BEST and two hours of building code courses. The BEST and building code course hours will substitute for required Series A Course hours. (4) Notwithstanding section (1), a residential contractor renewing a license on or after January 1, 2014, which expired between October 1, 2013, and December 31, 2013, must complete two hours of building code course. The hours will substitute for required Series A Course hours. <u>(5) Notwithstanding OAR 812-021-0028(7) and (8), providers approved pursuant to OAR 812-021-0025 or 812-022-0025 may continue to offer BEST or building codes courses previously approved by CCB under OAR 812-021-0028 without submitting additional application or fees for provider or course approval.</u> <u>(6) Notwithstanding section (1), a contractor renewing its license between January 1, 2014, and March 31, 2014, may elect to renew the license pursuant to OAR 812-021-0015 rather than renewing its license pursuant to this rule. A contractor making this election will need to maintain record of the continuing education courses it completes to satisfy OAR 812-021-0015 for which the provider does not otherwise submit notification of completion of core hours.</u> Stat. Auth.: ORS 670.310, 701.126 and 701.235 Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (10/24/13, temp. 10/29/13)</p>	<p>Amend:</p> <p><u>Section (5):</u> In order to accommodate contractors renewing on or after January 1, 2014, whose licenses expired before that date, CCB will allow providers that obtained approval under the old law or obtain approval under the new law to continue to offer BEST or building codes courses that were approved under the old law. This will be without additional cost or application requirements for the providers or courses.</p> <p><u>Section (6):</u> SB 783, Section 7(2), permits a phase-in approach to developing the new system, until January 1, 2015. For the first three months of 2014, renewing contractors may elect to renew under the old or the new law.</p> <p><i>Note: Currently a temporary rule filed 10/29/13.</i></p>
<p>812-022-0015 Minimum Continuing Education Requirements – Continuing Education for Residential Contractors (SB 783) (1) Except as provided in section (3), residential contractors shall have an</p>	<p>Amended to clarify that it is the “scheduled renewal date”, not when the actual renewal occurs, that establishes the look-back</p>

<p>owner, officer, RMI or employee, or a combination of those persons, who complete a minimum of eight hours of continuing education every licensing period as described in sections (2) and (3).</p> <p>(2) Residential continuing education hours consist of the following:</p> <p>(a) Three hours of education on laws, regulations and business practices offered by the agency or by an approved provider under an agreement with the agency; and</p> <p>(b) Five hours of Series A Courses, approved by the agency and offered by approved providers, in one or more of the following subjects:</p> <p>(A) Construction business practices;</p> <p>(B) Marketing;</p> <p>(C) Customer service;</p> <p>(D) Accounting;</p> <p>(E) Business law;</p> <p>(F) Bidding;</p> <p>(G) Building Codes; or</p> <p>(H) Safety.</p> <p>(3) Residential contractors that have not been licensed as a residential contractor during any part of the six-years immediately preceding their scheduled renewal date must complete an additional eight hours of residential continuing education offered by an approved provider. The education hours may include:</p> <p>(a) Series A Courses described in section (2)(b); or</p> <p>(b) Series B Courses in one or more of the following subjects:</p> <p>(A) Energy efficiency; or</p> <p>(B) Trade specific subjects, such as roofing, excavation, or exterior shell construction, as selected by the contractor.</p> <p>(4) Courses shall be a minimum of 50 minutes to qualify for one hour of residential continuing education credit. Courses shall be at least one credit hour.</p> <p>(5) Credit shall not be given for an individual student repeating the same residential continuing education course during a two-year licensing period.</p> <p>(6) If, during the two years immediately preceding the expiration date of the license, a residential contractor served on active duty in the United States armed forces, including but not limited to mobilization or deployment, the residential continuing education requirement is waived for that two-year licensing period. This exemption applies only if the residential contractor is a:</p> <p>(a) Sole proprietor without employees;</p> <p>(b) Sole owner of a corporation; or</p> <p>(c) Sole member of a limited liability company.</p> <p>Stat. Auth.: ORS 670.310, 701.126 & 701.235 Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (10/24/13, temp. 11/26/13)</p>	<p>period for licensure for six years.</p> <p><i>Note: Currently a temporary rule filed 11/26/13.</i></p>
<p>812-022-0021 Plumbing and Electrical Contractor Exemptions from Continuing Education – Continuing Education for Residential Contractors (SB 783)</p> <p>(1) Subject to section (2) of this rule, the following persons are exempt from completing Series A Courses required under OAR 812-022-0015(2)(b) and Series B Courses required under OAR 812-022-0015(3)(b):</p> <p>(a) Contractors licensed as plumbing contractors under ORS 447.010 to 447.156; and</p> <p>(b) Contractors licensed as electrical contractors under ORS 479.630.</p> <p>(2) A contractor that is exempt under this rule and has been licensed as a residential contractor during all of the six years immediately preceding renewal must complete sufficient course hours in trade licensing continuing education or Series A Courses to total five hours. To qualify for the exemption, an owner or</p>	<p>Amended to clarify that plumbing and electrical contractor's owner or employee must complete the trade licensing continuing education to qualify the contractor for the exemption.</p> <p><i>Note: Currently a temporary rule filed 11/26/13.</i></p>

employee of the contractor must complete the trade licensing continuing education.

(3) A contractor that is exempt under this rule and has not been licensed as a residential contractor during any part of the six years immediately preceding renewal must:

(a) Complete sufficient course hours in trade licensing continuing education or Series A Courses to total five hours; and

(b) Complete sufficient course hours in trade licensing education, Series A Courses, or Series B Courses to total eight hours.

(c) To qualify for the exemption, an owner or employee of the contractor must complete the trade licensing continuing education.

Stat. Auth.: ORS 670.310, 701.126 & 701.235

Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783)
(10/24/13, temp. 11/26/13)

812-022-0025

Provider Approval – Continuing Education for Residential Contractors (SB 783)

(1) The agency will review and approve providers offering residential continuing education.

(2) Providers will apply for approval on a form, and submit fees, prescribed by the agency. [~~Providers may, but need not, apply for approval at the same time they apply for course approval.~~]

(3) Providers seeking approval to offer residential continuing education must submit the following to the agency:

(a) Name, address and contact information of the provider;

(b) Business entity type of the provider and, if applicable, the Corporation Division business registry number;

(c) Description of the subject area(s) the provider intends to offer;

(d) Indication whether provider will offer:

(A) Series A Courses;

(B) Series B Courses; or

(C) Both Series A and Series B Courses; and

(e) Such other information or documentation as the agency may request.

(4) To qualify for approval, providers must:

(a) Employ or contract with instructors who have at least four years work experience or four years of education, or any combination of both, in the subject that they instruct;

(b) Be capable of entering and transmitting electronic data to the agency;

(c) Describe and follow a process for prompt resolution of complaints by registrants;

(d) Describe a process for cancellations and refunding registrant payments. If the provider does not permit cancellation or refunds, it must provide notice of that fact in a conspicuous manner in its advertising, solicitation and registration materials;

(e) Describe and follow attendance verification procedures;

(f) Provide an evaluation opportunity as prescribed by the agency for course attendees to complete;

(g) Be capable of submitting rating results to the agency by 12:00 noon of the business day following the day the contractor completes the course;

(h) Except as provided in OAR 812-022-0027(2), if [H] offering agency developed courses, pursuant to an agreement under OAR 812-022-0018, or Series A Courses, provide a surety bond, as described in OAR 812-022-0027, in the amount of \$20,000 obligating the surety to pay the State of Oregon any fees unpaid by provider;

Amend (2) to remove the ability to apply as a provider and submit course approval at the same time.

Amendment to (4)(h) and (i) will permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.

Note: Currently temporary rules filed 10/29/13 and 12/12/13.

<p>(i) <u>Except as provided in OAR 812-022-0026(3), pay [Pay]</u> fees as provided under OAR 812-022-0026; and</p> <p>(j) Maintain records available for agency to inspect for at least six years.</p> <p>(5) Only an approved provider may offer or provide residential continuing education to a contractor or a contractor's employees.</p> <p>(6) An approved provider may not allow any person not approved by the agency as a provider to offer or provide courses of the approved provider. For purposes of this rule, "offer or provide" includes, but is not limited to, assisting the contractor or the contractor's employees in obtaining or completing the courses or acting on behalf of an approved provider in advertising or soliciting the courses.</p> <p>(7) Provider approval will be valid for two (2) years from the date the provider is approved by the agency.</p> <p>(8) If providers change or add course types (Series A Courses or Series B Courses), they shall notify the agency within 24 hours.</p> <p>(9) If providers change or add instructors, they shall notify the agency within 24 hours.</p> <p>(10) Providers must re-submit an application and fees for renewal of approval. Renewal of approval will be subject to the same requirements as initial approval.</p> <p>(11) The agency may withdraw approval issued to any provider that violates Oregon Laws 2013, chapter 718, or any rule of the agency. Stat. Auth.: ORS 670.310, 701.126 and 701.235 Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (10/24/13, temp. 10/29/13, temp. 12/12/13)</p>	
<p>812-022-0026 Fees for Provider Approval – Continuing Education for Residential Contractors (SB 783)</p> <p>(1) Providers will remit to the agency a non-refundable fee of \$2,000, together with an application for approval, or renewal of approval, to offer Series A Courses, Series B Courses, or both Series A Courses and Series B Courses.</p> <p>(2) Providers will be assessed a fee of \$4 per student per hour for each Series A Course hour provided. Providers will pay agency the fees at the time provider submits each student's records. The agency will establish the manner in which the provider must remit payment. Students will receive credit for Series A Course hours only after CCB receives provider's payment.</p> <p><u>(3) The fees established under section (1) of this rule do not apply to Oregon public community colleges or small business development centers (including BizCenter Online Learning).</u></p> <p>Stat. Auth.: ORS 670.310, 701.126 & 701.235 Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (10/24/13, temp. 12/12/13)</p>	<p>This amendment will permit community colleges and SBDCs to become providers without paying the \$2,000 application fee.</p> <p><i>Note: Currently temporary rule filed 12/12/13.</i></p>
<p>812-022-0027 Surety Bond to Assure Performance of Agency Agreements</p> <p>(1) Providers that [enter into agreements to] provide [the agency's courses on laws, regulations and business practices, as provided in OAR 812-022-0018, or] Series A Courses as provided in OAR 812-022-0015(2)(b), will maintain a surety bond in the amount of \$20,000, issued by a surety company authorized to do business in the State of Oregon, for the benefit of the State of Oregon, Construction Contractors Board. [The bond must be in the form adopted by the board as the Residential Continuing Education Provider Surety Bond for Payment of Fees.] <u>The bond must be in the form "Series A Course Provider Surety Bond," dated October 24, 2013.</u></p>	<p>Amend to (1) deletes references to the agency agreements with providers. The rule can be revised at a later date, if and when the agency begins entering into provider agreements.</p> <p>Amend to refer to bond form that the agency created and will use for Series A providers.</p>

(2) Section (1) of this rule does not apply to Oregon public community colleges or small business development centers (including BizCenter Online Learning).

Stat. Auth.: ORS 670.310, 701.126 & 701.235
Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783)
(10/24/13, temp. 10/29/13, temp. 12/12/13)

Amendment to add (2) permits community colleges and SBDCs to become providers without obtaining a \$20,000 surety bond.

Note: Currently temporary rules filed 10/29/13 and 12/12/13.

812-022-0028

Course Approval – Continuing Education for Residential Contractors (SB 783)

(1) The agency will approve Series A Courses required under OAR 812-022-0015(2)(b). Providers seeking course approval must be approved providers under OAR 812-022-0025.

(2) A provider seeking approval for Series A Courses must submit the following:

- (a) Course name, course description, objective of the offered course, and number of hours of continuing education credit sought (must be no less than one hour);
- (b) A written description of the course instructors' credentials, including years of education and experience in the subject matter they instruct;
- (c) Course syllabus;
- (d) Comprehensive course outline;
- (e) Copies of the course materials provided to students;
- (f) Cost of the offered course;
- (g) For live classes and classes held in real time:
 - (A) Anticipated date, time, place of the course; and
 - (B) Number of registrants that each course can accommodate;
- (h) For self-study courses:
 - (A) Anticipated date when the course will first be offered;
 - (B) Description of provider's procedures to answer student questions; and
 - (C) The length of time a student has to complete the course and receive credit.
- (i) Any other information as directed by the agency.

(3) The agency will only approve Series A Courses that the agency, in its sole discretion, considers offer high quality in the following respects:

- (a) The course relates to one or more of the subjects listed in OAR 812-022-0015(2)(b);
- (b) The course's use of animation, audio, video or color to stimulate multiple learning styles;
- (c) The course holds interest through the use of visual, textual, audio or interactive components;
- (d) The course material is presented in a logical and understandable manner;
- (e) The spelling, grammar and sentence structure in written materials are correct;
- (f) For courses using internet, video, audio or other electronic media, the course program is technically sufficient (e.g., video does not "stutter"; internet material does not "lock up"); and
- (g) For courses using internet, video, audio or other electronic-media, there is adequate instruction and guidance to navigate from the beginning to the end of the course.

(4) The agency will only approve Series A Courses that provide qualified instructors to answer questions in real-time, either in person, by telephone or by electronic means (e.g. chat rooms, e-mail, instant message).

(5) Series A Course approval will be valid for two (2) years from the date the

Amend the rule to require RCE provider approval prior to submitting a Series A course for approval.

Note: Currently a temporary rule filed 10/29/13.

<p>provider is approved by the agency.</p> <p>(6) Providers must re-submit an application and fees for renewal of Series A Course approval. Renewal of approval will be subject to the same requirements as initial approval.</p> <p>Stat. Auth.: ORS 670.310, 701.126 and 701.235</p> <p>Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (10/24/13, temp. 10/29/13)</p>	
<p>812-022-0029</p> <p><u>Fees for Course Approval – Continuing Education for Residential Contractors (SB 783)</u></p> <p><u>Providers will remit to the agency a non-refundable fee of \$100 together with an application for approval of any Series A Course.</u></p> <p><u>Stat. Auth.: ORS 670.310 and 701.235</u></p> <p><u>Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (temp. 10/29/13)</u></p>	<p>Adopt to require a \$100 fee for course approval of any Series A Course.</p> <p><i>Note: Currently a temporary rule filed 10/29/13.</i></p>
<p>812-022-0034</p> <p><u>Completion and Registration of Series B Courses – Continuing Education for Residential Contractors (SB 783)</u></p> <p><u>(1) Contractors that were not licensed as a residential contractor during any part of the six-year period immediately preceding the renewal must complete eight hours of residential continuing education, which may include Series A Courses described in OAR 812-022-0015(2)(b) or Series B Courses described in OAR 812-022-0015(3)(b).</u></p> <p><u>(2) The agency will register Series B Courses authorized under OAR 812-022-0015(3)(b). Providers seeking course approval must be approved providers under OAR 812-022-0025.</u></p> <p><u>(3) A provider registering Series B Courses must submit the following:</u></p> <p><u>(a) Course name, course description, objective of the offered course, and number of hours of continuing education credit;</u></p> <p><u>(b) Cost of the offered course;</u></p> <p><u>(c) For live classes and classes held in real time:</u></p> <p><u>(A) Anticipated date, time, place of the course; and</u></p> <p><u>(B) Number of registrants that each course can accommodate;</u></p> <p><u>(d) For self-study courses:</u></p> <p><u>(A) Anticipated date when the course will first be offered; and</u></p> <p><u>(B) The length of time a student has to complete the course and receive credit.</u></p> <p><u>(e) Any other information as directed by the agency.</u></p> <p><u>(4) Series B Course registration will be valid for two (2) years from the date the provider is approved by the agency.</u></p> <p><u>(5) Providers must re-submit a registration form for renewal of Series B Course registration. Renewal of registration will be subject to the same requirements as initial registration.</u></p> <p><u>Stat. Auth.: ORS 670.310, 701.126 and 701.235</u></p> <p><u>Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (temp. 10/29/13)</u></p>	<p>Adopt to describe when contractors may take Series B Courses. Contractors with less than 6 years' experience are required to complete eight hours of Series A or Series B Courses. (See Dahlin memo dated 10/24/13.)</p> <p>Requires RCE provider approval prior to submitting a Series B course for registration. (See Fox memo dated 10/24/13.)</p> <p><i>Note: Currently a temporary rule filed 10/29/13.</i></p>
<p style="text-align: center;"><u>Operative 1-1-14</u></p> <p>812-022-0035</p> <p><u>Provider Rosters, Notification of Completion and Certificates of Completion for Series B Course Hours – Continuing Education for Residential Contractors (SB 783)</u></p>	<p>Adopt to require providers to maintain student rosters for Series B Courses. Describes information that must be included in student rosters. Requires providers to issue</p>

(1) Providers will maintain rosters capturing data for all contractors that complete Series B Courses, as described in 812-022-0015(3)(b). Rosters will contain the following information:

(a) Course name and any other information identifying course, as required by agency;

(b) Contractor's name;

(c) Contractor's license number;

(d) Name of individual attending or completing the course;

(e) Relationship of individual completing the course to contractor (e.g. owner, officer, member, employee);

(f) Date individual attended or completed the course;

(g) Number of hours credit obtained by attending or completing the course; and

(h) Certification by individual completing the course that the identified individual:

(A) Attended or completed the entire course; and

(B) No other individual attended, completed or assisted in completing the course in place of the individual.

(2) Providers will transmit data, as directed by the agency, containing the information in section (1) and notifying the agency when a contractor completes a Series B Course. Providers must submit data by 12:00 noon of the business day following the date the contractor completes the course.

(3) Upon satisfactory completion of each Series B Course, providers will prepare a certificate of completion for the person completing the course. The certificate of completion will contain the following information:

(a) Provider name;

(b) Provider number assigned by the agency;

(c) Course name;

(d) Course number assigned by the agency;

(e) Number of credit hours;

(f) Date of course completion;

(g) Student name;

(h) Name of contractor with which student is associated;

(i) Contractor CCB number; and

(j) Any other information required by the agency.

Stat. Auth.: ORS 670.310, 701.126 and 701.235

Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783)

(temp. 10/29/13)

certificate of completion for each Series B course and indicates what information must be contained in certificate.

Operative 1/1/14

Note: Currently a temporary rule filed 10/29/13.

CONSTRUCTION CONTRACTORS BOARD

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Interoffice Memo

To: Craig P. Smith
Administrator

From: Kathleen Dahlin
Policy Analyst

Date: December 9, 2013 (1:30 p.m.)

Subject: OAR 812-022-0025 & 812-022-0026 (Temporary Rules)

Background

Senate Bill 783 and Administrative Rules

The Construction Contractors Board (CCB) started work on rules to implement Senate Bill (SB) 783. The bill became law on August 1, 2013.¹ A variety of individuals, groups and businesses provided input.

On October 22, 2013, CCB adopted permanent rules. CCB needs to amend the rules to make the program workable.

There must be sufficient, varied courses for contractors that renew their licenses on or after January 1, 2014. The public sector offers many business courses, trainings and workshops. Some are available at low or no cost.

Public Community Colleges

Community colleges are primarily two-year institutions providing higher education. They award associates' degrees. Community colleges also offer continuing and adult education. There are 17 public community colleges (CCs) in Oregon.²

¹ The bill contained an emergency clause. It applies to contractors that renew their licenses on or after January 1, 2014.

² There is one private community college in Oregon. It is Pioneer Pacific Community College. The college is located in Wilsonville.

Name	Location	Name	Location
Blue Mountain CC	Pendleton	Mount Hood CC	Gresham
Central Oregon CC	Bend	Oregon Coast CC	Newport
Chemeketa CC	Salem	Portland CC	Portland
Clackamas CC	Oregon City	Rogue CC	Grants Pass, Medford
Clatsop CC	Astoria	Southwestern Oregon CC	Coos Bay
Columbia Gorge CC	The Dalles	Tillamook Bay CC	Tillamook
Klamath CC	Klamath Falls	Treasure Valley CC	Ontario
Lane CC	Eugene	Umpqua CC	Roseburg
Linn-Benton CC	Albany		

Many community colleges have extensive business curriculums. They offer courses that could satisfy "Series A" course requirements.³

Small Business Development Centers

Oregon's Small Business Development Center (SBDC) Network is made up of 21 centers. Each is affiliated with a community college or university.

The goal of the network is to provide assistance to persons that own, operate or start a small business. This includes workshops, seminars and online courses. In addition to courses offered at the centers, the network also offers online learning through BizCenter Online Learning.⁴ Several BizCenter courses are free.

The 21 centers, and their affiliated institutions, are listed below.

Name	Institution	Name	Institution
Albany SBDC	Linn-Benton CC	Medford SBDC	Southern Oregon University
Baker City SBDC	Blue Mountain CC	North Bend SBDC	Southwestern Oregon CC
Bend SBDC	Central Oregon CC	Ontario SBDC	Treasure Valley CC
Clackamas SBDC	Clackamas CC	Pendleton SBDC	Blue Mountain CC
Eugene SBDC	Lane CC	Portland SBDC	Portland CC
Gold Beach SBDC	Southwestern Oregon CC	Roseburg SBDC	Umpqua CC
Grants Pass SBDC	Rogue CC	Salem SBDC	Chemeketa CC
Gresham SBDC	Mt. Hood CC	Seaside SBDC	Clatsop CC
Klamath Falls SBDC	Klamath CC	The Dalles SBDC	Columbia Gorge CC
La Grande SBDC	Eastern Oregon University	Tillamook SBDC	Tillamook Bay CC
Lincoln City SBDC	Oregon Coast CC		

³ Chemeketa Community College, for example, offers a 24-hour course in Accounting Fundamentals as part of its "Ed to Go" program. The cost is \$99. It can also be accessed via the Salem SBDC.

⁴ The BizCenter Online Learning course list is available at the webpage <http://www.bizcenter.org/business-advice-courses/online-business-courses>.

Problem

Community colleges and SBDCs offer quality education on business-related topics.

In some cases, a person may elect a degree program that is more extensive than CCB's residential continuing education (RCE) requirement. Yet, that person obtains no credit towards RCE unless the community college is an approved provider.

More often, these publicly-funded entities offer adult and continuing education at no or low cost. Some use business professionals, like bankers and accountants, who volunteer their time.

Community colleges and SBDCs have locations throughout the state. These locations include the often underserved rural and coastal parts of the state. Many Oregon contractors live and work in these areas. Unlike their urban counterparts, they are often limited to online courses. Yet, they are the group least likely to have reliable, high-speed internet. SBDCs, in particular, can bridge this gap.

Community colleges and SBDCs may be unwilling (or, in some cases, unable) to pay the \$2,000 application fee to become an approved provider. They are nonprofits that rely upon taxpayer funds for their operations. Community colleges have already been accredited, meeting standards greater than CCB's approval process.

Community colleges and SBDCs should reasonably be expected to meet their financial obligations without requiring a surety bond.

Solution

CCB proposes to amend the following rules.

1. OAR 812-022-0025. This is the general rule for provider approval. The new rule will permit community colleges and SBDCs to become providers without paying the \$2,000 application fee.
2. OAR 812-022-0026. This is the fee rule. The new rule will permit community colleges and SBDCs to become providers without paying the \$2,000 application fee.
3. OAR 812-022-0027. This is the surety bond rule. The new rule will permit community colleges and SBDCs to become providers without obtaining a surety bond.

Temporary Rule

CCB proposes to adopt temporary rules. There is an urgent need for adequate and available courses, throughout the state. Contractors need these courses to renew their licenses starting January 1, 2014. Without community colleges and SBDCs as approved providers, sufficient quality courses may be unavailable.

Proposed Rule	Explanation
<p>812-022-0025 Provider Approval – Continuing Education for Residential Contractors (SB 783)</p> <p>(1) The agency will review and approve providers offering residential continuing education.</p> <p>(2) Providers will apply for approval on a form, and submit fees, prescribed by the agency.</p> <p>(3) Providers seeking approval to offer residential continuing education must submit the following to the agency:</p> <ul style="list-style-type: none"> (a) Name, address and contact information of the provider; (b) Business entity type of the provider and, if applicable, the Corporation Division business registry number; (c) Description of the subject area(s) the provider intends to offer; (d) Indication whether provider will offer: <ul style="list-style-type: none"> (A) Series A Courses; (B) Series B Courses; or (C) Both Series A and Series B Courses; and (e) Such other information or documentation as the agency may request. <p>(4) To qualify for approval, providers must:</p> <ul style="list-style-type: none"> (a) Employ or contract with instructors who have at least four years work experience or four years of education, or any combination of both, in the subject that they instruct; (b) Be capable of entering and transmitting electronic data to the agency; (c) Describe and follow a process for prompt resolution of complaints by registrants; (d) Describe a process for cancellations and refunding registrant payments. If the provider does not permit cancellation or refunds, it must provide notice of that fact in a conspicuous manner in its advertising, solicitation and registration materials; (e) Describe and follow attendance verification procedures; (f) Provide an evaluation opportunity as prescribed by the agency for course attendees to complete; (g) Be capable of submitting rating results to the agency by 12:00 noon of the business day following the day the contractor completes the course; (h) <u>Except as provided in OAR 812-022-0027(2), if [H]</u> offering agency developed courses, pursuant to an agreement under OAR 812-022-0018, or Series A Courses, provide a surety bond, as described in OAR 812-022-0027, in the amount of \$20,000 obligating the surety to pay the State of Oregon any fees unpaid by provider; (i) <u>Except as provided in OAR 812-022-0026(3), pay [Pay]</u> fees as provided under OAR 812-022-0026; and (j) Maintain records available for agency to inspect for at least six years. <p>(5) Only an approved provider may offer or provide residential</p>	<p>This amendment will permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.</p>

<p>continuing education to a contractor or a contractor's employees.</p> <p>(6) An approved provider may not allow any person not approved by the agency as a provider to offer or provide courses of the approved provider. For purposes of this rule, "offer or provide" includes, but is not limited to, assisting the contractor or the contractor's employees in obtaining or completing the courses or acting on behalf of an approved provider in advertising or soliciting the courses.</p> <p>(7) Provider approval will be valid for two (2) years from the date the provider is approved by the agency.</p> <p>(8) If providers change or add course types (Series A Courses or Series B Courses), they shall notify the agency within 24 hours.</p> <p>(9) If providers change or add instructors, they shall notify the agency within 24 hours.</p> <p>(10) Providers must re-submit an application and fees for renewal of approval. Renewal of approval will be subject to the same requirements as initial approval.</p> <p>(11) The agency may withdraw approval issued to any provider that violates Oregon Laws 2013, chapter 718, or any rule of the agency.</p> <p>Stat. Auth.: ORS 670.310, 701.126 and 701.235 Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (10/24/13, temp. 10/29/13)</p>	
<p>812-022-0026 Fees for Provider Approval – Continuing Education for Residential Contractors (SB 783)</p> <p>(1) Providers will remit to the agency a non-refundable fee of \$2,000, together with an application for approval, or renewal of approval, to offer Series A Courses, Series B Courses, or both Series A Courses and Series B Courses.</p> <p>(2) Providers will be assessed a fee of \$4 per student per hour for each Series A Course hour provided. Providers will pay agency the fees at the time provider submits each student's records. The agency will establish the manner in which the provider must remit payment. Students will receive credit for Series A Course hours only after CCB receives provider's payment.</p> <p><u>(3) The fees established under section (1) of this rule do not apply to Oregon public community colleges, small business development centers (including BizCenter Online Learning).</u></p> <p>Stat. Auth.: ORS 670.310, 701.126 & 701.235 Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (10/24/13)</p>	<p>This amendment will permit community colleges and SBDCs to become providers without paying the \$2,000 application fee.</p>
<p>812-022-0027 Surety Bond to Assure Performance of Agency Agreements</p> <p>(1) Providers that provide Series A Courses as provided in OAR 812-022-0015(2)(b), will maintain a surety bond in the amount of \$20,000, issued by a surety company authorized to do business in the State of Oregon, for the benefit of the State of Oregon, Construction Contractors Board. The bond must be in the form</p>	<p>This amendment will permit community colleges and SBDCs to become providers without obtaining a \$20,000 surety bond.</p>

“Series A Course Provider Surety Bond,” dated October 24, 2013.

(2) Section (1) of this rule does not apply to Oregon public community colleges, small business development centers (including BizCenter Online Learning).

Stat. Auth.: ORS 670.310, 701.126 and 701.235

Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783)
(10/24/13, temp. 10/29/13)

CONSTRUCTION CONTRACTORS BOARD

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Interoffice Memo

To: Craig P. Smith
Administrator

From: Kathleen Dahlin
Policy Analyst

Date: November 4, 2013

Subject: OAR 812-022-0015 & -0021 (Temporary Rules)

Background

The Construction Contractors Board (CCB) has been working on rules to implement Senate Bill (SB) 783 since shortly after the bill became law on August 1, 2013.¹

CCB has obtained input from a variety of individuals, groups and businesses since July 2013.

On September 5, 2013, CCB gave notice of intent to hold a rulemaking hearing and adopt rules on October 22, 2013, during the next scheduled board meeting. On October 22, 2013, CCB adopted permanent rules.

It has become apparent of the need for rule amendments to make the program workable.

Problem #1

As a practical matter, contractors renew before their licenses expire. It is possible a contractor will be licensed 6 years at the time of the scheduled license expiration. However, the contractor might apply for renewal when only 5 years and 11 months have passed since the first license issuance.

¹ The bill became law on August 1, 2013, because of an emergency clause. It applies to contractors that renew their licenses on or after January 1, 2014.

Solution #1: Amend OAR 812-022-0015 (Temporary Rule)

The agency needs to clarify that it is the “scheduled renewal date,” not when the actual renewal occurs, that establishes the look-back period for six-year licensure. CCB proposes to amend OAR 812-022-0015(3) to add the terms “scheduled” and “date” so that the rule refers to the license expiration date, not the date the contractor actually renews.

Problem #2

The agency needs to clarify that a plumbing contractor or electrical contractor must have an owner or employee complete the trade licensing continuing education to qualify the contractor for the exemption. Contractors are often business entities that cannot take courses; only their individual owners or employees can do that.

Solution #2: Amend OAR 812-022-0021 (Temporary Rule)

The agency proposes to add language in sections (2) and (3) to require, as a condition for qualifying for the exemption, that the contractor’s owner or employee must complete the trade licensing continuing education.

Proposed Rule	Explanation
<p>812-022-0015 Minimum Continuing Education Requirements – Continuing Education for Residential Contractors (SB 783)</p> <p>(1) Except as provided in section (3), residential contractors shall have an owner, officer, RMI or employee, or a combination of those persons, who complete a—minimum of eight hours of continuing education every licensing period as described in sections (2) and (3).</p> <p>(2) Residential continuing education hours consist of the following:</p> <p>(a) Three hours of education on laws, regulations and business practices offered by the agency or by an approved provider under an agreement with the agency; and</p> <p>(b) Five hours of Series A Courses, approved by the agency and offered by approved providers, in one or more of the following subjects:</p> <ul style="list-style-type: none"> (A) Construction business practices; (B) Marketing; (C) Customer service; (D) Accounting; (E) Business law; (F) Bidding; (G) Building Codes; or (H) Safety. <p>(3) Residential contractors that have not been licensed as a residential contractor during any part of the six-years immediately preceding their <u>scheduled</u> renewal <u>date</u> must complete an additional eight hours of residential continuing education offered by an approved provider. The education hours may include:</p> <p>(a) Series A Courses described in section (2)(b); or</p> <p>(b) Series B Courses in one or more of the following subjects:</p> <ul style="list-style-type: none"> (A) Energy efficiency; or (B) Trade specific subjects, such as roofing, excavation, or exterior shell construction, as selected by the contractor. <p>(4) Courses shall be a minimum of 50 minutes to qualify for one hour of residential continuing education credit. Courses shall be at least one credit hour.</p> <p>(5) Credit shall not be given for an individual student repeating the same residential continuing education course during a two-year licensing period.</p> <p>(6) If, during the two years immediately preceding the expiration date of the license, a residential contractor served on active duty in the United States armed forces, including but not limited to mobilization or deployment, the residential continuing education requirement is waived for that two-year licensing period. This exemption applies only if the residential contractor is a:</p> <ul style="list-style-type: none"> (a) Sole proprietor without employees; (b) Sole owner of a corporation; or (c) Sole member of a limited liability company. 	<p>The agency needs to clarify that it is the “scheduled renewal date,” not when the actual renewal occurs, that establishes the look-back period for licensure for six years.</p>

<p>Stat. Auth.: ORS 670.310, 701.126 & 701.235 Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (10/24/13)</p>	
<p>812-022-0021 Contractor Exemptions from Continuing Education – Continuing Education for Residential Contractors (SB 783)</p> <p>(1) Subject to section (2) of this rule, the following persons are exempt from completing Series A Courses required under OAR 812-022-0015(2)(b) and Series B Courses required under OAR 812-022-0015(3)(b):</p> <p>(a) Contractors licensed as plumbing contractors under ORS 447.010 to 447.156; and</p> <p>(b) Contractors licensed as electrical contractors under ORS 479.630.</p> <p>(2) A contractor that is exempt under this rule and has been licensed as a residential contractor during all of the six years immediately preceding renewal must complete sufficient course hours in trade licensing continuing education or Series A Courses to total five hours. <u>To qualify for the exemption, an owner or employee of the contractor must complete the trade licensing continuing education.</u></p> <p>(3) A contractor that is exempt under this rule and has not been licensed as a residential contractor during any part of the six years immediately preceding renewal must:</p> <p>(a) Complete sufficient course hours in trade licensing continuing education or Series A Courses to total five hours; and</p> <p>(b) Complete sufficient course hours in trade licensing education, Series A Courses, or Series B Courses to total eight hours.</p> <p><u>(c) To qualify for the exemption, an owner or employee of the contractor must complete the trade licensing continuing education.</u></p> <p>Stat. Auth.: ORS 670.310, 701.126 & 701.235 Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (10/24/13)</p>	<p>The agency needs to clarify that plumbing or electrical contractor's owner or employee must complete the trade licensing continuing education to qualify the contractor for the exemption.</p>

CONSTRUCTION CONTRACTORS BOARD

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Interoffice Memo

To: Craig P. Smith
Administrator

From: Kathleen Dahlin
Policy Analyst

Date: October 24, 2013

Subject: Temporary Rules: OAR 812-022-0027 (Amend); OAR 812-022-0029 (Adopt); 812-022-0034 (Adopt); OAR 812-022-0035 (Adopt)

Background

On August 1, 2013, Oregon created a new residential continuing education program. See Senate Bill (SB) 783. The program applies to contractors that renew their licenses on or after January 1, 2014.

The law contained an emergency clause. The Construction Contractors Board (CCB) can adopt rules to approve providers, and approve or register courses, in advance of January 1, 2014.

On September 5, 2013, the CCB gave notice of intent to hold a rulemaking hearing. The rulemaking hearing was held on October 22, 2013, during the board's regular meeting. The board adopted several rules to implement SB 783,

CCB has become aware of the need to modify one rule adopted by the board and create three new rules to implement the new law. It was not possible to anticipate the need for these rules on or before September 5, 2013. However, the rules must be in place immediately in order to have providers and courses available for contractors renewing as soon as January 1, 2014.

Problem #1

OAR 812-022-0027, adopted by the board on October 22, 2013, created a bond form for providers that entered into agreements with CCB to offer CCB-developed courses. It also created a bond form for Series A Course providers. CCB has decided to wait until

April 1, 2014, to enter into agreements with providers. However, there is an immediate need for a surety bond for Series A providers.

The rule also required that the board approve the surety bond form. CCB generally creates a bond form and designates that form in the rule.

Solution #1: Temporarily Amend OAR 812-022-0027

CCB amends OAR 812-022-0027 (on a temporary basis) to delete references to the agency agreements with providers. The rule can be revised at a later date, if and when the agency begins entering into provider agreements.

CCB temporarily amends OAR 812-022-0027 to refer to a bond form that the agency created and will use for Series A providers.

Problem #2

When CCB initiated the rulemaking process on September 5, 2013, it did not include a rule requiring payment for Series A Course approval. This was an oversight. CCB staff will need to review and approve individual courses. Fees are the only source of revenue for the new residential continuing education program.

Solution #2: Add OAR 812-022-0029 as a Temporary Rule

CCB adds OAR 812-022-0029 as a temporary rule. The rule establishes a course approval fee of \$100.

Problem #3

When CCB initiated the rulemaking process on September 5, 2013, it did not include rules relating to managing Series B Courses. The agency came to realize that it would need to track those courses both at the provider and the contractor level.

Solution #3: Add OAR 812-022-0034 as a Temporary Rule

CCB adds OAR 812-022-0034 as a temporary rule. The rule describes when contractors may take Series B Courses. The rule provides that CCB will register Series B Courses. The rule outlines the information that a Series B Course provider must submit to CCB. There is no charge for Series B Course registration.

Problem #4

When CCB initiated the rulemaking process on September 5, 2013, it did not include rules relating to managing Series B Courses. The agency came to realize that it would need to track those courses both at the provider and the contractor level.

Solution #4: Add OAR 812-022-0035 as a Temporary Rule

CCB adds OAR 812-022-0035 as a temporary rule. The rule requires that providers offering Series B Courses maintain student rosters. It describes the information that must be included in a student roster. It requires providers to send data to CCB and sets deadlines for submitting data. It also requires providers to issue certificates of completion to students completing Series B Courses.

TEMPORARY RULE AMENDMENT

Proposed Temporary Rule	Explanation
<p>812-022-0027 Surety Bond to Assure Performance of Agency Agreements Providers that [enter into agreements to] provide [the agency's courses on laws, regulations and business practices, as provided in OAR 812-022-0018, or] Series A Courses as provided in OAR 812-022-0015(2)(b), will maintain a surety bond in the amount of \$20,000, issued by a surety company authorized to do business in the State of Oregon, for the benefit of the State of Oregon, Construction Contractors Board. [The bond must be in the form adopted by the board as the Residential Continuing Education Provider Surety Bond for Payment of Fees.] <u>The bond must be in the form "Series A Course Provider Surety Bond," dated October 24, 2013.</u> Stat. Auth.: ORS 670.310, 701.126 & 701.235 Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (10/24/13)</p>	<p>Amend the rule to delete references to the agency agreements with providers. The rule can be revised at a later date, if and when the agency begins entering into provider agreements.</p> <p>Amend to refer to bond form that the agency created and will use for Series A providers.</p>
<p>812-022-0029 Fees for Course Approval – Continuing Education for Residential Contractors (SB 783) Providers will remit to the agency a non-refundable fee of \$100 together with an application for approval of any Series A Course. Stat. Auth.: ORS 670.310 and 701.235 Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783) (New)</p>	<p>Adopt to require a \$100 fee for course approval of any Series A Course.</p>
<p>812-022-0034 <u>Completion and Registration of Series B Courses – Continuing Education for Residential Contractors (SB 783)</u> <u>(1) Contractors that were not licensed as a residential contractor during any part of the six-year period immediately preceding the renewal must complete eight hours of residential continuing education, which may include Series A Courses described in OAR 812-022-0015(2)(b) or Series B Courses described in OAR 812-022-0015(3)(b).</u> <u>(2) The agency will register Series B Courses authorized under OAR 812-022-0015(3)(b). Providers seeking course approval must be approved providers under OAR 812-022-0025.</u> <u>(3) A provider registering Series B Courses must submit the following:</u> <u>(a) Course name, course description, objective of the offered course, and number of hours of continuing education credit;</u> <u>(b) Cost of the offered course;</u> <u>(c) For live classes and classes held in real time:</u> <u>(A) Anticipated date, time, place of the course; and</u> <u>(B) Number of registrants that each course can accommodate;</u> <u>(d) For self-study courses:</u> <u>(A) Anticipated date when the course will first be offered; and</u> <u>(B) The length of time a student has to complete the course and receive credit.</u> <u>(e) Any other information as directed by the agency.</u> <u>(4) Series B Course registration will be valid for two (2) years from the date the provider is approved by the agency.</u> <u>(5) Providers must re-submit a registration form for renewal of Series B Course registration. Renewal of registration will be subject to the same</u></p>	<p>Adopt to describe when contractors may take Series B Courses. Contractors with less than 6 years' experience are required to complete eight hours of Series A or Series B Courses. (See Dahlin memo dated 10/24/13.)</p> <p>Requires RCE provider approval prior to submitting a Series B course for registration. (See Fox memo dated 10/24/13.)</p>

<p><u>requirements as initial registration.</u> <u>Stat. Auth.: ORS 670.310, 701.126 and 701.235</u> <u>Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783)</u> <u>(New)</u></p>	
<p style="text-align: center;"><u>Operative 1-1-14</u></p> <p><u>812-022-0035</u> <u>Provider Rosters, Notification of Completion and Certificates of Completion for Series B Course Hours – Continuing Education for Residential Contractors (SB 783)</u> <u>(1) Providers will maintain rosters capturing data for all contractors that complete Series B Courses, as described in 812-022-0015(3)(b). Rosters will contain the following information:</u> <u>(a) Course name and any other information identifying course, as required by agency;</u> <u>(b) Contractor’s name;</u> <u>(c) Contractor’s license number;</u> <u>(d) Name of individual attending or completing the course;</u> <u>(e) Relationship of individual completing the course to contractor (e.g. owner, officer, member, employee);</u> <u>(f) Date individual attended or completed the course;</u> <u>(g) Number of hours credit obtained by attending or completing the course; and</u> <u>(h) Certification by individual completing the course that the identified individual:</u> <u>(A) Attended or completed the entire course; and</u> <u>(B) No other individual attended, completed or assisted in completing the course in place of the individual.</u> <u>(2) Providers will transmit data, as directed by the agency, containing the information in section (1) and notifying the agency when a contractor completes a Series B Course. Providers must submit data by 12:00 noon of the business day following the date the contractor completes the course.</u> <u>(3) Upon satisfactory completion of each Series B Course, providers will prepare a certificate of completion for the person completing the course. The certificate of completion will contain the following information:</u> <u>(a) Provider name;</u> <u>(b) Provider number assigned by the agency;</u> <u>(c) Course name;</u> <u>(d) Course number assigned by the agency;</u> <u>(e) Number of credit hours;</u> <u>(f) Date of course completion;</u> <u>(g) Student name;</u> <u>(h) Name of contractor with which student is associated;</u> <u>(i) Contractor CCB number; and</u> <u>(j) Any other information required by the agency.</u> <u>Stat. Auth.: ORS 670.310, 701.126 and 701.235</u> <u>Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783)</u> <u>(New)</u></p>	<p>Adopt to require providers to maintain student rosters for Series B Courses. Describes information that must be included in student rosters. Requires providers to issue certificate of completion for each Series B course and indicates what information must be contained in certificate. Operative 1/1/14</p>



Oregon

John A. Kitzhaber, MD, Governor

Construction Contractors Board

www.oregon.gov/ccb

Mailing Address:

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700 Summer St NE

Suite 300

503-378-4621

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Oregon Relay 7-1-1

October 11, 2013

Phillip Peach
Oregon Contractor Education
PO Box 3284
Clackamas OR 97015

Michael Melvin
At Your Pace Online
270 Gerverna Glen
Grants Pass OR 97527

Ted Johnson and Cecilia Delarosa
American Contractors Organization
10580 SW McDonald #101
Tigard OR 97224

Dear Messrs. and Madam:

Thank you for your input and questions regarding draft rules the agency is working on to implement SB 783 (2013). Please know that your input is important to us as we work towards gaining consensus from various stakeholders who are affected by SB 783.

The agency is hopeful that it can reach a consensus with regards to the policy decisions that will be necessary to implement the legislation.

We have held 12 meetings across the state this summer with contractors in an effort to determine an acceptable way to manage and administer this new law, and comply with the legislature's request that we engage our licensees and other CCB stakeholders in efforts to seek regulatory reforms.

We have held one large stakeholder meeting with education providers and have filed draft rules.

We received your letter dated October 2, 2013, about Senate Bill (SB) 783. We understand that you believe that some parts of the Construction Contractors Board's (CCB's) recent rule filing are inaccurate, unclear or inconsistent with the intent of the new law.

I met with Phil Peach on Wednesday, October 9, 2013 to talk about your concerns. We will hold a teleconference for 9:00 a.m. on Friday, October 11, 2013, so we might further discuss your concerns.

1. Fiscal and Economic Impact:

While the rule notice indicates that rule changes may not have a fiscal impact, with regards to the cost of implementing SB 783, the rule notice states:

“The CCB estimates the following costs to implement SB 783 (2013):

Estimated Training Provider Application and Course Fees:

- \$2,000 non-refundable per application fee
- Course fees: \$5 per student per course hour offered for each approved course
- \$20,000 Surety Bond estimated cost of \$400.”

Other fiscal impacts are listed for resident contractors.

2. Small Business Involvement in Rule Development:

From June 25, 2013, through August 23, 2013, CCB held 13 stakeholder meetings throughout the state. A meeting was held at Clackamas Community College Small Business Development Center on June 25. Another was held at Rogue Community College on July 25. CCB provided notice of these meetings in a variety of ways. One item on the agenda of each meeting was continuing education. CCB receive several comments regarding that item.

In addition, CCB intends to hold additional specific stakeholder meetings on just SB 783. CCB will take written testimony on the draft rules until October 22, 2013 or at a later date, and will hold a rulemaking hearing at its Board meeting on that date. (It was necessary to give rulemaking notice in advance to meet filing requirements).

3. OAR 812-022-0010(1):

The issue of timing of renewals is something that CCB is still working on and welcomes comments and suggestions.

4. OAR 812-022-0010(2):

The draft rules do not penalize contractors that might have completed education under the “old” system when their renewal was on or after January 1, 2014. SB 783 allows this application.

5. OAR 812-022-0034(1):

CCB has clarified, in a more recent rule draft, the distinction between CCB courses, “Series A Courses” (referring to agency-approved courses) and “Series B Courses” (referring to courses offered by approved providers but not approved by CCB).

6. OAR 812-022-0045(1):

All providers that offer courses – whether or not the courses are approved – must be approved providers. Otherwise, CCB will not consider the courses as qualifying for continuing education credit.

7. OAR 812-022-0026(4) and \$5 fee:

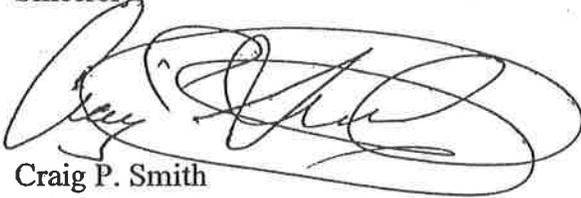
SB 783 contains the following language:

“The board may charge an approved provider a reasonable fee for each attendee completing course hours in approved continuing education to cover board costs associated with administering the residential contractor education program.”

This language was adopted because there was no reasonable way to estimate the number of providers and courses the agency would need to approve. One way to address revenue and expenses for the unknown number of providers and courses was to create a per-student per-course fee collected after contractors completed the courses. The \$5 per-student per-course hour fee may need further study.

We welcome your comment and input as CCB adopts the necessary rules to implement SB 783. The legislature attached an emergency clause to SB 783, so we would be remiss to not take seriously the need to adopt rules in a diligent and expeditious manner.

Sincerely

A handwritten signature in black ink, appearing to read "Craig P. Smith", enclosed within a large, loopy oval scribble.

Craig P. Smith
Administrator

CPS:cd

c: Rep. Kim Thatcher
Sen. Rod Monroe
Sen. David Gomberg

L-RCE Providers 10-2013.docx

CONSTRUCTION CONTRACTORS BOARD

700 Summer St NE Suite 300
PO Box 14140
Salem OR 97309-5052
503-378-4621
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Interoffice Memo

To: Craig P. Smith
Administrator

From: Catherine Dixon
Management Assistant

Date: December 20, 2013

Subject: Permanent Administrative Rules Filed

Attached is a copy of the permanent administrative rules that were adopted at the December 3, 2013 Board meeting. The rules were filed on December 19, 2013, and become effective January 1, 2014. No further action is needed.

The rule filing covered:

1. Amend rules to implement 2013 legislative changes.

- 812-002-0120 is amended to implement OR Laws Ch. 378 (HB 2524) (2013) that increase the casual, minor or inconsequential work from \$500 to \$1,000.
- 812-003-0131 is amended to remove the reference to July 1, 2008, and to add the new endorsements Residential Locksmith Services Contractor, Home Inspector Services Contractor, Home Service Contractor, and Home Energy Performance Score Contractor to implement SB 207 and HB 2801.
- 812-003-0152 is amended to remove unnecessary references and to replace the reference to “ordered” with “determined” by the agency to reflect 2011 statute changes regarding the dispute resolution process.
- 812-003-0153 is amended to remove unnecessary references and to replace the reference to “ordered” with “determined” by the agency to reflect 2011 statute changes regarding the dispute resolution process.
- 812-003-0171 is amended to remove the reference to July 1, 2008, and to add the bond amounts for the new endorsements Residential Locksmith Services Contractor, Home Inspector Services Contractor, and Home Service Contractor to implement SB 207.

- 812-003-0175 is amended to remove a reference that has been repealed and to add reference to “determination” by the agency to reflect 2011 statute changes regarding the dispute resolution process, and updates cite references.
- 812-003-0180 is amended to add reference to “determination” by the agency to reflect changes made in 2011 to the statutes regarding the dispute resolution process.
- 812-003-221 is amended to remove the reference to July 1, 2008, and to add the new endorsements Residential Locksmith Services Contractor, Home Inspector Services Contractor, and Home Service Contractor to implement SB 207.
- 812-003-0240, 812-021-0021 are amended to implement OR Laws Ch. 196 (HB 2268) (2013) that changes the term “licensed” architect to “registered”.
- 812-003-0250 is amended to add reference to business entities that “utilize one or more workers supplied by a worker leasing company to implement SB 207.
- 812-003-0260 is amended to add information required in new license applications for new contractor license endorsements created by SB 207 and HB 2801 (2013), and updates cite references.
- 812-003-0290 is amended to remove the reference to licenses renewing on or before July 1, 2008 since no such licenses remain.
- 812-003-0310 is amended to add reference to limited partnerships and conditions for entity to remain unchanged, hence qualifying for a valid license card. Implements SB 207 (2013).
- 812-003-0320 is amended to add reference to limited partnerships, which are a business entity that may operate as a contractor. Implements SB 207 (2013).
- 812-003-0390 is amended to add reference to “determination” by the agency to reflect changes made in 2011 to statutes regarding dispute resolution process.
- 812-003-0400 is amended to remove reference to ORS 701.085 which was renumbered to ORS 701.068.
- 812-003-0430 is amended to change the word “claim” to “complaint” and remove reference to commenced on or after January 1, 1998 since there are no longer any liens perfected or complaints subject to CCB jurisdiction that occurred before that date, and correct cite references.
- 812-003-0440 is amended to correct cite references.
- 812-008-0030 is amended to add reference to the new “home inspection services contractor” endorsement created by SB 207 (2013), adds provisions to clarify that persons who assign home energy performance scores are exempt from the rules governing home inspectors (SB 207 – 2013), and adds provisions that home inspection services contractors are not required to complete continuing education (HB 2801 – 2013).

- 812-008-0040 is amended to add the reference to the new “home inspection services contractor” endorsement created by SB 207 (2013), and adds the term “individual” before the word “applicant” to clarify that education is required of the individual, not the business.
- 812-012-0110 is amended to implement OR Laws Ch. 168 (SB 205) (2013) the agency, by rule, adopts the mandatory contract terms.
- 812-021-0005 is amended to add definition that employee includes leased workers from a licensed worker leasing company.
- 812-021-0045 is amended to allow contractor to claim continuing education complete by leased worker only if the leased worker completed the courses while leased to the contractor.
- 812-021-0047 is amended to allow only one contractor to claim continuing education credits earned by a leased worker.
- 812-025-0000 is amended to implement OR Laws Ch. 8 (HB 2436) (2013) changes that limit certification to primary contractors for EEAST certification.
- 812-25-0005 is amended to implement OR Laws Ch. 8 (HB 2436) (2013) by adding a definition for primary contractors in regard to EEAST certification.
- 812-025-0010 is amended provide that a licensed contractor may apply to CCB for certification to participate “as a primary contractor” in the construction of small scale local energy projects financed by the EEAST program. (HB 2436 – 2013).
- 812-030-0000 and 812-030-0240 is amended to remove reference to July 1, 2010 that is no longer necessary and to add reference to the new endorsement “residential locksmith contractor” created by SB 207 (2013).

2. Adopt rules to implement Ch. 383 OR Laws 2013 (HB 2801):

- 812-032-0000 is adopted to create definitions relating to home energy performance scores.
- 812-032-0100 is adopted to establish the application requirements to implement HB 2801.
- 812-032-0110 is adopted to establish the certificate requirements to implement HB 2801.
- 812-032-0120 is adopted to establish the requirements to issue certificates to individuals applying to renew a home energy assessor’s certificate.
- 812-032-0123 is adopted to establish that CCB will issue a certificate and pocket card to qualified home energy assessors and establish a fee for replacement cards.

- 812-032-0130 is adopted to establish requirements for renewal of the home energy assessor certificates.
- 812-032-0135 is adopted to establish requirements for home energy assessors to keep CCB informed of their mailing and email address.
- 812-032-0140 is adopted to establish home energy assessor must be an owner or worker for a licensed contractor, and includes home energy performance score contractors.
- 812-032-0150 is adopted to establish fees for the initial application, initial issuance and renewal of home energy assessor certificates.

3. Repeal the following rules:

- 812-003-0130 is repealed because the rule is outdated CCB no longer has license categories.
- 812-003-0140 is repealed because it is no longer necessary as it applied to license applications, renewals and reissuance until June 30, 2010.
- 812-003-0141 is repealed because it is no longer necessary as it applied to four year licenses issued on or before July 1, 2008 and no such license exists.
- 812-003-0150 and 812-003-0170 are repealed because they are outdated and no longer necessary as it relates to bonds issued before July 1, 2008.
- 812-003-0220 is repealed because it is outdated, it relates to insurance amounts for licenses issued before July 1, 2008.

Secretary of State
Certificate and Order for Filing
PERMANENT ADMINISTRATIVE RULES

I certify that the attached copies are true, full and correct copies of the PERMANENT Rule(s) adopted on 12/03/2013 by the
Construction Contractors Board 812

Agency and Division

Administrative Rules Chapter Number

Catherine Dixon

(503) 934-2185

Rules Coordinator

Telephone

700 Summer St. NE, Suite 300, Salem, OR 97310

Address

To become effective 01/01/2014 Rulemaking Notice was published in the November 2013 Oregon Bulletin.

RULE CAPTION

Implement 2013 Legislation, Housekeeping, New Endorsements, Contract Requirements, Home Energy Assessors, Worker Leasing

Not more than 15 words that reasonably identifies the subject matter of the agency's intended action.

RULEMAKING ACTION

Secure approval of new rule numbers with the Administrative Rules Unit prior to filing.

ADOPT:

812-032-0000, 812-032-0100, 812-032-0110, 812-032-0120, 812-032-0123, 812-032-0130, 812-032-0135, 812-032-0140, 812-032-0150

AMEND:

812-002-0120, 812-003-0131, 812-003-0152, 812-003-0153, 812-003-0171, 812-003-0175, 812-003-0180, 812-003-0221, 812-003-0240, 812-003-0250, 812-003-0260, 812-003-0290, 812-003-0310, 812-003-0320, 812-003-0390, 812-003-0400, 812-003-0430, 812-003-0440, 812-008-0030, 812-008-0040, 812-012-0110, 812-021-0005, 812-021-0021, 812-021-0045, 812-021-0047, 812-025-0000, 812-025-0005, 812-025-0010, 812-030-0000, 812-030-0240

REPEAL:

812-003-0130, 812-003-0140, 812-003-0141, 812-003-0150, 812-003-0170, 812-003-0220

RENUMBER:

AMEND AND RENUMBER:

Statutory Authority:

ORS 183.310 to 183.500, 183.310 to 183.545, 670.310, 670.605, 701.068, 701.088, 701.126, 701.235, 701.238, 701.280, 701.305, 701.315, 701.320, 701.330, 701.335, 701.350, 701.992

Other Authority:

Chapter 8 OR Laws 2013 (HB 2436), Chapter 168 OR Laws 2013 (SB 205), Chapter 196 OR Laws 2013 (HB 2268), Chapter 300 OR Laws 2013 (SB 207), Chapter 378 OR Laws 2013 (HB 2524)

Statutes Implemented:

ORS 25.270, 25.785, 25.990, 470, 470.560, 656.027, 670.310, 670.600, 670.605, 701.005, 701.010, 701.035, 701.042, 701.046, 701.050, 701.056, 701.063, 701.068, 701.073, 701.081, 701.084, 701.088, 701.098, 701.100, 701.108, 701.119, 701.0122, 701.126, 701.131, 701.238, 701.305, 701.330, 701.335, 701.350, 701.355, 701.475 to 701490, 701.480, 701.490, OR Laws ch. 753, OR Laws 2009 ch. 753, sections 42, 46a, 48 & 49, OR Laws 2013, ch. 383.

RULE SUMMARY

Amend rules to implement 2013 legislative changes.

812-002-0120 is amended to implement OR Laws Ch. 378 (HB 2524) (2013) that increase the casual, minor or inconsequential work from \$500 to \$1,000.

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812-003-0220 is repealed because it is outdated, it relates to insurance amounts for licenses issued before July 1, 2008.

NOTE: In order to save postage and printing costs in these difficult times, CCB is only providing a copy of the notice. To view the language of each individual rule change, please go to our web site at http://www.oregon.gov/CCB/Laws_Rules.shtml#Administrative_Rule_Notices. If you don't have web access, contact Cathy Dixon at (503) 934-2185 for assistance in receiving a cop

Catherine Dixon
Rules Coordinator Name

Catherine.A.Dixon@state.or.us
Email Address

FILED 12-19-13 1:04 PM ARCHIVES DIVISION SECRETARY OF STATE

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812-002-0120

Casual, Minor or Inconsequential

“Casual, minor or inconsequential” as used in ORS 701.010(4) means work not of a structural nature which cannot affect the health or safety of the owner or occupant of the structure, the value of which is less than ~~[\$500]~~ **\$1,000** and does not include work done as a subcontractor to a licensee.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 656.027 and 701.010

(4/98, 6/00, 12/13 eff. 1/1/14)

[812-003-0130

License Categories

Until July 1, 2010, the following are license categories as provided in ORS 701.005 (2005 edition):

(1) General Contractor—All structures. A person licensed in this category may:

(a) Bid or perform work on three or more unrelated building trades or crafts on all types of structures, and

(b) Bid or perform the work of a Specialty Contractor—All Structures.

(2) General Contractor—Residential Only. A person licensed in this category may:

(a) Bid or perform work on three or more unrelated building trades or crafts on residential structures or small commercial properties only; and

(b) Bid or perform the work of a Specialty Contractor—Residential Only.

(3) Specialty Contractor—All structures. A person licensed in this category may:

(a) Bid or perform work on two or less unrelated building trades or crafts with no dollar limit on all types of structures.

(b) If three or more unrelated trades or crafts are performed or subcontracted out, the entire contract price cannot exceed \$2,500.

(4) Specialty Contractor—Residential Only. A person licensed in this category may:

(a) Bid or perform work on two or less unrelated building trades or crafts with no dollar limit on all residential structures or small commercial properties only.

(b) If three or more unrelated trades or crafts are performed or subcontracted out, the entire contract price cannot exceed \$2,500.

(5) Limited Contractor. A person licensed in this category may:

(a) Bid or perform Specialty Contractor, General Contractor, residential, small commercial and large commercial construction work, as long as all of the following conditions are met:

(A) The licensee's annual gross business sales do not exceed \$40,000.

(B) The licensee does not enter into a contract in which the contract price exceeds \$5,000.

(C) If the contract price in a contract for work performed by the licensee is based on time and materials, the amount charged by the licensee shall not exceed \$5,000.

(D) The licensee consents to inspection by the Construction Contractors Board of its Oregon Department of Revenue tax records to verify compliance with paragraph (5)(a)(A) of this rule.

(E) For purposes of this section, “contract” includes a series of agreements between the licensee and a person for work on any single work site within a one-year period.

(6) Inspector. A person licensed in this category may:

(a) Bid or perform inspections, but may not construct, alter, repair, add to, subtract from, improve, move, wreck or demolish for another, any building, highway, road, railroad, excavation or other structure, project, development or improvement attached to real estate or do any part thereof, or act as a contractor performing construction management on a project that involves any of these activities.

(7) Licensed Developer. A person licensed in this category may arrange for construction work on property they own or have an interest in as long as they meet the conditions in ORS 701.005(8) (2005 edition).]

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.005 (2005 edition), 701.078 (2005 edition), and 701.085 (2005 edition)

(12/04, 5/06, 6/07, 2/08, 12/13 eff. 1/1/14)

License Endorsements

[Effective July 1, 2008 for new and renewal licenses, the] **The** following are license endorsements [as provided in ORS 701.081 and 701.084] **for new and renewal licenses:**

(1) Residential General Contractor. A licensee holding this endorsement may bid or perform work involving an unlimited number of unrelated building trades or crafts on residential or small commercial structures.

(2) Residential Specialty Contractor. A licensee holding this endorsement may:

(a) Bid or perform work involving two or less unrelated building trades or crafts on residential or small commercial structures.

(b) If three or more unrelated trades or crafts are performed or subcontracted out, the entire contract price cannot exceed \$2,500.

(3) Residential Limited Contractor. A licensee holding this endorsement may bid or perform work involving residential or small commercial structures, as long as all of the following conditions are met:

(a) The licensee's annual gross business sales do not exceed \$40,000.

(b) The licensee does not enter into a contract in which the contract price exceeds \$5,000.

(c) If the contract price in a contract for work performed by the licensee is based on time and materials, the amount charged by the licensee shall not exceed \$5,000.

(d) The licensee consents to inspection by the Construction Contractors Board of its Oregon Department of Revenue tax records to verify compliance with paragraph (3)(a) of this rule.

(e) For purposes of this section, "contract" includes a series of agreements between the licensee and a person for work on any single work site within a one-year period.

(4) Residential Developer. A licensee holding this endorsement may develop property zoned for or intended for use compatible with a residential or small commercial structure as long as the licensee meets the conditions in ORS 701.042.

(5) Residential Locksmith Services Contractor. A licensee holding this endorsement may operate a business that provides the services of locksmiths for residential or small commercial structures. The licensee may not, however, engage in any other contractor activities. The licensee must have at least one owner or employee who is a certified locksmith.

(6) Home Inspector Services Contractor. A licensee holding this endorsement may operate a business that provides the services of home inspectors. The licensee may not, however, engage in any other contractor activities. The licensee must have at least one owner or employee who is a certified home inspector.

(7) Home Services Contractor. A licensee holding this endorsement may operate a business that provides service, repair or replacement pursuant to the terms of a home service agreement. The licensee may not, however, engage in any other contractor activities.

(8) Home Energy Performance Score Contractor. A licensee holding this endorsement may operate a business that assigns home energy performance scores. The licensee may not, however, engage in any other contractor activities. The licensee must have at least one owner or employee who is a certified home energy assessor.

~~[(5)]~~ **(9) Commercial General Contractor – Level 1. A licensee holding this endorsement may bid or perform work involving an unlimited number of unrelated building trades or crafts on small or large commercial structures.**

~~[(6)]~~ **(10) Commercial Specialty Contractor – Level 1. A licensee holding this endorsement may bid or perform work involving two or less unrelated building trades or crafts on small or large commercial structures.**

~~[(7)]~~ **(11) Commercial General Contractor – Level 2. A licensee holding this endorsement may bid or perform work involving an unlimited number of unrelated building trades or crafts on small or large commercial structures.**

~~[(8)]~~ **(12) Commercial Specialty Contractor – Level 2. A licensee holding this endorsement may bid or perform work involving two or less unrelated building trades or crafts on small or large commercial structures.**

~~[(9)]~~ **(13) Commercial Developer. A licensee holding this endorsement may develop property zoned for or intended for use compatible with a small or large commercial structure as long as the licensee meets the conditions in ORS 701.042.**

(14) A contractor's license may contain:

(a) One residential endorsement;

(b) One commercial endorsement; or

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(c) One residential endorsement and one commercial endorsement.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.042, 701.081 and 701.084

(2/08, 12/13 eff. 1/1/14)

[812-003-0140

License Application Fees

(1) The application fee for all new, renewal, or reissued licenses is \$260.

(2) Except as provided in section (3) of this rule, application fees will not be refunded or transferred.

(3) If a licensee submits an application to renew a license and the agency cannot renew the license because the applicant has formed a new business entity, the agency may refund the renewal application fee, less a \$40 processing fee.

(4)(a) Any licensee in the United States armed forces need not pay a license renewal fee if such fee would be due during the licensee's active duty service.

(b) A licensee in the United States armed forces shall pay the next license renewal fee that will become due after the licensee is discharged from active duty service.

(c) The agency may request that the licensee provide documentation of active duty status and of discharge.

(d) Section (4) of this rule applies to licensees that are sole proprietors or partners in a general partnership.]

Stat. Auth.: ORS 670.310, 701.238 and 701.235

Stats. Implemented: ORS 701.056, 701.063, and 701.238

(12/04, 8/05, 12/06, 2/08, 1/09 (eff. 2/1/09), 9/09, 11/09 (eff. 1/1/10), 12/13 eff. 1/1/14)

[812-003-0141

Four-Year Renewal Fees

If, on or before July 1, 2008, a licensee paid an application fee for a four-year renewal and voluntarily terminated their license within the first two years following the renewal, the agency may refund the unused two-year application fee of \$260, less processing fee, only if the following conditions are met:

(1) The licensee will submit a written request for a voluntary termination of the license and a refund of the unused two-year fee;

(2) The licensee will return the original license card(s) to the agency; and

(3) The agency will retain a \$130 processing fee.]

Stat. Auth.: ORS 670.310, 701.238 and 701.235

Stats. Implemented: ORS 701.056, 701.063, and 701.238

(1/09 (eff. 2/1/09), 12/13 eff. 1/1/14)

[812-003-0150

Bonds, Generally

(1) A properly executed bond must:

(a) Be signed by an authorized agent of the surety or by one having power of attorney; must bear a bond number; and must be filed within the time stated on the bond. Additionally, the agency may require the licensee and surety to use the most recent revision of the surety bond form.

(b) If issued before July 1, 2008, include the following:

"NOW THEREFORE, the conditions of the foregoing obligation are that if said principal with regard to all work done by the principal as a "contractor" as defined by ORS 701.005, shall pay all amounts that may be ordered by the Construction Contractors Board against the principal by reason of negligent or improper work or breach of contract in performing any of said work, in accordance with ORS chapter 701 and OAR chapter 812, then this obligation shall be void; otherwise to remain in full force and effect.

This bond is for the exclusive purpose of payment of final orders of the Construction Contractors Board in accordance with ORS chapter 701.

This bond shall be one continuing obligation, and the liability of the surety for the aggregate of any and all claims, which may arise hereunder, shall in no event exceed the amount of the penalty of this bond.

This bond shall become effective on the date the principal meets all requirements for licensing or renewal and shall continuously remain in effect until depleted by claims paid under ORS chapter 701, unless the surety sooner cancels the bond. This bond may be canceled by the surety and the surety be relieved of further liability for work performed on contracts entered after cancellation by giving 30 days' written notice to the principal and

the Construction Contractors Board of the State of Oregon. Cancellation shall not limit the responsibility of the surety for final orders relating to work performed during the work period of a contract entered into prior to the cancellation.

This bond shall not be valid for purposes of licensing in accordance with ORS chapter 701 unless filed with the Construction Contractors Board within sixty (60) days of the date shown below."

(2) If a complaint is filed against a licensee for work done during the work period of a contract entered while the security required under ORS 701.085 is in effect, the security must be held until final disposition of the complaint.

(3) Bond documents received at the agency office from a surety company or agent via electronic facsimile must be accepted as original documents. The surety must provide the original bond document to the agency upon request.]

Stat. Auth.: ORS 670.310, 701.085 (2005) and 701.235

Stats. Implemented: ORS 701.068, 701.085 (2005) and 701.088

(12/04, 12/06, 12/07, 6/08, 12/13 eff. 1/1/14)

812-003-0152

Residential Bonds Generally

(1) [~~For all new applications or renewals for residential contractor endorsements on or after July 1, 2008, a~~] A properly executed residential bond must:

(a) Be signed by an authorized agent of the surety or by one having power of attorney; must bear a bond number; and must be filed within the time stated on the bond.

(b) Be in the form adopted by the Construction Contractors Board as the "Construction Contractors Board Residential Surety Bond" dated November 1, 2007.

(2) If a complaint is filed against a licensee for work done during the work period of a contract entered while the security required under ORS [~~701.085 (2005) or~~] 701.068 or 701.088 is in effect, the security must be held until final disposition of the complaint.

(3) Bond documents received at the agency office from a surety company or agent via electronic facsimile or as a PDF file transmitted by e-mail or electronically may [must] be accepted as original documents. The surety must provide the original bond document to the agency upon request.

(4) A residential bond is available only for payments [~~ordered~~] determined by the agency involving residential or small commercial structures or for the development of property zoned or intended for use compatible with residential or small commercial structures.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.068 and 701.081

(2/08, 6/08, 12/13 eff. 1/1/14)

812-003-0153

Commercial Bonds Generally

(1) [~~For all new applications or renewals for commercial contractor endorsements on or after July 1, 2008,~~] a] A properly executed commercial bond must:

(a) Be signed by an authorized agent of the surety or by one having power of attorney; must bear a bond number; and must be filed within the time stated on the bond.

(b) Be in the form adopted by the Construction Contractors Board as the "Construction Contractors Board Commercial Surety Bond" dated November 1, 2007.

(2) If a complaint is filed against a licensee for work done during the work period of a contract entered while the security required under ORS [~~701.085 (2005) or~~] 701.068 is in effect, the security must be held until final disposition of the complaint.

(3) Bond documents received at the agency office from a surety company or agent via electronic facsimile or as a PDF file transmitted by e-mail or electronically may [must] be accepted as original documents. The surety must provide the original bond document to the agency upon request.

(4) A commercial bond is available only for payments [~~ordered~~] determined by the agency involving small or large commercial structures or for the development of property zoned or intended for use compatible with large or small commercial structures.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.068 and 701.084

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(2/08, 6/08, 12/13 eff. 1/1/14)

[812-003-0170

Bond, Letter of Credit or Cash Deposit

(1) Except as provided in subsection (2) below, a surety bond, letter of credit or cash deposit required under ORS 701.085 (2005) or 701.068 or 701.088 must be in one of the following amounts:

- (a) For a General Contractor—All Structures: \$15,000
- (b) For a General Contractor—Residential: \$15,000
- (c) For a Specialty Contractor—All Structures: \$10,000
- (d) For a Specialty Contractor—Residential: \$10,000
- (e) For a Limited Contractor: \$5,000
- (f) For an Inspector: \$10,000
- (g) For a Licensed Developer: \$15,000

(2) Effective January 1, 2008, through June 30, 2008, a surety bond, letter of credit or cash deposit required under ORS 701.068 or 701.088 for new license applicants must be in one of the following amounts:

- (a) For a General Contractor—All Structures: \$20,000
- (b) For a General Contractor—Residential: \$20,000
- (c) For a Specialty Contractor—All Structures: \$15,000
- (d) For a Specialty Contractor—Residential: \$15,000
- (e) For a Limited Contractor: \$10,000
- (f) For an Inspector: \$15,000
- (g) For a Licensed Developer: \$20,000

(3) A contractor may obtain or maintain a bond, letter of credit or cash deposit in an amount that exceeds the amount required under section (1) or (2) of this rule if the bond, letter of credit or cash deposit obtained or maintained is in an amount that is equal to an amount required under section (1) or (2) of this rule.]

Stat. Auth.: ORS 670.310, 701.085 (2005), 701.068, 701.088 and 701.235

Stats. Implemented: ORS 701.068, 701.085 (2005) and 701.088

(12/04, 6/05, 12/05, 12/07, 2/08, 12/13 eff. 1/1/14)

812-003-0171

Bond, Letter of Credit or Cash Deposit [~~Effective July 1, 2008~~]

[~~Beginning July 1, 2008, for~~ **For** all new and renewal license applications, a surety bond as required under ORS 701.068, or a surety bond, letter of credit or cash deposit as required under ORS 701.088, must be in one of the following amounts:

- (1) Residential General Contractor - \$20,000.
- (2) Residential Specialty Contractor - \$15,000.
- (3) Residential Limited Contractor - \$10,000.
- (4) Residential Developer - \$20,000.
- (5) Residential Locksmith Services Contractor -- \$10,000.**
- (6) Home Inspector Services Contractor -- \$10,000.**
- (7) Home Services Contractor -- \$10,000.**
- (8) Home Energy Performance Score Contractor - \$10,000.**
- [~~(5)~~] **(9)** Commercial General Contractor Level 1 - \$75,000.
- [~~(6)~~] **(10)** Commercial Specialty Contractor Level 1 - \$50,000.
- [~~(7)~~] **(11)** Commercial General Contractor Level 2 - \$20,000.
- [~~(8)~~] **(12)** Commercial Specialty Contractor Level 2 - \$20,000.
- [~~(9)~~] **(13)** Commercial Developer - \$20,000.

Stat. Auth.: ORS 670.310, 701.068, 701.088 and 701.235

Stats. Implemented: ORS 701.068, 701.088

(2/08, 12/13 eff. 1/1/14)

812-003-0175

Increased Bond, Letter of Credit or Cash Deposit Requirement, Past Unresolved Activity

(1) A business, including an individual person, applying for or renewing a license will file a bond, letter of credit or cash deposit in an amount up to five times the amount required for the category of license under OAR ~~[812-003-0170-0170]~~ 812-003-0171, if:

(a) The business has unpaid debts under a final order, ~~[or]~~ arbitration award or determination of the board;

(b) An owner or officer of the business has unpaid debts under a final order, ~~[or]~~ arbitration award or determination of the board; or

(c) An owner or officer of the business was an owner or officer of another business at the time the other business incurred a debt that is the subject of a final order, ~~[or]~~ arbitration award or determination of the board and such debt remains unpaid.

(2) A business, including an individual person, licensed as a residential general contractor or residential specialty contractor that applies to be licensed as, or seeks to change its endorsement to, a residential limited contractor must file a bond, letter or credit or cash deposit in an amount of five times the amount of the residential limited contractor bond, namely \$50,000, if:

(a) The business has unpaid debts under a final order, ~~[or]~~ arbitration award or determination of the board;

(b) An owner or officer of the business has unpaid debts under a final order, ~~[or]~~ arbitration award or determination of the board; or

(c) An owner or officer of the business was an owner or officer of another business at the time the other business incurred a debt that is the subject of a final order, ~~[or]~~ arbitration award or determination of the board and such debt remains unpaid.

(3) For purposes of this rule, "owner" means an "owner" as defined in ORS 701.094 and OAR 812-002-0537.

(4) For purposes of this rule, "officer" means an "officer" as defined in ORS 701.005~~[(11)]~~(12).

(5) Debts due under a final order or arbitration award of the board include amounts not paid by a surety or financial institution on complaints.

Stat. Auth.: ORS 670.310, 701.068, 701.088 and 701.235

Stats. Implemented: ORS 701.068, 701.088

(temp. 3/06, 9/06, 12/06, 12/07, 2/08, 6/08, 8/10 eff. 9/1/10, 12/13 eff. 1/1/14)

812-003-0180

Effective and Cancellation Dates of the Bond, Letter of Credit or Cash Deposit

(1) The surety bond, letter of credit or cash deposits effective date is the date on which the licensee has first met all requirements for licensing, renewal or reissue as determined by the agency.

(2) The bond shall remain in effect and be continuous until cancelled by the surety or until the licensee no longer meets the requirements for licensing as determined by the agency, whichever comes first.

(3) A surety bond may be cancelled by the surety only after the surety has given 30 days' notice to the agency. Cancellation will be effective no less than 30 days after receipt of the cancellation notice.

(4) The letter of credit or cash deposit shall remain in effect and be continuous until released by the agency.

(5) Immediately upon cancellation of the bond, or cancellation without an authorized release by the agency of a letter of credit or cash deposit the agency may send an emergency suspension notice to the contractor as provided for in ORS 701.098(4)(a)(A), informing the contractor that the license has been suspended.

(6) The bond, letter of credit or cash deposit shall be subject to final orders or arbitration awards as described in OAR 812-004-0600 or determinations as described in OAR 812-004-1600.

(7) The surety or financial institution will be responsible for ascertaining the bond, letter of credit or cash deposit's effective date.

Stat. Auth.: ORS 670.310, 701.068, 701.088 and 701.235

Stats. Implemented: ORS 701.068, 701.088 and 701.098

(12/04, 5/06, 12/07, 6/08, 12/13 eff. 1/1/14)

~~[812-003-0220~~

~~**Insurance Amounts**~~

~~For existing licenses without endorsements on or after July 1, 2008, the following general liability insurance amounts are required under ORS 701.073:~~

~~(1) General Contractor—All Structures: \$500,000~~

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- (2) General Contractor—Residential: \$500,000
- (3) Specialty Contractor—All Structures: \$500,000
- (4) Specialty Contractor—Residential: \$300,000
- (5) Limited Contractor: \$100,000
- (6) Inspector: \$300,000
- (7) Licensed Developer: \$500,000]
- Stat. Auth.: ORS 670.310 and 701.235
- Stats. Implemented: ORS 701.073
- (12/04, 2/08, 12/13 eff. 1/1/14)

812-003-0221

Insurance Amounts [~~Effective July 1, 2008~~]

[~~Beginning July 1, 2008, for~~] **For** all new and renewal license applications, insurance amounts as required under ORS 701.073, 701.081, and 701.084, must be in one of the following amounts:

- (1) Residential General Contractor - \$500,000 per occurrence.
- (2) Residential Specialty Contractor - \$300,000 per occurrence.
- (3) Residential Limited Contractor - \$100,000 per occurrence.
- (4) Residential Developer - \$500,000 per occurrence.
- (5) Residential Locksmith Services Contractor - \$100,000 per occurrence.**
- (6) Home Inspector Services Contractor - \$100,000 per occurrence.**
- (7) Home Services Contractor - \$100,000 per occurrence.**
- (8) Home Energy Performance Score Contractor - \$100,000 per occurrence.**
- [~~(5)~~] **(9)** Commercial General Contractor Level 1 - \$2,000,000 aggregate.
- [~~(6)~~] **(10)** Commercial Specialty Contractor Level 1 - \$1,000,000 aggregate.
- [~~(7)~~] **(11)** Commercial General Contractor Level 2 - \$1,000,000 aggregate.
- [~~(8)~~] **(12)** Commercial Specialty Contractor Level 2 - \$500,000 per occurrence.
- [~~(9)~~] **(13)** Commercial Developer - \$500,000 per occurrence.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.073, 701.081 and 701.084

(2/08, 12/13 eff. 1/1/14)

812-003-0240

Independent Contractor

(1) Purpose of Rule. The Landscape Contractors Board, Department of Revenue, Department of Consumer and Business Services, Employment Department, and Construction Contractors Board must adopt rules together to carry out ORS 670.600. ORS 670.600 defines “independent contractor” for purposes of the programs administered by these agencies. This rule is intended to ensure that all five agencies apply and interpret ORS 670.600 in a consistent manner; to clarify the meaning of terms used in ORS 670.600; and, to the extent possible, to enable interested persons to understand how all five agencies will apply ORS 670.600.

(2) Statutory Context.

(a) ORS 670.600 generally establishes three requirements for “independent contractors”. One requirement is that an “independent contractor” must be engaged in an “independently established business.” Another requirement is related to licenses and certificates that are required for an “independent contractor” to provide services. A third requirement is that an “independent contractor” must be “free from direction and control over the means and manner” of providing services to others.

(b) The specific focus of this rule is the “direction and control” requirement. See ORS 670.600 for the requirements of the “independently established business” test and for licensing and certification requirements.

(3) Direction and Control Test.

(a) ORS 670.600 states that an “independent contractor” must be “free from direction and control over the means and manner” of providing services to others. The agencies that have adopted this rule will use the following definitions in their interpretation and application of the “direction and control” test:

(A) “Means” are resources used or needed in performing services. To be free from direction and control over the means of providing services an independent contractor must determine which resources to use in order to perform the work, and how to use those resources. Depending upon the nature of the business, examples of

the "means" used in performing services include such things as tools or equipment, labor, devices, plans, materials, licenses, property, work location, and assets, among other things.

(B) "Manner" is the method by which services are performed. To be free from direction and control over the manner of providing services an independent contractor must determine how to perform the work. Depending upon the nature of the business, examples of the "manner" by which services are performed include such things as work schedules, and work processes and procedures, among other things.

(C) "Free from direction and control" means that the independent contractor is free from the right of another person to control the means or manner by which the independent contractor provides services. If the person for whom services are provided has the right to control the means or manner of providing the services, it does not matter whether that person actually exercises the right of control.

(b) Right to specify results to be achieved. Specifying the final desired results of the contractor's services does not constitute direction and control over the means or manner of providing those services.

(4) Application of "direction and control" test in construction and landscape industries.

(a) The provisions of this section apply to:

(A) Architects [~~licensed~~] registered under ORS 671.010 to 671.220;

(B) Landscape architects licensed under ORS 671.310 to 671.479;

(C) Landscape contracting businesses licensed under ORS 671.510 to 671.710;

(D) Engineers licensed under ORS 672.002 to 672.325; and

(E) Construction contractors licensed under ORS chapter 701.

(b) A licensee described in (4)(a), that is paying for the services of a subcontractor in connection with a construction or landscape project, will not be considered to be exercising direction or control over the means or manner by which the subcontractor is performing work when the following circumstances apply:

(A) The licensee specifies the desired results of the subcontractor's services by providing plans, drawings, or specifications that are necessary for the project to be completed.

(B) The licensee specifies the desired results of the subcontractor's services by specifying the materials, appliances or plants by type, size, color, quality, manufacturer, grower, or price, which materials, appliances or plants are necessary for the project to be completed.

(C) When specified by the licensee's customer or in a general contract, plans, or drawings and in order to specify the desired results of the subcontractor's services, the licensee provides materials, appliances, or plants, including, but not limited to, roofing materials, framing materials, finishing materials, stoves, ovens, refrigerators, dishwashers, air conditioning units, heating units, sod and seed for lawns, shrubs, vines, trees, or nursery stock, which are to be installed by subcontractors in the performance of their work, and which are necessary for the project to be completed.

(D) The licensee provides, but does not require the use of, equipment (such as scaffolding or forklifts) at the job site, which equipment is available for use on that job site only, by all or a significant number of subcontractors requiring such equipment.

(E) The licensee has the right to determine, or does determine, in what sequence subcontractors will work on a project, the total amount of time available for performing the work, or the start or end dates for subcontractors working on a project.

(F) The licensee reserves the right to change, or does change, in what sequence subcontractors will work on a project, the total amount of time available for performing the work, or the start or end dates for subcontractors working on a project.

(5) As used in ORS chapters 316, 656, 657, 671 and 701, an individual or business entity that performs labor or services for remuneration shall be considered to perform the labor or services as an "independent contractor" if the standards of ORS 670.600 are met.

(6) The Construction Contractors Board, Employment Department, Landscape Contractors Board, Workers Compensation Division, and Department of Revenue of the State of Oregon, under authority of ORS 670.605, will cooperate as necessary in their compliance and enforcement activities to ensure among the agencies the consistent interpretation and application of ORS 670.600.

(7) The Board adopts the form "Independent Contractor Certification Statement" as revised January 17, 2006. An applicant must use this form to meet the requirements of ORS 701.046(1)(k).

Stat. Auth.: ORS 670.310, 670.605 and 701.235

Stats. Implemented: ORS 670.600, 670.605, 701.005 and 701.046

(12/04, 12/05, temp. 1/06, 3/06, 1/07, 12/07, 6/08, 12/13 eff. 1/1/14)

Exempt and Nonexempt Class of Independent Contractor Licenses

Contractors shall license as either nonexempt or exempt as provided in ORS 701.035.

(1) The nonexempt class is composed of the following entities:

(a) Sole proprietorships with one or more employees or that utilize one or more workers supplied by a worker leasing company;

(b) Partnerships or limited liability partnerships with one or more employees or that utilize one or more workers supplied by a worker leasing company;

(c) Partnerships or limited liability partnerships with more than two partners if any of the partners are not family members;

(d) Joint ventures with one or more employees or that utilize one or more workers supplied by a worker leasing company;

(e) Joint ventures with more than two joint venturers if any of the joint venturers are not family members;

(f) Limited partnerships with one or more employees or that utilize one or more workers supplied by a worker leasing company;

(g) Limited partnerships with more than two general partners if any of the general partners are not family members;

(h) Corporations with one or more employees or that utilize one or more workers supplied by a worker leasing company;

(i) Corporations with more than two corporate officers if any of the corporate officers are not family members;

(j) Trusts with one or more employees or that utilize one or more workers supplied by a worker leasing company;

(k) Trusts with more than two trustees if any of the trustees are not family members.

(l) Limited liability companies with one or more employees or that utilize one or more workers supplied by a worker leasing company; or

(m) Limited liability companies with more than two members if any of the members are not family members.

(2) The exempt class is composed of sole proprietors, partnerships, joint ventures, limited liability partnerships, limited partnerships, corporations, trusts, and limited liability companies that do not qualify as nonexempt.

(3) An exempt contractor may work with the assistance of individuals who are employees of or workers supplied by a worker leasing company to a nonexempt contractor as long as the nonexempt contractor or the nonexempt contractor's worker leasing company;

(a) Is in compliance with ORS chapters 316, 656, and 657 and is providing the employees with workers' compensation insurance; and

(b) Does the payroll and pays all its employees, including those employees who assist an exempt contractor.

(4) Except as provided in sections (5) [and (6)] through (8) of this rule, entities shall supply the following employer account numbers as required under ORS 701.046:

(a) Workers' Compensation Division 7-digit compliance number or workers' compensation insurance carrier name and policy or binder number;

(b) Oregon Employment Department and Oregon Department of Revenue combined business identification number; and

(c) Internal Revenue Service employer identification number or federal identification number.

(5) Exempt entities are not required to supply employer account numbers under section (4) of this rule except as follows:

(a) Partnerships, joint ventures, limited liability partnerships, and limited partnerships that have no employees and are not directly involved in construction work may be classed as exempt when the entity certifies that all partners or joint venturers qualify as nonsubject workers under ORS 656.027. Such partnerships or joint ventures must supply the Internal Revenue Service employer identification number or federal identification number.

(b) Corporations qualifying as exempt under ORS 656.027(10) must supply the Oregon Employment Department and Oregon Department of Revenue combined business identification number unless the corporation certifies that corporate officers receive no compensation (salary or profit) from the corporation.

(c) Corporations qualifying as exempt must supply the Internal Revenue Service employer identification number or federal identification number.

(d) Limited liability companies must supply the Internal Revenue Service employer identification number or federal identification number unless the limited liability company has only one member and has no employees.

(6) Nonexempt entities that utilize volunteers that qualify under ORS 656.027 (20) or that utilize one or more workers supplied by a worker leasing company need not supply an Oregon workers' compensation account number or workers' compensation insurance carrier name and policy or binder number.

(7) Nonexempt entities that utilize one or more workers supplied by a worker leasing company and have no other applicable tax reporting obligations need not supply:

(a) An Internal Revenue Service employer identification number or federal identification number; or
(b) An Oregon Employment Department and Oregon Department of Revenue combined business identification number.

~~(7)~~ (8) Out-of-state applicants with no Oregon subject workers as provided in ORS 656.126 and OAR 436-050-0055 must supply their home state account numbers, and need not supply an Oregon workers' compensation account number.

Stat. Auth.: ORS 183.310 to 183.500, 670.310, 701.235 and 701.992

Stats. Implemented: ORS 701.035 and 701.098

(1/89, 11/89, 3/91, 9/91, 5/92, 7/92, 8/92, 12/92, 4/93, 8/93, 1/94, 6/94, 7/94, 9/95, 5/97, 6/97, 4/98, 9/98, 6/99, 6/03, 12/04, 8/05, 5/06, 12/07, 6/08, 12/13 eff. 1/1/14)

(Amended and renumbered from 812-003-0002, 12/04)

812-003-0260

Application for New License

(1) Each entity must complete an application form prescribed by the agency. Information provided on the form must include, but not be limited to:

(a) Name of business entity, all additional business names, including assumed business names, under which business as a contractor is conducted, and Corporation Division registry numbers (if applicable);

(b) Mailing and location address of the business entity;

(c) Legal name and address (which may be the business address) of:

(A) The owner of a sole proprietorship;

(B) All partners of a general partnership or limited liability partnership;

(C) All joint venturers of a joint venture;

(D) All general partners of a limited partnership;

(E) All corporate officers of a corporation;

(F) All trustees of a trust;

(G) The manager and all members of a manager-managed limited liability company, and, if one or more of the members is a partnership, limited liability partnership, joint venture, limited partnership, corporation, trust or limited liability company, the general partners, venturers, corporate officers, trustees, managers or members of the entity that is a member of the limited liability company that is the subject of this paragraph;

(H) All members of a member-managed limited liability company, and, if one or more of the members is a partnership, limited liability partnership, joint venture, limited partnership, corporation, trust or limited liability company, the general partners, venturers, corporate officers, trustees, managers or members of the entity that is a member of the limited liability company that is the subject of this paragraph; or

(I) The responsible managing individual designated by the applicant.

(d) Except for a public company, the date of birth and driver license number of:

(A) The owner of a sole proprietorship;

(B) All partners of a general partnership or limited liability partnership;

(C) All joint venturers of a joint venture;

(D) All general partners of a limited partnership;

(E) All corporate officers of a corporation;

(F) All trustees of a trust;

(G) The manager and all members of a manager-managed limited liability company, and, if one or more of the members is a partnership, limited liability partnership, joint venture, limited partnership, corporation, trust or limited liability company, the general partners, venturers, corporate officers, trustees, managers or members of the entity that is a member of the limited liability company that is the subject of this paragraph;

(H) All members of a member-managed limited liability company, and, if one or more of the members is a partnership, limited liability partnership, joint venture, limited partnership, corporation, trust or limited liability company, the general partners, venturers, corporate officers, trustees, managers or members of the entity that is a member of the limited liability company that is the subject of this paragraph; or

(I) The responsible managing individual designated by the applicant.

(J) For purposes of this subsection, a "public company" means any business entity that offers securities registered for sale by the federal Securities and Exchange Commission to the general public.

(e) Social security number of the owner of a sole proprietorship or partners, if partners are human beings, in a general partnership;

(f) Class of independent contractor license and employer account numbers as required under OAR 812-003-0250;

(g) License endorsement sought, as provided for under OAR 812-003-0131;

(h) The identification number of the responsible managing individual who has completed the education and passed the examination required under ORS 701.122 or is otherwise exempt under division 6 of these rules;

(i) The Standard Industrial Classification (SIC) numbers of the main construction activities of the entity;

(j) Names and certification numbers of all certified locksmiths if the entity is a Residential Locksmith Services Contractor or will do work providing locksmith services under ORS 701.475 to 701.490;

~~(k)~~ **(k) Names and certification numbers of all certified home inspectors if the entity will do work as a home inspector under ORS 701.350;**

(L) Names and certification numbers of all certified home energy assessors if the entity is a Home Energy Performance Contractor providing home energy performance scores under Oregon Laws 2013, chapter 383, sections 3 through 7 or will do work providing home energy performance scores.

~~(k)~~ **(m)** For each person described in subsection (1)(c) of this section, the following information if related to construction activities:

(A) If unsatisfied on the date of application, a copy of a final judgment by a court in any state entered within five years preceding the application date that requires the person to pay money to another person or to a public body;

(B) If unsatisfied on the date of application, a copy of a final order by an administrative agency in any state issued within five years preceding the application date that requires the person to pay money to another person or public body;

(C) If pending on the date of application, a copy of a court complaint filed in any state that alleges that the person owes money to another person or public body; or

(D) If pending on the date of application, a copy of an administrative notice of action issued in any state that alleges that the person owes money to another person or public body.

~~(k)~~ **(n)** For each person described in subsection (1)(c) of this section, the following information if related to construction activities;

(A) A copy of a judgment of conviction for a crime listed in ORS 701.098(1)~~(h)~~**(i)**, entered within five years preceding the application date; or

(B) A copy of an indictment for a crime listed in ORS 701.098(1)~~(h)~~**(i)**, entered within five years preceding the application date.

(C) In addition to documents required in paragraphs (1)(I)(A) and (B) of this section, copies of police reports, parole or probation reports indicating parole or probation officer's name and phone number, and letters of reference.

~~(m)~~ **(o)** Independent contractor certification statement and a signed acknowledgment that if the licensee qualifies as an independent contractor the licensee understands that the licensee and any heirs of the licensee will not qualify for workers' compensation or unemployment compensation unless specific arrangements have been made for the licensee's insurance coverage and that the licensee's election to be an independent contractor is voluntary and is not a condition of any contract entered into by the licensee;

~~(n)~~ **(p)** Signature of owner, partner, joint venturer, corporate officer, member or trustee, signifying that the information provided in the application is true and correct; and

(2) A complete license application includes but is not limited to:

(a) A completed application form as provided in section (1) of this rule;

(b) The new application license fee as required under OAR 812-003-0140;

(c) A properly executed bond, letter of credit or assignment of savings as required under OAR 812-003-0152, 812-003-0153, or 812-003-0155; and

(d) The certification of insurance coverage as required under OAR 812-003-0200.

(3) The agency may return an incomplete license application to the applicant with an explanation of the deficiencies.

(4) All entities listed in section (1) of this rule that are otherwise required to be registered with the Oregon Corporation Division must be registered with the Oregon Corporation Division and be active and in good standing. All assumed business names used by persons or entities listed in section (1) of this rule must be registered with the Oregon Corporation Division as the assumed business name of the person or entity using that name.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 25.270, 25.785, 25.990, 701.035, 701.050, 701.056, 701.068, 701.073, 701.081, 701.088 and 701.122

(12/04, 8/05, 5/06, 9/06, 12/06, 8/07, 12/07, 2/08, 3/08, 6/08, 9/08, 12/13 eff. 1/1/14)

812-003-0290

License Renewal, Reissue, New Issue; Effective Dates; Term

(1) Except as provided in section (3) of this rule, a completed renewal or reissue application required under OAR 812-003-0260 shall be on file with the agency before a license may be renewed or reissued.

(2) In order to obtain a renewed or reissued license, a contractor must provide the following:

(a) A completed application form;

(b) Proof of insurance;

(c) A commercial or residential bond, or both (as indicated by the contractor's endorsement(s));

(d) Where authorized by ORS 701.088, a letter of credit or cash deposit in lieu of the bond; and

(e) An application fee.

(3) If agency error causes the delayed receipt of the required documents or fee, the agency may renew or reissue the license with an effective date before the date on which all requirements were satisfied. Otherwise, all documents and fees must be received by the agency before the agency may renew or reissue the license.

(4) If a contractor satisfies all requirements for license renewal before the expiration date:

(a) The license is renewed; and

(b) The effective date of the license is the expiration date.

(5) If a contractor continuously maintains a bond and insurance and satisfies all requirements for renewal within two years after the expiration date:

(a) The license is renewed and backdated; and

(b) The effective date of the license is the expiration date.

(6) If a contractor fails to continuously maintain a bond or insurance but satisfies all requirements for renewal within two years after the expiration date:

(a) The license is reissued; and

(b) The effective date of the license is the date when all requirements for reissue are met.

(7) If a contractor satisfies all requirements for renewal more than two years after the expiration date, the license cannot be renewed or reissued. The contractor must apply for a new license under OAR 812-030-0260.

~~[(8) Notwithstanding sections (4) through (6) of this section, licenses that expire before July 1, 2008, may not renew on or after July 1, 2008, except by complying with the renewal requirements set forth in OAR 812-003-0280 and with the bond and insurance requirements set forth in OAR 812-003-0152, 812-003-0153, 812-003-0171, and 812-003-0221. The effective date of the renewal will be the date upon which all requirements for renewal are met, including but not limited to, proof of insurance coverage and bond or letter of credit or cash deposit. Such licenses will not be backdated to the previous expiration date.]~~

~~[(9)]~~ (8) Licenses will be reissued or renewed for a period of two years.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.063

(12/04, 12/07, 2/08, temp. 6/4/10 eff. 6/4/10, 8/10 eff. 9/1/10, 2/11 eff. 3/1/11, 12/13 eff. 1/1/14)

812-003-0310

License Cards

(1) The agency shall issue a license and pocket card effective on the date on which the license becomes effective under OAR 812-003-0270 or 812-003-0290.

(2) A license and pocket card is valid for the term for which it is issued only if all of the following conditions are met throughout the license period:

(a) The surety bond, letter of credit or cash deposit remains in effect and undiminished by payment of Construction Contractors Board final orders.

(b) The insurance required by ORS 701.073 remains in effect.

(c) If the licensee is a sole proprietorship, the sole proprietorship survives.

(d) If the licensee is a partnership or limited liability partnership, the composition of the partnership remains unchanged, by death or otherwise.

(e) If the licensee is a limited partnership, the composition of the general partners remains unchanged, by death or otherwise.

~~(e)~~ (f) If the licensee is a corporation, trust, or limited liability company, the corporation, trust or limited liability company survives and complies with all applicable laws governing corporations, trusts or limited liability companies.

(3) If the licensee's bond is cancelled, the license will lapse 30 days from the date the cancellation is received by the agency.

(4) If a license becomes invalid, the agency may require the return of the license and pocket card.

(5) There is no charge for the original license and pocket card issued by the agency.

(6) There is a \$10 fee to replace a license and pocket card.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.063 and 701.088

(12/04, 12/07, 6/08, 4/11 (eff. 5/1/11), 12/13 eff. 1/1/14)

812-003-0320

Record Changes

(1) Every licensed entity that changes its name, including any assumed business name under which it may operate, must notify the agency within 30 days of assuming, filing or registering the new name. This section also applies to sole proprietors that change their surname.

(2) Except as provided in OAR 812-003-0190, requests for business name amendments of a partnership, joint venture, corporation, limited liability company, **limited partnership** or limited liability partnership shall be accompanied by a rider from the surety and a new Certificate of Insurance to reflect the amended name.

(3) With the exception of record changes due to agency error, a record change request shall be submitted in writing or, if the agency permits, electronically.

(4) Except as provided in sections (5) and (6) of this rule, requests for record changes that require a new license card shall be accompanied by a \$20 fee.

(5) No charge will be made for an address change.

(6) No charge will be made for changing independent contractor license class under ORS 701.035 if the licensed entity makes the change electronically.

Stat. Auth.: ORS 670.310, 701.235 and 701.238

Stats. Implemented: ORS 701.056, 701.068, 701.088 and 701.238

(6/76, 7/76, 11/77, 1/78, 5/78, 5/80, 6/80, 10/80, 11/80, 1/83, 3/83, 10/83, 3/84, 5/84, 1/89, 11/89, 9/99, 6/00, 8/00, 12/04, 6/08, 5/09, 4/11 (eff. 5/1/11), 12/13 eff. 1/1/14)

(Amended and renumbered from 812-003-0005, 12/04)

812-003-0390

Revocation or Suspension of License

(1) Except as provided in section (2) of this rule, if the agency issues a final order, ~~or~~ arbitration award, **or determination** ~~ordering~~ **directing** a licensee to pay monetary damages and the licensee or the licensee's surety fails to pay the order, ~~or~~ award **or determination** in full, the agency will revoke, suspend, or refuse to issue or reissue a license.

(2) Section (1) of this rule shall not apply if the licensee submits proof to the agency that:

(a) A United States Bankruptcy Court issued an automatic stay under Title 11 of the United States Bankruptcy Code and that stay is currently in force; or

(b) The order, ~~or~~ award **or determination** described in section (1) of this rule arises from a debt that:

(A) Is included in an order of discharge issued by a United States Bankruptcy Court; or

(B) Is included in a chapter 11 plan and order conforming the plan issued by a United States Bankruptcy Court that prohibits the agency from revoking, suspending, or refusing to issue or reissue the licensee's contractor's license and the licensee is in compliance with the terms of the plan and order.

(3) The agency shall revoke, suspend, or refuse to issue or reissue a license under section (1) of this rule if:

(a) The agency previously was prevented from revoking or suspending a license or was required to issue or reissue a license under section (2) of this rule; and

(b) The licensee's bankruptcy discharge is revoked or the bankruptcy stay is lifted.

Stat. Auth.: ORS 183.310 to 183.545, 670.310, 701.235 and 701.280

Stats. Implemented: ORS 701.098 and 701.100

(6/76, 7/76, 1/78, 5/78, 6/80, 11/80, 5/81, 12/81, 1/82, 3/82, 4/82, 10/82, 1/83, 3/83, 10/83, 3/84, 5/84, 3/87, 12/87, 1/88, 2/95, 6/00, 5/02, 12/04, 6/08, 12/13 eff. 1/1/14)

(Amended and renumbered from 812-003-0030, 12/04)

812-003-0400

Restoration of Bond, Letter of Credit or Cash Deposit after Payment on Complaint

If a surety company or financial institution pays all or part of a complaint against a licensed contractor from the contractor's surety bond, letter of credit or cash deposit, the agency must suspend or refuse to issue or reissue the contractor's license until the contractor submits to the agency:

(1) A properly executed bond, letter of credit or cash deposit in the amount required under ORS ~~[701.085(2) through (5) (2005);]~~ 701.068 or 701.088 unless the agency requires a higher amount under ORS ~~[701.085(7) or (8) (2005) or]~~ 701.068; or

(2) A certificate from the contractor's surety company or financial institution that the surety company or financial institution remains liable for the full original penal sum of the bond, letter of credit or cash deposit, notwithstanding the payment from the surety bond letter of credit or cash deposit.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.068 and 701.088

(5/02, 12/04, 12/06, 12/07, 6/08, 12/13 eff. 1/1/14)

(Amended and renumbered from 812-003-0040, 12/04)

812-003-0430

Time Period for Perfecting a Lien or Complaint

For liens perfected and ~~[claims or]~~ complaints ~~[commenced on or after January 1, 1998]:~~

(1) The time period under ORS 701.131(2)(a)(A) and 701.131(2)~~[(e)(B)]~~(b)(C) for a completed application for license to be submitted to the Board is 90 calendar days from the date the contractor became aware of the requirement that the contractor be licensed;

(2) The time period under ORS 701.131(2)(b)(A) for a completed application for license renewal to be submitted to the Board is 90 calendar days from the date the contractor became aware of a lapse in license.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.131

(12/04, 12/06, 6/08, 12/13 eff. 1/1/14)

812-003-0440

Notification of Conviction of a Crime

A licensee or applicant, or an owner or officer of the licensee or applicant who has been convicted of a crime listed in ORS 701.098(1)~~[(h)]~~(i) must notify the agency in writing within 30 days from the date of the entry of the judgment of conviction.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 701.098

(9/06, 2/08, 12/13 eff. 1/1/14)

812-008-0030

Certification and License Required

(1) Except as provided in section (3) of this rule, no individual shall undertake, offer to undertake or submit a bid to do work as an Oregon certified home inspector without first receiving certification to do same from the agency and without being an owner or employee of a business that is licensed with the agency.

(2) Except as provided in section (3) of this rule, no business shall undertake, offer to undertake or submit a bid to do work as an Oregon certified home inspector without first becoming licensed with the agency as a residential general contractor, [or] a residential specialty contractor, **or a home inspection services contractor** and without having an owner or employee who is an Oregon certified home inspector by the agency.

(3) The following persons are exempt from the requirements of this rule.

(a) Persons registered each year as a general contractor under ORS chapter 701 during the period from January 1, 1991, through August 11, 1997, as provided in section (3)(b) of chapter 814, 1997 Oregon Laws.

(b) Persons performing an energy audit or issuing a report on an energy audit.

(c) Persons performing a forensic evaluation or issuing a report on a forensic evaluation.

(d) Persons performing home performance testing or issuing a report on a home performance testing.

(e) Persons who assign home energy performance scores for residential buildings.

(4) No person, including persons covered by section (3) of this rule, shall use the title Oregon certified home inspector without receiving such certification from the agency.

(5) Certified individuals and licensed business undertaking certified home inspections shall comply with the standards of practice for undertaking certified home inspections as prescribed in these rules.

(6) All certificates **for individuals** to undertake home inspections are renewable upon meeting all requirements, including continuing education, as established by OAR chapter 812.

(7) Home inspection service contractors are not required to complete continuing education.

Stat. Auth.: ORS 670.310, 701.235, 701.350 and 701.355

Stats. Implemented: ORS 701.081, 701.084, 701.350 and 701.355

(2/98, 10/98, temp. 6/99, 9/99, 6/00, 5/02, 2/08, 12/11 eff. 1/1/12, 12/13 eff. 1/1/14)

812-008-0040

Application Requirements and Eligibility Requirements

(1) An individual must submit the following to qualify for certification:

(a) An application on a form provided by the agency;

(b) The fee established in OAR 812-008-0110;

(c) If applicable, CCB number and name of employing licensee;

(d) Proof of minimum of 20 education points as set forth in sections (3) and (4) of this rule; and

(e) Evidence of successful passage of agency's test.

(2) A business must do the following to qualify for a license:

(a) Become licensed with the agency as a residential general contractor, [or] a residential specialty contractor **or a home inspection services contractor**;

(b) Have as an owner or employee one or more individuals who have obtained a certificate from the agency to undertake certified home inspections;

(c) Submit an application on a form prescribed by the agency; and

(d) Submit the fee as prescribed in OAR chapter 812.

(3) In order to qualify to take the test, an **individual** applicant must provide the agency with acceptable documentation that the applicant has accumulated a minimum of 20 education points from the following choices:

(a) Ten points for a completed, 3-credit hour minimum class with a passing grade in home inspection at an accredited college or university, (10 points maximum).

(b) One point for each completed 3-hour minimum class with a passing grade in construction, remodeling, engineering, architecture, building design, building technology, or real estate at an accredited college or university, (10 points maximum).

(c) One point for each completed "ride-along" inspection performed under the direct supervision of an Oregon certified home inspector, (10 points maximum).

(d) One point for each completed 3-hour minimum class with a passing grade in approved subject areas in OAR 812-008-0074(1) by approved education providers under 812-008-0074(2) that are not colleges or universities, (10 points maximum).

(4) The **individual** applicant may substitute the following experiences for all or part of the education requirements in OAR 812-008-0040(3):

(a) Four points for each completed 12 months legally working as a home inspector in Oregon or another state or country (16 points maximum).

(b) Two points for each completed 12 months working or teaching at an accredited college or university, trade school or private business for monetary compensation in construction, remodeling, engineering, architecture, building design, building technology, real estate, or building inspections (16 points maximum).

(c) One-half point for each letter of recommendation from an Oregon-certified home inspector (4 points maximum).

(d) One point for each building codes certification issued by a government agency (5 points maximum).

Stat. Auth.: ORS 670.310, 701.235, 701.350 and 701.355

Stats. Implemented: ORS 701.081, 701.084, 701.350 and 701.355

(2/98, 5/99, temp. 6/99, 2/00, 6/00, 8/00, temp. 10/00, 12/00, 4/01, 9/01, temp. 10/01, 5/02, 12/06, 12/07, 2/08, 12/13 eff. 1/1/14)

812-012-0110

Terms of Written Contract

(1) If a contractor is required to have a written contract under ORS 701.305, the written contract or attached addendum to the written contract must contain the following:

~~[(a) A statement that the contractor is licensed by the Construction Contractors Board.]~~

~~[(b)]~~ (a) The contractor's name, address, phone number and license number issued by the board as shown on board records.

~~[(e)]~~ (b) An acknowledgment of a written offer of a warranty, if an offer is required by ORS 701.320, and indication of the acceptance or rejection of the offered warranty;

~~[(d) A list of the notices required under ORS 87.093 or under rules adopted under ORS 701.330 and 701.335(2);]~~

~~[(e)]~~ (c) An explanation of the property owner's rights under the contract, including, but not limited to, the ability to file a complaint with the board and the existence of any mediation or arbitration provision in the contract, set forth in a conspicuous manner as defined by the board by rule;

~~[(f)]~~ (d) Customer's name and address;

~~[(g)]~~ (e) Address where the work is to be performed;

~~[(h)]~~ (f) A description of the work to be performed; and

~~[(i)]~~ (g) Price and payment terms.

(2) The information described in section (1) of this rule must be legible and in dark ink.

Stat. Auth.: ORS 670.310, 701.235, 701.305, 701.315, 701.320, 701.330 and 701.335

Stats. Implemented: ORS 701.305, 701.330 and 701.335

(12/07, 6/08, 12/09 (eff. 1/1/2010), 4/10, 12/13 eff. 1/1/14)

812-021-0005

Definitions – Continuing Education for Residential Contractors

The following definitions apply to OAR 812-021-0000 to 812-021-0047:

(1) "BEST" means Building Exterior Shell Training.

(2) "Building code" means a specialty code as defined in ORS 455.010(7).

(3) "Employee" means:

(a) Any [any] individual employed by a contractor[-]; or

(b) A leased worker provided to a contractor by contract with a worker leasing company licensed under ORS 656.850(2).

~~(c)~~ "Employee" does not include ~~[either]~~ a subcontractor, which is an independent contractor, or a ~~[leased or]~~ temporary employee.

(4) "'Green' or sustainable building practices" means the practice of increasing the efficiency with which buildings use resources such as energy, water, and materials, while reducing building impacts on human health or the environment.

(5) "License period" means the two-year period from the date a contractor's license is first issued or last renewed until the date the license is next scheduled to expire.

(6) "Officer" means an individual person as defined in OAR 812-002-0533.

(7) "Owner" means an individual person as defined in OAR 812-002-0537.

(8) "Residential contractor" means a licensed contractor as defined in ORS 701.005(12).

(9) "Responsible managing individual (RMI)" means an individual person as defined in ORS 701.005(15).

Stat. Auth.: ORS 670.310, 701.126 and 701.235

Stats. Implemented: ORS 701.126

(6/09, temp. 1/13/12 eff. 1/13/12, 4/12 (eff. 5/1/12), 12/13 eff. 1/1/14)

812-021-0021

Exemptions from Continuing Education

(1) For purposes of this rule, “dwelling” means a shelter in which people live, such as buildings used exclusively for residential occupancy, including single-family, two-family (e.g. duplex) and multi-family (e.g. apartment) buildings.

(2) For purposes of this rule, “outbuilding” means a building accessory to a dwelling that is used by the persons who occupy the dwelling, including detached garages, shops, sheds and barns.

(3) The following persons are exempt from obtaining BEST education as required under OAR 812-021-0015(2) or (3)(a)(A):

(a) Contractors that are licensed as:

(A) Plumbing contractors under ORS 447.010 to 447.156; or

(B) Electrical contractors under ORS 479.630.

(b) Contractors that have an owner or officer who is licensed as:

(A) An architect under ORS 671.010 to 671.220, whether or not operating within the scope of that ~~license~~ registration; or

(B) A professional engineer under ORS 672.002 to 672.325, whether or not operating within the scope of that license.

(c) Unless provided otherwise, contractors that do not perform work on a residential structure that is a dwelling or an outbuilding, including but not limited to:

(A) Contractors that only perform tree pruning, tree and stump removal, or tree and limb guying;

(B) Contractors that only forge, weld or fabricate ornamental iron, so long as the contractor does not attach or install the ornamental iron in or on a residential structure that is a dwelling or outbuilding;

(d) The following contractors are not exempt under subsection (c) of this section:

(A) Contractors that perform excavation for residential construction;

(B) Contractors that perform grading for residential construction;

(C) Contractors that perform concrete work for residential construction; and

(D) Contractors that perform paving for residential construction.

(4) The following persons are exempt from obtaining education in building codes as required under OAR 812-021-0015(2), (3)(a)(B) or (4)(a)(A):

(a) Contractors that are licensed as:

(A) Plumbing contractors under ORS 447.010 to 447.156; or

(B) Electrical contractors under ORS 479.630.

(b) Contractors that have an owner or officer who is licensed as:

(A) An architect under ORS 671.010 to 671.220, whether or not operating within the scope of that ~~license~~ registration; or

(B) A professional engineer under ORS 672.002 to 672.325, whether or not operating within the scope of that license.

(c) Unless provided otherwise, contractors that do not perform work on a residential structure that is a dwelling or outbuilding, including but not limited to:

(A) Contractors that only perform tree pruning, tree and stump removal, or tree and limb guying;

(B) Contractors that only forge, weld or fabricate ornamental iron, so long as the contractor does not attach or install the ornamental iron in or on a residential structure that is a dwelling or an outbuilding;

(d) The following contractors are not exempt under subsection (c) of this section:

(A) Contractors that perform excavation for residential construction;

(B) Contractors that perform grading for residential construction;

(C) Contractors that perform concrete work for residential construction; and

(D) Contractors that perform paving for residential construction.

(5) Contractors that are exempt from the continuing education requirements under sections (3) or (4) of this rule must complete additional elective continuing education, as provided in OAR 812-021-0019, in an amount totaling the number of core hours that the contractor would otherwise be required to complete under OAR 812-021-0015 but for the exemption.

Stat. Auth.: ORS 670.310, 701.126 and 701.235

Stats. Implemented: ORS 701.126

(temp. 7/11 eff. 7/1/11, temp. 9/2/11 eff. 9/2/11, 9/11 eff. 10/1/11, 12/13 eff. 1/1/14)

812-021-0045

Claiming Continuing Education Credits – Continuing Education for Residential Contractors

(1) A contractor may claim continuing education hours for courses completed during the time an employee is employed by the contractor. **If the employee is a leased worker, the employee must complete the continuing education hours while leased to the contractor.**

(2) If an employee completed continuing education before being hired by a contractor, the contractor may not claim those hours to satisfy its continuing education requirement.

(3) A contractor may claim continuing education hours for courses completed at the time the owner, officer or RMI is associated with the contractor.

(4) If an owner, officer or RMI completed continuing education before associating with a contractor, the contractor may not claim those hours to satisfy the continuing education requirement.

Stat. Auth.: ORS 670.310, 701.126 and 701.235

Stats. Implemented: ORS 701.126

(6/09, 12/13 eff. 1/1/14)

812-021-0047

Personnel of More than One Contractor– Continuing Education for Residential Contractors

(1) If an employee who completes a continuing education course is employed by more than one contractor at the time the employee completes the course, each employing contractor may claim the continuing education hours. **For purposes of this rule, “employed by more than one contractor” does not include leased workers leased by more than one contractor. For leased workers, only one contractor may claim the continuing education credits.**

(2) If an owner, officer or RMI who completes a continuing education course is associated with more than one contractor at the time the owner, officer or RMI completes the course, each affiliated contractor may claim the continuing education hours.

Stat. Auth.: ORS 670.310, 701.126 and 701.235

Stats. Implemented: ORS 701.126

(6/09, 12/13 eff. 1/1/14)

812-025-0000

Authority, Purpose, Scope

(1) Authority. These rules are promulgated in accordance with, and under the authority of, ORS 470.560, 670.310, 701.108, 701.119 and Oregon Laws 2009, chapter 753, section 48.

(2) Purpose. These rules establish a certification system for **primary** contractors that participate in the construction of small scale local energy projects financed through the energy efficiency and sustainable technology loan program created by ORS chapter 470 and Oregon Laws 2009.

(3) Scope. These rules:

(a) Establish the requirements for, and the manner of, certifying applicants.

(b) Establish fees.

(c) Prescribe actions that constitute grounds to deny, suspend, or revoke a certification.

(d) Outline requirements for notifying other agencies.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: 470.560, 670.310, 701.108, 701.119 and OR Laws 2009, chapter 753, sections 42 – 46a, section 48 and section 49

(12/10 eff. 1/1/11, 12/13 eff. 1/1/14)

812-025-0005

Definitions

The following definitions apply to division 25 of OAR chapter 812.

(1) “BOLI” means Bureau of Labor and Industries.

(2) “BPI” means Building Performance Institute.

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(3) "Certification" means certification provided to contractors that participate in the construction of small scale local energy projects financed through the EEAST program.

(4) "Disadvantaged business enterprise" means that term as defined in ORS 200.005(1). A "disadvantaged business enterprise" is a small business concern:

(a) That is at least 51 percent owned by one or more socially and economically disadvantaged individuals; or

(b) If a corporation, at least 51 percent of the stock is owned by one or more socially and economically disadvantaged individuals, and of which the management and daily business operations are controlled by one or more of the socially and economically disadvantaged individuals who own it.

(5) "EEAST" means energy efficiency and sustainable technology.

(6) "Equal opportunity employer" means an employer that follows the principle of equal opportunity in regards to its hiring and promotion practices. An equal opportunity employer does not discriminate based on race, color, national origin, religion, gender, age, or physical or mental disability.

(7) "Minority or women business enterprise" means that term as defined in ORS 200.005(5). A "minority or women business enterprise" is a small business concern:

(a) That is at least 51[~~%~~] **percent** owned by one or more minority individuals or women; or

(b) If a corporation, at least 51 percent of the stock is owned by one or more individuals who are minority individuals or women, and of which the management and daily business operations are controlled by one or more of the minority individuals or women who own it.

(8) "ODOE" means the Oregon Department of Energy.

(9) "Primary contractor" means a contractor that:

(a) Has entered or will enter into a contract with an owner of real property for which a proposed small scale local energy project will be located;

(b) Is or will be responsible for the completion of the small scale local energy project;

(c) Undertakes or will undertake to complete the small scale local energy project; and

(d) Is or will be responsible for any subcontractors performing work on the small scale local energy project.

~~[(9)]~~ **(10)** "Program" or "EEAST program" means the energy efficiency and sustainable technology loan program.

~~[(10)]~~ **(11)** "Project" means a small scale local energy project, as defined by ORS 470.050(27), being funded by the EEAST program.

~~[(11)]~~ **(12)** "REAP" means Residential Energy Analyst Program offered through the Oregon Energy Coordinators Association.

~~[(12)]~~ **(13)** "Small business" means:

(a) An Oregon business that is:

(A) A retail or service business employing 50 or fewer persons at the time the loan is made; or

(B) An industrial or manufacturing business employing 200 or fewer persons at the time the loan is made; or

(b) An Oregon subsidiary of a sole proprietorship, partnership, company, cooperative, corporation or other form of business entity for which the total number of employees for both the subsidiary and the parent sole proprietorship, partnership, company, cooperative, corporation or other form of business entity at the time the loan is made is:

(A) Fifty or fewer persons if the subsidiary is a retail or service business; and

(B) Two hundred or fewer if the subsidiary is an industrial or manufacturing business.

~~[(13)]~~ **(14)** "Small business concern," for purposes of subsections (4) and (7) of this rule, is defined by the United States Small Business Administration (SBA). 13 C.F.R. part 121. A contractor is a "small business concern" if:

(a) It engages in the construction or remodeling of new or existing buildings and receives no more than \$33.5 million in average annual receipts;

(b) It engages in dredging or surface cleanup activities and receives no more than \$20.0 million in average annual receipts;

(c) It primarily engages in the following construction trades and receives no more than \$14.0 million in average annual receipts:

(A) Poured concrete foundation and structure;

(B) Structural steel and precast concrete;

(C) Framing;

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- (D) Masonry;
- (E) Glass and glazing;
- (F) Roofing;
- (G) Siding;
- (H) Foundation, structure and building (other than concrete);
- (I) Electrical;
- (J) Plumbing;
- (K) Heating and air-conditioning;
- (L) Building equipment other than (I), (J) or (K);
- (M) Drywall and insulation;
- (N) Painting and wall covering;
- (O) Flooring;
- (P) Tile and terrazzo;
- (Q) Finish carpentry;
- (R) Building finishing other than carpentry;
- (S) Site preparation.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 470, 670.310, 701.108, 701.119 and OR Laws 2009, chapter 753
(12/10 eff. 1/1/11, 12/13 eff. 1/1/14)

812-025-0010

Application and Eligibility to Participate in Construction of Projects Financed by the EEAST Program

An applicant for certification must submit the following:

- (1) A completed application on a form provided by the board;
- (2) Proof that the applicant is licensed by the board as a residential or commercial contractor;
- (3) A statement that the applicant is or will be the primary contractor**
- ~~[(3)]~~ (4) A copy of a BPI or REAP certificate, referred to in OAR 812-025-0015;
- ~~[(4)]~~ (5) The fee established in OAR 812-025-0040.

Stat. Auth.: ORS 670.310 and 701.235

Stats. Implemented: ORS 470, 670.310, 701.108, 701.119 and OR Laws 2009, chapter 753
(12/10 eff. 1/1/11, 12/13 eff. 1/1/14)

812-030-0000

General Definitions

The following definitions apply to OAR [~~812-030-0100 to 812-030-0145~~] **812-030-0000 to 812-030-0300**:

- (1) "Certificate" means the authorization issued by the board to an individual locksmith.
- (2) "Conviction" means a final judgment on a verdict or finding of guilty, a plea of guilty, a plea of nolo contendere (no contest), or any other determination of guilt entered by a court against an individual in a criminal case unless the final judgment has been reversed or set aside by a subsequent court decision.
- (3) "False statement" means a statement whereby an individual applying for a locksmith certificate:
 - (a) Provides the board with materially false information; or
 - (b) Fails to provide the board with information material to determining his or her qualifications.
- (4) "License" means the construction contractor license issued by the board under ORS 701.046 to a business offering to or providing locksmith services, **including, but not limited to, a residential locksmith services contractor.**

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: ORS 701.475 to 701.490.
(2/10, 12/13 eff. 1/1/14)

812-030-0240

Requirement that Locksmith Own or Work for a Licensed Contractor

- (1) [~~Effective July 1, 2010, in~~] **In** order to work as a locksmith, a certified locksmith must:
 - (a) Be an owner or employee of a licensed construction contractor, **including, but not limited to, a residential locksmith services contractor;** or
 - (b) Be otherwise exempt under ORS 701.490.

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(2) ~~[Effective July 1, 2010, if]~~ **If** the board refuses to issue, refuses to reissue, suspends or revokes the contractor's license, or if the construction contractor's license expires or becomes inactive, the certified locksmith, not otherwise exempt under ORS 701.490, may not:

- (a) Undertake, offer to undertake or submit to do work as a locksmith for compensation; or
- (b) Use the title of locksmith, locksmith professional, commercial locksmith, lock installer or any title using a form of the word "locksmith."

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: ORS 701.480 and 701.490

(2/10, 12/13 eff. 1/1/14)

DIVISION 32
HOME ENERGY ASSESSOR

812-032-0000

General Definitions

The following definitions apply to OAR 812-032-0000 to 812-032-0150:

- (1) "Certificate" means the authorization issued by the board to an individual home energy assessor.**
- (2) "License" means the construction contractor license issued by the board under ORS 701.046 to a business offering or providing home energy performance scores, including, but not limited to, a home energy performance score contractor.**

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13 eff. 1/1/14)

812-032-0100

General Application Requirements

An individual must submit the following to qualify for a home energy assessor certificate:

- (1) An application on a form provided by the board;**
- (2) Proof of passing a training program designated by the Department of Energy;**
- (3) If applicable, the CCB license number of the business owned by or employing the applicant; and**
- (4) The fee established in OAR 812-032-0150.**

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13 eff. 1/1/14)

812-032-0110

Certificate Issuance

(1) The effective date of the certificate will be the date that the applicant meets all board requirements, including paying the fee required under OAR 812-032-0150.

- (2) A unique number will be assigned to each certificate.**
- (3) If the board issues a certificate, it will mail the certificate to the applicant.**
- (4) If the board denies a certificate, it will state, in writing, the reasons for denial.**
- (5) A certificate shall be non-transferable.**
- (6) A certificate shall be effective for one year from the date of issue.**

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13 eff. 1/1/14)

812-032-0120

Requirements for Certificate Renewal

A certified home energy assessor shall submit the following to the board for renewal of the home energy assessor's certificate:

- (1) Renewal application information as required by the board;**
- (2) If applicable the CCB license number of the business owned by or employing the applicant; and**
- (3) The fee established in OAR 812-032-0150.**

Stat. Auth.: ORS 670.310, 701.235

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Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)
(12/13 eff. 1/1/14)

812-032-0123

Certificate Cards

(1) The agency shall issue a certificate and pocket card effective on the date on which the certificate becomes effective under OAR 812-032-0110 or 812-032-0120.

(2) A certificate and pocket card is valid for the term for which it is issued.

(3) If a certificate becomes invalid, the agency may require the return of the certificate and pocket card.

(4) There is no charge for the original certificate and pocket card issued by the agency.

(5) There is a \$10 fee to replace a certificate and pocket card.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13 eff. 1/1/14)

812-032-0130

Certificate Renewal – Effective Date; Effect of Lapse

(1) A renewed certificate shall be effective on the day following the expiration date for which the renewal is sought if the certified home energy assessor fulfills all of the requirements in OAR 812-030-0120 on or before the expiration date.

(2) Except as provided in subsection (4), if a certified home energy assessor fails to fulfill all of the requirements in OAR 812-032-0120 on or before the expiration date, but fulfills the requirements at a future date, the renewal shall be effective on the date that all the requirements for renewal have been fulfilled. During the period from the expiration date to the effective date, the certificate is deemed to have lapsed.

(a) A home energy assessor may not offer to assign, or assign, home energy scores while the certificate is lapsed.

(b) A home energy assessor may not use the title of home energy assessor or similar other title while the certificate is lapsed.

(3) If the certificate lapses for one year or less, the applicant may renew its certification by renewing the certificate as provided for in OAR 812-032-0120.

(4) If the certificate lapses for more than one year, the applicant must apply for a new certificate as provided for in OAR 812-032-0100.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13 eff. 1/1/14)

812-032-0135

Mailing and E-mail Address Changes

(1) Certified home energy assessors shall notify the board of any change in mailing or e-mail addresses while certified and for one year following the certification expiration date. Such persons must notify the board within 10 days after changing an address.

(2) No charge will be made for a mailing or e-mail address change to the board's records.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13 eff. 1/1/14)

812-032-0140

Requirement that Home Energy Assessor Own or Work for a Licensed Contractor

(1) In order to work as a home energy assessor, a certified home energy assessor must be an owner or employee of a licensed construction contractor, including, but not limited to, a home energy performance score contractor.

(2) If the board refuses to issue, refuses to reissue, suspends or revokes the contractor's license, or if the construction contractor's license expires or becomes inactive, the certified home energy assessor may

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not:

(a) Undertake, offer to assign or assign home energy performance scores; or

(b) Use the title of home energy assessor or similar other title.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13 eff. 1/1/14)

812-032-0150

Application, Renewal and Certificate Fees

(1) The application fee for a home energy assessor certificate is \$100.

(2) The fee for issuance of an initial one-year certificate is \$100.

(3) The fee for renewal of a one-year certificate is \$100.

(4) All fees are non-refundable and non-transferrable.

Stat. Auth.: ORS 670.310, 701.235

Stats. Implemented: 2013 OR Laws ch. 383 (HB 2801)

(12/13 eff. 1/1/14)

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CONSTRUCTION CONTRACTORS BOARD

700 Summer St NE Suite 300
PO Box 14140
Salem OR 97309-5052
503-378-4621
503-373-2007 FAX



Interoffice Memo

To: Craig P. Smith
Administrator

From: Catherine Dixon
Management Assistant

Date: December 16, 2013

Subject: Temporary Administrative Rules Filed

Attached are the temporary rules that were filed on December 12, 2013, and became effective upon filing. The temporary rules were adopted under OAR 812-001-0110, which allows the Administrator to adopt, amend, or suspend a rule as provided in ORS 183.335. The temporary rules were provided to the Board chair prior to adoption.

Below is a summary of the temporary rules:

- a. 812-022-0025 and 812-022-0026 are amended to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.
- b. 812-022-0027 is amended to permit community colleges and SBDCs to become providers without obtaining a \$20,000 surety bond.

Note: These rules are set for a rulemaking hearing on January 28, 2014.

m-brd 12-16-13 temp rules.docx

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Secretary of State
Certificate and Order for Filing
TEMPORARY ADMINISTRATIVE RULES
A Statement of Need and Justification accompanies this form.

I certify that the attached copies are true, full and correct copies of the TEMPORARY Rule(s) adopted on Upon filing by the
Construction Contractors Board 812
Agency and Division Administrative Rules Chapter Number
Catherine Dixon (503) 934-2185
Rules Coordinator Telephone
700 Summer St. NE, Suite 300, Salem, OR 97310
Address
To become effective 12/12/2013 through 04/26/2014.

RULE CAPTION

Creates an exemption from provider application fee and bond for community colleges and SBDCs.
Not more than 15 words that reasonably identifies the subject matter of the agency's intended action.

RULEMAKING ACTION

Secure approval of new rule numbers with the Administrative Rules Unit prior to filing.

ADOPT:

AMEND:

812-022-0025, 812-022-0026, 812-022-0027

SUSPEND:

Statutory Authority:

ORS 670.310, 701.126, 701.235

Other Authority:

Oregon Laws 2013, Chapter 718 (SB 783)

Statutes Implemented:

ORS Oregon Laws 2013, Chapter 718 (SB 783)

RULE SUMMARY

812-022-0025 and 812-022-0026 are amended to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.

812-022-0027 is amended to permit community colleges and SBDCs to become providers without obtaining a \$20,000 surety bond.

NOTE: In order to save postage and printing costs in these difficult times, CCB is only providing a copy of the notice. To view the language of each individual rule change, please go to our web site at http://www.oregon.gov/CCB/Laws_Rules.shtml#Administrative_Rule_Notices. If you don't have web access, contact Cathy Dixon at (503) 934-2185 for assistance in receiving a copy.

FILED
12-12-13 1:45 PM
ARCHIVES DIVISION
SECRETARY OF STATE

Catherine Dixon Catherine.A.Dixon@state.or.us
Rules Coordinator Name Email Address

Secretary of State
STATEMENT OF NEED AND JUSTIFICATION
A Certificate and Order for Filing Temporary Administrative Rules accompanies this form

Construction Contractors Board
Agency and Division

812
Administrative Rules Chapter Number

Creates an exemption from provider application fee and bond for community colleges and SBDCs.

Rule Caption (Not more than 15 words that reasonably identifies the subject matter of the agency's intended action.)

In the Matter of:

Amendments to OAR 812

Statutory Authority:

ORS 670.310, 701.126, 701.235

Other Authority:

Oregon Laws 2013, Chapter 718 (SB 783)

Statutes Implemented:

ORS Oregon Laws 2013, Chapter 718 (SB 783)

Need for the Temporary Rule(s):

812-022-0025 and 812-022-0026 are amended to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.

812-022-0027 is amended to permit community colleges and SBDCs to become providers without obtaining a \$20,000 surety bond.

Documents Relied Upon, and where they are available:

ORS 701, OAR 812 and SB 783 (2013). Documents are on the agency website at www.oregon.gov/ccb or a paper copy is available upon request.

Justification of Temporary Rule(s):

The CCB finds it necessary to initiate this rule change using the temporary rulemaking process because the delays associated with the permanent rulemaking process would result in serious prejudice to the public interest and the interests of the construction contractors the Board licenses. SB 783 (2013) significantly modified the continuing education requirements for residential contractors. While the Board has been diligent in implementing the legislation through the permanent rulemaking process, there is not sufficient time to undertake that process with respect to the changes proposed by temporary rule here and also meet the January 1, 2014 effective date of SB 783. There is an urgent need for adequate and available courses, throughout the state. Contractors need these courses to renew their license starting January 1, 2014. Without community colleges and SBDCs as approved providers, sufficient quality courses may be unavailable. These rules amendments permit community colleges and small business development centers (SBDCs) to become residential continuing education providers without paying the \$2,000 application fee and without submitting a \$20,000 surety bond. Community colleges have already been accredited, meeting standards that are greater than those required by CCB's approval process. Community colleges and SBDCs should reasonably be expected to meet their financial obligations, which reasonably negate the need for a surety bond. Community colleges and SBDCs may be unable to pay the \$2,000 application fee to become an approved provider. They are nonprofits that rely upon taxpayer funds for their operations.

Catherine Dixon

Printed Name

Catherine.A.Dixon@state.or.us

Email Address

FILED

12-12-13 1:45 PM

ARCHIVES DIVISION
SECRETARY OF STATE

HOUSING COST IMPACT STATEMENT

FOR ESTIMATING THE EFFECT OF A PROPOSED RULE OR ORDINANCE ON THE COST OF DEVELOPING
A *TYPICAL 1,200 SQ FT DETACHED SINGLE FAMILY DWELLING ON A 6,000 SQ FT PARCEL OF LAND.
(ORS 183.534)

FOR ADMINISTRATIVE RULES

AGENCY NAME: Construction Contractors Board PERMANENT: HEARING DATE:
ADDRESS: 700 Summer St. NE Ste 300
CITY/STATE: Salem OR 97309 TEMPORARY: EFFECTIVE DATE: December 12, 20 13
PHONE: (503) 378-4621

BELOW PLEASE PROVIDE A DESCRIPTION OF THE ESTIMATED SAVINGS OR ADDITIONAL COSTS THAT WILL
RESULT FROM THIS PROPOSED CHANGE.

PROVIDE A BRIEF EXPLANATION OF HOW THE COST OR SAVINGS ESTIMATE WAS DETERMINED.
IDENTIFY HOW CHANGE IMPACTS COSTS IN CATEGORIES SPECIFIED

Description of proposed change: (Please attach any draft or permanent rule or ordinance)

812-022-0025 and 812-022-0026 are amended to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.

812-022-0027 is amended to permit community colleges and SBDCs to become providers without obtaining a \$20,000 surety bond.

Description of the need for, and objectives of the rule:

812-022-0025 and 812-022-0026 are amended to permit community colleges and SBDCs to become providers without paying the \$2,000 application fee. It will also permit community colleges and SBDCs to become providers without submitting a \$20,000 surety bond.

812-022-0027 is amended to permit community colleges and SBDCs to become providers without obtaining a \$20,000 surety bond.

List of rules adopted or amended:

812-022-0025
812-022-0026
812-022-0027

Materials and labor costs increase or savings:

The rule amendments have no known impact on materials and labor costs.

Estimated administrative construction or other costs increase or savings:

The rule amendments have no measurable impact on administrative construction or other cost increases or savings. Community colleges and small business development centers will save the cost of the \$20,000 bond and the \$2,000 application fee.

Land costs increase or savings:

The rule amendments have no measurable impact on the cost of new home or a building lot.

Other costs increase or savings:

The proposed rules have no known fiscal impact on state agencies, units of local government or the public. Community colleges and small business development centers will save the cost of the \$20,000 bond and the \$2,000 application fee.

*Typical-Single story 3 bedrooms, 1 ½ bathrooms, attached garage (calculated separately) on land with good soil conditions with no unusual geological hazards.

PREPARERS NAME: Catherine Dixon
EMAIL ADDRESS: catherine.a.dixon@state.or.us

812-022-0025

Provider Approval – Continuing Education for Residential Contractors (SB 783)

- (1) The agency will review and approve providers offering residential continuing education.
- (2) Providers will apply for approval on a form, and submit fees, prescribed by the agency.
- (3) Providers seeking approval to offer residential continuing education must submit the following to the agency:
 - (a) Name, address and contact information of the provider;
 - (b) Business entity type of the provider and, if applicable, the Corporation Division business registry number;
 - (c) Description of the subject area(s) the provider intends to offer;
 - (d) Indication whether provider will offer:
 - (A) Series A Courses;
 - (B) Series B Courses; or
 - (C) Both Series A and Series B Courses; and
 - (e) Such other information or documentation as the agency may request.
- (4) To qualify for approval, providers must:
 - (a) Employ or contract with instructors who have at least four years work experience or four years of education, or any combination of both, in the subject that they instruct;
 - (b) Be capable of entering and transmitting electronic data to the agency;
 - (c) Describe and follow a process for prompt resolution of complaints by registrants;
 - (d) Describe a process for cancellations and refunding registrant payments. If the provider does not permit cancellation or refunds, it must provide notice of that fact in a conspicuous manner in its advertising, solicitation and registration materials;
 - (e) Describe and follow attendance verification procedures;
 - (f) Provide an evaluation opportunity as prescribed by the agency for course attendees to complete;
 - (g) Be capable of submitting rating results to the agency by 12:00 noon of the business day following the day the contractor completes the course;
 - (h) **Except as provided in OAR 812-022-0027(2), if** [If] offering agency developed courses, pursuant to an agreement under OAR 812-022-0018, or Series A Courses, provide a surety bond, as described in OAR 812-022-0027, in the amount of \$20,000 obligating the surety to pay the State of Oregon any fees unpaid by provider;
 - (i) **Except as provided in OAR 812-022-0026(3), pay** [Pay] fees as provided under OAR 812-022-0026; and
 - (j) Maintain records available for agency to inspect for at least six years.
- (5) Only an approved provider may offer or provide residential continuing education to a contractor or a contractor's employees.
- (6) An approved provider may not allow any person not approved by the agency as a provider to offer or provide courses of the approved provider. For purposes of this rule, "offer or provide" includes, but is not limited to, assisting the contractor or the contractor's employees in obtaining or completing the courses or acting on behalf of an approved provider in advertising or soliciting the courses.
- (7) Provider approval will be valid for two (2) years from the date the provider is approved by the agency.
- (8) If providers change or add course types (Series A Courses or Series B Courses), they shall notify the agency within 24 hours.
- (9) If providers change or add instructors, they shall notify the agency within 24 hours.
- (10) Providers must re-submit an application and fees for renewal of approval. Renewal of approval will be subject to the same requirements as initial approval.
- (11) The agency may withdraw approval issued to any provider that violates Oregon Laws 2013, chapter 718, or any rule of the agency.
Stat. Auth.: ORS 670.310, 701.126 and 701.235
Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783)

(10/24/13, temp. 10/29/13, temp. 12/12/13)

812-022-0026

Fees for Provider Approval – Continuing Education for Residential Contractors (SB 783)

(1) Providers will remit to the agency a non-refundable fee of \$2,000, together with an application for approval, or renewal of approval, to offer Series A Courses, Series B Courses, or both Series A Courses and Series B Courses.

(2) Providers will be assessed a fee of \$4 per student per hour for each Series A Course hour provided. Providers will pay agency the fees at the time provider submits each student's records. The agency will establish the manner in which the provider must remit payment. Students will receive credit for Series A Course hours only after CCB receives provider's payment.

(3) The fees established under section (1) of this rule do not apply to Oregon public community colleges or small business development centers (including BizCenter Online Learning).

Stat. Auth.: ORS 670.310, 701.126 & 701.235

Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783)

(10/24/13, temp. 12/12/13)

812-022-0027

Surety Bond to Assure Performance of Agency Agreements

(1) Providers that provide Series A Courses as provided in OAR 812-022-0015(2)(b), will maintain a surety bond in the amount of \$20,000, issued by a surety company authorized to do business in the State of Oregon, for the benefit of the State of Oregon, Construction Contractors Board. The bond must be in the form "Series A Course Provider Surety Bond," dated October 24, 2013.

(2) Section (1) of this rule does not apply to Oregon public community colleges or small business development centers (including BizCenter Online Learning).

Stat. Auth.: ORS 670.310, 701.126 and 701.235

Stats. Implemented: Oregon Laws 2013, Chapter 718 (SB 783)

(10/24/13, temp. 10/29/13, temp. 12/12/13)

Calendar 2014

MONTH	MEETING TYPE	TIMES/LOCATION	MEMBERS ASSIGNED	OTHER COMMITMENTS
January 28	Board Meeting	8:30/ West Salem Roth's IGA, Santiam Rm. Appeal Committee		KPM 11 – Best Practices survey
February 26	No Board Meeting			
March 25	No Board Meeting			
April 22	Board Meeting	8:30/ West Salem Roth's IGA, Oregon Rm. Appeal Committee		
May 27	No Board Meeting			
June 24	Board Meeting	8:30/ West Salem Roth's IGA, Oregon Rm. Appeal Committee		
July 22	No Board Meeting			
August 26	Board meeting	8:30/ Location TBA Appeal Committee		KPM 11 – Best Practices survey Election of Officers
September 23	No Board Meeting			
October 28	Board Meeting	8:30/ 8:30/ Location TBA Appeal Committee		
November 25	No Board Meeting			
December 2	Board Meeting	8:30/ 8:30/ Location TBA Appeal Committee		

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New Laws That Effect Contractors Beginning January 2014

by CCB Communications on December 31st, 2013

New Residential Continuing Education Requirements SB 783

During the 2013 Legislative session, lawmakers passed SB 783, which was intended to improve the residential continuing education program for Oregon contractors. The new requirements become effective January 1, 2014.

Some highlights of the new law:

- The required number of hours will be reduced to 8 hours for contractors that have been licensed as a residential contractor for 6 or more years. The required number of hours remains the same for contractors that have been licensed as a residential contractor less than 6 years.
- The subject areas have been greatly expanded; contractors will have more choices.
- All education providers must become approved. Courses must be approved or registered. Contractors will be able to find qualifying courses easily on the agency website.
- CCB's Laws, Regulations and Business Practices remain part of the requirement; CCB may have agreements with approved providers to offer.

Contractors* that have been licensed as a residential contractor for 6 or more years will have 8 hours of residential continuing education required during the 2-year licensing period:

Subject Area	Hours
CCB Laws Regulations and Business Practices (LRB)	3
Series A courses (Business practices and Codes)**	5
Total	8

Contractors that have been licensed as a residential contractor for less than 6 years will have 16 hours of residential continuing education required during the 2-year licensing period:

Subject Area	Hours
CCB Laws Regulations and Business Practices (LRB)	3
Series A courses (Business practices and Codes)**	5
Series A courses (Business practices and Codes) or Series B (Trade practices and energy efficiency)**	8
Total	16

See the CCBlog article "[More Information on the new Residential Continuing Education program](#)".

New Residential Endorsements (HB 2801 and SB 207)

The 2013 legislature created four new residential endorsements.

The new endorsement allows a contractor to perform a limited scope of work.

The four new endorsements are:

1. Residential Locksmith Services Contractor (Available January 1, 2014)
2. Home Inspector Services Contractor (Available January 1, 2014)
3. Home Services Contractor (Available January 1, 2014)
4. Home Energy Performance Services Contractor (Available July 1, 2014)

Contractors selecting one of the new endorsements will not complete the 16-hour training course or pass the test. Also, these contractors will not complete continuing education.

To obtain any of these endorsements, an applicant must complete CCB's application form and pay a license fee of \$325. Licensed contractors may complete a change form and pay the \$20 change fee. A contractor may not hold these endorsements and an endorsement as an ordinary residential.

Residential Contract Requirement changes (SB 205)

The 2013 legislature removed the requirement (in ORS 701.305) that certain language must be in every residential contract. Instead, CCB's rules contain all contract requirements.

The new law no longer requires a contractor to include a statement, in the contract, that the contractor is licensed. This was unnecessary because a contractor already includes its license number. Also, the new law no longer requires contractors to list the notices that they provide. Again, this was unnecessary. Contractors must give certain notices, which are identified as

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notices.

The current requirements for a residential contract are set out in CCB's rule, OAR 812-012-0110. Each residential contract must contain the following.

1. The contractor's name, address, phone number and CCB license number.
2. The customer's name and address.
3. The work site address.
4. A description of the work to be performed.
5. The price and payment terms.
6. If the contract is for a new home,
 1. An acknowledgement of a written offer of warranty, and
 2. Whether the buyer accepts or rejects the offer.
 3. An explanation of the property owner's contract rights, including the right to file a claim with CCB.

Minor Work Exemption (HB 2524)

Historically, a minor work exemption allowed individuals to do a limited amount of construction without being licensed. The law exempted any person working on one structure or project, under one or more contracts, when the total price of the work was less than \$500. In addition, the work had to be of a "casual, minor or inconsequential nature" and the person may not advertise services of a contractor. This law has been on the books since 1971.

The 2013 legislature changed the law to raise the exemption limit from \$500 to \$1,000. Starting January 1, 2014, a person may perform construction work for less than \$1,000 without a license.

The person may not advertise and work must still be "casual, minor or inconsequential", CCB defines this to mean that the work:

1. Must not be of a structural nature,
2. Must not affect health or safety of the owner or occupant; and
3. Does not include work performed as a subcontractor to a licensed contractor.

Bank Exemption (HB 2524)

In years past, banks have been exempt from needing a contractor's license to perform construction work. Concerned that the exemption was too broad, the 2013 legislature changed the law.

Starting January 1, 2014, banks and related companies may arrange for completion, repair or remodeling:

1. By one or more licensed contractors; and
2. Only on structures in which a bank or related company has a legal or security interest.

Real Estate Exemption (HB 2524)

Like banks, real estate brokers and their employees have been exempt from needing a contractor's license to perform construction work. The 2013 legislature tightened the exemption, but not to the degree it did with banks. Starting January 1, 2014, real estate brokers and their employees may perform construction work on property managed under contract, but only if the broker engages in the management of real estate.

Leased Worker Exemption (HB 2524)

For many years, businesses that supplied workers to contractors were exempt from needing a contractor's license. The 2013 legislature narrowed this exemption.

Starting January 1, 2014, only worker leasing companies or temporary services providers will qualify for the exemption.

A worker leasing company is a company that provides workers on other than a temporary basis. These companies must be licensed by the Department of Consumer and Business Services.

A temporary service provider is a company that provides workers on a temporary basis. These companies do not need to be licensed. However, these companies only provide workers in situations such as worker absences, to cover employee leave or for seasonal work.

Commercial Contractors with Leased Workers (SB 207)

Starting January 1, 2014, if a contractor uses leased workers supplied by a licensed worker leasing company, the contractor is classified nonexempt.

The law classifies contractors as either "exempt" or "nonexempt." Ordinarily, exempt contractors do not have employees. They do not need workers' compensation insurance. Nonexempt contractors have employees. They need workers' compensation insurance.

In 2009, the legislature required exempt commercial contractors (no employees) to have personal election workers' compensation insurance. Personal election coverage is a limited form of workers' compensation. It insures the owners and officers of the business.

In some cases, these companies used leased workers. The leasing company provides workers' compensation insurance for the workers.

This created a conflict. Any workers' compensation insurance for a company covers its leased workers. But insurers would not cover workers when the owners or officers had personal election insurance.

To eliminate this result, the 2013 legislature reclassified contractors that use leased workers.

Increased Sanctions (HB 2540)

Starting January 1, 2014, CCB may sanction a contractor that supplies false information to avoid financial obligations. This includes:

1. Federal, state or local income taxes.
2. Social security contributions.
3. Unemployment taxes.
4. Workers' compensation premiums.
5. Wage and hour law required payments.
6. Federal or state occupational safety and health requirements.
7. Child support.
8. Alimony.
9. Judgments.
10. Garnishments.
11. Other laws or debts identified by the board by rule.

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The new law also expands unpaid debts. CCB may sanction a contractor that fails to pay wages owed to its employees.

From → [General](#)

Comments are closed.

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- [New Laws That Effect Contractors Beginning January 2014](#)
- [Important Changes to Residential Continuing Education Beginning January 1, 2014](#)
- [BONDING EDUCATION PROGRAM](#)
- [CCB hits the street to watch for unlicensed construction activity](#)
- [CCB alert to homeowners: Be prepared before high winds and rain hit](#)
- [CCB to hold "Town Hall" style stakeholder meetings across Oregon in June and July](#)
- [June 13th- CCB Laws Regulations and Business Practices June 13th](#)
- [Southern Oregon New Contractor Workshop](#)
- [NEW CONTRACTOR WORKSHOPS](#)
- [Correction: Residential Continuing Education Course Update article](#)

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About

The Construction Contractors Board protects the public's interest relating to improvements to real property. The Board regulates construction contractors and promotes a competitive business environment through education, contractor licensing, dispute resolution, and law enforcement.

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Array ([0] => Array ([0] => IMSSP [SQLSTATE] => IMSSP [1] => -14 [code] => -14 [2] => An invalid parameter was passed to sqlsrv_query. [message] => An invalid parameter was passed to sqlsrv_query.))

1163C

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WHERE `option_name` = 'ultimate_ga_options'--PREPARE
```

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CONSTRUCTION CONTRACTORS BOARD
Administrative Services Section
PO BOX 14140
SALEM, OR 97309-5052
PHONE: (503) 378-4621 FAX: (503) 373-2007

January 15, 2014

TO: Craig P Smith
Administrator

FROM: Stan Jessup *smj*
Budget & Finance Manager

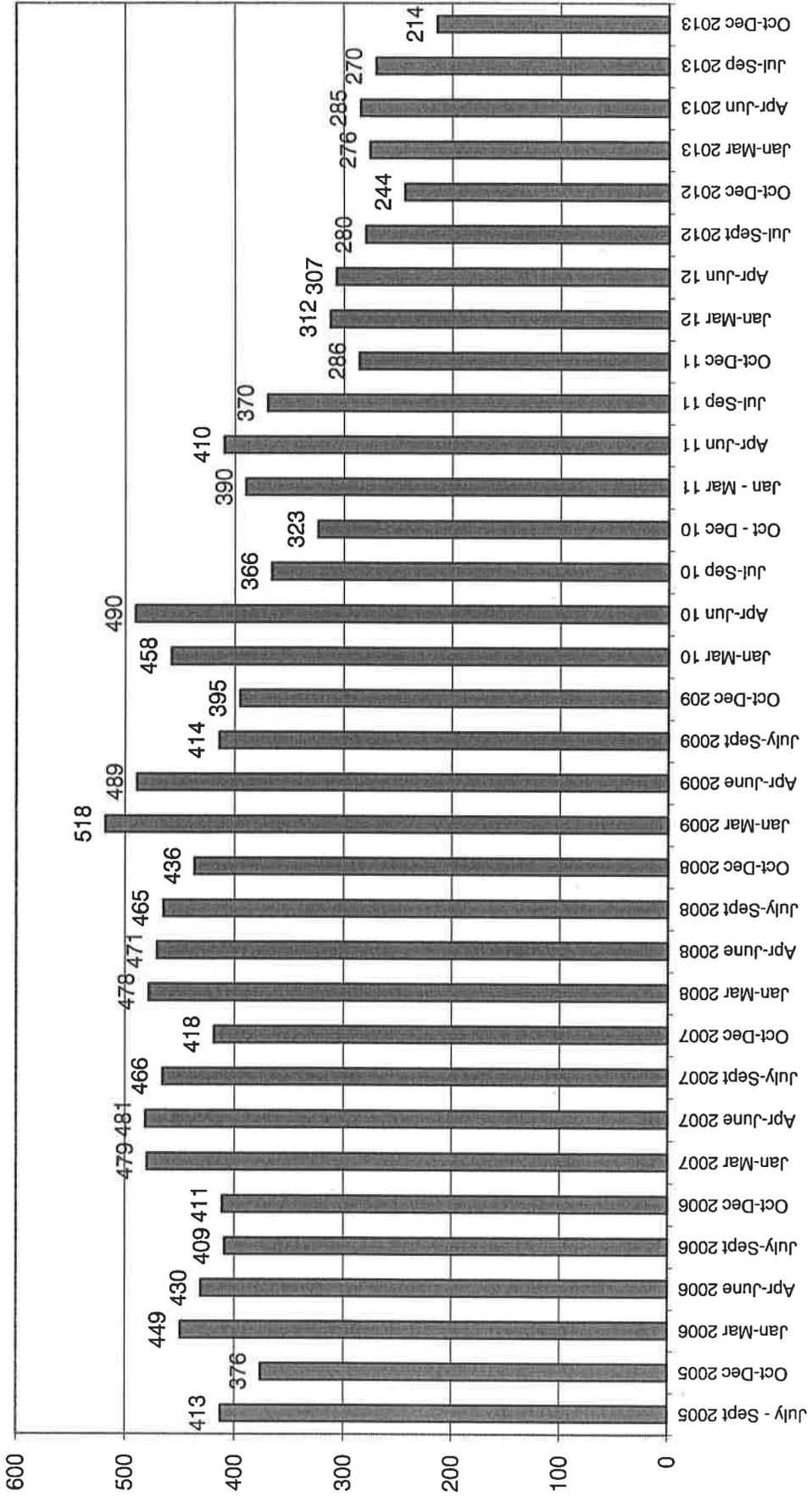
RE: Business Services Section
Quarterly Report: October 2013 – December 2013

The following spreadsheets are attached reflecting data for the period ending December 31, 2013.

1. Average Pieces of Mail Received
2. Average Packets Mailed
3. Average Documents Cashiered
4. Percent of Revenue Received by Credit Card
5. Summary of Licenses & Certificates issued
6. Summary of Revenue
7. Summary of Expenditures
8. Collection of Civil Penalties
9. Civil Penalties Lead Base Paint Violations

smj

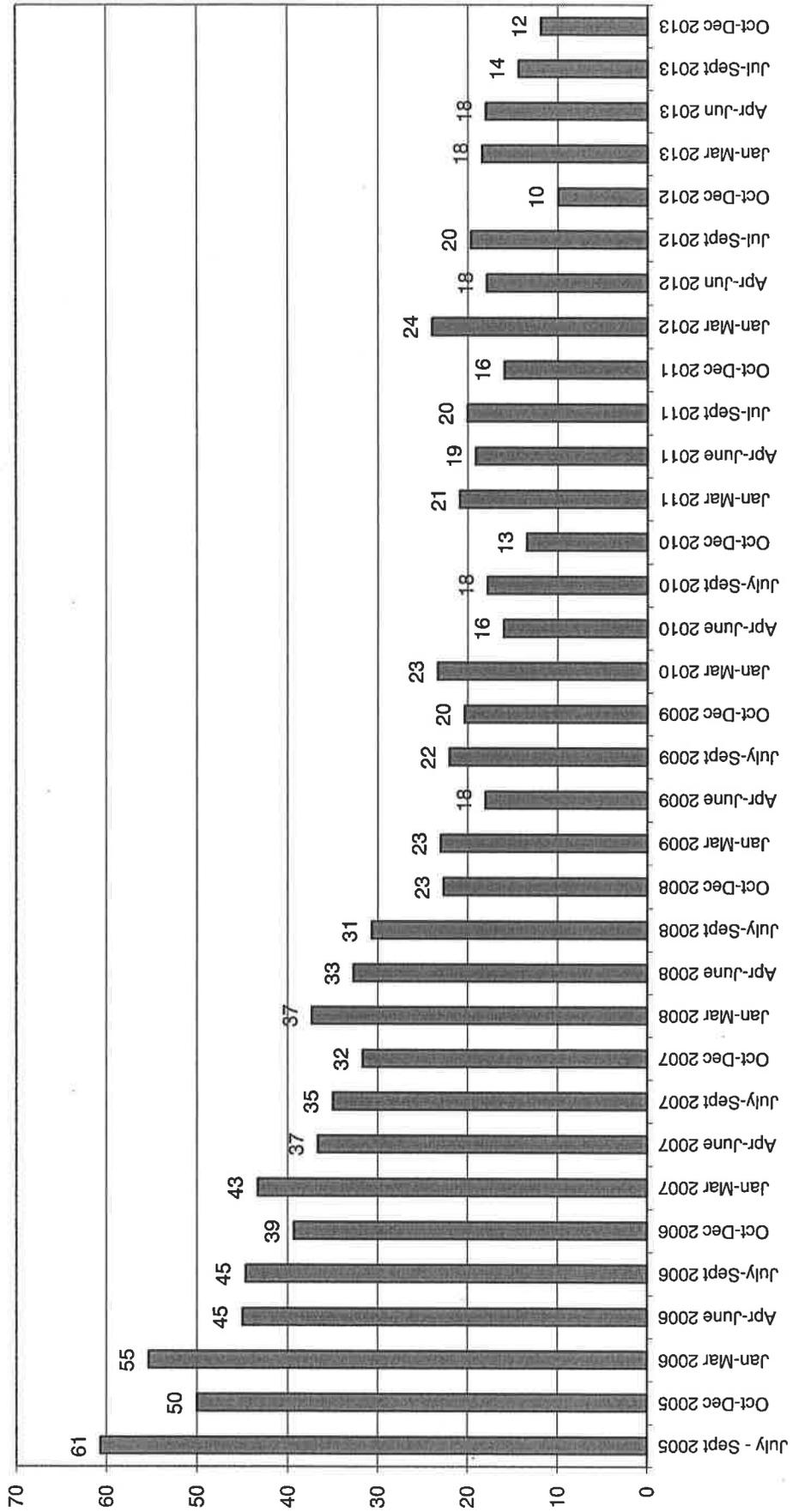
AVERAGE PIECES OF MAIL RECEIVED PER BUSINESS DAY (shown by quarter)



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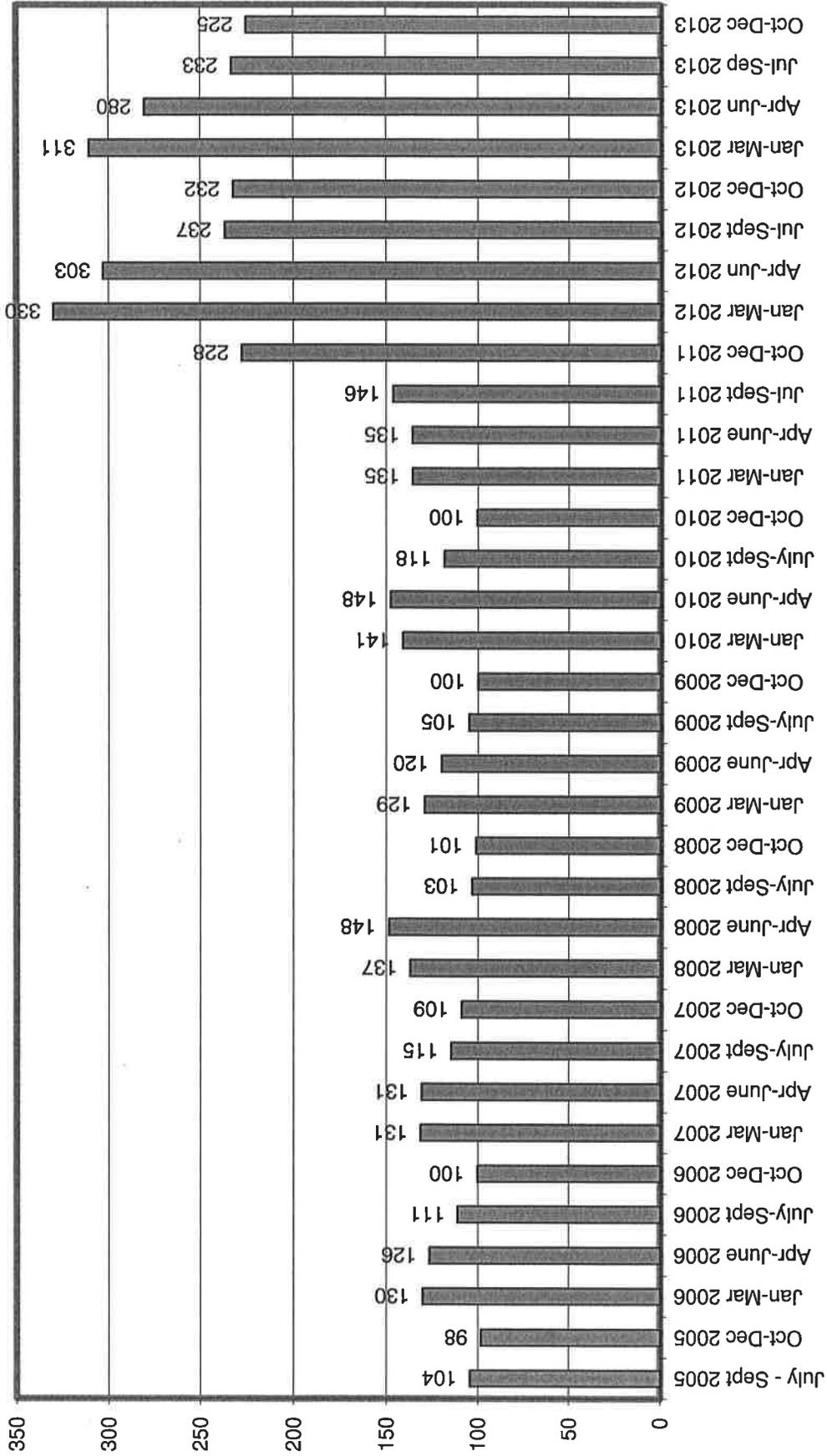
AVERAGE NUMBER OF PACKETS MAILED PER DAY (shown by quarter)

(Packets include license applications, DRS complaint forms, ORS/OAR's, required notices, etc.)

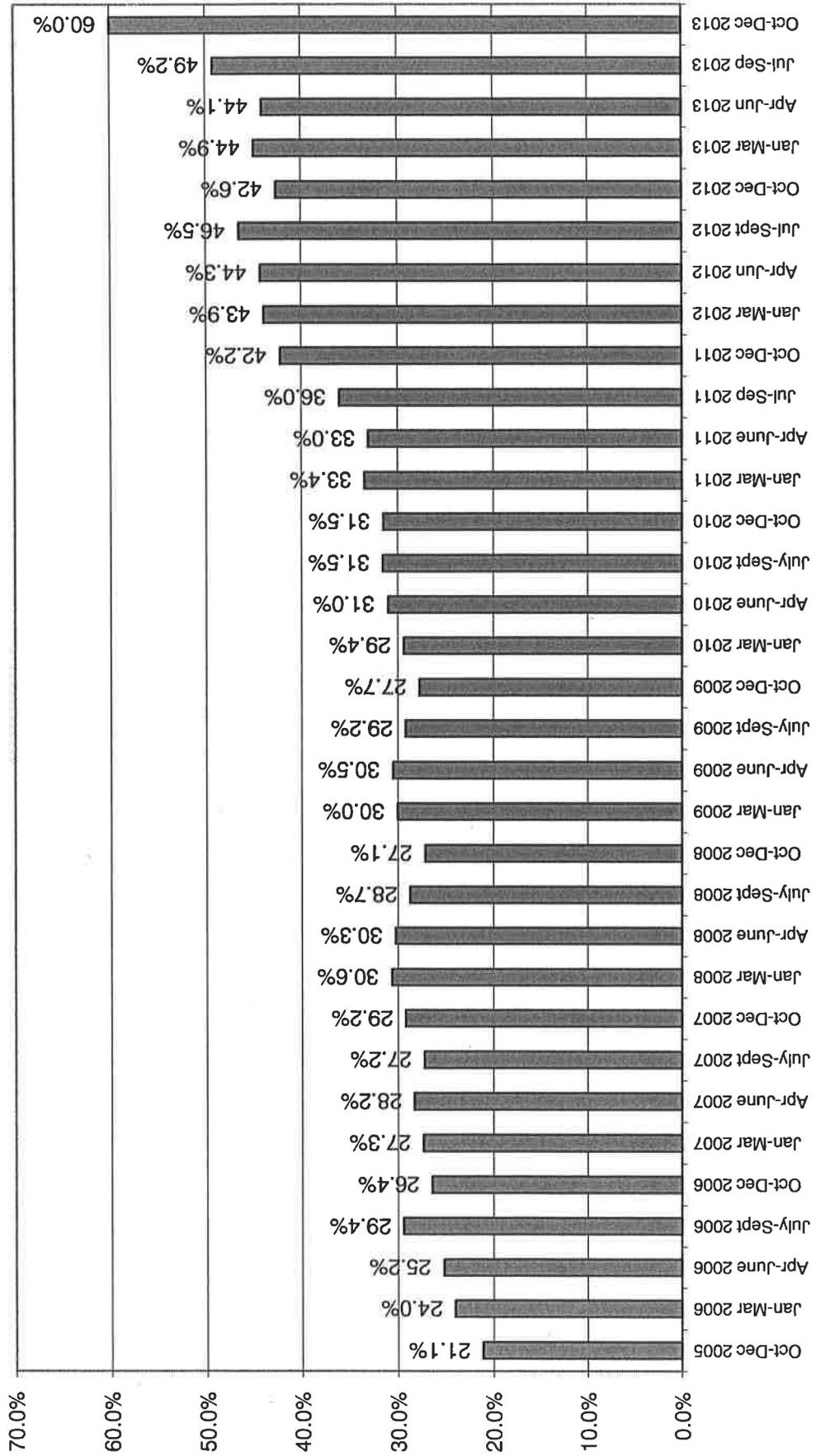


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AVERAGE NUMBER OF CASHIERING TRANSACTIONS PER BUSINESS DAY (shown by quarter)



**AVERAGE PERCENT OF REVENUE
PAID BY CREDIT CARD -
(shown by quarter)**



Quarterly CCB Program Licenses and Certificates 2013-15

	Jul 13- Sep 13	Oct 13 - Dec 13	Jan 14 - Mar 14	Apr 14 - Jun 14	FY 2014
License Expirations	4,735	4,092	5,359	6,038	20,224
# Renewal	3,491	2,840	0	0	6,331
Renewal %	73.73%	69.40%	0.00%	0.00%	31.30%
Renewal \$\$	\$ 1,157,700	\$ 1,028,935	\$ -	\$ -	\$ 2,186,635
# New Licenses	691	571	0	0	1,262
New License \$\$	\$ 213,915	\$ 179,050	\$ -	\$ -	\$ 392,965
# OCLS	29	24	0	0	53
OCLS \$\$	\$ 3,915	\$ 3,360	\$ -	\$ -	\$ 7,275
# LBPR	966	740	0	0	1,706
LBPR \$\$	\$ 57,725	\$ 42,925	\$ -	\$ -	\$ 100,650
# RCE	8,645	8,381	0	0	17,026
RCE \$\$	\$ 138,595	\$ 144,520	\$ -	\$ -	\$ 283,115
# OCHI	46	33	0	0	79
OCHI \$\$	\$ 8,400	\$ 9,100	\$ -	\$ -	\$ 17,500
# EEAST	2	3	0	0	5
EEAST \$\$	\$ 150	\$ 350	\$ -	\$ -	\$ 500

	Jul 14 - Sep 14	Oct 14 - Dec 14	Jan 15 - Mar 15	Apr 15 - Jun 15	FY 2015	2013-15 Bien Total
License Expirations	4,446	3,842	4,956	5,086	18,330	38,554
# Renewal	0	0	0	0	0	6,331
Renewal %	0.00%	0.00%	0.00%	0.00%	0.00%	16.42%
Renewal \$\$	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,186,635.00
# New Licenses	0	0	0	0	0	1,262
New License \$\$	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 392,965.00
# OCLS	0	0	0	0	0	53
OCLS \$\$	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,275.00
# LBPR	0	0	0	0	0	1,706
LBPR \$\$	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 100,650.00
# RCE	0	0	0	0	0	17,026
RCE \$\$	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 283,115.00
# OCHI	0	0	0	0	0	79
OCHI \$\$	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 17,500.00
# EEAST	0	0	0	0	0	5
EEAST \$\$	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 500.00

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SUMMARY OF REVENUE FY 2013-14

Projected Revenue July 2013 - June 2014	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	PROJECTED FIRST YEAR 2013-14	ACTUALS FIRST YEAR 2013-14	TOTAL ACTUAL REV FY 13-14
Civil Penalties	Projected Actuals	56,250 37,848	56,250 25,738	56,250 29,358	56,250 32,563	56,250 25,115	56,250 0	56,250 0	56,250 0	56,250 0	56,250 0	56,250 0	675,000	189,977	189,977
Civil Penalties Lead Based	Projected Actuals	2,860 1,908	2,860 830	2,860 533	2,860 2,033	2,860 500	2,860 0	2,860 0	2,860 0	2,860 0	2,860 0	2,860 0	34,320	7,632	7,632
Civil Penalty Offsets (DOR/PC)	Projected Actuals	2,025 2,986	2,025 2,589	2,025 0	2,025 1,413	2,025 642	2,025 0	2,025 0	2,025 0	2,025 0	2,025 0	2,025 0	24,300	7,610	7,610
Total Civil Penalties	Projected Actuals	61,135 42,742	61,135 42,755	61,135 26,271	61,135 32,804	61,135 26,257	61,135 0	61,135 0	61,135 0	61,135 0	61,135 0	61,135 0	733,620	205,220	205,220
Civil Penalty Transfer to G.F. (AO 0200, 0202, 0204)	Projected Actuals	(45,000) 0	(45,000) (30,278)	(45,000) (54,827)	(45,000) (24,427)	(45,000) (49,537)	(45,000) 0	(45,000) 0	(45,000) 0	(45,000) 0	(45,000) 0	(45,000) 0	(540,000)	(159,070)	(159,070)
License Renewals	Projected Actuals	419,250 430,625	395,850 378,095	354,250 348,980	376,025 366,205	317,200 367,580	381,875 0	415,675 0	525,850 0	483,675 0	478,075 0	519,675 0	4,994,925	2,186,635	2,186,635
New Licenses	Projected Actuals	87,750 79,300	87,750 68,640	87,750 65,975	87,750 69,855	87,750 52,320	87,750 0	87,750 0	87,750 0	87,750 0	87,750 0	87,750 0	1,053,000	392,965	392,965
Locksmith Fees	Projected Actuals	1,375 1,755	1,375 840	1,375 1,320	1,375 1,440	1,375 720	1,375 0	1,375 0	1,375 0	1,375 0	1,375 0	1,375 0	16,500	7,275	7,275
DRS Processing Fees	Projected Actuals	4,000 2,655	4,000 2,600	4,000 2,600	4,000 2,670	4,000 2,600	4,000 0	4,000 0	4,000 0	4,000 0	4,000 0	4,000 0	48,000	16,475	16,475
Lead Base Paint Fees	Projected Actuals	14,000 21,750	14,000 18,725	14,000 17,250	14,000 15,750	14,000 13,400	14,000 0	14,000 0	14,000 0	14,000 0	14,000 0	14,000 0	168,000	100,650	100,650
Education Fees	Projected Actuals	54,938 48,835	54,938 46,115	54,938 43,645	54,938 42,065	54,938 65,150	80,615 0	80,615 0	80,615 0	80,615 0	80,615 0	80,615 0	813,318	283,115	283,115
Home Inspector Fees	Projected Actuals	2,758 4,025	2,758 3,150	2,758 1,225	2,758 3,200	2,758 3,025	2,758 0	2,758 0	2,758 0	2,758 0	2,758 0	2,758 0	33,096	17,500	17,500
EEAST Fees	Projected Actuals	225 0	225 50	225 100	225 100	225 100	225 0	225 0	225 0	225 0	225 0	225 0	2,700	500	500
Misc Income	Projected Actuals	7,616 2,686	7,616 2,760	7,616 2,754	7,616 2,434	7,616 2,104	7,616 0	7,616 0	7,616 0	7,616 0	7,616 0	7,616 0	91,392	43,710	43,710
TOTAL REVENUE	Projected Actuals	607,822 634,373	584,422 533,451	542,822 455,292	564,597 512,096	505,772 483,719	596,124 0	629,924 0	740,099 0	707,924 0	692,324 0	733,924 0	7,411,851	3,094,975	7,411,851 3,094,975

2013-15 Expenditures Fiscal Year Ending June 30, 2014

Expenditure Projections	Total Budget	JUL 2013	AUG 2013	SEP 2013	OCT 2013	NOV 2013	DEC 2013	JAN 2014	FEB 2014	MAR 2014	APR 2014	MAY 2014	JUN 2014
Personal Services	11,470,115	488,023	473,142	477,343	483,119	465,110	489,961	480,357	492,095	473,719	494,424	480,156	501,441
Services & Supplies	4,350,698	146,932	299,816	121,243	133,697	260,602	212,189	162,939	274,656	154,668	225,565	182,739	246,664
Capital Outlay	53,807	0	0	0	0	0	0	0	0	0	0	0	0
Special Payments	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	15,874,620	634,955	772,958	598,586	616,816	725,712	712,170	643,296	766,751	628,387	719,989	662,895	748,125

Expenditure Actuals	Total FY Actuals	JUL 2013	AUG 2013	SEP 2013	OCT 2013	NOV 2013	DEC 2013	JAN 2014	FEB 2014	MAR 2014	APR 2014	MAY 2014	JUN 2014
Personal Services	2,458,674	408,015	409,273	403,181	421,652	414,352	402,202	0	0	0	0	0	0
Services & Supplies	817,300	85,000	105,298	108,795	133,290	229,603	155,375	0	0	0	0	0	0
Capital Outlay	0	0	0	0	0	0	0	0	0	0	0	0	0
Special Payments	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	3,275,973	493,015	514,571	511,915	554,941	643,954	557,577	0	0	0	0	0	0

Expenditure Summary	JUL 2013	AUG 2013	SEP 2013	OCT 2013	NOV 2013	DEC 2013	JAN 2014	FEB 2014	MAR 2014	APR 2014	MAY 2014	JUN 2014
Projected Exp	8,230,640	772,958	598,586	616,816	725,712	712,170	643,296	766,751	628,387	719,989	662,895	748,125
Actual Exp	3,275,973	514,571	511,915	554,941	643,954	557,577	0	0	0	0	0	0
2009-11 Actuals	7,356,392	684,296	555,210	587,976	625,553	559,003	687,098	538,845	629,669	628,822	491,296	764,080
2007-09 Actuals	7,003,540	618,104	503,710	655,380	571,598	556,392	532,346	601,392	640,126	611,746	567,805	627,241

**COLLECTION OF CIVIL PENALTY REVENUE
2013 - 2015**

MONTH	(All GL 31XX) C.P. MONEY COLLECTED A.O. 0200 / 0202 / 0204	80% of C.P. Revenue Transfer to General Fund	20% of C.P. Revenue Retained by CCB	Actual XFER to GF (All GL 31XX) AOBJ 0207
For 11-13	\$29,178.90	\$23,343.12	\$5,835.78	
Jul-13	\$37,847.89	\$30,278.31	\$7,569.58	\$23,343.12
Aug-13	\$39,355.41	\$31,484.33	\$7,871.08	\$30,278.31
Sep-13	\$30,533.52	\$24,426.82	\$6,106.70	\$31,484.33
Oct-13	\$29,358.22	\$23,486.58	\$5,871.64	\$24,426.82
Nov-13	\$32,563.07	\$26,050.46	\$6,512.61	\$23,486.58
Dec-13	\$25,114.98	\$20,091.98	\$5,023.00	\$26,050.46
Jan-14		\$0.00	\$0.00	
Feb-14		\$0.00	\$0.00	
Mar-14		\$0.00	\$0.00	
Apr-14		\$0.00	\$0.00	
May-14		\$0.00	\$0.00	
Jun-14		\$0.00	\$0.00	
	\$223,951.99	\$179,161.60	\$44,790.39	\$159,069.62

Jul-14		\$0.00	\$0.00	
Aug-14		\$0.00	\$0.00	
Sep-14		\$0.00	\$0.00	
Oct-14		\$0.00	\$0.00	
Nov-14		\$0.00	\$0.00	
Dec-14		\$0.00	\$0.00	
Jan-15		\$0.00	\$0.00	
Feb-15		\$0.00	\$0.00	
Mar-15		\$0.00	\$0.00	
Apr-15		\$0.00	\$0.00	
May-15		\$0.00	\$0.00	
Jun-15		\$0.00	\$0.00	
	\$0.00	\$0.00	\$0.00	\$0.00

TOTALS	\$223,951.99	\$179,161.60	\$44,790.39	\$159,069.62
---------------	---------------------	---------------------	--------------------	---------------------

Amount Due for Most Recent Month

\$20,091.98

Adjustment

\$0.00

COLLECTION OF LBP CIVIL PENALTY REVENUE 2013 - 2015

MONTH	LBP FINES COLLECTED A.O. 0404	Actual XFER to LBP ACCT AOBJ 0404	Interest Accrued	Account Balances
6/30/15 Bal	\$77,991.92	\$77,563.03	\$428.89	\$77,790.97
July 1 XFER	\$5,618.54			\$0.00
Jul-13	\$1,907.71		\$35.68	\$25.63
Aug-13	\$829.86	\$7,526.25	\$35.69	\$7,551.94
Sep-13	\$533.00	\$829.86	\$35.99	\$855.75
Oct-13	\$2,033.00	\$533.00	\$39.38	\$562.33
Nov-13	\$1,828.68	\$2,033.00	\$38.43	\$2,061.38
Dec-13	\$500.00	\$1,828.68	\$40.54	\$1,859.12
Jan-14				\$0.00
Feb-14				\$0.00
Mar-14				\$0.00
Apr-14				\$0.00
May-14				\$0.00
Jun-14				\$0.00
	\$91,242.71	\$90,313.82	\$654.60	\$90,707.12

Jul-14				\$0.00
Aug-14				\$0.00
Sep-14				\$0.00
Oct-14				\$0.00
Nov-14				\$0.00
Dec-14				\$0.00
Jan-15				\$0.00
Feb-15				\$0.00
Mar-15				\$0.00
Apr-15				\$0.00
May-15				\$0.00
Jun-15				\$0.00
	\$0.00	\$0.00	\$0.00	\$0.00

TOTALS	\$91,242.71	\$90,313.82	\$654.60	\$90,707.12
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CONSTRUCTION CONTRACTORS BOARD

EDUCATION SECTION



2013-2015 Second Quarter

October 1, 2013 - December 31, 2015

Education Staff:

Tori Garcia, Program Analyst

Jennifer Magee, Education Assistant

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Construction Contractors Board
Education Section
2013-15 Biennium

CONTRACTOR PRE-LICENSURE EDUCATION

Test Statistics: 2013-15 Biennial History

Overall Testing*

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013/14 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014/15 Fiscal Year Total	Biennium Total
	July 1, 2013-Sept 30, 2013	Oct 1, 2013-Dec 31, 2013	Jan 1, 2014-March 31, 2014	April 1, 2014-June 30, 2014	July 1, 2013-June 30, 2014	July 1, 2014-Sept 30, 2014	Oct 1, 2014-Dec 31, 2014	Jan 1, 2015-March 31, 2015	April 1, 2015-June 30, 2015	July 1, 2014-June 30, 2015	Ending June 30, 2015
Number of Tests Taken	733	N/A									
*Passing Candidates	506	N/A									
Percentage	69.0%	N/A									

* Candidates that pass the test in one or more attempts

2011-13 Biennial History

Overall Testing*

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2011/12 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2012/13 Fiscal Year Total	Biennium Total
	July 1, 2011-Sept 30, 2011	Oct 1, 2011-Dec 31, 2011	Jan 1, 2012-March 31, 2012	April 1, 2012-June 30, 2012	July 1, 2011-June 30, 2012	July 1, 2012-Sept 30, 2012	Oct 1, 2012-Dec 31, 2012	Jan 1, 2013-March 31, 2013	April 1, 2013-June 30, 2013	July 1, 2011-June 30, 2013	Ending June 30, 2013
Number of Tests Taken	575	546	734	821	2,676	668	712	974	886	3,240	5,916
*Passing Candidates	439	429	572	606	2,046	489	528	717	633	2,367	4,413
Percentage	76.3%	78.6%	77.9%	73.8%	76.7%	73.2%	74.2%	73.6%	71.4%	73.1%	73.7%

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**Construction Contractors Board
Education Section
2013-15 Biennium**

CONTRACTOR PRE-LICENSURE EDUCATION

First Attempt Test Passing Statistics

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2011/12 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2012/13 Fiscal Year Total	Biennium Total
	July 1, 2013-Sept 30, 2013	Oct 1, 2013-Dec 31, 2013	Jan 1, 2014-March 31, 2014	April 1, 2014-June 30, 2014	July 1, 2013-June 30, 2014	July 1, 2014-Sept 30, 2014	Oct 1, 2014-Dec 31, 2014	Jan 1, 2015-March 31, 2015	April 1, 2015-June 30, 2015	July 1, 2014-June 30, 2015	Ending June 30, 2015
Candidates Tested											
Candidates Pass	N/A	N/A									
Percentage	N/A	N/A									

2011-13 Biennial History

First Attempt Test Passing Statistics

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2011/12 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2012/13 Fiscal Year Total	Biennium Ending Total
	July 1, 2011-Sept 30, 2011	Oct 1, 2011-Dec 31, 2011	Jan 1, 2012-March 31, 2012	April 1, 2012-June 30, 2012	July 1, 2011-June 30, 2012	July 1, 2012-Sept 30, 2012	Oct 1, 2012-Dec 31, 2012	Jan 1, 2013-March 31, 2013	April 1, 2013-June 30, 2013	July 1, 2011-June 30, 2013	Ending June 30, 2013
Candidates Tested	466	459	628	653	2,206	523	548	769	886	2,726	4,932
Candidates Pass	391	391	524	535	1,841	420	459	628	633	2,140	3,981
Percentage	83.9%	85.2%	83.4%	81.9%	83.6%	80.3%	83.8%	81.7%	71.4%	79.3%	80.0%

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Construction Contractors Board
Education Section
2013-15 Biennium

CONTRACTOR PRE-LICENSURE EDUCATION

Training Provider Statistics:

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2011/12 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2012/13 Fiscal Year Total	Biennium Total
	July 1, 2013-Sept 30, 2013	Oct 1, 2013-Dec 31, 2013	Jan 1, 2014-March 31, 2014	April 1, 2014-June 30, 2014	July 1, 2013-June 30, 2014	July 1, 2014-Sept 30, 2014	Oct 1, 2014-Dec 31, 2014	Jan 1, 2015-March 31, 2015	April 1, 2015-June 30, 2015	July 1, 2014-June 30, 2015	Ending June 30, 2015
Reported number of students*	N/A	N/A									
Reported student costs course only	N/A	N/A									
Reported Number of manuals sold	N/A	N/A									
Reported total cost of manuals	N/A	N/A									
Estimated of total** Student costs.	N/A	N/A									

* Not all providers have reported. Reported figure may change as information is received.

** Includes reported training, test and manual. Reported figure may change as information is received.

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**Construction Contractors Board
Education Section
2013-15 Biennium**

2011-13 Biennial History

CONTRACTOR PRE-LICENSURE EDUCATION

Training Provider Statistics:

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2011/12 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2012/13 Fiscal Year Total	Biennium Ending Total
	July 1, 2011-Sept 30, 2011	Oct 1, 2011-Dec 31, 2011	Jan 1, 2012-March 31, 2012	April 1, 2012-June 30, 2012	July 1, 2011-June 30, 2012	July 1, 2012-Sept 30, 2012	Oct 1, 2012-Dec 31, 2012	Jan 1, 2013-March 31, 2013	April 1, 2013-June 30, 2013	July 1, 2011-June 30, 2013	Ending June 30, 2013
Reported number of students*	459	637	890	806	2,792	670	715	1,144	616	3,145	5,937
Reported student costs-course only	\$87,507	\$119,340	\$162,313	\$143,637	\$512,797	\$119,023	\$127,309	\$210,540		\$456,872	\$969,669
Reported Number of manuals sold	822	890	878	821	3,411	381	1,102	1,205		2,688	6,099
Reported total cost of manuals	\$34,935	\$37,825	\$37,315	\$69,785	\$179,860	\$16,193	\$46,835	\$51,213		\$114,241	\$294,101
Estimated of total** Student costs	\$171,317	\$203,575	\$262,018	\$256,305	\$893,215	\$191,316	\$234,664	\$344,542		\$770,522	\$1,663,737

* Not all providers have reported. Reported figure may change as information is received.
 ** Includes reported training, test and manual. Reported figure may change as information is received.

CONSTRUCTION CONTRACTORS BOARD FIELD INVESTIGATION SECTION



2013-15 BIENNIUM SECOND QUARTER

CCB Field Investigation Staff:

Greg Armstrong
Rob Hicks
Tim Lenihan
Eric McLaughlin
Tom Messier

Larry Moore
Bobbie Paredes
Tracey Pipkin
Randy Probst
Terry Roach

**Field Investigation Section
2013-15 Biennium**

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**Construction Contractors Board
Field Investigation Section
Executive Summary
2013-15 Biennium**

Activity	2nd Quarter (Current)
Complaints Filed	99
Assigned Activities	99
Jobsite Checks by Field Investigators	1841
Jobsite Checks by County	1841
Electrical License Check by Field Investigator	6
Plumbing License Check by Field Investigator	6
Referrals from DOJ (Karen Thomas)	20
Network Contacts	0
Referrals to Enforcement Section by Violation	226
Referrals to other agencies and CCB Enforcement Section	340
Special Investigations Unit (SIU) - New Complaints	3
Field Investigation Section Meetings	1
Special Investigation Unit Meetings	0
Sweeps & Stings	0

**Construction Contractors Board
Field Investigation Section
Complaints Filed
2013-15 Biennium**

Complaints Filed	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013-14 Fiscal Year Total		Fifth Quarter		Sixth Quarter		Seventh Quarter		Eighth Quarter		2014-15 Fiscal Year Total		Biennium Total	
	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Ending Jun 30, 2015	
Telephone	111	71																			182	
Complaints filed to Field Investigators	6	4																			10	
Referrals from Other Agencies made to Field Staff	2	4																			6	
Enforcement/Online Referrals	18	12																			30	
Enforcement/Telephone Referrals	6	2																			8	
DRS Field Complaints	2	1																			3	
Referrals from Other Agencies to Field Investigation Desk	7	5																			12	
Survey Followups	0	0																			0	
Walk-Ins at Lobby	0	0																			0	
Homeshow Referrals	0	0																			0	
Letters to CCB	0	0																			0	
Assist to Enforcement Section Case Follow Up	3	0																			3	
Assist to Outside Agency Case Follow Up	0	0																			0	
Assist to Contractor in Field	0	0																			0	
Total	155	99																			254	254

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**Construction Contractors Board
Field Investigation Section
Assigned Activities
2013-15 Biennium**

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Assigned Activities	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013-14 Fiscal Year Total		Fifth Quarter		Sixth Quarter		Seventh Quarter		Eighth Quarter		2014-15 Fiscal Year Total		Biennium Total	
	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2013- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2014- Jun 30, 2015	Ending Jun 30, 2015											
Advertising While Unlicensed	0	0			0																0	
Dishonest & Fraudulent	1	0			1																1	
Exempt Contractor Hiring Employees	10	10			20																20	
Flipping Houses	0	1			1																1	
Hiring an Unlicensed Subcontractor	3	0			3																3	
Licensed Contractor Paying Under the Table	1	2			3																3	
Unlicensed Contractors Working	100	69			169																169	
Working out of endorsement	1	2			3																3	
Nonexempt contractor with no Workers Compensation Insurance	1	0			1																1	
Lead Based Paint Complaint/Removal	24	14			38																38	
Lead Based Paint Complaint/CBB Licensed but no LBPR License	7	0			7																7	
Lead Based Paint Complaint/CBB & LPBR license-bad work practice stand.	7	1			8																8	
Total	155	99			254																254	
Unfounded Complaints	35	16			51																51	

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**Construction Contractors Board
Field Investigation Section
Jobsite Checks by Field Investigator
2013-15 Biennium**

Jobsite Checks by Field Inv.	First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	2013-14 Fiscal Year Total Jul 1, 2013- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	2014-15 Fiscal Year Total Jul 1, 2014- Jun 30, 2015	Biennium Total Ending Jun 30, 2015
Greg Armstrong	254	240			494						494
Rob Hicks	114	19			133						133
Tim Lenihan	335	425			760						760
Eric McLaughlin (Special Investigation)	3	11			14						14
Tom Messier	312	293			605						605
Larry Moore	283	344			627						627
Tracey Pipkin	39	54			93						93
Randy Probst	265	240			505						505
Terry Roach (Special Investigation)	2	87			89						89
Nick Newman	44	71			115						115
Len Sherr	62	40			102						102
Richard Stritzke	22	17			39						39
Total	1735	1841			3576						3576

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Construction Contractors Board
Field Investigation Section
Jobsite Checks by County
2013-15 Biennium

Jobsite Checks by County	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013-14 Fiscal Year Total		Fifth Quarter		Sixth Quarter		Seventh Quarter		Eighth Quarter		2014-15 Fiscal Year Total		Biennium Total	
	Jul 1, 2013- Sep 30, 2013		Oct 1, 2013- Dec 31, 2013		Jan 1, 2014- Mar 31, 2014		Apr 1, 2014- Jun 30, 2014		Jul 1, 2013- Jun 30, 2014		Jul 1, 2014- Sep 30, 2014		Oct 1, 2014- Dec 31, 2014		Jan 1, 2015- Mar 31, 2015		Apr 1, 2015- Jun 30, 2015		Jul 1, 2014- Jun 30, 2015		Ending Jun 30, 2015	
Baker	7		0					7													7	
Benton	69		37					106													106	
Clackamas	184		68					252													252	
Clatsop	24		13					37													37	
Columbia	1		13					14													14	
Coos	20		13					33													33	
Crook	16		18					34													34	
Curry	8		12					20													20	
Deschutes	177		228					405													405	
Douglas	27		40					67													67	
Gilliam	5		7					12													12	
Grant	6		0					6													6	
Harney	3		2					5													5	
Hood River	20		9					29													29	
Jackson	162		153					315													315	
Jefferson	15		7					22													22	
Josephine	27		34					61													61	
Klamath	20		11					31													31	
Lake	0		0					0													0	
Lane	169		101					270													270	
Lincoln	72		56					128													128	
Linn	25		54					79													79	
Malheur	16		1					17													17	
Marion	183		204					387													387	
Morrow	1		0					1													1	
Multnomah	261		110					371													371	
Polk	40		98					138													138	
Sherman	3		3					6													6	
Tillamook	20		12					32													32	
Umatilla	14		2					16													16	
Union	15		0					15													15	
Wallowa	0		0					0													0	
Wasco	30		22					52													52	
Washington	38		373					411													411	
Wheeler	3		1					4													4	
Yamhill	54		139					193													193	
Total	1735		1841					3576													3576	

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**Construction Contractors Board
Field Investigation Section
Electrical License Check by Field Investigator**

2013-15 Biennium

Jobsite Checks by Field Inv.	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013-14 Fiscal Year Total		Fifth Quarter		Sixth Quarter		Seventh Quarter		Eighth Quarter		2014-15 Fiscal Year Total		Biennium Total		
	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2013- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2014- Jun 30, 2015	Ending Jun 30, 2015												
Greg Armstrong	9	6			15						15										15		
Rob Hicks	2	0			2						2											2	
Tim Lenihan	0	0			0						0											0	
Eric McLaughlin (Special Investigator)	0	0			0						0											0	
Tom Messier	1	0			1						1											1	
Larry Moore	0	0			0						0											0	
Tracey Pipkin	0	0			0						0											0	
Randy Probst	8	0			8						8											8	
Terry Roach (Special Investigator)	0	0			0						0											0	
Nick Newman	0	0			0						0											0	
Richard Strizke	0	0			0						0											0	
Lenn Sherr	0	0			0						0											0	
Total	20	6			26						26											26	

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**Construction Contractors Board
Field Investigation Section
Plumbing License Check by Field Investigator**

**2013-15
Biennium**

Jobsite Checks by Field Inv.	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013-14 Fiscal Year Total		Fifth Quarter		Sixth Quarter		Seventh Quarter		Eighth Quarter		2014-15 Fiscal Year Total		Biennium Total	
	Jul 1, 2013- Sep 30, 2013		Oct 1, 2013- Dec 31, 2013		Jan 1, 2014- Mar 31, 2014		Apr 1, 2014- Jun 30, 2014		Jul 1, 2013- Jun 30, 2014		Jul 1, 2014- Sep 30, 2014		Oct 1, 2014- Dec 31, 2014		Jan 1, 2015- Mar 31, 2015		Apr 1, 2015- Jun 30, 2015		Jul 1, 2014- Jun 30, 2015		Ending Jun 30, 2015	
Greg Armstrong	13		4					17													17	
Rob Hicks	6		0					6													6	
Tim Lenihan	0		0					0													0	
Eric McLaughlin (Special Investigator)	0		0					0													0	
Tom Messier	0		0					0													0	
Larry Moore	0		0					0													0	
Tracey Pipkin	0		2					2													2	
Randy Probst	10		0					10													10	
Terry Roach (Special Investigator)	0		0					0													0	
Nick Newman	0		0					0													0	
Richard Stritzke	0		0					0													0	
Lenn Sherr	0		0					0													0	
Total	29		6					35													35	

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**Construction Contractors Board
Field Investigation Section
Referrals from DOJ/(Karen Thomas)
Routing Chart
2013-15 Biennium**

Referrals from DOJ	2013-14 Fiscal Year			2014-15 Fiscal Year			Biennium Total			
	First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fiscal Year Total Jul 1, 2013- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014		Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015
Routed to Dispute Resolution Services (DRS)	0	0			0					0
Out of CCB Jurisdiction	0	0			0					0
Routed to CCB Enforcement	16	20			36					36
Routed to Field Investigation	0	0			0					0
Dispute Resolution Services (DRS)(File opened prior to referral)	0	0			0					0
CCB Enforcement (File opened prior to referral)	0	0			0					0
Special Investigation Unit (SIU)(File opened prior to referral)	0	0			0					0
Routed to Special Investigation Unit	0	0			0					0
Total	16	20			36					36

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**Construction Contractors Board
Field Investigation Section
New Network Contacts
2013-15 Biennium**

Network Contacts	2013-14 Fiscal Year Total			2014-15 Fiscal Year Total			Biennium Total			
	First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014		Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	2014-15 Fiscal Year Total Jul 1, 2014- Jun 30, 2015
Greg Armstrong	0	0								0
Rob Hicks	0	0								0
Tim Lenihan	0	0								0
Eric McLaughlin	0	0								0
Tom Messier	3	0								3
Larry Moore	0	0								0
Bobbie Paredes	0	0								0
Tracey Pipkin	0	0								0
Randy Probst	0	0								0
Terry Roach	0	0								0
Total	3	0								3

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**Construction Contractors Board
Field Investigation Section
Referrals to Enforcement Section by Violation
2013-15 Biennium**

Referrals to Enforcement	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013-14 Fiscal Year Total		Fifth Quarter		Sixth Quarter		Seventh Quarter		Eighth Quarter		2014-15 Fiscal Year Total		Biennium Total	
	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2013- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2014- Jun 30, 2015												
Advertising While Unlicensed	15	8			23																	23
Bidding While Unlicensed	2	0			2																	2
Developer Working Unlicensed	0	0			0																	0
Dishonest and Fraudulent	4	0			4																	4
Exempt Contractor Hiring Employees	19	33			52																	52
Failure to Supply ABN	0	2			2																	2
Hiring an Unlicensed Subcontractor	7	15			22																	22
Information Only	3	5			8																	8
No License # Displayed on Advertising	3	26			29																	29
Working While Unlicensed	49	81			130																	130
Failure to have Written Contract	0	0			0																	0
Nonexempt with no Workers Comp	0	5			5																	5
Providing False Info to the Board	0	0			0																	0
Assisting an Unlicensed Person	0	3			3																	3
Sublist-Untimely Delivery	0	0			0																	0
Failure to meet min. Contract Standard	0	0			0																	0
Failure to provide Consumer Notice	0	2			2																	2
Failure to provide Information Notice	0	0			0																	0
Failure to provide Procedure Notice	0	0			0																	0
Working Out of Endorsement	1	5			6																	6
Working Out of Category	1	0			1																	1
Multiple Same Task Contractors	0	0			0																	0
No Locksmith Certification	0	0			0																	0
LBP/No LBPR License	11	34			45																	45
LBP/Bad Work Practice Standards	1	7			8																	8
Nonexempt with no employees	0	0			0																	0
Total	116	226			342																	342

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**Construction Contractors Board
Field Investigation Section
Referrals to Other Agencies and CCB Enforcement Section
2013-15 Biennium**

Referrals to other agencies	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013-14 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014-15 Fiscal Year Total	Biennium Total
	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2013- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2014- Jun 30, 2015	Ending Jun 30, 2015
Department of Revenue	43	50			93						93
Department of Employment	38	28			66						66
Workers Compensation Division	35	29			64						64
Building Codes Division	8	1			9						9
Bureau of Labor & Industries	0	0			0						0
Landscape Contractors Board	0	0			0						0
CCB Enforcement Section	116	226			342						342
Department of Justice	4	0			4						4
OSHA	0	3			3						3
Department of Human Services/Lead Based Paint Program	0	3			3						3
Total	244	340			584						584

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**Construction Contractors Board
Field Investigation Section
Special Investigations Unit
2013-15 Biennium**

Item No.	SIU	First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	2013-14 Fiscal Year Total Jul 1, 2013- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	2014-15 Fiscal Year Total Jul 1, 2014- Jun 30, 2015	Biennium Total Ending Jun 30, 2015
	COMPLAINTS											
397	Previous Month (Pending)	168	169			337						
398	New Complaints Opened	8	3			11						11
	REFERRALS											
399	DOJ/Injunctions/01.135(1)	0	0			0						0
400	DOJ/UTPA Action	2	1			3						3
401	DOJ/Criminal Justice	2	0			2						2
402	DOJ for Review	0	0			0						0
402.5	Total DOJ Referrals	4	1			5						5
403	Local Police Agencies	1	0			1						1
404	Local District Attorney	3	0			3						3
	Total Law Enforcement	4	0			4						4
404.5	Referrals	4	0			4						4
405	CCB/ASU Administrative Action	12	1			13						13
405.5	Total Referrals	20	2			22						22
	INTERMEDIATE ACTION											
406	Arrests	0	0			0						0
407	Citations	0	0			0						0
408	Indictments	1	0			1						1
	DISPOSITION/CLOSURES											
409	Closed/No Action Taken	5	4			9						9
410	Closed/Acquitted/Found Not Guilty Criminal Sanction	0	0			0						0
411	(Fine/Probation/Prison/Restitution) Injunction Obtained DOJ/DA	1	1			2						2
412	ORS 701.135(1)	0	0			0						0
413	UTPA/Civil Action/DOJ CCB License Revoked or Suspended/CCB	0	1			1						1
414	Suspended/CCB	1	0			1						1
414.5	Total Closed Cases	7	6			13						13
397 + 398 - 414.5	COMPLAINTS PENDING Pending + Opened - Closed	169	166			335						335

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CONSTRUCTION CONTRACTORS BOARD
Field Investigation Section

Meeting Minutes
Wednesday October 2, 2013
8am to 11:00

In attendance:

Rich Blank	Doreen Aldrich
Bobbie Paredes	Rob Hicks
Tim Lenihan	Eric McLauchlin
Larry Moore	Tracey Pipkin
Randy Probst	Terry Roach
Tom Messier (via phone)	Greg Armstrong (via phone)

1. Lead Based Paint (LBP) Reporting

EPA is mandating the CCB to report specific items regarding LBP jobsite checks (JSCs):

- a. Complaints-What is the biggest complaint? Who does it come from?
- b. When you arrive at a JSC:
 1. Determine that it is construction work
 2. Check to see if the contractor is licensed properly
 3. Check for LPB Renovator License
 4. Identify contractor-determine if they fall under exemption
 5. Prove compensation, obtain evidence-statement, copy of contract
- c. Become familiar with LBP record keeping and Work Practice Standards (WPS)
- d. We'll be looking closer at the LBP statutes and looking at "potential" LBP violations, so they can be analyzed
- e. CCB has made a commitment to Oregon Health Authority (OHA) that we'll comply with any EPA requirements
- f. If you are told to leave an LBP JSC, withdraw and leave
- g. Forms will be created for reporting LBP violations and potential violations. Fill out forms and send to Bobbie who will record them.
- h. We'll be changing the input process for JSC's, adding LBP violations into the program

2. Field Proposed Orders (FPO's)

There was a question about when we will start issuing FPO's
Rich explained that they are working on that timeline

3. E-Paystub & Direct Deposit

Everyone must sign up for E-Paystub and Direct Deposit. Bobbie
will send out a reminder e-mail with instructions

4. Verbage (handout)

LBP Statues to help determine violations

5. JSC Stats (handout)

We will make the JSC Statistics available to FIS staff monthly

Verbage

Statutory Cite	Rule Violated	Verbage
701.510(3)	812-007-0370	Failure to provide notice - Target Housing Dwelling unit
701.510(3)	812-007-0372	Failure to provide notice - Target Housing Common Area
701.510(3)	812-007-0374	Failure to provide notice - Child Occupied Facility
701.510(3)	333-070-0110(1)	Failure to maintain required records
701.510(3)	333-070-0090(2)(a)(A)	Post signs defining work area
701.510(3)	333-070-0090(2)(a)(B)	Post signs before beginning the renovation
701.510(3)	333-070-0090(2)(a)(C)	Post signs at each entry
701.510(3)	333-070-0090(3)(a)	Isolate the work area so that no dust or debris leaves the work area
701.510(3)	333-070-0090(3)(b)	Maintain the integrity of the containment
701.510(3)	333-070-0090(3)(c)	Ensure that containment is installed in such a manner that it does not interfere with occupant and
701.510(3)	333-070-0090(4)(a)	(a) Remove all objects from the work area, or cover them with plastic sheeting
701.510(3)	333-070-0090(4)(b)	(b) Close and cover all ducts opening in the work
701.510(3)	333-070-0090(4)(c)	(c) Close windows and doors in the work area
701.510(3)	333-070-0090(4)(d)	(d) Cover doors with plastic sheeting
701.510(3)	333-070-0090(4)(e)	(e) Cover the floor surface with taped-down plastic sheeting
701.510(3)	333-070-0090(4)(f)	(f) Use precautions to ensure that all personnel, tools, and other items, including the exteriors of
701.510(3)	333-070-0090(5)(a)	Close all doors and windows within 20 feet of the renovation
701.510(3)	333-070-0090(5)(b)	Ensure that doors within the work are covered with plastic
701.510(3)	333-070-0090(5)(c)	Cover the ground with plastic sheeting to collect falling paint debris
701.510(3)	333-070-0090(5)(d)	In adverse weather conditions (eg windy conditions), the certified renovation firm must take
701.510(3)	333-070-0090(6)(a)	Open-flame burning or torching of lead-based paint
701.510(3)	333-070-0090(6)(b)	The use of machines that remove lead-based paint through high speed
701.510(3)	333-070-0090(6)(c)	Operating a heat gun unless the temperature is below 1100 degrees Fahrenheit
701.510(3)	333-070-0090(7)(a)	Contain waste before the waste is removed from the work area
701.510(3)	333-070-0090(7)(b)	Store and contain waste behind a barrier that prevents release of dust and
701.510(3)	333-070-0090(7)(c)	Contain the waste when transporting waste
701.510(3)	333-070-0090(8)	After a renovation has been completed, the certified renovation firm shall clean the work area
701.510(3)	333-070-0090(9)(a)	Collect all paint chips and debris and, without dispersing it
701.510(3)	333-070-0090(9)(b)	Remove the protective sheeting
701.510(3)	333-070-0090(9)(c)	Mist the sheeting before folding it, and either tape shut to seal or seal in heavy-duty bags
701.510(3)	333-070-0090(9)(d)	Dispose of sheeting as waste
701.510(3)	333-070-0090(10)(a)	Clean walls with a HEPA vacuum or wiping with a damp cloth
701.510(3)	333-070-0090(10)(b)	Thoroughly vacuum all remaining surfaces and objects with a HEPA vacuum
701.510(3)	333-070-0090(10)(c)	Wipe all remaining surfaces and objects with a damp cloth Mop uncarpeted floors thoroughly
701.510(3)	333-070-0090(11)(a)	Perform a visual inspection to determine whether dust, debris or residue is still present

701.510(3)	333-070-0090(11)(b)	After a successful visual inspection:
701.510(3)	333-070-0090(11)(b)(A)	Verify that each windowsill in the work area has been adequately cleaned, using the following
701.510(3)	333-070-0090(11)(b)(A)(i)	Wipe the windowsill with a wet disposable cleaning cloth that is damp to the touch
701.510(3)	333-070-0090(11)(b)(A)(ii)	If the cloth does not match and is darker than the cleaning verification card, re-clean the
701.510(3)	333-070-0090(11)(b)(A)(iii)	If the cloth does not match and is darker than the cleaning verification card, wait for one hour or
701.510(3)	333-070-0090(11)(b)(B)	Wipe uncarpeted floors and countertops within the work area with a wet disposable cleaning
701.510(3)	333-070-0090(11)(b)(B)(i)	If the cloth used to wipe a particular surface section does not match the cleaning verification
701.510(3)	333-070-0090(11)(b)(B)(ii)	If the cloth used to wipe a particular surface section does not match the cleaning verification
701.510(3)	333-070-0090(11)(b)(B)(iii)	After waiting for the entire surface within the work area to dry, wipe each section of the surface
701.510(3)	333-070-0090(11)(c)	Remove the warning signs when the work area passes the post-renovation cleaning verification
701.510(3)	333-070-0090(12)(a)	Perform a visual inspection to determine whether dust, debris or residue is still present on
701.510(3)	333-070-0090(12)(b)	Remove the warning signs when the area passes the visual inspection



Jobsite Check and Field 3rd Quarter Stat:

	July			August			September		
	Jobsite Checks	Field Incident Reports	Assigned Activities	Jobsite Checks	Field Incident Reports	Assigned Activities	Jobsite Checks	Field Incident Reports	Assigned Activities
Field Investigator									
Armstrong, Greg	69		10	31		14	40	4	22
Hick, Rob	46	7	9	57	13	12	39	10	12
Hudson, George							11	2	11
Lenihan, Timothy	12	28	17	7	7	9	29	5	14
Messier, Thomas	151	31	7	120	11	3	110	21	5
Moore, Larry	79	22	5	56	28	7	77	11	1
Pipken, Tracey	25	20	19	31	20	13	24	13	3
Probst, Randall	61	14	16	31	4	8	45	13	17
Smith, Craig A.	39	11	19	28	8	6	23	8	6
Stocker, Susan									
Total	482	133	102	361	91	72	398	87	91
DRS Investigator									
Morgan, Dale									
Newman, Nick	1			15			3		
Sherr, Len	34			41			26		
Stritzke, Richard	3			9			7		

Total	36	0	0
SIU Investigator			
McLauchlin, Eric		1	
Roach, Terry	0	1	0

Total	65	0	0
SIU Investigator			
McLauchlin, Eric			
Roach, Terry	0	0	0

Total	38	0	0
SIU Investigator			
McLauchlin, Eric	2	4	
Roach, Terry	2	4	0

Investigation Report Breakdown

S

Total			% and Average		
Jobsite Checks	Field Incident Reports	Assigned Activities	Jobsite Checks %	Field Incident Reports %	Assigned Activities %
140	4	46	11%	1%	17%
142	30	33	11%	10%	12%
11	2	11	1%	1%	4%
48	40	40	4%	13%	15%
381	63	15	31%	20%	6%
212	61	13	17%	20%	5%
80	53	35	6%	17%	13%
137	31	41	11%	10%	15%
90	27	31	7%	9%	12%
0	0	0	0%	0%	0%
1241	311	265			
0	0	0	0%		
19	0	0	14%		
101	0	0	73%		
19	0	0	14%		

200

	0%	0%	
	100%	100%	

139	0	0
0	0	0
2	5	0
2	5	0



	Quarter 1			Quarter 2			Quarter 3		
	Jobsite Checks	Field Incident Reports	Assigned Activities	Jobsite Checks	Field Incident Reports	Assigned Activities	Jobsite Checks	Field Incident Reports	Assigned Activities
Field Investigator									
Armstrong, Greg	169	23	31	121	21	22	143	21	14
Hick, Rob	70	64	14	72	83	3	125	17	10
Hudson, George	0	0	0	25	3	10	24	8	15
Lenihan, Timothy	137	20	49	107	2	33	222	14	20
Messier, Thomas	298	50	20	244	18	7	302	22	13
Moore, Larry	176	52	32	158	56	23	198	35	13
Pipken, Tracey	78	42	47	17	12	8	35	2	7
Probst, Randall	146	33	48	81	39	11	143	25	10
	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0
Total	1074	284	241	825	234	117	1192	144	102
DRS Investigator									
	0	0	0	0	0	0	0	0	0
Newman, Nick	69	0	0	30	0	0	30	0	0
Sherr, Len	58	0	0	70	0	0	19	0	0
Stritzke, Richard	45	0	0	20	0	0	20	0	0

	69	0	0
	0	1	0
	1	40	1
	1	41	1

	120	0	0
	0	1	0
	0	29	0
	0	30	0

Total	172	0	0
SIU Investigator			
McLaughlin, Eric	4	8	2
Roach, Terry	0	4	1
Total	4	12	3

Jobsite Check and Field Investigation Report Break

3rd Quarter Stats

Quarter 4			Quarter 5			Quarter 6			Quarter 7		
Jobsite Checks	Field Incident Reports	Assigned Activities	Jobsite Checks	Field Incident Reports	Assigned Activities	Jobsite Checks	Field Incident Reports	Assigned Activities	Jobsite Checks	Field Incident Reports	Assigned Activities
179	16	25	159	16	32	147	35	13	169	10	27
135	17	17	85	59	22	102	12	13	174	27	19
0	0	0	0	0	0	0	0	0	0	0	0
172	11	15	234	16	33	140	4	14	369	3	26
243	60	28	276	68	18	270	17	9	307	26	11
177	68	15	193	82	20	146	32	14	243	42	11
75	44	44	63	54	26	34	16	29	37	20	16
178	52	24	127	50	14	152	40	9	169	23	10
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
1159	268	168	1137	345	165	991	156	101	1468	151	120
0	0	0	0	0	0	0	0	0	0	0	0
25	0	0	23	0	0	39	0	0	26	0	0
23	0	0	18	0	0	22	0	0	24	0	0
24	0	0	31	0	0	17	0	0	12	0	0

502

72	0	0	0	72	0	0	0	78	0	0	0	62	0	0
0	4	0	0	0	2	0	0	0	0	0	0	0	1	0
3	27	2	0	0	7	0	0	1	61	0	0	0	4	0
3	31	2	0	0	9	0	0	1	61	0	0	0	5	0

down

Quarter 8			Total		
Jobsite Checks	Field Incident Reports	Assigned Activities	Jobsite Checks	Field Incident Reports	Assigned Activities
219	23	14	1306	165	178
167	15	8	930	294	106
0	0	0	49	11	25
382	9	18	1763	79	208
299	46	20	2239	307	126
341	53	17	1632	420	145
46	22	31	385	212	208
232	29	8	1228	291	134
0	0	0	0	0	0
0	0	0	0	0	0
1686	197	116	9532	1779	1130
%			%		
14%	9%	16%			
10%	17%	9%			
1%	1%	2%			
18%	4%	18%			
23%	17%	11%			
17%	24%	13%			
4%	12%	18%			
13%	16%	12%			
0%	0%	0%			
0%	0%	0%			
%			%		
0%					
40%					
34%					
26%					

Quarter 8			Total		
Jobsite Checks	Field Incident Reports	Assigned Activities	Jobsite Checks	Field Incident Reports	Assigned Activities
0	0	0	0	0	0
95	0	0	337	0	0
56	0	0	290	0	0
49	0	0	218	0	0

	41%	11%
	59%	90%

	845	0	0
	14	21	2
	20	179	4
	34	200	6

200	0	0	0
10	4	0	0
15	7	0	0
25	11	0	0

RRP Licensing Violation

OAR 812-007-0300 – Requires contractors performing LBP renovation to have a LBP renovation license

Elements:

1. Work as a contractor;
2. LBP renovation;
 - a. Pre-1978 house, or
 - b. Child occupied facility
3. Disturb more than 6 square feet of interior surface;
4. Replacement of windows;
5. Disturb more than 20 square feet of exterior surface;

Does contractor have RRP license?

- Yes ___
- No ___

Is contractor exempt?

- Yes ___
Under what exemption? _____

- No ___

Evidence:

- Copy of contract - Yes ___ No ___
- Statement from homeowner regarding:
 - Scope of work – Yes ___ No ___
 - Cost of project – Yes ___ No ___
- Pictures of work performed – Yes ___ No ___
- First hand observation of violation – Yes ___ No ___

Work Standards Violation

OAR 812-007-0340 – Requires contractors performing LBP renovation to comply with standards of practice pursuant to OAR 333-070-0090;

Elements:

1. Work as a contractor;
2. LBP renovation;
 - a. Pre-1978 house, or
 - b. Child occupied facility
3. Disturb more than 6 square feet of interior surface;
4. Replacement of windows;
5. Disturb more than 20 square feet of exterior surface;

Does contractor have RRP license?

- Yes ___
- No ___

Is contractor exempt?

- Yes ___
Under what exemption? _____

- No ___

Standard Violated:

330-070-0090 ___ - Summary of standard violated _____

Evidence:

- Pictures of work performed – Yes ___ No ___
- First hand observation of violation – Yes ___ No ___

**CONSTRUCTION CONTRACTORS BOARD
LICENSING PROGRAM
AND
CUSTOMER SERVICE UNIT**

**STATISTICAL REPORTS
Second Quarter
2013-2015 Biennium**



**Laurie Hall, Program Manager
Karen Taylor, Supervisor**

Licensing/Renewal Staff:

Nancy McIntyre
Tami Rhein
Joanna Russell-Rios

Dave Soukup
Ruth Sutter
Angie Warkentin

Customer Service Unit Staff:

Darla Pack
Regina Arnold
Brenna Anderson
Brandy Richter

Vicki Foster
Kevin Kerner
Karla Martin
Patti McCarter

January 9, 2014

Licensing and Customer Service Unit 2013-15 Biennium

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Construction Contractors Board
CCB Licensing Program
Executive Summary
2nd Quarter
2013/15 Biennium

Item No.	Activity	First Qtr (current qtr)	Eighth Qtr (previous qtr)	Difference
101	Active Contractors	32,928	33,021	-93
102	Inactive Contractors	1,500	1,523	-23
103	Total Licensed Contractors	34,428	34,544	-116

2nd Quarter Comparison 2011/13 Biennium

Item No.	Activity	First Qtr (current qtr)	Eighth Qtr (previous qtr)	Difference
101	Active Contractors	36,171	36,434	-263
102	Inactive Contractors	2,361	2,484	-123
103	Total Licensed Contractors	38,532	38,918	-386

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**Construction Contractors Board
Licensing Section
Number of CCB Licensees
2013-2015 Biennium**

Item No.	First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	2013/14 Fiscal Year Total Jul 1, 2013- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	2014/15 Fiscal Year Total Jul 1, 2014- Jun 30, 2015	Biennium Ending Total Ending Jun 30, 2015
101	33,021	32,925			33,021					0	0
102	1,523	1,497			1,523					0	0
103	34,544	34,422			34,544					0	0

2011-13 Biennial History

Item No.	First Quarter Jul 1, 2011- Sep 30, 2011	Second Quarter Oct 1, 2011- Dec 31, 2011	Third Quarter Jan 1, 2012- Mar 31, 2012	Fourth Quarter Apr 1, 2012- Jun 30, 2012	2009/10 Fiscal Year Total Jul 1, 2011- Jun 30, 2012	Fifth Quarter Jul 1, 2012- Sep 30, 2012	Sixth Quarter Oct 1, 2012- Dec 31, 2012	Seventh Quarter Jan 1, 2013- Mar 31, 2013	Eighth Quarter Apr 1, 2013- Jun 30, 2013	2010/11 Fiscal Year Total Jul 1, 2013- Jun 30, 2013	Biennium Ending Total Ending Jun 30, 2013
101	34,126	33,743	34,598	33,326	33,326	33,743	33,426	33,197	33,066	33,066	33,066
102	1,982	1,881	2,152	1,791	1,791	1,881	1,828	1,750	1,599	1,599	1,599
103	36,108	35,624	36,750	35,117	35,117	35,624	35,254	34,947	34,665	34,665	34,665

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**Construction Contractors Board
Licensing Section
Number of Licensees by
Classes of Independent Contractor License
(Per ORS 701.035)
2013-2015 Biennium**

Item No.	Class of Independent Contractor	First Quarter Jul 1, 2013 - Sep 30, 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013/14 Fiscal Year Total Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2012/13 Fiscal Year Total Jul 1, 2012 - Jun 30, 2013	Biennium Ending Total Ending Jun 30, 2015
123	Exempt	17,313	17,235			17,313						
124	NonExempt	15,686	15,671			15,686						

2011-13 Biennial History

Item No.	Class of Independent Contractor	First Quarter Jul 1, 2011 - Sep 30, 2011	Second Quarter Oct 1, 2011 - Dec 31, 2011	Third Quarter Jan 1, 2012 - Mar 31, 2012	Fourth Quarter Apr 1, 2012 - Jun 30, 2012	2011/12 Fiscal Year Total Jul 1, 2011 - Jun 30, 2012	Fifth Quarter Jul 1, 2012 - Sep 30, 2012	Sixth Quarter Oct 1, 2012 - Dec 31, 2012	Seventh Quarter Jan 1, 2013 - Mar 31, 2013	Eighth Quarter Apr 1, 2013 - Jun 30, 2013	2012/13 Fiscal Year Total Jul 1, 2012 - Jun 30, 2013	Biennium Ending Total Ending Jun 30, 2013
123	Exempt	19,892	19,214	18,674	18,260	18,260	17,942	17,687	17,579	17,427	17,427	17,427
124	NonExempt	16,267	16,109	15,907	15,846	15,846	15,780	15,718	15,596	15,617	15,617	15,617

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**CONSTRUCTION CONTRACTORS BOARD
NUMBER OF NEW ENDORSEMENT CLASSIFICATIONS
2013-2015 BIENNIUM**

Item No.	Endorsement Classifications	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013-14 Fiscal Year Total		Fifth Quarter		Sixth Quarter		Seventh Quarter		Eighth Quarter		2014-15 Fiscal Year Total		2013-15 Biennium Total		
		Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2015 - Sep 30, 2015	Oct 1, 2015 - Dec 31, 2015	Jan 1, 2016 - Mar 31, 2016	Apr 1, 2016 - Jun 30, 2016	Jul 1, 2016 - Sep 30, 2016	Oct 1, 2016 - Dec 31, 2016	Jan 1, 2017 - Mar 31, 2017	Apr 1, 2017 - Jun 30, 2017	Jul 1, 2017 - Sep 30, 2017	Oct 1, 2017 - Dec 31, 2017	Jan 1, 2018 - Mar 31, 2018	Apr 1, 2018 - Jun 30, 2018	Jul 1, 2018 - Sep 30, 2018	Oct 1, 2018 - Dec 31, 2018	
0	Residential General Contractor	484	410							894											0	894		
0	Residential Specialty Contractor	224	187							411											0	411		
0	Residential Limited Contractor	57	50							107											0	107		
0	Residential Developer	13	8							21											0	21		
0	Commercial General Contractor 1	30	19							49											0	49		
0	Commercial General Contractor 2	104	91							195											0	195		
0	Commercial Specialty Contractor 1	11	11							22											0	22		
0	Commercial Specialty Contractor 2	66	47							113											0	113		
0	Commercial Developer	1	0							1											0	1		
0	Total Endorsement Classifications	990	823	0	0	0	0	0	0	1,813	0	0	0	0	0	0	0	0	0	0	0	1,813		
0	Dual Endorsements	142	127							269											0	269		

2011-13 Biennial History

Item No.	Endorsement Classifications	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2011-12 Fiscal Year Total		Fifth Quarter		Sixth Quarter		Seventh Quarter		Eighth Quarter		2012-13 Fiscal Year Total		2011-13 Biennium Total		
		Jul 1, 2011 - Sep 30, 2011	Oct 1, 2011 - Dec 31, 2011	Jan 1, 2012 - Mar 31, 2012	Apr 1, 2012 - Jun 30, 2012	Jul 1, 2012 - Sep 30, 2012	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2015 - Sep 30, 2015	Oct 1, 2015 - Dec 31, 2015	Jan 1, 2016 - Mar 31, 2016	Apr 1, 2016 - Jun 30, 2016	Jul 1, 2016 - Sep 30, 2016	Oct 1, 2016 - Dec 31, 2016	
0	Residential General Contractor	450	403	521	599	521	599	521	599	1,973											1,958	3,931		
0	Residential Specialty Contractor	266	200	276	290	276	290	276	290	1,032											899	1,931		
0	Residential Limited Contractor	108	73	115	108	115	108	115	108	404											296	700		
0	Residential Developer	4	7	5	11	5	11	5	11	27											34	61		
0	Commercial General Contractor 1	24	34	33	35	33	35	33	35	126											125	251		
0	Commercial General Contractor 2	128	101	136	150	136	150	136	150	515											441	956		
0	Commercial Specialty Contractor 1	21	17	14	20	14	20	14	20	72											53	125		
0	Commercial Specialty Contractor 2	81	64	100	101	100	101	100	101	346											294	640		
0	Commercial Developer	0	0	0	1	0	1	0	1	1											8	9		
0	Total Endorsement Classifications	1,094	899	1,200	1,315	1,200	1,315	1,200	1,315	4,508	0	0	0	0	0	0	0	0	0	0	4,108	8,616		
0	Dual Endorsements	141	115	164	209	164	209	164	209	629											567	1,196		

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**CONSTRUCTION CONTRACTORS BOARD
NUMBER OF TOTAL ACTIVE AND INACTIVE ENDORSEMENT CLASSIFICATIONS
2013-2015 BIENNIUM**

Item No.	Endorsement Classifications	First Quarter Jul 1, 2013 - Sep 30, 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013/14 Fiscal Year Total	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014/15 Fiscal Year Total	2013/15 Biennium Total
0	Residential General Contractor	18,208	18,200			18,208						
0	Residential Specialty Contractor	8,935	8,877			8,935						
0	Residential Limited Contractor	2,339	2,283			2,339						
0	Residential Developer	150	154			150						
0	Commercial General Contractor 1	1,514	1,504			1,514						
0	Commercial General Contractor 2	4,129	4,142			4,129						
0	Commercial Specialty Contractor 1	724	728			724						
0	Commercial Specialty Contractor 2	2,517	2,507			2,517						
0	Commercial Developer	63	60			63						
0	Dual Endorsements	4,060	4,053			4,060						
0	Single Endorsements	30,459	30,349			30,459						
0	Total Endorsement Classifications	34,519	34,402	0	0	34,519	0	0	0	0	0	0

2011-13 Biennial History

Item No.	Endorsement Classifications	First Quarter Jul 1, 2011 - Sep 30, 2011	Second Quarter Oct 1, 2011 - Dec 31, 2011	Third Quarter Jan 1, 2012 - Mar 31, 2012	Fourth Quarter Apr 1, 2012 - Jun 30, 2012	2011/12 Fiscal Year Total	Fifth Quarter Jul 1, 2012 - Sep 30, 2012	Sixth Quarter Oct 1, 2012 - Dec 31, 2012	Seventh Quarter Jan 1, 2013 - Mar 31, 2013	Eighth Quarter Apr 1, 2013 - Jun 30, 2013	2012/13 Fiscal Year Total	2011/13 Biennium Total
0	Residential General Contractor	20,072	19,644	19,179	18,858	18,858	18,659	18,514	18,355	18,232	18,232	18,232
0	Residential Specialty Contractor	10,117	9,866	9,584	9,413	9,413	9,248	9,145	9,054	8,982	8,982	8,982
0	Residential Limited Contractor	3,189	3,023	2,907	2,774	2,774	2,666	2,573	2,505	2,405	2,405	2,405
0	Residential Developer	158	154	146	156	156	155	152	154	147	147	147
0	Commercial General Contractor 1	1,602	1,597	1,571	1,531	1,531	1,540	1,520	1,503	1,524	1,524	1,524
0	Commercial General Contractor 2	4,314	5,856	4,215	4,185	4,185	4,177	4,152	4,129	4,111	4,111	4,111
0	Commercial Specialty Contractor 1	788	782	771	764	764	760	755	741	730	730	730
0	Commercial Specialty Contractor 2	2,574	2,546	2,500	2,532	2,532	2,510	2,521	2,517	2,504	2,504	2,504
0	Commercial Developer	92	91	75	73	73	73	71	70	64	64	64
0	Dual Endorsements	4,419	4,342	4,272	4,203	4,203	4,188	4,173	4,105	4,058	4,058	4,058
0	Single Endorsements	34,068	33,278	32,444	31,880	31,880	31,412	31,057	30,818	30,583	30,583	30,583
0	Total Endorsement Classifications	38,487	37,620	36,716	36,083	36,083	35,600	35,230	34,923	34,641	34,641	34,641

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**Construction Contractors Board
Licensing Section
Number of Renewal Notices and Other Related Documents Received
2013 - 15 Biennium**

Item No.	Method of Delivery or Type of Renewal Document	First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	2013-14 Fiscal Year Total Jul 1, 2013- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	2014-15 Fiscal Year Total Jul 1, 2014- Jun 30, 2015	Biennium Total Ending June 30, 2015
125	Related Renewal Docs by Mail	556	322			878					0	878
126	Renewal Notices by Counter	586	380			966					0	966
128	Renewal Notices by Mail	3,023	2,842			5,865					0	5,865
130	Total Renewal Documents	4,165	3,544	0	0	7,709	0	0	0	0	0	7,709

2011-13 Biennial History

Item No.	Method of Delivery or Type of Renewal Document	First Quarter Jul 1, 2011- Sep 30, 2011	Second Quarter Oct 1, 2011- Dec 31, 2011	Third Quarter Jan 1, 2012- Mar 31, 2012	Fourth Quarter Apr 1, 2012- Jun 30, 2012	2011-12 Fiscal Year Total Jul 1, 2011- Jun 30, 2012	Fifth Quarter Jul 1, 2012- Sep 30, 2012	Sixth Quarter Oct 1, 2012- Dec 31, 2012	Seventh Quarter Jan 1, 2013- Mar 31, 2013	Eighth Quarter Apr 1, 2013- Jun 30, 2013	2012-13 Fiscal Year Total Jul 1, 2012- Jun 30, 2013	Biennium Total Ending June 30, 2013
125	Related Renewal Docs by Mail	654	573	616	695	2,538	520	504	552	0	1,576	4,114
126	Renewal Notices by Counter	440	565	803	888	2,696	1,441	488	760	0	2,689	5,385
128	Renewal Notices by Mail	3,048	2,723	3,878	3,780	13,429	2,989	2,816	3,633	0	9,438	22,867
130	Total Renewal Documents	4,142	3,861	5,297	5,363	18,663	4,950	3,808	4,945	0	13,703	32,366

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**Construction Contractors Board
Licensing Section
Number of New License Applications Received by Mail vs In Person (over the counter)
2013 - 15 Biennium**

Item No.	Method of Delivery or Type of Application Document	First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	2013-14 Fiscal Year Total Jul 1, 2013- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	2014-15 Fiscal Year Total Jul 1, 2014- Jun 30, 2015	Biennium Total Ending June 30, 2015
131	By Mail - No Money	4	8			12					0	12
132	By Counter	408	338			746					0	746
133	By Mail	254	219			473					0	473
134	Total New Applications	666	565	0	0	1,231	0	0	0	0	0	1,231

2011-13 Biennial History

Item No.	Method of Delivery of License Application	First Quarter Jul 1, 2011- Sep 30, 2011	Second Quarter Oct 1, 2011- Dec 31, 2011	Third Quarter Jan 1, 2012- Mar 31, 2012	Fourth Quarter Apr 1, 2012- Jun 30, 2012	2011-12 Fiscal Year Total Jul 1, 2011- Jun 30, 2012	Fifth Quarter Jul 1, 2012- Sep 30, 2012	Sixth Quarter Oct 1, 2012- Dec 31, 2012	Seventh Quarter Jan 1, 2013- Mar 31, 2013	Eighth Quarter Apr 1, 2013- Jun 30, 2013	2012-13 Fiscal Year Total Jul 1, 2012- Jun 30, 2013	Biennium Total Ending June 30, 2013
131	By Mail - No Money	10	3	2	2	17	5	2	4	0	11	28
132	By Counter	401	321	420	489	1,631	309	265	521	0	1,095	2,726
133	By Mail	267	171	250	258	946	450	252	261	0	963	1,909
134	Total New Applications	678	495	672	749	2,594	764	519	786	0	2,069	4,663

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**Construction Contractors Board
Licensing Section
Number of Bond Documents Received
2013 - 15 Biennium**

Item No.	Method of Delivery or Type of Renewal Document	First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	2013-14 Fiscal Year Total Jul 1, 2013- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	2014-15 Fiscal Year Total Jul 1, 2014- Jun 30, 2015	Biennium Total Ending June 30, 2015
135	Bonds & Riders	874	627			1,501					0	1,501
136	Bond Cancellations	3,343	2,519			5,862					0	5,862
137	Bond Reinstatements	1,039	756			1,795					0	1,795
138	Total Bond Documents	5,256	3,902	0	0	9,158	0	0	0	0	0	9,158

2011-13 Biennial History

Item No.	Method of Delivery of License Application	First Quarter Jul 1, 2011- Sep 30, 2011	Second Quarter Oct 1, 2011- Dec 31, 2011	Third Quarter Jan 1, 2012- Mar 31, 2012	Fourth Quarter Apr 1, 2012- Jun 30, 2012	2011-12 Fiscal Year Total Jul 1, 2011- Jun 30, 2012	Fifth Quarter Jul 1, 2012- Sep 30, 2012	Sixth Quarter Oct 1, 2012- Dec 31, 2012	Seventh Quarter Jan 1, 2013- Mar 31, 2013	Eighth Quarter Apr 1, 2013- Jun 30, 2013	2012-13 Fiscal Year Total Jul 1, 2012- Jun 30, 2013	Biennium Total Ending June 30, 2013
135	Bonds & Riders	1,432	1,064	1,228	1,251	4,975	1,883	965	1,062	0	3,910	8,885
136	Bond Cancellations	3,913	3,279	3,697	3,972	14,861	2,336	3,482	3,030	0	8,848	23,709
137	Bond Reinstatements	981	666	873	1,016	3,536	570	763	735	0	2,068	5,604
138	Total Bond Documents	6,326	5,009	5,798	6,239	23,372	4,789	5,210	4,827	0	14,826	38,198

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**Construction Contractors Board
Licensing Section
Public Works (BOLI) Bonds and Exemptions
2013 - 2015 Biennium**

Item No.	BOLI Bonds and OMWESB Exemption	First Quarter Jul 1, 2013 - Sep 30, 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013-14 Fiscal Year Total	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014-15 Fiscal Year Total	2013-15 Biennium Total
0	Licensed Contractors with BOLI Bond	154	104			258					0	258
0	Non-licensed Contractors with BOLI Bond	9	11			20					0	20
0	Licensed Contractors with OMWESB Exemption	9	6			15					0	15
0	Non-licensed Contractors with OMWESB Exemption	1	3			4					0	4
0	Total	173	124	0	0	297	0	0	0	0	0	297

2011-13 Biennial History

Item No.	BOLI Bonds and OMWESB Exemption	First Quarter Jul 1, 2011 - Sep 30, 2011	Second Quarter Oct 1, 2011 - Dec 31, 2011	Third Quarter Jan 1, 2012 - Mar 31, 2012	Fourth Quarter Apr 1, 2012 - Jun 30, 2012	2011-12 Fiscal Year Total	Fifth Quarter Jul 1, 2012 - Sep 30, 2012	Sixth Quarter Oct 1, 2012 - Dec 31, 2012	Seventh Quarter Jan 1, 2013 - Mar 31, 2013	Eighth Quarter Apr 1, 2013 - Jun 30, 2013	2012-13 Fiscal Year Total	2011-13 Biennium Total
0	Licensed Contractors with BOLI Bond	196	130	173	243	742	217	150	189	157	713	1,455
0	Non-licensed Contractors with BOLI Bond	9	5	13	9	36	12	13	11	5	41	77
0	Licensed Contractors with OMWESB Exemption	33	15	18	28	94	22	20	14	28	84	178
0	Non-licensed Contractors with OMWESB Exemption	3	0	0	2	5	2	1	2	1	6	11
0	Total	241	150	204	282	877	253	184	216	191	844	1,721

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**Construction Contractors Board
Licensing Section
Number of Insurance Documents Received
2013 - 15 Biennium**

Item No.	Method of Delivery or Type of Renewal Document	2013-14 Fiscal Year Total				2014-15 Fiscal Year Total				Biennium Total Ending June 30, 2015	
		First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015		
139	Insurance Certificates - Paper	2,932	2,585							0	5,517
140	Insurance Certificates - Faxes	1,362	1,313							0	2,675
141	Insurance Cancellations	521	446							0	967
142	Insurance Reinstatements	155	150							0	305
143	Total Insurance Documents	4,970	4,494	0	0	0	0	0	0	0	9,464

2011-13 Biennial History

Item No.	Method of Delivery of License Application	2011-12 Fiscal Year Total				2012-13 Fiscal Year Total				Biennium Total Ending June 30, 2013	
		First Quarter Jul 1, 2011- Sep 30, 2011	Second Quarter Oct 1, 2011- Dec 31, 2011	Third Quarter Jan 1, 2012- Mar 31, 2012	Fourth Quarter Apr 1, 2012- Jun 30, 2012	Fifth Quarter Jul 1, 2012- Sep 30, 2012	Sixth Quarter Oct 1, 2012- Dec 31, 2012	Seventh Quarter Jan 1, 2013- Mar 31, 2013	Eighth Quarter Apr 1, 2013- Jun 30, 2013		
139	Insurance Certificates - Paper	3,393	3,135	3,340	3,164	2,576	2,676	2,383	0	7,635	20,667
140	Insurance Certificates - Faxes	1,519	1,338	1,504	1,648	5,527	1,396	1,250	0	8,173	14,182
141	Insurance Cancellations	766	661	689	608	522	511	428	0	1,461	4,185
142	Insurance Reinstatements	204	180	140	129	125	143	129	0	397	1,050
143	Total Insurance Documents	5,882	5,314	5,673	5,549	8,750	4,726	4,190	0	17,666	40,084

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**Construction Contractors Board
Licensing Section
Number of Electronic Transmissions of
"Proof of Liability Insurance"
2013 - 2015 Biennium**

Item No.	Number of "e-Proofs"	2013/14			2014/15			Biennium Ending Total			
		First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fiscal Year Total	Fifth Quarter		Sixth Quarter	Seventh Quarter	Eight Quarter
		Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
144	Transmitted	6,467	6,012			12,479					

2011 - 2013 Biennial History

Item No.	Number of "e-Proofs"	2011/12			2012/13			Biennium Ending Total			
		First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fiscal Year Total	Fifth Quarter		Sixth Quarter	Seventh Quarter	Eight Quarter
		Jul 1, 2011 - Sep 30, 2011	Oct 1, 2011 - Dec 31, 2011	Jan 1, 2012 - Mar 31, 2012	Apr 1, 2012 - Jun 30, 2012	Jul 1, 2012 - Sep 30, 2012	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2012 - Jun 30, 2013	Jul 1, 2011 - Jun 30, 2013
144	Transmitted	7,163	5,893	7,578	7,865	28,499	6,424	6,023	7,640	27,763	56,262

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**Construction Contractors Board
Licensing Section**

**Proofs of Insurance Received by Type of Insurance Provider
(Surplus Lines, Risk Retention Groups and Admitted Insurance Carriers)
2013 - 2015 Biennium**

Item No.	Types of Insurance Provider	2013/14				2014/15				Biennium Total Jul 1, 2013 - Jun 30, 2015		
		First Quarter Jul 1, 2013 - Sep 30, 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	Fiscal Year Total Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015		Eighth Quarter Apr 1, 2015 - Jun 30, 2015	Fiscal Year Total Jul 1, 2014 - Jun 30, 2015
146	Surplus Lines	1,218	1,171								0	2,389
147	Risk Retention Groups Admitted Carriers by Insurance Div.	141	101								0	242
148	Total Proofs of Insurance Received by the Agency	6,388	5,889	0	0						0	12,277
149	Percent of Admitted Carriers	82%	82%								0	14,908
149.5												82%

2011-13 Biennial History

Item No.	Types of Insurance Provider	2009/10				2010/11				Biennium Total Jul 1, 2011 - Jun 30, 2013		
		First Quarter Jul 1, 2011 - Sep 30, 2011	Second Quarter Oct 1, 2011 - Dec 31, 2011	Third Quarter Jan 1, 2012 - Mar 31, 2012	Fourth Quarter Apr 1, 2012 - Jun 30, 2012	Fiscal Year Total Jul 1, 2011 - Jun 30, 2012	Fifth Quarter Jul 1, 2012 - Sep 30, 2012	Sixth Quarter Oct 1, 2012 - Dec 31, 2012	Seventh Quarter Jan 1, 2013 - Mar 31, 2013		Eighth Quarter Apr 1, 2013 - Jun 30, 2013	Fiscal Year Total Jul 1, 2012 - Jun 30, 2013
146	Surplus Lines	1,300	1,192	1,453	1,649	5,594	1,325	1,206	1,426	1,531	5,488	11,082
147	Risk Retention Groups Admitted Carriers by Insurance Div.	87	86	99	137	409	131	100	147	166	544	953
148	Total Proofs of Insurance Received by the Agency	6,598	5,951	7,223	7,773	27,545	6,523	5,778	6,971	7,556	26,828	54,373
149	Percent of Admitted Carriers	83%	82%	82%	81%	82%	82%	82%	82%	82%	82%	82%
149.5												82%

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**Construction Contractors Board
Insurance Notices Sent to Licensees by the Agency
Emergency Suspension Required Due to a Lapse of Insurance Coverage
2013-15 Biennium**

Item No.	Description	First Quarter Jul 1, 2013 - Sep 30, 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter** Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013/14 Fiscal Year Total Jul 1, 2013 - June 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - June 30, 2015	2014/15 Fiscal Year Total Jul 1, 2014 - June 30, 2015	Biennium Total Jul 1, 2013 - June 30, 2015
150	60-Day Advance Insurance Courtesy Notice *	0	0	0	0	0	0	0	0	0	0	0
151	15-Day Advance Insurance Courtesy Notice *	0	0	0	0	0	0	0	0	0	0	0
152	30-Day Advance Insurance Courtesy Notice - 10/9/09	5,806	5,373			11,179					0	11,179
153	Final Insurance Courtesy Notice	2,335	2,003			4,338					0	4,338
154	Totals (151) + (152) + (153) + (158)	8,141	7,376			15,517					0	15,517
155	Insurance Certificates Received	7,423	6,764			14,187					0	14,187
156	Emergency Suspension Notices	718	612			1,330					0	1,330
	Percentage of Contractor Suspensions	12%	11%			12%						12%

2011 - 2013 Biennial History

Item No.	Description	First Quarter Jul 1, 2011 - Sep 30, 2011	Second Quarter Oct 1, 2011 - Dec 31, 2011	Third Quarter** Jan 1, 2012 - Mar 31, 2012	Fourth Quarter Apr 1, 2012 - Jun 30, 2012	2011/12 Fiscal Year Total Jul 1, 2011 - June 30, 2012	Fifth Quarter Jul 1, 2012 - Sep 30, 2012	Sixth Quarter Oct 1, 2012 - Dec 31, 2012	Seventh Quarter Jan 1, 2013 - Mar 31, 2013	Eighth Quarter Apr 1, 2013 - June 30, 2013	2012/13 Fiscal Year Total Jul 1, 2012 - June 30, 2013	Biennium Total Jul 1, 2011 - June 30, 2013
150	60-Day Advance Insurance Courtesy Notice *	0	0	0	0	0	0	0	0	0	0	0
151	15-Day Advance Insurance Courtesy Notice *	0	0	0	0	0	0	0	0	0	0	0
152	30-Day Advance Insurance Courtesy Notice - 10/9/09	6,105	5,619	6,894	7,427	26,045	6,070	6,144	6,766	7,197	26,177	52,222
153	Final Insurance Courtesy Notice	2,223	2,141	2,443	2,754	9,561	2,288	2,203	2,475	2,719	9,685	19,246
154	Totals (151) + (152) + (153) + (158)	8,328	7,760	9,337	10,181	35,606	8,358	8,347	9,241	9,916	35,862	71,468
155	Insurance Certificates Received	7,573	7,029	8,448	9,263	32,313	7,540	7,569	8,490	9,084	32,683	64,996
156	Emergency Suspension Notices	755	731	889	918	3,293	818	776	751	832	3,179	6,472
	Percentage of Contractor Suspensions	12%	13%	13%	12%	13%	13%	13%	11%	12%	12%	12%

The agency sends two notices to ensure that licensees have an opportunity to provide proof of insurance coverage prior to license suspension. The goal is a decline of suspensions over time.

CONSTRUCTION CONTRACTORS BOARD
 NUMBER OF LICENSING DOCUMENTS SENT BY CUSTOMER SERVICE UNIT
 2013-15 BIENNIUM

Description	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013/14 Fiscal Year Total		Fifth Quarter		Sixth Quarter		Seventh Quarter		Eighth Quarter		2014/15 Fiscal Year Total		Biennium Total		
	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	
Bond Courtesy	824	542							1,366											0	1,366		
Bond Suspension	493	378							871											0	871		
60-day Insurance Courtesy Notice	0	0							0											0	0		
30-day Insurance Courtesy Notice	5,938	5,498							11,436											0	11,436		
15-day Insurance Courtesy Notice	0	0							0											0	0		
Final Insurance Courtesy Notice	2,391	1,999							4,390											0	4,390		
Insurance Suspension	742	661							1,403											0	1,403		
Auto Letters	1,465	1,213							2,678											0	2,678		
License Cards	4,985	4,295							9,280											0	9,280		
Renewal Forms	3,621	4,328							7,949											0	7,949		
Expiration Notices	2,080	1,629							3,709											0	3,709		
Licensing Mail	0	0							0											0	0		
Certified Mail	1,361	1,207							2,568											0	2,568		
109 Letters	11	11							22											0	22		
68S Renewal letters	6	0							6											0	6		
Locksmith 30-Day Renewal	13	13							26											0	26		
Locksmith 15-Day Renewal	9	9							18											0	18		
Locksmith Expiration	4	4							8											0	8		
Locksmith Cards	13	11							24											0	24		
LBPR Cards	9	884							893											0	893		
LBPR Renewal Forms	4	839							843											0	843		
LBPR Expiration Notices	22	224							246											0	246		
EEAST Cards	1,242	5							1,247											0	1,247		
EEAST Renewal Forms	1,025	16							1,041											0	1,041		
EEAST Expiration Notices	0	5							5											0	5		
Totals	23,966	22,662	0	0	0	0	0	46,647	0	46,647	0	46,647											

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**CONSTRUCTION CONTRACTORS BOARD
NUMBER OF LICENSING DOCUMENTS SENT BY CUSTOMER SERVICE UNIT
2011-13 BIENNIUM**

Description	2011/12 Fiscal Year			2012/13 Fiscal Year			Biennium Total			
	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter		Seventh Quarter	Eighth Quarter	2012/13 Fiscal Year Total
Bond Courtesy	961	726	516	813	721	699	635	963	3,238	6,254
Bond Suspension	652	513	344	524	464	446	456	543	1,909	3,942
60-day Insurance Courtesy Notice	0	0	0	0	0	0	0	0	0	0
30-day Insurance Courtesy Notice	6,125	5,768	5,615	6,960	5,870	5,591	7,047	6,748	25,256	49,724
15-day Insurance Courtesy Notice	0	0	0	0	0	0	0	0	0	0
Final Insurance Courtesy Notice	2,225	2,140	1,761	2,749	2,264	2,274	2,409	2,724	9,671	18,546
Insurance Suspension	785	820	602	931	815	828	702	845	3,190	6,328
Auto Letters	1,965	1,604	1,234	1,842	1,619	1,528	1,646	1,699	6,492	13,137
License Cards	4,985	4,359	3,570	6,437	4,777	4,425	5,405	5,815	20,422	39,773
Renewal Forms	4,623	5,300	6,234	5,249	4,202	4,603	5,682	4,745	19,232	40,638
Expiration Notices	2,148	2,505	2,183	3,148	2,401	2,209	2,658	3,006	10,274	20,258
Licensing Mail	303	228	280	287	385	305	333	16	1,039	2,137
Certified Mail	1,666	1,537	1,089	1,549	1,480	1,448	1,297	1,472	5,697	11,538
109 Letters	26	36	14	28	28	11	8	25	72	176
68S Renewal letters	17	7	0	0	0	0	1	0	1	25
Locksmith 30-Day Renewal	0	0	99	201	30	23	31	5	89	389
Locksmith 15-Day Renewal	0	0	77	134	24	20	26	3	73	284
Locksmith Expiration	0	0	24	58	24	15	14	1	54	136
Locksmith Cards	13	17	102	114	57	20	29	14	120	366
LBPR Cards	1,052	826	853	1,614	1,122	835	1,068	1,529	4,554	8,899
LBPR Renewal Forms	687	590	963	1,338	951	788	1,164	1,446	4,349	7,927
LBPR Expiration Notices	240	159	181	233	273	213	209	252	947	1,760
EEAST Cards	5	15	24	26	4	13	29	20	66	136
EEAST Renewal Forms	0	0	37	0	7	18	37	4	66	103
EEAST Expiration Notices	0	0	0	8	0	1	3	4	8	16
Totals	27,546	26,386	24,567	32,638	26,283	25,280	29,647	30,173	111,383	222,550

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**Construction Contractors Board
Licensing Section**

Average Days to Process Renewals, Certificates of Insurance and New Applications from Date Received

2013 - 2015 Biennium

Item No.	2013/14				2014/15				Biennium Ending Total		
	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter		Eighth Quarter	Fiscal Year Total
	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
207	5	2			4						
208	3	2			3						
209	4	1			3						

2011-13 Biennial History

Item No.	2011/12				2012/13				Biennium Ending Total		
	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter		Eighth Quarter	Fiscal Year Total
	Jul 1, 2011 - Sep 30, 2011	Oct 1, 2011 - Dec 31, 2011	Jan 1, 2012 - Mar 31, 2012	Apr 1, 2012 - Jun 30, 2012	Jul 1, 2012 - Sep 30, 2012	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Jun 30, 2013	Jul 1, 2012 - Jun 30, 2013	Jul 1, 2011 - Jun 30, 2013
207	5	6	10	9	8	7	9	11	8	8	8
208	2	3	3	3	3	4	4	5	4	3	3
209	2	4	4	4	4	3	6	4	4	4	4

**Construction Contractors Board
Licensing Section
Average Number of Days to Issue a License
From the Date Received 2013 - 2015 Biennium**

Item No.	Average Days to Issue a License	2013/14								2014/15	Biennium Average	
		First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fiscal Year Average	Fifth Quarter	Sixth Quarter	Seventh Quarter			Eighth Quarter
		Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
206	Average Days	6	5			6						

2011-13 Biennial History

Item No.	Average Days to Issue a License	2009/10								2010/11	Biennium Average	
		First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fiscal Year Average	Fifth Quarter	Sixth Quarter	Seventh Quarter			Eighth Quarter
		Jul 1, 2011 - Sep 30, 2011	Oct 1, 2011 - Dec 31, 2011	Jan 1, 2012 - Mar 31, 2012	Apr 1, 2012 - Jun 30, 2012	Jul 1, 2012 - Jun 30, 2012	Jul 1, 2012 - Sep 30, 2012	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2012 - Jun 30, 2013	Jul 1, 2011 - Jun 30, 2013
206	Average Days	4	5	5	4	5	5	4	4	5	5	5

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**Construction Contractors Board
Licensing Section
Contractors Who File Bankruptcy by Tested vs Nontested
2013 - 2015 Biennium**

Item No.	Vital Statistics to Measure Frequency of Bankruptcy	First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1 2014- Jun 30, 2014	2013/14 Fiscal Year Total Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	2014/15 Fiscal Year Total Jul 1, 2014 - Jun 30, 2015	Biennium Ending Total Jul 1, 2013 - Jun 30, 2015
	Description											
	1. Number of CCB Licensees (Total): (Item 103)	34,544	34,428			34,428					0	0
210	a. Not Required to Pass CCB Business Practices Test (Grandfathered)	17,857	17,657			17,657					0	0
211	b. Passed CCB Business Practices Test	16,687	16,771			16,771					0	0
212	2. Number of Contractors that Filed Bankruptcy (Total):*	5	5			5					0	5
213	a. Not Required to Pass CCB Business Practices Test (Grandfathered)	4	3			3					0	3
214	b. Passed CCB Business Practices Test	1	2			2					0	2
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2011-13 Biennial History

Item No.	Vital Statistics to Measure Frequency of Bankruptcy	First Quarter Jul 1, 2011- Sep 30, 2011	Second Quarter Oct 1, 2011- Dec 31, 2011	Third Quarter Jan 1, 2012- Mar 31, 2012	Fourth Quarter Apr 1 2012- Jun 30, 2012	2011/12 Fiscal Year Total Jul 1, 2011- Jun 30, 2012	Fifth Quarter Jul 1, 2012- Sep 30, 2012	Sixth Quarter Oct 1, 2012- Dec 31, 2012	Seventh Quarter Jan 1, 2013- Mar 31, 2013	Eighth Quarter Apr 1, 2013- Jun 30, 2013	2012/13 Fiscal Year Total Jul 1, 2012- Jun 30, 2013	Biennium Ending Total Jul 1, 2011- Jun 30, 2013
	Description											
	1. Number of CCB Licensees (Total): (Item 103)	38,532	37,655	36,750	36,108	36,108	35,624	35,254	34,947	34,665	34,665	34,665
210	a. Not Required to Pass CCB Business Practices Test (Grandfathered)	21,850	21,203	20,425	19,774	19,774	19,277	18,973	18,531	18,133	18,133	18,133
211	b. Passed CCB Business Practices Test	16,682	16,452	16,325	16,334	16,334	16,347	16,281	16,416	16,532	16,532	16,532
212	2. Number of Contractors that Filed Bankruptcy (Total):*	10	16	11	10	10	11	10	8	11	40	50
213	a. Not Required to Pass CCB Business Practices Test (Grandfathered)	7	11	7	7	7	6	5	7	8	26	33
214	b. Passed CCB Business Practices Test	3	5	4	3	3	5	5	1	3	14	17
215												

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**Construction Contractors Board
Licensing Section
Number of Certified Lead-Based Paint
Renovation Contractor Licensees
2013 - 2015 Biennium**

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013-14 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014-15 Fiscal Year Total	Biennium Ending Total
	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Ending Jun 30, 2015
No. Issued (new & renewed)	968	739			1,707					0	1,707
Total Active	4,567	4,573			9,140					0	9,140

2011-13 Biennial History

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2011-12 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2012-13 Fiscal Year Total	Biennium Ending Total
	Jul 1, 2011- Sep 30, 2011	Oct 1, 2011- Dec 31, 2011	Jan 1, 2012- Mar 31, 2012	Apr 1, 2012- Jun 30, 2012	Jul 1, 2011- Jun 30, 2012	Jul 1, 2012- Sep 30, 2012	Oct 1, 2012- Dec 31, 2012	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2012- Jun 30, 2013	Ending Jun 30, 2013
No. Issued (new & renewed)	1,001	796	760	1,306	3,863	996	798	826	1,310	3,930	7,793
Total Active	3,998	4,308	4,200	4,964	4,964	5,187	4,442	*	4,582	4,582	9,546

Note: the charts were revised on 1/27/12 to include a total active line.

**Construction Contractors Board
Licensing Section
Number of Locksmith Licensees
2013-15 Biennium**

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013-14 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014-15 Fiscal Year Total	Biennium Ending Total
	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2013- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2014- Jun 30, 2015	Ending Jun 30, 2015
No. Issued (new & renewed)	30	24			54					0	54
Total Active	431	443			443					0	443

2011-13 Biennial History

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2011-12 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2012-13 Fiscal Year Total	Biennium Ending Total
	Jul 1, 2011- Sep 30, 2011	Oct 1, 2011- Dec 31, 2011	Jan 1, 2012- Mar 31, 2012	Apr 1, 2012- Jun 30, 2012	Jul 1, 2011- Jun 30, 2012	Jul 1, 2012- Sep 30, 2012	Oct 1, 2012- Dec 31, 2012	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2012- Jun 30, 2013	Ending Jun 30, 2013
No. Issued (new & renewed)	13	8	117	145	283	59	31	*	21	111	394
Total Active	386	394	422	432	432	467	405	*	420	420	852

Note: the charts were revised on 1/27/12 to include a total active line.

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**Construction Contractors Board
Customer Service Unit
ACD Telephone Calls
2013-2015 Biennium**

Item No.	Calls Received or Abandoned	2013/14				2014/15				Biennium Total Jul 1, 2013 - Jun 30, 2015		
		First Quarter Jul 1, 2013 - Sep 30, 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	Fiscal Year Total Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015		Eighth Quarter Apr 1, 2015 - Jun 30, 2015	Fiscal Year Total Jul 1, 2014 - Jun 30, 2015
	Calls Received	22,150	18,581								0	40,731
	Abandoned Calls	1,884	1,382								0	3,266
	Totals	24,034	19,963				43,997				0	43,997

2011-13 Biennial History

Item No.	Calls Received or Abandoned	2011/12				2012/13				Biennium Total Jul 1, 2011 - Jun 30, 2013		
		First Quarter Jul 1, 2011 - Sep 30, 2011	Second Quarter Oct 1, 2011 - Dec 31, 2011	Third Quarter Jan 1, 2012 - Mar 31, 2012	Fourth Quarter Apr 1, 2012 - Jun 30, 2012	Fiscal Year Total Jul 1, 2011 - Jun 30, 2012	Fifth Quarter Jul 1, 2012 - Sep 30, 2012	Sixth Quarter Oct 1, 2012 - Dec 31, 2012	Seventh Quarter Jan 1, 2013 - Mar 31, 2013		Eighth Quarter Apr 1, 2013 - Jun 30, 2013	Fiscal Year Total Jul 1, 2012 - Jun 30, 2013
	Calls Received	22,760	22,644	28,649	26,159	100,212	22,062	19,646	24,139	21,144	86,991	187,203
	Abandoned Calls	809	1,134	1,776	1,219	4,938	866	841	1,503	1,723	4,933	9,871
	Totals	23,569	23,778	30,425	27,378	105,150	22,928	20,487	25,642	22,867	91,924	197,074

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**Construction Contractors Board
Customer Service Unit
Average Time to Answer Calls
2013-15 Biennium**

Item No.	Average Seconds to Answer Calls	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013/14 Fiscal Year Average	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014/15 Fiscal Year Average	Biennium Average
		Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
	Average Seconds	16	18			18						

2011-13 Biennial History

Item No.	Average Seconds to Answer Calls	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2011/12 Fiscal Year Average	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2012/13 Fiscal Year Average	Biennium Average
		Jul 1, 2011 - Sep 30, 2011	Oct 1, 2011 - Dec 31, 2011	Jan 1, 2012 - Mar 31, 2012	Apr 1, 2012 - Jun 30, 2012	Jul 1, 2011 - Jun 30, 2012	Jul 1, 2012 - Sep 30, 2012	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2012 - Jun 30, 2013	Jul 1, 2011 - Jun 30, 2013
	Average Seconds	13	20	24	19	19	18	22	20	19	20	19

**Construction Contractors Board
Licensing Customer Satisfaction Survey Summary
Percent of Persons that Agree or Strongly Agree with Each Statement
2013-2015 Biennium**

Description	2013-14				2014-15				Biennium Total		
	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter		Eighth Quarter	Fiscal Year Total
1. I found the CCB forms and instructions to be clear and complete.	89.1%	91.3%			90.6%						90.6%
2. I was satisfied with the length of time it took to process my application/renewal.	91.8%	92.6%			92.3%						92.3%
3. I was satisfied with the length of time it took the CCB to notify me of any problems with my application/renewal.	92.2%	92.8%			92.6%						92.6%
4. I found the letters from the CCB to be clear and easy to understand.	94.2%	94.4%			94.3%						94.3%
5. I was satisfied with the length of time it took to respond to my phone inquiries.	96.9%	97.2%			97.2%						97.2%
6. I found the telephone staff at the CCB to be courteous and helpful.	97.4%	96.9%			97.1%						97.1%
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.	94.3%	94.8%			94.6%						94.6%

2011-13 Biennial History

Description	2011-12				2012-13				Biennium Total		
	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter		Eighth Quarter	Fiscal Year Total
1. I found the CCB forms and instructions to be clear and complete.	92.6%	90.7%	91.3%	*	91.5%	91.4%	91.0%	90.2%	*	90.8%	91.17%
2. I was satisfied with the length of time it took to process my application/renewal.	93.9%	93.8%	91.7%	*	93.2%	93.3%	91.5%	92.5%	*	92.5%	92.86%
3. I was satisfied with the length of time it took the CCB to notify me of any problems with my application/renewal.	98.2%	94.5%	92.7%	*	95.2%	93.9%	94.7%	92.1%	*	93.3%	94.24%
4. I found the letters from the CCB to be clear and easy to understand.	92.5%	94.4%	95.3%	*	94.0%	92.3%	96.3%	93.6%	*	93.8%	93.88%
5. I was satisfied with the length of time it took to respond to my phone inquiries.	97.9%	98.2%	96.3%	*	97.5%	96.6%	97.2%	96.0%	*	96.5%	97.01%
6. I found the telephone staff at the CCB to be courteous and helpful.	98.9%	97.8%	98.0%	*	98.2%	98.8%	97.2%	96.8%	*	97.6%	97.90%
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.	94.7%	95.3%	94.5%	*	94.9%	94.9%	97.1%	95.7%	*	95.7%	95.29%

Construction Contractors Board Licensing Customer Satisfaction Survey Results 2013-2015 Biennium

Question 1

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013-14 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014-15 Fiscal Year Total	Biennium Total
	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2013- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2014- Jun 30, 2015	Ending June 30, 2015
1. I found the CCB forms and instructions to be clear and complete.											
a. Strongly Agree	80	232			312					0	312
b. Agree	157	334			491					0	491
c. Disagree	20	37			57					0	57
d. Strongly Disagree	9	17			26					0	26
Total No. of Responses to Question 1	266	620			886					0	886
Percent of Survey Respondents that Agree or Strongly Agree	89.1%	91.3%			90.6%						89.1%

2011-13 Biennial History

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2011-12 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2012-13 Fiscal Year Total	Biennium Total
	Jul 1, 2011- Sep 30, 2011	Oct 1, 2011- Dec 31, 2011	Jan 1, 2012- Mar 31, 2012	Apr 1, 2012- Jun 30, 2012	Jul 1, 2011- Jun 30, 2012	Jul 1, 2012- Sep 30, 2012	Oct 1, 2012- Dec 31, 2012	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2012- Jun 30, 2013	Ending June 30, 2013
1. I found the CCB forms and instructions to be clear and complete.											
a. Strongly Agree	74	79	71	*	224	111	72	149	*	332	556
b. Agree	152	155	128	*	435	229	151	267	*	647	1,082
c. Disagree	12	21	18	*	51	25	18	37	*	80	131
d. Strongly Disagree	6	3	1	*	10	7	4	8	*	19	29
Total No. of Responses to Question 1	244	258	218	*	720	372	245	461	*	1,078	1,798
Percent of Survey Respondents that Agree or Strongly Agree	92.6%	90.7%	91.3%	*	91.5%	91.4%	91.0%	90.2%	*	90.8%	92.6%

Construction Contractors Board Licensing Customer Satisfaction Survey Results 2013-2015 Biennium

Question 2

Description	First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	2013-14 Fiscal Year Total Jul 1, 2013- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	2014-15 Fiscal Year Total Jul 1, 2014- Jun 30, 2015	Biennium Total Ending June 30, 2015
2. I was satisfied with the length of time it took to process my application/renewal.											
a. Strongly Agree	123	318			441						441
b. Agree	122	255			377						377
c. Disagree	16	27			43						43
d. Strongly Disagree	6	19			25						25
Total No. of Responses to Question 2	267	619			886						886
Percent of Survey Respondents that Agree or Strongly Agree	91.8%	92.6%			92.3%						91.8%

2011-13 Biennial History

Description	First Quarter Jul 1, 2011- Sep 30, 2011	Second Quarter Oct 1, 2011- Dec 31, 2011	Third Quarter Jan 1, 2012- Mar 31, 2012	Fourth Quarter Apr 1, 2012- Jun 30, 2012	2011-12 Fiscal Year Total Jul 1, 2011- Jun 30, 2012	Fifth Quarter Jul 1, 2012- Sep 30, 2012	Sixth Quarter Oct 1, 2012- Dec 31, 2012	Seventh Quarter Jan 1, 2013- Mar 31, 2013	Eighth Quarter Apr 1, 2013- Jun 30, 2013	2012-13 Fiscal Year Total Jul 1, 2012- Jun 30, 2013	Biennium Total Ending June 30, 2013
2. I was satisfied with the length of time it took to process my application/renewal.											
a. Strongly Agree	114	114	98		326	171	107	211	*	489	815
b. Agree	117	126	101		344	177	120	218	*	515	859
c. Disagree	12	11	10		33	19	19	28	*	66	99
d. Strongly Disagree	3	5	8		16	6	2	7	*	15	31
Total No. of Responses to Question 2	246	256	217		719	373	248	464	*	1,085	1,804
Percent of Survey Respondents that Agree or Strongly Agree	93.9%	93.8%	91.7%		93.2%	93.3%	91.5%	92.5%	*	92.5%	93.9%

Construction Contractors Board Licensing Customer Satisfaction Survey Results 2013-2015 Biennium

Question 3

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013-14 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014-15 Fiscal Year Total	Biennium Total
	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2013- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2014- Jun 30, 2015	Ending June 30, 2015
3. I was satisfied with the length of time it took the CCB to notify me of any problems with my application/renewal.											
a. Strongly Agree	108	269			377						377
b. Agree	117	261			378						378
c. Disagree	12	23			35						35
d. Strongly Disagree	7	18			25						25
Total No. of Responses to Question 3	244	571			815						815
Percent of Survey Respondents that Agree or Strongly Agree	92.2%	92.8%			92.6%						92.2%

2011-13 Biennial History

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2011-12 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2012-13 Fiscal Year Total	Biennium Total
	Jul 1, 2011- Sep 30, 2011	Oct 1, 2011- Dec 31, 2011	Jan 1, 2012- Mar 31, 2012	Apr 1, 2012- Jun 30, 2012	Jul 1, 2011- Jun 30, 2012	Jul 1, 2012- Sep 30, 2012	Oct 1, 2012- Dec 31, 2012	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2012- Jun 30, 2013	Ending June 30, 2013
3. I was satisfied with the length of time it took the CCB to notify me of any problems with my application/renewal.											
a. Strongly Agree	91	102	87	*	280	141	91	182	*	414	694
b. Agree	122	121	91	*	334	168	107	201	*	476	810
c. Disagree	4	8	7	*	19	18	9	24	*	51	70
d. Strongly Disagree	0	5	7	*	12	2	2	9	*	13	25
Total No. of Responses to Question 3	217	236	192	*	645	329	209	416	*	954	1,599
Percent of Survey Respondents that Agree or Strongly Agree	98.2%	94.5%	92.7%	*	95.2%	93.9%	94.7%	92.1%	*	93.3%	98.2%

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Construction Contractors Board Licensing Customer Satisfaction Survey Results 2013-2015 Biennium

Question 4

Description	First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	2013-14 Fiscal Year Total Jul 1, 2013- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	2014-15 Fiscal Year Total Jul 1, 2014- Jun 30, 2015	Biennium Total Ending June 30, 2015
4. I found the letters from the CCB to be clear and easy to understand.											
a. Strongly Agree	93	258			351						351
b. Agree	150	314			464						464
c. Disagree	11	20			31						31
d. Strongly Disagree	4	14			18						18
Total No. of Responses to Question 4	258	606			864						864
Percent of Survey Respondents that Agree or Strongly Agree	94.2%	94.4%			94.3%						94.2%

2011-13 Biennial History

Description	First Quarter Jul 1, 2011- Sep 30, 2011	Second Quarter Oct 1, 2011- Dec 31, 2011	Third Quarter Jan 1, 2012- Mar 31, 2012	Fourth Quarter Apr 1, 2012- Jun 30, 2012	2011-12 Fiscal Year Total Jul 1, 2011- Jun 30, 2012	Fifth Quarter Jul 1, 2012- Sep 30, 2012	Sixth Quarter Oct 1, 2012- Dec 31, 2012	Seventh Quarter Jan 1, 2013- Mar 31, 2013	Eighth Quarter Apr 1, 2013- Jun 30, 2013	2012-13 Fiscal Year Total Jul 1, 2012- Jun 30, 2013	Biennium Total Ending June 30, 2013
4. I found the letters from the CCB to be clear and easy to understand.											
a. Strongly Agree	80	95	82		257	143	91	183		417	674
b. Agree	142	141	119		402	191	141	241		573	975
c. Disagree	15	12	10		37	25	8	26		59	96
d. Strongly Disagree	3	2	0		5	3	1	3		7	12
Total No. of Responses to Question 4	240	250	211		701	362	241	453		1,056	1,757
Percent of Survey Respondents that Agree or Strongly Agree	92.5%	94.4%	95.3%		94.0%	92.3%	96.3%	93.6%		93.8%	92.5%

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Construction Contractors Board Licensing Customer Satisfaction Survey Results 2013-2015 Biennium

Question 5

Description	First Quarter Jul 1, 2013- Sep 30, 2013	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	2013-14 Fiscal Year Total Jul 1, 2013- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	2014-15 Fiscal Year Total Jul 1, 2014- Jun 30, 2015	Biennium Total Ending June 30, 2015
5. I was satisfied with the length of time it took to respond to my phone inquiries.											
a. Strongly Agree	114	283			397						397
b. Agree	107	246			353						353
c. Disagree	5	8			13						13
d. Strongly Disagree	2	7			9						9
Total No. of Responses to Question 5	228	544			772						772
Percent of Survey Respondents that Agree or Strongly Agree	96.9%	97.2%			97.2%						97.2%

2011-13 Biennial History

Description	First Quarter Jul 1, 2011- Sep 30, 2011	Second Quarter Oct 1, 2011- Dec 31, 2011	Third Quarter Jan 1, 2012- Mar 31, 2012	Fourth Quarter Apr 1, 2012- Jun 30, 2012	2011-12 Fiscal Year Total Jul 1, 2011- Jun 30, 2012	Fifth Quarter Jul 1, 2012- Sep 30, 2012	Sixth Quarter Oct 1, 2012- Dec 31, 2012	Seventh Quarter Jan 1, 2013- Mar 31, 2013	Eighth Quarter Apr 1, 2013- Jun 30, 2013	2012-13 Fiscal Year Total Jul 1, 2012- Jun 30, 2013	Biennium Total Ending June 30, 2013
5. I was satisfied with the length of time it took to respond to my phone inquiries.											
a. Strongly Agree	85	115	95		295	173	113	212	*	498	793
b. Agree	101	106	88		295	143	93	177	*	413	708
c. Disagree	2	4	6		12	10	5	12	*	27	39
d. Strongly Disagree	2	0	1		3	1	1	4	*	6	9
Total No. of Responses to Question 5	190	225	190		605	327	212	405	*	944	1,549
Percent of Survey Respondents that Agree or Strongly Agree	97.9%	98.2%	96.3%		97.5%	96.6%	97.2%	96.0%	*	96.5%	96.9%

Construction Contractors Board Licensing Customer Satisfaction Survey Results 2013-2015 Biennium

Question 6

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013-14 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014-15 Fiscal Year Total	Biennium Total
	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2013- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2014- Jun 30, 2015	Ending June 30, 2015
6. I found the telephone staff at the CCB to be courteous and helpful.											
a. Strongly Agree	133	344			477						477
b. Agree	96	188			284						284
c. Disagree	5	10			15						15
d. Strongly Disagree	1	7			8						8
Total No. of Responses to Question 6	235	549			784						784
Percent of Survey Respondents that Agree or Strongly Agree	97.4%	96.9%			97.1%						97.1%

2011-13 Biennial History

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2011-12 Fiscal Year Total	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2012-13 Fiscal Year Total	Biennium Total
	Jul 1, 2011- Sep 30, 2011	Oct 1, 2011- Dec 31, 2011	Jan 1, 2012- Mar 31, 2012	Apr 1, 2012- Jun 30, 2012	Jul 1, 2011- Jun 30, 2012	Jul 1, 2012- Sep 30, 2012	Oct 1, 2012- Dec 31, 2012	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2012- Jun 30, 2013	Ending June 30, 2013
6. I found the telephone staff at the CCB to be courteous and helpful.											
a. Strongly Agree	110	138	122	*	370	212	138	260	*	610	980
b. Agree	78	87	71	*	236	114	73	135	*	322	558
c. Disagree	2	3	3	*	8	2	2	10	*	14	22
d. Strongly Disagree	0	2	1	*	3	2	4	3	*	9	12
Total No. of Responses to Question 6	190	230	197	*	617	330	217	408	*	955	1,572
Percent of Survey Respondents that Agree or Strongly Agree	98.9%	97.8%	98.0%	*	98.2%	98.8%	97.2%	96.8%	*	97.6%	97.8%

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Construction Contractors Board Licensing Customer Satisfaction Survey Results 2013-2015 Biennium

Question 7

Description	2013-14 Fiscal Year Total		2014-15 Fiscal Year Total		Biennium Total					
	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014-15 Fiscal Year Total	Biennium Total
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.										
a. Strongly Agree	138	317			455					455
b. Agree	111	263			374					374
c. Disagree	12	17			29					29
d. Strongly Disagree	3	15			18					18
Total No. of Responses to Question 7	264	612			876					876
Percent of Survey Respondents that Agree or Strongly Agree	94.3%	94.8%			94.6%					94.6%

2011-13 Biennial History

Description	2011-12 Fiscal Year Total		2012-13 Fiscal Year Total		Biennium Total					
	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2012-13 Fiscal Year Total	Biennium Total
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.										
a. Strongly Agree	115	120	96		331	121	227		525	856
b. Agree	116	126	109		351	117	214		506	857
c. Disagree	9	11	11		31	6	11		33	64
d. Strongly Disagree	4	1	1		6	1	9		13	19
Total No. of Responses to Question 7	244	258	217		719	245	461		1,077	1,796
Percent of Survey Respondents that Agree or Strongly Agree	94.7%	95.3%	94.5%		94.9%	97.1%	96.7%		95.7%	95.4%

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**Construction Contractors Board
Percentage of Licensing Customer Satisfaction Surveys Returned
2013-2015 Biennium**

Description	2013-14 Fiscal Year Total		2014-15 Fiscal Year Total		Biennium Total					
	First Quarter Jul 1, 2013 - Sep 30, 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014-15 Fiscal Year Total Jul 1, 2014 - Jun 30, 2015	Biennium Total Ending Jun 30, 2015
1. Customer Satisfaction Surveys Sent	4,900	4,295								9,195
2. Customer Satisfaction Surveys Returned	267	620								887
3. Percentage Returned	5.4%	14.4%								9.6%

2011-13 Biennial History

Description	2011-12 Fiscal Year Total		2012-13 Fiscal Year Total		Biennium Total					
	First Quarter Jul 1, 2011 - Sep 30, 2011	Second Quarter Oct 1, 2011 - Dec 31, 2011	Third Quarter Jan 1, 2012 - Mar 31, 2012	Fourth Quarter Apr 1, 2012 - Jun 30, 2012	Fifth Quarter Jul 1, 2012 - Sep 30, 2012	Sixth Quarter Oct 1, 2012 - Dec 31, 2012	Seventh Quarter Jan 1, 2013 - Mar 31, 2013	Eighth Quarter Apr 1, 2013 - Jun 30, 2013	2012-13 Fiscal Year Total Jul 1, 2012 - Jun 30, 2013	Biennium Total Ending Jun 30, 2013
1. Customer Satisfaction Surveys Sent	4,889	4,255	5,432	*	4,704	4,374	5,321	*	14,399	28,975
2. Customer Satisfaction Surveys Returned	246	259	218	*	373	248	466	*	1,087	1,810
3. Percentage Returned	5.0%	6.0%	4.0%	*	7.9%	5.7%	8.8%	*	7.5%	6.2%

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Construction Contractors Board
Licensing Survey Comments
October 2013 through December 2013

Licensing Section Survey

Question #4: Were any of the licensing/renewal forms or letters difficult to use or understand? If so, which ones?

YES the meeting minute requirements needed to remove a corporate officer are ambiguous which has caused me and my corporate office some confusion.

You make no mention that when renewing you should study new courses. & not take the same ones. Also more core choices are needed

Education Elective (called in and quickly solved.)

Many

I missed them and had corrections to be made 3 times

The Definition of Employee

Always helpful & patient

Easy

the first letter I recieved to clarify the ammount of education hours I needed to fulfill, stated I needed 8 hrs. Upon reporting my 8 hrs to CCB, I was informed, a day later via email that actually I needed 16 hrs. I had to crunch these into 3 days before my license expired. after that, everything went smoothly. I have to addthat everyone was VERY FRIENDLY and EAGER to help on the phone & email, which has been my usual experiancewith the CCB staff thanks billy

all good

THE ENTIRE PROCESS IS CONFUSING.

Just some of the requirements for res+comm. & hours gets confusing.

I NEEDED SOME CLAIRIFICATION ON THE CONTINUING EDUCATION PROCESS

they were fine

"Continuing ed classes."

"Way too many."

"The main form was difficult to read to many boxes."

"Yes, where it talks about what kind of license I have and what courses I'm required."

"The instructions where straight forward, thanks."

"Online is great! CCB continuing education for didn't show clearly where..."

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Licensing Survey Comments
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"No. Easy to understand."

"Yes. Because I didn't know which one applied to us."

"After 40+ yrs a lic. builder I found them very very useless."

"All were hard."

"It is not so much the forms, but the website sucks!!"

"All good."

Not with phone support form CCB

continued requirements on the form you sent me were WRONG!!

yes- change Endorsement form - section 2 question 1 (arrow down)

SOME WHATS

the website had some glitches, but over all very good

continuing education (circled difficult to use)

no info on what is required on switching for solo to lic

Forms were clear

"The continuing education forms instructions terrible..."

"Page 2 Table 2 renewal "on file" not noticeable that boxes needed marked."

"Very upset."

"Yes - it took two phone calls to find out..."

"The continuing HBA education categories do not match up with the..."

"The continuing education is a little confusing."

"Renewal."

"Finding classes that clearly fulfilled the building codes requirement was difficult."

Construction Contractors Board
Licensing Survey Comments
October 2013 through December 2013

"This one is confusing because you sign on this page..."

The directions are confusing if you need a pamphlet of directions there's your clue.

hard to determine renewal requirements- education requirements

The online class need to stop

All forms require a translator.

"The information regarding CE was not completely clear."

portion on changing license a little unclear how to change

"Clear to me."

"I was sent forms telling me to take classes I didn't need."

Which stupid classes to take. I took classes & paid for and they didn't count.

Continuing education form -

Continuing education info for commercial/residential contractors.

Everything is well laid out

No they were all ok

Finding things on your website.

The continuing education part

The continuing ed form for credit hours

Darla was very helpful

was not notified that you had not received ins info

**Construction Contractors Board
Licensing Survey Comments
October 2013 through December 2013**

Licensing Section Survey

Question (not numbered) Do you have any suggestions to help us, the Licensing Section, serve you better in the future?

Thank you for your help.

All is good

this was our first experience with Oregon licensing + found it you be positive.

From the time I drove to Salem w/all necessary requirements and left w/ my license. I took one month before I recieved my card + certificate. I was able to have a representative walk me through a painless on-line renewal

Thank you for proiding that service !

It would be nice to receive the renewal certificate before the day it expires- or at least some type of notification that it has been processed and approved

BETTER CUSTOMER SERVICE PHONE STAFF

i had renewed my CCB and OCHI License on the same day, don't understand why they weren't sent back to me together

I liked being able to renew online this year+ take my classes through CCB

Better notice time

The licensing section is very efficient. the continuing Education is becoming very redundant. i often feel like im taking the same classes every two years (the core classes).

IF THE CCB FOCUSED ON ASSISTING CONTRACTORS TO BE BETTER AT THEIR TRADE INSTEAD OF "HOW THE SYSTEM WORKS." THE WHOLE PROCESS WOULD HAVE MUCH CLEARER PURPOSE.

The web page could use an easier link to license renewal-had to search for info more than once

Renewal forms seem unnesserily complicated + abstruse was not clear that that i had to complete more continuing ed. Over all they seem too puzzliiy and require excecive re-reading.

Staff was kind, courteous and very helpful.

keep up the outstanding, professionalism strongly support in human kindness and firmness.

spanish correspondence is very helpful

The agent who helppped me at the front counter was extremely helpful & has great communication skills.

LBPR Licensing Needs to follow my License time. not be offset.

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**Construction Contractors Board
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don't have the mandatory classes online- make continuing education classes all elective classes. That way you can get relevant education. the core classes are a joke!

more classes on "how to" understanding payroll, taxes, penalties, etc.

GET RID OF CONTINUING EDUCATION FOR THOSE CONTRACTORS WHO HAVE HAD NO ISSUES, NO JUDGEMENTS OR COMPLAINTS

The people at CCB are "GREAT"

I liked the on-line application it was very fast as i had filled out all of the paper forms first. i was very satisfied with the quick response from the CCB

Everyone was extremely helpful and professional. thank you very much.

great experiance, love the on-line on going education, very informative

I always appreciate how responsive the telephone staff is when I've called with questions. Thank you!

After the age of 65 a person should just pay for renewal- no more conti Ed.

I HAVE HAD MY CCB LISCENSE FOR 25 YEARS. I FEEL THE CONTINUEING EDUCATION REQUIREMENT FOR contractors of my experience to be unnecessary, expensive and a waste of my time and money

Thabx for the renewal, I would forget.

YOUR WEBSITE IS A BITCH TO USE WHEN A PERSON IS ON IT ONLY A FEW TIMES EVERY COUPLE OF YEARS VERY HARD TO FIND INFO + REQUIREMENTS.

all was good

ELIMINATE THE CONTINUING EDUCATION REQUIREMENTS OR MODIFY ITS APPLICATION. IT HASN'T ANYTHING TO DO WITH MY BUSINESS I CANT IMAGINE HAVING TO WATCH 5 HOURS OF WORTHLESS VIDEOS EVERY 2 YEARS FOR THE NEXT 20 YEARS ITS STOOOOPID!

The person i talked with on the phone several times about on-line app. questions was very helpful, friendly and nice!

DONT UNDERSTAND WHY LONG TIME contractors have to take same courses every 2 years-

Maybe a better understanding of education breakdown ?

i would like to see the continuing education videos more compatible with apple products.

#3- CCB:didn't need to notify me of any problems.

if a contractor has gone 5 years without consumer complaints or judgements, they no longer have to complete continuing education requirements.

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Doing a great job! :)

I JUST AM SO FED UP WITH CONTINUING EDUCATION - REQUIREMENTS ARE TOO HIGH & A HASSLE AND EXPENSIVE.

All was good!

Brenna was very helpful + professional if not already; she should be a trainer!

your staff was very helpful with al of my questions

none what so ever. you do a great job!

my core continued ed was never reported and that was frustration. i dont know who was ultimately responsible but it did get resolved

no, the only reason i disagreed above is because i tried to call durring the 12-1 lunch break.

let other gov. offices train at the ccb- you guys are fantastic!you keep this conservative evangelical believing in government

great job thanks

The Core classes However easy to do to get our license are not relevant to what we do as pest control company. Maybe an option for more elective courses or hours for companies that do work on homes thats not construction.

NOT REALLY, I THOUGHT THE RENEWAL PROCESS WAS STRAIGHTFORWARD. THE ONLY SUGGESTION WOULD MAYBE BE A BIGGER ONLINE PROCESS/ DESCRIPTION BUT OVER ALL NO GRIPES

None that i can think of ... well done, carry on!

CCB did a wonderful job!!

only one -maybe 2 people to staff the front counter?

vett the continuing ed providers more closely. id be happy to help (maybe preview a couple diff. providers in exchange for getting my cont.ed. credits free?)

It was hard to figure which ones pertained to me

Grand Father us older contractors, so we don,t have school/ had to set for that many hrs.

"Please get better customer service."

"Great streamlined procedure. Thank you!"

"No, Thanks! P.S. Include a stamped Return envelope. :)"

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**Construction Contractors Board
Licensing Survey Comments
October 2013 through December 2013**

- "Do not send commercial contractor info to residential contractor."
- "Rewrite program for renewal & continuous education."
- "It's hard to make a recommendation because someone else may be able to see clearly what you require. I have never liked applications. It would take considerable effort on my part to come up with a better form."
- "None other than reduce the # of hours of training to something realistic."
- "I also have person at the CCB telling me I don't need to take a certain course and then I get there and they tell me I do and I can't renew my license!"
- "No suggestions - just compliments! You folks did a great job of upgrading my license. I visited in person, received quick & thorough assistance & the process was very easy. Thanks for call of your hard work on our behalf!"
- "The girl who answered me on the phone was amazing. I have never had help like that before! She walked me thru the whole process!"
- "Not to be required to go through hours of tests it was interesting but not really necessary."
- "Drop the education program!"
- "I Have Had a CCB# For nearly 20 years never have i Had a call on my work for a Bad reason or have had my Bond pulled all at once. I now have to do continuing Education. This is Bull SHIT!!! This is about the mighty Dollar supplying some educated Dumb Shit with a job. I strongly disagree with this WHole Thing."
- "...to locate classes online. Online is not clear either. Too much searching in your site. Need a [illegible] link."
- "Counter help was great!"
- "I was VERY satisfied by the courteous, professional and friendly customer service at your front office."
- "We are Specialty Residential, but we don't work on residential buildeings, our welding business and equipment service install & repair don't fit. Other classes would be better!"
- "Keep up the good work."
- "Take in consideration that any 'real' builder knows his bussiness inside-out otherwise they would not be in bussiness! (16 hrs - 2 days of my time plus I have to pay \$ to be taught my busseses of over 40 yrs?!"
- "A more clear link online to go directly to sign into our accounts."
- "Tougher tests."
- "Thank you." I was satisfied with the length of time it took to process my application/renewal: STRONGLY AGREE - "Yeah!"

**Construction Contractors Board
Licensing Survey Comments
October 2013 through December 2013**

"Phone staff very helpful."

"I would have liked an area that gave a list of all the licenses & numbers needed for the CCB It took me a bit to realize or find what was needed."

"CCB staff on the phone and at the counter were exceptionally helpful! I wish I could do more than my simple "thank you!"

"Received cancellation notice for non payment for LRPR renewal approx 2 wk after payment tendered and approx same time as I received new license."

"I thought there were too many hours in the continuing education, I understand maybe 5-6 hrs but 16 is ridiculous."

"If you send out email saying your getting a letter about why your liscence wasn't renewed. Please also include the reason in the e-mail."

"If you send out email saying your getting a letter about why your liscence wasn't renewed Please also include the reason in the e-mail."

"Maybe a log-in section as the home page its hard to find the legal section or the website [illegible]."

"Get a professional outside of your department to rebuild your website."

"The online classes were slow to e-mail you back when you paid and took the class and then passed over 2 weeks. This was the 3 hr. core classes."

"I would like to say I was late taking my classes & talked to a couple of ladies "which they both helped very much you have a great staff keep up the good "Works.""

"I didn't do the 3 CE classes on the CCB site. Was told after my license expired. Talked to 3 people before I was told the exact problem. I believe it was Ruth (?) who got me on track and explained "the letter" had also explained. Letter was sritten on the 7th 7 days before the renewal postmarked on the 17th!! 10 days after it was written!!"

"It is quite frustrating paying for these online courses, most of which had nothing to do with my trades. I don't feel like we should be required to pay for these. I get more education / training from my everyday processes."

"Applied online, nothing said on renewal app about bond or ins. Notified by email needed new ins. certificate recieved renewal with exp of 10.19 (13) Called told it was mistake Provide ins & bond renewal got notice of expiration license called said mistake next day got new license in mail with correct expiration whole process to [illegible]. P.S. Each contact was very curious."

"Brandy Richter was awesome! Eliminate Page 6 for General Contractors who are not commercial builders! It's redundant and unnecessary. If credits from continuing education must be handwritten give us more room - little, tiny boxes don't work! Why isn't the course history from the provider accepted for this purpose?"

i found it difficult to find things on the web site, particularly the "my classes" section

Renewal Letters Should Be Sent out sooner To Allow Busy Contrastors More Time To complete Tests

**Construction Contractors Board
Licensing Survey Comments
October 2013 through December 2013**

to many different pages in the packet - would nice if could be condensed into online link or all into the same document instead of 3 or 4 different color 1/2 and whole sheets.

the person i spoke with when i called about this issue was VERY rude.

have nice employees such as "DARLA" she could not have been more helpful. it was an easy process this year.

Every time i go into your office the people are friendly and very helpful. thank you and keep up the good work.

if i take classes on YOUR website - i should not have to provide proof to you! you should have records of it !!!

the continuing education courses were the same i did two years ago so i dont see how or why its called "continuing education" when its exactly the same
Hard to find info about cont. education for specialty contractors on website.

I spent a lot of money taking useless classes that have nothing to do with how i make a living. those "teachers" must be doing well.

very confusing question - "remove the current classification" then 'change to the requested vlassification" - sounds as if we need to check two boxes, but actually only one box needs to be checked. The last half of question perhaps doesn't even need to be there.

nope - you guys were great!

training should be more focused on type of work some of us perform (ie a painter would never compromise the shell or envelope of a building)

why do i have to pay postage for your survey?

change website (education) functionality to choose multiple courses and checkout once vs. checking outfor each course individually

"it's confusing entering the education information i wasn't sure where to put classes. Classes for the commercial don't need to be entered. We weren't sure what classes qualify."

I think online registration and e-mail of application would be great

ARE THE CONTINUING EDUCATION CLASSES REALLY NECESSARY FOR AN ELECTRICAL CONTRACTOR WHO HAS BEEN DOING BUSINESS FOR OVER 20 YEARS WITHOUT A PROBLEM? I HAVE A LAWYER FOR LEGAL ADVICE. I DONT NEED LAW CLASSES

I am a locksmith. I don't need to know how to put in windows, roots or all the other crap I just spent all my time. on. COMPLETE waste of my time . however I did talk to staff a couple of times and they were outstanding!

VERY GOOD

WE CONTRACT IN 5 STATES, AND OREGON'S CCB IS BY FAR THE EASIEST TO WORK WITH- PHONE STAFF IS ALWAYS HELPFUL AND KNOWLEGABLE

Less Testing Hours

**Construction Contractors Board
Licensing Survey Comments
October 2013 through December 2013**

- ...have someone other than a lawyer write instructions and documentation. Clear & concise would be nice."
- "Reformat the above so more noticeable that renewals do require boxes be checked and not just previous info to be confirmed."
- "Simple enough."
- "Keep the people who answer phone calls. Very helpful."
- "Cut out the CCB continuing ed program. Contractors with 30 yr. experienced should be grandfathered in & not have to do this."
- "It was easy and painless."
- "Enable online employee verification for employees who complete continuing education. One of my employees completed two courses and I was unable to renew my license online."
- "I appreciate your ability to have my license re-newed in a timely manner. Thank you!"
- "It would be nice to do the form and payment renewal online."
- "I renewed in June for 2 yrs. A customer informed me in Oct. my liceces was dropped - I called CCB she said. I did not call her & tell her I took care of and got the new registry # etc. I did not know I had to I have been in bussness [illegible] & should have gotten a call about this - I missed mean jobs that I can't afford to miss."
- very helpful customer service! thank you, clear, concise+ kind-
- ...exactly what I needed to take for continued ed. The CCB should be handling all the CE courses since they are the ones that require it. Every two years, you have to be kidding."
- "Your online renewal needs to identify the reason(s) when it emails a "we cannot renew your license" message! Also, you should assume that insurance and/or bond will be renewed. You can always expand [?] later."
- "Your doing just fine!"
- "When your people who us on the line to get lined out etc could be more patient this is new to us and old hat to you."
- "Renewing the application online worked excellent. My complaint is with the 3 courses - only one ran clear thru with no problems. The other 2 had to be stopped and restarted a dozen times each - very frustrating."
- "Brenna was a great help! Thank you."
- ...CCB form categories, which makes it necessary to call the Cont. Board when the form was returned for incomplete requirements being met."

Construction Contractors Board Licensing Survey Comments October 2013 through December 2013

"We renewed online for the first time & it really was a breeze! The only "complaint" would be the amount of emails we received alerting us to the processing (4 stating "Renewal Application Received", 2 notifications of Renewal Application Approved & 2 Payment Receipts)."

"I feel it takes too long to become aware of problems with the renewal forms I also think last minute renewing should be given higher priority to complete."
"Better enforcement."

"I went to the Salem office. The staff was great. Efficient and friendly."

"I would like to be able to get more classes on DVD. As I can review [illegible] at will. Especially the contract and law rules."

"Simplify the entire process. It is a lot of work to renew."

"Did not like any of lic "ed" except provided by CCB."

"Lower the cost, everything keeps going up! Small business means really tight profit margins, at least for me."

"Lower the costs, everything keeps going up! Small business means really tight profit margins, at least for me."

"It would be nice to be able to e-mail documents."

"Each course provider used a little different language...maybe you (CCB) could offer both core requirements?"

"Re: this survey - maybe you should have a column = "NA" not applicable."

...but there is more on the back. Unfortunately, the bureaucratic machine engulfs us all."

"Thank you for your good work!"

"Yes track down & do more than FINE or inprison those doing business without CCB lic."

Make a renewal form that doesnt' need directions.

"Need to get your computers to talk to each other so you don't suspend licenses for undue reasons."

"No, very clear."

"The application was somewhat difficult with the instruction but when I had questions I was call for clarification and was always helped. Only one time did I call and receive a person who was abrupt and less than helpful."

make renewal easier for longstanding companies- should not have to mess around with entry level video classes to get a renewal when compnay has been doing business for 30 years!

Make sure the online classes work and are available in time to take

Construction Contractors Board Licensing Survey Comments October 2013 through December 2013

I found my experience to be humiliating and frustrating. The testing to get my license was a JOKE! I spent twice the required time on studying. And found NONE of the Info To Be Relivent!

"Make it easier to find hrs completed / needed for cont. ed on-line."

"The online courses are great just a couple the sound versus audio were not the same."

"Online renewal would be helpful and streamlined."

no-renewal process is secure, simple and quick. makes for efficient process. Thank you!

"Respond to email questions."

"Apply the lic class continuing education to what I do. I don't build or have anything to do with building houses so that part of the requirement was a complete waste of my time!"

"I think your CE requirements are ridiculous! I did enjoy actual testing on the Building Envelope - more in this realm would make sense. Test our knowledge of construction! Let us challenge a course like that rather than having to pay to take what we already know."

Mail earlier w/one reminder (email or text?) When 2 years go by it gets put on "back burner" one year reminder maybe would be good...

"No suggestions. I would like to say that I was very impressed with the staff who helped me. She was professional courteous and above all, HELPFUL! I understand the nature of their work and she rose above all that to help me be successful. Thank you!"

"Please don't waste my time as a Professional Engineering / Const. Materials Testing professional. The continuing education training is a complete waste of time and not applicable to our services."

"It was actually pretty easy to navigate. Thank you."

"When I called I was told they were wrong & correct ones faxed to me. What if I'd taken excess classes, wasted time & money?"

"It is not very clear who does and who does not need electives. I took way more classes than I needed to due to that."

I am over 65 and I wish you had programs and length of licenses that were for just 1 yr at a time this would make it much cheaper.

I think your staff are doing a fantastic job!

Your girls didnt even know which classes I needed. The program said I couldnt pay because I had already paid on my account. Hard to scroll & find at your own pace online was easier but I took the wrong classes, as instructed by your staff.

Show what info you have and if any changes? If no change in info you can pay with out going thru each line.

I really do believe that if you have been operating legally in Oregon for more than 20 years you should be exempt from continued education.

Construction Contractors Board Licensing Survey Comments October 2013 through December 2013

In my opinion continuing education on an ongoing basis should not be required for anything other than laws & codes. I believe how we choose to educate ourselves beyond that is in our best interest having nothing to do with the state.

16 hours of continuing education is excessive. The only worthwhile classes were codes & legal courses.

Great service in Salem

Your organization is the single best government agency I have ever dealt with. The phone is always answered and your employees have always done anything they can to help me.

"You guys are awesome!"

Not to make us wait for 24 hrs and call back after we fax the application to see if there are any corrections that need to be made

I wish I could remember names of staff who helped. I would add a recommendation to their file.

Better define who is exempt from CE's

Continuing education explanations not very clear. Found out education is for all key employees. Who is a key employee? Your definition or mine?

Thanks to Regina the phone staff was helpful & I was satisfied with the amount of time it took to process my paperwork.

You have a great staff. Especially at the counter where most business occurs.

I used your online renewal a bit confusing at 1st Once your in it goes well. your telephone assistance was great!

Just wondering why my business type is not addressed in any of the continuing education. I hang wallpaper and had to learn about a number of trades that I never work in. This seems to be a lot of money out of my pocket (in this economy) to be spent on useless education.

Please make it clear that the continuing education classes we (as plumbers or electricians) have to take DO count as electives.

I had some trouble navigating through the website. Some options seemed to have loops that required starting from login several times. A better search option & possible user demographic area would be handy for CE renewal, Business info, to be stored /accessed.

Most of the staff was helpful. when I called. however the first lady was very rude, making me not want to call. I finally was working with Karla Martin who was helpful, but apparently when I directed mail to her attention, it did not get delivered.

I do not have any suggestions. My liability and bond was written wrong, and they faxed the right copies to you and I was finished in just about 1 hr Thanks again for your help.

Renewal form was way too long and confusing! YOU know what type of license I'm renewing, form should be specific to that type only. Classes were easy to find and convenient online.

CONSTRUCTION CONTRACTORS BOARD

**LICENSING SECTION
KEY PERFORMANCE MEASURES**

**2nd QUARTER
2013-2015 BIENNIUM**

CONSTRUCTION CONTRACTORS BOARD

II. KEY MEASURE ANALYSIS

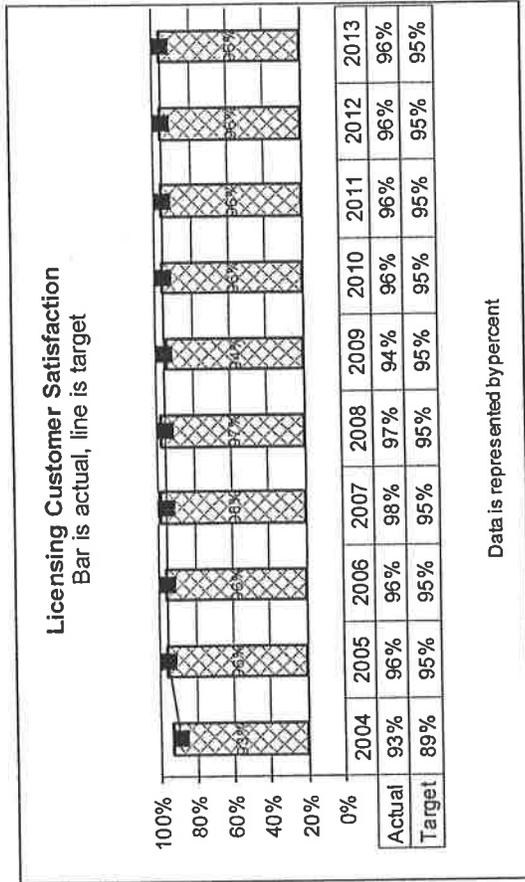
FISCAL YEAR KPM REPORT

KPM #8	License and Renewal Processing – Percent of contractors satisfied with the agency’s processing of license and renewal information.	2002
Goal	Goal 3. To regulate in a manner that supports a fair, honest, and competitive business climate in the construction industry. Objective 3a.: Licensing: To efficiently license and renew all construction businesses required by law in a business friendly manner.	
Oregon Context	HLO1 – Percent of all licensed contractors that discharge CCB complaints final orders in bankruptcy, which significantly damages other Oregonians.	
Data source	CCB Licensing Quarterly Reports and survey conducted by CCB during license renewals.	
Owner	Licensing Section, Laurie Hall, (503) 934-2199	

Key Performance Measure (KPM)	2006	2007	2008	2009	2010	2011	2012	2013**
91500-8: License and Renewal Processing	Target	95%	95%	95%	95%	95%	95%	95%
Number of Licensed Contractors (both active and inactive)	44,008	46,015	45,966	43,242	40,616	38,918	36,108	34,947
Total Number of Returned Surveys on Question 7	693	689	1,542	1,798	1,595	1,549	1,595	461
Total Number of Surveys Satisfied with the Processing of Their License	662	676	1,501	1,696	1,526	1,480	1,526	441
Percent Satisfied	Data	96%	97%	94%	96%	96%	96%	96%

*The number of CCB licensees reported is from a report run at 2:00 a.m. on the July 1 of each year.

**Year to date



1. OUR STRATEGY

Provide superior service in a timely manner. The agency strives to make licensing and renewals an efficient and trouble free experience for construction contractors. Contractors that supply all the necessary renewal information with their renewal application can expect to receive their license very quickly. The strategy of the agency is to clearly explain what is needed for a contractor to obtain a license, and process applications within hours, or days, of receiving them in an effort to meet customer expectations. The agency processes an average of 1,350 license renewals per month. Licenses are renewed every two years. Today the agency serves approximately 39,000 licensed contractors (both active and inactive).

2. ABOUT THE TARGETS

The higher the number score, the better. The target is 95 percent. The target has remained consistent over the last four years.

While the agency strives to satisfy 100 percent of its customers, it has set an ambitious goal of 95 percent for this performance measure.

3. HOW WE ARE DOING

The agency's performance has remained at 96 percent for the past three years (2010, 2011, and 2012). The agency consistently enjoys a high level of customer satisfaction with this set of customers. The agency has met or exceeded its target every year since 2002 with the exception of 2009 when the agency fell below its target by only one percent.

4. HOW WE COMPARE

There is no comparative data available at this time.

5. FACTORS AFFECTING RESULTS

Increased regulations that went into effect in 2008/09 as a result of legislation passed in 2007 adversely affected the agency's performance on this KPM in 2009. The license process reforms approved by the 2007 Legislature proved to be a significant challenge to implement. A multitude of factors, including staff restrictions due to revenue shortfalls, combined and resulted in a very minor decrease in customer satisfaction in 2009. During 2009, 2010 and throughout 2011, the Licensing and Education Program staff worked hard to ensure that contractors were well-informed about the requirement changes. The agency continued to improve its website, revised forms and instructions based on customer survey comments, updated Customer Service Unit questions and answers and FAQ's, and provided ongoing staff training increasing knowledge regarding the new, complicated legislation, including continuing education. The Licensing staff also worked hard with bonding and insurance agents to help educate them on the new requirements. All of this may have factored into the increase in customer service satisfaction results in 2010 and 2011.

6. WHAT NEEDS TO BE DONE

The agency shall look for ways to improve its services to these customers despite staffing issues and contractor dissatisfaction with new continuing education requirements.

7. ABOUT THE DATA

The data reflects information gathered and reported by the agency on a quarterly basis and represents fiscal years ending June 30th. This data is limited to the first three quarters of the years because this section surveyed contractors for the statewide customer results during the fourth quarter of fiscal year. The data is from question number 7 on the agency's licensing satisfaction survey.

For FY 2004 and 2005 question 2 of the survey was inadvertently used rather than question number 7. The correct percentages should have been reported as follows: 2004 96% and for 2005 97%. The charts have not been changed to correct this mistake.

CONSTRUCTION CONTRACTORS BOARD

II. KEY MEASURE ANALYSIS

FISCAL YEAR KPM REPORT

KPM #9	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information	2006
Goal	Agency Overall Satisfaction - Percent of customers rating their overall satisfaction with the agency above average or excellent and Customer Satisfaction - Percent of customers rating satisfaction with agency services above average or excellent for: A: Timeliness; B: Accuracy; C: Helpfulness; D: Expertise; E: Information Availability.	
Oregon Context	CCB has no primary links to the Oregon Benchmarks	
Data source	Customer Service Surveys completed and returned April 1 through June 30 of each year and reported in the Licensing Quarterly Report.	
Owner	Licensing Section, Laurie Hall, Manager, (503) 934-2199	

Key Performance Measure (KPM)		2007	2008	2009	2010	2011	2012	2013
91500-9: Customer Service:								
1. Timeliness: How do you rate the timeliness of the services provided by the CCB?	Target		95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
a. Excellent		307	320	471	536	254	351	241
b. Good		125	200	234	388	135	199	191
c. Fair		16	30	35	70	11	31	32
d. Poor		7	22	18	34	6	8	21
e. Don't Know		6	8	6	16	1	7	2
Total No. of Responses		461	580	764	1,044	407	596	487
Percent of Survey Respondents that marked Excellent or Good		93.7%	89.7%	92.2%	88.5%	95.6%	92.3%	88.7%
Percent of Survey Respondents that marked Excellent or Good, minus those that marked Don't Know		94.9%	90.9%	93.0%	89.9%	95.8%	93.4%	89.0%
2. Accuracy: How do you rate the ability of the CCB to provide services correctly the first time?	Target		95.0%	95.0%	95.0%	95%	95%	95.0%
a. Excellent		298	328	469	551	251	357	274
b. Good		128	198	227	376	138	189	170
c. Fair		17	23	40	59	11	24	23
d. Poor		7	19	15	35	2	13	16
e. Don't Know		11	12	12	18	6	10	5
Total No. of Responses		461	580	763	1,039	408	593	488
Percent of Survey Respondents that marked Excellent or Good		92.4%	90.7%	91.2%	89.2%	95.3%	92.1%	90.1%

CONSTRUCTION CONTRACTORS BOARD

II. KEY MEASURE ANALYSIS

Percent of Survey Respondents that marked Excellent or Good, minus those that marked Don't Know	2007	2008	2009	2010	2011	2012	2013
91500-9: Customer Service:							
3 Helpfulness: how do you rate the helpfulness of CCB employees?	Target	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%
a. Excellent	265	288	448	541	243	378	292
b. Good	119	174	199	307	110	141	131
c. Fair	18	31	29	57	16	20	19
d. Poor	2	10	15	28	5	8	12
e. Don't Know	53	72	57	86	29	40	26
Total No. of Responses	457	575	748	1,019	402	587	480
Percent of Survey Respondents that marked Excellent or Good	84.0%	80.3%	86.5%	83.2%	87.8%	88.4%	88.1%
Percent of Survey Respondents that marked Excellent or Good, minus those that marked Don't Know	95.0%	91.8%	93.6%	90.9%	94.6%	94.9%	93.1%
4. Expertise: How do you rate the knowledge and expertise of CCB employees?	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
a. Excellent	243	260	418	495	231	335	253
b. Good	130	191	215	335	126	165	157
c. Fair	12	20	36	58	13	18	16
d. Poor	5	12	13	18	2	13	7
e. Don't Know	65	92	65	110	32	52	42
Total No. of Responses	455	575	747	1,016	404	583	475
Percent of Survey Respondents that marked Excellent or Good	82.0%	78.4%	84.7%	81.7%	88.4%	85.8%	86.3%
Percent of Survey Respondents that marked Excellent or Good, minus those that marked Don't Know	95.6%	93.4%	92.8%	91.6%	96.0%	94.2%	94.7%
5. Availability of Information: How do you rate the availability of information at the CCB?	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
a. Excellent	265	294	420	458	223	303	232
b. Good	153	224	266	414	141	226	182
c. Fair	25	32	38	104	29	49	49
d. Poor	3	11	13	29	1	14	16
e. Don't Know	16	17	22	27	10	3	9
Total No. of Responses	462	578	759	1,032	404	595	488
Percent of Survey Respondents that marked Excellent or Good	90.5%	89.6%	90.4%	84.5%	90.1%	88.9%	84.8%
Percent of Survey Respondents that marked Excellent or Good, minus those that marked Don't Know	93.7%	92.3%	93.0%	86.8%	92.4%	89.4%	86.4%

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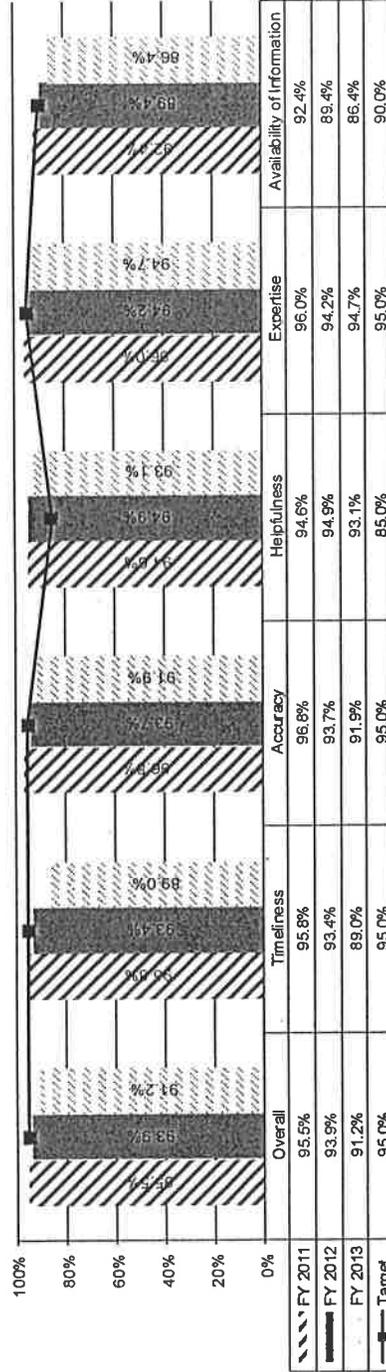
CONSTRUCTION CONTRACTORS BOARD

II. KEY MEASURE ANALYSIS

91500-9: Customer Service:	2007	2008	2009	2010	2011	2012	2013
6. Overall Service: How do you rate the overall quality of services provided by the CCB?	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
a. Excellent	274	296	430	490	222	321	246
b. Good	163	227	274	440	161	232	198
c. Fair	14	32	35	67	15	22	36
d. Poor	5	13	14	29	3	14	7
e. Don't Know	5	9	10	11	4	2	1
Total No. of Responses	461	577	763	1,037	405	591	488
Percent of Survey Respondents that marked Excellent or Good	94.8%	90.6%	92.3%	89.7%	94.6%	93.6%	90.1%
Percent of Survey Respondents that marked Excellent or Good, minus those that marked Don't Know	95.8%	92.1%	93.4%	90.6%	95.5%	93.9%	91.2%
Total Number of Surveys Sent	7,361	7,688	6,552	8,681	6,367	6,329	5708
Total Number Returned	463	582	766	1,054	409	596	490
Percentage Returned	6.3%	7.6%	11.7%	12.1%	6.4%	9.4%	8.6%

Percent Rating Service Good or Excellent

Bar is actual, line is target



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1. OUR STRATEGY

The agency strives to provide prompt, courteous service that is responsive to our customers' needs and public protection.

2. ABOUT THE TARGETS

The higher the number, the better.

Targets were developed based upon 2006 data and represents incremented improvements sought by the agency over 2006 results.

3. HOW WE ARE DOING

The agency's performance in fiscal year 2011 has increased between five to six percentage points in all categories. The agency is very proud of its performance and is committed to finding ways to maintain its service levels and customer satisfaction level performance. We are concerned, however, with the five point drop in this measure since last fiscal year.

The agency enjoys a relatively high level of customer satisfaction.

4. HOW WE COMPARE

The agency's performance on this KPM of 90 percent compares favorably to that of the Department of Consumer and Business Services (DCBS) of 92.8 percent (2011).

5. FACTORS AFFECTING RESULTS

Increasing government regulation of the construction industry has adversely affected the agency customers' satisfaction levels. Cost and availability of insurance and education and testing requirements complicate contractor's lives and affect their overall satisfaction with the agency.

The increase in regulations administered by the agency due to legislation passed by the 2007 and 2009 Legislature have created significant challenges. Many of the 2007 regulations were implemented over the last four years. Many contractors oppose these regulatory reforms and hold the agency accountable for these new regulations. In addition, the roll out of CCB Residential Continuing Education has not been popular.

Beginning with the fiscal years 2006-07, the "I don't know" responses were taken out of the survey result calculations due to the fairly high instance rate of "I don't know" responses. This distorted the survey results.

The downturn in the economy and the loss of construction market caused by the collapse of the housing market during the 2007-08 fiscal year caused many contractors to blame regulators. This dissatisfaction, with increased regulation, and government in general, is often expressed on CCB's customer service surveys. We are working to find ways to address these concerns.

6. WHAT NEEDS TO BE DONE

The agency must find ways to improve customer service, including finding ways to help contractors comply increasing requirements for contractors to maintain their license.

7. ABOUT OUR CUSTOMER SERVICE SURVEY

The following is information on the CCB survey:

- a. Survey Name: Customer Service.
- b. Surveyor: Staff of the Construction Contractors Board.
- c. Date Conducted: April, May, and June 2011.
- d. Population: Active and inactive licensed contractors.
- e. Sampling Frame: Contractors who received a license card during the three-month period of April, May, and June 2011.
- f. Sampling Procedure: The survey form was sent to each contractor who received a license card during the three-month period of April, May, and June 2011.
- g. Sample Characteristics: Data from each survey received was entered by CCB staff into the agency's database and tracked. Responses to each question are available individually as well as cumulatively.
- h. Weighting: No weighting was applied.

CONSTRUCTION CONTRACTORS BOARD

**LICENSING SECTION MEETINGS
2nd QUARTER
2013-15 BIENNIUM**

CCB LICENSING SECTION MEETINGS HELD BETWEEN
October 1, 2013 through December 31, 2013

LICENSING STAFF MEETING
MINUTES
10/15/13

Attendance: Laurie, Karen, Angie, Vicki, Patti, Darla, Regina, Ruth, Joanna, Karla, Dave, Tami, Kevin, Nancy

Absent: Brenna,

Questys Clean-up Project

Laurie introduced the new temporary staff members. She also briefly explained what the project is.

On-line renewals

Staff was reminded that if a contractor uses the online renewal program to submit their renewal, they are not to tell the contractor that it is ok to fax or mail their renewal to us again.

**LICENSING STAFF MEETING
MINUTES
10/29/13**

Attendance: Laurie, Karen, Angie, Vicki, Patti, Darla, Ruth, Brenna, Dave, Tami, Kevin, Nancy

Absent: Joanna, Karla, Regina

Questys Clean-up Project

Ruth and Nancy have been chosen to help work on the project. Ruth will work on the project in the mornings and Nancy will work on the project in the afternoons.

RCE

BEST being counted as electives - If you enter a BEST course before the course is downloaded into our system, make sure you follow-up on this so the contractor will not get double hours for the class.

New applications

If you are given new application paperwork where the bond or insurance are not currently effective, do not process the paperwork.

Passwords

Beginning in November staff will be required to change their passwords every 90 days.

Renewal Instructions

A draft of the renewal instructions RCE page was handed out. Staff discussed the changes.

Lite Endorsements

Beginning in January 2014 there will be 4 new "lite" endorsements.

- Locksmith
- Energy
- Home Inspector
- Home Services

**LICENSING STAFF MEETING
MINUTES
11/19/13**

Attendance: Laurie, Karen, Angie, Vicki, Patti, Darla, Ruth, Brenna, Dave, Tami, Kevin, Joanna, Karla, Regina, Nancy

Absent: Brandy

Cash at front counter

Staff were reminded to make sure to tell people on the phones that if they want to bring cash to pay, it must be the exact amount required. We do not make change.

Phones

When there are calls left in the queue at noon and 5pm, please stay on the phones to take care of those calls. They do not get routed to voicemail automatically. If you end up running into your lunch hour or it is after 5pm send an e-mail to Laurie so that your schedule can be adjusted for that extra time.

Refunds

Instructions were handed out to everyone on the correct way to process the paperwork.

RCE

Staff discussed the changes that are coming in January 2014. More detailed information and training will be coming very soon.

**LICENSING STAFF MEETING
MINUTES
11/26/13**

Attendance: Laurie, Karen, Angie, Vicki, Patti, Darla, Ruth, Brenna, Dave, Tami, Kevin, Joanna, Karla, Regina, Nancy, Brandy

Guests: Jenny and Tori

Absent: none

Policies

Drafts of the Ethics policy and Staff Attendance & Work Schedules policy were handed out. Staff was instructed to read through them and email Laurie with any questions.

SB783

A summary of the January 1, 2014, changes to RCE was handed out (see attached). Laurie went over the changes with staff.

Questions raised were:

- 1: Completion certificates; if the provider is downloading the class information, will the contractor still receive a certificate at the end of the class? How soon will the class information show in the database? Will there be a certificate to bring/send to the office for those that want to renew the same day or within one day of completing the class?
- 2: How long can someone renew and backdate their license using the old RCE system? (See #4 on Summary handout.) Should the time be through 2015 instead of 2014?

SUMMARY OF SB 783 RCE CHANGES EFFECTIVE JANUARY 1, 2014

EXPIRATION DATE	REQUIREMENT #1	REQUIREMENT #2	REQUIREMENT #3	REQUIREMENT #4
January 1, 2014-forward	3 hrs <i>CCB LRB</i>	5 hrs <i>Series A</i>	IF less than 6 years licensed time, 8 hrs <i>Series B</i>	N/A
October 1, 2013-December 31, 2013	3 hrs <i>CCB LRB</i>	2 hrs <i>Building Codes</i>	11 hrs <i>electives</i>	N/A
October 1, 2011-September 30, 2013	3 hrs <i>CCB LRB</i>	2 hrs <i>Building Codes</i>	3 hrs <i>BEST</i>	8 hrs <i>electives</i>

What didn't change?

3 hours of CCB LRB courses are still required for all residential license renewals, except for developers.

What did change?

1. Total RCE hours required will be based on whether or not a license has been held for the entire six-year period immediately preceding the scheduled renewal date:
 - a. 6 years or more licensed time = 8 hours total
 - b. Less than 6 years licensed time = 16 hours total
 - c. "Licensed" means **continuously** licensed in the following statuses: active, inactive, suspended, expired – if renewed within 2 years and backdated, and/or lapsed if renewed within 2 years and backdated. Reissued and new licenses do not qualify.

2. RCE courses will be divided into 3 categories:
 - a. **CCB Laws, Rules and Business Practices (LRB)** – All licensees will be required to take 3 courses. Credit for more than 3 LRB courses will not be allowed.
 - b. **Series A** – Construction business practices, marketing, customer service, accounting, business law, bidding, building codes or safety. All licensees will be required to take 5 hours of courses.
 - c. **Series B** – Energy efficiency or trade specific subjects, such as roofing, excavation, or exterior shell construction. Licensees with less than 6 years experience will be required to take 8 hours of courses. Series A courses may also be taken to meet the Series B requirement.

3. Contractors renewing from January 1, 2014-March 31, 2014, may choose to renew under old rules.

4. Contractors that completed "old" RCE prior to January 1, 2014, and renew on/after January 1, 2014, may use those courses to satisfy the RCE requirements until December 31, 2014.

5. Licenses that expired before January 1, 2014, must still meet the BEST/Building Codes requirements in effect at the time their license expired. These courses will apply to the Series A course requirements.

6. BEST and Building Codes are eliminated.

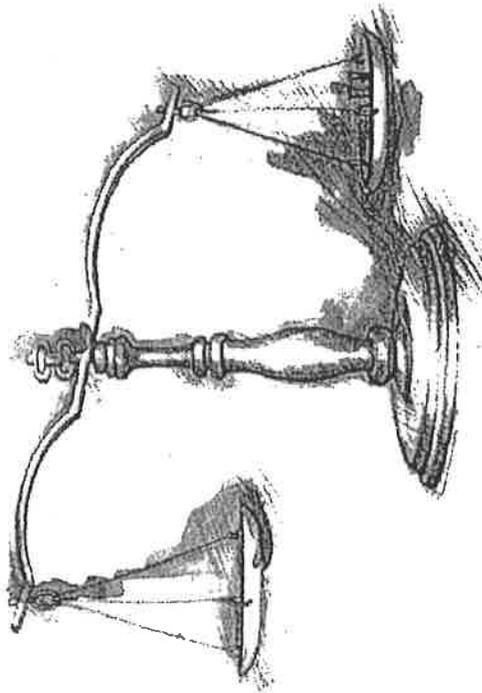
7. Carryover credits are eliminated.

8. Limited exemption for engineers and architects has been eliminated.

9. Plumbing contractors and electrical contractors are subject to the same hourly requirements as other contractors, must take CCB LRB courses, but may use courses taken for their trade license from unapproved providers to meet Series A and/or Series B requirements.

10. All RCE Series A and Series B providers must be approved by CCB (Education Division). Series A courses must be approved by CCB, and Series B courses must be registered with CCB. CCB will maintain a list of approved providers and approved/registered courses for both Series A and Series B courses on the CCB website. Students will be given the opportunity to evaluate/rate course quality.

**CONSTRUCTION CONTRACTORS BOARD
DISPUTE RESOLUTION SECTION**



2013 - 2015 BIENNIUM

Second Quarter - October 1, 2013 to December 31, 2013

CCB Dispute Resolution Section Staff:

Dispute Resolution Manager - Rich Blank

Bruce Ehrlich
Sandra Hellemn
Pam Tobeck

Janet Guile
Lynette D'Angelo

Len Sherr
Nick Newman
Richard Stritzke

**Dispute Resolution Section
2013 - 2015 Biennium
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**Construction Contractors Board
Dispute Resolution Section
Overview**

2013 - 2015 Biennium

Item No.	Activity	1st Qtr 13-15 (Previous Qtr)	2nd Qtr 13-15 (current Qtr)	Difference
608	Complaints Filed	220	247	27
669	Complaints Processed (closed)	198	281	83
639	Settlements Reached	59	78	19
	Final Orders or Determinations for Damages *	42	44	2

* Under the DRSMO process, a Determination takes the place of an order. It is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.

The number of complaints received in the 2nd quarter is higher than the number of complaints received in the previous quarter.

The most informative reports in the following pages are:

- Statistics over long term on complaints received, pg. iv, show the number of complaints received increased every year from 2004 until 2010 when the number of complaints received began to drop and continues to drop largely due to the downturn in construction work and the economy.
- Statistics on complaints filed by complaint type, pg. 2, show that owners filed 59% of the complaints received during the 2nd quarter. This is down 11% from the previous quarter.
- Statistics on complaints filed by structure type, pg. 3, show that 80% of the complaints filed in the 2nd quarter involved residential structures.
- Statistics on complaints per contractor, pg 4, show that less than 1% of contractors had one or more complaints filed against them in the 2nd quarter. Commercial Developers followed by Residential Developers and Residential General Contractors have the highest percentages of complaints.
- Statistics on settlements, pg. 10, show that when we held an on-site investigation we were able to resolve the complaint in 51% of the cases.
- Statistics on how complaints get resolved, pg. 15, show that 30% of complaints were settled or resolved in the 2nd quarter without the need to issue a determination or order or go to hearing.
- Statistics on payments on agency orders, pg. 22 and 23.
- Statistics on customer satisfaction survey summary, pg. 35

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**Construction Contractors Board
Dispute Resolution Section
Pre-July 2011 and Post-July 2011
Complaints Open During Each Quarter**

	2013 - 14 Fiscal Year		2014 - 15 Fiscal Year		2013 - 15 Biennium		
	Total	Percent	Total	Percent	Total	Percent	
First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015
*Opened on or before June 30, 2011	8						
**Opened on or after July 1, 2011	366						
Total Complaints open and being worked	374						

*These are complaints that are still open and being processed under the old DRS process.

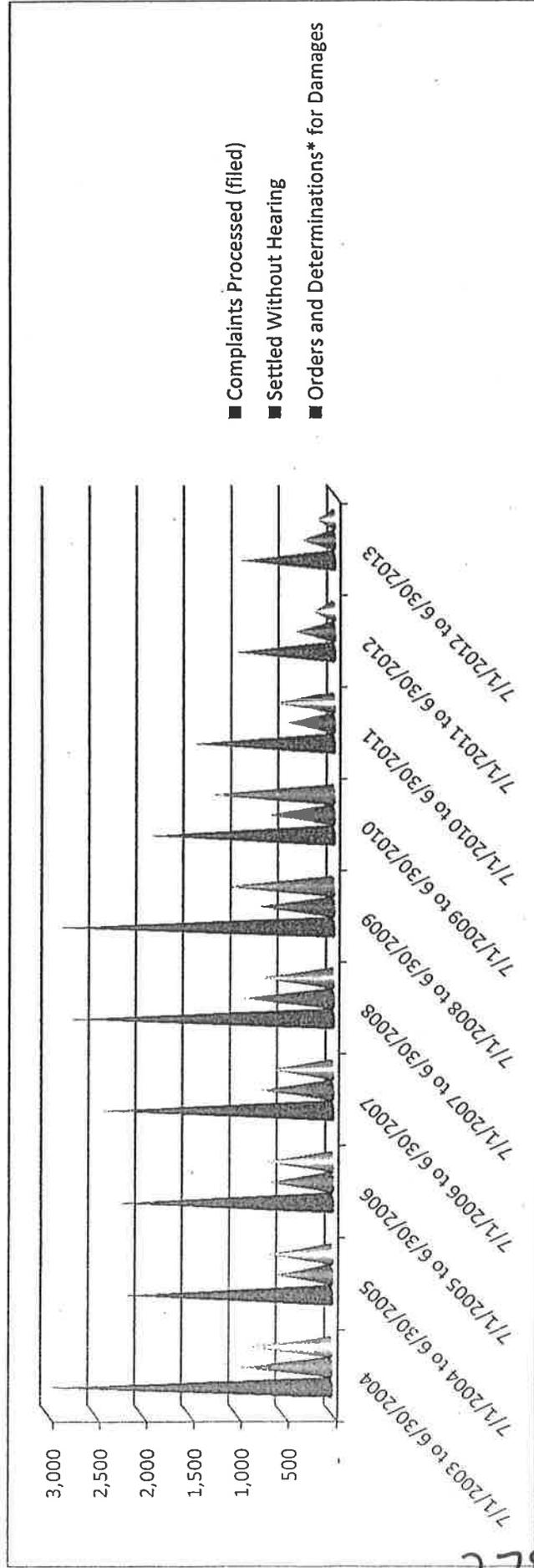
**For complaints filed on and after July 1, 2011, DRS will provide only mediation services. If the parties do not settle the complaint, the complainant must go to court and obtain a court judgment before DRS can send it to the contractor's surety for payment.

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**Construction Contractors Board
Dispute Resolution Section
Complaints Opened by Year
July 1, 2003 to June 30, 2015**

FISCAL YEAR	7/1/2003	7/1/2004	7/1/2005	7/1/2006	7/1/2007	7/1/2008	7/1/2009	7/1/2010	7/1/2011	7/1/2012	7/1/2013	7/1/2014
	to 6/30/2004	to 6/30/2005	to 6/30/2006	to 6/30/2007	to 6/30/2008	to 6/30/2009	to 6/30/2010	to 6/30/2011	to 6/30/2012	to 6/30/2013	to 6/30/2014	to 6/30/2015
Complaints Processed (filed)	2,992	2,202	2,257	2,424	2,744	2,863	1,936	1,451	1,018	956		
Settled Without Hearing	951	568	650	727	930	757	657	476	393	332		
Orders and Determinations* for Damages	848	649	684	625	740	1,108	1,269	572	204	165		
Closed No Jurisdiction	1,024	704	548	677	497	682	584	382	242	236		

* Under the DRSMO process, a Determination takes the place of an order. It is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.



**Construction Contractors Board (CCB)
Dispute Resolution Section
Complaints Filed Report
2013 - 2015 Biennium**

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**Construction Contractors Board
Dispute Resolution Section
Complaints Filed by Complainant Type
2013 - 2015 Biennium**

Item No.	Complainant Type	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013 - 14 Fiscal Year		2014 - 15 Fiscal Year		2013 - 15 Biennium	
		Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Total	Percent	Total	Percent	Total	Percent
601	Owner	157	146												
602	Lien	0	1												
603	Prime	11	12												
604	Sub	26	46												
605	Employee	5	12												
606	Material Supplier	20	28												
607	Other	1	2												
608	TOTALS	220	247												

- NOTES:**
1. Owner: Complaints filed by structure owners alleging breach of contract or improper work.
 2. Lien: Complaints filed by an owner because a prime contractor allegedly failed to pay a subcontractor or supplier, which resulted in their filing a lien on the owner's property.
 3. Prime: Are complaints filed by a prime contractor against a subcontractor alleging breach of contract or improper work.
 4. Sub: Complaints filed by a subcontractor against a prime contractor alleging breach of contract by failing to pay monies owed on a construction project.
 5. Employee: Complaints filed by employees alleging that a CCB licensee has failed to pay them for labor performed on construction projects.
 6. Material Supplier: Complaints filed by building suppliers seeking to collect money owed by CCB licensee who purchased building materials on credit but failed to timely pay for the materials.
 7. Other: Complaints that do not fit in the above six categories.
 8. Total: The sum of all complaints filed.

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**Construction Contractors Board
Dispute Resolution Section
Complaints Filed by Structure Type
2013 - 2015 Biennium**

Item No.	Structure Type	2013 - 14 Fiscal Year		2014 - 15 Fiscal Year		2013 - 15 Biennium	
		First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Total	Percent
609	Residential	198	197				
610	Small Commercial	12	25				
612	Large Commercial	8	20				
613	Unknown Structure	2	5				
	TOTALS	220	247				

- NOTES:**
1. Residential: Complaints involve a residence, single condominium unit, duplex or multi-unit residential building of four units or less.
 2. Small Commercial: Complaints involving commercial structure that has ground area of 4,000 square feet or less and is not more than 20 feet in height.
 3. Large Commercial: Complaints involving large commercial structures other than complaints described in Note 3. above.
 4. Unknown Structure Type: Complaints where the structure type is unknown. These complaints are closed prior to complainant providing sufficient information to established structure type.
 5. Total: The sum of all complaints processed.

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**Construction Contractors Board
Dispute Resolution Section
Ratio of Complaints Per Contractor
2013 - 2015**

Total Complaints - All CCB License Categories / Endorsements												
Item No.	Description	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Complaints Filed*	220	247									
	Total Number of Contractors with Complaints Filed**	191	213									
	Total Number of Contractors***	34,544	34,428									
	Percent of Contractors with Complaints in Fiscal Year	0.55%	0.62%									

* The number of complaints filed for the fiscal year total will be the total of the quarters for that year.

** The number of contractors with complaints filed will not be a total of the four quarters because a contractor may have any number of complaints filed in one or more quarters of the fiscal year.

*** The number of contractors for the fiscal year will be the number shown for the current quarter.

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Construction Contractors Board
Dispute Resolution Section
Complaints Filed by Licensee Category or Endorsement Type
2013 - 2015 Biennium

Commercial General -1												
Item No.	Description	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 -14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 -15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 -15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Complaints Filed Against Commercial General 1 Contractors*	3	7									
	Total Number of Contractors with Complaints Filed**	3	4									
	Total Number of Commercial General 1 Contractors***	1,514	1,504									
	Percent of Commercial General 1 Contractors with Complaints in Fiscal Year	0.20%	0.27%									

Commercial General -2												
Item No.	Description	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 -14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 -15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 -15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Complaints Filed Against Commercial General 2 Contractors*	6	19									
	Total Number of Contractors with Complaints Filed**	6	18									
	Total Number of Commercial General 2 Contractors***	4,129	4,142									
	Percent of Commercial General 2 Contractors with Complaints in Fiscal Year	0.15%	0.43%									

Residential General (RGC)												
Item No.	Description	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 -14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 -15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 -15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Complaints Filed Against Residential General Contractors*	139	163									
	Total Number of Contractors with Complaints Filed**	117	145									
	Total Number of Residential General Contractors***	18,208	18,200									
	Percent of Residential General Contractors with Complaints in Fiscal Year	0.64%	0.80%									

* The number of complaints filed for the fiscal year total will be the total of the quarters for that year.

** The number of contractors with complaints filed will not be a total of the four quarters because a contractor may have any number of complaints filed in one or more quarters of the fiscal year.

*** The number of contractors for the fiscal year will be the number shown for the current quarter.

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**Construction Contractors Board
Dispute Resolution Section
Complaints Filed by Licensee Category or Endorsement Type
2013 - 2015 Biennium**

Commercial Specialty -1												
Item No.	Description	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Complaints Filed Against Commercial Specialty 1 Contractors*	0	1									
	Total Number of Contractors with Complaints Filed**	0	1									
	Total Number of Commercial Specialty 1 Contractors***	724	728									
	Percent of Commercial Specialty 1 Contractors with Complaints in Fiscal Year	0.00%	0.14%									

Commercial Specialty -2												
Item No.	Description	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Complaints Filed Against Commercial Specialty 2 Contractors*	2	8									
	Total Number of Contractors with Complaints Filed**	2	4									
	Total Number of Commercial Specialty 2 Contractors***	2,517	2,507									
	Percent of Commercial Specialty 2 Contractors with Complaints in Fiscal Year	0.08%	0.16%									

Specialty Residential (RSC)												
Item No.	Description	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Complaints Filed Against Specialty Residential Contractors*	54	32									
	Total Number of Contractors with Complaints Filed**	48	31									
	Total Number of Specialty Residential Contractors***	8,935	8,877									
	Percent of Specialty Residential Contractors with Complaints in Fiscal Year	0.54%	0.35%									

* The number of complaints filed for the fiscal year total will be the total of the quarters for that year.

** The number of contractors with complaints filed will not be a total of the four quarters because a contractor may have any number of complaints filed in one or more quarters of the fiscal year.

*** The number of contractors for the fiscal year will be the number shown for the current quarter.

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**Construction Contractors Board
Dispute Resolution Section
Complaints Filed Against Contractors by License Category / Endorsement
2013 - 2015 Biennium**

Commercial Developer (CD)												
Item No.	Description	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Complaints Filed Against Commercial Developer Contractors*	0	2									
	Total Number of Contractors with Complaints Filed**	0	1									
	Total Number of Commercial Developer Contractors***	63	60									
	Percent of Commercial Developer Contractors with Complaints in Fiscal Year	0.00%	1.67%									

Residential Developer (RD)												
Item No.	Description	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Complaints Filed Against Residential Developer Contractors*	1	2									
	Total Number of Contractors with Complaints Filed**	1	2									
	Total Number of Residential Developer Contractors***	150	154									
	Percent of Residential Developer Contractors with Complaints in Fiscal Year	0.67%	1.30%									

Limited Residential (RLC)												
Item No.	Description	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Complaints Filed Against Limited Residential Contractors*	7	7									
	Total Number of Contractors with Complaints Filed**	7	7									
	Total Number of Limited Residential Contractors***	2,339	2,283									
	Percent of Limited Residential Contractors with Complaints in Fiscal Year	0.30%	0.31%									

* The number of complaints filed for the fiscal year total will be the total of the quarters for that year.

** The number of contractors with complaints filed will not be a total of the four quarters because a contractor may have any number of complaints filed in one or more quarters of the fiscal year.

*** The number of contractors for the fiscal year will be the number shown for the current quarter.

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**Construction Contractors Board
Dispute Resolution Section
Complaints Filed against Tested versus Non-Tested Contractors
2013 - 2015 Biennium**

Item No.	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
Total Non-Tested Contractors	17,857	17,657									
Total Tested Contractors	16,687	16,771									
Total All Contractors	34,544	34,428									
Total Number of Tested Contractors with Complaints Filed (opened) Against Their License	108	123									
Percent of Tested Contractors with Complaints Filed (opened) against Their License	0.65%	0.73%									
Total Number of Non-Tested Contractors with Complaints Filed (opened) Against Their License	83	90									
Percent of Non-Tested Contractors with Complaints Filed (opened) against Their License	0.46%	0.51%									

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**Construction Contractors Board (CCB)
Dispute Resolution Section (DRS)
Complaints Processed Report
2013 - 2015 Biennium**

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**Construction Contractors Board
Dispute Resolution Section
Investigations / Mediations / Settlements Statistics
2013 - 2015 Biennium**

Item No.	All Investigations Statistics OWNER AND NON-OWNER	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Investigations	133	161									
	Number of mediations held with both parties present	101	130									
	Number of settlements agreed to in mediation	59	78									
	Percent of settlements agreed to at mediation*	58%	60%									
	Number of settlements completed (held up - not broken down)	54	66									
	Percent of settlements completed compared to total number of mediations**	53%	51%									
	Percent of settlements completed compared to number of settlements agreed to at mediation***	92%	85%									
	Total Miles Driven	13,994	15,617									
608	Total Number of Complaints Filled	220	247									

* This is the percent of on-site meetings held and telephone mediations that resulted in a settlement agreement. Both parties participated.

** This is the percent of on-site meeting and telephone mediation settlements that did not break down and were completed as agreed.

*** This is the percent of on-site meeting and telephone mediation settlements and that did not break down and were completed as agreed compared to the number of settlement agreements made. Percentages over 100% are due to settlements made in previous quarters that were discharged in later quarters.

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**Construction Contractors Board
Dispute Resolution Section
Investigations / Mediations / Settlements Statistics
2013 - 2015 Biennium**

Item No.	Telephone Mediation Statistics NON-OWNER (See Definition Below)	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Telephone Mediations	34	35									
	Number of telephone mediations held where both parties participated	18	21									
	Number of settlements agreed to in telephone mediation	10	10									
	Percent of settlements agreed to in telephone mediation*	56%	48%									
	Number of settlements completed (held up - not broken down)	9	10									
	Percent of settlements completed compared to total number of telephone mediations **	26%	29%									
	Percent of settlements completed compared to number of settlements agreed to in telephone mediation ***	90%	100%									
608	Total Number of Complaints Filed	220	247									

These statistics involve telephone mediations on non-owner complaints involving only non-payment or monetary issues. An investigator/mediator contacts the parties by telephone, either individually or by telephone conference, and tries to work out an agreement. Under the DRS process before July 1, 2011, we did not normally mediate this type of case.

* This is the percent of telephone mediations in which both parties participated and that resulted in a settlement agreement.

** This is the percent of telephone mediation settlements that did not break down and were completed as agreed.

*** This is the percent of telephone mediation settlements that did not break down and were completed as agreed compared to the number of settlement agreements made.

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**Construction Contractors Board
Dispute Resolution Section
Investigations / Mediations / Settlements Statistics
2013 - 2015 Biennium**

Item No.	Investigation Statistics OWNER AND NON-OWNER	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Investigations	123	143									
	Number of mediations held with both parties present	83	109									
	Number of settlements agreed to in mediation	52	74									
	Percent of settlements agreed to in mediation*	63%	68%									
	Total Miles Driven	13,994	15,617									
608	Total Number of Complaints Filed	220	247									

* This is the percent of on-site meetings held and telephone mediations that resulted in a settlement agreement. Both parties participated.

The total in the combined owner and non-owner table will be equal to or lower than the sum of the totals in the owner table and the non-owner table because there may be some instances where a single on-site meeting was conducted that included both an owner complaint and a non-owner complaint.

NOTE: Some quarters may have closures from on-site meetings and mediations held in previous quarters based on the terms of the agreements.

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**Construction Contractors Board
Dispute Resolution Section
Investigations / Mediations / Settlements Statistics
2013 - 2015 Biennium**

Item No.	Investigations Statistics OWNER COMPLAINTS	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Investigations	87	101									
	Number of mediations held with both parties present	65	83									
	Number of settlements agreed to in mediation	43	62									
	Percent of settlements agreed to in mediation*	66%	75%									
	Total Miles Driven	13,994	15,617									
608	Total Number of Complaints Filed	220	247									

* This is the percent of on-site meetings held and telephone mediations that resulted in a settlement agreement. Both parties participated. The total in the combined owner and non-owner table will be equal to or lower than the sum of the totals in the owner table and the non-owner table because there may be some instances where a single on-site meeting was conducted that included both an owner complaint and a non-owner complaint.
NOTE: Some quarters may have closures from on-site meetings and mediations held in previous quarters based on the terms of the agreements.

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**Construction Contractors Board
Dispute Resolution Section
Investigations / Mediations / Settlements Statistics
2013 - 2015 Biennium**

Item No.	Investigations Statistics NON-OWNER COMPLAINTS	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
	Total Number of Investigations	36	42									
	Number of mediations held with both parties present	18	26									
	Number of settlements agreed to in mediation	9	12									
	Percent of settlements agreed to in mediation *	50%	46%									
	Total Miles Driven	13,994	15,617									
608	Total Number of Complaints Filed	220	247									

* This is the percent of on-site meetings held and telephone mediations that resulted in a settlement agreement. Both parties participated. The total in the combined owner and non-owner table will be equal to or lower than the sum of the totals in the owner table and the non-owner table because there may be some instances where a single on-site meeting was conducted that included both an owner complaint and a non-owner complaint.
NOTE: Some quarters may have closures from on-site meetings and mediations held in previous quarters based on the terms of the agreements.

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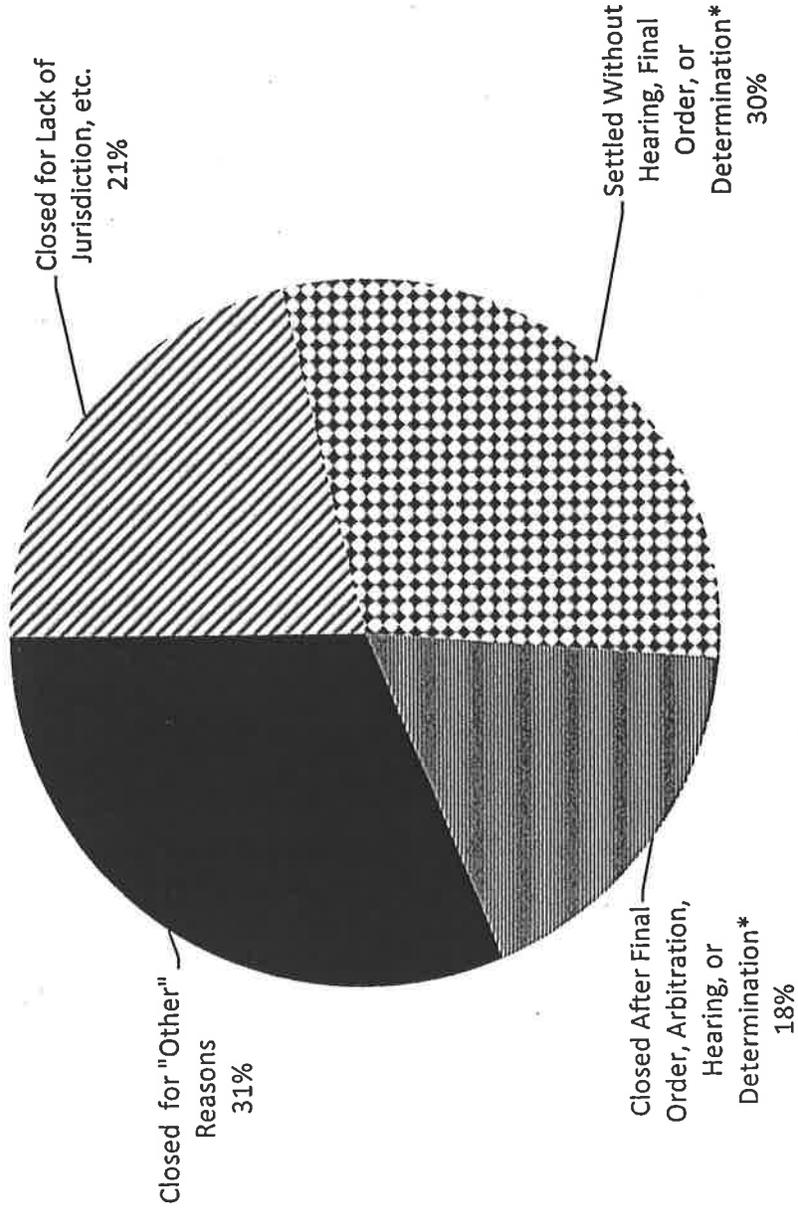
**Construction Contactors Board
Dispute Resolution Section
Summary of Reason Complaints Closed
2013 - 2015 Biennium**

Reason Complaint Closed	First Quarter Jul 1, 2013 - Sep 30 2013		Second Quarter Oct 1, 2013 - Dec 31, 2013		Third Quarter Jan 1, 2014 - Mar 31, 2014		Fourth Quarter Apr 1, 2014 - Jun 30, 2014		2013 - 14 Fiscal Year		Fifth Quarter Jul 1, 2014 - Sep 30, 2014		Sixth Quarter Oct 1, 2014 - Dec 31, 2014		Seventh Quarter Jan 1, 2015 - Mar 31, 2015		Eighth Quarter Apr 1, 2015 - Jun 30, 2015		2014 - 15 Fiscal Year		2013 - 15 Biennium	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Closed for Lack of Jurisdiction, etc. Settled without hearing, Final Order, or Determination*	39		60																			
Closed After Final Order, Arbitration, Hearing, or Determination*	65		84																			
Closed for "Other" Reasons	41		49																			
	53		88																			
Total Complaints Closed	198		281																			

* Under the DRSMO process, a Determination takes the place of an order. It is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.

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Construction Contractors Board
Dispute Resolution Section
Summary of Reason Complaints Closed Chart
2013 - 2015 Biennium



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**Construction Contactors Board
Dispute Resolution Section
Reason Complaints Closed - Lack of Jurisdiction
2013 - 2015 Biennium**

Reason Complaint Closed	Code	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013 - 14 Fiscal Year		2014 - 15 Fiscal Year		2013 - 15 Biennium	
		Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Total	Percent	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Total	Percent	Total	Percent
Outside the Scope of CCB Jurisdiction	01	7	13												
Contractor Not Licensed During Work Period	10	2	6												
Respondent Never Licensed	11	5	3												
Complaint Not Timely Filed	17	19	17												
Commercial Complaint Must be Filed in Court	26	4	19												
Complaint Opened Against Wrong Contractor	30	0	0												
Residential complaint - Commercial Endorsement Only	31	1	0												
Commercial Complaint - Residential Endorsement Only	32	1	1												
No Bond and Mediation Failed	33	0	0												
Respondent Was Not Required to be Licensed	42	0	0												
Complainant Submitted Untimely Judgment	44	0	1												
Pre-Complaint Notice Not Given	46	0	0												
Total Closed for Lack of Jurisdiction*		39	60												
Total Complaints Closed		198	281												

* The percentages shown on this line are the percentages of the total complaints closed that were closed because they were not in the agency's jurisdiction.

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**Construction Contractors Board
Dispute Resolution Section
Reason Complaints Closed -- Settled Without Hearing
2012 - 2015 Biennium**

Reason Complaint Closed	Code	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013 - 14 Fiscal Year		2014 - 15 Fiscal Year		2013 - 15 Biennium	
		Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Total	Percent	Total	Percent	Total	Percent
Investigator Recommended No Correction	03	0	0												
Investigator Recommended Repairs after on-site - Licensed Respondent completed repairs as recommended	04	0	0												
Contractor Paid Proposed Order	05	0	0												
Parties Resolved Complaint Before Proposed Order Issued	13	11	18												
Parties Resolved Complaint After Proposed Order Issued	20	0	0												
Settled by Analyst	22	0	0												
Settled at On-Site Investigation	24	45	59												
Settled by Telephone Mediation	27	9	7												
Total Settled Without Hearing, Final Order, or Determination *		65	84												
Total Complaints Closed		198	281												

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* The percentages shown on this line are the percentages of the total complaints closed that were closed because they were settled without hearing, final order, or determination. Under the DRSMO process, a determination takes the place of an order. It is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.

**Construction Contractors Board
Dispute Resolution Section
Reason Complaints Closed -- After Order or Hearing
2013 - 2015 Biennium**

Reason Complaint Closed	Code	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013 - 14 Fiscal Year		Fifth Quarter		Sixth Quarter		Seventh Quarter		Eighth Quarter		2014 - 15 Fiscal Year		2013 - 15 Biennium	
		Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Total	Percent	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent		
Contractor Paid Proposed Order Issued After Hearing	06	0	0																				
Bond Exhausted	08	2	0																				
Contractor Paid After Final Order or Determination*	14	0	9																				
Surety Paid	15	39	39																				
Contract Paid and Surety Paid	16	0	1																				
Dismissed on the Merits	18	0	0																				
Settled at Hearing	21	0	0																				
Complainant Withdrew Complaint After Final Order or Determination*	25	0	0																				
**Total Complaints Closed After Final Order, Arbitration, Hearing, or Determination*		41	49																				
Total Complaints Closed		198	281																				

* Under the DRSMO process, a Determination takes the place of an order. It is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.

** The percentages shown on this line are the percentages of the total complaints closed that were closed because they were settled after a hearing,

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**Construction Contractors Board
Dispute Resolution Section
Reason Complaints Closed -- Other Reasons
2013 - 2015 Biennium**

Reason Complaint Closed	Code	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		2013 - 14 Fiscal Year		Fifth Quarter		Sixth Quarter		Seventh Quarter		Eighth Quarter		2014 - 15 Fiscal Year		2013 - 15 Biennium	
		Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Complaint Withdrawn	02	5	39																				
Complainant Failed to Respond to Request	07	14	14																				
Closed of Other Reason	12	1	0																				
Respondent Prevailed in Court	19	0	1																				
Complainant Did Not Show Damages	23	0	0																				
Bankrupt Bonding Company	29	0	0																				
Complainant Did Not Attend On-Site	41	2	1																				
Complainant Refused to Allow Respondent to Make Repairs	43	0	0																				
Lien Not Valid	45	0	0																				
Complainant Did Not File in Court	48	25	27																				
Fast Track Mediation (601 - Settlement Reached)	50	0	0																				
Fast Track Mediation (601 - No Settlement)	51	0	0																				
Processing Fee Not Paid	60	6	6																				
Total Complaints Closed for "Other" Reasons*		53	88																				
Total Complaints Closed		198	281																				

* The percentages shown on this line are the percentages of the total complaints closed that were closed for "other" reasons.

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**Construction Contractors Board
Dispute Resolution Section (DRS)
Orders and Bond Payment Report
2013 - 2015 Biennium**

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**Construction Contractors Board
Dispute Resolution Section
Unpaid Order and Judgment Information
2013 - 2015 Biennium**

Item No.	Orders and Judgments to Pay Damages	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
1.	Number of Licensed Contractors (Active and Inactive):	34,544	34,428									
2.	Total Complaints Filed	220	247									
3.	Total Complaints Processed (Closed)	198	281									
4.	Total Closed for Lack of Jurisdiction, etc.	39	60									
5.	Total Settled w/o Hearing, Order, Arbitration Award, or Determination *	65	84									
6.	Orders, Determinations*, and Judgments for Monetary Damages (dollars):**											
a.	Number of Contractors	38	34									
b.	Number of Complaints with Orders or Determinations* to Pay	42	44									
c.	Total Dollars Ordered to Pay	\$897,026	\$1,216,795									
7.	Orders, Determinations*, and Judgments Paid:											
a.	Number of Contractors	28	40									
b.	Number of Complaints with Orders or Determinations* to Pay	40	48									
c.	Dollars Paid:											
1)	Dollars Paid by Surety	\$285,362	\$359,706									
2)	Dollars Paid by Contractor	\$820	\$58,324									
3)	Total Dollars Paid	\$286,182	\$418,030									
8.	Orders, Determinations*, and Judgments Unpaid:											
a.	Number of Contractors	32	24									
b.	Number of Complaints Unpaid	36	34									
c.	Total Dollars Not Paid	\$610,844	\$798,765									
9.	Ratio of Number of Contractors that Failed to Pay Orders, Determinations*, and Judgments (8a) compared to Total Number of CCB Licensees	0.09%										

* Under the DRSMO process, a Determination takes the place of an order. It is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.

** For the information contained in items 6a, 6b, 7a, 7b, 8a, and 8b, the Fiscal Year totals should not equal the total number of contractors because there may be multiple complaints against any one contractor. The same holds true for the biennium totals.

**Construction Contractors Board
Dispute Resolution Section
Final Orders to Pay Damages Discharged in Bankruptcy
by Tested versus Non-Tested Contractors**

2013 - 2015 Biennium

Item No.	Final Orders to Pay Damages Discharged in Bankruptcy	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
1.	CCB Licensees:											
a.	Non-tested	17,857	17,657									
b.	Tested	16,687	16,771									
c.	Total	34,544	34,428									
2.	Bankruptcy: *											
a.	Non-tested	0	0									
b.	Tested	0	0									
c.	Total	0	0									
3.	Percent of Contractors that Filed Bankruptcy:											
a.	Non-tested	0.00%	0.00%									
b.	Tested	0.00%	0.00%									
c.	Total	0.00%	0.00%									
4.	Final Orders Discharged in Bankruptcy:											
a.	Number of Licensees	0	0									
b.	Number of Complaints Discharged in Bankruptcy	0	0									
c.	Total Dollars Discharged (unpaid)	\$0	\$0									

NOTE: The number of Final Orders includes Determinations. Under the DRSMO process, a Determination takes the place of a Final Order. A Determination is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.

* These do not match the numbers listed in Licensing's reports for contractors that filed bankruptcy. This is because DRS counts only the numbers of actual licensees (licensed individuals or licensed business entities), while Licensing includes individual officers of corporations, individual members of limited liability companies, etc., in their count. Those individuals are not licensed business entities.

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**Construction Contractors Board (CCB)
Dispute Resolution Section
Key Performance Measures
2013 - 2015 Biennium**

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**Construction Contractors Board
Key Performance Measure 91500 - 1
2002 - 2015 Biennium**

91500-1: Tested Contractors	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
1. Number of CCB Licensees (both active and inactive): *	43,812	42,152	41,733	41,811	44,008	46,015	45,966	43,242	40,616	38,917	36,108	34,665		
a. Non-tested Contractors (Grandfathered)**	42,686	37,739	34,677	34,376	31,756	30,684	28,535	26,260	23,811	22,153	19,774	18,133		
b. Tested Contractors *	1,126	4,413	7,056	7,435	1,252	15,331	17,431	16,982	16,805	16,764	16,334	16,532		
2. Number of CCB Licensees with Unpaid Final Orders:	753	701	581	440	423	437	171	303	335	160	76	77		
a. Non-tested Contractors (Grandfathered)**	723	619	489	334	288	243	79	153	99	73	44	21		
b. Tested Contractors *	30	83	92	106	135	195	92	150	434	87	38	34		
3. Number of CCB Licensees that discharged damages in bankruptcy:	83	36	1	17	15	6	2	2	67	11	9	2		
a. Non-tested Contractors (Grandfathered)**	37	33	-	15	12	6	-	1	23	7	4	-		
b. Tested Contractors *	3	3	1	2	3	-	2	1	90	4	3	2		
4. Tested Contractors with Final Orders for Damages:														
a. Number of tested contractors with Final Orders for damages.	30	82	92	106	***122	***179	***223	247	227	189	85	51		
b. Number of tested contractors that paid Final Orders within 60 days.	26	67	25	62	***35	***50	***43	69	49	73	34	12		
c. Number of tested contractors with Unpaid Final Orders after 60 days (includes contractors that filed bankruptcy).	4	15	67	37	***87	***129	***180	178	69	116	51	39		
5. Non-tested Contractors with Final Orders for Damages:														
a. Number of non-tested contractors with Final Orders for damages.	723	619	489	334	***308	***244	***211	209	705	154	62	32		
b. Number of non-tested contractors that paid Final Orders within 60 days.	563	486	173	258	***101	***95	***77	86	124	66	22	16		
c. Number of non-tested contractors with Unpaid Final Orders after 60 days (includes contractors that filed bankruptcy).	160	133	316	76	***207	***149	***134	123	246	88	40	16		
6. Percent CCB tested contractors with Unpaid Final Orders after 60 days or discharged debt in bankruptcy (4c divided by 1b) ****	0.36%	0.34%	0.95%	0.50%	***6.95%	***0.84%	***1.03%	1.05%	0.41%	0.69%	0.31%	0.24%		
TARGET:	N/A	N/A	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		

* The number of CCB licensees reported is from a report run at 2:00 am on July 1 of each year.

** Data improved January 2004.

*** Data entry problems corrected and reports rerun on 2/9/09.

**** The percentages in this line had to be recalculated in July of 2012.

NOTE: There were no tested contractors 6/30/00 because testing did not start until 7/1/00.

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DRS Quarterly report - 2nd qrt 2013-15 with links.xlsx

Printed 1/7/2014 10:48 AM

NOTE: The number of Final Orders in the above categories for the 2012 fiscal year and after includes Determinations. Under the DRSMO process, a Determination takes the place of a Final Order. A Determination is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.

**Construction Contractors Board
Dispute Resolution Section
Percent of Tested Contractors with Unpaid Final Orders
CCB Key Performance Measure 91500-1**

Quarterly Statistics

CCB Key Performance Measure (KPM)	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013-14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014-15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013-15 Biennium Jul 1, 2013 - Jun 30, 2015
91500-1: Tested Contractors											
1. Number of CCB Licensees (both active and inactive):*	34,544	34,428									
a. Non-tested Contractors (Grandfathered)	17,857	17,657									
b. Tested Contractors *	16,687	16,771									
2. Number of CCB Licensees with Unpaid Final Orders:											
a. Non-tested Contractors (Grandfathered)	4	2									
b. Tested Contractors *	14	7									
3. Number of CCB Licensees that discharged damages in bankruptcy:											
a. Non-tested Contractors (Grandfathered)	0	0									
b. Tested Contractors *	0	0									
4. Tested Contractors with Final orders for Damages:											
a. Number of tested contractors with final orders to pay damages.	6	23									
b. Number of tested contractors that paid final orders within 60 days.	2	6									
c. Number of tested contractors with unpaid final orders after 60 days (includes contractors that filed bankruptcy).	4	17									
5. Non-tested Contractors with Final Orders for Damages:											
a. Number of non-tested contractors with final orders to pay damages.	4	11									
b. Number of non-tested contractors that paid final orders within 60 days.	2	8									
c. Number of non-tested contractors with unpaid final orders after 60 days (includes contractors that filed bankruptcy).	2	3									
6. Percent CCB tested contractors with unpaid final orders after 60 days or discharged debt in bankruptcy (4c divided by 1b)	0.02%	0.10%									

* The number of CCB licensees reported is from a report run at 2:00 am on the first day of each quarter.

NOTE: The number of Final Orders in the above categories includes Determinations. Under the DRSMO process, a Determination takes the place of a Final Order. A Determination is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.

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**Construction Contractors Board
Key Performance Measure 91500 - 4
2013 - 2015 Biennium**

91500-4: Contractors Who Fail to Pay/Damages	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
1. Number of CCB Licensees (both active and inactive):*	43,812	41,733	41,811	42,885	44,008	46,015	45,966	43,242	40,616	38,917	36,108	34,665		
2. Total Complaints Received **	4,196	4,776	3,008	2,202	2,218	2,420	2,625	2,875	1,942	1,451	1,018	956		
3. Total Complaints Closed (within our jurisdiction) **	4,596	4,473	2,493	3,882	1,692	2,545	2,062	2,790	2,205	1,450	996	766		
4. Total Closed (outside our jurisdiction) **	2,209	2,076	1,064	1,729	608	677	701	510	77	382	242	236		
5. Total Settled	1,122	1,286	955	517	652	454	930	702	548	476	393	332		
6. Number of Final Orders to Pay:	1,292	1,064	1,462	749	684	655	740	1,108	932	572	204	178		
a. Paid by Contractor (dollars)	\$655,933	\$852,265	\$579,714	\$655,858	\$519,541	\$518,916	\$876,325	\$686,238	\$736,068	\$552,685	\$360,704	\$87,022		
b. Paid by Contractor (# of complaints)	235	204	206	215	570	149	143	198	206	137	67	16		
c. Paid by Contractor (# of contractors)	225	195	182	200	511	140	132	184	194	125	58	16		
d. Paid by Surety (dollars)	\$2,183,225	\$2,756,211	\$1,881,843	\$151,071	\$1,158,412	\$406,597	\$1,549,880	\$2,634,410	\$2,677,918	\$1,601,380	\$1,252,383	\$2,446,883		
e. Paid by Surety (# of complaints)	932	813	629	641	429	430	177	90	612	446	235	149		
f. Paid by Surety (# of contractors)	687	606	425	468	308	311	151	484	513	335	167	115		
g. Unpaid (dollars)	\$2,944,707	\$3,445,911	\$3,387,748	\$1,957,256	\$4,138,532	\$4,947,891	\$2,925,336	\$5,528,437	\$4,678,254	\$3,589,584	\$1,613,087	\$2,553,905		
h. Unpaid (# of complaints)	536	425	401	257	439	499	302	451	443	283	142	157		
i. Unpaid (# of contractors)	310	270	244	166	327	382	171	794	350	174	76	140		
7. Percent of Contractors that Failed to Pay CCB Final Order	0.71%	0.65%	0.58%	0.39%	0.74%	0.83%	0.37%	1.84%	0.86%	0.45%	0.21%	0.40%		
TARGET:	N/A	N/A	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%		

* The number of CCB licensees reported is from a report run at 2:00 am on the first day of each quarter.

** The number of complaints received during the fiscal year does not equal the number of complaints closed because some complaints are opened but not closed during the year and others are closed but not opened during the year.

NOTE: The number of Final Orders in the above categories for the 2012 fiscal year and after includes Determinations. Under the DRSMO process, a Determination takes the place of a Final Order. A Determination is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.

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**Construction Contractors Board
Dispute Resolution Section
Percent of Contractors Who Fail to Pay Damages
CCB Key Performance Measure 91500-4
Quarterly Statistics**

CCB Key Performance Measure (KPM)	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013-14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014-15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013-15 Biennium Jul 1, 2013 - Jun 30, 2015
91500-4: Contractors Who Fail to Pay Damages	34,544	34,428									
1. Number of CCB Licensees (both active and inactive):*											
2. Total Complaints Received **	220	247									
3. Total complaints Closed (within our jurisdiction) **	159	221									
4. Total Closed (outside our jurisdiction) **	39	60									
5. Total Settled	65	84									
6. Number of Final Orders to Pay:	42	44									
a. Paid by Contractor (dollars)	\$820	\$58,324									
b. Paid by Contractor (# of complaints)	2	11									
c. Paid by Contractor (# of contractors)	2	10									
d. Paid by Surety (dollars)	\$285,362	\$359,706									
e. Paid by Surety (# of complaints)	40	39									
f. Paid by Surety (# of contractors)	28	32									
g. Unpaid (dollars)	\$286,182	\$418,030									
h. Unpaid (# of complaints)	36	34									
i. Unpaid (# of contractors)	32	24									
7. Percent of Contractors that Failed to Pay CCB Final Order	0.09%	0.07%									

* The number of CCB licensees reported is from a report run at 2:00 am on the first day of each quarter.

** The number of complaints received during the fiscal year does not equal the number of complaints closed because some complaints are opened but not closed during the year and others are closed but not opened during the year.

NOTE: The number of Final Orders in the above categories includes Determinations. Under the DRSMO process, a Determination takes the place of a Final Order. A Determination is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.

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**Construction Contractors Board
Key Performance Measure 91500 - 6
2013 - 2015 Biennium**

91500-6: Dispute Resolution Final Orders:	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Total Days to Final Order	302,419	263,143	203,412	120,695	380,824	405,955	378,659	537,559	355,286	303,999	176,530	17,844		
Total Number of Complaints	2,099	1,980	1,462	2,202	2,278	2,446	2,763	2,790	2,282	1,814	1,238	1,002		
Average Days to Issue a Final Order*	144	133	139	55	167	166	137	193	156	168	143	171		
TARGET:	N/A	140	130	120	120	120	120	120	155	155	155	155		

* Data revised in January 2004.

NOTE: The number of Final Orders in the above categories for fiscal year 2012 and after includes Determinations. Under the DRSMO process, a Determination takes the place of a Final Order. A Determination is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.

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**Construction Contractors Board
Dispute Resolution Section
Days from Receipt of Complaint Form to Final Order
CCB Key Performance Measure 91500-6
Quarterly Statistics**

Key Performance Measure (KPM)	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013 - 14 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014 - 15 Fiscal Year	2013 - 15 Biennium
91500-6: Dispute Resolution Final Orders:	Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
Total Days to Final Order, Determination or Closure*	31,549	47,976									
Total Number of Complaints	198	281									
Average Days to Issue a Final Order*	159	171									

* Time to process is the open date of the file to the date of a Final Order if one is issued, Determination if one is issued, or closure date if a Final Order or Determination is not issued. Under the DRSMO process, a Determination takes the place of a Final Order. A Determination is the document stating the amount of the complainant's judgment that is within the agency's jurisdiction and that the contractor's bond is responsible to pay.

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**Construction Contractors Board
Key Performance Measure 91500 - 7
2013 - 2015 Biennium**

91500-7: Fair and Impartial Dispute Resolution Process	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Total Number of Complaints Closed	N/A	4,382	3,557	5,711	2,300	2,545	2,763	2,790	2,282	1,706	1,238	1,002		
Total Number of Surveys Received Back (Complaints) on Question 7.	N/A	784	518	433	424	398	782	370	374	283	176	140		
Surveys that Found Complaints System to be Fair	N/A	618	412	370	368	348	715	330	346	244	164	117		
Percent that Found Complaints System to be Fair	N/A	79%	80%	85%	87%	87%	91%	89%	93%	86%	93%	84%		
TARGET:	N/A	75%	85%	85%	85%	85%	85%	85%	90%	90%	90%	90%		

NOTE: Beginning in 2010 the CCB did not include a self-addressed, stamped envelope with the survey form.

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**Construction Contractors Board
Dispute Resolution Section
Fair and Impartial Dispute Resolution Process
CCB Key Performance Measure 91500-7
Quarterly Statistics**

Key Performance Measure (KPM)	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
91500-7: Fair and Impartial Dispute Resolution Process											
Total Number of Complaints Closed	198	281									
Total Number of Surveys Received Back (Complaints) on Question 7.	32	41									
Surveys that Found Complaints System to be Fair	29	30									
Percent that Found Complaints System to be Fair	91%	73%									

* In the 4th and 8th quarters the CCB sends out a special spring survey that does not include question 7 regarding fair and impartial process. Therefore, no data is available for those quarters.

311

**Construction Contractors Board (CCB)
Dispute Resolution Section (DRS)
Customer Satisfaction Survey
2013 - 2015 Biennium**

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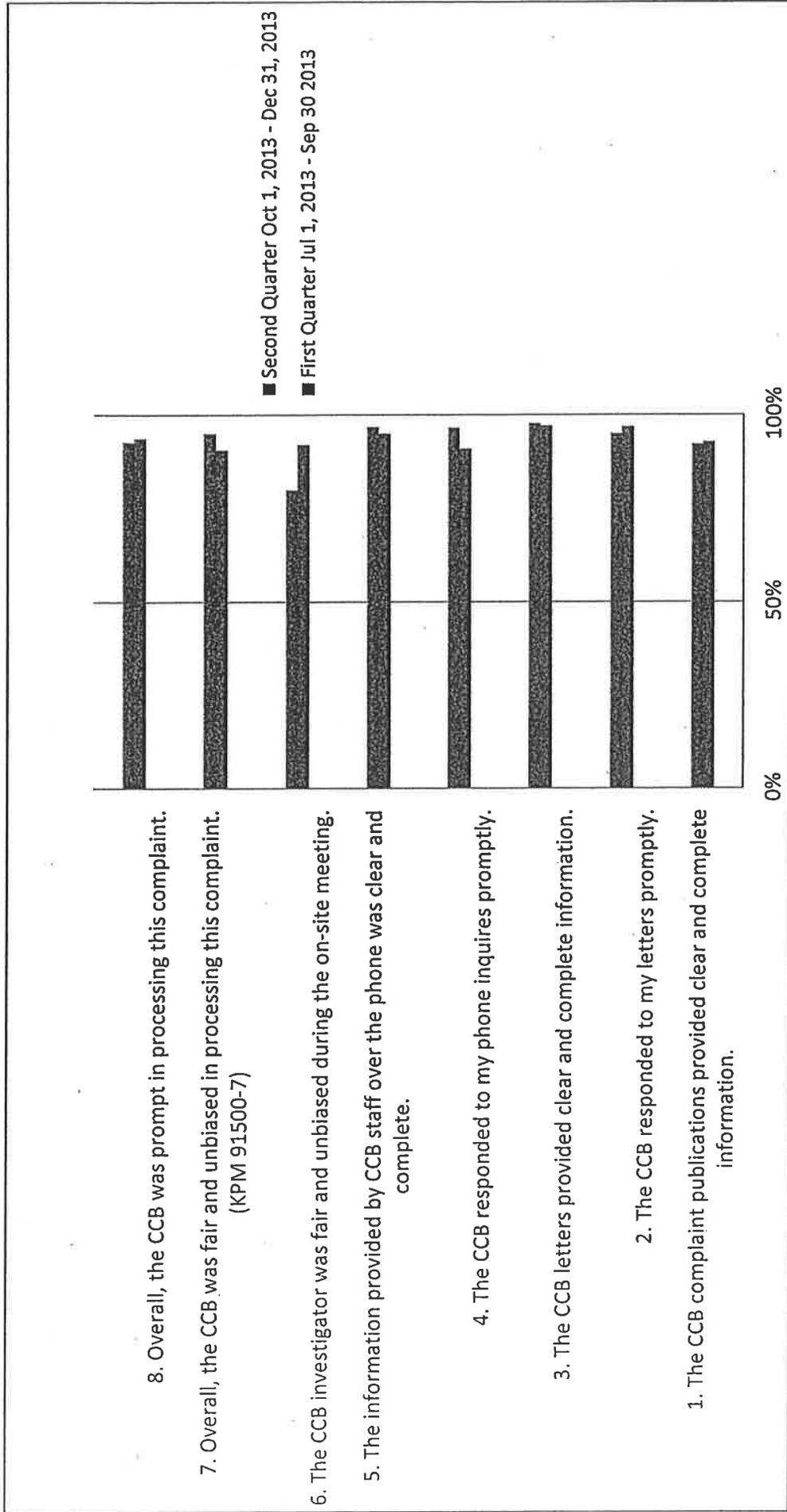
**Construction Contractors Board
Dispute Resolution Section
Customer Satisfaction Survey Summary
Percentage of Persons that Agree or Strongly Agree with Each Statement
2013 - 2015 Biennium**

Survey Question	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Thrd Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	2013 - 14 Fiscal Year Jul 1, 2013 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	2014 - 15 Fiscal Year Jul 1, 2014 - Jun 30, 2015	2013 - 15 Biennium Jul 1, 2013 - Jun 30, 2015
1. The CCB complaint publications provided clear and complete information.	93%	92%									
2. The CCB responded to my letters promptly.	97%	95%									
3. The CCB letters provided clear and complete information.	97%	98%									
4. The CCB responded to my phone inquires promptly.	91%	97%									
5. The information provided by CCB staff over the phone was clear and complete.	95%	97%									
6. The CCB investigator was fair and unbiased during the on-site meeting.	92%	80%									
7. Overall, the CCB was fair and unbiased in processing this complaint. (KPM 91500-7)	91%	95%									
8. Overall, the CCB was prompt in processing this complaint.	94%	93%									
9. The Administrative Law Judge was fair and unbiased in his or her decision on my complaint.	N/A	N/A									
10. The Office of Administrative Hearings was prompt in processing my complaint while it had the file.	N/A	N/A									

* In the 4th and 8th quarters the CCB sends out a special spring survey that does not include the questions in our standard survey. Therefore, no data is available for the spring quarters.

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Customer Satisfaction Survey Summary
Percentage of Persons that Agree or Strongly Agree with Each Statement
2013-2015 Biennium
2nd Quarter



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Construction Contractors Board
Dispute Resolution Section

Customer Satisfaction Survey Summary
Percentage of Persons that Agree or Strongly Agree with Each Statement
2013 - 2015 Biennium

Question 1

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013 - 14 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014 - 15 Fiscal Year	2013 - 15 Biennium
	Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
1. The CCB complaint publications provide clear and complete information.											
a. Strongly Agree	10	15									
b. Agree	16	21									
c. Disagree	1	2									
d. Strongly Disagree	1	1									
Total Number of Responses to Question 1	28	39									
Percent of Survey Respondents that Agree or Strongly Agree	93%	92%									

* In the 4th and 8th quarters the CCB sends out a special spring survey that does not include question 7 regarding fair and impartial process. Therefore, no data is available for those quarters.

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Construction Contractors Board
Dispute Resolution Section
Customer Satisfaction Survey Summary
Percentage of Persons that Agree or Strongly Agree with Each Statement
2013 - 2015 Biennium

Question 2

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013-14 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014-15 Fiscal Year	2013-15 Biennium
	Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
2. The CCB responded to my letters promptly.											
a. Strongly Agree	14	22									
b. Agree	17	17									
c. Disagree	0	1									
d. Strongly Disagree	1	1									
Total Number of Responses to Question 2	32	41									
Percent of Survey Respondents that Agree or Strongly Agree	97%	95%									

* In the 4th and 8th quarters the CCB sends out a special spring survey that does not include question 7 regarding fair and impartial process. Therefore, no data is available for those quarters.

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**Construction Contractors Board
Dispute Resolution Section**

**Customer Satisfaction Survey Summary
Percentage of Persons that Agree or Strongly Agree with Each Statement
2013 - 2015 Biennium**

Question 3

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013 - 14 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014 - 15 Fiscal Year	2013 - 15 Biennium
	Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
3. CCB letters provide clear and complete information.											
a. Strongly Agree	14	19									
b. Agree	19	25									
c. Disagree	0	1									
d. Strongly Disagree	1	0									
Total Number of Responses to Question 3	34	45									
Percent of Survey Respondents that Agree or Strongly Agree	97%	98%									

* In the 4th and 8th quarters the CCB sends out a special spring survey that does not include question 7 regarding fair and impartial process. Therefore, no data is available for those quarters.

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Construction Contractors Board
Dispute Resolution Section
Customer Satisfaction Survey Summary
Percentage of Persons that Agree or Strongly Agree with Each Statement
2013 - 2015 Biennium

Question 4

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013 - 14 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014 - 15 Fiscal Year	2013 - 15 Biennium
	Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
4. The CCB responded to my phone inquiries promptly.											
a. Strongly Agree	13	16									
b. Agree	7	13									
c. Disagree	0	1									
d. Strongly Disagree	2	0									
Total Number of Responses to Question 4	22	30									
Percent of Survey Respondents that Agree or Strongly Agree	91%	97%									

* In the 4th and 8th quarters the CCB sends out a special spring survey that does not include question 7 regarding fair and impartial process. Therefore, no data is available for those quarters.

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Construction Contractors Board
 Dispute Resolution Section
 Customer Satisfaction Survey Summary
 Percentage of Persons that Agree or Strongly Agree with Each Statement
 2013 - 2015 Biennium

Question 5

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013 - 14 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014 - 15 Fiscal Year	2013 - 15 Biennium
	Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
5. The information provided by CCB staff over the phone was clear and complete.											
a. Strongly Agree	11	16									
b. Agree	8	15									
c. Disagree	0	0									
d. Strongly Disagree	1	1									
Total Number of Responses to Question 5	20	32									
Percent of Survey Respondents that Agree or Strongly Agree	95%	97%									

* In the 4th and 8th quarters the CCB sends out a special spring survey that does not include question 7 regarding fair and impartial process. Therefore, no data is available for those quarters.

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Construction Contractors Board
 Dispute Resolution Section
 Customer Satisfaction Survey Summary
 Percentage of Persons that Agree or Strongly Agree with Each Statement
 2013 - 2015 Biennium

Question 6

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013 - 14 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014 - 15 Fiscal Year	2013 - 15 Biennium
	Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
6. The CCB investigator was fair and unbiased during the on-site meeting.											
a. Strongly Agree	12	20									
b. Agree	11	8									
c. Disagree	0	4									
d. Strongly Disagree	2	3									
Total Number of Responses to Question 6	25	35									
Percent of Survey Respondents that Agree or Strongly Agree	92%	80%									

* In the 4th and 8th quarters the CCB sends out a special spring survey that does not include question 7 regarding fair and impartial process. Therefore, no data is available for those quarters.

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**Construction Contractors Board
Dispute Resolution Section**

**Customer Satisfaction Survey Summary
Percentage of Persons that Agree or Strongly Agree with Each Statement
2013 - 2015 Biennium**

Question 7

Description	2013 - 14 Fiscal Year		2014 - 15 Fiscal Year		2013 - 15 Biennium			
	First Quarter Jul 1, 2013 - Sep 30 2013	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015
7. Overall, the CCB was fair and unbiased in processing this complaint.								
a. Strongly Agree	14	24						
b. Agree	15	15						
c. Disagree	0	0						
d. Strongly Disagree	3	2						
Total Number of Responses to Question 7	32	41						
Percent of Survey Respondents that Agree or Strongly Agree	91%	95%						

* In the 4th and 8th quarters the CCB sends out a special spring survey that does not include question 7 regarding fair and impartial process. Therefore, no data is available for those quarters.

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Construction Contractors Board
Dispute Resolution Section
Customer Satisfaction Survey Summary
Percentage of Persons that Agree or Strongly Agree with Each Statement
2013 - 2015 Biennium

Question 8

Description	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013 - 14 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014 - 15 Fiscal Year	2013 - 15 Biennium
	Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
8. Overall, the CCB was prompt in processing this complaint.											
a. Strongly Agree	17	24									
b. Agree	13	14									
c. Disagree	1	2									
d. Strongly Disagree	1	1									
Total Number of Responses to Question 8	32	41									
Percent of Survey Respondents that Agree or Strongly Agree	94%	93%									

* In the 4th and 8th quarters the CCB sends out a special spring survey that does not include question 7 regarding fair and impartial process. Therefore, no data is available for those quarters.

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**Construction Contractors Board (CCB)
Dispute Resolution Section (DRS)
Customer Satisfaction Survey
COMMENTS
2013 - 2015 Biennium**

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DISPUTE RESOLUTION SECTION
2013-2015 BIENNIUM
2nd quarter October 1, 2013 to December 31, 2013
COMMENTS RECEIVED ON SURVEYS

COMMENTS ON TIMELINESS/PROCESSING OF DISPUTE

FROM	HRG	DATE REC'D	FILE NUMBER	COMMENT
C	N	10/29/13	189785-102	Questions 1 and 8 were more like "almost" agree. Six plus weeks to respond may be acceptable because it is government. However, two to three weeks should be long enough for a response. Otherwise, good job in helping me as a consumer. [Staff note: We received the complaint on 9/4. Our first letter to the complainant was dated 9/9. We notified the complainant of the on-site date on 9/24, and the meeting was held 10/10, and a settlement was reached. The file was closed on 10/15, six weeks from the date we got it.]
C	N	12/18/13	138610-101	Your handling my complaint was speedy and to the point, but having to go through the legal system to get a judgment was costly and time consuming. Wish the CCB could also handle this part. Getting a judgment should be faster. But overall thank you for all y our help & support.

OTHER COMMENTS

FROM	HRG	DATE REC'D	FILE NUMBER	COMMENT
C	N	10/1/13	165554-105	All the personal help we received from the CCB was great / very efficient & knowledgeable.
C	N	10/8/13	195133-104	The information on how to file in small claims court was complete it just came to us after we had completed the small claims process. The investigator/mediator only dealt with us over the phone. Never in person. He was fair, timely, and very helpful.
C	N	10/29/13	175587-101	There were only couple phrases I was unfamiliar with but after quick phone call, all was cleared up promptly. Great staff on phones – very helpful and polite. Investigator also very courteous & helpful.
R	N	11/4/13	189164-701	Not applicable complaint, settled w/o CCB, should not have been a complaint. Thanks. [Staff note: This complaint was pending in court when we received it. Debt was almost a year old at that time.]

DISPUTE RESOLUTION SECTION

2013-2015 BIENNIUM

2nd quarter October 1, 2013 to December 31, 2013

COMMENTS RECEIVED ON SURVEYS

C	N	11/5/13	50461-102	<p>The mediator gave each of us time to get our individual points across and listened to what was said! He stated clearly what the procedure would be if we could not come to an agreement. He helped both of us work through our anger and frustration without becoming frustrated himself. [Staff note: Nick Newman was the mediator on this case.]</p>
R	N	11/21/13	92300-104	<p>1. 80% of contractors in the La Grande area are not licensed! 2. Pay \$500.00 to a person or contractor for turning in an unlicensed contractor. I could report 5-10 per month. I have called several times with no response. Thank you.</p>
C	N	11/25/13	169134-102	<p>My complaint was dismissed by the CCB because the contractor filed a small claims. What protection is there for the consumer if CCB action is halted when the contractor files in small claims? [Staff note: When the respondent filed in court, we instructed the complainant to file a countersuit so the court could hear all issues. The complaint was closed because the complainant would not file a countersuit.]</p>
C	N	11/25/13	196929-101	<p>Investigator/mediator did not understand situation and reported in misleading way. E.g. he seemed to believe no damage because I had not spent money to complete work & no subcontractor lien filed. #1. I could not complete work till weather clear but did have estimates. #2. Period for filing lien not expired but I had notice of intent. Lien was filed & I then noted. Investigator evaluated my legal possibilities incorrectly—implying no case, when clearly I had good cause, evidence was on ground, & I won. This resolution required about 11 months to resolve. Had investigator/mediator been more perceptive or postponed report pending lien filing and/or evidence of additional costs incurred over contract price, probability of settling with contractor would have been better. And I had even offered contractor to settle for less than eventual award. Although I did get paid award from bond, I saw on CCB site that contractor license was revoked for non-insurance or bond. I was never notified of this and feel it was relevant. Finally, bond pay was only released after I wrote to CCB and asked why I had not had answer to earlier query about payment since time for contesting it had passed. I am a mediator and have been a licensed Oregon CCB contractor. I understand both sides. [Staff note: No liens were filed until after on-site meeting. It was almost 7 months from the time the complainant filed in court and the time he provided us with a copy of the judgment.]</p>

**DISPUTE RESOLUTION SECTION
2013-2015 BIENNIUM**

**2nd quarter October 1, 2013 to December 31, 2013
COMMENTS RECEIVED ON SURVEYS**

R	N	12/9/13	62727-102	No comment! Am satisfied w/outcome!
C	N	12/23/13	43701-106	I thought Nick Newman was excellent.
C	N	12/23/13	190764-101	We were surprised in how difficult it is to make a claim against a bond of another contractor – Our situation worked out – mostly due to the consciousness [sic] of the other party.
C	N	12/31/13	193107-104	We home owners don't all the laws. CCB should look @ all work on that job that the person the complaint is put on.

GRATITUDE

FROM	HRG	DATE REC'D	FILE NUMBER	COMMENT
C	N	10/25/13	166108-102	We felt that the process was fair and finally moved the process along. We did try very hard without it but to no avail so thank you very much.
C	N	11/8/13	195010-101	Have nothing but good things to say about your performance – again thank you!
C	N	11/15/13	88412-105	I can't improve on the dispute resolution services. I thought the procedures & teamwork were very good.
R	N	12/2/13	170761-101	I was pleased that the CCB provided us the opportunity to move beyond this issue. In the end we felt that the customer was extremely pleased with the work BTL provided.
C	N	12/4/13	178367-101	I had a great experience---very helpful.
C	N	12/18/13	138610-101	Your handling my complaint was speedy and to the point, but having to go through the legal system to get a judgment was costly and time consuming. Wish the CCB could also handle this part. Getting a judgment should be faster. But overall thank you for all y our help & support.

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DISPUTE RESOLUTION SECTION
2013-2015 BIENNIUM

2nd quarter October 1, 2013 to December 31, 2013
COMMENTS RECEIVED ON SURVEYS

COMMENTS ON CCB BEING BIAS

FROM	HRG	DATE REC'D	FILE NUMBER	COMMENT
C	N	11/18/13	92300-104	Although I felt the mediator agave some good advise [sic], I felt as though he told me what to do and was more on the respondents side even though the respondent admitted to wrongdoing.
C	N	11/25/13	148355-110	Having just a couple of brief phones – I am assuming the process was unbiased.
C	N	12/16/13	181855-101	The mediator was very fair and professional. [Staff note: Richard Stritzke mediated this dispute.]

NOT SATISFIED AT ALL

FROM	HRG	DATE REC'D	FILE NUMBER	COMMENT
C	N	10/8/13	147664-107	The complaint was never investigated by the CCB but by a court. When the court was done and judgement made in my favor, CCB closed the complaint instead of investigating the wrongdoings by the company! They still have not been sanctioned for their initial wrongdoings in this state, bad move on the part of the CCB. [Staff note: The complaint involved alleged improper work and failure to assist the complainant in repairing or replacing faulty products. Nothing in the file indicates that the respondent violated any laws that the CCB has jurisdiction over, so the file was not forwarded to enforcement for investigation or civil penalty action. The complainant filed in small claims court before filing the complaint here. Therefore, we could not investigate the complaint or hold an on-site meeting because the complaint was already under the jurisdiction of a court. Both parties were represented by attorneys. The respondent forced the court complaint into Circuit Court rather than small claims, where the complainant was awarded a judgment for just under \$7,000 plus attorney fees of \$22,000. The respondent paid that judgment in full.]

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DISPUTE RESOLUTION SECTION
2013-2015 BIENNIUM
2nd quarter October 1, 2013 to December 31, 2013
COMMENTS RECEIVED ON SURVEYS

C	N	10/21/13	188283-101	<p>1. The entire discussion surround [sic] money. It was obvious that the mediator was biased toward the contractor.</p> <p>2. By frequent comment of "you know I'm not biased", it was clear to me that he was.</p> <p>3. Negotiation never considered the home owner plight and court was overplayed.</p> <p>4. Mediator allowed attorney to stomp into house for coat & briefcase, a ploy to get decision hurried up.</p> <p>I'm truly sorry I gave any money to Mr. Melvill. I'm still without a bathroom 7 2 holes to ground in bathroom. I will tell anyone who asks to go to court first or have work completed as agreed upon per our oral contract. But of course, I do not trust Mr. Melville. His work is shoddy. VERY ONE sided towards contractor. Did not care if he didn't get permits or that work was shoddy. I should have stood firm and sued Jay Melvill. Any court would see his errors. And suggesting I make higher offer of money was insulting. This homeowner got shafted! He should not be practicing & not finishing his work. I regret not settling; should have gone to court! Got taken twice.</p> <p>[Staff note: The parties entered into a settlement at the on-site meeting in which the complainant paid the respondent \$2,000 and the respondent waived the remaining balance due on the contract (the respondent billed for almost \$9,000). The complainant also complained that the respondent forced a written contract on her.]</p>
C	N	10/31/13	181716-103	<p>It was a waste of my time because I couldn't file on bond without going to court. Not pleased with [sic] the changed rules. Why have a bond & resolution services if you have to spend money on attorneys [sic] to collect? [Staff note: This complaint was filed by a licensed contractor whose business is located in Woodland, Washington.]</p>
C	N	11/15/13	194584-101	<p>CCB's whole claims process was very long, drawn-out, and CCB kept asking for information it had already been given. I had a court award judgment; no money was paid out in excess of \$30,000. The CCB never made it clear why they denied over 50% of my claims. The contractor in question had a bond of \$20,000 limit. In my opinion, well-documented claims were made by myself. They were acknowledged and appropriately awarded judged fully by the court (but the court does not signal the bond company to pay accordingly technically. But CCB still failed to acknowledge a great portion of my claim. Their explanation for this was vague at best. [Staff note: We had the on-site mediation</p>

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DISPUTE RESOLUTION SECTION

2013-2015 BIENNIUM

2nd quarter October 1, 2013 to December 31, 2013

COMMENTS RECEIVED ON SURVEYS

C	N	11/29/13	165147-109	<p>three weeks after receiving the complaint. We instructed the complainant to go to court only one month after receiving the complaint. The complainant filed in court 4 months after we instructed her to do so, and we received a copy of the default judgment two months later. The judgment was by default, so the issues in the complaint were not adjudicated. The default judgment included over \$4,000 in speculative differences in the complainant's future heating bills from what the respondent orally promised, \$10,000 in speculative energy rebates (½ of the original contract amount), and \$5,000 for a future warranty. We gave access to the bond for only the actual construction-related items rather than speculative damages, which totaled \$12,795.]</p> <p>As long as the contractor has the ability to not show up at the mediation meeting this process does not work. Had I understood it was their option up front I may have gone directly to court proceedings. As it was circumstances prevented me from meeting the deadlines. Unscrupulous contractors get away with not living up to their obligations and the homeowner is left to pay to fix the issues. [Staff note: This complainant was given approximately 4½ months to file in court but still failed to do so or give any reason why we should give her more time.]</p>
C	N	12/19/13	62280-104	<p>The publications were almost clear, that's why I called 4 to 6 times. The information I got over the phone was one thing and what happened were polar opposites. Yes the mediator was just that. Not an inspector as the publications & office staff said. I/we expected an onsite inspection B/4 a mediation. Only a mediation happened W/a threat of non-settlement on that date, would result in a court hearing. So I just hope that the double cost of repairs done is sufficient because there was no inspection! I am totally disappointed in the result, but more so by the lack of an inspection. [Staff note: Publications indicate that our mediator may review the complaint items, but there is no mention of inspecting or performing an inspection of the items.]</p> <p>In addition: We tried to find prior complaints/history of this contractor on your website. None was found. The mediator answered our question in regards to this and told us where to look. We did as instructed and cannot locate any prior history to this date. So, if in the future we need to look up priors on other contractors, we feel we have no available valid option to be better informed on any contractor's complaint history. [Staff note: The only other complaints filed against this contractor</p>

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DISPUTE RESOLUTION SECTION

2013-2015 BIENNIUM

2nd quarter October 1, 2013 to December 31, 2013
COMMENTS RECEIVED ON SURVEYS

				<p>were filed more than 13 years ago, so they do not show up on the website.]</p> <p>I would urge the department to claim that you provide inspection – since all that gets done is a mediation process. And pushed into a decision at that.</p>
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COMMENTS ON PUBLICATIONS AND WEBSITE

FROM	HRG	DATE REC'D	FILE NUMBER	COMMENT
C	N	10/1/13	165554-105	We would have liked the information on how much a bonding company has to pay out for non-owner complaints to be more visible at the start of the process. It would also have been good to know the \$3000 could be split between all complaints. This information is probably available, but we did not/could not find it. Knowing this from the start would have helped us decide whether or not it was worthwhile to file at all.
C	N	10/25/13	193204-101	It was difficult using the form for the complaint description. I would prefer to make the description in WORD or another text software.
C	N	10/28/13	196015-102	It was not until the CCB investigator came to my home that I was told or realized that even if the investigator agreed with my claim that I had to sue the contractor and get a court order through the court system before I would get paid from the contractors bond. This is absurd! This was a waste of time & a joke. It should be made crystal clear that if you start the process and the claim is totally justified and the Contractors Board agrees, that it means nothing unless you sue the contractor in court & get a judgement. This should be at the beginning of the process, up front & in bold type. [Staff note: The information that if no settlement is reached the complainant must file in court is in the first paragraph of the information we provide to the parties when we tell them that we will schedule an on-site meeting.]
C	N	11/15/13	194584-101	The initial claim form was complicated and difficult to fill out.

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**Construction Contractors Board (CCB)
Dispute Resolution Section (DRS)
Staff Meeting Minutes
2013 - 2015 Biennium**

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**Construction Contractors Board
Dispute Resolution Section
Staff Meeting Minutes
2013 - 2015 Biennium – 2nd Quarter**

We have not had any official department meetings this quarter.

A weekly Dispute Analyst meeting is normally scheduled for each Thursday to discuss any files that the Analysts have questions about. However, if there are no files to discuss we do not hold a meeting.

A quarterly Investigator/Mediator meeting is held as needed and called for by management.

A department staff meeting is held when needed.

We have not had any official department meetings this quarter. The analyst discuss cases informally on an as-needed basis.

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NOTICE OF PUBLIC MEETING

APPEAL COMMITTEE CONSTRUCTION CONTRACTORS BOARD, STATE OF OREGON

The Construction Contractors Board Appeal Committee
is scheduled to meet on Tuesday, January 28, 2014
In the Santiam Room, Roth's West Salem (Hospitality Center)
425 Glen Creek Road NW
Salem, Oregon

The entire Construction Contractors Board will sit as the Appeal Committee

A G E N D A

Times are estimates only – actual times may vary

(Parties limit your presentation to the Committee to no more than five minutes)

Time	Item
1:00 p.m.	I. Call to Order (Chair)
	II. Approval of Agenda and Order of Business (Chair) (Action Needed)
	III. New Business: Consideration of cases for which exceptions to Proposed Orders or Petitions for Reconsideration of Final Orders have been received. (Statement to parties)
1:05 p.m.	A. CCB Enforcement (ENF):
	1. Enforcement No. 99992, Jerry Blaine Stroud (Respondent). In the matter of imposition of a civil penalty.
	2. Enforcement No. 101460, Portland Redevelopment LLC (Respondent)
	3. Enforcement No. 101874, East Wind Builders Inc. (Respondent)
	B. Recess to deliberate privately, under authority of ORS 192.690(1)
	C. Return to Session, Board votes on ENF Cases (Action Needed)
	IV. Adjournment (Action Needed)

The Appeal Committee may recess the public meeting after oral argument, 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 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 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 Catherine Dixon (503) 934-2185 or Oregon Relay 7-1-1.