



CONTRACTORS STATE LICENSE BOARD

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800.321.CSLB (2752) | www.cslb.ca.gov | *CheckTheLicenseFirst.com*

STATE OF CALIFORNIA
Governor Edmund G. Brown Jr.

September 19, 2014

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) 2013/14 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
Awet Kidane, Director, Department of Consumer Affairs
David Dias, Chair, Contractors State License Board



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Average Days to Close for the following categories:

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**COMPLAINTS RECEIVED
FY 2013/14**

LICENSEE COMPLAINT (LIC)

Subsequent Arrest Notification Complaints	399
Construction Industry Complaints	1,021
District Complaints (Registrar)	939
Government Complaints	194
Public Consumer Complaints	9,320
Sweep Compliance Complaints	223
Total:	12,096

NON-LICENSEE COMPLAINT

Subsequent Arrest Notification Complaints	1
Construction Industry Complaints	71
District Complaints (Registrar)	1,679
Government Complaints	50
Public Consumer Complaints	3,107
Sweep Compliance Complaints	168
Total:	5,076

APPLICATION INVESTIGATION (HIS, APP, or LIC)

District Complaints (Registrar)	1,000
Total:	1,000

HOME IMPROVEMENT SALESMAN

Subsequent Arrest Notification Complaints	18
District Complaints (Registrar)	9
Public Consumer Complaints	4
Total:	31

TOTAL COMPLAINTS RECEIVED: 18,203

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2013/14**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR CITATION	49
CLOSURE FOR INSUFFICIENT EVIDENCE	2,264
CLOSURE FOR NO JURISTITION	368
CLOSURE FOR NO VIOLATION	53
CLOSURE FOR SETTLED IN INVESTIGATION	12
CLOSURE FOR LICENSE ALREADY REVOKED	43
CLOSURE SENT VOLUNTARY ARBITRATION	2
CLOSURE SENT MANDATORY ARBITRATION	11
CLOSURE FOR SETTLED IN SCREENING	1,955
CLOSURE FOR MINOR VIOLATION-WARNING	518
CLOSURE FOR NO FURTHER ACTION	1,149
Total, Licensee Complaint:	6,424

NON-LICENSEE COMPLAINT

CLOSURE 7028 INSUFFICIENT EVIDENCE	688
CLOSURE 7028 NO JURISTITION	182
CLOSURE 7028 NO FURTHER ACTION	96
CLOSURE NO FURTHER ACTION-WARNING	255
CLOSURE REFER TO NON-LICENSEE CITATION	15
Total, Non-Licensee Complaint:	1,236

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 7,660

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2013/14**

LICENSEE COMPLAINT	6,082
NON-LICENSEE COMPLAINT	3,959
APP INVESTIGATION (HIS, APP, OR LIC)	1,000
HOME IMPROVEMENT SALESMAN (HIS)	31
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:	11,072

COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2013/14**LICENSEE COMPLAINT (LIC)**

CLOSURE RECOMMENDED FOR ACCUSATION	450
CLOSURE RECOMMENDED FOR CITATION	1,316
CLOSURE REFERRED TO PROSECUTOR	95
CLOSURE FOR INSUFFICIENT EVIDENCE	858
CLOSURE FOR NO JURISTITION	62
CLOSURE FOR NO VIOLATION	250
CLOSURE FOR SETTLED IN INVESTIGATION	799
CLOSURE FOR LICENSE ALREADY REVOKED	120
CLOSURE SENT VOLUNTARY ARBITRATION	61
CLOSURE SENT MANDATORY ARBITRATION	314
CLOSURE FOR ON SITE NEGOTIATION	1
CLOSURE FOR SETTLED IN SCREENING	1
CLOSURE FOR MINOR VIOLATION-WARNING	884
CLOSURE FOR MINOR VIOLATION-NO WARNING	5
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	297
CLOSURE FOR NO FURTHER ACTION	716
Total:	6,229

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	1,022
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,204
CLOSURE 7028 NO JURISTITION	62
CLOSURE LACK OF RESOURCES TO RESPOND	147
CLOSURE 7028 NO FURTHER ACTION	223
CLOSURE NO FURTHER ACTION-WARNING	389
CLOSURE REFER TO NON-LICENSEE CITATION	888
Total:	3,935

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

CLOSURE RECOMMENDED FOR S OF I	2
CLOSURE APPLICATION WITHDRAWN	315
CLOSURE APPLICATION VERIFIED	312
CLOSURE CONTINUATION GRANTED	0
CLOSURE NO FURTHER ACTION	32
CLOSURE 485B DENIAL	280
CLOSURE 7073E - PROBATIONARY LICENSE	79
Total:	1,020

HOME IMPROVEMENT SALESMAN

CLOSURE RECOMMENDED FOR ACCUSATION	11
CLOSURE RECOMMENDED FOR CITATION	1
CLOSURE REFERRED TO PROSECUTOR	1
CLOSURE FOR INSUFFICIENT EVIDENCE	1
CLOSURE FOR LICENSE ALREADY REVOKED	2
CLOSURE FOR MINOR VIOLATION-WARNING	5
CLOSURE FOR NO FURTHER ACTION	10
Total:	31

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 11,215

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

FY 2013/14

Average Number of Complaints Closed Per Consumer Services
Representative Per Month 23.1

Average Number of Complaints Closed Per Enforcement Representative Per
Month 9.2

COMPLAINTS PENDING AT THE END OF FY 2013/14

LICENSEE COMPLAINT (LIC)		
Received Prior to Fiscal Year	14	0.4%
July - September	73	1.9%
October - December	298	7.7%
January - March	673	17.3%
April - June	1,958	50.3%
Licensee Complaint (LIC) Total	3,016	77.5%

NON-LICENSEE COMPLAINT		
Received Prior to Fiscal Year	0	<0.1%
July - September	5	0.1%
October - December	41	1.1%
January - March	112	2.9%
April - June	565	14.5%
Non-Licensee Complaint Total	723	18.6%

APP INVESTIGATION (HIS, APP, or LIC)		
Received Prior to Fiscal Year	0	0.0%
July - September	0	0.0%
October - December	1	0.0%
January - March	1	0.0%
April - June	4	0.1%
App Investigation (HIS, APP, or Lic)	6	0.2%

HOME IMPROVEMENT SALESMAN		
Received Prior to Fiscal Year	30	0.8%
July - September	1	0.0%
October - December	6	0.2%
January - March	46	1.2%
April - June	65	<0.1%
Home Improvement Salesman Total	148	3.8%

TOTAL COMPLAINTS PENDING:	3,893	100%
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LICENSEE CITATIONS FOR FY 2013/14

ORDER OF CORRECTION AND FINE	1,314
VACATED	0
WITHDRAWN	46
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	1,360

NON-LICENSEE CITATIONS FOR FY 2013/14

ORDER OF CORRECTION AND FINE	889
VACATED	0
WITHDRAWN	15
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	904

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FY 2013/14**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	67
HOME IMPROVEMENT SALESMAN	4
LICENSEE COMPLAINT	401
NON-LICENSEE COMPLAINT	0
TOTAL:	472

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	1
LICENSEE COMPLAINT	95
NON-LICENSEE COMPLAINT	1,022
TOTAL:	1,118

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

No complaints were referred to both the Attorney General and Prosecutor during FY 2013/14.

TOTAL COMPLAINTS REFERRED: **1,590**

**ACTIONS TAKEN BY CSLB
FY 2013/14**

NUMBER OF LICENSES REVOKED

RESULTING FROM ACCUSATION	392
RESULTING FROM ARBITRATION	18
RESULTING FROM CITATION	276
TOTAL LICENSES REVOKED:	686

NUMBER OF LICENSES SUSPENDED

RESULTING FROM ACCUSATION	5
RESULTING FROM ARBITRATION	26
RESULTING FROM CITATION	395
TOTAL LICENSES SUSPENDED:	426

ACCUSATIONS WITHDRAWN OR DISMISSED

ACCUSATIONS WITHDRAWN	37
ACCUSATIONS DISMISSED	1
TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:	38

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 2013/14

**FOR CITATIONS ISSUED TO LICENSEES DURING FY 2013/14,
THE NUMBER OF 7159(e) OR 7159.5(a)(5) VIOLATIONS RESULTING IN A CITATION**
7159(e) or 7159.5(a)(5) 76

**FOR DISCIPLINARY ACTIONS TAKEN IN FY 2013/14, 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: 8
7159(e) or 7159.5(a)(5) REVOCATIONS: 5

**NUMBER OF ACCUSATIONS WITH 7121, 7121.5, 7159(e), OR 7159.5(a)(5) VIOLATIONS
RESULTING IN A SUSPENSION OR REVOCATION**
7121 15
7121.5 8
7159(e) or 7159.5(a)(5) 49

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 2013/14**

COST RECOVERY ORDERED	\$2,293,114
COST RECOVERY PAID	\$258,757

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

FY 2013/14

LICENSEE COMPLAINT (LIC)	45.0
NON-LICENSEE COMPLAINT	36.8
HOME IMPROVEMENT SALESMAN (HIS)	0.0
APP INVESTIGATION (HIS, APP, or LIC)	0.0
TOTAL:	43.7

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

FY 2013/14

LICENSEE COMPLAINT (LIC)	127.8
NON-LICENSEE COMPLAINT	63.1
HOME IMPROVEMENT SALESMAN (HIS)	57.5
APP INVESTIGATION (HIS, APP, or LIC)	59.6
TOTAL:	98.7

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

FY 2013/14

AVERAGE NUMBER OF DAYS: 238.4

**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 2013/14

AVERAGE NUMBER OF DAYS: 220.5

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

FY 2013/14

AVERAGE NUMBER OF DAYS: 345.9

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

FY 2013/14

AVERAGE NUMBER OF DAYS: 15.2
