CUSTOMS & QUARANTINE AGENCY

"FIRST LINE OF DEFENSE"

CITIZEN CENTRIC REPORT

2019

PROTECTING OUR ISLAND, OUR PEOPLE,
AND OUR RESOURCES

WWW.CQA.GUAM.GOV

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 regulation 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

Håfa Adai,

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

The 11th Customs Training Cycle graduated and has begun providing additional protection at our borders.

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 Commercia Port.

IKE Q. PEREDO
Director

Operational Structure & Demographics

134 Uniformed CQA Officers
16 Civilian Support Staff

Airport Operations

65 Uniformed CQA Officers
1 Civilian Support Staff

Special Enforcement Operations

36 Uniformed CQA Officers
1 Civilian Support Staff

Maritime/Air Cargo Operations

12 Uniformed CQA Officers
2 Civilian Support Staff

Administrative Operations

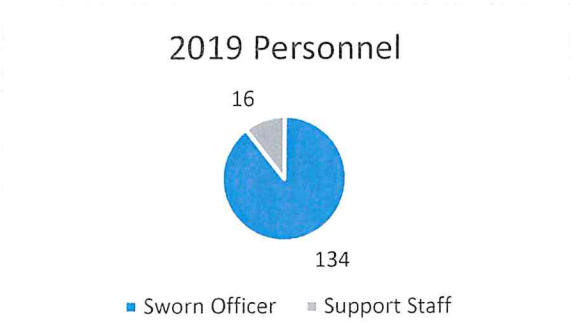
0 Uniformed CQA Officers
6 Civilian Support Staff

Logistics & Support Operations

13 Uniformed CQA Officers
4 Civilian Support Staff

Director's Office

8 Uniformed CQA Officers
2 Civilian Support Staff



	2015	2016	2017	2018	2019
Sworn Officer	128	116	113	110	134
Support Staff	16	18	18	17	16
Total	144	134	131	127	150

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 2015	FY 2016	FY 2017	FY 2018	FY 2019
Interest Income	$93.18	$139.33	$496.95	$519.03	
Passenger Inspection Fee (GIAA)	$11,976,513.26	$12,669,323.49	$13,282,718.82*	$12,633,868.81*	$13,812,060.19*
Passenger Inspection Fee (PORT)	$26,738.13	$892,015.54**			$0.00
Cargo Inspection Fee (GIAA)	$230,668.44		$1,773,364.73**		$0.00
Cargo Inspection Fee (Air Cargo)	$69,563.28			$847,624.30**	$393,019.82
Cargo Inspection Fee (PORT)	$636,943.37				$987,437.29
Other Payments	$20,407.62	$1,898.70	$21,451.30	$33,998.46	
Fiscal Year Revenue	**$12,960,927.28**	**$13,563,377.06**	**$15,078,031.80**	**$13,516,010.60**	**$15,192,517.30**

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

Expenditures	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Personnel Services					
Regular	$7,313,150.58	$6,882,301.98	$6,700,494.54	$6,749,956.87	$8,802,485.63
Overtime	$4,411.26	$53,252.83	$407,758.53	$183,044.16	$52,015.25
Benefits	$2,763,347.41	$2,500,427.94	$2,389,746.88	$2,322,107.88	
Insurance Benefits (Med., Dental, Life)					
Fiscal Year Personnel Expenditures	**$10,080,909.25**	**$9,435,982.75**	**$9,497,999.95**	**$9,255,108.91**	**$8,854,500.88**

Operations					
Travel					
Contractual Services	$421,905.93	$337,852.21	$385,358.31	$344,205.65	$350,798.91
Office Space Rental	$2,758,755.34	$2,879,133.64	$3,013,333.56	$3,081,418.44	$3,371,919.60
Supply & Material	$105,899.48	$79,447.33	$85,231.24	$52,949.65	$59,218.57
Equipment	$14,044.00	$9,991.22	$6,075.96		$1,520.00
Miscellaneous	$54,330.00	$51,070.00	$47,330.00	$45,970.20	$52,500.00
Utilities	$114,953.35	$101,683.10	$108,401.20	$115,529.63	$90,888.90
Prior Year Retirement (MLWOP)		$536,612.00			
Fiscal Year Operation Expenditure	**$3,469,888.10**	**$3,995,789.50**	**$3,645,730.27**	**$3,640,073.57**	**$3,926,845.98**
Total Expenditures	**$13,550,797.35**	**$13,431,772.25**	**$13,143,730.22**	**$12,895,182.48**	**$12,781,346.86**

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.

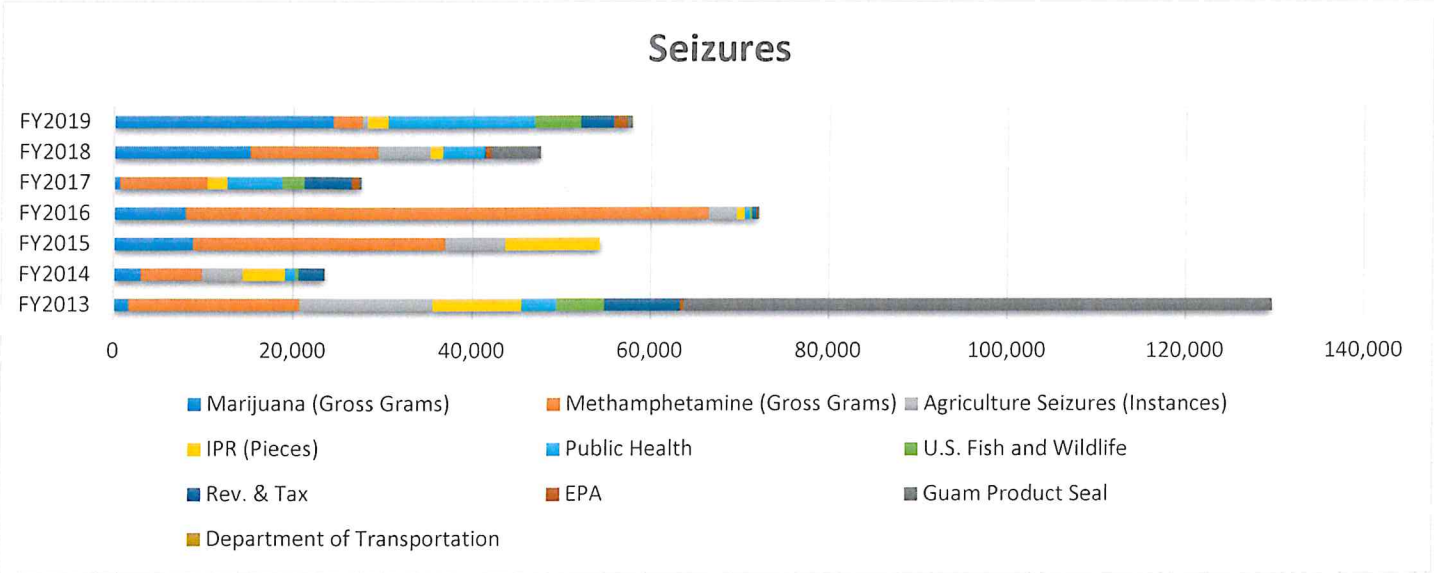
Therefore, the CQA measures its performance by the following:

(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	FY2015	FY2016	FY2017	FY2018	FY2019
Marijuana (Gross Grams)	8,873	8,073	727	15,249	24,486
Methamphetamine (Gross Grams)	28,082	58,442	9,733	14,159	3,173
Agriculture Seizures (Instances)	6,787	3,240	0	5,835	573
IPR (Pieces)	10,544	887	2,193	1,394	2,278
Public Health	0	580	6,145	4,691	16,396
U.S. Fish and Wildlife	0	237	2,446	12	5,234
Rev. & Tax	0	482	5,246	143	3,733
EPA	0	119	821	602	1,464
Guam Product Seal	0	103	195	5,503	499
Department of Transportation	0	3	20	6	26



Challenges

Manpower

The Agency has only 134 Uniformed Officers and 16 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 t 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, 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'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 is remitted to the CQA for services provided by the Agency. An over collection of funds must be 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 is no longer dependent on the general fund to operation. However, the last time CQA went through the Administrative Adjudication Act (AAA Process) for the Passenger Inspection rate adjustment in 2013 and Cargo Inspection rate adjustment in 2011.

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

Workforce

Hire civilian support staff in mid-level position to relieve officers of administrative function.

Hire 20 additional uniformed officers by FY 2020.

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 grand funding to acquire a Customs Management Information System.

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 2019, CQA was involved in the following:

- CQA participates in the Guam Homeland Security's National Preparedness Month Finale.
- 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, CQA is often called upon to conduct various canine demonstrations at schools and events.