



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 of \$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.