



Summary of Contents – FY 2010/11 Contractors State License Board Enforcement Statistics Report

Number of Complaints Received by Source and Type;

Number of Complaints Closed Prior to Referral for Field Investigation;

Number of Complaints Referred for Field Investigation;

Number of Complaints Closed After Referral for Field Investigation;

Number of Complaints Closed per Consumer Services Representative and Enforcement Representative;

Number of Complaints Pending at the End of FY 2010/11;

Licensee and Non-Licensee Citation Data (Number of Issued, Vacated, and Withdrawn);

Number of Complaints Referred to Attorney General and/or Prosecutor;

Number of Actions Taken Against Licenses and Accusations Withdrawn or Dismissed;

Number of Cases (Actions) Containing Violations of Business and Professions Code Sections 7121, 7121.5, Subdivision (e) of Section 7159 or Subdivision (a)(5) of Section 7159.5;

Cost Recovery Ordered and Paid;

Average Days to Close for the following categories:

From Complaint Filing to Closure by Intake/Mediation Prior to Referral for an Investigation;

From Referral of a Complaint for Investigation to Closure by an Investigation Center;

From Filing of a Complaint to the Referral of the Completed Investigation to the Attorney General;

From Referral of the Completed Investigation to the Attorney General to the Filing of an Accusation by the Attorney General;

From Filing of an Accusation by the Attorney General to the First Hearing Date or Date of a Stipulated Settlement;

From Receipt of an Administrative Law Judge's Proposed Decision to the Registrar's Final Decision.

**COMPLAINTS RECEIVED
FY 2010/11**

LICENSEE COMPLAINT (LIC)

Criminal Conviction Complaints	390
Construction Industry Complaints	1,560
District Complaints (Registrar)	684
Government Complaints	439
Public Consumer Complaints	10,841
Sweep Compliance Complaints	316
Total	14,230

NON-LICENSEE COMPLAINT

Construction Industry Complaints	180
District Complaints (Registrar)	1,250
Government Complaints	56
Public Consumer Complaints	4,034
Sweep Compliance Complaints	275
Total	5,795

APPLICATION INVESTIGATION (HIS, APP, or LIC)

District Complaints (Registrar)	1,272
Total	1,272

HOME IMPROVEMENT SALESMAN

Criminal Conviction Complaints	21
Public Consumer Complaints	2
Total	23

TOTAL COMPLAINTS RECEIVED **21,320**

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2010/11**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR CITATION	2
CLOSURE FOR INSUFFICIENT EVIDENCE	3,010
CLOSURE FOR NO JURISTITION	416
CLOSURE FOR NO VIOLATION	111
CLOSURE FOR LICENSE ALREADY REVOKED	64
CLOSURE SENT VOLUNTARY ARBITRATION	1
CLOSURE SENT MANDATORY ARBITRATION	35
CLOSURE FOR SETTLED IN SCREENING	2,324
CLOSURE FOR MINOR VIOLATION-WARNING	825
CLOSURE FOR NO FURTHER ACTION	1,943
Total, Licensee Complaint	8,731

NON-LICENSEE COMPLAINT

CLOSURE 7028 INSUFFICIENT EVIDENCE	1,024
CLOSURE 7028 NO JURISTITION	174
CLOSURE 7028 NO FURTHER ACTION	176
CLOSURE NO FURTHER ACTION-WARNING	600
CLOSURE REFER TO NON-LICENSEE CITATION	45
Total, Non-Licensee Complaint	2,019

TOTAL **10,750**

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2010/11**

LICENSEE COMPLAINT	6,441
NON-LICENSEE COMPLAINT	3,890
APP INVESTIGATION (HIS, APP, OR LIC)	1,272
HOME IMPROVEMENT SALESMAN (HIS)	23
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION	11,626

**COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION
FY 2010/11**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	497
CLOSURE RECOMMENDED FOR CITATION	756
CLOSURE REFERRED TO PROSECUTOR	190
CLOSURE FOR INSUFFICIENT EVIDENCE	900
CLOSURE FOR NO JURISTITION	83
CLOSURE FOR NO VIOLATION	382
CLOSURE FOR SETTLED IN INVESTIGATION	783
CLOSURE FOR LICENSE ALREADY REVOKED	273
CLOSURE SENT VOLUNTARY ARBITRATION	110
CLOSURE SENT MANDATORY ARBITRATION	516
CLOSURE FOR ON SITE NEGOTIATION	2
CLOSURE FOR MINOR VIOLATION-WARNING	937
CLOSURE FOR MINOR VIOLATION-NO WARNING	1
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	386
CLOSURE FOR NO FURTHER ACTION	634
Total	6,450

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	1,073
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,086
CLOSURE 7028 NO JURISTITION	68
CLOSURE LACK OF RESOURCES TO RESPOND	207
CLOSURE 7028 NO FURTHER ACTION	258
CLOSURE NO FURTHER ACTION-WARNING	440
CLOSURE REFER TO NON-LICENSEE CITATION	860
Total	3,992

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

CLOSURE RECOMMENDED FOR S OF I	7
CLOSURE APPLICATION WITHDRAWN	209
CLOSURE APPLICATION VERIFIED	446
CLOSURE NO FURTHER ACTION	28
CLOSURE 485B DENIAL	361
CLOSURE 7073E - PROBATIONARY LICENSE	220
Total	1,271

HOME IMPROVEMENT SALESMAN

CLOSURE RECOMMENDED FOR ACCUSATION	9
CLOSURE RECOMMENDED FOR CITATION	1
CLOSURE FOR INSUFFICIENT EVIDENCE	3
CLOSURE FOR LICENSE ALREADY REVOKED	1
CLOSURE FOR MINOR VIOLATION-WARNING	1
CLOSURE FOR NO FURTHER ACTION	5
Total	20

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION **11,733**

**NUMBER OF COMPLAINTS CLOSED PER CONSUMER SERVICES REPRESENTATIVE
AND ENFORCEMENT REPRESENTATIVE**

FY 2010/11

Average Number of Complaints Closed Per Consumer Services
Representative Per Month 27.5

Average Number of Complaints Closed Per Enforcement Representative Per
Month 9.7

COMPLAINTS PENDING AT THE END OF FY 2010/11

LICENSEE COMPLAINT (LIC)

Received Prior to Fiscal Year	13	0.3%
July - September	56	1.4%
October - December	310	8.0%
January - March	734	18.9%
April - June	1,780	45.7%
Licensee Complaint (LIC) Total	2,893	74.4%

NON-LICENSEE COMPLAINT

Received Prior to Fiscal Year	1	<0.1%
July - September	7	0.2%
October - December	57	1.5%
January - March	149	3.8%
April - June	557	14.3%
Non-Licensee Complaint Total	771	19.8%

APP INVESTIGATION (HIS, APP, or LIC)

Received Prior to Fiscal Year	0	0.0%
July - September	0	0.0%
October - December	6	0.2%
January - March	6	0.2%
April - June	211	5.4%
App Investigation (HIS, APP, or Lic)	223	5.7%

HOME IMPROVEMENT SALESMAN

Received Prior to Fiscal Year	0	0.0%
July - September	0	0.0%
October - December	0	0.0%
January - March	3	0.1%
April - June	1	<0.1%
Home Improvement Salesman Total	4	0.1%

TOTAL PENDING AT THE END OF FY 2010/11:	3,891	100.0%
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LICENSEE CITATIONS FOR FY 2010/11

ORDER OF CORRECTION AND FINE	722
VACATED	0
WITHDRAWN	52
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN	774

NON-LICENSEE CITATIONS FOR FY 2010/11

ORDER OF CORRECTION AND FINE	949
VACATED	0
WITHDRAWN	19
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN	968

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FOR FY 2010/11**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	93
HOME IMPROVEMENT SALESMAN	7
LICENSEE COMPLAINT	499
NON-LICENSEE COMPLAINT	0
TOTAL	599

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	0
LICENSEE COMPLAINT	190
NON-LICENSEE COMPLAINT	1,073
TOTAL	1,263

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

No complaints were referred to both the Attorney General and Prosecutor during FY 2010/11.

TOTAL COMPLAINTS REFERRED **1,862**

**ACTIONS TAKEN BY CSLB
FY 2010/11**

NUMBER OF LICENSES REVOKED

RESULTING FROM ACCUSATION	363
RESULTING FROM ARBITRATION	112
RESULTING FROM CITATION	265
TOTAL LICENSES REVOKED	740

NUMBER OF LICENSES SUSPENDED

RESULTING FROM ACCUSATION	3
RESULTING FROM ARBITRATION	207
RESULTING FROM CITATION	376
TOTAL LICENSES SUSPENDED	586

ACCUSATIONS WITHDRAWN OR DISMISSED

ACCUSATIONS WITHDRAWN	25
ACCUSATIONS DISMISSED	3
TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED	28

Note: An individual disciplinary case can have multiple entities and multiple outcomes.

**NUMBER OF CASES CONTAINING VIOLATIONS OF SECTION 7121, 7121.5, AND
SUBDIVISION (e) OF SECTION 7159 OR SUBDIVISION (a)(5) OF SECTION 7159.5**

FY 2010/11

**FOR CITATIONS ISSUED TO LICENSEES DURING FY 2010/11,
THE NUMBER OF 7159(e) OR 7159.5(a)(5) VIOLATIONS RESULTING IN A CITATION**

7159(e) or 7159.5(a)(5)	36
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**FOR DISCIPLINARY ACTIONS TAKEN IN FY 2010/11, THE NUMBER OF VIOLATIONS
RESULTING IN A CITATION OR ACCUSATION**

**NUMBER OF CITATIONS WITH 7159(e) OR 7159.5(a)(5) VIOLATIONS RESULTING IN A
SUSPENSION OR REVOCATION**

7159(e) or 7159.5(a)(5) SUSPENSIONS:	5
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7159(e) or 7159.5(a)(5) REVOCATIONS:	8
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**NUMBER OF ACCUSATIONS WITH 7121, 7121.5, 7159(e), OR 7159.5(a)(5) VIOLATIONS
RESULTING IN A SUSPENSION OR REVOCATION**

7121	35
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7121.5	41
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7159(e) or 7159.5(a)(5)	75
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Note: Violations of B&P Code Section 7159.5(a)(5) are included as a result of a 2006 amendment to Chapter 744, Statutes of 2002 (SB 1953).

**COST RECOVERY ORDERED AND PAID
FY 2010/11**

COST RECOVERY ORDERED	\$1,563,940
COST RECOVERY PAID	\$103,552

**AVERAGE NUMBER OF DAYS FROM COMPLAINT FILING TO CLOSURE BY
INTAKE/MEDIATION PRIOR TO REFERRAL FOR AN INVESTIGATION**

FY 2010/11

LICENSEE COMPLAINT (LIC)	32.9
NON-LICENSEE COMPLAINT	25.6
HOME IMPROVEMENT SALESMAN (HIS)	0.0
APP INVESTIGATION (HIS, APP, or LIC)	0.0
TOTAL	31.6

**AVERAGE NUMBER OF DAYS FROM REFERRAL OF A COMPLAINT FOR
INVESTIGATION TO CLOSURE BY INVESTIGATION CENTER**

FY 2010/11

LICENSEE COMPLAINT (LIC)	130.0
NON-LICENSEE COMPLAINT	69.4
HOME IMPROVEMENT SALESMAN (HIS)	82.9
APP INVESTIGATION (HIS, APP, or LIC)	58.9
TOTAL	101.6

**AVERAGE NUMBER OF DAYS FROM THE FILING OF A COMPLAINT TO THE REFERRAL
OF THE COMPLETED INVESTIGATION TO THE ATTORNEY GENERAL**

FY 2010/11

AVERAGE NUMBER OF DAYS **226.9**

**AVERAGE NUMBER OF DAYS FROM THE REFERRAL OF THE COMPLETED
INVESTIGATION TO THE ATTORNEY GENERAL TO THE FILING OF AN ACCUSATION BY
THE ATTORNEY GENERAL**

FY 2010/11

AVERAGE NUMBER OF DAYS: **194.7**

**AVERAGE NUMBER OF DAYS FROM THE FILING OF AN ACCUSATION TO THE FIRST
HEARING DATE OR DATE OF A STIPULATED SETTLEMENT**

FY 2010/11

AVERAGE NUMBER OF DAYS: **308.6**

**AVERAGE NUMBER OF DAYS FROM RECEIPT OF ADMINISTRATIVE LAW JUDGE'S
PROPOSED DECISION TO THE REGISTRAR'S FINAL DECISION**

FY 2010/11

AVERAGE NUMBER OF DAYS: **17.3**
