

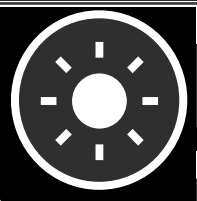








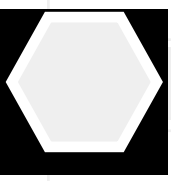
# CHALLENGES



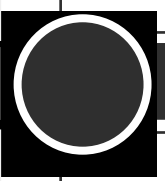
# FUTURE OUTLOOK

Guam Airport at Standstill Due to COVID

Raise the Safety Standards



Fluctuating Guam COVID-19 Cases



Keep Community Engagement

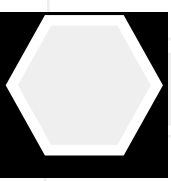
Return Travel Restrictions for Tourists



Increase Tourist Arrival Numbers



COVID-19 TESTING



Aging Infrastructure & Social Challenges



Focus on New Tourist Attraction Projects



WE WANT TO HEAR FROM YOU!  
Was this report helpful? What other information would you like to see in this report?  
(671) 646-5278/9  
info@visitguam.com  
GUAMVISITORSBUREAU.COM

FOLLOW US!





Thomas Eladio Battung &lt;tbattung@guamopa.com&gt;

---

**Fwd: Guam Visitors Bureau FY21 CCR Report**

1 message

**Benjamin Cruz** <bjcruz@guamopa.com>

Mon, Jun 6, 2022 at 6:22 AM

To: Vincent Duenas <vduenas@guamopa.com>, Frederick Jones <fjones@guamopa.com>, Jerrick Hernandez <jhernandez@guamopa.com>, Johanna Pangelinan <jpangelinan@guamopa.com>, Kayleen Concepcion <kconcepcion@guamopa.com>, Mariella Cruz <mcruz@guamopa.com>, Ren Jalandoni <rijalandoni@guamopa.com>, Selina Onedera-Salas <sonederasalas@guamopa.com>, Thomas Battung <tbattung@guamopa.com>, Thyrza Bagana <tbagana@guamopa.com>, Marisol Andrade <mandrade@guamopa.com>, Kyle Bungubung <kbungubung@guamopa.com>, Thomas Quichocho <tquichocho@guamopa.com>

Sent from my iPhone

Begin forwarded message:

**From:** [josie.villanueva@visitguam.org](mailto:josie.villanueva@visitguam.org)**Date:** June 5, 2022 at 5:31:16 AM PDT**To:** Benjamin Cruz <bjcruz@guamopa.com>**Cc:** Johanna Pangelinan <jpangelinan@guamopa.com>, Carl Gutierrez <carl.gutierrez@visitguam.org>, Gerry Perez <gerry.perez@visitguam.com>**Subject:** Guam Visitors Bureau FY21 CCR Report

Hafa Adai Public Auditor Cruz,

Please find the attached GVB FY2021 CCR report with cover letter pursuant to Title 1 Guam Code Annotated, Chapter 19 subsection 1922(a).

Should you have any questions, please do not hesitate to contact us.

**Respectfully,****Josephine "Josie" Villanueva,**

MBA, CPA, CGMA, CGFM, CSAF, SHRM-CP, PMP

*Director of Finance & Administration***GUAM VISITORS BUREAU**

401 Pale San Vitores Road | Tumon, Guam 96913 | T: (671) 648-1485 M: (671) 686-4829

[josie.villanueva@visitguam.com](mailto:josie.villanueva@visitguam.com) | [visitguam.com](http://visitguam.com)

---

**3 attachments**



**image001.png**  
49K



**FY2021 Guam Visitors Bureau CCR Report released 2022.06.05.pdf**  
3312K



**2022.06.03 FY21 CCR Report Cover Letter to OPA.pdf**  
202K



FO-2022-00269

June 3, 2022

**Mr. Benjamin J.F. Cruz**  
Public Auditor  
Suite 401 DNA Building  
238 Archbishop Flores Street  
Hagatna, Guam 96910  
Via email: [bjcruz@guamopa.com](mailto:bjcruz@guamopa.com)

Hafa Adai Public Auditor Cruz:

**Re: FY 2021 Citizen-Centric Report**

Pursuant to Title 1 Guam Code Annotated, Chapter 19 subsection 1922(a), attached herewith is Guam Visitors Bureau's FY2021 Citizen-Centric Report.

Should you have clarification or need additional information, feel free to contact Josie Villanueva at 671-686-4829 or email her at [josie.villanueva@visitguam.org](mailto:josie.villanueva@visitguam.org).

Sensermante,



Carl TC Gutierrez  
President & CEO