



# Governor Recognizes DRT for Improvements to Tax Collections, Customer Service, Compliance

A release from the Governor's Office • Contact Phill Leon Guerrero at 929-7467 or Phillip.Leonguerrero@Guam.gov

“The hardworking GovGuam employees and managers at the Department of Revenue and Taxation have worked diligently these past three years to be the best they can be. I want these employees to know they’re appreciated. And, despite the attacks that sometimes come from our critics, I want them to know that I recognize the work they do, Guamanians appreciate their efforts, and we know things are getting better and better every day. We’re headed in the right direction.” – *Governor Eddie Baza Calvo*

## Improvements made for businesses, drivers, taxpayers

The Department of Revenue and Taxation (DRT) has made significant improvements over the course of the Calvo Tenorio administration to provide better customer service and increase government revenue without raising taxes. We would like to share this information with you, so you can be informed of the truth about DRT. We want you to be aware of the hard work of DRT employees in light of its oversight hearing at the Legislature today.

Below, you will find details on how DRT has improved on a number of important functions to every Guamanian. Many of these problems are decades old, and were only fixed under the Calvo Tenorio administration. While challenges remain, we want you to know we are on top of these challenges with solutions. These is a lot of on-going work that will further improve DRT.

## Services put online; Wait times decrease; More money for schools

### **Online services**

The department has implemented a very successful online scheduler feature for customers to schedule an appointment at their convenience. This service offers customers to forgo waiting lines and provides prompt service. **Since its inception last year, more than 3,100 customers used online scheduling.** DRT is pursuing even more online services for residents and taxpayers, such as vehicle registration renewal, business license renewal and most importantly, online payment for all DRT services. Two vendors are working together to provide online services through DRT. Due to the sensitive nature of this process, non-disclosure agreements are awaiting legal review. More information on the process to add more online services should be available at the end of the month.

### **Wait-time in lines at DRT**