

Construction Contractors Board



Senate Labor & Business
Senate Bill 228 – Public Hearing
January 26, 2023



What We Do: The 3 C's



CONSUMERS

- CCB **protects** Oregon consumers by enforcing licensing standards, resolving disputes and delivering education and resources to help consumers protect their most valuable investment.

CONTRACTORS

- CCB **supports** responsible licensed contractors by ensuring consistent enforcement, effective education and streamlining the path to compliance with regulatory standards.

CONTINUOUS IMPROVEMENT

- CCB is working to develop a structure and culture that **optimizes** services while preserving scarce resources in order to ensure excellent services and to support needed long-term investments.



How We Do It



Sustainable Financial Management

- 100% Other Funds – Fees heavily dependent on economic activity
- Live within our means – monitor and adjust to available revenue

Accountable Service Delivery

- Deliver customer-focused services that responds to client needs
- Focus *scarce* resources on client service delivery



CCB Structure



- **Nine-member board** includes residential and commercial contractors, two public members and a local government representative.
- **59 permanent staff** providing statewide license, enforcement, education and dispute resolution services.
- Supports more than **42,000 licensed contractors**.
- Protects **ALL Oregon consumers** of construction services.



Program Overview



Protect Oregon Consumers & Support Licensed Contractors

- **Licensing:** Approximately 42,000 licensed businesses
- **Enforcement:** Statewide enforcement – 8,000 Site Checks
- **Dispute Resolution:** 1,000 mediations – 70% resolved
- **Education:** 1,700 hours of live training



Protect and Support



- **Verification**
 - A contractor's license status *and history* can be checked on CCB's website.
- **Protection**
 - Contractors carry liability insurance and workers compensation (if applicable).
- **Recovery**
 - All contractors file a surety bond with CCB that can be a source of recovery for unpaid debt.
- **Resolution**
 - CCB can assist in mediating disputes between consumers and licensed contractors.
- **Education**
 - CCB provides a variety of resources to aid consumers in avoiding scams and ensuring a successful construction project.



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The 3 C's: "Sharpening the Blade"

Consumers – Enhanced Protections

- Clarifies that a breached settlement agreement can form the basis for regulatory action against contractor
- Provides board rulemaking authority to clarify standards for receipt of complaints to avoid denial for technicalities

Contractors – Stronger Enforcement Tools

- Provides additional grounds for taking action against a license and provides additional tools such as conditioning a license
- Strengthens standards relating to denying a license to individuals and businesses with past regulatory violations

Continuous Improvement – Support for modernization effort

- Provides rule authority for agency to make changes to streamline procedural requirements in support of agency modernization efforts



Questions?

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CCB Website

<https://www.oregon.gov/ccb/pages/index.aspx>