



## CONTRACTORS STATE LICENSE BOARD

9821 Business Park Drive, Sacramento, California 95827  
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800-321-CSLB (2752)  
[www.cslb.ca.gov](http://www.cslb.ca.gov)

STATE OF CALIFORNIA

Arnold Schwarzenegger, Governor

September 28, 2010

The Honorable Gloria Negrete McLeod, Chair  
Senate Committee on Business, Professions, and Economic Development  
State Capitol, Room 2053  
Sacramento, California 95814

Dear Senator McLeod,

Attached is the Contractors State License Board's (CSLB) 2009/10 Annual Statistical Report as required by SB 1953 (Chapter 744, Statutes of 2002).

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

Sincerely,

Stephen P. Sands  
Registrar

cc: Assemblymember Mary Hayashi, Chair, Assembly Committee on Business, Professions and Consumer Protection  
Brian Stiger, Director, Department of Consumer Affairs  
Lisa Miller-Strunk, Chair, Contractors State License Board

**COMPLAINTS RECEIVED  
FY 2009/10**

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<b><u>LICENSEE COMPLAINT (LIC)</u></b>	
Construction Industry Complaints	1,610
District Complaints (Registrar)	954
Government Complaints	286
Public Consumer Complaints	10,644
Sweep Compliance Complaints	40
<b>Total</b>	<b>13,534</b>

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<b><u>NON-LICENSEE COMPLAINT</u></b>	
Construction Industry Complaints	173
District Complaints (Registrar)	1,887
Government Complaints	49
Public Consumer Complaints	2,922
Sweep Compliance Complaints	19
<b>Total</b>	<b>5,050</b>

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<b><u>APPLICATION INVESTIGATION (HIS, APP, or LIC)</u></b>	
District Complaints (Registrar)	1,284
<b>Total</b>	<b>1,284</b>

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<b><u>HOME IMPROVEMENT SALESMAN</u></b>	
District Complaints (Registrar)	2
Public Consumer Complaints	6
<b>Total</b>	<b>8</b>

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**TOTAL COMPLAINTS RECEIVED** **19,876**

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION  
FY 2009/10**

<b><u>LICENSEE COMPLAINT (LIC)</u></b>	
CLOSURE FOR INSUFFICIENT EVIDENCE	2,878
CLOSURE FOR NO JURISTITION	537
CLOSURE FOR NO VIOLATION	60
CLOSURE FOR LICENSE ALREADY REVOKED	45
CLOSURE SENT VOLUNTARY ARBITRATION	5
CLOSURE SENT MANDATORY ARBITRATION	55
CLOSURE FOR SETTLED IN SCREENING	2,267
CLOSURE FOR MINOR VIOLATION-WARNING	387
CLOSURE FOR NO FURTHER ACTION	2,368
<b>Total, Licensee Complaint</b>	<b>8,602</b>
<b><u>NON-LICENSEE COMPLAINT</u></b>	
CLOSURE 7028 INSUFFICIENT EVIDENCE	691
CLOSURE 7028 NO JURISTITION	167
CLOSURE 7028 NO FURTHER ACTION	93
CLOSURE NO FURTHER ACTION-WARNING	121
<b>Total, Non-Licensee Complaint</b>	<b>1,072</b>
<b>TOTAL</b>	<b>9,674</b>

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION  
FY 2009/10**

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LICENSEE COMPLAINT	5,876
NON-LICENSEE COMPLAINT	4,128
APP INVESTIGATION (HIS, APP, OR LIC)	1,284
HOME IMPROVEMENT SALESMAN (HIS)	8
<b>TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION</b>	<b>11,296</b>

**COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION  
FY 2009/10**

**LICENSEE COMPLAINT (LIC)**

CLOSURE RECOMMENDED FOR ACCUSATION	435
CLOSURE RECOMMENDED FOR CITATION	583
CLOSURE REFERRED TO PROSECUTOR	130
CLOSURE FOR INSUFFICIENT EVIDENCE	936
CLOSURE FOR NO JURISTITION	96
CLOSURE FOR NO VIOLATION	292
CLOSURE FOR SETTLED IN INVESTIGATION	774
CLOSURE FOR LICENSE ALREADY REVOKED	214
CLOSURE SENT VOLUNTARY ARBITRATION	106
CLOSURE SENT MANDATORY ARBITRATION	515
CLOSURE FOR ON SITE NEGOTIATION	8
CLOSURE FOR SETTLED IN SCREENING	2
CLOSURE FOR MINOR VIOLATION-WARNING	1,025
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	338
CLOSURE FOR NO FURTHER ACTION	772
<b>Total</b>	<b>6,226</b>

**NON-LICENSEE COMPLAINT**

CLOSURE 7028 REFER TO PROSECUTOR	1,133
CLOSURE 7028 INSUFFICIENT EVIDENCE	963
CLOSURE 7028 NO JURISTITION	55
CLOSURE LACK OF RESOURCES TO RESPOND	305
CLOSURE 7028 NO FURTHER ACTION	305
CLOSURE NO FURTHER ACTION-WARNING	648
CLOSURE REFER TO NON-LICENSEE CITATION	800
<b>Total</b>	<b>4,209</b>

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

CLOSURE RECOMMENDED FOR S OF I	4
CLOSURE APPLICATION WITHDRAWN	200
CLOSURE APPLICATION VERIFIED	582
CLOSURE NO FURTHER ACTION	66
CLOSURE 485B DENIAL	358
CLOSURE 7073E - PROBATIONARY LICENSE	205
<b>Total</b>	<b>1,415</b>

**HOME IMPROVEMENT SALESMAN**

CLOSURE RECOMMENDED FOR ACCUSATION	2
CLOSURE RECOMMENDED FOR CITATION	1
CLOSURE REFERRED TO PROSECUTOR	1
CLOSURE FOR MINOR VIOLATION-WARNING	4
<b>Total</b>	<b>8</b>

**TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION** **11,858**

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

**FY 2009/10**

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Average Number of Complaints Closed Per Consumer Services  
Representative Per Month 25.7

Average Number of Complaints Closed Per Enforcement Representative Per  
Month 9.3

**COMPLAINTS PENDING AT THE END OF FY 2009/10**

LICENSEE COMPLAINT (LIC)

Received Prior to Fiscal Year	33	0.8%
July - September	102	2.6%
October - December	323	8.2%
January - March	756	19.1%
April - June	1,738	43.9%
<b>Licensee Complaint (LIC) Total</b>	<b>2,952</b>	<b>74.6%</b>

NON-LICENSEE COMPLAINT

Received Prior to Fiscal Year	1	<0.1%
July - September	9	0.2%
October - December	41	1.0%
January - March	143	3.6%
April - June	594	15.0%
<b>Non-Licensee Complaint Total</b>	<b>788</b>	<b>19.9%</b>

APP INVESTIGATION (HIS, APP, or LIC)

Received Prior to Fiscal Year	1	<0.1%
July - September	0	0.0%
October - December	9	0.2%
January - March	47	1.2%
April - June	160	4.0%
<b>App Investigation (HIS, APP, or Lic)</b>	<b>217</b>	<b>5.5%</b>

HOME IMPROVEMENT SALESMAN

Received Prior to Fiscal Year	0	0.0%
July - September	0	0.0%
October - December	0	0.0%
January - March	0	0.0%
April - June	1	<0.1%
<b>Home Improvement Salesman Total</b>	<b>1</b>	<b>&lt;0.1%</b>

<b>TOTAL PENDING AT THE END OF FY 2009/10:</b>	<b>3,958</b>	<b>100.0%</b>
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**LICENSEE CITATIONS FOR FY 2009/10**

ORDER OF CORRECTION AND FINE	528
VACATED	1
WITHDRAWN	53
<b>TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN</b>	<b>582</b>

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**NON-LICENSEE CITATIONS FOR FY 2009/10**

ORDER OF CORRECTION AND FINE	795
VACATED	0
WITHDRAWN	30
<b>TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN</b>	<b>825</b>

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR  
FOR FY 2009/10**

**REFERRED TO ATTORNEY GENERAL**

APP INVESTIGATION (HIS, APP, or LIC)	85
HOME IMPROVEMENT SALESMAN	2
LICENSEE COMPLAINT	455
NON-LICENSEE COMPLAINT	0
<b>TOTAL</b>	<b>542</b>

**REFERRED TO PROSECUTOR**

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	1
LICENSEE COMPLAINT	130
NON-LICENSEE COMPLAINT	1,133
<b>TOTAL</b>	<b>1,264</b>

**REFERRED TO ATTORNEY GENERAL AND PROSECUTOR**

No complaints were referred to both the Attorney General and Prosecutor during FY 2009/10.

<b>TOTAL COMPLAINTS REFERRED</b>	<b>1,806</b>
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**ACTIONS TAKEN BY CSLB  
FY 2009/10**

**NUMBER OF LICENSES REVOKED**

RESULTING FROM ACCUSATION	357
RESULTING FROM ARBITRATION	215
RESULTING FROM CITATION	288
<b>TOTAL LICENSES REVOKED</b>	<b>860</b>

**NUMBER OF LICENSES SUSPENDED**

RESULTING FROM ACCUSATION	18
RESULTING FROM ARBITRATION	281
RESULTING FROM CITATION	338
<b>TOTAL LICENSES SUSPENDED</b>	<b>637</b>

**ACCUSATIONS WITHDRAWN OR DISMISSED**

ACCUSATIONS WITHDRAWN	42
ACCUSATIONS DISMISSED	4
<b>TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED</b>	<b>46</b>

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

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

**FY 2009/10**

**FOR CITATIONS ISSUED TO LICENSEES DURING FY 2009/10,  
THE NUMBER OF 7159(e) OR 7159.5(a)(5) VIOLATIONS RESULTING IN A CITATION**

7159(e) or 7159.5(a)(5)	43
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**FOR DISCIPLINARY ACTIONS TAKEN IN FY 2009/10, 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)	11
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**NUMBER OF ACCUSATIONS WITH 7121, 7121.5, 7159(e), OR 7159.5(a)(5) VIOLATIONS  
RESULTING IN A SUSPENSION OR REVOCATION**

7121	53
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7121.5	54
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7159(e) or 7159.5(a)(5)	87
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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 2009/10**

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COST RECOVERY ORDERED	\$1,616,881
COST RECOVERY PAID	\$198,092

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

**FY 2009/10**

LICENSEE COMPLAINT (LIC)	41.4
NON-LICENSEE COMPLAINT	32.9
HOME IMPROVEMENT SALESMAN (HIS)	0.0
APP INVESTIGATION (HIS, APP, or LIC)	0.0
<b>TOTAL</b>	<b>40.5</b>

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

**FY 2009/10**

LICENSEE COMPLAINT (LIC)	151.3
NON-LICENSEE COMPLAINT	76.0
HOME IMPROVEMENT SALESMAN (HIS)	118.1
APP INVESTIGATION (HIS, APP, or LIC)	100.7
<b>TOTAL</b>	<b>118.5</b>

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

**FY 2009/10**

**AVERAGE NUMBER OF DAYS** **300.2**

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

**FY 2009/10**

**AVERAGE NUMBER OF DAYS:** **219.1**

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

**FY 2009/10**

**AVERAGE NUMBER OF DAYS:** **372.3**

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

**FY 2009/10**

**AVERAGE NUMBER OF DAYS:** **30.5**

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