

Construction Contractors Board

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State of Oregon
Honorable Kate Brown, Governor



GoTo Meeting Call In: 1 (408) 650-3123, Access Code: 697-728-149

DRAFT
4/12/2022

NOTICE OF PUBLIC MEETING
CCB Teleconference Board Meeting
Wednesday, April 27, 2022
8:30 a.m. – 11:30 a.m.

	Page
Meeting Called to Order	
Approval of the Agenda	ACTION ITEM (pg 1)
Approval of the Minutes 2/23/2022 Board meeting.....	ACTION ITEM (pg 2)
Board Calendar:	
Next Meeting: June 22, 2022 (In Person or Teleconference TBD).....	(pg 4)
Public Comment	
Agency Reports	
1. Agency Update (Chris Huntington)	
a. Budget Report	(pg 5)
2. Licensing (Dana Zeimantz)	
a. CCB Licensing Program Update	(pg 6)
3. Information Technology (Noel Magee)	
a. IT Update	(pg 32)
4. Education (Leslie Culpepper)	
a. Outreach and Education Program Update	(pg 34)
5. Enforcement (Vena Swanson)	
a. Enforcement Update.....	(pg 46)
Old Business	
None	
New Business	
1. Enforcement Consent Agenda (Vena Swanson).....	ACTION ITEM (pg 47)
2. Rule Making.....	ACTION ITEM (pg 58)
a. Amendment of Rule OAR 812-004-1110 Complaint Processing Fee; Waiver of Fee	
b. Amendment of Rule OAR 812-006-0200 Pre-Licensure Training Provider Approval	
c. Amendment of Rule OAR 812-003-0200 Insurance Generally	

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; call Sara Heinz (503) 934-2217 to make arrangements.

**MINUTES OF THE February 23, 2022
CONSTRUCTION CONTRACTORS TELECONFERENCE
BOARD MEETING**

The Construction Contractors Board (CCB) met on Wednesday, February 23, 2022, via teleconference from the 6th floor at 201 High Street SE, Salem, Oregon.

Attendees:

Board members appearing: Vice Chair Eric Olsen, Rosa Martinez, Kurt Bolser, Deb Flagan, Susan Steward, Patty Dorroh, Abel Carbajal and Andrea Noble

Board members absent excused: Chair Dylan Bochsler

Staff: Administrator Chris Huntington, Board Secretary Sara Heinz, Licensing Manager Dana Zeimantz, Enforcement Manager Vena Swanson, IT Manager Noel Magee, Communication/Education Manager Leslie Culpepper and Assistant Attorney General Catriona McCracken

Guests: Ben Ruef, Michelle Lisper and Stephanie Heffner

A. MEETING CALLED TO ORDER:

Vice Chair Olsen called the meeting to order at 8:30 a.m.

B. APPROVAL OF AGENDA:

MOTION: Patty Dorroh moved to approve the agenda. Deb Flagan seconded the motion. Motion to approve the agenda carried unanimously.

C. APPROVAL OF MINUTES:

MOTION: Rosa Martinez moved to approve the minutes from 12/1/2021. Patty Dorroh seconded the motion. Motion to approve carried unanimously.

D. DATE OF NEXT REGULARLY SCHEDULED MEETING: The next meeting is scheduled for April 27, 2022 via teleconference from the 6th floor at 201 High Street SE, Salem, Oregon.

F. PUBLIC COMMENT:

No public comment

G. AGENCY REPORTS:

Chris Huntington, Agency Administrator provided an update regarding the budget note report and dispute resolution process presentation that was given to the legislature. In addition highlights were provided from the current budget figures. Also presented was a high level overview of the agency strategic plan.

Dana Zeimantz, Licensing Manager reported that phone calls and new applications have been up. Emails are being sent out in addition to a post card related to license renewals. This is a new process that will expand to email reminders also for insurance expirations in the near future. Statewide reopening has been delayed but the set up for the front counter is completed and will be ready once we have a new date.

Noel Magee, Information Technology Manager reported that the email reminders have been successful. Also mentioned was the statewide initiatives surrounding security and how those processes have been helpful with recent phishing attacks.

Leslie Culpepper, Communication/Education Manager advised that there are no real additions to the memo in the packet. The busy season for the education section is coming. The new webinar schedule is up for spring on the website. The new toolbox will address how contractors can opt in to receive emails for the new webinar schedule.

Vena Swanson, Enforcement Manager introduced herself as the new Enforcement Manager. There is a new Southern Oregon Field Investigator that has been hired and is in training, a Dispute Resolution Analyst position became open and has been filled by an internal candidate. An update was provided related to a change in the correspondence system and streamlining of the amount of letters sent, the collections area is now paperless. Goals for the future will be to reinstate sweeps across the state in partnership with Building Codes Division, streamlining of the dispute resolution process, updating of training materials for new hire field investigators and appoint a lead worker for the field staff.

H. OLD BUSINESS:

None

I. NEW BUSINESS:

MOTION: Patty Dorroh made a motion to approve the Notices of Intent on the Enforcement Consent Agenda. Rosa Martinez seconded the motion. Motion to approve carried unanimously.

MOTION: Patty Dorroh made a motion to approve the Final Orders on the Enforcement Consent Agenda. Rosa Martinez seconded the motion. Motion to approve carried unanimously.

Ethics Training was provided on behalf of the Oregon Government Ethics Commission by Stephanie Heffner.

The meeting adjourned at 10:47 a.m.

CCB Board Meeting Calendar, 2022		
DATE	NOTED ITEMS	LOCATION
February 23, 2022		1st Floor Hearings Room or Teleconference via GoTo Meeting
April 27, 2022		1st Floor Hearings Room or Teleconference via GoTo Meeting
June 22, 2022		1st Floor Hearings Room or Teleconference via GoTo Meeting
August 24, 2022	KPM Best Practices Survey Finalized	1st Floor Hearings Room or Teleconference via GoTo Meeting
October 26, 2022		1st Floor Hearings Room or Teleconference via GoTo Meeting
December 7, 2022		1st Floor Hearings Room or Teleconference via GoTo Meeting

The following dates will be reserved for potential meetings in the event that urgent matters arise requiring immediate action by the Board. Board members and the public will be notified in advance when a meeting is going to occur, and whether it will be held in Salem or via teleconference.

- January 26, 2022
- March 23, 2022
- May 25, 2022
- July 27, 2022
- September 21, 2022

2021-23 Fiscal Status Report Summary

	Last Three Mos			Thru Feb 2022 ACTUAL to DATE	REMAINING PROJECTED	TOTAL PROJECTED BI 2021-23	Authorized BUDGET (LAB)	LAB VS. PROJECTED
	Dec-21 Actuals	Jan-22 Actuals	Feb-22 Actuals					
Beginning Cash Balance				5,964,674		5,964,674		
Revenue	358,072	1,014,409	760,249	5,109,959	11,244,640	16,354,599	14,138,612	(2,215,987) (1) Last Report: (1,546,371)
Revised Total -- Late Processing	(653,986)	(718,495)						
Personal Services	526,339	525,991	538,212	4,196,019	9,268,654	13,464,673	14,003,787	539,114 (2) Last Report: 98,081
Services & Supplies	52,847	155,479	37,680	1,091,281	2,316,337	3,407,618	3,537,839	130,221
Capital Outlay	-	-	(4) See Note	-	-	-	-	0
Expenditures	579,186	681,471	575,892	5,287,300	11,584,991	16,872,291	17,541,626	669,335
Revenue vs. Expenditures	(221,113)	332,938	184,357	TRUE (177,341)	TRUE (340,351)	TRUE (517,692)	TRUE	
Ending Cash Balance	5,270,038	5,602,976	5,787,333	5,787,333		5,446,982		

(3) Last Report: 4,836,220

Proctor Info

Proctor Revenue	24,060	32,160	32,580	220,680	441,360	662,040	775,000	112,960
Total Revenue To LAB	382,132	1,046,569	792,829	5,330,639	11,686,000	17,016,639	14,913,612	(2,103,027)
Proctor Expense Recon	24,060	32,160	32,580	220,680	441,360	662,040	775,000	112,960
Total Expenditures (w/ Proctor)	603,246	713,631	608,472	5,507,980	12,026,351	17,534,331	18,316,626	782,295

(1) Agency adjusted overall license revenue projections upward by 6%. Over first 8 months of biennium actuals exceeded projections by just under 9%.

(2) During the February Legislative Session, the legislature distributed the "Salary Pot," which adjusts agency budgets to account for salary adjustments negotiated after final authorization of agency budgets. CCB's Salary Pot adjustment totaled \$479,464.

(3) The projected revenue adjustment noted in item (1) pushed the agency's projected ending fund balance upward accordingly.

(4) February S&S is artificially low due to timing for several large bills (rent, postage, printing, telcom).

CONSTRUCTION CONTRACTORS BOARD

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Memorandum

To: Construction Contractors Board
From: Dana Zeimantz, Licensing Manager
Date: April 27, 2022
Subject: Licensing Report

- February 2022 new applications total 436 and February 2021 new applications total 363, March 2022 new applications 531 and March 2021 new applications 522. New applications volume continues to increase.
- Licensing section received 7,000 more phone calls quarter ending March 31, 2022 over previous quarter.
- Project update for email reminders (eReminders) for general liability insurance. eReminders started leaving the agency on 04/15/2022 for insurance due to expire in 30 days. Contractor response to new eReminders will be included in next report.
- Agency and statewide re-opening to the public is scheduled for May 1, 2022. Licensing section front counter physical reconfiguration has been completed. Staff will rotate coverage for lobby services. Staff are currently preparing forms, supplies and workstations to respond to walk-in traffic.
- Licensing staff are actively participating in the new Licensing System requirements project.

CONSTRUCTION CONTRACTORS BOARD

LICENSING PROGRAM

STATISTICAL REPORTS

Third Quarter

2021-2023 Biennium



Dana Zeimantz, Program Manager

Licensing Staff

Marissa Alcazar
Christina Alvarez
Brenna Anderson
Regina Arnold
Amber Berry

Vicki Foster
Brandy Gregory
Kerri Hasche
Kevin Kerner
Karla Martin

Nancy McIntyre
Jason Parson
Darls Seeley
Courtney Swogger
Karen Taylor

Angie Warkentin
Dara White

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION

Number of New Licenses by Endorsement Type

Endorsement Type	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - June 30, 2021	Jul 1, 2021 - Sep 30, 2021	Oct 1, 2021 - Dec 31, 2021	Jan 1, 2022 - Mar 31, 2022
Residential	1103	791	852	999	868	1,442	1067	756	968
Commercial	220	191	191	197	194	221	197	142	192
Total	1,323	982	1,043	1,196	1,062	1,442	1,264	898	1,160

Month	New License Count	Expected Renewal Count	Renewal Count	Renewal Percent	Licenses Made Active
January-22	330	2,036	1598	78.49%	1,928
February-22	342	2,001	1569	78.41%	1,911
March-22	389	2363	1745	73.85%	2,134

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Number of Specialty Licenses and Certifications

	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020- Dec 31, 2020	Jan 1, 2021- Mar 31, 2021	Apr 1, 2021- Jun 30, 2021	Jul 1, 2021 - Sept 30 2021	Oct 1, 2021- Dec 31, 2021	Jan 1, 2022 - Mar 31, 2022
Locksmith	510	524	545	471	469	595	625	640	666
Home Inspector	753	775	802	765	778	783	770	767	763
EEAST	9	7	8	8	8	8	8	8	8
Lead Based Paint Renovation	5,661	5,865	5,247	5,189	5,035	4,933	4,943	4,862	4,793
Lead Based Paint Activities	110	114	97	99	95	95	102	94	92
Flagger	23	23	24	24	24	25	24	24	25
Home Energy Assessor	153	87	88	91	94	162	166	166	162

Total Number of Residential and Commercial Licenses

	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020- Dec 31, 2020	Jan 1, 2021- Mar 31, 2021	Apr 1, 2021- Jun 30, 2021	Jul 1, 2021- Sep 30, 2021	Oct 1, 2021- Dec 31, 2021	Jan 1, 2022 - Mar 31, 2022
Residential	36,281	36,595	35,690	36,777	36,615	37,099	37,498	37,475	37,197
Commercial	10,367	10,398	10,326	10,538	10,484	10,566	10,635	10,625	10,543

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

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

	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021	Jul 1, 2021 - Sep 30, 2021	Oct 1, 2021 - Dec 31, 2021	Jan 1, 2022 - Mar 31, 2022
Renewals	9	10	8	9	10	6	5	8	10
Insurance Certificates	8	7	13	9	13	8	7	9	10
New Applications	12	15	17	20	17	16	14	11	14

TELEPHONE CALLS

	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021	Jul 1, 2021 - Sep 30, 2021	Oct 1, 2021 - Dec 31, 2021	Jan 1, 2022 - Mar 31, 2022
Calls Received	26,032	21,133	24,265	21,743	26,428	25,101	21,289	18,188	25,250
Average Time to Answer (seconds)	180	150	180	205	337	290	360	240	660

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Percentage of Licensing Customer Satisfaction Surveys Returned

Third Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter	Third Quarter
	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - June 30, 2021	Jul 1, 2021 - Sep 30, 2021	Oct 1, 2021 - Dec 31, 2021	Jan 1, 2022 - Mar 31, 2022
1. Customer Satisfaction Surveys Sent	6,077	6,077	7,014	*	6,362	5,356	6,695	*	7,383
2. Customer Satisfaction Surveys Returned	204	198	227	*	159	234	332	*	252
3. Percentage Returned	3.4%	3.3%	3.2%	*	2.5%	4.4%	5.0%	*	3.4%

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

Question 1

Description	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter
	Oct 1, 2021- Dec 31, 2021	Jan 1, 2022- Mar 31, 2022	Apr 1, 2022- Jun 30, 2022	Jul 1, 2022- Sep 30, 2022	Oct 1, 2022- Dec 31, 2022	Jan 1, 2023 - Mar 31, 2023	Apr 1, 2023- Jun 30, 2023	Jul 1, 2023- Sep 30, 2023	Oct 1, 2023- Dec 31, 2023
1. I was satisfied with the length of time it took to process my application, renewal or other request.									
a. Satisfied		87.00%							
b. Unsatisfied		13.00%							
Total No. of Responses to Question 1									

Question 2

Description	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter
	Oct 1, 2021- Dec 31, 2021	Jan 1, 2022- Mar 31, 2022	Apr 1, 2022- Jun 30, 2022	Jul 1, 2022- Sep 30, 2022	Oct 1, 2022- Dec 31, 2022	Jan 1, 2023 - Mar 31, 2023	Apr 1, 2023- Jun 30, 2023	Jul 1, 2023- Sep 30, 2023	Oct 1, 2023- Dec 31, 2023
2. I was satisfied with the manner in which my application, renewal or other request was handled.									
a. Satisfied		90%							
b. Unsatisfied		10%							
Total No. of Responses to Question 2									

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

Question 3

Description	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter
	Oct 1, 2021- Dec 31, 2021	Jan 1, 2022- Mar 31, 2022	Apr 1, 2022- Jun 30, 2022	Jul 1, 2022- Sep 30, 2022	Oct 1, 2022- Dec 31, 2022	Jan 1, 2023 - Mar 31, 2023	Apr 1, 2023- Jun 30, 2023	Jul 1, 2023- Sep 30, 2023	Oct 1, 2023- Dec 31, 2023
3. CCB Staff responded to my questions or requests correctly the first time I contacted them.									
a. Satisfied		92%							
b. Unsatisfied		8%							
Total No. of Responses to Question 3									

Question 4

Description	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter
	Oct 1, 2021- Dec 31, 2021	Jan 1, 2022- Mar 31, 2022	Apr 1, 2022- Jun 30, 2022	Jul 1, 2022- Sep 30, 2022	Oct 1, 2022- Dec 31, 2022	Jan 1, 2023 - Mar 31, 2023	Apr 1, 2023- Jun 30, 2023	Jul 1, 2023- Sep 30, 2023	Oct 1, 2023- Dec 31, 2023
4. I found the telephone staff at the CCB to be courteous and responsive.									
a. Satisfied		97%							
b. Unsatisfied		3%							
Total No. of Responses to Question 4									

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

Question 5

Description	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter
	Oct 1, 2021- Dec 31, 2021	Jan 1, 2022- Mar 31, 2022	Apr 1, 2022- Jun 30, 2022	Jul 1, 2022- Sep 30, 2022	Oct 1, 2022- Dec 31, 2022	Jan 1, 2023 - Mar 31, 2023	Apr 1, 2023- Jun 30, 2023	Jul 1, 2023- Sep 30, 2023	Oct 1, 2023- Dec 31, 2023
5. CCB Staff were knowledgeable and capable of addressing my issue or question.									
a. Satisfied		97%							
b. Unsatisfied		3%							
Total No. of Responses to Question 5									

Question 6

Description	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	First Quarter	Second Quarter
	Oct 1, 2021- Dec 31, 2021	Jan 1, 2022- Mar 31, 2022	Apr 1, 2022- Jun 30, 2022	Jul 1, 2022- Sep 30, 2022	Oct 1, 2022- Dec 31, 2022	Jan 1, 2023 - Mar 31, 2023	Apr 1, 2023- Jun 30, 2023	Jul 1, 2023- Sep 30, 2023	Oct 1, 2023- Dec 31, 2023
6. The information and resources needed to complete my application, renewal or request were easily accessible.									
a. Satisfied		91%							
b. Unsatisfied		9%							
Total No. of Responses to Question 6									

Construction Contractors Board

Agency Customer Services Survey

January 1, 2022 – March 31, 2022

Super easy process

Phone staff was patient and friendly. Took the time to fully process my application and get me going. Super cool guy

Our application approval was delayed because we were not informed the first time of ALL corrections that needed to be made.

I have always had great service from the CCB, On all matters. Thank You

Probably the easiest renewal process I do for the 20 or so states we are registered in. The staff is always helpful and responds quickly to emails.

For helping us get thru this unfortunate incident, we couldn't express our thanks and appreciation more!! Job well done!!

Why can't everything be done online? I have to mail a check as well as my application. It's ridiculous. No reason everything shouldn't be automated and be able to be done online. I emailed and asked if it could be done online, no reply. Now I just saw the last question as to whether I could renew online...really? Get it together folks! Been a licensed Contractor since 1998 and not a single advancement in technology in regard to the renewal process.

Thank you!

It took a while to get my application completed but I understand it's due to covid and I'm very happy with the customer service I received and appreciate all that you guys do

I mailed the forms, scan and email was not offered only fax. I had a problem with the first payment and was able to email 2nd payment?? Did I miss something on the original application.

Great helpful staff

Everyone I called, which included a lot of people, were friendly and incredibly helpful.

This was an overall good experience.

The staffing and procedures at the CCB are excellent. The courses - not so much.

I don't have internet at my house or office so renewing online would be just one more headache.

The CCB never emailed or mailed a renewal notice to our company. CCB failed to notify us that the license fee was due and not yet paid. This resulted in our license being inactive for several days without our knowledge. I suggest the CCB be more proactive in notifying contractors of any fees, bonds, or insurance that are missing that would cause their license to be inactivated that could result in work being done without a valid license. Thank you.

It takes way too long to get a license. It shouldn't take a month to issue a simple license. This held up our business loan and almost lost us our building.

update the required classes. Add more working classes

Many Thanks

application approval took over a month, but the fees were withdrawn immediately. Issue with not putting my middle name on the application, I wasn't contacted about this, had to find out by calling and wondering what was taking so long. Response was to email, but incorrect email, the receiving of the email was very poor. Need to be able to check status of applications online.

Please make it easier and less painful during the pandemic, it's hard on contractors as it is, thanx

Great service and very kind

CCB has been very pleasant to deal with. I live in Washington and CCB much easier than Washington's

The Staff at CCB is always so polite and helpful

Ladies in office and field investigator as well as resolution dispute manager / agent have all always been great to work with!

Since we can't drop off packets in person or without an appointment due to COVID-19 (and it can take a long time to get through on the phone to even make an appointment) it would have been awesome if there was some sort of drop box to utilize instead of having to use the postal service. Or if there were a way to have applied online. But thank you for processing my application and I appreciate that covid has thrown a wrench in a lot of processes. But I suppose, regardless of covid, more online service options would be convenient. Thanks again

The application process was super slow. My insurance agent would have loved to submit our initial insurance online like she does renewals but couldn't. Will you ever implement the online system that's been discussed for the last 5+ years? That would help expedite things. I did a list request and that was super speedy--it was very impressive.

Thanks for always responding quickly. We get busy and forget to renew so appreciate your contacting us.

Very friendly staff. They make me feel very comfortable talking to them on the phone. Thank you

Great staff, very responsive and helpful. Thank you.

We normally renew in person, but we tried the online renewal process & was very pleased how smoothly & easy I was.

Thanks to all who helped in my CCB license process

There was a lot of back and forth and not very user friendly doing this online. However, we did change our business to LLC which is where the frustration came from not being very user friendly. In the end, the staff was helpful and very knowledgeable and assisted with the process.

The CCB staff in Salem was a huge help to me as this was the first renewal process I went through. So, I personally want to say Thank you!

RESPONSE TIMES TO MY EMAILED QUESTIONS AND SUBMITTALS WERE EXCELLENT! THANK YOU!

Thank you for your help

I'm glad that I could do this all online as I had to go back to New Zealand to see my father who is having health problems.

It would have been nice to file online. I made one minor clerical error and it took me over a week to fix. Also, the vendor you use to do online testing is incredibly subpar. Not only hard to use, but their software is not secure. My test crashed in the middle, even though it was cleared (newer computer). I've taken other online tests during covid, and this was by far the weirdest and worst experience.

Time frame to receive a copy of your license

All is well

I called the CCB about when my license would be issued after several weeks had passed. Kevin was exceptionally helpful, found clerical errors on my application and help me remedy them in short order. Now I'm properly licensed. Huge thanks to Kevin for his knowledge, helpfulness and willingness to help me get things done right

My email response was not so immediate. But it arrived.

Couldn't explain why ex-partner was still listed as RMI.

Thank you

Reinstated as active. Thank you!

Everything went nice and smooth

I found the system very easy to maneuver through, I also had to call once or twice and got a call and email back right away. Thank you

No one sent out the notice of approval until my phone call and two weeks. Otherwise, great service.

Kevin was amazing to work with. Thank you for all your help. Much appreciated

I spoke with several different representatives over the course of receiving our License and every single representative was very kind and extremely helpful.

Great customer service

Good experience. Thanks!

Thank You CCB Staff

It took a second email to get an answer about class credits, but he did get back to me eventually.

There is an issue with the online renewal link/website. There are too many controls that makes it difficult to renew online.

Very easy to follow and complete.

Extremely nice customer service

Thank you CCB

Most staff were amazing, but some I felt were stressed out and in return made it seem like they were upset that I called in. Also, time to get the CCB took over 4 weeks, which is crazy compared to being registered in two days in WA. Thank you.

I wish I could upload my COI and Bond instead of emailing it...I worry about missing the deadline and not knowing it was received.

Your staff remarkable, appreciate the professionalism and expertise in all matters, you have a great team!

We didn't get our renewal notification, so we were late on renewing after we expired.

Thank you!

Was extremely disappointed in the way they manage. Felt cold and no one in the office was on the same page. It took months to handle something that should have been straight forward. Each time I called it felt like they were in a rush to get me off the phone. I'm not one to fill out these reviews, but I felt the need to with how it went. Hopefully in the future things will be handled better

Lead license was not available online. Had to fax it

Your website shows that my insurance lapsed, but it NEVER has. This is due to a CCB error. I'd like that fixed.

We were not aware that there would be no mailings or emails sent to notify us of the renewal terms and cost. I am extremely busy and missed sending the payment (there was no invoice to pay). They also made us pay again for last time, even though I have the receipt for that payment. The whole debacle caused our license to be suspended and it was completely accidental on our part. I am extremely frustrated with how the CCB operates now.

Anytime I have ever called the CCB they have always been very helpful. I have had a Marla help me with a few things, she's amazing. She always explains everything and makes it easy. Totally appreciate the CCB in Salem, OR. They really are a great group! I've been licensed for 34 years. Never had one bad experience with them.

Darla is an amazing person to work with. She is knowledgeable, efficient and is great providing the best customer service

Overall, the process was easy. I was pursuing my locksmith contractor's license and was under the impression I had to take the course and test. I took the course and registered for the test before I found another document that clearly stated it wasn't required. Overall, the process was simple beyond that confusion.

Thank you very much!

Thank you!

I was very happy with the service and quick response by staff members throughout our process. Thank you!!!!

not an option for lead paint license, tried to.

I always dread having to re-new my license and tend to put it off until the last minute. But I have to say that this was the easiest and most efficient process in all my years of renewing on-line. Thanks for making the process better than ever

The CCB staff I worked with when there were questions were amazing! They need to be commended! The whole process was smooth and quicker than expected. Thank you!

Everyone was very helpful 😊

Thank you

It was very helpful to have the SBA course with Clackamas community college online course assistance. Very helpful!

Thank you

Please find a way to renew lead licenses online. Fax is dead and is expensive to do when I'm in a hurry and can't drive to Salem.

The woman who helped me was Awesome!!!

I have dealt with various other State agencies and CCB is amazing. If only the others would follow suit. Phone calls are returned, and the staff is helpful and kind.

I haven't received any renewal post cards for any of the entities that I am responsible for, and two of my licenses expired before I received notice that they had expired. Can't you send a real reminder out?

The Secretary of the State of Oregon made us pay twice saying they did not receive payment, I sent them a copy of the first Ck I sent them that they deposited. I called them sent them Email about this, they said they do not give refunds. Whatever that means. So you pay 2Times for the same thing. You guy should be more enter connected since you are both State of Oregon Agency's. This last renewal cost a lot of time and extra money to me by no fault of mine. Of course, I'm not very happy with the lack of help from anyone on this manner. I am more proactive than this.

Didn't receive renewal notice caught me by surprise

Yes, I renewed my lead license and the threatening letter I received was surprising and irritating. We who get lead certification are abiding by the rules and laws and there are probably 20,000 or more licensees who are NOT getting it, one would think THEY would be the ones to receive a threatening letter, not the people who are abiding by the rules. Furthermore, the mode in which I got my half day class for renewal was very problematic. First the cost was as much as I pay to renew my Gen.Contractors lic. and second, they did not send info to you guys for renewal. It used to be easy and seamless to get this done.... now, not so much

I appreciate all the help I received

When I called in, Darla went out of her way to be helpful! 😊

Great service

Consider giving those of us who have been licensed for 20 plus years a break on the continuing education, assuming we are staying out of trouble.

All staff except for one individual who I had multiple calls with were great. The other individual was no help whatsoever.

Please do not send out just a post card to renew licenses. It was easily overlooked 2 months before the license renews and made it difficult to scramble and get everything done. It is easier to send an invoice then to send expired licenses and deal with a phone call and unhappy people.

Please force your employees to return to the office and resume productive work if they have not already. ZERO actual construction workers have been able to "Work" from home, ever. Please respect the people you serve by doing your jobs. Why does it take 1-2 weeks for you guys mail an envelope?

The staff was very helpful.

Took at least 10 phone calls and emails for CCB to tell me I misspelled my name, and for CCB to understand that they confused me with someone else, hence the incorrect name. Three weeks wasted for CCB tell me I am not me, and for me to convey that I am who I say I am.

The customer service was top notch. They helped me go through the process step by step. Thank you.

When I sent in my first CE certificate, I was told not to send them in because they would be automatically added to my account, but the automatic uploading of CE credits did not work and as a result my license was made inactive due to a lapse until I sent in all my certificates again and had to get reinstated

Lady that helped was wonderful - supportive, helpful and a great resource. Thank you!

Thanks, you for all your help

Very nice people every time I called

Thank you for everything

CCB was great at answering all my questions

it was easier than I thought it would be. that was my first time renewing online Cannot reach by phone, limited response by email.

Oregon Dept O Revenue has messed up every year for over 20 yrs. now; They say I owe money, I pay it, then they mail it back to me. I wish you could teach them how to operate. Thanks,

Because we were trying to add and remove members we could have benefited from an open office. A big building with nobody in it is a waste of money. I feel that our application could have been easier if we had an employee working with us for questions, we don't know answers to or are entirely unfamiliar with. Clarity could have been provided in the areas we aren't fluent. It felt like the phone call was a nuisance to the person who answered. Because CCB staff works with license renewals as their job we could have used the help instead of staff taking to us like we're stupid. We're not stupid we just deal with this paperwork once every 730 days. CCB staff works with the renewal applications dozens of times every day.

Karla was extremely helpful!

Great customer service went extra mile to facilitate online renewal.

The people who helped me are always very helpful, thank you. However, it is completely unnecessary to have so many government departments we have to pay money to tell us we have permission to work and provide for our families. Less government, more freedom

The CCB system online is very easy to use.

The folks at the CCB were incredibly helpful even through my technical difficulties

This was the easiest renewal I've ever had. I appreciate being to accumulate education credits throughout a given term. I'm not a big fan of dealing with most government agencies, but the CCB was a True Pleasure! Thank You!

My application was approved Nov 8th, i was not informed until Nov 29th. While my business does show up on the CCB search, it can only be found by sorting through 400 other results. Searching my name, phone number or address doesn't yield any results.

There has never been a time when I called CCB that they were not extremely helpful...I panicked when I got a letter that my license was not valid...but customer service assured me that I'm not the only one who lapsed their renewal...I thought the \$100 renewal I got earlier was renewing my CCB license...it was for my LLC...back in business & thank you!

Needed a good online example or video for new contractors filling out the proper forms for the specific CCB license had to do this on my own and made some mistakes that took longer to correct than anticipated. Overall Construction Board Helped me through the process

The renewal process is nice, easy, and so convenient. I acknowledge the importance of in-person classes, of which I will plan to take later, but the online Continuing Education classes are so awesome. The renewal process was great. Thank you.

Paying online using credit card very difficult and confusing

Very easy process to apply for a license. The steps were very well spelled out making the application process simple.

I had 1 small glitch online, but after calling the office 10 minutes later the process was completed. I'm extremely happy about how fast the process took. Thanks!

Very nice experience.

5 weeks to acquire a state license is ridiculous. Most other states have a person that will interact with you and be able to work through problems and process the application in a timely manner. Other states also have a way to expedite the application by paying a fee. We were only able to find one person that was helpful enough to process our application after calling almost every day for 4 weeks. Kudos to Kevin.

I was working Will Maggie... She was Awesome!

Could use an email reminder / notification when license expiration is nearing.

Excellent notifications by mail and email for License Renewal process and completion.

the renewal online was easy and quick hope that service continues

we had not change for the RMI for renewal, but the online form did not show Zach Erdmann listed as RMI, nor give the option to add his name as a detail. for the renewal. Not sure this is an issue or not as renewal was approved

There was a confusing requirement for more education hours that disappeared once previous license was referenced. That could be made clearer in the initial requirements page.

very easy process to navigate through

It is not fair to punish contractors for insurance certificates that maybe missing information such as holding the CCB as the policy holder. I have a bad record now because of my agent's error. I deserve the chance to correct the issue before I'm punished publicly

my only problem has been w/ receiving the renewal post cards. Some have slipped through the cracks or gotten lost in the mail. Maybe an email reminder could be set up, or send an actual letter instead of a postcard?

Problems with the videos timing out & not resetting to the stopping point. Had to review the entire video when at the end.

Good experience, all went well.

My ccb# appears not active at this moment can you guys check that out for me thanks

Nice persons are working at ccb!

My only concern is the issue with my Bond. It was always in force. I spoke with someone on the phone that stated it needed to be "re-instated". The next time I called and talked to the "Bond Expert" she stated they NEVER ask for a re-instatement. This issue caused my renewal to take weeks longer than needed.

There was a disconnect between the licensing department and enforcement department. Enforcement correctly provided information to licensing that a fine had been paid in full, but licensing either did not see that information or ignored that information. The result is that our license showed as expired on the website for 32 hours. As a small business, we are already challenged with getting work during the winter and keeping employees busy. Our customers are savvy and DO look up the license status. The stress that those 32 hours caused is immeasurable. I don't know what's going on at the CCB, but this isn't the first time I had a serious issue where an error caused me stress. This isn't just my livelihood, it's my employees as well. You need better protocols and you damn well shouldn't mark a license as inactive before checking off all the boxes.

I had an overall neutral or positive experience with PSI.

The CCB staff was friendly and helpful

None of the above apply to me.

Very smooth process and the CE requirements were well defined too which added to the overall satisfaction with the renewal process. Well done CCB staff!

Classes were totally out of date and essentially worthless

Please send better reminders of the need for renewal. The post cards get lost in the mail or thrown away as junk.

Thank you to the staff and CCB for approving my license.

I had an overall neutral or positive experience with PSI.

This was one of the most challenging experiences I have had with a state agency. Having a license in the state can be a difference between working and not, and I didn't sense that anyone I spoke with or coordinated with cared whether I was working. I am sure you are short-staffed, and that's unfortunate. It causes challenges across the board for many. But it's not a reason to be courteous and responsive. There were times

throughout the process that I never received an email or call back well after the 2 weeks that was quoted, and so I continued to follow up. I am disappointed at the lack of empathy and expedience in the department to process the paperwork so my license could be reinstated.

I renewed on telephone after some questions were answered. Very pleased

After renewing, i called into CCB directly and the phone staff was incredibly helpful. The guys name was Kevin and was super helpful and made it so easy to understand. The call went into after business hours and I'm so happy that he didn't rush me and continue to help me.

for a first time renewed, everything was very clear and streamlined. Impressed how straightforward it was, and happy that I didn't have to reach out to anyone for questions. thank you!

I hold licenses in several states, the Oregon renewal less time consuming than most.

Very polite and easy to talk to at the CCB. Very helpful.

It's unfortunate that there isn't a higher rating on your survey. Over the last 20 years the staff at your organization has been the most helpful group of people I have ever dealt with.

Email was never returned, had to wait too long on the phone, website is not intuitive, staff was rude and unhelpful. I doubt you will read this or care but I would really appreciate a phone call. From someone with authority in the organization 503 930 8946

Not thrilled with the renewal process for LBRP. Nothing on the website says to call CCB for renewal application.

New CCB classes needed, I had to repeat a class because there weren't 3 new ones available

I was quite pleased by the level of support provided by CCB staff.

not just only renew. did not really follow up when its due date. if online renew and online liability insurance update will be great to process work with.

super easy!

The entire process was straight forward and easy to understand.

I like that our company information was already there and saved.

I thought that I had registered and paid for my licences first and then put my focus into classes and insurance updates. A check list of steps needed could have been helpful, or a tickler from the CCB after submitting everything else to have avoided the lapse.

I called the staff for help, and they were terrific. I can't remember the name of the person who helped me (Darla ?) but she was incredibly helpful, professional and courteous. Very refreshing.

I was concerned that my Fax did not arrive to your site and did not have a way of verifying that it was sent except my fax machine said it was sent. In the day of electronic purchasing there should be a way of applying and submitting an application electronically.

I have multiple licenses in multiple states, and this was the only one that wasn't immediately approved upon payment. Honestly, not truly an issue but the process does lag behind the experience from other states.

I was very satisfied because the steps to renew my license were very easy

Brenna was extremely helpful

The resources for getting continuing education credits related to my field (tree work) are extremely limited. I ended up taking credits from OSHA classes unrelated to my work to meet the requirements. This is a bad system that needs to be rectified. The point of continuing education is to learn, not waste my time on hours of irrelevant classes every two years. None of the above apply to me.

Sent emails to ccb website and never got any answers

Staff did not notify me of holdup. Then, over a month to process my faxed application as an Home Testing Consultant. Ridiculous.

I spoke to Brenna, who was wonderful.

I really appreciate everyone that helping me through the application process. I was treated very kindly from every one and all my questions and concerns were answered timely and efficiently. Thank you all do much. Brenna was so nice and helpful.

I appreciate having a governing body whose focus is on safety and compliance. As a homeowner, the CCB helped me recover \$20k from a bond. Now as a contractor, I respect the CCB efforts even more.

CCB personnel are always very personable and professional. Great to work with.

I use my iPhone during the day to occasionally check my CCB status. Sadly, the site has such tiny text, I miss important details. This caused delays in renewing. I would strongly suggest that the site be redesigned to accommodate for mobile device. I encourage CCB to develop a mobile app.

I've been licensed for almost 2 decades. I'm always irritated with continuing education--which for me is always a part of my business activity--learning new techniques, about new codes, about new product and methods through websites, social media, magazines. I appreciate that your basics courses on laws and regulations are provided by the CCB for free, but the additional 5 hours always galls me when I have to pay for

courses that provide little to no new information for me and my business. It's a racket. This time I took a 5-hour course on using Drones in constr. It had some interesting material, and I learned a few things but it could have been 1 hour. My humble opinion.

My computer is down. Had to resort to paper forms

Great job!

You make it easy

Email response was too slow (weeks) to be useful. Phone contact had a prohibitively long wait time but was otherwise effective.

I didn't contact the CCB staff, so I'm not sure about that part, but the online renewal was easy enough.

I renewed my license online and didn't realize I was not in compliance with the State Corporation application. Your office placed my application pending while I resolved the other issue. Thank you. My license is now renewed.

Very helpful people

I think you are doing a great job

The 3-hour courses are outdated.

Dana is awesome- thank you!!

Yes, when I renewed my LBP certificate, the cost of doing so was as much as my license..... 250.00 Why! every other class for anything else is very reasonable. Is it possible to give me or anyone who takes this class why it's so much? Thanks for an answer in advance :). Derald Shockley

It would be nice to be able to pay for my RRP license online as well

CCB delayed my application because they didn't believe my middle name is the letter C. They sent it back saying it was an incomplete application without verifying through my social security number or through the DMV.

new license

As a business owner myself I am very in tune with customer service. Every time I've contacted the CCB I have received wonderful customer service! Thank you and keep up the great work!

CCB failed to process my renewal before my license renewal date. I renewed my license online and I am amazed that your internal processing system was unable to do their job in a timely manner. This resulted in my license being listed as inactive until I called CCB on the morning of the

23rd of February. Because of this I had to inform a customer that I would be unable to meet and initiate a contract for upcoming work. This has resulted in Two days loss of work. When I called CCB, i spent nearly 45 minutes on hold before the call was answered. Once it was answered the representative completed my renewal and reactivated my license in about two minutes time. I do not understand how such a failure occurs in the organization that is supposed to be a professional service to the construction industry.

Continuing education sign-up was difficult. Not only that it's the same stuff I've watched for years after being a contractor for 32 years in Oregon it's ridiculous, so I'm forced to take these classes which are worthless basically. I wasted hours online trying to get my certification only to find out that the link provided on the CCB website to YouTube would not qualify your hours. Luckily Diane at the front desk was super helpful and got it all straightened out in a hurry for me kudos to Diane at the CCB in Salem

Overall, I am normally very happy with the help without the CCB provides me when I call. Online experience is OK, but not great.

Hello there, It seems that the CCB is doing its best to rein in the 40g or so businesses that are licensed with you guys. Wow!! Quite a job I am sure. Just remember wwe are all trying to make a decent living in times that are getting less and less conducive to that. In my business loyalty and a helping hand go a long way towards a better life here in Oregon! Garrett Edmands Or CCB # 50564.

I had an overall neutral or positive experience with PSI.

Thank you for making it easy to renew a license

The CCB is the best run government agency that I have come across.

Nancy at the ccb was a tremendous help. And a genuinely amazing person in general

I normally do not do surveys, but I wanted to send a special thank you and a shout out to the staff of CCB. I so very much thank them for the help in renewing Insta-Pipe inc Oregon license. We had a bid due on Wednesday and when I was filling out the bid it had a space for when license expired. I checked online and our license was not current. We had bonds and insurance but missed sending in renewal payment. Your staff was so GREAT working with us and processing in one day. Again, thank you so much.

Continuing education is stupid and nothing but a money grab by you

The online renewal process / software program was too restrictive. I am the employee in the office who processes the paperwork and the license renewals, etc. To have only a named officer be the person able to renew the license online, and not the qualifier, or an employee, is simply wrong. We spent months trying get this renewed because of the officer's travel schedule, etc.

First, I greatly appreciate that when contacting the CCB, I am told what number I am in the que while on hold. This has been super beneficial in allowing me to do other tasks, I wish all businesses had this type of communication. Second, I decided to change my bond carrier, simply to save

a little money. At first, I asked my new bond carrier to make the principal "Ralph McAfee Painting" as it appears on my current policy papers. Upon contacting the CCB, I was told over the phone that it must include my middle initial also. So I called the new carrier, and had them make a change rider. I then called the CCB to confirm all my paperwork was correct before sending it in, and was told that I cannot have "Painting" on the end. It must simply read "Ralph A. McAfee." So I had another change rider done, this time at a cost of \$25. This took days to make these changes. I was disappointed the communication wasn't clearer between the CCB employees and me on our phone conversations. What was also confusing is what was asked of me by the CCB was different than what is states on the "ATTENTION SURETY: PLEASE COMPLETE THIS CHECKLIST" where it states that the bond must be registered with "...including their full middle name." I presume I was part of the confusion. But it appears to me that the written instructions for getting/changing a surety bond differ from what is being asked for by the CCB over the phone. Regardless of this concern, I am thankful for the help I received from the CCB, and that my license has been renewed successfully!

VERY smooth operation None of the above apply to me.

overall the CCB has been courteous and the call time is reasonable. However I had an issue renewing my license and at one point I was told it could be upto 10 business days to activate my license even though I had submitted all the appropriate documents. Going digital and being able to rapidly activate or update information is critical to keeping contractors working.

Lady's where great help and very pleasant.

The whole process was very smooth

I think it would be helpful if the system can detect whether I have other licenses. For example, I have a lead reno license. Once I completed my main license renewal and payment, it would have been helpful if the system next took me to the place where I could renew my lead reno license also.

I have NO complaints. The process works and timely. And, you remind licensees in advance and make sure we get the classes. Thank you.

Not at this time

I was caller 14 and it took a while to get through but i finally did the woman who ive talked to before was so helpful and patient just great customer service

Thank you for the great and courtesy way you do your job.

Keep up the good work, comforting to know enforcement is regulating illegal activity protecting both my clients and my business, "leveling the playing field",

Thank you, how about more courses on green building.Thank you!

Very simple to renew. Clear instructions

It took 2 weeks for them to respond to my email. They told me they received my application 2 weeks after I faxed it and it would take 3 more weeks to process. The following day the same person emailed me stating my application was approved. The renewal date is 2/24/24 but I wasn't informed until 3/9. Looks like it was approved 13 days earlier. Very frustrating and unprofessional service.

Thank you so much for sending out notices in the mail about soon-to-expire licenses and certifications. Email would also be helpful, but I'm grateful for any heads up you can give us.

My license expired without mail or email notification of renewal. I only received notification of expiration.

Thank you for making this process so smooth!

The woman at CCB call center, are exceptional, they are fast with their knowledge, and personable as well. I had a great experience each time I needed to call and get information. They are very good at their jobs, Thank those women for me!!!

It would be nice to receive update of the status for the license. They should send an email, if you are missing any paperwork or something you file is wrong. I had to call to find out some of the paperwork was missing. This will make the process much faster. I had an overall neutral or positive experience with PSI.

The fax thing...The team is very helpful, and everything works well, but sending info by fax is 1983.

Every body's beautiful in their own way

The staff was very helpful

Very grateful for Brenna's assistance.

Relatively simple and intuitive process once again.

Thanks for streamlining the process

Higher costs and 3 hours of long videos concerning rules enforcement and penalties were a true example of how the CCB does not identify at all correctly about being a contractor

I appreciate all the help provided. They went above and beyond thank you very much

It was very helpful to be able to respond via email to the CCB as opposed to having to call and wait in que to respond to questions related to our application.

I would nice if there was an online resource to track license applications. I was in the dark as toward the progress. Prior to submitting my application, I called and the lady that answered was very helpful. After my application was delivered in Salem, I continued to check the CCB Contractor Search to find nothing regarding my application. Four weeks after the delivery of the application I sent an email for status update that was not responded to. Now that I am approved, I still do not show up on the Contractor Search. If the CCB would put all applicants on the Contractor Search and mark as "pending" at least applicants could check to know if the application is in the process. (Just my two cents) Thanks!

Darla Seeley recognized I was worried about completing my application and was very helpful and capable and helping me through the process her understanding and compassion helped a nervous person get Finished quickly and correctly

When I called the CCB office, everyone I spoke to there was helpful, pleasant, professional and friendly. You have a wonderful staff.

The cost for my own business is high and none of it is credited to my taxes

took longer than expected, especially since they cashed my money almost 3 weeks before I could get my number, concerning.

Conflicting information on license approval. I called to confirm my renewal and go

Simple to renew

The online renewal option is convenient and user friendly. In the past when I had a question the staff was always helpful and courteous.

Cannot renew lead online to my knowledge .

Regarding questions 3, 4 & 5: I purchased a three-year Bond in April 2020, however my account showed that my bond was only good until April 2022. I called to inquire about this and the individual I talked with could only state that as long as I pay the bond premium, the bond is in force. I asked why my records did not indicate the bond was good until April 2023. They said the bond company will notify the CCB when the premium is paid. They either did not listen to my question, or they were not able to comprehend the question. They were rude and did not appear willing to address my issue.

I had all of my requirements in weeks ago and your still late

I'm not really good on the computer, but one call to the CCB and got it handled. Great job !

good job

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621
503-373-2007 FAX



Memorandum

To: Construction Contractors Board
From: Noel Magee, IT Manager
Date: 27 April 2022
Subject: Information Technology Report

Ongoing Activities

We have again started to validate system requirements and (also) business rules for the licensing system upgrade. We are also addressing change management to prepare for the eventual transition. We began, resumed, or continued two statewide initiatives. These initiatives will improve data availability, security framework and employee security preparedness across all agencies, boards, and commissions. Work on the new notification software was expanded to include insurance renewal reminders moving from postcards to email. These email reminders for expiring insurance went live and is returning valuable data.

Current Period Changes

- **Restart licensing replacement process**
 - Review of all requirements for each area
 - Business plan and charter updated and resubmitted (Stage Gate 1)
 - Stage Gate 2 required documents started
- **Automated DOR Transaction posting**
- **Email insurance renewal reminders**
- **Statewide Initiatives**

Details

1. Insurance renewal reminders, move from postcards to emails – ***Should complete 4/14/2022***
2. Transition network support to EIS (DAS)
 - a. Step 1, rework wiring, replace switch gear – ***Completed***
 - b. Logical redesign in preparation for Step 2 – ***Capture proposed state, Completed.***
 - c. Step 2, replace CCB firewall, rework building paths – ***Not yet sched.***

3. Statewide initiatives requiring CCB participation

- a. Email phishing tests – restarted 1 Feb 2022 - ***Ongoing***
- b. Open Data initiative – inventory - ***Completed***, Biannual plan due 6/1/2022 - ***In Progress***

➤ **Security reported status - Reported monthly by EIS/Enterprise Security Office (ESO)**

- ◆ Critical vulnerabilities are up during this scan period due to increases in discovered vulnerabilities Log4J was big so a lot of systems were counted and there were other newly discovered vulnerabilities. The state numbers may be confusing. This percentage is arrived at by comparing the number of vulnerabilities found to the number of systems that have a vulnerability. So a single system with 2 critical vulnerabilities would rate 200%. Thus 155% means that, on average each vulnerable system has 1.55 vulnerabilities.
- ◆ **04 April 2022**
 - 98% of systems scanned (statewide 92%)
 - 42% have critical vulnerabilities (statewide 155%)
- ◆ **02 August 2021**
 - 100% of systems scanned (statewide 78%)
 - 19% have critical vulnerabilities (statewide 37%)
- ◆ **14 June 2021**
 - 97% of systems scanned (statewide 91%)
 - 11% have critical vulnerabilities (statewide 40%)
- ◆ **5 April 2021**
 - 98% of systems scanned (statewide 91%)
 - 4% have critical vulnerabilities (statewide 45%)

CONSTRUCTION CONTRACTORS BOARD

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Memorandum

To: Construction Contractors Board
From: Leslie Culpepper, Communications and Education Manager
Date: April 14, 2022
Subject: Outreach and Education Program update

Number of contractors taught in live webinars this fall, winter and spring:

- Sept 2021 – 88 contractors
- Oct 2021 – 55 contractors
- Nov 2021 – 216 contractors
- Dec 2021 – 81 contractors
- Jan 2022 – 160 contractors
- Feb 2022 – 75 contractors
- Mar 2022 – 150 contractors

Toolbox newsletter: The Education section released an edition of the Toolbox newsletter in March, in both English and Spanish. Both newsletters are available in PDF form on our website and are attached to this board packet at:

<https://www.oregon.gov/ccb/news/Pages/Contractor%20Newsletters.aspx>

CCB's 3-hour webinar update: The Education section recently kicked off a process for updating the presentation that we give to contractors during the 3-hour webinar. The 3-hour webinar typically includes 1 hour of instruction from CCB staff and 2 hours of live instruction from other state agencies like OSHA, DCBS, Employment and more.

Every two years, CCB updates our 1-hour presentation to contractors to keep the content fresh and relevant for attendees. We do this on a two-year cycle because contractor licenses renew every two years. It is our hope that contractors taking the live webinar every time they renew will see a new CCB presentation with every turn.

Education section is working in collaboration with Enforcement and Licensing to ensure that the new content can help solve real problems experienced by many contractors as they strive to stay in compliance. We've also reviewed the survey responses from contractors who attended the webinars over the last two years, and have tabulated the most common requests for content. We'll be incorporating some of that content into our new presentation.

The current presentation went live in fall of 2020, so we're aiming for a release date of fall 2022 for the new presentation. One of our goals is to increase contractor engagement during the presentation. We are exploring polling options that will allow contractors more interactivity and the ability to influence the direction of the presentation. We are also exploring video uploads that would keep the content varied and interesting for contractors.

the

TOOL BOX

March 2022



Construction
Contractors Board

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www.oregon.gov/ccb

Ver este boletín en Español

<https://www.oregon.gov/ccb/news/Pages/Contractor%20Newsletters.aspx>

Contractors, Protect Yourself from Check Overpayment Scams!

Check overpayment scams happen in many industries, including the construction industry. These scams begin when a scammer overpays for a service, then asks the victim to return the difference. The check for the original payment bounces after the victim has wired the “overpayment” to the scammer. The scammer walks away from the transaction with the money from the victim, and the victim is left without payment.

Here’s a scenario:

A home inspector is asked to conduct a home inspection at a vacant residence. Upon completion, the “customer” wants to pay them more than the cost of the inspection with the request that they cash the check and send the remaining balance back to the “customer”. The entire transaction occurs over texts and emails. The home inspector and the customer never meet in person.

The payment method (often cashier’s check) is fraudulent, but the victim has sent the balance back before the bank denies the funds.





Protect yourself from check overpayment scams.

- Always meet with the customer in person.
- Never accept a check for more than what was requested.
- Never agree to wire funds back to a customer.
- Be cautious when accepting out of state checks; request checks from local banks whenever possible.

Get a contract when working with a customer, even if the payment amount falls below the \$2,000 requirement threshold. Listen to your instincts. If something about a job doesn't seem right, don't accept it.

If you are contacted by a scammer or think you have fallen victim to a scam, contact the Oregon Office of the Attorney General at 1-877-877-9392, or online at www.oregonconsumer.gov

How Can I Get In Touch with CCB?

Right now, our lobby is closed due to the COVID-19 pandemic. However, there are still many ways to get a hold of the CCB! We strive to provide great customer service to all the contractors. We know that you have questions about renewals, your paperwork, continuing education, and more. Here's how you can get a hold of us:

- **Phone:** 503-378-4621 - Staffing levels and call volumes can affect phone wait times. Your patience is appreciated!
- **Drop box on the first floor lobby:** We provide a drop box for anyone who would like to submit paperwork to the CCB offices in-person. The box is checked twice daily.
- **Mail:** Send mail to PO Box 14140, Salem, OR 97309-5052
- **Fax:** 503-373-2007 - Do NOT send secure information (credit card information, driver license number, social security numbers) to this fax number
- **Secure fax:** 503-373-2155 – Contractors may send secure information (credit card information, driver license information, etc) to this fax number
- **Email:** Send your licensing questions to our email address at info.ccb@ccb.oregon.gov and include your license number in the subject line.



Need 3 hours of CCB LRB classes?

CCB's live 3-hour webinars have been scheduled through the end of spring. You can view the schedule below or on this website: <https://www.oregon.gov/ccb/Pages/ccbclasses.aspx>

All CCB 3-hour webinars are free. Sign up today!

Date	Sign Up	Speakers
Tues. March 22nd	Click here to register	CCB & DEQ
Wed. March 30th	Click here to register	CCB, OSHA & DFR
Wed. April 13th	Click here to register	CCB, OSHA & Work Share
Tues. April 26th	Click here to register	CCB & DEQ
Wed. May 11th	Click here to register	CCB, OSHA & 811
Wed. May 25th	Click here to register	CCB, OSHA & DFR
Tues. June 7th	Click here to register	CCB & DEQ



KEY CONTACTS

Licensing questions:

503-378-4621

Report unlicensed activity:

503-934-2229

Dispute resolution

(mediation) questions:

503-934-2247

Education questions:

503-934-2227

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BOARD MEMBERS

Dylan Bochsler, Stayton

Kurt Bolser, Grants Pass

Abel Carbajal, Independence

Patty Dorroh, Burns

Deb Flagan, Bend

Rosa Martinez, Eagle Creek

Andrea Noble, Central Point

Eric Olsen, Monmouth

Susan Steward, Portland

About the Speakers

- **OSHA** varies its presentation based on current events and hot topics in the industry. Recent topics have included information about COVID-19 safety in the workplace, worker safety during wildfire season and heat illness prevention.
- **DEQ** presents information about compliance with asbestos regulations.
- **Work Share** program can help contractors retain talent and avoid layoffs during a temporary decline in business. Work Share's presentation gives contractors information they need to decide if this program could help them.
- **811** shares information about the Call Before You Dig program.
- **Division of Financial Regulation (DFR)** teaches contractors how to get the most out of their insurance and how to protect their client's secure information.

No Time for a Webinar? You Have Options

If you're unable to take a live webinar, you can still fulfill your 3-hour LRB requirement by taking on-demand classes through your online services account: <https://portal.ccb.state.or.us/>

Unable to take classes through an online services account? CCB education section has solutions and can help. Call today at 503-934-2227 or email at ccbeducation@ccb.oregon.gov

Be first to know when we add webinars to the schedule. Sign up to receive email alerts!

We add new 3-hour webinars to our schedule on a regular basis, but unless you check back with our website frequently, you might miss an opportunity to take a class for your upcoming renewal. Now you can sign up for alerts when we post new classes! [Click here](#) to sign up or visit https://public.govdelivery.com/accounts/ORCCB/subscriber/new?topic_id=ORCCB_21

Why sign up for an online services account?

An online services account allows you to access CCB services, manage your license information and enjoy faster renewal processing times. With an online services account, you can:

- Renew your license and pay license renewal fee
- Update your address and other contact information
- Complete the 3 hours of CCB Laws, Regulations & Business Practices continuing education
- View your continuing education history
- Access e-watch to track the license status of your sub-contractors
- Update your workers compensation status (exempt versus non-exempt)

Contractor guide: How to sign up for an online services account and renew your license

Register for an online services account.

1. Visit the online services portal <https://portal.ccb.state.or.us> and click "I am a new user".
2. Complete the required information and click "Register".
3. Watch for an email from the CCB and validate your account. If you don't receive an email, check your junk or spam folder – the email should come from noreply@ccb.oregon.gov. Once you have validated your email address, you can go to the online services portal and log in.



Complete your continuing education requirements.

Residential contractors: are required to complete 3 hours of CCB laws, regulations and business practices classes in order to renew their license. You must also complete 5 hours of other approved courses if you have been licensed by the CCB six or more years, -or- 13 hours of other approved courses if you have been licensed by the CCB less than six years.

1. Log in to your online services account and click on the “Continuing Education” tab and register for 3 CCB courses. Complete them at your convenience. Your account will be credited automatically when each class is completed. You will only receive credit for 3 hours of classes every two year licensing cycle, even if you take more than 3 CCB classes.
2. To access classes for your additional 5 or 13 hours of continuing education, [click on the Course Catalog](#) and choose from the many courses listed in the Safety, Trade or Business boxes. Some courses are free and some have a fee. When you complete these additional courses, please send your certificates of completion to cecerts@ccb.oregon.gov

Commercial contractors: Education requirements for commercial contractors are based on their Level 1 or Level 2 status. Learn more about how many hours of continuing education you have to complete on our [Commercial Contractor Education page](#). You will certify that you have completed your continuing education requirements on your renewal application. You may be audited after you renew. At that time, you will be asked to show proof of continuing education. Keep your records in case of an audit.

Dual-licensed (residential and commercial) contractors: You are required to satisfy the continuing education requirements for your commercial license only. See the commercial requirements above.

Renew your CCB license.

Once you have completed the continuing education requirements and confirmed that your Secretary of State Registration is active at <http://egov.sos.state.or.us>, renew your license from your online services account.

1. Click on the “Am I Ready to Renew” tab.
2. Review each section of the renewal by clicking the blue pencil. Save your answers.
3. Once you see green check marks by each section of the renewal, you’re ready to pay/check out.
4. Pay with your credit/debit card.

Renewals take time to process, so don’t delay! Get started with your renewal when you receive your email reminder.

We're expanding our materials and resources available in Spanish

Brochures. We've translated some of our most important brochures and informational booklets into Spanish.

- For consumers:
 - [Selecting and Working with a Contractor](#)
 - [Disaster Scams Prevention Booklet](#)
- For contractors:
 - [Guide to Becoming a Licensed Contractor](#)
 - [Trifold Business Card Holder](#)

Website updates. We've created a Spanish Information Hub that consolidates all CCB information translated into Spanish in one location. The hub includes translations of our key brochures, information about how to become a contractor, and consolidates the Spanish language education resources approved by the agency for continuing education. If you have not already, take a moment to view the site (you can also get there from the blue button prominently viewable on the agency's [main web page](#)).

State of Oregon: Oregon Construction Contractors Board - Recursos y Informacion en Español

Website translator. A translator tool was added to the website to translate pages on CCB's website into a multitude of languages, including Spanish, Russian, Vietnamese and others. Give it a try!

Persian	Sindhi	Tatar	Xhosa
Polish	Sinhala	Telugu	Yiddish
Portuguese	Slovak	Thai	Yoruba
Punjabi	Slovenian	Turkish	Zulu
Romanian	Somali	Turkmen	

Toolbox Newsletter. The Toolbox newsletter has been translated into Spanish! We will release a translated version of the newsletter with every new issue. Watch for the translations on our website:

<https://www.oregon.gov/ccb/news/Pages/Contractor%20Newsletters.aspx>



Oregon OSHA Changes to Mask Requirements

On February 28, 2022, Oregon Health Authority (OHA) posted an announcement that the masking requirements in its rule for Masking in Indoor Spaces (OAR 333-019-1025) and the masking requirements in its rule for Masking in Schools (OAR 333-019-1015) will be no longer be in effect beginning March 12, 2022. Accordingly, Oregon OSHA will cease enforcement of both the indoor masking rules and the masking rule for schools on March 12, 2022. The facial coverings portion of Oregon OSHA's rule for general workplaces will be repealed soon in conjunction with other changes currently being discussed with stakeholders.

Facial Coverings in Exceptional Risk Settings (primarily healthcare) are still required.

A final decision has not been made regarding changes to the requirements for Exceptional Risk work settings. Oregon OSHA will continue to engage with stakeholders as it considers what should be done to best protect employees in these higher risk environments. At this time, and in alignment with OHA's continued masking requirements for health care, Oregon OSHA will continue to enforce facial coverings requirements in health care settings.

This same information is available in [English](#) and in [Spanish](#) on OSHA's website.

the

TOOL BOX

Marzo 2022



Construction
Contractors Board

PO Box 14140
Salem, OR 97309-5052

Phone: 503-378-4621

Fax: 503-373-2007

www.oregon.gov/ccb

Contratistas, ¡protéjense de las estafas de sobrepago de cheques!

Contratistas, ¡protéjense de las estafas de sobrepago de cheques!

Las estafas de sobrepago de cheques ocurren en muchas industrias, incluida la industria de la construcción. Estas estafas comienzan cuando un estafador paga dinero extra por un servicio y le pide a la víctima que devuelva la diferencia. El cheque del pago original es rechazado luego de que la víctima ha enviado el “sobrepago” al estafador. El estafador se lleva el dinero de la víctima luego de esta transacción, y la víctima se queda sin el pago.

Analicemos un posible escenario:

Se le pide a un inspector que realice una inspección de una residencia que se encuentra vacía. Luego de llevar a cabo la inspección, el “cliente” quiere pagarle al inspector más dinero del que cuesta la inspección, pero con la condición de que el inspector cobre el cheque y le envíe al “cliente” el saldo restante. La transacción ocurre exclusivamente a través de mensajes de texto y correos electrónicos.

El inspector y el cliente nunca se reúnen en persona.

El método de pago (usualmente un cheque bancario) es fraudulento, pero la víctima ha enviado el saldo antes de que el banco rechazara los fondos.



JOHN CLAW
A.B. BOX 123
LOREM SPRING, 123456

FAKE

#1234567890

Protéjase de estafas de sobrepago de cheques.

- Reúnase con el cliente en persona siempre.
- Nunca acepte un cheque de mayor valor que el correspondiente.
- Nunca acceda a transferir fondos de vuelta a un cliente.
- Proceda con precaución al aceptar cheques de otros estados; siempre que sea posible, pida que el cheque sea emitido por un banco local.

Firme un contrato con el cliente, incluso si el pago es menor que el mínimo de \$2,000 a partir de los cuales la celebración de un contrato es obligatoria. Siga su instinto. Si hay algo del trabajo que le resulta extraño, no lo acepte.

Si ha sido contratado por un estafador o cree que ha sido víctima de una estafa, contáctese con la Oficina del Fiscal General de Oregón. Puede llamar al 1-877-877-9392 o ingresar a www.oregonconsumer.gov.

¿Cómo puedo ponerme en contacto con CCB?

Actualmente, nuestra oficina se encuentra cerrada debido a la pandemia de COVID-19. Sin embargo, ¡hay muchas maneras de ponerse en contacto con CCB! Trabajamos para brindar un excelente servicio al cliente para todos los contratistas. Sabemos que tiene preguntas sobre renovaciones, documentación, educación continua, entre otros temas.

Estas son las formas de contactarse con nosotros:

- **Teléfono:** 503-378-4621 - La cantidad de personal disponible y el volumen de llamados pueden incidir en los tiempos de espera al teléfono. ¡Valoramos su paciencia!
- **Buzón en el lobby del primer piso:** Ofrecemos un buzón para quien quiera presentar su documentación personalmente en la oficina de CCB. Revisamos el buzón dos veces por día.
- **Correo:** Puede enviar correo al apartado postal (P.O. Box) 14140, Salem, OR 97309-5052
- **Fax:** 503-373-2007 - NO envíe información sensible (información de tarjetas de crédito, número de su licencia de conducir, números de la seguridad social) a este número de fax.
- **Fax seguro:** 503-373-2155 – Los contratistas pueden enviar información sensible (información de tarjetas de crédito, información de la licencia de conducir, etc.) a este número de fax.
- **Correo electrónico:** Envíe todas sus preguntas sobre licencias a nuestra dirección de correo electrónico info.ccb@ccb.oregon.gov y coloque su número de licencia en el asunto del correo.

¿Necesita 3 horas de clases sobre LRB (leyes, reglamentos y prácticas comerciales) dictadas por CCB?

Los seminarios web en vivo de 3 horas de CCB están programados para fines de la primavera. Puede consultar el programa a continuación o en este sitio web: <https://www.oregon.gov/ccb/Pages/ccbclasses.aspx>.

Todos los seminarios web de 3 horas dictados por CCB son gratuitos. ¡Inscríbese ahora!



CONTACTOS

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503-378-4621

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Dispute resolution

(mediation) questions:

503-934-2247

Education questions:

503-934-2227

PERSONAL

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Communications/Education Manager

Leslie Culpepper

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MIEMBROS DE LA JUNTA

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Deb Flagan, Bend

Rosa Martinez, Eagle Creek

Andrea Noble, Central Point

Eric Olsen, Monmouth

Susan Steward, Portland

Fecha	Inscripción	Oradores
Martes 22 de marzo	Haga clic aquí para inscribirse.	CCB y DEQ
Miércoles 30 de marzo	Haga clic aquí para inscribirse.	CCB, OSHA y DFR
Miércoles 13 de abril	Haga clic aquí para inscribirse.	CCB, OSHA y Work Share
Martes 26 de abril	Haga clic aquí para inscribirse.	CCB y DEQ
Miércoles 11 de mayo	Haga clic aquí para inscribirse.	CCB, OSHA y 811
Miércoles 25 de mayo	Haga clic aquí para inscribirse.	CCB, OSHA y DFR
Martes 7 de junio	Haga clic aquí para inscribirse.	CCB y DEQ

Sobre los oradores

- **OSHA (Departamento de Salud y Seguridad Ocupacional)** - varía su presentación según los sucesos actuales y los temas más candentes de la industria. Algunos de los temas centrales que se abordaron fueron la información sobre la seguridad ante el COVID-19 en el ámbito laboral, la seguridad de los trabajadores durante la temporada de incendios forestales y la prevención de las enfermedades causadas por calor.
- **DEQ (Departamento de Calidad Ambiental)** - presenta información sobre el cumplimiento de las regulaciones sobre el asbesto.
- **Work Share** - puede ayudar a los contratistas a conservar a sus empleados y evitar despidos durante las disminuciones temporales de volumen de trabajo. La presentación de Work Share les brinda a los contratistas la información que necesitan para decidir si este programa les será de utilidad.
- **811** - comparte información sobre el programa Call Before You Dig ("Llame antes de empezar a cavar").
- **Departamento de Regulación Financiera (DFR)** - les enseña a los contratistas a aprovechar al máximo su seguro y a proteger la información sensible de sus clientes.

¿No tiene tiempo para seminarios web? Tenemos otras opciones.

Si no está disponible para asistir a un seminario web en vivo, puede cumplir con el requisito de 3 horas de LRB a través de clases a pedido con su cuenta de servicios en línea aquí:

<https://portal.ccb.state.or.us/>.

¿No tiene la posibilidad de tomar clases a través de una cuenta de servicios en línea? La división de educación de CCB tiene la solución y puede ayudarlo a resolver el problema.

Llámenos hoy mismo al 503-934-2227 o envíe un correo electrónico a ccbeducation@ccb.oregon.gov.



Sea el primero en saber cuándo añadimos seminarios web al cronograma. ¡Suscríbese para recibir alertas por correo electrónico!

Agregamos nuevos seminarios web de 3 horas a nuestro cronograma periódicamente, pero a menos que ingrese a nuestro sitio web con frecuencia, no se enterará y perderá la oportunidad de tomar una clase para su próxima renovación. Ahora puede suscribirse para recibir una alerta cuando publiquemos clases nuevas. [Haga clic aquí](#) para suscribirse.

¿Por qué debe crearse una cuenta de servicios en línea?

La cuenta de servicios en línea le permitirá tener acceso a los servicios de CCB, gestionar la información de su licencia y acortar el proceso de renovación. Una vez que se haya creado una cuenta de servicios en línea, usted podrá:

- Renovar su licencia y abonar la tasa de renovación de su licencia;
- Actualizar su dirección y otros datos de contacto;
- Completar las 3 horas de educación continua sobre leyes, reglamentos y prácticas comerciales de CCB;
- Consultar su historial de educación continua;
- Acceder a e-watch para hacer un seguimiento del estatus de la licencia de sus subcontratistas;
- Actualizar el estatus de indemnización de sus empleados (eximidos vs. no eximidos).

Guía para contratistas: Cómo crear una cuenta de servicios en línea y renovar su licencia

Regístrese para obtener una cuenta de servicios en línea.

1. Ingrese al portal de servicios en línea mediante este enlace <https://portal.ccb.state.or.us> y haga clic en “I am a new user” (“Soy un usuario nuevo”).
2. Complete la información requerida y haga clic en “Register” (“Registrarse”).
3. Verifique haber recibido un correo electrónico de CCB y valide su cuenta. Si no recibió el correo, verifique la carpeta de correo no deseado o spam; el remitente del correo debería ser noreply@ccb.oregon.gov. Una vez que haya validado su dirección de correo electrónico, podrá ingresar al portal de servicios en línea con su cuenta.

Complete los requisitos de educación continua.

Contratistas residenciales: Deben completar 3 horas de clases sobre leyes, reglamentos y prácticas comerciales dictadas por CCB para poder renovar su licencia. También deben completar 5 horas de otros cursos aprobados si han recibido una licencia por seis años o más por parte de CCB, o 13 horas de otros cursos aprobados si han recibido una licencia por menos de seis años por parte de CCB.

Ingrese al portal con su cuenta de servicios en línea y haga clic en la pestaña “Continuing Education” (“Educación continua”) para inscribirse a los cursos de 3 horas de CCB. Complételos cuando le resulte conveniente. Su cuenta recibirá los créditos automáticamente

1. ente cuando cada clase haya sido completada. Solo recibirá créditos por 3 horas de clase por cada ciclo de licencias de dos años, incluso si asiste a más de 3 clases de CCB.
2. Para tener acceso a las clases para completar las 5 o 13 horas adicionales de educación continua, [haga clic en el Catálogo de cursos](#) y elija los cursos que prefiera entre los que aparecen en las secciones de Seguridad, Comercio y Negocios. Algunos de los cursos son gratuitos y otros son pagos. Cuando complete estos cursos adicionales, por favor envíe los certificados de asistencia a cecerts@ccb.oregon.gov.

Contratistas comerciales: Los requisitos de educación para contratistas comerciales dependen de su estatus, ya sea Nivel 1 o Nivel 2. Obtenga más información sobre la cantidad de horas de educación continua que debe completar en nuestra [página de Educación para contratistas comerciales](#). Deberá probar que ha completado las horas de educación continua requeridas al momento de realizar la solicitud de renovación. Luego de la renovación, es posible que sea auditado y se le pedirá que presente documentación que avale que completó los cursos de educación continua. Guarde los comprobantes en caso de ser auditado.

Contratistas con doble licencia (residencial y comercial): Deben cumplir con los requisitos de educación continua solo para obtener su licencia comercial. Consulte los requisitos comerciales más arriba.

Dual-licensed (residential and commercial) contractors: You are required to satisfy the continuing education requirements for your commercial license only. See the commercial requirements above.

Renueve su licencia CCB.

Una vez que haya cumplido con los requisitos de educación continua y haya confirmado que su registro en la Secretaría de Estado está activo en <http://egov.sos.state.or.us>, renueve su licencia desde su cuenta de servicios en línea.

1. Haga clic en la pestaña “Am I Ready to Renew” (“Estoy listo para renovar”).
2. Revise cada sección de la renovación haciendo clic en el lápiz azul. Guarde sus respuestas.
3. Cuando vea una marca de verificación verde al lado de cada sección de la renovación, estará todo listo para el pago.
4. Puede pagar con tarjeta de crédito o débito.

Las renovaciones demoran un tiempo en procesarse, así que le recomendamos que no las posponga. Comience el proceso de renovación cuando reciba el recordatorio por correo electrónico.

Estamos ampliando nuestros materiales y recursos disponibles en español.

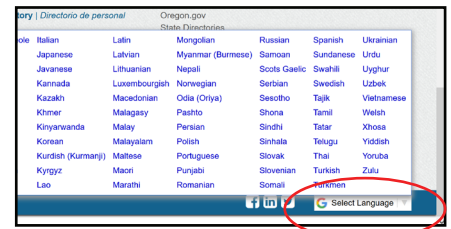
Folleto. Hemos traducido al español algunos de nuestros folletos y cuadernillos de información más importantes.

- Para clientes:
 - o [Cómo elegir y trabajar con un contratista](#)
 - o [Cuadernillo de prevención de estafas tras un desastre](#)
- Para contratistas:
 - o [Guía para obtener la licencia de contratista](#)
 - o [Tarjetero](#)

Recursos y Información en Español

Recursos Para Contratistas	Recursos Para Propietarios	Educación Continua
<ul style="list-style-type: none">• Pasos para obtener una licencia de CCB (Steps to get a CCB license)• Actualización de COVID (COVID update)• Guía para obtener una licencia (Guide to becoming a contractor) ↗ Ordene una por correo	<ul style="list-style-type: none">• Guía para obtener y trabajar con un contratista (Guide to selecting and working with a contractor) ↗• Libro de desastres y estafas (Disaster and Scams Booklet) ↗	<ul style="list-style-type: none">• Comercios (Trades)• Negocios (Business)• Seguridad laboral (Safety)• Universitarios (Colleges)• Agencias del Estado (State Agencies)• Conferencias (Conferences)• Pintura con Plomo (Lead-based paint)• Exempciones (Exemptions)
<ul style="list-style-type: none">• Boletines (Newsletters)• June 2020 (En español)• April 2020 (En español)• March 27, 2020 (En español)• March 23, 2020 (En español)• March 18, 2020 (En español)	<ul style="list-style-type: none">• CCB Servicios (CCB Services)• Presente una queja (File a complaint)• Verificar a un contratista (Verify a contractor)• Reportar a un contratista (Report a contractor)	<ul style="list-style-type: none">• CCB Clase de 3 horas (3 hour CCB class)• En vivo (Live/webinar)• En línea (Online)
Requisitos de educación continua para contratistas residencial		

Actualizaciones en el sitio web. Creamos un centro de información en español que reúne toda la información de CCB traducida al español en un solo lugar. El centro incluye la traducción de nuestros folletos principales e información sobre cómo convertirse en un contratista, y reúne todos los recursos educativos en español aprobados por la agencia para la educación continua. Si todavía no lo ha hecho, échele un vistazo al sitio (también puede ingresar a través del botón azul que aparece en la página principal de la agencia):



[Estado de Oregón: Junta de contratistas de la construcción de Oregón - Recursos e información en español](#)

Traductor en el sitio web. Hemos añadido una herramienta de traducción al sitio web para traducir las páginas del sitio de CCB a múltiples idiomas, incluidos español, ruso, vietnamita y más. ¡Pruébalo!



Boletín de noticias de Seguridad. ¡El boletín de noticias de Seguridad está traducido al español! Lanzaremos una versión traducida de cada nueva edición del boletín de noticias. Consulte las traducciones en nuestro sitio web: <https://www.oregon.gov/ccb/news/Pages/Contractor%20Newsletters.aspx>

Cambios efectuados por el OSHA de Oregón a los requerimientos de uso de mascarillas

El 28 de febrero de 2022, la Autoridad Sanitaria de Oregón (OHA) lanzó un anuncio en el que informó que los requerimientos de uso de mascarillas en su regulación Mascarillas en espacios cerrados (OAR 333-019-1025) y Mascarillas en las escuelas (OAR 333-019-1015) dejarán de estar vigentes a partir del 12 de marzo de 2022. De acuerdo con estas medidas, el OSHA de Oregón cesará la aplicación de las regulaciones sobre el uso de mascarillas en lugares cerrados y en escuelas el 12 de marzo de 2022. La sección de la reglamentación del OSHA de Oregón relacionada con el cubrimiento facial en lugares de trabajo en general será revocada pronto, lo que se sumará a otros cambios que se están debatiendo actualmente con las partes interesadas.

El cubrimiento facial en entornos de riesgo excepcional (principalmente en el ámbito sanitario) sigue siendo obligatorio. Aún no se ha tomado una decisión final con respecto a los cambios a los requerimientos en los entornos laborales que suponen un riesgo excepcional. El OSHA de Oregón continuará su diálogo con las partes interesadas para arribar a las medidas más adecuadas para proteger a los empleados en estos entornos de alto riesgo. Por el momento, y en consonancia con los requerimientos de uso de mascarillas en el ámbito sanitario de la OHA que siguen en vigencia, el OSHA de Oregón continuará aplicando los requerimientos de cubrimiento facial en los establecimientos de salud.

Esta información está disponible en **inglés** y en **español** en el sitio web del OSHA.



CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621
503-373-2007 FAX



Memorandum

To: Construction Contractors Board
From: Vena Swanson, Enforcement Program Manager
Date: 4 14, 2022
Subject: Enforcement Update

Quarter 1 recap for Enforcement 2022.

Field Operations:

- 1) In the last month of the quarter, we have seen an increase of about 3% in Field Investigator Reports identifying potential enforcement action.
- 2) Jobsite checks are up which indicate increased activity. Overall, we are close to where we were last year during this quarter.
- 3) Contract with Building Codes Division is in progress and has advanced to the final stage of acceptance.
- 4) Sweeps are coming in June.
- 5) Lead worker appointment is in progress.

Accounting:

First quarter collection efforts are strong, and contractors have been responsive, most say that they want their license in good standing. This is an indicator that construction has been strong through Q1.

Compliance

Compliance cases are down but rising rapidly compared to this time last year. In the 4-week span between the first week of March and the first week of April open files rose by 39%.

Dispute Resolution

We have successfully identified opportunities for streamlined operations in preparation for electronic communication in the future, we are in week 3 of new workflow.

Personnel Updates

Field Investigator for Southern region- Daniel Keating
Dispute Coordinator position is open and in the hiring phase
Lead Worker appointment is in progress for the field team

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NOTICES OF INTENT

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE

File #	Respondent	Cite	Date	Amount
129416	LIMA, PAUL	701.021(1)	02/15/2022	1,000.00
129514	503 CONSTRUCTION & MAINTENANCE LLC	701.021(1)	02/14/2022	600.00
129528	LETS BUILD OREGON LLC	701.021(1)	02/10/2022	5,000.00
129529	HELPING HANDS CONSTRUCTION OF DOUGLAS COUNTY LLC	701.021(1)	02/10/2022	5,000.00
129531	CLEAN HOME LLC	701.021(1)	02/11/2022	1,000.00
129540	SOKOLOV, NIKOLAY A	701.021(1)	02/25/2022	1,000.00
129542	HARRISON, JAMES C	701.021(1)	02/23/2022	5,000.00
129547	TRUE BUILDERS LLC	701.021(1)	02/15/2022	600.00
129549	HEINZ, SCOTT KEVIN	701.021(1)	02/18/2022	700.00
129561	T WHITE INVESTMENTS LLC	701.021(1)	02/17/2022	1,000.00
129571	REKON TREES FC LLC	701.021(1)	02/23/2022	600.00
129581	BLUE RIVER BUILDING LLC	701.021(1)	02/21/2022	600.00
129587	ABRAO, DAN	701.021(1)	02/25/2022	5,000.00
129591	SAMUELS, SCOTT	701.021(1)	02/25/2022	600.00
129603	JAMES KASPER ENTERPRISES INC	701.021(1)	03/01/2022	1,000.00
129610	PROLINE CONSTRUCTION LLC	701.021(1)	03/02/2022	1,000.00
129611	SMC CONCRETE INC	701.021(1)	03/03/2022	1,000.00
129620	BOLER, ERIC ANTHONY	701.021(1)	03/03/2022	5,000.00
129624	GRIDLEY PAINTING INC	701.021(1)	03/07/2022	1,000.00
129628	TRUE TEMP HEATING AND AC LLC	701.021(1)	03/07/2022	5,000.00
129629	NELDON, WILLIAM	701.021(1)	04/01/2022	5,000.00
129630	CULLEY, ANTHONY C	701.021(1)	03/07/2022	5,000.00
129632	ALEMAN, JOSEPH	701.021(1)	03/08/2022	5,000.00
129634	SOUTH CENTRAL ROOFING CO LLC	701.021(1)	03/07/2022	1,000.00
129638	HART, JESSE WILLIAM	701.021(1)	03/07/2022	1,000.00
129641	DOODY, CONNOR	701.021(1)	03/07/2022	600.00
129642	TUMA ENTERPRISES LLC	701.021(1)	03/08/2022	1,000.00
129643	TUMA ENTERPRISES LLC	701.021(1)	03/08/2022	1,000.00
129644	PADILLA, VICTOR G	701.021(1)	03/07/2022	5,000.00
129647	NORTHWEST TREE CARE AND REMOVAL LLC	701.021(1)	03/08/2022	600.00
129648	A TO Z SIGNS LLC	701.021(1)	03/08/2022	5,000.00
129653	THE TINGUE COMPANY LLC	701.021(1)	03/11/2022	600.00
129674	PABLO, RONY	701.021(1)	03/15/2022	1,000.00
129675	OREGON PRO BUILDERS LLC	701.021(1)	03/17/2022	1,000.00
129677	LOPEZ, DIEGO VERA	701.021(1)	03/15/2022	1,000.00
129683	ANAYA, JAVIER PANA	701.021(1)	03/15/2022	1,000.00
129685	IONGI, SEMISI TAUVELI	701.021(1)	03/17/2022	5,000.00
129686	PUGH, WARREN TRAVIS	701.021(1)	03/16/2022	1,000.00
129687	DUSTINS CUSTOM FIBERGLASS	701.021(1)	03/15/2022	1,000.00

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1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129690	PADILLA, VICTOR	701.021(1)	03/16/2022	5,000.00
129691	GONZALEZ, IRVIN PINEDA	701.021(1)	03/16/2022	5,000.00
129696	K & F TREE SERVICE LLC	701.021(1)	03/16/2022	600.00
129698	RADCLIFFE, BRADLEY MARC	701.021(1)	03/17/2022	5,000.00
129699	C&R CONCRETE LLC	701.021(1)	03/17/2022	1,000.00
129709	KISER, MARK ALLEN	701.021(1)	03/18/2022	700.00
129711	HEINZ, SCOTT KEVIN	701.021(1)	03/21/2022	700.00
129714	NUFINISH PRO	701.021(1)	03/21/2022	600.00
129716	OCLAIR, KEITH	701.021(1)	03/22/2022	600.00
129717	JAMES, ATTICUS MONTELL	701.021(1)	03/18/2022	1,000.00
129719	SHARP, CHRISTOPHER BEN	701.021(1)	03/31/2022	1,000.00
129735	DUANE SNYDER PLUMBING & REMODELING LLC	701.021(1)	03/30/2022	5,000.00
129736	POLLACK, RICHARD	701.021(1)	03/25/2022	5,000.00
129738	RUBIN, MATTHEW Z	701.021(1)	03/25/2022	5,000.00
129743	MALDONADO, YANN QUEIROZ	701.021(1)	04/06/2022	1,000.00
129766	J B INSTALLATIONS INC	701.021(1)	03/30/2022	1,000.00
129768	PLATINUM ROOFING PNW INC	701.021(1)	04/01/2022	700.00
129774	LEANDERS, GARRETT JAMES	701.021(1)	03/30/2022	5,000.00
129778	GARGORAM LANDSCAPING	701.021(1)	03/30/2022	1,000.00
129780	SEVERE, CASEY LEON	701.021(1)	03/31/2022	600.00
129799	VILLA, ANDRES VELEZ	701.021(1)	04/04/2022	1,000.00
129804	ROCKERZ INC	701.021(1)	04/06/2022	1,000.00
129806	REDMAND, WARREN MICHAEL	701.021(1)	04/04/2022	1,000.00
129808	HOPKINS, ROBERT EUGENE	701.021(1)	04/07/2022	700.00
129811	SALAS, MARVIN M	701.021(1)	04/06/2022	1,000.00
129812	DNDS CORPORATION	701.021(1)	04/08/2022	1,000.00
129814	TJ CONTRACTORS LLC	701.021(1)	04/08/2022	5,000.00
129815	FIGGINS, JESSE	701.021(1)	04/08/2022	5,000.00
129816	HEINZ, SCOTT KEVIN	701.021(1)	04/08/2022	700.00

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129499	S & O EPIC CONSTRUCTION LLC	701.035(3)	02/15/2022	1,000.00
129535	MODERN CONTRACTORS INC	701.035(3)	02/15/2022	1,000.00
129552	FIVE BROTHERS CONCRETE LLC	701.035(3)	02/16/2022	1,000.00
129593	EAGLES NEST REMODELING LLC	701.035(3)	02/25/2022	1,000.00
129600	BROEKES ALL ASPECT CONSTRUCTION LLC	701.035(3)	03/01/2022	1,000.00
129604	DAVIS, JACOB SEMION	701.035(3)	03/02/2022	1,000.00
129608	ROES ROOFING LLC	701.035(3)	03/02/2022	1,000.00
129612	ROMERO BROTHERS PAINTING LLC	701.035(3)	03/02/2022	1,000.00

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2 - EXEMPT CONTRACTOR WITH EMPLOYEES (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129617	EVERGREEN LANDSCAPE CARE & TREE SERVICES LLC	701.035(3)	03/03/2022	1,000.00
129645	RIVERS EDGE CONSTRUCTION LLC	701.035(3)	03/07/2022	1,000.00
129651	SUNSET GENERAL CONTRACTOR LLC	701.035(3)	03/09/2022	1,000.00
129669	VSM HOME REPAIR LLC	701.035(3)	03/15/2022	1,000.00
129744	WTD DELIVERIES INC	701.035(3)	03/29/2022	1,000.00
129746	MVPAINTING LLC	701.035(3)	03/29/2022	1,000.00
129747	MAMMOTH ROOFING LLC	701.035(3)	03/28/2022	1,000.00
129749	WOOD, RYAN CAREY	701.035(3)	03/29/2022	1,000.00
129750	BRITANNIA CONSTRUCTION LLC	701.035(3)	03/31/2022	1,000.00
129753	BOORTZ, RICHARD OTTO	701.035(3)	03/29/2022	1,000.00
129764	HARMON, ANDY DEAN	701.035(3)	03/29/2022	1,000.00
129767	GARCIAS GORGE PAINTING LLC	701.035(3)	03/29/2022	1,000.00
129783	BALTAZAR, RONNIE STEVE	701.035(3)	03/31/2022	1,000.00
129787	DARRELL BRANN CONSTRUCTION INC	701.035(3)	04/01/2022	1,000.00
129788	BURNETT, EDDIE NORMAN	701.035(3)	04/01/2022	1,000.00
129792	PENDLETON ROOFING LLC	701.035(3)	04/01/2022	1,000.00
129797	GREAT CHOICE CONSTRUCTION LLC	701.035(3)	04/01/2022	1,000.00
129803	CONTRACTING SOLUTIONS LLC	701.035(3)	04/06/2022	1,000.00
129807	SILVA, WEYLIN ERNIE	701.035(3)	04/06/2022	1,000.00
129809	JC ROOFING LLC	701.035(3)	04/06/2022	1,000.00
129824	CARAGOL JR, ANTHONY JOHN	701.035(3)	04/11/2022	1,000.00
129827	LUCIANO TREE & LAWN SERVICE LLC	701.035(3)	04/11/2022	1,000.00

3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129598	GLV ENTERPRISES INC	701.510(3)	02/28/2022	5,000.00
129599	GLV ENTERPRISES INC	701.510(3)	02/28/2022	5,000.00
129605	DAWSON EXTERIOR LLC	701.510(2)	03/01/2022	1,000.00
129633	PDX TOP FINISHES LLC	701.510(2)	03/04/2022	1,000.00
129701	BARCLAY BUILDERS INC	701.510(2)	03/17/2022	1,000.00
129715	CREATIVE CONTRACTORS & DESIGN LLC	701.510(2)	03/22/2022	1,000.00
129721	CODE 3 CONSTRUCTION LLC	701.510(2)	03/22/2022	1,000.00
129722	ES MART CONSTRUCTION LLC	701.510(3)	03/22/2022	1,000.00
129732	ARC HOMES LLC	701.510(2)	03/25/2022	1,000.00
129742	AMERICAN LEGACY HOMES & CONSTRUCTION LLC	701.510(3)	04/05/2022	1,000.00
129758	DAVIS, ANDREW LOWELL	701.510(2)	03/29/2022	1,000.00
129759	GARCIAS GORGE PAINTING LLC	701.510(2)	03/29/2022	1,000.00
129762	JESIC DEVELOPMENT & CONSTRUCTION LLC	701.510(2)	03/31/2022	1,000.00
129769	A1 REMODELING & CONSTRUCTION LLC	701.510(3)	03/30/2022	1,000.00
129781	NORTHWEST FENCE & DECK LLC	701.510(2)	03/31/2022	1,000.00

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3 - LEAD BASED PAINT (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129784	CAISSE, ALEXANDER PAUL	701.510(2)	04/01/2022	1,000.00
129789	JS CUSTOM PAINTING LLC	701.510(2)	04/04/2022	1,000.00
129793	SUNSHINE PAINTING PDX INC	701.510(2)	04/01/2022	1,000.00
129801	GARCER ROOFING AND CONSTRUCTION LLC	701.510(2)	04/06/2022	1,000.00
129802	PORTERHOUSE CONSTRUCTION LLC	701.510(2)	04/05/2022	1,000.00
129805	HANDYMAN PRO LLC	701.510(2)	04/06/2022	1,000.00

5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129700	SMITH CONSTRUCTION LLC	701.026(1)	03/17/2022	1,000.00
129773	LUCIANO TREE & LAWN SERVICE LLC	701.026(2)	03/30/2022	1,000.00
129800	BUILDING RESOURCES INC	701.026(1)	04/04/2022	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>
129693	NADEANS CUSTOM PLUMBING LLC	087.093(2)	03/16/2022	200.00
129703	BARCLAY BUILDERS INC	701.330(4)	03/17/2022	100.00
129704	BARCLAY BUILDERS INC	701.330(4)	03/17/2022	100.00
129705	BARCLAY BUILDERS INC	087.093(2)	03/17/2022	200.00
129790	THE DAVEY TREE EXPERT COMPANY	087.093(2)	04/01/2022	200.00

7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129524	DAKOTA CONSTRUCTION SERVICES INC	701.091(1)	02/10/2022	1,000.00
129539	RIGHT POINT CONSTRUCTION LLC	701.102(2)(a)	02/11/2022	0.00
129545	COLOR PERFECTION PAINTING LLC	701.102(2)(a)	02/15/2022	0.00
129548	PRESTIGE CONTRACTING LLC	701.098(1)(b)	02/15/2022	0.00
129554	RICKER BENSON CONSTRUCTION LLC	701.102(2)(a)	02/16/2022	0.00
129558	MOVING FORWARD RESTORATION LLC	701.102(2)(a)	02/16/2022	0.00
129560	ELK CONSTRUCTION INC	701.102(2)(a)	02/16/2022	0.00
129562	DIG IT CONSTRUCTION & EXCAVATION LLC	701.102(2)(a)	02/17/2022	0.00
129563	BIANCHE, JOSEPH GEORGE	701.102(2)(a)	02/17/2022	0.00
129565	GOLDSTEIN, SETH	701.102(2)(a)	02/17/2022	0.00
129568	ALL ABOUT EXCAVATING AND PLUMBING INC	701.102(2)(a)	02/17/2022	0.00
129570	ANSWER2CONSTRUCTION LLC	701.102(2)(a)	02/17/2022	0.00
129572	NGM CONSTRUCTION LLC	701.102(2)(a)	02/17/2022	0.00
129594	COVIA CONSTRUCTION LLC	701.102(2)(a)	02/25/2022	0.00
129596	ROBBEN INC	701.102(2)(a)	02/25/2022	0.00
129613	BLUE DIAMOND CONSTRUCTION LLC	701.102(2)(a)	03/03/2022	0.00
129614	WEST HILLS CONSTRUCTION LLC	701.102(2)(a)	03/03/2022	0.00

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7 - SUSPENSIONS (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129615	SHINEPRO BUILDING SOLUTIONS LLC	701.102(2)(a)	03/03/2022	0.00
129619	GOBER, JEDIDIAH JAMES	701.102(2)(a)	03/03/2022	0.00
129621	FRANCISCA GUADALUPE SORIANO & TIKONI SIUA FONUA	701.102(2)(a)	03/03/2022	0.00
129650	GRINDSTONE CONSTRUCTION LLC	701.098(1)(b)	03/09/2022	0.00
129655	CASCADE VALLEY CONTRACTING LLC	701.098(1)(b)	03/10/2022	0.00
129659	JOHN RILEY LLC	701.102(2)(a)	03/10/2022	0.00
129661	TROUT CONSTRUCTION COMPANY LLC	701.102(2)(a)	03/10/2022	0.00
129668	STEELHEAD CUSTOM CONSTRUCTION LLC	701.102(2)(a)	03/11/2022	0.00
129671	STRICKLING, GREGORY BAIRD	701.102(2)(a)	03/14/2022	0.00
129672	UNI KRAFT CABINET INC	701.102(2)(a)	03/14/2022	0.00
129678	ROBO CONTRACTING LLC	701.102(2)(a)	03/14/2022	0.00
129679	GUFFEY CONSTRUCTION LLC	701.102(2)(a)	03/14/2022	0.00
129680	PILOT ROCK ENTERPRISES LLC	701.102(2)(b)	03/30/2022	0.00
129682	BULLETPROOF CONSTRUCTION LLC	701.102(2)(b)	03/15/2022	0.00
129694	COLUMBIA RIVER BUILDERS INC	701.102(2)(a)	03/18/2022	0.00
129712	PRECISION ENERGY SOLUTIONS INC	701.102(2)(a)	03/18/2022	0.00
129713	NOLLEN JR, RICKY JAY	701.102(2)(a)	03/21/2022	0.00
129720	FOUR SEASONS OUTDOOR LIVING COMPANY LLC	701.102(2)(a)	03/21/2022	0.00
129739	AIG RENOVATION LLC	701.098(1)(b)	03/25/2022	0.00
129740	BISON BUILDING LLC	701.102(2)(a)	03/25/2022	0.00
129741	VALLEY PAINTING PROS LLC	701.102(2)(a)	03/28/2022	0.00
129748	OLMEDO BROS CONCRETE LLC	701.102(2)(a)	03/28/2022	0.00
129757	LOUIS REGER ROOFING LLC	701.102(2)(a)	03/29/2022	0.00
129760	GM CONSTRUCTION LLC	701.102(2)(a)	03/29/2022	0.00
129761	COLUMBIA TREE CARE LLC	701.102(2)(a)	03/29/2022	0.00
129763	KORBE TILE AND RENOVATIONS LLC	701.102(2)(a)	03/29/2022	0.00
129777	OTIS, DAVID ANTHONY	701.102(2)(a)	03/30/2022	0.00
129779	SLATON CONSTRUCTION LLC	701.102(2)(a)	03/31/2022	0.00
129796	SAM YODER INC	701.098(1)(b)	04/01/2022	0.00
129820	HIGH END FINISHES & CONSTRUCTION LLC	701.515(1)(d)	04/08/2022	0.00
129821	BY DESIGN CONSTRUCTION & PLUMBING LLC	701.515(1)(d)	04/08/2022	0.00
129822	MOUNTAIN HOME CABINET CO	701.102(2)(a)	04/08/2022	0.00
129826	THE OREGON PAINTING COMPANY LLC	701.102(2)(a)	04/11/2022	0.00
129828	TILETITE CONSTRUCTION LLC	701.102(2)(a)	04/11/2022	0.00
129833	TOP PIN CONSTRUCTION/SCHRADERS FLOORING LLC	701.102(2)(a)	04/11/2022	0.00

8 - OTHER

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129536	KIWI FENCE CONTRACTORS LLC	701.106(1)(j)	02/11/2022	1,000.00
129544	HAZELTON INC	701.098(1)(b)	02/15/2022	50.00

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NOTICES OF INTENT (cont.)

8 - OTHER (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129550	MLS CONSTRUCTION LLC	701.106(1)(j)	02/17/2022	1,000.00
129551	TREE ASSOCIATES INCORPORATED	701.098(1)(b)	02/16/2022	50.00
129556	FORZA CONSTRUCTION LLC	701.106(1)(j)	02/23/2022	1,000.00
129635	COUGAR MOUNTAIN CONSTRUCTION INC	701.106(1)(j)	03/07/2022	1,000.00
129639	TRICE UNDERGROUND INC	701.098(1)(f)	03/07/2022	0.00
129649	KELLER, SAMUEL BARRETT	701.098(1)(b)	03/09/2022	50.00
129656	MICHAEL BLAGG CONSTRUCTION LLC	701.305(2)	03/11/2022	200.00
129663	FLOORS DIRECT LLC	701.098(1)(b)	03/15/2022	50.00
129673	SKILLBILLIES.COM LLC	701.305(1)	03/17/2022	500.00
129689	NADEANS CUSTOM PLUMBING LLC	701.305(1)	03/16/2022	500.00
129697	HOUSE VAN DER VELDE & COMPANY	701.098(1)(b)	03/17/2022	50.00
129702	BARCLAY BUILDERS INC	701.305(2)	03/17/2022	200.00
129706	STRAWN, MACKENZIE GLEN	701.106(1)(j)	03/17/2022	1,000.00
129707	ASHTON TRUCKING AND PAVING LLC	701.106(1)(j)	03/18/2022	1,000.00
129723	ROGUE VALLEY MASONRY CONSTRUCTION INC	701.098(1)(f)	03/23/2022	0.00
129724	CASCADE HOME ENHANCEMENT LLC	701.106(1)(j)	03/23/2022	1,000.00
129733	BT HOMES NW INC	701.106(1)(j)	03/25/2022	1,000.00
129734	ROBLES PAINTING LLC	701.106(1)(j)	03/25/2022	1,000.00
129756	YUY CONSTRUCTION LLC	701.106(1)(j)	03/29/2022	1,000.00
129791	1ST PACIFIC CONSTRUCTION LLC	701.305(1)	04/01/2022	500.00
129818	MCSHANE, DON K	701.098(1)(f)	04/07/2022	0.00
129819	D & M TILE LLC	701.305(1)	04/11/2022	500.00
129823	TILE PROS LLC	701.106(1)(j)	04/11/2022	1,000.00

9 - CRIMINAL / INJUNCTIONS / STOP WORK

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129681	TRIFECTA CONSTRUCTION COMPANY LLC	701.098(1)(i)	03/15/2022	0.00

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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>
129325	POWERS JR, RICHARD D	701.021(1)	02/15/2022	600.00
129330	VERAS REMODELING LLC	701.021(1)	02/17/2022	1,000.00
129331	HOPKINS, ROBERT EUGENE	701.021(1)	02/17/2022	5,000.00
129387	ROBLES PAINTING LLC	701.021(1)	02/10/2022	1,000.00
129410	MARTINEZ ROBLERO, EULOGIO FRANCISCO	701.021(1)	02/23/2022	1,000.00
129412	LEON CHAVEZ, JORGE ARMANDO	701.021(1)	02/23/2022	1,000.00
129417	M& L STEEL CONSTRUCTION LLP	701.021(1)	02/15/2022	5,000.00
129444	SEBASTIANI TILE & STONE LLC	701.021(1)	02/25/2022	1,000.00
129452	HELPING HANDS CONSTRUCTION OF DOUGLAS COUNTY LLC	701.021(1)	02/16/2022	5,000.00
129453	HEAVERLO, STEVEN	701.021(1)	03/01/2022	5,000.00
129454	COLLATT, SHELLY LYNN	701.021(1)	02/17/2022	5,000.00
129461	DECOTEAU, DANIEL JEFFREY	701.021(1)	03/01/2022	5,000.00
129473	MORRIS JR, ROBERT DALE	701.021(1)	02/28/2022	5,000.00
129475	RIALS, THOMAS	701.021(1)	02/24/2022	5,000.00
129476	VIEYRA, MARCELO	701.021(1)	03/11/2022	5,000.00
129483	WAGMAN, JUSTIN W	701.021(1)	03/08/2022	600.00
129486	RIKARD, ROGER ALLEN	701.021(1)	03/09/2022	600.00
129488	HAGUEWOOD ENTERPRISES P.C.	701.021(1)	03/16/2022	1,000.00
129491	BENDER, JEREMY M	701.021(1)	03/01/2022	5,000.00
129501	MATA DE LA CRUZ, JOSE GUADALUPE	701.021(1)	03/02/2022	5,000.00
129506	MATA DE LA CRUZ, JOSE GUADALUPE	701.021(1)	03/02/2022	5,000.00
129514	503 CONSTRUCTION & MAINTENANCE LLC	701.021(1)	03/09/2022	600.00
129528	LETS BUILD OREGON LLC	701.021(1)	03/07/2022	5,000.00
129529	HELPING HANDS CONSTRUCTION OF DOUGLAS COUNTY LLC	701.021(1)	02/16/2022	5,000.00
129531	CLEAN HOME LLC	701.021(1)	03/16/2022	1,000.00
129549	HEINZ, SCOTT KEVIN	701.021(1)	03/15/2022	700.00
129561	T WHITE INVESTMENTS LLC	701.021(1)	03/18/2022	1,000.00
129571	REKON TREES FC LLC	701.021(1)	04/01/2022	600.00
129581	BLUE RIVER BUILDING LLC	701.021(1)	03/30/2022	600.00
129591	SAMUELS, SCOTT	701.021(1)	03/29/2022	600.00
129603	JAMES KASPER ENTERPRISES INC	701.021(1)	03/25/2022	1,000.00
129620	BOLER, ERIC ANTHONY	701.021(1)	04/05/2022	5,000.00
129628	TRUE TEMP HEATING AND AC LLC	701.021(1)	04/05/2022	5,000.00
129632	ALEMAN, JOSEPH	701.021(1)	04/01/2022	5,000.00
129634	SOUTH CENTRAL ROOFING CO LLC	701.021(1)	03/30/2022	1,000.00
129642	TUMA ENTERPRISES LLC	701.021(1)	04/06/2022	1,000.00
129643	TUMA ENTERPRISES LLC	701.021(1)	03/23/2022	1,000.00
129644	PADILLA, VICTOR G	701.021(1)	03/30/2022	5,000.00
129675	OREGON PRO BUILDERS LLC	701.021(1)	04/11/2022	1,000.00

**CONSTRUCTION CONTRACTORS BOARD
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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>
129685	IONGI, SEMISI TAUVELI	701.021(1)	04/11/2022	5,000.00
129687	DUSTINS CUSTOM FIBERGLASS	701.021(1)	04/05/2022	1,000.00
129690	PADILLA, VICTOR	701.021(1)	04/07/2022	5,000.00
129699	C&R CONCRETE LLC	701.021(1)	04/11/2022	1,000.00

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129298	JOES PAINTING AND REMODELING LLC	701.035(3)	03/15/2022	1,000.00
129400	TZ CONTRACTORS LLC	701.035(3)	02/17/2022	1,000.00
129419	WORRALL CONTRACTORS LLC	701.035(3)	02/15/2022	1,000.00
129421	ARECHIGAS CONCRETE CONSTRUCTION LLC	701.035(3)	02/23/2022	1,000.00
129449	GOBER, JEDIDIAH JAMES	701.035(3)	03/01/2022	1,000.00
129464	SAGE RIVER CONSTRUCTION LLC	701.035(3)	02/24/2022	1,000.00
129535	MODERN CONTRACTORS INC	701.035(3)	03/29/2022	1,000.00
129593	EAGLES NEST REMODELING LLC	701.035(3)	03/22/2022	1,000.00
129600	BROEKES ALL ASPECT CONSTRUCTION LLC	701.035(3)	04/01/2022	1,000.00
129612	ROMERO BROTHERS PAINTING LLC	701.035(3)	03/23/2022	1,000.00
129617	EVERGREEN LANDSCAPE CARE & TREE SERVICES LLC	701.035(3)	03/28/2022	1,000.00
129645	RIVERS EDGE CONSTRUCTION LLC	701.035(3)	04/06/2022	1,000.00
129651	SUNSET GENERAL CONTRACTOR LLC	701.035(3)	04/01/2022	1,000.00
129669	VSM HOME REPAIR LLC	701.035(3)	04/01/2022	1,000.00

3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129327	JOES PAINTING AND REMODELING LLC	701.510(2)	03/30/2022	1,000.00
129407	SUITE ADDITIONS LLC	701.510(2)	02/21/2022	1,000.00
129415	MADRIGAL BUILDERS CORP	701.510(2)	02/15/2022	1,000.00
129474	GARO ENTERPRISES LLC	701.510(2)	03/09/2022	1,000.00
129492	JMJ CONSTRUCTION LLC	701.510(3)	03/08/2022	1,000.00
129494	SAGE GENERAL CONTRACTING LLC	701.510(3)	03/08/2022	1,000.00
129509	BJ'S PAINTING LLC	701.510(2)	03/15/2022	1,000.00
129598	GLV ENTERPRISES INC	701.510(3)	04/06/2022	5,000.00
129599	GLV ENTERPRISES INC	701.510(3)	04/01/2022	5,000.00
129605	DAWSON EXTERIOR LLC	701.510(2)	03/29/2022	1,000.00
129633	PDX TOP FINISHES LLC	701.510(2)	03/29/2022	1,000.00
129701	BARCLAY BUILDERS INC	701.510(2)	04/11/2022	1,000.00
129722	ES MART CONSTRUCTION LLC	701.510(3)	04/06/2022	1,000.00

5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
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FINAL ORDERS (cont.)

5 - HIRING AN UNLICENSED SUBCONTRACTOR (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129700	SMITH CONSTRUCTION LLC	701.026(1)	04/06/2022	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>
129693	NADEANS CUSTOM PLUMBING LLC	087.093(2)	04/01/2022	200.00
129703	BARCLAY BUILDERS INC	701.330(4)	04/11/2022	100.00
129704	BARCLAY BUILDERS INC	701.330(4)	04/11/2022	100.00
129705	BARCLAY BUILDERS INC	087.093(2)	04/11/2022	200.00

7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129230	OWYHEE ROOFING AND REMODELING INC	701.098(1)(b)	02/14/2022	0.00
129231	TIMLIN, JOHN JOSEPH	701.098(1)(b)	02/14/2022	0.00
129252	CAM GENERAL CONTRACTOR LLC	701.102(2)(b)	02/14/2022	0.00
129357	TRI COUNTY INDUSTRIAL PARK INC	701.091(1)	02/17/2022	1,000.00
129402	JS DESIGN & CONSTRUCTION INC	701.102(2)(a)	02/11/2022	0.00
129404	2HAWKS NW LLC	701.102(2)(a)	02/11/2022	0.00
129406	NATERAS CONSTRUCTION CORPORATION	701.102(2)(c)	02/11/2022	0.00
129414	ROGUE BUILT CONSTRUCTION LLC	701.102(2)(b)	03/29/2022	0.00
129423	Z S PAINTING LLC	701.102(2)(c)	02/11/2022	0.00
129424	KIBUK TILE AND STONE LLC	701.102(2)(a)	02/11/2022	0.00
129440	SALEM CONSTRUCTION PROS LLC	701.102(2)(a)	02/16/2022	0.00
129441	BROTHERS CUSTOM CABINETS AND FURNITURE INC	701.102(2)(a)	02/16/2022	0.00
129458	ALPINE RESTORATION SERVICES LLC	701.102(2)(a)	02/24/2022	0.00
129466	KEEN EYE BUILDERS LLC	701.102(2)(c)	02/24/2022	0.00
129482	BLUE LINE CONSTRUCTION LLC	701.102(2)(a)	02/24/2022	0.00
129484	LEVIN CONSTRUCTION LLC	701.102(2)(a)	02/24/2022	0.00
129485	SALEM CONSTRUCTION PROS LLC	701.102(2)(a)	02/24/2022	0.00
129500	HAVNIEAR CONSTRUCTION CO LLC	701.098(1)(b)	03/03/2022	0.00
129516	REHABS AND RENOVATIONS LLC	701.102(2)(a)	03/03/2022	0.00
129517	ALL TYPE REMODELING LLC	701.102(2)(a)	03/03/2022	0.00
129524	DAKOTA CONSTRUCTION SERVICES INC	701.091(1)	03/09/2022	1,000.00
129538	MOONEY, SCOTT EDWARD	025.750	02/11/2022	0.00
129539	RIGHT POINT CONSTRUCTION LLC	701.102(2)(a)	03/04/2022	0.00
129545	COLOR PERFECTION PAINTING LLC	701.102(2)(a)	03/08/2022	0.00
129554	RICKER BENSON CONSTRUCTION LLC	701.102(2)(a)	03/10/2022	0.00
129558	MOVING FORWARD RESTORATION LLC	701.102(2)(a)	03/11/2022	0.00
129560	ELK CONSTRUCTION INC	701.102(2)(a)	03/11/2022	0.00
129562	DIG IT CONSTRUCTION & EXCAVATION LLC	701.102(2)(a)	03/17/2022	0.00
129563	BIANCHE, JOSEPH GEORGE	701.102(2)(a)	03/17/2022	0.00

**CONSTRUCTION CONTRACTORS BOARD
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FINAL ORDERS (cont.)

7 - SUSPENSIONS (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129568	ALL ABOUT EXCAVATING AND PLUMBING INC	701.102(2)(a)	03/23/2022	0.00
129570	ANSWER2CONSTRUCTION LLC	701.102(2)(a)	03/17/2022	0.00
129572	NGM CONSTRUCTION LLC	701.102(2)(a)	03/17/2022	0.00
129594	COVIA CONSTRUCTION LLC	701.102(2)(a)	03/21/2022	0.00
129596	ROBBEN INC	701.102(2)(a)	03/21/2022	0.00
129613	BLUE DIAMOND CONSTRUCTION LLC	701.102(2)(a)	03/25/2022	0.00
129614	WEST HILLS CONSTRUCTION LLC	701.102(2)(a)	03/25/2022	0.00
129615	SHINEPRO BUILDING SOLUTIONS LLC	701.102(2)(a)	03/25/2022	0.00
129655	CASCADE VALLEY CONTRACTING LLC	701.098(1)(b)	04/01/2022	0.00
129659	JOHN RILEY LLC	701.102(2)(a)	04/01/2022	0.00
129661	TROUT CONSTRUCTION COMPANY LLC	701.102(2)(a)	04/01/2022	0.00
129668	STEELHEAD CUSTOM CONSTRUCTION LLC	701.102(2)(a)	04/08/2022	0.00
129679	GUFFEY CONSTRUCTION LLC	701.102(2)(a)	04/08/2022	0.00
129694	COLUMBIA RIVER BUILDERS INC	701.102(2)(a)	04/11/2022	0.00
129708	CLARK, NICKOLAS LOGAN	701.102(2)(a)	03/18/2022	0.00
129712	PRECISION ENERGY SOLUTIONS INC	701.102(2)(a)	04/11/2022	0.00

8 - OTHER

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129372	ALL BUILDING CONSTRUCTION LLC	701.305(1)	02/10/2022	500.00
129398	BRS FIELD OPS LLC	701.106(1)(j)	02/15/2022	1,000.00
129448	OCHOCO PLUMBING LLC	701.106(1)(j)	02/24/2022	1,000.00
129450	JGCM INC	701.098(1)(b)	03/01/2022	400.00
129470	JAED CONSTRUCTION LLC	701.305(2)	03/01/2022	200.00
129504	DIVERSIFIED SYSTEMS INC A CORPORATION OF IDAHO	701.098(1)(f)	03/04/2022	0.00
129507	WISE CONNECT INC	701.098(1)(f)	03/04/2022	0.00
129510	MIKE OBRIEN CONSTRUCTION INC	701.098(1)(f)	03/04/2022	0.00
129511	CB & I STORAGE TANK SOLUTIONS LLC	701.098(1)(f)	03/04/2022	0.00
129536	KIWI FENCE CONTRACTORS LLC	701.106(1)(j)	03/17/2022	1,000.00
129544	HAZELTON INC	701.098(1)(b)	03/16/2022	50.00
129551	TREE ASSOCIATES INCORPORATED	701.098(1)(b)	03/01/2022	50.00
129556	FORZA CONSTRUCTION LLC	701.106(1)(j)	04/05/2022	1,000.00
129656	MICHAEL BLAGG CONSTRUCTION LLC	701.305(2)	04/07/2022	200.00
129663	FLOORS DIRECT LLC	701.098(1)(b)	04/07/2022	50.00
129673	SKILLBILLIES.COM LLC	701.305(1)	03/24/2022	500.00
129689	NADEANS CUSTOM PLUMBING LLC	701.305(1)	04/01/2022	500.00
129702	BARCLAY BUILDERS INC	701.305(2)	04/11/2022	200.00

9 - CRIMINAL / INJUNCTIONS / STOP WORK

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
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FINAL ORDERS (cont.)

9 - CRIMINAL / INJUNCTIONS / STOP WORK (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
129260	KALDAN INC	701.098(1)(i)	02/18/2022	0.00
129495	BP DIRTWORKS LLC	701.098(1)(i)	04/08/2022	0.00

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621
503-373-2007 FAX



Memorandum

To: CCB Board
From: Chris Huntington, Administrator
Patrick Rectenwald, Policy Analyst
Date: April 14, 2022
Subject: Dispute Resolution Fee Waiver

BACKGROUND

The current statute granting CCB authority to waive the \$50 complaint fee is ORS 701.133 and is defined by rule 812-004-1110. Statute lays out the minimum requirements for requesting a complaint fee waiver as providing monthly average income, expenses, assets and liabilities.

Rule further defines the Standard that applies to consideration of fee waivers as follows:

(b) The complainant has no significant assets except the home that is the subject of the complaint and one automobile; and

(c) The complainant's gross income does not exceed the 2011 Department of Health and Human Services Poverty Guidelines published in the Federal Register, Vol. 76, No. 13, January 20, 2011, pp. 3637 - 3638.

ANALYSIS

Subsections (4)(b) and (4)(c) of rule are overly rigid and preclude the agency from waiving the fee in some circumstances where waiver may be appropriate. Subsection (4)(c) of rule uses Department of Health and Human Services Poverty Guidelines from 2011. These guidelines are outdated and create an ongoing issue in that the standards are adjusted one time per year for cost of living increase. CCB proposes amending the rule to align more closely with the statutory standards and provide additional flexibility in granting waiver requests in appropriate circumstances.

RECOMMENDATION

Approve proposed rule change for public hearing and subsequent permanent adoption so long as no substantive changes are made as a result of the public hearing.

Proposed Rule Amendment	Explanation
<p>OAR 812-004-1110</p> <p>Complaint Processing Fee; Waiver of Fee</p> <p>(1) The complaint processing fee authorized under ORS 701.133 is \$50 for a complaint filed under ORS 701.145. There is no complaint processing fee for a complaint filed under ORS 701.146.</p> <p>(2) The agency must collect the processing fee under OAR 812-004-1400.</p> <p>(3) A complainant may request that the agency waive the complaint processing fee described in section (1) of this rule by submitting a properly executed waiver request. The waiver request must be submitted on a form provided by the agency.</p> <p>(4) The agency may waive the complaint processing fee if the waiver request submitted by the complainant shows that:</p> <p>(a) The complainant is an individual;</p> <p>(b) The complainant is unable to pay all or part of the processing fee:</p> <p><u>(A) Inability to pay must be established by the applicant for the waiver providing average monthly income, and expenses as well as assets and liabilities.</u> no significant except</p> <p>(5) A complainant, who requests a waiver of the complaint processing fee under section (3) of this rule, must certify that the information on the request is true.</p> <p>(6) The agency may require that the complainant pay a complaint processing fee of \$97 if the agency finds that the complainant provided false information on a request for a waiver of the complaint processing fee submitted under section (3) of this rule.</p> <p>Stat. Auth.: ORS 670.310 & 701.235 Stats. Implemented: ORS 701.133 & 701.146 (temp. 7/8/11, 9/11 eff. 10/1/11, 4/12 eff. 5/1/12)</p>	<p>OAR 812-004-1110 is the rule relating to complaint processing fee and waiver of complaint processing fee and establishes basic financial guidelines for qualification of fee waiver.</p> <p>See rule subsection (3). This defines the complaint processing fee waiver must be requested by the complainant and the fee waiver request form must be provided by the agency.</p> <p>See rule subsection (4)(b). Amending language in the rule to remove rigid asset limitations of just one home and one car to request a complaint processing fee waiver. To simplify access to fee waiver, the language has been amended to state the complainant has limited assets which may include the home that is subject of the complaint.</p> <p>See rule subsection (4)(c). Amending rule language requiring use of 2011 department of health and human services poverty guidelines to meet eligibility for agency fee waiver. Department of health and human services updates their poverty guidelines one time per year and our rule does not. To avoid this rule having to be amended once per year to adjust for department of health and human services poverty guidelines, amended language to remove that measure and replaced with simplified language requiring average monthly income, expenses, assets, liabilities and any other information required. This amended language is more in line with other state agency requirements for fee waivers and aligns to minimum statutory requirements.</p>

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621
503-373-2007 FAX



Memorandum

To: CCB Board
From: Chris Huntington, Administrator
Patrick Rectenwald, Policy Analyst
Date: April 14, 2022
Subject: Education Provider Bond Requirement

BACKGROUND

The current requirement for pre-licensure education providers to have a \$10,000 surety bond is defined by rules OAR 812-006-0200(6)(k) and OAR 812-006-0205(1)&(2).

ANLYSIS

Pre-licensure education providers are not licensed to perform construction in the State of Oregon. This rule is an unnecessary requirement for pre-licensure education providers, which include small businesses as well as construction industry non-profit associations. The agency has other rules and standards that allow the agency to revoke approval for education providers that violate agency standards.

Recommendation

Approve proposed rule change for public hearing and subsequent permanent adoption so long as no substantive changes are made as a result of the public hearing.

Note: this does not change the requirement for contractors to carry a surety bond. The CCB requires a surety bond for licensed contractors to financially protect homeowners, employees, sub-contractors and material suppliers against loss or damage resulting from construction activities performed by the licensed contractor. This situation is defined by Statute 701.005(4) and is considered "Construction Debt".

Proposed Rule Amendment	Explanation
<p>OAR 812-006-0200</p> <p>Pre-Licensure Training Provider Approval</p> <p>(6) Except as provided in OAR 812-006-0160 or 812-006-0164, a pre-licensure training provider must comply at all times with the following requirements:</p> <p>(a) The pre-licensure training provider will provide 16-hours of training under OAR 812-006-0150.</p> <p>(b) The pre-licensure training provider will verify that each student taking the pre-licensure training has a current agency-approved manual. OAR Chapter 812 September 1, 2018 Page 53 of 97</p> <p>(c) The pre-licensure training provider will use agency-approved curriculum and the agency-approved reference manual.</p> <p>(d) The pre-licensure training provider will send electronic records of completion to the agency in a format approved by the agency and keep records of completion for a minimum of six years.</p> <p>(e) The pre-licensure training provider will communicate law changes and program procedural changes received from the agency to the pre-licensure training provider’s trainers and will implement these changes within 30 business days.</p> <p>(f) The pre-licensure training provider will use only approved trainers who have at least four years work experience or four years education, or any combination of both, in the subject that they instruct as outlined in the agency-approved reference manual. CCB will not approve as a trainer any individual who, at the time of offering or providing the pre-licensure training, is an RMI of a licensee.</p> <p>(g) The pre-licensure training provider will request and receive, in writing, agency approval of all trainers at least 10 business days before trainers are scheduled to teach.</p> <p>(h) The pre-licensure training provider will provide a mechanism for students to contact their trainer(s) outside of class for a minimum of one hour per week for 90 days from date of enrollment.</p> <p>(i) The pre-licensure training provider will give all students information about how to contact trainers and hours of availability before the end of the pre-licensure training.</p> <p>(j) The pre-licensure training provider will comply</p>	<p>OAR 812-006-0200 is the rule relating to Pre-licensure Training Provider Approval</p> <p>Pre-Licensure Training providers are not allowed to perform construction activities so the requirement of surety bond for an education provider is unclear. The requirement for a surety bond for pre-licensure education providers should be removed as education services are not considered construction debt as defined in ORS 701.005(4). It should be noted there has not been an instance of a pre-licensure education provider receiving a judgement that requires bond payout.</p> <p>Amending subsection (6)(k) language to remove requirement for pre-licensure education provider to obtain and maintain a surety bond.</p>

<p>with all applicable federal and state laws. (k) Except as provided in OAR 812-006-0205(2), the pre-licensure training provider will obtain and maintain a surety bond as described in OAR 812-006-0205 in the amount of \$10,000 obligating the surety to pay the State of Oregon for the benefit of third parties.</p>	
<p>OAR 812-006-0205</p> <p>Surety Bond to Assure Performance of Agency Agreements</p> <p>(1) Providers approved under OAR 812-006-0200 will maintain a surety bond in the amount of \$10,000, issued by a surety company authorized to do business in the State of Oregon, for the benefit of the State of Oregon, Construction Contractors Board. The bond must be in the form "Approved Pre-Licensure Training Provider Surety Bond," dated June 24, 2014.</p> <p>(2) Section (1) of this rule does not apply to Oregon public community colleges or small business development centers (including BizCenter Online Learning).</p> <p>Stat. Auth.: ORS 670.310, 701.122 & 701.235</p> <p>Stats. Implemented: ORS 701.122</p> <p>(temp. 5/5/14, 6/14 eff. 7/1/14)</p>	<p>OAR 812-006-0205 is the rule that defines and prescribes bond amount required for Pre-Licensure Training Providers.</p> <p>This rule should be removed as OAR 812-006-0200(6)(k) has been removed requiring pre-licensure training provider obtain and maintain a surety bond.</p>

CONSTRUCTION CONTRACTORS BOARD

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Memorandum

To: CCB Board
From: Chris Huntington, Administrator
Patrick Rectenwald, Policy Analyst
Date: April 14, 2022
Subject: Proposed Language Change For Insurance Document Requirements

Background

OAR 812-003-0200 defines in detail when the agency requires proof of current insurance what the agency considers as valid proof of insurance per ORS 701.073(1)&(2) for new license applicants, license renewals, license reinstatements and license reissues.

Analysis

The current rule needs some minor housekeeping amendments in order to add missing language and to simplify and streamline one of the current requirements that can result in delay of processing:

- OAR 812-003-0200(1) is missing the term “reinstate”. A license would be reinstated if there was a lapse of insurance during the two year licensing period.
- 812-003-0200(3)(f) has restrictive language in that it requires an agent’s name and agent’s direct telephone number, to be considered acceptable proof of insurance. New applicants and licensees are typically supplied with insurance documents that give the insurance agency name and telephone number with no direct agent information. Because of the language in 812-003-0200(3)(f) that requires a direct agent name and direct agent telephone number, this causes a delay in processing certificates. Until the information can be updated on the insurance documents by the provider and then once again provided to the agency.

Recommendation

Approve proposed rule changes for public hearing and subsequent permanent adoption so long as no substantive changes are made as a result of the public hearing.

Proposed Rule Amendment	Explanation
<p>812-003-0200</p> <p>Insurance Generally</p> <p>(1) An applicant for a license, renewal, <u>reinstate</u> or reissue shall certify that the applicant:</p> <p>(a) Has procured insurance from a risk retention group or an insurer transacting insurance in compliance with Oregon Revised Statutes and Oregon Administrative Rules; and</p> <p>(b) Will continue to meet those insurance requirements for as long as the applicant is licensed.</p> <p>(2) Licensees shall provide a certificate of insurance or other evidence of insurance as required by the agency upon request or prior to the expiration date of their insurance.</p> <p>(3) A certificate of insurance must include:</p> <p>(a) The name of the insurer;</p> <p>(b) Policy or binder number;</p> <p>(c) Effective dates of coverage;</p> <p>(d) Coverage in at least the amount required in OAR 812-003-0221;</p> <p>(e) A statement that products and completed operations coverage is included as required by ORS 701.073(1).</p> <p>(f) The [agent's] <u>insurance agency's</u> name, and [agent's] <u>insurance agency's</u> telephone number; and</p> <p>(g) The CCB listed as the certificate holder.</p> <p>Stat. Auth.: ORS 670.310 & 701.235 Stats. Implemented: ORS 701.073 & 701.098 (12/04, 5/06, 9/06, 12/07, 2/08, 5/09, 8/22/18 eff. 9/1/18)</p>	<p>OAR 812-003-0200 is the rule relating to insurance generally.</p> <p>Adding term “reinstate” to define when the agency requires current proof of insurance. The agency requires a current proof of insurance certificate to reinstate. A license would be reinstated if there was a lapse of insurance during the two year licensing period. See rule subsection (1).</p> <p>See rule subsection (3)(f). Amending restrictive language in rule that requires a specific agent name and specific agent telephone number. The requirement of specific agent name and specific agent telephone number is restrictive in that the insurance industry will typically only print insurance agency name and insurance agency telephone number on insurance certificates. it requires striking “agent’s” and replacing with “insurance agency” to . See rule subsection (3)(f).</p>