

## Links to Oregon Benchmarks

Agency Name: <b>Construction Contractors Board</b>					Last Revised: <b>12/18/02</b>			
Contact Person: Craig P. Smith, Administrator					Phone: (503) 378-4621 ext. 4010			
Alternate Contact: Linda Teet					Phone: (503) 378-4621 ext. 4000			
<p>Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs):</p> <p>No primary links to Oregon Benchmarks.</p> <p><b>Mission Statement:</b> “The Construction Contractors Board protects the public’s interest relating to improvements to real property. The Board regulates construction contractors and promote a competitive business environment through education, contractor licensing, dispute resolution, and law enforcement.”</p> <p><b>Vision Statement:</b> “A fair, honest, and competitive construction industry in Oregon providing improvements to real property in a manner that ensures consumer rights.”</p> <p>HLO1. Percent of all licensed contractors that discharge CCB claims final orders in bankruptcy which significantly damage other Oregonians.</p> <p>HLO2. Percent of homeowners who understand and highly rate the value of hiring a properly licensed contractor.</p>								
Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target	Lead Division or Unit (Optional)
<p><b>Goal 1. To protect Oregon consumers of construction related services.</b></p> <p>Objective 1a: Licensing: To efficiently maintain and share, on request, public records for licensed contractors.</p>	(See Mission & Vision Statement)	Customer Contact Index: Total number of customer contacts (web site hits, telephone calls, IVR calls, packets of mail requested, home show contacts, and speech contacts).	91500-1	2002	Mod.	660,000 per year **	1,200,000 per year	Licensing (lead program) & Consumer Education
<p><b>Goal 1.</b></p> <p>Objective 1b: Contractor Education: To ensure that all licensed contractors have an adequate level of business competency.</p>	(See Mission & Vision Statement)	Percent of CCB tested contractors that file bankruptcy. (Tested contractors are a subset of “all licensed contractors” referred to in HLO1. CCB has a greater degree of influence on this subgroup.)	91500-2	2002	New	.20%	.125% or 1.25/1000	Contractor Education

<b>Goal 1.</b> Objective 1c: Consumer Education: To educate consumers of their rights and responsibilities and the services and authority of the CCB.	(See Mission & Vision Statement) & HLO 2	Percent of homeowners who are aware of their rights and responsibilities and the services of CCB.	91500-3	2002	New	N/A*	60%	Consumer Education
<b>Goal 1.</b> Objective 1d: Enforcement: To provide timely and effective investigations of unlawful acts and sanction appropriately.	(See Mission & Vision Statement)	Percent of offenders who recidivate by performing work without a CCB license within three years of first offense.	91500-4	2002	New	.62%	.50%	Enforcement
<b>Goal 1.</b> Objective 1e: Dispute Resolution: To hold contractors financially accountable for their business practices.	(See Mission & Vision Statement)	Percent of licensed contractors operating in Oregon that fail to pay in full final Dispute Resolution (claims) final orders for damages.	91500-5	2002	New	1.3%	.50%	Dispute Resolution (Claims)
<b>Goal 2. Provide excellent customer service to all who wish to use our services.</b> Objective 1d: Enforcement: To provide timely and effective investigations of unlawful acts and sanction appropriately.	(See Mission & Vision Statement)	Average days to close an enforcement investigation.	91500-6	1994		138 days	60 days	Enforcement
<b>Goal 2.</b> Objective 2a: Dispute Resolution: To efficiently process claims.	(See Mission & Vision Statement)	Average days to issue a claims final order.	91500-7	1994	--	160 days	120 days	Dispute Resolution (Claims)

<b>Goal 2.</b> Objective 2b: Dispute Resolution: To maximize participant's perception of fairness given the requirements of due process under the law.	(See Mission & Vision Statement) & HLO 2	Percent of people who are parties to claims who perceive that the claims process is fair.	91500-8	2002	New	60%***	75%	Dispute Resolution (Claims)
<b>Goal 3. To regulate in a manner that supports a fair, honest, and competitive business climate in the construction industry.</b> Objective 3a: Licensing: To efficiently license and renew all construction businesses required by law in a business friendly manner.	(See Mission & Vision Statement)	Percent of contractors satisfied with the agency's processing of license and renewal information.	91500-9	2002		79%	89%	Licensing

\* This 2000 values are not available as they are new measures, the baseline for which will be set over the 2001-03 biennium.

\*\* Due to DAS IRMD's acquisition of CCB's web page, measurement of CCB license inquiries could not be measured in a manner that would allow a count for "every contractor inquiry". Prior to August 2001, a person accessing the web site and reviewing (for example) 12 contractor records was counted as 12 hits, after August 2001 (due to a limitation by DAS IRMD) it was not possible to count the number of contractor records reviewed by a single site visit; therefore, such a site visit was counted as 1 instead of 12.

\*\*\* While the agency did rate the overall quality of service in 2000, it did not rate participants perception of fairness. We now estimate it to be 60 percent in 2000.

# PERFORMANCE MEASURE DATA SUMMARY

Agency Name: Construction Contractors Board	
Contact Person: Craig P. Smith, Administrator	Phone: 503 378-5493
Alternate Contact: Linda Teet	Phone: 503 378-4621 ext. 4000

Performance Measure Definition (numbered as shown below)	Data Year Ending					Targets Year Ending					
	1998	1999	2000	2001	2002	2000	2001	2002	2003	2004	2005
91500 - 1	--	--	--	816,897	748,989	--	--	--	1,000,000	1,100,000	1,200,000
91500- 2	--	--	--	.20%	.07%	--	--	--	.175%	.150%	.125%
91500 - 3	--	--	20%	N/A	40%	--	--	--	45%	50%	60%
91500 - 4	--	--	--	6.6%	9.6%	--	--	--	7%	6%	5%
91500- 5	--	--	--	.62%	.60%	--	--	--	.57%	.54%	.50%
91500 - 6	--	--	--	80	72	--	--	--	68	64	60
91500 - 7	--	--	--	157	150	--	--	---	140	130	120
91500 - 8*	--	--	--	--	*	--	--	--	70%	70%	75%
91500 - 9*	--	--	--	--	**95%	--	--	--	75%	85%	89%

\* New measure. No yearly data yet available.

\*\*Data of 2002 determined not reliable due to limited number of survey responses. The agency has revised the survey methodology to improve number of responses, which will allow reasonable analysis by year ending June 30, 2003.

## DATA SOURCES - CONSTRUCTION CONTRACTORS BOARD

<b>High Level Outcome</b>	<b>Data Source</b>
HLO1. Percent of all licensed contractors that discharge CCB Claims final orders in bankruptcy which significantly damage other Oregonians.	New information being gathered by CCB Dispute Resolution (Claims) Section began January 1, 2002. Number of bankruptcies divided by the average number of contractors in each year.
HLO2. Percent of homeowners who understand and highly rate the value of hiring a properly licensed contractor.	CCB sponsors scientific random sample survey among Oregon homeowners (DRC Research).
<b>Performance Measure</b>	<b>Data Source</b>
1. Customer Contact Index: Total number of customer contacts (web site hits, telephone calls, IVR calls, packets of mail requested, home show contacts, and speech contacts).	CCB database records (customer contacts per month.xls (LJT)).
2. Percent of CCB tested contractors that file bankruptcy. (Tested contractors are a subset of “all licensed contractors” referred to in HLO1. CCB has a greater degree of influence on this subgroup.)	New statistics to be gathered by CCB Education Section. (CCB contractor failure/damages report.)
3. Percent of homeowners who are aware of their rights and responsibilities and the services of CCB.	CCB sponsored random sample survey among Oregon homeowners by DRC Research.
4. Percent of offenders who recidivate by performing work without a CCB license within three years of first offense.	CCB Enforcement Report: Recidivism Report
5. Percent of licensed contractors operating in Oregon that fail to pay in full final Dispute Resolution (claims) final orders for damages.	CCB claims statistics. CCB claims statistics. By measuring the number of contractors per year that fail to pay in full Dispute Resolution (claims) final orders for damages and dividing by the average number of CCB licensees per year.
6. Average days to close an enforcement investigation.	CCB Enforcement Report
7. Average days to issue a claims final order.	CCB Claims Statistics Report.
8. Percent of people who are parties to claims who perceive that the claims process is fair.	CCB Claims Customer Satisfaction Survey started April 1, 2002.
9. Percent of contractors satisfied with the agency’s processing of license and renewal information.	Survey conducted by CCB of all licensing.

# Performance Measures Review

## FINAL

**Agency:** Construction Contractors Board  
**Date:** December 18, 2002  
**Lead Reviewer:** Rita Conrad  
**Approved:** Jeff Tryens

**Mission:** The Construction Contractors Board protects the public's interest relating to improvements to real property. The Board regulates construction contractors and promotes a competitive business environment through education, contractor licensing, dispute resolution, and law enforcement.

**Vision:** A fair, honest, and competitive construction industry in Oregon providing improvements to real property in a manner that ensures consumer rights.

### Summary

The DAS Performance Measure Review Committee finds that this agency's measures meet all five basic criteria in the Performance Measure Guidelines. Nine measures are aligned with three goals, a vision, a mission and two well-stated high-level outcome measures. Measures address the full scope of agency responsibility, reflect standard concepts and definitions, and include 2005 targets. A well-documented data sources sheet demonstrates that data will be verifiable. In the absence of historical (year 2000 or 2001) data points, the agency needs to be sure that the targets it offers for its new measures are ambitious but realistic.

### Comments and recommendations specific to basic criteria

#### 1. Gauge progress towards goals and pertinent benchmarks

CCB's vision, mission, goals and sub goals are well thought out and organized, providing an excellent base for performance measures. There are no primary links to Oregon Benchmarks for this agency. Two alternative high-level outcomes do in fact represent societal measures related to this agency's goals and mission.

The agency aligns nine performance measures with three goals that are common to many regulatory agencies. The conceptual link between measures and their related goals is clear.

#### 2. A few key measures

The agency has done a good job of whittling what it does down to nine measures. The scope of the agency's responsibilities is well-represented.

#### 3. Conforms to standard concepts and definitions

Included are several each of good outcome, efficiency and customer satisfaction measures.

#### **4. Targets**

All measures have targets. CCB has set its targets well ahead of schedule. It is difficult to determine if the targets for new measures #2, 3, 4 and 8 are “ambitious but realistic” because there is no historical (year 2000) data point offered.

#### **5. Accurate and reliable data**

The data sources sheet is excellent and includes data sources for this agency’s unique high-level outcome measures. If the 2000 data point cannot be given, then the agency should carefully evaluate how it is setting that target, and whether it is ambitious but realistic.