

Construction Contractors Board



Agency Budget
2019-21
House Bill 5010



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
- As of February there are 40,558 contractors



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 the importance of hiring a licensed contractor
- Mediating disputes between homeowners and licensed contractors



How We Are Funded



Other Funds: 100%

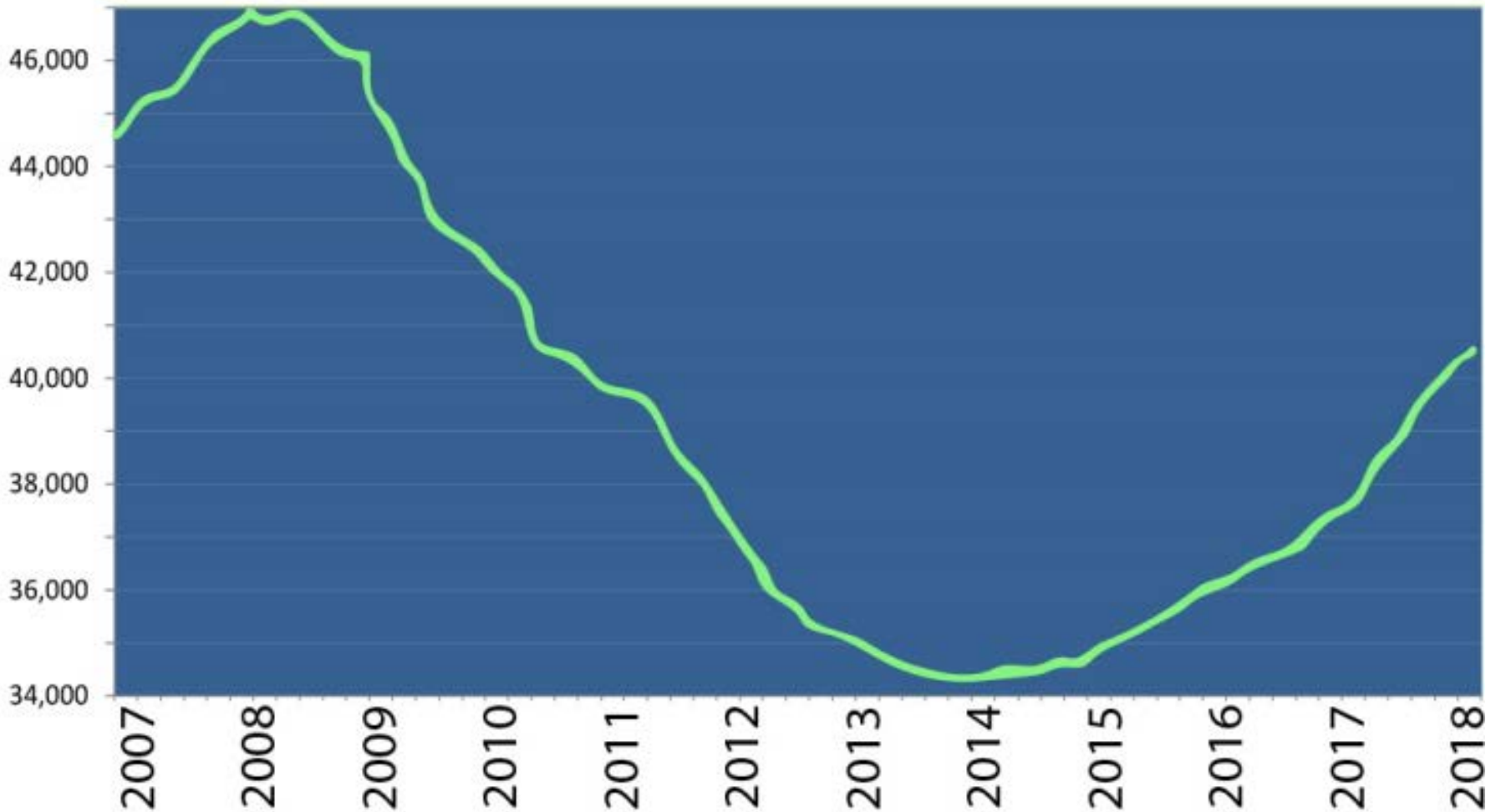
- ✓ **Licensing fees: 87%**
- ✓ **Enforcement Penalties: 11%** (80% of civil penalties transfer to state General Fund)
- ✓ **Miscellaneous income: 2%**



Licensing History



Total Licenses 2007-2018





Our Work



Managing resources efficiently...

	2013-15	2015-17	2017-19	2019-21
Licenses	35,000	35,000	37,000	40,000
Budget	\$15.9 million	\$15.1 million	\$16.1 million	\$16.6 million
Employees	75	62	61	61



Our Work

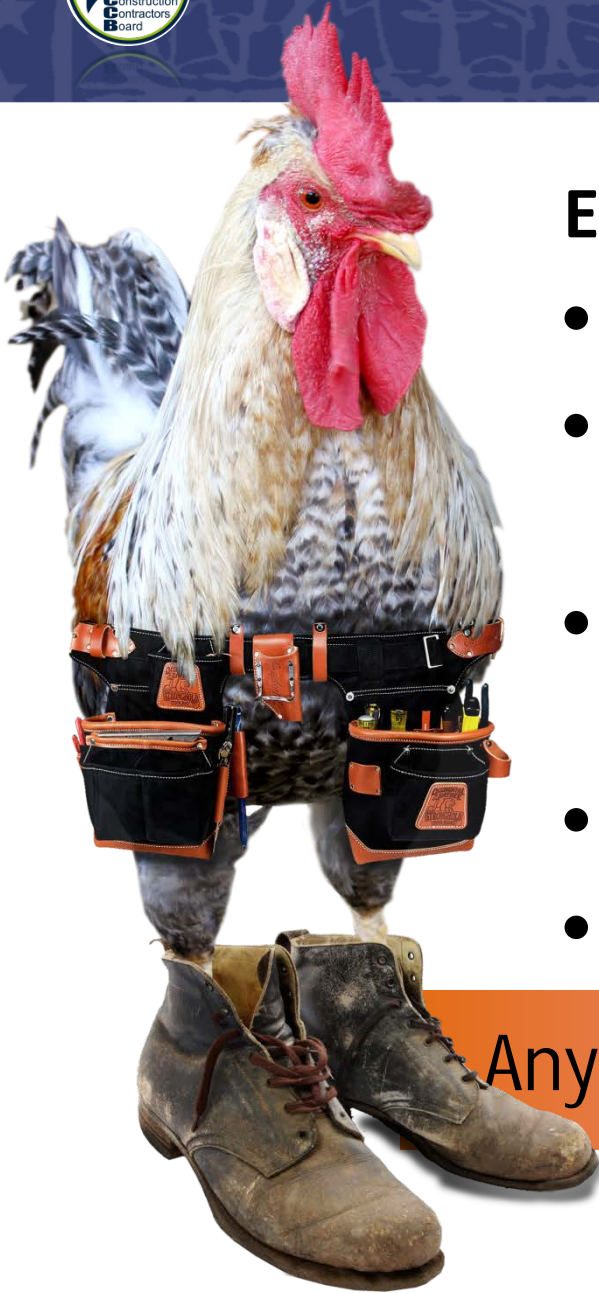


Licensing

- 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 Work



Enforcement

- Unlicensed contractors
- Contractors not carrying workers' compensation
- Workers paid under the table to avoid taxes
- Illegal advertising
- Scams

Anyone can pretend to be a contractor

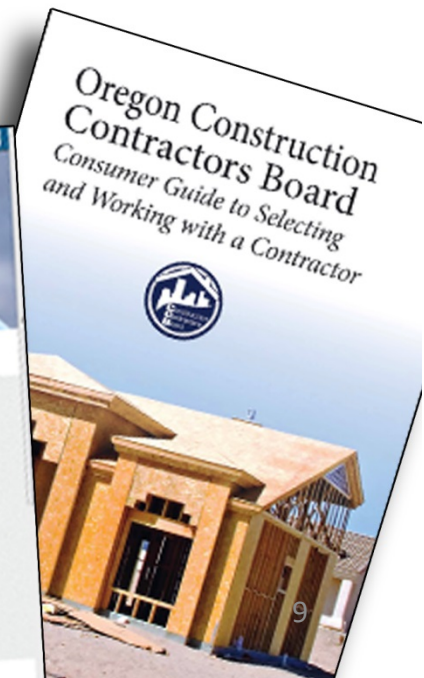
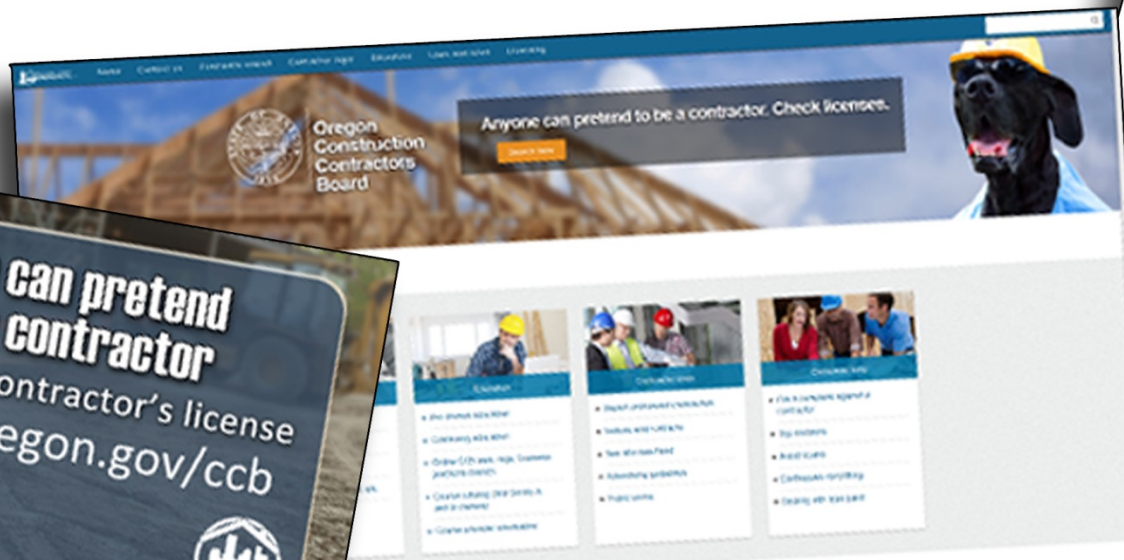


Our Work



Education and outreach

- Reaching our target audience through publications and outreach events around the state
- Pre-licensing and continuing education for contractors





Annual Snapshot



CONSTRUCTION CONTRACTORS BOARD ANNUAL STATISTICS



Licensing

94% overall customer service satisfaction.

Enforcement

80% of mediations are successful when both parties participate.



Our Approach



Focusing on excellence in our core mission

- Protect the public
- Effective enforcement
- Successful dispute resolution services
- Educate the public
- Collaboration and transparency
- Outstanding customer service



Our Approach



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
- Improve the website license search
- Expand mobile device capabilities



Our Approach



Live within our means

- No fee increases for 2019-21
- Reduce reserve balance
- Eliminated CCB continuing education fees
- Collaborate with state and local government agencies to share information



Our Challenges



- 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
- Agency making good progress on IT issues with new manager and staff but still significant work to be done



2019-21 What's Coming?



Technology Investments

- Information security
- User-friendly licensing process for contractors
- User-friendly information for the public
- Increased agency efficiency
- Better information availability and tools for staff



2019-21 Budget Request



\$16.6 million: Governor's Recommended Budget

- 2% decrease from Current Service Level
- 3% increase from 2017-19
- Adds one limited duration IT Project Manager
- Re-classes Accounting Technician 3 to a Fiscal Analyst
- Adds one permanent Public Service Representative 4 to Licensing

No fee increases



Our People



Management Team

- **Rem Nivens**, Interim Administrator: 503-934-2184 or remmal.d.nivens@state.or.us.
- **Stan Jessup**, Enforcement Manager: 503-934-2188 or stan.m.jessup@state.or.us.
- **Dana Zeimantz**, Licensing and Business Services Manager: 503-934-2199 or dana.zeimantz@state.or.us.
- **Leslie Culpepper**, Communications and Education Manager: 503-934-2195 or leslie.culpepper@state.or.us.
- **Noel Magee**, IT Manager: 503-934-0403 or noel.magee@state.or.us



Our Board Members



- **Jim Kitchin, Chair:** General Contractor, residential/large commercial (Portland)
- **Kurt Bolser, Vice Chair:** General Contractor, large commercial (Grants Pass)
- **James Patrick:** General Contractor, residential/small commercial (Newport)
- **Susan Steward:** Public member (Portland)
- **Patty Dorroh:** Local Government (Burns)
- **Eric Olson:** Home Inspector (Salem)
- **Dylan Bochsler:** General Contractor, large commercial (Stayton)
- **Andrea Noble:** Public member (Central Point)
- **Javier Juarez:** General Contractor, residential/small commercial (Redmond)