

SEPTEMBER 5, 2025
SACRAMENTO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Board Meeting





CONTRACTORS STATE LICENSE BOARD

STATE OF CALIFORNIA

9821 Business Park Drive, Sacramento, California 95827

Mailing Address: P.O. Box 26000, Sacramento, CA 95826

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

NOTICE OF PUBLIC BOARD MEETING

Friday, September 5, 2025, 10:45 a.m. – 3:00 p.m.
(or until the conclusion of business)

MEETING LOCATION

Contractors State License Board
John C. Hall Hearing Room – First Floor
9821 Business Park Drive,
Sacramento, CA 95827

Meetings are open to the public except when specifically noticed otherwise in accordance with the Open Meeting Act. All times when stated are approximate and subject to change without prior notice at the discretion of the Board unless listed as “time certain.” Items may be taken out of order to maintain a quorum, accommodate a speaker, or for convenience. **Action may be taken on any item listed on this agenda, including information-only items.** The meeting may be canceled without notice.

Members of the public can address the Board during the public comment session. Public comments will also be taken on agenda items at the time the item is heard and prior to the Board taking any action on said items. Total time allocated for public comment may be limited at the discretion of the Board Chair. All times indicated and the order of business are approximate and subject to change.

This meeting will be live webcast (with an approximate 30-second delay). Links are available at the end of this agenda.

MEETING AGENDA

Friday, September 5, 2025, 10:45 a.m.

- A. Call to Order, Roll Call, Establishment of Quorum, and Chair’s Introduction
- B. Public Comment Session for Items Not on the Agenda and Future Agenda Item Requests *(Note: Individuals may appear before the board to discuss items not on the agenda; however, CSLB’s board can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).*
- C. Presentation of Certificates of Recognition
- D. Executive
 - 1. Review and Possible Approval of June 13, 2025, Board Meeting Minutes
 - 2. Registrar’s Report

- a. Review, Discussion, and Possible Action Regarding Workers' Compensation Advisory Committee Stakeholder Meeting
 - b. Wildfire Update
- 3. Budget Update
- 4. Administration Update
- 5. Information Technology Update

E. Legislation

- 1. Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation
 - a. AB 521 (Carrillo) Bond deposits: liability for legal fees and costs. (Clarifies CSLB is not responsible for legal fees on civil claim against licensee cash deposit.)
 - b. AB 559 (Berman) Contractors: home improvement contracts: prohibited business practices. (Updates definitions and penalties for accessory dwelling unit construction and contractors accepting money in advance of work performed or materials delivered.)
 - c. SB 291 (Grayson) Contractors: workers' compensation insurance. (Increases penalties for filing false exemptions from workers' compensation insurance requirements.)
 - d. SB 779 (Archuleta) Contractors: civil penalties. (Increases minimum civil penalties on citations.)
- 2. Review, Discussion and Possible Action on Other Relevant 2025 Legislation
 - a. AB 483 (Irwin) Fixed term installment contracts: early termination fees. (Caps early termination fees in construction ongoing service agreements.)
 - b. AB 485 (Ortega) Labor Commissioner: unsatisfied judgments: nonpayment of wages. (Requires state agencies to deny an application or renewal to an employer with any unsatisfied final judgment for nonpayment of wages.)
 - c. AB 742 (Elhawary) Department of Consumer Affairs: licensing: applicants who are descendants of slaves. (Requires the expediting of applications from descendants of American slaves.)
 - d. AB 1002 (Gabriel) Contractors: failure to pay wages: discipline. (Authorizes the Attorney General to file civil action for license suspension, revocation, or denial.)

- e. AB 1327 (Aguiar-Curry) Home improvement and home solicitation: right to cancel contracts: notice. (Allows consumers to cancel a home improvement contract via email.)
- f. AB 1341 (Hoover) Contractors: discipline: building law violations. (Adds prohibitions on unlicensed practice of architecture, landscape architecture, engineering, geology or geophysics, and land surveying to Contractors State License Law.)
- g. SB 61 (Cortese) Private works of improvement: retention payments. (Limits the retention payment amount for a private work of improvement to five percent.)
- h. SB 456 (Ashby) Contractors: exemptions: muralists. (Exempts murals from Contractors State License Law.)
- i. SB 517 (Niello) Home improvement contract requirements: subcontractors. (Requires home improvement contracts to disclose whether a subcontractor will be used on a project.)
- j. SB 641 (Ashby) Department of Consumer Affairs: states of emergency: waivers and exemptions (Clarifies license classifications for debris removal.)
- k. SB 784 (Durazo) Home improvement loans: right to cancel. (Increases consumer protections for consumers securing financing for residential home improvement.)

F. Enforcement

- 1. Enforcement Program Update
- 2. Review and Discussion Regarding the Multiple Offender Unit

G. Licensing

- 1. Licensing and Testing Program Update
- 2. Applicant Survey
- 3. Consumer Satisfaction Survey

H. Public Affairs

- 1. Public Affairs Program Update
- 2. Review and Discussion Regarding Senior Scam Stopper Seminar Video

I. Closed Session

1. Closed Session: Pursuant to Government Code section 11126(e)(1), the Board will move into closed session to confer with, and receive advice from, its legal counsel regarding the following pending litigation: CA Solar Energy Industries Assn v. CSLB, San Diego County Superior Court, Case No. 37-2024-00029818.

J. Adjournment

Note: The webcast can be found at www.cslb.ca.gov or on the board's YouTube Channel: <https://www.youtube.com/user/ContractorsBoard/>. Webcast availability cannot, however, be guaranteed due to limitations on resources or technical difficulties. The meetings will continue even if the webcast is unavailable.

Note that viewers of the webcast can only view the meeting, not participate.

The meetings are accessible to those needing special accommodation. A person who needs a disability-related accommodation or modification in order to participate in the meetings may make a request by calling (916) 255-4000 or emailing Robin.williams@cslb.ca.gov, or 9821 Business Park Drive, Sacramento, CA, 95827. Providing your request at least five business days prior to the meetings will help ensure availability of the requested accommodation.

AGENDA ITEM A

Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction

Roll is called by the Board Chair or, in his/her absence, by the Board Vice Chair or, in his/her absence, by a Board member designated by the Board Chair.

Eight members constitute a quorum at a CSLB Board meeting, per Business and Professions Code section 7007.

Board Member Roster

JOËL BARTON	MICHAEL MARK
RODNEY M. COBOS	HENRY NUTT III
MIGUEL GALARZA	STEVEN PANELLI
AMANDA GALLO	JOSEF PRECIADO
ALAN GUY	JAMES RUANE
JACOB LOPEZ	THOMAS J. RUIZ
DIANA LOVE	MARY TEICHERT



AGENDA ITEM B

Public Comment Session - Items Not on the Agenda

(Note: Individuals may appear before the CSLB to discuss items not on the agenda; however, the CSLB can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)). Public comments will be taken on agenda items at the time the item is heard and prior to the CSLB taking any action on said items. Total time allocated for public comment may be limited at the discretion of the Board Chair.

BOARD AND COMMITTEE MEETING PROCEDURES

To maintain fairness and neutrality when performing its adjudicative function, the Board should not receive any substantive information from a member of the public regarding matters that are currently under or subject to investigation, or involve a pending administrative or criminal action.

- (1) If, during a Board meeting, a person attempts to provide the Board with substantive information regarding matters that are currently under or subject to investigation or involve a pending administrative or criminal action, the person shall be advised that the Board cannot properly consider or hear such substantive information and the person shall be requested to refrain from making such comments.
- (2) If, during a Board meeting, a person wishes to address the Board concerning alleged errors of procedure or protocol or staff misconduct involving matters that are currently under or subject to investigation or involve a pending administrative or criminal action:
 - (a) The Board may designate either its Registrar or a board employee to review whether the proper procedure or protocol was followed and to report back to the Board once the matter is no longer pending; or,
 - (b) If the matter involves complaints against the Registrar, once the matter is final or no longer pending, the Board may proceed to hear the complaint in accordance with the process and procedures set forth in Government Code section 11126(a).
- (3) If a person becomes disruptive at the Board meeting, the Chair will request that the person leave the meeting or be removed if the person refuses to cease the disruptive behavior.



AGENDA ITEM C

Presentation of Certificates of Recognition



AGENDA ITEM D

Executive



AGENDA ITEM D-1

Review and Possible Approval of June 13, 2025, Board Meeting Minutes





CONTRACTORS STATE LICENSE BOARD

BOARD MEETING MINUTES

Board Meeting Minutes

A. Call to Order, Roll Call, Establishment of Quorum, and Chair's Introduction

Board Chair Michael Mark called the meeting of the Contractors State License Board (CSLB) to order on June 13, 2025, at 8:30 a.m. at the Carmel Room, 400 Cannery Row Monterey, CA 93940.

Vice Chair Miguel Galarza led the Pledge of Allegiance, and a quorum was established.

Board Members Present

Michael Mark, Chair
Miguel Galarza, Vice Chair
Joël Barton
Rodney Cobos
Amanda Gallo
Diana Love
Henry Nutt III
Steve Panelli
Josef Preciado
Thomas Ruiz
James Ruane

Alan Guy, Jacob Lopez and Mary Teichert had approved absences.

CSLB Staff Present

David Fogt, Registrar
Rebecca May, Chief of Legislation
Steve Grove, Chief of Enforcement
Carol Gagnon, Chief of Licensing
Katherine White, Chief of Public Affairs
David Gower, Public Affairs Supervisor
Michael Jamnetski, Special Projects Manager
Robin Williams, Executive Analyst

DCA Staff Present

John Kinn, DCA Legal Counsel

B. Public Comment for Items Not on the Agenda and Future Agenda Item Requests

Board Member Comment

There was no comment.

**Public Comment**

There was no comment.

C. Presentation of Plaques or Certificates of Recognition

Board Chair Michael Mark took a moment to acknowledge David Shue, who was in the audience. David Shue was recognized for his 44 years of service with the Contractors State License Board, where he served as a supervisor overseeing Enforcement for the Bay Area. Chair Mark shared appreciation for his contributions and thanked him for attending.

Chair Mark acknowledged and congratulated Jacob Lopez and Josef Preciado on being reappointed to new four-year terms.

D. Executive

- 1. Review and Possible Approval of the Board Meeting Minutes and Committee Meeting Summaries**
 - a. March 14, 2025 Board Meeting Minutes**
 - b. April 11, 2025 Executive, Enforcement and Legislative Teleconference Committee Meeting Summary**
 - c. April 11, 2025 Special Meeting – Board Meeting Minutes**
 - d. May 15, 2025 Licensing and Public Affairs Teleconference Committee Meeting Summary**

Motion: To approve the Board Meeting Minutes and Committee Meeting Summaries. Moved by Rodney Cobos; Steve Panelli seconded. Motion carried, 11-0-0.

YEA: Michael Mark, Joël Barton, Rodney Cobos, Amanda Gallo, Miguel Galarza, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None

ABSTAIN: None

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert



2. Review, Discussion, and Possible Action on Nominations Committee Recommendations for Election of 2025-26 Board Officers

Chair Mark announced the appointment of Past Board Chair Diana Love and Mary Teichert to a two-person Nominations Committee tasked with recommending a slate of officers — Chair, Vice Chair, and Secretary — for the upcoming fiscal year starting July 1, 2025.

Past Chair Diana Love thanked the Board for the appointment and announced the Nominations Committee's recommendations for officer positions: Miguel Galarza for Chair, Alan Guy for Vice Chair, and Rodney Cobos for Secretary.

Chair Mark thanked Diana Love and Mary Teichert for their work and explained the process for officer elections.

Chair Mark proceeded with the nomination for Board Chair, announcing Board Member Galarza as the Committee's recommendation and seeing no other nominations, nominations were closed, and Member Galarza was invited to speak.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

Member Galarza reflected on his 35 years as a licensed contractor, expressing gratitude for how the Contractors State License Board has positively impacted his life and family. He felt honored to be nominated as Chair and noted the importance of giving back to the industry that supported him. Member Galarza expressed respect for past board chairs and hopes to contribute to their legacy by continuing to support the CSLB's mission of serving the community and the people of California.

Motion: To approve Board Member Miguel Galarza as Board Chair. Moved by Rodney Cobos; Steve Panelli seconded. Motion carried, 10-1-0.

YEA: Michael Mark, Joël Barton, Rodney Cobos, Amanda Gallo, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None

ABSTAIN: Miguel Galarza

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert



Chair Mark announced the Committee's recommendation of Alan Guy for the position of Vice Chair.

Chair Mark then proceeded with the nomination for Board Vice Chair, announcing Member Alan Guy as the Committee's recommendation and seeing no other nominations, nominations were closed.

Member Love stated that Member Guy, unable to attend the meeting due to a scheduling conflict, sent a message expressing his appreciation for the nomination as Vice Chair. He reflected on his past four years of service on every committee and as Board Secretary, describing the experience as rewarding and valuable to the Board's work. Member Guy expressed honor in being nominated and looks forward to the opportunity to serve as Vice Chair.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

Motion: To approve Board Member Alan Guy as Board Vice Chair. Moved by Steve Panelli; James Ruane seconded. Motion carried, 11-0-0.

YEA: Michael Mark, Joël Barton, Rodney Cobos, Miguel Galarza, Amanda Gallo, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None

ABSTAIN: None

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert

Chair Mark announced the Committee's recommendation of Member Cobos for the position of Board Secretary and opened the floor for additional nominations. Hearing none, the nominations were closed. Member Cobos was then invited to make a statement.

Member Cobos thanked Members Love and Teichert for nominating him as Board Secretary. He shared his background as a 27-year union member with the United Association of Plumbers and highlighted how that experience, along with serving as a union officer and with district counsel, has positively impacted his life and family. Member Cobos expressed gratitude for the opportunity to serve on the Board and for the support from fellow Board Members and staff, noting his role as Chair of the Enforcement Committee.

**Board Member Comment**

There was no comment.

Public Comment

There was no comment.

Motion: To approve Board Member Rodney Cobos as Board Secretary. Moved by Thomas Ruiz; Henry Nutt III seconded. Motion carried, 10-0-0.

YEA: Michael Mark, Joël Barton, Miguel Galarza, Amanda Gallo, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None

ABSTAIN: Rodney Cobos

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert

Chair Mark congratulated the newly elected officers and reflected on his final meeting as Chair. He expressed gratitude for the Board's confidence and highlighted key accomplishments over the past year, particularly efforts to address the underground economy through collaboration with industry groups and compliance officers. Chair Mark thanked Registrar David Fogt for his partnership and looks forward to continuing service as a Board Member and Past Chair.

3. Registrar's Report**a. Update and Discussion on Southern California Wildfire Response**

Registrar Fogt shared that he and Special Projects Manager Michael Jamnetski have been participating in weekly Wildfire Recovery Task Force Meetings, which include representatives from the Governor's Office, other state agencies, and local governments in Los Angeles. The focus is on supporting wildfire survivors with debris removal and rebuilding, while protecting them from unlicensed and predatory contractors. Drawing lessons from the Paradise Fire, which resulted in 392 complaints, the goal for the LA Fire Rebuild is to prevent complaints through informed consumer decisions and proactive deterrence. Registrar Fogt thanked CSLB staff for their contributions and mentioned he will present progress and future plans at the next task force meeting. He then invited the division chiefs to share their updates, beginning with Public Affairs.



Chief of Public Affairs Katherine White provided an update on CSLB's outreach and education efforts related to wildfire recovery. She noted updating and translating debris removal fact sheets to reflect appropriate contractor classifications, translating materials into five languages to ensure accessibility, and hosting both English and Spanish webinars, as well as partnering with legislative offices for community outreach. Chief White noted that CSLB also surveyed eligible contractors and listed around 100 on the CSLB website to help homeowners find qualified debris removal providers. The Disaster Help Center has been updated with the latest information and preparations were made to transition the content from debris removal to rebuilding. Chief White noted Public Affairs collaborated with the SWIFT team to create a public flyer explaining CSLB's role in disaster compliance operations to ensure contractors are properly licensed and following regulations.

Registrar Fogt introduced Chief of Licensing Carol Gagnon, asking her to share how the CSLB is supporting current licensees in maintaining their licenses and how the Board is prioritizing qualified individuals seeking new licenses.

Chief Gagnon outlined several key actions CSLB has taken to support licensees affected by the LA wildfire disaster. Under the Governor's Executive Order, licensees in impacted ZIP codes were allowed to defer their renewal fees for one year. So far, 64 licensees have taken advantage of this, and CSLB is assisting them with address updates and communication. LA County required certain contractor classifications to hold the Hazardous Substance Removal Certification for debris removal, and CSLB prioritized processing these applications. Since February, 265 applications have been received (compared to the usual 12 per month), with 72 already approved and certified. Chief Gagnon noted these certified contractors are trained in proper safety procedures and personal protective equipment use, helping ensure safe debris removal. The Licensing Division collaborated with Legislation on SB 641, which will influence future exam updates to support recovery efforts.

Registrar Fogt introduced the Chief of Enforcement Steve Grove to provide his update.

Chief Grove reported on CSLB's strong enforcement response following the January wildfires, despite limited staffing with only 27 SWIFT investigators statewide. Key actions included: that once areas reopened, CSLB posted two types of warning signs — one targeting unlicensed contractors (highlighting felony penalties in disaster zones), and one warning the public not to hire unlicensed contractors.



SWIFT teams conducted sweeps in both fire zones twice a week, often in coordination with district attorneys and the Labor Enforcement Task Force (LETF). These efforts led to only three unlicensed contractors being found, all working on non-fire-damaged homes. With the first rebuild permit issued on April 9, efforts shifted from debris cleanup to reconstruction. CSLB is working closely with the LA County District Attorney and planning an undercover sting operation to further deter illegal activity. From mid-January to the end of April, SWIFT investigators staffed two recovery centers nearly full-time

Registrar Fogt introduced the Chief of Legislation Rebecca May noting she had positive news related to the budget, specifically, about reimbursement for the CSLB's disaster response efforts.

Legislative Chief May provided an update on Senate Bill 641, developed in coordination with Senator Ashby's office. The bill limits wildfire debris removal work to contractors with specific licenses (A, B, C-12, and C-21) who have also passed the Hazardous Substance Removal certification exam and comply with HAZWOPER requirements. The bill would grant the Registrar authority to approve additional classifications for debris removal during a state of emergency on a case-by-case basis. It includes an urgency clause, allowing it to become law immediately upon the governor's signature — expected by September.

Registrar Fogt also noted a positive development regarding disaster response funds. CSLB has recovered approximately \$600,000 in expenses, thanks to efforts by Budget Manager Stacey Paul, who continues to identify additional eligible reimbursements. This will be further discussed during the Budget Update, and that concluded the Legislative Wildfire Update.

Registrar Fogt mentioned that the Nevada State Contractors Board requested a joint meeting in September. However, the decision on scheduling the next Board Meeting will be made by incoming Chair Galarza.

Board Member Comment

Board Member Joël Barton shared their experience participating in a charity motorcycle ride for fallen firefighters, which passed through areas devastated by recent wildfires. He noted the lingering smell of toxic air and burn damage, highlighting the importance of proper debris removal and safety training. Member Barton specifically praised the CSLB's posted warning signs, saying they were highly visible and impactful, and thanked the Board for their efforts.



Chair Mark reflected on a recent tour of the wildfire-affected areas and a Disaster Recovery Center in LA County, describing the devastation as severe and heartbreaking. He expressed appreciation for CSLB staff's efforts in educating consumers about how to protect themselves, especially from unlicensed contractors. Chair Mark commended the work being done to ensure California residents are informed and safeguarded during the recovery process.

Public Comment

There was no comment.

4. Budget Update

Chief May delivered the Budget Update on behalf of Manager Paul. Key highlights include the fiscal year 2024–2025 budget being authorized at \$80.8 million, with projected revenue of \$96 million and \$80 million in expenditures, plus \$6.3 million in external costs. As of April, over 82 percent of the budget had been spent, and nearly \$90 million in revenue had been collected, which is 2.7 percent higher than the previous year. The Board's reserves are projected to grow from \$41.7 million to over \$50 million, providing over six months of reserve funding. Chief May noted the Construction Management Education Account continues to grow steadily through annual donations. Chief May provided the statistical update, noting nearly all categories have seen increases through April, including original applications, new licenses issued, and a 1.6 percent increase in renewals compared to two years ago. Chief May concluded by noting the Board's financial health.

Board Member Comment

Chair Mark praised the significant growth of the Board's financial reserves, now at 6.7 months. He recalled that when he first joined the Board, reserves were down to just one month, and he commended Manager Paul for her excellent work in strengthening the Board's financial position.

Public Comment

There was no comment.

5. Administration Update

Manager Jamnetski provided the Administration Update, covering key areas of personnel, contracts, and facilities. CSLB has maintained a low 6 percent vacancy rate, which is significantly better than the typical 10 percent. Manager Jamnetski noted the Career Development and Mentoring Program Steering Committee has been reinstated to improve onboarding, training, and staff



proficiency, and CSLB is offering its third career consulting class to guide staff on applying and interviewing for state jobs. Manager Jamnetski stated the Board has transitioned from the outdated IWAS system to EDMS, converting decades of scanned licensing documents from image files to PDFs, and the EDMS team, which scans thousands of documents daily, has successfully adapted to the new system.

Board Member Comment

Chair Mark highlighted the importance of the consumer study mentioned on page 102, which is being conducted by CSU Sacramento. The study focuses on enforcement processes and aims to improve the complaint handling system. Chair Mark expressed appreciation for the update and noted the study's significance in enhancing CSLB operations.

Registrar Fogt provided an update on the study, which is awaiting final approval and is expected to launch on July 1 with a six-month timeline. Conducted in partnership with CSU Sacramento's Research Department, the study aims to determine the scope of unlicensed contractor activity in California, including how much is linked to wildfire disaster response. Registrar Fogt stated the study will also help identify the resources needed to effectively address the issue.

Chair Mark emphasized the importance of providing the public with updates on the study. He clarified that the delays are not intentional — the Board is making every effort to move the process forward as quickly as possible on behalf of contractors and the public.

Manager Jamnetski explained that the slow pace is partly due to ensuring compliance with public bidding requirements. He emphasized the importance of the study because, as Registrar Fogt noted, there hasn't been a reliable measurement of the underground economy or the number of unlicensed contractors in construction.

Chair Mark noted that once the study is completed, it will provide a clearer understanding of whether the current enforcement personnel are sufficient or if more staff are needed. He appreciated the progress on the study and thanked Registrar Fogt for the update.

Public Comment

There was no comment.



6. Information Technology Update

Information Technology Advisory Committee Member Henry Nutt III presented the IT Update, highlighting two major initiatives. CSLB successfully launched the Enterprise Document Management System (EDMS) in May 2021, converting 24 million licensing documents to PDF. The new system improved staff efficiency and has already processed over 43,000 transactions and issued 987 licenses.

Member Nutt also noted CSLB is transitioning from a paper-based to an online license application process, starting with sole ownership contractors. The system is 84 percent complete, with a late summer or early fall launch anticipated. Member Nutt concluded by noting the success of the EDMS rollout and the progress of the ongoing digital transformation.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

E. Legislation

1. Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation

Legislative Committee Chair Joël Barton noted there was a long Legislative Committee agenda but expected to move efficiently since all bills had already been reviewed in prior meetings. Chair Barton will state the status of each bill, providing the staff's brief summaries and recommendations. This is to give the Board the opportunity to act, though some bills may require no action, which will help streamline discussion. He began with Board-sponsored bill AB 521, currently pending in the Senate Judiciary Committee, and invited Legal Counsel John Kinn to provide details.

a. AB 521 (Carrillo) Bond deposits: liability for legal fees and costs. (Clarify CSLB is not responsible for legal fees on civil claim against licensee cash deposit.)

Counsel Kinn provided an update on AB 521 (Carrillo), a Board-sponsored bill that clarifies the CSLB is not liable for legal fees in civil cases involving contractor cash deposits. The bill has not been amended since the Board voted to support it in December 2024. Since the Board already sponsors and supports the bill, staff recommended no further action.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

- b. AB 559 (Berman) Contractors: home improvement contracts: prohibited business practices. (Update definitions and penalties for accessory dwelling unit construction and contractors accepting money in advance of work performed or materials delivered.)**

Chair Barton moved on to AB 559 (Berman), which was pending in the Senate Business, Professions, and Economic Development Committee. Chief May was asked to provide a brief update.

Chief May explained that AB 559 adds accessory dwelling units (ADUs) to the definition of home improvement and increases penalties for progress payment violations. The Board voted to sponsor the bill in December 2024, and it has not been significantly amended since. Because the Board already supports it, no further action was recommended.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

- c. SB 291 (Grayson) Contractors: workers' compensation insurance. (Increase penalties for filing false exemptions from workers' compensation insurance requirements.)**

Chair Barton proceeded to SB 291 (Grayson). SB 291 is currently pending in the Assembly Business and Professions Committee, and Chief May was asked to provide a brief update.

Chief May explains that SB 291 has been amended since its original introduction. While earlier versions included a workers' compensation exemption monetary limit and moved the mandatory coverage date up to 2027, those provisions were removed. The bill now only retains increased penalties for falsely claiming a workers' compensation exemption. The bill supports the Legislature's direction for CSLB to create an evidence-based process to determine exemption eligibility and report findings by January 1, 2027. Chief May said although the original language was scaled



back, the core penalty provision remains, aimed at protecting workers and preventing fraud. Staff recommended the Board take no action, which allows CSLB to remain the sponsor and continue working with the Legislature and stakeholders on a future, responsible solution.

Board Member Comment

Chair Mark reflected on a previous discussion about SB 291 at the December board meeting and appreciated the amendments made. While the bill now largely maintains the status quo, the inclusion of increased penalties for falsely claiming a workers' compensation exemption is a significant improvement. Chair Mark thanked CSLB staff for incorporating Board feedback and moving the effort forward.

Member Barton asked whether the Registrar has the authority to set up a Workers' Compensation Advisory Committee, or if that decision would need to come from the Board itself.

Registrar Fogt confirmed that a stakeholder meeting could be arranged. Incoming Chair Galarza has the option to either appoint two Board members to a new Workers' Compensation Advisory Committee or continue with the existing one. The decision was left to incoming Chair Galarza's discretion.

Chair Mark recalled that in the past year, Vice Chair Galarza and Member Barton were appointed to the Workers' Compensation Advisory Committee and emphasized that having the committee has been very helpful.

Member Barton agreed that it was a wise decision to have a Workers' Compensation Advisory Committee.

Public Comment

There was no comment.

d. SB 779 (Archuleta) Contractors: civil penalties. (Increase minimum civil penalties on citations.)

Chair Barton transitioned to SB 779 (Archuleta). The bill was pending in the Assembly Business and Professions Committee. The Chair then asked Chief May to provide a brief update.



i. Proposed amendment to increase reserve fund cap from six to 12 months.

Chief May stated that SB 779 is a Board-sponsored bill aiming to establish or increase minimum civil penalties (enforcement fines) tied to citations. While the bill has not changed significantly from its original version, staff is now seeking Board approval for a substantive amendment: to increase CSLB's reserve fund cap from 6 months to 12 months of authorized expenditures. The current 6-month reserve cap limits CSLB's flexibility during economic downturns or emergencies. Increasing the cap to 12 months would better support CSLB's consumer protection mandate without raising fees or collecting excess revenue. CSLB is projected to exceed the current cap by July 2025 (6.7 months or \$50 million).

Chief May said other DCA programs were raising or eliminating their reserve caps, making CSLB one of the last with a 6-month cap. Raising the cap could help CSLB avoid being required to loan funds to the General Fund during state budget shortfalls. Chief May noted this change is unrelated to revenue from increased citation fines, which are minimal. The amendment would simply allow CSLB to better use its resources to maintain and improve services. Staff recommended Board approval to request the bill author add this amendment to SB 779.

Board Member Comment

Board Member Steve Panelli asked the Chair a clarifying question about the proposed increase to the reserve fund cap from 6 to 12 months. He asked, if there would be any consequences if the Board did not reach the new 12-month reserve goal. He noted that CSLB was currently meeting the 6-month cap with no issues, so they questioned the need for the increase.

Chief May clarified that the 12-month reserve cap was not a target or goal, but rather a flexibility measure. Since CSLB was projected to exceed the current 6-month cap, increasing the cap simply provides a larger financial cushion. She added it's unlikely the Board will reach a full 12-month reserve.

Member Panelli expressed concern that if the reserve cap is increased to 12 months, it might create expectations or



pressure to always meet that level, just as falling below the current 6-month cap draws attention. He clarified that he understood the purpose is to provide flexibility but wanted to ensure there were no negative repercussions if the Board doesn't reach the 12-month reserve.

Board Member Josef Preciado asked for clarification on whether some DCA programs had no reserve cap or a 24-month cap, and whether those programs are sometimes asked to loan money to the state's General Fund when they have surplus funds or during state budget shortfalls.

Chief May confirmed that while it's rare, state special fund programs are sometimes asked to loan money to the General Fund. CSLB has not been asked to do so currently. Increasing the reserve cap would reduce the likelihood of such a request being made to CSLB.

Chair Mark supported increasing CSLB's reserve fund cap to 12 months, noting that when the Board previously had only one month of reserves, it was concerning. Now with 6.7 months, it's more stable, but nearing or exceeding the current cap could risk being asked to loan funds to the state's General Fund. Raising the cap would prevent this and give the Board flexibility. Chair Mark also emphasized the importance of regularly reviewing reserves and staffing levels to ensure resources are aligned with CSLB's needs.

Registrar Fogt emphasized that CSLB is primarily funded by license renewal fees, which should be used to protect the public and uphold industry standards. With only 27 proactive investigators covering 58 counties, there might be a future need for more enforcement staff. The upcoming Sacramento State study could support that need. Registrar Fogt noted increasing the reserve fund cap could provide the flexibility to act on such recommendations, as securing more staff requires demonstrating sufficient revenue.

Member Nutt asked whether the upcoming study would include a list of priorities, such as identifying which areas would be most impacted or "break" under strain. Registrar Fogt confirmed the study would help prioritize CSLB's resources. He also mentioned the need to upgrade or replace CSLB's legacy IT system, which would be costly. While reaching a 12-month reserve isn't the goal, having enough resources to meet future needs is the priority.



Board Member Thomas Ruiz agreed with Chair Mark's comments, emphasizing that while reaching a 10- to 12-month reserve is positive, it's equally important to have adequate staff to enforce the legislation in place.

Public Comment

There was no comment.

Motion: To amend to increase reserve fund cap from six to 12 months. Moved by James Ruane; Rodney Cobos seconded. Motion carried, 11-0-0.

YEA: Michael Mark, Joël Barton, Rodney Cobos, Miguel Galarza, Amanda Gallo, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None

ABSTAIN: None

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert

2. Review, Discussion and Possible Action on Other Relevant 2025 Legislation

a. AB 476 (Gonzalez) Metal theft. (Amendments no longer require CSLB to license "junk dealers.")

Chair Barton discussed AB 476, which originally required CSLB to create a licensing program for scrap metal copper sellers. Since the licensing requirement was removed from the bill on April 23, the Board's previous opposition was no longer relevant. As a result, the bill no longer impacts CSLB, and no further Board action was needed.

Board Member Comment

There was no comment.

Public Comment

There was no comment.



b. AB 485 (Ortega) Labor Commissioner: unsatisfied judgments: nonpayment of wages. (Requires state agencies to deny an application or renewal to an employer with any unsatisfied final judgment for nonpayment of wages.)

Chair Barton introduced AB 485. The bill was awaiting a referral by the Senate Rules Committee to a policy committee. Chair Barton then invited Chief May to provide a brief update on the bill.

Chief May provided an update on AB 485, which was previously discussed at the April Legislative Committee meeting. The bill requires state agencies to deny or suspend licenses if the Labor Commissioner determines there is an unsatisfied wage theft judgment against the applicant or licensee. While CSLB already has the authority to deny or suspend licenses for such reasons, the bill would expand this requirement to other state agencies.

Chief May consulted with other boards (Architects, Engineers, etc.) who said the bill would not create significant workload. Given the prevalence of wage theft in construction, the Committee expressed interest in supporting the bill. Staff recommended a support position.

Board Member Comment

Chair Mark expressed strong support for combating wage theft in the construction industry and appreciated staff's recommendations to support AB 485.

Public Comment

There was no comment.

Motion: To approve the AB 485 (Ortega) Labor Commissioner: unsatisfied judgments: nonpayment of wages. Moved by Thomas Ruiz; Michael Mark seconded. Motion carried, 11-0-0.

YEA: Michael Mark, Joël Barton, Rodney Cobos, Amanda Gallo, Miguel Galarza, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None

ABSTAIN: None

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert



c. AB 742 (Elhawary) Department of Consumer Affairs: licensing: applicants who are descendants of slaves. (Requires prioritization of applications from descendants of American slaves.)

Chair Barton described AB 742. The bill was pending referral by the Senate Rules Committee to a policy committee. Chair Barton then requested Chief May to provide a brief update.

Chief May explained that AB 742 would require CSLB and other DCA programs to prioritize license applicants who are descendants of American slaves, as identified by a proposed Bureau for Descendants of American Slavery (to be created by SB 518). Implementation would be delayed until the Bureau defines the certification process. Staff believe the number of impacted applicants will be small and implementation costs minimal and manageable. Staff recommended the Board support the bill as it aligns with CSLB's goals to promote licensure among underrepresented groups.

Board Member Comment

Member Nutt asked for clarification on what "prioritizing" applicants means in the context of AB 742.

Manager Jamnetski clarified that the bill (AB 742) does not define the term "prioritize," leaving its specific meaning or implementation open to interpretation.

Chief May explained that although the bill does not define "prioritize," CSLB is interpreting it to mean "expedite" the processing of applications for descendants of American slaves.

Chair Barton stated that the CSLB Board will not be responsible for verifying applicants' status as descendants of American slaves; that responsibility would fall to a separate committee or entity.

Chief May explained a separate Bureau would establish the certification criteria for descendants of American slaves. Once individuals are certified, they can apply to CSLB using that certification. The number of applicants is expected to be small.



Chair Barton reiterated the CSLB's approval process would rely on certification provided by an external entity, not determined by CSLB itself.

Registrar Fogt explained that CSLB already prioritizes certain applications, for example, when an out-of-state contractor is coming to California for a large public works project involving many workers. In practical terms, prioritizing means reducing the usual processing time by about three weeks.

Member Nutt asked if there was a way to measure whether prioritizing applications is effective. He suggested collecting feedback to determine if the process is truly expedited as intended or if applicants are still experiencing standard wait times despite the prioritization.

Registrar Fogt agreed that tracking is important and confirmed that staff would monitor prioritized applications to ensure effective service. He noted that while some applicants are fine waiting, others request prioritization, and CSLB will accommodate when appropriate. Tracking these cases will help evaluate the process.

Chief Gagnon explained that CSLB already expedites applications for veterans and certain refugees and tracks those cases. Licensing would apply the same process to applicants certified as descendants of American slaves — prioritizing their applications, fast-tracking them through the system, and tracking the outcomes to measure impact.

Public Comment

There was no comment.

Motion: To approve the AB 742 (Elhawary) Department of Consumer Affairs: licensing: applicants who are descendants of slaves. Moved by Michael Mark; Steve Panelli seconded. Motion carried, 11-0-0.

YEA: Michael Mark, Joël Barton, Rodney Cobos, Amanda Gallo, Miguel Galarza, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None



ABSTAIN: None

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert

d. AB 1002 (Gabriel) Contractors: failure to pay wages: discipline. (Authorizes the Attorney General to file civil action for license suspension, revocation, or denial.)

Chair Barton presented AB 1002, noting that the bill was awaiting referral by the Senate Rules Committee to a policy committee. Registrar Fogt was asked to provide a brief update on the bill.

Registrar Fogt discussed the significance of AB 1002, which was prompted by a press release from the Attorney General's Office involving a large contractor allegedly paying workers below minimum wage. After public concern, CSLB requested to join and was added to the case. The bill is seen as important because CSLB does not currently have primary authority to investigate wage theft, which is under the jurisdiction of the Division of Labor Standards Enforcement. However, this bill would allow CSLB to participate in unfair business practice lawsuits (under Section 7200) alongside other state agencies. It would enable CSLB to join legal actions or opt out, help collect unpaid wages, suspend licenses for non-compliance, and petition courts for license revocation. Registrar Fogt viewed the bill as a positive step for worker protection, industry accountability, and public trust.

Board Member Comment

Chair Barton asked if the amendment to AB 1002 is meant to confirm CSLB's enforcement authority in relation to joining and acting in unfair business practice cases.

Registrar Fogt confirmed that the amendment is meant to clarify CSLB's enforcement authority, allowing participation in unfair business practice actions such as wage theft cases.

Chair Barton sought clarification on whether the previously mentioned confirmation of CSLB's enforcement authority was the full extent of the amendment or if there are additional components.

Chief May confirmed that the amendment reaffirmed CSLB as the ultimate enforcer on taking disciplinary action on its licensees. The



Attorney General's Office agreed with this and has been coordinating with CSLB in discussions of the bill.

Registrar Fogt clarified that there was concern about CSLB not being clearly identified as the authority responsible for disciplining licenses. He emphasized that the Attorney General's Office cannot discipline CSLB licenses or create a related website (i.e. publicly maintain and display license information like CSLB). Instead, disciplinary action would go through the court, which could order the Registrar to act. The proposed amendment aims to clarify that CSLB retains its exclusive authority to discipline licensees, including enforcing reapplication timelines, as established through longstanding guidelines supported by the public and industry.

Vice Chair Galarza sought clarification on the legislation, specifically asking whether the worker entitlements mentioned were based on minimum wage standards or another benchmark. He provided a hypothetical example to question whether the entitlement could be arbitrarily low, prompting a need for clarity on what standard applies.

Registrar Fogt described wage theft in construction, particularly when workers are paid piecework and end up earning below minimum wage. Registrar Fogt emphasized that contractors must at least pay workers minimum wage based on hourly standards. While civil wage and penalty assessments can address this, the Attorney General's Office has taken special interest in broader wage violations. A specific case was brought to the AG's attention by union investigators, leading to enforcement action.

Vice Chair Galarza noted that workers must be paid at least the minimum wage.

Board Chair Mark briefly referenced Wage Order 16, which notes wages, hours, and working conditions in certain on-site occupations in construction.

Vice Chair Galarza questioned whether the legislation being discussed was connected to the workers' compensation issue, noting that if a contractor doesn't carry workers' compensation, it implies they claim to have no employees, raising concerns in relation to wage violations.



Registrar Fogt disclosed that CSLB's involvement in wage theft enforcement was connected to its role in two task forces: the Joint Enforcement Strike Force and the Labor Enforcement Task Force. In cases of wage theft, there could also be related workers' compensation fraud, which falls under the Department of Insurance. Being part of these actions ensures CSLB can help recover owed wages, deter future violations, and disclose infractions on contractor licenses.

Board Member Steve Panelli asked Registrar Fogt whether CSLB's involvement in wage theft enforcement, especially once formally included in legal action, could expand into other areas. He expressed concern about the resources CSLB would need to commit and asked if there was a way for CSLB to recover any of those costs to offset what CSLB might spend in the process.

Registrar Fogt explained that CSLB could recover costs. In addition to civil penalties of up to \$2,500 per violation, CSLB typically recovers investigative costs when partnering with agencies like local district attorneys or the Attorney General's Office.

Public Comment

There was no comment.

Motion: To approve the amendment to AB 1002 (Gabriel) Contractors: failure to pay wages: discipline. Moved by Steve Panelli; Diana Love seconded. Motion carried, 11-0-0.

YEA: Michael Mark, Joël Barton, Rodney Cobos, Amanda Gallo, Miguel Galarza, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None

ABSTAIN: None

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert



e. AB 1327 (Aguiar-Curry) Home improvement and home solicitation: right to cancel contracts: notice. (Allows consumers to cancel a home improvement contract via email.)

Chair Barton moved on to discuss AB 1327, which was pending in the Senate Judiciary Committee. Chief May was asked to provide a brief update on the bill.

Chief May informed that AB 1327 was originally opposed by the CSLB unless amended, due to concerns over allowing consumers to cancel home improvement contracts by telephone, which provided no record of cancellation. The author's office agreed and removed the phone cancellation option. The updated bill instead requires that contracts include a support line to help consumers complete written cancellations. However, since the term "support line" was vague, CSLB staff requested clarification that the support line be the contractor's or representative's number and that they guide consumers in using the written notice of cancellation. As a result, CSLB staff recommended a neutral position on the bill.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

Motion: To take a neutral position on AB 1327 (Aguiar-Curry) Home improvement and home solicitation: right to cancel contracts: notice. Moved by Henry Nutt III; Rodney Cobos seconded. Motion carried, 11-0-0.

YEA: Michael Mark, Joël Barton, Rodney Cobos, Amanda Gallo, Miguel Galarza, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None

ABSTAIN: None

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert



f. AB 1341 (Hoover) Contractors: discipline: building law violations. (Adds prohibitions on unlicensed practice of architecture, landscape architecture, engineering, geology or geophysics, and land surveying to Contractors State License Law)

Chair Barton discussed AB 1341, which was pending in the Senate Business and Professions Committee. Chief May was asked to provide a brief update on the bill.

Chief May explained that AB 1341 allows CSLB to take disciplinary action against licensed contractors who engage in unlicensed practice of professions such as architecture, engineering, geology, or land surveying. While CSLB would not be required to investigate violations in those other fields, the bill aligns with its efforts to combat the underground economy and protect consumers. Staff recommended the Board support the bill.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

Motion: To support AB 1341 (Hoover) Contractors: discipline: building law violations. Moved by James Ruane; Rodney Cobos seconded. Motion carried, 11-0-0.

YEA: Michael Mark, Joël Barton, Rodney Cobos, Amanda Gallo, Miguel Galarza, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None

ABSTAIN: None

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert



g. SB 61 (Cortese) Private works of improvement: retention payments. (Limits the retention payment amount for a private work of improvement to five percent.)

Chair Barton reported that SB 61 would cap retention payments on private construction projects at 5 percent, aligning them with public works standards. The bill was previously discussed at the April Legislative Committee meeting where it was noted that it does not create an additional workload for CSLB and may improve financial stability for subcontractors. Staff recommended supporting the bill.

Board Member Comment

Chair Barton voiced support for SB 61, emphasizing its importance for small subcontractors on large projects. They noted that withholding payments significantly impacts these subcontractors, who still need to pay suppliers and workers. Aligning private project retention rules with public works standards is seen as fair and beneficial.

Public Comment

There was no comment.

Motion: To support SB 61 (Cortese) Private works of improvement: retention payments. Moved by Rodney Cobos; Henry Nutt III seconded. Motion carried, 11-0-0.

YEA: Michael Mark, Joël Barton, Rodney Cobos, Amanda Gallo, Miguel Galarza, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None

ABSTAIN: None

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert

h. SB 456 (Ashby) Contractors: exemptions: muralists. (Exempts murals from Contractors State License Law.)

Chair Barton moved to SB 456, which was awaiting a referral by the Assembly Rules Committee to a policy committee.



Chief May stated SB 456 creates an exemption from licensing for artists who paint murals, defining murals as unique works of fine art applied by hand directly to building surfaces, excluding wall signs. Staff recommended a neutral position, noting the bill had been carefully crafted with CSLB input, does not cause public harm, and does not add workload to CSLB.

Board Member Comment

Member Panelli asked whether scaffolding is considered materials for mural work.

Registrar Fogt confirmed that scaffolding is included as part of the work performed on murals.

Member Panelli wanted clarification because the bill mentioned a \$1,000 value, and scaffolding costs would likely exceed that amount.

Registrar Fogt agreed that mural contracts being discussed typically involve work valued well over \$1,000.

Manager Jamnetski stated that scaffolding was included under Business and Professions Code section 7026 and was considered part of the definition of “contractor.”

Registrar Fogt clarified that using scaffolding is necessary for muralists working above the second story and is considered part of the contract. He noted this discussion is about a license exemption for muralists not for scaffolding itself but acknowledging that muralists use scaffolding as part of their trade.

Chair Barton suggested that muralists would likely hire a separate scaffolding company to handle scaffolding, as muralists themselves probably aren’t qualified to erect scaffolds. A licensed contractor would be needed to safely set up the scaffolding.

Member Panelli agreed that muralists would need to rely on licensed contractors for scaffolding.

Registrar Fogt explained that typically, the agency awarding the mural contract hires the muralist, who may subcontract the scaffolding work. He noted it's uncommon for the agency to hire a scaffolding company separately, though it's possible.



Member Panelli described a common scenario where a building owner provides scaffolding separately from the muralist, who only charges for paint and labor. He emphasized that if scaffolding is part of the job, the person responsible should be licensed and knowledgeable about safety requirements, otherwise there is a safety risk.

Registrar Fogt asked Chief May if there had been any discussion about excluding scaffolding from the scope of these mural contracts.

Board Chair Mark suggested that the question about scaffolding in mural contracts might relate to the current licensing requirements for such work.

Registrar Fogt recounted that scaffolding work related to murals is incidental to work performed by the C-33 Painting and Decorating contractor classification.

Chair Mark noted there had been many public comments about muralists and the underground economy, but staff recommended a neutral position on this bill.

Registrar Fogt advised the Board to take a neutral position because historically CSLB hasn't received many complaints about muralists. However, in the past couple of years, complaints have increased, especially since some metropolises hired unlicensed muralists. The bill aims to exempt muralists from CSLB licensing, as their work generally falls under the C-33 classification.

Chair Mark highlighted the complexity of the issue, noting there are reasons both for exempting muralists from licensing and for keeping the license requirement. Large mural projects pose risks to consumers, so having licensed professionals provides recourse if something goes wrong. Chair Mark also raised concern about awarding bodies hiring unlicensed muralists and asked if the bill clearly defines the exact scope of what would be exempted.

Chief May stated that the bill specifically focuses on the application of paint, to the size and materials.

Chair Mark stated that the previous explanation was vague and could be interpreted in many ways.



Chief May noted that it does not specify a size or scale.

Chair Mark was concerned that the phrase "application of paint to surface" is vague and could be interpreted very broadly, potentially meaning painting an entire building, rather than a specific, limited area like 5x5 or 10x10.

Registrar Fogt clarified the bill's definition of a mural as a unique work of fine art, protected by copyright, trademark, or patent, that is hand-painted or drawn directly on an interior or exterior wall or ceiling. He emphasized this is about artwork, not general wall painting with a roller.

Chair Mark acknowledged the clarification provided, confirming it addressed his question.

Board Member Amanda Gallo questioned how CSLB plans to enforce muralist licensing, given that many mural projects originate from cities and counties. She expressed concern that enforcement may be difficult due to the widespread nature of public art programs already in place.

Registrar Fogt affirmed that CSLB has communicated with cities and counties about requiring licenses for muralists, but most local agencies preferred not to require licenses. This resistance had prompted the creation of the current bill, which aims to clearly define what type of mural work can be exempt from licensure. CSLB is currently handling complaints related to unlicensed muralists by focusing on education, informing both the muralists and awarding agencies about existing licensing requirements and the pending legislation.

Chief Grove informed that CSLB has received complaints and leads about mural projects from individuals aware of the work. These projects vary widely; some involve more than just painting. One example mentioned was a case in Sacramento involving a large sculptural flip-flop installation at a swimming pool, showing that the types of public art in question can be more complex than simple murals.

Member Nutt clarified that the example given — a giant flip-flop — was not just painted art but a physical sculpture.



Chief Grove noted that some mural-related projects go beyond traditional two-dimensional artwork.

Member Panelli expressed skepticism about mural projects costing less than \$1,000, emphasizing that even small paint jobs like a bathroom cost over \$500. He stated that murals, especially larger ones like 10x10 or 20x20 on commercial buildings, likely exceed \$1,000 in materials and labor, making it hard to justify exemptions from licensing requirements based on low cost.

Registrar Fogt clarified that while projects valued under \$1,000 are already exempt from licensing requirements, the proposed bill would extend this exemption to large-scale mural projects, potentially worth tens or even hundreds of thousands of dollars if the work qualifies as "fine art" (e.g., murals painted directly on structures). This exemption is not intended for general painting jobs but specifically for artistic projects. Additionally, Registrar Fogt noted that there had been no known consumer harm related to unlicensed mural work, which may influence the Board's consideration of the bill.

Chair Mark shared concern that the bill lacked sufficient detail, making it difficult to assess its full impact. He noted that large-scale mural projects, potentially worth \$100,000 or more, often involve scaffolding, multiple workers, and potential safety risks to the public. Without clear limitations or definitions in the bill, exempting all fine art murals from licensing could pose issues related to worker safety, workers' compensation, and public liability.

Member Panelli made a motion to not support the bill.

Legislative Committee Chair Barton indicated he will address the motion after public comment.

Public Comment

Deanna Sessums, a regional Public Affairs Manager for the League of California Cities – a co-sponsor of SB 456 – spoke in support of the bill. She explained that SB 456 clarifies that muralists creating artistic, not structural, work should not be classified as contractors requiring a license. This clarification addressed recent confusion causing cities to cancel or pause mural projects due to legal uncertainties. The bill does not remove any health, safety, or permit



requirements for muralists but ensures they are not improperly included in contractor licensing regulations. SB 456 restores clarity, protects the licensing system's integrity, and supports cities' ability to commission murals safely and lawfully. She urged the Board to support SB 456 to help artists continue enhancing public spaces.

Natalia Corazza and Jessica Soriano, two muralists, spoke in support of SB 456. They emphasized that murals are meaningful, community-driven art projects that go beyond decoration, often incorporating educational, cultural, and historical elements. They explained that muralists already meet extensive safety and permitting requirements, including insurance, licenses, and permits. Adding a contractor's license requirement would burden their limited budgets and reduce funds for community engagement, undermining the value and impact of their work. They argued that SB 456 would remove an unnecessary bureaucratic barrier, encourage youth and emerging artists to participate in public art, and help ensure the continued success of mural projects.

Jennifer Lopez, speaking as both an artist and on behalf of C-33 licensed contractor Paint Bro'z, voiced strong opposition to SB 456. She stated that the bill would undermine the contractor licensing system by allowing muralists to bypass critical safety, legal, and training requirements. Lopez argued that licensing ensures public and worker safety, especially for large-scale mural projects involving scaffolding, hazardous materials, or work in public spaces. She warned that the bill creates an unfair advantage for unlicensed artists, devalues legitimate contractors who have met rigorous standards, and increases liability risks for cities and property owners. While she supports public art, she stressed that it should not come at the cost of safety and professionalism. Lopez concluded by urging the Board to oppose SB 456, advocating instead for pathways that help muralists obtain proper licensing.

Board Member Comment

Chair Barton asked a clarifying question, confirming that SB 456 would not prevent an unlicensed artist from working as an employee under a licensed contractor. This means non-licensed muralists could still participate in projects legally by working under someone who holds the proper license.

**Public Comment**

Jennifer Lopez emphasized her city's efforts to start programs where young and emerging artists can work under licensed C-33 painting contractors. She noted the importance of proper training and licensing to prevent accidents, referencing tragic incidents in the film industry as cautionary examples. Lopez urged the Board not to support a bill that could put untrained muralists in hazardous situations, arguing that licensing is crucial for public safety and professional accountability.

Jacquie Atchison, Executive Director of the Arts Council for Monterey County, spoke in support of SB 456, highlighting the growing role of murals, especially during the pandemic, as a safe and meaningful form of artistic work. She described challenges faced by muralists under current licensing laws, such as unaffordable registration fees and repeated renewals. Atchison emphasized that murals are artistic expressions protected under copyright, not structural work, and should not be regulated like traditional contracting. She shared examples of murals enhancing public spaces and honoring community history, urging the Board to support the bill to reduce barriers for artists and uphold public art as a cultural and economic asset.

Jesse Juarez, Executive Director of Youth Arts Collective and a lifelong Monterey County resident, spoke in strong support of SB 456. He stated that requiring muralists to obtain a contractor's license imposes an unnecessary barrier, especially since muralists are not performing structural or construction work. At his organization, professional artists mentor youth, showing them that a career in the arts is possible and impactful. Juarez shared that public murals have transformed communities like Salinas, turning stigma into pride and creating cultural landmarks. He stated that failing to pass SB 456 could silence these stories and deny local artists the opportunity to work legally. Juarez stated that the bill does not remove safety standards but clarifies that mural work is artistic, not construction.

Board Member Comment

Member Love expressed support for a neutral position on SB 456, aligning with the staff's recommendation. She noted that much of the discussion had focused on murals requiring scaffolding on large



buildings but noted that many muralists work on smaller-scale projects, such as in private homes or personal studios where scaffolding is not involved. Member Love stated requiring a contractor's license for such artistic work, especially when done by building or studio owners themselves, seems excessive and may discourage creative expression. She emphasized the importance of accessibility and artistic opportunity, particularly for young people.

Board Vice Chair Galarza requested clarity on whether SB 456 excluded structural alterations or repairs associated with mural projects. He shared a key concern: if a building requires surface preparation, repair, or coating before a mural can be applied, who is responsible for that work? He noted that if such preparatory work is excluded from licensing requirements, it raises serious issues. Vice Chair Galarza stated he would withhold his vote until they received a clear answer.

Registrar Fogt explained why staff recommended a neutral position on SB 456. The bill defines a mural as fine artwork applied by hand, not general painting, patching, or surface repair. This excludes activities like roller-painting or prepping a wall. If scaffolding is affixed to a structure, a contractor's license is required. Registrar Fogt noted the bill could be amended to ensure licensed installation is required for multi-story murals. If a muralist employs others, workers' compensation laws still apply; the bill might benefit from clarifying this. The neutral stance allows continued collaboration with the bill's author to address these issues.

Member Panelli asked how workers' compensation insurance would be handled for muralists who do not have a contractor's license, highlighting concerns about insurance and worker safety in unlicensed work situations.

Registrar Fogt answered that, like gardeners who are exempt from contractor licensing but can still obtain workers' compensation insurance, muralists could similarly get workers' compensation if clearly excluded from licensing requirements. Currently, ambiguity exists, so clarifying the exemption would help muralists secure insurance. Staff suggested maintaining a neutral position to continue working with the bill's author to address these issues.

Member Nutt asked for examples of the current complaints related to the issue being discussed.



Registrar Fogt informed that large public artworks like the Sacramento airport's red rabbit were not the focus. Complaints mainly come from consumer or public advocates concerned about the city and council contracts with unlicensed muralists, often involving large monetary amounts. Registrar Fogt noted he is not aware of any complaints received from awarding agencies, private, or commercial building owners.

Chief Grove agreed with Registrar Fogt.

Registrar Fogt continued that there is some debate about whether muralists need a contractor's license, but the bill intends to clearly exempt qualified muralists from needing one. However, building permits are still required, especially for multi-story buildings where safety measures like controlling traffic are necessary. Registrar Fogt stated if scaffolding is freestanding, no license is needed, but for attached scaffolding on high-rises, a licensed contractor is required for safety reasons.

Member Nutt acknowledged the ambiguity in the issue and appreciated the passion from both sides. As a parent of a creative person, he recognized the importance of creativity and emphasized the need to avoid unnecessary enforcement. He stressed the importance of gaining clarity first to ensure that enforcement efforts focus only on what is truly necessary without hindering creativity.

Board Member James Ruane said, "So, I'm a plastering contractor. I have done a lot of service preparation for muralists. Primarily if you've been to Fisherman's Wharf in San Francisco, you can see the huge whales on the parking structure. All that was done with scaffolding and surface preparation done by licensed contractors... or, unless, I don't know, you know, what degree he or she had. I appreciate the individuals from Monterey County explaining that when they work with muralists, they have liability insurance, not necessarily licenses, but they're covered. I guess there's a juxtaposition here between requiring muralists to have a license, an artistic license, there's two different things going on here. So, there's been questions raised by a number of the Board members and I can see this going back to the author to define some of our questions before we take an action of voting."

**Public Comment**

Deanna Sessums, a regional Public Affairs Manager for the League of California Cities, clarified that the bill does not exempt muralists from permitting or safety requirements. She said it does not affect the need for licensed contractors to handle scaffolding or other safety-related tasks. Sessums noted the bill only exempts the muralists' artistic work from contractor licensing, maintaining existing safety and permitting rules.

Board Member Comment

Chair Mark noted that many muralists already hold C-33 contractor licenses and that large public mural projects often involve subcontracting for wall prep and scaffolding, which requires licensing. He stressed the importance of not exempting this entire category of work without clear guidelines. Awarding a contract to a muralist who subcontracts other work means that person should be considered a contractor. He recommended opposing the bill unless amended, urging the author to clarify these points to avoid undermining licensed contractors who have gone through proper licensing processes.

Member Ruiz agreed with Chair Mark that granting a full exemption for muralists would unfairly disadvantage licensed C-33 contractors. He suggested discussing with the bill's author about setting a project cost threshold for exemptions, noting that larger projects usually involve subcontracting and greater liability, which should be properly regulated to protect licensed contractors.

Member Love agreed with much of the chair's points and asks for clarification on the staff's neutral recommendation. She questioned whether working with the bill's author to discuss changes and amendments would still be considered a neutral position.

Chair Mark explained that taking a neutral position on the bill means the Board would not submit a formal letter. In contrast, a support or oppose unless amended stance would result in the Board formally writing a letter, either in support or opposing the bill with specifically recommended changes.

Member Love clarified that the Board's formal stance would be "oppose unless amended," not "neutral with amendments."



Chair Mark stated that the Board has the option to make a motion on any of the available positions, such as support, oppose, or neutral.

Member Love proposed making a motion for a neutral position with amendments on the bill, suggesting that the Board return to the bill's author to discuss potential changes and impacts before making a final decision.

Legislative Committee Chair Barton agreed that taking a neutral position was appropriate. He was planning to request a vote on the staff's recommendation for a neutral stance but would also support a "neutral with amendments" position.

Board Chair Mark clarified that if the Board voted for a neutral with amendments position, they would suggest changes to the bill's author. However, if the author does not adopt those amendments, the Board would not move to oppose the bill.

Legislative Committee Chair Barton agreed with that notion.

Motion: To take a neutral position with amendments on SB 456 (Ashby) Contractors: exemptions: muralists. Moved by Diana Love; Henry Nutt III seconded. Motion carried, 7-4-0.

YEA: Amanda Gallo, Miguel Galarza, Diana Love, Henry Nutt III, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: Michael Mark, Joël Barton, Rodney Cobos, and Steve Panelli

ABSTAIN: None

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert

The Board took a 10-minute break at 10:45 a.m. and reconvened at 10:55 a.m.

- i. **SB 517 (Niello) Home improvement contract requirements: subcontractors. (Requires home improvement contracts to disclose whether a subcontractor will be used on a project.)**

Chair Barton introduced SB 517, which was under review by the Assembly Business and Professions Committee. Chair Barton asked Chief May to give a brief update.



Chief May announced SB 517 had been amended since the April Legislative Committee Meeting. Originally, it required contractors to disclose subcontractors performing over 50 percent of the project. Now, it requires a yes/no checkbox in the home improvement contract indicating whether subcontractors will be used, plus a disclosure that the contractor will provide a list of subcontractors (with contact info, license numbers, and classifications) upon request. The contract must also state that the prime contractor is responsible for the project. However, this does not prevent disciplinary action against subcontractors or salespersons. Staff recommended a support position, as the bill promotes transparency and may reduce mechanics liens filed against consumers.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

Motion: To support SB 517 (Niello) Home improvement contract requirements: subcontractors. Moved by Miguel Galarza; Rodney Cobos seconded. Motion carried, 11-0-0.

YEA: Michael Mark, Joël Barton, Rodney Cobos, Amanda Gallo, Miguel Galarza, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None

ABSTAIN: None

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert

F. Enforcement

Chair Mark reflected on the discussion around SB 456 regarding contractor exemptions and suggested that the incoming Chair form a committee to further evaluate the topic. Given the complexity and proposed amendments, Chair Mark recommended that a Board-level Committee work with the future Legislative Chair to address ongoing issues. Chair Mark then transitioned the meeting to Enforcement Item F1.



1. Enforcement Program Update

Enforcement Committee Chair Rodney Cobos introduced the Enforcement Program Statistical Update, which includes enforcement guidelines and detailed statistics. Chair Cobos then turned the presentation over to Chief Grove.

Chief Grove described a case where a consumer paid \$412,100 for a home-raising and ADU project that was abandoned in 2022. An inspection found substandard work, and the cost to fix and complete the project was estimated at \$487,000. The violations included an excessive deposit of \$40,000, use of labor without workers' compensation, abandonment, and poor workmanship. Chief Grove noted the contractor's license was revoked, and the licensee was ordered to pay \$434,000 in restitution to the consumer and nearly \$9,000 in investigative costs.

Chief Grove presented another case, about a repeat offender who pleaded guilty to a felony for using someone else's contractor license for a \$220,000 remodeling contract. Forkosh was convicted of fraudulent use of a license, contracting without a license, and false advertising in April 2025 and was held in custody until sentencing in June.

Registrar Fogt noted that CSLB is working with the California District Attorneys Association to develop jury instructions for Penal Code 484B, which addresses diversion of construction funds. This offense can already be charged as a felony, but having standardized jury instructions will make it easier for district attorneys to file charges. Registrar Fogt noted the goal is to increase accountability in the industry and signal that diversion of funds is a serious offense.

Chair Cobos then summarized the Enforcement Program Statistical Update, noting that Enforcement maintains a 5% vacancy rate and effectively prioritizes resources. Chair Cobos noted from July 1, 2024, to April 30, 2025, CSLB investigations led to 1,859 legal actions, with 515 referred for criminal prosecution. During this time period, CSLB opened 16,737 complaints. As of May 15, 2025, 297 complaints were older than the 270-day target, and supervisors are actively managing backlog reduction. In case management, 342 cases were resolved through arbitration, resulting in \$2.56 million in restitution.

Chair Cobos noted that SWIFT has completed 29 sting operations, participated in 334 sweep days, and responded to 551 leads. Additionally, 2,744 cases closed, 355 sent for criminal prosecution, and over 992 five-year notices issued for minor infractions. While in the Experience Verification Unit from April 2023 to April 2025, 821 license application investigations were completed.

Board Comment

There was no comment

Public Comment

There was no comment.

G. Licensing

1. Review and Discussion Regarding Updating Hazardous Substance Removal Certification

Licensing Committee Chair James Ruane opened the Licensing portion of the agenda with assistance from Chief Gagnon. Chair Ruane asked Chief Gagnon to provide details on how the passage of SB 641 impacts the Hazardous Substance Removal Certification exam.

Chief Gagnon noted SB 641 requires contractors performing wildfire disaster debris removal in declared disaster areas to hold a Hazardous Substance Removal Certification. LA County Public Works mandates this certification for contractors to obtain debris removal permits. Contractors performing work without the required certification are in violation of Business and Professions Code section 7110. Permitted license classifications for this work include A (General Engineering), B (General Building), and both C-12 (Earthwork and Paving) and C-21 (Building Moving/Demolition).

Chief Gagnon stated there was a concern that CSLB's current certification does not mandate 40-hour HAZWOPER training, though the exam does cover many safety aspects, and HAZWOPER is still required for on-site workers. To comply with SB 641, CSLB will expand and update the exam to include disaster debris removal content. Chief Gagnon noted this includes contractor interviews, workshops, and a small survey with updates expected to be completed by June 2026.

Board Member Comment

Vice Chair Galarza, a 20-year Hazardous Substance Removal Certification holder, expressed strong support for the new requirements, praising the effort to protect both the public and workers from harm. He voiced frustration over unlicensed individuals performing hazardous work without proper oversight.

Public Comment

There was no comment.

2. Licensing Program Update

Chair Ruane provided an overview of the Licensing Program Update, noting that over 13,000 license applications were received in the last quarter, an increase from the prior quarter, which is typical for spring. Chair Ruane noted that in March, the Board approved waivers for certain out-of-state candidates if they have



passed the NASCLA Commercial Builders exam and meet other requirements. He added that four waiver requests have been received.

Chair Ruane noted Licensing staff have maintained or exceeded goals, keeping application processing times under 3 weeks for over a year with some units consistently under 2 weeks, with no backlogs reported. He stated over 29,000 renewal applications were processed last quarter while around 70 contractors impacted by LA fires used the executive order to defer renewal fees. The Judgments Unit sent out over 1,300 bond claim letters and 963 notifications for judgments and liabilities during the past quarter. Chair Ruane praised staff efforts and then turned the presentation over for Testing Program Update.

Chief Gagnon covered the Testing Program Update, noting CSLB administered over 56,000 exams through PSI from May 2024 to April 2025, including 79 exams taken out of state in Oregon. Four new updated exams were released between February and April 2025, A (General Engineering), B (General Building), C-36 (Plumbing), and C-51 (Structural Steel). Chief Gagnon noted that over 11,000 Spanish exams were taken during the past year. She added that CSLB translated exam translator request forms and letters to assist candidates while a bilingual toggle option was added to all 10 Spanish exams, allowing candidates to view both English and Spanish questions, which has improved pass rates.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

H. Public Affairs

1. Review and Discussion of Accessory Dwelling Unit Video with Board Member Steve Panelli

Public Affairs Committee Chair Diana Love opened the session, introducing Chief White, who introduced the first item on the agenda before Chair Love presented the Public Affairs Program Update.

Registrar Fogt mentioned that Chief White would take a minute to set up the projector for a short four-minute video featuring Member Panelli.

Board Member Comment

Member Panelli discussed the positive reception of a new CSLB video. He mentioned reaching out to building departments both in California and out of state who expressed interest in linking the video on their websites. This is in response to growing issues related to the rapid push for accessory dwelling units (ADUs), especially with new rules like San Jose allowing ADUs to be sold separately.



Member Panelli stated that the video could help educate contractors and homeowners, and he hoped it would foster stronger connections between CSLB and local building departments.

Member Preciado praised the CSLB video and suggested enhancing its effectiveness by adding clickable links in the video description (e.g., to license look-up or consumer tips) to improve user navigation and provide a clear call to action. This would help viewers immediately access helpful CSLB resources without needing to search the website.

Vice Chair Miguel Galarza additionally encouraged fellow Board Members to actively support CSLB's social media presence particularly on LinkedIn by following the page and engaging with posts to show public involvement and Board support.

Public Comment

There was no comment.

2. Public Affairs Program Update

Chair Love shared that the Public Affairs Program Update noting CSLB's outreach, communications, and media engagement from July 2024 through April 2025. She noted how following January wildfires in Southern California, CSLB staff helped survivors at disaster recovery centers (DRCs) by providing publications in English and Spanish and connecting them with licensed contractors.

Chair Love noted that CSLB expanded its presence across Facebook, Instagram, X (formerly Twitter), and LinkedIn with popular posts including warnings about unlicensed contracting in disaster zones and sting operations. She added that CSLB issued press releases on new laws and rebuilding with licensed contractors following the fires and responded to 93 media inquiries during the reporting period.

Chair Love noted that staff participated in various outreach events statewide, promoting licensing and consumer education. She added that PAO updated and distributed materials like Get Licensed to Build in English and Spanish, supporting licensing workshops. Chair Love also shared that despite a spike in calls (over 18,000 in January due to the wildfires), CSLB's call center kept wait times under the 6-minute goal for all of 2024.

Board Member Comment

Member Nutt suggested incorporating mental health awareness into CSLB's livestream content, emphasizing the high suicide rate in the construction industry. He noted that while Mental Health Awareness Month had passed, it's still important to create ongoing dialogue. He recommended adding a mental health



tab or segment to raise awareness and normalize discussions about not feeling okay at work, similar to how some construction companies already take time to pause and address employee well-being.

Public Comment

There was no comment.

3. Review, Discussion and Possible Action Regarding “Find My Licensed Contractor” Branding

The next two items involved topics previously discussed at the Public Affairs Committee Meeting on May 15. Chair Love shared the first item, which was a proposed renaming of the "Find My Licensed Contractor" brand to "Find a Licensed Contractor." This change was initially requested earlier and is now being brought to the full Board for consideration, following prior discussion by the committee.

Chief White provided some background on the "Find My Licensed Contractor" feature, launched in January 2018, which helps consumers locate licensed contractors, assists contractors in finding subcontractors, and aids awarding agencies in public works bidding. In 2024, it was one of the top 10 most viewed pages with nearly two million views. The feature appears in multiple places on the website. If the Board decides to rename it, staff would update all instances, requiring a few days of work. Staff remained neutral on the change and will follow the Board's direction.

Board Member Comment

Chair Love brought up the issue because, in her experience helping consumers and seniors, many found the phrase "Find My Licensed Contractor" confusing. She stated it implies you already have a contractor, but in reality, people are looking for one. Chair Love preferred changing the wording to "Find a Licensed Contractor" to better reflect its purpose and make it clearer for users searching for contractors.

Member Barton supported Chair Love's interpretation, adding a humorous personal anecdote about his mother correcting their grammar, noting the importance of clear and accurate language, such as using "a" rather than "my" when referring to finding a contractor.

Member Nutt noted that "Find My" is common digital terminology used online and is recognizable to many users. However, he expressed openness to the proposed change and was not opposed to it.

Board Chair Mark supported either naming option as long as the website provides clear guidance for consumers. He stated the need for better clarification when users click the button, such as listing contractor classifications (e.g., C-20 for



HVAC, plumbing, etc.) so consumers can identify the right type of contractor without needing to know technical license classifications.

Committee Chair Love clarified that the dropdown menu on the page will remain unchanged. It already includes options for users to search by city, zip code, or contractor classification.

Board Chair Mark stated that consumers often don't know contractor classification codes (e.g., C-43 for sheet metal). He suggested including a prominently placed one-pager on the "Find A/My Licensed Contractor" page to help users identify the correct classification based on the type of work they need.

Chair Love clarified that the dropdown menu already includes all contractor classifications. The only proposed change is renaming the feature from "Find My Licensed Contractor" to "Find a Licensed Contractor," and no functionality will change.

Public Comment

There was no comment.

Motion: To change Find "My" to "A" Licensed Contractor. Moved by Joël Barton; Rodney Cobos seconded. Motion carried, 11-0-0.

YEA: Michael Mark, Joël Barton, Rodney Cobos, Amanda Gallo, Miguel Galarza, Diana Love, Henry Nutt III, Steve Panelli, Josef Preciado, Thomas Ruiz and James Ruane.

NAY: None

ABSTAIN: None

ABSENT: Alan Guy, Jacob Lopez, and Mary Teichert

4. Review and Discussion Regarding Career Opportunities for Justice-Involved Individuals

Chair Love introduced the final item, which focuses on improving career opportunities for justice-involved individuals – those who have interacted with the criminal justice system as defendants. She explained CSLB's current licensing process for applicants with criminal convictions, emphasizing that convictions do not automatically disqualify someone from licensure. Each case is reviewed individually based on factors like time since conviction, type of crime, rehabilitation efforts, and work history. The goal is to help formerly incarcerated individuals find stable careers, particularly in construction, to reduce recidivism. Chair Love highlighted existing pathways like working under licensed contractors, participating in prison-based Career and Technical Programs, and engaging with trade unions and nonprofits. She suggested CSLB could support these efforts by



partnering with the California Prison Authority and offering outreach materials. Board Chair Mark was invited to elaborate on a national pre-apprenticeship curriculum that could further support this initiative.

Board Member Comment

Chair Mark emphasized the importance of partnerships between contractors and unions through Joint Apprenticeship Training Committees (JATCs). These programs offer structured, state-approved apprenticeships that typically last 3 to 5 years, providing participants with consistent wage increases, healthcare, and pensions. He highlighted the MC3 program (Multicraft Core Curriculum), a six-week introductory course that exposes participants to various trades (e.g., plumbing, painting, sheet metal) so they can identify a preferred career path before entering a specific apprenticeship. Chair Mark stressed that true apprenticeships, supported by industry and labor, are a powerful way to lift justice-involved individuals, minorities, and women —unlike the underground economy, which offers no such support or advancement. He concluded by appreciating the focus on this issue and reaffirming that helping people succeed starts with guiding them toward the right trade.

Chair Love acknowledged that Board members Jacob Lopez and Rodney Cobos may also have insights on relevant programs.

Member Cobos briefly commented that Chair Mark had already covered the key points thoroughly.

Member Barton highlighted IBEW Local 11's program called Second Call, Second Chance of Life, which supports formerly incarcerated individuals by providing training and guidance on how to apply for apprenticeship programs. Member Barton noted the program's success, citing one powerful example. He shared that this man, after serving 16 years in prison, is now a superintendent at one of the largest contractors and has even testified before Congress. This underscores the value of giving people a second chance through meaningful opportunities.

Member Ruiz, a representative from the Laborers Union, shared that they recently graduated 755 apprentices in Southern California. At their alumni dinners, past graduates return to share inspiring stories about how the apprenticeship transformed their lives. Many graduates were formerly incarcerated or struggled with addiction, and now they are successfully running work crews. Member Ruiz emphasized that the trades offer a meaningful second chance, providing not just jobs but true career opportunities for those wanting to change their lives.

Member Nutt discussed partnerships between construction companies and four prominent MC3 programs in the Bay Area. These programs aim to help individuals transition from off-the-books work into legitimate construction careers by exposing them to a variety of trades through hands-on experience. He added



that the key to their success is strong collaboration with trade unions and contractors, allowing participants to explore different trades and discover their interests and passions. These Bay Area programs have a strong reputation for successfully placing students into building careers.

Chair Mark emphasized that apprenticeship readiness programs are just the initial step. The goal is for individuals to enter full apprenticeship programs in various trades, which typically last three to five years. These readiness programs serve as an opening door, but it's up to the individual to walk through and commit to the full apprenticeship journey.

Member Preciado agreed with previous comments and added that, beyond technical training, justice-involved individuals also need wraparound support services to succeed in trades. This includes help with barriers like obtaining a Class A driver's license or accessing expungement clinics. He added that success requires both skill-building and addressing personal or legal obstacles. Member Preciado expressed enthusiasm for continuing this work as part of the Public Affairs Committee.

Committee Chair Love shared her goal of preventing recidivism by ensuring individuals have support and hope immediately upon release from incarceration. She highlighted the importance of job opportunities and programs both during and after incarceration to help people support their families, avoid homelessness, and stay away from criminal activity. Chair Love believes this approach can transform lives and identities, regardless of gender.

Member Ruiz noted that both the Laborers and Carpenters unions have programs inside Chino men's and women's prisons. These programs focus on teaching soft skills and preparing incarcerated individuals for future apprenticeship opportunities by instilling routines and work habits. Member Ruiz offered to provide more information to anyone interested.

Member Nutt shared a recent experience helping someone who was formerly incarcerated seek licensing information. He noted the CSLB website has too much dense text, making it difficult for individuals to quickly understand whether their specific conviction disqualifies them. They suggested simplifying and clarifying the information so users can easily determine their eligibility without reading through lengthy paragraphs.

Chair Love suggested creating a simplified, bullet-pointed guide on the CSLB website outlining licensing requirements for individuals with felony or misdemeanor convictions. This would make it easier for justice-involved individuals to understand their eligibility at a glance. She agreed that people could still call for more details but emphasized the importance of making the information clear and accessible.



Board Chair Mark recited that to apply for a CSLB license, individuals must have journey-person-level experience or a valid license. He also highlighted that California's large size means apprenticeship readiness programs (like MC3) are typically managed at the county level through local unions and building trades councils, and justice-involved individuals should refer to their local building trades council's website for relevant opportunities and support.

Committee Chair Love insisted that apprenticeship participants should be assigned mentors who guide them through the process and clearly explain the steps required to become a licensed contractor. This mentorship would reinforce the necessary qualifications and could be reflected in the bullet-pointed guidance materials mentioned earlier.

Public Comment

A man asked for some assistance in understanding the paperwork to apply for a license.

Board Member Comment

Chair Love assured him that someone will assist with understanding the paperwork after the meeting.

Chair Love asked what the next steps are to move forward with creating or supporting a program, noting there is no current vote scheduled and seeking suggestions or guidance on how to proceed.

Registrar Fogt suggested next steps include developing a flyer and a clear roadmap to help justice-involved individuals pursue employment in construction and eventually licensure. He noted that Public Affairs staff, led by Chief White, are already working on this. Additionally, Registrar Fogt proposed creating an advisory committee with two Board Members to explore the issue further. He also acknowledged the need to clarify website information on disqualifying convictions to avoid unnecessary application fees.

Chair Love mentioned that the Public Affairs Office could consider waiving some of the fees associated with licensing or starting the process for formerly incarcerated individuals, similar to fee waivers offered for veterans and other programs, to help ease their reentry and support their employment opportunities.

Registrar Fogt explained that waiving fees would require legislative action, meaning the Board would need to sponsor a bill that passes both the Legislature and is signed by the Governor to waive licensing fees.

Member Ruiz mentioned that workforce development programs within local communities, such as in San Marino County, could help cover some fees for



individuals enrolled in apprenticeship or licensing programs especially for re-entry participants by providing proactive support and resources.

I. Adjournment

Chair Mark called for a motion to adjourn. Member Ruiz called the motion and the meeting concluded.

Meeting adjourned at 12:03 p.m.

AGENDA ITEM D-2

Registrar's Report

- a. Review, Discussion, and Possible Action
Regarding Workers' Compensation Advisory
Committee Stakeholder Meeting
- b. Wildfire Update





CONTRACTORS STATE LICENSE BOARD

WORKERS' COMPENSATION ADVISORY COMMITTEE DISCUSSION

Review, Discussion, and Possible Action Regarding Workers' Compensation Advisory Committee Stakeholder Meeting

Background

Some employers fail to comply with California workers' compensation laws by 1) employing workers and not having workers' compensation; or 2) by committing premium insurance fraud.

CSLB has authority to impose disciplinary action or refer investigations for possible misdemeanor prosecution of contractors that employ workers without obtaining workers compensation insurance. To maintain an active license, many uninsured contractors file a false workers' compensation insurance exemption with CSLB, which is also cause for disciplinary action.

Other agencies investigate premium insurance fraud (inaccurately reporting the number of workers or payroll to an insurance company (paying "off the books") or misclassifying the work employees do to obtain a lower premium).

CSLB does not have jurisdiction to investigate premium insurance fraud and does not receive any funding to perform such investigations. The following dictates the agencies responsible for the following issues:

Problem	Responsible Agency
Contractor has workers and no policy	Contractors State License Board Department of Industrial Relations (Division of Legal Standards and Enforcement)
Contractor has WC policy but there are workers' compensation payroll reporting or misclassification violations	California Department of Insurance Local prosecutors: many of whom receive grant funding
Underreporting of payroll and wages	California Employment Development Department

Update on August 26, 2025, Workers' Compensation Advisory Committee Meeting

A verbal update will be provided at the September 5, 2025, Board Meeting.



Sections of Law Relating to Failure to Secure Workers Compensation insurance (in part)

Labor Code section 2750.5.

There is a rebuttable presumption affecting the burden of proof that a worker performing services for which a license is required pursuant to Chapter 9 (commencing with Section 7000) of Division 3 of the Business and Professions Code, or who is performing such services for a person who is required to obtain such a license is an employee rather than an independent contractor.

Labor Code section 3700.5.

The failure to secure the payment of compensation as required by this article by one who knew, or because of his or her knowledge or experience should be reasonably expected to have known, of the obligation to secure the payment of compensation, is a misdemeanor punishable by imprisonment in the county jail for up to one year, or by a fine of up to double the amount of premium, as determined by the court, that would otherwise have been due to secure the payment of compensation during the time compensation was not secured, but not less than ten thousand dollars (\$10,000), or by both that imprisonment and fine.

Business and Professions Code section 7125 (effective January 2028)

(a) Except as provided in subdivision (b), the board shall require as a condition precedent to the issuance, reinstatement, reactivation, renewal, or continued maintenance of a license, that the applicant or licensee have on file at all times a current and valid Certificate of Workers' Compensation Insurance or Certification of Self-Insurance in the applicant's or licensee's business name.

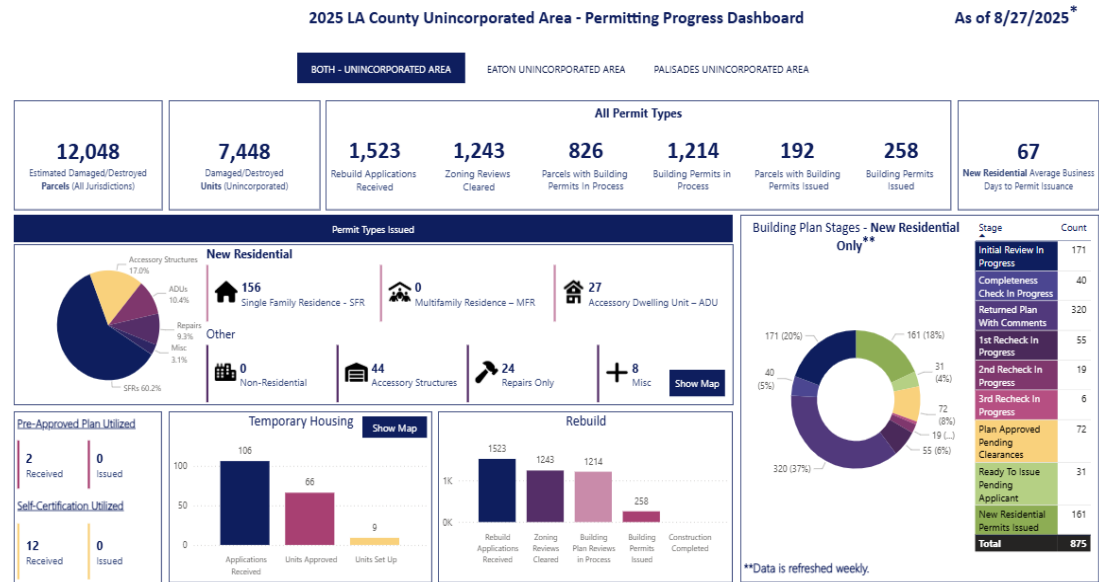
(b) This section does not apply to an applicant or licensee organized as a joint venture pursuant to Section 7029 that has no employees, provided that the applicant or licensee files a statement with the board on a form prescribed by the registrar before the issuance, reinstatement, reactivation, or continued maintenance of a license, certifying that the applicant or licensee does not employ any person in any manner so as to become subject to the workers' compensation laws of California or is not otherwise required to provide for workers' compensation insurance coverage under California law.

Wildfire Update

CSLB staff have reported its 2025 wildfire assistance efforts in Los Angeles County at each of its Board meetings and executive committee meetings. A detailed description of staff's consistent dedication to enforcement, outreach, and education in the wildfire areas is on page 85 of the [June 13, 2025 Quarterly Board Meeting Packet](#).

For the September 2025 Board meeting, staff will provide verbal updates to the Board on its efforts, partnerships and outreach regarding the following:

- The LA County Recovers Permitting Progress Dashboard, which is updated regularly and available at: [Permitting Progress Dashboard – LA County Recovers](#). A screenshot of the production is below.



- Rebuilding with Licensed Contractors Workshops: [Workshops – LA County Recovers](#).
- LA County Recovers licensed contractors and industry professionals list: [Licensed Contractors and Industry Professionals List – LA County Recovers](#)
- Bi-monthly (and now monthly) interagency rebuilding task force meetings. CSLB coordinated with the Los Angeles County Rebuild Task Force on developing this flyer seen on the next page for distribution to contractors and consumers in the Eaton and Palisades areas.



HOW CSLB PROTECTS THE PUBLIC IN DISASTER AREAS

CSLB's Statewide Investigative Fraud Team (SWIFT) helps protect consumers and ensures contractors working in disaster areas follow California state law.

What Does SWIFT Do After Disasters?

SWIFT conducts contractor compliance checks in disaster areas. During these checks, they verify that:

- Contractors are properly licensed. Contracting without a license in a declared disaster area can be charged as a felony.
- Contractors have valid workers' compensation insurance for workers.
- Contractors are following local permit requirements.

➔ Important Notes:

- SWIFT is informing the public about construction contract rules that apply to reconstruction in a declared disaster area, which limit down payments to \$1,000.
- Additional payments cannot exceed the value of work performed.
- More details can be found in the Terms of Agreement publication on the Disaster Help Center below.

MORE INFORMATION:
WWW.CSLB.CA.GOV/DISASTER



AGENDA ITEM D-3

Budget Update





CSLB Budget Update

Final Fiscal Year (FY) 2024-25 CSLB Budget Summary

CSLB had an authorized Governor's Budget of \$82.7 million.

At fiscal year-end, CSLB spent \$81.9 million of its authorized budget on board expenditures. In addition to its board expenditures, the board also spent \$6.3 million on external mandatory costs.

The final revenue came in higher than projected at \$100.6 million.

As a result of these figures, the fiscal year-end reserve balance has increased to \$52 million (approximately 6.8 months' reserve).

This information is summarized in the chart below:

FY 2024-25 BUDGET SUMMARY

Description	Amount
Beginning Reserve Balance	\$41,741,000
<i>Projected Final Year-End Totals:</i>	
Revenue	\$100,606,000
Board Expenditures	\$81,859,000
External Costs	\$6,335,000
Total Expenditures	\$88,194,000
Ending Reserve Balance (Projected)	\$52,653,000
Months in Reserve	6.8

What follows are details of CSLB's budget for each of the following topics:

- Final Fiscal Year 2024-25 Expenditures
- Final Fiscal Year 2024-25 Revenue
- CSLB fund condition
- Construction Management Education Account fund condition
- Fiscal Year 2025-26 CSLB Preliminary Budget



Expenditures

CSLB spent or encumbered \$81.9 million, roughly 99 percent of its FY 2024-25 budget at fiscal year-end:

EXPENDITURE DESCRIPTION	FY 2024-25 BUDGET ACT	FY 2024-25 FINAL EXPENSES	BALANCE	% OF BUDGET REMAINING
PERSONNEL SERVICES				
Salary & Wages (Staff)	\$33,906,000	\$31,888,530	\$2,017,470	6.0%
Board Members	16,000	10,666	5,334	33.3%
Temp Help	560,000	508,601	51,399	9.2%
Overtime	146,000	276,688	-130,688	-89.5%
Staff Benefits	17,268,000	16,262,635	1,005,365	5.8%
TOTALS, PERSONNEL	\$51,896,000	\$48,947,120	\$2,948,880	5.7%
OPERATING EXPENSES AND EQUIPMENT (OE&E)				
Operating Expenses	\$18,198,000	\$20,798,571	-\$2,600,571	-14.3%
Exams – Subject Matter Experts	2,315,000	2,114,942	200,058	8.6%
Enforcement	10,688,000	10,559,512	128,488	1.2%
TOTALS, OE&E	\$31,201,000	\$33,473,025	(\$2,272,025)	-9.9%
TOTALS	\$83,097,000	\$82,420,145	\$676,855	41.5%
Scheduled Reimbursements (i.e., fingerprint, public sales)	-353,000	-96,529	-256,471	
Unscheduled Reimbursements (i.e., invest. cost recovery)		-464,812	464,812	
GRAND TOTALS (after May Revise)	\$82,744,000	\$81,858,804	\$885,196	1.1%

Revenue

CSLB received the following revenue through fiscal year-end:

Revenue Category	FY 2024-25 Final Revenue	Percentage of Revenue	Change from prior year
Duplicate License/Wall Certificate Fees	\$581,948	0.6%	21.5%
New License and Application Fees	\$25,770,590	25.6%	-0.9%
License and Registration Renewal Fees	\$65,233,967	64.8%	1.7%
Delinquent Renewal Fees	\$4,283,660	4.3%	3.6%
Interest (i.e., fund reserve investment)	\$1,894,679	1.9%	10.1%
Citation Penalty Assessments	\$2,655,767	2.6%	10.2%
Misc. Revenue	\$185,301	0.2%	N/A
Total	\$100,605,912	100.00%	1.5%

**CSLB Fund Condition**

Below is the fund condition for the Contractors' License Fund, which shows the final fiscal year (FY) 2024-25 reserve with adjustments (\$53 million, approximately 6.8 month reserve), along with the projected reversion amounts for current year (CY) 2025-26 through budget year (BY) 2026-27:

<i>(Dollars in thousands)</i>	Final FY 2024-25	Projected CY 2025-26	Projected BY 2026-27
Beginning Balance <i>(Fund/Savings Account)</i>	\$41,741	\$52,653	\$58,343
Prior Year Adjustment	-\$1,500	\$0	\$0
Adjusted Beginning Balance	\$40,241	\$52,653	\$58,343
Revenues and Transfers			
Revenue	\$100,606	\$96,000	\$96,000
Total Resources <i>(Revenue + Fund/Savings Acct.)</i>	\$140,847	\$148,653	\$154,343
Expenditures			
Board Expenditures	\$81,859	\$83,334	\$85,834
External Costs	\$6,335	\$6,976	\$6,976
Total Expenditures	\$88,194	\$90,310	\$92,810
Ending Balance <i>(Fund/Savings Account)</i>	\$52,653	\$58,343	\$61,533
Months in Reserve	6.8	7.3	7.5
Dollars in Reserve	\$52.7 M	\$58.3 M	\$61.5 M

Notes:

- 1) Board expenditures include staff pay, benefits, and operating expenses.
- 2) External costs include statewide pro rata.
- 3) CY 2025-26 & BY 2026-27 assumes workload and revenue projections.
- 4) CY 2025-26 assumes board expenditures is proposed Governor's budget with no savings.

**Construction Management Education Account (CMEA) Fund Condition**

Below is the CMEA fund condition, which shows the final fiscal year (FY) 2024-25 reserve of \$485,000, along with the projected reversion amounts for current year (CY) 2025-26 through budget year (BY) 2026-27:

<i>(Dollars in thousands)</i>	Final FY 2024-25	Projected CY 2025-26	Projected BY 2026-27
Beginning Balance	\$ 510	\$ 485	\$ 458
Prior Year Adjustment	\$0	\$0	\$0
Adjusted Beginning Balance	\$ 510	\$ 485	\$ 458
Revenues and Transfers			
Revenue	\$214	\$212	\$212
Totals, Resources	\$ 724	\$ 697	\$ 670
Expenditures			
Disbursements:			
Program Expenditures (State Operations)	\$14	\$14	\$14
Local Assistance Grant Disbursements	\$225	\$225	\$225
Total Expenditures	\$ 239	\$ 239	\$ 239
Fund Balance			
Reserve for economic uncertainties	\$ 485	\$ 458	\$ 431

Notes:

- 1) Projected CY 2025-26 and ongoing includes increasing grants based on assumed approved CMEA annual augmentation.



Fiscal Year 2025-26 CSLB Preliminary Budget

The chart below details the preliminary FY 2025-26 CSLB budget and authorized positions which were included in the 2025 Budget Bill (Senate Bill 101, Chapter 4, Statutes of 2025):

EXPENDITURE DESCRIPTION	FY 2025-26 Approved Preliminary Budget
POSITIONS	
Authorized Positions	431.0
Temporary Help Positions	2.6
TOTAL POSITIONS	433.6
PERSONNEL SERVICES	
Salary & Wages (Staff)	35,164,000
Board Members	16,000
Temp Help	360,000
Overtime	146,000
Staff Benefits	17,744,000
TOTALS, PERSONNEL	53,430,000
OPERATING EXPENSES AND EQUIPMENT (OE&E)	
Operating Expenses	19,592,000
Exams	477,000
Enforcement	10,188,000
TOTALS, OE&E	30,257,000
TOTAL APPROPRIATION	83,687,000
Scheduled Reimbursements	-353,000
Unscheduled Reimbursements	
TOTAL APPROPRIATION with Reimbursements	\$83,334,000

The FY 2025-26 authorized positions total includes:

1. **7.5 positions** temporarily retained from last fiscal year under Budget Letter 24-20, CS 4.12 (Vacancy Reduction) sweep. These positions must remain vacant and are expected to be removed during the final budget adjustments in January.
2. **6.0 new Enforcement positions** approved through two separate Budget Change Proposals (BCPs), as previously discussed.
 - o 4.0 positions for the Multiple Offender Unit
 - o 2.0 positions for the implementation of AB 2622 (Minor Work Exemption bill).



CONTRACTORS STATE LICENSE BOARD

STATISTICS SUMMARY

Statistics Summary

All Applications Received

Month	2021-22	2022-23	2023-24	2024-25
July	4,479	3,749	3,794	4,449
August	3,527	5,926	4,511	4,362
September	3,398	5,094	3,920	4,307
October	3,909	4,640	4,324	4,369
November	2,958	3,683	4,002	3,589
December	4,687	3,523	3,911	3,860
January	4,634	4,116	4,365	4,317
February	3,881	4,177	4,943	4,724
March	4,967	4,488	5,115	5,007
April	4,969	4,562	5,108	5,093
May	5,430	4,852	4,771	4,595
June	4,347	4,156	4,198	4,540
Total	51,186	52,966	52,962	53,212

% Change from Prior FY 0.5%

Original Applications Received (includes exam and waivers)

Month	2021-22	2022-23	2023-24	2024-25
July	1,782	1,779	1,973	2,457
August	1,138	2,235	2,289	2,444
September	1,153	1,767	2,084	2,321
October	1,311	2,126	2,256	2,520
November	1,020	1,517	2,023	2,070
December	2,544	1,601	2,108	2,193
January	1,965	1,959	2,292	2,378
February	1,642	2,122	2,668	2,695
March	2,161	2,294	2,753	2,743
April	2,087	2,229	2,728	2,860
May	2,159	2,423	2,571	2,649
June	1,916	2,360	2,287	2,464
Total	20,878	24,412	28,032	29,794

% Change from Prior FY 6.3%
 % of Apps Rcvd are Original Apps 56.0%

**Original Licenses Issued**

Month	2021-22	2022-23	2023-24	2024-25
July	1,650	1,571	1,350	1,658
August	1,760	1,408	1,937	1,574
September	1,516	1,375	1,473	1,477
October	1,438	1,278	1,663	1,611
November	1,339	1,050	1,441	1,359
December	1,418	1,128	1,379	1,607
January	1,413	1,035	1,569	1,453
February	1,230	1,138	1,658	1,539
March	1,698	1,380	1,643	1,545
April	1,809	1,101	1,649	2,001
May	1,497	1,503	1,697	1,547
June	1,523	1,635	1,705	1,653
Total	18,291	15,602	19,164	19,024

% Change from Prior FY -0.7%

Licenses Renewed

Month	2021-22	2022-23	2023-24	2024-25
July	7,232	10,339	10,042	11,360
August	11,805	10,445	10,269	10,226
September	10,443	9,784	8,809	8,851
October	8,112	9,029	9,576	10,159
November	8,737	8,680	8,665	8,120
December	10,694	8,335	9,025	8,787
January	7,979	9,984	9,804	9,761
February	8,797	8,924	9,390	8,729
March	12,762	10,591	10,780	10,878
April	10,235	9,032	10,805	9,765
May	9,732	11,444	9,601	10,439
June	10,355	10,003	10,149	10,036
Total	116,883	116,590	116,915	117,111

% Change from FY 2022-23 0.4%

% Change from FY 2023-24 0.2%

**Original HIS Registrations Issued**

Month	2021-22	2022-23	2023-24	2024-25
July	533	693	701	664
August	742	830	578	622
September	677	821	691	591
October	722	779	828	517
November	513	754	650	583
December	519	567	665	541
January	467	864	661	410
February	452	852	600	568
March	824	729	730	571
April	484	850	813	887
May	631	765	787	550
June	550	837	695	667
Total	7,114	9,341	8,399	7,171

*% Change from Prior FY -14.6%***HIS Registrations Renewed**

Month	2021-22	2022-23	2023-24	2024-25
July	541	551	578	634
August	588	596	703	717
September	566	602	598	702
October	571	576	668	633
November	538	529	547	563
December	571	483	530	558
January	440	591	650	658
February	441	549	573	607
March	561	712	588	790
April	498	602	591	713
May	481	664	609	703
June	483	604	593	656
Total	6,279	7,059	7,228	7,934

% Change from Prior FY 9.8%

License Population by Status

Status	July 1, 2022	July 1, 2023	July 1, 2024	July 1, 2025
Active	236,195	235,799	238,789	241,656
Inactive	50,239	48,526	46,416	44,203
Total	286,434	284,325	285,205	285,859
% Change from Prior FY 0.2%				

HIS Registration Population by Status

Status	July 1, 2022	July 1, 2023	July 1, 2024	July 1, 2025
Active	25,221	28,895	31,094	29,732
% Change from Prior FY -4.4%				

Complaints By Fiscal Year

Complaints	2021-22	2022-23	2023-24	2024-25
Received	19,158	21,158	19,746	19,257
Reopened	1,231	1,578	1,479	1,754
Closed	19,397	22,181	21,503	21,806
Pending (As of June 30)	5,747	6,361	6,142	5,375

AGENDA ITEM D-4

Administration Update





CONTRACTORS STATE LICENSE BOARD

ADMINISTRATION UPDATE

Administration Update Regarding Personnel

Personnel Unit

Transactions

During the fourth quarter of fiscal year 2024-25 (April 1, 2025-June 30, 2025), CSLB Personnel staff completed 19 personnel transactions. This included the addition of nine employees from other state agencies and four employees new to state service. Within CSLB, there were five promotions and one transfer appointment.

Total Number of Personnel Transactions Per Quarter – FY 2024-25

Recruitment Type	Quarter 1 <i>July-Sep</i>	Quarter 2 <i>Oct-Dec</i>	Quarter 3 <i>Jan-March</i>	Quarter 4 <i>April-June</i>
From other State Agencies	12	2	3	9
New to State Service	19	4	11	4
Student Assistants	1	0	1	0
Retired Annuitants	2	1	1	0
Promotions	6	7	3	5
Transfers within CSLB	7	5	2	1
Total Per Quarter	47	19	21	19

Total Number of Personnel Transactions Per Quarter – FY 2023-24

Recruitment Type	Quarter 1 <i>July-Sept</i>	Quarter 2 <i>Oct-Dec</i>	Quarter 3 <i>Jan-March</i>	Quarter 4 <i>April-June</i>
From other State Agencies	10	5	4	11
New to State Service	3	7	6	11
Student Assistants	3	0	0	1
Retired Annuitants	1	1	0	0
Promotions	9	7	3	5
Transfers within CSLB	4	6	5	5
Total Per Quarter	30	26	52	33

Vacancies

CSLB averaged 26 vacancies out of 425 authorized positions during fiscal year 2024-25 (July 1, 2024-June 30, 2025), which is a 6 percent vacancy rate. The Personnel Unit continuously works with CSLB hiring managers and the Department of Consumer Affairs'



Office of Human Resources to identify and minimize any delays in recruitment for key positions.

Average Monthly Vacancies by Fiscal Year

Fiscal Year	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2024-25	26	22	23	23	24	30	30	28	26	24	24	26
2023-24	38	36	32	30	30	35	38	42	41	37	36	34
2022-23	52	51	54	48	46	44	46	45	45	43	41	40
2021-22	43	45	49	52	51	45	47	50	47	44	46	42

Career Development and Mentoring Program Steering Committee

The Career Development and Mentoring Program Steering Committee was reinstated at the beginning of the year and had their first meeting on April 29, 2025. On June 26, 2025, the second Career Development and Mentoring Program Steering Committee meeting was held where the onboarding schedule was finalized, and a new Teale (CSLB internal license database) training committee was initiated to develop training for new CSLB staff. On July 11, 2025, CSLB managers and supervisors successfully received training on the new onboarding schedule, which was implemented immediately.

Personnel Manager Alex Christian developed and presented a third class focusing on “Best Hiring Practices” intended for all CSLB managers and supervisors. This class was presented on August 14, 2025.

Manager Christian also developed a “Performance Management” training intended for all CSLB managers and supervisors. This training is broken into three different phases with the first phase focusing on the “Preventative Phase” of the progressive discipline process. The first phase was presented to enforcement management during their statewide enforcement supervisor meeting on July 18, 2025, and was presented to management in the Administration, Licensing, Information Technology and Public Affairs Divisions on August 7, 2025. The remaining trainings will focus on the corrective and adverse phases and will be mandatory for all CSLB managers and supervisors.

In addition to these trainings, Manager Christian is working to create a “Supervisor’s Toolbox,” which will be located on CSLB’s intranet. This will be a resource for supervisors and managers to use and will include recordings and slides of past trainings, examples of probation reports, performance appraisals, corrective memos and more. The anticipated completion date is December 2025.

Employee Recruitment

CSLB continues to work with DCA, the California Department of Human Resources (CalHR) and other organizations to partner and participate in future career fairs statewide.

**Examinations**

The majority of examinations are now done online through CalHR at <https://jobs.ca.gov/>. Listed below are the CSLB classifications with examinations administered by DCA.

ADMINISTERED BY DCA	STATUS	DATE
Office Services Supervisor II	Effective date of last exam:	June 2025
	Effective date of next exam:	December 2025
Supervising Special Investigator II (Non-Peace Officer)	Effective date of last exam:	June 2025
	Effective date of next exam:	December 2025

Administration Update Regarding Business Services**Facilities**

- **West Covina:** The lease extension is through December 31, 2026. Tenant improvements will be completed as part of this lease renewal.
- **Norwalk:** The lease extension is through October 31, 2025. Tenant improvements will be completed as part of this lease renewal.
- **Redding:** The lease renewal is in process.
- **Fresno:** The lease renewal is in progress with the request to have a space reduction to eliminate the test center. Tenant improvements will be a part of the space reduction project.
- **San Bernardino:** The lease has been renewed. The lessor offered to install the EV charging stations at their cost outside of the lease renewal/tenant improvement project.
- **Oxnard:** The lease renewal is in progress with the request to have a space reduction to eliminate the test center. Tenant improvements will be a part of the space reduction project.

Contracts in process

The following contracts are being processed by the DCA Business Services Office (BSO):

- 24-hour alarm monitoring contract for the CSLB Oxnard field office.
- Shred contract for confidential shredding services at CSLB Headquarters Sacramento office.
- Date stamp machine contract for time/date stamp machine repair and maintenance.
- Forklift procurement and maintenance contract for a new forklift for the CSLB Headquarters Sacramento office.
- CalHR contract for psychological screening services for peace officers for fiscal year 2025-26.

**Enforcement Unlicensed Practice and Staffing Requirement Study**

- On November 18, 2024, CSLB and California State University, Sacramento agreed upon a scope of work and estimated cost within board-approved guidelines. The final scope of work and cost was approved by the CSLB and California State University, Sacramento. The contract was sent over as an expedite and was submitted to the Department of Consumer Affairs for processing on January 21, 2025. The contract was executed on June 24, 2025. The contract term dates are July 1, 2025, through June 30, 2026. Services began on July 1, 2025.

Executed contracts

- California Highway Patrol interagency contract for protection services.
- DCA Division of Investigation, Special Operations Unit (DOI) Memorandum of Understanding (MOU) for background investigative services applicants for sworn classifications at CSLB.
- Saddle Point Sons contract for binding machine maintenance.
- Quadient contract for a new postage meter mailing system with maintenance services for CSLB Headquarters warehouse.
- West Publishing dba Thomson Reuters contract for access to the electronic library database.

Fleet

- For fiscal year 2024-25, CSLB met vehicle utilization goals on 54 of 57 vehicles. Of the three vehicles that did not meet utilization goals, two of them were received in the middle of FY 2024-25, so technically only one vehicle did not meet the annual utilization goal. This is an improvement from last year when eight vehicles were underutilized.
- The Bay Area Toll Authority Fastrak devices will transition to the Flex Fastrak toll tag program, which allows staff to utilize the commuter lane at a discounted cost to CSLB.

AGENDA ITEM D-5

Information Technology Update





Information Technology Update

Business Modernization Update: Enterprise Document Management System

In May 2025, CSLB successfully launched its new Enterprise Document Management System (EDMS) as part of its Electronic Content Management (ECM) initiative utilizing Box. The Box platform is a comprehensive, cloud-based enterprise content management system that allows CSLB to securely store, share, manage information, automate workflow and collaborate on digital content. Built on Box's secure technology and implemented with Information Intelligent Group (IIG), EDMS replaces the legacy Imaging Workflow Automation System (IWAS).

IT Division plans to identify advanced features to further automate current business processes. This includes the ability to simultaneously capture entire mailed-in packets, applications, related documents, and payments, including incoming checks, which can be scanned and deposited electronically. The IT Division will also gradually implement full-text search capabilities to minimize disruption and ensure a smooth transition to these enhanced functionalities.

Business Modernization Update: Sole Owner Online Application

The Sole Owner Online Application project team of subject matter experts and IT staff continue to engage in interactive sessions with the product developer to review the system design and workflow. The team provides feedback and modification requests to the development team to ensure the product meets CSLB requirements for an acceptable application submission. Product modifications to the application workflow are ongoing; system backend development is in progress with existing CSLB databases. Looking ahead, the team will prioritize product review, requirement decisions, workflow finalization, compliance checks, and user acceptance testing.

Windows 11 Deployment

As part of CSLB's ongoing efforts to maintain a secure, efficient, and fully supported IT environment, CSLB is initiating the transition from the currently used operating systems (Windows 10 Enterprise) to Windows 11 Enterprise across all Board devices. This upgrade is necessary due to Microsoft's announcement that support for current Windows 10 operating system will officially end on October 14, 2025. After this date, feature updates and security updates for computers running one of these operating systems will no longer be provided and Microsoft customer service will no longer be available to provide Windows technical support. Without continued software and security updates, workstations will be at greater risk for viruses and malware.

IT has fully tested Windows 11 and has started deploying Windows 11 devices to Headquarters staff successfully and plans to roll out to field sites next. IT plans to be completed with this mini-project in advance of the October 14, 2025, deadline.



IT Legislative Implementation Efforts

To comply with legislative changes from Senate Bill 1455, the IT Division is updating enforcement processes and systems to accommodate the receipt of reimbursement fees from licensees for expert investigation costs, ensuring compliance with the new definitions and requirements. The project remains on track, with full implementation expected in Fall 2025.

AGENDA ITEM E

Legislation



AGENDA ITEM E-1

Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation

- a. AB 521 (Carrillo) Bond deposits: liability for legal fees and costs. (Clarifies CSLB is not responsible for legal fees on civil claim against licensee cash deposit.)
- b. AB 559 (Berman) Contractors: home improvement contracts: prohibited business practices. (Updates definitions and penalties for accessory dwelling unit construction and contractors accepting money in advance of work performed or materials delivered.)
- c. SB 291 (Grayson) Contractors: workers' compensation insurance. (Increases penalties for filing false exemptions from workers' compensation insurance requirements.)
- d. SB 779 (Archuleta) Contractors: civil penalties. (Increases minimum civil penalties on citations.)





CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation

E1a. [Assembly Bill 521](#) (Carrillo) – Contractors State License Board: bond deposits: liability for legal fees and costs.

STATUS/LOCATION (as of August 21, 2025): Pending the Senate Floor.

SPONSOR: Contractors State License Board (CSLB)

SUBJECT: Bond deposits: liability for legal fees and costs.

SUMMARY: AB 521 expressly provides that CSLB is not liable for attorney fees in civil claims involving a contractor's cash deposit filed with CSLB in lieu of a license bond.

EXISTING LAW: Existing law requires licensees to maintain a licensing bond executed by an admitted surety insurer or in the form of a cash deposit with CSLB.

COMMENT/ANALYSIS: As a requirement for licensure, contractors must maintain a contractor's bond for the benefit of consumers, employees, or other contractors who may be damaged because of specified Contractors State License Law (Contractors Law) violations. Most licensees secure a bond through an admitted surety insurer (surety company) to meet the bonding requirement. However, Contractors Law also allows contractors who do not want to or cannot use a surety company for their required license bond to provide a cash deposit (in the form of a cashier's check) to CSLB instead.

A recent California Appellate Court decision, *Karton v. Ari Design & Construction*, found that surety bond companies holding licensed contractor bonds can be ordered to pay attorney fees for the litigating parties when the surety company delays in releasing the bond amount in civil litigation. Private attorneys have attempted to argue as the holder of the cash deposit, CSLB is acting as a "surety" when holding a deposit for a contractor, and subject to payment of legal fees for not making a good faith payment. While CSLB is not a surety, the decision has exposed CSLB to paying legal fees to defend itself in civil litigations and potential liability for attorney fees in civil cases where CSLB holds a cash deposit.

There are approximately 300 cash deposits on file for which CSLB could be held liable for attorney fees in cases in which CSLB is simply complying with the law by waiting for an order from the court to disperse the cash deposit. CSLB should not be responsible for attorney fees for holding a cash deposit because CSLB is not a surety company, does not issue bonds or make profit on bonds, and has no discretion to release cash deposits without an order from the court. CSLB's only role in these cases is to make the cash deposit bond funds available when the court directs CSLB to disperse the funds to an injured party.

FISCAL IMPACT: There is no fiscal impact to CSLB resulting from this bill.

STAFF RECOMMENDATION: None. The Board voted to sponsor this bill at its quarterly board meeting on December 12, 2024. This bill has passed through several committees in the Legislature via unanimous consent.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation

E1b. [Assembly Bill 559](#) (Berman) – Contractors: home improvement contracts: prohibited business practices.

STATUS/LOCATION (as of August 21, 2025): Pending the Senate Appropriations Committee.

SPONSOR: Contractors State License Board (CSLB)

SUBJECT: Home improvement contracts: Accessory dwelling units (ADUs).

SUMMARY: AB 559 would add accessory dwelling units (ADUs) to the definition of “home improvement” in Contractors State License Law (Contractors Law) and specify that individuals (licensed and non-licensed) who violate progress payment provisions causing financial harm to their customers are subject to a \$10,000 fine whether or not they are licensed and possible license revocation if they are licensed.

EXISTING LAW: Contractors Law defines “home improvement” as repairing, remodeling, altering, converting or modernizing, or adding to a residential property, as well as the reconstruction, restoration or rebuilding of a residential property damaged or destroyed by a natural disaster. “Home improvement” includes (but is not limited to) the construction, erection, installation, replacement or improvement of driveways, swimming pools, terraces, patios, awning, solar energy systems, garages, basements and other improvements of the structures or land adjacent to a dwelling home (emphasis added). Contractors Law also defines a “home improvement contract” as an agreement between a contractor and a homeowner or tenant for the performance of home improvement.

Contractors Law prohibits contractors from requesting or accepting a down payment exceeding \$1,000 or 10 percent of the contract price (whichever is lower) or requesting or accepting payments that exceed the value of the work performed or materials delivered.

COMMENT/ANALYSIS: CSLB firmly believes ADUs are home improvement under existing law. As described above, the construction or erection of structures including garages and basements and other improvements on or next to a residence, is considered home improvement. An ADU is the construction or erection of a structure next to a residence. Therefore, this bill is merely clarifying existing law.

CSLB sponsored this bill to prevent any argument that an ADU is considered new construction simply because the term is not included in the definition of home improvement. By clearly including ADU in the home improvement definition, consumers, contractors and the legal community will be more aware of the protection of the



downpayment and progress payment restrictions in home improvement contract laws. CSLB sponsored a similar bill that added “solar energy systems” to the definition of home improvement in 2021.

With the demand for the construction of ADUs rising in recent years, CSLB has received a significant increase in the number of consumer-filed complaints against contractors for failing to complete ADU construction projects. Most of the complaints allege considerable consumer financial harm because the contractor abandoned the project after requesting and accepting payments that exceeded the value of work completed and delivered.

Contractors on home improvement projects are prohibited from charging a down payment of more than \$1,000 or 10 percent of a home improvement contract, whichever is less. Contractors can establish a payment schedule for the balance of what they are owed but are prohibited from requesting or accepting payments that exceed the value of the work performed or material delivered. These payment requirements are generally referred to as “progress payments.” This bill provides that individuals who violate progress payment rules resulting in a financial loss to the consumer of 10 percent or more of the contract price are subject to a civil penalty of \$10,000 minimum.

Expanding the definition of home improvement to include ADUs and strengthening existing civil penalties for progress payment violations would discourage would-be offenders from taking excessive payments or failing to deliver the work or materials outlined in their contract. This bill strengthens existing consumer protections while posing no burden to law-abiding contractors.

Staff is aware of concerns regarding home improvement payment restrictions from ADU manufacturers that profess to only construct ADUs off site with no obligation to install the ADU at the project site. However, this bill, and current law, only apply to the installation of ADUs as part of a home improvement contract and the assembly and sale of manufactured homes off site is not regulated in Contractors Law (if there is no obligation for the ADU manufacturer to install the ADU). CSLB staff is working closely with the author’s office to determine if the opposition’s concerns can be alleviated.

FISCAL IMPACT: The costs to implement this bill are minimal and can be absorbed within current resources.

STAFF RECOMMENDATION: None. The Board voted to sponsor this bill at its quarterly board meeting on December 12, 2024.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation

E1c. [Senate Bill 291](#) (Grayson) – Contractors: workers' compensation insurance.

STATUS/LOCATION (as of August 21, 2025): Pending Assembly Appropriations Committee.

SPONSOR: Contractors State License Board (CSLB)

SUBJECT: Workers' Compensation Insurance

SUMMARY: SB 291 requires CSLB to determine an evidence-based process and procedure to verify eligibility for a workers' compensation (WC) insurance exemption and to report its findings to the Legislature by January 1, 2027. The bill also significantly increases civil penalties for WC violations. Specifically, SB 291 would:

- 1) Require CSLB to report annually to the Legislature the number of disciplinary actions related to the filing of false WC exemptions, hiring employees without first filing a Certificate of Workers' Compensation Insurance or Certification of Self-Insurance with CSLB, or hiring employees without maintaining WC insurance.
- 2) Authorize CSLB to issue a minimum civil penalty of \$10,000 per violation for any sole owner licensee found to have employed workers without maintaining WC coverage and \$20,000 per violation for any partnership, corporation, limited liability company, or tribal business licensee found to have employed workers without maintaining WC coverage.
- 3) Limit civil penalties for violating WC requirements to \$30,000 per occurrence.
- 4) Prohibit CSLB from renewing or reinstating a license in violation of WC requirements until the applicant or licensee provides a current and valid WC certificate.
- 5) Require CSLB to establish a process and procedure that includes an audit, proof, or other means to obtain evidence to verify eligibility for an applicant or licensee without employees for an exemption to WC requirements. SB 291 requires CSLB to report its verification process to the Legislature by January 1, 2027, and sunsets this reporting requirement on January 1, 2030.

EXISTING LAW: Pursuant to BPC Section 7125, a contractor must have a certificate of WC insurance or an exemption on file with CSLB at all times as a condition of licensure. On and after January 1, 2028, all licensees, regardless of classification or whether they have employees, will be required to hold WC insurance and exemptions will no longer be permitted.



COMMENT/ANALYSIS: Recent amendments to SB 291 significantly pare down CSLB's original sponsored language by removing the requirement that the construction contract does not exceed \$2,000 in value for labor and material. The amendments also clarify an existing provision directing CSLB to establish an evidence-based process for verifying eligibility for an exemption to WC insurance requirements and deletes the requirement of WC for all by January 1, 2027 (requirement for WC for all is January 1, 2028, as described above).

However, the amendments preserved increased civil penalties for WC insurance exemption violations and CSLB's authority to not renew or reinstate a license until a licensee determined to have employed workers with a false exemption provides a current and valid certificate of WC insurance to CSLB. It should be noted that the amendments do not change the current implementation date for all licensees to carry WC insurance, whether they have employees or not, by January 1, 2028.

Further, the amendments do not alter the existing mandatory workers' compensation requirement for the following classifications: C-8 Concrete, C-20 Warm-Air Heating, Ventilating, and Air-Conditioning, C-22 Asbestos Abatement, C-39 Roofing, and D-49 Tree Service. Other classifications may continue to avoid purchasing a WC policy by filing a certification they do not employ anyone until January 1, 2028.

FISCAL IMPACT: The costs to implement SB 291 are minimal and can be absorbed within current resources.

STAFF RECOMMENDATION: None. The Board voted to sponsor this bill at its quarterly board meeting on December 12, 2024, and has not taken any further action on this bill. SB 291 has passed through several committees in the Legislature via unanimous consent.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation

E1d. [Senate Bill 779](#) (Archuleta) Contractors: civil penalties.

STATUS (as of August 21, 2025): Pending the Assembly Appropriations Committee.

SPONSOR: Contractors State License Board (CSLB)

SUBJECT: Raising Enforcement Fine Minimums.

SUMMARY: SB 779 establishes and increases minimum fine amounts included with enforcement citations. This bill requires future minimum enforcement fine amounts to increase based on increases to the Consumer Price Index (CPI) every five years. SB 779 also increases CSLB's revenue fund cap from six to 12 months.

EXISTING LAW: Existing law establishes the following minimum and maximum enforcement fine amounts:

- BPC 7028.7 – Unlicensed activity – \$200 minimum/\$15,000 maximum
- BPC 7099.2 – All violations not mentioned below – No minimum, \$8,000 maximum
- BPC 7110 – Disregard for building laws – No minimum, \$30,000 maximum
- BPC 7114 – Aiding/abetting unlicensed activity – No minimum, \$30,000 maximum
- BPC 7118 – Working without a license – No minimum, \$30,000 maximum
- BPC 7125.4 – Workers' compensation violations – No minimum, \$30,000 maximum

COMMENT/ANALYSIS: This bill would establish statutory minimum fines (shown in the chart below) in statute that better reflect the egregiousness of the violation. SB 779 also provides that minimum enforcement fine amounts be adjusted every five years in line with the CPI, to prevent needing to pursue legislation every time an increase is needed.

Code Section	Current minimum civil penalty	Current maximum civil penalty	New minimum civil penalty
BPC 7028.7 – Unlicensed activity	\$200*	\$15,000	\$1,500
BPC 7099.2 – General	None	\$8,000	\$500
BPC 7099.2 – BPC 7110 (Disregard for building laws), BPC 7114 (Aiding/abetting unlicensed activity), BPC 7118 (Working w/o a license) and BPC 7125.4 (Workers' comp violations)	None	\$30,000	\$1,500

This bill was also recently amended at the request of the Board to increase the reserve fund cap from six months to 12 months. This amendment ensures adequate funding for future enforcement needs without compromising consumer protection should license renewals decrease due to a recession or economic downturn.

FISCAL IMPACT: The costs to implement this bill are considered minimal and absorbable within existing resources. Increasing fine minimum amounts may result in approximately \$200,000 in additional revenue to CSLB to support its enforcement efforts.

STAFF RECOMMENDATION: None. The Board voted to sponsor this bill at its quarterly board meeting on December 12, 2024, and voted to approve amendments to increase the reserve cap from six to 12 months at its June 13, 2025, quarterly board meeting.

AGENDA ITEM E-2

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

- a. AB 483 (Irwin) Fixed term installment contracts: early termination fees. (Caps early termination fees in construction ongoing service agreements.)
- b. AB 485 (Ortega) Labor Commissioner: unsatisfied judgments: nonpayment of wages. (Requires state agencies to deny an application or renewal to an employer with any unsatisfied final judgment for nonpayment of wages.)
- c. AB 742 (Elhawary) Department of Consumer Affairs: licensing: applicants who are descendants of slaves. (Requires the expediting of applications from descendants of American slaves.)
- d. AB 1002 (Gabriel) Contractors: failure to pay wages: discipline. (Authorizes the Attorney General to file civil action for license suspension, revocation, or denial.)
- e. AB 1327 (Aguilar-Curry) Home improvement and home solicitation: right to cancel contracts: notice. (Allows consumers to cancel a home improvement contract via email.)
- f. AB 1341 (Hoover) Contractors: discipline: building law violations. (Adds prohibitions on unlicensed practice of architecture, landscape architecture, engineering, geology or geophysics, and land surveying to Contractors State License Law.)
- g. SB 61 (Cortese) Private works of improvement: retention payments. (Limits the retention payment amount for a private work of improvement to five percent.)
- h. SB 456 (Ashby) Contractors: exemptions: muralists. (Exempts murals from Contractors State License Law.)
- i. SB 517 (Niello) Home improvement contract requirements: subcontractors. (Requires home improvement contracts to disclose whether a subcontractor will be used on a project.)
- j. SB 641 (Ashby) Department of Consumer Affairs: states of emergency: waivers and exemptions (Clarifies license classifications for debris removal.)
- k. SB 784 (Durazo) Home improvement loans: right to cancel. (Increases consumer protections for consumers securing financing for residential home improvement.)





CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2a. [Assembly Bill 483](#) (Irwin) – Fixed term installment contracts: early termination fees.

STATUS/LOCATION (as of August 20, 2025): Pending the Senate Floor.

SPONSOR: Unknown

SUBJECT: Caps early termination fees in fixed term installment contracts.

CODE SECTION(S): Business and Professions Code (BPC) sections 17800, 17810, 17820, 17830, 17840, 17850, and 17860.

SUMMARY: AB 483 would allow a contractor to charge an early termination fee in an amount equal to or less than the total cost of installed, furnished, or custom ordered home improvement goods or services at the time a consumer terminates a fixed term installment contract (installment contract), if the installment contract is a home improvement contract (HIC).

EXISTING LAW: Contractors Law defines an HIC as an agreement between a contractor and a homeowner or tenant for the performance of home improvement. The HIC law precludes a contractor from collecting money for anything but the cost of the contract, profit, labor and materials, and for materials not delivered and services not performed.

COMMENT/ANALYSIS: According to the author's office, AB 483 was introduced to address concerns by the Federal Trade Commission (FTC) and Federal Communications Commission (FCC) regarding early termination fees on contracts providing services such as software licenses and cell phone service. However, the definition of installment contracts in the bill can be interpreted to apply to home improvement contracts. As a result, the bill was amended on August 19, 2025, to include home improvement contracts. As of this writing, CSLB staff is working with stakeholders and the author's office to determine the impact to CSLB and will have an update at the September 5, 2025 meeting.

FISCAL IMPACT: Pending.

STAFF RECOMMENDATION: Pending.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2b. [Assembly Bill 485](#) (Ortega) – Labor Commissioner: unsatisfied judgments: nonpayment of wages.

STATUS/LOCATION (as of August 21, 2025): Pending the Senate Appropriations Committee.

SPONSOR: Santa Clara County Wage Theft Coalition

SUBJECT: Requires state agencies to deny a license and/or license renewal if the Labor Commissioner determines the licensee or applicant is in violation of an unsatisfied judgment related to the nonpayment of wages.

SUMMARY: AB 485 would require a state agency to deny a license or license renewal for an employer who has been found via a final judgment to have failed to pay wages for work performed in California. This bill also requires the Labor Commissioner, upon finding that an employer is conducting business in violation of unsatisfied judgment requirements, to notify the applicable state agency with jurisdiction over that employee's license or permit.

EXISTING LAW: Existing law generally prohibits an employer with an unsatisfied final judgment for nonpayment of wages from continuing to conduct business in California, unless that employer has obtained a bond from a surety company and filed that bond with the Labor Commissioner. Existing law authorizes the Contractors State License Board (CSLB) Registrar to refuse to issue, reinstate, reactivate, or renew a license, or suspend a license for failure of a licensee to resolve all outstanding final liabilities, including those owed to the Labor Commissioner. Existing law also requires the Labor Commissioner to forward any finding of a contractor's violation of any provision of the Labor Code to CSLB for license discipline.

COMMENT/ANALYSIS: While AB 485 would require state agencies to deny a license or renewal for unsatisfied judgments, the Labor Code and Contractors State License Law (Business and Professions Code section 7145) already require the Labor Commissioner to send CSLB their violations and authorizes CSLB to refuse to issue a license or license renewal, or suspend a license, for outstanding liabilities. Further, CSLB has a standing agreement with the Division of Labor Standards Enforcement under the direction of the Labor Commissioner to transmit violations to CSLB for further disciplinary action. Accordingly, CSLB expects no changes to its current operations resulting from this bill.

FISCAL IMPACT: None. CSLB currently has the authority to suspend a license for outstanding liabilities and unsatisfied final judgments.

STAFF RECOMMENDATION: None. The Board voted to support AB 485 at its June 13, 2025, board meeting. AB 485 was subsequently amended on July 1, 2025, to include provisions specific to hospital employees. These amendments do not impact CSLB or its operations.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2c. [Assembly Bill 742](#) (Elhawary) – Department of Consumer Affairs: licensing: applicants who are descendants of slaves.

STATUS/LOCATION (as of August 21, 2025): Pending the Senate Appropriations Committee.

SUBJECT: Expediting applications from descendants of American slaves.

SUMMARY: AB 742 requires programs under the Department of Consumer Affairs (DCA), including the Contractors State License Board (CSLB), to prioritize applicants seeking licensure who are descendants of American slaves provided their status as a descendant of an American slave has been confirmed by a newly established Bureau for Descendants of American Slavery (Bureau).

COMMENT/ANALYSIS: This bill would require CSLB to expedite licensing applications from descendants of slaves once a confirmation process has been established by the Bureau. The enactment of this bill is contingent upon the passage of SB 518 (Weber Pierson, 2025) which would establish the Bureau. AB 742 delays implementation until the Bureau establishes the certification process for descendants of American slaves and sunsets these provisions on January 1, 2032, or four years after the certification process is established by the Bureau.

CSLB does not collect demographic data from applicants or licensees; however, CSLB conducted a volunteer survey in April 2023, for individuals issued a contractor's license in the previous year. A total of 13,385 surveys were emailed and 2,362 (18%) responses were received. Of the survey respondents, 2.7% identified as Black or African American.

FISCAL IMPACT: CSLB assumes the number of applicants applying under this bill would be small, resulting in minimal implementation costs that can be absorbed within existing resources.

STAFF RECOMMENDATION: None. The board voted to support AB 742 at its June 13, 2025, board meeting. This bill was subsequently amended to clarify that applications would be "expedited" instead of "prioritized" and that the effective date of this bill is contingent upon the implementation of the certification process by the Bureau.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2d. [Assembly Bill 1002](#) (Gabriel): Contractors: failure to pay wages: discipline.

STATUS/LOCATION (as of August 21, 2025): Pending the Senate Appropriations Committee.

SPONSOR: California Department of Justice, Office of the Attorney General

SUBJECT: Civil Actions Against Contractors for Failure to Pay Wages.

SUMMARY: AB 1002 authorizes the Attorney General (AG) to file a civil action to suspend, revoke, or deny licensure of a contractor for failure to pay workers or failure to comply with a wage judgment or court order. Specifically, this bill:

- 1) Authorizes the AG, in a civil action, to petition the court to deny licensure or licensure renewal of any contractor or other qualifying individual on a license, for failing to pay workers the full amount of wages they are entitled under the law, not fulfilling a wage judgment, or violating an order regarding payment of wages.
- 2) Requires the AG to notify the Contractors State License Board (CSLB) before bringing such action and provides authorization for CSLB to intervene or collaborate with the AG in the proceedings, as specified.
- 3) Provides for the court to issue an order to CSLB to exercise its authority to suspend, revoke or deny licensure or licensure renewal if the AG and/or CSLB action prevails, as provided.

EXISTING LAW: Existing law authorizes the AG to bring civil actions against contractors for violating applicable laws but does not explicitly provide that the AG has authority to include CSLB in the civil action. Only the registrar, through authority delegated by the board, can discipline a contractor's license. CSLB routinely requests the AG for representation to petition a criminal court for license suspension in matters pertaining to diversion of construction funds and premium insurance fraud.

COMMENT/ANALYSIS: AB 1002 would empower the AG to petition the civil court to take disciplinary action against a contractor's license with CSLB involvement; or if CSLB declines to participate after receiving notice, without CSLB involvement. This bill was motivated by a lawsuit brought by the AG against a construction subcontractor for ongoing wage and hour violations. The lawsuit alleged the company paid its employees via a piece-rate compensation system instead of paying a fixed hourly wage and failed to provide legally mandated information to employees about the number of pieces that formed the basis of their pay, making it impossible for workers to accurately calculate the wages they were owed.



The sponsors assert this bill is needed because the majority of civil cases settle without any admission of liability. This means that even for serial law violators, the only consequences may be a financial settlement with no license discipline and or public license disclosure. Providing for license discipline in a civil action in these cases could have a deterrent effect and be influential in the resolution of cases and ensure financially harmed workers are paid fairly.

CSLB does not have direct authority to enforce wage and hour violations, which are in the domain of the Department of Industrial Relations or the Office of the Attorney General. This bill will provide for CSLB license discipline and complaint disclosure to be included in an Unfair Business Practice (BPC 7120) civil filing. This will enhance enforcement of civil wage payment requirements to the extent they are being egregiously violated by licensed contractors.

FISCAL IMPACT: Staff anticipate minimal workload associated with this bill, making any costs to implement this legislation minor and absorbable

STAFF RECOMMENDATION: None. The board voted to support AB 1002 at its June 13, 2025, board meeting. The bill was subsequently amended to preserve CSLB's singular authority to suspend or revoke a license by clarifying that the court would direct the registrar to discipline the license as specified.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2e. [Assembly Bill 1327](#) (Aguiar-Curry) – Home improvement and home solicitation: right to cancel contracts: notice.

STATUS/LOCATION (as of August 21, 2025): Pending the Senate Floor.

SUBJECT: Home improvement and home solicitation: right to cancel contracts: notice.

SUMMARY: AB 1327 would require home improvement contracts (HIC) to include the contractor's email address and allow for cancellation of the HIC by the buyer via email. The bill requires the HIC to include a telephone number to assist the buyer in locating and filling out the "Notice of Cancellation." The bill also provides that if the "Notice of Cancellation" is not included in or attached to the HIC, the buyer may file a complaint with the Contractors State License Board (CSLB).

EXISTING LAW: Existing law defines an HIC as an agreement between a contractor and a homeowner or tenant for the performance of home improvement. Existing law requires HICs to contain notices regarding the consumer's right to cancel.

COMMENT/ANALYSIS: This bill would enhance consumer protection by allowing consumers to cancel an HIC via email. The bill also requires the HIC to disclose a telephone number for consumers to use for assistance in canceling the HIC, however, does not authorize cancellations via telephone.

FISCAL IMPACT: The costs to implement this bill are absorbable within current resources.

STAFF RECOMMENDATION: None. The Board took a "neutral" position on AB 1327 at its June 13, 2025, quarterly board meeting.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2f. [Assembly Bill 1341](#) (Hoover) Contractors: discipline: unlicensed architecture, engineering, or land surveying.

STATUS/LOCATION (as of August 21, 2025): Pending the Senate Appropriations Committee.

SPONSOR: American Institute of Architects, California; American Council of Engineering Companies; California Land Surveyors Association; and California & Nevada Civil Engineers and Land Surveyors Association

SUBJECT: Provides that unlicensed practice in architecture, landscape architecture, engineering, geology or geophysics, or land surveying is cause for disciplinary action by the Contractors State License Board (CSLB).

SUMMARY: AB 1341 adds the unlicensed practice of architecture, landscape architecture, engineering, geology or geophysics, and land surveying, as a cause for discipline by CSLB.

EXISTING LAW: Existing law provides that the willful or deliberate disregard and violation of the building laws of the state is a cause for disciplinary action against a licensee.

COMMENT/ANALYSIS: CSLB staff are aware of concerns from other licensing programs that licensed contractors may be engaging in unlicensed architecture, engineering, and land surveying work. CSLB does not have the authority to investigate or enforce unlicensed practice related to other professions; however, CSLB can discipline a licensee for violating another practice act provided the authorizing entity [in this case, the California Architects Board (CAB) and the Board for Professional Engineers, Land Surveyors, and Geologists (BPELSG)] makes a finding that a violation has occurred.

After the Board voted to support AB 1341 at its June 13, 2025, quarterly board meeting, CSLB staff learned of opposition to the bill by the California State Council of Laborers and other industry groups. They express concerns that the use of commonly used technologies, including ground penetrating radar, and uncertainty regarding the need for a land surveyor license when project mapping may subject their member licensed contractors to possible enforcement action. They also raise concerns that this bill would encourage competing contractors to file reports of unlicensed activity in the other practice acts with CSLB for disclosable disciplinary action or that their employees could be targeted for enforcement action.

This bill does not change the existing scope of any of the impacted professions and



does not require CSLB to take disciplinary action on each referral it receives, as it only authorizes CSLB to take disciplinary action when a contractor is found to be “willfully and deliberately” in violation of the relevant practice act. At the time of this writing, the author is considering amending AB 1341 to include intent language stating the bill does not modify any existing scope of practice or existing authority provided to the boards and bureaus under the Department of Consumer Affairs (including CSLB, BPELSG, and CAB). The author is also considering including reciprocal provisions in the practice acts governed by BPELSG, CAB and the Structural Pest Control Board providing that performing unlicensed contracting work would subject their own licensees to disciplinary action. It is unclear if these potential amendments address the opposition’s concerns.

FISCAL IMPACT: CSLB staff believe it already has the authority to discipline a licensed contractor for failure to abide by the practice act of another agency provided the other agency makes and provides that finding to CSLB. CSLB disciplines contractors for violations of state law outside of the Contractors Law and does not anticipate this bill to change that practice. Per information provided by the other licensing programs named in this bill, CSLB anticipates 20 or fewer referrals of unlicensed practice a year resulting in a negligible workload increase which can be absorbed by current resources. Should the bill be amended requiring CSLB to investigate unlicensed practice complaints to determine if the unlicensed contractor holds a license with another entity, and make a referral to that licensing entity, CSLB will provide an updated fiscal analysis to the Board.

STAFF RECOMMENDATION: The Board voted to support AB 1341 at the June 13, 2025, quarterly board meeting but may want to reexamine this position given concerns raised by labor and industry stakeholders.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2g. [Senate Bill 61](#) (Cortese) – Private works of improvement: retention payments.

STATUS/LOCATION (as of August 15, 2025): Chapter 49, Statutes of 2025.

SPONSOR: National Electrical Contractors Association

SUBJECT: Private works of improvement: retention payments

SUMMARY: SB 61 would limit the amount of payment retention a contractor can withhold from a subcontractor to no more than 5 percent on private construction projects. Specifically, SB 61:

- 1) Provides that a retention payment withheld from a payment by an owner from the prime or direct contractor (contractor with a contract with the property owner) by the direct contractor from any subcontractor, or from any subcontractor from another subcontractor shall not exceed 5 percent of the payment received;
- 2) Provides that the total retention proceeds withheld shall not exceed 5 percent of the contract price;
- 3) Provides that in a contract between a direct contractor and a subcontractor or between a subcontractor and another subcontractor, the percentage of the retention payment withheld shall not exceed the percentage specified in the contract between the owner and the direct contractor.
- 4) Exempts these requirements if the subcontractor fails to comply with contract terms requiring a performance and payment bond issued by an admitted surety insurer.
- 5) Exempts these requirements from an owner, director, or subcontractor on a residential project if the project is not mixed-use and does not exceed four stories.
- 6) Requires a court to award reasonable attorney's fees to the prevailing party in any action to enforce these provisions.
- 7) Applies these provisions to contracts for private works of improvement entered on or after January 1, 2026.

EXISTING LAW: Existing law governs retention payments withheld by an owner from a direct contractor or by a direct contractor from a subcontractor. Existing law requires an owner to pay a retention to a direct contractor within 45 days after completion of the

work of improvement, and for a direct contractor to pay a retention to a subcontractor within 10 days after completion of the work of improvement.

COMMENT/ANALYSIS: SB 61 establishes a 5 percent retention cap for private construction projects, bringing it in line with the existing 5 percent retention cap for public works projects. Currently, 10 percent is commonly withheld in private works, which according to industry makes it difficult to cover financial obligations including payroll, benefits, materials and taxes. This proposal has no discernable negative effect on consumer protection.

FISCAL IMPACT: None. The costs to implement this legislation do not impose any additional workload or costs on CSLB.

STAFF RECOMMENDATION: None. The Board voted to support SB 61 at its June 13, 2025, board meeting. The bill was not amended further and has been signed into law by the Governor, effective January 1, 2026.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2h. [Senate Bill 456](#) (Ashby) – Contractors: exemptions: muralists.

STATUS/LOCATION (as of August 21, 2025): Pending the Assembly Floor.

SPONSOR: California Arts Advocates and League of California Cities

SUBJECT: Contractors: exemptions: muralists.

SUMMARY: SB 456 exempts artists who draw, paint, apply, execute, restore or conserve a mural pursuant to an agreement with a person who can legally authorize the work from licensure. This bill also defines a “mural” as a unique work of fine art that is protected by copyright, trademark, label, or patent and that is drawn or painted by hand directly upon an interior or exterior wall or ceiling, fixture, or other appurtenances of a building or structure. Lastly, this bill provides that a mural does not include painted wall signs.

EXISTING LAW: Existing law provides certain exemptions from licensure requirements including exemptions for owner-builders and for work valued at \$1,000 or less for materials and labor. California Code of Regulations (CCR) 832.33 defines a C-33 Painting and Decorating contractor, as a Contractor that applies paints, papers, textures and other materials for the purpose of decorating, protecting, fireproofing and waterproofing.

COMMENT/ANALYSIS: Under current law, a contract for a mural exceeding \$1,000 in value requires a contractor’s license. This bill would exempt artists who paint murals from licensure requirements, provided they are producing a unique work of fine art that is protected by copyright, trademark, label, or patent and that is drawn or painted by hand directly onto interior or exterior walls or ceilings, fixtures, or other appurtenances of a building or structure. Copyright protects original works of authorship, including visual artwork. In general, works that have been copyrighted cannot be used without the permission of the author.

The Board took a “neutral with amendments” position on SB 456 at its June 13, 2025, quarterly board meeting. To address concerns expressed by Board members, CSLB staff asked the author to include intent language in the bill confirming the exemption is narrow in scope and intended only to exempt muralists from the C-33 Painting and Decorating contractor license; the bill does not exempt muralists from complying with California business requirements (e.g. workers’ compensation insurance and permit requirements); and the bill does not allow muralists to engage or subcontract for any activity for which a license is needed unless they are actively licensed as a contractor in the appropriate classification. The author declined the Board’s request given the

International Union of Painters and Allied Trades had no concerns with the bill as drafted.

FISCAL IMPACT: There are no costs associated with the implementation of this legislation.

STAFF RECOMMENDATION: None. While the Board's proposed intent language was not amended into the bill, staff find the exemption is sufficiently narrow to effectively implement. Further, consumer or public harm caused by muralists has not been established by study or otherwise, and a muralist license exemption does not create additional workload for CSLB.



Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2i. [Senate Bill 517](#) (Niello) – Home improvement contract requirements: subcontractors.

STATUS/LOCATION (as of August 21, 2025): Pending the Assembly Floor.

SUBJECT: Home improvement contract requirements: subcontractors.

SUMMARY: SB 517 updates home improvement contract (HIC) law as follows:

- 1) Requires an HIC, and any subsequent change orders, to include a “yes” or “no” checkbox indicating whether a subcontractor will be used on the project;
- 2) Provides that if “yes” is checked, the HIC or change order will contain the following disclaimer:

“One or more subcontractors will be used on this project, and the contractor is aware that a list of subcontractors is required to be provided, upon request, along with the names, contact information, license number, and classification of those subcontractors.”

- 3) Provides that the prime or direct contractor is responsible for the construction project, however, clarifies that responsibility does not preclude administrative discipline against any subcontractor or home improvement salesperson for violations of Contractors State License Law (Contractors Law).

EXISTING LAW: Existing law identifies the projects for which an HIC is required, outlines the contract requirements, and lists the items to be included in the contract. It currently does not include requirements about identifying subcontractors in the contract or information about who is responsible for completion of the project.

COMMENT/ANALYSIS: HIC requirements are a key provision of Contractors Law intended to protect consumers. HICs help minimize misunderstandings between consumers and contractors by detailing the scope of the project, the materials used, and the costs. HICs are required for projects where labor and materials cost \$500 or more and must contain the contractor’s contact information and license number, along with information on how to cancel the contract. HICs must also include down payment and progress payment information if applicable and information on mechanics liens. Failure to abide by these requirements is cause for discipline.

This bill improves transparency in HICs by ensuring homeowners will know who is performing the work. Homeowners will also be able to more easily determine whether a subcontractor is actively licensed and reduce the risk a subcontractor will file a

mechanics lien on the property for non-payment by the direct contractor. Importantly, this bill also ensures that a homeowner is aware that the prime contractor is responsible for completion of a home improvement project whose scope and cost are outlined in an HIC.

FISCAL IMPACT: The costs of implementing this proposal are minimal and can be absorbed within current resources.

STAFF RECOMMENDATION: None. The Board voted to support SB 517 at its June 13, 2025, board meeting. This bill has not been amended since.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion, and Possible Action on 2025-26 Pending Legislation

E2j. Senate Bill 641 (Ashby) – Department of Consumer Affairs: states of emergency: waivers and exemptions.

STATUS/LOCATION (as of August 21, 2025): Pending the Assembly Appropriations Committee.

SUBJECT: Department of Consumer Affairs and Contractors State License Board: states of emergency: waivers and exemptions.

SUMMARY: SB 641 would authorize all programs under the Department of Consumer Affairs (DCA) to waive certain licensing requirements during a declared federal, state, or local emergency and provides specific licensing waiver authority to the Contractors State License Board (CSLB). Specifically, this bill:

1. Authorizes all programs under DCA (including CSLB) to waive applicable laws during a declared federal, state, or local emergency related to:
 - a. Examination eligibility and timing requirements;
 - b. Licensure renewal deadlines;
 - c. Continuing education completion deadlines;
 - d. License display requirements;
 - e. Fee submission timing requirements; and,
 - f. Delinquency fees.
2. Prohibits DCA programs from charging a duplicate license fee (\$25) to licensees impacted by a declared federal, state, or local emergency or disaster or whose home or business mailing address is located in an area for which a federal, state, or local emergency or disaster has been declared.
3. Provides that a contractor shall not engage in debris removal unless the contractor holds an A-General Engineering Contractor, B-General Building Contractor, or both a C-12 Earthwork and Paving classification and a C-21 Building/Moving Demolition classification.
4. Authorizes the registrar to allow other classifications to perform debris removal, including muck out services, during a declared emergency or disaster on a case-by-case basis without promulgating regulations.
5. Provides that licensees shall have passed a CSLB Hazardous Substance Removal Certification examination and comply with the hazardous waste operations and emergency response requirements established by the Department of Industrial Relations to perform debris removal.



COMMENT/ANALYSIS: In the aftermath of a disaster, safe debris removal and disposal is critical to avoid additional health and environmental problems. SB 641 allows CSLB to determine which licensing classifications have sufficient experience and training to assist in debris removal on a case-by-case basis after a natural disaster. This bill also allows CSLB to safely waive certain licensing requirements to support applicants and licensees during times of crisis. This bill does not mandate CSLB waive any requirements during an emergency, instead it provides CSLB the authority to make the determination if waivers are necessary to hasten recovery efforts. Further, by making clear that regulations are not needed to implement this bill, this bill supports faster recovery for Californians as the regulatory process takes approximately 18 months to complete.

This bill contains an “urgency” clause, meaning it will become law as soon as the Governor signs it (instead of the typical effective date of January 1). Bills with an “urgency” clause require a 2/3 vote for adoption.

SUGGESTED AMENDMENTS: Staff recommend the bill be amended to: 1) remove references to “private” debris removal, as CSLB’s laws do not differentiate between public and private licensing types and classifications; 2) replace the C-61 limited specialty contractor classification with C-12 Earthwork and C-21 Building Moving and Demolition, as these specific classifications can conduct debris removal; 3) remove references to “muck out” as this activity is sufficiently covered by the term “debris removal,” and 4) allow the registrar to require licensees to complete Hazardous Waste Operations and Emergency Response training before performing debris removal.

FISCAL IMPACT: None.

STAFF RECOMMENDATION: None. The Board voted to support SB 641 at its quarterly Board meeting on March 14, 2025. The bill was subsequently amended, with CSLB staff input, to remove references to “private” debris removal, to include C-12 Earthwork and Paving and C-21 Building Moving/Demolition classifications to the list of licensees that can safely conduct debris removal; and to allow the registrar to require licensees to complete Hazardous Waste Operations and Emergency Response training before performing debris removal work.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion, and Possible Action on 2025-26 Pending Legislation

E2k. [Senate Bill 784](#) (Durazo) – Home improvement loans: right to cancel contracts.

STATUS/LOCATION (as of August 21, 2025): Pending the Assembly Appropriations Committee.

SUBJECT: Home improvement loans: right to cancel contracts.

SUMMARY: SB 784 increases the existing three- and five-day right to cancel in home improvement contracts (HIC) to five and seven days, respectively, for contracts entered into on and after January 1, 2026. This bill delays a consumer's repayment obligations on home improvement loans until the lender has confirmed that the home improvements, excluding solar energy systems, have been given final approval by all permitting agencies and are operational. This bill also delays a consumer's repayment obligations on solar energy systems until the lender confirms that the utility supplying electricity to the property has been connected to the solar energy system and has granted permission to operate the solar energy system. Lastly, this bill establishes multiple requirements for lenders to abide by when executing a contract for a home improvement loan with a consumer.

EXISTING LAW: The Contractors State License Law provides that a consumer has three days to cancel a home improvement contract unless they are a senior citizen, in which case they have five days.

COMMENT/ANALYSIS: This bill enhances consumer protection by extending the three- and five- day cancellation timeline in HICs and by requiring lenders to follow transparent practices when executing a home improvement loan. Notably, this bill prohibits lenders from requiring repayment on home improvement loans before determining whether the project has been completed and is operational. While CSLB does not oversee lenders or lending practices, CSLB receives a significant number of complaints related to home improvement projects that are incomplete despite loan payments being due. This is particularly true with the financing of solar energy systems and accessory dwelling units, where the increased complaint volume necessitated the formation of a multiple offender unit within CSLB's enforcement division to address misconduct.

FISCAL IMPACT: None.

STAFF RECOMMENDATION: None. The Board voted to support SB 784 at its March 14, 2025, quarterly board meeting. Subsequent clarifying amendments have been taken to alleviate concerns expressed by lending institutions but have not diluted the enhanced consumer protections provided under this bill.

AGENDA ITEM F

Enforcement



AGENDA ITEM F-1

Enforcement Program Update





CONTRACTORS STATE LICENSE BOARD

ENFORCEMENT PROGRAM UPDATE & STATISTICAL REVIEW

Enforcement Program Update and Statistical Review

Staff Vacancy Update

Out of a total of 238 positions within the Enforcement Division, there are currently 26 vacancies. The division's management team is working hard to fill these vacancies. A candidate has been selected and is pending approval for six positions. Four positions are publicly posted or are under review prior to public posting. The remaining positions are going through the interview process with interviews currently scheduled or will be scheduled soon. The current vacancies are listed below by position classification.

<i>Position Classification</i>	<i>Vacant</i>
Supervising Special Investigator-II	1
Supervising Special Investigator I	1
Special Investigator	17
Special Investigator (Peace Officer)	2
Staff Services Analyst	1
Office Technician (Typing)	2
Supervising Program Technician II	1
Program Technician II	1
TOTAL	26

Intake and Mediation Center (IMC) Highlights

Consumer Refunded in Full After Excessive Down Payment

A Staff Services Analyst (SSA) was able to mediate a complaint involving a Martinez homeowner that entered a contract to have an accessory dwelling unit (ADU) constructed in her backyard. The homeowner was charged a \$19,500 down payment but no work was ever done. After multiple attempts to have the contractor return to begin the project, the consumer filed a complaint with CSLB. The SSA was able to mediate a resolution where the contractor gave the homeowner a complete refund. Although the homeowner was very happy to get her money back, this case was forwarded for further investigation of possible serious violations of the Business and Professions Code.

Effective Mediation Results in \$40,000 Refund to Consumer

A Glendora property owner entered into a written contract with a local contractor for



kitchen and laundry remodel for a total contract price of \$172,848. The contractor requested the final payment, despite having a significant number of incomplete items. The contractor refused to complete the project until final payment was made. The consumer, desperate to have their project completed, agreed to make the final payment but later filed a complaint when work slowed down. The SSA was able to mediate a resolution where the contractor agreed to provide a refund of \$40,000. The contractor was issued an Advisory Notice for receiving payment in advance of work performed or material delivered.

Investigation Center Highlights

Fraudulent Contractor Causes \$600,000 Financial Injury

A Special Investigator (SI) from the San Diego IC investigated a complaint involving a \$350,000 residential remodel in San Marcos. The individual falsely represented himself as a licensed contractor, receiving \$287,739 over 12 months, including an excessive \$25,000 down payment. The respondent completed only 20 percent of the project. Upon termination, the homeowner discovered that the individual was unlicensed and had fraudulently used another contractor's license number. Corrective work required hiring a licensed contractor at a cost of \$665,400.

The investigation confirmed that several violations of Business and Professions, Labor, and Penal codes have occurred. The case has been recommended for criminal prosecution by the San Diego County District Attorney's Office for fraudulent use of a contractor's license number, unlicensed contracting, requesting and receiving excessive down payment, misappropriation of funds, larceny, and failure to obtain workers' compensation insurance. Charges are currently under review with the San Diego DA.

Pacifica Residential Remodel Ends in License Revocation

In February 2021, a homeowner contracted with Robert John Bashaw, dba Bashaw Construction, for a remodel, including the addition of a third-floor master suite and a family room in Pacifica for \$222,810 (after a change order). Bashaw collected an excessive deposit of \$16,975 and received a total of \$205,632.35 for the project. His contract stipulated a 20 percent upfront payment per trade. However, he failed to compensate multiple parties for materials and services. A CSLB Industry Expert determined that the actual value of work performed, and materials delivered was \$110,831, causing the homeowner a financial injury of \$94,801.35.

In October 2023, an SI from the San Francisco IC recommended an accusation for violations that included a willful or fraudulent act injuring another, failure to pay for materials or services, excessive down payment, and requesting and/or accepting payment that exceeded the value of the work performed or materials delivered. In May 2024, the accusation was filed, adding an additional violation for a lack of due diligence.



On May 23, 2025, Bashaw's license was revoked. Bashaw will have to pay investigative costs of \$16,224.39 to CSLB as well as \$94,801.35 to the homeowner before he can be licensed again.

Contractor on Probation For Faulty Swimming Pool and Landscaping Project

On May 13, 2021, a consumer entered into a written contract valued at \$218,338 with a licensed contractor. The work was to consist of the installation of an in-ground pool, construction of an outdoor kitchen, and landscaping work at a residence in Fresno.

The consumer paid \$123,667.60 toward the contract and subsequently filed a complaint with CSLB citing poor workmanship. The SI retained a CSLB Industry Expert, who concluded that the workmanship departed from accepted trade standards, and deviated in a material respect from the approved plans, prejudicial to the owner and without the owner's consent. The estimated cost to correct was assessed at \$204,500, resulting in a financial injury of \$109,829.60. The investigation determined that the contractor failed to provide a compliant home improvement contract, neglected to obtain the required permit, and abandoned the project without legal justification.

The matter was referred for accusation that was filed on January 7, 2025. The assigned Deputy Attorney General (DAG) received a Notice of Defense from the contractor. Ultimately, a stipulated settlement was reached, requiring the contractor to pay \$50,000 in restitution, \$8,051.51 in investigative costs, and obtain a disciplinary bond in the amount of \$50,000. In consideration of compliance with these terms, the contractor's license was placed on probation effective June 7, 2025.

Fraud and Conspiracy Costs Contractor License

In March 2021, a homeowner in San Jose entered into a \$354,603 written contract with unlicensed contractor Gin Ivy Sevilla, dba Civver Construction Design Inc. The contract improperly listed CSLB License No. 751784, which belongs to Rodney James Dotson. An investigation revealed Dotson aided and abetted Sevilla by obtaining a building permit for the project and later filing a false mechanics lien after the homeowner terminated Sevilla upon learning Sevilla was unlicensed.

Similarly, in September 2021, another homeowner in Pittsburg contracted Sevilla to remodel two bathrooms and install a tankless water heater for \$33,405. Again, the contract fraudulently listed Dotson's license number. Dotson further aided Sevilla by allowing the use of his license and by visiting the job site to address workmanship concerns.

Following an investigation by an SI from the San Francisco IC, a recommendation for an accusation was made for violations of aiding, abetting, or conspiring with unlicensed person to evade the law in both the San Jose and the Pittsburg cases, and willful or



fraudulent act injuring another in the San Jose case. An accusation was filed on September 25, 2023. An administrative law judge later found Dotson culpable on all charges. The proposed decision recommended revocation of Dotson's license, with restitution and cost reimbursement required before reinstatement. On February 13, 2025, the Registrar signed an order adopting this decision, with revocation effective March 13, 2025.

The unlicensed contractor was referred to the Santa Clara DA's Office recommending charges for fraudulent use of another's contractor's license, contracting without a license, and receiving payments in excess of the value of work performed or material delivered, with an arraignment recently scheduled.

Contractor Caught Living and Drinking in ADU He Was Constructing

On April 5, 2022, a homeowner contracted with Calvin Mitchell, sole owner of Mitchell Construction, to build an accessory dwelling unit (ADU) at a vacation home in Olympic Valley for \$576,340. Before commencing work, Mitchell requested and received a \$50,000 down payment.

Work began on May 31, 2022. Mitchell was subsequently paid an additional \$161,036, which exceeded the value of labor performed and materials delivered. In total, Mitchell received \$484,049.90 before abandoning the project. The homeowner later discovered that Mitchell had been staying at the home and consuming alcohol prior to the abandonment. Another contractor was hired to secure the property and complete the work.

An investigation was conducted by an SI from the Sacramento South Investigation Center, which identified multiple violations including abandonment of contract, failure to complete project for the contract price, excessive down payment, and requesting and/or accepting payment that exceeded the value of the work performed or materials delivered. A financial injury of \$60,115.53 was established. Mitchell remained unresponsive to inquiries, and on November 8, 2023, his license was referred for accusation.

On August 30, 2024, the Office of the Attorney General filed the accusation. With no Notice of Defense received, and Mitchell still unresponsive, a default decision and order was issued on January 23, 2025, revoking the license. Mitchell was ordered to reimburse \$5,005 in investigative costs and pay \$60,116 in restitution to the homeowner. The decision took effect on March 13, 2025.

**Special Investigations Unit (SIU) Highlights****Revoked Licensee Convicted by Jury and Sentenced to Jail**

The extensive criminal activities and convictions of revoked licensee David Forkosh were noted at the June 13, 2025, CSLB Board meeting.

On July 30, 2025, Forkosh was sentenced on one of his cases, and the court ordered two years' incarceration but suspended the sentence. As a term of probation, he will serve one year in jail (he has been in jail since April and will remain until he completes his sentence). If Forkosh is found to have violated probation at any time in the next two years, the court will automatically impose the two-year sentence term.

While Forkosh was in jail awaiting his sentencing for the San Mateo case, a SIU Special Investigator conducted an additional investigation and discovered a new case based off jail calls Forkosh was making. The SI was able to locate another one of Forkosh's jobsites and referred a new case to San Mateo County District Attorney's Office. The DA's office filed charges against Forkosh that included willful and intentional use, with intent to defraud, a contractor's license number and contracting without a license.

Justice Served with Criminal Convictions and License Revocation

Three individuals —Elaheh Esfahani Salahi, Mahsa (Mia) Karimaghaei, and Pedro De Jesus Diaz — operated unlicensed construction companies, Bright Energy Inc. and P&E Consultants, targeting elderly and non-English-speaking homeowners, primarily Persian speakers. The companies misrepresented themselves as licensed contractors and falsely claimed affiliation with the Los Angeles Department of Water and Power to obtain personal information and financing for solar and energy upgrades.

Despite securing over \$1 million in loans, many projects were incomplete, substandard, or never started. In November 2022, the Los Angeles District Attorney filed 29 felony counts including grand theft, identity theft, false personation, and diversion of construction funds. Arrests followed shortly thereafter.

On July 14, 2025, all three defendants pleaded no contest to identity theft and white-collar crime enhancement. In addition, Diaz and Salahi pleaded no contest to diversion of construction funds, false personification, and grant theft. Collectively, they deposited \$350,000 into a trust for victim restitution. Sentencing is scheduled for October 30, 2025, with terms including two years of formal probation, search and seizure conditions, and a prohibition on contracting or door-to-door sales involving financing for energy upgrades. Violations could result in up to eight years in prison for Diaz and Salahi and six years, eight months for Karimaghaei.

CSLB also took the following administrative actions on associated licensees.



- GreenTek: License revoked; ordered to pay restitution.
- Sunuso Energy: License revoked after probation; paid \$36,270.50 in restitution.
- Kenneth Wayne Wells: License revoked after probation; ordered to pay \$82,400 in restitution but failed to comply.

After filing the criminal case with the Los Angeles DA, CSLB received a tip that Salahi had a new company called Greenpire Inc. CSLB investigated Greenpire Inc and uncovered continued fraudulent activity post-arraignment. Salahi and Karimaghaei misled consumers with deceptive sales tactics, falsely claiming government affiliation and promising utility bill elimination and tax credits. One project revealed \$103,700 collected for work valued at \$48,880, with the consumer obligated to repay \$177,034.68 over 25 years.

On December 13, 2024, an Interim Suspension Order was issued against Greenpire Inc. and Salahi's Home Improvement Salesperson registration. The order cited repeated unlawful conduct, including failure to supervise, deviation from trade standards, fraudulent acts, and violations of home improvement contract laws. On July 28, 2025, Greenpire and Salahi stipulated to license and registration revocation.

Complaint Handling Statistics (For January 1, 2025, to June 30, 2025)

Investigations Initiated & Complaints Received

- CSLB received 9,272 complaints.
- CSLB self-initiated 417 investigations.

Pending Investigations

- With current staffing levels, the optimum maximum Enforcement Division caseload is 4,895 pending complaints. As of June 30, 2025, the pending caseload was 4,970.

Special Investigator Production Goals

- The weighted monthly case-closing average per Special Investigator in CSLB Investigative Centers was 8 closures per month, two less than the closure goal of 10.

Complaint-Handling Cycle Time

- The Board's goal is to appropriately disposition all but 100 complaints within 270 days of receipt. As of July 10, 2025, 277 complaints exceeded 270 days in age. Enforcement supervisors and managers continue to conduct monthly case reviews and help investigators resolve aged cases.

Restitution to Financially Injured Persons

- CSLB continues to assist consumers and help licensees resolve non-egregious consumer complaints. Complaint negotiation efforts by the IMC and Investigative Centers resulted in more than \$14.8 million in restitution to financially injured parties.

Investigative Center Legal Actions

- The Investigative Centers referred 1,085 cases to legal action including 306 (28 percent) referred for criminal prosecution (28 percent).

Case Management Activities (For January 1, 2025, to June 30, 2025)

Arbitration

- 241 complaints were referred to CSLB sponsored arbitration, resulting in \$2,341,146 in restitution ordered to injured parties.
- 25 licenses were revoked for non-compliance with an arbitration award.

Citations

	<i>Licensees</i>	<i>Non-Licensed</i>	<i>Total</i>
Citations Issued	496	401	897
Citations Appealed	252	124	376
Citations Complied With	282	200	482

Licensee Civil Penalties Collected

	<i>Total</i>
Informal Citation Conferences (ICC) Conducted	145
Citations Resolved Through ICCs	88
Civil Penalties Collected	\$1,151,510.50
Restitution Ordered	\$467,488

Non-Licensee Citation Civil Penalties

	<i>Total</i>
Informal Citation Conferences (ICC) Conducted	112
Citations Resolved Through ICCs	97
Civil Penalties Collected	\$338,291

**Accusations**

	<i>Total</i>
Accusations Filed	155
License Revocations	106
Licenses Placed on Probation	25
Restitution Paid to Injured Parties	\$531,591
Cost Recovery Collected	\$192,364

Letter of Admonishment

The Letter of Admonishment is a form of disciplinary action CSLB was authorized to use in 2018 to enhance public protection by promptly addressing less-egregious violations by licensed contractors. The letter provides for up to two years of public disclosure after issuance, offers an option for requiring corrective action by the contractor that can include taking prescribed training courses, and provides written documentation that can be used to support formal disciplinary action in the future, if warranted.

From January 1, 2025, to June 30, 2025, CSLB issued 160 Letters of Admonishment. The most common violations cited in Letters of Admonishment during that timeframe were failure to comply with permit requirements, acting as a contractor under an unlicensed name, failure to meet home improvement contract requirements, and failure to secure a workers' compensation policy.

Contractors who receive a Letter of Admonishment are given an opportunity to contest its issuance via an Office Conference CSLB administers with a CSLB hearing officer. The Office Conference procedures provide CSLB with the discretion to uphold, modify, or withdraw the Letter of Admonishment based on a second review of the case. Between January 1, 2025, to June 30, 2025, CSLB received 17 Office Conference requests, two of which have scheduled dates pending. As a result of the 15 Office Conferences conducted, 9 Letters of Admonishment were upheld as issued, 3 were modified, and 3 were withdrawn.

Beginning in 2020, contractors who have violated local permit requirements have been issued a Letter of Admonishment with a corrective action order to complete a video training session on building permits. Violators who do not complete the training are subject to an administrative citation. Between January 1, 2025, and June 30, 2025, 40 Letters of Admonishment were issued that included a requirement to complete permit training. Of those 40 letters, 36 contractors are currently in compliance with this requirement. The remaining four complaints have been returned the investigation centers for issuance of a citation.

**Statewide Investigative Fraud Team**

CSLB's Statewide Investigative Fraud Team (SWIFT) is comprised of Special Investigators who enforce license and workers' compensation insurance requirements at active jobsites, respond to leads, and conduct enforcement sweeps and undercover sting operations targeting unlicensed persons.

From January 1, 2025, to June 30, 2025, SWIFT conducted 10 sting operations days, participated in 190 sweep days, and responded to 269 leads. SWIFT closed 1,361 cases as a result of stings, sweeps, and leads. Of these 1,361 cases, 412 resulted in administrative or criminal legal action, as well as the issuance of 532 advisory notices for minor violations.

District Attorney Referrals

From January 1, 2025, to June 30, 2025, SWIFT referred 150 cases to local district attorneys' offices for criminal prosecution – 124 for contracting without a license and 26 against licensees, primarily for failure to secure workers' compensation insurance.

Administrative Actions

From January 1, 2025, to June 30, 2025, SWIFT issued 206 licensee and non-licensee citations, issued 56 Letters of Admonishment, and assessed \$411,350 in non-licensee citation civil penalties. Administrative violations include working out of classification, working under a suspended or expired license, failing to obtain permits, and other license law violations that do not warrant a criminal referral.

Stop Orders

A Stop Order is a legal demand to cease all employee labor at any jobsite due to workers' compensation insurance violations until an appropriate policy is obtained. Failure of a contractor to comply with a stop order is a misdemeanor criminal offense, punishable by up to 60 days in county jail and/or a fine of up to \$10,000. From January 1, 2025, to June 30, 2025, SWIFT issued 127 Stop Orders to licensed and unlicensed individuals for using employee labor without having a valid workers' compensation policy.

Outstanding Tax and State Agency Liability Suspensions

CSLB can suspend a license if the licensee is delinquent in paying outstanding liabilities owed to CSLB or to other state agencies. The table below summarizes liabilities owed to state agencies that were collected or resolved to avoid a license suspension or to reinstate a suspended license.

Amounts Collected or Resolved

	2022	2023	2024	2025 (through 06/30/25)
CSLB	\$104,507	\$100,190	\$108,848	\$49,645
EDD	\$13,280,832	\$10,485,549	\$10,897,189	\$7,691,262
DIR-Cal/OSHA	\$243,066	\$493,104	\$697,638	\$293,811
DIR-DLSE	\$5,217,626	\$4,620,847	\$3,116,644	\$2,071,771
FTB	\$4,024,936	\$5,344,249	\$4,768,829	\$1,671,170
Totals	\$22,870,967	\$21,043,939	\$19,589,147	\$11,777,658

Labor Enforcement Task Force

The Labor Enforcement Task Force (LETf) is comprised of investigators from CSLB, the Department of Industrial Relations' (DIR) Division of Labor Standards and Enforcement (DLSE) and Division of Occupational Health and Safety (Cal/OSHA), as well as the Employment Development Department (EDD). LETf combats the underground economy in California and aims to ensure that workers receive proper payment of wages and are provided a safe work environment. Below are LETf statistics for January 1, 2025, to June 30, 2025:

LETf Activity	
Number of Contractors Inspected	72
Number of Contractors Out of Compliance	61
Percentage of Contractors Out of Compliance	85%
Total Initial Assessments	\$283,198

Note: The results reflect joint LETf inspections with Cal/OSHA, CSLB, DLSE & EDD. Total initial assessments reflect the amount assessed by Cal/OSHA and DLSE at the time of the inspection. These amounts are subject to change.

Application Experience Verification Statistics

The following chart provides the breakdown for appeals, denials, withdrawals, experience verification, and pending applications by classification. The statistics primarily relate to the work performed by the Enforcement field application investigator, and do not include application investigations by other Enforcement or Licensing staff.



**Experience Verification by Classification
January 1, 2025 to June 30, 2025**

	Classification	Appealed	Withdrawn	Verified	Denied	Total
A	General Engineering	0	3	5	3	11
B	General Building	1	25	46	20	92
B-2	Residential Remodeling	0	4	5	3	12
C2	Insulation and Acoustical	0	0	1	0	1
C4	Boiler Hot Water	0	0	0	0	0
C5	Framing / Rough Carp	0	0	0	0	0
C6	Cabinet-Millwork	0	0	1	0	1
C7	Low Voltage Systems	0	0	3	1	4
C8	Concrete	0	0	1	2	3
C9	Drywall	0	0	0	2	2
C10	Electrical	0	3	13	5	21
C11	Elevator	0	0	0	0	0
C12	Earthwork & Paving	0	1	0	1	2
C13	Fencing	0	1	0	0	1
C15	Flooring	0	0	1	2	3
C16	Fire Protection	0	0	0	0	0
C17	Glazing	0	0	0	2	2
C20	HVAC	0	0	6	0	6
C21	Building Moving Demo	0	0	2	2	4
C22	Asbestos Abatement	0	0	0	0	0
C23	Ornamental Metal	0	0	0	0	0
C27	Landscaping	0	1	8	7	16
C28	Lock & Security Equipment	0	0	0	0	0
C29	Masonry	0	0	1	0	1
C31	Construction Zone	0	0	0	0	0
C32	Parking Highway	0	0	0	0	0
C33	Painting	0	1	6	5	12
C34	Pipeline	0	0	0	0	0
C35	Lath & Plaster	0	0	0	2	2
C36	Plumbing	0	3	3	3	9
C38	Refrigeration	0	0	1	1	2
C39	Roofing	0	1	6	5	12
C42	Sanitation	0	0	0	0	0
C43	Sheet Metal	0	0	0	0	0
C45	Sign	0	0	0	0	0
C46	Solar	0	1	0	2	3
C47	Gen Manufactured House	0	0	0	0	0
C49	Tree and Palm	0	0	1	1	2
C50	Reinforcing Steel	0	0	0	1	1
C51	Structural Steel	0	0	1	1	2
C53	Swimming Pool	0	0	1	0	1
C54	Ceramic and Mosaic Tile	0	0	1	0	1
C55	Water Conditioning	0	0	0	0	0
C57	Well Drilling	0	0	0	0	0
C60	Welding	0	0	0	0	0
C61	Limited Specialty	0	0	5	2	7
ASB	Asbestos Cert	0	0	0	0	0
HAZ	Hazardous Cert	0	0	0	0	0
	Total	1	44	118	73	236

AGENDA ITEM F-2

Review and Discussion Regarding the Multiple Offender Unit





Review and Discussion Regarding the Multiple Offender Unit

From fiscal years 2018-19 through 2022-23, CSLB saw 176 percent increase in solar complaints, with multiple complaints against the same contractors. To address the dramatic increase, CSLB established a Multiple Offender Unit (MOU) in the fall of 2023.

The MOU focuses on early complaint disclosure and an accelerated complaint handling process that provides the respondent contractor with 30 days to resolve violations and change business practices or be subject to an accusation to suspend or revoke the contractor's license.

By April 2025, the MOU had handled 1,359 complaints, closing 722 and filing 22 accusations comprising 84 total complaints.

Most of this work was carried out by a team of two Retired Annuitants and one full-time employee. While the MOU began with solar complaints, the unit recently expanded to include accessory dwelling unit (ADU) complaints.

The unit was permanently established in June 2025, going from volunteer staff to department-approved positions within the CSLB organization chart. In June, the MOU added two full-time analysts. A third analyst will join the unit on September 2, and recruitment for a full-time supervisor is underway with interviews to take place in September. Recruitment for three full-time Special Investigators will take place shortly thereafter.

Since the unit became permit, the MOU has lowered the threshold for contractors to be investigated from 10 or more complaints per licensee to 5 or more complaints per licensee to increase its reach and effectiveness.

As of August 25, 2025, eight of the licensees subject to accusations filed by the MOU were revoked or placed on formal probation. These accusations collectively involved 29 complaints, an average of approximately 4 complaints per accusation. This has allowed the MOU to complete 377 investigations since January 2025.

AGENDA ITEM G

Licensing



AGENDA ITEM G-1

Licensing and Testing Program Update





CONTRACTORS STATE LICENSE BOARD

LICENSING PROGRAM UPDATE

Application Processing Statistics

The charts below provide the total number of incoming applications received by the application units each month, quarter, and calendar year.

Total Number of Applications Received Per Month

	2024 Aug	Sep	Oct	Nov	Dec	2025 Jan	Feb	Mar	Apr	May	Jun	Jul
Original Exam	1,693	1,571	1,753	1,468	1,469	1,536	1,784	1,888	1,943	1,796	1,661	1,649
Original Waiver	751	750	767	602	724	842	911	855	917	853	803	736
Add Class	450	459	433	376	405	499	530	552	569	483	488	454
Qualifier Replacer	274	251	296	207	268	290	285	290	302	267	272	259
Home Improvement	863	1,020	837	755	773	899	904	1,005	987	932	996	761
Total Per Month	4,031	4,051	4,086	3,408	3,639	4,066	4,414	4,590	4,718	4,331	4,220	3,859

**3 – Month
Totals**

Aug – Oct: 12,168

Nov – Jan: 11,113

Feb – Apr: 13,722

May – June: 12,410

Total Applications Received – Prior Calendar Years

	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024
Original Exam	13,193	15,729	15,861	17,816	20,100
Original Waiver	7,456	7,558	7,970	8,737	9,205
Add Class	4,231	4,138	4,112	4,482	5,422
Qualifier Replacer	2,620	2,813	3,024	3,288	3,326
Home Improvement Salespersons	9,694	12,411	12,466	12,792	11,799
Total Received	37,194	42,649	43,433	47,115	49,852

Weeks to Process

CSLB management closely monitors processing times for the various licensing units on a weekly and monthly basis.

The chart below provides the “weeks to process” for applications, license transactions, and public information unit documents (i.e., record certification) received each month. “Weeks to process” refers to the average number of weeks before an application or document is initially pulled for processing by a technician after it arrives at CSLB.

	2024 Aug	Sep	Oct	Nov	Dec	2025 Jan	Feb	Mar	Apr	May	Jun	Jul
Original Exam	2.1	2.2	2.1	2.7	2.3	1.5	2.2	2.8	2.9	2.9	3.6	4.0
Original Waiver	1.3	1.7	2.2	2.4	2.1	1.9	2.0	2.1	2.4	2.1	2.6	2.0
Add Class	1.6	2.0	1.6	1.2	1.5	2.4	2.8	2.5	2.6	1.7	2.0	2.0
Qualifier Replacer (Exams & Waiver)	1.6	2.0	2.0	1.3	1.6	2	2.8	2.5	2.6	1.7	2.0	2.0
Home Improvement Salesperson	1.3	1.2	2.0	1.9	1.3	1.8	2.1	2.6	2.0	1.6	1.8	2.0
Renewal	0.8	0.9	0.8	0.8	0.8	0.9	0.8	0.8	0.7	0.7	1.4	1.4
Add New Officer	1.8	1.9	2.0	1.9	1.3	1.8	2.4	2.6	2.3	1.8	1.9	1.7
Address / Name Change	1.9	1.6	2.0	1.9	1.3	1.8	2.4	2.6	2.3	1.8	1.9	1.9
Bond / Bond Exemption	0.6	0.6	0.6	0.5	0.7	0.6	0.6	0.6	0.6	1.0	2.5	1.2
Workers' Comp / Exempt	2.5	1.9	1.2	0.6	0.9	1.7	2.7	1.1	1.2	1.5	2.9	3.0
Certified License History	0.0	0.1	0.0	0.0	0.0	0.0	0.1	0.0	0.2	0.1	2.0	0.0
Copies of Documents	0.0	0.1	0.0	0.0	0.0	0.0	0.1	0.0	0.1	0.0	0.0	0.0
Criminal Offender Record Information (CORI) Review*	2.3	2.0	2.0	2.2	2.7	2.6	2.4	2.2	2.2	2.1	2.5	2.0

*Outside CSLB Control—DOJ / FBI timeframe

The chart below illustrates the number of applications received in the previous fiscal years and the final disposition of these applications, regardless of the year they were processed. This is the combined total for all exam, waiver, add class, qualifier replacement, and home improvement salesperson applications. This report allows staff to monitor application cycle times and dispositions.

Disposition of Applications by Fiscal Year

Fiscal Year	Number of Apps Received	Processed & Issued	Voided	Pending*
2021-2022	43,707	19,148	4,801	19,758
2022-2023	47,042	22,301	5,197	19,544
2023-2024	49,008	25,189	4,694	19,125
2024-2025	50,424	24,303	6,126	19,995

* These are the total number of applications pending at the close of each fiscal year.

An application may be classified as pending because:

- The applicant does not pass the exam but is still within the 18-month window during which they may retest.
- The application is in the experience verification process.
- The application is not yet cleared by CSLB's Criminal Background Unit.
- The applicant has not submitted final issuance requirements (proof of bond, workers' compensation insurance, asbestos open book examination results, and/or fees).

Renewal Processing Statistics

The charts below provide the number of incoming renewals received by the Renewals Unit each month, quarter, and calendar year.

Total Number of Renewals Received Per Month

	2024 Aug	Sep	Oct	Nov	Dec	2025 Jan	Feb	Mar	Apr	May	Jun	Jul
Reactivation	117	111	106	69	91	80	110	127	118	80	107	109
Active	8,046	6,778	7,913	6,207	6,814	7,474	6,688	8,710	7,722	8,468	8,130	8,254
Inactive	853	741	874	685	745	823	688	964	762	846	761	822
Delinquent Active	1,163	1,191	1,200	1,082	1,094	1,288	1,193	1,040	1,142	1,000	1,026	1,196
Delinquent Inactive	164	141	172	146	134	176	160	164	139	125	119	124
Received Per Month	10,343	8,851	10,265	8,189	8,878	9,841	8,839	11,005	9,883	10,519	10,143	10,505

3 – Month Totals

 Aug – Oct: 29,459

 Nov – Jan: 26,908

 Feb – Apr: 29,727

 May – Jul: 31,167

Total Renewals Received – Prior Calendar Years

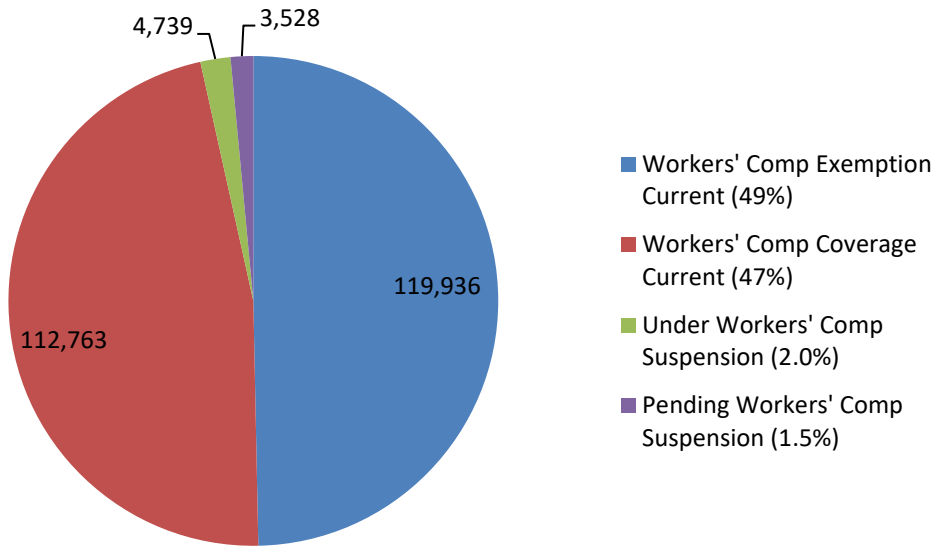
	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024
Reactivation	1,164	1,230	1,250	1,293	1,248
Active	97,037	94,480	93,180	92,088	92,458
Inactive	12,379	11,351	9,087	9,689	9,994
Delinquent Active	12,636	13,162	12,519	12,911	13,776
Delinquent Inactive	2,071	2,163	1,658	1,661	1,799
Total Received	125,287	122,386	117,694	117,642	119,275

Workers' Compensation Recertification Statistics

The law requires that at the time of renewal, an active licensee with an exemption for workers' compensation insurance on file with CSLB either recertify that exemption or provide a current and valid Certificate of Workers' Compensation Insurance or Certificate of Self-Insurance. If at the time of renewal, the licensee fails to comply, then the law allows for the retroactive renewal of the license if the licensee submits the required documentation of the missing information within 30 days after notification by CSLB.

The chart below provides a snapshot of workers' compensation coverage for active licenses.

Workers' Comp Coverage for Active Licenses - July 31, 2025



Total Number of Active Licenses: 242,370

The following chart shows the workers' compensation coverage (policies and exemptions) on file as July 31, 2025, for active licenses by classification and the percentage of exemptions per classification.

**Active License Classifications Workers' Comp Status: As of July 31, 2025**

	Classification	Exemptions on File	WC Policies on File	Total Policies & Exemptions	% of Total with Exemptions
A	General Engineering	5,268	9,538	14,806	36%
B	General Building	61,660	42,898	104,558	59%
B2	Residential Remodeling	968	286	1,254	77%
C2	Insulation and Acoustical	255	920	1,175	22%
C4	Boiler Hot Water	112	575	687	16%
C5	Framing / Rough Carp	520	498	1,018	51%
C6	Cabinet-Millwork	2,463	1,944	4,407	56%
C7	Low Voltage Systems	1,991	2,751	4,742	42%
C8	Concrete	12	5,160	5,172	0.2%
C9	Drywall	1,312	1,887	3,199	41%
C10	Electrical	14,524	13,265	27,789	52%
C11	Elevator	52	163	215	24%
C12	Earthwork & Paving	951	1,495	2,446	39%
C13	Fencing	736	1,051	1,787	41%
C15	Flooring	3,530	3,407	6,937	51%
C16	Fire Protection	740	1,449	2,189	34%
C17	Glazing	1,137	1,937	3,074	37%
C20	HVAC	7	11,101	11,108	0.06%
C21	Building Moving Demo	535	1,248	1,783	30%
C22	Asbestos Abatement	2	305	307	0.7%
C23	Ornamental Metal	448	626	1,074	42%
C27	Landscaping	5,013	7,035	12,048	42%
C28	Lock & Security Equipment	139	217	356	39%
C29	Masonry	815	1,306	2,121	38%
C31	Construction Zone	84	353	437	19%
C32	Parking Highway	181	319	500	36%
C33	Painting	8,732	6,994	15,726	56%
C34	Pipeline	134	398	532	25%
C35	Lath & Plaster	641	1,189	1,830	35%
C36	Plumbing	9,159	7,985	17,144	53%
C38	Refrigeration	422	1,191	1,613	26%
C39	Roofing	3	5,222	5,225	0.05%
C42	Sanitation	334	624	958	35%
C43	Sheet Metal	268	1,037	1,305	21%
C45	Sign	372	490	862	43%
C46	Solar	414	772	1,186	35%
C47	Gen Manufactured House	212	233	445	48%
C49	Tree and Palm	36	258	294	12%
C50	Reinforcing Steel	68	193	261	26%
C51	Structural Steel	443	1,082	1,525	29%
C53	Swimming Pool	1,262	1,575	2,837	44%
C54	Ceramic & Mosaic Tile	3,537	2,714	6,251	57%
C55	Water Conditioning	121	167	288	42%
C57	Well Drilling	264	472	736	36%
C60	Welding	563	507	1,070	53%
C61	Limited Specialty	7,382	13,145	20,527	36%

**Fingerprinting/Criminal Background Unit Statistics**

As mandated in January 2005, CSLB continues to fingerprint all license applicants. The California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI) conduct criminal background checks and provide criminal offender record information to CSLB for in-state convictions and for out-of-state and federal convictions.

DOJ and FBI typically provide responses to CSLB within two days of an applicant being fingerprinted, but occasionally the results are delayed. This does not necessarily indicate a conviction, as sometimes the results reveal a clear record. Most delays are resolved within 30 days; however, some continue for up to 90 days or longer because DOJ and FBI may need to obtain court records. Since DOJ and FBI are independent agencies, CSLB has no control over these delays and must wait for the fingerprint results before issuing a license. Staff will follow up with DOJ regarding delayed responses to confirm the review has commenced and to make sure DOJ requires no further information.

Below is a breakdown of Criminal Background Unit statistics for the past five calendar years.

	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	TOTALS
DOJ Records Received	27,172	35,114	37,895	39,500	40,129	179,810
CORI Information Received	5,375	6,818	7,303	5,616	5,778	30,890
Denials	16	8	13	10	7	54
Appeals	11	5	7	3	3	29
Probationary Licenses Issued (conditional license, requires periodic review)	101	177	222	185	206	891

**Judgment Unit Statistics**

Judgment Unit staff process all outstanding government liabilities, civil judgments, and payment of bond claims reported to CSLB by licensees, consumers, attorneys, credit recovery firms, bonding companies, CSLB's Enforcement Division, and other governmental agencies. The Judgment Unit also processes all documentation and correspondence related to resolving issues such as satisfactions, payment plans, bankruptcies, accords, motions to vacate, etc.

Outstanding liabilities are reported to CSLB by:

- Employment Development Department
- Department of Industrial Relations
 - Division of Occupational Safety and Health
 - Division of Labor Standards Enforcement
- Franchise Tax Board
- State Board of Equalization
- CSLB Cashiering Unit (dishonored checks)

Unsatisfied judgments are reported to CSLB by:

- Contractors
- Consumers
- Attorneys

Payment of claims are reported to CSLB by bonding (surety) companies.

The charts on the following page provide the number of notifications mailed to licensees related to outstanding liabilities, judgments, and payment of claims affecting their license status, including the savings to the public as a result of compliance.

**Judgment Unit: Number of Reimbursements to State Agencies and Public****Outstanding Liabilities (from California state agencies)**

	2024 Aug	Sep	Oct	Nov	Dec	2025 Jan	Feb	Mar	Apr	May	Jun	Jul
Notice	77	58	64	67	51	50	56	38	72	73	59	65
Suspend	41	69	55	38	50	52	42	32	53	31	52	55
Reinstate	56	50	57	40	42	52	54	32	46	54	45	58
Total	174	177	176	145	143	154	152	102	171	158	156	178

Final Judgments (from court actions)

	2024 Aug	Sep	Oct	Nov	Dec	2025 Jan	Feb	Mar	Apr	May	Jun	Jul
Notice	78	83	78	74	94	93	82	77	96	92	86	88
Suspend	16	25	26	15	22	15	11	16	15	12	20	24
Reinstate	69	55	55	48	64	69	87	69	85	66	70	90
Total	163	163	159	137	180	177	180	162	196	170	176	202

Payment of Claims (from bond surety companies)

	2024 Aug	Sep	Oct	Nov	Dec	2025 Jan	Feb	Mar	Apr	May	Jun	Jul
Notice	140	177	166	199	175	192	170	204	235	191	148	163
Suspend	83	101	115	79	130	100	117	114	106	85	114	151
Reinstate	108	88	94	102	98	115	145	132	136	123	119	132
Total	331	366	375	380	403	407	432	450	477	399	381	446

**Reimbursement Amounts to State Agencies and Public
Prior Calendar Years**

	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024
Outstanding Liabilities	\$18,342,630	\$18,765,840	\$22,921,075	\$20,951,291	\$20,371,835
Final Judgments	\$20,586,833	\$18,003,223	\$20,211,482	\$19,505,855	\$43,984,178
Payment of Claims	\$9,921,280	\$7,934,026	\$7,781,618	\$7,168,304	\$10,360,721
Total Monetary Recovery	\$48,850,913	\$44,703,089	\$50,914,175	\$47,625,450	\$74,716,734



CONTRACTORS STATE LICENSE BOARD

LICENSING PROGRAM UPDATE

State Agency Outstanding Liabilities Collected

	Employment Dev. Department (EDD)	Franchise Tax Board (FTB)	Department of Industrial Relations (DIR) Division of Labor Standards Enforcement (DLSE) Division of Occupational Safety & Health (DOSH) Office of the Director – Legal Unit (ODL)	Total Liabilities Collected
August 2024	\$940,908	\$782,441	\$1,027,847	\$2,751,196
September	\$1,342,215	\$412,037	\$131,257	\$1,885,509
October	\$889,575	\$266,776	\$488,283	\$1,644,634
November	\$668,277	\$375,939	\$136,113	\$1,180,329
December	\$1,453,620	\$772,571	\$108,337	\$2,334,528
January 2025	\$1,094,815	\$306,998	\$884,975	\$2,286,788
February	\$1,189,173	\$265,422	\$960,254	\$2,414,849
March	\$487,033	-	\$82,124	\$569,157
April	\$2,541,157	\$368,187	\$163,842	\$3,073,186
May	\$1,208,736	\$539,105	\$1,995,261	\$3,743,102
June	\$1,170,348	\$191,457	\$1,388,761	\$2,750,566
July	\$2,479,458	\$390,713	\$3,095,017	\$5,965,188
TOTALS	\$15,465,315	\$4,671,646	\$10,462,071	\$30,599,032

Examination Administration Unit

The Testing Division’s Examination Administration Unit (EAU) utilizes PSI Exams to administer CSLB’s 48 examinations at 21 computer-based test centers in California and Oregon. CSLB and PSI mail the applicants instructions on how to schedule exams.

EAU provides reasonable accommodations to applicants when needed and approves translator requests for candidates.

Number of Examinations Scheduled Per Month August 2024 – July 2025

Aug 2024	Sep	Oct	Nov	Dec	Jan 2025	Feb	Mar	Apr	May	Jun	Jul	Total
4531	4487	4945	4433	4630	4546	4633	5283	5046	5356	4728	5508	58,126

CSLB currently utilizes PSI test centers in the following locations:

- Agoura Hills
Atascadero
Bakersfield
Carson
Diamond Bar
El Monte/Santa Fe Springs
Fresno
Irvine
Lawndale
Redding
Riverside

Sacramento
San Diego
San Francisco
Santa Clara
Santa Rosa
Union City
Ventura
Visalia
Walnut Creek
Wilsonville, OR

In April 2024, the Law and Business exam was released to the other 21 DCA-approved PSI test centers nationwide.

**Number of Examinations Administered by Test Center**

From August 2024 to July 2025, PSI test centers administered a total of 58,029 exams. The details about each test center are described below.

Test Center	Number of Examinations Administered
Agoura Hills – PSI	4,629
Atascadero – PSI	824
Bakersfield – PSI	1,309
Carson – PSI	1,726
Diamond Bar – PSI	2,334
El Monte/Santa Fe – PSI	4,353
Fresno – PSI	1,643
Irvine – PSI	4,212
Lawndale – PSI	2,018
Redding – PSI	804
Riverside/Mission Grove – PSI	4,766
Sacramento – PSI	6,404
San Diego – PSI	6,112
San Francisco – PSI	2,894
Santa Clara – PSI	3,033
Santa Rosa – PSI	2,273
Union City – PSI	2,029
Various - PSI*	142
Ventura – PSI	2,520
Visalia - PSI	1,014
Walnut Creek – PSI	2,895
Wilsonville, OR - PSI	95
Total	58,029

* 20 PSI nationwide test centers – Law and Business exam only

**Examination Development Unit**

The Testing Division's Examination Development Unit (EDU) ensures that CSLB's 48 examinations are written, maintained, and updated in accordance with testing standards and guidelines, Department of Consumer Affairs policies, and CSLB regulations, as well as federal and California state law.

Examination Development

State law requires that all license examinations be updated at least every five to seven years. All CSLB examinations meet this standard. The revision process takes approximately one year and is conducted in two phases: 1) occupational analysis and 2) item bank development.

The occupational analysis determines what topics are relevant to each contractor classification and in what proportion they should be tested. This process starts with interviews of a statewide sample of active California licensees in each specific classification. The interviews result in a draft list of the job tasks performed by contractors in that trade and the knowledge needed to work safely and competently. EDU staff then conduct a workshop with licensees who act as subject matter experts to finalize the task and knowledge statements. A large-scale online survey is conducted with a greater number of subject matter experts. A second workshop is then conducted to develop a validation report, which includes an examination outline that serves as a blueprint for constructing examination versions/forms.

The item bank development phase involves numerous workshops with subject matter experts to review and revise existing test questions, write, and review new test questions, and determine the passing score for examinations.

The following new examinations were released between May 1, 2025, and July 31, 2025:

- C-23 Ornamental Metal

The following item banks are ready for new releases

- C-5 Framing & Rough Carpentry
- C-09 Drywall
- C-8 Concrete
- C-20 Warm Air Heating, Ventilating & AC
- C-35 Lathing & Plastering

Examination Programs in Progress as of July 2025

Occupational Analysis	Item Bank Development
C-29 Masonry	C-15 Flooring & Floor Covering
C-53 Swimming Pool	C-20 Warm-Air Heating, Ventilating & AC
	C-22 Asbestos Abatement
	C-32 Parking and Highway Improvement
	C-43 Sheet Metal
	C-27 Landscaping
	ASB Asbestos Certification

Digitizing Exam Booklets

Since September 2024, EDU started the transition from physical booklets to digital image integration in computer-based exams, streamlining the testing process and eliminating the cost of producing and shipping physical booklets. As of July 31, 2025, there are 15 trade exams transitioning to digitized images. On June 1, 2025, the C-15 exam was the first one released without a physical booklet. PSI will release it to the out-of-state test centers nationwide starting on September 3, 2025.

Spanish-Translated Examinations

Candidates who request a translator for Spanish are now able to take their Law and Business exam and nine additional trade exams in Spanish instead of waiting for a translator to be approved. These 10 exams represent those that receive the most requests for a Spanish translator. Candidates will still have the option of using a translator for trade exams that have not been translated yet.

Between May 1, 2025, and July 31, 2025, the following new Spanish exams were released:

- S B01 General Building-Spanish
- S-36 Plumbing - Spanish

From August 2024 to July 2025, PSI test centers administered a total of 11,125 Spanish version exams. The exam counts for each trade are described below.

Trade Exam	Number of Examinations Administered
Spanish Law and Business	6,500
Spanish B - General Building	1,635
Spanish C-8 Concrete	338
Spanish C-9 Drywall	226



Trade Exam	Number of Examinations Administered
Spanish C-15 Flooring and Floor Covering	219
Spanish C-27 Landscaping	504
Spanish C-33 Painting and Decorating	627
Spanish C-36 Plumbing	333
Spanish C-39 Roofing	509
Spanish C-54 Ceramic and Mosaic Tile	234
Total	11,125

AGENDA ITEM G-2

Applicant Survey



Applicant Survey Executive Summary

Since March 2020, Testing Division staff have been circulating a monthly online survey to individuals who recently received their license. The purpose of the survey is to assess the applicant's satisfaction with the licensure process. The surveys are sent at the beginning of each month and licensees are given a month to respond.

The online survey is sent through SurveyMonkey and includes 12 questions related to the licensing process and six demographic questions. The first two questions are Yes or No. Respondents are then asked to rate six questions on a five-point agreement scale that provides two levels of agreement (agree or somewhat agree), two levels of disagreement (disagree or somewhat disagree), and a "neutral" option. Questions 9 through 11 ask if respondents used CSLB's study guides, Law Book, and website to prepare to take the exams. The last question asks about attending a school, college, or classes to prepare to take the exams. Individuals who responded "Yes" can add which school, college, or class was attended and if they found it helpful in passing the exams. The respondents also have the option to write additional comments.

The last six demographic questions were added in October 2024 and ask about education/experience, race/ethnicity, age, gender, disabilities, and military service.

The final page of the survey contains information about how to participate as a Subject Matter Expert (SME) in the exam development process. The page included instructions on how to respond for those interested in assisting.

A Spanish version of the Applicant Survey is also circulated along with the original English survey. The Spanish survey is sent to individuals who took either the Spanish Law exam and/or one of the Spanish trade exams. Both versions of the Applicant Survey are included in Appendix A and Appendix B following this summary.

A total of 15,342 surveys were emailed between July 2024 and June 2025 and 1,653 (11%) responses were received. The response rate for each month can be seen in Table 1.

Table 1 – Response Rate by Month for July 2024 – June 2025

	Jul 2024	Aug	Sep	Oct	Nov	Dec	Jan 2025	Feb	Mar	Apr	May	Jun	Total
Surveys Emailed	1,294	1,284	1,208	1,307	1,104	1,319	1,205	1,261	1,249	1,668	1,250	1,193	15,342
Response Rate	133	165	126	136	112	148	159	112	129	152	148	133	1,653
Response Rate (%)	10%	13%	10%	10%	10%	11%	13%	9%	10%	9%	12%	11%	11%

Results for the first two questions are in Table 2. For both questions, most respondents chose "Yes," indicating that the licensure process was easy to understand and that the timeframe was acceptable.

Table 2

Survey Question	Yes	No
1. Was the licensure process easy to understand?	88%	12%
2. Was the licensure process timeframe acceptable?	87%	13%

Results for questions 3 through 8 are in Table 3. All the questions had high levels of agreement; however, respondents agreed the most with question #5 (I was treated courteously by CSLB's representatives), question #8 (I am satisfied with the service provided by CSLB) and question #7 (I am satisfied with the online Asbestos Open Book Examination process). The levels of agreement can also be seen by month in Table 4 and Figure 1.

A total of 453 comments were received and about 39% were positive. Common topics relate to interactions with CSLB staff, suggestions for online processes, the timeframe for licensure, clarity and ease of the application process, and the use of external study materials and schools.

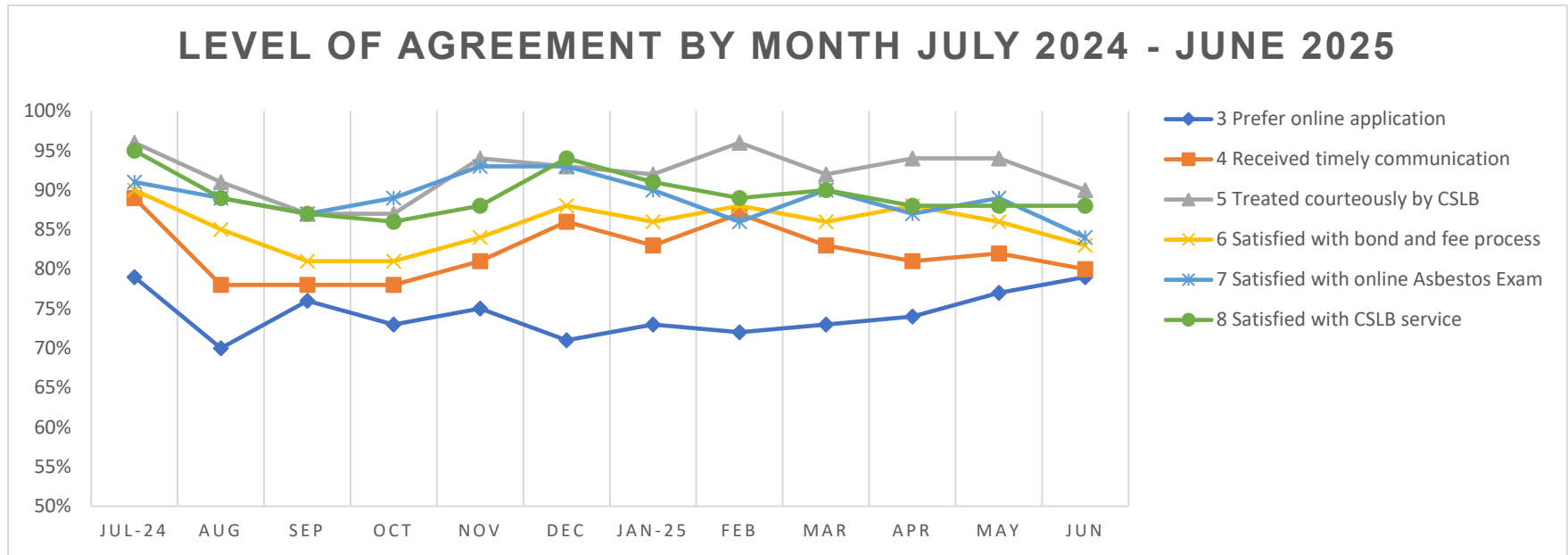
Table 3 – Total Percent of Agreement July 2024 – June 2025

Survey Statement	
3. I would prefer to use an online application process.	74%
4. I received timely communication from CSLB.	83%
5. I was treated courteously by CSLB's representatives.	92%
6. I am satisfied with the bond and fee process.	86%
7. I am satisfied with the online Asbestos Open Book Examination process.	89%
8. I am satisfied with the service provided by CSLB.	90%

Table 4 - Percent of Agreement by Month for July 2024 - June 2025

Survey Statement	Jul 2024	Aug	Sep	Oct	Nov	Dec	Jan 2025	Feb	Mar	Apr	May	Jun
3.	79%	70%	76%	73%	75%	71%	73%	72%	73%	74%	77%	79%
4.	89%	78%	78%	78%	81%	86%	83%	87%	83%	81%	82%	80%
5.	96%	91%	87%	87%	94%	93%	92%	96%	92%	94%	94%	90%
6.	90%	85%	81%	81%	84%	88%	86%	88%	86%	88%	86%	83%
7.	91%	89%	87%	89%	93%	93%	90%	86%	90%	87%	89%	84%
8.	95%	89%	87%	86%	88%	94%	91%	89%	90%	88%	88%	88%

Figure 1



Results for Question 9 are in Table 5. Over half of the respondents stated that they used CSLB's study guides to prepare for their exams.

Table 5

Survey Question	Yes	No
9. Did you use CSLB's study guides to prepare for your exam(s)?	57%	43%

Results for Question 10 are in Table 6. Over half of the respondents stated that they used CSLB's Law Book to prepare for their exams.

Table 6

Survey Question	Yes	No
10. Did you use CSLB's Law Book (the California Contractors License Law and Reference book) to prepare for your exam(s)?	59%	41%

Results for Question 11 are in Table 7. Over half of the respondents stated that they did not use CSLB's website to prepare for their exams.

Table 7

Survey Question	Yes	No
11. Did you use the CSLB website to prepare for your exam(s)?	46%	54%

Results for Question 12 are in Table 8. About 61% of the respondents stated that they attended a school, college, or classes in order to prepare to take their exams. The schools that were most commonly listed by the respondents are in Table 9. Table 10 shows that almost two-thirds of the respondents who attended a school, college, or classes did find it useful in passing their exam. Some of the more common reasons as to how they found it helpful are in Table 11.

Table 8

Survey Question	Yes	No
12. Did you attend a school, college, or classes in order to prepare to take the Trade Exam and/or Law and Business Exam?	61%	39%

Table 9

Which school, college, or classes did you attend?	
Contractors State License School	
Contractors Intelligence School	
Contractors State License Preparation	
Golden State Contractors School	

Table 10

Was it useful?	
Yes	65%
No or neutral	35%

Table 11

If so, how?	
Helpful study resources	
Helpful practice exams	
Helpful specifically with the Law exam	
Convenient online classes	
Supportive school staff	

The following demographic questions were added to the survey in October 2024; only 1,229 of the total respondents were exposed to these last six questions. Question 13 asked respondents to check the option(s) that best describe their education/ experience. The respondents were able to choose multiple options. Results for question 13 are in Table 12. Close to half of the respondents stated they have a high school diploma, close to a third have between six and 15 years of job experience, and 21% have a bachelor's degree.

Table 12

13. Education/Experience		
	Total	%
Did not complete high school	77	11%
High school diploma	335	46%
Apprenticeship	115	16%
Some trade school	91	13%
Trade school certificate/degree	130	18%
Bachelor's degree	156	21%
Master's degree/PhD	37	5%
Less than 6 years on the job experience	42	6%
6 – 15 years on the job experience	236	32%
16 – 25 on the job experience	130	18%
26 years or more of on the job experience	82	11%

*502 respondents skipped this question.

Question 14 asked respondents to check the option(s) that best describe their race/ethnicity. The respondents were able to choose multiple options. Results for question 14 are in Table 13. More than half of the respondents stated they identify as Hispanic or Latino, about 37% identify as White, and 6% identify as Asian.

Table 13

14. Race/Ethnicity		
	Total	%
Native American	17	3%
Asian	39	6%
Black or African American	12	2%
Hispanic or Latino	362	55%
Middle Eastern or North African	14	2%
Native Hawaiian or Pacific Islander	12	2%
White	241	37%

*574 respondents skipped this question.

Question 15 asked respondents their age. Results for question 15 are in Table 14. About 38% of the respondents stated they are between the ages of 36 and 45, 25% between the ages of 46 and 55, and 19% between the ages of 26 and 35.

Table 14

15. Age		
	Total	%
18-25	20	3%
26-35	130	19%
36-45	264	38%
46-55	174	25%
56-65	73	11%
66+	24	3%

*542 respondents skipped this question.

Question 16 asked respondents their gender. Results for question 16 are in Table 15. About 94% of the respondents stated they are male, 5% are female, and less than 1% are transgender or nonbinary.

Table 15

16. Gender		
	Total	%
Male	635	94%
Female	36	5%
Transgender, nonbinary	1	<1%

*554 respondents skipped this question.

Question 17 asked respondents if they consider themselves as someone with a disability. A brief description of having a disability was also provided. A total of 23 respondents (2%) answered yes.

Question 18 asked respondents if they were a military veteran, a widow or widower of a veteran, or a spouse of a disabled veteran. A total of 23 respondents (2%) answered yes.

Appendix A:
English Applicant Survey



Introduction Section

As part of our ongoing efforts to improve service to applicants, we are conducting a short survey to monitor the quality of service provided to individuals who recently received their license with the Contractors State License Board.

Would you please take a few minutes to respond to the following survey? We need to hear from you so that we can identify where improvements are needed.

When you are finished, click on the "DONE" button at the bottom of the last page to forward your responses to the Board.

Please respond by Thursday, July 31.

Thank you for taking the time to participate in this survey!

Contractors State License Board

Survey Instructions and Questions

The information you provide here is voluntary and confidential. It will be treated as personal information subject to the Information Practices Act (Civil Code, section 1798 et seq.) and will be used only for the purpose of analyzing the ratings from the survey. The information disclosed will remain confidential and will not be disclosed to the public unless required by state law, court order, or subpoena. If you have any questions regarding this form or how CSLB uses this information, please contact CSLB's Testing Division at (916) 255-3221 or at CSLB_Testing_Division@cslb.ca.gov.

We are identifying your response to provide specific information about CSLB operations. YOUR IDENTITY, including your email address WILL BE KEPT CONFIDENTIAL. Please note, your response may be shared with CSLB licensing staff on a need-to-know basis to help improve service to applicants. This process may involve CSLB licensing staff contacting you at your request or may be initiated by staff to follow-up with you regarding your survey comments.

1. Was the licensure process easy to understand?

- ☐ Yes
☐ No

2. Was the licensure process timeframe acceptable?

- ☐ Yes
☐ No

For Questions 3 - 8, please select the response that shows how much you agree with each statement.

	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree
3. I would prefer to use an online application process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I received timely communication from CSLB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I was treated courteously by CSLB's representatives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I am satisfied with the bond and fee process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I am satisfied with the online Asbestos Open Book Examination process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I am satisfied with the service provided by CSLB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Did you use CSLB's study guides to prepare for your exam(s)?

- ☐ Yes
☐ No

10. Did you use CSLB's Law Book (the California Contractors License Law and Reference book) to prepare for your exam(s)?

- ☐ Yes
☐ No

11. Did you use the CSLB website to prepare for your exam(s)?

- ☐ Yes
☐ No

Please share any other comments below:

12. Did you attend a school, college, or classes to prepare for your exam(s)? (CSLB is not affiliated with any schools or colleges.)

☐ Yes

☐ No



Follow-up to Question 12.

Which school, college, or classes did you attend?

Was the school, college, or classes useful in passing the Trade Exam and/or Law and Business Exam? If so, how?



Demographic Information

Please check one or more boxes that best describes your education/experience:

- | | | |
|---|--|--|
| <input type="checkbox"/> Did not complete high school | <input type="checkbox"/> Trade school certificate/degree | <input type="checkbox"/> 6 – 15 years on the job experience |
| <input type="checkbox"/> High school diploma | <input type="checkbox"/> Bachelor's degree | <input type="checkbox"/> 16 – 25 on the job experience |
| <input type="checkbox"/> Apprenticeship | <input type="checkbox"/> Master's degree/PhD | <input type="checkbox"/> 26 years or more of on the job experience |
| <input type="checkbox"/> Some trade school | <input type="checkbox"/> Less than 6 years on the job experience | |

Please check one or more boxes that best describes your race/ethnicity:

- | | | |
|--|--|--------------------------------|
| <input type="checkbox"/> Native American | <input type="checkbox"/> Hispanic or Latino | <input type="checkbox"/> White |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Middle Eastern or North African | |
| <input type="checkbox"/> Black or African American | <input type="checkbox"/> Native Hawaiian or Pacific Islander | |

Age

- | | | |
|-----------------------------|-----------------------------|-----------------------------|
| <input type="radio"/> 18-25 | <input type="radio"/> 36-45 | <input type="radio"/> 56-65 |
| <input type="radio"/> 26-35 | <input type="radio"/> 46-55 | <input type="radio"/> 66+ |

Gender

- | | | |
|----------------------------|------------------------------|--|
| <input type="radio"/> Male | <input type="radio"/> Female | <input type="radio"/> Transgender, non-binary, or another gender |
|----------------------------|------------------------------|--|

Disability- A person with a disability is an individual who:

- (1) has a physical or mental impairment or medical condition that limits one or more life activities, such as walking, speaking, breathing, performing manual tasks, seeing, hearing, learning, caring for oneself or working;
- (2) has a record of history of such impairment or medical condition; or
- (3) is regarded as having such an impairment or medical condition.

Please check the disability box if it applies to you:

- ☐ Yes, I have a disability

Military- A military veteran; a widow or widower of a veteran; or a spouse of a 100% disabled veteran.

Please check the military box if it applies to you:

☐ Yes, the military description applies to me



Thank you for completing the Applicant Survey.

Every five years, the Contractors State License Board (CSLB) updates each of its licensing examinations and recruits active licensed contractors to assist with the process.

All participation is voluntary; your license is not affected by participation. In-person workshop participants are paid \$300 per day. For workshops conducted at CSLB offices, participants are reimbursed for qualifying travel expenses.

If you would be interested in learning more about how your experience and expertise can help improve our exams, please email us at **cslb_testing_division@cslb.ca.gov** with the following:

- Contact information (name, phone number, email)
- License number(s)
- Trades/specialty classifications you hold

Thank you
CSLB Testing Division

Appendix B:
Spanish Applicant Survey



Introducción

Como parte de nuestros esfuerzos para mejorar el servicio a los solicitantes, estamos realizando una breve encuesta para monitorear la calidad de servicio a los solicitantes que recientemente recibieron su licencia con el Contractors State License Board.

¿Podría tomarse unos minutos para responder la siguiente encuesta? Necesitamos saber de usted para determinar cómo mejorar nuestro proceso.

Cuando haya terminado, haga clic en el botón "DONE" en la parte inferior de la última página para enviar sus respuestas al Contractors State License Board.

Por favor responda antes del **jueves, 31 de julio**.

Gracias por tomarse el tiempo de participar en esta encuesta.
Contractors State License Board



Instrucciones y preguntas

La información que usted proporciona aquí es voluntaria y confidencial. Se tratará como información personal sujeta a la Practices Act (Civil Code, section 1798 et seq.) y se utilizará únicamente con el fin de analizar las calificaciones de la encuesta. La información divulgada permanecerá confidencial y no se divulgará al público a menos que lo exija la ley estatal, una orden judicial o una citación.

Estamos identificando su respuesta para brindar información específica sobre las operaciones de CSLB. SU IDENTIDAD, incluido su correo electrónico, SE MANTENDRÁ CONFIDENCIAL. Tenga en cuenta que sus respuestas pueden compartirse con el personal de licencias de CSLB según sea necesario para ayudar a mejorar el servicio a los solicitantes. Este proceso puede implicar que el personal de licencias de CSLB se comunique con usted a petición suya o puede ser iniciado por el personal para responder a sus comentarios de la encuesta.

1. ¿Fue fácil de entender el proceso para obtener la licencia?

- ☐ Sí
- ☐ No

2. ¿Fue aceptable el tiempo que se tomó para recibir la licencia?

- ☐ Sí
- ☐ No

Para las preguntas 3 - 8, por favor seleccione la respuesta que muestre qué tan de acuerdo está con cada pregunta.

	Estoy de acuerdo	Estoy un poco de acuerdo	Neutral / sin opinión	Estoy un poco desacuerdo	Estoy desacuerdo
3. Preferiría utilizar un proceso de solicitud hecho completamente en línea (por internet).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. La comunicación con CSLB siempre fue puntual.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Los representantes de CSLB me trataron con cortesía.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Estoy satisfecho con el proceso de fianza y honorarios (bonds and fees).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Estoy satisfecho con el proceso de examen de libro abierto de asbesto en línea (por internet).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Estoy satisfecho con el servicio brindado por CSLB	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. ¿Utilizó las guías de estudio de CSLB para prepararse para su examen?

- ☐ Sí
☐ No

10. ¿Utilizó el libro de leyes de CSLB (el libro de referencia y la ley de licencias de contratistas de California) para prepararse para su examen?

- ☐ Sí
☐ No

11. ¿Utilizó el sitio web de CSLB para prepararse para su examen?

☐ Si

☐ No

Por favor comparta cualquier otro comentario:

12. ¿Asistió a una escuela, universidad o clases para prepararse para sus exámenes? (CSLB no está afiliado con ninguna escuela o universidad).

☐ Si

☐ No



¿A qué escuela, universidad o clases asistió?

¿Fue útil la escuela, la universidad o las clases para aprobar el examen de oficio y/o el examen de leyes y negocios (LAW)? ¿Cómo fueron útiles?



Información Demográfica

Por favor marque una o más casillas que mejor describan su educación/experiencia:

- | | | |
|--|--|--|
| <input type="checkbox"/> Menos que la escuela secundaria/preparatoria | <input type="checkbox"/> Certificado/título de escuela técnica | <input type="checkbox"/> 6 a 15 años de experiencia de oficio |
| <input type="checkbox"/> Diploma de la escuela secundaria/preparatoria | <input type="checkbox"/> Licenciatura (Bachelor's degree) | <input type="checkbox"/> 16 a 25 años de experiencia de oficio |
| <input type="checkbox"/> Programa de aprendizaje | <input type="checkbox"/> Título de posgrado | <input type="checkbox"/> Mas de 26 años de experiencia de oficio |
| <input type="checkbox"/> Algunas clases de escuela técnica | <input type="checkbox"/> Menos de seis años de experiencia de oficio | |

Por favor marque una o más casillas que mejor describan su raza/etnicidad:

- | | | |
|--|--|---------------------------------|
| <input type="checkbox"/> Nativo de América | <input type="checkbox"/> Hispano/Latino | <input type="checkbox"/> Blanco |
| <input type="checkbox"/> Afroamericano | <input type="checkbox"/> Medio Oriente o Norte de África | |
| <input type="checkbox"/> Asiático | <input type="checkbox"/> Nativo hawaiano o isleño del Pacífico | |

Edad

- | | | |
|-----------------------------|-----------------------------|-----------------------------|
| <input type="radio"/> 18-25 | <input type="radio"/> 36-45 | <input type="radio"/> 56-65 |
| <input type="radio"/> 26-35 | <input type="radio"/> 46-55 | <input type="radio"/> 66+ |

Género

- | | | |
|---------------------------------|--------------------------------|--|
| <input type="radio"/> Masculino | <input type="radio"/> Femenino | <input type="radio"/> No binario, transgénero, u otro género |
|---------------------------------|--------------------------------|--|

Discapacidad - Una persona con discapacidad es un individuo que:

- (1) tiene una discapacidad física o mental o una condición médica que limita una o más actividades de la vida, como caminar, hablar, respirar, realizar tareas manuales, ver, oír, aprender, cuidarse a sí mismo o trabajar;
- (2) tiene un historial de dicha discapacidad o condición médica; o
- (3) es considerada como si tuviera dicha discapacidad o condición médica.

Por favor, marque la casilla de discapacidad si le corresponde:

- ☐ Sí, tengo una discapacidad

Militar - Un veterano militar; una viuda o viudo de un veterano; o una esposa o esposo de un veterano con una discapacidad del 100%.

Por favor, marque la casilla militar si le corresponde:

☐ Sí, la descripción militar me describe



Gracias por cumplir la encuesta.

El Contractors State License Board (CSLB) siempre está buscando contratistas que estén interesados en ayudar a mejorar nuestros exámenes en español.

Toda participación es voluntaria; su licencia no será afectada por la participación. A los contratistas que participen en talleres de desarrollo de exámenes se les paga \$300 por jornada y se les reembolsan los gastos de viaje (por ejemplo, hotel, millas corridas, y comida).

Si está interesado en saber más sobre cómo su experiencia puede ayudar a mejorar nuestros exámenes en español, envíenos un correo electrónico a cslb_testing_division@cslb.ca.gov con la siguiente información:

- **Información de contacto (nombre, número de teléfono, correo electrónico/email)**
- **Numero de licencia**

Gracias

CSLB Testing Division

AGENDA ITEM G-3

Consumer Satisfaction Survey





CONTRACTORS STATE LICENSE BOARD
REPORT ON THE CONSUMER SATISFACTION
SURVEY: 2024-25 COMPLAINT CLOSURES
(July 2024 to June 2025)

Report Date: September 2025



Executive Summary

The Consumer Satisfaction Survey Report is based on surveys of individuals who have filed complaints with the Contractors State License Board (CSLB) Enforcement Division against licensed or unlicensed contractors. These surveys assess the public's satisfaction with CSLB's handling of their complaints. The original benchmark survey began with complaints that were closed in 1993, and assessment of consumer satisfaction has continued since that time. The present report measures consumer satisfaction for complaints closed in fiscal year 2024/25.

Eight of the nine questions on the 2024/25 survey were identical to those used since 1993 (the ninth question regarding the consumer checking the license for their contractor was omitted) and the same seven-point agreement scale was used. From 1993-2009, 4,800 complainants (400 per month) were randomly selected to receive surveys. In 2010, the survey's format and sampling method were changed; CSLB began to email the survey to all consumers with closed complaints who had provided email addresses. In 2024/25, 10,673 complainants provided email addresses, of which 10,025 were deemed valid. Surveys were sent out in individual monthly batches.

In 2024/25, a total of 1,101 complainants (11 percent of those surveyed) responded to the questionnaire, a rate similar to that of previous years.

Major Findings and Comparison with Previous Years

Five out of eight satisfaction measures showed an increase from the previous fiscal year, two decreased, and one remained at the same level as the prior year (see Figure 2). Table 1 summarizes the survey results from consumers with complaints closed in 2024/25. The table also includes the annual ratings for the eight consumer satisfaction questions (service categories) over the previous four years.

In 2024/25, the lowest agreement (44 percent) was for the question, "The action taken in my case was appropriate," whereas the highest agreement (72 percent) was for the question about being treated courteously, which is a consistent pattern for the last 15 years. From 2024 to 2025, two service categories showed 3% increases in customer satisfaction. These were being contacted promptly by CSLB staff and whether the respondent understood the outcome of their case. The question on whether the respondent was treated courteously showed a 3% decrease.

Of those responding to Question 9, forty-six percent of survey respondents selected "yes," which is very similar to previous years. This question reads, "Before hiring, I inquired about my contractor's license status with the CSLB."

TABLE 1: HISTORICAL RESULTS OF THE CONSUMER SATISFACTION SURVEY (2020/21 - 2024/25)

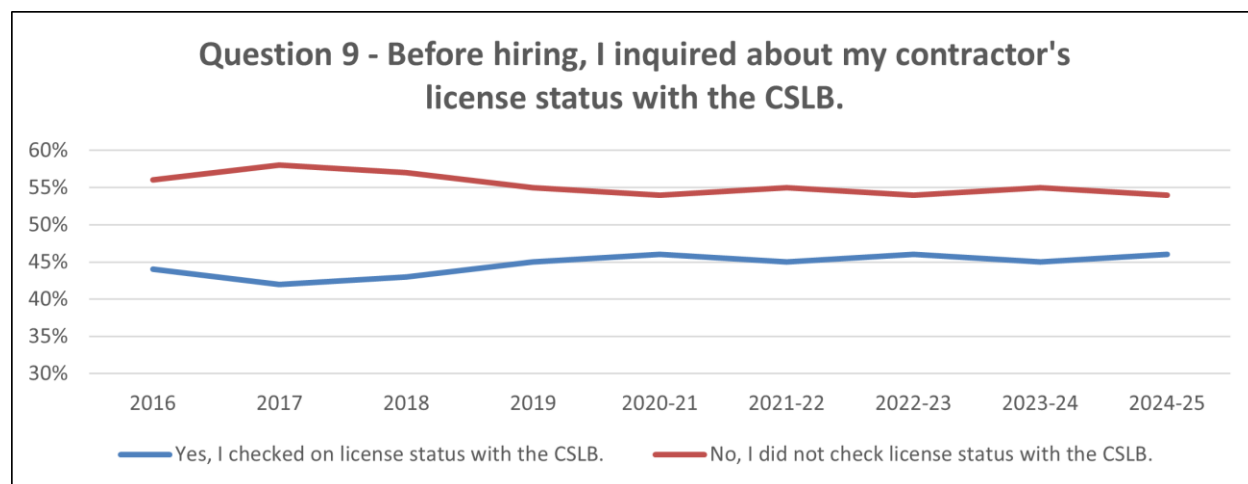
Questionnaire Statements	Percent Agreement by Year				
	2020/21	2021/22	2022/23	2023/24	2024/25
1. The CSLB contacted me promptly after I filed my complaint.	68%	67%	64%	63%	66%
2. The procedures for investigating my complaint were clearly explained to me.	66%	68%	63%	62%	63%
3. The CSLB kept me informed of my case's progress during the investigation.	57%	60%	54%	54%	55%
4. I was treated courteously by the CSLB's representative(s).	79%	81%	75%	75%	72%
5. My complaint was processed in a timely manner.	55%	54%	51%	49%	51%
6. I understand the outcome of the investigation (whether or not I agree with the action taken).	60%	61%	59%	55%	58%
7. The action taken in my case was appropriate.	47%	49%	47%	44%	44%
8. I am satisfied with the service provided by the CSLB.	51%	54%	50%	49%	48%

History

In 1994, the Contractors State License Board began a program to improve consumer satisfaction with CSLB's enforcement program. A cornerstone of this effort was a survey to solicit feedback from individuals who filed complaints with the Board. The first postcard survey, covering complaint closures from 1993, was designed to serve as a benchmark in an ongoing evaluation program as well as to identify areas in need of improvement. These ongoing surveys have been conducted by CSLB's Testing Division. The present report covers fiscal year 2024/25 and compares these results with previous years.

The Consumer Satisfaction Survey also provides a convenient method for polling consumers on other issues. Since 2000, the survey has been used to estimate the percentage of complainants who inquired about the contractor's qualifications with CSLB. Agreement with this question has ranged from 29 percent in 2000, to 50 percent in 2008. In 2007, this question was rephrased from "Before hiring, I inquired about my contractor's qualifications with the Contractors State License Board," to "Before hiring, I inquired about my contractor's license status with the CSLB," and the answer choices changed from an agreement scale to a yes/no format. Since 2007, of those responding to this question, between 38 percent and 50 percent of respondents endorsed this statement (a mean of 44 percent). Figure 1 shows these results by year.

Figure 1



In 2007, Question 10, an open-ended follow-up to Question 9, was added to assess the reasons why some consumers did not inquire about their contractor's license status with CSLB. The responses to Question 10 were reviewed and sorted into 12 comment categories. In 2010, CSLB eliminated this question.

Project Design

Questionnaire Description

The nine-item 2024/25 questionnaire was developed in SurveyMonkey and included eight questions assessing customer service. Seven of them related to specific aspects of the complaint process, and one was about overall satisfaction. These questions were virtually identical to those used since 1994. Complainants were asked to rate the questions on a seven-point agreement scale that provided three levels of agreement with a question (strongly agree, agree, and mildly agree), and three levels of disagreement (strongly disagree, disagree, and mildly disagree). The rating scale also included a "neutral" point. The ninth question addressed whether consumers inquired with CSLB about their contractor's license status prior to hiring and required a yes/no response. The questionnaire also provided space for written comments. A copy of the questionnaire is attached as Appendix A.

Before receiving the survey, each complainant's email address was linked with his/her case number to allow CSLB to respond to issues identified in survey results, if necessary.

Sampling Procedure

In fiscal year 2024/25, CSLB completed the investigation or mediation process for 21,806 complaints filed by consumers against licensed and unlicensed contractors. This was 303 more than in 2023/24. Complainants who provided CSLB with an email address were selected from all the closed complaint files. Duplicate complainants and clearly incorrect email addresses were removed from the sample before emailing, leaving a total sample of 10,025. Surveys of consumers whose complaints were closed in each month were emailed throughout fiscal year 2024/25.

Analysis Procedure

Combining the three "Agreement" points and then dividing this number by the total number of respondents determined the level of agreement with each service category question. This procedure provided the proportion of respondents who agreed with the question.

Complainants' Comments

Most comments elaborated on the questionnaire statements and the remaining comments presented additional areas of consumer concern. Some complainants used the comment space to request contact by a CSLB representative to indicate that they were unsure about the outcome of their case, or to provide positive remarks about CSLB representatives who handled their cases. These survey results were forwarded to CSLB Enforcement staff each month.

Results

Response Rate

In 2024/25, 11 percent (1,101) of those selected for the sample responded. The response rate for this survey has ranged from 11-31 percent, which is considered standard for this type of survey.

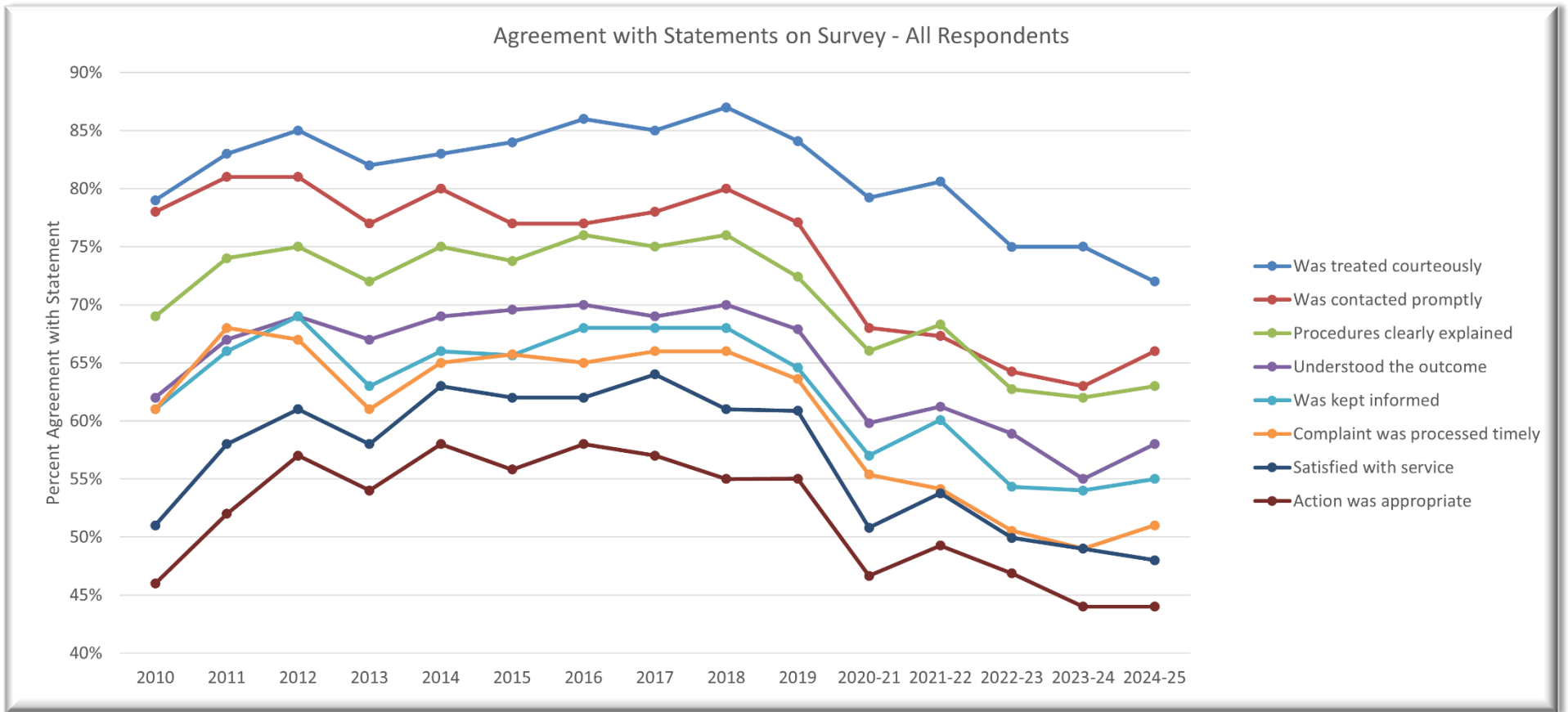
Consumer Agreement with Questionnaire Statements

Appendix B (Table B-1) contains the detailed results for the 2024/25 Consumer Satisfaction Survey, indicating the individual percentages for each “agreement” category. Table 1 of the Executive Summary presents the satisfaction ratings for the 2024/25 survey, along with results from 2019 to 2023. Consumer agreement information is also presented in graph form in Figure 2.

Contractor Qualifications

The question addressing contractor qualifications was included to assess the need for public education in this area. Question 9 asked, “Before hiring, I inquired about my contractor’s qualifications with the Contractors State License Board.” See Figure 1.

FIGURE 2
HISTORICAL RESULTS OF THE CONSUMER SATISFACTION SURVEY
(2010 – 2024/25) LINE GRAPH PRESENTATION



Complainants' Comments

Seventy-three percent of the responding complainants chose to include comments with their survey responses, a percentage consistent with past results. As in previous years, the comments ranged from requests for follow-up, additional information about the status of complainants' cases, and feedback regarding CSLB representatives. The comments also included suggestions for procedure changes for the CSLB complaint process. All comments were forwarded to CSLB's Enforcement staff for review.

A Historical Look at Sampling Methods

Beginning in 2010, CSLB altered the sampling method from random sampling to convenience sampling. Random sampling is preferred for most surveys to ensure that the sample is representative of the overall population of interest. It assumes that characteristics such as gender, age, socioeconomic status, etc., are equally distributed across the survey population and, therefore, will be equally distributed across a random sample.

Convenience sampling selects participants based on their availability to the researcher. As applied to the CSLB Consumer Satisfaction Survey, using an email survey rather than a paper and pencil survey reduces costs and saves staff time. The most convenient sampling method, therefore, uses those complainants who provided their email addresses. While convenience sampling can induce bias in a survey, depending on the topic, there is no reason to expect that consumers who provided their email address to CSLB would have different opinions on the satisfaction measures assessed by the current survey from those who did not provide an email address.

Sampling validity was also assessed with another method over a nine-year period. In survey research, respondents to a survey may not be representative of the overall group, which can occur when a particular segment of the sample is more motivated to respond to the survey. From 2010 to 2018, the respondent samples were compared to the recipient samples (the groups receiving the survey) to check for response bias based on complaint outcome. The percentage of *recipients* with positive complaint outcomes was very similar to the percentage of *respondents* who had positive outcomes. This large set of data established that this survey does not have a meaningful response bias of this nature. Beginning in 2019, it was determined that this comparison was not necessary as the survey and its administration procedures remain consistent.

TECHNICAL APPENDICES

Appendix A: Consumer Satisfaction Survey Questionnaire

Appendix B: Detailed Results of the Consumer Satisfaction Survey

APPENDIX A

Consumer Satisfaction Survey Questionnaire

Introduction Section

Dear Consumer:

As part of our ongoing efforts to improve service to consumers, we are conducting a survey to monitor the quality of service provided to consumers who have filed a complaint with the Contractors State License Board.

Your name was selected from our complaint files that were recently closed.

Would you please take a few minutes to respond to the following survey? We need to hear from you so that we can identify where improvements are needed. Of course, we would also like to hear how we are serving you well.

When you are done just click on the "DONE" button at the bottom of the last page to forward your responses on to the Board.

Thank you for taking the time to participate in this survey!

Contractors State License Board

Survey instructions and questions

1. Please have the person most familiar with the complaint complete the survey. Select the response that shows how much you agree with each statement on the survey.

We are identifying your response with your complaint number to provide specific information about CSLB operations. Your identity, including your email address and complaint number will be kept confidential. Please note, your response may be shared with CSLB enforcement staff on a need to know basis to help improve our mission of consumer protection. This process may involve CSLB enforcement staff contacting you at your request or may be initiated by staff to follow-up with you regarding your survey comments.

	STRONGLY AGREE	AGREE	MILDLY AGREE	NEUTRAL	MILDLY DISAGREE	DISAGREE	STRONGLY DISAGREE
The CSLB contacted me promptly after I filed my complaint.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The procedures for investigating my complaint were clearly explained to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The CSLB kept me informed of my complaint's progress during the investigation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was treated courteously by the CSLB's representative(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My complaint was processed in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the outcome of the investigation (whether or not I agree with the action taken).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The action taken in my case was appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the service provided by the CSLB.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Before hiring, I inquired about my contractor's license status with the CSLB.

☐ YES

☐ NO

3. Comments (please include any areas that you feel our staff could improve in and/or examples of superior service to you):

--

APPENDIX B

Detailed Results of the Consumer Satisfaction Survey

Table B-1 - Overall Results of Consumer Satisfaction Survey; 2024/25 Complaint Closures

QUESTION ASKED	STRONGLY AGREE	AGREE	MILDLY AGREE	NEUTRAL	MILDLY DISAGREE	DISAGREE	STRONGLY DISAGREE	NO RESPONSE
1. Was contacted promptly	306	276	138	58	58	83	179	2
	28%	25%	13%	5%	5%	8%	16%	
2. Procedures clearly explained to me	324	264	101	70	65	87	183	6
	30%	24%	9%	6%	6%	8%	17%	
3. Was kept informed	292	197	109	84	80	114	216	8
	27%	18%	10%	8%	7%	10%	20%	
4. Was treated courteously	510	235	40	119	41	30	117	8
	47%	22%	4%	11%	4%	3%	11%	
5. Complaint was processed timely	277	191	92	89	81	100	261	9
	25%	18%	8%	8%	7%	9%	24%	
6. Understood the outcome	347	231	49	92	56	84	228	13
	32%	21%	5%	8%	5%	8%	21%	
7. Action was appropriate	297	149	37	110	49	114	330	14
	27%	14%	3%	10%	5%	10%	30%	
8. Satisfied with service	326	154	48	89	49	109	315	10
	30%	14%	4%	8%	4%	10%	29%	

Percentages may not add to 100% due to rounding.

QUESTION ASKED	YES	NO	NO RESPONSE
9. Checked contractor's license status with CSLB	493	575	32
	45%	52%	

AGENDA ITEM H

Public Affairs



AGENDA ITEM H-1

Public Affairs Program Update





CONTRACTORS STATE LICENSE BOARD

PUBLIC AFFAIRS PROGRAM UPDATE

Public Affairs Program Update

CSLB's Public Affairs Office (PAO) is responsible for media, industry, licensee, and consumer communications, as well as outreach. PAO provides proactive public relations, response to media inquiries, publication and newsletter development and distribution, and contractor education and outreach.

PAO creates and posts content on CSLB's social media channels to educate and inform consumers, licensees, the construction industry, the news media, and government officials. Staff also produce content for the CSLB website that includes webcasts and videos. Staff conduct Senior Scam StopperSM and Consumer Scam StopperSM seminars and present speeches to service groups and organizations. Internally, staff also produce content for the employee intranet.

Disaster Response

CSLB works to educate property and business owners, so they are not harmed by unlicensed and other unscrupulous contractors after a disaster. Many individuals try to take advantage of disaster survivors during the rebuilding process.

While CSLB continues to provide support to Los Angeles County wildfire survivors, CSLB was not requested to staff any local assistance centers (LACs)/disaster recovery centers (DRCs) from May 1, 2025, through July 31, 2025.

CSLB maintains a toll-free disaster hotline, serviced by Public Information staff Monday through Friday from 8 a.m. to 5 p.m. The hotline is promoted in various publications and through CSLB's social media channels, as well as on disaster signs posted in disaster zones and provided at the LACs/DRCs. CSLB's disaster response includes immediate and longer-term outreach, enforcement efforts, participation in multi-agency task forces, and assistance for affected licensees. CSLB also makes regular disaster-related posts through its social media channels, including Facebook, X, Instagram, and LinkedIn.

Assistance for Licensees/Applicants

PAO communicates that CSLB continues its practice of waiving fees for licensees to replace their wall certificate and/or plastic pocket license in disaster zones. PAO also shares that CSLB waives delinquent fees for failure to renew a license before it expires for disaster survivors and works to expedite license applications for those planning to work in disaster areas.

The governor issued an executive order on January 30, related to the Palisades and Eaton fires, that postponed for one year the license renewal fees for all CSLB licenses that expire between January 1, 2025, and June 30, 2025, and whose residential or business address is within the impacted zip codes outlined in the order.



Video/Digital Services

Consumer, Licensee and Applicant Tips Videos

Public Affairs staff continue to produce and translate consumer, applicant, and licensee tips videos for promotion on CSLB's website and social media platforms. Topics include rebuilding after a disaster, tips for building an accessory dwelling unit (ADU) and a webinar for seniors on how to hire a licensed contractor and avoid being scammed. CSLB also hosted a virtual workshops in English and Spanish for survivors of the Los Angeles fires on the recovery process.

Staff continue to produce English and Spanish versions of the monthly *Get Licensed to Build* workshop for those interested in obtaining a contractor's license. The workshop covers each step required to obtain a contractor license and includes a live question and answer session for participants. These workshops have been well attended via WebEx and are archived on CSLB's website and YouTube channel.

Livestreams/Videos Produced May 1, 2025 – July 31, 2025

Date Published	Video Title
5/1/2025	Consejos para emplear a un contratista para el retiro de escombros
5/2/2025	Get Licensed to Build Workshop
5/15/2025	CSLB Committee Meetings
5/16/2025	Workshop para que obtenga licencia de construir
6/6/2025	Get Licensed to Build Workshop
6/12/2025	Tips for Building an ADU
6/13/2025	CSLB Board Meeting (Monterey, CA)
6/17/2025	CSLB's Senior Scam Stopper Seminar
6/20/2025	Workshop para que obtenga licencia de construir
7/11/2025	Get Licensed to Build Workshop
7/18/2025	Workshop para que obtenga licencia de construir
7/29/2025	Reconstrucción después de un desastre

**Social Media**

PAO continues to use social media as an outreach tool to better interact with applicants, licensees, the news media, and other stakeholders. CSLB currently utilizes Facebook, Instagram, X, YouTube, and LinkedIn.

Social Media Highlights

- **Facebook:** 6,948 followers, a 3.7% increase since the previous quarter
- **Instagram:** 2,776 followers, an 11% increase since the previous quarter
- **X:** 3,136 followers, a 2.8% increase since the previous quarter
- **YouTube:** 12 videos produced; 92,400 video views; 6,600 hours watched since last year.
- **LinkedIn:** 1,287 followers, a 13.65% increase since the previous quarter

Facebook Growth

Between May 1, 2025, to July 31, 2025, CSLB reached 11,687 people.

Follower Statistics

Of CSLB's Facebook followers, 67 percent of CSLB Facebook followers are male; 33 percent are female. Of these followers, 1 percent of CSLB's Facebook followers are ages 18 to 24, 12 percent are ages 25-34, 31 percent are ages 35-44, 26 percent are ages 45-54, 19 percent are ages 55-64, and 11 percent are ages 65 and up.

Top Facebook Post

CSLB's top post (see next page) was published Tuesday, May 20, with a reach of 2,366 people, 47 likes, 32 comments, and 18 shares.



Published post:

Suspects submitted bids between \$1,600 and \$4,800 for home improvement work including plumbing, concrete, painting, and landscaping jobs – well above the \$1,000 amount requiring licensure.

Read more: <https://www.cslb.ca.gov/.../Bakersfield%20Sting.FINAL.pdf>

Instagram Growth

Between May 1, 2025, and July 31, 2025, CSLB reached 4,700 accounts on its Instagram page and had 42,200 views.

Follower statistics

Of CSLB's Instagram followers, 74 percent of CSLB's Instagram followers are male; 26 percent are female. Of these followers, 3 percent of CSLB's Instagram followers are ages 18 to 24, 23 percent are ages 25-34, 39 percent are ages 35-44, 19 percent are ages 45-54, 7 percent are ages 55-64, and 3 percent are ages 65 and over.

Top Instagram Post

CSLB's top post (see next page) was published on Tuesday, May 20, with a reach of 2,601 people, 65 likes, 9 comments, and 29 shares.



Published post:

Suspects submitted bids between \$1,600 and \$4,800 for home improvement work including plumbing, concrete, painting, and landscaping jobs – well above the \$1,000 amount requiring licensure.

Read more: <https://www.cslb.ca.gov/.../Bakersfield%20Sting.FINAL.pdf>

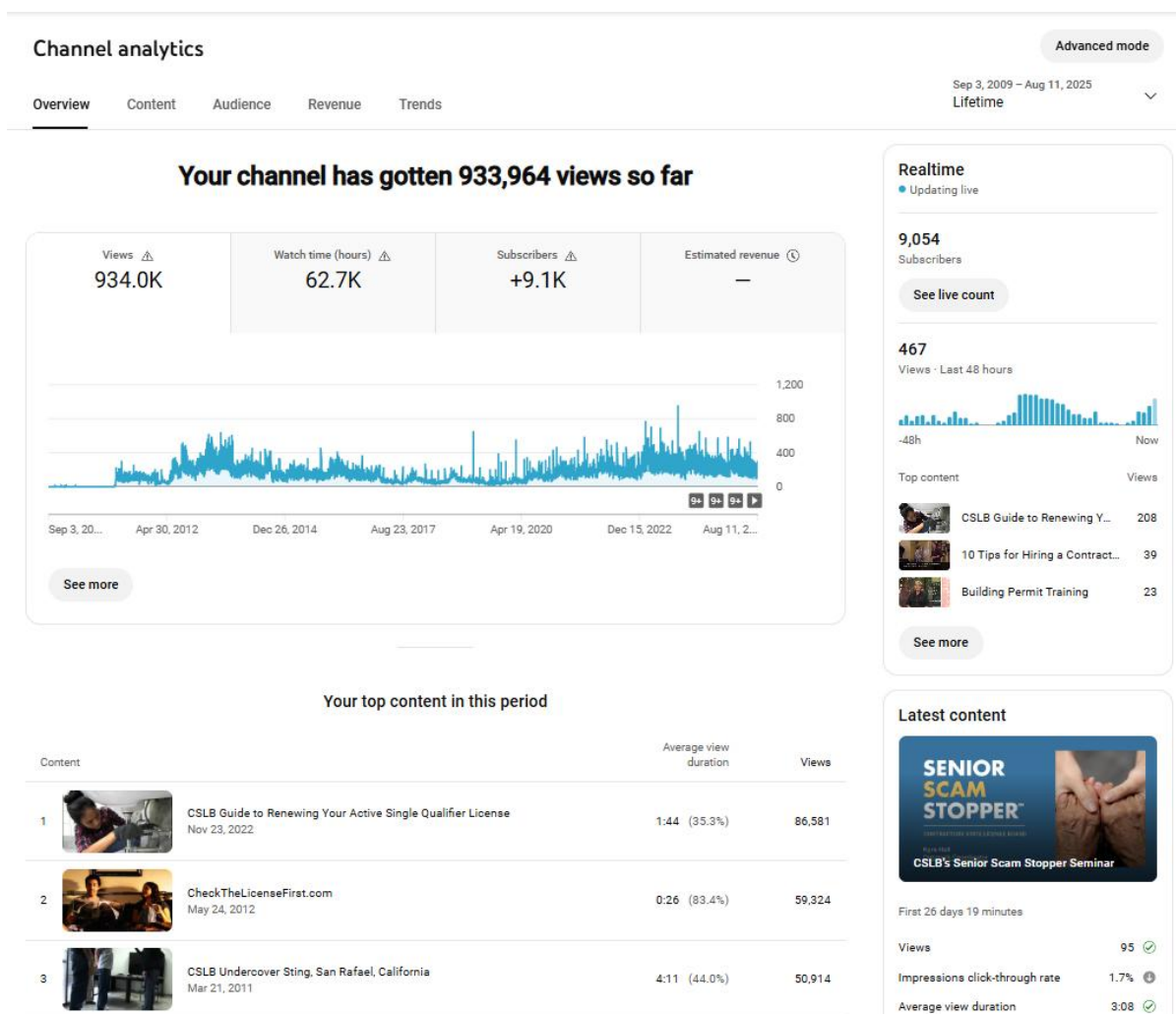
X Growth

This platform requires payment to collect analytics. CSLB continues to post content to 3,072 followers.

YouTube Channel Growth

CSLB's YouTube channel continues to grow, with an increase of approximately 272

subscribers, 1,300 hours of watch time, and 29,900 more views between May 1 and July 31. The channel has a total of 933,964 views (62,742 hours watched) and 9,057 subscribers since the page was created in 2009.



LinkedIn Growth

PAO actively posts current job vacancies to LinkedIn, a business-oriented social networking site primarily used for professional networking. LinkedIn can increase exposure and act as an effective recruiting tool to attract quality employees for CSLB positions. CSLB has 1,287 followers. It received 545 page views from May 1, 2025, through July 31, 2025.

**Email Alert Feature**

CSLB has a website feature that allows people to subscribe to various email alerts. The total subscriber database currently is 192,363, which includes the Licensee Information database.

These include:

- Industry Bulletins
- CSLB Job Openings
- Public Meeting Notices/Agendas
- *California Licensed Contractor* Newsletters
- News Releases/Consumer Alerts
- Podcasts/webcasts
- Licensee Information

Industry Bulletins

Important CSLB updates are issued in Industry Bulletins, which are emailed to those who signed up via CSLB's email alerts and are also posted on CSLB's website. Between May 1, 2025, and July 31, 2025, CSLB issued an Industry Bulletin related to resources available to contractors who manage treated wood waste.

Media Relations**Media Calls**

Between May 1, 2025, and July 31, 2025, PAO responded to 14 media inquiries, providing information and/or interviews to a variety of media outlets. Inquiries were related to consumer complaints related to contractors, legislation that would affect California muralists, and sting operations throughout the state.

News Releases

PAO issued one news release between May 1, 2025, and July 31, 2025. The release covered a sting operation in Bakersfield.

Consumer/Community Outreach**Senior Scam StopperSM Seminars**

CSLB's Senior Scam StopperSM seminars have been offered throughout the state since 1999, in cooperation with legislators, state and local agencies, law enforcement, district attorneys, and community-based organizations. Seminars provide information about construction-related scams and how seniors, who are often preyed upon by unlicensed or unscrupulous contractors, can protect themselves when hiring a contractor. Sessions feature expert speakers from local, state, and federal agencies, who present broader topics on consumer and financial scams. CSLB remains committed to consumer protection by offering Senior Scam StopperSM seminars virtually and in-person.

The following outreach events were conducted from May 1, 2025, through July 31, 2025:

Date	Location	Legislative/Community Partner(s)
May 21, 2025	Roseville	Sun City Roseville
May 22, 2025	Sacramento	Wright Street Neighborhood Watch
May 30, 2025	Ventura	Assemblymember Steve Bennett
June 10, 2025	Virtual	California Municipal Revenue & Tax Association
June 12, 2025	Corona	Assemblymember Leticia Castillo
June 13, 2025	San Jose	Councilmember Domingo Candelas
June 25, 2025	San Diego	Senator Brian Jones
June 27, 2025	Goleta	Senator Monique Limon
July 11, 2025	Rancho Palos Verdes	Assemblymember Al Muratsuchi
July 12, 2025	San Diego	Senator Brian Jones
July 19, 2025	San Mateo	Assemblymember Diane Papan
July 25, 2025	La Jolla	Assemblymember Tasha Boerner
July 31, 2025	Lakewood	Senator Lena Gonzalez
July 31, 2025	Perris	Senator Sabrina Cervantes
July 31, 2025	Moreno Valley	Senator Sabrina Cervantes

Publication/Graphic Design Services

Between May 1, 2025, through July 31, 2025, PAO's Graphic Design Unit completed the following publications and reports.

Publications & Reports
June 13, 2025, Quarterly Board Meeting Packet
California Licensed Contractor Newsletter (Spring 2025)
Steps to Becoming a Licensed Contractor
Pasos para convertirse en un contratista con licencia (<i>Steps to Becoming a Licensed Contractor – Spanish</i>)

**Publications & Reports**

Rebuilding After a Disaster

Reconstrucción después de un desastre (*Rebuilding After a Disaster – Spanish*)

10 Tips: Make Sure Your Contractor Measures Up

10 Consejos: Para Asegurar Que Su Contratista Sea Una Persona Calificada (*10 Tips – Spanish*)

A Consumer Guide to Filing Construction Complaints

Guía para el consumidor para presentar quejas sobre construcción (*A Consumer Guide to Filing Construction Complaints – Spanish*)

What You Should Know Before Hiring a Contractor

Antes de contratar a un contratista (*What You Should Know Before Hiring a Contractor – Spanish*)

What Seniors Should Know Before Hiring a Contractor

Antes de contratar a un contratista (*What Seniors Should Know Before Hiring a Contractor – Spanish*)

Get Licensed to Build Guide

Obtenga una licencia para construir (*Get Licensed to Build – Spanish*)

Description of Classifications

Descripción de Clasificaciones (*Description of Classifications – Spanish*)

Caught for Illegal Contracting—What Happens Now

Atrapado por contratación ilegal: ¿Qué pasa ahora? (*Caught for Illegal Contracting—What Happens Now – Spanish*)**Public Affairs Intranet/Employee Relations**

CSLBin is the employee-only intranet site. Stories and photos highlight employee and organizational accomplishments. The site also contains the latest forms, policies, reports, and other information used by CSLB staff around the state. Between May 1, 2025, and July 31, 2025, PAO published 15 employee intranet articles.

Date Published	Title
5/2/2025	New EDMS Platform Launches May 5, Replacing IWAS



Date Published	Title
5/7/2025	Business Services Fire Drill a Success Thanks to Emergency Response Team
5/9/2025	Cynthia Castaneda Retires After 33 Years of Service
5/12/2025	CSLB Staff Celebrated for Public Service Recognition Week
5/15/2025	Tune In! CSLB's Committee Meetings – May 15
5/20/2025	CSLB Staff Honored with Superior Accomplishment Awards
5/30/2025	CSLB Observes Mental Health Awareness Month
6/6/2025	Tune In! CSLB's Board Meeting – June 13
6/16/2025	Juneteenth: Reflecting on History, Embracing Inclusion
6/20/2025	June 13 Board Meeting Highlights
6/25/2025	Spring 2025 California Licensed Contractor Newsletter Now Available
7/2/2025	Norwalk Staff Celebrates 4th of July with Barbecue and Games!
7/11/2025	New Board Chair Miguel Galarza Visits SFIC for First Official Stop
7/25/2025	Driveway Deal Leads to License Revocation
7/29/2025	Phishing Alert: Suspicious Email with Subject "Updated Building Evacuation Plan"

Public Information Center Statistics

The Public Information Center includes both the Call Center and Public Counter. The two tables on the next page show the statistical updates for the Call Center through July 31, 2025 and call data compared to prior years.



	Jan. 2025	Feb. 2025	Mar. 2025	Apr. 2025	May 2025	June 2025	July 2025
Calls Received	18,487	13,934	14,712	15,495	13,956	13,621	13,758
Calls Answered	13,815	11,917	12,504	13,168	12,242	11,628	12,425
Calls Abandoned	4,672	2,017	2,208	2,327	1,714	1,993	1,333
Longest Wait Time	0:22:10	0:17:47	0:14:44	0:36:21	0:24:12	0:26:04	0:22:05
Shortest Wait Time	0:02:19	0:01:32	0:01:24	0:02:12	0:01:27	0:01:35	0:00:44
Avg. Wait Time	0:10:53	0:07:29	0:07:56	0:07:35	0:06:09	0:07:34	0:05:09

Public Information Center Call Data – Prior Calendar Years

Inbound Activity	CY 2018	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024
Calls Received	152,845	149,462	149,462	140,589	140,409	129,601	143,634
Calls Answered	137,270	136,776	98,044	116,304	119,693	99,706	132,753
Caller Abandoned	9,426	7,859	35,865	23,983	20,496	27,590	10,664
Avg. Longest Wait Time	0:10:48	0:08:33	0:46:23	0:33:56	0:34:45	0:37:13	0:13:42
Avg. Shortest Wait Time	0:01:04	0:00:48	0:04:23	0:03:11	0:01:24	0:06:49	0:01:06
Avg. Wait Time	0:04:21	0:03:34	0:25:27	0:14:38	0:11:06	0:18:26	0:03:43

AGENDA ITEM H-2

Review and Discussion Regarding Senior Scam Stopper Seminar Video



AGENDA ITEM I

Closed Session

Closed Session: Pursuant to Government Code section 11126(e)(1), the Board will move into closed session to confer with, and receive advice from, its legal counsel regarding the following pending litigation: CA Solar Energy Industries Assn v. CSLB, San Diego County Superior Court, Case No. 37-2024-00029818.



AGENDA ITEM J

Adjournment

