



CONTRACTORS LICENSE BOARD

Inetnon Malisensiyen Kontratista

542 North Marine Corps Drive A. – Tamuning, Guam 96913

649-2211, 649-9676, 649-2210 (Fax)

Website: www.clb.guam.gov



LOURDES A. LEON GUERRERO
Maga'håga

JOSHUA F. TENORIO
Sigundo Maga'låhi

JOHN P. AGUON
Direktot Eksekutibu

March 5, 2025

Honorable Benjamin J.F. Cruz
Office of Public Accountability
Suite 401 DNA Building 238
Archbishop Flores Street
Hagatna, Guam 96910

Dear Public Auditor Cruz,

Pursuant to Title 1 Guam Code Annotated, Chapter 19, §1922(a), the Contractors License Board FY 2023 Citizen Centric Report as of September 30, 2023 is attached.

The report will be posted at the Contractors License Board website: www.clb.guam.gov.

Should you have questions or concerns, please call me at 671-649-2215 or Ms. Carmelita H. Santos, Administrative Officer, at 671-649-2214 (email: carmelita.santos@clb.guam.gov).

Regards,


JOHN P. AGUON
Executive Director

Attachments



Contractors License Board *Inetnon Malisensiayen Kontratista* 2023 Citizen Centric Report

POINT OF INTEREST:

- History of CLB
- Mission Statement
- Investigation Cases
- Licensed Contractors
- Goals
- Vision
- Demographics
- Revenue/Expenditure
- Staff
- Board Members



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History of Contractors License Board

The 14th Guam Legislature established Contractors License Board in 1977. It became Public Law 14-51 and was later amended to Public Law 30-11, 21 GCA Real Property Chapter 70.

The seven-member Board is comprised of the following members; two (2) 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 the construction industry; and the Director of Revenue and Taxation and Director of Public Works are Ex-officio's. These members are subject to confirmation by the Legislature of Guam.

The Board was granted the authority to make, amend or repeal such rules and regulations as it may deem to effectuate and carry out the purpose for the protection of the general public.

MISSION STATEMENT

The Contractors License Board safeguards consumers by regulating the construction industry 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 licensed or be licensed;
- Exercising 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.



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 create a customer service survey that will gauge our agencies effectiveness and improve the quality of customer service.
- To build stronger ties with other agencies to promote enforcement of the law.

VISION

The Contractors License Board’s vision is to accomplish that CLB has updated Rules and Regulations in which the CLB staff will be able to move forward for a better Guam.

LICENSING. Ensure that all applicants are 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.

**OPERATIONAL STRUCTURE,
DEMOGRAPHICS AND CHALLENGES**

CLB has had issues with updating our examinations. CLB’s challenges is having companies assist us with examination due to funding issues. CLB is also requiring that examination not only be updated but, to have study guides to each examination.

Update online portal to CLB with all applications to have a fillable version. CLB has a updated version of all contractors. CLB is trying to find a easy user friendly access to search for a company or Responsible Management Employee (RME) by using a search field to accommodate their needs.

Contractors License Board had budget constraints in order to have training for staff and office equipment. CLB is in need of new computers. CLB at the same time is processing our Rules and Regulation to be adjudicated at this time.

PERFORMANCE	2023	2022	2021
ACTIVE LICENSE	968	966	890
INACTIVE LICENSE	44	48	53
MASTER ELECTRICIAN	45	33	46
CONSUMER COMPLAINTS	42	34	65
GUAM POPULATION	166,506	168,801	172,335

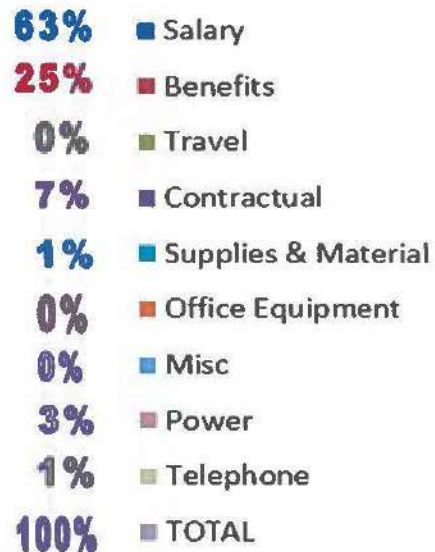
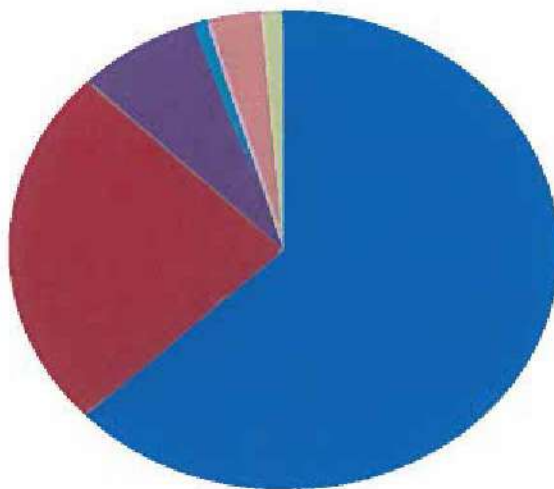


2023 EXPENDITURES

Contractors License Board	
Combining Statement of Revenues, Appropriation by Object Category	
Year Ended September 30, 2023	
REVENUE:	
Licenses and Permits:	\$906,256.00
Charges for Services Interest & Investment	\$411.00
Total Revenues	\$906,667.00
FY2023 APPROPRIATION:	
Salaries - Regular 111	\$461,224.85
Salaries- Fringe benefits 113	\$184,930.37
Travel 220	\$500.00
Contractual Services 230	\$86,373.00
Supplies 240	\$8307.00
Equipment 250	\$0.00
Drug Testing 271	\$100.00
Power 361	\$23,000.00
Telephone 363	\$9,700.00
Miscellaneous 290	\$6,200.00
Total Appropriation	\$780,335.22

ACCOUNT DESCRIPTION	CATEGORY	AMOUNT
Salary	111	\$ 465,542.90
Benefits	113	\$ 181,533.88
Travel	220	\$ 489.20
Contractual	230	\$ 53,817.76
Supplies & Material	240	\$ 5,123.57
Office Equipment	250	\$ 0.00
Drug Testing	271	\$ 0.00
Misc	290	\$ 1,650.00
Power	361	\$ 23,000.00
Telephone	363	\$ 9,434.08
TOTAL		\$ 740,591.39

2023 Expenditures



VISIT OUR WEBSITE: WWW.CLB.GUAM.GOV

CLB STAFF

Ciriaco Sanchez	Executive Director
Maria D. Perez	Administrative Officer
Carmelita H. Santos	Administrative Assistant
Margaret O. Guerrero	Word Processing Sec. II
Veronica L. Fernandez	Administrative Aide
Geralynn B. Tennessen	Private Secretary
Nida Bailey	CLB Investigator Supervisor
Marcus Finona	CLB Investigator
Aaron Aragon	CLB Investigator
Andrew Mesa	CLB Investigator



542 North Marine Corps Drive A
Tamuning, Guam 96913

Telephone: (671) 649-9676, 649-2211 Fax: (671) 649-2210

BOARD MEMBERS

Bernard Benavente, Board Chairman

Rena Borja, Vice Chairwoman

Selina Ashland, Member

Matthew C. Cruz, Member

Vincent P. Arriola, Ex-Officio, DPW

Michele B. Santos, Ex-Officio, Rev & Tax

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.





Frederick Jones <fjones@guamopa.com>

Fwd: 2023 Citizen Centric Report- Contractors License Board

2 messages

Benjamin Cruz <bjcruz@guamopa.com> Fri, Mar 28, 2025 at 5:26 PM
To: Vincent Duenas <vduenas@guamopa.com>, Jerrick Hernandez <jhernandez@guamopa.com>, Thyrza Bagana <tbagana@guamopa.com>, Joy Esperanza <jesperanza@guamopa.com>, Maryann Manglona <mmanglona@guamopa.com>, Frederick Jones <fjones@guamopa.com>, Thomas Eladio Battung <tbattung@guamopa.com>, Mariella Cruz <mcruz@guamopa.com>, Ren Jalandoni <rjalandoni@guamopa.com>, Selina Onedera-Salas <sonederasalas@guamopa.com>, Thomas Quichocho <tquichocho@guamopa.com>, Kayleen Concepcion <kconcepcion@guamopa.com>, Melissa Ngiralmou <mngiralmou@guamopa.com>, Leonanie Leon Guerrero <lleonguerrero@guamopa.com>

Benjamin J. F. Cruz

Public Auditor

Office of Public Accountability – Guam

www.opaguam.org

Tel. (671) 475-0390 ext. 209

Fax (671) 472-7951

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----- Forwarded message -----

From: **Carmelita Santos** <carmelita.santos@clb.guam.gov>
Date: Fri, Mar 28, 2025 at 2:17 PM
Subject: Fwd: 2023 Citizen Centric Report- Contractors License Board
To: Benjamin Cruz <bjcruz@guamopa.com>

Good Afternoon Public Auditor,
Please be advised the Contractors License Board has submitted to the OPA the 2023 Citizen Centric Report via email on March 5, 2025 at 3:15 p.m.

We would appreciate you acknowledging this email of the attached 2023 Citizen Centric Report. If you have questions, please call me at 671 649-2214 or email me at carmelita.santos@clb.guam.gov

Regards,

----- Forwarded message -----

From: **Mariella Cruz** <mcruz@guamopa.com>
Date: Tue, Mar 25, 2025 at 4:50 PM
Subject: Re: 2023 Citizen Centric Report- Contractors License Board
To: Carmelita Santos <carmelita.santos@clb.guam.gov>

Hafa Adai Carmelita,

Acknowledging receipt, thank you. We have contacted our vendor to have CLB's FY 2023 CCR posted on our website; however, it may take some time depending on the workload of the vendor.

Also please be advised that the CCR should also be submitted to the Public Auditor (bjcruz@guamopa.com), and that Kyle Bungbung is no longer at the OPA.

Thank you for yours and the CLB's diligence in ensuring compliance with the CCR mandate.

On Tue, Mar 25, 2025 at 3:57 PM Carmelita Santos <carmelita.santos@clb.guam.gov> wrote:

Hello Mariella,

Please be advised the Contractors License Board's 2023 Citizen Centric Report has not been posted on the OPA website. We have emailed the CLB's 2023 CCR since March 5, 2025. Please see attached submittal of CLB's 2023 CCR.

We appreciate your acknowledgement of this email message. If you have questions, please call me at 671 649-2214 or email me at carmelita.santos@clb.guam.gov.

Regards,

On Fri, Mar 21, 2025 at 2:11 PM Carmelita Santos <carmelita.santos@clb.guam.gov> wrote:

Just a reminder to please post CLB's Citizen Centric Report.

On Fri, Mar 21, 2025 at 2:10 PM Carmelita Santos <carmelita.santos@clb.guam.gov> wrote:

Thank you, have a safe and wonderful weekend.

On Fri, Mar 21, 2025 at 1:50 PM Mariella Cruz <mcruz@guamopa.com> wrote:

Hafa Adai Carmelita,

Kindly confirming receipt of the CLB's FY 2023 citizen-centric report.

Thank you,
Mariella

On Fri, Mar 14, 2025 at 1:52 PM Carmelita Santos <carmelita.santos@clb.guam.gov> wrote:

Good Afternoon,

Please be advised the Contractors License Board has provided the OPA the 2023 Citizen Centric Report via email on March 5, 2025 at 3:15 p.m. We would appreciate you acknowledging this email of the attached 2023 Citizen Centric Report.

In addition, the Guam OPA website has not posted the Contractors License Board's submittal.

If you have questions, please call me at 671 649-2214 or email me at carmelita.santos@clb.guam.gov

Regards,

--

Carmelita "Lily" H. Santos

Administrative Officer

Contractors License Board

542 North Marine Corps Drive

Tamuning, Guam 96913

Tel: (671) 649-2214 Fax: (671) 649-2210

Email address: carmelita.santos@clb.guam.gov



FY2023 Citizen Centric Report_Contractors License Board (1).pdf

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Benjamin Cruz <bjcruz@guamopa.com>

Mon, Mar 31, 2025 at 4:34 PM

To: Vincent Duenas <vduenas@guamopa.com>, Thyrsa Bagana <tbagana@guamopa.com>, Joy Esperanza <jesperanza@guamopa.com>, Maryann Manglona <mmanglona@guamopa.com>, Jerrick Hernandez <jhernandez@guamopa.com>, Ren Jalandoni <rjalandoni@guamopa.com>, Frederick Jones <fjones@guamopa.com>, Mariella Cruz <mcruz@guamopa.com>, Thomas Eladio Battung <tbattung@guamopa.com>, Kayleen Concepcion <kconcepcion@guamopa.com>, Melissa Ngiralmu <mngiralmu@guamopa.com>, Selina Onedera-Salas <sonederasalas@guamopa.com>, Thomas Quichocho <tquichocho@guamopa.com>, Leonanie Leon Guerrero <lleonguerrero@guamopa.com>

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