

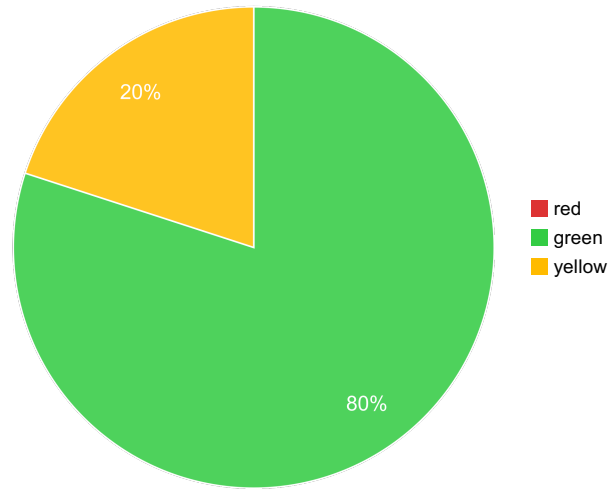
Construction Contractors Board

Annual Performance Progress Report

Reporting Year 2020

Published: 9/14/2020 3:34:32 PM

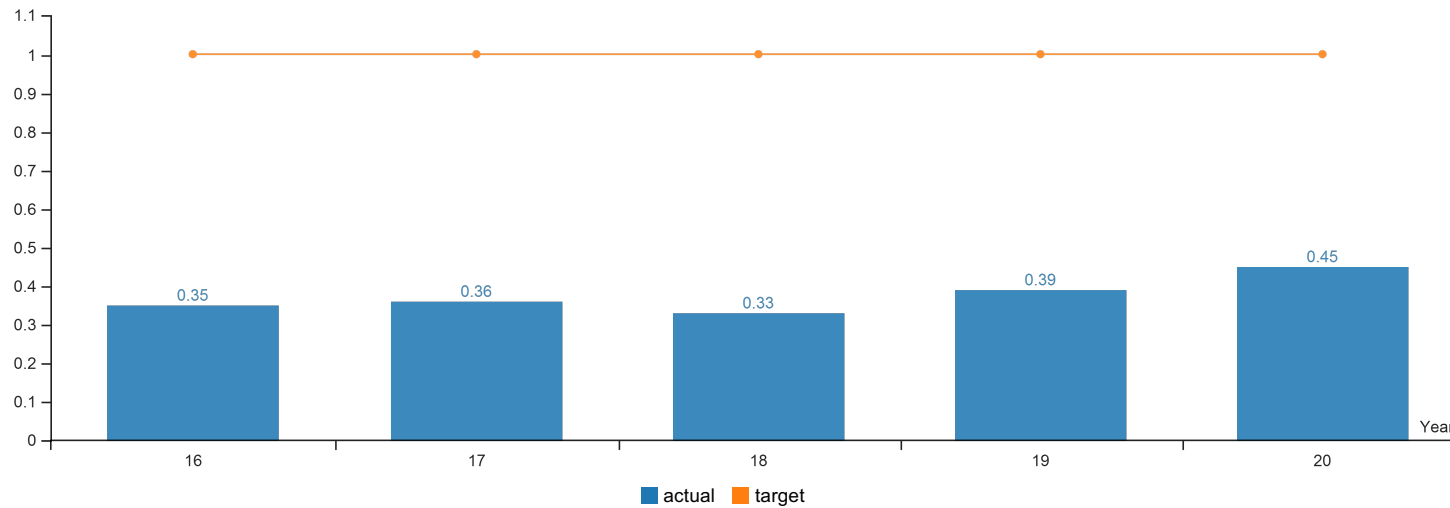
KPM #	Approved Key Performance Measures (KPMs)
1	Tested Contractors - Reduce the percent of CCB tested contractors that have a final order for damages that remain unpaid after 60 days, or that are discharged in bankruptcy.
2	Homeowner Awareness - Percent of homeowners who are aware of their rights and 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
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	80%	20%	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	2016	2017	2018	2019	2020
Percent of Tested Contractors with Unpaid Final Orders					
Actual	0.35%	0.36%	0.33%	0.39%	0.45%
Target	1%	1%	1%	1%	1%

How Are We Doing

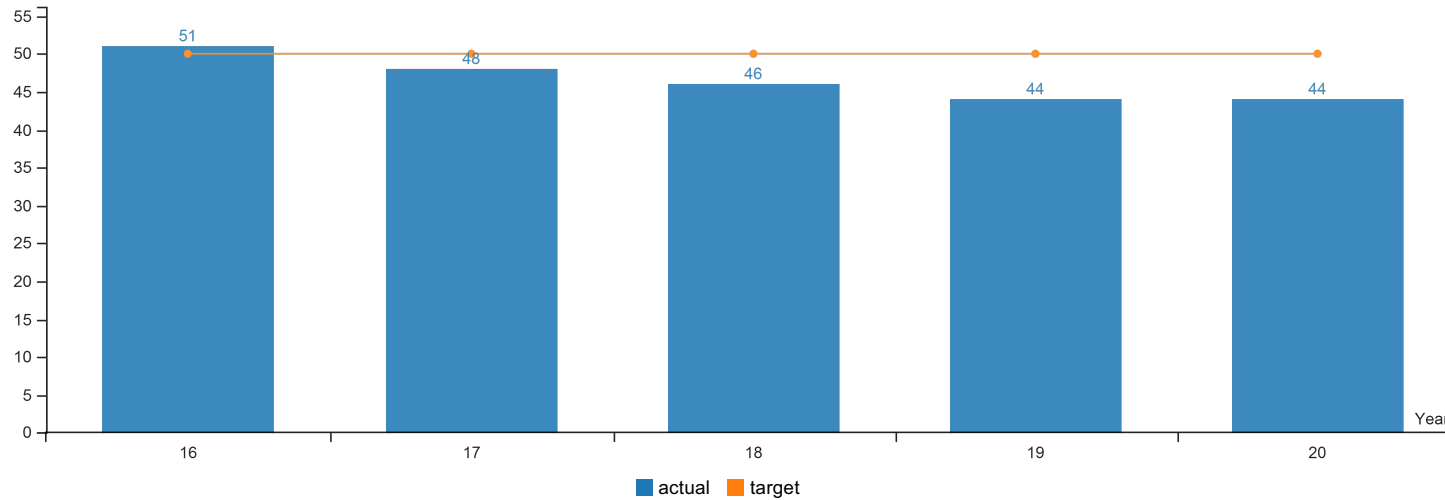
The agency achieved the goal for FY 2020 (7/1/19-6/30/20).

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	2016	2017	2018	2019	2020
Percent of Homeowners Aware of Rights					
Actual	51%	48%	46%	44%	44%
Target	50%	50%	50%	50%	50%

How Are We Doing

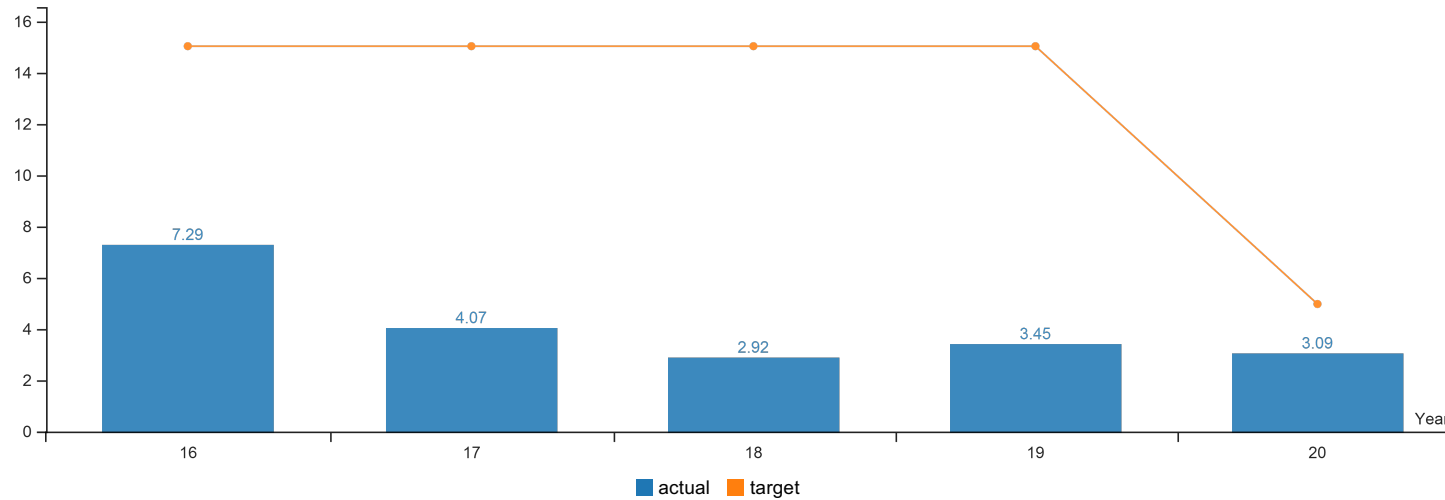
Approximately 44 percent of Oregon homeowners are aware of their consumer rights and responsibilities as enforced through the programs and services of the CCB. This percentage is just under the 50 percent target. This finding is based on a scientific survey of 500 Oregon homeowners conducted in May 2019. **The agency did not conduct a survey in 2020 due to considerations related to COVID-19, including budget considerations related to the cost of the survey. Over the next year the challenge for the CCB will be to shift outreach programs and services to reflect industry changes related to COVID, including the elimination of many mass-outreach events. The focus will be on shifting outreach to remote methods of outreach to ensure consumers are aware of the CCB programs.

Factors Affecting Results

The slight shift is likely due to a change in the age of homeowners surveyed. A review of previous surveys revealed that a disproportionate number of respondents were homeowners over age 55. To better represent the population of Oregon homeowners, CCB used census data to determine what percentage of homeowners fell into each age category. Quotas were established for each age group. As a result, a larger percentage of survey responses came from younger homeowners, who likely have completed fewer home improvement projects and have less experience with contractors overall. This new information will help CCB focus its messaging efforts and reach its target audience in the future.

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	2016	2017	2018	2019	2020
Enforcement: Unlicensed Recidivism Rate					
Actual	7.29%	4.07%	2.92%	3.45%	3.09%
Target	15%	15%	15%	15%	5%

How Are We Doing

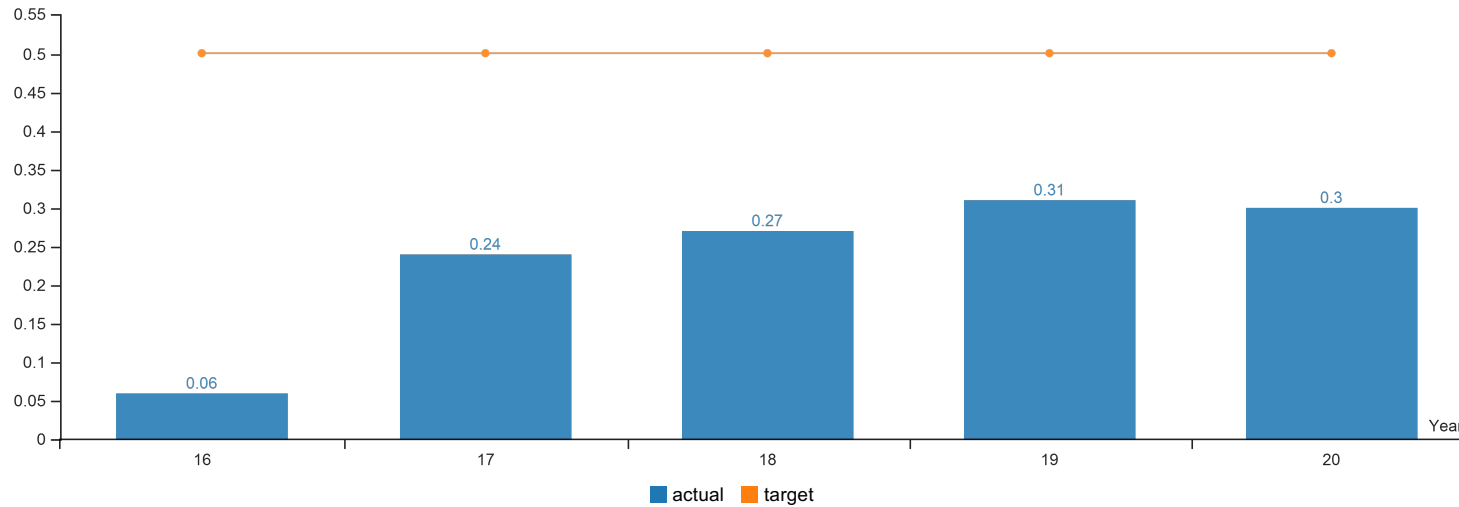
The agency is doing well and is well below the target of 15% on this KPM for FY 2020 (7/1/19-6/30/20).

Factors Affecting Results

Several years ago, 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	2016	2017	2018	2019	2020
Percent of Contractors Who Fail to Pay Final Orders					
Actual	0.06%	0.24%	0.27%	0.31%	0.30%
Target	0.50%	0.50%	0.50%	0.50%	0.50%

How Are We Doing

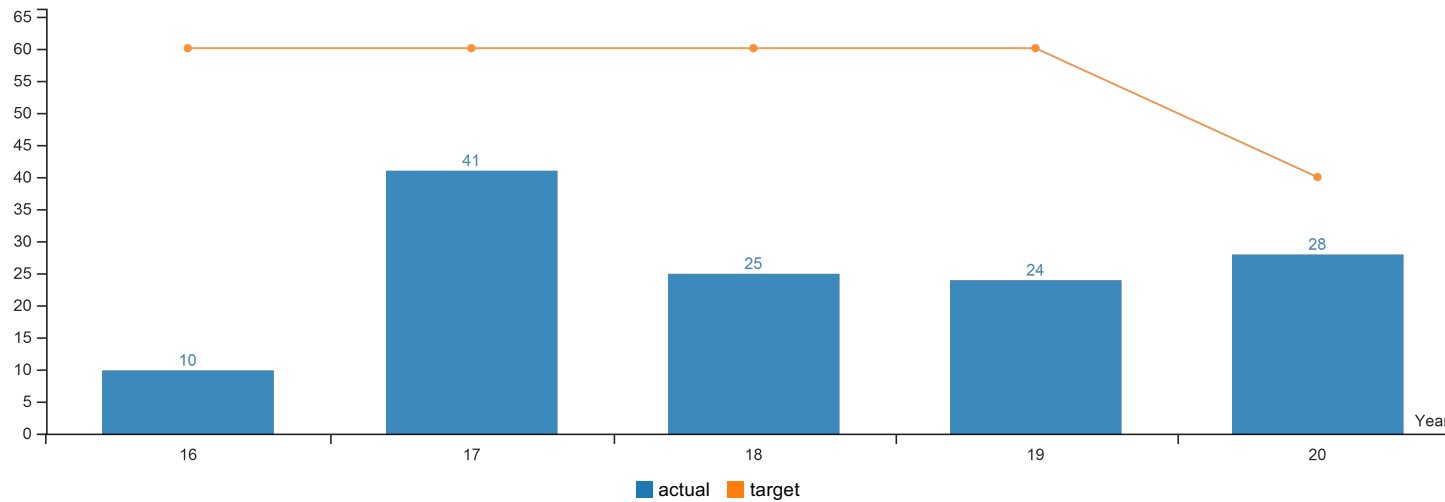
The agency was well under the target maximum for FY 2020 (7/1/19-6/30/20). For 2020 the agency achieved .30 percent.

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	2016	2017	2018	2019	2020
Enforcement Program - Average Days to Closure					
Actual	10	41	25	24	28
Target	60	60	60	60	40

How Are We Doing

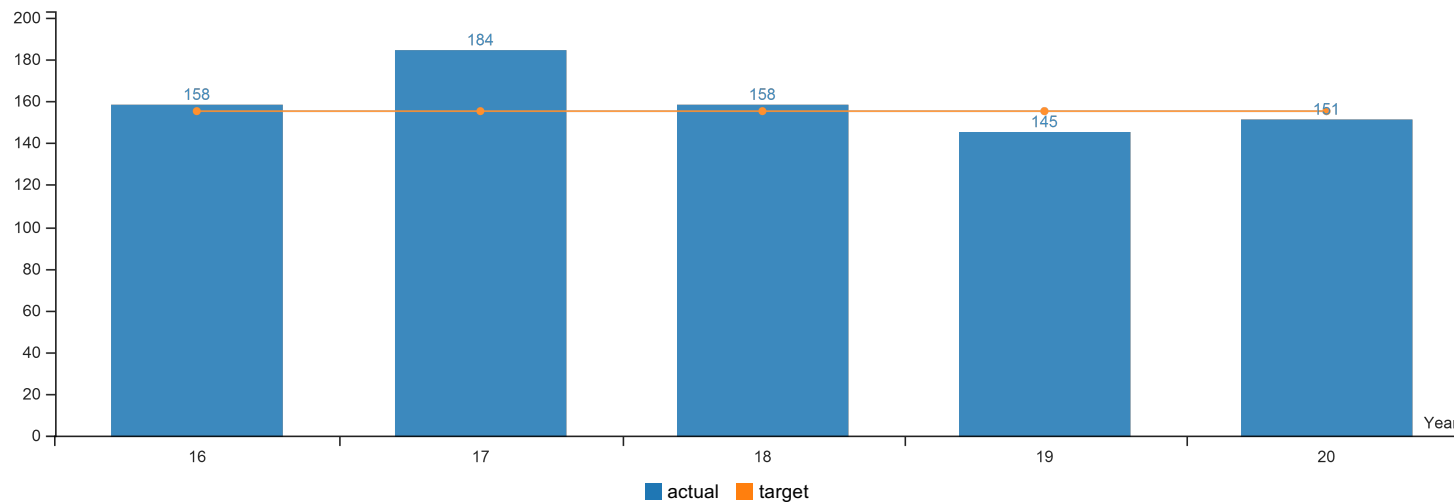
In FY 2020 (7/1/19-6/30/20), CCB is well under the target limit of 50 average days to resolution.

Factors Affecting Results

The current target of 50 days is realistic when allowing 21 minimum days for due process responses. Since 2016, CCB Compliance Section has remained well under the current target for this KPM

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	2016	2017	2018	2019	2020
DRS Complaints - Average Days to Final Order					
Actual	158	184	158	145	151
Target	155	155	155	155	155

How Are We Doing

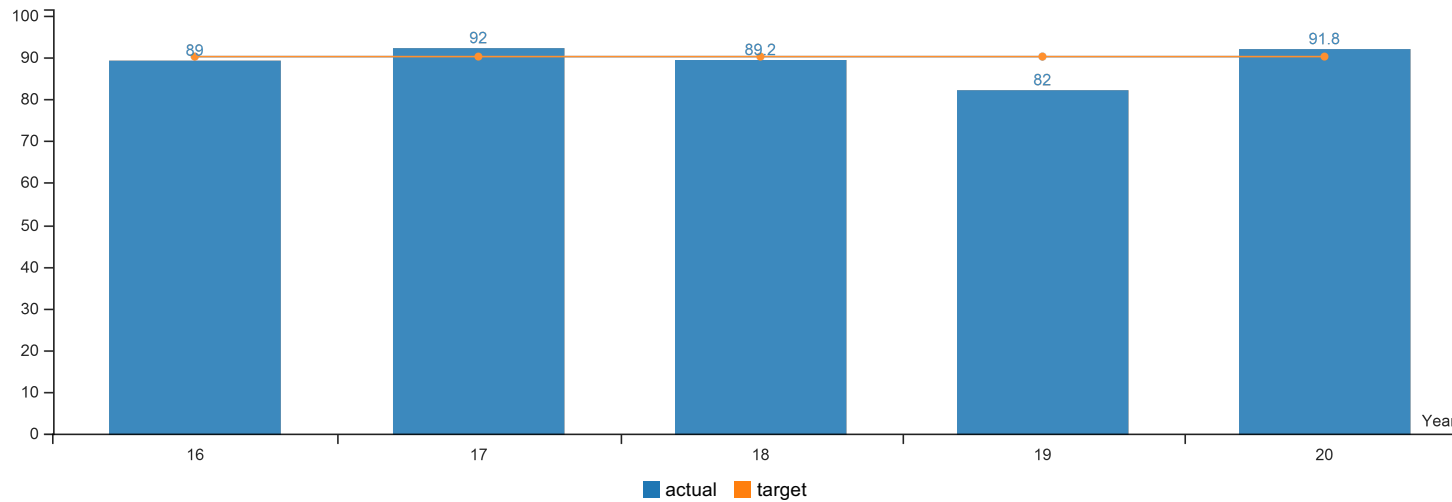
The agency achieved its target for FY 2020 (7/1/19-6/30/20).

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.

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	2016	2017	2018	2019	2020
DRS Program Customer Satisfaction					
Actual	89%	92%	89.20%	82%	91.80%
Target	90%	90%	90%	90%	90%

How Are We Doing

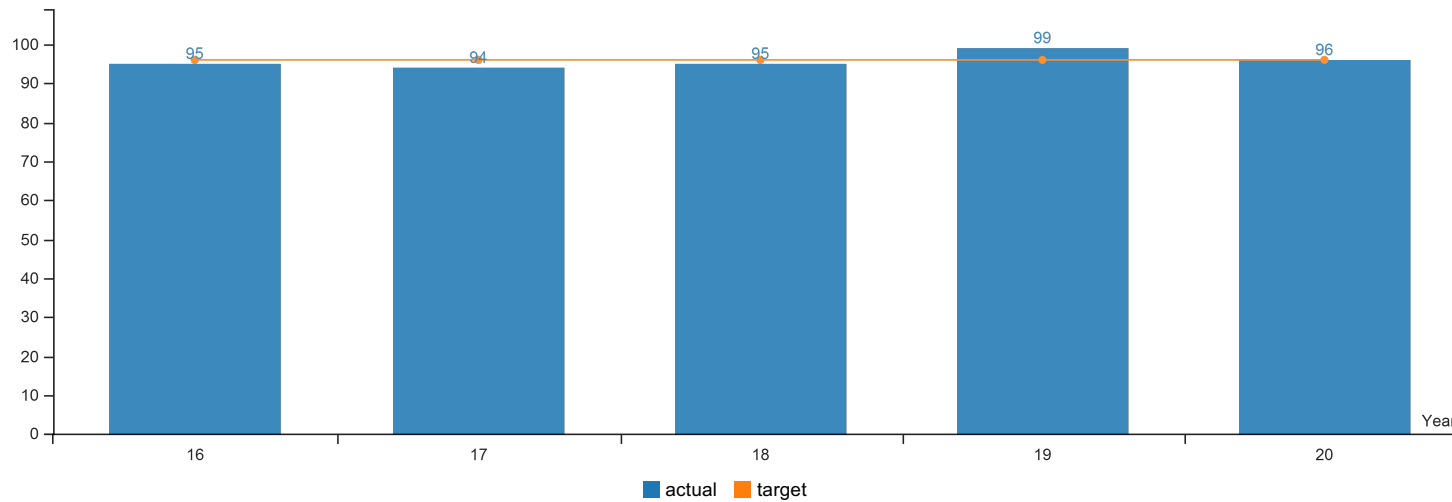
The agency met its target for FY 2020 (7/1/19-6/30/20).

Factors Affecting Results

The agency continues to evaluate ways to improve the survey results. 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	2016	2017	2018	2019	2020
Licensing Customer Satisfaction					
Actual	95%	94%	95%	99%	96%
Target	96%	96%	96%	96%	96%

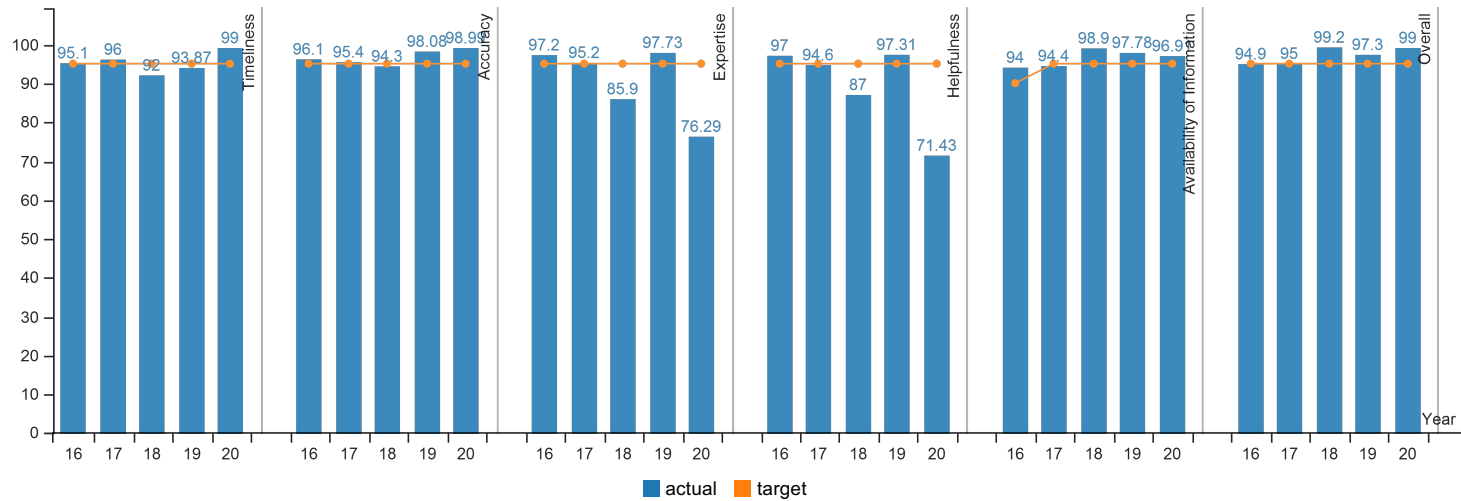
How Are We Doing

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	2016	2017	2018	2019	2020
Timeliness					
Actual	95.10%	96%	92%	93.87%	99%
Target	95%	95%	95%	95%	95%
Accuracy					
Actual	96.10%	95.40%	94.30%	98.08%	98.99%
Target	95%	95%	95%	95%	95%
Expertise					
Actual	97.20%	95.20%	85.90%	97.73%	76.29%
Target	95%	95%	95%	95%	95%
Helpfulness					
Actual	97%	94.60%	87%	97.31%	71.43%
Target	95%	95%	95%	95%	95%
Availability of Information					
Actual	94%	94.40%	98.90%	97.78%	96.91%
Target	90%	95%	95%	95%	95%
Overall					
Actual	94.90%	95%	99.20%	97.30%	99%
Target	95%	95%	95%	95%	95%

How Are We Doing

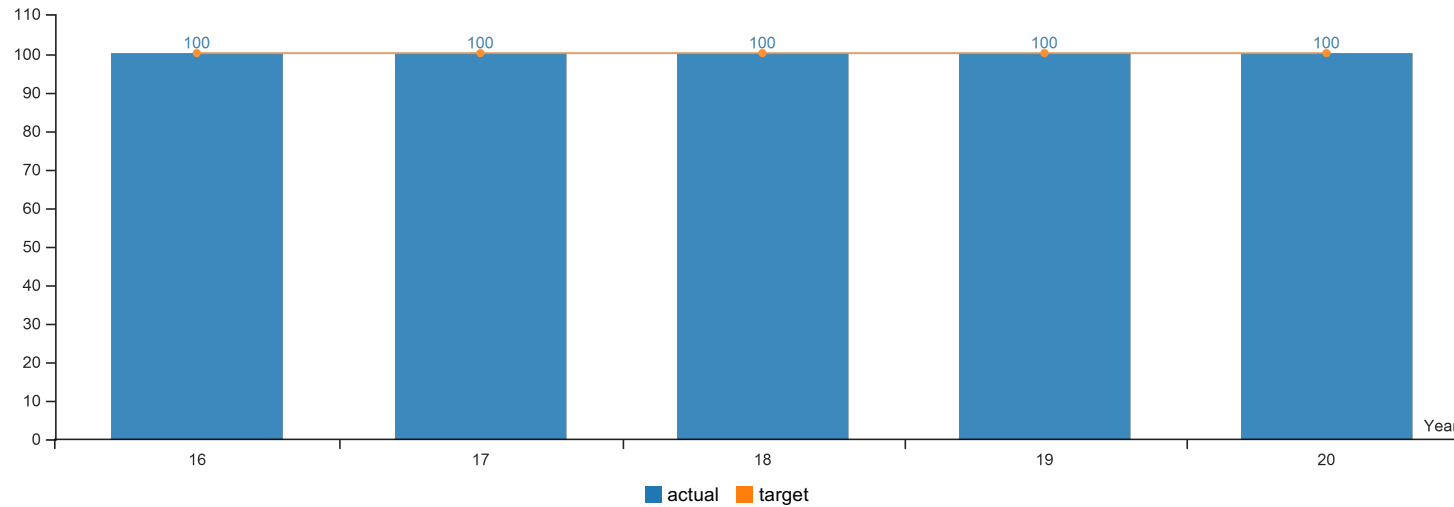
The agency's performance in FY 2020 (7/1/19-6/30/20) met the target in categories #1, #2, #5 and #6, and fell below the target in categories #3 and #4. While these statistics are from a lower percentage of surveys returned than in the past, CCB staff works hard to maintain a high level of customer satisfaction 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	2016	2017	2018	2019	2020
Percent of Yes Responses					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

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.

Factors Affecting Results