



Safety First, Service Always
Government of Guam Operations Under Pandemic Condition of Readiness 2
 As of May 11, 2020

In line with Governor Lou Leon Guerrero’s declaration of Pandemic Condition of Readiness (PCOR) 2, Government of Guam (GovGuam) essential agencies remain operational and GovGuam nonessential agencies operate in a limited capacity. Government of Guam operations and services will be opened in phases to ensure the health and safety of the community.

Agency	Services/Hours of Operation	Contact
Contractors License Board	Hours of Operation: Monday-Friday 8:00 a.m.-12:00 p.m.; 1:00 p.m.-5:00 p.m.	(671)649-2211/2/3
Department of Administration	Hours of Operation: Monday-Friday 8:00 a.m.-5:00 p.m. Retirement Office remains closed to the public but they are taking calls:	(671)475-1101 (671)475-1250 Retirement: M/W/Th at 8:00 a.m.-12:00 p.m.: (671)475-8900/01
Department of Agriculture	Animal Control for permits: Monday-Friday 4:00 p.m.-5:00 p.m. Agriculture Development Services: Monday-Friday 8:00 a.m.-12:00 p.m. Biosecurity: Monday-Friday 8:00 a.m.-12:00 p.m. Division of Aquatic & Wildlife Resources: Monday-Friday 8:00 a.m.-5:00 p.m. for permits Forestry and Soil Resources Division: <ul style="list-style-type: none"> ● Fire: Tuesday-Saturday 8:00 p.m.-5:00 p.m. ● Nursery: Monday 8:00 a.m.-5:00 p.m. & Tuesday 8:00 a.m.-12:00 p.m. 	Animal Control (671)300-7966 Agriculture Development (671)300-7973 Biosecurity (671)475-1427/457-7378 Division of Aquatic & Wildlife Resources (671)735-0279 Forestry and Soil Resources Division (671)300-7975

	<ul style="list-style-type: none"> Administration: Monday 8:00 a.m.-1:30 p.m. 	
Department of Corrections	<p>Inmate visitation is suspended.</p> <p>Attorneys are allowed to visit their client(s) with advance notice</p>	(671)734-3981
Department of Labor	<p>Hours of Operation: Monday - Friday: 8:00 a.m. - 5:00 p.m.</p> <p>Services:</p> <ul style="list-style-type: none"> No Labor Clinics or Orientation during PCOR 2 OSHA On-Site Consultation <ul style="list-style-type: none"> Call 300-4614/17/18/19/20 for appointments Training seminars will continue via online or live clinics Workers' Compensation Commission (WCC) <ul style="list-style-type: none"> All requests for medical treatment received are being authorized as soon as possible usually same day Please call 488-1352 during this time for assistance 	(671) 475-7000/1
Department of Land Management	<p>Recording (DLM Office)</p> <ul style="list-style-type: none"> Monday-Friday 8:00 a.m.-2:00 p.m. <p>DLM Library (DLM Office)</p> <ul style="list-style-type: none"> Monday-Friday 8:00 a.m.-4:00 p.m. <p>Permits (DPW BLPC)</p> <ul style="list-style-type: none"> Monday-Friday 8:00 a.m.-5:00 p.m. 	(671)649-5263
Department of	Hours of Operation:	(671)475-6354

<p>Parks and Recreation</p>	<ul style="list-style-type: none"> ● Administration operations: Monday -Friday 8:00 a.m.-12:00 p.m.; 1:00 p.m.-3:00 p.m. ● Cashier will be accepting payments from 8:00 a.m.-12:00 p.m <p>Services:</p> <ul style="list-style-type: none"> ● Accepting inquiries, burial scheduling, maintenance service of parks, Park/RWUMP vendors permit renewals, and GHRD-permits ● Lifeguard Operation continues at Ypao and Matapang Beach Towers, ● Pools, Guam Sports Complex and the Enrique Ninete Tennis Court remain closed. ● Burial scheduling will be accepted 	<p>For burials: (671)475-6291</p>
<p>Department of Public Health and Social Services</p>	<p>Office of Vital Statistics - Open out of the Rancare building, in Tamuning across from National Office Supply</p> <ul style="list-style-type: none"> ● Operational M-F 8 a.m. -12 p.m., 1 p.m. -3:30 p.m. ● Marriage processing is operating 8 a.m. to 11 a.m. and 1 p.m. to 2 p.m. 	<p>Community Health Centers (Clinic Specific Numbers)</p> <ul style="list-style-type: none"> ● Northern Region Community Health Center (NRCHC) - 635-7400/4410 ● Southern Region Community Health Center (SRCHC) - 828-7605/7516/7518 ● Central Public Health Center - 638-4513 (COVID-19 related only, by appt. only) <p>Office of Vital Statistics: (671) 727-5246</p> <p>Division of Environmental Health: (671)300-9568</p>

		<p>Division of Public Welfare: Contact Numbers: Monday thru Friday 8am - 5pm</p> <p>Northern: 635-7429 / 635-7484 / 635-7488 / 635-7496</p> <p>Southern: 828-7524 / 828-7534 / 828-7542</p> <p>Central: 735-7340 / 735-7344 / 735-7256 / 735-7375 / 735-7519</p> <p>COVID19 HOTLINE: 311, option 2</p> <p>Drop Box: Available Monday thru Friday 8am-5pm at all Satellite locations</p> <p>Email: publicassistance@dphss.guam.gov</p>
<p>Department of Public Works</p>	<p>One Stop Business License and Permit Center</p> <ul style="list-style-type: none"> ● Hours of Operation: <ul style="list-style-type: none"> ○ Monday-Friday from 8:00 a.m. to 5:00 p.m. ● One Stop Permitting Agencies: <ul style="list-style-type: none"> ○ Department of Public Works, Department of Land Management, Guam Environmental Protection Agency, Guam Fire Department, Department of Public Health & Social Services, and the Department of Revenue & Taxation. <p>Capital Improvement Projects Section (Engineering) Monday-Friday 8:00 a.m.-5:00 p.m.</p>	<p>(671)646-3104</p>

	DPW Highway Encroachment Permit Monday-Friday 8:00 a.m.-5:00 p.m.	
Department of Revenue & Taxation	<p>Hours of operation:</p> <ul style="list-style-type: none"> ● Monday-Friday from 8:00 a.m. to 5:00 p.m. ● Due to high call volumes, however, DRT recommends e-mailing questions to pinadmin@revtax.guam.gov. ● For any questions regarding the Guam EIP Program, please email guameip@revtax.guam.gov. <p>Services</p> <ul style="list-style-type: none"> ● DPW Compound Business License Permit Center: <ul style="list-style-type: none"> ○ General Licensing (business license), Collections, and Real Property Tax ● Barrigada and Agana Shopping Center locations remain closed. 	(671)635-1840/41/42/57 and 635-7603/04/06.
Department of Youth Affairs	<p>Services:</p> <ul style="list-style-type: none"> ● Visitation has been limited to phone calls and mail. <ul style="list-style-type: none"> ○ Toiletries and other allowable items can be delivered or mailed ● DYA Community Resource Centers will likely be closed throughout the summer of 2020 	(671)735-5022
Guam Behavioral Health and Wellness Center	<p>GBHWC Pharmacy walk-up window is open M/W/F 8:00 a.m. – 5:00 p.m.</p> <p>Visitations are still suspended; however, phone calls are allowed.</p>	(671)647-5440 For visitation, (671)647-8844
Guam	Hours of Operation:	(671)647-4332

Economic Development Authority	<ul style="list-style-type: none"> ● Monday-Friday from 8:00 a.m. to 5:00 p.m. ● Closed on weekends and Government of Guam holidays. 	
Guam Environmental Protection Agency	<p>Services:</p> <ul style="list-style-type: none"> ● Permitting Division at the Business License and Permit Center <ul style="list-style-type: none"> ○ Monday-Friday from 8:00 a.m. to 5:00 p.m. 	(671)300-4751
Guam Housing Corporation	Inquiries limited to online or via telephone	(671)647-4143
Guam Police Department	<p>Services:</p> <ul style="list-style-type: none"> ● GPD Police Precincts remain closed to the public. ● Police Clearance: <ul style="list-style-type: none"> ○ Hours of operation: <ul style="list-style-type: none"> ■ May 11-15: Monday-Friday 8:00 a.m.-5:00 p.m. ■ May 18- : Monday-Friday 8:00 a.m.-3:00 p.m. ● Firearms: <ul style="list-style-type: none"> ○ Hours of Operation: Monday-Friday 8:00 a.m.-5:00 p.m. 	<p>Civilians filing a complaint can call the precincts directly:</p> <ul style="list-style-type: none"> ● Dededo: 632-9808 / 9811 ● Tumon/Tamuning: 649-6330 ● Central: 475-8541 ● Southern: 472-8915/6 ● For an emergency: Dial 911 <p>Police clearance:</p> <ul style="list-style-type: none"> ● (671)475-8498 <p>Fire clearance:</p> <ul style="list-style-type: none"> ● (671)475-8498
Guam Power Authority	Payment over the phone - 647-5787 - Monday through Friday from 8 a.m. through 5 p.m.	GPA Customer Service: 647-5787, Monday-Friday 8 a.m.-5 p.m., Email: customersfirst@gpagwa.com
Guam Regional Transit Authority	<p>Monday-Friday:</p> <ul style="list-style-type: none"> ● Transit Management Center: 4:30 am-9:30 pm 	(671) 647-7433/34/35

	<ul style="list-style-type: none"> ● Bus Operations: 4:30 am-9:30 pm ● Auto Service: 8:00 am-9:30 pm ● Paratransit: 8:00 am-12:00 pm ● Administration/Finance: 8:00 am-5:00 pm ● Planning/Federal Programs: 8:00 am-5:00 pm ● Marketing: 8:00 am-5:00 pm 	
Guam Veterans Affairs Office	<p>The Benefits Section will be by appointment only.</p> <p>Intake Benefits Services (e.g registry, drivers license/registration fee waivers, and verifications.)</p> <ul style="list-style-type: none"> ● Hours of operation: <ul style="list-style-type: none"> ○ Monday-Wednesday, Friday 8:00 a.m.-2:00 p.m. <p>Burial Coordination Services</p> <ul style="list-style-type: none"> ● Hours of Operation: Monday 8:00 a.m-2pm, Wednesday and Friday 9am-3pm. 	(671)475-8393
Guam Waterworks Authority	<p>Drive-thru payment window (Upper Tumon, behind GTA) Open 6:30am - 3:30pm</p>	<p>Customer Service: 647-7800 customers@guamwaterworks.org</p> <p>Permits/Inspections: 300-6058 permits@guamwaterworks.org</p> <p>Report leaks/outages: 646-4211 gwadisp@guamwaterworks.org</p>