

**BOARD OF DIRECTORS**

*Dorothy P. Harris, Chairperson  
Conchita S.N. Taitano, Vice Chairperson  
Fe R. Valencia-Ovalles, Board Secretary*



**Resolution No. 2025-12**

**RELATIVE TO EXPANDING AND PROMOTING IN-SOURCED PORT SERVICES THROUGH THE SPECIAL SERVICE REQUEST PROCESS BY ESTABLISHING CLEAR GUIDELINES, ENHANCING STAKEHOLDER ENGAGEMENT, STREAMLINING REQUESTS, AND MAXIMIZING REVENUE OPPORTUNITIES.**

**BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE PORT AUTHORITY OF GUAM.**

**WHEREAS**, the Port Authority of Guam ("Port") provides a range of specialized maritime, logistics, and operational services that support both public and private sector needs; and

**WHEREAS**, these services are made available through the Special Service Request (SSR) process, allowing for efficient, transparent, and responsive access to the Port's expertise and resources; and

**WHEREAS**, expanding the availability and awareness of in-sourced services will strengthen the Port's role as a strategic partner for government agencies, military operations, and commercial enterprises, while optimizing resource utilization and operational efficiency; and

**WHEREAS**, a structured approach to establishing clear service guidelines, improving stakeholder engagement, and streamlining the SSR process will enhance service delivery, reduce administrative delays, and create new revenue opportunities for the Port; and

**WHEREAS**, maximizing the utilization of the Port's workforce and infrastructure through in-sourced services aligns with the Port's mission to support economic development, enhance operational capacity, and ensure financial sustainability; and

**WHEREAS**, SSR offerings shall be consistent with the Port's approved tariff and applicable rules to ensure compliance, fairness, and accountability; and

**WHEREAS**, expanded SSR services will provide opportunities to better align existing workforce capabilities with service demand, supporting both operational readiness and employee development; now therefore, be it

**RESOLVED**, that the Board of Directors of the Port Authority of Guam fully supports the expansion and promotion of in-sourced services through the Special Service Request process, ensuring that clear guidelines, streamlined procedures, and proactive stakeholder engagement are implemented to optimize service accessibility and efficiency; and be it further

**RESOLVED**, that the General Manager is directed to take necessary actions to:

1. Develop and publish comprehensive service guidelines outlining available offerings, pricing structures, and request procedures.
2. Strengthen outreach efforts to inform government agencies, port users, and industry partners of available in-sourced services.
3. Enhance the efficiency of the SSR process to ensure timely responses and seamless service execution.
4. Monitor and assess service utilization and financial impact to identify areas for growth and optimization.
5. Leverage workforce capacity to meet service demands, where operationally feasible, to maximize internal resources and employee engagement; and be it further

**RESOLVED**, that the Chairperson certify to, and the Secretary attest to, the adoption hereof.

**PASSED AND ADOPTED UNANIMOUSLY BY THE BOARD OF DIRECTORS THIS 27<sup>th</sup> DAY OF MARCH, 2025.**

**DOROTHY P. HARRIS  
CHAIRPERSON, BOARD OF DIRECTORS  
PORT AUTHORITY OF GUAM**

**FE R. VALENCIA-OVALLES  
SECRETARY, BOARD OF DIRECTORS  
PORT AUTHORITY OF GUAM**

