

Construction Contractors Board

201 High St SE, Suite 600
PO Box 14140
Salem OR 97309-5052
Phone: (503) 934-2217 Fax: (503) 373-2007
E-mail: sara.heinz@ccb.state.or.us Web: www.oregon.gov/ccb

State of Oregon
Honorable Kate Brown, Governor



DRAFT
2/12/2021

NOTICE OF PUBLIC MEETING
CCB Teleconference Board Meeting
Wednesday, February 24, 2021
8:30 a.m. – 11:30 a.m.

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Meeting Called to Order	
Approval of the Agenda	ACTION ITEM (pg 1)
Approval of the Minutes 12/2/2020 Board meeting.....	ACTION ITEM (pg 2)
Board Calendar:	
Next Meeting: April 28, 2021 (Teleconference)	(pg 4)
Public Comment	
Executive Session (closed to the Public)	
Executive Session pursuant to ORS 192.660(2)(i) to review and evaluate the performance of Board Administrator Chris Huntington.....	
Agency Reports	
1. Agency Update (Chris Huntington)	
a. Secretary of State Risk Assessment, Budget Memo, Budget Presentation.....	(pg 5)
2. Licensing (Dana Zeimantz)	
a. CCB Licensing Stats.....	(pg 37)
3. Information Technology (Noel Magee)	
a. IT Update	(pg 55)
4. Education (Leslie Culpepper)	
a. Outreach and Education Program Update, Newsletters	(pg 58)
5. Enforcement (Stan Jessup)	
a. Enforcement Update, Quarterly Reports	(pg 69)
Old Business	
None	
New Business	
1. Enforcement Consent Agenda (Stan Jessup).....	ACTION ITEM (pg 73)
Adjournment	

The Board may meet in executive session under authority of ORS 192.660 from time to time. The specific statutory basis for the executive session will be announced on the record prior to the commencement of the executive session. Executive sessions are closed to the public. The Board may recess the public meeting, in order to deliberate privately, under authority of ORS 192.690(1). The public meeting will then reconvene for the purpose of decision-making. The meeting location is accessible to persons with disabilities. A request for an interpreter for the hearing impaired or for other accommodations for persons with disabilities should be made at least 48 hours before the meeting; call Sara Heinz (503) 934-2217 to make arrangements.

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**MINUTES OF THE December 2, 2020
CONSTRUCTION CONTRACTORS TELECONFERENCE
BOARD MEETING**

The Construction Contractors Board (CCB) met on Wednesday, December 2, 2020, via teleconference from the 6th floor at 201 High Street SE, Salem, Oregon.

Attendees:

Board members appearing: Board Chair Kurt Bolser, Jim Patrick, Dylan Bochsler, Jim Kitchin, Susan Steward, Eric Olsen and Andrea Noble

Board members absent excused: Patty Dorroh, Rosa Martinez

Staff: Administrator Chris Huntington, Executive Assistant/Board Secretary Sara Heinz, Licensing Manager Dana Zeimantz, Enforcement Manager Stan Jessup, IT Manager Noel Magee, Communication/Education Manager Leslie Culpepper and Assistant Attorney General Catriona McCracken

Guests: Haylee Morse-Miller and Mary Pence

A. MEETING CALLED TO ORDER:

Chair Bolser called the meeting to order at 8:32 a.m.

B. APPROVAL OF AGENDA:

MOTION: Jim Patrick moved to approve the agenda. Dylan Bochsler seconded the motion. Motion to approve the agenda carried unanimously.

C. APPROVAL OF MINUTES:

MOTION: Dylan Bochsler moved to approve the minutes from 10/28/2020 with correction to the time of when Executive Session started. Jim Kitchin seconded the motion. Motion to approve carried unanimously.

D. DATE OF NEXT REGULARLY SCHEDULED MEETING: The next meeting is scheduled for February 24, 2021 via teleconference from the 6th floor at 201 High Street SE, Salem, Oregon.

E. PUBLIC COMMENT:

None

F. AGENCY REPORTS:

Chris Huntington, Administrator conveyed that we are still present and available for our customers in the office and in the field amongst the uncertainties due to the pandemic and the wild fires that happened in late summer/early fall. The budget memo was also discussed with regard to the revenue and expenses and the actuals associated.

Dana Zeimantz, Licensing Manager reported that they are focusing on new application now that the renewal deferral is caught up and the wild fire crisis has subsided some.

Noel Magee, Information Technology Manager reported that M365 will still be happening however we don't have a date span as of yet. An information technology strategic plan will be coming in 2021.

Leslie Culpepper, Communication/Education Manager advised that they have been holding webinars in lieu of in person classes. At this time they are almost full through the end of the year.

Stan Jessup, Enforcement Manager noted that all three sections Field, Enforcement and Dispute Resolution have workload increases happening. There have not been too many complaints related to the wildfires. The field investigators have made their presence known in the area. A lot of clean-up is happening now not much building. The primary dispute resolution complaint influxes are related between the homeowner and contractor.

G. OLD BUSINESS:

None

H. NEW BUSINESS:

MOTION: Jim Patrick made a motion to approve the Notices of Intent on the Enforcement Consent Agenda. Dylan Bochsler seconded the motion. Motion to approve carried unanimously.

MOTION: Jim Kitchin made a motion to approve the Final Orders on the Enforcement Consent Agenda. Dylan Bochsler seconded the motion. Motion to approve carried unanimously.

Public Session adjourned at 9:04 a.m.

Executive Session called to order pursuant to ORS 192.660(2)(i) to review and evaluate the performance of Board Administrator Chris Huntington at 9:07 a.m.

Executive Session adjourned at 9:24 a.m.

Public Session called back to order at 9:24 a.m.

The meeting adjourned at 9:24 a.m.

CCB Board Meeting Calendar, 2021

DATE	NOTED ITEMS	LOCATION
February 24, 2021		1st Floor Hearings Room or Teleconference via GoTo Meeting
April 28, 2021	Election of Officers	1st Floor Hearings Room or Teleconference via GoTo Meeting
June 23, 2021	New Officer Terms Begin	1st Floor Hearings Room or Teleconference via GoTo Meeting
August 25, 2021	KPM Best Practices Survey Finalized	1st Floor Hearings Room or Teleconference via GoTo Meeting
October 27, 2021		1st Floor Hearings Room or Teleconference via GoTo Meeting
December 1, 2021		1st Floor Hearings Room or Teleconference via GoTo Meeting

The following dates will be reserved for potential meetings in the event that urgent matters arise requiring immediate action by the Board. Board members and the public will be notified in advance when a meeting is going to occur, and whether it will be held in Salem or via teleconference.

- January 27, 2021
- March 24, 2021
- May 26, 2021
- July 28, 2021
- September 22, 2021

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621



Memorandum

To: CCB Board
From: Chris Huntington
Date: January 13, 2021
Subject: Secretary of State Risk Assessment – Actions Taken **UPDATE**

Background

Based on a request from Construction Contractors Board (CCB) Administrator, the Secretary of State Audits Division (SOS) completed a generalized risk assessment of CCB operations in early 2020. At the completion of the inquiry SOS provided a series of recommended improvements to agency operations in the attached closing letter. The agency continues to make significant progress on issues identified by SOS. This memo provides an updated progress report on items first summarized for the board in a July 31, 2020 memo.

Recommendation 1: Strengthen Cash Controls by Conducting Regular Reconciliations

Related to this matter SOS provided the following specific recommendations:

- Ensure staff responsible for completing cash reconciliations are adequately trained;
- Implement a monthly process that complies with state policy to reconcile SFMA and Treasury ending cash balances; and
- Ensure timely management review and approval of completed reconciliation.

July 2020 Response: *All identified recommendations have been fully implemented as of April, 2020.*

January 2021 UPDATE: Agency leadership will continue to closely monitor the budget services being provided by Department of Administrative Services Shared Financial Services (DAS SFS). The decision to move budget services to SFS in April of 2020 was the most appropriate course of action at the time, given the complex budget issues facing the agency. However, it may well be that the long-term interests of the agency would be best served by restoring in-house budget staffing. Ongoing areas of for attention and assessment:

- Work collaboratively with SFS to ensure accurate and timely budget reports and projections.
- Continue to assess the potential costs and benefits of returning budget services to CCB.
- Protect available position resources in order to keep agency options open.
- Assess the benefits of aligning functions such as accounts receivable (see item 3).

Recommendation 2: Strengthen Information System Controls

Related to this matter, SOS provided the following recommendations:

- Continue working to address vulnerabilities identified in the DAS assessment;
- Formally document IT policies and procedures;
- Review current password requirements and verify compliance with the minimum requirements established by DAS;
- Review system access for all employees at least annually; and
- Develop, document and test a disaster recovery plan to help ensure information can be recovered if the board's key information systems become unavailable.

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July 2020 Response: *Most recommendations are in the process of implementation with an identified completion date. Some recommendations require substantial investment and will not be completed in short-term though risks associated with the items have been identified, assessed and either mitigated or accepted as within acceptable levels given the totality of circumstances.*

January 2021 UPDATE: The agency has made additional progress on SOS recommendations:

- Formally document IT policies: **COMPLETED** (see also item 4).
- Make password requirements consistent with DAS policy: **COMPLETED**
- Review system access requirements annually: **Remains under investigation.**
- Document *and test* disaster recovery plan: **Substantially COMPLETED.** The agency has an established disaster recovery plan and maintains procedures and equipment needed to deploy the plan. Formal documentation of the plan remains in process. Full testing remains infeasible given current resources. *Formalized documentation scheduled for completion – March, 2021.*

More generally, the agency made significant enhancements to the security and viability of our IT infrastructure during 2020. These improvements included substantial enhancements designed to *modernize* hardware and software throughout the agency, consistent with our goal of producing a modern, secure and supported IT infrastructure. Areas of focus for 2021 include:

- Implementation of statewide Enterprise Information Security (EIS) mandated upgrades;
- Deployment of targeted enhancements to existing system functionality to improve operations.

Recommendation 3: Write off Receivables that are Uncollectable

Related to this matter the SOS made a single recommendation:

- Board management should analyze the existing allowance account balance and follow DAS policy to write off the portion that is *known to be uncollectible*.

July 2020 Response: *The agency is currently in the process of formally adopting applicable state policy, confirming that current practices are consistent with adopted state policy, and analyzing existing accounts to determine whether it is appropriate to identify the debt as uncollectable or continue collection efforts. Expected completion is October, 2020.*

January 2021 UPDATE: SOS found that nearly 88% of the agency's outstanding accounts appeared to qualify as *uncollectible*. The agency conducted a comprehensive review of our delinquent accounts. A summary of key findings follows:

- Many accounts were more than five years old (41%).
- Several accounts were 10 years old or older (oldest was 17 years old);
- In most cases accounts had received at least three rounds of attempted collection effort:
 - First by CCB, then by Dept. of Revenue (DOR) and finally by private collection firms; and
- Many accounts met all requirements in the Oregon Accounting Manual (OAM) for being deemed uncollectable.

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The issue appears to arise from the absence of a consistent policy and practice of reconciling older accounts and regularly writing off uncollectable debts.¹ The absence of such a policy obscures the agency's collection efforts and misrepresents *expected* collections and cash flow.

Notwithstanding this procedural issue, the agency does appear to maintain reasonably effective in-house collection efforts. The large amount of old and uncollectable debt makes accurate analysis difficult. However, as a percentage of *new accounts added* each year, the agency's collects amounts that reflect approximately **27-28%** of that total. Again, this is a slightly unorthodox method of trying to calculate overall collection. However, the large amount of old uncollectable debt makes traditional method equally unreflective of the agency's efforts. Once the agency completes the process of reconciling and cleaning up accounts, this process should become much easier to track and monitor over time.

Since July, the agency has engaged in a significant overhaul of outstanding accounts. This has been done on an *account-by-account* basis in order to comply with adopted state policy and ensure that any debt that had a reasonable expectation of collection was retained. To date the agency has:

- Requested older files be returned to the agency from DOR and private collection firms;
- Confirmed that significant, repeated collection efforts had been conducted;
- Only in cases where previous efforts had been unsuccessful and the account met the adopted OAM standards the account was deemed uncollectable and written off.

Consistent with the SOS finding, accounts falling into this category formed the vast majority of the agency's outstanding accounts. As of December 31, 2020 the agency has written off as uncollectible approximately \$7.0 million of an approximately \$10.7 million balance. While this sum is substantial, it reflects **multiple years of otherwise uncollectible debts being cleared**.

The next stage of this initiative will focus on establishing policy and practice that will support an effective and transparent collection effort through ongoing reconciliation and maintenance of open accounts. This effort will focus on the following:

- Adopt a formal accounts receivable handling policy;
- Complete staff training on new policy and practice;
- Maintain ongoing collaboration and reconciliation with DAS and DOR;
- Establish internal reporting mechanism to maintain oversight and accountability.

Recommendation 4: Formally Document Policies and Procedures

Related to this matter, SOS made the following recommendation.

- Board management should continue to document policies and procedures for key operations and processes.

July 2020 Response: *The agency is currently in the process of reviewing all currently adopted policies, drafting policies and procedures for areas not addressed and establishing a formal framework to adopt and update policy on a regular basis. Expected completion is January, 2021.*

¹ The absence of such a policy and practice appears to have been based in the belief that if accounts were designated as uncollectable as a financial matter, the recipient of the penalties could not later be held accountable for the unpaid debt when applying for a future license. This assumption is incorrect and will not guide agency policy moving forward.

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January 2021 UPDATE: This initiative has been **substantially COMPLETED**, though some outstanding policy adoption will remain ongoing as circumstances warrant.

As of January 1, 2021 the agency has adopted policies or updated and re-issued policies addressing most areas that have daily application to staff throughout the agency. As part of this policy adoption and update process, all staff are required to read and acknowledge each new or updated policy and to re-acknowledge the code of conduct policy. Moving forward, this will be done on an annual basis, as is common practice at other agencies.

Topics covered in completed policies include the following:

- Human Resource Policies (5): Discrimination and harassment, dug free workplace etc.
- Info. Tech. Policies (7): Acceptable use, mobile devices, incident management etc.
- Business Services Policies (2): Use of vehicle, confidential disposal bins.
- Administration (2): Ethics and conflict of interest, code of conduct

Outstanding policies will be completed over the next three months and have more limited application, including the accounts receivable policy notes above, use of the SPOTS card and others.

Recommendation 5: Analyze Operations and Work with LFO to Determine an Appropriate Ending Fund Balance

Related to this matter the SOS made the following specific recommendations:

- Analyze operations and cash flow under normal economic conditions;
- Determine an appropriate ending fund balance and develop a formal policy;
- Establish controls to actively monitor the ending fund balance

July 2020 Response: *While current economic conditions and outlook will make it difficult to implement the needed corrective action in the short-term, the agency should continue to analyze its past experience and document a policy that will provide a policy, historical and financial basis for the agency to withstand future attempts to undercut the long-term viability of the agency. Expected completion – January 2022.*

January 2021 UPDATE: As noted, this area will be a matter of ongoing discussion throughout budget development and implementation in this upcoming biennium.

Office of the Secretary of State

Bev Clarno
Secretary of State

Jeff Morgan
Interim Deputy Secretary of State



Audits Division

Kip R. Memmott, MA, CGAP, CRMA
Director

255 Capitol St. NE, Suite 500
Salem, OR 97310

503-986-2255

May 28, 2020

Chris Huntington, Administrator
Oregon Construction Contractors Board
201 High St SE, Suite 600
Salem, Oregon 97301

Dear Mr. Huntington:

We have completed a risk assessment of the Oregon Construction Contractors Board (board). The objective of this review was to gain a general understanding of processes and controls and identify opportunities to improve state operations. To meet this objective, we performed the following limited procedures:

- gained an understanding of board operations, processes, and controls;
- reviewed applicable laws and regulations;
- researched best practices of other state contractor organizations;
- analyzed the board's financial data; and
- reviewed relevant documentation.

Based on our review, we identified the following areas where the board's processes could be improved.

Strengthen Cash Controls by Conducting Cash Reconciliations on a Regular and Timely Basis

State accounting policies require management to reconcile cash recorded in its accounting records (SFMA) to amounts reported in Oregon State Treasury (Treasury) statements. The reconciliation should include a comparison of deposit dates and amounts, in-transit deposits, and outstanding checks. State policy also requires board management to investigate checks that have been outstanding for more than one reconciliation period. Cash reconciliations are an important internal control to provide assurance that actual assets agree to recorded amounts.

On a weekly basis, staff compare the board's daily cash deposits to deposits recorded at the Treasury. This process does not include outstanding checks or a reconciliation of the board's ending cash balances to Treasury ending balances. Management stated that reconciliations between SFMA and Treasury amounts are not performed because staff have not been trained to complete the reconciliations.

Timely and effective reconciliation procedures help to minimize the risk that errors will not be promptly detected and corrected.

We recommend board management enhance existing cash controls with the following actions:

- ensure staff responsible for completing cash reconciliations are adequately trained;
- implement a monthly process that complies with state policy to reconcile SFMA and Treasury ending cash balances; and
- ensure timely management review and approval of completed reconciliations.

Strengthen Information System Controls by Fully Implementing DAS's Recommendations

In May 2019, the Oregon Department of Administrative Services (DAS) completed a controls assessment of the board's information systems. DAS made a number of recommendations to help the board improve system controls. During our risk assessment, we inquired of staff regarding the board's progress towards implementing DAS's recommendations. Staff indicated the board had made limited progress implementing the recommendations.

Although the board has implemented controls to address access to information systems, we found the board's workstation password requirements may not comply with DAS' minimum password requirements. In addition, we found the board does not review user access unless the roles of staff have changed. DAS requires user access reviews to be performed at least annually. We also found the board does not have a disaster recovery plan in the event its information systems become unavailable. Without strong information system controls, the board risks the loss of data or system access due to failed systems or security issues.

We recommend board management consider the following actions:

- Continue working to address vulnerabilities identified in the DAS information system controls assessment; including formally documenting IT policies and procedures;
- Review current password requirements and verify compliance with the minimum requirements established by DAS;
- Review system access for all employees at least annually; and
- Develop, document, and test a disaster recovery plan to help ensure information can be recovered if the board's key information systems become unavailable.

Write off Receivables That Are Uncollectible

State accounting policies require management to make all reasonable efforts to collect receivables due to the state. This includes establishing criteria to determine when receivables are considered uncollectible.

At the end of fiscal year 2019, the board had noncurrent accounts receivable balances totaling more than \$9 million. The board's allowance for uncollectible receivables balance totaled nearly \$8 million, or 88% of its outstanding receivables. Staff said that the board's practice is to retain all receivables on its books, rather than writing off the portion that is considered uncollectible. Leaving uncollectible receivable balances on the board's financial records may misrepresent potential future cash flow.

We recommend board management analyze the existing allowance account balance and follow DAS policy to write off the portion that is known to be uncollectible.

Formally Document Policies and Procedures

State accounting policies require management to establish and maintain internal controls. These controls help to provide reasonable assurance regarding the effectiveness and efficiency of operations, reliability of financial reporting, and compliance with applicable laws and regulations. Internal controls include management's policies and procedures that help ensure management directives are carried out. Further, well-designed and documented policies and procedures enhance both accountability and consistency, and can also serve as a training tool for staff.

Management stated that the board's policies and procedures are not fully documented. The board's Business Systems Analyst is currently working to document the board's policies and procedures.

The absence of well-documented policies and procedures increases the risk that management will not timely identify control weaknesses.

We recommend board management continue to document its policies and procedures for key operations and processes.

Analyze Operations and Work with LFO to Determine an Appropriate Ending Fund Balance

The Legislative Fiscal Office (LFO) generally recommends that boards primarily funded with “other fund” revenues maintain an ending fund balance of three to six months of operating reserves.

The board’s revenues are generated through contractor licensing fees, miscellaneous fees, and civil penalties and are considered other fund revenues. Over the last several years, an increase in licensees and a decrease in board spending have resulted in more revenues and a high ending fund balance. Over the last two biennia, in accordance with instruction from the LFO, board management has implemented measures to reduce its ending fund balance. Management has concerns that the reduced balance may not be appropriate for the board, and lead to unsustainable business practices.

The board has not determined or established a desired ending fund balance in policy, but is monitoring the board’s ending fund balance on a monthly basis. Best practices suggest establishing a policy that defines the desired level of fund balance and specifies factors used to set the desired balance.

We recommend board management consider the following actions:

- analyze operations and cash flow under normal economic conditions;
- use the results of the analysis and discussions with the LFO to determine an appropriate ending fund balance;
- develop a formal policy defining the desired fund balance that includes the factors used to develop the balance; and
- establish controls to actively monitor the ending fund balance.

The purpose of this letter is solely to describe the scope of our review and the results of the procedures performed. Because this was a limited review, we were not required to and did not follow generally accepted government auditing standards.

We appreciate the time, effort and cooperation of department staff. The professionalism we encountered and openness to suggestions have made this a collaborative process. Should you have any questions, please contact Mary Wenger, Deputy Director, or Alan Bell, Principal Auditor, at (503) 986-2255.

Sincerely,

Office of the Secretary of State, Audits Division

cc: Kurt Bolser, Chair, Oregon Construction Contractors Board

CONSTRUCTION CONTRACTORS BOARD

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PO Box 14140
Salem, OR 97309-5052
503-378-4621



Memorandum

To: Construction Contractors Board
From: Chris Huntington
Date: February 1, 2021
Subject: CCB Interim Budget Update – December Actuals

Biennium Beginning Balance: **\$8,496,478**

Activity to Date:

	<u>November</u>	<u>December</u>	<u>Actuals to date</u>
Revenue	\$497,875	\$502,393	\$9,618,295
Expenses	\$611,905	\$596,909	\$12,001,498
Exam Fees (Included in amounts shown)	(\$27,720)	(\$27,720)	(\$425,400)

Subsequent Actions and Projected Outcomes:

	<u>Revised LAB*</u>	<u>18 Months + Projections</u>	<u>Difference</u>
Revenue	\$13,686,887	\$12,952,552	- \$734,335
Expenses	\$16,424,675	\$16,424,575	\$382,188 (Last Report: \$329,552)

Projected Biennium Ending Balance: **\$5,468,752** (Last Report: \$5,357,753)
(Estimated 8 months operating expenses)

* Revised LAB Column reflects

- **August Legislative adjustments were** made during the 2020 Special Session. These adjustments were an LFO initiated change intended to change the method of accounting for exam proctor fees. \$775,000 other funds limitation increase.
- **December legislative were made by the Emergency Board.** These adjustments account for personal services obligations negotiated after final authorization of the 2019-2021 budget.. Normally these adjustments would have been made earlier in the budget cycle. The abbreviated 2020 session and focus on COVID and wildfires delayed this routine action. \$611,096 other funds limitation increase.

Construction Contractors Board



Agency Budget

2021 - 2023

House Bill 5509



50 Years Serving Oregon



- 2021 marks the 50th year of the Construction Contractors Board (CCB)
- Originally established as The Builders Board in 1971 to regulate homebuilders
- In 1989 regulation expanded to encompass commercial contractors and the name was changed
- Mission and Purpose: Protect Oregon consumers and support licensed contractors



CCB Structure



- **Nine-member board** includes residential and commercial contractors, two public members and a local government representative
- **60 Full-time staff** providing statewide license, enforcement, education and dispute resolution services
- Supporting more than **41,000 licensed contractors**
- Providing protections to **ALL Oregon consumers**

CCB's simple consumer message...



Protect Your Investment

Check the License!



**Anyone can pretend
to be a Contractor**





CCB Consumer Protections



- **Verifiable license history:** A contractor's license status and history can be checked on CCB's website.
- **Financial protection:** Contractors carry liability insurance and workers compensation (if applicable).
- **Access to recovery from surety bond:** All contractors file a surety bond with CCB.
- **Access to CCB mediation services:** CCB can assist in mediating disputes between consumers and licensed contractors.
- **Consumer resources:** CCB provides a variety of resources to aid consumers in avoiding scams and ensuring a successful construction project.



CCB Revenue



Other Funds: 100%

✓ **Licensing fees: 87%**

✓ **Civil penalties: 11%**

(80% of civil penalties transfer to state General Fund)

✓ **Miscellaneous income: 2%**

(Filing fees, change fees, records etc.)



CCB Programs



Licensing – 15 FTE

- Process new applications (325-400 monthly)
- Renew existing licensees (1.3K – 2.0K monthly)
- Update insurance certificates (1.2K monthly)
- Update surety bonds (1.9K monthly)
- Issue expire/suspend notices (1.0K – 1.2K monthly)
- Operate call center (300-400 calls daily)

96% Customer Service Satisfaction – KPM #8



CCB Programs



Licensing Portfolio

- Residential and Commercial contractors
- Lead paint contractors
- Specialty licenses & certs.: (small percentage of CCB licensees – total is approx. 1,500)
 - Home inspectors
 - Locksmiths
 - Energy assessors
 - Home services contractors
 - Restoration contractors (new in 2017)
 - Road flagging companies (new in 2017)



CCB Programs



Field Investigations and Compliance – 23 FTE

- Identifying, investigating and stopping unlicensed work
 - Field investigators: Respond to tips and make random work site checks (10K+ worksite checks annually)
 - Compliance officers: Attempt to gain compliance or assess penalties and process cases (Avg. 200 Notice of Penalties monthly)
- CCB's enforcement program is
 - **Statewide** – investigators in every region of the state
 - **Responsive** – reports followed up on in 24-48 hours
 - **Efficient** – 28 days to close cases (**KPM #5**)



CCB Programs



Field Investigations and Compliance

- In addition to license status, CCB also addresses:
 - Lead paint license and worksite safety standards
 - Workers' compensation non-compliance
 - Scams and illegal advertising
 - Avoidance of other regulatory requirements in conjunction with sister agencies (BOLI, Employment Dept., Revenue Dept. and Building Codes Division)



CCB Programs



Dispute Resolution – 5 FTE

Mediate disputes between homeowners and contractors

- Voluntary program – some opt to go to court
- Provides informal path to resolve disputes – alternative to costly and time-consuming court process
- Approximately 2,000 disputes are resolved each year
- 80% success rate if both parties participate
- 92% of DRS participants rate the process fair and impartial (**KPM #7**)



CCB Programs



Consumer Outreach & Contractor Education – 4 FTE

- Educate consumers about legal protections, best practices for working with contractors and avoiding scams
 - 44% of Oregonians aware of legal rights through CCB (**KPM #2**)
 - Respond to specific events – resources for COVID and wildfires
- Deliver contractor training on legal requirements, law changes and resources available for contractors
 - Doubled live training in 2020 with live webinars (2,900 hrs.)
 - Collaborate w/ other agencies (BOLI, OSHA, DEQ, DCBS etc.)
- Expand informational resources available for non-English consumers and contractors





2020: Continuity in Crisis



Evolving to Maintain Service

- Deployed new technology and changed business model to support telework – keep staff and public safe & maintain service delivery
- Common refrain – **“Thanks for being there to answer the phone.”**

COVID Response

- Answered nearly 800 calls on 3/23: Governor’s Stay Home order
 - **“Am I allowed to work?”** They called us because they know us
- Collaborated with OSHA and Construction Industry Coalition – published COVID Construction Worksite Safety Practices
- Adopted temporary rule – Allowed contractors to defer renewal

Wildfire Response

- Published consumer brochure specific to wildfire rebuild – collaborative effort with multiple agencies
- Joint press release with construction industry – avoid scams
- Creative solutions for contractors affected by wildfires



2020: Financial Impact



Post-COVID Impact

- COVID budget impact has been more muted than expected, so far
 - Projected revenue is down by a little less than \$800K (5% of budget) for current biennium
- Decline in key revenue areas from pre-COVID activity:
 - New contractor license applications: 10% decline
 - Existing contractor renewal: 3-5% decline
- Possibility of additional decline in some sectors
- Economists forecast recovery will occur over three years



2020: Financial Impact



Additional CCB Budget Issues

- Budgets for two prior biennia focused on *reducing ending balance* during a time of economic prosperity
 - Reduction was achieved through a temporary fee reduction
 - Permanent fee: \$325; Reduced fee: \$250
 - 19-21 has a budgeted reduction of approx. \$3.0 million in ending balance
- Agency made a sizeable error projecting impact of fee reduction
 - 2019-2021 ending balance is \$1 million less than original projection
 - Deeper reduction than expected means deferral of planned IT project
- Other Funds limitation at 2021-23 CSL is insufficient based on historic spending patterns due to 2019-21 reductions (\$2.1 M):
 - 21-23 GRB: includes analyst adjustment of \$544K other funds limitation increase to address the issue shortfall



2020: Financial Impact



CCB Leadership Response

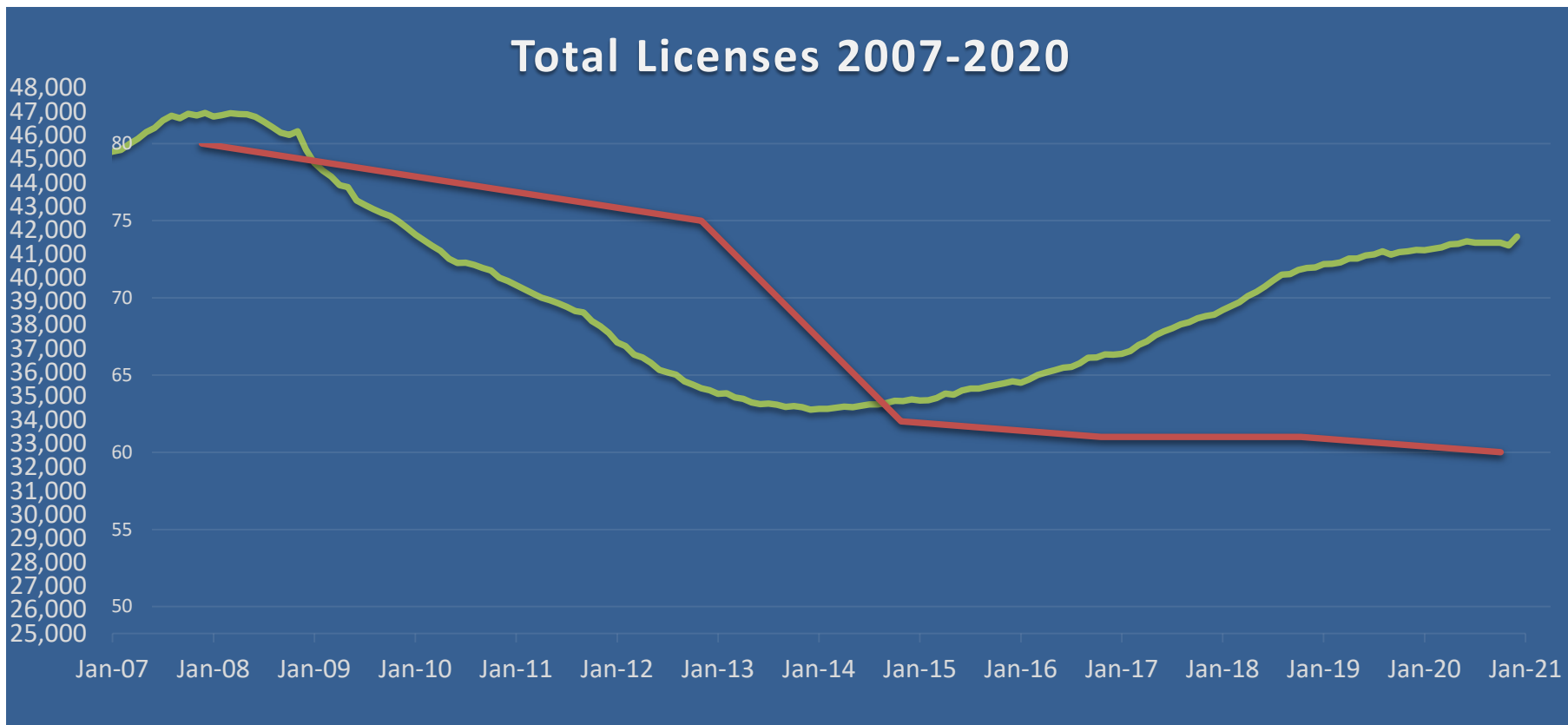
- Pro-active, ongoing collaboration with CFO and LFO
- Early intervention:
 - Held open vacancies: 10% of FTE (6 positions)
 - Found additional savings through streamlining efforts
- Made conservative projections – assumed the worst
- Made modest adjustments as the actual revenue supported it

Results

- Maintained consistent service to the customer
- Eliminated additional impact on ending balance due to COVID-19
- Managed within 2019-2021 budget – no additional request



Economic Trends: Service and Financial Accountability



— Staffing levels



2021-2023: Challenges



2021-2023 – Three Interrelated Challenges

Depleted Ending Balance

- Decision to reduce ending balance during economic prosperity limits some options for navigating current recession.

Uncertain Immediate Economic Future

- Possibility for decline in certain sectors over the anticipated three-year recovery could result in additional revenue impact.

Long-term Investments are Essential

- Agency's primary systems are over 30 years old, antiquated and inefficient
 - Agency has invested in current systems to ensure they are secure and stable until replacement.



CCB Focus: 2021-2023



Sustainable Financial Management

- Conserve resources & rebuild ending balance – adjust as revenue allows
- Retain capacity to deploy resources in support of:
 - Maximizing service delivery
 - Supporting long-term investments (license system replacement)

Accountable Service Delivery

- Effective statewide enforcement
- Impartial dispute resolution services
- Broaden reach of consumer protection message

Operational Maturity

- Continue to modernize operations within existing framework
- Continue to fortify the security of existing IT infrastructure
- Revisit possible IT investment as revenue allows



2021-2023 Budget Request



Governor's Recommended Budget: \$17.48 Million

- Fee reduction sunsets – Fee returns to \$325 on July 1, 2021
- No new positions, position re-class etc.
- Eliminates one limited duration position
- Retains positions currently being held vacant – allows agency to manage to revenue
- 2021-2023 represents a 6% Increase from adjusted 2019-2021 LAB



Proposed KPM Revisions



Key Performance Measure #2: REVISE

Annual Survey of CCB Consumer Awareness

- Proposed Revision: Move from annual survey to biennial survey
- Basis for proposal:
 - Gaining demographically accurate results increases cost and complexity.
 - Moving to biennial survey would allow agency to invest additional resources, provide comparable results and conserve resources

Key Performance Measure # 1: RETIRE

Tested Contractors who have a compliance violation

- This measure is obsolete – provides no operational benefit
- It was originally developed to demonstrate efficacy of testing
- Testing has now been in place for some time and is near universal



CCB Leadership



Management Team

- **Chris Huntington**, Administrator: 503-934-2184 or chris.huntington@state.or.us.
- **Stan Jessup**, Enforcement Manager: 503-934-2188 or stan.m.jessup@state.or.us.
- **Dana Zeimantz**, Licensing and Interim HR Manager: 503-934-2199 or dana.zeimantz@state.or.us.
- **Leslie Culpepper**, Communications and Education and Interim Business Services Manager: 503-934-2195 or leslie.culpepper@state.or.us.
- **Noel Magee**, IT Manager: 503-934-0403 or noel.magee@state.or.us



CCB Board Members



- **Kurt Bolser, Chair:** General Contractor, large commercial (Grants Pass)
- **Dylan Bochsler, Vice Chair:** General Contractor, large commercial (Stayton)
- **Jim Kitchin:** General Contractor, residential/large commercial (Portland)
- **James Patrick:** General Contractor, residential/small commercial (Newport)
- **Susan Steward:** Public member (Portland)
- **Patty Dorroh:** Local Government (Burns)
- **Eric Olsen:** General Contractor, residential/small commercial (Monmouth)
- **Andrea Noble:** Public member (Central Point)
- **Rosa Martinez:** General Contractor, large commercial (Eagle Creek)



Questions?

Chris Huntington

503-934-2184

chris.huntington@state.or.us

CCB Website

<https://www.oregon.gov/ccb/pages/index.aspx>

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621
503-373-2007 FAX



Memorandum

To: Construction Contractors Board
From: Dana Zeimantz, Licensing Manager
Date: February 24, 2021
Subject: Licensing Report

2020 Accomplishments & 2021-2023 Strategic Objectives

The year 2020 can be described in a single word: unprecedented. The Covid-19 crisis gave way to an unprecedented year and a new normal. The Licensing Section pivoted to meet all the challenges 2020 presented to service by staying alert and agile amongst the chaos and uncertainty.

This required staff and management to be nimble and compassionate in their communications as the frontline representatives of the agency and be creative in adjusting business processes to meet the customer's needs. From the outside looking in, CCB continued to be available to answer phone calls and process documents.

Although, 2020 did not come without some adverse impact, resulting in occasional increases for data processing and call wait times. I'm proud to say the Licensing staff offered strong resistance to the challenges. A short list of important accomplishments are highlighted below, but do not fully reflect the extraordinary effort put forth by the Licensing team to maintain service.

Accomplishments during 2020

Meeting COVID-19 challenges

- Successfully moved 9 out of 13 staff members home to telecommute
- Established new workflows to accommodate teleworking and reduced public contact
 - Call center functionality available to those working from home
 - Established secure pathways to share and process documents
 - Installed CCB Dropbox in building lobby
- Collaborated with IT to reconfigure resources to accommodate the emergency rule for license renewal deferral

Improved business processes

- Collaborated with IT to revise and improve online renewal program
- Launched effort to make courtesy calls to contractors to avoid suspensions
- Identified opportunities to streamline services to reduce labor and material costs
 - Automated reminder call service
 - Moving reminder and courtesy letters to the state print plant in the form of postcards
- Collaborated with Enforcement team to streamline background screening and licensing process
- Increased email communication instead of mailing letters

Objectives for Licensing in 2021-2023

- Move licensing staff to web-based call center software
- Kick off Dial-My-Calls project to launch automated reminder calls for various licensing notifications (expirations, insurance, renewals)
- Begin insurance courtesy reminder postcards (completed 1/2021)
- Plan options for future staffing and delivery of services as Governor adjusts stay-at home orders
- Review and revise licensing policies and procedures; identify training opportunities
- Review option to move to more email communication vs paper
- Discover networking opportunities with other licensing agencies or call centers to gain efficiencies and share information
- Identify opportunities for cross training of staff
- Develop succession plan for licensing section

CONSTRUCTION CONTRACTORS BOARD

LICENSING PROGRAM

STATISTICAL REPORTS

Sixth Quarter

2019-2021 Biennium



Dana Zeimantz, Program Manager

Licensing Staff

Brenna Anderson
Regina Arnold
Amber Berry
Kerri Hasche

Vicki Foster
Kevin Kerner
Karla Martin

Nancy McIntyre
Jason Parson
Darla Seeley

Karen Taylor
Angie Warkentin
Dara White

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Number of New Licenses by Endorsement Type

Endorsement Type	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018 - Dec 31, 2018	Jan 1, 2019 - Mar 31, 2019	Apr 1, 2019 - June 30, 2019	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020
Residential	949	1133	1206	1035	923	1103	791	852	999
Commercial	240	262	229	130	217	220	191	191	197
Total	1,189	1,395	1,435	1,165	1,140	1,323	982	1,043	1,196

New License and Renewal Counts

Month	New License Count	Expected Renewal Count	Renewal Count	Renewal Percent	Total Licenses Made Active
October-20	328	1,712	1,337	78.10	1,665
November-20	303	1,493	1,197	80.17	1,500
December-20	500	1,395	1,127	80.79	1627

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Number of Specialty Licenses and Certifications

	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018- Dec 31, 2018	Jan 1, 2019- Mar 31, 2019	Apr 1, 2019- Jun 30, 2019	Jul 1, 2019- Sep 30, 2019	Oct 1, 2019- Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020- Dec 31, 2020
Locksmith	488	494	444	503	506	510	524	545	471
Home Inspector	712	716	725	734	734	753	775	802	765
EEAST	17	13	13	11	10	9	7	8	8
Lead Based Paint Renovation	5,332	5,437	5,464	5,536	5,605	5,661	5,865	5,247	5,189
Lead Based Paint Activities	78	82	89	92	102	110	114	97	99
Flagger	*	*	*	*	23	23	23	24	24
Home Energy Assessor	170	137	33	142	141	153	87	88	91

Total Number of Residential and Commercial Licenses

	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018- Dec 31, 2018	Jan 1, 2019- Mar 31, 2019	Apr 1, 2019- Jun 30, 2019	Jul 1, 2019- Sep 30, 2019	Oct 1, 2019- Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020- Dec 31, 2020
Residential	35,326	34,512	35,911	35,972	36,182	36,281	36,595	35,690	36,777
Commercial	10,190	10,017	10,274	10,308	10,315	10,367	10,398	10,326	10,538

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Average Days to Process Renewals, Certificates of Insurance and New Applications

	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018 - Dec 31, 2018	Jan 1, 2019 - Mar 31, 2019	Apr 1, 2019 - Jun 30, 2019	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020
Renewals	1	3	4	5	6	9	10	8	9
Insurance Certificates	1	2	3	4	6	8	7	13	9
New Applications	2	4	4	7	9	12	15	17	*20

*Dec New App Avg = 14

*Jan New App Avg = 11

TELEPHONE CALLS

	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018 - Dec 31, 2018	Jan 1, 2019 - Mar 31, 2019	Apr 1, 2019 - Jun 30, 2019	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020
Calls Received	21,338	28,829	26,896	22,195	20,395	26,032	21,133	24,265	21,743
Average Time to Answer (seconds)	22	160	180	160	120	180	150	180	*205

*Phone issues documented on next page

Documented phone issues for October – December, 2020

11/4 – Placed ticket with IBM that CCB calls were not routing properly. They did a system reboot that adversely affected a small number of agencies. I had to walk each teleworker through a reconfig of their cell phone and call center software

11/5 – Reports of dropped calls. Ended up being a statewide issue with Centurylink and Verizon (our cell phones)

11/6 – Reports of staff not being able to answer calls

11/9 – Appears that issues the previous week have been resolved

12/7 - Reports of staff not being able to log in to the call center to take calls

12/8 – Reports of same issue as previous day

12/14 – Reports of same issue as 12/7 and 12/8

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
CUSTOMER SATISFACTION SURVEY**

Percent of Persons that Agree or Strongly Agree with Each Statement

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018- Dec 31, 2018	Jan 1, 2019- Mar 31, 2019	Apr 1, 2019- Jun 30, 2019	Jul 1, 2019- Sep 30, 2019	Oct 1, 2019- Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020- Sep 30, 2020	Oct 1, 2020- Dec 31, 2020
1. I found the CCB forms and instructions to be clear and complete.	97.0%	97.6%	*	94.1%	93.9%	96.5%	*	97.5%	96.2%
2. I was satisfied with the length of time it took to process my application/renewal.	96.1%	95.8%	*	95.1%	93.4%	96.5%	*	93.7%	89.8%
3. I was satisfied with the length of time it took the CCB to notify me of any problems with my application/renewal.	94.2%	94.1%	*	94.4%	92.7%	92.4%	*	93.8%	91.5%
4. I found the letters from the CCB to be clear and easy to understand.	98.7%	98.1%	*	99.0%	95.8%	99.1%	*	96.9%	95.5%
5. I was satisfied with the length of time it took to respond to my phone inquiries.	96.9%	96.4%	*	97.5%	94.1%	96.9%	*	96.3%	90.9%
6. I found the telephone staff at the CCB to be courteous and helpful.	97.4%	97.5%	*	99.4%	95.9%	97.9%	*	97.7%	97.0%
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.	98.3%	98.5%	*	96.5%	94.4%	96.9%	*	96.8%	95.2%

Question 1

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018- Dec 31, 2018	Jan 1, 2019- Mar 31, 2019	Apr 1, 2019- Jun 30, 2019	Jul 1, 2019- Sep 30, 2019	Oct 1, 2019- Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020- Sep 30, 2020	Oct 1, 2020- Dec 31, 2020
1. I found the CCB forms and instructions to be clear and complete.									
a. Strongly Agree	116	150	*	102	95	108	*	84	109
b. Agree	111	173	*	89	91	112	*	71	91
c. Disagree	4	6	*	10	9	8	*	3	5
d. Strongly Disagree	3	2	*	2	3	0	*	1	3
Total No. of Responses to Question 1	234	331	*	203	198	228	*	159	208
Percent of Survey Respondents that Agree or Strongly Agree	97.0%	97.6%	*	94.1%	93.9%	96.5%	*	97.5%	96.2%

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
CUSTOMER SATISFACTION SURVEY**

Question 2

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018- Dec 31, 2018	Jan 1, 2019- Mar 31, 2019	Apr 1, 2019- Jun 30, 2019	Jul 1, 2019- Sep 30, 2019	Oct 1, 2019- Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020- Sep 30, 2020	Oct 1, 2020- Dec 31, 2020
2. I was satisfied with the length of time it took to process my application/renewal.									
a. Strongly Agree	137	181	*	116	113	124	*	83	113
b. Agree	87	137	*	78	72	95	*	66	72
c. Disagree	7	11	*	6	4	6	*	8	12
d. Strongly Disagree	2	3	*	4	9	2	*	2	9
Total No. of Responses to Question 2	233	332	*	204	198	227	*	159	206
Percent of Survey Respondents that Agree or Strongly Agree	96.1%	95.8%	*	95.1%	93.4%	96.5%	*	93.7%	89.8%

Question 3

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018- Dec 31, 2018	Jan 1, 2019- Mar 31, 2019	Apr 1, 2019- Jun 30, 2019	Jul 1, 2019- Sep 30, 2019	Oct 1, 2019- Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020- Sep 30, 2020	Oct 1, 2020- Dec 31, 2020
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	117	155		96	93	108	*	74	88
b. Agree	78	131		73	72	86	*	61	74
c. Disagree	9	11		6	4	15	*	6	7
d. Strongly Disagree	3	7		4	9	1	*	3	8
Total No. of Responses to Question 3	207	304	*	179	178	210	*	144	177
Percent of Survey Respondents that Agree or Strongly Agree	94.2%	94.1%	*	94.4%	92.7%	92.4%	*	93.8%	91.5%

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
CUSTOMER SATISFACTION SURVEY**

Question 4

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018- Dec 31, 2018	Jan 1, 2019- Mar 31, 2019	Apr 1, 2019- Jun 30, 2019	Jul 1, 2019- Sep 30, 2019	Oct 1, 2019- Dec 31, 2019	Jan 1, 2020- Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020- Sep 30, 2020	Oct 1, 2020- Dec 31, 2020
4. I found the letters from the CCB to be clear and easy to understand.									
a. Strongly Agree	131	165	*	106	106	115	*	88	108
b. Agree	97	151	*	91	78	109	*	66	82
c. Disagree	2	5	*	1	5	2	*	5	8
d. Strongly Disagree	1	1	*	1	3	0	*	0	1
Total No. of Responses to Question 4	231	322	*	199	192	226	*	159	199
Percent of Survey Respondents that Agree or Strongly Agree	98.7%	98.1%	*	99.0%	95.8%	99.1%	*	96.9%	95.5%

Question 5

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018- Dec 31, 2018	Jan 1, 2019- Mar 31, 2019	Apr 1, 2019- Jun 30, 2019	Jul 1, 2019- Sep 30, 2019	Oct 1, 2019- Dec 31, 2019	Jan 1, 2020- Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020- Sep 30, 2020	Oct 1, 2020- Dec 31, 2020
5. I was satisfied with the length of time it took to respond to my phone inquiries.									
a. Strongly Agree	119	158	*	88	97	105	*	76	89
b. Agree	7	110	*	71	63	80	*	55	61
c. Disagree	2	7	*	2	5	6	*	4	13
d. Strongly Disagree	2	3	*	2	5	0	*	1	2
Total No. of Responses to Question 5	130	278	*	163	170	191	*	136	165
Percent of Survey Respondents that Agree or Strongly Agree	96.9%	96.4%	*	97.5%	94.1%	96.9%	*	96.3%	90.9%

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
CUSTOMER SATISFACTION SURVEY**

Question 6

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018- Dec 31, 2018	Jan 1, 2019- Mar 31, 2019	Apr 1, 2019- Jun 30, 2019	Jul 1, 2019- Sep 30, 2019	Oct 1, 2019- Dec 31, 2019	Jan 1, 2020- Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020- Sep 30, 2020	Oct 1, 2020- Dec 31, 2020
6. I found the telephone staff at the CCB to be courteous and helpful.									
a. Strongly Agree	139	186	*	111	105	129	*	89	111
b. Agree	49	85	*	51	59	60	*	40	51
c. Disagree	2	6	*	0	2	3	*	3	4
d. Strongly Disagree	3	1	*	1	5	1	*	0	1
Total No. of Responses to Question 6	193	278	*	163	171	193	*	132	167
Percent of Survey Respondents that Agree or Strongly Agree	97.4%	97.5%	*	99.4%	95.9%	97.9%	*	97.7%	97.0%

Question 7

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018- Dec 31, 2018	Jan 1, 2019- Mar 31, 2019	Apr 1, 2019- Jun 30, 2019	Jul 1, 2019- Sep 30, 2019	Oct 1, 2019- Dec 31, 2019	Jan 1, 2020- Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020- Sep 30, 2020	Oct 1, 2020- Dec 31, 2020
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.									
a. Strongly Agree	149	194	*	126	113	135	*	88	121
b. Agree	80	130	*	68	73	85	*	65	76
c. Disagree	2	2	*	6	5	7	*	3	7
d. Strongly Disagree	2	3	*	1	6	0	*	2	3
Total No. of Responses to Question 7	233	329	*	201	197	227	*	158	207
Percent of Survey Respondents that Agree or Strongly Agree	98.3%	98.5%	*	96.5%	94.4%	96.9%	*	96.8%	95.2%

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Percentage of Licensing Customer Satisfaction Surveys Returned

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2018- Dec 31, 2018	Jan 1, 2019- Mar 31, 2019	Apr 1, 2017 - Jun 30, 2017	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020- Dec 31, 2020
1. Customer Satisfaction Surveys Sent	5,356	6,695	*	6,077	6,077	7,014	*	6,362	6,089
2. Customer Satisfaction Surveys Returned	234	332	*	204	198	227	*	159	208
3. Percentage Returned	4.4%	5.0%	*	3.4%	3.3%	3.2%	*	2.5%	3.4%

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
Customer Service Survey
October 1, 2020 – December 31, 2020

I haven't renewed yet

I prefer mail system

I need a paper trail. Not into wasting my time

I don't need to renew / I am current

Not adept with computer usage & poor wife in my area

I didn't know about it

Not online

Hard copies

New applicant

No reason. Mailed it as I was doing in the past

Just received renewal application in the mail, filled out and mailed it back

I don't have a computer

I did try but couldn't get past the education

More comfortable this way

I don't know how, not confident about doing it

Just used to letters and paper - I'm analog in a digital world.

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
Customer Service Survey
October 1, 2020 – December 31, 2020

Oct 14 2020 08:21 PM not too good at online computers

When I renewed on-line, each box turned green until I had completed 6 out of 6 thought I was done so I didn't click to go to final payment

Excellent Service

I had sent in the wrong document for proof of liability Insurance. It took WAY TOO LONG to be notified about this (something like 5 weeks). I do want to note that with COVID and everything mail in can cause delays which is why I answered "Agree" for question #7

I would like to know what are my options for continued education in the future

I found their service very satisfactory

Get rid of forms like this. Waste of just my time

Postage free return survey

Learning process for me

Please strive to upload CE credits to CCB website in a timely manner. I had to wait 4 weeks before I could renew online

I feel that the licensing wait time was long. I don't understand why there is a 15 day waiting period for processing. The staff was helpful via the phone, but I got a few incomplete answers when I asked questions. Kevin was by far one of the most helpful & knowledgeable

Timely online update or mail / phone communication during process

The Klamath Falls contractor office was a great help & they answered my questions in a timely manner - much appreciated!!!

"I really think this year was great! Thank you"

Keep doing what you are doing

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
Customer Service Survey
October 1, 2020 – December 31, 2020

Everything is great, but it would be nice to get applications within 2 weeks not aware month of paying insurance for nothing

Making the contractor aware that the transfer of the certificate of insurance from the insurance company to the CCB is not necessarily an automatic process

Send renewal info by USPS - DO NOT tell me to go online Remove Training Req. for Business owners who have been in business a longtime (5 yrs.) No Law, Regulation or Red [illegible] for anyone to be on time (as far as I know)

n/a

It's ridiculous to have to take a 30 hour commercial license renewal after having a license for 2 years & no complaints

You're doing so well considering these crazy times. Thanks so much

Auto Re-new

I have no suggestions at this time

Clear & concise forms, [illegible] didn't follow info on form

The app for residential license asks for license # in the insurance certification, caused confusion

Classes that pertain to the construction of specialty products, such as carpentry and cabinets

1. Darla is a gem!! So helpful. 2. Allow us to print a copy of license online - ours - got lost in the mail. Thanks

I think everything you are doing is working well

Better confirmation of renewal online, & payment received

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
Customer Service Survey
October 1, 2020 – December 31, 2020

COVID has presented delays to application processing - I can understand that - But it took 2 months to process my application." [rec'd 9/8/20
Issued 10/15/2020

Coordinate license renewal times for all CCB licenses

It has been great & easy to use!

Clearer instructions, communication

There needs to be a clearer path to renew a current license

Thank you for offering courses online!

Process applications faster

I was very satisfied with the prompt response of the phone staff, also how informative they all were on the multiple times I had to call

You guys have always been a big help to us when we have needed it. Keep it up

Renewal early

I had plenty of time to do the necessary training - could easily plan the courses into mayday

I have been doing this for 47 years now'; this is the best it ever was.

The phone service was a big help, TY

I would like to be notified by mail for renewal. I did not know I had to renew online, which was easy and I would do it again. Just need a reminder

Continued education topics: very little pertained to civil construction work

Was really easy and simple to use, no recommendations

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
Customer Service Survey
October 1, 2020 – December 31, 2020

The questions on the renewal form about "change" "no change" are confusing

Send a notice of things as a checklist that need to be completed to renew. As a reminder

Doing a fantastic job

Overall, things have been good

Staff gave incorrect directions at times, leading to correction by other staff.

Very happy. The CCB ~ no issue

Add a box to the online form to check that we completed our hours needed to renew so we can advance + finish the form online for renewal. I called your office talked to a wonderful lady who was very helpful + didn't take very long to help me finish my renewal

In general, it seems like the CCB + classes are grouped to larger companies. Single owner/operators (no employees) feel ignored

You seem to do a pretty good job

Have new classes online for the required CCB hours. I have had to watch/take the same class more than once to satisfy my 3 CCB hours

Reminders

I am satisfied in all matters, thank you

Include URL in any communication on CCB license

Instead of using fax as an option to return form, allow it to be emailed. I got rid of my fax machine years ago

Only complaint is when I call in we have to wait a very long time to get a simple answer

All good!

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LICENSING SECTION
Customer Service Survey
October 1, 2020 – December 31, 2020

Explaining doubts about the application to new applicants and reviewing applications to prevent mistakes at the day of the process

I am very happy that I was able to renew our license online - love it!

Works good for me

N/A

I think during covid-19 there should, be a drop off box for people because faxing is not sure if you guys receive it like it happened to me and mailing takes long.

More free online class choices

Make it more clear from the start that a change in corporate structure requires a completely new license

Renewal was easy and fast - Thanks

The people on the phones are the best!

You're the best!

Keep on keeping on!

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621
503-373-2007 FAX



Memorandum

To: Construction Contractors Board
From: Noel Magee, IT Manager
Date: 24 February 2021
Subject: Information Technology Report

2020 Accomplishments & 2021-2023 Strategic Objectives

Despite some hardships, 2020 was a very successful year for the Information Technology (IT) team at CCB. Some of the notable accomplishments during the year are below. Likewise, 2021 promises to bring more change and improvement to support our end users as well as our in-house staff and those objectives are included. Finally we have seen significant improvements during 2020 in our security posture and they are briefly described in the final bulleted section.

Accomplishments during 2020

- **Deployed modern and supported IT software and hardware, delivering significantly enhanced stability and security of agency's IT infrastructure**
- **Developed key enhancements to agency applications, improving efficiency of programs**
- **Supported the move to remote work and implementation of electronic work processes with limited impacts to service delivery**

Key project accomplishments

1. Correspondence application inclusion of Dispute Resolution Services (DRS) letters
 - a. Replaced existing Microsoft Word Macro system
 - b. Compliance & DRS use the same system
 - c. Isolated Correspondence application code for better support and enhancement
2. Covid response for remote work locations
3. Enhanced Virtual Private Network (VPN) to include dual factor authentication
4. Changes to support commencement and termination of the Covid licensing hiatus
5. Bonding agent information consolidated with other existing information interfaces
6. I.T. asset management data brought current

7. Renewal reminder (postcards) moved to state P&D
8. Insurance reminder (postcards) moved to state P&D (2021)
9. Reduction in document repository (10%) by removing unneeded documents
10. OSHA education reporting automated process.
11. Migration of Microsoft Exchange from Exchange 2010 to Exchange 2016
 - a. Support preparation for migration to M365
 - b. Retain supported version of MS Exchange
12. Decommission Barracuda Email Archiving appliance
 - a. Support preparation for migration to M365
 - b. Archiving now included in Exchange 2016
13. Upgrade of all field laptops to SSD drives, Windows 10, Office 2016
 - a. Final group of planned upgrades
 - b. Preparation for M365 migration
14. Initial Draft of new system requirements completed and received DAS Stage Gate 1 (business case) approval
15. IT policies for Acceptable Use, Mobile Devices, Portable Devices, Transporting Information Assets, IT Asset Management, Information Asset Classification, IT Security Incident Management written, approved, and published.

Objectives for IT in 2021-2023 biennium

- **Develop enhancements to existing applications that streamline the user experience and improve the efficiency of agency operations**
- **Continue to prepare for license system replacement by cleaning up existing data, and documenting additional system requirements**
- **Prepare for Enterprise Information Services(EIS) initiated IT enhancement projects**

Detailed Biennium Goals

1. New internal general inquiry for licensing agents to provide fast, complete, and coherent access to all information about a license in a web-based interface. (target: November, 2022)
2. Update retention schedule to align with Secretary of State, Chief Data Officer, and state Archivist recommendations. (target: June 2021)
3. Implement retention of current system documents to align with updated retention schedule and reduce unnecessary document retention while retaining necessary information. (Ongoing)
4. Move print where possible to the state Printing and Distribution center.
5. Provide a documented business continuity plan for major CCB systems.
6. Provide a documented Disaster Recovery plan for on-site systems (target: March, 2021)
7. Adhere to state security requirements and move CCB towards a more mature I.T. position (Ongoing)
8. Maintain and enhance new system requirements documentation for eventual system replacement of licensing, compliance, dispute resolution, and business services systems. (Ongoing)

9. Move CCB to Microsoft M365 & statewide Microsoft Tenant
 - a. Azure sited Active Directory authentication
 - b. Azure sited Microsoft Exchange (Email)
 - c. Enhanced security
 - d. Microsoft Teams – Instant Messaging, video conferencing for all staff.
 - e. 17 March, 2021 - EIS kickoff meeting
 - f. 4 June, 2021 – Go Live Weekend

- **Security reported status - Reported monthly by EIS/Enterprise Security Office (ESO)**
 - ◆ 3 February 2020
 - 92% of systems scanned (statewide 91%)
 - 41% have critical vulnerabilities (statewide 43%)
 - ◆ 8 February 2021
 - 97% of systems scanned (statewide not reported)
 - 6% have critical vulnerabilities (statewide 19%)

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621



Memorandum

To: Construction Contractors Board
From: Leslie Culpepper, Communications and Education Manager
Date: February 10, 2021
Subject: Outreach and Education Program update

2020 started with many of the same goals from previous years: increase outreach with contractors and homeowners. Teach contractors how to stay in compliance. Assist contractors as they perform continuing education to renew their license.

As the year unfolded, and multiple crises affected contractors, the public, and the agency itself, the education section flexed to meet its goals under the changing circumstances. Below, I have listed the key accomplishments of 2020. This list is not quite the list I envisioned for us at the beginning of the year.

Key accomplishments of 2020:

- Printed tri-fold in Spanish, printed in January 2020
- Intensified in-person class efforts, reached the same number of students with live in-person classes in the months of January and February as we reached in the first six months of 2019
- Created homeowner newsletter
 - First newsletter launched August
 - Subsequent issues were released in October and again in Jan 2021
- Created the COVID-19 communications for contractors and homeowners including:
 - COVID-19 webpages on CCB's homepage
 - COVID-19 safety best practices packet created in collaboration with OSHA, AGC and Home Builders Association
 - Press releases and media interviews
 - Homeowner newsletter, August issue
 - Special communications to contractors – these were translated into Spanish
- Created wildfire communications for contractors and homeowners
 - Special communication to contractors regarding safety and resources
 - Press release and media interviews
 - Wildfire information webpages on CCB's website
 - Wildfire one-pager for victims of fire
 - Special issue of homeowner newsletter October issue

- Converted live in-person classes for contractors into webinars, launched in September 2020
- Taught 987 contractors in live classes (including in-person and webinars)
 - This is almost double the number of contractors from 2019, when we taught 565 contractors
- Broadened reach of homeowner newsletter by advertising it to real estate professionals and contractors
- Successfully completed two campaigns to contact contractors in deferral, called over 2,700 contractors in total

All of the accomplishments above were hard won, and I'm sincerely proud of the Education section for their good work, flexibility and dedication throughout a very difficult year.

Our goals for 2021 are very similar to our goals from previous years, as the education section mission is consistent from year to year.

Goals for 2021

- Increase Oregon homeowner awareness of the CCB.
- Increase contractor engagement and awareness of their own responsibilities as contractors. Make compliance easier for contractors through education.
- Increase engagement and outreach among contractor and homeowner populations that speak English as a second language.

We'll be engaged in many tasks to support these goals. The list of tasks is changeable but includes creating a new online class for contractors to access through their online services account, translating existing publications into Spanish, updating existing publications, creating new webinars for contractors and the public, widen distribution of the publications through agency partners, and explore new avenues for advertising to homeowners including online and through radio.



TOOLS & TIPS

CCB'S HOMEOWNER NEWSLETTER

January 2021



**Oregon Construction
Contractors Board**

PO Box 14140
Salem, OR
97309-5052

Phone 503-378-4621
Fax 503-373-2001

www.oregon.gov/ccb

Winter rains have arrived - watch out for moisture damage!

In many parts of Oregon, winter rain has arrived. If you're struggling with leaks, CCB and other government agencies provide resources that can help.

If you need to hire a contractor for repairs, it's important to ensure that the contractor is properly licensed. In this newsletter, we'll connect you with resources, make you aware of some laws and rules that may help you, and teach you how to check a contractor's license.

Know your resources.

OHA's website states that "molds are fungi that grow in different shapes, sizes and colors. In nature molds break down dead and decaying material. In indoor environments, molds can cause structural damage because they consume and destroy the material they settle upon."

Water intrusion in your home can lead to mold growth. Mold inside your home can put your health at risk and may also lead to structural damage. If your home has mold, see these state and federal resources for more information.

- OHA, Mold In Your Home: <https://www.oregon.gov/oha/PH/HEALTHYENVIRONMENTS/HEALTHYNEIGHBORHOODS/TOXICSUBSTANCES/Pages/mold.aspx>
- EPA, Mold: <https://www.epa.gov/mold>



Hiring a contractor to repair a leak? Vet them first.

Before hiring a contractor to repair a roof leak, replace gutters or perform other home improvements, vet your contractor thoroughly.

- Get multiple bids.
- Verify their CCB license and look up their history of complaints on our license search: <http://search.ccb.state.or.us/search/>
- Call references.
- Get a contract for work over \$2,000. Read the contract thoroughly before signing. Contracts must include the Consumer Protection Notice, Notice of Procedure and Information Notice to Owner About Construction Liens.

Do you need a special license for mold remediation?

To conduct mold cleanup in Oregon, contractors must be licensed with the CCB. To ensure your contractor has experience with successful mold remediation, ask for references who hired the contractor to do similar work in their home. When contacting references, ask questions such as:

- What repairs or improvements did the contractor perform in your home?
- Was the contractor successful?
- What challenges did the contractor encounter during the home improvement, and what did they do to mitigate those challenges?
- Would you hire this contractor again, or recommend them to others?

Should your handyman be licensed?

Yes, a handyman performing work on your home for mold remediation or other repairs must be licensed with the CCB.

Where can I find my contractor's license number?

Contractors are required to put their CCB number on advertising, business cards, contracts and more. If you can't find your contractor's license, don't assume they have one. Ask for the license number, then verify it on the CCB's website: <http://search.ccb.state.or.us/search/> Here, you can confirm the license is active and that it belongs to the contractor you're hiring. You can also see the contractor's history of complaints or violations.

Call the CCB if you need help verifying a license at 503-378-4621.

Inspect Your Home Periodically

Inspect your home regularly for moisture intrusion and damage. OAR 812-012-0120 describes some signs of water damage including dampness, staining, mildewing (blackened surfaces with musty smell) and softness in wood members. The same rule also provides a home maintenance calendar.



Twice per year:

Check your home for any cracked or peeling caulking or weather-stripping around:

- Window sills
- Door frames
- Siding gaps
- Trim

Repair or replace if missing or damaged.

Every two months:

Check to make sure that interior mechanical ventilation systems are in good working order. Repair if necessary.

- Bathroom
- kitchen
- Utility room vent fans

Home Maintenance Schedule

At least once a year:

- Check roof for damaged, loose or missing shingles. Check flashing around roof stacks, vents, skylights, and chimneys and in roof valleys for missing or loose flashing. Repair or replace if necessary.
- Check for water stains in the roof of the attic and in the exterior overhangs or soffits. If water stains are present, locate and repair the cause of moisture intrusion.
- Check and repair missing mortar in exterior masonry.
- Check painted surfaces for cracking, peeling or fading. Repaint if necessary.
- Inspect gutters and downspouts for leaks. Repair if necessary. Check alignment of gutters, downspouts and splash blocks to ensure that water is properly diverted away from the structure and foundation. Repair if necessary.
- Inspect gutters for debris blockage. Remove debris (for example, tree needles and leaves) from downspouts and gutters.
- Check soil around foundation to make sure that it slopes in such a way that water can flow away from the foundation. Fill soil in any areas that have settled around the foundation.
- Trim back tree branches, shrubs and other plants to make sure they are not in contact with the structure.
- Check landscaping sprinklers to make sure that they are not set so that they will soak siding or form puddles near the foundation. Adjust if necessary.

CCB keeps a maintenance calendar on our website for your reference and convenience:
<https://www.oregon.gov/ccb/Documents/pdf/Maintenance%20Schedule%207-08.pdf>

If you're hiring a contractor to perform repairs to the systems named above, **check the license!** Call CCB if you have questions.

Know someone with home improvement projects? Tell them about our newsletter!

We've created this newsletter to reach homeowners around the state regarding issues they face when hiring a contractor. Spread the word about CCB's newsletter! If you know someone who could use advice about hiring a contractor, the link to our sign up is located at:

<https://public.govdelivery.com/accounts/ORCCB/subscriber/new>

View previous issues of the newsletter on our website:

<https://www.oregon.gov/ccb/news/Pages/Homeowner-Newsletters.aspx>

Construction Contractors Board NEWSLETTER

the

TOOL BOX

January 2021



Construction
Contractors Board

PO Box 14140
Salem, OR 97309-5052

Phone: 503-378-4621

Fax: 503-373-2007

www.oregon.gov/ccb

Sign Up for the Free 3-Hour CCB Live Webinars!

CCB's live 3-hour webinars are a hit! We've posted our schedule through the end of March. You can find these classes on our website:

www.oregon.gov/ccb/Pages/ccbclasses.aspx

All classes are free. Sign up today!

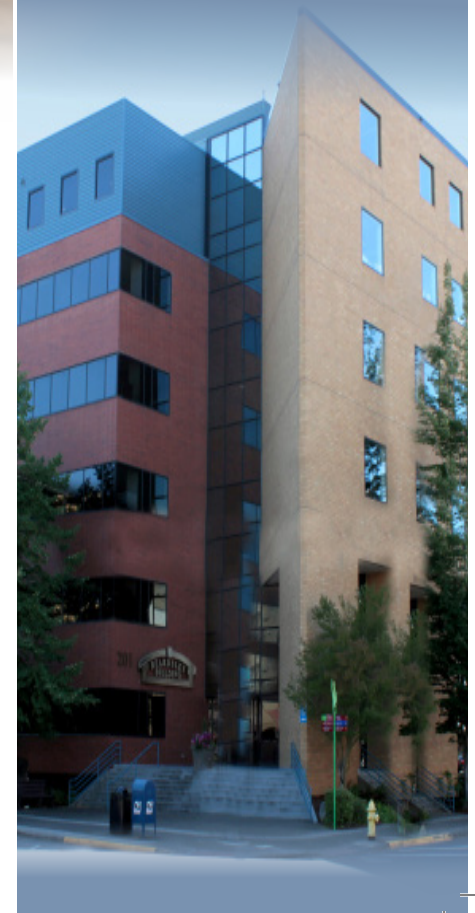
Classes fill up quickly. If the class you want is full, try another day. We will continue to add classes throughout the year.

If you're a residential contractor, you're required to take 3 hours of CCB laws, regulations and business practices (LRB) classes every two years in order to renew your license. These new webinars fulfill that requirement.

If you're unable to take a live webinar, you can still fulfill your 3 hour LRB requirement by taking on-demand classes through your online services account:

<https://portal.ccb.state.or.us/>

Unable to take classes through an online services account? CCB education section has solutions and can help. Call today at 503-934-2227 or email at ccbeducation@ccb.state.or.us.





Did You Move? Remember to Change Your Address Within 10 Days

Contractors are required by law to change their address with the Construction Contractors Board within 10 days of moving!

Why is it important to change your address with the CCB?

Notices of suspension, renewal reminders, live class notices and requests for more information come through the mail. The only way to know there is a problem to be resolved is to read your mail.

How can you change your address?

Update your address through the website. Create an online services account here: <https://portal.ccb.state.or.us/>
Or submit a change of address form: https://www.oregon.gov/ccb/Documents/pdf/change_address-abn-entity.pdf



Watch for CCB's New Insurance Expiration Reminders in the Mail

Is your insurance policy expiring soon? CCB now sends reminder postcards to contractors with expiring insurance.

You should be getting your reminder postcard in the mail approximately 30 days before the policy expires. Watch for it!

You renewed your insurance policy a while ago but still got a postcard? It could be that CCB hasn't received your new policy yet. Contractors are responsible for ensuring that their insurance policy is received by the CCB. Verify that the policy has been received. Check your license record online through the contractor search feature at <http://search.ccb.state.or.us/search/> to verify your insurance has been updated, or call the agency at 503-378-4621.

If your new policy is not on file when the old policy expires, your license will be suspended. Suspensions are visible to the public and stay on record for 10 years. Don't let that happen to you!

Sign Up For Email Updates from CCB

Sign up for email updates from the CCB! Registration is easy. Look for the green button on the CCB's website or, click on this link: <https://public.govdelivery.com/accounts/ORCCB/subscriber/new>



What should you sign up for?

You get to pick! Some popular email lists include:

- Fines and penalties update. See who the CCB fined recently.
- Rule/law changes. Stay up to date on rules and laws that affect contractors.
- Homeowner tips, news and events. This new homeowner newsletter teaches homeowners about the value of hiring a licensed contractor. Share it with your clients!





Key contacts

Licensing questions:
503-378-4621
Report unlicensed
activity: 503-934-2229
Dispute resolution
(mediation) questions:
503-934-2247
Education questions:
503-934-2227

STAFF

Administrator
Chris Huntington

Licensing Manager
Dana Zeimantz
503-934-2199
dana.zeimantz@state.or.us

Enforcement Manager
Stan Jessup 503-934-2188
stan.m.jessup@state.or.us

Communications/Education
Manager
Leslie Culpepper
503-934-2195
leslie.culpepper@state.or.us

BOARD MEMBERS

Jim Kitchin, Portland
Kurt Bolser, Grants Pass
Dylan Bochsler, Stayton
Patty Dorroh, Burns
Andrea Noble, Central Point
Eric Olsen, Monmouth
James Patrick, Newport
Susan Steward, Portland
Rosa Martinez, Eagle Creek

No One Is “Grandfathered in” Under Old Continuing Education Rules

In the education section at the CCB, we sometimes hear our contractors say this: “I’ve had my license for 25 years. I don’t have to do CE – I’m grandfathered in.”

This is a common myth. Many years ago, contractors were not required to take a test to get their license. When new laws began requiring new contractors to pass a pre-license test, licensed contractors were “grandfathered in” and did not have to take the test. Some contractors came to believe this “grandfathering” extended to continuing education. It does not.

All contractors, unless exempt, must take continuing education to renew their license every two years.

Who is exempt from continuing education?

Some residential and commercial contractors with **other Oregon licenses** are exempt from CCB continuing education. Here’s a list:

- Architects (owner, officer or employee is an Oregon-licensed architect)
- Developers
- Engineers (owner, officer or employee is an Oregon-licensed engineer)
- Electricians (owner, officer or employee is an Oregon-licensed electrician)
- Plumbers (owner, officer or employee is an Oregon-licensed plumber)
- Boiler contractors
- Elevator contractors
- Renewable energy contractor
- Pump installation contractors
- Limited sign contractors
- Landscape contractors who are construction contractors
- Home inspectors (must still complete continuing education for the home inspector certification but no longer for the CCB license)
- Master builders (if actively licensed as such through the Oregon Building Codes Division)

Unless you’re licensed in one of the categories listed above, you’re required to take continuing education every two years before you renew your license. Not sure how much continuing education you’re required to have in order to renew?

Take a look at our website.

Residential contractors:

<https://www.oregon.gov/ccb/education/Pages/res-requirements.aspx>

Commercial contractors:

<https://www.oregon.gov/ccb/education/Pages/com-requirements.aspx>

You can also find out by calling the education section at 503-934-2227, or by emailing us at ccbeducation@ccb.state.or.us.

DEQ Licenses and Certifications Required for Asbestos Abatement Work

There is no known safe level of exposure to asbestos, so it's important that businesses and workers have the right licenses and certifications to do asbestos abatement work safely and correctly. Specifically, if your business is interested in getting involved in cleaning up wildfire debris, as part of the state effort or for individual homeowners, you need to get the DEQ licenses and certifications. Get all the details at:

www.oregon.gov/deq/Hazards-and-Cleanup/Pages/Asbestos-for-Businesses.aspx

Refer to Oregon Administrative Rules 340-248-0120 and 340-248-0130 to see licensing and certification requirements in their entirety.

How to become a DEQ-licensed asbestos abatement contractor

- Get licensed with the Oregon Construction Contractors Board.
- Register with the Oregon Business Registry.
- Fill out the DEQ application form and pay the applicable fee.
- Complete the application:

How to become a DEQ-certified asbestos abatement worker or supervisor

- Choose an accredited training provider. Classes may be limited in size due to COVID-19 restrictions.
- Fill out the DEQ application form.
- Submit the completed application to the selected training provider.
- Request to take the Oregon refresher class instead of the initial class if you have current worker or supervisor certification from another state. Provide a copy of your certification or state-issued card.
- If you are applying for asbestos supervisor certification, at a minimum you must provide documentation of:
 - One year performing full-scale friable asbestos abatement
 - Time on a powered air-purifying respirator
 - At least 10 separate friable asbestos abatement projects

If you have any questions or for more information, please contact deqnwrasbestos@deq.state.or.us.

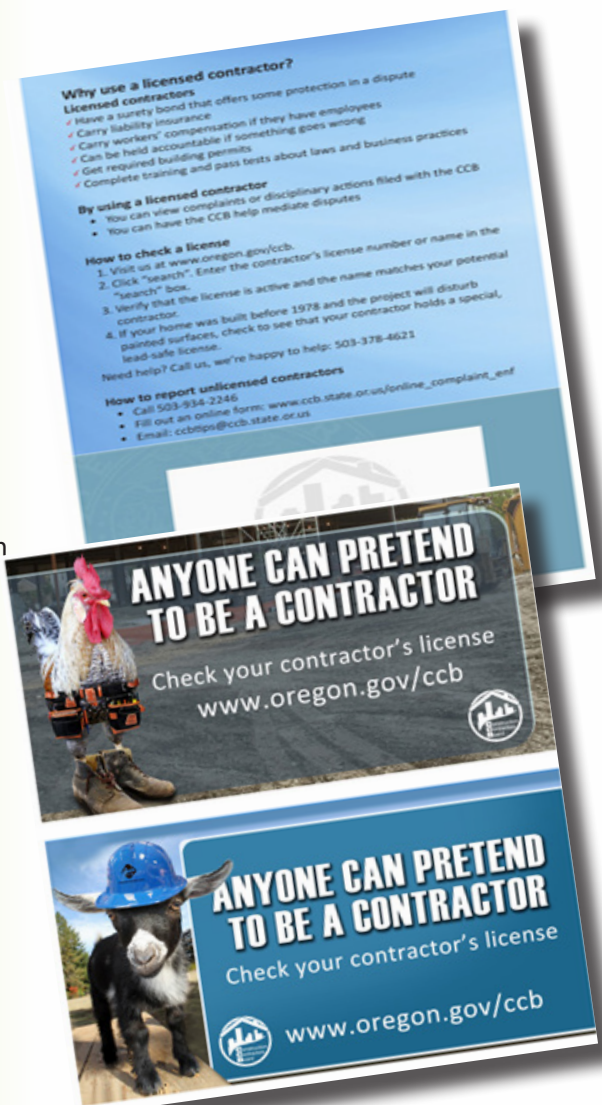
Want free educational materials for homeowners? We'll send you some!

CCB publishes educational materials to inform homeowners about the value of hiring licensed contractors.

1. **Business card holder tri-fold.** This popular tri-fold can be used to hold your business card! The tri-fold also provides step-by-step instructions to teach homeowners how to check a license on our website, and talks about the value of hiring a licensed contractor. The tri-fold is available in English and Spanish!
2. **Guide to hiring contractors.** This guide provides in-depth information about how to take a home improvement project from start to finish.

Both publications make excellent reference materials for homeowners, and make excellent talking points when meeting with new clients. Many contractors include the tri-fold with the paperwork when they submit bids to homeowners!

We'll send you these materials for free. To request some for yourself, email us at ccbeducation@ccb.state.or.us or give us a call at 503-934-2227.



Message from DEQ: Managing Dust During Construction

Dust management is an important part of construction to protect the health of workers and the surrounding community. All contractors are responsible for managing dust at the site. If you've been hired to clean up wildfire ash and debris, know that it can contain hazardous metals and asbestos. Make sure you're managing and watching for dust. Improper handling of these materials could impact air quality. The Oregon Department of Environmental Quality will be investigating any complaints filed regarding wildfire cleanup dust effects on air quality. These complaints could result in enforcement actions and fines.

How you can effectively manage dust:

- Cover piles of soil, ash and debris with tarps
- Wet down the soil, ash and other debris
- Limit speed of vehicles in the work area
- Limit work during high-wind conditions
- Use safe practices for handling and excavating ash and debris on the work site
- Cover debris in trucks before it driven away
- Clean vehicle tires before they leave the site

Questions? Call DEQ's general number: 503-229-5696

Oregon OSHA free online course addressing COVID-19 safety training

Employers now have a free and flexible resource to help them comply with rules aimed at curbing the spread of coronavirus in the workplace, thanks to an interactive online training course developed by Oregon OSHA. This course includes an opportunity to obtain a certificate of completion that can be used to satisfy one hour of CCB continuing education.

The multimedia course, "COVID-19 Training Requirements," is designed to help employers meet certain employee training requirements found in Oregon OSHA's temporary rule, which addresses the risks of COVID-19 in the workplace.

The multimedia course is available in English and Spanish. It is divided into four interactive modules and takes about an hour to complete.

Contractors that take the class will get an overview of the dangers of COVID-19 and COVID-related training requirements. This course illustrates the signs, symptoms, and spread of the virus and shows how to reduce its hazards through physical distancing, face coverings, sanitation, and proper ventilation. The OSHA course concludes by covering several more topics.

Oregon OSHA encourages a careful reading of the temporary rule. Meanwhile, the division continues to roll out new resources to help employers and workers understand the requirements and achieve compliance. Those and other resources are available on the division's COVID-19 resources web page in the green box under "COVID-19-Related Rule Updates."





Spotted a Paving Scam? Contact CCB to Report Unlicensed Contractor Activity

Around this time of year, groups that travel from state to state claiming to offer paving services take advantage of unsuspecting homeowners. These scam artists go door-to-door claiming they have leftover supplies from work performed in the neighborhood.

After making a lowball offer to pave the driveway, they typically start immediately, giving the homeowner no time to reconsider. The scammer takes money up front, then performs shoddy work with low-grade materials. Often, they return to demand more money through intimidation.

These scams are an annual event. They happen all over the country. Anyone spotting suspicious paving crews (not a lot of equipment, out-of-state plates, no CCB# on signage) should report the details right away.

They are usually staying in low-cost motels, where they park in back. Some stay at RV parks while the crew is at the motel. Often, the scam artists use magnetic signs to mark their trucks, which they then remove or replace between states.

You can be a part of the effort to stop these unlicensed individuals.

To report unlicensed contractor activity, visit our website: http://search.ccb.state.or.us/online_complaint_enf/.

Have questions? Call 503-378-4621.



CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621
503-373-2007 FAX



Memorandum

To: Construction Contractors Board
From: Stan Jessup, Enforcement Program Manager
Date: February 10, 2021
Subject: Enforcement Update

As we closed out 2020 and moved to 2021, I will recap the past and outline future plans for the Enforcement Program.

2020 Accomplishments

Given the substantial changes brought on by the pandemic, the enforcement program was forced to evolve to maintain service delivery and respond to events. Key areas of emphasis included streamlining operations and re-organizing workload to maintain services and ensure statewide presence.

- Moved most DRS and Compliance staff to work from home
- Developed “paperless” workflow plan for 3 sections
- Redeveloped criteria for on-site visits for pandemic rules
- Moved all non-essential mediations to phone
- Cancelled all sweep plans due to pandemic & essential travel ban
- Relocated out-stationed Field staff for improved coverage
- Cleaned up years of old collection debt files as Certified Uncollectable
- FIS had a strong presence in wild fire areas of the state
- Achieved 10,000 worksite checks

2021 Goals and Plans

While the pandemic has brought a lot of change, not all of it has been negative. The section has initiated several projects that streamline operations and improve the efficiency of our workflow. These are projects that have been done in collaboration with other sections and could lead to additional enhancements once completed.

- Complete DRS correspondence “paperless” system
- Complete Collections “paperless” & reconciliation systems
- Reinstate field sweeps statewide
- Fill staff vacancies for Field Investigation and Mediation coverage (assumes stabilized budget 21-23)
- Complete new application processing plan

The 4th quarter of 19-21 (April thru June 2020) was particularly difficult and challenging for all of the Enforcement sections but January 2021 has already shown significant improvement that appears to show workloads increasing above the pre-pandemic levels. The typical Field site visits pre-pandemic averaged around 2,700 per quarter and January 2021 alone was nearly 1,100 site visits.

**Construction Contractors Board
Dispute Resolution Services
6th Quarter - 2019-2021 Biennium
October 1, 2020 - December 31, 2020**

Dispute Resolution Services provides a process designed to resolve construction disputes. It is available to persons or businesses alleging that contractors have breached a contract, performed improper work, or failed to pay for work performed or materials supplied. This service involves a mediation service to try to keep disputes out of the court system. If the dispute must be resolved by a court and the consumer who filed the complaint receives a court judgment but the contractor fails to pay the judgment, then the consumer has access to the contractor's bond for payment. Owners of construction companies are prevented from starting new construction businesses until all amounts awarded in the judgments are paid in full. When both parties participate in the mediation process, over 60-70% of those mediations result in a settlement agreement.

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2019 - 20 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2020 - 21 Fiscal Year	2019 - 21 Biennium
	Jul 1, 2019 Sep 30, 2019	Oct 1, 2019 Dec 31, 2019	Jan 1, 2020 Mar 31, 2020	Apr 1, 2020 Jun 30, 2020	Jul 1, 2019 Jun 30, 2020	Jul 1, 2020 Sep 30, 2020	Oct 1, 2020 Dec 31, 2020	Jan 1, 2021 Mar 31, 2021	Apr 1, 2021 Jun 30, 2021	Jul 1, 2020 Jun 30, 2021	Jul 1, 2019 Jun 30, 2021
Complaints Filed	469	433	371	322	1595	282	344			626	2221
Complaints Closed	433	402	423	372	1630	321	322			643	2273
Mediations Held Where Both Parties Participated	249	275	246	210	980	148	199			347	1327
Mediations Attempted but One Party Failed to Participate	49	41	50	44	184	34	41			75	259
Settlements Reached at Mediation	184	171	161	127	643	86	140			226	869
Determination Amount	\$1,398,033	\$2,017,015	\$1,933,687	\$688,897	\$6,037,632	\$1,797,164	\$1,067,063			\$2,864,227	\$8,901,859
Determination Amounts Paid	\$659,208	\$584,566	\$903,156	\$703,000	\$2,849,930	\$555,079	\$812,184			\$1,367,262	\$4,217,192

**Construction Contractors Board
Compliance Section
6th Quarter - 2019-2021 Biennium
October 1, 2020 - December 31, 2020**

The Compliance section is charged with evaluating evidence to substantiate violations of ORS 701 and OAR 812. Violation tips and complaints come from the Field Investigation Section (FIS), Dispute Resolution Services (DRS), on-line tips, phone tips as well as from local jurisdictions. The Compliance staff verifies a violation and determines whether an administrative warning or civil penalty is warranted. When warranted Compliance staff has the ability to enter into settlement agreements on behalf of the agency which is usually for a first time offenses. Respondents have a choice of entering into a settlement agreement which is conditional or opting to have an administrative hearing where the Compliance staff would represent the agency as a lay representative.

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2019 - 20 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2020 - 21 Fiscal Year	2019 - 21 Biennium
	Jul 1, 2019 Sep 30, 2019	Oct 1, 2019 Dec 31, 2019	Jan 1, 2020 Mar 31, 2020	Apr 1, 2020 Jun 30, 2020	Jul 1, 2019 Jun 30, 2020	Jul 1, 2020 Sep 30, 2020	Oct 1, 2020 Dec 31, 2020	Jan 4, 2021 Mar 31, 2021	Apr 1, 2021 Jun 30, 2021	Jun 1, 2020 Jun 30, 2021	Jul 1, 2019 Jun 30, 2021
Complaints	828	876	868	502	3,074	421	504			925	3,999
Violations	691	736	716	405	2,548	337	429			766	3,314
Civil Penalties	253	249	257	145	904	133	153			286	1,190
Files Opened	831	880	872	509	3,092	425	507			932	4,024
Files Closed	749	813	838	611	3,011	444	514			958	3,969

Construction Contractors Board Field Investigation Section Quarterly Report for the 2019-2021 Biennium

Knowing that unlicensed and illegal construction activity is bad for consumers and legitimate contractors, the CCB established the Field Investigation Section in 2007, to provide statewide coverage and immediate response to complaints of unlawful activity in the construction industry. The staff includes 10 Investigators, each assigned to their own district in the state, where they are positioned to respond to complaints of illegal construction activity and conduct random checks of local construction sites. Sweeps are executed to find those involved in unlawful construction activity. The Field Investigation Section also participates in joint investigations with other state, county, and city agencies, some of which lead to the filing of injunctions or criminal charges.

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2019 - 20 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2020 - 21 Fiscal Year	2019 - 21 Biennium
	Jul 1, 2019 - Sep 30 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2019 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021	Jul 1, 2020 - Jun 30, 2021	Jul 1, 2019 - Jun 30, 2021
Complaints-Telephone or In Person	47	35	16	30	128	11					128
Complaints-Online	361	348	367	299	1,375	239					1,375
Complaints-Referrals	7	7	6	5	25	5					25
Jobsite Checks Conducted	2,575	3,283	2,748	927	9,533	2,059					9,533
Field Incident Reports Created	324	290	239	143	996	171					996

**CONSTRUCTION CONTRACTORS BOARD
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NOTICES OF INTENT

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
126813	HAUSMAN, BENJAMIN MICHAEL	701.021(1)	11/20/2020	1,000.00
126878	ROOK, JOSEPH S	701.021(1)	11/23/2020	600.00
126934	HANEL, GEORGE FREDERIC	701.021(1)	11/19/2020	700.00
126951	NEAL, BLAKE MCKINLEY	701.021(1)	12/09/2020	5,000.00
126978	LAVERTY, SHAWN MICHAEL	701.021(1)	12/17/2020	5,000.00
127024	AFC PACIFIC LLC	701.021(1)	11/16/2020	5,000.00
127035	WOODSMITH STUMP GRINDING LLC	701.021(1)	11/17/2020	600.00
127039	TRAHAN, ADAM ROBERT	701.021(1)	11/17/2020	1,000.00
127043	SANDOVAL, FERMIN L	701.021(1)	11/17/2020	600.00
127044	SHAW, JOSHUA MICHAEL	701.021(1)	01/07/2021	1,000.00
127046	ACOSTA, RICHARD JOHN	701.021(1)	11/19/2020	1,000.00
127048	RUSSI JR, JOSEPH FRANCIS	701.021(1)	12/01/2020	210,000.00
127051	MCLEOD, JACOBY KEITH	701.021(1)	12/02/2020	1,000.00
127052	CROOKE, WESLEY SCOTT	701.021(1)	11/19/2020	1,000.00
127065	MRM CONSTRUCTION & REMODEL LLC	701.021(1)	11/20/2020	5,000.00
127069	A1A ROOFING LLC	701.021(1)	11/23/2020	1,000.00
127070	ARI LLC	701.021(1)	11/23/2020	1,000.00
127072	K@A CONTRACTING LLC	701.021(1)	11/20/2020	1,000.00
127073	TOP TREE SERVICE LLC	701.021(1)	11/23/2020	1,000.00
127074	REYES PAINTING COMPANY LLC	701.021(1)	11/23/2020	5,000.00
127076	GARFIELD, HOWARD (JERRY) GERALD	701.021(1)	11/25/2020	5,000.00
127078	VASQUEZ, EFRAIN	701.021(1)	11/25/2020	600.00
127081	FORSYTHE, JAYMES	701.021(1)	11/25/2020	5,000.00
127087	BAKER CONCRETE CONSTRUCTORS INC	701.021(1)	11/25/2020	1,000.00
127089	BENEDICK, JOHN A	701.021(1)	11/25/2020	600.00
127092	ZAPIEN, SAUL RAFAEL	701.021(1)	12/01/2020	1,000.00
127097	LETS BUILD OREGON LLC	701.021(1)	12/01/2020	5,000.00
127098	RAMON, MATTHEW ALLEN	701.021(1)	11/26/2020	1,000.00
127101	STAEHLE JR., RODNEY L	701.021(1)	12/07/2020	5,000.00
127104	BAKER, DUSTY DOW	701.021(1)	11/30/2020	1,000.00
127105	ROGERS, DEAN L	701.021(1)	12/09/2020	5,000.00
127109	PTF SALES INC	701.021(1)	12/03/2020	600.00
127111	FERNS, DANIEL FRANK	701.021(1)	12/04/2020	600.00
127112	SUTHERLAND, DUANE ALLEN	701.021(1)	12/04/2020	5,000.00
127113	EXPRESS BLINDS & BEYOND LLC	701.021(1)	12/04/2020	1,000.00
127123	BARR, STEPHEN R	701.021(1)	01/06/2021	1,000.00
127129	CONTRERAS, ERIK MARTINEZ	701.021(1)	01/27/2021	700.00
127133	HAIGHT, STEVEN MICHAEL	701.021(1)	12/08/2020	600.00
127136	TAVILA, AVOKA SIOTALIMA	701.021(1)	12/08/2020	5,000.00
127137	CORY DRYWALL SOLUTION LLC	701.021(1)	01/07/2021	5,000.00

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NOTICES OF INTENT (cont.)

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE (cont.)

File #	Respondent	Cite	Date	Amount
127143	SAUCEDO II, RICHARD RAY	701.021(1)	12/09/2020	600.00
127145	GARCIA, JEREMY W	701.021(1)	12/08/2020	600.00
127150	KIMBROUGH, JEFFREY BRYANT	701.021(1)	12/09/2020	1,000.00
127153	COMBS REMODEL CONSTRUCTION LLC	701.021(1)	12/09/2020	1,000.00
127155	ALBERTINI, POWELL	701.021(1)	12/09/2020	600.00
127156	SEALS, JESSE LEE	701.021(1)	12/09/2020	1,000.00
127158	QUESADA, JACOB	701.021(1)	12/09/2020	5,000.00
127162	VISION PROPERTY SERVICE LLC	701.021(1)	12/09/2020	5,000.00
127181	MALONE, JOHN TYLER	701.021(1)	12/11/2020	600.00
127192	IONGI, SEMISI TAUVELI	701.021(1)	12/22/2020	5,000.00
127200	NGUYEN, DONG THANH	701.021(1)	12/14/2020	5,000.00
127206	PEREZ, RANDELL A	701.021(1)	12/14/2020	5,000.00
127207	TZ CONTRACTORS, LLC	701.021(1)	12/14/2020	1,000.00
127210	RODRIGUEZ CONSTRUCTION SERVICES LLC	701.021(1)	12/11/2020	1,000.00
127213	GO LEFT CONSTRUCTION LLC	701.021(1)	12/30/2020	600.00
127220	QUESADA, JACOB	701.021(1)	12/15/2020	600.00
127225	HERRICK, MICHAEL MCKINNON	701.021(1)	12/16/2020	600.00
127226	LEIDELMEYER, DAVID LAURENS	701.021(1)	12/15/2020	1,000.00
127227	JENSEN, TERRY DEAN	701.021(1)	12/15/2020	1,000.00
127240	RUSSU, VADIM YEVGENYEVICH	701.021(1)	12/16/2020	1,000.00
127243	ALLEN, GREGORY H	701.021(1)	01/15/2021	5,000.00
127246	DYNAMIC FLOORING INC	701.021(1)	12/18/2020	1,000.00
127248	CORTES SANCHEZ, YOVANI	701.021(1)	12/18/2020	1,000.00
127249	DYNAMIC FLOORING INC	701.021(1)	12/18/2020	1,000.00
127250	CORTES SANCHEZ, YOVANI	701.021(1)	12/18/2020	1,000.00
127251	MY CONCRETE GUY LLC	701.021(1)	12/18/2020	1,000.00
127252	SHIELDS, LAWRENCE WILLIAM	701.021(1)	12/22/2020	700.00
127256	CBM PAINTING CORP	701.021(1)	12/22/2020	1,000.00
127265	CONLON COMMUNICATIONS LLC	701.021(1)	12/23/2020	1,000.00
127268	VOROSAN, ANDREI	701.021(1)	12/16/2020	1,000.00
127270	SHOTROPA, IVAN	701.021(1)	12/22/2020	1,000.00
127271	STRATEGY HOME BUILDERS INC	701.021(1)	12/23/2020	5,000.00
127277	HICKS, MARK EDWARD	701.021(1)	12/25/2020	1,000.00
127284	BERRY, MARIE ANN	701.021(1)	01/18/2021	5,000.00
127287	PLESENT E BLAKLEY & JAMES MARTIN	701.021(1)	12/25/2020	5,000.00
127289	BOBBY REYES & JOANN JACOBO BUSTINZA	701.021(1)	12/29/2020	5,000.00
127290	SPEARS, RONALD W	701.021(1)	12/28/2020	5,000.00
127301	FIGURA, JOHN ANDREW	701.021(1)	12/29/2020	1,000.00
127302	BOBBY REYES & JOANN JACOBO BUSTINZA	701.021(1)	12/31/2020	5,000.00
127304	D N T CONSTRUCTION LLC	701.021(1)	01/04/2021	5,000.00

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NOTICES OF INTENT (cont.)

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE (cont.)

File #	Respondent	Cite	Date	Amount
127307	HACKETT, KENNETH EDWARD	701.021(1)	01/04/2021	5,000.00
127319	MID OREGON BUILDERS LLC	701.021(1)	01/05/2021	1,000.00
127321	FIRST PHASE LLC	701.021(1)	01/06/2021	1,000.00
127322	MID OREGON BUILDERS LLC	701.021(1)	01/06/2021	1,000.00
127326	CLEARPINE COTTAGES LLC	701.021(1)	01/06/2021	5,000.00
127334	FARMEN, CHRISTOPHER W	701.021(1)	01/07/2021	1,000.00
127352	HACKETT, KENNETH E	701.021(1)	01/12/2021	5,000.00
127354	NELDON, WILLIAM MICHAEL	701.021(1)	02/04/2021	5,000.00
127356	SHAMBURG, HEATH VINCENT	701.021(1)	01/13/2021	5,000.00
127358	MARTINEZ CONTRERAS, ERIK	701.021(1)	01/12/2021	700.00
127359	CLEARPINE COTTAGES LLC	701.021(1)	01/12/2021	5,000.00
127361	NAYLOR, ROBERT SCOTT	701.021(1)	01/13/2021	1,000.00
127374	FIGARA, WILLIAM JOHN	701.021(1)	01/14/2021	5,000.00
127377	BELL, CODY BENJAMIN	701.021(1)	02/04/2021	5,000.00
127388	BLUEPLANK LLC	701.021(1)	01/20/2021	600.00
127390	MATTHEWS, JUSTIN NATHAN	701.021(1)	01/28/2021	700.00
127397	CODY DALE HOLMES	701.021(1)	01/19/2021	1,000.00
127402	RAIN CITY TILE LLC	701.021(1)	01/22/2021	5,000.00
127406	BELL, CODY BENJAMIN	701.021(1)	02/04/2021	5,000.00
127412	EPIC PROPERTY PRESERVATION LLC	701.021(1)	01/22/2021	5,000.00
127414	ROSE GOLD DESIGN AND BUILD LLC	701.021(1)	01/25/2021	5,000.00
127418	J A MILLER UTILITY CONTRACTOR INC	701.021(1)	01/26/2021	1,000.00
127419	CABLE ONE INC	701.021(1)	01/26/2021	1,000.00
127423	TOMPKINS, MARCUS PAUL	701.021(1)	01/25/2021	1,000.00
127424	MILTON, RYAN ALEXANDER	701.021(1)	01/25/2021	1,000.00
127425	ROBERTSON, BRIANNA MARLENE	701.021(1)	01/25/2021	1,000.00
127426	ROBERTSON, JACOB RYAN	701.021(1)	01/25/2021	1,000.00
127427	PADDOCK, JENNIFER LEA	701.021(1)	01/25/2021	1,000.00
127428	GATES, BRIAN KEITH	701.021(1)	01/25/2021	1,000.00
127432	MATHEWS, JUSTIN NATHAN	701.021(1)	02/03/2021	5,000.00
127435	LOPEZ, JOSE REFUGIO ORTIZ	701.021(1)	01/27/2021	1,000.00
127442	COUGAR HOME IMPROVEMENT LLC	701.021(1)	01/26/2021	600.00
127444	SMITH, DANNY LEE	701.021(1)	01/27/2021	1,000.00
127452	VIXON CORPORATION	701.021(1)	01/27/2021	1,000.00
127453	MATTHEWS, JUSTIN NATHAN	701.021(1)	01/27/2021	5,000.00
127456	MATTHEWS, JUSTIN NATHAN	701.021(1)	01/27/2021	5,000.00
127457	INZUNZA SANCHEZ, ENRIQUE R	701.021(1)	01/29/2021	5,000.00
127458	SOUL BROTHERS CONSTRUCTION LLC	701.021(1)	01/28/2021	700.00
127459	MARK SCHOENBORN CONSTRUCTION LLC	701.021(1)	01/28/2021	1,000.00
127466	MATTHEWS, JUSTIN NATHAN	701.021(1)	02/03/2021	5,000.00

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NOTICES OF INTENT (cont.)

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE (cont.)

File #	Respondent	Cite	Date	Amount
127467	POOLER, DARIN DUANE	701.021(1)	01/29/2021	5,000.00
127468	POOLER, DARIN DUANE	701.021(1)	01/29/2021	1,000.00
127473	SHULTZ, JONATHAN JOSEPH	701.021(1)	01/29/2021	5,000.00
127478	NW UNDERGROUND UTILITIES INC	701.021(1)	02/02/2021	1,000.00
127489	HIGH CASCADE CUSTOM HOMES LLC	701.021(1)	02/02/2021	1,000.00
127494	CITYCRAFT DEVELOPMENT LLC	701.021(1)	02/03/2021	1,000.00
127502	KRAJEWSKI JR, STEVEN WADE	701.021(1)	02/04/2021	1,000.00
127509	BOISE DISASTER SERVICES, LLC	701.021(1)	02/08/2021	1,000.00
127514	ALDAMA, FRANCISCO	701.021(1)	02/04/2021	1,000.00
127519	BOBBY REYES & JOANN JACOBO BUSTINZA	701.021(1)	02/08/2021	5,000.00

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

File #	Respondent	Cite	Date	Amount
126997	COLLINS PAINTING AND DRYWALL LLC	701.035(3)	11/16/2020	1,000.00
127042	CRYSTALRIDGE DEVELOPMENT INC	701.035(3)	11/18/2020	1,000.00
127049	JBC GENERAL CONTRACTING LLC	701.035(3)	11/19/2020	1,000.00
127086	NEVINS, BARRETT LEE	701.035(3)	11/25/2020	1,000.00
127127	GARIBAY CONSTRUCTION LLC	701.035(3)	12/07/2020	1,000.00
127159	B&G RESIDENTIAL CONTRACTING LLC	701.035(3)	12/09/2020	3,000.00
127160	D N T CONSTRUCTION LLC	701.035(3)	12/10/2020	1,000.00
127204	AMERICAN SEAMLESS GUTTERS LLC	701.035(3)	12/14/2020	1,000.00
127223	MARTINEZ, LILIANA	701.035(3)	12/16/2020	1,000.00
127285	SANCHEZ AGUIRRE, JOSE DE LA CRUZ	701.035(3)	12/25/2020	1,000.00
127306	SLOVER, CHRISTOPHER LANE	701.035(3)	01/04/2021	1,000.00
127310	EDMANDS, GARRETT P	701.035(3)	01/06/2021	1,000.00
127324	BECKERT, OLIVER WERNER	701.035(3)	01/06/2021	1,000.00
127380	PANTOJA SANCHEZ, JORGE ANGEL	701.035(3)	01/20/2021	1,000.00
127392	SERNA, THOMAS ANGEL	701.035(3)	01/20/2021	1,000.00
127396	BERNARDO & SONS LLC	701.035(3)	01/21/2021	1,000.00
127409	ANDERSON, BRENT HENRY	701.035(3)	01/22/2021	1,000.00
127411	AFC PACIFIC LLC	701.035(3)	01/22/2021	1,000.00
127433	RIP CITY ROOFING LLC	701.035(3)	01/26/2021	1,000.00
127455	WILLAMETTE CONCRETE LLC	701.035(3)	01/28/2021	1,000.00
127461	ANAYA PAVING & LANDSCAPING LLC	701.035(3)	01/28/2021	1,000.00
127470	CUTTING EDGE TREE SERVICE LLC	701.035(3)	01/29/2021	1,000.00
127477	JOHNSEN, ROBERT ANTHONY	701.035(3)	02/02/2021	1,000.00
127481	SHARMAS PRO REMODELING LLC	701.035(3)	02/02/2021	1,000.00
127490	CLARKS GUTTERS LLC	701.035(3)	02/02/2021	1,000.00
127492	OREGON GUTTERPRO LLC	701.035(3)	02/03/2021	1,000.00
127507	CABLES OF OREGON LLC	701.035(3)	02/08/2021	1,000.00

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NOTICES OF INTENT (cont.)

2 - EXEMPT CONTRACTOR WITH EMPLOYEES (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127508	KING, DENNIS PHILLIP	701.035(3)	02/05/2021	1,000.00
127517	ENCISOS CONSTRUCTION LLC	701.035(3)	02/08/2021	1,000.00

3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127018	SIMONS CONSTRUCTION AND DRAINS LLC	701.510(2)	11/19/2020	1,000.00
127038	CRUZ GENERAL CONSTRUCTION LLC	701.510(2)	11/17/2020	1,000.00
127041	BRIGHTSTONE CONSTRUCTION LLC	701.510(3)	11/18/2020	1,000.00
127083	ROWLETT, FRANKLIN KUMAR	701.510(2)	11/25/2020	1,000.00
127179	TOTAL COMFORT WEATHERIZATION LTD	701.510(3)	12/11/2020	1,000.00
127211	ANDREW MILLER CONSTRUCTION LLC	701.510(2)	12/14/2020	1,000.00
127230	LITTLE, CHRISTOPHER JOHN	701.510(2)	12/17/2020	1,000.00
127273	CLEMENS, SEAN PATRICK	701.510(2)	12/23/2020	1,000.00
127282	HAROLD & MADISON INC	701.510(3)	12/24/2020	1,000.00
127286	SANCHEZ AGUIRRE, JOSE DE LA CRUZ	701.510(2)	12/25/2020	1,000.00
127338	OYLER, WILLIAM DAVID	701.510(2)	01/08/2021	1,000.00
127348	RED HAT CONSTRUCTION INC	701.510(2)	01/13/2021	1,000.00
127373	SHIELDS, TIMOTHY LEROY	701.510(2)	01/14/2021	1,000.00
127386	CLEMENT CONSTRUCTION LLC	701.510(2)	01/20/2021	1,000.00
127398	KOSZUTA ENTERPRISES LLC	701.510(2)	01/21/2021	1,000.00
127413	INNOVATIVE HOME DESIGNS LLC	701.510(2)	02/02/2021	1,000.00
127417	SHEER, BRIAN DAVID	701.510(2)	01/25/2021	3,000.00
127443	ELK CONSTRUCTION INC	701.510(2)	01/27/2021	1,000.00
127503	STALLINGS, MICHAEL WILLIAM	701.510(2)	02/05/2021	1,000.00
127525	FAIR SHARE CONSTRUCTION LLC	701.510(3)	02/09/2021	1,000.00

4 - IMPROPER LICENSE ENDORSEMENT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127305	TRANSFORM SR HOME IMPROVEMENT PRODUCTS LLC	701.021(2)	01/06/2021	1,000.00

5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
126974	INTEGRITY BUILDING & CONSTRUCTION LLC	701.026(1)	11/17/2020	1,000.00
127147	MARSH CONCRETE LLC	701.026(1)	12/09/2020	1,000.00
127245	OLIN HOMES (OR) LLC	701.026(1)	12/18/2020	1,000.00
127247	OLIN HOMES (OR) LLC	701.026(1)	12/18/2020	1,000.00
127269	AJ TILE & STONE LLC	701.026(1)	12/23/2020	1,000.00
127272	AJ TILE & STONE LLC	701.026(1)	12/23/2020	1,000.00
127294	AJ TILE & STONE LLC	701.026(1)	12/30/2020	1,000.00
127346	OREGON BATH & KITCHEN INC	701.026(2)	01/12/2021	1,000.00

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5 - HIRING AN UNLICENSED SUBCONTRACTOR (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127362	ALLIES, DOYLE LYNN	701.026(1)	01/13/2021	1,000.00
127415	OSCAR TILE LLC	701.026(1)	01/22/2021	1,000.00
127436	SHAH HOUSING SOLUTIONS LLC	701.026(1)	01/26/2021	1,000.00
127437	SHAH HOUSING SOLUTIONS LLC	701.026(1)	01/26/2021	1,000.00
127438	SHAH HOUSING SOLUTIONS LLC	701.026(1)	01/26/2021	1,000.00
127439	SHAH HOUSING SOLUTIONS LLC	701.026(1)	01/26/2021	1,000.00
127440	SHAH HOUSING SOLUTIONS LLC	701.026(1)	01/26/2021	1,000.00
127441	SHAH HOUSING SOLUTIONS LLC	701.026(1)	01/26/2021	1,000.00
127460	PALMER LLC	701.026(1)	01/28/2021	1,000.00
127501	SRL VENTURES LLC	701.026(1)	02/05/2021	1,000.00
127520	JMER HEATING AND COOLING LLC	701.026(2)	02/09/2021	1,000.00

6 - FAILURE TO DELIVER RESIDENTIAL CONSTRUCTION NOTICES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127217	GREENBACK HOME SOLUTIONS LLC	087.093(2)	12/15/2020	200.00

7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127029	I V RILEY MATERIALS INC	701.098(1)(b)	11/16/2020	0.00
127030	STOTSENBERG WOOD FLOORS LLC	701.098(1)(b)	11/16/2020	0.00
127031	ALPHA QUALITY CONCRETE LLC	701.098(1)(b)	11/16/2020	0.00
127032	DOGWOOD CONSTRUCTION LLC	701.098(1)(b)	11/16/2020	0.00
127054	NW DIVERSIFIED BUSINESSES INCORPORATED	701.098(1)(b)	11/19/2020	0.00
127055	JAMES CHINCHEN LLC	701.098(1)(b)	11/19/2020	0.00
127056	ALVERSTONE LLC	701.098(1)(b)	11/19/2020	0.00
127064	CEMPA, ARLAN DANIEL	701.068(6)	11/20/2020	0.00
127068	BIG HEART BUILDER LLC	701.102(2)(a)	11/23/2020	0.00
127085	KOPP CONSTRUCTION COMPANY	701.102(2)(a)	11/25/2020	0.00
127106	DLM SERVICES INC	701.102(2)(a)	12/02/2020	0.00
127107	JOHNSON, MARK WAYNE	701.102(2)(a)	12/03/2020	0.00
127108	SWOPE AND SONS CONSTRUCTION LLC	701.102(2)(a)	12/03/2020	0.00
127131	ROSE CITY LANDSCAPE MAINTENANCE LLC	701.098(1)(b)	12/07/2020	0.00
127132	THREE RIVER PAINTING LLC	701.098(1)(b)	12/07/2020	0.00
127134	PROFINISHERS INC A CORPORATION OF WASHINGTON	701.098(1)(b)	12/07/2020	0.00
127135	WEST LINN WOODWORKS LLC	701.098(1)(b)	12/07/2020	0.00
127161	B&G RESIDENTIAL CONTRACTING LLC	701.102(2)(a)	12/09/2020	0.00
127177	BASIN SEALRIGHT LLC	701.102(2)(a)	12/10/2020	0.00
127191	GOODMAN CONSTRUCTION LLC	701.102(2)(a)	12/11/2020	0.00
127193	TILETITE CONSTRUCTION LLC	701.102(2)(c)	12/11/2020	0.00
127195	AXMAKER CONSTRUCTION SERVICES INC	701.102(2)(a)	12/11/2020	0.00

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7 - SUSPENSIONS (cont.)

File #	Respondent	Cite	Date	Amount
127196	AXMAKER CONSTRUCTION SERVICES INC	701.102(2)(a)	12/11/2020	0.00
127209	KIRKPATRICK FAMILY PROPERTY SERVICES LLC	701.102(2)(a)	12/14/2020	0.00
127214	STEVEN CAIN CONSTRUCTION INC	701.098(1)(b)	12/14/2020	0.00
127221	NOBLE GENERAL CONSTRUCTION LLC	701.068(6)	12/16/2020	0.00
127228	ALTIMUS PRIME CONTRACTING LLC	701.102(2)(a)	12/16/2020	0.00
127234	DSF PROPERTIES LLC	701.102(2)(a)	12/17/2020	0.00
127238	HAMON CUSTODIS INC	701.098(1)(b)	12/18/2020	1,000.00
127258	ALLIED ROOFING AND CONSTRUCTION LLC	701.102(2)(a)	12/22/2020	0.00
127259	BERNARD MASONRY LLC	701.098(1)(b)	12/22/2020	0.00
127260	P & M CONSTRUCTION LLC	701.098(1)(b)	12/22/2020	0.00
127274	BURNETT, KENNETH MICHAEL	701.102(2)(a)	12/23/2020	0.00
127276	CORREA ENTERPRISES LLC	701.102(2)(a)	12/23/2020	0.00
127279	CENTRAL OREGON HOME BUILDERS AND REPAIR LLC	701.098(1)(b)	12/24/2020	1,000.00
127280	CENTRAL OREGON HOME BUILDERS AND REPAIR LLC	701.102(2)(a)	12/24/2020	0.00
127288	BASSETT ARCHITECTURAL LP	701.098(1)(b)	12/29/2020	1,000.00
127295	NEXT GENERATION TELECOMMUNICATIONS INC	701.098(1)(b)	12/30/2020	1,000.00
127300	REYES JR, ROBERT FERNANDO	701.102(2)(a)	01/05/2021	0.00
127303	JERT CONSTRUCTION & ROOFING CORPORATION	701.091(1)	01/04/2021	1,000.00
127314	TOP PREMIER CONSTRUCTION LLC	701.098(1)(b)	01/05/2021	0.00
127315	HUFNAGEL DESIGN BUILD LLC	701.098(1)(b)	01/05/2021	0.00
127316	ALL HOURS HEATING AND COOLING LLC	701.098(1)(b)	01/05/2021	0.00
127317	TODD NEWMAN CONSTRUCTION LLC	701.098(1)(b)	01/05/2021	0.00
127318	WITH FLYING COLORS LLC	701.098(1)(b)	01/05/2021	0.00
127340	CALCULATED COMFORT LLC	701.098(1)(b)	01/07/2021	
127365	EXCAVATION TIMBER SERVICES LLC	701.098(1)(b)	01/13/2021	0.00
127366	TURCIOS ROOFING & GENERAL CONSTRUCTION LLC	701.102(2)(b)	01/13/2021	0.00
127378	OREGON METAL ROOFING AND GUTTERS LLC	701.102(2)(c)	01/15/2021	
127381	NW PRECISION CONSTRUCTION LLC	701.102(2)(a)	01/14/2021	
127383	RAPID FIRE CREATIONS LLC	701.102(2)(a)	01/14/2021	
127384	NORTHWEST SHINE LLC	701.102(2)(a)	01/14/2021	
127385	PUNCH, DEREK EDWARD	701.102(2)(a)	01/15/2021	
127401	CRYSTALRIDGE DEVELOPMENT INC	701.068(6)	01/21/2021	0.00
127420	BORLAUG CONTRACTING INC	701.098(1)(b)	01/25/2021	0.00
127421	EVOLUTION HARDWOODS LLC	701.098(1)(b)	01/22/2021	
127480	M&M CONSTRUCTION & REPAIR LLC	701.102(2)(a)	01/29/2021	
127482	NW DIVERSIFIED BUSINESSES INC	701.102(2)(a)	01/29/2021	
127506	GREEN APPLE CONSTRUCTION LLC	701.102(2)(a)	02/05/2021	0.00
127518	WASSINGER PAINTING LLC	701.098(1)(b)	02/05/2021	
127524	ALLAIN CONSTRUCTION COMPANY LLC	701.515(1)(d)	02/05/2021	
127526	AYLWIN CONSTRUCTION LLC	701.515(1)(d)	02/05/2021	

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7 - SUSPENSIONS (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127527	SMITH INSULATION INC	701.515(1)(d)	02/05/2021	
127528	MEADOWS, MARK LAYNE	701.515(1)(d)	02/05/2021	
127529	EURO CUSTOM CABINETS INC	701.515(1)(d)	02/05/2021	
127530	PETITT, EVERETT RAY	701.515(1)(d)	02/05/2021	
127531	GLOBAL PACIFIC ENVIRONMENTAL INC	701.515(1)(d)	02/05/2021	
127532	REVIVE LLC	701.515(1)(d)	02/05/2021	
127533	X TREME COLOR PAINTING LLC	701.515(1)(d)	02/05/2021	
127537	JERRYS PREMIER CONSTRUCTION INC	701.515(1)(d)	02/09/2021	0.00
127538	CELSE ESQUIVEL PAINTING INC	701.515(1)(d)	02/09/2021	0.00
127539	BOB HOFFMAN CONSTRUCTION LLC	701.515(1)(d)	02/09/2021	0.00
127540	BUILT LLC	701.515(1)(d)	02/09/2021	0.00
127541	SELECT IMPROVEMENTS LLC	701.515(1)(d)	02/09/2021	0.00
127542	DOUG HULL DESIGN AND CONSTRUCTION LLC	701.515(1)(d)	02/09/2021	0.00
127543	CALVIN L LEWIS CONSTRUCTION LLC	701.515(1)(d)	02/09/2021	0.00

8 - OTHER

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
126923	PDX TOP FINISHES LLC	701.305(1)	11/18/2020	500.00
127026	PACIFIC WEST HOMES & RENOVATIONS LTD	701.098(1)(g)	11/16/2020	1,000.00
127028	SHERWOOD, TREVOR STEPHEN	701.098(1)(f)	11/16/2020	0.00
127034	LEAF FILTER LLC	701.098(1)(b)	12/10/2020	100.00
127047	FERNANDO SANCHEZ DRYWALL INC	701.106(1)(j)	11/19/2020	1,000.00
127075	AMERICAN HOME SHIELD CORPORATION	701.345(1)	12/02/2020	500.00
127100	7 PINES CUSTOM HOMES & REMODELING INC	701.098(1)(g)	12/02/2020	1,000.00
127128	A & E SAFE & ALARM CO	701.098(1)(b)	12/08/2020	100.00
127130	JAYBEL CONTRACTORS LLC	701.106(1)(j)	12/08/2020	1,000.00
127144	POSEIDON PLUMBING INC	701.098(1)(g)	12/08/2020	1,000.00
127164	A C TREE SERVICE INC	701.106(1)(j)	12/09/2020	1,000.00
127190	PARKER, DONALD EUGENE	701.305(1)	12/11/2020	500.00
127205	IA & SONS LLC	701.106(1)(j)	12/14/2020	1,000.00
127257	KALAMAFONI, PATRICK HAVEA	701.106(1)(j)	12/22/2020	1,000.00
127261	CALDWELL TANKS INC	701.098(1)(f)	12/22/2020	0.00
127262	DALE MICHAEL GENERAL CONTRACTOR LLC	701.098(1)(f)	12/22/2020	0.00
127263	JET TERMINAL SERVICES INC.	701.098(1)(f)	12/22/2020	0.00
127264	JR FILANC CONSTRUCTION COMPANY INC	701.098(1)(f)	12/22/2020	0.00
127275	BULLSEYE ELECTRIC INCORPORATED	701.106(1)(j)	12/24/2020	1,000.00
127278	AF HOESLY INC	701.106(1)(j)	12/24/2020	1,000.00
127341	AECOM TECHNICAL SERVICES INC	701.098(1)(f)	01/07/2021	
127342	ALL SURFACE ROOFING & WATERPROOFING INC	701.098(1)(f)	01/07/2021	
127343	CARPITA CONSTRUCTION LLC	701.098(1)(f)	01/07/2021	

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8 - OTHER (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127344	CHINO FLOOR COVERINGS LLC	701.098(1)(f)	01/07/2021	
127369	ALLIED ROOFING AND CONSTRUCTION LLC	701.098(1)(g)	01/14/2021	1,000.00
127451	IRVING, MARK FREDERICK	701.098(1)(g)	02/03/2021	1,000.00
127462	VIVINT INC	701.098(1)(b)	01/27/2021	
127469	TOP FLIGHT ROOFING LLC	701.106(1)(j)	01/29/2021	1,000.00
127496	TOMS ROOFING & GENERAL CONTRACTOR INC	701.305(1)	02/04/2021	500.00
127516	VENTURE CONSTRUCTION COMPANY	701.098(1)(f)	02/05/2021	
127521	FUNCTIONAL SURFACING LLC	701.098(1)(f)	02/05/2021	
127522	CUSTOM CABINETS BY DON INC	701.098(1)(f)	02/05/2021	
127523	CREATIVE CONCRETE DESIGN INC	701.098(1)(f)	02/05/2021	

9 - CRIMINAL / INJUNCTIONS / STOP WORK

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127050	RML TIMBER SERVICES LLC	701.098(1)(i)	11/19/2020	0.00
127110	EMMONS, JUDSON JAY	701.098(1)(i)	12/04/2020	0.00
127292	HEWYS HANDYMAN SERVICES LLC	701.098(1)(i)	01/12/2021	0.00
127367	PRICE, GAGE ALLEN	701.098(1)(i)	01/13/2021	0.00
127474	FERGUSON, RYAN ALLEN	701.098(1)(i)	02/01/2021	0.00

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FINAL ORDERS

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
126599	ANDERSON, RICHARD N	701.021(1)	11/17/2020	5,000.00
126772	FRANTZ, JAMES GEORGE	701.021(1)	01/06/2021	5,000.00
126813	HAUSMAN, BENJAMIN MICHAEL	701.021(1)	12/15/2020	1,000.00
126843	BENEFIELD, ALEXANDER RAY	701.021(1)	11/17/2020	5,000.00
126845	AUGUSTINE, MAX A	701.021(1)	11/19/2020	5,000.00
126878	ROOK, JOSEPH S	701.021(1)	12/18/2020	600.00
126879	LEACH, MARK A	701.021(1)	11/18/2020	5,000.00
126884	PEREZ, RANDELL A	701.021(1)	11/16/2020	5,000.00
126887	SHEETS, TRAVIS ALLEN	701.021(1)	11/17/2020	1,000.00
126892	MARKS, AUSTIN G	701.021(1)	12/16/2020	600.00
126894	ROWE, JAMES LIAM	701.021(1)	11/20/2020	1,000.00
126907	TAPIRO GROUP LLC	701.021(1)	11/17/2020	1,000.00
126909	EXCEL FABRICATION LLC	701.021(1)	11/18/2020	600.00
126915	LOPES, STEPHEN C	701.021(1)	12/22/2020	5,000.00
126921	IMPRESSIONS LASTING QUALITY PAINTING COMPANY LLC	701.021(1)	12/10/2020	1,000.00
126925	FLANNERY, ADAM WADE	701.021(1)	11/20/2020	600.00
126934	HANEL, GEORGE FREDERIC	701.021(1)	12/24/2020	700.00
126938	CRAWFORD, TYRONE	701.021(1)	12/22/2020	600.00
126942	ROSS, DONALD CASEY	701.021(1)	11/23/2020	700.00
126946	BANKS, DARREN CHRISTOPHER	701.021(1)	12/16/2020	600.00
126951	NEAL, BLAKE MCKINLEY	701.021(1)	01/04/2021	5,000.00
126953	CLAYTON, JERRY G	701.021(1)	12/11/2020	5,000.00
126978	LAVERTY, SHAWN MICHAEL	701.021(1)	01/22/2021	5,000.00
126979	TITAN ELECTRIC INC A CORPORATION OF WYOMING	701.021(1)	12/08/2020	1,000.00
126986	SEXTON, MARK ALLEN	701.021(1)	12/18/2020	5,000.00
126989	SANDOVAL, LEONEL TORRES	701.021(1)	12/09/2020	1,000.00
127008	BEAR CLAW FENCING LLC	701.021(1)	12/11/2020	1,000.00
127013	ROBBINS, TIZIA LEE	701.021(1)	12/04/2020	600.00
127017	AKANA LLC	701.021(1)	12/31/2020	600.00
127024	AFC PACIFIC LLC	701.021(1)	12/09/2020	5,000.00
127039	TRAHAN, ADAM ROBERT	701.021(1)	12/31/2020	1,000.00
127043	SANDOVAL, FERMIN L	701.021(1)	12/16/2020	600.00
127046	ACOSTA, RICHARD JOHN	701.021(1)	12/31/2020	1,000.00
127048	RUSSI JR, JOSEPH FRANCIS	701.021(1)	12/24/2020	210,000.00
127051	MCLEOD, JACOBY KEITH	701.021(1)	12/31/2020	1,000.00
127052	CROOKE, WESLEY SCOTT	701.021(1)	12/09/2020	1,000.00
127065	MRM CONSTRUCTION & REMODEL LLC	701.021(1)	12/15/2020	5,000.00
127069	A1A ROOFING LLC	701.021(1)	12/30/2020	1,000.00
127070	ARI LLC	701.021(1)	01/04/2021	1,000.00

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1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE (cont.)

File #	Respondent	Cite	Date	Amount
127072	K@A CONTRACTING LLC	701.021(1)	12/15/2020	1,000.00
127073	TOP TREE SERVICE LLC	701.021(1)	12/22/2020	1,000.00
127074	REYES PAINTING COMPANY LLC	701.021(1)	12/18/2020	5,000.00
127081	FORSYTHE, JAYMES	701.021(1)	12/18/2020	5,000.00
127087	BAKER CONCRETE CONSTRUCTORS INC	701.021(1)	01/21/2021	1,000.00
127089	BENEDICK, JOHN A	701.021(1)	01/20/2021	600.00
127092	ZAPIEN, SAUL RAFAEL	701.021(1)	12/30/2020	1,000.00
127097	LETS BUILD OREGON LLC	701.021(1)	12/29/2020	5,000.00
127098	RAMON, MATTHEW ALLEN	701.021(1)	12/18/2020	1,000.00
127101	STAEHLE JR., RODNEY L	701.021(1)	01/04/2021	5,000.00
127104	BAKER, DUSTY DOW	701.021(1)	12/23/2020	1,000.00
127105	ROGERS, DEAN L	701.021(1)	12/23/2020	5,000.00
127111	FERNS, DANIEL FRANK	701.021(1)	01/15/2021	600.00
127112	SUTHERLAND, DUANE ALLEN	701.021(1)	01/12/2021	5,000.00
127113	EXPRESS BLINDS & BEYOND LLC	701.021(1)	12/18/2020	1,000.00
127123	BARR, STEPHEN R	701.021(1)	02/03/2021	1,000.00
127133	HAIGHT, STEVEN MICHAEL	701.021(1)	12/31/2020	600.00
127143	SAUCEDO II, RICHARD RAY	701.021(1)	01/26/2021	600.00
127145	GARCIA, JEREMY W	701.021(1)	01/08/2021	600.00
127150	KIMBROUGH, JEFFREY BRYANT	701.021(1)	01/08/2021	1,000.00
127155	ALBERTINI, POWELL	701.021(1)	01/08/2021	600.00
127156	SEALS, JESSE LEE	701.021(1)	01/07/2021	1,000.00
127158	QUESADA, JACOB	701.021(1)	01/20/2021	5,000.00
127162	VISION PROPERTY SERVICE LLC	701.021(1)	01/12/2021	5,000.00
127192	IONGI, SEMISI TAUVELI	701.021(1)	01/15/2021	5,000.00
127200	NGUYEN, DONG THANH	701.021(1)	01/13/2021	5,000.00
127206	PEREZ, RANDELL A	701.021(1)	02/02/2021	5,000.00
127207	TZ CONTRACTORS, LLC	701.021(1)	01/07/2021	1,000.00
127213	GO LEFT CONSTRUCTION LLC	701.021(1)	01/13/2021	600.00
127220	QUESADA, JACOB	701.021(1)	01/21/2021	600.00
127225	HERRICK, MICHAEL MCKINNON	701.021(1)	01/11/2021	600.00
127226	LEIDELMEYER, DAVID LAURENS	701.021(1)	01/13/2021	1,000.00
127227	JENSEN, TERRY DEAN	701.021(1)	01/14/2021	1,000.00
127240	RUSSU, VADIM YEVGENYEVICH	701.021(1)	01/14/2021	1,000.00
127243	ALLEN, GREGORY H	701.021(1)	02/04/2021	5,000.00
127246	DYNAMIC FLOORING INC	701.021(1)	01/12/2021	1,000.00
127248	CORTES SANCHEZ, YOVANI	701.021(1)	01/29/2021	1,000.00
127249	DYNAMIC FLOORING INC	701.021(1)	01/12/2021	1,000.00
127250	CORTES SANCHEZ, YOVANI	701.021(1)	01/12/2021	1,000.00
127256	CBM PAINTING CORP	701.021(1)	02/03/2021	1,000.00

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FINAL ORDERS (cont.)

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127265	CONLON COMMUNICATIONS LLC	701.021(1)	02/03/2021	1,000.00
127268	VOROSAN, ANDREI	701.021(1)	01/12/2021	1,000.00
127270	SHOTROPA, IVAN	701.021(1)	01/12/2021	1,000.00
127271	STRATEGY HOME BUILDERS INC	701.021(1)	01/20/2021	5,000.00
127289	BOBBY REYES & JOANN JACOBO BUSTINZA	701.021(1)	01/25/2021	5,000.00
127290	SPEARS, RONALD W	701.021(1)	01/26/2021	5,000.00
127301	FIGURA, JOHN ANDREW	701.021(1)	01/25/2021	1,000.00
127302	BOBBY REYES & JOANN JACOBO BUSTINZA	701.021(1)	01/25/2021	5,000.00
127307	HACKETT, KENNETH EDWARD	701.021(1)	01/26/2021	5,000.00
127319	MID OREGON BUILDERS LLC	701.021(1)	01/28/2021	1,000.00
127321	FIRST PHASE LLC	701.021(1)	01/29/2021	1,000.00
127322	MID OREGON BUILDERS LLC	701.021(1)	01/29/2021	1,000.00
127352	HACKETT, KENNETH E	701.021(1)	02/08/2021	5,000.00
127374	FIGARA, WILLIAM JOHN	701.021(1)	02/08/2021	5,000.00

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
126862	VARGAS ARIAS, OSCAR	701.035(3)	11/16/2020	1,000.00
126904	TODD II, BENJAMIN JOSEPH	701.035(3)	11/17/2020	1,000.00
126913	MEJIA FAMILY CONSTRUCTION LLC	701.035(3)	11/17/2020	1,000.00
126916	DREAM HOME CONSTRUCTION INC	701.035(3)	12/17/2020	1,000.00
126926	MAGLIOCCA, FRANK ALLEN	701.035(3)	11/19/2020	1,000.00
126930	ALL UNDER 1 ROOF LLC	701.035(3)	11/20/2020	1,000.00
126997	COLLINS PAINTING AND DRYWALL LLC	701.035(3)	12/16/2020	1,000.00
127010	C SQUARED CUSTOM BUILDERS INC	701.035(3)	01/06/2021	1,000.00
127042	CRYSTALRIDGE DEVELOPMENT INC	701.035(3)	12/23/2020	1,000.00
127049	JBC GENERAL CONTRACTING LLC	701.035(3)	12/14/2020	1,000.00
127086	NEVINS, BARRETT LEE	701.035(3)	12/18/2020	1,000.00
127127	GARIBAY CONSTRUCTION LLC	701.035(3)	02/02/2021	1,000.00
127159	B&G RESIDENTIAL CONTRACTING LLC	701.035(3)	01/04/2021	3,000.00
127160	D N T CONSTRUCTION LLC	701.035(3)	01/07/2021	1,000.00
127204	AMERICAN SEAMLESS GUTTERS LLC	701.035(3)	01/07/2021	1,000.00
127223	MARTINEZ, LILIANA	701.035(3)	01/27/2021	1,000.00
127306	SLOVER, CHRISTOPHER LANE	701.035(3)	01/26/2021	1,000.00
127310	EDMANDS, GARRETT P	701.035(3)	01/26/2021	1,000.00
127324	BECKERT, OLIVER WERNER	701.035(3)	02/01/2021	1,000.00

3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
126756	A CLASSIC TOUCH PAINTING LLC	701.510(2)	11/17/2020	1,000.00

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FINAL ORDERS (cont.)

3 - LEAD BASED PAINT (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
126956	GAGE LLC	701.510(1)	12/09/2020	1,000.00
127011	OVERALL BUILDERS LLC	701.510(2)	12/03/2020	1,000.00
127018	SIMONS CONSTRUCTION AND DRAINS LLC	701.510(2)	01/04/2021	1,000.00
127038	CRUZ GENERAL CONSTRUCTION LLC	701.510(2)	12/24/2020	1,000.00
127041	BRIGHTSTONE CONSTRUCTION LLC	701.510(3)	12/25/2020	1,000.00
127083	ROWLETT, FRANKLIN KUMAR	701.510(2)	12/31/2020	1,000.00
127179	TOTAL COMFORT WEATHERIZATION LTD	701.510(3)	01/06/2021	1,000.00
127211	ANDREW MILLER CONSTRUCTION LLC	701.510(2)	01/07/2021	1,000.00
127230	LITTLE, CHRISTOPHER JOHN	701.510(2)	12/30/2020	1,000.00
127273	CLEMENS, SEAN PATRICK	701.510(2)	02/03/2021	1,000.00
127282	HAROLD & MADISON INC	701.510(3)	01/25/2021	1,000.00
127373	SHIELDS, TIMOTHY LEROY	701.510(2)	02/08/2021	1,000.00
127398	KOSZUTA ENTERPRISES LLC	701.510(2)	02/09/2021	1,000.00

5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
126974	INTEGRITY BUILDING & CONSTRUCTION LLC	701.026(1)	12/09/2020	1,000.00
127006	RAFTER M CONSTRUCTION INC	701.026(1)	12/02/2020	1,000.00
127007	RAFTER M CONSTRUCTION INC	701.026(1)	12/08/2020	1,000.00
127147	MARSH CONCRETE LLC	701.026(1)	12/22/2020	1,000.00
127245	OLIN HOMES (OR) LLC	701.026(1)	01/12/2021	1,000.00
127247	OLIN HOMES (OR) LLC	701.026(1)	01/12/2021	1,000.00
127269	AJ TILE & STONE LLC	701.026(1)	02/03/2021	1,000.00
127272	AJ TILE & STONE LLC	701.026(1)	02/03/2021	1,000.00
127294	AJ TILE & STONE LLC	701.026(1)	02/02/2021	1,000.00
127362	ALLIES, DOYLE LYNN	701.026(1)	02/08/2021	1,000.00

7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
126597	DEL ELECTRIC OR INC	701.106(1)(b)	11/16/2020	0.00
126744	STONE SYNDICATE INC	701.102(2)(b)	12/01/2020	0.00
126747	DCR LLC	701.102(2)(b)	12/02/2020	0.00
126748	PROLINE GLASS INC	701.102(2)(a)	12/04/2020	0.00
126859	MCBRIDE, JULIE DEANN	701.102(2)(b)	12/18/2020	0.00
126901	ABM STRUCTURES LLC	701.102(2)(a)	12/03/2020	0.00
126912	HYPE HOMES LLC	701.102(2)(a)	11/16/2020	0.00
126922	OREILEY, JOHN MICHAEL PATRICK	701.068(6)	11/17/2020	0.00
127000	CORY MILLER FENCING INC	701.098(1)(b)	12/07/2020	0.00
127029	I V RILEY MATERIALS INC	701.098(1)(b)	12/09/2020	0.00
127031	ALPHA QUALITY CONCRETE LLC	701.098(1)(b)	12/09/2020	0.00

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7 - SUSPENSIONS (cont.)

File #	Respondent	Cite	Date	Amount
127032	DOGWOOD CONSTRUCTION LLC	701.098(1)(b)	12/09/2020	0.00
127055	JAMES CHINCHEN LLC	701.098(1)(b)	12/11/2020	0.00
127064	CEMPA, ARLAN DANIEL	701.068(6)	12/15/2020	0.00
127106	DLM SERVICES INC	701.102(2)(a)	12/22/2020	0.00
127131	ROSE CITY LANDSCAPE MAINTENANCE LLC	701.098(1)(b)	12/30/2020	0.00
127132	THREE RIVER PAINTING LLC	701.098(1)(b)	12/30/2020	0.00
127134	PROFINISHERS INC A CORPORATION OF WASHINGTON	701.098(1)(b)	12/30/2020	0.00
127161	B&G RESIDENTIAL CONTRACTING LLC	701.102(2)(a)	12/30/2020	0.00
127177	BASIN SEALRIGHT LLC	701.102(2)(a)	01/05/2021	0.00
127195	AXMAKER CONSTRUCTION SERVICES INC	701.102(2)(a)	01/05/2021	0.00
127196	AXMAKER CONSTRUCTION SERVICES INC	701.102(2)(a)	01/05/2021	0.00
127209	KIRKPATRICK FAMILY PROPERTY SERVICES LLC	701.102(2)(a)	01/05/2021	0.00
127214	STEVEN CAIN CONSTRUCTION INC	701.098(1)(b)	01/06/2021	0.00
127221	NOBLE GENERAL CONSTRUCTION LLC	701.068(6)	01/11/2021	0.00
127228	ALTIMUS PRIME CONTRACTING LLC	701.102(2)(a)	01/07/2021	0.00
127238	HAMON CUSTODIS INC	701.098(1)(b)	01/12/2021	1,000.00
127258	ALLIED ROOFING AND CONSTRUCTION LLC	701.102(2)(a)	01/12/2021	0.00
127259	BERNARD MASONRY LLC	701.098(1)(b)	01/13/2021	0.00
127260	P & M CONSTRUCTION LLC	701.098(1)(b)	01/13/2021	0.00
127274	BURNETT, KENNETH MICHAEL	701.102(2)(a)	01/14/2021	0.00
127279	CENTRAL OREGON HOME BUILDERS AND REPAIR LLC	701.098(1)(b)	01/20/2021	1,000.00
127280	CENTRAL OREGON HOME BUILDERS AND REPAIR LLC	701.102(2)(a)	01/14/2021	0.00
127288	BASSETT ARCHITECTURAL LP	701.098(1)(b)	01/26/2021	1,000.00
127303	JERT CONSTRUCTION & ROOFING CORPORATION	701.091(1)	02/02/2021	1,000.00
127316	ALL HOURS HEATING AND COOLING LLC	701.098(1)(b)	01/28/2021	0.00
127317	TODD NEWMAN CONSTRUCTION LLC	701.098(1)(b)	01/28/2021	0.00
127340	CALCULATED COMFORT LLC	701.098(1)(b)	01/29/2021	0.00
127384	NORTHWEST SHINE LLC	701.102(2)(a)	02/08/2021	0.00

8 - OTHER

File #	Respondent	Cite	Date	Amount
126886	WING RIDGE CONSTRUCTION LLC	701.098(1)(b)	11/16/2020	100.00
126902	GONZALEZ MUNOZ, ARTURO	701.106(1)(j)	11/17/2020	1,000.00
126918	MID OREGON BUILDERS LLC	701.345(1)	11/23/2020	500.00
126923	PDX TOP FINISHES LLC	701.305(1)	12/16/2020	500.00
126972	SOLARIS SOLUTIONS LLC	701.098(1)(f)	11/24/2020	0.00
126973	I3 LLC	701.098(1)(f)	11/24/2020	0.00
126976	GREENER CONCEPTS CONTRACTING INC	701.098(1)(f)	11/24/2020	0.00
126994	SARKINEN PLUMBING INC	701.098(1)(b)	12/01/2020	100.00
127026	PACIFIC WEST HOMES & RENOVATIONS LTD	701.098(1)(g)	12/16/2020	1,000.00

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8 - OTHER (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127028	SHERWOOD, TREVOR STEPHEN	701.098(1)(f)	12/09/2020	0.00
127034	LEAF FILTER LLC	701.098(1)(b)	01/05/2021	100.00
127047	FERNANDO SANCHEZ DRYWALL INC	701.106(1)(j)	12/15/2020	1,000.00
127130	JAYBEL CONTRACTORS LLC	701.106(1)(j)	01/04/2021	1,000.00
127144	POSEIDON PLUMBING INC	701.098(1)(g)	01/04/2021	1,000.00
127164	A C TREE SERVICE INC	701.106(1)(j)	01/27/2021	1,000.00
127205	IA & SONS LLC	701.106(1)(j)	01/13/2021	1,000.00
127257	KALAMAFONI, PATRICK HAVEA	701.106(1)(j)	01/04/2021	1,000.00
127263	JET TERMINAL SERVICES INC.	701.098(1)(f)	01/13/2021	0.00
127264	JR FILANC CONSTRUCTION COMPANY INC	701.098(1)(f)	01/13/2021	0.00
127343	CARPITA CONSTRUCTION LLC	701.098(1)(f)	01/29/2021	0.00
127344	CHINO FLOOR COVERINGS LLC	701.098(1)(f)	01/29/2021	0.00
127369	ALLIED ROOFING AND CONSTRUCTION LLC	701.098(1)(g)	02/08/2021	1,000.00

9 - CRIMINAL / INJUNCTIONS / STOP WORK

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
126745	JOHNSON CONSTRUCTION & CONCRETE LLC	701.098(1)(i)	12/04/2020	0.00
126928	OPIOLA, WALTER RAYMOND	701.098(1)(i)	12/31/2020	0.00
126929	NELSONS DRYWALL AND CONSTRUCTION LLC	701.098(1)(i)	12/31/2020	0.00
127050	RML TIMBER SERVICES LLC	701.098(1)(i)	01/22/2021	0.00
127110	EMMONS, JUDSON JAY	701.098(1)(i)	02/09/2021	0.00