



CONTRACTORS STATE LICENSE BOARD

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

STATE OF CALIFORNIA
Governor Edmund G. Brown Jr.

September 26, 2017

Ms. Diane F. Boyer-Vine
Legislative Counsel of California
State Capitol, Room 3021
Sacramento, California 95814

Ms. Boyer-Vine,

Attached is the Contractors State License Board's (CSLB) 2016/17 Annual Statistical Report as required by SB 1953 (Chapter 744, Statutes of 2002).

If you have any comments or questions, please contact either myself or Chief Deputy Registrar, Tonya Corcoran, at (916) 255-4000.

Sincerely,

David R. Fogt
Registrar

cc: Daniel Alvarez, Secretary of the Senate
E. Dotson Wilson, Chief Clerk of the Assembly
Dean R. Grafilo, Director, Department of Consumer Affairs
Kevin J. Albanese, Chair, Contractors State License Board



Table of Contents
FY 2016/17 Contractors State License Board Enforcement (CSLB)
Annual Statistical Report

Number of Complaints Received by Source and Type..... Page 1

Number of Complaints Closed Prior to Referral for Field Investigation..... Page 2

Number of Complaints Referred for Field Investigation..... Page 3

Number of Complaints Closed After Referral for Field Investigation Page 4

Number of Complaints Closed per Consumer Services Representative and Enforcement Representative..... Page 5

Number of Complaints Pending at the End of FY 2016/17..... Page 6

Licensee and Non-Licensee Citation Data (Number of Issued, Vacated, and Withdrawn) Page 7

Number of Complaints Referred to Attorney General and/or Prosecutor Page 8

Number of Actions Taken Against Licenses and Accusations Withdrawn or Dismissed..... Page 9

Number of Cases (Actions) Containing Violations of Business and Professions Code Sections 7121, 7121.5, and Subdivision (e) of Section 7159 or Subdivision (a)(5) of Section 7159.5... Page 10

Cost Recovery Ordered and Paid..... Page 11

Average Days to Close for the following categories:

 From Complaint Filing to Closure by Intake/Mediation Prior to Referral for an Investigation..... Page 12

 From Referral of a Complaint for Investigation to Closure by an Investigation Center Page 12

 From Filing of a Complaint to the Referral of the Completed Investigation to the Attorney General..... Page 13

 From Referral of the Completed Investigation to the Attorney General to the Filing of an Accusation by the Attorney General..... Page 13

 From Filing of an Accusation by the Attorney General to the First Hearing Date or Date of a Stipulated Settlement Page 13

 From Receipt of an Administrative Law Judge’s Proposed Decision to the Registrar’s Final Decision Page 13

**COMPLAINTS RECEIVED
FY 2016/17**

<u>LICENSEE COMPLAINT (LIC)</u>	
Subsequent Arrest Notification Complaints	956
Construction Industry Complaints	815
Special Investigation Complaints	5
Responsible Managing Officer (RMO) Task Force Complaints	2
District Complaints (Registrar)	337
Government Complaints	108
Public Consumer Complaints	10,809
Sweep Compliance Complaints	164
Total:	13,196

<u>NON-LICENSEE COMPLAINT</u>	
Subsequent Arrest Notification Complaints	0
Construction Industry Complaints	46
Special Investigation Complaints	6
District Complaints (Registrar)	681
Government Complaints	25
Public Consumer Complaints	3,861
Sweep Compliance Complaints	80
Total:	4,699

<u>APPLICATION INVESTIGATION (HIS, APP, or LIC)</u>	
District Complaints (Registrar)	874
Total:	874

<u>HOME IMPROVEMENT SALESMAN</u>	
Subsequent Arrest Notification Complaints	104
District Complaints (Registrar)	0
Public Consumer Complaints	2
Total:	106

TOTAL COMPLAINTS RECEIVED: 18,875

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2016/17**

<u>LICENSEE COMPLAINT (LIC)</u>	
CLOSURE RECOMMENDED FOR ACCUSATION	1
CLOSURE RECOMMENDED FOR CITATION	37
CLOSURE FOR INSUFFICIENT EVIDENCE	2,313
CLOSURE FOR NO JURISDICTION	265
CLOSURE FOR NO VIOLATION	24
CLOSURE FOR SETTLED IN INVESTIGATION	21
CLOSURE FOR LICENSE ALREADY REVOKED	29
CLOSURE SENT VOLUNTARY ARBITRATION	0
CLOSURE SENT MANDATORY ARBITRATION	0
CLOSURE FOR SETTLED IN SCREENING	1,913
CLOSURE FOR MINOR VIOLATION-WARNING	297
CLOSURE FOR NO FURTHER ACTION	1,035
Total, Licensee Complaint:	5,935

<u>NON-LICENSEE COMPLAINT</u>	
CLOSURE 7028 INSUFFICIENT EVIDENCE	508
CLOSURE 7028 NO JURISDICTION	123
CLOSURE 7028 NO FURTHER ACTION	115
CLOSURE NO FURTHER ACTION-WARNING	151
CLOSURE REFER TO NON-LICENSEE CITATION	0
Total, Non-Licensee Complaint:	897

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 6,832

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2016/17**

LICENSEE COMPLAINT	7,670
NON-LICENSEE COMPLAINT	3,924
APP INVESTIGATION (HIS, APP, OR LIC)	874
HOME IMPROVEMENT SALESMAN (HIS)	107
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:	12,575

COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2016/17

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	467
CLOSURE RECOMMENDED FOR CITATION	1,199
CLOSURE REFERRED TO PROSECUTOR	235
CLOSURE FOR INSUFFICIENT EVIDENCE	1,139
CLOSURE FOR NO JURISDICTION	92
CLOSURE FOR NO VIOLATION	161
CLOSURE FOR SETTLED IN INVESTIGATION	1,112
CLOSURE FOR LICENSE ALREADY REVOKED	178
CLOSURE SENT VOLUNTARY ARBITRATION	86
CLOSURE SENT MANDATORY ARBITRATION	633
CLOSURE FOR SETTLED IN SCREENING	20
CLOSURE FOR MINOR VIOLATION-WARNING	1,173
CLOSURE FOR MINOR VIOLATION-NO WARNING	2
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	240
CLOSURE FOR NO FURTHER ACTION	911
Total:	7,648

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	1,452
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,202
CLOSURE 7028 NO JURISDICTION	62
CLOSURE LACK OF RESOURCES TO RESPOND	88
CLOSURE 7028 NO FURTHER ACTION	205
CLOSURE NO FURTHER ACTION-WARNING	99
CLOSURE REFER TO NON-LICENSEE CITATION	787
Total:	3,895

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

CLOSURE RECOMMENDED FOR S OF I	2
CLOSURE APPLICATION WITHDRAWN	124
CLOSURE APPLICATION VERIFIED	349
CLOSURE NO FURTHER ACTION	31
CLOSURE 485B DENIAL	310
CLOSURE 7073E - PROBATIONARY LICENSE	101
Total:	917

HOME IMPROVEMENT SALESMAN

CLOSURE RECOMMENDED FOR ACCUSATION	16
CLOSURE RECOMMENDED FOR CITATION	13
CLOSURE REFERRED TO PROSECUTOR	1
CLOSURE FOR INSUFFICIENT EVIDENCE	6
CLOSURE FOR NO JURISDICTION	5
CLOSURE FOR LICENSE ALREADY REVOKED	2
CLOSURE FOR MINOR VIOLATION-WARNING	51
CLOSURE FOR NO FURTHER ACTION	4
Total:	98

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 12,558

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

FY 2016/17

Average Number of Complaints Closed Per Consumer Services
Representative Per Month 22.2

Average Number of Complaints Closed Per Enforcement Representative Per
Month 10.4

COMPLAINTS PENDING AT THE END OF FY 2016/17

LICENSEE COMPLAINT (LIC)		
Received Prior to Fiscal Year	25	0.5%
July - September	95	2.0%
October - December	359	7.6%
January - March	966	20.4%
April - June	2,287	48.3%
Licensee Complaint (LIC) Total	3,732	78.8%

NON-LICENSEE COMPLAINT		
Received Prior to Fiscal Year	4	<0.1%
July - September	5	0.1%
October - December	51	1.1%
January - March	202	4.3%
April - June	551	11.6%
Non-Licensee Complaint Total	813	17.2%

APP INVESTIGATION (HIS, APP, or LIC)		
Received Prior to Fiscal Year	50	0.0%
July - September	4	0.1%
October - December	1	0.0%
January - March	4	0.1%
April - June	109	2.3%
App Investigation (HIS, APP, or Lic)	168	3.5%

HOME IMPROVEMENT SALESMAN		
Received Prior to Fiscal Year	0	0.0%
July - September	0	0.0%
October - December	2	0.0%
January - March	2	0.0%
April - June	17	<0.1%
Home Improvement Salesman Total	21	0.4%

TOTAL COMPLAINTS PENDING:	4,734	100%
----------------------------------	--------------	-------------

LICENSEE CITATIONS FOR FY 2016/17

ORDER OF CORRECTION AND FINE	1,208
VACATED	1
WITHDRAWN	26
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	1,235

NON-LICENSEE CITATIONS FOR FY 2016/17

ORDER OF CORRECTION AND FINE	797
VACATED	0
WITHDRAWN	13
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	810

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FY 2016/17**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	65
HOME IMPROVEMENT SALESMAN	17
LICENSEE COMPLAINT	489
NON-LICENSEE COMPLAINT	0
TOTAL:	571

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	1
LICENSEE COMPLAINT	235
NON-LICENSEE COMPLAINT	1,452
TOTAL:	1,688

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

No complaints were referred to both the Attorney General and Prosecutor during FY 2016/17.

TOTAL COMPLAINTS REFERRED: 2,259

**ACTIONS TAKEN BY CSLB
FY 2016/17**

NUMBER OF LICENSES REVOKED

RESULTING FROM ACCUSATION	349
RESULTING FROM ARBITRATION	95
RESULTING FROM CITATION	517
TOTAL LICENSES REVOKED:	961

NUMBER OF LICENSES SUSPENDED

RESULTING FROM ACCUSATION	30
RESULTING FROM ARBITRATION	123
RESULTING FROM CITATION	535
TOTAL LICENSES SUSPENDED:	688

ACCUSATIONS WITHDRAWN OR DISMISSED

ACCUSATIONS WITHDRAWN	58
ACCUSATIONS DISMISSED	5
TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:	63

Note: An individual disciplinary case can have multiple entities and multiple outcomes.

**NUMBER OF CASES CONTAINING VIOLATIONS OF SECTION 7121, 7121.5, AND
SUBDIVISION (e) OF SECTION 7159 OR SUBDIVISION (a)(5) OF SECTION 7159.5**

FY 2016/17

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

7159(e) or 7159.5(a)(5)	65
-------------------------	----

**FOR DISCIPLINARY ACTIONS TAKEN IN FY 2015/16, THE NUMBER OF VIOLATIONS
RESULTING IN A CITATION OR ACCUSATION**

**NUMBER OF CITATIONS WITH 7159(e) OR 7159.5(a)(5) VIOLATIONS RESULTING IN A
SUSPENSION OR REVOCATION**

7159(e) or 7159.5(a)(5) SUSPENSIONS:	2
7159(e) or 7159.5(a)(5) REVOCATIONS:	8

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

7121	6
7121.5	2
7159(e) or 7159.5(a)(5)	55

Note: Violations of B&P Code Section 7159.5(a)(5) are included as a result of a 2006 amendment to Chapter 744, Statutes of 2002 (SB 1953).

**COST RECOVERY ORDERED AND PAID
FY 2016/17**

COST RECOVERY ORDERED	\$1,417,036
COST RECOVERY PAID	\$381,736

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

FY 2016/17

LICENSEE COMPLAINT (LIC)	42.7
NON-LICENSEE COMPLAINT	37.6
HOME IMPROVEMENT SALESMAN (HIS)	0.0
APP INVESTIGATION (HIS, APP, or LIC)	0.0
TOTAL:	42.0

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

FY 2016/17

LICENSEE COMPLAINT (LIC)	125.7
NON-LICENSEE COMPLAINT	74.1
HOME IMPROVEMENT SALESMAN (HIS)	42.6
APP INVESTIGATION (HIS, APP, or LIC)	44.1
TOTAL:	103.1

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

FY 2016/17

AVERAGE NUMBER OF DAYS: 278.7

**AVERAGE NUMBER OF DAYS FROM THE REFERRAL OF THE COMPLETED
INVESTIGATION TO THE ATTORNEY GENERAL TO THE FILING OF AN ACCUSATION BY
THE ATTORNEY GENERAL**

FY 2016/17

AVERAGE NUMBER OF DAYS: 226.0

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

FY 2016/17

AVERAGE NUMBER OF DAYS: 267.6

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

FY 2016/17

AVERAGE NUMBER OF DAYS: 16.2
