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**ACCOMPLISHMENTS
& ACTIVITIES**



JOËL BARTON, *Public Member*

RODNEY M. COBOS, *Public Member*

MIGUEL GALARZA, *(B) General Contractor Member*

AMANDA GALLO, *Public Member*

ALAN GUY, *(B) General Contractor Member*

JACOB LOPEZ, *Public Member*

DIANA LOVE, *Public Member, Senior Citizen Organization*

MICHAEL MARK, *Public Member, Labor Organization*

HENRY NUTT III, *(C) Specialty Contractor Member*

STEVEN PANELLI, *Public Member, Building Official*

JOSEF PRECIADO, *Public Member*

JAMES RUANE, *(C) Specialty Contractor Member*

THOMAS J. RUIZ, *Public Member*

MARY TEICHERT, *(A) General Engineering Contractor Member*

VACANT, *Public Member*



GAVIN NEWSOM
Governor

TOMIQUIA MOSS
Secretary
Business, Consumer Services, and Housing Agency

KIMBERLY KIRCHMEYER
Director
Department of Consumer Affairs

DAVID R. FOGT
Registrar
Contractors State License Board



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2024 CSLB BY THE NUMBERS

39

SENIOR SCAM STOPPERSM
WORKSHOPS FACILITATED



1,001,659
FIND MY LICENSED CONTRACTOR
SEARCHES CONDUCTED
ON CSLB WEBSITE



\$64,086,259

RESTITUTION PAID TO CONSUMERS
IN FISCAL YEAR 2023-24

\$81,994,000

CSLB'S 2024-25 FISCAL YEAR BUDGET



413
CASES REFERRED
TO ARBITRATION



09 BOARD AND
COMMITTEE MEETING
WEBCASTS PRODUCED

116,137
ONLINE RENEWAL
TRANSACTIONS MADE



17 DISASTER RECOVERY
LOCAL ASSISTANCE CENTERS
STAFFED OR SUPPORTED

610
HOURS DEDICATED TO
DISASTER RESPONSE

48
LICENSING EXAMS MAINTAINED



24
GET LICENSED TO
BUILD WORKSHOPS
HELD VIRTUALLY
(ENGLISH, SPANISH)



665 APPLICATIONS EXPEDITED & LICENSES ISSUED
THROUGH VETERANS APPLICATION ASSISTANCE PROGRAM

55

CSLB EMPLOYEE
PROMOTIONS



6,733
FACEBOOK FOLLOWERS

14
PUBLICATIONS & REPORTS
PUBLISHED



23,525,072
LICENSE CHECKS
CONDUCTED ON
CSLB WEBSITE

4.2 MILLION
CSLB WEBSITE USERS

3,398
LEGAL ACTIONS BROUGHT
AGAINST VIOLATORS FROM
CSLB INVESTIGATIONS

132,753
CALLS ANSWERED BY
PUBLIC INFORMATION
CENTER STAFF

38,200
CSLB LICENSE
APPLICATIONS RECEIVED

20,484
COMPLAINTS CLOSED BY
ENFORCEMENT STAFF

55,186
EXAMINATIONS SCHEDULED

285,120 LICENSED CONTRACTORS

Mission, Vision and Values



MISSION

CSLB protects consumers by regulating the construction industry through policies that promote the health, safety, and general welfare of the public in matters relating to construction, including home improvement. The Board accomplishes this by:

- Ensuring that construction, including home improvement, is performed in a safe, competent, and professional manner;
- Licensing contractors and enforcing licensing laws;
- Requiring licensure for any person practicing or offering to practice construction contracting;
- Enforcing the laws, regulations, and standards governing construction contracting in a fair and uniform manner;
- Providing resolution to disputes that arise from construction activities; and
- Educating consumers so they can make informed choices.

VISION

CSLB is a model consumer protection agency, integrating regulatory oversight of the construction industry as necessary for the protection of consumers and licensed contractors.

VALUES

CSLB provides the highest quality throughout its programs by:

- Embracing and providing Diversity, Equity, and Inclusion;
- Being responsive and treating all consumers and contractors fairly;
- Focusing on prevention and providing educational information to consumers and contractors;
- Embracing technology and innovative methods to provide services; and
- Supporting a team concept and the professional development of staff.



A Message From the Board Chair



In 2024, the California’s Contractors State License Board (CSLB) worked diligently to protect consumers, investigate complaints, and assist qualified persons obtain a contractor’s license. In furtherance of these efforts, the board held Strategic Plan meetings and finalized a Strategic Plan for 2025-2027.

Consumer protection remained the top priority. A multiple offender unit was established to provide early complaint disclosure and remove contractors from the marketplace that continue to violate license law. Staff hosted or participated in multiple meetings with building industry and government associations to leverage partnerships to address contractors operating in the underground economy, which includes failure to comply with licensure, tax, workers’ compensation insurance, and or employee wage requirements.

In 2024, 964 investigations were referred to criminal prosecution while 236 accusations were filed, with 214 licenses revoked. CSLB’s Citation Enforcement Section issued 1,474 citations to licensed and unlicensed contractors resulting in more than \$1 million in restitution to financially injured people. CSLB also collected more than \$2.5 million in civil penalties and referred 413 disputes between consumers and contractors to CSLB-sponsored arbitration.

CSLB protected home and business owners whose property was damaged or destroyed by natural disasters. CSLB staffed and participated in local assistance centers in 11 California counties to provide disaster survivors information on hiring a licensed contractor and assisted licenses in maintaining licensure and replacing business documents.

CSLB is committed to supporting licensees and those seeking to obtain a contractor license. CSLB received 38,200 license applications in 2024, 3,877 more than in 2023. CSLB staff present monthly online Get Licensed to Build workshops in English and Spanish to outline license application procedures.

In 2024, CSLB’s Examination Development Unit released 13 updated trade examinations. The new C-49 Tree and Palm Classification also became effective January 1, 2024.

Significant technological enhancements last year include CSLB's transition to a new customer call center system. The system ensures calls are routed swiftly to the most appropriate representative, reducing call wait times and enhancing customer satisfaction.

CSLB distributed 21 news releases, 9 industry bulletins, and fielded nearly 100 media inquiries and requests for interviews in 2024. CSLB also published 14 publications, increased its social media presence and conducted 39 Senior Scam StopperSM seminars.

In 2024, CSLB welcomed new board member Josef Preciado, a public member appointed by Governor Gavin Newsom. He has been an Economic and Small Business Development Representative for the Sacramento Municipal Utilities District since 2024, a Higher Education Consultant at Sova Solutions since 2022, and was the Director of the California Apprenticeship Initiative at American River College from 2017 to 2024.

We are proud of CSLB's accomplishments in 2024 and on behalf of the Board, I would like to thank all those who worked diligently to make these successes possible.



Michael Mark
Board Chair

Leadership



CSLB Registrar and Board Members

The CSLB's 15-member Board appoints the executive officer, or Registrar of Contractors, and directs administrative policy for the agency's operations. Per Business & Professions Code § 7002, the Board includes 10 public members (including one labor representative, one local building official, and one representative of a statewide senior citizen organization), and five contractors. Appointments are made by the governor and the state legislature. The board members listed below are as of December 31, 2024.

MICHAEL MARK, CHAIR

Governor Appointee

Public Member – Labor Organization



Michael Mark, of Stockton, was appointed by Governor Gavin Newsom in September 2020. Mr. Mark currently serves as the

Planning and Development Director for Sheet Metal Workers Local 104, which covers the 49 northern counties of California. Previously Mark served as a business representative covering the San Joaquin County jurisdiction for Sheet Metal Workers' Local Union No. 104 and was first elected as a union officer in 2012.

Mark started his career as a union sheet metal worker in 2002, beginning with Sheet Metal Workers' Local Union No. 162, which merged into Sheet Metal Workers' Local Union No. 104 in 2012. In 2003, Mark started his apprenticeship

at Champion Industrial Contractors and worked for various sheet metal contractors representing multiple facets of the sheet metal industry from 2002 to 2015. He is a member of United Cerebral Palsy of San Joaquin, San Joaquin Central Labor Council, San Joaquin Building Trades, Northern California Valley Sheet Metal Industry Joint Apprenticeship Training Committee, and Leadership Stockton Class of 2014. Mark joined CSLB as a Public Member.

Mark's term continues through June 1, 2028.

MIGUEL GALARZA, VICE CHAIR

**Governor Appointee
“B” Contractor Member**



Miguel Galarza, of Millbrae, was appointed by Governor Gavin Newsom in July 2020. Galarza has been founder and president of Yerba

Buena Engineering & Construction Inc. since 2002. He was senior program manager at Mendelian Construction from 1993 to 2002 and project manager estimator at Hopkins Heating and Cooling from 1991 to 1993.

Galarza also has a decade of experience as a union carpenter at Carpenters Local Union No. 22. He holds a Master of Construction Management from LSU and currently is a lecturer at UC Berkeley and a faculty member in the Construction Management program at City College of San Francisco. He is a member of the Associated General Contractors of America National Diversity & Inclusion Council and district director for the San Francisco Chapter of Associated General Contractors of California. Galarza is a member of the United Contractors, and the Society of American Military Engineers. Galarza joined CSLB as a “B” Contractor Member.

Galarza’s term ends June 1, 2027.

ALAN GUY, SECRETARY

**Governor Appointee
“B” Contractor Member**



Alan Guy, of Lafayette, was appointed by Governor Gavin Newsom in March 2022. Guy is currently chief executive officer

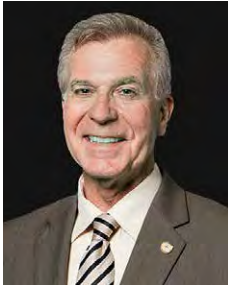
and president of Anvil Builders Inc, which he co-founded in 2010. Guy was previously a project manager at Webcor Builders Inc.

Guy is a member of the Boy Scouts of America Luncheon Steering Committee, United Contractors, and The Beavers, which is a heavy civil industry association. Guy holds a Bachelor of Science degree in Mechanical Engineering from the University of California, Davis.

Guy’s term continues through June 1, 2025.

JOËL BARTON

Senate Appointee Public Member



Joël Barton, of Los Angeles, was appointed by the Senate Rules Committee in June 2023. Mr. Barton currently serves as Business Manager/

Financial Secretary of the International Brotherhood of Electrical Workers Local 11, which has over 11,000 members.

Mr. Barton started his electrical career in 1976 working for a small electrical contractor. He applied for and was accepted into the IBEW/NECA apprenticeship in 1979, graduating in 1983 at the top of his class. Barton continued working in the electrical field as a journeyman wireman, foreman, general foreman, project manager and as a steward on several large construction sites.

Mr. Barton's union career began in 1997, being elected to the Executive Board, Vice President, President, and in 2018 as Business Manager/Financial Secretary of IBEW Local 11. He also serves as Secretary/Treasurer of the California State Association of Electrical Workers and the Executive Board of the State Building Trades and Construction Trades Council of California.

Barton's term continues through June 1, 2027.

RODNEY M. COBOS

Assembly Speaker Appointee Public Member



Rodney Cobos, of Santa Paula, was appointed by Assembly Speaker Anthony Rendon in September 2020. Cobos is the business manager-

financial secretary treasurer of the Southern California Pipe Trades District Council 16, representing 13 affiliated local unions with over 17,000 members throughout Southern California.

Prior to becoming a plumbers' apprentice in 1994, Cobos served as a sergeant in the United States Army from 1989-1993. He was first elected to serve as a union officer in 2002. Cobos has served as president, business representative, and in 2007 elected business manager-financial secretary-treasurer of United Association of Plumbers & Pipefitters Local Union 484, Ventura County. He also has served as president of the Southern California Pipe Trades and the California State Pipe Trades Council. Cobos joined CSLB as a Public Member.

Cobos' term continues through June 1, 2028.

AMANDA GALLO**Governor Appointee
Public Member**

Amanda Gallo, of Oakland, was appointed by Governor Gavin Newsom in March 2023. Gallo has been a Management

Analyst in the Fremont City Manager's Office since 2018. Gallo was a Senior Policy Analyst at the Santa Clara County Housing Authority from 2014 to 2018. Gallo is a member of the Municipal Management Association of Northern California, Emerge California, and the New Leaders Council – Oakland.

Gallo earned a Master of Business Administration degree from Santa Clara University and a Bachelor of Arts degree in Legal Studies from the University of California, Berkeley.

Gallo's term continues through June 1, 2028.

JACOB LOPEZ**Senate Appointee
Public Member**

Jacob Lopez, of Los Angeles, was appointed by the Senate Rules Committee in June 2022. Lopez is the Executive Board Member of the

Southwest Regional Council of Carpenters (SWRCC), representing more than 63,000 members in Southern California, Nevada, Arizona, Utah, New Mexico, Colorado, Eastern Washington, Idaho, Montana, and Wyoming. Lopez is also a member of the SWRCC Negotiating Committee and a Trustee of the Southwest Carpenters Trust.

Lopez has been a union member for over 30 years and was elected twice as a Delegate to the United Brotherhood of Carpenters General Convention. His experience in the industry includes apprentice, journeyman, foreman, training instructor for the Southwest Carpenter's Training Fund, and a union representative. Lopez is currently a regional manager overseeing daily operations in Los Angeles and Orange County and responsible for SoCal Interior Systems.

Lopez's term continues through June 1, 2025.

DIANA LOVE

**Governor Appointee
Public Member – Senior Citizen
Organization**



Diana Love, of Palmdale, is the secretary of the California Democratic Party, a member and past president of the Los Angeles

County Commission for Older Adults, an ambassador for the City of Palmdale, as well as a former national district liaison for the AARP. She was appointed as CSLB board member by Governor Gavin Newsom in October 2019.

Love is also a member of the California Senior Legislature, Mental Health America of Los Angeles Advisory Council, City of Palmdale Mobile Home Review Board, Friends of the Palmdale City Library, Public Health COVID-19 Community Ambassador and Forget Us Not Community Services.

From 2015 to 2017, Love was children and youth group facilitator at Parents Anonymous Incorporated. She was a field representative in the Office of Assembly member Steve Fox from 2013 to 2015 and a work and community volunteer for the Los Angeles County Sheriff's Department, Palmdale Station from 2008 to 2013.

Love's term continues through June 1, 2026.

HENRY NUTT III

**Governor Appointee
"C" Specialty Contractor Member**



Henry Nutt III, of American Canyon was appointed by Governor Gavin Newsom in February 2024. Mr. Nutt has served as a Preconstruction

Executive for Southland Industries since 2019 and a Sheet Metal General Superintendent for Southland Industries since 2007.

Mr. Nutt is a Board Member of the Lean Construction Institute, where he leads a task force dedicated to addressing continuous improvement for trade partners and specialty contractors on construction projects. Mr. Nutt's leadership extends to his role on AGC of California's Board of Directors as Vice President of Specialty Contractors.

Mr. Nutt's journey in the construction industry began in 1987 when he started his union sheet metal worker career with Sheet Metal Workers' Local Union No. 104. His extensive experience and insights led him to author the book *Seven Principles: Creating Your Success in the Construction Industry*. Mr. Nutt joined CSLB as a "C" Specialty Contractor Member.

Mr. Nutt's term continues through June 1, 2028.

STEVEN PANELLI

**Governor Appointee
Public Member – Building Official**



Steven Panelli, of San Mateo, was appointed by Governor Gavin Newsom in September 2021. Panelli has been the Chief Plumbing

Inspector at the San Francisco Department of Building Inspection since 2009. Panelli has been a Plumbing Inspector with the department since 2000.

Panelli is a member of the International Association of Plumbing and Mechanical Officials Board of Directors, and Plumbers and Steamfitters Local 38. Panelli serves as the Building Official on the Board.

Panelli's term continues through June 1, 2025.

JOSEF PRECIADO

**Governor Appointee
Public Member**



Josef Preciado, of Sacramento, was appointed by Governor Gavin Newsom in November 2024. Mr. Preciado has been an Economic

and Small Business Development Representative for the Sacramento

Municipal Utilities District since 2024. He has also been a Higher Education Consultant at Sova Solutions since 2022.

Mr. Preciado was the Director of the California Apprenticeship Initiative at American River College from 2017 to 2024. He was the Associate Director of Admissions and Outreach at California State University, Sacramento from 2015 to 2017 and served as an International Admissions Counselor from 2011 to 2015 and as an Admissions Counselor from 2008 to 2011.

Mr. Preciado earned a Master of Public Policy and Public Administration degree from California State University, Sacramento and a Bachelor of Arts degree in Community Studies and Latin American and Latino Studies from the University of California, Santa Cruz.

Preciado's term continues through June 1, 2028.

JAMES RUANE

**Governor Appointee
"C" Specialty Contractor Member**



James Ruane, of San Bruno, was appointed by Governor Gavin Newsom in September 2019. Ruane has been president of Patrick

J. Ruane Inc. since 1976. He also is a member of the Wall and Ceiling Alliance,

The San Bruno Community Foundation and the San Mateo County Historical Association.

In addition, Ruane served as mayor of San Bruno (San Mateo County) from 2009 to 2017, helping lead that city through the aftermath of a deadly PG&E gas line explosion in September 2010 that killed eight people and destroyed 38 homes.

Ruane's term continues through June 1, 2027.

THOMAS J. RUIZ

Assembly Appointee Public Member



Thomas J. Ruiz, of Riverside, was appointed by Assembly Speaker Robert Rivas in June 2024. Ruiz is Recording Secretary for Laborers Union

Local 783, representing over 2,000 members in San Bernardino, Inyo, and Mono counties.

Ruiz is a long-time labor leader serving the Laborers International Union since 2007. He first started his career as an organizer with the Laborers International Organizing Department. In 2019, Ruiz was appointed as Recording Secretary and Business Agent for Laborers Local 783. In 2021 and 2024, he was duly elected to the same position. In 2024, Ruiz was appointed by the San Bernardino County

Board of Supervisors to serve on the county's Workforce Development Board.

Ruiz's term continues through June 1, 2028.

MARY TEICHERT

Governor Appointee "A" General Engineering Contractor



Mary Teichert is president of Teichert Inc., whose entity Teichert Construction holds State Contractor's License #8. Teichert was appointed as a

CSLB board member by Governor Gavin Newsom in 2019. She has held several positions at Teichert Inc., including chief operating officer overseeing the company's aggregate mining and asphalt operations, as well as its heavy civil construction division.

Teichert is president of The Beavers (a heavy civil industry association), a board member of the California Building Industry Association, the Associated General Contractors of America, and HomeAid and is a member of United Contractors and the Capital Region Family Business Center. Teichert holds a Master of Business Administration from Harvard Business School.

Teichert's term ends June 1, 2026.

DAVID R. FOGT

Registrar of Contractors



David R. Focht became Registrar of Contractors in 2017. In this position, Focht serves as CSLB's executive officer and oversees a more than 400 employees in Sacramento and at other offices around the state.

In addition, Focht is the current President of the National Association of State Contractors Licensing Agencies (NASCLA). NASCLA is comprised of 41 state members and over 150 associate, affiliate, and business members.

Focht, who earned his painting contractor license in 1986, began his CSLB career in February 1990. Over the next decade he worked in a number of supervisory positions in CSLB's Enforcement Division and was named Enforcement Chief in October 2001. Focht served in that position until his appointment to Registrar.



Quarterly Board Meeting in Livermore on December 12, 2024

Protecting California's Disaster Survivors



The Contractors State License Board (CSLB) works to protect home and business owners whose property is damaged or destroyed by natural disasters.

CSLB's post-disaster mission is to help ensure disaster survivors are not harmed by unlicensed or unscrupulous contractors who may try to take advantage of them during the rebuilding process.

California started the year with devastating storms in Southern California. Throughout the year, wildfires around the state burned more than 1 million acres and damaged or destroyed over 2,100 homes.

CSLB POST-DISASTER EFFORTS

As in recent years, CSLB dedicated significant resources to its post-disaster response. This multi-faceted program includes immediate and longer-term outreach, enforcement efforts, and assistance for affected licensees. CSLB continued to make a top priority its commitment to ensuring that survivors in every affected county received adequate support.

ASSISTANCE CENTERS AND DISASTER HOTLINE

In response to the 2024 storms and wildfires, CSLB staffed and participated in local assistance centers established by the Governor's Office of Emergency Services and Disaster Recovery Centers established by the Federal Emergency Management Agency (FEMA) in 11 counties throughout California.

These centers provided a single facility where individuals, families, and businesses could access disaster assistance programs and services. Disaster survivors are encouraged to hire licensed contractors for rebuilding work and to be aware that unlicensed or unscrupulous contractors may try to scam them.

EVENT	LAC/DRC LOCATION	RESOURCES
1. Winter Storms 2024	Spring Valley (San Diego County)	In-Person Staffing
2. Winter Storms 2024	San Diego (San Diego County)	In-Person Staffing
3. Winter Storms 2024	Panorama City (Los Angeles County)	In-Person Staffing
4. Winter Storms 2024	Los Angeles (Los Angeles County)	In-Person Staffing
5. Winter Storms 2024	Los Angeles (Los Angeles County)	In-Person Staffing
6. Winter Storms 2024	Spring Valley (San Diego County)	In-Person Staffing
7. Winter Storms 2024	San Diego (San Diego County)	In-Person Staffing
8. Park Fire	Chico (Butte County)	In-Person Staffing
9. Park Fire	Red Bluff (Tehama County)	In-Person Staffing
10. Borel Fire	Lake Isabella (Kern County)	In-Person Staffing
11. Nixon Fire	Anza (Riverside County)	Materials Only
12. Boyles Fire	Clearlake (Lake County)	In-Person Staffing
13. Airport Fire	Lake Elsinore (Riverside County)	In-Person Staffing
14. Airport Fire	Mission Viejo (Orange County)	In-Person Staffing
15. Bridge Fire	San Bernardino (San Bernardino County)	In-Person Staffing
16. Bridge Fire	Los Angeles (Los Angeles County)	In-Person Staffing
17. Mountain Fire	Camarillo (Ventura County)	In-Person Staffing

ENFORCEMENT EFFORTS

In 2024, members of the Statewide Investigative Fraud Team (SWIFT) staffed CSLB booths at local assistance centers (LACs) and disaster recovery centers (DRCs) established in response to various weather and fire-related incidents throughout the state. In total, SWIFT completed 34 days at the centers and provided hundreds of community members impacted by the declared disasters with educational information encouraging them to hire licensed contractors for rebuilding work and to be aware of scams involving unlicensed contractors.

In September 2024, SWIFT investigators posted signs in Orange and San Bernardino counties to warn consumers of potential unlicensed activity in areas impacted by recent wildfires. Some signs caution consumers to hire only licensed contractors; while others warn that contracting without a license in a disaster area could lead to felony charges.

SWIFT investigators also conducted six sweeps in declared disaster areas in 2024, including the Camp Fire area in Butte County, the Loyalton Fire area in Sierra County, and parts of San Diego County affected by the storms in early 2024.

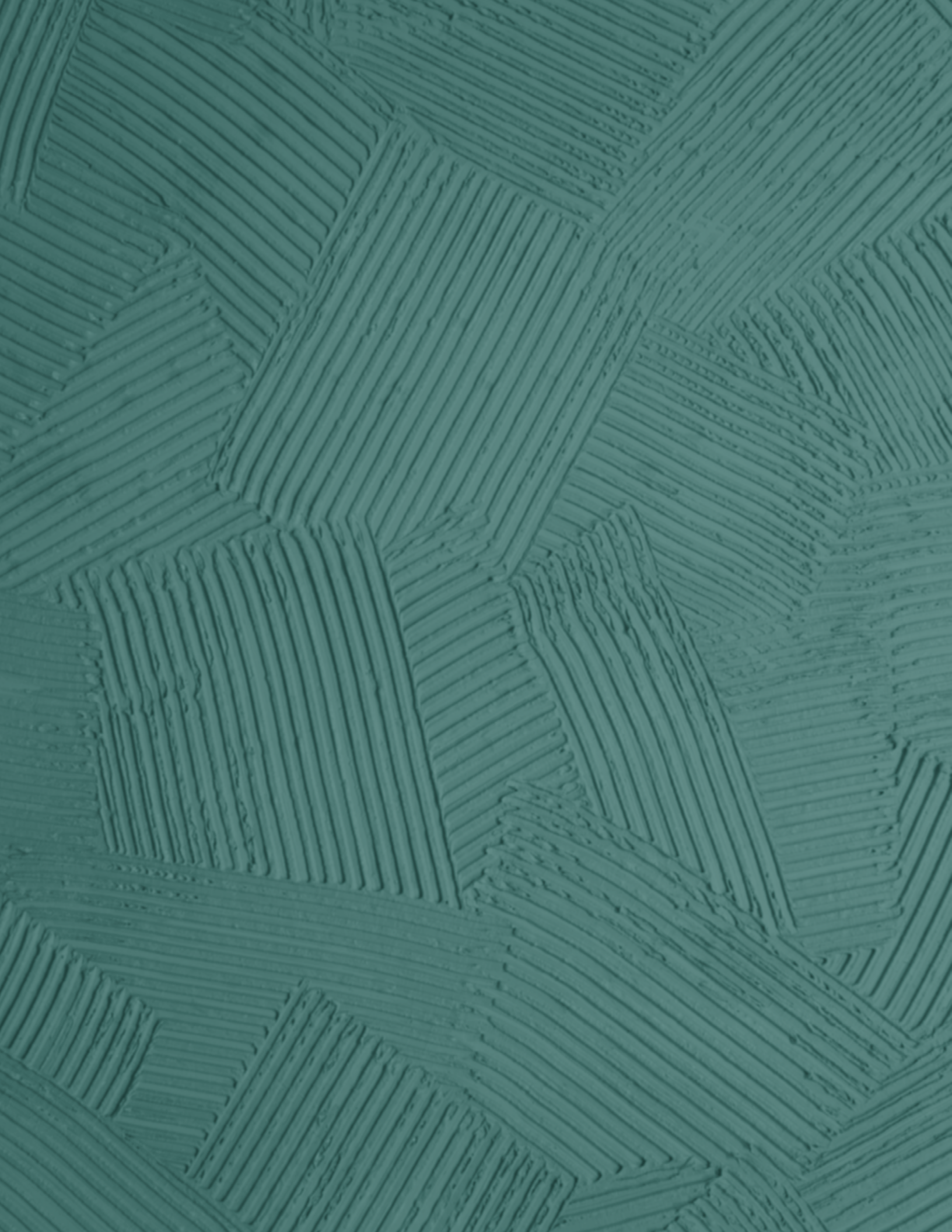
CSLB WEBSITE – DISASTER HELP CENTER

CSLB continued to update the content on the Disaster Help Center page of its website, including resources for disaster survivors, contractors, and the media, such as videos, publications, printable signs about the risks of unlicensed contractors, and press releases.

CSLB made regular disaster-related posts through its different social media channels, including Facebook, X, and Instagram.

ASSISTANCE FOR LICENSEES/APPLICANTS

CSLB continued its practice of waiving fees for licensees to replace their wall certificate and/or plastic pocket license if they had been destroyed in a disaster. CSLB waived delinquent fees for failure to renew a license before it expires for survivors. In addition, CSLB worked to expedite license applications for those planning to work in disaster areas.



Licensing



The Licensing Division processes all applications for contractor's licenses and home improvement salesperson registrations. This process includes criminal background checks and application reviews for contractor licenses and home improvement salesperson (HIS) registrations. Division staff also processes license changes, and all documents related to compliance with bond, insurance, and workers' compensation requirements, as well as biennial license and registration renewals.

In 2024, CSLB received 38,200 applications, which is 3,877 more applications than received in 2023. Licensing Division supervisors continually monitor workload to ensure applications and other materials are processed in a timely manner. The Licensing Division continues to offer expedited processing of applications submitted by military veterans.

LICENSING WORKSHOPS



In 2024, CSLB held monthly, interactive virtual Get Licensed to Build workshops, with an average attendance of 70 people per month. The first Spanish workshop was held in December 2021 and CSLB continues to hold monthly workshops in both Spanish and English.

The workshops are conducted by Licensing and Public Affairs staff and include a review of the benefits of licensure, an overview of the licensing requirements, and the steps involved in getting a license. Questions from participants are answered.

CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA) ANNUAL BUDGET AUTHORITY

CSLB works to annually augment the Construction Management Education Account (CMEA) that provides CSLB with the flexibility to increase or decrease the grants awarded from the fund based on the contributions received. CSLB received approval from the Department of Finance to increase its spending authority to \$225,000, up from the prior \$100,000 appropriation. This annual augmentation allows CSLB to increase the amount of grants awarded to institutions.

RESTITUTION TO CONSUMERS AND GOVERNMENT AGENCIES

The Licensing Division’s Judgment Unit, in cooperation with the Employment Development Department and Department of Industrial Relations, processes outstanding civil liabilities in addition to judgments and payments of claims reported to CSLB by licensees, consumers, attorneys, credit recovery firms, bonding companies, CSLB’s Enforcement Division, and other governmental agencies. In 2024, the Judgment Unit processed 1,960 judgments and was able to recover \$43,984,178 for consumers. For more details on cooperating with other government agencies, see the Enforcement section on the Joint Enforcement Strike Force.

SENATE BILL 372 IMPLEMENTATION

Senate Bill 372 became effective on January 1, 2024, allowing licensees to “deadname” their old name with court approval as a result of a gender change or domestic violence case. The result of “deadnaming” their old name is that it is no longer used in public records or webpages. CSLB implemented programming to allow licensees to deadname their old name if they submit required documents. As of December 2024, two CSLB licensees have exercised the right to deadname their old name.

ISSUANCE EMAIL TO LICENSEES

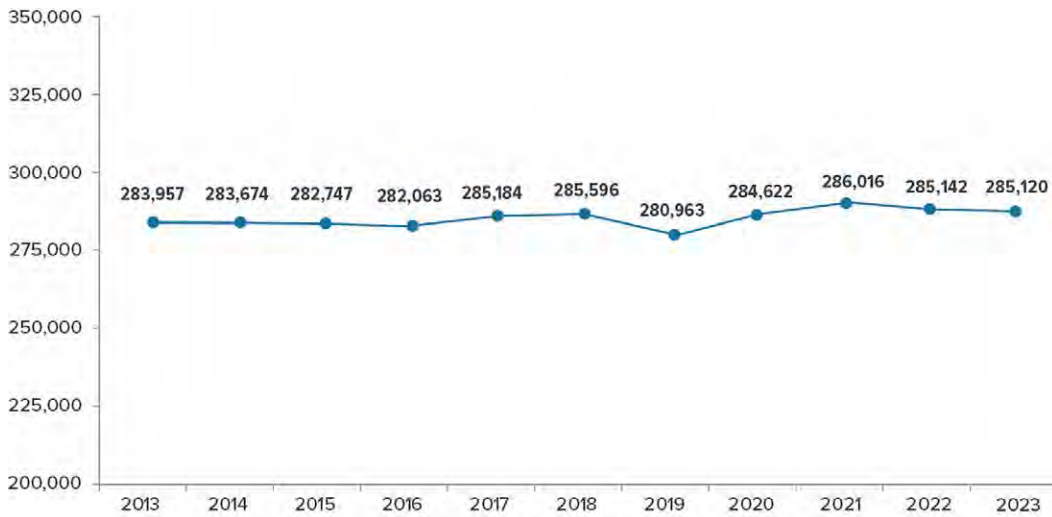
On January 6, 2024, CSLB began sending an issuance email to every new licensee. In the past, licensees were officially notified about their new license approximately two weeks after it was issued when their pocket card, wall certificate, and a “Welcome to Contracting” package arrived in the mail. The result was that many actually found out about their new license when a bond or insurance company contacted them when it was issued, trying to sell them insurance for their new company.

As a result of complaints on the applicant survey, staff now send an email to the new licensee as soon as they issue the license, letting them know what their license number is and that they will receive their wall certificate and pocket card in the mail in about two weeks. This has greatly reduced any complaints about hearing from bond or insurance companies first and has allowed licensees to start working sooner.

NUMBER OF LICENSES

As of December 2024, there were 285,120 licenses, which is only a slight decrease of 22 licenses from 2023. Of these, 239,658 were active licenses, while 45,462 were inactive.

2024 TOP TEN LICENSE CATEGORIES



CLASSIFICATION	TOTAL
“B” General Building	130,897
C-10 Electrical	33,730
C-36 Plumbing	20,191
“A” General Engineering	18,968
C-33 Painting and Decorating	17,941
C-20 Warm-Air Heating, Ventilating and Air- Conditioning	14,721
C-27 Landscaping	14,157
C-15 Flooring and Floor Covering	8,106
C-54 Tile (Ceramic and Mosaic)	7,208
C-8 Concrete	7,063

VETERANS APPLICATION ASSISTANCE PROGRAM

CSLB offers a Veterans Application Assistance Program for those transitioning from military service to civilian employment. This program offers priority services to veteran applicants by evaluating transferable military experience and training, as well as education, to meet the minimum experience requirements for a state contractor's license.

CSLB assists veterans by providing:

- Program technicians specially trained to evaluate transferable military training and experience from all branches of the military that meet minimum licensure requirements.
- Automatic priority application processing
- College transcript evaluation to help verify acceptable educational credit (in addition to military experience and training)
- Direct telephone and email contact with CSLB staff

In 2024, CSLB issued 665 expedited licenses through this program.

VETERANS APPLICATION ASSISTANCE PROGRAM SUMMARY

	2023	2024
Application Expedited & Licenses Issued	614	665
Applications Expedited & Voided	70	113
Correspondence Received	336	256
Pending Expedited Applications	362	278

Testing



Testing applicants for their knowledge of business law and specific trades is a critical element of CSLB's licensing process. The Examination Development Unit and the Examination Administration Unit are responsible for CSLB license applicant testing.

The Examination Development Unit develops and maintains 48 different examination programs, releasing new exams as required to reflect changes in the construction industry.

The exam administration function was outsourced to PSI Exams in 2022, and they administered 55,186 exams for CSLB in 2024. The Examination Administration Unit is now responsible for reviewing reasonable accommodation requests as well as screening potential translators for translated examinations to minimize possible exam misconduct. They also verify and approve the invoices from PSI Exams and handle elevated customer correspondence and inquiries from exam candidates.

OUTSOURCING

The outsourcing of examination administration to PSI Exams resulted in candidates being able to select from 20 test centers throughout California, and one in Wilsonville, Oregon, with flexible scheduling options including daytime, evenings, or weekends. Candidates can schedule their own examinations once their application for licensure has been approved by the Licensing Division. During 2024, CSLB expanded to 20 additional test centers exclusively for the California Law and Business exam in Colorado, Connecticut, Georgia, Illinois, Iowa, Kansas, Massachusetts, Michigan, New Jersey, New Mexico, New York, North Carolina, Oklahoma, Oregon, Pennsylvania, Tennessee, Texas, and Virginia, making it more convenient for out-of-state candidates to complete this portion of their licensure requirement.

C-49 TREE AND PALM CLASSIFICATION

In April 2018, the CSLB Board adopted a motion to create a C specialty class for tree trimming and safety. The classification was adopted into regulation in 2022, and the C-49 Tree and Palm classification became effective January 1, 2024. The exam was released on January 1, 2024, and 124 licenses have been issued in this classification.

SPANISH EXAMINATIONS

In 2023, 10 CSLB examinations were translated into Spanish. CSLB has a long history of allowing candidates to request a translator when they take their exams if they are more comfortable using a language other than English. The translator must complete a translator application and CSLB staff vet them to make sure they do not work in construction, accounting, law, engineering or other fields related to the contractor licensing examinations.

Once they are approved to translate, the candidate and translator must wait for a translator testing date at the test centers. They are placed in a private room with a private proctor, and the translator is only allowed to translate the words in the questions and on the booklet pages. They are not allowed to provide any other assistance. While this gives these candidates an opportunity to test, it often delays their exam date, waiting for a room and proctor to be available.

The most commonly requested language has always been Spanish, so CSLB staff researched the 10 most often requested exams in Spanish in the last 20 years. These exams were then translated and have been in use at the test centers starting in August 2023. The table below shows the number of candidates who have taken each Spanish exam in 2024.

EXAM TYPE	EXAM COUNT
Spanish Law	5,958
Spanish B	1,312
Spanish C-8	333
Spanish C-9	178
Spanish C-15	192
Spanish C-27	455
Spanish C-33	625
Spanish C-36	255
Spanish C-39	370
Spanish C-54	171

EXAMINATION DEVELOPMENT

In accordance with legal requirements and professional testing standards, an occupational analysis of each license classification is conducted every five to seven years to collect information from licensed contractors who serve as subject matter experts to identify current trade practices.

In 2024, the Examination Development Unit released 13 new examinations and completed eight occupational analyses, which are listed in the table below.

OCCUPATIONAL ANALYSES COMPLETED	NEW EXAMINATIONS COMPLETED
A General Engineering	C-4 Boiler, Hot Water Heating, and Steam Fitting
B General Building	C-10 Electrical
C-5 Framing & Rough Carpentry	C-11 Elevator
C-22 Asbestos Abatement	C-21 Building Moving & Demolition
C-23 Ornamental Metal	C-28 Lock & Security Equipment
C-35 Lathing & Plastering	C-31 Construction Zone Traffic Control
C-36 Plumbing	C-38 Refrigeration
C-51 Structural Steel	C-45 Sign
	C-47 General Manufactured Housing
	C-49 Tree and Palm
	C-50 Reinforcing Steel
	C-55 Water Conditioning
	C-60 Welding

CONSUMER SATISFACTION SURVEY

The Examination Development Unit conducts an ongoing survey of consumers whose complaint cases have been closed to assess overall satisfaction with the Enforcement Division's complaint-handling practices. Consumers who provide CSLB with an email address receive the survey within one to two months after their complaint has been closed.

Data is compiled in an annual report that the Enforcement Division uses to benchmark performance improvement. In 2023-24, the overall reported satisfaction rate was 49 percent, which is 1 percent less than the previous year.

APPLICANT SATISFACTION SURVEY

The Examination Development Unit designed a satisfaction survey for applicants to take via SurveyMonkey upon license issuance and began administering it monthly in February 2020. The results help Licensing determine how successful the current licensure process is and what might be done to improve it in the future. In the 2023-2024 fiscal year, the overall reported satisfaction rate was 88 percent, which is 7 percent higher than the previous year.

In May 2024, CSLB created a Spanish version of the applicant survey to send to recent licensees who had taken one or more of the Spanish language exams. The results and satisfaction rates are very similar between the two editions of the survey each month.

In addition, in October 2024, six demographic questions were added to the survey so CSLB could develop an idea of the applicant population over time.

CANDIDATE EXAM EXPERIENCE SURVEY

The Examination Development Unit designed a candidate experience survey to explore the difference in exam experiences between English-speaking candidates and Spanish-speaking candidates. This survey was first implemented in September 2024 and is planned to be administered annually. The results will help Licensing identify language barriers and what might be done to reduce them.

A significant language barrier was identified as a result of the survey, with 70 percent of Spanish-speaking candidates reporting difficulty understanding exam terms, compared to 35 percent of English-speaking candidates. As a result, CSLB has started to provide a copy of the English questions with each Spanish exam. Candidates can toggle between the Spanish and English questions to allow them to see the tools, materials, and other terms in both languages as they take their examinations. Preliminary results indicate that this has been positive for the candidates. More data will be available as the option is rolled out for new versions of the Spanish language exams.

Enforcement



The Enforcement Division protects California consumers by enforcing Contractors State License Law requirements. The division receives and processes consumer complaints, investigates contractors, and provides avenues for consumers harmed by licensed contractors to pursue financial redress.

The great majority of California’s approximately 285,000 licensed contractors and more than 30,000 registered home improvement salespersons comply with the state’s contracting requirements. However, not all contractors obey the law, and not all consumers are satisfied with their contracting experience. In 2024, CSLB opened 20,092 complaints against licensed and unlicensed contractors—a 2 percent decrease over the previous year.

Complaints involving non-egregious misconduct by licensed contractors can often be resolved through CSLB staff complaint negotiation/mediation. Most consumer complaints filed with CSLB allege incomplete or defective work. In these cases, CSLB attempts to resolve the dispute and make the consumer financially whole, when appropriate. In 2024, CSLB helped consumers recover more than \$37 million in restitution and/or corrected work—a 4.8 percent increase from the previous year. In 2024, CSLB closed 20,484 complaint investigations.

Investigations that establish unlicensed practice or serious misconduct by a licensee may result in administrative legal action and/or referral to a prosecutor for criminal prosecution. In 2024, CSLB investigations resulted in 3,398 administrative legal actions against violators. The most egregious contractor misconduct—such as elder abuse, predatory business practices, unsafe working conditions, unlicensed practice, or repeated offenses—may warrant criminal prosecution. In 2024, 964 cases were referred to prosecutors for possible criminal charges.

SIGNIFICANT CRIMINAL INVESTIGATION HIGHLIGHTS

Tubbs Fire Case Ends with Guilty Verdict for Revoked Contractor

A revoked contractor received 90 days jail time and 2 years of probation in November 2024 as a result of a guilty verdict for work being done in a declared disaster zone.

In November 2017, Calistoga homeowners hired Ruben Roncancio to perform debris removal after they lost their home in the Tubbs Fire. Roncancio was first issued a CSLB license in 1986 and he was on a total of eight licenses that were issued between 1986 and 2008. In 2011, Roncancio's license was revoked.

Roncancio performed work at the Calistoga property and provided invoices to the homeowners totaling \$16,683.43. The invoices utilized the business name "Code Engineering," which was the same business name of his revoked license and several of his former CSLB licenses. Of the invoiced amount, \$5,747 was for disposal fees. The homeowners paid Roncancio a total of \$14,000. The homeowners provided a final payment of approximately \$2,300; however, Roncancio did not produce the dump site receipts (proving the debris was dumped) so the homeowners canceled the final payment.

Roncancio texted photographs to the homeowners showing partial disposal receipts but would not provide any other documentation. Further disagreements resulted in Roncancio filing a mechanics lien against the property in the amount of \$18,257.50. In addition, in April 2018 Roncancio filed a complaint at the Napa County Superior Court against the homeowners for a judgment of damages in the amount of \$18,257.50 alleging a breach of contract and fraud.

In response to the concerns the homeowners had about disposal fees, the Special Investigations Unit (SIU) Investigator obtained receipts from the landfill totaling \$990.50 for disposal fees (Roncancio's invoices for payment reflected \$5,747 for disposal fees). The receipts also showed discrepancies between the amounts Roncancio invoiced to the homeowners versus the amounts disposed of at the landfill.

The case was referred to the Napa County District Attorney's Office where they filed felony and misdemeanor charges against Roncancio. On October 4, 2024, the jury came back with a guilty verdict for contracting without a license, filing a false document with a government agency, and perjury.

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

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

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

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

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

In a subsequent 10th homeowner investigation, it was discovered that the wife allowed her license and bank account to be used by her estranged husband. In July 2024, this additional case was referred to the Orange County District Attorney's Office for filing. A total of 21 felonies were filed.

CASE MANAGEMENT UNIT

CSLB's Case Management Unit is comprised of two separate sections: Citation Enforcement and Disciplinary Services Section.

Citation Enforcement Section

When a CSLB complaint investigation establishes that a serious violation has occurred, the Registrar may issue an administrative citation against a contractor's license. The citation may include a civil penalty and an order for a licensee to make restitution to an injured party.

In 2024, CSLB's Citation Enforcement Section issued 1,474 citations: 788 to licensees and 686 to unlicensed contractors. As a result, CSLB collected over \$2.5 million in civil penalties. The citations also resulted in \$1,050,095 in restitution to financially injured parties.

Last year, CSLB revoked the licenses of 260 citation recipients for non-compliance. Individuals whose licenses were revoked were also referred to the Franchise Tax Board for collection of the unpaid civil penalties. Non-licensees who fail to comply with a final order are referred to a CSLB-approved collection agency.

Since 2019, citation recipients can request an Informal Citation Conference (ICC) to contest their citations. At these conferences, respondents can discuss the circumstances of their citation and/or their civil penalty assessment with a CSLB conference official.

The ICC goal is to reach a mutually agreeable settlement while allowing the contractor to avoid the time and expense of a formal appeal hearing before an administrative law judge. In 2024, 617 citation recipients filed appeals, and 469 of those cases (76 percent) were handled by ICC. The conferences successfully resolved 342 (72 percent) of those citations.

Disciplinary Services Section

For more egregious violations of law, CSLB can take administrative action by filing an accusation to revoke or place a contractor's license on probation. CSLB's Disciplinary Services Section (DSS) handles these cases, and their investigations may result in one or more of the following actions:

- License revocation
- Probation (with stay of revocation)
- Restitution order for a financially injured consumer
- Recovery of investigation and enforcement costs
- Dismissal of case

The majority of accusations result in license revocation; however, a licensee can be placed on probation with consumer protection terms that include posting a disciplinary bond and paying restitution. Licensees placed on probation provided \$225,759 in restitution to consumers and repayment of \$394,401 in investigation and prosecution costs.

DSS ADMINISTRATIVE ACTIONS	2024	2023	2022	2021
Accusations Filed	236	189	216	214
Licenses Revoked via Accusation	214	174	226	209
Licenses Placed on Probation	54	67	78	102

Intake and Mediation Center

Consumer complaints often begin in the CSLB complaint intake and mediation center, where analysts will work with the contractor to try to resolve the consumer complaint or refer egregious complaints to an investigation center. In 2024, CSLB's Sacramento and Norwalk intake centers negotiated over \$20 million in savings to consumers, either through direct refunds paid by the contractor or the contractor forgiving a balance or making repairs. Some examples of this work include the following.

A Northern California CSLB intake analyst assisted a Bay Area consumer who had paid \$56,000 to a contractor on a \$113,000 remodeling contract, when the contractor suddenly stopped showing up or responding to inquiries. The analyst negotiated a settlement where the contractor returned \$48,200 to the consumer, who was able to hire a different contractor to complete the project.

A Southern California CSLB intake analyst assisted an Orange County elderly homeowner who paid \$64,000 for a new roof. When the first wind and rain came, water leaked into the homeowner's living room, and shingles blew off the roof. The analyst negotiated a settlement where the contractor returned the full amount of the contract, plus an additional \$26,000 so that the homeowner could hire a different contractor to fix the roof and repair interior damage.

ALTERNATE DISPUTE RESOLUTION

Arbitration Program

CSLB contracts with Arbitration Mediation Conciliation Center (AMCC) to provide arbitration services for resolving qualifying, non-disciplinary consumer complaints. When appropriate, arbitration provides a cost-effective and fast resolution to homeowner/contractor and contractor/contractor disputes. Disputes involving amounts up to \$25,000 are eligible for CSLB's Mandatory Arbitration Program, while disputes involving amounts between \$25,000 and \$50,000 can be referred to the Voluntary Arbitration Program.

In 2024, CSLB successfully referred 413 disputes between consumers and contractors to arbitration resulting in over \$4 million in remedies awarded to consumers. During 2024, parties experienced an average cycle time from referral to award of fewer than 41 days.

AMCC sends surveys to arbitration participants to monitor user satisfaction with the CSLB arbitration program. These surveys have consistently shown that arbitration participants have been pleased with their experience. During 2024, participants gave AMCC's arbitration services an average score of 4.8 out of 5 in all rating categories and an approval rating of 4.71 out of 5 for the AMCC arbitrators.

LETTER OF ADMONISHMENT

The Letter of Admonishment is an intermediate form of corrective action to enhance public protection by promptly addressing non-egregious violations by licensed contractors. The letter provides for up to two years (most disclosures are for one year) of public disclosure after issuance, offers an option for requiring corrective action by the contractor, and provides written documentation that can be used to support formal disciplinary action in the future, if warranted.

In 2024, CSLB issued 346 Letters of Admonishment. The most common violations cited in Letters of Admonishment during the year were conviction of a non-violent

misdemeanor criminal offense, violation of a statute or regulation including permit requirements, and failure to meet home improvement contract requirements.

Contractors who receive a Letter of Admonishment are afforded an opportunity to contest its issuance via a CSLB Office Conference. The Office Conference allows the presiding official to uphold, modify, or withdraw the Letter of Admonishment based on their review of the case. During 2024, CSLB conducted 33 Office Conferences either by video or teleconference. As a result of those conferences, 17 Letters of Admonishment were upheld as issued, five were modified, and 10 were withdrawn. Letters of Admonishment are not used when consumer harm has occurred.

Since 2020, contractors who have violated local permit requirements are issued a Letter of Admonishment with a corrective order to complete a video training session on building permits. Violators who do not complete the training are subject to an administrative citation. In 2024, 69 Letters of Admonishment included a requirement to complete the permit training. Of those, 68 successfully completed the training, and one was ultimately referred to a citation.

SOLAR INDUSTRY ENFORCEMENT

In late 2023, CSLB created the Multiple Offender Unit (MOU) with the focus of developing an enforcement unit that specialized in handling investigations against contractors who routinely received numerous consumer complaints. Of the 37 contractors who received more than 10 complaints in 2024, CSLB has taken legal action against 11 of them.

While not solely focused on solar contractors, the unit investigated several solar contractors with dozens of consumer complaints throughout 2024.

CSLB continues to see about 182 solar-related complaints each month, which is a decrease from the 204 per month received in 2023, many involving solar companies abandoning projects after receiving payment for work not performed.

In 2024, the Enforcement Division settled approximately 180 solar-related cases, which led to more than \$4.8 million in restitution to financially injured consumers. Additionally, 199 solar investigations resulted in administrative legal actions and another 15 cases were referred for criminal prosecution.

PROACTIVE ENFORCEMENT

Statewide Investigative Fraud Team

CSLB's Statewide Investigative Fraud Team (SWIFT) performs proactive enforcement of contractors state license law. SWIFT investigators, in partnership with other construction industry stakeholders, law enforcement agencies, and allied state agencies, confirm license, tax, wage, and safety compliance through inspection sweeps at active jobsites and through staged undercover sting operations. Additionally, SWIFT investigators respond to leads from consumers, licensed contractors, and other agencies.

Of the 3,432 cases closed by SWIFT investigators, 1,067 resulted in administrative or criminal legal actions, 397 of which were referred to prosecutors. Furthermore, SWIFT issued 1,216 Advisory Notices and 103 Letters of Admonishment for minor violations.

2024 SWIFT ADMINISTRATIVE LEGAL ACTIONS AND CRIMINAL REFERRALS

CATEGORY	RESULT
Legal Actions	1,067
Initial Citation Assessment	\$635,800
Stop Orders Issued for Workers' Compensation Violations	301
Licensee Criminal Referrals	45
Non-Licensee Criminal Referrals	352

Stings/Sweeps/Leads

SWIFT regularly receives information about unlicensed or other illegal construction activity reported by licensees, the public, and allied government agencies that can lead to an undercover sting operation or a construction site inspection. Additionally, SWIFT investigators routinely sweep areas for active construction projects and conduct compliance inspections.

In 2024, SWIFT conducted 38 sting operations, participated in 407 sweep days, and responded to 872 leads. A chart listing sweep and lead results follows:

2024 SWIFT SWEEP AND LEAD RESULTS

CATEGORY	RESULT
Compliance Sweep Days	407
Legal Actions Resulting from Sweep Compliance Inspections	562
Leads Received	872
Legal Actions Resulting from a Lead	201

Joint Enforcement Strike Force

The Joint Enforcement Strike Force (JESF) shares information and resources among multiple government agencies to combat the underground economy. Partner agencies include CSLB, Employment Development Department (EDD), Division of Occupational Safety and Health (DOSH), Division of Labor Standards Enforcement (DLSE), and the Franchise Tax Board (FTB). JESF’s primary focus is to pursue criminal charges for license, tax withholding, and workers’ compensation insurance violations. In 2024, JESF activities resulted in the suspension of 277 licenses for outstanding tax and penalty liabilities totaling over \$19 million. CSLB’s license suspension program resulted in the payment of over \$39 million to allied state agencies.

2023 JESF-RELATED OUTSTANDING LIABILITIES

AGENCY	LIABILITY SUSPENSION	PENALTY RECOVERED
EDD	\$10,897,189	\$21,690,000
DOSH	\$697,638	\$545,322
DLSE	\$3,116,644	\$4,670,416
FTB	\$4,768,829	\$12,614,691
TOTAL	\$19,480,299	\$39,520,429

Labor Enforcement Task Force

Established in 2012, the Labor Enforcement Task Force (LETF) combats the underground economy in California and strives to create an environment where legitimate businesses can thrive. Partner agencies include CSLB, Employment Development Department, Division of Labor Standards Enforcement, and Division of Occupational Safety and Health. The task force goals are:

- Ensure that workers receive proper payment of wages and are provided a safe work environment.
- Ensure that California receives all employment taxes, fees, and penalties due from employers.
- Eliminate unfair business competition by leveling the playing field.
- Make efficient use of state resources in carrying out LETF's mission.

Task Force Observations

LETF members conduct sweeps at active jobsites to verify employee wages and compliance with licensing, insurance, tax, and job safety requirements. Inspections conducted by LETF at construction sites in 2024 found 44 percent of contractors were out of compliance with one or more licensing, tax, labor and/or safety laws.

2024 LETF JOINT INSPECTIONS

CATEGORY	RESULT
Number of Contractors Inspected	165
Number of Contractors Out of Compliance	73
Percent of Contractors Out of Compliance	44%
Total Initial Assessments	\$231,015
Inspections that Resulted in CSLB Investigations	203
CSLB-Issued Stop Orders	27
Number of Businesses Referred to EDD Tax Audit Program	82
Cal/OSHA Serious Violations	40

Legislative



CSLB’s Legislative Division engages in the administrative rulemaking and legislative processes to carry out the Board’s regulatory and legislative priorities. The division sponsors legislation with Board approval and reviews all bills introduced by the Legislature for potential impact to the Board, consumer protection, and the construction industry. The division presents relevant bills to the Board at public meetings to facilitate the Board taking a support, neutral, or oppose position and presents the Board’s position to the Legislature. The division also prepares and submits reports or studies requested by the Board or required by the Legislature.

DEVELOPMENT AND COORDINATION OF CSLB-RELATED LEGISLATION

CSLB assisted in providing legislative language, as well as technical assistance, for the following bills that were signed into law (chaptered) in 2024 by Governor Gavin Newsom.

Senate Bill 1455 (Ashby, Chapter 485, Statutes of 2024)

This bill extends the Board’s “sunset” date from 2025 to 2029 and makes other statutory changes to the Contractors State License Law including: 1) authorizing CSLB to issue a contractor’s license to federally recognized tribes and tribal businesses; 2) requiring licensees who are subject to a workmanship complaint that results in a letter of admonishment or a citation to reimburse CSLB’s industry expert costs to investigate the complaint; 3) providing that license applicants pay examination fees directly to the examination vendor directly instead of CSLB; 4) clarifying that the awarding authority in a public works contract 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 5) delaying the mandatory workers’ compensation insurance requirement for all licensees from 2026 to 2028.



Assembly Bill 2622 (Carrillo, Chapter 240, Statutes of 2024)

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

REGULATIONS

Fees: Dishonored Check Service Charge

Title 16 of the California Code of Regulations (16 CCR), Section 811 was amended, and Section 812 was repealed to conform to changes made by Senate Bill 607 (Min, Chapter 367, Statutes of 2021). SB 607 amended Business and Professions Code section 7137, which resulted in added organizational structure to the fee schedule, an increase to most fees, and set a service charge fee of \$25 for a dishonored check as authorized by Section 6157 of the Government Code.

Public Affairs



In 2024, CSLB's Public Affairs Office (PAO) continued to reach the public both virtually and in-person with workshops and meetings, while using social media, the CSLB website, and electronic communications to keep licensees and consumers informed. PAO also helped coordinate CSLB's disaster response and continued its work in all areas of media relations, community outreach, publications development and distribution, video services, website support, and contractor education and outreach.

During 2024, PAO:

- Distributed 9 industry bulletins.
- Circulated 21 news releases.
- Fielded 94 media inquiries and requests for interviews.
- Presented 29 livestreams.
- Increased its social media presence on all its platforms and increased its reach to stakeholders through its email alerts.
- Organized and conducted 39 Senior Scam StopperSM seminars and also coordinated Consumer Scam StopperSM seminars, home shows, and Speakers Bureau requests.
- Published 14 publications, including meeting packets, reports, fliers, and the 2024 *California Contractors License Law & Reference Book*.

INDUSTRY BULLETINS

CSLB released industry bulletins that included information about fire sprinkler fitter registration requirements for fire protection contractors, licensing requirements for contractors who work on manufactured homes and mobile homes, resources available for contractors who manage treated wood waste, and the impact new laws will have on homeowners and contractors.

NEWS RELEASES

CSLB issued 20 news releases detailing stings around the state throughout the year including CSLB's role in a multi-agency effort organized by the National Association of State Contractors Licensing Agencies (NASCLA), along with a consumer alert about down payment and progress payment rules and a release about the new California law raising the threshold for work requiring a contractor's license from \$500 to \$1,000.

CSLB LIVESTREAMS

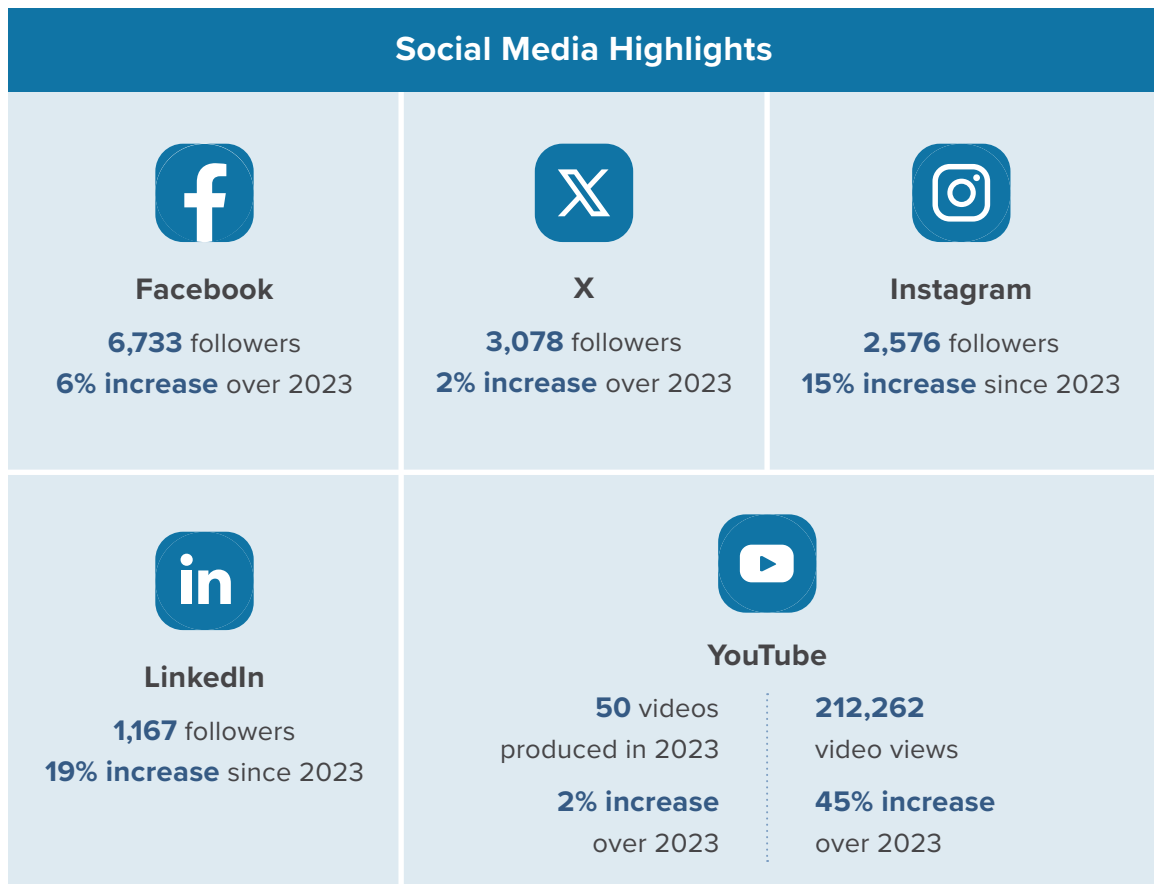
In 2024, CSLB produced livestreams, including the monthly *Get Licensed to Build* and *Obtenga licencia para Construir* workshops.

- In 2024, these virtual workshops with live Q&A averaged 36 attendees per month. Additionally, 10,136 people viewed the workshop videos on the CSLB YouTube channel.

Among the other livestreams were the Board Meetings on April 17-18, June 13-14, June 21, September 19, and December 12, the Licensing Committee Meeting on February 13, Legislative Committee Meetings on March 21 and September 18, and the Executive Committee Meeting on August 1.

SOCIAL MEDIA

PAO continued to use social media as an outreach tool during 2024 to better interact with applicants, licensees, the news media, and other stakeholders. CSLB currently utilizes Facebook, X, YouTube, LinkedIn, and Instagram.



CSLB streamed 19 Facebook Live videos in 2022, which received a combined 2,570 views. All videos posted on CSLB’s Facebook page (including live videos and uploaded videos) in 2022 received 8,305 views, an increase of 80% over 2021. Videos are also placed on CSLB’s YouTube channel.

MOST VIEWED YOUTUBE VIDEOS

VIDEO TITLE	2024 VIEWS
CSLB Guide to Renewing Your Active Single Qualifier License	32,988
10 Tips for Hiring a Contractor	7,334
What to Expect on Test Day	4,549
Building Permit Training	4,011
New B-2 Residential Remodeling License	3,636
Participa en nuestro workshop para obtener la licencia para construir	2,750
Tips for Becoming a Registered Home Improvement Salesperson (HIS)	2,642
Get Licensed to Build Workshop #45 Part 1 of 2	1,842
Watch CSLB Videos and Subscribe PSA	1,633
Get Licensed to Build Workshop #45 Part 1 of 2	1,365

EMAIL ALERTS

CSLB has six categories where members of the public, media, and industry can sign up to receive email alerts.

2024 EMAIL ALERT SUBSCRIBERS BY CATEGORY

CATEGORY	SUBSCRIBERS
<i>California Licensed Contractor Newsletters</i>	14,711
Industry Bulletins	12,847
News Releases / Consumer Alerts	12,214
CSLB Meeting Announcements	10,640
CSLB Surveys	2,637
CSLB Job Openings	2,721
TOTAL	55,770

SENIOR SCAM STOPPERSM

CONTRACTORS STATE LICENSE BOARD

SENIOR SCAM STOPPERSM SEMINARS

Launched in 1999, CSLB’s Senior Scam StopperSM program informs, empowers, and educates senior consumers at the local level about unlicensed or unscrupulous contractors.

Seminars are coordinated with legislative offices and feature presentations by a panel of experts from local, state, and federal agencies, and community-based organizations; distribution of consumer publications; and question-and-answer sessions.

In 2024, PAO staff coordinated and facilitated 39 Senior Scam StopperSM seminars. CSLB partners record presentations for sharing on their websites and for continued senior education.

2024 Senior Scam StopperSM Seminars:

DATE	LOCATION	LEGISLATIVE/COMMUNITY PARTNER(S)
January 18, 2024	San Jose	City Councilmember Domingo Candelas
January 18, 2024	Irvine	City of Irvine
January 26, 2024	Oxnard	Assemblymember Steve Bennett
January 26, 2024	Apple Valley	Apple Valley Senior Center
February 15, 2024	Claremont	Assemblymember Chris Holden
February 28, 2024	Virtual	Assemblymember Christopher M. Ward
March 11, 2024	Oceanside	City of Oceanside
March 21, 2024	Stockton	Adult Protective Services
April 5, 2024	Rancho Mirage	Assemblymember Greg Wallis
April 9, 2024	Irvine	City of Irvine
April 19, 2024	Torrance	Assemblymember Al Muratsuchi
April 26, 2024	Lynwood	Senator Lena Gonzalez
April 30, 2024	San Diego	Senate Minority Leader Brian Jones
May 4, 2024	Fresno	Elder Care Ministry

DATE	LOCATION	LEGISLATIVE/COMMUNITY PARTNER(S)
May 29, 2024	San Jose	Councilmember Domingo Candelas
June 4, 2024	Clovis	SPARC Inc.
June 21, 2024	Merced	Assemblymember Esmeralda Soria
June 21, 2024	La Jolla	Assemblymember Tasha Boerner
June 21, 2024	Palm Springs	Assemblymember Greg Wallis
June 22, 2024	Hayward	Assemblymember Liz Ortega
June 28, 2024	Los Banos	Assemblymember Esmeralda Soria
July 17, 2024	San Diego	Assemblymember Brian Maienschein
July 26, 2024	San Mateo	Senator Josh Becker
August 2, 2024	San Jose	Assemblymember Alex Lee
August 8, 2024	Fremont	East Bay Senior Roundtable
September 5, 2024	Riverside	Assemblymember Sabrina Cervantes
September 5, 2024	Corona	Assemblymember Sabrina Cervantes
September 6, 2024	Folsom	Assemblymember Josh Hoover
September 12, 2024	Tustin	Assemblymember Cottie Petrie-Norris
September 19, 2024	Irvine	Assemblymember Cottie Petrie-Norris
September 28, 2024	Fresno	Assemblymember Dr. Joaquin Arambula
October 1, 2024	Costa Mesa	Assemblymember Cottie Petrie-Norris
October 10, 2024	Santa Clarita	Assemblymember Pilar Schiavo
October 10, 2024	Virtual	Assemblymember Marc Berman
October 18, 2024	Sunnyvale	Assemblymember Victoria Low
October 24, 2024	Lakewood	Assemblymember Anthony Rendon & Senator Lena Gonzalez
October 25, 2024	Westminster	Assemblymember Tri Ta
October 29, 2024	Desert Hot Springs	Assemblymember Greg Wallis

GRAPHIC DESIGN SERVICES

Consumer/Licensee/Applicant/Industry Publications

During 2024, PAO completed production of 14 publications:

- *California Contractors License Law & Reference Book* (2024 Edition)
- California Licensed Contractor Newsletter (Winter 2024)
- California Licensed Contractor Newsletter (Fall 2024)
- 2023 Accomplishments & Activities Report
- 2025-2027 Strategic Plan
- Unhappy With Your Contractor on a Home Improvement Project? Flyer
- Get Licensed to Build: A Guide to Becoming a California Licensed Contractor (English & Spanish)
- Description of Classifications Guide (English & Spanish)
- What You Should Know Before Hiring A Contractor brochure
- Terms of Agreement: A Consumer Guide to Home Improvement Contracts
- April 17-18, 2024, Quarterly Board Meeting Packet
- June 13-14, 2024, Quarterly Board Meeting Packet
- September 19, 2024, Quarterly Board Meeting Packet
- December 12, 2024, Quarterly Board Meeting Packet



PUBLIC INFORMATION CENTER

The Public Information Center's Call Center continued to see wait times below the Board goal of six minutes for each month of 2024. Public Information Center staff, which also includes the Public Counter, are regularly given talking points for hot topics to help them adequately answer public inquiries.

The Licensing Division's low application processing times continue to assist with the decrease in wait times as many inquiries the Call Center receives are related to application status.

Administration



CSLB CAREER CONSULTING

CSLB is committed to developing staff, and in 2024, CSLB Personnel hosted a two-session Career Consulting class for employees. The first session focused on how to find CSLB vacancies, tips on completing the state application, and drafting and submitting statements of qualifications. Part two focused on preparing for an interview.

RECRUITMENT

In 2024, CSLB Personnel worked diligently and averaged a vacancy rate of 31, which represents 7 percent of the total 425 authorized positions. Therefore, CSLB met DCA's guidelines and maintained a vacancy rate below 10 percent.

CSLB Personnel staff participated in two career fairs. The first was held in Santa Ana and sponsored by Representative Lou Correa, Assemblymember Avelino Valencia, and Senator Tom Umberg. The second fair was in partnership with the Employment Development Department (EDD), where CSLB participated in a job fair for California's veterans, at the B.T. Collins Army Reserve Center in Sacramento.

CSLB continues to work with DCA, the California Department of Human Resources (CalHR), and other organizations to partner and participate in future career fairs statewide.

BIENNIAL LANGUAGE SURVEY

In August 2024, the Personnel Unit coordinated CSLB's participation of the state's Biennial Language Survey. The survey is conducted every two years in accordance with the Dymally-Alatorre Bilingual Services Act, requires every state agency to conduct a survey identifying the public it serves, the language(s) spoken, and the bilingual resources available to ensure equal access to information.

CSLB employees in public contact positions took part in the survey. The results will be used to determine CSLB's need for bilingual services and to provide a basis to certify and appoint additional bilingual employees. In addition, CSLB continued to advertise and recruit bilingual candidates. CSLB's job advertisements encourage bilingual candidates to apply for job openings. CSLB currently has 20 Spanish-speaking bilingual staff.

BUSINESS SERVICES

In 2024, the Business Services Office (BSO) secured an Interagency Agreement with California State University, Sacramento (CSUS), who will conduct a study to evaluate the resources to address unlicensed practice in California and unlawful construction activity in declared disaster areas. The scope of work for the study was developed by CSUS and CSLB, with a budget of \$194,468. The proposed start date of the study is March 2025 with a proposed end date of June 2025.

In 2024, BSO completed a large tenant improvement project at the Headquarters location in Sacramento that focused on increasing security. The badge reader system throughout the building was updated to a Cloud-based system, which makes it easy to identify which employees access the building during a time of emergency/disaster. Security cameras were added throughout the exterior of the building, helping increase the safety of employees and the building. In addition, cameras have been added to the vehicle cage, along with a drive-up badge reader.

In 2024, two new Ford Mach-E sport utility vehicles were purchased. These vehicles will be used by CSLB Enforcement staff for investigations, site visits, and field work.

Information Technology



SIGNIFICANT PROJECTS FOR 2024

CSLB Successfully Completed Transition to New Call Center System

CSLB transitioned in June 2024 to a new customer call center system powered by Amazon Web Services (AWS) Connect, which offers:

- **Improved Call Routing and Management:** The AWS Connect IVR system ensures calls are routed swiftly to the most appropriate representative, reducing call wait times and enhancing customer satisfaction.
- **Advanced Data Analytics:** Comprehensive analytics tools enable the team to analyze call patterns and identify frequent inquiries, allowing CSLB to make data-driven improvements to customer service.
- **Scalability and Flexibility:** AWS Connect's cloud-based design allows the integration of new features as needs evolve.
- **Enhanced Security and Compliance:** With adherence to the highest security standards, AWS Connect protects customer interactions and data with security protocols.
- **Cost Efficiency:** Transitioning to AWS's cloud infrastructure significantly reduces costs associated with maintaining and upgrading physical hardware.

Strengthening Security Infrastructure

CSLB recognizes the importance of cybersecurity in today's digital landscape. In 2024, CSLB took significant steps to bolster its security framework:

Privilege Access Manager (PAM):

- Completed the implementation of a Privilege Access Manager (PAM) system to ensure robust control over privileged accounts, reducing the risk of unauthorized access and security breaches.
- PAM enhances protection for accounts with elevated access rights, bolstering CSLB's defenses against potential cyber threats.

Multi-Factor Authentication (MFA) and Updated Password Policy:

- **Transitioned to a new MFA system and updated password policies to align with:**
 - » State Administrative Manual (SAM) policies
 - » Federal security standards (NIST-800-53)
 - » Telework and Remote Access Security Standard (SIMM 5360-A)

- **Ensured compliance with:**
 - » The Department of the Military's biannual assessment requirements
 - » FBI and Department of Justice standards under the Criminal Justice Information Services (CJIS) Security Policy v5.5

- **Key benefits:**
 - » Increased resistance to phishing attempts
 - » Enhanced security for user access and remote access solutions
 - » Preparedness for CSLB's migration to a new VPN (virtual private network) environment

These updates demonstrate CSLB's proactive approach to security, ensuring compliance with state and federal policies while safeguarding sensitive information and resources.

CSLB Website

In 2024, the number of CSLB website page views increased by approximately 11 million, resulting in more than 78.9 million page views. Below are the 20 most-visited CSLB website pages.

CSLB WEBSITE 2024

PAGE TITLE	PAGE VIEWS
Check A License – License Detail	25,216,013
Check A License	23,525,072
Contractor Name Search Result	5,034,358
Personnel List	4,994,368
Contractors State License Board Homepage	3,171,633
Contractor Personnel Search Results	1,468,688
Check Application Status (Detail)	1,297,101
Personnel License List	1,087,417
Find My Licensed Contractor	1,087,417
Find My Licensed Contractor – Zip Code Search	749,033
Check Application Status (Secured)	733,631
Licensees – CSLB	679,862
Consumer – CSLB	588,640
Workers' Compensation History – CSLB	542,155
Contractor's License Personnel Detail – CSLB	528,782
Forms and Applications – CSLB	528,474
Online Service – CSLB	492,299
Licensing Classifications	487,485
Contractor's License Detail (Other Licenses)	486,297
Contractor's Bond History	343,986



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CONTRACTORS STATE LICENSE BOARD

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www.cslb.ca.gov
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