

# FY 2020 CITIZEN CENTRIC REPORT

## DEPARTMENT OF LAND MANAGEMENT DIPATAMENTON MINANEHAN TANO'



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dlmdir@land.guam.gov**

### MANAGEMENT

Director, Joseph M. Borja

Administrative Services Officer, Virginia Flores

Chief of Cadastre, Paul Santos

Chief Planner, Celine Cruz

Deputy Civil Registrar, Andrew Santos

Land Administrator, Margarita Borja

### MISSION:

- To effectively and efficiently maintain and manage all public lands taking into consideration the social and economic factors.
- We aim to ensure effective management, regulation and control of land use and developments determined to be in the public's interest and the betterment of its social and economic welfare.

### OBJECTIVES and GOALS:

- To operate with positive and dynamic philosophy of working hard, adhering to Guam's laws, and giving each customer an exceptional experience.
- Implement and complete programs established by Public Laws affecting the Department.
- To automate and secure Geographic and Land Information System with the Department.
- Ensure that the Records Division adequately provides for the public demand of Certificate of Title and Abstract Research.
- To address Certificate of Title request in a timely manner.
- Ensure security of Records and implement automation and digitization of all recorded documents.
- To enhance customer service with improved performance standards.
- Provide personnel to other agencies in support of disaster response and relief.
- Provide technological applications of systems that facilitate efficiency.
- Maintain all geodetic survey markers to ensure an accurate cadastral framework.

### TABLE OF CONTENTS

1	ABOUT DLM	3	DLM REVENUES AND EXPENDITURES
2	DLM PROGRESS	4	DLM OUTLOOK



**LAND ADMINISTRATION DIVISION**

Land Administrator: Margarita Borja

- Executed one (1) Disposition of land pursuant to Public Law
- Processed three (3) Licenses for the Navy
- Identified four hundred sixty two (462) additional lots for transfer to CLTC
- Processed five (5) unregistered lots for initiation of Land Registration

**LAND RECORDS DIVISION**

Deputy Civil Registrar, Andrew Santos

Certificate of Title Section

Certificate of Title request: 398

Completed Titles: 82

Pending Completion: 316

Office of the Recorder:

Recorded Documents:

- Oct. 2019– Dec. 2019 : 3,165
- Jan. 2020– Sept. 2020 : 7,339

**TOTAL: 10,504**

**LAND PLANNING DIVISION**

Chief Planner: Celine Cruz

- Zone Certification: 143
- Zoning Compliance: 60
- Legal Non-Conforming: 33
- PL Zone Change: -0-
- LZCR-Legislature: -0-
- Check Prints: Incoming-288 / Outgoing-207
- Final Prints: Incoming-137 / Outgoing-162
- Business Licenses: 3,390
- Permits: 1,185

**Guam Land Use Commission**

Chairperson Anita B. Enriquez

Vice Chairperson Arthur D. Chan, Jr.

Commissioner Leilani R. Flores

Commissioner Brian K. Artero

Commissioner Nonito V. Blas, Jr.

**LAND SURVEY DIVISION**

Chief of Cadastre: Paul Santos

Data entry of maps into the cadastral GIS: 107

- Land Registration surveys: -0-
- Process and Issue GGN clearances: 45
- Replacement and/or upgrades of destroyed/ damaged GGN Marks -0-
- GGN installed: -0-
- Scanning of approved maps: 107
- Map review: Preliminary – 263 / Final – 107
- Easement stake-outs: 12
- Re-subdivision Surveys: 2
- Retracement surveys: 1
- As-built surveys: 8
- Requests for information: 535

**LIS/GIS DIVISION**

Data Entry:

2019		2020	
Oct. 2019	1,238	Jan. 2020	1,094
Nov. 2019	909	Feb. 2020	1,061
Dec. 2019	1,018	Mar. 2020 PCOR1	497
Total	3,165	Apr. 2020 PCOR1	249
		May 2020 PCOR1	666
		Jun. 2020 PCOR1	1,059
		Jul. 2020 PCOR1	1,152
		Aug. 2020 PCOR1	704
		Sept. 2020 PCOR1	828
		Total	7,310

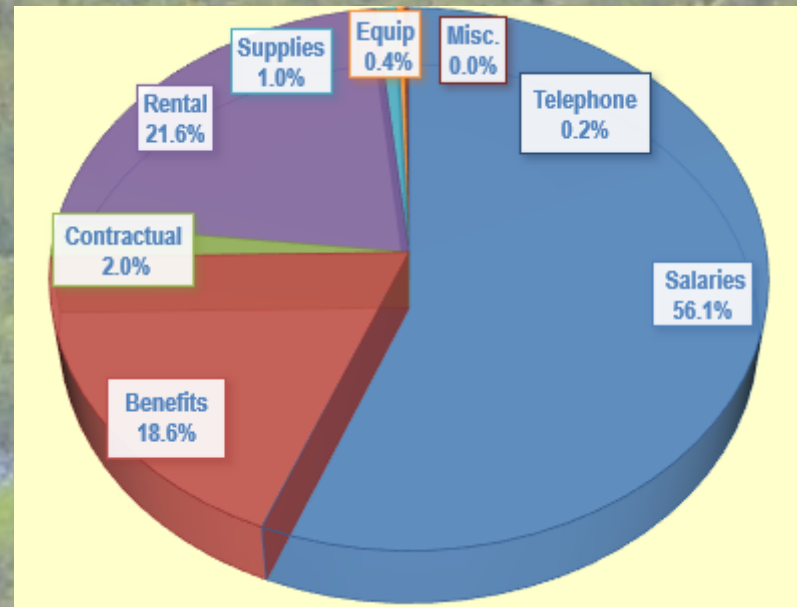
**TOTAL: 10,475**

- Applications: Received - 32 / Completed - 17
- 20 Agenda Items
- 17 NOA's Issued:
  - ◊ Zone Changes: 4
  - ◊ Zone Variances: 5
  - ◊ Final Subdivisions: 1
  - ◊ Tentative Subdivisions: 1
  - ◊ Extension of Time for TS: 2
  - ◊ Horizontal Property Regime: 2



## FISCAL YEAR 2020 EXPENDITURES

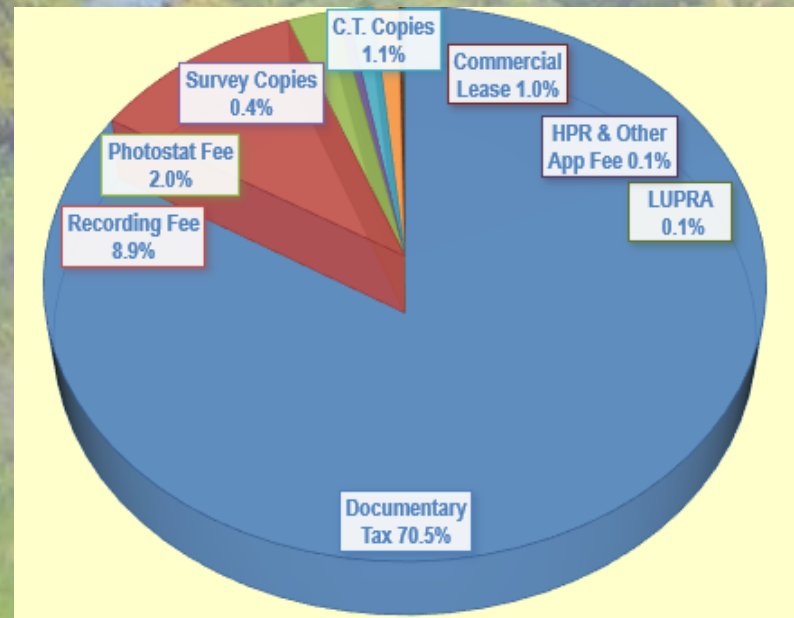
Salaries	56.1%	\$ 1,758,508.81
Benefits	18.6%	\$ 584,146.74
Contractual	2.0%	\$ 62,290.97
Rental	21.6%	\$ 678,307.51
Supplies	1.0%	\$ 32,148.32
Equipment	0.4%	\$ 11,995.00
Miscellaneous	0.0%	\$ 700.00
Telephone	0.2%	\$ 7,113.26
<b>TOTAL</b>		<b>\$ 3,135,210.61</b>



In June 2020, Department of Land Management was awarded \$309,828 from the Technical Assistance Program (TAP) grant for IT upgrades, equipment, and supplies. Funds were established in the AS400 during the last quarter of FY2020 and the following purchases were made: power supplies for port switches and desktop scanners.

## FISCAL YEAR 2020 REVENUES

Documentary Tax	70.5%	\$ 2,208,846.21
Recording Fee	8.9%	\$ 278,840.04
Photostat Fee	2.0%	\$ 63,242.50
Survey Copies	0.4%	\$ 13,961.00
C.T. Copies	1.1%	\$ 34,253.50
Commercial Lease	1.0%	\$ 32,645.20
Recording Overage	0.0%	\$ 10.52
HPR & Other App. Fees	0.1%	\$ 4,132.35
LUPRA	0.1%	\$ 3,127.78
GGN Fee	0.0%	\$ 1,000.00
<b>TOTAL</b>		<b>\$ 2,640,068.10</b>





DLM Outlook is still challenged in the following areas:

- **INFORMATION TECHNOLOGY:** This DLM Division has only one employee who has been on medical leave for more than 16 months. DLM is looking to hire an additional computer systems analyst.
- **RECORDS DIVISION:** DLM is seeking to recruit 3 additional land abstractors and 1 customer service representative.
- **PLANNING DIVISION:** DLM is seeking to recruit 2 additional mid-level planners.
- **SURVEY DIVISION:** DLM is seeking to procure 1 more survey transit set and update their survey software and to replace 2 retiring engineering technicians.
- **LAND ADMINISTRATION DIVISION:** This division has a land agent supervisor retiring and DLM looks forward to replacing that position in-house in an upper-level land agent position. Additionally, 1 entry-level land agent will be recruited.
- **ADMINISTRATIVE SERVICES UNIT:** The Administrative Services Unit has to be augmented with a mid-level administrative officer to address the increase in personnel recruitment, hiring, and with increased procurement due to the Technical Assistance Grant.



Mariella Cruz &lt;macruz@guamopa.com&gt;

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## Reminder for Submission of FY 2020 Citizen-Centric Reports

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**Joseph M. Borja** <Joseph.Borja@land.guam.gov>  
To: Mariella Cruz <macruz@guamopa.com>  
Cc: Clariza Roque <croque@guamopa.com>, Benjamin Cruz <bjcruz@guamopa.com>

Fri, Aug 6, 2021 at 4:57 PM

Thank you the reminder, we did better this year.

*Joseph M. Borja*  
*Director*  
*Department of Land Management*  
*Government of Guam*

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**From:** Mariella Cruz <macruz@guamopa.com>  
**Sent:** Wednesday, August 4, 2021 4:25 PM  
**To:** Mariella Cruz  
**Cc:** Clariza Roque; Benjamin Cruz  
**Subject:** Reminder for Submission of FY 2020 Citizen-Centric Reports

Hafa Adai,

A memorandum from Public Auditor Benjamin J.F. Cruz was sent on June 30, 2021 reminding your entity of the July 31, 2021 deadline to submit the required Citizen-Centric Report (CCR) for Fiscal Year (FY) 2020 pursuant to 1 GCA §1922(a). Please see the attachments for the June 30, 2021 memorandum and the CCR content guidelines.

This is a reminder to submit your agency's FY 2020 CCR to the Public Auditor and the Speaker of the Guam Legislature via .pdf email attachment, as well as to post the final CCR on your agency's website. Any submissions received hereafter will be considered late and partially compliant with the CCR submission requirements.

We hope to receive your agency's FY 2020 CCR no later than **5:00 p.m. on Friday, August 6, 2021**. Thank you.

Kind regards,



**Mariella G. Cruz**  
Accountability Auditor I  
**Office**  
**of**  
**Public Accountability - Guam**  
"Auditing for Good Governance"  
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8/13/2021

Guam OPA Mail - Reminder for Submission of FY 2020 Citizen-Centric Reports

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**DLM CCR 2020 Final.pdf**

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