

**Construction Contractors Board**

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State of Oregon  
Honorable Kate Brown, Governor



Jim Denno, Administrator



**DRAFT**  
**7/12/2016**

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

**Wednesday July 27, 2016**  
9:30 a.m. – 11:00 a.m.  
201 High St SE, 6<sup>th</sup> Floor, Board Room, Salem, Oregon

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<b>Meeting Called to Order</b>	
<b>Approval of the Agenda</b> .....	<b>ACTION ITEM</b> (pg 1)
<b>Approval of the Minutes</b> (6/29/16 and 5/16/16).....	<b>ACTION ITEM</b> (pg 2)
<b>Board Calendar:</b> Date of the Next Regularly Scheduled Meeting: August 24, 2016 (Hearings Room, Beardsley Building, first floor) .....	(pg 9)
<b>Public Comment</b>	
<b>Agency Reports</b>	
1. Agency Update (Jim Denno) .....	(pg 10)
2. Licensing (Laurie Hall)	
a. CCB Licensing 4 <sup>th</sup> Quarterly report.....	(pg 12)
b. CCB Licensing Statistics.....	(pg 36)
3. Communication & Education (Cheryl Martinis)	
a. Communications/Education Updates .....	(pg 43)
4. Enforcement (Stan Jessup)	
a. Enforcement Update.....	(pg 44)
5. Administrative Services (Cindy Mora)	
a. Budget.....	(pg 45)

**Old Business**

**New Business**

**Adjournment**

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

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

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

**DRAFT**  
**6-15-16**

**MINUTES OF THE MAY 16, 2016  
CONSTRUCTION CONTRACTORS BOARD MEETING**

The Construction Contractors Board (CCB) met on Monday, May 16, 2016, for Strategic Planning in the Hearings Room on the 1<sup>st</sup> 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.

**Staff:** Communications & Education Manager Cheryl Martinis, Enforcement Manager Stan Jessup, Licensing Manager Laurie Hall and Board Secretary Leslie Culpepper.

**Guests:** Kathy Nishimoto, Kirsten Adams.

**A. MEETING CALLED TO ORDER:**

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

**B. STRATEGIC PLANNING MEETING**

**1. Successes** – Jennifer Webster asked everyone to discuss the successes since the previous Strategic Planning Meeting.

- Relationships with employees in the organization have improved.
- CCB's relationship with the legislature has improved.
- Board meetings & internal processes have improved.
- CCB is no longer in reactionary mode.
- Customers are happier.
- The management team/CCB leadership have come together to work well.
- The move to the new building has been good for the agency.
- Outreach has expanded.
- CCB is not experiencing the budget deficits that were anticipated.
- Communication has improved.

**2. Challenges the agency faces:**

- Contractor numbers are increasing but very slowly.
- There's a shortage of sub-contractors.
- The contractor population is aging.
- Less volunteering and less mentoring has been happening.
- Technology is rapidly changing the industry.
- The building market will level off.

**3. Team work:** People at the meeting were divided into teams. Each team produced a list of agency strengths, weaknesses, opportunities and threats.

**Agency Strengths –**

- Staff/administrator
- Communication

- Employee training and understanding
- Customer service
- Healthy budget
- Staffing levels
- Technology
- Relationships with staff, legislation, stakeholders
- Streamlined processes
- Financial strengths
- Active Board
- Willingness to improve and change

#### **Agency Weaknesses –**

- IT
- Public perception and understanding
- Contractor perception and understanding
- Reciprocity
- Lack of subs and qualified employees
- Lack of workforce development
- Computer literacy
- Workforce diminishing in industry
- Lack of a full Board
- Easy to be complacent Board
- Continuing ed.

#### **Agency Opportunities–**

- Broader consumer marketing
- Branding
- Reciprocity
- Merging with BCD
- New blood with new ideas
- IT
- Recruiting new Board members
- Broaden geographic board representation
- Communication/outreach to bring in new contractors
- Continuing ed. – communicating value
- Revisiting rules/statutes
- Contractor recruitment
- Better outreach to homeowners on how to reach contractors

#### **Threats–**

- Merging agency with BCD
- Baby boomers leaving industry/agency
- IT
- Easy to be complacent Board
- Market downturn/leveling
- Staffing levels

- Economic cycle
- Lack of subs
- Lack of trade education
- Legal insurance risks
- Minimum wage/compliance
- Age of workforce
- Lack of civic engagement

4. **From the lists above, goals were developed.** Goals were divided into 4 groups:

**1. Streamlining Goals**

**a. Key actions:**

- i. Limit rule making
- ii. Agency rule review (3 members vet the bill, then fill in the Board)
- iii. CE revisions
- iv. Expand online services – new database, etc.
- v. Streamline internal processes
- vi. Appeals committee (3 members vs. full Board)
- vii. Mobile & tablet apps

**b. Measurements:**

- i. Number of online services available
- ii. Legislative success
- iii. Shorter processing time
- iv. Consumer perception

**2. Recruitment – Board/Contractor Goals**

**a. Key actions for Board recruitment:**

- i. Industry representation
- ii. Marketing
- iii. Geographic representation

**b. Key actions for contractor recruitment:**

- i. Educate contractors on CCB requirements for lower tier subs/consequences through:
  1. Newsletter
  2. Website
  3. Emails/broadcast
  4. Lobby materials
  5. Contractor classes
- ii. Ask contractors about issues/challenges they face
- iii. Go to schools to talk about how to become a contractor (job fairs) – Board and staff

**c. Measurements:**

- i. Number of contractors (state percentage increase)
- ii. Fully staffed Board

**3. IT/Technology Goals**

**a. Key actions:**

- i. New database, etc.
- ii. Maintain CE upload
- iii. Market new IT capabilities
- iv. Track BCD IT Capabilities

- v. Board/Stakeholder input
- vi. Mobile Phone apps
- vii. Design system to accommodate potential future needs
- b. Measurements:**
  - i. More online services available
  - ii. Internal efficiency
  - iii. Stakeholder feedback
- 4. Outreach/Partnering/Marketing Goals**
  - a. Key actions:**
    - i.** Identify key association/organizations involved in work force development and join those organizations (Board & staff)
    - ii.** Focus on developing “how to be a contractor” materials
    - iii.** Reach out to industry members to encourage/educate what Board participation looks like and what agency does
    - iv.** Create consumer guide on selecting contractors and distribute at Lenders/Insurers/DIY stores
    - v.** Maintain current enforcement levels
    - vi.** Increase partnering with enforcement – BCD, BOLI, DOR, WCD
    - vii.** Explore additional media outreach opportunities (i.e., TV/radio)
    - viii.** Continual outreach at trade shows, senior centers, homeowners associations (staff & Board)
  - b. Measurements**
    - i.** List of organizations and members active

The Board made suggestions for improving the meetings and making them more efficient.

**Board Meetings/Protocols -**

- Add staff reporting to in-person meetings when appropriate
- Increase Board interaction in between meetings from administrator
- Include administrative update on agenda for every meeting
- Creation of sub-committees for special projects
- Improve guidelines and communication for Board members, internal and external
- Add “new business” line item on agenda
- Agenda reviewed by Chair/Vice Chair in advance
- Any Board member can suggest agenda items
- Periodically review strategic plan
- Time limit, have a limit for conference calls and in person meetings
- Board member involvement

**C. ADJOURNED:**

The meeting adjourned at 12:38 p.m.

**DRAFT**

**7-11-16**

**MINUTES OF THE JUNE 29, 2016  
CONSTRUCTION CONTRACTORS BOARD MEETING**

The Construction Contractors Board (CCB) met on Wednesday, June 29, 2016, in the Hearings Room on the 1<sup>st</sup> floor of the Beardsley Building at 201 High Street SE, Salem, Oregon.

**Attendees:**

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

**Board members appearing by phone:** none

**Staff:** Communications & Education Manager Cheryl Martinis, Enforcement Manager Stan Jessup, Licensing Manager Laurie Hall, Board Secretary Leslie Culpepper, Assistant Attorney General Susan Bischoff, Cindy Mora and Tori Garcia.

**Guests:** Bonnie Sullivan, Kirsten Adams.

**A. MEETING CALLED TO ORDER:**

Jim Patrick called the meeting to order at 9:30 a.m.

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

The Enforcement Consent Agenda was added to the Board agenda. Jim Patrick approved the Board agenda by consensus.

**C. APPROVAL OF MINUTES:**

**MOTION:** Kimberly Wood moved to accept the May 25, 2016 board meeting minutes. Motion carried unanimously.

**D. DATE OF NEXT REGULARLY SCHEDULED MEETING:** The next meeting is a Teleconference meeting on July 27, 2016, in the Board room on the 6<sup>th</sup> floor of the Beardsley Building at 201 High Street SE, Salem, Oregon.

**E. PUBLIC COMMENT:**

1. There were no public comments.

**F. INTRODUCTION OF NEW BOARD MEMBER:**

1. Board Chair, Jim Patrick, introduced the new Board member, Eric Olson.

**G. AGENCY REPORTS**

**1. Agency Update, Jim Denno**

- a) After the recent online security breach, the State Enterprise Security Office (ESO) performed a detailed log analysis of CCB Databases. It was discovered that 10 records had been compromised. No licensed contractors had their identities stolen. Notifications were sent out to the affected parties. The ESO made recommendations to take steps to “harden” the

database, contract for a complete security assessment, and obtain advanced security training for IT staff, CCB is following through with those recommendations.

b) In the last several weeks, CCB has been involved in discussions regarding Oregon's regulations of lead. The governor's office wants to make sure the state is adequately protecting the public. This is a broad discussion with multiple agencies and includes lead-based paint regulations. In the lead based paint program, the OHA oversees training and certification of people who work with lead based paint, and enforcement for non-CCB licensees. CCB issues Lead Based Paint licenses to contractors who have taken the training, and conducts enforcement. The governor's office is facilitating a work group that will include the CCB, OHA, OSHA and DEQ. The group will meet in late July.

## **2. Year 1 Contractor Update, Cheryl Martinis**

For the past year, the CCB has been publishing informational articles in the Toolbox newsletter profiling a first-year painting contractor. These articles were intended to illustrate the experience of a contractor learning the trade, developing best business practices and so on. Now that this series of articles and interviews has reached its completion, Ms. Martinis gave an update to the board. Tori Garcia in the Education section showed a video compilation of the contractor's interviews.

## **3. Enforcement Update, Stan Jessup**

Mr. Jessup discussed the two maps in the board packet, one map showing field investigator and mediator coverage of the state in 2014 and one map showing coverage of the state as of July of this year, illustrating the more efficient and complete coverage of the state now among mediators and field investigators.

# **H. OLD BUSINESS**

## **1. Responsible Managing Individuals, Laurie Hall**

Currently, when the CCB finds out that an RMI has left a business, the CCB gives the contractor 30 days to find a new RMI. If the business does not comply, the issue is sent to Enforcement. This is agency policy and not a formal rule at this time. The CCB is not able to introduce legislation at this time, but would support stakeholder legislation to address the issue.

# **I. NEW BUSINESS**

## **1. 2017-2019 Budget Review, Cindy Mora and Stan Jessup**

Ms. Mora discussed the CCB Budget. CCB's beginning balance is very healthy and it's looking less likely that a fee increase will be necessary in 2017-19.

## **2. Reconsideration of Final Order, Stan Jessup**

Mr. Jessup discussed a case that involved construction of a residence from an unlicensed contractor. The contractor was issued a Notice of Intent which became a Final Order by default for working without a license. The contractor asked for a reconsideration of the civil penalty on the basis that they believed they had responded to the Notice of Intent with a request for reduction of civil penalty. This Final Order has been ratified by the Board and therefore the agency does not have the authority to offer a settlement agreement. The agency is now requesting the board to reconsider the Final Order and enter into a settlement

agreement with the contractor to suspend a portion of the civil penalty as long as there are no further violations for one year. After some discussion, it was decided that two years would be more appropriate.

**MOTION:** Jerry Jones, Jr. moved to withdraw the final order in case #111011 (Red Gap) in favor of a settlement agreement that suspends collection of \$4,000 of the \$5,000 penalty for period of two years pending payment of \$1,000 and no violations for a 2 year period. Motion carried with 7-1, Kimberly Wood voting opposed.

### **3. Appointment of Program Liaisons, Jim Patrick**

Board members volunteer to serve as program liaisons for administration, licensing, enforcement and education. Chair Patrick requested that the Board members notify him of their preferences and he will make assignments at the next meeting.

### **4. Consent Agenda, Stan Jessup**

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

- Jerry Jones, Jr. indicated a potential conflict of interest on file number 112357.

**MOTION:** Sandi Warren 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.

**MOTION:** Sandi Warren moved to ratify the action taken by staff on 112357. Motion carried unanimously, Mr. Jones abstained.

### **5. Board Member Kimberly Wood's Tenure is Ending**

Kimberly Wood announced that she has accepted an appointment to the Management Labor Advisory committee and her last CCB board meeting will be the August meeting.

## **K. ADJOURNED:**

The meeting adjourned at 10:52 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		1st 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:** July 15, 2016  
**Subject:** Agency Updates

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### 2017-19 Budget

We are progressing through the budget development process. The measures we have taken over the past two years to operate more efficiently are paying off in the form of a healthy projected ending balance for the current budget cycle. As a result, we will not need to request a license fee increase to replace the revenue from continuing education program fees that will no longer be charged when the CE program legislation becomes effective.

### Continuing Education Program Legislation

We received a draft of our legislative concept from Legislative Counsel, the legislative branch agency that drafts bills for the legislature. We are excited about this legislation, which will address the vast majority of program issues we have heard so many complaints about. The legislation will make it possible for contractors to choose the continuing education courses that are most helpful and relevant to their businesses; it will allow the CCB to offer our courses to all contractors free of charge; and it will facilitate the participation of more education providers in the program. Staff is having internal discussions about ways we can add value to the program. Among other things, we will be working with the new licensing system vendors to make sure education providers can continue to upload course rosters, and that we will have the ability to maintain an education provider and course directory on the website to help contractors find the courses they need.

### Lead-Based Paint

As reported at the last board meeting, we have been involved in discussions regarding public protection from contaminants such as lead. The governor's office is facilitating a multi-agency work group that will include the CCB, OHA,

OSHA and DEQ. The group will have an initial meeting later this month. The governor wants to make sure that Oregon is providing the appropriate level of public protection from lead contamination, and especially that children are adequately protected. The work group will address the regulation of contractors doing lead-based paint work, but will cover a broader range of issues as well. Some of the issues to be discussed are: what makes sense in terms of outreach and surveillance in schools and day care centers; inspections and reporting requirements; lines of authority and responsibility in citing non-certified individuals/entities for violations of work practice standards; the possibility of including whole house demolitions requiring lead-based paint criteria similar to renovations; discussion of which agency should do what, and the necessary legislative and budget authority.

### **NASCLA Accredited Licensure Exam**

One of the areas the Board is taking steps to improve is license reciprocity with other states. The Board took a positive step in this direction by approving the acceptance of the national contractor licensure certification exam developed by NASCLA. We began accepting the exam as an alternate path to licensure on July 1. Applicants who have passed the exam, and pass the Oregon business and law exam, may be approved for licensure without a pre-licensure class requirement. Already, we have a handful of applicants who are taking advantage of this alternative. Standardized exams is a growing area of service that NASCLA provides to state contractor licensing agencies. I represent Oregon on the NASCLA Accredited Examination Program Committee. The committee is currently completing work on exams for electrical licensure. After that, we will begin work on an exam specifically geared toward residential contractor licensure.

### **Technology Update**

We are progressing, albeit slowly, through the process of procuring and implementing a new licensing database and online license service program in partnership with the State Building Codes Division. The State Chief Information Office is now exercising more oversight for state agency technology projects. This has increased the up-front requirements for documentation of agency business processes, technology vendor qualifications, and information security protocols. These requirements will make the project take longer to implement, but in the end we believe we will have a superior technology solution for the construction industry and the public. This is something of a groundbreaking project in state government - two agencies of this size working together on a joint technology solution – and we are excited to be a part of it.

**CONSTRUCTION CONTRACTORS BOARD**

**LICENSING PROGRAM**

**AND**

**CUSTOMER SERVICE UNIT**

**STATISTICAL REPORTS**

**Fourth Quarter**

**2015-2017 Biennium**



**Laurie Hall, Program Manager**

**Licensing Customer Service Staff**

Brenna Anderson  
Regina Arnold  
Amber Berry

Vicki Foster  
Kevin Kerner  
Karla Martin

Nancy McIntyre  
Darla Packe  
Joanna Russell-Rios

Karen Taylor  
Angie Warkentin  
Dara White

# Licensing and Customer Service Unit 2015-2017 Biennium

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Comments .....	Not included with this report

## CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

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

	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016 - Jun 30, 2016
<b>Active</b>									
Corporation	12,965	12,932	12,918	12,871	12,879	12,881	12,879	12,902	12,869
Sole Proprietorship	10,648	10,608	10,496	10,426	10,455	10,428	10,364	10,334	10,312
Limited Liability Company	9,045	9,246	9,476	9,746	10,046	10,311	10,607	10,882	11,238
Limited Liability Partnership	30	31	31	33	36	38	39	39	36
Limited Partnership	49	48	50	47	45	43	43	46	48
Partnership	494	500	512	498	507	487	488	478	479
Trust	1	1	1	1	1	1	1	1	1
<b>SUBTOTAL</b>	<b>33,232</b>	<b>33,366</b>	<b>33,484</b>	<b>33,622</b>	<b>33,969</b>	<b>34,189</b>	<b>34,421</b>	<b>34,682</b>	<b>34,987</b>
<b>Inactive</b>									
Corporation	361	358	366	344	334	322	314	321	300
Sole Proprietorship	650	654	645	626	612	584	579	567	542
Limited Liability Company	322	314	317	307	302	282	302	299	293
Limited Liability Partnership	2	0	1	1	2	2	2	2	2
Limited Partnership	1	1	1	0	0	0	0	0	13
Partnership	25	21	20	21	17	18	15	15	27
Trust	0	0	0	0	0	0	0	0	0
<b>SUBTOTAL</b>	<b>1,361</b>	<b>1,348</b>	<b>1,350</b>	<b>1,299</b>	<b>1,267</b>	<b>1,208</b>	<b>1,212</b>	<b>1,204</b>	<b>1,177</b>
<b>TOTALS</b>	<b>34,593</b>	<b>34,714</b>	<b>34,834</b>	<b>34,921</b>	<b>35,236</b>	<b>35,397</b>	<b>35,633</b>	<b>35,886</b>	<b>36,164</b>

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## Number of New Licenses by Endorsement Type

Endorsement Type	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016 - Jun 30, 2016
Residential General Contractor	207	152	156	240	214	615	574	726	781
Residential Specialty Contractor	71	59	52	82	74	181	192	227	265
Residential Limited Contractor	24	19	18	27	19	42	34	48	55
Residential Developer	2	1	4	6	2	11	7	10	11
Residential Locksmith Services Contractor	1	1	1	1	1	8	6	3	11
Home Inspector Services Contractor	3	2	1	6	9	12	22	18	19
Home Services Contractor	0	0	0	1	1	1	3	2	3
Home Energy Performance Score Contractor	0	0	0	0	0	0	1	1	0
Commercial General Contractor 1	5	10	5	7	10	29	33	25	36
Commercial General Contractor 2	39	25	26	42	34	115	115	113	134
Commercial Specialty Contractor 1	3	4	7	4	4	8	16	19	23
Commercial Specialty Contractor 2	12	13	17	24	24	55	54	65	63
Commercial Developer	2	1	1	3	2	4	3	0	3
Total Single Endorsement Licenses	369	292	290	360	322	1,081	1,078	1,027	1,101
Total Dual Endorsement Licenses	36	20	20	45	39	148	127	126	160

## CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

### Number of Total Active and Inactive Licenses by Endorsements

Endorsement Type	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	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016 - Jun 30, 2016
Residential General Contractor	18,457	18,608	18,766	18,902	18,902	19,179	19,400	19,637	19,918	20,221
Residential Specialty Contractor	8,845	8,856	8,838	8,785	8,785	8,808	8,777	8,773	8,768	8,781
Residential Limited Contractor	2,216	2,180	2,153	2,113	2,113	2,097	2,043	2,000	1,976	1,926
Residential Developer	157	153	151	159	159	161	171	176	184	193
Residential Locksmith Services Contractor	0	9	13	22	22	28	34	40	42	50
Home Inspector Services Contractor	14	20	32	62	62	87	98	119	135	150
Home Services Contractor	6	6	7	11	11	13	15	16	18	21
Home Energy Performance Score Contractor	0	0	0	0	0	3	2	4	4	5
Commercial General Contractor 1	1,491	1,496	1,503	1,489	1,489	1,492	1,503	1,517	1,503	1,518
Commercial General Contractor 2	4,162	4,172	4,212	4,219	4,219	4,233	4,267	4,317	4,367	4,424
Commercial Specialty Contractor 1	723	725	734	726	726	738	726	742	742	750
Commercial Specialty Contractor 2	2,477	2,464	2,449	2,475	2,475	2,489	2,496	2,492	2,488	2,477
Commercial Developer	57	60	60	65	65	56	60	64	62	64
Dual Licenses	4,046	4,071	4,085	4,112	4,112	4,148	4,058	4,271	4,318	4,378
Single Licenses	30,519	30,607	30,748	30,804	30,804	31,088	30,583	31,355	31,571	31,824
Total Licenses	34,565	34,678	34,833	34,916	34,916	35,236	34,641	35,626	35,889	36,202

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## Number of Insurance Documents Received

Method of Delivery of Insurance Document	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016 - Jun 30, 2016
Insurance Certificates	4,159	2,436	3,955	3,920	4,372	3,802	3,480	4,033	3,905
Insurance Cancellations	474	501	324	438	466	434	379	443	549
Insurance Reinstatements	143	234	110	125	124	117	114	141	138
E-Proof (submitted online)	7,728	6,549	5,853	7,730	7,506	6,516	6,120	6,094	7,810
<b>Total Insurance Documents</b>	<b>12,504</b>	<b>9,720</b>	<b>10,242</b>	<b>12,213</b>	<b>12,468</b>	<b>10,869</b>	<b>10,093</b>	<b>10,711</b>	<b>12,402</b>

## Courtesy Notices and Emergency Suspensions

Description	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016 - Jun 30, 2016
30-Day Advance Insurance Courtesy Notice	7,119	5,882	5,412	7,035	7,334	6,148	5,669	7,233	7,059
Final Insurance Courtesy Notice	2,480	2,178	2,024	2,543	2,758	2,479	2,135	2,790	2,733
Insurance Certificates Received	8,838	7,390	6,843	8,764	9,210	7,827	7,004	9,108	8,498
Emergency Suspension Notices	761	670	593	814	882	800	800	915	642
Percentage of Suspensions After Courtesy Notices	11%	11%	11%	12%	12%	13%	14%	13%	9%

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## Number of Specialty Licenses and Certifications

	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
	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	Apr 1, 2016 - Jun 30, 2016
Locksmith	432	428	428	453	488	503	512	496	481
Home Inspector	415	429	434	434	449	475	484	511	524
EEAST	52	43	43	41	41	39	40	36	30
Lead Based Paint Renovation	4461	4421	4,408	4,435	4,360	4305	4214	4238	4267
Lead Based Paint Activities	78	110	112	117	112	112	116	119	80

## Number of Bond Documents Received

Type of Bond Document	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
	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	Apr 1, 2016 - Jun 30, 2016
Bonds & Riders	918	673	774	936	1,341	1,200	878	1,245	1344
Bond Cancellations	2,383	1,843	1,640	1,870	2,325	1,963	1,821	2,332	2471
Bond Reinstatements	700	639	452	381	590	594	436	542	733
Licensed Contractors with BOLI Bond	144	112	96	110	119	130	99	99	149
Non-licensed Contractors with BOLI Bond	5	10	7	12	8	11	5	5	16
Total Bond Documents	4,150	4,150	3,277	2,969	3,309	4,383	3,898	4,223	4713

## CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

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

Description	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Third Quarter	Fourth Quarter
	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	Apr 1, 2016 - June 30, 2016
Bond Courtesy	792	657	531	575	657	588	502	579
Bond Suspension	406	425	370	375	411	371	359	401
30-day Insurance Courtesy Notice	6,414	5,826	5,621	7,316	6,941	6,060	7,441	7,059
Final Insurance Courtesy Notice	2,489	2,177	2,023	2,653	2,759	2,479	2,834	2,733
Insurance Suspension	783	695	634	781	862	813	935	882
Automated Form Letters	1,565	1,435	1,389	1,711	1,860	1,659	1,734	1,748
License Cards	5,920	4,848	4,465	5,796	5,928	5,158	6,035	6,309
Renewal Forms	4,803	3,746	4,494	4,852	4,532	3,815	4,302	6,266
Expiration Notices	2,167	1,621	1,411	1,881	1,811	1,609	1,777	1,839
Certified Mail	1,314	1,291	1,141	1,302	1,462	1,379	1,464	1,465
Locksmith Cards	53	32	35	57	54	26	158	84
LBPR Cards	1,528	399	813	1,137	1,322	1,021	1,011	1,433
LBPR Renewal Forms	1,442	399	694	301	1,254	990	1,142	1,235
LBPR Expiration Notices	359	114	294	15	567	534	361	408
LBPA Cards	N/A	42						
LBPA Renewal Forms	18	5	5	5	38	N/A	4	40
LBPA Expiration Notices	30	9	9	9	11	N/A	10	15
EEAST Cards	13	5	5	23	12	78	12	7
EEAST Renewal Forms	7	6	9	1	6	7	21	6
EEAST Expiration Notices	7	0	2	0	5	6	1	4
Totals	28,234	23,690	23,945	28,790	30,548	26,661	30,103	32,555

## CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

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

	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016 - Jun 30, 2016
Renewals	4	4	6	7	7	7	1	9	9
Insurance Certificates	2	2	2	3	4	4	1	5	3
New Applications	2	3	2	2	4	5	2	4	4

### Telephone Calls

	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016 - Jun 30, 2016
Calls Received	24,048	19,834	17,156	21,921	21,144	22,202	16,934	24,742	27,973
Abandoned Calls	1,673	1,015	1,145	1,687	1,723	1,916	1,117	3,441	2,254
Average Time to Answer (seconds)	19	26	30	30	36	27	32	45	32

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## AGENCY CUSTOMER SATISFACTION SURVEY RESULTS

Description	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016- Jun 30, 2016
<b>SUMMARY</b>									
1. <b>Timeliness:</b> How do you rate the timeliness of the services provided by the CCB?	95.2%	*	*	*	95.3%	*	*	*	94.9
2. <b>Accuracy:</b> How do you rate the ability of the CCB to provide services correctly the first time?	92.8%	*	*	*	95.1%	*	*	*	95.1
3. <b>Helpfulness:</b> How do you rate the helpfulness of CCB employees?	90.5%	*	*	*	88.3%	*	*	*	79.6
4. <b>Expertise:</b> How do you rate the knowledge and expertise of CCB employees?	87.2%	*	*	*	86.0%	*	*	*	79.1
5. <b>Availability of Information:</b> How do you rate the availability of Information at the CCB?	90.9%	*	*	*	93.0%	*	*	*	92.1
6. <b>Overall Service:</b> How do you rate the overall quality of service provided by the CCB?	95.3%	*	*	*	96.4%	*	*	*	94.7

\* - These statistics are from the yearly survey that takes place during the months of April, May and June, therefore there are no statistics for the other quarters.

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## AGENCY CUSTOMER SATISFACTION SURVEY RESULTS

Description	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016 - Jun 30, 2016
<b>Question 1</b>									
<b>1. Timeliness: How do you rate the timeliness of the services provided by the CCB?</b>									
a. Excellent	475	*	*	*	295	*	*	*	334
b. Good	196	*	*	*	132	*	*	*	135
c. Fair	20	*	*	*	14	*	*	*	18
d. Poor	13	*	*	*	6	*	*	*	6
e. Don't Know	1	*	*	*	1	*	*	*	1
<b>Total No. of Responses to Question 1</b>	<b>705</b>	*	*	*	<b>448</b>	*	*	*	<b>494</b>
<b>Percent of Survey Respondents that marked Excellent or Good</b>	<b>95.2%</b>	*	*	*	<b>95.3%</b>	*	*	*	<b>94.9%</b>

Description	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	Eighth Quarter Jul 1, 2015 - Sep 30, 2015	Second Quarter Oct 1, 2015 - Dec 31, 2015	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016 - Jun 30, 2016
<b>Question 2</b>									
<b>2. Accuracy: How do you rate the ability of the CCB to provide services correctly the first time?</b>									
a. Excellent	457	*	*	*	310	*	*	*	346
b. Good	199	*	*	*	115	*	*	*	121
c. Fair	32	*	*	*	15	*	*	*	12
d. Poor	16	*	*	*	7	*	*	*	7
e. Don't Know	3	*	*	*	0	*	*	*	5
<b>Total No. of Responses to Question 2</b>	<b>707</b>	*	*	*	<b>447</b>	*	*	*	<b>491</b>
<b>Percent of Survey Respondents that marked Excellent or Good</b>	<b>92.8%</b>	*	*	*	<b>95.1%</b>	*	*	*	<b>95.1%</b>

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## AGENCY CUSTOMER SATISFACTION SURVEY RESULTS

Description	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016- Jun 30, 2016
<b>Question 3</b>									
<b>3. Helpfulness: How do you rate the helpfulness of CCB employees?</b>									
a. Excellent	500	*	*	*	288	*	*	*	306
b. Good	137	*	*	*	106	*	*	*	85
c. Fair	15	*	*	*	7	*	*	*	9
d. Poor	4	*	*	*	5	*	*	*	3
e. Don't Know	48	*	*	*	40	*	*	*	88
<b>Total No. of Responses to Question 3</b>	<b>704</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>446</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>491</b>
<b>Percent of Survey Respondents that marked Excellent or Good</b>	<b>90.5%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>88.3%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>79.6%</b>

Description	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016- Jun 30, 2016
<b>Question 4</b>									
<b>4. Expertise: How do you rate the knowledge and expertise of CCB employees?</b>									
a. Excellent	450	*	*	*	269	*	*	*	279
b. Good	165	*	*	*	113	*	*	*	107
c. Fair	22	*	*	*	12	*	*	*	9
d. Poor	5	*	*	*	3	*	*	*	2
e. Don't Know	63	*	*	*	47	*	*	*	91
<b>Total No. of Responses to Question 4</b>	<b>705</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>444</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>488</b>
<b>Percent of Survey Respondents that marked Excellent or Good</b>	<b>87.2%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>86.0%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>79.1%</b>

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## AGENCY CUSTOMER SATISFACTION SURVEY RESULTS

Description	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016 - Jun 30, 2016
<b>Question 5</b>									
<b>5. Availability of Information: How do you rate the availability of information at the CCB?</b>									
a. Excellent	396	*	*	*	261	*	*	*	317
b. Good	245	*	*	*	154	*	*	*	136
c. Fair	44	*	*	*	23	*	*	*	27
d. Poor	9	*	*	*	3	*	*	*	2
e. Don't Know	11	*	*	*	5	*	*	*	10
<b>Total No. of Responses to Question 5</b>	<b>705</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>446</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>492</b>
<b>Percent of Survey Respondents that marked Excellent or Good</b>	<b>90.9%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>93.0%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>92.1%</b>

Description	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016 - Jun 30, 2016
<b>Question 6</b>									
<b>6. Overall Service: How do you rate the overall quality of service provided by the CCB?</b>									
a. Excellent	447	*	*	*	275	*	*	*	330
b. Good	222	*	*	*	152	*	*	*	138
c. Fair	23	*	*	*	11	*	*	*	16
d. Poor	8	*	*	*	4	*	*	*	9
e. Don't Know	2	*	*	*	1	*	*	*	1
<b>Total No. of Responses to Question 6</b>	<b>702</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>443</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>494</b>
<b>Percent of Survey Respondents that marked Excellent or Good</b>	<b>95.3%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>96.4%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>94.7%</b>

## CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

### Percentage of Customer Satisfaction Surveys Returned

Description	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	Third Quarter Jan 1, 2016 - Mar 31, 2016	Fourth Quarter Apr 1, 2016 - Jun 30, 2016
1. Customer Satisfaction Surveys Sent	5,920	4,848	4,465	5,796	5,928	5,158	5,796	6,035	6,309
2. Customer Satisfaction Surveys Returned	710	446	474	891	448	523	502	285	758
3. Percentage Returned	12.0%	9.2%	10.6%	15.4%	7.6%	10.1%	8.7%	4.7%	12.0%

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## April 1, 2016 – June 30, 2016 Agency Customer Service Survey

"Easier to renew through mail".

"dont prefer".

"I don't know how and I don't have a computer".

"We needed to replace RMI and didn't know if that part could be done online".

"Kevin was great. I let my old license expire and had not needed to use this service, but I will in the future - 21870".

"Old habit".

"Just signed up".

"Old (LOL)".

"No internet service and no time to learn how".

"Prefer doing it on paper - don't feel comfortable giving out credit card info".

"Waited to long".

"I'm a paper guy & support the postal service".

"Only RMI is allowed to use".

"Don't like renewing by computer".

"My online classes wouldn't load onto the renewal section of the website".

"Didn't want to".

"I'm used to old way".

"New license".

"Waiting for insurance & class to be done".

"prefer to renew via mail".

"I'm an old guy - paper is fine with me".

"I was told that the education requirement part might not work automatically as it said we needed 16 hours when we only needed so I opted to do it by mail".

"No good reason".

"I don't know how. Sort of took tests".

"Renewed early for my convenience (sent paperwork early)".

"FAXED Application to CCB".

"I want to pay with a business check".

"This is the first time I applied".

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## April 1, 2016 – June 30, 2016 Agency Customer Service Survey

- "For me is easier with the letter they send me".
- "Reactivation made it a unique situation requiring expediency".
- "WC status required to fill out paperwork".
- "Easier by mail at this point".
- "I thought I had to make a change that would have not been allowed online".
- "I wasn't able to process, problem renew on line".
- "Never thought to".
- "Cant stand online".
- "I needed to make a correction that couldn't be done online".
- "I don't like doing things online".
- "Always done by mail - probably will do it online next time".
- "Old school ways".
- "old school".
- "Didn't work for me".
- "Was told to mail in certificate so just mailed everything"
- "Just renewed by mail".
- "Partnership".
- "Tried to go inactive on line & found it difficult"
- "I did not get to it in time to renew online".
- "I don't use a computer".
- "It was easier by mail".
- "New license needed that day".
- "Easy to mail".
- "Wasn't convenient".
- "Could Not Log in, Probably my Fault, not comp. savvy".
- "Ran out of time".
- "I had questions and your employee was VERY nice".
- "We were deleting an officer of the company".

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## April 1, 2016 – June 30, 2016 Agency Customer Service Survey

"needed to make a change".

"Old fashioned".

"Changed RMI member".

"Old habits are hard to change sometimes".

"No patience for the computer. Some old contractors DO NOT use I-phones and computers".

"Changed RMI couldn't".

"Computer on dial-up connection".

"prefer mail".

"I'm old school".

"Prefer face to face".

"Not up for renewal yet".

"Not good with computers lol".

it's difficult to provide information required w/ limited computer skills  
change rmi

Computer stupid, but this old dog is learning new tricks! I'll be learning for next time!!!

"I would like to give it a go".

"I used the FAX".

"I prefer not to pay online - too many glitches w/computer payments".

"You don't accept my American Express card".

"I like paper. One less password for me to forget".

"Mail is easier for me".

"Just do old fashion way".

"Didn't seem available or easy".

"Not offered, cannot renew LBPR License online".

"Received license for first time".

"Prefer mailed application (old guy)".

"Just as easy to fax it".

"I can't access online services as the office manager".

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## April 1, 2016 – June 30, 2016 Agency Customer Service Survey

"New license".

"Poor computer skills".

"Computer illiterate".

"Had a little trouble navigating".

"New license".

N/A

Didn't think I could renew my LBPR cert.

Want to make sure its correct in person.

Wornt allow contractors with previous experience on another CCB license to renew online.

Just filled out mailed apps-was easy to fax.

Computer savvy (not)

New license/wanted to do in person

I rather use postal mail.

I was told business trust was not allowed to renew online.

Credit card was down @ the renewal time. Had to send a check.

Easier to do by mail

Like convenience of paper

"It works just fine as is!"

"Maybe if I was to ask about some from another being lisenred OR & not being blown off?"

"free ice cream".

"Doing fine".

"Not sure".

"No complaints - not sure what could be improved".

"You guys were quite accessible - and helpful".

"Outstanding".

"After receiving my renewal application, and cashing my check, you people just left me hanging. I had to call a month later. How about some responsiveness?"

"Eliminate redundancy. Been licensed since 1987 and have 2 course degrees, no claims, no bankruptcies - why am I required to take your classes?"

"Offer more classes in Eastern Oregon :)".

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
April 1, 2016 – June 30, 2016 Agency Customer Service Survey**

- "Already doing a great job".
- "None".
- "It's great already".
- "Make us exempt from your education requirements or make the education better so we actually learn something. We have had a contractor's license for 30 yrs. Your education classes are too easy & do not teach us anything new".
- "Staff is & was very helpful & patient. Thank you!".
- "Any possibility for trade specific videos or video's on codes for specific trades?"
- "I appreciated a phone call about the initial issued - Thank you! As well, there was a follow-up letter".
- "Great as it is".
- "Explain about the classes need a little clearer the last 2 renewals I did 3 or more classes than I needed costing a little more money".
- "Just keep doing what you're doing"
- "Apparently the instructions on how to complete the application weren't clear enough for me (hence the delay). I do not have a middle name, but did not know I had to indicate this on the app".
- "Have a course just for locksmiths - we really dont need to know how to build a house to get a locksmith license. :)".
- "Have an App to search contractors".
- "Accept American Express + accept online payment".
- "Do away with the continuing education requirements. I haven't talked to one contractor who thought it was beneficial. Just a total waste of time that could be spent making money instead of spending it".
- "Receiving the "Maintaining your CCB license" card gave me a great deal of information. Thank you for your help".
- "You are doing a good job. Keep up the good work".
- "Keep up the good work. Regina was amazing! Her personalized service allowed me to reactivate my license in a very short time. THANK YOU SO MUCH!!! Sincerely :)".
- "If my renewal date is with-in 30 days why do I need to fill-out a change of status form & submit it asap to avoid a penalty or fine".
- "Just pay the fee for the licence not do the testing".
- "longer licensing timeframe".
- "doing great!"
- "I think your service was very good and it is nice to have my information on line. Thank-you!"
- "Keep doing what your doing -".
- "No complaints".
- "I thought it was very smooth liked the classes to".

**CONSTRUCTION CONTRACTORS BOARD  
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"A printable check list would be handy. Unless there is something there already".

"My experience was just fine".

"New license holder. Will have to review at a later date".

"Give periodically training on-line / easiest ways to renew".

"23 yr I don't need education. But e-mail with helpful info during the year".

"Make online like the written renewal. Too easy to make mistakes as it is. Need "no change" box and not have cursor roll through selections when up or down arrow is pressed. Email server is too tight. Took 3 emails & 10 days to correct on-line mistake. My emails were blocked. I remember when working with staff there was so easy. It has become more bureaucratic. An email from my on record email should be sufficient w/o signature".

"I have been contracting for 6 yrs. you guys have always done a good job with me. :)"

"Not require the same basic testing after certain # licensed years. After 15 years in business I shouldnt have to take a "writing a contract" class".

"When applying for renewal I had 8 hrs of training in Lead Based Paint. The agency would not allow my 8 hrs of training".

"Lower our fees".

"Have testing every 10 years unless there is an issue with the contractor. Good record contractors should not have to test at each renewal".

"\$25 too much".

"Cheryl Martinis continuing education employee was outstanding & very helpful :)".

"Fix the log in issues for forgotten password. No email received had to call and fix it. Was trying on a Sunday. Darla was a great help 2 years ago and again this year".

"Not sure yet".

"I appreciated the notice to renew well in advance of the deadline".

"Seems pretty streamlined right now, maybe an ability to scan insurance & bond proof when renewing online".

"Thank you! I found it very comfortable and easy to understand".

"N/A".

"Keep adding to the core classes".

"Same as ok".

"Not require me to pay \$ for schooling that I do not need after 40 yrs. of this".

"Allow education credits to be reflected immediately upon obtainin certificate".

"Very pleased with service".

"It seems CCB takes it for granted all licensees are computer literate. Their first suggestion is to go online; maybe assessing skill level should be first!"

"By allowing me to C.E credits in our field of specialty work (locksmithing) I often take classes with info I will never use to satisfy CCB".

"I had good luck with Cheryl - - - Very accommodating. One year you people never sent my license cards to me even after asking".

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- "Send out more paper than computer.com Some of us are old school".
- "Faster service, but there was a problem with the computer that slowed things down".
- "It was solid".
- "I was surprised how well the renewal process on line worked. I was quite satisfied".
- "Did great job".
- "Set up system for asbestos renewal on-line also".
- "Cannot think at anything at this point. Just opened our business and so far so good".
- "Website needs to be easier to navigate".
- "It took multiple calls & emails & faxes to renew our LBPR License and I still cannot get ahold of anyone to confirm that we are [illegible] showing as active online".
- "All is Good for me, the Licensing Service, (Very Prompt) satisfied".
- "It Went really Smoothly I was in & out in fifteen Minutes! The clerks were very Polite, Happy and Helpful. It was a great experience".
- "Continuing education requirements are cumbersome and unnecessary for contractors who have been in business for years".
- "It worked great - Thank You!"
- "I would like to be reminded of my renewal a little sooner for continuing education purposes".
- "Thank you!"
- "Had a wonderful experience no changes needed".
- "Worked real good".
- "It would be nice if after taking the additional credits needed they are shown on your site as completed. This way all 32 credits are visible. If we are using classes we have given being able to list them online as well".
- "Have more at the front desk. I went two times first time a 40 min wait, 2nd time a 50 min. wait. Once I got to the counter the person there was very helpful".
- "Stop the continuing education. I have been licensed for over 40 years. Continuing education is bogus and held up my licensed renewal because computer wasn't working".
- "More timely - sent in pmt in December 2015, received Lic in May 2016".
- "Wow. I got all my answers and direction from the first person that I talked with! Thanks".
- "To expand by education about any change in rules or policies".
- "The online site is still very clunky and governmental. Wish it was just a little more user friendly. Other than that, you guys are awesome!"
- "2 1/2 hrs online to pay for a class is B.S.!! I'll send the money - the classes are B.S.. At this age you should pay me to keep my license!"
- "Lic fee cheaper".
- "I will Have to think about that some. Cause I'm not sure".

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## April 1, 2016 – June 30, 2016 Agency Customer Service Survey

"Help educate home owners about licensing, lead laws, etc..."

"Keep the option of on-line continued education options"

"process lic quicker"

"Keep doing what you're doing"

Make sure you provide all the needed forms to be filled.

Everything has been great!

mm? Can not think of a thing.

I really don't see How. I called up 2x during my app & wait time was just a minute on the 1st call and none on the 2nd. Great job!

They gave me directions on how to get there I had to wait about 10 minutes (that's a compliment). They helped me fill out the papers-- my license came in the mail--They were great.

I'm not sure it could get much better! Excellent service and a pleasure to deal with every time! Thank you.

"Dont loose My lead class certifications Oregon Bid. assoation could have lost certification"

"I find the hours for phone calls a little strange. Gaps in regular business hours"

"You can accept my American Express card"

"Love the ease of on-line"

"It was a little slow, I called twice in order to know th status of my license, the person with whom I spoke told me they were deluged in the licenses processing"

"I didn't need to contact CCB this year, but I have in years past and have always been provided with excellent service"

"Good"

"Make it possible to renew LBPR license online"

"Seems to work fine"

"Stop increasing requirements, Laws, etc....If THE HEAD of the CCB would like to talk w/me the he may call. I don't want to waist your & my time with a survey call from others. From what I see past history has shown me that the agency doesn't listen to contractors input anyway"

"Actually, I got nothin'. All my questions were answered completely & immediately. Most things were explained well on the website already. Good Job CCBI!"

"More classes field specific"

"Both times our renewal (LBPR license only) was mailed - we did not get it. Finally had it emailed??"

"Suggest 3 yr interval between license renewal"

"Education credits for different licenses are confusing"

"THEY CAN RECOGNIZE MY RMI CHANGE REQUEST WITH THE CCB TEST I TOOK VERY CLOSE TO TWO YEARS AGO AND HAVE BEEN IN GOOD STANDING W/CCB THE WHOLE TIME. I SHOULD ALSO HAVE TO PAY POSTAGE FOR SURVEYS REQUESTED BY THE CCB"

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## April 1, 2016 – June 30, 2016 Agency Customer Service Survey

"Everything was great". "Nothing, so far excellent services!"

"Work on weekends to apprehend unlicensed contractors".

"Somehow my License did Not Get processed Timely by you Guys. I had To Call and they stated it was NOT completed and they filed it away. :(".

"you did a good job! want more can I say!! Keep up the good work thank you".

"Convict non Licensed contractors".

"Renewing online was fast & easy!"

"Form were quick & easy to fill out".

"Make a phone call for clarification instead of sending paperwork back for a simple question. Two owners do not have middle names. you sent a letter and the page requesting middle names. You could have called for a fraction of the cost and I could have gotten my license quicker".

"There needs to be unity, continuity throughout offices. Right now when calling in you get a different response or differing information from each person talked to".

"Don't print on our renewal for "non" exempt of if we are.....that would say a lot of time".

"More people helping at the counter. You have a room full of people and only two of them are helping".

"Your calling center helped so much it was a pleasure working with helpful people at CCB \*\*\*\*\*. I'm not good on computer the lady who helped me was great patient and extremely helpful :)".

"Clone Kevin".

I felt it went very smoothly.

Process the renewals in a more timely manner.

Always have been very helpful - thank you!

The wording of one of the questions was very unclear. Regarding residential endorsements.

Already doing good job.

Very easy to renew compared to other states - thank you.

I think the online renewal is awesome!

Make it work online. I don't trust that I will not be blacklisted from this office in some way. This expense for licensing only seems to represent homeowners and clients and not the contractors who pay for it.

The person that we spoke to when we called about information concerning continuing education was extremely helpful and we really appreciated her! Wish we could think of her name. I am happy its services, thank you!

Better continuing education classes for experienced general contractors.

Lead paint re-cert doesn't flow very well. You accepted hours from trainer but I had to go back to them again for certification before CCB would give me credit for class.

I like answering the questions online! Your education classes answered the questions for me. I learn better the other way opps. I didn't turn the paper over.

**CONSTRUCTION CONTRACTORS BOARD  
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Some of the info online was confusing. It also was different from some of the info told by speaking to someone on the phone.

I was a simple process to renew online.

For the rate cases where it is necessary, a 30 day documentation extension would be helpful. Meaning: start or renew license with the clause that a piece of documentation can be provided within 30 days when issues arise outside the control of the contractor.

It seems or would be good if the licensing would go for longer periods -- if no complaint or any new law changes.

Call the person. The only thing I did not like about renewing was that I got a notice that I was able to renew online, and when I tried to do so, I received back a notice, some time later, that I was not able to renew because my insurance was close to expiring.

Make course selections more easily identifiable by a different coding.

Why should I continue to A CCB member when there is 3 other locksmiths in this area that are not CCB and nothing is done about it!

They are doing fine.

Good job so far.

Provide that business trusts can renew online.

Fix the login issues for forgotten password. No email received had to call and fix it. Was trying on a Sunday. Darla was a great help 2 years ago and again this year.

I have had people use my CCB # for there own use. Causing me and my company great pains. You have no way to check at the permitting office and the permitting does not check CCB #.

Everything was great!

It's good!

Just keep doing what you are doing! Excellent!

Brenna Anderson was awesome help - so much appreciated her time.

I was on hold for over 40 minutes and finally hung up., Called back and left a message and it was two days before I received a call back.

All is very well, no issues.

Your online program is working great, don't change it please.

No suggestions, online process was very smooth.

I was very impressed with how friendly and efficient all the staff were to me. Thanks!

## CCB LICENSING STATISTICS AS OF 7/1/16

### LICENSES/ENDORSEMENTS

ENDORSEMENT TYPE	NUMBER
Residential General	19,530
Residential Specialty	8,618
Residential Limited	1,787
Residential Developer	180
Residential Locksmith Services	49
Residential Home Inspector Services	148
Residential Home Services Contractors	21
Residential Home Energy Performance Score Contractors	5
Inactive	1,009
<b>TOTAL RESIDENTIAL LICENSEES</b>	<b>31,347</b>
Commercial General Level 1	1,442
Commercial General Level 2	4,322
Commercial Specialty Level 1	726
Commercial Specialty Level 2	2,437
Commercial Developer	64
Inactive	242
<b>TOTAL COMMERCIAL LICENSEES</b>	<b>9,233</b>
<b>TOTAL ACTIVE &amp; INACTIVE LICENSEES (Number is lower than total of residential + commercial licensees since some hold both endorsements.)</b>	<b>36,202</b>

### LICENSES/SPECIALTY

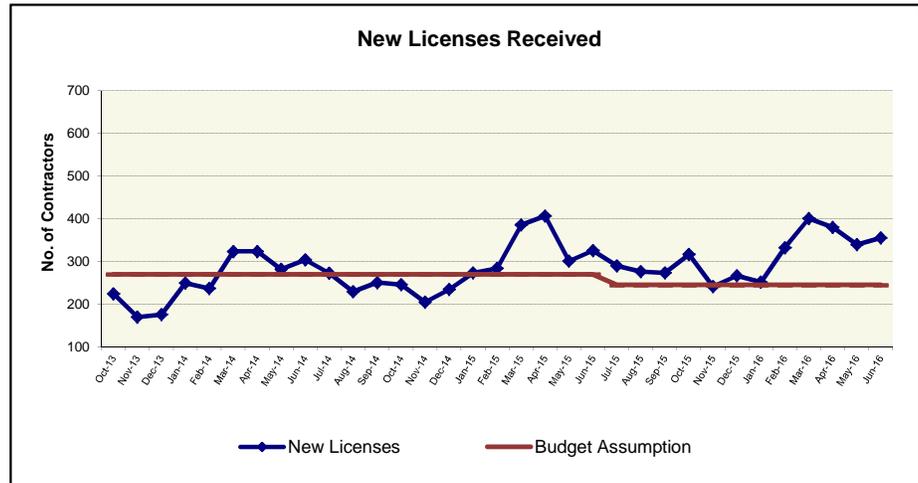
Lead Base Paint Renovator (LBPR)	4,267
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### CERTIFICATIONS

Home Inspectors	524
Locksmiths	481
EEAST	30
Home Energy Assessors	12

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

Month/ Year	New License Total	Active + Inactive License Total	No. Expired
Oct-13	225	34,578	265
Nov-13	170	34,534	270
Dec-13	176	34,428	210
Jan-14	250	34,466	268
Feb-14	237	34,459	272
Mar-14	324	34,511	369
Apr-14	324	34,554	340
May-14	282	34,538	338
<b>Jun-14</b>	<b>304</b>	<b>34,591</b>	<b>330</b>
Jul-14	273	34,657	254
Aug-14	230	34,652	233
Sep-14	251	34,705	223
Oct-14	246	34,806	223
Nov-14	205	34,787	208
Dec-14	235	34,859	211
Jan-15	274	34,817	301
Feb-15	284	34,832	322
Mar-15	386	34,916	391
Apr-15	407	35,109	420
May-15	301	35,067	491
<b>Jun-15</b>	<b>326</b>	<b>35,236</b>	<b>442</b>
Jul-15	290	35,315	410
Aug-15	277	35,320	429
Sep-15	274	35,398	375
Oct-15	317	35,467	399
Nov-15	242	35,545	301
Dec-15	267	35,626	299
Jan-16	252	35,563	406
Feb-16	333	35,707	360
Mar-16	401	35,889	480
Apr-16	380	35,994	463
May-16	340	36,089	417
<b>Jun-16</b>	<b>356</b>	<b>36,202</b>	<b>456</b>



	<u># Months</u>	<u>New Apps Received</u>	<u>Average/Month</u>
a. July 2001 - June 30, 2003	24	7,920	330
b. July 2003 - June 30, 2005	24	10,015	417
c. July 2005 - June 30, 2007	24	11,351	473
d. July 2007 - June 30, 2009	24	9,057	377
e. July 2009 - June 30, 2011	24	6,456	269
f. July 2011 - June 30, 2013	24	5,562	232
g. July 2013 - June 30, 2015	24	6,401	267
h. July 2015 - June 30, 2016	11	3,729	339

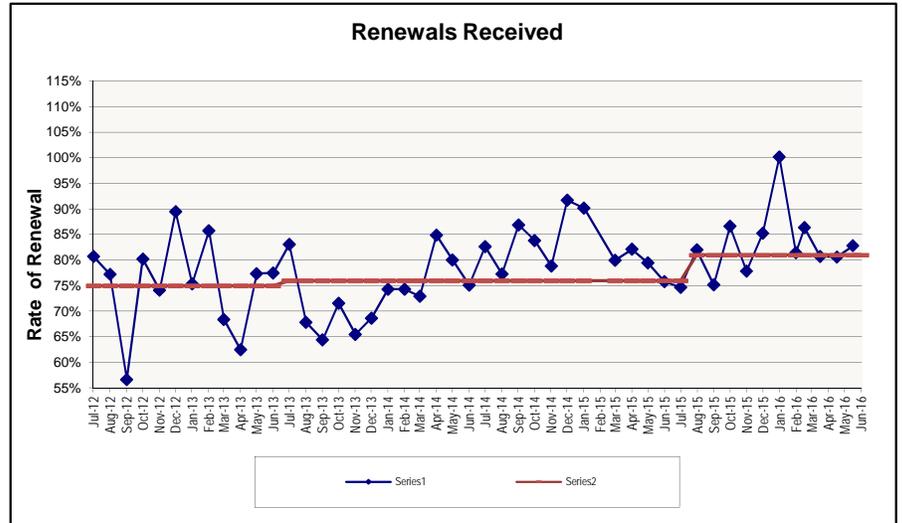
### Budget Projection Information

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

# RATE OF RENEWALS

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

MONTH/ YEAR	LICENSES DUE TO EXPIRE	LICENSES RENEWALS RECEIVED	RATE OF RENEWAL
Jul-12	1,696	1,369	80.7%
Aug-12	1,600	1,236	77.3%
Sep-12	1,434	812	56.6%
Oct-12	1,521	1,220	80.2%
Nov-12	1,255	930	74.1%
Dec-12	1,283	1,148	89.5%
Jan-13	1,545	1,164	75.3%
Feb-13	1,690	1,449	85.7%
Mar-13	2,064	1,411	68.4%
Apr-13	1,924	1,202	62.5%
May-13	1,854	1,434	77.3%
<b>Jun-13</b>	<b>1,826</b>	<b>1,415</b>	<b>77.5%</b>
Jul-13	1,587	1,318	83.0%
Aug-13	1,568	1,064	67.9%
Sep-13	1,390	895	64.4%
Oct-13	1,392	996	71.6%
Nov-13	1,185	776	65.5%
Dec-13	1,228	843	68.6%
Jan-14	1,622	1,205	74.3%
Feb-14	1,545	1,148	74.3%
Mar-14	1,902	1,387	72.9%
Apr-14	1,858	1,577	84.9%
May-14	1,832	1,466	80.0%
<b>Jun-14</b>	<b>1,882</b>	<b>1,414</b>	<b>75.1%</b>
Jul-14	1,514	1,251	82.6%
Aug-14	1,386	1,071	77.3%
Sep-14	1,258	1,093	86.9%
Oct-14	1,328	1,113	83.8%
Nov-14	1,164	918	78.9%
Dec-14	1,183	1,085	91.7%
Jan-15	1,454	1,311	90.2%
Feb-15	1,613	1,290	80.0%
Mar-15	1,906	1,565	82.1%
Apr-15	1,752	1,392	79.5%
May-15	1,679	1,273	75.8%
<b>Jun-15</b>	<b>1,676</b>	<b>1,252</b>	<b>74.7%</b>
Jul-15	1,491	1,223	82.0%
Aug-15	1,462	1,099	75.2%
Sep-15	1,290	1,117	86.6%
Oct-15	1,374	1,070	77.9%
Nov-15	1,098	936	85.2%
Dec-15	1,190	1,192	100.2%
Jan-16	1,607	1,309	81.5%
Feb-16	1,516	1,309	86.3%
Mar-16	1,882	1,519	80.7%
Apr-16	1,855	1,495	80.6%
May-16	1,796	1,487	82.8%
<b>Jun-16</b>	<b>1,878</b>	<b>1,451</b>	<b>77.3%</b>



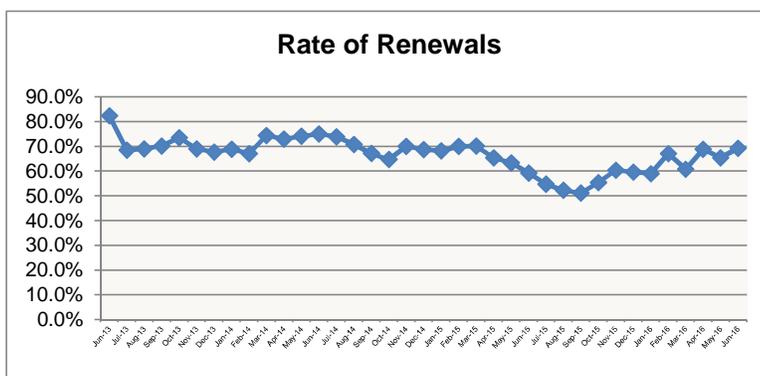
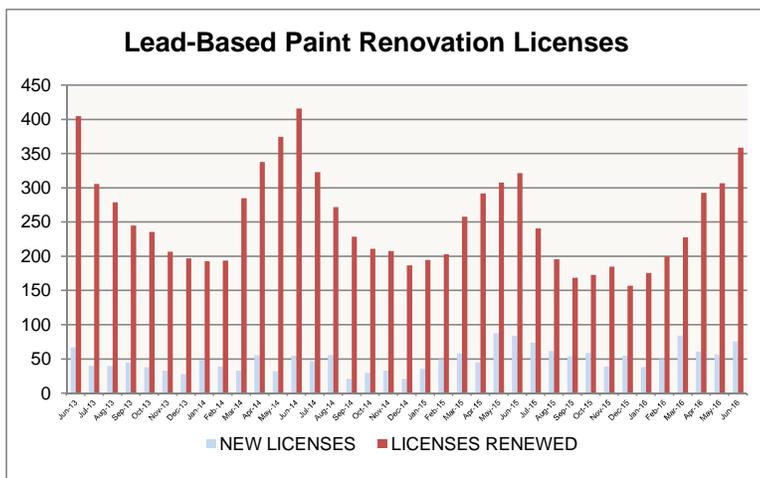
Average Renewal Rate History		
	No. of Months	Average Renewal Rate
a. July 2001 - June 2003	24	76.3%
b. July 2003 - June 2005	24	83.4%
c. July 2005 - June 2007	24	81.7%
d. July 2007 - June 2009	24	77.1%
e. July 2009 - June 2011	24	75.5%
f. July 2011 - June 2013	24	73.9%
<b>g. July 2013 - June 2015</b>	<b>24</b>	<b>77.8%</b>
<b>h. July 2015 - June 2016</b>	<b>11</b>	<b>82.5%</b>

Projected Budget Information	
a.	2001-03 budget based on average 70% renewal rate
b.	2003-05 budget based on average 75% renewal rate
c.	2005-07 budget based on 80% renewal rate
d.	2007-09 budget based on 80% renewal rate
e.	2009-11 budget based on 75% renewal rate
f.	2011-13 budget based on 75% renewal rate
g.	2013-15 budget based on 76% renewal rate
h.	2015-17 budget based on 81% renewal rate

Month Ending	Residential										Commercial						
	Resid General	Resid Specialty	Resid Limited	Resid Developer	Resid Locksmith Svcs	Home Energy Perfrm. Score Contr.	Home Inspec Svcs Contr	Home Svcs Contr	Inactive	Total Resid	Comm Gen Level 1	Comm Gen Level 2	Comm Specialty 1	Comm Specialty 2	Comm Developer	Inactive	Total Comm
09/30/13	17,339	8,694	2,141	134					1,351	29,699	1,403	4,013	692	2,475	56	310	8,949
10/3/13	17,386	8,681	2,133	137					1,330	29,667	1,395	4,025	697	2,469	55	308	8,949
11/30/13	17,360	8,682	2,124	136					1,304	29,606	1,399	4,034	697	2,478	55	310	8,973
12/31/13	17,346	8,639	2,094	141					1,294	29,514	1,396	4,028	696	2,459	54	313	8,946
01/31/14	17,401	8,623	2,095	142					1,287	29,548	1,393	4,023	700	2,467	53	308	8,944
02/28/14	17,423	8,614	2,081	145					1,287	29,550	1,389	4,024	699	2,458	54	294	8,918
03/31/14	17,480	8,648	2,071	146					1,287	29,632	1,389	4,049	699	2,449	55	294	8,935
04/30/14	17,538	8,664	2,054	152					1,222	29,630	1,393	4,057	699	2,451	54	291	8,945
05/31/14	17,578	8,650	2,056	148					1,196	29,628	1,393	4,046	694	2,435	52	283	8,903
06/30/14	17,664	8,639	2,055	148	0	0	14	6	1,169	29,695	1,398	4,050	694	2,430	56	282	8,910
07/3/14	17,730	8,643	2,050	147	7	0	17	6	1,169	29,769	1,395	4,048	695	2,435	55	279	8,907
08/31/14	17,766	8,642	2,029	141	9	0	18	6	1,155	29,766	1,394	4,061	691	2,432	58	275	8,911
09/30/14	17,824	8,658	2,017	143	9	0	20	6	1,156	29,833	1,403	4,066	695	2,419	59	275	8,917
10/31/14	17,901	8,661	1,998	140	11	0	26	6	1,159	29,902	1,407	4,082	701	2,419	59	280	8,948
11/20/14	17,906	8,633	1,989	143	12	0	31	7	1,162	29,883	1,412	4,100	698	2,417	60	276	8,963
12/31/14	17,971	8,639	1,995	140	13	0	32	7	1,163	29,960	1,410	4,101	704	2,410	59	274	8,958
01/31/15	17,982	8,606	1,975	141	15	0	45	8	1,163	29,935	1,406	4,100	698	2,416	59	271	8,950
02/28/15	18,025	8,573	1,969	145	19	0	56	9	1,175	29,971	1,401	4,091	702	2,426	63	271	8,954
03/31/15	18,210	8,585	1,961	149	22	0	62	11	1,144	30,144	1,400	4,115	698	2,434	64	263	8,974
04/30/15	18,246	8,625	1,955	152	26	1	69	13	1,146	30,233	1,405	4,137	703	2,438	62	263	9,008
05/31/15	18,300	8,564	1,930	153	27	2	75	13	1,144	30,208	1,404	4,110	703	2,431	57	261	8,966
06/30/15	18,428	8,610	1,945	152	28	3	87	13	1,110	30,376	1,407	4,126	710	2,448	56	261	9,008
07/31/15	18,522	8,604	1,935	162	29	2	91	15	1,090	30,450	1,412	4,155	701	2,440	55	259	9,022
08/31/15	18,583	8,585	1,917	157	30	2	94	15	1,083	30,466	1,415	4,163	700	2,445	59	252	9,034
09/30/15	18,683	8,585	1,901	162	30	2	98	15	1,061	30,537	1,422	4,167	700	2,455	60	248	9,052
10/31/15	18,759	8,589	1,874	166	35	2	108	17	1,057	30,607	1,433	4,191	696	2,470	62	249	9,101
11/30/15	18,841	8,589	1,860	165	37	2	114	17	1,062	30,687	1,429	4,187	706	2,466	62	253	9,103
12/31/15	18,921	8,595	1,856	165	39	4	118	16	1,051	30,765	1,435	4,212	717	2,451	64	253	9,132
01/31/16	18,919	8,589	1,838	169	41	4	120	18	1,046	30,744	1,426	4,179	711	2,456	62	255	9,089
02/29/16	19,064	8,581	1,832	172	41	4	124	18	1,031	30,867	1,428	4,224	711	2,447	63	253	9,126
03/31/16	19,206	8,592	1,836	173	41	4	134	18	1,041	31,045	1,422	4,258	714	2,446	62	260	9,162
04/30/16	19,300	8,610	1,820	178	47	5	140	18	1,025	31,143	1,431	4,271	722	2,449	62	266	9,191
05/31/16	19,410	8,599	1,803	177	46	5	145	20	1,024	31,229	1,446	4,293	723	2,440	63	247	9,212
06/30/16	19,530	8,618	1,787	180	49	5	148	21	1,009	31,347	1,442	4,322	726	2,437	64	242	9,233

# Lead-Based Paint Renovation (LBPR) License

DATE	NEW LICENSES	LICENSES DUE TO EXPIRE	LICENSES RENEWED	RATE OF RENEWAL	TOTAL LICENSEES
Jun-13	67	492	405	82.3%	4,582
Jul-13	40	447	306	68.5%	4,587
Aug-13	40	404	279	69.1%	4,567
Sep-13	45	349	245	70.2%	4,567
Oct-13	38	321	236	73.5%	4,555
Nov-13	33	300	207	69.0%	4,573
Dec-13	28	291	197	67.7%	4,583
Jan-14	49	280	193	68.9%	4,540
Feb-14	39	289	194	67.1%	4,536
Mar-14	33	383	285	74.4%	4,513
Apr-14	56	463	338	73.0%	4,489
May-14	32	506	375	74.1%	4,476
<b>Jun-14</b>	<b>55</b>	<b>554</b>	<b>416</b>	<b>75.1%</b>	<b>4,461</b>
Jul-14	47	437	323	73.9%	4,460
Aug-14	56	384	272	70.8%	4,454
Sep-14	21	341	229	67.2%	4,421
Oct-14	30	326	211	64.7%	4,421
Nov-14	33	297	208	70.0%	4,408
Dec-14	21	272	187	68.8%	4,420
Jan-15	36	286	195	68.2%	4,423
Feb-15	50	290	203	70.0%	4,433
Mar-15	58	368	258	70.1%	4,435
Apr-15	45	446	292	65.5%	4,405
May-15	88	486	308	63.4%	4,401
<b>Jun-15</b>	<b>84</b>	<b>543</b>	<b>322</b>	<b>59.3%</b>	<b>4,360</b>
Jul-15	74	440	241	54.8%	4,327
Aug-15	62	375	196	52.3%	4,318
Sep-15	54	330	169	51.2%	4,305
Oct-15	59	312	173	55.4%	4,293
Nov-15	39	306	185	60.5%	4,263
Dec-15	55	263	157	59.7%	4,214
Jan-16	38	298	176	59.1%	4,189
Feb-16	50	298	200	67.1%	4,201
Mar-16	84	375	228	60.8%	4,238
Apr-16	61	425	293	68.9%	4,250
May-16	57	469	307	65.5%	4,240
<b>Jun-16</b>	<b>76</b>	<b>518</b>	<b>359</b>	<b>69.3%</b>	<b>4,267</b>



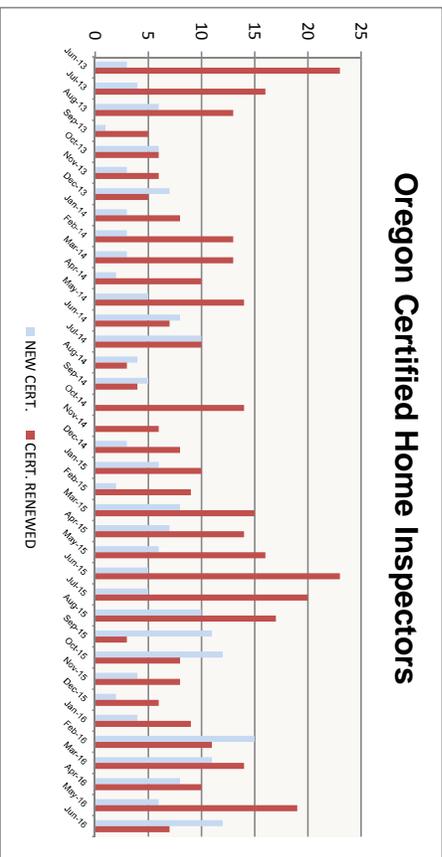
Months	Average Renewal Rate
July 2011 - June 2013	74.5%
July 2013 - June 2015	69.3%
July 2015 - June 2016	60.9%

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

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

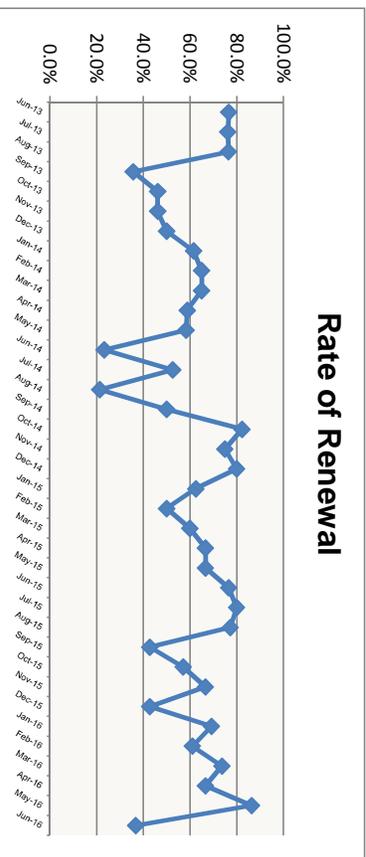
# Oregon Certified Home Inspector (OCHI) Certificates

DATE	NEW CERT.	CERT. DUE TO EXPIRE	CERT. RENEWED	RATE OF RENEWAL	TOTAL CERT.
Jun-13	3	30	23	76.7%	413
Jul-13	4	21	16	76.2%	412
Aug-13	6	17	13	76.5%	417
Sep-13	1	14	5	35.7%	415
Oct-13	6	13	6	46.2%	415
Nov-13	3	13	6	46.2%	412
Dec-13	7	10	5	50.0%	416
Jan-14	3	13	8	61.5%	417
Feb-14	3	20	13	65.0%	413
Mar-14	3	20	13	65.0%	414
Apr-14	2	17	10	58.8%	413
May-14	5	24	14	58.3%	414
Jun-14	8	30	7	23.3%	415
Jul-14	10	19	10	52.6%	426
Aug-14	4	14	3	21.4%	426
Sep-14	5	8	4	50.0%	429
Oct-14	0	17	14	82.4%	430
Nov-14	0	8	6	75.0%	430
Dec-14	3	10	8	80.0%	434
Jan-15	6	16	10	62.5%	435
Feb-15	2	18	9	50.0%	432
Mar-15	8	25	15	60.0%	434
Apr-15	7	21	14	66.7%	443
May-15	6	24	16	66.7%	448
Jun-15	5	30	23	76.7%	449
Jul-15	5	25	20	80.0%	450
Aug-15	10	22	17	77.3%	461
Sep-15	11	7	3	42.9%	475
Oct-15	12	14	8	57.1%	483
Nov-15	4	12	8	66.7%	486
Dec-15	2	14	6	42.9%	484
Jan-16	4	13	9	69.2%	489
Feb-16	15	18	11	61.1%	502
Mar-16	11	19	14	73.7%	511
Apr-16	8	15	10	66.7%	514
May-16	6	22	19	86.4%	519
Jun-16	12	19	7	36.8%	524



**Notes:**

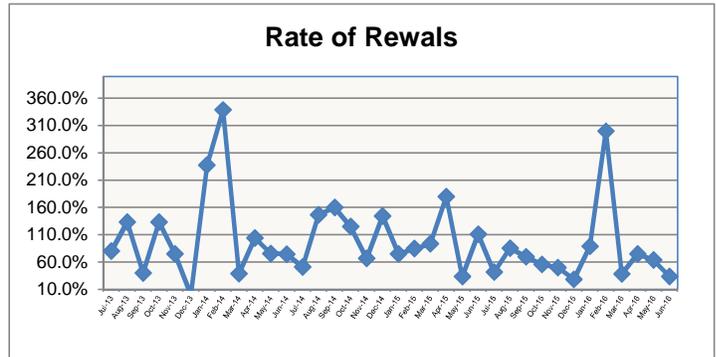
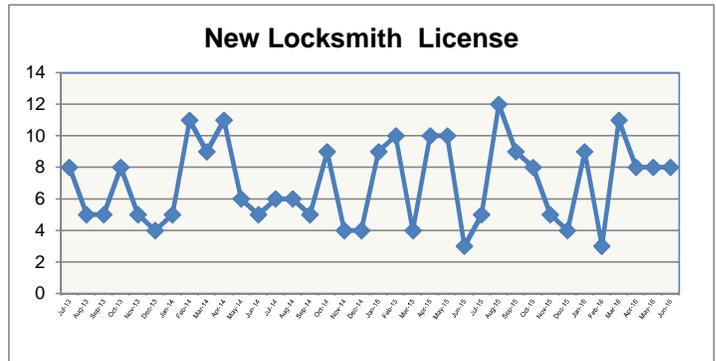
1. Oregon Certified Home Inspector (OCHI) Certificates are issued to individuals that have passed a CCB written test.
2. The cost of the certificate is \$150/2 years; renewal is \$150/2 years.
3. Continuing education (CE), 30 hours must be taken to qualify for renewal of the OCHI Certification.



Average Renewal Rate History		
Months	Average Renewal Rate	
July 2011-June 2013	24	65.5%
July 2013-June 2015	24	58.8%
July 2015-June 2016	11	66.0%

# Oregon Certified Locksmiths (OCLS) Certificates

Jul-13	8	5	4	80.0%	427
Aug-13	5	3	4	133.3%	431
Sep-13	5	10	4	40.0%	434
Oct-13	8	3	4	133.3%	438
Nov-13	5	4	3	75.0%	443
Dec-13	4	4	0	0.0%	444
Jan-14	5	8	19	237.5%	444
Feb-14	11	13	44	338.5%	448
Mar-14	9	77	30	39.0%	447
Apr-14	11	23	24	104.3%	449
May-14	6	33	25	75.8%	447
<b>Jun-14</b>	<b>5</b>	<b>75</b>	<b>56</b>	<b>74.7%</b>	<b>432</b>
Jul-14	6	43	22	51.2%	419
Aug-14	6	15	22	146.7%	424
Sep-14	5	5	8	160.0%	428
Oct-14	9	16	20	125.0%	428
Nov-14	4	6	4	66.7%	428
Dec-14	4	9	13	144.4%	427
Jan-15	9	12	9	75.0%	428
Feb-15	10	13	11	84.6%	445
Mar-15	4	15	14	93.3%	453
Apr-15	10	5	9	180.0%	467
May-15	10	6	2	33.3%	488
<b>Jun-15</b>	<b>3</b>	<b>9</b>	<b>10</b>	<b>111.1%</b>	<b>488</b>
Jul-15	5	12	5	41.7%	494
Aug-15	12	7	6	85.7%	500
Sep-15	9	10	7	70.0%	503
Oct-15	8	9	5	55.6%	509
Nov-15	5	8	4	50.0%	509
Dec-15	4	7	2	28.6%	512
Jan-16	9	9	8	88.9%	516
Feb-16	3	14	42	300.0%	512
Mar-16	11	73	28	38.4%	496
Apr-16	8	28	21	75.0%	494
May-16	8	33	21	63.6%	491
<b>Jun-16</b>	<b>8</b>	<b>62</b>	<b>21</b>	<b>33.9%</b>	<b>481</b>



Average Renewal Rate History		
	<u>Months</u>	<u>Average Renewal Rate</u>
Jan 2012 - June 2013	18	81.7%
July 2013 - June 2015	24	87.6%
July 2015 - June 2016	11	62.5%

**Note:**

1. Any person who services, installs, repairs, rebuilds, rekeys, repins or adjusts locks, hardware peripheral to locks, safes, vaults, safe deposit boxes or mechanical or electronic security systems, unless exempt needs a lock smith license.
2. The online Locksmith Certification test consists of 80 questions that "test to 100%" to test competency and an adult learning tool.
3. Applicants fill out criminal history information.

**4. Fees:**

- **First-time Certification Fees:** \$60 Application, \$60 Testing, and \$60 two-year certification issuance for a total of \$180.
- **Online Certification Renewals** are \$60 for two year certification.

# CONSTRUCTION CONTRACTORS BOARD

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



## Memorandum

**To:** Construction Contractors Board  
**From:** Cheryl Martinis  
**Date:** July 15, 2016  
**Subject:** Communications/Education updates

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### Communications

- *Guide to Becoming a Licensed Contractor*. Thanks to multiple people, we have a *draft* written guide to our licensing process. Most of this information is already online; this publication is intended to meet these needs:
  - Handout at trade shows when someone asks what it takes to become a contractor.
  - Handout for prelicense educators teaching “live” classes.
  - Available to board members or others who might be asked about our process.

### Continuing Education

- Now that most of the education providers have decided whether to sign on for another two years (the bulk of initial two-year contracts under the current CE program ended late last year or early this year), we have 19 education providers. This is for both A and B classes. The proposed legislative changes to residential continuing education should greatly expand contractors’ choices of education providers and classes and enhance contractors’ ability to find relevant classes.

### Pre-license education

- We are busy reviewing the updated curriculums of providers. This is part of the transition to a new manual and updated test on Sept. 1.
- Number of pre-license educators: 32 (We review closer to 25 curriculums because some of them contract for curriculum and use the same contractor.)
- We will be revising the website list of pre-license educators to include the prices charged.

### Fall outreach

There are fewer trade shows in the fall than in the spring but we plan to attend shows in Portland, Eugene, Albany and Salem. We have booked or are attempting to book three-hour CCB classes in:

- Bend (TBD)
- Eugene (TBD)
- Medford (Sept. 28)
- Salem (Nov. 3)
- Wilsonville (Nov. 9)

We post class information on our website once we confirm a location.

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## Memorandum

**To:** Construction Contractors Board  
**From:** Stan Jessup, Enforcement Manager  
**Date:** July 11, 2016  
**Subject:** Enforcement Update

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Our two newly hired Compliance Officers are currently doing a great job and the file completion time is dropping. I am very pleased with the progress they are making after just a short time on the job.

Since May 2016 files over 90 days old have dropped by roughly one third and unworked files are at the lowest point they have been in years.

The Compliance section is now fully staffed and this completes the organizational changes in that section of Enforcement.

At the June board meeting, the board authorized the agency to withdraw Final Order 111011 against Red Gap Holdings LLC and replace it with a Final Order incorporating a settlement agreement to suspend a portion of the civil penalty with a no violation clause for a period of 2 years. The settlement agreement is now in place and the Respondent must either become a licensed Developer or use the sister business (C & K Homes LLC) as the seller in real estate sales in order to give the buyer access to CCB remedies for defects.

In the Field Investigation section, we have filled the Eastern Oregon position and the new investigator is currently in training. He will be located near La Grande Oregon performing field site checks and ultimately dispute mediations in the northeast section of the state.

By cross training select staff in the field to perform both site checks 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.

We also have three anticipated retirements in DRS and Compliance over the next year or so. Because of this you can expect to see more information on recruitments as we move closer to the spring of 2017.

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## Memorandum

**To:** Construction Contractors Board  
**From:** Cindy Mora, Fiscal Analyst  
**Date:** July 27, 2016  
**Subject:** Budget and Section Report

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### Budget

The Construction Contractors Board is currently finalizing the 2017-19 Agency Request Budget (ARB).

- **Budget Report for April 2016:**
  - ◆ Actual Revenue \$720,324
  - ◆ Actual Expenditures \$564,148
- **Budget Report for May 2016:**
  - ◆ Actual Revenue \$720,959
  - ◆ Actual Expenditures \$534,027
- **Budget Report for June 2016:**
  - ◆ Actual Revenue \$750,461
  - ◆ Actual Expenditures \$537,338
- **Biennial Budget Summary**
  - ◆ Actual current Revenue for the biennium: \$7,785,831, which is ahead of Projected Revenue for the 2015-17 biennium.
  - ◆ Actual current Expenditures for the biennium: \$6,390,756, which is slightly below Projected Expenses for the 2015-17 biennium.