

**Construction Contractors Board**

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State of Oregon  
Honorable John A. Kitzhaber, MD,  
Governor



Jim Denno, Administrator

**DRAFT**  
**1/16/15**

**NOTICE OF PUBLIC MEETING**

**CCB Board Meeting**

**Tuesday, January 27, 2015**

9:30 a.m.– 12:30 p.m.

CCB Offices, 700 Summer St NE Ste 300,  
Conference Room B, Salem, Oregon

9:30 a.m.

- A. Meeting Called to Order
- B. Approval of the Agenda .....(pg 1)
- C. Approval of the Minutes (12/2/14)..... (pg 2-7)
- D. Date of the Next Regularly Scheduled Meeting: February 24, 2015 (Broadway Commons)

9:45 a.m.

- E. Public Comment

10:00 a.m.

- F. Agency Report/Update (Jim Denno) .....(pg 8)
  - 1. Licensing (Laurie Hall)
    - a. Number of New Licenses Processed Per Month .....(pg 9)
    - b. Rate of Renewals .....(pg 10)
    - c. Residential/Commercial Licensing Chart .....(pg 11)
    - d. Quarterly Report ..... (pg 12-39)
  - 2. Education (Cheryl Martinis)
    - a. Education Update .....(pg 40)
    - b. 2015 Winter/Spring Home Show Schedule ..... (pg 41-42)
    - c. Speaking Events..... (pg 43-45)
  - 3. Enforcement (Stan Jessup)
    - a. Consent Agenda: .....(pg 46-55)
      - 1) Notices of Intent
      - 2) Final Orders
    - b. Letter from Tony Manzalji re ENF file no. 103094 ..... (pg 56)
    - c. Quarterly Report .....(pg 57-65)
  - 4. Administration/IT (Kimberlee Ayers)
    - a. Budget .....(pg 66)
    - b. Board Calendar .....(pg 67)

12:30 p.m. 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 to Catherine Dixon (503) 934-2185 or Oregon Relay 7-1-1.*

**DRAFT**

12-29-14

**MINUTES OF THE DECEMBER 2, 2014  
CONSTRUCTION CONTRACTORS BOARD MEETING**

The Construction Contractors Board (CCB) met on Tuesday, December 2, 2014, at the Broadway Commons, Peru Room (306), 1300 Broadway St NE, Salem, Oregon.

**Attendees:**

**Board Members present:** Board Chair, Kimberly Wood, and Board Members: Mariana Lindsay, Melvin Oden-Orr, Jim Patrick, Sandi Warren, and Rob Yorke.

**Excused Board Members:** Simone Neall.

**Staff:** Administrator James Denno, Administrative Services Manager Kimberlee Ayers, Linda Bures (HR), Education Manager Cheryl Martinis, Enforcement Manager Stan Jessup, Licensing Manager Laurie Hall, Education Program Analyst Jennifer Magee, Investigator SIU Terry Roach, Administrative Assistant Brandy Richter, and Board Secretary Catherine Dixon, Assistant Attorneys General Susan Bischoff and Kelly Gabliks.

**Guests:** Shelly Sneed, Kathy Nishimoto, Judy Beebe, Bonnie Sullivan, Jim Kitchin, Van White, Jerry Schmidt, Mike Eliason, Scott Barrie, and Marri Lamoureaux.

**A. MEETING CALLED TO ORDER:**

Chair Kimberly Wood called the meeting to order at 9:40 a.m.

**B. APPROVAL OF AGENDA AND ORDER OF BUSINESS:**

The Board made the following motion:

**MOTION:** Rob Yorke moved to amend the agenda to move item F.3.b (discussion of settlement of American Residential Services LLC enforcement case) to immediately follow public comment and approve the agenda.

**VOTE:** 6-0, Ayes— Lindsay, Oden-Orr, Patrick, Yorke, Warren, and Wood.

**C. APPROVAL OF MINUTES:**

The Board made the following motion:

**MOTION:** Sandi Warren moved to approve the October 28, 2014, Board meeting minutes with a correction to add Mariana Lindsay to the list of Board members present, listed in the first paragraph of the Appeal Committee meeting minutes.

**VOTE:** 6-0, Ayes— Lindsay, Oden-Orr, Patrick, Yorke, Warren, and Wood.

**D. PUBLIC COMMENT:**

- 1. Shelly Sneed, Administrator of the Landscape Contractors Board (LCB),** gave a brief overview of the Landscape Contractors Board. Ms. Sneed reported on the work of the Landscape Contracting Work Group, which CCB is participating in. The Landscape Contractors Board is making a variety of recommendations for consideration by the Work Group. Some of the proposed recommendations are:

- Increasing the bond and insurance requirements on projects of \$50,000 or more.
- Recovery of hearing costs.
- Establishing a \$2,000 threshold for written contracts like CCB.
- Revising continuing education requirements.

Ms. Sneed reported that the Landscape Contracting Work Group will be reviewing these and other recommendations and putting them into a legislative concept for the upcoming legislative session.

2. **Bonnie Sullivan** discussed the Oregon Contractor’s Reference Manual revisions. She feels that the manual needs to have local people involved with writing the manual.

**E. SETTLEMENT ON CONTESTED CASE(S):**

Chair Wood called the meeting into deliberations under ORS 192.690(1).

**MOTION:** Rob Yorke moved to approve the settlement agreement and stipulated final order in the matter of American Residential Services LLC, enforcement case number 98322.

**VOTE:** 6-0, Ayes— Lindsay, Oden-Orr, Patrick, Yorke, Warren, and Wood.

**F. AGENCY REPORTS:**

**1. Administrator**

**a. Kelly Gablik’s Retirement:**

Administrator James Denno thanked Kelly Gabliks, Assistant Attorney General, for her service to the CCB and wished her a long and happy retirement.

Ms. Gabliks stated that it has been a privilege to represent the Board; she has faced some challenging issues and really enjoyed working with the Board and staff.

**b. Administrator’s Report:**

Mr. Denno gave an update on the following:

- IT Strategic Planning
- Stakeholder and Legislator Meetings
- Landscape Contracting Board Workgroup
- Restoration Companies
- CCB Office Space
- Building Codes Division (BCD) Partnership

Mr. Denno is working to refocus the agency on its core mission of appropriate licensing standards, engagement with customers and stakeholders, efficiency in agency operations, , and enforcement.

The agency will offer new board member orientation which will afford new Board members the opportunity to visit the agency offices and spend some time with each section manager learning about the various facets of the agency’s responsibilities. Newest Board member Mariana Lindsay will be invited to come to CCB offices for orientation in the near future.

**(Staff Action item 12.2.F1)**

**c. Restoration Companies:**

Mr. Denno reported that a legislative concept proposing regulation by CCB of “restoration companies” is being drafted.

**2. Licensing**

Licensing Manager Laurie Hall reported that the number of new licensees continues to increase slightly. Approximately 50 percent of renewals are now consistently being completed online and are processed the same day or the next day.

Board member Patrick asked that the reports be printed in portrait format which is easier to read online and on mobile devices.

**(Staff Action item 12.2.F2)**

**3. Education**

Education Manager Cheryl Martinis introduced Jennifer Magee, Education Program Analyst. Ms. Magee approves education providers and courses. She works on the outreach team for consumers and continuing education for contractors.

Ms. Martinis reported that the new contract for pre-licensure testing has been awarded to PSI Services, LLC. Applicants will be allowed up to three hours to take the test. The cost of the test will decrease slightly, and PSI will provide a direct phone line for education providers to contact them.

**a. Contractor Reference Manual:**

1) Current Contract – Manual Updated:

Education Manager Cheryl Martinis reported that she just finished the updates for the next version of the manual. A Spanish version of the manual will be coming out next year.

2) Future Manual Options:

Ms. Martinis recommends putting together an advisory committee to look at the content that should be included in the manual. , The agency is looking into contracting with NASCLA for future editions of the manual. Currently there are ten other states that use NASCLA’s manual, reporting that the manual is much more user-friendly. NASCLA has a standard manual of contractor business and law, and each state adds their state-specific materials.

Board members discussed asking contractors who work in multiple states for some input; perhaps contact Home Depot, Sears, Lowes, etc. that operate in multiple states.

**(Staff Action item 12.2.F3a)**

Board member Melvin Oden-Orr volunteered to be on the advisory committee to work with staff.

**b. Home Inspector Test:**

The agency recommends going to a nationally developed testing standard for home inspector certification. Education Manager Cheryl Martinis reported that of the 34 states that regulate home inspectors, 26 use the National Home Inspector Examination. The national test is psychometrically validated and periodically updated, unlike the CCB exam, to ensure the test reflects current industry practices.

The cost of the national exam is \$225; CCB's test fee is limited to \$50, regardless of the cost of producing and maintaining it.

Chair Wood asked if there is a discount for those that do not pass the exam the first time. Ms. Martinis will do further research regarding the cost of retakes and bring the matter back to the next Board meeting.

**(Staff Action item 12.2.F3b)**

**4. Enforcement****a. Consent Agenda:**

Enforcement Manager Stan Jessup discussed the consent agenda with Board members. Two of the enforcement actions had incomplete violation information. The Board removed these two enforcement cases from the consent agenda until complete violation information could be gathered.

**MOTION:** Jim Patrick moved to approve the consent agenda notices of intent and final orders issued, with the exception of file numbers 107678 and 107685 which were removed from the consent agenda.

**VOTE:** 6-0, Ayes— Lindsay, Oden-Orr, Patrick, Yorke, Warren, and Wood.

**b. Redistricting:**

Enforcement Manager Stan Jessup reported that he is working on changing the regions that each field investigator covers to obtain better coverage for the state. Mr. Jessup hopes to have the new districts assigned by spring with better coverage in Eugene, the coast, and eastern Oregon areas.

**5. Administration/IT****a. Administrative Services Manager Kimberlee Ayers reported that at the end of October CCB's revenue was \$556,653 with expenses approximately \$200,000 under projections. CCB currently has 5.95 months of operating cash estimated ending fund balance.**

Ms. Ayers reported that the agency will be contracting with an IT consultant to develop an IT strategic plan for the agency. The agency will also be entering into an agreement with the Secretary of State for a new records management system, known as the Oregon Records Management Solution. This will take the place of the existing Questys system and provide the agency with a much more robust system at a reduced cost.

**b. Board Calendar:**

Ms. Ayers asked if Board members had any questions about the 2015 calendar. No changes were made.

**c. Fiscal Year 2014 Final Key Performance Measure Reports:**

Ms. Ayers asked whether Board members had any questions regarding the key performance measure final report. There were no questions.

**G. NEW BUSINESS:****1. Administrative Rules:****a. Charges for Records (OAR 812-001-0160):**

Administrator Denno reported that there are some problems with this rule and recommended the Board withdraw its approval and direct staff to evaluate whether the rule revision is needed. .

**MOTION:** Melvin Oden-Orr moved to withdraw approval of OAR 812-001-0160.

**VOTE:** 6-0, Ayes— Lindsay, Oden-Orr, Patrick, Yorke, Warren, and Wood.

**b. OAR 812-009-0330, Rebuttable Presumption:**

Administrator Denno reported that concerns have been expressed that unintended consequences may arise from the rule as written and recommends that the agency conduct further research into the issues and look for other solutions. He recommends the Board close the hearing without taking action.

Chair Wood reconvened the rulemaking hearing on OAR 812-009-0330.

**MOTION:** Jim Patrick moved to close the hearing with no further action.

**VOTE:** 6-0, Ayes— Lindsay, Oden-Orr, Patrick, Yorke, Warren, and Wood.

**2. Annual Meeting with Stakeholders:**

**Stakeholders were invited by the Board to attend the meeting and discuss their issues and concerns with the Board.**

- a. Mike Eliason, representing Associated General Contractors (AGC), stated that he is impressed with Administrator Denno and Chair Wood. He liked how the rules were handled at the last Board meeting. Mr. Eliason reported that AGC does not have any legislative concepts affecting CCB.
- b. Jim Kitchin, representing Oregon Remodelers Association, stated that CCB staff have been very helpful. Oregon Remodelers Association is working in the Portland, Salem and Eugene areas to engage younger workers. He stated that remodeling contractors are aging and younger workers will be needed in the future.
- c. Judy Beebe, representing Omni (pre-licensure education provider) thanked the Board for hiring Cheryl Martinis who is very patient. Ms. Beebe appreciates that in the near future three hours will be allowed for the pre-licensing test. Ms. Beebe volunteered to participate on the advisory committee for the reference manual and test. She teaches at Western Oregon University and understands the complexity of putting together a test.

- d. Jerry Schmidt, representing Oregon Groundwater Association, reported that his group consists of well contractors, manufacturing, and water treatment contractors. His members carry multiple licenses, some between 7 and 9 licenses with 4 to 6 agencies. Some of his members have a CCB license. Mr. Schmidt reported that CCB education staff have been very helpful. Most of his members are exempt from continuing education because they have a plumbing or electrical license. He feels that a rule committee to work with stakeholders early on in the process will help eliminate future problems.
- e. Scott Barrie, representing Oregon Home Builders Association, stated that he has heard talks of merging CCB and BCD and believes there will be conversations over the upcoming session. Mr. Barrie reported that one of Oregon Home Builders Association legislative concepts will cover crimes that would prevent someone from stealing another contractor's CCB license. They are looking at proposing that type of crime be escalated to a criminal penalty. Other possible legislative concepts include building code and land use issues.
- f. Marri Lamoureaux, representing Oregon Home Builders Association, encouraged Board members to consider a third party verification of online education, that could provide suggestions to the education providers on ways to improve their programs. Ms. Lamoureaux stated that the CCB IT section has made uploads very easy.
- g. Van White, attorney, thanked Board members for their decision on the ARS matter. Mr. White reported that he worked for CCB while attending school and has taught lien laws courses for contractors. He appreciates the effort to streamline the license application, but would like more phone assistance for contractors. He reported that CCB has a good working relationship with the State Bar Association.
- h. Kathy Nishimoto, representing Small Business Development Centers, thanked Cheryl Martinis and Jennifer Magee for working to create a Spanish version of the reference manual. She reported that it has been very hard for Spanish speakers, even with courses taught in Spanish, as the manual and test are in English. The Spanish version of the reference manual will make a big difference to her clients.

**H. ADJOURNED:**

The meeting adjourned at 12:04 p.m.

# CONSTRUCTION CONTRACTORS BOARD

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## Interoffice Memo

**To:** Board Members  
**From:** James Denno  
Administrator  
**Date:** January 15, 2015  
**Subject:** Agency Updates

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I will be updating the Board on the following subjects:

IT Strategic Planning

Stakeholder and Legislator Meetings

Home Inspector Exam

Restoration Companies

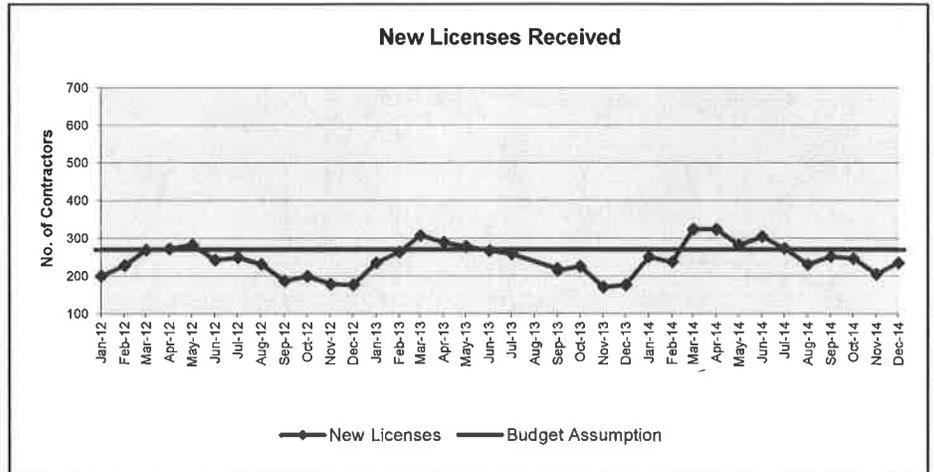
New Headquarters

Merger with Building Codes Division

Ethics Commission Training

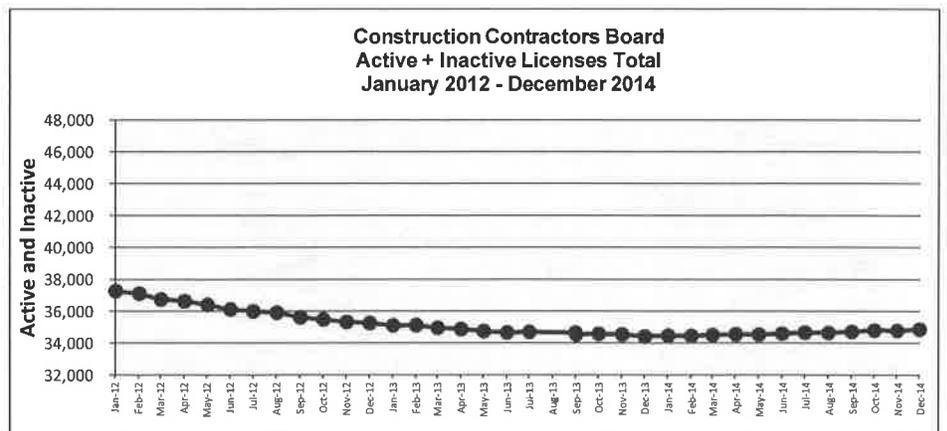
# NUMBER OF NEW LICENSES RECEIVED PER MONTH

Month/Year	New License Total	Inactive Licenses Total
Jan-12	200	37,264
Feb-12	228	37,107
Mar-12	269	36,750
Apr-12	272	36,633
May-12	283	36,405
Jun-12	242	36,108
Jul-12	249	36,003
Aug-12	231	35,904
Sep-12	187	35,624
Oct-12	199	35,485
Nov-12	178	35,333
<b>Dec-12</b>	<b>176</b>	<b>35,254</b>
Jan-13	235	35,101
Feb-13	263	35,117
Mar-13	307	34,947
Apr-13	289	34,886
May-13	278	34,739
Jun-13	267	34,665
Jul-13	258	34,688
Aug-13	219	34,644
Sep-13	214	34,544
Oct-13	225	34,578
Nov-13	170	34,534
<b>Dec-13</b>	<b>176</b>	<b>34,428</b>
Jan-14	250	34,466
Feb-14	237	34,459
Mar-14	324	34,511
Apr-14	324	34,554
May-14	282	34,538
Jun-14	304	34,591
Jul-14	273	34,657
Aug-14	230	34,652
Sep-14	251	34,705
Oct-14	246	34,806
Nov-14	205	34,787
<b>Dec-14</b>	<b>235</b>	<b>34,859</b>



		<u>New Apps Received</u>	<u>Average/Month</u>
a.	July 2001 - June 2003	24 mo. 7,920	330
b.	July 2003 - June 2005	24 mo. 10,015	417
c.	July 2011 - June 2013	24 mo. 5,562	232
d.	July 2007 - June 2009	24 mo. 9,057	377
e.	July 2009 - June 2011	24 mo. 6,456	269
f.	July 2011 - June 2013	24 mo. 5,562	232
g.	July 2013 - Dec 2014	18 mo. 4,423	246

<b>Budget Information</b>	
a.	2003-05 budget based on 380 licenses/month
b.	2005-07 budget based on 350 licenses/month
c.	2007-09 budget based on 385 licenses/month
d.	2009-11 budget based on 325 licenses/month
e.	2011-13 budget based on 270 licenses/month
f.	2013-15 budget based on 270 licenses/month

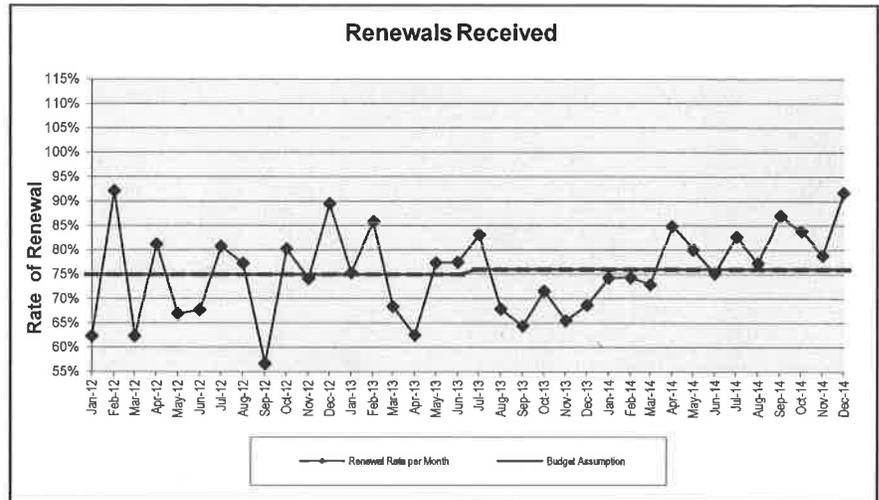


\*(Note: Starting 5/2/14 the reporting calculation has been revised to include all unprocessed applications received.)

# RATE OF RENEWALS

## Licenses Due to Expire vs Renewals Received During Month, Regardless of Due Date

MONTH/ YEAR	LICENSES DUE TO EXPIRE	LICENSES RENEWALS RECEIVED	RATE OF RENEWAL
Jan-12	1,943	1,211	62.3%
Feb-12	1,791	1,650	92.1%
Mar-12	2,265	1,412	62.3%
Apr-12	2,127	1,727	81.2%
May-12	2,058	1,376	66.9%
Jun-12	2,238	1,514	67.6%
Jul-12	1,696	1,369	80.7%
Aug-12	1,600	1,236	77.3%
Sep-12	1,434	812	56.6%
Oct-12	1,521	1,220	80.2%
<b>Nov-12</b>	<b>1,255</b>	<b>930</b>	<b>74.1%</b>
Dec-12	1,283	1,148	89.5%
Jan-13	1,545	1,164	75.3%
Feb-13	1,690	1,449	85.7%
Mar-13	2,064	1,411	68.4%
Apr-13	1,924	1,202	62.5%
May-13	1,854	1,434	77.3%
Jun-13	1,826	1,415	77.5%
Jul-13	1,587	1,318	83.0%
Aug-13	1,568	1,064	67.9%
Sep-13	1,390	895	64.4%
Oct-13	1,392	996	71.6%
<b>Nov-13</b>	<b>1,185</b>	<b>776</b>	<b>65.5%</b>
Dec-13	1,228	843	68.6%
Jan-14	1,622	1,205	74.3%
Feb-14	1,545	1,148	74.3%
Mar-14	1,902	1,387	72.9%
Apr-14	1,858	1,577	84.9%
May-14	1,832	1,466	80.0%
Jun-14	1,882	1,414	75.1%
Jul-14	1,514	1,251	82.6%
Aug-14	1,386	1,071	77.3%
Sep-14	1,258	1,093	86.9%
Oct-14	1,328	1,113	83.8%
Nov-14	1,164	918	78.9%
<b>Dec-14</b>	<b>1,183</b>	<b>1,085</b>	<b>91.7%</b>



Average Renewal Rate History		
		<u>Average Renewal Rate</u>
a.	July 2001 - June 2003	24 mo. 76.3%
b.	July 2003 - June 2005	24 mo. 83.4%
c.	July 2005 - June 2007	24 mo. 81.7%
d.	July 2007 - June 2009	24 mo. 77.1%
e.	July 2009 - June 2011	24 mo. 75.5%
f.	July 2011 - June 2013	24 mo. 73.9%
g.	July 2013 - December 2014	18 mo. 76.9%

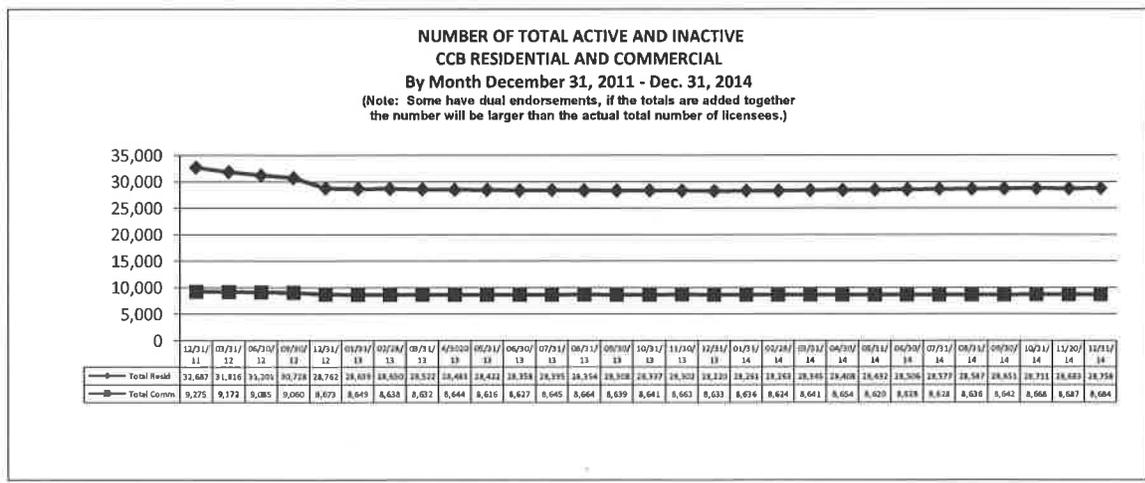
**Budget Information**

a. 2001-03 budget based on average 70% renewal rate  
b. 2003-05 budget based on average 75% renewal rate  
c. 2005-07 budget based on 80% renewal rate  
d. 2007-09 budget based on 80% renewal rate  
e. 2009-11 budget based on 75% renewal rate  
f. 2011-13 budget based on 75% renewal rate  
g. 2013-15 budget based on 76% renewal rate

(Note: Starting 5/2/14 the reporting calculation on the number of renewals has been revised to include all unprocessed renewals received.)

**CONSTRUCTION CONTRACTORS BOARD  
NUMBER OF TOTAL ACTIVE AND INACTIVE  
RESIDENTIAL, COMMERCIAL, AND ENDORSEMENT ONLY  
By Month Dec. 31, 2011 - Dec. 31, 2014**

Month Ending	Residential						Commercial						Endorsement Only		
	Resid General	Resid Specialty	Resid Limited	Resid Developer	Resid Locksmith Svcs	Total Resid	Comm Gen Level 1	Comm Gen Level 2	Comm Specialty 1	Comm Specialty 2	Comm Developer	Total Comm	Home Energy Perf. Score Contr.	Home Inspec Svcs Contr	Home Svcs Contr
12/31/11	19,644	9,866	3,023	154		32,687	1,597	4,259	782	2,546	91	9,275			
03/31/12	19,179	9,584	2,907	146		31,816	1,571	4,215	771	2,540	75	9,172			
06/30/12	18,858	9,413	2,774	156		31,201	1,531	4,185	764	2,532	73	9,085			
09/30/12	18,659	9,248	2,666	155		30,728	1,540	4,177	760	2,510	73	9,060			
12/31/12	17,424	8,869	2,333	136		28,762	1,389	4,033	720	2,472	59	8,673			
01/31/13	17,353	8,829	2,319	138		28,639	1,385	4,023	713	2,469	59	8,649			
02/28/13	17,379	8,845	2,289	137		28,650	1,382	4,014	712	2,471	59	8,638			
03/31/13	17,330	8,784	2,269	139		28,522	1,379	4,014	708	2,471	60	8,632			
4/30/2013	17,331	8,780	2,239	133		28,483	1,393	4,023	700	2,470	58	8,644			
05/31/13	17,296	8,774	2,220	132		28,422	1,397	4,005	696	2,461	57	8,616			
06/30/13	17,306	8,726	2,193	133		28,358	1,407	4,002	698	2,463	57	8,627			
07/31/13	17,363	8,722	2,175	135		28,395	1,412	4,009	696	2,473	55	8,645			
08/31/13	17,342	8,719	2,155	138		28,354	1,399	4,021	696	2,492	56	8,664			
09/30/13	17,339	8,694	2,141	134		28,308	1,403	4,013	692	2,475	56	8,639			
10/31/13	17,386	8,681	2,133	137		28,337	1,395	4,025	697	2,469	55	8,641			
11/30/13	17,360	8,682	2,124	136		28,302	1,399	4,034	697	2,478	55	8,663			
12/31/13	17,346	8,639	2,094	141		28,220	1,396	4,028	696	2,459	54	8,633			
01/31/14	17,401	8,623	2,095	142		28,261	1,393	4,023	700	2,467	53	8,636			
02/28/14	17,423	8,614	2,081	145		28,263	1,389	4,024	699	2,458	54	8,624			
03/31/14	17,480	8,648	2,071	146		28,345	1,389	4,049	699	2,449	55	8,641			
04/30/14	17,538	8,664	2,054	152		28,408	1,393	4,057	699	2,451	54	8,654			
05/31/14	17,578	8,650	2,056	148		28,432	1,393	4,046	694	2,435	52	8,620			
06/30/14	17,664	8,639	2,055	148	0	28,506	1,398	4,050	694	2,430	56	8,628	0	14	6
07/31/14	17,730	8,643	2,050	147	7	28,577	1,395	4,048	695	2,435	55	8,628	0	17	6
08/31/14	17,766	8,642	2,029	141	9	28,587	1,394	4,061	691	2,432	58	8,636	0	18	6
09/30/14	17,824	8,658	2,017	143	9	28,651	1,403	4,066	695	2,419	59	8,642	0	20	6
10/31/14	17,901	8,661	1,998	140	11	28,711	1,407	4,082	701	2,419	59	8,668	0	26	6
11/20/14	17,906	8,633	1,989	143	12	28,683	1,412	4,100	698	2,417	60	8,687	0	31	7
12/31/14	17,971	8,639	1,995	140	13	28,758	1,410	4,101	704	2,410	59	8,684	0	32	7



**CONSTRUCTION CONTRACTORS BOARD**

**LICENSING PROGRAM  
AND  
CUSTOMER SERVICE UNIT**

**STATISTICAL REPORTS  
Sixth Quarter  
2013-2015 Biennium**



**Laurie Hall, Program Manager  
Karen Taylor, Supervisor**

**Licensing/Renewal Staff:**

Angie Warkentin  
Karla Martin  
Joanna Russell-  
Rios

Ruth Sutter  
Kevin Kerner

Nancy McIntyre  
Patti McCarter

**Customer Service Unit Staff:**

Darla Pack  
Regina Arnold  
Brenna Anderson  
Vicki Foster

January 12, 2015

12

# Licensing and Customer Service Unit 2013-15 Biennium

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Percentage of Surveys Returned .....	Not included with this report
Comments.....	Not included with this report

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## Number of Active and Inactive CCB Licensees by Type of Entity

	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014
<b>Active</b>									
Corporation	13,304	13,216	13,100	13,052	13,020	13,011	12,965	12,932	12,918
Sole Proprietorship	11,307	11,168	11,027	10,842	10,727	10,686	10,648	10,608	10,496
Limited Liability Company	8,060	8,213	8,342	8,532	8,595	8,815	9,045	9,246	9,476
Limited Liability Partnership	32	32	30	31	31	30	30	31	31
Limited Partnership	55	51	49	50	48	50	49	48	50
Partnership	543	530	530	516	504	508	494	500	512
Trust	1	1	0	0	0	0	1	1	1
<b>SUBTOTAL</b>	<b>33,302</b>	<b>33,211</b>	<b>33,078</b>	<b>33,023</b>	<b>32,925</b>	<b>33,100</b>	<b>33,232</b>	<b>33,366</b>	<b>33,484</b>
<b>Inactive</b>									
Corporation	485	463	422	410	405	396	361	358	366
Sole Proprietorship	929	888	810	755	725	685	650	654	645
Limited Liability Company	372	365	338	334	336	333	322	314	317
Limited Liability Partnership	3	2	2	1	2	2	2	0	1
Limited Partnership	1	2	2	1	1	1	1	1	1
Partnership	29	27	22	23	28	27	25	21	20
Trust	0	0	0	0	0	0	0	0	0
<b>SUBTOTAL</b>	<b>1,819</b>	<b>1,747</b>	<b>1,596</b>	<b>1,524</b>	<b>1,497</b>	<b>1,444</b>	<b>1,361</b>	<b>1,348</b>	<b>1,350</b>
<b>TOTALS</b>	<b>35,121</b>	<b>34,958</b>	<b>34,674</b>	<b>34,547</b>	<b>34,422</b>	<b>34,544</b>	<b>34,593</b>	<b>34,714</b>	<b>34,834</b>

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## Number of New Licenses by Endorsement Type

Endorsement Type	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014
Residential General Contractor	389	520	589	484	410	537	207	152	156
Residential Specialty Contractor	182	252	247	224	187	223	71	59	52
Residential Limited Contractor	69	69	78	57	50	61	24	19	18
Residential Developer	7	9	8	13	8	8	2	1	4
Residential Locksmith Services Contractor	*	*	*	*	*	*	1	1	1
Home Inspector Services Contractor	*	*	*	*	*	*	3	2	1
Home Services Contractor	*	*	*	*	*	*	0	0	0
Home Energy Performance Score Contractor	*	*	*	*	*	*	0	0	0
Commercial General Contractor 1	23	28	46	30	19	18	5	10	5
Commercial General Contractor 2	102	116	116	104	91	89	39	25	26
Commercial Specialty Contractor 1	5	13	15	11	11	12	3	4	7
Commercial Specialty Contractor 2	72	80	79	66	47	64	12	13	17
Commercial Developer	2	1	1	1	0	1	2	1	1
Total Single Endorsement Licenses	851	1,088	1,179	990	823	1,013	369	292	290
Total Dual Endorsement Licenses	138	133	148	142	127	90	36	20	20

## CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

### Number of Total Active and Inactive Licenses by Endorsement Type

Endorsement Type	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014
Residential General Contractor	18,514	18,355	18,232	18,208	18,200	18,326	18,457	18,608	18,766
Residential Specialty Contractor	9,145	9,054	8,982	8,935	8,877	8,878	8,845	8,856	8,838
Residential Limited Contractor	2,573	2,505	2,405	2,339	2,283	2,237	2,216	2,180	2,153
Residential Developer	152	154	147	150	154	157	157	153	151
Residential Locksmith Services Contractor	*	*	*	*	*	*	0	9	13
Home Inspector Services Contractor	*	*	*	*	*	*	14	20	32
Home Services Contractor	*	*	*	*	*	*	6	6	7
Home Energy Performance Score Contractor	*	*	*	*	*	*	0	0	0
Commercial General Contractor 1	1,520	1,503	1,524	1,514	1,504	1,498	1,491	1,496	1,503
Commercial General Contractor 2	4,152	4,129	4,111	4,129	4,142	4,157	4,162	4,172	4,212
Commercial Specialty Contractor 1	755	741	730	724	728	727	723	725	734
Commercial Specialty Contractor 2	2,521	2,517	2,504	2,517	2,507	2,491	2,477	2,464	2,449
Commercial Developer	71	70	64	63	60	58	57	60	60
Dual Licenses	4,173	4,105	4,058	4,060	4,053	4,054	4,046	4,071	4,085
Single Licenses	31,057	30,818	30,583	30,459	30,349	30,431	30,519	30,607	30,748
<b>Total Licenses</b>	<b>35,230</b>	<b>34,923</b>	<b>34,641</b>	<b>34,519</b>	<b>34,402</b>	<b>34,485</b>	<b>34,565</b>	<b>34,678</b>	<b>34,833</b>

# CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

## Number of Bond Documents Received

Type of Bond Document	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2012- Dec 31, 2012	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014
Bonds & Riders	965	1,062	668	874	627	784	918	673	774
Bond Cancellations	3,482	3,030	1,907	3,343	2,519	2,902	2,383	1,843	1,640
Bond Reinstatements	763	735	461	1,039	756	296	700	639	452
Licensed Contractors with BOLI Bond	150	189	157	154	104	108	144	112	96
Non-licensed Contractors with BOLI Bond	13	11	5	9	11	8	5	10	7
<b>Total Bond Documents</b>	<b>5,373</b>	<b>5,027</b>	<b>3,198</b>	<b>5,419</b>	<b>4,017</b>	<b>4,098</b>	<b>4,150</b>	<b>3,277</b>	<b>2,969</b>

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION**

**Number of Insurance Documents Received**

<b>Method of Delivery of Insurance Document</b>	<b>Sixth Quarter</b>	<b>Seventh Quarter</b>	<b>Eighth Quarter</b>	<b>First Quarter</b>	<b>Second Quarter</b>	<b>Third Quarter</b>	<b>Fourth Quarter</b>	<b>Fifth Quarter</b>	<b>Sixth Quarter</b>
	Oct 1, 2012- Dec 31, 2012	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014
Insurance Certificates - Paper	2,676	2,383	1,303	2,932	2,585	2,742	2,674	2,436	2,318
Insurance Certificates - Faxes	1,396	1,250	699	1,362	1,313	1,473	1,485	1,519	1,322
Insurance Cancellations	511	428	246	521	446	540	474	501	324
Insurance Reinstatements	143	129	95	155	150	161	143	234	110
E-Proof (submitted online)	6,023	7,640	7,676	6,467	6,012	7,742	7,728	6,549	5,853
<b>Total Insurance Documents</b>	<b>10,749</b>	<b>11,830</b>	<b>10,019</b>	<b>11,437</b>	<b>10,506</b>	<b>12,658</b>	<b>12,504</b>	<b>11,239</b>	<b>9,927</b>

**Courtesy Notices and Emergency Suspensions**

<b>Description</b>	<b>Sixth Quarter</b>	<b>Seventh Quarter</b>	<b>Eighth Quarter</b>	<b>First Quarter</b>	<b>Second Quarter</b>	<b>Third Quarter</b>	<b>Fourth Quarter</b>	<b>Fifth Quarter</b>	<b>Sixth Quarter</b>
	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - June 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014
30-Day Advance Insurance Courtesy Notice	6,144	6,766	7,197	5,806	5,373	6,797	7,119	5,882	5,412
Final Insurance Courtesy Notice	2,203	2,475	2,719	2,335	2,003	2,573	2,480	2,178	2,024
Insurance Certificates Received	7,569	8,490	9,084	7,423	6,764	8,498	8,838	7,390	6,843
Emergency Suspension Notices	778	751	832	718	612	872	761	670	593
Percentage of Suspensions After Courtesy Notices	13%	11%	12%	12%	11%	13%	11%	11%	11%

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**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION**

**Number of Licensing Documents Sent by Customer Service Unit**

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014
Bond Courtesy	699	835	983	824	542	600	792	657	531
Bond Suspension	446	456	543	493	378	372	406	425	370
30-day Insurance Courtesy Notice	5,591	7,047	6,748	5,938	5,498	7,166	6,414	5,826	5,621
Final Insurance Courtesy Notice	2,274	2,409	2,724	2,391	1,999	2,571	2,489	2,177	2,023
Insurance Suspension	828	702	845	742	661	823	783	695	634
Auto Letters	1,528	1,646	1,699	1,465	1,213	1,449	1,565	1,435	1,389
License Cards	4,425	5,405	5,815	4,985	4,295	5,785	5,920	4,848	4,465
Renewal Forms	4,603	5,682	4,745	3,621	4,328	5,451	4,803	3,746	4,494
Expiration Notices	2,209	2,658	3,006	2,080	1,629	1,921	2,167	1,621	1,411
Certified Mail	1,448	1,297	1,472	1,361	1,207	1,387	1,314	1,291	1,141
109 Letters	11	8	25	11	11	3	12	6	13
68S Renewal letters	0	1	0	6	0	0	0	0	0
Locksmith 30-Day Renewal	23	31	5	13	13	104	76	20	27
Locksmith 15-Day Renewal	20	26	3	9	9	59	25	26	29
Locksmith Expiration	15	14	1	4	4	23	12	39	23
Locksmith Cards	20	29	14	13	11	97	53	32	35
LBPR Cards	835	1,068	1,529	9	884	1,215	1,528	399	813
LBPR Renewal Forms	788	1,164	1,446	4	839	1,235	1,442	399	694
LBPR Expiration Notices	213	209	252	22	224	319	359	114	294
LBPA Cards	*	*	*	*	*	*	0	0	0
LBPA Renewal Forms	*	*	*	*	*	*	18	5	5
LBPA Expiration Notices	*	*	*	*	*	*	30	9	9
EEAST Cards	13	29	20	1,242	5	20	13	5	5
EEAST Renewal Forms	18	37	4	1,025	16	36	7	6	9
EEAST Expiration Notices	1	3	4	0	5	6	7	0	2
<b>Totals</b>	<b>24,975</b>	<b>29,314</b>	<b>30,157</b>	<b>23,965</b>	<b>22,682</b>	<b>29,026</b>	<b>28,359</b>	<b>23,781</b>	<b>24,037</b>

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**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION**

**Number of Locksmith, Home Inspector and EEAST Licensees**

	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2012- Dec 31, 2012	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014
Locksmith	31	*	21	431	443	448	432	428	428
Home Inspector	*	*	*	415	416	414	415	429	434
EEAST	*	*	*	*	57	52	43	43	41

**Number of Certified Lead-Based Paint Renovation and Activities Contractor Licensees**

	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2012- Dec 31, 2012	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014
Renovation Contractor	798	826	1,310	4,587	4,583	4,536	4,461	4,421	4,408
Lead Activities	*	*	*	*	81	79	78	110	112

*Note: the charts were revised on 6/1/2014 to include Lead Activities, Home Inspector and EEAST.*

*\* - Statistics not available.*

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## CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

### Average Days to Process Renewals, Certificates of Insurance and New Applications

	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014
Renewals	7	9	11	5	2	5	4	4	6
Insurance Certificates	4	4	5	3	2	3	2	2	2
New Applications	3	6	4	4	1	3	2	3	2

### Telephone Calls

	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014
Calls Received	19,646	24,139	21,144	22,150	18,581	25,516	24,048	19,834	17,156
Abandoned Calls	841	1,503	1,723	1,884	1,382	3,553	1,673	1,015	1,145
Average Time to Answer (seconds)	22	20	19	16	18	8	19	26	30

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**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
CUSTOMER SATISFACTION SURVEY**

**Percent of Persons that Agree or Strongly Agree with Each Statement**

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2012- Dec 31, 2012	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014
1. I found the CCB forms and instructions to be clear and complete.	91.0%	90.2%	*	91.4%	91.0%	90.2%	*	91.9%	94.5%
2. I was satisfied with the length of time it took to process my application/renewal.	91.5%	92.5%	*	93.3%	91.5%	92.5%	*	95.7%	95.4%
3. I was satisfied with the length of time it took the CCB to notify me of any problems with my application/renewal.	94.7%	92.1%	*	93.9%	94.7%	92.1%	*	93.5%	95.6%
4. I found the letters from the CCB to be clear and easy to understand.	96.3%	93.6%	*	92.3%	96.3%	93.6%	*	95.6%	96.1%
5. I was satisfied with the length of time it took to respond to my phone inquiries.	97.2%	96.0%	*	96.6%	97.2%	96.0%	*	98.2%	98.6%
6. I found the telephone staff at the CCB to be courteous and helpful.	97.2%	96.8%	*	98.8%	97.2%	96.8%	*	98.7%	98.1%
7. Overall, I was satisfied with the manner in which my application/renewal was handled by the CCB.	97.1%	95.7%	*	94.9%	97.1%	95.7%	*	96.3%	96.8%

**Question 1**

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2012- Dec 31, 2012	Jan 1, 2013- Mar 31, 2013	Apr 1, 2013- Jun 30, 2013	Jul 1, 2013- Sep 30, 2013	Oct 1, 2013- Dec 31, 2013	Jan 1, 2014- Mar 31, 2014	Apr 1, 2014- Jun 30, 2014	Jul 1, 2014- Sep 30, 2014	Oct 1, 2014- Dec 31, 2014
1. I found the CCB forms and instructions to be clear and complete.									
a. Strongly Agree	72	149	*	80	232	214	*	154	163
b. Agree	151	267	*	157	334	384	*	255	286
c. Disagree	18	37	*	20	37	41	*	28	22
d. Strongly Disagree	4	8	*	9	17	9	*	8	4
Total No. of Responses to Question 1	245	461	*	266	620	648	*	445	475
Percent of Survey Respondents that Agree or Strongly Agree	91.0%	90.2%	*	89.1%	91.3%	92.3%	*	91.9%	94.5%

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**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION**

**Percentage of Licensing Customer Satisfaction Surveys Returned**

Description	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter
	Oct 1, 2012 - Dec 31, 2012	Jan 1, 2013 - Mar 31, 2013	Apr 1, 2013 - Jun 30, 2013	Jul 1, 2013 - Sep 30, 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014
1. Customer Satisfaction Surveys Sent	4,374	5,321	*	4,900	4,295	5,785	*	4,848	4,465
2. Customer Satisfaction Surveys Returned	248	466	*	267	620	653	*	446	474
3. Percentage Returned	5.7%	8.8%	*	5.4%	14.4%	11.3%	*	9.2%	10.6%

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**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

I haven't renewed yet".

"I wanted to renew quickly since me registration had lapsed".

"CCB's e-mail on file is not mine".

"I didn't know about it".

"Old school person".

"I didn't know about it".

"I did not want to renew on line".

"I haven't renewed yet".

"I didn't know about it".

"Rather not apply on line".

"Like renewing with paper".

"(inactive)".

"I don't do computers well".

"Had minor changes & wasn't sure about confirming C.E. certifications".

"No good reason other than minimizing activity on the company credit card".

"I assumed it wouldn't be easy or user friendly".

"It was just easier for mt to fill out paper work".

"To many questions, payment wouldn't process after talking with several rude people they sent me to the It guy who took payment over the phone.  
WTF".

"prefer to renew by paper form".

"Do not use. I don't have a computer".

"School [?] & insurance questions".

"Changed officers on LLC".

"I don't have a computer".

"I didn't know about it".

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**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"I don't know how".

"All Good".

"wanted to mail in".

"im old school".

"I didn't want to".

"Will use it next time".

"I didn't know about it".

"I haven't renewed yet".

"Too new".

"Prefer to mail checks".

"Had questions".

"I haven't renewed yet".

"I like a paper trail".

"Paper was simpler".

"I don't know how".

"I tried but was not able to navigate very well".

"Old guy".

"I don't know how".

"The mail was easy".

"I change My license from sole to LLC".

"I didn't know about it".

"Didn't have time to learn it & already completed the paper form".

"I didn't trust my computer".

"I didn't know about it".

"I haven't renewed yet".

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"Just used to the old way".

"Renewed in person".

"Will try it next renewal".

"I haven't renewed yet".

"On line site is excellent".

"It's not time to renew yet".

"Chose other option".

"Easier on paper".

"I don't know how".

"I don't know how. I don't do anything on line from my computer".

"I don't know how".

"I'm just not a computer guy".

"Access availability".

"Didn't know if online would process quick enough, so I went down in person. Also we were paying the renewal fee with a company check. I was not sure if that would affect online issues".

"Easier to mail".

"I don't like to renew on line".

"I didn't know about it".

"I didn't know about it. I don't know how".

"I didn't know about it".

"I personally like to renew in person. That way mistakes can be corrected immediately".

"Changes to license".

"I haven't renewed yet".

"New contractor. I haven't renewed yet".

"I haven't renewed yet".

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**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"Prefer not to pay online"

"I didn't know about it".

"I haven't renewed yet".

"I haven't renewed yet".

"Changed RMI".

"I didn't know about it".

"Change in RMI".

"Too late, expired".

"I haven't renewed yet".

"Card issues not related to business w/Contractors Board".

"We sent a check, didn't use credit card".

"Ok with by the mail".

"New CCB application".

"Prefer mail".

"Just used the same process as last year".

"I haven't renewed yet".

"Wanted to be sure it got done because I was in my last day to renew".

"Will do it next yr".

"I didn't know about it".

"I didn't know about it. It was not up and running that we knew of. But that's awesome to have online renewal options now! Yay!!"

"I didn't know about it".

"Just wanted to mail it".

"I didn't know about it".

"I haven't renewed yet".

"I prefer to do it by mail".

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"I haven't renewed yet".

"Had to make a change on form".

"Easier for me to do over mail?"

"Procrastinated too long".

"CCB rep. guided me in online renewal...outstanding service! Thx".

"Was in the neighborhood & decided to bring it in".

"I haven't renewed yet".

"Complicated / time consuming".

"Procrastinated to long".

"I didn't know about it. I don't know how".

"I was doing my other mailings and continued with the same process of mailing".

"just don't use computer that way".

"I didn't know about it".

"I haven't renewed yet".

"I don't know how".

"Change of details".

"Easier to write a check than J.E.".

"I haven't renewed yet".

"I didn't know about it".

"I'm use to doing the check thing, next time!"

"1st time applicant".

"Time sensitive renewal in person fastest turn around".

"I like hard copy".

"I don't have a computer".

"I haven't renewed yet".

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"I file on behalf of company & RMI".

"Change to owners of company".

"Just felt like using the paper form".

"Prefer mail".

"I don't know how".

"I like the mail".

"I didn't know about it".

"I haven't renewed yet".

"I didn't know about it".

"I don't have a computer".

"I don't know how".

"Don't know, just did it by mail".

"I like doing it by mail".

"No reason".

"I haven't renewed yet".

"I have renewed several licenses online / LEB / PLBG".

"Prefer paperwork".

"It didn't work for me".

"LBPI forms".

"I am computer illiterate".

"Only board members can log in, they do not have time to renew. If you allowed a rep. from the company I would do it online". [I called and spoke with Rebeca and explained the online renewal process to her, per Laurie M. Hall on 10/20/2014]/

"I prefer to use paper and to mail a check, Just old like to do it the old way".

"I don't have a computer".

"I haven't renewed yet".

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"Prefer paper method".  
"I haven't renewed yet".  
"Other matters applied".  
"I don't know how".  
"I waited too long to renew".  
"I don't know how".  
"Used to doing things the "old fashioned way". I'm old!"  
"Old school, websites don't seem to be user friendly".  
"I haven't renewed yet".  
"I didn't know about it".  
"I don't trust internet I like a papertrail".  
"Don't want my credit info in more on-line databases".  
"I didn't know about it".  
"I haven't renewed yet".  
"I needed to submit forms in person".  
"I didn't know about it".  
"Your program Did not allow us to renew on-line".  
"It's no faster than 'snail mail'".  
"I prefer to send a check".  
"I don't have a computer".  
"Would NOT let me! I tried".  
"I don't have a computer".  
"I haven't renewed yet".  
"I didn't know about it".  
"New to the CCB".

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"New application".

"I didn't know about it".

"I don't know how".

"I haven't renewed yet".

"Don't like computers".

"I didn't know about it".

"I don't know how".

"I tried but failed".

"I didn't know about it".

"Just got my license".

"I didn't know about it".

"I haven't renewed yet".

"Has issue with my class that I paid for".

"I haven't renewed yet".

"Proof of paperwork. I like mail".

"I didn't know about it".

"I tried but failed".

"I don't know how".

"I didn't know about it".

"I don't have a computer".

"Old fashioned & don't trust the security protocols. The state of Oregon has a long record of inadequate security".

"Great!"

"I didn't know about it".

"Was not set up yet to recognize our cont. ed credits yet".

"Continue process but after more applicable classes for continuing education".

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"Great job with everything! Thank you".

"Really liked the online renewal!"

"Clear understanding of log in pass words [illegible] computer than you".

"The lead paint renewal was not clarified. But I sent in \$50. So I think when I renew license, I will be able to renew Lead cert. as well".

"As a first time license recipient I have inadequate experience to fully answer presently. However, ask me again in two years when I renew".

"I don't like the continuing education classes to be required I don't like to do the classes on line. I took a class (law) 3 hrs you said it was the wrong one I did it for nothing. It cost me time & money I was hard for me & my wife to be & kids to get in to the class".

"All was great. Much better than when I first got my license".

"I realize accurate info is important but how often do things really change w/o CCB knowing. Send a renewal bill I'll send a check saves us both alot of time. remember my income comes from what I create Time valve!"

"I don't think it needs to be better!"

"Everything is A OK".

"I think limited contractor job limit should be 7500 - 8000 range. Maybe 75000 gross per year. There's alot of middle ground between genral and limited. Could lead to better Insurance rates".

"Better explanation of alternate CEU options would be helpful (ie: OHSWA 40 hour training qualifies)".

"Everything seems to run smoothly. Forms are clear and easy to fill out. The turn around time was impressively short. Thanks for all your hard work!"

"All was well except for Return Calls".

"By email send notification to renew 1 month in advance KodiakPlumbing@comcast.net".

"Great staff, good service & location".

"Actually the whole experience was alot less painfull Than I thought it would be. All four agencies that I dealt with was pretty helpful".

"Doing great".

"I found it quite satisfactory and simple to do. In addition, any questions I needed answered, the personnel on your staff appeared to be eager and very knowledgeable".

"They are doing a good job already".

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"Have on line surveys. You'll probably get more response".

"Keep up good job".

"Everything went well - no complaints".

"Simplify internet login".

"You could hire staff. Call only if you call me after 6:00 p.m. Not during work hours".

"Call & send letter if they discover a problem or missing info on renewal application. We will respond if we care advised of a problem".

"Its ok at this time".

"Keep answering phones & the mature, smart, helpful people".

"I found it difficult to get to the part on your website to sign up for the classes. I think that could be improved".

"More classes for continuing education".

"Any wording that wasn't clearly understood was answered promptly & nicely by CCB staff member".

"Take CCB classes was not a smooth process classes could be ALOT better. The pertain more to large companies".

"Everything is getting to complicated its like your creating jobs for yourselves".

"Some of the test questions seemed incorrect and didn't match to the answers. Timing from course completion to approval to take the test seemed long".

"Charge less".

"Change class courses to every 4 years!"

"It's Fine".

"You are doing a great job".

"I don't know how".

"The web site is difficult to get from place to place and see if my bond renewel is completed".

"It works good for us".

Notify sooner or phone if something is wrong with renewal paperwork!"

"It was just as easy to go into the office".

"Only 1 staffer at the counter. Hiring additional staff would help expedite licensing".

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

It was easy to renew and its nice to have easy access to all pertinent information on the home page after log in".

"Quit making me take courses after over 30 years".

"Perhaps have a location in Portland".

"Make instructions clearer".

"Very Fast!!! Always been great to work with!! Thank you".

"Look at renewal form - name change sent 10/1/14 attached page 1 CHANGE OF NAME".

"The continuing education courses are too slow. I would much rather have the info to read at my own pace and then take a test that matters. The courses had little to do with my business and wasted my time".

"You guys are awesome!"

"My license originally was not approved because we needed a workmens comp policy #. No one notified us. I was told it was mailed to the address on file & returned undeliverable. Why didn't someone call me? A month went by & no license. We were up against deadlines".

"I have taken required classes in '2012' and '2014' they are not helpful in my line of work, which is installation of appliances. I pay for my contractors license, , if the state requires these classes, the state should pay".

"Better communication between those with the CCB who are accessable to the public and those who are not accessable to the public".

"Pay for my renewal other than that alls good".

"Make the new application available to complete online so the CCB staff doesn't have to re-enter it - they can just review it & required materials & approve".

"Doing great. Keep it up!!"

"The continuing education is great!"

"I'm pretty happy how this all worked out! I'd also like to have my original license # back 76639".

"I love the on-line renewal process. Congratulations to the person whose idea this was!"

"I was very pleased with the staff, very nice people to work with. Thanks you for your time".

"A recent phone call was very unhelpful and rude. I'd love to talk with someone about it. Thank you!"

"Their doing a great job!"

"Forms need to be more clear and there was no home inspection category to renew".

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"There was a little confusion regarding your instructional form with CE's and the exemption for Electrical license".

"Continuing education should not be required for contractors with 6 or more years. I have been Licensed in Calif & now Oregon for over 28 years: 6 in Oregon: if it is a money thing, then just charge more to renew every two years. Thanks you".

"Gave written feedback to Cheryl Martinis 10/29/14".

"Stop the continuing education".

"Residential General & Commercial Level II Same lic. Business for 38 years. 32 hrs on the computer "Too" much".

"You folks do a good job w/helping & answering questions".

"Relevant to Locksmith services".

"It's good the way it is. Thanks".

"Drop the continuing education for contractors in business over 30 yrs".

"The staff was amazing - process is tough to navigate thru and the staff at the office was hands down amazing!"

"You are doing fine".

"Keep up the good service that you always have over the phone".

"Nothing everything is good".

"Online updates and renewals sound like a convenient feature (address changes, officer changes, etc...)".

"I felt the re-licensing process was very easy and the forms were self-explanatory. However; I feel the web site can be difficult to navigate. Sometimes".

"Not have the payment go through twice! and then - just credit me - not make me wait for my statement!"

"Not sure. Everything easy to understand and simple to complete".

"Clearer info on office closures due to "Holidays" and Furlough days".

"Clumsy web site".

"Reduce the number of CE hour for commercial as little of my time as possible".

"Very easy online renewal process".

"Great experience!"

"The ladies working the office were especially helpful & much appreciated".

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**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"Keep up the great job!"

"Re-vamp the continueing education program it does not serve the original intent. The program mock's what real contractors know.

"The web pages don't always let you go where you want".

"I had fair warning my license was expiring - I just didn't take the time to prepare - so it was last minute....serving me better? Could you take the tests and pay my fees? Just kidding - it was all very easy - Thank you, Mark".

"Way too many forms & instructions! Understand the need for legal and tax information, but the test didn't have anything to do with my trade. I just think people should know what they are doing before getting a license. Thanks, Jay".

"Doing fine job".

"I'm a plumber and it was hard for me to understand what I needed to do / sign for my [illegible] license. Plumbers, electricians, generals, all could be seperated, but that would cost you more. :("

"It's fine the way it is".

It would be nice if there was a way for solicitors to be kept out. My renewal date generated so much unwanted phone calls and junk mail, that chances are, I would not answer".

"Lower my fees and do away with CEUS for all contractors who have CCB's older than 2000. Just a thought. Thank you".

"The renewal forms always have @ least 1 confusing area. I usually make a mistake & your staff helpfully works through it with me".

"Keep doing what you're doing!"

"I BELIEVE IN CE BUT THE APPLICATION TO SPECIALTY CONTRACTORS I QUESTION. OVERALL THE CCB IS ON THE RIGHT DIRECTION!"

"Great job!"

"Continuing Ed: One sise fits all is a nuiscinse. A course with new requirements and a quick review of old requirements would be appreciated by us older contractors".

"Follow up on my reports of fraudelent contractor".

"Validate parking & a Portland office that can do the same aquirements".

"By providing a more concise explanation / chart of educational requirements".

"Ruth was very helpful!"

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"This is the second time that the CCB allowed my license to expire, even though I had completed all steps long before my renewal date. This needs to be improved".

"Stay simple & or keep trying to simplify".

"Don't know".

"You did good".

"The did a fine job!"

"There was a mismatch between the checklist page - 4 green checks 1 - red x, saying we needed 2 more hrs but when checking on the x & expanding to fulfill the need it said we needed 5 hours. A couple phones did get it fixed but I [illegible]."

"I can't think of anything. We had a great experience when we came to the office for our license. The man who processed our paperwork was friendly, helpful and quick to get it done for us".

"Keep up the good work".

"Realise that we are working day in & day out trying to run a construction company and do not need 32 hours of classes covering stuff we do every day or will never need".

"It's fine now".

"I received poor explanation of contract addendum form. Never mentioned in CCB education (RCE 3 hrs). When I called for explanation: "Contact your lawyer" WTF. It is a "recommended form".

"Reduce insurance rates :)"

"Waiste of time and money. Since I am just an excavation --- there should be classes required just for us. Lots of classes were not applicable to me nor will I ever use".

"When there is a problem with missing docs or information they need to call us - as they said they would".

"NA - good".

"Does well".

"Approve 'Red Cross' First Aid course For education elective course I don't want to travel to Portland or on-line for this class - First Aid class is hand-on type & located in our town".

"Renewing online was so [illegible] / Thank you".

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"Please read the enclosed letter and put in the effort to make [illegible] some changes".

"No more classes for contractors that have been around forever".

"They need to put that I need middle & first & last in all documents".

"Make it easier to be a contractor, or maybe easier for small companies. It's such a hassle to be licensed in Oregon".

"n/a - Kevin @ front desk was great!"

"Well done!"

"Have an online application to submit the application ourselves, so we don't have to go to Salem".

"Don't have personal conversations in public areas - while processing my license. I understand taking a quick call but call them back".

"Good experience".

"They have done an excellent job and were a pleasure to deal with".

"This is just a general comment about the cost and time commitment for a 1 person companies. It seems unfair that the education and licence fees are the same for large companies as for small".

"I'm good at this time, Everyone I dealt with was very helpful. Thank you!"

I found the telephone staff at the CCB to be courteous and helpful. "Darla Packe!! :) Keep up the great work!! :)"

"Just fine".

"Sooner [illegible] of renewal".

"As far as I can tell you're doing a fine job".

"Good experience".

"Fix the payment page on the website. Get the right expiration date on my certificate".

"CCB regestery is not working very working well. Sometimes you can log in, and sometimes you cant".

"This is a form you want filled out for your feedback you need to supply a postage for envelope".

"On my opinion have people that give some service to minorities. Thanks".

"I don't know now. You folks do a good job now".

"Works fine".

**CONSTRUCTION CONTRACTORS BOARD  
LICENSING SECTION  
October – December 2014 Customer Service Survey**

"Allow for trade specific classes and conferences be accepted as continuing education! For example: I don't roofing but a class that is specific to tile techniques and equipment is, etc".

"Telephone staff were very helpful w/questions I had very pleasant & efficient to work with. Desk staff a CCB were also - very good to work with - service was outstanding".

"The staff who helped me over phone was great. Stayed on line and walked me thru form to make sure I completed form".

"Everyone was very kind & helpful. Thank you for great service!"

# CONSTRUCTION CONTRACTORS BOARD

700 Summer St NE Suite 300  
PO Box 14140  
Salem OR 97309-5052  
503-378-4621  
503-373-2007 FAX



## Interoffice Memo

**To:** James Denno  
**From:** Cheryl Martinis  
Education Manager  
**Date:** 1/9/2015  
**Subject:** Update

---

A few updates for the education/communications programs:

### Communications/Outreach

- Winter newsletter: This is now available online.
- Home inspector outreach: We're sending a letter to home inspectors explaining the *home inspector services contractor license* option and how that might make the most sense for home inspectors that don't do other contractor work.

*See attached charts on outreach/homeshows*

### Website

- License search feature: We are streamlining and simplifying text to make it easier for consumers and others to quickly understand a license status and to pave the way for a possible phone application in the future.

### Pre-license education

- Pre-license test: We are updating the pre-license test to align with 11<sup>th</sup> edition of the Contractor Reference Manual. A Spanish version of the manual is due on April 1.
- We are thoroughly reviewing pre-license training materials from our education providers to make sure they updated to match the 11<sup>th</sup> edition content
- We are waiting for DOJ and DAS to deliver a signed contract with PSI so we can begin work on a transition plan to change testing vendors.

### National Home Inspector Exam

- Verbal update on our Jan. 10 meeting with the Oregon Real Estate Inspectors Association.

## Winter/Spring Home Show Schedule, 2015

Name	Date	Location	\$\$\$	Phone	E-mail	Notes
<b>Salem Mid Valley Home Show</b>	Jan. 16-18	Oregon State Fairgrounds	\$50 <Paid>	503-399-1580	Contact - Jenny	
<b>Portland Home &amp; Garden Show</b>	Feb 19-21	Expo Center	\$200 <Paid>	503-736-5247	info@otshows.com	
<b>Access Senior Fair (good opp to reach senior audience)</b>	March 17 – Tuesday	Medford Armory	\$250	541-77-4312	lbell@accesshelp.org	Still need someone to help Tami; take complaint forms (DRS)
<b>Mid-Valley Yard, Garden &amp; Home Show</b>	March 20-22	Oregon State Fairgrounds	\$50 <Paid>	503-399-1580	Contact - Jenny	
<b>Linn County Spring Home Show</b>	April 24-26	Linn County Fair & Expo Center	\$50 <Paid>	503-364-1716	WVP	
<b>Spirit Mountain Home &amp; Garden Show</b>	May 1-3?	Spirit Mountain	?	N/a	Waiting for specifics	
<b>COBA Spring Home &amp; Garden Show</b>	May 1-3	Deschutes County Fair & Expo Center Bend	0 <Paid> Contractor class scheduled	?	sherrit@coba.org	
<b>Or. Assoc. Minority Entrepreneurs</b>	May 7	Portland	\$450			Need to pre-register. Take contractor applications.
<b>Florence Home &amp; Garden Show</b>	March 6,7,8	Florence Events Center	\$175 <Paid>	541-997-9136	Jon Thompson	
<b>Klamath Co. Home &amp; Garden Show</b>	April 17-19	Klamath County Fairgrounds K Falls	No charge			Be prepared to do a short talk

Name	Date	Location	\$\$\$	Phone	E-mail	Notes
<b>Southern Oregon Home Show</b>	April 24-26	Jackson County Expo Medford	-0- <Committed> Contractor class		anita@hbajc.com	
<b>Scam Jam</b>	April 27	Eugene	Free	503-513-7366	Ashley Aitken, AARP aaitken@aarp.org.	Details to come
<b>Newport Home &amp; Garden Show</b>	May 15-17	Newport Recreation Center	Details to come	541-265-7783	Jim Goteeva.	
<b>Josephine County Home Show?</b>	May 29-31	Josephine County Fairgrounds Grants Pass	?	541-479-1311	Grants Pass	
<b>Scam Jam</b>	Sept. 30	Bend	Free	503-513-7366	Ashley Aitken, AARP aaitken@aarp.org.	Senior audience; details to come

## Speaking Events

What	Where	Date	Details	Who	Contact	Attendance	Notes
<b>New fraud prevention class. Fraud Busters: Learn how to keep your assets safe.</b>	Lane CC	March 5, 2015  1:30-3:30 p.m.	New, multi-agency program by state. We have a 1 ½ hour presentation. Requires role playing, scam artists description. Want more than a slideshow.	Jenni, Tori, maybe Eric.	Diane Childs: 503-947-7423 Willamette Oaks LCC Successful Aging Institute (Barbara Sussman). Barbara willing to help us plan our class.		
<b>Landscape Contractors Board</b>	At LCB	Feb. Day to be set.	Laurie will talk about different types of CCB licenses (residential vs. commercial vs. specialty, etc.)	Laurie	Kim Gladwill-Rowley Program Manager (503) 967-6291 ext. 223		
<b>Fix-it-Fairs Save money, connect with resources</b>	Parkrose H.S.; Rosa Parks; David Douglas H.S.	Nov. 22, 2014  Jan. 24, 2015  Feb. 21, 2015	500-1,000 people attend. No cost to us. Hours: 9:30 a.m.-3 p.m.	Jenni on Jan. 24; Tori on Feb. 21.	Wing: 503-823-4309  City of Portland <a href="http://www.portlandoregon.gov/bps/41892">http://www.portlandoregon.gov/bps/41892</a>		
<b>Wastewater association conference</b>	Red Lion on the River	Jan. 30-2015	Typically have 250 people. About 70% hold a CCB license.	Laurie; Tim Lenihan; Cheryl	Belinda Holcombe-Rasmussen, CMM Executive Secretary <a href="http://www.o2wa.org">www.o2wa.org</a> 541-389-6692		In the past, the group very focused on DEQ vs. CCB licensing.
<b>Tigard Library</b>	Library auditorium, 13500 SW Hall Blvd., Tigard	Jan. 27, 7-8:30 p.m.	How to select a reliable contractor Typical audience: 50-75 AV system, large screen, audio, laptop. May want to bring flash drive.	Rob Yorke, Jenni & Nick Newman BCD	Sara Kelso Librarian <a href="mailto:sarak@tigard-or.gov">sarak@tigard-or.gov</a> 503-718-2520.		

What	Where	Date	Details	Who	Contact	Attendance	Notes
Property managers	Corvallis Elks Club	Jan. 15, 2015	Interested in what property managers and owners can do themselves, when they need to hire a licensed contractor, lead paint, etc.	Laurie and Stan	Dawn Duerksen Property manager 541-753-3620, ext. 201		Always good to make sure EPA and/or OHA attend; OHA regulates property managers.
Ore. Remodeler's Association	Parr Lumber, Portland area	Jan. 14, evening	The CCB: Where it's been; where it's headed	Jim Denno	Stacey Barrett, association manager, 503.788.2274		
Oregon Real Estate Inspectors Association	Roth's West Salem	Jan. 10, 2015	Overview of CCB plus proposed move to national exam	Cheryl, Laurie, Stan			
<b>Recent Outreach</b>							
JLC Live	Oregon Convention Center	Dec. 5, 2014 11 a.m.	1 Hour CCB Class. Maintaining Your License; Bring computer/projector No Internet. Live class.	Jenni, David Waki (workers' comp) Jessup		Seven contractors took classes	Despite low attendance, this is a good event for us. Work more closely with JLC in the future to boost attendance.
Manufactured housing group	Red Lion Hotel Salem on Market St.	Nov. 20, 2014 11:30 a.m. to 12:30 p.m.	CCB role in regulating the construction industry. One hour credit. Association to pay \$15 apiece for all who attend; I need to see how we'll get the roster.	Eric	Jessica Carpenter Oregon Manufactured Housing Association 503-364-2470		

hth

<b>What</b>	<b>Where</b>	<b>Date</b>	<b>Details</b>	<b>Who</b>	<b>Contact</b>	<b>Attendance</b>	<b>Notes</b>
<b>Overhead door group</b>	Gresham	Oct. 22, 2014	Wanted to understand CE and lead paint requirements	Cheryl and Tim Lenihan			
<b>Oregon Remodeler Association</b>	Salem, Parr Lumber	Oct. 23, 2014	Stan spoke about lead paint requirements	Stan	Linda Anderson, Remodeler's Association		



**CONSTRUCTION CONTRACTORS BOARD**  
**Enforcement Section**  
 PO BOX 14140  
 SALEM, OR 97309-5052  
 PHONE: 503-378-4621 FAX: 503-373-2007

DATE: December 23, 2014  
 TO: Stan Jessup, Enforcement Manager  
 FROM: Brian Halfman, Compliance Officer  
 SUBJECT: Board Consent Agenda – Files Removed at the December Meeting

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At the December 2, 2014, CCB board meeting, the Enforcement Consent Agenda was modified prior to ratification. Two files were removed because they were not appropriately categorized on the list. This memo will serve to inform the Board of the details and current status of those cases.

The following files were removed from the Enforcement Consent Agenda (Notices of Intent):

<b>107678</b>	Beardsley Construction LLC	Minimum contract terms	10/23/14	\$200
<b>107685</b>	Patrick Coughlan	Advertising without a license	10/24/14	\$600

At the time that the Consent Agenda was published for the December meeting, these two files did not have the proper allegations entered in the database and did not get listed in the proper category on the agenda. Therefore, the Board did not have information regarding the type of violation involved for each case. Since that time, the data has been established and the case files have been processed and closed.

Final Orders have been issued for both cases (see below) and will appear on the February 24, 2014, Enforcement Consent Agenda (Final Orders) for Board approval.

<b>107678</b>	Beardsley Construction LLC	Minimum contract terms	12/11/14	\$200
<b>107685</b>	Patrick Coughlan	Advertising without a license	12/15/14	\$600

**CONSTRUCTION CONTRACTORS BOARD  
ENFORCEMENT CONSENT AGENDA**

1/9/2015

**11/18/2014 - 01/09/2015**

**NOTICES OF INTENT**

**1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
100294	HOMESERVE USA REPAIR MANAGEMENT CORP	701.021(1)	12/10/2014	600.00
101008	FIRST LIGHT LLC	701.021(1)	12/22/2014	5,000.00
106269	TAPUELUELU, VILIAMI LAKAKAI	701.021(1)	12/19/2014	5,000.00
106629	SHAW, JONATHAN MATTHEW	701.021(1)	12/17/2014	5,000.00
106630	SHAW, JONATHAN MATTHEW	701.021(1)	12/17/2014	5,000.00
106823	LANDERS, DAIRL E	701.021(1)	12/02/2014	5,000.00
107090	MERAS, MARIO	701.021(1)	12/15/2014	600.00
107149	JEANNERET, JOANN M	701.021(1)	11/19/2014	1,000.00
107183	ARMAS, JOHN	701.021(1)	11/26/2014	5,000.00
107293	OREGON COMPUTER POWER LLC	701.021(1)	12/03/2014	3,000.00
107316	CONRIQUE, ROGELIO VILLALPANDO	701.021(1)	11/26/2014	5,000.00
107317	SLINGLUFF, JOHN	701.021(1)	11/26/2014	5,000.00
107395	PDX HOME CARE COMPANY	701.021(1)	12/08/2014	600.00
107396	TULLIS, ANDREW M	701.021(1)	11/24/2014	5,000.00
107408	ENGINEERED STRUCTURES INC	701.021(1)	11/24/2014	5,000.00
107446	CRUZ, GABRIEL	701.021(1)	11/18/2014	5,000.00
107466	CD PAINT LLC	701.021(1)	12/15/2014	1,000.00
107469	PRESTIGE CABINETRY LLC	701.021(1)	12/15/2014	1,000.00
107486	LINDER, TRAVIS DOUGLAS	701.021(1)	12/08/2014	2,000.00
107611	HOMELAND FIELD SERVICES LLC	701.021(1)	12/04/2014	1,000.00
107646	MCDANIEL, TODD	701.021(1)	01/08/2015	700.00
107651	AMERICAN FRESH AIR INC	701.021(1)	12/08/2014	1,000.00
107744	PONCE, GUSTAVO	701.021(1)	11/25/2014	600.00
107746	LACROY, BRANDON	701.021(1)	11/27/2014	600.00
107786	HERRON, SEAN	701.021(1)	12/30/2014	1,000.00
107803	MARKER, CARL	701.021(1)	11/27/2014	600.00
107817	SPL INVESTMENTS LLC	701.021(1)	12/12/2014	1,000.00
107826	MORRIS GLASS & CONSTRUCTION INC	701.021(1)	12/15/2014	5,000.00
107846	PACE, DAVID A	701.021(1)	11/19/2014	5,000.00
107854	OREGON STOVE WORKS LLC	701.021(1)	11/27/2014	600.00
107859	PETER WALKER CONTRACTING INC	701.021(1)	12/11/2014	1,000.00
107861	ALVAREZ GUERRERO, JOSE	701.021(1)	11/20/2014	5,000.00
107887	J & L QUALITY CONSTRUCTION COMPANY	701.021(1)	11/27/2014	1,000.00
107895	CONKLIN, PAUL	701.021(1)	12/11/2014	5,000.00
107913	VALLE ROMERO, JOSE CRISTOBAL	701.021(1)	11/21/2014	700.00
107949	EDWARDS, DAVID ALLEN	701.021(1)	12/04/2014	1,000.00
107982	WESTFALL, RICK	701.021(1)	12/16/2014	600.00
108028	DODSWORTH, GEORGE	701.021(1)	12/08/2014	5,000.00
108048	LEVEL 3 HOMES & DESIGN LLC	701.021(1)	12/08/2014	1,000.00
108052	T WARD CONSTRUCTION INC	701.021(1)	12/04/2014	600.00

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**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>
108069	SMITH, JASON J	701.021(1)	12/16/2014	5,000.00
108081	WEBB, TACEE KATHLEEN	701.021(1)	12/12/2014	5,000.00
108091	SCHILLING, TYLER	701.021(1)	12/18/2014	600.00
108092	BOWLIN, JASON D	701.021(1)	12/18/2014	600.00
108128	HOMESERVE USA REPAIR MANAGEMENT CORP	701.021(1)	12/17/2014	600.00
108129	SMITH, JASON J	701.021(1)	12/16/2014	700.00
108131	CUNNINGHAM, JESSE	701.021(1)	12/17/2014	600.00
108142	GAUSE, DENNIS	701.021(1)	12/17/2014	600.00
108179	BEMIS, EARL FISHER	701.021(1)	12/25/2014	1,000.00
108180	MINTON, DOUGLAS ALLAN	701.021(1)	12/25/2014	1,000.00

**2 - EXEMPT CONTRACTOR WITH EMPLOYEES**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
107700	ROCKSTAR HARDSCAPES LLC	701.098(1)(m) (2009)	12/08/2014	1,000.00
107886	GOLD N HANDS CONSTRUCTION LLC	701.035(3)	11/19/2014	1,000.00
107891	MONKEY PUZZLE TREE CARE LLC	701.098(1)(m) (2009)	11/19/2014	1,000.00
107892	MAGEE, MARTIN ROBERT	701.098(1)(m) (2009)	11/19/2014	1,000.00
107893	FENCESCAPES LLC	701.098(1)(m) (2009)	01/09/2015	1,000.00
107899	HOME GROWN KITCHENS LIMITED	701.098(1)(m) (2009)	11/20/2014	1,000.00
107900	HUSKEY, ADAM JACK	701.035(3)	11/27/2014	1,000.00
107902	MISSIONCRAFT CONSTRUCTION LLC	701.098(1)(m) (2009)	12/02/2014	1,000.00
107905	LOUIE, STEVEN KENNETH	701.098(1)(m) (2009)	12/18/2014	1,000.00
107907	DELAERE, STEPHEN CHARLES	701.035(3)	11/20/2014	1,000.00
108024	WEBB, BRIAN SCOTT	701.098(1)(m) (2009)	12/04/2014	1,000.00
108050	FOSTER JR, TIMOTHY DALE	701.035(3)	12/04/2014	1,000.00
108229	ROPCHAN, KEVIN ROY	701.035(3)	01/01/2015	1,000.00
108234	LUCIANO TREE & LAWN SERVICE LLC	701.035(3)	01/06/2015	1,000.00

**3 - LEAD BASED PAINT**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
106859	SHEETS PAINTING LLC	701.510(3)	12/15/2014	1,000.00
107622	LAURICELLA, BRUCE WAYNE	701.510(2)	12/04/2014	1,000.00
107660	CUT NO CORNERS PAINTING LLC	701.510(3)	12/04/2014	1,000.00
107903	DELAERE, STEPHEN CHARLES	701.510(2)	11/20/2014	1,000.00
107904	SMITH, ISAAC DAY	701.510(2)	11/20/2014	1,000.00
107926	JOSHUA LEGACY PAINTING AND RESTORATION LLC	701.510(2)	11/21/2014	1,000.00
108031	ARROW HOME INSPECTIONS LLC	701.510(2)	12/15/2014	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>
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**NOTICES OF INTENT (cont.)**

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

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
107969	START TO FINISH CONTRACTORS INC	087.093(6)	12/11/2014	200.00
107970	SUPERIOR STANDARDS CONSTRUCTION INC	087.093(6)	11/27/2014	200.00
107971	SUPERIOR STANDARDS CONSTRUCTION INC	701.330(4)	11/27/2014	100.00
107972	SUPERIOR STANDARDS CONSTRUCTION INC	701.330(4)	11/27/2014	100.00
108106	NELSON, BRYAN ALBERT	087.093(6)	12/11/2014	200.00
108107	NELSON, BRYAN ALBERT	701.330(4)	12/11/2014	100.00
108137	LOUIE, STEVEN KENNETH	701.330(4)	12/18/2014	100.00
108138	LOUIE, STEVEN KENNETH	701.330(4)	12/18/2014	100.00
108140	LOUIE, STEVEN KENNETH	087.093(6)	12/18/2014	200.00
108270	FUSITUA, SEMISI FAKAKOVI	701.330(4)	01/07/2015	100.00
108271	FUSITUA, SEMISI FAKAKOVI	701.330(4)	01/07/2015	100.00
108272	FUSITUA, SEMISI FAKAKOVI	087.093(6)	01/07/2015	200.00
108275	TIMBER CREEK CONSTRUCTION 1 LLC	701.330(4)	01/07/2015	100.00
108276	TIMBER CREEK CONSTRUCTION 1 LLC	701.330(4)	01/07/2015	100.00
108277	TIMBER CREEK CONSTRUCTION 1 LLC	087.093(6)	01/07/2015	200.00
108281	SAUL ESCOBAR & DIANA MARIE ESCOBAR	087.093(6)	01/07/2015	200.00

**7 - SUSPENSIONS**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
107888	ALLSTAR CONSTRUCTION LLC	701.102(2)(a)	11/26/2014	0.00
107889	VERSATILE COMPANY LLC	701.102(2)(a)	11/18/2014	0.00
107919	AMERICAN ENVIRONMENTAL GROUP LTD	701.098(1)(b)	11/21/2014	0.00
107922	BHM ELECTRIC COMPANY	701.098(1)(b)	11/21/2014	0.00
107923	COST LESS CARPET BEND INC	701.098(1)(b)	11/21/2014	0.00
107924	ANDERSEN CONSTRUCTION COMPANY & S & B JAMES CONSTRUCTION MANAGEMENT CO	701.098(1)(b)	11/21/2014	0.00
107925	MR INSULATION CO INC	701.515(1)(d)	11/21/2014	0.00
107928	BISHOP & SON CONSTRUCTION INC	701.515(1)(d)	11/21/2014	0.00
107929	FRANKE JR, LEWIS JAMES	701.515(1)(d)	11/21/2014	0.00
107931	FEHLMAN, ROBERT L	701.515(1)(d)	11/21/2014	0.00
107932	DARREL BROWN CONSTRUCTION INC	701.515(1)(d)	11/21/2014	0.00
107933	URBINA BECERRA, JOSE VALENTIN	701.515(1)(d)	11/21/2014	0.00
107934	COMMUNITIES IN ACTION	701.515(1)(d)	11/21/2014	0.00
107935	COMMUNITY CONNECTION OF NORTHEAST OREGON INC	701.515(1)(d)	11/21/2014	0.00
107936	SHEPARD, BRIAN MICHAEL	701.515(1)(d)	11/21/2014	0.00
107941	CEARLEY CONSTRUCTION LLC	701.515(1)(d)	11/24/2014	0.00
107942	KEITH DAVIS CONSTRUCTION LLC	701.515(1)(d)	11/24/2014	0.00
107943	G N R HOME REPAIR AND REMODEL LLC	701.515(1)(d)	11/24/2014	0.00
107944	STEVE LAPRELLES CONSTRUCTION INC	701.515(1)(d)	11/24/2014	0.00
107965	MODERN CONSTRUCTION LLC	701.102(2)(a)	11/27/2014	0.00

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**NOTICES OF INTENT (cont.)**

**7 - SUSPENSIONS (cont.)**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
107967	DL HOME REMODELING LLC	701.102(2)(a)	11/27/2014	0.00
107980	JACOBS PAINTING LLC	701.102(2)(a)	11/27/2014	0.00
107981	GARNICK, CURTIS FRANK	701.102(2)(a)	11/27/2014	0.00
108040	FAST, GREGORY RICHARD	701.102(2)(a)	12/03/2014	0.00
108058	HUGHBANKS, JAMES MARTIN	701.102(2)(a)	12/04/2014	0.00
108085	SIBCO ELECTRIC INC	701.102(2)(a)	12/08/2014	0.00
108086	SJB CONSTRUCTION LLC	701.102(2)(a)	12/08/2014	0.00
108110	PORTLOCK CONSTRUCTION INC	701.098(1)(b)	12/11/2014	0.00
108111	A LIGHT UP COMPANY OF OREGON INC	701.098(1)(b)	12/11/2014	0.00
108117	MCDOWELL & SON INC	701.119(2)	12/12/2014	0.00
108123	LUCKY SEVEN EXCAVATION LLC	701.102(2)(a)	12/15/2014	0.00
108125	WILDFANG CONST LLC	701.102(2)(a)	12/15/2014	0.00
108162	MALCOLM, MATTHEW ROY	701.102(2)(a)	12/18/2014	0.00
108183	CONSTRUCTION SOLUTIONS INTERVENTION LLC	701.098(1)(b)	12/19/2014	0.00
108195	SUMMIT BUILDERS LLC	701.098(1)(b)	12/23/2014	0.00
108196	SUMMIT BUILDERS LLC	701.098(1)(b)	12/23/2014	0.00
108197	MASTER DESIGN POOLS LLC	701.098(1)(b)	12/23/2014	0.00
108199	ON THE GO CONSTRUCTION SERVICES LLC	701.102(2)(a)	12/23/2014	0.00
108230	FLOREZ CORTEZ SR, JULIO REGAL	701.102(2)(a)	01/01/2015	0.00
108231	WHITSETT JR, HENRY HEIGH	701.102(2)(a)	01/01/2015	0.00
108245	GARCIA CHAVEZ, JOSE LUIS	701.102(2)(a)	01/05/2015	0.00
108266	BLACKBIRD INDUSTRIES INC	701.098(1)(b)	01/06/2015	0.00
108267	SILVERBACK LOGISTICS COMPANY LLC	701.098(1)(b)	01/06/2015	0.00

**8 - OTHER**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
107458	BHM ELECTRIC COMPANY	701.098(1)(f) (2009)	12/08/2014	1,000.00
107666	SALEMS FINEST FLOOR COVERING LLC	701.305(1)	12/12/2014	1,000.00
107790	BRENNOCK INC	701.098(1)(b)	11/26/2014	100.00
107845	TACKETT, STEPHEN ROY	701.098(1)(l) (2009)	11/21/2014	5,000.00
107848	SUPERIOR STANDARDS CONSTRUCTION INC	701.305(1)	11/27/2014	500.00
108006	LITTEN INC	701.098(1)(b)	12/04/2014	100.00
108098	NELSON, BRYAN ALBERT	701.098(1)(g) (2009)	12/11/2014	1,000.00
108104	NELSON, BRYAN ALBERT	701.305(1)	12/11/2014	500.00
108115	PHOENIX CONSTRUCTION INC	701.305(2)	12/15/2014	200.00
108139	LOUIE, STEVEN KENNETH	701.305(2)	12/18/2014	200.00
108165	WESTERN CONSTRUCTION SYSTEMS LLC	701.305(2)	12/18/2014	200.00
108274	TIMBER CREEK CONSTRUCTION 1 LLC	701.305(1)	01/07/2015	500.00
108283	SAUL ESCOBAR & DIANA MARIE ESCOBAR	701.305(2)	01/07/2015	200.00
108286	FITZPATRICK PAINTING INC	701.098(1)(b)	01/08/2015	400.00

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**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>
105540	RELIANT CORP	701.021(1)	11/24/2014	1,400.00
105645	WEBB, RUDY	701.021(1)	01/09/2015	4,200.00
106064	J SHAPES CONSTRUCTION & GLASS DESIGN LLC	701.021(1)	12/23/2014	700.00
106068	YOUNG, MIKE	701.021(1)	12/12/2014	1,000.00
106276	AMENT-BENSON, NANCY JO	701.021(1)	12/16/2014	1,000.00
106620	RON EDWARDS CONTRACTORS INC	701.021(1)	12/12/2014	1,000.00
106893	WILCOX, JONATHAN B	701.021(1)	01/07/2015	5,000.00
106912	STOCKER, JOSEPH ERNEST	701.021(1)	12/24/2014	600.00
106979	JAQUITH, KEVIN SCOTT	701.021(1)	12/17/2014	600.00
107010	HOT TUB SOLUTIONS, PACIFIC	701.021(1)	12/16/2014	1,000.00
107086	CULP, GARY LEWIS	701.021(1)	12/11/2014	1,000.00
107149	JEANNERET, JOANN M	701.021(1)	12/11/2014	1,000.00
107166	PEDERSEN, GREGORY DENNIS	701.021(1)	12/31/2014	1,000.00
107178	DESHIELDS, TOMMY R	701.021(1)	12/17/2014	700.00
107273	MAGDALENO, VICTOR GARZA	701.021(1)	12/12/2014	1,000.00
107293	OREGON COMPUTER POWER LLC	701.021(1)	12/12/2014	3,000.00
107314	BRANNAN, REBEKAH	701.021(1)	12/12/2014	600.00
107319	RYTHER, JERRY RAYMOND	701.021(1)	12/19/2014	1,000.00
107382	ROSS, SHAWN	701.021(1)	12/08/2014	600.00
107388	GONZALEZ, JOHNNIE	701.021(1)	12/19/2014	1,000.00
107433	EVANS, ELIAS JOHN	701.021(1)	12/04/2014	600.00
107447	BONHAM, CHAD	701.021(1)	12/19/2014	600.00
107463	FREITAS, LEAH ULUALOHA	701.021(1)	01/08/2015	1,000.00
107472	JOHNSON, LEONARD LEROY	701.021(1)	11/21/2014	600.00
107486	LINDER, TRAVIS DOUGLAS	701.021(1)	12/31/2014	2,000.00
107508	AFOLAU, TONUHO	701.021(1)	12/19/2014	5,000.00
107516	SMITH, JASON J	701.021(1)	11/21/2014	5,000.00
107523	STONE AGE CONSTRUCTION INC	701.021(1)	12/08/2014	600.00
107564	TERRONES, ALEJANDRO	701.021(1)	11/20/2014	600.00
107568	HUFFINS, MARK ALAN	701.021(1)	12/22/2014	5,000.00
107605	BGP PAVING DIVISIONS	701.021(1)	11/24/2014	2,000.00
107611	HOMELAND FIELD SERVICES LLC	701.021(1)	01/08/2015	1,000.00
107632	SMITH, JEREMY RENO	701.021(1)	12/30/2014	1,000.00
107635	SULLIVAN, JOSHUA TODD	701.021(1)	11/18/2014	600.00
107637	SMITH, JASON J	701.021(1)	11/21/2014	5,000.00
107638	SMITH, JASON J	701.021(1)	11/21/2014	5,000.00
107667	GIACOMAZZI, JOSH CHARLES	701.021(1)	12/05/2014	1,000.00
107685	COUGHLAN, PATRICK	701.021(1)	12/15/2014	600.00
107690	HAINES, CORY THOMAS	701.021(1)	11/24/2014	1,000.00
107694	MOON, JAMES J	701.021(1)	12/08/2014	1,000.00

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**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>
107742	GLASSEL, NATHANIEL A	701.021(1)	01/08/2015	600.00
107744	PONCE, GUSTAVO	701.021(1)	12/16/2014	600.00
107762	DAVIS, ADAM	701.021(1)	11/26/2014	600.00
107794	CLEAN EXPRESS & DISCOUNT CARPET	701.021(1)	12/09/2014	1,000.00
107816	CHOICE HOME WARRANTY	701.021(1)	12/05/2014	600.00
107861	ALVAREZ GUERRERO, JOSE	701.021(1)	12/17/2014	5,000.00
107871	RICK MODER AND MARIAN TALOI	701.021(1)	12/23/2014	600.00
107913	VALLE ROMERO, JOSE CRISTOBAL	701.021(1)	12/12/2014	700.00
107949	EDWARDS, DAVID ALLEN	701.021(1)	12/15/2014	1,000.00
108048	LEVEL 3 HOMES & DESIGN LLC	701.021(1)	01/08/2015	1,000.00
108052	T WARD CONSTRUCTION INC	701.021(1)	12/25/2014	600.00
108131	CUNNINGHAM, JESSE	701.021(1)	01/09/2015	600.00

**2 - EXEMPT CONTRACTOR WITH EMPLOYEES**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
107188	RAY, GARY LELAND	701.098(1)(m) (2009)	12/16/2014	1,000.00
107639	KALAMAFONI, YOLANDA FANE	701.035(3)	12/15/2014	1,000.00
107663	WEST COAST HOME SOLUTIONS LLC	701.098(1)(m) (2009)	12/02/2014	1,000.00
107665	ROCKSTAR HARDSCAPES LLC	701.035(3)	11/18/2014	1,000.00
107791	EUROMASTER INC	701.098(1)(m) (2009)	12/19/2014	1,000.00
107886	GOLD N HANDS CONSTRUCTION LLC	701.035(3)	12/11/2014	1,000.00
107891	MONKEY PUZZLE TREE CARE LLC	701.098(1)(m) (2009)	12/11/2014	1,000.00
107892	MAGEE, MARTIN ROBERT	701.098(1)(m) (2009)	12/15/2014	1,000.00
107899	HOME GROWN KITCHENS LIMITED	701.098(1)(m) (2009)	12/17/2014	1,000.00
107907	DELAERE, STEPHEN CHARLES	701.035(3)	12/17/2014	1,000.00

**3 - LEAD BASED PAINT**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
106179	HOME ELEGANCE LLC	701.510(3)	12/17/2014	1,000.00
106891	CAVEMAN PAINTING LLC	701.510(2)	12/19/2014	1,000.00
106982	TIMBER HOME IMPROVEMENTS LLC	701.510(2)	12/09/2014	3,000.00
107691	PELICAN GENERAL CONTRACTORS INC	701.510(2)	11/26/2014	1,000.00
107721	DIRECT SOURCE INC	701.510(2)	11/24/2014	1,000.00
107903	DELAERE, STEPHEN CHARLES	701.510(2)	12/17/2014	1,000.00
107904	SMITH, ISAAC DAY	701.510(2)	12/17/2014	1,000.00
107926	JOSHUA LEGACY PAINTING AND RESTORATION LLC	701.510(2)	12/17/2014	1,000.00

**4 - IMPROPER LICENSE ENDORSEMENT**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
106330	GRAND CONSTRUCTION LLC	701.021(4)	01/06/2015	1,000.00

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**FINAL ORDERS (cont.)**

**4 - IMPROPER LICENSE ENDORSEMENT (cont.)**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
106333	PENROSE CONSTRUCTION LLC	701.021(4)	12/30/2014	1,000.00
106931	SQUARE 1 ELECTRIC INC	701.021(4)	12/05/2014	1,000.00

**5 - HIRING AN UNLICENSED SUBCONTRACTOR**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
101334	CHUNG, IN PHILLIP	701.026(1)	12/16/2014	5,000.00
106730	S P CARPET PROS INC	701.026(1)	11/26/2014	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>
107310	NORTH COAST CONSTRUCTION LLC	087.093(6)	01/09/2015	200.00
107704	PELICAN GENERAL CONTRACTORS INC	087.093(6)	11/26/2014	200.00
107970	SUPERIOR STANDARDS CONSTRUCTION INC	087.093(6)	12/25/2014	200.00
107971	SUPERIOR STANDARDS CONSTRUCTION INC	701.330(4)	12/25/2014	100.00
107972	SUPERIOR STANDARDS CONSTRUCTION INC	701.330(4)	12/25/2014	100.00
108106	NELSON, BRYAN ALBERT	087.093(6)	01/07/2015	200.00
108107	NELSON, BRYAN ALBERT	701.330(4)	01/08/2015	100.00

**7 - SUSPENSIONS**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
107489	GARNICK, CURTIS FRANK	701.102(2)(a)	01/01/2015	0.00
107577	WEATHER PROOF ROOFING LLC	701.102(2)(a)	11/20/2014	0.00
107593	LIVENGOOD, CONAN VAUGHN	701.106(1)(b)	11/19/2014	0.00
107596	MCKENZIE STONE & TILE INC	701.106(1)(k)	11/20/2014	0.00
107598	STARLIGHT CONSTRUCTION INC	701.098(1)(b)	11/20/2014	0.00
107619	DEAN LINDSEY CONSTRUCTION INC	701.098(1)(b)	11/20/2014	0.00
107714	OPAL CREEK CONSTRUCTION LLC	701.098(1)(b)	12/03/2014	0.00
107719	CREATIVE CONCEPTS CONSTRUCTION INC	701.098(1)(b)	11/25/2014	0.00
107731	AVENUES CONSTRUCTION LLC	701.102(2)(a)	11/25/2014	0.00
107738	MASON, MATTHEW JON	701.102(2)(a)	12/03/2014	0.00
107741	ADVANCED CLEANING & TREATMENT INC	701.102(2)(a)	12/03/2014	0.00
107751	ANGEL TOUCH CONSTRUCTION LLC	701.106(1)(k)	12/04/2014	0.00
107752	FULL DRAW CONSTRUCTION LLC	701.098(1)(b)	12/03/2014	0.00
107768	SYSTEMS II LLC	701.098(1)(b)	12/03/2014	0.00
107770	SYSTEMS II LLC	701.098(1)(b)	12/31/2014	0.00
107774	MELISSA A WALLACE & ORAL A WALLACE	701.102(2)(a)	12/09/2014	0.00
107778	TURNBULL ENTERPRISES LLC	701.102(2)(a)	12/09/2014	0.00
107779	WILLIS, GREGORY L	701.102(2)(a)	12/09/2014	0.00
107780	SUPERIOR STANDARDS CONSTRUCTION INC	701.102(2)(a)	12/09/2014	0.00
107802	PALACE CONSTRUCTION CORP	701.102(2)(a)	12/09/2014	0.00

**CONSTRUCTION CONTRACTORS BOARD  
ENFORCEMENT CONSENT AGENDA**

1/9/2015

**11/18/2014 - 01/09/2015**

**FINAL ORDERS (cont.)**

**7 - SUSPENSIONS (cont.)**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
107838	LJ HILTON INC	701.098(1)(b)	12/12/2014	0.00
107842	PHILLIPS, JEREMIAH DAVID	701.102(2)(a)	12/11/2014	0.00
107851	ROYAL BUILDERS INC	701.102(2)(a)	12/19/2014	0.00
107852	ROYAL BUILDERS INC	701.102(2)(a)	12/19/2014	0.00
107853	ASPHALT MAINTENANCE ASSOCIATES INC	701.102(2)(a)	12/22/2014	0.00
107889	VERSATILE COMPANY LLC	701.102(2)(a)	12/22/2014	0.00
107922	BHM ELECTRIC COMPANY	701.098(1)(b)	01/01/2015	0.00
107923	COST LESS CARPET BEND INC	701.098(1)(b)	01/01/2015	0.00
107924	ANDERSEN CONSTRUCTION COMPANY & S & B JAMES CONSTRUCTION MANAGEMENT CO	701.098(1)(b)	01/01/2015	0.00
107964	ANDERSON, BRADFORD JACK	025.750	11/26/2014	0.00
107965	MODERN CONSTRUCTION LLC	701.102(2)(a)	01/01/2015	0.00
107967	DL HOME REMODELING LLC	701.102(2)(a)	01/01/2015	0.00
107981	GARNICK, CURTIS FRANK	701.102(2)(a)	01/01/2015	0.00
108058	HUGHBANKS, JAMES MARTIN	701.102(2)(a)	01/05/2015	0.00
108085	SIBCO ELECTRIC INC	701.102(2)(a)	01/09/2015	0.00
108087	SHEPHERD, DAVID	025.750	12/09/2014	0.00
108176	TACKETT, STEPHEN ROY	025.750	12/22/2014	0.00
108198	MCGONAGLE JR, MICHAEL DAVID	025.750	12/23/2014	0.00
108246	LOUIE, STEVEN KENNETH	025.750	01/05/2015	0.00
108263	ZERKEL, DONALD WILLIAM	025.750	01/07/2015	0.00
108264	DAVIS, MICHAEL P	025.750	01/07/2015	0.00
108265	MCDANIEL, GLENN GARRISON	025.750	01/07/2015	0.00

**8 - OTHER**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
106611	PIMENTEL, DAVID ARTHUR	701.480(3)	11/24/2014	1,000.00
106625	BRET SNYDER CUSTOM CONSTRUCTION LLC	701.098(1)(c) (2009)	12/02/2014	1,000.00
106668	GRAFFUNDER, ULRICH WERNER	701.480(1)	12/16/2014	1,000.00
107524	TACKETT, STEPHEN ROY	701.098(1)(l) (2009)	11/19/2014	1,000.00
107625	BEARDSLEY CONSTRUCTION LLC	701.098(1)(l) (2009)	12/12/2014	1,000.00
107678	BEARDSLEY CONSTRUCTION LLC	701.305(2)	12/11/2014	200.00
107703	PELICAN GENERAL CONTRACTORS INC	701.305(1)	11/26/2014	500.00
107712	SPARTAN REDEVELOPMENT LLC	701.098(1)(b)	12/11/2014	600.00
107759	KREWSON, DANIEL GUY	701.305(1)	11/27/2014	500.00
107785	SQUARE 1 ELECTRIC INC	701.098(1)(l) (2009)	12/05/2014	1,000.00
107845	TACKETT, STEPHEN ROY	701.098(1)(l) (2009)	12/17/2014	5,000.00
107848	SUPERIOR STANDARDS CONSTRUCTION INC	701.305(1)	12/25/2014	500.00
107872	RON'S HEATING & AIR CONDITIONING INC	701.305(2)	12/17/2014	200.00
108006	LITTEN INC	701.098(1)(b)	12/31/2014	100.00

**CONSTRUCTION CONTRACTORS BOARD  
ENFORCEMENT CONSENT AGENDA**

1/9/2015

**11/18/2014 - 01/09/2015**

**FINAL ORDERS (cont.)**

**8 - OTHER (cont.)**

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
108098	NELSON, BRYAN ALBERT	701.098(1)(g) (2009)	01/07/2015	1,000.00
108104	NELSON, BRYAN ALBERT	701.305(1)	01/07/2015	500.00
108115	PHOENIX CONSTRUCTION INC	701.305(2)	01/09/2015	200.00

December 20, 2013

Construction Contractors Board  
Enforcement Section  
PO Box 14140  
Salem, OR 97309-5052

Regarding File No. 103094 Proposed action to impose a civil penalty...

I am writing to apologize to the board for appearing agitated and angry during my latest plea to the board regarding the above action on October 28, 2014. I have a very loud voice and tend to speak with my hands due to my heritage. And, also being a naturalized citizen, I can't always find the more appropriate and eloquent words needed to express myself under such conditions.

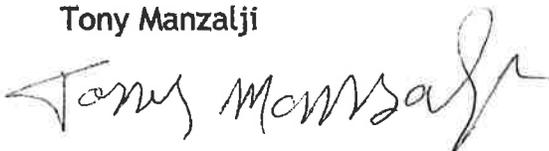
The ad on craigslist was placed indicating "unlicensed" and there was never any gain from the ad. At the time, I did not understand the simple placement of an ad was illegal, as I was being honest about not being licensed or bonded. I am disappointed the board would come after me with such force when there are so many out in the world who are openly advertising as licensed and bonded contractors when they aren't.

Admittedly, I should have taken the first offer from the board, but the form was asking me to acknowledge guilt when I felt I had done nothing wrong. As a "contractor" I was always up front and honest with my customers - even helping people when the person they originally hired took their money and left them stranded with the job incomplete. During my career, I never took upfront money for any work I performed until completion and the customer was satisfied.

I am again pleading for the fine to be reduced (perhaps back to what the initial offer was of \$50.00). I have been forced to retire early because of a disabling injury that is chronic and will only become worse with time. I have only a minimum Social Security check of \$526.00 with no other retirement/pension or savings. It's not enough to cover rent and utilities, so I live with a friend.

Respectfully,

Tony Manzalji



DEC 23 2014

CCB REC'D

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**Construction Contractors Board  
Field Investigation Section  
6th Quarter - 2013 - 2015 Biennium  
October 1, 2014-December 31, 2014**

Knowing that unlicensed and illegal construction activity is bad for consumers and legitimate contractors, the CCB established the Field Investigation Section in 2007, to provide statewide coverage and immediate response to complaints of unlawful activity in the construction industry. The staff of 9 includes 8 Investigators, each assigned to their own district in the state, where they are positioned to respond to complaints of illegal construction activity and conduct random checks of local construction sites. Sweeps are executed to find those involved in unlawful construction activity. The Field Investigation Section also participates in joint investigations with other state, county, and city agencies, some of which lead to the filing of injunctions or criminal charges.

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013 - 14 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014 - 15 Fiscal Year	2013 - 15 Biennium
	Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
Complaints-Telephone or In Person	117	73	51	102	343	132	74			206	549
Complaints-Online	18	12	15	29	74	140*	150			190	364
Complaints-Referrals	15	13	14	34	76	13	5			18	94
Jobsite Checks Conducted	1,735	1,841	1,904	1,938	7,418	1,812	1,669			3,481	10,899
Field Incident Reports Created	234	235	270	280	1,019	253	157			410	1,429

\* Field Investigation/Enforcement merged the online complaint process

**Construction Contractors Board  
Dispute Resolution Section  
6th Quarter - 2013 - 2015 Biennium  
October 1, 2014 - December 31 2014**

The Dispute Resolution Section provides a process designed to resolve construction disputes. It is available to persons or businesses alleging that contractors have breached a contract, performed improper work, or failed to pay for work performed or materials supplied. This service involves a mediation service to try to keep disputes out of the court system. If the dispute must be resolved by a court and the consumer who filed the complaint receives a court judgment but the contractor fails to pay the judgment, then the consumer has access to the contractor's bond for payment. Owners of construction companies are prevented from starting new construction businesses until all amounts awarded in the judgments are paid in full. When both parties participate in the mediation process, over 70% of those mediations result in a settlement agreement.

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2013 - 14 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2014 - 15 Fiscal Year	2013 - 15 Biennium
	Jul 1, 2013 - Sep 30 2013	Oct 1, 2013 - Dec 31, 2013	Jan 1, 2014 - Mar 31, 2014	Apr 1, 2014 - Jun 30, 2014	Jul 1, 2013 - Jun 30, 2014	Jul 1, 2014 - Sep 30, 2014	Oct 1, 2014 - Dec 31, 2014	Jan 1, 2015 - Mar 31, 2015	Apr 1, 2015 - Jun 30, 2015	Jul 1, 2014 - Jun 30, 2015	Jul 1, 2013 - Jun 30, 2015
Complaints Filed	220	247	227	257	951	270	295				
Complaints Closed	198	281	250	234	963	246	243				
Mediations Held Where Both Parties Participated	91	114	112	104	421	129	141				
Mediations Attempted but One Party Failed to Participate	40	38	23	21	122	24	39				
Settlements Reached at Mediation	58	78	82	86	304	98	94				
Determination Amount	\$377,183	\$1,215,992	\$761,402	\$468,563	\$2,823,140	\$425,669	\$567,956				
Determination Amounts Paid	\$291,182	\$418,043	\$174,787	\$286,476	\$1,170,488	\$299,978	\$226,127				

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**Construction Contractors Board  
Dispute Resolution Section  
SURVEY RESULTS  
6th Quarter - 2013 - 2015 Biennium  
October 1, 2015 - December 31, 2015**

QUESTION	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	PERCENT THAT AGREE OR STRONGLY AGREE
1. The CCB complaint publications provided clear and complete Information.	17	24	1	2	93%
2. The CCB responded to my letters promptly.	28	18	0	0	100%
3. The CCB letters provided clear and complete information.	24	23	2	2	92%
4. The CCB responded to my phone inquires promptly.	22	17	0	1	98%
5. The information provided by CCB staff over the phone was clear and complete.	22	19	0	0	100%
6. The CCB investigator was fair and unbiased during the on-site meeting.	20	15	2	0	95%
7. Overall, the CCB was fair and unbiased in processing this complaint. (KPM 91500-7)	24	18	2	1	93%
8. Overall, the CCB was prompt in processing this complaint.	25	21	2	0	96%

**DISPUTE RESOLUTION SECTION**  
**2013-2015 BIENNIUM**  
**6<sup>th</sup> quarter October 1, 2014 to December 31, 2014**  
**COMMENTS RECEIVED ON SURVEYS**

**COMMENTS ON TIMELINESS/PROCESSING OF DISPUTE**

FROM*	DATE REC'D	FILE NUMBER	COMMENT
C	10/17/14	196015-104	Waiting for all other cases that started in the same 90-day period is unfair. I finished my case, received a judgment but had to wait a very long time for other cases to finish.

**OTHER COMMENTS**

FROM*	DATE REC'D	FILE NUMBER	COMMENT
R	10/15/14	178650-101	Breach of contract info was not clear. We contacted homeowner and the job had been finished. Homeowner contacted CCB with pics & said job was not complete. When I asked homeowner what she wants to do about this—she replied “I’m taking you to small claims court.” I thought that was the reason for CCB agreement—if breach of contract we pay homeowner \$900. Not sure why homeowner went to court for a judgment against jus—when we were prepared to pay agreed amount. <i>[Staff note: At on-site the parties entered into a settlement in which respondent agreed to perform certain work. If work was not done, then respondent agreed to pay complainant \$900. Complainant report settlement work was not done nor was payment made. At that point we instructed complainant to file in court to enforce settlement. After the court complaint was filed, respondent paid the \$900 amount. The court case was then withdrawn. The payment was made almost 2 months after it was due.]</i>
C	10/21/14	196015-105	Reference to number 1 [breach of contract publications provided clear and complete information] – We never clearly understood when the quarters began and ended. #3 [CCB letters provided clear and complete information] – The letter notifying us that our claim was forwarded to bond company could have had an expected payment receive date. #8 [prompt processing] – There needs to be some exception to cases like ours. When a contractor takes money from several people and skips town and admits “We will have to collect from the Bond Co.” there should be some short cuts to that!!
R	10/27/14	194077-101	The first mediator was very opinionated and hateful, not a professional person clearly in the wrong line of work. The 2 <sup>nd</sup> person sent out was very helpful and got it resolved and was easy to work with.
C	11/3/14	190294-101	I feel CCB should also “investigate” as well as mediate. I had refused the mediated amount until your representative informed me that the reason the respondent or his employee did not show up for the scheduled meeting was because the employee—Carl Higgins had <u>died</u> . Due to this information I settled. However, I have been checking the Oregonian obituaries and have not seen this obit. I also have checked the social security death index—on line—and have not found this death listed. It may be due to no obit or something I missed, but if the respondent lied to the CCB, I think further action may be warranted. I mentioned the failure to locate an obituary on two occasions to CCB representative but have not heard anything further. <i>[Staff note: There is nothing in our file about anyone involved in this matter being deceased.]</i>
R	11/6/14	50394-101	Good Job!

\* C = Complainant

R – Respondent

**DISPUTE RESOLUTION SECTION**  
**2013-2015 BIENNIUM**  
**6<sup>th</sup> quarter October 1, 2014 to December 31, 2014**  
**COMMENTS RECEIVED ON SURVEYS**

C	11/26/14	166383-108	<p>Given the CCB's limited resources, I realize it may not be possible to implement any of my suggestions or address my concerns (I wish the CCB would bring back holding hearings rather than having the only option be to go to court if mediation doesn't work). Here are my suggestions/concerns:</p> <ol style="list-style-type: none"> <li>1) Only the person who has the authority to act should be involved in mediation. If that person can't participate, then there's no point in holding mediation. Although Robert Otis did the work, he flat out refused to work things out with me, if he had, then there would have been no need to have a mediation hearing. The CCB knew Robert Otis wasn't the owner and he wasn't an employee so he had no authority to release the bond since he wouldn't fix the problem. Note: I didn't object to his being there because I was caught off guard because he refused to fix things, I didn't think he'd be there to work things out. This is why I believe it's the mediator's job to insist only those who have authority to resolve the issue be there. Robert Otis refused to fix things and made it clear there would be no compromise even before the CCB was involved. <i>[Staff Note: The complaint was filed against a corporate business entity with someone other than Robert Otis listed as its only corporate officer. That corporation was not licensed to have employees. Despite that, Robert Otis was working as that business's employee, so it appears that he had authority to act on behalf of that business].</i></li> <li>2) The ideal mediator is one who specializes in the particular field pertaining to the complaint. In my case, both Robert Otis and the mediator were general contractors and the problem was a drainage issue. Neither Robert Otis nor the mediator knew the state codes and were not knowledgeable about drainage. The mediator sided with Robert Otis on one issue; however, he didn't have the expertise to know he was wrong.</li> </ol> <p>In preparing for court I found out that Robert Otis's work didn't meet code and his work was problematic. I only realized the mediator's deficits when I contacted Clackamas County Building Codes Division and got bids from two contractors who specialize in drainage issues. If the mediator lacks the expertise on the problem, then there is no incentive for the contractor to compromise. While a mediator is neutral, it is beneficial and fair to both parties if the work done can be put into perspective based on code and the industry standard. The work in question was in the crawl space and the mediator didn't look at it. Without factually stating what was done as observed by this neutral party, a mediator who has knowledge of the code and industry standard then information on which to base a compromise isn't available. All the paperwork I received emphasized the need for the homeowner to compromise; however, both parties need to compromise.</p> <p>Obviously, the CCB is limited by its resources and most likely, it can't get specialists in every area covered by the Contractors Board. It may also be problematic due to limited resources to have a mediator who lacks the expertise review the case with another contractor who knows state codes and the industry standard, but I'm making this suggestion anyway: mediators research the issue before the meeting.</p>
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\* C = Complainant                      R – Respondent

**DISPUTE RESOLUTION SECTION**  
**2013-2015 BIENNIUM**  
**6<sup>th</sup> quarter October 1, 2014 to December 31, 2014**  
**COMMENTS RECEIVED ON SURVEYS**

			<p>3) The mediator was supposed to bring up the drainage issue, this was what my complaint was about; however, he not only brought this subject up, but he also asked about another charge on Robert Otis' estimate sheet. This raised issues about collusion between Robert Otis and my realtor to withhold from the true nature of another problem and how expensive it would be to fix it. By their actions, they denied me valuable information to help me determine whether or not to buy the home. I understand that this was an unintended by product created by the mediator's actions, but I was told I could not use this information in pursuing my claims against the contractor or the realtor. I also understand that the Contractors Board is bound by the law, but I was disadvantaged by this chain of events. I know you can't do anything about it since it's outside your authority and outside the focus of the mediator hearing, still I feel further harmed by learning this information about the contractor's action and frustrated that nothing can be done.</p> <p>Finally, this may be a simple process for Sandra L. Hellemn, the dispute analyst: however, I found it complex and overwhelming. She always addressed my concerns clearly, professionally, and in a timely manner. I appreciated her efforts.</p> <p><i>[Staff Note: The work was done as a condition of the complainant's purchase of the home. The respondent was supposed to correct drainage under the home. No settlement was reached at the on-site meeting and the investigator indicated in his report that the drainage issues had not been resolved. The complainant then filed in court and received a judgment for \$4,350 plus costs and interest. The contractor's bonding company paid the entire judgment amount, including interest.]</i></p>
C	12/16/14	187324-105	Look at it as if it were 4 yourself and if you should get other than what you pay for as a final result.
C	12/19/14	149528-101	Since the respondent did not remove his equipment and debris on the date agreed to at my mediation, I would suggest the CCB hold any payments between the parties until all such arrangements are carried out. <i>[Staff Note: At the on-site meeting the complainant paid the respondent a balance due on the contract and agreed to allow the respondent access to the property to remove equipment. There was no time frame in the settlement for removal of the equipment.]</i>

**GRATITUDE**

FROM*	DATE REC'D	FILE NUMBER	COMMENT
C	10/29/14	198741-101	I was very satisfied with the procedure & the degree of professionalism used by the CCB. I thank you for your help in this matter again & feel it was handled excellently.
C	11/10/14	197764-101	I appreciate your help in settling this matter, especially your personal phone call when I was about to give up. Thanks.
C	11/17/14	147926-102	Thank you for being there.
C	12/1/14	176508-101	We appreciate your efforts and unbiased approach towards resolution. Thank you.
C	12/3/14	168322-103	I have no suggestions since I feel you did a great job helping me through this long frustrating process. It's good to know there are good, helpful organizations out there for people like me. Thanks and keep up the good work!

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 \* C = Complainant                      R – Respondent

**DISPUTE RESOLUTION SECTION**  
**2013-2015 BIENNIUM**  
**6<sup>th</sup> quarter October 1, 2014 to December 31, 2014**  
**COMMENTS RECEIVED ON SURVEYS**

C	12/3/14	190465-101	My experience with the CCB was GREAT! Everyone was very helpful and prompt. Pam Tobeck is EXCELLENT at her job.
C	12/4/14	188175-102	Thank you for your help in resolving this dispute.
C	12/17/14	93485-106	My wife and I are very pleased with the outcome of this complaint. Please know that every contact with the personnel of the CCB was met with polite and professional response. We feel that our problem was resolved due to CCB's assistance.
C	12/23/14	172526-103	I was very impressed. The mediator was wonderful. What the builder did to our home was horrible, but the mediator helped us come to a resolution we could live with and settled this quickly so we could get on with our lives. I was really impressed also with everyone who answered the phone, answered questions, etc. It is not very often that I have seen this type of service from a state agency. I truly appreciate the efficiency and help we received. I thought you were all awesome! Your agency should be commended. Thank you!

**COMMENTS ON CCB BEING BIAS**

FROM*	DATE REC'D	FILE NUMBER	COMMENT
R	10/7/14	193311-101	I felt we were pushed on our decision on the complaint. The inspector quickly put blame directly towards us in front of the Complainant leaving us in a stressfull environment and made us feel that our voice didn't matter in any way. There was no way the inspector could say if it was our fault and we did faulty install when it was 9 months after the fact and we hired a private inspector prior to the CCB investigation, which did not have any one of the issues that the CCB investigator claims. I told him in regards to the floor when you poke and pick and pull on an area long enough of course its going to come up. He had no cares what proof we had. I feel the CCB investigator knew before he went to the Dental Office [the job site] on what decision he was going to make. And again it is completely wrong to have him tell his opinion in front of everyone. I thought the CCB investigator was supposed to help you come to a conclusion, not to decide who's fault it is. He was not there when the install was done and had no right to do what he did. Very unprofessional. Would not recommend him to anyone. And would like the CCB to eventually think about the contractors point of view and not a homeowner that wants free stuff. <i>[Staff note: The complaint was settled at the on-site meeting with the respondent paying the complainant \$500 in full resolution of the complaint, which is under 7% of the entire contract price for the flooring install. The private inspector's report does not mention or address the bubbling areas are issue, but only addresses dents made by furniture. Those dents were not an issue in the complaint. Before the complaint was filed, this contractor threatened in writing to sue the complainant for slander if a CCB complaint was filed.]</i>

\* C = Complainant      R – Respondent

**DISPUTE RESOLUTION SECTION  
2013-2015 BIENNIUM  
6<sup>th</sup> quarter October 1, 2014 to December 31, 2014  
COMMENTS RECEIVED ON SURVEYS**

R	10/28/24	37133-102	<p>Len Sherr was the worst. We let Lisa Hill [the complainant] go first. She was bringing up 5 topics at once. I jumped in and said let us do one at a time. He told me "Be quite and just listen. This whole thing was a sham. Lisa Hill is a state employee and so is Len. I felt this meeting was set up against me from the start. It was very obvious that he was for her from the get go. This was a \$2500 theft that the state was in on. I have no use for most state employees. You people do not know what real work is like. PERS is a joke.</p> <p><i>[Staff Note: At the on-site the parties signed a settlement agreement in which the respondent agreed to pay the complainant \$2,500 in 5 payments of \$500 each. The respondent made only one payment. The complainant then filed in small claims court and got a judgment for the balance due plus court costs, etc. The respondent paid that judgment. No one at this agency knows where the complainant works.]</i></p>
R	12/2/14	176508-101	<i>[In response to item 7, "Overall, the CCB was fair and unbiased in processing this complaint.", the complainant wrote: ]</i> CCB was—the courts were <u>not</u> .

**NOT SATISFIED AT ALL**

FROM*	DATE REC'D	FILE NUMBER	COMMENT

**COMMENTS ON PUBLICATIONS AND WEBSITE**

FROM*	DATE REC'D	FILE NUMBER	COMMENT
C	10/6/14	173163-103	Would like to see more information on companys on website – like complaints against company, reason and such so future users of company may find more information as to what they might expect if they were to use this company for their future building and decide if they want to use them.
C	11/24/14	134771-102	The online information was not clear as to an address to mail the complaint to. <i>[Staff note: The address is at the top of page 1 of the complaint form itself.]</i>
R	12/24/14	197787-101	<p>The CCB was terrific about taking the time to talk with us over the phone and providing further information about the processes involved with a consumer complaint. The people with whom we spoke were courteous and very informative.</p> <p>Our BIGGEST complaint with the CCB during this process was that all the documents, website information, and links were all geared toward the 'wronged consumer.' The CCB is the "Contractor's" board; what about a 'wronged contractor'? It took a phone call to get any information when we first heard of the complaint filing; none of the forms provided for a response to the complaint made by the consumer.</p> <p>This is 'our' organization; where is our support on our website? Where is the feel-good section to tell a contractor what to do to defend against such claims? Having a spot on the site explaining what options the contractor has available would also show the</p>

\* C = Complainant      R – Respondent

**DISPUTE RESOLUTION SECTION  
2013-2015 BIENNIUM  
6<sup>th</sup> quarter October 1, 2014 to December 31, 2014  
COMMENTS RECEIVED ON SURVEYS**

			<p>consumer that the builders will not just sit there, while the consumer appears to have all the power. We have become a very litigious society and bashing one's reputation over frivolous issues, which could be resolved over a cup of coffee, has become the norm.</p> <p>In this case, we believe this complaint was filed by people who ran out of money during the remodel and upgrading of an 1890's Portland home. They are a NV business entity and, we believe, they are trying to complete the 'flip', by trying to get the contractor's bond to cover the expense of finishing the project.</p> <p>Please make a note: The customer isn't ALWAYS right anymore!</p> <p><i>[Staff note: This was a complaint by a primary contractor claiming to be an owner. The only action we took was to ask the complainant for proof that pre-complaint notice was provided. The complainant failed to provide that proof, so the complaint was closed.]</i></p>
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\* C = Complainant                      R – Respondent

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# CONSTRUCTION CONTRACTORS BOARD

700 Summer St NE Suite 300  
PO Box 14140  
Salem OR 97309-5052  
503-378-4621  
503-373-2007 FAX



## Interoffice Memo

**To:** CCB Board of Directors  
**From:** Kimberlee Ayers  
Administrative Services Manager  
**Date:** January 27, 2015  
**Subject:** Budget and Administrative Services Update

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### Budget Update

The monthly summary of the Agency's budget as of November 2014 includes:

- Actual revenue is \$464,563; \$47,936 under projected revenue
- Actual expense \$529,831; \$116,302 under projected expense

The 2013-2015 biennial summary includes:

- Total Projected and Actual Revenue at \$14,890,889
- Total Projected Expenditures at \$14,521,911

Because our revenue is very close to projection, and our expenses are under budget, we now have increased our operating cash to 6.12 months.

### Administrative Services Update

We have selected a new records management system. The Oregon Records Management System is a partnership with the State of Oregon Archives Department and a private consulting firm, Chaves.

Not only will it be an improved record management system, but we will also be working with the State of Oregon Archives Department to manage our record retention schedule more reasonably and within state guidelines.

We have also selected an IT consultant firm to help us modernize our business systems and determine how technology will support the Agency's business needs.

We will begin working with both of these entities in January 2015.

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# Calendar 2015

All meetings will start at 9:30 a.m.; Appeal Committee Meetings will start at 1:00 p.m.

MONTH	MEETING TYPE	TIMES/LOCATION	ITEMS TO REVIEW AT EACH MEETING
January 27	Teleconference Board Meeting	9:30 a.m./CCB Offices	
February 24	<b>Board Meeting</b>	9:30 a.m./Peru Room (306), Broadway Commons Appeal Committee	<b>Ethics Training</b>
March 24	Teleconference Board Meeting	9:30 a.m./CCB Offices	
April 28	<b>Board Meeting</b>	9:30 a.m./Peru Room (306), Broadway Commons Appeal Committee	<b>Rulemaking Hearing</b>
May 26	Teleconference Board Meeting	9:30 a.m./CCB Offices	
June 23	<b>Board Meeting</b>	9:30 a.m./Peru Room (306), Broadway Commons Appeal Committee	<b>Per ORS 701.238 determine fees</b>
July 28	Teleconference Board Meeting	9:30 a.m./CCB Offices	<b>Budget Review, Strategic Plan review</b>
August 25	<b>Board Meeting</b>	9:30 a.m./TBA Appeal Committee	<b>KPM 10 – Best Practices survey finalized Annual Stakeholder Meeting?</b>
September 22	Teleconference Board Meeting	9:30 a.m./CCB Offices	
October 27	<b>Board Meeting</b>	9:30 a.m./TBA Appeal Committee	<b>Rulemaking Hearing</b>
November 24	No meeting		
December 1	<b>Board Meeting</b>	9:30 a.m./TBA Appeal Committee	<b>Election of Officers</b>

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