

Construction Contractors Board



Agency Budget
2017-19
Senate Bill 5511



Who We Are



- The Builders Board was established in 1971 to regulate residential homebuilders.
- The name was changed to the Construction Contractors Board (CCB) in 1990 and regulatory authority was expanded to include commercial contractors.
- The Board consists of commercial and residential contractors, public members and a local elected official.



What We Do



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

- Developing contractor licensing standards.
- Enforcement of construction contractor laws.
- Educating the public about contractor licensing requirements.
- Mediating disputes between homeowners and licensed contractors.



How We Are Funded



Other Funds: 100%

- ✓ **Licensing fees: 89%**
- ✓ **Civil penalties: 9% (80% transfer to state General Fund)**
- ✓ **Miscellaneous income: 2%**



Our Challenge



Managing resources efficiently...

	2009-11	2011-13	2013-15	2015-17	2017-19
Licensees	43,000	39,000	35,000	35,000	37,000
Budget	\$15.1 million	\$15.1 million	\$15.9 million	\$15.1 million	\$15.4 million
Employees	80	76	75	62	63

with an expanding mission...



Our Challenge



Licensing

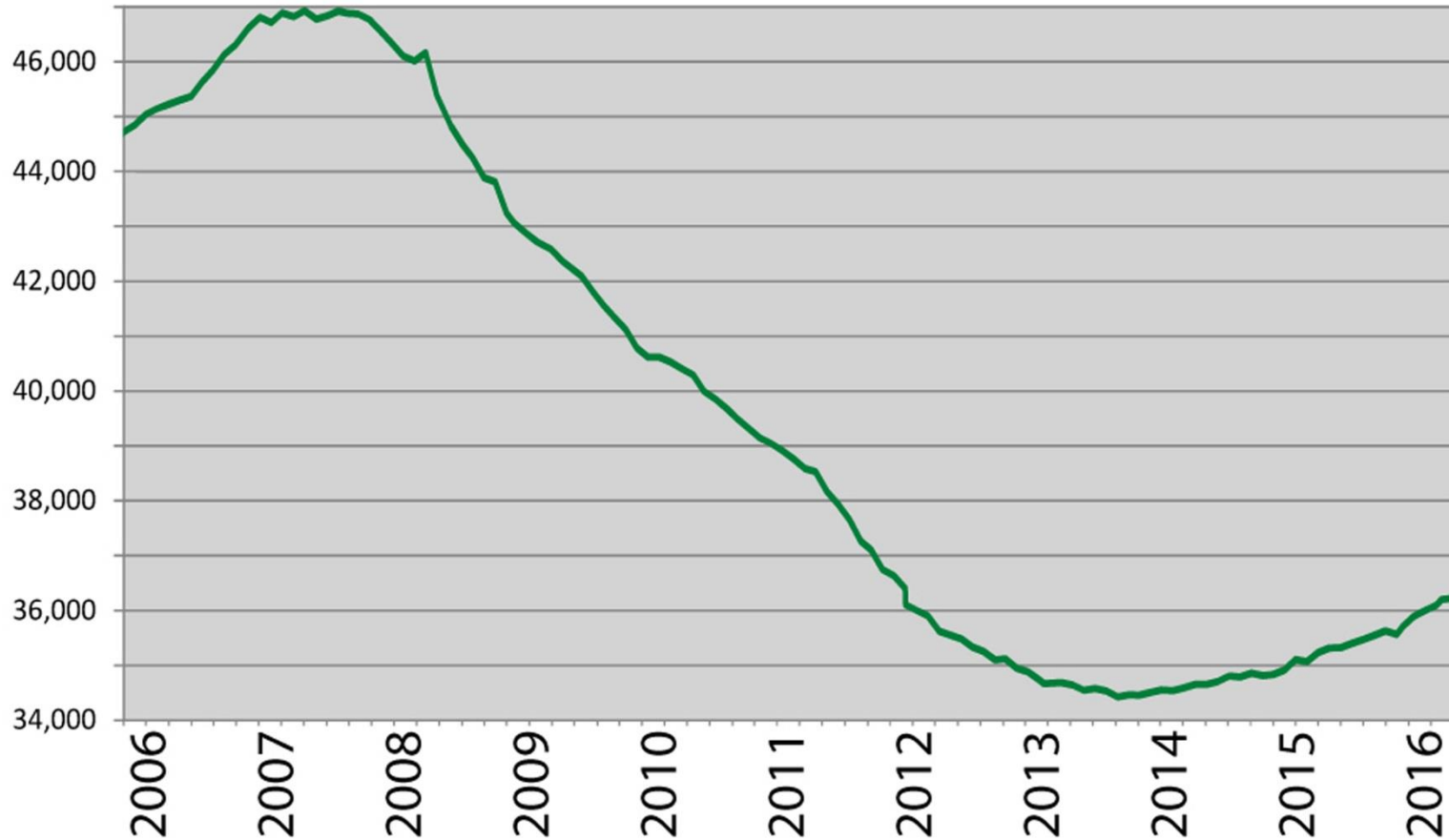
- Commercial and residential contractors
- Home inspectors
- Locksmiths
- Lead paint contractors
- Energy assessors
- Home services contractors
- Restoration contractors (new in 2017)
- Road flagging companies (new in 2017)



Our Challenge



Total Licenses 2006-2016





Our Challenge



Enforcement

- Unlicensed contractors
- Workers paid under the table to avoid taxes
- Illegal advertising
- Itinerant scammers



Anyone can pretend to be a contractor

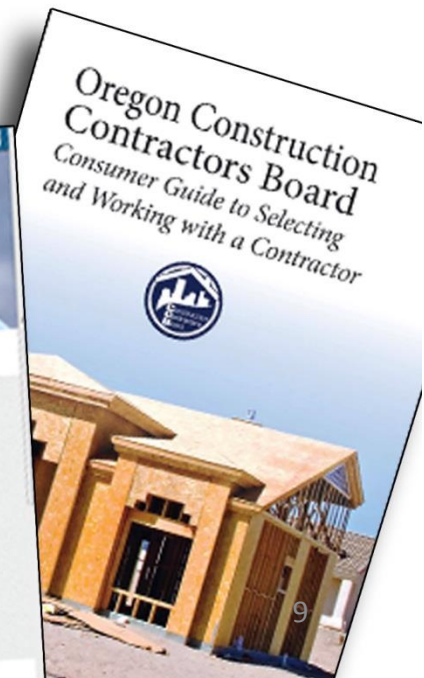
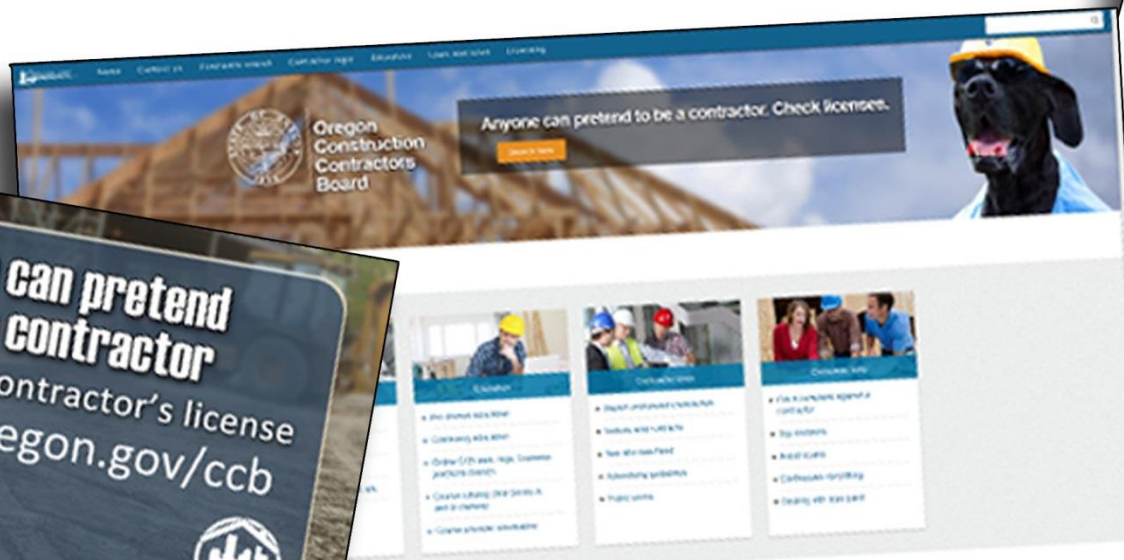


Our Challenge



Education and outreach

- Reaching our target audience through publications and outreach events around the state





Our Challenge



Education and outreach

- Improving pre-license and continuing education programs.





Our Challenge



Online services

- Licensing, education, and other CCB information systems depend on databases and processes that are antiquated and inefficient.
- Our ability to improve online services for our customers and increase our internal efficiencies are limited until information technology system upgrades are accomplished.



CONSTRUCTION CONTRACTORS BOARD

Annual Statistics

91,000
phone calls

4,000
new licenses processed

15,000
license renewals

LICENSING

95% overall customer service satisfaction

5,000
pre-license tests taken

3,000
miles driven to host CCB classes

60
outreach events

EDUCATION

82% of Oregon homeowners agree that it is important to hire licensed contractors

8,000
job site checks

1,600
enforcement actions issued

1,200
homeowner complaints investigated

ENFORCEMENT

80% of mediations are successful when both parties participate



Our Strategy



Focusing on excellence in our core mission

- Protect the public
- Effective enforcement (KPM #4&5)
- Successful dispute resolution services (KPM #4&6)
- Educate the public (KPM #2)
- Collaboration and transparency
- Outstanding customer service

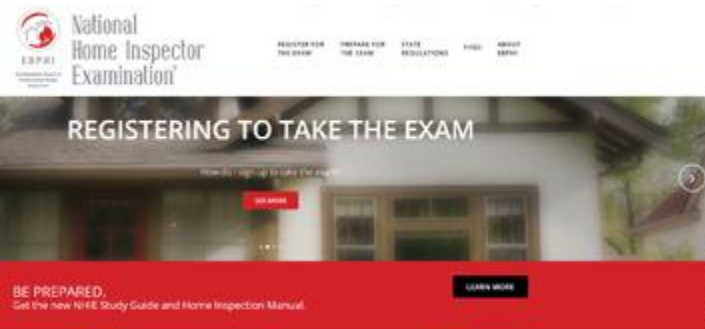


Our Strategy



Don't reinvent the wheel

- Use national license testing standards
- Leverage national resources
 - National Association of State Contractors Licensing Agencies (NASCLA)
- Strategic partnerships in education:
 - Small Business Development Centers





Our Strategy



Make it easier to do business with the CCB

- Streamline and eliminate outmoded processes.
- Technology infrastructure that improves information security, online services, convenience and efficiency.
 - Limited Duration IT Project Manager
- Partner with Building Codes division to facilitate online “one stop shopping.”
- Improve the website license search.
- Expand mobile device capabilities.



Our Strategy



New headquarters, summer 2015

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





Our Strategy



Live within our means

- Improve operations with existing staff
- No fee increases for 2017-19.
- Reduced continuing education fees
- Collaborate with state and local government agencies to share information
- Coordinate resources with the Building Codes Division



Our Strategy



Continuous Innovation

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



2017-19 What's Coming?



- **Technology Investments**
 - Information security
 - User friendly licensing process for contractors
 - User-friendly information for the public
 - Increased agency efficiency

- **Economic Recession? We hope not! But we must be prepared.**



2017-19 Budget Request



- **\$15.4 million: Governor's Budget**
 - 5.3% decrease from Continuing Service Level
 - 2.2% increase from 2015-17
 - Adds one limited duration IT project manager
- **No fee increases**
- **Reduced continuing education fees**
 - \$1.2M this biennium



Our People



Management Team

- **Jim 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**, Communications & Education Manager: 503-934-2195 or cheryl.martinis@state.or.us.
- **Dana Zeimantz**, Business Services Manager: 503-934-2237 or dana.zeimantz@state.or.us.



Our Services



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 leslie.culpepper@state.or.us.