



GUAM REGIONAL TRANSIT AUTHORITY

GOVERNMENT OF GUAM

Lourdes A. Leon Guerrero, Governor
Joshua F. Tenorio, Lieutenant Governor
Celestin C. Babauta, Interim Executive Manager



BOARD OF DIRECTORS MEETING

Transit Management Center

August 11, 2020, 2:00 pm

Agenda

- I. Meeting Called to Order
- II. Roll Call
- III. Opening Remarks
- IV. Administrative Directive – Social Distancing Mandatory
- V. Review of Minutes July 14, 2020
- VI. Public Participation – Submit 3 Minutes per individual
- VII. Interim Executive Manager's Report: Transit Management Center, Paratransit, Fixed Route, Maintenance, Budget, Procurement, Projects, Complaints
- VIII. Old Business
 - A. Adoption of Department of Administration Personnel Rules and Regulations
 - B. Revenue Generating Initiatives
 - C. FTA Grant Program Proposal FY20
 - D. Bus Stop Signs
- IX. New Business
 - A. Proposed No-Show Policy
- X. Executive Session
- XI. Adjournment

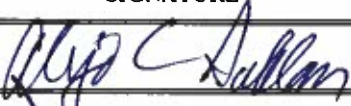



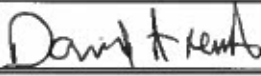


GUAM REGIONAL TRANSIT AUTHORITY

Post Office Box 2896 Hagatna, Guam 96932
Telephone: (671) 475-4686 / 475-4616 Facsimile: (671) 475-4600



SIGN IN SHEET
GRTA BOARD OF DIRECTORS REGULAR MEETING
August 11, 2020 2:00pm
Transportation Management Center - DPW Compound

BOARD OF DIRECTORS		
NAME	SIGNATURE	EMAIL ADDRESS
Mr. Alejo Sablan <i>Chairman</i>		sablanac671@gmail.com
Mr. John Leon Guerrero <i>Vice-Chairman</i>		ileonguerrero@yahoo.com
Honorable Rudy Paco <i>Board Member</i>		mtmmayorpaco17@gmail.com
Honorable Kevin Susuico <i>Board Member</i>		agatmayor@yahoo.com
Mr. David Arentz <i>Board Member</i>		rentadavid@yahoo.com



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GRTA BOARD OF DIRECTORS REGULAR MEETING
August 11, 2020 - 2:00pm
Transportation Management Center - DPW Compound

GRTA STAFF		
Celestin Babauta <i>Interim Executive Manager</i>		celestin.babauta@grta.guam.gov
Rally Pilipina <i>Chief Planner</i>		rally.pilipina@grta.guam.gov
Myra Hernandez <i>Private/Board Secretary</i>		myra.hernandez@grta.guam.gov
Jennifer Cruz <i>Administrative Assistant</i>		jennifer.cruz@grta.guam.gov
Mark Crisostomo <i>Transportation Supervisor</i>		mark.crisostomo@grta.guam.gov
Jacqueline Taitano <i>Program Coordinator II</i>		jacqueline.taitano@grta.guam.gov
Virgilio Penafiel <i>Program Coordinator I</i>		virgil.penafiel@grta.guam.gov
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Marlon Molinos <i>Program Coordinator I</i>	Marlon Molinos	marlon.molinos@grta.guam.gov
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Margaret Nauta <i>Customer Service Supervisor</i>		margaret.nauta@grta.guam.gov
Richard Ybanez <i>Special Projects Coordinator</i>		richard.ybanez@grta.guam.gov
Harry Crisostomo <i>Bus Driver Supervisor</i>		harry.crisostomo@grta.guam.gov
Cynthia Terlaje <i>Word Processing Secretary</i>		cynthia.terlaje@grta.guam.gov



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Board of Directors Regular Meeting

Tuesday, July 14, 2020 at 2:00 pm

Transportation Management Center

Meeting Minutes

I. Call to order:

Chairman Alejo Sablan called the meeting to order at 2:00 pm.

II. Roll Call/Opening Remarks:

GRTA Board Members present: Chairman Alejo Sablan, Vice-Chairman John Leon Guerrero, Director Kevin Susuico and Director David Arentz. Chairman Sablan introduced GRTA's Legal Counsel Attorney Tom Keeler.

III. Administrative Directive – Social Distancing Mandatory:

Chairman Sablan informed the Board and as well as the public that due to COVID-19, wearing a mask and social distancing is mandatory.

IV. Review of Minutes:

Board Members reviewed the June 9, 2020 meeting minutes. Director David Arentz motioned to approve the minutes and Director Kevin Susuico second it. Meeting minutes was approved with 4 yes and 0 nays.

V. Public Participation – 3 minutes per individual:

Ms. Ginger Porter had the following concerns;

- The pick-up window for paratransit service that is being provided to riders is not the same as information on the Rider's Guide.
- The change in companion or personal assistants traveling with an eligible rider when space is requested. This is right is being denied to two individuals from the same household who both use mobility devices, this right is available to others. The restriction to persons using mobility devices is a denial of a civil right.
- The restriction placed on persons using mobility devices regarding transferring from their device to a vehicle seat. This is a denial of a civil right. You cannot make the restriction based on assumed potential injury.
- Response time for complaints. The old policy states 3 days with exception up to 5 days and now a change has been made to 10 days. For someone who is riding paratransit that is a long time to get some type of resolution or feedback with regards to a problem.
- Another concern is about the change in customer service for individuals attempting to purchase paratransit ticket fares at the administrative offices of GRTA. In recent years with fewer office staff, GRTA conducted walk in service during office hours for the purchase of tickets. It is my understanding that reduced hours have now been put in place, limiting the time frames of access.



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- At the last meeting, there was an inquiry regarding the behavior of one of your Board Members. The Executive Manager provided a brief response that he counseled the board member. My question is this, why was this not a matter for the Board itself to address? Was the complaint registered to the Board or to management? If to management, did the EM forward the complaint to the Board? Was the complaint known at the May board meeting? The Board should be addressing board matters, and that includes the behavior within its ranks. The Board should also be responding to the complainant regarding its stance on the issue.

Interim Executive Manager Babauta's response to Ms. Ginger's comments are as follows;

- Riders are not being denied transportation they request. There may be a miscommunication between the rider and the scheduler.
- Selling of bus fare tickets will be available from 8am-5pm Monday -Friday.
- With regards to Director Arentz, when he rides the bus, he is a rider not a board of director. I consulted with Director Arentz and he complied with my directives and guidance.

Ms. Evelyn Duenas stated she was informed by one of the schedulers and the supervisor of TMC that the Administration Office made changes regarding hours when riders can purchase bus fare tickets. As a result, she is being inconvenienced. Interim Executive Manager Celestin Babauta informed Ms. Duenas effective July 15, 2020 the hours of selling tickets will be from 8am-5pm.

VI. Interim Executive Manager's Report:

- A. Budget/Finance/Procurement: Staff Member Catherine Blas informed the Board that GRTA has about \$689,418 left from local funds and majority of the funds will be going to salaries and benefits, AK for maintenance, KEI for fixed route and fuel charges. She stated the funds will last to the end of FY20. Blas mentioned that the CARES Act grant is currently being processed by DOA and BBMR. She explained with regards to FY17 FTA Continuing Grant, it has been extended to September 30, 2023. Those funds are being used for GRTA's bus procurement that was reviewed by the Attorney General's office and currently at GSA. Staff Member Blas explained in reference to the Typhoon Dolphin Bus Shelter, GRTA is a subgrantee to Guam Homeland Security. GRTA is currently awaiting documents from Homeland Security so GRTA can make amendments in our system. Interim Executive Manager Babauta informed the Board the funds will be used to build the bus shelter within the proximity of the Inarajan Public Health Center. She stated that due to COVID-19 the deposits to our NAF account have decreased. Vice-Chairman John Leon Guerrero inquired relative to the amount of grant funds for the One Call - One Click Transportation Management System (TMS). Interim Executive Manager Babauta informed him the estimated amount is about \$400,000 and the remaining balance to be used is \$129,483. Babauta expounded that with regards to the warranty for the Transportation Management System, GRTA has a 2-year warranty with an option to renew for another year. He further explained the warranty starts from the day the system is activated. The funding for the TMS was available 8 years ago.
- B. Paratransit/Ridership: Staff Member Jackie Taitano briefed the Board that to date, GRTA has 612 paratransit riders and 9 applicants are currently being processed. The ridership in June for Fixed



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- Route is 5,347 and 3,990 for Paratransit. Staff Member Taitano stated in FY19 paratransit ridership was 55,980 and 124,081 for fixed route. For FY20 to date, paratransit ridership is 19,062 and 51,329 for fixed route. Taitano informed the Board that Staff Member Marlon Molinos is handling complaints. Presently in FY20, GRTA received 19 complaints to date with 17 being closed and 2 are currently being worked on. Interim Executive Manager Babauta commended Staff Member Taitano and Staff Member Molinos for the fine work they've been doing.
- C. **Maintenance/Vehicle Fleet:** Interim Executive Manager Babauta informed the Board that to date, GRTA has 11 MVI's and 6 ARBOCs in operation. He explained that GRTA is now doing preventive and minor maintenance and because of that, GRTA is saving thousands of dollars.
- D. **Transit Management Center:** Staff Member Margaret Nauta informed the Board that the total number of trips for June 2020 is 3,990 and number of ridership is 4,226. She also enlightened the Board that for the month of June, 2,272 were medical trips, 668 trips for work and 1,081 are for trips going to the store, banks, etc. Of all the data presented, the number of wheel chair riders added up to 950. Chairman Sablan brought up a concern with respect to the plexiglass being installed for the safety of our drivers. Staff Member Blas explained the purchase order has already been issued, pending acknowledgement from the vendor. Interim Executive Manager Babauta informed the Board when the plexiglass is installed in our buses, we will be able to have additional seating capacity. He further explained that issues pertaining to purchasing of buses during COVID 19. GRTA submitted a bus procurement package through Homeland Security hoping that buying buses will be faster. Babauta said that GRTA has the monies, it's just a matter of working with GSA to make the purchase.
- E. **Projects:** Interim Executive Manager Babauta informed the Board that the A&E contract for the design of GRTA's facility is being handled by DPW and should be forwarded to the Governor's Office for final approval. Once the contract is approved, GRTA can proceed with the A&E firm in designing the facility. Furthermore, the contract states the design should be completed within 90 days.
- F. **Grants – CARES Act:** Interim Executive Manager Babauta informed the Board that he and FTA finalized approval of the \$2.7 CARES Act grant. GRTA is working with DOA and BBMR to load those funds into its government of Guam account. He further explained Staff Member Rally Pilipina is currently working on the specs to purchase the 24 passenger buses using \$1.7 million. When completed, the procurement package will be forwarded to Attorney Tom Keeler for his review because the amount is over \$500K. Upon completion, requisition and the bus specifications will be turned over to GSA for bidding. The remainder of the funds will be used to hire bus drivers and acquire personal protective equipment. He also provided clarification on the FTA FY17 funding that is being addressed by FTA. GRTA turned over to GSA a Bus Procurement package; however, it was not put out on bid in a timely manner and allowed the funding to expire. Consequently, GRTA generated an extension to FTA. He mentioned the request has been approved by the FTA Representative in Hawaii and currently being addressed at Region 9. Babauta stated that as soon as



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GRTA's request is approved, GSA will be able to award the Bus Procurement Package in the amount of \$583,000 to the winning bidder. Altogether the Procurement Package is \$1,083,000 which will hopefully purchase about seven 14-passenger buses.

- G. The Interim Executive Manager reported on achievements that GRTA accomplished since his appointment by Governor Lou Leon Guerrero. They are as follows:
- Saved Guam \$1,237,500 that was to be returned back to the Federal Transit Administration (FTA)
 - \$237,500 will be used to design GRTA's facility that will include maintenance, transit operations, and administration all under one roof.
 - \$1 million and another \$1.5 million from FY19 FTA grant to construct the facility
 - Found \$400,00 at US DOT that was earmarked for Guam since 2005 – to be used to purchase paratransit vehicles.
 - Purchased the One Call – One Click Transportation Management System (TMS) in 2019; however, the funds were available since 2012.
 - CARES grant proposal of \$2.7 million approved by FTA
 - Operational buses and vans went from 7 to 18
 - No longer leasing Kloppenburg's buses at \$74.00 an hour
 - No longer denying any paratransit rider transportation
 - Saved over \$50,000 in maintenance funds
 - Took over paratransit bus operations and saved government of Guam over \$200K
 - Started formal architectural and engineering design for GRTA facility
 - Submitted procurement package to procure 14 passenger buses valued at \$1,083,000.
 - Provided a dignified interview site for paratransit riders
 - Working on emergency procurement for 14 passenger buses
 - Started monthly GRTA newsletter
 - Created Paratransit Operations Daily briefing
 - Directed implementation of 2-person concept for accounting of bus fares and submission to bank
 - Fixed Route invoices are being scrutinized by GRTA staff to ensure accuracy
- Attorney Keeler suggested reports in this nature should be attached to a draft agenda and distributed 2 days in advance so the Board has the opportunity to review it.
- H. One Call – One Click Transportation Management System (TMS): Staff Member Virgil Penafiel briefed the Board that Routematch was selected through a Multi-Step Bid process. As Project Manager, Mr. Penafiel has been working diligently with Routematch since February 2020 to learn the workings of the TMS. Milestones that were identified are being accomplished as scheduled so that the activation date is met. Penafiel mentioned that some of the hardware have been delivered to include 4 desktops and 30 tablets. Because of COVID-19, arrival of Routematch staff will be around September 21 vice August. GRTA is fortunate to have its staff begin training on the TMS even before the arrival of Routematch staff. Staff Member Penafiel informed the Board that Routematch will contract a vendor to install the tablets on the buses and vans.



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VII. New Business:

- A. GRTA is an Autonomous Agency Per Public Law 30-5:
According to Attorney Tom Keeler, GRTA is an autonomous agency and allowed to enter into contract under PL 30-5. However, with some exceptions such as buying vehicles, GRTA has to go through GSA. Also, procurement over \$500K has to be reviewed and approved by the Attorney General of Guam. Attorney Keeler stated that communications through WhatsApp, emails and text messages are all subject to the Open Government Act. He suggests GRTA figure out a specific email system for specific issues. For example, an independent Gmail account for a specific topic such as the One Call – One Click and urges GRTA don't use WhatsApp if possible.
- B. Adoption of the Department of Administration Personnel Rules & Regulations: Interim Executive Manager Babauta informed the Board this is an area GRTA is exploring with the staff to implement so GRTA will have the autonomy to hire personnel. However, it is imperative that GRTA selects the rules and regulations in view its requirements so it doesn't have to go through DOA Human Resources. Attorney Keeler spoke about making a detailed review of the personnel rules and regulations because some may not be applicable. Nonetheless, the document must be adopted by the Board. He stated the Board may want other regulations, but the review needs to be done by the staff first.
- C. FY20 FTA Grant Proposal: Interim Executive Manager Babauta stated FTA apportioned \$1.9 million to GRTA for FY20. GRTA programmed \$500,000 for Park & Ride in Dededo, \$300,000 for the maintenance equipment at the new facility, and \$200,000 for the security system. He mentioned from the \$1.9 million, \$769,363 will be utilized for operating assistance in support of paratransit and \$196,596 for state administration. Interim Executive Manager Babauta explained that in order for GRTA to use the FTA funds for the Park & Ride, GRTA must own the property. He stated the Mayor of Dededo is working with Department of Land Management to have the property surveyed. Director Kevin Susuico suggested that Mr. Babauta acknowledge the Mayor of Dededo and the Mayor's Council for their assistance. Director Susuico motioned to approve Resolution No.: GRTA 2020-003, but would like to request a more detailed breakdown of what the funds will be used for and second it by Vice-Chairman John Leon Guerrero. Resolution No.: GRTA 2020-003 was approved with 4 yes and 0 nays.
- D. Revenue Generating Initiatives: Staff Member Richard Ybanez informed the Board that one of his assignments is to conduct research of public property owned by government of Guam for parking that GRTA can use to generate revenue, to include UOG and GCC. Staff Member Ybanez stated that the MOU contract needs to be reviewed by Attorney Keeler and approved by the Board in order to proceed with advertisements on bus shelters and vehicles.
- E. Review Status of Contract Matters – Fixed Route Contract, MOU with DPW, Attorney General's Office MOU with GRTA: Attorney Keeler suggested the that the Board or Interim Executive Manager Babauta write a letter to KEI by mid-November to notify them that the fixed route contract will not be renewed in 2021 due to GRTA taking over. He stated the purpose of the letter is to allow or provide KEI a period of six weeks if they had any objections or concerns. Attorney Keeler explained with regards to the MOU with DPW that it is his understanding that contract has expired around December



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2019. He stated that it's appropriate to get a new MOU, that will memorialize GRTA's right to use this property. Attorney Keeler stated that in previous years, there wasn't any payment from GRTA to DPW, instead the consideration was GRTA was to be making improvements to the property. Another MOU Attorney Keeler mentioned is between GRTA and the Attorney General's Office. The original MOU dates back to 2012 which had a very unusual provision that mentioned the contract will continue unless terminated by one of the parties. Attorney Keeler expressed his sentiments that typically government of Guam does not like open ended MOU's or contracts of that nature and that an amendment needs to be done.

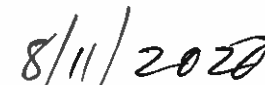
- F. Executive Manager's Job Description and Annual Review: Attorney Keeler mentioned according to DOA, they don't have a job description because GRTA is an autonomous. He provided the Board with an evaluation form.
- G. Termination of Fixed Route Contract: Attorney Keeler suggested the that the Board or Interim Executive Manager Babauta write a letter to KEI by mid-November to notify them that the fixed route contract will not be renewed in 2021 due to GRTA taking over.
- H. Attorney Keeler updated the Board on Soderholm Sales' protest that was filed with the OPA on bus procurement. Attorney Keeler stated the procurement records have been filed and Assistant AG Matt Wolff will be representing GRTA.

VIII. **Other Discussion:** No discussions were made.

IX. **Executive Session:** No Executive session took place.

X. **Adjournment:** Director Kevin Susuico had to leave due to a project deadline, Chairman Alejo Sablan adjourned the meeting at 3:42pm due to no quorum.


 Alejo C. Sablan, Chairman
 Guam Regional Transit Authority Board of Directors


 Date

GRTA Board of Directors Report: Tuesday 11 August 2020

Project Manager: **Virgil Penafiel, GRTA**

Subject: **GRTA TMS Project Status Update**

Project Status Update on our GRTA (TMS) Transportation Management System powered by Uber RouteMatch for the Board of Directors Report on the current status of the TMS.

Paratransit Go Live is tracking on schedule. Uber RouteMatch is tentatively scheduled to arrive on Sept 20.

RouteMatch Pay is permitted. GRTA met with DOA to discuss Propay for our Routematch Payment system, it is allowed w/ consideration on the Transaction fees to address. This opens our preparation and planning schedule to include training of RouteMatch Pay to our schedule. We will update this in our next discussions with RouteMatch and next BOD meeting.

Testing Southern Shuttle w/Tablet. We are allowing for flexibility in our testing process to ensure that the TMS application and the integration of Tablets, Drivers, Dispatch/Schedulers modules at TMC are successfully integrated and operating.

This means that our Go Live Target of around September 22 – Mid October is on track and will be met when Uber RouteMatch is present on island. They will continue the training, operations, and other technical and implementation process as needed for GRTA's Go Live before departing back to the mainland.

Note: The opening of the Southern Shuttle Fixed Route of 17th Aug, 2020 is not affected by the flexibility of our testing the tablet technology and TMC desktop dispatch. It simply means our testing of the technology is an ongoing process and requires us to be flexible in our timeline during the testing phase. At some point, the technology will go live once all the tests are completed and the tablet mounts are installed.

Mounting equipment for vehicle installation may not be available on 8.17.2020 due to Personal Protective Equipment being a priority on shipment. We will await the shipment to arrive as part of the factors to consider. RM will coordinate with installer as soon as the kit arrives on island.

Training Schedule: We are currently on track to achieve the Go Live Target. See attached.

Infrastructure upgrade to TMC: We are on track to achieve the Go Live Target. See attached.

Website updates: We are on track to continue further updates and is an ongoing process. See attached.

GRTA Para-mobil Rider Forward Facing Technology Awareness Plan: Currently we are on track with planning.

Anticipating that once this is complete by the end of next week, we will have a tentative schedule to interface with the rest of our schedule. We will provide an update on our next BOD meeting.

For your consideration, I have attached our tentative task and planning schedule on pages 2 – 9. Note that this schedule is flexible and maybe readjusted as GRTA and Uber RouteMatch continues to assess each weeks progress in training and testing for Go Live implementation. If this schedule changes, we will provide an update on our next BOD meeting.

Paratransit / Compliance

Data Count for Board Meeting (08.11.2020)

Total Paratransit Riders: *as of 08.05.2020* **615**

Complaints: *as of 08.05.2020*

FY 2020 Complaints received to date (FY 2020) **28**

OPEN Complaints **3**

CLOSED/RESOLVED Complaints **25**

* Complaints are currently being processed AS RECEIVED.

FLEET REPORT

Vehicle ID #	Description	License Plate #	Vehicle Location	In Maintenance Start	Complete	Mileage	Maint Status	Status	Back in service date
PT 001	2014 MV1 VAN	6375	GRTA						
PT 003	2014 MV1 VAN	6360	GRTA						
PT 004	2014 MV1 VAN	6361	GRTA						
PT 005	2014 MV1 VAN	6372	KEI						
PT 006	2014 MV1 VAN	6358	GRTA						
PT 007	2014 MV1 VAN	6369	GRTA						
PT 008	2014 MV1 VAN	6359	KEI						
PT 009	2014 MV1 VAN	6363	GRTA						
PT 010	2014 MV1 VAN	6365	GRTA						
PT 011	2015 MV1 VAN	6366	GRTA						
PT 012	2015 MV1 VAN	5736	GRTA						
Total Operational: 11									
PT 100	2015 ARBOC BUS	5850	GRTA						
PT 101	2015 ARBOC BUS	5848	KEI						
PT 102	2015 ARBOC BUS	5849	GRTA						
PT 103	2015 ARBOC BUS	5851	GRTA						
PT 105	2015 ARBOC BUS	4991	GRTA						
PT 106	2015 ARBOC BUS	4990	COVID						
PT 108	2015 ARBOC BUS	5747	KEI						
PT 109	2015 ARBOC BUS	5746	GRTA						
PT 110	2015 ARBOC BUS	5745	KEI						
Total Operational: 9									
2016 FORD F150 PICKUP TRUCK									
	2015 TOYOTA RAV4	4974	GRTA						
	2016 ALLUMA, 63BLW TRAILER	5980	GRTA						
	2017 KIA SEDONA VAN	5767	GRTA						
		4998	KEI						
Total Operational: 4									
Total Operational: 4									
NOT IN SERVICE									
PT 002	2014 MV1 VAN	6364	AK	18-May-20			Accident pending quote		Waiting claims from KEI
Total Down: 1									
PT 104	2015 ARBOC BUS	4989	DPN	24-Sep-18			Major Repairs; Decommissioned		
PT 107	2015 ARBOC BUS	5744	AK	13-Jul-20			Transmission diagnostic/transmission slipping		Waiting on trans. part on order
Total Down: 2									

as of 07 AUGUST 2020

**GUAM REGIONAL TRANSIT AUTHORITY
PARATRANSIT RIDERSHIP REPORT
FOR THE MONTH OF JULY 2020**

Friday, August 07, 2020

A	D	E	F	G	H	I	J	K	L
DATE	# OF TRIPS (J+K+L)	# of WC	PARA Ridera	Addt'l Riders		TOTAL # OF RIDERS (F+G+H)	RIDE CATEGORY		
				PCA	COMP		MD	WK	OTH
Wednesday, July 01, 2020	165	36	156	25	0	181	99	24	42
Thursday, July 02, 2020	153	38	147	16	5	168	93	26	34
Friday, July 03, 2020	144	39	125	14	0	139	74	23	47
Monday, July 06, 2020	173	38	162	16	0	178	88	35	50
Tuesday, July 07, 2020	177	31	162	23	11	196	96	37	44
Wednesday, July 08, 2020	170	31	161	16	2	179	96	32	42
Thursday, July 09, 2020	181	43	166	18	9	193	102	34	45
Friday, July 10, 2020	184	41	170	16	2	188	96	39	49
Saturday, July 11, 2020	141	42	128	16	5	149	83	4	54
Monday, July 13, 2020	167	28	157	18	5	180	87	34	46
Tuesday, July 14, 2020	177	30	149	26	5	180	101	40	36
Wednesday, July 15, 2020	165	30	149	26	5	180	95	35	35
Thursday, July 16, 2020	175	36	161	17	4	182	89	40	46
Friday, July 17, 2020	165	44	151	19	7	177	82	35	48
Saturday, July 18, 2020	180	42	166	22	0	188	94	33	53
Monday, July 20, 2020	178	42	166	22	0	188	93	32	53
Tuesday, July 21, 2020	66	38	128	17	7	152	41	15	10
Wednesday, July 22, 2020	180	48	177	26	9	212	112	36	32
Thursday, July 23, 2020	162	41	152	14	6	172	101	35	26
Friday, July 24, 2020	175	36	154	24	2	180	101	37	37
Saturday, July 25, 2020	131	44	125	18	9	152	81	4	46
Monday, July 27, 2020	187	40	176	27	9	212	101	41	45
Tuesday, July 28, 2020	174	49	165	17	4	186	99	37	38
Wednesday, July 29, 2020	166	39	159	32	0	191	100	37	29
Thursday, July 30, 2020	170	51	164	25	5	194	98	38	34
Friday, July 31, 2020	72	31	159	21	0	180	42	20	10
TOTAL	4178	1008	4035	531	111	4677	2344	803	1031

NOTE: For the month of July we have a total of 23 ride denials, these rides requested we have no time slots available . All of our riders are accommodated following the Social Distancing within our buses, Customers are all wearing masks before entering, and drivers take the temperature of each rider before boarding the buses.



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GRTA PROJECTS

- GRTA Facility
 - o I forwarded a copy of the 30 percent schematics from the Architectural & Engineering (A & E) firm
 - o GRTA staff and I will review and provide changes that we would like for the A & E firm to make.
 - o I am asking the Board to also review and forward what you would like to see on the facility
 - o GRTA will then forward proposals to the A & E firm and update the schematics and the 30 percent design will then be complete.
 - o The next set of schematics from the A & E firm will be the 60 percent proposal
 - o We will do the same, review, provide proposals to A & E firm, schematics will be updated. A & E firm will then provide us with the 90 percent proposal.

Budgeted Amount for Building \$2.5 million Budget Amount for Design \$243,500

- FEMA Funded GRTA Bus Stop Project – Typhoon Dolphin
 - o Working with DPW and upon completion on all contractual and logistical requirements, project will be bid out
 - o Location of bus shelter – Area near the Inarajan Southern Medical Center
 - o Costs \$25,000 – Federal contribution - \$18,000 Guam - \$7,000
 - o Communicated with Homeland Security and representative stated that they are forwarding and extension request to FEMA



Board of Directors Report GRTA
August 11, 2020

Personal Note – Always do your best.....

Ongoing

- Policy and MOU for advertising have been sent to AAG Tom Keeler for review and once approved they will be sent to Board for approval
See attached
- Started on Public Parking Policy
See attached Draft, Public Law 22-18 and 22-45
- Moving forward with Park and Ride project at old Dededo flea market. Coordinating land transfer with Mayor Savares.

Board of Directors Meeting

11 Aug 20

- Fixed Route:
 - a. Southern Shuttle
 - a. Opening Aug 17, 2020; 1st Run at 0530, Last Run at 1915
 - b. Board of Directors Route Recon-Aug 7, 2020.
 - c. Attending: Chairman, Executive Manager, TS, Agat Mayor

- Fixed Route (KEI)
 - a. Ghost Riders
 - a. 2 GRTA Employees rode Blueline 1/Express and Redline
 - b. Drivers on these lines are displaying signs of next stop provided by GRTA
 - c. Drivers on these lines are announcing the next stop
 - d. Based of the Drivers Manifest between 1-18 July 20, 6 days drivers were pulling double shift. (July 1, 8, 14, 20, 22 Redline/Orange pm, 22 Orangeline/Greenline pm)

- Bus Shelter Maintenance
 - a. Harmon Drugs Terminal (Roof Replacement)
 - a. Repairs in progress
 - b. Estimated completion date: Aug 7, 2020

 - b. Dededo Public Health (Roof Replacement)
 - a. Estimated completion date: Aug 21, 2020

- Bus Stop signs
 - a. Design sent to Board members for review
 - b. Chairman approved, pending other members
 - c. Next step: Request for quotes
 - d. Total of 147 signs; to include Southern Shuttle
 - e. Install design from MTM Bus shelter at these locations: Hagatna Pool Terminal, Harmon Drugs, Talofoto Mayors, and Agat Mayors



GUAM REGIONAL TRANSIT AUTHORITY
GOVERNMENT OF GUAM

Lourdes A. Leon Guerrero, Governor
Joshua F. Tenorio, Lieutenant Governor
Celestin C. Babauta, Interim Executive Manager



Draft

July 30, 2020

Hafa Adai Honorable Paratransit Rider,

The US Department of Transportation and the American with Disabilities Act (ADA) directives allow transit agencies such as Guam Regional Transit Authority (GRTA) to suspend paratransit riders who have a pattern of missing scheduled trips. The essence of this provision is to ensure that GRTA maximizes its seat capacity on all of its buses and vans and reduce the No Show rates. On numerous occasions, seats on the vehicles are left vacant because riders scheduled for rides will not notify GRTA dispatchers at least 1 hour before their scheduled pickup time that they will not be making the ride. On the other hand, riders who are need of transportation are being denied rides to very important appointments or essential locations.

Therefore, attached to this letter is GRTA's No Show policy that explains how individuals who have a practice of missing their rides will be handled. Although riders will not be suspended immediately for missing scheduled rides, there will be an increasing severity of penalty if they continue such practice. The gravity of penalty ranges from warning all the way to suspension.

Moreover, the detriments of not fully utilizing seats on GRTA vehicles are extremely costly. The health of riders who are denied transportation may be impacted that their recovery for not making a medical appointment will never be regained. GRTA's revenue is also lessened whenever there is a seat on its vans or buses that is not occupied.

Honorable Rider, it is imperative that you clearly understand GRTA's No-Show policy so that you will have a vivid understanding on the consequences for missing a ride. Should you schedule a ride and decide not to take advantage of it, notify GRTA immediately. Please feel free to contact GRTA at (671) 647-7433, 475-4686 or via email at ride@grta.guam.gov

Respectfully,

Celestin C. Babauta, MS WED
Interim Executive Manager

Atch: No-Show Policy





GUAM REGIONAL TRANSIT AUTHORITY

GOVERNMENT OF GUAM

Lourdes A. Leon Guerrero, Governor
Joshua F. Tenorio, Lieutenant Governor
Celestin C. Babauta, Interim Executive Manager



GRTA No-Show / Late Cancellation Policy

Draft

Section I. No-Shows

1.1 Mission:

Guam Regional Transit Authority (GRTA) mission is to provide reliable, accessible and cost-effective public transportation services to the general public and individuals with disabilities on the Territory of Guam. To plan, establish, develop, coordinate, promote, own and operate services and facilities that support public transportation. To fulfill the mandates of Public Law 30-05 (Creation of GRTA as an autonomous agency of the Government of Guam).

1.2 Purpose

This regulation establishes and implements policy governing our No-Show and Late Cancellation Policy within GRTA while complying with the American with Disabilities Act (ADA) regulations. To record each rider's no-shows and apply appropriate sanctions when riders establish a pattern or practice of excessive no-shows. This policy is necessary in order to recognize the negative impact No-Shows have on the service provided to other riders. It is based on the frequency of the use of the service or proportion of the trips missed.

1.3 Procedure

Scheduling Trips: GRTA schedules pick-ups and return trips separately. In accordance with the Federal Transit Administration (FTA), GRTA assumes all scheduled return trips are needed unless notice is given by the rider or their representative. If a rider is a no-show on their first trip of the day, GRTA will NOT automatically cancel subsequent trips of the day. If, however, the rider does not need the subsequent trip(s), the rider would need to inform our dispatch center as soon as possible or before the one (1) hour late cancellation window. Any call not cancelled within the 1-hour window is deemed as a late call and is considered a no-show to the rider.

Drivers will wait for the rider five (5) minutes after their schedule pick up time. Riders who do not make themselves available within that window will be considered a no-show.

Exceptions may be made for riders who are unduly delayed due to medical appointments or procedures beyond their control. The rider will be required to contact GRTA Dispatch as soon as practicable following the missed trip and a new driver will be dispatched as soon as possible.

Drivers will notify GRTA Dispatch of a rider no-show. Dispatch will make an attempt to contact the customer during the wait window. If the rider is still not present the driver will leave and the rider will become a no-show.

Dispatch personnel will verify if the driver is at the correct location and make good faith effort to call the rider before authorizing the driver to proceed to their next location.

Accommodations should be made to allow riders with trips scheduled in the early morning not to be penalized if they are unable to cancel a rider in a timely way because cancellation calls are not taken

early enough before their scheduled trips. Riders are encouraged to cancel their early morning trip the day before if they know they will not need the service.

Section 2 Definitions

2.1 Definitions

A No-Show is the inability to find a passenger at the specific pick-up location or the rider refused the trip at the door.

Excessive no-shows in any given month is based on the frequency of the use of the service or proportion of the trips missed.

Trip cancellations are the responsibility of the rider and shall be made one (1) hour prior to the scheduled pick up time. If the trip is not cancelled within the 1 hour of your scheduled pick up time, the rider will be considered a no-show unless the circumstances are beyond the rider's control.

2.2 No-Shows beyond the rider's control

There are many circumstances that may be beyond the rider's control, including but not limited to:

- Family emergency
- Sudden turn for the worse in rider's condition
- Accidents
- Personal Care Attendant (PCA) did not arrive on time to assist rider
- Rider's appointment ran longer than scheduled and did not provide opportunity to cancel in a timely way
- Rider's mobility aid failed
- Adverse weather impacted rider's travel plans, precluding the passenger from cancelling in a timely way
- Appointment cancelled/delayed beyond the rider's control
- Scheduler error – scheduler did not note the cancellation request or the rider just realized that the staff scheduled their trip inconsistently with the rider's request
- Another person cancelled the rider's appointment
- Bus arrival past the scheduled pick up window

Repeated failures to take scheduled trips, regardless of the reason, are subject for review.

2.3 No-Shows that are not excused

No-Shows are not excused when the trip is not cancelled at least one (1) hour prior to the scheduled pick-up time and is missed for one of the following reasons:

- Rider did not want to travel today
- Rider changed their mind about using appointment
- Rider didn't know that he/she had a ride scheduled or was supposed to call to cancel
- Rider got another ride
- Rider told someone else that he/she was not planning to travel (driver, facility, etc.) or someone else booked the rider for him/her
- Driver did not follow correct procedures to locate the passenger
- Rider cancelled the trip in a timely way but cancellation was not recorded correctly or was not transmitted to the driver in time
- Rider does not want to ride with specific driver or passenger or on a specific vehicle

Section 3. Formulas, Patterns and Sanctions

3.1 Pattern or Practice of Excessive No-Shows

A pattern or practice involves intentional, repeated or regular actions that are not isolated, accidental or singular incidents.

3.2 Calculation method to Determine No-Shows and/or Late Cancellations

At the end of each month, those riders who have been recorded as having twenty percent (20%) or more no-shows will be reviewed to identify the rider's trip and no-show history as well as their frequency of travel. Each no-show will be verified as being correct before sanctions or suspensions are proposed.

Those riders whose no-shows' rate is more than 20% and in excess of the average no-show rate for the month may have sanctions or suspensions imposed if the no-shows are determined to constitute a pattern. Excused occurrences are not part of the calculation.

The formula for determining the average No-Show rate is:

$$\text{No-Shows} / \text{Total trips per month} = \text{Average No-Show Rate for the month (\%)}$$

3.3 Sanctions for Excessive No-Shows

GRTA wants riders to take the trips they request. However, repeated failures to take trips as scheduled, regardless of the reason, are subject for review.

If a rider is determined to have an excessive no-show rate, the following sanctions will be imposed:

- First Offense: - verbal warning provided to rider, verbal discussion documented in file
- Second Offense: - warning letter provided to rider, reminder of no-show policy
- Third Offense: - Suspension of services for a period of five (5) days starting from the date rider receives written suspension notice (verbal and written notice)
- Fourth Offense: - Suspension of services for a period of ten (10) days starting from the date rider receives written suspension notice
- Fifth Offense: - Suspension of services for a period of twenty (20) days starting from the date rider receives written suspension notice
- Sixth and subsequent Offense: - Suspension of services for a period of thirty (30) days starting from the date rider receives written suspension notice

If rider is a "Subscription Rider," subscription services will be cancelled immediately if any suspension shall occur.

3.4 Suspension of Service Appeals Process

In instances where the rider is not satisfied with the written determination made by GRTA, the rider can request for reconsideration, herein referred to as an "Appeal", of the case. By appealing the written determination of the suspension, the rider is essentially disputing the resolution of the suspension and in all likelihood, there are materially-disputed facts, i.e., facts relevant to the dispute are at issue. Accordingly, due process requires the rider be given an opportunity to be heard.

Moreover, the due process requires that a resolution be made consistent with essential fairness, giving the rider the opportunity to impartial tribunal.

The process for which an Appeal is the be filed shall be as follows:

1. An Appeal should be made in writing within five (5) working days from the time the rider received their written notice of suspension
2. Receipt of the Appeal by GRTA Executive Manager shall constitute receipt by the Board. Because an appeal is a formal procedure, all pertinent documentation shall be submitted in legible writing or typed.
3. The rider shall be given adequate notice as provided by the Administrative Adjudication Law (the process by which and Administrative Agency issues an order, such order being affirmative, negative, injunctive or declaratory in form) regarding the right to a hearing and certain evidentiary matter.
4. The Appeal and all accompanying documentation shall be submitted to all members of the GRTA Grievance and Appeals Board. All members of the Board shall be afforded five (5) working days to review the Appeal and all instruments of evidences, to which time a formal board meeting shall convene on the sixth (6th) day to hear the rider. DOT Enforcement Procedures of 49 CFR, Part 27, Subpart C.
5. The GRTA Executive Manager who made and issued the written determination that is being appealed, shall not be involved in the Appeals Process except as a facilitator of order during the Board Meeting.
6. The rider shall be given an opportunity to be heard at the formal Board meeting prior to the Board's discussion and debate of individual member findings.
7. After allowing the rider his/her opportunity to a hearing, the Board shall discuss and debate their individual member findings.
8. Thereafter, the Board shall be afforded ten (10) working days to provide a brief written summation of its findings, recommendations, course of action and final decision to which the Appeal will then be considered, resolved, final and binding.
9. A copy of the Board's summation and final decision shall be forwarded to the rider.

Section 4. Strategies

4.1 Strategies for reducing no-shows

Many circumstances can cause no-shows, some within the control of the transit agency and others related to rider actions. The following are ways GRTS intends to decrease the number of no-shows.

- Capture and record special pick-up instructions (e.g. side door, back door) and make sure they are relayed to the driver. Do periodic checks on drivers manifest to ensure special instructions are being recorded and are showing up in the right places for drivers.
- Capture correct and updated telephone numbers in the reservations process.
- Confirm the beginning and the end of the pick-up window and the amount of time the vehicle will wait for the passenger when the passenger calls to schedule their trip
- Attempt to locate the rider that just waiting for five (5) minutes and pulling away. If the assistance of dispatch is needed, drivers will contact dispatch to reach out to passengers and notify them of the vehicle being there
- Designate pick-up locations at large facilities can be used as meeting points. Ensure these locations are accessible to our riders.
- Manage a no-show through the dispatching process. Ensure drivers contact dispatch and receive authorization from dispatch before marking riders as no-show.
- Dispatchers should compare the vehicle arrival time to the scheduled pick-up time and the pick-up window to ensure vehicle arrived a waited at the appropriate amount of time.
- Ensure dispatchers and drivers keep detailed notes or enter detailed notes into daily manifest.
- Track changes made on the day of service and adjust subsequent trips as needed

- Educate riders about the pick-up window, the vehicle wait time window, the importance of being ready and looking for the vehicle and the need to cancel the ride as soon as possible when their plans change
- Work with riders to address the cause of no-shows
- Keep current with the subscription rider listing and trips made
- Remove capacity constraints such as scheduling the day before a ride, not receiving the ride time they prefer, unconfirmed plans or change in plans.