



GUAM SOLID WASTE AUTHORITY

ATURIDAT SAGAN BASULA GUAHAN

FY 2022 CITIZEN-CENTRIC REPORT

OCTOBER 2021 - SEPTEMBER 2022



About GSWA








The Guam Solid Waste Authority (GSWA) was created through P.L. 31-20 as an autonomous, public corporation on April 4, 2011. The Legislation established an agency to handle the operations of what was formerly the Solid Waste Management Division under the Department of Public Works. The legislation's stated objective is to achieve GovGuam's eventual resumption of all functions, responsibilities, and authority for solid waste management and operations, and the governance thereof.

After 11 years of being under the management of a Federal Receiver, the District Court of Guam handed the day-to-day operations of GSWA to the GSWA Board and new Management Team on April 30, 2019.




Mission

The mission of GSWA is to provide a safe and healthy environment for the people of Guam through proper, timely, and efficient collections of refuse materials throughout the villages and urban areas and to assure their proper disposal in legally permitted facilities.

Services

-  Curbside Trash Collection
-  Curbside Recycle Collection
-  Bulky Waste Collection
-  Residential Transfer Stations
-  Household Hazardous Waste Facility
-  Hauler Only Transfer Station
-  Layon Landfill

Customer Demographics

Customer Type	FY 2020	FY 2021	FY 2022
 Residential Customers	20,106	21,264	21,767
 Commercial Customers	45	42	46
 Government Customers	49	49	49

Contact Information

GSWA Main Office
 546 N. Marine Corps Dr.
 Tamuning, Gu 96913
 Hours: Mon-Fri, 8:00am to 5:00pm

Tel: 671-646-3111
 Fax: 671-649-3777
 Email: customerservice@gswa.guam.gov
 Website: guamsolidwasteauthority.com

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Management Team

- Irvin L. Slike, General Manager
- Kathy B. Kakigi, Comptroller
- Alicia Fejeran, Chief of Administration
- Roman B. Perez, Superintendent of Operations

Board of Directors

- Andrew Gayle, Chairman
- Minakshi Hemlani, Vice Chairwoman
- Peggy Denney, Secretary
- Jim Oehlerking, Member
- Cora Montellano, Member

Personnel

Employee Type	FY 2022	FY 2021	% Change
Government	36	37	-2.7%
Temporary Contract	41	32	28.1%
TOTAL	77	69	11.6%





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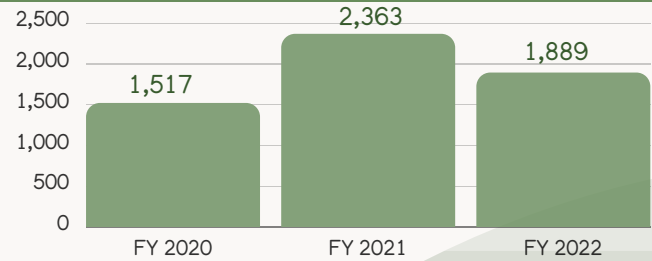


OUR PERFORMANCE

Service by the Numbers

	FY2020	FY2021	FY2022
Layon Landfill Tonnage	92,142	98,235	96,903
Hauler Transfer Station Tonnage	74,815	84,972	84,831
Household Hazardous Waste Customers	4,152	5,597	5,407
No. of Walk-Ins (Customer Service)	7,117	8,952	10,225
Paperless Invoices sent	79,239	87,815	101,286

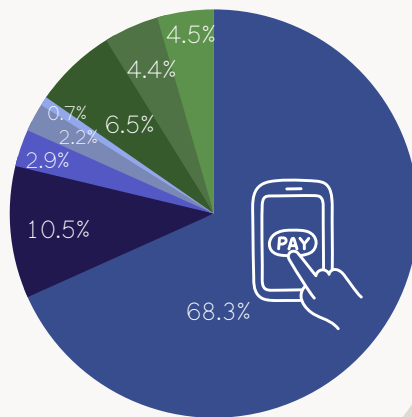
New Customer Registrations



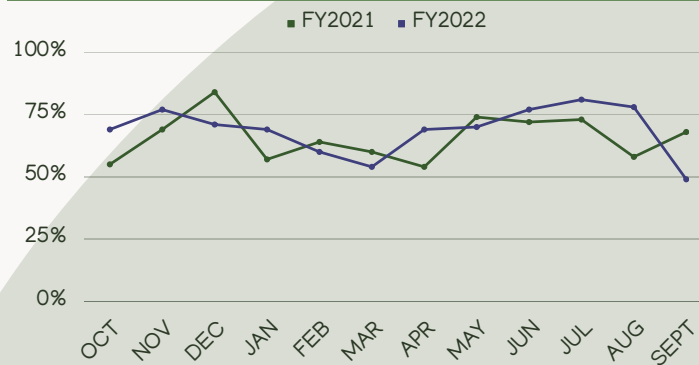
Customer Payments by the Source - FY 2022

Source - Total Payments

- Online - 114,257
- Bank of Guam - 17,488
- GPA - 4,925
- GWA - 3,751
- ANZ - 1,201
- Bank Pacific - 10,871
- Mail-in - 7,310
- Drop Box - 7,507



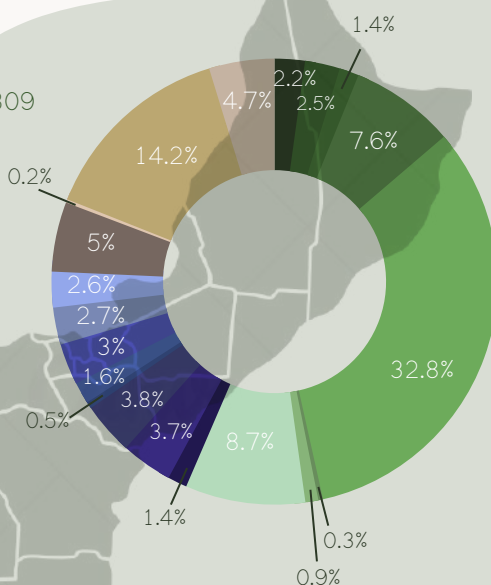
Residential Curbside Recycle Contamination Rate



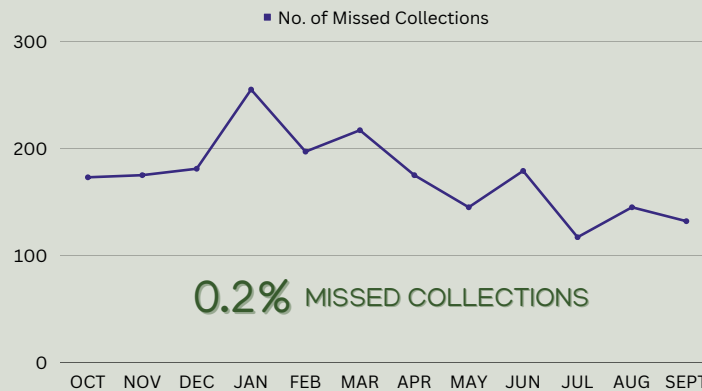
Residential Customers by Villages - FY 2022

Village - Total Customers

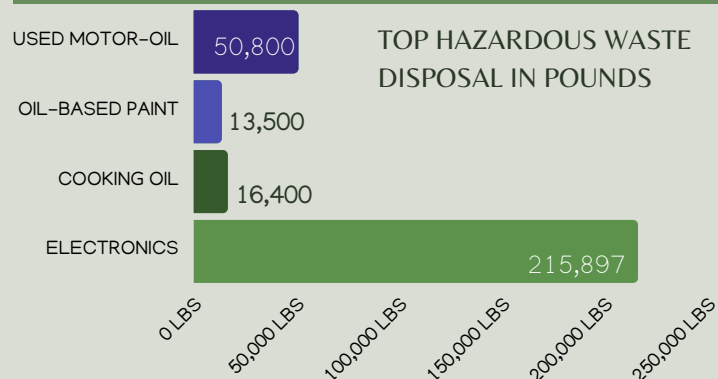
- Agana Heights - 476
- Agat - 552
- Asan/Maina/Anigua - 309
- Barrigada - 1,652
- Dededo - 7,135
- Hagatna - 73
- Inalahan/Malojloj - 204
- Mangilao - 1,893
- Merizo - 305
- MTM - 812
- Chalan Pago - 825
- Ordot - 106
- Piti - 340
- Santa Rita - 652
- Sinajana - 585
- Talofofo - 563
- Tamuning/Harmon/Tumon - 1,099
- Umatac - 54
- Yigo - 3,100
- Yona - 1,032



Missed Service - FY 2022



Household Hazardous Waste (HHW) Disposal - FY 2022





GUAM SOLID WASTE AUTHORITY

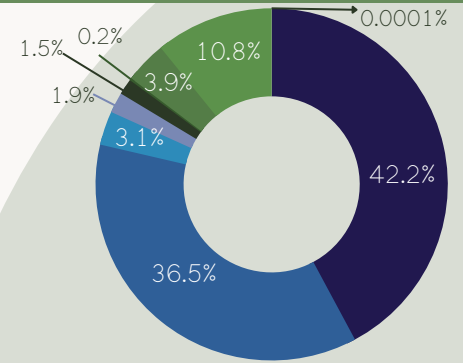
ATURIDAT SAGAN BASULA GUAHAN



OUR FINANCES

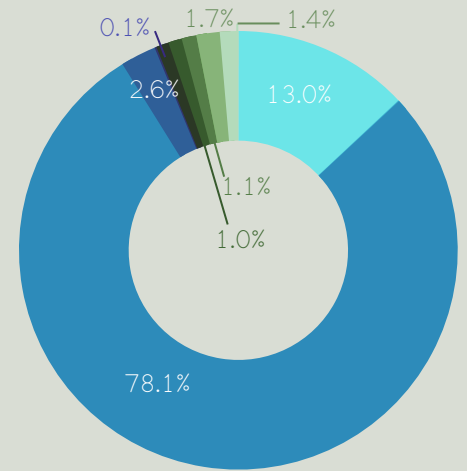
Solid Waste Operations Fund Revenue

	FY 2022	FY 2021	FY 2020
Commercial Haulers	9,127,106	8,781,693	8,388,781
Residential	7,807,752	7,442,841	7,524,419
Government	865,497	1,435,709	1,527,416
Transfer Stations	415,819	447,656	360,246
Host Community Premium Surcharge Fees	323,690	325,188	317,064
Other	245,516	86,003	52,164
Transfer in from Covid-19 Fund	-	55,552	33,844
Transfer in from Capital Project Fund	850,194	-	-
Transfer in - ARPA Fund	2,393,778	545,732	-
Use of Money and Property	1,586	3,104	13,455
Total Revenues :	22,030,938	19,123,479	18,217,388



Expenditures

	FY 2022	FY2021	FY2020
Salaries and Fringe Benefits	2,453,367	2,405,842	2,498,510
Travel	11,421	3,536	16,405
Contractual Services	14,710,599	13,706,424	13,510,881
Supplies	494,644	301,303	303,712
Equipment	25,963	628	53,761
Utilities - power, water & telephone	175,541	144,470	149,204
Capital Outlays	188,760	45,980	8,350
Online Collection Service Charges	205,831	183,279	142,428
Interest and fiscal charges	-	-	-
Host Community Premium Benefits	323,690	325,189	317,064
Miscellaneous	255,794	43,294	129,758
Total Operating Expenditures:	18,845,610	17,159,945	17,130,073
Transfer Out to other funds	3,044,146	3,042,521	3,059,332
Total Expenditures:	21,889,755	20,202,466	20,189,405



Capital Project Fund

Revenues:	FY2022	FY2021	FY2020
Use of Money and Property	961	1,119	228,253
Expenditures:			
Capital Projects	850,194	11,021,523	19,031,448
Bond Issuance Costs	-	0	0
Total Expenditures:	850,194	11,021,523	19,031,448

Debt Service Fund

Revenues:	FY2022	FY2021	FY2020
Use of Money and Property	8,048	836	92,490
Transfer-in from GF*	20,989,625	20,981,875	20,972,750
Transfer-in from SWOF*	3,044,146	3,042,521	3,059,332
Total Revenues:	24,041,819	24,025,232	24,124,572

*GF - General Fund *SWOF - Solid Waste Operations Fund

Expenditures:

Principal	12,690,000	12,060,000	10,425,000
Interest	11,298,250	11,919,500	12,215,694
Total Expenditures:	23,988,250	23,979,500	22,640,694

An independent audit of Solid Waste Operations Fund was conducted by Ernest & Young, LLP, resulting in a unmodified (clean) opinion. The Office of Public Accountability released GSWA's audited financial statements on April 26, 2023. More information can be found on our website at guamsolidwasteauthority.com.



GUAM SOLID WASTE AUTHORITY

ATURIDAT SAGAN BASULA GUAHAN



OUR CHALLENGES & OUTLOOKS

Our Challenges

- Limited Personnel
- Maintaining Fleets
- Cart inventory
- GSWA still operates on the same cost rate since 2012



GSWA continues to face challenges with limited personnel, maintaining fleets, an inventory shortage of carts and operating on the same cost rate. In an effort to prioritize trash collection for our customers, GSWA issued recycle carts to be used temporarily as a trash cart. Due to the limited fleet available, personnel have been working in double-shifts to provide collection services for both trash and recycle. Lastly, GSWA current rates are insufficient to adequately cover the cost of services including, but not limited to, funding reserves for future costs relating to Ordot Post Closure Care, Layon cell closure, Layon post closure, new cell development and Equipment Replacement Fund.

Our Outlooks

GSWA still strives to procure new electric fleet which will reduce annual maintenance costs, which will be consistent with the island's initiative in reducing fossil fuel consumption. GSWA also plans to take action to be more cost efficient by hiring in-house personnel for Household Hazardous Waste (HHW)



collection and fleet maintenance. With the focus of customer convenience, GSWA aims to provide an improved user friendly webpage which will provide easier access to GSWA notifications with more payment options. The Authority also looks to accept special waste, such as contaminated soil, asbestos, construction & demolition debris, and FOG (Fats, Oil & Grease). Lastly, GSWA is proceeding to request the Public Utilities Commission's (PUC) approval to increase rates to ensure revenue requirement and reserves are met.





Office of Accountability - Guam <admin@guamopa.com>

FY22 GSWA Citizen Centric Report (CCR)

1 message

Keilani Mesa <keilani.mesa@gswa.guam.gov>

Fri, Jun 9, 2023 at 9:35 AM

To: Office of Public Accountability <admin@guamopa.com>

Cc: Alicia Fejeran <alicia.fejeran@gswa.guam.gov>, Irvin Slike <irvin.slike@gswa.guam.gov>, Kathrine Kakigi <kathrine.kakigi@gswa.guam.gov>

Hafa Adai,

In accordance with 1 GCA, Chapter 19, §1922(a), please find GSWA FY 2022 Citizen Centric Report attached. This report is also posted on GSWA's website at www.guamsolidwasteauthority.com. If you have any questions or concerns, please feel free to contact me or Comptroller Kathy Kakigi at 671-646-3111.

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*Respectfully,***Keilani Mesa****Administrative Officer**

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546 N. Marine Corps Dr. Tamuning, Guam 96913

T: 671-646-3111 F: 671-649-3777 W: www.gswa.guam.gov**FY2022 GSWA CCR.pdf**

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