

# PORT AUTHORITY OF GUAM

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## NEWS RELEASE

### Port Publishes Citizen Centric Report

**Piti, Guam, June 8, 2021:** The Port Authority of Guam has published the annual Citizen Centric Report.

Port General Manager Rory J. Respicio said the report gives the public an overall performance review on how the agency is doing and a look into the finances including revenues and expenses. He added that the annual report also gives an overall general outlook of the future to include challenges facing the agency.

The Citizen Centric Report initiative, adopted through Guam Public Law 30-127, assists in advancing accountability and transparency in our government. This report provides information about the agency's goals, performance measures, audited financial statements, challenges and outlook of operations, and most importantly, how taxpayer or ratepayer dollars are spent in a manner that is easily understandable and accessible to our citizens.

The FY2020 Port Citizen Centric Report shows that despite the impact from the pandemic, containers handled during FY20 resulted in an increase of 0.2% as compared to FY19 and the Port saw a decrease in the total operating revenues of 1.1% which is within the fluctuation of revenues in a normal condition as well as a significant revenue loss. And even with the global crisis and an increase in cargo, the agency was able to move those containers faster than the previous fiscal year.

"Improvement in performance can be attributed to operations' efficiency and employees' morale," the report stated.

Respicio said the FY2020 Port Citizen Centric Report also includes information on the organizational climate survey that invited employees to anonymously speak their truths about working at the agency. He said 317 out of 356 personnel submitted a response which is an 89 percent response rate.

"The results showed overwhelming positive results in the areas of job satisfaction and revealed that employees believe that morale is at an all-time high," Respicio said. "That is clear from the successes we are seeing at our agency which are highlighted in the FY2020 Port Citizen Centric Report."

The Port last year won both local and national transparency awards for the annual Port Citizen Centric Report.

"This annual report we publish and the fact that our report has won local and national awards are a testament to our efforts to remain transparent with the people of Guam and sets new standards of transparency and accountability for the Port Authority of Guam," Respicio said. "We are guided by the vision of Governor Lou Leon Guerrero and Lt.

Governor Josh Tenorio who are firm believers in openness and transparency in government and we thank them for their support in these critical initiatives."

The FY2020 Port Citizen Centric Report can be downloaded from the agency's website at [www.portofguam.com/about-us/financial-information-and-statistics/compliance-reports](http://www.portofguam.com/about-us/financial-information-and-statistics/compliance-reports).

A copy of the Report is attached.

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