



# GUAM CUSTOMS AND QUARANTINE AGENCY

CITIZEN-CENTRIC REPORT | FISCAL YEAR 2023 OCT 2022-SEPT 2023

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## CORE VALUES

- COURAGE
- QUALITY
- ACCOUNTABILITY

## LEADERSHIP

Ike Q. Peredo  
**Director**

Vincent S.N. Perez  
**Chief of Customs**

Col. Philip S.N. Tajeron  
**Assistant Chief**  
Special Enforcement Division

Col. Francis U. Fejarang  
**Assistant Chief**  
Inspection and Control Division

Col. Darlene R. Merfalen  
**Assistant Chief**  
Administrative Support Division

Col. Joey T. Cruz  
**Assistant Chief**  
Logistics and Support Division

## CONTACT US

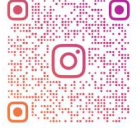
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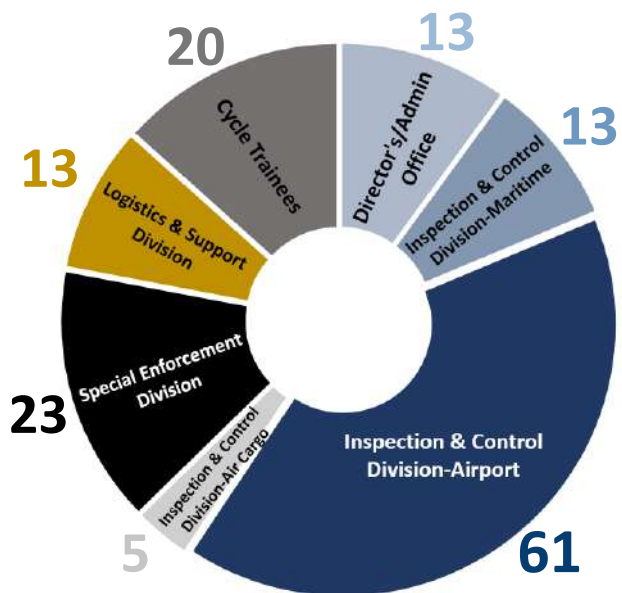


## OUR HISTORY AND MISSION

In October 1952, the Guam Department of Commerce Port Security Division was created and charged with carrying out customs enforcement activities for the island of Guam. In 1971, Executive Order No. 71-21 changed the name and organization of the Port Security Division to the Customs and Quarantine Division. In October 1994, the division detached from the Guam Department of Commerce and became what is known today as the Guam Customs and Quarantine Agency. The Guam Customs and Quarantine Agency is the **"First Line of Defense"** for the island of Guam. Our officers enforce local and federal laws and regulations, and are responsible for protecting borders, securing ports of entry, and facilitating trade, commerce and travel. Our mission is to enhance the quality of life and protect the people of Guam by intercepting importations of illicit narcotics; protecting native flora and fauna from the introduction of injurious pests and diseases; preventing the introduction and spread of communicable diseases; ensuring the safety and legitimacy of imported goods and commodities; generating government revenue through the assessment and collection of Use Taxes on imported merchandise; deterring fraudulent and illicit activities in interstate commerce; controlling commodity exports or technical data to protect national security, short supply, and foreign policy; and protecting against terrorism. Our guiding statute is Title 5 Guam Code Annotated Ch. 73.

HELP US GUARD OUR ISLAND HOME. REPORT SMUGGLING AT (671) 642-8071/2.

## OUR WORKFORCE



**111**  
CUSTOMS OFFICERS

**17**  
CIVILIAN STAFF

**20**  
OFFICER TRAINEES

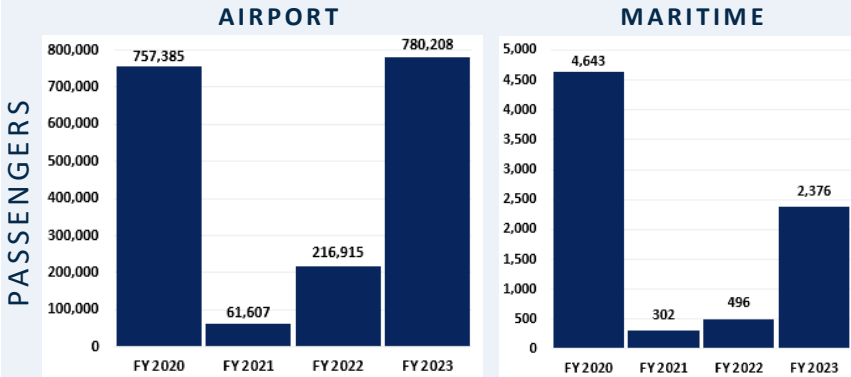
**148**  
TOTAL



# PERFORMANCE

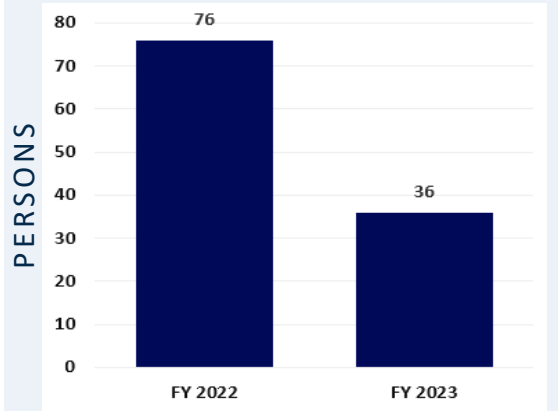
## PASSENGER ARRIVALS

AIRCRAFT AND MARITIME VESSEL PASSENGERS SCREENED BY A CUSTOMS OFFICER



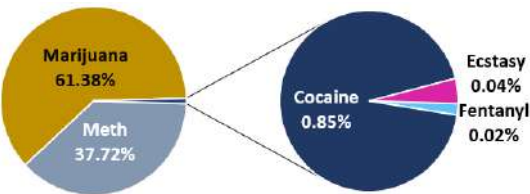
## ILLEGAL ARRIVALS

PEOPLE'S REPUBLIC OF CHINA NATIONALS, ORIGINATING FROM SAIPAN, WHO VIOLATED GUAM ENTRY LAWS AND REQUIREMENTS BY ARRIVING BY VESSEL WITHOUT NOTICE



## DRUG SEIZURES

46,423.5G OR 102.3 LBS.  
FY 2023 TOTAL



DRUGS & NARCOTICS	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Methamphetamine	3,173g	36,336.4g	75,839g	50,808.6g	17,388g
Fentanyl	0g	0g	0g	79.4g	8.5g
Cocaine	0g	0g	0g	250g	390g
Heroin	0g	0g	0g	66g	0g
Ecstasy/MDMA	0g	0g	0g	38.2g	18.6g
Marijuana	24,486g	11,206.69g	88,016g	66,782.2g	28,293.8g

### OTHER DRUGS SEIZED IN FY 2023:

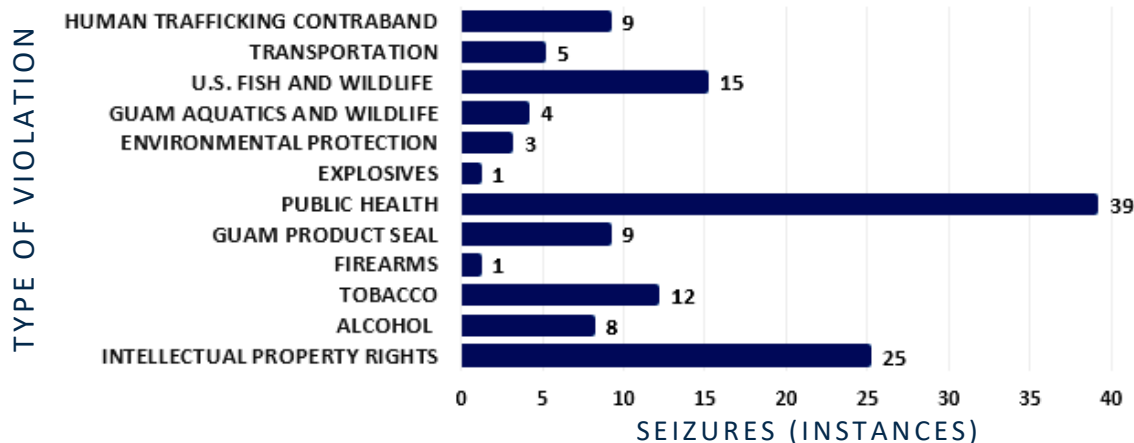
201.9g ANABOLIC STEROIDS	59g ALPARID ALPRAZOLAM	24g METHYLPHENIDATE	19.9g MUSHROOMS	12.2g OTHER	6.6g XANAX	1g LSD/ACID
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## BIOSECURITY SEIZURES

PLANT AND ANIMAL PRODUCTS DESTROYED OR RE-EXPORTED DUE TO THE PRESENCE OF INVASIVE/ACTIONABLE PESTS, PATHOGENS, SMUGGLING, PROHIBITED ENTRY, OR OTHER REASONS OF NON-COMPLIANCE.



## OTHER REGULATORY VIOLATIONS



NOTE: EACH SEIZURE REFLECTS A SINGLE INSTANCE IN WHICH A SEIZURE WAS MADE. EACH SEIZURE VALUE DOES NOT EQUAL TO THE PIECE COUNT OF PRODUCTS IN A SINGLE SEIZURE. FOR EXAMPLE, ONE SEIZURE COULD HAVE A CORRESPONDING PIECE COUNT OF X NUMBER OF INDIVIDUAL PIECES, BOXES, PACKAGES, ETC. RANGING FROM A FEW ITEMS TO TENS OF THOUSANDS OF ITEMS.



# FINANCES

CQA generates revenues through the collection of a **Passenger Inspection Fee**, which is applied to the tickets of passengers arriving at the A.B. Won Pat International Airport, and a **Cargo Inspection Fee**, which is applied to all shipments imported into Guam at the Integrated Air Cargo Facility and Jose D. Leon Guerrero Commercial Port. These fees are intended to recover the costs of services for customs operations mandated by local and federal law. The Passenger Inspection Fee is collected by the Guam International Airport Authority and deposited into the Government of Guam's Customs, Agriculture, and Quarantine Inspection Services Fund (CAQIS). The Cargo Inspection Fee is also deposited into the CAQIS.

<p style="text-align: center;"><b>\$</b></p> <p style="text-align: center;"><b>FY 2023</b></p> <p style="text-align: center;"><b>GOVERNMENT OF</b></p> <p style="text-align: center;"><b>GUAM BUDGET</b></p> <p style="text-align: center;"><b>APPROPRIATIONS</b></p> <p style="text-align: center;"><b>\$15,561,602</b></p> <p style="text-align: center;"><b>GENERAL FUND</b></p> <p style="text-align: center;"><b>\$2,067,005</b></p> <p style="text-align: center;"><b>SPECIAL FUND</b></p> <p style="text-align: center;"><b>\$17,628,607</b></p> <p style="text-align: center;"><b>TOTAL</b></p>	Revenues	FY 2020	FY 2021	FY 2022	FY 2023
	Passenger Inspection Fee	\$6,373,890.85	\$653,964.94	\$2,567,587.09	\$5,797,926.52
	Cargo Inspection Fee	\$418,494.31	\$1,730,008.68	\$992,482.29	\$1,435,030.93
	<b>TOTAL</b>	<b>\$6,792,385.16</b>	<b>\$2,383,973.62</b>	<b>\$3,560,069.38</b>	<b>\$7,232,957.45</b>
	Personnel Expenditures	FY 2020	FY 2021	FY 2022	FY 2023
	Regular	\$8,558,059.49	\$6,864,796.83	\$10,482,102.83	\$10,080,160.87
	Overtime	\$14,264.82	\$0	\$41,247.41	\$408,560.80
	Benefits	\$2,467,378	\$2,535,185.71	\$2,865,851.94	\$3,221,145.97
	<b>TOTAL</b>	<b>\$11,039,702.31</b>	<b>\$9,399,982.54</b>	<b>\$13,389,202.18</b>	<b>\$13,709,867.64</b>
	Operations Expenditures	FY 2020	FY 2021	FY 2022	FY 2023
	Travel	\$0	\$0	\$0	\$0
	Contractual Services	\$239,104.58	\$212,513.14	\$175,722.47	\$566,694.13
	Office Space Rental	\$2,866,944	\$304,219.62	\$2,018,007.40	\$2,472,967.08
	Supplies and Materials	\$61,531.45	\$28,727.72	\$49,095.65	\$95,260.55
	Equipment	\$32,494.90	\$0	\$0	\$81,005.00
Miscellaneous	\$0	\$0	\$87,580	\$54,950.00	
Utilities	\$31,018.31	\$27,707.01	\$74,740.70	\$88,834.18	
Capital Outlay	\$0	\$292,736	\$224,176.30	\$37,675.96	
Prior Year Retirement (MLWOP)	\$174,283.59	\$0	\$15,555.10	\$75,000.00	
<b>TOTAL</b>	<b>\$3,405,376.83</b>	<b>\$573,167.49</b>	<b>\$2,420,701.32</b>	<b>\$3,472,386.90</b>	

## INTERNAL AFFAIRS INVESTIGATIONS

CLASSIFICATION	Total Number	FINDINGS						DISPOSITION			
		Unfounded	Exonerated	Not Sustained	Sustained	Closed to File	Pending	Counseling	Oral/Written Reprimand	Adverse Action	Other Action
Unsatisfactory Performance	0										
Use of Force	0										
Conformance to Law	0										
Use and Care of Equipment	0										
Unbecoming Conduct	2			2		2					
Reporting for Duty	0										
Dissemination of Information	0										
Insubordination	0										
<b>TOTAL COMPLAINTS</b>	<b>2</b>			<b>2</b>		<b>2</b>					

### GLOSSARY

**UNFOUNDED:** Allegation is false, not factual.

**EXONERATED:** Incident did occur, but was lawful and proper.

**NOT SUSTAINED:** Lack of evidence to prove or disprove the allegations.

**SUSTAINED:** Allegation is supported by sufficient evidence.



# OUTLOOK



## WORKFORCE

CQA continues to work toward increasing its officer numbers and enhancing its civilian workforce. During FY 2023, 30 officers received promotions to the positions of Officer II, 22 to Officer III, and 15 to Captain, otherwise known as Customs and Quarantine Officer Supervisors. This helped to fill vacancies, alleviate personnel deficiencies, and right-size CQA’s respective sections to properly reflect the nature of officers’ duties and responsibilities. Regular promotions, as well as the graduation of the Agency’s 13th and 14th Training Cycles, are anticipated in FY 2024 to help foster and retain institutional knowledge and combat employee attrition due to retirements, resignations, and other unforeseen circumstances.



## MODERNIZATION

### CUSTOMS DATA MANAGEMENT INFORMATION SYSTEM

CQA looks forward to the development of a Customs Data Management Information System in collaboration with the Bureau of Statistics and Plans through a U.S. Department of the Interior grant, moving towards automating the Agency’s processes, data collection, and risk assessment capabilities. CQA is actively working with the Oceania Customs Organization (OCO) to secure a system utilized by customs administrations throughout the region and the world. This has involved consultations to develop proposed legislation, organizing capacity building trainings and programs, executing remedies, and closing gaps identified within the diagnostic assessment done on CQA by the OCO.



### ADVANCED TECHNOLOGY

CQA maintains its goal to acquire advanced screening and surveillance technology, inclusive of updated computers, scanners, drones and vehicles, among other resources. This will enable officers to adequately and thoroughly monitor, and respond more quickly and efficiently to the increase and complexities of the threats arriving at Guam’s borders and ports of entry.



### ELECTRONIC DECLARATION FORM

In partnership with the Guam Visitors Bureau, CQA anticipates a transition from use of both the paper and electronic mandatory customs declaration forms to solely electronic declaration forms. This change will align the Agency with more sustainable practices by resource conservation, cutting costs, increasing passenger accessibility prior to their arrival, and streamlining record-keeping processes.

# CHALLENGES

## FUNDING

CQA’s operations are funded by the Agency’s collection of the Customs, Agriculture, and Quarantine Inspection Service Charges (CAQISC) from travelers and cargo arriving at Guam’s ports of entry. Due to the Covid-19 pandemic in 2020, the Agency remains in recovery from a decrease in revenues as a result of the decrease in passenger arrivals to Guam. Although the FY 2023 airline passenger arrival numbers are 2.88% higher than in FY 2020, revenues collected through the CAQISC remain at less than 50% of pre-Covid totals. CQA continues to receive funding from the Government of Guam’s General Fund in order to cover shortfalls in fees collected through the CAQISC.

## MODERN TECHNOLOGY AND RESOURCES

In addition to the implementation of an automated customs data management information system, CQA must expand its inventory of information technology systems, mobile and static scanners, cross-terrain vehicles, and more advanced surveillance technology. Funding shortfalls and laborious procurement processes have both challenged and delayed these acquisitions.

## OFFICER SHORTAGE

As a result of officer retention challenges, CQA continues to operate with less than 50% of its adequate officer workforce, which is approximately 300 officers. The Agency has experienced attrition due to retirements, resignations by officers who have been recruited into higher-paying positions, death, and other unforeseen circumstances. Although the Agency anticipates the recruitment of officer trainees each year moving forward, it will take several years before the ideal number of officers is met. Bolstering the number of customs officers at Guam’s borders will ensure a greater interdiction of illegal drugs, invasive species, unsafe goods, communicable diseases, and individuals with malicious or criminal intent.



If there is any additional information you would like to see in this report, write to us at [inquire@cqa.guam.gov](mailto:inquire@cqa.guam.gov), or call (671) 475-6202. This report, and those from previous years, can be viewed at [cqa.guam.gov](http://cqa.guam.gov).





Frederick Jones <fjones@guamopa.com>

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## Fwd: FY 2023 Citizen-Centric Report: Guam Customs and Quarantine Agency

2 messages

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**Benjamin Cruz** <bjcruz@guamopa.com>

Mon, Mar 31, 2025 at 4:15 PM

To: Vincent Duenas <vduenas@guamopa.com>, Jerrick Hernandez <jhernandez@guamopa.com>, Thyrza Bagana <tbagana@guamopa.com>, Joy Esperanza <jesperanza@guamopa.com>, Maryann Manglona <mmanglona@guamopa.com>, Frederick Jones <fjones@guamopa.com>, Thomas Eladio Battung <tbattung@guamopa.com>, Mariella Cruz <mcruz@guamopa.com>, Ren Jalandoni <rjalandoni@guamopa.com>, Selina Onedera-Salas <sonederasalas@guamopa.com>, Kayleen Concepcion <kconcepcion@guamopa.com>, Melissa Ngiralmou <mngiralmou@guamopa.com>, Thomas Quichocho <tquichocho@guamopa.com>, Leonanie Leon Guerrero <lleonguerrero@guamopa.com>

Benjamin J. F. Cruz

Public Auditor

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----- Forwarded message -----

From: **Benjamin Cruz** <bjcruz@guamopa.com>

Date: Mon, Mar 31, 2025 at 4:14 PM

Subject: Re: FY 2023 Citizen-Centric Report: Guam Customs and Quarantine Agency

To: Alana Chargualaf-Afaisen <[alana.c.afaisen@cqa.guam.gov](mailto:alana.c.afaisen@cqa.guam.gov)>

Receipt acknowledged

Benjamin J. F. Cruz

Public Auditor

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On Mon, Mar 31, 2025 at 4:04 PM Alana Chargualaf-Afaisen <[alana.c.afaisen@cqa.guam.gov](mailto:alana.c.afaisen@cqa.guam.gov)> wrote:

Håfa Adai Honorable Speaker Frank Blas Jr. and Public Auditor Benjamin Cruz,

Attached for official transmittal is the Guam Customs and Quarantine Agency's Citizen-Centric Report for Fiscal Year 2023 in compliance with Public Law 30-127.

The report is also accessible to the public via the following link: [cqa.guam.gov/citizen-centric-reports/](https://cqa.guam.gov/citizen-centric-reports/)

Si Yu'os ma'åse'!

Very Respectfully,



**Alana B. Chargualaf-Afaisen**

Public Information Officer

Guam Customs and Quarantine Agency

[alana.c.afaisen@cqa.guam.gov](mailto:alana.c.afaisen@cqa.guam.gov)

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**Benjamin Cruz** <[bjcruz@guamopa.com](mailto:bjcruz@guamopa.com)>

Mon, Mar 31, 2025 at 4:37 PM

To: Vincent Duenas <[vduenas@guamopa.com](mailto:vduenas@guamopa.com)>, Jerrick Hernandez <[jhernandez@guamopa.com](mailto:jhernandez@guamopa.com)>, Thyrza Bagana <[tbagana@guamopa.com](mailto:tbagana@guamopa.com)>, Maryann Manglona <[mmanglona@guamopa.com](mailto:mmanglona@guamopa.com)>, Joy Esperanza <[jesperanza@guamopa.com](mailto:jesperanza@guamopa.com)>, Frederick Jones <[fjones@guamopa.com](mailto:fjones@guamopa.com)>, Mariella Cruz <[mcruz@guamopa.com](mailto:mcruz@guamopa.com)>, Thomas Eladio Battung <[tbattung@guamopa.com](mailto:tbattung@guamopa.com)>, Ren Jalandoni <[rjalandoni@guamopa.com](mailto:rjalandoni@guamopa.com)>, Kayleen Concepcion <[kconcepcion@guamopa.com](mailto:kconcepcion@guamopa.com)>, Melissa Ngiralmou <[mngiralmou@guamopa.com](mailto:mngiralmou@guamopa.com)>, Selina Onedera-Salas <[sonederasalas@guamopa.com](mailto:sonederasalas@guamopa.com)>, Thomas Quichocho <[tquichocho@guamopa.com](mailto:tquichocho@guamopa.com)>, Leonanie Leon Guerrero <[lleonguerrero@guamopa.com](mailto:lleonguerrero@guamopa.com)>

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**CQA Citizen-Centric Report FY2023.pdf**

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