Speaker's Office <speaker@guamlegislature.org>

M&C Fwd: Customs and Quarantine Agency Citizen Centric Report - FY2018

1 message

Speaker's Office <speaker@guamlegislature.org> Wed, Jun 12, 2019 at 2:20 PM
To: Clerks Office <clerks@guamlegislature.org>
Cc: Rennae Meno <rennae@guamlegislature.org>
Bcc: Tina Muna Barnes <tinamunabarnes@gmail.com>

06-11-19	11:03 AM	06-11-19	Citizen Centric Report - FY2018.*	Guam Customs & Quarantine Agency	35GL-19-0607

35GL-19-0607
Speaker Tina Rose Muña Barnes

JUN 12 2019
Time 11:03 (AM ( )PM
Received By:

Sinsenru yan Minagâhet,

Office of the Speaker • Tina Rose Muña Barnes
Committee on Public Accountability, Human Resources & the Guam Buildup

35th Guam Legislature
I Mina'trentai Singko na Liheslaturan Guåhan

Guam Congress Building | 163 Chalan Santo Papa | Hagatna, GU 96910
T: (671) 477-2520/1
speaker@guamlegislature.org

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Gumai pribilehu yan konfedensia este siha na mensâhi. Solo espesiâtmente para hâgu ma entensioña pat ma aturisa para unrisibi. Sen prubidu kumu ti un ma aturisa para manribisa, na'setbe, pat mandespâtcha. Yanggen lachi rinisibu-mu nu este na mensâhi , put fabot ago' guatu gi I numa'huyong gi as speaker@guamlegislature.org yan despues destrosa todu siha I kopian mensâhi. Si Yu'os ma'âse'.

2019 JUN 12 PM 2:40

---------- Forwarded message ---------
From: **Jessi Santos-Torres** <jessi.santos-torres@cqa.guam.gov>
Date: Wed, Jun 12, 2019 at 11:03 AM
Subject: Customs and Quarantine Agency Citizen Centric Report - FY2018
To: <admin@guamopa.com>, <speaker@guamlegislature.org>

Håfa Adai,

Attached is the Customs and Quarantine Agency's FY2018 Citizen Centric Report in compliance with PL 30-127. The report has been posted to our Agency's website and may be accessed by clicking here.

Sincerely,

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

770 East Sunset Boulevard, Suite 240, Tiyan, Guam 96913
Office: (671) 475-6202 | Fax: (671) 475-6227
Jessi.Santos-Torres@cqa.guam.gov

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CQA FY 2018 CCR.pdf
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CUSTOMS & QUARANTINE AGENCY

"FIRST LINE OF DEFENSE"

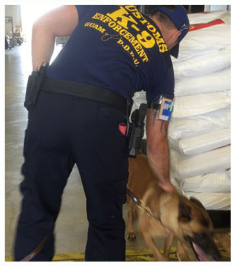
CITIZEN CENTRIC REPORT

2018

PROTECTING OUR ISLAND, OUR PEOPLE, AND OUR RESOURCES

WWW.CQA.GUAM.GOV




Doc. No. 35GL-19-0607.*



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.

Doc. No. 35GL-19-0607.*



Message from the Director



Ike Q. Peredo
Director

Håfa Adai,

In the last year the Customs and Quarantine Agency has worked diligently to hire additional customs officer to better protect our island, people and resources and initiated the process toward compensating uniformed officers with hazardous duty pay.

Today, the 11th Customs Training Cycle is underway and can be expected to begin serving our community by the end of 2019 an in terms of hazardous duty pay, DOA has resolved that officers will be compensated hazardous duty pay "upon hazardous exposure".

CQA will continue to seek funding sources and cost saving measures in an effort to become fiscally responsible and better able to fund and grow operations as well as construct the Satellite Container Inspection Facility at the commercial port.

Ike Q. Peredo
Director



Operational Structure & Demographics

110 Uniformed CQA Officers
17 Civilian Support Personnel

Airport Operations

49 Uniformed CQA Officers
1 Civilian Support Personnel

Special Enforcement Operations

31 Uniformed CQA Officers
1 Civilian Support Personnel

Maritime/Air Cargo Operations

22 Uniformed CQA Officers
4 Civilian Support Personnel

Director's Office

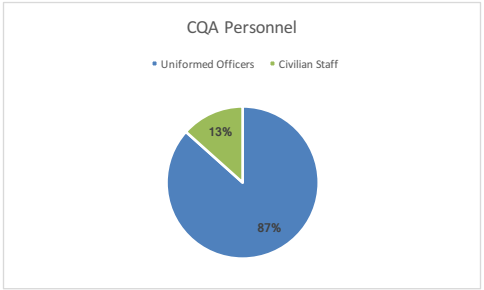
3 Uniformed CQA Officers
2 Civilian Support Personnel

Logistics & Support Operations

4 Uniformed CQA Officers
1 Civilian Support Personnel

Administrative Operations

1 Uniformed CQA Officer
8 Civilian Support Personnel



	2013	2014	2015	2016	2017	2018
Sworn Officer	120	143	128	116	113	110
Support Staff	19	29	16	18	18	17
Total	139	172	144	134	131	127

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 2016	FY 2017	FY 2018
Interest Income	$ 139.33	$ 496.95	**$ 519.03**
Passenger Inspection Fee (GIAA)	$ 12,669,323.49*	$ 13,282,718.82*	**$ 12,633,868.81**
Passenger Inspection Fee (Port Authority)			
Cargo Inspection Fee (GIAA)	$ 892,0155.37**	$ 1,773,364.73**	
Cargo Inspection Fee (Air Cargo)			**$ 847,624.30**
Cargo Inspection Fee (Port Authority)			
Other Payments	$ 1,898.70	$ 21,451.30	**$ 33,998.46**
Fiscal Year Revenue	**$ 13,563,376.89**	**$ 15,078,031.80**	**$ 13,516,010.60**

* 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 2016	FY 2017	FY 2018
Personnel Services	Regular	$6,882,301.98	$ 6,700,494.54	**$ 6,749,956.87**
	Overtime	$ 53,252.83	$ 407,758.53	**$ 183,044.16**
	Benefits	$ 2,500,427.94	$ 2,389,746.88	**$ 2,322,107.88**
	Insurance Benefits (Medical, Dental, Life)	$ 0.00*	$ 0.00*	
	Fiscal Year Personnel Services Expenditure	**$ 9,345,982.75**	**$ 9,497,999.95**	**$ 9,255,108.91**

* No appropriations for FY Budget.

		FY 2016	FY 2017	FY 2018
Operations	Travel	$ 0.00	$ 0.00	
	Contractual Services	$ 337,852.21	$ 385,358.31	**$344,205.65**
	Office Space Rental	$ 2,879,133.64	$ 3,013,333.56	**$3,081,418.44**
	Supply & Material	$ 79,447.33	$ 85,231.24	**$ 52,949.65**
	Equipment	$ 9,991.22	$ 6,075.96	
	Miscellaneous	$ 51,070.00	$ 47,330.00	**$45,970.20**
	Utilities	$ 101,683.10	$ 108,401.20	**$ 115,529.63**
	Prior Year Retirement Contribution (MLWOP)	$ 536,612.00	**$ 0.00**	
	Fiscal Year Operations Services Expenditure	**$ 3,995,789.50**	**$ 3,645,730.27**	**3,640,153.57**

Performance Measurement

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

Therefore, the CQA measures its performance by the following:

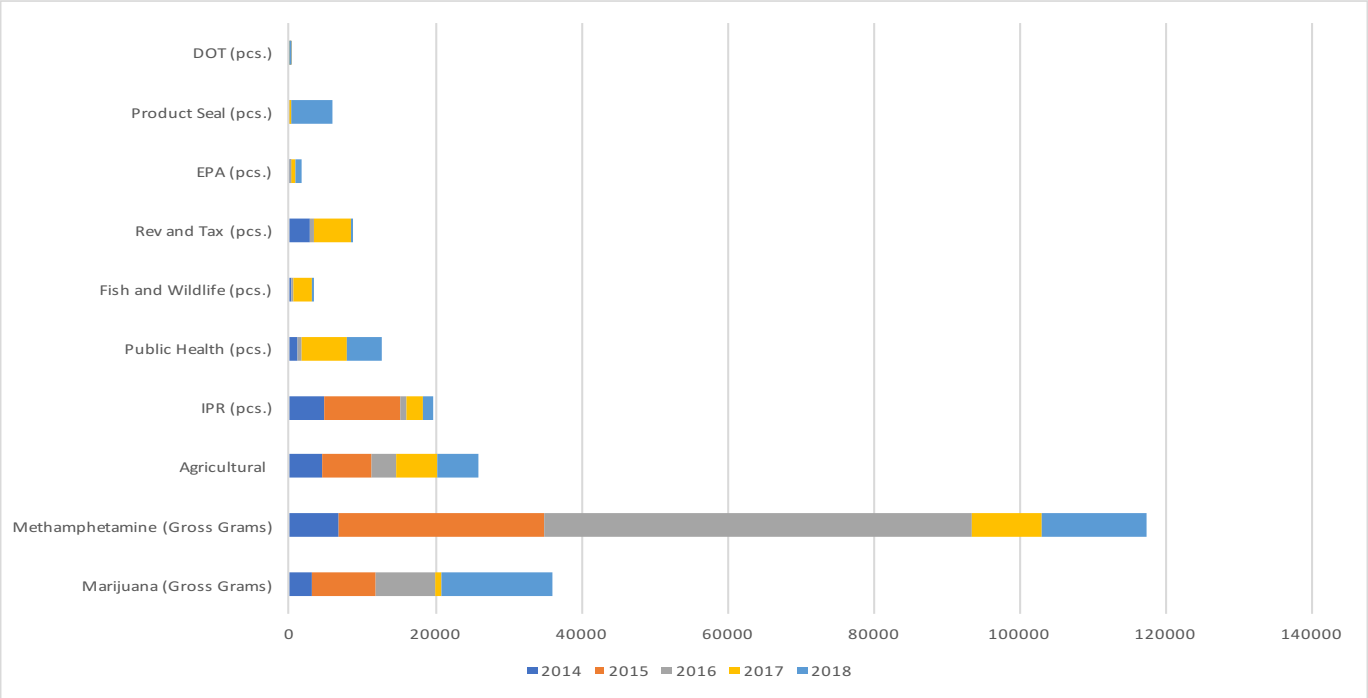
(1) Passengers inspected and cleared; and
(2) Interdictions of pests, diseases, drugs, criminals, counterfeit and unsafe goods, bioterrorism and terrorists.

Charged with securing all Guam's ports of entries, the CQA is divided into four divisions to support the mission: The Inspection and Control Division, the Special Enforcement Division, the Logistics and Support Division, and the Administrative 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 how many seizures were made in each year.

Seizures

	2014	2015	2016	2017	2018
Marijuana (GG)	3,041	8872.79	8,073.45	726.81	15,249.02
Methamphetamine (GG)	6,833	28,082.1	58,442.21	9,733.29	14,159
Agriculture	4,557	6,786.5	3,240	5,593	5,835
Intellectual Property Rights	4,724	10,544	887	2,193	1,394
Public Health	1,153	N/A	580	6,145	4,691
U.S. Fish & Wildlife	348	N/A	237	2,446	12
Department of Revenue and Taxation	2,820	N/A	482	5,246	143
EPA	37	0	119	821	602
Guam Product Seal	0	0	103	195	5,503
Department of Transportation	8	0	3	20	6



Challenges

Uniformed Manpower
The Agency has only 110 Uniformed Officers and 17 Civilian Staff. 49 uniformed officers were staffed at the Antonio B. WonPat International Air Terminal (ABWIAT) to facilitate the entry of over 1.7 million visitors to Guam. 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.: Ebola, Hepatitis A, Tuberculosis, and Zika); and
(4) Invasive species (i.e.: Coconut Rhinoceros Beetle, Greater Banded Hornet, and the Little Fire Ant).

Qualified Civilian Workforce
According to the 2018 Transition Report, "A good number of the Customs and Quarantine Officers are performing administrative and secretarial job functions, which has hampered the Agency's ability to carry out its duties. The following civilian positions are needed in order for the Agency to operate adequately: (2) Program Coordinator IIs, (1) Accountant II, (1) Management Information Systems (MIS) Coordinator, (2) Management Analysts IIs, (4) Administrative Assistant, (1) Word Processing Secretary, (1) Messenger Clerk, (1) Property Management Officer, (1) Records Management Officer, and (9) Clerk Is. The hiring of these civilian support staff should allow the Agency to get its officers back to doing what they were hired to do and allow for smoother operations. The Agency estimates it will cost about $524,186 to hire and train the additional support staff."

Fee Collection
The Customs, Agriculture and Quarantine Inspection Service Charge (CAQISC) Program provides the CQA a mechanism to charge inspection fees to recoup the cost of operation.

It has been over five years since the CQA has updated the CAQISC to accurately reflect today's operational costs.

Customs Data System
The Agency has no Management Information System and instead relys on a manual clearance processes and data retention.

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."

Doc. No. 35GL-19-0607.*

Future Outlook

Workforce
Hire civilian support staff in mid-level positions to relieve officers of administrative functions.
Hire 50 additional uniformed officers by FY 2019.

CAQISC Rate Adjustment
The CQA has received approval from the Leon Guerrero and Tenorio Administration to proceed with the CAQISC rate adjustment within Airport Operations. The CQA will work with its Committee Chair for assistance to adjust legislatively.

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 CQA is now working to secure funding for the customs facility which is expected to be built by 2021.

CQA has identified the four acres, has received the title and has formed a committee to determine facility needs to better serve the public. Currently, the CQA is working with DPW for permits to clear and grade the property.

Customs Management Information System
CQA will continue to seek available grant funding to aquire a Customs Management Information System (CMIS).

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 2018, CQA was involved in the following:



CQA participates in the
74th Annual Manenggon Memorial Run



CQA Agriculture Canine Unit (ACU) conducts a K-9 demonstration for Merizo Elementary students and faculty.



CQA participates in the
Annual 2018 Police Week events.



CQA provides training to SAOs on the proper search and seizure methods.