

Construction Contractors Board

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State of Oregon
Honorable Kate Brown, Governor



Jim Denno, Administrator



DRAFT
5/13/2016

NOTICE OF PUBLIC MEETING
CCB Teleconference Board Meeting

Wednesday May 25, 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 (4/27/16)	ACTION ITEM (pg 2)
Board Calendar: Date of the Next Regularly Scheduled Meeting: June 29, 2016 (Hearings Room, Beardsley Building, first floor)	(pg 5)
 Public Comment	
Agency Reports	
1. Agency Update (Jim Denno)	(no attachment)
2. Licensing (Laurie Hall)	
a. Licensing Statistics as of 5/1/16	(pg 6)
b. Third Quarter Statistical Reports	(pg 7)
c. Licensing Section Lead Worker (Angie Warkentin).....	(no attachment)
3. Communication & Education (Cheryl Martinis)	
a. Outreach Calendar	(pg 27)
b. Spring Outreach.....	(pg 32)
c. Education Section Program Analyst (Tori Garcia).....	(no attachment)
4. Enforcement (Stan Jessup)	
a. Enforcement Update.....	(pg 35)
b. Field Investigator (Eric Risner)	(no attachment)
5. Administrative Services (Cindy Mora)	
a. Budget.....	(pg 36)
b. Fiscal Analyst (Cindy Mora).....	(no attachment)

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

5-12-16

**MINUTES OF THE APRIL 27, 2016
CONSTRUCTION CONTRACTORS BOARD MEETING**

The Construction Contractors Board (CCB) met on Wednesday, April 27, 2016, in the Hearings Room on the 1st floor of the Beardsley Building 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

Staff: Communications & Education Manager Cheryl Martinis, Enforcement Manager Stan Jessup, Licensing Manager Laurie Hall, Central Services Manager Kim Ayers, Board Secretary Leslie Culpepper and Assistant Attorney General Susan Bischoff.

Guests: Kathy Nishimoto, Kirsten Adams.

A. MEETING CALLED TO ORDER:

Chair Wood called the meeting to order at 10:12 a.m, following an executive session.

B. APPROVAL OF AGENDA AND ORDER OF BUSINESS:

MOTION: Sandi Warren moved to approve the agenda. Motion carried unanimously.

C. APPROVAL OF MINUTES:

MOTION: Jim Kitchin moved to accept the March 23rd board meeting minutes. Motion carried unanimously.

D. DATE OF NEXT REGULARLY SCHEDULED MEETING: The next meeting is the strategic planning session, scheduled for May 16, in the Hearings Room on the first floor of the Beardsley Building at 201 High Street SE, Salem, Oregon.

E. PUBLIC COMMENT:

1. There were no public comments.

F. ACTION ITEM UPDATE

1. Cheryl Martinis

This update was presented by Cheryl Martinis, Communication and Education Manager, who had answers to questions from the previous board meeting.

a. How many people take the full 3 hours to take the contractor's test?

- 87% of test takers go over 2 hours
- 70% of test takers use 2.5 hours
- 50% of the test takers use the full 3 hours

b. How are students being notified of the change to the new test on September 1?

- Providers are delivering the information by letters and emails.

G. UPDATE/PERSONNEL REPORT:

1. Jim Denno, CCB Administrator reported that Kimberly Ayers, Central Services Manager has accepted a position at another agency. Marianna Lindsay, Board Member, accepted a position as the interim Executive Director at the Center For Women's Leadership, and as a result was forced to resign from the Board. Mr. Denno read an email from Ms. Lindsay expressing her thanks to the Board and agency staff.

H. NEW BUSINESS

1. Responsible managing individuals leaving a business:

Laurie Hall, Licensing Manager, responded to the questions about what happens when an RMI leaves a business suddenly. When this happens, CCB is notified and a letter is sent notifying that the business needs to appoint a new RMI. The board would like to see a mechanism in place for a company to appoint an emergency RMI. Agency staff will research statute and rules and advise the board on potential options at a subsequent meeting.

2. Consent agenda:

Due to a potential conflict of interest, the following items were removed and considered separately:

- Board member Sandi Warren pulled file number 111209 from the consent agenda to be considered separately.

MOTION: Jim Patrick moved to ratify the action taken by staff and approve consent agenda notices of intent and final orders issued, with the exception of the file number listed above. Motion carried unanimously.

MOTION: Jim Patrick moved to ratify the action taken by staff on file no. 111209.

Motion carried unanimously, Ms. Warren abstained.

3. Sweep Totals

Enforcement manager Stan Jessup reported on the sweep that was recently conducted in partnership with the Department of Revenue in Marion/Polk counties.

4. Insurance Discussion

Vice-Chair Patrick led a discussion about potential gaps in contractor insurance policies. Some policies are written with a maintenance clause stating as long as the policy is maintained, it will cover previous work. If a contractor changes policies that coverage can be lost. There are policies available the cover several years into the past and 10 years into the future. The potential is there for long periods of non-coverage. There is "tail coverage" available that covers everything, but many contractors don't know about this option. Ms. Martinis suggested that we can educate contractors to work with their insurance agents. She will do some checking with the insurance industry on this issue.

5. Election of Officers

MOTION: Jim Kitchin moved to nominate Jim Patrick for the position of board chair. Motion carried unanimously. Mr. Patrick's term will begin in June.

MOTION: Kimberly Wood moved to nominate Jerry Jones for the position of vice chair. Motion carried unanimously. Mr. Jones's term will begin in June.

6. Allied Structural Rule Change Request, Request to Appear as Limited Party in Allied Structural Contested Case, and Consideration and Ratification of March 30 Denno Letter to Allied Structural

Allied Structural is seeking a temporary rule to allow a business trust to be represented by its RMI or owner. Allied Structural is also seeking a petition to make this into a permanent change. Both requests have been denied pending ratification of the March 30, 2016 letter from Mr. Denno to Patrick Koontz, which addresses both of these issues.

MOTION: Jim Patrick motioned to ratify the letter of March 30, 2016. The motion carried unanimously.

I. OLD BUSINESS

1. Proposed Rule Making

Ms. Martinis reviewed the proposed rule changes. Jerry Jones suggested that the exemption language should be made consistent for electricians, plumbers, architects, and engineers in OAR 812-022-0021, numbers (3)-(6), by adding the words "or an employee" to numbers (5) and (6). The board agreed.

Only one comment was received during the public comment period. A building inspector in Yamhill County requested exemption from the CE requirements for licensed building, plumbing, mechanical, plans examiner, fire/life safety inspectors and building officials. The Board did not wish to add this exemption to the rules at this time, but may consider adding it at a later date. The Board wanted more information about the CE requirements for these inspector certifications. Staff will follow up.

MOTION: Jerry Jones moved to adopt the rules as amended. The motion carried unanimously.

J. ADJOURNED:

The meeting adjourned at 11:13 a.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

CCB LICENSING STATISTICS AS OF 5/1/16

LICENSES/ENDORSEMENTS

ENDORSEMENT TYPE	NUMBER
Residential General	19,300
Residential Specialty	8,610
Residential Limited	1,820
Residential Developer	178
Residential Locksmith Services	47
Residential Home Inspector Services	140
Residential Home Services Contractors	18
Residential Home Energy Performance Score Contractors	5
Inactive	1,025
TOTAL RESIDENTIAL LICENSEES	32,743
Commercial General Level 1	1,431
Commercial General Level 2	4,271
Commercial Specialty Level 1	722
Commercial Specialty Level 2	2,449
Commercial Developer	62
Inactive	256
TOTAL COMMERCIAL LICENSEES	9,191
TOTAL ACTIVE & INACTIVE LICENSEES (Number is lower than total of residential + commercial licensees since some hold both endorsements.)	35,994

LICENSES/SPECIALTY

Lead Base Paint Renovator (LBPR)	4,250
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CERTIFICATIONS

Home Inspectors	514
Locksmiths	494
EEAST	35
Home Energy Assessors	10

CONSTRUCTION CONTRACTORS BOARD

**LICENSING PROGRAM
AND
CUSTOMER SERVICE UNIT**

STATISTICAL REPORTS

Third Quarter

2015-2017 Biennium



Laurie Hall, Program Manager

Licensing/Renewal Staff:

Angie Warkentin
Karla Martin
Karen Taylor

Ruth Sutter
Kevin Kerner

Nancy McIntyre
Joanna Russell-Rios

Customer Service Unit Staff:

Darla Pack
Regina Arnold
Brenna Anderson
Vicki Foster

April 28, 2016

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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

	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016 - Mar 31, 2016
Active									
Corporation	13,011	12,965	12,932	12,918	12,871	12,879	12,881	12,879	12,902
Sole Proprietorship	10,686	10,648	10,608	10,496	10,426	10,455	10,428	10,364	10,334
Limited Liability Company	8,815	9,045	9,246	9,476	9,746	10,046	10,311	10,607	10,882
Limited Liability Partnership	30	30	31	31	33	36	38	39	39
Limited Partnership	50	49	48	50	47	45	43	43	46
Partnership	508	494	500	512	498	507	487	488	478
Trust	0	1	1	1	1	1	1	1	1
SUBTOTAL	33,100	33,232	33,366	33,484	33,622	33,969	34,189	34,421	34,682
Inactive									
Corporation	396	361	358	366	344	334	322	314	321
Sole Proprietorship	685	650	654	645	626	612	584	579	567
Limited Liability Company	333	322	314	317	307	302	282	302	299
Limited Liability Partnership	2	2	0	1	1	2	2	2	2
Limited Partnership	1	1	1	1	0	0	0	0	0
Partnership	27	25	21	20	21	17	18	15	15
Trust	0	0	0	0	0	0	0	0	0
SUBTOTAL	1,444	1,361	1,348	1,350	1,299	1,267	1,208	1,212	1,204
TOTALS	34,544	34,593	34,714	34,834	34,921	35,236	35,397	35,633	35,886

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Number of New Licenses by Endorsement Type

Endorsement Type	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016- Mar 31, 2016
Residential General Contractor	537	207	152	156	240	214	615	574	726
Residential Specialty Contractor	223	71	59	52	82	74	181	192	227
Residential Limited Contractor	61	24	19	18	27	19	42	34	48
Residential Developer	8	2	1	4	6	2	11	7	10
Residential Locksmith Services Contractor	*	1	1	1	1	1	8	6	3
Home Inspector Services Contractor	*	3	2	1	6	9	12	22	18
Home Services Contractor	*	0	0	0	1	1	1	3	2
Home Energy Performance Score Contractor	*	0	0	0	0	0	0	1	1
Commercial General Contractor 1	18	5	10	5	7	10	29	33	25
Commercial General Contractor 2	89	39	25	26	42	34	115	115	113
Commercial Specialty Contractor 1	12	3	4	7	4	4	8	16	19
Commercial Specialty Contractor 2	64	12	13	17	24	24	55	54	65
Commercial Developer	1	2	1	1	3	2	4	3	0
Total Single Endorsement Licenses	1,013	369	292	290	360	322	1,081	1,078	1,027
Total Dual Endorsement Licenses	90	36	20	20	45	39	148	127	126

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Number of Total Active and Inactive Licenses by Endorsements

Endorsement Type	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016- Mar 31, 2016
UNL									
Residential General Contractor	18,326	18,457	18,608	18,766	18,902	19,179	19,400	19,637	19,918
Residential Specialty Contractor	8,878	8,845	8,856	8,838	8,785	8,808	8,777	8,773	8,768
Residential Limited Contractor	2,237	2,216	2,180	2,153	2,113	2,097	2,043	2,000	1,976
Residential Developer	157	157	153	151	159	161	171	176	184
Residential Locksmith services Contractor	*	0	9	13	22	28	34	40	42
Home Inspector Services Contractor	*	14	20	32	62	87	98	119	135
Home Services Contractor	*	6	6	7	11	13	15	16	18
Home Energy Performance Score Contractor	*	0	0	0	0	3	2	4	4
Commercial General Contractor 1	1,498	1,491	1,496	1,503	1,489	1,492	1,503	1,517	1,503
Commercial General Contractor 2	4,157	4,162	4,172	4,212	4,219	4,233	4,267	4,317	4,367
Commercial Specialty Contractor 1	727	723	725	734	726	738	726	742	742
Commercial Specialty Contractor 2	2,491	2,477	2,464	2,449	2,475	2,489	2,496	2,492	2,488
Commercial Developer	58	57	60	60	65	56	60	64	62
Dual Licenses	4,054	4,046	4,071	4,085	4,112	4,148	4,058	4,271	4,318
Single Licenses	30,431	30,519	30,607	30,748	30,804	31,088	30,583	31,355	31,571
Total Licenses	34,485	34,565	34,678	34,833	34,916	35,236	34,641	35,626	35,889

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Number of Bond Documents Received

Type of Bond Document	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016 - Mar 31, 2016
Bonds & Riders	784	918	673	774	936	1,341	1,200	878	1,245
Bond Cancellations	2,902	2,383	1,843	1,640	1,870	2,325	1,963	1,821	2,332
Bond Reinstatements	296	700	639	452	381	590	594	436	542
Licensed Contractors with BOU Bond	108	144	112	96	110	119	130	99	99
Non-licensed Contractors with BOU Bond	8	5	10	7	12	8	11	5	5
Total Bond Documents	4,098	4,098	4,150	3,277	2,969	3,309	4,383	3,898	4,223

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Number of Insurance Documents Received

Method or Delivery of Insurance Document	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016- Mar 31, 2016		
Insurance Certificates	4,215	4,159	2,436	3,955	3,920	4,372	3,802	3,480	4,033		
Insurance Cancellations	540	474	501	324	438	466	434	379	443		
Insurance Reinstatements	161	143	234	110	125	124	117	114	141		
E-Proof (submitted online)	7,742	7,728	6,549	5,853	7,730	7,506	6,516	6,120	6,094		
Total Insurance Documents	12,658	12,504	9,720	10,242	12,213	12,468	10,869	10,093	10,711		

Courtesy Notices and Emergency Suspensions

Description	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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 - June 30, 2015	Jul 1, 2015 - Sep 30, 2015	Oct 1, 2015- Dec 31, 2015	Jan 1, 2016- Mar 31, 2016
Emergency Suspension Notices	872	761	670	593	814	882	800	800	915
Percentage of Suspensions After Courtesy Notices	13%	11%	11%	11%	12%	12%	13%	14%	13%
Final Insurance Courtesy Notice	2,573	2,480	2,178	2,024	2,543	2,758	2,479	2,135	2,790
Insurance Certificates Received	8,498	8,838	7,390	6,843	8,764	9,210	7,827	7,004	9,108
Courtesy Notice	6,797	7,119	5,882	5,412	7,035	7,334	6,148	5,669	7,233

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

Description	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Third Quarter
	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	Jan 1, 2016 - Mar 31, 2016
Bond Courtesy	600	792	657	531	575	657	588	502
Bond Suspension	372	406	425	370	375	411	371	359
30-day Insurance Courtesy Notice	7,166	6,414	5,826	5,621	7,316	6,941	6,060	7,441
Final Insurance Courtesy Notice	2,571	2,489	2,177	2,023	2,653	2,759	2,479	2,834
Insurance Suspension	823	783	695	634	781	862	813	935
Automated Form Letters	1,449	1,565	1,435	1,389	1,711	1,860	1,659	1,734
License Cards	5,785	5,920	4,848	4,465	5,796	5,928	5,158	6,035
Renewal Forms	5,451	4,803	3,746	4,494	4,852	4,532	3,815	4,302
Expiration Notices	1,921	2,167	1,621	1,411	1,881	1,811	1,609	1,777
Certified Mail	1,387	1,314	1,291	1,141	1,302	1,462	1,379	1,464
Locksmith Cards	97	53	32	35	57	54	26	158
LBPR Cards	1,215	1,528	399	813	1,137	1,322	1,021	1,011
LBPR Renewal Forms	1,235	1,442	399	694	301	1,254	990	1,142
LBPR Expiration Notices	319	359	114	294	15	567	534	361
LBPA Cards	NIA							
LBPA Renewal Forms	NIA	18	5	5	5	38	NIA	4
LBPA Expiration Notices	NIA	30	9	9	9	11	NIA	10
EEASTCards	20	13	5	5	23	12	78	12
EEAST Renewal Forms	36	7	6	9	1	6	7	21
EEAST Expiration Notices	6	7	0	2	0	5	6	1
Totals	28,837	28,234	23,690	23,945	28,790	30,548	26,661	30,103

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Number of Locksmith, Home Inspector and EEAST Licensees

	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016- Mar 31, 2016
Locksmith	448	432	428	428	453	488	503	512	496
Home Inspector	414	415	429	434	434	449	475	484	511
EEAST	57	52	43	43	41	41	39	40	36

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

	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	Eighth Quarter	Second Quarter	Third Quarter
	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	Apr 1, 2013- Jun 30, 2013	Oct 1, 2015- Dec 31, 2015	Jan 1, 2016- Mar 31, 2016
Renovation Contractor	4,536	4,461	4,421	4,408	4,435	4,360	4,305	4,214	4238
Lead Activities	79	78	110	112	117	112	112	116	119

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION**

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

	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016- Mar 31, 2016
Renewals	5	4	4	6	7	7	7	1	9
Insurance Certificates	3	2	2	2	3	4	4	1	5
New Applications	3	2	3	2	2	4	5	2	4

Telephone Calls

	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016- Mar 31, 2016
Calls Received	25,516	24,048	19,834	17,156	21,921	21,144	22,202	16,934	24,742
Abandoned Calls	3,553	1,673	1,015	1,145	1,687	1,723	1,916	1,117	3,441
Average Time to Answer (seconds)	8	19	26	30	30	36	27	32	45

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

Percent of Persons that Agree or Strongly Agree with Each Statement

Description	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016- Mar 31, 2016
1. I found the CCB forms and instructions to be clear and complete.	90.2%	*	91.9%	94.5%	93.3%	*	92.8%	94.8%	95.7%
2. I was satisfied with the length of time it took to process my application/renewal.	93.4%	*	95.7%	95.4%	94.8%	*	93.5%	95.2%	94.7%
3. I was satisfied with the length of time it took the CCB to notify me of any problems with my application/renewal.	92.1%	*	93.5%	95.6%	94.6%	*	95.1%	94.6%	94.9%
4. I found the letters from the CCB to be clear and easy to understand.	93.8%	*	95.6%	96.1%	96.1%	*	96.1%	96.7%	96.0%
5. I was satisfied with the length of time it took to respond to my phone inquiries.	96.0%	*	98.2%	98.6%	97.4%	*	97.7%	98.1%	95.4%
6. I found the telephone staff at the CCB to be courteous and helpful.	95.1%	*	98.7%	98.1%	98.5%	*	98.0%	99.1%	98.4%
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.	95.7%	*	96.3%	96.8%	97.0%	*	96.5%	96.8%	96.8%

Question 1

Description	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016- Mar 31, 2016
1. I found the CCB forms and instructions to be clear and complete.									
a. Strongly Agree	214	*	154	163	383	*	211	222	118
b. Agree	384	*	255	286	445	*	276	255	154
c. Disagree	41	*	28	22	50	*	29	21	11
d. Strongly Disagree	9	*	8	4	9	*	9	5	2
Total No. of Responses to Question 1	648	*	445	475	887	*	525	503	285
Percent of Survey Respondents that Agree or Strongly Agree	92.3%	*	91.9%	94.5%	93.3%	*	92.8%	94.8%	95.7%

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

Question 2

Description	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016- Mar 31, 2016
2. I was satisfied with the length of time it took to process my application/renewal.									
a. Strongly Agree	323	*	221	242	486	211	267	276	152
b. Agree	287	*	206	210	359	218	222	202	117
c. Disagree	30		13	14	27	28	24	16	9
d. Strongly Disagree	13	*	6	8	19	7	10	8	6
Total No. of Responses to Question 2	653	*	446	474	891	464	523	502	284
Percent of Survey Respondents that Agree or Strongly Agree	93.4%	*	95.7%	95.4%	94.8%	92.5%	93.5%	95.2%	94.7%

Question 3

Description	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016- Mar 31, 2016
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	260	*	199	217	408	182	235	240	130
b. Agree	309	*	178	196	340	201	208	180	112
c. Disagree	22	*	19	11	28	24	12	12	9
d. Strongly Disagree	4	*	7	8	15	9	11	12	4
Total No. of Responses to Question 3	595	*	403	432	791	416	466	444	255
Percent of Survey Respondents that Agree or Strongly Agree	95.6%	*	93.5%	95.6%	94.6%	92.1%	95.1%	94.6%	94.9%

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

Question 4

Description	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016- Mar 31, 2016
4. I found the letters from the CCB to be clear and easy to understand.									
a. Strongly Agree	265	*	179	213	412	*	246	244	128
b. Agree	339	*	235	234	426	*	243	227	136
c. Disagree	31	*	16	17	25	*	17	12	8
d. Strongly Disagree	9	*	3	1	9	*	3	4	3
Total No. of Responses to Question 4	644	*	433	465	872	*	509	487	275
Percent of Survey Respondents that Agree or Strongly Agree	93.8%	*	95.6%	96.1%	96.1%	*	96.1%	96.7%	96.0%

Question 5

Description	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	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	Jan 1, 2016- Mar 31, 2016
5. I was satisfied with the length of time it took to respond to my phone inquiries.									
a. Strongly Agree	280	*	204	227	418	*	231	240	139
b. Agree	272	*	173	181	292	*	195	168	90
c. Disagree	16	*	5	4	13	*	7	5	10
d. Strongly Disagree	5	*	2	2	6	*	3	3	1
Total No. of Responses to Question 5	573	*	384	414	729	*	436	416	240
Percent of Survey Respondents that Agree or Strongly Agree	96.3%	*	98.2%	98.6%	97.4%	*	97.7%	98.1%	95.4%

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

Question 6

Description	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
6. I found the telephone staff at the CCB to be courteous and helpful.									
a. Strongly Agree	364	*	254	266	509	*	292	283	161
b. Agree	199	*	124	138	220	*	140	144	83
c. Disagree	9		11	41	61	*	6	11	3
d. Strongly Disagree	2	*	4	4	5	*	3	3	1
Total No. of Responses to Question 6	574	*	383	412	740	*	441	431	248
Percent of Survey Respondents that Agree or Strongly Agree	98.1%	*	98.7%	98.1%	98.5%	*	98.0%	99.1%	98.4%

Question 7

Description	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.	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	Jan 1, 2016- Mar 31, 2016
a. Strongly Agree	318	*	229	251	523	*	289	294	159
b. Agree	288	*	193	208	337	*	214	188	108
c. Disagree	21	*	12	10	17	*	13	10	9
d. Strongly Disagree	10	*	4	5	10	*	5	6	3
Total No. of Responses to Question 7	637	*	438	474	887	*	521	498	279
Percent of Survey Respondents that Agree or Strongly Agree	95.1%	*	96.3%	96.8%	97.0%	*	96.5%	96.8%	95.7%

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Percentage of Licensing Customer Satisfaction Surveys Returned

Description	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec31,2014	Jan 1, 2015- Mar 31, 2015	Apr1,2015- Jun 30, 2015	Jul 1, 2015 - Sep 30, 2015	Oct1,2015- Dec 31, 2015	Jan 1, 2016 - Mar 31, 2016
1. Customer Satisfaction Surveys Sent	5,785	*	4,848	4,465	5,796	*	5,158	5,796	6,035
2. Customer Satisfaction Surveys Returned	653	*	446	474	891	*	523	502	285
3. Percentage Returned	11.3%	*	9.2%	10.6%	15.4%	*	10.1%	8.7%	4.7%

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
January 1 - March 31, 2016 Customer Service Survey**

- live close to the office went in to the office
- more familiar with mail in easier
- i don't know how
- partnership not allowed to renew online
- I don't have a computer
- no reason just thought it was faster to put it in the mail
- my business is a partnership not allowed to renew online!
- haven't tried
- just got a new license
- i dont want to use a credit card online
- convience and time
- tried to but was not able to figure out how to do it it said i needed a password but whin i created a password it told me we already had a password but could not get passed it
- prefer paper check trail
- sorry cant remember how i renewed last time
- in a hurry and went to real people
- i prefer paper and the old ways not great on computers
- old fashioned I guess
- would alway rather speak with a human
- always renewed by mail
- needed to make changes

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
January 1 - March 31, 2016 Customer Service Survey**

- i procrastinated and missed the window to renew online
- company does not pay for services online school
- not good with online
- I used the# given as my access & it didn't work. The clerk tried it and it didn't work either so I renewed in person.
- Tried to but needed additional information processed.
- Time line - hand carried in.
- Had issues that needed to handle in person.
- I have in the past but had many pages of continuing ed certificates to forward this year.
- "I didn't know about it".
- "I'm old school".
- "Wa contractors - no business in OR".
- "I like the online renewal - very convenient!"
- i spoke with several different agents during the process renewal some agents came across agitated with my questions and almost were rude on the phone I spoke with karen at one point she was fantastic she came across patient helpful and very competent i kept her name for help because i would ask to speak to her if i needed
- clear instructions on how to deal with new business entities renewal we ran in circles for about 3 weeks due to a change in business entity and incorrect instructions on how to deal with trust
- they can't serve me any better personal attention at the office is much better than online or mail in
- you need the renewal classes online thourgh the ccb not others same with the refresher lbpr have online classes

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
January 1 - March 31, 2016 Customer Service Survey**

- your continuing education classes do not challenge me I have been building homes for 30 years and fell i do not learn much from them I think 2-4 hours is more then necessary for builders like myself and hopefully you can get classes more informative the current class options are good for new comps now necessary to cover the same information year after year
- i agree with ceh's but some way for alternate course approval should be made easy especially when courses are duplicate but not an approved provider
- quit wasting my time and money on unrelated classes
- program the computer to automatically credit schooling to the ccb # instead of waiting for the renewal form and then processing
- post mail reminder when license is due to renew
- keep up the good work
- make it clear exactly what the ce waivers entail and how to proceed I am an architect
- show number of years a contractor has been in biz
- i am happy with your service
- classes that pertain more to my line of work
- different classes
- continue to have humans available those are very pleasant and delightful people
- perhaps a plastic id card for the wallet instead of paper it does not hold up unless i wrap clear tape around it
- the ce classes are useless have no bearing on my business whatsoever this comment excludes the 3 hour classes offered by ccb total waste of my time the other 13 hours
- well done i think it is hard to make a form to address every company structure and situation
- more selection of course wider variety we are designers/installer of window covering so much of the contact ins't in our scope of work

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
January 1 - March 31, 2016 Customer Service Survey**

- service was great very fast thank you
- ccb didn't ask for proof of continuing education so i attached copies anyway that portion of the renewal could have been clearer
- very happy with the courtesy of the licensing section staff and the helpfulness in answering my questions
- still a little confusing on how to find a reliable source for the 5hr credits
- have a better index
- oregon ccb is great and very helpful
- Process went very smoothly!
- Not charge a fee to us for taking classes at other institution to require us to take classes for \$95 then charge us \$20 for you is almost a tax for what
- Nothing. They are great!
- Darla & Joanna were very helpful during our renewal process. The CCB should hire more just like them!
- Cheaper!
- It is fine as it is.
- I would like to be able to read reviews of CE programs. Ours this year was awful - just a guy reading codes.
- Works good enough for me .
- A little more clarify in what hours are needed. Keeping track of old hours still applicable to new app. CCB vs OCHI.
- Keep improving online applications.
- When I called in Brenna helped me. It was fast and easy. She stayed w/me till finished. She was very pleasant, helpful & knowledgeable. Excellent help! a rare find these days. Thank you!
- "Staff on the phone were very helpful".

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
January 1 - March 31, 2016 Customer Service Survey**

- "I feel that the agency wants its customers to succeed. Not that the customer "IS" but rather "IS TRYING" and I appreciate that perspective & that impression I get from the level of cust. service. Thank you!"
- "Not loose documents".
- "CCB did an excellent job with my questions & handling new license application, even fairly fast. Thanks!"
- "The courses required are not relevant at all to my work. Need better choices to reflect different disciplines".
- "Did a fine job".
- "All contacts were very friendly & helpful when I dealt w/OR state thank you - :)".
- "? all Good".
- "Use CE points from other industries CE Home Insp, Rodent Damage & [illegible], crawl space decontamination & moisture control".

Outreach 2016

What	When	Where	Who	Notes/Contact
Monthly meeting of Metro Area Fraud Investigators' Association (MAFIA)	Jan. 12		Eric McLaughlin	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
HBA remodelers roundtable	Jan. 14	Portland	Jim Denno	10 people
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 th Ave. Portland	Jenni	
Mid-Oregon Construction Safety Summit	Jan. 26 (Tuesday)	Bend (Riverhouse)	Tom Messier	About 200 participants
Adult Protective Services Supervisors Meeting	Jan. 27	Cherry Ave., Salem (Office of Licensing & Regulatory Oversight)	Eric	About 40 people. Eric spoke about construction scams.
Salem Contractor Class	Feb. 17	CCB offices	Cheryl/Stan	About 75 contractors
Fix-It Fair	Feb. 20	George Middle School, 10000 N. Burr Ave. Portland	Jenni	
Southern Oregon	Feb. 19-21	Jackson County Expo	Tami	

Home Show		Medford		
Portland Home & Garden	Feb. 25-28	Expo Center	Feb. 25-26 (Jenni ; Jenni does set up) Feb. 27-28 (Tori)	Tori interview with Handyman Bob
OAAPI and Adult Protective Services	March 1	CCB Office Building	Eric – statewide telephone conference	Eric talked about the CCB, its enforcement and investigation sections, past cases and also how our agencies can assist each other to protect consumers against construction fraud.
Florence Contractor Class	March 3, 9 a.m. to noon	Lane Community College Florence Center, Room 103 3149 Oak St.	Jenni/Terry	Russ Pierson piersonr@lanecc.edu
Florence Home Show	March 4-6	Florence	Jenni	Dozens of consumers
Umpqua Valley Home Show, Roseburg	March 4-6	Douglas County Fairgrounds in Roseburg	Tori	Dozens of consumers
Eugene Contractor Class	March 9: 9 a.m.-noon. Possible afternoon class if morning fills (2-5 p.m.)	101 W. 10 th Ave., Room 303, Eugene. (SBDC)	Jenni /Cheryl Tami helps with logistics.	Contact: Tina Thomas; thomast@lanecc.edu
Lane County Home Show	March 10-13	Lane Events Center, Fairgrounds	March 10-11: Jenni March 12-13: Tami	Hundreds of consumers
Mid-Valley Yard, Garden & Home Show (HBA)	March 18-20	Oregon State Fairgrounds, Salem	March 18: Tami March 19: Tami March 20: Cheryl	Hundreds of consumers
Northwest Real Estate Investors Association	March 21, 6:30 p.m.	Baja Fresh, Portland area	Tracey Pipkin	36 attendees
IAPMO Plumbers	March 30	Bend	Tom Messier	30 members plus Building Code

Quarterly meeting				Division's three investigators
Klamath Falls contractor class	April 7, 9 a.m. to noon.	KCC Building 4, Room 421, 7390 South Sixth St.	Jenni/Greg	12 contractors
Klamath Home Show	April 8-10 (Friday-Sun)	Klamath Co. Fairgrounds	Jenni	Dozens of consumers
Adult abuse investigators conference (one day)	April 14	Eugene	Eric	
BuildRight conference, Home Builders Association	April 21, 7:30 a.m. start	McMenamin's Kennedy School, 5736 NE 33rd Ave, Portland, OR 97211	Cheryl/Stan	About 25 contractors
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/Randy	13 contractors
Ontario Class	April 26, 9 a.m. to noon (Ontario time)	Treasure Valley CC, 650 College Blvd., Ontario, Weese Building, Room 104	Tori/Shawn	14 contractors
LaGrande Class	April 27, 9 a.m. to noon	Integrated Services Building, Room 147 1607 Gekeler Lane, La Grande	Tori/Shawn	9 contractors
Seaside Class	April 27, 9 a.m. to noon	Clatsop CC, South County Center, 1455 N. Roosevelt, Seaside	Jenni /Tim	14 contractors

Clackamas Class	April 28, 9 a.m. to noon.	Clackamas CC/PGE campus 29353 SW Town Center Loop E Room W211 Wilsonville Campus	Cheryl/Eric R.	30 contractors
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/Shawn	18 contractors
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/Eric R	4 contractors
Grants Pass class	April 28 (Thursday)	Rogue Community College, Redwood Campus, 3345 Redwood Highway, Grants Pass. Building H, Room H-2.	Jenni/Greg No BCD	34 contractors
Josephine Co home show	April 29-May 1	Josephine County Fairgrounds	Jenni	Dozens of consumers
Oregon Chimney Sweeps	April 30 (Possibly) – chimney sweeps need to confirm they want us	Klamath Falls	Cheryl/Greg	25 contractors
OAME (minority entrepreneurs)	May 5	Portland	Cheryl	More than 100 booths and 800 visitors (mostly minority-owned businesses looking at how to do business with state agencies)
Redmond class	May 5, 2-5 p.m.	Deschutes Co. Fair & Expo Center, 3800 SW Airport Way Redmond	Tori/Tom	38 contractors

COBA Spring Home & Garden Show	May 6-8	Deschutes Co. Fair & Expo Center	Tori	Hundreds of consumers
Mini scam jam (AARP)	May 18, 10-12:30 p.m. (arrive early (9 a.m.) to set up)	Hermiston Convention Center, 415 S Hwy 395	Shawn	
Mini scam jam (AARP)	May 19, 10-12:30 p.m. Arrive early (9 a.m.) to set up.	Pendleton Convention Center, East Rooms 1601 Westgate	Shawn	
Salem Contractor Class	June 2	CCB offices	Cheryl/Stan	
Mini scam jam	June 2, 10-1 p.m. Arrive early (9 a.m.) to set up	Beaverton main library auditorium, 12375 SW Fifth St., Beaverton		Joyce DeMonnin, AARP 971-330-6459
Mini scam jam	June 3, 10-1 p.m. Arrive early (9 a.m.) to set up	Gresham. Four Points by Sheraton Portland East, 1919 NE 81 st Ave.		Joyce DeMonnin, AARP 971-330-6459
NWUCA – Northwest Utility Contractors Association	June 3 – Vendor booth June 4 – CCB class – residential attendees get 3 hours CCB credit	SunRiver, Bend	Probably Cheryl. OSHA/ODOT also on the agenda. Get roster for upload.	200-250 expected.
Salem Contractor Class	Nov. 3	CCB offices	Cheryl/Stan	

CONSTRUCTION CONTRACTORS BOARD

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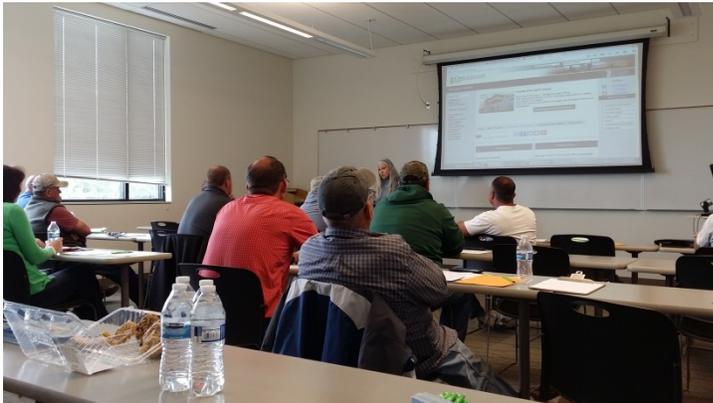
Memorandum

To: Construction Contractors Board
From: Cheryl Martinis, Communication/Education Manager
Date: May 25, 2016
Subject: Spring Outreach

CCB Contractor Classes

We just completed our spring classes, offering contractors from Florence to Ontario and Seaside to Klamath Falls the opportunity to catch up on CCB regulations and ask questions of the agency. Some classes included guest speakers from Oregon OSHA, workers' compensation, Oregon Employment Department (who is an independent contractor), DEQ (new asbestos rule) or the Building Codes Division.

The Small Business Development Centers on community college campuses host most classes. We always invite the SBDCs to introduce contractors to their services.



Hermiston class: Employment speaker

Tradeshows

We attended spring home and garden shows in Bend, Florence, Grants Pass, Klamath Falls, Eugene, Medford, Portland, Roseburg and Salem. Additionally, we attended a handful of other events, including the annual chimney sweeps conference in Klamath Falls. New emphasis: We distribute “welcome packets” to contractors that have booths at trade shows. This makes them aware that we’re at the show advising home owners to use licensed contractors.



Booths displaying CCB tent with the “licensed, bonded, insured”



Publications

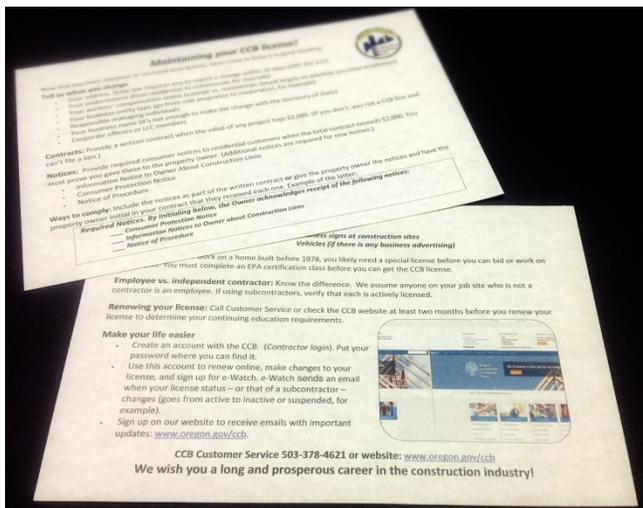
Alpaca business card: We have distributed 25,000 of the cards in less than a year and just ordered another 20,000. These are the cards we give to homeowners (with our business cards) or contractors (to insert their business cards) that explain the reasons to use licensed contractors.

Lead postcard: Multnomah County Health Department (Environmental Health) is sending our lead paint postcard (reminding contractors of the need to be licensed) in packets sent to certain Portland Water Bureau customers.

Fraud/scam brochure (redesigned): Stan's team does a great job of distributing these to the state agencies/law enforcement groups that focus on elder abuse. Additionally, the CCB attends several senior fairs each year. AARP is sponsoring half-day scam jams in four Oregon locations this spring. We'll participate.



How to maintain your license (new): Laurie's staff now encloses a half sheet of reminders about key regulatory requirements when they mail license cards (new or renewal) to contractors.



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Memorandum

To: Construction Contractors Board
From: Stan Jessup, Enforcement Manager
Date: May 13, 2016
Subject: Enforcement Update

Announcing great news from the Compliance section! We completed the recruitment process and have hired two new Compliance Officers, which are currently in training and show a very high level of promise. I am pleased with the progress they are making after only a week on the job.

This brings the Compliance Section back to full staffing and completes the organizational changes in that section of Enforcement.

The Dispute Resolution Section is now adapting to the reassignment of caseload that was prompted by the retirement of one of the Analysts last month. Based on caseloads and historical workloads we are not filling the vacant Analyst position at this time.

Also in the DRS section, we have a Mediator retiring at the end of June 2016. This has created an opportunity to realign coverage areas. This also allows us to move a cross trained Field Investigator into that opening located in southern Oregon where the on-site mediations are frequent.

In the Field Investigation Section, a sweep of the southern Oregon region was completed in the first week of May. 191 active job sites were visited, 17 potential violations and 22 Building Codes license checks over the duration of the sweep.

As I mentioned above, after moving a Field Investigator to the open Mediator position in southern Oregon, we are again recruiting for a Field Investigator for the eastern Oregon location. We are in the process of evaluating the 15 applicants and hope to select an individual for training before the end of June.

By cross training select staff in the field to perform both site investigations and on-site mediations, we are positioning the agency to be more flexible and able to respond rapidly to industry changes and needs as they occur.

CONSTRUCTION CONTRACTORS BOARD

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Memorandum

To: Construction Contractors Board
From: Cindy Mora, Fiscal Analyst
Date: May 16, 2016
Subject: Budget and Section Report

Budget

The Construction Contractors Board Budget is coming along nicely. We have completed the first major step, which was the preparation of the 2017-19 Biennial Base Budget. We are currently working on the Continuing Service Level (CSL) Audit, which we will submit well before the deadline of May 31st.

- **Budget Report for February 2016:**
 - ◆ Actual Revenue \$753,446, which is \$151,868 ahead of Projected Revenue
 - ◆ Actual Expenditures \$518,543, which is \$92,840 below Projected Expenses
- **Budget Report for March 2016:**
 - ◆ Actual Revenue \$805,287, which is \$111,084 ahead of Projected Revenue
 - ◆ Actual Expenditures \$478,200, which is \$165,765 below Projected Expenses
- **Budget Report for April 2016:**
 - ◆ Actual Revenue \$720,324, which is \$91,121 ahead of Projected Revenue
 - ◆ Actual Expenditures \$564,148, which is \$72,852 below Projected Expenses
- **Biennial Budget Summary**
 - ◆ Actual current Revenue for the biennium: \$6,314,411
 - ◆ Actual current Expenditures for the biennium: \$5,319,391
 - ◆ This projects an Ending Fund Balance of Approximately 5.37 months of Operating Cash