



CONTRACTORS STATE LICENSE BOARD

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STATE OF CALIFORNIA
Governor Edmund G. Brown Jr.

September 18, 2018

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) 2017/18 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
Marlo Richardson, Chair, Contractors State License Board



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Average Days to Close for the following categories:

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**COMPLAINTS RECEIVED
FY 2017/18**

<u>LICENSEE COMPLAINT (LIC)</u>	
Subsequent Arrest Notification Complaints	880
Construction Industry Complaints	748
Special Investigation Complaints	2
District Complaints (Registrar)	232
Government Complaints	145
Public Consumer Complaints	12,530
Sweep Compliance Complaints	272
Total:	14,809

<u>NON-LICENSEE COMPLAINT</u>	
Subsequent Arrest Notification Complaints	0
Construction Industry Complaints	39
Special Investigation Complaints	1
District Complaints (Registrar)	322
Government Complaints	91
Public Consumer Complaints	4,398
Sweep Compliance Complaints	128
Total:	4,979

<u>APPLICATION INVESTIGATION (HIS, APP, or LIC)</u>	
District Complaints (Registrar)	769
Total:	769

<u>HOME IMPROVEMENT SALESMAN</u>	
Subsequent Arrest Notification Complaints	107
Construction Industry Complaints	1
District Complaints (Registrar)	0
Public Consumer Complaints	9
Total:	117

TOTAL COMPLAINTS RECEIVED: 20,674

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2017/18**

<u>LICENSEE COMPLAINT (LIC)</u>	
CLOSURE RECOMMENDED FOR ACCUSATION	0
CLOSURE RECOMMENDED FOR CITATION	0
CLOSURE FOR INSUFFICIENT EVIDENCE	2,286
CLOSURE FOR NO JURISDICTION	275
CLOSURE FOR NO VIOLATION	59
CLOSURE FOR SETTLED IN INVESTIGATION	0
CLOSURE FOR LICENSE ALREADY REVOKED	87
CLOSURE SENT VOLUNTARY ARBITRATION	0
CLOSURE SENT MANDATORY ARBITRATION	0
CLOSURE FOR SETTLED IN SCREENING	2,948
CLOSURE FOR MINOR VIOLATION-WARNING	719
CLOSURE FOR NO FURTHER ACTION	1,277
Total, Licensee Complaint:	7,651

<u>NON-LICENSEE COMPLAINT</u>	
CLOSURE 7028 INSUFFICIENT EVIDENCE	607
CLOSURE 7028 NO JURISDICTION	167
CLOSURE 7028 NO FURTHER ACTION	105
CLOSURE NO FURTHER ACTION-WARNING	417
CLOSURE REFER TO NON-LICENSEE CITATION	0
Total, Non-Licensee Complaint:	1,296

<u>HOME IMPROVEMENT SALESMAN</u>	
CLOSURE FOR NO FURTHER ACTION	1
Total, Home Improvement Salesman Complaint:	1

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 8,948

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2017/18**

LICENSEE COMPLAINT	7,909
NON-LICENSEE COMPLAINT	3,717
APP INVESTIGATION (HIS, APP, OR LIC)	769
HOME IMPROVEMENT SALESMAN (HIS)	115
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:	12,510

COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2017/18

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	524
CLOSURE RECOMMENDED FOR CITATION	1,331
CLOSURE REFERRED TO PROSECUTOR	337
CLOSURE FOR INSUFFICIENT EVIDENCE	1,064
CLOSURE FOR NO JURISDICTION	77
CLOSURE FOR NO VIOLATION	163
CLOSURE FOR SETTLED IN INVESTIGATION	845
CLOSURE FOR LICENSE ALREADY REVOKED	206
CLOSURE SENT VOLUNTARY ARBITRATION	96
CLOSURE SENT MANDATORY ARBITRATION	687
CLOSURE FOR SETTLED IN SCREENING	1
CLOSURE FOR MINOR VIOLATION-WARNING	1,596
CLOSURE FOR MINOR VIOLATION-NO WARNING	3
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	171
CLOSURE FOR NO FURTHER ACTION	848
Total:	7,949

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	1,344
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,088
CLOSURE 7028 NO JURISDICTION	42
CLOSURE LACK OF RESOURCES TO RESPOND	64
CLOSURE 7028 NO FURTHER ACTION	211
CLOSURE NO FURTHER ACTION-WARNING	147
CLOSURE REFER TO NON-LICENSEE CITATION	899
Total:	3,795

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

CLOSURE APPLICATION WITHDRAWN	136
CLOSURE APPLICATION VERIFIED	317
CLOSURE NO FURTHER ACTION	19
CLOSURE 485B DENIAL	243
CLOSURE 7073E - PROBATIONARY LICENSE	64
Total:	779

HOME IMPROVEMENT SALESMAN

CLOSURE RECOMMENDED FOR ACCUSATION	11
CLOSURE RECOMMENDED FOR CITATION	17
CLOSURE REFERRED TO PROSECUTOR	5
CLOSURE FOR INSUFFICIENT EVIDENCE	6
CLOSURE FOR NO VIOLATION	1
CLOSURE FOR LICENSE ALREADY REVOKED	2
CLOSURE FOR MINOR VIOLATION-WARNING	64
CLOSURE FOR NO FURTHER ACTION	7
Total:	113

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 12,636

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

FY 2017/18

Average Number of Complaints Closed Per Consumer Services Representative Per Month	25.4
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Average Number of Complaints Closed Per Enforcement Representative Per Month	10.7
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COMPLAINTS PENDING AT THE END OF FY 2017/18

LICENSEE COMPLAINT (LIC)		
Received Prior to Fiscal Year	23	0.5%
July - September	100	2.1%
October - December	488	10.2%
January - March	853	17.8%
April - June	2,290	47.7%
Licensee Complaint (LIC) Total	3,754	78.3%

NON-LICENSEE COMPLAINT		
Received Prior to Fiscal Year	1	<0.1%
July - September	5	0.1%
October - December	56	1.2%
January - March	169	3.5%
April - June	619	12.9%
Non-Licensee Complaint Total	850	17.7%

APP INVESTIGATION (HIS, APP, or LIC)		
Received Prior to Fiscal Year	58	0.0%
July - September	1	0.0%
October - December	6	0.1%
January - March	8	0.2%
April - June	94	2.0%
App Investigation (HIS, APP, or Lic)	167	3.5%

HOME IMPROVEMENT SALESMAN		
Received Prior to Fiscal Year	0	0.0%
July - September	0	0.0%
October - December	1	0.0%
January - March	1	0.0%
April - June	23	<0.1%
Home Improvement Salesman Total	25	0.5%

TOTAL COMPLAINTS PENDING:	4,796	100%
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LICENSEE CITATIONS FOR FY 2017/18

ORDER OF CORRECTION AND FINE	1,357
VACATED	0
WITHDRAWN	36
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	1,393

NON-LICENSEE CITATIONS FOR FY 2017/18

ORDER OF CORRECTION AND FINE	914
VACATED	0
WITHDRAWN	21
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	935

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FY 2017/18**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	48
HOME IMPROVEMENT SALESMAN	12
LICENSEE COMPLAINT	464
NON-LICENSEE COMPLAINT	0
TOTAL:	524

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	5
LICENSEE COMPLAINT	337
NON-LICENSEE COMPLAINT	1,344
TOTAL:	1,686

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

No complaints were referred to both the Attorney General and Prosecutor during FY 2017/18.

TOTAL COMPLAINTS REFERRED: 2,210

**ACTIONS TAKEN BY CSLB
FY 2017/18**

NUMBER OF LICENSES REVOKED

RESULTING FROM ACCUSATION	415
RESULTING FROM ARBITRATION	40
RESULTING FROM CITATION	234
TOTAL LICENSES REVOKED:	689

NUMBER OF LICENSES SUSPENDED

RESULTING FROM ACCUSATION	10
RESULTING FROM ARBITRATION	55
RESULTING FROM CITATION	368
TOTAL LICENSES SUSPENDED:	433

ACCUSATIONS WITHDRAWN OR DISMISSED

ACCUSATIONS WITHDRAWN	77
ACCUSATIONS DISMISSED	1
TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:	78

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 2017/18

**FOR CITATIONS ISSUED TO LICENSEES DURING FY 2017/18,
THE NUMBER OF 7159(e) OR 7159.5(a)(5) VIOLATIONS RESULTING IN A CITATION**

7159(e) or 7159.5(a)(5)	113
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**FOR DISCIPLINARY ACTIONS TAKEN IN FY 2017/18, 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:	10
7159(e) or 7159.5(a)(5) REVOCATIONS:	5

**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	0
7159(e) or 7159.5(a)(5)	78

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 2017/18**

COST RECOVERY ORDERED	\$1,623,148
COST RECOVERY PAID	\$507,225

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

FY 2017/18

LICENSEE COMPLAINT (LIC)	42.7
NON-LICENSEE COMPLAINT	28.2
HOME IMPROVEMENT SALESMAN (HIS)	46.0
APP INVESTIGATION (HIS, APP, or LIC)	0.0
TOTAL:	40.6

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

FY 2017/18

LICENSEE COMPLAINT (LIC)	134.9
NON-LICENSEE COMPLAINT	84.0
HOME IMPROVEMENT SALESMAN (HIS)	45.2
APP INVESTIGATION (HIS, APP, or LIC)	60.3
TOTAL:	114.2

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

FY 2017/18

AVERAGE NUMBER OF DAYS: 242.5

**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 2017/18

AVERAGE NUMBER OF DAYS: 228.3

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

FY 2017/18

AVERAGE NUMBER OF DAYS: 271.8

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

FY 2017/18

AVERAGE NUMBER OF DAYS: 9.9
