



CONTRACTORS STATE LICENSE BOARD

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STATE OF CALIFORNIA
Governor Edmund G. Brown Jr.

October 25, 2012

Mr. Gregory Schmidt
Secretary of the Senate
State Capitol, Room 3044
Sacramento, California 95814

Mr. Schmidt,

Attached is the Contractors State License Board's (CSLB) 2011/12 Annual Statistical Report as required by SB 1953 (Chapter 744, Statutes of 2002).

If you have any comments or questions, please contact either myself or Chief Deputy Registrar, Cindi Christenson, at (916) 255-4000.

Sincerely,

Stephen P. Sands
Registrar

cc: Diane F. Boyer-Vine, Legislative Counsel of California
E. Dotson Wilson, Chief Clerk of the Assembly
Denise Brown, Director, Department of Consumer Affairs
Paul Schifino, Chair, Contractors State License Board



Table of Contents
FY 2011/12 Contractors State License Board Enforcement (CSLB)
Annual Statistical Report

Number of Complaints Received by Source and Type..... Page 1

Number of Complaints Closed Prior to Referral for Field Investigation..... Page 2

Number of Complaints Referred for Field Investigation..... Page 3

Number of Complaints Closed After Referral for Field Investigation Page 4

Number of Complaints Closed per Consumer Services Representative and Enforcement Representative..... Page 5

Number of Complaints Pending at the End of FY 2011/12..... Page 6

Licensee and Non-Licensee Citation Data (Number of Issued, Vacated, and Withdrawn) Page 7

Number of Complaints Referred to Attorney General and/or Prosecutor Page 8

Number of Actions Taken Against Licenses and Accusations Withdrawn or Dismissed..... Page 9

Number of Cases (Actions) Containing Violations of Business and Professions Code Sections 7121, 7121.5, and Subdivision (e) of Section 7159 or Subdivision (a)(5) of Section 7159.5... Page 10

Cost Recovery Ordered and Paid..... Page 11

Average Days to Close for the following categories:

 From Complaint Filing to Closure by Intake/Mediation Prior to Referral for an Investigation..... Page 12

 From Referral of a Complaint for Investigation to Closure by an Investigation Center Page 12

 From Filing of a Complaint to the Referral of the Completed Investigation to the Attorney General..... Page 13

 From Referral of the Completed Investigation to the Attorney General to the Filing of an Accusation by the Attorney General..... Page 13

 From Filing of an Accusation by the Attorney General to the First Hearing Date or Date of a Stipulated Settlement Page 13

 From Receipt of an Administrative Law Judge’s Proposed Decision to the Registrar’s Final Decision Page 13

**COMPLAINTS RECEIVED
FY 2011/12**

LICENSEE COMPLAINT (LIC)

Subsequent Arrest Notification Complaints	493
Construction Industry Complaints	1,414
District Complaints (Registrar)	869
Government Complaints	252
Public Consumer Complaints	9,590
Sweep Compliance Complaints	168
Total:	12,786

NON-LICENSEE COMPLAINT

Subsequent Arrest Notification Complaints	1
Construction Industry Complaints	181
District Complaints (Registrar)	1,168
Government Complaints	38
Public Consumer Complaints	3,334
Sweep Compliance Complaints	170
Total:	4,892

APPLICATION INVESTIGATION (HIS, APP, or LIC)

District Complaints (Registrar)	1,546
Total:	1,546

HOME IMPROVEMENT SALESMAN

Subsequent Arrest Notification Complaints	14
District Complaints (Registrar)	1
Total:	15

TOTAL COMPLAINTS RECEIVED: 19,239

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2011/12**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR CITATION	3
CLOSURE FOR INSUFFICIENT EVIDENCE	2,784
CLOSURE FOR NO JURISTITION	369
CLOSURE FOR NO VIOLATION	93
CLOSURE FOR LICENSE ALREADY REVOKED	43
CLOSURE SENT VOLUNTARY ARBITRATION	3
CLOSURE SENT MANDATORY ARBITRATION	31
CLOSURE FOR SETTLED IN SCREENING	2,025
CLOSURE FOR MINOR VIOLATION-WARNING	643
CLOSURE FOR NO FURTHER ACTION	1,536
Total, Licensee Complaint:	7,530

NON-LICENSEE COMPLAINT

CLOSURE 7028 INSUFFICIENT EVIDENCE	884
CLOSURE 7028 NO JURISTITION	137
CLOSURE 7028 NO FURTHER ACTION	123
CLOSURE NO FURTHER ACTION-WARNING	385
CLOSURE REFER TO NON-LICENSEE CITATION	28
Total, Non-Licensee Complaint:	1,557

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 9,087

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2011/12**

LICENSEE COMPLAINT	6,080
NON-LICENSEE COMPLAINT	3,483
APP INVESTIGATION (HIS, APP, OR LIC)	1,546
HOME IMPROVEMENT SALESMAN (HIS)	15
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:	11,124

**COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION
FY 2011/12**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	451
CLOSURE RECOMMENDED FOR CITATION	847
CLOSURE REFERRED TO PROSECUTOR	148
CLOSURE FOR INSUFFICIENT EVIDENCE	959
CLOSURE FOR NO JURISTITION	64
CLOSURE FOR NO VIOLATION	222
CLOSURE FOR SETTLED IN INVESTIGATION	723
CLOSURE FOR LICENSE ALREADY REVOKED	165
CLOSURE SENT VOLUNTARY ARBITRATION	93
CLOSURE SENT MANDATORY ARBITRATION	488
CLOSURE FOR ON SITE NEGOTIATION	6
CLOSURE FOR MINOR VIOLATION-WARNING	970
CLOSURE FOR MINOR VIOLATION-NO WARNING	2
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	374
CLOSURE FOR NO FURTHER ACTION	678
Total:	6,190

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	1,045
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,062
CLOSURE 7028 NO JURISTITION	53
CLOSURE LACK OF RESOURCES TO RESPOND	178
CLOSURE 7028 NO FURTHER ACTION	217
CLOSURE NO FURTHER ACTION-WARNING	205
CLOSURE REFER TO NON-LICENSEE CITATION	763
Total:	3,523

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

CLOSURE RECOMMENDED FOR S OF I	8
CLOSURE APPLICATION WITHDRAWN	357
CLOSURE APPLICATION VERIFIED	625
CLOSURE NO FURTHER ACTION	27
CLOSURE 485B DENIAL	375
CLOSURE 7073E - PROBATIONARY LICENSE	161
Total:	1,553

HOME IMPROVEMENT SALESMAN

CLOSURE RECOMMENDED FOR ACCUSATION	1
CLOSURE FOR INSUFFICIENT EVIDENCE	1
CLOSURE FOR MINOR VIOLATION-WARNING	2
CLOSURE FOR NO FURTHER ACTION	9
Total:	13

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 11,279

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

FY 2011/12

Average Number of Complaints Closed Per Consumer Services
Representative Per Month 24.0

Average Number of Complaints Closed Per Enforcement Representative Per
Month 10.0

COMPLAINTS PENDING AT THE END OF FY 2011/12

LICENSEE COMPLAINT (LIC)

Received Prior to Fiscal Year	7	0.2%
July - September	63	1.6%
October - December	289	7.4%
January - March	638	16.4%
April - June	1,836	47.1%
Licensee Complaint (LIC) Total	2,833	72.6%

NON-LICENSEE COMPLAINT

Received Prior to Fiscal Year	0	<0.1%
July - September	5	0.1%
October - December	41	1.1%
January - March	144	3.7%
April - June	639	16.4%
Non-Licensee Complaint Total	829	21.3%

APP INVESTIGATION (HIS, APP, or LIC)

Received Prior to Fiscal Year	0	0.0%
July - September	0	0.0%
October - December	0	0.0%
January - March	1	0.0%
April - June	5	0.1%
App Investigation (HIS, APP, or Lic)	6	0.2%

HOME IMPROVEMENT SALESMAN

Received Prior to Fiscal Year	12	0.3%
July - September	4	0.1%
October - December	2	0.1%
January - March	14	0.4%
April - June	201	<0.1%
Home Improvement Salesman Total	233	6.0%

TOTAL COMPLAINTS PENDING: 3,901 100.0%

LICENSEE CITATIONS FOR FY 2011/12

ORDER OF CORRECTION AND FINE	789
VACATED	0
WITHDRAWN	29
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	818

NON-LICENSEE CITATIONS FOR FY 2011/12

ORDER OF CORRECTION AND FINE	793
VACATED	0
WITHDRAWN	30
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	823

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FOR FY 2011/12**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	75
HOME IMPROVEMENT SALESMAN	3
LICENSEE COMPLAINT	473
NON-LICENSEE COMPLAINT	0
TOTAL:	551

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	0
LICENSEE COMPLAINT	148
NON-LICENSEE COMPLAINT	1,045
TOTAL:	1,193

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

No complaints were referred to both the Attorney General and Prosecutor during FY 2011/12.

TOTAL COMPLAINTS REFERRED: **1,744**

**ACTIONS TAKEN BY CSLB
FY 2011/12**

NUMBER OF LICENSES REVOKED

<u>RESULTING FROM ACCUSATION</u>	<u>293</u>
<u>RESULTING FROM ARBITRATION</u>	<u>122</u>
<u>RESULTING FROM CITATION</u>	<u>319</u>
<u>TOTAL LICENSES REVOKED:</u>	<u>734</u>

NUMBER OF LICENSES SUSPENDED

<u>RESULTING FROM ACCUSATION</u>	<u>9</u>
<u>RESULTING FROM ARBITRATION</u>	<u>150</u>
<u>RESULTING FROM CITATION</u>	<u>359</u>
<u>TOTAL LICENSES SUSPENDED:</u>	<u>518</u>

ACCUSATIONS WITHDRAWN OR DISMISSED

<u>ACCUSATIONS WITHDRAWN</u>	<u>38</u>
<u>ACCUSATIONS DISMISSED</u>	<u>2</u>
<u>TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:</u>	<u>40</u>

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 2011/12

**FOR CITATIONS ISSUED TO LICENSEES DURING FY 2011/12,
THE NUMBER OF 7159(e) OR 7159.5(a)(5) VIOLATIONS RESULTING IN A CITATION**

7159(e) or 7159.5(a)(5)	33
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**FOR DISCIPLINARY ACTIONS TAKEN IN FY 2011/12, 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:	3
7159(e) or 7159.5(a)(5) REVOCATIONS:	9

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

7121	28
7121.5	21
7159(e) or 7159.5(a)(5)	97

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 2011/12**

COST RECOVERY ORDERED	\$1,672,459
COST RECOVERY PAID	\$175,480

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

FY 2011/12

LICENSEE COMPLAINT (LIC)	36.3
NON-LICENSEE COMPLAINT	31.1
HOME IMPROVEMENT SALESMAN (HIS)	0.0
APP INVESTIGATION (HIS, APP, or LIC)	0.0
TOTAL:	35.4

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

FY 2011/12

LICENSEE COMPLAINT (LIC)	128.8
NON-LICENSEE COMPLAINT	78.0
HOME IMPROVEMENT SALESMAN (HIS)	65.7
APP INVESTIGATION (HIS, APP, or LIC)	55.4
TOTAL:	102.8

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

FY 2011/12

AVERAGE NUMBER OF DAYS: 225.8

**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 2011/12

AVERAGE NUMBER OF DAYS: 177.8

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

FY 2011/12

AVERAGE NUMBER OF DAYS: 357.7

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

FY 2011/12

AVERAGE NUMBER OF DAYS: 24.9
