

The Chamorro Land Trust is just one component of the Department of Land Management, the overall land agency in the government that also includes the Guam Ancestral Lands Commission. The GALC, since 2011, has returned approximately 879 acres to 716 families and heirs of property owners who have waited decades for their land to be returned.

In addition to these activities, the Land for the Landless Program deeded a total 45 acres of land to eligible individuals. This program is also increasing its enforcement activities, working with applicants who are unable to meet the obligations of their contract. CLTC is still in the process of collecting revenues from the 443 Land for the Landless unpaid accounts.

### **Better quality, better service**

Under the Calvo Tenorio Administration, CLTC, GALC, and DLM have taken great strides to improve customer service. These improvements include:

- Better management of client records and improved organization of CLTC inventory.
- Addressing irregularities in its "first come, first serve" policy, and identifying a list of bypassed recipients on the 1995 application listing. During the Calvo administration, CLTC is aggressively addressing this matter by locating these recipients and bringing them to the forefront of the lease program.
- Identifying glitches in its records program, standardizing files, and standardizing operating procedures on client/recipient files.

### **Singular database will bring government, private surveyors on same page**

The Chamorro Land Trust Commission is also working to implement a singular "tracking process" for all agents involved in processing maps including, CLTC staff, land agents, private surveyors, and surveyor representatives. This new process will identify issues relative to the assessment and approval of maps and increase the Commission's efficiency, effectiveness, and workflow. This includes the adoption of internal policies that addresses past and current issues surrounding the CLTC maps review.

The Department of Land Management's Survey Division is assisting CLTC in enforcing policies to hold private surveyors accountable for the late submission of outstanding survey maps.

Meanwhile, CLTC and DLM are assessing their capabilities of deriving master plans for residential subdivisions and other potential land uses. This would allow CLTC to evaluate its current properties and maximize the use of its resources.

<b>Number of Applicants</b>	<b>CLTC Breakdown</b>
6734	Total No. Of Residential Applicants
1402	Total No. Of Residential Leases
507	Total Acres Identified
4325	Remaining Applicants Pending Issuance