

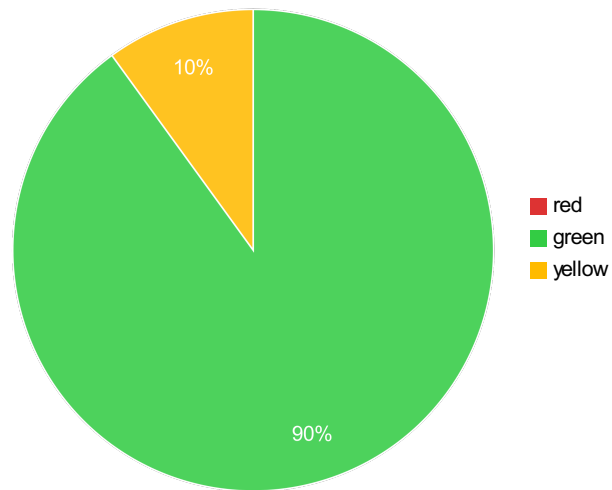
# **Construction Contractors Board**

Annual Performance Progress Report

Reporting Year 2018

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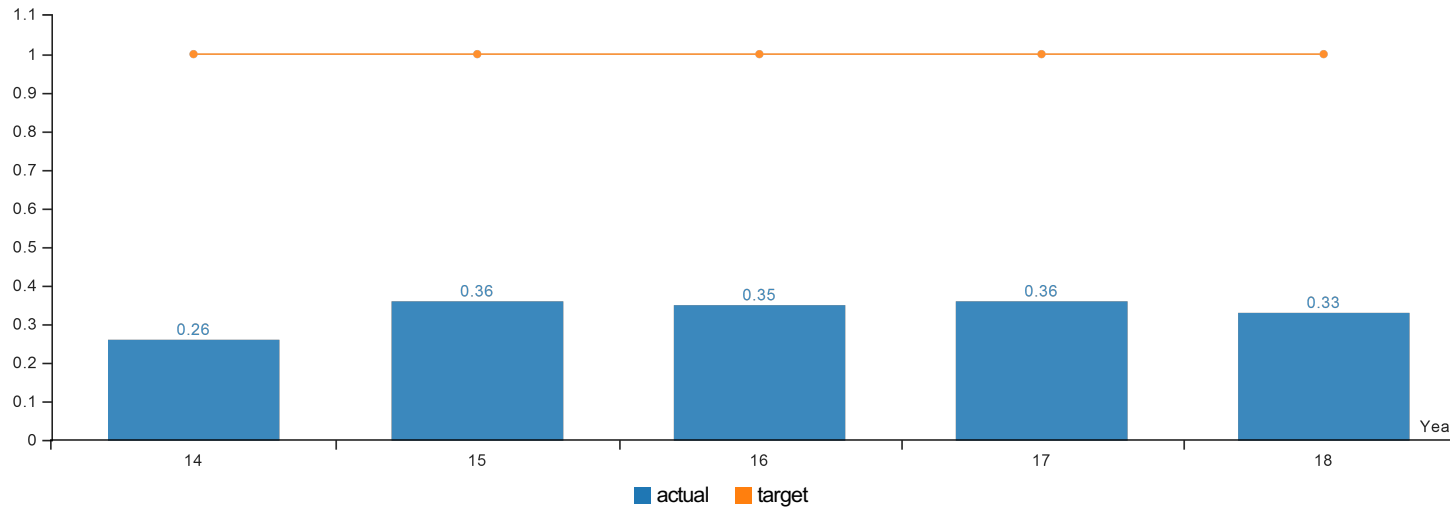
KPM #	Approved Key Performance Measures (KPMs)
1	Tested Contractors - Reduce the percent of CCB tested contractors that have a final order for damages that remain unpaid after 60 days, or that are discharged in bankruptcy.
2	Homeowner Awareness - Percent of homeowners who are aware of their rights and responsibilities and the services of CCB.
3	Unlicensed Recidivism Rate - Percent of offenders who perform work without a CCB license within three years of first offense.
4	Contractors Who Fail to Pay Damages - Percent of licensed contractors operating in Oregon that fail to pay in full final dispute resolution complaints for damages.
5	Enforcement Investigations - Average days to close an enforcement investigation.
6	Dispute Resolution Final Orders - Average days to issue a dispute resolution (claims) final order.
7	Fair and Impartial Dispute Resolution Process - Percent of parties to claims who perceive claims process to be fair and impartial.
8	License and Renewal Processing - Percent of contractors satisfied with the agency's processing of license and renewal information.
9	Customer Service - Percent of customers rating the agency's customer service as "good" or "excellent". Ratings cover timeliness, accuracy, helpfulness, expertise, availability of information and overall performance.
10	Best Practices - Percent of best practices met by the Board.



Performance Summary	Green	Yellow	Red
Summary Stats:	= Target to -5% 90%	= Target -5% to -15% 10%	= Target > -15% 0%

KPM #1	Tested Contractors - Reduce the percent of CCB tested contractors that have a final order for damages that remain unpaid after 60 days, or that are discharged in bankruptcy.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
<b>Percent of Tested Contractors with Unpaid Final Orders</b>					
Actual	0.26%	0.36%	0.35%	0.36%	0.33%
Target	1%	1%	1%	1%	1%

**How Are We Doing**

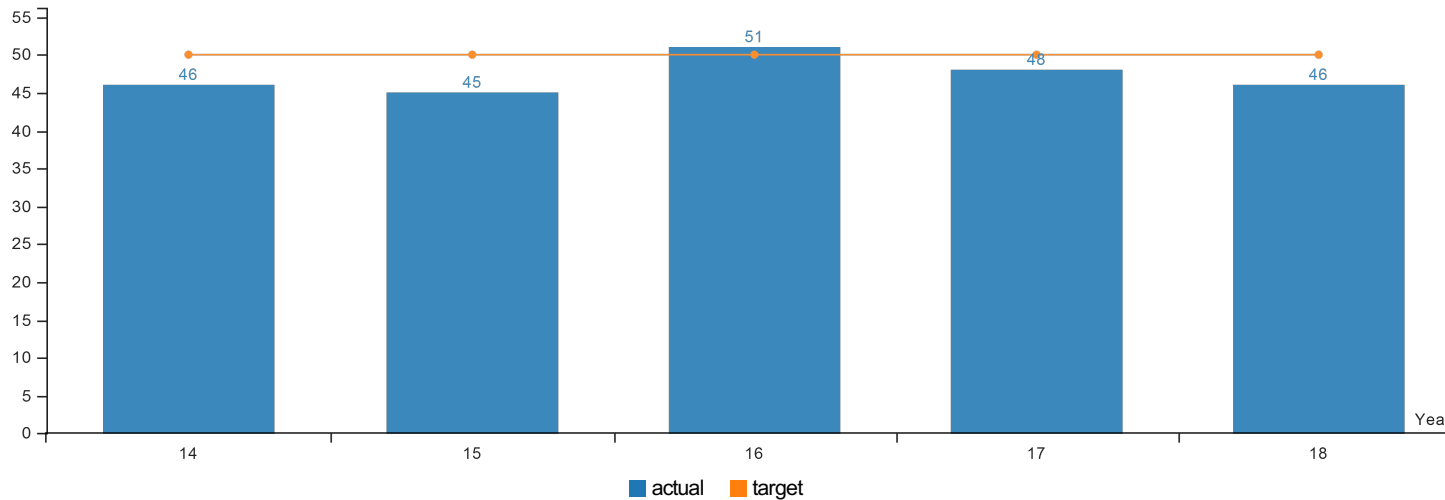
The agency achieved the goal for FY 2018 (7/1/17-6/30/18). The performance measure was actually achieved on a year to year comparison, 0.33% (2018) v .36% (2017).

**Factors Affecting Results**

Factors leading to contractors not paying their debts include poor economic conditions, family changes such as divorce, and emergency expenditures. Two programs may influence this KPM, the mediation service and the enforcement license suspension/revocation authority.

KPM #2	Homeowner Awareness - Percent of homeowners who are aware of their rights and responsibilities and the services of CCB.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
<b>Percent of Homeowners Aware of Rights</b>					
Actual	46%	45%	51%	48%	46%
Target	50%	50%	50%	50%	50%

#### How Are We Doing

Approximately 46 percent of Oregon homeowners are aware of the CCB, just under the 50 percent target. This finding is based on a scientific survey of 500 Oregon homeowners conducted in July 2018. The number of homeowners verifying their contractor’s license is up significantly, from 45 percent in 2017 to 51 percent in 2018. This could be partially due to the fact that the agency improved its online “search” feature in 2017, making it easier for consumers to interpret the results of a license search.

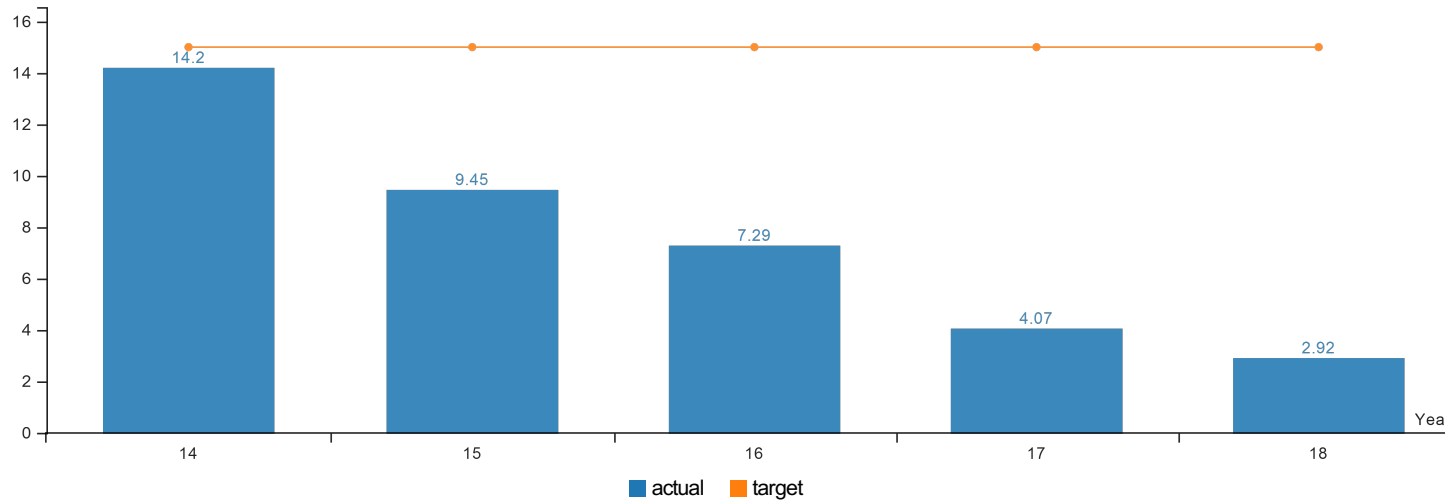
We believe that the agency does a solid job of reaching consumers at home building and improvement shows, and these shows remain an important avenue of outreach. However, a declining percent of homeowners attend these events (28 percent in 2018 compared to 33 percent just two years ago). The agency also strives to reach target homeowners (those planning projects) through partners that include other state and local government agencies, stakeholders (home improvement stores, senior fairs, mobile home parks, etc.) and contractors themselves. We continue to fine-tune our message to remind homeowners not just to use licensed contractors but to actually verify the license with the CCB.

#### Factors Affecting Results

CCB outreach varies, depending on budgets.

KPM #3	Unlicensed Recidivism Rate - Percent of offenders who perform work without a CCB license within three years of first offense.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
<b>Enforcement: Unlicensed Recidivism Rate</b>					
Actual	14.20%	9.45%	7.29%	4.07%	2.92%
Target	15%	15%	15%	15%	15%

#### How Are We Doing

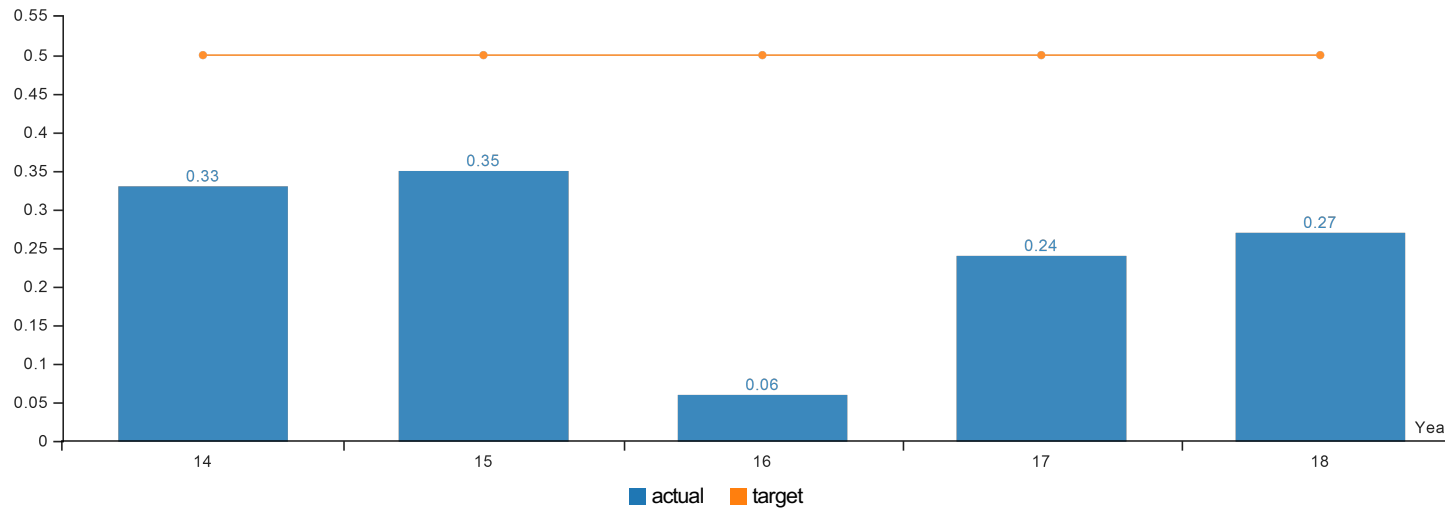
The agency is doing well and exceeds the target on this KPM for FY 2018 (7/1/17-6/30/18).

#### Factors Affecting Results

In 2014 the Enforcement section began working on plans to increase efficiencies and timeliness of Field Investigations, Compliance actions and Dispute Resolution. This process improvement has caused the recidivism rate to steadily decline as the chart shows. When the Field Investigators find the violations faster and the Compliance section reacts quicker the results are that the unlicensed contractors are more inclined to become licensed. Additionally, in early 2017 CCB initiated a "Buyer Beware" web page featuring some of the most active violators. This web page has caused a significant buzz in the community as well as media attention. The net result has been that some of the offenders have become licensed and some of the others are feeling the pressure from the web page which makes it more difficult to obtain unlicensed work.

KPM #4	Contractors Who Fail to Pay Damages - Percent of licensed contractors operating in Oregon that fail to pay in full final dispute resolution complaints for damages.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
<b>Percent of Contractors Who Fail to Pay Final Orders</b>					
Actual	0.33%	0.35%	0.06%	0.24%	0.27%
Target	0.50%	0.50%	0.50%	0.50%	0.50%

#### How Are We Doing

The agency was well under the target maximum for FY 2017 (7/1/17-6/30/18). For 2018 the agency achieved 0.27 percent.

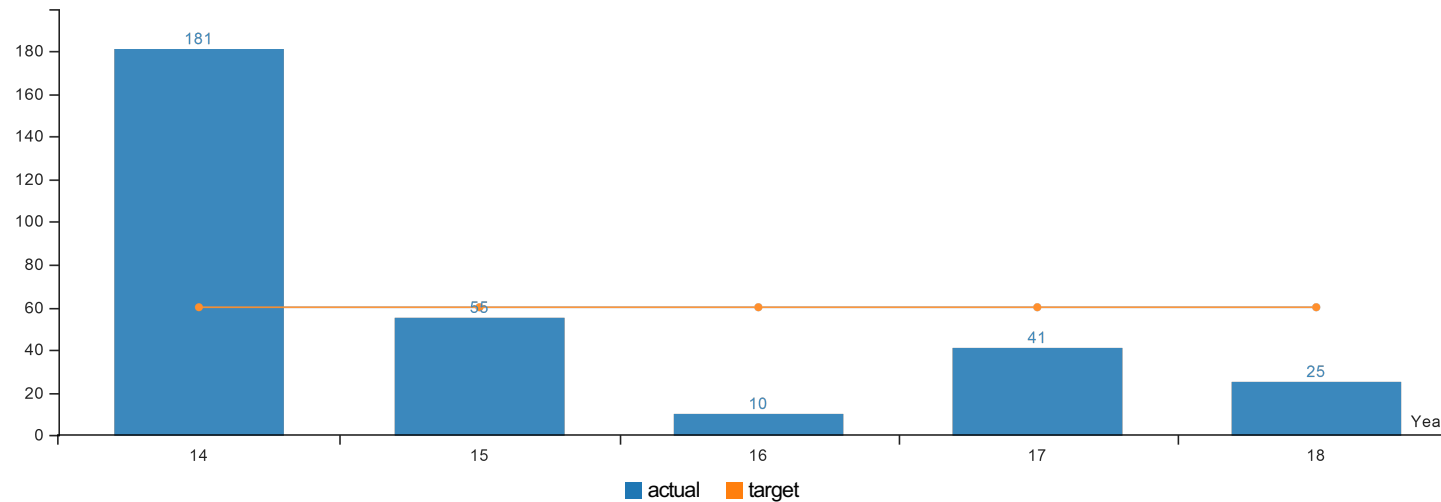
#### Factors Affecting Results

The agency's mediation service offers parties alternative ways to resolve disputes involving minimal cost to complainants. By doing so, contractors who may not be able to pay a large debt have the opportunity to take care of the dispute in a way that preserves their license.

Because of the 2011 changes to the Dispute Resolution Services, process complainants are more likely to settle disputes through mediation without going to court. Because a high percentage of the claimants that do go to court use the Small Claims Courts, the contractor's bond is able to act as a backup when the contractor can't pay a judgement award.

KPM #5	Enforcement Investigations - Average days to close an enforcement investigation.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
<b>Enforcement Program - Average Days to Closure</b>					
Actual	181	55	10	41	25
Target	60	60	60	60	60

#### How Are We Doing

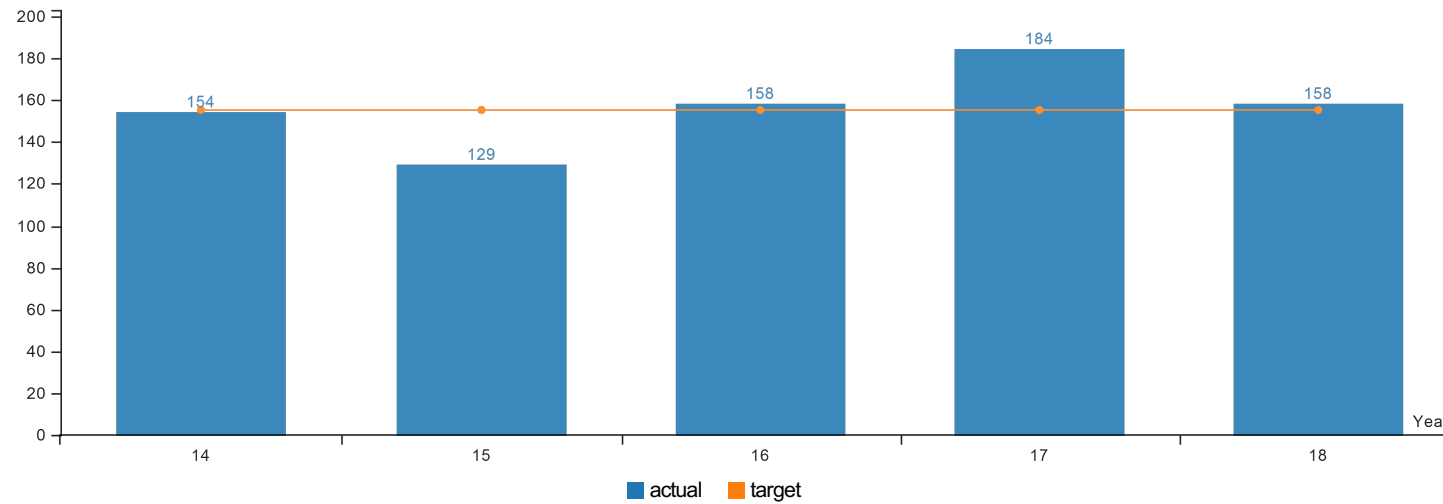
In FY 2018 (7/1/17-6/30/18), CCB is well under the target limit of 55 average days to resolution.

#### Factors Affecting Results

During a full agency reorganization and management change that started at the beginning of 2014, a significant number of case files were located that were never closed. Some of these cases were four and five years old. Closing these cases caused the data to indicate a large spike in the time it takes to close cases. There was also a significant backlog of unresolved cases, which has also been resolved, but this added to the data spike as well. All of these old cases have been dealt with and this is a one-time occurrence. The current target of 55 days is realistic when allowing 21 minimum days for due process responses.

KPM #6	Dispute Resolution Final Orders - Average days to issue a dispute resolution (claims) final order.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = negative result



Report Year	2014	2015	2016	2017	2018
<b>DRS Complaints - Average Days to Final Order</b>					
Actual	154	129	158	184	158
Target	155	155	155	155	155

**How Are We Doing**

The agency barely missed its target (3 day average) for FY 2018 (7/1/17-6/30/18).

**Factors Affecting Results**

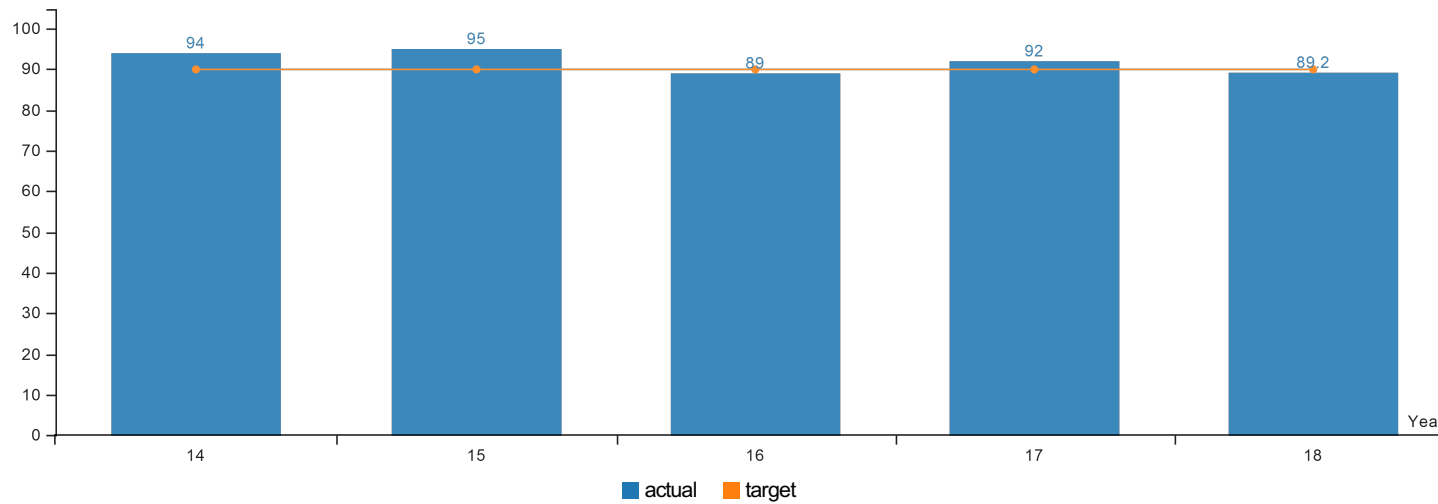
The current program offers mediation to the parties in an attempt to reconcile the dispute. If the parties cannot come to an agreement, the complaining party must file a complaint in court. If a judgment is awarded, the complaining party may file the judgment with the agency seeking payment from the contractor's bond.

One factor that contributes to the timeliness of our services is the time it takes for a court or arbitration to issue a ruling for parties that chose to file actions outside the agency. This is not within the scope of the agency's control.



KPM #7	Fair and Impartial Dispute Resolution Process - Percent of parties to claims who perceive claims process to be fair and impartial.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
<b>DRS Program Customer Satisfaction</b>					
Actual	94%	95%	89%	92%	89.20%
Target	90%	90%	90%	90%	90%

**How Are We Doing**

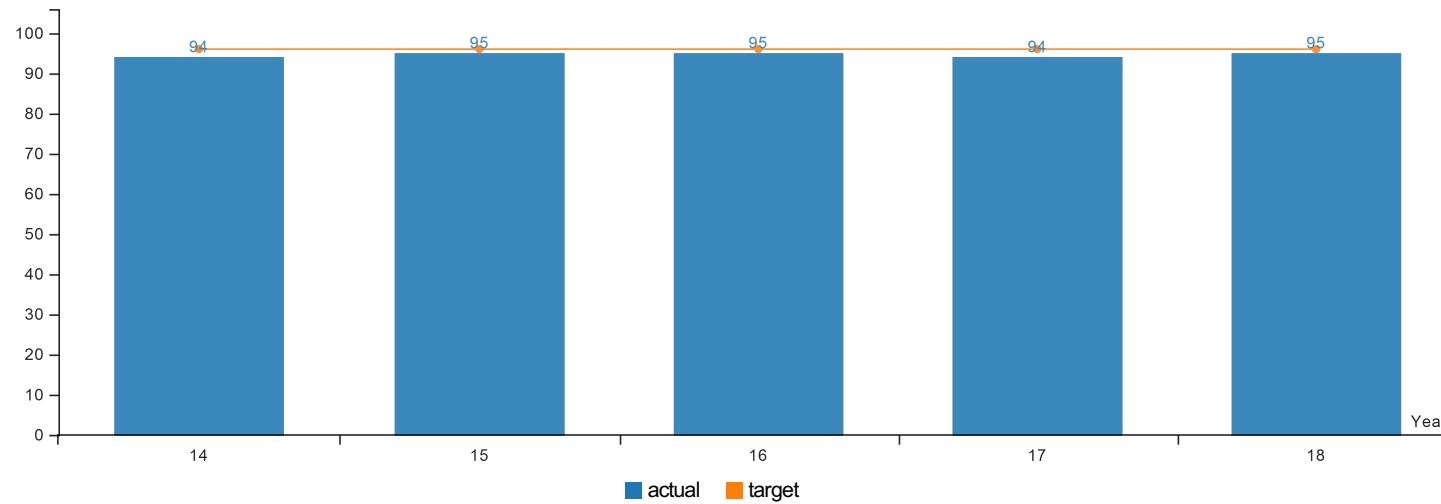
The agency missed its target by **0.8%** for FY 2018 (7/1/17-6/30/18).

**Factors Affecting Results**

The agency continues to evaluate ways to improve the survey results. This includes increasing the number of responses returned. The most efficient way to increase responses would be to allow customers to enter their survey responses online. Electronic surveying was implemented in late 2017.

KPM #8	License and Renewal Processing - Percent of contractors satisfied with the agency's processing of license and renewal information.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
<b>Licensing Customer Satisfaction</b>					
Actual	94%	95%	95%	94%	95%
Target	96%	96%	96%	96%	96%

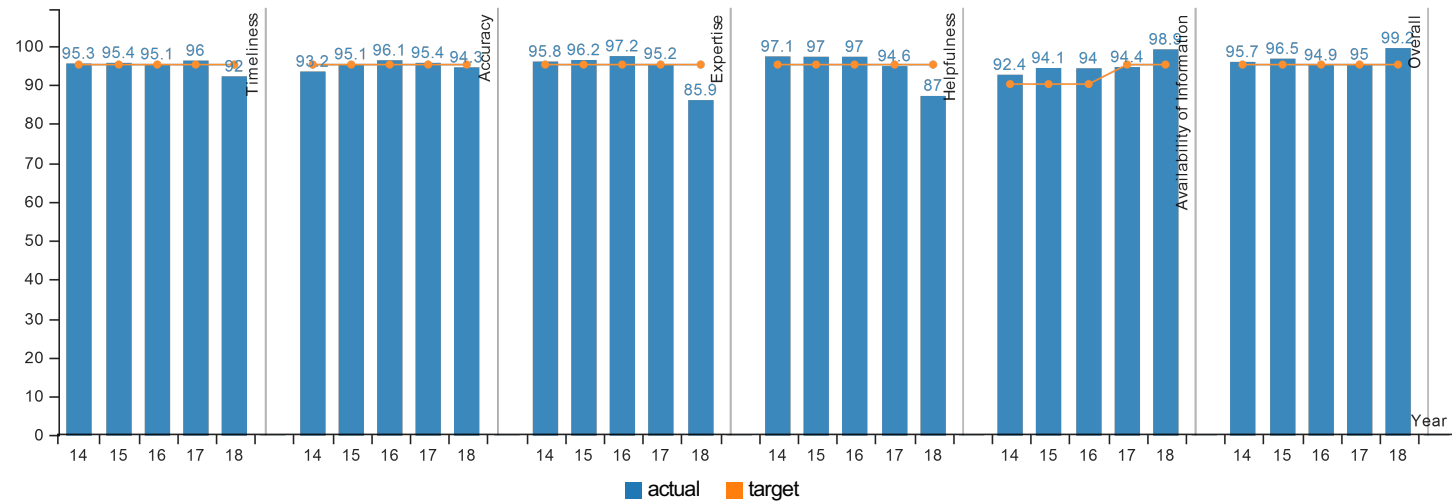
**How Are We Doing**

The agency's performance nearly hit its target for FY 2018 (7/1/17-6/30/18), increasing slightly from last year. The agency consistently enjoys a high level of satisfaction with customers, and staff members work hard to keep it that way.

**Factors Affecting Results**

The licensing and education staff members continuously strive to help contractors understand the numerous and varying requirements related to obtaining and maintaining their licenses. The agency continues to work on improving its website, streamlining forms and processes, and providing ongoing staff training and outreach about contractor requirements, continuing education, and law and rule changes.

KPM #9 Customer Service - Percent of customers rating the agency's customer service as "good" or "excellent". Ratings cover timeliness, accuracy, helpfulness, expertise, availability of information and overall performance.  
 Data Collection Period: Jul 01 - Jun 30



Report Year	2014	2015	2016	2017	2018
<b>Timeliness</b>					
Actual	95.30%	95.40%	95.10%	96%	92%
Target	95%	95%	95%	95%	95%
<b>Accuracy</b>					
Actual	93.20%	95.10%	96.10%	95.40%	94.30%
Target	95%	95%	95%	95%	95%
<b>Expertise</b>					
Actual	95.80%	96.20%	97.20%	95.20%	85.90%
Target	95%	95%	95%	95%	95%
<b>Helpfulness</b>					
Actual	97.10%	97%	97%	94.60%	87%
Target	95%	95%	95%	95%	95%
<b>Availability of Information</b>					
Actual	92.40%	94.10%	94%	94.40%	98.90%
Target	90%	90%	90%	95%	95%
<b>Overall</b>					
Actual	95.70%	96.50%	94.90%	95%	99.20%
Target	95%	95%	95%	95%	95%

How Are We Doing

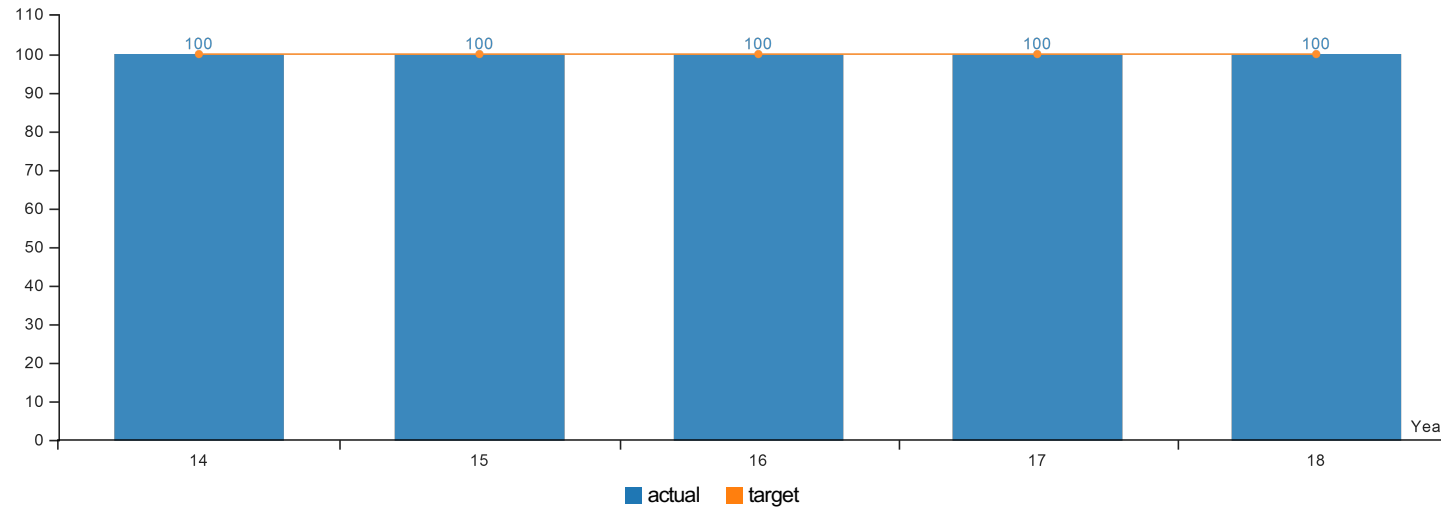
The agency's performance in FY 2018 (7/1/17-6/30/18) met the target in categories #5 and #6, and fell slightly below the target in categories #1-4. While these statistics are from a lower percentage of surveys returned than in the past, CCB staff works hard to maintain a high level of customer satisfaction while incorporating frequent changes in licensing and continuing education requirements, and looking for ways to improve customer satisfaction levels.

**Factors Affecting Results**

CCB continues to work on finding ways to improve communications with our customers, and to simplify processes to make them more user friendly.

KPM #10	Best Practices - Percent of best practices met by the Board.
	Data Collection Period: Jul 01 - Jun 30

\* Upward Trend = positive result



Report Year	2014	2015	2016	2017	2018
<b>Percent of Yes Responses</b>					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

#### How Are We Doing

The agency met its target for FY 2018 (7/1/17-6/30/18).

#### Factors Affecting Results

The partnership between the agency's Administrator and the Board helps the agency achieve 100 percent compliance. Other factors include training of Board members on their roles and responsibilities; including looking for opportunities to improve performance and increase transparency.