

CONSTRUCTION CONTRACTORS BOARD

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



To: Joint Ways and Means Subcommittee on General Government
Senator Chris Gorsek and Representative Greg Smith, Co-Chairs
From: Chris Huntington, Administrator, Construction Contractors Board
Date: February 2025
Subject: CCB 2025-2027 Budget: Written Reference Materials

Budget Document Link: <https://www.oregon.gov/ccb/Pages/CCB-Board.aspx>

Mission: To protect and serve Oregon consumers, support responsible licensed contractors and promote a positive business climate in the construction industry.

Objectives: CCB administers licensing, enforcement, dispute resolution and education programs in a manner that:

- **Protects** Oregon consumers of construction services
- **Promotes** a fair and competitive business climate
- **Delivers** valuable programs and services to consumers and contractors
- **Provides** timely and efficient customer service.

Recent Changes/Management Flexibility Challenges: Position and limitation flexibility has been essential to restoring fiscal sustainability over the last several biennia. The agency has been allowed to maintain its staffing and balance the needs of workload while also building reserves to support critical investments.

Holding vacancies in order to restore reserves and then adding capacity as workload increased and revenue allowed has been essential. In 2020 the agency was running an approximate 10% vacancy rate, a significant rate for a small agency with increasing workload. That has slowly evolved and the agency has filled positions as work continues to increase and as our reserves have grown to support our needed IT investment, which is summarized in agency POP 101.

Long-term Vacancies.

The agency has two long-term vacancies that warrant discussion. As described above, the agency has prioritized building a significant reserve in support of POP 101. However, both of the long-term vacancies are targeted to be filled during the upcoming biennium in order to ensure the agency has sufficient staff support and capacity to complete the project in a timely manner. Also, it is generally counter-productive to remove hiring flexibility from other fund agencies by eliminating positions. It does not result in tangible savings. Other fund agencies already hire based on revenue, not spending authority. Also, eliminating positions reduces the flexibility of the agency to deploy the resources and “ramp up” as needed and as workload demands.

Limitation Sufficiency in Personal Services

Agency POP 105 does include several personal services cost adjustments. These adjustments do not reflect anticipated new spending. Rather the adjustments reflect past and anticipated spending in categories that have

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never been included in the agency budget request. These changes are consistent with ensuring that the agency has sufficient limitation flexibility, given the potential for unanticipated costs in POP 101 – license system replacement. The limitation adjustments in POP 105 include overtime, temporary workers and differentials. The package also includes limitation in the category of *other personal services limitation* to support hiring flexibility for positions that have been challenging to fill at budgeted level of Step 3. Again, these are not new or added spending but are consistent with past costs and hiring.

Information Technology and Capital Construction

POP 101 – License System Replacement (See budget submission detail)

The agency has been deliberately and methodically working toward replacement of the agency's 30-year-old license database with a modern commercial product.

The agency has received its Stage Gate 2 endorsement from DAS and expects to issue a request for proposals later this spring. The initial \$1.5 million dollar request includes approximately \$1.34 million in service and supplies based on high-level estimates from several potential vendors and approximately \$156,000 going toward a limited duration project manager to support the project. Because the initial request is based on estimates, there is the possibility that we may need to return if project costs exceed the initial estimate.

Move IT Hosting to SDC

The agency is in the process of moving its IT infrastructure to the State Data Center. This move is a positive move as it outsources an area of limited expertise for the agency and allows the agency to focus its limited IT resources to forward facing business operations.

Fee History

CCB is a fee-for-service agency. Nearly 90% of agency revenue comes from fees paid by contractors. The adjustments to fees over the agency's recent history tell a significant story about the agency's fiscal health.

The issue with the most significant impact was the decision to reduce ending balance through a temporary reduction of the agency's license fee from \$325 to \$250. Reduction in revenue as a result of the action was:

- 2017-2019 Fee Reduction: Actual revenue reduction: \$3.3M
- 2019-2021 Fee Reduction: Actual revenue reduction: \$3.4M

That decision to continue the reduction for an additional biennium was heavily influenced by the agency's error in projecting the impact of the initial reduction

- 2019-2021 Discovery of Error: Discrepancy between projected and actual reserves -\$1M

That error when coupled with the reduction in revenue pushed reserves below levels needed to make critical IT investments. The agency deferred the project and engaged in savings efforts until reserves were sufficient to support moving forward with the project.

At the same time this was occurring costs were beginning to increase. From the beginning of 2023-2025 the agency began speaking with the board about the need to adjust fees upward for the first time since 2010. POP 102 details the fee increase adopted by the board during 2024. The board adjusted the fee upward to \$400, a \$75 increase to the fee. The fee increase is projected to be sufficient to support existing staffing levels and preserve agency reserves to go toward the critical license system replacement.

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Fee Increase Summary

- Phase I: \$75 increase on existing licenses **renewed** on or after July 1, 2024:
 - Board Approval: March 27, 2024
 - DAS Approval: April 2, 2024
 - SOS Filing: April 9, 2024
 - Effective Date: July 1, 2024
 - Leg. Action: Ratification pending – Senate Bill 5510 (2025)
 - 2023-25 Revenue: \$1.4 million
 - 2025-27 Revenue: \$2.8 million
- Phase II: \$75 increase on **new applications** received on or after July 1, 2025
 - Board Approval: March 27, 2024
 - DAS Approval: N/A
 - SOS Filing: April 9, 2024
 - Effective Date: July 1, 2025
 - Leg. Action: Approval pending Senate Bill 5509 (POP 102).
 - 2025-27 Revenue: \$705,750

CCB Program Metrics

Licensing Program

- Issue and renew licenses to 49,000 licensees, representing approximately 44,000 construction businesses (licensees include one business that holds both a residential and commercial endorsement).
- Primary customer service group for agency – “production environment”
 - 400-500 calls daily
 - Processes thousands of applications, renewals, insurance certificates etc.
- Customers can also use online services through CCB web site

Field Investigations and Compliance

- Statewide investigation and enforcement – over **8,000** annual worksite visits
- Identify, investigate and stop unlicensed work – respond to reports of violations and make random visits
- Investigators are stationed in each region of the state
- Process cases and attempt to gain compliance or assess penalties as appropriate

Dispute Resolution Services

- Mediate **1,000 annual** disputes between homeowners and licensed contractors
- Provides impartial mediation assistance to resolve disputes outside of court – phone and in-person

Consumer Outreach and Contractor Education

- Educates consumers about legal protections through publications, media and events.

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- Delivers contractor education on legal requirements, law changes and resources.
- Improve public awareness of CCB programs and services.

Reduction Options

Reduction options were not requested by LFO but the agency routinely provides a 10% reduction option as part of the budget process. The reduction options identify a total of 6.66 FTE for a total of \$2.065 million.

Agency Key Performance Measures

CCB maintains 9 Key Performance Measures. **5** Measures in the Green category (w/in at least 5% of target)

- **2** Measures in the Yellow category (less than 15% off target)
- **2** Measures in the Red category (more than 15% off target)* *See note regarding KPM 3*
- **KPM #7 and KPM #8: Customer Service:** The agency has established a very high bar of 95%. The prior couple of cycles show some declines on the KPM report. **However**, the data has markedly improved since submission of the report. The attached data dashboard shows the quarterly data through Q2 2025. Since an abnormally low Q1 2024 data (that lowered the annual average), the agency has consistently performed between 84%-89% good or excellent service.
- **KPM #2 Recidivism:** KPM #2 shows a significant increase in contractors receiving a second violation within three years of a first violation. The agency undertook some major changes to field assignments over the last couple years and has significantly increased the utilization of data to support our work. New tools that allow dispatch and management to better assign daily activities all likely have some affect on the change in this activity. In some ways, while the measure shows as red, it is also an indication of the effort working. If the trend continues the agency may consider adjusting the target.
- **KPM #4 Days to close investigations:** The agency has traditionally taken great pride in the speed and rapidity with which we process our cases. It is not an agency that extends the process out significantly. Either through education, settlement or other means the cases are generally resolved quickly and the 40-day threshold reflects that. Other factors affecting the timeline are the 21-day due process period for the respondent and any case that goes to hearing (few do) can affect the timeline in a way that is outside the agency's control. While this target has shown a consistent trend up in recent years, the agency believed that the target is appropriate and that through training and additional support we will be able to bring it back in line. The agency may consider an adjustment that removes hearing cases from the measure as they are out of the agency's control and not really what the measure is seeking to measure.

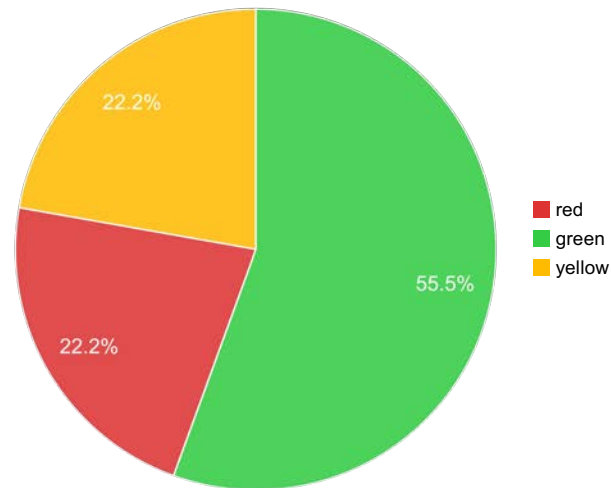
Construction Contractors Board

Annual Performance Progress Report

Reporting Year 2024

Published: 1/27/2025 8:43:49 AM

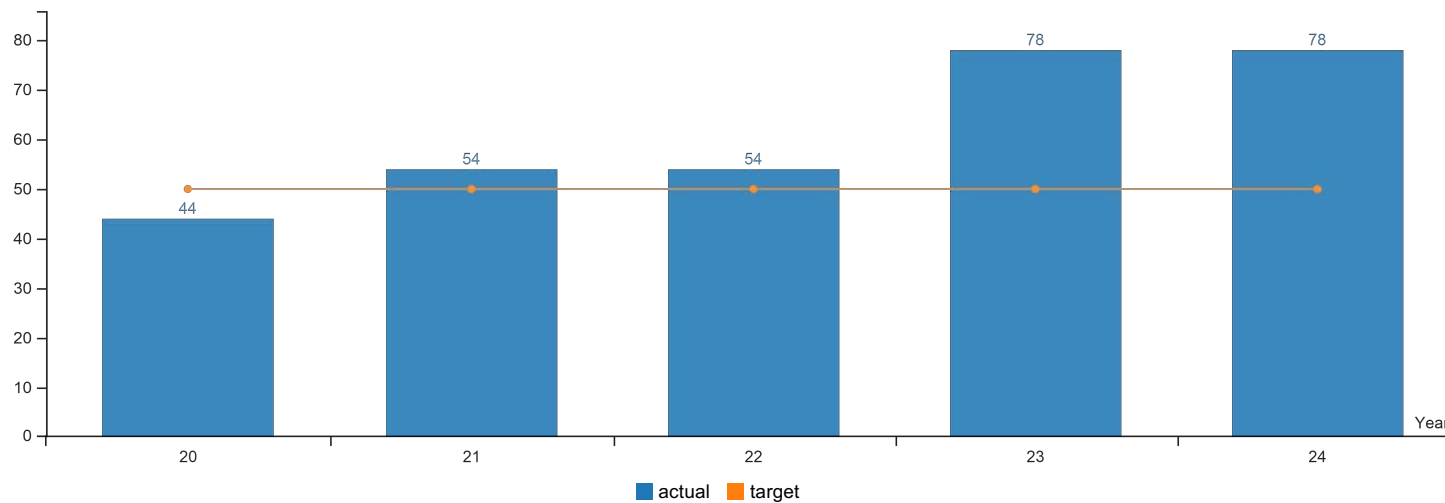
KPM #	Approved Key Performance Measures (KPMs)
1	Homeowner Awareness - Percent of homeowners who are aware of their rights and responsibilities and the services of CCB.
2	Unlicensed Recidivism Rate - Percent of offenders who perform work without a CCB license within three years of first offense.
3	Contractors Who Fail to Pay Damages - Percent of licensed contractors operating in Oregon that fail to pay in full final dispute resolution complaints for damages.
4	Enforcement Investigations - Average days to close an enforcement investigation.
5	Dispute Resolution Final Orders - Average days to issue a dispute resolution (claims) final order.
6	Fair and Impartial Dispute Resolution Process - Percent of parties to claims who perceive claims process to be fair and impartial.
7	License and Renewal Processing - Percent of contractors satisfied with the agency's processing of license and renewal information.
8	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.
9	Best Practices - Percent of best practices met by the Board.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	55.56%	22.22%	22.22%

KPM #1	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	2020	2021	2022	2023	2024
Percent of Homeowners Aware of Rights					
Actual	44%	54%	54%	78%	78%
Target	50%	50%	50%	50%	50%

How Are We Doing

Approximately 78 percent of Oregon homeowners are aware of the CCB. This finding is based on a scientific survey of 800 Oregon homeowners conducted in May of 2023. This is a 24-point increase over the prior survey.

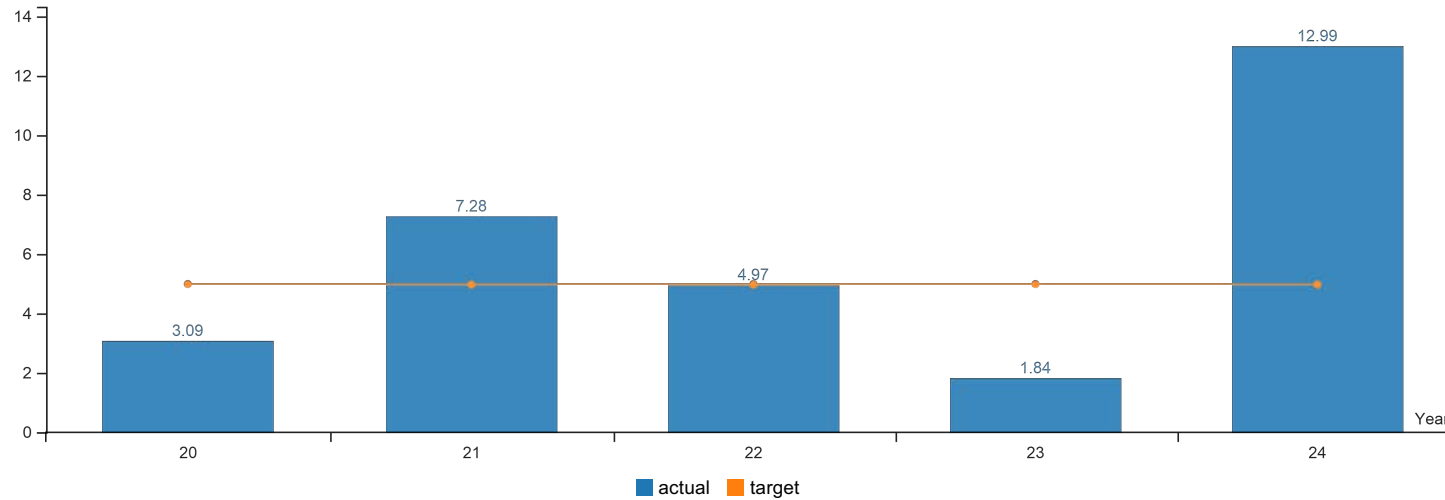
*New survey results will be available in 2025.

Factors Affecting Results

Outreach efforts over the last three years have taken the form of webinars, press releases, mass emails, joint publications with other agencies, PSAs, radio and television interviews. These efforts have been very successful, as the data shows. The agency also has been actively seeking new avenues to reach homeowners through agency partners that include other state and local government agencies, stakeholders and contractors themselves. In previous years, the agency's primary outreach focus included home shows and in-person outreach. The agency now attends some home shows in the fall and spring; however, data shows that home show attendance is on the decline. CCB will continue to perform the majority of its outreach activities through virtual platforms, partnerships with stakeholders and media.

KPM #2	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	2020	2021	2022	2023	2024
Enforcement: Unlicensed Recidivism Rate					
Actual	3.09%	7.28%	4.97%	1.84%	12.99%
Target	5%	5%	5%	5%	5%

How Are We Doing

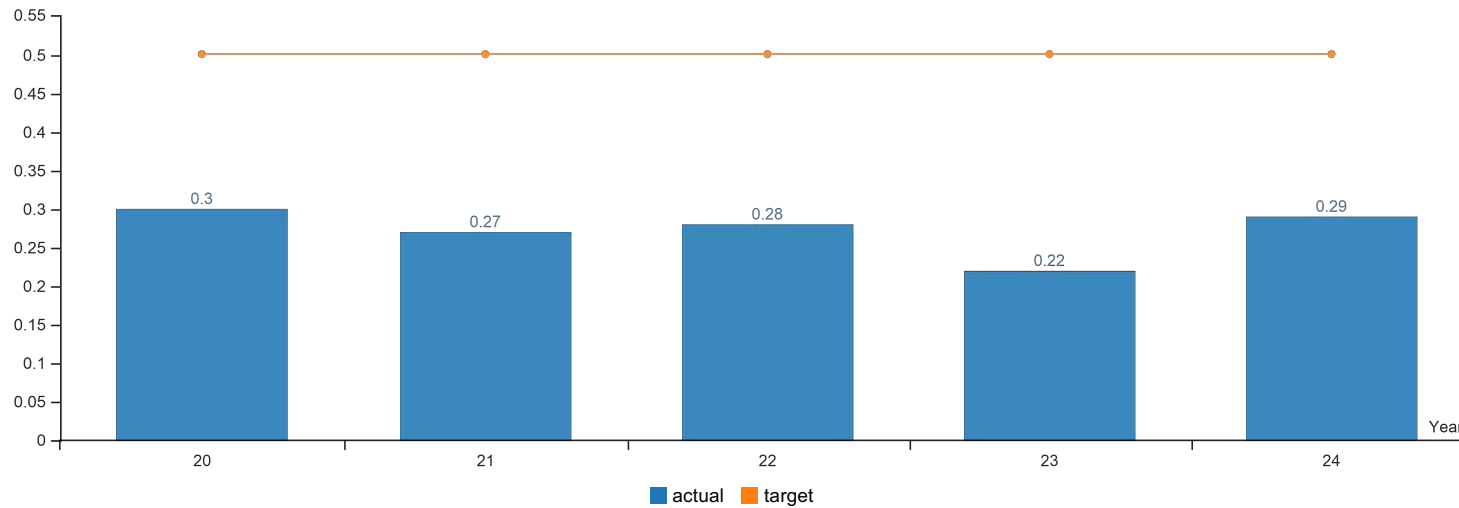
The agency didn't meet the revised target of 5% (15% previously) on this KPM for FY 2023 (7/1/23-6/30/24).

Factors Affecting Results

During the 2024 fiscal year, the number of repeat offenders reported increased above the target level. Several factors may have resulted in this increase. First, the agency has shifted the methodology for providing coverage in the most populated areas. This shift has increased checks in densely populated areas and may have increased success in identifying individuals continuing to operate outside adopted standards. Also, some common violations such as workers compensation and exempt contractor violations can see an uptick if economic times are difficult. Moving forward the agency plans to use a combination of education, increased penalties and utilization of new tools such as license conditioning to bring the measure back into target.

KPM #3	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	2020	2021	2022	2023	2024
Percent of Contractors Who Fail to Pay Final Orders					
Actual	0.30%	0.27%	0.28%	0.22%	0.29%
Target	0.50%	0.50%	0.50%	0.50%	0.50%

How Are We Doing

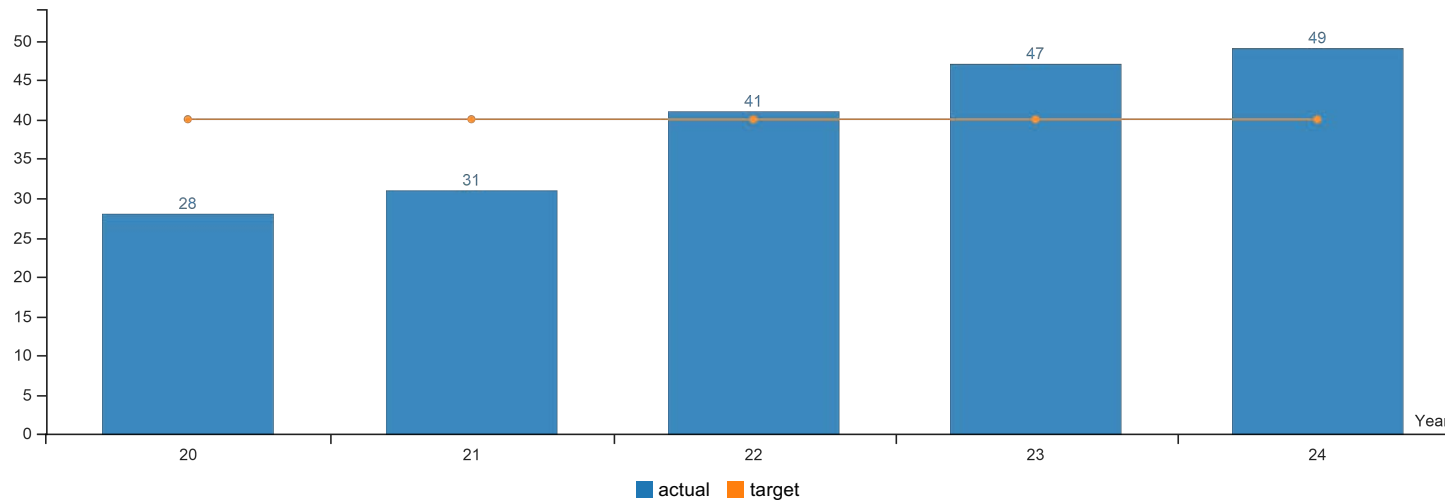
The agency was well under the target maximum for FY 2024 (7/1/23-6/30/24), the agency achieved 29 percent.

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

* Upward Trend = negative result



Report Year	2020	2021	2022	2023	2024
Enforcement Program - Average Days to Closure					
Actual	28	31	41	47	49
Target	40	40	40	40	40

How Are We Doing

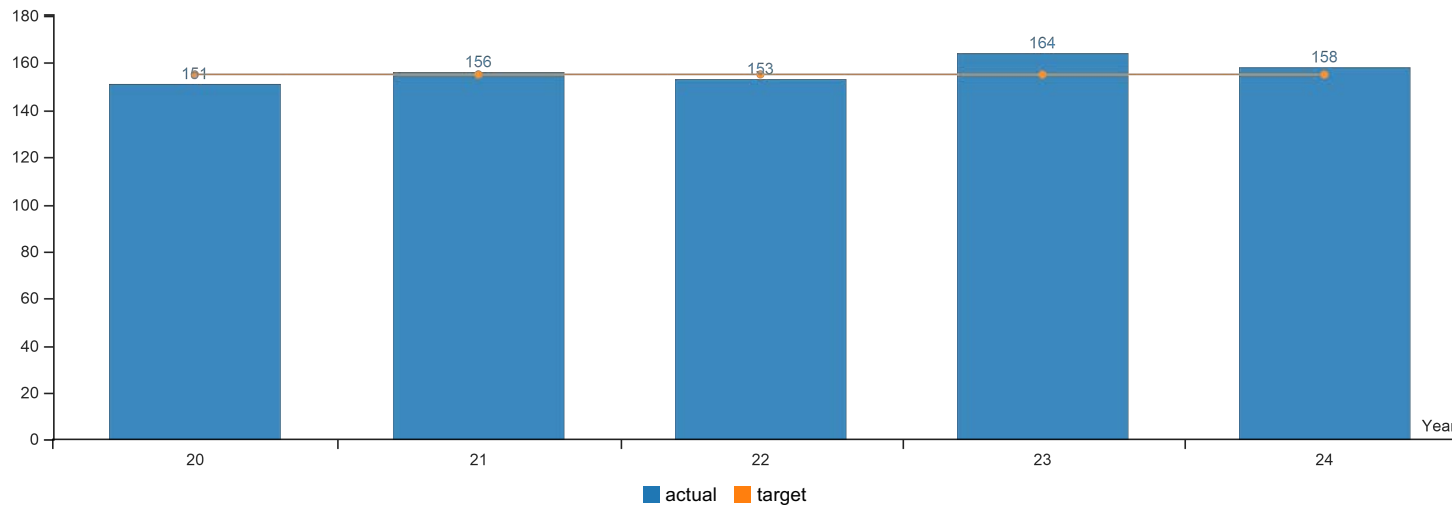
In FY 2024 (7/1/23-6/30/24) CCB has gone beyond the target expectation by 9 days.

Factors Affecting Results

The current target of 40 days can be close when allowing 21 minimum days for due process responses. This KPM is also affected by any additional time needed for the hearings process to take place which is allowed in response to license refusal and all regulatory proposed civil penalties. While the vast majority of violations are resolved or settled within target timeframe, even a handful of hearings with delayed hearing date can have outsized affect on the measure. The agency did see an increase in the number of hearing requests this reporting period. Notwithstanding the increase in hearing requests, the agency has had a positive record of having our findings upheld at hearing. No particular corrective action is deemed needed at this time. The agency will continue to monitor the rate of hearing requests to determine if corrective action or perhaps amending target may be appropriate.

KPM #5	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	2020	2021	2022	2023	2024
DRS Complaints - Average Days to Final Order					
Actual	151	156	153	164	158
Target	155	155	155	155	155

How Are We Doing

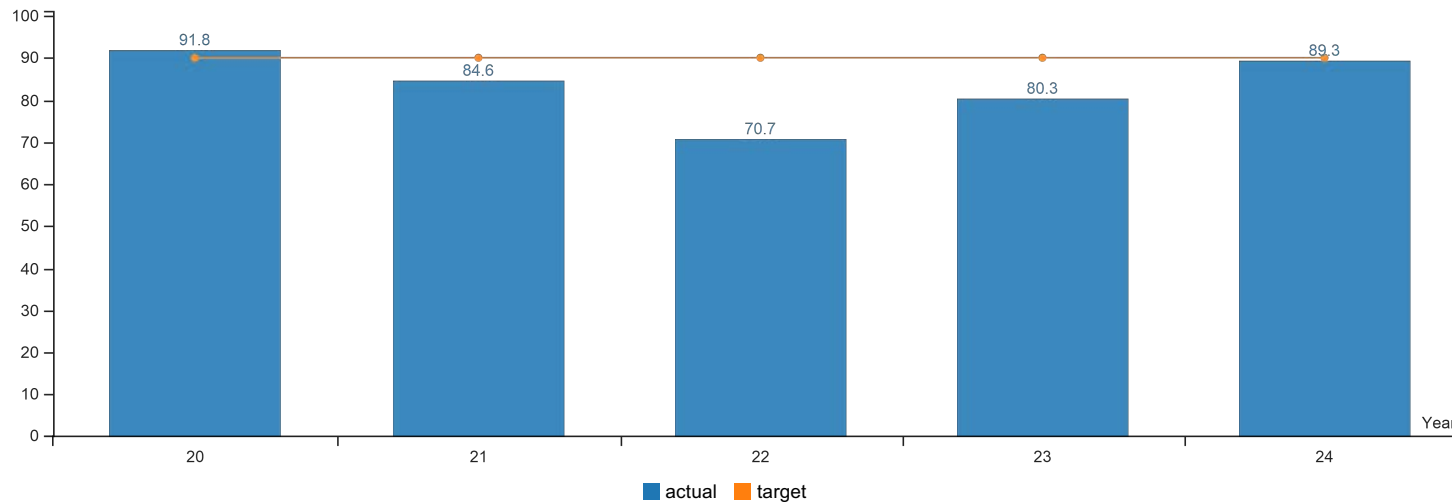
The agency has gone beyond the target expectation by 3 days for FY 2024 (7/1/23-6/30/24).

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. This is not within the scope of the agency's control; it adds to the time calculated for resolution.

KPM #6	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	2020	2021	2022	2023	2024
DRS Program Customer Satisfaction					
Actual	91.80%	84.60%	70.70%	80.30%	89.30%
Target	90%	90%	90%	90%	90%

How Are We Doing

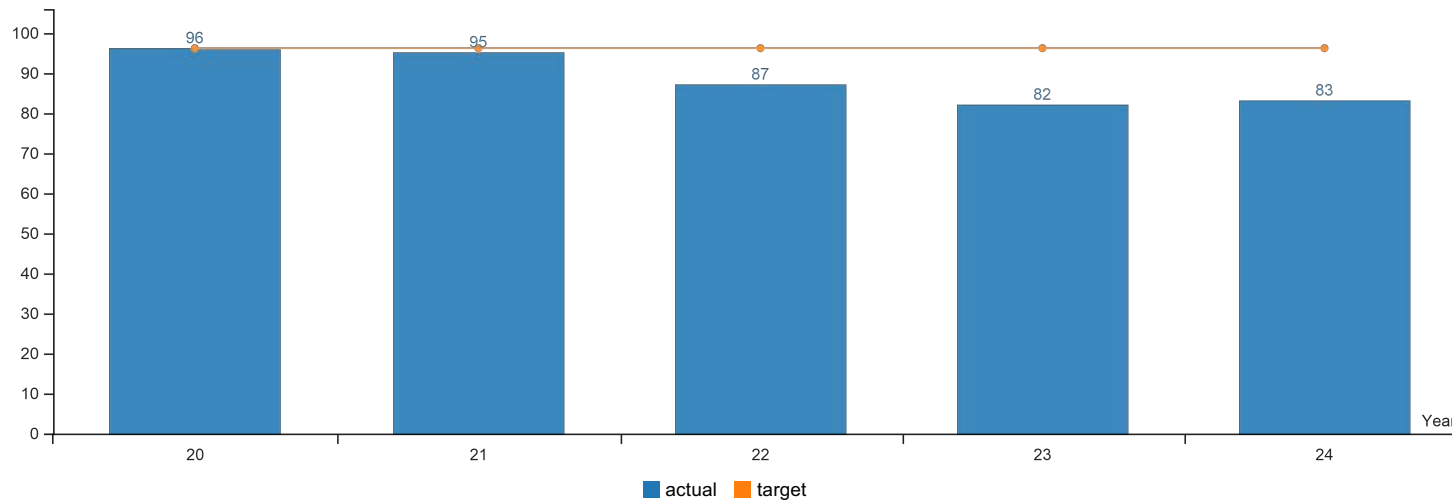
The agency missed its target for FY 2024 by 0.7 (7/1/23-6/30/24).

Factors Affecting Results

The agency continues to evaluate ways to improve the survey results. The outcome of the mediation is likely a driver for the outcome of this survey question. CCB has initiated a workgroup to discuss survey comments and customer satisfaction feedback in an effort to continue trending in the right direction.

KPM #7	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	2020	2021	2022	2023	2024
Licensing Customer Satisfaction					
Actual	96%	95%	87%	82%	83%
Target	96%	96%	96%	96%	96%

How Are We Doing

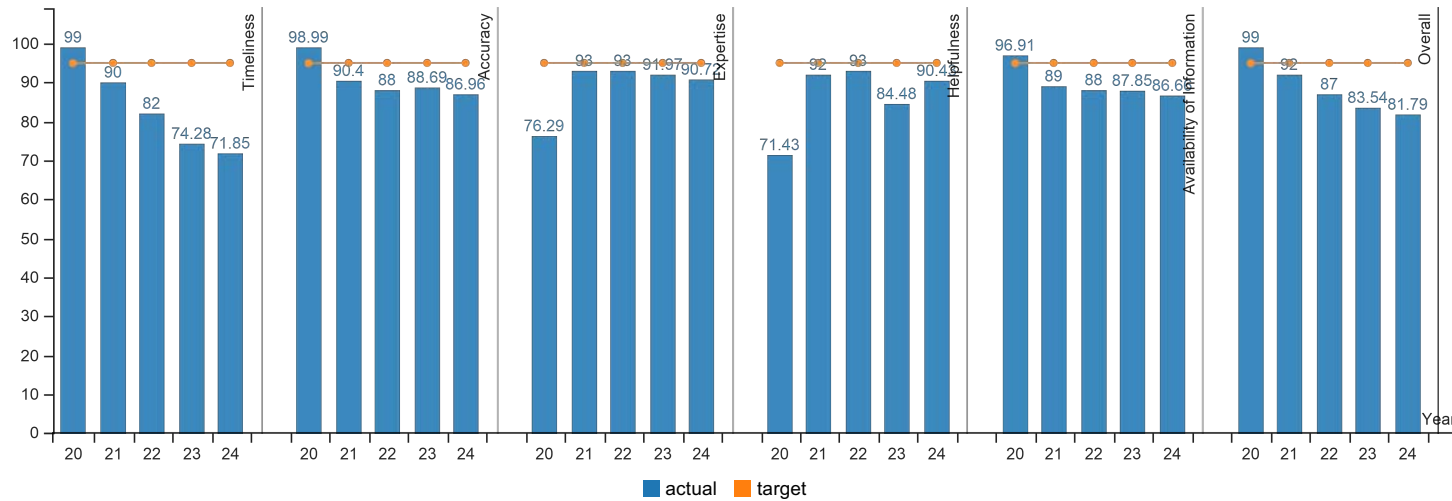
The Licensing section consistently strives for high level of customer satisfaction and has established a very high target to reflect this goal. The agency's performance in FY 2024 (7/1/23-6/30/24) fell below the target for Licensing and Renewal Processing, while still reflecting satisfaction ratings in the mid-80th percentile overall. During FY 2024 the Licensing section developed and deployed a new electronic application program that has reduced the time to issue new licenses by half. The decrease in backlog also resulted in less call volume and shorter phone wait times, both common contributors to negative satisfaction. Overall satisfaction should increase for FY2025 due to this enhancement and the opportunity to be fully staffed in the Licensing section. This enhancement has allowed the section time to broaden the knowledge and skill of existing staff to better serve the customer base. The agency continues to work toward establishing a strong online business culture.

Factors Affecting Results

Staffing issues such as retirements, training replacements and several overlapping leave periods contributed to lower-than normal Q1 satisfaction. Since then, the combination of bringing new staff up to proficiency as well as deploying new electronic tools have improved the speed of processing for new applications and resulted in lower call-volume and thus lower phone wait times. During the period agency also experienced a period of higher than normal new license applications and legislatively required and time-sensitive bond increase for all contractors in Oregon; creating an additional backlog. 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.

*The detailed response data for Q3 was unfortunately not saved correctly and became partially combined with Q4 responses. Reported Q3 data is a combination of previously reported Q3 averages, validated against prior reporting periods and other data such as narrative survey responses.

KPM #8 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	2020	2021	2022	2023	2024
Timeliness					
Actual	99%	90%	82%	74.28%	71.85%
Target	95%	95%	95%	95%	95%
Accuracy					
Actual	98.99%	90.40%	88%	88.69%	86.96%
Target	95%	95%	95%	95%	95%
Expertise					
Actual	76.29%	93%	93%	91.97%	90.72%
Target	95%	95%	95%	95%	95%
Helpfulness					
Actual	71.43%	92%	93%	84.48%	90.43%
Target	95%	95%	95%	95%	95%
Availability of Information					
Actual	96.91%	89%	88%	87.85%	86.66%
Target	95%	95%	95%	95%	95%
Overall					
Actual	99%	92%	87%	83.54%	81.79%
Target	95%	95%	95%	95%	95%

How Are We Doing

The Licensing section consistently strives for high level of customer satisfaction and has established a very high target to reflect this goal. The agency's performance in FY 2024 (7/1/23-6/30/24) fell below the target for Licensing and Renewal Processing, while still reflecting satisfaction ratings in the mid-80th percentile overall. During FY 2024 the Licensing section developed and deployed a new electronic application program that has reduced the time to issue new licenses by half. The decrease in backlog also resulted in less call volume and shorter phone wait times, both common contributors to negative satisfaction. Overall satisfaction should increase for FY2025 due to this enhancement and the opportunity to be fully staffed in the Licensing section. This enhancement has allowed the section time to broaden the knowledge and skill of existing staff to better serve the customer base. The agency continues to work toward establishing a strong online business culture.

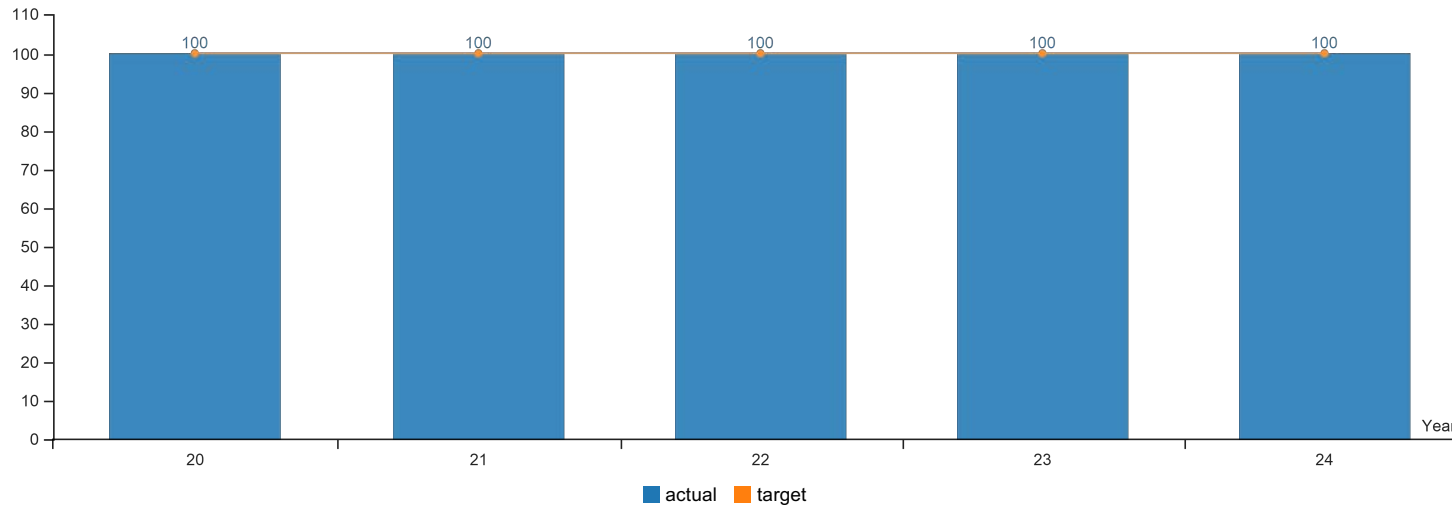
Factors Affecting Results

Staffing issues such as retirements, training replacements and several overlapping leave periods contributed to lower-than normal Q1 satisfaction. Since then, the combination of bringing new staff up to proficiency as well as deploying new electronic tools have improved the speed of processing for new applications and resulted in lower call-volume and thus lower phone wait times. During the period agency also experienced a period of higher than normal new license applications and legislatively required and time-sensitive bond increase for all contractors in Oregon; creating an additional backlog. 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.

*FY24 is missing quarter three responses. The detailed response data for Q3 was unfortunately not saved correctly and became partially combined with Q4 responses. Reported Q3 data is a combination of previously reported Q3 averages, validated against prior reporting periods and other data such as narrative survey responses.

KPM #9	Best Practices - Percent of best practices met by the Board.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Percent of Yes Responses					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

The agency met its target for FY 2024 (7/1/23-6/30/24).

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 and identifying opportunities to improve performance and increase transparency.

CCB Statistics At-A-Glance

Rate of Renewals

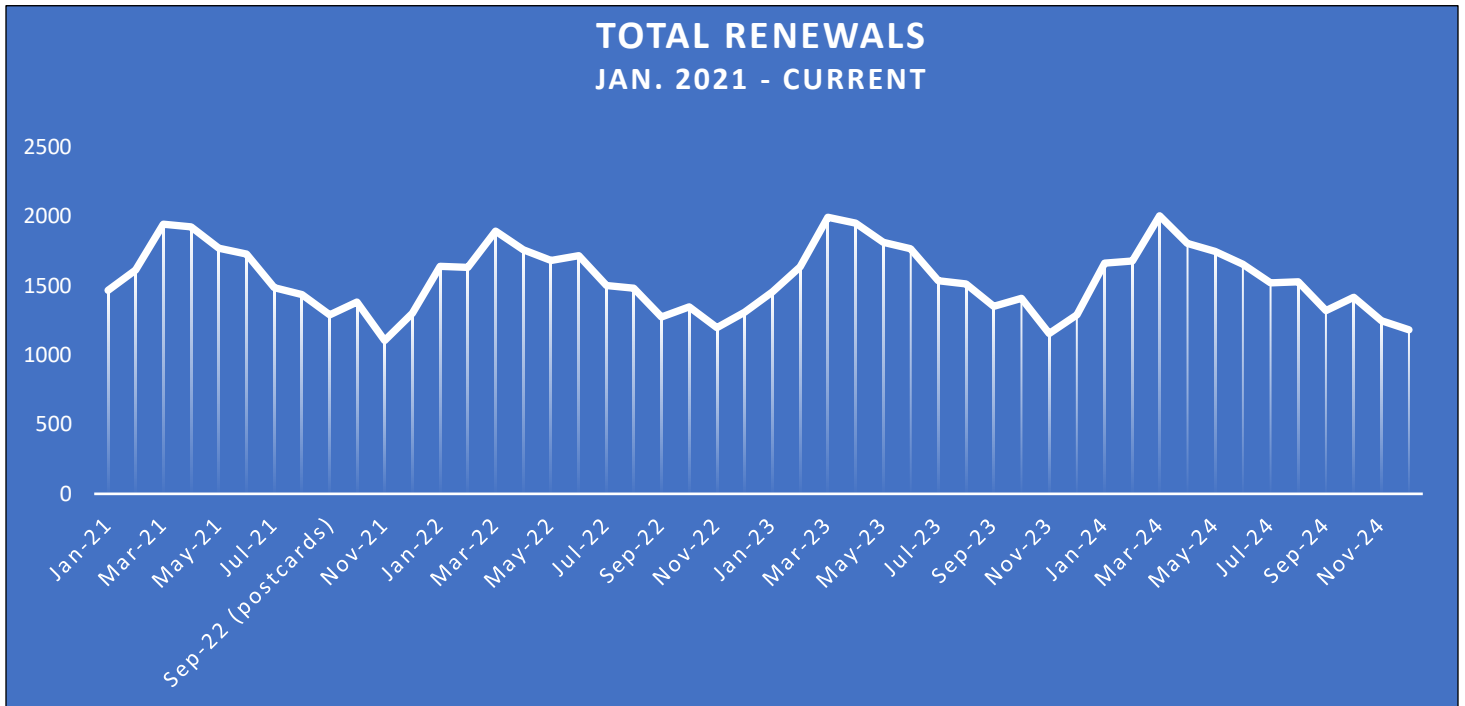
2024

Month/Yr	Expected Renewal Count	Actual Renewal Count	2024 Renewal Rate %
Jan-24	1996	1664	83.37%
Feb-24	2012	1677	83.35%
Mar-24	2387	2004	83.95%
Apr-24	2191	1805	82.38%
May-24	2166	1747	80.66%
Jun-24	2058	1654	80.37%
Jul-24	1864	1522	81.65%
Aug-24	1953	1528	78.24%
Sep-24	1677	1322	78.83%
Oct-24	1823	1415	77.62%
Nov-24	1641	1249	76.11%
Dec-24	1766	1184	67.04%
Average from 2023			80.15%

2023

Month/Yr	23 Renewal Rate
Jan-23	81.06%
Feb-23	83.28%
Mar-23	81.73%
Apr-23	80.69%
May-23	79.23%
Jun-23	79.10%
Jul-23	81.32%
Aug-23	80.50%
Sep-23	78.66%
Oct-23	78.32%
Nov-23	78.29%
Dec-23	76.44%

*Approximate 2-month lag for final renewal rate.



*Includes totals from 2021 for comparison

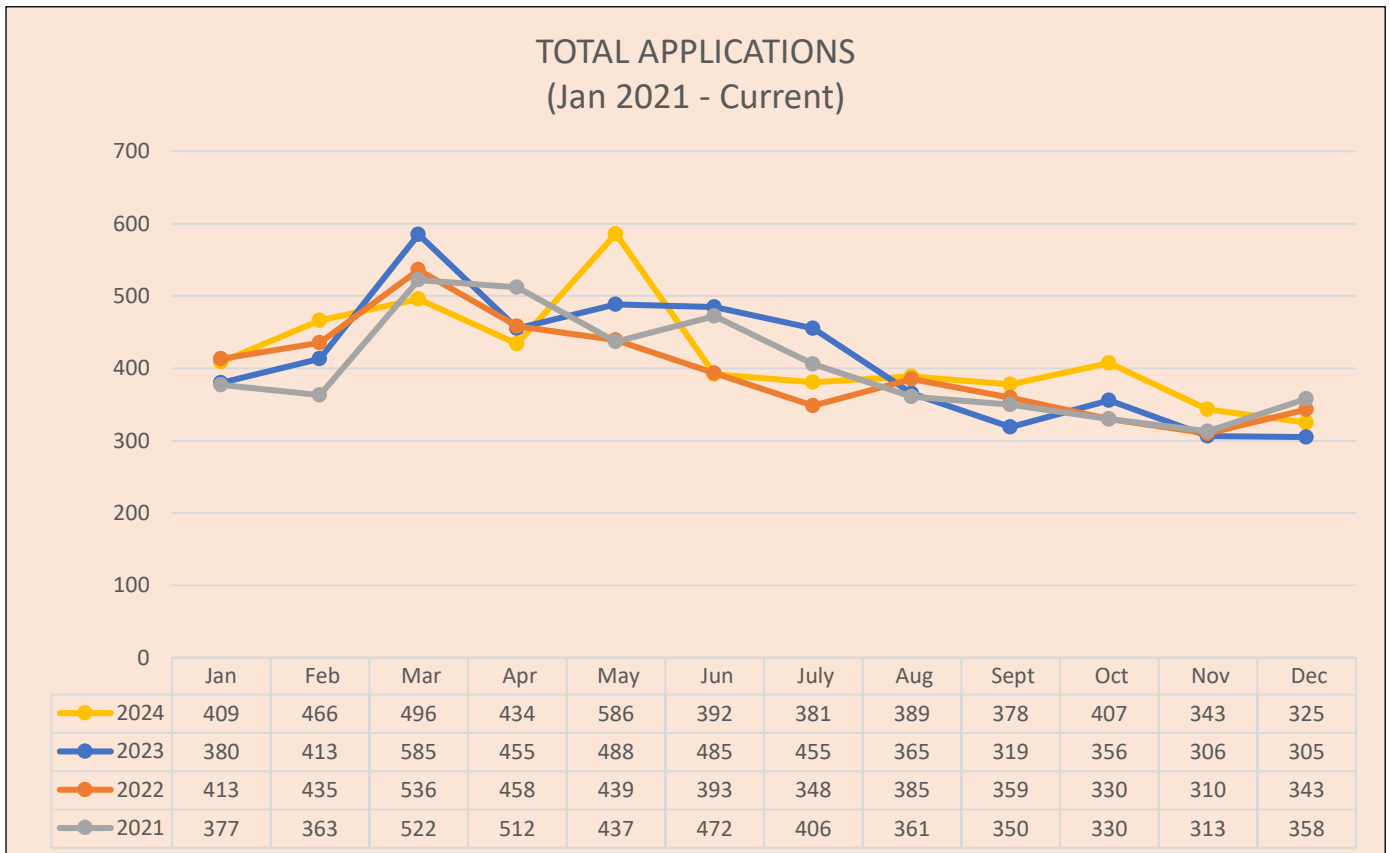
Rate of New Applications

2024

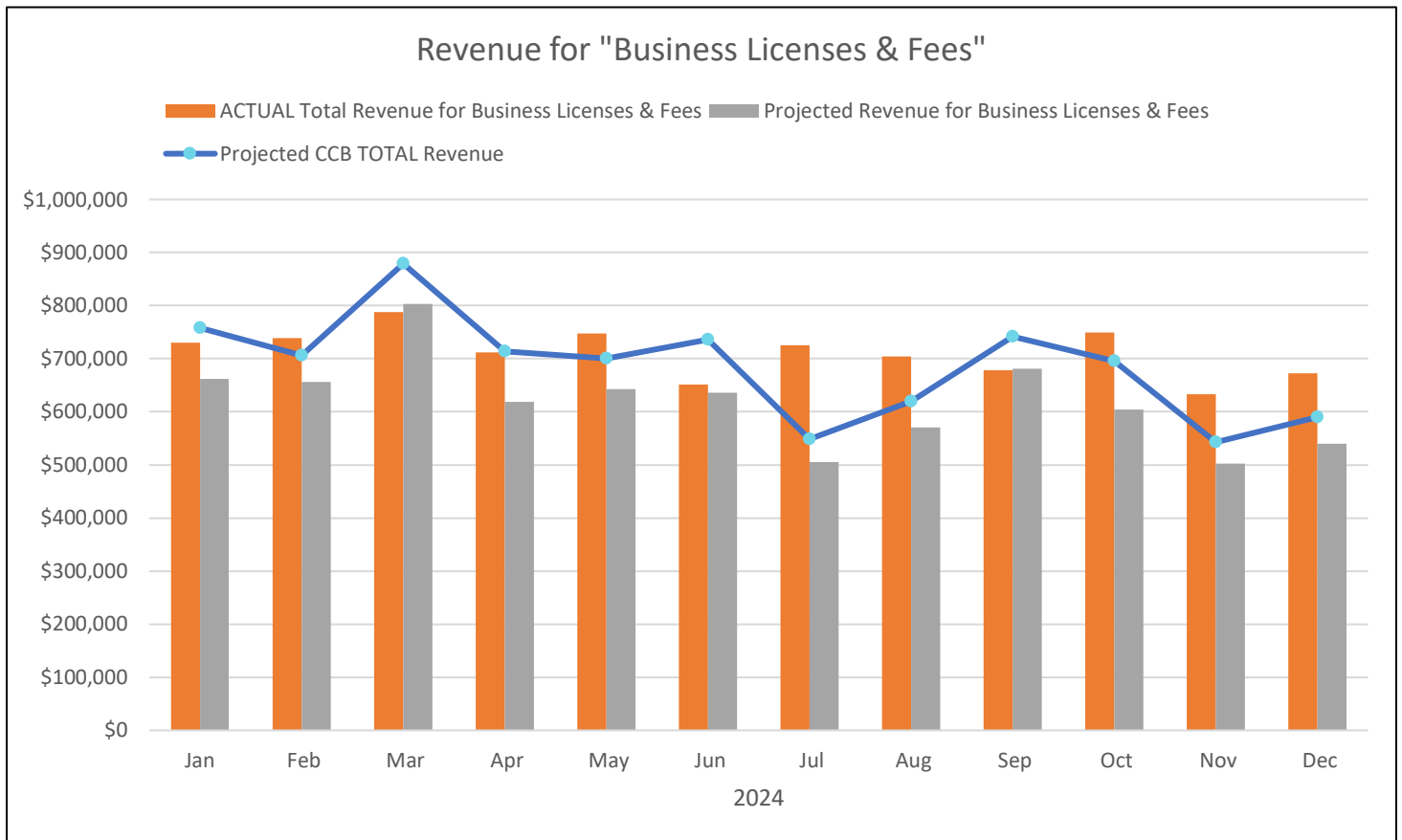
Month/Yr	New App Count
Jan-24	409
Feb-24	466
Mar-24	496
Apr-24	434
May-24	586
Jun-24	392
Jul-24	381
Aug-24	389
Sep-24	378
Oct-24	407
Nov-24	343
Dec-24	325
Total	5006

2023

Month/Yr	New App Count
Jan-23	380
Feb-23	413
Mar-23	585
Apr-23	455
May-23	488
Jun-23	485
Jul-23	455
Aug-23	365
Sep-23	319
Oct-23	356
Nov-23	306
Dec-23	305
Total	4912



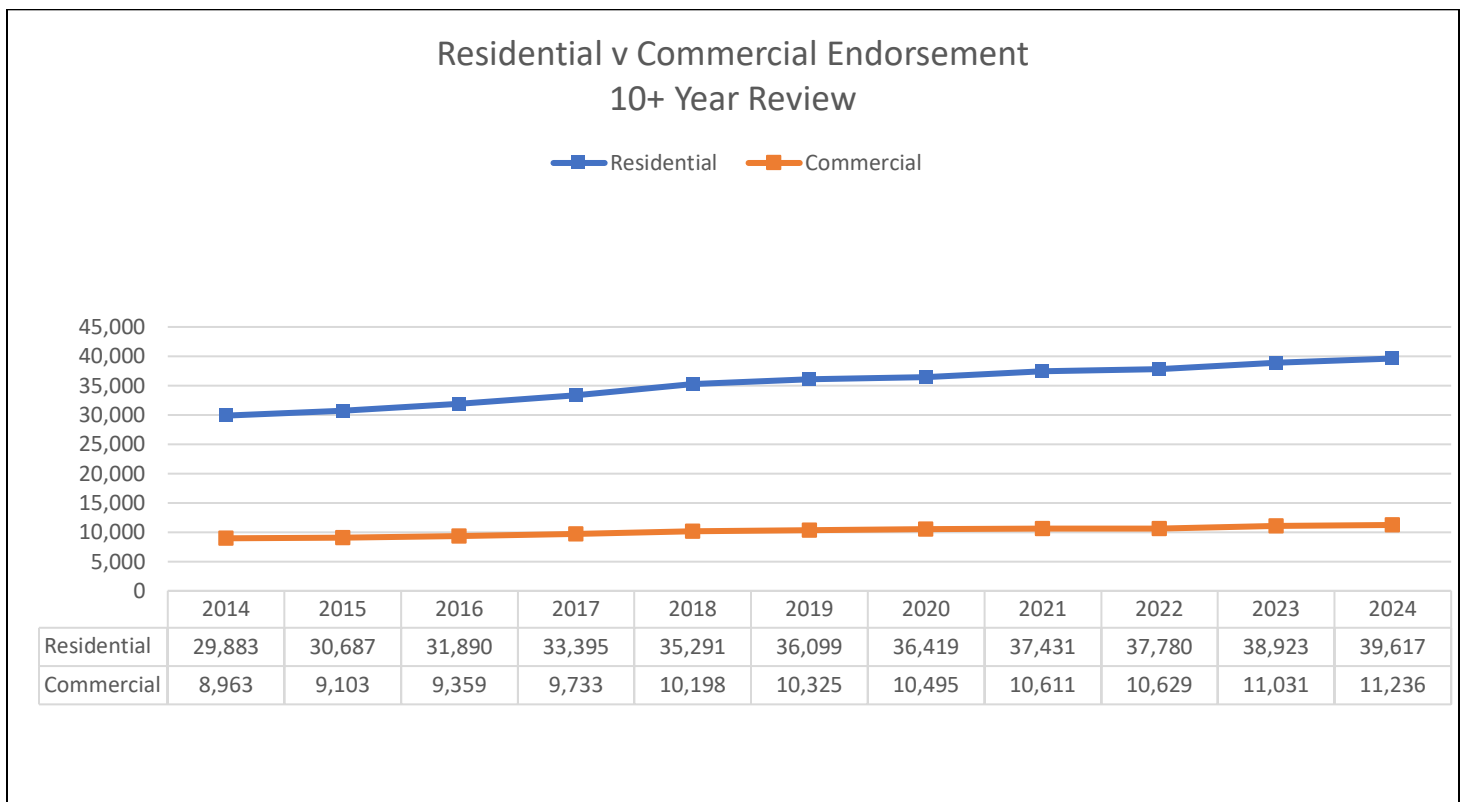
Revenue Stream of New Apps & Renewals Per Month in 2024



**These totals are pulled roughly 1.5 months behind schedule due to late renewals. Due to these factors, the totals are not definitive but are the most accurate at the time this report was created.*

Residential and Commercial Statistics, All Endorsements

	Total Residential Active + Inactive	Total Commercial Active + Inactive
2024		
Jan	38916	11019
Feb	38916	11019
Mar	38780	10950
Apr	38331	10919
May	38568	10944
Jun	38812	10969
Jul	38883	11006
Aug	39193	11066
Sept	39409	11182
Oct	39589	11221
Nov	39629	11247
Dec	39617	11236



PROGRAM WORKLOAD

Enforcement

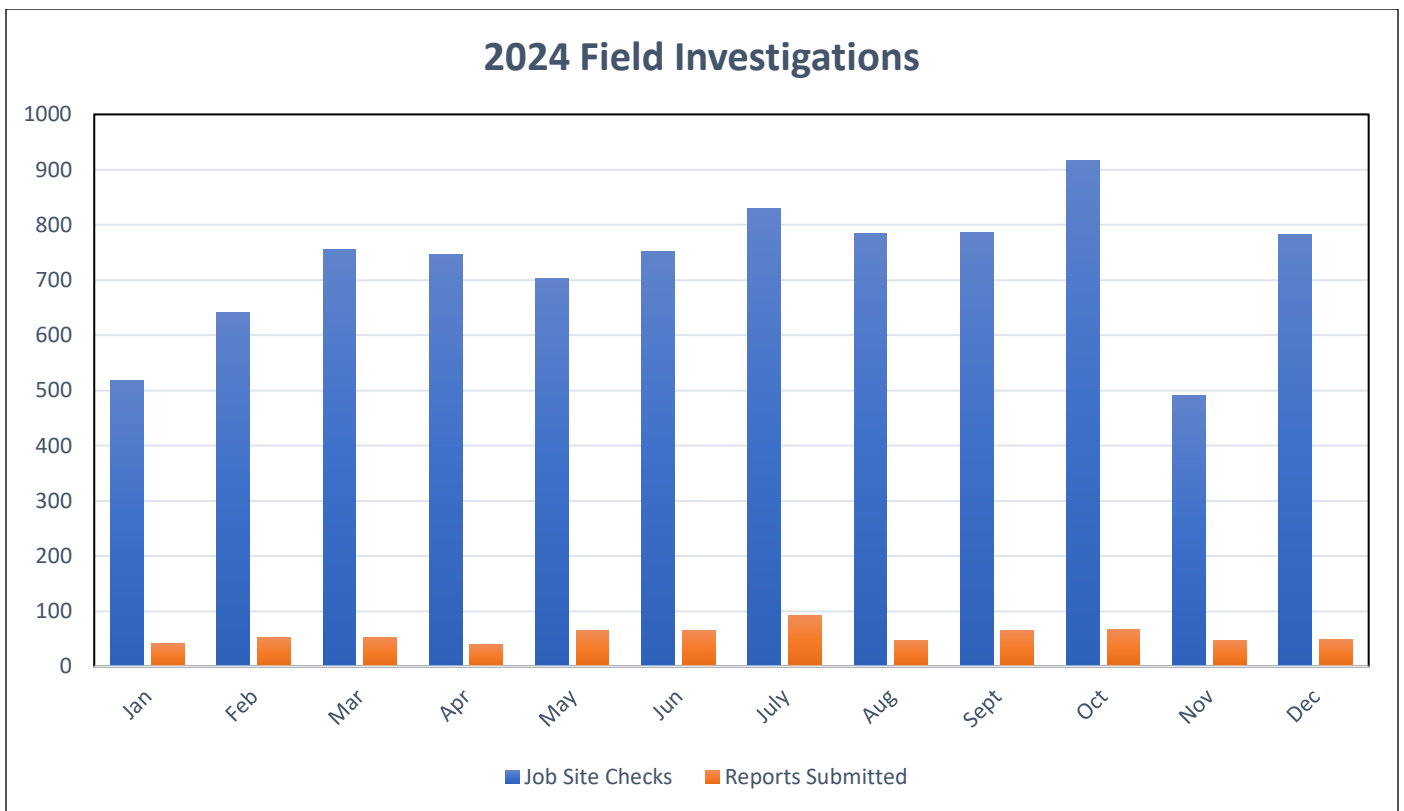
Investigation and Dispute Resolution Files Opened

Job Site Checks Performed

Month/Yr	Total
Jan-24	518
Feb-24	642
Mar-24	756
Apr-24	747
May-24	703
Jun-24	751
Jul-24	830
Aug-24	784
Sep-24	787
Oct-24	917
Nov-24	490
Dec-24	783

Field Investigation Reports Submitted

Month/Yr	Total
Jan-24	41
Feb-24	53
Mar-24	53
Apr-24	39
May-24	65
Jun-24	65
Jul-24	92
Aug-24	47
Sep-24	66
Oct-24	67
Nov-24	47
Dec-24	49



*There is no set target for field investigations. This area of work is highly driven by the market conditions. Monthly/Yearly stats are used to track this sections productivity and ensure adequate coverage in higher volume areas.

Average Days to Close Compliance and Dispute Resolution Files

Compliance (Target Days to Close is 40)

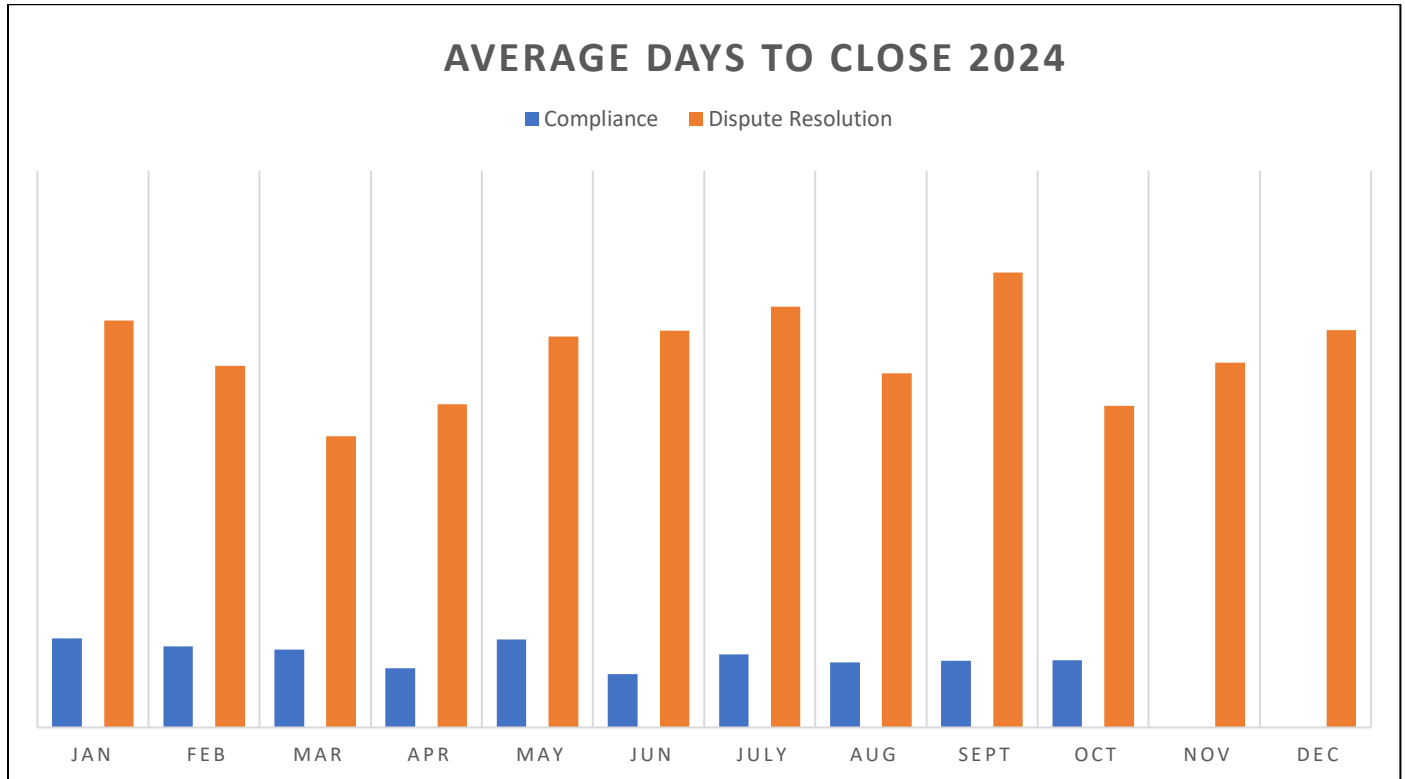
2023 Average	29.76416667
Jan-24	40.1
Feb-24	36.49
Mar-24	35.05
Apr-24	26.49
May-24	39.51
Jun-24	24
Jul-24	32.89
Aug-24	29.32
Sep-24	29.91
Oct-24	30.14
Nov-24	
Dec-24	
2024 Average	26.99166667

*Approximately 2 month lag for final closure dates.

Dispute Resolution (Target Days to Close is 155)

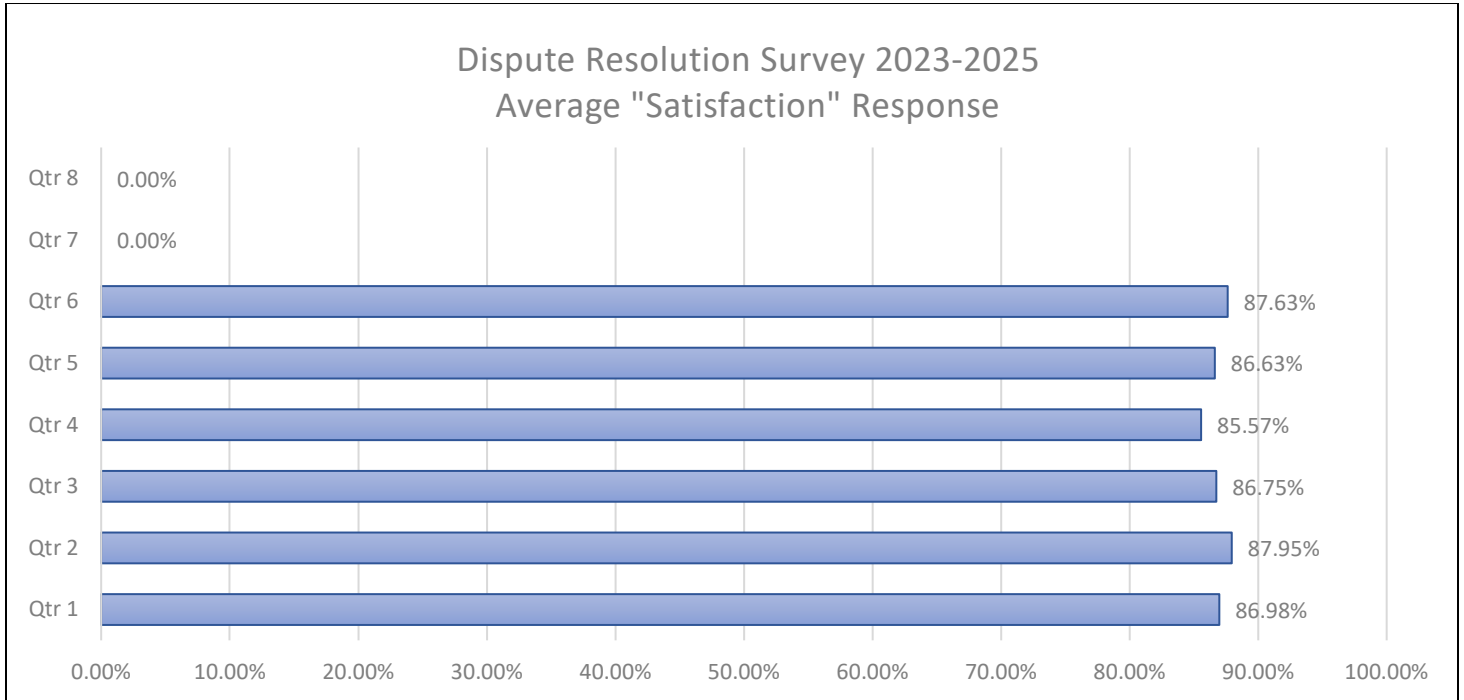
2023 Average	155.065
Jan-24	182.67
Feb-24	162.41
Mar-24	130.67
Apr-24	145.1
May-24	175.43
Jun-24	178.28
Jul-24	188.87
Aug-24	158.93
Sep-24	204.38
Oct-24	144.44
Nov-24	163.86
Dec-24	178.31
2024 Average	167.7791667

*Approximately 2 month lag for final closure dates.



KPM #4: In FY 2024 (7/1/23-6/30/24) CCB has gone beyond the target expectation by 9 days.

KPM #5: The agency has gone beyond the target expectation by 3 days for FY 2024 (7/1/23-6/30/24).



Q6 - DRS Survey Comments

Why don't you want to take the contractors workmanship when progressing the claim to see what they are doing? It would add proof and show more cause for the claim.

It should be clear from the outset that the CCB has no actual authority, and you will need to get a lawyer if you hope to get any kind of settlement.

My contractor didn't participate in the mediation process, ignoring the call and attempts of contact from CCB, so it seems that I the complainant should be refunded the \$50 filing fee. I'm still waiting for CCB to mail me the documents and/or information to move forward with small claims court. It's a long, stressful, and difficult process all around.

No suggestions. I'm very satisfied. Very professional mediator. Thank You.

Nothing it went well

Don't let customers have an easy out of paying their bills! After all that's how we pay for your jobs and services. Seems odd.

Eliminate the agency.

None

I think ours was a unique experience. The respondent, within literally seconds of the start of the meeting, wanted to admit they were wrong and correct the situation. The entire process, for us, took about 5 minutes. That included the drafting of paperwork and getting signatures. Thanks for the assist.

No response. People were friendly and competent.

Help consumers educate themselves about choosing qualified contractors

The mediator said they don't judge the quality of the contractor's work. This gives the contractor a huge advantage.

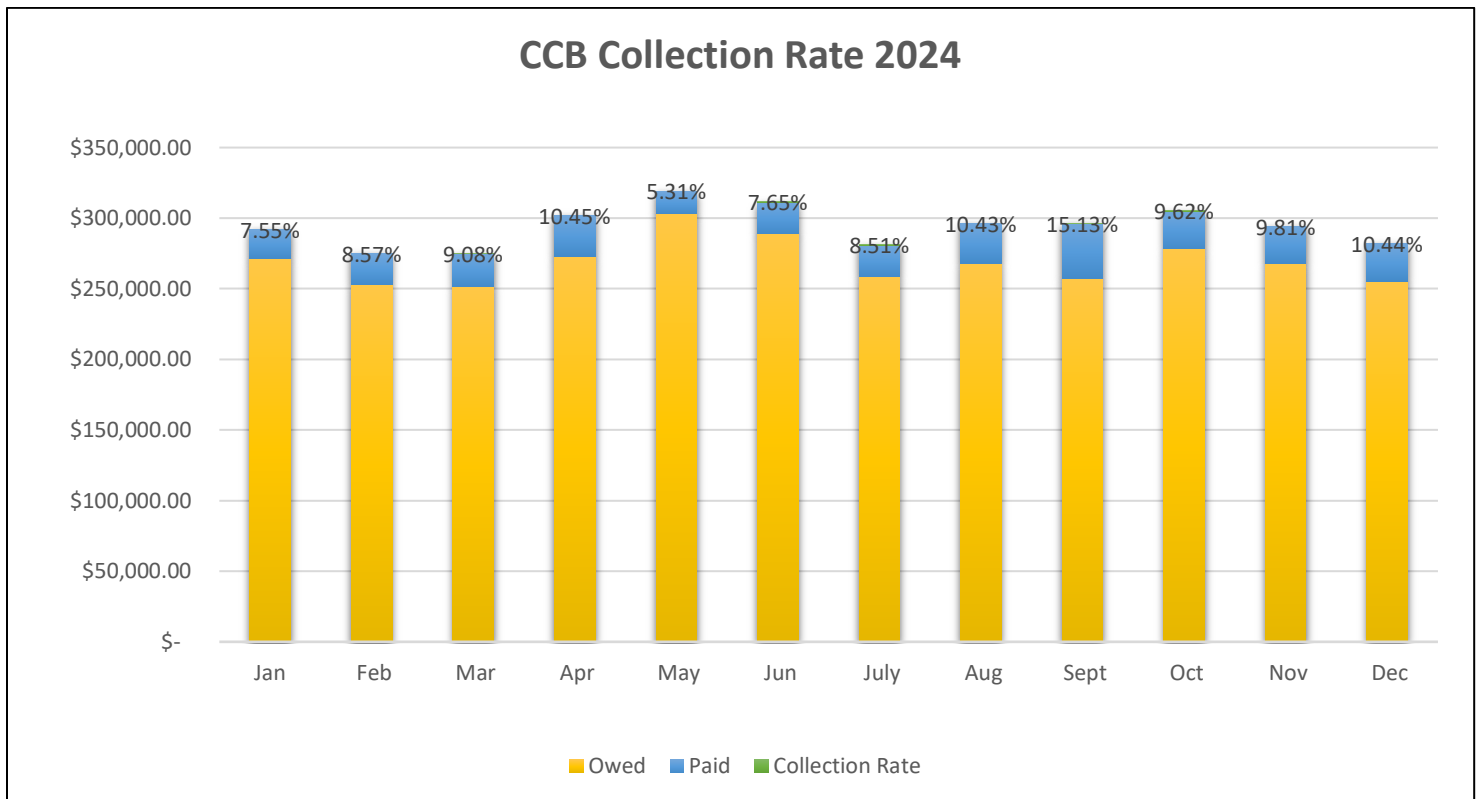
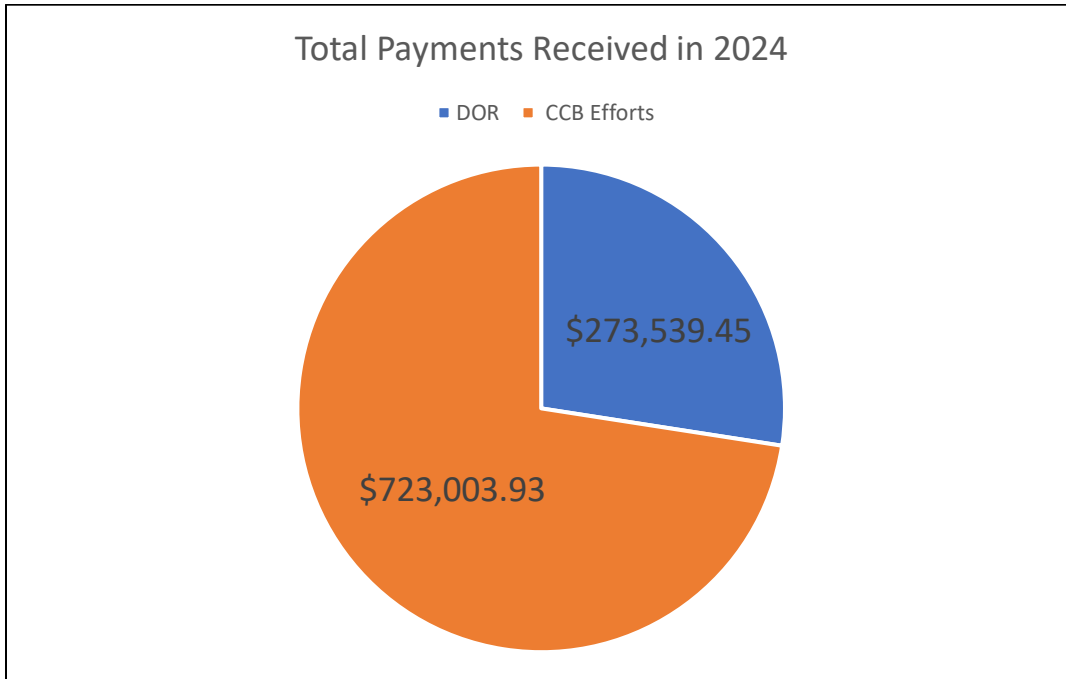
To be honest, I felt it was a complete waste of time. Nothing came out of it; we still have to go to court, and nothing was done about their ccb license.

I think that providing more information about what the homeowner can expect process wise in a mediation. Maybe I missed some information that your office already has on the process itself? Thank you.
Mediator didn't have the telephone number of the respondent, and I supplied the correct telephone number. Poor research on the part of the mediator.
Make the \$50.00 fee reimbursable automatically to the complainant as part of the resolution. The respondent should be financially responsible especially with a breached contract and the multitude of errors with the job.
Honestly, I wouldn't have a thing to suggest, it turned out the way I had hoped, and I was saved the time and expense of a legal action. I knew the reputation for volatility this business owner has, so didn't want to try to settle the matter on my own. It was a huge help to have this agency handle it the way they did, and the outcome was exactly what I had hoped for.
Our mediator handled the process with great professionalism. Thank you.
Everything went well during the whole time. The only suggestion I would have is that CCB really need to clean up those companies who are not qualified to do business. As this ruin not only their reputation but also CCB's.
The upfront process is confusing and to ask questions is difficult from workers who cannot give any "legal" advice. The whole stage is confusing. I feel like all the evidence I gathered made no difference at all.
Here the builder side or general contractor side not just say, pay the fine, and she'll be done with it.
While I get individuals must be given time, its lot of waiting. Your initial wait time with the contractor, 30 days for the intent to file, then 20+ days till mediation, then you can file with the court, which will then be more waiting. Again, I appreciate time being needed by all parties, and likely laws/statutes that are in place.
I think once mediation has been completed the decision is final. So that court is not required
I think they should be able to give their opinion without it being legal advice.
I would really like to see the Contractors Board try to help resolve the claim rather than just go back and forth with what both sides desire.
I think you guys are doing a pretty good job. Thank you.
Well you can start by not letting Contractors just avoid the process. 2nd the board shouldn't be all about just closing a case. Our case went on for more than 18 months, every month the board threaten to close the case at every possible point. The contractor board is a worthless money grab. Out contractor was using money we paid him for things not involved in our project. The least the board could do is be more supportive in the process. If you're going to be a viable agency, you never let a contractor just not answer the phone. Those contractors pay you and you regulate them. How about holding them to a Standard. Out agent said I have a 87% success rate. That's laughable. He made 2-3 calls and said you're in your own. Worthless!! We paid \$50 to get the process started and we got 2-3 phone calls. Our atty charged us every time we had to send an update letter which simply said. Case is still Open. Worthless
I think if you are a board for reviewing concerns, that you ought to be able to explain with a fact-based opinion, of the submission a recommendation for both the claimant and the respondent. Especially when the mediator has both parties not able to agree on a settlement. Surely there is enough information brought to the surface that professionals such as yourselves could render a suggestion that both parties can hear and still make up their own minds if they want to accept it or not. Really, you have heard both sides of an issue, don't you have an opinion?
I wish we knew how the process was going to be. We were under the impression that through a phone mitigation we would be talking to the defendant. Instead, we were told to pick an amount we thought they'd reimburse me and there would probably be a counteroffer. We weren't sure of the process and had to think fast. I'm not happy with the results but I'm ready to put this behind me.

You can improve your process by have right to suspend their contractor license for stilling other people money and then pay half of what they stole. Or you guys should even revoke their license for that kind of stuff.
When mediation is successful and the complainant agrees, the complaint should be removed from the respondent's record, or at minimum archived and not public since an agreement was reached. Many complainants are either habitual complainants or are scorned by no fault of the respondent.
Getting rid of the "automated" texts, phone calls and MULTIPLE letters from MULTIPLE persons. You guys f'd up the whole process and refuse to take any responsibility. Apologies and return of "processing fee" would be one way to begin to make your mistakes right.
I thought that the mediator was going to look at the defective workmanship. Other than that, it went fine.
There should be a timeframe explanation/clause because the mediator was not happy or extremely helpful when it was taking longer than expected and initially did not want to relay over more counteroffer.
Waiting 30 days for the respondent to respond is to much time for them, when they know they are in the wrong.
Helping with after contractor refused mediation.
Mediator facilitated a resolution. I would have preferred the discussion of risk include both risk impact in dollar terms and risk probability if each alternative.
Something maybe that can be improved is listening to both parties and not just assuming someone is in the wrong. Maybe try to come up with different forms of resolution
I like the way it went.
At least uphold the statutes. Contractors have no reason to meet the client in the middle. They get away with murder.
Continue what you are doing. But this case shouldn't be listed on my profile. He never truly went through the process. We never were able to be part of mediation, and this should be removed from other eyes. Perception is reality and it seems like we are a troubled company
Keeping doing what you are doing.
I would have appreciated more direct interaction with all parties throughout the mediation process. As it stands, I'm left having to rely solely on the mediator's account, which leaves me feeling somewhat out of the loop. Additionally, I had expected guidance on the steps required to execute a Court order, as this is crucial for moving forward.
Please refer to answer on question #2
Unsure! Doing a great job!
the 30 days to respond back to CCB is not enough time to talk to lawyers and get a response back on whether to proceed or not.
Clarity on the process, use a list of bullet points including timelines on the website and correspondence. State that it's going to cost \$50.00, period. (but include a process that makes the cost go to the non-prevailing party.
I think the waiting period seems longer than is needed between the processes.
Respondent initially agreed to the meeting but then showed up late, agreed to a 3-way call, but then back out. Maybe the mediator didn't communicate well enough with the respondent? I'm not sure.
Require contractors to be better qualified by requiring ALL their labor to be trained/licensed/certified in the work they are contracted to do.
Nothing
It seems as though this process totally favors the contractor. I believe as a consumer this shouldn't be a mandatory step in the process before using a lawyer. It seemed like a waste of my money because it's obvious that the board sides with the contractor and not the client.
I think everything went as well as it could under the circumstances. The mediator did a good job.

My case was pretty straightforward and so I have no comment here.
The process needs to be neutral and stop targeting the contractors. It is very clear to myself and many other contractors that the system is designed to help people go after contractors. The mediators have no interest in knowing why us contractors made the decisions that we made. Blackmailing us and manipulating us is not appropriate.
It is a good process and simply didn't resolve the issue in this case.
Everything was executed to my expectations! Very Happy with this resolution ~
Make a packet for how process will go fully explaining what is expected in two-hour session and clearly explain what will happen during exchange and what will happen if you do not meet an agreement. Providing ideas on how to come to an agreement. Mediator provided more information day of then i understood in conversations and letters. Providing tips from mediator experience would be so helpful for everyone involved.
To know that I should have a number ready for resolution.
It would be helpful to have someone qualified to inspect the work. Someone to agree or disagree with the complaints. I also don't see where the contractor is held liable to anything.
Have the ability to fine and remove the contractor's license in wrongdoing right away.
Change the time frame for making a complaint to 18 months rather than one year.
You cannot. I just wish I could have gotten enough money to pay for the repairs.

Collections



*Total Owed v Total Paid is a bit skewed due to the action code PENDING. This is when a licensee pays their penalty before a Final Order is issued. Therefore, the total owed is never entered into Hydra but the payment received is.

KPM #3: The agency was well under the target maximum for FY 2024 (7/1/23-6/30/24), the agency achieved 29 percent.

Education

CCB CONTRACTOR CLASSES						
2024						
Class Type	Stakeholder(s)	Taught in another	Where?	Date	Attendees	Qtr Total Attendees
CCB Contractor Class	CCB		Virtual	1/10/24	100	
			Virtual	1/30/24	89	
			Live - Bend	1/30/24	20	
			Virtual	2/14/24	58	
			Virtual	2/20/24	66	
			Virtual	3/12/24	125	
			Live	3/19/24	26	
			Virtual	3/20/24	81	
			Virtual	3/26/24	24	
Qtr - 1 Total						589
Class Type	Stakeholder(s)	Taught in another	Where?	Date	Attendees	Qtr Total Attendees
CCB Contractor Class	CCB		Virtual	4/10/24	97	
			Virtual	4/23/24	85	
			Live	5/10/24	27	
			Virtual	5/14/24	81	
		Spanish	Live	5/21/24	30	
			Virtual	5/22/24	53	
			Live	6/7/24	60	
			Virtual	6/25/24	90	
			Virtual	7/17/24	76	
			Virtual	8/6/24	53	
			Virtual	8/14/24	112	
			Virtual	9/4/24	110	
Qtr - 2 Total						874
Class Type	Stakeholder(s)	Taught in another	Where?	Date	Attendees	Qtr Total Attendees
CCB Contractor Class	CCB		Virtual	10/1/24	76	
		Spanish	Live	10/2/24	6	
			Live	10/9/24	40	
			Virtual	10/23/24	110	
			Virtual	11/19/24	107	
			Live	11/20/24	40	
			Virtual	12/11/24	118	
Qtr - 3 Total						497

Various Speakers

Department of Environmental Quality (DEQ)
 Oregon Occupational Safety and Health
 Administration (OSHA)

Division of Financial Regulations, DCBS (DFR)
 Workers Compensation Division
 811

CONSUMER CLASSES						
2024						
Class Type	Stakeholder(s)	Taught in another language?	Where?	Date	Total Attendees	Qtr Total Attendees
Mid-Oregon Safety Summit	CCB, OSHA, Other		Live - Bend	1/30/24	100	
Homeowner Class	CCB, DCBS		Virtual	2/12/24	6	
Portland Home Show	CCB, DCBS		Live	2/22-2/25/24	300	
Marion County Business Fair	CCB		Live	2/27/24	20	
Marion County Business Fair	CCB		Live	2/29/24	40	
ScamJam	CCB		Live	3/26/24	50	
Qtr-1 Total						

Class Type	Stakeholder(s)	Taught in another language?	Where?	Date	Total Attendees	Qtr Total Attendees
Consumer Education	CCB, Access		Live	4/23/24	600	
Medford Home Show	CCB		Live	5/3-5/5/24	300	
COBA Home Show	CCB		Live	5/3-5/5/24	300	
Mini Scam Jam	CCB		Live	5/11/24	83	
Boomerama	CCB		Live	5/18/24	100	
Governors Marketplace	CCB		Live	6/5/24	100	
UNETE - How to hire a contractor	CCB - Spanish		Live	6/21/24	20	
CCC Expo	CCB		Live	8/8/24	200	
Qtr-2 Total						

Class Type	Stakeholder(s)	Taught in another	Where?	Date	Attendees	Qtr Total Attendees
Senior Fair Lincoln City	CCB		Virtual	10/1/24	200	
Eugene Home Show	CCB		Live	10/18-10/20	500	
OSHA Spanish Conference	CCB		Live	11/5/24	300	
Homeowner Class	CCB		Virtual	12/11/24	12	
Qtr - 3 Total						1012

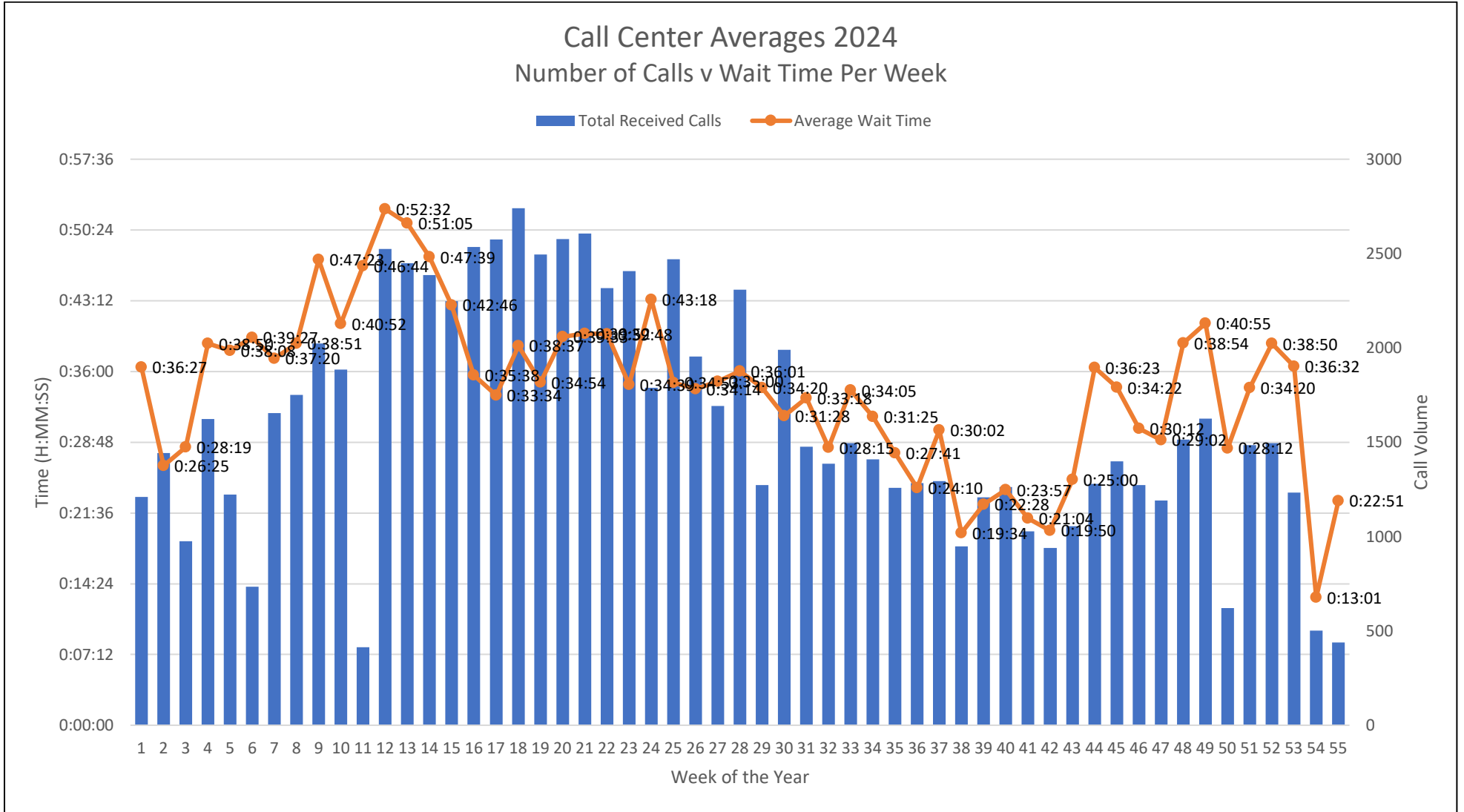
Stakeholders

Oregon Home Builders Association
 LatinoBuilt
 Oregon Office of Attorney General
 AARP
 Mid-Valley Association of Realtors
 City of Medford
 Jackson County Community

Lane County
 Wallowa Town Hall
 City of Portland
 OEM
 Lincoln City Senior Show
 Eugene Home Show
 Oregon Association of Realtors

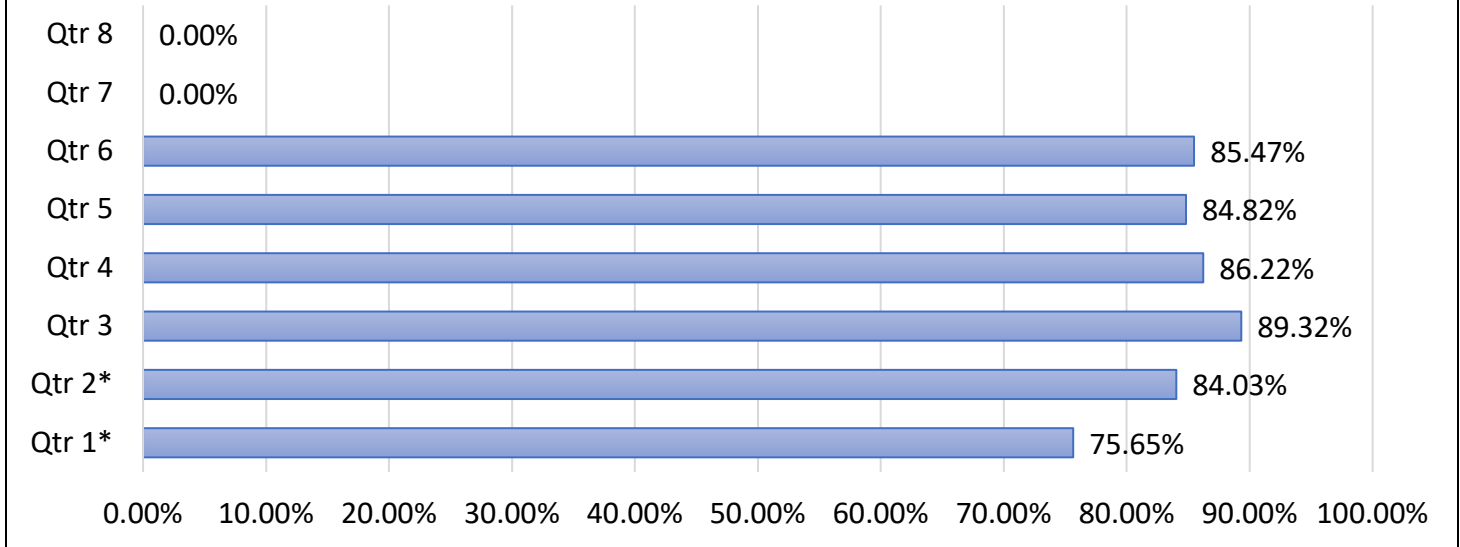
Pre-License Candidates

2024						
Class Type	Stakeholder(s)	Taught in another language?	Where?	Date	Total Attendees	Qtr Total Attendees
How to get CCB license	CCB		Virtual	6/4/24	22	
			Virtual	7/9/24	60	
			Virtual	8/1/24	52	
			Virtual	9/9/24	54	
Qtr-2 Total						188
Class Type	Stakeholder(s)	Taught in another	Where?	Date	Attendees	Qtr Total Attendees
How to get CCB license	CCB		Virtual	10/8/24	36	
			Virtual	11/12/24	63	
			Virtual	12/6/24	35	
Qtr - 3 Total						134



NOTE: The average Wait Time to Answer can vary depending on staff coverage, business days worked, and incorporates the callback feature. Also, "Week of the Year" is not the standard calendar week. A work week may be split into two if it's a new month.

Licensing Survey 2023-2025 Average "Satisfaction" Responses



	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
Total Survey's Sent via GovDelivery	6836	6940	6566	8023	7187	6078		
Engagement Rate (email received/opened/links clicked)	72%	86%	79%	77%	79%	81%		
Total Responses Received	*didn't collect summary data for Q1.	482	295 *Survey was not pulled at the end of Q3. Combined response for Q3 & Q4.		54 *Survey was not pulled at the end of Q5. These responses are only for the month of Sept. '24.	190		

Q6 Licensing Survey Comments

I was not able to renew our CCB license online. I called in and was helped by the friendliest and most helpful customer service rep that I have encountered in a long time. I believe her name is Darla.? At any rate, she was fantastic and helped me process the renewal ASAP.

Although I renews online, I did call in to speak to someone for clarification. Adam went above and beyond to help me understand and complete all the information as needed. Greatly appreciated his info and understanding!!

This is just information. I have been a licensed contractor for many years. I know that I must complete the required Oregon Contractors Education Courses as well as renewing my insurance policy in a timely manner for license renewal. I completed the required educational courses in early August. I also contacted my insurance company in August and paid my premium that month. Unbeknownst to me, the insurance company waited until September 20,2024 to notify CCB for the updating of my policy. When I received the post card notification for license renewal time from CCB, I tried to log-in and complete the process. I got lost trying to log-in, so I called the CCB number and asked for a paper copy of the renewal application. It was mailed to me on September 11, 2024. I received it on Sept. 13, 2024, and filled it out, included a check for \$ 400.00 and mailed it back that same day. That check was processed on Sept. 20, 2024. I anticipated that my license renewal would come in the mail before the expiration date of October 2, 2024. When it did not arrive as anticipated, I called CCB again on Oct. 2, 2024, to check on the application to see if I had completed everything that was needed for renewal. The lady that answered did some checking and said that everything

was fine, and it would be mailed out on Thursday. I recognize that the CCB probably processes thousands of applications on a daily basis so I will be patient. Thank You. George D. Potter, CCB # 86443.
Hi, and I am sure other contractors would greatly appreciate if the CCB could provide a simple 30-day courtesy notice electronically to contractors notifying them that their license is due to be renewed within the next month.
The lady, I can't remember her name, was a TREMENDOUS help. I hope all ccb employees are as kind and helpful as she was!!
I have a master's degree, I used to build websites and write computer code. Your website is a disaster to try to renew. Clicking on links sends you down rabbit holes instead of where you want to go. You have to EMAIL you class certifications, that feels about 30 years behind the times, why can't an individual UPLOAD their own file. This would automate the process and not require a human to have to DUPLICATE the same process. I feel the technology of your website is dated. Please get with the times. I waited on hold for an hour to never get my questions answered. I could not proceed with the online renewal until my files had been uploaded. Why is this depended on a human? It delayed me and stalled me from being able to proceed with my renewal. Again, for someone who understands how websites are built from scratch, the navigation and process is cumbersome. If I wasn't as intuitive or if English was a second language, I can only imagine the frustration and challenges others must also experience. Please make it user friendly. Michael Westom, Westom Home Services LLC. CCB#232852. 503-539-5407.
It went very smoothly
The online renewal process was nice, easy and fast.
Most questions in this survey did not apply to my renewal.
Thank you for all the help! It was very Easy to get everything done!
The CCB violation and discipline staff I do not feel do Theron job very well. There are many violations that get ignored "because they aren't life threatening violations". I don't feel the increase in fees are valid as enforcement of violations are ignored frequently. THE VIOLATION AND ENFORCEMENT TEAM NEED TO BE MORE ACTIVE AND MOTIVATED TO STOP PEOPLE WHO DELIBERATELY VIOLATE CCB RULES/ LAWS!
\$400. . . My children didn't eat for days because of you
The Contractor Control Bureau is just a bunch of money hunting regulators! You provide nothing for upstanding Contractors. Under the notion that you " level the playing field" your main focus is on Contractors and making them comply to laws, regulations and fining them. Although I have witnessed your money hunters harass a homeowner and his son in law at length because the son in law was working on his garage. Oregon is in steep decline, people and businesses are leaving. They are taking their talents and money with them. If it isn't already government will be the biggest employer in the state and the only entity investing moneys. Your agency is parasitic to the construction industry and as our state slowly dies under total democrat control the parasites will either have to become more aggressive or die back. What will the CCB Do?
Very smooth license renewal process. Thank you.
I would like to thank the lady who helped me over the phone because she did an excellent job and was very kind.
10/10 thank you!
Appreciate Adam's personal touch in allowing me to have the connection points to get my information to him in a timely manner and get my license turned around. Appreciate the kick in the butt too need to be a little more proactive. Thank you all
Great process!
The CCB has always been very help to me and my company. Thank you from Top Notch Drywall, LLC
On-line renewal fast, convenient, and easily done
Satisfied

It would be helpful to be able to obtain a copy of CCB License online when login to account
I was unable to reach the CCB by phone at all for several days which was a little nerve-racking, as my license was going to expire soon, and I couldn't reach anyone to answer my questions about being unable to log in to the website. Luckily, I was able to reach someone by phone just a few days before my license was going to expire, and they were able to help me. Whew!
Had to mail check for lead based paint renewal. Online would improve the process.
I have called multiple times and waited over an hour to speak with someone. When I finally reached a representative, the call was disconnected. I also left a message requesting a callback but never received one. Additionally, I received a notification regarding a document that was illegible. By the time I corrected it and resent it, it was considered expired, despite my repeated attempts to send the correct document to the proper location. Unfortunately, no one was able to process it in time.
OCHI payments cannot be made online and CEU certificates for OCHI cannot be submitted online.
If you go online, it gives you no information as to why your license is not being renewed. You have to wait for a letter or call in. When you email documents it's just to a generic email and you have no idea if it was received, and no one responds to it. It would be really helpful if someone at least responded that it's the right documents or not.
Phone contact is next to impossible.
Adam was NoKaOi!
The application process should not take so long for those that have or have had a license. The endorsement chart is not as clear so the extra hold on my new app was due to the wrong bond amount. However! The person handling it was able to get it to me the same week that I sent in for a larger bond amount. Overall ccb is getting better so keep it up! Thanks
Easy process to renew online
Being able to walk into your office and apply for my license was a major step for me. I dreaded trying to do it online, I had been told if I made a mistake then I'd have to pay to amend the application. I couldn't find whether this is true or not but just being able to walk in and go over it with the guy at the counter was a major convenience for me. I hope there will always be an option to do business in person and over the counter.
It would be nice to get info about approximately waiting time after submitting application. Thank you!
Renewed online and then talked to an agent with questions. Agent answered all my questions and speed up the acceptance of the renewal. Very pleased!
I tried to reach out because my CCB license card never arrived, and I emailed about a month ago and have yet to receive a response.
The customer service rep was fantastic!
The stuff at the front desk were very kind and helpful
Online courses from CCB and providers need to have selections for sole proprietors only.
Thank you!
Thank you for giving me plenty of time and advanced notice. As we are all busy I was happy I wasn't in a rush to complete the renewal
The process use to be able to be completed the same day and only cost \$200
Anytime I call, the people are extremely helpful and polite. I truly appreciate it. Thank you 🙏
The team was great with me, I really appreciate it your support, thank you so much
Cost are getting higher
Renewal: required courses required for renewal that are not with CCB are a bit more complicated to know what applies as the courses listed on the CCB website don't match the exact tiles on the 3rd party websites.

I was having issues with our RMI for renewal and called to get an answer. I called 3 different times. Each time I was on the line from 1 to 1 1/2 hours waiting. Totally understaffed. Then when I did get through, I got 3 different answers from 3 different people. I finally dropped the RMI issues, renewed and will get the RMI changed over the next few weeks.
I am very pleased with miss Kerri she is very helpful. Thank you.
Great system, super easy.
Thank you for your helpfulness!
Great time frame on getting my license, thank you
As my first time renewing my license the staff member helps me go through the paperwork to make sure that I did everything correctly. I am very grateful
Continue to be unsatisfied with the entity of Oregon CCB. A \$400 renewal fee that's all done online. What does this money go to other than just providing a desk job for folks that are more on the customer side than the Contractor? Haven't ever felt that this entity helps to support the people they "represent".
Always appreciate everyone involved in handling our license renewals.
Adam and Jason were a big help.
It's always so easy with you guys! Thank you!
I did everything online and did not engage with any staff - it was easy and straightforward.
Thank you!
I feel that businesses getting their license for the first time should be given a grace period to update contracts, ads, and vehicle graphics. I also feel that the NASCLA Manual and the Training course should inform applicants that there is no time frame specified regarding how much time is allotted to have ads, contracts, and graphics updated with their CCB # after it is issued.
New license.
As contractors it would be awesome to take the LBPR renewal class online. Thanks.
Every encounter with CCB staff, either on the phone or via email, was very helpful and courteous.
I submitted Personnel Change Request Forms on three different occasions two different ways and the change has still not been made. I received no feedback from any CCB personnel on any of my attempts to contact them on why the change hadn't been made. When I called CCB to ask for assistance, the representative was friendly but couldn't tell me why my request hadn't been processed or even responded to. Not to mention, I sat on hold for over an hour before opting to get a call back that finally came an additional two hours later. This whole process has been unnecessarily difficult and has not even been resolved.
The call waiting time is super long. Customer service is great, but waiting 2-4 hours for a call back is not.
First a complement to your staff and organization, then comments for the education folks: 1) As usual, VERY satisfied with my contact with CCB staff. She went above and beyond helping me renew timely, even though I should have done my CEs earlier. As I told the staff member when we talked, I'm not a fan of government sticking their noses in my business, but your noses are welcome. 2) I wanted to do only Trade courses, so only used that part of the Approved Content function. It could use improvement in two respects: First, and this is largely down to the industry course providers - it was difficult to coordinate what was approved with courses provided (my experience was with Simpson Strong-tie). I did two half hour courses, then got an email from Simpson that those were not CCB approved. If you have communication with providers, it would be good to give them a poke with a sharp stick about making it simple and straightforward to get to their courses and to show individually it they're CCB approved. I tried to go to the APA site, but gave up when their process wasn't simple - repeatedly didn't take me to where the link button said it would. Hopefully they will care about this. Second, again my experience was with Simpson, I think many more courses should be on your approved list. The two I took that weren't were about load paths in shear walls and are definitely good knowledge for builders. I've been doing this for a long time and have done quite a lot of structural remediation and some expert witness work with structural engineers, so I'm pretty knowledgeable as a

layman about structure, but have been appalled over the years at how ignorant many contractors are about how structure works (in pretty dangerous ways). If this is of interest, feel free to give me a call - I feel strongly about good contractor education and a conversation might be useful to you.

The Continuing Education was so informative and exciting. Last but not least a shout out to the CCB team who walked me through the process of renewing my license with so much care and concern. One employee in particular, Adam, who made sure my renewal processed in time. I, Nathaniel C. Hartley, would like to express the excellent service received from the Oregon CCB.

CCB printed WRONG YEAR EXPIRATION DATE ON OUR CARD DEC 31, 2025, INSTEAD OF DEC 31, 2024, KEEP GETTING MESSAGES & WARNINGS FOR 2 MONTHS

Website can be confusing for renewals. Like to see it more streamlined.

Honestly, I'm challenged by most what used to be called paperwork on the internet. At my age of 67 I prefer hard copy forms mailed to me that I then promptly fill out and mail it in. I rarely look at my computer and this year I missed my renewal notice on the internet likely due to the overabundance of junk mail. I wish I could get old fashioned snail mail notices and CCB news printout.

Being a painting contractor, there are very few resources for applicable courses for us. When I tried to seek out my own learning, many of the classes were not accepted. It would be nice for small businesses, with no employees, to have more resources.

I didn't have a credit card due to it being lost so I had to mail a check. the check cleared on the 6th of December, and I did the renewal process online. The wait times to call are over an hour. The first time I called I waited an hour and was disconnected. That is why I paid with a credit card even though you cashed the check because I was worried about my license not renewing on time. The process was cumbersome.