



**CONTRACTORS STATE LICENSE BOARD**

9821 Business Park Drive, Sacramento, California 95827  
Mailing Address: P.O. Box 26000, Sacramento, CA 95826  
800.321.CSLB (2752) | [www.cslb.ca.gov](http://www.cslb.ca.gov) | [CheckTheLicenseFirst.com](http://CheckTheLicenseFirst.com)

STATE OF CALIFORNIA  
Governor Edmund G. Brown Jr.

September 18, 2015

Mr. Daniel Alvarez  
Secretary of the Senate  
State Capitol, Room 3044  
Sacramento, California 95814

Mr. Alvarez,

Attached is the Contractors State License Board's (CSLB) 2014/15 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, Cynthia Kanemoto, at (916) 255-4000.

Sincerely,

Cindi A. Christenson  
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  
Eddie Lang, Chair, Contractors State License Board



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Average Days to Close for the following categories:

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**COMPLAINTS RECEIVED  
FY 2014/15**

**LICENSEE COMPLAINT (LIC)**

Subsequent Arrest Notification Complaints	983
Construction Industry Complaints	1,041
Special Investigation Complaints	44
Responsible Managing Officer (RMO) Task Force Complaints	56
District Complaints (Registrar)	872
Government Complaints	235
Public Consumer Complaints	9,804
Sweep Compliance Complaints	212
<b>Total:</b>	<b>13,247</b>

**NON-LICENSEE COMPLAINT**

Subsequent Arrest Notification Complaints	1
Construction Industry Complaints	180
Special Investigation Complaints	51
District Complaints (Registrar)	1,303
Government Complaints	59
Public Consumer Complaints	3,450
Sweep Compliance Complaints	150
<b>Total:</b>	<b>5,194</b>

**APPLICATION INVESTIGATION (HIS, APP, or LIC)**

District Complaints (Registrar)	1,235
<b>Total:</b>	<b>1,235</b>

**HOME IMPROVEMENT SALESMAN**

Subsequent Arrest Notification Complaints	46
District Complaints (Registrar)	0
Public Consumer Complaints	0
<b>Total:</b>	<b>46</b>

**TOTAL COMPLAINTS RECEIVED: 19,722**

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION  
FY 2014/15**

**LICENSEE COMPLAINT (LIC)**

CLOSURE RECOMMENDED FOR CITATION	91
CLOSURE FOR INSUFFICIENT EVIDENCE	2,202
CLOSURE FOR NO JURISDICTION	322
CLOSURE FOR NO VIOLATION	38
CLOSURE FOR SETTLED IN INVESTIGATION	1
CLOSURE FOR LICENSE ALREADY REVOKED	35
CLOSURE SENT VOLUNTARY ARBITRATION	1
CLOSURE SENT MANDATORY ARBITRATION	6
CLOSURE FOR SETTLED IN SCREENING	1,886
CLOSURE FOR MINOR VIOLATION-WARNING	445
CLOSURE FOR NO FURTHER ACTION	1,092
<b>Total, Licensee Complaint:</b>	<b>6,119</b>

**NON-LICENSEE COMPLAINT**

CLOSURE 7028 INSUFFICIENT EVIDENCE	666
CLOSURE 7028 NO JURISDICTION	141
CLOSURE 7028 NO FURTHER ACTION	125
CLOSURE NO FURTHER ACTION-WARNING	267
CLOSURE REFER TO NON-LICENSEE CITATION	8
<b>Total, Non-Licensee Complaint:</b>	<b>1,207</b>

**TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 7,326**

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION  
FY 2014/15**

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LICENSEE COMPLAINT	7,846
NON-LICENSEE COMPLAINT	4,037
APP INVESTIGATION (HIS, APP, OR LIC)	1,235
HOME IMPROVEMENT SALESMAN (HIS)	46
<b>TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:</b>	<b>13,164</b>

**COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2014/15**

**LICENSEE COMPLAINT (LIC)**

CLOSURE RECOMMENDED FOR ACCUSATION	411
CLOSURE RECOMMENDED FOR CITATION	1,351
CLOSURE REFERRED TO PROSECUTOR	161
CLOSURE FOR INSUFFICIENT EVIDENCE	1,104
CLOSURE FOR NO JURISDICTION	143
CLOSURE FOR NO VIOLATION	195
CLOSURE FOR SETTLED IN INVESTIGATION	973
CLOSURE FOR LICENSE ALREADY REVOKED	144
CLOSURE SENT VOLUNTARY ARBITRATION	59
CLOSURE SENT MANDATORY ARBITRATION	312
CLOSURE FOR ON SITE NEGOTIATION	1
CLOSURE FOR MINOR VIOLATION-WARNING	1,447
CLOSURE FOR MINOR VIOLATION-NO WARNING	4
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	252
CLOSURE FOR NO FURTHER ACTION	931
<b>Total:</b>	<b>7,488</b>

**NON-LICENSEE COMPLAINT**

CLOSURE 7028 REFER TO PROSECUTOR	1,204
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,294
CLOSURE 7028 NO JURISDICTION	60
CLOSURE LACK OF RESOURCES TO RESPOND	74
CLOSURE 7028 NO FURTHER ACTION	245
CLOSURE NO FURTHER ACTION-WARNING	275
CLOSURE REFER TO NON-LICENSEE CITATION	820
<b>Total:</b>	<b>3,972</b>

**APPLICATION INVESTIGATION (HIS, APP, OR LIC)**

CLOSURE RECOMMENDED FOR S OF I	2
CLOSURE APPLICATION WITHDRAWN	244
CLOSURE APPLICATION VERIFIED	416
CLOSURE NO FURTHER ACTION	67
CLOSURE 485B DENIAL	356
CLOSURE 7073E - PROBATIONARY LICENSE	97
<b>Total:</b>	<b>1,182</b>

**HOME IMPROVEMENT SALESMAN**

CLOSURE RECOMMENDED FOR ACCUSATION	7
CLOSURE RECOMMENDED FOR CITATION	1
CLOSURE FOR INSUFFICIENT EVIDENCE	9
CLOSURE FOR NO JURISDICTION	3
CLOSURE FOR MINOR VIOLATION-WARNING	17
CLOSURE FOR NO FURTHER ACTION	11
<b>Total:</b>	<b>48</b>

**TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 12,690**

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

**FY 2014/15**

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Average Number of Complaints Closed Per Consumer Services  
Representative Per Month 21.4

Average Number of Complaints Closed Per Enforcement Representative Per  
Month 10.1

**COMPLAINTS PENDING AT THE END OF FY 2014/15**

<b>LICENSEE COMPLAINT (LIC)</b>		
Received Prior to Fiscal Year	8	0.2%
July - September	71	1.6%
October - December	394	8.8%
January - March	835	18.7%
April - June	1,991	44.7%
<b>Licensee Complaint (LIC) Total</b>	<b>3,299</b>	<b>74.0%</b>

<b>NON-LICENSEE COMPLAINT</b>		
Received Prior to Fiscal Year	2	<0.1%
July - September	8	0.2%
October - December	39	0.9%
January - March	155	3.5%
April - June	724	16.2%
<b>Non-Licensee Complaint Total</b>	<b>928</b>	<b>20.8%</b>

<b>APP INVESTIGATION (HIS, APP, or LIC)</b>		
Received Prior to Fiscal Year	38	0.0%
July - September	3	0.1%
October - December	4	0.1%
January - March	17	0.4%
April - June	165	3.7%
<b>App Investigation (HIS, APP, or Lic)</b>	<b>227</b>	<b>5.1%</b>

<b>HOME IMPROVEMENT SALESMAN</b>		
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	2	<0.1%
<b>Home Improvement Salesman Total</b>	<b>4</b>	<b>0.1%</b>

**TOTAL COMPLAINTS PENDING: 4,458 100%**



**LICENSEE CITATIONS FOR FY 2014/15**

<u>ORDER OF CORRECTION AND FINE</u>	<u>1,401</u>
<u>VACATED</u>	<u>0</u>
<u>WITHDRAWN</u>	<u>34</u>
<b><u>TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:</u></b>	<b><u>1,435</u></b>

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**NON-LICENSEE CITATIONS FOR FY 2014/15**

<u>ORDER OF CORRECTION AND FINE</u>	<u>859</u>
<u>VACATED</u>	<u>0</u>
<u>WITHDRAWN</u>	<u>21</u>
<b><u>TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:</u></b>	<b><u>880</u></b>

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR  
FY 2014/15**

**REFERRED TO ATTORNEY GENERAL**

APP INVESTIGATION (HIS, APP, or LIC)	70
HOME IMPROVEMENT SALESMAN	6
LICENSEE COMPLAINT	339
NON-LICENSEE COMPLAINT	0
<b>TOTAL:</b>	<b>415</b>

**REFERRED TO PROSECUTOR**

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	0
LICENSEE COMPLAINT	161
NON-LICENSEE COMPLAINT	1,204
<b>TOTAL:</b>	<b>1,365</b>

**REFERRED TO ATTORNEY GENERAL AND PROSECUTOR**

No complaints were referred to both the Attorney General and Prosecutor during FY 2014/15.

**TOTAL COMPLAINTS REFERRED: 1,780**

**ACTIONS TAKEN BY CSLB  
FY 2014/15**

**NUMBER OF LICENSES REVOKED**

RESULTING FROM ACCUSATION	414
RESULTING FROM ARBITRATION	31
RESULTING FROM CITATION	369
<b>TOTAL LICENSES REVOKED:</b>	<b>814</b>

**NUMBER OF LICENSES SUSPENDED**

RESULTING FROM ACCUSATION	17
RESULTING FROM ARBITRATION	35
RESULTING FROM CITATION	454
<b>TOTAL LICENSES SUSPENDED:</b>	<b>506</b>

**ACCUSATIONS WITHDRAWN OR DISMISSED**

ACCUSATIONS WITHDRAWN	55
ACCUSATIONS DISMISSED	1
<b>TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:</b>	<b>56</b>

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 2014/15**

**FOR CITATIONS ISSUED TO LICENSEES DURING FY 2014/15,  
THE NUMBER OF 7159(e) OR 7159.5(a)(5) VIOLATIONS RESULTING IN A CITATION**

7159(e) or 7159.5(a)(5)	66
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**FOR DISCIPLINARY ACTIONS TAKEN IN FY 2014/15, 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
7159(e) or 7159.5(a)(5) REVOCATIONS:	5

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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	9
7121.5	1
7159(e) or 7159.5(a)(5)	64

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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 2014/15**

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COST RECOVERY ORDERED	\$1,336,582
COST RECOVERY PAID	\$289,418

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

**FY 2014/15**

LICENSEE COMPLAINT (LIC)	48.2
NON-LICENSEE COMPLAINT	41.2
HOME IMPROVEMENT SALESMAN (HIS)	0.0
APP INVESTIGATION (HIS, APP, or LIC)	0.0
<b>TOTAL:</b>	<b>47.0</b>

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

**FY 2014/15**

LICENSEE COMPLAINT (LIC)	117.0
NON-LICENSEE COMPLAINT	63.6
HOME IMPROVEMENT SALESMAN (HIS)	54.9
APP INVESTIGATION (HIS, APP, or LIC)	59.4
<b>TOTAL:</b>	<b>94.7</b>

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

**FY 2014/15**

**AVERAGE NUMBER OF DAYS:** 264.6

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**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 2014/15**

**AVERAGE NUMBER OF DAYS:** 191.4

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

**FY 2014/15**

**AVERAGE NUMBER OF DAYS:** 364.6

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

**FY 2014/15**

**AVERAGE NUMBER OF DAYS:** 10.4

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