

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

NAME OF AGENCY: CONSTRUCTION CONTRACTORS BOARD

KPMs With Benchmark Linkages

Mission: 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.

Related Oregon Benchmarks (OBMs) none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Tested Contractors – Reduce the percent of CCB tested contractors that have a final order for damages that remain unpaid after 60 days, or that are discharged in bankruptcy.		New wording New data	1%	1%
2	Homeowner Awareness – Percent of homeowners who are aware of their rights and responsibilities and the services of CCB.			62%	64%
3	Unlicensed Recidivism Rate – Percent of offenders who recidivate by performing work without a CCB license within three years of first offense.			20%	18%
4	Contractors Who Fail to Pay Damages – Percent of licensed contractors operating in Oregon that fail to pay in full final Dispute Resolution (claims) final orders for damages.			0.50%	0.50%
5	Enforcement Investigations – Average days to close an enforcement investigation.			55	55
6	Dispute Resolution Final Orders – Average days to issue a dispute resolution (claims) final order.			160	155
7	Fair and Impartial Dispute Resolution Process – Percent of parties to claims who perceive claims process to be fair and impartial			87%	90%
8	License and Renewal Processing – Percent of contractors satisfied with the agency's processing of license and renewal information.			95%	95%
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			95%	95%
10	Best Practices – Percent of best practices met by the Board.		New Measure		

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
1	<i>Customer Contact Index: Total number of customer contacts by web, phone, home show</i>		

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2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
	<i>contacts, speeches, etc.</i>		

For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

LEGISLATIVE FISCAL OFFICE RECOMMENDATION: Approve the agency's proposed Key Performance Measures with revised targets to reflect the approval of the policy packages and add the new "Board Best Practices" measure.

Note regarding KPM#3 - With increased enforcement resources, the agency expects more unlicensed activity will be identified and therefore expects an initial increase in the recidivism percentage. Over time, with a continued enforcement presence in the field, there should be a reduction in the recidivism percentage.

SUB-COMMITTEE ACTION: Approved the Legislative Fiscal Office recommendation.