

**Construction Contractors Board**

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State of Oregon  
Honorable Kate Brown, Governor



Jim Denno, Administrator



**DRAFT**  
**9/15/2016**

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

**Wednesday, September 28, 2016**

9:30 a.m. – 11:00 a.m.

201 High St SE, 1<sup>st</sup> Floor, Hearings Room, Salem, Oregon

	<b>Page</b>
<b>Meeting Called to Order</b>	
<b>Approval of the Agenda</b> .....	<b>ACTION ITEM</b> (pg 1)
<b>Approval of the Minutes (7/27/16)</b> .....	<b>ACTION ITEM</b> (pg 2)
<b>Board Calendar:</b>	
Next Meeting: October 26, 2016 (Board Room, Beardsley Building, 1st floor) .....	(pg 4)
 <b>Public Comment</b>	
<b>Agency Reports</b>	
1. Agency Update (Jim Denno) .....	(pg 5)
2. 5 Year Rule Review (Kathi Dahlin).....	(pg 12)
3. Administrator's Performance Eval (Barb Maras).....	(no attachment)
2. Licensing (Laurie Hall)	
a. CCB Licensing Statistics.....	(pg 19)
b. Monthly stats for August and September .....	(pg 20)
3. Communication & Education (Cheryl Martinis)	
a. Communications/Education Updates .....	(pg 27)
b. August 10, 2016 Press Release .....	(pg 29)
4. Enforcement (Stan Jessup)	
a. Enforcement Update.....	(pg 31)
5. Administrative Services (Cindy Mora)	
a. Budget.....	(pg 32)
 <b>Old Business</b>	
<b>New Business</b>	
1. KPM 10-Best Practices for Boards and Commissions (Catherine Dixon).....	(pg 33)

**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**

**8-5-16**

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

The Construction Contractors Board (CCB) met in teleconference on Wednesday, July 27, 2016, in the Board Room on the 6<sup>th</sup> floor at 201 High Street SE, Salem, Oregon.

**Attendees:**

**Board members present:** Board Chair, Jim Patrick and Kimberly Wood

**Board members appearing by phone:** Jim Kitchin, Eric Olson, Susan Steward.

**Staff:** Administrator Jim Denno, Communications & Education Manager Cheryl Martinis, Enforcement Manager Stan Jessup, Licensing Manager Laurie Hall, Board Secretary Leslie Culpepper, Assistant Attorney General Catriona McCracken.

**Guests:** Bonnie Sullivan, Kirsten Adams

**A. MEETING CALLED TO ORDER:**

Chair Patrick called the meeting to order at 9:34 a.m.

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

**MOTION:** Board Member Kimberly Wood moved to approve the agenda. Chair Patrick moved to second. Motion carried unanimously.

**C. APPROVAL OF MINUTES:**

**MOTION:** Board Member Kimberly Wood moved to accept the May 16, 2016 Board meeting minutes. Board Member Jim Kitchin moved to second the motion. Motion carried unanimously.

**MOTION:** Board Member Kimberly Wood moved to accept the June 29, 2016 Board meeting minutes. Board Member Jim Kitchin moved to second the motion. Motion carried unanimously.

**D. DATE OF NEXT REGULARLY SCHEDULED MEETING:** The next meeting is scheduled for August 24, 2016 in the Hearings Room on the first floor at 201 High Street SE, Salem, Oregon.

**E. PUBLIC COMMENT:**

**1. There were no public comments.**

**F. AGENCY REPORTS:**

**1. Agency Update**

Administrator Jim Denno

The agency is preparing to turn in the Agency Request Budget. A group of agencies' staff will meet together on Friday, July 29 to discuss lead paint program issues. This will be the first meeting of that group. HR analyst Barb Maras will come to the Board meeting to discuss the annual review of the administrator.

## **2. Licensing**

Licensing Manager, Laurie Hall

The licensing numbers continue to slowly increase. The process to contract for a Business Analyst to document agency licensing and enforcement processes for the new database project has been initiated.

## **3. Communication & Education**

Communication and Education Manager, Cheryl Martinis

A draft guide for the licensing process has been written. A copy will be sent to the Board members.

There are 19 educators providing CE for contractors. People call fairly often to find out more about becoming CE educators, but are often deterred by the fees. The proposed CE legislation will make it possible for more providers to participate in the program.

Providers will begin teaching the content for the new manual and new test in mid-August.

## **4. Enforcement**

Stan Jessup, Enforcement Manager

New staff is working out well. File process time is dropping.

## **5. Administrative Services**

Jim Denno, CCB Administrator, reviewed the budget update report.

## **G. OLD BUSINESS**

- 1. No old business.**

## **H. NEW BUSINESS**

- 1. No new business.**

## **I. ADJOURNED:**

The meeting adjourned at 9:53 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 - CANCELLED		1st Floor Hearings Room
28-Sep	Teleconference Board Meeting	KPM 10 – Best practices survey finalized	1st Floor Hearings 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  
Salem, OR 97309-5052  
503-378-4621  
503-373-2007 FAX



## Memorandum

**To:** Construction Contractors Board  
**From:** Jim Denno, Administrator  
**Date:** September 19, 2016  
**Subject:** Agency Update: Continuing Education Legislative Concept

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We have received our legislative concept for residential continuing education back from the Office of Legislative Counsel.

To briefly review the background on the continuing education program, in 2005 the Oregon legislature created the Task Force on Construction Claims. The Task Force studied problems in the construction industry. In 2007, the Task Force issued a report concluding that defects in constructing the building envelope were resulting in construction claims, higher insurance costs, and poor consumer confidence in the construction industry. In part, the construction issues were attributed to insufficient contractor education.

The 2007 Oregon legislature passed laws requiring, for the first time, continuing education for construction contractors. Starting July 1, 2010, continuing education became mandatory for commercial contractors. Under separate legislation the CCB was tasked with developing continuing education requirements for residential contractors. These requirements took effect October 1, 2011.

Since that time, Oregon has struggled to find the proper mix of requirements that are meaningful for residential contractors without being onerous.

During 2015 the agency analyzed recurring complaints about the residential continuing education requirements, internal problems with the CE program, surveyed contractors, and worked with stakeholders on revisions to the requirements that would make continuing education for residential contractors more meaningful, more flexible and more cost effective. It was understood that a combination of rule revisions and amendments to the statute would be needed to address these issues. In August 2015 the board approved an action plan that would:

- Allow residential contractors more flexibility to choose the courses they consider the most beneficial and relevant to their businesses.

- Allow residential contractors holding multiple Oregon state licenses to have their other license CE count toward the CCB's requirement.
- Allow the agency to offer the three-hour CCB-required course at no cost, eliminating the \$15/hour fee currently charged.
- Encourage participation in the program by more and varied education providers, resulting in more course variety and selection, by eliminating provider approval processes and fees.
- Establish continuing education record keeping and auditing requirements to ensure compliance.

The agency passed rule revisions in 2016 dealing with some of these issues, and a legislative concept was developed for the 2017 legislative session.

Legislative Concept 691 for the 2017 Regular Session is attached.

# D R A F T

## SUMMARY

Revises continuing education requirement for residential contractors. Applies to continuing education taken on or after January 1, 2018. Creates exception.

Declares emergency, effective on passage.

## A BILL FOR AN ACT

1  
2 Relating to residential contractor continuing education; creating new pro-  
3 visions; amending ORS 701.082, 701.265 and 701.267; and declaring an  
4 emergency.

5 **Be It Enacted by the People of the State of Oregon:**

6 **SECTION 1.** ORS 701.082 is amended to read:

7 701.082. (1)(a) Except as provided in subsections (2) and [~~(6)~~] **(7)** of this  
8 section and ORS 701.083, to qualify for the renewal of a residential contrac-  
9 tor license the licensee must complete eight hours of continuing education  
10 during the two-year licensing period preceding the renewal.

11 (b) Three of the hours required under paragraph (a) of this subsection  
12 must be education **provided or approved by the Construction Contractors**  
13 **Board** regarding laws, regulations and business practices **or regarding one**  
14 **or more other subjects identified by the board by rule.** The [*Construction*  
15 *Contractors*] board shall develop **or approve** materials for the education  
16 **described in this paragraph.** [*The education must be offered by the board*  
17 *or by an approved continuing education provider acting under an agreement*  
18 *with the board.*]

19 (c) Five of the hours required under paragraph (a) of this subsection must

**NOTE:** Matter in **boldfaced** type in an amended section is new; matter [*italic and bracketed*] is existing law to be omitted. New sections are in **boldfaced** type.

1 be education [*from approved providers and be courses the board has approved*  
2 *as continuing education*] **approved by the board** regarding one or more of  
3 the following:

4 (A) Construction business practices.

5 (B) Marketing.

6 (C) Customer service.

7 (D) Accounting.

8 (E) Business law.

9 (F) Bidding.

10 (G) Building codes.

11 (H) Safety.

12 (I) Energy efficiency.

13 (J) Trade specific subjects, such as roofing, excavation or exterior shell  
14 construction.

15 (K) Other subjects that the board determines by rule to be appropriate.

16 [(2)(a)] **(2)** In addition to completing the continuing education required  
17 under subsection (1) of this section, to qualify for the renewal of a residen-  
18 tial contractor license the licensee must complete an additional eight hours  
19 of continuing education during the two-year licensing period preceding the  
20 renewal if the residential contractor [*was not licensed by the board as a res-*  
21 *idential contractor during any part of the six-year period immediately preced-*  
22 *ing the renewal*] **does not have six or more years of cumulative**  
23 **experience as a residential contractor in this state on or before the**  
24 **date of the renewal application.**

25 [(b)] **(3)** Continuing education that is required of a residential contractor  
26 under [*paragraph (a) of this subsection must be offered by an approved con-*  
27 *tinuing education provider or the board. The education may be in any subject*  
28 *described in subsection (1) of this section related to construction or the busi-*  
29 *ness of the residential contractor.*] **this section may be provided by public**  
30 **agencies, business associations, construction material suppliers, con-**  
31 **struction product manufacturers, private education companies, pro-**

1 **fessional societies, post-secondary education institutions, trade**  
2 **associations or trade schools. Continuing education required under**  
3 **subsection (1)(b) of this section may also be provided by the board.**

4 [(3)] (4) A residential contractor applying for the renewal of a license  
5 shall certify the number of continuing education hours completed by the  
6 contractor during the two-year period immediately preceding the renewal.  
7 The board may require verification [of] **or conduct an audit of the** certified  
8 continuing education hours [described in subsection (1)(c) of this section] **to**  
9 **ensure compliance. The residential contractor shall maintain continu-**  
10 **ing education records as required by the board by rule.**

11 [(4)] (5) Notwithstanding subsections (1) to [(3)] (4) of this section, the  
12 board may adopt rules to adjust the period allowed for the completion of  
13 continuing education when the renewing residential contractor holds a  
14 lapsed license described under ORS 701.063 (4).

15 [(5)] (6) Subsections (1) to [(4)] (5) of this section do not apply to a resi-  
16 dential contractor endorsed only as a residential developer.

17 [(6)] (7) The board may exempt residential contractors from continuing  
18 education requirements under this section. The board may create exemptions  
19 under this subsection by rule or may grant an exemption on a case-by-case  
20 basis.

21 **SECTION 2.** ORS 701.265 is amended to read:

22 701.265. (1) The Construction Contractors Board [shall] **may** adopt rules  
23 establishing a continuing education system for residential contractors li-  
24 censed by the board. The rules [shall] **may** include, but need not be limited  
25 to, minimum standards [to be met:] **for providers and for courses that the**  
26 **board approves as continuing education.**

27 (2) **A residential contractor who takes a continuing education**  
28 **course to meet requirements for other professional licensing under**  
29 **this or another chapter may request that the board approve and credit**  
30 **the course for purposes of ORS 701.082.**

31 [(a) *By approved providers of continuing education; and*]

1 [(b) *By courses that the board approves as continuing education.*]

2 [(2) *In establishing the continuing education system, the board may give*  
3 *consideration to any continuing education program adopted by national con-*  
4 *struction licensing trade associations.*]

5 **SECTION 3.** ORS 701.267 is amended to read:

6 701.267. (1) The Construction Contractors Board may enter into agree-  
7 ments with [*approved continuing education providers for the providers to offer*  
8 *education developed by the board under ORS 701.082 (1)(b)*] **providers de-**  
9 **scribed in ORS 701.082 (3) for the provision of continuing education**  
10 **courses.** The agreements may provide for the board to collect payment from  
11 the providers for the use of the education materials developed by the board.

12 [(2) *In determining whether to approve an entity as a provider of continuing*  
13 *education that is required under ORS 701.082 (1)(c), the board shall*  
14 *consider:*]

15 [(a) *Instructor qualifications; and*]

16 [(b) *Attendance verification procedures.*]

17 [(3) *In determining whether to approve a course as continuing education*  
18 *described in ORS 701.082 (1)(c), the board shall consider the course content.*]

19 [(4) *In determining any process for approving an entity as a provider of*  
20 *continuing education that is not required under ORS 701.082 (1), the board*  
21 *may consider attendance verification procedures.*]

22 [(5)] **(2)** The board may determine the number of continuing education  
23 hours to be credited to a continuing education course or to a specialized  
24 education program described in ORS 701.083.

25 [(6) *The board may establish reasonable fees for approvals of entities as*  
26 *continuing education providers, approvals of continuing education courses and*  
27 *approvals of specialized education programs described in ORS 701.083 and*  
28 *reasonable fees for any continuing education courses offered by the board. The*  
29 *board may charge an approved provider a reasonable fee for each attendee*  
30 *completing course hours in approved continuing education to cover board costs*  
31 *associated with administering the residential contractor continuing education*

1 *system.]*

2 **(3) The board may establish reasonable fees for any continuing ed-**  
3 **ucation courses offered by the board. However, the board may charge**  
4 **the fees only if moneys from license and renewal fees are not sufficient**  
5 **to cover the cost to the board of providing the continuing education.**

6 **SECTION 4. (1) The amendments to ORS 701.082, 701.265 and 701.267**  
7 **by sections 1 to 3 of this 2017 Act apply to continuing education taken**  
8 **on or after January 1, 2018.**

9 **(2) Notwithstanding subsection (1) of this section and ORS 701.082,**  
10 **the Construction Contractors Board may grant full or partial contin-**  
11 **uing education credit for educational courses completed before Janu-**  
12 **ary 1, 2019, that do not comply with ORS 701.082 or board rules.**

13 **(3) Notwithstanding subsection (1) of this section and ORS 701.082,**  
14 **for a license term beginning on or after January 1, 2016, and before**  
15 **January 1, 2018, a residential contractor may qualify for renewal by**  
16 **satisfying continuing education requirements under ORS 701.082 or**  
17 **under ORS 701.082 as set forth in the 2015 Edition of Oregon Revised**  
18 **Statutes.**

19 **SECTION 5. This 2017 Act being necessary for the immediate pres-**  
20 **ervation of the public peace, health and safety, an emergency is de-**  
21 **clared to exist, and this 2017 Act takes effect on its passage.**

22

# CONSTRUCTION CONTRACTORS BOARD

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## Memorandum

**To:** Construction Contractors Board  
**From:** Kathleen Dahlin, Policy Analyst  
**Date:** September 16, 2016  
**Subject:** Five Year Rule Review: Rules Adopted in 2012

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### ***A. Agencies are Required to Review Rules Within Five Years of Adoption***

Agencies must review new rules, with some exceptions, within five years of adoption. This requirement **does not** apply to rules that were **amended or repealed**, rather than adopted, five years ago. The statute that sets forth the rule review requirement is ORS 183.405.<sup>i</sup>

This requires that, no later than 2017, the Construction Contractors Board (CCB) must review the rules it adopted in 2012. As in previous years, I performed this review on behalf of the agency. This is my report to the board.

### ***B. Review Criteria***

When an agency reviews a rule under this provision, the agency must consider four factors:

1. Whether the rule has had its intended effect;
2. Whether the agency overestimated or underestimated the rule's fiscal impact;
3. Whether subsequent changes in the law require a change in the rule; and
4. Whether the rule continues to be necessary.

### ***C. What CCB Did to Review the 2012 Rules***

First, I located each rule that was newly adopted in 2012. There are 2 such rules, OAR 812-009-0185 and 812-009-0350. The first rule applies to (old) DRS contested cases. The second rule applies to enforcement contested cases. The rules contain identical language.

For each rule, I reviewed the following documents.<sup>ii</sup>

1. The language of each rule;
2. The corresponding “Notice of Proposed Rulemaking”;
3. The corresponding “Statement of Need and Fiscal Impact”; and
4. The corresponding “Housing Cost Impact Statement.”

Next, I prepared a separate document for each rule, containing the following information:

1. Rule number;
2. Language of the rule;
3. Date adopted;
4. Date reviewed;
5. Whether there was an advisory committee used in the review;
6. Did the rule achieve its intended effect;
7. What was the estimated fiscal impact of the rule;
8. What was the actual fiscal impact of the rule;
9. Whether there have been changes in the law that require the rule to be amended or repealed; and
10. Whether the rule is still necessary.

#### ***D. What CCB Found in Reviewing the 2012 Rules***

In each case, CCB adopted the rules without the use of an advisory committee. Therefore, there is no need under ORS 183.405 to provide a review of this report to an advisory committee.

In each case, the rule achieved its intended effect. The rules had no fiscal impact. In each case, the result was the same as that estimated in the 2012 filings.

There have not been any law changes that require the CCB to amend or repeal these rules, newly adopted in 2012.

#### ***E. Necessity for Retaining 2012 Rules***

With respect to the two rules, the board should retain the rules and necessary and effective to operate the corresponding programs.

<sup>i</sup> ORS 183.405 provides that:

(1) Not later than five years after adopting a rule, an agency shall review the rule for the purposes of determining:

- (a) Whether the rule has had the intended effect;
- (b) Whether the anticipate fiscal impact of the rule was underestimated or overestimated;

(c) Whether subsequent changes in the law require that the rule be repealed or amended; and

(d) Whether there is a continued need for the rule.

(2) An agency shall utilize available information in complying with the requirements of subsection (1) of this section.

(3) If an agency appoints an advisory committee pursuant to ORS 183.333 for consideration of a rule subject to the requirements of this section, the agency shall provide the advisory committee with a report on a review of the rule conducted under this section.

(4) The provisions of this section do not apply to the amendment or repeal of a rule.

(5) The provisions of this section do not apply to:

(a) Rules adopted to implement court orders or the settlement of civil proceedings;

(b) Rules that adopt federal laws or rules by reference;

(c) Rules adopted to implement legislatively approved fee changes; or

(d) Rules adopted to correct errors or omissions.

<sup>ii</sup> The relevant documents reviewed include the "Notice of Proposed Rulemaking," the "Statement of Need/Fiscal Impact," and the "Housing Cost Impact Statement" dated April 17, 2012.

**Rule Number: OAR 812-009-0185**

**812-009-0185**

**Amended Proposed Order or Final Order after Hearing**

In accordance with OAR 137-003-0655(7), the agency exempts from the 90-day requirement for an amended proposed order or final order all cases in which written exceptions are filed with the board. In these cases, 90 days normally is an insufficient time in which to issue an amended proposed order or final order.

Stat. Auth.: ORS 183.341, 670.310, 701.235 & 701.992

Stats. Implemented: ORS 183 & ORS 701

(4/12 eff. 5/1/12)

**Date Adopted:** 4/17/12

**Date Reviewed:** 9/16/16

Advisory committee used? Yes  No

1. Did the rule achieve its intended effect? Yes  No

a. What was the intended effect? The intended effect was to create an exemption from the 90-day requirement to issue an amended proposed or final order. The standard is established by rules adopted to implement the Oregon Administrative Procedures Act (APA). OAR 137-003-0655(7), provides, in relevant part, that:

“The agency should issue an amended proposed order or a final order within 90 days of the date of the proposed order. When an agency will not issue an amended proposed order or final order within 90 days of the proposed order, the agency shall give written notice to the administrative law judge and all parties of the date by which the agency expects to issue the amended proposed order or the final order. \* \* \* *An agency may adopt a rule exempting classes of cases from the requirements of this subsection upon the agency’s determination that, due to the nature of the cases, 90 days normally is an insufficient time in which to issue an amended proposed or final order.* \* \* \*” (Emphasis added).

b. How did the rule succeed or fail in achieving this effect? The rule succeeded in achieving this effect by allowing sufficient time for Dispute Resolution Service (DRS) proposed orders to be considered by the board or its appeal committee before issuing a proposed amended or final order. As a practical matter, there are probably no more than a handful of outstanding proposed orders since the 2011 legislature changed the DRS process to require a court judgment. When the other pre-2011 DRS rules are repealed, this rule should also be repealed.

2. The fiscal impact statement was: “The rule changes have no known fiscal or economic impact on state agencies, units of local government or the public. The rule changes do



**Rule Number: OAR 812-009-0350**

**812-009-0350**

**Amended Proposed Order or Final Order after Hearing**

In accordance with OAR 137-003-0655(7), the agency exempts from the 90-day requirement for an amended proposed order or final order all cases in which written exceptions are filed with the board. In these cases, 90 days normally is an insufficient time in which to issue an amended proposed order or final order.

Stat. Auth.: ORS 183.341, 670.310, 701.235 & 701.992

Stats. Implemented: ORS 183 & ORS 701

(4/12 eff. 5/1/12)

**Date Adopted:** 4/17/12

**Date Reviewed:** 9/16/16

Advisory committee used? Yes  No

1. Did the rule achieve its intended effect? Yes  No

- a. What was the intended effect? The intended effect was to create an exemption from the 90-day requirement to issue an amended proposed or final order. The standard is established by rules adopted to implement the Oregon Administrative Procedures Act (APA). OAR 137-003-0655(7), provides, in relevant part, that:

“The agency should issue an amended proposed order or a final order within 90 days of the date of the proposed order. When an agency will not issue an amended proposed order or final order within 90 days of the proposed order, the agency shall give written notice to the administrative law judge and all parties of the date by which the agency expects to issue the amended proposed order or the final order. \* \* \* *An agency may adopt a rule exempting classes of cases from the requirements of this subsection upon the agency’s determination that, due to the nature of the cases, 90 days normally is an insufficient time in which to issue an amended proposed or final order. \* \* \**” (Emphasis added).

- b. How did the rule succeed or fail in achieving this effect? The rule succeeded in achieving this effect by allowing sufficient time for CCB-Enforcement proposed orders to be considered by the board or its appeal committee before issuing a proposed amended or final order.

2. The fiscal impact statement was: “The rule changes have no known fiscal or economic impact on state agencies, units of local government or the public. The rule changes do not increase the reporting, recordkeeping or other administrative activities for businesses. The rule changes will not increase costs of compliance for businesses. The rule changes will not increase the cost of a new single-family dwelling.”



## **CCB LICENSING STATISTICS AS OF 9/1/16**

### **LICENSES/ENDORSEMENTS**

<b>ENDORSEMENT TYPE</b>	<b>NUMBER</b>
Residential General	19,723
Residential Specialty	8,604
Residential Limited	1,766
Residential Developer	185
Residential Locksmith Services	52
Residential Home Inspector Services	158
Residential Home Services Contractors	23
Residential Home Energy Performance Score Contractors	6
Inactive	1,002
<b>TOTAL RESIDENTIAL LICENSEES</b>	<b>31,519</b>
Commercial General Level 1	1,473
Commercial General Level 2	4,343
Commercial Specialty Level 1	736
Commercial Specialty Level 2	2,444
Commercial Developer	61
Inactive	233
<b>TOTAL COMMERCIAL LICENSEES</b>	<b>9,290</b>
<b>TOTAL ACTIVE &amp; INACTIVE LICENSEES (Number is lower than total of residential + commercial licensees since some hold both endorsements.)</b>	<b>36,384</b>

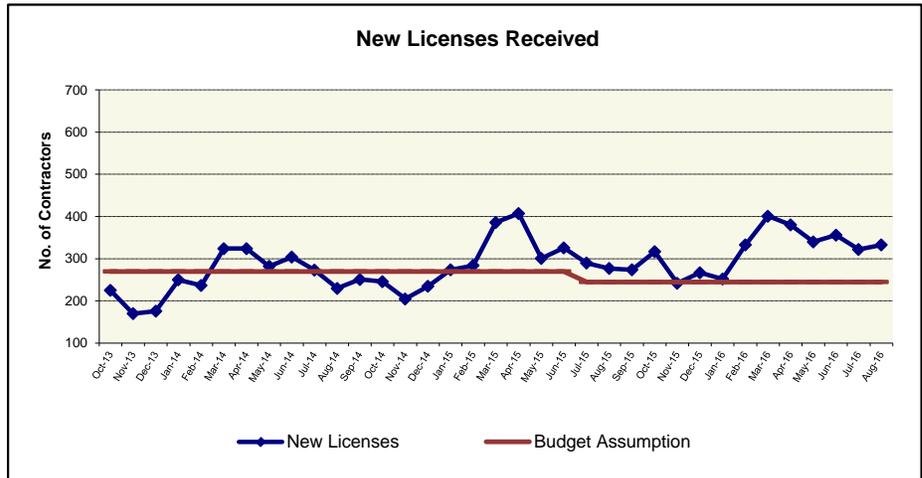
### **LICENSES/SPECIALTY**

Lead Base Paint Renovator (LBPR)	4,221
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### **CERTIFICATIONS**

Home Inspectors	526
Locksmiths	472
EEAST	30
Home Energy Assessors	15

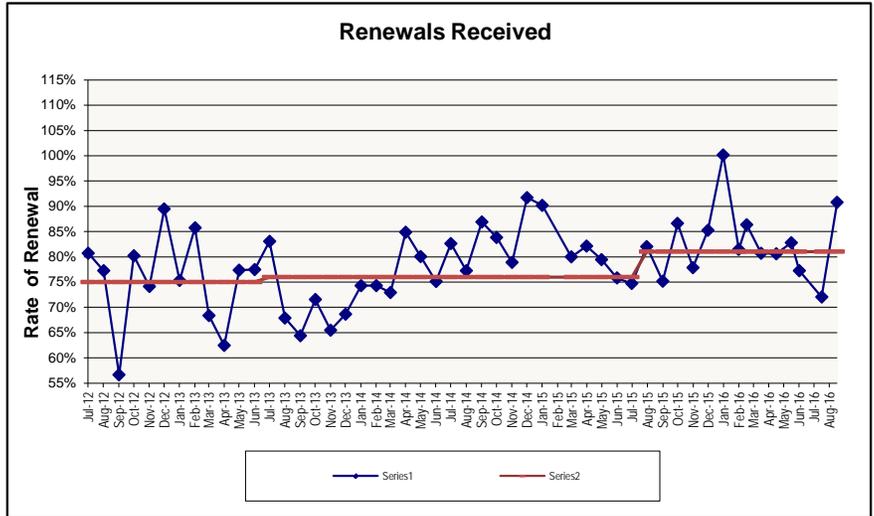
Month/ Year	New License Total	Active + Inactive License Total	No. Expired
Oct-13	225	34,578	265
Nov-13	170	34,534	270
Dec-13	176	34,428	210
Jan-14	250	34,466	268
Feb-14	237	34,459	272
Mar-14	324	34,511	369
Apr-14	324	34,554	340
May-14	282	34,538	338
Jun-14	304	34,591	330
Jul-14	273	34,657	254
<b>Aug-14</b>	<b>230</b>	<b>34,652</b>	<b>233</b>
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
Jun-15	326	35,236	442
Jul-15	290	35,315	410
<b>Aug-15</b>	<b>277</b>	<b>35,320</b>	<b>429</b>
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
Jun-16	356	36,202	456
Jul-16	322	36,234	410
<b>Aug-16</b>	<b>333</b>	<b>36,384</b>	<b>401</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 - August 31, 2016	14	4,384	313

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

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%
Jun-13	1,826	1,415	77.5%
Jul-13	1,587	1,318	83.0%
<b>Aug-13</b>	<b>1,568</b>	<b>1,064</b>	<b>67.9%</b>
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%
Jun-14	1,882	1,414	75.1%
Jul-14	1,514	1,251	82.6%
<b>Aug-14</b>	<b>1,386</b>	<b>1,071</b>	<b>77.3%</b>
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%
Jun-15	1,676	1,252	74.7%
Jul-15	1,491	1,223	82.0%
<b>Aug-15</b>	<b>1,462</b>	<b>1,099</b>	<b>75.2%</b>
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%
Jun-16	1,878	1,451	77.3%
Jul-16	1,542	1,111	72.0%
<b>Aug-16</b>	<b>1,423</b>	<b>1,292</b>	<b>90.8%</b>



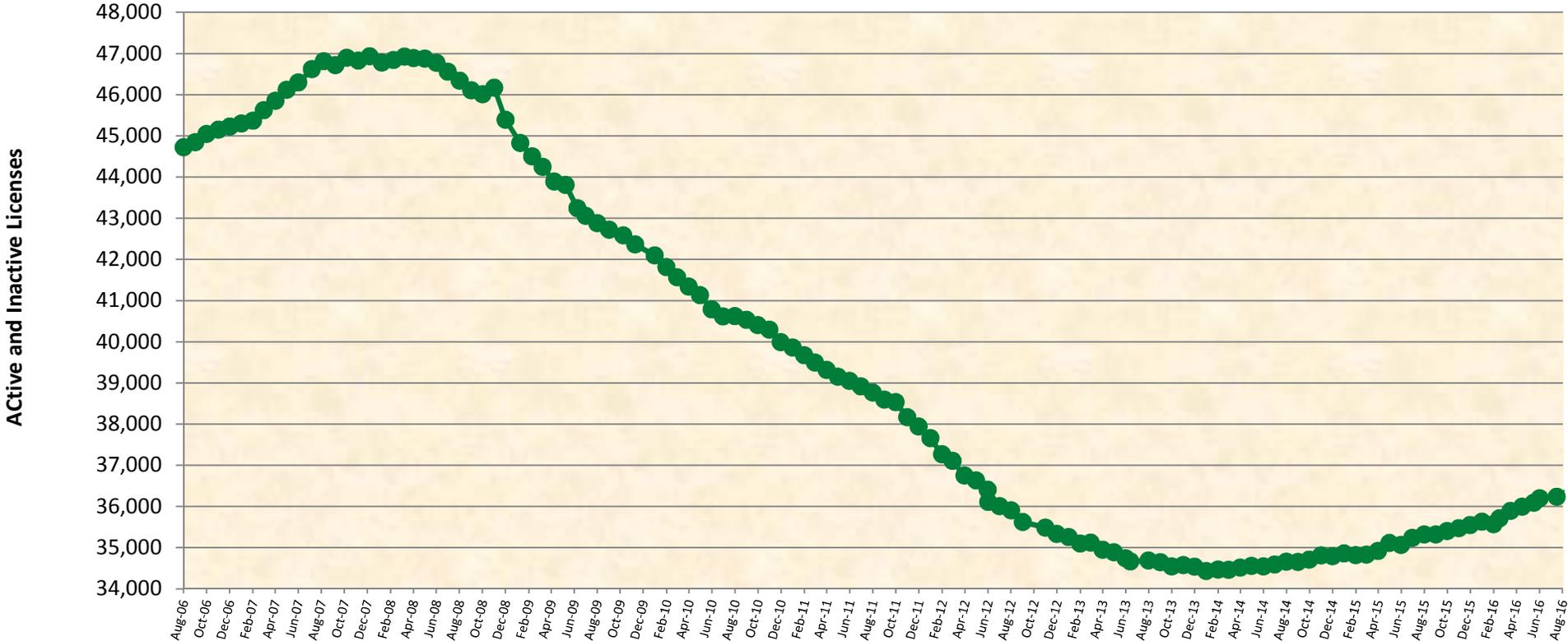
Average Renewal Rate History		
	<u>No. of Months</u>	<u>Average Renewal Rate</u>
a. July 2001 - June 2003	24	76.3%
b. July 2003 - June 2005	24	83.4%
c. July 2005 - June 2007	24	81.7%
d. July 2007 - June 2009	24	77.1%
e. July 2009 - June 2011	24	75.5%
f. July 2011 - June 2013	24	73.9%
<b>g. July 2013 - June 2015</b>	<b>24</b>	<b>77.8%</b>
<b>h. July 2015 - August 2016</b>	<b>14</b>	<b>82.3%</b>

**Projected Budget Information**

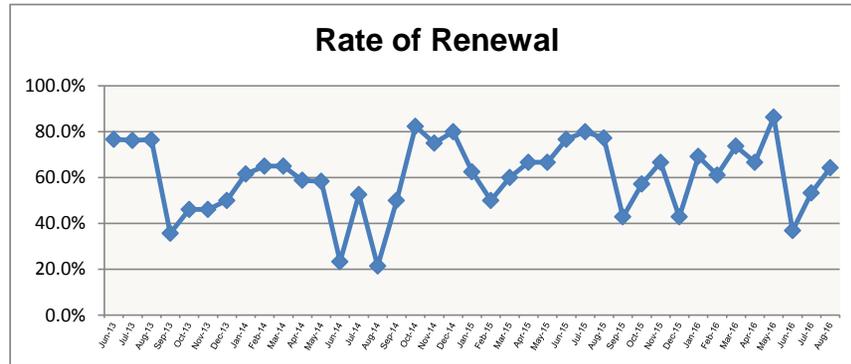
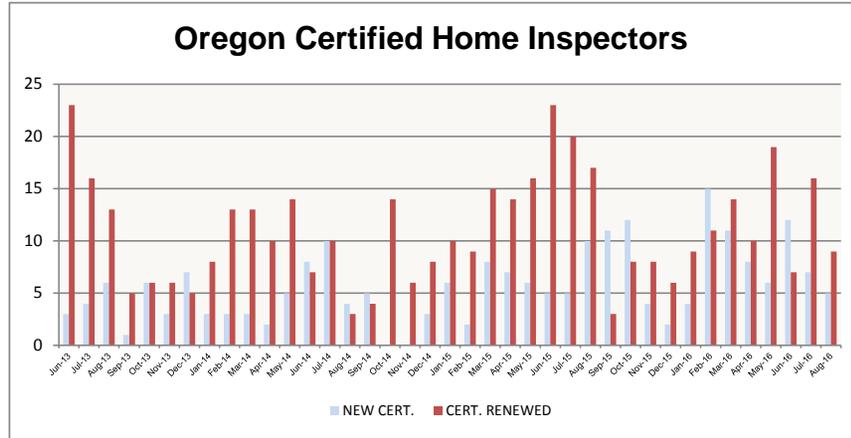
- a. 2001-03 budget based on average 70% renewal rate
- b. 2003-05 budget based on average 75% renewal rate
- c. 2005-07 budget based on 80% renewal rate
- d. 2007-09 budget based on 80% renewal rate
- e. 2009-11 budget based on 75% renewal rate
- f. 2011-13 budget based on 75% renewal rate
- g. 2013-15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

Month Ending	Residential										Commerical						
	Resid General	Resid Specialty	Resid Limited	Resid Developer	Resid Locksmith Svcs	Home Energy Perfrm. Score Contr.	Home Inspec Svcs Contr	Home Svcs Contr	Inactive	Total Resid	Comm Gen Level 1	Comm Gen Level 2	Comm Specialty 1	Comm Specialty 2	Comm Developer	Inactive	Total Comm
09/30/13	17,339	8,694	2,141	134					1,351	29,659	1,403	4,013	692	2,475	56	310	8,949
10/31/13	17,386	8,681	2,133	137					1,330	29,667	1,395	4,025	697	2,469	55	308	8,949
11/30/13	17,360	8,682	2,124	136					1,304	29,606	1,399	4,034	697	2,478	55	310	8,973
12/31/13	17,346	8,639	2,094	141					1,294	29,514	1,396	4,028	696	2,459	54	313	8,946
01/31/14	17,401	8,623	2,095	142					1,287	29,548	1,393	4,023	700	2,467	53	308	8,944
02/28/14	17,423	8,614	2,081	145					1,287	29,550	1,389	4,024	699	2,458	54	294	8,918
03/31/14	17,480	8,648	2,071	146					1,287	29,632	1,389	4,049	699	2,449	55	294	8,935
04/30/14	17,538	8,664	2,054	152					1,222	29,630	1,393	4,057	699	2,451	54	291	8,945
05/31/14	17,578	8,650	2,056	148					1,196	29,628	1,393	4,046	694	2,435	52	283	8,903
06/30/14	17,664	8,639	2,055	148	0	0	14	6	1,169	29,695	1,398	4,050	694	2,430	56	282	8,910
07/31/14	17,730	8,643	2,050	147	7	0	17	6	1,169	29,769	1,395	4,048	695	2,435	55	279	8,907
08/31/14	17,766	8,642	2,029	141	9	0	18	6	1,155	29,766	1,394	4,061	691	2,432	58	275	8,911
09/30/14	17,824	8,658	2,017	143	9	0	20	6	1,156	29,833	1,403	4,066	695	2,419	59	275	8,917
10/31/14	17,901	8,661	1,998	140	11	0	26	6	1,159	29,902	1,407	4,082	701	2,419	59	280	8,948
11/20/14	17,906	8,633	1,989	143	12	0	31	7	1,162	29,883	1,412	4,100	698	2,417	60	276	8,963
12/31/14	17,971	8,639	1,995	140	13	0	32	7	1,163	29,960	1,410	4,101	704	2,410	59	274	8,958
01/31/15	17,982	8,606	1,975	141	15	0	45	8	1,163	29,935	1,406	4,100	698	2,416	59	271	8,950
02/28/15	18,025	8,573	1,969	145	19	0	56	9	1,175	29,971	1,401	4,091	702	2,426	63	271	8,954
03/31/15	18,210	8,585	1,961	149	22	0	62	11	1,144	30,144	1,400	4,115	698	2,434	64	263	8,974
04/30/15	18,246	8,625	1,955	152	26	1	69	13	1,146	30,233	1,405	4,137	703	2,438	62	263	9,008
05/31/15	18,300	8,564	1,930	153	27	2	75	13	1,144	30,208	1,404	4,110	703	2,431	57	261	8,966
06/30/15	18,428	8,610	1,945	152	28	3	87	13	1,110	30,376	1,407	4,126	710	2,448	56	261	9,008
07/31/15	18,522	8,604	1,935	162	29	2	91	15	1,090	30,450	1,412	4,155	701	2,440	55	259	9,022
08/31/15	18,583	8,585	1,917	157	30	2	94	15	1,083	30,466	1,415	4,163	700	2,445	59	252	9,034
09/30/15	18,683	8,585	1,901	162	30	2	98	15	1,061	30,537	1,422	4,167	700	2,455	60	248	9,052
10/31/15	18,759	8,589	1,874	166	35	2	108	17	1,057	30,607	1,433	4,191	696	2,470	62	249	9,101
11/30/15	18,841	8,589	1,860	165	37	2	114	17	1,062	30,687	1,429	4,187	706	2,466	62	253	9,103
12/31/15	18,921	8,595	1,856	165	39	4	118	16	1,051	30,765	1,435	4,212	717	2,451	64	253	9,132
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	256	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
07/31/16	19,617	8,595	1,775	177	48	6	155	22	1,000	31,395	1,451	4,313	728	2,434	64	239	9,229
08/31/16	19,723	8,604	1,766	185	52	6	158	23	1,002	31,519	1,473	4,343	736	2,444	61	233	9,290

**Construction Contractors Board  
Active + Inactive Licenses Total  
Aug. 2006 - Aug. 2016**



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
<b>Aug-14</b>	<b>4</b>	<b>14</b>	<b>3</b>	<b>21.4%</b>	<b>426</b>
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
<b>Aug-15</b>	<b>10</b>	<b>22</b>	<b>17</b>	<b>77.3%</b>	<b>461</b>
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
Jul-16	7	30	16	53.3%	524
<b>Aug-16</b>	<b>5</b>	<b>14</b>	<b>9</b>	<b>64.3%</b>	<b>526</b>

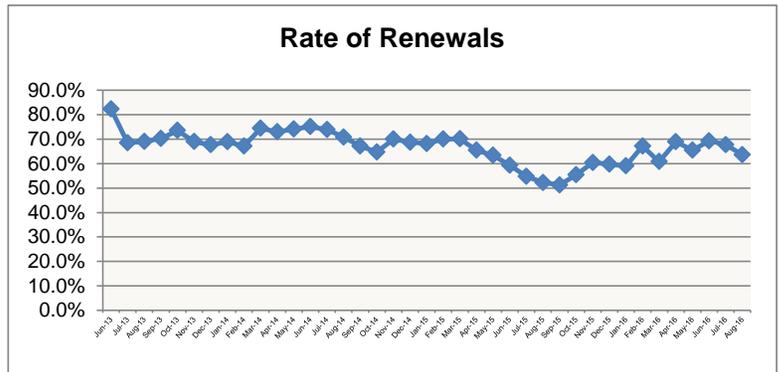
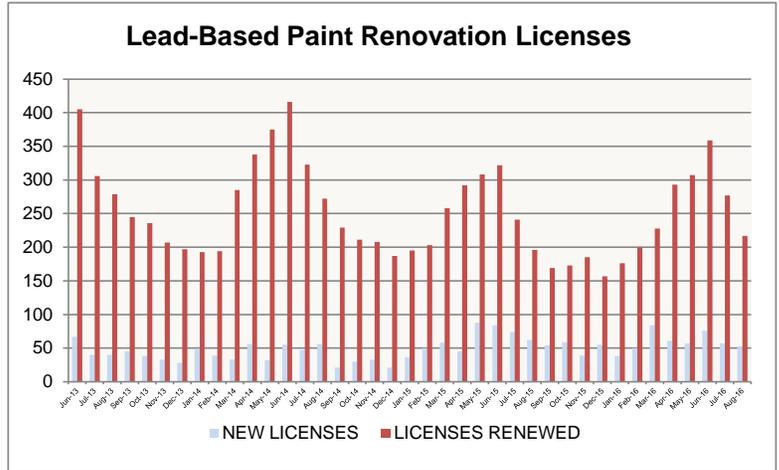


Average Renewal Rate History		
	Months	Average Renewal Rate
July 2011-June 2013	24	65.5%
July 2013-June 2015	24	58.8%
July 2015-August 2016	14	64.3%

**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.

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
Jun-14	55	554	416	75.1%	4,461
Jul-14	47	437	323	73.9%	4,460
<b>Aug-14</b>	<b>56</b>	<b>384</b>	<b>272</b>	<b>70.8%</b>	<b>4,454</b>
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
Jun-15	84	543	322	59.3%	4,360
Jul-15	74	440	241	54.8%	4,327
<b>Aug-15</b>	<b>62</b>	<b>375</b>	<b>196</b>	<b>52.3%</b>	<b>4,318</b>
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
Jun-16	76	518	359	69.3%	4,267
Jul-16	57	409	277	67.7%	4,198
<b>Aug-16</b>	<b>53</b>	<b>341</b>	<b>217</b>	<b>63.6%</b>	<b>4,221</b>



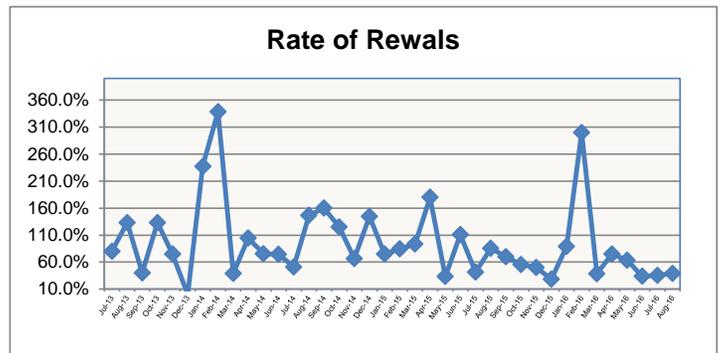
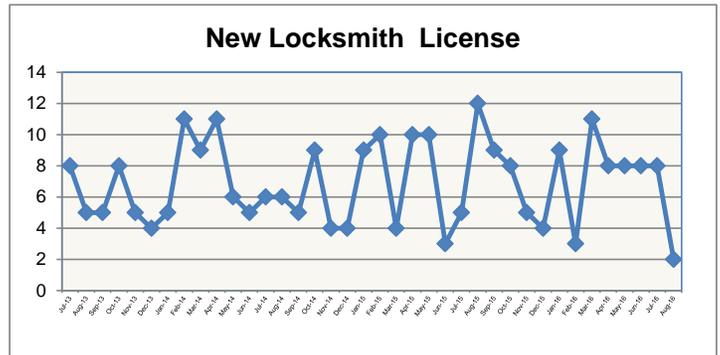
Average Renewal Rate History		
	Months	Average Renewal Rate
July 2011 - June 2013	18	74.5%
July 2013 - June 2015	24	69.3%
July 2015 - August 2016	14	61.6%

**Note:**

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

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

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
Jun-14	5	75	56	74.7%	432
Jul-14	6	43	22	51.2%	419
<b>Aug-14</b>	<b>6</b>	<b>15</b>	<b>22</b>	<b>146.7%</b>	<b>424</b>
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
Jun-15	3	9	10	111.1%	488
Jul-15	5	12	5	41.7%	494
<b>Aug-15</b>	<b>12</b>	<b>7</b>	<b>6</b>	<b>85.7%</b>	<b>500</b>
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
Jun-16	8	62	21	33.9%	481
Jul-16	8	45	16	35.6%	478
<b>Aug-16</b>	<b>2</b>	<b>18</b>	<b>7</b>	<b>38.9%</b>	<b>472</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 - August 2016	14	57.6%

**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:** Aug. 12, 2016  
**Subject:** Homeowner survey

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### Homeowner survey

The agency contracts for an annual survey of Oregon homeowners to provide data for a Key Performance Measure (KPM) that tracks public awareness of the CCB.

The Legislature establishes KPMs to help evaluate state agency performance during the budget process. The agency uses this survey to help formulate outreach to consumers and contractors.

The agency contracted with *Issues & Answers* to conduct the past three surveys. Some highlights from the July 2016 survey of 500 homeowners:

- For the first time since 2011, the agency met its target in public awareness with 51 percent of Oregon homeowners aware of the CCB. That is up from 45 percent in 2015. This could be due to a variety of factors, including:
  - CCB outreach has increased the past two years.
  - More survey takers identified themselves as contractors (25 percent in 2016 compared to 17 percent in 2015). This may be a function of the improved market and growing numbers of people entering the industry since the recession.
- While 51 percent of all Oregon homeowners know about the CCB, the number increases to 57 percent of Oregonians who built a new home or underwent a home improvement project in the past five years. This is the agency's target audience.
- More than two-thirds of Oregon homeowners (67 percent) know that it is illegal to hire unlicensed contractors for remodeling or repair work, up from 58 percent in 2015.
- Six in 10 homeowners (60 percent) are aware that a specially trained contractor must be hired to handle lead paint in homes built prior to 1978, up from 55 percent in 2015.
- While 82 percent of homeowners agree that it is important to use a licensed contractor, only 41 percent of homeowners who built homes or completed a major project using a licensed contractor actually verified the contractor license with the CCB.
- A very small percent of homeowners filed a complaint with the CCB. Of those who did, 69 percent said they were dissatisfied with the way it was investigated. In contrast, 67 percent of homeowners

who filed a complaint in 2015 were satisfied with the way the CCB investigated the complaint. Possible reasons for the extreme swing:

- The survey question in both years involved a very small number of respondents – 13 people in 2016, for example.
  - We're not sure what type of complaint they filed – against a contractor involving workmanship or against an unlicensed contractor. If the latter, the CCB cannot help mediate a solution.
- Most people find contractors through referrals from friends, relatives and neighbors (75 percent) but Internet lists such as Craigslist also ranked high (32 percent).
  - A total of 86 percent of homeowners are satisfied with their new construction or remodeling; only 9 percent are dissatisfied.

### **Other updates**

We now have a supply of our new guides to contractor licensing. Let us know if you would like us to mail you some. This would be for anyone who wants to understand what it takes to apply to be a construction contractor. You can email Tami at [tamalyn.s.rhein@state.or.us](mailto:tamalyn.s.rhein@state.or.us). Include a mailing address.



## Oregon Construction Contractors Board

### FOR IMMEDIATE RELEASE

Aug. 10, 2016

Contact: Enforcement Manager Stan Jessup  
503-934-2188

### Homeowners rely on word of mouth to find contractors

Homeowners still rely on word of mouth to find a contractor and that's a good thing, according to the Construction Contractors Board (CCB).

“Using a licensed contractor that has done quality work for friends, relatives or neighbors is the best way to ensure your project is a success,” Enforcement Manager Stan Jessup said.

The CCB commissions an annual survey of Oregon homeowners and 75 percent of those interviewed this year said they would use a referral from someone they know to find a contractor. Another 32 percent identified Internet lists such as Angie's List or Craigslist as places to find contractors.

“Getting ideas from online lists is OK but you still must vet the contractor thoroughly,” Jessup said. “That means verifying that the person's CCB license is active and that the name matches the person you might do business with.”

“It also means you still need to check references,” he added. “Don't rely on online reviews for all your information.”

Other survey findings:

- While 82 percent of Oregonians agree that it's important to use licensed contractors, only 41 actually verify the license by contacting the CCB or using its website to look up a license. The easiest way to check a license is to obtain a CCB license number and enter it in the “search” feature at [www.oregon.gov/ccb](http://www.oregon.gov/ccb). Anyone who is advertising online must include his or her CCB number. If you have questions or need assistance, contact the CCB at 503-378-4621.
- A total of 67 percent of those surveyed know that it is illegal to use an unlicensed contractor to build a home or assist with a home improvement project. Homeowners can also report suspected unlicensed contractors on the CCB website.
- Most projects are a success – 86 percent of homeowners with recent projects said in the survey they were satisfied with the work. However, 9 percent were dissatisfied.

Licensing in Oregon carries important protections for homeowners. It means the contractor is bonded and insured, and the CCB may be able to mediate disputes.

“Taking the time to really check out contractors at the front end will help avoid problems in the long run, and finding quality contractors through people you trust is key,” Jessup said.

**About the CCB**

The CCB is the state agency licensing more than 36,000 contractors. Contractors that are paid to repair, improve or build a home must be licensed. Learn more about how to have a successful project at [www.oregon.gov/ccb](http://www.oregon.gov/ccb).

# CONSTRUCTION CONTRACTORS BOARD

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



## Memorandum

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

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### Compliance stats for the month of August:

- Opened 252 investigations
- Issued 53 Warnings
- Issued 137 Notice of Intent to issue a civil penalty (\$213,800)
- Issued 146 Final Orders (\$260,200)

### Field Investigation Section current stats:

- Performed Job Site Checks (JSC)
  - April 632 JSC's
  - May 720 JSC's
  - June 663 JSC's
  - July 572 JSC's
  - August 724 JSC's
  
- Field Investigation Reports (FIR)
  - April 84 FIR's
  - May 57 FIR's
  - June 71 FIR's
  - July 90 FIR's
  - August 129 FIR's

### Dispute Resolution Section stats as of September 19, 2016:

- 685 Active open DRS claims

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## Memorandum

**To:** Construction Contractors Board  
**From:** Cindy Mora, Fiscal Analyst  
**Date:** September 20, 2016  
**Subject:** Budget Report

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### Budget

The Construction Contractors Board Budget Report for June and July 2016, are:

**Budget Report for June 2016:**

- + Actual Revenue \$752,411
- + Actual Expenditures \$584,238

**Budget Report for July 2016:**

- + Actual Revenue \$617,393
- + Actual Expenditures \$424,959

**Biennial Budget Summary**

- + Actual current Revenue for the biennium: \$8,405,174, which is ahead of Projected Revenue for the 2015-17 biennium.
- + Actual current Expenditures for the biennium: \$6,862,614, which is slightly below Projected Expenses for the 2015-17 biennium.

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## Memorandum

**To:** Board Members  
**From:** Catherine Dixon, Procurement Specialist  
**Date:** September 20, 2016  
**Subject:** Best Practices for Boards and Commission Procedures (KPM 10)

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The “Best Practices for Boards and Commission Procedures” is a Key Performance Measure (KPM) that all Oregon boards and commissions are obligated to report upon. It was developed by the Legislature in approximately 2005, and we began reporting this KPM in 2008. I am the KPM coordinator for the agency.

Attached is the chart from last year listing the best practices, a description of what and how the staff provides the information and the date or dates the material was provided.

### Action Plan:

1. I will be on hand to review this information with the board at the September meeting and answer any questions you may have.
2. Members will vote on each of the 15 best practices indicating whether the agency has complied in the current reporting period.
3. I will complete the performance measure document for KPM 10 and submit it to the agency budget officer.

## Best Practices for Boards and Commissions Chart

### FY 2015 (7/1/14-6/30/15)

Best Practices Criteria	Description of What and How Information Provided	Date
1. Executive Director's performance expectations are current.	<ul style="list-style-type: none"> <li>• Develop and maintain process for selecting administrator.</li> <li>• Develop and maintain current job description for administrator.</li> <li>• Latest signed evaluation</li> </ul>	<p>Discussions with Interim Administrator Beri Leslie 7-8/2014</p> <p>Hired new Administrator 7/2014</p>
2. Executive Director receives annual performance feedback	<ul style="list-style-type: none"> <li>• Performance feedback is delivered during the review of the administrator's performance.</li> <li>• Issued performance evaluations spring 2010 (done).</li> <li>• Latest signed evaluation</li> </ul>	<p>Discussions with Interim Administrator Beri Leslie 7-8/2014</p> <p>In process of completing 360 review 10/15</p>
3. The agency's mission and high-level goals are current and applicable.	<ul style="list-style-type: none"> <li>• Included in CCB Board Member Manuals, which are updated as needed.</li> <li>• Board reviews and updates CCB Business Plan, as needed.</li> <li>• Incorporated into the agency's Key Performance Measures.</li> </ul>	<p>Strategic planning 6/24/14 Board manual updated 7/24/15</p>
4. The Board reviews the <i>Annual Performance Progress Report</i> .	<ul style="list-style-type: none"> <li>• The Key Performance Measures are included in the Quarterly reports for each section of the agency.</li> <li>• Annually, Board reviews the Key Performance Measures contained in the Annual Performance Progress Report (APPR).</li> </ul>	<p>KPM 10 10/28/14 All KPMs 12/2/14</p>
5. The Board is appropriately involved in review of agency's key communications.	<ul style="list-style-type: none"> <li>• Every Board meeting the Board works with agency staff on identification, analysis and prioritization of policy issues.</li> <li>• Every Board meeting the Board reviews key correspondence sent to one or more Board members.</li> </ul>	<p>Every Board Meeting</p>
6. The Board is appropriately involved in policy-making activities.	<ul style="list-style-type: none"> <li>• In even-numbered years, Board reviews Legislative Concept packages submitted by agency staff for consideration.</li> <li>• Board members discuss and suggest possible Legislative</li> </ul>	<p>Every Board Meeting</p>

Best Practices Criteria	Description of What and How Information Provided	Date
	Concepts for future legislative sessions. <ul style="list-style-type: none"> <li>At regular meetings, Board considers proposed administrative rules and makes appropriate modifications before rulemaking hearing.</li> </ul>	
7. The agency's policy options packages are aligned with their mission and goals.	Every other year during budget preparations the Board discusses, reviews, and approves agency policy packages and the Governor's Recommended Budget (GRB).	No current policy packages GRB reviewed 8/25/15
8. The Board reviews all proposed budgets (likely occurs every 2 years).	Board reviews and approves agency legislative budget requests. These items are contained (when available) in the Board packet.	1/27/15 4/28/15
9. The Board periodically reviews key financial information and audit findings.	<ul style="list-style-type: none"> <li>Board reviews revenue projections and expense reports prepared by agency.</li> <li>Board reviews audit findings provided to agency.</li> <li>These items are contained (when available) in the Board packet.</li> </ul>	Every Board Meeting
10. The Board is appropriately accounting for resources.	<ul style="list-style-type: none"> <li>Board reviews fee increase or decrease proposals in context of agency budgets and revenue and expenditure reports.</li> </ul>	Review revenue every meeting. Ongoing
11. The agency adheres to accounting rules and other relevant financial controls.	<ul style="list-style-type: none"> <li>Agency follows DAS policies, including the Oregon accounting manual, and generally accepted accounting procedures (GAAP).</li> <li>Payments by CCB are remitted via DAS, which follows the Oregon accounting manual and GAAP.</li> </ul>	Ongoing
12. Board members act in accordance with their roles as public representatives.	<ul style="list-style-type: none"> <li>Board functions under Oregon public meetings laws (ORS chapter 192).</li> <li>Board functions under Oregon administrative laws for purposes of rulemaking and conducting Appeals Committee.</li> <li>Board members act in accordance with Oregon government standards and practices (ethics) laws.</li> </ul>	Ongoing Ethics Training 2/24/15

Best Practices Criteria	Description of What and How Information Provided	Date
	<ul style="list-style-type: none"> <li>Board receives updates and training on law changes (e.g. ORS chapter 183 and chapter 244, and the revised ethics laws and “A Guide for Public Officials”, which are contained in the CCB Board Member Manual.</li> </ul>	
13. The Board coordinates with others where responsibilities and interests overlap.	<ul style="list-style-type: none"> <li>Board members participate in appropriate occupational associations.</li> <li>Board consults with Associated General Contractors, Oregon Home Builders Association, and similar other associations on legislative and administrative rule issues.</li> </ul>	Ongoing
14. The Board members identify and attend appropriate training sessions.	<ul style="list-style-type: none"> <li>Board members attend state-sponsored board orientation and training.</li> <li>Board members receive training from Department of Justice representatives at regular meetings.</li> <li>New Board members are given an orientation packet that includes the CCB Board Member Manual.</li> </ul>	Ethics training 2/24/15 New board member orientation
15. The Board reviews its management practices to ensure best practices are utilized.	Annually the Board reviews and reports on its best practices.	10/28/14 11/3/15