

SEPTEMBER 19, 2024  
SACRAMENTO, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

# Board Meeting







## CONTRACTORS STATE LICENSE BOARD

9821 Business Park Drive, Sacramento, California 95827  
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STATE OF CALIFORNIA

Governor Gavin Newsom

### NOTICE OF PUBLIC BOARD MEETING

September 19, 2024, 9:00 a.m. – 12:00 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) for viewing only. Links are available at the end of this agenda. There will be no remote access for participation or comment at this meeting.

#### MEETING AGENDA

**Thursday, September 19, 2024**

##### 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. Executive
  1. Review and Possible Approval of the June 13 and 14, 2024, Board Meeting Minutes
  2. Review and Possible Approval of the June 21, 2024, Board Meeting Minutes

3. Review and Possible Approval of the August 1, 2024, Executive Committee Meeting Summary
4. Registrar's Report
5. CSLB Budget Update
6. Administration Update Regarding Personnel and Facilities
7. Information Technology Update
8. Review, Discussion, and Possible Action on 2025-27 Executive Strategic Plan Objectives
9. Update on Compliance with Business and Professions Code Section 7125.6, Workers' Compensation Insurance Class Code Reporting Requirement Effective July 1, 2024

#### D. Legislation

1. Review, Discussion, and Possible Action on 2025-27 Legislative Strategic Plan Objectives
2. Update and Discussion on 2024 Pending Legislation
  - a. AB 2622 (Carrillo) – Increase minor work exemption amount from \$500 to \$1,000 on a single project.
  - b. AB 2677 (Chen) – Exclude surety bond companies from liability for attorney's fees and costs in excess of the bond amount.
  - c. AB 2993 (Grayson) – Prohibit a contractor from receiving full payment from a finance lender until certain information is confirmed from the consumer.
  - d. SB 1455 (Ashby) – Contractors State License Board sunset extension bill.

#### E. Enforcement

1. Review, Discussion, and Possible Action on 2025-27 Enforcement Strategic Plan Objectives
2. Enforcement Program Update
3. Consumer Satisfaction Survey

#### F. Licensing

1. Review, Discussion, and Possible Action on 2025-27 Licensing and Testing Strategic Plan Objectives
2. Licensing and Testing Program Statistical Update
3. Applicant Survey



## G. Public Affairs

1. Review, Discussion, and Possible Action on 2025-27 Public Affairs Strategic Plan Objectives
2. Public Affairs Program Update
3. Review and Discussion on Two Videos – National Association of State Contractors Licensing Agencies' Protecting Yourself After a Disaster and CSLB's Tips for Hiring a Tree Trimmer
4. Presentation from California Commission for Disability Access on Accessible Parking Campaign Toolkit for the Construction Industry

## H. 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](http://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 [Robin.Williams@cslb.ca.gov](mailto: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.



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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	MICHAEL MARK
RODNEY M. COBOS	HENRY NUTT III
MIGUEL GALARZA	STEVEN PANELLI
AMANDA GALLO	JAMES RUANE
ALAN GUY	THOMAS J. RUIZ
JACOB LOPEZ	MARY TEICHERT
DIANA LOVE	





## 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.







# AGENDA ITEM C

## Executive





## AGENDA ITEM C-1

# Review and Possible Approval of the June 13 and 14, 2024, Board Meeting Minutes







# CONTRACTORS STATE LICENSE BOARD

JUNE 13-14, 2024, BOARD MEETING MINUTES

## BOARD MEETING MINUTES

Pursuant to Government Code section 11123, subdivision (a) the Contractors State License Board met in person at 1:00 p.m. on June 13, 2024.

There was no remote access for participation or comment at this meeting.

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

Board Chair Diana Love called the meeting of the Contractors State License Board (CSLB) to order on June 13, 2024, at 1:05 p.m. at the Newport Beach Marriott Bayview Conference Room, located at 500 Bayview Circle, Newport Beach, CA 92660.

#### Board Members Present

Diana Love, Chair  
Michael Mark, Vice Chair  
Miguel Galarza, Secretary  
Joël Barton  
David De La Torre  
Amanda Gallo  
Susan Granzella  
Jacob Lopez  
Henry Nutt III  
James Ruane  
Thomas Ruiz

*Alan Guy, Steven Panelli, and Mary Teichert had approved absences.*

#### CSLB Staff Present

David Fogt, Registrar  
Michael Jamnetski, Chief Deputy Registrar  
Katherine White, Chief of Public Affairs  
Carol Gagnon, Chief of Licensing  
Steve Grove, Chief of Enforcement  
David Gower, Public Affairs Supervisor  
Amy Lawrence, Television Specialist  
Robin Williams, Executive Analyst

#### DCA Staff Present

John Kinn, DCA Legal Counsel

Board Vice Chair Michael Mark led the Board in the Pledge of Allegiance. A quorum was established.



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

Public Comment

There was no public comment.

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

Board Chair Diana Love recognized and presented Plaques of Recognition to board members David De La Torre and Susan Granzella for their service and contributions to the CSLB Board.

Public Comment

There was no public comment.

Board Member Comment

Member Granzella thanked Chair Love and stated they were honored to serve as a CSLB Board Member for ten years.

Member Ruane thanked Member Granzella for their service and mentorship.

Member Galarza thanked Member Granzella for their friendship and mentorship.

Member Mark thanked Member Granzella for their service and mentorship.

Member Gallo thanked Member Granzella for their service and mentorship.

Member Granzella said they would miss the chili cook-offs and interacting with CSLB staff.

Registrar David Fogt thanked Member Granzella for their contributions as a CSLB Board member on the IT Advisory Committee meeting and their work on Strategic Plan objectives.

Chair Love thanked Member De La Torre for their service, hard work and contributions as a CSLB Board member.

Member De La Torre thanked Chair Love and stated it is an honor to be recognized and thanked Board members, Registrar Fogt, and CSLB staff for their hard work and assistance during their tenure.

Vice Chair Mark thanked member De La Torre for their service and contributions to the CSLB Board.



Member Granzella thanked Member De La Torre for their contributions as a CSLB Board Member. Member Granzella said Member De La Torre's level of engagement and concern while working on board-related matters was impressive.

Member Galarza thanked Member De La Torre for their inspiration to pursue becoming a board member and thanked them for their service and contributions.

Registrar Fogt stated Member De La Torre was impactful in fostering industry relationships between consumers and contractors and thanked them for their contributions to the CSLB Board.

Member Ruiz thanked the board for welcoming them to the board and thanked member De La Torre for their work as a CSLB Board Member.

#### **D. Executive**

##### **1. Review and Possible Approval of the April 17-18, 2024, Board Meeting Minutes**

Chair Love asked if there was any board member comment on the minutes.

Executive Analyst Robin Williams stated there was an error on page 28 and the motion vote of 7-4-1 was incorrect and needed to be amended to reflect the vote at 8-4-1.

**Motion:** To approve the April 17-18, 2024, Board meeting Minutes amending the motion vote of 7-4-1 on page 28 to reflect the correct vote of 8-4-1. Moved by Jim Ruane; Jacob Lopez seconded. Motion carried, 12-0-3.

**YEA:** Diana Love, Joël Barton, Rodney Cobos, David De La Torre, Miguel Galarza, Amanda Gallo, Susan Granzella, Jacob Lopez, Michael Mark, Henry Nutt III, James Ruane, Thomas Ruiz.

**NAY:** None

**ABSTAIN:** None

**ABSENT:** Alan Guy, Steve Panelli, Mary Teichert

#### Public Comment

There was no public comment.

#### Board Member Comment

There was no board member comment.



**2. Review, Discussion, and Action on Nominations Committee  
Recommendations for Election of 2024-25 Board Officers**

Board Chair Love stated that at the April 2024 Board Meeting they announced the appointment of Board Members Granzella and Teichert to the nominations committee to recommend a slate of officers for Chair, Vice Chair, and Secretary for fiscal Year July 2024.

Board Member Granzella thanked Chair Love and stated the nomination committee considered all nominations received and that the recommended members for the open positions are: Chair Michael Mark, Vice Chair Miguel Galarza, Secretary Alan Guy. Board Member Granzella stated that Board Member Guy has an excused absence for the meeting but wanted to communicate his interested in the position. Member Granzella also noted Member Guy has the experience of chairing two prior committees.

Chair Love asked for any floor nominations; there were none.

Board Member Comment

Vice Chair Mark thanked Chair Love and stated they were pleased and honored to serve the State of California as the new Board Chair and appreciated the support of the board members for their trust in them leading the board.

Member Galarza thanked Chair Love and other board members for their support and encouragement and said having the opportunity to serve on three different board committees helped prepare them to serve as the board's Vice Chair.

Public Comment

There was no public comment.

Board Comment

There was no Board Comment.

**Motion:** To adopt the Board recommendation for Slate Officers for fiscal year 2024-2025. Moved by Rodney Cobos; Jacob Lopez seconded. Motion carried, 11-0-3.

**YEA:** Diana Love, Joël Barton, Rodney Cobos, Miguel Galarza, Amanda Gallo, Susan Granzella, Jacob Lopez, Michael Mark, Henry Nutt III, James Ruane, Thomas Ruiz.

**NAY:** None

**ABSTAIN:** None

**ABSENT:** Alan Guy, Steve Panelli, Mary Teichert





### **3. Registrar's Report**

Registrar Fogt thanked Chair Love and stated the next quarterly board meetings will be held on September 19, 2024, and December 12, 2024, with the Board Chair deciding if they are in-person or virtual. Registrar Fogt mentioned that during the DCA Directors Meeting, CSLB was encouraged to hold meetings virtually or at CSLB Headquarters in Sacramento to mitigate travel expenses. Registrar Fogt explained that during that Directors Meeting they learned that the governor wants to abolish 10,000 positions, which may affect the CSLB and said the focus now is on filling open CSLB positions in the next four to six weeks.

#### Public Comment

There was no public comment.

#### Board Member Comment

There was no Board Member comment.

### **4. Budget Update**

Chief Deputy Registrar Mike Jamnetski provided the budget update and summarized the projected expenditures for fiscal year 2023-2024. Chief Deputy Registrar Jamnetski explained the authorized budget is \$82 million and projects \$97 million in revenue, \$80 million in expenditures, \$60 million in external costs, and \$37 million in reserves (or five months). Chief Deputy Registrar Jamnetski added CSLB's expenses through March were \$58.8 million or 72 percent of the budget. Chief Deputy Registrar Jamnetski noted that the CSLB is projected to increase revenue by 5 percent annually. Chief Deputy Registrar Jamnetski stated the Construction Management Education Account has increased to about \$175,000 with projections forecasting an increase to \$225,000 for the following year. Chief Deputy Registrar Jamnetski concluded the update by stating applications and newly issued licenses were up, and the current license population is remaining steady.

#### Public Comment

There was no public comment.

#### Board Member Comment

Member Granzella commented and stated they are following the budget closely and thanked CSLB staff for their budget management efforts and mentioned that at one point in time the reserve was less than a month. Member Granzella mentioned the solid financial management reflects the staff's efforts.

Vice Chair Mark commented and stated a reserve of five months is a great accomplishment and acknowledged Budget Manager Stacey Paul's diligence in maintaining the stability of the budget.



## 5. Administration Update

Chief Deputy Registrar Jamnetski provided the administration update and stated for fiscal year 2023-2024 that CSLB had 133 transactions with 37 promotions, which included those classifications being reclassified from Consumer Service Representatives to Staff Service Analysts. Chief Deputy Registrar Jamnetski added filling vacancies is the priority and CSLB is currently averaging 36 vacancies or 8 percent. Chief Deputy Registrar Jamnetski offered a facilities update and stated the bathrooms were remodeled and security cameras were installed in the vehicle cage, including badge readers. Chief Deputy Registrar Jamnetski concluded the administration update by stating the request for a proposal for the study to address unlawful construction in disaster zones and unlicensed practice is being evaluated with DCA.

### Public Comment

There was no public comment.

### Board Member Comment

There was no Board Member comment.

## 6. Information Technology Update

Member Granzella provided the IT update and stated IT has become more important and critical as technology has advanced. Member Granzella stated that on June 3, 2024, the IT division completed the transition to a new Contact Solution Center using Amazon Web Services Connect (AWS) to enhance the customer and employee experience by reducing wait times and efficiently routing customers to the appropriate departments. Member Granzella noted the scalability and flexibility that allows AWS to be modified in the future and stated it adheres to stringent security measures ensuring the protection of information and data.

Member Granzella added that on June 4, 2024, the IT department implemented a Multi-Factor Authentication (MFA) and password policy to enhance security measures that meets the Department of Military and Department of Justice's requirements.

Member Granzella stated the business modernization efforts have progressed and referred to a purchase order for a new document management system that will replace the outdated IWAS system ensuring more efficient and effective handling of documents across CSLB.

Member Granzella concluded their update by stating the purchase order for the online application software will be released by July 1, 2024, which will streamline the online application process and enhance accessibility for internal and external users.



Public Comment

There was no public comment.

Board Member Comment

Member Henry Nutt III commented that the efforts to streamline processes while protecting privacy are important.

Chair Love thanked the advisory team for their efforts and asked if an AI assistant could be used when people are completing the online application process.

*Audio cuts out at 1:59 p.m. for 10 seconds and again at 1:59 p.m. for 18 seconds.*

**7. Spanish Exam Translation Update**

Registrar Fogt stated that 47 percent of the construction workforce is Hispanic and in California it is over 70 percent with many applicants having Spanish as a first language.

Licensing Chief Carol Gagnon said the top ten examinations eligible for Spanish translation are based on the top exams being requested for a Spanish translator. Chief Gagnon noted over 4,500 Spanish translated exams being administered as a result.

Registrar Fogt cited costs to administer exams through PSI are low coming in just over \$60,000 and mentioned exam passing rates are lower with an oral translator at 15 percent with passing rates increasing to 22 percent with a translated exam compared to a 71 percent pass rate for first-time English test takers.

Chief Gagnon stated CSLB study guides have been translated, but the references were still in English, which has been an obstacle for test takers when studying. Chief Gagnon said to combat that issue, testing has two employees who speak fluent Spanish to work on the exams with the subject matter experts to assist in improving the studying experience for test takers.

Registrar Fogt added CSLB holds monthly applicant workshops in both English and Spanish and stated the need for feedback from applicants to help improve the testing experience by removing language-related challenges.

Chief Gagnon stated the feedback from test takers was related to the translation of the study material references. Chief Gagnon added there is interest in examining other trades for translation, but limited staffing has been a challenge.

Public Comment

Gal Bigaleizn from the RMO Agency recommended recording exam questions for auditory learners for people who may struggle to read to help them understand the information more effectively.



Board Member Comment

Chair Love commented and asked if the translation was for online exams.

Registrar Fogt answered Chair Love and stated there is no online exam in California and all exams are in person. Registrar Fogt stated test takers can request a translator, but a translator can only assist with one exam a year so finding translators has presented an issue when it comes to availability.

Chief Gagnon stated there is no open book policy for exams and each exam is revised every five years using qualified subject matter experts who are actively licensed to participate in exam development and updates. Chief Gagnon stated every exam with code questions are updated every three years consistent with the building code cycle in addition to the regular five-year update.

Chair Love asked if the exam study materials were online.

Chief Gagnon replied and stated all study guides were online in both Spanish and English.

Chair Love asked if there were applicants who had any hearing disabilities.

Chief Gagnon stated applicants can request a Reasonable Accommodation through testing to accommodate anyone who is hearing or vision impaired.

Chair Love advised looking into providing closed caption of Spanish examination.

Member Nutt asked what the pass rate is for the English exam.

Chief Gagnon stated the pass rate for the English version is 71 percent for first-time test takers.

Registrar Fogt added that applicants are not able to sit for the exam until their application has been processed and vetted to confirm the required four years of experience.

**8. Review, Discussion and Possible Action on 2025-27 CSLB Strategic Plan Objectives**

Chair Love explained that on April 17, 2024, the board discussed and recommended new Strategic Plan Objectives for the next 3 years. Chair Love added that before adopting the changes, the corresponding committees will meet to discuss an implementation plan, including benchmarks and the finalized strategic plan will be presented at the September 19, 2024, board meeting. Chair Love encouraged all board members to participate in the discussion of potential edits prior to a motion to adopt the recommended new changes.

Registrar Fogt commented and stated on page 75 of the Board packet the error of “Vice President Mark” will be edited to reflect “Vice Chair Mark.”



Member Granzella asked if the text in the Board packet is the exact text from the April 17, 2024, meeting.

Registrar Fogt replied and stated the text is the same but there are changes made using strike-throughs to reflect those changes and staff will need to decide whether to agree to those changes.

Registrar Fogt commented and stated that they would be happy to share the logic behind the edits of the Strategic Plan objectives and said the goal is to get approval for the objectives so DCA can finalize the text and afterwards, the committees will work to accomplish the objectives.

Chair Love asked if any member any changes to the “About the Board” section on page 76. There were no comments about the recommended changes.

*At about 2:20 p.m. the Board took a 10-minute break and returned at approximately 2:30 p.m.*

Registrar Fogt commented and introduced Melissa Gear from DCA Board and Bureau relations.

Melissa Gear thanked Chair Love and Registrar Fogt for acknowledging them and said they were looking forward to working with the board.

Chair Love commented and thanked the board for changing the mission statement to include the term “home improvement” in the mission statement. Chair Love additionally added that there are no recommended changes or comments on the mission statement (page 78.) Registrar Fogt presented the Licensing and Testing objectives. The primary discussion was on Item 1.3, develop regulations to require continuing education. Registrar Fogt explained the board has statutory authority where the Registrar can order continuing education for a contractor facing disciplinary action. Registrar Fogt noted there is no statute to require mandatory continuing education as part of the licensing process at CSLB and added if contractors were to be required it would be statutory and not regulatory, which causes a concern with staff.

Member Miguel Galarza added that Member Alan Guy (who was not present at the meeting) was opposed to the idea of continuing education. Member Galarza noted that re-educating offenders as part of the correction process of disciplinary action made sense. Member Galarza also suggested making any continuing education as part of the licensing process voluntary as opposed to required.

Member Cobos asked if continuing education was only applicable to disciplinary action.

Registrar Fogt replied and stated the amendment would make it mandatory if the contractor has been found to have not followed CSLB law or has engaged in unlawful business practices, but as part of the outreach campaign the classes would be offered as voluntary.



Member Galarza commented and acknowledged the work being done by Registrar Fogt and the Licensing Division on the exam translations.

Member Gallo asked if the continued education are classes being offered by CSLB.

Registrar Fogt replied and stated there are no courses specific to continuing education and the private industry can be of help to offer them to contractors who need them.

Member Jim Ruane asked if the continuing education requirements mean the associations providing the courses would be responsible for confirming the completion of the assigned courses.

Registrar Fogt commented that the contractors would need to show proof of completion through either the administering association or through a training platform. Registrar Fogt explained the enforcement of the mandatory education would require statutes not regulations.

#### Public Comment

Gal Bigaleizn from RMO Agency commented that continuing education is a great idea and suggested that all individuals on the license be required to have continued education not just the qualifier.

Member Granzella commented and stated they are willing to accept the change as long the Board is informed on how any regulations are developed.

Vice Chair Mark commented and stated they understood that continuing education is being discussed part of the disciplinary action.

Register Fogt confirmed this and that stated developing regulatory authority to require specific coursework through existing statutory authority would benefit enforcement staff by providing clear direction.

Enforcement Chief Steve Grove stated developing regulatory actions through statutory authority would be helpful with the letter of admonishment program.

Member Nutt asked if the continuing education courses will be recommended by CSLB or be selected by the contractor.

Registrar Fogt commented and stated that CSLB would identify the associations providing the courses and offer them to the licensees to choose from.

Chair Love asked if there were any further Board or Public Comment. There was none.

The discussion moved to Goal 2, Enforcement, for which there were no recommended staff strikethroughs.

Board Member Jim Ruane discussed the Strategic Plan objectives for Enforcement and asked the board to read the four bullet points, which note addressing false advertising,



addressing unlicensed activity, strengthening disciplinary penalties as necessary, and partnering with stakeholder agencies.

Vice Chair Mark commented on item 2.4 (Leveraging Partnerships with External Groups) and suggested leveraging partnerships with external stakeholders to increase support for enforcement efforts and improve compliance.

Member Ruane commented and stated there are untapped resources of contractors' associations throughout the state that are willing to help mitigate bad actors in the industry.

Chair Love asked if there were any further Board or Public Comment. There was none.

Vice Chair Mark presented the Strategic Plan objectives for Legislation and stated there were no changes from staff. The objectives include improving communication with legislators, reviewing regulations to ensure they are current and not posing a barrier to licensees, providing timely notifications to licensees regarding statutory changes, and creating a legislative roadmap.

Chair Love asked if there were any further Board or Public Comment. There was none.

Public Affairs Chief Katherine White presented the Strategic Plan objectives for Public Affairs and stated new changes were made to edit the goals statement to be more inclusive. Chief White stated the outreach goals were edited to be consolidated into one item and is inclusive and focused. The other goals included improving clarity and tone of board communications, implementing a CSLB phone app, updating the website, and updating the CSLB logo.

Chair Love asked if there were any further Board or Public Comment. There was none.

Chair Love presented the Strategic Plan objectives for Executive and stated the Executive Division is focused on recruitment, reinstating the training unit to improve new employee onboarding, implementing process efficiencies, and creating focus groups to gain input from staff. Chair Love added the IT division is working with enforcement and licensing to purchase software to digitize the handling of a paper-based application process.

Chair Love asked if there were any further Board or Public Comment. There was none.

**Motion:** To approve the 2025-2027 Strategic Plan with technical edits in the About Board section on page 76, the revision to the objective in Licensing and Testing on page 79, to clarify that continuing education will be an element of continuing disciplinary authority not a licensing requirement, the technical edit to the Public Affairs description and the consolidation of two similar objectives into one that emphasizes outreach and partnerships with building departments, state agencies, and industry groups to educate consumers and contractors, and on page 75 change Vice President to Vice Chair. Moved by Miguel Galarza; Jim Ruane





seconded. Motion carried, 11-0-3.

**YEA:** Diana Love, Joël Barton, Rodney Cobos, David De La Torre, Miguel Galarza, Amanda Gallo, Susan Granzella, Jacob Lopez, Michael Mark, Henry Nutt III, James Ruane, Thomas Ruiz.

**NAY:** None

**ABSTAIN:** None

**ABSENT:** Alan Guy, Steve Panelli, Mary Teichert

Board Comment

Chair Love commented that the motion extends authority to staff the authority to review their objectives with the Department of Consumer Affairs as well as the relevant committees of the Board for finalization of the report.

**E. Legislation**

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

**a) AB 2622 (Carrillo) – Amend the project amount and type of work exempted from contractor licensure on a single project.**

Vice Chair Mark presented AB 2622 (Carrillo) and stated the bill relates to the minor work exemption in the Contractors State License Law and existing law states a contractor’s license is required for any project valued at \$500 including labor and materials. Vice Chair Mark explained that this matter was heard at the April 18, 2024, meeting and was opposed and has since been amended to include a minor work exemption of \$1,000 and includes consumer protection limitations for which no work may be performed without a license under \$1,000. Vice Chair Mark stated the \$1,000 minor work exemption does not apply to work that requires a permit, fire protection or asbestos, well drilling, work requiring structural changes to any part of the structure, work involving changing, altering, or installing mechanical, electrical or plumbing systems, and any work for which the person employs another. Vice Chair Mark added the bill has been amended since the board’s position in April and asked Chief Deputy Registrar Jamnetski to comment on any new information about the bill..

Chief Deputy Registrar Jamnetski commented and stated the Consumer Price Index (CPI) provision in the bill as written, would require the board to upgrade the \$1,000 threshold amount in accordance with the CPI every year. Chief Deputy Registrar Jamnetski added that the bill author is committed to removing that provision.

Public Comment

There was no public comment.





Board Member Comment

Vice Chair Mark stated that the work Chair Love has done and the conversations from the April 18, 2024, Board meeting has offered a helpful opportunity to offer amendments to the bill author.

Member Nutt asked if there was a plan to clearly state what was included for the work that can be performed versus what cannot.

Registrar Fogt replied to Member Nutt and stated that they have been working with the bill author to tailor the bill to the B-2 classification so the work will be more related to handypersons to encourage applicants to apply for a B-2 contractor's license.

**Motion:** To support AB 2622 (Carrillo). Moved by Diana Love; Susan Granzella seconded. Motion carried, 11-0-3.

**YEA:** Diana Love, Joël Barton, Rodney Cobos, Miguel Galarza, Amanda Gallo, Susan Granzella, Jacob Lopez, Michael Mark, Henry Nutt III, James Ruane, Thomas Ruiz.

**NAY:** None

**ABSTAIN:** None

**ABSENT:** Alan Guy, Steve Panelli, Mary Teichert

**b) AB 2677 (Chen) – Exclude surety bond companies from liability for attorney's fees and costs in excess of the bond amount.**

Vice Chair Mark presented AB 2677 (Chen) and stated the bill limits a surety company's liability for attorney fees to the amount of the license bond. Vice Chair Mark explained that bond companies typically pay out when named in a civil lawsuit when the insured contractor is found in violation of contractor laws. Vice Chair Mark cited a recent court case where a surety company had to pay attorney's fees in addition to dispersing the license bond. Vice Chair Mark added the outcome of the litigation causes concern for surety companies and contractors as they may be subject to greater liability than the bond amount. Vice Chair Mark noted AB 2677 caps the payout of the surety at the cost of the bond, including attorney's fees. Vice Chair Mark stated the Board took a position to support and staff has no further recommendation.

Public Comment

There was no public comment.

Board Member Comment

There was no board member comment.



**c) AB 2993 (Grayson) – Prohibit a contractor from receiving full payment from a finance lender until certain information is confirmed from the consumer.**

Vice Chair Mark presented AB 2933 (Grayson) and stated the bill makes two changes to the home improvement contract laws. Where existing law provides consumers three days to cancel a home improvement contract and five days if over the age of 65 to five days to cancel and seven days if over the age of 65. Vice Chair Mark stated the other change to existing law is that the contractor cannot accept payment from a finance lender until a homeowner confirms the project is complete according to the contract, there is a final approval for permit requirements, and the project is operational. Vice Chair Mark added the bill requires financing companies to have an oral confirmation call with the consumer before the loan is final to confirm key terms and other details, prohibits the finance lender from releasing money to the contractor or requesting money from the consumer until the property owner confirms the work is complete, and allows the consumer to withhold payment to the lender if there is an issue with the work.

Vice Chair Mark stated Member Steve Panelli raised questions about the bill at the April 18, 2024, Board meeting, because it puts the onus on the homeowner to approve and finalize the work places the consumer in a compromising position. Vice Chair Mark stated the board took a position of support if amended to address Member Panelli's concern. Vice Chair Mark added that Member Panelli recommended an amendment to the bill to require the lender confirm with the building department the contracted work has received final inspection.

Vice Chair Mark stated that staff is making no further recommendation.

Public Comment

There was no public comment.

Board Member Comment

Chair Love commented and stated that in a personal experience with contractors there is reason that contractors can request funds upfront and asked Registrar Fogt to explain it.

Registrar Fogt replied to Chair Love and stated a contractor can file a blanket bond with the board to cover 50 percent of the cost of any project. Registrar Fogt stated the blanket bond is separate from AB 2993, but the reason the bill is so important is that lenders are paying the contractors directly and the consumer must pay back on the loan, which creates a liability.

Chief Gagnon stated only 22 contractors have a blanket bond.

Chair Love stated that in their experience they paid upfront and found the contractor had a blanket bond and asked how a blanket bond may play into AB 2993.



Registrar Fogt stated that a blanket bond wouldn't need to be a part of the bill and after meeting with Member Panelli to ensure the onus is not solely on the homeowner.

Chief Deputy Registrar Jamnetski commented on the issue of a contractor having a performance bond and the consumer receiving financing. Chief Deputy Registrar Jamnetski opined that under AB 2993, the requirements would still need to be met even if the contractor had a blanket performance bond.

Registrar Fogt explained solar complaints are the reason for not supporting the blanket bond superseding AB 2993.

Chair Love asked how a homeowner confirms completed work.

Registrar Fogt explained the billing department would have to complete and sign off on the final inspection.

Vice Chair Mark commented and stated that permits being pulled would help and in the instance of solar installation, work was not being completed but third-party lenders were still paying contractors in full.

Member Ruiz asked if a homeowner gets a home loan to remodel their home would AB 2993 put the onus on the lender for the remodel.

Registrar Fogt stated in the instance of a home loan the homeowner is responsible for that loan, but AB 2993 protects consumers by prohibiting lenders from paying out contractors on loans homeowners have signed for.

Chief Deputy Registrar Jamnetski commented that AB 2993 is intended to deal with non-bank lenders, such as green funding programs.

Vice Chair Mark added programs could include PACE programs.

Member Cobos commented and asked if the contractor was offering financing to the consumer.

Registrar Fogt replied and stated AB 2993 is focused on lending from contractors.

Member Cobos asked if the bill puts the final say on the consumer.

Registrar Fogt commented and stated Member Panelli was not okay with the consumer having that responsibility. Registrar Fogt added Member Panelli preferred that responsibility be shared between the lender, the consumer, and the building department.

Chair Love asked if there will be a checklist to describe what constitutes completed work.

Registrar Fogt explained that the bill is focused on the building inspector confirming installation and completed work.



**d) SB 1455 (Ashby) – Contractors State License Board Sunset Extension Bill.**

Vice Chair Mark presented SB 1455 (Ashby) and stated the bill extends CSLB’s sunset date from 2025 to 2029 and includes new legislation proposed by the Business and Professions Committee. Vice Chair Mark stated those new proposals were requiring licensees subject to a workmanship complaint that results in a letter of admonishment or citation to pay a fine between \$100 and \$1,000 that allows the CSLB to recoup the cost of the industry expert inspections, license applicants pay the examination cost directly to the examination vendor instead of CSLB, and includes a federally recognized tribe among the entities to which CSLB can issue a contractor’s license.

Vice Chair Mark explained that staff anticipates additional issues from the Sunset Report to be added to the bill that sets minimal enforcement fines and statutes to address the problem that the fine maximums are in statute but fine minimums are not. Vice Chair Mark noted there are two additional items in the bill that are not from CSLB’s Sunset Report. Vice Chair Mark stated the first clarifies that in a public works contract the awarding authority must select contractors in accordance with the licensing classification descriptions in the Contractors State License Law when determining the license class necessary to bid and perform a project and the second being the workers’ compensation bill at CSLB regarding SB 216 (Dodd).

Vice Chair Mark explained there is a new provision in the CSLB Sunset bill to address workers’ compensation provides that no later than January 1, 2027, the board must establish a process for verifying (by audit or submission of proof or other means) how an applicant or licensee can obtain an exemption from workers’ compensation from CSLB. The bill also extended the implementation date of SB 216 from 2026 to 2028. Vice Chair Mark stated the current recommendation is to support the bill and appoint a two-person committee to study the issue before the January 1, 2027 deadline, and the Chair and Vice Chair authorize a support position for a limited purpose.

Vice Chair Mark asked Chief Deputy Registrar Jamnetski if the workers’ compensation component was not in the bill during the April 18, 2024, board meeting

Chief Deputy Registrar Jamnetski replied and confirmed the workers’ compensation component was not present at that time.

Vice Chair Mark commented that the board had an advisory committee set up on the workers’ compensation issue and after the April meeting the issue was added to the Sunset bill.

Registrar Fogt commented and stated the bill extends the requirement for all contractors to have workers’ compensation requirements until 2028 and there is an added requirement for the board to provide a report on the classifications that would be exempt from workers’ compensation by 2027.



Chief Deputy Registrar Jamnetski commented that the language extending the Dodd bill by two years to 2028 was not in the bill until May 16, 2024.

Vice Chair Mark commented and stated that after the April meeting, the new language was added extending the workers' compensation requirement from January 2026 to January 2028. Vice Chair Mark added the new language states the CSLB deadline to establish an exemption process is January 2027.

Registrar Fogt confirmed Vice Chair Mark's comment and stated a study will need to be conducted to determine exemption eligibility.

Member Granzella commented and asked how the new language got into the bill after the April Board Meeting if it is CSLB's bill.

Registrar Fogt stated the consultants put it in the bill.

Chief Deputy Registrar Jamnetski commented that there were earlier discussions with the consultants about changing the date from 2026 to 2028 to provide time to reach a solution to the workers' compensation exemption question, and that this was discussed at the bill's hearing.

Member Ruane commented and stated the board worked very hard to accomplish the 2026 deadline and asked where the board goes now with the new deadline in the bill language.

Vice Chair Mark commented and stated their understanding was 2026 is the deadline and confirmed with the new language the new deadline is 2028 with the addition of the 2027 deadline. Vice Chair Mark reiterated that the board opposed the bill in April.

Chair Cobos asked who the consultants are.

Registrar Fogt stated the consultants were from the legislature and if the board does not support the Dodd bill, CSLB will sunset and stated the Sunset Hearing is to evaluate the CSLB's operation and to determine if it is a necessity. Registrar Fogt stated that this was added with the idea to provide more time to study the workers' compensation issue.

Member Granzella asked what the downside is of not supporting the bill as written until amended and asked the board if they support the bill or not.

Registrar Fogt stated the answer to that question is unknown and proceeded to explain that the intent of the sunset was to get the legislature to support the board, and it is up to the board to decide. Registrar Fogt added a vote of opposition could result in the board becoming a bureau and suggested a "support with amendments" position.

Chief Deputy Registrar Jamnetski explained that not voting in support of the Sunset bill would be unorthodox, but the choice remains with the board.



Chair Love commented and explained the basis of the Sunset Hearing was for the board to continue as a board until 2029, but a position of not supporting the bill could end the board as an entity.

Vice Chair Mark commented and stated that the conflict arises from the board holding different positions than the bill that was presented, which has created a challenge to not support a bill that allows the CSLB to continue to operate.

Registrar Fogt stated the bill needed to be approved by the legislature and signed by the Governor to extend the board and if that is not achieved the board will become a bureau by January 2025.

Member Ruane commented and asked if the board approves the bill as it is written, and the workers' compensation gets changed from 2026 to 2028, what can the board do to rectify that issue. Member Ruane stated the board is entitled to an explanation as to the origin of the motivations for extending the workers' compensation requirements and where the pressure was coming from. Member Ruane added the best interest of the consumer is to implement the workers' compensation requirement in 2026

Registrar Fogt did not know who was putting the pressure onto amend the language of the sunset bill but suggested pressure from licensees complaining about having to obtain workers' compensation when they do not have workers may have contributed to the extension.

Vice Chair Mark stated the board has had a lot of discussions with consumers and licensees and industry with opposing views on this topic that were considered when evaluating the implementation of the workers' compensation changes by 2026 and its importance as a consumer protection issue.

Member Granzella asked when was the language of the exemption verification process introduced.

Vice Chair Mark stated that there was not any language for implementation of the exemption verification process, but there had been talks of other forms of verifying exemption eligibility.

Member Galarza asked if the board could come up with procedures for an exemption verification process before the suggested 2027 date and thereby still be able to keep the original workers' compensation deadline of 2026.

Registrar Fogt suggested the board not vote on the item today and instead have discussions with the senators who have authored the language in the bill and possibly amend that language.

DCA Legal John Kinn commented and stated although the situation is unique, a vote to support with the idea of CSLB sponsoring its own bill with specific language and processes to propose to the legislature is a possibility. DCA Legal Kinn suggested the



board could consider the parameters and authorize staff to talk to the legislature about the Sunset, with the authority to take a “support if amended” position but that still risks the board becoming a bureau.

Member Granzella commented and asked if the board does not take a support position what would the outcome be.

Chief Deputy Registrar Jamnetski stated the bill will be in the Assembly Business and Professions Committee on the June 25, 2024.

Chair Love stated the next meeting would need to be scheduled as soon as possible.

Vice Chair Mark commented and stated the volume of public discussions with stakeholders and the knowledge that a lot of contractors with employees are claiming exempt and the importance of protecting consumers make the decision to support difficult. Vice Chair Mark added extending the workers’ compensation window by two years creates more harm to consumers. Vice Chair Mark added that a support position keeps the board in place but a “support if amended” could imply the board is opposing its own bill.

Chair Love asked if the staff recommendation of support furthers the board’s intent based on the information gathered from all the discussions with stakeholders.

Vice Chair Mark stated that the information gathered from discussions with stakeholders explained why workers’ compensation is important.

Member Cobos asked if contractors at the stakeholder meetings were asking if there was an exemption verification process and that if CSLB did not have an answer for them if this amendment was the result.

Vice Chair Mark commented and stated that contractor groups wanted to keep the 2026 deadline and that CSLB suggested some solutions for verifying exemptions that were not really accepted by meeting attendees. And that now as a result there is an extension to 2028.

Member Cobos asked for the identities of the senators behind the language of the bill.

Registrar Fogt stated the identities are known but was reluctant to say publicly who they are. Registrar Fogt added that perhaps the 2028 deadline could be negotiated if the CSLB were to create an exemption verification process.

Chief Deputy Registrar Jamnetski commented the legislature is inviting the board to come up with a solution.

Registrar Fogt confirmed that the senators were amenable to the board finding a solution such as the workers’ compensation exemption audit process and establish a two-person advisory committee and possibly extend it to 2027 or 2028.





Chair Love asked if given the timeline does the language and authorization need to be given now for staff to make these suggestions.

Registrar Fogt stated that a motion to empower staff to go back with a counterproposal to keep the 2026 deadline while approving a report that includes an audit mechanism to identify who qualifies for an exemption.

DCA Legal Kinn suggested a motion to support the sunset bill and include a December 2025 deadline for an audit process to be provided with the idea that if the audit process is established, the workers' compensation deadline remain 2026.

Member Granzella asked when the Board would become a bureau if the bill was not supported.

Registrar Fogt stated that the board has until December before a new law would take effect.

Vice Chair Mark invited public comment.

Public Comment Gal Bigaleizn suggested the Board approve the sunset bill to remain a board and slowly add additional classifications that are appropriate for the workers' compensation requirement which would also give time to consider an alternative solution.

DCA Legal Kinn stated that specific classifications have already been divided into categories regarding workers' compensation. DCA Legal Kinn confirmed the commenter's statement of the board taking a position to support with amend is what is being suggested. DCA Legal Kinn stated that is a possibility if the authors would be willing to negotiate the language.

Registrar Fogt commented and suggested breaking the amendment into two parts, with including language that supports the report and the audit potential but not supporting the 2028 deadline..

DCA Legal Kinn commented and stated that it is a possibility, provided an exemption audit process is completed by the end of 2025, if the goal is to keep the 2026 effective date.

Vice Chair Mark commented and stated the amendment would be to strike out the extension language and CSLB would implement an audit by January 2026.

DCA Legal Kinn commented that the process would need to be in place by the end of 2025, prior to the 2026 deadline. DCA Legal Kinn stated the board could agree to remove the first line and approve the second sentence, in reference to the language in the packet.

Vice Chair asked for a 5-minute recess so that the draft language could be displayed on the projector screen.





*The Board recessed from approximately 4:10 p.m. to 4:15 p.m.*

Vice Chair Mark brought the board back from recess.

Registrar Fogt commented and stated one option is for the board take a position to support with an amendment to keep the current workers' compensation requirement effective date of 2026 and for the Chair to appoint a two-person advisory committee to work with staff.

Chief Deputy Registrar Jamnetski confirmed the language of the amendment is to support if amended to keep the current date of January 2026.

Registrar Fogt stated the board could accept that amendment while confirming the Board would develop an audit process.

Chief Deputy Registrar Jamnetski asked if the 2027 date would also be removed.

Registrar Fogt stated yes, the idea being staff could come up with a solution and provide the process the legislature is requesting in time for the 2026 effective date..

DCA Legal Kinn confirmed the request would be to keep 2026 and change the 2027 date

Registrar Fogt stated staff could accomplish the exemption audit process by the end of 2025 while maintaining the 2026 deadline.

Member Granzella commented and asked if the amendment was to remove the 2028 extension deadline and allow for the audit process to be implemented by December 2025 prior to the 2026 implementation of the workers' compensation requirement.

Vice Chair Mark confirmed this.

DCA Legal Kinn confirmed the first amendment would to accomplish exactly what is requested in the bill (the audit process) by the earlier date, by January 1, 2026 (instead of 2027).

Chair Love asked if the amendment was to keep the workers compensation date to 2026 and to change the January 1, 2027, workers' compensation verification audit process date to December 2025.

DCA Legal Kinn stated either by 2026 but no later than 2026 but suggested it should be established by the end of 2025.

Vice Chair Mark commented that Registrar Fogt is confident the board can accomplish establishing an exemption verification process before the end of the current year and asked Registrar Fogt if they would need more time.



Registrar Fogt stated that extra time will not be needed and with the help a two-person advisory committee it could be done within the next 12 months. Registrar Fogt asked if there would be two amendments in the motion.

Member Granzella asked if the advisory language will be part of the amendment.

Vice Chair Mark stated that there would not be enough time for the advisory committee.

Registrar Fogt stated that the language would be accepting the updated language as is except change the January 1, 2027, to January 1, 2026, while maintaining the workers' compensation effective date of 2026 (instead of 2028).

Member Barton suggested making a motion to support with an amendment to change the 2027 to January 2025 and change the 2028 to back to 2026..

Member Granzella commented and stated December 31, 2025, would suffice.

Chair Love commented and stated December 31, 2025, is correct.

Registrar Fogt stated that they could do either December 31, 2025, or January 1, 2026.

Member Cobos stated that the board would have to have the process in place and provide the public a year notice of the requirements of the exemption.

Chair Love asked if the board was still asking about the two-person advisory committee.

Vice Chair Mark stated that the motion was on the floor to change the January 1, 2028 effective date for the workers' compensation requirement back to 2026 and change the January 1, 2027 date to no later than January 1, 2026.

Chair Love confirmed the date as December 31, 2025.

Member Ruane commented and stated the motion was for December 31, 2025.

Member Cobos agreed to second the motion for December 31, 2025.

Vice Chair Mark restated the motion to support as amended with the January 1, 2028 operative date in subdivision (f) of Section 7125 in Section 13 of the bill changed to January 1, 2026 and change the date in Section 7125.7 of Section 14 of the bill to December 31, 2025 that the January 1, 2027 effective date for the process and procedure be changed to December 31, 2025.

Vice Chair Mark called for Public Comment and Board Comment.

DCA Legal Kinn commented, wanting to confirm that the motion is to support with the amendment that the 2028 date not be included and for it to remain at the current January 1, 2026, deadline.

Member Joël Barton stated they find it hard to believe speaking to a legislature that would not support protecting the consumer and enabling rogue contractors.



Vice Chair Mark again called for Public Comment and Board Comment.

**Motion:** To support SB 1455 (Ashby) with amendments. Moved by Joël Barton; Jacob Lopez seconded. Motion carried, 11-0-3.

**YEA:** Diana Love, Joël Barton, Rodney Cobos, Miguel Galarza, Amanda Gallo, Susan Granzella, Jacob Lopez, Michael Mark, Henry Nutt III, James Ruane, Thomas Ruiz.

**NAY:** None

**ABSTAIN:** None

**ABSENT:** Alan Guy, Steve Panelli, Mary Teichert

**2. Review, Discussion, and Possible Action to Initiate a Rulemaking to Amend and/or Make Non-substantive Changes Under the Section 100 Rule to Title 16, California Code of Regulations (16 CCR) Section 871 (Disciplinary Guidelines)**

Vice Chair Mark presented this item and explained a section 100 regulation as a request of make a minor and technical non-substantive change to a CSLB regulation. Vice Chair Mark explained this can happen when a statute comes out that makes a CSLB regulation no longer accurate. Vice Chair Mark added the statute SB 630 (Dodd) authorizes the Registrar to immediately reinstate a license revocation when a contractor violates probation without having to go through another disciplinary process or hearing. Vice Chair Mark noted this has become an effective tool for enforcement staff to employ but said the change in statute requires a change in CSLB regulations to match it. Vice Chair Mark explained staff is recommending removing provisions that allow contractors to get another hearing if they violate probation.

**Motion:** To approve the proposed regulatory text for CCR section 871, authorize the Registrar to take all steps necessary to pursue the rulemaking through the Administrative Procedure Act section 100 procedures, and authorize staff to make non-substantive changes to the text and/or rulemaking package as needed throughout the process. Alternatively, if deemed necessary by the Department of Consumer Affairs or the Business, Consumer Services, and Housing Agency, initiate the regular rulemaking process, making any non-substantive changes to the text and/or rulemaking package as needed throughout the process, and if approved by the Department of Consumer Affairs and the Business, Consumer Services, and Housing Agency, set the matter for a hearing if preferred or requested. If no adverse comments are received during the 45-day comment period, authorize the Registrar to adopt the proposed regulations to CCR section 871 as filed with the Office of Administrative Law for public notice and take all steps necessary to complete the rulemaking process, making any non-substantive



changes to the text and/or rulemaking package as needed throughout the process. Moved by Rodney Cobos; Henry Nutt seconded. Motion carried, 11-0-3.

**YEA:** Diana Love, Joël Barton, Rodney Cobos, Miguel Galarza, Amanda Gallo, Susan Granzella, Jacob Lopez, Michael Mark, Henry Nutt III, James Ruane, Thomas Ruiz.

**NAY:** None

**ABSTAIN:** None

**ABSENT:** Alan Guy, Steve Panelli, Mary Teichert

Public Comment

There was no public comment.

Board Member Comment

There was no Board Member comment.

**F. Enforcement**

**1. Enforcement Program Update**

Enforcement Committee Chair Ruane presented the Enforcement Update to the board and stated of the 220 Enforcement positions, there are 24 vacancies and that management is working to fill positions with 10 candidates selected while the other 14 positions are publicly posted or are under review prior to public posting.

Enforcement Chief Grove presented enforcement highlights and stated CSLB was able to mediate a complaint involving an Orange County elderly homeowner who paid \$64,000 to have a new roof installed at his home. Chief Grove added the Staff Services Analyst was able to successfully negotiate the contractor to return the full amount of the contract, plus an additional \$26,000 so the homeowner could hire a different contractor to fix the roof.

Chief Grove presented an investigation highlight where an investigation conducted by a CSLB Special Investigations Unit Investigative Peace Officer against Timothy Davis of Davis Brothers Construction Inc. Chief Grove explained the company's license, originally issued in 2011, was suspended in June 2020, canceled in March 2021, and revoked in September 2022 due to accusations related to the investigation. Chief Grove added, the investigation centered on three homeowners who filed complaints against Davis Brothers Construction. Chief Grove noted that in each instance, the contractor had not finished the work resulting in the homeowners having to pay out of pocket costs to complete Davis' work.



Chief Grove presented the final investigative highlight and stated, in 2019, a consumer entered into a \$40,500 residential solar contract with an unregistered Home Improvement Salesperson representing Talon Home Services. The contractor received a 50 percent down payment of \$20,250 and later requested another \$20,250 (totaling the full payment) before any work began or materials were delivered. However, the respondent failed to submit an application for utility interconnection until 31 months after project completion, breaching the contract without legal justification. Chief Grove noted the CSLB investigator found several violations, including employing an unregistered salesperson, excessive down payment, failure to supervise construction operations, contract abandonment, and accepting payment beyond the work's value, resulting in an accusation being filed and the license being revoked, effective March 27, 2024.

Chair Ruane provided the Enforcement Statistical Update and stated the division opened 16,792 investigations, with current staffing levels, the optimal maximum Enforcement Division caseload is 4,860 pending complaints and as of April 30, 2024, the pending caseload was 5,601. Chair Ruane attributed the elevated complaints to the 200 monthly incoming solar complaints. Chair Ruane noted staff is working hard to keep up and are exceeding production goals of 30 case closures with 70 percent of cases settled.

Chair Ruane added from July 1, 2023, to April 30, 2024, the weighted monthly case-closing average per Special Investigator in CSLB Investigative Centers was eight closures per month, two less than the closure goal of ten. Chair Ruane mentioned the Board's goal is to appropriately disposition all but 100 complaints within 270 days of receipt, and as of April 30, 2024, 212 complaints exceeded 270 days in age. Chair Ruane added enforcement supervisors and managers continue to conduct monthly case reviews and aid investigators to resolve older cases.

Chair Ruane stated that between July 1, 2023, to April 30, 2024, complaint negotiation efforts by the Intake and Mediation Centers and Investigative Centers resulted in more than \$31.1 million in restitution to financially injured parties, the Investigative Centers referred 493 of the 1,811 legal action investigations for criminal prosecution, 423 arbitration cases were initiated, resulting in \$5.5 million in restitution ordered to injured parties, and 85 licenses were revoked for non-compliance with an arbitration award.

Chair Ruane added 669 licensee citations were issued with 547 non-licensee citations, just under \$2 million in civil penalties collected, \$305,590 costs recovered, 165 accusations filed, 237 licensed revoked from accusation and noncompliance from arbitration awards.

Chair Ruane provided a proactive Enforcement update and stated SWIFT conducted 19 sting operations, participated in 304 sweep days, responded to 696 leads, closed 2,686 cases with 706 cases resulting in administrative or criminal legal action, and issued 994 advisory notices for minor violations.



Public Comment

There was no public comment.

Board Member Comment

There was no Board Member comment.

**G. Licensing**

**1. Licensing and Testing Program Update**

Member Galarza presented the Licensing Update and stated that in April 2024, CSLB received over 4,700 applicants and in the February to April quarter of 2024, CSLB received over 14,000 applications with processing times maintaining the three-week period held since last spring. Member Galarza stated the goal of the three-week application time is a consumer service benchmark that ensures swift licensure. Member Galarza added that CSLB received over 10,000 renewal applications in April 2024 and as of April 30, 2024, 76% of B-2 licensees have filed for a workers' compensation exemption. Member Galarza noted many of the exemptions are for individuals in a classification that perform work independently.

Member Galarza discussed the work of the Judgments Unit and stated over 220 transactions were completed in April 2024 and, as a result, the final judgments over licensees and in 2023 over \$47 million were back paid to state agencies and consumers as a result of bond claims, judgments and outstanding liabilities from various state organizations and state agencies.

Licensing Chief Gagnon presented the Testing Update and stated between May 2023 and April 2024 PSI exams administered more than 51,000 exams for CSLB candidates and in March 2024 over 4,800 exams were scheduled. Chief Gagnon added that CSLB expanded administration of the Law and Business exam nationwide to 19 additional test centers with five candidates taking exams in their home state rather than testing in California.

Chief Gagnon noted that Exam Development staff released three new exams between March and April 2024. Chief Gagnon explained that a new exam is one that has been revised from the ground up with a new occupational analysis, item writing, updated references, and a new pass point and is conducted every five years.

Chief Gagnon explained that between August 2023 and April 2024 over 4,500 Spanish exams have been taken by candidates.

Public Comment

There was no public comment.

**Board Member Comment**

There was no board member comment.

**H. Public Affairs****1. Public Affairs Program Update**

Public Affairs Committee Chair Galarza presented the Public Affairs Update (PAO) and stated the Public Affairs Office is responsible for media, industry, licensee, and consumer communications, as well as outreach. Chair Galarza added PAO provides proactive public relations, responds to media inquiries, and develops and distributes publications and newsletters while creating content for CSLB's social media channels and website, including webcasts and videos.

Chair Galarza added that PAO is in the process of updating the Solar Smart webpage to be more useful for consumers and streamline the information on the page and said a guide informing consumers about how to put a contractor on notice is expected to be online by the end of June. Chair Galarza noted the website also includes the Disaster Help Center with resources for consumers and stated CSLB works to educate property and business owners, so they are not harmed by unlicensed or unscrupulous contractors after a disaster. Chair Galarza added between July 1, 2023, and April 30, 2024, CSLB staffed and participated in eight disaster recovery centers (DRC) throughout California.

Chair Galarza discussed video and digital services and explained PAO has focused on creating informative videos for consumers, licensees, and applicants, with recent videos including tips for hiring a licensed contractor for summer home improvement projects, such as the tips for hiring a tree trimmer. Chair Galarza said PAO has also prioritized translating and producing Spanish language consumer and industry videos. Chair Galarza stated PAO continues to increase CSLB's following on social media by improving engagement with applicants, licensees, the news media, and other stakeholders, while maintaining an active presence on Facebook, Instagram, X (formerly known as Twitter), and LinkedIn and added PAO shows an updated subscriber list of more than 194,000, which includes the Licensee Information listserv.

Chair Galarza stated that not included in the board packet is an industry bulletin issued in May 2024 regarding clarification of fire protection certification and registration requirements.

Chair Galarza added that PAO responded to 85 media inquiries between July and the end of April. The media coverage focused on various topics, including undercover sting results and high-profile contractor complaints.

Chair Galarza stated that along with assistance from Enforcement, PAO has been busy providing key consumer protection information to seniors and other stakeholders and





also updating the What Seniors Should Know Before Hiring a Contractor brochure, among other publications, and writing and publishing content for internal communications including 25 employee intranet articles between July and April, highlighting upcoming meetings, Women in Construction Week, the Accomplishments and Activities report, and CSLB employee events.

Member Galarza concluded their update with call center statistics and stated CSLB's Public Information Center continues to see low wait times for callers and the wait times have been under the Board goal of six minutes since September.

Public Comment

There was no public comment.

Board Member Comment

There was no Board Member comment.

**2. Review and Discussion on Two Videos – National Association of State Contractors Licensing Agencies' Protect Yourself After a Disaster and CSLB's Tips for Hiring a Tree Trimmer**

This item was held due to time.

**I. Adjournment**

*Chair Love adjourned the meeting at 5:07 p.m.*





**BOARD MEETING MINUTES**

Pursuant to Government Code section 11123, subdivision (a) the Contractors State License Board met in person at 8:30 a.m. on June 14, 2024. There was no remote access for participation or comment at this meeting.

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

Board Chair Diana Love called the meeting of the Contractors State License Board (CSLB) to order on June 14, 2024, at 8:30 a.m. at the Newport Beach Marriott Bayview Conference Room, located at 500 Bayview Circle, Newport Beach, CA 92660.

Board Members Present

- Diana Love, Chair
- Miguel Galarza, Secretary
- Joël Barton
- Amanda Gallo
- Susan Granzella
- Jacob Lopez
- Henry Nutt III
- James Ruane
- Thomas Ruiz

*Rodney Cobos, Alan Guy, Michael Mark, Steven Panelli, and Mary Teichert had approved absences.*

CSLB Staff Present

- David Fogt, Registrar
- Michael Jamnetski, Chief Deputy Registrar
- Carol Gagnon, Chief of Licensing
- Steve Grove, Chief of Enforcement
- Katherine White, Chief of Public Affairs
- David Gower, Public Affairs Supervisor
- Amy Lawrence, Television Specialist
- Robin Williams, Executive Analyst

DCA Staff Present

- John Kinn, DCA Legal Counsel

Nevada Board Present

- Boyd Martin, Chair
- Bryan Cowart
- Joe Hernandez
- Jan Leggett
- Louis Polish Jr.



*Margaret Cavin and Kent Lay had excused absences.*

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

Nevada Board Chair Boyd Martin introduced Executive Officer Margi Grein and Board Counsel Noah Allison.

Executive Officer Grein called roll for the Nevada Board and established a quorum.

Executive Officer Grein read the Nevada Board Mission Statement and stated the Nevada State Contractors Board (NSCB) is committed to ensuring the integrity and professionalism of the construction industry in Nevada. NSCB promotes quality construction by Nevada licensed contractors through a regulatory licensing system designed to protect the health, safety and welfare of the public.

Executive Officer Grein thanked Registrar Fogt and CSLB staff for their collaborative efforts with NSCB to prepare and host the meeting. Executive Officer Grein also introduced new Board staff Randy Escamilla. Executive Officer Grein also announced their retirement expected to start August 1, 2024.

Chair Love thanked Executive Officer Grein and thanked NSCB for their collaborative efforts and for participating in the joint meeting.

Registrar Fogt recognized Executive Officer Grein for their career achievements and efforts in their tenure at NSCB.

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

Public Comment

There was no public comment.

Board Member Comment

Board Member Joël Barton stated this was “Flag Day” and invited attendees to remember the servicemembers who served in honor of the flag and to not alter, damage or disrespect the flag.

**C. Presentation by Ken Simonson, Chief Economist at Associated General Contractors of America**

Ken Simonson, Chief Economist at Associated General Contractors of America, provided a presentation on the economy and how it translates into the construction industry. Simonson stated from February 2022 to April 2024 the construction industry



employment rates have increased by 8 percent nationwide with 22 percent in Nevada, and 1.7 percent in California with 39 states seeing increases and 11 seeing decreases. Simonson added job openings have increased while hirings have decreased with layoffs dropping almost 50 percent, which is an indication that work is increasing. Simonson explained that price production index has lowered by 1.5 percent while average hourly earnings have increased 4.6 percent. Simonson stated that labor rates were rising and are expected to continue rising due to rate hikes.

The entire presentation can be viewed here at the following link:

<https://www.youtube.com/watch?v=byfAmOztdtA> starting at the 14:45 minute mark.

### Public Comment

There was no public comment.

### Board Member Comment

Unidentified Nevada Board member pointed out where Simonson stated there was an increase in workers in both Alaska and Hawaii and asked how two small states were able to do so.

Simonson attributed the growth in Hawaii due to construction after the wildfires and added Alaska has fluctuated because of irregular weather patterns.

Member Galarza stated they are interested in seeing how other parts of the country are affected and the continued growth in other states that don't have a prevalent workforce to draw from and to see the ramifications of the executive order.

Simonson stated that project labor agreements (PLA) are currently controversial and added many PLA projects are receiving federal loans, contributions or tax credits for engaging in PLAs. Simonson added PLAs are not typical, but the current administration has required cap limits for specific projects to qualify for PLAs. Simonson added that stakeholders are currently discussing if a waiver is possible and expects litigation.

Member Barton asked how AI works on AGC with the amount of energy required to run it.

Simonson stated that AI is in the experimental phase among contractors and software suppliers who are applying language models. Simonson added they had observed demonstrations and believes it could be introduced into the workforce, but the idea is in the early phases and expects to see more experimentation and adoption throughout the industry.

Unidentified Nevada Board member stated that people are moving out of California to areas where there are work opportunities and the cost of living is lower. They asked how the increasing costs of materials is affecting the U.S. economy.



Simonson attributed a 10 percent price increase on material to the Trump administration’s imposing a 25 percent tariff on imports. Simonson stated the Biden administration modified the tariff to reduce the cost of imported material from specific countries. Simonson added the tariffs have attributed to the rise in costs. Simonson stated the hope is to restrict imports to encourage domestic production.

**D. Joint Discussion with Nevada State Contractors Board (NSCB)**

**1. Discussion Regarding CSLB and NSCB Operational and Structural Comparison**

- a. License Population**
- b. Cost of Original Application**
- c. Renewal Cost**
- d. Handyman Exemption**
- e. Reciprocity/Licensure by Endorsement**
- f. Number of Complaints with Solar Subset**
- g. Recovery Fund/Restitution**

Executive Officer Grein presented the NSCB statistical data and stated from April 30, 2024, Nevada’s active license count is 17,948 contractors, an increase of 504 from the prior year. Executive Officer Grein added active licenses have decreased by 10 with a total of 414. Executive Officer Grein stated that the license application fee is \$300 with an initial license and renewal fee. Executive Officer Grein stated the handyman exemption continues to be available for work performed for under \$1,000 that does not require a license or building permit. Executive Officer Grein added that NSCB has license endorsement agreements with 12 states that allow applicants to file waivers of certain trade exams and experience based on licensure in one of the participating states with about 5 percent of licensees using the process. Executive Officer Grein reported that enforcement received and investigated 1,550 complaints against licensed contractors and nearly 600 against unlicensed contractors. Executive Officer Grein added solar complaints are nearing 250 and are continuing to grow. Executive Officer Grein stated homeowners who qualify have benefited from the NSCB’s Residential Recovery Fund, which has paid out over \$881,000 to solar victims. Executive Officer Grein mentioned the payout figure has doubled in relation to the year prior and attributed it to the spike in solar complaints received.

Registrar Fogt provided the CSLB statistical update and stated the licensed population has increased by 1,081 licensees and added CSLB is encouraging new licensees with monthly workshops in English and Spanish. Registrar Fogt added the licensing and renewal fees were raised and there is now a five-month reserve or \$37 million. Registrar Fogt noted the sole owner license fees are \$450 and corporations are \$700. Registrar Fogt stated the handyman exemption is currently \$500, but the board previously voted to support an increase to \$1,000, under the conditions that the work did not include hiring workers or requiring permits. Registrar Fogt stated CSLB has reciprocity



agreements with three states and 49 licenses were issued in the last year. Registrar Fogt added there has been an increase in the number of complaints with just over 16,100 complaints and the increase is attributed to over 2,000 solar complaints. Registrar Fogt stated CSLB is working with industry experts to identify efficiencies in resolving those complaints. Registrar Fogt mentioned CSLB had a solar fund, but the funds were expended between 2021 and 2023, and in the absence of the solar fund \$31 million has been recovered through arbitration programs and administrative legal actions.

#### Public Comment

There was no public comment.

#### Board Member Comment

Member Ruiz asked if fees were collected for reciprocity licenses.

Executive Officer Grein replied that Nevada does charge fees.

Registrar Fogt replied that California does charge fees for reciprocity licenses.

## **2. Discussion Regarding CSLB and NSCB Enforcement Activities**

Terry Wike, Director of Investigations for NSCB, presented Enforcement activities to the Board and stated the compliance division has issued 206 citations against licensed contractors while there were disciplinary hearings on 372 cases involving 107 licensed contractors. Director Wike explained that when licensees receive more than five complaints, that triggers an administrative hearing for NSCB to address the complaints and impose conditions for the contractor to remedy the complaints. Director Wike added that if the contractor doesn't comply, then the license is recommended for suspension/revocation. Director Wike noted the criminal division had 672 criminal investigations regarding unlicensed contractors and of the 672, 67 were referred to the District Attorney's Office. Director Wike stated 13 cases were sent to the Attorney General's Office while 235 administrative citations and 127 violation letters were issued. Director Wike discussed the work of NSCB to protect consumers and compliant contractors with proactive enforcement techniques such as removing the bad actors from the industry by doing weekly site checks and conducting stings.

Member Jim Ruane presented the CSLB Enforcement Update to the Board and stated the CSLB has two Intake and Mediation Centers (IMC) that focus on settlement and preparing unlicensed complaints for field investigations and ten investigative Centers (IC) that focus on violations of law, accusations, criminal referrals, advisory notices and citations. Member Ruane added the Quality Assurance (QA) unit focuses on application experience verifications and public works experience, referrals from labor organizations and other groups. Member Ruane went on to explain the Special Investigative Unit (SIU) has sworn peace officers who investigate fraud and execute search warrants, and the Statewide Instigative Fraud Team (SWIFT) has three units and responds to leads,



conducts sweeps, undercover stings and labor enforcement that works with various California state agencies, and responds to disaster recovery centers after fires, floods, and earthquakes. Member Ruane added CSLB also has a Case Management unit that monitors accusations.

Member Ruane discussed an undercover sting operation conducted in South Lake Tahoe on May 29, 2024, that resulted in six DA referrals and said the highest bid was \$26,000 for a bathroom remodel.

Public Comment

Matthew Miller, Senior Compliance Representative for the NorCal Carpenters Union, commented and thanked Registrar Fogt and Chief Grove for their partnership with the NorCal Carpenters Union and arranging a meeting with field staff to discuss industry-related questions regarding lawful conduct.

Board Member Comment

Chief Grove expressed appreciation for the Nevada staff that assisted in the Lake Tahoe Sting.

Member Nutt asked if there was any data that shows the effectiveness of the stings and the enforcement techniques.

Chief Grove stated the data does not currently exist but said if there were more stings, there would be more violators. Chief Grove stated that enforcement staff do hand out applications for licensure to the suspects and their accomplices to encourage lawful practices by unlicensed contractors.

Chair Love stated that she attended a sting in Bakersfield and learned the stings have appointments set up for the suspects. Chair Love mentioned the stings are thorough and planned out well. Chair Love added the stings are a useful enforcement tool and encouraged CSLB and NSCB to continue using them to protect consumers.

**3. Discussion Concerning CSLB and NSCB Legislation**

**a. Nevada Bills of Interest**

**i. Payment and Performance Bond Requirements for Solar Contractors**

Executive Officer Grein discussed the solar industry and mentioned it requires greater oversight for consumer protection. Executive Officer Grein stated NSCB has proposed legislation to require payment and performance bonds on all residential solar contractors. Executive Officer Grein added there has been new language to revise Nevada statutes and included new criteria for when performance and payment bonds are required (see criteria on Page 182 of the packet). Executive Officer Grein stated



both payment and performance bonds must equal the amount of the contract and are to protect both the consumer with financial protections and financial responsibility for the contractor or subcontractor.

Public Comment

There was no public comment.

Board Member Comment

There was no Board Member comment.

**ii. Causes for Disciplinary Action Related to an Investigation by the Board**

Executive Officer Grein discussed the proposal to enhance protections for individuals cooperating in investigations while creating measures to hold licensees who disrupt the process accountable. Executive Officer Grein noted acts of intimidation, harassment, and threats are not uncommon but said there have been instances where those actions have negatively impacted an investigation. Executive Officer Grein stated the proposal provides direct and clear authority for the board to address the instances when they occur and to deter further incidents from occurring.

Public Comment

There was no public comment.

Board Member Comment

There was no Board Member comment.

**iii. Penalty for Unlicensed Contactor Who Bids on a Project**

Executive Officer Grein discussed the proposal to hold unlicensed contractors accountable for unlawful actions. Executive Officer Grein stated out-of-state unlicensed contractors have been entering Nevada to bid on jobs, working on the jobs, being cited for unlicensed activity, obtain licensure, and then proceeding to complete the job. Executive Officer Green added the new legislative proposal will allow the issuance of an administrative citation or fine and prohibit individuals from obtaining licensure for up to a year when they submit a project that was bid on without licensure. Executive Officer Green noted each change is subject to modification.

Public Comment

There was no public comment.

Board Member Comment

There was no Board Member comment.





**b. California Bills of Interest**

**i. SB 1455 (Ashby) Contractors State License Board**

- 1. Pathway to licensure for tribes**
- 2. Licensees pay industry expert costs**
- 3. Minimum fine threshold**

Registrar Fogt presented the CSLB legislative proposals and stated CSLB will need an extension for its Sunset review which includes ideas for the legislature to assist with consumer protection mandates. Registrar Fogt discussed the first proposal as reimbursement for industry expert costs. Registrar Fogt explained that CSLB pays industry experts who are third party contractors to do an inspection and write a report that helps settle consumer complaints. Registrar Fogt added the issue is contractors have used that program as a remedy to avoid addressing complaints while having unfinished work resolved by CSLB. Registrar Fogt mentioned the proposal is to have contractors reimburse CSLB for any complaint-related industry expert costs up to \$1,000. Registrar Fogt added that issuance of a letter of admonishment or citation will permit the recovery of industry expert related costs. Registrar Fogt stated that CSLB is also proposing the ability to license a tribe when they want to go outside of their designated land and contract legally.

Public Comment

There was no public comment.

Board Member Comment

There was no Board Member comment.

**ii. AB 2993 (Grayson) Prohibit a contractor from receiving full payment from a finance lender until certain information is confirmed from the consumer.**

Registrar Fogt explained CSLB is excited for AB 2993 because CSLB has found lenders paying out contractors directly without the work being completed, and AB 2993 requires the homeowner to confirm the work being completed and the building department confirm completion of work prior to release of payment. Registrar Fogt added the board recently took a support if amended position on AB 2993.

Public Comment

Josh Buswell-Charkow with CALSSA commented and stated they were supportive of AB 2993.

Board Member Comment

There was no Board Member comment.





**4. Discussion Concerning Solar Contractors**

- a. Solar Complaint Trends**
- b. Consumer Awareness**
- c. Enforcement Statistics**
- d. Enforcement Strategies**

Member Ruane provided statistics on solar complaints and stated that since fiscal year 2018-2019 CSLB has seen a 176 percent rise in solar complaints with over 900 complaints in total, accounting for 20 percent of all CSLB complaints. Member Ruane added the excessive number of complaints has overwhelmed CSLB staff and between 2023 and 2024 CSLB received a total of 16,173 total complaints with 2,014 being solar, resulting in \$31 million restitution awarded for all complaints, just under \$4 million in restitution awarded in restitution for solar projects. Member Ruane added CSLB implemented a Multiple Offender Unit in 2023 to focus on solar contractors with multiple complaints and take swift action to persuade the contractor to resolve complaints or possibly be removed from the marketplace. Member Ruane discussed the implementation of the Interagency Multiple Offender Solar Task Force to address solar complaints by collaborating with other agencies including neighboring states and the California Department of Financial Protection (DFPI).

Director Wike presented solar statistics and stated NSCB solar complaints have increased by 56 percent from 161 complaints to 289 total. Director Wike described the complaint trends being observed are workmanship, abandonment, incentive to complete the work, misuse of license, no permit, and operating outside of the scope. Director Wike added the NSCB is proactively conducting consumer awareness within the community by meeting with HOAs, property management companies, and homeowners to increase accountability. Director Wike noted that NSCB works with NV Energy and has created a task force to help regulate the solar industry in Nevada, along with the DA and AG's offices.

Director Wike stated workmanship is the largest complaint among the solar cases, with misuse coming in second at 9 percent, regarding companies inflating the value (of the work and savings). Director Wike added the solar strategies include the new Solar Investigations Unit pursuing criminal and compliance violations.

Public Comment

There was no public comment.

Board Member Comment

Member Ruane commented and stated they supported the payment performance bond and mentioned that CSLB has benchmarks that determine when contractors can be paid. Member Ruane suggested establishing eligibility requirements for the purchase of solar panels by contractors similar to other industries.



Unidentified Nevada Board Member asked if the CSLB or NSCB investigate of the legitimacy of in-store solar salespersons.

Unidentified Nevada Board Member stated in Nevada the seller and the sales company are held responsible and the installer must perform the work.

Registrar Fogt stated to be a salesperson in California an individual needs to be registered and there are concerns about in-store salespersons not being so and CSLB investigates that.

Chief Grove stated there has been concern with Costco selling and it has been discovered Costco holds a license and the work is being subcontracted out.

Registrar Fogt explained an exemption exists in California if the salespersons are at a fixed location but if the salesperson is an independent contractor, they need to be registered. Registrar Fogt added that it has been found that solar contractors are registering their salespersons, and the process needs to be transparent so consumers are informed.

Member Nutt asked if there is another entity the solar industry also falls under.

Director Wike stated the Consumer Affairs Division is involved in that but NSCB is the regulating agency.

Member Nutt asked if the reputable solar companies are at risk for unfavorable visibility due to the volume of harmful practice from the other companies.

Director Wike commented that the good companies are not a risk since they are not being reported.

Registrar Fogt commented and stated that Chief Grove has identified solar companies that have not received a complaint and asked Buswell-Charkow how many homes qualify for solar.

Buswell-Charkow replied over a million homes qualify for solar.

Registrar Fogt stated Buswell-Charkow serves as a conduit to get information out to solar contractors in California and asked how CSLB could do a better job to educate contractors about improving business models.

Buswell-Charkow replied they use weekly newsletters and share any new policies, laws, and regulations to educate stakeholders and CALSSA is willing to participate in the continued education of solar contractors.

Chair Love asked Director Wike and Member Ruane if the training process educates the



public about the maintenance and upkeep of solar panels and whether installers consider the trees and surrounding environment diminishing the panel effectiveness.

Director Wike commented and responded that installers need to notify in all instances when a faulty roof or nearby trees may render the system inefficient.

Buswell-Charkow stated that installers use a modeling software to identify the best possible placement for solar panels by accounting for obstructions. Buswell-Charkow added that in California net meter systems have maintenance included and some companies offer performance upkeep that monitors the overall performance.

Registrar Fogt commented that in California the consumer guide is required in the contract.

Buswell-Charkow confirmed if the system is net metered the consumer guide is necessary.

Member Nutt commented and asked if there will be a perimeter around the solar panels to prevent pigeons from gathering on the panels.

Buswell-Charkow answered that there is no position from CALSSA on this but in his experience the boundaries were not needed.

## **5. Discussion Regarding CSLB and NSCB Consumer Awareness**

NCSB Chair Boyd Martin introduced Nevada Public Information Officer Randy Escamilla to present the consumer awareness update.

Public Information Officer Randy Escamilla presented the NSCB Consumer Awareness update to the Board. Information Officer Escamilla stated because of the volume of solar complaints received, the discussion will focus mainly on accountability on residential solar. Information Officer Escamilla explained NSCB has created a specialized Solar Investigations Unit that highlights issues and informs consumers about problematic solar companies. Information Officer Escamilla mentioned the use of the media is a large part of relaying the message to the public.

Information Officer Escamilla highlighted the arrest of a solar contractor who received over \$250,000 in payments without performing the work. That case was referred for prosecution. Information Officer Escamilla discussed that the owner of Titan Solar had been sent to a disciplinary hearing where the news was invited to observe and record. Information Officer Escamilla presented a video of a Fox Las Vegas news report to the Board that highlighted some of the solar victims. Information Officer Escamilla said two weeks after the broadcast of the video a reputable solar company donated \$10,000 to a victim of solar fraud to reduce their debt from a predatory loan.



Information Officer Escamilla stated utilizing news media is effective in broadcasting strategic messaging. Information Officer Escamilla noted news stories about the solar investigations unit have been broadcasted in 11 different states and NSCB is going into the community to notify consumers about the residential recovery fund and the NSCB has published a NASCLA-produced solar video on their website and social media.

CSLB Public Affairs Chief Katherine White presented the CSLB Consumer Awareness update and stated CSLB's Solar Smart page on the website provides resources to homeowners and said CSLB is in the process of updating the page to be more user friendly for consumers. Chief White added the website contains numerous publications to educate consumers about contracting laws and regulations including a newly published document that offers steps to take to put a contractor on notice if issues arise with a project. Chief White stated the document should be accessible in a few weeks.

Chief White said CSLB informs consumers through Senior Scam Stoppers and Consumer Scam Stoppers seminars and works with legislative offices and community groups to provide information about construction-related scams and how seniors can protect themselves. Chief White noted sessions feature expert speakers from local, state, and federal agencies who present information about consumer and financial scams. Chief White explained solar is the primary question at the seminars and will be distributing a solar flyer in the future.

Chief White discussed working with the media to educate consumers about unscrupulous contractors and mentioned Freedom Forever as a contractor who is facing an accusation and possible revocation. Chief White explained that the accusation has been disclosed to the public on the website. Chief White presented a CBS Sacramento video with two stories regarding Freedom forever and their practices.

Chief White stated Freedom Forever is one of the companies targeted by the Contractors State License Board's Multiple Offender Unit (MOU) that focuses on solar contractors with a significant number of complaints and shortly after the MOU was created, the Public Affairs Office included an article in its newsletter informing licensees of the new unit. Chief White noted in fiscal year 2023-24, CSLB has referred 78 solar investigations to accusation where a license could be revoked or suspended as a result. Chief White added both California and Nevada are continuing to work to educate consumers regarding solar and are currently finding ideas to reach the most people and remove bad actors from the industry

### Public Comment

Eric Choy from Mesh Verified stated their company has an opportunity to create the ability for consumers to identify good contractors and bad contractors.

Buswell-Charkow from CALSSA commented and stated they are willing to work with CSLB and NSCB on proposals regarding identifying bad actors and added Freedom Forever is a CALSSA member and would be willing to create a dialogue with CSLB.



Board Member Comment

Member Ruiz commented and asked if solar salespersons or contractors provide consumers with the solar flyer provided on the CSLB website.

Nevada Board Member Louis Polish asked if there is a noticeable difference with the social media presence that exists.

Information Officer Escamilla stated there has been a 170 percent increase on the NSCB Facebook and LinkedIn about solar. Information Officer Escamilla explained followers love to see unscrupulous contractors be arrested.

Chief White stated there has also been an increase of followers on the CSLB social media pages as well.

Member Polish asked if NSCB being in the news is driving engagement on the NSCB's social media pages.

Information Officer Escamilla replied the presence in the media is helping with the social media engagement.

Member Polish stated awareness with consumers is the concern and utilizing social media and the news is very helpful.

Information Officer Escamilla replied that on Monday a Las Vegas news outlet will be airing a story on a disciplinary hearing where the judge revoked the license of the company, banned all the members from licensure in Nevada, and imposed a fine of \$460,000 for damages to consumers.

Member Polish stated they have a recovery fund and cited a case where a consumer was defrauded for \$120,000 and emphasized that NSCB continues to do outreach to consumers.

Member Ruane stated the news does not ask about the good practices of the reputable solar companies and many of the media have investigative units and CSLB and NSCB should reach out to them for their investigative efforts to facilitate getting the findings broadcasted to the public. Member Ruane mentioned there is a construction excellence awards next week and believes that recognizing companies for their compliance and good business practices would be good for the industry and provide consumers with insight into how a company operates.

Member Galarza stated being a part of Senior Scam Stoppers seminars and suggested creating a location on the website that shows consumers how to see the good companies and the bad companies.

Member Ruiz asked if CSLB has access to the banned contractors from Nevada.



Registrar Fogt replied California has a database that identifies revoked licenses in eight states and revocation can be imposed in California if they are disciplined in another state.

Executive Officer Grein stated NSCB does send notices of revocation to neighbor states.

Member Joe Hernandez expressed appreciation for being a board member and explained that NSCB has positively evolved in the perspective of the public regarding consumer protection.

Chair Love thanked the Board and Grein for their hard work and participation on their last day as the CSLB Board Chair.

Executive Officer Grein thanked the Boards for their work and efforts.

**E. Adjournment**

Meeting adjourned at 12:00 p.m.

## AGENDA ITEM C-2

# Review and Possible Approval of the June 21, 2024, Board Meeting Minutes









# CONTRACTORS STATE LICENSE BOARD

## JUNE 21, 2024 BOARD MEETING MINUTES

### Special Board Teleconference Meeting Minutes

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

Board Chair Diana Love called the meeting of the Contractors State License Board (CSLB) to order on June 21, 2024, at 8:33 a.m. at the Contractors State License Board Valencia Field Office, 25360 Magic Mountain Parkway, Suite 250, Santa Clarita, CA 91355.

#### Board Member Meeting Locations

Contractors State License Board (San Francisco Field Office)  
301 Junipero Serra Blvd.  
Suite 206  
San Francisco, CA 94127

Contractors State License Board (Norwalk Field Office)  
12501 East Imperial Hwy.  
Suite 630  
Norwalk, CA 90650

Contractors State License Board (Sacramento Headquarters)  
9821 Business Park Drive  
Sacramento, CA 95827

Contractors State License Board (Valencia Field Office)  
25360 Magic Mountain Parkway  
Suite 250  
Santa Clarita, CA 91355

Board Vice Chair Michael Mark led the Board in the Pledge of Allegiance, and a quorum was established.

#### Board Members Present

Diana Love, Chair  
Jöel Barton  
Rodney Cobos  
Miguel Galarza  
Susan Granzella  
Alan Guy  
Michael Mark  
Henry Nutt III  
Steve Panelli  
James Ruane



Amanda Gallo, Jacob Lopez, Thomas Ruiz and Mary Teichert had excused absences.

CSLB Staff Present

David Fogt, Registrar  
Michael Jamnetski, Chief Deputy Registrar  
Katherine White, Chief of Public Affairs  
Jason Perez, Chief of Information Technology  
Steve Grove, Chief of Enforcement  
Carol Gagnon, Chief of Licensing  
Tracy Brazil, Regulations Manager  
Robin Williams, Executive Analyst  
Natalie Rosenberger, Information Officer  
Natalie Watmore, Information Officer

DCA Staff Present

John Kinn, DCA Legal

Members of the Public Present

Rick Pires

**B. Presentation Finding of Necessity for Special Meeting (Gov. Code, § 11125.4).  
Note: The Board will determine whether the delay necessitated by providing notice 10 days prior to a meeting pursuant to Government Code section 11125 would impose a substantial hardship on the body or that immediate action is required to protect the public interest**

**Motion:** Motion to Adopt the Following Findings of Substantial Hardship and Necessity for Special Meeting:

- The Board finds that providing 10 days’ advance notice of this meeting would pose a substantial hardship on the Board and that immediate action is required to protect the public interest, in that next Tuesday, June 25, 2024, the board’s “sunset” extension bill SB 1455 is being heard for the last time in a policy committee of the legislature and the Board has not yet communicated its full support of the bill.
- If the Board does not support the sunset extension bill, there is substantial risk that the legislature will also not support it, or the bill will not be passed out of the Assembly Business and Professions Committee. If this occurs, CSLB could be “sunsetting” and cease to exist. If the Board waits 10 days before taking a position at a regularly noticed public meeting, the bill will have been heard in the legislature before the Board meeting and without a record of the Board’s support.



- If the Board is “sunsetting” it would harm the public, which has an interest in the Board continuing its mandate of protecting the public by setting minimum standards for contractor licensure, by disciplining licensees, and by removing bad contractors from the marketplace.
- The board’s next quarterly meeting is planned for September 2024, approximately three months after the scheduled sunset bill hearing.
- Considering the bill hearing next Tuesday, there is insufficient time for the Board to provide 10 days’ advance notice of a meeting, and today’s meeting on shortened notice is necessary to timely communicate the Board’s position before hearing.

Moved by Rodney Cobos; Michael Mark seconded. Motion carried, 10-0-0.

**YEA:** Diana Love, Jöel Barton, Rodney Cobos, Miguel Galarza, Alan Guy, Susan Granzella, Michael Mark, Henry Nutt III, Steve Panelli, James Ruane

**NAY:** None

**ABSTAIN:** None

**ABSENT:** Amanda Gallo, Jacob Lopez, Thomas Ruiz, Mary Teichert

Public Comment

There was no public comment.

Board Member Comment

There was no board member comment.

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

Public Comment

There was no public comment.

**D. Review, Discussion, and Possible Action on Senate Bill 1455 (Ashby):  
Contractors: Licensing – CSLB Sunset Extension Bill**

Registrar David Fogt explained that at the June 13 Board Meeting in Orange County, the board discussed SB 1455 and mentioned doing an insufficient good job of explaining the benefits of SB 1455. Registrar Fogt stated SB 1455 extends the board’s sunset date from 2025 to 2029 and that the CSLB is not the sponsor of the bill, and that its author is Senate Business and Professions Chair Angelique Ashby. Registrar Fogt



mentioned that CSLB will cease to exist on January 1, 2025, if not extended by SB 1455. Registrar Fogt listed the benefits of the bill and stated it includes almost all the board's new issues in need of legislative fixing.

Registrar Fogt explained Board members were concerned with SB 1455 extending the workers' compensation insurance mandate implementation from January 1, 2026, to January 1, 2028. They added Board members' concern is also derived from 117,000 licensees with exemptions already in place, posing a consumer protection issue. Registrar Fogt stated the board voted in support of SB 1455 with the request to amend the bill to return the mandatory workers' compensation compliance date to January 1, 2026. Registrar Fogt added the 2028 extension in the sunset bill should have not been a surprise since Senator Dodd carried the CSLB-sponsored SB 216 that currently requires workers' compensation insurance for five classifications and there have been complaints from licensees about having to purchase workers' compensation insurance although they don't have employees. They stated that the cost of the workers' compensation insurance ranges from \$2,000 to \$7,000 a year and doesn't benefit licensees without workers.

Registrar Fogt noted that CSLB held two stakeholder meetings to discuss strategies and a plan to address these concerns, but the meetings were not successful. Registrar Fogt added that Senator Dodd introduced SB 1071 that would unwind SB 216 by permitting licensees to file an exemption for workers' compensation insurance, which would impact the five classifications currently required to have workers' compensation insurance. Registrar Fogt mentioned there was no industry opposition for SB 1071 and the amendment to SB 1455 takes the place of SB 1071.

Registrar Fogt added that the language in SB 1455 is beneficial to CSLB because it does not repeal the current mandatory workers' compensation requirements for the five classifications, rather it provides CSLB until January 2027 for CSLB to identify a method for licensees to avoid purchasing workers' compensation insurance when they do not have employees. Registrar Fogt added the bill does not mandate that CSLB determine a certain number of contractors that should be exempt, but only requires that CSLB makes a good faith effort to identify if there are licensees who are working under a certain dollar amount that do not have employees that may qualify for an exemption. Registrar Fogt stated the CSLB has a two-person Advisory Committee well equipped to take the lead on the study.

Registrar Fogt mentioned the extension further benefits CSLB because CSLB is at risk of losing 10 percent of licensees with the mandatory workers' compensation requirement. Registrar Fogt noted the staffing resources are significant to handle workers' compensation insurance policies since receiving more policies will require more staff to check for accuracy. Registrar Fogt stated the state budget crisis is limiting



the ability to hire staff and the extension may offer more time to accommodate CSLB staffing needs.

Registrar Fogt clarified when staff found out about the mandatory compliance date. They recalled the April 17 and 18, 2024, board meeting and noted the language was added to the Senate bill on the 18<sup>th</sup>, but this information was not included in the packet or discussed during the meeting. But staff were aware of the amendment to SB 1455 and testified in support of the Senate Bill 1455 on April 22 in support of the Senate bill, and there was no industry opposition. Registrar Fogt added there will be a one-year cleanup period for any legislative concerns that may arise. They concluded SB 1455 is needed to extend CSLB and the work performed is important to the protection of consumers. Registrar Fogt thanked Senator Ashby and the Sunset Review Committee for including CSLB's legislative needs and the consideration of a four-year extension for CSLB. Registrar Fogt added the staff recommendation is for full support.

**Motion:** Motion to fully support SB 1455, the CSLB's Sunset Extension bill, so that CSLB staff may testify to that position at the bill's hearing in the Assembly on Tuesday, June 25, 2024. Moved by Steve Panelli; Alan Guy seconded. Motion carried, 9-0-1.

**YEA:** Diana Love, Rodney Cobos, Miguel Galarza, Alan Guy, Susan Granzella, Michael Mark, Henry Nutt III, Steve Panelli, James Ruane

**NAY:** None

**ABSTAIN:** Jöel Barton

**ABSENT:** Amanda Gallo, Jacob Lopez, Thomas Ruiz, Mary Teichert

Public Comment

There was no public comment.

Board Member Comment

Member Jöel Barton asked is there a way to find out why the amendment was added and which legislator added it.

Registrar Fogt stated the amendment was added in relationship to the Dodd bill, and the Dodd bill did not proceed because the amendment would be added to the sunset bill so that the board would study if there were licensees who don't have workers and to extend the compliance date to 2028 as a resolution to the Dodd bill (SB 1071) not proceeding.

Member Barton asked if an abstention vote would count regarding the two thirds requirement.



DCA Legal John Kinn stated that an abstention vote would not affect the action.

Member Cobos asked if the motion was for an amendment to change the dates.

Registrar Fogt stated the motion was to fully support SB 1455.

Vice Chair Mark stated the motion is for full support of SB 1455 as written and that this is a valid reason so that CSLB can continue as a board.

Member Barton stated they cannot vote in support of a motion that does not shorten the effective date of the workers' compensation requirement, and as long as their vote does not affect the action, they will abstain.

### **E. Adjournment**

Chair Love adjourned the Board meeting at approximately 9:09 a.m.

## AGENDA ITEM C-3

# Review and Possible Approval of the August 1, 2024, Executive Committee Meeting Summary









# CONTRACTORS STATE LICENSE BOARD

## EXECUTIVE COMMITTEE MEETING SUMMARY REPORT

### Executive Committee Meeting Summary Report

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

Executive Committee Chair Michael Mark called the meeting of the Contractors State License Board (CSLB) Licensing Committee to order on August 1, 2024, at 9:00 a.m. at CSLB Headquarters in Sacramento, CA, via Webex teleconference. A quorum was established.

#### Committee Members Present

Michael Mark, Chair  
Miguel Galarza, Vice Chair  
Alan Guy, Secretary  
Diana Love, Past Chair

#### CSLB Staff Present

David Fogt, Registrar  
Michael Jamnetski, Chief Deputy Registrar  
Katherine White, Chief of Public Affairs  
Carol Gagnon, Chief of Licensing and Examinations  
Jason Perez, Chief of Information Technology  
Amy Lawrence, Television Specialist  
Kyra Hall, Outreach Coordinator  
Natalie Rosenberger, Information Officer  
Natalie Watmore, Information Officer  
Robin Williams, Executive Analyst

#### DCA Staff Present

John Kinn, DCA Legal Counsel  
Yvonne Durantes, Assistant Deputy Director, DCA Board and Bureau Relations

#### Members Of the Public Present

Rick Pires, NorCal Carpenters Basic Craft Union  
Rhonda Myers, State Compensation Insurance Fund

#### B. Public Comment

There was no public comment.



**C. Update and Discussion of the Board's Implementation of the Workers' Compensation Insurance Class Code Reporting Requirement Pursuant to Assembly Bill 336 (Cervantes, Chapter 323, Statutes of 2023)**

Chair Mark stated the agenda item is to inform committee members about the implementation of AB 366 (Cervantes). Chair Mark explained that CSLB is not a sponsor, the bill was sponsored by the District Council of Iron Workers of California. The Board considered the bill at its June 22, 2023, meeting and voted to take a neutral position. Chair Mark stated the bill was enacted and effective on July 1, 2024. It required active licensees with a workers' compensation policy to provide on their CSLB license renewal form up to three workers' compensation classification codes for which the highest estimated payroll is reported on the workers compensation policy. Chair Mark explained that, according to the bill's fact sheet, it was motivated by a general lack of transparency about the classification codes each licensee possesses, which can lead to misclassifications for workers and opens the door for employers not to pay an accurate premium insurance rate for the actual work their employees perform. Chair Mark added the goal of reporting the codes to CSLB is to allow both the public and the rest of the construction industry to verify the level of workers' compensation insurance each contractor provides and the kind of construction work their employees are performing. Chair Mark mentioned the intent of the meeting is to provide an update on CSLB's efforts to implement the bill's requirements.

Registrar Fogt explained the bill's background and stated that it requires public disclosure of up to three class codes and applies to licensees who have a workers' compensation insurance policy. Registrar Fogt explained when the bill was heard in the legislature, it was believed the process would be seamless with use of the class codes from the Workers' Compensation Insurance Rating Bureau (WCIRB). Registrar Fogt said the CSLB established the program using the WCIRB codes for staff to renew licenses with codes provided by WCIRB. Registrar Fogt stated while the bill was being heard at the legislature, staff reviewed the bill and did not recommend a fiscal analysis because CSLB believed the process would be automated and the Board had no responsibility to ensure the validity of the codes. Registrar Fogt added the WCIRB provided the CSLB with over 700 class codes.

Registrar Fogt explained what staff did to prepare for the July 1, 2024, implementation date. Registrar Fogt said that CSLB obtained over 700 codes from WCIRB, the IT department completed the programming, and instructions provided with the renewal were adjusted to include the class codes. Registrar Fogt said that licensees were using codes from workers' compensation insurance companies that did not match the WCIRB class codes given to CSLB. Registrar Fogt noted CSLB had over 700 pending renewals when it was discovered the class codes did not match. Registrar Fogt explained that a placeholder class code was used to get the licenses renewed with the help of 17 CSLB staff working overtime.

Registrar Fogt said CSLB had 2,000 renewals that were pending processing to demonstrate the necessity for the program to reduce the number of licensees having



difficulties renewing their licenses, especially online. Registrar Fogt explained CSLB learned there is no statutory requirement that insurers use WCIRB class codes and said over 100 brokers can modify the codes. WCIRB uses a two-digit suffix with a four-digit code ahead of it that can be used to identify certain classifications.

Registrar Fogt discussed a plan to disclose the classification with a description if it is a WCIRB class code, but if it does not match a WCIRB class code, CSLB would list the code provided along with the insurance company's contact information. Registrar Fogt said the information could be used by compliance officers or state investigators inspecting commercial projects to contact the insurance company to confirm the code.

Licensing Chief Carol Gagnon explained that current CSLB licensing renewal instructions advise licensees on different ways to report their codes. Chief Gagnon stated the instructions explain that licensees should double check the policy for the suffix if their codes are not matching, to contact their insurance broker for codes, or to look them up on the WCIRB website. Chief Gagnon stated CSLB will revise the renewal instructions, update the website, and distribute an industry bulletin to educate licensees about the alternative plan. Chief Gagnon displayed a slide explaining the renewal process and how licensees are currently informed about the placement of the codes in the application.

#### Board Member Comment

Member Guy asked if the six-digit or four-digit code was imported from WCIRB.

Registrar Fogt stated it is a four-digit code, but the problem is the two-digit suffix.

Member Guy stated they were unaware of workers' compensation insurance carriers that do not align with the WCIRB codes.

Chair Mark agreed with Member Guy and stated the problem is the CSLB system is trying to accept the six-digit code, but some codes are several different suffixes and that is creating challenges.

Chief Deputy Registrar Michael Jamnetski discussed an image that explains matching and non-matching codes. Chief Deputy Registrar Jamnetski explained the alternate process is to accept the codes as provided, not including a description if the codes do not match the WCIRB and including language to contact the insurer to obtain the description of the insured.

Registrar Fogt asked if a suffix can be showed on a slide.

Chair Mark explained the digit configuration and the suffix is the description. Chair Mark praised the IT Division for their work on implementing the codes for the renewal application process.

Chief Deputy Registrar Jamnetski presented a slide that displayed the locations of the codes to be entered on a renewal application.

Member Guy asked if the display was a drop-down item.



Chair Mark said prioritizing fixing the renewal application process is important and mentioned the need to make the online process more convenient.

Registrar Fogt stated applicants trying to renew online began sending their applications in with a placeholder code and were able to complete the process. Registrar Fogt asked when the transition is expected to occur.

IT Chief Jason Perez responded and stated it would take about 30 days to implement the changes and conduct testing.

Member Guy asked if there was a list of codes available for people doing the mail-in applications.

Chief Deputy Registrar Jamnetski replied, stating the paper renewal instructions include a link to the WCIRB class codes.

Registrar Fogt asked Chief Gagnon if the information the website is on the renewal page as well.

Chief Gagnon replied and stated most of the information is there and Chief Perez was still updating the renewal page.

Chair Mark thanked the staff for their hard work on trying to adjust to new legislative changes. Chair Mark stated it is easier when renewals happen online and hopes to have the issues resolved in 30 days and said the staff recommendation is okay with moving forward.

#### Public Comment

Rhonda Myers from the State Compensation Insurance Fund commented and stated some of their staff met with CSLB staff to discuss the class codes issue and explained there are some issues with the suffix arrangement.

Rick Pires commented and stated they agreed with Myers and what the WCIRB puts out is not the same as other agencies.

Pires added the Cervantes bill (AB 336) needs to be addressed and there are two issues, one is that it is based-on payroll and attributed that to why salespeople are showing up on the policies because a company will have a large amount of the management under one classification. Pires mentioned that it should be based on premium rather than payroll and that it should be limited to the construction codes.

#### **D. Adjournment**

Chair Mark adjourned the meeting at 9:47 a.m.

# AGENDA ITEM C-4

## Registrar's Report





## AGENDA ITEM C-5

# CSLB Budget Update









### CSLB Budget Update

#### Final Fiscal Year (FY) 2023-24 CSLB Budget Summary

CSLB had an authorized Governor’s Budget of \$82 million.

At fiscal year-end, CSLB spent \$78 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 \$99 million.

As a result of these figures, the fiscal year-end reserve balance has increased to \$40 million (approximately 5 months’ reserve).

This information is summarized in the chart below:

#### FY 2023-24 BUDGET SUMMARY

Description	Amount
<b>Beginning Reserve Balance</b>	<b>\$25,820,000</b>
<i>Projected Final Year-End Totals:</i>	
<b>Revenue</b>	<b>\$99,081,000</b>
Board Expenditures	\$78,245,000
External Costs	\$6,335,000
<b>Total Expenditures</b>	<b>\$84,580,000</b>
<b>Ending Reserve Balance (Projected)</b>	<b>\$40,321,000</b>
<b>Months in Reserve</b>	<b>5.0</b>

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

- Final Fiscal Year 2023-24 Expenditures
- Final Fiscal Year 2023-24 Revenue
- CSLB fund condition
- Construction Management Education Account fund condition
- Fiscal Year 2024-25 CSLB Preliminary Budget



**Expenditures**

CSLB spent or encumbered \$78.2 million, roughly 96 percent of its FY 2023-24 budget at fiscal year-end:

EXPENDITURE DESCRIPTION	FY 2023-24 BUDGET ACT	FY 2023-24 FINAL EXPENSES	BALANCE	% OF BUDGET REMAINING
<b>PERSONNEL SERVICES</b>				
Salary & Wages (Staff)	\$32,889,000	\$29,723,975	\$3,165,025	9.6%
Board Members	16,000	13,300	2,700	16.9%
Temp Help	360,000	566,123	-206,123	-57.3%
Overtime	146,000	90,337	55,663	38.1%
Staff Benefits	18,192,000	16,544,226	1,647,774	9.1%
<b>TOTALS, PERSONNEL</b>	<b>\$51,603,000</b>	<b>\$46,937,961</b>	<b>\$4,665,039</b>	<b>9.0%</b>
<b>OPERATING EXPENSES AND EQUIPMENT (OE&amp;E)</b>				
Operating Expenses	\$17,403,000	\$19,844,644	-\$2,441,644	-14.0%
Exams – Subject Matter Experts	2,315,000	2,800,400	-485,400	-21.0%
Enforcement	10,688,000	9,151,593	1,536,407	14.4%
<b>TOTALS, OE&amp;E</b>	<b>\$30,406,000</b>	<b>\$31,796,637</b>	<b>(\$1,390,637)</b>	<b>-4.6%</b>
<b>TOTALS</b>	<b>\$82,009,000</b>	<b>\$78,734,598</b>	<b>\$3,274,402</b>	<b>4.0%</b>
Scheduled Reimbursements (i.e., fingerprint, public sales)	-353,000	-115,001	-237,999	
Unscheduled Reimbursements (i.e., invest. cost recovery)		-374,265	374,265	
<b>GRAND TOTALS</b>	<b>\$81,656,000</b>	<b>\$78,245,332</b>	<b>\$3,410,668</b>	<b>4.2%</b>

**Revenue**

CSLB received the following revenue through fiscal year-end:

Revenue Category	FY 2023-24 Final Revenue	Percentage of Revenue	Change from prior year
Duplicate License/Wall Certificate Fees	\$478,974	0.5%	2.6%
New License and Application Fees	\$25,998,187	26.2%	9.3%
License and Registration Renewal Fees	\$64,113,370	64.7%	8.4%
Delinquent Renewal Fees	\$4,136,742	4.2%	-11.3%
Citation Penalty Assessments	\$2,409,820	2.4%	3.0%
Misc. Revenue	\$1,944,202	2.0%	N/A
<b>Total</b>	<b>\$99,081,295</b>	<b>100.00%</b>	<b>3.7%</b>



**CSLB Fund Condition**

Below is the fund condition for the Contractors' License Fund, which shows the final fiscal year (FY) 2023-24 reserve with adjustments (\$40 million, approximately 5-month reserve), along with the projected reversion amounts for current year (CY) 2024-25 through budget year (BY) 2025-26:

<i>(Dollars in thousands)</i>	<b>Final FY 2023-24</b>	<b>Projected CY 2024-25</b>	<b>Projected BY 2025-26</b>
<b>Beginning Balance <i>(Fund/Savings Account)</i></b>	<b>\$25,820</b>	<b>\$40,321</b>	<b>\$44,567</b>
Prior Year Adjustment	\$0	\$0	\$0
<b>Adjusted Beginning Balance</b>	<b>\$25,820</b>	<b>\$40,321</b>	<b>\$44,567</b>
<b>Revenues and Transfers</b>			
Revenue	\$99,081	\$93,000	\$93,000
<b>Total Resources <i>(Revenue + Fund/Savings Acct.)</i></b>	<b>\$124,901</b>	<b>\$133,321</b>	<b>\$137,567</b>
<b>Expenditures</b>			
Board Expenditures	\$78,245	\$82,419	\$85,000
External Costs	\$6,335	\$6,335	\$6,335
<b>Total Expenditures</b>	<b>\$84,580</b>	<b>\$88,754</b>	<b>\$91,335</b>
<b>Ending Balance <i>(Fund/Savings Account)</i></b>	<b>\$40,321</b>	<b>\$44,567</b>	<b>\$46,232</b>
<b>Months in Reserve</b>	5.0	5.5	5.7
<b>Dollars in Reserve</b>	\$40.3 M	\$44.6 M	\$46.2 M

Notes:

- 1) Board expenditures include staff pay, benefits, and operating expenses.
- 2) External costs include statewide pro rata.
- 3) CY 2024-25 & BY 2025-26 assumes workload and revenue projections.
- 4) CY 2024-25 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) 2023-24 reserve of \$517,000, along with the projected reversion amounts for current year (CY) 2024-25 through budget year (BY) 2025-26:

<i>(Dollars in thousands)</i>	<b>Final FY 2023-24</b>	<b>Projected CY 2024-25</b>	<b>Projected BY 2025-26</b>
<b>Beginning Balance</b>	\$ 533	\$ 516	\$ 494
Prior Year Adjustment	\$0	\$0	\$0
<b>Adjusted Beginning Balance</b>	<b>\$ 533</b>	<b>\$ 516</b>	<b>\$ 494</b>
<b>Revenues and Transfers</b>			
Revenue	\$215	\$210	\$210
<b>Totals, Resources</b>	<b>\$ 748</b>	<b>\$ 726</b>	<b>\$ 704</b>
<b>Expenditures</b>			
Disbursements:			
Program Expenditures (State Operations)	\$7	\$7	\$7
Local Assistance Grant Disbursements	\$225	\$225	\$225
<b>Total Expenditures</b>	<b>\$ 232</b>	<b>\$ 232</b>	<b>\$ 232</b>
<b>Fund Balance</b>			
Reserve for economic uncertainties	<b>\$ 516</b>	<b>\$ 494</b>	<b>\$ 472</b>

Notes:

- 1) Projected CY 2024-25 and ongoing includes increasing grants based on assumed approved CMEA annual augmentation.



**Fiscal Year 2024-25 CSLB Preliminary Budget**

The chart below details the preliminary FY 2024-25 CSLB budget and authorized positions which was included in the 2024 Budget Bill (Senate Bill 108, Chapter 35, Statutes of 2024):

EXPENDITURE DESCRIPTION	FY 2024-25 Approved Preliminary Budget
<b>POSITIONS</b>	
Authorized Positions	425.0
Temporary Help Positions	2.6
<b>TOTAL POSITIONS</b>	<b>427.6</b>
<b>PERSONNEL SERVICES</b>	
Salary & Wages (Staff)	32,943,000
Board Members	16,000
Temp Help	360,000
Overtime	146,000
Staff Benefits	18,476,000
<b>TOTALS, PERSONNEL</b>	<b>51,941,000</b>
<b>OPERATING EXPENSES AND EQUIPMENT (OE&amp;E)</b>	
Operating Expenses	17,828,000
Exams	2,315,000
Enforcement	10,688,000
<b>TOTALS, OE&amp;E</b>	<b>30,831,000</b>
<b>TOTAL APPROPRIATION</b>	<b>82,772,000</b>
Scheduled Reimbursements	-353,000
Unscheduled Reimbursements	
<b>TOTAL APPROPRIATION with Reimbursements</b>	<b>\$82,419,000</b>



# CONTRACTORS STATE LICENSE BOARD

## STATISTICS SUMMARY

### Statistics Summary

#### All Applications Received

Month	2020-21	2021-22	2022-23	2023-24
July	3,323	4,479	3,749	3,794
August	3,863	3,527	5,926	4,511
September	3,441	3,398	5,094	3,920
October	4,324	3,909	4,640	4,324
November	3,168	2,958	3,683	4,002
December	2,681	4,687	3,523	3,911
January	3,112	4,634	4,116	4,365
February	3,178	3,881	4,177	4,943
March	3,585	4,967	4,488	5,115
April	3,083	4,969	4,562	5,108
May	3,006	5,430	4,852	4,771
June	3,411	4,347	4,156	4,198
<b>Total</b>	<b>40,175</b>	<b>51,186</b>	<b>52,966</b>	<b>52,962</b>

% Change from Prior FY    0.0%

#### Original Applications Received (includes exam and waivers)

Month	2020-21	2021-22	2022-23	2023-24
July	1,311	1,782	1,779	1,973
August	1,226	1,138	2,235	2,289
September	1,122	1,153	1,767	2,084
October	1,834	1,311	2,126	2,256
November	1,218	1,020	1,517	2,023
December	926	2,544	1,601	2,108
January	1,099	1,965	1,959	2,292
February	1,083	1,642	2,122	2,668
March	901	2,161	2,294	2,753
April	535	2,087	2,229	2,728
May	643	2,159	2,423	2,571
June	1,031	1,916	2,360	2,287
<b>Total</b>	<b>12,929</b>	<b>20,878</b>	<b>24,412</b>	<b>28,032</b>

% Change from Prior FY    14.8%  
 % of All Apps Rcvd are Original Apps    53%



Original Licenses Issued

Month	2020-21	2021-22	2022-23	2023-24
July	1,032	1,650	1,571	1,350
August	1,084	1,760	1,408	1,937
September	1,171	1,516	1,375	1,473
October	1,257	1,438	1,278	1,663
November	1,119	1,339	1,050	1,441
December	1,115	1,418	1,128	1,379
January	880	1,413	1,035	1,569
February	657	1,230	1,138	1,658
March	918	1,698	1,380	1,643
April	1,170	1,809	1,101	1,649
May	1,158	1,497	1,503	1,697
June	1,523	1,523	1,635	1,705
<b>Total</b>	<b>13,084</b>	<b>18,291</b>	<b>15,602</b>	<b>19,164</b>

% Change from Prior FY 22.8%

Licenses Renewed

Month	2020-21	2021-22	2022-23	2023-24
July	12,460	7,232	10,339	10,042
August	10,396	11,805	10,445	10,269
September	11,507	10,443	9,784	8,809
October	9,252	8,112	9,029	9,576
November	6,843	8,737	8,680	8,665
December	11,087	10,694	8,335	9,025
January	10,271	7,979	9,984	9,804
February	7,174	8,797	8,924	9,390
March	11,923	12,762	10,591	10,780
April	11,265	10,235	9,032	10,805
May	11,111	9,732	11,444	9,601
June	12,410	10,355	10,003	10,149
<b>Total</b>	<b>125,699</b>	<b>116,883</b>	<b>116,590</b>	<b>116,915</b>

% Change from Prior FY 0.3%



Original HIS Registrations Issued

Month	2020-21	2021-22	2022-23	2023-24
July	596	533	693	701
August	487	742	830	578
September	570	677	821	691
October	594	722	779	828
November	513	513	754	650
December	444	519	567	665
January	523	467	864	661
February	396	452	852	600
March	554	824	729	730
April	672	484	850	813
May	587	631	765	787
June	609	550	837	695
<b>Total</b>	<b>6,545</b>	<b>7,114</b>	<b>9,341</b>	<b>8,399</b>

% Change from Prior FY 31.3%

HIS Registrations Renewed

Month	2020-21	2021-22	2022-23	2023-24
July	646	541	551	578
August	714	588	596	703
September	646	566	602	598
October	548	571	576	668
November	385	538	529	547
December	385	571	483	530
January	464	440	591	650
February	477	441	549	573
March	656	561	712	588
April	610	498	602	591
May	573	481	664	609
June	570	483	604	593
<b>Total</b>	<b>6,674</b>	<b>6,279</b>	<b>7,059</b>	<b>7,228</b>

% Change from Prior FY 2.4%





License Population by Status

Status	July 1, 2021	July 1, 2022	July 1, 2023	July 1, 2024
Active	230,461	236,195	235,799	238,789
Inactive	51,980	50,239	48,526	46,416
<b>Total</b>	<b>282,441</b>	<b>286,434</b>	<b>284,325</b>	<b>285,205</b>

% Change from Prior FY 0.3%

HIS Registration Population by Status

Status	July 1, 2021	July 1, 2022	July 1, 2023	July 1, 2024
Active	22,814	25,221	28,895	31,094

% Change from Prior FY 7.6%

Complaints By Fiscal Year

Complaints	2020-21	2021-22	2022-23	2023-24
Received	16,551	19,158	21,158	19,746
Reopened	1,058	1,231	1,578	1,479
Closed	16,851	19,397	22,181	21,503
Pending (As of June 30)	4,716	5,747	6,361	6,142



## AGENDA ITEM C-6

# Administration Update Regarding Personnel and Facilities







# CONTRACTORS STATE LICENSE BOARD

## ADMINISTRATION UPDATE

### Administration Update Regarding Personnel

#### Personnel Unit

#### Transactions

During the months of July and August in the first quarter of fiscal year 2024-25 (July 1, 2024-August 31, 2024), CSLB Personnel staff completed 41 personnel transactions. This included the addition of 10 employees from other state agencies and 17 employees new to state service. Within CSLB, there were five promotions and six transfer appointments. In addition, one student assistant and two retired annuitants were hired.

#### Total Number of Personnel Transactions Per Quarter – FY 2024-25

Recruitment Type	Quarter 1 <i>July-Aug</i>	Quarter 2 <i>Oct-Dec</i>	Quarter 3 <i>Jan-March</i>	Quarter 4 <i>April-June</i>
From other State Agencies	10	---	---	---
New to State Service	17	---	---	---
Student Assistants	1	---	---	---
Retired Annuitants	2	---	---	---
Promotions	5	---	---	---
Transfers within CSLB	6	---	---	---
Training and Development	0	---	---	---
<b>Total Per Quarter</b>	<b>41</b>	<b>---</b>	<b>---</b>	<b>---</b>

#### Total Number of Personnel Transactions Per Quarter – FY 2023-24

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	10	5	4	11
New to State Service	3	7	6	11
Student Assistants	3	0	0	1
Retired Annuitants	1	1	0	0
Promotions	9	7	37	5
Transfers within CSLB	4	6	5	5
Training and Development	0	0	0	0
<b>Total Per Quarter</b>	<b>30</b>	<b>26</b>	<b>52</b>	<b>33</b>



**Vacancies**

CSLB averaged 36 vacancies out of 425 authorized positions during fiscal year 2023-24 (July 1, 2023-June 2024), which is an 8 percent vacancy rate. In the first two months of fiscal year 2024-25 (July 1, 2024-August 31, 2024), CSLB averaged 24 vacancies, which is a 6 percent vacancy rate. The Personnel Unit continuously works with CSLB hiring managers and the Department of Consumer Affairs’ 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
2024-25	26	22	---	---	---	---	---	---	---	---	---	---
2023-24	38	36	32	30	30	35	38	42	41	37	36	34
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

**CSLB Career Consulting**

On August 8, CSLB Personnel presented the Career Consulting class, with 33 participants. The first part of the class focused on how to locate CSLB vacancies, tips on completing the state application, and tips on drafting and submitting statement of qualifications. Part two will focus on preparing for an interview and interview tips. The second class is tentatively scheduled for December 12.

**Biennial Language Survey**

In August 2024, the Personnel Unit coordinated CSLB’s participation of the state’s Biennial Language Survey. The survey is conducted every two years in accordance with the Dymally-Alatorre Bilingual Services Act, which requires every state agency to conduct a survey identifying the public it serves, the language(s) spoken, and the bilingual resources available to ensure equal access to information. CSLB employees in public contact positions took part in the survey. The results will be used to determine CSLB’s need for bilingual services and to provide a basis to certify and appoint additional bilingual employees.

**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.

ADMINISTERED BY DCA	STATUS	DATE
Office Services Supervisor II	Effective date of last exam:	June 2024
	Effective date of next exam	December 2024
Supervising Special Investigator II (Non-Peace Officer)	Effective date of last exam:	June 2024
	Effective date of next exam:	December 2024



## Administration Update Regarding Facilities, Contracts, and Training

### Facilities

- **West Covina:** The lease extension is through December 31, 2024. Tenant improvements will be completed as part of this lease renewal.
- **Norwalk:** The lease extension is through October 31, 2025. Tenant improvements will be completed as part of this lease renewal.
- **Redding:** The lease renewal is in process.
- **Fresno:** The lease renewal is in progress with the request to have a space reduction to eliminate the test center. Tenant improvements will be a part of the space reduction project.
- **Santa Rosa:** Tenant improvements have been requested to replace the current security/access control system.
- **San Bernardino:** The lease has been renewed. The lessor offered to install the EV charging stations at their cost outside of the lease renewal/tenant improvement project.
- **Sacramento:** The HQ Tenant improvement project was completed June 2024. The lease has been renewed.
- **Monterey:** The lease has been renewed.

### Contracts in process:

- The following contracts are being processed by the DCA Business Services Office (BSO):
  - Quadient contract for statewide postage meters rental and maintenance
  - CalHR contract for psychological screening services for peace officers
  - Amendment to the Arbitration Mediation Conciliation Center contract for arbitration services
  - Shred Confidential contract for statewide shred services
  - 2025 CSLB Law Book contract.

### Contracts delayed:

- The Request for Proposal (RFP) has been delayed for a study to be conducted to evaluate the resources to address unlicensed practice in California and unlawful construction activity in declared disaster areas. The initial final filing date for proposers to submit their bid was on November 27, 2023. On December 13, 2023, the Board approved a motion to increase the amount of available funds for this project from \$75,000 to \$200,000. During the process of reposting the RFP, the Department of Finance Budget Letter 23-27 was released, requiring state agencies to justify why any proposed expense is mission critical. Staff submitted the request to the department in May 2024. This RFP is currently with DCA and is awaiting their response.

**Executed contracts:**

- Shred City contract for the CSLB San Francisco and Santa Rosa office
- West Publishing dba Thomson Reuters contract for electronic information library services for CSLB staff
- Sentinel Fire Equipment Company contract for preventative maintenance and emergency maintenance for the Ansul Inergen Fire Suppression System
- Fuller Forklift Services contract for maintenance for CSLB Headquarters warehouse lift equipment
- K Swanson Company contract for shred services for the CSLB Bakersfield office
- International Mailing Equipment contract for maintenance services on CSLB Headquarters mailroom tri-fold machine

**Training**

- 2024 is a required year for all managers and supervisors to take 20 hours of mandatory leadership training. CSLB Business Services sent an announcement to all affected managers and supervisors of the requirement to take training. CSLB supervisors and managers have been provided with the training materials and are in progress with their mandatory leadership training.
- CalHR has announced the CA Leadership Academy, Selections Analyst Training, and HR Liaison Academy have been posted and are available for registration. CSLB employees need to work with CSLB's Training Coordinator prior to registering for FY 24-25 trainings.
- All staff took the Violence in the Workplace training and completed the acknowledgement form by August 30, 2024.



## AGENDA ITEM C-7

# Information Technology Update







### Information Technology Update

#### **Business Modernization Update: Enterprise Content Management System**

The CSLB's Enterprise Content Management (ECM) system project, built on the Box platform, is making significant progress and remains on schedule. The project aims to enhance document management, improve workflow efficiencies, and increase content accessibility across the organization. The foundational setup of the Box platform has been successfully completed, including configuring the cloud environment, setting up user permissions, and integrating Box with existing CSLB systems as of August 2024.

Currently, the focus is on comprehensive security measures, such as encryption, access controls, and data governance policies, to protect sensitive information. Overall, the ECM system on the Box platform is progressing well, with significant milestones achieved. The project remains on track to deliver a system that will improve content management, operational efficiency, and data security across the organization. Regular updates will continue to be provided as the project advances toward significant milestones.

#### **Business Modernization Update: Sole Owner Online Application**

The CSLB's Sole Owner Online Application project is making steady progress, with the IT team having successfully completed the crucial phase of requirement gathering. The requirement gathering process has laid a solid foundation for the project's next stages, ensuring that the system will meet the specific needs of sole owner applicants.

In addition to requirement gathering, a tentative project plan has been developed. This plan outlines the major milestones, timelines, and resource allocations needed to move the project forward. It provides a clear roadmap for the development, testing, and eventual deployment of the online application system. The plan is designed to be flexible, allowing for adjustments as needed based on feedback or changes in project scope.

Looking ahead, the next steps will involve finalizing the project plan, securing necessary approvals, and beginning the design and development phases. The IT team will focus on creating a user-friendly interface that simplifies the application process for sole owners while ensuring compliance with CSLB's regulatory requirements. Concurrently, efforts will be made to integrate this new system with existing CSLB platforms to ensure seamless operation.

As the project progresses, regular updates will be provided of key developments and any potential risks or challenges.



## AGENDA ITEM C-8

# Review, Discussion, and Possible Action on 2025-27 Executive Strategic Plan Objectives







### **Review, Discussion, and Possible Action on 2025-27 Executive, Administration, and Information Technology Strategic Plan Objectives**

**Strategic Objective 5.1:** Review and update the recruitment process as necessary to increase efficiency and candidate pools.

***Due Date: Quarter 1 2025***

**Strategic Objective 5.2:** Reinstate the training unit to improve new employee onboarding and provide formal, structured training for all employees.

***Due Date: Quarter 3 2025***

**Strategic Objective 5.3:** Explore and implement process efficiencies to reduce processing times in licensing and enforcement and to increase transparency.

***Due Date: Quarter 1 2026***

**Strategic Objective 5.4:** Create focus groups to gain input from staff on procedures and increase staff engagement.

***Due Date: Quarter 4 2025***





## AGENDA ITEM C-9

Update on Compliance with Business  
and Professions Code Section 7125.6,  
Workers' Compensation Insurance  
Class Code Reporting Requirement  
Effective July 1, 2024







### **Update on Compliance with Business and Professions Code Section 7125.6, Workers' Compensation Insurance Class Code Reporting Requirement Effective July 1, 2024**

On August 1, 2024, the Executive Committee met to discuss the implementation and compliance with Business and Professions Code Section 7125.6, which involves licensees providing their workers' compensation insurance classification codes upon license renewal.

In anticipation of the new requirements effective July 1, 2024, CSLB updated all renewal instructions and applications and completed programming so that it would be ready to publicly disclose more than seven hundred 2023-24 Workers' Compensation Insurance Rating Bureau (WCIRB) class codes and descriptions.

In June, the CSLB Executive Office became aware 700 renewals could not be processed because the codes provided did not match WCIRB codes. It was determined that there was no statutory requirement that brokers or insurers in the insurance industry use WCIRB class codes, and brokers and insurance companies may modify WCIRB class codes or create their own unique class codes. Further, WCIRB codes are subject to change annually and insurance companies may continue using outdated class codes.

As a remedy to these implementation issues, CSLB will continue to disclose classification descriptions when license renewals include codes that match WCIRB codes. However, for any class codes provided that do not match WCIRB codes, CSLB will disclose the classification codes without a description but include the insurance company's contact information. Current licensee renewal instructions advise licensees on different ways to report their codes.

CSLB has completed the necessary programming changes to allow for inputting codes as they are received by licensees. On August 30, CSLB distributed an industry bulletin to educate licensees and the public regarding license renewal instructions. The text of the industry bulletin is provided below.



## **Workers' Compensation Classification Codes Now Required on CSLB License Renewals**

The Contractors State License Board is sharing additional details about a new law that changes how contractors with workers' compensation insurance renew their licenses.

As of July 1, 2024, [Business and Professions Code section 7125.6](#) requires that any contractor who has a certificate of workers' compensation insurance on file with CSLB must now include on their license renewal form the three classification codes from the highest estimated payroll reported on their workers' compensation insurance policy.

### **Renewal Instructions**

Classification codes can be displayed in different ways on workers' compensation insurance policies.

If your policy has fewer than three classification codes, provide every classification code reported on the policy.

If you are unsure of your codes or are having difficulty with CSLB's online renewal portal, there are a few options, including:

- Double-check your policy to see if there is a suffix with the four-digit class code that needs to be provided.
- Contact your insurance broker for their classification codes.
- Check the [Classification Search](#) on the website for the Workers' Compensation Insurance Rating Bureau (WCIRB) to see if your classification description is listed and there is a suffix for the code.

If the codes entered match those of WCIRB, the codes and classification descriptions will be listed on the website.

If your codes do not match WCIRB class codes, please enter the numbers provided by the insurance company or broker. CSLB's system will allow for between 4 to 6 digits. If the class code is not WCIRB class code, CSLB will disclose the insurance company for the public to contact for the class code description.

Licenses will not be renewed without at least one 4- to 6-digit code. The statute allows for retroactive renewal if the licensee provides the codes within 30 days after receiving notice the board is unable to process the renewal for lack of class code(s).

**Additional Questions?**

- For questions about completing your CSLB renewal, call 916-255-4644, visit the CSLB website at [www.cslb.ca.gov](http://www.cslb.ca.gov) or email [Renewals@cslb.ca.gov](mailto:Renewals@cslb.ca.gov).
- For questions about workers' compensation classification codes, reach out to the WCIRB by visiting its [Contact Us page](#) or by calling 888-CA-WCIRB (888-229-2472) or emailing [customerservice@wcirb.com](mailto:customerservice@wcirb.com).



# AGENDA ITEM D

## Legislation







## AGENDA ITEM D-1

# Review, Discussion, and Possible Action on 2025-27 Legislative Strategic Plan Objectives







### **Review, Discussion, and Possible Action on 2025-27 Legislative Strategic Plan Objectives**

**Strategic Objective 3.1:** Improve communication to legislators to convey CSLB's mission and stress the importance of licensure.

***Due Date: Quarter 3 2025***

**Strategic Objective 3.2:** Review and amend regulations for clarity and understanding and to ensure they are current.

***Due Date: Quarter 2 2025***

**Strategic Objective 3.3:** Identify and update regulations perceived as barriers by licensees.

***Due Date: Quarter 4 2026***

**Strategic Objective 3.4:** Provide timely notifications to licensees regarding statutory changes to improve understanding and accessibility.

***Due Date: Quarter 4 2024***

**Strategic Objective 3.5:** Create a three-year legislative roadmap to aid discussions of the Board's priorities with board members and other stakeholders.

***Due Date: Quarter 2 2025***



## AGENDA ITEM D-2

# Update and Discussion on 2024 Pending Legislation

- a. AB 2622 (Carrillo) – Increase minor work exemption amount from \$500 to \$1,000 on a single project.
- b. AB 2677 (Chen) – Exclude surety bond companies from liability for attorney’s fees and costs in excess of the bond amount.
- c. AB 2993 (Grayson) – Prohibit a contractor from receiving full payment from a finance lender until certain information is confirmed from the consumer.
- d. SB 1455 (Ashby) – Contractors State License Board sunset extension bill.







# CONTRACTORS STATE LICENSE BOARD

## REVIEW OF 2023-24 PENDING LEGISLATION

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

#### a. [Assembly Bill 2622](#) (Carrillo) – Contractors: exemptions: advertisements.

**STATUS/LOCATION:** Pending the Governor's signature (as of September 10, 2024)

**SPONSOR:** Author

**SUBJECT:** The \$500 "minor and inconsequential work" license exemption from the Contractors State License Law

**CODE SECTION(S):** Business and Professions Code (BPC) sections 7027.2 and 7048

**SUMMARY:** Increases the \$500 license exemption in existing law to \$1,000 provided the construction work does not require a building permit or involve hiring any employees.

**EXISTING LAW:** A contractor's license is not required for work for which the price for labor, material, and all other items totals less than \$500. Advertising without a license is allowed only if the price for labor, material, and all other items is under \$500 and the person states in the advertisement that they are not licensed.

#### **THIS BILL WOULD:**

- Increase the exemption threshold from contractor licensing requirements on a single project from \$500 to \$1,000.
- Specify that the contractor licensing exemption does not apply to any work requiring a building permit or for which the person employs another.

**COMMENT/ANALYSIS:** This bill has been amended since the Board took a support position at its June 2024 meeting. The previous version also increased the exemption amount from \$500 to \$1,000 and specified that the exemption did not apply to any work requiring a building permit or for which the person employs another but required CSLB to annually adjust the amount to reflect the rate of inflation and clarified the type of work that could not be performed. The type of work that could not be performed without a license in the previous version of the bill came directly from CSLB's existing [B-2 Residential Remodeling Classification](#).

The Board voted to oppose the original version of this bill at its April 2024 meeting, as it would have increased the exemption amount from \$500 to \$5,000.

**FISCAL IMPACT:** By raising the minor work exemption from \$500 to \$1,000, as specified, this bill would require CSLB to investigate complaints regarding work projects between \$500 and \$1,000 to determine if the work project required a building permit or



included hiring employees. This would create the need for two permanent Special Investigator positions with initial costs of \$405,000 the first year and \$389,000 ongoing yearly thereafter. CSLB will need to seek spending authority through a budget change proposal to acquire the positions.

The Board anticipates a loss of revenue between \$215,000 and \$270,000 per year due to contractors no longer applying for a license due to the increase in the work exemption minimum.

Additional fiscal impacts to CSLB include updating all publications, both printed and on the website. Approximately 40 hours workload for existing staff that is minor and absorbable using existing resources. Staff training/education to the new threshold amount is absorbable with existing resources.

**STAFF RECOMMENDATION: None.** The Board has taken no position on the most current version of this bill. Given the cost of living has increased significantly since the threshold was last raised in 1998, staff find increasing the threshold to \$1,000 appropriate. This change may also present an opportunity to license a portion of a marketplace that is currently performing minor work without consumer harm, leading to additional licensees when four years of experience is obtained. Staff find it likely that there will be persistent future efforts to increase the threshold if this measure is unsuccessful.

The Board took a SUPPORT position on the April 24 version of this bill at its meeting in June 2024. The Board took an OPPOSE position on the original version of this bill at its April 2024 meeting. That version increased the threshold to \$5,000.

**b. [AB 2677](#) (Chen) – Sureties: Liability.**

**STATUS/LOCATION:** Pending the Governor's signature (as of September 10, 2024)

**SPONSOR:** Flasher Barricade Association

**SUBJECT:** Liability of surety bond companies for attorney's fees

**CODE SECTION:** California Code of Civil Procedure section 996.470

**SUMMARY:** Limits a surety company's liability for attorney's fees and costs (in a civil case) to the amount of the license bond.

**EXISTING LAW:** The California Code of Civil Procedure regulates bonds. Bonds, regardless of their purpose, have beneficiaries (the person who benefits from the bond). Existing law allows a beneficiary to file a civil action against both the bond principal (the person for whom the bond is written, such as a contractor) as well as the surety writing





the bond, making them both liable for the bond principal's failure to comply with the conditions of the bond. Existing law limits the surety's liability for a breach of the bond conditions to the amount of the bond itself (in the case of CSLB, \$25,000); however, existing law does not mention attorney's fees and costs with regard to a bond company's liability for a contractor causing financial harm resulting in a bond payout.

**THIS BILL WOULD:** Provide that, in addition to a surety's financial liability being limited to the amount of the bond, any attorneys' fees and costs would also be capped to the amount of the bond itself.

**COMMENT/ANALYSIS:** Before this bill, a surety could pay out the entire amount of a license bond and still be liable for an unknown amount of attorney's fees and costs on top of the bond amount. This was not identified as a problem until a 2021 court case (*Karton v. Ari Design*, 61 Cal.App. 5<sup>th</sup> 734) ordered a surety company to pay \$90,000 in attorneys' fees in addition to disbursing the \$12,500 license bond amount at the time. Since then, there are concerns about uncapped financial liability for bond companies who are joined in civil litigation with contractors. According to the sponsors, uncapped financial liability for sureties on bonds will increase the cost of the bond product for new and existing contractors and limit the number of sureties in the market.

**FISCAL IMPACT:** There is no currently foreseeable fiscal impact to CSLB.

**STAFF RECOMMENDATION: None.** Staff recommend no change to the Board's SUPPORT position taken at its April 2024 meeting. The Board took no position at its June 2024 meeting.

c. **[AB 2993](#) (Grayson) – Home improvement and home solicitation: right to cancel contracts: loan financing regulation.**

**STATUS/LOCATION:** Dead. This bill was held by request of the author in the Senate Judiciary Committee.

**SPONSOR:** Housing and Economic Rights Advocates

**SUBJECT:** Consumer protections in the home improvement lending industry

**CODE SECTION(S):** Business and Professions Code (BPC) sections 7159 and 7159.5, as well as several sections of the California Financial Code and California Civil Code. This analysis is focused on the impact to the Contractors State License Law/BPC.

**SUMMARY:** Prohibits a contractor from requesting or accepting full payment from a lender or financier on a home improvement contract until the contractor, lender or financier receives written confirmation from the owner that the project is completed and operational, and final approval has been provided by all permitting agencies. Extends



the three- and five-day rights to cancel in existing law to five and seven days, respectively.

**EXISTING LAW:** The Contractors State License Law requires a home improvement contract clearly state that a contractor cannot accept payment for materials not delivered or work not performed. It authorizes CSLB to discipline a contractor accepting payment in excess of the value of work performed or material delivered, whether that payment is from an owner or finance lender. It currently provides that a consumer has three days to cancel a home improvement contract or home improvement loan unless they are a senior citizen, in which case they have five days.

**THIS BILL:** Prohibits a contractor from requesting or accepting payment from a lender or financier if the contractor, lender or financier have not received: 1) written confirmation from the homeowner or tenant that the project is complete and operational or, 2) final approval from all permitting agencies. This bill would also allow a homeowner to cancel a home improvement contract or home improvement loan entered into on or after January 1, 2025, within five days or seven days for senior citizens.

In addition to proposed changes to the Contractors State License Law, this bill also makes the following changes to the California Financing Law, which is enforced by the Department of Financial Protection and Innovation (DFPI):

- Defines a “home improvement loan” to mean a consumer loan issued by a finance lender and disbursed to a contractor in connection with a home improvement contract to finance a home improvement, as specified. Provides that a “home improvement loan” does not include a PACE assessment.
- Requires a finance lender, before a consumer executes a contract for a home improvement loan to pay for a home improvement and before the right-to-cancel time period expires for a home-improvement contract, to obtain a copy of the home improvement contract and to confirm various aspects of the contract with the homeowner, as specified.
- Requires a finance lender to maintain information regarding the home improvement contract and loan on file and make it available to the consumer, as specified.
- Prohibits the finance lender from releasing full payment of the home improvement loan to the contractor or receiving any payment from the property owner, until the property owner has confirmed orally and in writing the home improvements are complete in accordance with the contract, approved by permitting agencies, and operational.

**COMMENT/ANALYSIS:** This bill addresses financing known by some as “green funding,” or loans offered through non-bank finance lenders that work directly with the contractor or salesperson. These include potentially attractive financing options but has been heavily scrutinized because of their reliance on door-to-door solicitation, direct pay



to contractors, and media reports of consumer harm. This is particularly true when aggressive marketing and sales tactics are utilized.

Consumers sometimes agree to a home improvement project they may not need, cannot afford or benefit from. These projects may be funded by costly loans with terms that borrowers may not fully understand. Often the contractor is paid all the money for the project upfront and the consumer is forced to begin making payments for incomplete or non-operational work.

Further, lenders can contribute to the problem by working and developing relationships with contractors who utilize predatory practices. Often, when a consumer cannot resolve a dispute with the contractor, the lender simply disclaims any responsibility for resulting financial harm. According to the author, there are no tailored rules for when a consumer loan is used to fund a home improvement project, which this bill intends to address.

**FISCAL IMPACT:** Some anticipated costs related to updating all publications, both printed and on the website. Approximately 40 hours workload for existing staff, which is considered minor and absorbable using existing resources.

**STAFF RECOMMENDATION: None.** The Board took a SUPPORT IF AMENDED position at its April 17, 2024, Board meeting and no position at its June 13, 2024, Board meeting. At the April Board meeting, Board Member Steve Panelli expressed concerns about placing the onus on the homeowner to confirm that the work is final and operational, given they may not be knowledgeable of construction practices or be pressured by the contractor to authorize payment for work not completed. The June 24, 2024, amendments to this bill require finance lenders and contractors to confirm final approval with permitting agencies in addition to confirming with the homeowner before final payment is made or accepted. Given the significant rise in consumer complaints to CSLB regarding home improvement contracts and loans related to solar installation, staff will continue to closely monitor this issue.

d. [SB 1455](#) (Ashby) – Contractors: licensing.

**STATUS/LOCATION:** Pending the Governor’s signature (as of September 10, 2024)

**SUBJECT:** Contractors State License Board “Sunset Bill”

**CODE SECTION(S):** Several sections of the Contractors State License Law (Business and Professions Code sections 7000-7191)

**SUMMARY:** Extends the Board’s “Sunset” date from 2025 to 2029 and includes statutory changes proposed by the Business and Professions Committees of the Legislature as well as by the Board in the “New Issues” section of its [2023 Sunset Review Report](#).

**THIS BILL:**

- Extends the Board's sunset date from 2025 to 2029.
- Removes the requirement that an applicant for licensure include a duty statement of their role and responsibilities planned for the license they are intending to qualify. The requirement was added by a 2021 bill, and it created confusion and was redundant to the Board's existing authority. The Board approved this change at its March 2023 Board Meeting. More information is on page 130-132 of the Board's [March 2023 Board Meeting Packet](#).
- Requires licensees who are subject to a workmanship complaint that results in a letter of admonishment or a citation to pay between \$100 and \$1,000 to reimburse CSLB's industry expert costs to investigate the complaint. This was identified as new issue number 1 on pages 124-126 of the Board's [2023 Sunset Review Report](#)
- Provides that license applicants pay the examination fees directly to the examination vendor directly instead of CSLB. This was identified as new issue number 4 on pages 126-128 of the Board's [2023 Sunset Review Report](#).
- Includes a "federally recognized tribe" among the entities to which CSLB can issue a contractor's license. This was identified as new issue number 5 on pages 128-129 of the Board's [2023 Sunset Review Report](#).
- Clarifies that in a public works contract the awarding authority must select contractors in accordance with the licensing classification descriptions in the Contractors State License Law when determining the license class necessary to bid and perform a project. This change was requested by the operating engineers.
- Delays the workers' compensation (WC) insurance requirement for licensees from 2026 to 2028. Requires the board to establish a process for verifying (by audit or submission of proof or other means) how an applicant or licensee may obtain an exemption from workers' compensation from CSLB, by January 1, 2027.

**COMMENT/ANALYSIS:** CSLB's sunset bill was developed by the board and staff, and largely reflects the necessary changes identified in the Sunset Review Report to improve consumer protection and create operational efficiencies. SB 1455 would delay the requirement for licensed contractors to carry WC insurance regardless of whether they have employees by two years (from January 1, 2026, to January 1, 2028) and would require CSLB to establish a process for verifying that an applicant or licensee should be exempted from the WC requirement. Board members expressed concerns that the delay provides an unfair advantage to licensees who should carry WC insurance but do not obtain any.

CSLB's New Issue 6 (CSLB responsibility for attorney fees in cash bond cases) and CSLB's New Issue 2 (adopt minimum enforcement fines in statute) did not make it into SB 1455 before the end of the legislative session: however, staff will seek to have these provisions added to the sunset bill "cleanup" legislation in 2025.



**FISCAL IMPACT:** Minor and absorbable impact to workload. Anticipated revenue of around \$250,000 annually to recover industry experts' costs.

**STAFF RECOMMENDATION: None.** The Board voted at its June 2024 meeting for a SUPPORT IF AMENDED position on SB 1455, due to concerns regarding delaying the WC requirement. However, because maintaining the ongoing operations of CSLB supersedes concerns regarding WC insurance policy, the Board held an emergency meeting on June 21, 2024, and amended its position to SUPPORT. Moving forward, staff will work with the two-person WC advisory committee to determine the feasibility of exempting certain licensees from the WC requirements and will provide the Board its findings at a future Board meeting.



# AGENDA ITEM E

## Enforcement







## AGENDA ITEM E-1

# Review, Discussion, and Possible Action on 2025-27 Enforcement Strategic Plan Objectives







### **Review, Discussion, and Possible Action on 2025-27 Enforcement Strategic Plan Objectives**

**Strategic Objective 2.1:** Address false advertising online and on social media to increase proactive enforcement and consumer awareness.

***Due Date: Quarter 1 2026***

**Strategic Objective 2.2:** Assess the need for additional resources to address unlicensed activity and ensure sufficient staffing.

***Due Date: Quarter 4 2025***

**Strategic Objective 2.3:** Review and strengthen penalties as necessary to ensure they are adequate to deter violations.

***Due Date: Quarter 3 2025***

**Strategic Objective 2.4:** Leverage partnerships with external stakeholder groups to increase support for enforcement efforts and improve compliance.

***Due Date: Quarter 3 2025***



## AGENDA ITEM E-2

# Enforcement Program Update







### Enforcement Program Update and Statistical Review

#### Staff Vacancy Update

As of July 31, 2024, there were only 10 vacancies in the Enforcement Division. The division's management team is working hard to fill these vacancies. Candidates have been selected and are pending approval for 5 positions. The other 5 positions are publicly posted or are under review prior to 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	3
Special Investigator (Peace Officer)	2
Staff Services Analyst	1
Office Technician (Typing)	3
<b>TOTAL</b>	<b>10</b>

#### Intake and Mediation Center Highlights

##### **Successful Mediation Leaves Elderly Consumer Appreciative of the CSLB**

A Staff Service Analyst (SSA) mediated a complaint involving an elderly consumer in Sea Ranch. The consumer hired a contractor to remodel her home for \$179,000. The consumer paid the contractor \$128,000 when problems began. Progress slowed down, the workmanship was shoddy, and the consumer was also contacted by suppliers who hadn't been paid. The contractor placed a lien on the property for the remaining amount, which prevented the homeowner from being able to sell her home. The SSA was able to get the contractor to agree to remove the lien, forgive the balance, and refund \$20,000. The consumer was very appreciative of the SSA's assistance.

##### **Mediation Results in Large Refund for Consumer**

A Staff Service Analyst mediated a case involving a homeowner who entered into a contract to build an accessory dwelling unit (ADU) for almost \$257,000, of which \$193,000 was paid before the contractor was terminated by the consumer. Among other workmanship issues, the homeowner claimed the trenches for the home were placed in the wrong location, too close to the property line, which is a permit violation. The consumer hired a correcting contractor to repair the project. After confirming that a permit was obtained by the original contractor and that portion of work had been signed



off, the SSA was able to negotiate a refund in the amount of \$33,732, the cost to correct the project to the original plans.

### **Diligent Mediation Results in an Advisory Notice and Large Refund**

In April 2021, a Camarillo property owner entered into a written contract with a local contractor to replace the HVAC system and ducting for \$15,000. Work on the project was completed; however, it was later discovered that the incorrect sized duct was installed. The consumer filed a complaint with CSLB. As a result of an SSA's mediation of the complaint, the contractor agreed to offer a refund to the consumer resulting in \$10,118 in savings to the public. The case was closed as settled with an Advisory Notice.

### **Investigation Center Highlight**

#### **Accessory Dwelling Unit Abandoned after Large Sum of Money Collected**

In December 2020, a property owner entered into a written contract with Jarrett Construction to construct an accessory dwelling unit at her property in San Mateo for \$192,977. Jarrett Construction received an excessive deposit of \$5,000 prior to the project beginning. Work began in December 2020 and ceased in July 2021 when Jarrett Construction abandoned the project after having received \$125,017.40. Due to the abandonment of the project, the property owner had to secure the services of a correcting contractor, which resulted in a new contract for \$249,500. The correcting contractor found that some of the work performed by Jarrett Construction did not meet accepted trade standards for good and workmanlike construction. During investigation of the complaint, CSLB established violations such as abandonment of contract, departure from accepted trade standards, disregard or violation of statutes, failure to complete project for contract price, and collecting an excessive down payment.

In April 2023, a CSLB investigator closed the complaint with a recommendation for accusation. On June 19, 2023, the accusation was filed against Jarrett Construction's license for the violations previously mentioned. The respondent agreed to a stipulated settlement to revoke the license, which the Registrar adopted effective April 29, 2024.

### **Special Investigations Unit (SIU) Highlights**

#### **Repeat Offenders Charged with Crimes and Ordered to Pay Restitution**

In March 2017, CSLB received information that unlicensed contractor Brian Patrick McTeggart had been convicted by the Los Angeles City Attorney and was ordered to stop all construction activities (from previous CSLB cases). McTeggart was still conducting unlicensed activity in Huntington Beach. An LA city attorney requested CSLB help to obtain evidence for the upcoming sentencing hearing.

A CSLB investigator went to the project site where construction was in progress. The investigator observed several people coming in and out of the site and carrying items from the two trucks parked in front of the site. The same day, the investigator contacted





the City of Huntington Beach Building & Inspections and worked with the city inspector and city supervisor to confirm McTeggart was the contractor on record. McTeggart was in control of the entire project. The inspector positively identified McTeggart in a photographic line-up. CSLB reported this information to the Los Angeles City Attorney.

A few days later, the CSLB investigator provided testimony at McTeggart's sentencing hearing. Subsequently, the investigator received more cases against McTeggart and became the person of contact in cases related to him. Three were referred to the Orange County District Attorney: MGB Construction Inc., Hisham Elmishad, and Wes Weiss cases.

In June 2017, McTeggart was convicted by a jury for contracting without a license and was sentenced to 180 days in jail and a \$5,000 fine.

In July 2017, Jimmy Morlet and Cassandra Duerscheidt admitted a partnership with McTeggart, stating that McTeggart was directing and in control of the entire operation of Restaurant Builders & Design Services Inc.

Morlet pleaded guilty on November 5, 2018, to charges of conspiracy to commit violations of Business and Professions Codes, unlawful permission to use license, and contracting without a license and fraudulent use of license number. Duerscheidt pleaded guilty on December 7, 2021, to charges of conspiracy to commit violations of Business and Professions Codes which included unlawful use of license and unlawful permission to use license. McTeggart pleaded guilty to three counts of grand theft on May 7, 2024.

McTeggert took responsibility to pay the entire restitution amounts to four victims and will be on probation until restitution amounts are finalized. A restitution hearing is set to continue November 1, 2024.

### **Licensee Charged with Aiding/Abetting Estranged Husband's Unlicensed Contracting Activities**

In July 2024, an SIU Peace Officer completed an investigation regarding a licensee who aided and abetted her estranged husband who was running an unlicensed construction business. Her husband's contractor's license was revoked by CSLB in 2021. The investigation resulted in an accusation and DA referral.

CSLB received multiple consumer complaints filed against the revokee for violations including contracting without a license and diversion of construction funds. From November 2021 through March 2023, the revokee represented himself as a licensed contractor and entered into contracts with homeowners to perform various construction projects including full home remodels and an accessory dwelling unit. The homeowners contracted with the revokee because they believed he was a licensed contractor. The revokee used CSLB license numbers that did not belong to him for three of the projects and requested and received money ahead of work being performed and materials delivered for all nine projects.



The estranged wife admitted to the investigator that she opened several bank accounts under various business names for her estranged husband. A search warrant was executed for bank records that showed that the husband and wife collectively received the money for seven of the projects investigated in the case. The construction at the victims' residences was not completed and the homeowners were forced to hire others to complete and correct their projects, which resulted in substantial financial injuries. For two of the projects, there was no work started and no materials delivered. The investigation showed that the husband and wife collectively received a total of \$540,895.67 for the nine projects.

In December 2023, the case was referred to the Orange County District Attorney's Office where it is currently pending a filing decision. Charges alleged in the criminal investigation include diversion of construction funds, theft by false pretense, grand theft, fraudulent use of another's contractor's license, receiving payment in excess of value of work performed, conspiracy, and contracting without a license. The case was also referred to the Attorney General's Office for an accusation, seeking revocation of the contractor's license.

In a subsequent 10<sup>th</sup> homeowner investigation, it was discovered that the wife allowed her license and bank account to be used by her estranged husband. In July 2024, this additional case was referred to the Orange County District Attorney's Office for filing.

### **Unlicensed Solar Installation Company Targets Elderly and Non-English-Speaking Victims**

In July 2024, an SIU investigator completed a complex investigation involving an unlicensed solar installation company, a licensee and multiple home improvement salespersons (HIS).

A lengthy criminal report was referred to the Los Angeles District Attorney's Office alleging multiple felonies against four suspects. Administrative cases against the licensee and two HIS allege a slew of violations for three projects.

The CEO/PRES of the license and one of the company's employees were previously investigated by CSLB and resulted in the Los Angeles District Attorney's Office filing 29 counts with charges including burglary, grand theft, false personation, and diversion of construction funds. In mid-November 2022, the investigator secured and executed arrest warrants.

After CSLB referred the initial case to the district attorney, one of the suspects obtained a contractor's license and continued with the same type of fraud that was alleged in the initial investigation. The Attorney General's Office, representing CSLB, is seeking a suspension of the license.

In the initial investigation, a ring of individuals co-conspired to run an unlicensed solar company that targeted the elderly and non-English-speaking communities. The unlicensed companies presented themselves as experienced in providing high efficiency products like solar panels and obtaining financing.



Some of the loans obtained in the projects were obtained fraudulently and without the authorization or approval of the homeowners. Construction at the victim's residences varied in status of completion from completed with problems, to partially completed, to no construction at all.

The new complaints alleged multiple law violations including misrepresentation and workmanship issues. The investigator conducted numerous interviews from March 2024 through May 2024 with the victims as well as former and current employees of the company.

The investigation identified three new victims and revealed that two of the suspects from the 2022 investigation continued to commit fraud and violate the laws with the new license by engaging in misleading and deceptive sales tactics after their criminal court arraignments in November 2022. The investigation also revealed that the two suspects employed and trained others to participate in their sales tactics.

### **SWIFT Highlights**

#### **Multiple Citations Issued in Orange County Sweep**

In June 2024, CSLB investigators performed a SWIFT Compliance Check sweep in Orange County. Investigators came across a residential construction project in Costa Mesa. It was discovered that a licensed contractor oversaw the project. The contractor had one employee on site without a valid workers' compensation insurance policy. A CSLB investigator issued a stop order and advised the contractor they would be issued an administrative citation for failure to maintain workers' compensation insurance.

While one investigator was dealing with the general contractor, two other investigators checked the subcontractors on site. It was discovered that a licensed subcontractor was hired to paint the interior and exterior of the properties. A further license check revealed that the license is currently under suspension. CSLB will be issuing an administrative citation for contracting with a suspended license.

Lastly, while at the jobsite, a commercial truck drove up to the residence with an advertisement that stated Beach City's Demolition. One of the investigators identified the unlicensed contractor and it was determined that he was contracted by the property owner to perform construction cleanup. CSLB will also be issuing an administrative citation for contracting without a license and advertising without a license.

### **Complaint Handling Statistics (For January 1, 2024, to July 31, 2024)**

#### **Investigations Initiated & Complaints Received**

- CSLB received 11,940 complaints from January 1, 2024, to July 31, 2024.
- CSLB self-initiated 656 investigations from January 1, 2024, to July 31, 2024.



**Pending Investigations**

- With current staffing levels, the optimum maximum Enforcement Division caseload is 4,860 pending complaints. As of July 31, 2024, the pending caseload was 5,734.

**Special Investigator Production Goals**

- For January 1, 2024, to July 31, 2024, the weighted monthly case-closing average per Special Investigator in CSLB Investigative Centers was eight closures per month, two 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 August 8, 2024, 279 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 January 1, 2024, to July 31, 2024, complaint negotiation efforts by the IMC and Investigative Centers resulted in more than \$24.9 million in restitution to financially injured parties.

**Investigative Center Legal Actions**

- From January 1, 2024, to July 31, 2024, the Investigative Centers referred 333 (26 percent) of the 1,298 legal action investigations for criminal prosecution.

**Case Management Activities (For January 1, 2024 to July 31, 2024)**

**Arbitration**

- 268 arbitration cases were initiated, resulting in \$2,818,526 in restitution ordered to injured parties.
- 58 licenses were revoked for non-compliance with an arbitration award.

**Citations**

	<i>Licensees</i>	<i>Non-Licensed</i>	<i>Total</i>
Citations Issued	450	395	845
Citations Appealed	227	134	361
Citations Complied With	302	252	554



**Licensee Civil Penalties Collected**

	<i>Total</i>
Informal Citation Conferences Conducted	109
Civil Penalties Collected	\$1,190,924
Restitution Ordered	\$708,085

**Non-Licensee Citation Civil Penalties**

	<i>Total</i>
Informal Settlement Conferences Conducted	112
Civil Penalties Collected	\$360,040

**Accusations**

	<i>Total</i>
Accusations Filed	153
License Revocations	96
Licenses Placed on Probation	35
Restitution Paid to Injured Parties	\$166,549
Cost Recovery Collected	\$222,133

**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 January 1, 2024, to July 31, 2024, CSLB issued 225 Letters of Admonishment. The most common violations cited in Letters of Admonishment during that timeframe were failure to comply with permit requirements, criminal conviction as a cause for discipline 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 with the discretion to uphold, modify, or withdraw the Letter of Admonishment based on a second review of the case. Between January 1, 2024, to July 31, 2024, CSLB conducted 28 Office Conferences. As a result of those conferences, 11 Letters of Admonishment were upheld as issued, eight were withdrawn, five were modified, and four were retracted.

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 January 1, 2024, to July 31, 2024, 33 Letters of Admonishment were issued that included a requirement to complete 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 January 1, 2024, to July 31, 2024, SWIFT conducted 24 sting operations days, participated in 212 sweep days, and responded to 569 leads. SWIFT closed 1,869 cases as a result of stings, sweeps, and leads. Of these 1,869 cases, 542 resulted in administrative or criminal legal action, as well as the issuance of 679 advisory notices for minor violations.

**District Attorney Referrals**

From January 1, 2024, to July 31, 2024, SWIFT referred 193 cases to local district attorneys’ offices for criminal prosecution – 176 for contracting without a license and 17 against licensees, primarily for failure to secure workers’ compensation insurance.

**Administrative Actions**

From January 1, 2024, to July 31, 2024, SWIFT issued 271 licensee and non-licensee citations, issued 71 Letters of Admonishment, filed 7 accusations, and assessed \$344,050 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 January 1, 2024, to July 31, 2024, SWIFT issued 146 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 summarizes liabilities owed to state agencies that were collected or resolved to avoid a license suspension or to reinstate a suspended license.



	2021	2022	2023	2024 (through 07/31/24)
CSLB	\$82,938	\$104,507	\$100,190	\$67,390
EDD	\$9,149,749	\$13,280,832	\$10,485,549	\$5,602,594
DIR-Cal/OSHA	\$267,256	\$243,066	\$493,104	\$263,450
DIR-DLSE	\$3,476,291	\$5,217,626	\$4,620,847	\$1,658,995
FTB	\$5,868,340	\$4,024,936	\$5,344,249	\$2,159,065
<b>Totals</b>	<b>\$18,844,574</b>	<b>\$22,870,967</b>	<b>\$21,043,939</b>	<b>\$9,751,494</b>

**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 January 1, 2024, to July 31, 2024:

Number of Contractors Inspected	92
Number of Contractors Out of Compliance	78
Percentage of Contractors Out of Compliance	85%
Total Initial Assessments	\$123,960

*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.*

**Application Experience Verification Statistics**

The chart below 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, 2022 to July 31, 2024**

Classification	Appealed	Withdrawn	Verified	Denied	Total
<b>A</b> General Engineering	2	3	17	4	26
<b>B</b> General Building	5	54	152	68	279
<b>B-2</b> Residential Remodeling	0	1	8	5	14
<b>C2</b> Insulation and Acoustical	0	1	0	2	3
<b>C4</b> Boiler Hot Water	0	0	3	0	3
<b>C5</b> Framing / Rough Carp	0	0	2	0	2





	<b>Classification</b>	<b>Appealed</b>	<b>Withdrawn</b>	<b>Verified</b>	<b>Denied</b>	<b>Total</b>
<b>C6</b>	Cabinet-Millwork	0	1	9	3	13
<b>C7</b>	Low Voltage Systems	0	3	4	0	7
<b>C8</b>	Concrete	1	4	14	6	25
<b>C9</b>	Drywall	0	1	2	3	6
<b>C10</b>	Electrical	0	11	46	4	61
<b>C11</b>	Elevator	0	1	0	0	1
<b>C12</b>	Earthwork & Paving	0	4	2	3	9
<b>C13</b>	Fencing	0	1	3	4	8
<b>C15</b>	Flooring	0	1	11	4	16
<b>C16</b>	Fire Protection	0	0	3	1	4
<b>C17</b>	Glazing	0	1	4	1	6
<b>C20</b>	HVAC	0	5	23	6	34
<b>C21</b>	Building Moving Demo	0	0	2	1	3
<b>C22</b>	Asbestos Abatement	0	0	1	0	1
<b>C23</b>	Ornamental Metal	0	0	1	0	1
<b>C27</b>	Landscaping	0	8	21	11	40
<b>C28</b>	Lock & Security Equipment	0	0	0	2	2
<b>C29</b>	Masonry	0	0	0	0	0
<b>C31</b>	Construction Zone	0	0	0	0	0
<b>C32</b>	Parking Highway	0	0	1	0	1
<b>C33</b>	Painting	0	3	24	11	38
<b>C34</b>	Pipeline	0	0	1	0	1
<b>C35</b>	Lath & Plaster	0	2	6	4	12
<b>C36</b>	Plumbing	0	5	25	5	35
<b>C38</b>	Refrigeration	0	0	2	0	2
<b>C39</b>	Roofing	0	4	10	10	24
<b>C42</b>	Sanitation	0	0	1	0	1
<b>C43</b>	Sheet Metal	0	1	2	1	4
<b>C45</b>	Sign	0	0	1	0	1
<b>C46</b>	Solar	0	1	1	6	8
<b>C47</b>	Gen Manufactured House	0	0	0	2	2
<b>C49</b>	Tree and Palm	0	0	2	0	2
<b>C50</b>	Reinforcing Steel	0	1	1	0	2
<b>C51</b>	Structural Steel	0	0	6	1	7
<b>C53</b>	Swimming Pool	0	2	4	0	6
<b>C54</b>	Ceramic and Mosaic Tile	0	1	7	3	11
<b>C55</b>	Water Conditioning	0	0	1	0	1
<b>C57</b>	Well Drilling	0	0	0	0	0





Classification	Appealed	Withdrawn	Verified	Denied	Total
<b>C60</b> Welding	0	0	2	0	2
<b>C61</b> Limited Specialty	0	6	19	11	36
<b>ASB</b> Asbestos Cert	0	0	0	0	0
<b>HAZ</b> Hazardous Cert	0	0	0	0	0
<b>Total</b>	<b>8</b>	<b>126</b>	<b>444</b>	<b>182</b>	<b>760</b>

**Training Update**

**Southern California Enforcement Academy:** The Southern California CSLB Enforcement Academy was held in Norwalk from June 17-21, during which individuals enhanced their expertise in critical areas, including investigation strategies, report preparation, interviewing techniques, evidence handling, courtroom testimony, and code training. Certificates of completion were awarded to the graduates by Board Member Joël Barton and Deputy Chief of Enforcement Jessie Flores.

The Northern California Enforcement Academy is scheduled for September 16-20 in Sacramento.

**California Electronic Communication Privacy Act (CalECPA) Training:** On July 24, SIU Peace Officers attended the CalECPA training, which was held at the Norwalk office and streamed via Microsoft Teams.

The California Electronic Communications Privacy Act (SB 178) went into effect on January 1, 2016. Under CalECPA, there are additional requirements when securing and executing a search warrant related to electronic communication. SIU Peace Officers serve search warrants on cell phones, email communications, finance companies, and more that necessitate CalECPA requirements.

**Hearsay Testimony (Proposition 115) Training:** The supervisor of the Special Investigations Unit created POST Learning Portal accounts for all Special Investigator (SI) new hires and has assigned them Hearsay Testimony Training as part of their onboarding process. This training is required as it allows the SI to testify to presenting hearsay evidence at preliminary hearings. Without it, the SI cannot testify at preliminary hearings to statements made to them during their investigation.



## AGENDA ITEM E-3

# Consumer Satisfaction Survey







CONTRACTORS STATE LICENSE BOARD  
REPORT ON THE CONSUMER SATISFACTION  
SURVEY: 2023-24 COMPLAINT CLOSURES  
(July 2023 to June 2024)

Report Date: September 2024



## 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 2023/24.

Eight of the nine questions on the 2023/24 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 2023/24, 11,539 complainants provided email addresses, of which 10,703 were deemed valid. Surveys were sent out in individual monthly batches.

In 2023/24, a total of 1,446 complainants (13.5 percent of those surveyed) responded to the questionnaire, a rate similar to that of previous years.

### *Major Findings and Comparison with Previous Years*

Six out of eight satisfaction measures showed a decrease from the previous fiscal year, and two remained at the same level as the prior year. In four of the past five years, these results have trended the wrong way (see Figure 2). Table 1 summarizes the survey results from consumers with complaints closed in 2023/24. The table also includes the annual ratings for the eight consumer satisfaction questions (service categories) over the previous four years.

In 2023/24, the lowest agreement (44 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 2023 to 2024, five service categories showed slight decreases in customer satisfaction. The question on whether the respondent understood the outcome of the investigation showed a 4 percent decrease.

Of those responding to Question 9, 45 percent of survey respondents selected "yes," which is very similar to previous years. This question reads, "Before hiring, I inquired about my contractor's license status with the CSLB."

**TABLE 1: HISTORICAL RESULTS OF THE CONSUMER SATISFACTION SURVEY (2019-2023/24)**

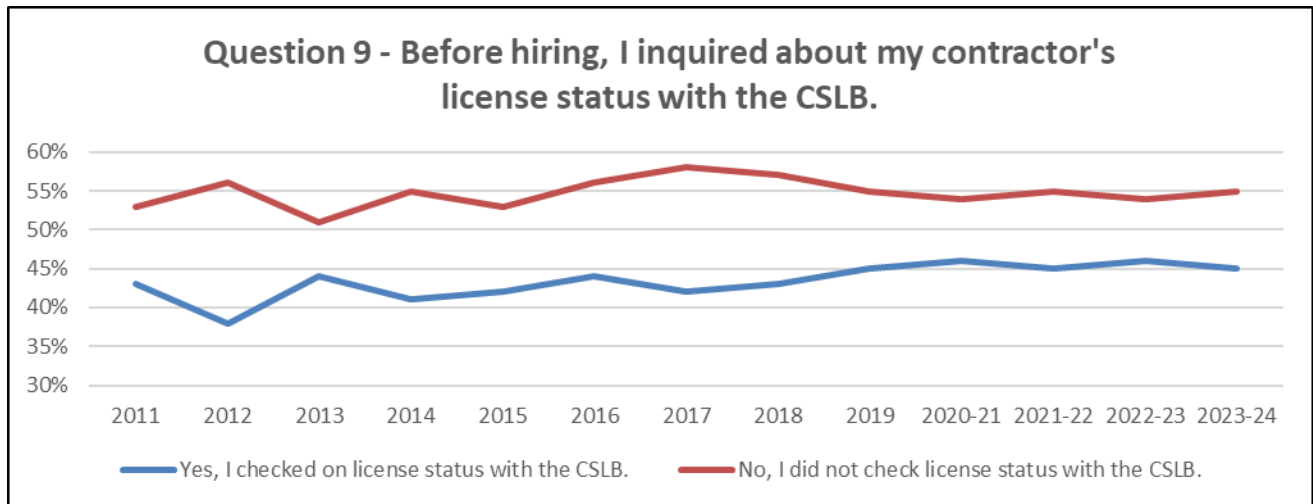
<b>Questionnaire Statements</b>	<b>Percent Agreement by Year</b>				
	<b>2019</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
<b>1.</b> The CSLB contacted me promptly after I filed my complaint.	77%	68%	67%	64%	63%
<b>2.</b> The procedures for investigating my complaint were clearly explained to me.	72%	66%	68%	63%	62%
<b>3.</b> The CSLB kept me informed of my case's progress during the investigation.	65%	57%	60%	54%	54%
<b>4.</b> I was treated courteously by the CSLB's representative(s).	84%	79%	81%	75%	75%
<b>5.</b> My complaint was processed in a timely manner.	64%	55%	54%	51%	49%
<b>6.</b> I understand the outcome of the investigation (whether or not I agree with the action taken).	68%	60%	61%	59%	55%
<b>7.</b> The action taken in my case was appropriate.	55%	47%	49%	47%	44%
<b>8.</b> I am satisfied with the service provided by the CSLB.	61%	51%	54%	50%	49%

## 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 2023/24 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 2023/24 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 2023/24, CSLB completed the investigation or mediation process for 21,503 complaints filed by consumers against licensed and unlicensed contractors. This was 678 less than in 2022/23. 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 10,703. Surveys of consumers whose complaints were closed in each month were emailed throughout fiscal year 2023/24.

### *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 2023/24, 13.5 percent (1,446) 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.

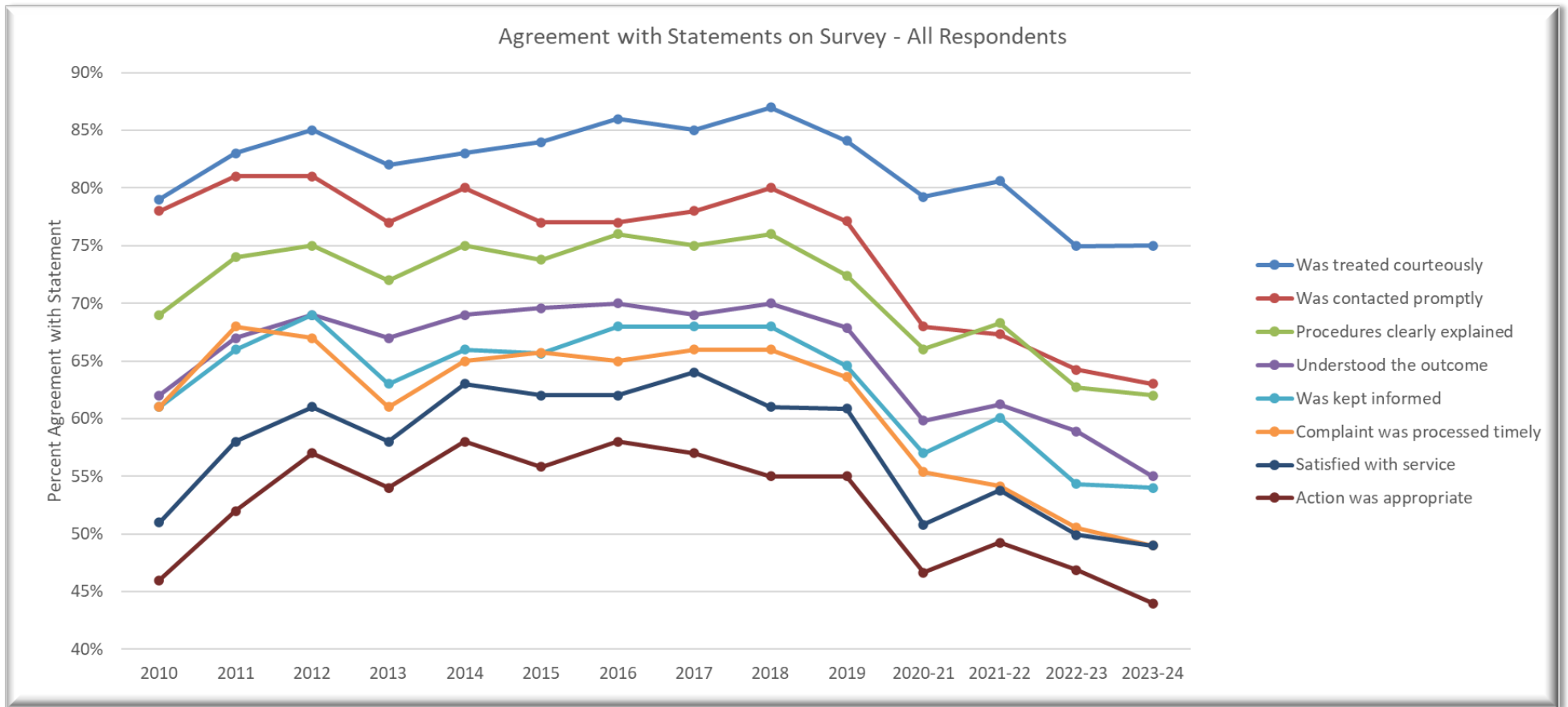
### *Consumer Agreement with Questionnaire Statements*

Appendix B (Table B-1) contains the detailed results for the 2023/24 Consumer Satisfaction Survey, indicating the individual percentages for each “agreement” category. Table 1 of the Executive Summary presents the satisfaction ratings for the 2023/24 survey, along with results from 2019 to 2022. 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 – 2023/24) LINE GRAPH PRESENTATION**



### *Complainants' Comments*

Seventy 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; 2023/24 Complaint Closures**

QUESTION ASKED	STRONGLY AGREE	AGREE	MILDLY AGREE	NEUTRAL	MILDLY DISAGREE	DISAGREE	STRONGLY DISAGREE	NO RESPONSE
1. Was contacted promptly	372	372	163	100	89	138	210	2
	26%	26%	11%	7%	6%	10%	15%	
2. Procedures clearly explained to me	398	351	152	112	83	138	211	1
	28%	24%	11%	8%	6%	10%	15%	
3. Was kept informed	342	285	151	118	85	167	292	6
	24%	20%	10%	8%	6%	12%	20%	
4. Was treated courteously	684	335	58	148	40	51	119	11
	48%	23%	4%	10%	3%	4%	8%	
5. Complaint was processed timely	325	255	118	143	85	159	346	15
	23%	18%	8%	10%	6%	11%	24%	
6. Understood the outcome	442	297	56	157	65	110	306	13
	31%	21%	4%	11%	5%	8%	21%	
7. Action was appropriate	387	187	56	147	64	145	439	21
	27%	13%	4%	10%	4%	10%	31%	
8. Satisfied with service	431	189	85	93	55	152	427	14
	30%	13%	6%	6%	4%	11%	30%	

Percentages may not add to 100% due to rounding.

QUESTION ASKED	YES	NO	NO RESPONSE
9. Checked contractor's license status with CSLB	630	780	36
	44%	54%	



# AGENDA ITEM F

## Licensing





## AGENDA ITEM F-1

# Review, Discussion, and Possible Action on 2025-27 Licensing and Testing Strategic Plan Objectives









### **Review, Discussion, and Possible Action on 2025-27 Licensing and Testing Strategic Plan Objectives**

**Strategic Objective 1.1:** Explore and address language barriers to licensing and testing.

***Due Date: Quarter 2 2027***

**Strategic Objective 1.2:** Research options for provisional licensure and pursue legislation as necessary.

***Due Date: Quarter 2 2027***

**Strategic Objective 1.3:** Develop regulations to require licensed contractors to complete continuing education pursuant to existing complaint disciplinary authority. Inform licensees of voluntary continuing education opportunities.

***Due Date: Quarter 2 2025***

**Strategic Objective 1.4:** Implement online license applications and renewals to decrease processing times.

***Due Date: Quarter 3 2025***

**Strategic Objective 1.5:** Assess exam content, and update as necessary, to ensure exams are current with industry standards.

***Due Date: Quarter 1 2026***

**Strategic Objective 1.6:** Identify and educate licensees on the need to maintain current certifications to promote proper installations.

***Due Date: Quarter 3 2025***



## AGENDA ITEM F-2

# 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

	2023 Aug	Sep	Oct	Nov	Dec	2024 Jan	Feb	Mar	Apr	May	Jun	Jul
Original Exam	1,525	1,427	1,527	1,377	1,404	1,546	1,817	1,897	1,881	1,763	1,617	1,685
Original Waiver	764	657	729	646	704	746	851	856	847	808	670	772
Add Class	416	334	413	358	356	473	501	519	544	463	384	411
Qualifier Replacer	284	275	329	303	278	321	286	288	298	321	250	266
Home Improvement	1,050	894	1,058	947	875	953	1,092	1,153	1,201	1,122	994	1,036
<b>Total Per Month</b>	<b>4,039</b>	<b>3,587</b>	<b>4,056</b>	<b>3,631</b>	<b>3,617</b>	<b>4,039</b>	<b>4,547</b>	<b>4,713</b>	<b>4,771</b>	<b>4,477</b>	<b>3,915</b>	<b>4,170</b>

**3 – Month  
Totals**

**Aug - Oct: 11,682**

**Nov - Jan: 11,287**

**Feb - Apr: 14,031**

**May - Jul: 12,562**

#### Total Applications Received – Prior Calendar Years

	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
Original Exam	15,244	13,193	15,729	15,861	17,816
Original Waiver	8,796	7,456	7,558	7,970	8,737
Add Class	4,526	4,231	4,138	4,112	4,482
Qualifier Replacer	2,792	2,620	2,813	3,024	3,288
Home Improvement	11,122	9,694	12,411	12,466	12,792
<b>Total Received</b>	<b>42,480</b>	<b>37,194</b>	<b>42,649</b>	<b>43,433</b>	<b>47,115</b>



**Weeks to Process**

CSLB management closely monitors processing times 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.

	2023					2024						
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
<b>Original Exam</b>	2.0	2.0	1.9	2.3	2.2	1.9	1.9	2.2	2.5	2.4	2.4	2.3
<b>Original Waiver</b>	1.7	1.5	1.4	1.2	1.3	1.5	1.3	1.6	2.1	1.5	1.7	1.5
<b>Add Class</b>	2.3	1.4	1.0	1.5	2.0	2.0	1.7	1.6	1.6	1.4	1.6	1.1
<b>Qualifier Replacer (Exams &amp; Waiver)</b>	2.4	1.5	1.0	1.3	1.9	1.9	1.6	1.7	1.8	1.4	1.5	1.3
<b>Home Improvement</b>	2.9	1.9	1.1	1.1	1.9	1.1	1.0	1.4	1.7	1.6	1.4	1.0
<b>Renewal</b>	0.9	1.0	0.9	1.0	0.9	1.0	0.9	0.9	0.8	1.0	1.0	0.9
<b>Add New Officer</b>	2.1	1.3	0.9	0.9	0.8	1.1	0.9	1.2	0.9	0.9	1.3	1.4
<b>Address / Name Change</b>	2.1	1.7	0.8	0.9	0.8	1.1	0.9	1.2	0.9	0.9	1.3	1.3
<b>Bond / Bond Exemption</b>	0.6	0.7	0.4	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6
<b>Workers' Comp / Exempt</b>	1.6	1.6	1.4	1.5	1.4	2.3	2.2	1.8	1.4	1.0	2.0	3.4
<b>Certified License History</b>	0.0	0.0	0.0	0.1	0.0	0.1	0.0	0.0	0.0	0.1	0.0	0.1
<b>Copies of Documents</b>	0.0	0.1	0.0	0.1	0.0	0.0	0.1	0.0	0.1	0.1	0.0	0.0
<b>Criminal Offender Record Information (CORI) Review*</b>	2.0	2.5	2.0	2.0	2.8	2.5	2.0	2.0	1.8	2.2	2.6	2.6

\*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*
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
2023-2024	49,008	25,189	4,694	19,125

\* 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**

	2023 Aug	Sep	Oct	Nov	Dec	2024 Jan	Feb	Mar	Apr	May	Jun	Jul
<b>Reactivation</b>	126	85	117	88	85	111	105	116	120	92	105	105
<b>Active</b>	8,143	6,857	7,529	6,809	7,117	7,661	7,321	8,720	8,495	7,468	8,087	8,947
<b>Inactive</b>	800	714	709	706	821	807	792	893	938	882	847	939
<b>Delinquent Active</b>	1,178	1,102	1,178	1,015	953	1,181	1,135	1,026	1,239	1,100	1,047	1,319
<b>Delinquent Inactive</b>	148	136	160	135	134	155	142	141	133	151	168	155
<b>Received Per Month</b>	<b>10,395</b>	<b>8,894</b>	<b>9,693</b>	<b>8,753</b>	<b>9,110</b>	<b>9,915</b>	<b>9,495</b>	<b>10,896</b>	<b>10,925</b>	<b>9,693</b>	<b>10,254</b>	<b>11,465</b>

**3 – Month Totals**

**Aug - Oct: 28,982**

**Nov - Jan: 27,778**

**Feb - Apr: 31,316**

**May - Jul: 31,412**

**Total Renewals Received – Prior Calendar Years**

	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
Reactivation	1,358	1,164	1,230	1,250	1,293
Active	98,901	97,037	94,480	93,180	92,088
Inactive	13,007	12,379	11,351	9,087	9,689
Delinquent Active	10,721	12,636	13,162	12,519	12,911
Delinquent Inactive	1,734	2,071	2,163	1,658	1,661
<b>Total Received</b>	<b>125,721</b>	<b>125,287</b>	<b>122,386</b>	<b>117,694</b>	<b>117,642</b>



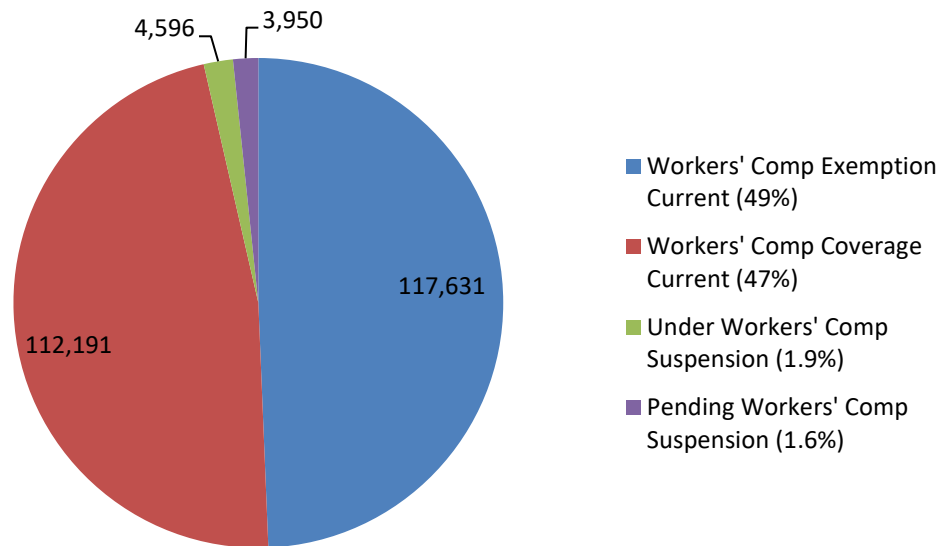


### Workers' Compensation Recertification Statistics

The law requires that at the time of renewal, an active licensee 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, 2024



**Total Number of Active Licenses: 239,420**

The following chart shows the workers' compensation coverage (policies and exemptions) on file as July 31, 2024, for active licenses by classification and the percentage of exemptions per classification.



Active License Classifications Workers' Comp Status: As of July 31, 2024

Classification	Exemptions on File	WC Policies on File	Total Policies & Exemptions	% of Total with Exemptions
A General Engineering	5,198	9,493	14,691	35%
B General Building	60,660	42,558	103,218	59%
B2 Residential Remodeling	655	212	867	76%
C2 Insulation and Acoustical	245	908	1,153	21%
C4 Boiler Hot Water	108	575	683	16%
C5 Framing / Rough Carp	513	477	990	52%
C6 Cabinet-Millwork	2,489	1,953	4,442	56%
C7 Low Voltage Systems	1,962	2,754	4,716	42%
C8 Concrete	9	5,162	5,171	0.2%
C9 Drywall	1,256	1,886	3,142	40%
C10 Electrical	14,235	12,961	27,196	52%
C11 Elevator	47	159	206	23%
C12 Earthwork & Paving	970	1,456	2,426	40%
C13 Fencing	708	1,018	1,726	41%
C15 Flooring	3,630	3,405	7,035	52%
C16 Fire Protection	734	1,440	2,174	34%
C17 Glazing	1,100	1,904	3,004	37%
C20 HVAC	6	10,872	10,878	0.05%
C21 Building Moving Demo	501	1,238	1,739	29%
C22 Asbestos Abatement	2	304	306	0.7%
C23 Ornamental Metal	447	619	1,066	42%
C27 Landscaping	4,840	6,967	11,807	41%
C28 Lock & Security Equipment	143	226	369	39%
C29 Masonry	880	1,338	2,218	40%
C31 Construction Zone	71	353	424	17%
C32 Parking Highway	177	308	485	36%
C33 Painting	8,623	6,898	15,521	56%
C34 Pipeline	134	382	516	26%
C35 Lath & Plaster	634	1,201	1,835	34%
C36 Plumbing	8,877	7,897	16,774	53%
C38 Refrigeration	434	1,222	1,656	26%
C39 Roofing	0	5,074	5,074	0%
C42 Sanitation	342	605	947	36%
C43 Sheet Metal	250	1,059	1,309	19%
C45 Sign	391	504	895	44%
C46 Solar	418	793	1,211	35%
C47 Gen Manufactured House	197	230	427	46%
C49 Tree and Palm	6	68	74	8%
C50 Reinforcing Steel	70	192	262	27%
C51 Structural Steel	438	1,095	1,533	29%
C53 Swimming Pool	1,207	1,567	2,774	44%
C54 Ceramic & Mosaic Tile	3,518	2,795	6,313	56%
C55 Water Conditioning	113	176	289	39%
C57 Well Drilling	269	492	761	35%
C60 Welding	546	521	1,067	51%
C61 Limited Specialty	7,364	13,250	20,614	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 two days 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 2019	CY 2020	CY 2021	CY 2022	CY 2023	TOTALS
<b>DOJ Records Received</b>	33,553	27,172	35,114	37,895	39,500	<b>173,234</b>
<b>CORI Information Received</b>	6,657	5,375	6,818	7,303	5,616	<b>31,769</b>
<b>Denials</b>	63	16	8	13	10	<b>110</b>
<b>Appeals</b>	31	11	5	7	3	<b>57</b>
<b>Probationary Licenses Issued (conditional license, requires periodic review)</b>	86	101	177	222	185	<b>771</b>

**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 (dishonored checks)

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)

	8/23	9/23	10/23	11/23	12/23	1/24	2/24	3/24	4/24	5/24	6/24	7/24
Notice	82	57	84	76	55	71	59	72	69	83	54	85
Suspend	22	58	54	49	56	73	49	55	47	53	57	62
Reinstate	52	25	60	50	30	55	38	51	46	42	43	31
<b>Total</b>	<b>156</b>	<b>140</b>	<b>198</b>	<b>175</b>	<b>141</b>	<b>199</b>	<b>146</b>	<b>178</b>	<b>162</b>	<b>178</b>	<b>154</b>	<b>178</b>

Final Judgments (from court actions)

	8/23	9/23	10/23	11/23	12/23	1/24	2/24	3/24	4/24	5/24	6/24	7/24
Notice	82	53	67	15	34	152	41	80	82	63	77	83
Suspend	22	22	7	23	18	32	1	11	69	18	25	19
Reinstate	52	37	55	43	38	37	43	68	72	61	59	67
<b>Total</b>	<b>156</b>	<b>112</b>	<b>129</b>	<b>81</b>	<b>90</b>	<b>221</b>	<b>85</b>	<b>159</b>	<b>223</b>	<b>142</b>	<b>161</b>	<b>169</b>

Payment of Claims (from bond surety companies)

	8/23	9/23	10/23	11/23	12/23	1/24	2/24	3/24	4/24	5/24	6/24	7/24
Notice	80	53	47	119	26	106	256	221	205	154	146	155
Suspend	94	64	46	50	31	37	55	4	62	172	150	168
Reinstate	84	45	94	69	61	45	103	88	93	105	105	94
<b>Total</b>	<b>258</b>	<b>162</b>	<b>187</b>	<b>238</b>	<b>118</b>	<b>188</b>	<b>414</b>	<b>313</b>	<b>350</b>	<b>431</b>	<b>401</b>	<b>417</b>

Reimbursement Amounts to State Agencies and Public Prior Calendar Years

	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
Outstanding Liabilities	\$26,277,077	\$18,342,630	\$18,765,840	\$22,921,075	\$20,951,291
Final Judgments	\$16,514,073	\$20,586,833	\$18,003,223	\$20,211,482	\$19,505,855
Payment of Claims	\$11,080,053	\$9,921,280	\$7,934,026	\$7,781,618	\$7,168,304
<b>Total Monetary Recovery</b>	<b>\$53,871,203</b>	<b>\$48,850,913</b>	<b>\$44,703,089</b>	<b>\$50,914,175</b>	<b>\$47,625,450</b>



# 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 2023	\$1,084,031	\$386,109	\$545,753	<b>\$2,015,893</b>
September	\$231,052	\$470,402	\$6,875	<b>\$708,329</b>
October	\$1,261,979	\$1,458,954	\$1,817,049	<b>\$4,537,982</b>
November	\$442,929	\$593,355	\$471,811	<b>\$1,508,095</b>
December	\$475,166	\$230,574	\$211,404	<b>\$917,144</b>
January 2024	\$750,036	\$544,940	\$212,856	<b>\$1,507,832</b>
February	\$558,176	\$375,626	\$152,363	<b>\$1,086,165</b>
March	1,450,869	\$399,437	\$78,545	<b>\$1,928,851</b>
April	\$542,339	\$311,163	\$324,996	<b>\$1,178,498</b>
May	\$1,049,737	\$161,812	\$636,950	<b>\$1,848,499</b>
June	\$460,493	\$184,670	\$362,235	<b>\$1,007,398</b>
July	\$790,943	\$181,418	\$155,975	<b>\$1,128,336</b>
<b>TOTALS</b>	<b>\$9,097,750</b>	<b>\$5,298,460</b>	<b>\$4,976,812</b>	<b>\$19,373,022</b>



# CONTRACTORS STATE LICENSE BOARD

## TESTING PROGRAM UPDATE

### Examination Administration Unit

The Testing Division’s Examination Administration Unit (EAU) uses PSI Exams to administer CSLB’s 48 examinations at 22 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 2023 – July 2024

Aug 2023	Sep	Oct	Nov	Dec	Jan 2024	Feb	Mar	Apr	May	Jun	Jul	Total
4196	4040	4481	4074	3918	4381	4687	4843	4698	4765	4527	4356	52,966

CSLB currently uses PSI test centers in the following 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       |
| Las Vegas*                | Visalia       |
| Lawndale                  | Walnut Creek  |
| Redding                   | Wilsonville*  |

\*Examination administration for all 48 examinations expanded to two additional test centers outside of California in August 2023. The additional PSI test centers are in Las Vegas, Nevada\* and Wilsonville, Oregon. In April 2024, the Law and Business exam was released to the other 20 DCA-approved PSI test centers nationwide to allow candidates seeking licensure in California easier access to this exam.

\* The Las Vegas test center permanently closed on May 31, 2024

**Number of Examinations Administered by Test Center**

From August 2023 to July 2024, PSI test centers administered a total of 52,882 exams. The details about each test center are described below.

<b>Test Center</b>	<b>Number of Examinations Administered</b>
Agoura Hills – PSI	4,374
Atascadero – PSI	733
Bakersfield – PSI	1,000
Carson – PSI	1,663
Diamond Bar – PSI	2,849
El Monte/Santa Fe – PSI	3,945
Fresno – PSI	1,461
Irvine – PSI	3,798
Las Vegas – PSI	81
Lawndale – PSI	1,873
Redding – PSI	634
Riverside/Mission Grove – PSI	4,471
Sacramento – PSI	6,311
San Diego – PSI	4,928
San Francisco – PSI	2,281
Santa Clara – PSI	3,472
Santa Rosa – PSI	1,921
Union City – PSI	1,940
Ventura – PSI	1,831
Visalia - PSI	688
Walnut Creek – PSI	2,583
Wilsonville - PSI	26
PSI Out-of-State Test Centers – Law Only	19
<b>Total</b>	<b>52,882</b>



**Examination Development Unit**

The Testing Division's Examination Development Unit (EDU) ensures that CSLB's 48 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 policy 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 acting 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.

The following examinations were released between May 1, 2024 and July 31, 2024:

- C-10 Electrical
- C-21 Building Moving/Demolition
- C-45 Sign
- C-47 General Manufactured Housing
- C-55 Water Conditioning

The following item banks are ready for new releases:

- C-11 Elevator
- C-28 Lock & Security Equipment
- C-50 Reinforcing Steel



**Examination Programs in Progress as of July 2024**

<b>Occupational Analysis</b>	<b>Item Bank Development</b>
C-15 Flooring & Floor Covering	A – General Engineering
C-23 Ornamental Metal	B – General Building
C-32 Parking & Highway Improvement	C-5 Framing and Rough Carpentry
C-35 Lathing & Plastering	C-22 Asbestos Abatement
	C-36 Plumbing
	C-47 General Manufactured Housing
	C-45 Sign
	C-51 Structural Steel
	C-55 Water Conditioning

**Spanish-Translated Examinations**

Candidates who request a translator for Spanish are now able to take their Law and Business exam and nine additional trade exams in Spanish instead of waiting for a translator to be approved. These 10 exams represent those that receive the most requests for a Spanish translator. Candidates will still have the option of utilizing a translator for their trade exam.

From August 2023 to July 2024, PSI test centers administered a total of 7,060 Spanish version exams. The exam counts for each trade are described below.

<b>Trade Exam</b>	<b>Number of Examinations Administered</b>
<b>Spanish Law and Business</b>	4,694
<b>Spanish B - General Building</b>	843
<b>Spanish C-8 Concrete</b>	235
<b>Spanish C-9 Drywall</b>	94
<b>Spanish C-15 Flooring and Floor Covering</b>	99
<b>Spanish C-27 Landscaping</b>	289
<b>Spanish C-33 Painting and Decorating</b>	410
<b>Spanish C-36 Plumbing</b>	128
<b>Spanish C-39 Roofing</b>	200
<b>Spanish C-54 Ceramic and Mosaic Tile</b>	68
<b>Total</b>	<b>7,060</b>

# AGENDA ITEM F-3

## Applicant Survey





## Applicant Survey Executive Summary

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

The online survey is sent through SurveyMonkey and includes twelve 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. Questions 9 - 11 were added to the survey in August 2023 and ask if respondents used CSLB’s study guides, Law Book, and website to prepare to take the exams. The last question asks about attending a school, college, or classes to prepare to take the exams. Individuals who responded “Yes” can add which school, college, or class was attended and if they found it helpful in passing the exams. The respondents also have the option to write additional comments.

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 included instructions on how to respond for those interested in assisting.

In April 2024, a Spanish version of the Applicant Survey was also circulated along with the original English survey. The Spanish survey is sent to individuals who took either the Spanish Law exam and/or one of the Spanish trade exams. Both versions of the Applicant Survey are included in Appendix A following this summary.

A total of 14,810 surveys were emailed between July 2023 and June 2024 and 1,774 (12%) responses were received. The response rate for each month can be seen in Table 1.

**Table 1 – Response Rate by Month for July 2023 – June 2024**

	Jul 2023	Aug	Sep	Oct	Nov	Dec	Jan 2024	Feb	Mar	Apr	May	Jun	Total
<b>Surveys Emailed</b>	1,022	1,465	1,102	1,247	1,103	1,086	1,241	1,305	1,274	1,294	1,341	1,330	<b>14,810</b>
<b>Response Rate</b>	135	181	124	136	146	122	146	156	156	129	191	152	<b>1,774</b>
<b>Response Rate (%)</b>	13%	12%	11%	11%	13%	11%	12%	12%	12%	10%	14%	11%	<b>12%</b>

Results for the first two questions are in Table 2. For both questions, most respondents chose “Yes,” indicating that the licensure process was easy to understand and that the timeframe was acceptable.

**Table 2**

<b>Survey Question</b>	<b>Yes</b>	<b>No</b>
1. Was the licensure process easy to understand?	88%	12%
2. Was the licensure process timeframe acceptable?	85%	15%

Results for questions 3 - 8 are in Table 3. 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 #8 (I am satisfied with the service provided by CSLB). The levels of agreement by month are in Table 4 and Figure 1.

A total of 413 comments were received and about 36% were positive. Common topics include preferring an online payment system, a desire to have CSLB-sponsored exam studying materials, reaching CSLB staff over the phone, the timeframe for licensure, and experiences with CSLB staff.

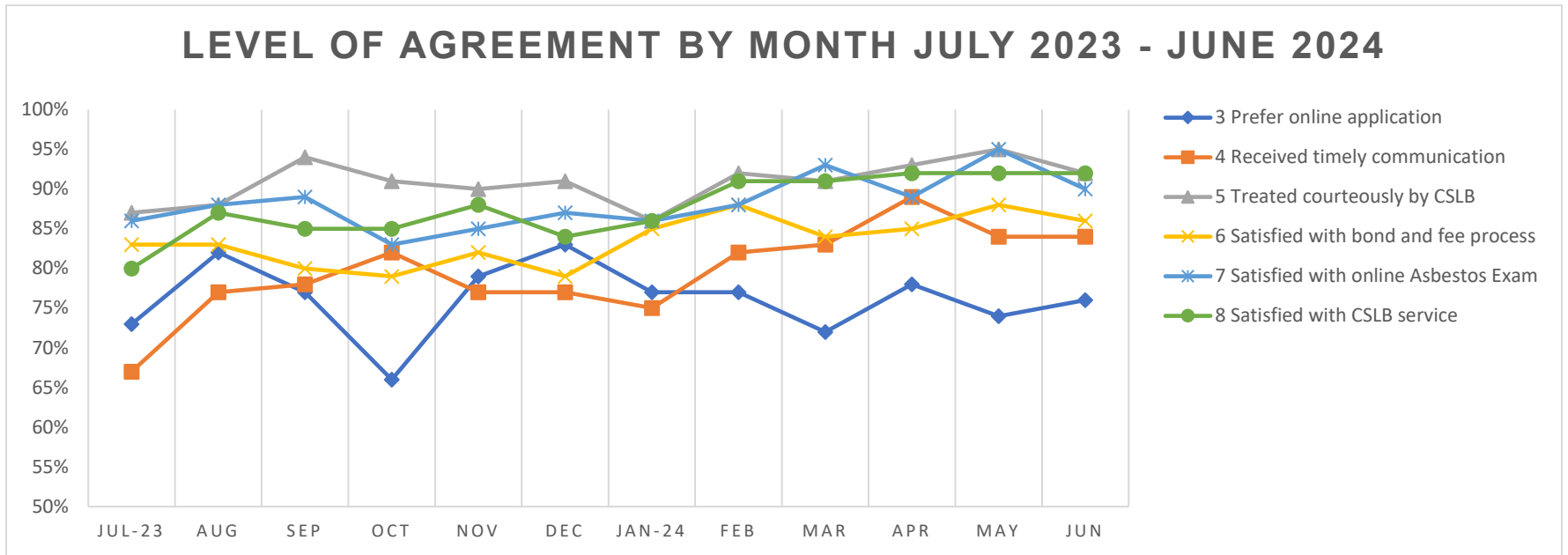
**Table 3 – Total Percent of Agreement July 2023 – June 2024**

<b>Survey Statement</b>	
3. I would prefer to use an online application process.	76%
4. I received timely communication from CSLB.	80%
5. I was treated courteously by CSLB’s representatives.	91%
6. I am satisfied with the bond and fee process.	84%
7. I am satisfied with the online Asbestos Open Book Examination process.	89%
8. I am satisfied with the service provided by CSLB.	88%

**Table 4 - Percent of Agreement by Month for July 2023 - June 2024**

<b>Survey Statement</b>	<b>Jul 2022</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan 2023</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>
3. (see above)	73%	82%	77%	66%	79%	83%	77%	77%	72%	78%	74%	76%
4.	67%	77%	78%	82%	77%	77%	75%	82%	83%	89%	84%	84%
5.	87%	88%	94%	91%	90%	91%	86%	92%	91%	93%	95%	92%
6.	83%	83%	80%	79%	82%	79%	85%	88%	84%	85%	88%	86%
7.	86%	88%	89%	83%	85%	87%	86%	88%	93%	89%	95%	90%
8.	80%	87%	85%	85%	88%	84%	86%	91%	91%	92%	92%	92%

Figure 1



Results for Question 9 are in Table 5. Over half of the respondents stated that they used CSLB’s study guides to prepare for their exams.

**Table 5**

<b>Survey Question</b>	<b>Yes</b>	<b>No</b>
9. Did you use CSLB’s study guides to prepare for your exam(s)?	55%	45%

Results for Question 10 are in Table 6. Over half of the respondents stated that they used CSLB’s Law Book to prepare for their exams.

**Table 6**

<b>Survey Question</b>	<b>Yes</b>	<b>No</b>
10. Did you use CSLB’s Law Book (the California Contractors License Law and Reference book) to prepare for your exam(s)?	57%	43%

Results for Question 11 are in Table 7. A little over half of the respondents stated that they did not use CSLB’s website to prepare for their exams.

**Table 7**

<b>Survey Question</b>	<b>Yes</b>	<b>No</b>
11. Did you use the CSLB website to prepare for your exam(s)?	49%	51%

Results for Question 12 are in Table 8. Close to two-thirds 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 are in Table 9. Table 10 shows that most 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 are in Table 11.

**Table 8**

<b>Survey Question</b>	<b>Yes</b>	<b>No</b>
12. Did you attend a school, college, or classes in order to prepare to take the Trade Exam and/or Law and Business Exam?	62%	38%



**Table 9**

<b>Which school, college, or classes did you attend?</b>
Contractors State License School
Contractors Intelligence School
Contractors State License Preparation
Golden State Contractors School
Contractors License Guru

**Table 10**

<b>Was it useful?</b>	<b>%</b>
Yes	62%
No or neutral	38%

**Table 11**

<b>If so, how?</b>
Useful study material and books
Helpful practice exams
Helpful specifically with the Law exam
Online classes
Supportive staff

**Appendix A:**  
**English 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 last page to forward your responses to the Board.

**Please respond by Wednesday, 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](mailto: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.

**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"/>

9. Did you use CSLB's study guides to prepare for your exam(s)?

- Yes  
 No

10. Did you use CSLB's Law Book (the California Contractors License Law and Reference book) to prepare for your exam(s)?

- Yes  
 No

11. Did you use the CSLB website to prepare for your exam(s)?

- Yes  
 No

**Please share any other comments below:**

**12. Did you attend a school, college, or classes to prepare for your exam(s)? (CSLB is not affiliated with any schools or colleges.)**

Yes

No



Follow-up to Question 12.

**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](mailto: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



**Spanish Applicant Survey**



## Introducción

Como parte de nuestros esfuerzos para mejorar el servicio a los solicitantes, estamos realizando una breve encuesta para monitorear la calidad de servicio a los solicitantes que recientemente recibieron su licencia con el Contractors State License Board.

¿Podría tomarse unos minutos para responder la siguiente encuesta? Necesitamos saber de usted para determinar cómo mejorar nuestro proceso.

Cuando haya terminado, haga clic en el botón "DONE" en la parte inferior de la última página para enviar sus respuestas al Contractors State License Board.

Por favor responda antes del **miércoles, 31 de julio**.

Gracias por tomarse el tiempo de participar en esta encuesta.  
Contractors State License Board



## Instrucciones y preguntas

La información que usted proporciona aquí es voluntaria y confidencial. Se tratará como información personal sujeta a la Practices Act (Civil Code, section 1798 et seq.) y se utilizará únicamente con el fin de analizar las calificaciones de la encuesta. La información divulgada permanecerá confidencial y no se divulgará al público a menos que lo exija la ley estatal, una orden judicial o una citación.

Estamos identificando su respuesta para brindar información específica sobre las operaciones de CSLB. SU IDENTIDAD, incluido su correo electrónico, SE MANTENDRÁ CONFIDENCIAL. Tenga en cuenta que sus respuestas pueden compartirse con el personal de licencias de CSLB según sea necesario para ayudar a mejorar el servicio a los solicitantes. Este proceso puede implicar que el personal de licencias de CSLB se comuniqué con usted a petición suya o puede ser iniciado por el personal para responder a sus comentarios de la encuesta.

**1. ¿Fue fácil de entender el proceso para obtener la licencia?**

- Sí  
 No

**2. ¿Fue aceptable el tiempo que se tomó para recibir la licencia?**

- Sí  
 No

Para las preguntas 3 - 8, por favor seleccione la respuesta que muestre qué tan de acuerdo está con cada pregunta.

	Estoy de acuerdo	Estoy un poco de acuerdo	Neutral / sin opinión	Estoy un poco desacuerdo	Estoy desacuerdo
<b>3. Preferiría utilizar un proceso de solicitud hecho completamente en línea (por internet).</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>4. La comunicación con CSLB siempre fue puntual.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>5. Los representantes de CSLB me trataron con cortesía.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>6. Estoy satisfecho con el proceso de fianza y honorarios (bonds and fees).</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>7. Estoy satisfecho con el proceso de examen de libro abierto de asbesto en línea (por internet).</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>8. Estoy satisfecho con el servicio brindado por CSLB</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. ¿Utilizó las guías de estudio de CSLB para prepararse para su examen?**

- Sí
- No

**10. ¿Utilizó el libro de leyes de CSLB (el libro de referencia y la ley de licencias de contratistas de California) para prepararse para su examen?**

- Sí
- No

**11. ¿Utilizó el sitio web de CSLB para prepararse para su examen?**

Sí

No

**Por favor comparta cualquier otro comentario:**

**12. ¿Asistió a una escuela, universidad o clases para prepararse para sus exámenes? (CSLB no está afiliado con ninguna escuela o universidad).**

Sí

No



**¿A qué escuela, universidad o clases asistió?**

**¿Fue útil la escuela, la universidad o las clases para aprobar el examen de oficio y/o el examen de leyes y negocios (LAW)? ¿Cómo fueron útiles?**



Gracias por cumplir la encuesta.

El Contractors State License Board (CSLB) siempre está buscando contratistas que estén interesados en ayudar a mejorar nuestros exámenes en español.

Toda participación es voluntaria; su licencia no será afectada por la participación. A los contratistas que participen en talleres de desarrollo de exámenes se les paga \$150 por jornada y se les reembolsan los gastos de viaje (por ejemplo, hotel, millas corridas, y comida).

Si está interesado en saber más sobre cómo su experiencia puede ayudar a mejorar nuestros exámenes en español, envíenos un correo electrónico a [cslb\\_testing\\_division@cslb.ca.gov](mailto:cslb_testing_division@cslb.ca.gov) con la siguiente información:

- **Información de contacto (nombre, número de teléfono, correo electrónico/email)**
- **Numero de licencia**

Gracias

CSLB Testing Division





# AGENDA ITEM G

## Public Affairs





## AGENDA ITEM G-1

# Review, Discussion, and Possible Action on 2025-27 Public Affairs Strategic Plan Objectives







### **Review, Discussion, and Possible Action on 2025-27 Public Affairs Strategic Plan Objectives**

**Strategic Objective 4.1:** Improve the clarity and tone of board communications to increase understanding.

***Due Date: Quarter 3 2025***

**Strategic Objective 4.2:** Implement a CSLB phone app to increase accessibility to the Board's services and consumer education.

***Due Date: Quarter 2 2026***

**Strategic Objective 4.3:** Conduct outreach and build partnerships with building departments, state agencies, and industry groups to educate consumers about hiring licensed contractors and students about construction-related fields.

***Due Date: Quarter 4 2025***

**Strategic Objective 4.4:** Update the CSLB website to make it more accessible and user friendly.

***Due Date: Quarter 1 2026***

**Strategic Objective 4.5:** Update the CSLB logo to increase consumer awareness.

***Due Date: Quarter 1 2027***



## AGENDA ITEM G-2

# Public Affairs Program 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. Staff also produce content for the CSLB website that includes webcasts and videos. Staff conduct Senior Scam Stopper<sup>SM</sup> and Consumer Scam Stopper<sup>SM</sup> seminars and present speeches to service groups and organizations. Internally, staff also produce 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.

CSLB did not participate in any local assistance centers (LACs)/disaster recovery centers (DRCs) throughout California from May 1, 2023, through July 31, 2024.

CSLB 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 LACs/DRCs. CSLB's disaster response includes immediate and longer-term outreach, enforcement efforts, participation in multi-agency task forces, and assistance for affected licensees. CSLB also makes regular disaster-related posts through its social media channels, including Facebook, X/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 rebuilding.

### **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 continue to produce and translate consumer, applicant, and licensee tips videos for promotion on CSLB’s website and social media platforms. Topics include how to navigate the CSLB website, how to report unlicensed activity in disaster areas, and tips on hiring a licensed contractor for various summer home improvement projects, such as swimming pool construction, tree trimming and roofing. In addition, staff produced videos to promote Construction Safety Week on social media and Sacramento Regional Builders Exchange’s Design Build competition.

Staff continue to produce English and Spanish versions of the monthly *Get Licensed to Build* workshop for those interested in obtaining a contractor’s license. The workshop covers each step required to obtain a contractor license and includes a live question and answer session for participants. These workshops have been well attended via WebEx and are archived on CSLB’s website and YouTube channel.

**Livestreams/Videos Produced May 1, 2024 – July 31, 2024**

<b>Date Published</b>	<b>Video Title</b>
<b>5/3/2024</b>	Get Licensed to Build Workshop
<b>5/7/2024</b>	Design Build Competition at CRC
<b>5/7/2024</b>	Construction Safety Week 2024
<b>5/14/2024</b>	Tips for Hiring a Tree Trimmer
<b>5/17/2024</b>	Workshop para que obtenga licencia de construir
<b>6/7/2024</b>	Get Licensed to Build Workshop
<b>6/13/2024</b>	CSLB Board Meeting Day 1
<b>6/14/2024</b>	CSLB Board Meeting Day 2
<b>6/21/2024</b>	Workshop para que obtenga licencia de construir
<b>6/21/2024</b>	CSLB Board Meeting
<b>7/26/2024</b>	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, X (formerly known as Twitter), YouTube, and LinkedIn.



**Social Media Highlights**

- **Facebook:** 6,700 followers, a 2% increase since the previous quarter
- **Instagram:** 2,430 followers, a 3% increase since the previous quarter
- **X (Twitter):** 3,060 followers, a 0.8% increase since the previous quarter
- **YouTube:** 12 videos produced; 24,800 video views; 1,600 hours watched since last year.
- **LinkedIn:** 1,097 followers, a 18.5% increase since the previous quarter

**Facebook Growth**

Between May 1, 2024, to July 31, 2024, CSLB reached 11,000 people.

**Follower Statistics**

Of CSLB’s Facebook followers, 67 percent of CSLB Facebook followers are male; 33 percent are female. Of these followers, 1 percent of CSLB’s Facebook followers are ages 18 to 24, 12 percent are ages 25-34, 31 percent are ages 35-44, 26 percent are ages 45-54, 19 percent are ages 55-64, and 11 percent are ages 65 and up.

**Top Facebook Post**

CSLB’s top post (see below) was published Friday, June 14, at 8:20 a.m. with a reach of 1,623 accounts, 1,731 impressions, 20 interactions, 6 link clicks, 7 reactions, 3 comments, and 10 shares.

**Published post:**



Door-to-door or high-pressure sales is a red flag! Do your own research and find a reputable contractor in your area.

Follow these 10 Tips for finding the right contractor for your home - <https://www.cslb.ca.gov/.../GuidesAndPublicat.../TenTips.pdf>



**Instagram Growth**

Between May 1, 2024, and July 31, 2024, CSLB reached 6,900 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 percent of CSLB’s Instagram followers are ages 18 to 24, 23 percent are ages 25-34, 39 percent are ages 35-44, 19 percent are ages 45-54, 7 percent are ages 55-64, and 3 percent are ages 65 and over.

**Top Instagram Post**

CSLB’s top post was published on July 3 with a reach of 4,935 people, 51 likes, 12 comments, and 48 shares.

**Published post:**



The bids submitted by the alleged unlicensed individuals ranged from \$3,500 to \$40,450 for various construction projects including painting and concrete work. In California, it is illegal to bid on construction projects valued over \$500, including labor and materials, without a valid contractor’s license.

MORE---> <https://ow.ly/1cS150SuKu9>

**X (Twitter) Growth**

Between May 1, 2024, and July 31, 2024, CSLB had 2,814 impressions.

**Top Tweet**

CSLB’s top tweet was published May 8, 2024, at 10:00 a.m. It had 109 impressions, including 1 reply, and 8 engagements.



### Published post:

Public Service Recognition Week is a time to honor the men and women who serve our state as federal, state, county and local government employees. Thank you for all you continue to do.

### YouTube Channel Growth

CSLB's YouTube channel continues to grow, with an increase of approximately 510 subscribers, 2,100 hours of watch time, and 32,000 more views since May 2024. The channel has a total of 846,077 views (56,389 hours watched) and 7,749 subscribers since the page was created in 2009.

### Channel analytics Advanced mode

Sep 3, 2009 – Aug 28, 2024  
Lifetime

Overview **Content** Audience Revenue Inspiration

#### Your channel has gotten 846,077 views so far

Views <b>846.1K</b>	Watch time (hours) <sup>▲</sup> <b>56.4K</b>	Subscribers <sup>▲</sup> <b>+7.7K</b>	Estimated revenue <sup>🔒</sup> <b>—</b>
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See more

#### Realtime

Updating live

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**7,749**  
Subscribers

See live count

---

**644**  
Views - Last 48 hours

-48h      Now

Top content      Views

- CSLB Guide to Renewing Y... 276
- 10 Tips for Hiring a Contract... 52
- Building Permit Training 34

See more

#### Your top content in this period

Content	Average view duration	Views
1  CheckTheLicenseFirst.com May 24, 2012	0:26 (83.4%)	59,181
2  CSLB Guide to Renewing Your Active Single Qualifier License Nov 23, 2022	1:44 (35.4%)	54,527
3  CSLB Undercover Sting, San Rafael, California Mar 21, 2011	4:12 (44.0%)	50,536
4  Completing a Contractor License Application - Introduction Aug 28, 2012	2:48 (67.7%)	46,458

#### Latest content

COMMITTEE MEETING

CONTRACTORS STATE LICENSE BOARD  
CSLB Executive Committee Meeting 8-1-2024

While live (stream ended 28 days 1 hour ago) <sup>🔒</sup>

Views 16

Average view duration 8:02

Peak concurrent viewers 5

See video analytics

< 1 of 10 >

**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. CSLB has 1,097 followers. It received 581 page views from May 1, 2024, through July 31, 2024.

**Email Alert Feature**

CSLB has a website feature that allows people to subscribe to various email alerts. The total subscriber database currently is 191,972, 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 and are also posted on CSLB's website. Between May 1, 2024, and July 31, 2024, CSLB issued Industry Bulletins related to fire sprinkler fitter registration requirements for fire protection contractors, licensing requirements for contractors who work on manufactured homes and mobile homes, and resources available for contractors who manage treated wood waste.

**Media Relations****Media Calls**

Between May 1, 2024, and July 31, 2024, PAO responded to 26 media inquiries, providing information and/or interviews to a variety of media outlets.

**News Releases**

PAO issued seven news releases between May 1, 2024, and July 31, 2024. The releases covered sting operations throughout the state.



**Consumer/Community Outreach**

**Senior Scam Stopper<sup>SM</sup> Seminars**

CSLB’s Senior Scam Stopper<sup>SM</sup> seminars have been offered throughout the state since 1999, in cooperation with legislators, state and local agencies, law enforcement, district attorneys, and community-based organizations. Seminars provide information about construction-related scams and how seniors, who are often preyed upon by unlicensed or unscrupulous contractors, can protect themselves when hiring a contractor. Sessions feature expert speakers from local, state, and federal agencies, who present broader topics on consumer and financial scams. CSLB remains committed to consumer protection by offering Senior Scam Stopper<sup>SM</sup> seminars virtually and in-person.

The following outreach events were conducted from May 1, 2024, through July 31, 2024:

Date	Location	Legislative/Community Partner(s)
May 4, 2024	Fresno	Elder Care Ministry
May 15, 2024	Glendale	City of Glendale
May 29, 2024	San Jose	Councilmember Domingo Candelas
June 4, 2024	Clovis	SPARC Inc.
June 21, 2024	Merced	Assemblymember Esmeralda Soria
June 21, 2024	Palm Springs	Assemblymember Greg Wallis
June 21, 2024	La Jolla	Assemblymember Tasha Boerner
June 28, 2024	Los Banos	Assemblywoman Esmeralda Soria
July 17, 2024	San Diego	Assemblymember Brian Maienschein
July 26, 2024	San Mateo	Senator Josh Becker

**Publication/Graphic Design Services**

Between May 1, 2024, through July 31, 2024, PAO’s Graphic Design Unit completed the following publications and reports.

Publications & Reports
June 13-14, 2024, Quarterly Board Meeting Packet
Get Licensed to Build Guide (English)
Unhappy With Your Contractor on a Home Improvement Project Publication (English)





Publications & Reports

What You Should Know Brochure (English)

Description of Classifications Guide (English)

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. Between May 1, 2024, and July 31, 2024, PAO published seven employee intranet articles.

Date Published	Title
5/7/2024	High School Design Build Competition Celebrates Its 39 <sup>th</sup> Year
5/17/2024	Prepare for Summer Projects with CSLB's Construction Safety Video
6/10/2024	CSLB's Board Meeting – June 13&14
6/17/2024	Celebrating Juneteenth: A Day of Freedom and Reflection
6/27/2024	Celebrating the Accomplishments of Southern California Enforcement Academy Graduates
7/10/2024	CSLB Team Steps Up to Renew 700 Licenses Before Deadline
7/29/2024	Tune in! Executive Committee Meeting – August 1

Public Information Center Statistics

The Public Information Center includes both the Call Center and Public Counter. The next page shows the statistical updates for the Call Center through July 31, 2024.

	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	June 2024	July 2024
<b>Calls Received</b>	12,026	11,259	11,215	11,790	10,977	12,422	13,245
<b>Calls Answered</b>	11,563	10,713	10,750	10,692	10,642	10,772	11,707
<b>Caller Abandoned</b>	423	480	422	1,065	300	1,650	1,538





	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May 2024	June 2024	July 2024
<b>Longest Wait Time</b>	0:07:28	0:12:51	0:09:41	0:21:24	0:07:28	0:23:01	0:24:37
<b>Shortest Wait Time</b>	0:00:16	0:00:50	0:00:28	0:00:26	0:00:25	0:01:06	0:01:14
<b>Avg. Wait Time</b>	0:02:51	0:03:07	0:02:39	0:03:50	0:02:11	0:05:34	0:05:31

**Public Information Center Call Data – Prior Calendar Years**

<b>Inbound Activity</b>	<b>CY 2017</b>	<b>CY 2018</b>	<b>CY 2019</b>	<b>CY 2020</b>	<b>CY 2021</b>	<b>CY 2022</b>	<b>CY 2023</b>
<b>Calls Received</b>	166,918	152,845	149,462	149,462	140,589	140,409	129,601
<b>Calls Answered</b>	147,074	137,270	136,776	98,044	116,304	119,693	99,706
<b>Caller Abandoned</b>	16,527	9,426	7,859	35,865	23,983	20,496	27,590
<b>Avg. Longest Wait Time</b>	0:01:36	0:10:48	0:08:33	0:46:23	0:33:56	0:34:45	0:37:13
<b>Avg. Shortest Wait Time</b>	0:00:12	0:01:04	0:00:48	0:04:23	0:03:11	0:01:24	0:06:49
<b>Avg. Wait Time</b>	0:06:46	0:04:21	0:03:34	0:25:27	0:14:38	0:11:06	0:18:26



## AGENDA ITEM G-3

Review and Discussion on Two Videos –  
National Association of State  
Contractors Licensing Agencies’  
Protecting Yourself After a Disaster and  
CSLB’s Tips for Hiring a Tree Trimmer





## AGENDA ITEM G-4

# Presentation from California Commission for Disability Access on Accessible Parking Campaign Toolkit for the Construction Industry







**CCDA** | California Commission  
on Disability Access

**DGS** CALIFORNIA DEPARTMENT OF  
**GENERAL SERVICES**



# A Guide to Accessible Parking for the Construction Industry

\* CBC 2022 Edition



\* Publication: 05-15-2024, This document is based on the California Building Code 2022 edition and will not be updated unless there are relevant changes to the code.



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Please note that this toolkit is not an exhaustive list of the elements and spaces required to be accessible per the 2022 California Building Code (CBC). While parking facilities used by the public are required to be accessible under both the Americans With Disabilities Act (ADA) and the CBC, the provisions within the CBC are more restrictive than the requirements of the ADA. Thus, the scoping and technical provisions herein refer only to their associated sections of the CBC.

Please refer to the California Building Code for all accessibility compliance requirements.<sup>1</sup>

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**List of Abbreviations Used:**

- ADA:** Americans with Disabilities Act
- CASp:** Certified Access Specialist
- CalCAP:** California Capital Access Program
- CBC:** California Building Code
- CCDA:** California Commission on Disability Access
- CFILC:** California Foundation for Independent Living Centers
- CSLB:** Contractors State License Board
- DSA:** Division of the State Architect
- EVCS:** Electric Vehicle Charging Stations
- ISA:** International Symbol of Accessibility

<sup>1</sup> International Code Council (ICC). 2022 CALIFORNIA BUILDING CODE, TITLE 24, PART 2, VOLUMES 1, Chapter 11B. Accessed March 3, 2024. <http://codes.iccsafe.org/content/CABC2022P1/chapter-11b-accessibility-to-public-buildings-public-accommodations-commercial-buildings-and-public-housing>.



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## How to Use This Toolkit

Did you know that at least one-third of formal complaints involve issues with accessible parking and accessible routes?

The following toolkit and educational information are intended to help you avoid those complaints. This toolkit is not intended to be used as a checklist in lieu of the specific requirements in the CBC. Rather, the purpose is to provide awareness, generally summarize the requirements, and provide information about available resources for improvements. This information is not intended to substitute for an evaluation by a Certified Access Specialist (CASp) or licensed design professional, or for competent financial or legal advice.



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## Introduction

The California Commission on Disability Access (CCDA) promotes disability access in California through collaboration with stakeholders and businesses. The CCDA worked with the Contractors State License Board (CSLB) and industry experts to develop this guide for the construction industry to promote compliance with accessibility requirements in the construction of parking lots for public use.

This guide draws from the accessibility requirements in the CBC. The scoping and technical requirements for accessibility in the CBC must be considered in the design, construction, and alteration of parking facilities. Not only are they important for ensuring the right to accessibility to businesses open to the public; if a contractor disregards a regulation related to accessibility in construction, their license could be subject to discipline by the CSLB, and they may be exposed to civil liability. This can be prevented by ensuring the project meets minimum requirements. This document will only address requirements related to parking facilities.

Some local jurisdictions may allow the design for construction or alteration of parking facilities to be completed by a contractor. Where that is the case, pay particular attention to the clues herein leading you to consult with the Authority Having Jurisdiction (AHJ).

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## California Building Code Chapter 11B

If you are involved with the design of a parking facility you must become familiar with the provisions of CBC Chapter 11B.

**Division 1** describes the application and administration of the rest of the chapter. Of significance here is the discussion on conventions in 11B-104. Here is where you will find the information about dimensional tolerance and always rounding up when calculating percentages for numbers of fixtures or facilities.

**Division 2** provides scope requirements for elements required to be accessible. This is where you will find information regarding the quantities of elements and facilities of given types that are required to be accessible. It is always prudent to consult this division before embarking on any design decisions.

**Division 3** presents the technical building blocks required to make various elements and features accessible. This is where you will find information on accessible route floor and ground surface, change of level, allowable opening, protruding objects and other requirements that may relate to elements in a parking facility.

**Division 4** provides technical requirements for the accessible route. This section includes requirements for slope and width of the accessible route along with requirements for ramps, curb ramps, elevators and platform lifts, which all may exist in a parking facility.

**Division 5** includes the technical requirements for general site and building elements. This is where information can be located regarding parking space size and marking requirements. This division also includes requirements for the vertical clearance at parking spaces, access aisles and vehicular routes serving them.

**Division 7** provides the technical requirements for communication elements and features. This is where you will find information about signage requirements, the International Symbol of Accessibility (ISA) and detectable warnings.

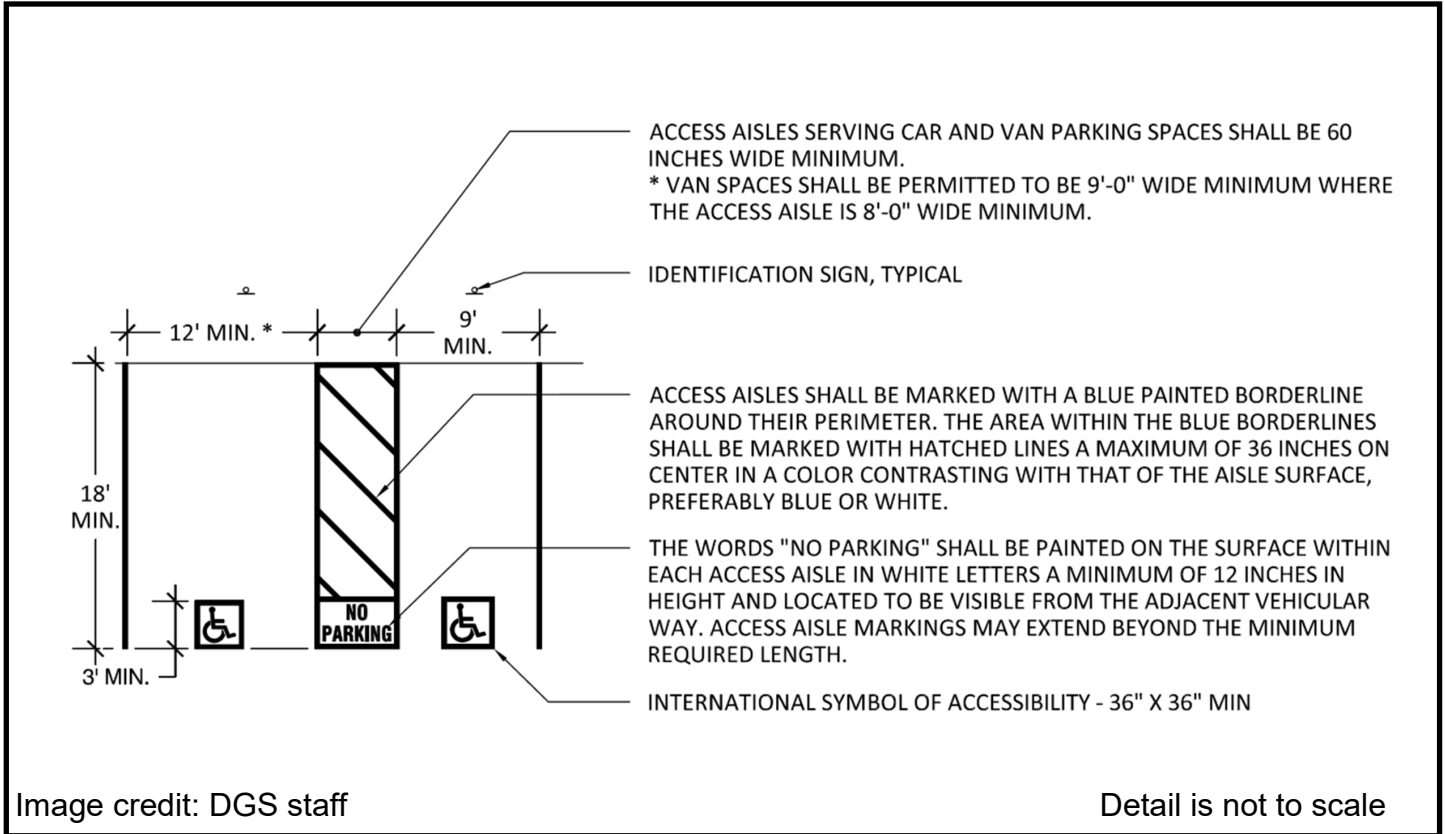
**Division 8** includes the technical requirements for special rooms, spaces and elements. This is where the requirements for electric vehicle charging station size and markings are located.<sup>2</sup>

There are other divisions in Chapter 11B, but they are unlikely to be applicable to parking facilities. Nevertheless, if you intend to undertake the design of a facility, you should make yourself aware of all divisions of the chapter. Similarly, there are other codes and regulations that may apply to your project. If you are unsure, consult your AHJ.

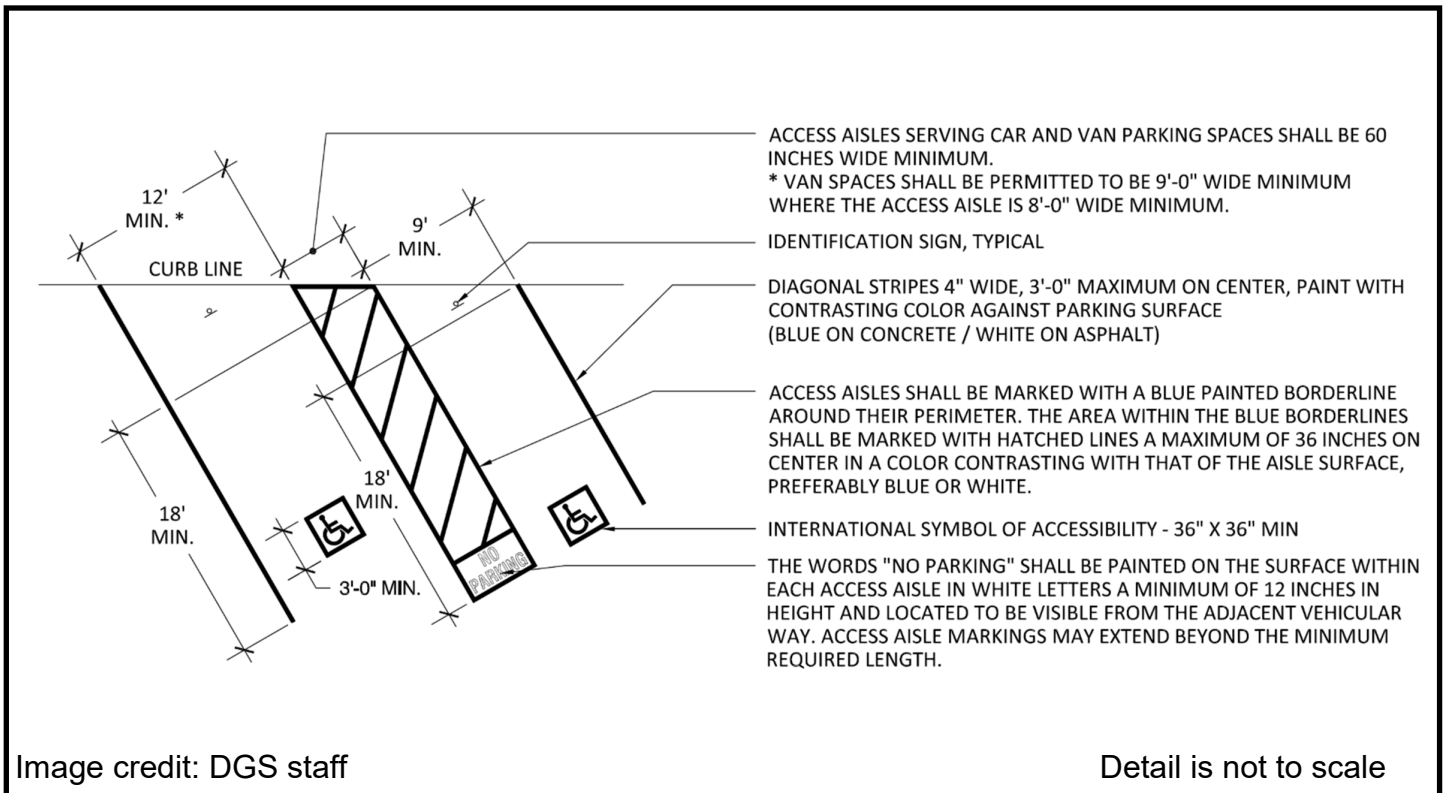
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<sup>2</sup> International Code Council (ICC). 2022 CALIFORNIA BUILDING CODE, TITLE 24, PART 2, VOLUMES 1, Chapter 11B. Accessed March 3, 2024. <http://codes.iccsafe.org/content/CABC2022P1/chapter-11b-accessibility-to-public-buildings-public-accommodations-commercial-buildings-and-public-housing>.

## Perpendicular Accessible Parking Space:



## Angled Accessible Parking Space:



## Considerations Prior to Starting

The contractor must address slope requirements at all stages of construction including:

- Subgrade operations
- Aggregate base/sub-base operations
- Paving operations
- Concrete
- Hot-mix asphalt (HMA)

Construct areas such that finish slopes are less than the maximum requirements.

Construct gradual transitions from areas to adjacent parking spaces and drive aisles and avoid abrupt transitions.

## Quality Assurance Approach to Achieve Compliance Considerations – Understand the Tolerances

### Concrete

Prior to placing concrete:

- Check slopes of sub-base
- During layout string line slopes
- Verify final slopes during form check

During concrete placement:

- Check slopes after initial concrete placement
- Check slopes during finishing of concrete
- Check slopes prior to brooming

## Installation Crew Tool List

To properly verify slopes during each phase of construction measure subgrade, aggregate base, and paving with:

- 2' smart level, pulling string line
- Ensure slopes are verified during each phase of construction before placing materials
- Check adjacent curb reveals

## HMA Placement

Prior to Placing HMA:

- Check slopes of sub-base
- During layout string line slopes

During HMA placement:

- Check slopes after initial HMA laydown
- Check slopes during HMA rolling/compaction
- Check slopes after final HMA rolling/compaction

## Accuracy and Precision

- Wheel stops are required when the front end of the vehicle will encroach into the required accessible route.
- When required, locate the wheel stop as per the approved drawings.
- Install required sign. If post mounted, install in accordance with CBC 11B-307.3.
- Bollards may be installed to protect post-mounted sign, but they may not intrude on the required parking space, access aisle or accessible route.
- Markings for accessible parking spaces shall be per CBC 11B-502.
- Markings for accessible EVCS shall be per CBC 11B-812.

## Attention to detail:

- Follow CBC 11B-208.2 to calculate the number of accessible parking spaces required.
- Must also have a sign warning of unauthorized parking in designated accessible spaces per CBC 11B-502.8.
- Accessible parking spaces must be located on the closest accessible route to an accessible entrance.

## Drawings Must Include:

- Compliant dimensional ranges or be absolute
- ISA dimensions
- Height clearance on post-mounted signs
- Letter size and dimensions of signs

**This is not a checklist to self-determine accessibility compliance. If you are also acting as the designer, you are responsible for a fully accessible design.**



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## What is a Certified Access Specialist?

Some building owners will elect to hire a CASp as a member of their project team and some local AHJs employ inspectors that are also CASp certified. If this is the case on your project you may need to interact with this individual in the field, and understanding their contribution can be helpful.

CASp stands for Certified Access Specialist, an individual holding a valid certification of certified access specialist, which is administered by the Division of the State Architect (DSA).

A CASp can provide the following services:

1. Review of facility plans and specifications for compliance with applicable state and federal accessibility laws, standards, codes and regulations.
2. Investigate a facility for compliance with applicable state and federal accessibility laws, standards, codes and regulations.
3. Conduct accessibility research, prepare accessibility reports, and/or conduct accessibility inspections, as authorized.
4. Issue CASp Inspection Reports and Disability Access Inspection Certificates in accordance with the requirements of Civil Code Section 55.53.<sup>3</sup>

For more information regarding CASp property inspection, visit the DSA CASp website:

[www.dgs.ca.gov/casp](http://www.dgs.ca.gov/casp)

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## Maintenance and Alterations

An alteration project to a building or parking area will likely trigger the requirement to update accessibility features in those areas to comply with current code requirements.

However, alterations of existing parking lots by resurfacing and/or restriping shall be limited to the actual scope of work of the project and shall not be required to comply with CBC 11B-202.4.

Check with the AHJ (e.g., city, county, building department) about requirements.



The adjusted construction cost is used to determine the amount of access barrier removal required for each project in accordance with CBC 11B-202.4, Exception 8.

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<sup>3</sup> “CASp Property Inspection.” <http://www.dgs.ca.gov>. Accessed November 18, 2022.

## Accessible Parking Location

Accessible parking spaces must be on the shortest accessible route to an accessible entrance in compliance with CBC section 11B-208.3. Where parking serves more than one accessible entrance, parking stalls complying with CBC Section 11B-502 shall be dispersed and located on the shortest accessible route to the accessible entrances.<sup>4</sup>



## Understanding Accessible Routes

An accessible route is a continuous, unobstructed path connecting accessible elements and spaces of an accessible site, building or facility that can be negotiated by a person with a disability using a wheelchair, and that is also safe for and usable by persons with other disabilities.

Interior accessible routes must connect all accessible elements and spaces within the building and may include corridors, hallways, floors, ramps, elevators and lifts.

Exterior accessible routes begin at site arrival points, such as accessible parking spaces and the public sidewalk, and may include elements such as parking access aisles, curb ramps, crosswalks at vehicular ways, walks, ramps and lifts.<sup>5</sup>



<sup>4</sup> International Code Council (ICC). 2022 CALIFORNIA BUILDING CODE, TITLE 24, PART 2, VOLUMES 1, Chapter 11B. Accessed March 3, 2024. <http://codes.iccsafe.org/content/CABC2022P1/chapter-11b-accessibility-to-public-buildings-public-accommodations-commercial-buildings-and-public-housing>.

<sup>5</sup> International Code Council (ICC). 2022 CALIFORNIA BUILDING CODE, TITLE 24, PART 2, VOLUMES 1, Chapter 11B. Accessed March 3, 2024. <http://codes.iccsafe.org/content/CABC2022P1/chapter-11b-accessibility-to-public-buildings-public-accommodations-commercial-buildings-and-public-housing>.

## Curb Ramps

A curb ramp is the accessible link between the parking lot level and the walk that leads to the accessible entrance. Noncompliant curb ramps can be hazardous and a liability for the property owner. So, it is important to get it right.

A curb ramp is at minimum 4 feet wide and is set at a mild slope to make it easier for individuals who use wheelchairs to travel from the accessible parking spaces to the building entrance. Without a curb ramp, there would be no way for people with disabilities who use wheelchairs to access the walk.

While there are many detailed requirements in the CBC for curb ramps, the most important element is:

1. **Slope of curb ramp:** The maximum allowed slope of a curb ramp is 1:12, or 8.33%. Slopes that are greater than 1:12 or 8.33% are extremely difficult to maneuver in a wheelchair. The final slope is usually verified by the building inspector and possibly the owner's architect or CASp using a 2-foot-long digital level.

Curb ramps have additional specific requirements for the slope of flared sides and landings, and also have a requirement to provide detectable warnings, which are the yellow bumpy surfaces at the edge of a curb ramp. Detectable warnings are provided for the blind or individuals with visual impairments to warn them that they are entering a vehicular area or street.

For detailed information on the various types of curb ramps, see CBC 11B-406.

For detailed information on detectable warnings, see CBC 11B-705.

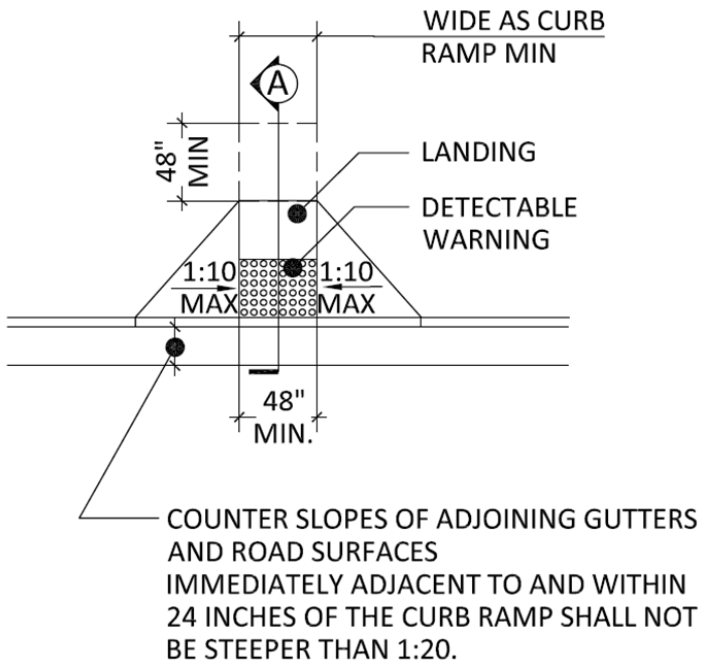
### Curb Ramp Design:

- If you are involved in the design of curb ramps, it is important to note that many local jurisdictions have their own requirements on types and designs for curb ramps within their right of way. Make sure you consult the CBC as well as the AHJ for all technical requirements that will be applicable to your project.

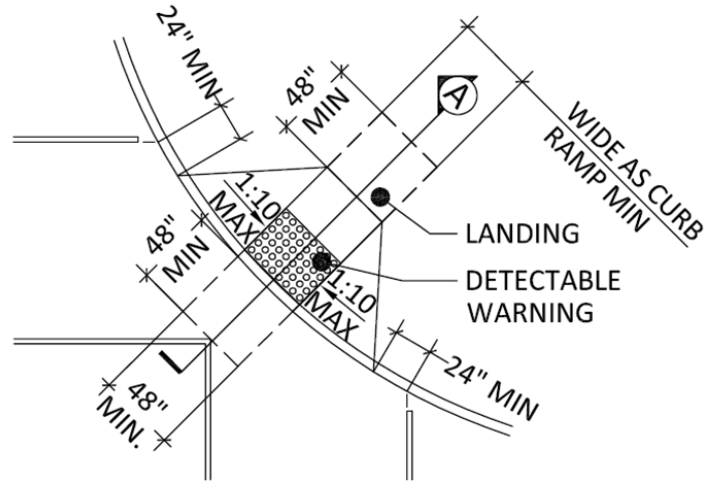




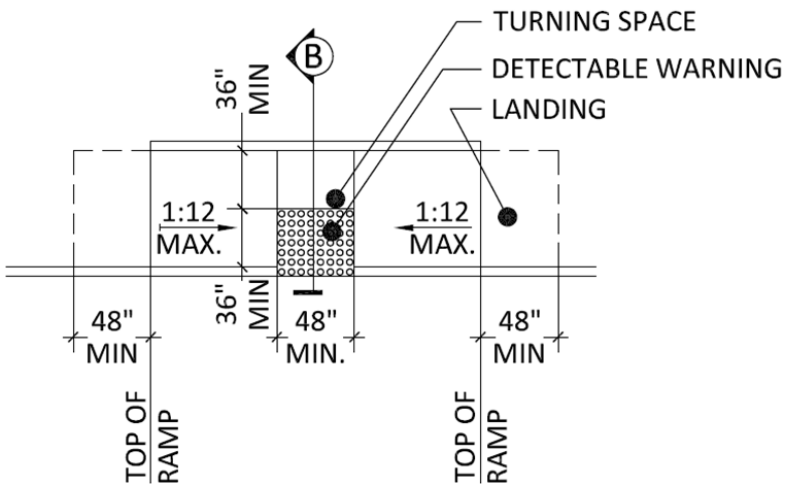
# Curb Ramp Examples



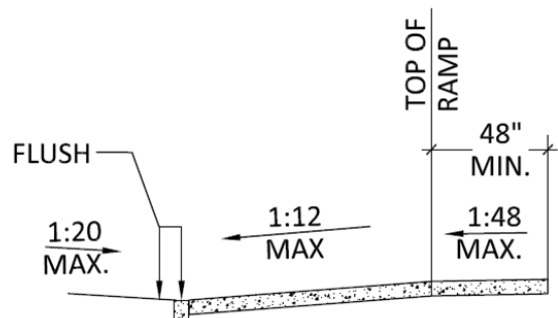
PERPENDICULAR CURB RAMP



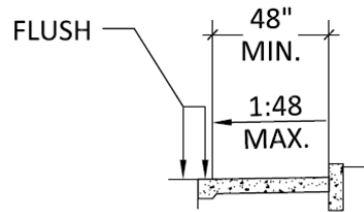
DIAGONAL OR CORNER TYPE CURB RAMP



PARALLEL CURB RAMP



SECTION A



SECTION B

Image credit: DGS staff

Detail is not to scale

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## Accessible Parking Spaces and Electric Vehicle Charging Stations

It is important to note that electric vehicle charging stations (EVCS) are not parking spaces. EVCS and parking are different services that are provided by a business or facility owner. Electric vehicle drivers do not need to charge every time they park, so EVCS are reserved specifically for charging under California law.

Where EVCS are provided in a facility available to the general public, EVCS accessible to persons with disabilities shall be provided in accordance with CBC Sections 11B-228.3 and 11B-812.

### EVSC Installation

The EVCS (vehicle spaces and charging units) are required to be installed by contractors licensed in the state of California. The CSLB regulates contractors and issues licenses to conduct business as a contractor in a variety of construction trades. So, if this work is to be completed by a subcontractor, ensure they are compliant with the state's requirements.

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## Accessible Parking Spaces Near Outdoor Dining



**Outdoor dining** areas are often constructed in locations that were originally parking spaces. When outdoor dining spaces are provided in areas that were previously for parking, it is important that accessible parking spaces are not removed from service.

Please check with the local AHJ for further guidance.

For more information, please refer to CCDA's Open-Air Dining and Curbside Pickup Disability Access Considerations.<sup>6</sup>

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<sup>6</sup> “Open-Air Dining and Curbside Pickup Disability Access Considerations.” <https://www.dgs.ca.gov/CCDA>. Accessed November 15, 2022. <https://www.dgs.ca.gov/en/CCDA/Business-Connect>.

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## Purpose of this Guide

Why do our projects have to be accessible?

**It's the law!** Both state and federal law prohibit discrimination against any person based on disability who wishes to access the goods and services offered by a place of public accommodation. The contractor's role is critical in helping ensure disability access requirements are met in the construction and alteration of places of public accommodation.

**It's the right thing to do!** Protecting the civil rights of people with disabilities is of the utmost importance. Compliance with state and federal accessibility requirements is something disabled consumers should be able to count on as they go about their daily lives.

**Avoid a lawsuit!** A civil lawsuit may be filed against a business or facility owner for violations of construction-related accessibility standards, which deny accessibility to a business owner's goods and services. The business owner may file a claim against a contractor for the lack of compliance with construction-related accessibility standards. By ensuring compliance with the requirements of the CBC, contractors can reduce their liability.



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## Benefits of Compliance

**Promote inclusion:** One of the goals of the accessibility requirements is to ensure those with disabilities can take part in all aspects of life. When a person is denied access to a business, it is more than simply a violation of the law; it can cause difficulty, discomfort or embarrassment.

**Promote awareness:** The U.S. Census Bureau reports nearly 60 million Americans have a disability. The law requires that persons with disabilities be provided the same access to public accommodations that some others take for granted. A contractor's awareness of accessibility requirements and ability to construct a design properly will help to ensure access to public accommodations for all.

**Go beyond the minimum:** While the accessibility standards are based on minimum guidelines, contractors who also provide the design for the improvements may opt to adopt best practices to exceed those requirements. Doing this will reduce the risk of civil liability for failing to comply with the requirements. Meeting or exceeding accessibility standards should be factored into the cost of doing business rather than seen as an additional expense.



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## Definitions

**Access aisle:** An accessible space adjacent to or between vehicle spaces that provides compliance with the CBC.

**Accessible parking identification:** Pavement markings and signs provided to reserve accessible parking spaces in compliance with CBC 11B-502.6.

**Accessible parking space:** A reserved parking space that meets requirements of the California Building Code. For dimensions, markings, and identification sign requirements, see CBC section 11B-502.

**Accessible route:** A continuous, unobstructed path connecting accessible elements and spaces of an accessible site, building or facility that can be negotiated by a person with a disability using a wheelchair, and that is also safe for and usable by persons with other disabilities. Interior accessible routes may include corridors, hallways, floors, ramps, elevators and lifts. Exterior accessible routes may include parking access aisles, curb ramps, crosswalks at vehicular ways, walks, ramps and lifts.

**Adjusted construction cost:** All costs directly related to the construction of the project, including labor, material, equipment, services, utilities, contractor financing, contractor overhead and profit, and construction management costs. The costs shall not be reduced by the value of components, assemblies, building equipment or construction not directly associated with accessibility or usability. The adjusted construction cost shall not include: project management fees and expenses, architecture and engineering fees, testing and inspection fees, and utility connection or service district fees.

**Detectable warning:** A standardized surface feature built in or applied to walking surfaces or other elements to warn persons with visual impairments of hazards on the circulation path.



**International Symbol of Accessibility (ISA):** Consists of a white figure in a wheelchair on a blue background and is used to indicate that buildings and facilities are designed in a manner to be usable by persons with disabilities.

**Parking facility:** A parking facility is a designated parking lot or structure serving a building. Parking lots and parking structures are considered to be separate parking facilities.

**Path of travel:** An identifiable accessible route within an existing site, building or facility by means of which a particular area may be approached, entered and exited, and which connects a particular area with an exterior approach (including sidewalks, streets and parking areas), an entrance to the facility, and other parts of the facility. When alterations, structural repairs or additions are made to existing buildings or facilities, the term “path of travel” also includes the toilet and bathing facilities, telephones, drinking fountains and signs serving the area of work.

**Site arrival points:** Locations from where individuals arrive at a site, including parking areas, public transportation stops, passenger loading zones and public streets or sidewalks.

**Unauthorized parking sign:** A sign located in a conspicuous place at each entrance to an off-street parking facility or immediately adjacent to on-site accessible parking and visible from each parking space. Specific language for the sign is in the California Building Code 11B-502.8, and shall display the address where a towed car can be retrieved and telephone number to reach the facility where the towed vehicle is located.

**Vehicular Way:** A route intended for vehicular traffic, such as a street, driveway or parking lot. For additional definitions, please refer to the California Building Code.<sup>7</sup>

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<sup>7</sup> International Code Council (ICC). 2022 CALIFORNIA BUILDING CODE, TITLE 24, PART 2, VOLUMES 1, Chapter 11B. Accessed March 3, 2024. <http://codes.iccsafe.org/content/CABC2022P1/chapter-11b-accessibility-to-public-buildings-public-accommodations-commercial-buildings-and-public-housing>.

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## Resources

The information outlined in this publication is based on California standards. Federal standards, which may be less restrictive, can be found at the ADA National Network (<https://adata.org/>).

For information on California's building codes and standards, contact the California Building Standards Commission (BSC) (<https://www.dgs.ca.gov/BSC>).

For information on access programs, refer to the California Capital Access Program (CalCAP) (<https://www.treasurer.ca.gov/cpcf/calcap/ada/faq-ada.asp>).

For information on California's accessibility laws and guidance, contact the California Commission on Disability Access (CCDA) (<https://www.dgs.ca.gov/CCDA>).

For information on California's accessibility laws and guidance, contact the California Department of Rehabilitation (DOR) (<https://www.dor.ca.gov>).

For information on California's accessibility laws, compliance advice or interpretations on accessibility requirements, contact the California Division of the State Architect (DSA) (<https://www.dgs.ca.gov/en/DSA>).

For information on local programs, refer to the California Foundation for Independent Living Centers (CFILC) (<https://www.cfilc.org/>).

To access CASI, refer to the Certified Access Specialist Institute (CASI) (<https://www.casinstitute.org>).

For licensing a contractor, refer to the Department of Consumer Affairs Contractors State License Board (CSLB) (<https://www.cslb.ca.gov>).

The information outlined in this publication is based on California standards. Information on federal standards can be found at United States Department of Justice (DOJ) — Civil Rights Division Disability Rights Section (<https://www.ada.gov>).

The information outlined in this publication is based on California standards. To access the California Building Code (2022), refer to <http://codes.iccsafe.org/content/CABC2022P1/chapter-11b-accessibility-to-public-buildings-public-accommodations-commercial-buildings-and-public-housing>.

For information on local programs and trainings, refer to the Pacific ADA Center (<https://www.adapacific.org/>).

The information outlined in this publication is based on California standards. For information on federal standards, refer to the United States Access Board (<https://www.access-board.gov/>).



## Credits

### **CCDA Checklist Committee — Accessible Parking Campaign ADA Coordinators & Business Owners and Operators Work Group**

Drake Dillard — CCDA Commissioner; Senior Project Manager, Perkins and Will

Brandon Estes — Analyst, California Building Standards Commission (BSC)

Shannon M. Mulhall, CASp — Senior HR Analyst, City of Fresno; Special Programs Chair, Certified Access Specialist Institute (CASI)

Mehdi Shadyab, CASp — Structural Engineer, City of San Diego

Bill Zellmer, CASp — Program Manager, Physical Access and Regulatory Affairs, Sutter Health

Ike Nnaji, CASp — President, Disability Access Specialists

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Robert Chrisp — Owner, Chrisp Company

Roberto Cortez — President and CEO, Monarch Engineers

Brian Holloway — CCDA Commissioner; President, Holloway Land Development

John James, CASp — Building Official

Michael Jamnetski — Chief Deputy Registrar, Contractors State License Board (CSLB)

Craig Perry — Managing Partner, Point Source Construction Management

Katherine White — Chief of Public Affairs, CSLB

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Jacqueline Jackson

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Scott Lillibridge

Michael Paravagna

Héctor Ramirez

Ida Clair – State Architect

Anthony Seferian – Deputy Attorney General

Brian Maienschein – Assembly Member

Janet Nguyen – Assembly Member

Melissa Hurtado – Senator

Brian Jones – Senator

April Marie Dawson – CCDA Executive Director

Phil McPhaul – CCDA Operations Manager

Abigail Ridge – CCDA Staff

### **Department of Consumer Affairs (DCA) Contractors State License Board (CSLB)**

### **Department of General Services (DGS) Real Estate Services Division (RESD)**

*Please note that in certain instances images were modified by DGS Staff.*

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# AGENDA ITEM H

Adjournment

