

**Construction Contractors Board**

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State of Oregon  
Honorable Kate Brown, Governor



Jim Denno, Administrator

**DRAFT**  
**4/17/15**

**Corrected NOTICE OF PUBLIC MEETING**  
**CCB Board Meeting**  
**Tuesday, April 28, 2015**  
9:30 a.m.– 12:30 p.m.

CCB Offices, 700 Summer St NE Ste 300,  
Conference Room B, Salem, Oregon

	<b>Action Item</b>	<b>Page#</b>
<b>9:30 a.m.</b>		
A. Meeting Called to Order		
B. Approval of the Agenda .....	ACT	(pg 1)
C. Approval of the Minutes (3/24/15) .....	ACT	(pg 2-5)
D. Board Calendar: Date of the Next Regularly Scheduled Meeting: May 26, 2015 (CCB Offices) Teleconference .....		(pg 6)
<b>9:35 a.m.</b>		
E. Public Comment		
F. Agency Report/Update (Jim Denno) .....		(no attach.)
1. Licensing (Laurie Hall)		
a. CCB Licensing Statistics .....		(pg 7)
b. Number of New Licenses Processed Per Month .....		(pg 8)
c. Rate of Renewals .....		(pg 9)
d. Residential/Commercial Licensing Chart .....		(pg 10)
e. Specialty Licenses or Certificates .....		(pg 11-14)
f. Quarterly Report .....		(pg 15-43)
2. Education (Cheryl Martinis)		
a. Education Update .....		(pg 44)
b. Examination Statistics Summary .....		(pg 45)
c. Outreach Events by Date .....		(pg 46-47)
3. Enforcement (Stan Jessup)		
a. Enforcement Status .....		(pg 48-49)
b. Consent Agenda: Notices of Intent and Final Orders .....	ACT	(pg 50-56)
c. Field Investigation Section Quarterly Report .....		(pg 57)
d. Dispute Resolution Services Quarterly Report .....		(pg 58-65)
4. Administration/IT (Kimberlee Ayers)		
a. Budget .....		(no attach.)
G. Old Business .....		(no attach.)
H. New Business		
1. Reciprocity .....		(pg 66)
2. Continuing Education .....		(pg 66-78)
3. Conditional Licenses .....		(pg 67)

**12:30 p.m. 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 to Catherine Dixon (503) 934-2185 or Oregon Relay 7-1-1.*

ACT = action item

**DRAFT**

3/24/15



**DRAFT**

**MINUTES OF THE MARCH 24, 2015  
CONSTRUCTION CONTRACTORS BOARD MEETING**

The Construction Contractors Board (CCB) met on Tuesday, March 24, 2015, at the CCB offices in Conference Room B, 700 Summer St NE, Salem, Oregon.

**Attendees:**

**Board Members present:** Board Chair, Kimberly Wood, and Board Members: Mariana Lindsay, Sandi Warren and Rob Yorke.

**Board Members Appearing By Phone:** Vice-Chair Jim Patrick and Board Member Simone Neall

**Excused Board Members:** Melvin Oden-Orr

**Staff:** Administrator James Denno, Administrative Services Manager Kimberlee Ayers, Communications/Education Manager Cheryl Martinis, Enforcement Manager Stan Jessup, Licensing Manager Laurie Hall, Administrative Assistant Brandy Richter, Board Secretary Catherine Dixon, and Assistant Attorney General Susan Bischoff.

**Guests:** Bonnie Sullivan

**A. MEETING CALLED TO ORDER:**

Chair Wood called the meeting to order at 9:30 a.m.

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

**MOTION:** Rob Yorke moved to approve the March 24, 2015 agenda.  
Motion carried unanimously.

**C. APPROVAL OF MINUTES:**

**MOTION:** Rob Yorke moved to approve the February 24, 2015 meeting minutes.  
Motion carried unanimously.

**D. DATE OF NEXT REGULARLY SCHEDULED MEETING:** The next meeting is scheduled for April 28, 2015, at CCB offices, 700 Summer St NE, Ste 300, Salem, Oregon.

**E. PUBLIC COMMENT:**

- Bonnie Sullivan** discussed her concerns about out-of-state education providers being able to keep their course information up to date with Oregon law, as well as her concerns with the Contractors Reference Manual being published by NASCLA.

**Administrator James Denno** did comment that CCB will be in control of content; NASCLA will only be publishing the manual.

**F. AGENCY REPORTS:****1. Administrator's Report:**

Mr. Denno gave an update on the following:

- IT strategic planning
- NASCLA conference
- Legislation
- Ways and Means presentation.

**a. IT Strategic Planning:**

Mr. Denno gave an overview of the results received from the IT Consultants. He highlighted the need for immediate modification to business continuity and disaster recovery systems. He discussed how the updates suggested by the consultants would allow for more efficient business practices, in turn creating a better experience for our customers.

Board Members asked that the IT consultant report be emailed to them.

**(Staff Action item 3-24-15. F)**

**b. NASCLA Conference**

Mr. Denno spoke to the Board about his midyear NASCLA conference. He noted three items that NASCLA was working on that could directly benefit the CCB

1. Developing standardized exams
2. Creating publications and consumer education
3. Creating model rules

**c. Legislative Update:**

Mr. Denno discussed the current status of proposed legislation that the agency is tracking.

**d. Ways and Means Presentation:**

Mr. Denno reported receiving a high level of support from the Ways and Means Committee.

Chair Wood who was also present at the presentation, agreed that the committee was positive about the changes the CCB is making.

**2. Licensing**

Licensing Manager Laurie Hall presented the February statistics. Ms. Hall discussed CCB's new building and showed pictures.

**3. Education**

Communications/Education Manager Cheryl Martinis updated the Board on the changes to the consumer publications webpage that added four videos containing tips for consumers.

**4. Enforcement****a. Redistricting Field Investigators:**

Mr. Jessup discussed his plan to recruit two field investigators as well as redistricting current field investigators to achieve better coverage and faster response times throughout the state.

**b. Consent Agenda:**

Enforcement Manager Stan Jessup discussed the consent agenda.

Chair Wood pulled file number 108589, Stellar Structures LLC from the consent agenda to be considered separately.

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

Motion carried unanimously.

File No. 108589, Stellar Structures LLC:

Chair Wood declared a potential conflict of interest (ORS chapter 244) and recused herself from participation in the discussing and voting on the Stellar Structures issue because her employer, Perlo Construction, has a financial relationship with Stellar.

**MOTION:** Rob Yorke moved to ratify the action taken by staff on file no. 1085989, Stellar Construction LLC.

Motion carried unanimously, Chair Wood abstained.

**c. Probationary Licenses:**

Mr. Jessup brought up the concept of a probationary or conditional license.

Administrator James Denno asked that Assistant Attorney General Bischoff bring her recommendations back to the Board at the next meeting.

**(Staff Action item 3-24-15. F4)**

**5. Administration/IT****a. Budget:**

Ms. Ayers reported on the agency's budget as of February. She noted that from January to February, the agency estimate of operating cash has increased from seven to eight months.

**b. Administration Update:**

Ms. Ayers reported that work continues towards the implementation of the recommendations made by the IT consultants as well as with the Oregon Records Management System.

**G. Old Business**

**Home Inspector Exam**

Ms. Martinis informed the Board that the agency has reached out to stakeholders regarding the draft home inspector rules and shared the comments received with the Board.

**Discussion:** Vice Chair Jim Patrick asks if we have researched the other exam proposed by a stakeholder.

Administrator James Denno responded that we have looked into the other exam but the exam we have proposed is broadly used and facilitates reciprocity.

**MOTION:** Rob Yorke moved to approve formal rule making  
Motion carried unanimously.

**H. New Business**

Chair Wood asked about two topics brought up at the Ways and Means Committee

1. Reciprocity. Chair Wood asked whether we are allowed by law to have reciprocity?

Assistant Attorney General Bischoff suggested this as a possible legislative concept for next full session.

2. Using billboards for consumer outreach.

**G. ADJOURNED:**

The meeting adjourned at 11:03 p.m.

# Calendar 2015

All meetings will start at 9:30 a.m.; Appeal Committee Meetings will start at 1:00 p.m.

MONTH	MEETING TYPE	TIMES/LOCATION	ITEMS TO REVIEW AT EACH MEETING
January 27	Teleconference Board Meeting	9:30 a.m./CCB Offices	
February 24	Board Meeting	9:30 a.m./Peru Room (306), Broadway Commons Appeal Committee	Ethics Training
March 24	Teleconference Board Meeting	9:30 a.m./CCB Offices	
April 28	Board Meeting	9:30 a.m./CCB Offices Appeal Committee	Agency All Staff Meeting
May 26	Teleconference Board Meeting	9:30 a.m./CCB Offices	
June 23	Board Meeting	9:30 a.m./Peru Room (306), Broadway Commons Appeal Committee	Per ORS 701.238 determine fees
July 28	Teleconference Board Meeting	9:30 a.m./CCB Offices	Budget Review, Strategic Plan review
August 25	Board Meeting	9:30 a.m./TBA Appeal Committee	KPM 10 – Best Practices survey finalized Annual Stakeholder Meeting?
September 22	Teleconference Board Meeting	9:30 a.m./CCB Offices	
October 27	Board Meeting	9:30 a.m./TBA Appeal Committee	
December 1	Board Meeting	9:30 a.m./TBA Appeal Committee	Election of Officers

Full Board Meeting starts at 9:30 a.m. e:\board\ccbcalen.doc 4/17/2015

## CCB LICENSING STATISTICS AS OF 4/1/15

### LICENSES/ENDORSEMENTS

ENDORSEMENT TYPE	NUMBER
Residential General	18,210
Residential Specialty	8,585
Residential Limited	1,961
Residential Developer	149
Residential Locksmith Services	22
Residential Home Inspector Services	62
Residential Home Services Contractors	11
Residential Home Energy Performance Score Contractors	0
Inactive	1,144
<b>TOTAL RESIDENTIAL LICENSEES</b>	<b>30,144</b>
Commercial General Level 1	1,400
Commercial General Level 2	4,115
Commercial Specialty Level 1	698
Commercial Specialty Level 2	2,434
Commercial Developer	64
Inactive	263
<b>TOTAL COMMERCIAL LICENSEES</b>	<b>8,974</b>
<b>TOTAL ACTIVE &amp; INACTIVE LICENSEES (Number is lower than total of residential + commercial licensees since some hold both endorsements.)</b>	<b>34,916</b>

### LICENSES/SPECIALTY

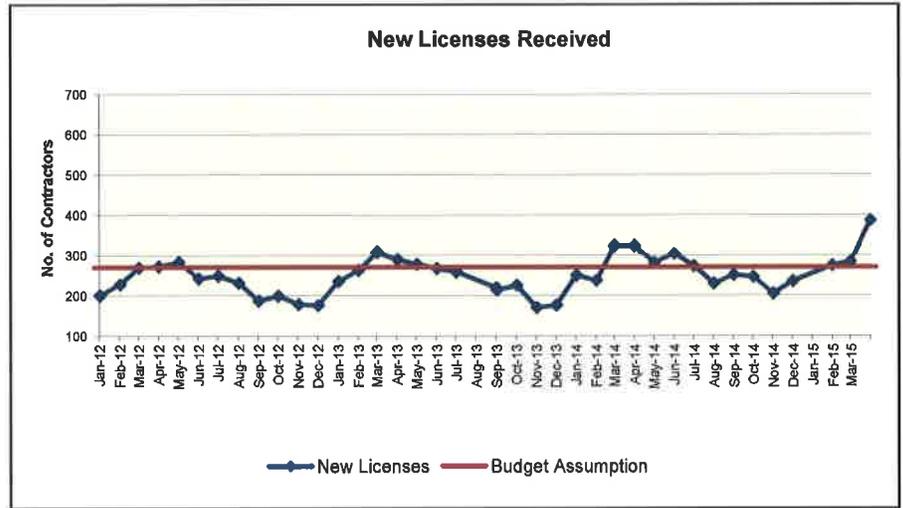
Lead Base Paint Renovator (LBPR)	4,435
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### CERTIFICATIONS

Home Inspectors	434
Locksmiths	453
EEAST	41
Home Energy Assessors	0

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

Month/Year	New License Total	Active + Inactive License Total
Jan-12	200	37,264
Feb-12	228	37,107
<b>Mar-12</b>	<b>269</b>	<b>36,750</b>
Apr-12	272	36,633
May-12	283	36,405
Jun-12	242	36,108
Jul-12	249	36,003
Aug-12	231	35,904
Sep-12	187	35,624
Oct-12	199	35,485
Nov-12	178	35,333
Dec-12	176	35,254
Jan-13	235	35,101
Feb-13	263	35,117
<b>Mar-13</b>	<b>307</b>	<b>34,947</b>
Apr-13	289	34,886
May-13	278	34,739
Jun-13	267	34,665
Jul-13	258	34,688
Aug-13	219	34,644
Sep-13	214	34,544
Oct-13	225	34,578
Nov-13	170	34,534
Dec-13	176	34,428
Jan-14	250	34,466
Feb-14	237	34,459
<b>Mar-14</b>	<b>324</b>	<b>34,511</b>
Apr-14	324	34,554
May-14	282	34,538
Jun-14	304	34,591
Jul-14	273	34,657
Aug-14	230	34,652
Sep-14	251	34,705
Oct-14	246	34,806
Nov-14	205	34,787
Dec-14	235	34,859
Jan-15	274	34,817
Feb-15	284	34,832
<b>Mar-15</b>	<b>386</b>	<b>34,916</b>



		<u>New Apps Received</u>	<u>Average/Month</u>	
a.	July 2001 - June 2003	24 mo.	7,920	330
b.	July 2003 - June 2005	24 mo.	10,015	417
c.	July 2005 - June 2007	24 mo.	11,351	473
d.	July 2007 - June 2009	24 mo.	9,057	377
e.	July 2009 - June 2011	24 mo.	6,456	269
f.	July 2011 - June 2013	24 mo.	5,562	232
g.	July 2013 - March 2015	21 mo.	5,367	256

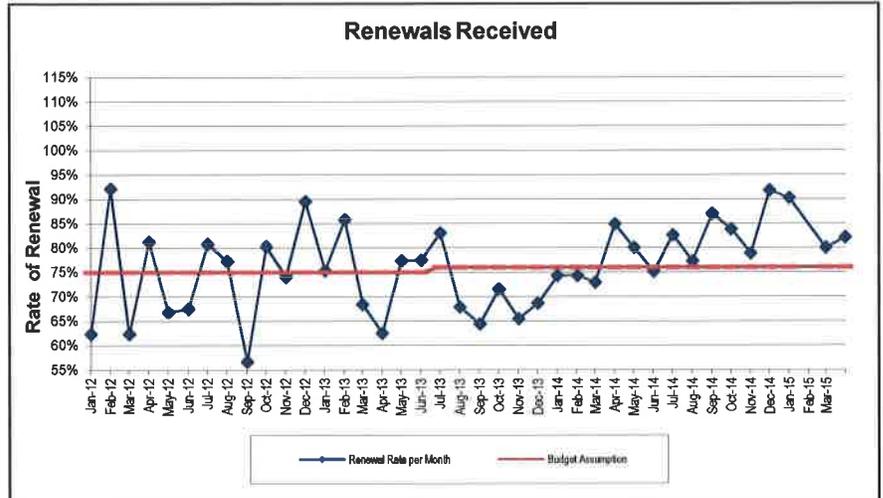
<b>Budget Projection Information</b>	
a.	2005-07 budget based on 350 licenses/month
b.	2007-09 budget based on 385 licenses/month
c.	2009-11 budget based on 325 licenses/month
d.	2011-13 budget based on 270 licenses/month
e.	2013-15 budget based on 270 licenses/month

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

# RATE OF RENEWALS

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

MONTH/ YEAR	LICENSES DUE TO EXPIRE	LICENSES RENEWALS RECEIVED	RATE OF RENEWAL
Jan-12	1,943	1,211	62.3%
Feb-12	1,791	1,650	92.1%
<b>Mar-12</b>	<b>2,265</b>	<b>1,412</b>	<b>62.3%</b>
Apr-12	2,127	1,727	81.2%
May-12	2,058	1,376	66.9%
Jun-12	2,238	1,514	67.6%
Jul-12	1,696	1,369	80.7%
Aug-12	1,600	1,236	77.3%
Sep-12	1,434	812	56.6%
Oct-12	1,521	1,220	80.2%
Nov-12	1,255	930	74.1%
Dec-12	1,283	1,148	89.5%
Jan-13	1,545	1,164	75.3%
Feb-13	1,690	1,449	85.7%
<b>Mar-13</b>	<b>2,064</b>	<b>1,411</b>	<b>68.4%</b>
Apr-13	1,924	1,202	62.5%
May-13	1,854	1,434	77.3%
Jun-13	1,826	1,415	77.5%
Jul-13	1,587	1,318	83.0%
Aug-13	1,568	1,064	67.9%
Sep-13	1,390	895	64.4%
Oct-13	1,392	996	71.6%
Nov-13	1,185	776	65.5%
Dec-13	1,228	843	68.6%
Jan-14	1,622	1,205	74.3%
Feb-14	1,545	1,148	74.3%
<b>Mar-14</b>	<b>1,902</b>	<b>1,387</b>	<b>72.9%</b>
Apr-14	1,858	1,577	84.9%
May-14	1,832	1,466	80.0%
Jun-14	1,882	1,414	75.1%
Jul-14	1,514	1,251	82.6%
Aug-14	1,386	1,071	77.3%
Sep-14	1,258	1,093	86.9%
Oct-14	1,328	1,113	83.8%
Nov-14	1,164	918	78.9%
Dec-14	1,183	1,085	91.7%
Jan-15	1,454	1,311	90.2%
Feb-15	1,613	1,290	80.0%
<b>Mar-15</b>	<b>1,906</b>	<b>1,565</b>	<b>82.1%</b>



Average Renewal Rate History		
		<u>Average Renewal Rate</u>
a.	July 2001 - June 2003	24 mo. 76.3%
b.	July 2003 - June 2005	24 mo. 83.4%
c.	July 2005 - June 2007	24 mo. 81.7%
d.	July 2007 - June 2009	24 mo. 77.1%
e.	July 2009 - June 2011	24 mo. 75.5%
f.	July 2011 - June 2013	24 mo. 73.9%
g.	July 2013 - March 2015	21 mo. 78.0%

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

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

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

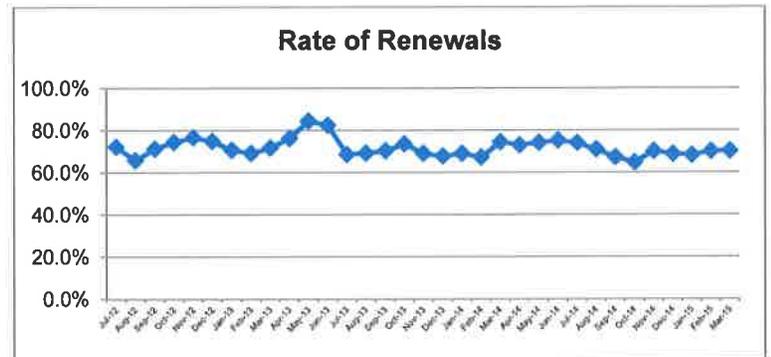
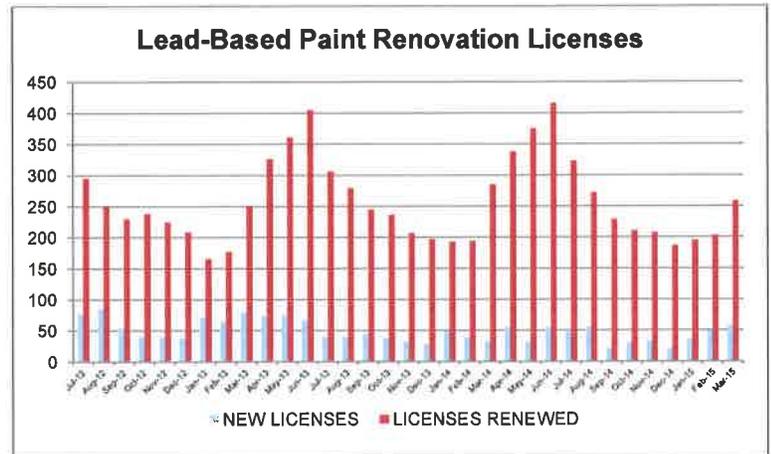
Month Ending	Residential										Commerical						
	Resid General	Resid Specialty	Resid Limited	Resid Developer	Resid Locksmith Svcs	Home Energy Perfm. Score Contr.	Home Inspec Svcs Contr	Home Svcs Contr	Inactive	Total Resid	Comm Gen Level 1	Comm Gen Level 2	Comm Specialty 1	Comm Specialty 2	Comm Developer	Inactive	Total Comm
01/31/12	18,269	9,508	2,701	131					2,078	32,687	1,419	4,131	740	2,487	78	420	9,275
02/28/12	18,010	9,345	2,659	127					2,010	32,151	1,404	4,113	740	2,478	75	411	9,221
03/31/12	17,901	9,254	2,608	126					1,927	31,816	1,410	4,090	733	2,488	65	387	9,173
04/30/12	17,851	9,229	2,580	124					1,917	31,701	1,400	4,100	730	2,495	62	386	9,173
05/31/12	17,807	9,140	2,537	131					1,917	31,532	1,395	4,079	729	2,480	61	379	9,123
06/30/12	18,858	9,413	2,774	156					1,877	33,078	1,531	4,185	764	2,532	73	355	9,440
07/31/12	17,663	9,069	2,478	134					1,752	31,096	1,392	4,067	724	2,483	59	357	9,082
08/31/12	17,653	9,050	2,445	136					1,713	30,997	1,401	4,081	725	2,466	62	348	9,083
09/30/12	18,659	9,248	2,666	155					1,674	32,402	1,540	4,177	760	2,510	73	349	9,409
10/31/12	17,485	8,944	2,377	135					1,668	30,609	1,393	4,064	722	2,453	57	349	9,038
11/30/12	17,456	8,901	2,340	136					1,637	30,470	1,305	4,030	721	2,460	59	348	8,923
12/31/12	17,424	8,869	2,333	136					1,668	30,430	1,389	4,033	720	2,472	59	349	9,022
01/31/13	17,353	8,829	2,319	138					1,637	30,276	1,385	4,023	713	2,469	59	348	8,997
02/28/13	17,379	8,845	2,289	137					1,622	30,272	1,382	4,014	712	2,471	59	346	8,984
03/31/13	17,330	8,784	2,269	139					1,597	30,119	1,379	4,014	708	2,471	60	339	8,971
04/30/201	17,331	8,780	2,239	133					1,587	30,070	1,393	4,023	700	2,470	58	340	8,984
05/31/13	17,296	8,774	2,220	132					1,511	29,933	1,397	4,005	696	2,461	57	322	8,938
06/30/13	17,306	8,726	2,193	133					1,440	29,798	1,407	4,002	698	2,463	57	310	8,937
07/31/13	17,363	8,722	2,175	135					1,440	29,835	1,412	4,009	696	2,473	55	310	8,955
08/31/13	17,342	8,719	2,155	138					1,408	29,762	1,399	4,021	696	2,492	56	306	8,970
09/30/13	17,339	8,694	2,141	134					1,351	29,659	1,403	4,013	692	2,475	56	310	8,949
10/31/13	17,386	8,681	2,133	137					1,330	29,667	1,395	4,025	697	2,469	55	308	8,949
11/30/13	17,360	8,682	2,124	136					1,304	29,606	1,399	4,034	697	2,478	55	310	8,973
12/31/13	17,346	8,639	2,094	141					1,294	29,514	1,396	4,028	696	2,459	54	313	8,946
01/31/14	17,401	8,623	2,095	142					1,287	29,548	1,393	4,023	700	2,467	53	308	8,944
02/28/14	17,423	8,614	2,081	145					1,287	29,550	1,389	4,024	699	2,458	54	294	8,918
03/31/14	17,480	8,648	2,071	146					1,287	29,632	1,389	4,049	699	2,449	55	294	8,935
04/30/14	17,538	8,664	2,054	152					1,222	29,630	1,393	4,057	699	2,451	54	291	8,945
05/31/14	17,578	8,650	2,056	148					1,196	29,628	1,393	4,046	694	2,435	52	283	8,903
06/30/14	17,664	8,639	2,055	148	0	0	14	6	1,169	29,695	1,398	4,050	694	2,430	56	282	8,910
07/31/14	17,730	8,643	2,050	147	7	0	17	6	1,169	29,769	1,395	4,048	695	2,435	55	279	8,907
08/31/14	17,766	8,642	2,029	141	9	0	18	6	1,155	29,766	1,394	4,061	691	2,432	58	275	8,911
09/30/14	17,824	8,658	2,017	143	9	0	20	6	1,156	29,833	1,403	4,066	695	2,419	59	275	8,917
10/31/14	17,901	8,661	1,998	140	11	0	26	6	1,159	29,902	1,407	4,082	701	2,419	59	280	8,948
11/20/14	17,906	8,633	1,989	143	12	0	31	7	1,162	29,883	1,412	4,100	698	2,417	60	276	8,963
12/31/14	17,971	8,639	1,995	140	13	0	32	7	1,163	29,960	1,410	4,101	704	2,410	59	274	8,958
01/31/15	17,982	8,606	1,975	141	15	0	45	8	1,163	29,935	1,406	4,100	698	2,416	59	271	8,950
02/28/15	18,025	8,573	1,969	145	19	0	56	9	1,175	29,971	1,401	4,091	702	2,426	63	271	8,954
03/31/15	18,210	8,585	1,961	149	22	0	62	11	1,144	30,144	1,400	4,115	698	2,434	64	263	8,974

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

10

# Lead-Based Paint Renovation (LBPR) License

DATE	NEW LICENSES	LICENSES DUE TO EXPIRE	LICENSES RENEWED	RATE OF RENEWAL	TOTAL LICENSEES
Jan-12	104	164	103	62.8%	
Feb-12	113	197	128	65.0%	
<b>Mar-12</b>	<b>112</b>	<b>267</b>	<b>202</b>	<b>75.7%</b>	<b>4,200</b>
Apr-12	96	379	283	74.7%	
May-12	89	419	333	79.5%	
Jun-12	99	470	385	81.9%	4,964
Jul-12	77	409	295	72.1%	
Aug-12	85	380	250	65.8%	
Sep-12	55	323	230	71.2%	5,187
Oct-12	40	320	238	74.4%	
Nov-12	40	294	225	76.5%	
Dec-12	38	279	209	74.9%	4,442
Jan-13	72	235	166	70.6%	
<b>Feb-13</b>	<b>66</b>	<b>256</b>	<b>177</b>	<b>69.1%</b>	
<b>Mar-13</b>	<b>80</b>	<b>360</b>	<b>251</b>	<b>71.7%</b>	
Apr-13	74	428	326	76.2%	4,586
May-13	76	428	361	84.3%	4,608
Jun-13	67	492	405	82.3%	4,582
Jul-13	40	447	306	68.5%	4,587
Aug-13	40	404	279	69.1%	4,567
Sep-13	45	349	245	70.2%	4,567
Oct-13	38	321	236	73.5%	4,555
Nov-13	33	300	207	69.0%	4,573
Dec-13	28	291	197	67.7%	4,583
Jan-14	49	280	193	68.9%	4,540
Feb-14	39	289	194	67.1%	4,536
<b>Mar-14</b>	<b>33</b>	<b>383</b>	<b>286</b>	<b>74.4%</b>	<b>4,513</b>
Apr-14	56	463	338	73.0%	4,489
May-14	32	506	375	74.1%	4,476
Jun-14	55	554	416	75.1%	4,461
Jul-14	47	437	323	73.9%	4,460
Aug-14	56	384	272	70.8%	4,454
Sep-14	21	341	229	67.2%	4,421
Oct-14	30	326	211	64.7%	4,421
Nov-14	33	297	208	70.0%	4,408
Dec-14	21	272	187	68.8%	4,420
Jan-15	36	286	195	68.2%	4,423
Feb-15	50	290	203	70.0%	4,433
<b>Mar-15</b>	<b>68</b>	<b>368</b>	<b>268</b>	<b>70.1%</b>	<b>4,435</b>



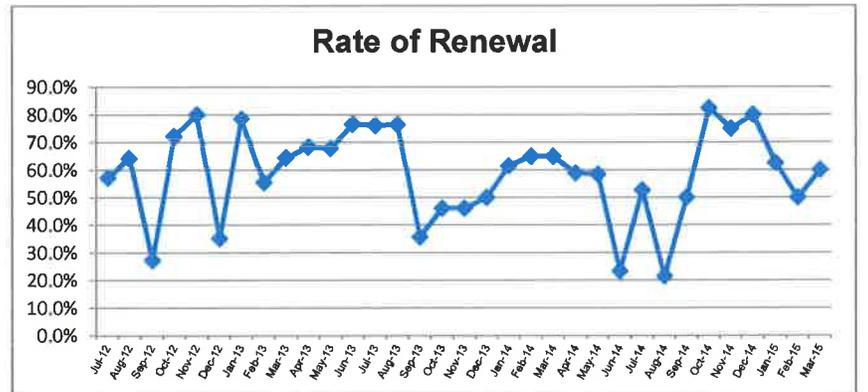
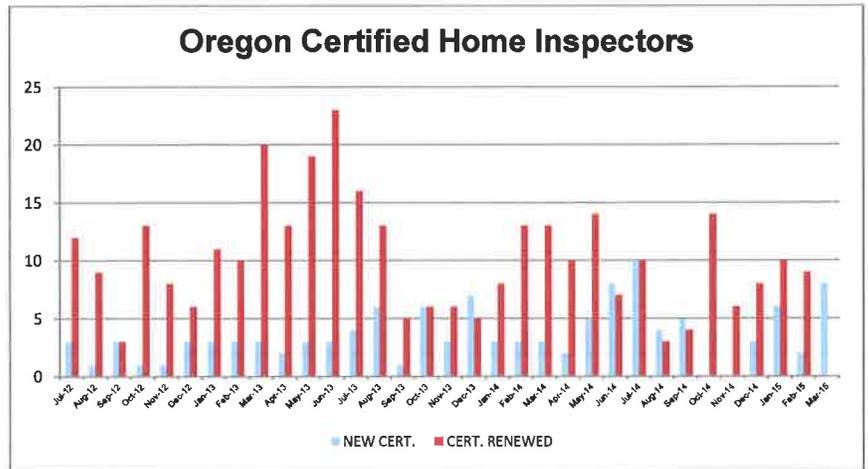
Average Renewal Rate History		
		Average Renewal Rate
July 2011 - June 2013	24 mo.	74.5%
July 2013 - Mar. 2015	21 mo.	70.6%

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

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

# Oregon Certified Home Inspector (OCHI) Certificates

DATE	NEW CERT.	CERT. DUE TO EXPIRE	CERT. RENEWED	RATE OF RENEWAL	TOTAL CERT.
Jul-11	4	22	15	68.2%	448
Aug-11	3	18	12	66.7%	447
Sep-11	4	15	8	53.3%	442
Oct-11	2	17	8	47.1%	438
Nov-11	0	16	11	68.8%	434
Dec-11	1	17	9	52.9%	430
Jan-12	2	13	10	76.9%	426
Feb-12	4	20	15	75.0%	426
<b>Mar-12</b>	<b>6</b>	<b>20</b>	<b>13</b>	<b>65.0%</b>	<b>432</b>
Apr-12	3	16	11	68.8%	428
May-12	4	21	22	104.8%	428
Jun-12	4	18	10	55.6%	431
Jul-12	3	21	12	57.1%	427
Aug-12	1	14	9	64.3%	426
Sep-12	3	11	3	27.3%	424
Oct-12	1	18	13	72.2%	423
Nov-12	1	10	8	80.0%	420
Dec-12	3	17	6	35.3%	417
Jan-13	3	14	11	78.6%	415
Feb-13	3	18	10	55.6%	414
<b>Mar-13</b>	<b>3</b>	<b>31</b>	<b>20</b>	<b>64.5%</b>	<b>415</b>
Apr-13	2	19	13	68.4%	412
May-13	3	28	19	67.9%	413
Jun-13	3	30	23	76.7%	413
Jul-13	4	21	16	76.2%	412
Aug-13	6	17	13	76.5%	417
Sep-13	1	14	5	35.7%	415
Oct-13	6	13	6	46.2%	415
Nov-13	3	13	6	46.2%	412
Dec-13	7	10	5	50.0%	416
Jan-14	3	13	8	61.5%	417
Feb-14	3	20	13	65.0%	413
<b>Mar-14</b>	<b>3</b>	<b>20</b>	<b>13</b>	<b>65.0%</b>	<b>414</b>
Apr-14	2	17	10	58.8%	413
May-14	5	24	14	58.3%	414
Jun-14	8	30	7	23.3%	415
Jul-14	10	19	10	52.6%	426
Aug-14	4	14	3	21.4%	426
Sep-14	5	8	4	50.0%	429
Oct-14	0	17	14	82.4%	430
Nov-14	0	8	6	75.0%	430
Dec-14	3	10	8	80.0%	434
Jan-15	6	16	10	62.5%	435
Feb-15	2	18	9	50.0%	432
<b>Mar-15</b>	<b>8</b>	<b>25</b>	<b>15</b>	<b>60.0%</b>	<b>434</b>



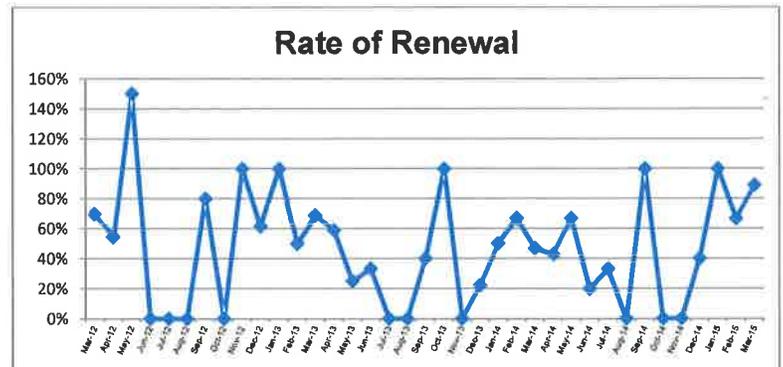
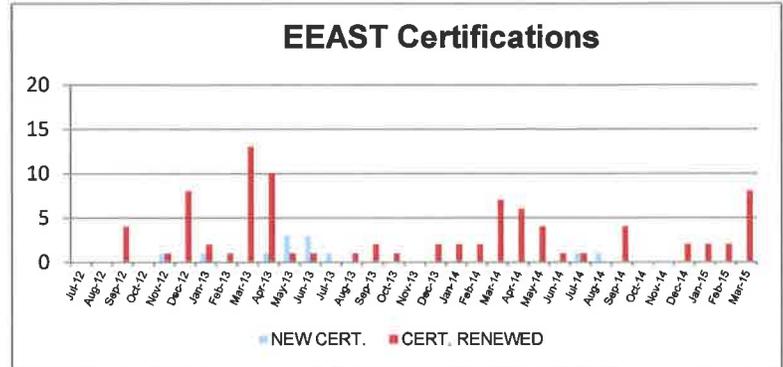
Average Renewal Rate History		
	Average Renewal Rate	
July 2011-June 2013	24 mo.	65.5%
July 2013-March 2015	21 mo.	56.2%

**Notes:**

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

# Energy Efficiency and Sustainable Technology Loan Program (EEAST) Certificates

DATE	NEW CERT.	CERT. DUE TO EXPIRE	CERT. RENEWED	RATE OF RENEWAL	TOTAL CERT.
Jan-12	2	1	2	200.0%	
Feb-12	2	0	0	0.0%	
<b>Mar-12</b>	<b>2</b>	<b>23</b>	<b>16</b>	<b>69.6%</b>	<b>60</b>
Apr-12	3	11	6	54.5%	60
May-12	0	2	3	150.0%	64
Jun-12	3	0	0	0.0%	68
Jul-12	0	0	0	0.0%	68
Aug-12	0	0	0	0.0%	72
Sep-12	0	5	4	80.0%	72
Oct-12	0	2	0	0.0%	72
Nov-12	1	1	1	100.0%	74
Dec-12	0	13	8	61.5%	74
Jan-13	1	2	2	100.0%	75
Feb-13	0	2	1	50.0%	75
<b>Mar-13</b>	<b>0</b>	<b>19</b>	<b>13</b>	<b>68.4%</b>	<b>75</b>
Apr-13	1	17	10	58.8%	76
May-13	3	4	1	25.0%	82
Jun-13	3	3	1	33.3%	88
Jul-13	1	0	0	0.0%	85
Aug-13	0	0	1	0.0%	82
Sep-13	0	5	2	40.0%	59
Oct-13	0	1	1	100.0%	57
Nov-13	0	2	0	0.0%	55
Dec-13	0	9	2	22.2%	53
Jan-14	0	4	2	50.0%	52
Feb-14	0	3	2	66.7%	52
<b>Mar-14</b>	<b>0</b>	<b>15</b>	<b>7</b>	<b>46.7%</b>	<b>47</b>
Apr-14	0	14	6	42.9%	43
May-14	0	6	4	66.7%	43
Jun-14	0	5	1	20.0%	42
Jul-14	1	3	1	33.3%	43
Aug-14	1	2	0	0.0%	43
Sep-14	0	4	4	100.0%	43
Oct-14	0	1	0	0.0%	43
Nov-14	0	0	0	0.0%	43
Dec-14	0	5	2	40.0%	43
Jan-15	0	2	2	100.0%	40
Feb-15	0	3	2	66.7%	41
<b>Mar-15</b>	<b>0</b>	<b>9</b>	<b>8</b>	<b>88.9%</b>	<b>41</b>

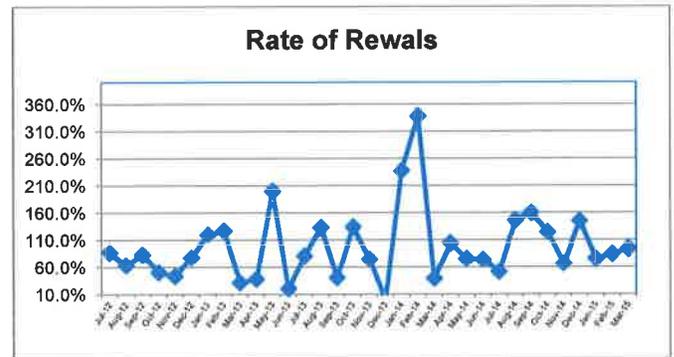
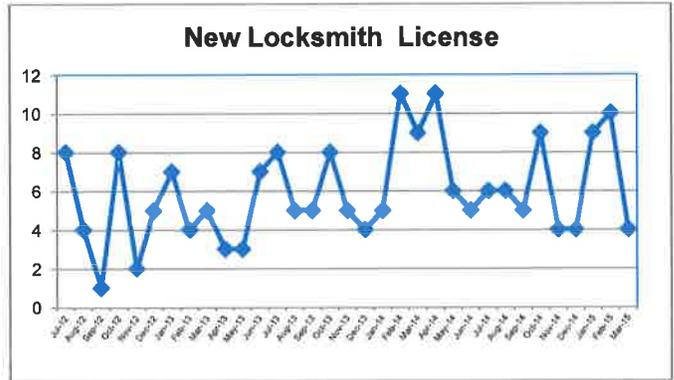


Average Renewal Rate		
Jan 2012 - June 2013	18 mo.	64.2%
July 2013 - March 2015	21 mo.	50.5%

- Note:**
1. Energy Efficiency and Sustainable Technology (EEAST) Loan Program certificates are issued to CCB licensed businesses.
  2. EEAST certificate are issued for 2 years. The cost is \$50/year
- Certification Requirements:**
1. The contractor must have a current, valid license with CCB.
  2. The contractor must be a qualified business entity (equal opportunity employer or other).
  3. The contractor, or a contractor's employee, must have one of the following certificates.
    - o ENERGY STAR Building Performance Institute (BPI) Silver Star contractor
    - o ENERGY STAR Building Performance Institute (BPI) Gold Star contractor BPI certificate as: Building Analyst, Envelope, Heating, Air conditioning/heat pump, manufactured housing, multifamily.
    - o Oregon Energy Coordinators Association Residential Energy Analyst Program (REAP) certificate as: Energy Analyst-1, Energy Analyst-2, Shell Tech-1, Diagnostic Tech-1, or Building Performance Specialist-1
  4. The contractor must be eligible to receive a public works contract
  5. The contractor must not have violated: CCB rules or orders, Workers' Compensation Division rules or orders, OR-OSHA rules or orders, or Federal or state wage or hour laws.
  6. The contractor must certify the following.
    - o It will use local employees for its EEAST projects, if sufficient skilled labor is available.
    - o It will pay wages for EEAST projects at a rate of 180% of state minimum wage, unless federal prevailing wages are higher.

# Oregon Certified Locksmiths (OCLS) Certificates

DATE	NEW CERT.	CERT. DUE TO EXPIRE	CERT. RENEWED	RATE OF RENEWAL	TOTAL CERT.
Jan-12	9	0	0	0.0%	416
Feb-12	8	6	45	750.0%	422
<b>Mar-12</b>	<b>10</b>	<b>77</b>	<b>42</b>	<b>54.5%</b>	<b>426</b>
Apr-12	4	23	23	100.0%	425
May-12	8	29	29	100.0%	430
Jun-12	9	109	71	65.1%	413
Jul-12	8	39	34	87.2%	403
Aug-12	4	11	7	63.6%	405
Sep-12	1	6	5	83.3%	406
Oct-12	8	12	6	50.0%	407
Nov-12	2	7	3	42.9%	406
Dec-12	5	9	7	77.8%	405
Jan-13	7	5	6	120.0%	411
Feb-13	4	11	14	127.3%	411
<b>Mar-13</b>	<b>5</b>	<b>13</b>	<b>4</b>	<b>30.8%</b>	<b>412</b>
Apr-13	3	8	3	37.5%	413
May-13	3	2	4	200.0%	416
Jun-13	7	5	1	20.0%	420
Jul-13	8	5	4	80.0%	427
Aug-13	5	3	4	133.3%	431
Sep-13	5	10	4	40.0%	434
Oct-13	8	3	4	133.3%	438
Nov-13	5	4	3	75.0%	443
Dec-13	4	4	0	0.0%	444
Jan-14	5	8	19	237.5%	444
Feb-14	11	13	44	338.5%	448
<b>Mar-14</b>	<b>9</b>	<b>77</b>	<b>30</b>	<b>39.0%</b>	<b>447</b>
Apr-14	11	23	24	104.3%	449
May-14	6	33	25	75.8%	447
Jun-14	5	75	56	74.7%	432
Jul-14	6	43	22	51.2%	419
Aug-14	6	15	22	146.7%	424
Sep-14	5	5	8	160.0%	428
Oct-14	9	16	20	125.0%	428
Nov-14	4	6	4	66.7%	428
Dec-14	4	9	13	144.4%	427
Jan-15	9	12	9	75.0%	428
Feb-15	10	13	11	84.6%	445
<b>Mar-15</b>	<b>4</b>	<b>15</b>	<b>14</b>	<b>93.3%</b>	<b>453</b>



Average Renewal Rate History		
		Average Renewal Rate
Jan 2012 - June 2013	18 mo.	81.7%
July 2013 - March 2015	21 mo.	86.7%

**Note:**

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

**CONSTRUCTION CONTRACTORS BOARD**

**LICENSING PROGRAM  
AND  
CUSTOMER SERVICE UNIT**

**STATISTICAL REPORTS  
Seventh Quarter  
2013-2015 Biennium**



**Laurie Hall, Program Manager  
Karen Taylor, Supervisor**

**Licensing/Renewal Staff:**

Angie Warkentin  
Karla Martin  
Joanna Russell-  
Rios

Ruth Sutter  
Kevin Kerner

Nancy McIntyre  
Patti McCarter

**Customer Service Unit Staff:**

Darla Pack  
Regina Arnold  
Brenna Anderson  
Vicki Foster

# Licensing and Customer Service Unit 2013-15 Biennium

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Detail.....	Not included with this report
Percentage of Surveys Returned .....	Not included with this report
Comments.....	Not included with this report

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## Number of Active and Inactive CCB Licensees by Type of Entity

	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015
<b>Active</b>									
Corporation	13,216	13,100	13,052	13,020	13,011	12,965	12,932	12,918	12,871
Sole Proprietorship	11,168	11,027	10,842	10,727	10,686	10,648	10,608	10,496	10,426
Limited Liability Company	8,213	8,342	8,532	8,595	8,815	9,045	9,246	9,476	9,746
Limited Liability Partnership	32	30	31	31	30	30	31	31	33
Limited Partnership	51	49	50	48	50	49	48	50	47
Partnership	530	530	516	504	508	494	500	512	498
Trust	1	0	0	0	0	1	1	1	1
<b>SUBTOTAL</b>	<b>33,211</b>	<b>33,078</b>	<b>33,023</b>	<b>32,925</b>	<b>33,100</b>	<b>33,232</b>	<b>33,366</b>	<b>33,484</b>	<b>33,622</b>
<b>Inactive</b>									
Corporation	463	422	410	405	396	361	358	366	344
Sole Proprietorship	888	810	755	725	685	650	654	645	626
Limited Liability Company	365	338	334	336	333	322	314	317	307
Limited Liability Partnership	2	2	1	2	2	2	0	1	1
Limited Partnership	2	2	1	1	1	1	1	1	0
Partnership	27	22	23	28	27	25	21	20	21
Trust	0	0	0	0	0	0	0	0	0
<b>SUBTOTAL</b>	<b>1,747</b>	<b>1,596</b>	<b>1,524</b>	<b>1,497</b>	<b>1,444</b>	<b>1,361</b>	<b>1,348</b>	<b>1,350</b>	<b>1,299</b>
<b>TOTALS</b>	<b>34,958</b>	<b>34,674</b>	<b>34,547</b>	<b>34,422</b>	<b>34,544</b>	<b>34,593</b>	<b>34,714</b>	<b>34,834</b>	<b>34,921</b>

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## Number of New Licenses by Endorsement Type

Endorsement Type	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015
Residential General Contractor	520	589	484	410	537	207	152	156	240
Residential Specialty Contractor	252	247	224	187	223	71	59	52	82
Residential Limited Contractor	69	78	57	50	61	24	19	18	27
Residential Developer	9	8	13	8	8	2	1	4	6
Residential Locksmith Services Contractor	*	*	*	*	*	1	1	1	1
Home Inspector Services Contractor	*	*	*	*	*	3	2	1	6
Home Services Contractor	*	*	*	*	*	0	0	0	1
Home Energy Performance Score Contractor	*	*	*	*	*	0	0	0	0
Commercial General Contractor 1	28	46	30	19	18	5	10	5	7
Commercial General Contractor 2	116	116	104	91	89	39	25	26	42
Commercial Specialty Contractor 1	13	15	11	11	12	3	4	7	4
Commercial Specialty Contractor 2	80	79	66	47	64	12	13	17	24
Commercial Developer	1	1	1	0	1	2	1	1	3
Total Single Endorsement Licenses	1,088	1,179	990	823	1,013	369	292	290	360
Total Dual Endorsement Licenses	133	148	142	127	90	36	20	20	45

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## Number of Total Active and Inactive Licenses by Endorsement Type

Endorsement Type	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015
Residential General Contractor	18,355	18,232	18,208	18,200	18,326	18,457	18,608	18,766	18,902
Residential Specialty Contractor	9,054	8,982	8,935	8,877	8,878	8,845	8,856	8,838	8,785
Residential Limited Contractor	2,505	2,405	2,339	2,283	2,237	2,216	2,180	2,153	2,113
Residential Developer	154	147	150	154	157	157	153	151	159
Residential Locksmith Services Contractor	*	*	*	*	*	0	9	13	22
Home Inspector Services Contractor	*	*	*	*	*	14	20	32	62
Home Services Contractor	*	*	*	*	*	6	6	7	11
Home Energy Performance Score Contractor	*	*	*	*	*	0	0	0	0
Commercial General Contractor 1	1,503	1,524	1,514	1,504	1,498	1,491	1,496	1,503	1,489
Commercial General Contractor 2	4,129	4,111	4,129	4,142	4,157	4,162	4,172	4,212	4,219
Commercial Specialty Contractor 1	741	730	724	728	727	723	725	734	726
Commercial Specialty Contractor 2	2,517	2,504	2,517	2,507	2,491	2,477	2,464	2,449	2,475
Commercial Developer	70	64	63	60	58	57	60	60	65
Dual Licenses	4,105	4,058	4,060	4,053	4,054	4,046	4,071	4,085	4,112
Single Licenses	30,818	30,583	30,459	30,349	30,431	30,519	30,607	30,748	30,804
Total Licenses	34,923	34,641	34,519	34,402	34,485	34,565	34,678	34,833	34,916

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## Number of Bond Documents Received

Type of Bond Document	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015
Bonds & Riders	1,062	668	874	627	784	918	673	774	936
Bond Cancellations	3,030	1,907	3,343	2,519	2,902	2,383	1,843	1,640	1,870
Bond Reinstatements	735	461	1,039	756	296	700	639	452	381
Licensed Contractors with BOLI Bond	189	157	154	104	108	144	112	96	110
Non-licensed Contractors with BOLI Bond	11	5	9	11	8	5	10	7	12
<b>Total Bond Documents</b>	<b>5,027</b>	<b>3,198</b>	<b>5,419</b>	<b>4,017</b>	<b>4,098</b>	<b>4,150</b>	<b>3,277</b>	<b>2,969</b>	<b>3,309</b>

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## CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

### Number of Insurance Documents Received

Method of Delivery of Insurance Document	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015
Insurance Certificates - Paper	2,383	1,303	2,932	2,585	2,742	2,674	2,436	2,318	2,325
Insurance Certificates - Faxes	1,250	699	1,362	1,313	1,473	1,485	1,519	1,322	1,595
Insurance Cancellations	428	246	521	446	540	474	501	324	438
Insurance Reinstatements	129	95	155	150	161	143	234	110	125
E-Proof (submitted online)	7,640	7,676	6,467	6,012	7,742	7,728	6,549	5,853	7,730
<b>Total Insurance Documents</b>	<b>11,830</b>	<b>10,019</b>	<b>11,437</b>	<b>10,506</b>	<b>12,658</b>	<b>12,504</b>	<b>11,239</b>	<b>9,927</b>	<b>12,213</b>

### Courtesy Notices and Emergency Suspensions

Description	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - June 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015
30-Day Advance Insurance Courtesy Notice	6,766	7,197	5,806	5,373	6,797	7,119	5,882	5,412	7,035
Final Insurance Courtesy Notice	2,475	2,719	2,335	2,003	2,573	2,480	2,178	2,024	2,543
Insurance Certificates Received	8,490	9,084	7,423	6,764	8,498	8,838	7,390	6,843	8,840
Emergency Suspension Notices	751	832	718	612	872	761	670	593	738
Percentage of Suspensions After Courtesy Notices	11%	12%	12%	11%	13%	11%	11%	11%	10%

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**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION**

**Number of Licensing Documents Sent by Customer Service Unit**

Description	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015
Bond Courtesy	835	983	824	542	600	792	657	531	575
Bond Suspension	456	543	493	378	372	406	425	370	375
30-day Insurance Courtesy Notice	7,047	6,748	5,938	5,498	7,166	6,414	5,826	5,621	7,316
Final Insurance Courtesy Notice	2,409	2,724	2,391	1,999	2,571	2,489	2,177	2,023	2,653
Insurance Suspension	702	845	742	661	823	783	695	634	781
Auto Letters	1,646	1,699	1,465	1,213	1,449	1,565	1,435	1,389	1,711
License Cards	5,405	5,815	4,985	4,295	5,785	5,920	4,848	4,465	5,796
Renewal Forms	5,682	4,745	3,621	4,328	5,451	4,803	3,746	4,494	4,852
Expiration Notices	2,658	3,006	2,080	1,629	1,921	2,167	1,621	1,411	1,881
Certified Mail	1,297	1,472	1,361	1,207	1,387	1,314	1,291	1,141	1,302
109 Letters	8	25	11	11	3	12	6	13	33
68S Renewal letters	1	0	6	0	0	0	0	0	1
Locksmith 30-Day Renewal	31	5	13	13	104	76	20	27	31
Locksmith 15-Day Renewal	26	3	9	9	59	25	26	29	22
Locksmith Expiration	14	1	4	4	23	12	39	23	57
Locksmith Cards	29	14	13	11	97	53	32	35	1,004
LBPR Cards	1,068	1,529	9	884	1,215	1,528	399	813	1,137
LBPR Renewal Forms	1,164	1,446	4	839	1,235	1,442	399	694	301
LBPR Expiration Notices	209	252	22	224	319	359	114	294	15
LBPA Cards	*	*	*	*	*	0	0	0	0
LBPA Renewal Forms	*	*	*	*	*	18	5	5	5
LBPA Expiration Notices	*	*	*	*	*	30	9	9	9
EEAST Cards	29	20	1,242	5	20	13	5	5	23
EEAST Renewal Forms	37	4	1,025	16	36	7	6	9	1
EEAST Expiration Notices	3	4	0	5	6	7	0	2	0
Totals	29,314	30,157	23,965	22,682	29,026	28,359	23,781	24,037	29,881

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## CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

### Number of Locksmith, Home Inspector and EEAST Licensees

	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015
Locksmith	*	21	431	443	448	432	428	428	453
Home Inspector	*	*	415	416	414	415	429	434	434
EEAST	*	*	*	57	52	43	43	41	41

### Number of Certified Lead-Based Paint Renovation and Activities Contractor Licensees

	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2014 - Mar 31, 2015
Renovation Contractor	826	1,310	4,587	4,583	4,536	4,461	4,421	4,408	4,435
Lead Activities	*	*	*	81	79	78	110	112	117

Note: the charts were revised on 6/1/2014 to include Lead Activities, Home Inspector and EEAST.

\* - Statistics not available.

## CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

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

	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015
Renewals	9	11	5	2	5	4	4	6	7
Insurance Certificates	4	5	3	2	3	2	2	2	3
New Applications	6	4	4	1	3	2	3	2	2

### Telephone Calls

	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015
Calls Received	24,139	21,144	22,150	18,581	25,516	24,048	19,834	17,156	21,921
Abandoned Calls	1,503	1,723	1,884	1,382	3,553	1,673	1,015	1,145	1,687
Average Time to Answer (seconds)	20	19	16	18	8	19	26	30	30

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

**Percent of Persons that Agree or Strongly Agree with Each Statement**

Description	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015
1. I found the CCB forms and instructions to be clear and complete.	90.2%	*	91.4%	91.0%	90.2%	*	91.9%	94.5%	93.3%
2. I was satisfied with the length of time it took to process my application/renewal.	92.5%	*	93.3%	91.5%	92.5%	*	95.7%	95.4%	94.8%
3. I was satisfied with the length of time it took the CCB to notify me of any problems with my application/renewal.	92.1%	*	93.9%	94.7%	92.1%	*	93.5%	95.6%	94.6%
4. I found the letters from the CCB to be clear and easy to understand.	93.6%	*	92.3%	96.3%	93.6%	*	95.6%	96.1%	96.1%
5. I was satisfied with the length of time it took to respond to my phone inquiries.	96.0%	*	96.6%	97.2%	96.0%	*	98.2%	98.6%	97.4%
6. I found the telephone staff at the CCB to be courteous and helpful.	96.8%	*	98.8%	97.2%	96.8%	*	98.7%	98.1%	98.5%
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.	95.7%	*	94.9%	97.1%	95.7%	*	96.3%	96.8%	97.0%

**Question 1**

Description	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015
1. I found the CCB forms and instructions to be clear and complete.									
a. Strongly Agree	149	*	80	232	214	*	154	163	383
b. Agree	267	*	157	334	384	*	255	286	445
c. Disagree	37	*	20	37	41	*	28	22	50
d. Strongly Disagree	8	*	9	17	9	*	8	4	9
Total No. of Responses to Question 1	461	*	266	620	648	*	445	475	887
Percent of Survey Respondents that Agree or Strongly Agree	90.2%	*	89.1%	91.3%	92.3%	*	91.9%	94.5%	93.3%

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

**Question 2**

Description	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015
2. I was satisfied with the length of time it took to process my application/renewal.									
a. Strongly Agree	211	*	123	318	323	*	221	242	486
b. Agree	218	*	122	255	287	*	206	210	359
c. Disagree	28	*	16	27	30	*	13	14	27
d. Strongly Disagree	7	*	6	19	13	*	6	8	19
Total No. of Responses to Question 2	464	*	267	619	653	*	446	474	891
Percent of Survey Respondents that Agree or Strongly Agree	92.5%	*	91.8%	92.6%	93.4%	*	95.7%	95.4%	94.8%

**Question 3**

Description	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015
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	182	*	108	269	260	*	199	217	408
b. Agree	201	*	117	261	309	*	178	196	340
c. Disagree	24	*	12	23	22	*	19	11	28
d. Strongly Disagree	9	*	7	18	4	*	7	8	15
Total No. of Responses to Question 3	416	*	244	571	595	*	403	432	791
Percent of Survey Respondents that Agree or Strongly Agree	92.1%	*	92.2%	92.8%	95.6%	*	93.5%	95.6%	94.6%

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

**Question 4**

Description	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015
4. I found the letters from the CCB to be clear and easy to understand.									
a. Strongly Agree	183	*	93	258	265	*	179	213	412
b. Agree	241	*	150	314	339	*	235	234	426
c. Disagree	26	*	11	20	31	*	16	17	25
d. Strongly Disagree	3	*	4	14	9	*	3	1	9
Total No. of Responses to Question 4	453	*	258	606	644	*	433	465	872
Percent of Survey Respondents that Agree or Strongly Agree	93.6%	*	94.2%	94.4%	93.8%	*	95.6%	96.1%	96.1%

**Question 5**

Description	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015
5. I was satisfied with the length of time it took to respond to my phone inquiries.									
a. Strongly Agree	212	*	114	283	280	*	204	227	418
b. Agree	177	*	107	246	272	*	173	181	292
c. Disagree	12	*	5	8	16	*	5	4	13
d. Strongly Disagree	4	*	2	7	5	*	2	2	6
Total No. of Responses to Question 5	405	*	228	544	573	*	384	414	729
Percent of Survey Respondents that Agree or Strongly Agree	96.0%	*	96.9%	97.2%	96.3%	*	98.2%	98.6%	97.4%

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

**Question 6**

Description	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015
6. I found the telephone staff at the CCB to be courteous and helpful.									
a. Strongly Agree	260	*	133	344	364	*	254	266	509
b. Agree	135	*	96	188	199	*	124	138	220
c. Disagree	10	*	5	10	9	*	1	4	6
d. Strongly Disagree	3	*	1	7	2	*	4	4	5
Total No. of Responses to Question 6	408	*	235	549	574	*	383	412	740
Percent of Survey Respondents that Agree or Strongly Agree	96.8%	*	97.4%	96.9%	98.1%	*	98.7%	98.1%	98.5%

**Question 7**

Description	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.									
a. Strongly Agree	227	*	138	317	318	*	229	251	523
b. Agree	214	*	111	263	288	*	193	208	337
c. Disagree	11	*	12	17	21	*	12	10	17
d. Strongly Disagree	9	*	3	15	10	*	4	5	10
Total No. of Responses to Question 7	461	*	264	612	637	*	438	474	887
Percent of Survey Respondents that Agree or Strongly Agree	95.7%	*	94.3%	94.8%	95.1%	*	96.3%	96.8%	97.0%

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# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## Percentage of Licensing Customer Satisfaction Surveys Returned

Description	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter
	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015
1. Customer Satisfaction Surveys Sent	5,321	*	4,900	4,295	5,785	*	4,848	4,465	5,796
2. Customer Satisfaction Surveys Returned	466	*	267	620	653	*	446	474	891
3. Percentage Returned	8.8%	*	5.4%	14.4%	11.3%	*	9.2%	10.6%	15.4%

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

Please advise on the LBPR that the certificate is NOT sent in by the school like the continuing education we do for our CCB license. The certificate should NOT expire before the the license.

Notification of Continuing education comin due.

Please send with the renewal form the ACTUAL amount of continueing education that is needed to satisfy the requirements. Somewhat confusing until I spoke with the CCB telephone staff.

I was told I would be active the day I called only to find out a WEEK later(by checking online) that my bond was expired at the time. Also, make LBP renewal available online as well.

The whole thing is way too complicated for whay it is & costly!

I've left detailed comments to CCB online.

You guys are already awesome!

Keep up the good work. I like the on-line renewal system. It's very easy.

As I am a tree services, I would like to see more classes for my specific trade.

Computer exams did not proceed from screen to screen very well. Did not give me answers & didn't record answers given well, Must be able to run on older softward.

Ask us out our trade. 47 years of installing floors.

I recieved a cancellation notice before I recieved a notice of incomplete application.

Just be friendly. Your doing a good job. Thanks

I took my classes online, printed renewal & mailed a check & form. I have a saying,"A little of the old with a little of the new, make the world a little better for me & you". You guys are doing a great job.

As a tree service, I find the new education requirements to be expensive and without material taylored to my trade industry. Allowing education from the ISA(International Society of Arboriculture) should be standard.

Seems to work just fine the way it is.

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

I think the CE is a waste of time & money. When a contractor is trying to bounce back from a few years of financial setback due to the industry, it's just too much at times. PS: The staff @CCB are ALWAYS nice, happy & eager to help. Thank you for that.

CCB was helpful with all the changes we had- name change & RMI change.

CE is a GOOD idea for new contractors, but those of us who have 10+yrs, it's redundant.

A letter or e-mail about required classes needed BEFORE license renewal is due.

Satisfied

I just wanted to note that I truly do strongly agree your section is doing a great job! We are licensed all around the country & yours is the BEST EXPERIENCE when it comes to renewals.

I believe my 45yr old company should not spend the time or cost(over \$1000.00) to renew my license every 2 yrs. Can anything be done on your level to help alleviate this process & make it more efficient?

KEEP UP THE GOOD WORK!

We had a few "snafu's" with my insurance (our fault). Please give Kevin & Nancy our Thanks. They were awesome and helped us resolve all issues.

I would like for my industry specific training that I already attend to count towards my CEU.

The state should entirely dissolve the CCB. It serves mainly as a tax on contractors & continuing education should be MY choice the the states.

Have schooling in a class instead of just online or make the instruction on your forms more clear.

Eliminate CE for contractors with 30yrs or more of experience. I think we have proven ourselves to be competent.

Your doing fine. Thank you.

Online made renewing easier for me.

You all did a great & courteous job. Thank you.

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

Make the online renewal a more expedited way to renew your license. It seems like same day renewal should be available online.

Seamless & helpful-- Courteous staff-- Thank you.

I recieved a notice (3/12/15) via USPS from CCB that my license was expired. And yet, the CCB had cashed my check for renewal on 3/3/15. And today (03/13/15) THE VERY NEXT DAY, my license shows up in the mail. This is not the first time this has happened to me. Extremely frustrating.

You are all so very very nice & always helpful when we call. It's so refreshing to call a state agency & get such courtious & friendly assistance.

If the online renewal would prompt you in the same order as the mailed form.

Seems to work just fine.

The part where you choose the CCB education options only offered from your website was not as clear & user friendly.

Your office was very courteous & helpful. Everytim I called, I got instant & outstanding help; which saved me money.

Quit requiring established contractors with NO VIOLATIONS/COMPLAINTS to jump through hoops. (Onlin classes, time & money with no benefit to my business) Changes in laws for education class hours accepted 2014 change for 2015 causing last minute classes & mor money.

Make your CE rules understandable & applicable.

You're doing great! no problems so far.

The 3hr section provided by CCB was extremely tough to navigate through

It was fine. Notified early of upcoming renewal.

I am a RMI for my company and it was unclear on HOW CCB wanted the bond & insurance.

According to phone staff my completed application was processed promptly but processing staff failed to "FLAG" completed app to send out certificate resulting in a 30 day delay. Process needs revised.

Brenna Anderson helped me numerous times over the phone. Very helpful & pleasant to work with

Online features are great

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

Need new content in CCB CE classes.

The class menu is a joke. Also I wasn't notified that the change had been made & if I hadn't called back, we never would have gotten our new card!

Should take RCE from 2yrs to 4yrs renewal.

Give me credit for having a 4yrs degree in Construction Engineering Management as well as 20yrs of experience executing construction contracts in Oregon.

I renewed online & it was a very easy process. Much easier than filling out the papre form. Thank you for this option.

It is fine as is.

The online renewal is great! The web site could use some work especially where continuing education is concerned.

Would like to get the Newsletter by USPS

GREAT JOB!!!

I have over 15yrs of experience in construction, I should not have to keep doing CE.

Quicker notification when the renewal form ia incomplete.

I think CE should be trade specific. As a HVAC contractor, my CE classes included BRICK LAYING.

I was impressed by fast & courteous service provided at the licensing center. Great overall experience as a 1st time applicant.

I am satisfied in all areas. Clear & concise info provided.

The problem is that the required hours is confusing as what is needed. The phone staff was great, especially Darla.

Stop doing continuing education. It's a waste of money & time. It was non beneficial to me

Didn't understasnd forms & staff assisted me very well

Better communication between co workers

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

Instructions a bit confusing But phone staff was very helpful.

A notice was sent but a phone call to your office & all was well again.

Some outline courses were difficult to deal with. Thankfully, you guys were so helpful in getting me the correct courses.

Make LRB classes more interesting.

The online renewal is a disaster. Not at all user friendly. Requires a phone call every time I tried to use it just to fix things.

You guys have always done well for me

Thank you for providing the online service. It helped me be complete 2qw faster.

The online renewal program is graet. Thanks for that

CCB is doing a good job. Keep up the good work!

You have a VERY helpful phone staff

For someone that has been in business for long time the education part is redundant and a waste of time. If you don't know what your doing after 20yrs, you're in the wrong business

Would like to recieve the monthly news letter MAILED instead of online as the only way to read it.

Give extra time before posting "cancelled" license when insurance companies are late getting to the CCB.

Make the contractors insurance renew notification easier. We should NOT be suspended IMMEDIATELY if the insurance company fails get it to you on time.

The continuing education requirements are confusing if you are a commercial & residential contractor

On-going educational content/programs are appreciated.

I found the "Worker Comp" section somewhat confusing. RE: Corporate Officers

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

I found the online system to be smooth & very easy to renew

Just keep up the good work

Extraordinary telephone customer service EVERY TIME

Keep it up

The cont educ. is a waste of time & money. Courses should fit the catagories of contractors.

Kevin & darla were so helpful.

Make pages online easier to deal with.

Clearer explanations about GC's needing Worker's Comp coverage.

Remove the CE requirements. It only punishes the legal contractors

Classes to fit the classifications

Would like to see a "grandfather" clause for longtime businesses. We learn new rules & regulations from the permitting & inspection process, accounting & insurers and OSHA. These classes are redundant & time consuming

It would be nice to recieve a confirmation letter that mu renew was done online with no problems

I like having the option to renew online but would like to see us able to renew 4 years at a time instead of just 2 years.

Have LBPR online

Very satisfied

When problems arise with the application, a phone call as well as mailed documentation would be nice in case something is "time sensitive".

I think its great already. I really like the online services.

Reduce your fees. I work 2 days a week

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

I found that renewing online was very user friendly. Monte is not a person that likes to use computers and he was able to complete his renewal with minimal assistance.

Works just fine to me.

It is good now

This is my 4th renewal. Every time I do it, it gets easier & the staff is much more friendly & helpful

Don't have any complaints with the system now

Very impressed with ease & efficiency, also instant phone support

be more clear with continuing education requirements

Please post clear guidelines on new commercial continuing education

It would take too long to describe all of my feelings

Better renewal instructions

No comment. Works great as it is.

No Changes... It was really easy this time

quicker turnaround time when requesting additional information

Less transitioning between screens

Everyone at the Board has been great! Very helpful! Thank you Thank you

Get more people like Darla F Pack

Inform in written correspondence the option (& instructions) for resolving deficiencies and/or updating the CCB with requested information

Maybe accept American Express credit cards

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**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

Make education requirements easier

Longer license durations

Lower the fees

Clarify what is needed to "change" something on our license via website.

Pre-paid envelope to return survey

Have LBPR renewals online

I found this so easy & simple. Everyone I called for information were so helpful & courteous. I was pleased & impressed. Never had employee of any kind be so easy, friendly & helpful as each one I talked with in Salem.

Five stars to your phone staff!

Nothing. The staff were friendly & very knowledgeable. Great people

Darla was excellent. Provide an on-line downloadable code book.

Provide a downloadable code book on line

Maintain records faster

Be supportive. Fees should not be charged for anything except new apps & renewals.

Tried to renew on-line but it would not allow me to even though I answered ALL the questions.

Be clear on where & how many educational hours are needed.

Be more clear on education requirements. I got two different answers 8hrs & 16hrs. I took 16hrs to be safe.

Let someone other than the owner file on-line for the renewals.

The staff at the office in Salem went above & beyond to help me when I came in. Very IMPRESSED

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

Make education classes free

Perform review of the paperwork paying attention to details

Allow ALL changes to made available to do on-line

Great experience

Pay postage for feedback

No recommendations at this time

You are doing just fine with what's in place

Kevin & the lady that helped me we pleasant to work with. If you can maintain this level of quality customer service, it would be great.

Accept CEH"s across all regulating organizations.

The process require multiple individuals to complete. Renewal is intertwined with education classes & business ownership. Administration parts are done by one person & the education is by another & the owner has to sign the paperwork too. One person should be able to complete the renewal. The whole system is designed foa a one person shop, not a corporation.

"Make sure renewal are processed quickly. \*This renewal took 4 days to process after recieving paperwork."

Streamline more

After 30+yrs & having to take all those extra educational classes is a waste of time.

Allow contractors to change status online.

Worked out great with present programs in place.

More continuing education programs by the CCB (not someone else)

Keep up the good work

I hate the CCB. Always have; Always will. I called two different times with same question & got two different answers.

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

Online renewal/ continuing education were a bit confusing.

CCB took so long to process our renewal that we went expired & had to call to get it corrected

You're doing a fine job

Trade specific classes

Require a minimum of 8+yrs certified trade specific training & experience as a pre-qualification BEFORE an application can accepted.

Need new catagories for excavation contractors. We don't "build" structures therefore, those classes are useless to us.

Eliminate the need for cont education

The lady I spoke with on the phone was the nicest person I've ever spoken with in 32yrs. at CCB

More leeway on continuing education

Staff at front desk were great.

Renew less often

Longer renewals for contractors in the business over 10yrs.

Make sure everyone is on the same page when giving information out

For a first timer, the definitions for the "entities" was confusing.

Make log in process simpler

Only difficulties were finding web site to renew & retrieving ONLINE verification of classes completed

Excellent service

Made 2 calls. One was very helpful one was very rude

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

We have been happy with the services provided

When I had problems Angie went above & beyond to help fix the problem & did it quickly. I am so grateful for her help.

Had to take classes that don't relate to my work

It was awesome. CCB is constantly making changes to make it easier for licensing or renewing, Thanks

You guys did great. I had a few issues with program but managed through it.

Keep up the quick turnaround times

Like going into the office. I am always treated well.

Try understanding how difficult it is to start a business in Oregon

No improvement necessary

Make the application basic with a second page as a reference

Keep up the good work

Darla was a lot of help

It was great to renew online. Darla helped me a couple of times. She was very pleasant & helpful.

Send ALL renewals by mail

Seems to be working fine for me

Having the actual required courses a little easier to see

Everything went smooth

No charge (haha) and ask 1 question any changes if answer is no just send in with money. Done. Easy. Less paper, less ink, less time

Less on line classes

oh

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

You are doing a great job

Don't change anything.. great people

The staff was helpful, knowledgeable, patient & more than generous with information. I see no room for improvement, Thank you  
no, just want to repeat that your phone customer service is great! someone always answered with little wait time & always got a clear answer.

I greatly appreciate your licensing department. Awesome folks

Your doing a great job

Keep it simple

Clarify contractor level descriptions. They are too vague

Website is much better

Went very smoothly online. Loved it.

Reduce traing requirements

You should send a pre-paid return envelope to return your surveys.

From paperwork to phone calls everything went nice & smooth

CCB does a fine job of licensing legitimate contractors

Have exemptions on CEC's & Testing for Experience or degree

Require any business that claims to provide locksmith type services to have a Locksmith license including tow truck companies, property managers and the handyman

Very helpful staff

It was great to renew online. Darla helped me a couple of times. She was very pleasant & helpful.

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

Darla is the Best. She walked me through the online renewal process easily.

Very good service with a very complicated subject

You don't take American Express Credit Card

Any license renewal form that has 10pgs of instructions is ludicrous. If there are no changes, you should require a signature & payment ONLY

I think you got the process down to a science. It is fairly easy & painless now. Thanks

Make it clear which sites are approved by CCB for all courses

Keep ALL forms updated

Call or Email when corrections are needed

Love that you keep track of our Education. Such an improvement

Try to keeps fees down

No bad comments. I found the online renewal process very clear & easy to use

Forms are much easier now

Earlier notice on renewal would be nice

The process was faster this year than in 2012

Make partnerships available for renewal online

Make partnerships renewable online

Correct the deficient fire sprinkler system layout in your office

Make online renewals easier for Exempt status

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
January – March 2015 Customer Service Survey**

Staff was very good to work with. The RMI on our license passed away in August & the staff was accomodating, professional & very helpful in helping us though the process of establishing a new RMI quickly.

You seem to improve every year

You did good

Your customer service staff are of the BEST. They make renewing a positive experience

Staff was very helpful. It makes the process smoother

Continue doing onsite License checks

Be more Clear in instruction to fill out apps

Better instructions on forms

Problem! This is the 2nd yr in a row where the experation date on my renewal form was "off" by a year.

# CONSTRUCTION CONTRACTORS BOARD

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



## Interoffice Memo

**To:** James Denno  
**From:** Cheryl Martinis  
Education Manager  
**Date:** 4/14/2014  
**Subject:** Education updates

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**Pre-license program:** Attached are statistics on passage rates on the pre-license exam.

**PSI transition:** PSI is doing a good job of preparing to take over on May 18. By May 1, people can begin signing up for tests through this company.

**Home inspector rulemaking:** Formal rulemaking is under way, with a public hearing set for May 20. This is the rule that moves us to a national exam.

**Outreach:** April and May are extremely busy with contractor classes and trade shows. (See attached schedule.)

## OREGON CCB EXAMINATION STATISTICS SUMMARY

For the Period of 01/01/15 - 03/25/15  
Printed on 03/25/15

Page: 1

### Oregon Construction Contractors Board

### Oregon Construction Contractor Examination

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Candidates

First time Passes:	699 ( 79.4 %)
First time Fails:	181 ( 20.6 %)
Repeat Passes:	133 ( 43.6 %)
Repeat Fails:	172 ( 56.4 %)
<b>Total</b>	<b>1185</b>

## **Outreach Events By Date**

**April 2 booth:** 2-4 p.m. vendor set up; 4-7 p.m. fair. NW Real Estate Investors Association, Double Tree Hotel – Lloyd Center – 1000 NE Multnomah St., Portland.

- **Tracey & Cheryl**

**April 9 contractor class:** 8-11 a.m. April 9, Home Builders Association, 15555 Bangy Rd, Suite 101, Lake Oswego.

- **Cheryl & Stan. Linda Repp. Building Codes as co-presenter.**

**April 9 talk to builders:** 2-3 p.m. North Coast Building Industry Association (NCBIA).

- **Tim Lenihan**

**April 10 contractor class:** 9-noon, April 10, Boys & Girls Club, 3333 Walnut St., off Ocean Blvd., Coos Bay.

- **Jenni & Terry**

**April 10-12 home show:** Coos Bay, Boys & Girls Club.

- **Jenni**

**April 10-12 home show:** Spirit Mountain Event Center.

- **Tori: April 11.**
- **Tami: April 10 and 12.**

**April 17-19 home show:** Klamath Falls

- **Jenni**

**April 23 contractor class:** 9 a.m. April 23, Northwest Community Credit Union, 545 E. 8th Ave, Eugene (behind the federal courthouse).

- **Tori & Terry. Building Codes as co-presenter.**

**April 23 contractor class:** 9-Noon, April 23, Oregon Coast Community College, 400 Southeast College Way, Newport. Room 271.

- **Jenni & Randy.**

**April 24 property managers' seminar:** 10 a.m. Best Western Mill Creek Inn, Salem.

- **Stan**

**April 24 contractor class:** 9-Noon, April 24, Rogue Valley Association of Realtors, 629 Franquette St., Medford.

- **Tori/Greg. Building Codes as co-presenter**

**April 24-26 home show:** Southern Oregon Home Show, Medford.

- **Tori**

**April 24-26 home show:** Linn County, Albany.

- **Tami, April 24 and 26**
- **Jenni, April 25**

**April 27 Scam Jam:** 8 a.m. to 1 p.m. at The Hult Center (Soreng Theater) in Eugene. Vendor set up at 7 a.m. \$5 parking in Hult Center garage, 7<sup>th</sup> and Olive streets.

- **Eric and Terry**

**May 1 contractor class:** 9 –noon, May 1, Central Oregon Community College, 2600 NW College Way, Boyle Education Center, Room 155, Bend.

- **Jenni & Tom. Building Codes as co-presenter.**

**May 1-3 home show:** Central Oregon Builders Association, Bend.

- **Jenni**

**May 7 event:** Oregon Association of Entrepreneurs...Oregon Convention Center.

- **Tori**

**May 19 contractor class:** 9-noon, May 19, Columbia Gorge Community College, 400 East Scenic Drive, Building 2, Lecture Hall, The Dalles.

- **Tori & Tracey. Building Codes as co-presenter**

**May 20 contractor class:** 8-11 a.m. May 20, Blue Mountain Community College, 2144 NW Carden Ave., Room M-100, Morrow Hall, Pendleton.

- **Tori & Tracey. Building Codes as co-presenter**

**May 20 contractor class:** 2:30-5:30 p.m. May 20, Baker City Hall, 1655 1<sup>st</sup> St., Room 201, Baker City.

- **Tori & Tracey.**

**May 21 contractor class:** 9-noon May 21, Treasure Valley Community College, 650 College Blvd., Weese Building, Room 104, Ontario.

- **Tori & Tracey.**

**Sept. 30 Scam Jam:** 9-1 p.m., Bend.

- **TBD**

# CONSTRUCTION CONTRACTORS BOARD

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



## Interoffice Memo

**April 10, 2015**

**To: James Denno**  
**Administrator**

**From: Stan Jessup**   
**Enforcement Manager**

**Subject: Enforcement Status**

Enforcement statistics for the DRS section show increases in activity in virtually every measured category for the most recent quarter.

Statistics for the Field Investigation section shows a dramatic increase in online complaints coupled with decreases in telephone, in person and referral complaints. This was to be expected due to the improvements made to the online complaint system in the first quarter. Job site license checks are up slightly for the quarter.

Recruitment has begun for two Field Investigation positions that were left vacant while we resolved agency personnel issues. One of these positions will be stationed in the eastern section of Portland; giving us three investigators covering the Portland metro area. The other investigator position will be stationed in eastern Oregon. The key areas of the Columbia gorge, Baker City, La Grande, Pendleton & Ontario have been difficult to cover by the central Oregon investigator due to travel time and distances. With an investigator stationed in eastern Oregon, we can be much more proactive in covering these areas.

Another recent focus has been on the Home Warranty companies that are operating without being licensed. These entities sell either inclusion or exclusion types of coverage for a limited range of typical home systems such as HVAC, plumbing or electrical. When a system failure occurs, they send a contractor to the home to evaluate and make repair recommendations. The contractor is working as a sub-contractor to the Home Warranty provider, so both entities must be licensed.

Without the Home Warranty provider being licensed, the consumer has no direct contractual relationship with a subcontractor, which leaves the consumer without access to our Dispute Resolution process and exposed to workmanship issues. The consumer's only recourse would be the court system. These companies are eligible for a Home Services Contractor license which does not require pre-licensure testing or continuing education. They only need to provide the bond, insurance and meet the application requirements.

The Enforcement section has also been actively involved with a number of consumer, business and stakeholder outreach events with the Education section.

It has been interesting to watch the change of attitude with the stakeholder groups over the last year or so. When we first started these joint outreach efforts, the groups were fairly contentious, but the most recent events have turned to questions about what the CCB does and how contractors can get more information about various programs. The atmosphere at these meetings has almost completely reversed course since early last year.

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/10/2015

03/17/2015 - 04/10/2015

## 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>
100294	HOMESERVE USA REPAIR MANAGEMENT CORP	701.021(1)	03/20/2015	600.00
106269	LAVAKA, VILIAMI TAPUELUELU	701.021(1)	03/19/2015	5,000.00
106823	LANDERS, DAIRL E	701.021(1)	04/03/2015	5,000.00
107171	WILSIE, GARY LEE	701.021(1)	03/27/2015	5,000.00
107469	PRESTIGE CABINETRY LLC	701.021(1)	03/18/2015	1,000.00
107806	GONZALES 9 LLC C/O JESSE GONZALES	701.021(1)	03/27/2015	1,000.00
107890	NICHOLS, DAVID ARLEN	701.021(1)	03/31/2015	1,000.00
107990	BIDEN, EDWARD ALAN	701.021(1)	03/27/2015	1,000.00
108016	MCCLEAN, JOHN VINCENT	701.021(1)	03/24/2015	5,000.00
108214	STEPHENS, HOWARD ALBERT	701.021(1)	03/27/2015	1,000.00
108232	DON BURKE EXCAVATION & CONSTRUCTION INC	701.021(1)	03/23/2015	1,000.00
108233	CREATIVE DESIGN MASONRY INC	701.021(1)	03/23/2015	1,000.00
108311	SCH V INC	701.021(1)	03/26/2015	5,000.00
108368	MANCILLA VALDOVINOS, ISRAEL	701.021(1)	04/01/2015	5,000.00
108378	YURIY IVANOV & NADINE IVANOV	701.021(1)	03/20/2015	1,000.00
108456	YOUNG, NEIL ANTHONY	701.021(1)	04/10/2015	5,000.00
108547	PEAK ALARM COMPANY INC	701.021(1)	03/26/2015	1,000.00
108579	MCGRATH, JAMES ARTHUR	701.021(1)	03/26/2015	5,000.00
108591	SALCEDO, WILLIAM	701.021(1)	03/19/2015	600.00
108596	DELUZ, ANTHONY WAYNE	701.021(1)	03/27/2015	5,000.00
108601	CARRANCHO, MARK ERNEST	701.021(1)	03/25/2015	700.00
108651	MEAD, PETER D	701.021(1)	04/01/2015	600.00
108659	HOWE, LAURA JEAN	701.021(1)	03/26/2015	600.00
108698	FLETCHER, CHRISTOPHER SCOTT	701.021(1)	03/23/2015	1,000.00
108706	AMERIGLIDE INC	701.021(1)	03/18/2015	5,000.00
108740	HEWITT, JOSEPH	701.021(1)	03/31/2015	1,200.00
108743	EVERGREEN RANCH & SUPPLY LLC	701.021(1)	03/19/2015	600.00
108744	WHITE, BRUCE	701.021(1)	03/23/2015	600.00
108757	CULLEN, MARLEY R	701.021(1)	03/30/2015	600.00
108759	BORTON, GERALD	701.021(1)	03/20/2015	5,000.00
108804	POND, MILAN NORTON	701.021(1)	03/17/2015	600.00
108820	KIRCHER, BRYAN MAHER	701.021(1)	04/03/2015	600.00
108832	SULLIVAN, JOSHUA TODD	701.021(1)	04/07/2015	700.00
108860	CARRILLO, RAYMOND	701.021(1)	04/07/2015	700.00
108886	ANTHONY, TIMOTHY	701.021(1)	03/19/2015	600.00
108892	WYNNE, DEROLD LEE	701.021(1)	03/19/2015	700.00
108894	JOHN WEYER, LEROY	701.021(1)	04/08/2015	600.00
108898	BOYD, JOHN S	701.021(1)	04/07/2015	700.00
108917	GUTTER HELMET CONSTRUCTION OF OREGON LLC	701.021(1)	03/26/2015	600.00
108921	SMITH, MARCUS ANTHONY	701.021(1)	03/26/2015	1,000.00

**CONSTRUCTION CONTRACTORS BOARD  
ENFORCEMENT CONSENT AGENDA**

4/10/2015

**03/17/2015 - 04/10/2015**

**NOTICES OF INTENT (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>
108927	SMITH, TRAVIS GRAHAM	701.021(1)	04/08/2015	600.00
108928	DESHIELDS, TOMMY RAY	701.021(1)	03/25/2015	700.00
108950	GEROMICHALOS, MIKHALE	701.021(1)	04/07/2015	600.00
108957	THOMAS, MIKE JOHN	701.021(1)	04/07/2015	700.00
108971	GONZALEZ, GILBERTO SANTIAGO	701.021(1)	04/02/2015	1,000.00
108972	AGUILAR, MINERUA BAUTISTA	701.021(1)	04/02/2015	1,000.00
108973	GONZALEZ, ISAIAS MENDOZA	701.021(1)	04/02/2015	1,000.00
108996	BAKER, KEITH WINTON	701.021(1)	03/30/2015	700.00
109017	ROCKET CONSTRUCTION LLC	701.021(1)	04/01/2015	600.00
109034	JEREMY DOVER & TONI DOVER	701.021(1)	04/08/2015	5,000.00
109039	BERGSTROM, STACY ALLEN	701.021(1)	04/07/2015	5,000.00
109042	GUSTAFSON, GARY ALAN	701.021(1)	04/06/2015	1,000.00
109045	WILLEY, ANTHONY JAMES	701.021(1)	04/07/2015	5,000.00
109050	HAYNES, JOHN WILLIAM	701.021(1)	04/07/2015	1,000.00
109062	STEPHENS, HOWARD ALBERT	701.021(1)	04/07/2015	5,000.00
109065	SHUTTERS PORTLAND INC	701.021(1)	04/08/2015	600.00
109068	HOWELL JR, CHARLES HAYDEN	701.021(1)	04/08/2015	1,000.00
109069	CHURCH, RICHARD JAMES	701.021(1)	04/08/2015	1,000.00
109076	DEMOS, BRYON NICHOLAS	701.021(1)	04/09/2015	1,000.00
109078	PENA, JORGE ALEX	701.021(1)	04/10/2015	1,000.00
109085	BH PACIFIC HOME SERVICES LLC	701.021(1)	04/09/2015	5,000.00
109093	OAKS, BRUCE	701.021(1)	04/10/2015	1,000.00

**2 - EXEMPT CONTRACTOR WITH EMPLOYEES**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
108015	MCCLEAN, GLEN ALAN	701.098(1)(m) (2009)	03/24/2015	1,000.00
108373	FRAZER, JOHN CASEY	701.035(3)	03/20/2015	1,000.00
108387	MONTEREY CONSTRUCTION LLC	701.035(3)	03/19/2015	1,000.00
108511	HANNUM, KENNETH G	701.035(3)	04/10/2015	1,000.00
108521	TWISTED Y CONSTRUCTION LLC	701.035(3)	04/10/2015	1,000.00
108522	NORTHWEST ABATEMENT CORPORATION	701.098(1)(m) (2009)	04/02/2015	1,000.00
108535	G & A FLOORING MASTERS LLC	701.035(3)	04/10/2015	1,000.00
108656	SUNDANCE CONSTRUCTION INC	701.098(1)(m) (2009)	03/25/2015	1,000.00
108675	SL GREEN CONSTRUCTION CO LLC	701.035(3)	03/26/2015	1,000.00
108915	LAKESIDE HEATING & COOLING LLC	701.098(1)(m) (2009)	03/24/2015	1,000.00
108919	HULL, MICHAEL R	701.098(1)(m) (2009)	03/24/2015	1,000.00
108929	TOTAL PROPERTY CARE LLC	701.098(1)(m) (2009)	03/24/2015	1,000.00
108945	M & J COUSIN CONSTRUCTION LLC	701.098(1)(m) (2009)	03/25/2015	1,000.00
109000	ZEB UDELL GENERAL CONTRACTING LLC	701.098(1)(m) (2009)	03/31/2015	1,000.00
109001	PEMBERTON, JEFFERY LANG	701.098(1)(m) (2009)	03/31/2015	1,000.00

# CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

4/10/2015

**03/17/2015 - 04/10/2015**

**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>
109013	SKYE ROOFING LLC	701.098(1)(m) (2009)	04/02/2015	1,000.00
109026	ALLRED, JOSHUA DAVID	701.098(1)(m) (2009)	04/03/2015	1,000.00
109048	TEMPLE, JOHN JOSEPH	701.098(1)(m) (2009)	04/06/2015	1,000.00

**3 - LEAD BASED PAINT**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
107184	MCKILLIP, JASON LEE	701.510(3)	03/26/2015	1,000.00
107695	PAUL LAVERNE STURZINGER & DIANE RUTH STURZINGER	701.510(3)	03/26/2015	1,000.00
108025	FAIR AND SQUARE BUILDERS LLC	701.510(2)	03/31/2015	1,000.00
108051	CURTIS HOMES LLC	701.510(2)	03/31/2015	3,000.00
108061	CHERNISHOFF, GREGORY VASILY	701.510(2)	03/31/2015	1,000.00
108082	DALTON, NATHAN LEE	701.510(2)	03/31/2015	1,000.00
108235	TOTAL PROPERTY CARE LLC	701.510(2)	03/26/2015	1,000.00
108242	CORVALLIS GENERAL CONTRACTING LLC	701.510(2)	03/18/2015	1,000.00
108324	ERNEST ALLEN COCCIA & JOHN ALBERT COCCIA	701.510(2)	04/08/2015	1,000.00
108327	TAYLOR, JOSEPH L	701.510(2)	04/09/2015	1,000.00
108379	INTEGRITY BUILDERS INC	701.510(3)	03/31/2015	1,000.00
109070	PIONEER MASONRY RESTORATION CO OF OREGON & PIONEER WATERPROOFING CO INC	701.510(2)	04/09/2015	1,000.00

**4 - IMPROPER LICENSE ENDORSEMENT**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
108121	CMJ CONSTRUCTION INC	701.021(2)	04/02/2015	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>
108902	LAKE RIDGE EXTERIORS LLC	087.093(6)	03/25/2015	200.00
108904	LAKE RIDGE EXTERIORS LLC	701.330(4)	03/25/2015	100.00
108905	LAKE RIDGE EXTERIORS LLC	701.330(4)	03/25/2015	100.00
108916	SIDECO CONSTRUCTION LLC	087.093(6)	03/25/2015	200.00
108958	MILESTONE HOMES & CONSTRUCTION LLC	087.093(6)	03/30/2015	200.00
108977	HANEY, FORREST LEE	087.093(6)	03/27/2015	200.00
108979	HANEY, FORREST LEE	701.330(4)	03/27/2015	100.00
108980	HANEY, FORREST LEE	701.330(4)	03/27/2015	100.00
109087	EASTSIDE CONCRETE & REMODELING LLC	701.330(4)	04/09/2015	100.00
109088	EASTSIDE CONCRETE & REMODELING LLC	701.330(4)	04/09/2015	100.00
109089	EASTSIDE CONCRETE & REMODELING LLC	087.093(6)	04/09/2015	200.00

**7 - SUSPENSIONS**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
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**CONSTRUCTION CONTRACTORS BOARD  
ENFORCEMENT CONSENT AGENDA**

4/10/2015

**03/17/2015 - 04/10/2015**

**NOTICES OF INTENT (cont.)**

**7 - SUSPENSIONS (cont.)**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
108878	COMFORT, MEGAN LOUISE	701.102(2)(a)	03/17/2015	0.00
108879	STYX CONSTRUCTION LLC	701.102(2)(a)	03/17/2015	0.00
108880	HOME SWEET HOME CONSTRUCTION LLC	701.102(2)(a)	03/17/2015	0.00
108881	JAG DISTRIBUTION INC	701.102(2)(a)	03/17/2015	0.00
108949	ET FLOORING CORPORATION	701.106(1)(k)	03/26/2015	0.00
108951	MEASURE 37 DEVELOPMENT INC	701.098(1)(b)	03/26/2015	0.00
108954	LONE PINE CONTRACTING LLC	701.098(1)(b)	03/26/2015	0.00
108955	REYCO SYSTEMS INC	701.098(1)(b)	03/26/2015	0.00
108956	QUALITY WEST PLUMBING LLC	701.098(1)(b)	03/26/2015	0.00
108961	PALLAS, BENJAMIN CORY	701.102(2)(a)	03/26/2015	0.00
108962	NW KODIAK CONSTRUCTION LLC	701.102(2)(a)	03/26/2015	0.00
108964	AISEA, MELEANA OFAKIMULI	701.102(2)(a)	03/26/2015	0.00
108969	BEARTOOTH CUSTOM HOMES LLC	701.102(2)(a)	03/27/2015	0.00
109006	BRADERHEART LLC	701.098(1)(b)	03/30/2015	0.00
109007	TEAM MASTERS CONSTRUCTION LLC	701.098(1)(b)	03/30/2015	0.00
109008	SIGNCRAFT PREMIER IDENTITY SOLUTIONS LLC	701.098(1)(b)	03/30/2015	0.00
109009	CONRTEC INC	701.098(1)(b)	03/30/2015	0.00
109035	COMFORT RESTORATION INC	701.098(1)(b)	04/03/2015	0.00

**8 - OTHER**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
104653	CALLAWAY, KEITH L	701.098(1)(l) (2009)	04/06/2015	1,000.00
104996	CALLAWAY, KEITH L	701.098(1)(l) (2009)	04/06/2015	1,000.00
107299	CALLAWAY, KEITH L	701.305(2)	04/06/2015	200.00
107985	CRYSTALRIDGE DEVELOPMENT INC	701.305(1)	03/27/2015	500.00
108292	NORTHWEST DESIGN & BUILD LLC	701.305(2)	04/01/2015	200.00
108505	RESCUE CARPENTER INC	701.098(1)(g) (2009)	03/30/2015	1,000.00
108627	MEASURE 37 DEVELOPMENT INC \	701.305(1)	03/25/2015	500.00
108677	SL GREEN CONSTRUCTION CO LLC	701.098(1)(e) (2009)	03/26/2015	1,000.00
108707	OLSON, DYLAN ANDREW	701.098(1)(l) (2009)	03/19/2015	1,000.00
108887	PINTSIZE PLUMBING INC	701.305(2)	03/19/2015	200.00
108946	M & J COUSIN CONSTRUCTION LLC	701.305(2)	03/25/2015	200.00
108976	TW CONSTRUCTION SERVICES LLC	701.305(2)	03/27/2015	200.00

**CONSTRUCTION CONTRACTORS BOARD  
ENFORCEMENT CONSENT AGENDA**

4/10/2015

**03/17/2015 - 04/10/2015**

**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>
100294	HOMESERVE USA REPAIR MANAGEMENT CORP	701.021(1)	04/01/2015	600.00
106629	SHAW, JONATHAN MATTHEW	701.021(1)	03/24/2015	5,000.00
106630	SHAW, JONATHAN MATTHEW	701.021(1)	03/24/2015	5,000.00
106805	CAS CONSTRUCTION LLC	701.021(1)	03/18/2015	1,000.00
107608	TAYLOR, RONALD HAROLD	701.021(1)	03/24/2015	1,000.00
107689	WOOD, TYLER GLENN	701.021(1)	04/02/2015	1,000.00
107758	SHEETS, RON	701.021(1)	03/30/2015	5,000.00
107773	AA REMODELING LLC	701.021(1)	03/27/2015	5,000.00
107786	HERRON, SEAN	701.021(1)	04/08/2015	1,000.00
107920	VASSER, MATTHEW RONALD	701.021(1)	04/02/2015	1,000.00
108062	RGH QUALITY CONSTRUCTION LLC	701.021(1)	03/20/2015	1,000.00
108185	ROBERT EARL DODGE JR & MATTHEW DONALD GEMBALA	701.021(1)	04/02/2015	5,000.00
108244	RODRIGUEZ, ALFREDO RUELAS	701.021(1)	03/27/2015	600.00
108360	HERNANDEZ, JOHN PHILLIP	701.021(1)	04/10/2015	600.00
108455	LAVAKA, VILIAM TAPUELOELU	701.021(1)	04/08/2015	5,000.00
108512	JAMES C SNIDER & KELLIE R SNIDER & PAUL J BRADBURY & PATRICIA L BRADBURY	701.021(1)	04/09/2015	1,000.00
108565	GIVE THEM WINGS, INC.	701.021(1)	03/30/2015	1,000.00
108640	THURSTON, ANDREW TUNSTALL	701.021(1)	04/09/2015	1,000.00
108688	GOMEZ, FERNANDO R	701.021(1)	03/27/2015	1,000.00
108708	CLINTON TIMOTHY REANY & LISA KAY TORNOW	701.021(1)	04/06/2015	5,000.00
108709	CLINTON TIMOTHY REANY & LISA KAY TORNOW	701.021(1)	04/06/2015	5,000.00
108718	HARRIS, RICHARD MARK	701.021(1)	04/03/2015	1,000.00
108729	TERRAPIN STEEL BUILDINGS	701.021(1)	03/30/2015	600.00
108751	DEREK CLARK CONSTRUCTION LLC	701.021(1)	03/23/2015	1,000.00
108790	THORNLEY, JOSHUA NOAH	701.021(1)	04/07/2015	1,200.00
108794	SWAT ENVIRONMENTAL LLC	701.021(1)	04/07/2015	1,000.00
108804	POND, MILAN NORTON	701.021(1)	04/10/2015	600.00

**2 - EXEMPT CONTRACTOR WITH EMPLOYEES**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
107629	PEARSON, SAMUEL ORVILLE	701.035(3)	03/23/2015	1,000.00
107700	ROCKSTAR HARDSCAPES LLC	701.098(1)(m) (2009)	04/09/2015	1,000.00
107948	CAMPBELL, JESS ROY	701.035(3)	03/17/2015	1,000.00
107984	FOREST CITY LLC	701.035(3)	03/27/2015	1,000.00
108637	ALL AMERICAN CONTRACTORS LLC	701.035(3)	03/26/2015	1,000.00
108672	SHINLY ENTERPRISES LLC	701.035(3)	04/02/2015	1,000.00
108686	WARRIORS ROOFING & SIDING LLC	701.098(1)(m) (2009)	03/24/2015	1,000.00
108919	HULL, MICHAEL R	701.098(1)(m) (2009)	04/07/2015	1,000.00

**CONSTRUCTION CONTRACTORS BOARD  
ENFORCEMENT CONSENT AGENDA**

4/10/2015

**03/17/2015 - 04/10/2015**

**FINAL ORDERS (cont.)**

**3 - LEAD BASED PAINT**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
108439	DISCOUNT WINDOWS INC	701.510(3)	03/18/2015	1,000.00
108545	DISCOUNT WINDOWS INC	701.510(3)	03/18/2015	1,000.00
108548	DISCOUNT WINDOWS INC	701.510(3)	03/18/2015	1,000.00
108549	DISCOUNT WINDOWS INC	701.510(3)	03/18/2015	1,000.00
108660	VASSER, MATTHEW RONALD	701.510(2)	04/02/2015	1,000.00

**4 - IMPROPER LICENSE ENDORSEMENT**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
108864	WILDISH CONSTRUCTION CO	701.021(2)	04/02/2015	1,000.00

**5 - HIRING AN UNLICENSED SUBCONTRACTOR**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
108750	RYAN HOPSON CONSTRUCTION LLC	701.026(1)	03/19/2015	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>
108001	HELLAND, JACOB DANIEL	087.093(6)	04/09/2015	200.00
108314	HELLAND, JACOB DANIEL	701.330(4)	04/09/2015	100.00
108642	RYMER, MICHAEL T	087.093(6)	04/07/2015	200.00
108643	RYMER, MICHAEL T	701.330(4)	04/07/2015	100.00
108644	RYMER, MICHAEL T	701.330(4)	04/07/2015	100.00
108667	MACADAM FLOOR & DESIGN LLC	701.330(4)	03/18/2015	100.00
108668	MACADAM FLOOR & DESIGN LLC	701.330(4)	03/18/2015	100.00
108669	MACADAM FLOOR & DESIGN LLC	087.093(6)	03/18/2015	200.00
108681	SMR CONSTRUCTION LLC	087.093(6)	04/07/2015	1,000.00
108843	SMR CONSTRUCTION LLC	701.330(4)	04/07/2015	100.00
108844	SMR CONSTRUCTION LLC	701.330(4)	04/07/2015	100.00
108902	LAKE RIDGE EXTERIORS LLC	087.093(6)	04/02/2015	200.00
108904	LAKE RIDGE EXTERIORS LLC	701.330(4)	04/02/2015	100.00
108905	LAKE RIDGE EXTERIORS LLC	701.330(4)	04/02/2015	100.00

**7 - SUSPENSIONS**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
108647	NWPW1 INC	701.098(1)(b)	03/19/2015	0.00
108845	GREEN THUMB LANDSCAPING & IRRIGATION SERVICE LLC	701.102(2)(a)	04/02/2015	0.00
108908	ATKIN, MARK DAVID	025.750	03/24/2015	0.00
108953	KOJIN, POLIKARP ANDREAVICH	025.750	03/26/2015	0.00

**CONSTRUCTION CONTRACTORS BOARD  
ENFORCEMENT CONSENT AGENDA**

4/10/2015

**03/17/2015 - 04/10/2015**

**FINAL ORDERS (cont.)**

**8 - OTHER**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
107955	AMERICORP CONSTRUCTION LLC	701.106(1)(j)	03/27/2015	1,000.00
108003	MACADAM FLOOR & DESIGN LLC	701.305(1)	03/20/2015	500.00
108057	RITE SIDE CORP	701.106(1)(j)	04/02/2015	1,000.00
108172	F & L QUALITY CONCRETE LLC	701.305(2)	04/10/2015	500.00
108504	WAGONER CONSTRUCTION SERVICES LLC	701.305(1)	03/19/2015	500.00
108526	CAS CONSTRUCTION LLC	701.305(1)	03/18/2015	500.00
108638	RYMER, MICHAEL T	701.305(2)	04/07/2015	200.00
108693	SMR CONSTRUCTION LLC	701.098(1)(l) (2009)	04/07/2015	1,000.00
108747	HIGH CREST CONSTRUCTION INC	701.305(2)	03/30/2015	200.00
108829	WEATHERGUARD INC A CORP OF WASHINGTON	701.098(1)(b)	04/03/2015	100.00

**Construction Contractors Board  
Field Investigation Section  
7th Quarter - 2013 - 2015 Biennium  
January 1, 2015-March 31, 2015**

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 of 9 includes 8 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	2013 - 14 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014 - 15 Fiscal Year	2013 - 15 Biennium
	Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
Complaints-Telephone or In Person	117	73	51	102	343	132	74	94		300	643
Complaints-Online	18	12	15	29	74	140	150	111		401	475
Complaints-Referrals	15	13	14	34	76	13	5	7		25	101
Jobsite Checks Conducted	1,735	1,841	1,904	1,938	7,418	1,812	1,669	2,024		5,505	12,923
Field Incident Reports Created	234	235	270	280	1,019	253	157	146		556	1,575

\* Field Investigation/Enforcement merged the online complaint process July 1, 2014

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**Construction Contractors Board  
Dispute Resolution Section  
7th Quarter - 2013 - 2015 Biennium  
January 1, 2015 - March 31 2015**

The Dispute Resolution Section 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 70% of those mediations result in a settlement agreement.

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013 - 14 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014 - 15 Fiscal Year	2013 - 15 Biennium
	Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
Complaints Filed	220	247	227	257	951	270	295	334			
Complaints Closed	198	281	250	234	963	246	243	286			
Mediations Held Where Both Parties Participated	91	114	112	104	421	129	141	147			
Mediations Attempted but One Party Failed to Participate	40	38	23	21	122	24	39	54			
Settlements Reached at Mediation	58	78	82	86	304	98	94	106			
Determination Amount	\$377,183	\$1,215,992	\$761,402	\$468,563	\$2,823,140	\$425,669	\$567,956	\$650,958			
Determination Amounts Paid	\$291,182	\$418,043	\$174,787	\$286,476	\$1,170,488	\$299,978	\$226,127	\$341,322			

**Construction Contractors Board  
Dispute Resolution Section  
SURVEY RESULTS  
7th Quarter - 2013 - 2015 Biennium  
January 1, 2015 - March 31, 2015**

QUESTION	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	PERCENT THAT AGREE OR STRONGLY AGREE
1. The CCB complaint publications provided clear and complete information.	31	34	1	0	98%
2. The CCB responded to my letters promptly.	45	24	1	0	99%
3. The CCB letters provided clear and complete information.	40	28	1	0	99%
4. The CCB responded to my phone inquires promptly.	33	16	1	0	98%
5. The information provided by CCB staff over the phone was clear and complete.	32	19	1	0	98%
6. The CCB investigator was fair and unbiased during the on-site meeting.	35	13	3	0	94%
7. Overall, the CCB was fair and unbiased in processing this complaint. (KPM 91500-7)	46	18	1	0	98%
8. Overall, the CCB was prompt in processing this complaint.	44	22	2	0	97%

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**DISPUTE RESOLUTION SECTION  
2013-2015 BIENNIUM  
7<sup>th</sup> quarter January 1, 2015 to March 31, 2015  
COMMENTS RECEIVED ON SURVEYS**

**COMMENTS ON TIMELINESS/PROCESSING OF DISPUTE**

FROM*	DATE REC'D	FILE NUMBER	COMMENT
C	03/31/2015	165147-106	The process seemed slow to me. This may be due to situations beyond the control of the CCB. I do appreciate the assistance offered toward resolution. <b>[Staff note: The complainant filed for arbitration due to an arbitration clause. It took almost 9 months for the arbitrator to issue an award, and then the respondent filed a petition to vacate that award. The parties then entered into a payment plan, which the respondent breached a year later. We received a judgment 26months after we told the complainant he must file in court.]</b>

**OTHER COMMENTS**

FROM*	DATE REC'D	FILE NUMBER	COMMENT
R	1/8/15	166529-102	I suggest the contractors board consider allowing more than one RMI per licence <i>[sic]</i> . I don't know what benefits there are to only have one.
C	1/15/15	191004-201	Bruce Ehrlich was polite and professional. He made the process easy.
C	1/15/15	189403-101	I hope this contractor has a complaint filed on his license. <b>[Staff note: We do have record of this complaint being filed against the respondent's license. The complaint was settled at the on-site meeting.]</b>
C	1/27/15	184328-101	Very satisfied with process and personnel.
C	1/28/15	180740-101	<p>Everyone was very helpful. Any time I called it was a pleasant experience. The whole process took so long it was stressful but we understand there are two sides to the issue. Since my contractor's name was common it was a trial getting responses from the Armed Services for small claims court even though my contractor was over 65 &amp; I was 95% sure he was in town &amp; no in military. Army never sent me any info back so maybe encouraging people to ask for info in earlier process.</p> <p>First form (actual complaint) is hard to complete to a 1<sup>st</sup> timer. I would stress not putting business owner's name but just business name and why. You mention it but an example about contractor will bring it up about not taking owner to small claims court but the business. It caused me some stress later.</p> <p>Over all, forms were good but there is always room for improvement. More about the court process would be helpful. Very small time for each case in Lane County to be heard. Watched Judge Judy to learn stuff.</p> <p><b>[Staff note: When we tell complainants they must file in court, we also send them an information packet with information about filing in court that was put together by two attorneys and gives as much information as we can without providing legal advice. The letter informing the complainant that they must file in court states specifically that they must file against the construction business, not against the individual corporate officer or member. That information is also included in our information packet.]</b></p>

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**DISPUTE RESOLUTION SECTION**  
**2013-2015 BIENNIUM**  
**7<sup>th</sup> quarter January 1, 2015 to March 31, 2015**  
**COMMENTS RECEIVED ON SURVEYS**

C	1/30/15	198374-102	Sorry it has taken me so long to return this. I've been sick twice & it got stuck under Christmas stuff. My daughter took care of most correspondence & phone calls for me about this. We appreciated Nick's help. I wonder if it was worth all the trouble for us, when Brett seems to have gotten off free from any responsibility & bilked me out of several thousand dollars. Now he is free to do it again? <b>[Staff note: No settlement was reached at the on-site meeting. The complainant chose not to file in court to further pursue the matter. The file was closed on 12/1/14. There is an Enforcement penalty action pending for the respondent being exempt with employees.]</b>
R	2/9/15	163225-101	Richard Stritzke was very helpful and a pleasure to work with.
C	2/17/15	194160-102	What the CCB and their employees provide is nothing short of amazing! I cannot imagine what we would of done without your office. I always felt so secure and taken care of throughout our whole process.  Your office (Bruce) provided vital information, compassion, understanding and a sense of security that we will be taken care of correctly—regardless of outcome of our complaint. It doesn't always work out to the consumers success, but it is done the right way legally and thoroughly.  I only knew about the CCB from my roofer, Matt at Pacific West Roofing, who did our rood and was trying to get us more help. He even contacted other contractor trying to resolve in a positive way with his office. The CCB needs more "publicity." More consumers need to know about your office. Get the word out that you are here for us!
C	2/17/15	199616-101	The CCB investigator/mediator was very kind, efficient, organized, and gave each party time to express their views. <b>[Staff note: The investigator/mediator on this case was Nick Newman.]</b>
C	3/2/15	161581-105	The CCB investigator was extremely fair and competent in his decision. He was very business like in his inspection. <b>[Staff note: The investigator/mediator on this case was Nick Newman.]</b>
R	3/10/15	38032-101	The investigator/mediator gentleman kept the meeting civil and on track under sometimes difficult circumstances. We appreciate the polite way he treated both (all) parties and the fact that he kept the process calm and to the point. I would not want his job! The Construction Contractors Board was very helpful even though we were not able to resolve the issues. <b>[Staff note: Len Sherr was the investigator/mediator for this complaint.]</b>
R	3/10/15	194943-101	I have no suggestions at this time. Payments were made to complaint <i>[sic]</i> by <i>[me]</i> and case was closed. <b>[Staff note: Payments were made as the result of an on-site mediation settlement.]</b>
C	3/12/15	199343-101	It would have been helpful to have sample copies of the required court documents provided at the beginning of the process. Slight differences in terminology slowed the process of being able to provide what was requested. <b>[Staff note: In this case the complainant got a judgment of dismissal based on a court-mediated settlement that the respondent did not comply with. She then had to have that judgment vacated and get a judgment for damages. She told us that the court said they were done and would do nothing further. The Analyst called the court. The court clerk told the Analyst that she had informed the complainant several times that she needed to file a motion to vacate the judgment of dismissal and request a judgment for damages, but the complainant did not want to do that.]</b>

**DISPUTE RESOLUTION SECTION**  
**2013-2015 BIENNIUM**  
**7<sup>th</sup> quarter January 1, 2015 to March 31, 2015**  
**COMMENTS RECEIVED ON SURVEYS**

C	3./13/15	200709-101	<p>Every CCB staff member I spoke with on the phone was informative and professional. The CCB investigator that came to my home was stern but very fair in dealing with myself and the respondent. I did find the section on “default”, (I believe it was called that) a bit confusion. I wish that my case could have gone through the CCB hearing (court) process. Though it is nice to have the mediator it doesn’t help me in collecting the respondents bond. After his refusal to compromise. It would cost me thousands of dollars to take him to civil court to recouple repair expenses. After spending over \$20,000 on repairs already, I simply don’t have the money to hire an attorney to fight him in court. Not only is this upsetting to me for my case, but it is extremely disturbing knowing he is still inspecting homes and he could do this to someone else. Something needs to be done about these contractors who are paid to do a job and don’t.</p> <p>Also really need to extend time periods for filing complaints against contractors to over 1 yr. Maybe 2-5 yrs because sometimes problems to arise in a year.</p>
C	3/16/15	198374-101	<p>One suggestion is to screen your contractors—the one we had was the worst I have ever seen. We will have several days and more money to make it wright <i>[sic]</i>. We will send you a now &amp; after picture (do not recommend <i>[the respondent]</i> to anyone—no one should have to go thru what we went through.</p>
C	3/23/15	192041-102	<p>We followed the instructions. The instructions weren’t clear about describing our complaint. The contractor responded with a narrative letter. This would have made it easier to describe (explain) our complaint. <b>[Staff note: This was a dispute about a billing that the complainant had not paid. He described the complaint quite well in narrative form].</b></p>
C	3/27/15	168904-102	<p><i>[Respondent]</i> gave me a signed letter on September 23, 2014, stating that I “had paid in full for all siding materials pertaining to the residing job on my property. Materials were ordered from Lakeside Lumber. This letter is to inform that no construction liens will be placed on this property by Lakeside Lumber or <i>[Respondent]</i> for building materials. All materials have already been paid for by <i>[Complainant]</i> to <i>[Respondent]</i>.”</p> <p><i>[Respondent]</i> and I signed an agreement on October 3, 2014, to clarify all the terms of the job. It clearly states that <i>[Respondent]</i> “would hold <i>[Complainant]</i> harmless and free of any and all liens of any kind now and in the future relating to this job and/or on <i>[Complainant]</i> and <i>[Complainant’s]</i> properties.”</p> <p>The CCB was sent both of these documents with the complaint filing. I was frustrated that the investigator did not cut to the chase sooner and remind <i>[Respondent]</i> that this was a simple matter in that he had not fulfilled his promise and the terms of the binding agreement. This resulted in more legal expense and time spent to resolve an issue that was very clear cut from the outset.</p> <p><b>[Staff note: This complaint involves a payment issue only, so we held a telephone mediation. The complaint was submitted by an attorney on behalf of the complainant. We did not have any contact information for the complainant himself, and we only contacted the attorney regarding this complaint. As a result of our telephone contact with the complainant’s attorney and the respondent, the lien was satisfied and the complaint was settled. The attorney apparently forwarded our survey to the complainant, who submitted this response even though he was not involved in the mediation process directly.]</b></p>

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**DISPUTE RESOLUTION SECTION  
2013-2015 BIENNIUM  
7<sup>th</sup> quarter January 1, 2015 to March 31, 2015  
COMMENTS RECEIVED ON SURVEYS**

**GRATITUDE**

FROM*	DATE REC'D	FILE NUMBER	COMMENT
C	1/5/15	193923-101	You did a wonderful job! It took an entire year for the whole process, but you did everything you could. Thank you very much.
C	1/20/15	191364-103	Thank you, CCB, for being there to help! I appreciate all CCB & Richard did to help me get through this ordeal and get to a reasonable solution! Without your help I do not believe I would have been able to settle this!
C	1/21/15	172669-102	Thanks Sandy! You were great & my roof is being installed finally.
C	1/26/15	195743-104	Learned a lot – a lot of back & forth. Glad some of the bond was still available. Thanks.
C	1/26/15	180667-103	There was some confusion on the inclusion of Larry Roberts in the complaint, costing me \$50.00 beyond what was required by the complaint against [the respondent]. Other than that, I have complete satisfaction. Thanks a million.
R	2/4/15	165048-102	CCB & Reps are doing a good job for contractors. Thanks!
R	2/6/15	116664-101	Thank you all for a well handled situation.
C	2/11/15	197226-102	The courts were not as clear, but CCB was great! Thank you.
C	3/9/15	200757-101	I have [sic] totally satisfied with the process of handling our case. When Nick Newman came he handled the negotiation in a professional way and I was pleased with the final outcome. Though we did experience a setback or 2 in getting paid we were able to talk things through with [the respondent] and the final outcome was satisfactory to both parties. Many thanks for this due process system in Oregon.
C	3/11/15	194943-101	I was surprised how easy the process was. Thank you.
C	3/11/15	123141-101	Thank you and we are greatfull for your help!
C	3/18/15	193680-101	I appreciate the CCB as one of the most important state agencies. On several occasions I have had disputes that were solved by your department. The last situation was solved by Nick, who successfully negotiated settlement after I failed despite calls and letters to the respondent. If ever you would like written testimony to the state regarding funding for your department I would be happy to do that. As a single older woman it is often difficult to deal with some contractors. <b>[Staff note: This complainant filed previous complaints in 1992, 1997, and 2012. All of her complaints were settled as the result of our on-site meeting.]</b>
C	3/27/15	165684-101	Thank you for all your help. [Respondent] did wait until the last minute to repair, but he did do it without complaining.

**COMMENTS ON CCB BEING BIAS**

FROM*	DATE REC'D	FILE NUMBER	COMMENT

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**DISPUTE RESOLUTION SECTION**  
**2013-2015 BIENNIUM**  
**7<sup>th</sup> quarter January 1, 2015 to March 31, 2015**  
**COMMENTS RECEIVED ON SURVEYS**

**NOT SATISFIED AT ALL**

FROM*	DATE REC'D	FILE NUMBER	COMMENT
C	1/13/15	133993-102	I do not have funds to further again to pay fee for small claims court nor do I possess fee for a process server! As a consumer I am screwed to access his bond by the legal system! <b>[Staff note: This complainant filed in court, the court held a hearing, and the complainant lost. A judgment was entered for dismissal with costs and prevailing party fee awarded to the respondent.]</b>
C	1/23/15	168216-101	Arbitrator <i>[sic]</i> had no business doing negotiations. He had no knowledge of being a contractor. <b>[Staff note: The investigator in this case was a home inspector for many years before working for CCB.]</b> Stated I should pay contractor for working on my own house. Did not acknowledge that contractor didn't no <i>[sic]</i> codes, amount of materials needed to do what little was done. Our pictures & daily log of what was done & not done arbitrator hardly looked at. We feel CCB arbitrator was worthless! As far as Oct 24 letter <b>[Staff note: The letter telling the complainant that if they want to pursue the complaint they must file in court.]</b> it was not clear what you wanted done. We felt we were taken advantage again by CCB as well as <i>[the respondent]</i> . We didn't want anything from contractor money wise. We just didn't want him doing this to other people. We felt like <i>[the respondent]</i> was way over his head on this remold job. We hope other people do not have same problem. Maybe CCB should contact other people he worked for. Same problems occurred. We found out after the fact.
C	3/2/15	159515-102	It is irrelevant to ask above questions. Because CCB you guy's did not resolve the problem at all. I had to take the company to court and only when I got a judgment <i>[sic]</i> I got paid. But it took forever. The CCB protects the contractor more than the homeowner. The CCB makes homeowner jump through to many hoops. You guys suck!!! <b>[Staff note: This is an owner complaint filed by a licensed contractor for work on his own home. The respondent did not participate in our mediation. The court took approximately 3 months to issue a judgment.]</b>
C	3/4/15	162701-102	The legislative committee or board needs to very seriously consider revamping the entire policy book. The way laws and policies are currently written, they solely exist to protect the contractors, and place an undue burden on the complainant. Which is why so many complainants I'm sure give up fighting. This allows negligent and in my case criminal persons to operate under the CCB's protection. Due to outdated and biased policies. <b>[Staff note: At the on-site the parties agreed that the dispute would be resolved by the respondent paying the complainant \$2,750 in six payments. The respondent did not make any payments, so the complainant had to file in court. The complainant filed in circuit court (not small claims) and received a judgment for over \$10,000.]</b>

**COMMENTS ON PUBLICATIONS AND WEBSITE**

FROM*	DATE REC'D	FILE NUMBER	COMMENT
C	2/5/15	195110-102	Going to Court: CCB Complaints pp 6 & 7 were confusing. Why not base claim on estimate from other contractors to finish or repair the project. <b>[Staff note: The publication referred to is information for complainants on how to determine the amount of damages they will be asking for in court. It refers to the cost to repair. That cost would be determined by getting estimates from other contractors.]</b>

**DISPUTE RESOLUTION SECTION**  
**2013-2015 BIENNIUM**  
**7<sup>th</sup> quarter January 1, 2015 to March 31, 2015**  
**COMMENTS RECEIVED ON SURVEYS**

C	2/18/15	200003-101	<ul style="list-style-type: none"> <li>• electronic survey</li> <li>• email communications</li> <li>• How to protect consumers when companies close &amp; join a new company? How to include a complaint online to communicate/protect other people.</li> </ul>
C	3/4/15	88180-104	<p>It would be helpful to the consumer to have past history of complaints more obvious—it said “0” on first page, but if you click on that you get past complaints—we would not have gone with him if we knew past history! <i>[Staff note: The respondent contractor has been licensed continuously since 1993. A total of 4 complaints were filed over which we had jurisdiction. The complaint here, 88180-104, is the only one filed by an owner. The rest were filed by subcontractors for payment and were resolved with the respondent making payment.]</i></p>

LS

# CONSTRUCTION CONTRACTORS BOARD

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



## Interoffice Memo

**To:** Board Members  
**From:** James Denno  
Administrator  
**Date:** April 14, 2015  
**Subject:** Policy Discussion

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In the board's ongoing efforts to streamline regulations, reduce barriers to licensure, and enhance the agency's enforcement capabilities, it has discussed the following policy areas. Staff offers additional information on these issues for further discussion by the board.

1. **Reciprocity.** The Oregon CCB currently does not engage in reciprocity with other states nor does it offer an expedited path to licensure for contractors who are licensed in good standing in other states. We are encouraged by the legislature to look at appropriate ways of streamlining regulations, among them the licensure process. One possibility for streamlining licensing would be to accept the NASCLA exam for commercial contractors. Information about the exam is attached.
2. **Continuing Education.** The CE program has received much criticism since it was first rolled out in 2011. Legislators as well as licensees have asked that we seek changes to the program to make it more meaningful, relevant, and less onerous. We have committed to meet with stakeholders over the coming year to work on the issues. We had our first meeting with stakeholders and providers at Clackamas Community College April 8th. We had a very productive meeting and a number of ideas were discussed, such as:
  - a. Incorporating elements of the commercial contractor CE requirement.
  - b. Allowing contractors to take the courses they want without restricting them to series A.
  - c. Expanding exemptions for other licensees (landscape contractors, building inspectors, dual-endorsed contractors, etc).
  - d. Auto-approving state agencies as providers.
  - e. Using NASCLA's third party provider approval process.

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- f. Lowering provider approval fees.
- g. Conducting a survey of licensees relating to CE.

3. **Conditional Licenses.** The agency sometimes receives applications for licensure from contractors with prior enforcement actions or financial histories in other jurisdictions. In some cases, the agency feels it would be appropriate from a public protection perspective to make the approval of a license depend on certain conditions being met. The agency's AAG will have more information at the board meeting.



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## PARTICIPATING STATE AGENCIES

### STATE CONTRACTOR LICENSING AGENCIES ADMINISTERING THE NASCLA ACCREDITED EXAMINATION

[Alabama Licensing Board for General Contractors \(http://www.genconbd.state.al.us/\)](http://www.genconbd.state.al.us/)

2525 Fairlane Drive  
Montgomery, Alabama 36116  
Phone: (334) 272-5030  
Fax: (334) 395-5336  
*As of September 2009*

[Georgia State Licensing Board for Residential and General Contractors \(http://sos.ga.gov/index.php/licensing/plb/46/\)](http://sos.ga.gov/index.php/licensing/plb/46/)

237 Coliseum Drive  
Macon, Georgia 31217  
Phone: (478) 207-2440  
Fax: (866) 888-9718  
*As of November 2010*

[Mississippi State Board of Contractors \(http://www.msbc.org/\)](http://www.msbc.org/)

215 Woodline Drive, Suite B  
Jackson, Mississippi 39232  
Phone: (800) 880-6161  
Fax: (601) 354-6715  
*As of May 2010*

[South Carolina Contractors Licensing Board \(http://www.llr.state.sc.us/pol/contractors/\)](http://www.llr.state.sc.us/pol/contractors/)

Post Office Box 11329  
Columbia, South Carolina 29211  
Phone: (803) 896-4686  
Fax: (803) 896-4814  
*As of May 2010*

[Virgin Islands Department of Licensing & Consumer Affairs \(http://dlca.vi.gov/\)](http://dlca.vi.gov/)

3000 Golden Rock Shopping Center, Suite 9  
Christiansted, VI 00820-4311  
United States of America  
*As of February 2013*

### STATE CONTRACTOR LICENSING AGENCIES ACCEPTING THE NASCLA ACCREDITED EXAMINATION

Alabama Licensing Board for General Contractors (<http://www.gencombd.state.al.us/>)

2525 Fairlane Drive  
Montgomery, Alabama 36116  
Phone: (334) 272-5030  
Fax: (334) 395-5336

Arkansas Contractors Licensing Board (<http://www.arkansas.gov/clb/>) (Accepting the Accredited Examination in lieu of the Arkansas Business and Law Examination)

4100 Richards Road  
North Little Rock, Arkansas 72117  
Phone: (501) 372-4661  
Fax: (501) 372-2247

Georgia State Licensing Board for Residential and General Contractors

(<http://sos.ga.gov/index.php/licensing/plb/46>)

237 Coliseum Drive  
Macon, Georgia 31217  
Phone: (478) 207-2440  
Fax: (866) 888-9718

Louisiana State Licensing Board for Contractors (<http://www.lslbc.louisiana.gov/commercial.htm>)

2525 Quail Drive  
Baton Rouge, Louisiana 70808  
Phone: (225) 765-2301  
Fax: (225) 765-2431

Mississippi State Board of Contractors (<http://www.msbc.ms/>)

215 Woodline Drive, Suite B  
Jackson, Mississippi 39232  
Phone: (800) 880-6161  
Fax: (601) 354-6715

Nevada State Contractors Board (<http://nscb.nv.gov>)

2310 Corporate Circle, Suite 200  
Henderson, Nevada 89074  
Phone: (702) 486-1100  
Fax: (702) 486-1190  
*As of December 2013*

North Carolina Licensing Board for General Contractors ([http://www.ncbge.org/exam\\_fr.html](http://www.ncbge.org/exam_fr.html))

Post Office Box 17187  
Raleigh, North Carolina 27619  
Phone: (919) 571-4183  
Fax: (919) 571-4703

South Carolina Contractors Licensing Board (<http://www.llr.state.sc.us/pol/contractors/>)

Post Office Box 11329  
Columbia, South Carolina 29211  
Phone: (803) 896-4686  
Fax: (803) 896-4814

South Carolina Residential Builders Commission ([http://www.llr.state.sc.us/pol/residentialbuilders/index.asp?](http://www.llr.state.sc.us/pol/residentialbuilders/index.asp?file=pub.htm)

[file=pub.htm](http://www.llr.state.sc.us/pol/residentialbuilders/index.asp?file=pub.htm))

110 Centerview Drive  
Columbia, South Carolina 29210  
Phone: (803) 896-4696  
Fax: (803) 896-4814

*Please note, this Commission has reciprocity with the South Carolina Contractors Licensing Board.*

Tennessee Board for Licensing Contractors (<http://tn.gov/commerce/boards/contractors/index.shtml>)

500 James Robertson parkway  
Nashville, Tennessee 37243  
Phone: (615) 741-8307  
Fax: (615) 532-2868

Virgin Islands Department of Licensing & Consumer Affairs (<http://dlca.vi.gov/>)

3000 Golden Rock Shopping Center, Suite 9  
Christiansted, VI 00820-4311  
United States of America  
*As of February 2013*

West Virginia Contractors Licensing Board, Division of Labor

(<http://www.wvlabor.com/newwebsite/Pages/index.html>)

State Capitol Complex  
Building 6, Room B-749  
Charleston, West Virginia 25305

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Phone: (304) 558-7890

Fax: (304) 558-5174

As of September 1, 2013

Please note, the board will not accept examination scores or transcripts prior to September 1, 2013.

#### TESTING PROVIDER / CANDIDATE INFORMATION BULLETIN

PSI Services, LLC (<http://www.psionline.com>)

2950 North Hollywood Way, Suite 200

Burbank, California 91505

Phone: (818) 847-6180

Fax: (818) 847-8701

- Alabama General Contractors Candidate Information Bulletin  
([http://candidate.psiexams.com/bulletin/display\\_bulletin.jsp?ro=yes&actionname=83&bulletinid=67&bulletinurl=.pdf](http://candidate.psiexams.com/bulletin/display_bulletin.jsp?ro=yes&actionname=83&bulletinid=67&bulletinurl=.pdf))
  - Georgia State Licensing Board for Residential and General Contractors Candidate Information Bulletin  
([http://candidate.psiexams.com/bulletin/display\\_bulletin.jsp?ro=yes&actionname=83&bulletinid=221&bulletinurl=.pdf](http://candidate.psiexams.com/bulletin/display_bulletin.jsp?ro=yes&actionname=83&bulletinid=221&bulletinurl=.pdf))
  - Mississippi Contractor Examinations Candidate Information Bulletin  
([http://candidate.psiexams.com/bulletin/display\\_bulletin.jsp?ro=yes&actionname=83&bulletinid=718&bulletinurl=.pdf](http://candidate.psiexams.com/bulletin/display_bulletin.jsp?ro=yes&actionname=83&bulletinid=718&bulletinurl=.pdf))
  - NASCLA Accredited Examination for Commercial General Building Contractors Candidate Information Bulletin ([http://candidate.psiexams.com/bulletin/display\\_bulletin.jsp?ro=yes&actionname=83&bulletinid=482&bulletinurl=.pdf](http://candidate.psiexams.com/bulletin/display_bulletin.jsp?ro=yes&actionname=83&bulletinid=482&bulletinurl=.pdf))
  - South Carolina Commercial Contractor Candidate Information Bulletin  
([http://candidate.psiexams.com/bulletin/display\\_bulletin.jsp?ro=yes&actionname=83&bulletinid=103&bulletinurl=.pdf](http://candidate.psiexams.com/bulletin/display_bulletin.jsp?ro=yes&actionname=83&bulletinid=103&bulletinurl=.pdf))
  - Virgin Islands General Construction Exam Candidate Information Bulletin  
([https://candidate.psiexams.com/bulletin/display\\_bulletin.jsp?ro=yes&actionname=83&bulletinid=563&bulletinurl=.pdf](https://candidate.psiexams.com/bulletin/display_bulletin.jsp?ro=yes&actionname=83&bulletinid=563&bulletinurl=.pdf))
- ([http://candidate.psiexams.com/bulletin/display\\_bulletin.jsp?ro=yes&actionname=83&bulletinid=103&bulletinurl=.pdf](http://candidate.psiexams.com/bulletin/display_bulletin.jsp?ro=yes&actionname=83&bulletinid=103&bulletinurl=.pdf))

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**NASCLA-Accredited Examination for  
Commercial General Building Contractors  
2012 Test Specifications**

- (1) The 2012 Examination Outline must be adhered to beginning with examinations administered on **April 1, 2013**.
- (2) A standard setting workshop must be conducted prior to implementing examinations based on the 2012 Examination Outline.
- (3) The examination must be referred to as: NASCLA-Accredited Examination – Commercial General Building Contractors.
- (4) The number of questions on any form will be 125, including 115 scored and a maximum of 10 pretest (unscored) questions.
- (5) The format of the examination will be open book.
- (6) The number of test questions on each examination that require candidates to look up building codes will be 15 questions. Additional questions that require general knowledge of building codes may be included.
- (7) Building code questions must be referenced to the two most recently published versions of the International Building Code.
- (8) The number of questions that refer to blueprints, plans, specifications, etc. will be 10 questions in accordance with the 2012 Examination Outline. Additional questions that refer to graphics, diagrams, or figures may be included.
- (9) The item format will be 4-option multiple choice.
- (10) The item format will NOT include “None of the above” or “All of the above” questions.
- (11) No more than 5% of the examination should consist of negatively worded items.
- (12) Examination providers must prepare a list of reference materials for candidates. The reference list must be submitted to NASCLA prior to the implementation of the new examination; and with each annual report.
- (13) Each item, except for blueprint and math questions must have a reference to a readily available, published source. The most recent edition of all publications should be used.
- (14) Examination providers must publish 10 sample questions for candidates. The questions must be reflective of the format and content of the examination.
- (15) For states that have a required passing score set in statute, use scaled scoring so the required passing score corresponds to the passing score derived during the standard setting workshop.

**NASCLA-Accredited Examination - Commercial General Building Contractors  
Summary of 2012 Examination Outline**

<b>Content Domain and Operational Definition</b>	<b>Subdomains</b>
<p><b>Domain 1 – Planning and Estimating (18%)</b>  <i>This domain assesses the candidate’s ability to comprehend plans and specifications, evaluate contract documents, estimate costs, and utilize materials and equipment.</i></p>	<p>1A. Plans and Specifications without Blueprints (4%)            1B. Plans and Specifications with Blueprints (3%)            1C. Cost Estimating without Blueprints (4%)            1D. Cost Estimating with Blueprints (3%)            1E. Materials and Equipment (4%)</p>
<p><b>Domain 2 – Financial and Project Management (18%)</b>  <i>This domain assesses the candidate’s knowledge of business finances, construction scheduling, and documentation.</i></p>	<p>2A. Financial Management (8%)            2B. Contract Management and Scheduling (8%)            2C. Project Closeout (2%)</p>
<p><b>Domain 3 – Safety (17%)</b>  <i>This domain assesses the candidate’s knowledge of methods to protect workers, the public, and the environment.</i></p>	<p>3A. Site Safety (13%)            3B. Life Safety Systems (4%)</p>
<p><b>Domain 4 – Site Construction (13%)</b>  <i>This domain assesses the candidate’s knowledge of methods to evaluate site conditions, prepare the site for construction, and finish the site.</i></p>	<p>4A. Site Conditions without Blueprints (3%)            4B. Site Conditions with Blueprints (1%)            4C. Site Preparation without Blueprints (5%)            4D. Site Preparation with Blueprints (1%)            4E. Site Finish (3%)</p>
<p><b>Domain 5 – Concrete (7%)</b>  <i>This domain assesses the candidate’s knowledge of methods and materials for the installation of concrete.</i></p>	<p>5A. Concrete Installation (4%)            5B. Concrete Formwork and Reinforcing without Blueprints (2%)            5C. Concrete Formwork and Reinforcing with Blueprints (1%)</p>
<p><b>Domain 6 – Masonry (3%)</b>  <i>This domain assesses the candidate’s knowledge of methods and materials for the installation of masonry.</i></p>	<p>6A. Masonry (3%)</p>
<p><b>Domain 7 – Metals (4%)</b>  <i>This domain assesses the candidate’s knowledge of methods and materials for the installation of structural steel and miscellaneous metals.</i></p>	<p>7A. Structural Steel (2%)            7B. Light Gauge and Miscellaneous Steel (2%)</p>

<b>Content Domain and Operational Definition</b>	<b>Subdomains</b>
<p><b>Domain 8 – Wood (4%)</b>  <i>This domain assesses the candidate’s knowledge of methods and materials for the installation of wood construction.</i></p>	8A. Wood (4%)
<p><b>Domain 9 – Thermal and Moisture Protection (4%)</b>  <i>This domain assesses the candidate’s knowledge of methods and materials for the installation of roofing systems and insulation/moisture barriers.</i></p>	9A. Foundations and Walls (2%) 9B. Roofing (2%)
<p><b>Domain 10 – Doors, Windows, and Glazing (4%)</b>  <i>This domain assesses the candidate’s knowledge of methods and materials for the installation of window and door systems.</i></p>	10A. Doors, Windows, and Glazing (4%)
<p><b>Domain 11 – Finishes (6%)</b>  <i>This domain assesses the candidate’s knowledge of methods and materials for the installation of finishes for walls, ceilings, and floors.</i></p>	11A. Walls, Ceilings, and Floors (3%) 11B. Finish and Trim (3%)
<p><b>Domain 12 – Specialty Equipment and Conveyance Systems (2%)</b>  <i>This domain assesses the candidate’s knowledge of methods and materials for the installation of specialty equipment and conveyance systems.</i></p>	12A. Specialty Equipment and Conveyance Systems (2%)

## FREQUENTLY ASKED QUESTIONS

### HOW CAN REGULATORY AGENCIES BENEFIT BY USING THE NASCLA-ACCREDITED EXAMINATION PROGRAM?

Regulatory agencies can benefit from increased confidence in their examination programs by ensuring that their testing providers are NASCLA-Approved. NASCLA-Approved means that the testing provider employs qualified and experienced personnel, is free from conflicts of interest, is financially stable, and maintains examination security practices that are consistent with the highest psychometric standards. Regulatory agencies that test for commercial general building contractors will receive additional benefits by requesting that their testing provider develop a NASCLA-Accredited Examination. The examination development process is audited by NASCLA to ensure that the examination is valid, reliable, and legally defensible.

### WHAT IS THE DIFFERENCE BETWEEN JURISDICTIONS ADMINISTERING THE NASCLA-ACCREDITED EXAMINATION AND JURISDICTIONS ACCEPTING THE NASCLA-ACCREDITED EXAMINATION?

The jurisdictions administering the NASCLA-Accredited Examination are offering the NASCLA-Accredited Examination as their agency's trade examination. The jurisdictions accepting the NASCLA-Accredited examination allow applicants who have passed the examination to waive taking that jurisdiction's trade-specific examination.

### HOW WILL THE NASCLA-ACCREDITED EXAMINATION IMPROVE THE LICENSURE PROCESS?

Contractors who take the NASCLA-Accredited Examination in one jurisdiction can access the NASCLA National Examination Database (NED) to request that their results be sent to other jurisdictions. Regulatory agencies can access NED to verify that applicants have passed the examination. Contractors will still have to meet other licensure requirements within their jurisdiction.

### HOW DO WE DECIDE IF THE EXAMINATION MEETS OUR NEEDS?

The examination is designed for a commercial general building contractor working on commercial projects in various jurisdictions. It is up to each regulatory agency to review the scope of work described in NASCLA's Occupational Analysis for Commercial General Building Contractors and the Test Specifications to decide if the examination meets their requirements.

For more information on the NASCLA-Accredited Examination, including test specifications and participating regulatory agencies, please visit the NASCLA website at [www.nascla.org](http://www.nascla.org).



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Fax 623-587-9625

[info@nascla.org](mailto:info@nascla.org)

[www.nascla.org](http://www.nascla.org)



## NASCLA-Accredited Examination Program for Commercial General Building Contractors



# EVERYTHING YOUR AGENCY NEEDS TO KNOW ABOUT IMPLEMENTING THE NASCLA-ACCREDITED EXAMINATION PROGRAM FOR COMMERCIAL BUILDING CONTRACTORS!

The NASCLA-Accredited Examination Program is an approval and accreditation process for testing providers and examinations, which was developed to:

- Improve the overall quality and validity of contractor licensing examinations.
- Reduce redundant licensing examination requirements for contractors who travel across different jurisdictions.
- Store applicant examination information in the National Examination Database (NED), allowing jurisdictions to verify that applicants have passed a NASCLA-Accredited Examination.

Regulatory Agencies Request for Proposal (RFP) Language: "Each vendor must be a NASCLA-Approved Provider. Each vendor must base the exam for commercial general building contractor on the National Job Analysis and Test Specifications developed by NASCLA. Each exam for commercial general building contractors must be a NASCLA-Accredited Exam." For further information or assistance on the NASCLA RFP Language, please contact the NASCLA office.

## How can Regulatory Agencies implement the NASCLA-Accredited Examination?

1. Regulatory Agencies specify in their RFPs that only NASCLA Approved Providers or NASCLA-Accredited Examinations are acceptable.
2. Regulatory Agencies accept the results of a NASCLA-Accredited Examination.

## How can Regulatory Agencies use the NASCLA-Accredited Examination?

One piece of the "pie"

Law and Business Examination  
Experience Requirements



NASCLA-Accredited Examination

Financial Statements  
Character/Criminal Background Checks

## How does the NASCLA-Accredited Examination Work?



## What is covered on the NASCLA-Accredited Examination for Commercial General Building Contractors?

CONTENT DOMAINS	% of EXAM
1. Planning and Estimating	(18%)
2. Financial and Project Management	(18%)
3. Safety	(17%)
4. Site Construction	(13%)
5. Concrete	(7%)
6. Masonry	(3%)
7. Metals	(4%)
8. Wood	(4%)
9. Thermal and Moisture Protection	(4%)
10. Doors, Windows, and Glazing	(4%)
11. Finishes	(6%)
12. Specialty Equipment and Conveyance Systems	(2%)

## FREQUENTLY ASKED QUESTIONS

### IS THE NASCLA-ACCREDITED EXAMINATION PROGRAM CONSIDERED A "NATIONAL LICENSE"?

No, passing a NASCLA-Accredited Examination only eliminates the need to take a participating jurisdiction's TRADE examination. Contractors would still have to meet other licensure requirements within each jurisdiction.

### WHO IS ELIGIBLE TO TAKE THE EXAMINATION?

Commercial general building contractor applicants can take the examination directly through a NASCLA Testing Provider. The examination information would be provided to applicants as part of the application process through participating jurisdictions. Applicants would still need to meet all other jurisdictional licensing requirements.

### IS THE EXAMINATION OPEN BOOK OR CLOSED BOOK?

The examination is open book.

### DOES THE EXAMINATION COVER BUILDING CODES?

Yes, the test specifications require a minimum number of code questions. The number was determined by the contractors who participated in the national occupational analysis. The examination is based on the International Building Code.

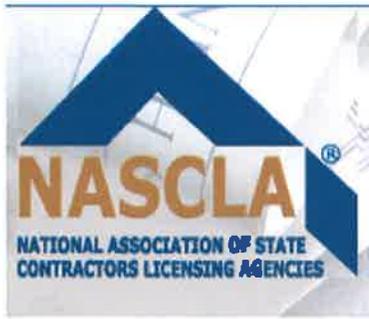
### HOW IS THE EXAMINATION ADMINISTERED?

Regulatory agencies should contact their testing provider to discuss the specifics of administering the examination in their jurisdictions. Any testing provider that follows NASCLA's standards can become NASCLA-Approved. If a testing provider develops an examination based on the national occupational analysis, they can apply to have their examination accepted as NASCLA-accredited. A complete list of NASCLA-Approved Testing Providers can be found on the NASCLA website.

### WHAT IS THE DIFFERENCE BETWEEN THE NASCLA-ACCREDITED EXAMINATION AND AN EXAMINATION PREPARED FOR A SPECIFIC JURISDICTION?

The NASCLA-Accredited Examination is developed and maintained using contractors from multiple jurisdictions across the United States and is based on a national occupational analysis. The NASCLA Test Specifications can be found on the NASCLA website.

FAQ's continue >



**EXAMINATIONS BY PSI SERVICES, LLC**

NASCLA has contracted with PSI Services LLC (PSI) to deliver its certification examinations.

**EXAMINATION REGISTRATION AND SCHEDULING PROCEDURES**

All scheduling questions should be directed to PSI. You may either schedule via the Internet at [www.psiexams.com](http://www.psiexams.com), or schedule over the telephone at (800) 733-9267.

PSI Services LLC  
 3210 E Tropicana  
 Las Vegas, NV 89121  
 (800) 733-9267 • Fax (702) 932-2666  
[www.psiexams.com](http://www.psiexams.com)

**INTERNET SCHEDULING**

You may schedule for your test by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, [www.psiexams.com](http://www.psiexams.com). You may schedule for a test via the Internet 24 hours a day.

1. Complete the registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available dates for scheduling your test.

**TELEPHONE SCHEDULING**

PSI has two scheduling methods available for those that wish to schedule by telephone. First, candidates may call PSI at (800) 733-9267, 24 hours a day and schedule using the Automated Registration System. Second, candidates wishing to contact a live operator may use this same telephone number to contact PSI registrars seven days a week to schedule an appointment for the test. PSI has test sites throughout the United States. The times of operation for live operators are as follows:

	Monday - Friday	Saturday - Sunday
Eastern Time	7:30am - 10:00pm	9:00am - 5:30pm
Central Time	6:30am - 9:00pm	8:00am - 4:30pm
Mountain Time	5:30am - 8:00pm	7:00am - 3:30pm
Pacific Time	4:30am - 7:00pm	6:00am - 2:30pm

**CANCELING AN EXAMINATION APPOINTMENT**

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (800) 733-9267. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

**Note:** A voice mail message is not an acceptable form of cancellation. Please use the PSI Website, automated telephone system (IVR), or call PSI and speak to a Customer Service Representative.

**MISSED APPOINTMENT OR LATE CANCELLATION**

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

**SPECIAL EXAMINATION ARRANGEMENTS**

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must fill out the form at the end of this Candidate Information Bulletin and fax to PSI (702) 932-2666.

**EXAMINATION SITE CLOSING FOR AN EMERGENCY**

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at [www.psiexams.com](http://www.psiexams.com).

**EXAMINATION SITE LOCATIONS**

There are nationwide examination centers. You will be provided with the locations upon scheduling for your examination. Go to [www.psiexams.com](http://www.psiexams.com) for a listing of sites.

**REPORTING TO THE EXAMINATION SITE**

On the day of the examination, you should arrive 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be*



admitted to the examination site and you will forfeit your examination registration fee.

### REQUIRED IDENTIFICATION

You must provide 1 form of identification. This must be a VALID form of government-issued identification (Driver's License, State ID, Passport) which bears your signature and has your photograph.

If you cannot provide the required identification, you must call (800) 733-9267 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. **Failure to provide ALL of the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.**

### SECURITY PROCEDURES

The following security procedures will apply during the examination:

- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- Please be advised that children, cell phones, pagers, cameras, programmable electronic devices and recording devices of any kind are NOT allowed to enter PSI testing centers. Additionally, **NO personal items are to enter the testing centers, including handbags, backpacks, heavy coats, etc..** PSI will not be responsible for any personal items, and suggests that you leave such items in another safe place, of your choosing.
- No smoking, eating, or drinking will be allowed at the examination site.
- You may not exit the building during the examination.
- Copying or communicating examination content is a violation of PSI security policy and the State Law. Either one may result in the disqualification of examination results and may lead to legal action.

### EXAMINATION REVIEW

While taking the examination, examinees will have the opportunity to provide comments on any questions, by using the comments key on the keyboard. These comments will be analyzed by PSI examination development staff. Although PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. **This is the only review of examination materials available to candidates.**

## EXAMINATION

### **NASCLA-ACCREDITED EXAMINATION - COMMERCIAL GENERAL BUILDING CONTRACTOR**

If you pass the *NASCLA Accredited Examination for Commercial General Building Contractors*, your name will be entered into the NASCLA National Examination Database and you may use this information in other states that accept that NASCLA Accredited Examination.

The NASCLA-Accredited Examination Program was designed to assist contractors who need to be licensed in multiple jurisdictions. Contractors who take the accredited examination can access NASCLA's examination database (NED) and request that their results be sent to other jurisdictions that accept the examination, thereby reducing redundant licensing requirements.

Please visit NASCLA's website at <http://www.nascla.org/exam.php> for a listing of the states that provide this examination.

# of Questions	Minimum Passing Score	Time Allowed
115	81	330 Minutes

### CONTENT OUTLINE

Subject Area	# of Items
Planning and Estimating	21
Financial and Project Management	21
Safety	19
Site Construction	15
Concrete	8
Masonry	3
Metals	5
Wood Foundations and Framing	5
Thermal Moisture Protection	4
Doors, Windows, and Glazing	5
Finishes	7
Specialty Equipment and Conveyance Systems	2

### PRETEST ITEMS

In addition to the number of examination items specified, 10 non-scored "pretest" questions will be administered to candidates during the examinations. **These questions will not be scored and the time taken to answer them will not count against examination time.** The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

### REFERENCE LIST

The reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices. **Except for Code books, you can base your answers on later editions of references as they become available.** For Code questions, the examinations will be based only on the edition of the Code book that is listed.

Candidates may use a silent, nonprinting, non-programmable calculator in the examination center.

This examination is OPEN BOOK.

**The following reference material is allowed in the examination center:**

*BCSI: Guide to Good Practice for Handling, Installing, Restraining, and Bracing of Metal Plate Connected Wood Trusses*, 2013, Structural Building Components Association and Truss Plate Institute, (608) 274-4849, [www.sbcindustry.com](http://www.sbcindustry.com)



*Construction Jobsite Management*, 3rd edition, 2011, Author-William R. Mincks, Hal Johnston, Delmar/Thomson Learning, PO Box 6904, Florence, KY 41022-6904, Phone (800) 347-7707, Fax (800) 487-8488, URL- [www.delmarlearning.com](http://www.delmarlearning.com).

*NASCLA Contractors' Guide to Business, Law and Project Management*, Basic 10<sup>th</sup> or 11<sup>th</sup> Edition, National Association of State Contractors Licensing Agencies (NASCLA), 23309 N. 17th Drive, Phoenix, Arizona 85027, Telephone: (623) 587-9519, Fax: (623) 587-9625, [www.nascla.org](http://www.nascla.org)

*Erectors' Manual - Standards and Guidelines for the Erection of Pre Cast Concrete Products*, 1999, 2nd Edition, Publisher-Precast/Prestressed Concrete Institute (PCI), 209 W. Jackson Blvd, Chicago, IL 60606-6938, Phone (312) 786-0300, Fax (312) 786-0353, [www.pci.org](http://www.pci.org)

*Training and Certification of Field Personnel for Unbonded Post-Tensioning - Level 1 Field Fundamentals*, 2003, 3rd Edition, Publisher- Post-Tensioning Institute, 1717 W. Northern Avenue, Suite 114, Phoenix, AZ 85021, Phone (602) 870-7540, Fax (602) 870-7541, [www.post-tensioning.org](http://www.post-tensioning.org).

*Management of Construction Projects - A Constructor's Perspective*, 2002, 1st Edition, John E. Schaufelberger, Len Holm, Prentice-Hall PTR, 200 Old Tappan Road, Old Tappan, NJ 07675, Phone (800) 382-3419, (800) 922-0579, Fax (201) 236-7141, [www.prenhall.com](http://www.prenhall.com).

*SDI (Steel Deck Institute) Manual of Construction with Steel Deck*, 2006, 2nd Edition, Publisher-Steel Deck Institute, PO Box 25, Fox River Grove, IL 60021, Phone (847) 458-4647, Fax (847) 458-4648, [www.sdi.org](http://www.sdi.org)

*Pipe and Excavation Contracting*, 2011, Author-Dave Roberts, Publisher- Craftsman Book Company, P.O. Box 6500, Carlsbad, CA 92018, Phone (800) 829-8123, Fax (631) 924-6580, [www.craftsman-book.com](http://www.craftsman-book.com).

*Gypsum Construction Handbook*, 7th edition, 2014, United States Gypsum Company (USG), RS Means Publishing, 700 Longwater Drive, Norwell, MA 02061, 800-334-3509, Fax: 800-632-6732, [rsmeans.reedconstructiondata.com](http://rsmeans.reedconstructiondata.com)

*Placing Reinforcing Bars, Recommended Practices*, 2011, 9th edition, Concrete Reinforcing Steel Institute, Publisher-Concrete Reinforcing Steel Institute, 933 North Plum Grove Rd, Schaumburg, IL 60173, Phone (800) 328-6306, <http://www.crsi.org/>

*Technical Digest No. 9 - Handling and Erection of Steel Joists and Joist Girders*, 3rd Edition, 2008, Steel Joint Institute, 234 W. Cheves Street, Florence, SC 29501, Phone: (843) 407-4091, Fax (843) 407-4044, [www.steeljoist.org](http://www.steeljoist.org).

*Modern Masonry - Brick, Block, Stone*, Clois E. Kicklighter, 2010 (Seventh Edition), The Goodheart-Willcox Company, (800) 323-0440, [www.goodheartwillcox.com](http://www.goodheartwillcox.com).

*Principles and Practices of Commercial Construction*, 2014, 9th Edition, Cameron K. Andres and Ronald C. Smith, Pearson Education, Inc., One Lake Street, Upper Saddle River, NJ 07458, Phone (201) 236-7000, [pearsoned.com](http://pearsoned.com).

*Code of Federal Regulations - 29 CFR Part 1926 (OSHA)*, 2011, Superintendent of Documents, PO Box 371954, Pittsburgh, PA 15250-7954, 888-293-6498, <http://www.access.gpo.gov/nara/cfr/cfr-tablesearch.html#page1>  
OR

*Code of Federal Regulations - 29 CFR Part 1926 Selections by PSI*, 2008, 3210 E Tropicana, Las Vegas, NV 89121, (800) 733-9267, [www.psiexams.com](http://www.psiexams.com), (See order form at the end of the Candidate Information Bulletin.

*Carpentry and Building Construction*, 2010 edition, John L. Feirer and Mark D. Feirer, Publisher: McGraw-Hill, [www.textbooks.com](http://www.textbooks.com), 877-292-6442. (Note: 2004 edition may also be used if 2010 edition is not available.)

*ANSI Accessible and Usable Buildings and Facilities*, 2009, American National Standards Institute, 1819 L Street NW, Washington, DC 20036, (202) 293-8020, [www.ansi.org](http://www.ansi.org)

*Roofing Construction and Estimating*, Daniel Atcheson, 1995, Craftsman Book Company, (800) 829-8123, [www.craftsman-book.com/products](http://www.craftsman-book.com/products)

*The Contractor's Guide to Quality Concrete Construction*, 2005, 3rd Edition, American Concrete Institute, (248) 848-3700, [www.aci-int.org](http://www.aci-int.org).

*Green Building Fundamentals*, Michael Montoya, 2011, 2<sup>nd</sup> edition, Pearson Education Publishing, ISBN-10: 0-13-511108-0, Pearson Publishing, [www.informit.com/sales/df](http://www.informit.com/sales/df)

*International Building Code*, 2009 or 2012 Edition, International Code Council, (800) 786-4452, [www.iccsafe.org](http://www.iccsafe.org)

Reference material may be highlighted, underlined, and/or indexed. They must be otherwise unmarked (not written in) and may not contain additional papers (loose or attached). THESE REFERENCES WILL NOT BE AVAILABLE IN THE EXAMINATION CENTER. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are not allowed and must be removed from the reference before the exam will begin.

## AFTER PASSING THE EXAMINATION

Your results have been entered in the National Examination Database (NED) that will allow you to transfer your results to other states. Even if you are not interested in transferring your results at this time, you might want to go to <https://ned.nascla.org> and view the tutorial. You will not need a login or password to access the video. Just click on the message "To view an instructional video on registering and transcript purchasing" and you will be taken to the video. Once you have viewed the video, you may want to register so that an account can be established; there is no charge to register on NED.

You may also contact any jurisdiction/state agency to inquire if they will accept this passing score. For a complete listing of agencies that will accept your results, please visit the National Association of State Contractors Licensing Agencies' (NASCLA) website at <http://www.nascla.org/exam.php>.

