



**CONTRACTORS STATE LICENSE BOARD**

9821 Business Park Drive, Sacramento, California 95827  
Mailing Address: P.O. Box 26000, Sacramento, CA 95826  
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STATE OF CALIFORNIA  
Governor Edmund G. Brown Jr.

September 22, 2016

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) 2015/16 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  
Agustin Beltran, Chair, Contractors State License Board



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Average Days to Close for the following categories:

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**COMPLAINTS RECEIVED  
FY 2015/16**

**LICENSEE COMPLAINT (LIC)**

Subsequent Arrest Notification Complaints	1,190
Construction Industry Complaints	900
Special Investigation Complaints	83
Responsible Managing Officer (RMO) Task Force Complaints	0
District Complaints (Registrar)	365
Government Complaints	195
Public Consumer Complaints	9,931
Sweep Compliance Complaints	168
<b>Total:</b>	<b>12,832</b>

**NON-LICENSEE COMPLAINT**

Subsequent Arrest Notification Complaints	0
Construction Industry Complaints	102
Special Investigation Complaints	96
District Complaints (Registrar)	704
Government Complaints	42
Public Consumer Complaints	3,872
Sweep Compliance Complaints	125
<b>Total:</b>	<b>4,941</b>

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

District Complaints (Registrar)	854
<b>Total:</b>	<b>854</b>

**HOME IMPROVEMENT SALESMAN**

Subsequent Arrest Notification Complaints	63
District Complaints (Registrar)	0
Public Consumer Complaints	0
<b>Total:</b>	<b>63</b>

**TOTAL COMPLAINTS RECEIVED: 18,690**

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION  
FY 2015/16**

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<b><u>LICENSEE COMPLAINT (LIC)</u></b>	
CLOSURE RECOMMENDED FOR CITATION	26
CLOSURE FOR INSUFFICIENT EVIDENCE	2,228
CLOSURE FOR NO JURISDICTION	277
CLOSURE FOR NO VIOLATION	60
CLOSURE FOR SETTLED IN INVESTIGATION	7
CLOSURE FOR LICENSE ALREADY REVOKED	33
CLOSURE SENT VOLUNTARY ARBITRATION	0
CLOSURE SENT MANDATORY ARBITRATION	0
CLOSURE FOR SETTLED IN SCREENING	1,877
CLOSURE FOR MINOR VIOLATION-WARNING	403
CLOSURE FOR NO FURTHER ACTION	862
<b>Total, Licensee Complaint:</b>	<b>5,773</b>

<b><u>NON-LICENSEE COMPLAINT</u></b>	
CLOSURE 7028 INSUFFICIENT EVIDENCE	673
CLOSURE 7028 NO JURISDICTION	150
CLOSURE 7028 NO FURTHER ACTION	154
CLOSURE NO FURTHER ACTION-WARNING	328
CLOSURE REFER TO NON-LICENSEE CITATION	0
<b>Total, Non-Licensee Complaint:</b>	<b>1,305</b>

**TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 7,078**

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION  
FY 2015/16**

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LICENSEE COMPLAINT	7,732
NON-LICENSEE COMPLAINT	3,822
APP INVESTIGATION (HIS, APP, OR LIC)	855
HOME IMPROVEMENT SALESMAN (HIS)	63
<b>TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:</b>	<b>12,472</b>

**COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2015/16**

**LICENSEE COMPLAINT (LIC)**

CLOSURE RECOMMENDED FOR ACCUSATION	529
CLOSURE RECOMMENDED FOR CITATION	1,304
CLOSURE REFERRED TO PROSECUTOR	116
CLOSURE FOR INSUFFICIENT EVIDENCE	1,166
CLOSURE FOR NO JURISDICTION	143
CLOSURE FOR NO VIOLATION	136
CLOSURE FOR SETTLED IN INVESTIGATION	999
CLOSURE FOR LICENSE ALREADY REVOKED	163
CLOSURE SENT VOLUNTARY ARBITRATION	76
CLOSURE SENT MANDATORY ARBITRATION	486
CLOSURE FOR SETTLED IN SCREENING	23
CLOSURE FOR MINOR VIOLATION-WARNING	1,462
CLOSURE FOR MINOR VIOLATION-NO WARNING	0
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	187
CLOSURE FOR NO FURTHER ACTION	954
<b>Total:</b>	<b>7,744</b>

**NON-LICENSEE COMPLAINT**

CLOSURE 7028 REFER TO PROSECUTOR	1,278
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,338
CLOSURE 7028 NO JURISDICTION	65
CLOSURE LACK OF RESOURCES TO RESPOND	49
CLOSURE 7028 NO FURTHER ACTION	230
CLOSURE NO FURTHER ACTION-WARNING	145
CLOSURE REFER TO NON-LICENSEE CITATION	879
<b>Total:</b>	<b>3,984</b>

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

CLOSURE RECOMMENDED FOR S OF I	1
CLOSURE APPLICATION WITHDRAWN	144
CLOSURE APPLICATION VERIFIED	348
CLOSURE NO FURTHER ACTION	33
CLOSURE 485B DENIAL	282
CLOSURE 7073E - PROBATIONARY LICENSE	75
<b>Total:</b>	<b>883</b>

**HOME IMPROVEMENT SALESMAN**

CLOSURE RECOMMENDED FOR ACCUSATION	3
CLOSURE RECOMMENDED FOR CITATION	3
CLOSURE FOR INSUFFICIENT EVIDENCE	9
CLOSURE FOR NO JURISDICTION	0
CLOSURE FOR MINOR VIOLATION-WARNING	28
CLOSURE FOR NO FURTHER ACTION	13
<b>Total:</b>	<b>56</b>

**TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 12,667**

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

**FY 2015/16**

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Average Number of Complaints Closed Per Consumer Services  
Representative Per Month 21.3

Average Number of Complaints Closed Per Enforcement Representative Per  
Month 10.4

**COMPLAINTS PENDING AT THE END OF FY 2015/16**

<b>LICENSEE COMPLAINT (LIC)</b>		
Received Prior to Fiscal Year	26	0.6%
July - September	89	2.1%
October - December	364	8.6%
January - March	802	18.9%
April - June	1,982	46.6%
<b>Licensee Complaint (LIC) Total</b>	<b>3,263</b>	<b>76.7%</b>
<b>NON-LICENSEE COMPLAINT</b>		
Received Prior to Fiscal Year	6	<0.1%
July - September	16	0.4%
October - December	68	1.6%
January - March	152	3.6%
April - June	526	12.4%
<b>Non-Licensee Complaint Total</b>	<b>768</b>	<b>18.1%</b>
<b>APP INVESTIGATION (HIS, APP, or LIC)</b>		
Received Prior to Fiscal Year	47	0.0%
July - September	2	0.0%
October - December	1	0.0%
January - March	7	0.2%
April - June	152	3.6%
<b>App Investigation (HIS, APP, or Lic)</b>	<b>209</b>	<b>4.9%</b>
<b>HOME IMPROVEMENT SALESMAN</b>		
Received Prior to Fiscal Year	0	0.0%
July - September	0	0.0%
October - December	2	0.0%
January - March	1	0.0%
April - June	9	<0.1%
<b>Home Improvement Salesman Total</b>	<b>12</b>	<b>0.3%</b>
<b>TOTAL COMPLAINTS PENDING:</b>	<b>4,252</b>	<b>100%</b>



**LICENSEE CITATIONS FOR FY 2015/16**

ORDER OF CORRECTION AND FINE	1,326
VACATED	0
WITHDRAWN	45
<b>TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:</b>	<b>1,371</b>

**NON-LICENSEE CITATIONS FOR FY 2015/16**

ORDER OF CORRECTION AND FINE	865
VACATED	0
WITHDRAWN	20
<b>TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:</b>	<b>885</b>

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR  
FY 2015/16**

**REFERRED TO ATTORNEY GENERAL**

APP INVESTIGATION (HIS, APP, or LIC)	106
HOME IMPROVEMENT SALESMAN	2
LICENSEE COMPLAINT	544
NON-LICENSEE COMPLAINT	0
<b>TOTAL:</b>	<b>652</b>

**REFERRED TO PROSECUTOR**

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	0
LICENSEE COMPLAINT	116
NON-LICENSEE COMPLAINT	1,278
<b>TOTAL:</b>	<b>1,394</b>

**REFERRED TO ATTORNEY GENERAL AND PROSECUTOR**

No complaints were referred to both the Attorney General and Prosecutor during FY 2015/16.

**TOTAL COMPLAINTS REFERRED:** **2,046**

**ACTIONS TAKEN BY CSLB  
FY 2015/16**

**NUMBER OF LICENSES REVOKED**

RESULTING FROM ACCUSATION	338
RESULTING FROM ARBITRATION	27
RESULTING FROM CITATION	230
<b>TOTAL LICENSES REVOKED:</b>	<b>595</b>

**NUMBER OF LICENSES SUSPENDED**

RESULTING FROM ACCUSATION	14
RESULTING FROM ARBITRATION	43
RESULTING FROM CITATION	452
<b>TOTAL LICENSES SUSPENDED:</b>	<b>509</b>

**ACCUSATIONS WITHDRAWN OR DISMISSED**

ACCUSATIONS WITHDRAWN	50
ACCUSATIONS DISMISSED	7
<b>TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:</b>	<b>57</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 2015/16**

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

<u>7159(e) or 7159.5(a)(5)</u>	<u>100</u>
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**FOR DISCIPLINARY ACTIONS TAKEN IN FY 2015/16, 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**

<u>7159(e) or 7159.5(a)(5) SUSPENSIONS:</u>	<u>12</u>
<u>7159(e) or 7159.5(a)(5) REVOCATIONS:</u>	<u>6</u>

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

<u>7121</u>	<u>8</u>
<u>7121.5</u>	<u>2</u>
<u>7159(e) or 7159.5(a)(5)</u>	<u>61</u>

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 2015/16**

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COST RECOVERY ORDERED	\$1,562,733
COST RECOVERY PAID	\$267,267

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

**FY 2015/16**

LICENSEE COMPLAINT (LIC)	52.2
NON-LICENSEE COMPLAINT	46.3
HOME IMPROVEMENT SALESMAN (HIS)	0.0
APP INVESTIGATION (HIS, APP, or LIC)	0.0
<b>TOTAL:</b>	<b>51.1</b>

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

**FY 2015/16**

LICENSEE COMPLAINT (LIC)	132.4
NON-LICENSEE COMPLAINT	76.2
HOME IMPROVEMENT SALESMAN (HIS)	42.2
APP INVESTIGATION (HIS, APP, or LIC)	54.4
<b>TOTAL:</b>	<b>108.9</b>

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

**FY 2015/16**

**AVERAGE NUMBER OF DAYS:** 254.8

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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 2015/16**

**AVERAGE NUMBER OF DAYS:** 202.8

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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 2015/16**

**AVERAGE NUMBER OF DAYS:** 325.4

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

**FY 2015/16**

**AVERAGE NUMBER OF DAYS:** 12.7

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