Gmail

Benjamin J.F. Cruz <senator@senatorbjcruz.com>

CQA FY 2015 & 2016 CCR

2 messages

Jessi Santos-Torres <jessi.santos-torres@cqa.guam.gov> Tue, Oct 10, 2017 at 1:04 PM
To: admin@guamopa.com, senator@senatorbjcruz.com
Cc: James McDonald <james.mcdonald@cqa.guam.gov>, Vincent Perez <Vincent.perez@cqa.guam.gov>

Håfa Adai,

I have attached CQA's 2015 & 2016 CCR for your records. Additionally, they can be found on our website at this address.

Sincerely,

Jessi Jon Santos-Torres
Public Information Officer
Customs & Quarantine Agency

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Speaker Benjamin J.F. C...

OCT 10 2017

Time: 01:23 [ ] AM [ ] PM

Received By: MJ

GL# 34-17-1059

2 attachments

CQA FY 2015 CCR.pdf
1477K

CQA 2016 CCR (signed).pdf
1677K

Benjamin J.F. Cruz <senator@senatorbjcruz.com> Tue, Oct 10, 2017 at 2:24 PM
To: Guam Legislature Clerks <clerks@guamlegislature.org>
Cc: "<rennae@guamlegislature.org>" <rennae@guamlegislature.org>

10/10/2017	10/10/2017	Guam Customs and Quarantine Agency	FY 2015 & 2016 Citizen Centric Report. * Emailed	34-17-1059

[Quoted text hidden]

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Speaker Benjamin J.F. Cruz
I Mina'trentai Kuättro Na Liheslaturan Guåhan
T 671-477-2520 | F 671-477-2522
http://www.senatorbjcruz.com

2 attachments

CQA FY 2015 CCR.pdf
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CQA 2016 CCR (signed).pdf
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CUSTOMS & QUARANTINE AGENCY

"FIRST LINE OF DEFENSE"

CITIZEN CENTRIC REPORT

2015

PROTECTING OUR ISLAND, OUR PEOPLE, AND OUR RESOURCES

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Doc. No. 34GL-17-1059 . *



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



James T. McDonald
Director

Håfa Adai,

Fiscal Year 2015 was a historic year for the Customs and Quarantine Agency (CQA) bringing in over 12 million dollars in revenue for the Government of Guam, securing $625,000 for the development of a Customs Management Information System, and receiving a container x-ray scanner to better protect our borders.

As Guam's economy continues to grow, tourist arrivals are steadily increasing, and as our main port aims to become the container terminal port of the Western Pacific Region, the CQA strives to meet Guam's economical growth by better facilitating trade and travel while ensuring our island community remains protected against terrorism and pandemic outbreaks.

We look forward and expect the 2016 fiscal year to be a productive one.

James T. McDonald
Director



Operational Structure & Demographics

Airport Operations
49 Uniformed CQA Officers
1 Civilian Support Personnel

Special Enforcement Operations
35 Uniformed CQA Officers
1 Civilian Support Personnel

Maritime/Air Cargo Operations
26 Uniformed CQA Officers
3 Civilian Support Personnel

Administrative Operations
7 Civilian Support Personnel

Logistics & Support Operations
14 Uniformed CQA Officers
2 Civilian Support Personnel

Director's Office
4 Uniformed CQA Officers
2 Civilian Support Personnel

Accomplishments

Airport Operations

CQA's Airport Operations mission is to perform all customs-related operations necessary at the Antonio B. Won Pat International Air Terminal in order to encumber the passage of illicit drugs and contraband; to protect our island's agricultural interests from the introduction of injurious pests and diseases; to protect our island's economic interests by facilitating legitimate trade and to enforce all applicable local and federal laws.

During fiscal year 2015, the CQA's Airport Operations resulted with the following:
1,286 Agricultural seizures estimated at 3,080.5 pounds.
9 Intellectual Property Rights (Trademark/Copyright) seizures totaling 378 pieces seized.
16 Public Health related seizures.
15 U.S. Fish & Wildlife seizures.
5 Department of Revenue and Taxation seizures.

Maritime/Air Cargo Operations

CQA's Maritime/Air Cargo Operations' mission is to perform all customs-related operation necessary at the Jose D. Leon Guerrero Commercial Port, the Guam Integrated Air Cargo Facility, and the waters within three nautical miles extending from the mean low water mark of Guam.

During fiscal year 2015, the CQA's Maritime/Air Cargo Operations resulted with the following:
8 Agricultural seizures estimated at 3,706 pounds.
5 Intellectual Property Rights (Trademark/Copyright) seizures totaling 10,166 pieces seized.
4 Public Health related seizures.
4 U.S. Fish & Wildlife seizures.
Narcotic interception resulting in total of 13.6 grams of methamphetamines with an estimated street value of $6,800.00.

Special Enforcement Operations

The mission of CQA's Special Enforcement Operations is to conduct complex criminal investigation and perform border enforcement operation in order to facilitate the detection, deterrence, disruption and eventual arrest of all persons and/or organizations involved in the smuggling, importation, and distribution of illicit contraband into Guam. The Special Enforcement Operations is composed of the Contraband Enforcement Team, Detector Dog Units, Agriculture Security Task Force, and Task Forces assisting federal government entities such as the U.S. Drug Enforcement Administration, U.S. Alcohol, Tobacco, Firearms, and Explosives, and the Homeland Security Investigations under U.S. Immigration and Customs Enforcement, and U.S. Postal Inspection Task Force.

During fiscal year 2015, the CQA's Special Enforcement Operations resulted with the following:
Seizures totaling 28,068.50 gross grams of methamphetamines with an estimated value of $19,647,950.00.
Seizures totaling 8,872.79 gross grams of marijuana with an estimated value of $177,455.80.

Finance

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

The CQA 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. 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 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 deposited into the Government of Guam's Customs Inspection Fund.

Revenue	FY 2013	FY 2014	FY 2015
Interest Income	$ 1,671.35	$ 93.25	$ 93.18
Passenger Inspetion Fee (GIAA)	$ 8,385,825.36	$ 8,671,929.67*	$ 11,976,513.26
Passenger Inspection Fee (Port Authority)	$ 51,660.00		$ 26,738.13
Cargo Inspection Fee (GIAA)	$ 416,619.23	$ 82,521.67**	$ 230,668.44
Cargo Inspection Fee (Air Cargo)	$ 95,954.05		$ 69,563.28
Cargo Inspection Fee (Port Authority)	$ 587,895.13		$ 636,943.37
Other Payments	$ 675.27	$ 35,366.80	$ 20,407.62
Fiscal Year Revenue	**$ 9,540,300.39**	**$ 8,789,911.39**	**$ 12,960,927.30**

* Passenger Inspection Fees of GIAA and Port Authority for FY 2014 are combined under "Passenger Inspection Fee (GIAA).
** Cargo Inspection Fees of GIAA, Air Cargo, and Port Authority for FY 2014 are combined under "Cargo Inspection Fee (GIAA).

	Expenditures	FY 2013	FY 2014	FY 2015
Personnel Services	Regular	$ 5,663,382.00	$ 5,026,033.54	$ 7,313,150.58
	Overtime	$ 0.00	$ 0.00	$ 4,411.26
	Benefits	$ 2,206,313.40	$ 29,536.25	$ 2,763,347.41
	Insurance Benefits (Medical, Dental, Life)	$ 0.00*	$ 0.00**	$ 0.00***
	Fiscal Year Personnel Services Expenditure	**$ 7,869,695.00**	**$ 5,055,569.79**	**$ 10,080,909.25**

* No appropriations for FY 2013 Budget. ** No appropriations for FY 2014 Budget. *** No appropriations for FY 2015 Budget.

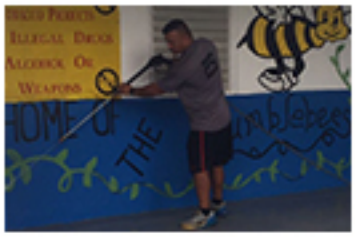
		FY 2013	FY 2014	FY 2015
Operations	Travel	$ 0.00	$ 0.00	$ 0.00
	Contractual Services	$ 123,733.00	$ 355,288.66	$ 421,905.93
	Office Space Rental	$ 2,769,131.00	$ 1,955,412.48	$ 2,758,755.34
	Supply & Material	$ 72,050.00	$ 91,403.54	$ 105,899.48
	Equipment	$ 51,570.00	$ 0.00	$ 14,044.00
	Miscellaneous	$ 193,676.00	$ 60,811.46	$ 54,330.00
	Utilities	$ 113,118.00	$ 105,339.56	$ 114,953.35
	Fiscal Year Personnel Services Expenditure	**$ 3,323,278.00**	**$ 2,568,255.70**	**$ 3,469,888.10**

CQA in the Community

CQA participates in community outreach programs to help assist individuals and entities as part of its community involvement efforts. For FY 2015, CQA was involved in the following:



CQA participated in the 2015 Annual Relay for Life Event, held at the George Washington High School Field.



In August 2015, CQA participated in the Adopt a School Program by repairing, repainting, water blasting, and preparing the Agana Heights Elementary School's campus in anticipation of the starting school year and return of students.



CQA participated in the November 2015 National Preparedness Month sponsored by the Guam Homeland Security/Office of Civil Defense. Officers from the CQA Detector Dog Unit conducted an exhibition and demonstration utilizing Narcotic Detector Dogs.



Many CQA division actively participate in numerous community outreach programs which involve demonstrations conducted at Guam public schools as an educational effort to promote anti-drug awareness amongst students at all grade levels.



CQA participated in the 2015 Red Ribbon Week.

Future Outlook

CQA has successfully secured funding for the 11th Customs and Quarantine Officer Training Cycle.

CQA seeks to secure funding through the passenger inspection fee, for additional 150 CQA officers by fiscal year 2018.

CQA seeks to adjust our payscale to become comparable to other law enforcement entities.

CQA aims to promote our rank and file.

CQA seeks to secure funding toward building a Customs House. This area will house all administrative offices, Air Cargo, Detector Dog Units, Warehouse, Property/Evidence Facility, and additional offices as necessary.

Successful implementation of the modernized CQA Passenger Inspection Fees to better recover the cost of CQA service in today's economy.

CQA was awarded $625,000.00 to develop a Customs Management Information System which will move our processes from a manual based operation into a digital one and allow the Agency to focus resources on safety and security at the borders.

CQA entered into an Interagency Biosecurity Workplan with the Department of Agriculture toward heightening the established agricultural biosecurity effort. The goal is to improve Guam's protection against dangerous or invasive species and disease, and to effectively prevent, respond, contain and erradicate agricultural threats.

CQA and the Port Authority of Guam Police entered into an Memorandum of Agreement to coordinate and concentrate activities toward the detection of contraband, illegal weapons, and illicit substances aboard maritime conveyances.

With tourism as Guam's main industry, CQA looks to continuously train officers in the prevention of pandemic disease.

CQA seeks to effectuate the following legislation:

- Legislation to support the requirement of submitting documents into the CMIS.
- Legislation to support CQA's direct collection of fees and authority to manage it's own funds.
- Legislature that mandates the need for CQA's presence at all ports of entry.

CUSTOMS & QUARANTINE AGENCY

"FIRST LINE OF DEFENSE"

CITIZEN CENTRIC REPORT

2016

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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



James T. McDonald
Director

Håfa Adai,

In Fiscal Year 2016, we continue to see record setting numbers of visitor arrivals thereby brining in a continued source of revenue to support our operation.

As Guam's economy grows, the CQA continues to strive toward providing Guam with better protection against contraband and biosecurity threats while facilitating legitimate travel and trade.

We expect the 2017 to be as rewarding so that we may continue to further develop policy and practices to better secure our island community and service our visitors.

James T. McDonald
Director



Operational Structure & Demographics

116 Uniformed CQA Officers
18 Civilian Support Personnel

Airport Operations
50 Uniformed CQA Officers
1 Civilian Support Personnel

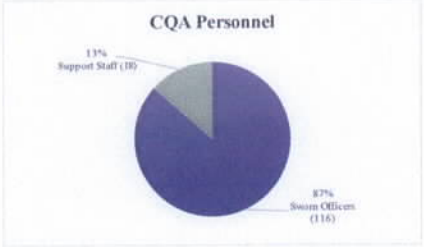
Special Enforcement Operations
32 Uniformed CQA Officers
1 Civilian Support Personnel

Maritime/Air Cargo Operations
18 Uniformed CQA Officers
3 Civilian Support Personnel

Administrative Operations
1 Uniformed CQA Officer
8 Civilian Support Personnel

Logistics & Support Operations
11 Uniformed CQA Officers
2 Civilian Support Personnel

Director's Office
4 Uniformed CQA Officers
3 Civilian Support Personnel



	2011	2012	2013	2014	2015	2016
Sworn Officer	121	123	120	143	128	116
Support Staff	18	18	19	29	16	18
Total	139	141	139	172	144	134

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 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 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 deposited into the Government of Guam's Customs Inspection Fund.

Revenue	FY 2014	FY 2015	FY 2016
Interest Income	$ 93.25	$ 93.18	$ 139.33
Passenger Inspection Fee (GIAA)	$ 8,671,929.67*	$ 11,976,513.26	$ 12,669,323.49*
Passenger Inspection Fee (Port Authority)		$ 26,738.13	
Cargo Inspection Fee (GIAA)	$ 82,521.67**	$ 230,668.44	$ 892,0155.37**
Cargo Inspection Fee (Air Cargo)		$ 69,563.28	
Cargo Inspection Fee (Port Authority)		$ 636,943.37	
Other Payments	$ 35,366.80	$ 20,407.62	$ 1,898.70
Fiscal Year Revenue	**$ 8,789,911.39**	**$ 12,960,927.30**	**$ 13,563,376.89**

* Passenger Inspection Fees of GIAA and Port Authority for are combined under "Passenger Inspection Fee (GIAA)."
** Cargo Inspection Fees of GIAA, Air Cargo, and Port Authority for are combined under "Cargo Inspection Fee (GIAA)."

Expenditures		FY 2014	FY 2015	FY 2016
Personnel Services	Regular	$ 5,026,033.54	$ 7,313,150.58	$6,882,301.98
	Overtime	$ 0.00	$ 4,411.26	$ 53,252.83
	Benefits	$ 29,536.25	$ 2,763,347.41	$ 2,500,427.94
	Insurance Benefits (Medical, Dental, Life)	$ 0.00*	$ 0.00*	$ 0.00*
	Fiscal Year Personnel Services Expenditure	**$ 5,055,569.79**	**$ 10,080,909.25**	**$ 9,345,982.75**

* No appropriations for FY Budget.

		FY 2014	FY 2015	FY 2016
Operations	Travel	$ 0.00	$ 0.00	$ 0.00
	Contractual Services	$ 355,288.66	$ 421,905.93	$ 337,852.21
	Office Space Rental	$ 1,955,412.48	$ 2,758,755.34	$ 2,879,133.64
	Supply & Material	$ 91,403.54	$ 105,899.48	$ 79,447.33
	Equipment	$ 0.00	$ 14,044.00	$ 9,991.22
	Miscellaneous	$ 60,811.46	$ 54,330.00	$ 51,070.00
	Utilities	$ 105,339.56	$ 114,953.35	$ 101,683.10
	Prior Year Retirement Contribution (MLWOP)			$ 536,612.00
	Fiscal Year Operations Services Expenditure	**$ 2,568,255.70**	**$ 3,469,888.10**	**$ 3,995,789.50**

Performance Measurement

The Customs and Quarantine Agency's is charged with ensuring our island, people, and resources are protected as our economy and industries grow as we facilitate commerce and travel.

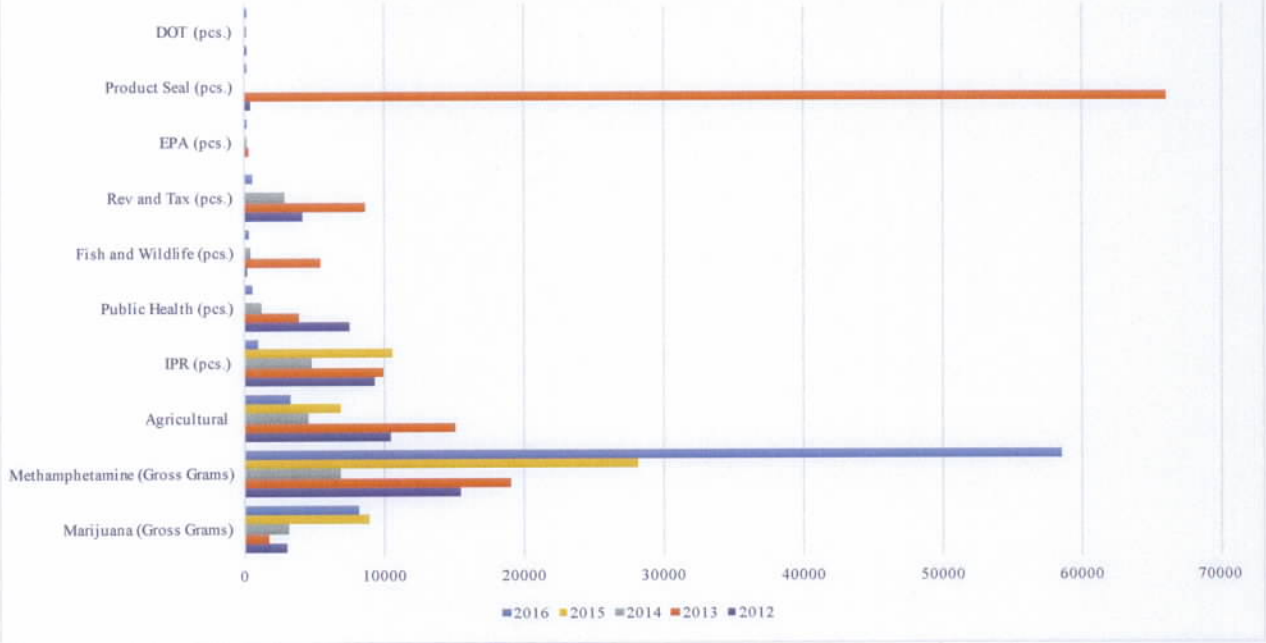
Therefore, the CQA measures its performance by the following:
(1) The number of passengers inspected and cleared; and
(2) Interdictions of pests, diseases, drugs, criminals, counterfeit and unsafe goods, bioterrorism and terrorists.

Charged with securing all Guam's ports of entries, the CQA is divided into three divisions, all of which were created to support one: The Inspection and Control Division, the Special Enforcement Division, and the Logistics and Support Division.

The following data spans five years and gives a glimpse into the various laws and regulations we enforce at the border as well as an idea of how much is seized in a typical year.

Seizures

	2012	2013	2014	2015	2016
Marijuana (GG)	2,969	1,739	3,041	8872.79	8,073.45
Methamphetamine (GG)	15,394.8	19,023	6,833	28,082.1	58,442.21
Agriculture	10,353	14,891	4,557	6,786.5	3,240
Intellectual Property Rights	9,185	9,933	4,724	10,544	887
Public Health	7,471	3,890	1,153	N/A	580
U.S. Fish & Wildlife	145	5,412	348	N/A	237
Department of Revenue and Taxation	4,168	8,544	2,820	N/A	482
EPA	N/A	320	37	0	119
Guam Product Seal	439	66,000	0	0	103
Department of Transportation	24	0	8	0	3



Challenges

Manpower
The Agency has only 116 Uniformed Officers and 18 Civilian Staff. 50 uniformed officers were staffed at the Antonio B. WonPat International Air Terminal to facilitate the entry of 1.5 million visitors to Guam (according to the OPA's GVB FY 2016 financial highlights). According to a rudimentary study conducted a few years ago, successfully security of our borders requires 100 officers 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.: Ebola, Hepatitis A, Tuberculosis, and Zika)
(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. In 2014, CQA was awarded a federal grant to develop a Customs Management Information System. The Agency intends to pursue the ASYCUDA system which is currently used by other customs administrations in the region.

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's Customs, Agriculture and Quarantine Inspection Service Charge (CAQISC) Program began in 1996 with support from the Federal Aviation Administration, Department of Transportation upon their determination that the program did not violate the Anti-Head Tax Act as long as revenue collected by the GIAA were remitted to the CQA for services provided by the CQA and any over collection of funds was remitted back to the airlines. Furthermore, program legislation created a Special Fund for CAQISC revenue. The program therefore provides the Agency a mechanism to charge inspection fees to recoup the cost of operation, enabling the Agency to self-sustain so that it was no longer dependent on the general fund to operate.

With the theoretical ability to self-sustain, the Agency is currently looking for support in realizing the benefits the program offers by streamlining its processes so that rate adjustments better reflect operational costs annually.

Legislation
The CQA's enabling legislation was last modernized in 1994. Since then, the Agency has had over 20 years to identify areas for reform to better facilitate and accomplish the mission.

Future Outlook

Hiring CQA Officers: Approximately 170 by FY 2018.

Successful implementation of a modernized CQA Passenger Inspection Fee process to more efficiently recover operational costs associated with CQA services.

CQA was awarded $625,000.00 to develop a Customs Management Information System which will move our processes from a manual based operation into a digital one and allow the Agency to focus resources on safety and security at the borders.

Promotions for CQA Personnel.
Agency promotions per rank:
7/2006 - Promotions for Officer III
- Promotions for Lieutenants
9/2006 - Promotions for Officer III
- Promotions for Lieutenants
- Promotions for Major
8/2008 - Promotions for Officers II
9/2010 - Promotions for Lieutenants

CQA seeks to adjust its pay scale to become comparable with other law enforcement entities thereby reducing the rate of attrition.

CQA seeks to secure funding toward building a Customs House. This area will provide a centralized containerized freight inspection area and house all administrative offices, Air Cargo, Detector Dog Units, Warehouse, Property/Evidence Facility, and additional offices as necessary.

CQA entered into an Interagency Biosecurity Work plan with the Department of Agriculture toward heightening the established agricultural biosecurity effort. The goal is to improve Guam's protection against dangerous or invasive species and disease, and to effectively prevent, respond, contain and eradicate agricultural threats.

CQA and the Port Authority of Guam Police entered into a Memorandum of Agreement to coordinate and concentrate activities toward the detection of contraband, illegal weapons, and illicit substances aboard maritime conveyances.

With tourism as Guam's main industry, CQA looks to continuously improve on its services to ensure the safety of all visitors and residents against threats such as pandemic diseases, drugs, and biosecurity treats.

CQA seeks to effectuate the following legislation:
- Legislation to support the requirement of submitting documents and data into the CMIS.
- Legislation to support CQA's direct collection of fees and authority to manage its own funds.
- Legislation that articulates the customs authority at all ports of entry.
- Legislation to hire officers and additional support every year until an adequate staffing pattern is reached.

CQA in the Community

CQA participates in community outreach programs to help assist individuals and entities as part of its community involvement efforts. For FY 2016, CQA was involved in the following:



CQA participated in the 2016 Annual Relay for Life Event, held at the George Washington High School Field.



In 2016, CQA participated in the Adopt a School Program by repairing, repainting, water blasting, and preparing the Agana Heights Elementary School's campus in anticipation of the starting school year and return of students.



CQA participated in the November 2015 National Preparedness Month sponsored by the Guam Homeland Security/Office of Civil Defense. Officers from the CQA Detector Dog Unit conducted an exhibition and demonstration utilizing Narcotic Detector Dogs.



Many CQA divisions actively participate in numerous community outreach programs which involve demonstrations conducted at Guam public schools as an educational effort to promote anti-drug awareness amongst students at all grade levels.



CQA participated in Red Ribbon Week in October of 2015.