

Construction Contractors Board

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State of Oregon
Tina Kotek, Governor

Zoom Meeting Call In: 1 (669) 254-5252, Meeting ID: 161 556 6437 Passcode: 343203

The meeting is accessible to the public by telephone, video conference, or in-person attendance. To request video conference information, please contact Julie Nadeau by email at [Julie.t.nadeau@ccb.oregon.gov](mailto:julie.t.nadeau@ccb.oregon.gov) at least 48 hours prior to the meeting.

DRAFT
10/16/2023

NOTICE OF PUBLIC MEETING
CCB Board Meeting
201 High St SE, Salem – 1st Floor Hearing Room
Held In-person and by Zoom Videoconference
Wednesday, October 25, 2023
8:30 a.m. – 11:30 a.m.

| | Page |
|--|----------------------------|
| Meeting Called to Order | |
| Roll Call | |
| Approval of the Agenda | ACTION ITEM (pg 1) |
| Approval of the Minutes 9/7/2023 Board meeting..... | ACTION ITEM (pg 2) |
| Board Calendar: | |
| Next Meeting: December 6, 2023 (In Person; Teleconference option available) | (pg 4) |
| Public Comment | |
| Agency Reports | |
| 1. Agency Update (Chris Huntington) | |
| a. Budget Report | (pg 5) |
| b. Data Dashboard 10/2023..... | (pg 6) |
| 2. Licensing (Dana Zeimantz) | |
| a. CCB Licensing Program Update | (pg 26) |
| 3. Information Technology (Noel Magee) | |
| a. IT Update | (pg 27) |
| 4. Education (Leslie Culpepper) | |
| a. Communication and Education Program Update | (pg 29) |
| 5. Enforcement (Vena Swanson) | |
| a. Enforcement Update | (pg 30) |
| Old Business | |
| None | |
| New Business | |
| 1. Enforcement Consent Agenda (Vena Swanson) | ACTION ITEM (pg 31) |
| 2. Annual Performance Progress Report: Accept Report and Ratify KPM 9 | ACTION ITEM (pg 41) |
| 3. Administrator Conflict of Interest Disclosure (DOJ guidance by late submission) ... | ACTION ITEM (pg 58) |

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 Julie Nadeau by email at [Julie.t.nadeau@ccb.oregon.gov](mailto:julie.t.nadeau@ccb.oregon.gov) or by phone at (503) 934-2217 to make arrangements.

**MINUTES OF THE SEPTEMBER 7, 2023
CONSTRUCTION CONTRACTORS BOARD MEETING
PUBLIC SESSION**

The Construction Contractors Board (CCB) met on Thursday, September 7, 2023, via Zoom teleconference.

ATTENDEES:

Board members appearing: Chair Dylan Bochsler, Vice Chair Eric Olsen, Rosa Martinez, Abel Carbajal, and Kurt Bolser

Board members absent: Deb Flagan

Staff: Administrator Chris Huntington, Board Secretary Julie Nadeau, Enforcement Manager Vena Swanson, IT Manager Noel Magee, Assistant Attorney General Catriona McCracken, and Policy Analyst Shannon Flowers

MEETING CALLED TO ORDER:

Chair Bochsler called the meeting to order at 8:30 am.

APPROVAL OF AGENDA:

MOTION: Eric Olson moved to approve the agenda as presented. Rosa Martinez seconded the motion.

BOARD ACTION: 5 Ayes; Motion to approve carried unanimously.

APPROVAL OF MINUTES:

MOTION: Rosa Martinez moved to approve the minutes from July 26, 2023. Eric Olson seconded the motion.

BOARD ACTION: 5 Ayes; Motion to approve carried unanimously.

DATE OF NEXT REGULARLY SCHEDULED MEETING: The next meeting is scheduled for October 25, 2023 in person from the 1st floor Hearing Room at 201 High Street SE, Salem, Oregon and via Zoom teleconference.

PUBLIC COMMENT:

No public comment

AGENCY REPORTS:

Chris Huntington, Agency Administrator shared an updated budget report, providing a complete look at the last biennium ahead of the decisions that need to be made looking forward. For the 2025-27 budget, the process will begin Spring 2024 and will need to include at least one of the following: increase revenue, identify service cuts, or delay the IT project. He has identified the top three priorities as maintaining or improving upon existing service levels, continuation of improvements and system enhancements, and protecting the funding for a license replacement system, all amid increasing labor costs. Discussion was focused on options for increasing revenue with a primary emphasis on a flat fee increase or permit surcharge. Some changes could require legislative action or ratification.

HB 2922 increased bond requirements \$5,000 across the board and becomes effective January 1, 2024. Staff have met with the top 10 bonding companies, who handle approximately 85 percent of the bonds, regarding the issuance of blanket riders. The focus has now shifted to the remaining companies who handle a smaller percentage of the bonds to discuss blanket riders or reissuance of bonds. Dylan Bochsler suggested that the Surety Association may be able to assist. Staff will also communicate with the Division of Financial Regulation.

OLD BUSINESS:

None

NEW BUSINESS:

Proposed Rule Changes

Shannon Flowers discussed the proposed changes related to the passage of HB 2922 and SB 228.

MOTION: Eric Olsen made a motion to approve rules as proposed. Rosa Martinez seconded the motion.

BOARD ACTION: 5 Ayes; Motion to approve carried unanimously.

Enforcement Consent Agenda

Rosa Martinez declared a conflict related to CCB #132778. She abstained from any discussion, but participated in the vote to facilitate quorum.

MOTION: Kurt Bolser made a motion to approve the Notices of Intent and Final Orders on the Enforcement Consent Agenda. Eric Olsen seconded the motion.

BOARD ACTION: 5 Ayes; Motion to approve carried unanimously.

Board membership

The board is expected to have three new members confirmed by the Senate in September, which means this will be the last meeting for Kurt Bolser. Much gratitude was expressed for his service on the board.

The meeting adjourned at 9:09 am.

2023 CCB Board Meeting Calendar

| DATE | NOTED ITEMS | LOCATION |
|-------------------|-------------------------------------|--|
| February 22, 2023 | | 1st Floor Hearings Room or Teleconference via ZoomGov |
| April 26, 2023 | Election of Officers | 1st Floor Hearings Room or Teleconference via ZoomGov |
| June 21, 2023 | New Officer Terms Begin | 1st Floor Hearings Room or Teleconference via ZoomGov |
| August 23, 2023 | KPM Best Practices Survey Finalized | 1st Floor Hearings Room or Teleconference via ZoomGov |
| October 25, 2023 | | 1st Floor Hearings Room or Teleconference via ZoomGov |
| December 6, 2023 | | 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 Salem or via teleconference.

- January 25, 2023
- March 22, 2023
- May 24, 2023
- July 26, 2023
- September 20, 2023

2023-25 Fiscal Status Report Summary

| | Last Three Mos | | | Thru Aug 2023 ACTUAL to DATE | REMAINING PROJECTED | TOTAL PROJECTED BI 2023-25 | Authorized BUDGET (LAB) | LAB VS. PROJECTED | Salary Pot (2) Distribution (February) |
|------------------------------|-------------------|-------------------|-------------------|---------------------------------|------------------------|----------------------------------|----------------------------|-------------------------|--|
| | Jul-23 Actuals | Aug-23 Actuals | Sep-23 Actuals | | | | | | |
| Beginning Cash Balance | | | | 6,193,606 | | 6,193,606 | | | |
| Revenue | 746,384 | 729,564 | | 1,475,949 | 15,319,455 | 16,795,404 | 16,681,013 | (114,391) | |
| Personal Services | 575,289 | 677,024 | | 1,252,313 | 14,204,042 | 15,456,355 | 14,485,621 | (970,734) | Est. 919,679 |
| Services & Supplies | 42,057 | 124,541 | | 166,598 | 3,305,004 | 3,471,602 | 3,566,928 | 95,326 | |
| Capital Outlay | - | - | - | - | - | - | - | - | |
| Expenditures | 617,346 | 801,564 | | 1,418,911 | 17,509,046 | 18,927,957 | 18,052,549 | (875,408) | 44,271 |
| Revenue vs. Expenditures (1) | 129,038 | (72,000) | 0 | 57,038 | (2,189,591) | (2,132,553) | | | |
| Ending Cash Balance | | | 6,322,643 | 6,250,644 | | 4,061,053 | | | |

3-Month Contingency: \$2,357,512 (5.17 Mos.)

Proctor Info

| | | | | | | | | |
|---------------------------------|---------|---------|--|-----------|------------|------------|------------|-----------|
| Proctor Revenue | 34,200 | 32,520 | | 66,720 | 739,702 | 806,422 | 807,550 | 1,128 |
| Total Revenue To LAB | 780,584 | 762,084 | | 1,542,669 | 16,059,157 | 17,601,826 | 17,488,563 | (113,263) |
| Proctor Expense Recon | 34,200 | 32,520 | | 66,720 | 739,702 | 806,422 | 807,550 | 1,128 |
| Total Expenditures (w/ Proctor) | 651,546 | 834,084 | | 1,485,631 | 18,248,748 | 19,734,379 | 18,860,099 | (874,280) |

NOTE (1): Agency revenue is cyclical with declines histoically 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.

Note (2): Cost of Living Adjustments (COLAs) are negotiated after authorization of agency budgets. This means that while the agency has incurred the obligation to pay COLAs, and unique to this cycle the retention bonus, the agency's authorized budget has not yet been adjusted to reflect these additional cost obligations. This generally occurs during the February legislative session. It is referred to as the "salary pot" distribution.

CCB Statistics At-A-Glance

Rate of Renewals

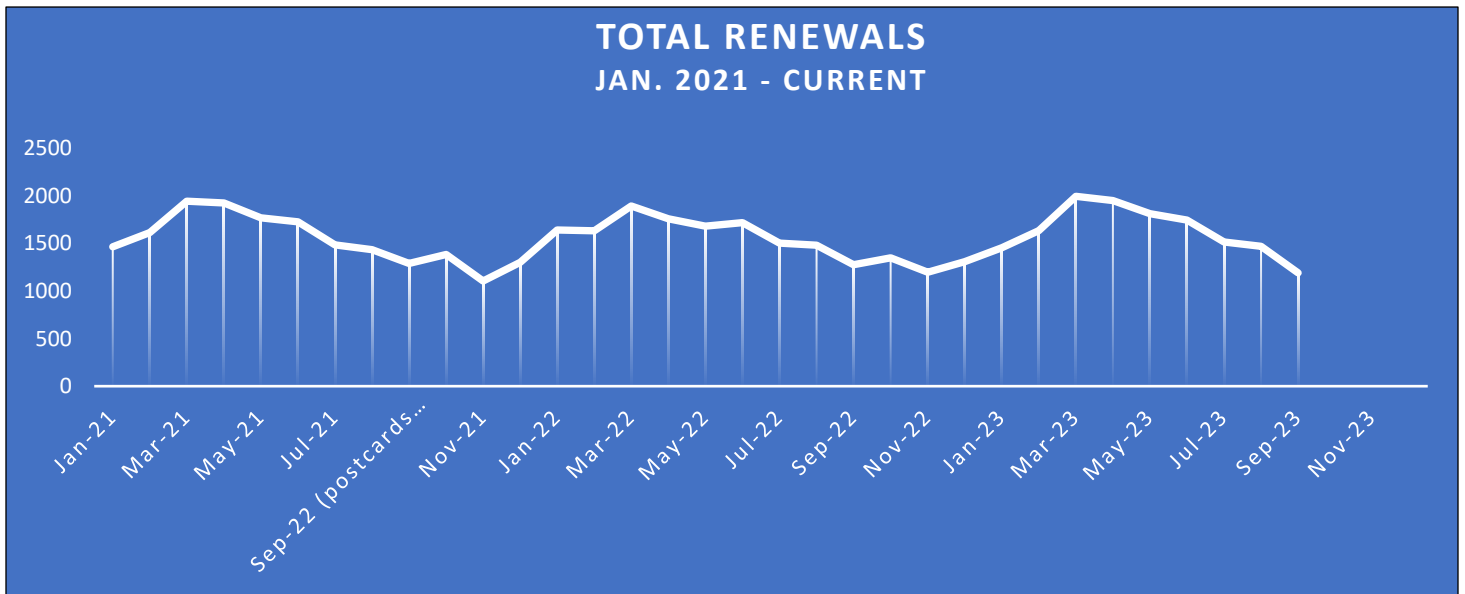
2023

| Month/Yr | Expected Renewal Count | Actual Renewal Count | 2023 Renewal Rate % |
|-------------------|------------------------|----------------------|---------------------|
| Jan-23 | 1795 | 1455 | 81.06% |
| Feb-23 | 1962 | 1634 | 83.28% |
| Mar-23 | 2441 | 1995 | 81.73% |
| Apr-23 | 2418 | 1951 | 80.69% |
| May-23 | 2287 | 1812 | 79.23% |
| Jun-23 | 2236 | 1745 | 78.04% |
| Jul-23 | 1905 | 1515 | 79.53% |
| Aug-23 | 1891 | 1469 | 77.68% |
| Sep-23 | 1728 | 1190 | 68.87% |
| Oct-23 | | | #DIV/0! |
| Nov-23 | | | #DIV/0! |
| Dec-23 | | | #DIV/0! |
| Average from 2022 | | | 80.31% |

2022

| Month/Yr | 2022 Renewal Rate % |
|------------------------|---------------------|
| Jan-22 | 81.80% |
| Feb-22 (eReminders) | 82.38% |
| Mar-22 | 81.57% |
| Apr-22 | 83.60% |
| May-22 | 82.44% |
| Jun-22 | 81.38% |
| Jul-22 | 79.78% |
| Aug-22 | 80.41% |
| Sep-22 | 80.05% |
| Oct-22 | 77.35% |
| Nov-22 | 76.78% |
| Dec-22 | 76.19% |

*Approximate 2-month lag for final renewal rate.



*Includes totals from 2021 for comparison

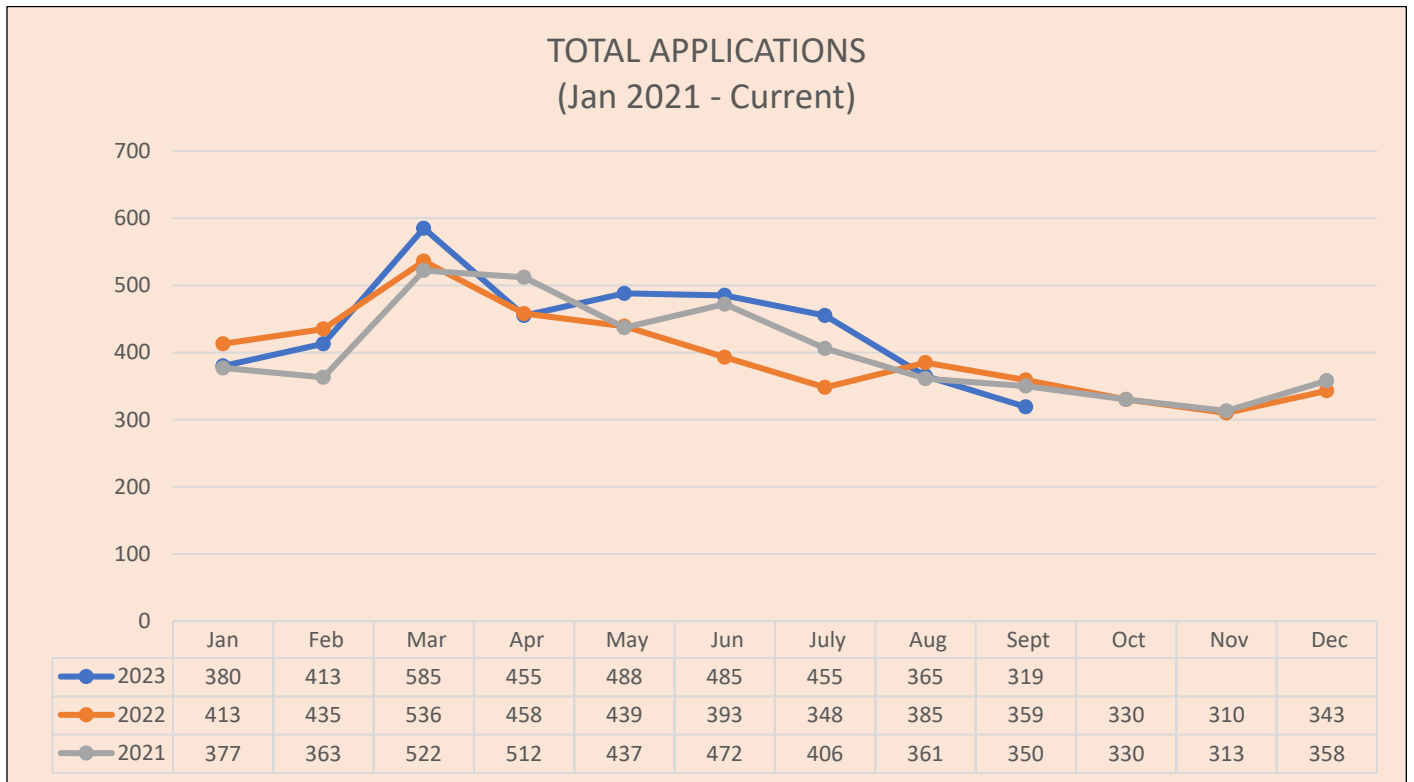
Rate of New Applications

2023

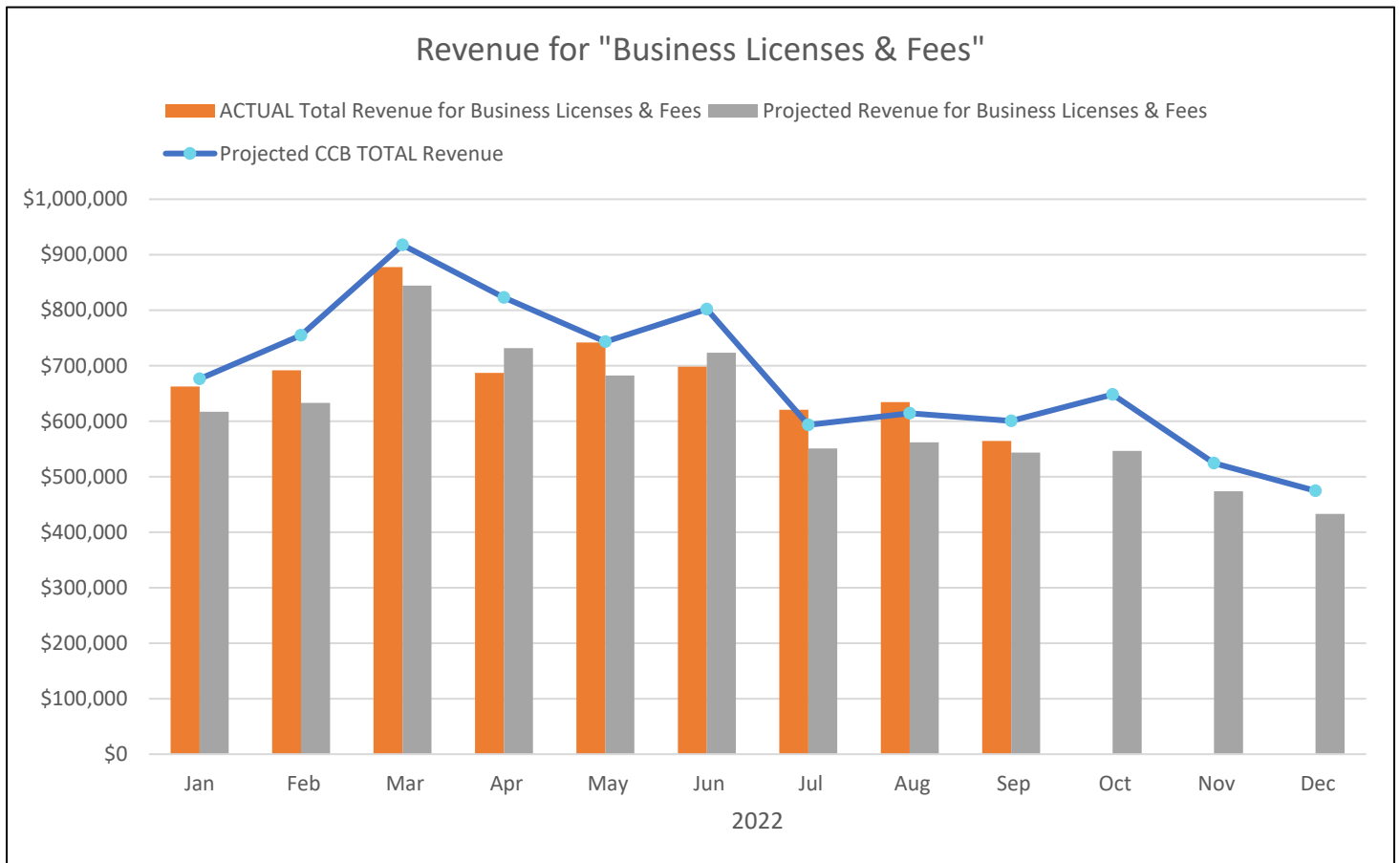
| Month/Yr | New App Count |
|----------|---------------|
| Jan-23 | 380 |
| Feb-23 | 413 |
| Mar-23 | 585 |
| Apr-23 | 455 |
| May-23 | 488 |
| Jun-23 | 485 |
| Jul-23 | 455 |
| Aug-23 | 365 |
| Sep-23 | 319 |
| Oct-23 | |
| Nov-23 | |
| Dec-23 | |

2022

| Month/Yr | New App Count |
|----------|---------------|
| Jan-22 | 413 |
| Feb-22 | 435 |
| Mar-22 | 536 |
| Apr-22 | 458 |
| May-22 | 439 |
| Jun-22 | 393 |
| Jul-22 | 348 |
| Aug-22 | 385 |
| Sep-22 | 359 |
| Oct-22 | 330 |
| Nov-22 | 310 |
| Dec-22 | 343 |



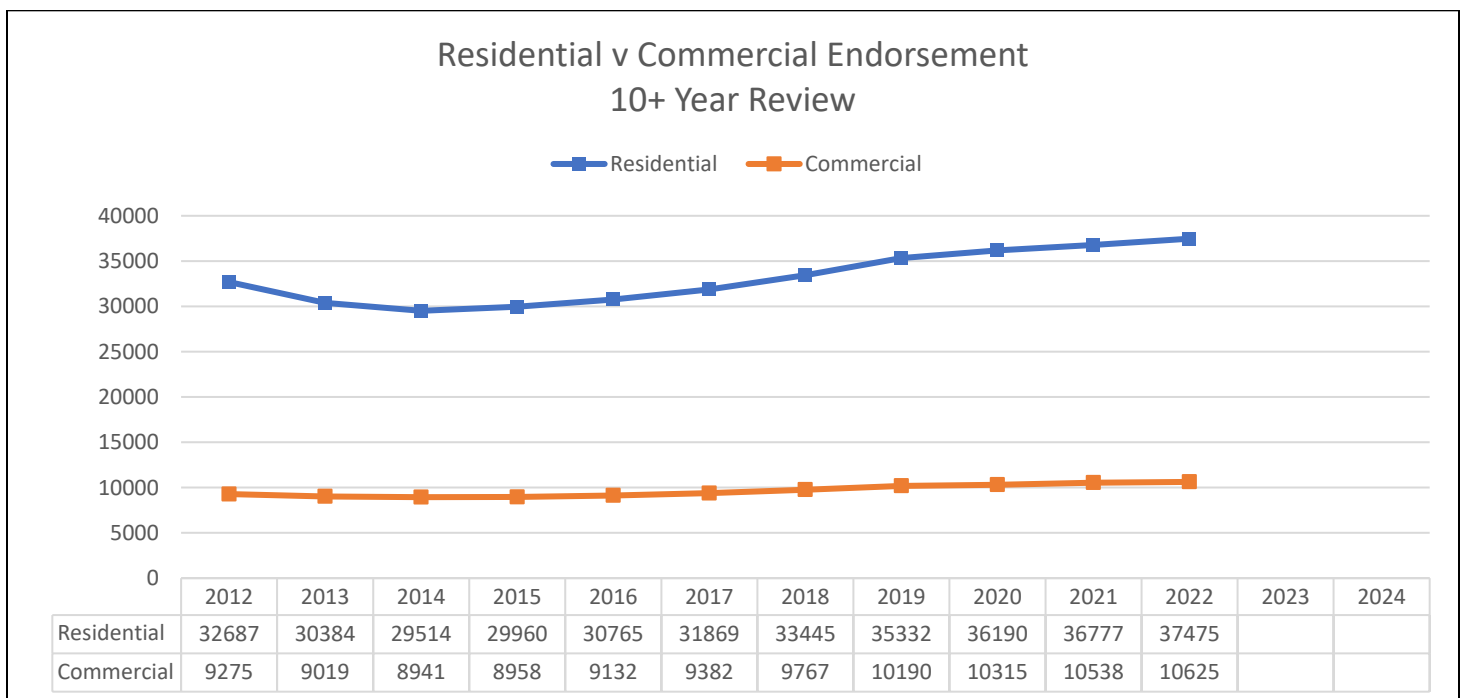
Revenue Stream of New Apps & Renewals Per Month in 2023



**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

| | Total Residential Active + Inactive | Total Commercial Active + Inactive |
|-------------|--|---------------------------------------|
| 2023 | | |
| Jan | 37770 | 10602 |
| Feb | 37691 | 10570 |
| Mar | 37989 | 10701 |
| Apr | 38257 | 10792 |
| May | 38049 | 10758 |
| Jun | 37988 | 10681 |
| Jul | 38063 | 10778 |
| Aug | 38140 | 10792 |
| Sep | 38473 | 10887 |
| Oct | 0 | 0 |
| Nov | 0 | 0 |
| Dec | 0 | 0 |



PROGRAM WORKLOAD

Enforcement

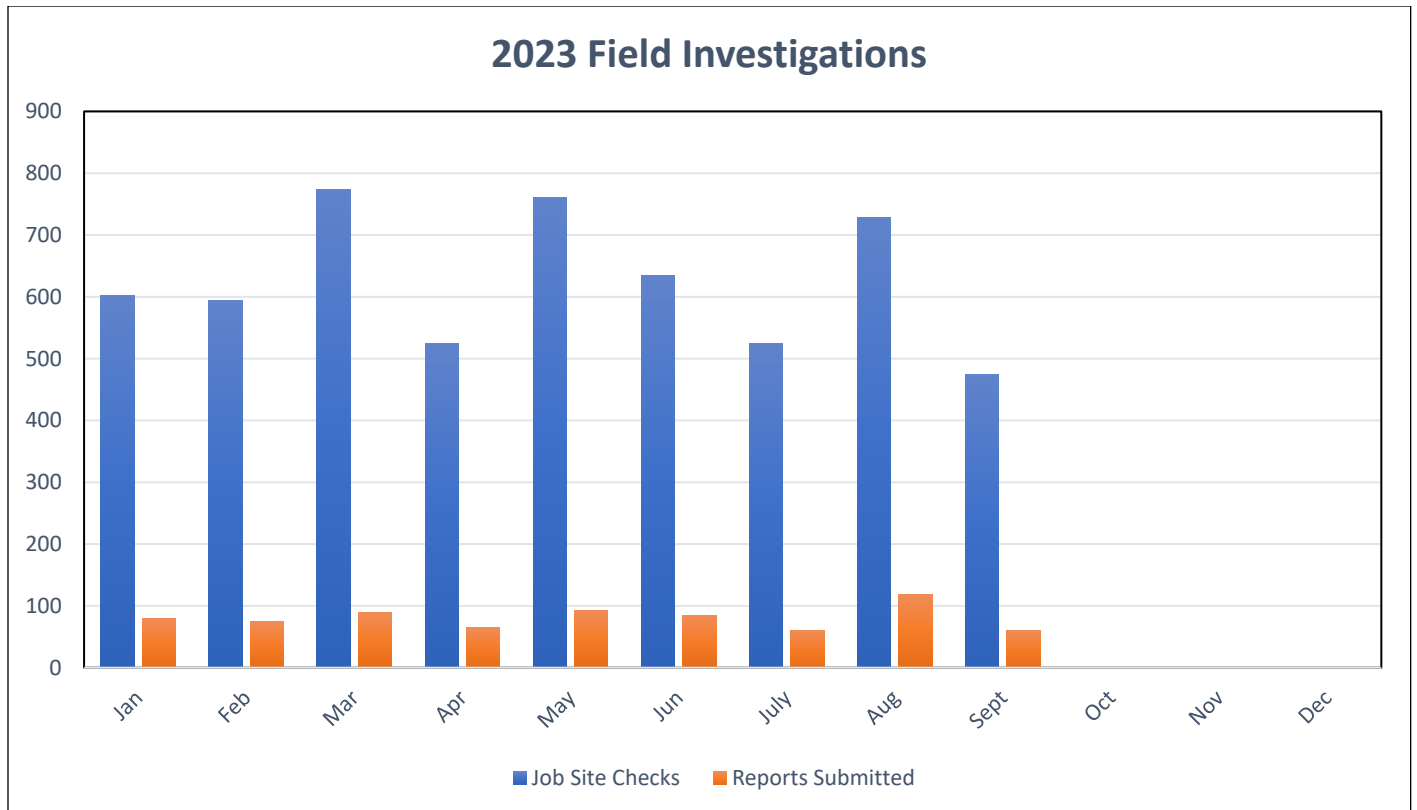
Investigation and Dispute Resolution Files Opened

Job Site Checks Performed

| | |
|--------|-----|
| Jan-23 | 602 |
| Feb-23 | 594 |
| Mar-23 | 774 |
| Apr-23 | 525 |
| May-23 | 761 |
| Jun-23 | 634 |
| Jul-23 | 525 |
| Aug-23 | 729 |
| Sep-23 | 475 |
| Oct-23 | |
| Nov-23 | |
| Dec-23 | |

Field Investigation Reports Submitted

| | |
|--------|-----|
| Jan-23 | 79 |
| Feb-23 | 74 |
| Mar-23 | 89 |
| Apr-23 | 65 |
| May-23 | 93 |
| Jun-23 | 85 |
| Jul-23 | 61 |
| Aug-23 | 118 |
| Sep-23 | 61 |
| Oct-23 | |
| Nov-23 | |
| Dec-23 | |



**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)

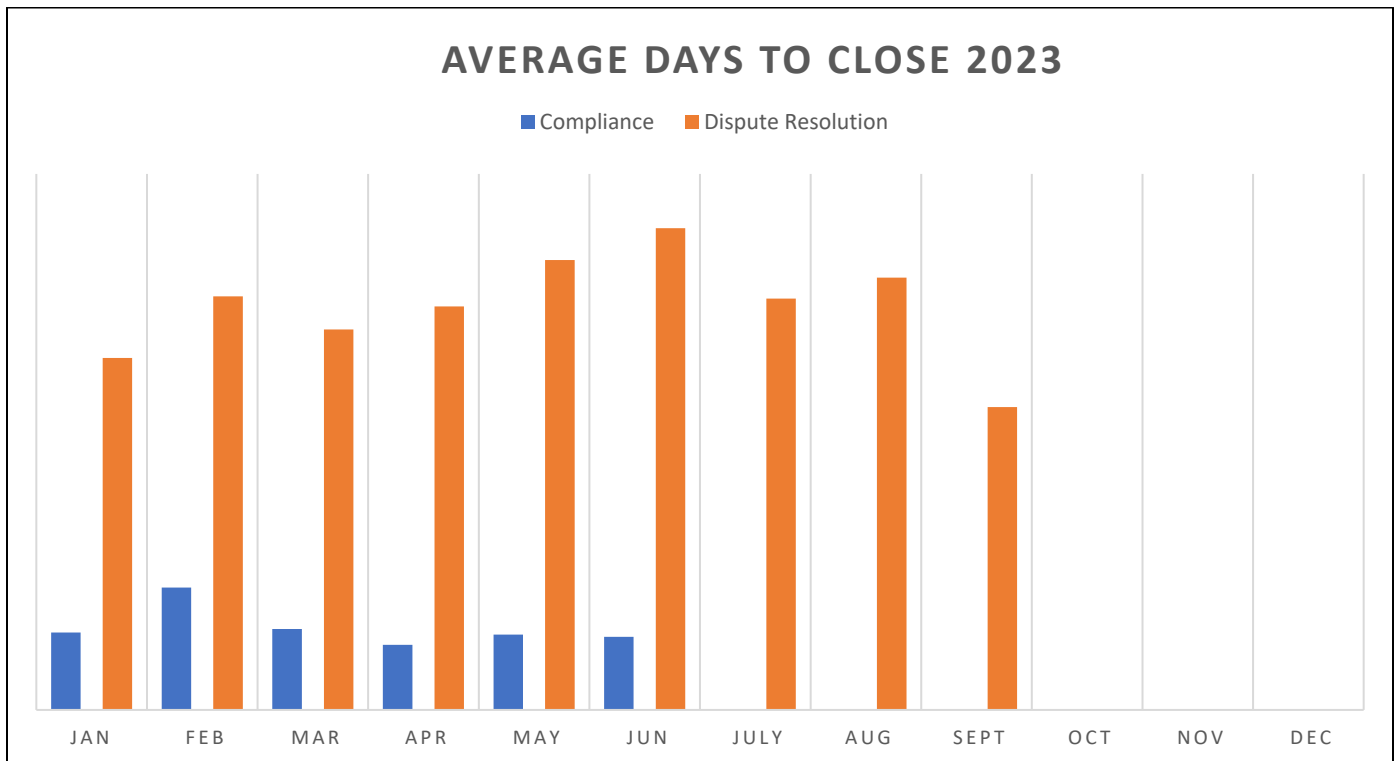
| 2022 Average | 42.35666667 |
|--------------|-------------|
| Jan-23 | 31.32 |
| Feb-23 | 47.23 |
| Mar-23 | 32.35 |
| Apr-23 | 25.44 |
| May-23 | 31.47 |
| Jun-23 | 31.19 |
| Jul-23 | |
| Aug-23 | |
| Sep-23 | |
| Oct-23 | |
| Nov-23 | |
| Dec-23 | |

*Approximately 2-3 month lag for final closure dates.

Dispute Resolution (Target Days to Close is 155)

| 2022 Average | 162.2083333 |
|--------------|-------------|
| Jan-23 | 131.36 |
| Feb-23 | 154.3 |
| Mar-23 | 141.93 |
| Apr-23 | 150.56 |
| May-23 | 167.87 |
| Jun-23 | 179.77 |
| Jul-23 | 153.47 |
| Aug-23 | 160.45 |
| Sep-23 | 152.37 |
| Oct-23 | |
| Nov-23 | |
| Dec-23 | |

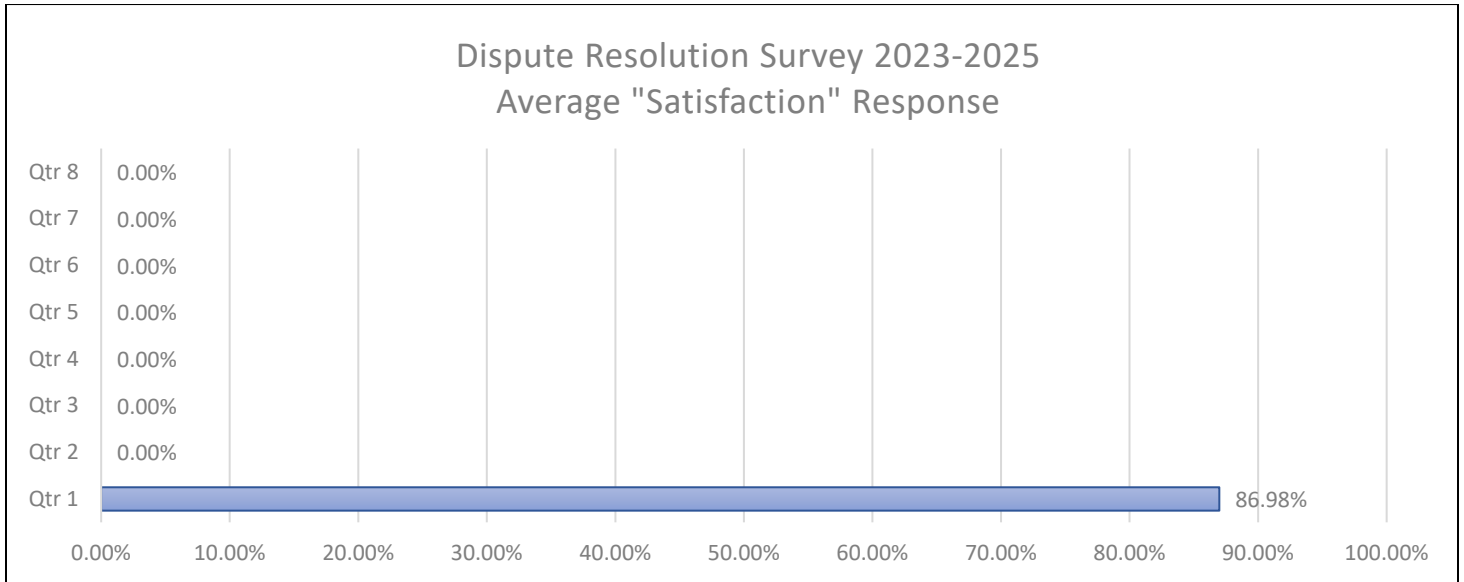
*Approximately 2-3 month lag for final closure dates.



KPM #4: In FY 2022 (7/1/21-6/30/22), the average days to close an enforcement investigation was 41 days. The target goal is 40 days.

KPM #5: In FY 2022 (7/1/21-6/30/22), the average days to close a disputes claim was 153 days. The target goal is 155 days.

DRS Survey Results



**percent shows the average response of positive feedback given to the agency from contractors and the public that interacted with DRS.*

DRS Survey, Qtr. 1, Comments

Keep up your helpful attitude.

Everything was done as it should be. We appreciate the help and support.

I really appreciate how easy this was. Thank you CCB!

I don't have any suggestions on how to improve the process. I am disappointed that we got only \$2000.00 when we were owed over \$15,000.00. I thought CCB would be able to help more. I now realize the limitations of the agency. I also do not like the fact that the people that stole our money opened the same type of business, in the same location under another name, Wrangler LLC.

The gentleman that handled my business was the best. He was such a great mediator by keeping both parties calm while asserting authority in the process of reaching an agreement. Thank you very much

First of all, since the customer/complaint sent asked for the mediation and paid for the complaint/mediation, one would have thought that the mediator would speak to the complainant's issues before ever bringing the contractor into the conversation. The mediator wouldn't even enter our home so as to stand in the front yard on "neutral territory". Which I found offensive since I was prepared to share the evidence supporting my complaint in the first place. But the mediator went straight for settlement agreement so he could get it done and get out of there. I can't say as I blame him for that but no I do not feel that our issues were considered and I think the contractor should have at least some kind of bad mark on his name so that he isn't able to do this to someone else. In the future you might at least make the customer and complainant feel validated and ensure that there is a sufficient consequence to treating customers the way he, knave from PCR) did. Near as I can tell the mediation went in his favor and is still "holding out" on any recompense on his part. So I guess I said all that to say in the future your mediator should work for the customer and victim not the perpetrator.

I think everything went great on a resolution with the mediator.

Follow-up notice had incorrect date for confirming mediation date. Called and it was "corrected" but second follow-up notice had right day of the week, but calendar date. A few days later, that error was caught (I did not bother to call on this one). Respondent used that error for trying to call in on wrong day

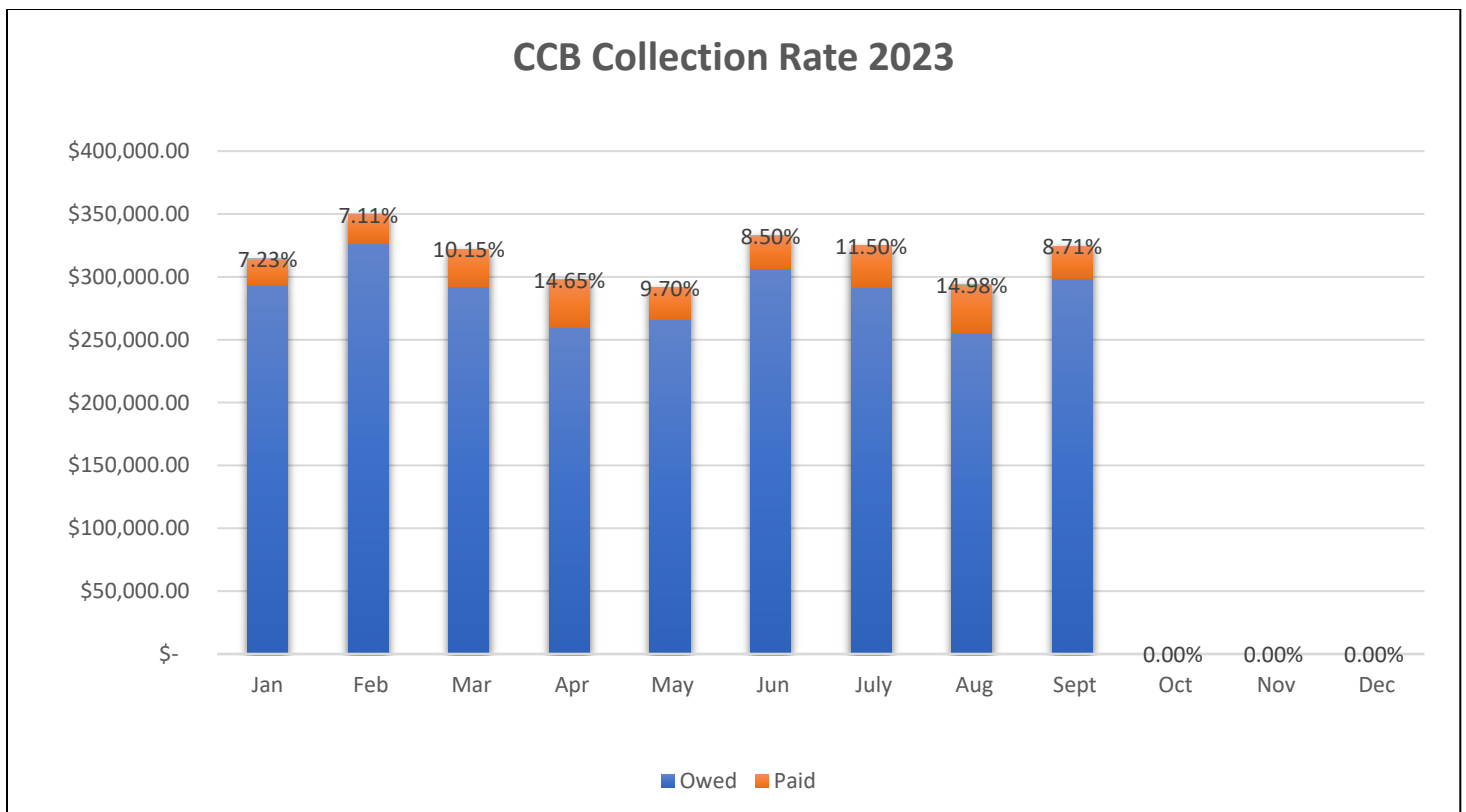
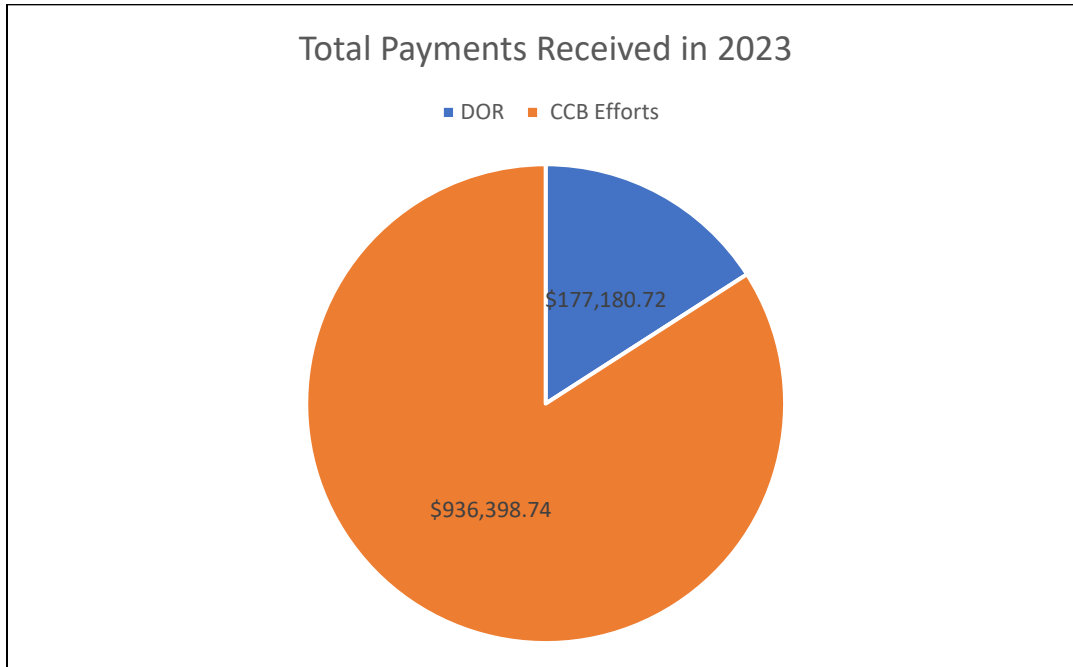
Be a little more understanding to the guys who are trying to support their family doing the right things and don't treat them like they don't matter I understand there are dishonest people in the world but not all of us

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| our like that I thank the Lord I have him on my side but I feel so bad for guys who don't thanks for listening. Kevin Tru light construction llc 233875 |
| There was nothing you could do for us. Confusing as to why this mediation even happened if there was no process after the fact |
| There was no documentation on what to expect during the mediation or what to prepare in advance. It would be useful to provide a list of what to think thru and prep to ensure the process is smooth. |
| Allowing more scheduling flexibility |
| Anything to speed up the process would be great. I am also wondering if having a Small Claims Court rule against the contractor is a strike against their license? If not, it should be! |
| We have never been through this process before and would have appreciated more information on what to expect. The complainant detailed over 15 items of complaint and we assumed that we would have an opportunity to defend ourselves, so we spent many hours putting together detailed responses. |
| It felt like a waste of money, I'm glad someone came out but it got nothing done to solve anything the contractor didn't even show up |
| Make the mediator more of an authoritative decision maker in the process. Someone with the capabilities of an inspector. |
| Explain that during mediation, it is just about result, not mediating the contents of the complaint. |
| In situations of clear-cut fraud, it is unconscionable that a mediator would remain "neutral". We felt strong-armed into accepting an "agreement" to receive pennies on the dollar from our contractor, knowing that he wouldn't even follow through on that piddly commitment. How ON EARTH is it reasonable to require only a \$20k bond, when a contractor has multiple \$100k - 1M simultaneous projects? How ON EARTH is it reasonable for me to accept pennies on the dollar, and pay an additional 20k in legal fees to prove that our contractor was a fraud and a crook? Where is the consumer protection? What is the point of having a licensing board, or having a legal contract with our contractor if there is zero enforcement or consequences for failing to meet commitments? This entire process was disheartening and disillusioning. It was an official waste of time and a means to allow our contractor to get away with theft, without consequences. Where are my advocates? A lawyer who charges \$400 an hour...laughable, since I've been defrauded 90k and can't even finish the project, much less pay the absurd legal fees required to prove my clear-cut case. Further, nobody has been able to give us information about how to move forward with our project, to rectify the lack of permitted work. We are left without the \$ to finish our project, and without the support to know what to do. CCB mediation was absolutely shameful. |
| You are allowing dishonest contractors to stay in business and continue to rob customers and sub-contractors. You need to provide the ability to remove crooked contractors. |
| I think the process is great, I didn't have a problem at all. I appreciate the CCB taking part in mediation especially when the contractors the customers are dealing with are licensed by the CCB. You need to know what these people are doing. Thank you |
| Scheduling |
| I feel as a homeowner, the Bond needs to be increased for Contractors! The initial Bond for a new Contractor should be set at \$50,000.00, to decrease by the years the Contractor has been in Business, without prior complaint's, complaint with their Bond or Licenses. I was in my own personal business in a different state, and we were required to have an \$80,000.00 Bond, which we complied with. The individual in question on this complaint has had 3 cases against him, license taken away, no Bond left, for our complaint, which was over \$74,000.00 - Something needs to be done to these repeat offenders! He has opened another business under a new name, then walks away from his responsibilities to the previous customers. Something different NEEDS to be done. Consumer BEWARE! |
| I made a few suggestions within the survey. I found that the CCB didn't really help me at all. I was told to get a Building Defect attorney (not cheap) or go to small claims court (our claim was larger than acceptable in that |

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|---|
| venue). And after all that, CCB pretty much dumped us. But the "contractor" is still scamming/hurting innocent, trusting people. With no help from CCB makes us wonder why bother to begin with. Just let the crooks in your industry run free, steal, and not get caught, taken to task and continue to do harm to more people out there. |
| I think the board should do a better job protecting people. We are out \$47,000 and there is no bond available due to multiple complaints. There is no real value in being licensed when a contractor is allowed multiple times to steal from people. |
| We were sent a complaint about yard work for our plumbing business. Why are we paying the CCB for a plumbing license when we are receiving complaints about yard work. We did not give bud for yard work. |
| Doing a great job. Thank you for helping resolve this dispute. |
| CCB in my opinion needs more control over contractors. Consumers are not protected by bond amounts, and this is not clear until late in the process. Contractors really should need a bond for each project to protect the individual consumer |
| Waive 50.00 fee |
| I didn't know that we would have had to have a number/offer for negotiating right then. I thought the. Holder would come to the table with options for us. Likely my misunderstanding of the process. |
| As the contractor who tried to put our best foot forward with years of running this business having zero complaints, I find the complaint system to be incredibly flawed. It is my understanding that even if this dispute is resolved in a court of law and the client who filed the complaint is found to be 100% at fault, this complaint will still stay on our record and be visible to the public. This is one of the main reasons we were not able to come to a resolution during the mediation, as there is a cost to defaming our company with potential future clients. Losing future business as well as compromising money owed to us with a client that has been unreasonable is a tough ask for any business owner. It is my firm belief that the CCB process is extremely flawed in this particular area. (though it excels in many others) If the contractor is found to be at no fault, and wins the case, the complaint should be removed from their CCB profile. |
| Mediator needs to be consistent in the message to the customer and contractor. |
| Everything should be different. Since the CCB is the licensing authority for contractors, the Board should act like the other licensing Boards and have the ability to discipline, suspend/remove licenses, or otherwise punish contractors who are harming consumers. They have this ability in the other Boards. Mediation with 'no teeth' is a waste of time. And charging \$50 for a government function is rather scandalous. When I filed with other licensing Boards in the past, there was no fee to process a complaint. And if the licensed party was found at fault there were real consequences. The CCB isn't really even a slap on the hand. And to charge for that is scandalous! |
| A clear understanding of the facts, process, intended assistance and what a successful resolution looks like would be much more helpful to set people's expectations. |
| It was excellent all around, my only suggestion is to tell people the formats of files you accept BEFORE they send the initial complaint email. I sent a zip file and then the reply said you don't accept zips. |
| Provide a more complete explanation of the 2 levels of involvement. The difference between a 10,000 dollar claim and a 50, 000 dollar claim. |
| Never have had to go thru this process. Feel slighted, but not by the CCB. By due process they follow should have more say and access to bonds |
| I'm not sure. Everyone was as helpful as they could be. The time frame was fairly quick after the initial 30 day wait period. |
| To have a true mediation process. Spending 5 minutes with me on the phone, then talking to the contractor didn't give me a lot of confidence we were going to have a fair chance at getting a favorable outcome. I also don't see how there is any consequence to the contractor for fraudulently behaving and forcing us to pay money he didn't earn. |

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|--|
| I'm not sure how to accomplish it but perhaps google analytics? When you look for information on suing a contractor, you shouldn't have to call a lawyer and have them tell you that the contracting board is the first step. It should come up when you search for information on enforcing the contract. |
| More information on how to resolve the problems. It looks like I have to go to court but the contractor did not provide me the necessary disclosures, so I am doing this without the benefit of that information. It seems like the CCB would provide that or assist, or at least punish the contractor who did not provide the information. |
| Don't know. This mediator did nothing. Fire him? |
| The CCB complaint process and subsequent mediation is a complete waste of time. It's essentially a tool unhappy people may use to weaponize their meritless complaint. There should be a way to expunge records when courts decide in the favor of the CCB licensee. Otherwise, what is the incentive to do good if a baseless complaint stays on our record? |
| Just keep doing what you are doing and thank you! |
| Schedule mediation a little faster |
| Everything went smoothly. |
| If mediation through CCB does not work, should be able to file a claim against the bond without having to go to court. |
| Not allow a contractor's customer to scam the system. The complainant has done this before with other contractors...unsure how many. She hires contractors and sabotages the work done. Contractors are forced to settle because it is not worth the time and effort to go to court over. Unfair that claims stay on record for 10 years (even longer than the statute of limitations). Especially in a case such as ours where the homeowner scammed the system. |
| It's pretty solid. it would be good to have contract templates for contractors. I lost \$87k due to my lack of legal resources |
| It's still an open-ended agreement. There was no definite detail as to how they would resolve the issues so it's still up in the air whether they will correct the issues or not. It was very surprising that we had to meet outside. I thought the mediator would want to see the details of the complaint. So it was an awkward process but thankful for your support. |
| Allowing there to be more of an agreeable timeline on meeting times for meditation. The timeline was pre-determined and not suitable to my schedule |
| I know it's a voluntary mediation, but the contractor never showed, or called. the mediator even tried calling him when he hadn't shown after 15 minutes. I was under the impression when I read about rescheduling the day of the meeting, this was very important to me to be there. I even rearranged a vacation to make sure I was there, then he never even showed up. almost seems like it was on purpose just to wasted 2+ weeks of my time and screw with me |
| It was very straightforward. |
| Mediators should read the complaint and touch base with both parties before and on-site meeting is set, in order to gauge the efficacy of an in person meeting. |
| Confirming that this Avenue is correct path for concerns and do due diligence on the claimant. For example, we have an open claim that the customer didn't even file but a relative out of town did and we have had no communication with the customer. CCB is allowing non contractual customer to represent and deal exclusively with CCB and not the actual customer. |
| More assistance with filing with the court for small claims and/or a streamlined process to do so. |
| I think you are doing well in the process handling |
| Nothing was accomplished except that I lost two more months waiting. |
| Have a non-judicial process for contractors who don't show up for meditation |

Collections



*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: In FY 2022 (7/1/21-6/30/22), the average percent of contractors that failed to pay CCB Final Order was 28%. The target goal is 50%.

| CCB CONTRACTOR CLASSES | | | | | |
|-------------------------------|-----------------------|---------------|-------------|------------------|----------------------------|
| 2023 | | | | | |
| Class Type | Stakeholder(s) | Where? | Date | Attendees | Qtr Total Attendees |
| CCB Contractor Class | CCB | Virtual | 1/18/23 | 90 | |
| | | Virtual | 1/24/23 | 41 | |
| | | Virtual | 2/15/23 | 209 | |
| | | Virtual | 2/28/23 | 121 | |
| | | Virtual | 3/15/23 | 118 | |
| | | Virtual | 3/21/23 | 56 | |
| Qtr 1 Total | - | - | - | - | 635 |
| CCB Contractor Class | CCB | Virtual | 4/5/23 | 85 | |
| | | Virtual | 4/25/23 | 104 | |
| | | Virtual | 5/10/23 | 54 | |
| | | Virtual | 5/23/23 | 56 | |
| CCB/SBA Contractor Class | CCB/SBA | Virtual | 5/31/23 | 26 | |
| CCB Contractor Class | CCB | Virtual | 6/20/23 | 63 | |
| Qtr 2 Total | - | - | - | - | 388 |
| CCB Contractor Class | CCB | Virtual | 7/19/23 | 73 | |
| | | Virtual | 8/9/23 | 64 | |
| | | Virtual | 9/6/23 | 59 | |
| | | Live | 9/12/23 | 35 | |
| | | Virtual | 9/19/23 | 49 | |
| Qtr 3 Total | - | - | - | - | 280 |

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

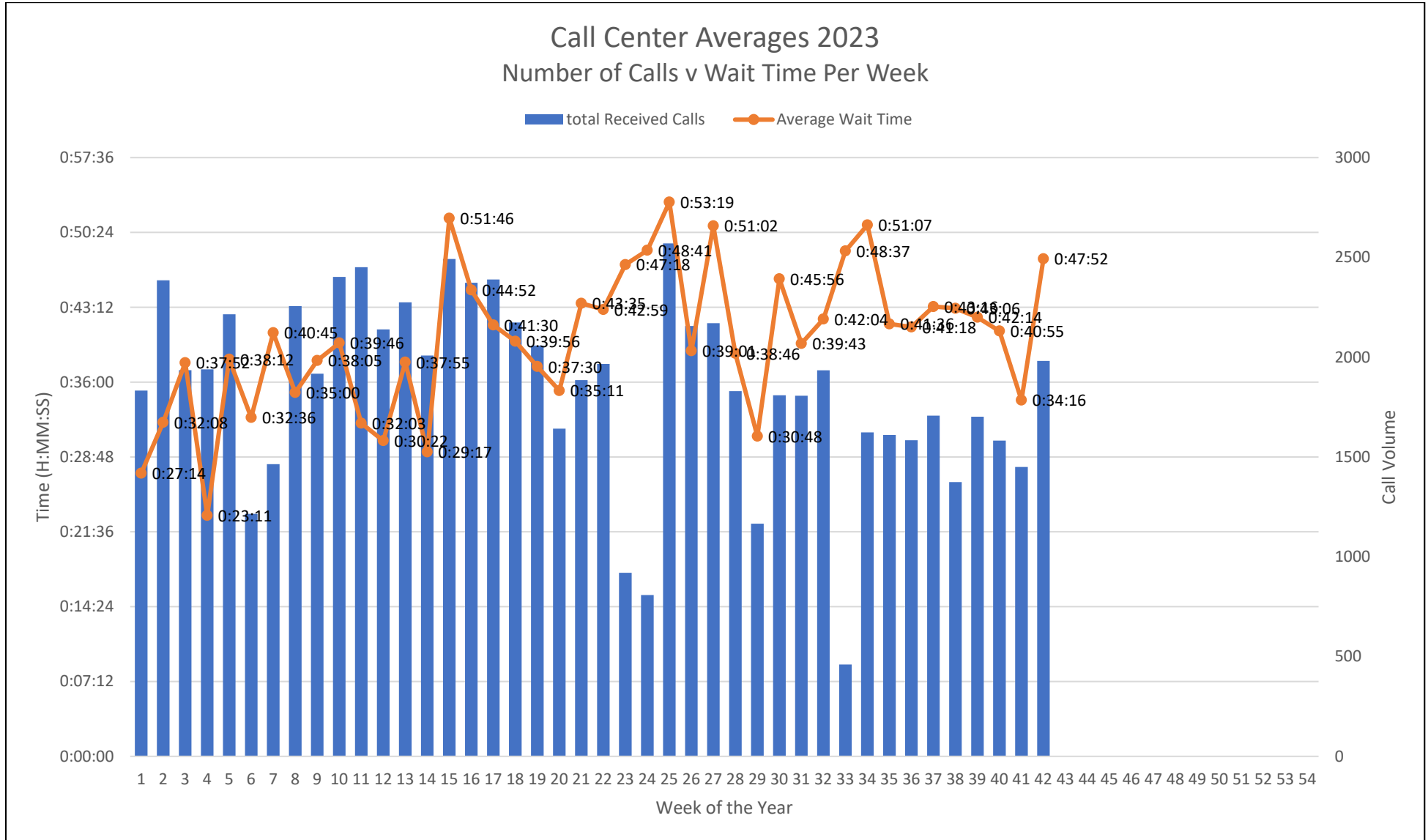
| 2023 | | | | | |
|----------------------------|---|----------|--------------|-----------------|---------------------|
| Class Type | Stakeholder(s) | Where? | Date | Total Attendees | Qtr Total Attendees |
| 812 Safety Fair | City of Medford | Live | 1/24/23 | 100 | 300 |
| GOSH Conference | Oregon OSHA | Live | 3/6-9/23 | 200 | |
| Qtr 1 Total | | | | | |
| Medford Senior Access Show | ACCESS Senior Programs | Live | 4/4/23 | 200 | 1024 |
| CCB Homeowner Class | CCB | Viirtual | 4/11/23 | 24 | |
| Scam Jam | CCB, DOJ, & AARP | Live | 4/25/23 | 200 | |
| Bend Home Show | Central Oregon Builders Association | Live | 5/5 - 5/7/23 | 200 | |
| Southern Oregon Home Show | Builders Association of Southern Oregon | Live | 5/5 - 5/7/23 | 200 | |
| Eugene Boomerama | Uplifting Concepts LLC | Live | 5/13/23 | 200 | |
| Qtr 2 Total | | | | | 1024 |
| Scam Jam | CCB, DOJ, & AARP | Live | 7/20/23 | 1700 | 1720 |
| Scam Jam | CCB, DOJ, & AARP | Live | 8/4/23 | 20 | |
| Qtr 3 Total | - | - | - | - | |

Stakeholders

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

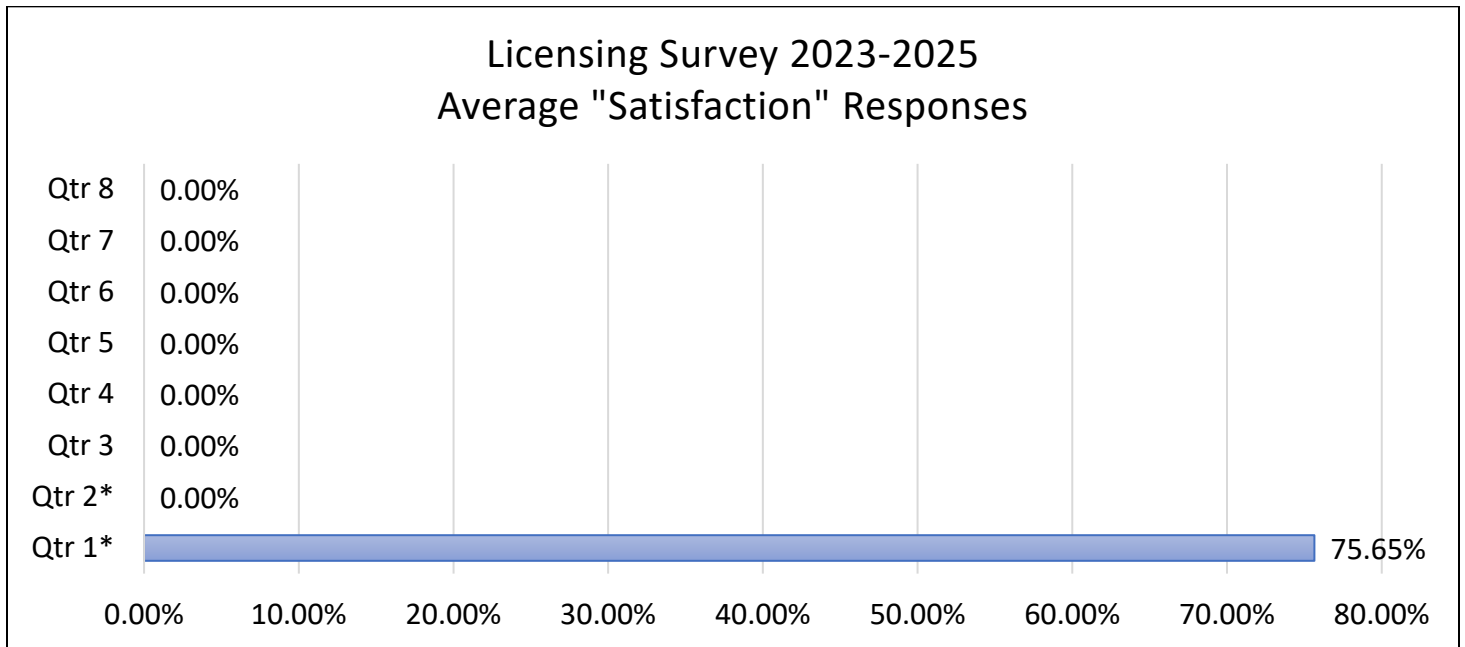
Lane County
 Wallowa Town Hall
 City of Portland
 OEM
 Lincoln City Senior Show
 Eugene Home Show
 Oregon Association of Realtors

Call Center



*The average Wait Time to Answer can vary depending on staff coverage.

Licensing Survey Results



KPM #7: In FY 2023 (7/1/23-6/30/24), the average number of surveys “satisfied” with the processing of their license. The target goal is 96%.

Licensing Survey, Qtr. 1, Comments

the information was not up to date online at the CCB and resulted in me having to call four different times and wait on hold for unacceptable amounts of time (more than 3 hours) and the ability to leave a call back number did not occur until waiting on hold for extensive amounts of time

CCB's, Brenna, was wonderful. She is timely in her responses to our questions and cleared everything up so we could complete the online renewal.

I got a letter from ccb that said I was not active and online it said I was, active. right after I renewed. also, I don't think ccb is enforcing much in Jackson County

I was not able to renew my Lead Paint endorsement online. Had to mail the app and check. I submitted my payment 25 days before the deadline, yet it was not processed on time. I had to call and speak to someone to process it correctly over the phone. She said she was backlogged. She was nice about it. You need to hire more people to process new applications.

Renewal for LBPR is not available online. This is the second time that CCB has suspended my license even though my renewal has been submitted in a timely manner. Frustrating.

Website said 3 to 5 days to process and it took 12 days. The website renewal message should probably change.

Waiting an hour on hold to speak to someone is rough! I did get the information I needed but.....

I mailed a check a month ahead of deadline. The next notice I got was my license was expired. Maybe it's the postal service fault. But it was a surprise.

The time it took for my phone call to be answered was over 1 hr waiting. I had completed the application on line prior to expiration, then received a letter saying we were cancelled due to nonpayment. I was very concerned since I had paid. Long story short my application and fees had been paid, just had not been processed.

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| Your system does not track positive items my education credits were not credited as I completed them my license in default |
| My application kept getting denied due to staff not looking over the application correctly. |
| Your office was very slow to process my payment and "Expired" my license when you had the payment in plenty of time. Had no issues sending me a bad letter but couldn't process me in time to avoid. If you are running behind, DO NOT expire me for your issues |
| Please stop using the fax system, it's obsolete and never works |
| Phone tree is a disaster. Needs updating. Person I finally talked to was very helpful. |
| I never once received a reply to three or four emails that I sent. Phone staff was impolite. Website is hard to navigate, and the entire process of renewal was generally difficult. I try to be objective and positive but there are just a lot of things wrong with the process. |
| Please hire more people to process new applications, 8 weeks is far too long to wait. |
| Had to call in because the system is slow and we were removed from receiving more work until processed. |
| Need easier access to check required insurance. Need easier way to forward insurance info to ccb |
| Unfortunately, there was an issue with my paperwork that delayed the release of my license. It did take me contacting CCB to get the ball moving forward, since it was not clear as to why it was taking so long. (9 weeks after my credit card was charged) Once I spoke with someone at CCB and the situation was made clear, I was able to rectify the paperwork in a timely manner and get my license released. I was quite pleased with my staff interactions. |
| I was unable to reach anyone over the phone when I called as wait times were ridiculous. It also took over 8 business days to process my renewal, not 3-5. What are we paying for? |
| I was on hold for 2 hours but when the gentleman answered, it was well worth the wait! He was awesome, tremendously helpful and I can't thank him enough |
| Takes way too long to have the license renewed |
| The processing time is far too long, and it really affects contractors negatively in this peak season. |
| I completed my renewal application and paid on 7/12/23 for a expiration date on our existing license 7/20/23. On 7/18/23 I received a letter from CCB stating our license had expired! When I called, I was told that your records showed the payment, however, the CCB office was behind on posting and updating payments. What the heck! Why spend money sending out notices like that when you already had my money! Don't send notices until you've accurately posted all payments! |
| my application for lead license renewal was received a month before due. checked on website when due to expire.....said license was expired. this is not good. some client might go to site and see this. maybe you are understaffed and overworked but this is sloppy. how about lengthening time period between renewal to more than one year for lead and three years for contractor license? might be more efficient. |
| The staff is uncommunicative and let's over ten thousand licenses expire a year. Archaic online system. Relys in mail through USPS that is very undependable in modern days. Please fix. Terrible hindrance to us trying to make a living. |
| when i started my own business 5 years ago you guys were awesome in helping me along the way, answered my questions pointed me in the right direction. I don't think I could of pulled it off without you. I know you guys get hundreds of phone calls a day, but every time I finally get you on the phone your never rude or cranky. you act like I'm your very first call. I just want to say that you guys rock .. |
| Overall I was satisfied with the experience. Renewal states 3-5 business days, mine took about 10 which was unexpected. Next time I will submit earlier. |
| Processing payments is way behind and has to ca to get it recorded and the website updated |
| It's embarrassing the amount of time it takes to process |
| Staff friendly and helpful. |

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| The area where you select active or inactive needs to be improved. I along with others selected the wrong choice and had out license suspended. other than that, everything went well. |
| tough to get through to someone to speak with |
| There seemed to be a shortage of digital communication this year. Email notices were few and far between. I.E. I expected an email when my CE hours were reported and when my insurance was updated. These emails are a great reminder that I need to log in and do my renewal. |
| Customer Service was typically very rude over the phone, and would hang up before helping |
| The general contractor license renewal was not a terribly difficult process to navigate, but the home inspector license process is antiquated and unclear. No process for uploading continuing education and having to FAX or snail mail in the application is ridiculous in this day and age. The information regarding the renewal process online is also very unclear |
| I would prefer to renew online but wasn't offered the option. I did have a 60-minute wait to talk to someone, but I did have a great conversation with the customer service rep once I got her. |
| You have to speed up the turn around you cannot expect people to spend 3000 dollars on all the requirement to submit your application then take 8 weeks to receive their license |
| Kudos to CCB. |
| Dana helped me to complete getting my CCB license in the office was great and very helpful. |
| It took a bit longer than the 3-5 business days to process my renewal. I received a letter stating that my license had not been renewed and I must stop work immediately. |
| Make license payment a big heading so it is not left on done. |
| The phone hold system is very faulty. I understand from the person I talked to that the system allows up to 30 callers to be called back rather than waiting on hold and then the rest of the callers have to wait on their phone on hold. I understand that the thought is this won't overload the people answering the phone and/or getting call backs. I waited on my first call for approximately one hour before I was given the option to get a call back. The second time I waited approximately an hour and 15 minutes before I got a person. I'm not sure I understand the logic to hold somebody that long if there is a system available for call backs. |
| After 30 plus years of being a contractor in OR I think I do not need this government overreach anymore |
| Each person you talk to when you can the ccb has a different answer as far as process. It's 2023 torch technology is their you guys can make this process 100x easier you need to build an online portal for applications, Submitting documents and making payments. It could be a live check list fully automated then have ccb staff review and approve. The overall process was very frustrating and behind the times. Please check out Mmseas.com these guys have organized the application process for getting your us coast guard captain license works great. Just one example of how you can make changes for the better. In the end it got done I appreciate the help I did get after I got frustrated with the whole thing. Brenna was great! Dana too |
| Apparently there are a lot of pieces of information y'all DONT require to get a license; on the application to get a license and it needs to be updated! |
| No one has corrected lead paint info regardless of agency just sent me back and forth not allowed to do online to just listen to someone for 6 hours in person ccb people always happy and helpful just isn't easy |
| There was a disagreement on my insurance that ended up being correct on my end, I spent multiple days on the "correction" that wasn't needed. Luckily someone in the office sided with me and understood contracts. |
| It took over an hour on hold when calling CCB before you have an option for CCB to call you back. Seems ridiculous. Possible for future applications there could be an online progress report of all applications and what stages a person is in. |
| Karen was wonderful in assisting me expand my business's capacity. She is awesome!! |
| I had to use a combination of online and over the phone. |

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| I emailed you guys 4 times never until this day got a response. You guys have us pay a bunch of money and leave us in the dark for a little more the 2 months. It's pretty sad and unprofessional but if we did something like that we'd get fined and loose our license. Sounds fair to you right. |
| The application process took way too long. |
| How do I renew online? Why is there no info about this? How come no link from my CCB Portal? I've been mailing in renewals since 1998. If there's an online renewal option, it'd be wonderful to know. If there is, they've done a very poor job promoting this as an option. |
| Very helpful office. |
| The wait time to speak to someone is unacceptable. Called three times over three days and was in a queue of 24-38 people. Never made it through being on hold. Took you 6 business days to process my license. Took you less than 1 minute to take my money. |
| Really painful use of my time. I do the same sort of continued learning year over year and get zero out of it. Total waste of time. I have been a contractor for 17 years now. |
| Your website says to allow 3 to 4 weeks to process a new contractor's license request. It took 8 weeks, to the day, to get a phone verification of approval and CCB#. Staff told me the license was going to print that Thursday and mailed out Friday. It was another full week before the envelope was postmarked. These excessive delays translate to lost income for most people who are waiting for their license. I was fortunate that I was not caught in such a financial position. CCB should strive to improve processes and expectations from potential contractors. |
| I feel it was wrong for the CCB to not update their timeline for processing, it is now taking almost 2 to 3 months and I feel people should know that. |
| Took a month and a half after processing my payment, to reactivate my LBPR |
| Being new to the office I was unaware of the process. I had to find out online I did not complete everything on my end, which lead to our license being expired. In the end it was worked out. Maybe in the future all aspects of renewal should be disclosed. |
| This took far too long and was far too expensive. And caused more expenses! You need more personnel. And this form is far too superficial to mean much. |
| Great job and nice people |
| processing and updating website were slow enough that I called to see if there was a problem. staff immediately remedied. also, a class i took re; energy efficiency was 12 yrs. old and needs updating |
| Purchased Continuing education is a scam and unnecessary. The ccb had its courses for free but I also had to spend a bunch of money on private education courses. Scam |
| Karen was very pleasant, even though she gets a lot of crap because you are understaffed or overwhelmed with all the new applications. I definitely liked her attitude. |
| Really good service |
| Your online information about how long it takes to process an application (2-3 weeks) is very misleading. |
| The language on the website needs to be clear about the timeframes for processing and the required classes |
| Other than the time it took to process my application, I am mostly satisfied. One suggestion for improvement might be to add a little more detail on the exact insurance and bond requirements. |
| Thank you for your service! |
| Tami is fantastic. |
| 38 minutes on hold |
| I am pleased with the help I received. Thank you! |
| Nope all good |
| It was easier than ever. |
| Need to have more staff answering phones, I had to wait for hours to be able to talk to somebody. Please have a bilingual staff to answer phone calls. |

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| I feel the CCB does an excellent job with exception of policing the un licensed individuals in the Klamath Falls area. I hear this is universal in the rural areas east of the Cascades with exception of the Bend area. I would be happy to provide more information if you would like to contact me by e-mail or by phone. |
| It took almost 12 weeks to approve my CCB license. It was frustrating to say the least |
| My renewal notice arrived 3 weeks before the expiration date!! I guess I am either illegal or starve until the mail arrives. |
| I'm still waiting for a call back regarding a lead paint inspector license |
| Online websites (renewal/update) is difficult to use or understand. Maybe you can update to made the selections easier to select? And when you don't complete a step, then you can't move forward? |
| I faxed my fix paperwork and sent a confirmation email months ago and never got a reply. But after at least 2-3 months of silence it's finally solved. |
| Thank you |
| Karen was amazing and very helpful with this process. THANK YOU for all you do. |
| The length of time to reach someone when calling in is way to long. There is long gaps between communication & very frustrating. |
| Regina, at the front desk, was beyond helpful and not just with me but every client ahead of me!! |
| I sent my lead paint application I with check. checked several time online and not renewed. Sent email with copy of cashed check asking why not renewed. no answer. called to ask why you cashed my check but did not renew my license, after one hour on hold the CCB hung up the phone. Got an email one week later stating my license is expired and I cannot bid or do work. Now I just received an email stating the license has been renewed. Almost one month after the CCB cashed my check. Not Acceptable!!!! |
| submitted all my completed C E U's but didn't realize I hadn't paid my renewal fees. but nowhere online could I find that I needed to pay my renewal fees as the last step to completion online |
| The guy that helped me out his name was Kevin and he did an amazing job thanks Kevin. |
| I wasn't able to renew online because something was wrong on your end so I had to call waited 1 hour and 40 minutes to talk with someone and then they told me that it was fixed but they couldn't take a payment. I think you should go back to the old way where you sent a renewal form in the mail and I could send a check |
| Great person. Cordial and knowledgeable. Wait time on the phone very long |
| Front desk workers at the CCB are so helpful and have the best customer service you can imagine these people are genuinely just amazing and great at their job and care! They were so helpful. |
| It took additional 3 weeks because of 2 formatting errors in the application. I didn't fill the middle name field because I don't have one. And I filled the driver's license field only with numbers. It wasn't obvious, so maybe it would help for others to have instruction for each field with examples |
| Apparently your systems couldn't figure out I registered my ABN months before I renewed my license |
| I received exceptional help with my questions calling the CCB. Thank you! |
| Took three weeks to process our renewal and during this time we received a letter saying to stop work because our license was expired even though our Fred card had been charged three weeks prior. I never heard back after leaving a request for a call back because I was 27th in the queue. Horrible service. Never received a call back except once when I answered the phone and there was no agent on the other end... |
| Classes were very informative. Michael Stone is great! |
| The system required me to take extra continuing ed credits because I renewed before my license expired on the 6-year mark. |
| Initially went in to the office to correct my business renewal then received and email that I needed to resubmit.(?) After the 3 hour CCB class I went up and Kevin was ready and eager to help me correct my renewal issues and was updated online within a day! Greatly appreciative! |
| Everyone was polite, but not particularly helpful. Except for Kerri. Kerri was amazing and extremely helpful! |

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| <p>The process of renewing my application was a slow process probably for the amount of new contractors now applying. But the staff has always been nothing but courteous. They are the Best!</p> |
| <p>I was quite pleased with the process. It all came together exactly as outlined on the CCB website. My only recommendation is to confirm when an application is received. It was disconcerting not knowing for certain if my application was in line to be processed or not. I finally called and asked to ease my mind.</p> |
| <p>I think the move to all-online renewal is a disaster. Are we the only contractor that's had our license expire because we didn't know all the steps necessary without a mailer or emails telling us what needed to be done? We've had our license since 1995 and never had a problem until this change to all online renewal.</p> |
| <p>We had our continuing education required classes done six weeks in advance and our credits were misapplied. It took three phone calls and a total wait time of over 4.5 hours to get this resolved. The last person we talked to on the phone was trying to be helpful but came across a little snippy. Things seem like they take a very long time to get processed and with the mistakes made when entering caused more problems. It actually caused our license to lapse for a day and we received a call from a concerned business that we were not keeping up or license. This was cool and was because of the mistakes made there at the CCB Office. We hate to give this kind of feedback, because the past years and our dealings with the CCB have not been like this. From the outside it appears that there is not enough staff to handle the workload and perhaps not enough training, based on the number of errors. In a business setting this is usually to do management not empowering those working under them or not being in touch with what the needs of the organization are. On this end of things, it is hard to think that this feedback will really change anything, but the survey was sent so we responded.</p> |
| <p>I received a letter in the mail stating my license had expired, yet I had already renewed online the prior week. Then the following day I received an email that my application was approved. If you have my email address, why send a letter that may not reach me for several days? Interesting</p> |
| <p>Awesome people</p> |
| <p>I renewed my license before my expire date! I didn't get the okay it was done till September 29! Soooooo slow and unprofessional! I called because I got a letter on September 18th my license was expired! Waited on the phone for almost 40 minutes and still no answer, then I hung up! Get more manpower so you can help us customers!</p> |

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: October 25, 2023
Subject: Licensing Report

- Licensing is currently participating in gathering requirements to build an online program to accept new applications online. This project has the potential of reducing the new application processing time. If successful, this program will be applied to multiple licensing applications and renewal submissions. In addition, the program may be utilized by other agency sections. Testing began in August and will complete in October, 2023.
- In preparation for a new law passed by the Oregon Legislature (House Bill 2922) which increases all minimum bond amounts for contractors, the Licensing section has been busy coordinating communications to all bond companies, contractors and staff. In addition, the agency has added a link to Frequently Asked Questions on the agency website. At this time contractor inquiries are minimal. The agency is already receiving the bond increases from the bond companies. Other tasks involve coordinating with CCB Information Technology and identifying tools that can be used to manage compliance.
- The section continues to train new hires on document processing and front counter service. The next quarter will involve more intensive training for the call center.

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Memorandum

To: Construction Contractors Board
From: Noel Magee, IT Manager
Date: 25 October 2023
Subject: Information Technology Report

Ongoing Activities

Much effort in the data retention realm. This will reduce cost both today and (even more so) during the migration to a new system. We are also working on refreshing our cost numbers to include some new DAS requirements and account for inflation in the base amounts.

We are on the Mobile Device Management (MDM) implementation schedule in December of 2023. We did a bit more set up for this during the current period but no major work until December. This date was a change from the previous July scheduling.

We're reporting good numbers on the Security metrics again, which is always encouraging.

With temporarily reduced staff and the need to bring people up to speed, capacity to implement significant changes needs to be used judiciously.

Prior Period Completed Work

- Data Governance and retention
 - Write rules and procedures around what data needs to be retained, for how long, and the proper way to remove data that no longer needs to be retained. – **Starting Q4 2022, ongoing – In Process**
- Disable non-MFA login request. Cleanup for the MFA rollout to get all the settings turned on. **Completed**
- Document sensitivity markings, EIS initiative – **Complete**
- Business Continuity docs, EIS requirement – **Complete**
- **I.T. Strategic Plan – Submitted 9 October 2023**
- Hybrid Phish Alert button rollout – **Completed**

Current Period Changes

- Open Data Annual review – *Fall 2023*
- Data Governance and retention
 - Write rules and procedures around what data needs to be retained, for how long, and the proper way to remove data that no longer needs to be retained. – ***Starting Q4 2022, ongoing – In Process***
- Bond amount increase project
- Tyler Tech Application support

Upcoming work

1. Statewide initiatives requiring CCB participation
 - a. Mobile Device Management (MDM, think cell phones) initiative – ***Stage 3 scheduled, Dec 2023 - Jan 2024***

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

- ◆ The state numbers may be confusing. This percentage is arrived at by comparing the number of vulnerabilities found to the number of systems that have a vulnerability. So a single system with 2 critical vulnerabilities would rate 200%. Thus 155% means that, on average each vulnerable system has 1.55 vulnerabilities.
- ◆ During the current period our security numbers fluctuated up, then down. So did the statewide numbers.

- ◆ **02 October 2023**
 - 95% of systems scanned (statewide 92%)
 - 41% have critical vulnerabilities (statewide 57%)
- ◆ **04 September 2023**
 - 94% of systems scanned (statewide 91%)
 - 78% have critical vulnerabilities (statewide 91%)
- ◆ **05 July 2023**
 - 93% of systems scanned (statewide 90%)
 - 55% have critical vulnerabilities (statewide 69%)
- ◆ **01 May 2023**
 - 97% of systems scanned (statewide 90%)
 - 25% have critical vulnerabilities (statewide 101%)
- ◆ **03 April 2023**
 - 99% of systems scanned (statewide 90%)
 - 13% have critical vulnerabilities (statewide 98%)
- ◆ **02 January 2023**
 - 99% of systems scanned (statewide 89%)
 - 15% have critical vulnerabilities (statewide 87%)

CONSTRUCTION CONTRACTORS BOARD

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Memorandum

To: Construction Contractors Board
From: Leslie Culpepper, Communications and Education Manager
Date: October 11, 2023
Subject: Outreach and Education Program update

Education Update:

- **In-person classes in Spanish.** Our first Spanish in-person 3-hour CCB class is scheduled for October 11, 2023. This event will happen at the Latino Built offices. We're excited to be offering in-person classes in Spanish and soon hope to be offering online on-demand classes in Spanish as well.
- **In-person classes in English.** Our first in-person class in English happened on September 12 at the CCB's building in Salem. The class was well-attended, with approximately 50 people registering. CCB partnered with OSHA for this training. We are currently setting the schedule for our in-person classes next year. These will be released soon.
- **3-hour webinars scheduled for the rest of the year.** The education section will be offering webinars on:
 - Wednesday Oct 18
 - Wednesday Nov 1
 - Tuesday Nov 28
 - Tuesday Dec 12

We are currently setting the schedule for our online webinars this winter and will have new classes posted soon.

Outreach Update:

- **How to get your CCB license presentations.** We will participate in an event in Woodburn and in Brookings, giving presentations to potential contractors on how to get a license. These events will take place on October 17 and 19. This presentation will become the basis for an online webinar that we will start presenting to pre-license candidates.
- **Homeowner webinar.** A homeowner webinar is scheduled for October 24, 2023. Education section will be pairing with DCBS Division of Financial Regulation to discuss how to file a homeowners insurance claim and make repairs as a part of your homeowners insurance claim. We will be releasing a press release to alert homeowners to this event in the coming days.

Communications Update:

- **Interview on KATU.** Education section was interviewed by Eric Goranson on KATU's Around the House Northwest, to provide advice to viewers on hiring licensed contractors. The episode aired at the end of September.
- **Minimum bond increase communications.** CCB Education section is working with Licensing to release communications on the minimum bond increase, HB2922, which goes into effect on Jan 1, 2024. An email was sent to contractors on October 9, and more communications will be sent in the coming weeks. Education section posted an FAQ to the CCB's website here: <https://www.oregon.gov/ccb/Pages/Bond-Amount-Increase-FAQ.aspx>

CONSTRUCTION CONTRACTORS BOARD

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



Memorandum

To: Construction Contractors Board
From: Vena Swanson, Enforcement Program Manager
Date: 10 11, 2023
Subject: Enforcement Update

Field Operations Highlights:

- ✚ E-Warning process: deter unlicensed advertisements within Facebook, Neighbor Next Door, and other illegal online advertising.
- ✚ Process and procedure for remote investigations.

Compliance

- ✚ Compliance caseload is about 130 open files.

Dispute Resolution

- ✚ DRS caseload is 700 files. Claims are on the rise in 2023.

The consent agenda is attached for approval.

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

10/11/2023

08/23/2023 - 10/10/2023

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> |
|---------------|---|-------------|-------------|---------------|
| 132740 | GURETZKI, DOUG KENT | 701.021(1) | 09/13/2023 | 600.00 |
| 133021 | ISAACSON, DUSTIN TRAVIS | 701.021(1) | 09/07/2023 | 1,000.00 |
| 133072 | BARRON BUILDERS LLC | 701.021(1) | 08/23/2023 | 5,000.00 |
| 133074 | MKC LLC | 701.021(1) | 08/25/2023 | 5,000.00 |
| 133096 | TRI RIVER PAVING LLC | 701.021(1) | 08/25/2023 | 5,000.00 |
| 133097 | WILLETS, KERRY F | 701.021(1) | 08/25/2023 | 5,000.00 |
| 133107 | COCCO, JEFFREY SCOTT | 701.021(1) | 08/28/2023 | 1,000.00 |
| 133116 | EATON PAINTING LLC | 701.021(1) | 09/12/2023 | 1,000.00 |
| 133117 | ELITE DOCK & MARINE LLC | 701.021(1) | 08/30/2023 | 600.00 |
| 133125 | WEST GHOST ENTERPRISES INCORPORATED | 701.021(1) | 08/29/2023 | 5,000.00 |
| 133126 | BEAUVILLE CONSTRUCTION LLC | 701.021(1) | 08/30/2023 | 1,000.00 |
| 133127 | COFFMAN, JASSON JAMES | 701.021(1) | 09/14/2023 | 1,000.00 |
| 133130 | KAMIS, TRIFAN | 701.021(1) | 08/31/2023 | 5,000.00 |
| 133134 | JBQ QUALITY CONSTRUCTION INC | 701.021(1) | 08/30/2023 | 5,000.00 |
| 133137 | KAMIS, TRIFAN | 701.021(1) | 09/01/2023 | 5,000.00 |
| 133142 | DIAMOND TREE EXPERTS LLC | 701.021(1) | 09/01/2023 | 1,000.00 |
| 133145 | LARKINS JR, JIMMY EDWARD | 701.021(1) | 09/04/2023 | 1,000.00 |
| 133153 | TIGER ELECTRIC AND HANDYMAN SERVICES LLC | 701.021(1) | 09/04/2023 | 5,000.00 |
| 133157 | BARRON BUILDERS LLC | 701.021(1) | 09/07/2023 | 5,000.00 |
| 133160 | POLIT & SON HANDYMAN SERVICES LLC | 701.021(1) | 09/20/2023 | 5,000.00 |
| 133165 | HERNANDEZ GARCIA, RAUL | 701.021(1) | 09/06/2023 | 1,000.00 |
| 133166 | PEREZ CRUZ, ARMANDO | 701.021(1) | 09/08/2023 | 1,000.00 |
| 133167 | HERNANDEZ GARCIA, DONALDO | 701.021(1) | 09/08/2023 | 1,000.00 |
| 133169 | JD VALLEY CONSTRUCTION LLC | 701.021(1) | 09/07/2023 | 1,000.00 |
| 133172 | BUSHMIAER, JAMI LEE | 701.021(1) | 09/07/2023 | 1,000.00 |
| 133173 | ENRIQUEZ PAINTING LLC | 701.021(1) | 09/15/2023 | 1,000.00 |
| 133183 | CHEADLE, WILLIAM JOSEPH | 701.021(1) | 09/14/2023 | 5,000.00 |
| 133187 | NAS CONSTRUCTION LLC | 701.021(1) | 09/14/2023 | 1,000.00 |
| 133193 | HAY, TOBEY | 701.021(1) | 09/15/2023 | 5,000.00 |
| 133195 | GOODRICK, DARRIN EUGENE | 701.021(1) | 09/15/2023 | 5,000.00 |
| 133203 | NOVA FLOORING CORPORATION | 701.021(1) | 09/15/2023 | 600.00 |
| 133204 | ROGERS CONCRETE LLC | 701.021(1) | 09/20/2023 | 5,000.00 |
| 133210 | ROBERT WARREN TRUCKING AND EXCAVATION LLC | 701.021(1) | 09/18/2023 | 1,000.00 |
| 133213 | WEHRUNG, JEFFREY DONALD | 701.021(1) | 09/27/2023 | 1,000.00 |
| 133219 | MORENO, ART MATTHEW | 701.021(1) | 09/19/2023 | 1,000.00 |
| 133221 | VALLEY VIEW PAINTING LLC | 701.021(1) | 09/28/2023 | 5,000.00 |
| 133243 | BIG TIMBER CONSTRUCTION INC | 701.021(1) | 09/26/2023 | 1,000.00 |
| 133249 | ORMSBY, STEPHEN E | 701.021(1) | 09/26/2023 | 5,000.00 |
| 133250 | LONG, ROBERT | 701.021(1) | 09/26/2023 | 5,000.00 |
| 133276 | UNITED PROPERTY IMPROVEMENT INC | 701.021(1) | 10/04/2023 | 1,000.00 |

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

10/11/2023

08/23/2023 - 10/10/2023

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> |
|---------------|-----------------------------------|-------------|-------------|---------------|
| 133281 | MGA HIGH QUALITY CONSTRUCTION LLC | 701.021(1) | 10/05/2023 | 1,000.00 |
| 133284 | R HOMES RENOVATIONS LLC | 701.021(1) | 10/05/2023 | 1,000.00 |
| 133285 | VOLAR DESIGN LLC | 701.021(1) | 10/05/2023 | 5,000.00 |
| 133286 | WCI BUILDERS LLC | 701.021(1) | 10/05/2023 | 5,000.00 |

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|---------------|---|-------------|-------------|---------------|
| 133133 | NW DIAMOND PAINTING LLC | 701.035(3) | 08/31/2023 | 1,000.00 |
| 133139 | TEVCO CONSTRUCTION INC | 701.035(3) | 09/07/2023 | 1,000.00 |
| 133141 | J & B SONS CONSTRUCTION LLC | 701.035(3) | 09/01/2023 | 1,000.00 |
| 133143 | LUNSFORD, TIMOTHY CRAIG | 701.035(3) | 09/04/2023 | 1,000.00 |
| 133146 | COAST RANGE TREE SERVICE INC | 701.035(3) | 09/04/2023 | 1,000.00 |
| 133171 | SWAN CONSTRUCTION AND DEVELOPMENT LLC | 701.035(3) | 09/07/2023 | 1,000.00 |
| 133194 | MYRA LYNN HIGINBOTHAM & LESLIE DOUGLAS HIGINBOTHAM | 701.035(3) | 09/14/2023 | 1,000.00 |
| 133206 | EXTERIOR MASTERS LLC | 701.035(3) | 09/15/2023 | 1,000.00 |
| 133211 | IBANEZ, JUAN FRANCISCO | 701.035(3) | 09/18/2023 | 1,000.00 |
| 133216 | PROHOME ADVISORY LLC | 701.035(3) | 09/19/2023 | 1,000.00 |
| 133217 | BLUE OCEAN CONSTRUCTION LLC | 701.035(3) | 09/18/2023 | 1,000.00 |
| 133222 | METICULOUS INC | 701.035(3) | 09/20/2023 | 1,000.00 |
| 133225 | ESMERS CONSTRUCTION LLC | 701.035(3) | 09/20/2023 | 1,000.00 |
| 133227 | GOLDEN TRIANGLE CONSTRUCTION LLC | 701.035(3) | 09/20/2023 | 1,000.00 |
| 133238 | SWEET HOME PAINTING LLC | 701.035(3) | 09/22/2023 | 1,000.00 |
| 133248 | HORIZON CONTRACTORS LLC | 701.035(3) | 09/29/2023 | 1,000.00 |
| 133253 | HUBERT, CHARLEY COLLINS | 701.035(3) | 09/27/2023 | 1,000.00 |
| 133273 | FEARLESS TIGER CONSTRUCTION LLC | 701.035(3) | 10/03/2023 | 1,000.00 |
| 133298 | MJ ROWDEN PAINTING LLC | 701.035(3) | 10/06/2023 | 1,000.00 |

3 - LEAD BASED PAINT

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|---------------|-------------------------------------|-------------|-------------|---------------|
| 133080 | JAXON CONSTRUCTION & REMODELING LLC | 701.510(2) | 08/23/2023 | 1,000.00 |
| 133087 | A & R FRAMING LLC | 701.510(2) | 08/25/2023 | 1,000.00 |
| 133090 | HIGH TECH PROTECTION SYSTEMS LLC | 701.510(2) | 08/25/2023 | 1,000.00 |
| 133098 | J & P UNITED PAINTING LLC | 701.510(3) | 08/25/2023 | 1,000.00 |
| 133105 | H WALLACE CONSTRUCTION LLC | 701.510(3) | 08/28/2023 | 1,000.00 |
| 133128 | SAGEFIELDS CONSTRUCTION INC | 701.510(2) | 08/29/2023 | 1,000.00 |
| 133132 | PACIFIC CROWN CONTRACTING LLC | 701.510(2) | 08/30/2023 | 1,000.00 |
| 133138 | HEVERS FINE TOUCH PAINTING LLC | 701.510(2) | 09/01/2023 | 1,000.00 |
| 133164 | FELLUCA, RYAN JOSEPH | 701.510(2) | 09/07/2023 | 1,000.00 |
| 133168 | JMJ CONSTRUCTION LLC | 701.510(2) | 09/13/2023 | 1,000.00 |

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/11/2023

08/23/2023 - 10/10/2023

NOTICES OF INTENT (cont.)

3 - LEAD BASED PAINT (cont.)

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|---------------|--------------------------------------|-------------|-------------|---------------|
| 133180 | 4EGO LLC | 701.510(2) | 09/13/2023 | 1,000.00 |
| 133182 | TOP HOME IMPRESSIONS LLC | 701.510(2) | 09/13/2023 | 1,000.00 |
| 133198 | NOTT, RANDY ALLEN | 701.510(2) | 09/15/2023 | 1,000.00 |
| 133200 | PALMAS PAINTING & MISC LLC | 701.510(2) | 09/15/2023 | 1,000.00 |
| 133237 | SWEET HOME PAINTING LLC | 701.510(2) | 09/22/2023 | 1,000.00 |
| 133239 | FITZPATRICK PAINTING INCORPORATED | 701.510(3) | 09/26/2023 | 1,000.00 |
| 133245 | FROM THE GROUND UP CONSTRUCTION LLC | 701.510(2) | 09/27/2023 | 1,000.00 |
| 133246 | GARNICK, CURTIS FRANK | 701.510(2) | 09/27/2023 | 1,000.00 |
| 133254 | BRIGHTWAY PAINTING LLC | 701.510(2) | 09/29/2023 | 1,000.00 |
| 133267 | APPLE PAINTING AND CONSTRUCTION LLC | 701.510(2) | 10/04/2023 | 1,000.00 |
| 133269 | DDW CONSTRUCTION LLC | 701.510(2) | 10/02/2023 | 1,000.00 |
| 133279 | SUPERIOR FRAMING AND CONTRACTING LLC | 701.510(2) | 10/06/2023 | 1,000.00 |
| 133290 | GISLER, WALTER RUBEN | 701.510(2) | 10/05/2023 | 1,000.00 |
| 133295 | KOVA DEVELOPMENT LLC | 701.510(2) | 10/06/2023 | 3,000.00 |

5 - HIRING AN UNLICENSED SUBCONTRACTOR

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|---------------|------------------------------------|-------------|-------------|---------------|
| 133186 | SALISBURY & MOORE CONSTRUCTION INC | 701.026(1) | 09/14/2023 | 1,000.00 |
| 133196 | RAYMER, NIGEL JOURDAIN | 701.026(1) | 09/15/2023 | 1,000.00 |
| 133277 | JERID STRASHEIM LLC | 701.026(2) | 10/05/2023 | 1,000.00 |
| 133292 | GISLER, WALTER RUBEN | 701.026(2) | 10/05/2023 | 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> |
|---------------|----------------------------|-------------|-------------|---------------|
| 133082 | CHIMUKU MECHANICAL LLC | 087.093(2) | 08/23/2023 | 200.00 |
| 133084 | CHIMUKU MECHANICAL LLC | 701.330(4) | 08/23/2023 | 100.00 |
| 133085 | CHIMUKU MECHANICAL LLC | 701.330(4) | 08/23/2023 | 100.00 |
| 133100 | TRU LIGHT CONSTRUCTION LLC | 701.330(4) | 08/25/2023 | 100.00 |
| 133101 | TRU LIGHT CONSTRUCTION LLC | 701.330(4) | 08/25/2023 | 100.00 |
| 133102 | TRU LIGHT CONSTRUCTION LLC | 087.093(2) | 08/25/2023 | 200.00 |
| 133287 | EMM LLC | 087.093(2) | 10/06/2023 | 200.00 |

7 - SUSPENSIONS

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|---------------|-----------------------------------|---------------|-------------|---------------|
| 132592 | JFP CONSTRUCTION LLC | 701.068(6) | 10/10/2023 | 0.00 |
| 132877 | POLIT & SON HANDYMAN SERVICES LLC | 701.068(6) | 09/19/2023 | 0.00 |
| 133091 | KRUWEST LLC | 701.102(2)(a) | 08/25/2023 | 0.00 |
| 133099 | BRIDGE CITY RENOVATORS LLC | 701.102(2)(a) | 08/25/2023 | 0.00 |
| 133103 | GALVAN, ALLAN MICHAEL | 701.102(2)(a) | 08/25/2023 | 0.00 |
| 133110 | BRYLYNN BUILDERS LLC | 701.102(2)(a) | 08/25/2023 | 0.00 |

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/11/2023

08/23/2023 - 10/10/2023

NOTICES OF INTENT (cont.)

7 - SUSPENSIONS (cont.)

| File # | Respondent | Cite | Date | Amount |
|---------------|--|---------------|-------------|---------------|
| 133111 | S & Z CUSTOM CONCRETE LLC | 701.102(2)(a) | 08/25/2023 | 0.00 |
| 133114 | JDP CONSTRUCTION LLC | 701.102(2)(a) | 08/28/2023 | 0.00 |
| 133115 | LINAN, JOSE | 701.102(2)(a) | 08/28/2023 | 0.00 |
| 133144 | A NEW VISION PAINTING AND CONTRACTING LLC | 701.102(2)(a) | 09/01/2023 | 0.00 |
| 133147 | FINE GRAIN CARPENTRY LLC | 701.102(2)(a) | 09/01/2023 | 0.00 |
| 133148 | LINN BENTON REMODELING LLC | 701.102(2)(a) | 09/01/2023 | 0.00 |
| 133175 | LAUNCH HOME INSPECTIONS LLC | 701.098(1)(b) | 09/08/2023 | 0.00 |
| 133179 | ALLSERVICE RENOVATIONS LLC | 701.102(2)(a) | 09/11/2023 | 0.00 |
| 133184 | TECH BUILDERS LLC | 701.098(1)(b) | 09/12/2023 | 0.00 |
| 133189 | NW PRESTIGE HEATING & COOLING LLC | 701.102(2)(b) | 09/13/2023 | 0.00 |
| 133207 | TECK PLUMBING LLC | 701.102(2)(a) | 09/15/2023 | 0.00 |
| 133209 | MOUNTAINTOP ELITE CONSTRUCTION LLC | 701.102(2)(a) | 09/15/2023 | 0.00 |
| 133212 | TRIPLE VS CONSTRUCTION AND POLE BARNES LLC | 701.102(2)(a) | 09/15/2023 | 0.00 |
| 133214 | DELTA R & H CONSTRUCTION LLC | 701.102(2)(a) | 09/18/2023 | 0.00 |
| 133256 | BELLA VITA GLASS LLC | 701.102(2)(a) | 09/27/2023 | 0.00 |
| 133257 | TURNING TIDES TRADESMAN LLC | 701.102(2)(a) | 09/27/2023 | 0.00 |
| 133259 | KRUWEST LLC | 701.102(2)(a) | 09/29/2023 | 0.00 |
| 133275 | A+ CONTRACTING LLC | 701.102(2)(c) | 10/03/2023 | 0.00 |
| 133278 | RESTORATION CREEK INC | 701.102(2)(a) | 10/04/2023 | 0.00 |
| 133280 | CLACKAMAS CONSTRUCTION INC | 701.102(2)(a) | 10/04/2023 | 0.00 |
| 133294 | MAZZETTIA, MAC | 701.102(2)(a) | 10/09/2023 | 0.00 |
| 133315 | ALWAYS ON TOP CONSTRUCTION INC | 701.102(2)(a) | 10/09/2023 | 0.00 |
| 133319 | ALL IN ONE CONSTRUCTION LLC | 701.102(2)(a) | 10/09/2023 | 0.00 |

8 - OTHER

| File # | Respondent | Cite | Date | Amount |
|---------------|------------------------------|---------------|-------------|---------------|
| 132752 | MANNY CASAS CONSTRUCTION LLC | 701.106(1)(j) | 09/20/2023 | 1,000.00 |
| 133055 | BEARDEN, GLENN MANNA | 701.305(2) | 08/25/2023 | 200.00 |
| 133065 | SISBRO HOMES LLC | 701.106(1)(j) | 08/23/2023 | 1,000.00 |
| 133077 | HOMES WITH STYLE INC | 701.106(1)(j) | 08/23/2023 | 1,000.00 |
| 133083 | ON TOP TREE SERVICE LLC | 701.106(1)(j) | 08/23/2023 | 1,000.00 |
| 133089 | I BUILD INC | 701.106(1)(j) | 08/25/2023 | 1,000.00 |
| 133092 | WM CONSTRUCTION LLC | 701.106(1)(j) | 08/25/2023 | 1,000.00 |
| 133093 | DURRETT, TERRY ALAN | 701.305(1) | 08/30/2023 | 500.00 |
| 133095 | TRU LIGHT CONSTRUCTION LLC | 701.305(1) | 08/25/2023 | 500.00 |
| 133119 | OASIS CONCRETE LLC | 701.106(1)(j) | 08/29/2023 | 1,000.00 |
| 133120 | STUNNING CONSTRUCTION LLC | 701.106(1)(j) | 08/29/2023 | 1,000.00 |
| 133122 | FOX ROOFING LLC | 701.098(1)(l) | 08/29/2023 | 1,000.00 |
| 133176 | SILVER BRUSH PAINTING LLC | 701.106(1)(j) | 09/11/2023 | 1,000.00 |
| 133178 | BIGFOOT ROOFING LLC | 701.106(1)(j) | 09/11/2023 | 1,000.00 |

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/11/2023

08/23/2023 - 10/10/2023

NOTICES OF INTENT (cont.)

8 - OTHER (cont.)

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|----------------------|--|--------------------|--------------------|----------------------|
| 133181 | ADAMS EXTERIOR MAINTENANCE LLC | 701.106(1)(m) | 09/12/2023 | 0.00 |
| 133185 | ROSE CITY RENOVATORS LLC | 701.305(2) | 09/13/2023 | 200.00 |
| 133197 | TILE PROS LLC | 701.106(1)(j) | 09/15/2023 | 1,000.00 |
| 133199 | PERFORMANCE SYSTEMS INTEGRATION LLC | 701.106(1)(j) | 09/15/2023 | 1,000.00 |
| 133201 | J & J PREMIER CONSTRUCTION LLC | 701.106(1)(j) | 09/18/2023 | 1,000.00 |
| 133202 | DRY OAK INC | 701.106(1)(j) | 09/15/2023 | 1,000.00 |
| 133226 | 4EGO LLC | 701.106(1)(j) | 09/25/2023 | 1,000.00 |
| 133252 | COLUMBIA BASIN FENCE COMPANY LLC | 701.098(1)(l) | 09/26/2023 | 1,000.00 |
| 133272 | JOSHUA LEGACY PAINTING & RESTORATION LLC | 701.106(1)(j) | 10/03/2023 | 1,000.00 |
| 133289 | MCMULLEN CONSTRUCTION LLC | 701.106(1)(j) | 10/05/2023 | 1,000.00 |
| 133309 | HALSTEAD, RICHARD LANE | 701.305(2) | 10/09/2023 | 200.00 |

9 - CRIMINAL / INJUNCTIONS / STOP WORK

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|----------------------|--------------------------|--------------------|--------------------|----------------------|
| 133161 | BLACKTAIL CARPENTRY LLC | 701.098(1)(i) | 09/04/2023 | 0.00 |
| 133162 | RENEGADE REMODEL LLC | 701.098(1)(i) | 09/08/2023 | 0.00 |
| 133163 | HARLESS, DAKOTA WAYNE | 701.098(1)(i) | 09/04/2023 | 0.00 |
| 133240 | VERDEN ENTERPRISES INC | 701.098(1)(i) | 09/22/2023 | 0.00 |

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/11/2023

08/23/2023 - 10/10/2023

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> |
|----------------------|--------------------------------|--------------------|--------------------|----------------------|
| 132743 | LEMBERG, BLAKE | 701.021(1) | 09/06/2023 | 5,000.00 |
| 132845 | MAMMOTH ROOFING LLC | 701.021(1) | 09/08/2023 | 1,000.00 |
| 132853 | GEORGE N STEWART LLC | 701.021(1) | 09/01/2023 | 1,000.00 |
| 132855 | MAULDIN HANDYMAN SERVICE LLC | 701.021(1) | 09/12/2023 | 1,000.00 |
| 132866 | ZACE, EUGENE R | 701.021(1) | 09/04/2023 | 1,000.00 |
| 132878 | LEWIS RIVER ENTERPRISE LLC | 701.021(1) | 08/23/2023 | 5,000.00 |
| 132887 | APPLE ROOFING LLC | 701.021(1) | 08/30/2023 | 600.00 |
| 132897 | RAY, TROY ALAN | 701.021(1) | 08/23/2023 | 5,000.00 |
| 132900 | HARNER, TRAVIS JAY | 701.021(1) | 09/19/2023 | 1,000.00 |
| 132911 | PIZZOLA, MICHAEL EDWARD | 701.021(1) | 09/26/2023 | 5,000.00 |
| 132919 | COLUMBIA EXCAVATING LLC | 701.021(1) | 08/24/2023 | 5,000.00 |
| 132924 | BLACK, RONALD EDWARD | 701.021(1) | 09/04/2023 | 1,000.00 |
| 132931 | JUHL CONCRETE CONSTRUCTION LLC | 701.021(1) | 08/30/2023 | 1,000.00 |
| 132937 | CHERRY, JOSEPH | 701.021(1) | 09/07/2023 | 5,000.00 |
| 132941 | VALLEY VIEW PAINTING LLC | 701.021(1) | 08/30/2023 | 1,000.00 |
| 132943 | VELAZQUEZ, ENRIQUE MORALES | 701.021(1) | 08/31/2023 | 1,000.00 |
| 132949 | MENDOZA LOPEZ, MELQUIADES | 701.021(1) | 08/25/2023 | 1,000.00 |
| 132952 | CEMPA, ARLAN DANIEL | 701.021(1) | 09/11/2023 | 5,000.00 |
| 132955 | RUIZ COLIN, LUIS ANGEL | 701.021(1) | 10/03/2023 | 600.00 |
| 133002 | MITCHELL, BLANCY JACOB | 701.021(1) | 09/08/2023 | 5,000.00 |
| 133021 | ISAACSON, DUSTIN TRAVIS | 701.021(1) | 10/02/2023 | 1,000.00 |
| 133057 | EASON, ZACHARY JAMES | 701.021(1) | 09/28/2023 | 1,000.00 |
| 133062 | STIVERS, BRIAN KEITH | 701.021(1) | 09/28/2023 | 1,000.00 |
| 133063 | COMFORT, DANIEL JOSEPH | 701.021(1) | 09/07/2023 | 1,000.00 |
| 133064 | MAYNE, DUSTIN DOUGLAS | 701.021(1) | 09/12/2023 | 1,000.00 |
| 133070 | MCCOY, AARON MARK | 701.021(1) | 09/26/2023 | 5,000.00 |
| 133072 | BARRON BUILDERS LLC | 701.021(1) | 09/18/2023 | 5,000.00 |
| 133074 | MKC LLC | 701.021(1) | 09/20/2023 | 5,000.00 |
| 133096 | TRI RIVER PAVING LLC | 701.021(1) | 09/25/2023 | 5,000.00 |
| 133116 | EATON PAINTING LLC | 701.021(1) | 10/06/2023 | 1,000.00 |
| 133126 | BEAUVILLE CONSTRUCTION LLC | 701.021(1) | 09/25/2023 | 1,000.00 |
| 133127 | COFFMAN, JASSON JAMES | 701.021(1) | 10/10/2023 | 1,000.00 |
| 133130 | KAMIS, TRIFAN | 701.021(1) | 09/28/2023 | 5,000.00 |
| 133134 | JBQ QUALITY CONSTRUCTION INC | 701.021(1) | 09/22/2023 | 5,000.00 |
| 133137 | KAMIS, TRIFAN | 701.021(1) | 09/28/2023 | 5,000.00 |
| 133145 | LARKINS JR, JIMMY EDWARD | 701.021(1) | 10/06/2023 | 1,000.00 |
| 133166 | PEREZ CRUZ, ARMANDO | 701.021(1) | 10/04/2023 | 1,000.00 |
| 133172 | BUSHMIAER, JAMI LEE | 701.021(1) | 10/02/2023 | 1,000.00 |

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/11/2023

08/23/2023 - 10/10/2023

FINAL ORDERS (cont.)

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|----------------------|---|--------------------|--------------------|----------------------|
| 132510 | BOLTON BUILDING LLC | 701.035(3) | 08/24/2023 | 1,000.00 |
| 132510 | BOLTON BUILDING LLC | 701.035(3) | 08/24/2023 | 1,000.00 |
| 132840 | GORILLA PAINTING COMPANY LLC | 701.035(3) | 08/23/2023 | 1,000.00 |
| 132854 | SKYLINE FLOORING LLC | 701.035(3) | 09/07/2023 | 1,000.00 |
| 132908 | NW ELITE FENCING & CONSTRUCTION LLC | 701.035(3) | 09/06/2023 | 1,000.00 |
| 132947 | HECTORS CONSTRUCTION COMPANY LLC | 701.035(3) | 08/23/2023 | 1,000.00 |
| 132985 | TIMBERWOOD LLC | 701.035(3) | 10/03/2023 | 1,000.00 |
| 132987 | TSI ROOFING LLC | 701.035(3) | 09/15/2023 | 1,000.00 |
| 132998 | FOUNTAIN HARDSCAPE LLC | 701.035(3) | 09/19/2023 | 1,000.00 |
| 133006 | LOS 3H HERRERAS PAINTING LLC | 701.035(3) | 09/08/2023 | 1,000.00 |
| 133041 | EXCELLENT PAINTING CO LLC | 701.035(3) | 09/01/2023 | 1,000.00 |
| 133045 | TREE GIANTS LLC | 701.035(3) | 09/28/2023 | 1,000.00 |
| 133067 | NATHAN CAIN CONSTRUCTION LLC | 701.035(3) | 09/14/2023 | 1,000.00 |
| 133139 | TEVCO CONSTRUCTION INC | 701.035(3) | 10/02/2023 | 1,000.00 |
| 133141 | J & B SONS CONSTRUCTION LLC | 701.035(3) | 09/27/2023 | 1,000.00 |
| 133143 | LUNSFORD, TIMOTHY CRAIG | 701.035(3) | 09/28/2023 | 1,000.00 |
| 133194 | MYRA LYNN HIGINBOTHAM & LESLIE DOUGLAS HIGINBOTHAM | 701.035(3) | 10/02/2023 | 1,000.00 |

3 - LEAD BASED PAINT

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|----------------------|-------------------------------|--------------------|--------------------|----------------------|
| 132799 | SRG REMODELING LLC | 701.510(2) | 08/28/2023 | 1,000.00 |
| 132857 | MOON MOUNTAIN CONTRACTING LLC | 701.510(2) | 09/07/2023 | 1,000.00 |
| 132870 | IDS REMODELING INC | 701.510(3) | 09/07/2023 | 1,000.00 |
| 132907 | SUNRISE CUSTOM PAINTING LLC | 701.510(3) | 09/04/2023 | 1,000.00 |
| 132918 | TIMBERLINE SIDING LLC | 701.510(2) | 08/25/2023 | 1,000.00 |
| 132927 | 5A CONSTRUCTION LLC | 701.510(2) | 09/07/2023 | 1,000.00 |
| 132948 | DONOHUE, AARON MICHAEL | 701.510(3) | 08/25/2023 | 1,000.00 |
| 132962 | HIGH LINE PAINTING LLC | 701.510(2) | 09/06/2023 | 1,000.00 |
| 132967 | EGOROFF, IVAN | 701.510(2) | 09/01/2023 | 1,000.00 |
| 132982 | VITAN CONSTRUCTION LLC | 701.510(3) | 09/15/2023 | 1,000.00 |
| 132983 | THOMAS CONTRACTING LTD | 701.510(2) | 09/19/2023 | 1,000.00 |
| 132999 | M & M EXTERIORS INC | 701.510(2) | 09/18/2023 | 1,000.00 |
| 133000 | NKB CONSTRUCTION LLC | 701.510(2) | 09/07/2023 | 3,000.00 |
| 133008 | BAKER, SAMANTHA ROSE | 701.510(2) | 09/07/2023 | 1,000.00 |
| 133016 | GLV ENTERPRISES INC | 701.510(3) | 09/26/2023 | 5,000.00 |
| 133059 | DUCHENE CONSTRUCTION LLC | 701.510(2) | 09/14/2023 | 1,000.00 |
| 133078 | ANGELS CUSTOM PAINTING LLC | 701.510(2) | 09/14/2023 | 1,000.00 |
| 133087 | A & R FRAMING LLC | 701.510(2) | 09/29/2023 | 1,000.00 |
| 133098 | J & P UNITED PAINTING LLC | 701.510(3) | 09/27/2023 | 1,000.00 |

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/11/2023

08/23/2023 - 10/10/2023

FINAL ORDERS (cont.)

3 - LEAD BASED PAINT (cont.)

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|---------------|--------------------------------|-------------|-------------|---------------|
| 133105 | H WALLACE CONSTRUCTION LLC | 701.510(3) | 09/20/2023 | 1,000.00 |
| 133128 | SAGEFIELDS CONSTRUCTION INC | 701.510(2) | 09/26/2023 | 1,000.00 |
| 133138 | HEVERS FINE TOUCH PAINTING LLC | 701.510(2) | 09/19/2023 | 1,000.00 |
| 133182 | TOP HOME IMPRESSIONS LLC | 701.510(2) | 09/21/2023 | 1,000.00 |

5 - HIRING AN UNLICENSED SUBCONTRACTOR

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|---------------|------------------------------------|-------------|-------------|---------------|
| 132846 | FALCON ROOFING INC | 701.026(1) | 09/22/2023 | 1,000.00 |
| 132869 | SANGUINOS PAINTING LLC | 701.026(1) | 08/24/2023 | 1,000.00 |
| 132944 | NET 0 CONSTRUCTION LLC | 701.026(2) | 08/30/2023 | 1,000.00 |
| 133186 | SALISBURY & MOORE CONSTRUCTION INC | 701.026(1) | 09/27/2023 | 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> |
|---------------|------------------------|-------------|-------------|---------------|
| 133082 | CHIMUKU MECHANICAL LLC | 087.093(2) | 10/04/2023 | 200.00 |
| 133084 | CHIMUKU MECHANICAL LLC | 701.330(4) | 10/04/2023 | 100.00 |
| 133085 | CHIMUKU MECHANICAL LLC | 701.330(4) | 10/04/2023 | 100.00 |

7 - SUSPENSIONS

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|---------------|--|---------------|-------------|---------------|
| 132703 | OREGON CONSTRUCTION GUYS LLC | 701.102(2)(a) | 08/23/2023 | 0.00 |
| 132764 | SPECIALTY CONTRACTORS NORTHWEST LLC | 701.068(6) | 09/15/2023 | 0.00 |
| 132764 | SPECIALTY CONTRACTORS NORTHWEST LLC | 701.068(6) | 09/13/2023 | 0.00 |
| 132830 | RYCO PROPERTIES LLC | 701.102(2)(b) | 09/20/2023 | 0.00 |
| 132835 | MOSSY ROOTS CONSTRUCTION LLC | 701.068(6) | 08/25/2023 | 0.00 |
| 132889 | PARTLOW, DAVID JAMES | 701.106(1)(b) | 08/25/2023 | 0.00 |
| 132894 | ASONS CONSTRUCTION LLC | 701.102(2)(a) | 08/25/2023 | 0.00 |
| 132898 | ALL IN ONE CONSTRUCTION LLC | 701.068(6) | 08/24/2023 | 0.00 |
| 132909 | CUNNINGHAM, JIMMY JOHN | 701.102(2)(a) | 08/25/2023 | 0.00 |
| 132928 | PURDUM CONSTRUCTION LLC | 701.102(2)(b) | 10/04/2023 | 0.00 |
| 132929 | MODI CONSTRUCTIONS LLC | 701.098(1)(b) | 10/04/2023 | 0.00 |
| 132951 | STONE BY STONE CONSTRUCTION LLC | 701.068(6) | 09/07/2023 | 0.00 |
| 132971 | PRECISION CABINETS INC | 701.102(2)(a) | 09/04/2023 | 0.00 |
| 132972 | TINY DECISIONS LLC | 701.102(2)(a) | 09/06/2023 | 0.00 |
| 132974 | CUSTOM CREATIONS CONCRETE AND CONSTRUCTION LLC | 701.102(2)(a) | 09/04/2023 | 0.00 |
| 132975 | BROKENTOP CONSTRUCTION LLC | 701.102(2)(a) | 09/04/2023 | 0.00 |
| 132977 | HIGH RISE CARPENTRY & DESIGN LLC | 701.102(2)(a) | 09/06/2023 | 0.00 |
| 133010 | JBQ QUALITY CONSTRUCTION INC | 701.102(2)(a) | 09/06/2023 | 0.00 |
| 133011 | RIDGEWAY CONSTRUCTION LLC | 701.102(2)(a) | 09/06/2023 | 0.00 |

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/11/2023

08/23/2023 - 10/10/2023

FINAL ORDERS (cont.)

7 - SUSPENSIONS (cont.)

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|----------------------|---|--------------------|--------------------|----------------------|
| 133012 | BETTER THAN NEW CONSTRUCTION LLC | 701.102(2)(a) | 09/07/2023 | 0.00 |
| 133013 | DOUG MANSFIELD ELECTRIC LLC | 701.102(2)(a) | 09/07/2023 | 0.00 |
| 133015 | CC HILL CONSTRUCTION LLC | 701.102(2)(a) | 09/07/2023 | 0.00 |
| 133023 | HEFFNER COASTAL CONSTRUCTION LLC | 701.102(2)(a) | 09/07/2023 | 0.00 |
| 133024 | PDX DEER CONSTRUCTION LLC | 701.102(2)(a) | 09/07/2023 | 0.00 |
| 133025 | 44 NORTHWEST LLC | 701.102(2)(a) | 09/07/2023 | 0.00 |
| 133031 | T OWEN DEVELOPMENT GROUP LLC | 701.102(2)(a) | 09/08/2023 | 0.00 |
| 133091 | KRUWEST LLC | 701.102(2)(a) | 09/25/2023 | 0.00 |
| 133099 | BRIDGE CITY RENOVATORS LLC | 701.102(2)(a) | 09/25/2023 | 0.00 |
| 133103 | GALVAN, ALLAN MICHAEL | 701.102(2)(a) | 09/25/2023 | 0.00 |
| 133110 | BRYLYNN BUILDERS LLC | 701.102(2)(a) | 09/25/2023 | 0.00 |
| 133111 | S & Z CUSTOM CONCRETE LLC | 701.102(2)(a) | 09/25/2023 | 0.00 |
| 133144 | A NEW VISION PAINTING AND CONTRACTING LLC | 701.102(2)(a) | 09/27/2023 | 0.00 |
| 133147 | FINE GRAIN CARPENTRY LLC | 701.102(2)(a) | 09/27/2023 | 0.00 |
| 133148 | LINN BENTON REMODELING LLC | 701.102(2)(a) | 09/27/2023 | 0.00 |
| 133175 | LAUNCH HOME INSPECTIONS LLC | 701.098(1)(b) | 10/02/2023 | 0.00 |
| 133179 | ALLSERVICE RENOVATIONS LLC | 701.102(2)(a) | 10/09/2023 | 0.00 |
| 133207 | TECK PLUMBING LLC | 701.102(2)(a) | 10/09/2023 | 0.00 |

8 - OTHER

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|----------------------|---------------------------------------|--------------------|--------------------|----------------------|
| 132795 | CREATIVE HOME REMODELING COMPANY | 701.345(1) | 08/25/2023 | 500.00 |
| 132850 | UBER ROOFING LLC | 701.106(1)(j) | 08/30/2023 | 1,000.00 |
| 132915 | BEARDEN, GLENN MANNA | 701.098(1)(g) | 08/25/2023 | 1,000.00 |
| 132917 | GONZALEZ MUNOZ, ARTURO | 701.305(2) | 09/07/2023 | 200.00 |
| 132926 | WOLFGRAMM MASONRY & CONCRETE LLC | 701.106(1)(j) | 08/25/2023 | 1,000.00 |
| 132939 | MACS FLOORING & INSTALL INC | 701.106(1)(j) | 09/07/2023 | 1,000.00 |
| 132942 | CORNERSTONE OUTDOOR LIFE LLC | 701.106(1)(j) | 09/01/2023 | 1,000.00 |
| 132956 | FLICK, ROBIN LESLIE | 701.305(1) | 09/08/2023 | 500.00 |
| 132961 | UPLAND EXCAVATION LLC | 701.106(1)(j) | 09/28/2023 | 1,000.00 |
| 132980 | SITE CONSTRUCTORS INC | 701.098(1)(f) | 09/07/2023 | 0.00 |
| 132984 | NORTH AMERICAN VIDEO CORPORATION | 701.098(1)(f) | 09/07/2023 | 0.00 |
| 132993 | RECOVERY ROOFING AND CONSTRUCTION LLC | 701.305(1) | 09/07/2023 | 500.00 |
| 132997 | ELITE CONCRETE & PAVERING LLC | 701.106(1)(j) | 09/08/2023 | 1,000.00 |
| 133040 | GHM CONSTRUCTION LLC | 701.106(1)(j) | 09/13/2023 | 1,000.00 |
| 133055 | BEARDEN, GLENN MANNA | 701.305(2) | 09/19/2023 | 200.00 |
| 133058 | JOHNSON, ANDRES CHRISTIAN | 701.106(1)(j) | 09/07/2023 | 1,000.00 |
| 133065 | SISBRO HOMES LLC | 701.106(1)(j) | 09/15/2023 | 1,000.00 |
| 133075 | BEND RIVER HANDYMAN LLC | 701.305(2) | 10/04/2023 | 200.00 |
| 133077 | HOMES WITH STYLE INC | 701.106(1)(j) | 09/15/2023 | 1,000.00 |

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/11/2023

08/23/2023 - 10/10/2023

FINAL ORDERS (cont.)

8 - OTHER (cont.)

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|----------------------|---------------------------|--------------------|--------------------|----------------------|
| 133083 | ON TOP TREE SERVICE LLC | 701.106(1)(j) | 09/26/2023 | 1,000.00 |
| 133089 | I BUILD INC | 701.106(1)(j) | 09/20/2023 | 1,000.00 |
| 133092 | WM CONSTRUCTION LLC | 701.106(1)(j) | 09/20/2023 | 1,000.00 |
| 133093 | DURRETT, TERRY ALAN | 701.305(1) | 09/22/2023 | 500.00 |
| 133119 | OASIS CONCRETE LLC | 701.106(1)(j) | 09/22/2023 | 1,000.00 |
| 133120 | STUNNING CONSTRUCTION LLC | 701.106(1)(j) | 09/22/2023 | 1,000.00 |
| 133176 | SILVER BRUSH PAINTING LLC | 701.106(1)(j) | 10/02/2023 | 1,000.00 |
| 133178 | BIGFOOT ROOFING LLC | 701.106(1)(j) | 10/04/2023 | 1,000.00 |
| 133185 | ROSE CITY RENOVATORS LLC | 701.305(2) | 09/22/2023 | 200.00 |

9 - CRIMINAL / INJUNCTIONS / STOP WORK

| <u>File #</u> | <u>Respondent</u> | <u>Cite</u> | <u>Date</u> | <u>Amount</u> |
|----------------------|---------------------------|--------------------|--------------------|----------------------|
| 132675 | TOLENTO CONSTRUCTION LLC | 701.098(1)(i) | 08/23/2023 | 0.00 |
| 132751 | NORTHWEST ROOF REMEDY LLC | 701.098(1)(i) | 09/06/2023 | 0.00 |
| 132757 | GRD TILE LLC | 701.098(1)(i) | 09/06/2023 | 0.00 |

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: Chris Huntington
Date: October 4, 2023
Subject: Receipt of Key Performance Measures and Ratification of Best Practices for Boards and Commission Procedures (KPM 9)

DISCUSSION

The Annual Performance Progress Report (APPR) program incorporates annual reporting of Key Performance Measures that have been agreed upon and approved through the legislative process. Annual reporting is required to the legislature and KPM reporting is a required element of the legislative budget authorization process.

PROPOSED CHANGES

Changes to the APPR require legislative action. The agency has identified several changes to the currently adopted set of KPMs that will be proposed for change or consolidation during the budget process. The proposed changes include:

- **KPM 5: Average Days to issue a dispute resolution final order**
 - Change Proposed: Measure only the time between agency confirming jurisdiction on a complaint and agency ending active attempts to mediate (refer to court proceedings).
 - Reason for proposed change: current measure reflects old system and fails to accurately measure agency performance due to including time for court proceedings.
- **KPM 6: Perceive claims process as fair and impartial**
 - Change proposed: Report overall satisfaction with claims process, rather than perception of one aspect of claims process (i.e. impartiality).
 - Reason for proposed change: Currently the agency sends surveys to all participants in the claims process and receives data back on a number of different measures. Perceived impartiality is only one element surveyed and does not accurately reflect the full experience. Overall satisfaction is a more accurate and more comprehensive method to measure the effectiveness of the claims process.

- KPMs 7 & 8: License and Renewal process and customer service
 - Change proposed: Consolidate into single measure – reflect data currently presented as measure 8.
 - Reason for proposed change: Splitting this measure reflects an old organizational approach when the main customer service branches were split and when different surveys were sent to different populations. This is no longer the case. Consolidating the customer service, renewal and other licensing functions and they are sent the same survey. The current approach is redundant.

BEST PRACTICES – KPM 9

“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.

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

Ratify compliance with KPM 9 and accept APPR and Key Performance Measures.

Best Practices for Boards and Commissions Chart
Key Performance Measure 9
(7/1/22-6/30/23)

| Best Practices Criteria | Action Plan | Status |
|---|--|---|
| 1. Executive Director’s performance expectations are current | <ul style="list-style-type: none"> • Review position description as part of annual performance feedback. • Identify performance expectations that should be adopted. | <p>Current – Previous performance evaluation was completed in 2022 and delivered at 12/7/2022 board meeting.</p> <p>Position Description and evaluations will be sent to board and executive managers in November. Results will be considered by board at December meeting.</p> |
| 2. Executive Director received annual performance feedback | <ul style="list-style-type: none"> • Initiate performance evaluation process by issuing surveys to board members and managers. • Board review results and provide feedback and evaluation to administrator. | <p>Current – Previous performance evaluation completed in August 2022.</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 Key Performance Measures: customer service, effective enforcement, timely and equitable dispute resolution. • High-level goals are consistent with agency mission to protect consumers and support contractors: Sustainable financial management, accountable service delivery, continuous improvement | <p>Annual review of KPM’s with Board.</p> <p>Implementation of data dashboard at each board meeting.</p> <p>Ongoing reporting of progress and outcomes at board meetings.</p> |
| 4. The Board reviews the Annual Performance Progress Report | <ul style="list-style-type: none"> • Annually the Board reviews the Key Performance Measures contained in the Annual Performance Progress Report (APPR) | <p>Current – Previous formal update and action was reported October 2022. October 2023 meeting will include review of best practices and reporting on KPM report.</p> <p>Occurs annually.</p> |
| 5. The Board is appropriately involved in review of agency’s key | <ul style="list-style-type: none"> • Board is kept apprised of key issues related to budget, staffing and operations through both formal board | <p>Ongoing – formal board meetings and informal communications</p> |

| | | |
|--|--|---|
| communications | meeting and other communications. | |
| 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. | Ongoing through board meetings, as needed, or through protocols adopted by the Board allowing agency action after appropriate consultation |
| 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. | Ongoing through regular Board meetings and more regularly as needed. |
| 8. The Board reviews all proposed budgets (likely occurs 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 |
| 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. | Financial updates – Every Board meeting Audit or other findings – Irregular, as received |
| 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 |
| 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 |
| 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 (ethics) 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" | Every Board meeting Ethics training for the entire Board was completed in February 2022 and will be provided again in February 2024. |
| 13. The Board coordinates with others where responsibilities and | <ul style="list-style-type: none"> Board members participate in appropriate occupational associations on legislative and administrative rule issues | Ongoing |

| | | |
|--|---|---|
| interests overlap | | |
| 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>Ethics training February 2022.</p> <p>Next training will be in February 2024.</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>Discussed and approved at 8/24/2022 Board meeting.</p> <p>Next meeting will be held in October 2023.</p> |

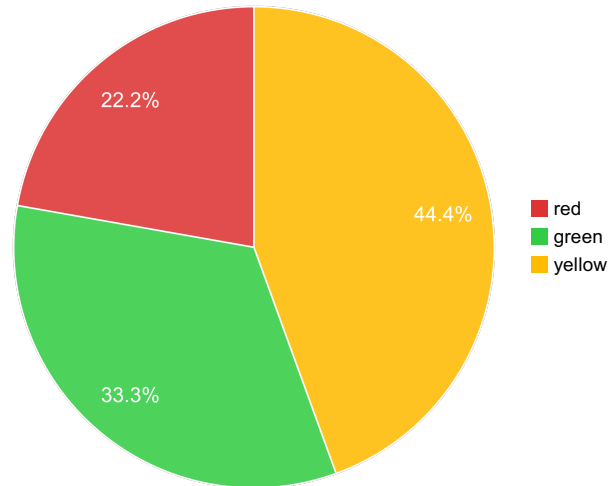
Construction Contractors Board

Annual Performance Progress Report

Reporting Year 2023

Published: 10/10/2023 12:02:27 PM

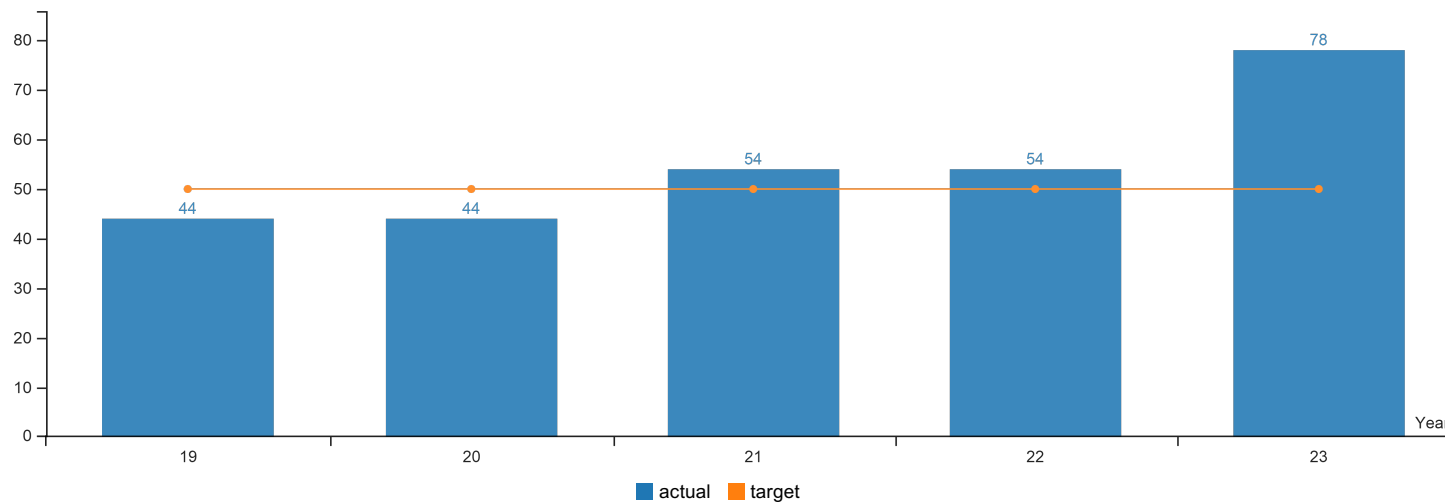
| KPM # | Approved Key Performance Measures (KPMs) |
|-------|---|
| 1 | Homeowner Awareness - Percent of homeowners who are aware of their rights and responsibilities and the services of CCB. |
| 2 | Unlicensed Recidivism Rate - Percent of offenders who perform work without a CCB license within three years of first offense. |
| 3 | Contractors Who Fail to Pay Damages - Percent of licensed contractors operating in Oregon that fail to pay in full final dispute resolution complaints for damages. |
| 4 | Enforcement Investigations - Average days to close an enforcement investigation. |
| 5 | Dispute Resolution Final Orders - Average days to issue a dispute resolution (claims) final order. |
| 6 | Fair and Impartial Dispute Resolution Process - Percent of parties to claims who perceive claims process to be fair and impartial. |
| 7 | License and Renewal Processing - Percent of contractors satisfied with the agency's processing of license and renewal information. |
| 8 | Customer Service - Percent of customers rating the agency's customer service as "good" or "excellent". Ratings cover timeliness, accuracy, helpfulness, expertise, availability of information and overall performance. |
| 9 | Best Practices - Percent of best practices met by the Board. |



| Performance Summary | Green | Yellow | Red |
|-----------------------|-----------------|----------------------|-----------------|
| | = Target to -5% | = Target -5% to -15% | = Target > -15% |
| Summary Stats: | 33.33% | 44.44% | 22.22% |

| | |
|--------|---|
| KPM #1 | Homeowner Awareness - Percent of homeowners who are aware of their rights and responsibilities and the services of CCB. |
| | Data Collection Period: Jul 01 - Jun 30 |

* Upward Trend = positive result



| Report Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|--|------|------|------|------|------|
| Percent of Homeowners Aware of Rights | | | | | |
| Actual | 44% | 44% | 54% | 54% | 78% |
| Target | 50% | 50% | 50% | 50% | 50% |

How Are We Doing

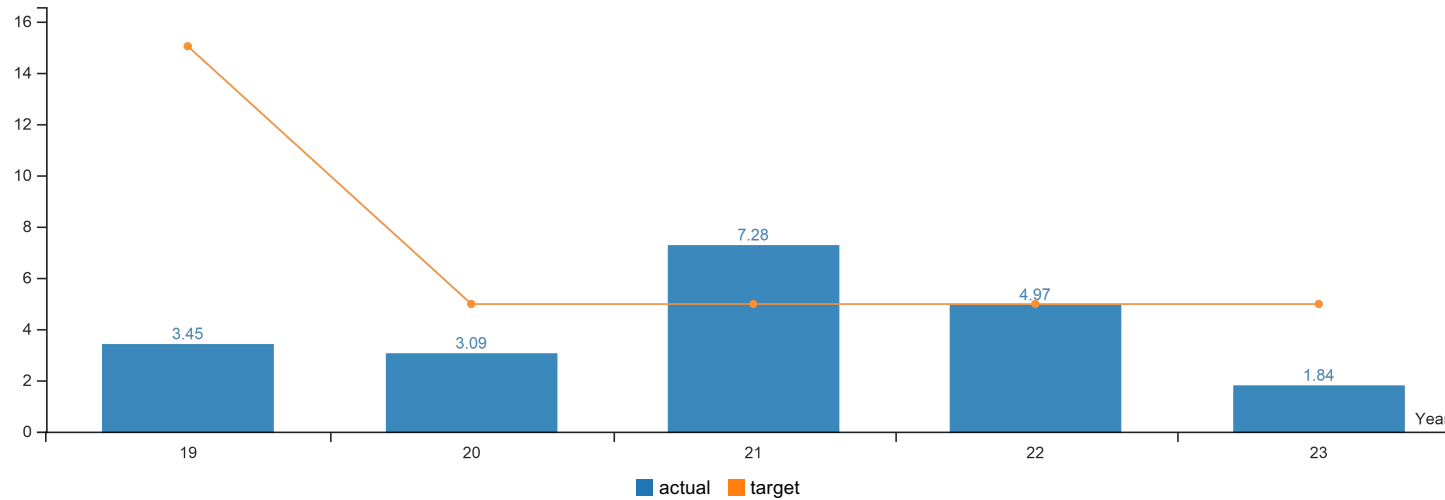
Approximately 78 percent of Oregon homeowners are aware of the CCB. This finding is based on a scientific survey of 800 Oregon homeowners conducted in May of 2023. This is a 24 point increase over the prior survey.

Factors Affecting Results

The COVID-19 pandemic disrupted many traditional outreach activities, but during that time, the agency adapted to perform outreach in an online/virtual environment. Outreach efforts over the last three years have taken the form of webinars, press releases, mass emails, joint publications with other agencies, PSAs, radio and television interviews. These efforts have been very successful, as the data shows. The agency also has been actively seeking new avenues to reach homeowners through agency partners that include other state and local government agencies, stakeholders and contractors themselves. In previous years, the agency's primary outreach focus included home shows and in-person outreach. The agency now attends some home shows in the fall and spring, however, data shows that home show attendance is on the decline. CCB will continue to perform the majority of its outreach activities through virtual platforms, partnerships with stakeholders and media.

| | |
|--------|---|
| KPM #2 | Unlicensed Recidivism Rate - Percent of offenders who perform work without a CCB license within three years of first offense. |
| | Data Collection Period: Jul 01 - Jun 30 |

* Upward Trend = negative result



| Report Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|--|-------|-------|-------|-------|-------|
| Enforcement: Unlicensed Recidivism Rate | | | | | |
| Actual | 3.45% | 3.09% | 7.28% | 4.97% | 1.84% |
| Target | 15% | 5% | 5% | 5% | 5% |

How Are We Doing

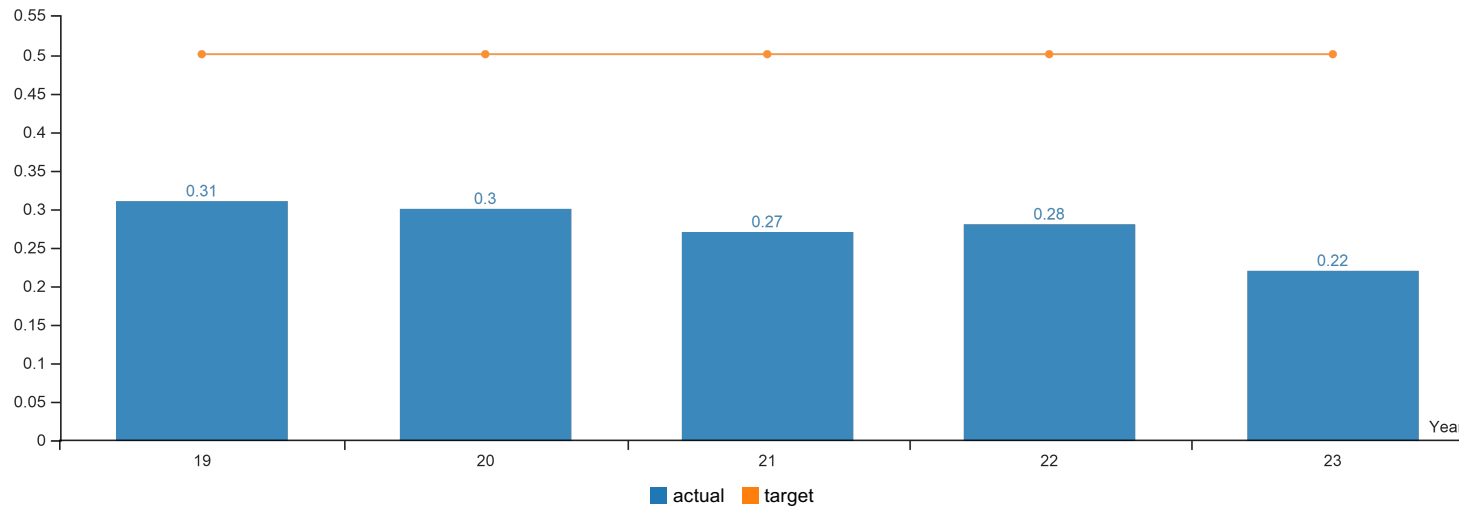
The agency is doing well, below the revised target of 5% (15% previously) on this KPM for FY 2023 (7/1/22-6/30/23).

Factors Affecting Results

During the 2023 fiscal year, we saw the number of repeat offenders drop under target level. We experienced an increase in contractors following through with payment of civil penalties and bringing their license to current status.

| | |
|--------|---|
| KPM #3 | Contractors Who Fail to Pay Damages - Percent of licensed contractors operating in Oregon that fail to pay in full final dispute resolution complaints for damages. |
| | Data Collection Period: Jul 01 - Jun 30 |

* Upward Trend = negative result



| Report Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|--|-------|-------|-------|-------|-------|
| Percent of Contractors Who Fail to Pay Final Orders | | | | | |
| Actual | 0.31% | 0.30% | 0.27% | 0.28% | 0.22% |
| Target | 0.50% | 0.50% | 0.50% | 0.50% | 0.50% |

How Are We Doing

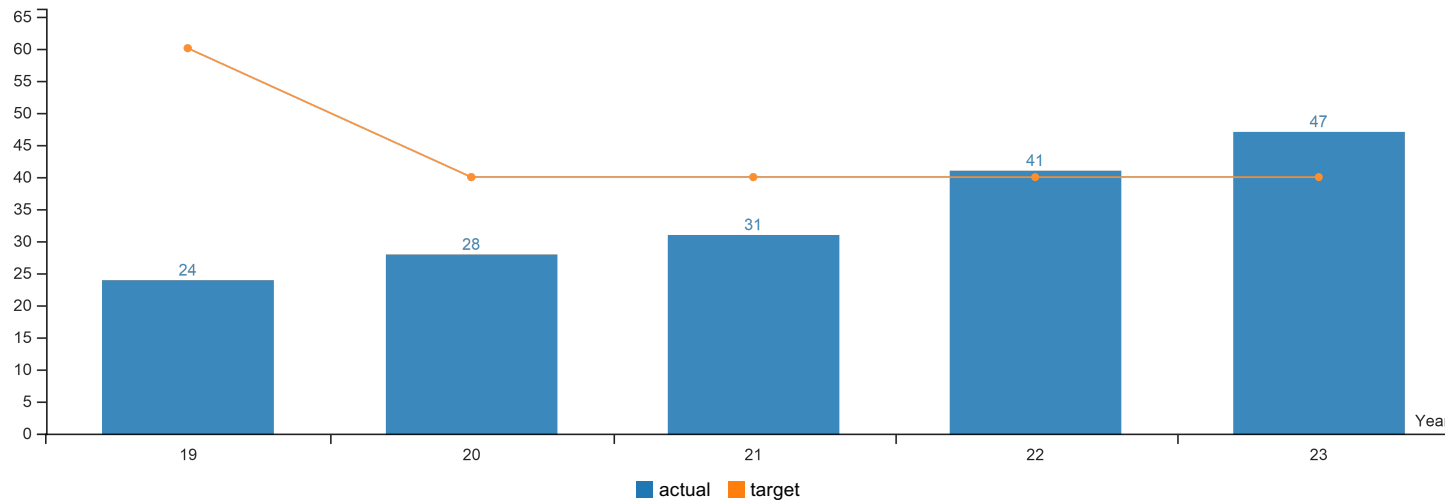
The agency was well under the target maximum for FY 2022 (7/1/22-6/30/23). For FY 2023 the agency achieved 22 percent.

Factors Affecting Results

The agency's mediation service offers parties alternative ways to resolve disputes involving minimal cost to complainants. By doing so, contractors who may not be able to pay a large debt have the opportunity to take care of the dispute in a way that preserves their license. Because of the 2011 changes to the Dispute Resolution Services, process complainants are more likely to settle disputes through mediation without going to court. Because a high percentage of the claimants that do go to court use the Small Claims Courts, the contractor's bond is able to act as a backup when the contractor can't pay a judgement award.

| | |
|--------|--|
| KPM #4 | Enforcement Investigations - Average days to close an enforcement investigation. |
| | Data Collection Period: Jul 01 - Jun 30 |

* Upward Trend = negative result



| Report Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|--|------|------|------|------|------|
| Enforcement Program - Average Days to Closure | | | | | |
| Actual | 24 | 28 | 31 | 41 | 47 |
| Target | 60 | 40 | 40 | 40 | 40 |

How Are We Doing

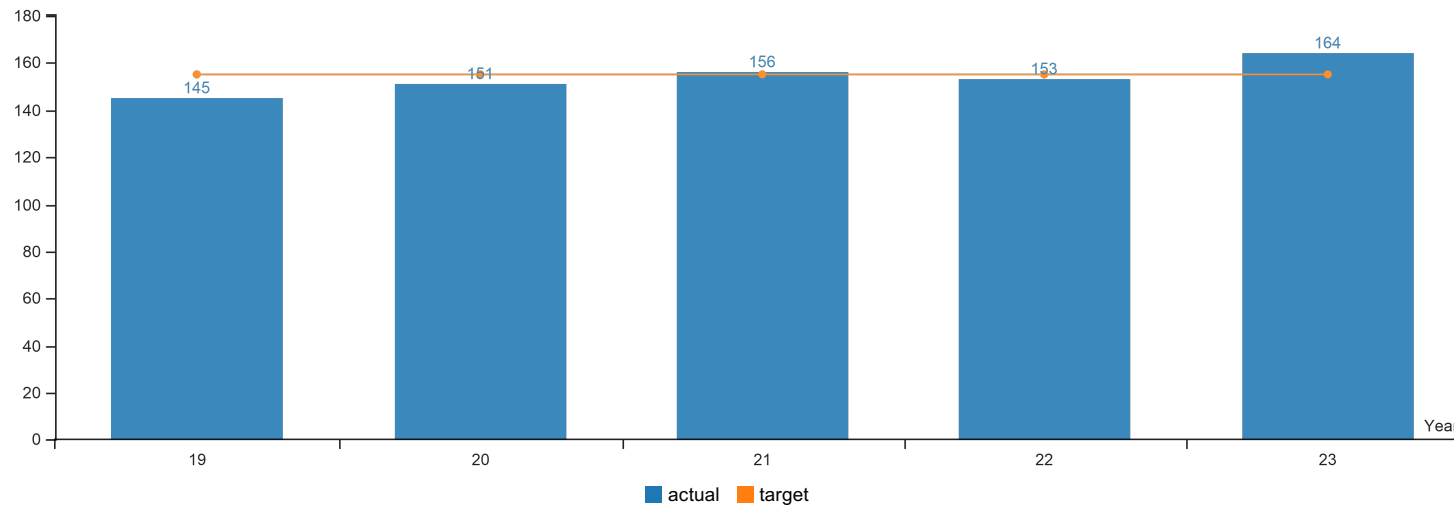
In FY 2023 (7/1/22-6/30/23) CCB has gone beyond the target expectation by 7 days.

Factors Affecting Results

The current target of 40 days can be close when allowing 21 minimum days for due process responses. CCB Compliance Section has realized a change in 2 of 3 very tenured staff who have departed from the agency. New staff have undergone a substantial training period. Files referred for hearings have exceeded the time frame necessary to meet this KPM.

| | |
|--------|--|
| KPM #5 | Dispute Resolution Final Orders - Average days to issue a dispute resolution (claims) final order. |
| | Data Collection Period: Jul 01 - Jun 30 |

* Upward Trend = negative result



| Report Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|------|------|------|------|------|
| DRS Complaints - Average Days to Final Order | | | | | |
| Actual | 145 | 151 | 156 | 153 | 164 |
| Target | 155 | 155 | 155 | 155 | 155 |

How Are We Doing

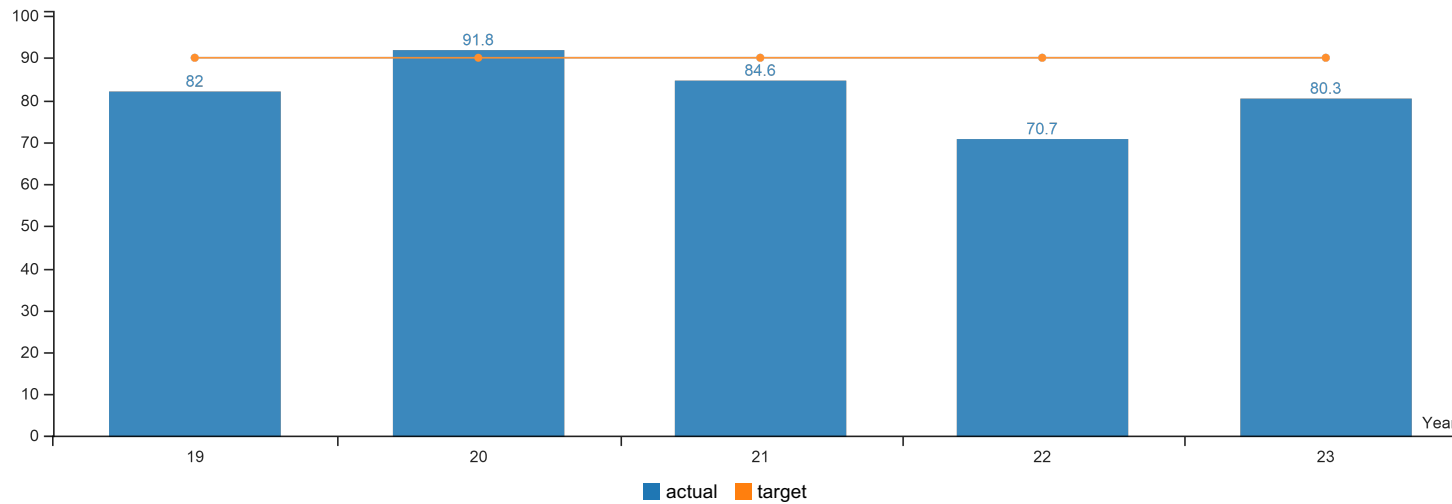
The agency has gone beyond the target expectation by 9 days for FY 2023 (7/1/22-6/30/23).

Factors Affecting Results

The current program offers mediation to the parties in an attempt to reconcile the dispute. If the parties cannot come to an agreement, the complaining party must file a complaint in court. If a judgment is awarded, the complaining party may file the judgment with the agency seeking payment from the contractor's bond. One factor that contributes to the timeliness of our services is the time it takes for a court or arbitration to issue a ruling for parties that chose to file actions. This is not within the scope of the agency's control, it will take time to resolve the length of time to resolution.

| | |
|--------|--|
| KPM #6 | Fair and Impartial Dispute Resolution Process - Percent of parties to claims who perceive claims process to be fair and impartial. |
| | Data Collection Period: Jul 01 - Jun 30 |

* Upward Trend = positive result



| Report Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|--|------|--------|--------|--------|--------|
| DRS Program Customer Satisfaction | | | | | |
| Actual | 82% | 91.80% | 84.60% | 70.70% | 80.30% |
| Target | 90% | 90% | 90% | 90% | 90% |

How Are We Doing

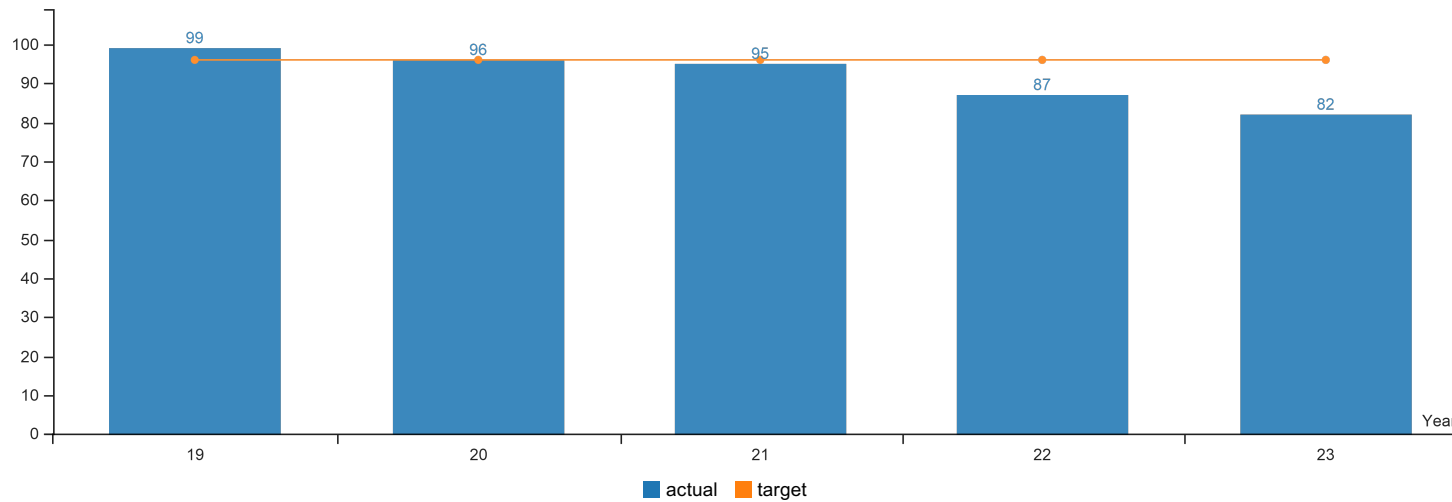
The agency missed its target for FY 2023 (7/1/22-6/30/23).

Factors Affecting Results

The agency continues to evaluate ways to improve the survey results. Electronic surveying was implemented in late 2017. The outcome of the mediation is likely a driver for the outcome of this survey question. CCB has initiated a workgroup to discuss survey comments and customer satisfaction feedback.

| | |
|--------|--|
| KPM #7 | License and Renewal Processing - Percent of contractors satisfied with the agency's processing of license and renewal information. |
| | Data Collection Period: Jul 01 - Jun 30 |

* Upward Trend = positive result



| Report Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|--|------|------|------|------|------|
| Licensing Customer Satisfaction | | | | | |
| Actual | 99% | 96% | 95% | 87% | 82% |
| Target | 96% | 96% | 96% | 96% | 96% |

How Are We Doing

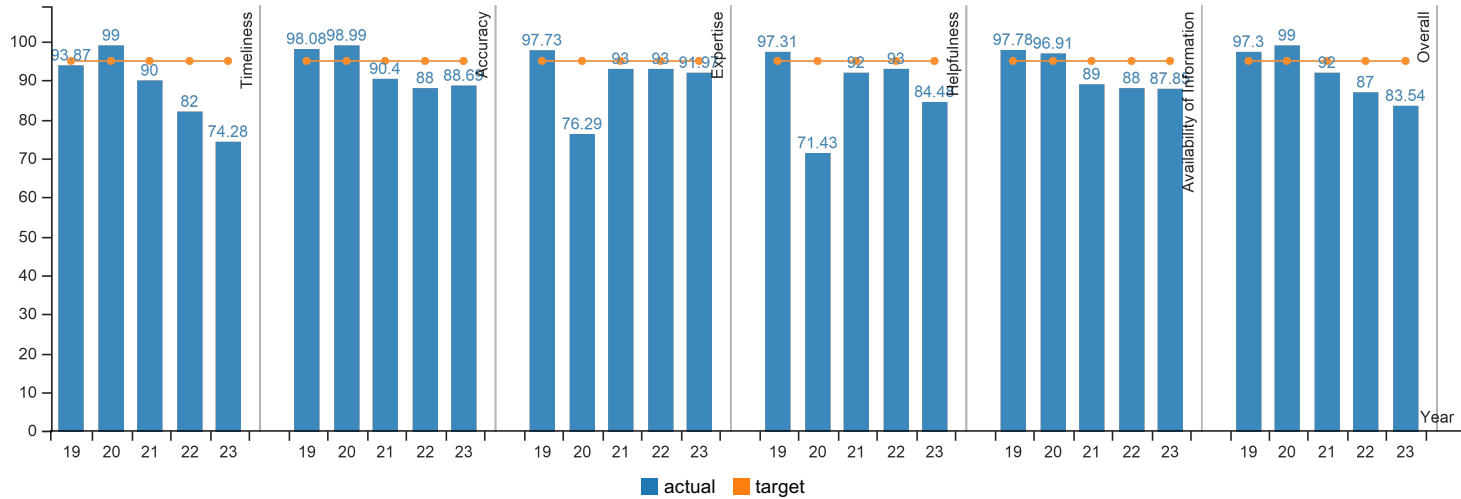
The Licensing section consistently enjoys a high level of satisfaction with customers, and staff members work hard to keep it that way.

Factors Affecting Results

The licensing and education staff members continuously strive to help contractors understand the numerous and varying requirements related to obtaining and maintaining their licenses. The agency continues to work on improving its website, streamlining forms and processes, and providing ongoing staff training and outreach about contractor requirements, continuing education, and law and rule changes.

More than 90% of agency contractors submit license renewals online. This method allows the agency and its customers to enjoy a 96% satisfaction rate for license renewals. With the addition of staff and enhanced online products, the agency should be able to increase or maintain the satisfaction rate.

KPM #8 Customer Service - Percent of customers rating the agency's customer service as "good" or "excellent". Ratings cover timeliness, accuracy, helpfulness, expertise, availability of information and overall performance.
 Data Collection Period: Jul 01 - Jun 30



| Report Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|------------------------------------|--------|--------|--------|------|--------|
| Timeliness | | | | | |
| Actual | 93.87% | 99% | 90% | 82% | 74.28% |
| Target | 95% | 95% | 95% | 95% | 95% |
| Accuracy | | | | | |
| Actual | 98.08% | 98.99% | 90.40% | 88% | 88.69% |
| Target | 95% | 95% | 95% | 95% | 95% |
| Expertise | | | | | |
| Actual | 97.73% | 76.29% | 93% | 93% | 91.97% |
| Target | 95% | 95% | 95% | 95% | 95% |
| Helpfulness | | | | | |
| Actual | 97.31% | 71.43% | 92% | 93% | 84.48% |
| Target | 95% | 95% | 95% | 95% | 95% |
| Availability of Information | | | | | |
| Actual | 97.78% | 96.91% | 89% | 88% | 87.85% |
| Target | 95% | 95% | 95% | 95% | 95% |
| Overall | | | | | |
| Actual | 97.30% | 99% | 92% | 87% | 83.54% |
| Target | 95% | 95% | 95% | 95% | 95% |

How Are We Doing

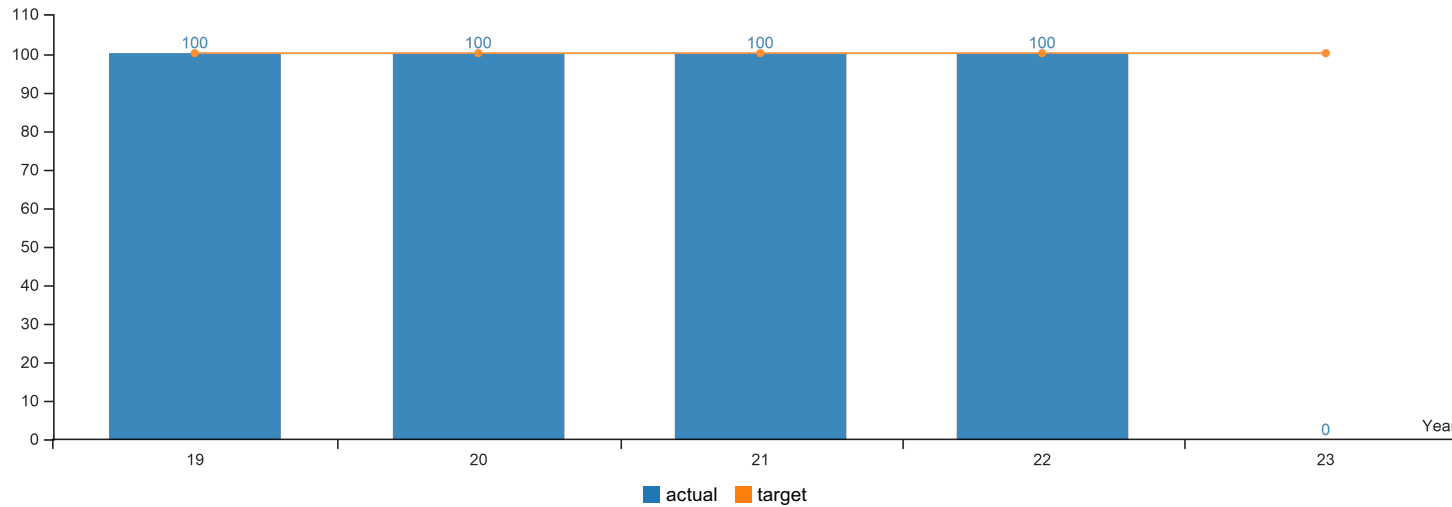
The agency's performance in FY 2023 (7/1/22-6/30/23) fell below the target in categories #1 - #6. While these numbers have been negatively impacted as a result of COVID-19, CCB staff continues works hard to maintain a high level of customer satisfaction while incorporating frequent changes in licensing and continuing education requirements, and looking for ways to improve customer satisfaction levels. During FY 2023 the agency enhanced the online renewal application and contractor online portal access which further reduced barriers to conducting business online. The agency continues to work toward establishing a strong online business culture.

Factors Affecting Results

CCB continues to work on finding ways to improve communications with our customers and to simplify processes to make them more user friendly. The agency enhanced it's call center software, added more staff and developed new online programs to more efficiently conduct business.

| | |
|--------|--|
| KPM #9 | Best Practices - Percent of best practices met by the Board. |
| | Data Collection Period: Jul 01 - Jun 30 |

* Upward Trend = positive result



| Report Year | 2019 | 2020 | 2021 | 2022 | 2023 |
|---------------------------------|------|------|------|------|------|
| Percent of Yes Responses | | | | | |
| Actual | 100% | 100% | 100% | 100% | |
| Target | 100% | 100% | 100% | 100% | 100% |

How Are We Doing

The agency met its target for FY 2023 (7/1/22-6/30/23).

Factors Affecting Results

The partnership between the agency's Administrator and the Board helps the agency achieve 100 percent compliance. Other factors include training of Board members on their roles and responsibilities and identifying opportunities to improve performance and increase transparency.

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
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503-378-4621



Memorandum

To: Dylan Bochsler, Chair, Construction Contractors Board (CCB)
Members of the Construction Contractors Board

From: Chris Huntington, Administrator, CCB

Date: October, 2023 – Original issued June 9, 2021

Subject: Pursuant to ORS 244.120(1)(c) - Declaration of Actual Conflict of Interest – Delegation of Authority to Others to Manage Matters Which Pose A Conflict For The Administrator of the CCB

Summary

The purpose of this memo is for the CCB Administrator to affirm a previously declared (June, 2021) “actual” conflict of interest¹ with respect to an existing Residential General Contractor license (Lic. # 237014 issued to Monarch Window Coverings Inc.) and to further declare an actual conflict of interest with respect to an anticipated CCB license application from Monarch Window Coverings, Inc. for a Commercial General Contractor license. The basis of the “actual” conflict is that the Administrator’s spouse is an officer of Monarch Window Coverings Inc. which is a business² registered as an S Corp with the Oregon Secretary of State.

¹ **244.020 Definitions.** As used in this chapter, unless the context requires otherwise:

(1) “Actual conflict of interest” means any action or any decision or recommendation by a person acting in a capacity as a public official, the effect of which would be to the private pecuniary benefit or detriment of the person or the person’s relative or any business with which the person or a relative of the person is associated unless the pecuniary benefit or detriment arises out of circumstances described in subsection (13) of this section.

² **244.020 Definitions.** As used in this chapter, unless the context requires otherwise:

(2) “Business” means any corporation, partnership, proprietorship, firm, enterprise, franchise, association, organization, self-employed individual and any other legal entity operated for economic gain but excluding any income-producing not-for-profit corporation that is tax exempt under section 501(c) of the Internal Revenue Code with which a public official or a relative of the public official is associated only as a member or board director or in a nonremunerative capacity.

(3) “Business with which the person is associated” means:

(a) Any private business or closely held corporation of which the person or the person’s relative is a director, officer, owner or employee, or agent or any private business or closely held corporation in which the person or the person’s relative owns or has owned stock, another form of equity interest, stock options or debt instruments worth \$1,000 or more at any point in the preceding calendar year;

(b) Any publicly held corporation in which the person or the person’s relative owns or has owned \$100,000 or more in stock or another form of equity interest, stock options or debt instruments at any point in the preceding calendar year;

(c) Any publicly held corporation of which the person or the person’s relative is a director or officer; or

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This memo re-formalizes the declaration of this “actual” conflict, first identified during public session at the board’s April 28, 2021 Public Meeting. It also augments the declaration to include the anticipated application for a Commercial General Contractor license.

The memo also sets forth the delegation plan (disposition)³ originally discussed with the board at the April 28, 2021 CCB Public Meeting requiring other staff to manage any licensing, enforcement or complaint issues related to Monarch which would pose an “actual” conflict of interest, or result in the potential appearance of nepotism⁴, for me as Administrator of the CCB.

Note: As of the date of this memo, no application has been submitted for a Commercial General Contractor license. This declaration is being updated in advance of formal submission of a Commercial General Contractor CCB license application by Monarch Window Coverings Inc.

Background

Oregon revised statutes Chapter 244 provides that public officials should “put loyalty to the highest ethical standards above loyalty to government, persons, political party or private enterprise.”⁵

As noted in footnote (1) above), an “actual” conflict of interest is defined as “any action or any decision or recommendation by a person acting in a capacity as a public official, the effect of which would be to the private pecuniary benefit or detriment of the person or the person’s relative or any business with which the person or a relative of the person is associated unless the pecuniary benefit or detriment arises out of circumstances described in subsection (13) of this section.”

Subsection 13 then provides that a “potential” conflict of interest means “any action or any decision or recommendation by a person acting in a capacity as a public official, the effect of which could be to the private pecuniary benefit or detriment of the person or the person’s relative or a business with which the person or the person’s relative is associated, unless the pecuniary benefit or detriment arises out of the following:

(d) For public officials required to file a statement of economic interest under ORS 244.050, any business listed as a source of income as required under ORS 244.060 (3).

³ 244.120 Methods of handling conflicts; Legislative Assembly; judges; appointed officials; other elected officials or members of boards. (1) Except as provided in subsection (2) of this section, when met with an actual or potential conflict of interest, a public official shall:

(c) If the public official is any other appointed official subject to this chapter, *notify in writing the person who appointed the public official to office of the nature of the conflict, and request that the appointing authority dispose of the matter giving rise to the conflict. Upon receipt of the request, the appointing authority shall designate within a reasonable time an alternate to dispose of the matter, or shall direct the official to dispose of the matter in a manner specified by the appointing authority. (emphasis added)*

⁴ ORS 244.175 to 244.179 related to hiring within an organization and are thus not applicable to the licensing situation at hand. Even if not applicable by statute, CCB and the administrator wish to eschew any hint of the concept of nepotism in the Monarch proceedings and thus discuss the concept herein.

⁵ ORS 244.010(5).

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- (a) An interest or membership in a particular business, industry, occupation or other class required by law as a prerequisite to the holding by the person of the office or position.
- (b) Any action in the person's official capacity which would affect to the same degree a class consisting of all inhabitants of the state, or a smaller class consisting of an industry, occupation or other group including one of which or in which the person, or the person's relative or business with which the person or the person's relative is associated, is a member or is engaged.
- (c) Membership in or membership on the board or directors of a nonprofit corporation that is tax-exempt under section 501(c) of the Internal Revenue Code

While the statutes in ORS Chapter 244 discuss nepotism in terms of hiring/firing into/from the actual organization for whom the public official works, and not in terms of licensure, in an abundance of caution, I am also including the potential appearance of nepotism within my rubric for delegation of my authority to other members of CCB's staff with regard to any application and licensing of Monarch by the CCB since Monarch includes within its officers, my spouse.

Spouse is included within the definition of relative for purposes of ORS Chapter 244.

Process

Administrator Huntington declared to the Board, on April 28, 2021, an actual conflict with respect to any license application, enforcement or complaint made in the future with regard to Monarch Window Coverings Inc.

In order to effect the disposition of this matter, as required in ORS 244.120(1)(c), the Administrator is:

1. Removing himself and his actual conflict from the management oversight and decision making on any application for licensure and licensure of Monarch. The Administrator is effecting this by divesting himself of any decision-making authority relative to any application submitted by, or a license issued to, enforcement action taken against, or any complaint made about Monarch Window Coverings Inc. And,
2. The Administrator, in the attached letter, is sub-delegating authority to render decisions with respect to Monarch Window Coverings Inc. to other management staff as follows:
 - a. **Dana Zeimantz (and her successor at CCB should she retire or resign):** For any consideration, consultation or decision making related to any license application submitted to CCB by Monarch, including all decisions to issue or refuse to issue or to renew or refuse to renew, to suspend or to revoke a license consistent with ORS Chapter 701 and rules adopted thereunder. And also for consideration of any complaints filed against a license issued to Monarch or any other violations alleged to have been committed by Monarch its owners, officers or employees.
 - b. **Vena Swanson (and her successor at CCB should she retire or resign):** For any consideration, consultation or decision making related to any license application submitted to CCB by Monarch, including all decisions to issue or refuse to issue or to renew or refuse to renew, to suspend or to revoke a license consistent with ORS Chapter 701 and rules adopted thereunder. And also for consideration of any complaints filed against a license issued to Monarch or any other violations alleged to have been committed by Monarch its owners, officers or employees.

It is my expectation that any and all decisions with respect to licenses issued to Monarch will be rendered consistent with the laws and rules administered by the CCB.

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And I am further directing Dana and Vena, and their successors at CCB should they retire or resign, not to even notify me of any pending decision related to Monarch until the final determination has been made. And in addition, I am authorizing Dana and Vena, and their successors at CCB should they retire or resign, to consult freely with DOJ counsel, and as appropriate with the board, on any matters related to the licensure or discipline of Monarch. While the cited managers are directed to apply statutes, adopted rules and standards and to consult with DOJ counsel and the board as appropriate, it may yet be that in some circumstances it will be necessary for the board to take final action.

Furthermore, it is recognized any other prohibitions and limitations on receipt of gifts, offer or any quid pro quo etc. that may influence the Administrator, and any other actual or potential conflicts of interest that may arise, must be disclosed in addition to the disclosures made herein and appropriate disposition made as appropriate.

Conclusion

This Administrator recognizes the importance of complying with the explicit standards of the government ethics rules and takes seriously the obligation to maintain the trust of the board, the public and the construction community. I sincerely hope the pre-emptive actions taken herein to dispose of my "actual" conflict continue to demonstrate that.

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Memorandum

To: Dana Zeimantz, Licensing Manager, CCB
Vena Swanson, Enforcement Manager CCB

From: Chris Huntington, Administrator, CCB

Date: October, 2023
Original delegation issued June 2021 – Updated to reflect change in management

Subject: Pursuant to ORS 244.120(1)(c), Delegation of Authority with respect to Monarch Window Coverings Inc.

Summary

The Construction Contractors Board delegated authority to me (Chris Huntington) in my role as Administrator of the CCB to carry out the functions of the agency. In a memo dated March, 13, 2020, I delegated to you certain authority within your roles as CCB managers of the licensing and enforcement programs respectively. This memo contains an additional delegation to the prior authority delegated in that March 13, 2020 delegation memo.

Background

As you have been made aware, through prior conversation and through my declaration during the April 28, 2021 board meeting, it is anticipated that in the future my spouse will submit an application for licensure in order to allow her to sell and install window coverings. As required by the Oregon Government Ethics laws related to "actual" and "potential" conflicts of interest such as ORS 244.120(1)(c), I am taking steps to: (1) declare a matter that poses an "actual" conflict for me and (2) to dispose of that conflict by delegating to you any action on that matter since the matter will not pose a conflict of interest, or result in potential allegations of nepotism, for you. In this case, this means that I am removing myself from any consideration, consultation or decision-making with respect to an anticipated application for licensure by a company which includes my spouse among its officers, and I am also removing myself from consideration, consultation or decision-making with respect to any future enforcement action on that license if issued.

Delegation

Monarch Window Coverings Inc. is an S Corp registered with the Oregon Secretary of State.¹ My wife is an officer of Monarch Window Coverings Inc. With respect to any application for licensure submitted by Monarch

¹ **244.020 Definitions.** As used in this chapter, unless the context requires otherwise:

(1) "Actual conflict of interest" means any action or any decision or recommendation by a person acting in a capacity as a public official, the effect of which would be to the private pecuniary benefit or detriment of the person or the person's relative or any business with which the person or a relative of the person is associated unless the pecuniary benefit or detriment arises out of circumstances described in subsection (13) of this section.

(2) "Business" means any corporation, partnership, proprietorship, firm, enterprise, franchise, association, organization, self-employed individual and any other legal entity operated for economic gain but excluding any income-producing not-for-profit corporation that is tax exempt under section 501(c) of the Internal Revenue

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or any license issued to Monarch I delegate authority to render decisions on the application or license as follows, to:

- **Dana Zeimantz (and her successor at CCB should she retire or resign):** For any consideration, consultation or decision making related to any license application submitted to CCB by Monarch, including all decisions to issue or refuse to issue or to renew or refuse to renew, to suspend or to revoke a license consistent with ORS Chapter 701 and rules adopted thereunder. And also for consideration of any complaints filed against a license issued to Monarch or any other violations alleged to have been committed by Monarch its owners, officers or employees.
- **Vena Swanson (and her successor at CCB should she retire or resign) :** For any consideration, consultation or decision making related to any license application submitted to CCB by Monarch, including all decisions to issue or refuse to issue or to renew or refuse to renew, to suspend or to revoke a license consistent with ORS Chapter 701 and rules adopted thereunder. And also for consideration of any complaints filed against a license issued to Monarch or any other violations alleged to have been committed by Monarch its owners, officers or employees.

As noted above, it is my expectation that any and all decisions with respect to licenses issued to Monarch will be rendered consistent with the laws and rules administered by the CCB.

I further direct you not to even notify me of any pending decision related to Monarch until the final determination has been made. And I further authorize you both, and or your successors at CCB should you retire or resign, to consult freely with DOJ counsel, and as appropriate with the board, on any matters related to the licensure or discipline of Monarch.

Code with which a public official or a relative of the public official is associated only as a member or board director or in a nonremunerative capacity.

(3) "Business with which the person is associated" means:

(a) Any private business or closely held corporation of which the person or the person's relative is a director, officer, owner or employee, or agent or any private business or closely held corporation in which the person or the person's relative owns or has owned stock, another form of equity interest, stock options or debt instruments worth \$1,000 or more at any point in the preceding calendar year;

(b) Any publicly held corporation in which the person or the person's relative owns or has owned \$100,000 or more in stock or another form of equity interest, stock options or debt instruments at any point in the preceding calendar year;

(c) Any publicly held corporation of which the person or the person's relative is a director or officer; or

(d) For public officials required to file a statement of economic interest under ORS 244.050, any business listed as a source of income as required under ORS 244.060 (3).