



CONTRACTORS STATE LICENSE BOARD

LICENSING COMMITTEE MEETING SUMMARY REPORT

Licensing Committee Meeting Summary Report

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

Licensing Committee Chair Jim Ruane called the meeting of the Contractors State License Board (CSLB) Licensing Committee to order on May 15, 2025, at 9:05 a.m. via WebEx teleconference. A quorum was established.

Committee Members Present

Jim Ruane, Chair
Joël Barton
Alan Guy
Henry Nutt III

Mary Teichert and Steve Panelli had approved absences.

CSLB Staff Present

David Fogt, Registrar
Carol Gagnon, Chief of Licensing and Examinations
Katherine White, Chief of Public Affairs
Michael Jamnetski, Special Projects Manager
David Gower, Public Affairs Supervisor
Amy Lawrence, Television Specialist
Natalie Watmore, Information Officer
Robin Williams, Executive Staff

DCA Staff Present

John Kinn, DCA Legal Counsel

B. Public Comment Session for Items Not on the Agenda and Future Agenda Item Requests (Note: Individuals may appear before the committee members to discuss items not on the agenda; however, CSLB's committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).

Committee Member Comment:

There was no public comment.

Public Comment:

There was no public comment.



C. Update and Discussion Regarding 2025-27 Licensing Strategic Plan Objectives

Chair Jim Ruane began by explaining the purpose of the committee meeting to provide the Committee with updates on four of the six Licensing Division strategic plan items.

1. Explore and Address Language Barriers to Licensing and Testing

Licensing Chief Carol Gagnon provided an update on this first item. They explained that CSLB staff have put their primary focus on Spanish translations because there have historically always been more requests for Spanish translations for exams, from consumers, and from licensees than any other language. They informed the committee about all of the exam study guides and 10 of CSLB's most popular exams are offered in Spanish. Staff hosts a Get Licensed to Build workshop in Spanish once a month for people interested in licensure. There are also CSLB staff who are certified to translate written documents into Spanish, and the department has a contract through DCA to translate larger documents and exam item banks. Chief Gagnon noted some of CSLB's Enforcement and Public Affairs documents have already been translated into Spanish and other languages and are available on our website. Chief Gagnon then asked Public Affairs Chief Katherine White to comment on some of the documents that are already provided in Spanish and other languages on the website.

Chief White noted that the Terms of Agreement was recently translated into Spanish and is now available on CSLB's website.

Chief Gagnon informed the committee that in addition to the above, in the last month, staff translated the translator letter and form for candidates who are requesting a translator for an exam into Spanish. Staff also translated the paragraphs they use to respond to exam appeals and the instructions for the original exam application.

Chief Gagnon explained that the next steps for this strategic plan item are to survey new applicants each month as part of the applicant survey to determine what other languages should be addressed, identify more exams that could be translated into Spanish, identify additional documents and forms that could be translated into Spanish, and pursue an additional bilingual position in EDU to work on more Spanish exams.

Committee Member Comment:

Chair Ruane asked the board members for input.

Committee Member Henry Nutt III asked if staff had surveyed consumers for input into CSLB's Spanish translation plans.

Chief Gagnon replied that staff had surveyed all of the candidates who had taken a Spanish exam in July 2024, whether or not that had completed the licensure process.



However, Chief Gagnon said staff have not surveyed consumers yet and will look into that.

Public Comment:

There was no public comment.

2. Develop Regulations to Require Licensing Contractors to Complete Continuing Education Pursuant to Existing Complaint Disciplinary Authority

Chair Ruane spoke on this item, explaining that CSLB's regulation manager Tracy Brazil has begun a regulations package to update the California Code of Regulations sections 870 and 871. The process to obtain final approval from the Office of Administrative Law takes approximately two years. Chair Ruane noted staff will provide updates during future board meetings. In addition, staff plan to expand upon CSLB's Important Links webpage that lists trade associations and to create a new page with training available to contractors. Staff are drafting a survey for this in conjunction with the next strategic planning item.

Committee Member Comment:

There was no public comment.

Public Comment:

There was no public comment.

3. Assess Exam Content, and Update as Necessary, to Ensure Exams are Current with Industry Standards

Chief Gagnon discussed this item, giving the committee members an overview of the exam development process. They explained that the Exam Development Unit (EDU) currently updates every exam every five years. Staff work with Subject Matter Experts (SMEs) at every stage of the process and assess the item bank and item statistics to make decisions about each item bank.

Chief Gagnon listed the steps staff take for each exam item bank's update, including explaining how job audit interviews work, the development of the occupational analysis survey, how SMEs research and update each of the 500 to 1,000 items in the item bank, how references are used, and how the pass point/cut off score is set. They also explained what the Exam Specialists do after an exam item bank is finished in creating the actual tests that candidates see at the test center and maintaining the banks and tests during the four years before the exam goes through the development cycle again.

Chief Gagnon said that the one thing staff would like to do is to develop stronger relations with the trade associations so they can learn more about the reference



materials offered and new and emerging technologies in each trade. They stated that staff are developing a survey for contractors in the 12 trades that will go through exam development in 2026, asking for the trade associations that are related to their trade. Once this survey is complete, staff will then survey those trade associations to find out more about what they offer to their members and set up interviews with them about the new and emerging technologies in their trades.

Committee Member Comment:

Committee Member Joël Barton volunteered to be interviewed for the C-7 Low Voltage trade.

Chair Ruane volunteered to be interviewed for the C-2 Insulation and Acoustical and C-9 Drywall trades as they represent the Wall and Ceiling Alliance.

Public Comment:

There was no public comment.

4. Identify and Educate Licensees on the need to Maintain Current Certifications to Promote Proper Installations

Chair Ruane presented this item, providing the committee with some information about the various types of certifications available to contractors. They explained that two certifications are CSLB-specific, asbestos and hazardous substance removal, which are the only two certifications listed on the license record available to the public when they research a license on the CSLB website. In addition, there are other government agency certifications such as the Asbestos Contractors Registration required by the Division of Occupational Safety and Health for all C-22 Asbestos Abatement contractors and the locksmith company license requirements through the Bureau of Security and Investigative Services that C-28 Lock and Security contractors must have. Many trade associations have specific certifications they offer as well.

Chair Ruane explained that often the requirements for certifications are different from CSLB trade descriptions. For example, the State Fire Marshal has a sprinkler fitters' certification that covers duties listed under the C-16 Fire Protection trade. But their certification is for technicians who work for a C-16 contractor, and not the contractor regulated by CSLB, and is only related to fire sprinklers. The C-16 trade also does other types of fire protection like installing underground fire mains and hydrants. As illustrated by this example, often the certifications are for the employees doing the work and not necessarily the contractor.

Chair Ruane also mentioned the elevator certifications through Cal/OSHA. They cover elevator mechanics and companies, but only for industrial and commercial elevators. They are not required for residential wheelchair lifts, which some C-11 contractors specialize in and are not part of this Cal/OSHA program.



Chair Ruane noted the staff recommendations for this item, which include creating a survey for a sample of active, licensed contractors in each trade asking about the certifications, adding a notice to the issuance letter that additional certifications through other agencies might be required for their work, adding information about possible certifications to trade's study guides, and possibly adding certain certifications to the license page.

Committee Member Comment:

There was no public comment.

Public Comment:

There was no public comment.

D. Adjournment

Committee Member Alan Guy motioned to adjourn; Member Nutt seconded.

The meeting was adjourned at 9:36 a.m.