

Construction Contractors Board

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State of Oregon
Honorable Kate Brown, Governor



GoTo Meeting Call In: 1 (646) 749-3122, Access Code: 794-024-037

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DRAFT
10/17/2022

NOTICE OF PUBLIC MEETING CCB Teleconference Board Meeting Wednesday, October 26, 2022 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 8/24/2022 Board meeting..... ACTION ITEM	(pg 2)
Board Calendar:	
Next Meeting: December 7, 2022 (In Person; Teleconference option available)	(pg 5)
Public Comment	
Agency Reports	
1. Agency Update (Chris Huntington)	
a. Budget Report (<i>Late Submission</i>)	
b. Data Dashboard 10/2022.....	(pg 6)
2. Licensing (Dana Zeimantz)	
a. CCB Licensing Program Update	(pg 18)
3. Information Technology (Noel Magee)	
a. IT Update	(pg 19)
4. Education (Leslie Culpepper)	
a. Communication and Education Program Update	(pg 22)
5. Enforcement (Vena Swanson)	
a. Enforcement Update	(pg 23)
Old Business	
None	
New Business	
1. Enforcement Consent Agenda (Vena Swanson)..... ACTION ITEM	(pg 24)
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 or by phone at (503) 934-2217 to make arrangements.

**MINUTES OF THE AUGUST 24, 2022
CONSTRUCTION CONTRACTORS BOARD MEETING
PUBLIC SESSION**

The Construction Contractors Board (CCB) met on Wednesday, August 24, 2022, in person and via teleconference from the 1st floor Hearing Room at 201 High Street SE, Salem, Oregon.

ATTENDEES:

Board members appearing: Chair Dylan Bochsler, Vice Chair Eric Olsen, Rosa Martinez, Kurt Bolser, Deb Flagan, Susan Steward, Patty Dorroh, and Andrea Noble

Board members absent excused: Abel Carbajal

Staff: Administrator Chris Huntington, Board Secretary Julie Nadeau, Licensing Manager Dana Zeimantz, Enforcement Manager Vena Swanson, IT Manager Noel Magee, Communication/Education Manager Leslie Culpepper, Assistant Attorney General Catriona McCracken, Licensing Systems Analyst Ashlie Rios, Policy Analyst Shannon Flowers, and LFO Analyst Benjamin Ruef.

MEETING CALLED TO ORDER:

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

APPROVAL OF AGENDA:

MOTION: Kurt Bolser moved to approve the agenda as presented. Rosa Martinez seconded the motion.

BOARD ACTION: 8 Ayes; Motion to approve carried unanimously.

APPROVAL OF MINUTES:

MOTION: Rosa Martinez moved to approve the minutes from June 22, 2022. Kurt Bolser seconded the motion.

BOARD ACTION: 8 Ayes; Motion to approve carried unanimously.

DATE OF NEXT REGULARLY SCHEDULED MEETING: The next meeting is scheduled for October 26, 2022 in person or via teleconference from the 1st floor Hearing Room at 201 High Street SE, Salem, Oregon.

PUBLIC COMMENT:

No public comment

The Board exited Public Session at 8:36 am.

Executive Session called to order pursuant to ORS 192.660(2)(f) for the Board to review the proposed *Settlement Agreement and Stipulated Final Order* in All Purpose Drywall LLC at 8:37 am. Executive Session adjourned at 8:52 am.

Deliberations were called to order at 8:53 am and adjourned at 9:07 am.

Public Session reconvened at 9:07 am.

CONSIDERATION OF SETTLEMENT AGREEMENT AND STIPULATED FINAL ORDER:

MOTION: Patty Dorroh moved to sign the Settlement Agreement and Stipulated Final Order for All Purpose Drywall LLC as discussed. Kurt Bolser seconded the motion.

BOARD ACTION: 8 Ayes; Motion to approve carried unanimously.

AGENCY REPORTS:

Chris Huntington, Agency Administrator reported that the Agency Request Budget (ARB) was recently submitted, noting that the upcoming change in Governor could create additional uncertainty. The ARB included a request to initiate the licensing replacement system. The leadership team will continue to manage to actual revenues, making appropriate adjustments to reflect changes in the economic conditions. The current budget report shows a faster spend down with an uptick in expenditure limitation related to changes in Personal Services and expenditure reductions.

Ashlie Rios was hired to help with operational maturity improvements. The Data Dashboard was designed to make better use of the data and Board member feedback was requested as Chris Huntington moved through the data points, identifying areas highlighted for change, noting variances, and discussing corresponding changes needed to address backlogs or increased wait times. Rosa Martinez requested that future reports include statistics related to types of violations.

Dana Zeimantz, Licensing Manager reported that all of the applications were recently updated to be electronically fillable PDFs, which is something contractors have been requesting. The licensing team is working on several projects including an online LBPR submission process, changing the suspension process related to proof of insurance to limit suspension that do not involve a lapse in coverage, and considering a proposal for reducing the length of time administrative suspensions remain on a contractor's record. Chris Huntington introduced Policy Analyst Shannon Flowers who will be key to making some of these changes. Dana Zeimantz also noted that the agency is reviewing records management policies. She reported that the agency is still seeing a low volume of contractors visiting the lobby and have adjusted staffing levels to provide appropriate service.

Noel Magee, Information Technology Manager advised that IT staff are currently working on an upgrade to the existing firewall. He also noted that Multi-Factor Authentication testing is going well.

Leslie Culpepper, Communication/Education Manager reported that a new edition of the Tool Box publication will be coming out as soon as the translation is finished. The education team looked at survey responses and suggestions from contractors while developing an updated 3-hour webinar as it is important that contractors know their opinions are valued. Education has also been preparing short tutorials with licensing to assist contractors.

Vena Swanson, Enforcement Manager reported that they will be engaged in another sweep soon based on an invitation from a sister agency. They are also working with DPSST to identify safety resources for field investigators. The enforcement team, like other sections, has experience some transition. Katie Jackson recently filled a long-time vacancy to provide support to DRS and an active recruitment for a Compliance Officer is underway. The team is identifying ways to encourage more diversity in the participation survey responses, with a goal of more engagement from contractors.

OLD BUSINESS:

None

NEW BUSINESS:

Enforcement Consent Agenda

Andrea Noble reported a conflict of interest related to GT Excavation Inc. She declared her intent to abstain from voting on Notices of Intent and Final Orders listed on the Consent Agenda.

MOTION: Kurt Bolser made a motion to approve the Notices of Intent on the Enforcement Consent Agenda. Rosa Martinez seconded the motion.

BOARD ACTION: 7 Ayes; 1 Abstention (Andrea Noble); Motion to approve carried.

MOTION: Kurt Bolser made a motion to approve the Final Orders on the Enforcement Consent Agenda. Rosa Martinez seconded the motion.

BOARD ACTION: 7 Ayes; 1 Abstention (Andrea Noble); Motion to approve carried.

Annual Key Performance Measures

Chris Huntington highlighted the Key Performance Measures (KPMs) noting that KPM #9, which reviews the performance of the Administrator, has not yet been completed. CCB no longer has access to assistance from a sister agency and would need to hire an outside vendor. With the Board's approval, staff can initiate the contract process. Dylan Bochsler noted that KPMs are important, but that the new Data Dashboard is extremely helpful.

MOTION: Kurt Bolser made a motion to approve the Key Performance Measures including notes from Chris Huntington. Patty Dorroh seconded the motion.

BOARD ACTION: 8 Ayes; Motion to approve carried unanimously.

The meeting adjourned at 10:18 am.

CCB Board Meeting Calendar, 2022

DATE	NOTED ITEMS	LOCATION
February 23, 2022		1st Floor Hearings Room or Teleconference via GoTo Meeting
April 27, 2022	Election of Officers	1st Floor Hearings Room or Teleconference via GoTo Meeting
June 22, 2022	New Officer Terms Begin	1st Floor Hearings Room or Teleconference via GoTo Meeting
August 24, 2022	KPM Best Practices Survey Finalized	1st Floor Hearings Room or Teleconference via GoTo Meeting
October 26, 2022		1st Floor Hearings Room or Teleconference via GoTo Meeting
December 7, 2022		1st Floor Hearings Room or Teleconference via GoTo Meeting

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 26, 2022
- March 23, 2022
- May 25, 2022
- July 27, 2022
- September 21, 2022

CCB Statistics At-A-Glance

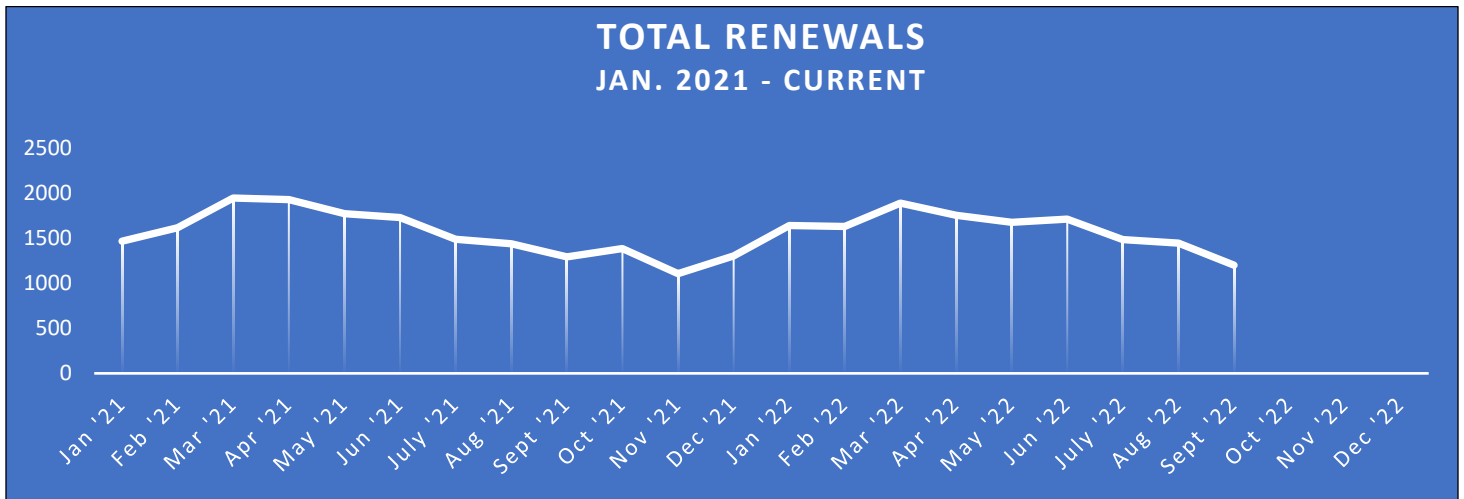
Rate of Renewals

Month/Yr	Expected Renewal Count	Actual Renewal Count	Renewal %
Jan-22	2013	1638	81.37%
Feb-22 (eReminders)	1984	1628	82.06%
Mar-22	2330	1887	80.99%
Apr-22	2110	1753	83.08%
May-22	2041	1674	82.02%
Jun-22	2119	1708	80.60%
Jul-22	1896	1481	78.11%
Aug-22	1857	1444	77.76%
Sep-22	1613	1197	74.21%
Oct-22			#DIV/0!
Nov-22			#DIV/0!
Dec-22			#DIV/0!

Rate of New Applications

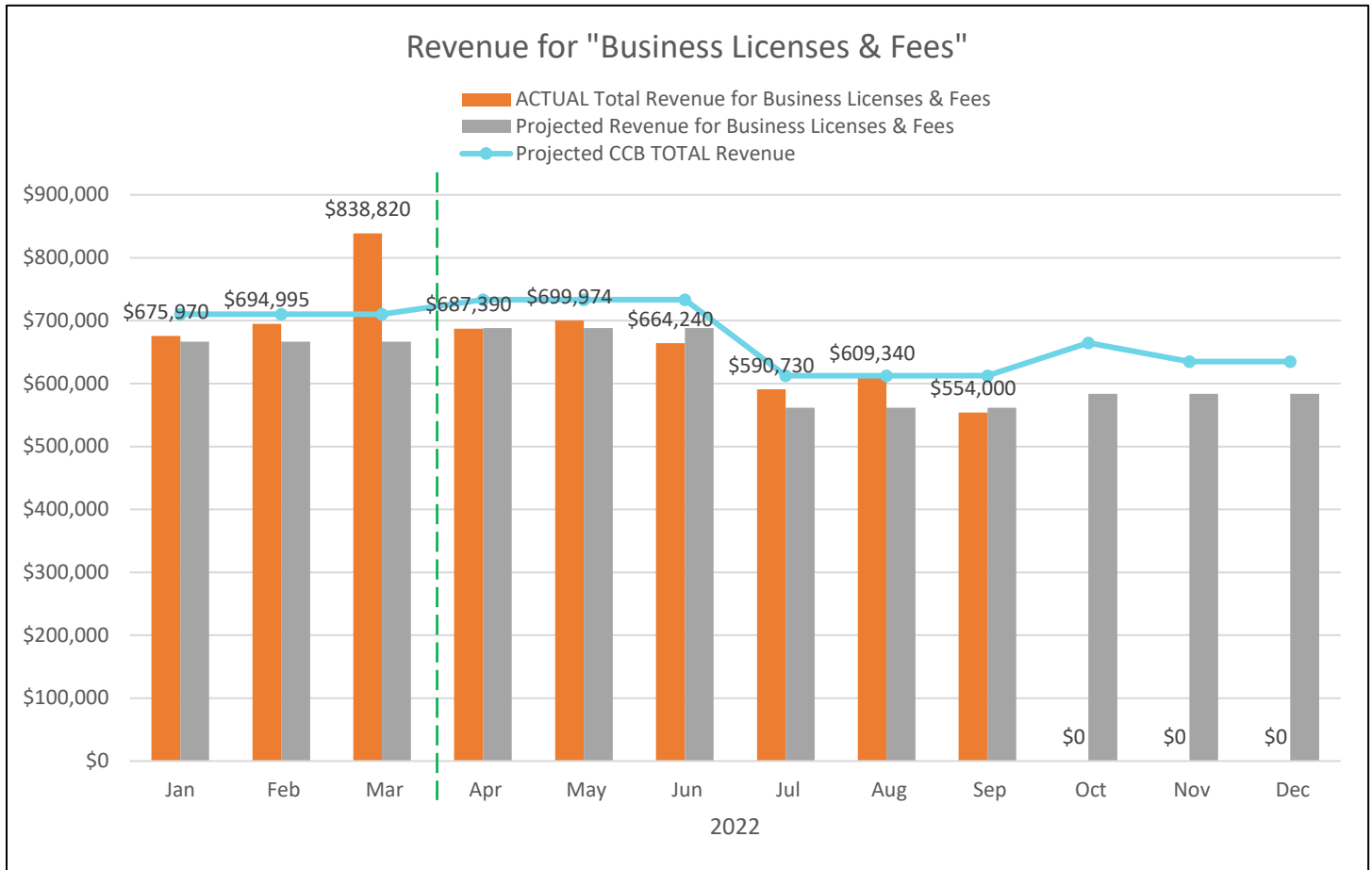
Month/Yr	New App Revenue Totals	Total # of New Apps Received per month
Jan-22	\$133,375	410.38
Feb-22	\$147,325	453.31
Mar-22	\$178,700	549.85
Apr-22	\$145,200	446.77
May-22	\$144,814	445.58
Jun-22	\$122,550	377.08
Jul-22	\$111,525	343.15
Aug-22	\$124,025	381.62
Sep-22	\$116,325	357.92
Oct-22		0.00
Nov-22		0.00
Dec-22		0.00

*Approximate 2-month lag for final renewal rate.



*Includes totals from 2021 for comparison

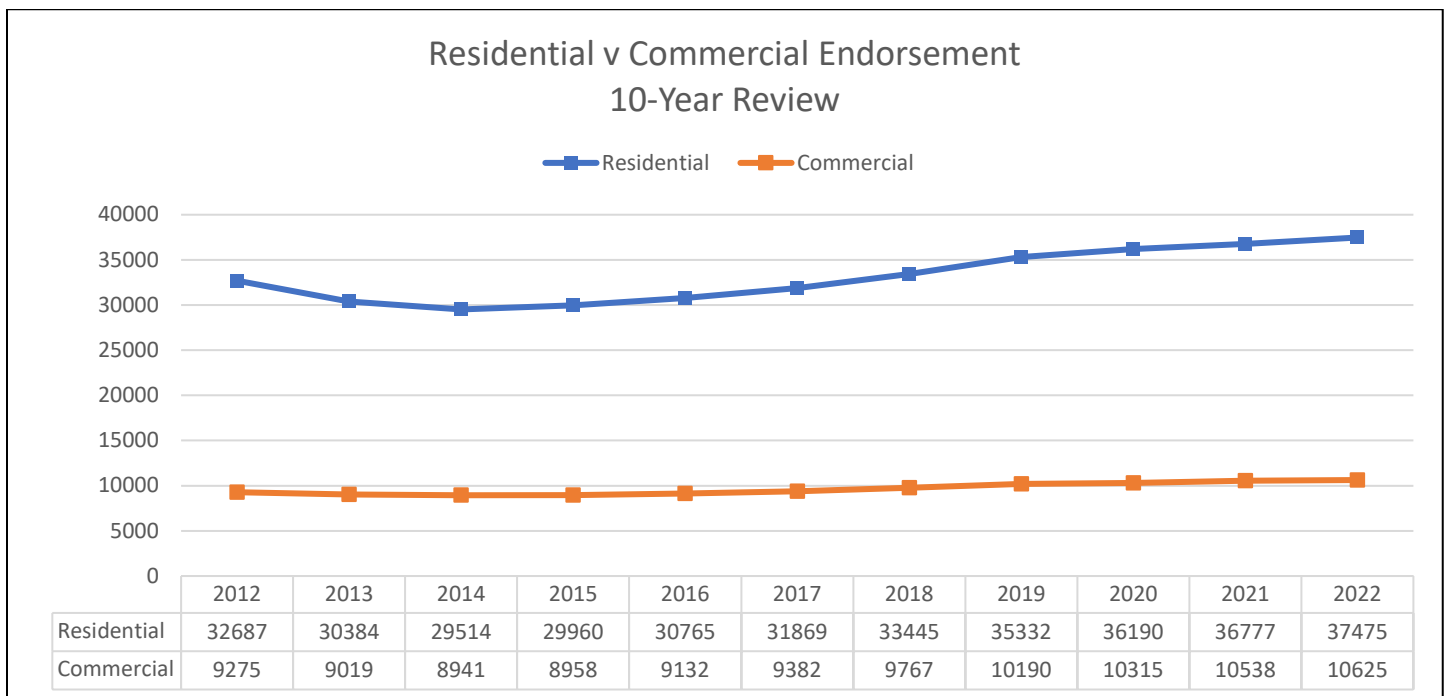
Revenue Stream of New Apps & Renewals Per Month in 2022



**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
Jan	37475	10625
Feb	37055	10492
Mar	36988	10482
Apr	37197	10543
May	37123	10435
Jun	37530	10617
Jul	37500	10577
Aug	37334	10524
Sept	37559	10577
Oct	0	0
Nov	0	0
Dec	0	0



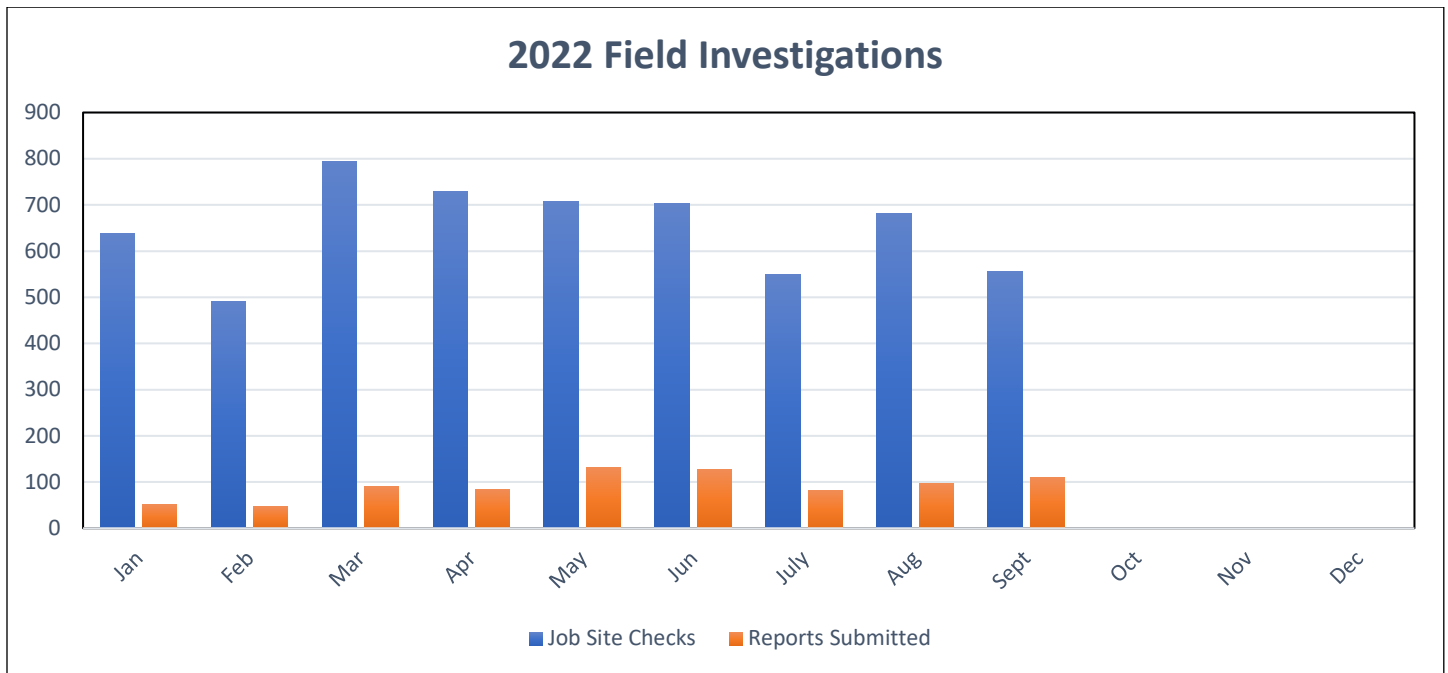
PROGRAM WORKLOAD

Enforcement

Investigation and Dispute Resolution Files Opened

Job Site Checks Performed	
Month/Yr	Total
Jan-22	639
Feb-22	491
Mar-22	795
Apr-22	730
May-22	708
Jun-22	703
Jul-22	549
Aug-22	681
Sep-22	555
Oct-22	
Nov-22	
Dec-22	

Field Investigation Reports Submitted	
Month/Yr	Total
Jan-22	51
Feb-22	48
Mar-22	90
Apr-22	85
May-22	132
Jun-22	127
Jul-22	82
Aug-22	97
Sep-22	110
Oct-22	
Nov-22	
Dec-22	



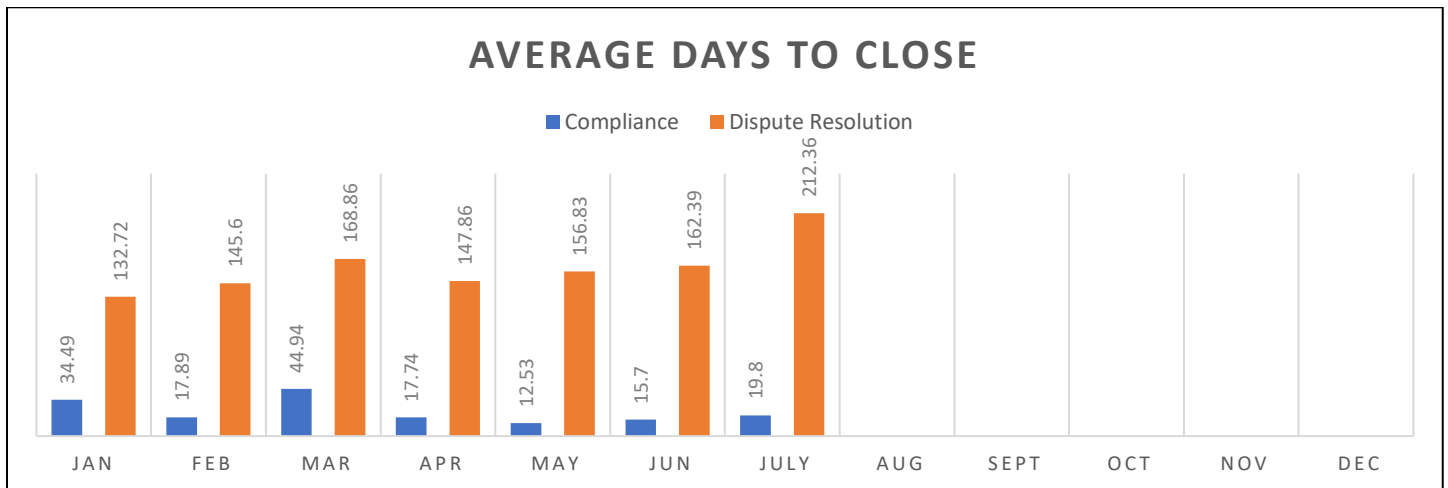
Average Days to Close Compliance and Dispute Resolution Files

Compliance	
Month/Yr	Average Days
Jan-22	34.49
Feb-22	34.42
Mar-22	60.64
Apr-22	38.84
May-22	28.43
Jun-22	32.93
Jul-22	24.71
Aug-22	
Sep-22	
Oct-22	
Nov-22	
Dec-22	
Year Average	21.205
Target Days to Close	40

Dispute Resolution	
Month/Yr	Average Days
Jan-22	132.72
Feb-22	145.6
Mar-22	168.86
Apr-22	147.86
May-22	156.83
Jun-22	162.39
Jul-22	215.34
Aug-22	
Sep-22	
Oct-22	
Nov-22	
Dec-22	
Year Average	94.13333333
Target Days to Close	155

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

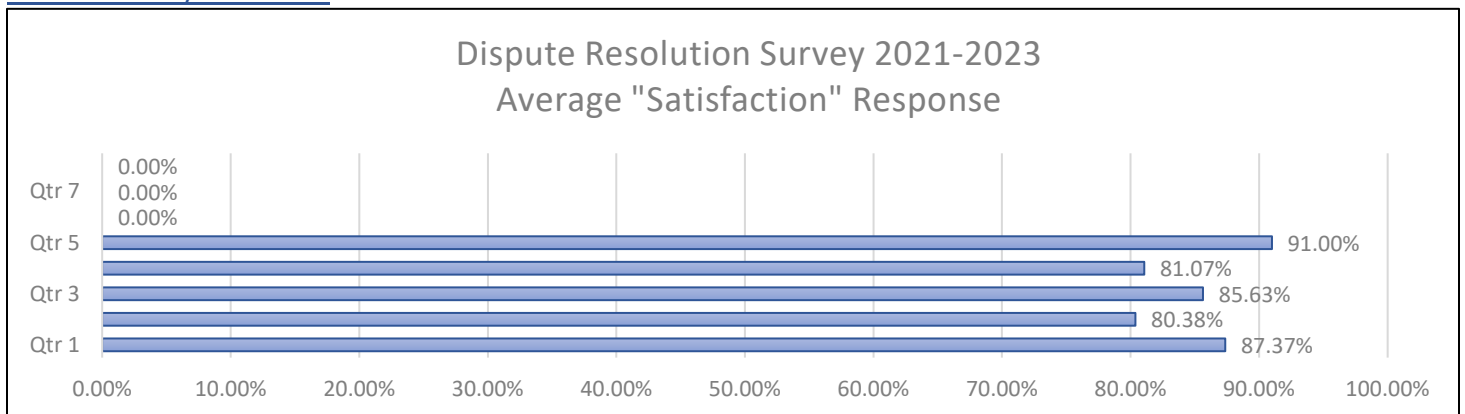
*Approximately 2-3 month lag for final closure dates.



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.

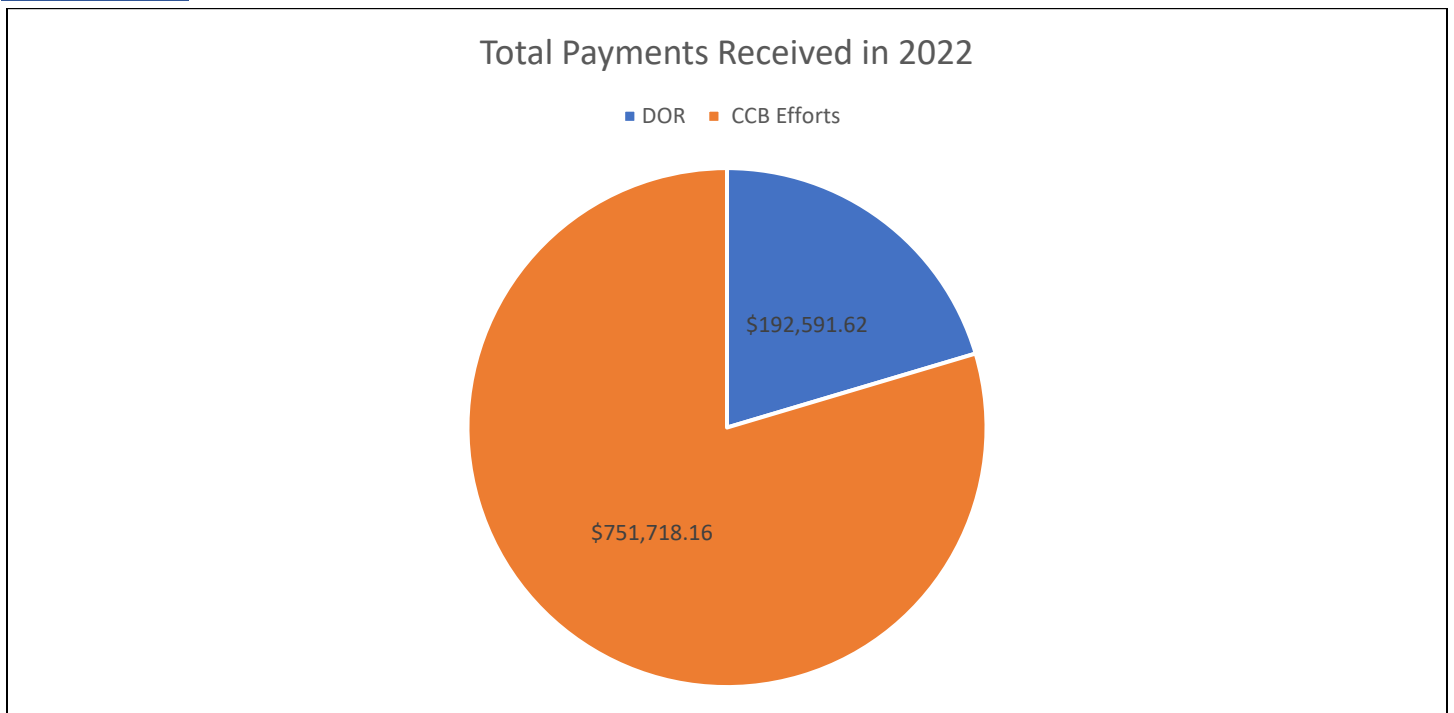
KPM #5: In FY 2022 (7/1/21-6/30/22), the average days to close a disputes claim was 153 days. The target goal is 155 days.

DRS Survey Results



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

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.*

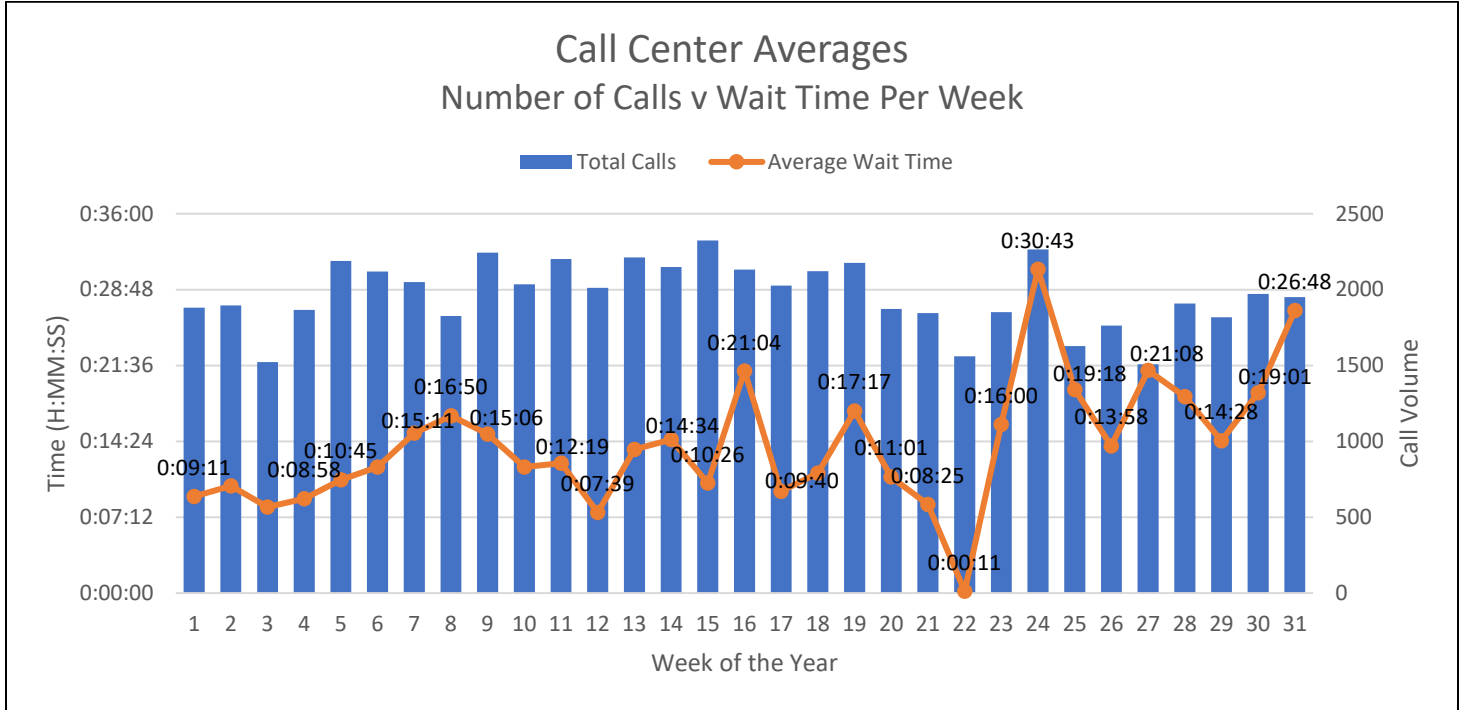
KPM #3: In FY 2022 (7/1/21-6/30/22), the average percent of contractors that failed to pay CCB Final Order was 28%. The target goal is 50%.

CONTRACTORS				
Class Type	Stakeholder(s)	Date	Total Attendees	Qtr Total Attendees
Contractor Class	CCB	1/5/22	53	
Contractor Class	CCB	1/18/22	27	
Contractor Class	CCB	1/26/22	32	
Contractor Class	CCB	2/22/22	74	
Contractor Presentation	LatinoBuilt	3/2/22	13	
Contractor Class	CCB	3/9/22	50	
Contractor Class	CCB	3/22/22	50	
Contractor Class	CCB	3/29/22	48	
				347
Contractor Class	CCB	4/13/22	48	
Build Right Conference	Oregon Home Builders Association	4/20/22	3	
Contractor Class	CCB	4/26/22	37	
Contractor Class	CCB	5/11/22	40	
Contractor Class	CCB	6/29/22	54	
				182

CONSUMERS				
Class Type	Stakeholder(s)	Date	Total Attendees	Qtr Total Attendees
AARP Fraud and Scam Jam	Oregon Office of Attorney General / AARP	4/27/22	38	
Oregon Scam Jam	Oregon Office of Attorney General / AARP	5/25/22	32	
AARP Fraud and Scam Jam	Oregon Office of Attorney General / AARP	6/23/22	35	
				105

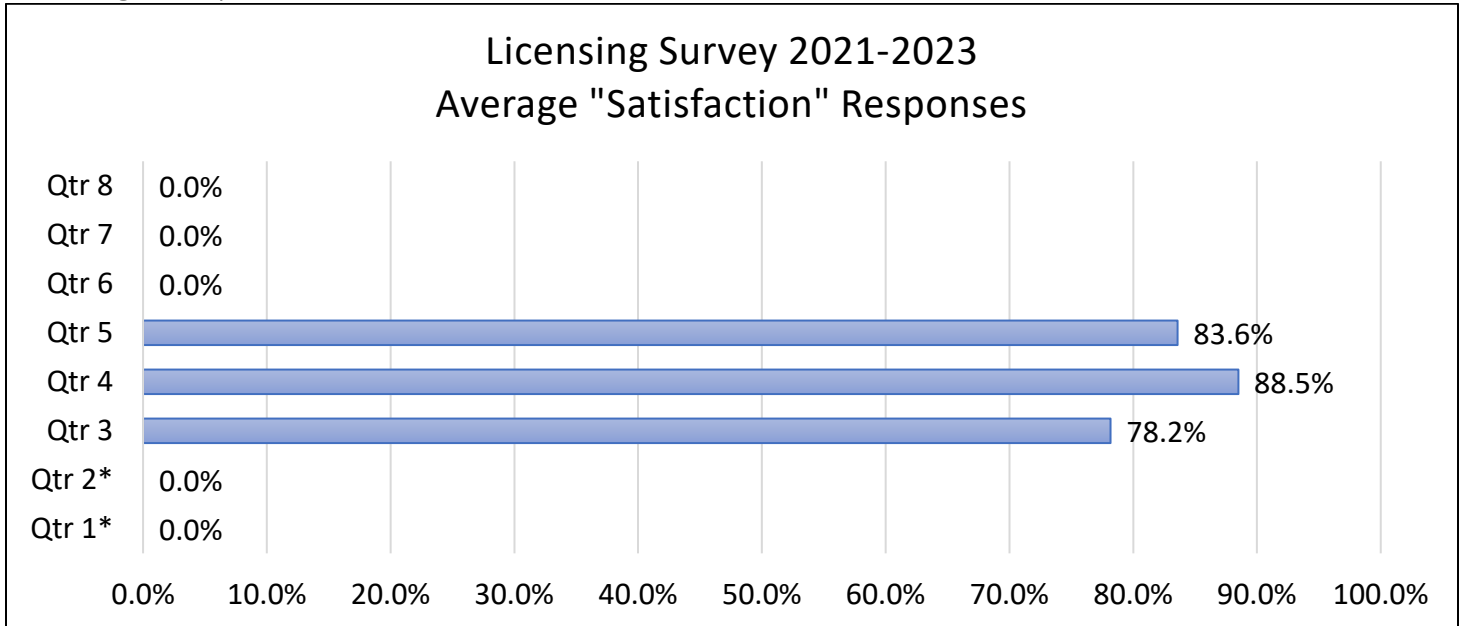
Licensing

Call Center



*The average Wait Time to Answer can vary depending on staff coverage. The drop in calls during week 22 was due to software issues

Licensing Survey Results



*Qtr. 1: Licensing survey was sent to 6,695 contractors and only 5% were returned. The data is not available. *Qtr. 2 did not document the licensing survey. Historically, CCB would alternate between the agency and licensing survey. Going forward these surveys are sent independently of each other.

KPM #7: In FY 2022 (7/1/21-6/30/22), the average number of surveys "satisfied" with the processing of their license was 87%. The target goal is 96%.

Licensing Survey Comments, Qtr. 5

I find any time I call or go online...CCB staff is excellent!!

While it was mixed, some of the people I talked to at CCB were very cold and unhelpful. Others were more helpful. The unhelpful ones to me reflect a basic lack of concern for moving the process forward. Also, I made mistakes in providing the correct documentation, for which I take full responsibility. The process for clearing up these mistakes was very slow and painful. A simple phone call from someone at CCB explaining the issues needing fixed would have cut the licensing time probably in half instead of sending cryptic letters I had to really study to figure out what was needed to move forward. Even from the standpoint of the amount of work needed to fix the problem from the CCB's point of view, I'd think there would be labor savings by making a phone call followed by an email with bullet points covering the conversation. Just a thought.

The staff at the CCB are fantastic - I especially want to acknowledge how helpful Darla Seely was in walking me through various aspects of the renewal!

Waiting 2+ months to recuperate the money used to acquire a license seems completely asinine. Surely there could be a more expedited process upon completion of the licensee's application. Being made to pay for insurance before you're ever able to perform functions in which you need said insurance to perform should never be and sounds downright criminal. This needs to be fixed.

No. Everything was great except for the length of time and money I lost not being able to work and stress of not being able to financially survive during the processing of my new application. I was told it would only take two weeks, instead it took closer to two months.

Changing my CCB number due to a change from a sole proprietor to an LLC was not a seamless transition at all. Along with the delay in processing it made my experience pretty unsatisfactory to say the least. I understand staffing issues, but they should be a way to better address how to assist one keeping their existing number active while processing the new one.

Each person that I spoke with from the CCB throughout the unbelievably long process was very friendly, knowledgeable and friendly.

The process took too long, over 6 weeks I believe. Getting someone on the phone took a long time also. Staff was great when I talked with them.

having this option of renewing online make our life easier, thank you

I hope to take advantage of any help the CCB CAN ADVISE? To further my business! Thank you! In advance!

Excellent staff they were awesome thank-you

This is an absurdly messed up scenario, where I pay a ridiculous amount of money and followed the rules to a T, only to WAIT Months, when my livelihood depends on it and I can't work without it, to find out that something that wasn't even anywhere in the instructions was off in the wording of my insurance, and then to wait months again for them to finally catch up to the updated language and issue my license! It's a racket and it's BS. They need to set everything up clearly with all possible requirements in the instructions, and get the application processed WITHIN A WEEK, that's all it should take if they're not letting us work without it!!!!!!!!!!!! Screw this BS system and stop wasting our time and money.

Took far longer than I was told, extremely frustrating.

Been waiting 3 months and lost a lot of money because it takes so long!!

None

I need to say that the phone staff was very friendly, knowledgeable, and had empathy. The processing time for the application was unreasonable.

the lady who I spoke with at the office was superior to none, great attitude, unfortunately I can't remember her name but was awesome.

I sent my renewal 3 weeks prior to expiration and was charged the same day. 4 weeks later my license is expired! I called daily trying to find out why and got very little information. Finally, after multiple calls I got a call back and the issue was resolved right then.

make it more computer friendly for us guys that work in the field.

I wish we were still able to drive up in person and turn on our application and get our number that same day. It took about 5 weeks to get mine which wasn't that long but the first time I got my license I was able to do it at the counter, so it was just different
I received a letter that my LBPH license. was not being renewed in error the mistake was cleared up with a phone call. I should have checked the website first and that perhaps would have been quicker after being on hold for 20 min. on the phone.
You guys have always been great, thanks!
I was not provided with renewal information in a timely manner. When I phoned the initial time, I was provided with information upon which I acted immediately to resolve the problem, however I was not told that there were further concerns. Specifically, I was not told that I needed to complete and pay for a license renewal application. The overall experience was significantly unpleasant since I was informed of the issues by the city administrator who explained my license was in arrears. And this was after I had called the board to resolve the issue. It has not been pleasant.
It took 11 weeks to process my application. 2 months of insurance and bond paid for without the ability to work. there was one issue I had to fix - I fixed the certificate issue right way and sent it in. 3 weeks later I get an email telling me I need to do just that. It was 3 weeks after I fixed/ faxed the certificate issue that I finally got my license activated .only because I called so who knows how long it would of took if I hadn't .when I called I was told the same thing as the email- I need to fix the certificate .it was fixed and faxed 3 weeks prior ,also my agent sent a fix to the portal at the same time I faxed .CCB member I called then checked for my fax, found it and activated license in 2 minutes .
I was very happy with the process until I got a letter dated 08/08/2022 That says my license expired on 08/05/2022. I checked and it says I'm good until 2024 so I don't know why I got the letter.
Oregon tienen las mejores leyes
Dana was the only helpful staff person, Solved my issue in just a couple of minutes
We performed everything online and some of the questions do not apply to us, but we marked satisfied anyways.
The CCB employee was very helpful in helping me navigate my way through the process.
All went smoothly with no problems
unable to process in a timely manner. Staff is rude and does not listen, talks over me. What purpose does the CCB have?
Very easy, very helpful, very nice people! Thank you, Phil
For a computer-based system of renewal it shouldn't take 9 days to process a renewal!!!!
MY LBPR LICENSE WAS NOT RENEWED FAST ENOUGH. BUT THE REAL ISSUE IS THE SIGN IN TO CCB. IT SAYS PASSWORD IS WRONG. I TRY AGAIN, PASSWORD WRONG, TRY CHANGING. I TRY AGAIN - PASSWORD WRONG. I TRY LATER AND IT WORKS. IF THIS WERE MORE IMPORTANT THAN SLOW RENEWAL, IT WOULD BE MAJOR ISSUE. I HAVE ALWAYS KEPT BOND, INSURANCE AND LICENSE UP TO DATE, AS WELL AS HAVING SATISFIED CUSTOMERS!
Having more staff is needed as time to get your app process I felt was too long. Also updating to have web-based service is needed. Driving to Salem, mail or fax are old ways of doing things. But when I did call while the wait was very long the staff was very helpful. Darla in particular helped me and stayed on the line with me to get my application updated and finished. She was extremely diligent, and I want to be sure her efforts are noted. It is rare in a government system to find someone willing to help you and go the extra mile. She did that. Thank you!
You need to put a not applicable answer here as well because #3,4, and 5 were not applicable.
Information changed every time I called the office. Better training is required to make sure all information is the same and correct. Also, application needs updating if the requirements are different than what the application asks for. This has cost my company time and money.
Sent my application in check was negotiated 8/8/2022. on 8/23/2022 I received a letter saying my license was expired. I called the phone was number 27 in line. 35 minutes on hold, the phone then rang 3 times and disconnected once the customer service agent answered. no call back nothing called again immediately. was number 35 in line. At this time, I had already drove to Salem and was at the desk. This is the second issue I have had with CCB on all clerical errors. I am confused on something that I am legally mandated to have to perform my job and I cannot receive customer service or have the confidence for the CCB to even do their job. Would love to discuss with some if possible.
I am satisfied with the service Thank You.
Seems understaffed due to long wait times on phone and to update information, but very good people!

You guys should be absolutely ashamed of yourselves, really. The online status for my LPBR has shown expired for more than 3 weeks, despite the fact that you deposited my check over a month ago. I was informed by someone over the phone that they are short staffed, and it may take a while to change the status online--meanwhile, I'm losing business because potential customers won't even consider me because it shows my license is expired. Have the ability to pay online and do everything online. Make that crystal clear and easily clickable from the CCB's portal. You guys are using antiquated tech and we contractors are the ones paying the price.
I completed all my continuing education and application renewal and submitted it 4 days prior to my license expiring only to find out by mail 2 weeks later that my license had been rescinded. There was no other notification sent. I'm concerned as to what went wrong.
I was very late starting the license renewal process. Finished classes etc. prior to expiration date; however, left CCB very little time to process. I called and the person I spoke with said that the renewal would be done within a day or so. It was - I appreciate the quick response with no judgement regarding my time frame. We are residential tile installers and classes relevant to our niche are slim other than the business & law classes; however, can't think of what could be offered.
The staff was amazing...everyone so helpful...the application is so confusing needs to be easier. worded better!
Staff coded us residential when we applied for commercial. This held up our application. No phone calls or email notifications. Staff unable to locate information emailed in. Corrections sent in were not processed timely. 51 days to process and we called in weekly to check status.
Glitches a little
They completely everything very fast and I really appreciated that.
Once I submitted my application it not processed for 2 weeks and that was only after I emailed asking for clarification in the delay. It was processed after that inquiry.
The lead certification license renewal appears to be by check only.
Excuse me took way too long to process my application
The old system where you could just show up was much more efficient. Apply than wait makes no sense!
Can't access to my renewal online
Recording payment of a license renewal took weeks this year. I lost clients because they looked us up and found our license was out of date. That needs to be fixed.
There was a problem with getting necessary insurance information to the board via email
Had to renew twice because the first renewal did not process even though you accepted my online payment. I had to prove with a bank statement that I paid twice. It seems to me you should have had an easily accessible record of the first payment.
Kevin was exceptional in his service and so helpful. Thank you
No
This part of my frustration lies mostly with me - that being said, I operate in more than one state, each state is different and it's hard to remember what needs to be done. I thought I had done everything for Oregon only to realize at the last minute I hadn't done the CCB renewal. Perhaps a reminder contact of some type would be helpful - email or USPS. The other comment, your office is very efficient at terminating a license on the renewal date, but you take forever to renew after submission - can you speed up the process somehow? That'd be great if you could. Thanks.
Phone Staff very helpful
lead license renewal, everything went well. I would appreciate it if we could renew every 2 years with our CCB license or every 5 with our lead license.
Staff at office was great! Only bad experience was having to wait over 30-40 minutes when calling in. And having to wait 4-5 weeks to get my license.
Kevin was Awesome!!!! He was very helpful and walked us through what we still needed to complete. Didn't rush us off the phone like most phone attendants do. Much appreciated. I hope I get him every time I need to call. Thank you.
Easy to navigate
Streamlined and easy
When needing a question addressed it was handled promptly and the person was so helpful.

I don't always love some of the rules and regulations. However, my experience in talking with the CCB representatives was very positive. Each person I spoke with was knowledgeable and friendly, I was very impressed!
I wish the licensing process was faster. I do understand why it takes a while... 5 weeks was a long wait.
No Problems at all
Process was easy. Just needed to fulfill the continuing education part before starting.
I tried calling the CCB multiple times, usually off-peak times. Long wait times, one time I was on hold for 17 minutes then got disconnected by your phone system. Unacceptable, please do better. But I doubt anyone will be reading this anyway.
I was wondering why contractors who have an LBP license that is almost expired, and I get a renewal notice from CCB that is hostile and threatening?
Breann deserves all the recognition for her professionalism supporting contractors and keeping Oregonians working. I personally THANK YOU for your insight, knowledge and support. Your name will be in my calendar as a positive reminder of how things should work. Sending you my love. Vera K.
The Staff was very knowledgeable when I had to resolve a mistake on my application due to my computer auto fill

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: Dana Zeimantz, Licensing Manager
Date: October 26, 2022
Subject: Licensing Report

- Project update:
 - **Electronic payment and submission of additional CCB applications:** the agency is exploring option to accept CCB applications and LBPR applications and renewals via secure payment portal in advance of new licensing software implementation. Benefits are reduced manual labor and processing costs associated with processing paper applications, reduction of payment errors, immediate feedback to contractor that payment/document was received by the agency and enhanced electronic workflow for staff:
 - **Progress since last report:** Agency has scoped the project and submitted a request for a bid from provider. The bid has been received and the payment and implementation options are under consideration. The steering committee is developing a project plan and recommendations for the leadership team.
 - **Reduction in Administrative Suspensions:** the agency is working on a proposal to reduce administrative suspensions due to expired general liability. Considerations include actual consumer risk, actual number of policies with gap in coverage, public facing data (suspension) for contractor that exist for 10 years after suspension, reduction in postage and labor for certified suspension letters and reduced phone call to call center.
 - **Progress since last report:** The IT changes needed to implement the changes are being researched and scoped. Most other administrative changes and revisions to letters and printed materials are complete.

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Memorandum

To: Construction Contractors Board
From: Noel Magee, IT Manager
Date: 26 October 2022
Subject: Information Technology Report

Ongoing Activities

We successfully replaced our old firewall! This activity was difficult and again caused problems but we worked through them and we're up on new hardware. As a result of that we are working with DCS to transition backups over to their backup systems. We expect to have that finished in Q4 of this (2022) year. After we're up on that new backup system we will stop using our in house hardware for backups but we will retain the tape mechanism and software to preserve our access to pre-transition backup data. All CCB I.T. staff participated in an introductory presentation of the backup software interface with Q&A on 6 October 2022.

The requirement to use Multifactor Authentication with WorkDay was pushed out to 23 October 2022. The MFA requirements also changed generally to disallow two pathways which we had intended to use (trusted network and trusted system) so we've shifted to accommodate those changes and notified DAS of our exception status. Given the new requirements we expect to be complete by mid-December although we hold an exception through 15 Jan 2022.

We also met with the project team for Mobile Device Management and learned that they will not be ready to start those migrations until at least Q1 of 2023. No firm dates have been established yet. We have moved forward where possible with preliminary set up tasks.

Due to a aggressive push to eliminate any vulnerabilities we could, we're reporting quite good numbers on the Security metrics.

Current Period Changes

- Licensing replacement process
 - Change management process definition and improvement
 - Business plan and charter updated and resubmitted (Stage Gate 1)
 - Requirements for documentation both budgetary and Stage Gate being produced

- 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**

Details

1. Firewall replacement DCS (DAS) – **27 August 2022 – Completed**
 2. Backup to DCS backup solution – **Q4 2022 – In Process**
 3. Refresh cell phones and GPS units for field staff – **2nd week in November 2022**
 4. Statewide initiatives requiring CCB participation
 - a. Multifactor Authentication for WorkDay, Email, and Teams access – **Q4 2022**
 - b. Mobile Device Management (MDM, think cell phones) initiative – **Upcoming, DAS expects this project to kick off in Q1 or Q2 of 2023**
 - c. Data Governance and retention
 - Establish data governance structure and document it by 12/31/2022 - **Completed**
- **Security reported status - Reported monthly by EIS/Enterprise Security Office (ESO)**
- ◆ Critical vulnerabilities are down during this scan period due to resolving vulnerabilities, particularly in some older call center software. 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 were quite good due to the mitigation efforts we made to resolve a number of vulnerabilities and a few false positives.
 - ◆ **03 October 2022**
 - 94% of systems scanned (statewide 84%)
 - 15% have critical vulnerabilities (statewide 117%)
 - ◆ **02 August 2022**
 - 96% of systems scanned (statewide 90%)
 - 88% have critical vulnerabilities (statewide 153%)
 - ◆ **06 June 2022**
 - 98% of systems scanned (statewide 89%)
 - 67% have critical vulnerabilities (statewide 120%)
 - ◆ **04 April 2022**
 - 98% of systems scanned (statewide 92%)
 - 42% have critical vulnerabilities (statewide 155%)
 - ◆ **02 August 2021**
 - 100% of systems scanned (statewide 78%)
 - 19% have critical vulnerabilities (statewide 37%)
 - ◆ **14 June 2021**
 - 97% of systems scanned (statewide 91%)
 - 11% have critical vulnerabilities (statewide 40%)

- ◆ **5 April 2021**
 - 98% of systems scanned (statewide 91%)
 - 4% have critical vulnerabilities (statewide 45%)

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
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Memorandum

To: Construction Contractors Board
From: Leslie Culpepper, Communications and Education Manager
Date: October 12, 2022
Subject: Outreach and Education Program update

Live Webinar Updates:

Number of contractors taught in live webinars:

- August 2022 – 55 contractors
- September 2022 – 166 contractors

CCB staff also attended a number of live events in September including an event in Jackson County to support wildfire rebuilding, a town hall in Wallowa to provide support following a hail storm, the annual OHBA conference, and a fraud prevention event hosted by AARP. This October, we attended a senior fair and next week, we'll be at the Lane county home show.

Our main focus at most live events is the education of homeowners regarding CCB's consumer protections. In events featuring contractors, we educate attendees about the CCB services and advise attendees on best ways to stay in compliance.

The last board memo from Education section reported that the October 25 live webinar would feature the CCB's new presentation. This has been moved to later this year, to allow trainers more time to prepare. We recently set the December and January schedule for live webinars:

- Wednesday, December 14
- Wednesday, January 18
- Tuesday, January 24

CONSTRUCTION CONTRACTORS BOARD

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Memorandum

To: Construction Contractors Board
From: Vena Swanson, Enforcement Program Manager
Date: October 10, 2022
Subject: Enforcement Update

Field Operations

- Onsite staff training in November (*invites- BCD and OHA for LBP*)
- Outdated technology upgrade

Collections

- CCB collection August 49,549.40 & September 38,241.13

Compliance

- Compliance officer Position Filled
- New files August & September 341

DRS & Mediation

- Mediations August:124 September: 109
- Focus Group: process improvement survey responses

Consent Agenda Attached

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

10/10/2022

08/04/2022 - 10/04/2022

NOTICES OF INTENT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130968	GLICK, DANA WAYNE		09/23/2022	1,000.00

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130402	EDWARDS, ZACHARIAH HAMILTON	701.021(1)	08/24/2022	1,000.00
130430	RICHARDSON, ZACHARY TAYLOR	701.021(1)	08/09/2022	700.00
130510	HOUSE 2 HOME CONSTRUCTION LLC	701.021(1)	08/23/2022	1,000.00
130591	SALO AND SONS LLC	701.021(1)	08/10/2022	5,000.00
130593	DREAM HOME CONSTRUCTION INC	701.021(1)	08/05/2022	1,000.00
130598	ELIAS MARCELO, ISIDRO	701.021(1)	08/05/2022	1,000.00
130600	ELIAS MARCELO, BARTOLO	701.021(1)	08/08/2022	1,000.00
130602	SANTIAGO FRANCISCO, JOSE JUAN	701.021(1)	08/08/2022	1,000.00
130620	LEE, JESSE WILLIAM	701.021(1)	08/10/2022	1,000.00
130624	REIMCHE, SHANE JUSTINE	701.021(1)	08/10/2022	5,000.00
130627	ONSPOT GUTTERS & CONSTRUCTION LLC	701.021(1)	08/10/2022	1,000.00
130635	ANSWER2CONSTRUCTION LLC	701.021(1)	08/12/2022	5,000.00
130636	WOOD, ADAM	701.021(1)	08/11/2022	5,000.00
130655	ER PLUMBING LLC	701.021(1)	08/17/2022	1,000.00
130660	BROWNING, LESTER G	701.021(1)	08/17/2022	1,000.00
130665	I & J PAINTING INC	701.021(1)	08/18/2022	1,000.00
130671	CAMACHO, LEONEL RODRIQUEZ	701.021(1)	08/16/2022	1,000.00
130676	OLIE, PETER	701.021(1)	08/19/2022	5,000.00
130679	EAGLETON HEATING AND AIR CONDITIONING LLC	701.021(1)	08/19/2022	5,000.00
130682	PDX TOP FINISHES LLC	701.021(1)	08/22/2022	5,000.00
130685	GURETZKI, QUENTIN GRANT	701.021(1)	08/22/2022	1,000.00
130688	LIMITLESS PAINTING LLC	701.021(1)	08/23/2022	1,000.00
130701	GS CONCRETE INC	701.021(1)	08/24/2022	1,000.00
130707	ATTACH IT CORT LLC	701.021(1)	08/24/2022	5,000.00
130711	MICHAEL VANCLEVE LLC	701.021(1)	08/25/2022	5,000.00
130718	PURVIS, TERRILL EUGENE	701.021(1)	08/24/2022	5,000.00
130722	DUANE SNYDER PLUMBING & REMODELING LLC	701.021(1)	08/26/2022	5,000.00
130737	FREEDOM CONSTRUCTION AND REMODELING LLC	701.021(1)	08/26/2022	1,000.00
130738	HOUCK, JOSEPH	701.021(1)	09/02/2022	5,000.00
130743	EMERALD ACQUISITION LLC	701.021(1)	08/31/2022	1,000.00
130748	TRI CITIES RESTORATION LLC	701.021(1)	09/02/2022	1,000.00
130750	SNYDER, JOHN KENT	701.021(1)	08/26/2022	1,000.00
130751	JONES, STEVEN WAYNE	701.021(1)	09/01/2022	1,000.00
130770	GUZMAN GARCIA, ARTEMIO	701.021(1)	08/31/2022	1,000.00
130772	AVI CONSTRUCTION LLC	701.021(1)	09/05/2022	1,000.00
130773	BECIEZ, ISIDRO MONTIEL	701.021(1)	09/02/2022	1,000.00

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/10/2022

08/04/2022 - 10/04/2022

NOTICES OF INTENT (cont.)

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

File #	Respondent	Cite	Date	Amount
130775	MANUOFETO, SIONE	701.021(1)	09/07/2022	1,000.00
130781	GARLAND HOMES INC	701.021(1)	09/02/2022	1,000.00
130782	MERRIS, LAMONT LAKIN	701.021(1)	09/01/2022	1,000.00
130787	MARTIN, JACOB THOMAS	701.021(1)	09/08/2022	1,000.00
130795	PUCKETT, JASON RANDALL	701.021(1)	09/08/2022	1,000.00
130811	SANCHEZ FLORES, CESAR	701.021(1)	09/09/2022	1,000.00
130817	EVERGREEN VALLEY CONSTRUCTION LLC	701.021(1)	09/09/2022	5,000.00
130821	MORRISON HEATING & COOLING LLC	701.021(1)	09/09/2022	1,000.00
130832	MOUNT SINAI PAINTING LLC	701.021(1)	09/12/2022	1,000.00
130840	NIEHUSS, JEFFREY ALLEN	701.021(1)	09/09/2022	1,000.00
130843	LOVINGIER, JOSEPH WILLIAM	701.021(1)	09/09/2022	1,000.00
130844	MURRAY, CHRISTOPHER PAUL	701.021(1)	09/13/2022	1,000.00
130845	PRIME CONCRETE LLC	701.021(1)	09/13/2022	1,000.00
130849	RUSSU, EMIL	701.021(1)	09/16/2022	600.00
130851	KERNEEN, LARRY LAURENCE	701.021(1)	09/15/2022	600.00
130853	3 BOYS HANDYMAN SERVICES LLC	701.021(1)	09/14/2022	1,000.00
130863	BERNAL PAINTING LLC	701.021(1)	09/26/2022	1,000.00
130864	BROWN, JOEL TIMOTHY	701.021(1)	09/13/2022	1,000.00
130866	VALLEY PAINTING PROS LLC	701.021(1)	09/19/2022	5,000.00
130867	TRAVIS MANN ROOFING AND CONSTRUCTION LLC	701.021(1)	09/15/2022	5,000.00
130868	RAMOS, JAIME HERNANDEZ	701.021(1)	09/13/2022	1,000.00
130878	MARTINEZ CALDERON, JOSE F	701.021(1)	09/13/2022	1,000.00
130884	BLUE GOAT ROOFING INC	701.021(1)	09/19/2022	600.00
130889	MUILENBURG, WILLIAM ZACHARY	701.021(1)	09/27/2022	5,000.00
130890	GEER, NICHOLAS	701.021(1)	09/19/2022	5,000.00
130891	MILLER, MARCIE MICHELLE	701.021(1)	09/21/2022	5,000.00
130892	LEAFSHIELD GUTTER GUARDS LLC	701.021(1)	09/20/2022	5,000.00
130899	ZIRANDA ROOFING LLC	701.021(1)	09/20/2022	600.00
130907	RASMUSSEN, CODY D	701.021(1)	09/16/2022	5,000.00
130908	PRENTISS, RICHARD ARNOLD	701.021(1)	09/16/2022	1,000.00
130909	WHITESIDE, TYSON ANDREW	701.021(1)	09/28/2022	600.00
130922	KOBEK INC	701.021(1)	09/22/2022	1,000.00
130935	WILDMAN, PETER MICHEAL	701.021(1)	09/23/2022	5,000.00
130957	FIN BUILDERS CO	701.021(1)	09/27/2022	5,000.00
130961	ALL SEASONS PAINTING AND REMODELING LLC	701.021(1)	10/04/2022	1,000.00
130964	HACKETT, KENNETH EDWARD	701.021(1)	09/28/2022	5,000.00
130978	COMPLETE FLOORING INC	701.021(1)	09/30/2022	1,000.00
130984	CUEVAS FRAMING LLC	701.021(1)	09/30/2022	1,000.00
130988	DAMIAN RAMOS, ISRAEL	701.021(1)	09/28/2022	1,000.00
130989	CLEMENTE, PABLO ZACARIAS	701.021(1)	09/28/2022	1,000.00

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

10/10/2022

08/04/2022 - 10/04/2022

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>
130997	HAYTER, MATTHEW CARL	701.021(1)	09/30/2022	1,000.00
131024	GARCIA RODRIGUEZ, MISAEEL	701.021(1)	10/04/2022	1,000.00

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130577	PLATT, MICHELLE JONES	701.035(3)	08/10/2022	1,000.00
130589	DAVIS, AUSTIN THOMAS	701.035(3)	08/05/2022	1,000.00
130614	EV CONSTRUCTION & RENOVATIONS LLC	701.035(3)	08/10/2022	1,000.00
130618	ANDY REMODELING AND ROOFING INC	701.035(3)	08/10/2022	1,000.00
130647	VENABLE, RUDOLPH JOHN	701.035(3)	08/17/2022	1,000.00
130649	NORTH CREEK CONSTRUCTION LLC	701.035(3)	08/17/2022	1,000.00
130661	ROLLER WORKS PAINTING LLC	701.035(3)	08/17/2022	1,000.00
130672	ZIEGENHAGEN ENTERPRISES LLC	701.035(3)	08/19/2022	1,000.00
130684	JD VALLEY CONSTRUCTION LLC	701.035(3)	08/23/2022	1,000.00
130696	SASQUATCH CONCRETE LLC	701.035(3)	08/24/2022	1,000.00
130703	GOLDEN KEY CONSTRUCTION LLC	701.035(3)	08/24/2022	1,000.00
130712	FOSTER, MATTHEW MARK	701.035(3)	09/01/2022	1,000.00
130719	LANDON, ELDON JOSEPH	701.035(3)	08/25/2022	1,000.00
130747	TOWERY JR, BOB RAY	701.035(3)	09/05/2022	1,000.00
130752	GM CONSTRUCTION LLC	701.035(3)	09/02/2022	1,000.00
130753	TOP DOG ROOFING & CONSTRUCTION LLC	701.035(3)	09/01/2022	1,000.00
130764	JOHNSON, WESLEY STAMM	701.035(3)	09/02/2022	1,000.00
130789	SWIFT, CHARLEY ELMER	701.035(3)	09/08/2022	1,000.00
130809	DG2 CONSTRUCTION COMPANY	701.035(3)	09/09/2022	1,000.00
130860	ABL PAINTING LLC	701.035(3)	09/15/2022	1,000.00
130882	OREGON PROPERTY PRESERVATION LLC	701.035(3)	09/22/2022	1,000.00
130896	LAKESIDE CONSTRUCTION CO LLC	701.035(3)	09/20/2022	1,000.00
130897	VINEYARD ROOFING LLC	701.035(3)	09/21/2022	1,000.00
130898	IRON & OAK LLC	701.035(3)	09/19/2022	1,000.00
130900	R & F SIDING & PAINTING LLC	701.035(3)	09/26/2022	1,000.00
130915	A STROKE ABOVE PAINTING AND CONSTRUCTION LLC	701.035(3)	09/21/2022	1,000.00
130924	PAVERS N STONES LLC	701.035(3)	09/23/2022	1,000.00
130927	RENT A LAIDOFF HUSBAND LLC	701.035(3)	09/23/2022	1,000.00
130928	GRIDMASTERS LLC	701.035(3)	09/23/2022	1,000.00
130939	A & R CONSTRUCTION SERVICES LLC	701.035(3)	09/23/2022	1,000.00
130945	TOP NOTCH CONSTRUCTION AND REMODELING LLC	701.035(3)	09/26/2022	1,000.00
130946	EUGENE CONSTRUCTION TEAM LLC	701.035(3)	09/26/2022	1,000.00

3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
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CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

10/10/2022

08/04/2022 - 10/04/2022

NOTICES OF INTENT (cont.)

3 - LEAD BASED PAINT (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130583	STUCK ELECTRIC COMPANY INC	701.510(2)	08/04/2022	1,000.00
130630	J A M CONCEPT REMODELING LLC	701.510(3)	08/11/2022	1,000.00
130640	REIMERS & JOLIVETTE INC	701.510(2)	08/12/2022	1,000.00
130646	REMM WORKS INC	701.510(2)	08/16/2022	1,000.00
130651	COYOTE PAINTING LLC	701.510(2)	08/18/2022	1,000.00
130652	PDX HOUSE REMODELING INC	701.510(2)	09/15/2022	1,000.00
130675	GC NORTHWEST LLC	701.510(2)	08/22/2022	1,000.00
130681	A B COASTAL CONSTRUCTION LLC	701.510(3)	08/19/2022	1,000.00
130695	REMEDY CONSTRUCTION LLC	701.510(3)	08/23/2022	1,000.00
130698	GALINDO CONSTRUCTION LLC	701.510(2)	08/24/2022	1,000.00
130713	VILLEGAS VILLAFUERTE, JUAN GABRIEL	701.510(2)	08/26/2022	1,000.00
130729	RIVERLAND HOMES INC	701.510(2)	09/05/2022	1,000.00
130730	MURESAN COMPANY LLC	701.510(2)	09/05/2022	1,000.00
130740	PLATON CONSTRUCTION LLC	701.510(2)	09/02/2022	1,000.00
130741	RUCKSON INC	701.510(2)	09/02/2022	1,000.00
130762	J & D GRIFFIN CONSTRUCTION LLC	701.510(2)	09/05/2022	1,000.00
130763	STRONG, JON RICHARD	701.510(2)	09/07/2022	1,000.00
130765	GM CONSTRUCTION LLC	701.510(2)	09/02/2022	1,000.00
130785	11 SERIES CONSTRUCTION LLC	701.510(2)	09/08/2022	1,000.00
130826	DG2 CONSTRUCTION COMPANY	701.510(2)	09/09/2022	1,000.00
130852	KVA GENERAL CONTRACTOR LLC	701.510(2)	09/13/2022	1,000.00
130854	COAST TO COAST TILE & STONE LLC	701.510(2)	09/16/2022	1,000.00
130858	DAR MAR HOMES INC	701.510(2)	09/19/2022	1,000.00
130879	WESLEY RAY BOUVARD & MAGDALEN THERESA BOUVARD	701.510(3)	09/16/2022	1,000.00
130893	KEN BUTLER REMODELING & CONSTRUCTION LLC	701.510(2)	09/20/2022	1,000.00
130903	HUNTER, MICHAEL SCOTT	701.510(2)	09/22/2022	1,000.00
130923	POWER CONSTRUCTION LLC	701.510(2)	09/23/2022	1,000.00
130925	UPPER VALLEY CONSTRUCTION INC	701.510(2)	09/23/2022	1,000.00
130926	MONTIEL CONSTRUCTION LLC	701.510(2)	09/23/2022	1,000.00
130932	J3 PAINTING AND CONSTRUCTION LLC	701.510(2)	09/23/2022	1,000.00
130933	VANCILLS ROOFING AND CONSTRUCTION LLC	701.510(2)	09/23/2022	1,000.00
130942	R & F SIDING & PAINTING LLC	701.510(2)	09/26/2022	1,000.00
130962	J LEAHY CONSTRUCTION INC	701.510(2)	09/30/2022	1,000.00
130963	PAINT PERFECT STRIPES LLC	701.510(2)	10/04/2022	1,000.00

5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130628	H & L ROOFING LLC	701.026(2)	08/10/2022	1,000.00
130783	PCH INC	701.026(1)	09/07/2022	1,000.00

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

10/10/2022

08/04/2022 - 10/04/2022

NOTICES OF INTENT (cont.)

5 - HIRING AN UNLICENSED SUBCONTRACTOR (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130788	KENNETH E THOMAS CONSTRUCTION LLC	701.026(1)	09/08/2022	1,000.00
130812	PIZANOS HOME RENOVATIONS LLC	701.026(1)	09/09/2022	1,000.00
130985	CB CONST INC	701.026(1)	09/30/2022	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>
130644	REIMCHE, SHANE JUSTINE	087.093(2)	08/16/2022	200.00
130723	ROSENTHAL ROOFING INC	087.093(2)	09/01/2022	200.00
130754	SINGLE TREE ELECTRIC & CONSULTANTS LLC	087.093(2)	08/31/2022	200.00
130755	SINGLE TREE ELECTRIC & CONSULTANTS LLC	701.330(4)	08/31/2022	100.00
130756	SINGLE TREE ELECTRIC & CONSULTANTS LLC	701.330(4)	08/31/2022	100.00
130815	DAVID W COOK INC	087.093(2)	09/09/2022	200.00
130819	HAGEN CONSTRUCTION LLC	087.093(2)	09/09/2022	200.00
130836	MDW CONSTRUCTION LLC	087.093(2)	09/12/2022	200.00
130837	MDW CONSTRUCTION LLC	701.330(4)	09/12/2022	100.00
130838	MDW CONSTRUCTION LLC	701.330(4)	09/12/2022	100.00
130956	HERDER, ALEX JORDAN	087.093(2)	09/27/2022	200.00

7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130594	YARD PERFECTIONS LLC	701.102(2)(a)	08/05/2022	0.00
130616	PERREIRA, JONATHAN JAMES	701.102(2)(a)	08/08/2022	0.00
130617	ELITE HOMES & DESIGN INCORPORATED	701.098(1)(b)	08/08/2022	0.00
130621	SLOTHOWER, RUSS AARON	701.098(4)(a)(E)	08/08/2022	0.00
130632	NINE DESIGN CONSTRUCTION INC	701.102(2)(a)	08/11/2022	0.00
130633	ESTRADA, FRANCISCO JAVIER	701.102(2)(a)	08/11/2022	0.00
130637	LINCH, ROBERT WAYNE	701.102(2)(a)	08/11/2022	0.00
130638	TOP PIN CONSTRUCTION/SCHRADERS FLOORING LLC	701.102(2)(a)	08/12/2022	0.00
130650	MODERN VISION PAINTING & CONSTRUCTION LLC	701.102(2)(a)	08/22/2022	0.00
130664	APARTMENT MAINTENANCE LLC	701.098(1)(b)	08/17/2022	0.00
130689	POWELL, ANDREW THOMAS	701.102(2)(a)	08/22/2022	0.00
130690	JLDOWNS CONSTRUCTION LLC	701.102(2)(a)	08/22/2022	0.00
130691	C & L ROOFING & REMODELING LLC	701.102(2)(a)	08/22/2022	0.00
130693	BETTER CHOICE PAINTING LLC	701.102(2)(a)	08/22/2022	0.00
130720	PROFESSIONAL SERVICE INDUSTRIES INC	701.091(1)	09/01/2022	1,000.00
130742	CMR CONSTRUCTION LLC	701.106(1)(b)	08/29/2022	0.00
130744	MCGRATH BROS INC	701.098(1)(b)	08/29/2022	0.00
130745	MATHSON CONSTRUCTION & DESIGN LLC	701.098(1)(b)	08/29/2022	0.00
130746	BARRON BUILDERS LLC	701.102(2)(a)	08/29/2022	0.00
130766	DON LEWIS PLUMBING SERVICE LLC	701.106(1)(b)	09/02/2022	0.00

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/10/2022

08/04/2022 - 10/04/2022

NOTICES OF INTENT (cont.)

7 - SUSPENSIONS (cont.)

File #	Respondent	Cite	Date	Amount
130799	TREENADA CO	701.068(6)	09/08/2022	0.00
130814	CEDERSTRAND, JEFFREY ARNOLD	701.068(6)	09/09/2022	0.00
130822	ASHTON TRUCKING AND PAVING LLC	701.102(2)(a)	09/09/2022	0.00
130824	BRIDGETOWN REMODEL AND REPAIR LLC	701.098(1)(b)	09/09/2022	0.00
130825	ZACKARY HEUSSER CONSTRUCTION LLC	701.102(2)(a)	09/09/2022	0.00
130833	ALL ABOUT YOUR LANDSCAPING LLC	701.102(2)(a)	09/12/2022	0.00
130834	1 UP PLUMBING COMPANY	701.102(2)(a)	09/12/2022	0.00
130835	GARY BENNETT CONSTRUCTION LLC	701.102(2)(a)	09/12/2022	0.00
130865	PERFORMANCE ROOF CARE LLC	701.098(1)(b)	09/15/2022	0.00
130871	CEDAR FENCE & DECKS CONSTRUCTION LLC	701.098(1)(b)	09/16/2022	1,000.00
130880	JG7 CONCRETE & CONSTRUCTION LLC	701.102(2)(a)	09/16/2022	0.00
130883	JMC PAINTING LLC	701.102(2)(a)	09/19/2022	0.00
130934	SLOTHOWER, RUSS AARON	701.068(6)	09/26/2022	0.00
130944	C&M ROOFING AND CONSTRUCTION LLC	701.102(2)(a)	09/26/2022	0.00
130947	MILLER, CHRISTOPHER RAY	701.102(2)(a)	09/26/2022	0.00
130948	KOWALSKI, AUSTIN MATTHEW	701.102(2)(a)	09/26/2022	0.00
130949	GLASGOW ENTERPRISES LLC	701.102(2)(a)	09/26/2022	0.00
130953	TZ CONTRACTORS LLC	701.102(2)(a)	09/27/2022	0.00
130966	CANAAN LAND TILE LLC	701.102(2)(a)	09/28/2022	0.00
130970	CANAAN LAND TILE LLC	701.102(2)(a)	09/28/2022	0.00
130972	MARTINEZ CONTRERAS, ERIK	701.102(2)(a)	09/29/2022	0.00
130973	COLUMBIA EXCAVATING LLC	701.102(2)(a)	09/29/2022	0.00
130975	COLUMBIA EXCAVATING LLC	701.102(2)(a)	09/29/2022	0.00
130986	CROWN FIRE SYSTEMS INC	701.102(2)(a)	09/30/2022	0.00
130987	KEN BUTLER REMODELING & CONSTRUCTION LLC	701.102(2)(a)	09/30/2022	0.00

8 - OTHER

File #	Respondent	Cite	Date	Amount
130579	HIGHNOTE, DENNIS LEE	701.305(2)	08/29/2022	200.00
130592	GT EXCAVATION INC	701.305(1)	08/05/2022	500.00
130623	PEIRICK, JONATHAN LEO	701.305(1)	08/10/2022	500.00
130639	DIEGOS CONSTRUCTION LIMITED LIABILITY COMPANY	701.106(1)(j)	08/19/2022	1,000.00
130656	FBR ROOFING LLC	701.305(1)	08/17/2022	500.00
130658	A PLUS BUILDING SPECIALIST LLC	701.098(1)(g)	08/17/2022	1,000.00
130662	PRO EDGE CONSTRUCTION LLC	701.046(4)	08/17/2022	1,000.00
130687	TIMS TREE REMOVAL AND SERVICES LLC	701.098(1)(b)	08/22/2022	50.00
130706	ANSWER2CONSTRUCTION LLC	701.305(1)	08/24/2022	500.00
130714	MWM REMODELING LLC	701.305(2)	08/25/2022	200.00
130717	ADVANCED ROOFING TECHNOLOGIES INC	701.106(1)(j)	09/02/2022	1,000.00
130721	DYLAN'S PAINTING LLC	701.106(1)(j)	09/05/2022	1,000.00

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

10/10/2022

08/04/2022 - 10/04/2022

NOTICES OF INTENT (cont.)

8 - OTHER (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130724	TRUITT PAINTING AND CONSTRUCTION LLC	701.305(2)	08/26/2022	500.00
130725	CUTRITE CONCRETE CUTTING LLC	701.098(1)(f)	08/26/2022	0.00
130726	KONECRANES INC	701.098(1)(f)	08/26/2022	0.00
130728	WEEKS CONSTRUCTION INC	701.098(1)(f)	08/26/2022	0.00
130731	AD CONSTRUCTION SOLUTIONS LLC	701.098(1)(f)	08/26/2022	0.00
130732	TEMP A CURE INC	701.098(1)(f)	08/26/2022	0.00
130733	THE JAMAR COMPANY	701.098(1)(f)	08/26/2022	0.00
130734	ABOVE THE REST ROOFING INC	701.098(1)(f)	08/26/2022	0.00
130735	YAKIMA CONSTRUCTION INC	701.098(1)(f)	08/26/2022	0.00
130757	ELEMENT EXTERIOR CONSTRUCTION LLC	701.106(1)(j)	08/31/2022	1,000.00
130768	BURDG DUNHAM & ASSOCIATES CONSTRUCTION CORP	701.098(1)(f)	09/02/2022	0.00
130769	DOUBLE J EXCAVATING INC	701.098(1)(f)	09/02/2022	0.00
130774	REILLY SIGNATURE HOMES LLC	701.106(1)(j)	09/07/2022	1,000.00
130778	ALL ABOUT YOUR LANDSCAPING LLC	701.305(2)	09/12/2022	200.00
130779	EASON, ZACHARY JAMES	701.098(1)(l)	09/07/2022	1,000.00
130794	SUNNYHILL MECHANICAL INC	701.098(1)(b)	09/09/2022	50.00
130797	CHESTER CABINET CO	701.098(1)(b)	09/09/2022	50.00
130803	LONG RIVER CONSTRUCTION INC	701.098(1)(f)	09/08/2022	0.00
130804	R2R CONSTRUCTION INC	701.098(1)(f)	09/08/2022	0.00
130807	BRAY CONSTRUCTION LLC	701.098(1)(f)	09/08/2022	0.00
130813	HARDLINE DESIGN & CONSTRUCTION INC	701.106(1)(j)	09/12/2022	1,000.00
130839	JT THORPE & SON INC	701.098(1)(f)	09/12/2022	0.00
130841	JT WIMSATT CONTRACTING CO INC	701.098(1)(f)	09/12/2022	0.00
130842	SUCCOR CREEK CONSTRUCTION LLC	701.098(1)(f)	09/12/2022	0.00
130876	LANDERS ELECTRIC LLC	701.305(1)	09/16/2022	500.00
130877	COLUMBIA BASIN HEATING AND COOLING LLC	701.305(2)	09/16/2022	200.00
130895	LEE, JESSE WILLIAM	701.305(1)	09/22/2022	500.00
130904	S & D CONSTRUCTION LLC	701.305(1)	09/20/2022	500.00
130916	MADRIGAL DEVELOPMENT LLC	701.098(1)(b)	09/22/2022	50.00
130917	CANO ROOFING INC	701.098(1)(b)	09/21/2022	50.00
130918	DREAM WEAVER PAINTING LLC	701.305(2)	09/23/2022	200.00
130920	NORTHWEST PROFESSIONALS GENERAL CONTRACTORS LLC	701.098(1)(b)	09/26/2022	100.00
130929	FOUR SEASONS ROOFING INC	701.305(1)	09/23/2022	500.00
130930	KMS CONSTRUCTION LLC	701.098(1)(g)	09/26/2022	1,000.00
130931	MOUNTAIN RIDGE PAINTING LLC	701.305(2)	09/26/2022	200.00
130936	RAMIREZ TRUJILLO CONSTRUCTION INC	701.305(1)	09/27/2022	500.00
130937	GLV ENTERPRISES INC	701.098(1)(b)	09/26/2022	100.00
130940	OAK HILL ROOFING & SHEET METAL LLC	701.106(1)(j)	09/26/2022	1,000.00
130941	DABELLA EXTERIORS LLC	701.345(2)	10/04/2022	500.00

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

10/10/2022

08/04/2022 - 10/04/2022

NOTICES OF INTENT (cont.)

8 - OTHER (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130958	WEST COAST AGRICULTURAL CONSTRUCTION CO	701.098(1)(f)	09/27/2022	0.00
130971	MADISON INDUSTRIES A CALIFORNIA CORP	701.098(1)(f)	09/28/2022	0.00
130996	TT & L SHEET METAL INC	701.305(1)	10/04/2022	500.00

9 - CRIMINAL / INJUNCTIONS / STOP WORK

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130808	CENTERLINE LLC	701.098(1)(i)	09/08/2022	0.00

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

10/10/2022

08/04/2022 - 10/04/2022

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>
130131	BAUTISTA, REBECCA SHAY	701.021(1)	08/10/2022	600.00
130283	JMJ CONCRETE FINISHER	701.021(1)	08/16/2022	1,000.00
130328	BALLESTERO, ADRIAN LEIGH	701.021(1)	08/17/2022	1,000.00
130338	ROYAL CONTRACTORS LLC	701.021(1)	08/31/2022	1,000.00
130381	PACIFIC CLEANING ENTERPRISES LLC	701.021(1)	08/12/2022	1,000.00
130387	MOBLEY, RODNEY CLIFFORD	701.021(1)	08/23/2022	1,000.00
130430	RICHARDSON, ZACHARY TAYLOR	701.021(1)	09/16/2022	700.00
130438	HEIDENREICH JR, LAWRENCE JOSEPH	701.021(1)	08/17/2022	700.00
130447	CRUZ, CHRIS DANIEL	701.021(1)	09/07/2022	5,000.00
130450	CHAPPLE JR, RICHARD H	701.021(1)	08/18/2022	600.00
130459	STEVES ELECTRIC LLC	701.021(1)	08/10/2022	1,000.00
130461	BOLER, ERIC ANTHONY	701.021(1)	08/11/2022	5,000.00
130465	SALO AND SONS LLC	701.021(1)	08/11/2022	5,000.00
130484	DALY, TARON DANIEL	701.021(1)	08/23/2022	1,000.00
130485	FAIN, ADAM HENRY	701.021(1)	08/09/2022	1,000.00
130490	REYES, MARLON	701.021(1)	08/23/2022	5,000.00
130496	HUSKIES SIDING LLC	701.021(1)	08/15/2022	1,000.00
130497	ATP CONSTRUCTION LLC	701.021(1)	08/23/2022	5,000.00
130515	NUNEZ RODRIGUEZ, JESUS	701.021(1)	08/24/2022	1,000.00
130517	ECKLUND, JOSHUA	701.021(1)	08/18/2022	1,000.00
130534	EKSTROM, OLOF	701.021(1)	08/19/2022	5,000.00
130538	TRUE TEMP HEATING AND AC LLC	701.021(1)	08/19/2022	5,000.00
130539	TRUE TEMP HEATING AND AC LLC	701.021(1)	08/19/2022	5,000.00
130557	RAMSEY, RONALD G	701.021(1)	08/16/2022	1,000.00
130561	LEGACY FRAMING LLC	701.021(1)	09/07/2022	1,000.00
130564	N8 RENOVATIONS LLC	701.021(1)	09/07/2022	1,000.00
130590	MARTINEZ, FERNANDO TAFOLLA	701.021(1)	08/29/2022	1,000.00
130591	SALO AND SONS LLC	701.021(1)	09/02/2022	5,000.00
130593	DREAM HOME CONSTRUCTION INC	701.021(1)	09/08/2022	1,000.00
130620	LEE, JESSE WILLIAM	701.021(1)	09/02/2022	1,000.00
130624	REIMCHE, SHANE JUSTINE	701.021(1)	09/13/2022	5,000.00
130627	ONSPOT GUTTERS & CONSTRUCTION LLC	701.021(1)	09/13/2022	1,000.00
130635	ANSWER2CONSTRUCTION LLC	701.021(1)	09/13/2022	5,000.00
130636	WOOD, ADAM	701.021(1)	09/16/2022	5,000.00
130655	ER PLUMBING LLC	701.021(1)	09/01/2022	1,000.00
130660	BROWNING, LESTER G	701.021(1)	09/09/2022	1,000.00
130665	I & J PAINTING INC	701.021(1)	09/16/2022	1,000.00
130671	CAMACHO, LEONEL RODRIQUEZ	701.021(1)	09/09/2022	1,000.00
130676	OLIE, PETER	701.021(1)	09/16/2022	5,000.00
130679	EAGLETON HEATING AND AIR CONDITIONING LLC	701.021(1)	09/14/2022	5,000.00

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/10/2022

08/04/2022 - 10/04/2022

FINAL ORDERS (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>
130682	PDX TOP FINISHES LLC	701.021(1)	09/14/2022	5,000.00
130707	ATTACH IT CORT LLC	701.021(1)	09/16/2022	5,000.00
130718	PURVIS, TERRILL EUGENE	701.021(1)	09/16/2022	5,000.00
130737	FREEDOM CONSTRUCTION AND REMODELING LLC	701.021(1)	09/27/2022	1,000.00
130750	SNYDER, JOHN KENT	701.021(1)	09/19/2022	1,000.00
130773	BECIEZ, ISIDRO MONTIEL	701.021(1)	09/30/2022	1,000.00
130787	MARTIN, JACOB THOMAS	701.021(1)	10/03/2022	1,000.00
130795	PUCKETT, JASON RANDALL	701.021(1)	10/03/2022	1,000.00
130811	SANCHEZ FLORES, CESAR	701.021(1)	10/04/2022	1,000.00
130817	EVERGREEN VALLEY CONSTRUCTION LLC	701.021(1)	10/04/2022	5,000.00
130821	MORRISON HEATING & COOLING LLC	701.021(1)	10/04/2022	1,000.00
130840	NIEHUSS, JEFFREY ALLEN	701.021(1)	10/04/2022	1,000.00
130843	LOVINGIER, JOSEPH WILLIAM	701.021(1)	10/04/2022	1,000.00
130845	PRIME CONCRETE LLC	701.021(1)	09/23/2022	1,000.00

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130215	3 GENIUS PAINTING LLC	701.035(3)	08/22/2022	1,000.00
130428	C&M ROOFING AND CONSTRUCTION LLC	701.035(3)	08/09/2022	1,000.00
130429	RDG CONSTRUCTION INC	701.035(3)	08/10/2022	1,000.00
130472	CRATER LAKE MASONRY LLC	701.035(3)	09/01/2022	1,000.00
130502	MBS CONSTRUCTION LLC	701.035(3)	08/15/2022	1,000.00
130507	R & J CONSTRUCTION COMPANY LLC	701.035(3)	08/17/2022	1,000.00
130511	CASCADE CUSTOM FENCE & DECK CONSTRUCTION LLC	701.035(3)	08/09/2022	1,000.00
130512	SS COUNTERTOPS LLC	701.035(3)	08/23/2022	1,000.00
130518	MAGIC TOUCH PAINTING INC	701.035(3)	09/08/2022	1,000.00
130554	DAVIS, WALKER LEE	701.035(3)	08/19/2022	1,000.00
130565	FAST PROFESSIONAL PAINTING LLC	701.035(3)	08/10/2022	1,000.00
130577	PLATT, MICHELLE JONES	701.035(3)	09/02/2022	1,000.00
130614	EV CONSTRUCTION & RENOVATIONS LLC	701.035(3)	09/02/2022	1,000.00
130618	ANDY REMODELING AND ROOFING INC	701.035(3)	09/02/2022	1,000.00
130647	VENABLE, RUDOLPH JOHN	701.035(3)	09/07/2022	1,000.00
130649	NORTH CREEK CONSTRUCTION LLC	701.035(3)	09/26/2022	1,000.00
130661	ROLLER WORKS PAINTING LLC	701.035(3)	09/09/2022	1,000.00
130703	GOLDEN KEY CONSTRUCTION LLC	701.035(3)	09/26/2022	1,000.00
130712	FOSTER, MATTHEW MARK	701.035(3)	09/23/2022	1,000.00
130719	LANDON, ELDON JOSEPH	701.035(3)	09/19/2022	1,000.00
130747	TOWERY JR, BOB RAY	701.035(3)	09/30/2022	1,000.00
130752	GM CONSTRUCTION LLC	701.035(3)	10/04/2022	1,000.00
130753	TOP DOG ROOFING & CONSTRUCTION LLC	701.035(3)	09/26/2022	1,000.00

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

10/10/2022

08/04/2022 - 10/04/2022

FINAL ORDERS (cont.)

3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130395	GANTT, STEPHEN LEIGH	701.510(2)	08/04/2022	1,000.00
130396	COMPLETE EXTERIORS INC	701.510(2)	08/23/2022	1,000.00
130404	YOUNGS BAY REMODELING COMPANY LLC	701.510(2)	08/12/2022	1,000.00
130418	HUMBLE LLC	701.510(2)	08/10/2022	1,000.00
130454	CASTORENO, MASON ALEXANDER	701.510(2)	08/31/2022	1,000.00
130463	REAL IMPROVEMENTS LLC	701.510(2)	08/31/2022	1,000.00
130470	MEADOWLARK CONCEPTS LLC	701.510(2)	08/22/2022	1,000.00
130487	IC CONSTRUCTION LLC	701.510(2)	09/08/2022	1,000.00
130498	CASA BELLA CONSTRUCTION LLC	701.510(2)	09/02/2022	1,000.00
130508	WILLAMETTE R & R SERVICES LLC	701.510(3)	08/23/2022	1,000.00
130520	TRIPLETT JR, STEVEN MICHAEL	701.510(2)	09/07/2022	1,000.00
130559	PRECISION FINISH CARPENTRY LLC	701.510(2)	09/07/2022	1,000.00
130563	BLACKSTONE CONTRACTING LLC	701.510(3)	09/07/2022	1,000.00
130573	RR CHANDLER LLC	701.510(2)	08/25/2022	1,000.00
130574	G & SONS REMODELING LLC	701.510(2)	09/08/2022	1,000.00
130583	STUCK ELECTRIC COMPANY INC	701.510(2)	08/31/2022	1,000.00
130630	J A M CONCEPT REMODELING LLC	701.510(3)	09/19/2022	1,000.00
130640	REIMERS & JOLIVETTE INC	701.510(2)	09/07/2022	1,000.00
130651	COYOTE PAINTING LLC	701.510(2)	09/29/2022	1,000.00
130652	PDX HOUSE REMODELING INC	701.510(2)	09/23/2022	1,000.00
130695	REMEDY CONSTRUCTION LLC	701.510(3)	09/30/2022	1,000.00
130713	VILLEGAS VILLAFUERTE, JUAN GABRIEL	701.510(2)	10/03/2022	1,000.00
130730	MURESAN COMPANY LLC	701.510(2)	09/30/2022	1,000.00
130740	PLATON CONSTRUCTION LLC	701.510(2)	09/23/2022	1,000.00
130741	RUCKSON INC	701.510(2)	10/04/2022	1,000.00
130763	STRONG, JON RICHARD	701.510(2)	09/30/2022	1,000.00
130879	WESLEY RAY BOUVARD & MAGDALEN THERESA BOUVARD	701.510(3)	10/04/2022	1,000.00

5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130495	RYWEST HOMES INC	701.026(1)	08/18/2022	1,000.00
130628	H & L ROOFING LLC	701.026(2)	09/13/2022	1,000.00
130783	PCH INC	701.026(1)	09/14/2022	1,000.00
130812	PIZANOS HOME RENOVATIONS LLC	701.026(1)	10/04/2022	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>
130437	ARTISTIC TOUCH CONSTRUCTION LLC	087.093(2)	08/19/2022	200.00
130644	REIMCHE, SHANE JUSTINE	087.093(2)	09/21/2022	200.00

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/10/2022

08/04/2022 - 10/04/2022

FINAL ORDERS (cont.)

6 - FAILURE TO DELIVER RESIDENTIAL CONSTRUCTION NOTICES (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130754	SINGLE TREE ELECTRIC & CONSULTANTS LLC	087.093(2)	09/27/2022	200.00
130755	SINGLE TREE ELECTRIC & CONSULTANTS LLC	701.330(4)	09/27/2022	100.00
130756	SINGLE TREE ELECTRIC & CONSULTANTS LLC	701.330(4)	09/27/2022	100.00
130815	DAVID W COOK INC	087.093(2)	09/16/2022	200.00

7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130117	LANDIN JR, FRANCISCO JAVIER	701.102(2)(b)	08/10/2022	0.00
130146	URBAN PRO LLC	701.098(1)(b)	08/04/2022	0.00
130190	SPRINGER CONSTRUCTION LLC	701.102(2)(a)	08/05/2022	0.00
130292	SBJ CONSULTING LLC	701.102(2)(b)	08/23/2022	0.00
130293	GIBSON, QUANAH MEHMET	701.098(1)(b)	08/23/2022	0.00
130411	SPECIALIZED FINISHED CONCRETE LLC	701.102(2)(a)	08/04/2022	0.00
130425	BARCLAY BUILDERS INC	701.102(2)(a)	08/04/2022	0.00
130439	ROBLES PAINTING LLC	701.102(2)(a)	08/04/2022	0.00
130448	HIGHRISE GLASS INC	701.098(1)(b)	08/04/2022	0.00
130473	ALEGIS CONSTRUCTION INC	701.102(2)(a)	08/10/2022	0.00
130475	5 STAR ENGINEERING LLC	701.102(2)(a)	08/15/2022	0.00
130483	YOUNGBLOOD & SONS INC	701.102(2)(a)	08/10/2022	0.00
130494	DAWSON EXTERIOR LLC	701.102(2)(a)	08/10/2022	0.00
130500	APEX CONSTRUCTION LLC	701.102(2)(a)	08/15/2022	0.00
130514	DAVIS, FRANK LYNN	701.102(2)(b)	10/04/2022	0.00
130516	RYANS HOME IMPROVEMENT LLP	701.102(2)(b)	10/04/2022	0.00
130519	NOBLE ROOFING & CONSTRUCTION INC	701.102(2)(a)	08/18/2022	0.00
130543	COAST TO COAST TILE & STONE LLC	701.102(2)(a)	08/19/2022	0.00
130553	ADVANCED HOME EXTERIORS INC	701.102(2)(a)	08/19/2022	0.00
130594	YARD PERFECTIONS LLC	701.102(2)(a)	08/29/2022	0.00
130616	PERREIRA, JONATHAN JAMES	701.102(2)(a)	09/01/2022	0.00
130617	ELITE HOMES & DESIGN INCORPORATED	701.098(1)(b)	09/07/2022	0.00
130621	SLOTHOWER, RUSS AARON	701.098(4)(a)(E)	09/22/2022	0.00
130632	NINE DESIGN CONSTRUCTION INC	701.102(2)(a)	09/05/2022	0.00
130633	ESTRADA, FRANCISCO JAVIER	701.102(2)(a)	09/07/2022	0.00
130637	LINCH, ROBERT WAYNE	701.102(2)(a)	09/05/2022	0.00
130638	TOP PIN CONSTRUCTION/SCHRADERS FLOORING LLC	701.102(2)(a)	09/07/2022	0.00
130650	MODERN VISION PAINTING & CONSTRUCTION LLC	701.102(2)(a)	09/13/2022	0.00
130689	POWELL, ANDREW THOMAS	701.102(2)(a)	09/13/2022	0.00
130690	JLDOWNS CONSTRUCTION LLC	701.102(2)(a)	09/13/2022	0.00
130691	C & L ROOFING & REMODELING LLC	701.102(2)(a)	09/13/2022	0.00
130693	BETTER CHOICE PAINTING LLC	701.102(2)(a)	09/13/2022	0.00
130720	PROFESSIONAL SERVICE INDUSTRIES INC	701.091(1)	09/23/2022	1,000.00

CONSTRUCTION CONTRACTORS BOARD ENFORCEMENT CONSENT AGENDA

10/10/2022

08/04/2022 - 10/04/2022

FINAL ORDERS (cont.)

7 - SUSPENSIONS (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130742	CMR CONSTRUCTION LLC	701.106(1)(b)	09/23/2022	0.00
130745	MATHSON CONSTRUCTION & DESIGN LLC	701.098(1)(b)	09/23/2022	0.00
130746	BARRON BUILDERS LLC	701.102(2)(a)	09/27/2022	0.00
130766	DON LEWIS PLUMBING SERVICE LLC	701.106(1)(b)	09/23/2022	0.00
130767	WINTERTON, TANNER JOE	025.750	09/02/2022	0.00
130799	TREENADA CO	701.068(6)	10/04/2022	0.00
130824	BRIDGETOWN REMODEL AND REPAIR LLC	701.098(1)(b)	09/30/2022	0.00

8 - OTHER

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129082	ALL PURPOSE DRYWALL LLC	701.102(2)(d)	09/13/2022	
130424	NOAH T LACEY CONSTRUCTION LLC	701.106(1)(j)	08/17/2022	1,000.00
130436	VANCILLS ROOFING AND CONSTRUCTION LLC	701.305(1)	08/19/2022	500.00
130451	ALLURE CONSTRUCTION LLC	701.106(1)(j)	08/22/2022	1,000.00
130452	UNITY PACIFIC CONSTRUCTION CORP	701.106(1)(j)	08/23/2022	1,000.00
130453	AA PACIFIC HOMES LLC	701.106(1)(j)	08/31/2022	1,000.00
130464	LOST CREEK FENCE LLC	701.305(2)	08/23/2022	200.00
130467	PDXKINGS EXPERT PAINTING SERVICES LLC	701.106(1)(j)	09/20/2022	1,000.00
130522	THOMAS, JOHN WAYNE	701.305(1)	09/07/2022	500.00
130524	UNITED TILEWORKS LLC	701.305(1)	09/07/2022	500.00
130527	DOTSON CONSTRUCTION LLC	701.305(1)	09/07/2022	500.00
130537	GABRIELLE FLORENCE BURCH & KENNETH EDWIN BURCH	701.305(1)	09/07/2022	500.00
130547	GONZALES CUSTOM CARPENTRY LLC	701.305(1)	08/23/2022	500.00
130592	GT EXCAVATION INC	701.305(1)	08/16/2022	500.00
130623	PEIRICK, JONATHAN LEO	701.305(1)	08/31/2022	500.00
130639	DIEGOS CONSTRUCTION LIMITED LIABILITY COMPANY	701.106(1)(j)	09/13/2022	1,000.00
130656	FBR ROOFING LLC	701.305(1)	09/14/2022	500.00
130662	PRO EDGE CONSTRUCTION LLC	701.046(4)	09/09/2022	1,000.00
130687	TIMS TREE REMOVAL AND SERVICES LLC	701.098(1)(b)	09/08/2022	50.00
130717	ADVANCED ROOFING TECHNOLOGIES INC	701.106(1)(j)	09/26/2022	1,000.00
130721	DYLAN'S PAINTING LLC	701.106(1)(j)	09/30/2022	1,000.00
130724	TRUITT PAINTING AND CONSTRUCTION LLC	701.305(2)	09/21/2022	500.00
130725	CUTRITE CONCRETE CUTTING LLC	701.098(1)(f)	09/16/2022	0.00
130728	WEEKS CONSTRUCTION INC	701.098(1)(f)	09/16/2022	0.00
130732	TEMP A CURE INC	701.098(1)(f)	09/16/2022	0.00
130733	THE JAMAR COMPANY	701.098(1)(f)	09/16/2022	0.00
130734	ABOVE THE REST ROOFING INC	701.098(1)(f)	09/16/2022	0.00
130735	YAKIMA CONSTRUCTION INC	701.098(1)(f)	09/16/2022	0.00
130757	ELEMENT EXTERIOR CONSTRUCTION LLC	701.106(1)(j)	09/28/2022	1,000.00

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

10/10/2022

08/04/2022 - 10/04/2022

FINAL ORDERS (cont.)

8 - OTHER (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130769	DOUBLE J EXCAVATING INC	701.098(1)(f)	09/23/2022	0.00
130774	REILLY SIGNATURE HOMES LLC	701.106(1)(j)	09/30/2022	1,000.00
130794	SUNNYHILL MECHANICAL INC	701.098(1)(b)	10/04/2022	50.00
130803	LONG RIVER CONSTRUCTION INC	701.098(1)(f)	09/30/2022	0.00
130804	R2R CONSTRUCTION INC	701.098(1)(f)	09/30/2022	0.00
130807	BRAY CONSTRUCTION LLC	701.098(1)(f)	09/30/2022	0.00
130813	HARDLINE DESIGN & CONSTRUCTION INC	701.106(1)(j)	09/26/2022	1,000.00
130876	LANDERS ELECTRIC LLC	701.305(1)	10/04/2022	500.00
130918	DREAM WEAVER PAINTING LLC	701.305(2)	10/03/2022	200.00

9 - CRIMINAL / INJUNCTIONS / STOP WORK

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
130267	WOODS, ROBERT LEWIS	701.098(1)(i)	08/23/2022	0.00
130269	BIGG BANX RENOVATIONS LLC	701.098(1)(i)	08/23/2022	0.00
130488	DUCKING COOL HVAC LLC	701.098(1)(i)	09/22/2022	0.00

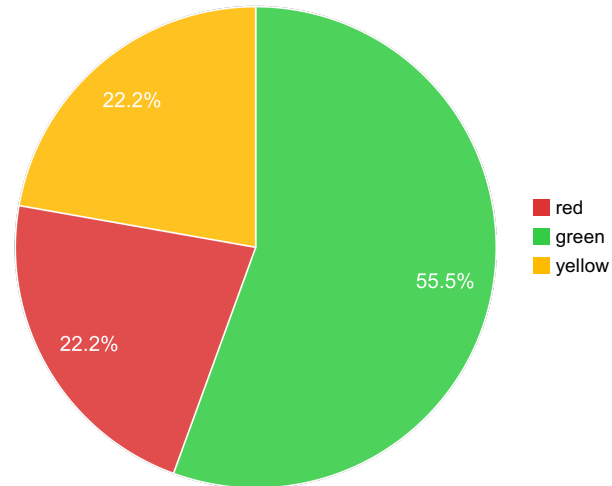
Construction Contractors Board

Annual Performance Progress Report

Reporting Year 2022

Published: 9/23/2022 12:45:07 PM

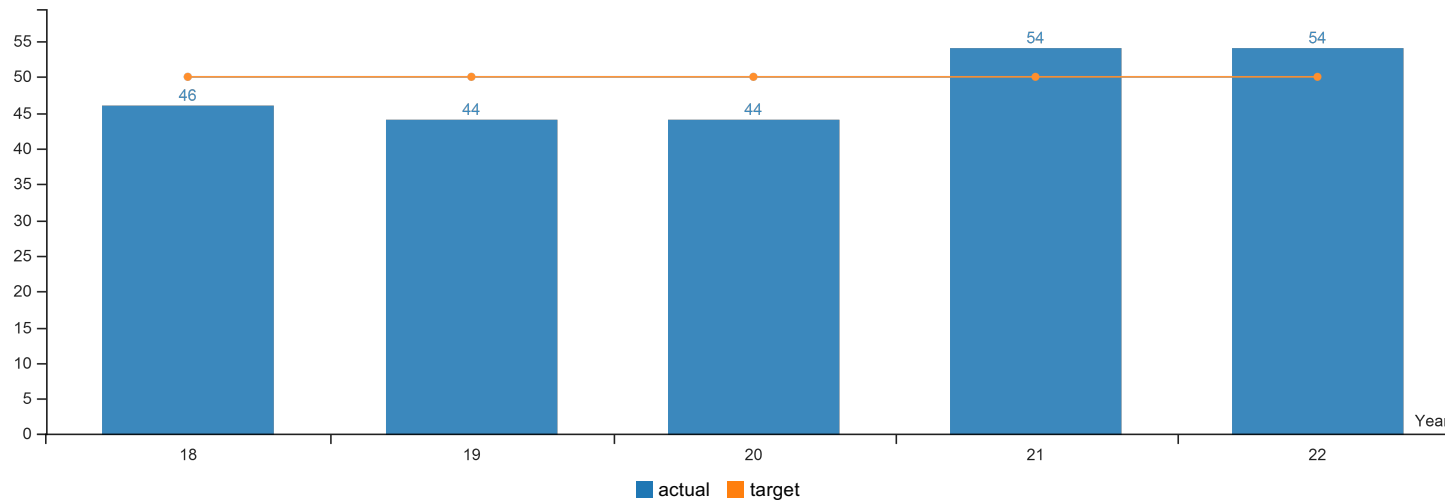
KPM #	Approved Key Performance Measures (KPMs)
1	Homeowner Awareness - Percent of homeowners who are aware of their rights and responsibilities and the services of CCB.
2	Unlicensed Recidivism Rate - Percent of offenders who perform work without a CCB license within three years of first offense.
3	Contractors 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:	55.56%	22.22%	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	2018	2019	2020	2021	2022
Percent of Homeowners Aware of Rights					
Actual	46%	44%	44%	54%	54%
Target	50%	50%	50%	50%	50%

How Are We Doing

Approximately 54 percent of Oregon homeowners are aware of the CCB. This finding is based on a scientific survey of 828 Oregon homeowners conducted in June of 2021. This is a ten point increase over the prior survey. During the 2021 Legislative session, a proposed change to this KPM was approved moving this to a biennial survey, rather than an annual survey. This was done to reduce costs while continuing to provide regular data on public awareness.

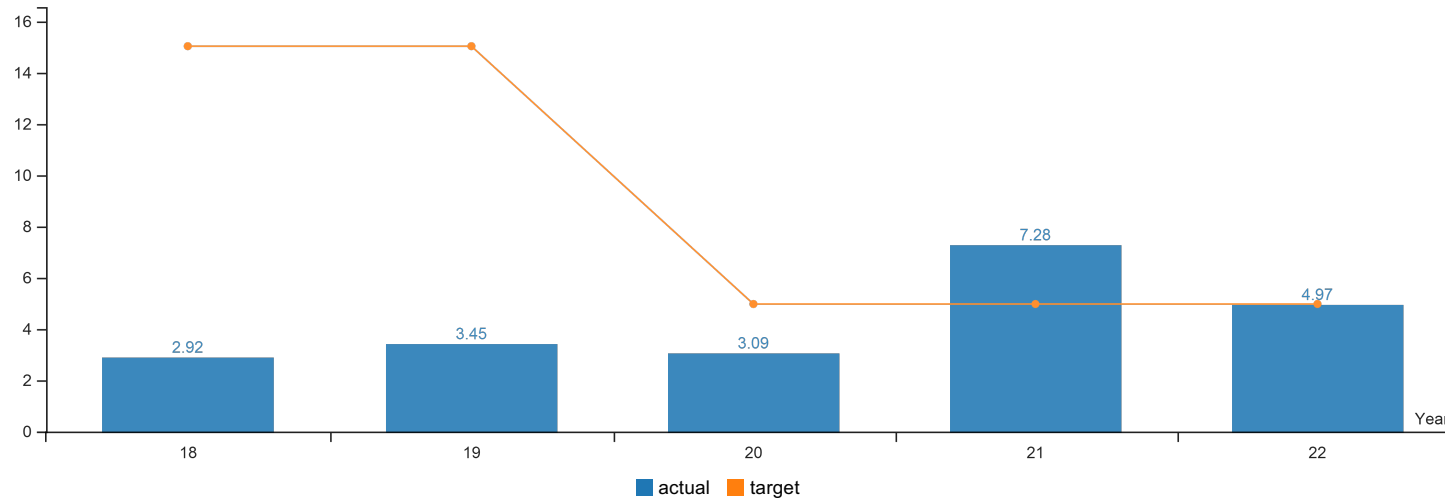
New survey results will be available in 2023.

Factors Affecting Results

The most recent results come from a survey conducted in mid-2021 while many of the disruptions affecting traditional outreach activities were still in place. The COVID-19 disrupted many traditional outreach activities, and the agency has adapted to the online and virtual environment to reach homeowners where they are. Outreach efforts continue through webinars, press releases, mass emails, joint publications with other agencies, PSAs and radio and television interviews. In previous years, the agency's primary outreach focus included home building and improvement shows. When large groups are once again permitted, home shows may remain an element of outreach. However, there are indications a declining percentage of homeowners attend these events. To accommodate, the agency has been actively seeking new avenues to reach homeowners through agency partners that include other state and local government agencies, stakeholders and contractors themselves.

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	2018	2019	2020	2021	2022
Enforcement: Unlicensed Recidivism Rate					
Actual	2.92%	3.45%	3.09%	7.28%	4.97%
Target	15%	15%	5%	5%	5%

How Are We Doing

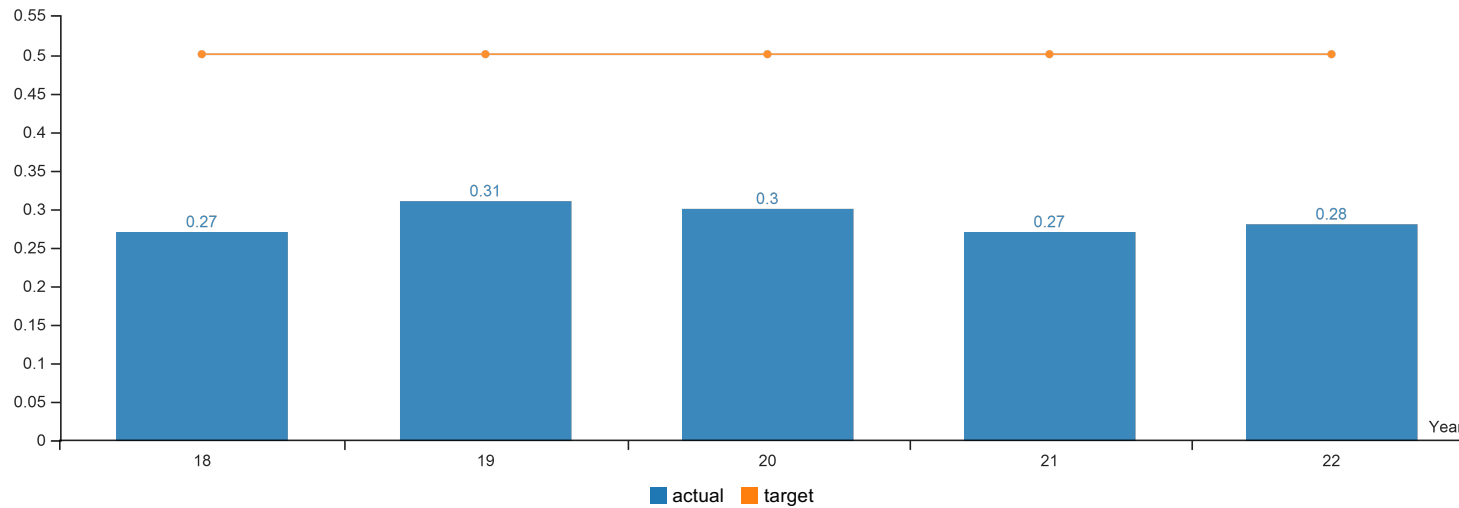
This measure has corrected from a significant increase in recidivism during 2021. The recidivism rate has dropped to just slightly below the revised target of 5% (15% previously) on this KPM for FY 2022 (7/1/21-6/30/22).

Factors Affecting Results

During the 2022 fiscal year, we saw the number of repeat offenders drop to just under target level. The agency believes that this is likely a correction coming out of the uptick in violations seen during the COVID period of FY 2021. While there is no hard evidence, it is possible that with the closure or curtailment of so many government functions, some contractors may also have expected CCB to curtail active enforcement, which the agency never did. Active, statewide field investigation and enforcement was maintained throughout the pandemic. It is likely that once this became clear, compliance corrected to reflect this.

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	2018	2019	2020	2021	2022
Percent of Contractors Who Fail to Pay Final Orders					
Actual	0.27%	0.31%	0.30%	0.27%	0.28%
Target	0.50%	0.50%	0.50%	0.50%	0.50%

How Are We Doing

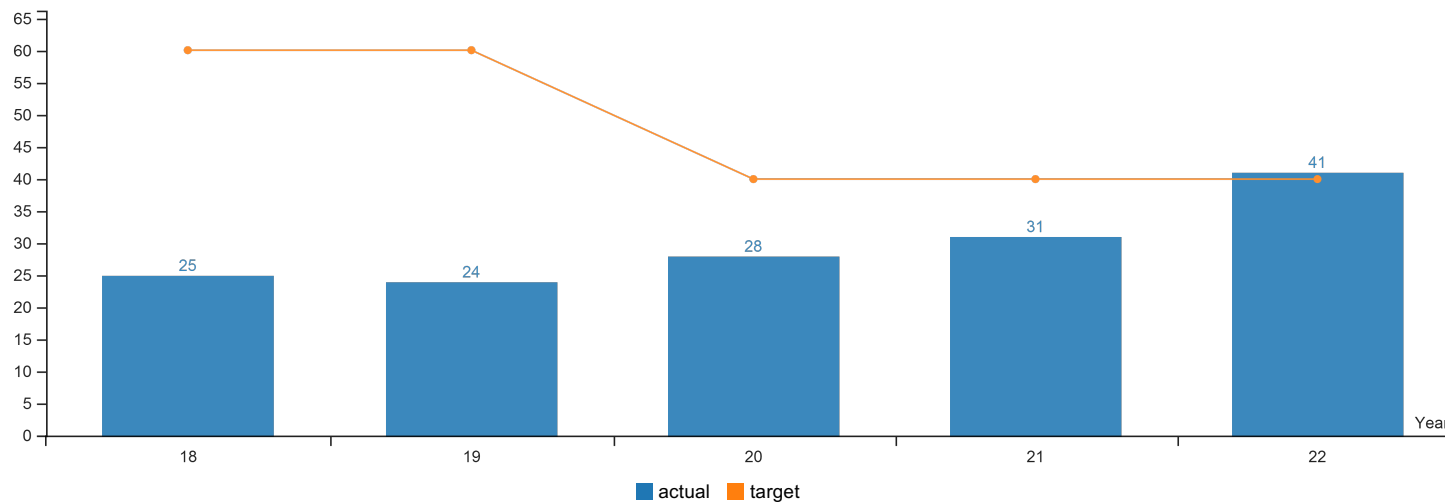
The agency was well under the target maximum for FY 2022 (7/1/21-6/30/22). For FY 2022 the agency achieved 28 percent.

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	2018	2019	2020	2021	2022
Enforcement Program - Average Days to Closure					
Actual	25	24	28	31	41
Target	60	60	40	40	40

How Are We Doing

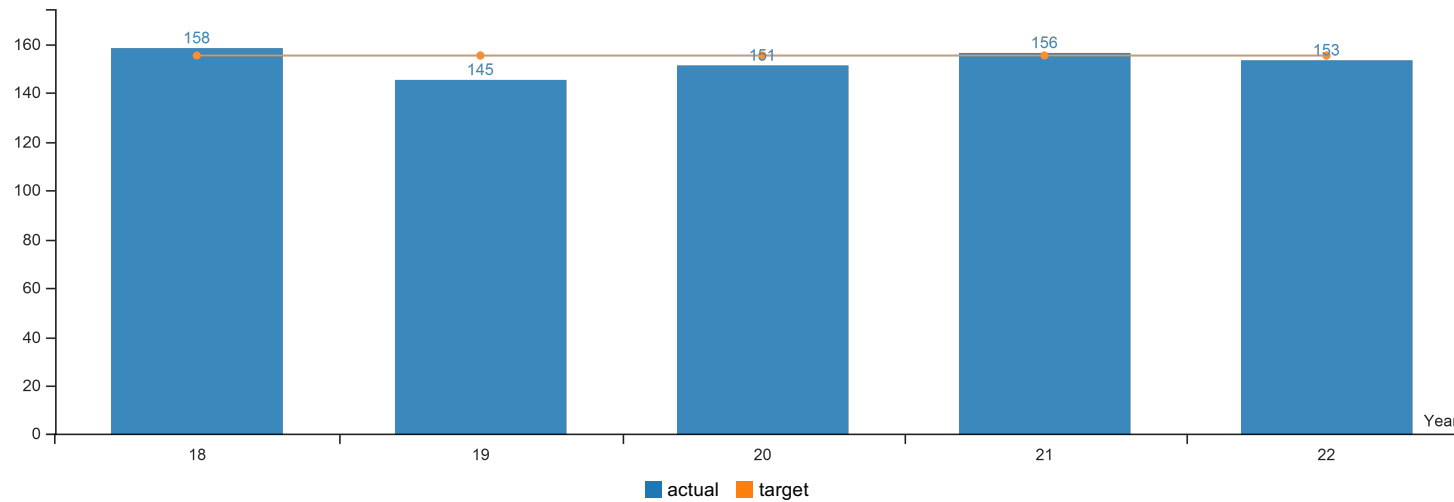
In FY 2022 (7/1/21-6/30/22), CCB missed the target limit of 40 average days to resolution by one day.

Factors Affecting Results

The current target of 40 days can be close when allowing 21 minimum days for due process responses. From 2016 through 2021, CCB Compliance Section has remained under the target for this KPM except when the case is referred for hearings. Long lead times for hearing scheduling have been realized during the pandemic and has resulted in CCB missing its target by one day. NOTE: This measure has been targeted for review and possible revision to develop a measure that excludes factors external to agency performance (hearings etc.) and tracks only those elements more directly within the agency's control.

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	2018	2019	2020	2021	2022
DRS Complaints - Average Days to Final Order					
Actual	158	145	151	156	153
Target	155	155	155	155	155

How Are We Doing

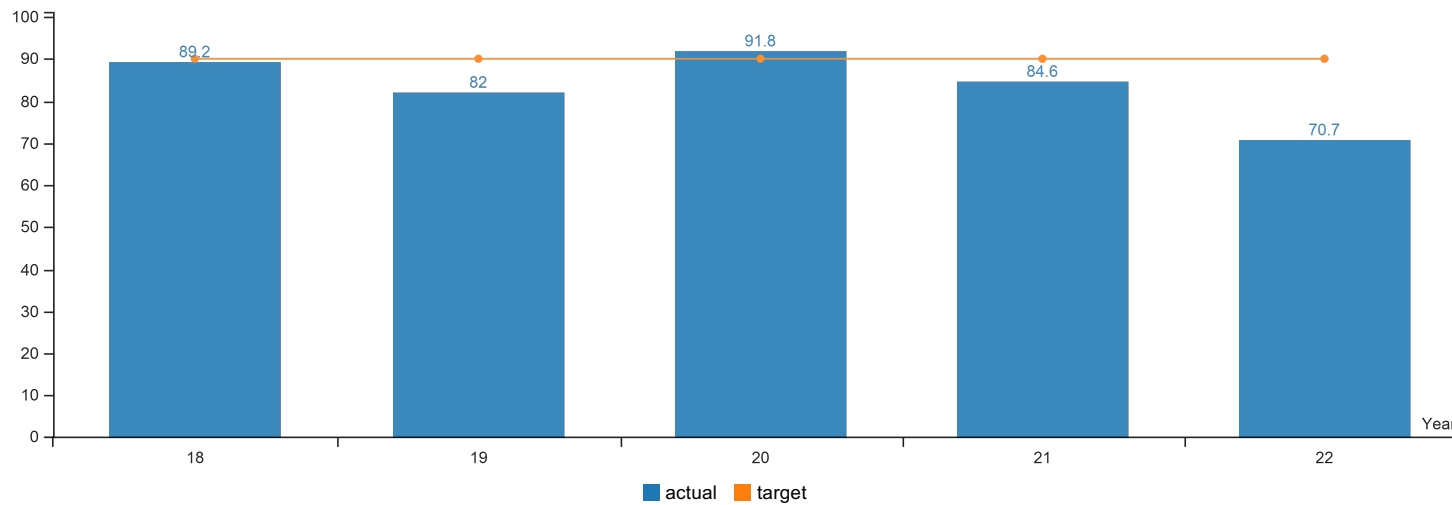
The agency has met and exceeded its target for FY 2022 (7/1/21-6/30/22) by 2 days.

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 and with courts closed for long periods during the pandemic, it will take time to resolve the length of time to resolution. NOTE: This measure has been targeted for review and possible revision to develop a measure that excludes factors external to agency performance (hearings, etc.) and tracks only those elements more directly within the agency's control.

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	2018	2019	2020	2021	2022
DRS Program Customer Satisfaction					
Actual	89.20%	82%	91.80%	84.60%	70.70%
Target	90%	90%	90%	90%	90%

How Are We Doing

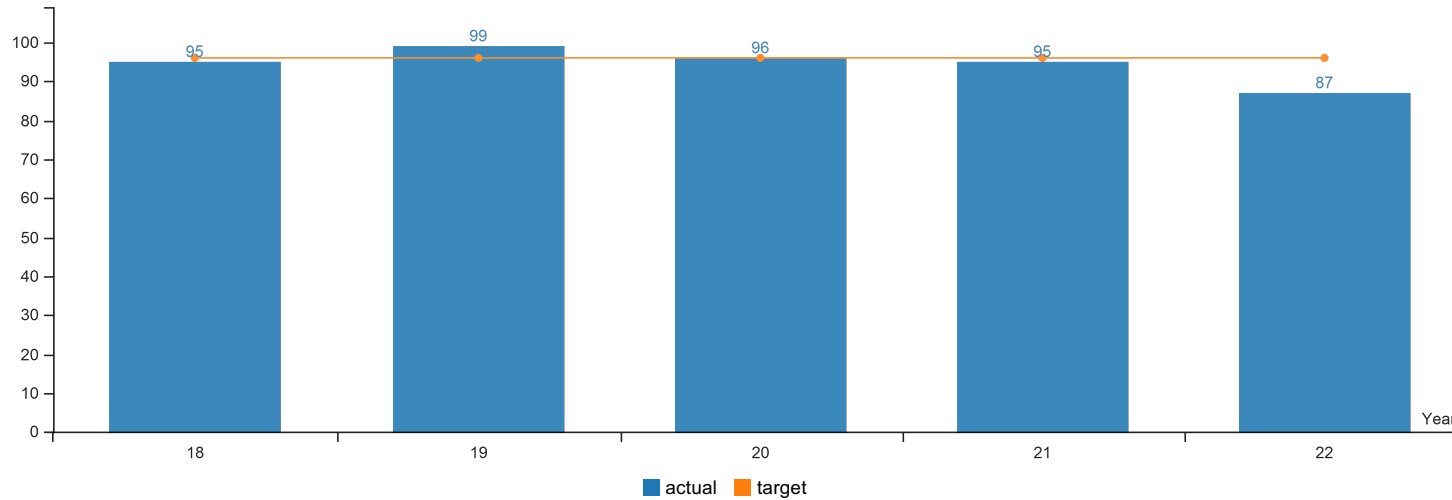
The agency missed its target for FY 2022 (7/1/21-6/30/22).

Factors Affecting Results

The agency continues to evaluate ways to improve the survey results and demonstrate the agency's commitment to objective mediation support. Comments returned in surveys are closely evaluated and regularly reviewed with program staff and discussion includes methods to address complaints and dissatisfaction. One factor may be that in-person mediations became more difficult during the pandemic and the agency was forced to move to mostly phone mediations. The agency is also looking for ways to increase the number of surveys returned. The number of returned surveys dropped significantly in 2021 and continued into 2022. Smaller numbers of surveys can skew the results. Electronic surveying was implemented in late 2017.

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	2018	2019	2020	2021	2022
Licensing Customer Satisfaction					
Actual	95%	99%	96%	95%	87%
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.

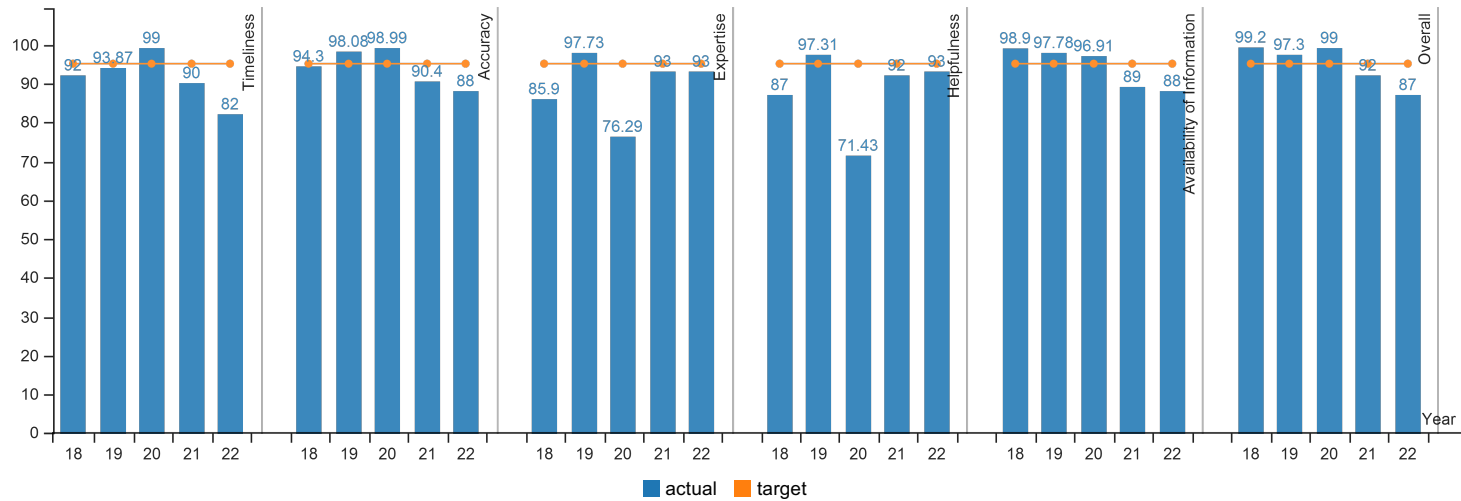
Factors Affecting Results

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.

Due to 90% online renewal rate, the agency stopped sending paper renewals via USPS and began sending renewal reminders via post card and email. This has been received positively by majority of contractors, however, some have expressed dissatisfaction with the renewal reminders because they do not do business online (lack of website, newsletter, and email access).

Processing satisfaction has been negatively impacted by COVID-19.

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	2018	2019	2020	2021	2022
Timeliness					
Actual	92%	93.87%	99%	90%	82%
Target	95%	95%	95%	95%	95%
Accuracy					
Actual	94.30%	98.08%	98.99%	90.40%	88%
Target	95%	95%	95%	95%	95%
Expertise					
Actual	85.90%	97.73%	76.29%	93%	93%
Target	95%	95%	95%	95%	95%
Helpfulness					
Actual	87%	97.31%	71.43%	92%	93%
Target	95%	95%	95%	95%	95%
Availability of Information					
Actual	98.90%	97.78%	96.91%	89%	88%
Target	95%	95%	95%	95%	95%
Overall					
Actual	99.20%	97.30%	99%	92%	87%
Target	95%	95%	95%	95%	95%

How Are We Doing

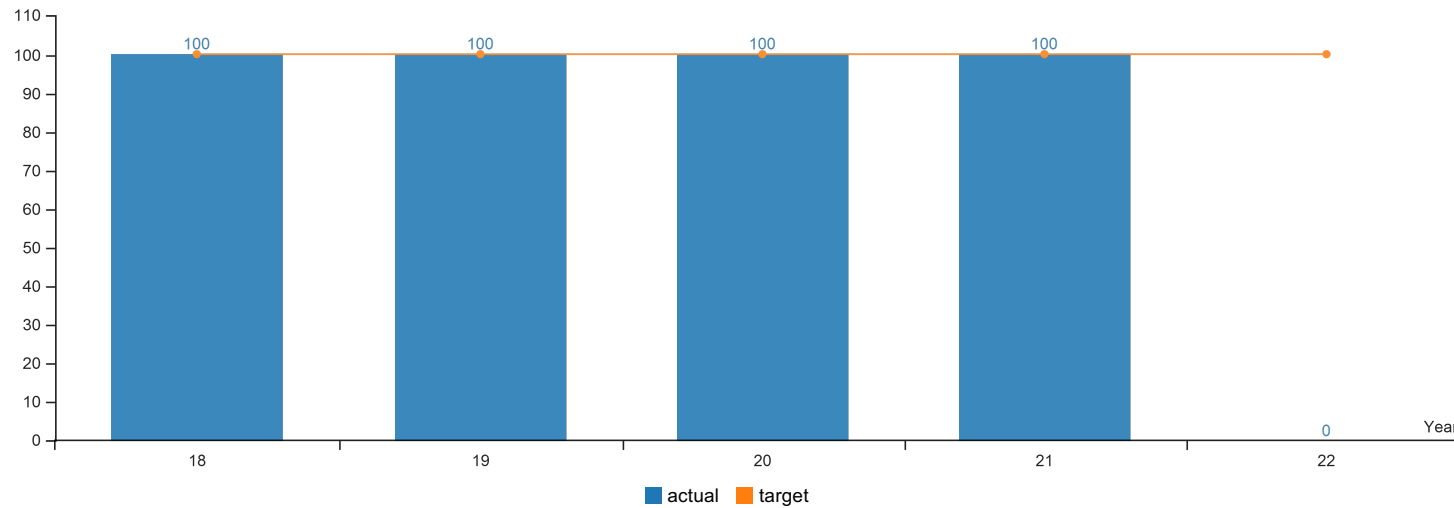
The agency's performance in FY 2022 (7/1/21-6/30/22) fell below the target in categories #1 - #6. While these statistics are from a lower percentage of surveys returned than in the past, CCB staff works hard to maintain a high level of customer satisfaction while incorporating frequent changes in licensing and continuing education requirements, and looking for ways to improve customer satisfaction levels.

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.

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	2018	2019	2020	2021	2022
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 2022 (7/1/21-6/30/22).

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.

2021-23 Fiscal Status Report Summary

	Last Three Mos			Thru September 2022 ACTUAL to DATE	REMAINING PROJECTED	TOTAL PROJECTED BI 2021-23	Authorized BUDGET (LAB)	LAB VS. PROJECTED
	Jul-22 Actuals	Aug-22 Actuals	Sep-22 Actuals					
Beginning Cash Balance				5,964,674		5,964,674		
Revenue	647,524	480,434	546,677	10,119,547	6,502,044	16,621,591	14,138,612	(2,482,979)
Personal Services	538,017	588,853	561,268	8,071,308	5,370,299	13,441,607	14,003,787	562,180
Services & Supplies	24,238	176,597	487,948	2,360,732	1,012,176	3,372,908	3,537,839	164,931
Capital Outlay	-	-	-	-	-	-	-	0
Expenditures	562,255	765,450	1,049,216	10,432,040	6,382,475	16,814,515	17,541,626	727,111
Revenue vs. Expenditures	85,269	(285,017)	(502,539)	(312,493)	119,569	(192,924)		
Ending Cash Balance	6,439,737	6,154,720	5,652,181	5,652,181		5,771,750		

(3) Last Report: \$425,466

Last Report: \$566,831

TRUE

Last Report: \$5,815,541

6 Mos + \$750 Threshold: \$5.14 M

Proctor Info

Proctor Revenue	26,040	28,620	29,880	446,220	297,492	743,712	775,000	31,288
Total Revenue To LAB	673,564	509,054	576,557	10,565,767	6,799,536	17,365,303	14,913,612	(2,451,691)
Proctor Expense Recon	26,040	28,620	29,880	446,220	297,492	743,712	775,000	31,288
Total Expenditures (w/ Proctor)	588,295	794,070	1,079,096	10,878,260	6,679,967	17,558,227	18,316,626	758,399

(1) Two factors affect revenue for August and September:

- (a) The agency made two lump sum General Fund transfers in August and September to catch up from prior months.
- (b) Historically there is a drop in key revenue activity rates from July - December each year.

(2) S&S Charges for August and September are irregular for a couple reasons:

- (a) August S&S reflects double payments not processed in July -- caused by staff transitions and Fiscal Year closeout in July
- (b) September includes our annual State Government Service Charge payments to DAS of \$312K

(3) The shift in Personal Services projections for the duration of 21-23 is the result of a variety of factors that include several retirements, changes to schedule for filling some vacancies reduced cost for some new hires as compared to long-time employees and related factors.

Construction Contractors Board



**Oregon Homebuilders
Association Conference
September 2022**



What We Do



Protect Oregon Consumers & Support Licensed Contractors

- **Licensing:** Approximately 48,000 licensees
- **Enforcement:** Statewide enforcement – 10,000 Site Checks
- **Dispute Resolution:** 1,000 mediations – 70% resolved
- **Education:** 1,700 hours of live training with other regulatory agencies



How We Do It



- **Customer Focus**
 - Expand reach of consumer protection message
 - Improved Efficiency in licensing and enforcement
- **Partnerships**
 - **Other Agencies:** Leverage common interests to maximize resources – more efficient no additional cost
 - **Industry:** Work in tandem with industry to support appropriate regulatory measures
- **Focused Regulatory Approach**
 - Well-Defined Purpose
 - Clear Standard
 - Consistent Enforcement
 - Low barriers to compliance



Status Update



- **Licensees: Historically, Recent and Today**

- Jan 2007: 50,500

- Jan 2015: 38,900

- Jan 2019: 45,552 (35,332 Residential)

- Jan 2021: 47,315 (36,777 Residential)

- July 2022: 48,077 (37,500 Residential)

- January 2022: 48,100 (37,475 Residential)

- July 2022: 48,077 (37,334 Residential)



Revenue Activity



New Applications: January – July average

- 2019: 454 per month
- 2021: 451 per month
- 2022: 446 per month partial

License Renewals: January – July average

- 2019: 85.5%
- 2021: 83.8%
- 2022: 81.5%

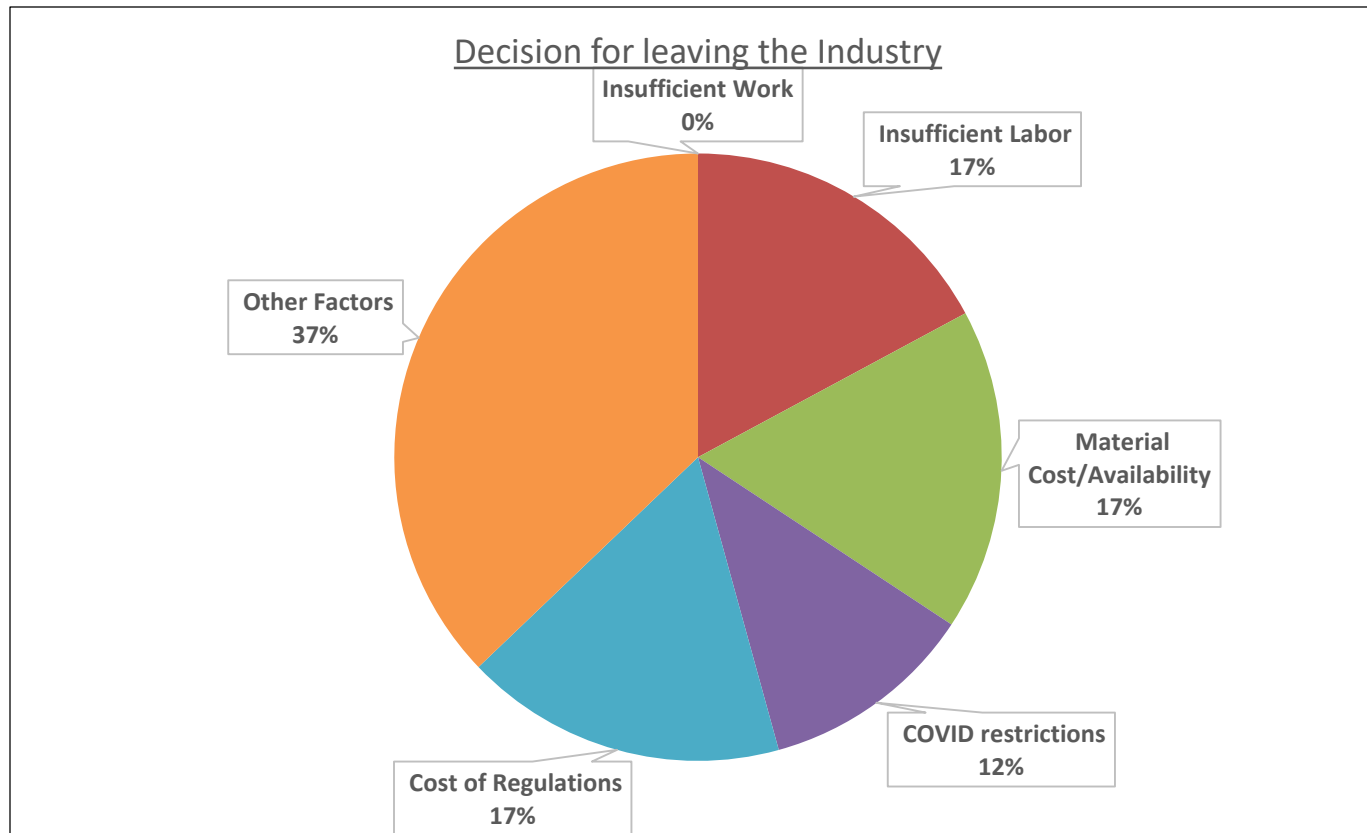


Renewal Decline?



Why are people failing to renew? (non-scientific survey)

- 44% -- Retirement
- 21% -- Create or Join a new construction firm
- 31% -- Leaving the construction industry





3 Takeaways: Fiscal



Situation: Economic decline impacts revenue & services

- CCB is dependent on our ratepayer – license fees sole funding
- Beginning in 2020 CCB has been dealing with a **Triple-Bind**
 - Depleted Reserves
 - Potential Revenue Decline
 - Failure to make needed investments – Staffing and Technology

Approach: Sustainable Financial Management

- Successfully re-built reserves
 - Anticipated economic decline
 - Support needed investments in technology
- Continue managing to revenue



3 Takeaways: Service Delivery



Situation: Agency Staffing has not kept pace with growth

- Current staffing was set in 2015 – bottom of prior recession
- Old technology hinders optimization
- Not all CCB services fall off when revenue does

Approach: Accountable Service Delivery

- Hold harmless core external services
- Partner to support core functions – BCD Partnership
- Improved utilization of data to support service enhancements



3 Takeaways: Optimization



Situation: Archaic Technology – Extended Replacement timeline

- Current database is in-house developed in 1990
- Cost is in what it does not do well, AND what it can't be made to do

Approach: Regularly deploy small achievable enhancements

- Building capacity and culture that supports continuous improvements
 - Deploy cost-saving, time-saving efficiency measures
 - Following the 80/20 principle



Help me, Help You



- Stay in touch:
 - Keep your address, including email address current
- Read your CCB mail and email
- Use Electronic resources:
 - Online renewal – renew early
 - **eWatch**: notification on all subs you work with
 - **eProof**: Electronic filing of insurance certs
 - Report unlicensed work



Help me, Help You



Questions?

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CCB Website

<https://www.oregon.gov/ccb/pages/index.aspx>