

**MINUTES OF THE JULY 22, 2010
CONSTRUCTION CONTRACTORS BOARD
LOCKSMITH ADVISORY COMMITTEE MEETING**

The Construction Contractors Board held a Locksmith Advisory Committee meeting on Thursday, July 22, 2010, at the CCB offices 700 Summer St. NE, Suite 300, Conference Room B, Salem, Oregon.

Committee Members: Co-Chair Jon Mangis, William Blanchard, Ernie Blatz, Kristina Leipzig, and Christopher Tardiff. Committee Members Simon Blatz and William Curtis were excused from the meeting.

Staff: Craig P. Smith, Administrator; Gina Fox, Education Manager; Richard Blank, Enforcement Manager; Field Investigations Manager Robert Rambo, and Board Secretary Catherine Dixon..

Guests: None.

1. Approval of Agenda

Co-Chair Jon Mangis opened the meeting and the agenda was approved.

2. Review and Approve February 23, 2010 Minutes:

The minutes of the February 23, 2010, LSAC meeting were approved.

3. Review Online Locksmith System Performance:

Education Manager Gina Fox reported the following statistics as of July 8, 2010:

- 286 locksmith applications have been received;
- 267 applicants have paid a fee;
- 266 applicants have paid the testing fee;
- 264 applicants have passed the test; and
- 261 locksmith certifications have been issued.
- 5 applicants restarted the process.
- 6 applicants have submitted an application, but did not proceed any further.
- 2 applicants paid the test fee, but did not take the test; staff tried to call them, but were unable to contact the parties.

Ms. Fox reported that staff have received very few phone calls regarding the online process.

Ms. Fox discussed the survey results with committee members. Overall the survey received high marks.

Survey question 5: Please rate the degree of difficulty in completing the application for the locksmith certification—58.4% rated it easy and 38.1% rated it somewhat easy, which results in 96% who rated it good.

Survey question 6: Please rate the degree of relevancy of the test questions in the Locksmith Certification test—37.3% rated it relevant and 43.6% rates is somewhat relevant , which results in 80.9% who rated the test questions good; and 18.2% rated it mostly irrelevant.

Ms. Fox reported that she recommends waiting until more tests have been given before reviewing the bank of test questions.

Ms. Fox asked what type of comments members have received from locksmiths regarding the process.

Committee members reported that they received comments from locksmiths about not receiving notification of the new requirements. Locksmiths feel there may be too many questions on the test about safes. Some reported that locksmiths are telling them that staff told them they did not need to be a certified locksmith for the type of work they are doing and some callers are getting conflicting information when they call CCB. Members suggested training CCB staff to encourage callers to get the locksmith certification. Recommend to callers the value added by having a locksmith certification, selling the program and telling them that obtaining the certification will improve consumer confidence. Also tell callers that they are exempt if what they explained is all they do, however, if they are doing other things, and then they may need the locksmith certification.

Education Manager Gina Fox will work with the CCB Licensing/CSU Manager to set up further training for CCB staff on locksmith certification.

Action Item

LSAC Member Blanchard discussed a situation where some locksmiths work for institutions, but go out and assist the public on the side and asked whether this type of activity would be exempt. Mr. Blanchard will send an email to Enforcement Manager Rich Blank giving the specifics details of the situation so the agency can make a determination whether the party is exempt.

The committee discussed the pros and cons of having an Oregon Certified Locksmith's picture on the pocket card. Staff reported that this was not practical at this time.

4. Website Overview:

Education Manager Gina Fox discussed an email she received from a locksmith regarding adding a certified locksmith to their license record. Ms. Fox reported that she sent an email out to those on who have indicated they wanted to receive emails giving instructions on how the business can add a certified locksmith to their license record. The business must go into the CCB "My License" and add the certified locksmith. There is no requirement that a business must add certified locksmiths to their license record.

The question was raised whether subcontractors should be added to the business license. Ms. Fox reported that there is no requirement to add any certified locksmith to a license record using CCB "My License", that is a decision for the business to make.

Ms. Fox reported that Field Investigation staff are giving out flyers on the locksmith requirements as they come across locksmith businesses to help get the word out about the new requirements.

5. Report on Locksmith Sting:

Field Investigation Manager Robert Rambo reported that he and some of staff are working on conducting some stings in the near future. Five field staff is working on the sting. The first sting will be in Salem where a house has been donated for use in the sting. Mr. Rambo thanked Chris Tardiff for his assistance regarding the types of things to look for when staff were developing a list of targets. The targets are from website ads, Craigslist, and phone book ads in the Salem area. Similar stings are planned for Portland and Eugene. Chris Tardiff volunteered to fix any damaged doors in the sting operation in Salem.

Ms. Fox reported that she is working with the media and that TV media will be invited to some of the future stings.

6. Review of OAR 812-030-0300(4):

Enforcement Manager Rich Blank discussed OAR 812-030-0300(4) with the committee. He reported that since the law is only 23 days old (becoming effective July 1, 2010) it is too early to review the rule or make any recommendations for revisions. It is better to wait until Enforcement has processed a few violations. He has received complaints regarding phone book ads and enforcement staff is looking at those complaints.

Committee members suggested sending a list of things the locksmith needs to do to comply with the laws and rules and where the information can be found. Perhaps send the list out with the certification.

Ms. Fox will develop a letter from the Administrator congratulating the new certified locksmith and giving them a list of things they need to know, best practices, and include the rules. The information will be added to the website as well.

Action Item

Administrator Smith suggested that committee members ask their locksmith associations to create some continuing education courses for the eight hours of electives required.

7. Locksmith Testing—General Overview:

Education Manager Gina Fox reported that the test to 100 has been very successful. At the end of each question applicants can make comments about the question. Currently 261 tests have been given with 61 comments received on the questions. One person commented 17 times and one other person commented 20 times.

William Blanchard reported that he has seen 20 people take the test and all of them received the same exact questions in the same order. Ms. Fox will have CCB IT staff check the test to see what is happening and correct the problem.

Action Item

8. Discussion of Testing Survey Results and Changes to Test Questions and Answers (Executive Session):

Chair Jon Mangis read a statement regarding going into executive session and the committee went into executive session under ORS 192.660(2)(f) to review test questions. The meeting was reconvened and the Ms. Fox read the following corrections that were made to test question numbers:

- 1023, correct the spelling
- 1035, change sentence structure
- 1038, correct the punctuation
- 1061, no correction
- 1063, correct the grammar
- 1097, no correction.
- 1098, no correction
- 1099, no correction
- 1108, correct spelling
- 1058, no correction
- 1006, no correction
- 1007, no correction
- 1008, no correction
- 1011, add a commonly used term to that question.
- 1019, no correction
- 1022, no correction
- 1029, no correction
- 1030, no correction
- 1032, no correction
- 1033, no correction
- 1043, no correction
- 1053, no correction
- 1055, remove the question
- 1057, no correction
- 1068, no correction
- 1097, no correction
- 1099, no correction
- 1100, no correction
- 1102, no correction
- 1103, no correction
- 1106, no correction
- 1107, no correction
- 1034, no correction
- 1102, no correction
- 1103, no correction
- 1104, no correction
- 1110, no correction
- 1111, no correction
- 1113, no correction, and
- 1114, no correction

9. Future Meetings:

The next meeting was scheduled for Thursday, October 7, from 10:00 a.m. to 12:00 p.m. (Note: Meeting was delayed until November 8, 2010. The next meeting after October 7 will be scheduled after the legislative session ends.

The consensus of the committee was to meet two times a year.

10. Agenda Items for Next Meeting:

- Continuing education
- Statistics on test questions

11. Adjournment.

The meeting adjourned at 12:00 p.m. The next meeting is scheduled for October 7, 2010.