

Construction Contractors Board

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State of Oregon
Honorable Kate Brown, Governor



Jim Denno, Administrator



DRAFT
3/14/2016

NOTICE OF PUBLIC MEETING
CCB Teleconference Board Meeting
Wednesday March 23, 2016
9:30 a.m. – 11:00 a.m.
201 High St SE, 6th Floor, Board Room, Salem, Oregon

	Page
Meeting Called to Order	
Approval of the Agenda ACTION ITEM	(pg 1)
Approval of the Minutes (2/24/16) ACTION ITEM	(pg 2-4)
Board Calendar: Date of the Next Regularly Scheduled Meeting: April 27, 2016 (Hearings Room, In-Person Meeting)	(pg 5)
 Public Comment	
Agency Reports	
1. Agency Update (Jim Denno)	(pg 6-7)
2. Licensing (Laurie Hall)	
a. Licensing Section Report.....	(pg 8)
b. Monthly Stats for February and March	(pg 9-10)
c. Second Quarter Statistical Reports	(pg 11-33)
3. Communication & Education (Cheryl Martinis)	
a. Pre-License Education.....	(pg 34-35)
b. Test Survey.....	(pg 36-38)
4. Enforcement (Stan Jessup)	
a. Enforcement Update.....	(pg 39-40)
5. Administrative Services (Kimberlee Ayers)	
a. Budget.....	(pg 41-42)
 Old Business	
New Business	
 Adjournment	

The Board may meet in executive session under authority of ORS 192.660 from time to time. The specific statutory basis for the executive session will be announced on the record prior to the commencement of the executive session. Executive sessions are closed to the public.

The Board may recess the public meeting, in order to deliberate privately, under authority of ORS 192.690(1). The public meeting will then reconvene for the purpose of decision-making.

The meeting location is accessible to persons with disabilities. A request for an interpreter for the hearing impaired or for other accommodations for persons with disabilities should be made at least 48 hours before the meeting to Leslie Culpepper (503) 934-2228.

DRAFT

3-9-16

**MINUTES OF THE FEBRUARY 24, 2016
CONSTRUCTION CONTRACTORS BOARD MEETING**

The Construction Contractors Board (CCB) met on Wednesday, February 24, 2016, in the Board Room on the 6th floor at 201 High Street SE, Salem, Oregon.

Attendees:

Board Members present: Board Chair Kimberly Wood, Kurt Bolser, Jerry Jones Jr., Jim Kitchin, Vice Chair Jim Patrick, Susan Steward, Sandi Warren.

Board Members appearing by phone: none

Absent Excused: Mariana Lindsay

Staff: Administrator James Denno, Communications & Education Manager Cheryl Martinis, Enforcement Manager Stan Jessup, Licensing Manager Laurie Hall, Central Services Manager Kim Ayers, Procurement Specialist Catherine Dixon, Board Secretary Leslie Culpepper and Assistant Attorney General Catriona McCracken.

Guests: Bonnie Sullivan, Tammy Hedrick, Kathy Nishimoto, Kirsten Adams

A. MEETING CALLED TO ORDER:

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

B. APPROVAL OF AGENDA AND ORDER OF BUSINESS:

MOTION: Jim Patrick moved to approve the agenda. Motion carried unanimously.

C. APPROVAL OF MINUTES:

1. Leslie Culpepper amended last month's minutes to reflect excused absences of Sandi Warren and Mariana Lindsay.

MOTION: Susan Steward moved to approve the amended January 27, 2016 meeting minutes. Motion carried unanimously.

- D. DATE OF NEXT REGULARLY SCHEDULED MEETING:** The next meeting is scheduled for March 23rd 2016, in the Board room on the 6th floor of 201 High Street SE, Salem OR 97301. The meeting will occur by teleconference.

E. PUBLIC COMMENT:

1. **Kathy Nishimoto:** Suggested an extra hour for people taking translated tests. Would like people who need translation of the test to have as much time as they can so they can successfully pass the test.
2. **Bonnie Sullivan:** Stressed the importance of making the new manual user friendly. Believes the new manual will be an improvement.

F. ETHICS TRAINING:

Tammy Hedrick from the Oregon Ethics Commission conducted a training session on ORS 244; ethics issues for board members.

1. **Kurt Bolser requested an interpretation or summarization of the ethics training.** Staff will work with AAG to provide additional information at a subsequent board meeting.

G. PROPOSED RULE MAKING:

1. **Cheryl Martinis, joined by Kathi Dahlin over teleconference**
Ms. Martinis gave a summary of the proposed rule changes and the board discussed the new language section by section.
 - The decision was made to begin the official rule making process. Hearing will be set and public comments accepted.

H. RESPONSIBLE MANAGING INDIVIDUALS

1. **Board Chair Kimberly Wood decided that this would be postponed until April.**

I. CONSENT AGENDA

1. **Enforcement Manager Stan Jessup discussed the consent agenda.** Due to potential conflicts of interest, the following items were removed and considered separately:

- Mr. Patrick pulled file number 110671 from the consent agenda to be considered separately.
- Chair Wood pulled file number 110938, 110406, 110407, 110408, 110907, 111400 from the consent agenda to be considered separately.
- Mr. Kitchin pulled file number 119070 from the consent agenda to be considered separately.
- Mr. Bolser pulled file number 110637 from the consent agenda to be considered separately.

MOTION: Jerry Jones moved to ratify the action taken by staff and approve consent agenda notices of intent and final orders issued, minus the file numbers listed above.

Motion carried unanimously.

File No. 110671, Mr. Patrick declared actual conflict of interest with Luckini Construction Inc.

MOTION: Jerry Jones moved to ratify the action taken by staff on file no. 110671, Luckini Construction Inc.

Motion carried unanimously, Mr. Patrick abstained.

File No. 110938, File No. 110406, File No. 110407, File No. 110408, File No. 110907, File No, 111400, Chair Wood declared actual conflict of interest with Schindler Elevator Corp (110938), potential conflict of interest for Rose City Electric (110406, 110407 and 110408),

actual conflict of interest for Stoner Electric (110907) and conflict of interest for NWC Nick Weitzer CO LLC (111400).

MOTION: Sandi Warren moved to ratify the action taken by staff on Schindler Elevator Corp (110938), Rose City Electric (110406, 110407 and 110408) and Stoner Electric (110907) and NWC Nick Weitzer CO LLC (111400)

Motion carried unanimously, Chair Wood abstained.

File No. 110907, Mr. Kitchin declared potential conflict of interest with Stoner Electric

MOTION: Jim Patrick moved to ratify the action taken by staff on file no. 110907, Stoner Electric.

Motion carried unanimously, Mr. Kitchin abstained.

File No. 110637, Kurt Bolser declared potential conflict of interest with AirGas USA LLC

MOTION: Jim Patrick moved to ratify the action taken by staff on file no. 110637, AirGas USA LLC

Motion carried unanimously, Mr. Bolser abstained.

J. LEAD-BASED PAINT:

1. Jim Patrick asked if the option existed to buy a 5 year license for Lead Based Paint renewal. The certification is renewed every 5 years, but the lead paint license is renewed every year. Stan Jessup reported that it would require a change to the statute.

K. NEW BUSINESS:

1. There was no new business.

L. ADJOURNED:

The meeting adjourned at 1:03 p.m.

CCB Board Meeting Calendar, 2016

MONTH	MEETING TYPE	NOTED ITEMS	LOCATION
27-Jan	Teleconference Board Meeting		6th Floor Board Room
24-Feb	Board Meeting	Ethics training	1st Floor Hearings Room
23-Mar	Teleconference Board Meeting		6th Floor Board Room
27-Apr	Board Meeting	Election of officers	1st Floor Hearings Room
16-May	Board Meeting	Strategic planning session	1st Floor Hearings Room
25-May	Teleconference Board Meeting		6th Floor Board Room
29-Jun	Board Meeting	New officers terms begin, Budget review	1st Floor Hearings Room
27-Jul	Teleconference Board Meeting		6th Floor Board Room
24-Aug	Board Meeting	KPM 10 – Best practices survey finalized	1st Floor Hearings Room
28-Sep	Teleconference Board Meeting		6th Floor Board Room
26-Oct	Board Meeting		1st Floor Hearings Room
7-Dec	Board Meeting	Stakeholder meeting	1st Floor Hearings Room

*Board meetings begin at 9:30 a.m.

**Unless otherwise stated, board meetings are held at 201 High St. SE, Salem, OR 97301

CONSTRUCTION CONTRACTORS BOARD

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



Memorandum

To: Construction Contractors Board
From: Jim Denno, Administrator
Date: March 15, 2016
Subject: Agency Update

2016 Legislature

The Board directed staff in the August board meeting to introduce legislation to retain the existing law regarding the agency's dispute resolution process. The existing law, in effect since 2011, was scheduled to sunset in 2017, returning the dispute resolution program to the old process which was in effect up until 2011. The board determined that the existing process is less costly and more effective in resolving customer-contractor disputes than the old law. I have updated the board at each subsequent meeting about the progress of the legislation, HB 4121.

Agency bills were not permitted in this session so I worked with our policy adviser in the governor's office and we met with Representative Paul Holvey, who agreed to introduce the bill on our behalf. HB 4121 was heard first by the House committee on Business and Labor, where Rep. Holvey is the Chair. The committee recommended passage of the bill. After approval by the House, the bill was heard by the Senate committee on Business and Transportation. I met with committee chair, Senator Lee Beyer, prior to the committee hearing to explain the bill and answer his questions.

In the process of developing the bill, I met with the contractor associations to address their questions. We had good support from the associations and the HBA provided input to the House committee and testimony to the Senate committee. HB 4121 passed both committees and both chambers without a single "no" vote.

NASCLA Mid-year Meeting

The mid-year meeting of the National Association of State Contractor Licensing Agencies occurred last week in Florida. The mid-year meeting consists of meetings and reports of the association's working committees and presentations on current issues in contractor licensing. I represent Oregon on the Resource Committee, the Accredited

Examination Committee and the Board of Directors. The Resource Committee develops outreach materials and publications for use by member state agencies. The committee was very impressed by the contractor brochure recently developed by our Communications and Education section and is looking into the possibility of producing a version of this resource for general use by member states.

The Accredited Examination Committee is currently working on a series of exams for electrical contractor licensure. Groups of subject matter experts around the country have completed work on the “job analysis” and will begin developing exam items shortly. The plan at NASCLA is to develop a residential contractor licensing exam once the electrical exams are completed.

Agency Activities

Our section managers will provide you with reports on what each section is working on. I will simply tell you that I am very pleased by the work being done in each section. Each manager and their respective staffs are taking a proactive, customer service approach to the operations of the CCB.

The Enforcement section is working on filling two recent vacancies, improving field reports, response times and streamlining internal processes. Communications and Education is very busy right now with outreach events and contractor classes. The Licensing section continues to work to make licensing materials more user-friendly, and is in the process of filling a vacancy of their own. The IT group continues to make progress on upgrading our hardware and improving processes where possible.

We are all eagerly awaiting the start of our licensing system upgrade later this year. We fully expect that our system upgrade, along with simplifying the continuing education rules, will greatly improve customer service, enable us to accommodate serving increasing numbers of licensees without increases in staff, and improve our ability to produce accurate reports on agency activities.

Wherever I go, the board’s “back to basics” direction for the agency resonates with stakeholders and legislators. Our work on the DRS program, simplifying the continuing education rules, and upgrading our IT structure and online services is welcomed by our customers and stakeholders.

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Memorandum

To: Construction Contractors Board
From: Laurie Hall, Licensing Manager
Date: March 11, 2016
Subject: Licensing Section Report

Phone Workload

The Licensing Section receives 300-600 calls per day. More than 50% of those calls are related to continuing education, with questions such as:

- How many hours they have to complete
- Why they have to take it again
- What are the exemptions
- How do they know what classes to take
- How do they find the classes
- Do continuing education classes taken for another license qualify for credit

With the varying level of computer experience, the Licensing phone staff members also provide constant technical support helping contractors navigate the CCB website and the online services console, frequently walking customers through step by step. Sometimes, because of the limited experience, this tech support is needed every time the contractor renews their license.

Statistics

The Licensing Quarterly Report for October through December of 2015 is attached. The February 1, 2016, and March 1, 2016, monthly statistics are also attached.

CCB LICENSING STATISTICS AS OF 2/1/16

LICENSES/ENDORSEMENTS

ENDORSEMENT TYPE	NUMBER
Residential General	18,919
Residential Specialty	8,589
Residential Limited	1,838
Residential Developer	169
Residential Locksmith Services	41
Residential Home Inspector Services	120
Residential Home Services Contractors	18
Residential Home Energy Performance Score Contractors	4
Inactive	1,046
TOTAL RESIDENTIAL LICENSEES	30,744
Commercial General Level 1	1,426
Commercial General Level 2	4,179
Commercial Specialty Level 1	711
Commercial Specialty Level 2	2,456
Commercial Developer	62
Inactive	255
TOTAL COMMERCIAL LICENSEES	9,089
TOTAL ACTIVE & INACTIVE LICENSEES (Number is lower than total of residential + commercial licensees since some hold both endorsements.)	35,563

LICENSES/SPECIALTY

Lead Base Paint Renovator (LBPR)	4,189
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CERTIFICATIONS

Home Inspectors	489
Locksmiths	516
EEAST	39
Home Energy Assessors	9

CCB LICENSING STATISTICS AS OF 3/1/16

LICENSES/ENDORSEMENTS

ENDORSEMENT TYPE	NUMBER
Residential General	19,064
Residential Specialty	8,581
Residential Limited	1,832
Residential Developer	172
Residential Locksmith Services	41
Residential Home Inspector Services	124
Residential Home Services Contractors	18
Residential Home Energy Performance Score Contractors	4
Inactive	1,031
TOTAL RESIDENTIAL LICENSEES	30,867
Commercial General Level 1	1,428
Commercial General Level 2	4,224
Commercial Specialty Level 1	711
Commercial Specialty Level 2	2,447
Commercial Developer	63
Inactive	253
TOTAL COMMERCIAL LICENSEES	9,126
TOTAL ACTIVE & INACTIVE LICENSEES (Number is lower than total of residential + commercial licensees since some hold both endorsements.)	35,707

LICENSES/SPECIALTY

Lead Base Paint Renovator (LBPR)	4,201
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CERTIFICATIONS

Home Inspectors	502
Locksmiths	512
EEAST	37
Home Energy Assessors	9

**CONSTRUCTION CONTRACTORS BOARD
LICENSING PROGRAM
AND
CUSTOMER SERVICE UNIT**

**STATISTICAL REPORTS
Second Quarter
2015-2017 Biennium**



Laurie Hall, Program Manager

Licensing/Renewal Staff:

Ruth Sutter
Kevin Kerner

Nancy McIntyre
Joanna Russell-Rios

Angie Warkentin
Karla Martin
Karen Taylor

Customer Service Unit Staff:

Darla Pack
Regina Arnold
Brenna Anderson
Vicki Foster

Licensing and Customer Service Unit 2015-2017 Biennium

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

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION**

Number of Active and Inactive CCB Licensees by Type of Entity

	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	First Quarter Jul 1, 2015 - Sep 30, 2015	Second Quarter Oct 1, 2015 - Dec 31, 2015
Active									
Corporation	13,020	13,011	12,965	12,932	12,918	12,871	12,879	12,881	12,879
Sole Proprietorship	10,727	10,686	10,648	10,608	10,496	10,426	10,455	10,428	10,364
Limited Liability Company	8,595	8,815	9,045	9,246	9,476	9,746	10,046	10,311	10,607
Limited Liability Partnership	31	30	30	31	31	33	36	38	39
Limited Partnership	48	50	49	48	50	47	45	43	43
Partnership	504	508	494	500	512	498	507	487	488
Trust	0	0	1	1	1	1	1	1	1
SUBTOTAL	32,925	33,100	33,232	33,366	33,484	33,622	33,969	34,189	34,421
Inactive									
Corporation	405	396	361	358	366	344	334	322	314
Sole Proprietorship	725	685	650	654	645	626	612	584	579
Limited Liability Company	336	333	322	314	317	307	302	282	302
Limited Liability Partnership	2	2	2	0	1	1	2	2	2
Limited Partnership	1	1	1	1	1	0	0	0	0
Partnership	28	27	25	21	20	21	17	18	15
Trust	0	0	0	0	0	0	0	0	0
SUBTOTAL	1,497	1,444	1,361	1,348	1,350	1,299	1,267	1,208	1,212
TOTALS	34,422	34,544	34,593	34,714	34,834	34,921	35,236	35,397	35,633

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Number of New Licenses by Endorsement Type

Endorsement Type	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter
	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2015 - Sep 30, 2015	Oct 1, 2015 - Dec 31, 2015
Residential General Contractor	410	537	207	152	156	240	214	615	574
Residential Specialty Contractor	187	223	71	59	52	82	74	181	192
Residential Limited Contractor	50	61	24	19	18	27	19	42	34
Residential Developer	8	8	2	1	4	6	2	11	7
Residential Locksmith Services Contractor	*	*	1	1	1	1	1	8	6
Home Inspector Services Contractor	*	*	3	2	1	6	9	12	22
Home Services Contractor	*	*	0	0	0	1	1	1	3
Home Energy Performance Score Contractor	*	*	0	0	0	0	0	0	1
Commercial General Contractor 1	19	18	5	10	5	7	10	29	33
Commercial General Contractor 2	91	89	39	25	26	42	34	115	115
Commercial Specialty Contractor 1	11	12	3	4	7	4	4	8	16
Commercial Specialty Contractor 2	47	64	12	13	17	24	24	55	54
Commercial Developer	0	1	2	1	1	3	2	4	3
Total Single Endorsement Licenses	823	1,013	369	292	290	360	322	1,081	1,078
Total Dual Endorsement Licenses	127	90	36	20	20	45	39	148	127

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Number of Total Active and Inactive Licenses by Endorsements

Endorsement Type	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	First Quarter Jul 1, 2015 - Sep 30, 2015	Second Quarter Oct 1, 2015 - Dec 31, 2015
Residential General Contractor	18,200	18,326	18,457	18,608	18,766	18,902	19,179	19,400	19,637
Residential Specialty Contractor	8,877	8,878	8,845	8,856	8,838	8,785	8,808	8,777	8,773
Residential Limited Contractor	2,283	2,237	2,216	2,180	2,153	2,113	2,097	2,043	2,000
Residential Developer	154	157	157	153	151	159	161	171	176
Residential Locksmith Services Contractor	*	*	0	9	13	22	28	34	40
Home Inspector Services Contractor	*	*	14	20	32	62	87	98	119
Home Services Contractor	*	*	6	6	7	11	13	15	16
Home Energy Performance Score Contractor	*	*	0	0	0	0	3	2	4
Commercial General Contractor 1	1,504	1,498	1,491	1,496	1,503	1,489	1,492	1,503	1,517
Commercial General Contractor 2	4,142	4,157	4,162	4,172	4,212	4,219	4,233	4,267	4,317
Commercial Specialty Contractor 1	728	727	723	725	734	726	738	726	742
Commercial Specialty Contractor 2	2,507	2,491	2,477	2,464	2,449	2,475	2,489	2,496	2,492
Commercial Developer	60	58	57	60	60	65	56	60	64
Dual Licenses	4,053	4,054	4,046	4,071	4,085	4,112	4,148	4,058	4,271
Single Licenses	30,349	30,431	30,519	30,607	30,748	30,804	31,088	30,583	31,355
Total Licenses	34,402	34,485	34,565	34,678	34,833	34,916	35,236	34,641	35,626

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION**

Number of Bond Documents Received

Type of Bond Document	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	First Quarter Jul 1, 2015 Sep 30, 2015	Second Quarter Oct 1, 2015- Dec 31, 2015
Bonds & Riders	627	784	918	673	774	936	1,341	1,200	878
Bond Cancellations	2,519	2,902	2,383	1,843	1,640	1,870	2,325	1,963	1,821
Bond Reinstatements	756	296	700	639	452	381	590	594	436
Licensed Contractors with BOLI Bond	104	108	144	112	96	110	119	130	99
Non-licensed Contractors with BOLI Bond	11	8	5	10	7	12	8	11	5
Total Bond Documents	4,017	4,098	4,098	4,150	3,277	2,969	3,309	4,383	3,898

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION**

Number of Insurance Documents Received

Method of Delivery of Insurance Document	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	First Quarter Jul 1, 2015- Sep 30, 2015	Second Quarter Oct 1, 2015- Dec 31, 2015
Insurance Certificates	3,898	4,215	4,159	2,436	3,955	3,920	4,372	3,802	3,480
Insurance Cancellations	446	540	474	501	324	438	466	434	379
Insurance Reinstate-ments	150	161	143	234	110	125	124	117	114
E-Proof (submitted online)	6,012	7,742	7,728	6,549	5,853	7,730	7,506	6,516	6,120
Total Insurance Documents	10,506	12,658	12,504	9,720	10,242	12,213	12,468	10,869	10,093

Courtesy Notices and Emergency Suspensions

Description	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- June 30, 2015	First Quarter Jul 1, 2015- Sep 30, 2015	Second Quarter Oct 1, 2015- Dec 31, 2015
30-Day Advance Insurance Courtesy Notice	5,373	6,797	7,119	5,882	5,412	7,035	7,334	6,148	5,669
Final Insurance Courtesy Notice	2,003	2,573	2,480	2,178	2,024	2,543	2,758	2,479	2,135
Insurance Certificates Received	6,764	8,498	8,838	7,390	6,843	8,764	9,210	7,827	7,004
Emergency Suspension Notices	612	872	761	670	593	814	882	800	800
Percentage of Suspensions After Courtesy Notices	11%	13%	11%	11%	11%	12%	12%	13%	14%

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
Number of Licensing Documents Sent by Customer Service Unit**

Description	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	First Quarter Jul 1, 2015 - Sep 30, 2015	Second Quarter Oct 1, 2015 - Dec 31, 2015
Bond Courtesy	542	600	792	657	531	575	657	588	575
Bond Suspension	378	372	406	425	370	375	411	371	375
30-day Insurance Courtesy Notice	5,498	7,166	6,414	5,826	5,621	7,316	6,941	6,060	7,316
Final Insurance Courtesy Notice	1,999	2,571	2,489	2,177	2,023	2,653	2,759	2,479	2,653
Insurance Suspension	661	823	783	695	634	781	862	813	781
Auto Letters	1,213	1,449	1,565	1,435	1,389	1,711	1,860	1,659	1,711
License Cards	4,295	5,785	5,920	4,848	4,465	5,796	5,928	5,158	5,796
Renewal Forms	4,328	5,451	4,803	3,746	4,494	4,852	4,532	3,815	4,852
Expiration Notices	1,629	1,921	2,167	1,621	1,411	1,881	1,811	1,609	1,881
Certified Mail	1,207	1,387	1,314	1,291	1,141	1,302	1,462	1,379	1,302
109 Letters	11	3	12	6	13	33	1	0	33
68S Renewal letters	0	0	0	0	0	1	0	0	1
Locksmith 30-Day Renewal	13	104	76	20	27	31	27	25	31
Locksmith 15-Day Renewal	9	59	25	26	29	22	17	25	22
Locksmith Expiration	4	23	12	39	23	57	11	18	57
Locksmith Cards	11	97	53	32	35	1,004	54	26	21
LBPR Cards	884	1,215	1,528	399	813	1,137	1,322	1,021	1,137
LBPR Renewal Forms	839	1,235	1,442	399	694	301	1,254	990	301
LBPR Expiration Notices	224	319	359	114	294	15	567	534	15
LBPA Cards	*	*	0	0	0	0	0	*	*
LBPA Renewal Forms	*	*	18	5	5	5	38	*	*
LBPA Expiration Notices	*	*	30	9	9	9	11	*	*
EEAST Cards	5	20	13	5	5	23	12	78	23
EEAST Renewal Forms	16	36	7	6	9	1	6	7	1
EEAST Expiration Notices	5	6	7	0	2	0	5	6	0
Totals	22,682	29,026	28,359	23,781	24,037	29,881	30,548	26,661	28,544

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION**

Number of Locksmith, Home Inspector and EEAST Licensees

	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	First Quarter Jul 1, 2015- Sep 30, 2015	Second Quarter Oct 1, 2015- Dec 31, 2015
Locksmith	443	448	432	428	428	453	488	503	512
Home Inspector	416	414	415	429	434	434	449	475	484
EEAST	*	57	52	43	43	41	41	39	40

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

	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	First Quarter Apr 1, 2013- Jun 30, 2013	Second Quarter Oct 1, 2015- Dec 31, 2015
Renovation Contractor	4,583	4,536	4,461	4,421	4,408	4,435	4,360	4,305	4,214
Lead Activities	81	79	78	110	112	117	112	112	116

*Note: the charts were revised on 6/1/2014 to include Lead Activities, Home Inspector and EEAST.
* - Statistics not available.*

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION**

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

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

Telephone Calls

	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	First Quarter Jul 1, 2015 - Sep 30, 2015	Second Quarter Oct 1, 2015 - Dec 31, 2015
Calls Received	18,581	25,516	24,048	19,834	17,156	21,921	21,144	22,202	16,934
Abandoned Calls	1,382	3,553	1,673	1,015	1,145	1,687	1,723	1,916	1,117
Average Time to Answer (seconds)	18	8	19	26	30	30	36	27	32

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

Percent of Persons that Agree or Strongly Agree with Each Statement

Description	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter
	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2015- Sep 30, 2015	Oct 1, 2015- Dec 31, 2015
1. I found the CCB forms and instructions to be clear and complete.	91.0%	90.2%	*	91.9%	94.5%	93.3%	*	92.8%	94.8%
2. I was satisfied with the length of time it took to process my application/renewal.	91.5%	#REF!	*	95.7%	95.4%	94.8%	*	93.5%	95.2%
3. I was satisfied with the length of time it took the CCB to notify me of any problems with my application/renewal.	94.7%	92.1%	*	93.5%	95.6%	94.6%	*	95.1%	94.6%
4. I found the letters from the CCB to be clear and easy to understand.	96.3%	#REF!	*	95.6%	96.1%	96.1%	*	96.1%	96.7%
5. I was satisfied with the length of time it took to respond to my phone inquiries.	97.2%	96.0%	*	98.2%	98.6%	97.4%	*	97.7%	98.1%
6. I found the telephone staff at the CCB to be courteous and helpful.	97.2%	#REF!	*	98.7%	98.1%	98.5%	*	98.0%	99.1%
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.	97.1%	95.7%	*	96.3%	96.8%	97.0%	*	96.5%	96.8%

Question 1

Description	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter
	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014	Jan 1, 2015- Mar 31, 2015	Apr 1, 2015- Jun 30, 2015	Jul 1, 2015- Sep 30, 2015	Oct 1, 2015- Dec 31, 2015
1. I found the CCB forms and instructions to be clear and complete.									
a. Strongly Agree	232	214	*	154	163	383	*	211	222
b. Agree	334	384	*	255	286	445	*	276	255
c. Disagree	37	41	*	28	22	50	*	29	21
d. Strongly Disagree	17	9	*	8	4	9	*	9	5
Total No. of Responses to Question 1	620	648	*	445	475	887	*	525	503
Percent of Survey Respondents that Agree or Strongly Agree	91.3%	92.3%	*	91.9%	94.5%	93.3%	*	92.8%	94.8%

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

Question 2

Description	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	First Quarter Jul 1, 2015- Sep 30, 2015	Second Quarter Oct 1, 2015- Dec 31, 2015
2. I was satisfied with the length of time it took to process my application/renewal.									
a. Strongly Agree	318	323	*	221	242	486	211	267	276
b. Agree	255	287	*	206	210	359	218	222	202
c. Disagree	27	30	*	13	14	27	28	24	16
d. Strongly Disagree	19	13	*	6	8	19	7	10	8
Total No. of Responses to Question 2	619	653	*	446	474	891	464	523	502
Percent of Survey Respondents that Agree or Strongly Agree	92.6%	93.4%	*	95.7%	95.4%	94.8%	92.5%	93.5%	95.2%

Question 3

Description	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	First Quarter Jul 1, 2015- Sep 30, 2015	Second Quarter Oct 1, 2015- Dec 31, 2015
3. I was satisfied with the length of time it took the CCB to notify me of any problems with my application/renewal.									
a. Strongly Agree	269	260	*	199	217	408	182	235	240
b. Agree	261	309	*	178	196	340	201	208	180
c. Disagree	23	22	*	19	11	28	24	12	12
d. Strongly Disagree	18	4	*	7	8	15	9	11	12
Total No. of Responses to Question 3	571	595	*	403	432	791	416	466	444
Percent of Survey Respondents that Agree or Strongly Agree	92.8%	95.6%	*	93.5%	95.6%	94.6%	92.1%	95.1%	94.6%

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

Question 4

Description	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	First Quarter Jul 1, 2015- Sep 30, 2015	Second Quarter Oct 1, 2015- Dec 31, 2015
4. I found the letters from the CCB to be clear and easy to understand.									
a. Strongly Agree	258	265	*	179	213	412	*	246	244
b. Agree	314	339	*	235	234	426	*	243	227
c. Disagree	20	31	*	16	17	25	*	17	12
d. Strongly Disagree	14	9	*	3	1	9	*	3	4
Total No. of Responses to Question 4	606	644	*	433	465	872	*	509	487
Percent of Survey Respondents that Agree or Strongly Agree	94.4%	93.8%	*	95.6%	96.1%	96.1%	*	96.1%	96.7%

Question 5

Description	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	First Quarter Jul 1, 2015- Sep 30, 2015	Second Quarter Oct 1, 2015- Dec 31, 2015
5. I was satisfied with the length of time it took to respond to my phone inquiries.									
a. Strongly Agree	283	280	*	204	227	418	*	231	240
b. Agree	246	272	*	173	181	292	*	195	168
c. Disagree	8	16	*	5	4	13	*	7	5
d. Strongly Disagree	7	5	*	2	2	6	*	3	3
Total No. of Responses to Question 5	544	573	*	384	414	729	*	436	416
Percent of Survey Respondents that Agree or Strongly Agree	97.2%	96.3%	*	98.2%	98.6%	97.4%	*	97.7%	98.1%

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

Question 6

Description	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	First Quarter Jul 1, 2015- Sep 30, 2015	Second Quarter Oct 1, 2015- Dec 31, 2015
6. I found the telephone staff at the CCB to be courteous and helpful.									
a. Strongly Agree	344	364	*	254	266	509	*	292	283
b. Agree	188	199	*	124	138	220	*	140	144
c. Disagree	10	9	*	1	4	6	*	6	1
d. Strongly Disagree	7	2	*	4	4	5	*	3	3
Total No. of Responses to Question 6	549	574	*	383	412	740	*	441	431
Percent of Survey Respondents that Agree or Strongly Agree	96.9%	98.1%	*	98.7%	98.1%	98.5%	*	98.0%	99.1%

Question 7

Description	Second Quarter Oct 1, 2013- Dec 31, 2013	Third Quarter Jan 1, 2014- Mar 31, 2014	Fourth Quarter Apr 1, 2014- Jun 30, 2014	Fifth Quarter Jul 1, 2014- Sep 30, 2014	Sixth Quarter Oct 1, 2014- Dec 31, 2014	Seventh Quarter Jan 1, 2015- Mar 31, 2015	Eighth Quarter Apr 1, 2015- Jun 30, 2015	First Quarter Jul 1, 2015- Sep 30, 2015	Second Quarter Oct 1, 2015- Dec 31, 2015
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.									
a. Strongly Agree	317	318	*	229	251	523	*	289	294
b. Agree	263	288	*	193	208	337	*	214	188
c. Disagree	17	21	*	12	10	17	*	13	10
d. Strongly Disagree	15	10	*	4	5	10	*	5	6
Total No. of Responses to Question 7	612	637	*	438	474	887	*	521	498
Percent of Survey Respondents that Agree or Strongly Agree	94.8%	95.1%	*	96.3%	96.8%	97.0%	*	96.5%	96.8%

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION**

Percentage of Licensing Customer Satisfaction Surveys Returned

Description	Second Quarter Oct 1, 2013 - Dec 31, 2013	Third Quarter Jan 1, 2014 - Mar 31, 2014	Fourth Quarter Apr 1, 2014 - Jun 30, 2014	Fifth Quarter Jul 1, 2014 - Sep 30, 2014	Sixth Quarter Oct 1, 2014 - Dec 31, 2014	Seventh Quarter Jan 1, 2015 - Mar 31, 2015	Eighth Quarter Apr 1, 2015 - Jun 30, 2015	First Quarter Jul 1, 2015 - Sep 30, 2015	Second Quarter Oct 1, 2015 - Dec 31, 2015
1. Customer Satisfaction Surveys Sent	4,295	5,785	*	4,848	4,465	5,796	*	5,158	5,796
2. Customer Satisfaction Surveys Returned	620	653	*	446	474	891	*	523	502
3. Percentage Returned	14.4%	11.3%	*	9.2%	10.6%	15.4%	*	10.1%	8.7%

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
October – December 2015 Customer Service Survey**

- "I don't type well so the phone is easier".
- "I didn't know about it".
- "I haven't renewed yet".
- "like paper format".
- "Not eligible because of change in company officers".
- "We are a new registrant".
- "Not completely confident with computer and I currently have limited access".
- "Change in status".
- "Don't put personal into on line".
- "I was unable to do so because I had a change in Worker's Comp coverage (independent contractor status)".
- "I like to renew in person at CCB office".
- "I just trust the old fashion way of doing things. Been in construction business over 40 years, need a young person to guide me through smart phones and computers".
- "Reactivated license. Had to have insurance agent FAX renewal per phone conversation w/CCB".
- "We had a ownership change and needed to send papers in".
- "My accountant filled out most of the paper work".
- "quicker & easier to do my mail".
- "I like to walk in".
- "Technically challenged".
- "Needed assistance with CCU completion and RMI change. Phone staff were exceptionally courteous, patient, intelligent and helpful, especially Darla for our case".
- "CCB Lic - online 1 lead Base Paint - Wrote Check / Filled out Form Mailed in".
- " Just like doing it old fashion way".

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

October – December 2015 Customer Service Survey

"I thought I needed to send in my continuing education certificates that's why I mailed it in. I would like to know why that when I go to classes on new equipment that that does not count for continuing education".

"On the move, away from computer at the time - preferred to mail".

"also, I'm not crazy about sitting in front of a computer".

"I am one who likes to do things in person, and I only live 2 miles from your office".

"Much prefer not using computer!"

"Not very good on computer".

"I don't use a computer much, my WIFE does".

"It's easier for us to cut checks than pay online".

"new app".

"Didn't take the time to review it".

"We recently changed servers and whole new format is difficult".

"We are a partnership so we didn't qualify to renew online".

"Didn't think about it but will renew online in the future - "

"easier for us through mail".

"Officer changes".

"New applicant".

"don't believe in on line anything".

"Didn't want to".

"More comfortable in person".

"Time constraints".

"Waited too long to do it online".

"I don't mind doing things the old way. Sometimes for me it is easier & more convenient".

"I did paper".

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
October – December 2015 Customer Service Survey**

- "Changing business entity".
- "Just didn't use it this time".
- "Renewal required additional information".
- "New application, haven't had a need yet".
- "I'm old".
- "Needed to go down".
- "Thought it would be more difficult and was in a hurry. I will probably do it next time".
- "Just got license".
- "I like to take it in".
- "Preferred 'snail' mail".
- "No computer or on line service".
- "Like a paper trail".
- "We pay with a business check".
- "Easier by mail".
- "Had new person".
- "You don't take American Express!"
- "Had problems with continuing ed hours. All resolved on phone, very helpful".
- "I was having issues w/Comcast".
- "Just used to doing through mail".
- "We had several change in staff. New business owner, etc".
- "No reason".
- "I like face to face business".
- "Needed to change [illegible] endorsement".
- "The staff walked me thru it on the phone".
- "Preferred to do my mail".

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

October – December 2015 Customer Service Survey

"I live in the Salem and I like to visit the office. Because any problem I have is made helpfully clear and resiloution is taken care of at that time".

"Did the test online - mailed in my renewal - no reason".

"Quicker using paper application".

" - old school - "

"Was having problems with internet / computer".

"We are a partnership so we didn't qualify to renew online".

"Very easy!"

"I am very satisfied w/the Board".

"I think that the continuing education classes are a waste of time & money!"

"Offer more relevant courses & certify that the online education sites treat their coarses in a grueling & professional manner".

"Allow renewal sooner".

"There was a problem w/the on line renewal and I had to call to have it corrected. It was done very quickly & friendly. :)"

"I emailed a question to CCB. Got return emails & information but not the answer to my question".

"Great people and very fast".

"no recommendations".

"I think the continuing education should be changed. After so many years in buisness it should not be required. I think it is a great tool for new companies starting out".

"N/A".

"I applied Nov. 17th 2015 got my license Dec. 10, 2015 called every day for weeks was told they were caught up & my check would be cashed first. I got # online prior to check being cashed In fact there was an error. I was assured daily I'd be called. Never once received a call I did not initiate. Turn around time & communication was more than inefficient".

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

October – December 2015 Customer Service Survey

- "I was sent two license certificates on the same day. Postage on 1 was .48 & the other .70 both envelopes contained the same materials. Machine malfunction?"
- "Perfect process".
- "It was great!"
- "Great site!"
- "Very helpful when I called on the phone and very friendly! :)"
- "Keep up the good work".
- "Can't - do an excellent Job - actually return phone calls".
- "Needed help on phone to interpret instruct on computer format. On line person did a great job".
- "I don't think the private continuing education provides are supplying quality courses in general. I wish users could rate/review courses taken. Like Yelp reviews for restaurants....but on the CCB website".
- "You were very helpful and it was easy".
- "Better web info!"
- "The options were not clear or not available to register for the correct class online. We registered for the class we were told, took the class and then found out it was incorrect. Had to take the correct class again and pay extra \$\$\$ because of the website's unclear information".
- "Have no classes for someone in the building business 50 yrs".
- "MAKE IT FREE :)".
- "16 hrs. of school is a pain in the ass! after 50 yrs in business I don't need any more school or cards, should be grandfathered in at some point. thanks, Dennis".
- "Many ways in the Education area".
- "N/A".
- "You guys do a great job! Thanks for all your hard work - Hatfield Communications LLC".
- "It serves fine".
- "the application for worker's comp is contradictory & not clear".

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

October – December 2015 Customer Service Survey

- "It seems like the online application could be combined into fewer pages".
- "To Much Dependence on computers and Enternet (To Much Hacking)".
- "Drop the continuing ED. it is a complete waste of time. if you want more \$ give us the option to buy out of the education COMPLETE WASTE OF TIME".
- "It was great. No complaints".
- "Free postage for survey".
- "CCB LOST my insurance certificate and bond TWICE. Once after emailed and once after it was hand delivered and time stamped". Telephone staff was rude and unhelpfull. I could not work for two weeks due to this".
- "Telephone staff very helpful. Doing just fine!"
- "More cooperation between states such as L & I & your electrical board including CEU's".
- "Im old-fashion part of the 40% that writes checks - - -".
- "I'm good :)".
- "Lower costs, 325.00 Just for renewal is too expensive".
- "I called with some questions and the lady I spoke to was THE absolute rudest person I have ever spoken to. She was grumpy from the getgo, she would cut me off and treated me like I was an idiot. I have never been treated so horribly".
- "Karla rocks!"
- "None".
- "I manage contractor's license across the country and the Oregon CCB is possibly the best one I use. Very helpful & knowledgeable staff".
- "Our license was renewed but they failed to send us our new certificate".
- "Previous CCB # for many years - education [illegible] issue online".
- "Renewing on line was fast and easy and my phone calls to CCB with questions, were answered quickly and were pleasant".

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION October – December 2015 Customer Service Survey

- "Mobile services for smartphone".
- "Great job Thanks".
- "With the LBPR, it is confusing having the individuals certification expiration date being different than company expiration date. I saw no reference to the individual's date in the CCB notices".
- "We currently do not have any work awarded to us in Oregon so we have put our license into inactive".
- "Let me know where to obtain credit [illegible] conferences, etc..."
- "Nice job".
- "Great Job Thank You".
- "Did JUST FINE".
- "Not having to drive to Salem to apply".
- "I recently renewed my LRRP Certificate. The counter person was very helpful and knowledgeable. My time spent there was very short. I had expected a much longer wait".
- "Everything is fine".
- "Phone staff: YES!"
- "It was easier to send hard-copy forms and certificates of continuing Ed. hours".
- "?? License Everyone".
- "Phone staff was fantastic".
- "You could print the license on the right side of the paper".
- "Staff at CCB were wonderful. The actual forms, etc. were confusing, tough to get filled out correctly, etc. IN hindsight, perhaps its a good thing as it would "weed out" someone who was not serious".
- "Telephone staff VERY helpful".
- "My wife sent in a check and I paid as well doing the online renewal, we have not been reimbursed yet for double payment. The CCB phone number is tough to find, For renewal questions".
- "Great job!"
- "Phone staff VERY courteous and helpful! You do a great job!"

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
October – December 2015 Customer Service Survey**

- "The phone staff were really good".
- "Got a renewal form in the mail - mailed it in".
- "I was well coached by staff".
- "fine, really".
- "Thank you. Not that great on computers & at times have trouble using them".
- "I have always done mail".
- "Hold more CE live seminars on the Eastside".
- "More training / continuing education opportunities and much more of a variety".
- "Doing a great job!"
- "Had to take classes. Sometime I send my renew application credits got to CCB with the next two days".
- "Require less CEUs".
- "So helpful! I loved the renewal online option - received new cert in mail just days later - great!"
- "Called after getting renewal insurance to you. Called a week later to ask if the insurance had been processed. No they said they sent a letter having to change wording on insurance form (been the same for 15 years) Did not get letter EVER stating to change insurance wording sent new updated insurance form. Licence is a week overdue to all my vendors that have suspended me".
- "Everyone does a great job!"
- "We were exempt but did not learn that we were until half way through the paperwork. Would help if this was in the beginning. :)"
- "I live close to CCB and drive past every day and prefer to do these things in person".
- "Educate more on construction practices. Stress more on quality of work. To just come to levy fines is cheesy".

CONSTRUCTION CONTRACTORS BOARD

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Memorandum

To: Construction Contractors Board
From: Cheryl Martinis, Communications and Education Manager
Date: March 11, 2016
Subject: Pre-license education and program updates

Focus: Pre-license education

With several projects involving pre-license education under way, I thought I would highlight aspects of this program. As you know, applicants for an Oregon contractor license must designate a responsible managing individual to complete pre-licensure training and pass the pre-license exam. The CCB contracts with approximately 30 education providers to offer 16 hours worth of training based on a reference manual. The agency contracts with PSI to administer the three-hour, 80-question, open book test covering government regulation of contractors and business practices.

PSI began administering the test mid-May of 2015. The data below is from a nine-month period starting June 1, 2015.

Statistics

- Passage rate (first time test takers): 86 percent.
- Total number of test takers (not counting repeats): 2,441, or about 271 a month.
- Spanish test passage rate: Less than 10 percent.
- Total number of people taking the test in Spanish: 122, or about 14 a month.

Issues

Spanish pass rate: Few state contractor licensing agencies publish a reference manual in Spanish. For example, Maryland is the only other state using a NASCLA manual that offers a Spanish version. There are a variety of reasons why states don't offer a Spanish-translated manual or offer a translation and still have a low test passage rate:

- Disagreement about how to translate material, particularly technical terms. The reference manual, of course, is largely a technical document covering issues ranging from liens and liability insurance to surety bonds and the building exterior shell.

- People learning English as a second language may have limited development in any language or may have a mix of English and Spanish that makes testing in either language difficult.
- When Oregon introduced a Spanish reference manual in 2015, the manual Spanish varied significantly from the test Spanish. In mid-January of this year, the Spanish test was updated significantly to better match the manual. Since then, less than 40 people have taken the test. The passage rate is up somewhat, from about 7 percent to 8 percent.

The CCB continues to look for ways to accommodate contractor applicants for whom testing is a challenge. In contracting with PSI to administer the exam, the CCB increased the length of the exam from two to three hours. PSI further allows contractors to request an additional hour to test.

When we transition to a test based on the new NASCLA/Oregon manual, the same business that translates the manual will translate the PSI test so terminology should match up. PSI has already worked with Oregon's bilingual pre-license educators on developing a list of technical terms with preferred translations that will be provided to the translator. We will closely monitor the passage rate to see if having this option benefits Spanish speakers.

Reference manual transition: As mentioned earlier, the reference manual is the basis for pre-license training and testing. In transitioning to a NASCLA/Oregon manual, Oregon enjoys the benefits of NASCLA expertise in construction contracting, the input it receives from multiple states and a manual with improved readability. Oregon contractor applicants will test based on the new manual starting Sept. 1, 2016. This means that people purchasing the *existing* manual should test by mid-August or risk having to purchase a new manual and study for a new test. We have communicated that to staff and our pre-license educators, and are already alerting students to these key dates.

Improvement of test questions: While most people rate the content of the exam as excellent or good, we see less "excellent" and more "good" in the response to Question 7 (attached survey) about rating the content of the exam. We will strive to improve the relevancy and importance of test questions as we update the pre-license exam to fit the NASCLA/Oregon manual. PSI will give the questions a thorough review.

Communication program updates

- A new training video on "paying under the table" is now available to contractors looking for online CCB classes. I'm happy to send links to anyone who wants to view this 50-minute training.
- We're working on the spring newsletter.
- We're busy with trade shows, contractor classes and pre-license manual/testing issues.

Survey Report

06/01/15 - 03/01/16

1 How would you rate the location of the test center?

Excellent	1411
Good	1265
Average	182
Poor	19
Total	2877

2 How would you rate the computer testing system overall?

Excellent	1246
Good	1395
Average	203
Poor	21
Total	2865

3 How would you rate the registration and scheduling procedures?

Excellent	1334
Good	1274
Average	200
Poor	61
Total	2869

4 How would you rate the conditions at the test center (temperature, lighting, noise level, seating arrangement)?

Excellent	1384
Good	1202
Average	243
Poor	33
Total	2862

5 How would you rate the convenience of the examination date and time?

Excellent	1349
Good	1285
Average	180
Poor	45
Total	2859

6 How would you rate the test center staff?

Excellent	2057
Good	729
Average	65
Poor	5
Total	2856

7 How would you rate the content of the examination (relevance and importance of test items)?

Excellent	865
Good	1503
Average	409
Poor	81
Total	2858

8 How would you rate the style of the items (clearly written, direct, unambiguous)?

Excellent	743
Good	1434
Average	574
Poor	108
Total	2859

9 How would you rate the information in the Candidate Information Brochure?

Excellent	921
Good	1560
Average	316
Poor	20
Total	2817

10 How would you rate the clarity of the computer tutorial?

Excellent	1235
Good	1370
Average	220
Poor	21
Total	2846

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: March 3, 2016
Subject: Enforcement Update

With the Board having added new members recently, I wanted to take this opportunity to explain what the Enforcement section is and how it is divided into three separate and distinct functions.

The Enforcement section is the overall group which is composed of Field Investigations, Compliance and Dispute Resolution. Below I will outline how and what each section does independently and how they interact.

Previously, the three sections had separate managers and they encountered communication barriers that sometimes caused delays and inefficiencies. In early 2014 I was asked to step in as acting manager for the three sections, and my directive was to remove barriers and consolidate processes to create a more cohesive single unit of Enforcement.

The **Field Investigation Section (FIS)** is the front line force that physically visits work sites with the goal of verifying contractor license status, workers compensation coverage for employees and general compliance with the statutes and rules where CCB has jurisdiction. FIS also refers other suspected violations to appropriate state or federal agencies.

Job Site Checks (JSC) are typically non-confrontational, and legitimately licensed contractors overwhelmingly endorse the FIS visits. The goal with this section is to help contractors maintain compliance and to locate unlicensed contractors that make it difficult for licensed contractors to be competitive. When violators are found, the Field Investigator writes a field report which is then sent to Compliance.

The **Compliance Section** will receive files for investigation from several sources such as consumer or contractor complaints, Field Incident Reports, referrals from the Dispute Resolution Section or from other agencies. Compliance is charged with determining whether CCB can prove the violation, if there have been previous violations and if the contractor should be warned or issued a Notice of Intent to assess a civil penalty. A Compliance Officer represents the agency as a Lay Representative when a hearing is requested by a respondent who has received a Notice of Intent to issue a civil penalty.

The final group is the **Dispute Resolution Section (DRS)**. DRS is the section that provides mediation services when a dispute between a property owner and contractor, contractor and subcontractor or material supplier is timely filed. The jurisdiction has a limit of one year from full payment, occupancy or substantial completion of the construction project.

The DRS process was formed primarily for residential consumer claims, and access to a bond is only obtained with a court judgement. The first step in this process is to file the complaint for jurisdiction determination. Once jurisdiction is established, either an on-site or telephone mediation is scheduled with both parties. The mediators have only one goal, which is to help the parties resolve the dispute without the need to go to court. Mediations are usually successful at resolving disputes and avoiding going to court when both parties participate.

In the event that mediation fails, the parties may take their dispute to court where a judge will make a determination based on the evidence the parties provide, along with the written report from the Mediator. If the Complainant prevails, they submit the judgement to DRS and the contractor will either pay the judgement amount or DRS staff will direct the surety to pay the appropriate portion of the judgement to the Complainant.

When the DRS Analyst finds that there are potential licensure violations in a case they will refer these files to Compliance for review and potential action. If a complaint is filed and the contractor is unlicensed at the time of the work, the file would also be forwarded to Compliance for review and potential action.

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Memorandum

To: Construction Contractors Board
From: Kimberlee Ayers; Central Services Manager
Date: March 23, 2016
Subject: Budget and Central Services Report

Budget

As of **December 2015**:

- Actual Revenue \$3,415,578; \$658,586 above Projected Revenue
- Actual Expense \$3,214,638; \$213,782 above Projected Expense
- Approximately 4.69 months of Operating Cash

As of **January 2016**:

- Actual Revenue \$4,035,354; \$772,658 above Projected Revenue
- Actual Expense \$3,758,500; \$125,683 above Projected Expense
- Approximately 4.90 months of Operating Cash

Our revenue continues to have strong growth due to robust Licensing Renewals and New Licenses, and our expenses continue to stabilize.

Central Services

MyLicense Software Update

The Department of Administrative Services (DAS) allowed the MyLicense software procurement to be a sole source contract. At this time, the Department of Consumer Business Services (DCBS), on behalf of Building Codes Division (BCD), is on track to have the contract in place by April 1, 2016. DCBS plans to begin implementing the software upgrade at that time and have it completed for BCD by June 1, 2016.

Implementation of MyLicense software at CCB will begin once BCD has completed their upgrade.

Information Technology

With the goal of updating and modernizing our electronic equipment and practices, one of the first projects we decided to do was upgrade our servers.

After moving our old, but dependable servers to our new agency, Bruce Harris, our System's Administrator, determined our email server would be the first one we would replace. The new email server would be faster and would allow us to connect to current programs and software.

But before we could fully implement the new email server, Bruce would need to transfer the staff's email boxes. In order to safely do so without the risk of losing data, the email boxes needed to be less than 2GB. This presented the challenge.

The agency previously did not have an email box size management policy in place, nor did it have an email archiving system. Therefore, most of the staff's email boxes exceeded 2GB. IT began the process of working with staff to manage their emails and reduce their box size. On Tuesday, February 23, 2016, Bruce had successfully moved all of the staff's email boxes to the new server.

In order to keep our new email server running efficiently, IT purchased and Bruce installed an email archiver server called the Barracuda. The Barracuda will *automatically* manage our email box sizes for us.

Additionally, the Barracuda brings the agency into compliance with the State's document retention requirements. Bruce also made sure it had the capacity for growth with our agency.

The implementation of the new email and Barracuda servers positions CCB very well for the future.