



NOTICE OF ENFORCEMENT COMMITTEE AND PUBLIC AFFAIRS COMMITTEE TELECONFERENCE MEETINGS

November 29, 2023, 9:00 a.m.– 10:00 a.m. (or until the conclusion of business)

Teleconference Information to Register/Join Meetings for Members of the Public via
WebEx:

WebEx link:

<https://cslb.webex.com/cslb/j.php?MTID=m2a2d4916beb55a23c7bf370bdcaad023>

Event number: 2554 907 6599

Event password: fVRNJfMM337

Join by phone

1-844-621-3956 United States Toll Free

+1-415-655-0001 US Toll

Access code: 2554 907 6599

Password: 38765366

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

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 meetings may be canceled without notice.

Members of the public can address the committee during the public comment session. Public comments will also be taken on agenda items at the time the item is heard. Total time allocated for public comment may be limited at the discretion of the committee chair.

Members of the public may, but are not obligated to, provide their names or personal information as a condition of observing or participating in the meetings. When signing into the WebEx platform, participants may be asked for their name and email address. Participants who choose not to provide their names will need to provide a unique identifier such as their initials or another alternative, so that the meeting moderator can identify individuals who wish to make public comment; participants who choose not to provide their email address may utilize a fictitious email address like in the following sample format: XXXXX@mailinator.com.

ENFORCEMENT COMMITTEE MEETING AGENDA (9:00 a.m. – 9:30 a.m. (or until the conclusion of business))

Enforcement Committee Members: James Ruane, Chair / Joel Barton / Rodney Cobos / Miguel Galarza / Amanda Gallo / Michael Mark

- A. Call to Order, Roll Call, Establishment of Quorum, and Chair's Introduction
- B. Public Comment Session for Items Not on the Agenda and Future Agenda Item Requests (*Note: Individuals may appear before the board to discuss items not on the agenda; however, CSLB's board can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).*)
- C. Update Regarding Hiring a Consultant to Research the Scope of Unlicensed Practice and Evaluate Enforcement Resources
- D. Review, Discussion and Possible Action on Strategies to Improve Consumer Complaint Satisfaction
- E. Review, Discussion and Possible Action on Development of a Multiple Offender Unit to Investigate Licenses Subject to Multiple Complaints
- F. Adjournment

PUBLIC AFFAIRS COMMITTEE MEETING AGENDA (9:30 a.m. (or at the conclusion of the Enforcement Committee Meeting) – 10:00 a.m. (or until the conclusion of business))

Public Affairs Committee Members: Miguel Galarza, Chair / David De La Torre / Susan Granzella / Alan Guy / Steven Panelli / Mary Teichert

- A. Call to Order, Roll Call, Establishment of Quorum, and Chair's Introduction
- B. Public Comment Session for Items Not on the Agenda and Future Agenda Item Requests (*Note: Individuals may appear before the board to discuss items not on the agenda; however, CSLB's board can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).*)
- C. Review, Discussion and Possible Action on Website Consumer Information Improvements
- D. Review, Discussion and Possible Action on Video Outlines to Assist Consumers and Licensees

E. Review, Discussion and Possible Action on CSLB-specific New Board Member Orientation Video

F. Adjournment

Note: The Committees intend to provide a live webcast of the meetings. 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 cancelled 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 Robin.Williams@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.

Instructions for Public Participation in CSLB Teleconference Meeting

The instructions below are for members of the public who want to participate in CSLB's upcoming teleconference meeting, being held via Cisco WebEx. The registration link is on the meeting agenda. There are two ways for you to participate:

1. With Computer, Tablet, or Smart Phone with WebEx
2. With Telephone, not over WebEx

Instructions for each are outlined below.

Please note: In order to participate with a computer, tablet, or smart phone you may need to install a software program. If registering before the meeting, please load this on your computer, tablet, or smart phone at that time. If not, please join at least 15-30 minutes before the meeting starts to give you time to do this.

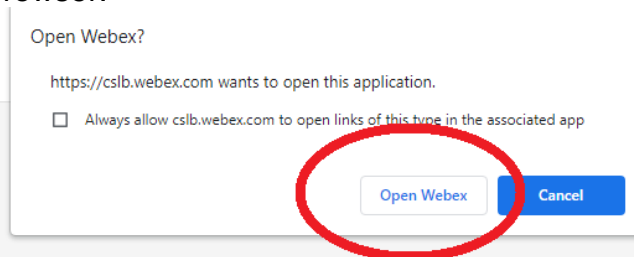
You also will find specifics on how to offer public comment below.

To Watch Meeting & Participate with Computer, Tablet, or Smart Phone with WebEx

This option will provide you live “real time” audio and video of the meeting.

You can join within 30 minutes of the meeting’s start time or while the meeting is in progress:

1. Click on the link provided on the meeting agenda. You will be prompted to either use the WebEx application, or you can choose to join the meeting in your web browser.



Click **Open Webex** on the prompt.

If the prompt doesn't appear, click **Launch Webinar** instead.



Don't have Webex? [Download it now.](#)

Having trouble with the app? [Join from your browser.](#)

2. Once you’ve made your selection, enter a name and email address in the appropriate fields.

Please note that the name and email address **do not** have to be your real identity. But, the meeting host will use the name you enter to let you know when it is your turn to speak during the meeting. So, if you use a different name to identify yourself, be sure to remember that name when you are called upon to speak.

3. When joining the meeting, you will choose how you want to get audio. Your choices are: Through your computer; have WebEx call your phone; or you call

WebEx. The phone numbers and meeting access code are provided on the meeting agenda.

To Join with Telephone (Not over WebEx)

Call one of the two phone numbers provided on the meeting agenda. Enter the meeting access code when prompted and then the password when prompted.

To Offer Public Comment During the Meeting

There will be a public comment section during the meeting. The public also will have the opportunity to offer comment during each agenda item.

For those listening to phone and not on WebEx

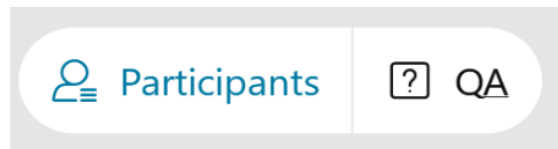
If you want to offer public comment, press *3 on your phone to raise your hand. You'll hear the prompt, "You have raised your hand to ask a question. Please wait to speak until the meeting host calls on you." If you no longer want to comment, or after the host calls upon you, press *3 again to lower your hand. You will hear a message, "You have lowered your hand."

When the host calls on you to offer your comment, your line will be unmuted, and you will be able comment. At the end of your comment, or when your allotted time ends, the line will again be muted. During the meeting, the chair will announce the time to be allotted for each public comment.

For those on WebEx with Computer, Tablet, or Smart Phone

Throughout the meeting, any members of the public may indicate they would like to offer comment on a specific agenda item.

Be sure to activate your Q&A feature at the bottom right of your screen.



If you would like to offer public comment on a specific agenda item, send the host a message at any time during that item stating:

“I would like to make a comment on this item.”

The host will call on the public in the order requests are received. When it is your turn, the host will announce your name, or the name you indicated when you registered, and will unmute your line, allowing you to make your public comment.

At the end of your comment, or when your allotted time ends, the line will again be muted. During the meeting, the chair will announce the time allotted for each public comment. The host will note this in the chat as well.

Leaving the Meeting

At either the conclusion of the meeting, or anytime you wish to leave, you can do so by clicking on the red circle with X in it at the bottom of your screen. After confirming, you will be disconnected from the meeting.



For those calling in on telephone without WebEx, simply hang up.

ADDITIONAL ASSISTANCE

- **WebEx Troubleshooting Info**
<https://help.webex.com/en-us/WBX9000018881/Troubleshooting-Meetings>
- **WebEx Guide for Setting Up Your Audio**
<https://help.webex.com/en-us/nt2ig0y/Choose-Your-Audio-and-Video-Settings-Before-You-Join-a-Webex-Meeting-or-Event-Slow-Channel>

Thank you for your interest in participating in a CSLB teleconference meeting.