



CONTRACTORS LICENSE BOARD

Inetnon Malisensiayon Kontratista



2021 CITIZEN CENTRIC REPORT

Mission Statement - The Contractors License Board safeguards consumers by regulating its construction industry on island through policies that promote the health, safety, and general welfare of the public in matters relating to construction.

The Contractors License Board accomplishes this by:

- Making certain that construction is carried out in a safe, competent and professional manner;
- Licensing contractors and enforcing licensing laws; requiring that individual or company practicing or offering to do construction contracting is or be licensed;
- Exercise the laws regulations and standards governing construction contracting in a reasonable and consistent manner;
- Providing resolution to disputes that arise from construction activities; and Educating the public so that they can make informed choices.

History - The 14th Guam Legislature established the Contractors License Board in 1977. The board consist of 7 members which comprised of two (2) members of which are appointed by the Governor from the construction industry; three (3) of which are appointed by the Governor from the general public and that have no interest in construction; and the Department of Revenue, Ex-Officio; and the Director Public Works, Ex-Officio. Those members appointed by the Governor are subject to confirmation by the Legislature. Their term shall be four (4) years and said terms to commence January 1 next following the enactment hereof.

Vision - The Contractors License Board has established pillars that will ensure a clear path toward mission accomplishment by the CLB staff for the Island of Guam.

LICENSING. Ensure that all applicants are qualified in order to obtain a license. Review applicant's documentation in order to obtain a license. Review applicant's documentation in order for an individual to qualify to take the examination(s).

INVESTIGATION. Reduce, eliminate or prevent unlicensed activity and unprofessional conduct that pose a threat to public health, safety and welfare.

CONSUMER AFFAIRS. Educate consumers on making the best choices when hiring a licensed contractor. Protect consumers by ensuring that the contractor's skills & workmanship quality are up to industry standards.

ADMINISTRATION. Ensure agency effectiveness and improve the quality of consumer service in all programs.

LEGISLATION. Ensure that rules and regulation, statutes, policies and procedures are updated which will strengthen and support board and administrative operations.

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Ciriaco C. Sanchez Jr.
Executive Director

- Geralynn T. Stanley, Private Secretary
 Maria D. Perez, Administrative Officer
 Carmelita H. Santos, Administrative Assistant
 Margaret O. Guerrero, WP Secretary II
 Veronica L. Fernandez, Administrative Aide
 Nida A. Bailey, CLB Investigator- Supervisor
 Aaron T. Aragon, CLB Investigator
 Andrew A. Mesa, CLB Investigator
 Marcus G. Finona, CLB Investigator

Board of Directors

- Bernard S. Benavente**
Board Chairman
Rena Borja
Board Vice Chairwoman
Selina Ashland
Board Member
Matthew C. Cruz
Board Member
Vincent P. Arriola
Ex-Officio for Dept. Public Works (DPW)
Dafne Shimizu
Ex-Officio for Dept. Rev. & Tax. (DRT)

The National Association of State Contractors Licensing Agencies (NASCLA) recognizes the Contractors License Board as a longstanding member and the sole agency in Guam with membership.



NASCLA is a nonprofit organization whose purpose is to promote best practices and license uniformity for agencies that regulate the construction industry.

Administration Division

For the year of 2021 this division successfully assisted 98 applicants attain their Contractors License.

Investigation Division

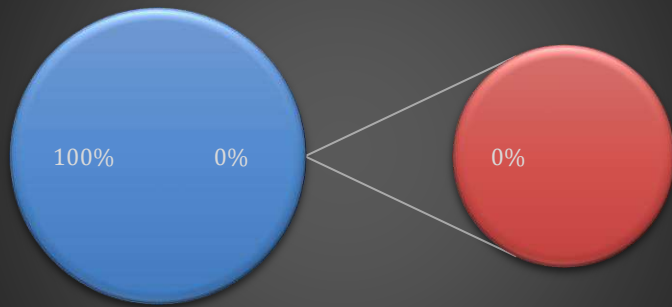
With the addition of 3 new Investigators, in the year of 2021 this division successfully collected \$43,959.00 from a total of 26 citations issued.

Their combined efforts achieved an increase in revenue collected compared to prior years.



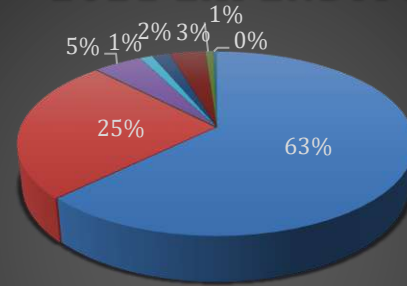
| PERFORMANCE | 2021 | 2020 | 2019 |
|----------------------------------|---------|---------|---------|
| ACTIVE LICENSES | 890 | 906 | 917 |
| INACTIVE LICENSES | 53 | 61 | 63 |
| MASTER ELECTRICIAN | 46 | 41 | 51 |
| Consumer/Construction COMPLAINTS | 65 | 42 | 67 |
| GUAM'S POPULATION | 172,335 | 168,783 | 167,294 |

2021 REVENUE



■ Licenses ■ Charges for Services Interest & Investment

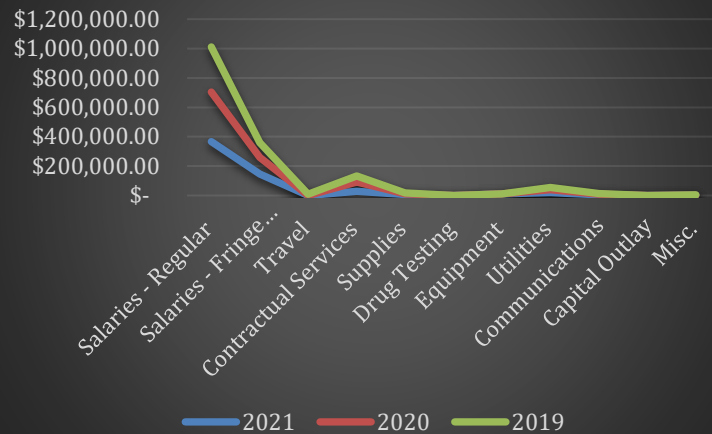
2021 EXPENDITURES



■ Salaries - Regular ■ Salaries - Fringe Benefits
 ■ Travel ■ Contractual Services
 ■ Supplies ■ Drug Testing
 ■ Equipment ■ Utilities
 ■ Communications ■ Capital Outlay
 ■ Misc.



CLB EXPENDITURES



REVENUE

| | 2021 | 2020 | 2019 |
|--|----------------------|----------------------|----------------------|
| Licenses | \$ 848,717.00 | \$ 576,951.00 | 716,749.00 |
| Charges for Services Interest & Investment | \$ 327.00 | \$ 1,208.00 | 1,177.00 |
| Total Revenues | \$ 849,044.00 | \$ 578,159.00 | \$ 717,926.00 |

EXPENDITURES

| | | | |
|---------------------------|----------------------|----------------------|----------------------|
| Salaries - Regular | \$ 366,830.00 | \$ 337,417.00 | \$ 306,965.00 |
| Salaries - Fringe | \$ 146,937.00 | \$ 113,301.00 | \$ 99,660.00 |
| Travel | \$ - | \$ - | \$ 8,518.00 |
| Contractual Services | \$ 26,487.00 | \$ 28,895.00 | \$ 31,922.00 |
| Supplies | \$ 7,033.00 | \$ - | \$ 6,472.00 |
| Drug Testing | \$ - | \$ - | \$ 200.00 |
| Equipment | \$ 10,070.00 | \$ - | \$ 200.00 |
| Utilities | \$ 20,272.00 | \$ 18,778.00 | \$ 16,395.00 |
| Communications | \$ 4,276.00 | \$ 4,171.00 | \$ - |
| Capital Outlay | \$ - | \$ - | \$ - |
| Misc. | \$ 1,747.00 | \$ 850.00 | \$ 932.00 |
| Total Expenditures | \$ 583,652.00 | \$ 503,412.00 | \$ 471,264.00 |



Guam Contractors License Board



Challenges

The Contractors License Board experienced increased budget constraints for FY 2021. We were able to perform within the budget allotted. Some of the challenges we faced with the budget constraints included additional training for office staff, and outdated and subpar vehicles and office equipment. Another challenge the CLB faced toward the end of the year was the recognition of the un-adjudicated Rules and Regulations causing concern in enforcement.



Goals

- To adjudicate the Contractors License Board's Rules & Regulations in accordance with the 21 GCA Real Property Chapter 70 Contractors Public Law 30-11 § 70103 (b).
- To enforce the Rules & Regulations for the health, safety and general welfare of persons engaged in the construction industry and for the protection of the public against incompetent, inexperienced, unlawful and unfair practices by contractors to whom they may contract.
- To update current laws that will help sustain revenue collected within our agency to be proactive in mitigating our budget constraints.
- To be able to have a 24 hour investigation team to identify and prevent unlicensed activities which are mostly performed after working hours and on weekends. This will discourage unlicensed contractors and promote licensure. The License fee and violation penalty will generate more revenue to CLB.
- To create a customer service survey that will gauge our agencies effectiveness and improve the quality of consumer service.
- To build stronger ties with other agencies to promote enforcement of the law.

For more information
CONTACT US

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Visit us on the web at www.clb.guam.gov





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CLB FY2021 Citizen Centric Report

Geralynn Tennesen Stanley <geralynn.stanley@clb.guam.gov>

Mon, Sep 19, 2022 at 2:25 PM

To: Benjamin Cruz <bjcruz@guamopa.com>, "speaker@guamlegislature.org" <speaker@guamlegislature.org>

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Hafa Adai,

On behalf of the Contractors License Board, I am submitting the attached FY2021 Citizens Centric Report in accordance with Title 1 Guam Code Annotated Chapter 19 § 1922 (a).

Kindly acknowledge receipt of the report.

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Kind Regards,
Geralynn Tennesen Stanley
Private Secretary
Contractors License Board

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