



California Public Benefits Corporation
Corporation was formed on September 19, 2019
19 Board Minutes, Saturday, August 12, 2023

Bond Oversight Done Right
bondoversight.org

<p style="text-align: center;">Minutes BOARD OF DIRECTORS Saturday, August 12, 2023, at 10:00 AM via Zoom</p>

PURPOSE STATEMENT

“CABOC is the trusted and independent source of information, education, training, and assistance on school bond oversight to CBOC members and California taxpayers. Proposition 39 (2000) lowered the threshold for local voter approval of school bond measures to 55%. It was accompanied by the mandate to establish independent CBOCs to oversee school bond expenditures and report findings to governing boards, taxpayers, and the general public.

“Our mission is to develop the tools: training materials, newsletters, workshops, and conferences to enable CBOC members to engage in rigorous independent oversight and fulfill their obligations to ensure and report that bond money has been spent adequately for the benefit of students, families, their communities and all Californians and to represent our collective interests at the statewide level.” (Articles of Incorporation January 14, 2023)

Voters have approved \$198.7 Billion Proposition 39 Bonds.

To participate remotely using Zoom: Log into Zoom from your laptop, PC, desktop, or tablet and enter the meeting ID 873 3925 8072, passcode 293000. If you are calling in only, you will also need the meeting phone: 1.669.444.9171, after which you will be prompted for the meeting ID.

CABOC Advisors, Members, and others are invited to attend and speak at this meeting.

Date: Saturday, August 12, 2023, Time: 10:00 AM, Place: Zoom

Item 1: Call to Order – President Carolyn Castillo at 10:03 a.m.

CABOC 19 Board Minutes, Saturday, August 12, 2023

Item 2: Roll Call Directors – Secretary Anton Jungherr

Name	County	Present	Absent
Tahir Ahad	Solano		X
Marc Carrel	Los Angeles	X	
Carolyn Castillo	Los Angeles	X	
Marcus Crawley	Alameda	X	
Michael J. Frattali	San Diego	X	
Chris Hanson	San Francisco	X	
Gina Haynes	Contra Costa	X	
Jason Hunter	Riverside		X
Manuel Jimenez	Sacramento		X
Anton Jungherr	Contra Costa	X	
Lucille Castillo Lyon	Los Angeles	X	
Jonathan Reynolds	San Luis Obispo	X	
Ourania Riddle	Solano		X
Thomas Rubin	Alameda	X	
Laura Santos	Los Angeles		X

Item 3: Introduction of Advisors, Members, and Friends – Secretary Anton Jungherr

Other participants included Albert Antelman, and Denise Sheehan

ACTION

Item 4: Website Redesign Bond Oversight Committee Academy

Borrowed Money: Opportunities for Stronger Bond Oversight, A Little Hoover Commission Letter Report to the Governor and Legislature of California, Report # 236, February 2017, page 20.

CABOC 19 Board Minutes, Saturday, August 12, 2023

“Recommendation 6: Develop easy-to-access online training materials for members of Citizens’ Bond Oversight Committees. Specifically, the Governor and Legislature should direct and authorize one-time funding to the Fiscal Crisis and Management Assistance Team to develop online training for local Citizens’ Bond Oversight Committee members, with input and assistance from the California Debt and Investment Advisory Committee and the California League of Bond Oversight Committees.” (California League of Bond Oversight Committees filed for dissolution on January 15, 2021. CABOC is the only statewide nonprofit organization existing to address the recommendations of the Little Hoover Commission.)

The CABOC Training Materials Committee has initiated a plan to redesign the website home page (bondoversight.org) as a Bond Oversight Committee Academy, including CABOC-produced training videos.

The CABOC Training Materials Committee has initiated the production of twenty-five online videos. (ten minutes each) for orientating new CBOC members. Volunteers will record the videos on Zoom, and Lope Yap, Jr., and Total School Solutions will edit them. We plan to premiere the new website redesign and videos at our 3rd Annual Statewide Virtual Conference on October 14, 2023.

The new website, now under construction, can be viewed here. <https://www.bondoversight.org/aa-home-draft/>

The following documents about this plan are attached:

- Course Display Home Page (6)¹
- Guiding Principles (7)
- Course Descriptions (9)
- Course Components (12)
- Website Redesign Project Plan (13)
- Format Video Learning Objectives (15)

*Motion: The Executive Director is authorized and directed to implement the website redesign of Bond Oversight Committee Academy, consistent with the attached six agenda documents referenced above, to be premiered at our 3rd Annual Statewide Conference on October 14, 2023. **Approved***

Item 5: Marketing CABOC Conference August 19, 2023

The August 19, 2023, conference is one of our two fundraising events this year to pay for expenses. We need ticket sales of \$5,000 (\$50 for an individual ticket or \$100 for a group of 2-15 participants) to meet our budget.

Each board director, advisor, and member is encouraged to purchase an individual \$50 conference ticket even if you are unable to attend the conference.

Each board member, advisor, and member is encouraged to sell one \$50 ticket to a colleague, another CBOC member, mother, or lover, even if they are unable to attend the conference.

¹ Page reference to the attached page

"G:\My Drive\CABOC\Board Meetings\19 August 12, 2023\19 Minutes August 12 2023 - Draft 8-12-23 ds.docx"

CABOC 19 Board Minutes, Saturday, August 12, 2023

Recommended Motion: board, advisors, and members encourage the sale of tickets for the August 19, 2023, CABOC conference. It was felt that a motion was not needed. No action was taken.

Item 6: Awards, 3rd Annual CABOC Conference, October 14, 2023

Proposed six awards to be presented at the 3rd Annual CABOC Conference on October 14, 2023:

- CABOC Member of the Year
- CBOC of the Year
- District of the Year
- CABOC Media
- CBOC Annual Report of the Year (new)
- CABOC Person of the Year

See attached description for each award. (16)

*Motion: The Executive Director is authorized and directed to solicit nominations for the six awards attached (16), and the Executive Committee is authorized to select the awardees, if any, to be announced at the October 14, 2023, conference. **Approved***

ACTION CONSENT

All items are to be voted on by one motion unless the item is removed for a separate vote. Individual items can be discussed without removing from the consent agenda.

Item 7: Approve Minutes, May 13, 2023

The draft minutes were previously distributed to the Board of Directors and are on the website.

*Motion: May 13, 2023, minutes be approved. **Approved***

The consent agenda can be approved with one motion.

DISCUSSION

Item 8: Committee Reports

There were no committee reports.

INFORMATION

Item 9: Resignation of Board Member David Lyell May 13, 2023 (17)

CABOC 19 Board Minutes, Saturday, August 12, 2023

Item 10: Termination of Bryan Scott Joint Marketing Agreement, July 8, 2023 (19)

Item 11: Employment Agreement Dominic Elias Recto May 24, 2023, at \$16.00 per hour, Part Time (20)

Item 12: Termination of Employment Agreements Part-Time Students:

- **Issac Lau, May 22, 2023 (video project completed)**
- **Brian Dovan, May 29, 2023 (return to school)**
- **Lyann Do, June 11, 2023 (return to school)**

ADJOURNMENT

Item 13: Next quarterly Board meeting is on Saturday, November 18, 2023, at 10:00 AM

Item 14: Comments from Directors, Advisors, Members, and Participants

- **Jonathan Reynolds suggested we reach out to California Law Schools to solicit students who may be interested in working for us. Executive Director agreed to follow up.**
- **Chris Hanson reported that the San Francisco Community College District CBOC was inactive. Executive Director agreed to work with her on this matter.**

Item 15: Adjournment by President Carolyn Castillo at 10:40 a.m.

Date of Minutes: August 12, 2023

Denise Sheehan, Administrative Manager

Distribution: CABOC Members (voting) and website

Attachments to the agenda packet are included in the minutes posted on the website. Distribution copies of the minutes do not have attachments, as they were in the agenda packet for this meeting.

	A	B	C	D	E
1	BOND OVERSIGHT COMMITTEE ACADEMY				
2					
3	Welcome to CBOC	Help Desk	Annual Report	Audit Financial	Audit Performane
4	Bonds	Bylaws	Committee Operations	Construction Management	Controls
5	Expenditure Review	Facilities Master Plan	Financial Reports	Independent CBOC	Legal Clounsel
6	Open Meetings	Preventative Maintenance	Procurement	Program Management	Project List
7	Public Records	Site Visits	Website	Resources	Advanced Courses
8					
9	Abuse, Fraud & Waste	2022 Conference	2021 Conference	Links	Legal Index
10					
11					
12					
13					
14					

1
2
3 **Guiding Principles**
4

5 It is proposed that the CABOC website home page (www.bondoversight.org) be redesigned to
6 focus on twenty-five (25) training courses.

7 This website redesign would implement the Little Hoover Commission’s “Recommendation 6:
8 Develop easy-to-access online training materials for members of Citizens’ Bond Oversight
9 Committees.”¹

10 It is proposed that the redesigned website “go live” on October 14, 2023, CABOC 3rd Annual
11 Zoom conference.

12 The following “guiding principles” are proposed:

13 Design the twenty-five courses as a basic orientation for new Citizens’ Bond Oversight
14 Committee (CBOC) members.

15 Have CABOC working with Total School Solutions and Lope Yap, Jr. to produce twenty-five
16 videos, each fifteen minutes or less.

17 Post the six CABOC-produced videos with Lope Yap, Jr., and Issac Lau on the website.

18 Post on the website videos recorded at CABOC conferences.

19 Post on the website relevant videos recorded by others on YouTube.

20 Have nine components, as applicable, for each course:²

- 21 ● Course Title
- 22 ● Videos
- 23 ● Best Practices
- 24 ● FAQs
- 25 ● Legal Resources
- 26 ● Resources
- 27 ● Checklist
- 28 ● Examples
- 29 ● Feedback
- 30

¹ *Borrowed Money: Opportunities for Stronger Bond Oversight*, A Little Hoover Commission Letter Report # 236, February 2017, page 20.

² See separate *Course Components* for more details.

CABOC
Training Material Committee
Website Redesign Project Guiding Principles

June 7, 2023

- 31 Assign a Course Lead to each course to act as the “ project manager.”
- 32 Assign a presenter for each course CABOC-produced video. The presenter may be the Course
- 33 Lead or another person.
- 34 Work on Zoom recording all CABOC produces videos in July 2023.
- 35 Continuous update of course components.
- 36 Continuous improvement of course materials based on feedback.
- 37 Assign all materials currently on the website to one of most courses, as applicable.
- 38 Collaboration by Board, Advisors, and Members on course materials.
- 39 Course Leas ask others to help.
- 40 All course website updates are through Executive Director to Website Mistress.
- 41 Lope Yap, Jr., working with Total School Solutions, edits CABOC-produced videos.
- 42 Total School Solutions produce CABOC videos.
- 43 No fees are charged for viewing online courses.
- 44 The same feedback procedure will be used for each CABOC-produced video.
- 45 The same feedback system will be used for each course.
- 46 The Training Materials Committee approves CABOC-produced videos.
- 47 CABOC Executive Committee approves CABOC-produced videos.
- 48 Training Material Committee members and Course Leads monitor weekly the new website
- 49 (construction in progress).

Advances Courses

This course describes CABOC plans for advanced courses beyond the twenty-five introductory courses on the website home page.

Annual Report

This course describes how to prepare the legally required CBOC Annual Report.

Audit Financial

This course describes the CBOC receiving and reviewing before March 31 for the fiscal year ended before June 30, the required annual financial audit prepared by the district's auditor, including how the CBOC should participate in the determination of scope, entrance conference, review of the draft report, exit conferences and presentation of the final report to the CBOC and recommendations to the governing board.

Audit Performance

This course describes the CBOC receiving and reviewing before March 31 for the fiscal year ended before June 30, the required annual performance audit prepared by the district's auditor, including how the CBOC should participate in the determination of scope, entrance conference, review of the draft report, exit conferences and presentation of the final report to the CBOC and recommendations to the governing board. It also includes a discussion of how performance audits can be used to review systems and compliance with the same and the effectiveness and results of bond expenditures.

Bonds

This course describes a bond measure, different types of measures such as proposition 39, and other types of bonds sold to acquire money for construction.

Bylaws

This course describes the purpose of bylaws to provide rules for the CBOC internal operations that include topics such as officers, agenda-setting process, meeting schedule, subcommittees, and conduct of meetings. Also discussed will be the importance of an independent CBOC adopting its bylaws and not governing board-dictated "bylaws."

Committee Operations

This course describes how to effectively conduct the CBOC meetings, including scheduling, agenda preparation, minutes, backup documents, and rules of procedures.

Construction Management

This course describes the personnel (employee and/or contractor), policies, procedures, systems, and reports utilized to plan and track construction projects.

Controls

This course describes the systems, procedures, and personnel used to ensure the projects and program stay on plan and, where there are issues, to identify problems quickly so they can be contained and corrected as early as possible with minimum damage.

Expenditure Review

This course describes reviewing bond program expenditures to ensure they comply with Proposition 39, Education Code, and the voter-approved project list.

Facilities Master Plan

This course describes the major components of a Facilities Master Plan and how to review the information.

Financial Reports

This course describes what financial reports the CBOC should receive and how to review these reports.

Help Desk

This course describes requesting CABOC for information, support, and advice.

Independent CBOC

This course describes the characteristics of an independent CBOC and how to determine if your CBOC is independent, as required by the Education Code.

Legal Counsel

This course describes why a CBOC needs independent legal counsel and how to work with the district to acquire independent legal counsel.

Open Meeting (Brown Act)

This course describes the Brown Open Meeting Act and how it effects the CBOC's operations.

Preventive Maintenance

This course describes how a preventive maintenance plan is developed and used.

Procurement

This course describes the purchasing processes used to issue contracts for building facilities.

Program Management

This course describes the more significant, long-term approach to total facilities management. It comprehends the Facilities Master Plan, which includes the entire facilities needs of the district over a multi-decade period.

Project List

This course describes what is a project list, where to access the list, and how school districts should use the list.

Public Records

This course describes what the California Public Records Act requests and how to use it to request information about the bond construction program from the district.

Resources

This course describes finding additional training materials, information, and resources on the CABOC website.

Site Visits

This course will describe why it is essential to hold site visits, what to look for, and red flags.

Website

This course describes what documents must be posted on the CBOC website maintained by the district and how to effectively use the legally required district-provided website to inform the public about CBOC activities.

Welcome to CBOC

This course describes what Proposition 39 is, the history of CBOCs, the authority, and responsibilities of an independent CBOC, key documents that should be reviewed, available training and support resources, and expectations for CBOC members.

Course Title

This course describes

Videos

CABOC-produced videos, CABOC conference videos, and those produced by others

Best Practice

CABOC Best Practices, San Diego County Taxpayers Association, and others

FAQs

Written by CABOC

Legal Resources

Education codes, government codes, other statutes, Attorney General opinions, court decisions, legal opinions

Resources

Prepared by CABOC and others

Checklist

Prepared by CABOC and others

Example

Good and poor examples to illustrate the course

Course Evaluation (the same for each course)

Notes: Not all categories would apply to each course. Some documents are applicable to more than one course, and will be included in each course as applicable.

	A	B	C	D	E	F	G	H	I
1	Course Name	Course No.	Course Lead	Video Presenter	Learning Objectives	Record Video	Edit Video	Publish Viteo	Components
2	Construction Management	8	TR	AA					
3	Procurement	18	CC	AA					
4	Advanced Courses	1	AJ	AJ					
5	Expenditure Review	10	AJ	AJ					
6	Financial Reports	12	AJ	AJ					
7	Help Desk	13	AJ	AJ					
8	Independent CBOC	14	AJ	AJ					
9	Resources	22	AJ	AJ					
10	Preventative Maintenance	17	CC	CC					
11	Site Visits	23	CC	CC					
12	Welcome to CBOC	25	CC	CC					
13	Annual Report	2	AJ	GH					
14	Legal Counsel	15	AJ	JR&SL					
15	Public Records	21	AJ	LL					
16	Committee Operations	7	AJ	MF					
17	Website	24	AJ	OR					
18	Open Meetings (Brown Act)	16	AJ	RR					
19	Facilities Master Plan	11	CC	SDW					
20	Project List	20	CC	SDW					
21	Audit Financial	3	TR	TR					
22	Audit Performance	4	TR	TR					
23	Bonds	5	TR	TR					
24	Bylaws	6	TR	TR					
25	Controls	9	TR	TR					
26	Program Management	19	TR	TR					
27									
28									
29	Description of Columns								
30	Course Name: Course name approved by Training Materials								
31	Committee (TMC) on June 2, 2023.								

	A	B	C	D	E	F	G	H	I
32									
33	Course No.: Course number assigned.								
34									
35	Course Lead: Project Manager for that course. See Key below.								
36									
37	Video Presenter: Presenter for CABOC produced videos.								
38	See key below.								
39									
40	Record Video: Plan date to record video.								
41									
42	Edit Video: Plan date to edit the video.								
43									
44	Publish Video: Plan date to publish the video.								
45									
46	Components (website course)								
47	Nine course components - course title, videos,								
48	best practices, FAQ, legal resources, resources, checklist,								
49	examples, and feedback.								
50									
51									
52	Course Leads and Presenter Keys								
53	AA, Albert Antelman * (on cruise until July 21, 2023)								
54	AJ, Anton Jungherr								
55	CC, Carolyn Castillo								
56	GH, Gina Haynes								
57	JR, Jonathan Reynolds								
58	LL, Lucille Lyon								
59	MF, Mike Frattali								
60	OR, Ourania Riddl								
61	RR, Rex Ridgeway								
62	SDW, Sallie DeWitt								
63	SL, Susan Lustig								
64	TR, Tom Rubin								
65	*Pending confirmation.								

Format Video Learning Objectives ¹

Example

Course Title: ² Expenditure Review

Course Description: ³ This course describes reviewing bond program expenditures to ensure they comply with Proposition 39, Education Code, and the voter-approved project list.

Video Title: How to Review the District's Check Register

Learning Objectives for Video (Three (3) or less.)

In this course, we will cover:

- The various expenditures that can be charged to bond funds, including a review of the California Attorney General's opinion.
- How to review the district's bond program, check registers, and select checks for a detailed review of the invoice and backup document to determine if the expenditure was on the voter-approved project list and not for teachers or administrative salaries. Also, how expenditures are account coded.
- How to review the salaries allocation of district employees charged to the bond program jointly funded by the general fund and bond funds.

Note: Limit of three learning objectives for the videos. The video recording should be ten (10) minutes or less.

The learning objectives are for the video and should be informed by the course description.

¹ Approved by the Training Materials Committee on July 14, 2023.

² Twenty-five initial course titles were approved by the Training Materials Committee on June 2, 2023.

³ Twenty-five initial course descriptions were approved by the Training Materials Committee on July 7, 2023.

AWARDS

The CABOC is soliciting nominees for Annual Awards to be presented at our October 14, 2023, Conference for the performance of exemplary bond oversight in six categories.

CABOC Member of the Year: an active member committed to ensuring the independence of the bond oversight committee. Self-nominations are encouraged.

CBOC of the Year: a committee that advances bond oversight. Self-nominations are encouraged.

District of the Year: an open, transparent district that has provided support and documentation for its independent bond oversight committee to perform its duties excellently. Self-nominations are encouraged.

CABOC Media: a reporter who has written article(s) focused on school bond oversight.

CBOC Annual Report of the Year: An example of an outstanding CBOCC annual report.¹ Self-nominations are encouraged.

CABOC Person of the Year: a person that has contributed to independent bond oversight.

Please send a nomination to info.caboc@gmail.com, including your contact information, by Saturday, September 30, 2023.

¹ New award for 2023.

Subject: **CABOC Resignation**
Date: 5/23/2023 4:48:34 PM Pacific Standard Time
From: ajungherr@aol.com
To: dlyell@absihc.com
Cc: ajungherr@aol.com, ccarolynwin@aol.com

I am confirming that I received your resignation email.

I completely understand your need to focus on your business, as I had this issue when I started my own accounting/tax business.

I sincerely appreciate your financial support for CABOC and interest in our work.

Take care.

Anton Jungherr

California Association of Bond Oversight Committees

Co-Founder & Executive Director

ajungherr@aol.com

510.697.7212 cell

received
5.23.23

Subject: **Resignation**
Date: 5/13/2023 8:48:19 PM Pacific Standard Time
From: dlyell@absihc.com
To: ajungherr@aol.com

Good evening Anton,
I spoke to Jason Hunter this afternoon. We discussed my unacceptable absences, and I would like to tender my resignation from the CABOC. I am in the process of building a business, and I have to focus on it. Jason suggested I let you know what was happening, and I agree it's unfair to the rest of the committee.

Respectfully,

David Lyell
CEO
ABSIHC INC
951 283-0010



**This communication, including attachments, may contain confidential information. It constitutes non-public information intended only for the designated recipient(s). If the reader or recipient of this communication is not the intended recipient, employee, or agent of the intended recipient who is responsible for delivering it to the intended recipient, or you believe that you have received this communication in error, please notify the sender immediately by return e-mail or telephone and promptly delete this e-mail, including attachments, without reading them or saving them in any manner. The unauthorized use, dissemination, distribution, or reproduction of this e-mail, including attachments, is prohibited and may be unlawful.



California Association of Bond Oversight Committees

A California Public Benefits Corporation # 4319346 was formed on September 19, 2019
Bond Oversight Done Right

Anton Jungherr, Co-Founder & Executive Director
121 Ash Court, Hercules, CA 94547
ajungherr@aol.com, 510.697.7212 cell, bondoversight.org

July 8, 2023

Bryan Scott, via email

Our May 13, 2023, joint marketing agreement for *Becoming an Effective Watchdog* is terminated effective August 7, 2023, because we could not agree on the contents.

CABOC has ceased using the information, files, and printing procedures provided by you for order fulfillment. There were no sales of the book, therefore no royalties are payable to you.

Anton Jungherr, Executive Director



California Association of Bond Oversight Committees
 A California Public Benefits Corporation # 4319346 was formed on September 19, 2019
Bond Oversight Done Right

Anton Jungherr, Co-Founder & Executive Director
 121 Ash Court, Hercules, CA 94547
ajungherr@aol.com, 510.697.7212 cell, www.bondoversight.org

5/25/2023 10:18 PM

Employment Agreement Dominic Elias Recto

California Association of Bond Oversight Committees (CABOC) offers Dominic Elias Recto employment as a Database Manager at \$16 per hour, effective May 24, 2023. It shall continue in effect until terminated by Dominic Elias Recto or CABOC on the following terms and conditions:

Dominic Elias Recto is an independent contractor and is responsible for any taxes owed arising out of her relationship with CABOC. CABOC shall not withhold any taxes from payments made to Dominic Elias Recto.

Dominic Elias Recto or CABOC may terminate this agreement by giving written notice.

Dominic Elias Recto shall submit weekly invoices to CABOC for work performed.

CABOC will pay Dominic Elias Recto weekly via electronic transfer directly into his bank account using the Zelle application.

All files, records, documents, and similar items relating to the business of CABOC, whether prepared by Dominic Elias Recto or otherwise coming into his possession, shall remain the exclusive property of CABOC.

Approved: Dominic Elias Recto, 6 Hill Court, Hercules, CA 94547,

derecto777@gmail.com, 510.833.0024 

Date signed: 5/21/23

Approve: Anton Jungherr, Executive Director, CABOC 

Date Signed: MAY 25, 2023

Dominic Elias Recto

6 Hill Court
Hercules, CA 94547
510-833-0024
dcrecto777@gmail.com

CAREER OBJECTIVE:

I am a motivated college student with a career-focused mindset. Looking to secure an opportunity to work with databases/computers. I am hard-working with exceptional written/oral communication, interpersonal skills, and strong attention-to-detail.

PROFESSIONAL EXPERIENCE:

October 2021-Present

Genki Sushi House Hercules, CA
Waiter

- Waiting tables
- Taking phone-call orders
- Customer service, communication

June 2021-July 2021

Kennedy High School Richmond, CA
Graphic Design Paid Intern

- Generated digital image files for use in digital and traditional printing.
- Prepared branding packages for point of purchase displays, marketing materials and product packages.
- Organized and created email designs and designed print materials.
- Built expertise in Adobe Photoshop and Illustrator.

June 2019-August 2019

Anna's Flowers Hercules, CA
Assistant Florist Secretary

- Received incoming flower deliveries and placed new stock in refrigerators.
- Packed and wrapped completed arrangements for secure delivery.
- Answered the phone.
- Helped set up for special events.

EDUCATION:

- Graduated June 2022
 - Hercules High School Hercules, CA
 - Summa Cum Laude
- Currently attending Diablo Valley College

COMPUTER SKILLS:

- MS Office Proficiency: Word, Excel, Power Point, Outlook, Teams, and Projects
- Intermediate skills in Java
- Beginner skills in C++
- Can work with Adobe Photoshop, Illustrator
- Can work with AutoCAD

OTHER SKILLS:

- Deadline management
- Quick Observations
- Urgency
- Customer Service
- Color sense
- Design modification
- Model creation