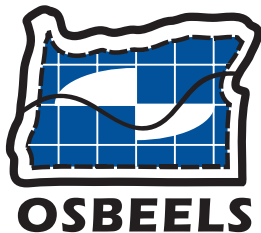


Report to the Governor & Legislative Assembly

For the Biennium Ended June 30, 2023



Semi-Independent Agency

Oregon State Board of Examiners for Engineering & Land Surveying

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Salem, OR 97301

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Section I

Independent Auditor's Report

The Oregon State Board of Examiners for Engineering and Land Surveying engaged with Moss Adams to conduct the financial review of the agency's budget for the 2021-2023 biennium as required under Oregon Revised Statute 182.464.



Report of Independent Accountants

Oregon State Board of Examiners for Engineering & Land Surveying
Oregon Secretary of State Audits Division

We have performed the procedures enumerated below, on the accounting records noted below for the Biennium ended June 30, 2023. The Oregon State Board of Examiners for Engineering & Land Surveying (the Board) is responsible for the accounting records noted below.

The Oregon Board of Examiners for Engineering & Land Surveying has agreed to and acknowledged that the procedures performed are appropriate to meet the intended purpose of assisting the Oregon Board of Examiners for Engineering & Land Surveying in complying with Oregon Revised Statute (ORS) 182.464. Additionally, the Oregon Secretary of State Audit Division has agreed to and acknowledged that the procedures performed are appropriate to meet their purposes. This report may not be suitable for any other purpose. The procedures performed may not address all the items of interest to a user of this report and may not meet the needs of all users of this report and, as such, users are responsible for determining whether the procedures performed are appropriate for their purposes.

The procedures we performed and our findings are as follows:

Receiving, Recording and Reporting Transactions

1. We obtained the following list of internal controls for receiving, recording and reporting transactions. We agreed the list of internal controls to the Board's policies and procedures without exception.

Internal Control	
a	The Support Manager enters revenue items in Quickbooks.
b	Revenue received via Electronic Funds Transfers are automatically deposited into the Board's checking account. Revenue received via a Check follows check procedures. Monthly reconciliations are reviewed and approved.
c	The Deputy Administrator reviews the journal entry in Quickbooks and approves it with the monthly reconciliations.
Invoices received:	
d	The Receptionist stamps the invoice with the date-received stamp with the current date displayed.
e	The Support Manager attaches the invoice with any supporting documentation.
f	The Receptionist will stamp and code the invoice to approve for payment and route to the Support Manager for processing.
g	After all bills are entered for payment, the Support Manager then prints checks through Quickbooks. The Deputy Administrator then reviews the checks and related bill/invoice. After review, the Deputy Administrator signs the check for payment and initials the invoice and check stub.
h	Management reviews the request for refund materials and determines whether the refund is compliant with the OARs for refunds. If approved, management signs and dates the form.
i	The accounts specialist files completed refund requests in the Registrant's file.

2. We obtained a schedule from management of all accounting transactions from Quickbooks that occurred during the Biennium ended June 30, 2023 and haphazardly selected 10 transactions. We performed procedures over the items selected to obtain evidence that the control took place. The results of our procedures are included in the table below:

Transactions Selected	Control A	Control B	Control C	Control D	Control E	Control F	Control G	Control H	Control I	
1	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	
2	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	
3	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	
4	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	
5	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	
6	N/A	N/A	N/A	✓	✓	✓	✓	N/A	N/A	
7	N/A	N/A	N/A	✓	✓	✓	✓	N/A	N/A	
8	N/A	N/A	N/A	✓	✓	✓	✓	N/A	N/A	
9	N/A	N/A	N/A	✓	✓	✓	✓	N/A	N/A	
10	N/A	N/A	N/A	✓	✓	✓	✓	N/A	N/A	
✓	= Procedure performed without exception									
N/A	= Control not applicable for this selection									
Control Type	Control									
Revenues	A	We noted the non-licensure revenue item was entered into Quickbooks by the Support Manager.								
	B	We noted the revenue item was included in the bank statement and the bank reconciliation was signed by the Board Administrator as evidence of review.								
	C	We noted the journal entry was approved by the Deputy Administrator								
Expenses and Payroll	D	We noted the invoice was date stamped.								
	E	We noted supporting documentation for each invoice.								
	F	We noted the Support Manager's review.								
	G	We noted the Deputy Administrator's approval of the check issuance.								

Cash Handling

3. We obtained the following list of internal controls for cash handling transactions. We agreed the list of internal controls to the Board's policies and procedures without exception.

Internal Control	
a	When cash is received, the front desk emails the Accounts Department (cc: Support Manager) with following information: who from, how much, what for, and a note that the Font Desk will lock the cash away in the accounts locker for later processing.
b	Attach the bank receipt to the Deposit Batch Summary and Deposit Batch Detail and give to the Support Manager.

4. We obtained a schedule from management of all cash transactions that occurred during the Biennium ended June 30, 2023. Only one cash transaction occurred during the biennium. We performed procedures over the one item selected to obtain evidence that the controls took place. The results of our procedures are included in the table below:

Transaction Selected	Control A	Control B
1	✓	✓
✓	= Procedure performed without exception	
N/A	= Control not applicable for this selection	
Control A: We noted email support from front desk to accounts department with cash receipt information.		
Control B: Inspected bank receipt deposit batch summary and detail and agreed to cash receipt information from email support.		

Licensing Individuals

5. We obtained the following list of internal controls for licensing individuals. We agreed the list of internal controls to the Board's policies and procedure without exception.

Internal Control	
	Individual applications that are received by US Mail are date stamped when received.
a	Applications that are submitted electronically will have a date completed within the record history.
	Individual applications are reviewed for completeness and approved by the Registration Specialist. If requirements are met, the application is sent to the Board for approval, via the
b	Registration Approval list.
c	Approved individual applications are sent an approval email generated by the database system.
	Applications denied or withdrawn provide support for why application was denied or withdrawn. Withdrawn applications are noted in the system by the Registration Specialist. Application denials must be decided by the Board and will be recorded as such in the record. Withdrawn
d	applications do not go in front of the Board.

6. We obtained a schedule from management of all licenses issued, denied, or withdrawn during the Biennium ended June 30, 2023 and haphazardly selected 8 licenses issued. Per inquiry of management and the schedule provided by management, there were no licenses denied or withdrawn during the biennium. We performed procedures over the items selected to obtain evidence that the control took place. The results of our procedures are included in the table below:

Licensees Selected	Control A	Control B	Control C	Control D
1	✓	✓	✓	N/A
2	✓	✓	✓	N/A
3	✓	✓	✓	N/A
4	✓	✓	✓	N/A
5	✓	✓	✓	N/A
6	✓	N/A	N/A	N/A
7	✓	N/A	N/A	N/A
8	✓	✓	✓	N/A
✓	= Procedure performed without exception			
N/A	= Control not applicable for this selection			
Control A: We noted a date stamp on all applications and registrations, and renewals.				
Control B: We noted the Registration Specialist's approval of the license in the Activity Log of the license management system (n/a for renewals.)				
Control C: We noted the license management system generated an Approval Letter with a sending timestamp (n/a for renewals.)				

Bank Reconciliations

7. We confirmed bank balances with financial institutions that the Board uses as of June 30, 2023. We agreed the confirmations to the June 30, 2023 bank reconciliations without exception.
8. We obtained the following list of internal controls over bank reconciliations. We agreed the list of internal controls to the Board's policies and procedures without exception.

Internal Control	
a	No later than the 15th of each month, the Support Manager reconciles the Operating Funds account and the Public Funds account and prints the QuickBooks audit report. The reconciliation packet is given to the Deputy Administrator.
b	No later than the 20th of each month, the Deputy Administrator reviews and initials the reconciliation documents. Once approved, the Deputy Administrator gives the packet to the Administrator.
c	No later than the 25th of each month, the Administrator reviews and initials the reconciliation documents and the checks written that month. The Administrator will also review and initial the QuickBooks audit report.
d	Before the end of the month, the Administrator will communicate with the Board President the monthly financial documents are available for review. At a minimum, when present at the Board office, the Board President will review and sign off on the review sheet that the monthly financial information has been reviewed and confirmed.

9. We obtained a list from management of all bank reconciliations for the Biennium ended June 30, 2023 and haphazardly selected 3 reconciliations. We performed procedures over the items selected to obtain evidence that the control took place. The results of our procedures are included in the table below:

Reconciliations Selected	Control A	Control B	Control C	Control D
1	✓	✓	✓	✓
2	✓	✓	✓	✓
3	✓	✓	✓	✓
✓	= Procedure performed without exception			
N/A	= Control not applicable for this selection			
Control A: We noted the reconciliation was prepared by the Manager				
Control B: We noted the bank reconciliation was approved by the Deputy Administrator				
Control C: We noted the bank reconciliation was approved by the Administrator				
Control D: We noted the bank reconciliation was approved by the Board President				

10. We haphazardly selected 3 reconciling items from two of the bank reconciliations selected in Procedure 7 and agreed those reconciling items to supporting documentation without exception. One of the bank reconciliations selected in Procedure 7 contained no reconciling items to test.

Revenues other than Licensing

11. We obtained the following list of internal controls over revenues other than licensing (see items 3 & 4 above for internal controls over licensing). We agreed the list of internal controls to the Board's policies and procedures without exception.

Internal Control	
a	The Support Manager enters revenue items in Quickbooks.
b	Revenue received via Electronic Funds Transfers are automatically deposited into the Board's checking account. Revenue received via a Check follows check procedures. Monthly reconciliations are reviewed and approved.
c	The Deputy Administrator reviews the journal entry in Quickbooks and approves it during the monthly review of reconciliations.

12. We obtained a schedule from management of non-licensure revenues during the Biennium ended June 30, 2023 and haphazardly selected 10 non-licensure revenue items. We performed procedures over the items selected to obtain evidence that the control took place. The results of our procedures are included in the table below:

Revenues Selected	Control A	Control B	Control C
1	✓	✓	✓
2	✓	✓	✓
3	✓	✓	✓
4	✓	✓	✓
5	✓	✓	✓
6	✓	✓	✓
7	✓	✓	✓
8	✓	✓	✓
9	✓	✓	✓
10	✓	✓	✓
✓	= Procedure performed without exception		
N/A	= Control not applicable for this selection		
Control A: We noted the non-licensure revenue item was entered into Quickbooks.			
Control B: We noted the revenue item was included in the bank statement and the bank reconciliation was signed by the Board Administrator as evidence of review.			
Control C: We noted the journal entry was approved by the Deputy Administrator			

Expenses

13. We obtained the following list of internal controls over expenses. We agree the list of internal controls to the Board's policies and procedures without exception.

Internal Control	
a	The Receptionist stamps the invoice with the date-received stamp with the current date displayed.
b	The Support Manager attaches the invoice with any supporting documentation.
c	The Receptionist provides the invoice to the Support Manager for approval for payment and route to the Deputy Administrator.
d	After all bills are entered for payment, the Support Manager then prints checks through Quickbooks and attaches each one to the appropriate bill/invoice. Those are all given to the Deputy Administrator for review and signature.

14. We obtained a schedule from management of expenses during the Biennium ended June 30, 2023 and haphazardly selected 10 expense items. We performed procedures over the items selected to determine if the internal controls identified above were followed. The results of our procedures are included in the table below:

Expenses Selected	Control A	Control B	Control C	Control D
1	✓	✓	✓	✓
2	N/A	✓	✓	✓
3	✓	✓	✓	✓
4	✓	✓	✓	✓
5	✓	✓	✓	✓
6	✓	✓	✓	✓
7	✓	✓	✓	✓
8	✓	✓	✓	✓
9	N/A	✓	✓	✓
10	N/A	✓	✓	✓
✓	= Procedure performed without exception			
N/A	= Control not applicable for this selection			
Control A: We noted that invoices received by mail were date stamped.				
Control B: We noted supporting documentation was retained for each invoice paid.				
Control C: We noted the invoice was coded and initialed by the Support Manager for approval.				
Control D: We noted the Deputy Administrator's approval of the check issuance.				

Budget and Board Financial Reporting

15. We reviewed the final budget to actual report for the Biennium ended June 30, 2023 and noted that actual revenue for the biennium exceeded budgeted revenue by \$61,791. Actual expenditures for the Biennium did not exceed budgeted expenditures.

Section II

Budget Comparison

Table of Beginning and Ending Balances

Source	2021-2023 Actual/Report	2023-2025 Projected/Adopted
Beginning Balance	1,784,064	2,283,036
Net Income/Loss	498,973	70,823
Ending Balance	2,283,036	2,353,859

Public Hearing Process

The Board adopts its budget biennially following the process contained in the Administrative Law Manual and the Budget Hearing Process of the Board contained in OAR 820-080-1000. The Administrator and the Deputy Administrator work closely with the Board's Finance Committee to determine the level of revenue required to support the programs that the Board is mandated by law to administer. Once the revenue requirements are determined, a review of resources is conducted and a proposal is submitted to the Board. If necessary, fee adjustments are considered. No fee adjustments were proposed for the 2023-2025 biennium.

The expenditure limit is contained in Oregon Administrative Rule and goes through the Secretary of State's Rulemaking Process. The Notice of Proposed Rulemaking includes an invitation to the public to submit comment. The Board received no comments. Prior to the adoption, amendment, or repeal of any rule, the Board publishes these forms in the Oregon Bulletin (referred to in ORS 183.360) at least twenty-one (21) days prior to the effective date. Subsequently, a Certificate and Order is filed with the Archives Division, Secretary of State and within ten (10) days a copy is filed with Legislative Counsel.

Material Change During the Biennia

For the 2023-2025 Budget, we anticipate a continued slow increase in licensure applications for engineering and surveying. While at the national level there was a slight decrease in people sitting for professional examination in the past year, we believe the continued increase in applicants are from those who are playing "catch-up" for those who passed the examinations in previous years. For the surveying profession, the agency worked with its stakeholders from the industry and educational institutions, on reviewing and updating the requirements for licensure to become a professionally licensed surveyor. These updates removed unintended barriers and added alternate pathways while still maintaining the competency requirements. The new rule also added clarity for both applicants and the agency to ensure impartial, consistent and equitable application of the rules are safeguarded and sustained.

Applications for certification as a water right examiner are anticipated to slightly increase in the 2023-2025 biennium due to the passing of House Bill 3187 (2023 Regular Session). This legislation expands the eligibility for water right certification to individuals who have been employed by certain water districts for a minimum of seven years with seven or more years of relevant technical experience.

There is a significant decrease in the Wall Certificate fee due to the restructuring of fees when the agency decoupled exams from licensure and then further, moved to the online process. The costs for a wall certificate is now included in the total application fee. There was also a large increase in interest income as interest rates significantly increased after our 2021-2023 budget was approved.

Since moving to an online format in 2020 due to the COVID pandemic, the annual Symposium has remained a virtual event. As a virtual offering, the reach has been widespread with attendees from across the nation and also internationally. The 2023 Symposium was “sold out” within two weeks with a cap of 1,000 registrants. When developing the budget for the 2021-2023 biennium, the Symposium was still an in-person event so the revenues and expenses were budgeted accordingly as a virtual event was not considered.

As we have moved out of the pandemic and in-person events continue, 2023-2025 budgeted expenses for meetings and travel were increased. However, the Board has continued to meet virtually for committee meetings but having Board meetings held in-person to maintain collaborative working relationships. Once a year, the Board anticipates holding its regularly scheduled meeting at an education institution with engineering or surveying programs. Also included in these expenditures, are outreach funds to provide information related to the benefits and responsibilities of licensure, and answer any questions on Board processes.

2023 – 2025 Biennium Budget Process

Date	Description of Action
December 9, 2022	Staff presented the draft 2023-2025 biennial budget to the Finance Committee for discussion. Finance Committee approved forwarding the draft to the full Board for consideration during the January Board meeting.
January 10, 2023	The Board reviewed and discussed the draft 2023-2025 biennial budget. It was then approved to move forward with the budget hearing process and rulemaking process to set the 2023-2025 expenditure limitation to \$4,750,000.
March 24, 2023	Notification of the Budget Hearing and proposed rulemaking sent to all registrants and interested parties, along with information posted to the OSBEELS website.
April 2023	Rulemaking Notice published in the Oregon Bulletin.
April 24, 2023	Budget Hearing held. No feedback on the proposed budget was submitted.
May 9, 2023	The Board approved the 2023-2025 biennial budget and permanent rule filing for the 2023-2025 expenditure limitation of \$4,750,000, beginning July 1, 2023.

Budget Comparison

2021-2023 Adopted/Approved to Actual

	2021-2023 Adopted Budget	2021-2023 Actual	% Change Budget to Actual
Income			
4000 · Renewals - ACTIVE	\$3,575,565	\$3,357,510	-6%
4090 · Delinquent Fee	\$95,000	\$102,865	15%
4095 · Reinstatement Fee - Retired	\$3,750	\$4,050	-1%
4095 · Reinstatement Fee - Inactive	\$3,750	\$1,650	-13%
4100 · PE Exam / Application Fee	\$838,555	\$987,635	23%
4200 · PLS Exam / Application Fee	\$14,500	\$32,695	27%
4300 · RPP Exam / Application Fee	0	\$55	
4400 · CWRE Exam / Application Fee	\$1,040	\$3,200	21%
4500 · EI Enrollment	\$20,000	\$26,470	-1%
4600 · LSI Enrollment	\$1,200	\$1,740	-7%
4700 · Rescore Requests	\$500	\$300	15%
4750 · Wall Certificate	\$9,125	\$12,060	-96%
4800 · Pocket Card	0	\$150	
4850 · Civil Penalties	\$25,000	\$24,818	-8%
4900 · Miscellaneous Income	\$23,000	\$30,204	7%
4950 · Symposium Registration Fee	\$60,000	\$121,312	90%
9000 · Interest Income	\$4,000	\$30,062	800%
Total Income	\$4,674,985	\$4,736,776	2%
Expense			
5000 · Employee Salaries and Benefits	\$3,523,208	\$3,287,869	-1%
5200 · Lease Payment	\$297,701	\$291,689	7%
5250 · Security Services	\$2,200	\$1,883	9%
5300 · Office Expenses	\$58,200	\$43,041	-1%
5400 · State Gov. Services	\$261,839	\$162,949	0%
5480 · Wellness	\$3,000	\$703	67%
5500 · Meeting Expenses	\$32,300	\$24,904	65%
5600 · Insurance	\$38,372	\$36,109	0%
5700 · Travel Expenses	\$48,000	\$20,570	42%
5800 · Telecommunications	\$25,000	\$77,084	0%
5825 · DAS IT	\$78,768	\$110,257	42%
5900 · Examination Expenses	\$26,000	\$20,769	4%
5950 · Symposium Expenses	\$50,000	\$2,277	-84%
6000 · Credit Card and Processing Fees	\$90,000	\$123,105	39%
Total Expense	\$4,630,456	\$4,237,803	1%
Net Income	\$44,529	\$498,973	

Budget Comparison

2021-2023 to 2023-2025

	2021-2023 Adopted Budget	2023-2025 Requested Budget	% Change 2021-2023 to 2023-2025
Income			
4000 · Renewals - ACTIVE	\$3,575,565	\$3,378,325	-6%
4090 · Delinquent Fee	\$95,000	\$109,590	15%
4095 · Reinstatement Fee - Retired	\$3,750	\$3,731	-1%
4095 · Reinstatement Fee - Inactive	\$3,750	\$3,281	-13%
4100 · PE Exam / Application Fee	\$838,555	\$1,029,977	23%
4200 · PLS Exam / Application Fee	\$14,500	\$18,450	27%
4300 · RPP Exam / Application Fee	0	0	0
4400 · CWRE Exam / Application Fee	\$1,040	\$1,260	21%
4500 · EI Enrollment	\$20,000	\$19,845	-1%
4600 · LSI Enrollment	\$1,200	\$1,120	-7%
4700 · Rescore Requests	\$500	\$575	15%
4750 · Wall Certificate	\$9,125	\$350	-96%
4800 · Pocket Card	0	0	0
4850 · Civil Penalties	\$25,000	\$23,099	-8%
4900 · Miscellaneous Income	\$23,000	\$24,640	7%
4950 · Symposium Registration Fee	\$60,000	\$114,000	90%
9000 · Interest Income	\$4,000	\$36,000	800%
Total Income	\$4,674,985	\$4,764,243	2%
Expense			
5000 · Employee Salaries and Benefits	\$3,523,208	\$3,490,502	-1%
5200 · Lease Payment	\$297,701	\$317,861	7%
5250 · Security Services	\$2,200	\$2,400	9%
5300 · Office Expenses	\$58,200	\$57,658	-1%
5400 · Professional Services	\$261,839	\$261,839	0%
5480 · Wellness	\$3,000	\$5,016	67%
5500 · Meeting Expenses	\$32,300	\$53,242	65%
5600 · Insurance	\$38,372	\$38,372	0%
5700 · Travel Expenses	\$48,000	\$67,930	42%
5800 · Telecommunications	\$25,000	\$25,000	0%
5825 · DAS IT	\$78,768	\$111,700	42%
5900 · Examination Expenses	\$26,000	\$27,000	4%
5950 · Symposium Expenses	\$50,000	\$8,100	-84%
6000 · Credit Card and Processing Fees	\$90,000	\$125,400	39%
Total Expense	\$4,630,456	\$4,693,420	1%

Oregon State Board of Examiners for Engineering & Land Surveying
2024 Report to the Governor and Legislative Assembly

Section III

Rule Making Activities

In accordance with ORS 182.472(3), following are temporary and permanent rule actions taken by the Board during the 2021-2023 biennium.

OAR	Change	Public Notification/ Hearing Date	Board Action Date	SOS Filing Date	LC Filing Date
OAR 820-010-0505	AMEND: The biennial renewal rate for a professional license increased by \$40.	8/2021 Oregon Bulletin/ NA	9/14/2021	9/14/2021	9/14/2021
OAR 820-080-0010	AMEND: The biennial renewal rate for a professional license increased by \$40.	8/2021 Oregon Bulletin/ NA	9/14/2021	9/14/2021	9/14/2021
OAR 820-010-0505	TEMPORARY: Removed “postmark or hand delivered” deadlines. With the launch of the agency’s new online database, this was to ensure the language aligns with the features of the new online processes for renewing professional licenses.		11/9/2021	11/10/2021	11/10/2021
OAR 820-010-0505	AMEND: Removed “postmark or hand delivered” deadlines. With the launch of the agency’s new online database, this was to ensure the language aligns with the features of the new online processes for renewing professional licenses.	3/2022 Oregon Bulletin/ NA	5/10/2022	5/11/2022	5/11/2022
OAR 820-010-2020	AMEND: Updated language to remove unintended barriers to licensure for new registrants and added alternate and additional pathways while maintaining competency requirements.	10/2022 Oregon Bulletin/ NA	11/8/2022	11/18/2022	11/18/2022
OAR 820-005-0051	TEMPORARY: Amended to include that work performed as part of a course of study or educational program could be considered “land surveying work satisfactory to the Board.		11/8/2022	11/18/2022	11/18/2022
OAR 820-005-0051	AMEND: To include that work performed as part of a course of study or educational program could be considered “land surveying work satisfactory to the Board.	4/2023 Oregon Bulletin 4/28/2023	5/9/2023	5/11/2023	5/11/2023
OAR 820-080-1000	AMEND: Sets the limit for expenditures to \$4,750,000 for the 2023-2025 biennium.	4/2023 Oregon Bulletin 4/28/2023	5/9/2023	5/11/2023	5/11/2023

Section IV

Consumer Protection

OSBEELS is directed by an eleven-member, Governor appointed, Board. Members of the Board and staff carry out the agency's mission through various programs and activities aimed at promoting consumer protection and increasing public awareness around the licensed professions of engineering, land surveying, certified water right examination, and photogrammetry. The following reflects the Board's commitment to safeguarding the life, health, and property of the public.

Process or Service Delivery Improvements

OSBEELS understands the significance of delivering services to members of the professional and public communities in a manner that promotes efficiency and accuracy. As an agency composed of 13 staff members who serve over 25,000 registrants and certificate holders and operates within a state that boasts a population of over 4 million people, our intentional approach to agency processes is critical to meet the volume of requests our agency receives and processes. Committed to improving our service and processes, OSBEELS recognizes the importance of not only receiving feedback but also taking the time to address concerns and make the necessary improvements. This subsection will review the agency's efforts in the previous biennium to improve the delivery of our services and processes.

Registrant and Public Surveys

OSBEELS develops and distributes several surveys to registrants on an annual regular basis in order to gather feedback on perceptions, events, and customer service. Responses from these surveys are reviewed by Board members and staff, and any necessary changes to agency services, processes, and events are considered should they be identified by survey participants are considered.

In 2022, OSBEELS distributed a customer service survey to all state registrants. Service areas put forth in the survey included overall customer service experience, staff responsiveness, the registration and license renewal process, agency communications, and professional regulation processes. Regularly receiving thousands of responses, OSBEELS has leveraged this survey to improve its approach to communications, internal processes, and customer service.

Addressing Questions Submitted to the Board

Contained on the OSBEELS website is the "Submit a question or concern to the Board" form. This form allows members of the public, organizations, and state registrants to complete and submit questions or concerns to the Board regarding rules, professional conduct, licensure, and more. Once submitted, Board members and staff review to determine the appropriate action or response to take. This form provides a direct channel for our customers to submit information to the Board for consideration and, in some cases, leads to process or customer service improvements.

To ensure information from the Board's responses are shared with other interested parties, stakeholders, and professional registrants, the OSBEELS has begun writing articles on pertinent topics to our licensees within the agency's quarterly newsletter, *The Oregon Examiner*.

Full Implementation of New Database - MyOSBEELS

In the late 1990's, the OSBEELS developed the OSBEELS Data Management System (ODMS) to store registrant and applicant information electronically, facilitate business processes, and generate agency reports and statistics. In 2019, the ODMS program experienced wide-spread system malfunctions and failures causing extreme hardship on agency staff and their ability to deliver business services to customers. Affected areas included storing registrant information, payment processing and tracking, report generation, and confidence in all system capabilities.

In 2020, it was determined the ODMS system reached the end of its product lifecycle. Following this, OSBEELS began the process of developing a modernized, online application and licensing system – MyOSBEELS with an external vendor. Throughout development, the agency's intention was to implement a database that would function in a more efficient manner with paperless processes, secure online payments, and automated capabilities to make interaction with OSBEELS a better experience for our licensees, applicants and members of the public.

In the winter of 2023, MyOSBEELS reached nearly full implementation with all registrants integrated into the new database. OSBEELS also added the publicly accessible License Search feature, a tool that allows for a license to be verified by searching a registrant's name or license number. Within a search, links to any disciplinary actions associated with that licensee are visible. This tool was developed to help ensure public protection and promote integrity within the regulated professions. A few small business requirements remain outstanding before the system will achieve full implementation, but those are anticipated to be completed in the 2023-2025 biennium.

Public Outreach

OSBEELS's approach to public outreach involves targeting three primary audiences with communication efforts. These audiences are registrants, students of all levels, and members of the public. To reach these audiences, OSBEELS develops materials for distribution, attends various events, and coordinates participation with state schools and universities. Within this subsection, we will share a summary of our efforts related to public outreach.

Social Media

OSBEELS uses social media to have more direct, non-formal contact with registrants and the public. The agency posts a variety of subjects on OSBEELS' accounts including Board meeting information, local and national news related to the professions it regulates, OSBEELS participation at events, and more. OSBEELS has active pages on LinkedIn, Facebook, and Instagram.

Working with Professional Organizations

During the 2021-2023 biennium, OSBEELS worked frequently with professional organizations in the state of Oregon, and nationally, to develop relationships, increase outreach, and utilize an alternative channel for communicating and educating state registrants. Organizations that OSBEELS most commonly works with include the Professional Engineers of Oregon (PEO), the Professional Land Surveyors of Oregon (PLSO), the Oregon Association of County Engineers and Surveyors (OACES), the American Council of Engineering Companies of Oregon (ACEC), and the National Council of Examiners for Engineering and Surveying (NCEES). Those groups all boast professional networks at the state and national level and provide OSBEELS the opportunity to reach a larger audience of professionals on a regular basis. Through these professional partnerships, the OSBEELS is afforded the opportunity to advertise events and news in their publications and online communication channels, participate at annual events and local chapter meetings, and respond to questions from members of the professional community directly.

Through these partnerships, OSBEELS has had the opportunity to present at the annual conferences for PEO, PLSO, and OACES. Presentation topics have included rules and policies, general overview of OSBEELS services and internal processes, and the introduction of the Board's new system, MyOSBEELS. These presentations serve as great opportunities for a large group of professionals to hear directly from Board members and agency staff on topics related to their professions and learn about the services available to them as registrants.

Education Programs

The Board and staff members regularly deliver presentations to professionals, students, and members of the public to promote awareness around our agency's regulated professions and consumer services. This section will outline OSBEELS's efforts related to public and registrant education.

Annual Symposium

Registrants are required to complete 30 professional development hours (PDH) each biennium as a condition of renewal of their registration. Continuing professional development allows registered professionals to maintain their competency as techniques and technologies steadily advance and change. Routine education in topics related to ethics, laws and rules, current issues within the professions, and emerging equipment, and practices helps ensure that Oregon registrants are proficient in the services they are providing the public. To assist in these efforts, OSBEELS hosts an annual professional development Symposium that offers low-cost PDHs to registrants. In 2020, due to the COVID-19 pandemic, the Symposium transitioned to a virtual platform which provided significant expense reduction and allowed for a larger number of registrants to attend from across the world. The presentations are delivered by subject matter experts on topics most relevant to engineering, land surveying, photogrammetry, and water right examination.

The 2021 Symposium welcomed over 670 attendees, including registrants from 28 other states, South Korea, and Japan. As OSBEELS continued with the new virtual option, the two-day event offered more panels of presenters than any prior Symposium, and the attendee count nearly tripled from the last in-person Symposium held in 2019. Specific engineering and surveying topics addressed in the 2021 Symposium included:

- University of Oregon's Hayward Field
- City of Hillsboro's Microhydropower Energy Project
- City of Astoria's Waterfront Bridge Replacement Project
- The Army Corps of Engineer's national landscape and their District projects
- Bureau of Land Management's Cadastral Surveying Program and the Western Oregon Tribal Fairness Act

The 2022 Symposium continued to see a large increase in attendance, with over 890 registrants from throughout the United States and beyond. It featured a total of 12 presentations from a variety of private and public organizations and registered professionals. Specific topics addressed during the 2022 Symposium included:

- Achieving seismic resilience for the new Oregon State Treasury headquarters
- Oregon State University's Mass Timber Forest Science Complex
- Portland General Electric's Renewable Energy Facility
- The restoration of the Oneonta Tunnel by the Oregon Department of Transportation
- The surveying trends shaping Geomatics education by the Surveying & Geomatics Educators Society

By offering the annual Symposium, OSBEELS demonstrates a commitment to assisting its registrants in offering quality professional services in Oregon. Following each symposium, a survey is distributed to attendees to receive feedback on the event organization, presenters, and ideas for future Symposiums. Registrant feedback continues to be positive regarding the this annual event.

Publications

OSBEELS has developed various materials and publications to educate professionals about agency processes and, state rules, and to inform students about careers in engineering and land surveying. This section will outline publications OSBEELS has developed over the course of this biennium and distributed to thousands of students and state registrants at various events.

The Oregon Examiner

Beginning in 1988, the OSBEELS has published its newsletter, *The Oregon Examiner*, on a quarterly basis. The newsletter can be received electronically, and is one of the primary ways the Board disseminates information to state registrants, professional organizations, and interested parties. Over the course of this biennium, the Board elected to provide *The Oregon Examiner* digitally in order help the Board reduce its carbon footprint and eliminate costs associated with the printing process.

Topics commonly covered in *The Oregon Examiner* range from summaries of OSBEELS rules and statutes, investigations and enforcement actions handled through the Board's Law Enforcement Committee, and any new information pertaining to licensure at the state and national level. Specialty topics covered in *The Oregon Examiner* in the previous biennium include retirement information, annual symposium advertising and summaries, new Board member introductions, historical interests, educational awards received by state college ABET-accredited programs, and more! To access *The Oregon Examiner* electronically, visit <https://www.oregon.gov/osbeels/news/Pages/Oregon-Examiner.aspx>.

Reference Manual for Building Officials

In collaboration with the Oregon State Board of Architect Examiners, and with consultation provided by the Oregon Building Codes Division, the Oregon State Board of Geologist Examiners, and the Oregon State Landscape Architects Board, the OSBEELS develops and distributes the Reference Manual for Building Officials. The purpose of the manual is to aid Oregon Building Officials and the public in understanding the laws governing the practices of architecture and engineering in Oregon. This information is provided as part of a continuing effort to safeguard the health, safety, and welfare of the public through proper enforcement of the legal requirements for design, supervision/observation, construction, and inspection of buildings in Oregon. To ensure content contained with the manual remains relevant, the publication is reviewed and updated accordingly every two (2) years.

Section V

Licensing Activities and Disciplinary Actions

Licensing Activities

There was an overall increase in all applications (registration, certifications, exams), likely a bounce back from the pandemic impacts reported in the 2021-2023 report.

In 2022, the Board assembled a Land Surveying Qualifications Taskforce, made up of Board members, to review the education and experience requirements to determine whether current policies posed any unintended barriers to licensure for new registrants. This conversation involved industry stakeholders, local educators, and the Oregon Specific Land Surveying Exam Development Team. Meetings were held several times over the course of the year before making any official changes.

As a result of the conversations, Oregon Administrative Rule 820-010-2020, the qualifications for licensure as a professional land surveyor in Oregon was updated in November 2022.

Prior to the rule change in November 2022, from January through November 2022, the Board licensed 19 new land surveyors. In the first year of the rule change, the Board licensed a total of 40 new land surveyors, 24 of which qualified under the new rules. We are continuing to monitor the outcome.

Registration

	June 2013	% Change	June 2015	% Change	June 2017	% Change	June 2019	% Change	June 2021	% Change	June 2023	% Change
(a) The number of registration applications;	2544	-22%	2374	-7%	2528	6%	2815	11%	2407	-14%	2575	7%
Application by first licensure	176		230		2052		2637		2253		2575	
Applications by comity	1463		1274		214		0		0		0	
Applications by exam	905		870		262		178		154			
Applications by prior practice	0		0		0		0		0			
The number of certification applications;	1900	-32%	1401	-26%	705	-50%	786	11%	655	-17%	692	6%
Applications for Engineering Intern	1818		1330		639		730		604		636	
Applications for Land Surveying Intern	49		44		34		37		42		43	
Applications for Certified Water Right Examiners	33		27		32		19		9		13	
(b) The number of registrations issued;	1495	-12%	1501	0%	1717	14%	2308	34%	1828	-21%	2568	40%
Professional registered Engineers	1396		1414		1641		78		1786		2500	
Professional registered Land Surveyors	99		87		76		0		42		68	
Professional registered Photogrammetrists	0		0		0		0		0		0	
The number of certifications issued;	1023	-5%	535	-48%	639	19%	773	21%	653	-16%	692	6%
Engineering Intern certification	972		497		586		726		604		636	
Land Surveying Intern certification	25		16		31		35		42		43	
Certified Water Right Examiner certification	26		22		22		12		7		13	
(c) The number of registration examinations conducted;	593	-53%	620	5%	179	-71%	158	-12%	81	-49%	127	57%
The number of certification examinations conducted;	1235	-50%	1188	-4%	692	-42%	16	-98%	8	-50%	13	63%
(d) The average time between application for and issuance of registration;	78 days		75 days		43 days		52 days		46 days		45 days	

Disciplinary Actions

For the period of July 1, 2021-June 30, 2023, the Regulation Department investigated a total of 59 law enforcement cases. Of those 59 cases, 8 were opened before July 1, 2021. All of those 59 cases have since been closed.

The Regulation Department has worked diligently to streamline its processes while still providing thorough investigations. Over the last two years, the Regulation Department has reduced the average number of days from beginning an investigation to reaching a resolution by 63% (345 days to 127 days).

OSBEELS continues to receive a steady stream of complaints, many of which are recommended by the Law Enforcement Committee to be opened for investigation, the Regulation Department has consistently lowered the number of open cases from year-to-year and increased the speed at which cases reach a resolution.

Of note is the higher number of active investigations in the past. This is due to a backlog that built up during a period when OSBEELS did not have an investigator. Many of those cases carried over into the next biennium. In or around mid-2020, the Regulation Department managed to work through the backlog. Our reduction in the number of open cases as well as the time it takes to investigate those cases is reflected in the latest numbers.

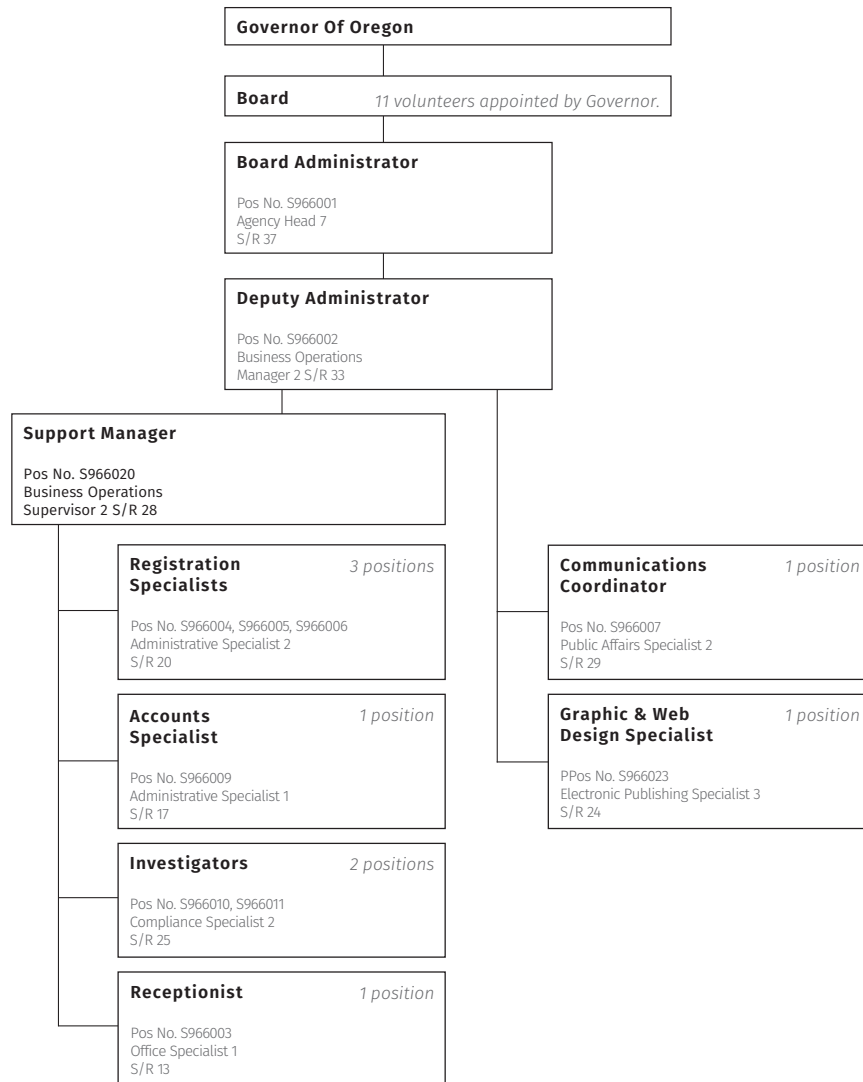
Regulation

	June 2013	% Change	June 2015	% Change	June 2017	% Change	June 2019	% Change	June 2021	% Change	June 2023	% Change
(e) The number and types of complaints received about persons holding registrations; (total)	117	-23%	157	34%	170	8%	184	8%	137	-26%	59	-57%
Professional engineers	57		93		39		58		60		30	
Professional land surveyors	9		18		40		61		43		17	
Professional Photogrammetrists	2		2		0		0		0		0	
Non-registrants	49		44		88		65		41		15	
(f) The number and types of all investigations conducted by allegation[†] category;	129	-14%	191	48%	196	3%	211	8%	149	-29%	59	-60%
Engineering w/out a license	26		48		67		51		29		14	
Failure to file a map of survey	2		1		6		4		2		0	
Incompetence in the practice of land surveying	4		4		10		11		1		1	
Incompetence in the practice of engineering	1		4		4		11		2		2	
Negligence in the practice of land surveying	5		4		11		20		7		1	
Negligence in the practice of engineering	3		4		3		7		5		2	
ORS 209 violations	2		1		11		12		8		0	
Plan stamping	1		0		4		5		7		2	
Professional conduct violation	1		26		27		32		38		19	
Resident engineer/surveyor rule	23		0		3		1		0		0	
Right of entry violations	6		5		9		16		8		9	
Surveying without a license	3		9		12		15		15		4	
Noncompliance with CPD	51		76		8		12		9		0	
Using stamp of another	1		2		1		2		7		3	
Other	0		7		20		12		11		2	
(g) The number and types of resolutions of complaints;												
Total number of cases closed	110	-19%	165	50%	113	-32%	181	60%	122	-33%	59	-52%
Allegations unfounded	12		20		32		61		39		19	
Allegations withdrawn	2		3		0		2		1		0	
Board lacks jurisdiction	0		0		2		3		2		2	
Compliance met	12		29		13		14		3		0	
Deceased	1		2		2		2		0		0	
Final order issued	16		65		28		25		37		11	
Insufficient evidence	0		1		3		3		4		8	
Letter of concern issued	20		9		20		26		26		7	
Respondent unreachable	0		0		0		0		1		0	
Other	2		2		5		21		11		4	
Pending action of another jurisdiction	0		0		0		0		0		0	
Settlement agreement	43		29		6		23		11		4	
Notice of intent withdrawn	2		5		2		7		3		2	
(h) Number of Cases with Disciplinary Action(s) & Type(s);	80	31%	125	56%	40	-68%	60	50%	53	-12%	12	-77%
Revoked licenses	1		2		8		1		1		0	
Surrendered licenses	1		1		0		0		0		0	
Permanently retired	9		11		0		2		0		0	
Suspended	12		23		5		7		5		0	
Coursework	0		0		1		2		0		0	
Respondent action in lieu of penalty	2		1		0		2		0		0	
Review of future work	0		0		0		0		0		0	
Reprimand	0		1		0		0		0		0	
Civil penalty	55		86		26		46		47		12	
(i) The number of days between beginning an investigation and reaching a resolution	512	6%	525	3%	382	-27%	389	2%	345	-11%	127	-63%
Case resolution												
Complaint resolution												
Sufficient, Full investigation												
Insufficient complaints												

Section VI

Other Board Activities

Organizational Chart



Agency Operations

Biennia	Positions	FTE	Board Meetings	Individuals	Firms/ Business	Board Stipend	Director Salary \$/per Month
2009-2011	13	12.00	13	25,054	n/a	\$30/day	\$7,700
2011-2013	15	12.00	13	25,000	n/a	\$30/day	\$8,325
2013-2015	15	13.00	26	26,700	n/a	\$30/day	\$8,619
2015-2017	16	16.00	22	29,000	n/a	\$30/day	\$9,720
2017-2019	12	12.00	20	30,000	n/a	\$30/day	\$10,087
2019-2021	16	16.00	19	33,650	n/a	\$30/day	\$11,903
2021-2023	13	13.00	12	35,000	n/a	<small>For qualified members, the rate provided in ORS 292.495(5)</small>	\$12,201
2023-2025 <i>Proposed</i>	13	13.00	12	30,000 <small>Approximately 16,500 ACTIVE licenses*</small>	n/a	<small>For qualified members, the rate provided in ORS 292.495(5)</small>	\$14,763

**The Board also holds records for licenses in other statuses, such as INACTIVE, RETIRED, DELINQUENT, LAPSED.*

Best Practices Criteria

	Yes	No
1 Executive Director's performance expectations are current.	X	
2 Executive Director receives annual performance feedback.	X	
3 The agency's mission and high-level goals are current and applicable.	X	
4 The board reviews annual performance progress report.	X	
5 The board is appropriately involved in review of agency's key communications.	X	
6 The board is appropriately involved in policy-making activities.	X	
7 The agency's budget aligns with mission and goals.	X	
8 The board reviews all proposed budgets.	X	
9 The board periodically reviews key financial information and audit findings.	X	
10 The board is appropriately accounting for resources.	X	
11 The agency adheres to accounting rules and other relevant financial controls.	X	
12 Board members act in accordance with their roles and public representatives.	X	
13 The board coordinates with others where responsibilities and interests overlap.	X	
14 The board members identify and attend appropriate training sessions.	X	
15 The board reviews its management practices to ensure best practices are utilized.	X	
Total	15	0
Percentage Total		100%