

CUSTOMS & QUARANTINE AGENCY

“FIRST LINE OF DEFENSE”



CITIZEN CENTRIC REPORT

2020

**PROTECTING OUR ISLAND,
OUR PEOPLE,
AND OUR RESOURCES**

MISSION STATEMENT

The Customs and Quarantine Agency (CQA), is the “First Line of Defense” for the island of Guam. CQA enforces hundreds of laws and regulations both local and federal, and is responsible for protecting borders, securing ports of entry, and facilitating trade, commerce and travel. The mission of the Agency is to improve trade facilitation and protect the people of Guam.



Message from the Director




Hâfa Adai,

In the last year the Customs and Quarantine Agency has worked diligently to continue to protect our island people and resources at our ports of entry.

When the world was affected by the COVID-19 pandemic and was told to isolate, stay indoors and practice social distancing, our officers were at the frontline processing commodities ensuring Guam continued to receive the vital resources brought to our shores. When guidelines establishing quarantine protocols for arriving passengers required the Agency's collaboration, our officers were instrumental at the Airport as well as at the quarantine sites.

Ever adapting to continue to serve the region, the CQA has implemented new practices aimed at adhering to today's COVID-19 protocols of social distancing such as introducing the Electronic Declaration Form (EDF) and even received over \$300,000 from the Department of Interior's Office of Insular Affairs' TAP Grant for the Agency's automation initiatives. We will continue to press forward to better meet the new challenges ahead.

The border, now more than ever, is vital to protecting the public and Customs Officers are dedicated to serving and safeguarding our people. They continue to meet these challenges with integrity and commitment.


Ike Q. Peredo
Director

Operational Structure & Demographics

118 Uniformed CQA Officers

19 Civilian Support Staff

Airport Operations

44 Uniformed CQA Officers
0 Civilian Support Staff

Special Enforcement Operations

33 Uniformed CQA Officers
1 Civilian Support Staff

Maritime/Air Cargo Operations

22 Uniformed CQA Officers
4 Civilian Support Staff

Administrative Operations

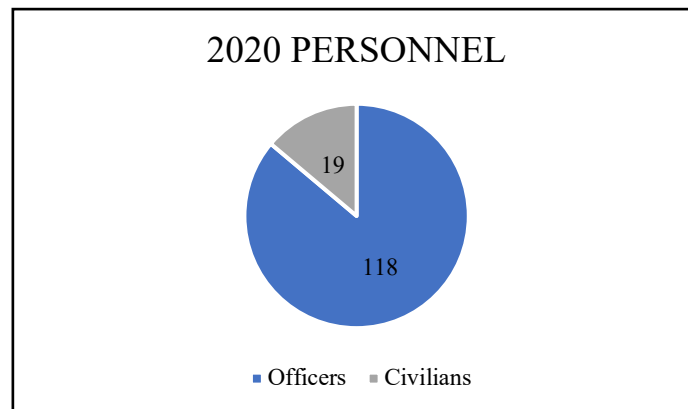
0 Uniformed CQA Officers
7 Civilian Support Staff

Logistics & Support Operations

13 Uniformed CQA Officers
4 Civilian Support Staff

Director's Office

6 Uniformed CQA Officers
3 Civilian Support Staff



	2016	2017	2018	2019	2020
Sworn Officer	116	113	110	134	118
Support Staff	18	18	17	16	19
Total	134	131	127	150	137

Finance

CQA generates its revenues through the collection of fees. These fees are intended to recover the costs of services for customs operations mandated by local and federal law.

The CQA's Passenger Inspection Fee applies to air passengers arriving at the Antonio B. Won Pat International Air Terminal and to passengers arriving via vessel at the Port Authority of Guam. At the airport, the fee is part of each passenger's airline ticket, collected by the Guam International Airport Authority and deposited into the Government of Guam's Customs Inspection Fund.

The CQA's Cargo Inspection Service Fee applies to all shipments imported into Guam at the Integrated Air Cargo Facility and the Commercial Port. These fees are collected daily and likewise are deposited into the Government of Guam's Customs Inspection Fund.

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Revenue	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Interest Income	\$139.33	\$496.95	\$519.03		
Passenger Inspection Fee (GIAA)	\$12,669,323.49	\$13,282,718.82*	\$12,633,868.81*	\$13,812,060.19*	\$6,373,890.85*
Passenger Inspection Fee (PORT)	\$892,015.54**				
Cargo Inspection Fee (GIAA)		\$1,773,364.73**			
Cargo Inspection Fee (Air Cargo)			\$847,624.30**	\$393,019.82**	\$418,494.31**
Cargo Inspection Fee (PORT)				\$987,437.29	
Other Payments	\$1,898.70	\$21,451.30	\$33,998.46		
Fiscal Year Revenue	\$13,563,377.06	\$15,078,031.80	\$13,516,010.60	\$15,192,517.30	\$ 6,792,385.16

*Passenger Inspection Fees of GIAA and PAG combined. **Air Cargo and PAG Cargo Fees combined.

Expenditures	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
<i>Personnel Services</i>					
Regular	\$6,882,301.98	\$6,700,494.54	\$6,749,956.87	\$8,802,485.63	\$8,558,059.49
Overtime	\$53,252.83	\$407,758.5	\$183,044.16	\$52,015.25	\$14,264.82
Benefits	\$2,500,427.94	\$2,389,746.88	\$2,322,107.88		\$2,467,378.00
Insurance Benefits (Med., Dental, Life)					
FY Personnel Expenditures	\$9,435,982.75	\$9,497,999.95	\$9,255,108.91	\$8,854,500.88	\$11,039,702.31
<i>Operations</i>					
Travel					
Contractual Services	\$337,852.21	\$385,358.31	\$344,205.65	\$350,798.91	\$239,104.58
Office Space Rental	\$2,879,133.64	\$3,013,333.56	\$3,081,418.44	\$3,371,919.60	\$2,866,944.00
Supply & Material	\$79,447.33	\$85,231.24	\$52,949.65	\$59,218.57	\$61,531.45
Equipment	\$9,991.22	\$6,075.96		\$1,520.00	\$32,494.90
Miscellaneous	\$51,070.00	\$47,330.00	\$45,970.20	\$52,500.00	
Utilities	\$101,683.10	\$108,401.20	\$115,529.63	\$90,888.90	\$31,018.31
Prior Year Retirement (MLWOP)	\$536,612.00				\$174,283.59
FY Operation Expenditure	\$3,995,789.50	\$3,645,730.27	\$3,640,073.57	\$3,926,845.98	\$ 3,405,376.83
Total Expenditures	\$13,431,772.25	\$13,143,730.22	\$12,895,182.48	\$12,781,346.86	\$14,445,079.14

Performance Measurement

The Customs and Quarantine Agency is charged with protecting our island, people and resources while facilitating legitimate commerce and travel to grow our economy and industry.

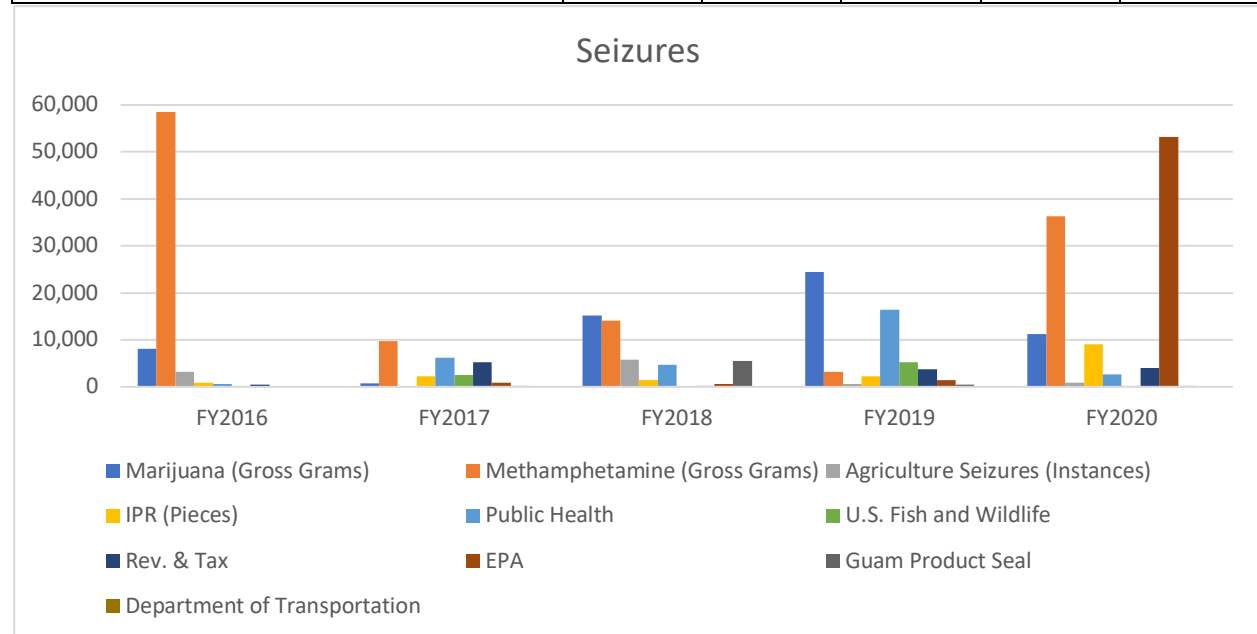
Therefore, the CQA measures its performance by the following:

- (1) Passengers inspected and cleared at the various ports of entry; and
- (2) Interdictions of pests, diseases, drugs, criminals, counterfeit and unsafe goods, bioterrorism and terrorists.

Charged with securing all Guam's ports of entries, the CQA is divided into four divisions to support the mission: Inspection and Control Division, Special Enforcement Division, Logistics and Support Division and Administrative Support.

The following data spans five years and gives a glimpse into the various laws and regulations we enforce at the border and the kinds of seizures made each year.

Seizures					
	FY2016	FY2017	FY2018	FY2019	FY2020
Marijuana (Gross Grams)	8,073	727	15,249	24,486	11,206.69
Methamphetamine (Gross Grams)	58,442	9,733	14,159	3,173	36,336.40
Agriculture Seizures (Instances)	3,240	0	5,835	573	819
IPR (Pieces)	887	2,193	1,394	2,278	9,004
Public Health	580	6,145	4,691	16,396	2,706
U.S. Fish and Wildlife	237	2,446	12	5,234	151
Rev. & Tax	482	5,246	143	3,733	4,034
EPA	119	821	602	1,464	53,234
Guam Product Seal	103	195	5,503	499	224
Department of Transportation	3	20	6	26	13



Challenges

Manpower

The Agency has only 118 Uniformed Officers and 19 Civilian Staff. According to a rudimentary study conducted a few years ago, successful security of our borders requires 100 officers to be staffed at the ABWIAT per 1.6 million visitors annually. The current shortage of Customs Officers affects our ability to effectively protect our island community against:

- (1) Illegal narcotics and drugs (Methamphetamine, Ecstasy, Cocaine, and Marijuana);
- (2) Biosecurity threats (i.e.: Influenza, Foot and Mouth Disease);
- (3) Communicable diseases (i.e.: Coronavirus, Ebola, Hepatitis A., Tuberculosis, Zika); and
- (4) Invasive species (i.e.: Coconut Rhinoceros Beetle, Greater Banded Hornet, and the Little Fire Ant).

Customs Data System

The Customs and Quarantine Agency has no digital database in which to collect, store, process, analyze, or query information. As customs administrations within the region continue to develop and progress with support from larger nations such as Australia, New Zealand, and France, the CQA has continued to fall behind the digital curve.

Rent

According to the OPA's Executive Summary, Analysis of Government of Guam Leases, Report No. 17-02, "The Guam Customs and Quarantine Agency (CQA) had the highest annual lease cost for office space at \$2.8M, nearly 82% more than the second highest agency. The most significant of these leases is for a 29,347 sq. ft. office/inspection area [GIAA] with an annual lease cost of 2M."

Funding

The CQA is able to fund its operations by collecting a service charge known as the Customs, Agriculture and Quarantine Inspection Service Charge from arriving travelers and cargo at all points of entry. However, with the COVID-19 pandemic, CAQISC collections for arriving travelers at the ABWIAT significantly decreased negatively impacting the Agency's revenues. At the end of FY2020, the Agency was in a deficit.

Future Outlook

Workforce

Hire civilian support staff in mid-level position to relieve officers of administrative function.
Hire 50 additional uniformed officers by FY 2021.

Electronic Declaration Form

The agency began collaborating with the Guam Visitor's Bureau to develop and implement an electronic declaration form to provide a touchless passenger processing experience in light of the COVID-19 guidelines.

Drug Detector Canines

The agency procured four additional drug detector canine units to replace its aging canine force. Once COVID-19 restrictions are lifted permitting the travel of these working dogs, the agency will be able to secure these additional assets.

Satellite Inspection Facility

Public Law 34-112 gave CQA administrative jurisdiction of four acres of government property adjacent to the Jose D. Leon Guerrero Commercial Port of Guam to the Customs and Quarantine Agency. The agency has received approval for its request to extend the construction timeline.

Customs Management Information System

The CQA collaborated with the Bureau of Statistics and Plans to apply for a Department of Interior grant toward automating the Agency's processes and developing a Customs Management Information System. This resulted in having been awarded \$300K for this initiative. The Agency is actively working with the Oceania Customs Organisation (OCO) towards securing a system utilized by other customs administrations throughout the region.

CQA in the Community

CQA participates in community outreach program to help assist individual and entities as part of its community involvement efforts. For FY 2020, CQA was involved in the following:

- CQA supports the Drug Enforcement Administration's (DEA) Red Ribbon month.
- CQA attends the Annual Relay for Life Event held at the George Washington High School track.
- With the popularity of the Agency's Agriculture Canine Unit and the Drug Detector Dog Unit, the CQA is often called upon to conduct various canine demonstrations at schools and events.





Office of Public Accountability <admin@guamopa.com>

CQA Citizen Centric Report - FY2020

1 message

Jessi Santos-Torres <jessi.santos-torres@cqa.guam.gov>

Thu, Jul 29, 2021 at 9:53 AM

To: admin@guamopa.com, Speaker's Office <speaker@guamlegislature.org>

Håfa Adai,

Attached is the Customs and Quarantine Agency's FY2020 Citizen Centric Report in compliance with PL 30-127.

Sincerely,

Jessi Jon Santos-Torres

Public Information Officer

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**CQA 2020 Citizen Centric Report.pdf**

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