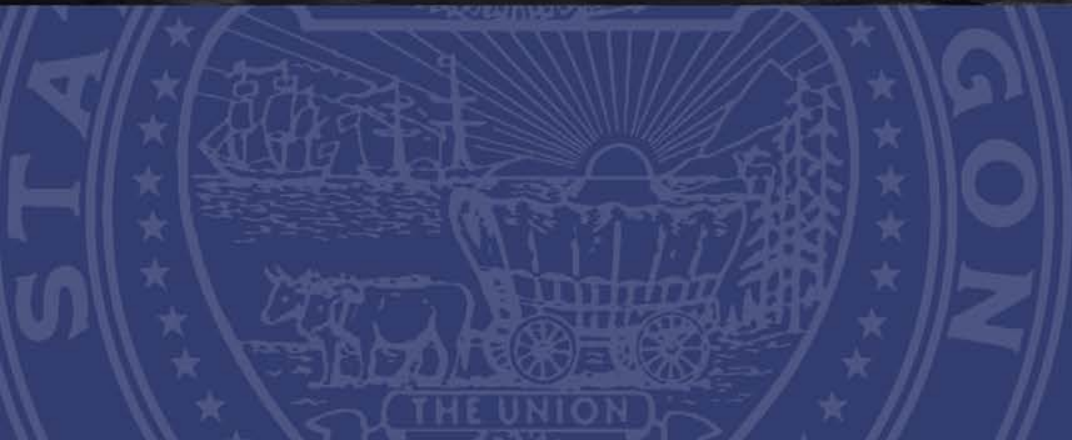


Construction Contractors Board



James Denno, Administrator

March 2015



Who We Are



- The nine-member Builders Board was established in 1971 to regulate residential homebuilders.
- In 1990, the name was changed to the Construction Contractors Board (CCB) with regulatory authority expanded to include commercial contractors.

What We Do



The CCB protects Oregonians by preventing and resolving construction contracting problems. We:

- License contractors and develop licensing standards.
- Enforce construction contractor laws.
- Educate the public about licensing requirements.
- Mediate disputes between homeowners and licensed contractors.

How We Are Funded



- ✓ **Licensing fees:** 78 percent
- ✓ **Education:** 11 percent
- ✓ **Civil penalties:** 9 percent (80% transfer to state General Fund)
- ✓ **Miscellaneous income:** 2 percent

15-17 Budget Request



- **\$14.5 million: Governor's Balanced Budget**
- **\$2.3 million: Projected ending cash balance**
- **3.8 months: Contingency and operating expenses**

Our Challenge



Our resources decline...

	2007-09	2009-11	2011-13	2013-15	2015-17
Licenseses	47,000	43,000	39,000	35,000	35,000
Budget	\$15.4 million	\$15.1 million	\$15.1 million	\$15.9 million	\$14.5 million
Employees	85	80	76	75	62

...Yet our mission expands

Our Challenge



Licensing

In addition to residential and commercial contractors, we regulate:

- Home inspectors
- Locksmiths
- Lead paint contractors
- Energy assessors
- Home services contractors

Our Challenge



Enforcement

The industry is plagued by:

- Unlicensed contractors
- Employees paid under the table
- Illegal advertising

Our Challenge



Education

- Contractors must pass a pre-license exam to become licensed and meet continuing education requirements to renew their license.
- We devote resources to pre-license and continuing education programs and certifying providers and classes.

Our Challenge



Online services

- Licensing, education, and other CCB information systems depend on databases and processes that are antiquated, don't work together and are inefficient.
- We cannot improve online services for customers and increase efficiencies in most areas until we address information technology systems.

Our Strategy



Back to basics

- License contractors.
- Enforce construction contracting laws.
- Educate the public.
- Collaboration and transparency.
- Customer service.

Our Strategy



Don't reinvent the wheel

- Use national license testing standards.
- Strategic partnerships in education:
 - Small Business Development Centers
 - National Association of State Contractors Licensing Agencies

Our Strategy



Strategic enforcement

- Improve strategic enforcement efforts across the state to root out unlicensed contractors and illegal activities.
- Partner with other agencies to share information and improve enforcement coordination.

Our Strategy



Outreach

- Increase public awareness of the requirements and benefits of using licensed contractors.
- “Demand-side” enforcement.

Our Strategy



Make it easier to do business with the CCB

- Streamline and eliminate outmoded processes.
- Simplify rules and regulations.
- Move to a technology infrastructure that improves online services and increases efficiency.
- Partner with Building Codes division to facilitate “one stop shopping.”
- Improve the website license search.
- Expand mobile device capabilities.

Our Strategy



Live within our means

- Improve operations with existing staff.
- No fee increases for 2015-17.
- Streamline, simplify, eliminate.
- Collaborate with state and local government agencies to share information.
- Share resources with the Building Codes Division (HB2843).

Our Strategy



New headquarters, summer 2015

- Better access for customers.
- Free parking.
- Public meeting and training space.
- Rent savings.

Our Strategy



Innovate

- Work creatively to do more with less.
- Think entrepreneurially.
- Position ourselves for the future.
- Be a model of public service.

Our People



Management Team

- **James Denno**, Administrator: 503-934-2184 or james.s.denno@state.or.us.
- **Stan Jessup**, Enforcement Manager: 503-934-2188 or stan.m.jessup@state.or.us.
- **Laurie Hall**, Licensing Manager: 503-934-2199 or laurie.hall@state.or.us.
- **Cheryl Martinis**, Education/Communications Manager: 503-934-2195 or cheryl.martinis@state.or.us.
- **Kimberlee Ayers**, Administrative Services Manager: 503-934-2237 or kimberlee.ayers@state.or.us.

Our People



Customer Service

- **Licensing questions:** 503-378-4621 or ccb.info@state.or.us.
- **Report unlicensed contractors:** 503-934-2246 or ccbtips@ccb.state.or.us.
- **Continuing education questions:** 503-934-2227 or ccbeducation@state.or.us.
- **Mediation (dispute resolution) questions:** 503-934-2247 or ccbdisputes@ccb.state.or.us.
- **Lead-based paint regulation:** 503-378-4621 or lbptip@ccb.state.or.us.
- **Rule status:** 503-934-2185 or catherine.a.dixon@state.or.us.