



Construction Contractors Board

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State of Oregon

Tina Kotek, Governor

Zoom Meeting Call In: 1 (669) 254-5252, Meeting ID: 160 990 8234 Passcode: 285290

The meeting is accessible to the public by telephone, video conference, or in-person attendance. To request video conference information, please contact Sanya Kite by email at sanya.kite@ccb.oregon.gov at least 48 hours prior to the meeting.

DRAFT

8/18/2025

NOTICE OF PUBLIC MEETING

CCB Board Meeting

Zoom Videoconference

Wednesday, August 27, 2025

8:30 a.m. – 11:30 a.m.

Meeting Called to Order

Roll Call

Approval of the Agenda..... **ACTION ITEM** (pg 1)

Approval of the Minutes June 25, 2025, Board meeting..... **ACTION ITEM** (pg 2)

Board Calendar – Next Public Meeting Date Reminder:

Next Meeting: October 22, 2025, at 8:30 am..... (pg 6)

Public Comment

Agency Reports

1. Agency Update (Chris Huntington)
 - a) Budget Report (pg 7)
 - b) Data Dashboard (pg 8)
 - c) Licensing System Replacement Project Update..... (pg 26)
2. Licensing (Dana Zeimantz)
 - a) CCB Licensing Program Update..... (pg 28)
3. Information Technology (Noel Magee)
 - a) IT Update..... (pg 29)
4. Education (Leslie Culpepper)
 - a) Communication and Education Program Update..... (pg 31)
5. Enforcement (Vena Swanson)
 - a) Enforcement Update (pg 32)

Vote to approve Agency Reports as Presented..... **ACTION ITEM**

Old Business

New Business

1. Board votes on **Enforcement Consent Agenda**.....**ACTION ITEM** (pg 35)
2. Annual Performance Progress Report – Review and Approve KPM9 – Best Practices for Boards and Commissions.....**ACTION ITEM** (pg 44)

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; contact Sanya Kite by email at Sanya.Kite@ccb.oregon.gov or by phone at (503) 934-2217 to make arrangements.

MINUTES OF June 25, 2025
CONSTRUCTION CONTRACTORS BOARD MEETING
PUBLIC SESSION

The Construction Contractors Board (CCB) met on Wednesday June 25, 2025, via in person and Zoom online.

ATTENDEES:

Board members appearing: Vice Chair Eric Olsen, Sean VanGordon, Nate Gerding, Van White, Abel Carbajal, Brent Landels

Board members absent: Rosa Martinez, Deb Flagan

Staff: Administrator Chris Huntington, Board Secretary Sanya Kite, Licensing Manager Dana Zeimantz, Enforcement Manager Vena Swanson, IT Manager Noel Magee, Education/Communication Manager Leslie Culpepper, and Assistant Attorney General Catriona McCracken

Staff members absent: N/A

MEETING CALLED TO ORDER:

Vice Chair Olsen called the meeting to order at 8:31 am.

APPROVAL OF AGENDA

MOTION: Vice Chair Olsen requested motion to approve June 25, 2025, agenda. Nate Gerding moved to approve the agenda as presented. Van White seconded the motion.

BOARD ACTION: Eric Olsen Aye, Sean VanGordon Aye, Abel Carbajal Aye, Van White Aye, Brent Landels Aye, Nate Gerding Aye; Motion to approve carried unanimously.

APPROVAL OF MINUTES:

MOTION: Vice Chair Olsen requested motion to approve April 23, 2025, Minutes. Brent Landels moved to approve the minutes of April 23, 2025. Nate Gerding seconded the motion.

BOARD ACTION: Eric Olsen Aye, Sean VanGordon Aye, Abel Carbajal Aye, Van White Aye, Brent Landels Aye, Nate Gerding Aye; Motion to approve carried unanimously.

DATE OF THE NEXT SCHEDULED MEETING: The next meeting is scheduled for August 27, 2025, in person from the 1st floor Hearing Room at 201 High Street SE, Salem, Oregon and via Zoom teleconference.

AGENCY REPORTS:

Chris Huntington, Agency Administrator updated on the 2023-25 Fiscal Summary. Reviewed the Rates of renewals from 2024 to 2025.

Updated on the License System replacement project, CCB continues to prepare for the procurement and implementation of a License and Enforcement System Modernization. The scope of the Licensing and Enforcement System Modernization is to replace all disjointed systems currently being used and provide one system where staff can see the entire history of a license including documents uploaded related to a license.

Dana Zeimantz, Licensing Manager reported

Project Update:

Licensing staff are currently working through a backlog from the busy season cycle. This creates increased phone calls and paperwork. New applications are currently being issued in 4-5 weeks.

The Licensing team met with the Landscapers Board to collaborate and share bond increase project details. Licensing teams completed use cases for bonds and general liability insurance.

Project Update:

- Licensing staff continue to participate in reviewing decision briefs, software requirements and developing use cases for the upcoming system replacement. This now includes data clean up in preparation for data migration to new software.
- On hold: Currently testing new software for call center staff as we continue to look for ways to improve connectivity and refine call center productivity. If successful, all call center staff will utilize the new software in the next 4-6 weeks. On hold until data migration to State Data Center completed.
- Complete: Communication and technology prepared to accommodate new application fee increase July 1, 2025.

Noel Magee, IT Manager reported

There remain two primary focus areas for IT. The first and most immediate is the move to the State Data Center (SDC). This process is on track and on time. The second area is the new system replacement activities. During this interval most retention and cleanup efforts have slowed in favor of SDC move activities and getting the new system replacement project through the next requirements so that the RFP can go out. This process is also on track although waiting for external events at this particular point.

Move to SDC:

- 1) A great deal of work to be done to get the “landing zone” at the SDC prepared so that it will accommodate CCB needs. **Completed**
- 2) Primary control server being built and merging existing control (Active Directory) values over. **Completed**
- 3) Networks have some very specific needs for CCB that we are working through. These also may be complete by the date of this meeting. **Completed**
- 4) Production servers moving to SDC (1 moved, more to come). **In Progress**

This Licensing System Replacement:

- 1) documenting current business processes so they can be more easily configured in whichever new software is eventually chosen is a heavy lift. This activity will pay back with more time and effort savings as the project moves forward. **In Progress**
- 2) Software development to implement the retention specifications during this period although it will take some months to complete. **In Progress**
- 3) Documentation under review for SG2 approved by procurement, security still pending. **In Progress**

Leslie Culpepper, Education/Communication Manager reported **Education Activities**

- **CCB 3-hour Contractor Webinar** – April 8 – 98 contractors
- **CCB 3-hour Contractor Webinar** – April 30 – 97 contractors
- **CCB 3-hour Contractor Webinar** – May 6 – 47 contractors
- **CCB 3-hour Contractor Webinar** – May 28 – 180 contractors

Outreach Activities

- **Scam Jam** – April 12 – 250 consumers
- **How to Get a CCB License Webinar** – April 15 – 59 attendees
- **COBA Home Show** – May 4-6 - ~500 consumers
- **How to Get a CCB License Webinar** – May 16 – 26 consumers

Update

- The Education section released a Toolbox Newsletter (attached) in May, as well as a homeowner newsletter (attached) in June.
- A new on-demand class has been posted. Contractors can access this class through their portal accounts. This class helps fulfill the 3 hours of CCB education required for residential contractor renewal. This class is the first on-demand class that can be taken for 2 hours of CCB credit instead of 1.
- The homeowner survey for 2025 is complete and has been attached to this memo. This is a scientific survey the CCB completes to fulfil KPM 1. The purpose of the survey is to gauge homeowner awareness of the CCB. Overall, the results of the survey are outstanding.

Vena Swanson, Enforcement Manager

Field Operations Update:

Execution phase for 7 CCB sweeps *July - October (*moved from April to July start)

Execution phase for 5 sweeps (Joint with ICN) May- September

Field Investigations project work 2025:

- Remote Investigations- Historically, CCB responded to mostly active jobsites. We have found that we can be successful using the criteria attached. The burden of proof in a hearing is CCB's responsibility.
- Social Media E-Warnings- In production phase 1, email warnings are being delivered to contractors who are reported through the TIPS line where an E-Warning applies. CCB received legal guidance about where we may start to approach social media advertising, we will continue to develop this item. About 25% or more of TIPS line complaints per month are instances of unlicensed contractors announcing their business and being hired via direct message by a consumer.
- Verizon Connect- This software was previously called Field Force, this upgraded system may allow us to dispatch an investigator who is closest to the report of illegal activity. This capability could enhance accuracy and response time. We plan to expand use of this product and test capabilities throughout 2025.

Compliance Update:

File load for the compliance officers is at about 33

Collections Update

Q 1 2025 Q 2 2025

CCB \$106,281 Not final yet (\$79,998-mid month)

DOR \$55,764 Not final yet

Compliance Section project work 2025:

- License Replacement System: Continuing *use case* documentation in this section as others in the division are now complete including Field Investigations and DRS.
- Remote online notary services (RON) required by DOJ for specific items: we are working through IT and procurement to meet this requirement and will start training compliance staff when we are granted access.
- License Conditioning SB228- In progress

Dispute Resolution/Mediation Update

File load for the DRS Analysts is at about 620

Succession training DRS Analyst in progress

Dispute Analysts and Mediation project work 2025

- Public facing complaints/CCB website- The mediation lead is assisting in creating a public facing records matrix that improves the types of complaints listed on the CCB website. We will be refining the criteria and putting these internal business

rules in place by the end of 2025.

- Breach of settlement agreements SB228- Right now we are working to further define and develop the internal process and proposed language where enforcement penalties may apply to Breach of Settlement Agreements.
- Settlement agreement language revisions- This work is ongoing. (working with DOJ)
- Scheduled phone mediations- Implemented. Data collection and analysis is in progress and will be part of an ongoing review for success.
- Desk manual and training framework- This body of work is 95% complete, this didn't exist previously.

OLD BUSINESS:

NEW BUSINESS:

Enforcement Consent Agenda

Eric Olsen - #136372 – Recused - Notice

Nate #136240 – Recused – Final Orders

MOTION: Requested motion to approve the Notices of Intent Enforcement Consent Agenda. Nate Gerding moved to approved; Brent Landels seconded the motion.

BOARD ACTION: Sean VanGordon Aye, Abel Carbajal Aye, Van White Aye, Brent Landels Aye, Nate Gerding Aye; Motion to approve carried unanimously.

MOTION: Requested motion to approve the Final Orders on the Enforcement Consent Agenda. Brent Landels moved to approved; Sean VanGordon seconded the motion.

BOARD ACTION: Sean VanGordon Aye, Abel Carbajal Aye, Van White Aye, Brent Landels Aye, Nate Gerding Aye; Motion to approve carried unanimously.

The meeting adjourned at 9:35 am.

2025 CCB Board Meeting Calendar	
DATE	LOCATION
February 26, 2025	1st Floor Hearings Room or Teleconference via ZoomGov
April 23, 2025	1st Floor Hearings Room or Teleconference via ZoomGov
June 25, 2025	1st Floor Hearings Room or Teleconference via ZoomGov
August 27, 2025	1st Floor Hearings Room or Teleconference via ZoomGov
October 22, 2025	1st Floor Hearings Room or Teleconference via ZoomGov
December 3, 2025	1st Floor Hearings Room or Teleconference via ZoomGov

The following dates will be reserved for potential meetings in the event that urgent matters arise requiring immediate action by the Board. Board members and the public will be notified in advance when a meeting is going to occur and whether it will be held in person (Salem) or via Zoom teleconference.

- January 22, 2025
- March 26, 2025
- May 28, 2025
- July 23, 2025
- September 24, 2025

2023-25 Fiscal Status Report Summary

	Last Three Months			Thru June 2025 ACTUAL to DATE	MONTH 13 Adjustments	TOTAL PROJECTED BI 2023-25	Authorized BUDGET (LAB)	LAB VS. PROJECTED
	APR-24 Actuals	MAY-24 Actuals	JUN-25 Actuals					
Beginning Cash Balance				6,193,148		6,193,148		
Revenue	1,072,122	908,997	833,266	18,866,704	96,352	18,963,056	15,764,581	(3,198,475)
Personal Services	690,920	685,879	707,181	15,327,838	2,087	15,329,926	15,576,285	246,359
Services & Supplies	178,210	123,559	210,097	3,607,202	47,355	3,654,557	3,566,928	(87,629)
Capital Outlay	-	-	-	-	-	-	-	-
Expenditures	869,130	809,438	917,278	18,935,040	49,443	18,984,483	19,143,213	158,730
Revenue vs. Expenditures NOTE (1)	202,992	99,559	(84,012)	(68,336)	46,909	(21,427)		
Ending Cash Balance	6,109,264	6,208,824	6,124,812	6,124,812		6,171,720		

3-Month Contingency: \$2.37M (Currently 7.8 Months)

Proctor Info

Proctor Revenue	39,120	33,900	31,380	798,240	0	798,240	807,550	9,310
Total Revenue To LAB	1,111,242	942,897	864,646	19,664,944	96,352	19,761,296	16,572,131	(3,189,165)
Proctor Expense Recon	39,120	33,900	31,380	798,240	-	798,240	807,550	9,310
Total Expenditures (w/ Proctor)	908,250	843,338	948,658	19,733,280	49,443	19,782,723	19,950,763	168,040

NOTE (1): Agency revenue is cyclical with declines historically beginning in July and extending through December. Also, many large annual assessments are invoiced August through October. This historically leads to negative revenue vs. expenditure during this period.

CCB Statistics At-A-Glance

Rate of Renewals

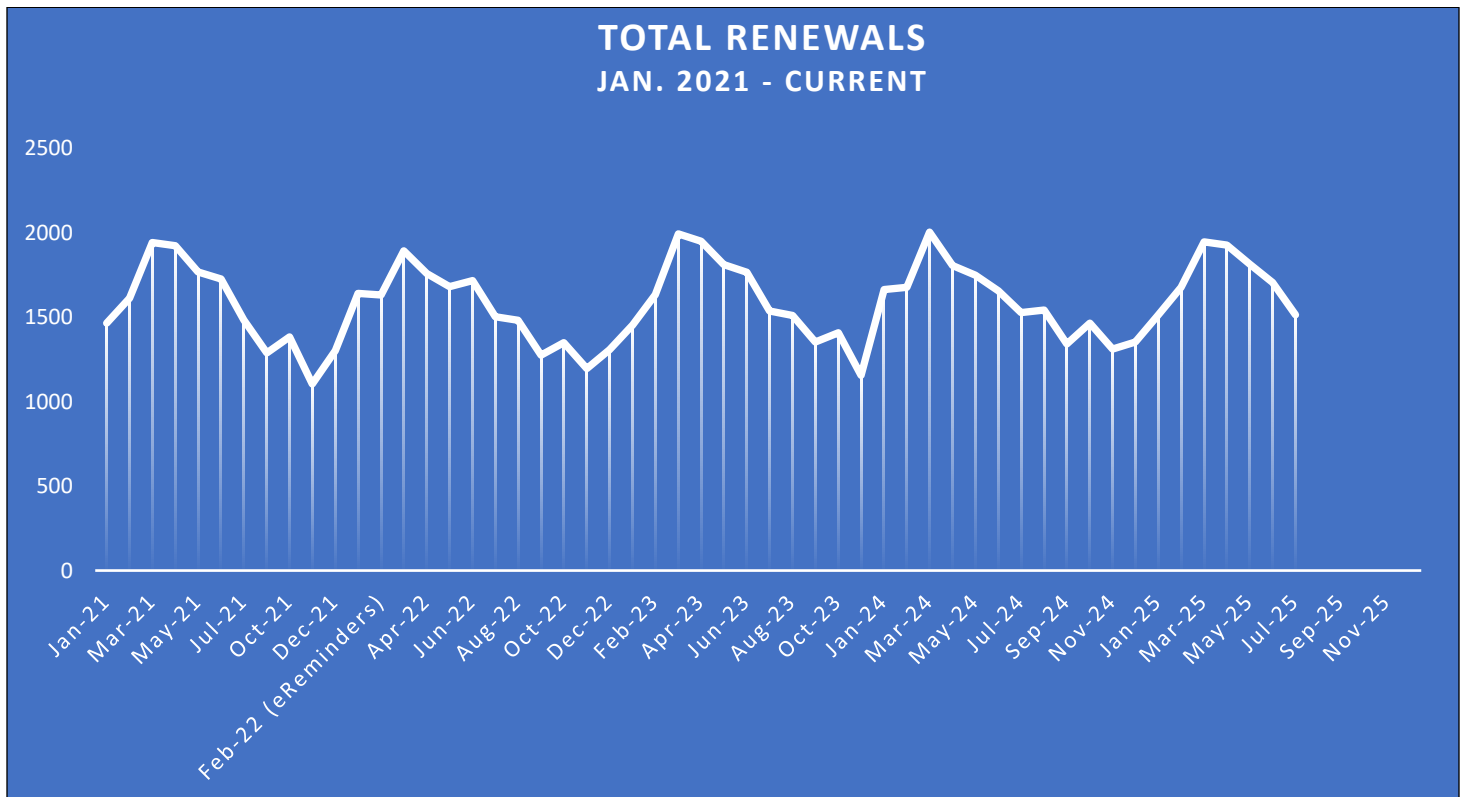
2025

Average from 2024			81.97%
Month/Yr	Expected Renewal Count	Actual Renewal Count	2025 Renewal Rate
Jan-25	1899	1515	79.78%
Feb-25	2055	1678	81.65%
Mar-25	2433	1947	80.02%
Apr-25	2375	1928	81.18%
May-25	2320	1815	78.23%
Jun-25	2236	1707	76.34%
Jul-25	2043	1515	74.16%
Aug-25			
Sep-25			
Oct-25			
Nov-25			
Dec-25			

2024

Month/Yr	24 Renewal Rate
Jan-24	83.92%
Feb-24	83.60%
Mar-24	84.42%
Apr-24	82.69%
May-24	81.21%
Jun-24	81.59%
Jul-24	83.05%
Aug-24	80.36%
Sep-24	80.85%
Oct-24	81.63%
Nov-24	81.80%
Dec-24	78.49%

*Approximate 2-month lag for final renewal rate.



*Includes totals from 2021 for comparison

Rate of New Applications

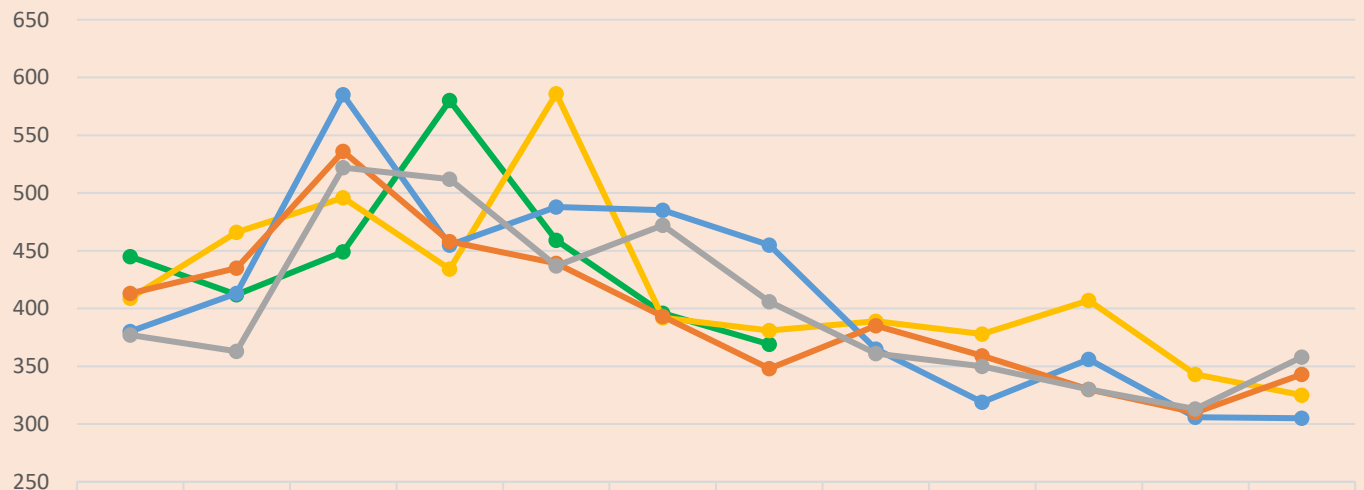
2025

Month/Yr	New App Count
Jan-25	445
Feb-25	412
Mar-25	449
Apr-25	580
May-25	459
Jun-25	396
Jul-25 (\$400 fee)	369
Aug-25	
Sep-25	
Oct-25	
Nov-25	
Dec-25	
2025 Total	3,110

2024

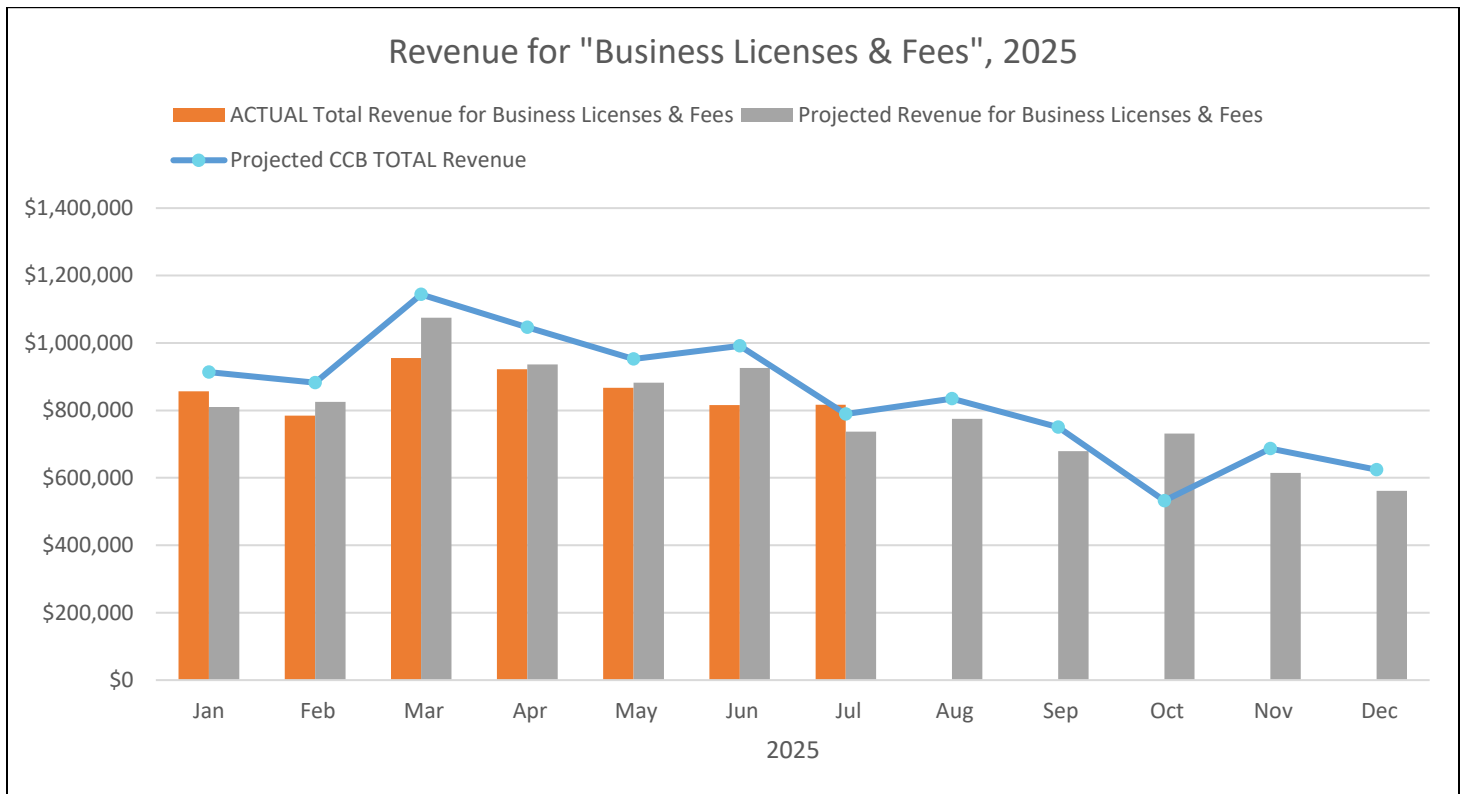
Month/Yr	New App Count
Jan-24	409
Feb-24	466
Mar-24	496
Apr-24	434
May-24	586
Jun-24	392
Jul-24	381
Aug-24	389
Sep-24	378
Oct-24	407
Nov-24	343
Dec-24	325
2024 Total	5006

TOTAL APPLICATIONS BY MONTH
(Jan 2021 - Current)



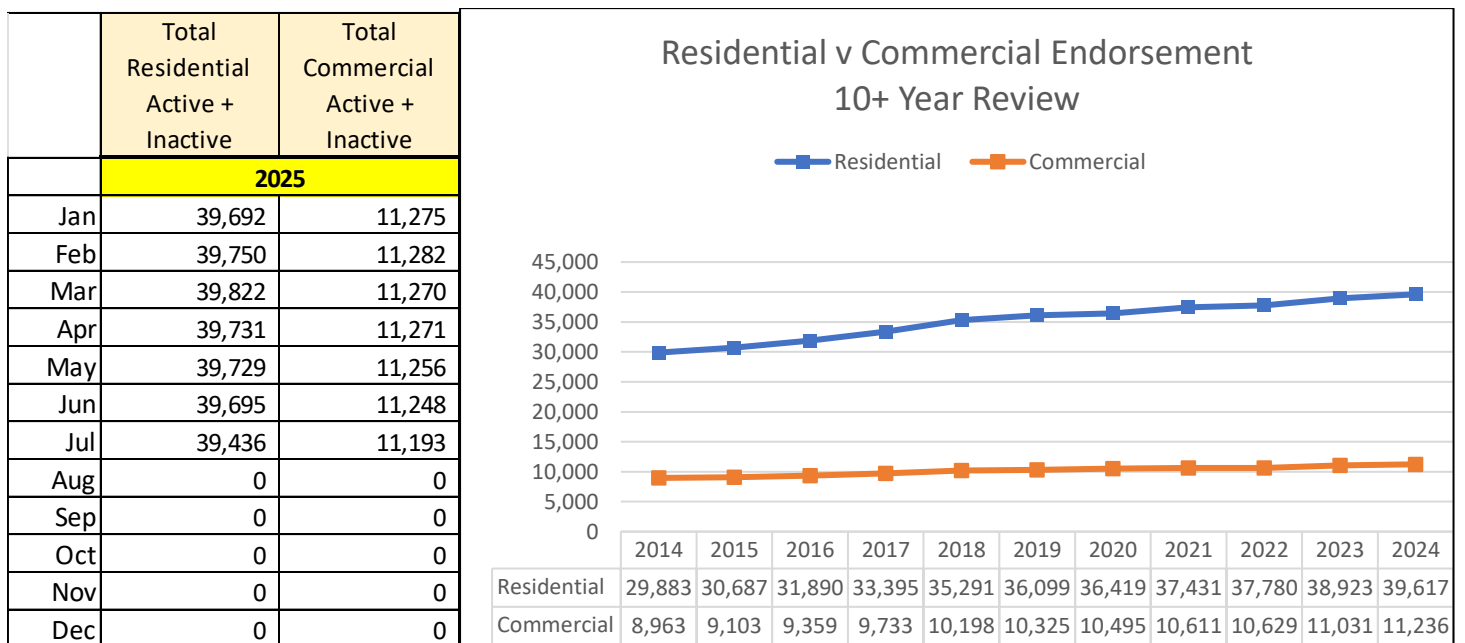
	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
2025	445	412	449	580	459	396	369					
2024	409	466	496	434	586	392	381	389	378	407	343	325
2023	380	413	585	455	488	485	455	365	319	356	306	305
2022	413	435	536	458	439	393	348	385	359	330	310	343
2021	377	363	522	512	437	472	406	361	350	330	313	358

Revenue Stream of New Apps & Renewals Per Month in 2025



**These totals are pulled roughly 1.5 months behind schedule due to late renewals. Due to these factors, the totals are not definitive but are the most accurate at the time this report was created.*

Residential and Commercial Statistics, All Endorsements



PROGRAM WORKLOAD

Enforcement

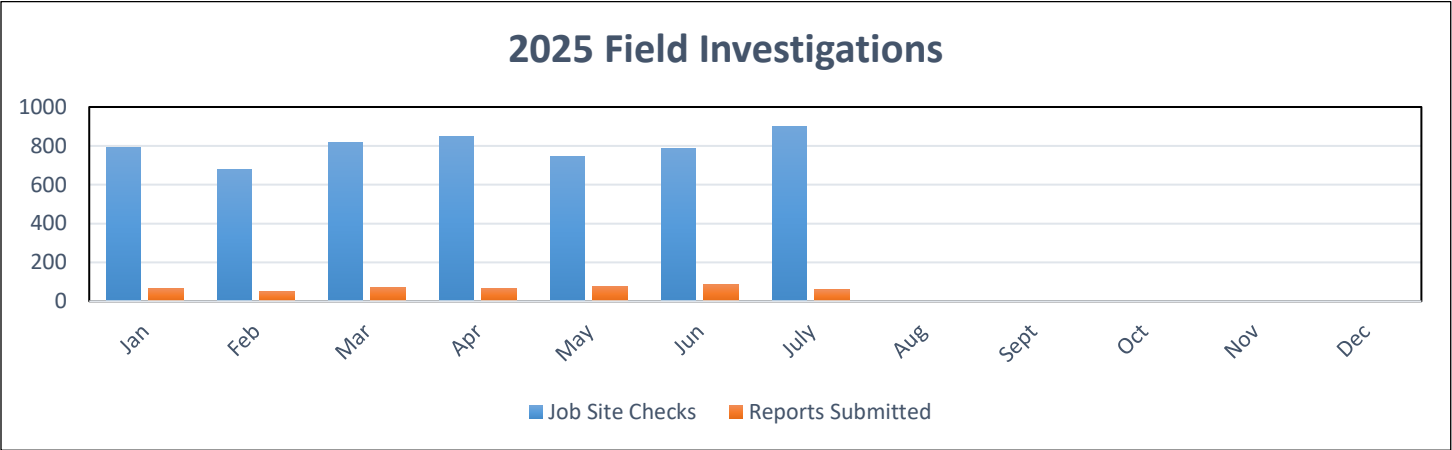
Investigation and Dispute Resolution Files Opened

Job Site Checks Performed

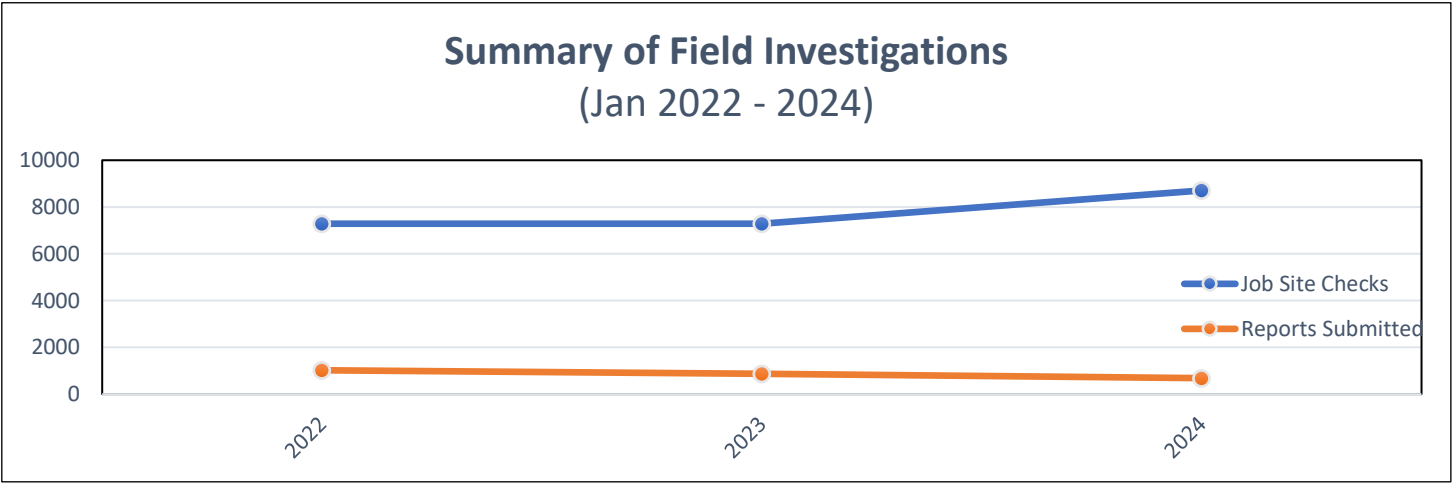
Month/Yr	Total
Jan-25	790
Feb-25	678
Mar-25	818
Apr-25	847
May-25	747
Jun-25	788
Jul-25	898
Aug-25	
Sep-25	
Oct-25	
Nov-25	
Dec-25	
Total	5,566

Field Investigation Reports Submitted

Month/Yr	Total
Jan-25	66
Feb-25	51
Mar-25	72
Apr-25	68
May-25	78
Jun-25	87
Jul-25	59
Aug-25	
Sep-25	
Oct-25	
Nov-25	
Dec-25	
Total	481



**There is no set target for field investigations. This area of work is highly driven by the market conditions. Monthly/Yearly stats are used to track this sections productivity and ensure adequate coverage in higher volume areas.*



Average Days to Close Compliance and Dispute Resolution Files

Compliance (Target Days to Close is 40)

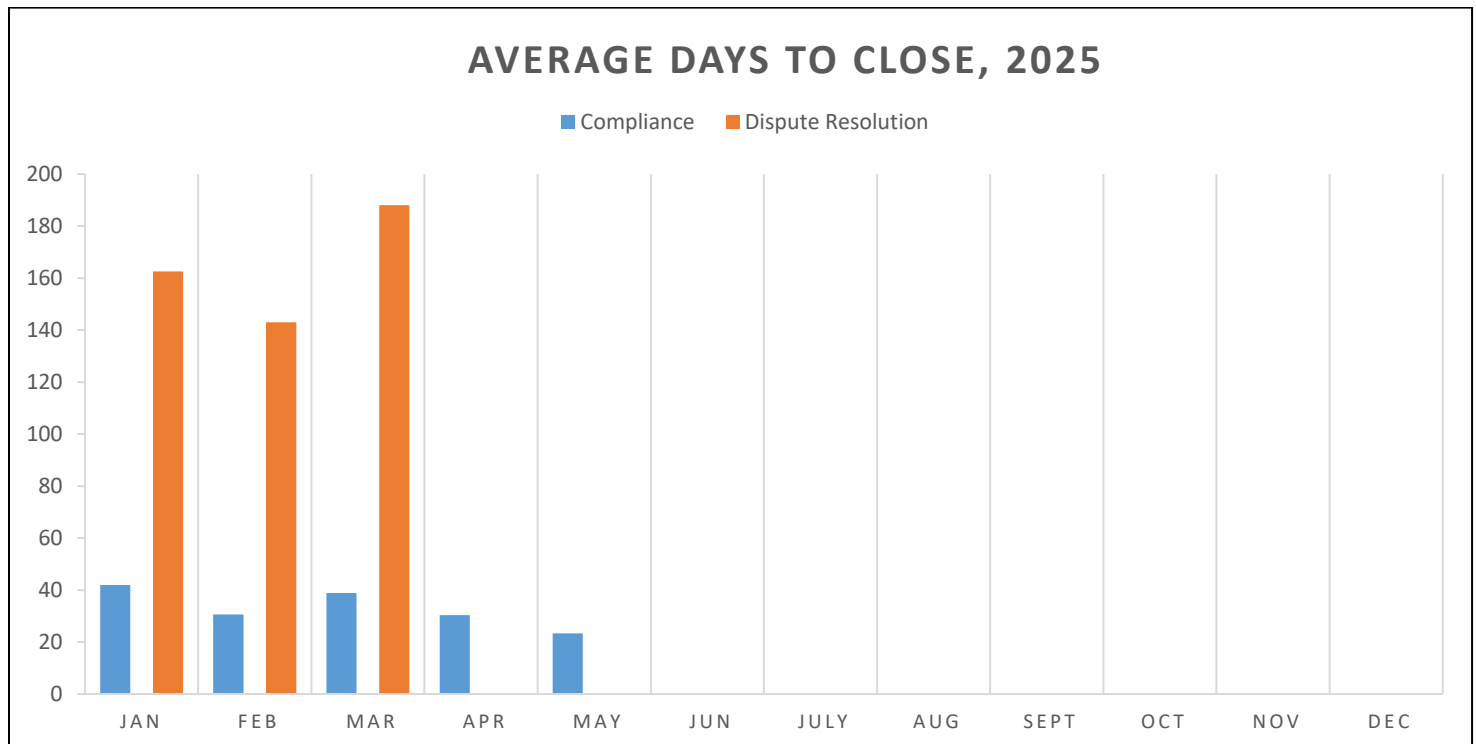
2024 Average	37.90
Jan-25	41.94
Feb-25	30.59
Mar-25	38.90
Apr-25	30.37
May-25	23.36
Jun-25	
Jul-25	
Aug-25	
Sep-25	
Oct-25	
Nov-25	
Dec-25	
2025 Average	33.03

*Approximately 2 month lag for final closure dates.

Dispute Resolution (Target Days to Close is 155)

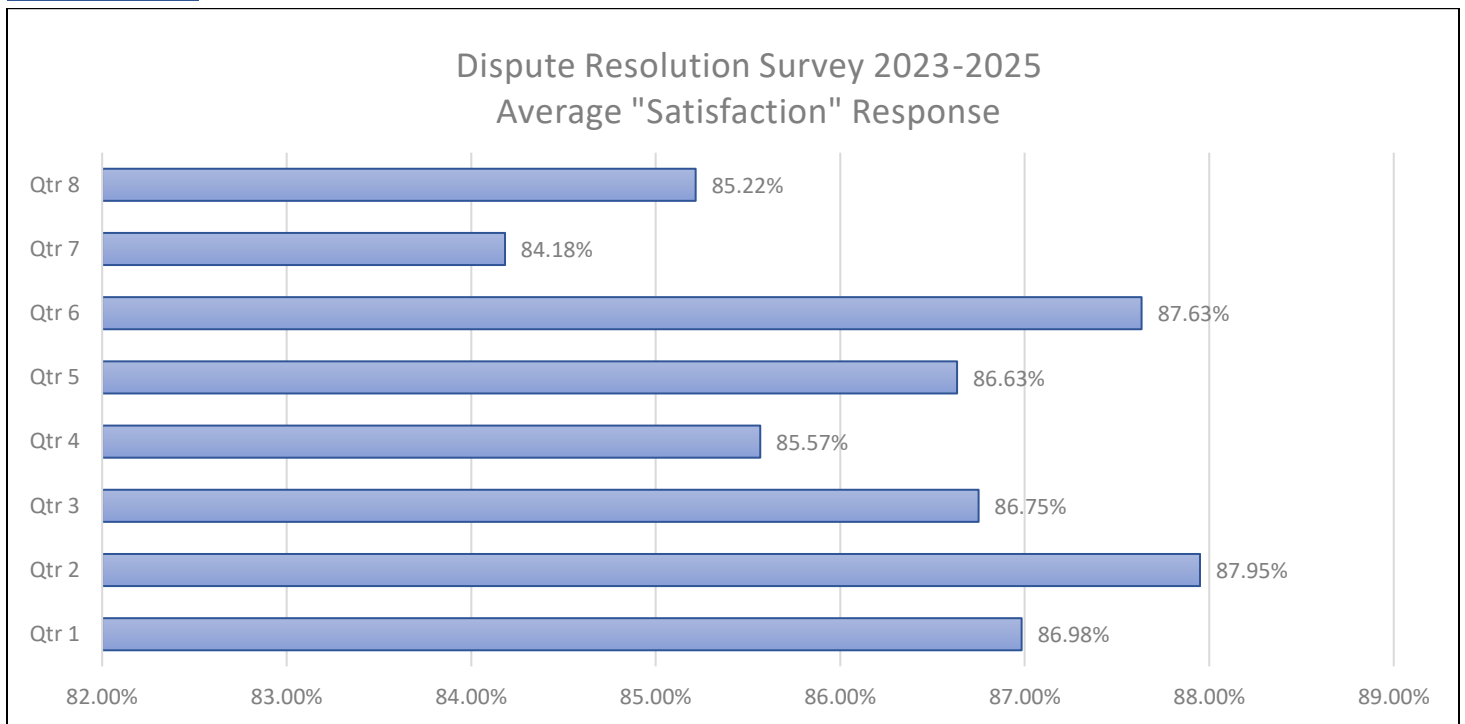
2024 Average	168.65
Jan-25	162.51
Feb-25	142.94
Mar-25	188.01
Apr-25	
May-25	
Jun-25	
Jul-25	
Aug-25	
Sep-25	
Oct-25	
Nov-25	
Dec-25	
2025 Average	164.49

*Approximately 2 month lag for final closure dates.



KPM #4: In FY 2024 (7/1/23-6/30/24) CCB has gone beyond the target expectation by 9 days.

KPM #5: The agency has gone beyond the target expectation by 3 days for FY 2024 (7/1/23-6/30/24).



Q8 is the most current summary of responses and spans from 4/1 - 6/30/2025.

DRS QTR 8 SURVEY COMMENTS

All staff were courteous, and it seemed as though everyone was neutral in their helpfulness. Haven't received the final letter yet, so that is still pending - but otherwise everything moved along nicely.

Add enforcement measures. Obviously, court rulings are the only means to find fault and access the bond: however, the CCB can oversee license and other credentials. In cases of particular severity, there seems to be absolutely no value to this process.

No improvements. The Mediator is very smart professional an incredible person

I was treated fairly and felt I was in good hands by the mediator

No Recreations at this time

The owner complainant would not let our representative on the property to take any pictures or video of what she was saying that she did not like. I think that if an owner or complainant is going to file a complaint, and a site visit/meeting is required by the respondent which it was in our case, the owner should be required to allow us to take pictures or video of any claimed deficient work. To go all of the way there and not be allowed to do so wastes everyone's time as the complainant is not looking for resolution. The CCB should require that if a complaint is filed that can harm a contractor's credibility that pictures of the areas complained about can be taken by the respondent to fight the claims.

The process was straightforward and clear. It went quite smoothly

Really doing a great job.

Make sure that the person has a valid claim.

It would be nice to be able to get the problem resolved without having to go to court, especially when the evidence of the work not being done, but the contractor being paid for it is quite clear. It feels that Contractors have more rights than the person paying them.

I would love to understand better why a complaint isn't better scrutinized as to the validity of the complaint so as to not waste everyone's time and ultimately give the complainant an easy payout.

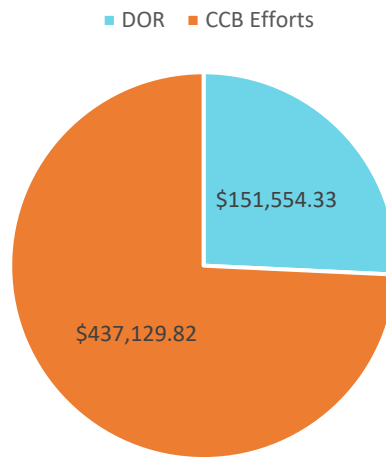
Confirming the phone number, I will be contacted at prior to the meeting.

I would have liked to have known that the mediator was not going to hear any information, as I prepared for him to present to respondent to try and mediate.
I can't think of anything specific to this event. It was very organized and helpful and I'm so grateful for the mediation. I just wish the CCB overall had more ability to punish contractors who lie and do sketchy work and get rid of those contractors.
I'm not really sure because this was my first time using the CCB. I probably would try again if I had to, because I do think the contractor should be held accountable even if it just raises a red flag for other customers, but I would low expectations for any resolution.
I filed out form after form and sent everything that was required. Now I am waiting for another form. the case should be clear and resolved by now.
The mediator was excellent.
Contractor complaint records should only be posted when the contractor is found to be negligent.
Answer the phone. There were many times I had questions and just had to guess because no one would get back to me.
Making sure it is a legitimate claim and not someone who still owes money and then complains to ccb boa4d so they won't have to pay out. In order for the content to take effect the job should be paid out to be taken seriously. Seeing if they still owe the contractor money they shouldn't be able to complain to the board.
I mentioned my objection to the mediator's shortcoming. Maybe due to poor phone connection. But still not good for me.
Nothing comes to mind.
The entire process was straightforward and quick. No complaints.
Need a CCB with a protocol which protects the public when its Licensee has damaged the public trust on the CCB site of their licensed BONDED, INSURED contractor. A roofing contractor whose Insurance doesn't cover water intrusion is absurd and the CCB needs to be held accountable for my damages and others who allowed this to happen with their protocol.
Nothing I can think of. Unfortunately, we didn't come to an agreement. Not the mediator's fault in the slightest.
Stop with the required notices every 44 days during lawsuit. Costs complaint recipient a bunch of money for nothing. Increase the bond amount. And have the contractors actually put money aside for bond payout. A personal guarantee for Bond is a joke just requires more lawsuits to acquire if awarded by judge. From.pa as t experience I have learned this
Nothing I can think of. Thank you
Don't take so long with the process let the crooks get away with everything with no recourse to them and on top of it, charging me \$50 to process it he should have to pay for it. This is not a fair world that we're in. We're crooks get away with everything and I'm not so sure about you guys.
Very impressed with our mediator, he did a great job.
Arbitration is a must! Until you include arbitration (binding) after the mediation the process too often fail. Scammers and fraudsters do not negotiate in good faith. Mediation didn't help me.
The CCB does not have any enforcement capability, it seems to only be a step prior to small-claims court. Fifty dollars wasted
I was confused about the need for an on-site meeting when we didn't look at the work. That would have made it very obvious why I was unhappy.
I was frustrated that I wasn't even heard.
The mediator was very good with us. However, the process is just that a process, and the contractors know that there is not much that can be done to hold them accountable, except for file a lawsuit so it is just an exercise in a process. The bond required does not come close to covering the damage this contractor did. He also verbally abused and threatened the one woman that was working on this an left the men alone - no recourse for that available at all in this process.

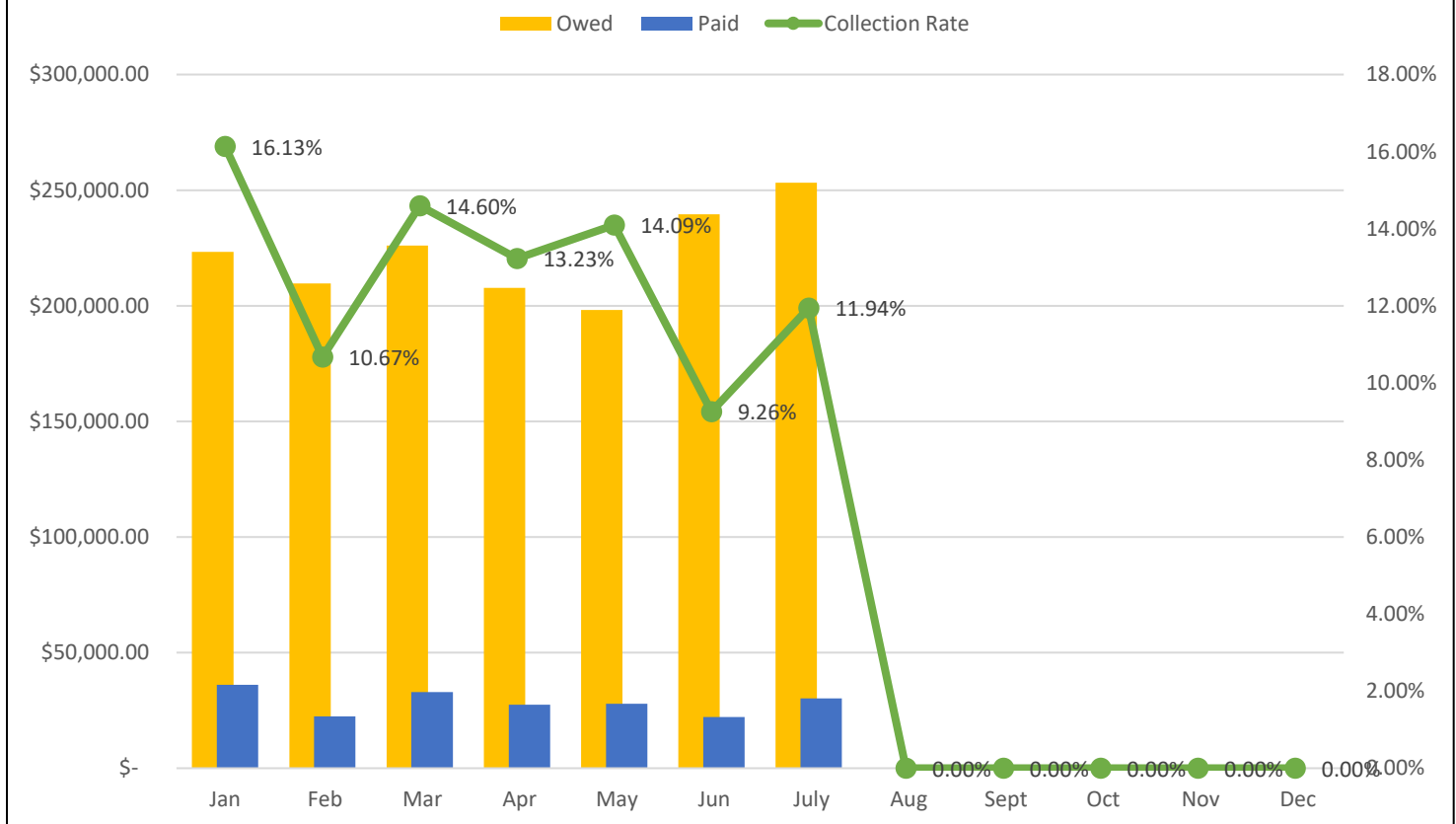
(1) Clearly inform participants that your mediation process is by phone. It took several phone calls and e-mails to determine this, because it didn't say so in the notification. (2) Make it crystal clear at the outset and every step what the complainant's options and duties are AFTER the mediation if they want to pursue a court claim against the bond. My mediator told me I have only 30 days to file in court, but that I won't get the instructions from CCB outlining my options and responsibilities for several weeks. That's a very stressful situation to put someone in when their life savings have been stolen. If it's really true that there's only 30 days to file the claim, please give people longer.
The frustrating part was when the morning of mediation was to happen the other party backed out. We received a letter from you saying all scheduled calls have to be canceled in writing. The other party didn't do that, and it seems like they got away with breaking the rules.
The contractor said that it was foolish to go to you because you could not do anything to them. And they were right.
I'm open all day. Call me at 503-793-7523.
Perhaps spend a little more than 10 minutes mediating between parties. If the end result is a lawsuit, why bother. Just ask the complainant to submit a judgement for payment at the end of the legal process. I do understand the value of mediation but in this case it was pointless. The mediator was good but could have been a little more effective in negotiating a settlement by at least finding out what each party was willing to give in terms of money, service, or time to settle.
Stricter oversight on the operations of your licenses. This person was handing out his ccb# and taking a kickback.
I would have liked to have known what my options were to resolve the matter. I was asked by the mediator what I wanted from the contractor and wasn't sure how to answer it without explaining what happened again to basically say I want him to say I don't owe the money he says I do.
Nick, I think was his name, was fair and firm.
In all honesty mediation resolved little for us. Binding arbitration would've been more effective. The facts are provided during the complaint process so it Delia m feels like a more definitive answer should be made. We obviously attempted to self-mediate to no avail so having a neutral third party didn't offer much help.
I am not sure; hard for first time submission to get all the necessary information submitted. I was able to complete the complaint process in one attempt with a second complaint.
I would have thought that he would have looked at the work that was being questioned and made it a point to let the company in question know that it was poor workmanship, because what we got back wasn't in line with what we have to put back into the work to make it right
No suggestions. It was an efficient process. Thank you.
As a first timer in the process, the only suggestion I can make is to formally reach out to the respondent via telephone and walk them through the process and what impact it may have on their license status. The idea of the complaint isn't foreign, but the process is... at least in terms of how to prepare and what to expect. I called into the office and the staff was helpful but a proactive approach to the respondent would go a long way and may encourage contractors who "no show" to not be so intimidated or worried about the process.
Yes.
Work with the participants to schedule the mediation. People, especially lawyers, have tight schedules and to simply select a time and tell the parties "tough" we don't care about your schedule does not lend itself to meaningful participation and thus inhibits the chances for a successful mediation.
If a resolution isn't agreed upon automatically help move the process to court as needed /requested
Everywhere. Give a shit about the truth
Unknown
If it was possible to provide more information on how to move forward from an unsuccessful mediation, that would have been great.
When a contractor has more than two complaints their license should be suspended.
I don't see anything that needs improved
The time frame could have been shorter, or I could have gotten an email (even automated) to let me know where complaint was in the process. Also, I feel like the mediator could have tried a bit harder to come to a middle ground.

Collections

Payments Received in 2025 to Date



CCB Collection Rate 2025



*Total Owed v Total Paid is a bit skewed due to the action code PEND08. This is when a licensee pays their penalty before a Final Order is issued. Therefore, the total owed is never entered into Hydra but the payment received is.

KPM #3: The agency was well under the target maximum for FY 2024 (7/1/23-6/30/24), the agency achieved 29 percent.

CCB CONTRACTOR CLASSES

2025						
Class Type	Stakeholder(s)	Taught in another language?	Where?	Date	Attendees	Qtr Total Attendees
CCB Contractor Class	CCB	-	Virtual	1/7/25	61	771
		-	Virtual	1/22/25	110	
		-	Virtual	2/18/25	167	
		-	Virtual	2/25/25	79	
		-				
		-	Virtual	3/11/25	113	
		-	Live	3/19/25	35	
		Spanish	Live	3/22/25	106	
		-	Virtual	3/25/25	100	
Total Q1						771
CCB Contractor Class	CCB	-	Virtual	4/8/25	98	587
		-	Virtual	4/30/25	97	
		-	Virtual	5/6/25	47	
		-	Virtual	5/28/25	180	
		-	Virtual	6/24/25	165	
Total Q2						587
CCB Contractor Class	CCB	-	Virtual	7/23/25	160	160
		-				
		-				
		-				
		-				
Total Q3						160

Various Speakers

Department of Environmental Quality (DEQ)
Oregon Occupational Safety and Health
Administration (OSHA)

Division of Financial Regulations, DCBS (DFR)
Workers Compensation Division
811

CONSUMER CLASSES

2025						
Class Type	Stakeholder(s)	Taught in another language?	Where?	Date	Attendees	Qtr Total Attendees
Mid-Oregon Safety Summit	CCB	-	Live	1/27-1/28/25	300	2073
Education Fair	CCB, Other city & state agencies	-	Live	2/11/25	200	
Homeowner Outreach	CCB	-	Live	2/19/25	500	
Homeowner Webinar	CCB	-	Virtual	3/4/25	10	
GOSH Conference	CCB, Other city & state agencies, private sector	-	Live	3/6/25	1000	
Homeowner Webinar	CCB	-	Virtual	3/18/25	44	
Homeowner Webinar	CCB	-	Virtual	3/27/25	19	
Total Q1						2073

Scam Jam	CCB, AARP, & other agencies	-	Live	4/12/25	250	850
COBA Home Show	CCB	-	Live	5/4-5/6/25	500	
Scam Jam	CCB, AARP, & other agencies	-	Virtual	6/17/25	100	
Total Q2						850

						0
		-				
		-				
Total Q3						0

Stakeholders

Oregon Home Builders Association
 LatinoBuilt
 Oregon Office of Attorney General
 AARP
 Mid-Valley Association of Realtors
 City of Medford
 Jackson County Community

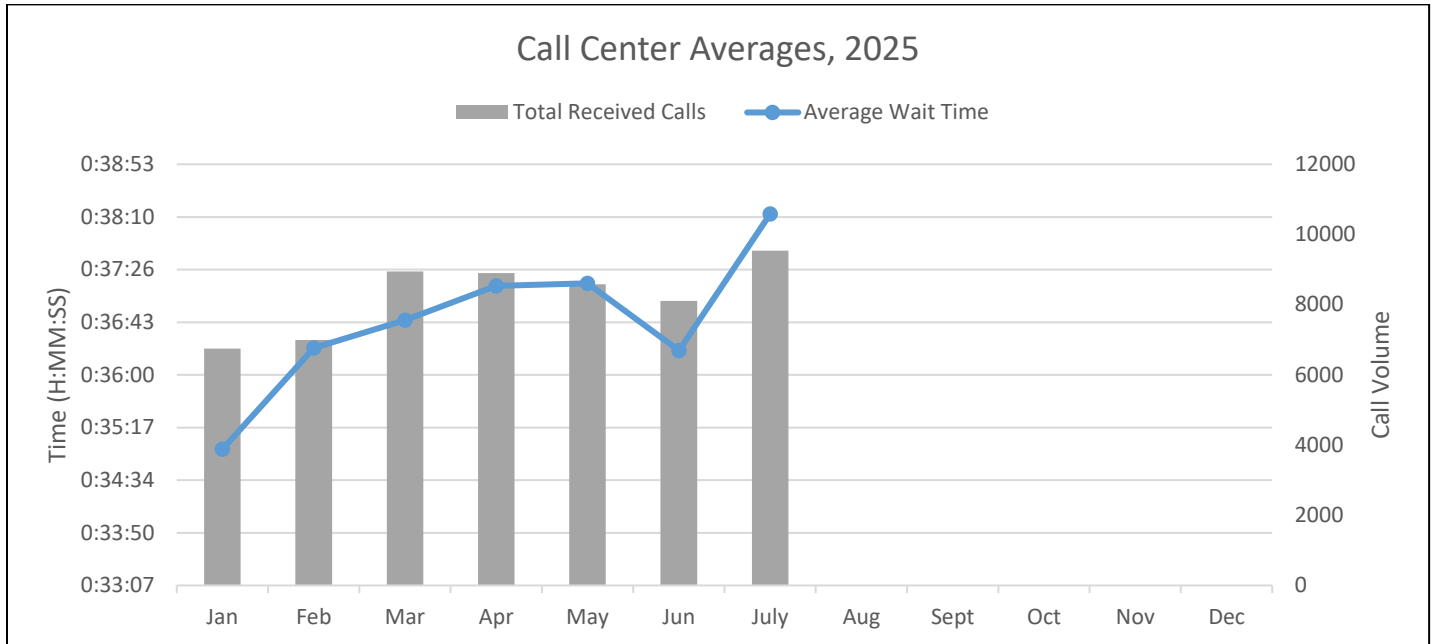
Lane County
 Willowa Town Hall
 City of Portland
 OEM
 Lincoln City Senior Show
 Eugene Home Show
 Oregon Association of Realtor

Pre-License Candidates

2025						
Class Type	Stakeholder(s)	Taught in another language?	Where?	Date	Attendees	Qtr Total Attendees
How to Get CCB license	CCB	-	Virtual	1/31/25	79	
		-	Virtual	3/5/25	41	
Total Q1						120
How to Get CCB License	CCB	-	Virtual	4/15/25	59	
		-				
		-	Virtual	5/16/25	26	
			Virtual	6/27/25	45	
Total Q2						130
How to Get CCB License	CCB	-	Virtual	7/29/25	49	
		-				
		-				
Total Q3						49

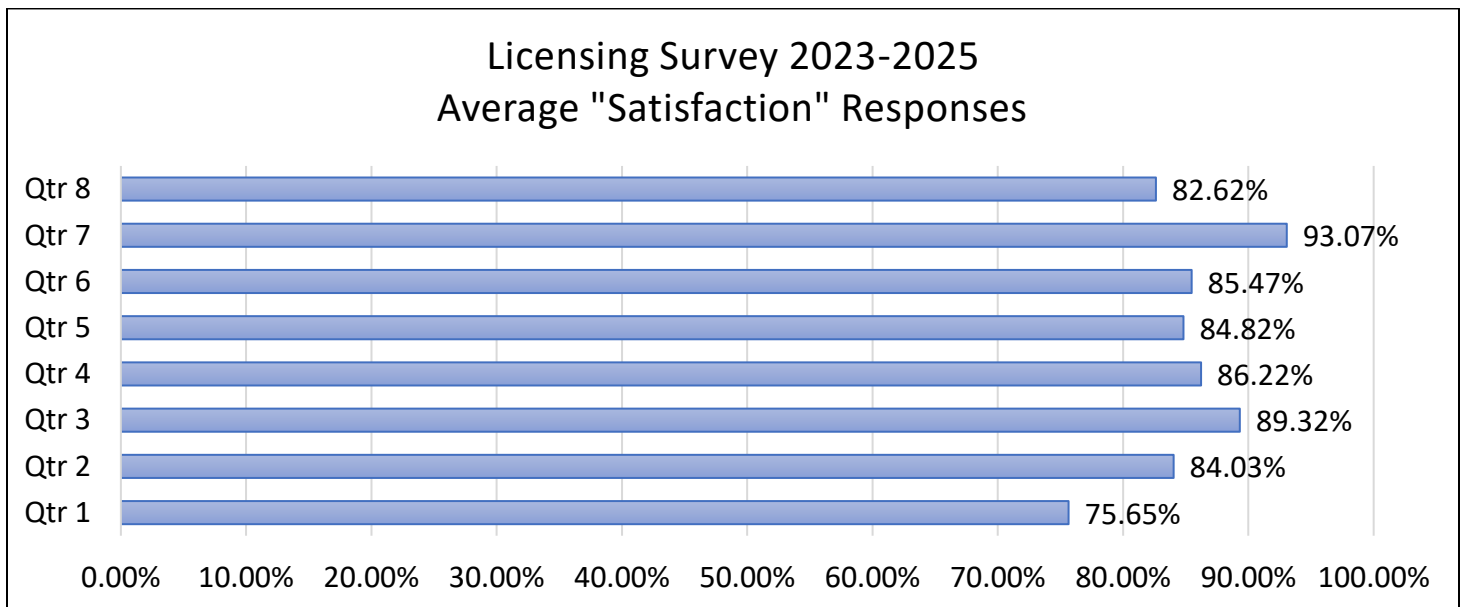
Licensing

Call Center



NOTE: The average Wait Time to Answer can vary depending on staff coverage, business days worked and incorporates the callback feature.

Licensing Survey



Q8 is the most current summary of responses and spans from 4/1 - 6/30/2025.

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
Total Survey's Sent via GovDelivery	6836	6940	6566	8023	7187	6078	7383	7231
Engagement Rate (email received/opened/links clicked)	72%	86%	79%	77%	79%	81%	81%	81%
Total Responses Received	*didn't collect summary data for Q1.	482	295 *Survey was not pulled at the end of Q3. Combined response for Q3 & Q4.	54 *Survey was not pulled at the end of Q5. These responses are only for the month of Sept. '24.				
					190	224	210	

QTR 8 LICENSING SURVEY COMMENTS

Dana was very quick to get the license back up and current due to an inactive option taken at renewal. So, appreciate her willingness to get our crew back to work with minimal disruption

Yes, I think the continuing education should be waived altogether after you have held a license for 20 or more years without issue.

The continuing education portion of the website is poorly designed and difficult to locate the needed info. Your office hours are too limited.

Regina was a great help.

I am very disappointed in the material offered for ongoing education. 99% does not apply to our trade or much of anything at all. We consider it 16 hours of wasted time every other year when I have to review the same outdated and unimportant lessons.

I appreciate the clarity of the CCB website and the quick and seamless process. The only drawback was the Formatting for the OSHA Continuing Ed Classes didn't show part of each page on my vintage MacBook, the OSHA course feedback link failed entirely.

Awesome customer service as usual!!! Thank you

I had some questions about my renewal, went down to the ccb they answered all of my questions

CCB is a credit government employees. I wish they ran the DMV.

I appreciate the online information and Contractor tools!

No

It all processed as smooth as melted butter!

It was very difficult to reach the correct person regarding questions about our application, both by phone and email.

Gracias.

Every contact so far with the staff has been super! I spoke to a lady a few days ago and she was very helpful. Last week Adam answered and was very courteous and helpful. Great customer service! He even followed to confirm my license was renewed! Thanks!

Credits from other courses were not transferring over but they were able to quickly fix this and renew our license. Thank you!

I had to call CCB for answers to some questions and she was so informative and helpful! Very comfortable to talk to.

First and foremost, Darla Seeley was amazing help. It was slightly stressful being on hold for 90+ minutes and taking a full five days for our renewal still to be in the queue but Darla did an amazing job de-escalating my stress.

Your continued education program and the way it's structured is about a revenue stream and extortion of the business also Your fee's that are mandatory to stay licensed is also a tax and extortion

Process is seamless online and doesn't take a lot of time. My continued education hours updated immediately. Didn't need to call office but they have been effective helpers in the past.

Keep up the good work! Thanks.

Renewing license is always a crapshoot. The key issue is dealing with bond and insurance submission. We attempt to get updated documents from vendors and then email them to you. Cross our fingers and pray it doesn't get rejected prior to license expiration. As somebody that has a (basically) permanent mark on my record as 'License suspended for lack of bond', I am a bit bitter about CCB and some of the petty policies that hard honest contractors.

Kevin in the Salem office was beyond helpful and friendly. Thank you Kevin.

Easy!

Brenna was great! Thank you.

You guys have made it fairly painless to get this done. Good Job.

It took almost 3 weeks to process my LBPR application. During that time, I am not permitted to even bid on a lead job. Why is it that the license shows back dated to the day I applied? I am paying for 3 weeks of license that could not be

used. CCB took my \$50 immediately and that is the only way I knew everything was received until I called 2 1/2 weeks later to see what was happening.
Timeliness wasn't necessarily an unexpected wait; I've been this route before. I'd maybe been a little more anxious had I been newer to the process. What was it, a week?
On the initial renewal, there was a question about the status of license. Unfortunately, I had forgotten to get online to renew before it expired. I clicked the button that said inactive, believing it was asking current status. This caused us to receive "inactive" cards. This question needs to be worded differently, in my opinion!
All good.
It was not very clear what the status of my application was when viewing my account (the description was very brief and with notes I didn't understand, like "Submitted (NS)". I don't remember if that was the exact status, but I didn't know what the "NS" meant. Also, I got the message that my application was approved, but it doesn't tell me what my contractor's license number is.
I had to go to the office because I could not figure out the online renewal. The help after I went to the office was outstanding!
Just a good service in person they are friendly and patient.
N/A
Very personable and helpful!
The wait time to get help on how to answer and continue needs to be shorter . I waited over 2 hours.
CCB are always prompt and helpful.
We have 2 qualifiers with accounts, but we do not understand whether both need to list their continuing education credits or not, and I could not find this information on your website. I have been unable to get assistance via phone because your phone line is too busy.
Super frustrating to see a letter in the mail that our license was expired when it was renewed on time, only to get an email a few days later saying our renewed license was approved. There should be a quicker online system for processing applications rather than automatically expiring them.
I renewed on time and paid. Then I was sent a cancelation letter. Tried calling 20 times could never get through. Unbelievable. They need DOGE TO FIRE EVERYONE. PERIOD. SAD.
I have completed my renewal application and payment. Received an email saying my license is now active. I'm shown as having an expired license on CCB lookup. No one will return my emails regarding this matter.
Service in the office was very good. 10/10.
boy a renovar la licencia con Paola zárate
My license is stuck on sabbatical. I've done everything I'm supposed to and it's inactive and I can't find anything that tells me why.
Great Service.
Not at the moment, wish I can get the license sooner than 2 weeks, but I can wait.
Everything was good except for the time that it takes to get somebody through the phone.
Not referring to the licensing, but when I email for questions it takes way too long to get an answer. I understand short staffing but if you offer email services over phone services, it should be priority.
Thanks to everyone who helped me at building codes division etc...
Adam is unbelievably knowledgeable and insanely helpful!
Adam was very helpful...Please give Adam a raise.
The customer service at the CCB is exceptional. I am always surprised at how helpful, attentive and nice the ladies that answer the phones are. Good 3-hour class and easy to operate website. I have always been impressed by the whole operation.
Your customer service representative hung up on me? She couldn't understand what I was trying to say and hung up. It took me two days to get customer support to contact me. The issue was finally fixed but it was your fault! And no one

there is professional enough to just own it, and help!?? Very bad experience and my Vice President was standing there listening to the lady. He was surprised at her tone and ability to listen.
Umm... customer service people sucks! Very rude and mean without cause?
Satisfied with the renewal process online. Not so satisfied with your customer service support. 3 phone calls/3 days/ 3 customer support and some calmness from your Rep to understand that my login was wrong and I didn't do it, and something is wrong with our account. His name was Adam. Very rude. I wish that call was recorded!!
All of your agents that I spoke with on the phone were extremely professional and knowledgeable. Shout out to Adam and Carrie. Thank you for helping me through the process of renewing a license that expired and the process of changing and RMI.
You are always helpful and efficient. Thank you.
To long the waiting time on the phone.
Everything was easy. Thanks.
Very much appreciate BCD and CCB
The LPBR certification program is broken. I should be able to renew online. My check was deposited 4 weeks before I got confirmation.
I renewed almost 2 weeks in advance and still my application was not processed by my expiration date causing undue stress and making it look bad to my customers. Perhaps there should be a grace period if the office cannot process applications in a timely manner. In this day in age there is zero reason for an online application to take weeks to process.
I never had a reason to contact CCB directly. The license application was straight forward and reliably working online. It did take a full month to process my application which was a bit much considering that everything was straight forward and ready to go.
Continuing education needs to be stopped if your license is over 15 years old. Brandy on the telephone was very curse on the telephone.
I'm very satisfied with the process of my renewal.
It took over 5 working days to update my license once Ed. requirements and fees paid.
The threshold for receiving a CCB license is absurd, particularly during the process of purchasing an existing contractor business. Insurance SHOULDN'T be required BEFORE a license is issued, this creates a cost for a contractor while they wait '4-6 weeks' for their CCB license to get approved. If we are trying to incentivize building in OR, CCB should be revamped to make it easier.
This was regarding our lead license renewal. I had failed to sign one part of the form and was following up. The staff was courteous, but more staff is needed. At 9:02am, I was already 7th in line. If I called more than 5 minutes past 9am, I would be 20+ more in line.
We applied for our lead paint license.
5 weeks to process an application that I provided everything for, paid for up front, and that I've been required to pay for liability insurance for is unacceptable
The time spent waiting on hold to speak with someone was rather ridiculous. The first time I tried calling I was on hold for over an hour and a half and then given the option for a callback. In total for 3 attempted phone calls, I spent over 3 hours on hold and still had to leave a call back number. I would think that process should be handled much better. Especially for just update questions or something that would not take but maybe 2 minutes of someone's time. Once you did speak with someone, they were helpful and courteous, thankfully! Also, only being able to fax in or mail documents as opposed to emailing them was such a time delay in requested additional items. I replied to an email request promptly and faxed in what was needed and it still was not looked at for 3 days until one of our guys actually went into the board office and started asking questions. Maybe some improvement there as well, I know those applications are a huge undertaking and we appreciate your help.
I don't know the name of the women that helped me but she was exceptionally helpful and patient.
This is my first time renewing my license. Licensing renewal requires continuing education. It was not clear to me what qualifies and what does not. The staff was very helpful in assisting with questions and resolving updating my license with limited time before expiration. Thank You!
I was on hold waiting for help 5 different times for over an hour (long distance charges) and then disconnected. NEVER talking to an agent. I emailed twice and got a response on the second email!

Extremely frustrated with interactions with the CCB. I misplaced a paper notification for my lead reno license so when I realized it had expired I called the CCB numerous times and always found there were at least 20 people ahead of me, but I could leave my phone number which also presents complications because I'm a contractor and work at sites so it's pretty difficult to answer phone calls. When I finally did reach someone, they said the only way I could pay is with this paper form. They could email it but I can't pay online. This was 4 weeks ago and I still don't have my license
The only thing I would change is when you submit an application that it states that it's finished and pending approval. I waited for 3 weeks and then finally called to find out that I did submit it correctly and after another week and a half was approved.
I have renewed my license and it is updated in the system. The problem I have is, I need the paper license so I can provide to Google as part of their validation process. Contractors must provide a scanned "color" copy of the license to Google. If we fail to provide the license prior to the expiration date, our marketing efforts controlled by Google are suspended which creates problems to contractors. Once received, we must try to reactivate the Google compliance. If there is any way to speed this paper copy of the license process, it would be appreciated.
Although I'm not very familiar with the system, I didn't find it too difficult to renew it online. I also want to add that whenever I go to the CCB office to request information, they are always kind and do their best to assist contractors. Thank you very much for all that you do!
The staff is great! You guys' Rock!
Can you stop interrupting my license activity because I buy insurance online? Every month for three years my license has been shut off because of insurance issues but I've never not had insurance....
When I called "Dana" I think that was her name. Was very helpful with my requests and questions. My license had technically expired even though I had submitted and paid for my renewal a week prior. She found me in the queue and expedited my renewal so I was no longer showing expired on my license info.
Your survey does not have a place for N/A. Other than that, everything about this experience was fine.
This whole procedure could have been eliminated with a follow up "your license is about to expire" notification. I understand it's my obligation to renew my license. But just like you, sometimes people don't get a bill or forget. The billing agency sends at least one reminder before they close your account or reposes your product.
The process took longer than I'd hoped, but I understand. I talked to the staff a few times during the process, and they were great! Thank you! Brad
You guys have been doing wonderful job and I'm so really happy after I win 31 years as a general contractor. I start my business a general contractor with you guys in the year 1994 thank you very much
Me parece muy práctico más fácil y rápido
I called into your office and the lady on the phone for your renewals helped me instantly and saved me a ton of headache, give her a raise.
The amount of time spent on the phone waiting to talk with someone was absurd. Once you got to talk with someone it was extremely quick and easy but that wait time for hours is very hard to do during business hours.
The personnel at the CCB are always courteous, knowledgeable, and efficient, once I can get hold of someone. I spent a lot of time on hold in the past few weeks (hours), trying to resolve an issue that took 3 minutes once a person could help me. The website has a lot of information but no functionality as far as getting paperwork through the system, so asking me to check there is futile and frustrating. I'd like more opportunities to talk to a human if that's the only way to get things done. Thank you for the opportunity to comment.
The only issue that I ran into was your internal system had a glitch and it took a second time to submit my credits from an approved third party supplier. That caused a delay in the approval of the renewal and my license was delayed and showed expired for a week or more. Not a big issue on my end as I explained the problem with our customers so all was good. This is mainly an FYI. Thanks
No
I was applying for my CCB for the first time.
From the time I submitted my application to the time my CCB number was generated, it took 7 weeks. SEVEN WEEKS! That's crazy.

I needed an EPA Certificate, and I took the class and faxed my application and payment on 5/7/2025 and the EPA certificate was not completed until June 23rd. This has caused me to lose 1.5 months of business due to it taking so long
Nope
Renewal took 1.5 months from when it was mailed, four weeks from when the check was cashed and two calls checking on status to get it updated. Updates should be made at/when the check is cashed.
What time on the phone was excessive and I emailed the helpdesk multiple times, but only got a response once.
Overall, the process was straightforward and not overly complicated. It just took longer than was stated online with no communication from CCB to warn me of how delayed they were.
Great website to do my classes
The process was fast and easy. I did not talk to anyone on the phone, so I skipped those questions.
Phone issues....I don't think it was offered to take my # & call me back...maybe one time but then the next I was on hold for well over an hour?
Thank you again and everyone @ the C.C.B. have a great and safe 4th of July.

CCB Licensing and Enforcement Modernization Monthly Project Status Report

Report Period	July 31, 2025	Exec. Project Sponsor	Chris Huntington
CCB Project Manager	Tami Dohrman	Business Owners	Leslie Culpeper
Vendor Project Manager	N/A		Noel Magee Vena Swanson Dana Zeimantz

Area	Status	Comments
Scope	Green	Scope has not changed
Schedule	Green	High level schedule has not changed <ul style="list-style-type: none"> DAS EIS gave CCB Stage Gate 2 Endorsement in January 2025 Anticipate RFP out summer, 2025 Select Vendor last half calendar year 2025 Legislative budget presentation in February 2025 Budget passed out of Ways and Means Project closeout by June 30, 2027
Budget	Green	Cost estimates have not changed
Overall	Green	DAS Procurement is actively working with CCB on the RFP and related documents. CCB anticipates releasing the RFP after the 2025 session.

Past Period Activities

Project Team:

- DAS Procurement has moved the CCB RFP up in priority.
- A meeting was held to discuss possibilities of adding Building Codes to the CCB RFP
- SDC Server Move has been completed (with the exception of a couple small tickets still outstanding)
- The Enforcement Section finished a review of Sanctions and presented at the Project Meeting
- Started work on Use Case: New Applications
- Locksmiths that were in Active Status but had an expiration date that had passed have been cleaned up. Locksmiths given chance to renew and if they did not they were expired.

OCM:

- Continue with every other week Change Tips for Managers (recent topic Time Management)
- Continue to check in with staff to make sure communication is good

Planned Activities/Upcoming Milestones for Next Period

Project Team:

- Continue to work with DAS Procurement to finalize RFP.
- Worksession meeting re: greatest concerns/fears
- Continue Data Clean up.
- Use Cases to be presented to managers: Bond Use Case, Insurance Use Case, Public Records Coordination Use Case
- Continue work on Use Cases with SME's
- Continue to analyze information in selected fields in CCB's current system
- Work on Benefits Management Plan
- If there is time, start working on some internal policy decisions – do the background work so they can be presented to management
- In August have a more indepth conversation about the Risk Matrix

OCM:

- Continue with every other week Change Tips for Managers

- One project meeting will be dedicated to discussing what fears and concerns managers have about the new system (August)
- Next CCB All Staff will discuss RFP process

Key Outstanding Issue	Assigned To	Response/Due date
No significant issues have been identified		

Risk Management

Key Risks	Assigned To	Response/Due date
Some of our top risks identified are:		
<ul style="list-style-type: none"> • Lack of sufficient project funding 	Chris Huntington	Increase license fee. Done
<ul style="list-style-type: none"> • Finding a vendor that can meet most of the requirements 	Tami Dohrman, Managers, SME's	Ensure requirements are complete/9/6/2024
<ul style="list-style-type: none"> • Dependency on vendor to meet schedule 	Tami Dohrman	Complete Use Cases and Data Clean Up to facilitate Implementation/June 30, 2025
<ul style="list-style-type: none"> • Insufficient human resources available 	Chris Huntington	Backfill staff built into budget/2025 session
<ul style="list-style-type: none"> • Loss of key resources 	Tami Dohrman	Complete Use Cases/June 30, 2025 – we will not be complete at June 30, 2025. A few more will have to be finished up.
<ul style="list-style-type: none"> • Staff Engagement and Support 	Chris Huntington/Tami Dohrman	OCM trainings/Involving staff in Use Cases, Requirements Review, etc./Ongoing

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: Dana Zeimantz, Licensing Manager
Date: August 27 2025
Subject: Licensing Report

General Highlights:

Processing time for new applications has been reduced by 10 working days since the beginning of May. (36 days to 25 days).

Licensing team met with the Workers Compensation Division to collaborate and share knowledge.

Licensing teams started the use case for new applications

Increased call volumes due to statewide call center outage and limited access to CCB portal accounts

Project Update:

- Licensing staff continue to participate in reviewing decision briefs, software requirements and developing use cases for the upcoming system replacement. This now includes data clean up in preparation for data migration to new software.
- On hold: Currently testing new software for call center staff as we continue to look for ways to improve connectivity and refine call center productivity. If successful, all call center staff will utilize the new software in the next 4-6 weeks. On hold until data migration to State Data Center completed.

Upcoming quarter:

- Hearings for license refusals

CONSTRUCTION CONTRACTORS BOARD

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503-373-2007 FAX



Memorandum

To: Construction Contractors Board
From: Noel Magee, IT Manager
Date: 27 August 2025
Subject: Information Technology Report

Ongoing Activities

There remained two primary focus areas for IT. The first and most immediate is the move to the State Data Center (SDC). This process has completed successfully. The second area is the new system replacement activities. During this interval most retention and cleanup efforts have slowed in favor of SDC move activities and getting the new system replacement project through the next requirements so that the RFP can go out. This process is also on track although waiting for external events at this particular point.

Move to SDC:

- 1) Production servers moving to SDC. **Completed**
- 2) Move all staff to DAS F5 VPN, decommission old CCB VPN. **Completed**

Rollout Windows 11:

- 1) We will do this in a group-by-group fashion.
- 2) First group (education) to shake out the process **Completed**
- 3) Most of the workstations will be moved in the next two weeks so all but a few stragglers should be done by the board meeting. **In Progress**

This Licensing System Replacement:

- 1) documenting current business processes so they can be more easily configured in whichever new software is eventually chosen is a heavy lift. This activity will pay back with more time and effort savings as the project moves forward. **In Progress**
- 2) Software development to implement the retention specifications during this period although it will take some months to complete. **In Progress**

- 3) Documentation under review for SG2 approved by procurement, security still pending. *In Progress*

We're reporting good numbers on the Security metrics.

➤ **Security reported status - Reported monthly by EIS/Enterprise Security Office (ESO)**

- ◆ EIS is moving everyone to "Tenable One" which is a newer, enhanced security software. The old Tenable was used to generate these numbers in the past.
- ◆ During the move to new Tenable, they cannot generate those reports.
- ◆ Even after the Tenable move is completed EIS expects it could take a few months to begin generating reports again.

◆ **09 June 2025**

- 100% of systems scanned (statewide 87%)
- 1% have critical vulnerabilities (statewide 23%)

CONSTRUCTION CONTRACTORS BOARD

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



Memorandum

To: Construction Contractors Board
From: Leslie Culpepper, Communications and Education Manager
Date: June 12, 2025
Subject: Outreach and Education Program update

Education Activities

- **CCB 3-hour Contractor Webinar** – June 24 – 165 contractors
- **CCB 3-hour Contractor Webinar** – July 23 – 160 contractors

Outreach Activities

- **Scam Jam** – June 17 – 100 consumers
- **How to Get Your License Webinar** – June 27 – 45 consumers
- **How to Get Your License Webinar** – July 29 – 49 contractors

Update

Summer is a season when Education section catches up after the outreach season. In the last few months, we've updated brochures, refined our public records request process, and refined the commercial contractor auditing process. This has been a good time for continuing the onboarding and training of our newest education member (hired in February) and completing projects relating to administrative processes within our section. We're finalizing our fall and winter schedule for the rest of the year. The schedule will likely be listed on our website by the time this board meeting takes place.

CONSTRUCTION CONTRACTORS BOARD

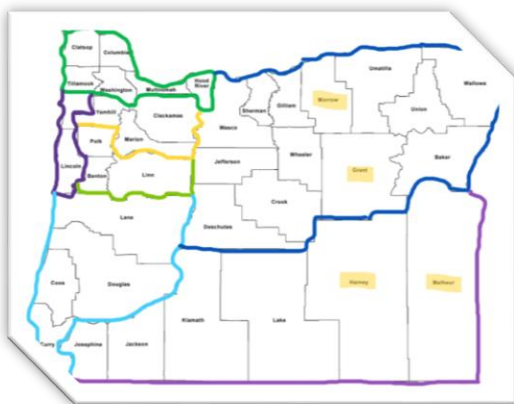
201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621



To: Construction Contractors Board
From: Vena Swanson, Enforcement Division Manager
Date: August, 2025
Subject: Enforcement Division Update

Field Operations Section Update:

- 4 of 7 CCB Strategic Efforts are complete



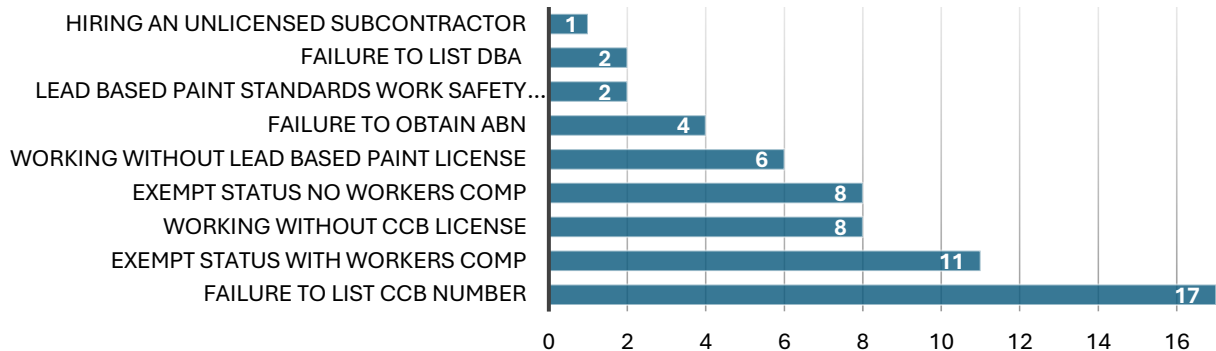
North Coast 120/7

Southern Coast 87/17

Clackamas 204/15

Eastern Oregon (1) 71/20

Violations



Field Operations Section Update (continued)

Field Investigations project work 2025:

- Social Media E-Warnings- In production phase 1, email warnings are being delivered to contractors who are reported through the TIPS line where an E-Warning applies. CCB received legal guidance about where we may start to approach social media advertising, we will continue to develop this item. About 25% or more of TIPS line complaints per month are instances of unlicensed contractors announcing their business and being hired via direct message by a consumer.
- Verizon Connect- This software was previously called Field Force, this upgraded system may allow us to dispatch an investigator who is closest to the report of illegal activity. This capability could enhance accuracy and response time. We plan to expand use of this product and test capabilities throughout 2025

Compliance Section Update:

- The file load for the compliance officers is about 104
- Collections update

Q 1 2025	Q 2 2025
CCB \$106,281	CCB \$ 94,009
DOR \$55,764	DOR \$75,245

Compliance Section project work 2025:

- License Replacement System- Continuing use case documentation in this section as others in the division are now complete including Field Investigations and DRS.
- Remote online notary services (RON) required by DOJ for specific items- we are working through IT and procurement to meet this requirement and will start training compliance staff when we are granted access.
- License Conditioning SB228
- Breach of Settlement Agreements SB228

Dispute Resolution/Mediation Update

- The File load for the DRS Analysts is about 612
- Succession training DRS Analyst is complete

Dispute Analysts and Mediation project work 2025

- Public facing complaints/CCB website- The mediation lead is assisting in creating a public facing records matrix that improves the types of complaints listed on the CCB website. We will be refining the criteria and putting these internal business rules in place by the end of 2025.
- Breach of settlement agreements SB228- Right now we are working to further define and develop the internal process and proposed language where enforcement penalties may apply to Breach of Settlement Agreements.
- Settlement agreement language revisions- This work is ongoing. (working with DOJ)

2025 Enforcement Division Training Goals :

Verbal Judo: De-escalation and conversation handling tactics

Customer Service Training: All Staff

Mediation Training

DOJ Lay Rep Training: Completed January/Ongoing

**Consent Agenda attached for approval 6/14/2025-8/5/2025*

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

8/7/2025

06/14/2025 - 08/05/2025

NOTICES OF INTENT

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136111	ACE CUSTOM FLOORS LLC	701.021(1)	06/25/2025	1,000.00
136463	ROOST DEVELOPMENT LLC	701.021(1)	06/24/2025	5,000.00
136468	ZACARIAS RAMIREZ, PEDRO	701.021(1)	06/18/2025	1,000.00
136484	KAI HOME SOLUTIONS LLC	701.021(1)	06/17/2025	600.00
136492	JAMESCO ROOFING LLC	701.021(1)	06/17/2025	5,000.00
136496	B2 CONCRETE CONSTRUCTION LLC	701.021(1)	06/20/2025	5,000.00
136497	HUMMEL, MYLES LEE	701.021(1)	06/17/2025	5,000.00
136503	ATTA BOY CONSTRUCTION LLC	701.021(1)	06/24/2025	600.00
136507	VARGAS BERMUDEZ, JOSE LUIS	701.021(1)	06/18/2025	1,000.00
136512	RED BEARD CONCRETE LLC	701.021(1)	06/24/2025	1,000.00
136516	H&A CONSTRUCTION LLC	701.021(1)	06/26/2025	1,000.00
136518	VERSTEGEN, MARC D	701.021(1)	06/24/2025	1,000.00
136521	HARDWOOD PAZ CO LLC	701.021(1)	06/27/2025	5,000.00
136529	BRIAN DANIEL SPOHN & TIMOTHY WADE WARNKE	701.021(1)	06/25/2025	700.00
136532	LOTUS PLUMBING COMPANY	701.021(1)	06/24/2025	600.00
136533	GNC CONSTRUCTION LLC	701.021(1)	06/25/2025	700.00
136534	GREEN PACIFIC CONCRETE LLC	701.021(1)	06/25/2025	1,000.00
136537	BREILAND, WESLEY JOHN	701.021(1)	06/18/2025	1,000.00
136541	TORRES GALVEZ, ALEXANDER GEOVANNY	701.021(1)	06/27/2025	600.00
136556	KERNS, CHRISTOPHER	701.021(1)	07/01/2025	5,000.00
136559	PLESHA, TAYLOR HOOD	701.021(1)	06/27/2025	700.00
136571	GARY'S SITE SERVICES LLC	701.021(1)	07/11/2025	600.00
136574	CLAUSEN, TOBIAS JOHN	701.021(1)	07/01/2025	600.00
136578	MOONEY, CLAYTON LEE	701.021(1)	07/02/2025	1,000.00
136580	THREE SISTERS HOME INSPECTION LLC	701.021(1)	07/04/2025	1,000.00
136581	EATON CONTRACTING INC	701.021(1)	07/02/2025	1,000.00
136588	CC OF OREGON LLC	701.021(1)	07/03/2025	1,000.00
136600	SHELTON, MICHAEL DAVID	701.021(1)	08/01/2025	1,000.00
136600	SHELTON, MICHAEL DAVID	701.021(1)	07/08/2025	1,000.00
136606	HAMEL, ROBERT FRED	701.021(1)	07/16/2025	1,000.00
136610	CHAMPAGNE, STEVEN LEE	701.021(1)	07/18/2025	5,000.00
136611	ESTRELLA CONSTRUCTIONS AND MAINTENANCE LLC	701.021(1)	07/10/2025	5,000.00
136617	TOMSHA, JEREMY	701.021(1)	07/10/2025	5,000.00
136624	NOBULL CONSTRUCTION AND HARDSCAPE LLC	701.021(1)	07/11/2025	1,000.00
136629	C AND C PAINTING SERVICES LLC	701.021(1)	07/14/2025	1,000.00

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

8/7/2025

06/14/2025 - 08/05/2025

NOTICES OF INTENT (cont.)

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136636	EVERARDO MELGOZA MENDEZ & EVELYNE ARYANNA MELGOZA	701.021(1)	07/15/2025	1,000.00
136640	WHITE, CHRISTOPHER ELWOOD	701.021(1)	07/16/2025	1,000.00
136642	SIMMONS, TYRONE JAMES	701.021(1)	07/17/2025	5,000.00
136651	PLUEARD II, KENNETH LEON	701.021(1)	07/29/2025	1,000.00
136651	PLUEARD II, KENNETH LEON	701.021(1)	07/22/2025	1,000.00
136652	AXE AND SAW LLC	701.021(1)	07/24/2025	600.00
136655	OPREA, DANIEL	701.021(1)	07/22/2025	1,000.00
136676	A & A PAINTING & MORE LLC	701.021(1)	07/24/2025	1,000.00
136684	MC ENTERPRISE 1 LLC	701.021(1)	07/29/2025	1,000.00
136688	OSBORN, THOMAS WADE	701.021(1)	07/29/2025	5,000.00
136692	HEIDENREICH JR, LAWRENCE JOSEPH	701.021(1)	07/31/2025	700.00
136712	CLEAVER, DIRK PATRICK	701.021(1)	08/01/2025	1,000.00
136716	LUX PAINTING LLC	701.021(1)	08/04/2025	1,000.00
136717	ACE TREE CARE AND FORESTRY LLC	701.021(1)	08/04/2025	5,000.00

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136464	RAYMOND DWAYNE RADEMACHER & STEVEN ROBERT MONROE	701.035(3)	06/24/2025	1,000.00
136466	BASIN FINE FINISHES INC	701.035(3)	06/17/2025	1,000.00
136482	360 REMODELING & PAINT LLC	701.035(3)	06/16/2025	1,000.00
136490	MENDEZ HOME IMPROVEMENTS LLC	701.035(3)	06/17/2025	1,000.00
136491	LEDERER, PATRICK ANTHONY	701.035(3)	06/17/2025	1,000.00
136493	PACIFIC COAST CONSTRUCTION LLC	701.035(3)	06/17/2025	1,000.00
136519	CRAGNOTTI, COLTON BAILEY	701.035(3)	06/24/2025	1,000.00
136520	HOME PROZ INC	701.035(3)	06/24/2025	1,000.00
136524	LEYVAS CONCRETE LLC	701.035(3)	06/27/2025	1,000.00
136525	SIERRA NW INSULATION LLC	701.035(3)	07/01/2025	1,000.00
136531	TOP MASTER ROOFING LLC	701.035(3)	06/26/2025	1,000.00
136561	ALE CONSTRUCTION LLC	701.035(3)	07/01/2025	1,000.00
136567	HARRISON, ROBERT LEO DAVID	701.035(3)	07/01/2025	1,000.00
136572	EAGLE EYE GUTTERS & MORE LLC	701.035(3)	07/02/2025	1,000.00
136579	FULL CIRCLE CONSTRUCTION AND RENOVATIONS LLC	701.035(3)	07/02/2025	1,000.00
136585	FOREMOST CONSTRUCTION LLC	701.035(3)	07/02/2025	1,000.00
136622	SHOVELHEAD CONSTRUCTION LLC	701.035(3)	07/11/2025	1,000.00
136623	WILLIAM BRADLEY ENTERPRISES LLC	701.035(3)	07/10/2025	1,000.00
136639	LEXSUN CORP	701.035(3)	07/16/2025	1,000.00
136685	CT PRO PAINTING LLC	701.035(3)	07/29/2025	1,000.00
136686	KRAJEWSKI, CHRISTOPHER AERON	701.035(3)	07/29/2025	1,000.00
136687	STAN CLARK CONSTRUCTION LLC	701.035(3)	07/29/2025	1,000.00

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

8/7/2025

06/14/2025 - 08/05/2025

NOTICES OF INTENT (cont.)

3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136379	MR CRUZ CONSTRUCTION LLC	701.510(2)	06/16/2025	1,000.00
136472	DEL REY PROPERTIES LLC	701.510(2)	06/17/2025	1,000.00
136502	OREGON DREAM REMODELING LLC	701.510(2)	06/23/2025	1,000.00
136526	HOME BUILDERS CONSTRUCTION LLC	701.510(1)	06/25/2025	1,000.00
136527	EAGLE PAINTING & CONSTRUCTION LLC	701.510(2)	06/26/2025	1,000.00
136566	ALL AMERICAN PAINTING LLC	701.510(3)	07/01/2025	1,000.00
136583	FULL CIRCLE CONSTRUCTION AND RENOVATIONS LLC	701.510(2)	07/02/2025	1,000.00
136590	JW & ASSOCIATES LLC	701.510(2)	07/08/2025	1,000.00
136603	OREGON CONTRACTOR REFLECTION HOMES LLC	701.510(2)	07/08/2025	1,000.00
136635	MP PAINTING PROS LLC	701.510(3)	07/15/2025	1,000.00
136641	BOLES BROTHERS INC	701.510(2)	07/17/2025	1,000.00
136650	TRS CONSTRUCTION LLC	701.510(2)	07/29/2025	1,000.00
136669	MORRISON, TRISTIAN SCOTT	701.510(2)	07/24/2025	1,000.00
136670	ELEGANT CUSTOM HOMES LLC	701.510(2)	07/24/2025	1,000.00
136710	EAGLE BASIN CONTRACTING LLC	701.510(2)	08/04/2025	1,000.00

5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136506	RUIZ BROTHERS CONSTRUCTION LLC	701.026(1)	06/18/2025	1,000.00
136538	NEXT LEVEL GUTTERS AND ROOFS LLC	701.026(1)	06/26/2025	1,000.00
136554	DEZ DEVELOPMENT LLC	701.026(1)	07/01/2025	1,000.00
136582	GOODRICH RENOVATIONS LLC	701.026(1)	07/02/2025	1,000.00
136633	CROCKETT, JEFFREY DAVID	701.026(1)	07/15/2025	1,000.00

6 - FAILURE TO DELIVER RESIDENTIAL CONSTRUCTION NOTICES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136445	LEGACY PLUMBING AND EXCAVATION LLC	087.093(2)	06/18/2025	200.00
136504	LEGACY PLUMBING AND EXCAVATION LLC	701.330(4)	06/18/2025	100.00
136505	LEGACY PLUMBING AND EXCAVATION LLC	701.330(4)	06/18/2025	100.00
136545	INNOVA CONSTRUCTION LLC	087.093(2)	07/11/2025	200.00
136637	JC FINAL TOUCH LLC	701.330(4)	07/15/2025	100.00
136638	JC FINAL TOUCH LLC	701.330(4)	07/15/2025	100.00
136673	OUTDOOR EQUITY CONSTRUCTION LLC	087.093(2)	07/24/2025	400.00
136674	OUTDOOR EQUITY CONSTRUCTION LLC	701.330(4)	07/24/2025	500.00
136675	OUTDOOR EQUITY CONSTRUCTION LLC	701.330(4)	07/24/2025	500.00

7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136483	ASTORIA PACIFIC CONSTRUCTION GROUP LLC	701.102(2)(a)	06/16/2025	0.00

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

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NOTICES OF INTENT (cont.)

7 - SUSPENSIONS (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136485	NORTH PACIFIC WINDOW & DOOR INC	701.102(2)(a)	06/16/2025	0.00
136489	BLACK DREAMS CONSTRUCTION LLC	701.102(2)(a)	06/16/2025	0.00
136499	NW FRAMING & CONST LLC	701.102(2)(a)	06/26/2025	0.00
136551	SECUREPRO TECHNOLOGIES LLC	701.098(1)(b)	06/26/2025	0.00
136553	DARYL RODGERS CONSTRUCTION LLC	701.102(2)(a)	06/27/2025	0.00
136564	TEAGUE, SETH ADAM	025.750	06/30/2025	0.00
136594	JAMESCO ROOFING LLC	701.102(2)(a)	07/03/2025	0.00
136595	JAMESCO ROOFING LLC	701.102(2)(a)	07/03/2025	0.00
136596	WIETING HEATING AND GENERAL CONTRACTING LLC	701.102(2)(a)	07/04/2025	0.00
136597	DORMAKABA USA INC	701.098(1)(b)	07/04/2025	0.00
136598	ERTELL ELECTRIC LLC	701.098(1)(b)	07/04/2025	0.00
136618	WILLIS, JUSTIN LEE HOWARD	701.102(2)(c)	07/28/2025	0.00
136628	LEX, MICHAEL RAYMOND	701.102(2)(a)	07/14/2025	0.00
136646	CLOVER EXTERIOR SERVICES LLC	701.098(1)(b)	07/17/2025	0.00
136668	RESTORATION CREEK INC	701.102(2)(a)	07/24/2025	0.00
136677	EMPIRE LOCKERS LLC	701.098(1)(b)	07/24/2025	0.00
136682	GEOSTABILATION INTERNATIONAL LLC	701.098(1)(b)	07/28/2025	0.00
136683	ALLY ENERGY SOLUTIONS LLC	701.098(1)(b)	07/28/2025	0.00
136689	N14 CONSTRUCTION LLC	701.102(2)(a)	07/29/2025	0.00
136690	OWENS ASPHALT LLC	701.102(2)(a)	07/29/2025	0.00
136691	SKYLINE HOMES LLC	701.102(2)(a)	07/30/2025	0.00
136693	JOHNSTON JR, THOMAS LAMAR	701.102(2)(a)	07/30/2025	0.00
136695	QUALITY CONSTRUCTION AND PAINTING LLC	701.102(2)(a)	07/30/2025	0.00
136696	QUALITY CONSTRUCTION AND PAINTING LLC	701.102(2)(a)	07/30/2025	0.00
136697	S & S CUSTOM HOMES LLC	701.102(2)(a)	07/30/2025	0.00
136706	COWBOY HARVESTING LLC	701.102(2)(a)	08/01/2025	0.00
136707	WILSON JR, CHARLES THOMAS	701.102(2)(a)	08/01/2025	0.00
136708	BUILDHOUSE INC	701.102(2)(a)	08/01/2025	0.00
136709	EDEN HOMES INC	701.102(2)(a)	08/01/2025	0.00
136713	BLUE ROSE MAINTENANCE & CONSTRUCTION LLC	701.102(2)(a)	08/04/2025	0.00
136718	PRO CONTRACTING LLC	701.102(2)(a)	08/04/2025	0.00
136719	MATTERN TRIBBY CONSTRUCTION LLC	701.102(2)(a)	08/04/2025	0.00
136720	YELVINGTON, RAYMOND CHARLES	701.102(2)(a)	08/04/2025	0.00

8 - OTHER

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136509	BATHTUB SOLUTIONS INC	701.098(1)(b)	06/24/2025	50.00
136517	FIVE STAR CHIMNEY REPAIR NW LLC	701.305(2)	06/26/2025	200.00
136522	WORK OF ART PAINTING LLC	701.106(1)(j)	06/24/2025	1,000.00
136530	SIMPLIFIED CONSTRUCTION LLC	701.106(1)(j)	06/24/2025	1,000.00

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

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06/14/2025 - 08/05/2025

NOTICES OF INTENT (cont.)

8 - OTHER (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136540	ELEGANT COUNTERTOPS AND MORE LLC	701.098(1)(c)	06/27/2025	1,000.00
136543	CASCADE HOME ENHANCEMENT LLC	701.106(1)(j)	07/01/2025	1,000.00
136552	ICON HEATING & AIR INC	701.098(b)	06/26/2025	0.00
136589	BERKEY BREWER CONSTRUCTION INC	701.098(1)(g)	07/03/2025	1,000.00
136591	GINTER, BRET	701.106(1)(j)	07/03/2025	1,000.00
136592	ODIN ENVIRONMENTAL SOLUTIONS LLC	701.098(b)	07/03/2025	0.00
136593	AEC CONSTRUCTION LLC	701.098(b)	07/03/2025	0.00
136602	SIMPLIFIED CONSTRUCTION LLC	701.305(2)	07/09/2025	200.00
136616	KADES CARPENTRY LLC	701.305(2)	07/11/2025	200.00
136630	PRIME TIME CONSTRUCTION INC	701.305(1)	07/15/2025	500.00
136647	COASTAL MAINTENANCE AND PLUMBING LLC	701.098(1)(b)	07/22/2025	100.00
136656	KAINES PLUMBING LLC	701.305(2)	07/24/2025	200.00
136657	SSCC INC	701.305(1)	07/24/2025	500.00
136658	OUTDOOR EQUITY CONSTRUCTION LLC	701.305(2)	07/24/2025	500.00
136678	BG WING LLC	701.098(b)	07/24/2025	0.00
136679	PRECISION TILE AND FLOORING LLC	701.098(b)	07/24/2025	0.00
136680	TERAA CONSTRUCTION LLC	701.098(b)	07/24/2025	0.00
136681	JETT ENTERPRISES LLC	701.098(b)	07/24/2025	0.00
136694	ESCOBAR LANDSCAPE AND IRRIGATION INC	701.106(1)(m)	07/30/2025	0.00
136700	RIEKER, MELODY BROOKE	701.305(1)	07/31/2025	500.00
136703	MARCOS NG LANDSCAPE LLC	701.106(1)(m)	07/30/2025	0.00

9 - CRIMINAL / INJUNCTIONS / STOP WORK

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136575	FRESH STRIPES LLC	701.098(1)(i)	07/01/2025	0.00

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

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FINAL ORDERS

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136111	ACE CUSTOM FLOORS LLC	701.021(1)	07/02/2025	1,000.00
136246	STRUGAR, DANIEL EZEKIEL	701.021(1)	06/16/2025	1,000.00
136266	WESLEY'S TRACTOR SERVICE	701.021(1)	07/01/2025	600.00
136269	HAMEL, ROBERT	701.021(1)	07/10/2025	5,000.00
136295	JAMESCO ROOFING LLC	701.021(1)	06/25/2025	1,000.00
136304	CBM PAINTING CORP	701.021(1)	06/25/2025	1,000.00
136309	OUTDOOR OASIS DESIGN & CONSTRUCTION LLC	701.021(1)	06/27/2025	5,000.00
136367	HAYNES, JOHN WILLIAM	701.021(1)	06/25/2025	1,000.00
136368	ALEJANDROS COLUMBIA GORGE PAINTING LLC	701.021(1)	06/25/2025	1,000.00
136378	ELADE LANDSCAPING LLC	701.021(1)	07/09/2025	1,000.00
136380	SAGE GENERAL CONTRACTING LLC	701.021(1)	07/10/2025	1,000.00
136381	HERRERA CONCRETE INC	701.021(1)	06/25/2025	1,000.00
136384	UNITED PACIFIC CONSTRUCTION LLC	701.021(1)	06/24/2025	1,000.00
136417	FAIRWAY CONCRETE LLC	701.021(1)	07/04/2025	1,000.00
136419	HENDERSHOTT, JEFFERY	701.021(1)	07/08/2025	1,000.00
136426	OSBORN, THOMAS WADE	701.021(1)	07/09/2025	5,000.00
136437	JEFFRIES CONCRETE CONSTRUCTION LLC	701.021(1)	06/30/2025	5,000.00
136452	CROOK CONSTRUCTION COMPANY LLC	701.021(1)	07/23/2025	1,000.00
136458	JIMENEZ, ALBERTO BARRITA	701.021(1)	06/26/2025	1,000.00
136461	DOMINGUEZ GUTIERREZ, EDUARDO	701.021(1)	07/04/2025	600.00
136468	ZACARIAS RAMIREZ, PEDRO	701.021(1)	07/18/2025	1,000.00
136484	KAI HOME SOLUTIONS LLC	701.021(1)	07/10/2025	600.00
136492	JAMESCO ROOFING LLC	701.021(1)	07/17/2025	5,000.00
136496	B2 CONCRETE CONSTRUCTION LLC	701.021(1)	07/15/2025	5,000.00
136497	HUMMEL, MYLES LEE	701.021(1)	07/24/2025	5,000.00
136507	VARGAS BERMUDEZ, JOSE LUIS	701.021(1)	07/11/2025	1,000.00
136512	RED BEARD CONCRETE LLC	701.021(1)	07/31/2025	1,000.00
136518	VERSTEGEN, MARC D	701.021(1)	07/17/2025	1,000.00
136521	HARDWOOD PAZ CO LLC	701.021(1)	07/24/2025	5,000.00
136534	GREEN PACIFIC CONCRETE LLC	701.021(1)	08/01/2025	1,000.00
136537	BREILAND, WESLEY JOHN	701.021(1)	07/11/2025	1,000.00
136541	TORRES GALVEZ, ALEXANDER GEOVANNY	701.021(1)	07/24/2025	600.00
136574	CLAUSEN, TOBIAS JOHN	701.021(1)	07/29/2025	600.00
136581	EATON CONTRACTING INC	701.021(1)	07/28/2025	1,000.00

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136292	ARTEM CONSTRUCTION LLC	701.035(3)	06/17/2025	1,000.00
136294	Z TOPLINE HARDWOOD FLOOR LLC	701.035(3)	06/26/2025	1,000.00
136342	NEW GEN CONSTRUCTION LLC	701.035(3)	06/25/2025	1,000.00

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2 - EXEMPT CONTRACTOR WITH EMPLOYEES (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136390	E & A EMPIRE CONSTRUCTION LLC	701.035(3)	07/02/2025	1,000.00
136401	NORTHWEST OUTLINE LLC	701.035(3)	07/28/2025	1,000.00
136425	3 JS GENERAL CONSTRUCTION LLC	701.035(3)	06/25/2025	1,000.00
136438	ELK CONSTRUCTION INC	701.035(3)	07/08/2025	1,000.00
136464	RAYMOND DWAYNE RADEMACHER & STEVEN ROBERT MONROE	701.035(3)	07/16/2025	1,000.00
136466	BASIN FINE FINISHES INC	701.035(3)	07/28/2025	1,000.00
136482	360 REMODELING & PAINT LLC	701.035(3)	07/09/2025	1,000.00
136490	MENDEZ HOME IMPROVEMENTS LLC	701.035(3)	07/09/2025	1,000.00
136491	LEDERER, PATRICK ANTHONY	701.035(3)	07/24/2025	1,000.00
136493	PACIFIC COAST CONSTRUCTION LLC	701.035(3)	08/05/2025	1,000.00
136519	CRAGNOTTI, COLTON BAILEY	701.035(3)	07/28/2025	1,000.00
136524	LEYVAS CONCRETE LLC	701.035(3)	07/18/2025	1,000.00
136525	SIERRA NW INSULATION LLC	701.035(3)	07/24/2025	1,000.00
136531	TOP MASTER ROOFING LLC	701.035(3)	07/28/2025	1,000.00
136572	EAGLE EYE GUTTERS & MORE LLC	701.035(3)	07/22/2025	1,000.00
136579	FULL CIRCLE CONSTRUCTION AND RENOVATIONS LLC	701.035(3)	07/28/2025	1,000.00
136585	FOREMOST CONSTRUCTION LLC	701.035(3)	07/24/2025	1,000.00

3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136328	M RIVAS CONSTRUCTION LLC	701.510(2)	07/22/2025	1,000.00
136330	FORTIFIED TOWER ROOFING LLC	701.510(2)	06/17/2025	1,000.00
136332	GREEN STATE CONSTRUCTION LLC	701.510(2)	06/27/2025	1,000.00
136341	MARTIN S CUSTOM REMODELING LLC	701.510(2)	06/26/2025	1,000.00
136355	PHILLIPS CONSTRUCTION LLC	701.510(2)	06/25/2025	1,000.00
136379	MR CRUZ CONSTRUCTION LLC	701.510(2)	07/09/2025	1,000.00
136399	PERSEVERING CONSTRUCTION LLC	701.510(2)	06/27/2025	1,000.00
136400	RAMIN AND KIAN CONSTRUCTION LLC	701.510(2)	06/17/2025	1,000.00
136415	BVD CONSTRUCTION LLC	701.510(2)	07/01/2025	1,000.00
136430	GLC CARPENTRY & CONSTRUCTION LLC	701.510(2)	07/01/2025	1,000.00
136431	PRIMO BUILDERS LLC	701.510(2)	07/01/2025	1,000.00
136471	E & V PAINTING LLC	701.510(2)	07/10/2025	1,000.00
136472	DEL REY PROPERTIES LLC	701.510(2)	07/23/2025	1,000.00
136502	OREGON DREAM REMODELING LLC	701.510(2)	07/22/2025	1,000.00
136527	EAGLE PAINTING & CONSTRUCTION LLC	701.510(2)	07/24/2025	1,000.00
136583	FULL CIRCLE CONSTRUCTION AND RENOVATIONS LLC	701.510(2)	07/28/2025	1,000.00
136603	OREGON CONTRACTOR REFLECTION HOMES LLC	701.510(2)	07/31/2025	1,000.00
136635	MP PAINTING PROS LLC	701.510(3)	07/31/2025	1,000.00

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5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136306	PETES PAINTING AND REMODELING LLC	701.026(1)	06/27/2025	1,000.00
136385	BODUNOV, ALEXSEY	701.026(1)	07/14/2025	1,000.00
136459	4EGO LLC	701.026(1)	07/09/2025	1,000.00
136506	RUIZ BROTHERS CONSTRUCTION LLC	701.026(1)	07/09/2025	1,000.00
136538	NEXT LEVEL GUTTERS AND ROOFS LLC	701.026(1)	07/21/2025	1,000.00
136582	GOODRICH RENOVATIONS LLC	701.026(1)	07/28/2025	1,000.00

6 - FAILURE TO DELIVER RESIDENTIAL CONSTRUCTION NOTICES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136223	B & K GREER LLC	087.093(2)	06/18/2025	200.00
136314	BLISS, ANDREW NATHAN	087.093(2)	07/23/2025	200.00
136344	AG TEX MECHANICAL LLC	087.093(2)	06/27/2025	200.00
136358	M EICKHOFF CONSTRUCTION INC	087.093(2)	07/03/2025	600.00
136360	OUTDOOR EQUITY CONSTRUCTION LLC	087.093(2)	06/20/2025	200.00
136363	OUTDOOR EQUITY CONSTRUCTION LLC	701.330(4)	06/20/2025	100.00
136364	OUTDOOR EQUITY CONSTRUCTION LLC	701.330(4)	06/20/2025	100.00
136377	COMPTON CONSTRUCTION LLC	087.093(2)	06/25/2025	200.00
136382	GREGORY, BRITTANY JOELLE	087.093(2)	06/26/2025	400.00
136386	JC FINAL TOUCH LLC	087.093(2)	07/30/2025	200.00
136410	GREGORY, BRITTANY JOELLE	701.330(4)	06/27/2025	500.00
136411	GREGORY, BRITTANY JOELLE	701.330(4)	06/27/2025	500.00
136435	MATTERN TRIBBY CONSTRUCTION LLC	087.093(2)	07/03/2025	200.00
136443	MATTERN TRIBBY CONSTRUCTION LLC	701.330(4)	07/03/2025	100.00
136444	MATTERN TRIBBY CONSTRUCTION LLC	701.330(4)	07/03/2025	100.00
136445	LEGACY PLUMBING AND EXCAVATION LLC	087.093(2)	07/11/2025	200.00
136447	FIVE STAR CHIMNEY REPAIR NW LLC	087.093(2)	07/04/2025	200.00
136504	LEGACY PLUMBING AND EXCAVATION LLC	701.330(4)	07/11/2025	100.00
136505	LEGACY PLUMBING AND EXCAVATION LLC	701.330(4)	07/11/2025	100.00

7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
135324	STEEL BUILDINGS NORTHWEST INC	701.102(2)(a)	07/02/2025	0.00
136372	MUD BROTHERS CONSTRUCTION LLC	701.102(2)(a)	06/18/2025	0.00
136373	A BETTER CHIMNEY SWEEP LLC	701.102(2)(a)	07/01/2025	0.00
136374	ENTERPRISE PNW LLC	701.102(2)(a)	06/26/2025	0.00
136375	COMBAT CONSTRUCTION INC	701.102(2)(a)	06/26/2025	0.00
136388	COMBAT CONSTRUCTION INC	701.102(2)(a)	06/26/2025	0.00
136389	5 DAUGHTERS PLUMBING LLC	701.102(2)(a)	06/26/2025	0.00
136455	DESCHUTES ROOFING COMPANY LLC	701.068(6)	07/03/2025	0.00
136469	BIGHORN GENERAL CONTRACTOR LLC	701.098(1)(b)	07/04/2025	0.00

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7 - SUSPENSIONS (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136470	AMERICAN SPRAY LLC	701.102(2)(a)	07/09/2025	0.00
136483	ASTORIA PACIFIC CONSTRUCTION GROUP LLC	701.102(2)(a)	07/09/2025	0.00
136485	NORTH PACIFIC WINDOW & DOOR INC	701.102(2)(a)	07/09/2025	0.00
136489	BLACK DREAMS CONSTRUCTION LLC	701.102(2)(a)	07/09/2025	0.00
136499	NW FRAMING & CONST LLC	701.102(2)(a)	07/23/2025	0.00
136594	JAMESCO ROOFING LLC	701.102(2)(a)	07/28/2025	0.00
136595	JAMESCO ROOFING LLC	701.102(2)(a)	07/28/2025	0.00
136596	WIETING HEATING AND GENERAL CONTRACTING LLC	701.102(2)(a)	07/30/2025	0.00
136597	DORMAKABA USA INC	701.098(1)(b)	07/30/2025	0.00
136598	ERTELL ELECTRIC LLC	701.098(1)(b)	07/30/2025	0.00

8 - OTHER

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
136271	V & R SHEET METAL LLC	701.098(1)(b)	06/16/2025	50.00
136336	JAMESCO ROOFING LLC	701.305(1)	06/25/2025	500.00
136343	PORTER, DONALD WILLIAM	701.106(1)(j)	06/27/2025	1,000.00
136345	GREAT DAY IMPROVEMENTS LLC	701.098(1)(b)	06/16/2025	200.00
136346	WAPITI PACIFIC CONTRACTORS LLC	701.098(1)(l)	07/10/2025	0.00
136365	OUTDOOR EQUITY CONSTRUCTION LLC	701.305(2)	06/20/2025	200.00
136370	J BROS CONCRETE LLC	701.106(1)(j)	06/27/2025	1,000.00
136394	PAST LIVES CONSTRUCTION LLC	701.098(b)	06/27/2025	0.00
136395	TILTH LAND CARE INC	701.098(b)	06/27/2025	0.00
136397	CLEAR RIVER WATER WORKS LLC	701.098(b)	06/27/2025	0.00
136402	MODERN VISION PAINTING & CONSTRUCTION LLC	701.106(1)(j)	06/16/2025	1,000.00
136407	SHEETS, TRAVIS ALLEN	701.106(1)(j)	06/25/2025	1,000.00
136413	LEAFILTER NORTH LLC	701.098(1)(b)	06/27/2025	100.00
136414	GREAT DAY IMPROVEMENTS LLC	701.098(1)(b)	06/25/2025	100.00
136446	FIVE STAR CHIMNEY REPAIR NW LLC	701.305(2)	07/04/2025	200.00
136451	ZADKIEL ROOFING LLC	701.106(1)(j)	07/02/2025	1,000.00
136467	C AND C PAINTING SERVICES LLC	701.106(1)(j)	07/04/2025	1,000.00
136517	FIVE STAR CHIMNEY REPAIR NW LLC	701.305(2)	07/24/2025	200.00
136530	SIMPLIFIED CONSTRUCTION LLC	701.106(1)(j)	07/17/2025	1,000.00
136540	ELEGANT COUNTERTOPS AND MORE LLC	701.098(1)(c)	07/15/2025	1,000.00
136552	ICON HEATING & AIR INC	701.098(b)	07/24/2025	0.00
136589	BERKEY BREWER CONSTRUCTION INC	701.098(1)(g)	07/29/2025	1,000.00
136593	AEC CONSTRUCTION LLC	701.098(b)	07/30/2025	0.00
136602	SIMPLIFIED CONSTRUCTION LLC	701.305(2)	07/30/2025	200.00

CONSTRUCTION CONTRACTORS BOARD

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



Memorandum

To: Board Members
From: Ashlie Rios, System Improvement Analyst
Date: July 10, 2025
Subject: Best Practices for Boards and Commission Procedures (KPM 9)

DISCUSSION

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.

KPM 9 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 to this memo is the chart that lists these best practices. You will find a description, how the information is presented to the Board, and the date(s) the material was provided.

BOARD ACTION

After reviewing the attached chart, board members will vote to determine whether the agency has complied in the current reporting period.

After the Board has voted, I will complete the performance measure document for KPM 9. I will then submit the results to the agency budget officer and to the Oregon State Legislature.

Best Practices for Boards and Commissions
Key Performance Measure 9

(7/1/24-6/30/25)

Best Practices Criteria	Action Plan	Status
1. Executive Director's performance expectations are current	<ul style="list-style-type: none"> Director and agency leadership regularly report on operational performance and strategic priorities at regularly scheduled board meetings. Review agency priorities and performance as part of agency director annual performance evaluation. On an ongoing basis, the board identifies performance expectations and strategic priorities that should be improved or addressed. 	Current: Expectations, advice and consultation delivered as part of regularly scheduled board meetings.
2. Executive Director receives annual performance feedback	<ul style="list-style-type: none"> Regularly (annually) perform a formal performance evaluation by issuing surveys to board members and managers. Biennially, report performance evaluation information to Governor's Office in compliance with Governor's agency accountability initiative applicable to all agencies. The board reviews results and provides feedback and evaluation to the administrator at board meetings. 	<p>Current: Most recent evaluation conducted at April 2025 board meeting. The evaluation process met Governor's standards for agency director performance evaluations.</p> <p>In order to align with the Governor's process, the board agreed to shift previously adopted schedule to occur in the spring, rather than the previous schedule that occurred at the end of each calendar year.</p> <p>Governor's expectations and schedule for Director performance evaluations – June 2025.</p> <p>https://www.oregon.gov/das/Docs/Director-360-Schedule.pdf</p>
3. The agency's mission and high-level goals are current and applicable	<ul style="list-style-type: none"> Mission reflects twin aims of consumer protection and promoting positive business climate. Goals are reflected in strategic initiatives and measured on an ongoing basis in meetings and annual KPM review. 	Current: Ongoing review of strategic initiatives, key data points and customer service information is reviewed at regularly scheduled board meetings.
4. The Board reviews the Annual	<ul style="list-style-type: none"> Annually the Board reviews the Key Performance 	Current: Annual KPM report reviewed

Performance Progress Report – Key Performance Measures (KPM)	Measures contained in the Annual Performance Progress Report (APPR)	annually in October. Report was reviewed in October 2024. Next review scheduled for October 2025.
5. The Board is appropriately involved in review of agency’s key communications	<ul style="list-style-type: none"> The board is regularly updated on core operational matters related to budget, staffing and operations through both formal board meeting and other communications. 	Current and ongoing: Most agency communications are included in board packet on an ongoing basis (Newsletters, press releases etc.).
6. The Board is appropriately involved in policy making activities	<ul style="list-style-type: none"> Board sets overall policy direction and authorizes shifts in policy through administrative rule process as appropriate. 	Ongoing: Formal changes to policy are conducted in compliance with administrative procedures act. Some enforcement actions are conducted according to delegated authority adopted by the board allowing agency action followed by board ratification.
7. The agency’s policy options packages are aligned with their mission and goals.	<ul style="list-style-type: none"> Review primary budget drivers with Board members. Review budget proposals for agency policy packages that will enlarge or contract agency operations. 	Current: The Board is regularly consulted on budget priorities as part of board meetings. Strategic changes are discussed as a part of board meetings. Agency Request Budget and packages reviewed and approved biennially prior to submission.
8. The Board reviews all proposed budgets (which are likely to occur every 2 years)	<ul style="list-style-type: none"> Build deeper understanding of state budget process with board members. Board understands and tracks key budget drivers, including legislatively authorized “limitation” and ending balance. 	Ongoing: Board regularly reviews ongoing budget drivers at board meetings. 2025-2027 ARB submitted and reviewed by the full Board at its August 2024 Board meeting.
9. The Board periodically reviews key financial information and audit findings	<ul style="list-style-type: none"> Board reviews actuals to date and projections for revenue and expenditures. Board reviews audit findings provided to agency. 	Ongoing: Financial updates – Every Board meeting. Audit or other findings – Irregular, as received (none are pending).
10. The Board is appropriately accounting for resources	<ul style="list-style-type: none"> Board reviews fee increase or decrease proposals in context of agency budgets and revenue and expenditure reports 	Ongoing: Financial updates – Every Board meeting.

11. The agency adheres to accounting rules and other relevant financial controls	<ul style="list-style-type: none"> Agency follows DAS policies, including the Oregon Accounting Manual and generally accepted accounting procedures (GAAP) Payments by CCB are remitted via DAS 	Ongoing: Agency regularly consults with DAS Shared Financial Services unit on accounting practices.
12. Board members act in accordance with their roles as public representatives	<ul style="list-style-type: none"> Oregon Public Meeting laws (ORS Chapter 192) Oregon Administrative laws for rulemaking and conducting Appeal Committees Oregon Government Standards and Practices laws 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” 	<p>Ongoing: DOJ is present at each meeting or provide advice and consultation as needed.</p> <p>Most recent Ethics training for the entire Board was completed in October 2024.</p>
13. The Board coordinates with others where responsibilities and interests overlap	<ul style="list-style-type: none"> Board members participate in appropriate occupational associations related to industry demands. Agency coordinates with other agencies that have overlapping jurisdiction in order to facilitate better understanding of regulatory network within industry. 	<p>Ongoing: Board members are encouraged to bring industry-related knowledge and market experience to board discussions.</p> <p>Agency regularly coordinates with other agencies to ensure that a more robust and comprehensive regulatory framework is reflected in our communications, education and regulatory activities.</p>
14. The Board members identify and attend appropriate training sessions	<ul style="list-style-type: none"> Receive training from Department of Justice representatives at regular meetings Attend new board member orientation and read CCB Board Member Manual 	<p>Ongoing: Most trainings are now submitted to board members via Workday.</p> <p>Agency is working on an alternative format training for those for whom Workday does not meet needs.</p>
15. The Board reviews its management practices to ensure best practices are utilized	<ul style="list-style-type: none"> Annually the Board reviews and reports on its best practices (Key Performance Measure 9) 	<p>Current and Ongoing: Discussed and approved at August 2024 Board meeting.</p> <p>Next meeting will be held in August 2025.</p>