

**Construction Contractors Board**

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State of Oregon  
Honorable Kate Brown, Governor



Jim Denno, Administrator



**DRAFT**  
**1/19/2015**

**NOTICE OF PUBLIC MEETING**  
**CCB Board Meeting**

**Wednesday, January 27, 2016**

9:30 a.m. – 11:00 a.m.

201 High St SE, 6<sup>th</sup> Floor, Board Room, Salem, Oregon

	<b>Page</b>
<b>Meeting Called to Order</b>	
<b>Approval of the Agenda</b> .....	<b>ACTION ITEM</b> (pg 1)
<b>Approval of the Minutes</b> (12/1/15).....	<b>ACTION ITEM</b> (pg 2-4)
<b>Board Calendar:</b> Date of the Next Regularly Scheduled Meeting: February 24, 2016 (CCB Offices) .....	(pg 5)
 <b>Public Comment</b>	
<b>Agency Reports</b>	
1. Agency Update (Jim Denno) .....	(pg 6-15)
2. Licensing (Laurie Hall)	
a. CCB Licensing Statistics.....	(pg 16-23)
3. Communication & Education (Cheryl Martinis)	
a. Education Update .....	(pg 24)
b. Fall Outreach Schedule .....	(pg 25-28)
c. Newsletter .....	(pg 29-47)
d. Fraud and Scam Brochure.....	(pg 48-49)
e. Press Release .....	(pg 50-51)
4. Enforcement (Stan Jessup)	
a. Enforcement Update.....	(pg 52-53)
5. Administrative Services (Kimberlee Ayers)	
a. Budget.....	(pg 54-55)

**Old Business**

**New Business**

**Adjournment**

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*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 Leslie Culpepper (503) 934-2228.*

**DRAFT**

12-11-15

**MINUTES OF THE DECEMBER 1, 2015  
CONSTRUCTION CONTRACTORS BOARD MEETING**

The Construction Contractors Board (CCB) met on Tuesday, December 1, 2015, in the lunch room at 201 High St. SE, Salem, Oregon.

**Attendees:**

**Board Members Present:** Board Chair Kimberly Wood, Vice Chair Jim Patrick, Kurt Bolser, Jerry Jones Jr., Jim Kitchin, Mariana Lindsay, and Sandi Warren.

**Excused Board Members:** Susan Steward.

**Staff:** Administrator James Denno, Administrative Services Manager Kimberlee Ayers, Communication and Education Manager Cheryl Martinis, Enforcement Manager Stan Jessup, Licensing Manager Laurie Hall, Procurement Specialist Cathy Dixon, and Assistant Attorney General Catriona McCracken.

**Guests:** Kirsten Adams, Kathy Nishimoto, Rob Campbell, Bonnie Sullivan and Patrick Heath.

**MEETING CALLED TO ORDER:**

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

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

**MOTION:** Jim Patrick moved to approve the December 1, 2015 meeting agenda.

**Motion carried unanimously.**

**APPROVAL OF MINUTES:**

**MOTION:** Jerry Jones Jr. moved to approve the November 3, 2015 meeting minutes, as corrected to reflect the proper name of the acronym ICN (Interagency Compliance Network).

**Motion carried unanimously.**

**BOARD CALENDAR:**

The draft 2016 board calendars were discussed. The board agreed to move its 2016 meetings to Wednesdays, when the first-floor Hearing Room is available.

The next board meeting is scheduled for January 27, 2016.

**PUBLIC COMMENT:**

None.

**NEW BUSINESS:**

**Stakeholder Comments and Input:**

1. **Kathy Nishimoto, Clackamas Small Business Development Center**, discussed the need for the CCB Spanish version of the pre-license test to match the Spanish in the Contractors Reference Manual.
2. **Rob Campbell, Clackamas Small Business Development Center**, discussed the needs of Latino contractors. His goal is to see a 50 percent passing rate for Spanish speaking contractors; currently the passing rate for the CCB Spanish version of the test is less than

10 percent. He further stated that it is important to align the Spanish in the manual and on the test.

3. **Kirsten Adams, Associated General Contractors**, reported that she asked for input from AGC members and did not receive anything back to discuss.
4. **Bonnie Sullivan**, reported that it is especially hard for small business contractors to determine if a project is small commercial or large commercial and when workers' compensation insurance is needed.
5. **Patrick Heath, Department of Administrative Services, Chief Financial Office**, stated that he helps the CCB with its budget and policy issues.

#### **OLD BUSINESS:**

##### **Continuing Education Program Reforms:**

Communication and Education Manager Cheryl Martinis discussed the proposed residential continuing education reforms. She walked the board through the staff memo outlining the board's strategy for improving the requirements. The strategy is to give contractors more latitude in the courses they choose, expand exemptions for multi licensed individuals, provide CCB courses without additional fees, and expand the number of providers by eliminating fees that restrict participation in the program. CCB will develop an audit process of license renewals to ensure compliance. The reforms will be accomplished through rule revisions in the near term, and legislation in the 2017 session. The agency will propose a license fee increase of about \$50 which will not increase agency revenue, but will replace the lost continuing education revenue and maintain the existing agency budget.

#### **AGENCY REPORT:**

Mr. Denno reported that the executive assistant position has been filled, and the agency believes we got a very highly qualified person. This was a very competitive recruitment with more than 100 applicants.

He invited board members to attend the 8 a.m. December 8 staff meeting.

He reported that he is working with Rep. Holvey on a bill for the 2016 session to repeal the sunset on the existing Dispute Resolution program according to the board's legislative agenda.

1. **Licensing Update:**

Licensing Manager Laurie Hall reviewed the licensing statistics, noting that licensing numbers continue to slowly increase. She further reported that 60 percent of renewals are submitted online.

2. **Communication/Education:**

Education Manager Cheryl Martinis reported that she and Enforcement Manager Stan Jessup met with the Office of Adult Abuse Prevention and Investigations (OAAPI). The majority of fraud occurs to people 70-plus years old. She further reported that education staff are working with Kathi Dahlin on rule some revisions.

Ms. Martinis reported that work is moving ahead on rule revisions for testing and education that include the continuing education reforms. Among other things, there is ongoing confusion regarding the date when the contractor has two years to apply for the

CCB license. Currently, it is two years from the date the course was taken; changing that to two years from the date the test was taken will eliminate confusion. The proposed rule changes will be vetted with stakeholders and brought to the board at a subsequent meeting.

Board member Jones suggested that education staff reach out to Associated General Contractors and other commercial contractor associations, such as the National Utility Contractors Association (NUCA) as part of CCB's outreach for 2016.

**(Staff Action Item)**

**3. Enforcement:**

Enforcement Manager Stan Jessup reported that he is working to realign the dispute resolution, field investigations and enforcement sections for better unity and efficiency.

A consent agenda of enforcement actions will be part of the February 2016 meeting.

**(Staff Action Item)**

**4. Administrative Services:**

Administrative Services Manager Kimberlee Ayers discussed the Position Information Control System (PICS) and Oregon Budget Information Tracking System (ORBITS) audit reports. There were no errors found in the audit of the agency budget and the report has been completed. She is currently working on the 2015-17 budget forecast.

She further reported that IT is beginning the process of updating the agency's servers.

**Adjourned:**

The meeting adjourned at 10:30 a.m.

## CCB Board Meeting Calendar 2016 - Wednesdays

MONTH	MEETING TYPE	NOTED ITEMS	LOCATION
January 27	Teleconference Board Meeting		Beardsley Building 201 High St, 6 <sup>th</sup> Floor Board Room Salem, OR 97301
February 24	Board Meeting	Ethics training	Beardsley Building 201 High St, 1 <sup>st</sup> Floor Hearings Room Salem, OR 97301
March 23	Teleconference Board Meeting		Beardsley Building 201 High St, 6 <sup>th</sup> Floor Board Room Salem, OR 97301
April 27	Board Meeting	Election of officers	Beardsley Building 201 High St, 1 <sup>st</sup> Floor Hearings Room Salem, OR 97301
May 25	Board Meeting	Strategic planning session	Beardsley Building 201 High St, 1 <sup>st</sup> Floor Hearings Room Salem, OR 97301
June 29	Teleconference Board Meeting	New officers terms begin	Beardsley Building 201 High St, 6 <sup>th</sup> Floor Board Room Salem, OR 97301
July 27	Board Meeting	Budget review	Beardsley Building 201 High St, 1 <sup>st</sup> Floor Hearings Room Salem, OR 97301
August 24	Teleconference Board Meeting	KPM 10 – Best practices survey finalized	Beardsley Building 201 High St, 6 <sup>th</sup> Floor Board Room Salem, OR 97301
September 28	Board Meeting		Beardsley Building 201 High St, 1 <sup>st</sup> Floor Hearings Room Salem, OR 97301
October 26	Teleconference Board Meeting		Beardsley Building 201 High St, 6 <sup>th</sup> Floor Board Room Salem, OR 97301
December 7	Board Meeting	Stakeholder meeting	Beardsley Building 201 High St, 1 <sup>st</sup> Floor Hearings Room Salem, OR 97301

Board Meetings begin at 9:30 am

# CONSTRUCTION CONTRACTORS BOARD

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



## Memorandum

**To:** Construction Contractors Board  
**From:** Jim Denno, Administrator  
**Date:** January 19, 2016  
**Subject:** Agency Update

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At the hearing on our budget in the 2015 legislative session the Ways & Means Joint Sub Committee on General Government requested that we bring a report to them in 2016. Because the 2015-17 budget was a reduction of about 10% from the 2013-15 budget, and eliminated 7 staff positions, the committee was concerned to know if the agency would be able to continue to deliver the same level of service to the public. I made a report to the committee on January 13<sup>th</sup> and was glad to be able to report to them that the agency continues to perform very well. We talked about our developing partnership with Building Codes, and about our plan to improve the continuing education requirements for residential contractors. The feedback from the committee was very positive. I have attached the report and supporting documents.

I participated in the Homebuilders Association roundtable for Remodeling Contractors last week. We talked about our enforcement efforts, our plan to improve the CCB's online licensing system, and our plan to improve continuing education requirements. It was a very positive meeting. The group was supportive of our efforts to improve enforcement and was especially glad to hear about the continuing education improvement plan.

Several of us met with the NASCLA Executive Committee which was in Portland last week for their yearly planning session. We discussed our project to create a new contractor manual, the proposal to accept the NASCLA exam for licensure, and other public outreach resources published by NASCLA that we might find adaptable for use in Oregon.

I was asked by Rep. Reardon to participate in a work group looking at a legislative concept for revising the timelines in statute for resolution of claims of construction defects. The group was made up of contractors and contractor association representatives, insurance and construction attorneys, and other state agencies. The original idea was to shorten the timeline for claims to be resolved, particularly relating to commercial condominium projects. The consensus of opinion from the industry professionals was that changing the timelines would not be helpful. There may, however, be a revised concept of some sort forthcoming.

Rep. Holvey agreed to sponsor our agency legislation to remove the sunset from the existing dispute resolution program. This will retain the existing program, preventing a return to the old (pre 2009) way of doing business, which was far costlier and less effective. The bill number will be HB 4121 and will be heard first in the house Business and Labor committee.

I received the results of the Executive Leadership Survey which evaluated my job performance over the past year. Thank you all for the honest feedback. I want to do the best job I possibly can, and continue to make improvements. I am looking forward this year to

continuing to improve communication within the organization, with the board and with stakeholders. I am looking forward to working with staff, board members and stakeholders to identify priorities and make progress toward greater efficiency in the agency and greater collaboration with our customers. Thank you all for your service on the board and your commitment to helping make CCB a model state agency.



# Oregon

Kate Brown, Governor

**Construction Contractors Board**

[www.oregon.gov/ccb](http://www.oregon.gov/ccb)

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December 4, 2015

The Honorable Senator Elizabeth Steiner-Hayward, Co-Chair  
The Honorable Representative Greg Smith, Co-Chair  
Interim Joint Subcommittee on General Government  
900 Court St NE  
Salem, Or. 97301

Dear Co-Chairpersons,

In April 2015, when the Joint Ways and Means Subcommittee on General Government recommended approval of our budget for 2015-17, you requested that I return for an informal report on the agency's progress. Specifically, you wanted to know how we were doing in the wake of eliminating positions and reducing our budget from 2013-15 levels. The committee wanted to be sure that reduced staffing would not negatively impact our ability to serve the public.

## **STAFFING**

I am happy to report that the agency has continued to perform very well with reduced staffing. We have just completed our Key Performance Measures report for 2015 and all of our metrics that track agency responsiveness, processing times, and customer satisfaction have improved over last year.

At the time our budget was adopted and positions were eliminated, we also had a number of positions which were retained but were kept vacant while we determined agency needs as we began our restructuring and right-sizing assessments. My direction to staff has been to work to become as efficient as possible on the "administrative" side of our business and put all available resources into enforcement and public outreach. Since then, we have filled two enforcement positions and redeployed our field staff to get better coverage across the state, and we also ramped up our outreach activities.

At this writing, we still have a few vacancies and are evaluating the areas of our business where they should be located so they can do the most good.

## **2015 HIGHLIGHTS**

Although there is much work to be done at the CCB, we have accomplished a lot over the past year. Here are a few of the highlights:

- Moved into a new facility with better access for our customers, more efficient workspace for staff, and reduced cost.

- Recruited three new board members with broad experience and knowledge of building and construction issues.
- Rebuilt relationships with stakeholders and legislators, reaching out, listening to their issues and working with them to seek solutions.
- Developed quality online and live education classes, and increased public outreach.
- Hired new investigators and restructured field staff to increase our enforcement presence.
- Adopted a quality national exam for home inspectors, and approved the acceptance of a national exam as an alternative path to licensure for contractors.
- Developed a strategy for restructuring the continuing education program that will address the issues that have generated so many complaints, and improve our education services to contractors.
- Streamlined many internal licensing processes removing redundant steps, and updated forms to make them easier for licensees to understand.
- Began a partnership with the Building Codes Division with the goal of improving licensing and enforcement services of both agencies.
- Invested in our employees, with training and employee committees to improve our working environment.

## **2016 AND BEYOND**

Currently, we are working hard to develop our partnership with the Building Codes Division, with a view to serving the public more efficiently. The Joint Ways and Means Committee approved additional budget limitation so that we can improve our IT structure, which is key to this partnership. We meet regularly with BCD and technology experts to strategize the design, procurement and implementation of a new, joint online licensing system. Over the course of 2016, we will be working on this project with the goal of presenting our construction industry customers with a more streamlined and user-friendly resource for license applications and renewals, as well as improved tools for checking licenses and reporting unlicensed activity.

Our other immediate priority is to amend the continuing education requirements for residential contractors. Since first requiring continuing education in 2010, the CCB has struggled to find the right set of requirements that are meaningful for contractors without being onerous. Despite two attempts to correct problems, residential contractors complain about the overly restrictive rules, limited providers, and cost of compliance. Over the past year, we have worked on a plan to make meaningful reforms to the requirements. We have surveyed contractors and received a lot of feedback.

The Board has approved a plan, which we believe addresses the majority of complaints yet retains a meaningful requirement for contractor education. We will implement these reforms through a combination of rule changes over the next several months, and legislation in the 2017 session. This has been a particularly thorny problem because there are numerous fees associated with continuing education. Our plan is to eliminate all of these extra fees and provide continuing education services for no additional charges. As part of the 2017 continuing education reforms, we have been talking to our stakeholders about the possibility of requesting a modest license fee increase. This would not add revenue to our budget but simply replace the lost revenue from continuing education fees. Most licensees would see the increase offset by continuing education class fees they would no longer be paying to the CCB.

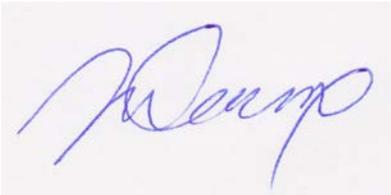
Our current staffing levels enable us to continue to serve our customers well. With the continuing education program rebooted and a new IT structure in place, we are confident that there are further staffing efficiencies yet to be realized.

Although the agency has not always enjoyed the best reputation, the great majority of our staff are dedicated public servants who are excited about our new direction. We have made meaningful progress over the past year and we are energized about the future. My goal is that we become a model agency that others will want to emulate.

### **ACTION REQUESTED**

Acknowledge receipt of the report.

Sincerely,

A handwritten signature in blue ink, appearing to read "J Denno", is shown on a light-colored background.

James Denno  
Administrator

# Construction Contractors Board



## Our Mission

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

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

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

## Our People

### Management Team

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

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

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

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

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

### Customer Service

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

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

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

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

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

Rule status: 503-934-2228 or [Leslie.Culpepper@state.or.us](mailto:Leslie.Culpepper@state.or.us).

## Our Funding

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

## Our Challenge

Fulfilling an expanding our mission with fewer resources.

	2007-09	2009-11	2011-13	2013-15	2015-17
Licensees	47,000	43,000	39,000	35,000	35,000
Budget	\$15.4 million	\$15.1 million	\$15.1 million	15.9 million	\$14.5 million
Employees	85	80	76	75	62

## Our Challenge

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

**Licensing:** In addition to residential and commercial contractors, CCB now issues licenses to home inspectors, locksmiths, energy assessors, home services contractors, restoration contractors and road flaggers.

**Education:** The CCB needs to devote increasing resources to creating and maintaining meaningful pre-licensure and continuing education classes for contractors, and to public outreach about the requirements and benefits of using licensed contractors.

**Online services:** In today's world, it is essential for contractors and the public to be able to conduct business online. Our existing databases and online systems need updating to make them efficient and user-friendly.

## Our Strategy

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

- Streamline license application and renewal process.
- Move to national license testing standards where appropriate.
- Improve strategic enforcement efforts across the state to root out unlicensed contractors and those paying workers under the table.
- Partner with other agencies to share information and improve enforcement coordination.
- Revise continuing education to increase the variety and quality of available courses.
- Increase public awareness of the requirements and benefits of using licensed contractors.
- Excellent customer service across all programs.

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

- Create user friendly system for license applications, renewals, and meeting continuing education requirements.
- Improve web-based license search tools to provide better information to the public.
- Create mobile app to search license database and report unlicensed contractors.

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

- Remove unnecessary or redundant administrative rules and procedures.
- Collaborate with state and local government agencies to share information.
- Increase collaboration with the Building Codes Division to share information and coordinate resources.

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

- Simplify internal processes.
- New models for pre-licensure training and continuing education.
- Leverage membership in National Association of State Contractors Licensing Agencies.

# Proposed Reforms:

## *Residential Continuing Education*

### The Issue

Since first requiring continuing education (CE) for construction contractors in 2010, Oregon has struggled to find the right set of requirements for residential contractors. After several attempts to correct problems, the current version of CE took effect Jan. 1, 2014. The Construction Contractors Board (CCB) surveyed contractors in 2015 and found that most favor significant changes to make the program relevant. Based on the survey results and input from stakeholder groups, the CCB has approved a strategy to improve the program through law and rule changes.

### The Current Requirements

- Residential contractors must complete eight hours of CE (16 hours for new contractors)
- Includes three hours of CCB courses at a cost of \$45 to the contractor
- Requires five hours of approved business practices courses (Series A)
- New contractors may take up to eight hours of trade-specific courses (Series B)
- All CE providers and courses are approved by CCB and fees are charged

### The Problems

- Restrictions on types of courses (Series A/B) prevent contractors from taking the courses they feel are most relevant to their businesses
- Contractors complain about \$45 add-on CCB fee
- Fees and processes discourage CE providers from offering courses
- Inadequate exemptions from CE for contractors holding multiple licenses

### The Plan

- Eliminate the Series A/B distinction, allowing licensees to choose their course subjects
- Eliminate additional charges for CCB-required CE courses
- Eliminate the CE provider and course approval process and fees, listing approved provider categories in statute
- Expand exemptions for multiple license holders
- Conduct audits of license renewals to assure compliance
- Seek a license fee increase of approximately \$50 (\$25 per year) to replace lost revenue. This will not increase agency revenue. Note: More than 85 percent of licensees will see the increase offset by the \$45 they will no longer pay CCB for CE.
- These changes will be implemented through a combination of rule changes in the short term, and a legislative concept in the 2017 legislative session.

# Frequently Asked Questions: *Continuing Education Reforms*

January 2016

## **Why** are you changing residential continuing education?

To expand contractors' choices of classes and education providers. Contractors tell us repeatedly that the existing program lacks relevancy and quality, and costs too much. Existing fees and rules about the types of classes that contractors may take limit the number and types of education providers willing or able to participate. They also increase contractors' costs and frustration. Today, a veteran contractor who wants to learn how to install a new product can't get credit because he or she is limited to mostly business-type classes

## **What** are you proposing?

We propose to allow contractors to select the classes they feel are most relevant to their businesses (eliminating the Series A/B distinction), offer the CCB required classes at no additional charge (part of license fee), and do away with specific approval of individual providers and courses. This sets up a "value-based" system where a contractor selects a class based on the value of the class to the contractor's business.

## **Would** the required hours change?

No. The requirement for residential contractors would still be eight hours every two years for those licensed six or more years, and 16 hours for those licensed less than six years. Three of the required hours would still come from CCB classes. Contractors would be free to decide which classes to take for the remaining five hours, or 13 hours, as the case may be. Requirements for commercial contractors would remain unchanged.

## **Won't** the quality suffer if the CCB no longer approves education providers?

Meaningful quality control of continuing education for an industry as broad as "construction" is extremely difficult. Even with the current process, contractors complain about quality. We hear from many veteran contractors that they are well able to judge who is competent to teach. The existing continuing education requirements for commercial contractors do not include provider or course approval, and we hear far fewer complaints.

## **If** the CCB no longer approves education providers, how will I know where to get continuing education?

First, you will be able to take courses from an array of organizations that you are familiar with, including contractor associations, product manufacturers, government agencies, private businesses, and schools and colleges. To help you connect, the CCB will publish a directory of education providers on the website. We will continuously update this directory as we learn of education providers.

## How will I know when continuing education is going to change so I don't take the wrong courses?

CCB will provide information on its website, by mail, email and our newsletter. Regardless, ***any courses that qualify for credit under the current requirements will qualify under the new requirements.***

## How will you verify that licensees comply with the new requirements?

The CCB will audit licensees during renewals to verify compliance. Licensees will need to maintain proof that they have completed the required hours. Typically, this will be a course completion certificate or transcript from the provider. Some providers, such as contractor associations, offer a transcript service and will track your hours for you.

## If I'm audited, how will I prove I completed continuing education?

We will know, from our own records that you completed the three hours of required CCB classes. For the other hours, you will submit a course completion certificate, transcript, or other document issued by the provider to show proof. If you are a large commercial contractor and offer in-house training, official company records of training subjects, dates, and attendees will be accepted.

## With no fees for continuing education, how will you deal with the lost revenue?

We propose a license fee increase of \$50 to replace the lost revenue from the fees that will be eliminated. Continuing education will no longer be an add-on fee. It will simply be part of your license fee. This is more transparent because it reflects the true cost of your licensing. More than 85 percent of licensees will see the fee increase offset by the \$45 they will no longer pay CCB for classes.

## What does the license fee increase mean to me?

For more than 85 percent of contractors, the license fee increase will be offset by the \$45 they now pay for CCB classes. Increased competition and the elimination of education provider fees may result in lower costs for courses offered by private businesses. Fees you normally pay to participate in trade association workshops may also include education that counts for credit.

## Why should commercial contractors absorb the fee increase?

The revenues are needed to support CCB live and online classes, which are available to commercial contractors, as well as education and outreach to property owners about the requirements to use licensed, bonded and insured contractors. The revenues will also support auditing of license renewals for compliance with the continuing education requirements.

## How much have license fees gone up over the years?

Since 2004, license fees have increased less than 2 percent per year. Contractors paid \$295 for a two-year license in 2004. The current fee is \$325. If approved, the fee would be \$375 starting in 2018.

## What are the next steps?

To accomplish these changes, the CCB will introduce legislation in the 2017 legislative session. Our goal is to have the new requirements take effect Jan. 1, 2018.

# CONSTRUCTION CONTRACTORS BOARD

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## Memorandum

**To:** Construction Contractors Board  
**From:** Laurie Hall, Licensing Manager  
**Date:** January 14, 2016  
**Subject:** Licensing Statistics as of January 1, 2016

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### LICENSES/ENDORSEMENTS

ENDORSEMENT TYPE	NUMBER
Residential General	18,921
Residential Specialty	8,595
Residential Limited	1,856
Residential Developer	165
Residential Locksmith Services	39
Residential Home Inspector Services	118
Residential Home Services Contractors	16
Residential Home Energy Performance Score Contractors	4
Inactive	1,051
<b>TOTAL RESIDENTIAL LICENSEES</b>	<b>30,765</b>
Commercial General Level 1	1,435
Commercial General Level 2	4,212
Commercial Specialty Level 1	717
Commercial Specialty Level 2	2,451
Commercial Developer	64
Inactive	253
<b>TOTAL COMMERCIAL LICENSEES</b>	<b>9,132</b>
<b>TOTAL ACTIVE &amp; INACTIVE LICENSEES</b> <b>(Number is lower than total of residential + commercial licensees since some hold both endorsements.)</b>	<b>35,626</b>

### LICENSES/SPECIALTY

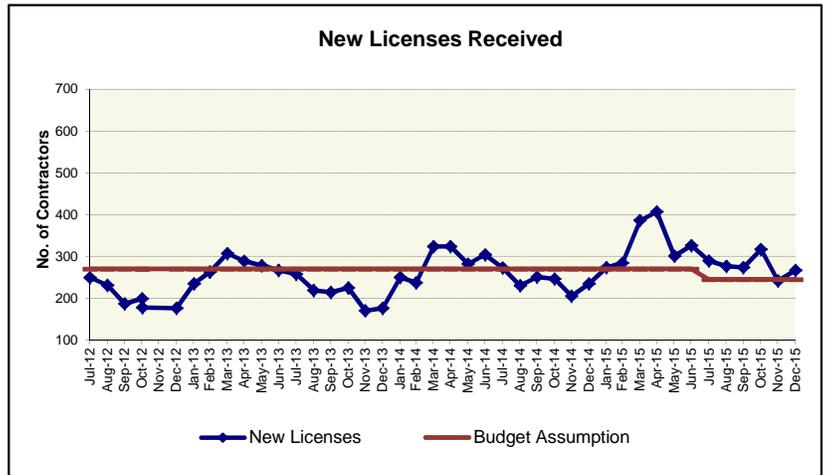
Lead Base Paint Renovator (LBPR)	4,214
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### CERTIFICATIONS

Home Inspectors	484
Locksmiths	512
EEAST	40
Home Energy Assessors	9

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

Month/ Year	New License Total	Active + Inactive License Total	No. Expired
Jul-12	249	36,003	404
Aug-12	231	35,904	406
Sep-12	187	35,624	335
Oct-12	199	35,485	392
Nov-12	178	35,333	291
<b>Dec-12</b>	<b>176</b>	<b>35,254</b>	<b>245</b>
Jan-13	235	35,101	312
Feb-13	263	35,117	340
Mar-13	307	34,947	448
Apr-13	289	34,886	438
May-13	278	34,739	441
Jun-13	267	34,665	401
Jul-13	258	34,688	351
Aug-13	219	34,644	352
Sep-13	214	34,544	321
Oct-13	225	34,578	265
Nov-13	170	34,534	270
<b>Dec-13</b>	<b>176</b>	<b>34,428</b>	<b>210</b>
Jan-14	250	34,466	268
Feb-14	237	34,459	272
Mar-14	324	34,511	369
Apr-14	324	34,554	340
May-14	282	34,538	338
Jun-14	304	34,591	330
Jul-14	273	34,657	254
Aug-14	230	34,652	233
Sep-14	251	34,705	223
Oct-14	246	34,806	223
Nov-14	205	34,787	208
<b>Dec-14</b>	<b>235</b>	<b>34,859</b>	<b>211</b>
Jan-15	274	34,817	301
Feb-15	284	34,832	322
Mar-15	386	34,916	391
Apr-15	407	35,109	420
May-15	301	35,067	491
Jun-15	326	35,236	442
Jul-15	290	35,315	410
Aug-15	277	35,320	429
Sep-15	274	35,398	375
Oct-15	317	35,467	399
Nov-15	242	35,545	301
<b>Dec-15</b>	<b>267</b>	<b>35,626</b>	<b>299</b>



	# Months	New Apps Received	Average/Month
a. July 2001 - June 2003	24	7,920	330
b. July 2003 - June 1, 2005	24	10,015	417
c. July 2005 - June 1, 2007	24	11,351	473
d. July 2007 - June 1, 2009	24	9,057	377
e. July 2009 - June 1, 2011	24	6,456	269
f. July 2011 - June 1, 2013	24	5,562	232
g. July 2013 - June 1, 2015	24	6,401	267
h. July 2015 - Dec. 31, 2015	6	1,667	278

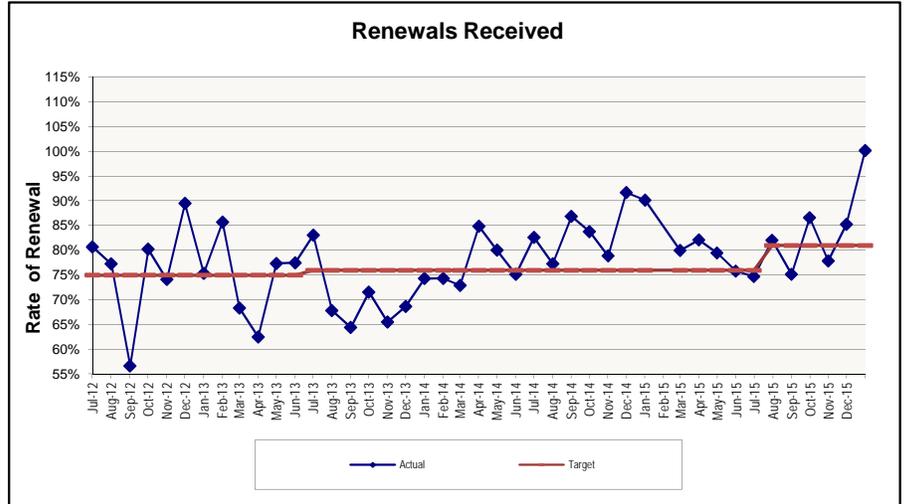
Budget Projection Information	
a. 2005-07 budget based on 350 licenses/month	
b. 2007-09 budget based on 385 licenses/month	
c. 2009-11 budget based on 325 licenses/month	
d. 2011-13 budget based on 270 licenses/month	
e. 2013-15 budget based on 270 licenses/month	
f. 2015-17 budget based on 245 licenses/month	

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

# RATE OF RENEWALS

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

MONTH/ YEAR	LICENSES DUE TO EXPIRE	LICENSES RENEWALS RECEIVED	RATE OF RENEWAL
Jul-12	1,696	1,369	80.7%
Aug-12	1,600	1,236	77.3%
Sep-12	1,434	812	56.6%
Oct-12	1,521	1,220	80.2%
Nov-12	1,255	930	74.1%
<b>Dec-12</b>	<b>1,283</b>	<b>1,148</b>	<b>89.5%</b>
Jan-13	1,545	1,164	75.3%
Feb-13	1,690	1,449	85.7%
Mar-13	2,064	1,411	68.4%
Apr-13	1,924	1,202	62.5%
May-13	1,854	1,434	77.3%
Jun-13	1,826	1,415	77.5%
Jul-13	1,587	1,318	83.0%
Aug-13	1,568	1,064	67.9%
Sep-13	1,390	895	64.4%
Oct-13	1,392	996	71.6%
Nov-13	1,185	776	65.5%
<b>Dec-13</b>	<b>1,228</b>	<b>843</b>	<b>68.6%</b>
Jan-14	1,622	1,205	74.3%
Feb-14	1,545	1,148	74.3%
Mar-14	1,902	1,387	72.9%
Apr-14	1,858	1,577	84.9%
May-14	1,832	1,466	80.0%
Jun-14	1,882	1,414	75.1%
Jul-14	1,514	1,251	82.6%
Aug-14	1,386	1,071	77.3%
Sep-14	1,258	1,093	86.9%
Oct-14	1,328	1,113	83.8%
<b>Nov-14</b>	<b>1,164</b>	<b>918</b>	<b>78.9%</b>
<b>Dec-14</b>	<b>1,183</b>	<b>1,085</b>	<b>91.7%</b>
Jan-15	1,454	1,311	90.2%
Feb-15	1,613	1,290	80.0%
Mar-15	1,906	1,565	82.1%
Apr-15	1,752	1,392	79.5%
May-15	1,679	1,273	75.8%
Jun-15	1,676	1,252	74.7%
Jul-15	1,491	1,223	82.0%
Aug-15	1,462	1,099	75.2%
Sep-15	1,290	1,117	86.6%
Oct-15	1,374	1,070	77.9%
Nov-15	1,098	936	85.2%
<b>Dec-15</b>	<b>1,190</b>	<b>1,192</b>	<b>100.2%</b>



Average Renewal Rate History			
	<u>No. of Months</u>	<u>Average Renewal Rate</u>	
a.	July 2001 - June 2003	24	76.3%
b.	July 2003 - June 2005	24	83.4%
c.	July 2005 - June 2007	24	81.7%
d.	July 2007 - June 2009	24	77.1%
e.	July 2009 - June 2011	24	75.5%
f.	July 2011 - June 2013	24	73.9%
g.	July 2013 - June 2015	24	77.8%
h.	July 2015 - Dec. 2015	6	84.0%

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
h.	2015-17 budget based on 81% renewal rate

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

Prepared by Cathy Dixon 1/6/2016

A:\Cathy Dixon\Access & Excel\Monthly Reports\Chart - Renewals Proc.xls

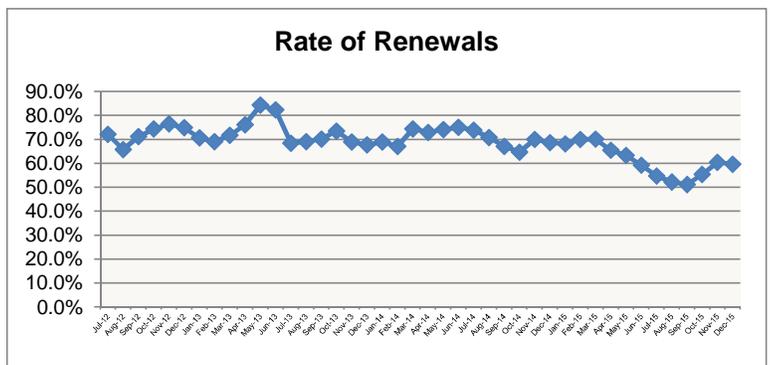
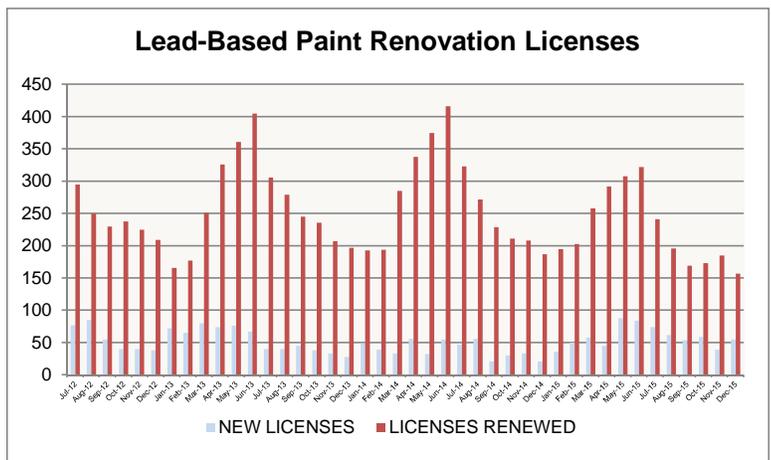
**CONSTRUCTION CONTRACTORS BOARD  
NUMBER OF TOTAL ACTIVE AND INACTIVE  
RESIDENTIAL AND COMMERCIAL ENDORSEMENTS**

Month Ending	Residential										Commerical						
	Resid General	Resid Specialty	Resid Limited	Resid Developer	Resid Locksmith Svcs	Home Energy Perfrm. Score Contr.	Home Inspec Svcs Contr	Home Svcs Contr	Inactive	Total Resid	Comm Gen Level 1	Comm Gen Level 2	Comm Specialty 1	Comm Specialty 2	Comm Developer	Inactive	Total Comm
07/31/13	17,363	8,722	2,175	135					1,440	29,835	1,412	4,009	696	2,473	55	310	8,955
08/31/13	17,342	8,719	2,155	138					1,408	29,762	1,399	4,021	696	2,492	56	306	8,970
09/30/13	17,339	8,694	2,141	134					1,351	29,659	1,403	4,013	692	2,475	56	310	8,949
10/31/13	17,386	8,681	2,133	137					1,330	29,667	1,395	4,025	697	2,469	55	308	8,949
11/30/13	17,360	8,682	2,124	136					1,304	29,606	1,399	4,034	697	2,478	55	310	8,973
12/31/13	17,346	8,639	2,094	141					1,294	29,514	1,396	4,028	696	2,459	54	313	8,946
01/31/14	17,401	8,623	2,095	142					1,287	29,548	1,393	4,023	700	2,467	53	308	8,944
02/28/14	17,423	8,614	2,081	145					1,287	29,550	1,389	4,024	699	2,458	54	294	8,918
03/31/14	17,480	8,648	2,071	146					1,287	29,632	1,389	4,049	699	2,449	55	294	8,935
04/30/14	17,538	8,664	2,054	152					1,222	29,630	1,393	4,057	699	2,451	54	291	8,945
05/31/14	17,578	8,650	2,056	148					1,196	29,628	1,393	4,046	694	2,435	52	283	8,903
06/30/14	17,664	8,639	2,055	148	0	0	14	6	1,169	29,695	1,398	4,050	694	2,430	56	282	8,910
07/31/14	17,730	8,643	2,050	147	7	0	17	6	1,169	29,769	1,395	4,048	695	2,435	55	279	8,907
08/31/14	17,766	8,642	2,029	141	9	0	18	6	1,155	29,766	1,394	4,061	691	2,432	58	275	8,911
09/30/14	17,824	8,658	2,017	143	9	0	20	6	1,156	29,833	1,403	4,066	695	2,419	59	275	8,917
10/31/14	17,901	8,661	1,998	140	11	0	26	6	1,159	29,902	1,407	4,082	701	2,419	59	280	8,948
11/20/14	17,906	8,633	1,989	143	12	0	31	7	1,162	29,883	1,412	4,100	698	2,417	60	276	8,963
12/31/14	17,971	8,639	1,995	140	13	0	32	7	1,163	29,960	1,410	4,101	704	2,410	59	274	8,958
01/31/15	17,982	8,606	1,975	141	15	0	45	8	1,163	29,935	1,406	4,100	698	2,416	59	271	8,950
02/28/15	18,025	8,573	1,969	145	19	0	56	9	1,175	29,971	1,401	4,091	702	2,426	63	271	8,954
03/31/15	18,210	8,585	1,961	149	22	0	62	11	1,144	30,144	1,400	4,115	698	2,434	64	263	8,974
04/30/15	18,246	8,625	1,955	152	26	1	69	13	1,146	30,233	1,405	4,137	703	2,438	62	263	9,008
05/31/15	18,300	8,564	1,930	153	27	2	75	13	1,144	30,208	1,404	4,110	703	2,431	57	261	8,966
06/30/15	18,428	8,610	1,945	152	28	3	87	13	1,110	30,376	1,407	4,126	710	2,448	56	261	9,008
07/31/15	18,522	8,604	1,935	162	29	2	91	15	1,090	30,450	1,412	4,155	701	2,440	55	259	9,022
08/31/15	18,583	8,585	1,917	157	30	2	94	15	1,083	30,466	1,415	4,163	700	2,445	59	252	9,034
09/30/15	18,683	8,585	1,901	162	30	2	98	15	1,061	30,537	1,422	4,167	700	2,455	60	248	9,052
10/31/15	18,759	8,589	1,874	166	35	2	108	17	1,057	30,607	1,433	4,191	696	2,470	62	249	9,101
11/30/15	18,841	8,589	1,860	165	37	2	114	17	1,062	30,687	1,429	4,187	706	2,466	62	253	9,103
12/31/15	18,921	8,595	1,856	165	39	4	118	16	1,051	30,765	1,435	4,212	717	2,451	64	253	9,132

Note: Some have dual endorsements, if the totals are added together, the number will be larger than the actual total number of licensees.  
Commerical Residential Stats.xlsx CD 1/6/2016

# Lead-Based Paint Renovation (LBPR) License

DATE	NEW LICENSES	LICENSES DUE TO EXPIRE	LICENSES RENEWED	RATE OF RENEWAL	TOTAL LICENSEES
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%	
<b>Dec-12</b>	<b>38</b>	<b>279</b>	<b>209</b>	<b>74.9%</b>	<b>4,442</b>
Jan-13	72	235	166	70.6%	
Feb-13	65	256	177	69.1%	
Mar-13	80	350	251	71.7%	
Apr-13	74	428	326	76.2%	4,586
May-13	76	428	361	84.3%	4,608
Jun-13	67	492	405	82.3%	4,582
Jul-13	40	447	306	68.5%	4,587
Aug-13	40	404	279	69.1%	4,567
Sep-13	45	349	245	70.2%	4,567
Oct-13	38	321	236	73.5%	4,555
Nov-13	33	300	207	69.0%	4,573
<b>Dec-13</b>	<b>28</b>	<b>291</b>	<b>197</b>	<b>67.7%</b>	<b>4,583</b>
Jan-14	49	280	193	68.9%	4,540
Feb-14	39	289	194	67.1%	4,536
Mar-14	33	383	285	74.4%	4,513
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
<b>Dec-14</b>	<b>21</b>	<b>272</b>	<b>187</b>	<b>68.8%</b>	<b>4,420</b>
Jan-15	36	286	195	68.2%	4,423
Feb-15	50	290	203	70.0%	4,433
Mar-15	58	368	258	70.1%	4,435
Apr-15	45	446	292	65.5%	4,405
May-15	88	486	308	63.4%	4,401
Jun-15	84	543	322	59.3%	4,360
Jul-15	74	440	241	54.8%	4,327
Aug-15	62	375	196	52.3%	4,318
Sep-15	54	330	169	51.2%	4,305
Oct-15	59	312	173	55.4%	4,293
Nov-15	39	306	185	60.5%	4,263
<b>Dec-15</b>	<b>55</b>	<b>263</b>	<b>157</b>	<b>59.7%</b>	<b>4,214</b>



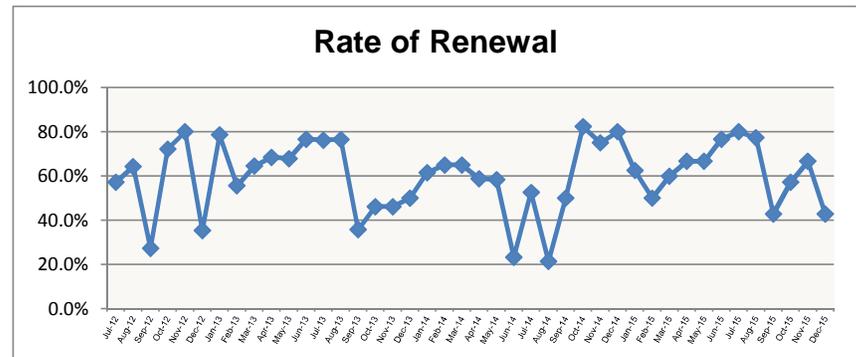
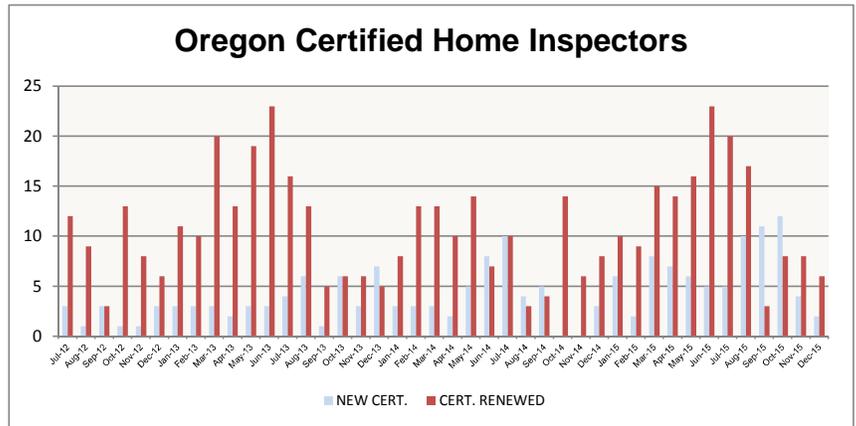
Average Renewal Rate History		
	Months	Average Renewal Rate
July 2011 - June 2013	18	74.5%
July 2013 - June 2015	24	69.3%
July 2015 - Dec. 2015	6	55.3%

**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-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
<b>Dec-12</b>	<b>3</b>	<b>17</b>	<b>6</b>	<b>35.3%</b>	<b>417</b>
Jan-13	3	14	11	78.6%	415
Feb-13	3	18	10	55.6%	414
Mar-13	3	31	20	64.5%	415
Apr-13	2	19	13	68.4%	412
May-13	3	28	19	67.9%	413
Jun-13	3	30	23	76.7%	413
Jul-13	4	21	16	76.2%	412
Aug-13	6	17	13	76.5%	417
Sep-13	1	14	5	35.7%	415
Oct-13	6	13	6	46.2%	415
Nov-13	3	13	6	46.2%	412
<b>Dec-13</b>	<b>7</b>	<b>10</b>	<b>5</b>	<b>50.0%</b>	<b>416</b>
Jan-14	3	13	8	61.5%	417
Feb-14	3	20	13	65.0%	413
Mar-14	3	20	13	65.0%	414
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
<b>Dec-14</b>	<b>3</b>	<b>10</b>	<b>8</b>	<b>80.0%</b>	<b>434</b>
Jan-15	6	16	10	62.5%	435
Feb-15	2	18	9	50.0%	432
Mar-15	8	25	15	60.0%	434
Apr-15	7	21	14	66.7%	443
May-15	6	24	16	66.7%	448
Jun-15	5	30	23	76.7%	449
Jul-15	5	25	20	80.0%	450
Aug-15	10	22	17	77.3%	461
Sep-15	11	7	3	42.9%	475
Oct-15	12	14	8	57.1%	483
Nov-15	4	12	8	66.7%	486
<b>Dec-15</b>	<b>2</b>	<b>14</b>	<b>6</b>	<b>42.9%</b>	<b>484</b>



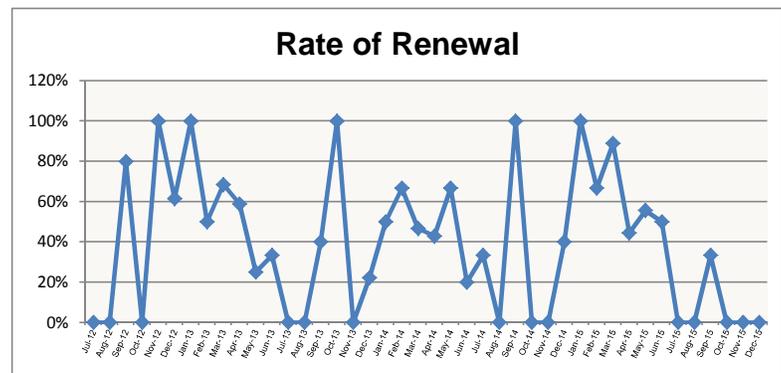
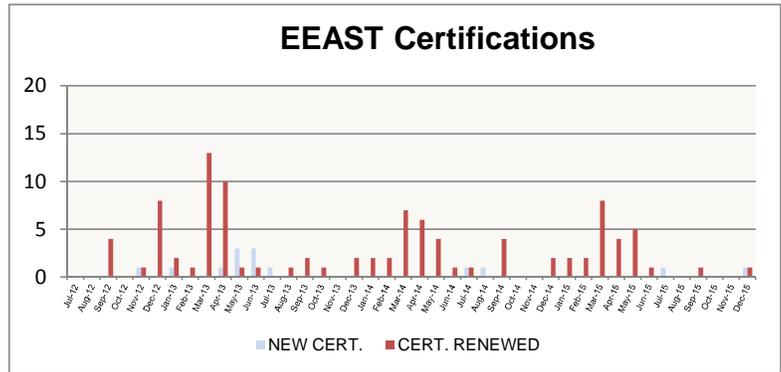
Average Renewal Rate History		
	Months	Average Renewal Rate
July 2011-June 2013	24	65.5%
July 2013-June 2015	24	58.8%
July 2015-Dec. 2015	6	66.0%

**Notes:**

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

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

DATE	NEW CERT.	CERT. DUE TO EXPIRE	CERT. RENEWED	RATE OF RENEWAL	TOTAL CERT.
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
<b>Dec-12</b>	<b>0</b>	<b>13</b>	<b>8</b>	<b>61.5%</b>	<b>74</b>
Jan-13	1	2	2	100.0%	75
Feb-13	0	2	1	50.0%	75
Mar-13	0	19	13	68.4%	75
Apr-13	1	17	10	58.8%	76
May-13	3	4	1	25.0%	82
Jun-13	3	3	1	33.3%	88
Jul-13	1	0	0	0.0%	65
Aug-13	0	0	1	0.0%	62
Sep-13	0	5	2	40.0%	59
Oct-13	0	1	1	100.0%	57
Nov-13	0	2	0	0.0%	55
<b>Dec-13</b>	<b>0</b>	<b>9</b>	<b>2</b>	<b>22.2%</b>	<b>53</b>
Jan-14	0	4	2	50.0%	52
Feb-14	0	3	2	66.7%	52
Mar-14	0	15	7	46.7%	47
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
<b>Dec-14</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>40.0%</b>	<b>43</b>
Jan-15	0	2	2	100.0%	40
Feb-15	0	3	2	66.7%	41
Mar-15	0	9	8	88.9%	41
Apr-15	0	9	4	44.4%	39
May-15	0	9	5	55.6%	38
Jun-15	0	2	1	50.0%	39
Jul-15	1	2	0	0.0%	38
Aug-15	0	1	0	0.0%	39
Sep-15	0	3	1	33.3%	39
Oct-15	0	0	0	0.0%	39
Nov-15	0	1	0	0.0%	39
<b>Dec-15</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0.0%</b>	<b>40</b>



	Months	Average Renewal Rate
Jan 2012 - June 2013	18	64.2%
July 2013 - June 2015	24	50.4%
July 2015 - Dec. 2015	6	22.2%

**Note:**

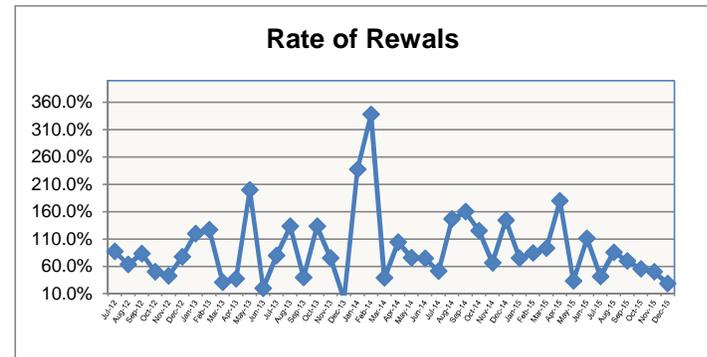
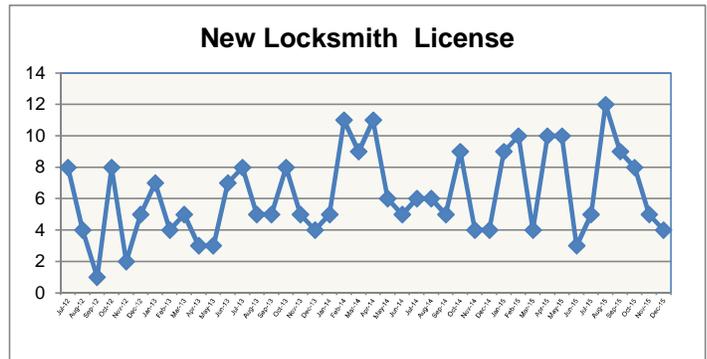
1. Energy Efficiency and Sustainable Technology (EEAST) Loan Program certificates are issued to CCB licensed businesses.
2. EEAST certificate are issued for 2 years. The cost is \$50/year

**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.
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
<b>Dec-12</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>77.8%</b>	<b>405</b>
Jan-13	7	5	6	120.0%	411
Feb-13	4	11	14	127.3%	411
Mar-13	5	13	4	30.8%	412
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
<b>Dec-13</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0.0%</b>	<b>444</b>
Jan-14	5	8	19	237.5%	444
Feb-14	11	13	44	338.5%	448
Mar-14	9	77	30	39.0%	447
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
<b>Dec-14</b>	<b>4</b>	<b>9</b>	<b>13</b>	<b>144.4%</b>	<b>427</b>
Jan-15	9	12	9	75.0%	428
Feb-15	10	13	11	84.6%	445
Mar-15	4	15	14	93.3%	453
Apr-15	10	5	9	180.0%	467
May-15	10	6	2	33.3%	488
Jun-15	3	9	10	111.1%	488
Jul-15	5	12	5	41.7%	494
Aug-15	12	7	6	85.7%	500
Sep-15	9	10	7	70.0%	503
Oct-15	8	9	5	55.6%	509
Nov-15	5	8	4	50.0%	509
<b>Dec-15</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>28.6%</b>	<b>512</b>



Average Renewal Rate History		
	Months	Average Renewal Rate
Jan 2012 - June 2013	18	81.7%
July 2013 - June 2015	24	87.6%
July 2015 - Dec. 2015	6	54.7%

**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

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



## Memorandum

**To:** Construction Contractors Board  
**From:** Cheryl Martinis, Communication/Education Section Manager  
**Date:** Jan. 15, 2016  
**Subject:** Communication/education updates

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### Some highlights of recent activity:

- We are working on short-term rules involving the NASCLA commercial exam, and pre-license and continuing education.
- We are finishing up our spring schedule of CCB contractor classes. Attached is outreach we have scheduled to date. The website also lists confirmed contractor classes (homepage, scroll down to "CCB classes-live).” Also, the website lists all trade shows on the “Consumer help” page. We update both pages regularly.
- The Winter newsletter is now available online and a copy is included in the packet.
- NASCLA is now formatting our first joint NASCLA/Oregon contractor reference manual, which is the basis for pre-license education. Next steps include updating the test to match the manual and getting a Spanish translation of the manual.
- We updated our Fraud and Scam brochure. A copy is part of this packet.
- Since the last board meeting, we produced a Dec. 30, 2015, news release on someone who stole a legitimate contractor’s license number and used it to get work he never completed or completed appropriately. A copy is part of this packet.

## Outreach 2016

What	When	Where	Who	Notes/Contact
Monthly meeting of Metro Area Fraud Investigators' Association (MAFIA)	Jan. 12		Eric McLauchlin	Law enforcement, retail loss prevention specialists, insurance and bank investigators, federal and state agency investigators and special agents from IRS, Social Security, HUD, etc.
State agency job fair	Jan. 13	Labor & Industries Building	Laurie/Eric	Explained what the CCB does to 100 or so job seekers.
Or. Remodelers Assoc. membership meeting (CE and enforcement focus)	Jan. 13, 11:30 a.m. for Noon presentation	5630 NW Century Blvd., Parr Lumber Co., Hillsboro	Stan, Cheryl	About 30 remodelers Stacey Barrett
HBA remodelers roundtable	Jan. 14	Portland	Jim Denno	Jenn Bauer, events manager 503-684-1880, ext. 7017
Mid-Valley Home Show	Jan. 15-17	Oregon State Fairgrounds	Jan. 15: Jenni; Jan. 16: Tami Jan. 17: Cheryl	
Access Senior Fair	Jan. 22, 9 a.m. to 4 p.m.	Medford Armory (Friday)	Tami	Senior event
Fix-It-Fair, Portland	Jan. 23	Ron Russell Middle School, 3955 SE 112 <sup>th</sup> Ave. Portland	Jenni	
Mid-Oregon Construction Safety Summit	Jan. 26 (Tuesday)	Bend (Riverhouse)	Tom Messier	Materials sent to Tom; Cheryl sends reminder
Salem Contractor Class	Feb. 17	CCB offices	Cheryl/Stan	
Fix-It Fair	Feb. 20	George Middle School, 10000 N. Burr Ave. Portland	Jenni	
Southern Oregon Home Show	Feb. 19-21	Jackson County Expo Medford	Tami	
Portland Home & Garden	Feb. 25-28	Expo Center	Feb. 25-26 (Jenni ; Jenni does set up)	

			Feb. 27-28 (Tori)	
Florence Contractor Class	March 3, 9 a.m. to noon	Lane Community College Florence Center, Room 103 3149 Oak St.	Jenni/	Calista Cates <a href="mailto:ccates@kcst.com">ccates@kcst.com</a>
Florence Home Show	March 4-6	Florence	Jenni	
Umpqua Valley Home Show, Roseburg	March 4-6	Douglas County Fairgrounds in Roseburg	March 3-4 (Cheryl) March 5-6 (Tami)	
Eugene Contractor Class	March 9: 9 a.m.-noon. Possible afternoon class if morning fills (2-5 p.m.)	101 W. 10 <sup>th</sup> Ave., Room 303, Eugene. (SBDC)	Jenni /? Tami helps with logistics.	Contact: Tina Thomas; <a href="mailto:thomast@lanecc.edu">thomast@lanecc.edu</a>
Lane County Home Show	March 10-13	Lane Events Center, Fairgrounds	March 10-11: Jenni March 12-13: Tami	
Mid-Valley Yard, Garden & Home Show (HBA)	March 18-20	Oregon State Fairgrounds, Salem	March 18: Tami March 19: Tami March 20: Cheryl	
Grants Pass contractor class	April 6: 9 a.m.-Noon.	Details to come	Jenni/?	Dana Jacklin <a href="mailto:djacklin@rogucecc.edu">djacklin@rogucecc.edu</a>
Klamath Falls contractor class	April 7, 9 a.m. to noon.	Klamath Community College; details to come	Jenni/?	
Klamath Home Show	April 8-10 (Friday-Sun)	Klamath Co. Fairgrounds	Jenni	
BuildRight conference, Home Builders Association	April 21, 8 a.m. start (Confirm time; location)	HBA offices, 15555 SW Bangy Rd, Lake Oswego	Cheryl/Stan	Caitlin Horsley <a href="mailto:CaitlinH@hbapdx.org">CaitlinH@hbapdx.org</a>

Lincoln City Class	April 26, 9 a.m. to noon	Oregon Coast Community College, North County Center, Room 108, 3788 SE High School DR.	Jenni/?	Blake Hagan <a href="mailto:Blake.hagan@occc.cc.or.us">Blake.hagan@occc.cc.or.us</a>
Ontario Class	April 26, 9 a.m. to noon (Ontario time)	Treasure Valley CC, 650 College Blvd., Ontario, Weese Building, Room 104	Tori/?	Debbie Wilson <a href="mailto:dwilson@tvcc.cc">dwilson@tvcc.cc</a> Room open at 8 a.m.
LaGrande Class	April 27, 9 a.m. to noon	Integrated Services Building, Room 147 1607 Gekeler Lane, La Grande	Tori/?	Greg Smith <a href="mailto:eousbdc@gmail.com">eousbdc@gmail.com</a> Take equipment; they have a key. Room open at 8 a.m.
Seaside Class	April 27, 9 a.m. to noon	Clatsop CC, South County Center, 1455 N. Roosevelt, Seaside	Jenni /?	Mary Kemhus <a href="mailto:mkemhus@clatsopcc.edu">mkemhus@clatsopcc.edu</a> 503-338-2402 Room open at 7:30 a.m.; take equipment.
Clackamas Class	April 28, 9 a.m. to noon. <b>Possible afternoon class</b>	Clackamas CC/PGE campus 29353 SW Town Center Loop E Room W211 Wilsonville Campus	Cheryl/?	Kathy Nishimoto <a href="mailto:kathykb@clackamas.edu">kathykb@clackamas.edu</a>
Hermiston class	April 28, 9 a.m. to noon	Blue Mountain CC, Eastern Oregon Higher Education Center (EOHEC), Room 137, 975 SE Columbia Dr.	Tori/?	Andrea Fowler <a href="mailto:afowler@bluecc.edu">afowler@bluecc.edu</a> Room open at 8 a.m.
The Dalles class	April 29, 9 a.m. to noon	Columbia Gorge CC, Lecture Hall, Building 2, (Room 2.384) 400 East Scenic Dr., The Dalles	Tori/?	Amanda Bernal <a href="mailto:abernal@cgcc.edu">abernal@cgcc.edu</a>

OAME (minority entrepreneurs)	May 5	Portland	Cheryl	
Redmond	May 5, 2-5 p.m.	Deschutes Co. Fair & Expo Center, 3800 SW Airport Way Redmond	Tori	Seating for 65 chairs.
COBA Spring Home & Garden Show	May 6-8	Deschutes Co. Fair & Expo Center	Tori	
Salem Contractor Class	June 2	CCB offices	Cheryl/Stan	
Salem Contractor Class	Nov. 3	CCB offices	Cheryl/Stan	

**Spring Eastern Oregon Road Trip (contractor classes): Tori**

April 25: Drives to Ontario  
 April 26: Ontario class: 9 a.m.-noon. Drives to LaGrande.  
 April 27: LaGrande class: 9 a.m.-noon. Drives to Hermiston  
 April 28: Hermiston class: 9 a.m.-noon. Drive to The Dalles.  
 April 29: The Dalles class: 9 a.m.-noon. Drive to Salem

**Spring Clackamas/Coast (contractor classes): Jenni/Cheryl**

April 25: Drive to Lincoln City (leaving work mid-afternoon?) Jenni  
 April 26: Lincoln City class: 9 a.m.-noon. Drive to Seaside. Jenni  
 April 27: Seaside class: 9 a.m.-noon. Drive home. Jenni  
 April 28: Clackamas class: 9 a.m.-noon. If Tami's here and can go, she can help with logistics for this one. Cheryl

# the TOOLBOX

## More than 400 homes later... Bob Lawrence retires...shares tips



Bob Lawrence started building homes in 1973, just two years after Oregon formed the Construction Contractors Board (CCB) to regulate the industry. He retired recently and closed his Tigard-based business, Pacific Homes.

"It's been a good run with over 400 homes built, and no CCB complaints," he said in a note to the CCB.

So we tracked him down by phone in Hawaii for a few more tidbits. He noted that the economics of homebuilding have

changed dramatically in the last 35 years.

In 1973, he built an entire 1,417-square foot single-level home in Southwest Portland, including the \$5,000 lot, for a total \$25,000. He sold it for \$32,000. On the last house he built in Tigard more than 35 years later, building permits and sewer/water connections alone cost about \$25,000. The lot was valued at about \$200,000, and the home at nearly \$600,000.

"It takes a substantial amount of capital to operate as a home builder today," he said. Back when he was starting out, he and his original partner, Bob Glover, saved \$13,000 each, bought a lot from Tualatin Development Company and built their first house out of pocket.

On their first trip to the Benjamin Franklin Savings & Loan, just to introduce themselves and get information, they walked away with a loan application. The relationship with Benjamin Franklin continued for many years.

Lawrence supported regulation and the CCB from the start. The agency helps keep things "on the up and up," he said. The insurance, bonding and education requirements benefit both the public and the industry, he said.

What tips might he pass on to newer contractors?

Winter 2016

Construction Contractors Board

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Salem, OR 97309-5052

Phone: 503-378-4621

Fax: 503-373-2007

[www.oregon.gov/ccb](http://www.oregon.gov/ccb)



## Inside:

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Check in with our first-year painting contractor ..... 9

**Join the local Home Builders Association:** The contacts he made – from designers and architects to bankers, suppliers, contractors, and real estate brokers – helped build a team. Being a member of a trade association and being licensed properly also “gives the new people some legitimacy.”

**Carry the CCB license and workers’ compensation insurance if you have employees:** “You’re not on par with a real experienced contractor but you’re a leg up on the itinerant, unlicensed types.”

**Deal with issues up front and openly:** Bare the issues that homeowners and builders may not be comfortable bringing up. Change orders are a good example. He usually collects the additional cost of routine change orders up front. For example, if the customer changes the kitchen

the absolute lowest prices,” he said. In fact, they took pride in making sure the subcontractors could make money. How did they put together a good building team? “A lot of it is networking,” he said.

That means spending time at the lumber yard finding out who pays their bills, and who is out on the jobs. It means asking the electricians about good plumbers and plumbers about good electricians. “Pretty soon you get a group, the group all knows each other,” he said. Of course, being a builder who is organized and lines up jobs on time is important. “Subs want to work with builders they trust that will pay their bills,” he said.

**Run your business like a business:** Maintain good records, job cost controls, current accounting, and pay bills on time.



cabinets, incurring an additional \$5,000 worth of costs, he would typically write up an order and collect the money so there was no misunderstanding about the cost. “Changes and change orders are probably the biggest headache and one of the biggest sources of lawsuits in the construction industry.”

**Develop a detailed contract:** Lawrence has a business degree from OSU. His contract mixed boiler plate with attorney advice. He suggests a contract you’re comfortable with that’s easy for a customer to understand. The agreement should be backed up with complete building plans and again with easy-to-understand, detailed specifications. “It kept us out of trouble,” he said.

**Treat your subcontractors decently:** “We were never a builder that went out to try to beat the subs down to get

*“In building a home, if you do a good job, you have the rare opportunity to physically create something that will positively impact the lives of people far into the future - people you may never meet,” Lawrence said. “It was a good career.”*



# ENFORCEMENT

## Tips on contracts

Enforcement Manager Stan Jessup

We all know the law requires a written contract for work exceeding \$2,000, but what are some tips to help avoid problems or disputes with your customers?

First, write a contract for ANY amount. It is easier to write up the contract than it is to try and get paid for your work when there is a dispute over a verbal agreement.

Aside from the required dollar limits, you also need to provide several notices. These are the Information Notice to Property Owners About Construction Responsibilities, Information Notice to Owner About Construction Liens and the Consumer Protection Notice.

Contractors must retain proof of delivery of these notices. A simple way to do this is to place an acknowledgement for each in your contract with a place for the customer to initial by each notice that they have received and acknowledge being supplied the notices. This reduces the number of pieces of paper that you need to track and it will satisfy your proof of delivery. Consumers often don't recall receiving the notices, so cover your bases and keep the proof of delivery.

Detail what work you are going to perform, the type or brand of material to be used, any deposit required and when payments are due to you. ALWAYS write a change order before deviating from the contract. You are inviting a dispute if you wait until the final payment to hand the customer a bill for items they changed but didn't already sign off on through a change order.

I see contracts all the time that are only signed by one of the parties. Finish the paperwork and fully execute the contract.

You also need some important details such as who you are (use your name and address as it appears on your license), customer/homeowner and address need to be listed as well. Your license and phone number needs to be on all bid forms, contracts and change orders.

Be transparent and clear when detailing the scope of work and stick to it. A high percentage of disputes arise from poor paperwork and you are putting yourself at risk when the property owner is unhappy and your contract isn't clear and concise.

You can also find a sample contract on our web site which gives you an idea of what the minimum contract requirements are. Here is a link to the sample to get you started: <http://www.oregon.gov/CCB/Documents/pdf/Sample%20Contract%20for%20Construction%20Work.pdf>

### Key contacts

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

### STAFF

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

Licensing Manager  
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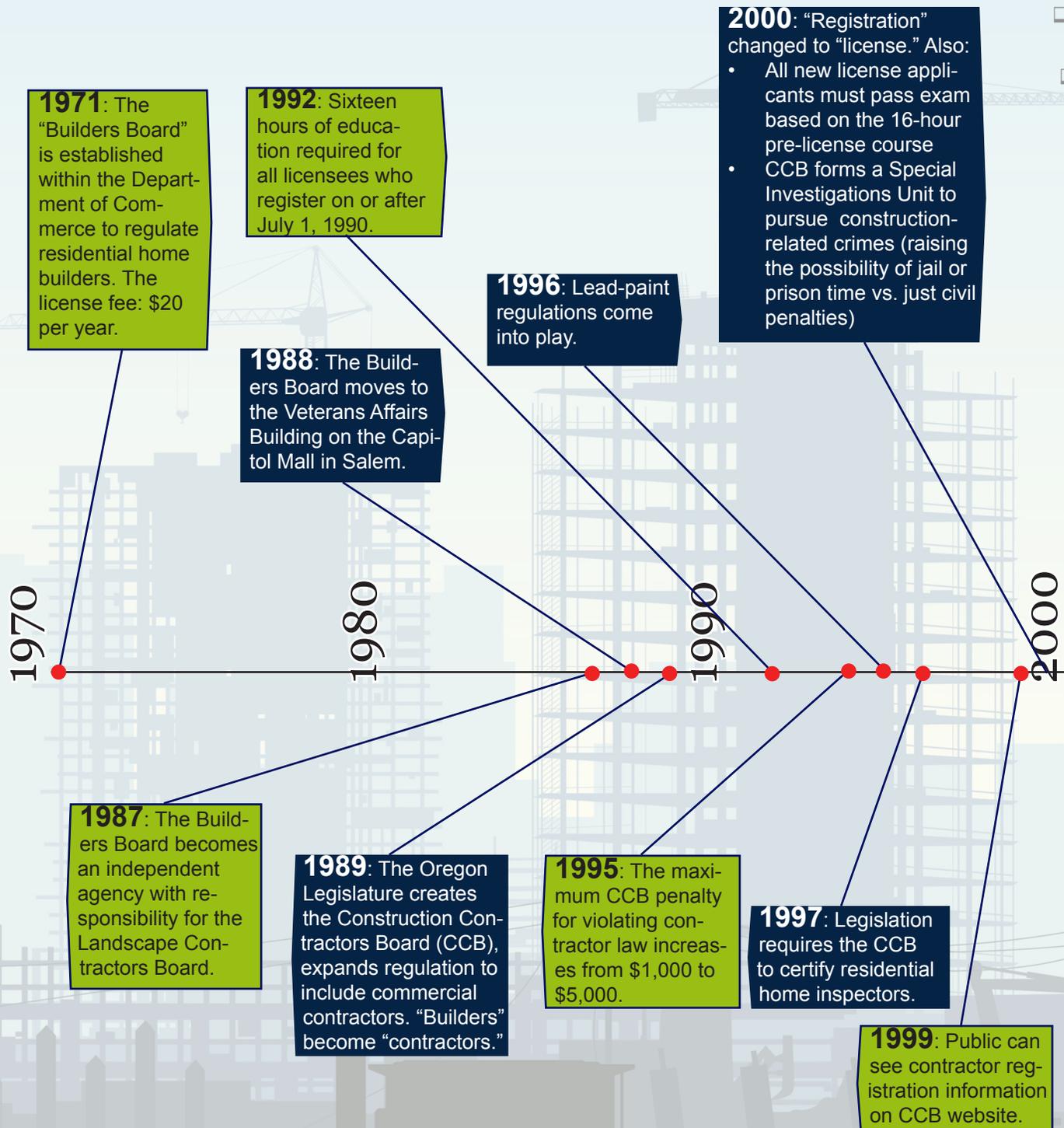
Administrative Services Manager  
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503-934-2237  
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### BOARD MEMBERS

Kimberly Wood, Chair, Salem  
James Patrick, Vice Chair, Newport  
Kurt Bolser, Grants Pass  
Jerry Jones, Beaverton  
Jim Kitchin, Portland  
Mariana Lindsay, Portland  
Susan Steward, Portland  
Sandi Warren, Portland

# History lesson: Contractor regulation in Oregon

Licensing Manager Laurie Hall





**2001:** All businesses licensed after July 1, 2000, must have an owner or employee who has completed the pre-license class and exam.

**2007:** Licensees who let their license lapse for 24 months or longer must apply for a new license.

**2004:** CCB licenses developers.

**2010:** Contractors renovating homes or child-occupied facilities built prior to 1978 must obtain a lead-based paint renovator's license from the CCB. Also:

- Commercial contractors now subject to continuing education requirements.
- Locksmiths must be certified with CCB.
- Application/renewal (two-year) fees increased from \$260 to the present \$325.

**2011:** Residential contractors must complete 16 hours of continuing education; required to take building exterior shell, building codes, CCB-developed regulatory courses, and electives.

**2015:** CCB moves to a new location in downtown Salem, 201 High St. SE.

**2013:** Online license renewals available for most licensees. Today, 60 percent of licensees renew online.

**2002:** All businesses that have changed their entity type must obtain a new license. Also:

- The Landscape Contractors Board becomes a separate, semi-independent agency.
- Contractors can convert to "inactive" status and won't have to carry a bond or insurance.

**2005:** The Legislature defines Responsible Managing Individual (RMI) as an owner or an employee of the business with controlling interest in a business.

**2008:** CCB adopts the "endorsement" system for identifying contractor license types. Also:

- "Personal election" workers compensation coverage is required for all exempt commercial contractors.
- Chimney cleaning or servicing businesses must be licensed with the CCB.

**2014:** Residential continuing education requirements reduced to eight hours for contractors licensed six years or more. The CCB must approve all education providers and courses. Also:

- CCB adds four new restricted residential license endorsements: Residential Locksmith Services Contractor; Home Inspector Services Contractor; Home Services Contractor; Home Energy Performance Score Contractor.
- Contractors using "leased" workers are now nonexempt, and must provide the leasing agency's workers' compensation information to CCB.
- Handyman exemption from licensure raised from \$500 to \$1,000.

# RESOURCES

**Career Fair:** The Department of Consumer and Business Services is hosting a career fair from 11 a.m. to 3 p.m. Jan. 13 at the Labor and Industries Building in Salem. Learn more at <http://www.cbs.state.or.us/dir/CareerFair/index.html>.

## **IRS Small Business and Self-Employed Tax**

**Center:** One of the best ways to get tax information is to visit <https://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Small-Business-and-Self-Employed-Tax-Center-1>.

### **A tax tip:**

- The IRS has simplified the paperwork and recordkeeping requirements for small businesses by raising from \$500 to \$2,500 the safe harbor threshold for deducting certain capital items.

Learn more at [https://www.irs.gov/uac/Newsroom/For-Small-Businesses-IRS-Raises-Tangible-Property-Expensing-Threshold-to-\\$2,500-Simplifies-Filing-and-Recordkeeping](https://www.irs.gov/uac/Newsroom/For-Small-Businesses-IRS-Raises-Tangible-Property-Expensing-Threshold-to-$2,500-Simplifies-Filing-and-Recordkeeping).

## **CCB NUMBERS TO KNOW**

Average per month

**6,894:** Phone calls

**1,270:** Renewals processed

**9,261:** Documents mailed

**3,816:** Insurance documents processed

**1,213:** Bond documents processed

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Least busy day?

**Friday**

## **Oregon Sick Time**

### **What is Oregon Sick Time?**

Beginning January 1, 2016, all employers with 10 or more employees in Oregon (six in Portland) must provide up to 40 hours of paid leave per year. Employers with less than 10 employees (less than six in Portland) must provide 40 hours of *unpaid* protected sick time.

### **How does Oregon Sick Time accrue?**

Employees accrue 1 hour of sick time for every 30 hours worked or 1-1/3 hours for every 40 hours worked.

### **When are employees eligible to take Oregon Sick Time?**

Employees are eligible for Oregon Sick Time on their 91st day of employment.

### **What if I have 11 employees but only for a short period of time as seasonal employees?**

For counting purposes, all employees (full-time, part-time, and temporary) will be looked at for determining the number of employees. The number of employees is calculated based on the number of employees an employer has per day during each of 20 workweeks in the calendar or fiscal year immediately preceding the year in which an employee's sick time is to be taken.

### **What is meant by a year? How is it measured?**

"Year" includes any consecutive 12-month period, such as a calendar year, a tax year, a fiscal year, a contract year or the 12-month period beginning on the anniversary of the date of employment.

### **How much is an employee paid for Oregon Sick Time?**

Their regular rate of pay. If an employee is paid on a commission or piece-rate, the employee needs to be paid at least Oregon minimum wage.

### **Does an employer have to pay sick time out when an employee leaves employment?**

No. The statute is specific. An employer does not have to pay out for accrued unused sick time.

### **What if an employer has an existing sick time or PTO?**

If this plan is, "substantially equivalent" or more generous to the employee than the minimums of the law, this policy shall be deemed, "in compliance."

*From the Oregon Bureau of Labor website. Learn more at <http://www.oregon.gov/BOLI/WHD/OST/Pages/index.aspx>*

## Temporary asbestos rules

From the Department of Environmental Quality (DEQ)

DEQ has adopted temporary rules that require an asbestos survey be completed prior to demolition of residential properties. Here is information about the temporary rules:

- A survey must be conducted before demolishing any residence that was constructed before Jan. 1, 2004.
- A copy of the survey must be kept on site and provided to DEQ upon request.
- A survey is not required if all of the material will be handled and disposed of as asbestos-containing material.
- DEQ can grant a waiver of the survey requirement if requested in writing and documentation proves to our satisfaction that there is no asbestos-containing material present.
- The temporary rules became effective Jan. 1, 2016.
- Public hearings for the permanent rules are being held on Jan. 19, 2016 at the HQ, Salem, Coos Bay, Medford, Bend and Pendleton Offices. The hearing notice is available on DEQ's website.
- Non-residential buildings have always required a survey and this requirement has not changed for non-residential structures.

If you have questions, you can find information on DEQ's asbestos webpage <http://www.deq.state.or.us/aq/asbestos/index.htm>. You may also contact the DEQ office nearest you:

- Clackamas, Clatsop, Columbia, Multnomah, Tillamook and Washington counties, call the Northwest Region – Portland Office to contact Susan Farland at 503-229-5982 or 800-452-4011.
- Benton, Lincoln, Linn, Marion, Polk and Yamhill counties, call the Western Region – Salem Office to contact Dottie Boyd at 503-378-5086 or 800-349-7677.
- Jackson, Josephine and Eastern Douglas counties, call the Western Region – Medford Office to contact Steven Croucher at 541-776-6107 or 877-823-3216.
- Coos, Curry and Western Douglas counties, call the Western Region – Coos Bay Office to contact Martin Abts at 541-269-2721, ext. 222.
- Crook, Deschutes, Harney, Hood River, Jefferson, Klamath, Lake, Sherman and Wasco counties, call the Eastern Region – Bend Office to contact Frank Messina at 541-633-2019 or 866-863-6668.
- Baker, Gilliam, Grant, Malheur, Morrow, Umatilla, Union, Wallowa and Wheeler counties, call the

Eastern Region – Pendleton Office to contact Tom Hack at 541-278-4626 or 800-304-3513.

- Lane County, call the Lane Regional Air Protection Agency at 541-736-1056

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## Don't miss your chance to get health insurance

You only have a few days left to sign up for health insurance through HealthCare.gov. The last day to sign up, renew, or change plans for 2016 is Jan. 31, 2016.

If you don't get covered before the deadline, you could go a year without insurance. You could also pay a significant penalty when you file your 2016 taxes. The penalty for not having insurance in 2016 is the higher of these two numbers: 2.5 percent of your yearly household income or \$695 for every adult in your family plus \$347.50 for every child under 18.

If you already have health insurance, this is your last chance to change plans. You might be able to find a plan that better matches your needs and budget on HealthCare.gov. Last year, consumers who shopped and switched plans saved nearly \$400.

Financial help is available for many people if they enroll through HealthCare.gov. Depending on your income, you may qualify for tax credits to help pay your monthly premium and/or help with out-of-pocket costs such as deductibles and co-pays. 3 out of 4 Oregonians who used HealthCare.gov last year received tax credits averaging \$199 per month.

Oregon has a network of certified insurance agents and community organizations ready to help you enroll, free of charge. Click here to find someone in your area or call 1-855-268-3767 (toll-free).

Oregon also has 24 drop-in enrollment centers where you can get free help in-person. The enrollment centers will be open through Jan. 31. Find one near you.

To start shopping for plans, visit [HealthCare.gov](http://HealthCare.gov) or call 1-800-318-2596 (toll-free) (TTY: 1-855-889-4325).

# EDUCATION & OUTREACH

## CCB Live Classes

In 2016, the CCB will hold three-hour classes in Salem on Feb. 17, June 2, and Nov. 3. All Salem classes start at 9 a.m., will be held at CCB offices at 201 High St. SE, and require registration. You can register online by going to [www.oregon.gov/CCB/Pages/ccbclasses.aspx](http://www.oregon.gov/CCB/Pages/ccbclasses.aspx). You will also see dates for the live CCB classes we will hold outside Salem in spring 2016.

The CCB will also offer a three-hour class as part of the Home Builders Association (HBA) BuildRight conference April 20-21. Register with the HBA.

## Online classes

Most contractors take the CCB classes online. You must log into your account to take these classes. If you need to create an account, select the orange "Register" button.

## Stormwater management summit

The Mid-Willamette Outreach Group sponsors this one-day training on Jan. 26 in Keizer on the topics of construction erosion prevention, stormwater facility design standards, and operation/maintenance of public stormwater facilities. Contractors can get six hours of Series B continuing education credit. Learn more at <http://www.cityofsalem.net/erosionsummit>.

## Recent news releases

- Patrick Scott Cartwright, 47, will spend five years in prison for stealing money from a Lane County homeowner who hired him through a church friend for a construction project.
- James E. Gabriel, an unlicensed construction contractor doing business as Florence Hearth and Patio, must make nearly \$18,000 in restitution to four clients and shut down his business for repeated violations of construction contracting law and court-approved agreements.
- The Construction Contractors Board (CCB) fined a Washington-based business \$5,000 for working without a license while building a single-family tree house in a Sitka spruce in Neskowin.
- A con artist is now serving 2 ½ years in prison after pleading no contest to stealing a legitimate construction contractor's business name and license number. Gerald James Borton, 41, of Gresham, allegedly used the information to bilk unsuspecting customers out of thousands of dollars.



*CCB Enforcement Manager Stan Jessup explains structure types at one of the CCB three-hour classes covering laws, rules and business practices. Residential contractors must complete three CCB courses for continuing education. Catch a live presentation or take the three hours online.*

# Mentoring, marketing, managing money...

*Our second visit with the contractor we're following through his first year*



*Tylor (left) and business mentor Travis (right) during interview with the CCB at a vendor's store.*

Three months after we first spoke with Tylor Stone, the painting contractor who is just starting his business, we meet again, this time in a Corvallis paint store. As it rains, Tylor and his mentor, Travis Wagar, contemplate the approach of winter.

Winter, in fact, is a big reason Travis offers to help new painters make it on their own.

"The nature of painting is you have to lay off people in the wintertime even if you had a great summer," he said.

So he encourages employees with an affinity for painting to be their own boss. Both he and Tylor say learning the painting trade is relatively straightforward. But knowing how to run a business is something else altogether.

From the mentor perspective: "Half of it, I think...is figuring out whether that person has what's necessary to be a business owner," Travis said.

Tylor already realizes that it isn't the craft that makes the business owner as much as "the mindset of how you go about making money." In the first month, he called Travis multiple times a day.

"And half those calls was me telling him you're not an employee anymore," Travis says. "Just think like a business owner. And then the answer came..."

"That was always the answer..." Tylor agrees.

## **Bidding**

Early on, Tylor asked lots of questions about pricing. Once he panicked, and tossed out a number to a client only to hear from Travis "Never give a price on the spot."

In contrast to mathematical formulas (square feet times a number), Travis' system is more "home-brewed but strangely more accurate," Tylor said. "You look at the room and think, 'this many gallons,'" Tylor said.

While "a little more empowering" than math equations, this system comes with experience, he concluded.

Of course, educating homeowners about the bid is as important as selecting paint. Travis and Tylor not only tell clients what's in the bid, they tell them what's not. So when a recent client said to Tylor, "You're going to do the baseboards, too, right?" he directed them to his written bid. It said "This bid does not reflect any baseboards." That would have been days' worth of additional work.

When Tylor presents a bid, he explains to homeowners that it is based on two coats of paint. He describes the grade of his paint. And, he sticks to his guns about his pricing and the type of painter he wants to be. That's the case even when it's a Friday, he has no jobs lined up for Monday and a prospective client is pushing back on his hourly rate. "Is it, like, \$10 an hour?" the man suggests.

You can find that price, Travis notes, "but I'm more."

"You have to know who you are," he says.

Problems with a job typically arise because of unreasonable timeframes or lack of information, Travis said. So, he puts plenty of time into a bid. If there is anything that's unclear, the benefit of the doubt goes to the homeowner, Travis says. "Of course, it should."

Clients often thank him for the detailed contract, "and the fact that you called me back."

Travis makes sure clients understand that when they get a bid (even though his software program says "estimate"), it's a number they can count on. "If I'm short on product because of my bad bidding, that's on me."

Tylor said that despite his fears he would need a law degree to generate a detailed bid and contract, he has found products online that work.

### Client Relations

As word-of-mouth painters, client relations are key. So, if a client needs a change order, be reasonable, Travis says. He looks for a way to do something free for each of his clients, a tip he picked up years ago from another contractor. It might be 30 minutes of something he knows how to do but they don't – fixing a cabinet door, for example.

Reading people can be as important as sizing up a job for a bid. Tylor is also learning to say "no," tactfully. Customers who insist they need you in two weeks or appear high maintenance may not be the best to take on, especially if you're already busy.

"It has to do with reading the market," Travis says. Several lower-maintenance jobs will generate the same amount of money, perhaps in less time.

"Every time my gut said 'no, I shouldn't do this' and I did it, I paid for it," he added.

### Marketing

Let's say your current job ends Friday, then there's a weekend, then...nothing. "It's basically like you have a job but you're going to be fired in four days," as Tylor puts it. So, what do you do? His goal to get jobs word of mouth, and that means no large advertising budget.

First, you deal with anxiety, something Travis recalls vividly. "It took me about four years to have that oh-no-what's-going-to-happen-next-feeling go away.

On the other hand, he told Tylor, "It doesn't actually help at all to be anxious so don't do it...It will actually mess with your motivation for that day."

Instead, they plotted out how much Tylor has saved, and his personal and business expenses. From there, Travis could map out a worse-case scenario. Some other strategies:

**Stop for Tyvek:** When Tylor sees Tyvek, the sign of a project under construction, he might turn his car around, shake someone's hand and leave his business card.

**Build relationships:** He's already developing some repeat customers, including a property management company. That came about because "my wife, unbeknownst to me, put my ad on Craigslist." She included his CCB number, which is required for any contractor who is advertising. As it turned out, the client called, in part, **because** Tylor holds a license.

**Work with your retailer.** Tylor lives 50 minutes from Miller's Paint but he makes the drive to a particular store in Corvallis. Retailers not only give customers a list of painters they recommend but Travis encourages Tylor to learn everything he can about the paint to further his expertise. "Talk to the people who actually know the chemistry," he says. "Get to know your product."



**Network with contractors:** If you start referring your clients to other contractors for other types of work, they do the same back. “And if you do a good job in the midst of that, then people are happy all around and then you create a mini community of networking,” Tylor said.

### **Managing money**

How do you handle the ebb and flow of money – from occasional big check to gaps between checks?



Manila envelopes. Tylor has one for each month. Inside each, are that month’s bills for the household and the business. Everything from “eating out” to “cell phone bill” has an envelope. When he gets a chunk of money, wife Joelle pays bills – envelope by envelope. At a glance, he can see when he must have the next job. Come summer, it’s just possible he’ll fill a year’s worth of envelopes. “The way my wife and I do finances now is way more awesome and way more oriented around managing freedom and time,” he said.

### **Recordkeeping**

Taxes are unfamiliar territory so Tylor will follow in Travis’ footsteps and pay an accountant an hourly rate to help him understand the Form 1040 (Schedule C) that he’ll use to report income as a sole proprietor, and how to keep records.

Travis typically talks to his accountant twice a year now – once to prepare for getting tax information together and once when he drops off his information. He said an initial meeting to understand the form is well worth the money.

Meanwhile, no more crumbling and tossing receipts. Tylor keeps everything together in one spot. And, it’s easy to keep receipts these days when he can put business expenses on a credit card, Miller Paint keeps a digital copy of everything he buys and most retailers will email receipts.

### **Conclusion**

Tylor still marvels at having a mentor who genuinely wants to help him get a start in business and has willingly fielded questions ranging from the quality of tape to use on a trim job to the proper bid on a job. “He’s been super helpful,” he says.

## **Tylor update**

Nearly three months since we first met Tylor, what has changed on the business side?

- Tylor found a new insurance agent. He wanted someone local who would talk him through the “confusing world” of insurance. Changing insurance agents isn’t very complicated, he said, and his new agent in Corvallis was happy to explain the ropes.
- Changed license endorsement. Tylor changed his license endorsement from a limited residential contractor, which limited the amount he could earn per year and per job. He is now a specialty contractor. This is a typical endorsement for many painters, roofers and other contractors who specialize in a trade as opposed to working as a builder or general contractor. Lesson: Tylor learned that to change his endorsement with the CCB, he needed to fill out a form and pay \$20.
- Wife Joelle joins the business: She quit her job and now supports his business administratively at home fulltime. “I couldn’t do it without her,” Tylor said.

## Civil Penalties Issued Oct 1, 2015 - Dec 31, 2015

The Oregon Construction Contractors Board (CCB) recently announced final orders assessing civil penalties issued to Oregon contractors for violation of the Construction Contractors Law (ORS 701). Oregon law requires all construction contractors to be licensed with the CCB before they advertise, bid on, or perform construction, remodeling, or repair work.

The CCB issued 212 penalties between Oct 1, 2015 and Dec 31, 2015.

Central Oregon		
CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED	PENALTY	VIOLATION CODE
BACKCOUNTRY BUILDERS LLC / / Deschutes	\$1,000	Performed work without being certified as a lead-based paint renovation contractor.
CARROLL, BRIAN JAMES / / Deschutes	\$1,000	Working without a CCB license - no complaint filed
DOUBLE F WELDING & FABRICATION LLC / / Crook	\$1,000	No large commercial endorsement
G & K MASONRY INC / / Deschutes	\$1,000	Failed to comply with Workers Compensation laws.
HEINEMANN, ERIC MICHAEL / BALANCE BUILDER / Deschutes	\$1,000	Performed work without being certified as a lead-based paint renovation contractor.
HELMUTH, ALLEN R / / Deschutes	\$600	Advertising or bidding without a CCB license
INTERIOR WOOD PRODUCTS LLC / / Crook	\$1,000	Working without a CCB license - no complaint filed
JACK PROPERTIES LLC / / Deschutes	\$1,000	Hired an unlicensed subcontractor
JACK PROPERTIES LLC / / Deschutes	\$1,000	Having employees while in a status that does not allow them to have employees.
JPH ENTERPRISE LLC / / Deschutes	\$1,000	Having employees while in a status that does not allow them to have employees.
LMM INC / / Deschutes	\$1,000	Having employees while in a status that does not allow them to have employees.
LONE PINE CONTRACTING LLC / / Deschutes	\$1,000	Having employees while in a status that does not allow them to have employees.
MCQ CONSTRUCTION LLC / / Deschutes	\$1,000	Failed to comply with standards and practices for lead based paint activities or renovation.
OTTLINGER, JOSEPH RUSSELL / / Deschutes	\$200	Failed to provide Information Notice to homeowner.
OTTLINGER, JOSEPH RUSSELL / JOSEPH OTTLINGER CUSTOM BUILDING / Deschutes	\$2,100	Advertising or bidding without a CCB license
OTTLINGER, JOSEPH RUSSELL / JOSEPH OTTLINGER CUSTOM BUILDING / Deschutes	\$1,000	Having employees while in a status that does not allow them to have employees.
OTTLINGER, JOSEPH RUSSELL / JOSEPH OTTLINGER CUSTOM BUILDING / Deschutes	\$500	Failed to meet minimum contract standards.
OTTLINGER, JOSEPH RUSSELL / / Deschutes	\$100	Failed to provide Consumer Protection Notice document.
OTTLINGER, JOSEPH RUSSELL / / Deschutes	\$100	Failed to provide Consumer Protection Notice.
PARAZOO PLUMBING LLC / / Deschutes	\$1,000	Exempt licensee with employees.
ROBERT CAMEL CONTRACTING INC / / Deschutes	\$1,000	Hired an unlicensed subcontractor
ROMERO, DUANE EDWARD / DUANE E ROMERO CUSTOM BUILDERS / Deschutes	\$1,000	Working without a CCB license - no complaint filed
SNYDER, DUANE ROBERT / HIGH DESERT PLUMBERS / Deschutes	\$1,200	Advertising or bidding without a CCB license
STILLS, JOSEPH / / Deschutes	\$600	Advertising or bidding without a CCB license
STRAIGHT EDGE LLC / / Crook	\$1,000	Working without a CCB license - no complaint filed

**Central Oregon**

<b>CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED</b>	<b>PENALTY</b>	<b>VIOLATION CODE</b>
TUCKER, CARL / / Deschutes	\$1,000	Having employees while in a status that does not allow them to have employees.
WESTERN PROTECTIVE COATINGS LLC / / Deschutes	\$1,000	No residential endorsement

**Eastern Oregon**

<b>CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED</b>	<b>PENALTY</b>	<b>VIOLATION CODE</b>
1ST CHOICE RESTORATION OF WALLA WALLA LLC / / Umatilla	\$100	No license number on publications or advertisements.
4CS BUILDERS LLC / / Union	\$1,000	Failed to comply with Workers Compensation laws.
BEDROCK CONSTRUCTION LLC / / Malheur	\$1,000	No large commercial endorsement
BLUE MOUNTAIN PAVING COMPANY LLC / / Umatilla	\$1,000	Working without a CCB license - no complaint filed
BRASSFIELD, WILL DEMPSEY / B & B MASONRY / Malheur	\$1,000	Working without a CCB license - no complaint filed
FRANK W GEHRING CONSTRUCTION INC / / Umatilla	\$200	Failed to provide Information Notice to homeowner.
FRANK W GEHRING CONSTRUCTION INC / / Umatilla	\$100	Failed to provide Consumer Protection Notice.
FRANK W GEHRING CONSTRUCTION INC / / Umatilla	\$100	Failed to provide Consumer Protection Notice document.
HACKETT, KENNETH / ROYAL FLUSH / Baker	\$5,000	Working without a CCB license - no complaint filed
LAIZURE, PETER JAMES / / Umatilla	\$5,000	Working without a CCB license - no complaint filed
MOREHEAD, PATRICK MICHAEL / MOREHEAD FLOORCOVERING / Wallowa	\$5,000	Working without a CCB license - no complaint filed
PARDUE, KEVIN LAMAR / PURDUE CONTRACTING SERVICES / Union	\$1,000	Working without a CCB license - no complaint filed
PLENTY OF PAINT INC / / Wallowa	\$1,000	Performed work without being certified as a lead-based paint renovation contractor.
POLAR COMPANY LLC / POLAR CONSTRUCTION / Umatilla	\$1,000	Working without a CCB license - no complaint filed
RET CONSTRUCTION LLC / / Malheur	\$1,000	No large commercial endorsement
RYWEST HOMES INC / / Malheur	\$1,000	No large commercial endorsement
SAGEBRUSH CONCRETE SAWING & DRILLING INC / / Morrow	\$1,000	Working without a CCB license - no complaint filed
SCOTT POWER CONTRACTING LLC / / Wallowa	\$1,000	Hired an unlicensed subcontractor
STICKNEY, DUANE RUFUS / / Union	\$1,000	Having employees while in a status that does not allow them to have employees.
STICKNEY, DUANE RUFUS / DR STICKNEY CONSTRUCTION CO / Union	\$1,000	Performed work without being certified as a lead-based paint renovation contractor.
STOUT BUILDING CONTRACTORS LLC / / Malheur	\$1,000	Hired an unlicensed subcontractor
USA SERVICES INC / / Malheur	\$1,000	Working without a CCB license - no complaint filed
VALLEY WIDE COOPERATIVE INC / / Malheur	\$1,000	Working without a CCB license - no complaint filed

**North Central Oregon**

<b>CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED</b>	<b>PENALTY</b>	<b>VIOLATION CODE</b>
BISPING, MICHAEL BRIAN / MONTANA LOG HOMES SERVICES / Wasco	\$1,000	Working without a CCB license - no complaint filed

**Oregon Coast**

<b>CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED</b>	<b>PENALTY</b>	<b>VIOLATION CODE</b>
BOLER, ERIC / / Coos	\$5,000	Working without a CCB license - no complaint filed

**Oregon Coast**

CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED	PENALTY	VIOLATION CODE
DONALDSON, CRAIG JOHN / KIWI FAB / Tillamook	\$1,000	No residential endorsement
FAIRCHILD JR, JAMES LEE / BIG RED CONSTRUCTION SERVICE / Lincoln	\$1,000	Having employees while in a status that does not allow them to have employees.
HOWE JR, GERALD EARL / / Clatsop	\$1,000	Working without a CCB license - no complaint filed
JMC QUALITY BUILDERS CORP / / Lincoln	\$1,000	Working without a CCB license - no complaint filed
KAMNA, KYLE LEE / KAMCO / Lincoln	\$1,000	Having employees while in a status that does not allow them to have employees.
L & L CARPET CARE LLC / L & L CARPET CARE / Lincoln	\$600	Advertising or bidding without a CCB license
LANDRY, MATTHEW LEE / / Lincoln	\$5,000	Working without a CCB license - complaint filed
LYBERIS, JAMES MOREY / JAMES LYBERIS REMODELING / Lincoln	\$1,000	Failed to comply with Workers Compensation laws.
MALO, SARAH KAY / / Curry	\$1,000	Working without a CCB license - no complaint filed
NELSON TREEHOUSE & SUPPLY LLC / / Lincoln	\$5,000	Working without a CCB license - no complaint filed
STRUCTURED CONCEPTS INC / / Clatsop	\$1,000	No permit and complaint was filed with the CCB.
STRUCTURED CONCEPTS INC / / Clatsop	\$500	No written contract.
USA SERVICES INC / / Lincoln	\$1,000	Working without a CCB license - complaint filed
WILKINSON FAMILY ENTERPRISES LLC / / Tillamook	\$1,000	Having employees while in a status that does not allow them to have employees.

**Portland Metropolitan Area**

CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED	PENALTY	VIOLATION CODE
A 1 AMERICAN CONTRACTORS INC / / Multnomah	\$1,000	No large commercial endorsement
AA REMODELING LLC / / Multnomah	\$600	Advertising or bidding without a CCB license
AH CONSTRUCTION LLC / / Columbia	\$5,000	Working without a CCB license - complaint filed
AISEA, MELEANA OFAKIMULI / TM CONCRETE / Multnomah	\$700	Advertising or bidding without a CCB license
AISEA, MELEANA OFAKIMULI / TM CONCRETE / Multnomah	\$700	Advertising or bidding without a CCB license
AISEA, MELEANA OFAKIMULI / TM CONCRETE / Multnomah	\$700	Advertising or bidding without a CCB license
AISEA, MELEANA OFAKIMULI / TM CONCRETE / Multnomah	\$700	Advertising or bidding without a CCB license
AKI PAINTING LLC / AK PAINTING / Multnomah	\$1,000	Performed work without being certified as a lead-based paint renovation contractor.
AMES, HOMER R / / Washington	\$5,000	Working without a CCB license - complaint filed
ARELLANOS CONSTRUCTION LLC / / Clackamas	\$1,000	No residential endorsement
ARELLANOS CONSTRUCTION LLC / / Clackamas	\$1,000	No residential endorsement
BANKEL, RUSSELL JOHN / / Multnomah	\$1,000	Working without a CCB license - no complaint filed
BURRIS, JOHN CALVIN / CREATIVE LIVING SPACES / Multnomah	\$1,000	No permit and complaint was filed with the CCB.
CANCHOLA, JAVIER CABRERA / / Clackamas	\$1,000	Working without a CCB license - no complaint filed
CARSON, KEVIN MICHAEL / / Multnomah	\$1,000	Working without a CCB license - no complaint filed
CHELSEA FLOORING LLC / / Washington	\$5,000	Working without a CCB license - no complaint filed
CLOW ROOFING & SIDING COMPANY / / Clackamas	\$1,000	No permit and complaint was filed with the CCB.

## Portland Metropolitan Area

CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED	PENALTY	VIOLATION CODE
COLIRON, TRAVIS / / Multnomah	\$600	Advertising or bidding without a CCB license
CRAFTS CONSTRUCTION COMPANY LLC / / Multnomah	\$1,000	Having employees while in a status that does not allow them to have employees.
CRYSTAL SPRINGS CONSTRUCTION LLC / / Clackamas	\$1,000	Having employees while in a status that does not allow them to have employees.
DIAZ ESTRADA, SALUD Y EFRAIN / / Multnomah	\$600	Advertising or bidding without a CCB license
DIRTYWORKS HOME SERVICES LLC / / Washington	\$600	Advertising or bidding without a CCB license
DUGI CONSTRUCTION LLC / / Multnomah	\$1,000	No residential endorsement
DUNKLEY, GARY WAYNE / / Multnomah	\$700	Advertising or bidding without a CCB license
FLINCHBAUGH, RICHARD H / / Multnomah	\$600	Advertising or bidding without a CCB license
FOGLIO HOMES & DEVELOPMENT INC / / Clackamas	\$200	Failed to provide Information Notice to homeowner.
GABINO TLELO PANECATL / / Multnomah	\$1,000	Working without a CCB license - no complaint filed
GREEN, RYAN ERIK / / Washington	\$1,000	Working without a CCB license - no complaint filed
GUZMAN-CAZAREZ, HUMBERTO / / Multnomah	\$5,000	Working without a CCB license - no complaint filed
GUZMAN-CAZEREZ, HUMBERTO / / Multnomah	\$5,000	Working without a CCB license - no complaint filed
HIGH PERFORMANCE HOMES INC / HIGH PERFORMANCE HOMES / Multnomah	\$1,000	Engaged in dishonest or fraudulent conduct.
HUDSON CONSTRUCTION INC / / Multnomah	\$1,000	Hired an unlicensed subcontractor
JEFFREY S BRYAN & DAWN MARIE NELSON BRYAN / / Washington	\$200	Failed to provide Information Notice to homeowner.
JEFFREY S BRYAN & DAWN MARIE NELSON BRYAN / / Washington	\$1,000	Having employees while in a status that does not allow them to have employees.
JEFFREY S BRYAN & DAWN MARIE NELSON BRYAN / / Washington	\$500	No written contract.
JEFFREY S BRYAN & DAWN MARIE NELSON BRYAN / / Washington	\$100	Failed to provide Consumer Protection Notice document.
JEFFREY S BRYAN & DAWN MARIE NELSON BRYAN / / Washington	\$100	Failed to provide Consumer Protection Notice.
JRBCC CORP / / Clackamas	\$5,000	Working without a CCB license - complaint filed
KEYSTONE TILE & MARBLE LLC / / Clackamas	\$1,000	Having employees while in a status that does not allow them to have employees.
KINGDOM BUILDERS INC / / Clackamas	\$1,000	Performed work without being certified as a lead-based paint renovation contractor.
LEE, JOSEPH ROY / / Multnomah	\$600	Advertising or bidding without a CCB license
MCCORMICK, CLAUDIA ELIZABETH / / Washington	\$5,000	Advertising or bidding without a CCB license
MITCHELL, BLANCY JACOB / ALLOVER NORTHWEST PAVING / Multnomah	\$5,000	Working without a CCB license - complaint filed
MJK CONSTRUCTION LLC / / Multnomah	\$1,000	Performed work without being certified as a lead-based paint renovation contractor.
MURPHYS MASONRY & CONSTRUCTION LLC / / Columbia	\$1,000	Having employees while in a status that does not allow them to have employees.
NEAL, KENNETH DANIEL / / Multnomah	\$600	Advertising or bidding without a CCB license
NELSON JR, WILLIAM BOYD / JB SERVICES / JBS MAINTENANCE / Clackamas	\$5,000	Working without a CCB license - complaint filed
NELSON, BRYAN ALBERT / / Multnomah	\$5,000	Working without a CCB license - complaint filed

**Portland Metropolitan Area**

CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED	PENALTY	VIOLATION CODE
NELSON, BRYAN ALBERT / / Multnomah	\$2,000	No permit and complaint was filed with the CCB.
NORTHWEST ROOF TECH INC / / Multnomah	\$200	Failed to meet minimum contract standards.
OSHIRO, DEAN SHIGEO / / Multnomah	\$600	Advertising or bidding without a CCB license
PAUL STUART KUHNKE & MARKUS RAY GORDON / MONKEYMANS TREE SERVICE / Multnomah	\$700	Advertising or bidding without a CCB license
PERKINS, MICHAEL JOSEPH / MICHAEL J PERKINS / Multnomah	\$1,000	Working without a CCB license - no complaint filed
PETERS, EDWARD LEE / SIERRA RIDGE CABINETS / Washington	\$5,000	Working without a CCB license - complaint filed
ROMAN A AND DANIEL A ONISHCHENKO / / Multnomah	\$600	Advertising or bidding without a CCB license
ROSE CITY ELECTRIC CO / / Multnomah	\$200	Failed to provide Information Notice to homeowner.
ROSE CITY ELECTRIC CO / / Multnomah	\$500	No written contract.
ROSE CITY ELECTRIC CO / / Multnomah	\$100	Failed to provide Consumer Protection Notice document.
ROSE CITY ELECTRIC CO / / Multnomah	\$100	Failed to provide Consumer Protection Notice.
ROSS, DONALD / / Multnomah	\$700	Advertising or bidding without a CCB license
SIDECO CONSTRUCTION LLC / / Clackamas	\$1,000	Failed to provide Information Notice to homeowner.
SIGNATURE HOMEBUILDERS LLC / / Washington	\$500	No written contract.
SL GREEN CONSTRUCTION CO LLC / / Multnomah	\$1,000	A lien filed as a result of a licensee failing to pay person claiming the lien.
SOLID FORM CONSTRUCTION LLC / / Multnomah	\$1,000	Having employees while in a status that does not allow them to have employees.
SOLTERRA SYSTEMS DESIGN BUILD INC / / Multnomah	\$1,000	Hired an unlicensed subcontractor
STONESIDE LLC / / Multnomah	\$1,000	Working without a CCB license - no complaint filed
STRATANCE LLC / / Multnomah	\$5,000	Working without a CCB license - complaint filed
TELLEZ MARTINEZ, JOSE LUIS / / Washington	\$600	Advertising or bidding without a CCB license
TIDWELL, CHARLES EDWARD / / Clackamas	\$600	Working without a CCB license - no complaint filed
TUIILEILA, VALITA MAAKE / / Multnomah	\$200	Failed to provide Information Notice to homeowner.
TUIILEILA, VALITA MAAKE / / Multnomah	\$50	No assumed business name on the license.
TUIILEILA, VALITA MAAKE / / Multnomah	\$200	Failed to meet minimum contract standards.
TUIILEILA, VALITA MAAKE / / Multnomah	\$100	Failed to provide Consumer Protection Notice document.
TUIILEILA, VALITA MAAKE / / Multnomah	\$100	Failed to provide Consumer Protection Notice.
VEAMATAHAU, VAIMELIE / ROSIE CONCRETE SOLUTIONS / Multnomah	\$700	Advertising or bidding without a CCB license
WESLEY, ALPHONSO ELZORA / / Multnomah	\$5,000	Working without a CCB license - complaint filed
WILD, ADRIAN MARSHALL / / Multnomah	\$700	Advertising or bidding without a CCB license

**Southern Oregon**

CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED	PENALTY	VIOLATION CODE
ALL CARE POOL & SPA / / Jackson	\$600	Advertising or bidding without a CCB license
CERTIFIED SALES AND SERVICE INC / / Douglas	\$1,000	Working without a CCB license - no complaint filed

**Southern Oregon**

CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED	PENALTY	VIOLATION CODE
DECONTI, MICHAEL SCOTT / TIMBERLINE FENCE PRODUCTS / Douglas	\$500	No written contract.
ESCOTO, FELIPE / / Jackson	\$1,000	Working without a CCB license - no complaint filed
GUTTER RUDDER INC / / Jackson	\$600	Advertising or bidding without a CCB license
HERNANDEZ, JOHN PHILLIP / / Jackson	\$5,000	Working without a CCB license - complaint filed
JOHNSON, LARRY A / / Jackson	\$5,000	Working without a CCB license - complaint filed
KISER, JARED WILLIAM / ROUGE FORESTRY SERVICES / Josephine	\$5,000	Working without a CCB license - complaint filed
LAMPKIN GENERAL CONTRACTOR LLC, G / / Jackson	\$1,000	Hired an unlicensed subcontractor
LANGELLA, MATTHEW JOSEPH / ROGUE VALLEY HOME SERVICES / Josephine	\$600	Advertising or bidding without a CCB license
PELCHER II, ROBERT THOMAS / ROGUE RIVER CUSTOM CARPENTRY / Jackson	\$1,000	Having employees while in a status that does not allow them to have employees.
PHILLIP WEST AND JULIE ANN OLIVIER / RED DEVILL / Klamath	\$600	Advertising or bidding without a CCB license
RODRIGUEZ, JESUS NUNEZ / / Jackson	\$5,000	Working without a CCB license - no complaint filed
SCRIVNER, STEVEN ARTHUR / / Klamath	\$1,000	Working without a CCB license - no complaint filed
SNYDER, DUANE ROBERT / HIGH DESERT PLUMBING AND REMODELING / Klamath	\$1,000	Working without a CCB license - no complaint filed
STIRITZ, JAMES DAVID / DRAGONFLY CONSTRUCTION / Jackson	\$5,000	Working without a CCB license - no complaint filed
TRACY MAY BRUNNER & ZACHARY MATHIAS BRUNNER / BRUNNER RENOVATIONS / Klamath	\$200	Failed to provide Information Notice to homeowner.
TRACY MAY BRUNNER & ZACHARY MATHIAS BRUNNER / BRUNNER RENOVATIONS / Klamath	\$1,000	No permit and complaint was filed with the CCB.
TRACY MAY BRUNNER & ZACHARY MATHIAS BRUNNER / BRUNNER RENOVATIONS / Klamath	\$100	Failed to provide Consumer Protection Notice document.
TRACY MAY BRUNNER & ZACHARY MATHIAS BRUNNER / BRUNNER RENOVATIONS / Klamath	\$100	Failed to provide Consumer Protection Notice.
VERSATILE COMPANY LLC / CHURCH ROOFING / JERRYS ROOFING / Jackson	\$1,000	Failed to comply with Workers Compensation laws.

**Willamette Valley**

CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED	PENALTY	VIOLATION CODE
AXMAKER CONSTRUCTION SERVICES INC / / Marion	\$1,000	Having employees while in a status that does not allow them to have employees.
BANKEL, RUSSELL JOHN / / Lane	\$5,000	Working without a CCB license - no complaint filed
BOWLIN, JASON D / / Yamhill	\$700	Advertising or bidding without a CCB license
BRABLECZ, JEFF S / / Marion	\$1,000	Working without a CCB license - no complaint filed
CANTERA, ANDRES GARCIA / / Yamhill	\$1,000	Working without a CCB license - no complaint filed
CHW GROUP INC. / CHOICE HOME WARRANTY / Marion	\$700	Advertising or bidding without a CCB license
CUTTEN IV, KYLE LEWYN FRANK / / Polk	\$5,000	Working without a CCB license - complaint filed
CWPOR INC / COLLEGE WORKS PAINTING / Lane	\$400	No license number on publications or advertisements.
DODSWORTH, GEORGE / / Marion	\$5,000	Working without a CCB license - no complaint filed
F & C CONSTRUCTION INC / / Yamhill	\$1,000	Failed to comply with Workers Compensation laws.
GANT, CORY DION / / Lane	\$200	Failed to provide Information Notice to homeowner.
GANT, CORY DION / GANT CONSTRUCTION / GANT CUSTOM HOMES / Lane	\$500	No written contract.

CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED	PENALTY	VIOLATION CODE
GLASS, GARY LEE / / Benton	\$5,000	Working without a CCB license - complaint filed
GLOBAL FACILITY MANAGEMENT & CONSTRUCTION INC / / Lane	\$600	Advertising or bidding without a CCB license
GONZALES, PAUL / / Benton	\$5,000	Working without a CCB license - complaint filed
HANSHEW, BRIAN PATRICK / / Marion	\$600	Advertising or bidding without a CCB license
HAYNOSKI, JOSEPH ALLEN / / Lane	\$1,000	Working without a CCB license - no complaint filed
HOUCK INVESTMENT CORP / / Marion	\$1,000	Working without a CCB license - no complaint filed
I & T CONSTRUCTION LLC / / Yamhill	\$1,000	Having employees while in a status that does not allow them to have employees.
JB HOMES LLC / / Lane	\$1,000	Failed to comply with Workers Compensation laws.
JORGE ALBERTO CERDA TORRES & MONSERRAT PACHECO BAUTISTA / CAPTAIN AMERICA PAINTIN	\$1,000	Having employees while in a status that does not allow them to have employees.
LI, FEYNA JACKIE / / Linn	\$5,000	Working without a CCB license - complaint filed
MALDONADO VERGARA, ALBERTO / / Polk	\$1,000	Having employees while in a status that does not allow them to have employees.
MARKS, AMANDA MARY / DRIVEWAY MASTER / Benton	\$600	Advertising or bidding without a CCB license
MIKE TAYLOR PAINTING INC / / Marion	\$1,000	Performed work without being certified as a lead-based paint renovation contractor.
NEUHARTH, MICHAEL JOHN / MICHAEL NEUHARTH PAINTING / Polk	\$1,000	Working without a CCB license - no complaint filed
OTTLINGER, JOSEPH RUSSELL / JOSEPH OTTLINGER CUSTOM BUILDING / Marion	\$500	Failed to provide a list of subcontractors timely.
PICKETT JR, GILBERT CHARLES / GILBERT PICKETT CUSTOM CABINETS / Marion	\$5,000	Working without a CCB license - complaint filed
PICKETT JR, GILBERT CHARLES / / Marion	\$5,000	Working without a CCB license - complaint filed
PIERCE, JAMES THOMAS / J&C REMODELING / Marion	\$600	Advertising or bidding without a CCB license
PLANTINUM DREAMS CONSTRUCTION INC / / Marion	\$1,000	Working without a CCB license - no complaint filed
RG CONSTRUCTION & ASSOCIATES LLC / / Linn	\$500	No written contract.
ROSIER RENOVATIONS LLC / ELEMENT CONSTRUCTION SOLUTIONS / Lane	\$1,000	Working without a CCB license - no complaint filed
RYAN VERLE BAARSTAD & JEREMY ROY BROWER / HOUSE RESCUE & REVIVAL / Lane	\$500	No written contract.
SIGNATURE HOMEBUILDERS LLC / / Marion	\$1,000	Knowingly providing false information to the CCB.
TALAVERA, NOAH / BLU LAUFER CONSTRUCTION / Lane	\$5,000	Working without a CCB license - complaint filed
TANN CORPORATION / / Linn	\$1,000	Working without a CCB license - no complaint filed
TEJEDA JR, JOHN / DEL SOL CONSTRUCTION / Lane	\$700	Advertising or bidding without a CCB license
THOMPSON, KYLE ALEXANDER / CASTLESTONE TILE / KYLE THE TILE GUY / Linn	\$1,000	Having employees while in a status that does not allow them to have employees.
TIMOTHY EDGAR FOLTZ & CORI MARIE FOLTZ / / Lane	\$200	Failed to provide Information Notice to homeowner.
TIMOTHY EDGAR FOLTZ & CORI MARIE FOLTZ / / Lane	\$100	No license number on publications or advertisements.
TIMOTHY EDGAR FOLTZ & CORI MARIE FOLTZ / / Lane	\$100	Failed to provide Consumer Protection Notice.
TIMOTHY EDGAR FOLTZ & CORI MARIE FOLTZ / / Lane	\$100	Failed to provide Consumer Protection Notice document.

Willamette Valley

CONTRACTOR / DOING BUSINESS AS / COUNTY WHERE VIOLATION OCCURRED	PENALTY	VIOLATION CODE
TRICK CONSTRUCTION LLC / / Lane	\$1,000	No permit and complaint was filed with the CCB.
VALLEY FENCE INC / / Benton	\$600	Advertising or bidding without a CCB license
VERSATILE CONSTRUCTION LLC / / Marion	\$1,000	Having employees while in a status that does not allow them to have employees.
VERSATILE CONSTRUCTION LLC / / Marion	\$1,000	Performed work without being certified as a lead-based paint renovation contractor.
WILD HAVEN HANDYMAN SERVICES LLC / / Yamhill	\$1,000	Performed work without being certified as a lead-based paint renovation contractor.

**There were 2 Final Orders Withdrawn**

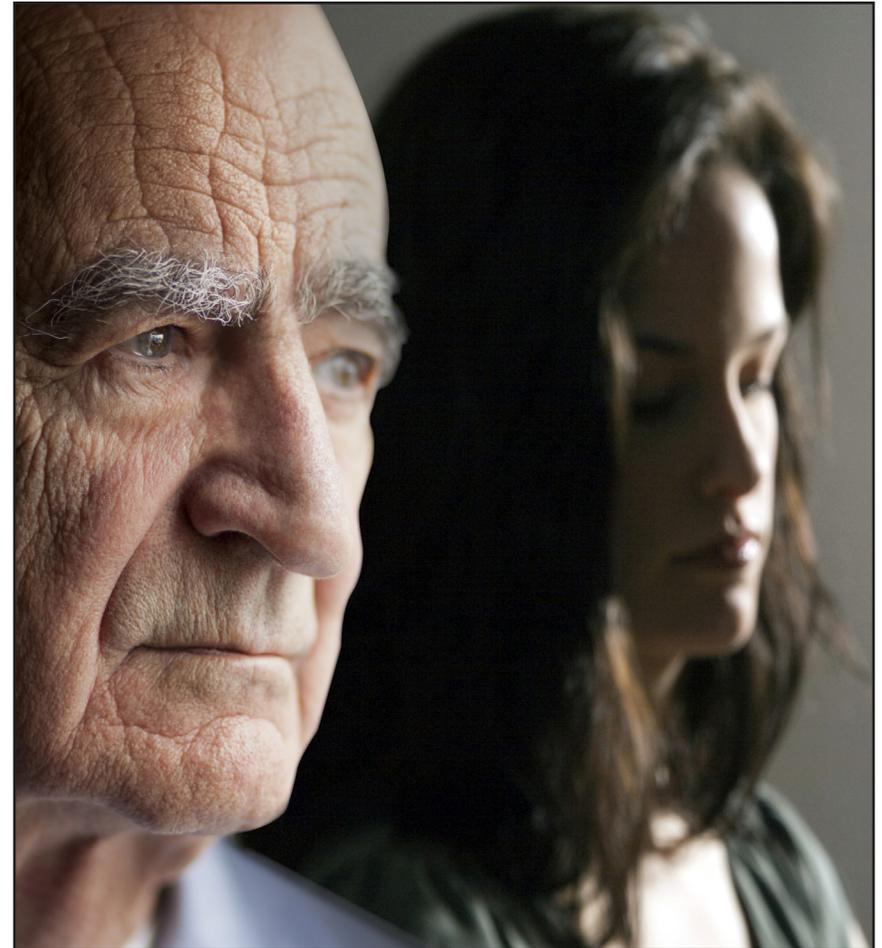
<u>NAME</u>	<u>DESCRIPTION</u>
JACK PROPERTIES LLC	Final Order - Withdrawn
LONE PINE CONTRACTING LLC	Final Order - Withdrawn



## Report Scams

Seniors are often the targets of scams because:

- Seniors are more likely to be home to answer doorbells and phone calls.
- Seniors may live alone or have physical limits that make them vulnerable to intimidation or unable to tell if they need home repairs.
- Seniors may be on fixed incomes and vulnerable to scams that appear to save money.



## What to do if you suspect a scam

Get the person's:

- Name and business address
- Phone number
- License plate

**Call police before they leave. Also, report to:  
Construction Contractors Board: 503-378-4621  
Oregon Attorney General: 1-877-877-9392**

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*Stop telemarketing calls by registering your home or mobile number on the national DO NOT CALL registry.  
1-888-382-1222*

# Fight Construction FRAUD & SCAMS



Construction Contractors Board  
503-378-4621  
[www.oregon.gov/ccb](http://www.oregon.gov/ccb)

## Types of scams

**Roof repair:** Scammer comes to the door, says you have loose shingles, does some minor hammering, applies a liquid to make the area appear new, and charges several thousand dollars. Or, scammer says he installed your roof many years ago and is returning on schedule for upkeep. Or, scammers offer to clean your gutters, then “find” problems needing immediate attention. Typically, these are “problems” that are hard for you to spot.

**Free inspection:** Scammers might offer a “free inspection” because they happen to be in your area. Once they get their foot in the door, they find urgent work to be done.

**Paving/sealant:** Scammers often demand a big payment up front and lay down a small amount of material before leaving with the money. The thin pavement soon cracks, leaving you with a crumbled driveway. Often, they quote a low price because they have “leftover materials” or they are working in your area.

**Diversion:** One person tries to lead you away from the home to show you damage on your house while the other slips into the home to steal valuables. Or, someone might ask to use your bathroom, then sneak into other rooms or steal medications.

## Red flags

-  Someone randomly shows up at your door or calls you with an offer. While some legitimate contractors make “cold calls,” this is standard for groups of scammers known as “travelers.” They make an offer that is too good to be true, take money up front and perform shoddy or no work.
-  No CCB license number (or fake one) on business card or address is a PO box.
-  You feel pressured. The worker talks fast to confuse you or says repairs are needed to make your home safe.
-  Worker avoids giving you a written estimate and contract.
-  The price seems too good to be true.
-  Workers demand a lot of money up front.
-  Contractor vehicles have out-of-state plates.

## Avoid Scams

- Live in Oregon? Use only Oregon-licensed contractors. Nearly all contractors working on home improvement projects need to be licensed, even after a disaster.
- Contact the CCB to verify licenses and names. 503-378-4621 or [www.oregon.gov/ccb](http://www.oregon.gov/ccb).
- Faced with a door-to-door solicitor or telemarketing call, decide for yourself if your home needs repairs. Get help from a relative or trusted neighbor.
- If your project is covered by insurance, contact your insurance company before making arrangements for work to find out what’s covered and how to proceed. Never sign over insurance checks directly to the contractor. It may seem easy, but it can bring heartache and loss.
- Ask for three local references and check them.
- Get bids from three contractors. Specify materials and construction expectations.
- Require a written contract with a detailed description of the work to be done, materials to be used and equipment to be installed. Include a schedule for payments and a timeline for when the work will be done. Put any changes in writing.
- Avoid verbal promises and contracts. Never pay the full amount up front. Never pay in cash. Write your check to the business name you contracted with or use a credit card.
- Have a witness when signing contracts. It could be a family member or trusted friend or neighbor.

## Watch out for disaster scams

Natural disasters (storms, floods, wildfires, etc.) attract construction scam artists. They often urge you to start repairs on the spot.

- Contact your insurance agent BEFORE hiring a contractor.
- Beware of people who encourage you to spend large amounts of money on “temporary repairs.”
- Before hiring any contractor, check the contractor’s license and complaint history with the CCB (503-378-4621).
- Be alert for scammers who pose as government officials and say you must pay a “processing fee” to get disaster relief. They might also pose as safety inspectors and tell you to make expensive or unneeded repairs immediately.
- Never agree to start work “on the spot.”



**FOR IMMEDIATE RELEASE**  
Dec. 30, 2015

Oregon Construction Contractors Board  
Cheryl Martinis: 503-934-2195

## **Con artist goes to prison for stealing CCB license number** *Uses a legitimate construction contractor's license number to get work*

A con artist is now serving 2 ½ years in prison after pleading no contest to stealing a legitimate construction contractor's business name and license number. He allegedly used the information to bilk unsuspecting customers out of thousands of dollars.

Gerald James Borton, 41, of Gresham, recently pleaded no contest in Multnomah County Circuit Court to identity theft.

The Construction Contractors Board (CCB) licenses contracting businesses and encourages consumers to check those licenses before hiring a contractor. Borton used a legitimate contractor's number and business name to help land jobs.

"He performed little or no work, and what he did do was extremely poor quality and worthless to customers," Construction Contractors Board investigator Eric McLauchlin said.

In two cases, Portland area victims made it easy for Borton to get in touch by placing ads on Craigslist soliciting help with home or business projects.

One couple needed someone licensed for electrical and plumbing work. Borton allegedly talked them into paying \$1,500 up front for permits he never obtained. They filled out a contract, and he put down a business name and CCB number belonging to a different contractor.

Before it was over, he allegedly talked them out of another \$700. When they eventually looked up the license number on the CCB website, they discovered that the number belonged to someone with a different name. When they called the "real" contractor, Marvin Floyd of All Around Handyman, they learned he had never heard of Borton.

Floyd has been licensed with the CCB since 2002. He warned consumers against trying to find legitimate contractors by placing an ad on Craigslist.

"It's open to too much fraud and abuse," he said. "What entices people to go there is that it's free but they end up paying for it in the end."

The CCB checks Craigslist daily, and routinely finds people pretending to be contractors by working without a license. Legitimate contractors must include their CCB number on any

advertising so you can verify their license – matching the information provided on the CCB website with that the contractor provides.

In looking for contractors, the CCB advises consumers to get references from friends and neighbors, or others in the construction industry, such as supply stores. At a minimum, research businesses you're considering on the CCB website at [www.oregon.gov/ccb](http://www.oregon.gov/ccb). The agency's licensing staff can help explain search results. Call 503-378-4621.

Licensed contractors carry bonds and insurance and can be held accountable if something goes wrong. Only licensed contractors can get required building permits.

In this case, one of Borton's alleged victims not only lost money but said she was afraid of the suspect.

In fact, when Borton was sentenced earlier this month to the 30 months in prison, he was already in prison on Clackamas County charges of witness tampering and being a felon in possession of a firearm. He has other past Clackamas County charges, including probation violations involving assault and strangulation. Additionally, he racked up \$11,000 in unpaid civil penalties with the CCB for working repeatedly as an unlicensed contractor.

#### **About the CCB**

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

# CONSTRUCTION CONTRACTORS BOARD

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



## Memorandum

**To:** Construction Contractors Board  
**From:** Stan Jessup, Enforcement Manager  
**Date:** January 19, 2016  
**Subject:** Enforcement Update

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North coast Sweep conducted December 14-16<sup>th</sup>, 2015.

Three Field Investigators from the Construction Contractors Board conducted a 3 day sweep of the area of Oregon's coast from Tillamook County North to the Washington State line to include Tillamook County, Clatsop County and Columbia County.

The Field Investigators were accompanied by two members of the Oregon Department of Revenue.

Tillamook County had been recently subjected to extreme weather and flooding. The area investigator cited those factors for having a reduced production rate from expected results. Tillamook County resulted with 8 jobsite checks total for the three day period. Of those eight jobsite checks, one major violation and one minor violation were identified- Having Employees While Exempt, and Failure to Post a CCB Number on Advertising (Vehicle). The investigator also discovered a significant amount of jobsites that were not currently being worked, 20 sites, in the 3 day period.

Columbia County was an area of focus by one investigator during the first day of the sweep. Columbia County was also recently hit with significant weather damage including flooding, heavy rains and large landslides. The one day total for Columbia County was 12 jobsite checks. Other jobsites checks were being worked within the area although due to time constraints they were not checked. These checks resulted in two major violations, both for Having Employees While Exempt. Both of those violations were later eliminated as both employers had current workers compensation insurance and employee payroll accounts. The companies were requested to change their employer status on their license.

Clatsop County was a target area of the sweep for all of the three days. Clatsop County did not suffer significantly from the extreme weather and investigators did not encounter any weather related restrictions that were reported. The first day the area was checked by one Field Investigator. On the second and third days, two investigators were assigned to an area within the county. There were a total of 34 checks conducted within Clatsop County resulting in two violations for Working While Unlicensed. Both violations were the result of finding the same contractor working on two different projects, on two different days, while unlicensed.

All three investigators reported making contact with local building officials and offices. These contacts resulted in at least 5 areas which were checked by the area investigator including one of the identified violations in Clatsop County. One activity reported did not reveal a current jobsite check although future follow up is expected on a possible unlicensed activity.

Investigator comments did not identify any complaints or suggestions for improvements to areas, size of assigned locations or a lack of activity.

# CONSTRUCTION CONTRACTORS BOARD

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



## Memorandum

**To:** Construction Contractors Board  
**From:** Kimberlee Ayers; Central Services Manager  
**Date:** January 27, 2016  
**Subject:** Budget and Section Report

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### Budget Report

We are early into the 2015-17 biennia. CCB's approved budget for the biennia is \$14,659,027; our projected revenue is \$16,871,360. We carried \$3,091,277 over from the 2013-15 biennia.

As of **November 2015**:

- Actual Revenue \$2,754,229; \$498,065 above Projected Revenue
- Actual Expense \$2,649,504; \$252,637 above Projected Expense
- Approximately 4.54 months Operating Cash

We are on track financially as expected, with the majority of our moving and facility expenses being expensed.

### Section Report

#### *MyLicense Software Update*

Department of Consumer Business Services (DCBS), on behalf of Building Codes Division (BCD) has submitted the MyLicense Software (License 2000) upgrade request to DAS procurement.

The upcoming MyLicense Software services upgrade gave CCB an opportunity to utilize the existing BCD license with MyLicense and only pay the expense of the implementation.

This process would have typically been considered a standard software services upgrade without the need for a Request For Proposal (RFP) procurement process, but BCD and CCB decided that a failover function would be an important component to add. The failover component required that the RFP procurement process be added.

The failover element is a backup operational method in which the functions of a system component (in this case the MyLicense processor, server, or network) are assumed by a secondary system component (in this case a server located at either BCD or CCB) if the primary connection is unavailable due to failure or scheduled downtime between the Agencies and MyLicense's server.

Normal functions can be maintained by automatically offloading tasks to the standby (failover) system component/server; thereby, making the procedure seamless with no disruption.

Currently, the procurement process is a bit ahead of schedule, with a contract execution and award date goal of March 15, 2016.

*Oregon Records Management System (ORMS) Update*

CCB conducted a system comparison to determine if implementing the Oregon Records Management System (ORMS) would be redundant because the MyLicense software has a document management component, as well.

We determined that MyLicense would be limited as it would only manage licensing and enforcement documents.

Based on that, CCB has decided to renew its' pursuit of ORMS because it is a more comprehensive and expanded record retention and documentation management program. More information regarding the program implementation will be provided as progress is made.