

SEPTEMBER 14, 2023
SACRAMENTO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Board Meeting



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CONTRACTORS STATE LICENSE BOARD

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STATE OF CALIFORNIA

Governor Gavin Newsom

NOTICE OF PUBLIC BOARD MEETING

September 14, 2023, 9:00 a.m. – 2:00 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 these 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.

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

MEETING AGENDA

Thursday, September 14, 2023

OPEN SESSION

- A. Call to Order, Roll Call, Establishment of Quorum and Chair’s Introduction
- B. Public Comment for Items Not on the Agenda and Future Agenda Item Requests
(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).)
- C. Presentation of Certificates of Recognition
- D. Executive
 1. Review and Possible Approval of the June 22 and 23, 2023, Board Meeting Minutes

2. Registrar's Report

- a. Update on Efforts to Retain Consultant(s) to Research the Scope of Unlicensed Practice and Resource Needs; and Perform a Special Investigator Workload Study
- b. National Association of State Contractors Licensing Agencies (NASCLA) Update
- c. Review, Discussion and Possible Action on NASCLA Development of Public Safety Announcement Videos for Potential CSLB Rebranding in Issues of Consumer Protection Particularly in the Solar Industry, and the Benefits of Licensing

3. CSLB Budget Update

4. Administration Update Regarding Personnel and Facilities

5. Information Technology Update

6. Review, Discussion and Possible Action on Development and Status of CSLB's Draft 2024 Sunset Review Report

E. Legislation

1. Review, Discussion and Possible Action on 2023 Pending Legislation

- a. AB 143 (Committee on Budget, 2023) – State government (board meeting teleconferencing and military license portability)
- b. AB 336 (Cervantes, 2023) – Contractors: workers' compensation insurance (classification codes on CSLB renewal)
- c. AB 968 (Grayson, 2023) – Single-family residential property: disclosures (work done on house prior to selling)
- d. AB 1204 (Holden, 2023) – Contractors: contracts: restrictions (on subcontracting to other subcontractors in same license class)
- e. SB 544 (Laird, 2023) – Bagley-Keene Open Meeting Act: teleconferencing
- f. SB 601 (McGuire, 2023) – Professions and vocations: contractors: home improvement contracts: prohibited business practices: limitation of actions (increasing civil penalty for progress payment violations and extending the statute of limitations for misdemeanor prosecution of licensees that aid and abet unlicensed persons)
- g. SB 630 (Dodd, 2023) – Contractors State License Board: regulation of contractors (probationary authority and collection of licensee emails)

F. Enforcement

1. Enforcement Program Update

2. Consumer Satisfaction Survey

G. Licensing

1. Licensing and Testing Program Statistical Update
2. Exam Translation Update
3. C-49 Exam Development and Implementation Update

H. Public Affairs

1. Public Affairs Update

CLOSED SESSION

- I. Closed Session: Pursuant to Government Code Section 11126(a)(1) the Board Will Move into Closed Session to Conduct an Evaluation of the Performance of the Registrar
- J. Adjournment

Note: The Board intends to provide a live webcast of the meeting. Please be aware there will be an approximate thirty (30) second delay in the webcast. 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 be guaranteed due to limitations on resources or technical difficulties. The meeting will not be canceled if webcast is not available. Meeting adjournment may not be webcast if adjournment is the only item that occurs after a closed session.

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 Mariah.Rovera@cslb.ca.gov, or mailing a request for an accommodation to: Contractors State License Board, 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.



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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	JACOB LOPEZ
RODNEY M. COBOS	DIANA LOVE
DAVID DE LA TORRE	MICHAEL MARK
MIGUEL GALARZA	STEVEN PANELLI
AMANDA GALLO	JAMES RUANE
SUSAN GRANZELLA	MARY TEICHERT
ALAN GUY	



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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.



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AGENDA ITEM C

Presentation of Certificates of Recognition



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AGENDA ITEM D

Executive



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AGENDA ITEM D-1

Review and Possible Approval of the June 22 and 23, 2023, Board Meeting Minutes





Board Meeting Minutes

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

Board Chair Mary Teichert called the meeting of the Contractors State License Board (CSLB) to order on June 22, 2023, at 1:00 p.m. via Webex teleconference.

Board Members Present

Mary Teichert, Chair
Rodney Cobos
David De La Torre
Susan Granzella
Amanda Gallo
Alan Guy
Diana Love
Michael Mark
James Ruane
Johnny Simpson
Miguel Galarza

Miguel Galarza arrived at 1:11 p.m. Rodney Cobos arrived at approximately 2:30 p.m. Steven Panelli had an approved absence.

CSLB Staff Present On Site

David Fogt, Registrar
Michael Jamnetski, Chief Deputy Registrar
Katherine White, Chief of Public Affairs
Jason Perez, Chief of Information Technology

CSLB Staff Present via Webex

Yeaphana La Marr, Chief of Legislation
Steve Grove, Chief of Enforcement
Carol Gagnon, Licensing Manager
Stacey Paul, Budgets Manager
Americo Garcia, Public Affairs Manager
Mariah Rovera, Executive Analyst

DCA Staff Present On Site

John Kinn, DCA Legal

Board Vice Chair Diana Love led the Board in the Pledge of Allegiance. A quorum was established.



Chair Teichert announced that board member Amanda Gallo has been appointed to join Member Susan Granzella on the Information Technology Committee.

Chair Teichert thanked the United Brotherhood of Carpenters and President Pete Rodriguez for hosting the board meeting and supporting Jacob Lopez in joining the board.

Western District Vice President Pete Rodriguez welcomed the Board to the Carpenters International Training Center (ITC). Rodriguez highlighted the services of the ITC campus and discussed the importance of educating, developing, and training students. Rodriguez emphasized the support for CSLB to assist in maintaining the pursuit of an equitable and fair contractors' industry.

Member Galarza joined the meeting at 1:11 p.m.

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

Public Comment

Davi Rodriguez expressed concern public awarding agencies are hiring unlicensed persons to install public art works such as murals, paintings, and statues. Rodriguez questioned why the board is not doing more to enforce license requirements for public artwork projects.

C. Presentation of Certificates of Recognition – May Include Oral Presentations Commemorating Board Members

Board Member Comment

Chair Teichert recognized Board member Johnny Simpson whose term is ending at the end of June 2023. Chair Teichert explained Member Simpson is one of the longest serving members and thanked them for their work and contribution to CSLB and the state of California.

Registrar Fogt thanked Member Simpson for their support over the past 8 years and for his leadership during the COVID-19 pandemic as board chair.

Member Galarza thanked Member Simpson for their help and expressed appreciation for their valued knowledge.

Member Granzella discussed Member Simpson's direction and thanked them for their efforts.



Vice Chair Love thanked Member Simpson and expressed appreciation for their work.

Member Mark thanked Member Simpson.

Chair Teichert thanked Member Simpson and congratulated them on their retirement.

Public Comment

There was no public comment.

D. Executive

1. Review and Possible Approval of the March 21, 2023, Board Meeting Minutes

Chair Teichert asked for Board member edits to the March 21, 2023, Board Meeting Minutes. No edits were suggested by the Board.

Motion: To approve the March 21, 2023, Board Meeting Minutes. Moved by Alan Guy; James Ruane seconded. Motion carried, 11-0.

YEA: Mary Teichert, David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane, Johnny Simpson

NAY: None

ABSENT: Rodney Cobos, Steven Panelli

Board Member Comment

There was no comment.

Public Comment

There was no public comment.

2. Review, Discussion, and Action on Nominations Committee Recommendations for Election 2023-2024 Board Officers

Chair Teichert explained during the March 21, 2023, Board meeting the appointing of Member Granzella and Member De La Torre to a nomination committee to recommend to the board a slate of officers for Chair, Vice Chair, and Secretary for the next fiscal years starting July 1, 2023.

Chair Teichert turned the floor to Member De La Torre for their recommendation. Member Mark recommended Member Love for Chair, Member Mark for Vice Chair, and Member Galarza for Secretary.



Vice Chair Love explained their 25 years of experience and work history throughout 58 counties and volunteering with populations including children, youth, seniors, disabled, and veterans. Vice Chair Love expressed their focus on the protection of individuals' rights, health, safety, housing, and with legislation. Vice Chair Love emphasized the vitality of these protections in relation to CSLB. Vice Chair Love expressed their appreciation and gratitude for their role as a public member, secretary, and vice chair. Vice Chair Love detailed adding language to the mission statement and to be a member of an all-woman board in 2021. Vice Chair Love stated their ambition to serve as the Chair in continuing CSLB's mission, vision, and values providing protection to consumers.

Motion: To approve Diana Love for the nomination of Chair. Motion carried, 11-0.

YEA: David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane, Johnny Simpson, Mary Teichert

NAY: None

ABSENT: Rodney Cobos, Steven Panelli

Motion: To approve Michael Mark for the nomination of Vice Chair. Motion carried, 11-0.

Member Mark expressed appreciation for the members of the Board. Member Mark stated they are looking forward to continued collaboration and working with the Board.

YEA: David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane, Johnny Simpson, Mary Teichert

NAY: None

ABSENT: Rodney Cobos, Steven Panelli

Motion: To approve Miguel Galarza for the nomination of Secretary. Motion carried, 11-0.

Member Galarza explained this is their 31st year being a contractor. Member Galarza emphasized the importance of consumer protection and expressed appreciation of the privilege of being the licensing committee chair. Member Galarza referenced serving on the reciprocity advisory committee with Member Ruane. Member Galarza stated being honored to be considered for the nomination of Secretary and vowed to advocate for underrepresented contractors and women in construction.

YEA: David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane, Johnny Simpson, Mary Teichert

NAY: None

ABSENT: Rodney Cobos, Steven Panelli



Board Member Comment

There was no comment.

Public Comment

There was no public comment.

3. 2023 Sunset Subcommittee Appointments.

Registrar Fogt updated the Board that CSLB will have to provide an update to a 67-question questionnaire. Registrar Fogt recommended Chair Teichert appoint a two-person advisory committee for staff to work with to draft responses for board consideration at the September Board Meeting.

Chair Teichert appointed Vice Chair Love and Member Galarza to be on the board Sunset Hearing advisory committee.

Board Member Comment

There was no comment.

Public Comment

There was no public comment.

4. Registrar’s Report

a. Review, Discussion and Possible Action on Efforts to Retain Consultant(s) to Research the Scope of Unlicensed Practice and Resource Needs; and Perform a Special Investigator Workload Study.

Registrar Fogt updated the Board on retaining a consultant to perform an enforcement workload and process improvement study. Registrar Fogt reported the price of the consultant came back \$7,000 less than the board-approved \$75,000.

Registrar Fogt stated the second consultant needed to research the cope of unlicensed practice and disaster related recourse needs may take up to a year to acquire through the request for proposal process. If a consultant cannot be found, the board may need to consider raising the \$75,000 cap.

Board Member Comment

There was no comment.

Public Comment

There was no public comment.



5. CSLB Budget Update

Budget Manager Stacey Paul updated the Board on the 2022-23 fiscal year budget. Paul explained the annual budget spending was \$2 million less than the authorized \$80 million and reported a projection of \$92.5 million in revenue, increasing reserves to \$17 million. Paul explained CSLB is spending less than the expected 80 percent budget authority while bringing in 20 percent more revenue than the prior year. Paul projected the 2022-23 budget reserves ending at \$17.2 million with an increase to \$20.4 million in the 2023-24 budget year.

Manager Paul confirmed an increase in new HIS applications and that active licenses were remaining steady.

Manager Paul also highlighted the Construction Management Education Account (CMEA) fund spending authority was successfully increased to \$175,000.

Board Member Comment

Member Mark asked if staff responding declared emergencies is related to the overtime budget being higher than usual.

Manager Paul confirmed the overtime budget is attributed to the disaster response efforts. They also confirmed CSLB had received \$1.3 million in reimbursement for disaster response efforts.

Member Granzella asked if the exam proctors funds were residual funds from the PSI testing center transition.

Manager Paul confirmed those funds were from the PSI transition.

Member Granzella asked if the savings from the transition from PSI to exam proctors will be evaluated and what line item would include the actual cost of PSI.

Manager Paul confirmed the line item is under operating expenses.

Member Granzella asked what the \$11 million under personnel services was for.

Manager Paul confirmed it was applicable to the Attorney General's Office and OAH administrative hearings related to enforcement.

Member Galarza asked if the monthly reserves were tracked and what the optimal month fund balance is.

Manager Paul replied the statute provides for CSLB to have a three-to-six-month fund reserve balance.

Member Guy asked if there is a cause for concern regarding a 19 percent decrease in license issuance.

Manager Paul directed the question to Licensing and referenced backlog being attributed to licenses being issued.



Registrar Fogt asked Licensing Manager Carol Gagnon to explain the low application issuance stats.

Manager Gagnon cited a COVID-related application processing backlog attributed to low licensing issuance. They confirmed the license issuance numbers are improving now that there is more staff to help process applications.

Gagnon explained that with PSI, candidates have the option to select their own testing dates. Many applicants pick an extended date, perhaps to provide them more time to study for the exam. This has also contributed to the license issuance decrease.

Public Comment

There was no public comment.

6. Review, Discussion, and Possible Action on 2022-24 Administrative and Information Technology Strategic Plan Objectives

Chief Deputy Registrar Michael Jamnetski provided the update on the administrative and information technology Strategic Plan objectives.

Strategic Plan Item 5.1: Regularly report to the Board on IT security to protect and secure CSLB sensitive data.

Chief Deputy Registrar Jamnetski said CSLB security policy and enhancement updates have been reported to the Board at regularly scheduled quarterly meetings since August 2022.

Strategic Plan Item 5.2: Research and develop tools in addition to existing annual surveys that will provide the Board and staff with feedback on the public’s perception of staff performance and customer service.

Chief Deputy Registrar Jamnetski stated that CSLB has added a “How is CSLB doing?” comment and suggestion box to each of CSLB’s public counters to track and receive feedback on how CSLB is assisting consumers and licensees. CSLB IT is working on the development of a survey for the online renewal processes. Chief Deputy Registrar Jamnetski also noted how this objective is related to a Public Affairs objective on improving website experience and a consumer group is being scheduled to discuss improvements.

Strategic Plan Item 5.3: Replace the automated phone system to ensure callers can speak to a representative in a timely fashion.

Chief Deputy Registrar Jamnetski explained the importance of replacing the current automated phone system. An Amazon Connect demo was held in early April to show how the cloud-based platform would work and eventually replace the current automated phone system.



Strategic Plan Item 5.4: Improve staff recruitment, onboarding, and training/team building for staff development.

Chief Deputy Registrar Jamnetski noted that CSLB is seeking to reclassify existing Consumer Services Representative (CSR) positions in the Enforcement Division to the more broadly used Staff Services Analyst (SSA) classification, which will enhance staff recruitment by increasing the candidate pool to fill vacancies.

Strategic Plan Item 5.5: Evaluate applicant and licensee online logins or profiles to help tailor the content to the user, track submissions/interactions, etc.

Chief Deputy Registrar Jamnetski said this item will receive a verbal update shortly from IT Chief Jason Perez.

Board Member Comment

There was no comment.

Public Comment

There was no public comment.

7. Administration Update Regarding Personnel and Facilities

Chief Deputy Registrar Jamnetski explained CSLB's efforts to reduce vacancies from 10 percent to 9 percent. Chief Deputy Registrar Jamnetski highlighted employee recruitment efforts by the Public Affairs Office using social media and job fairs to reach candidates and fill CSLB vacancies.

Board Member Comment

There was no comment.

Public Comment

There was no public comment.

8. Information Technology Update

Chief of Information Technology Jason Perez updated the Board on the status of the Business Modernization Initiative. Chief Perez informed the Board that unforeseen events have caused delays in the progress of the initiative and explained the efforts being made to achieve the objectives and projected September as the deadline for the updated plan.

Chief Perez updated the Board on CSLB security enhancements by introducing more robust firewalls and intrusion systems to prevent unauthorized access, conducting regular security audits to identify vulnerabilities and risks, and a partnership with DCA to implement regular employee awareness and programs throughout CSLB. Chief Perez



affirmed CSLB's continued commitment to regularly assessing and enhancing security measures against potential threats.

Board Member Comment

There was no comment.

Public Comment

There was no public comment.

9. Review, Discussion and Possible Action on 2022 Board Member Administrative Procedure Manual, Chapter 6, Legislation (Board Policy), Changes

Chair Teichert directed the Board to the updated language for this item that was provided as a hard copy for Board members and displayed on the Webex meeting and asked for Chief of Legislation Yeaphana La Marr to explain the recommended proposal.

Chief La Marr explained the recommended proposal to amend the Board Member Administrative Procedure Manual will allow staff flexibility to conduct legislative work between board meetings to effectively communicate to the legislature the board's position and carry out the goals of the board.

Chief La Marr stated in the event that time constraints preclude board action, the Board delegates to the chair of the legislative committee the authority to take action on legislation that would change Contractors State License Law that impacts a previously established board policy or affects the public's health, safety, or welfare. Prior to taking a position on legislation, the registrar or legislative division chief, after consultation with the registrar, shall consult with the ~~board chair and the~~ chair of the legislative committee. The Board shall be notified of such action as soon as possible.

All staff proposals for legislation shall include a statement of the policy or purpose the legislative proposal is intended to achieve. If the Board approves a proposal for staff to seek authorship of a legislative bill, the board's approval shall extend authorization for staff to:

- Locate and secure a legislative author for the bill;
- Communicate in public hearings and in written letters the Board's support for any bill introduced based on that proposal as a "board sponsored" bill;
- Negotiate amendments, both technical and substantive, as long as the amendments are in furtherance the policy or purpose identified in the proposal on which the board previously took a position.



Motion: To adopt staff recommendation to amend page 16 of Board Member Administrative Procedure Manual per staff recommendation. Moved by James Ruane. Seconded by Alan Guy. Motion carried, 11-0.

YEA: Mary Teichert, David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane, Johnny Simpson

NAY: None

ABSENT: Rodney Cobos, Steven Panelli

Board Member Comment

Member Granzella asked how the changes will be communicated to the board.

Registrar Fogt responded the board will be updated regarding legislation status at the next scheduled meeting. They confirmed this amendment is only to streamline the process by requiring consultation with the board chair or vice chair in for minor, not controversial issues.

Public Comment

No public comment.

E. Legislation

1. Update, Review, Discussion and Possible Action on 2022-24 Legislative Strategic Plan Objectives

Chief La Marr updated the board on Strategic Plan 3.1 - Legislative Day. Chief La Marr explained scheduling conflicts and the legislative calendar prevented the hosting of a Legislative Day in 2023. Chief La Marr stated that Senior Scam StopperSM seminars were useful for Board Members to meet legislators and staffers. Chief La Marr mentioned that there will be an opportunity for board members to meet with legislators during the next fiscal year's Sunset Review.

Chief La Marr updated the board on Strategic Plan 3.6 - Review and collaborate with local and state government to determine if CSLB's hazardous and asbestos certification remain viable and are effective in protecting consumers in declared disaster areas and noted beginning stakeholder consultations near the July 29, 2023, deadline.

2. Review, Discussion, and Possible Action on 2023 Pending Legislation

a. AB 336 (Cervantes, 2023) – Contractors: workers' compensation insurance (classification codes on CSLB renewal)

Legislative Committee Chair Galarza summarized AB 336 applies to licensees who are required to have workers' compensation insurance. The bill would require licensees to



provide their top three workers' comp codes by payroll to CSLB at the time of license renewal and without them, would prohibit license renewal.

Chief La Marr updated the board on the status of AB 336 stating on April 27 the bill was amended to remove any responsibility for incorrectly reported codes and that CSLB is not responsible for verifying or investigating the accuracy of those codes.

Chief La Marr recommended the board take a neutral position, explaining the bill is expected to be heard in the committee appropriations Monday, June 26.

Motion: To change position from neutral to "Support" of AB 336. Moved by Michael Mark. Seconded by Johnny Simpson. Motion does not pass.

YEA: David De La Torre, Jacob Lopez, Michael Mark, Johnny Simpson.

NAY: Mary Teichert, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Diana Love, James Ruane

ABSENT: Rodney Cobos, Steven Panelli

Motion: To take a neutral position for AB 336. Moved by Mary Teichert. Seconded by Susan Granzella. Motion carried, 11-0.

YEA: Mary Teichert, David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane, Johnny Simpson.

NAY: None

ABSENT: Rodney Cobos, Steven Panelli

Board Member Comment

Member Mark expressed support for the bill and asked which requested amendments the sponsor did not complete.

Chief La Marr explained the consumer protection value was not established.

Chair Teichert expressed support for a neutral stance.

Legislative Chair Galarza concurred with Chair Teichert's neutral stance.

Member Mark stated he was in support of this bill.

Chair Teichert expressed the amendments didn't cover enough of the codes to demonstrate value to the public.

Member Simpson explained the importance of finding a resolution to protect contractors and the public.

Member Guy stated the bill supports contractors but doesn't improve consumer protection.



Public Comment

Mario Wilson of Western Steel Council expressed support for AB 336 and requested a support position from the Board.

Mitchell (last name not obtained) expressed support for AB 336 and requested CSLB take a support position.

Rodney Cobos joined the meeting.

b. AB 968 (Grayson, 2023) – Single-family residential property: disclosures (Work done on house prior to selling)

Chair Galarza explained the language of AB 968 stating the bill requires sellers of property purchased within the previous 18 months to disclose to the new buyer and room additions, modifications or alterations made to the property and turn over all permits obtained for the work performed, disclosing the name and contact information of contractors who performed the work.

Chief La Marr summarized the bill and stated it is intended to address house flippers and applies to sellers who sell a home within 18 months of purchase to disclose a list of alterations or modifications and provide an explanation of the exact modifications and contractor information who completed the work. Chief La Marr recommended a support position.

Motion: To take a support position for AB 968. Moved by Mary Teichert. Seconded by David De La Torre. Motion carried, 12-0.

YEA: Mary Teichert, Rodney Cobos, David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane, Johnny Simpson

NAY: None

ABSENT: Steven Panelli

Board Member Comment

Vice Chair Love asked if real estate agreements will be upgraded or amended to make sure that the disclosures are identified in escrow, prior to a buyer signing.

Chief La Marr confirmed disclosures will be present prior to a buyer signing.

Public Comment

There was no public comment.



c. AB 1204 (Holden, 2023) – Contractors: Contracts: restrictions (on subcontracting to other subcontractors in same license class)

Chief La Marr explained AB 1204 was presented in March when the board decided to watch the bill to give the sponsors time to address board concerns. At that time, the bill did not specify when the prohibition would apply or to whom. Chief La Marr stated staff provided technical assistance to the sponsors and the Assembly Committee on Business and Professions to clarify when this prohibition applies and to which contractor. AB 1204 was amended on April 27, 2023, to specify that the bill would prohibit specialty contractors from subcontracting in the same specialty classification unless that subcontractor has employees, and the prohibition applies to each single project. Chief La Marr stated the bill is intended to address employee misclassification, which is not enforced by CSLB. Chief La Marr stated the consumer protection value is undetermined, but the bill does not impact CSLB fiscally.

Chief La Marr stated staff recommends a neutral position by the board.

Motion: To take a neutral position for AB 1204. Moved by Susan Granzella. Seconded by Diana Love. Motion carried, 11-0.

YEA: Mary Teichert, Rodney Cobos, David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane, Johnny Simpson.

NAY: None

ABSENT: Steven Panelli

Board Member Comment

Chair Galarza expressed support for a neutral position for AB 1204.

Public Comment

There was no public comment.

d. AB 1383 (Ortega) – Contractors: discipline: noncompliance with child support

Chair Galarza explained the bill author has removed the bill from consideration and is no longer moving, so a full analysis was not included in the meeting packet.

Board Member Comment

There was no comment.

Public Comment

There was no public comment.



e. SB 544 (Laird) – Bagley Keene - Open Meeting Act: Teleconferencing.

Chief La Marr stated SB 544 would adopt a remote meeting option if the board provides the public with the means to hear, observe, and participate in the meeting through publicized conference call or online platforms. The board would also need to have at least one physical site posted on the agenda and meet other requirements. Chief La Marr explained that because SB 544 would go into effect January 1, 2024, the next two board meetings would require full in-person participation. Although this bill would not be effective immediately, this bill would provide flexibility in meeting planning, increase public participation, and increase the pool of those who could serve as a board member. Chief La Marr suggested the board take a support position and requested the board to grant staff authority to work with the Legislative Committee Chair to apply that position if this bill were to be amended so long as the concept of permissible remote meetings was held intact.

Motion: To take staff recommendation in a support position for SB 544. Moved by Diana Love. Seconded by Mary Teichert. Motion carried, 11-1.

YEA: Mary Teichert, Rodney Cobos, David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane.

NAY: Johnny Simpson

ABSENT: Steven Panelli

Board Member Comment

Member Granzella asked how the California Commission of Aging became the sponsor for SB 544.

Chief La Marr explained not knowing the exact reason, but other state agencies were pleased the CCA sponsored SB 544.

Chief Deputy Registrar Jamnetski replied the CCA may have been interested in the benefit in the idea of remote access to the meetings.

Member Simpson expressed not being in support of SB 544.

Member Ruane stated SB 544 relates to the Brown Act.

Public Comment

There was no public comment.

f. SB 601 (McGuire) – Professions and vocations: contractors: home improvement contracts: prohibited business practices: limitation of actions

Chief La Marr explained SB 601 requires new payment and performance bond requirements in declared disaster areas. The bill was amended to replace bonding



requirements with an increase in civil penalties for requesting and or receiving excessive down payments and or progress payments that exceed the value of work performed in declared disaster areas. Payment violations contribute to financial hard occurring by job abandonment or poor workmanship.

Chief La Marr also mentioned the statute of limitations will be increased for misdemeanor violations from one year to three years.

Motion: To take a position of support for SB 601. Moved by Alan Guy. Seconded by James Ruane. Motion carried, 11-0.

YEA: Mary Teichert, Rodney Cobos, David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane, Johnny Simpson.

NAY: None

ABSENT: Steven Panelli

Board Member Comment

Chair Galarza asked who receives the \$5,000.

Chief La Marr responded the local jurisdiction of the prosecuting county receives the funds.

Public Comment

There was no public comment.

g. SB 630 (Dodd) – Contractors State License Board: regulation of contractors

Chief La Marr updated the board on the status of SB 630 relating to CSLB’s ability to obtain and protect licensee email addresses and revoke licenses for failure to take prescribed courses included in a disciplinary order. Chief La Marr confirmed the board voted to support the bill that is scheduled for hearing June 27. Chief La Marr explained that the support position previously taken still stands and has not been amended.

Board Member Comment

Member Granzella asked if the email addresses will be displayed on CSLB’s website.

Chief La Marr confirmed the language of the bill protects the email addresses from disclosure.

Public Comment

There was no public comment.



3. Review, Discussion and Possible Action on Amendments to Business and Professions Code Section 7071.4 to Address Board Exposure to Risk of Liability for Attorney Fees in Litigation Involving a Deposit in Lieu of Bond (Karton v. Ari Design & Construction (61 Cal.App.5th 734 (2021)))

Chair Galarza explained due to a decision in the matter of Karton v. Ari Construction and Design, CSLB could be exposed to financial liability for attorneys' fees in civil cash deposit cases. Chair Galarza stated the Board was named as a codefendant in a consumer versus contractor civil case involving a deposit in lieu of bond and is liable for up to \$100,000 in attorneys' fees. Chair Galarza mentioned staff are proposing amendments to Business and Professions Code section 7071.4 that would clarify that CSLB should not be responsible for attorney fees and introduced Chief La Marr to provide a summary.

Chief La Marr explained Business and Professions Code section 7071.4 allows licensees who do not wish to file a bond acquired through a surety to make a deposit with CSLB in lieu of the bond. Additionally, subdivision (g) prohibits cash in lieu of bond deposits from release unless as determined by the court. In these cases, the law treats CSLB as a surety. Chief La Marr explained Karton v. Ari Construction set the precedent that sureties could be responsible for attorney fees. Chief La Marr explained the proposal would ensure CSLB is not responsible for legal fees associated with any civil action where a cash deposit is made in lieu of a bond. Chief La Marr explained staff are requesting the approval to share this proposal with members of legislature to seek an author or to include this proposal as a new issue in the sunset report.

DCA Attorney John Kinn added the appellate court ruled in the Karton case, the party who aggressively defended rather than released the bond should be reprimanded; however, there are no allegations against CSLB in any of these cases. Attorney Kinn also stated that CSLB advised that the cash in lieu of bond be deposited with the court as soon as possible, and as a matter of court procedure, to limit potential exposure. This procedure has been accepted by the deputy attorney generals who represent CSLB.

Motion: To take a position of support to amend Business and Professions Code Section 7101.4. Moved by Johnny Simpson. Seconded by David De La Torre. Motion carried, 11-0.

YEA: Mary Teichert, Rodney Cobos, David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane, Johnny Simpson.

NAY: None

ABSENT: Steven Panelli



Board Member Comment

Member Guy asked about the percentage of cash deposits versus bonds that are in place.

Chief Deputy Registrar Jamnetski replied that he does not have an exact number because there are many cash deposits still on file that are in their statutory retention period for a consumer to make a claim; however, this requires a consumer to file a court case, and CSLB only receives at most between 5 and 10 court case notifications a year.

Public Comment

There was no public comment.

1. Regulations

a. Review, Discussion and Possible Action on Sprinkler Fitters Association of California Petition (Pursuant to Government Code Sections 11340.6 and 11340.7) to Amend Section 832.16 of Title 16, Division 8, Article 3 of the California Code of Regulations (C-16 Fire Protection Contractor Classification) to Include “Fire Fighter Air Replenishing Systems”

Chair Galarza directed the board to page 99 of the board packet and explained that CSLB received a petition for the adoption of regulations dated May 11, 2023, from the Sprinkler Fitters Association of California, regarding California Code of Regulations Section 832.16. Member Galarza explained the petition requests an amendment to 832.16, which describes the scope of the C-16 Fire Protection Contractor, the petition would add fire fighter air replenishing systems (FARS) to work that the C-16 classification is authorized to perform.

Chair Galarza introduced Attorney Kinn to provide additional information.

Attorney Kinn explained the Board received the petition under the Administrative Procedure Act (APA) asking for additional language in the classification of C-16 without an explanation other than the requested language is not currently in any regulation. Attorney Kinn noted that the C-36 Plumbing Contractor classification includes work that is generally described by FARS. Attorney Kinn described the petition and questioned whether it left unanswered why the proposed amendment to the regulation was necessary or warranted, as the APA requires petitions to state the substance of the regulation, the reason for request, and the reference to the authority of the board to act. Attorney Kinn explained the proposal lacks information showing the necessity, benefits, or consequences to other classifications or how the proposal would benefit or protect the public. Attorney Kinn stated that staff has recommended a denial of the petition based on merits without prejudice to the opportunity to request reconsideration or reintroduce the issue in the future.

Chair Galarza explained there are two options of solution. [If the Board agrees with the staff recommendation to deny the petition as presented in the meeting materials, the



Board may take the following action]: Deny the petition based on the grounds set forth in the meeting materials and other grounds raised at the meeting and transmit the denial to the Office of Administrative Law within 30 days.

Chair Galarza explained option two. [If the Board approves the petition and considers the proposed text acceptable as presented in the meeting materials, the Board may take the following action]: Grant the petition, approve the proposed regulatory text and changes to Section 832.16 as provided in the materials, and direct staff to submit all approved text to the Director of the Department of Consumer Affairs and the Business, Consumer Services, and Housing Agency for review. If no adverse comments are received, authorize the Registrar to take all steps necessary to initiate the rulemaking process, make any non-substantive changes to the package, and schedule the matter for public hearing. If no adverse comments are received during the 45-day comment period or at the hearing, authorize the Registrar to take all steps necessary to complete the rulemaking and adopt the proposed amendments to Section 832.16, as noticed.

Motion: To adopt staff recommendation to deny the petition to amend Section 832.16 of Title 16, Division 8, Article 3 of the California Code of Regulations (C-16 Fire Protection Contractor Classification) to include “Fire Fighter Air Replenishing Systems.” Moved by Mary Teichert. Seconded by Johnny Simpson. Motion carried, 11-0.

YEA: Mary Teichert, Rodney Cobos, David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane, Johnny Simpson.

NAY: None

ABSENT: Steven Panelli

Board Member Comment

There was no Board Member comment.

Public Comment

Richard Markuson from the Plumbing, Heating and Cooling Contractors Association and the California Chapters of the American Fire Sprinkler Association stated support for the staff recommendation and offered cooperation working with all interested parties in the event the proposal is moved forward.

b. Review, Discussion and Possible Action on Section 100 Rulemaking Proposal to Raise Fine Maximums to Conform to Business and Professions Code Section 7099.2

Chair Galarza explained the proposal would amend California Code of Regulations Section 884 to raise the maximum civil penalties for certain violations to the Contractors State License Law.



Chair Galarza introduced Chief La Marr to summarize the proposal.

Chief La Marr explained Business and Professions Code section 7110 establishes a contractor’s willful or deliberate disregard for state and local building permit laws is a violation of the Contractors State License Law. Chief La Marr cited AB 1747 that added section 7110 to the list of violations for which a maximum penalty can be up to \$30,000 and stated staff is requesting authorization to initiate the rulemaking process to amend Title 16, section 884, so the civil penalty thresholds conform to BPC section 7099.2. Chief La Marr stated the section 100 allows non-substantive amendments to be made without subject to notice and 45-day public comment period. Chief La Marr noted the amendments are considered non-substantive and without regulatory effect.

Motion: To adopt staff recommendation to approve the proposed regulatory text for CCR section 884, authorize the Registrar to take all steps necessary to pursue the rulemaking through the CCR section 100 procedures, and authorize staff to make non-substantive changes to the text and/or rulemaking package as needed throughout the process. Moved by Michael Mark. Seconded by David De La Torre. Motion carried, 12-0.

YEA: Mary Teichert, Rodney Cobos, David De La Torre, Miguel Galarza, Amanda Gallo, Alan Guy, Susan Granzella, Jacob Lopez, Diana Love, Michael Mark, James Ruane, Johnny Simpson.

NAY: None

ABSENT: Steven Panelli

Board Member Comment

There was no Board Member Comment.

Public Comment

There was no public comment.

Board took break for 15 minutes from 3:30 to 3:45 p.m.

F. Enforcement

1. Update, Review, Discussion and Possible Action on 2022-24 Enforcement Strategic Plan Objectives

Enforcement Committee Chair Michael Mark updated the board on the status of the Enforcement Division’s Strategic Objectives established for 2022-2024 CSLB Strategic Plan and directed the board to page 114 of the board packet.

**Strategic Plan Item 2.1**

Chair Mark stated Strategic Plan Item 2.1 leverages current enforcement tools to increase licensee and business knowledge by requiring contractors subject to CSLB corrective action to take specified courses. Chair Mark explained information about the bill that would implement this was provided during the Legislation Update.

Strategic Plan Item 2.2

Chair Mark stated Strategic Plan Item 2.2 is to research the scope of unlicensed practice, evaluate allocated enforcement resources, and meet with industry stakeholders to review enforcement strategies. Chair Mark explained this item was summarized during the Registrar's Update.

Strategic Plan Item 2.3

Chair Mark stated Strategic Plan Item 2.3 is to coordinate educational workshops with agency partners to assist applicants and licensees in complying with Contractors State License Law (CSLL) and other business requirements.

Chair Mark explained an educational workshop is scheduled at CSLB headquarters for September 11, 2023, and an educational workshop is scheduled for Southern California September 18. Chair Mark stated there is a commitment from the Chief of the Labor Enforcement Task Force (LETF) for LETF to participate in these workshops.

Strategic Plain Item 2.4

Chair Mark stated Strategic Item Plan 2.4 is to review and create a structured enforcement training program with enforcement academy to achieve statewide investigation and legal action consistency.

Chair Mark stated Enforcement Academies are currently scheduled with one for Northern and Central region staff and one for Southern region staff. Both academies will be conducted by the deputy attorney general liaisons, Brent Jex and Christine Lee, and the Northern and Central Enforcement Academy will take place July 17-21, 2023, at CSLB Headquarters in Sacramento. The Southern Enforcement Academy will take place October 16-20, 2023, in the Norwalk office.

Chair Mark also stated the academy will provide an overview of the Department of Consumer Affairs and CSLB's Enforcement Division organization, unit functions, and responsibilities, as well as an overview of the Attorney General's Office and administrative processes.

Strategic Plan Item 2.5

Chair Mark stated Strategic Plan Item 2.5 is to research the need to establish a public works enforcement unit to perform outreach to awarding agencies and coordinate public works investigations with compliance groups and government entities to enforce CSLL requirements.



Chair Mark explained an Enforcement Quality Assurance Unit (QA) was recreated in 2022 and four Special Investigators assigned to the QA Unit are designated to perform public works investigations as part of their duty statement.

Strategic Plan Item 2.6

Chair Mark explained Strategic Plan Item 2.6 is to continue to enforce workers' compensation insurance requirements to protect consumers and workers and scrutinize licensees who self-certify they have no employees. This remains an Enforcement objective.

2. Enforcement Program Update

Chair Mark directed the board to page 119 in the board packet and introduced Chief of Enforcement Steve Grove to provide the update.

Chief Grove highlighted two successful criminal investigations. Chief Grove reported the first conviction relates to a contractor using unlicensed subcontractors, who illegally obtained over \$220,000 of a consumer's money.

Chief Grove explained in the other case, the contractor illegally requested an excessive down payment of \$105,000 in down payment. Both investigations resulted in convictions.

Chair Mark updated the board on CSLB's vacancies and complaint statistics. Chair Mark cited 21 vacancies and stated staff are working to fill those vacancies. Chair Mark discussed CSLB average complaints have increased from 1,100 to 1,300 monthly from 2022 to 2023 and attributed the increase primarily to residential solar complaints being filed against a small number of solar contractors who are receiving excessive amounts of complaints. Chair Mark explained Enforcement staff are working very hard to keep up with consumer complaints and noted the Special Investigators are averaging nine closures per month, just shy of the goal of 10 and added CSRs assigned to Intake and Mediation Centers are beating expectations by exceeding more than 20 complaint resolutions monthly, resulting in more than \$25 million in restitution for financially injured parties. Chair Mark stated a Board goal is to appropriately disposition all but 100 complaints within 270 days of receipt and as of April 2023, 308 complaints exceeded 270 days in age.

Chair Mark updated the Board on the proactive enforcement, citing 17 undercover sting operations, 257 sweep days, and responded to 818 leads with investigators closing 2,694 investigations with 741 of those resulting in administrative or criminal legal action. Chair Mark highlighted SWIFT investigators had been redirected to assist with the victims of the 2022-2023 winter storms by staffing more than 50 Local Assistance and Disaster Recovery Centers across the state. Chair Mark added that SWIFT is collaborating with the National Association of State Contractors Licensing Agencies (NASCLA) to perform multi-state proactive enforcement.

Board Member Comment

There was no Board Member comment.



Public Comment

There was no public comment.

3. Update on the Solar Restitution Program

Chair Mark updated the Board on the Solar Energy System Restitution Program. Chair Mark explained the program has received 632 claims of which 320 were approved for a total payout of just over \$4 million, with 37 remaining claims pending. Chair Mark cited the average payout for an approved claim of just over \$12,000. Due to the limitation on remaining funds, claims received after December 31, 2023, are not being processed at this time. Chair Mark explained the program has been a success, benefitting hundreds of Californians and thanked the staff who worked on the program.

Board Member Comment

Member Granzella asked if there were other ways to fund the Solar Energy System Restitution Program.

Registrar Fogt suggested working with the CPUC to find strategies to continue to fund the program. Due to the state budget deficit, it is unlikely general funding will be available.

Member Guy asked if the board had considered working with lenders and holding them accountable for releasing funds to contractors who don't have a license or who haven't completed the work.

Registrar Fogt responded and noted meetings with PACE and other green funding lenders. The lenders generally responded they were duped and do not have funds available for consumer restitution. Staff emphasized the need for the lenders to confirm work completed before paying directly to the contractor.

Chair Mark attributed the bulk of the complaints coming from the same few contractors and commended Enforcement staff for helping with consumer protection.

Public Comment

There was no public comment.

G. Licensing

1. Update, Review, Discussion and Possible Action of 2022-24 Licensing and Testing Program Strategic Plan Objectives

Licensing Committee Chair Jim Ruane provided an update for Licensing and Testing Objectives.



Licensing and Testing Objective 1.1

Chair Ruane explained Objective 1.1 is to assess barriers to licensure for women and minorities and create an outreach plan to community colleges, construction management programs, labor unions, and workforce development groups to increase licensee diversity and create a better understanding of applicants and licensees. Chair Ruane explained progress with this project is ongoing with the Public Affairs and Executive Division’s outreach goals for employee recruitment.

Licensing and Testing Objective 1.2

Chair Ruane stated Objective 1.2 is to study and appraise existing and prospective reciprocity agreements to determine if they are needed and whether qualifying criteria for reciprocity agreements need to be updated or codified legislatively. Chair Ruane stated the reciprocity agreements between California, Nevada and Louisiana have specific qualifying conditions, thus, there has been a discrepancy between contractors coming to California versus those who leave. Chair Ruane explained receiving over 2,000 requests from other states for license verification from 2022 through May 2023.

Licensing Manager Gagnon noted the exam administration for all 47 trades will be available through PSI in Las Vegas, Nevada and Wilsonville, Oregon. Manager Gagnon cited the reason for the expansion makes it easier for applicants to test near their home.

Licensing and Testing Objective 1.5

Chair Ruane stated Objective 1.5 is to partner with Public Affairs to streamline and eliminate jargon on CSLB licensing webpages, handouts, publications, and forms to reduce user confusion and processing times. Chair Ruane cited easier accessibility to documents and clearer explanations to application processes as the reason for this objective.

Board Member Comment

Board Chair Teichert expressed appreciation for the effort of gathering data to understand the demographics of existing licensees.

Public Comment

There was no public comment.

2. Licensing and Testing Program Statistical Update

Chair Ruane updated the Board on the stats of the Licensing and Testing Program and stated the number of applications received in the most recent quarter was higher than the previous three quarters. Chair Ruane added that currently processing times are between three and four weeks; those numbers increased during the first quarter of 2023 due to vacancies that resulted from retirements and promotions. Chair Ruane emphasized the goal is to drop all processing times below three weeks and maintain



this level. Chair Ruane reported that as of June 16, processing times have dropped below three weeks, and he acknowledged staff's hard work for this accomplishment.

Chair Ruane invited Licensing Manager Gagnon to speak to the decrease in pending applications by fiscal year 2021-22.

Manager Gagnon explained the decrease is attributed to COVID restrictions being lifted, PSI testing centers offering more testing time availability, and more fully trained staff have been able to speed up processing of applications.

Chair Ruane noted the calendar year total renewals for 2022 showed 117,694 received, which reflects an approximate 6 percent decline from the last two calendar years, but the general active license populations appear stable for now and cited staff is consistently monitoring this matter. Chair Ruane added an update regarding CSLB's license application experience verification program and stated, as of last summer, the Licensing Division referred most of the experience investigations to the Enforcement Division and in the first quarter of 2023, closed over 30 cases per month.

Chair Ruane provided an update on a reduction in licensees in certain licensing classifications because of new workers' compensation insurance requirements for specific classifications.

Chair Ruane concluded the Licensing and Testing analysis update with a brief overview of the transition to PSI on July 1, 2022, and stated that as of May 2023, PSI Exams had administered 37,638 exams and there are 4,790 exams scheduled and currently there are no backlogs in testing.

Chair Ruane directed the board to page 151 of the board packet and stated CSLB has moved 47 written examinations to PSI and explained the process is running smoothly. Chair Ruane reported that to remove barriers to licensure, CSLB has worked with a vendor to translate 47 study guides to Spanish and have them available on CSLB's website and are also in process of translating the Law and Business exam into Spanish and will have it available by August 2023.

Manager Gagnon explained as of August 2023, the Law and Business Exam will be available in Spanish in test centers and nine Spanish trade exams will be available by the end of the year. Manager Gagnon cited the 10 exams are the most requested exams for a translator and the move to Spanish saves CSLB about \$60,000 annually. Manager Gagnon also stated testing times should improve with the new Spanish exams by reducing waiting times for a translator to be approved.

Board Member Comment

There was no Board Member comment.

Public Comment

There was no public comment.

**H. Public Affairs****1. Update, Review, Discussion and Possible Action on 2022-24 Public Affairs Strategic Plan Objectives**

Chief of Public Affairs Katherine White updated the Board on Strategic Plan items.

Public Affairs Strategic Plan Update 4.1

Chief White stated Public Affairs Strategic Plan 4.1 focuses on expanding CSLB's online presence to educate both consumers and the industry by constantly researching and exploring the best ways to deliver CSLB's messages to the industry while also reaching out to underserved communities through targeted outreach efforts.

Public Affairs Strategic Plan Update 4.2

Chief White stated Public Affairs Strategic Plan Update 4.2 focuses on establishing a CSLB-specific new board member orientation. Chief White explained that staff have been developing narrative overviews that cover legislative processes, licensing and testing functions, and enforcement procedures. Overviews will be included in the welcome binder provided to new Board members, offering a convenient and informative resource.

Public Affairs Strategic Plan Update 4.3

Chief White stated Public Affairs Strategic Plan Update 4.3 focuses on enhancing the user experience through website content updates, improved accessibility, and navigation and explained planning to meet with consumer groups in August to gather valuable input, ensuring CSLB's website caters to the specific needs of the targeted audience.

Public Affairs Strategic Plan Update 4.4

Chief White stated Public Affairs Strategic Plan Update 4.4 emphasizes the development of video tutorials designed to reduce errors for consumers, licensees, and applicants by providing clear instructions on various processes, such as completing forms.

Public Affairs Strategic Plan Update 4.5

Chief White stated Public Affairs Strategic Plan Update 4.5 involves establishing communication channels with C-20 and C-38 contractors, aligning with Governor Newsom's carbon reduction goals. Chief White explained the Public Affairs Office has already issued industry bulletins on related matters, and CSLB will coordinate with Member Mark in scheduling an industry meeting for October.

Board Member Comment

There was no Board Member comment.

Public Comment

There was no public comment.

2. Public Affairs Update

Public Affairs Committee Chair Alan Guy updated the Board on the status of the Public Affairs Office (PAO). Chair Guy explained that PAO is responsible for media, industry, licensee, and consumer communications, as well as outreach. Chair Guy also stated PAO provides proactive public relations, responds to media inquiries, and develops and distributes publications and newsletters, while also conducting education and outreach for consumers and contractors.

Chair Guy highlighted PAO's efforts for creating content for CSLB's social media channels and website, including webcasts, videos and conducting workshops and seminars for disaster survivors and contractors, while presenting speeches to service groups and organizations.

Chair Guy stated the disaster response has been a key effort over the past year as CSLB works to educate consumers, so they are not harmed by unlicensed or unscrupulous contractors after a disaster. Chair Guy explained in the latter half of 2022 and early 2023, CSLB staffed and participated in 43 disaster recovery centers throughout California. Chair Guy mentioned PAO's outreach efforts have been vast, including contact with legislator offices, building departments, and construction industry associations. Staff also participated in a multi-agency task force established by the California Governor's Office of Emergency Services (Cal OES).

Chair Guy highlighted PAO's digital services, focusing on creating informative videos for consumers, licensees, and applicants. Chair Guy explained these videos cover topics such as online license renewal, hiring contractors for seniors, contractor advertising guidelines, and celebrating Women in Construction Week. The videos are shared on social media platforms and archived on CSLB's website.

Chair Guy provided insight into the PAO's growing social media presence and noted its following has grown by 7 percent. On YouTube, PAO produced 29 videos and CSLB's video library on the platform earned nearly 75,000 views over the past year, providing increased engagement with applicants, licensees, the news media, and other stakeholders. Chair Guy highlighted Facebook posts reaching 52,000 people and another 40,000 on Instagram and Twitter.

Chair Guy directed the board to page 171 of the packet and pointed out the media relations efforts with PAO responding to 37 inquiries and issued 17 news releases between July 1 and April 30, while media coverage has focused on various topics, including disaster-related reminders, sting operation results, solar scams, and legal actions against unlicensed contractors. Chair Guy noted PAO hired an Outreach Coordinator recently, and that has facilitated more in-person Senior Scam StopperSM Seminars around the state.

Chair Guy mentioned PAO's Graphic Design Unit has completed several publications and reports, including the release of the 2023 California Contractor License Law &



Reference Book and Fast Facts related to disaster response. Chair Guy added Public Affairs Office also writes and publishes content for internal communications and has published 16 employee intranet articles, highlighted employee and organizational accomplishments, and provided access to forms, policies, reports, and other important information for CSLB staff.

Chair Guy concluded that although the Public Information Center has experienced varying wait times due to supervisor turnover and staff absences, improvements have been observed since May and into June, and staff expects continued improvement with the upcoming recruitment of additional staff.

I. Adjournment

Motion: To adjourn. Moved by David De La Torre. Seconded by Diana Love. Motion carried.

Meeting adjourned at 4:36 p.m.

**Board Meeting Minutes****A. Call to Order, Roll Call, Establishment of Quorum, and Chair's Introduction**

Nevada State Contractors Board (NSCB) Chair Boyd Martin called the meeting of the Contractors State License Board (CSLB) to order on June 23, 2023, at 8:30 a.m. via Webex teleconference.

Board Members Present

Mary Teichert, Chair
David De La Torre
Miguel Galarza
Susan Granzella
Amanda Gallo
Alan Guy
Diana Love
Michael Mark
Steve Panelli (Webex)
James Ruane (Webex)
Johnny Simpson

Rodney Cobos has an approved absence.

CSLB Staff Present On Site

David Fogt, Registrar
Michael Jamnetski, Chief Deputy Registrar
Katherine White, Chief of Public Affairs
Jason Perez, Chief of Information Technology

CSLB Staff Present via Webex

Yeaphana La Marr, Chief of Legislation
Steve Grove, Chief of Enforcement
Carol Gagnon, Licensing Manager
Stacey Paul, Budgets Manager
Americo Garcia, Public Affairs Manager
Mariah Rovera, Executive Analyst

DCA Staff Present On Site

John Kinn, DCA Legal

NSCB Chair Boyd Martin led the Board in the Pledge of Allegiance. A quorum was established.

Chair Martin welcomed members of CSLB to the meeting.



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

CSLB Board Chair Teichert welcomed the public and explained the rules. Chair Teichert asked all comments to be held to three minutes and specified that Nevada law prohibits Board members from discussing any matter brought up during public comment. Board members are not allowed to act on any item not on the agenda and asked if an application, complaint, or disciplinary charges pending is before the Board, to not discuss the details of the case or pending complaint.

Public Comment

There was no public comment.

C. Joint Discussion with Nevada State Contractors Board (NSCB)

1. Presentation by CSLB Chair Mary Teichert Regarding Women in Construction and Discussion Concerning Opportunities to Recruit Women in Leadership Roles

Chair Teichert discussed the current situation in California with women in construction and explained workforce development opportunities. Chair Teichert explained that 50 percent of the population is women, less than 11 percent of the construction population are women, and less than 8 percent of license qualifiers, CEOs, and presidents are women. Chair Teichert stated CSLB started gathering demographic information on licensees to help research ideas to increase opportunities to expand the population of the construction industry. Chair Teichert stated there is a need for women in construction and cited an aging workforce, infrastructure needs, and an array of construction jobs that create opportunities and demand for qualified and capable workers. Chair Teichert highlighted the opportunity to promote self-employment, childcare support/options, and the ability to control their environment as reasons woman should consider a construction career. Chair Teichert emphasized eliminating obstacles such as workplace harassment, stereotypes, and promoting a positive workplace culture to help encourage participation. Chair Teichert also stated sponsoring, actively advocating, and providing networking and training opportunities will help provide solutions that can help.

Board Member Comment

Nevada Chair Martin asked how California advocates for women in construction.

Chair Teichert responded and stated making training and guidance publicly available and by using massive outreach techniques.



Member Panelli stated a coloring book made by a female plumber has been sent out to local schools for use as a resource when explaining the benefits of a construction career.

Chair Teichert thanked Member Panelli.

Member Ruane explained a sponsored program that takes children to facilities to show them the opportunities that are available in the construction industry versus the traditional school to college.

Chair Teichert thanked Member Ruane.

Member Mark agreed with Chair Teichert and stated that the trades are going into schools to explain the benefits of transitioning from school into the construction industry. Member Mark explained gaining perspective will help change the culture.

Chair Teichert agreed and expressed their appreciation for the outreach being done in high schools.

Member Lopez explained they have invested a lot of resources into educating members about females in the industry and stated changing the culture by starting with leadership.

Chair Teichert expressed appreciation for their statement and agreed and explained making change at home is also a contributor to accomplishing the goal of introducing women into the industry.

Public Comment

Leslie Mujica, executive director of IBEW/NECA/Labor Management and Cooperation Committee – Las Vegas Power Professionals, stated appreciation for the Women in Construction presentation and explained childcare being the biggest priority to getting women to engage in the industry.

Steve Miller expressed having outreach with the Board and would like to be a part of promoting the outreach efforts with CSLB.

Nevada Board Member Comment

Nevada Executive Officer Margi Grein explained Nevada's inspiration to identify ways to encourage women to join the construction workforce. Grein stated over the years the board has been more intent on connecting underserved groups, including women, with construction industry counterparts. Grein highlighted two programs, Hammers and Hope events and workforce development programs, as techniques to pursue their interests for reaching women in the construction industry.



2. Discussion Regarding NSCB and CSLB Laws and Processes Related to Applicant Background Checks and Requirements for Licensure

Nevada's former director of investigations, Paul Rozario, gave a presentation on the NSCB applicant background requirement checks for licensure. Rozario explained the origin of background checks and provided analysis on upward trending data for applicants with criminal histories versus those without.

Rozario explained proposed Assembly Bill 363 would restrict what their board can do with a criminal conviction. The legislation did not pass.

Rozario further explained that five years ago the board initiated a background interview due to the number of license denial appeals being initiated. Rozario stated the interview has sped up the application process while reducing the number of appeals by 80 percent and streamlining staff work volume.

Registrar Fogt thanked Rozario and provided a background to the origin of fingerprinting applicants in California. Registrar Fogt explained a convicted felon misled CSLB by obtaining a false ID, false SSN, and misreporting criminal history, which resulted in the person obtaining a license and defrauding more than 70 consumers. Registrar Fogt explained California legislation was implemented to fingerprint applicants and stated that now more than 60 percent of applicants have been fingerprinted. Registrar Fogt emphasized the fingerprinting program provides CSLB the ability to deny licensure and take action for specified criminal convictions upon discovery of violent and harmful crimes committed by applicants and noted that less serious crimes are always considered for licensure.

3. Discussion and Comparison of NSCB and CSLB Requirements Concerning Workers' Compensation Insurance

Registrar Fogt stated workers' compensation insurance is a challenge in California because of the cost. Contractors that do not have workers' compensation insurance have an unfair competitive advantage over contractors that comply with workers' compensation insurance requirements.

Registrar Fogt noted the existence of an uninsured benefit employers trust fund that business with workers' compensation insurance pay into to provide coverage for workers employed by an uninsured employer.

Registrar Fogt discussed legislation that mandated C-39 roofing contractors have workers' compensation and recent legislation that added four more classifications (C-8, C-20, C-22, D-49) to the mandatory workers' comp requirement. Registrar Fogt added that as of January 1, the specified licenses without workers' compensation insurance are not renewed and the license classification will be removed from the licenses July 1, 2023.

Member Mark pointed out that although there was a drop in applications for C-39 roofing classification there is an observed uptick as of late and expects the same for the other four classifications as well. Member Mark added the importance of protecting



consumers from accidental work-related injuries and mentioned an increase in civil penalties that should increase compliance with workers' compensation requirements. Member Mark stated that unfortunately there are still a large percentage of contractors falsely claiming they have no employees, which is leading CSLB to take a more aggressive enforcement approach. Member Mark emphasized the importance of protecting consumers as to the need to enforce the mandated workers' compensation insurance policy.

Board Member Comment

There was no Board Member comment.

Nevada Board Member Comment

Nevada Licensing Administrator Susan Broili Kamesch commented that Nevada possesses specific language mandating that original licenses and all renewals have workers' comp and explained without proof a renewal or issuance will not be processed. Kamesch stated there is an affidavit that allows for exemption; however, they haven't had any issues with false reports. Kamish added the Division of Industrial Relations notifies NSCB of any lapses in coverage after 30 days and added if there are two violations in a five-year period there is a severe penalty that provided for license revocation.

4. Presentation Related to the Brightline West Rail Project and Discussion Concerning Nevada/California Partnerships Regarding Cross Border Projects

Sarah Watterson of Brightline West Rail Project gave a presentation to the Boards on the California-Nevada rail project. Watterson explained the importance and significance of train systems and highlighted the company beginning in 2014 with the first phase from Miami to Palm Beach being completed in 2018 and projected to be done in August 2023. Watterson mentioned Las Vegas and Southern California as places of interest for expansion. Watterson detailed the significance of how China built their railway system and explained the opportunity to build something similar in America by emphasizing convenience, flexibility, and the experience they've created using hospitality such as sleeping areas, cargo areas for bikes, and luxury. Watterson explained a 218-mile system between Las Vegas and Rancho Cucamonga is being built with expected trip times of two hours compared to four to eight hours of driving. The railway will reduce safety concerns and provide environmental and economic benefits. Watterson claimed the project costs \$12 billion, in which \$600 million is already invested. The railway should be operational in four years (2028).

Board Member Comment

Vice Chair Diana Love asked what the anticipated average ticket cost is and will there be a train stop at the Palmdale station.

Watterson confirmed about \$100 per ticket each way and the train should connect to Palmdale and Victorville.



Nevada Board Member Louis Polish Jr. asked how big the trains are, how many passengers per train, and how many trains are expected daily.

Watterson explained about 450 to 900 passengers per train if coupled together, with times being early morning to midnight and running about 35 trains per day on the hour.

Member Polish thanked Watterson for their presentation and President Joe Biden for the infrastructure bill. Also mentioned the importance for creating jobs and stimulating economic growth.

Watterson emphasized the importance of reducing traffic and creating convenience for local commuters.

Member Polish asked how many tracks.

Watterson confirmed a single track with 56 miles of passing rail.

Member Polish asked how the lack of electricity is being addressed.

Watterson explained the construction of substations, increasing capacity and building redundancy to prevent any issues of blackout.

Vice Chair Love asked if the costs adjust based on destination and distance.

Watterson confirmed the \$100 was for the whole trip from Vegas to Southern California so the ticket process will vary based on location and distance.

Vice Chair Love asked will there be reduced rates for student and seniors.

Watterson stated reduced senior and student rates will be considered.

Vice Chair Love asked will there be parking.

Watterson confirmed yes.

Member Mark affirmed Watterson as a woman in construction and thanked them for their time.

Nevada Board Member Bryan Cowart asked how the construction begins on a project of such size.

Watterson explained starting with road work and breaking the construction into several different phases.

Public Comment

There was no public comment.



5. Discussion Concerning the Public Benefit of Licensure and Efforts to Promote Consumer Awareness Regarding the Importance of Hiring Licensed Contractors

Member Alan Guy stated licensing agencies, such as CSLB and NSCB, protect public health and safety by ensuring that contractors meet minimum standards and are current on code requirements. Member Guy explained both boards are dedicated to promoting consumer awareness through CSLB's key outreach utilizing Senior Scam StopperSM seminars and getting information out to consumers at Disaster Recovery Centers around the state, to ensure disaster survivors do not get scammed and that they choose licensed contractors when getting their homes repaired. Member Guy noted CSLB's Public Affairs Office works with Licensing on the monthly *Get Licensed to Build* virtual workshop, providing key details about how to apply for a California contractor's license.

Public Affairs Chief Katherine White explained CSLB wants to reach out to middle and high school students to show them how construction can be a viable career and mentioned that Nevada has built sustainable partnerships with schools around the Silver State with trade-based curriculum programs and connecting students to industry professionals.

Chief White confirmed CSLB wants to expand its efforts to encourage women in construction and mentions NSCB has held its annual Hammers and Hope events in both regions of Nevada for the past few years during National Women in Construction Week, featuring a panel of female professionals across the construction industry who share their testimonies, experiences, and insights on employment opportunities and expectations for a variety of positions.

Member Guy provided an update in the upcoming year, stating the focus is on developing messaging that emphasizes the role licensures play on consumer protection by providing databases to verify contactor credentials and helping consumers regarding complaints. Member Guy mentioned industry integrity and providing publications and resources, working with the Department of Industrial Relations and other agencies to encourage worker safety. Member Guy stated the market benefits by promoting a fair marketplace and by encouraging underserved groups to pursue licensure.

NSCB Public Information Officer Jennifer Lewis discussed Hammers and Hope and explained offering mentorship opportunities helping women understand how their skill sets connect to construction positions. Lewis explained their events are empowering and provide meetings to increase engagement and interest in the construction industry and offer workforce development discussions in the local middle and high schools to help spread awareness.

6. Discussion Concerning NSCB and CSLB Partnering Opportunities

Executive Officer Grein spoke to the collaboration between the two boards on operational levels that promote consistency across the borders of Nevada and California.



Registrar Fogt expressed appreciation for the working relationship with the Nevada staff and Board and stated it has been very effective.

Member Mark explained that the priority is to ensure consumers are protected and cited at a Tahoe sting operation where unlicensed contractors were identified for enforcement action.

Registrar Fogt explained Nevada and California have played a lead role over the years in the multi-state NASCLA stings and sweep operations. Registrar Fogt emphasized the importance of the multi-state enforcement operation is to convey the commitment to a nationwide effort to protect consumers. Registrar Fogt thanked the Nevada Board and staff for their effort and commitment.

Member Mark explained stings yield discoveries of other criminal history of the violating contractors and expressed hiring a licensed contractor limits harm to older consumers.

D. Adjournment

Motion: To adjourn Nevada meeting. Moved by Chair Martin. Seconded by Member Kent Lay. Motion carried.

Motion: To adjourn California meeting. Moved by David De La Torre. Seconded by Mary Teichert.

Meeting adjourned at 11:04 a.m.

AGENDA ITEM D-2

Registrar's Report

- a. Update on Efforts to Retain Consultant(s) to Research the Scope of Unlicensed Practice and Resource Needs; and Perform a Special Investigator Workload Study
- b. National Association of State Contractors Licensing Agencies (NASCLA) Update
- c. Review, Discussion and Possible Action on NASCLA Development of Public Safety Announcement Videos for Potential CSLB Rebranding in Issues of Consumer Protection Particularly in the Solar Industry, and the Benefits of Licensing



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AGENDA ITEM D-3

CSLB Budget Update





CSLB Budget Update

Final Fiscal Year (FY) 2022-23 CSLB Budget Summary

CSLB had an authorized Governor’s Budget of \$80 million.

At fiscal year-end, CSLB spent \$74.3 million of its authorized budget in board expenditures. In addition to its board expenditures, the board also spent \$6.3 million in external mandatory costs.

The final revenue came in higher than projected at \$95.5 million.

As a result of these figures, the fiscal year-end reserve balance has increased to \$23.9 million (approximately 3.4 months’ reserve).

This information is summarized in the chart below:

FY 2022-23 FINAL BUDGET SUMMARY

Description	Amount
Beginning Reserve Balance	\$9,053,000
<i>Final Fiscal Year-End Totals:</i>	
Revenue	\$95,528,000
Board Expenditures	\$74,298,000
External Costs	\$6,335,000
Total Expenditures	\$80,633,000
Ending Reserve Balance (Final)	\$23,948,000
Months in Reserve	3.4

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

- Final Fiscal Year 2022-23 Expenditures
- Final Fiscal Year 2022-23 Revenue
- CSLB fund condition
- Construction Management Education Account fund condition
- Fiscal Year 2023-24 CSLB Preliminary Budget

**Expenditures**

CSLB spent or encumbered \$74.3 million, roughly 93 percent of its FY 2022-23 budget at fiscal year-end:

EXPENDITURE DESCRIPTION	FY 2022-23 BUDGET ACT	FY 2022-23 FINAL EXPENSES	BALANCE	% OF BUDGET REMAINING
PERSONNEL SERVICES				
Salary & Wages (Staff)	\$31,369,000	\$28,071,111	\$3,297,889	10.5%
Board Members	16,000	8,100	7,900	49.4%
Temp Help	860,000	623,269	236,731	27.5%
Exam Proctor	41,000	11,151	29,849	72.8%
Overtime	146,000	373,186	-227,186	-155.6%
Staff Benefits	17,151,000	15,386,785	1,764,215	10.3%
TOTALS, PERSONNEL	\$49,583,000	\$44,473,602	\$5,109,398	10.3%
OPERATING EXPENSES AND EQUIPMENT (OE&E)				
Operating Expenses	\$19,362,000	\$20,565,684	-\$1,203,684	-6.2%
Exams – Subject Matter Experts	436,000	196,884	239,116	54.8%
Enforcement	10,869,000	9,846,336	1,022,664	9.4%
TOTALS, OE&E	\$30,667,000	\$30,608,904	\$58,096	0.2%
TOTALS	\$80,250,000	\$75,082,506	\$5,167,494	6.4%
Scheduled Reimbursements (i.e., fingerprint, public sales)	-353,000	-120,942	-232,058	
Unscheduled Reimbursements (i.e., invest. cost recovery)		-663,574	663,574	
GRAND TOTALS	\$79,897,000	\$74,297,990	\$5,599,010	7.0%

Revenue

CSLB received the following revenue through fiscal year-end:

Revenue Category	FY 2022-23 Final Revenue	Percentage of Revenue	Change from prior year
Duplicate License/Wall Certificate Fees	\$466,641	0.5%	64.2%
New License and Application Fees	\$23,786,628	24.9%	20.0%
License and Registration Renewal Fees	\$59,163,416	62.0%	13.2%
Delinquent Renewal Fees	\$8,997,329	9.4%	11.6%
Citation Penalty Assessments	\$2,339,405	2.4%	27.7%
Misc. Revenue	\$774,756	0.8%	N/A
Total	\$95,528,175	100.00%	15.8%



CSLB Fund Condition

Below is the fund condition for the Contractors' License Fund, which shows the final fiscal year (FY) 2022-23 reserve with adjustments (\$23.9 million, approximately 3.4-month reserve), along with the projected reversion amounts for current year (CY) 2023-24 through budget year (BY) 2024-25:

<i>(Dollars in thousands)</i>	Final FY 2022-23	Projected CY 2023-24	Projected BY 2024-25
Beginning Balance <i>(Fund/Savings Account)</i>	\$9,053	\$23,948	\$29,093
Prior Year Adjustment	\$0	\$0	\$0
Adjusted Beginning Balance	\$9,053	\$23,948	\$29,093
Revenues and Transfers			
Revenue	\$95,528	\$90,000	\$91,500
Total Resources <i>(Revenue + Fund/Savings Acct.)</i>	\$104,581	\$113,948	\$120,593
Expenditures			
Board Expenditures	\$74,298	\$78,520	\$80,876
External Costs	\$6,335	\$6,335	\$6,335
Total Expenditures	\$80,633	\$84,855	\$87,211
Ending Balance <i>(Fund/Savings Account)</i>	\$23,948	\$29,093	\$33,382
Months in Reserve	3.4	4.0	4.5
Dollars in Reserve	\$23.9 M	\$29.1 M	\$33.4 M

Notes:

- 1) Board expenditures include staff pay, benefits, and operating expenses.
- 2) External costs include statewide pro rata.
- 3) CY 2023-24 & BY 2024-25 assumes workload and revenue projections.
- 4) CY 2023-24 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) 2022-23 reserve of \$535,000, along with the projected reversion amounts for current year (CY) 2023-24 through budget year (BY) 2024-25:

<i>(Dollars in thousands)</i>	Final FY 2022-23	Projected CY 2023-24	Projected BY 2024-25
Beginning Balance	\$ 501	\$ 535	\$ 517
Prior Year Adjustment	\$0	\$0	\$0
Adjusted Beginning Balance	\$ 501	\$ 535	\$ 517
Revenues and Transfers			
Revenue	\$214	\$212	\$212
Totals, Resources	\$ 715	\$ 747	\$ 729
Expenditures			
Disbursements:			
Program Expenditures (State Operations)	\$5	\$5	\$5
Local Assistance Grant Disbursements	\$175	\$225	\$225
Total Expenditures	\$ 180	\$ 230	\$ 230
Fund Balance			
Reserve for economic uncertainties	\$ 535	\$ 517	\$ 499

Notes:

- 1) Projected CY 2023-24 and ongoing includes increasing grants based on assumed approved CMEA annual augmentation.



Fiscal Year 2023-24 CSLB Preliminary Budget

The chart below details the preliminary FY 2023-24 CSLB budget and authorized positions, which was included in the 2023 Budget Bill (Senate Bill 101, Chapter 12, Statutes of 2023):

EXPENDITURE DESCRIPTION	FY 2022-23 Approved Preliminary Budget
POSITIONS	
Authorized Positions	425.0
Temporary Help Positions	2.6
TOTAL POSITIONS	427.6
PERSONNEL SERVICES	
Salary & Wages (Staff)	31,170,000
Board Members	16,000
Temp Help	860,000
Overtime	146,000
Staff Benefits	17,247,000
TOTALS, PERSONNEL	49,439,000
OPERATING EXPENSES AND EQUIPMENT (OE&E)	
Operating Expenses	16,509,000
Exams	2,315,000
Enforcement	10,610,000
TOTALS, OE&E	29,434,000
TOTAL APPROPRIATION	78,873,000
Scheduled Reimbursements	-353,000
Unscheduled Reimbursements	
TOTAL APPROPRIATION with Reimbursements	\$78,520,000



CONTRACTORS STATE LICENSE BOARD

STATISTICS SUMMARY

Statistics Summary

All Applications Received

Month	2019-20	2020-21	2021-22	2022-23
July	4,511	3,323	4,479	3,749
August	4,733	3,863	3,527	5,926
September	4,366	3,441	3,398	5,094
October	4,166	4,324	3,909	4,640
November	3,854	3,168	2,958	3,683
December	3,320	2,681	4,687	3,523
January	4,132	3,112	4,634	4,116
February	4,068	3,178	3,881	4,177
March	3,649	3,585	4,967	4,488
April	2,284	3,083	4,969	4,562
May	2,512	3,006	5,430	4,852
June	3,177	3,411	4,347	4,156
Total	44,772	40,175	51,186	52,966

% Change from Prior FY 3.5%

Original Applications Received (includes exam and waivers)

Month	2019-20	2020-21	2021-22	2022-23
July	1,935	1,311	1,782	1,779
August	1,967	1,226	1,138	2,235
September	1,820	1,122	1,153	1,767
October	1,616	1,834	1,311	2,126
November	1,440	1,218	1,020	1,517
December	1,245	926	2,544	1,601
January	1,829	1,099	1,965	1,959
February	1,697	1,083	1,642	2,122
March	1,594	901	2,161	2,294
April	1,060	535	2,087	2,229
May	1,010	643	2,159	2,423
June	1,368	1,031	1,916	2,360
Total	18,581	12,929	20,878	24,412

% Change from Prior FY 16.9%
 % of All Apps Rcvd are Original Apps 46%

**Original Licenses Issued**

Month	2019-20	2020-21	2021-22	2022-23
July	1,426	1,032	1,650	1,571
August	1,331	1,084	1,760	1,408
September	1,293	1,171	1,516	1,375
October	1,383	1,257	1,438	1,278
November	1,195	1,119	1,339	1,050
December	1,181	1,115	1,418	1,128
January	1,263	880	1,413	1,035
February	1,118	657	1,230	1,138
March	1,102	918	1,698	1,380
April	940	1,170	1,809	1,101
May	674	1,158	1,497	1,503
June	662	1,523	1,523	1,635
Total	13,568	13,084	18,291	15,602

% Change from Prior FY -14.7%

Licenses Renewed *(Peak renewal years notated in red)*

Month	2019-20	2020-21	2021-22	2022-23
July	11,234	12,460	7,232	10,339
August	9,631	10,396	11,805	10,445
September	9,409	11,507	10,443	9,784
October	7,901	9,252	8,112	9,029
November	6,003	6,843	8,737	8,680
December	7,846	11,087	10,694	8,335
January	9,582	10,271	7,979	9,984
February	7,163	7,174	8,797	8,924
March	12,059	11,923	12,762	10,591
April	13,174	11,265	10,235	9,032
May	10,827	11,111	9,732	11,444
June	9,806	12,410	10,355	10,003
Total	114,635	125,699	116,883	116,590

% Change from Peak FY 2020-21 -7.2%



Original HIS Registrations Issued

Month	2019-20	2020-21	2021-22	2022-23
July	677	596	533	693
August	526	487	742	830
September	634	570	677	821
October	579	594	722	779
November	594	513	513	754
December	519	444	519	567
January	429	523	467	864
February	457	396	452	852
March	350	554	824	729
April	400	672	484	850
May	360	587	631	765
June	297	609	550	837
Total	5,822	6,545	7,114	9,341

% Change from Prior FY 31.3%

HIS Registrations Renewed

Month	2019-20	2020-21	2021-22	2022-23
July	408	646	541	551
August	497	714	588	596
September	421	646	566	602
October	387	548	571	576
November	212	385	538	529
December	534	385	571	483
January	319	464	440	591
February	294	477	441	549
March	571	656	561	712
April	408	610	498	602
May	383	573	481	664
June	308	570	483	604
Total	4,742	6,674	6,279	7,059

% Change from Prior FY 12.4%



License Population by Status

Status	July 1, 2020	July 1, 2021	July 1, 2022	July 1, 2023
Active	228,432	230,461	236,195	235,799
Inactive	53,488	51,980	50,239	48,526
Total	281,920	282,441	286,434	284,325

% Change from Prior FY -0.7%

HIS Registration Population by Status

Status	July 1, 2020	July 1, 2021	July 1, 2022	July 1, 2023
Active	20,597	22,814	25,221	28,895

% Change from Prior FY 14.6%

Complaints By Fiscal Year

Complaints	2019-20	2020-21	2021-22	2022-23
Received	18,190	16,551	19,158	21,158
Reopened	1,133	1,058	1,231	1,578
Closed	20,272	16,851	19,397	22,181
Pending (As of June 30)	3,898	4,716	5,747	6,361

AGENDA ITEM D-4

Administration Update Regarding Personnel and Facilities





Administration Update Regarding Personnel

Personnel Unit

Transactions

During the fourth quarter of Fiscal Year 2022-23 (April 1-June 30, 2023), CSLB Personnel staff completed 30 personnel transactions. This included the addition of eleven employees from other state agencies, eight employees new to state service. Within CSLB, there were four promotions and five transfer appointments. In addition, two student assistants were hired.

Total Number of Personnel Transactions Per Quarter – FY 2022-23

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	7	11	8	11
New to State Service	3	10	9	8
Student Assistants	0	1	0	2
Retired Annuitants	3	1	0	0
Promotions	9	7	6	4
Transfers within CSLB	10	26	2	5
Training and Development	1	2	1	0
Total Per Quarter	33	58	26	30

Total Number of Personnel Transactions Per Quarter – FY 2021-2022

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	5	7	11	13
New to State Service	3	5	11	9
Student Assistants	1	0	0	0
Retired Annuitants	0	0	1	0
Promotions	7	6	9	5
Transfers within CSLB	7	5	14	3
Training and Development	4	0	2	2
Examination Proctors	8	2	2	0
Total Per Quarter	35	25	50	32



Vacancies

CSLB averaged 41 vacancies out of 425 authorized positions in the fourth quarter of Fiscal Year 2022-23. The Personnel Unit continuously works with CSLB hiring managers and the Department of Consumer Affairs’ (DCA) 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
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
2020-21	43	50	51	50	47	51	55	50	47	49	45	40
2019-20	21	25	31	35	34	34	23	22	24	22	36	40

Employee Recruitment

CSLB continues to work with DCA, the California Department of Human Resources (CalHR) and other organizations on opportunities to partner and participate in career fairs and recruitment/outreach events. The Personnel Unit is also working closely with the Public Affairs Office in tracking the results of recruitment campaigns through social media platforms.

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.

Note: The Supervising Special Investigator I (Non-Peace Officer) examination is now being administered statewide by CalHR.

ADMINISTERED BY DCA	STATUS	DATE
Consumer Services Representative	Effective date of last exam:	May 2023
	Next effective date of exam:	November 2023
Office Services Supervisor II	Effective date of last exam:	November 2022
	Effective date of next exam	TBD
Supervising Special Investigator II (Non-Peace Officer)	Effective date of last exam:	June 2023
	Next effective date of exam:	December 2023



Administration Update Regarding Facilities, Contracts, and Training

Facilities

- **Sacramento:** Staff completed and submitted all appropriate forms to renew the lease for CSLB's Sacramento Headquarters office. The tenant improvement list was submitted to the Department of Consumer Affairs (DCA) and the Department of General Services (DGS) for approval. The current lease expires October 31, 2026.
- **West Covina:** The lease was extended due to delays in completing the tenant improvements. The current lease expires December 31, 2023.
- **Norwalk Enforcement:** Staff completed and submitted all appropriate forms to renew the lease for CSLB's Norwalk Enforcement field office. The tenant improvement list was submitted to DCA and DGS for approval. The current lease expires October 31, 2023.
- **San Jose Testing:** The suite is vacated; however, due to this being a state-owned building, CSLB is responsible for rent until the building is sold, or until space is leased to another state entity. Staff are waiting for notification from DGS that the building has been sold.

Contracts

Contracts in process:

- The Request for Proposal (RFP) for a study to be conducted to evaluate the resources to address unlicensed practice in California and unlawful construction activity in declared disaster areas is in process.
- The DCA, Division of Investigation contract for Peace Officer background investigations is in process.
- The Department of Human Resources interagency agreement to conduct psychological screening services for Peace Officer applicants is in process. The current contract expires June 30, 2023.
- The Employment Development Department (EDD) contract for data sharing between EDD and CSLB is in process. The current contract expires September 10, 2023.
- The Survey Monkey contract for online survey purposes is in process. The current contract expires September 30, 2023.



- The BTCPower contract for electric vehicle charging station services at CSLB's San Diego field office is in process. It is estimated to be complete by October 16, 2023.
- The International Mailing Equipment contract for the mail room letter opener maintenance is in process. The current contract expires October 31, 2023.

Executed contracts:

- The CPS HR Consulting contract for Enforcement process improvement and production study goals. The term dates of the contract are July 1, 2023, through June 30, 2024.
- The Foothill Transcription Company, Inc. contract for transcription services. The term dates of the contract are July 1, 2023, through June 30, 2026.
- The Neopost USA Inc. contract for postage meter maintenance and rental services. The new vendor is Quadient. The dates of the contract are July 1, 2023, through December 31, 2024.
- The California Highway Patrol interagency agreement for protective service duties. The term dates of the contract are July 1, 2023, through June 30, 2024.

Training

- Staff are monitoring the completion of (2) mandatory training courses for 2023. These trainings include:
 - *“Information Security Awareness Fundamentals,”* which is required annually for all employees. Staff must complete this training by September 1, 2023.
 - *“Continual Leadership Training and Development”* includes 20 hours of ongoing leadership training and is required every two (2) years for Supervisory, Managerial and Career Executive Assignment employees.

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AGENDA ITEM D-5

Information Technology Update





Information Technology Update

Business Modernization

CSLB's Information Technology (IT) Division acknowledges the critical role of business evolution and digital advancement in our rapidly changing technology world. Significant strides have been made by IT in updating its technology foundation and tapping into new technological solutions to enhance its operations and offerings.

A central element of CSLB's modernization efforts is the integration of "cloud" solutions. By leveraging cloud services, CSLB has been able to reduce the costs of maintaining and upgrading IT infrastructure, while also improving its operations and services.

IT is in the preliminary stages of the business upgrade initiative, which includes a review of CSLB's contractor license application process and methodologies, and the effort to move a paper-based system online. The project requires meeting with internal and external stakeholders to understand challenges, needs, and future business objectives. The information acquired during this stage assists with shaping long-term modernization goals.

A primary objective is to transition and streamline manual operations to increase efficiency and improve the overall user experience. CSLB has several different license applications; the IT team has prioritized the "Application for Original Contractors License" for sole owners (as opposed to corporations, LLCs, etc.) as the first CSLB license application to move online. IT is evaluating vendors for this purpose.

Information Technology Security Updates

In accordance with the State of California's Cybersecurity Strategy Plan (CAL-Secure) phased order of priority for cybersecurity capabilities, the CSLB IT Division is continually refining its security infrastructure to better safeguard digital assets.

CSLB has notably enhanced its approach to incident handling. Collaborating with DCA, we are shifting to an advanced Information Technology Service Management solution. This updated platform will incorporate methods to keep stakeholders, the team, and, when appropriate, the public informed about the status of their IT service requests.

Understanding that human mistakes often play a significant role in security lapses, CSLB has emphasized the importance of security awareness training and requires all CSLB staff to complete this training. This training delves into the essential areas of data protection, recognizing phishing attempts, maintaining strong password hygiene, and guarding against manipulative tactics. By nurturing an environment conscious of security, CSLB positions staff as the initial safeguard against potential cyber risks.



Communication Infrastructure

In line with CSLB's continuous commitment to system modernization and fostering organization-wide collaboration, the team is now migrating from the existing Voice over IP (VoIP) phone system to Microsoft Teams calling.

Microsoft Teams calling serves as a versatile cloud-powered communication suite, bringing together voice calls, video meetings, instant chats, and a host of collaborative features. This shift aims to not only refine CSLB communication channels but assists in boosting productivity by fostering effortless team cooperation.

By adopting Teams calling, CSLB is converging on a single communication hub, rendering separate phone and conference systems obsolete. With this platform, team members can place or receive calls straight from their desktops, laptops, or mobile devices, enabling adaptable and easy communication.

The transition to Microsoft Teams calling for headquarters has been completed; remote offices are currently being converted. We anticipate the update will be completed in the next few months. During this time, IT will closely monitor the transition, address any issues that arise, and will continue to provide ongoing support to staff.

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AGENDA ITEM D-6

Review, Discussion and Possible Action on Development and Status of CSLB's Draft 2024 Sunset Review Report



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AGENDA ITEM E

Legislation



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AGENDA ITEM E-1

Review, Discussion and Possible Action on 2023 Pending Legislation

- a. AB 143 (Committee on Budget, 2023) – State government (board meeting teleconferencing and military license portability)
- b. AB 336 (Cervantes, 2023) – Contractors: workers' compensation insurance (classification codes on CSLB renewal)
- c. AB 968 (Grayson, 2023) – Single-family residential property: disclosures (work done on house prior to selling)
- d. AB 1204 (Holden, 2023) – Contractors: contracts: restrictions (on subcontracting to other subcontractors in same license class)
- e. SB 544 (Laird, 2023) – Bagley-Keene Open Meeting Act: teleconferencing
- f. SB 601 (McGuire, 2023) – Professions and vocations: contractors: home improvement contracts: prohibited business practices: limitation of actions (increasing civil penalty for progress payment violations and extending the statute of limitations for misdemeanor prosecution of licensees that aid and abet unlicensed persons)
- g. SB 630 (Dodd, 2023) – Contractors State License Board: regulation of contractors (probationary authority and collection of licensee emails)





Review, Discussion, and Possible Action on 2023-24 Pending Legislation

a. AB 143 (Committee on Budget) – State government.

https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB143

STATUS/LOCATION (as of August 31, 2023): Passed Senate Committee on Budget and Fiscal Review on August 30, 2023.

SPONSOR: Committee-sponsored

CODE SECTION: Adds Business and Professions Code (BPC) § 115.10 and Government Code § 11133, and amends Labor Code § 107.7.2

SUMMARY: This bill would make many amendments across California law. Among other things, this bill would: 1) establish a system of reciprocity for military service members and their spouses who are licensed in another state but ordered to report to California, 2) reinstate temporary teleconference options under Bagley-Keene, and 3) extend Department of Industrial Relations resources that promote recruitment and retention of women in construction to apprenticeship programs.

EXISTING LAW: CSLB has reciprocity agreements executed with several states, but does not have a system for reciprocity based on military relocation.

The Bagley-Keene Open Meeting Act (Government Code [§§ 11120-11132](#)) requires meetings of state bodies to allow public access and participation, an agenda that includes a physical location to be posted 10 days before the meeting, and a quorum of members present at the posted location. Teleconference participation is allowed, but the location must be open to the public and noticed on the agenda.

Labor Code [§ 107.7](#), et seq. establishes the Women in Construction Priority Unit (Unit) within the Department of Industrial Relations (DIR) to maximize state and federal funding to support women and nonbinary individuals in construction.

COMMENT/ANALYSIS: This bill contains three unrelated sections that the board may want to consider.

Reciprocity for Members of the Military - This bill would enact a system of reciprocity for members of the military and their spouses to obtain a professional license when the service member is ordered to relocate to California. This bill would require the applicant to submit their relocation orders, have “performed at least one activity within the scope and under the authority of their professional license” in the two years immediately preceding relocation, and have a license in another jurisdiction in good standing. Spouses would also need to submit proof of marriage or domestic partnership with a servicemember who’s been relocated.



Subdivision (a)(3) of section 115.10 would define a “professional license,” to which this registration requirement applies, as “...an individual professional license and does not include a business or entity license.” While this subdivision clearly excludes corporations, partnerships, and joint ventures from this bill, it is not as clear regarding sole proprietors. Staff have requested an opinion from the Department of Consumer Affairs Legal Division. Because this language was introduced on August 29, 2023, staff did not obtain this opinion prior to publishing and will provide an update at the September board meeting.

Bagley-Keene Teleconference Meetings – This bill would also amend Bagley-Keene to allow teleconference meetings to resume through December 31, 2023. These allowances were effective through June 30, 2023, when the section that allowed teleconference and virtual meetings, Government Code section 11133, was repealed. This bill would reinstate section 11133 into the Government Code through December 31, 2023.

Separately, the board voted to support SB 544 (Laird, 2023) at its meeting on June 22, 2023. SB 544 would codify that boards may hold public meetings virtually when certain requirements are met. However, if enacted, SB 544 would not be effective until January 1, 2024. AB 143 would cover the gap between when AB 143 is effective (upon Governor’s signature) and December 31, 2023.

Women in Construction – The Women in Construction Priority Unit is charged with assisting and providing resources to women, nonbinary, and underserved populations to create pathways to careers in construction. The Unit also provides resources for employers and project owners to facilitate recruitment and retention of these populations.

This bill would specify that apprenticeship programs are eligible for resources available from the Unit. Among those resources is a grant program, the [Equal Representation in Construction Apprenticeship Grant](#), that provides childcare support to encourage women to join the construction trade, specifically through joining an apprenticeship program.

FISCAL IMPACT: At the time of publishing, staff were awaiting the opinion from Legal to determine whether this bill will impact CSLB. An update will be provided at the September meeting dependent upon DCA’s determination.

STAFF RECOMMENDATION: SUPPORT.

The deadline for the Legislature to approve all bills is September 14, 2023. Although there would not be opportunity to support this bill in a hearing of the Legislature, any position taken by the board would be reflected in a letter to the Governor.



Review and Discussion on 2023 Pending Legislation: Summary of Bills

The Board acted on or reviewed the bills listed below. The following statuses are current as of September 1, 2023. Updates will be provided at the board meeting on September 14, 2023. Full bill analyses do not follow these summary pages as no board action is required.

- b. AB 336 (Cervantes, 2023) – Contractors: workers' compensation insurance:** Requires licensees to provide the top three workers' compensation classification codes on the licensee's workers' compensation policy at renewal for posting on the CSLB license lookup. This bill also prohibits renewal without the codes, but provides for retroactive renewal if the licensee complies within 30 days after receiving notice of the renewal denial. This bill does not require CSLB to investigate or verify validity of the codes.

Link: https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB336

Board Position: None (June 2023)

Status: Passed Senate Committee on Appropriations on September 1, 2023.

- c. AB 968 (Grayson, 2023) – Single-family residential property: disclosures:** Requires sellers of property purchased within the previous 18 months to disclose any room additions, modifications, or alterations made to the property, as well as the name and contact information of any contractor who performed the modifications to the new buyer. This bill would also require the seller to turn over all permits obtained for the aforementioned work.

Link: https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB968

Board Position: Support (June 2023)

Status: Enacted by the Governor on June 21, 2023 (Ch. 95, Statutes of 2023).

- d. AB 1204 (Holden, 2023) – Contractors: contracts: restrictions:** Prohibits specialty contractors from subcontracting with two or more contractors in the same classification on the same jobsite unless the subcontractor has employees who perform the work in the relevant classification or are party to a collective bargaining agreement. This bill would make violation of this section cause for disciplinary action.

Link: https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB1204

Board Position: None (June 2023)

Status: In the Senate for floor vote – referred to third reading.



- e. SB 544 (Laird, 2023) – Professions and vocations: contractors: home improvement contracts: prohibited business practices: limitation of actions:** Allows state bodies (board) to conduct remote meetings so long as the agenda provides: 1) at least one physical location, 2) a means for the public to hear audio of the meeting, observe the meeting, or attend and address the board remotely, and 3) a procedure to meet the Americans with Disabilities Act requirements. This bill also requires any board member participating remotely to disclose any adult member of the public at each remote location and describe the relationship to the board member.
- SB 544 was amended on August 14, 2023, to require a quorum of board members to be physically present at the posted location during one-half of the meetings held. This bill was also amended to include a sunset date of January 1, 2026.*
- Link:** https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB544
- Board Position:** Support (June 2023)
- Status:** Passed Senate Committee on Appropriations on September 1, 2023.
- f. SB 601 (McGuire, 2023) – Professions and vocations: contractors: home improvement contracts: prohibited business practices: limitation of actions:** Increases the statute of limitations to three-years for misdemeanor violations by a licensed contractor for allowing use of their contractors license by an unlicensed person. This bill would also mandate courts to assess the maximum civil penalty for specified home improvement contract violations in declared disaster areas.
- This bill was amended on July 13, 2023, to narrow the statute of limitations extension to only contractors and require courts to impose the maximum fine for home improvement contract violations in declared disaster zones rather than increasing the fine range.*
- Link:** https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB601
- Board Position:** Support (June 2023) (Board partnered)
- Status:** Passed Senate Committee on Appropriations on September 1, 2023.
- g. SB 630 (Dodd, 2023) – Contractors State License Board: regulation of contractors:** Requires applicants and licensees of CSLB to provide an email address, if available, at the time of initial licensure and renewal and specifies that licensee email addresses are not subject to disclosure under the California Public Records Act. Additionally, this bill would authorize the Registrar to revoke a license when probationary conditions placed upon that license are not met.
- Link:** https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB630
- Board Position:** Support (March 2023) (Board sponsored)
- Status:** Enacted by the Governor on September 1, 2023 (Ch. 153, Statutes of 2023).

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AGENDA ITEM F

Enforcement



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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

There are currently 23 vacancies in the Enforcement Division. The division's management team is working hard to fill these vacancies, and candidates have been selected and are pending approval for 6 positions. The other 17 positions are publicly posted or are under review for public posting. The current vacancies are listed below by position classification.

<i>Position Classification</i>	<i>Vacant</i>
Supervising Special Investigator I	1
Special Investigator	11
Special Investigator (Peace Officer)	1
Consumer Services Representative	2
Office Technician (Typing)	5
Program Technician II	3
TOTAL	23

Investigation Highlights

Revoked Licensee and Repeat Offender - David Forkosh

Revoked licensee and reoffender David Forkosh was back in court in June 2023 for a case that was referred to the San Mateo County District Attorney's Office. Over the years, CSLB has referred ten investigations requesting criminal charge consideration to local prosecutors against Forkosh. This case included a myriad of allegations against him including (but not limited to) contracting without a license, misrepresentation, and theft by false pretense.

Forkosh failed to appear at the original scheduled preliminary hearing in June – alleging someone had broken into his home. The court offered to allow Forkosh to reschedule for the following day with proof of the incident. The following day Forkosh showed up, then left when his case was not called right away. As a result, the court issued a \$50,000 bench warrant. Forkosh appeared in court the following day and had already filed a bail bond for \$50,000 (even though he hadn't been remanded or arrested yet). The Deputy District Attorney asked the court to at least order him to be booked/released. The bailiffs mistakenly thought he was being remanded and put the



cuffs on him, but since he had posted bail, he was released. He is due back in court on August 24, 2023.

Juan Ugay Facing Multiple Felony Charges

In 2021, CSLB investigated a complaint referred by a Special Investigator at State Compensation Insurance Fund (SCIF). The SCIF SI alleged that the respondent, Juan Ugay, provided fraudulent information to a property owner in San Francisco. Ugay's license was revoked in 2000 by CSLB; therefore, he is not a licensed contractor. Ugay provided a proposal for roofing work and utilized a license number that was not his.

During the investigation, CSLB determined that Ugay falsified an application filed with an insurance provider, took an excessive downpayment, and advertised illegally on the internet. CSLB referred the case to the San Francisco District Attorney's (SFDA) Office. In June 2023, SFDA notified CSLB that they filed several misdemeanors and felony charges.

Preliminary hearing scheduled for September 19, 2023.

Significant Solar Investigation Highlights

Zenernet Installation Company Exploits the Solar Restitution Fund

Effective May 10, 2023, the Registrar adopted a stipulated settlement agreement to revoke license 1085206, issued to Zenernet Installation Company, LLC (Zenernet) qualified by Responsible Managing Manager Robert Gorman.

Zenernet quickly became a familiar name to CSLB Enforcement and the administrator of the Solar Restitution Fund task force, due to the sheer number of solar complaints received against the license. In conjunction with CSLB's Disciplinary Services Section that implemented a strategy to expedite the filing of the accusation, CSLB was able to recommend the first and only complaint needed to revoke the license. During the investigation of the sole complaint referred to accusation, it was established that Zenernet employed an unregistered salesperson to contract with a Fremont, CA consumer to install a 17-panel solar system on his roof for \$48,827.00. Zenernet installed the equipment but failed to obtain the proper building permit or permissions from the local utility company, therefore, the system was of no value. Further, Zenernet received payment in full on the project from the consumer's finance company and then abandoned the project.

The scenario above played out multiple times over a year and a half, with CSLB receiving 218 complaints, the first within a month of the license being issued. While CSLB Enforcement acted fast to get a case forward that ultimately protected future consumers from the harm they caused, Zenernet left a wake of financial injuries to



consumers across the state and took a heavy toll on the Solar Restitution Fund, with dozens of payouts from claims.

In addition to the administrative case, a CSLB peace officer assigned to the Special Investigations Unit (SIU) conducted an extensive criminal investigation involving 25 victims. The investigation has been completed and the case is being referred to the Attorney General’s criminal division for prosecution.

Complaint Handling Statistics (For July 1, 2022 to June 30, 2023)

Investigations Initiated & Complaints Received

From July 1, 2022 to June 30, 2023, CSLB received 17,574 reactive consumer complaints and initiated an additional 791 in-house complaints, for a total of 18,365 complaints.

This number does not include SWIFT pro-active investigations that are discussed later in the report.

Pending Investigations

- With current staffing levels, the optimum maximum Enforcement Division caseload is 4,635 pending complaints. As of July 31, 2023, the pending caseload was 5,021.

Special Investigator Production Goals

- For July 1, 2022 to June 30, 2023, the weighted monthly case-closing average per Special Investigator in CSLB Investigative Centers was 9 closures per month, one 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 31, 2023, 281 complaints exceeded 270 days in age. Enforcement supervisors and managers continue to conduct monthly case reviews and provide assistance to Investigators to resolve aged cases.

Restitution to Financially Injured Persons

- CSLB continues to assist consumers and help licensees resolve non-egregious consumer complaints. From July 1, 2022, to June 30, 2023, complaint negotiation efforts by the IMC and Investigative Centers resulted in more than \$36.9 million in restitution to financially injured parties.

Investigative Center Legal Actions

- From July 1, 2022, to June 30, 2023, the Investigative Centers referred 582 (29 percent) of the 2,030 legal action investigations for criminal prosecution.



Case Management Activities (For July 1, 2022, to June 30, 2023)

Arbitration

- 527 arbitration cases were initiated, resulting in \$3,698,804 in restitution ordered to injured parties.
- 108 licenses were revoked for non-compliance with an arbitration award.

Citations

	<i>Licensees</i>	<i>Non-Licensed</i>	<i>Total</i>
Citations Issued	810	773	1583
Citations Appealed	419	266	685
Citations Complied With	557	399	956

Licensee Citation Civil Penalties

Informal Settlement Conferences Conducted	283
Civil Penalties Collected	\$1,831,379
Restitution Ordered	\$1,032,465

Non-Licensee Citation Civil Penalties

Informal Settlement Conferences Conducted	223
Civil Penalties Collected	\$539,670

Accusations

Accusations Filed	212
License Revocations	206
Licenses Placed on Probation	82
Restitution Paid to Injured Parties	\$874,654
Cost Recovery Collected	\$645,928

**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 July 1, 2022, to June 30, 2023, CSLB issued 422 Letters of Admonishment. The most common violations cited in Letters of Admonishment during that timeframe were conviction of a non-violent misdemeanor criminal offense, failure to comply with permit requirements, and failure to meet home improvement contract requirements.

Contractors who receive a Letter of Admonishment are afforded an opportunity to contest its issuance via an Office Conference CSLB administers. The Office Conference procedures provide CSLB the discretion to uphold, modify, or withdraw the Letter of Admonishment based on a second review of the case. Between July 1, 2022, to June 30, 2023, CSLB conducted 50 Office Conferences. As a result of those conferences, 40 Letters of Admonishment were upheld as issued and 10 were withdrawn.

Beginning in 2020, contractors who have violated local permit requirements have been issued a Letter of Admonishment with a corrective order to complete a video training session on building permits. Violators who do not complete the training are subject to an administrative citation. Between July 1, 2022, to July 30, 2023, 75 Letters of Admonishment included a requirement to complete the permit training.

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 July 1, 2022 to June 30, 2023, SWIFT conducted 27 sting operations, participated in 346 sweep days, and responded to 967 leads. SWIFT closed 3,164 cases as a result of stings, sweeps, and leads. Of these 3,164 cases, 885 resulted in an administrative or criminal legal action, as well as the issuance of 1,199 advisory notices for minor violations.

District Attorney Referrals

From July 1, 2022 to June 30, 2023, SWIFT referred 283 cases to local district attorneys' offices for criminal prosecution – 243 for contracting without a license and 40 against licensees, primarily for failure to secure workers' compensation insurance.



Administrative Actions

From July 1, 2022 to June 30, 2023, SWIFT issued 488 licensee and non-licensee citations, issued 102 Letters of Admonishment, filed 12 accusations, and assessed \$697,200 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 July 1, 2022 to June 30, 2023, SWIFT issued 285 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

	2020	2021	2022	2023 (through 6/30/23)
CSLB	\$139,775	\$82,938	\$104,507	\$53,583
EDD	\$10,372,682	\$9,149,749	\$13,280,832	\$4,913,188
DIR-Cal/OSHA	\$1,031,736	\$267,256	\$243,066	\$236,802
DIR-DLSE	\$2,726,391	\$3,476,291	\$5,217,626	\$1,690,784
FTB	\$4,211,003	\$5,868,340	\$4,024,936	\$1,629,010
Totals	\$18,481,587	\$18,844,574	\$22,870,967	\$8,523,367



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 July 1, 2022 to June 30, 2023:

Number of Contractors Inspected	161
Number of Contractors Out of Compliance	131
Percentage of Contractors Out of Compliance	81%
Total Initial Assessments	\$313,085

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.



Training Update

- **CSLB Enforcement Academy** – CSLB’s Enforcement Academy for the Northern Region took place July 17-21, 2023, in Sacramento. Instructors included Enforcement Supervisor Jerry Hassan, and CSLB’s two Deputy Attorney General liaisons, Christine (CJ) Lee and Brent Jex.

- This academy provided an overview of the Department of Consumer Affairs’ and the Contractors State License Board’s Enforcement Division organization, unit functions, and responsibilities, as well as an overview of the Attorney General’s Office and administrative processes. Topics included an introduction to investigations, interview techniques, report writing, phone tactics, specific code training, as well as practical exercises and individualized assessments. There were 30 staff in attendance and all indications are that it was a huge success.
 - CSLB Enforcement Academy for the Southern Region is scheduled for October 16–20, 2023.

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AGENDA ITEM F-2

Consumer Satisfaction Survey





CONTRACTORS STATE LICENSE BOARD
REPORT ON THE CONSUMER SATISFACTION
SURVEY: 2022-23 COMPLAINT CLOSURES
(July 2022 to June 2023)

Report Date: August 2023



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 2022/23.

Eight of the nine questions on the 2022/23 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 2022/23, 10,893 complainants provided email addresses, of which 10,104 were deemed valid. Surveys were sent out in individual monthly batches.

In 2022/23, a total of 1,320 complainants (13 percent of those surveyed) responded to the questionnaire, a rate similar to that of previous years.

Major Findings and Comparison with Previous Years

All satisfaction measures showed a decrease from the previous fiscal year. Table 1 summarizes the survey results from consumers with complaints closed in 2022/23. The table also includes the annual ratings for the eight consumer satisfaction questions (service categories) over the previous four years.

In 2022/23, the lowest agreement (47 percent) was for the question, "The action taken in my case was appropriate," whereas the highest agreement (75 percent) was for the question about being treated courteously, which is a consistent pattern for the last 12 years. From 2022 to 2023, all eight service categories showed decreases in customer satisfaction. The questions on being treated courteously and being kept informed of complaint status each showed 6% decreases. The question on the extent to which complaint investigation procedures were clearly explained showed a 5% decrease.

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

TABLE 1: HISTORICAL RESULTS OF THE CONSUMER SATISFACTION SURVEY (2018-2022/23)

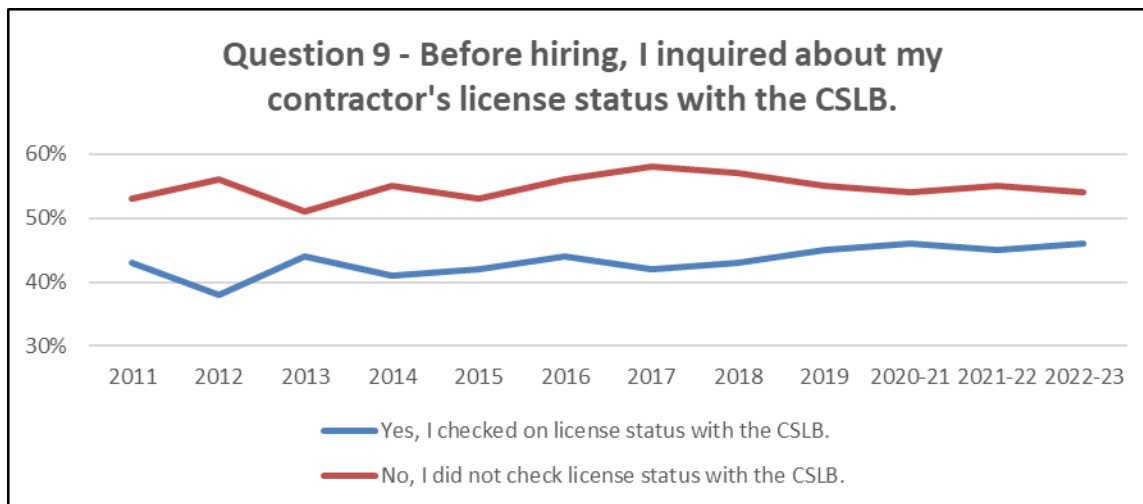
Questionnaire Statements	Percent Agreement by Year				
	2018	2019	2020/21	2021/22	2022/23
1. The CSLB contacted me promptly after I filed my complaint.	80%	77%	68%	67%	64%
2. The procedures for investigating my complaint were clearly explained to me.	76%	72%	66%	68%	63%
3. The CSLB kept me informed of my case's progress during the investigation.	68%	65%	57%	60%	54%
4. I was treated courteously by the CSLB's representative(s).	87%	84%	79%	81%	75%
5. My complaint was processed in a timely manner.	66%	64%	55%	54%	51%
6. I understand the outcome of the investigation (whether or not I agree with the action taken).	70%	68%	60%	61%	59%
7. The action taken in my case was appropriate.	55%	55%	47%	49%	47%
8. I am satisfied with the service provided by the CSLB.	61%	61%	51%	54%	50%

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 2022/23 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 2022/23 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 2022/23, CSLB completed the investigation or mediation process for 22,181 complaints filed by consumers against licensed and unlicensed contractors. This was 2,784 more than in 2021/22. 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 10,104. Surveys of consumers whose complaints were closed in each month were emailed throughout fiscal year 2022/23.

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 2022/23, 13 percent (1,320) of those selected for the sample responded. The response rate for this survey has ranged from 13-31 percent, which is considered standard for this type of survey.

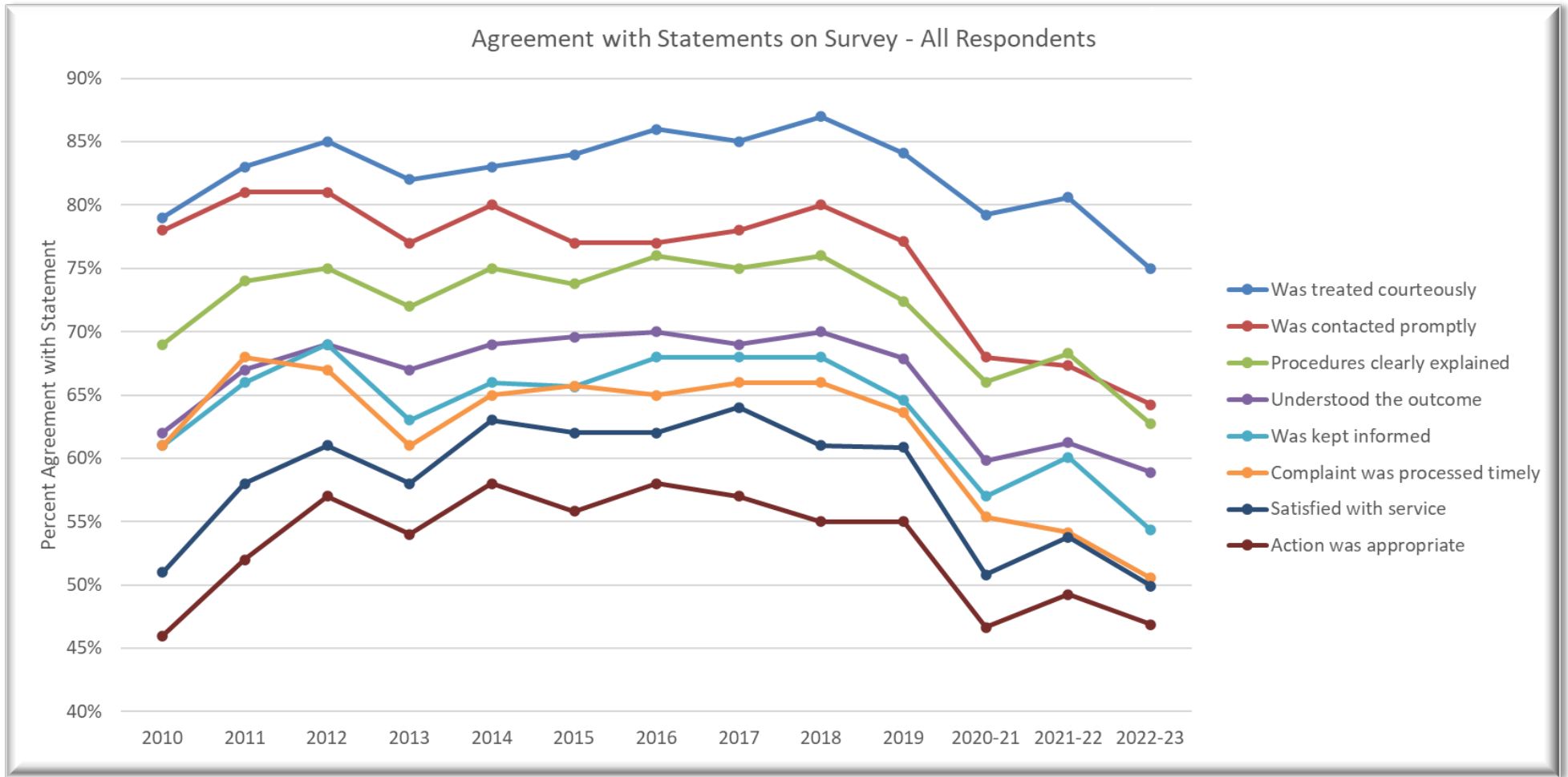
Consumer Agreement with Questionnaire Statements

Appendix B (Table B-1) contains the detailed results for the 2022/23 Consumer Satisfaction Survey, indicating the individual percentages for each “agreement” category. Table 1 of the Executive Summary presents the satisfaction ratings for the 2022/23 survey, along with results from 2018 to 2021. 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 – 2022/23) LINE GRAPH PRESENTATION



Complainants' Comments

Seventy-one 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; 2022/23
Complaint Closures**

QUESTION ASKED	STRONGLY AGREE	AGREE	MILDLY AGREE	NEUTRAL	MILDLY DISAGREE	DISAGREE	STRONGLY DISAGREE	NO RESPONSE
1. Was contacted promptly	372	337	139	91	75	125	181	2
	28%	26%	11%	7%	6%	9%	14%	
2. Procedures clearly explained to me	373	336	119	102	71	118	201	2
	28%	25%	9%	8%	5%	9%	15%	
3. Was kept informed	333	252	130	105	88	150	258	6
	25%	19%	10%	8%	7%	11%	20%	
4. Was treated courteously	616	320	53	129	46	43	112	3
	47%	24%	4%	10%	3%	3%	8%	
5. Complaint was processed timely	325	238	102	116	87	134	314	6
	25%	18%	8%	9%	7%	10%	24%	
6. Understood the outcome	428	285	58	103	57	96	282	13
	33%	22%	4%	8%	4%	7%	22%	
7. Action was appropriate	374	173	67	129	47	105	415	12
	29%	13%	5%	10%	4%	8%	32%	
8. Satisfied with service	405	180	69	94	46	145	371	12
	31%	14%	5%	7%	4%	11%	28%	

Percentages may not add to 100% due to rounding.

QUESTION ASKED	YES	NO	NO RESPONSE
9. Checked contractor's license status with CSLB	584	695	43
	44%	53%	

AGENDA ITEM G

Licensing



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AGENDA ITEM G-1

Licensing and Testing Program Statistical 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

	2022 Aug	Sep	Oct	Nov	Dec	2023 Jan	Feb	Mar	Apr	May	Jun	Jul
Original Exam	1,568	1,300	1,484	1,180	1,119	1,285	1,396	1,574	1,494	1,610	1,603	1,326
Original Waiver	667	467	642	337	482	674	726	720	735	813	757	647
Add Class	385	338	357	327	343	341	341	307	376	420	387	366
Qualifier Replacer	286	234	258	208	231	277	226	230	266	272	253	235
Home Improvement	1,238	1,265	1,361	1,207	975	1,213	1,198	1,379	1,149	1,173	957	899
Total Per Month	4,144	3,604	4,102	3,259	3,150	3,790	3,887	4,210	4,020	4,288	3,957	3,473
3 – Month Totals	Aug - Oct: 11,850			Nov - Jan: 10,199			Feb - Apr: 12,117			May - Jul: 11,718		

Total Applications Received – Prior Calendar Years

	CY 2018	CY 2019	CY 2020	CY 2021	CY 2022
Original Exam	15,500	15,244	13,193	15,729	15,861
Original Waiver	9,327	8,796	7,456	7,558	7,970
Add Class	4,220	4,526	4,231	4,138	4,112
Qualifier Replacer	2,706	2,792	2,620	2,813	3,024
Home Improvement	9,720	11,122	9,694	12,411	12,466
Total Received	41,473	42,480	37,194	42,649	43,433



Weeks to Process

CSLB management closely monitors processing time 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.

	2022					2023						
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Original Exam	4.2	5.0	5.6	4.5	5.9	6.0	4.7	5.1	5.5	4.9	3.1	2.8
Original Waiver	4.8	4.0	3.8	4.4	4.8	5.1	5.1	5.7	5.4	5.1	3.9	2.5
Add Class	4.1	3.6	3.5	4.4	4.1	2.9	2.6	2.9	4.3	3.9	2.6	2.2
Qualifier Replacer (Exams & Waiver)	4.0	3.8	3.0	4.3	4.1	2.9	2.7	2.9	4.2	3.8	2.6	2.4
Home Improvement	2.5	3.4	3.0	3.7	2.7	2.1	2.7	3.5	3.3	3.1	2.7	3.8
Renewal	1.2	0.9	1.0	1.1	0.9	1.6	1.6	1.1	1.0	1.4	1.2	1.1
Add New Officer	1.5	1.3	1.7	2.2	2.8	2.4	2.1	2.7	4.4	3.0	4.5	3.5
Address / Name Change	1.5	1.3	1.7	2.2	2.8	2.6	2.6	2.9	2.6	2.0	3.4	3.9
Bond / Bond Exemption	0.6	0.9	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6
Workers' Comp / Exempt	1.2	1.7	2.5	3.3	2.7	2.6	3.2	3.2	2.8	3.2	2.8	1.7
Certified License History	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.1	0.0	0.0
Copies of Documents	0.0	0.0	0.1	0.0	0.0	0.1	0.0	0.0	0.1	0.1	0.1	0.0
Criminal Offender Record Information (CORI) Review*	1.9	2.2	2.3	2.7	2.4	2.4	2.3	2.0	1.9	2.0	2.1	1.9

*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*
2019-2020	38,251	16,415	4,161	17,675
2020-2021	41,864	16,176	4,098	21,590
2021-2022	43,707	19,148	4,801	19,758
2022-2023	47,042	22,301	5,197	19,544

* 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 Renewal Unit each month, quarter, and calendar year.

Total Number of Renewals Received Per Month

	2022 Aug	Sep	Oct	Nov	Dec	2023 Jan	Feb	Mar	Apr	May	Jun	Jul
Reactivation	105	94	114	82	109	107	104	138	123	118	97	87
Active	8,280	7,866	7,196	6,772	6,543	8,041	6,948	8,471	7,112	9,119	8,017	7,924
Inactive	864	780	683	707	670	821	778	892	798	1,003	809	846
Delinquent Active	1,145	999	1,032	1,071	982	987	1,063	1,100	996	1,166	1,043	1,136
Delinquent Inactive	156	139	118	130	140	135	135	128	126	156	134	136
Received Per Month	10,550	9,878	9,143	8,762	8,444	10,991	9,028	10,729	9,155	11,562	10,100	10,129

3 – Month
Totals

Aug – Oct: 29,571

Nov – Jan: 28,197

Feb – Apr: 28,912

May – Jul: 31,791

Total Renewals Received – Prior Calendar Years

	CY 2018	CY 2019	CY 2020	CY 2021	CY 2022
Reactivation	1,421	1,358	1,164	1,230	1,250
Active	104,330	98,901	97,037	94,480	93,180
Inactive	13,757	13,007	12,379	11,351	9,087
Delinquent Active	11,091	10,721	12,636	13,162	12,519
Delinquent Inactive	1,892	1,734	2,071	2,163	1,658
Total Received	132,491	125,721	125,287	122,386	117,694

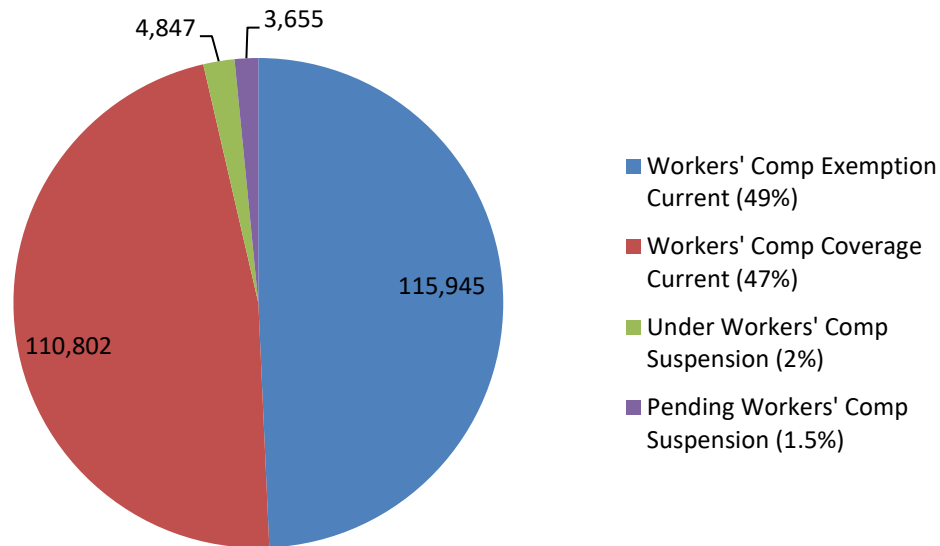


Workers' Compensation Recertification Statistics

The law requires that at the time of renewal, an active contractor 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, 2023



Total Number of Active Licenses: 236,090

The following chart shows the workers' compensation coverage (policies and exemptions) on file as July 31, 2023, for active licenses by classification and the percentage of exemptions per classification.

**Active License Classifications Workers' Comp Status: As of July 31, 2023**

Classification	Exemptions on File	WC Policies on File	Total Policies & Exemptions	% of Total with Exemptions
A General Engineering	5,134	9,437	14,571	35%
B General Building	60,073	42,295	102,368	59%
B-2 Residential Remodeling	366	97	463	79%
C-2 Insulation and Acoustical	258	893	1,151	22%
C-4 Boiler Hot Water	115	590	705	16%
C-5 Framing / Rough Carp	499	459	958	52%
C-6 Cabinet-Millwork	2,536	1,947	4,483	57%
C-7 Low Voltage Systems	1,960	2,772	4,732	41%
C-8 Concrete	12	5,119	5,131	0.2%
C-9 Drywall	1,220	1,854	3,074	40%
C10 Electrical	13,816	12,684	26,500	52%
C11 Elevator	46	158	204	23%
C12 Earthwork & Paving	964	1,423	2,387	40%
C13 Fencing	676	997	1,673	40%
C15 Flooring	3,609	3,390	6,999	52%
C16 Fire Protection	719	1,465	2,184	33%
C17 Glazing	1,121	1,880	3,001	37%
C20 HVAC	8	10,667	10,675	0.1%
C21 Building Moving Demo	494	1232	1,726	29%
C22 Asbestos Abatement	1	292	293	0.3%
C23 Ornamental Metal	424	620	1,044	41%
C27 Landscaping	4,716	6,882	11,598	41%
C28 Lock & Security Equipment	137	221	358	38%
C29 Masonry	897	1,347	2,244	40%
C31 Construction Zone	71	316	387	18%
C32 Parking Highway	166	302	468	35%
C33 Painting	8,607	6,944	15,551	55%
C34 Pipeline	142	359	501	28%
C35 Lath & Plaster	618	1,188	1,806	34%
C36 Plumbing	8,659	7,608	16,267	53%
C38 Refrigeration	486	1,244	1,730	28%
C39 Roofing	0	4,836	4,836	0%
C42 Sanitation	358	604	962	37%
C43 Sheet Metal	265	1,068	1,333	20%
C45 Sign	377	504	881	43%
C46 Solar	398	837	1,235	32%
C47 Gen Manufactured House	201	237	438	46%
C50 Reinforcing Steel	66	193	259	25%
C51 Structural Steel	406	1,073	1,479	27%
C53 Swimming Pool	1,196	1,542	2,738	44%
C54 Tile	3,586	2,768	6,354	56%
C55 Water Conditioning	121	177	298	41%
C57 Well Drilling	274	484	758	36%
C60 Welding	544	485	1,029	53%
C61 Limited Specialty	7,238	12,923	20,161	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 a day or two 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 follows 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 2018	CY 2019	CY 2020	CY 2021	CY 2022	TOTALS
DOJ Records Received	34,664	33,553	27,172	35,114	37,895	168,398
CORI Information Received	6,729	6,657	5,375	6,818	7,303	32,882
Denials	65	63	16	8	13	165
Appeals	42	31	11	5	7	96
Probationary Licenses Issued (conditional license, requires periodic review)	61	86	101	177	222	647



Experience Verification Unit Statistics

All license applications received at CSLB are carefully reviewed to ensure experience requirements are met.

There is a special provision in California Code of Regulations section 824 that recommends a comprehensive field investigation of a minimum of 3 percent of applications. Much more like an enforcement investigation than licensing processing, the comprehensive review includes a detailed investigation into all aspects of the applicant's experience and requires extensive documentation and interviews of the applicant or witnesses to ensure experience claims can be verified.

Since implementation in September 2014, Experience Verification Unit (EVU) staff have been assigned and have reviewed 3,941 applications. In 2022, due to staffing considerations, the Licensing Division referred many of the experience investigations to the Enforcement Division. A special investigator endeavors to review 20 to 30 EVU applications a month.

The chart on the following page provides the breakdown for appeals, denials, withdrawals, experience verification, and pending applications by classification for the past 24 months by the Enforcement special investigator. The statistics do not include application investigations by Licensing staff.

**Experience Verification by Classification
July 1, 2021 to July 31, 2023**

Classification	Appealed	Withdrawn	Verified	Denied	Total
A General Engineering	2	0	7	2	11
B General Building	4	29	53	23	109
B-2 Residential Remodeling	0	1	4	3	8
C2 Insulation and Acoustical	0	0	0	0	0
C4 Boiler Hot Water	0	0	1	0	1
C5 Framing / Rough Carp	0	0	0	0	0
C6 Cabinet-Millwork	0	0	4	0	4
C7 Low Voltage Systems	0	0	0	0	0
C8 Concrete	1	2	3	0	6
C9 Drywall	0	0	0	0	0
C10 Electrical	1	3	13	2	19
C11 Elevator	0	0	0	0	0
C12 Earthwork & Paving	0	1	0	1	2
C13 Fencing	0	0	0	0	0
C15 Flooring	0	2	3	1	6
C16 Fire Protection	0	0	4	0	4
C17 Glazing	0	0	1	0	1
C20 HVAC	0	2	4	3	9
C21 Building Moving Demo	0	0	0	0	0
C22 Asbestos Abatement	0	0	2	0	2
C23 Ornamental Metal	0	0	0	0	0
C27 Landscaping	0	1	6	3	10
C28 Lock & Security Equipment	0	0	0	0	0
C29 Masonry	0	0	0	0	0
C31 Construction Zone	0	0	0	0	0
C32 Parking Highway	0	0	0	0	0
C33 Painting	0	3	8	0	11
C34 Pipeline	0	0	0	0	0
C35 Lath & Plaster	0	1	3	1	5
C36 Plumbing	0	3	9	1	13
C38 Refrigeration	0	0	0	0	0
C39 Roofing	0	2	5	5	12
C42 Sanitation	0	0	0	1	1
C43 Sheet Metal	0	0	0	0	0
C45 Sign	0	0	0	0	0
C46 Solar	0	0	0	1	1
C47 Gen Manufactured House	0	0	0	0	0
C50 Reinforcing Steel	0	0	0	0	0
C51 Structural Steel	0	0	3	0	3
C53 Swimming Pool	0	1	3	1	5
C54 Tile	0	0	3	0	3
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	2	3	3	8
ASB Asbestos Cert	0	0	0	0	0
HAZ Hazardous Cert	0	0	0	0	0
Total	8	53	142	51	254

**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

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)

	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	7/23
Initial	88	62	58	47	63	44	32	70	51	62	77	68
Suspend	75	55	73	48	46	43	44	38	28	58	39	54
Reinstate	59	42	45	31	40	36	33	34	32	46	41	41
Total	222	159	176	126	149	123	109	142	111	166	157	163

Final Judgments (from court actions)

	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	7/23
Initial	57	65	32	40	78	28	22	53	33	55	68	28
Suspend	15	20	16	19	18	8	13	24	4	7	20	6
Reinstate	50	34	41	38	56	37	35	56	24	49	43	41
Total	122	119	89	97	152	73	70	133	61	111	131	75

Payment of Claims (from bond surety companies)

	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	7/23
Initial	119	95	107	106	125	85	83	145	106	146	107	81
Suspend	30	91	40	62	54	74	53	72	53	67	66	66
Reinstate	102	72	86	72	66	40	66	124	71	122	73	65
Total	251	258	233	240	245	199	202	341	230	335	246	212

Reimbursement Amounts to State Agencies and Public
Prior Calendar Years

	CY 2018	CY 2019	CY 2020	CY 2021	CY 2022
Outstanding Liabilities	\$23,899,670	\$26,277,077	\$18,342,630	\$18,765,840	\$22,921,075
Final Judgments	\$12,167,435	\$16,514,073	\$20,586,833	\$18,003,223	\$20,211,482
Payment of Claims	\$9,580,600	\$11,080,053	\$9,921,280	\$7,934,026	\$7,781,618
Total Monetary Recovery	\$45,647,705	\$53,871,203	\$48,850,913	\$44,703,089	\$50,914,175



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 2022	\$1,042,901	\$395,882	\$374,290	\$1,813,073
September	\$976,015	\$142,565	\$266,121	\$1,384,701
October	\$1,121,676	\$166,161	\$311,764	\$1,599,604
November	\$409,418	\$415,499	\$94,521	\$919,438
December	\$1,308,171	\$650,514	\$2,930,458	\$4,889,143
January 2023	\$593,297	\$232,795	\$274,564	\$1,100,656
February	\$1,205,444	\$13,473	\$541,131	\$1,760,048
March	\$918,723	\$178,767	\$197,377	\$1,294,867
April	\$439,030	\$191,889	\$673,425	\$1,304,344
May	\$1,038,646	\$599,088	\$23,653	\$1,661,387
June	\$718,049	\$412,997	\$217,435	\$1,348,481
July	\$2,077,203	\$575,846	\$133,472	\$2,786,521
TOTALS	\$11,848,573	\$3,975,476	\$6,038,211	\$21,862,263



CONTRACTORS STATE LICENSE BOARD

TESTING PROGRAM UPDATE

Examination Administration Unit

The Testing Division’s Examination Administration Unit (EAU) utilizes PSI Exams to administer CSLB’s 47 examinations at 20 computer-based test centers. CSLB and PSI mail 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 2022 – July 2023

Aug 2022	Sep	Oct	Nov	Dec	Jan 2023	Feb	Mar	Apr	May	Jun	Jul	Total
3362	3515	3359	3212	3346	3420	3742	4204	3641	3824	4009	3863	43,497

CSLB currently utilizes PSI test centers in the following California locations:

- | | |
|---------------------------|---------------|
| Agoura Hills | Riverside |
| Atascadero | Sacramento |
| Bakersfield | San Diego |
| Carson | San Francisco |
| Diamond Bar | Santa Clara |
| El Monte/Santa Fe Springs | Santa Rosa |
| Fresno | Union City |
| Irvine | Ventura |
| Lawndale | Visalia |
| Redding | Walnut Creek |

In May 2023, Testing was authorized to request two additional test centers for CSLB candidates. Testing researched where most of CSLB’s out-of-state licensees are located and determined that efforts at expanding testing would be best directed to Nevada and Oregon. The Nevada test center for PSI is located in Las Vegas. The Oregon test center is in Wilsonville, near Portland. These test centers opened to CSLB candidates in August 2023.

**Number of Examinations Administered by Test Center**

From August 2022 to July 2023, PSI test centers administered a total of 43,324 exams. The details about each test center are described below.

Test Center	Number of Examinations Administered
Agoura Hills – PSI	3,450
Atascadero – PSI	528
Bakersfield – PSI	806
Carson – PSI	1,559
Diamond Bar – PSI	1,845
El Monte/Santa Fe – PSI	3,257
Fresno – PSI	1,463
Irvine – PSI	2,926
Lawndale – PSI	1,604
Redding – PSI	581
Riverside/Mission Grove – PSI	4,128
Sacramento – PSI	4,435
San Diego – PSI	4,315
San Francisco – PSI	2,255
Santa Clara – PSI	3,055
Santa Rosa – PSI	1,528
Union City – PSI	1,380
Ventura – PSI	1,619
Visalia - PSI	555
Walnut Creek – PSI	2,035
Total	43,324

**Examination Development Unit**

The Testing Division's Examination Development Unit (EDU) ensures that CSLB's 47 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 from that point forward.

The following examinations were released between April 1, 2023, and July 1, 2023:

- C-17 Glazing
- C-53 Swimming Pool
- C-42 Sanitation System
- C-46 Solar
- C-54 Ceramic and Mosaic Tile

Examination Programs in Progress as of July 2023

Occupational Analysis	Item Bank Development
C-45 Sign	C-2 Insulation & Acoustical
C-55 Water Conditioning	C-4 Boiler, Hot Water Heating, & Steam-fitting
C-60 Welding	C-7 Low Voltage
	C-10 Electrical
	C-12 Earthwork and Paving
	C-13 Fencing
	C-31 Construction Zone Traffic Control
	C-34 Pipeline
	C-38 Refrigeration
	C-47 General Manufactured Housing
	C-49 Tree and Palm
	C-57 Well Drilling
	Hazardous Substance Removal Certification

Applicant Survey Executive Summary

Since March 2020, Testing Division staff have been circulating a monthly online survey to individuals who recently received their license with CSLB. 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 about a month to respond.

The online survey is sent through SurveyMonkey and includes nine 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. The respondents also have the option to write additional comments. The ninth question asks about attending a school, college, or classes in order to prepare to take the Trade Exam and/or the Law and Business Exam. Individuals who responded “Yes” to Question 9 can add which school, college, or class was attended and if they found it helpful in passing the exams.

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



The Applicant Survey can be found in Appendix A.

A total of 11,972 surveys were emailed between July 2022 and June 2023 and 1,461 (12%) responses were received. The response rate for each month can be seen in Table 1.

Table 1 - Response Rate by Month for Jul 2022 - Jun 2023

	Jul 2022	Aug	Sep	Oct	Nov	Dec	Jan 2023	Feb	Mar	Apr	May	Jun	Total
Surveys Emailed	1,225	1,083	1,047	967	790	841	783	859	1,072	859	1,154	1,292	11,972
Response Rate	137	149	141	106	112	103	92	116	98	106	144	157	1,461
Response Rate (%)	11%	14%	13%	11%	14%	12%	12%	14%	9%	12%	12%	12%	12%

Results for the first two questions can be seen in Table 2. For both questions, the majority of 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?	82%	18%
2. Was the licensure process timeframe acceptable?	74%	26%

Results for questions 3 - 8 can be seen in Table 3. Results for these five-point agreement questions were obtained by cumulating the two agreement (agree or somewhat agree) ratings and dividing by the total number of responses. This procedure provided the percentage of agreement for each question. All the questions had relatively high levels of agreement; however, respondents agreed the most with question #5 (I was treated courteously by CSLB’s representatives), question #7 (I am satisfied with the online Asbestos Open Book Examination process), and question #6 (I am satisfied with the bond and fee process). The levels of agreement can also be seen by month in Table 4.

A total of 436 comments were received and about 29% were positive. Common topics include preferring electronic payments and a complete online process, attempting to reach CSLB staff over the phone, the timeframe for licensure, and experiences with CSLB staff.

Table 3 – Total Percent of Agreement Jul 2022 – Jun 2023

3. I would prefer to use an online application process.	76%
4. I received timely communication from CSLB.	68%
5. I was treated courteously by CSLB’s representatives.	87%
6. I am satisfied with the bond and fee process.	82%
7. I am satisfied with the online Asbestos Open Book Examination process.	86%
8. I am satisfied with the service provided by CSLB.	81%



Table 4 – Percent of Agreement by Month for Jul 2022 - Jun 2023

Survey Statement	Jul 2022	Aug	Sep	Oct	Nov	Dec	Jan 2023	Feb	Mar	Apr	May	Jun
3.	74%	79%	77%	76%	75%	74%	76%	70%	78%	76%	79%	75%
4.	70%	67%	74%	66%	69%	65%	68%	58%	70%	67%	64%	72%
5.	93%	87%	88%	82%	91%	81%	82%	88%	91%	85%	87%	86%
6.	79%	86%	88%	76%	87%	75%	80%	82%	85%	84%	80%	82%
7.	88%	91%	93%	73%	88%	83%	85%	86%	85%	90%	83%	88%
8.	83%	82%	86%	79%	88%	82%	77%	78%	86%	79%	70%	81%

Results for Question 9 can be seen in Table 5. Over half of the respondents stated that they had attended a school, college, or classes in order to prepare to take their exams. The schools that were most commonly listed by the respondents can be seen in Table 6. Table 7 shows that the majority 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 can be seen in Table 8.

Table 5

Survey Question	Yes	No
9. Did you attend a school, college, or classes in order to prepare to take the Trade Exam and/or Law and Business Exam?	59%	41%

Table 6

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

Table 7

Was it useful?	%
Yes	67%
No or neutral	33%

Table 8

If so, how?
Useful study material and books
Helpful practice exams
Helpful specifically with the Law exam
Supportive staff



Appendix A: 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 next page to forward your responses to the Board.

Please respond by Monday, 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.

For Questions 1 and 2, please select the response that best represents your experience with the licensure process.

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"/>

Please share any other comments below:

9. Did you attend a school, college, or classes in order to prepare to take the Trade Exam and/or Law and Business Exam? (CSLB is not affiliated with any schools or colleges.)

- Yes
- No



Follow-up to Question 9.

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?



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. Examination development workshops may be conducted in-person or remotely. In-person workshop participants are paid \$150 per 8-hour day and remote workshop participants are paid \$75 per 4-hour session. 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

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AGENDA ITEM G-2

Exam Translation Update





Exam Translation Update

In April 2022, CSLB staff began the process of translating 10 exams with the highest number of candidates requesting the aid of a Spanish-fluent translator. This allows candidates to directly take the exams without assistance. As of August 1, 2023, a Spanish version of the Law and Business exam became available at all of CSLB's contracted PSI test centers. Candidates who request a translator for Spanish are now able to take their Law and Business exam in Spanish, instead of waiting for a translator to be approved.

Candidates will still have the option of using an approved translator for their trade exam. In the coming months, nine more of CSLB's exams will be made available in Spanish for candidates.

The tentative schedule for the Spanish version of other trades is as follows:

- October 1, 2023 – B - General Building and C-8 Concrete
- November 1, 2023 - C-9 Drywall, C-27 Landscaping, and C-33 Painting and Decorating
- December 1, 2023 – C-15 Flooring and Floor Covering, C-36 Plumbing, and C-39 Roofing
- January 1, 2023 - C-54 Ceramic and Mosaic Tile

In addition, all CSLB's study guides have been translated into Spanish and are available on [CSLB's website](#).

AGENDA ITEM G-3

C-49 Exam Development and Implementation Update





C-49 Tree and Palm Exam Development and Implementation Update

On March 30, 2022, the Office of Administrative Law approved a new regulation for a new CSLB C-specialty classification, which will become effective January 1, 2024. The new C-49 Tree and Palm trade licensees will be able to plant, maintain, and remove trees and palms. Their duties will also include pruning, stump grinding, and tree, palm, or limb guying.

All C-49 applicants will be required to take and pass the C-49 trade exam as well the Law and Business exam to receive their license.

After December 31, 2023, applicants will no longer be able to apply for the C-61 Limited Specialty classification D-49 Tree Service. People who apply before this date can continue with their application, but all D-49 applications received on or after January 1, 2024, will be converted to C-49 applications.

AGENDA ITEM H

Public Affairs



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AGENDA ITEM H-1

Public Affairs 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. PAO staff produces content for the CSLB website that includes webcasts and videos. The staff also conducts Senior Scam StopperSM and Consumer Scam StopperSM seminars, offers seminars for both disaster survivors and contractors in disaster zones, and presents speeches to service groups and organizations. Staff also produces 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.

In 2023, a series of winter storms caused widespread damage around California. As a result, CSLB staffed and participated in seven disaster recovery centers (DRCs) throughout California from May 1, 2023, through July 31, 2023.

Disaster	DRC Location	Resources
1. Winter Storms	Mammoth Lakes (Mono County)	In-Person Staffing
2. Winter Storms	Bridgeport (Mono County)	In-Person Staffing
3. Winter Storms	Willits (Mendocino County)	In-Person Staffing
4. Winter Storms	Oakhurst (Madera County)	In-Person Staffing
5. Winter Storms	Los Gatos (Santa Clara County)	In-Person Staffing
6. Winter Storms	Grass Valley (Nevada County)	In-Person Staffing
7. Winter Storms	Truckee (Nevada County)	In-Person Staffing

CSLB also maintains a toll-free disaster hotline, serviced by Intake and Mediation Center 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 DRCs. CSLB's disaster response



includes immediate and longer-term outreach, enforcement efforts, participation in multi-agency task forces, and assistance for affected licensees.

Short- and Long-Term Outreach

PAO performs additional outreach to congressional offices and state legislator offices in the affected disaster areas, as well as building departments, construction industry associations, and chambers of commerce.

PAO offers local counties and jurisdictions disaster rebuilding workshops for longer-term outreach. CSLB offers two disaster rebuilding workshops:

1. For disaster survivors looking to rebuild.
2. For contractors who plan to work on the rebuilding effort.

The disaster survivor workshop includes essential consumer protection tips, information about contractor licensing and other requirements, insurance issues, how to work with an architect, and an update on the rebuilding effort provided by the local building department.

The contractor workshop includes a building department update on the local rebuild and any special rules established for plan approvals and inspections. Licensing requirements are covered, as are bonds and insurance, how to obtain a workers' compensation insurance policy, contract requirements, how to prevent complaints, and how the selection of building materials and the choice of building methods can help prevent future disasters.

CSLB also makes regular disaster-related posts through its social media channels, including Facebook, Twitter, Instagram, and LinkedIn.

Task Force Participation

CSLB staff participate on a multi-agency task force established by the California Governor's Office of Emergency Services that focuses on rebuilding and housing. The task force includes representatives from local, state, and federal agencies, with a goal of coordinating and streamlining the debris cleanup efforts and addressing both short-term housing needs for survivors and the rebuild.

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.



Video/Digital Services

Consumer, Licensee and Applicant Tips Videos

Public Affairs staff develop consumer and licensee tips videos for promotion on social media and the CSLB website. Topics have included [What to Expect on Test Day](#), which was updated to reflect the process under exam administration vendor, PSI Exams, along with understanding home improvement contracts and where to find Spanish exam study guides on CSLB’s website. In addition, Public Affairs developed a short video promoting Construction Safety Week on social media.

Staff continued translating and producing Spanish consumer and licensee tips videos, including a series on how to navigate the CSLB website and guidance on hiring a licensed contractor for various summer home improvement projects.

Staff also produced English and Spanish versions of the monthly *Get Licensed to Build* workshop for those interested in a contractor’s license. These livestreams have been well attended via WebEx, Facebook, and YouTube, and are also archived on CSLB’s website.

Livestreams/Videos Produced

**Live/Recorded Videos
May 1, 2023 – July 31, 2023**

Date Published	Video Title
5/2/2023	Lo que deben saber las personas mayores antes de contratar a un contratista
5/2/2023	Construction Safety Week May 1-5
5/5/2023	Get Licensed to Build Workshop
5/17/2023	Consejos rápidos de CSLB: contratos de mejoramiento para el hogar
5/19/2023	Workshop para que obtenga licencia de construir
6/2/2023	Get Licensed to Build Workshop
6/16/2023	Workshop para que obtenga licencia de construir
6/20/2023	What to Expect on Test Day
6/22/2023	CSLB Board Meeting Day 1
6/23/2023	CSLB Board Meeting Day 2



Date Published	Video Title
6/28/2023	Que esperar el día del examen
7/7/2023	Get Licensed to Build Workshop
7/17/2023	Consejos rápidos de CSLB: guías de estudios para exámenes
7/21/2023	Workshop para que obtenga licencia de construir

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, Twitter, YouTube, and LinkedIn.

Social Media Highlights

- **Facebook:** 6,321 followers, a 2% increase since the previous quarter
- **Instagram:** 2,066 followers, an 11% increase since the previous quarter
- **Twitter:** 2,990 followers, a .6% increase since the previous quarter
- **YouTube:** 13 videos produced; 28,600 video views; 1,687.6 hours watched since the previous quarter.
- **LinkedIn:** 905 followers, a 4.5% increase since the previous quarter

Facebook Growth

Between May 1, 2023, and July 31, 2023, CSLB reached 13,058 followers.

Follower Statistics

Of CSLB’s Facebook followers, 67 percent of CSLB Facebook followers are male; 32 percent are female. Of these followers, 1 percent of CSLB’s Facebook followers are ages 18 to 24, 13.3 percent are ages 25-34, 31.9 percent are ages 35-44, 26.1 percent are ages 45-54, 17.6 percent are ages 55-64, and 10.2 percent are ages 65 and up.

Top Facebook Post

The top post was published on Wednesday, July 5, at 3:00 p.m. with a reach of 3,666 accounts, 74 link clicks, 33 comments, 20 shares, and 56 reactions. The reach on this post is 896% higher than our median post reach (368).

Published post:

20 individuals were cited by CSLB during an undercover sting operation in Madera and San Bernardino Counties for allegedly advertising and operating without a license, as well as quoting excessive down payments prior to work.



Suspects can face significant fines and/or jail time as a result.

Read the full press release here:

<https://www.cslb.ca.gov/.../2023/PRMaderaandRedlands.pdf>

[#CSLB](#) [#California](#) [#Madera](#) [#SanBernardino](#) [#sting](#) [#undercover](#)



Instagram Growth

Between May 1, 2023, and July 31, 2023, CSLB reached 4,365 accounts on its Instagram page.

Follower statistics

Of CSLB's Instagram followers, 74 percent of CSLB's Instagram followers are male; 26 percent are female. Of these followers, 3.8 percent of CSLB's Instagram followers are ages 18 to 24, 31.5 percent are ages 25-34, 38.1 percent are ages 35-44, 18 percent are ages 45-54, 5.8 percent are ages 55-64, and 2.8 percent are ages 65 and over.

Top Instagram Post

The top post was published on Wednesday, July 5, at 3:00 p.m. with a reach of 2,294 people, 129 likes, 7 comments, and 191 shares.

Published post:

20 individuals were cited by CSLB during an undercover sting operation in Madera and San Bernardino Counties for allegedly advertising and operating without a license, as well as quoting excessive down payments prior to work.



Suspects can face significant fines and/or jail time as a result.

Read the full press release here:

<https://www.cslb.ca.gov/.../2023/PRMaderaandRedlands.pdf>

[#CSLB](#) [#California](#) [#Madera](#) [#SanBernardino](#) [#sting](#) [#undercover](#)



Twitter Growth

Between May 1, 2023, and July 31, 2023, CSLB had 8,100 impressions.

Top Tweet

The top tweet was published on June 19, 2023. It had 186 impressions, including 3 replies, 3 engagements, and 2 detail expands.

Published post:

CSLB cited several individuals during an undercover sting operation in Rancho Cordova for allegedly advertising and operating without a license. Suspects can face significant fines and/or jail time as a result. Read the full press release below:

<https://www.cslb.ca.gov/Resources/PressReleases/2023/RanchoCordovaSting.pdf>

YouTube Channel Growth

CSLB's YouTube channel continues to grow, with an increase of approximately 446 subscribers, 1,700 hours of watch time, and 28,600 more views since May 2023. The



channel has a total of 738,566 views (49,500 hours watched) and 5,938 subscribers since the page was created in 2009.

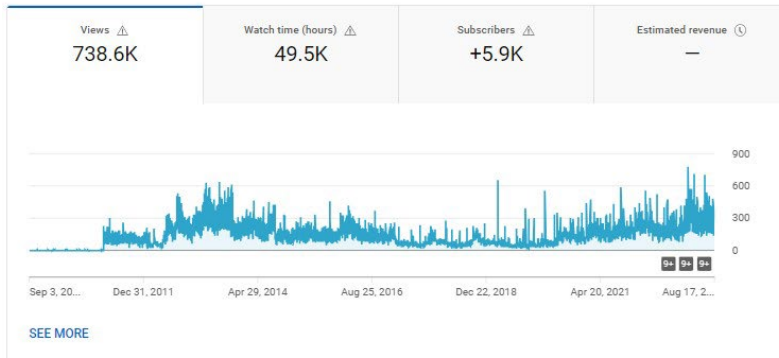
Channel analytics

ADVANCED MODE

Sep 3, 2009 – Aug 17, 2023
Lifetime

Overview Content Audience Revenue Research

Your channel has gotten 738,566 views so far



Realtime

Updating live

5,938

Subscribers

SEE LIVE COUNT

599

Views · Last 48 hours



Top content

Content	Views
CSLB Guide to Renewing Y...	159
10 Tips for Hiring a Contractor	84
New B-2 Residential Remode...	41

SEE MORE

Latest content



While live (stream ended 13 days 23 hours ago)

Views

49

Average view duration

21:30

Top content in this period

Content	Average view duration	Views
1 CheckTheLicenseFirst.com May 24, 2012	0:26 (83.5%)	59,032
2 CSLB Undercover Sting, San Rafael, California Mar 21, 2011	4:13 (44.2%)	49,566
3 Completing a Contractor License Application - Introduction Aug 28, 2012	2:48 (67.7%)	46,458

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. As of July 31, 2023, CSLB has 905 followers. It received 625 page views from May 1, 2023, through July 31, 2023.

Follower statistics

Of CSLB's LinkedIn followers, 74 percent of CSLB's Instagram followers are male; 26 percent are female. Of these followers, 3.8 percent of CSLB's Instagram followers are ages 18 to 24, 31.5 percent are ages 25-34, 38.1 percent are ages 35-44, 18 percent are ages 45-54, 5.8 percent are ages 55-64, and 2.8 percent are ages 65 and over.



Email Alert Feature

CSLB has a website feature that allows people to subscribe to various email alerts. The total subscriber database currently is 171,615, 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
- Surveys
- Podcasts/webcasts
- Licensee Information
- Home Improvement Salespersons

Industry Bulletins

Important CSLB updates are issued in Industry Bulletins, which are emailed to those who signed up via CSLB's email alerts. From May 1, 2023, to July 31, 2023, CSLB issued one Industry Bulletin seeking more licensees to serve as industry experts, in particular those in the solar industry. Another industry bulletin was issued in August related to the Spanish Law and Business exam being available, along with publicizing two out-of-state PSI test centers.

Media Relations

Media Calls

From May 1, 2023, through July 31, 2023, PAO responded to 24 media inquiries, providing information and/or interviews to a variety of media outlets.

News Releases

PAO issued six news releases from May 1, 2023, through July 31, 2023. The releases covered sting operations throughout the state, including stings that were part of the National Association of State Contracting Agencies' nationwide enforcement effort in June.

Consumer/Community Outreach

Senior Scam StopperSM Seminars

CSLB continues to provide virtual and in-person Senior Scam StopperSM (SSS) seminars. The seminars are held virtually via Zoom.



**Outreach Events
May 1, 2023 – July 31, 2023**

Date	Location	Legislative/Community Partner(s)
May 5, 2023	Gardena	Assemblymember Al Muratsuchi
May 11, 2023	Mira Mesa	Senator Brian Jones
May 23, 2023	Lynwood	Senator Lena Gonzalez
May 25, 2023	Kings Beach	County of Placer
June 9, 2023	Milpitas	Assemblymember Alex Lee
June 16, 2023	Laguna Hills	Assemblymember Laurie Davies, Diane Dixon, Kate Sanchez
June 21, 2023	Virtual	NSIPA Cal Chapter Auditor Association
June 23, 2023	Riverside	Assemblymember Sabrina Cervantes
June 24, 2023	Corona	Assemblymember Sabrina Cervantes
June 28, 2023	Virtual	Assembly Republican Caucus
June 28, 2023	Virtual	California Landscape Contractors Association
June 30, 2023	Stockton	El Concilio
July 7, 2023	Anaheim	Assemblymember Avelino Valencia
July 11, 2023	Rancho Cordova	City of Rancho Cordova Building Department
July 14, 2023	Citrus Heights	Sacramento Valley Association of Building Officials
July 19, 2023	Lincoln	City of Lincoln Building Department
July 19, 2023	San Diego	Assemblymember Brian Maienschein
July 25, 2023	Virtual	Senator Dave Min
July 25, 2023	Virtual	PG&E Contract Operations
July 27, 2023	S. El Monte	Assemblymember Lisa Calderon
July 29, 2023	S. Pasadena	Assemblymember Mike Fong
July 29, 2023	Lakeside	Senator Brian Jones



Publication/Graphic Design Services

From July 1, 2022, through April 30, 2023, PAO’s Graphic Design Unit completed the following publications and reports.

**Publications & Reports
May 1, 2023 – July 31, 2023**

Publications & Reports

June 22-23, 2023, Quarterly Board Meeting Packet

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. From May 1, 2023, to July 31, 2023, PAO published 10 employee intranet articles.

**Employee Intranet Stories
May 1, 2023 – July 31, 2023**

Date Published	Title
5/12/2023	Grow Your State Career at CSLB!
5/18/2023	CSLB Observes Mental Health Awareness Month
6/1/2023	A New Way to Communicate is Coming to CSLB
6/7/2023	Staff Celebrate Retirement of Longtime Employees
6/16/2023	Meet CSLB’s Public Affairs Office
6/19/2023	Tune In! Las Vegas Board Meeting – June 22 & 23
6/26/2023	Get to Know Your Colleagues with the CSLB Phone List
7/5/2023	Valencia Investigative Center Hosts Best Breakfast Burrito Throwdown
7/13/2023	CSLB Staff Recipe Share is BACK!
7/24/2023	Celebrating Excellence: CSLB Enforcement Academy



Public Information Center Statistics

As of October 3, 2022, the Licensing Information Center transitioned to the Public Information Center under the Public Affairs Office. Below are statistical updates through July 31, 2023.

Inbound Activity	Jan. 2023	Feb. 2023	March 2023	April 2023	May 2023	June 2023	July 2023
Calls Received	13,282	12,464	14,041	12,117	12,771	12,390	11,548
Calls Answered	9,742	7,660	8,268	7,277	9,054	9,719	8,334
Caller Abandoned	3,523	4,715	5,682	4,700	3,678	2,557	2,531
Longest Wait Time	0:54:01	0:59:35	1:00:17	1:10:03	0:54:29	0:43:52	0:47:48
Shortest Wait Time	0:11:03	0:17:46	0:18:14	0:21:13	0:06:14	0:01:33	0:02:39
Avg. Wait Time	0:22:47	0:37:06	0:40:20	0:40:07	0:25:28	0:17:41	0:17:44

Public Information Center Call Data – Prior Calendar Years

Inbound Activity	CY 2017	CY 2018	CY 2019	CY 2020	CY 2021	CY 2022
Calls Received	166,918	152,845	149,462	149,462	140,589	140,409
Calls Answered	147,074	137,270	136,776	98,044	116,304	119,693
Caller Abandoned	16,527	9,426	7,859	35,865	23,983	20,496
Avg. Longest Wait Time	0:01:36	0:10:48	0:08:33	0:46:23	0:33:56	0:34:45
Avg. Shortest Wait Time	0:00:12	0:01:04	0:00:48	0:04:23	0:03:11	0:01:24
Avg. Wait Time	0:06:46	0:04:21	0:03:34	0:25:27	0:14:38	0:11:06

AGENDA ITEM I

Closed Session

Pursuant to Government Code Section 11126(a)(1)
the Board Will Move into Closed Session to Conduct
an Evaluation of the Performance of the Registrar



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AGENDA ITEM J

Adjournment

