



EDDIE BAZA CALVO
Governor

RAY TENORIO
Lieutenant Governor

Office of the Governor of Guam

February 19, 2016

The Honorable R. Gil Kerlikowske
Commissioner
U.S. Customs and Border Protection
1300 Pennsylvania, Ave NW
Washington, DC 20229

Dear Commissioner Kerlikowske,

Earlier this month, Congresswoman Madeleine Bordallo wrote a letter to you requesting assistance in supporting the upcoming Festival of Pacific Arts (FESPAC) on Guam and expressing concern about the long wait time foreign travellers have been experiencing at the Guam International Airport Authority (GIAA). I write to you expressing these same concerns and look to you for immediate assistance on this matter that is critical to our island's economy.

Tourism is Guam's largest industry accounting for over 60% of Guam's economy, employing thousands and contributing hundreds of millions in revenue to the island economy. For the past sixteen months, incoming passengers arriving into A.B. Won Pat Guam International Airport Authority (GIAA) are experiencing wait times in the immigration processing area in excess of 90 minutes. There were two days in November where the maximum wait time was three hours (see attached reports from awt.cbp.gov).

This has been an ongoing issue that is becoming more critical with our growing tourism industry, and the onset of the Guam military buildup. There are a growing number of complaints from visitors, airlines, ground transportation companies and other tourism stakeholders. Guam is marketed as the closest U.S. destination to Asia, just three to four-hour flight from Japan, Korea, and China. When these visitors arrive on Guam, they do not anticipate spending a comparable amount of time waiting to be processed at USCBP.

Over the course of the past few months, I have tasked my Lt. Governor, to meet with federal and local stakeholders and identify solutions to improve the wait lines at USCBP. While several minor operational efficiencies have been identified and will be implemented by the local government and the airlines, it is simply not enough to make a significant impact. The root of the ongoing challenge is that Guam USCBP does not have adequate manpower to accommodate passenger arrivals during peak windows.





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For these reasons, I am requesting your assistance on three items:

1. A larger budget for Guam USCBP to hire additional officers so that the Guam airport is staffed with resources comparable to airports with similar traffic.
2. A review and equitable redistribution of existing staffing resources in the region to accommodate the growing need for USCBP officers at the Guam airport.
3. A surge of additional USCBP officers during FESTPAC, from May 22nd - June 4th, to accommodate the over 13,000 visitors from 27 Pacific Island nations and territories who will visit Guam during this timeframe.

I appreciate your consideration to my request, and look forward to working with you on solutions. Should you have any questions or concerns, please contact the office of Lt. Governor Ray Tenorio at ray.tenorio@guam.gov or at 671-475-9380.

Sincerely,

EDDIE BAZA CALVO
Governor of Guam

Cc: Lt. Governor Ray Tenorio
The Honorable Madeleine Z. Bordallo, Member of Congress
Margaret Metcalfe, Director, Guam Washington Office
Mr. Jerry Aevermann, USCBP Acting Port Director – Guam
Mr. Nathan Denight, GVB General Manager
Mr. Charles Ada II, GIAA Executive Manager



Airport	Terminal	Date	Hour	Wait Times		Number of Passengers Time Interval							Excluded	Total	Flights	Booths
				Average	Max	0-15	16-30	31-45	46-60	61-90	91-120	121Plus				
GUM	Main Terminal	11/1/15	0100 - 0200	25	48	160	187	235	9	0	0	0	29	620	3	14
GUM	Main Terminal	11/1/15	0300 - 0400	10	21	293	67	0	0	0	0	0	17	377	3	13
GUM	Main Terminal	11/1/15	0500 - 0600	21	48	147	83	85	15	0	0	0	17	347	2	10
GUM	Main Terminal	11/1/15	1400 - 1500	22	40	178	237	149	0	0	0	0	27	591	4	19
GUM	Main Terminal	11/1/15	1600 - 1700	14	35	260	150	17	0	0	0	0	24	451	3	14
GUM	Main Terminal	11/1/15	1800 - 1900	15	36	64	40	20	0	0	0	0	4	128	1	3
GUM	Main Terminal	11/2/15	0000 - 0100	22	53	282	261	199	44	0	0	0	23	809	5	12
GUM	Main Terminal	11/2/15	0200 - 0300	10	25	206	53	0	0	0	0	0	6	265	3	13
GUM	Main Terminal	11/2/15	0400 - 0500	13	44	225	73	39	0	0	0	0	15	352	3	10
GUM	Main Terminal	11/2/15	1300 - 1400	23	55	274	145	185	59	0	0	0	23	686	4	18
GUM	Main Terminal	11/2/15	1500 - 1600	32	69	76	259	130	33	77	0	0	25	600	3	17
GUM	Main Terminal	11/2/15	1700 - 1800	8	41	212	24	1	0	0	0	0	8	245	2	9
GUM	Main Terminal	11/3/15	0100 - 0200	15	22	36	54	0	0	0	0	0	5	95	1	13
GUM	Main Terminal	11/3/15	0400 - 0500	16	42	187	78	67	0	0	0	0	14	346	2	10
GUM	Main Terminal	11/3/15	1300 - 1400	13	30	238	181	0	0	0	0	0	25	444	3	15
GUM	Main Terminal	11/3/15	1500 - 1600	23	90	331	195	38	0	80	0	0	39	683	5	16
GUM	Main Terminal	11/3/15	1700 - 1800	17	38	65	39	22	0	0	0	0	5	131	1	3
GUM	Main Terminal	11/4/15	0000 - 0100	49	76	57	0	58	163	142	0	0	10	430	3	14
GUM	Main Terminal	11/4/15	0200 - 0300	13	45	276	87	64	0	0	0	0	15	442	3	15
GUM	Main Terminal	11/4/15	0600 - 0700	28	49	86	79	151	23	0	0	0	12	351	3	15
GUM	Main Terminal	11/4/15	1400 - 1500	60	101	30	83	148	131	339	88	0	27	846	4	15
GUM	Main Terminal	11/4/15	1600 - 1700	13	27	47	45	0	0	0	0	0	3	95	1	4
GUM	Main Terminal	11/5/15	0000 - 0100	17	34	145	211	10	0	0	0	0	9	375	3	13
GUM	Main Terminal	11/5/15	0200 - 0300	8	18	157	20	0	0	0	0	0	3	180	1	15
GUM	Main Terminal	11/5/15	0400 - 0500	20	49	174	73	79	25	0	0	0	16	367	2	11
GUM	Main Terminal	11/5/15	1300 - 1400	16	37	329	309	14	0	0	0	0	16	668	4	17
GUM	Main Terminal	11/5/15	1500 - 1600	65	90	5	0	0	33	139	0	0	7	184	2	11
GUM	Main Terminal	11/5/15	1700 - 1800	16	33	51	44	6	0	0	0	0	3	104	1	3
GUM	Main Terminal	11/6/15	0000 - 0100	32	51	39	89	181	49	0	0	0	5	363	2	12
GUM	Main Terminal	11/6/15	0200 - 0300	20	33	90	230	7	0	0	0	0	10	337	2	13
GUM	Main Terminal	11/6/15	0400 - 0500	22	46	80	53	70	5	0	0	0	8	216	2	11
GUM	Main Terminal	11/6/15	1300 - 1400	23	49	199	227	153	14	0	0	0	15	608	4	15
GUM	Main Terminal	11/6/15	1500 - 1600	9	15	47	0	0	0	0	0	0	2	49	1	14
GUM	Main Terminal	11/6/15	1700 - 1800	30	64	52	37	26	41	9	0	0	5	170	1	3
GUM	Main Terminal	11/7/15	0000 - 0100	39	63	12	59	24	95	4	0	0	5	199	2	13
GUM	Main Terminal	11/7/15	0200 - 0300	14	25	69	49	0	0	0	0	0	4	122	1	15
GUM	Main Terminal	11/7/15	0500 - 0600	5	14	125	0	0	0	0	0	0	4	129	1	11
GUM	Main Terminal	11/7/15	1300 - 1400	26	50	131	346	245	20	0	0	0	23	765	5	16
GUM	Main Terminal	11/7/15	1500 - 1600	70	78	3	0	0	0	79	0	0	1	83	1	12
GUM	Main Terminal	11/7/15	1700 - 1800	9	21	112	27	0	0	0	0	0	2	141	1	10
GUM	Main Terminal	11/7/15	2100 - 2200	21	50	168	228	109	22	0	0	0	13	540	4	12
GUM	Main Terminal	11/8/15	0100 - 0200	19	46	99	149	20	2	0	0	0	8	278	2	12
GUM	Main Terminal	11/8/15	0300 - 0400	20	39	142	187	63	0	0	0	0	12	404	3	15
GUM	Main Terminal	11/8/15	0500 - 0600	12	24	150	89	0	0	0	0	0	5	244	2	11
GUM	Main Terminal	11/8/15	1400 - 1500	49	93	127	87	157	261	369	7	0	26	1034	5	18
GUM	Main Terminal	11/8/15	1600 - 1700	10	31	282	79	2	0	0	0	0	22	385	3	16
GUM	Main Terminal	11/8/15	1800 - 1900	21	51	74	31	37	15	0	0	0	5	162	1	3
GUM	Main Terminal	11/9/15	0000 - 0100	20	47	309	274	145	3	0	0	0	19	750	3	16
GUM	Main Terminal	11/9/15	0200 - 0300	16	30	134	99	0	0	0	0	0	7	240	2	16
GUM	Main Terminal	11/9/15	0400 - 0500	3	8	48	0	0	0	0	0	0	1	49	1	14
GUM	Main Terminal	11/9/15	0600 - 0700	21	32	38	83	14	0	0	0	0	5	140	1	11
GUM	Main Terminal	11/9/15	1400 - 1500	36	92	128	318	233	136	128	9	0	29	981	6	18
GUM	Main Terminal	11/9/15	1600 - 1700	23	39	55	69	53	0	0	0	0	6	183	2	9
GUM	Main Terminal	11/9/15	2100 - 2200	21	44	94	85	63	0	0	0	0	7	249	1	12
GUM	Main Terminal	11/10/15	0100 - 0200	28	36	1	91	51	0	0	0	0	3	146	1	13
GUM	Main Terminal	11/10/15	0300 - 0400	2	10	128	0	0	0	0	0	0	3	131	1	13
GUM	Main Terminal	11/10/15	0500 - 0600	15	42	112	116	3	0	0	0	0	8	239	2	11
GUM	Main Terminal	11/10/15	1400 - 1500	101	186	110	2	101	118	30	271	454	29	1115	6	14
GUM	Main Terminal	11/10/15	1600 - 1700	41	76	44	6	1	62	31	0	0	5	149	1	9
GUM	Main Terminal	11/10/15	2200 - 2300	21	40	89	94	68	0	0	0	0	7	258	1	12
GUM	Main Terminal	11/11/15	0100 - 0200	30	57	21	2	0	25	0	0	0	2	50	1	10
GUM	Main Terminal	11/11/15	0300 - 0400	28	51	47	73	78	31	0	0	0	2	231	1	13
GUM	Main Terminal	11/11/15	0500 - 0600	4	17	130	2	0	0	0	0	0	5	137	1	8

GUM	Main Terminal	11/11/15	1300 - 1400	57	103	28	7	230	240	249	76	0	21	851	5	14
GUM	Main Terminal	11/11/15	1500 - 1600	87	127	32	2	0	0	1	69	27	1	132	2	9
GUM	Main Terminal	11/11/15	1800 - 1900	15	38	69	29	20	0	0	0	0	4	122	1	3
GUM	Main Terminal	11/12/15	0000 - 0100	32	55	111	167	306	142	0	0	0	23	749	5	14
GUM	Main Terminal	11/12/15	0200 - 0300	10	19	421	52	0	0	0	0	0	14	487	3	16
GUM	Main Terminal	11/12/15	0400 - 0500	23	54	183	103	94	61	0	0	0	21	462	2	12
GUM	Main Terminal	11/12/15	1200 - 1300	49	60	2	0	49	119	0	0	0	3	173	1	12
GUM	Main Terminal	11/12/15	1400 - 1500	73	119	12	19	146	186	366	327	0	30	1086	6	18
GUM	Main Terminal	11/12/15	1600 - 1700	7	13	112	0	0	0	0	0	0	4	116	1	17
GUM	Main Terminal	11/12/15	1800 - 1900	20	45	68	38	49	0	0	0	0	3	158	1	4
GUM	Main Terminal	11/13/15	0000 - 0100	40	56	18	39	240	137	0	0	0	14	448	2	15
GUM	Main Terminal	11/13/15	0200 - 0300	29	43	5	41	41	0	0	0	0	3	90	1	16
GUM	Main Terminal	11/13/15	0400 - 0500	21	45	103	89	77	0	0	0	0	13	282	2	12
GUM	Main Terminal	11/13/15	1300 - 1400	47	86	19	157	234	205	242	0	0	27	884	5	15
GUM	Main Terminal	11/13/15	1500 - 1600	80	103	4	0	0	0	66	26	0	2	98	1	13
GUM	Main Terminal	11/13/15	1700 - 1800	15	40	78	38	29	0	0	0	0	3	148	1	4
GUM	Main Terminal	11/14/15	0000 - 0100	23	65	386	195	241	85	11	0	0	29	947	5	17
GUM	Main Terminal	11/14/15	0200 - 0300	12	20	58	16	0	0	0	0	0	3	77	1	12
GUM	Main Terminal	11/14/15	0500 - 0600	13	32	150	119	9	0	0	0	0	10	288	2	14
GUM	Main Terminal	11/14/15	1300 - 1400	22	42	217	356	163	0	0	0	0	23	759	4	18
GUM	Main Terminal	11/14/15	1500 - 1600	33	73	119	35	4	3	101	0	0	13	275	2	17
GUM	Main Terminal	11/14/15	1800 - 1900	21	45	61	37	44	0	0	0	0	4	146	1	3
GUM	Main Terminal	11/15/15	0000 - 0100	17	42	272	292	64	0	0	0	0	16	644	4	16
GUM	Main Terminal	11/15/15	0200 - 0300	14	32	208	140	2	0	0	0	0	7	357	2	17
GUM	Main Terminal	11/15/15	0400 - 0500	19	52	213	74	77	32	0	0	0	15	411	2	13
GUM	Main Terminal	11/15/15	1300 - 1400	34	47	22	183	672	11	0	0	0	22	910	5	21
GUM	Main Terminal	11/15/15	1500 - 1600	24	47	162	32	182	5	0	0	0	15	396	3	21
GUM	Main Terminal	11/15/15	1700 - 1800	14	37	87	42	16	0	0	0	0	5	150	1	3
GUM	Main Terminal	11/16/15	0000 - 0100	19	39	216	282	83	0	0	0	0	12	593	2	15
GUM	Main Terminal	11/16/15	0200 - 0300	17	29	119	149	0	0	0	0	0	8	276	2	15
GUM	Main Terminal	11/16/15	0400 - 0500	24	53	165	80	96	53	0	0	0	17	411	2	11
GUM	Main Terminal	11/16/15	1300 - 1400	25	58	211	357	244	60	0	0	0	28	900	5	19
GUM	Main Terminal	11/16/15	1500 - 1600	60	67	1	0	0	47	66	0	0	4	118	1	16
GUM	Main Terminal	11/16/15	1700 - 1800	22	52	63	35	38	20	0	0	0	5	161	1	3
GUM	Main Terminal	11/17/15	0000 - 0100	34	64	199	155	273	285	26	0	0	32	970	6	14
GUM	Main Terminal	11/17/15	0200 - 0300	3	8	63	0	0	0	0	0	0	1	64	1	14
GUM	Main Terminal	11/17/15	0500 - 0600	28	59	62	47	66	41	0	0	0	11	227	2	11
GUM	Main Terminal	11/17/15	1400 - 1500	65	131	196	109	64	62	271	339	20	50	1111	6	17
GUM	Main Terminal	11/17/15	1600 - 1700	9	19	116	17	0	0	0	0	0	5	138	1	16
GUM	Main Terminal	11/17/15	1800 - 1900	21	47	71	33	41	8	0	0	0	1	154	1	7
GUM	Main Terminal	11/18/15	0000 - 0100	26	51	133	250	206	45	0	0	0	20	654	4	14
GUM	Main Terminal	11/18/15	0200 - 0300	18	35	102	96	34	0	0	0	0	8	240	1	15
GUM	Main Terminal	11/18/15	0500 - 0600	44	75	49	45	110	135	84	0	0	14	437	3	12
GUM	Main Terminal	11/18/15	1400 - 1500	68	105	40	43	105	171	485	180	0	29	1053	5	18
GUM	Main Terminal	11/18/15	1600 - 1700	11	21	112	35	0	0	0	0	0	9	156	2	15
GUM	Main Terminal	11/18/15	2100 - 2200	5	13	168	0	0	0	0	0	0	6	174	1	16
GUM	Main Terminal	11/19/15	0100 - 0200	15	25	157	138	0	0	0	0	0	6	301	2	16
GUM	Main Terminal	11/19/15	0300 - 0400	2	10	68	0	0	0	0	0	0	0	68	1	16
GUM	Main Terminal	11/19/15	0500 - 0600	19	37	63	60	32	0	0	0	0	4	159	1	6
GUM	Main Terminal	11/19/15	1300 - 1400	20	38	201	479	56	0	0	0	0	21	757	4	20
GUM	Main Terminal	11/19/15	1500 - 1600	57	79	2	52	6	1	142	0	0	5	208	2	17
GUM	Main Terminal	11/19/15	1700 - 1800	13	35	98	54	9	0	0	0	0	3	164	1	8
GUM	Main Terminal	11/20/15	0000 - 0100	39	70	44	123	143	106	77	0	0	10	503	2	14
GUM	Main Terminal	11/20/15	0200 - 0300	1	5	68	0	0	0	0	0	0	1	69	1	13
GUM	Main Terminal	11/20/15	0500 - 0600	6	17	132	11	0	0	0	0	0	2	145	1	7
GUM	Main Terminal	11/20/15	1300 - 1400	23	53	289	168	131	82	0	0	0	20	690	4	18
GUM	Main Terminal	11/20/15	1500 - 1600	7	11	94	0	0	0	0	0	0	2	96	1	16
GUM	Main Terminal	11/20/15	1700 - 1800	9	20	122	37	0	0	0	0	0	0	159	1	8
GUM	Main Terminal	11/20/15	2100 - 2200	26	53	236	287	332	69	0	0	0	28	952	5	15
GUM	Main Terminal	11/21/15	0200 - 0300	10	23	160	56	0	0	0	0	0	3	219	1	14
GUM	Main Terminal	11/21/15	0400 - 0500	21	122	226	89	44	13	5	14	7	16	414	2	11
GUM	Main Terminal	11/21/15	0700 - 0800	23	40	94	127	105	0	0	0	0	10	336	2	16
GUM	Main Terminal	11/21/15	1400 - 1500	72	115	91	33	54	215	493	392	0	41	1319	7	19
GUM	Main Terminal	11/21/15	1600 - 1700	12	33	101	49	6	0	0	0	0	5	161	1	7
GUM	Main Terminal	11/21/15	2100 - 2200	17	42	202	128	63	0	0	0	0	8	401	2	14

Airport	Date	Hour	Wait Times		Number of Passengers Time Interval							Total	Flights	Booths
			Average	Max	0-15	16-30	31-45	46-60	61-90					
GUM	2/16/15	0100	42	77	93	230	420	358	212	1341	7	22		
HNL	2/16/15	0800	32	82	145	594	353	118	94	1351	6	41		
GUM	2/17/15	0100	40	69	119	165	284	404	97	1101	5	19		
HNL	2/26/15	1000	28	54	96	543	344	60	0	1074	4	43		
GUM	2/21/15	0100	29	72	333	225	193	200	65	1048	5	18		
HNL	2/11/15	1000	27	52	173	429	377	36	0	1045	4	48		
GUM	2/17/15	1500	24	50	317	262	361	41	0	1011	6	21		
HNL	2/3/15	1000	14	30	596	386	0	0	0	1013	5	41		
GUM	2/27/15	1500	32	74	306	141	171	246	94	986	5	15		
HNL	2/14/15	0700	12	26	660	287	0	0	0	975	5	29		
GUM	2/8/15	0500	26	65	181	55	76	79	16	426	2	10		
HNL	2/10/15	1100	8	17	390	17	0	0	0	419	2	41		
GUM	2/26/15	0000	17	47	158	181	31	1	0	381	2	16		
HNL	2/17/15	1100	18	39	125	226	13	0	0	369	2	35		
GUM	2/19/15	0300	13	39	208	84	5	0	0	306	2	18		
HNL	2/2/15	1100	9	20	281	15	0	0	0	304	1	41		
GUM	2/11/15	0700	29	50	18	109	71	18	0	222	2	5		
HNL	2/10/15	0700	20	30	59	158	0	0	0	224	1	29		
GUM	2/25/15	0000	12	23	131	42	0	0	0	176	1	18		
HNL	2/26/15	1200	3	13	170	0	0	0	0	176	1	34		