

# CUSTOMS & QUARANTINE AGENCY

“FIRST LINE OF DEFENSE”



**CITIZEN CENTRIC REPORT**

**2021**

PROTECTING OUR ISLAND,  
OUR PEOPLE,  
AND OUR RESOURCES

[WWW.CQA.GUAM.GOV](http://WWW.CQA.GUAM.GOV)

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## 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

The Guam Customs & Quarantine Agency (CQA) has worked diligently to provide the needed resources to protect our island, our people, and resources. We are currently analyzing the current operational shortfalls, manpower and requirements to foresee a strategic approach which entails future recruiting. The following are some of the events which enhances our effectiveness, efficiencies, and capabilities:

### **13 th CQA Recruit Training Cycle**

CQA is in the process of hiring 30 additional CQA Trainees. It is projected that those trainees who are in possession of a Basic Law Enforcement Academy certificate can be sworn in 6 months earlier than those without. This will help alleviate some of the personnel shortfalls experienced at our ports of entry. However, due to Covid-19, the 13th cycle has been postponed.

### **Implementation of Retroactive Hazardous Duty Pay**

The Agency is working diligently on the issue of hazardous duty justification with the Department of Administration. Public Law 33-195, enacted in December 2016 would allow CQA to retroactively pay hazardous duty compensation from December 2016 to present.

### **Port Security Grant**

CQA was awarded \$1.49 million from the Department of Homeland Security which will assist CQA to build capacity in our Maritime capabilities and efficiencies by working in improving our digital/technological platforms, acquiring CCTV system/ components, and to acquire ZBV Backscatter and Handheld X-Ray scanning units.

### **Customs Management Information System**

CQA is in collaboration with the Bureau of Statistics and has applied for a Department of Interior (DOI) grant with the aim of 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 Organization (OCO) towards securing a system utilized by other customs administrations throughout the region. Integrated customs management system would be beneficial to CQA, supporting import and export processes, speeding up transactions and reducing the costs involved in international trade.



**Director**  
Ike Q. Peredo

**Ike Q. Peredo**  
Director







## OPERATIONAL STRUCTURE & DEMOGRAPHICS

**Uniformed CQA Officers: 120**

**Civilian Support Staff : 18**

**Inspection & Control Division**

**Airport Operations**

Uniformed CQA Officers : 48

Civilian Support Staff : 0

**Maritime / Air Cargo Operations**

Uniformed CQA Officers : 22

Civilian Support Staff : 4

**Logistics & Support Division**

Uniformed CQA Officers : 11

Civilian Support Staff : 4

**Special Enforcement Division**

Uniformed CQA Officers : 34

Civilian Support Staff : 1

**Administrative Office**

Uniformed CQA Officers : 0

Civilian Support Staff : 6

**Director's Office**

Uniformed CQA Officers : 5

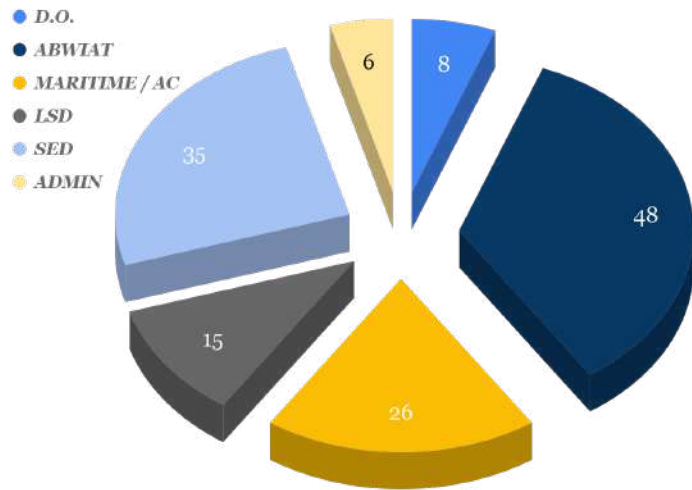
Civilian Support Staff : 3

	2017	2018	2019	2020	2021
<b>Sworn Officer</b>	113	110	134	118	120
<b>Support Staff</b>	18	17	16	19	18
<b>Total</b>	131	127	150	137	138

## 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 non-exempt passengers arriving at the Antonio B. Won Pat International Air Terminal (ABWIAT) and to passengers arriving via vessel at the Port Authority of Guam (PAG). At the airport, the fee is part of each passenger's airline ticket, collected by the Guam International Airport Authority (GIAA) 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 PAG. These fees are collected daily and also deposited into the Government of Guam's Customs Inspection Fund.

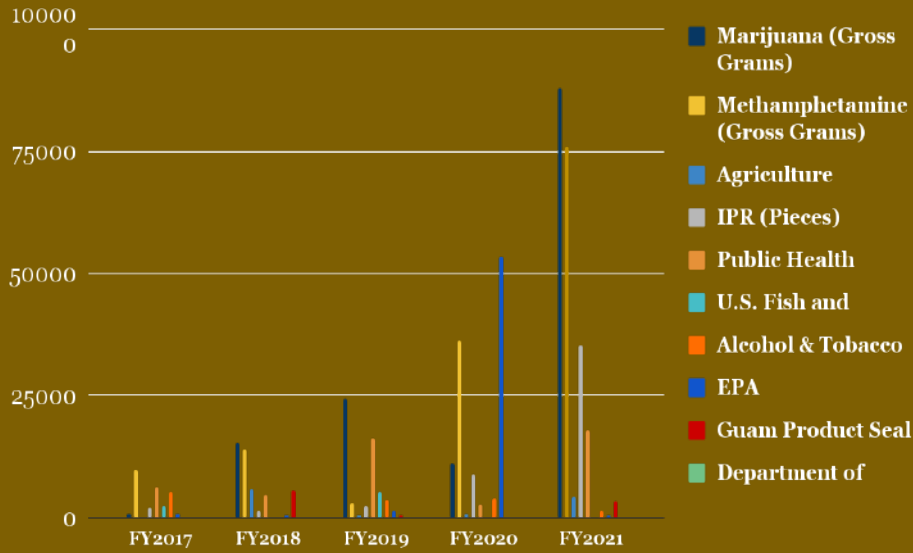
**Operational Structure & Demographics**



<b>FISCAL YEAR 2021</b>					
<b>PASSENGER INSPECTION FEE</b>			<b>CARGO INSPECTION FEE</b>		
October,2020	\$24,007.84		October, 2020	\$25,274.64	\$87,854.23
November	\$27,796.37		November	\$19,651.46	\$93,732.54
December	\$30,747.61		December	\$31,374.26	\$105,377.68
January, 2021	\$49,002.19		January, 2021	\$30,400.68	\$82,552.63
February	\$33,491.60		February	\$22,678.06	\$102,563.48
March	\$38,987.87		March	\$36,127.20	\$191,589.62
April	\$42,842.72		April	\$27,974.86	\$118,605.42
May	\$32,936.17		May	\$53,927.71	\$107,554.91
June	\$77,353.99		June	\$27,177.84	\$124,815.23
July	\$120,022.62		July	\$50,944.44	\$118,658.62
August	\$105,266.42		August	\$30,338.90	\$114,121.59
September	\$71,509.54		September	\$26,329.00	\$100,383.68
<b>Total to Date :</b>	<b>\$653,964.94</b>		<b>Total to Date :</b>	<b>\$382,199.05</b>	<b>\$1,347,809.63</b>

<b>Revenue</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Interest Income	\$519.03			
Passenger Inspection Fee (GIAA)	\$12,633,868.81*	\$13,812,060.19*	\$6,373,890.85	\$653,964.94
Passenger Inspection Fee (PORT)		\$ -	\$ -	\$ -
Cargo Inspection Fee (GIAA)		\$ -	\$ -	\$ -
Cargo Inspection Fee (Air Cargo)	\$847,624.30**	\$393,019.82**	\$418,494.31	\$382,199.05
Cargo Inspection Fee (PORT)		\$987,437.29		\$1,347,809.63
Other Payments	\$33,998.46			
<b>Fiscal Year Revenue</b>	<b>\$13,516,010.60</b>	<b>\$15,192,517.30</b>	<b>\$6,792,385.16</b>	<b>\$2,383,973.962</b>
<b>Expenditures</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
<i>Personnel Services</i>				
Regular	\$6,749,956.87	\$8,802,485.63	\$8,558,059.49	\$6,864,796.83
Overtime	\$183,044.16	\$52,015.25	\$14,264.82	\$0.00
Benefits	\$2,322,107.88		\$2,467,378.00	\$2,535,185.71
Insurance Benefits (Med., Dental, Life)				
<b>Fiscal Year Personnel Expenditures</b>	<b>\$9,255,108.91</b>	<b>\$8,854,500.88</b>	<b>\$11,039,702.31</b>	<b>\$9,399,982.54</b>
	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
Travel				\$0.00
Contractual Services	\$344,205.65	\$350,798.91	\$239,104.58	\$212,513.14
Office Space Rental	\$3,081,418.44	\$3,371,919.60	\$2,866,944.00	\$304,219.62
Supply & Material	\$52,949.65	\$59,218.57	\$61,531.45	\$28,727.72
Equipment		\$1,520.00	\$32,494.90	\$0.00
Miscellaneous	\$45,970.20	\$52,500.00		\$0.00
Utilities	\$115,529.63	\$90,888.90	\$31,018.31	\$27,707.01
Prior Year Retirement (MLWOP)			\$174,283.59	
<b>Fiscal Year Operation Expenditure</b>	<b>\$3,640,073.57</b>	<b>\$3,926,845.98</b>	<b>\$3,405,376.83</b>	<b>\$573,167.49</b>

## PERFORMANCE MEASUREMENT



CQA 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;
  - (2) Trade facilitation for the entry processing of imports and
  - (3) Interdictions of pests, diseases, drugs, criminals, counterfeit and unsafe goods, bioterrorism and terrorists.
- Charged with securing all of Guam's ports of entries, 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 types of seizures made each year.

## Seizures

	FY2017	FY2018	FY2019	FY2020	FY2021
<b>Marijuana (Gross Grams)</b>	727	15,249	24,486	11,206.69	88,016.00
<b>Methamphetamine (Gross Grams)</b>	9,733	14,159	3,173	36,336.40	75,839.00
<b>Agriculture Seizures (Parcel Count)</b>	0	5,835	573	819	4,231
<b>IPR (Pieces)</b>	2,193	1,394	2,278	9,004	35,305
<b>Public Health</b>	6,145	4,691	16,396	2,706	17,828
<b>U.S. Fish and Wildlife</b>	2,446	12	5,234	151	230
<b>Alcohol &amp; Tobacco</b>	5,246	143	3,733	4,034	1,547
<b>EPA</b>	821	602	1,464	53,234	359
<b>Guam Product Seal</b>	195	5,503	499	224	3,231
<b>Department of Transportation</b>	20	6	26	13	2





## CHALLENGES

### *Manpower*

The Agency has 120 Uniformed Officers and 18 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:

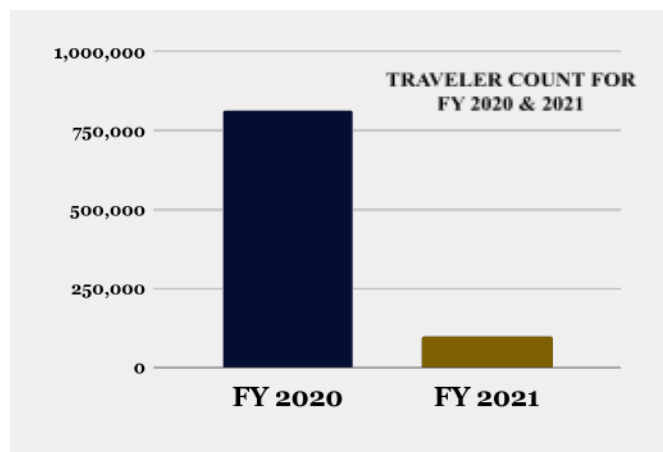
- (1) Illegal narcotics and drugs (Methamphetamine, Ecstasy, Cocaine, and Marijuana);
- (2) Biosecurity threats (i.e. Influenza, Foot and Mouth Disease);
- (3) Communicable diseases (i.e. Coronavirus, Ebola, Hepatitis A., Tuberculosis, Zika); and
- (4) Invasive species (i.e. Coconut Rhinoceros Beetle,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

### *Customs Data System*

CQA lacks a digital and electronic data interchange system 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, CQA is gaining ground on the digital curve with the recent DOI grant award.

### *Funding*

CQA is able to fund its operations by collecting a service charge known as the Customs, Agriculture and Quarantine Inspection Service Charge (CAQISC) 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. Places outside of Guam were starting to implement temporary travel restrictions and visitors were becoming more cautious of the spread of COVID-19 and possibly contracting the disease through traveling. This may be a result of the deficit the agency incurred at the end of FY 2020. In reviewing FY 2021, there was an 88% decrease in the amount of travelers coming into Guam in comparison to FY 2020. CQA was able to track a number of 811,666 travelers for FY 2020 and 95,078 travelers for FY 2021.



## FUTURE OUTLOOK



### ***Workforce***

CQA plans to hire civilian support staff in mid-level positions to relieve officers of administrative function and also additional uniformed officers by FY 2022. There are upcoming promotions to help fill section vacancies to alleviate personnel deficiencies.

### ***Retroactive Hazardous Duty Pay***

CQA continues to work with DOA on hazardous duty justification and

anticipates paying what Uniformed Officers are due, dating back to December of 2016 to present.

### ***Law Enforcement Pay Increase***

Discussions and coordinations for the Law Enforcement 18% increase are ongoing to match other Law Enforcement agencies with positions with similar levels of knowledge, duties, and responsibilities.

### ***Electronic Declaration Form***

CQA, in collaboration with the Guam Visitors Bureau (GVB), and the Guam International Airport Authority (GIAA) has officially launched the website for the Guam Electronic Declaration Form (EDF). CQA is now in the second and final phase of the EDF implementation, which was introduced in March of 2021. The EDF will soon be available to all incoming travelers at other ports of entry outside of the airport.

### ***Satellite Inspection Facility***

Public Law 34-112 granted Guam Customs jurisdiction of four acres of government property located adjacent to the PAG to build a satellite inspection, holding and secured facility within three years. Though much progress has been made, the effects of COVID-19 have slowed the process of completing the Satellite Inspection facility. Bill 58-36 provides CQA an extension of an additional five years to develop the facility.

### ***Customs Management Information System***

CQA is hoping to develop a Customs Management Information System in collaboration with the Bureau of Statistics and Plans through the DOI grant, moving towards automating the Agency's processes. The Agency is actively working with the Oceania Customs Organization (OCO) towards securing a system utilized by other customs administrations throughout the region.

## CQA IN THE COMMUNITY

CQA participates in the community outreach program to help assist individual and entities as part of its community involvement efforts.

For FY 2021, CQA was involved in the following :

- On April 24, 2021 CQA participated in the Island wide cleanup in Hagåtña, Guam, supporting The Islandwide Beautification Task Force (IBTF), chaired by Lieutenant Governor Josh Tenorio, in partnership with the Guam Visitors Bureau (GVB).
- In May of 2021, CQA was able to surpass their goal of \$2,800 as an agency & raise \$3,121.76 for the American Cancer Society.
- During the fight against COVID-19, CQA transferred 20% of its officers to the Special Enforcement Division to be temporarily assigned to assist the Guam Police Department (GPD) in their efforts to help keep our island safe at the Quarantine Facilities (QFAC). CQA Officers were filtering and monitoring incoming pax at the QFAC and enforcing its rules and policies.



## SIGNIFICANT EVENTS

- Customs and Quarantine Agency graduated two new officers to the agency to help the effort to continue to serve and protect our island.
- In September 2021, CQA was awarded 1.4M from the US Department of Homeland Security's Port Security Grant program. The award will be for the procurement of an additional Mobile X-ray container van, portable handheld x-ray scanners, and computer hardware & software for sea port operations. These equipment will enhance CQA's capabilities and capacities at the Port Authority of Guam for interdiction, regulatory and security initiatives.
- CQA in collaboration with the Guam Visitor's Bureau launched the Guam Customs Electronic Declaration Form platform for arriving travelers at the Guam International Airport. Investment to migrate towards this paperless process streamlines customs facilitation process providing efficiency for both travelers and CQA, with additional improvement towards accountability, border monitoring and control.
- Bill 87-36(COR) Sponsor Mary Camacho Torres, Telena Cruz Nelson, Tina Rose Muna Barnes : An act to add a new article 4 to Chapter 73, Division 7, Title 5, Guam code annotated, and to amend §6603(c); Article 6, Chapter 6, Title 11, Guam code annotated, and to further repeal § 6604, Article 6, Chapter 6, Title 11, Guam Code Annotated, relative to authorizing asset forfeiture for the Guam Customs & Quarantine Agency and to further establishing a custom local forfeiture account.



# Memoriam

1974 - 2020

IN LOVING MEMORY OF  
**RENIE TUMANDA**

End of Watch : September 25, 2020

Honoring and Remembering  
Our Fallen Customs Officer

Officer Tumanda had served with Guam  
Customs & Quarantine Agency for six years.

On October 9, 2020, Customs Officer Renie  
Tumanda received full law enforcement  
honors and was also the island's 41st COVID  
related death.

Officer Tumanda is survived by his  
wife, three children, parents, and  
two brothers.







Office of Public Accountability - Guam &lt;admin@guamopa.com&gt;

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**CQA Citizen-Centric Report**

1 message

**Alana Chargualaf-Afaisen** <alana.c.afaisen@cqa.guam.gov>

Mon, Aug 12, 2024 at 8:35 AM

To: admin@guamopa.com, "Speaker Therese M. Terlaje" &lt;speaker@guamlegislature.org&gt;

Håfa Adai,

To ensure our compliance with P.L. 30-127, attached is the Guam Customs and Quarantine Agency's FY 2021 Citizen-Centric Report.

Very Respectfully,

**Alana B. Chargualaf-Afaisen**

Public Information Officer

Guam Customs and Quarantine Agency

Email: alana.c.afaisen@cqa.guam.gov

Mobile: 671.971.1408

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**FY2021 CQA Citizen Centric Report.pdf**

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