

Guam Regional Transit Authority



GRTA

ADA PROGRAM

POLICY-PLAN

8/31/17

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ADA Plan

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on the fixed route service.

Guam Regional Transit Authority is committed to providing equal opportunity for persons with disabilities. This commitment includes complying with the Americans with Disabilities Act of 1990 (ADA) and the Rehabilitation Act of 1993 including Section 37.173 of DOT's ADA regulations requiring transit operators to train their personnel to properly assist and treat individuals with disabilities with sensitivity and to operate vehicles and equipment safely. This includes training personnel to use the accessibility equipment and to accommodate the different types of common wheelchairs.

Policy

It is the policy of Guam Regional Transit Authority to provide quality transportation service within *our* area of operation. This service will be provided without discrimination against any person including any person with a disability. Discrimination on the basis of disability against any person by Guam Regional Transit Authority or contracted employees will not be condoned and will not be tolerated.

It is the policy of Guam Regional Transit Authority that, when viewed in their entirety, services, programs, facilities, and communications provided by Guam Regional Transit Authority, directly or by a contracted service provider, are readily accessible and usable to individuals with disabilities to the maximum extent possible. 49. CFR 37.105

Consequences of Non-Compliance

All complaints of discrimination on the basis of disability will be promptly and objectively investigated. Corrective or disciplinary action will be instituted for behavior prohibited by this policy.

Days/Hours of Operation

Paratransit Hours: Guam Regional Transit Authority Paratransit Services operates the same hours as the Guam Regional Transit Authority fixed route system: **Monday-Saturday: 5:30 a.m. - 8:30 p.m.** Scheduling reservations operates **8:00 a.m. - 5:00 p.m. Monday-Sunday.** Trips must be scheduled a day or two prior to the trip to be guaranteed. Same day or late requests will be granted if the schedule permits. To call for a ride contact 671-647-7433, 671-647-7434, 671-647-7435.

Fares

	<u>Regular Fares</u>	<u>Discounted Fares</u>
One Ride	\$1.00	\$0.35
One Day Pass	\$3.00	\$1.00
One Week Pass	\$15.00	\$5.00
One Month Pass	\$55.00	\$20.00

Discounted fares are for Students 6-18 years, Senior Citizens 55 years & up, and ADA Certified persons with disabilities. Children 5 years and under ride free with a parent or guardian. Certified ADA Paratransit riders may use fixed route service for the discounted fare of thirty-five (\$0.35) cents, but the **eligible rider must show the Operator their ADA Paratransit I.D. card when boarding the bus.**

If riders do not pay their fare upon boarding, or if they do not present a prepaid ticket to the Operator, you will not be permitted to board. Be prepared to pay exact fare. Operators do not carry change and are not permitted to search purses, pockets, or backpacks for a customer's fare.

Passes may be purchased during **Monday-Friday: 8:00 a.m. - 5:00 p.m.** normal business hours at the Treasurer of Guam and the government's contracted provider's office.

Holiday Closures

Guam Regional Transit Authority Paratransit and Fixed Route service does not run on New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, and Christmas Day. Holidays are subject to change from time to time by Board of Directors' Approval.

Approved Equipment

In order to accommodate a wheelchair or mobility aide on a Guam Regional Transit Authority vehicle it must meet the following standards:

- The equipment must have three (3) or more wheels.
- The measurement of the equipment must fit safely in the vehicle securement area, including footrests and backpacks. Designed for 30 inches wide and 48 inches long.
- All wheelchairs or mobility aides and occupant that can be accommodated on the lift or ramp will be transported.
- The equipment must not weigh more than 600(lbs.) pounds when occupied. GRTA may decline a wheelchair/occupant if the combined weight exceeds that of the lift specifications or if the carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements.
- Walkers must be collapsible and stored between seats or under seat.
- Equipment should be in good working order, with batteries charged, tires inflated, brakes working, footrests attached, and all parts secure. (49 CFR 37.3)

Mobility Device Brakes

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility devices; however, they are not required to do so. With power chairs or scooters, for safety purposes it is required that the power switch be turned to the "off" position.

Portable Oxygen Use

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies as long as it does not violate laws or rules related to transportation of hazardous materials. Equipment must not obstruct the aisle. 49 CFR 37.167(h)

Customers must ensure that there is an adequate oxygen supply (3/4 of full before boarding. Drivers are not authorized to operate life support equipment.

Securement Policy

Operators will use front and rear tie-downs to secure mobility devices. Operators will secure mobility devices at the strongest parts of the device; however, the passenger can indicate the most optimal tie-down spot. The mobility device will be secured front facing unless otherwise requested by the passenger. Drivers will assist passengers with securement systems, ramps, and seatbelts; however, drivers cannot assist riders using power chairs or scooters with the operation of their equipment. GRTA shall provide to transport someone whose mobility device cannot be satisfactorily restrained provided that mobility device fits within the definition described in Section 3. (49 CFR 37.165)

Stop Announcements

All designated stops will be announced on fixed route buses. Any announcement requested by a passenger with a disability will be announced such as fill-in orientation announcements. (49 CFR 37.167 (a-c))

Personal Care Attendants

A Personal Care Attendant (PCA) is someone who travels the same origin and destination as the paratransit rider at no charge. A PCA assists the paratransit rider with their services/personal needs. Passengers must provide their own PCA if needed. The Paratransit Application form includes a space that gives the applicant the opportunity to indicate whether or not they will need the services of a PCA.

Companions

One companion is guaranteed to ride with a passenger on the GRTA Paratransit service when space is reserved one to two days prior to the rider's scheduled ride, however, they must pay the same fare as the paratransit rider. Additional companions may ride if space is available and the reservation for their space is made. A companion is anyone who rides with a passenger who is not designated as a PCA. (49 CFR 37 (d)).

Service Animals

A service animal is any guide dog, signal dog, or other animals individually trained to work or perform tasks for an individual with a disability. The use of a service animal must be identified on the ADA application. In order to ride Guam Regional Transit Authority:

- The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.
- The animal must remain within the rider's space such as his/her lap or feet. It may not occupy a vehicle seat.
- The animal must not be aggressive toward people or other animals.
- Owners are responsible for any damage caused by the animal. (49 CFR 37.167 (d))

Adequate Scheduled Time for Boarding and Disembarking- Boarding Assistance

Guam Regional Transit Authority will provide adequate time to allow passengers with disabilities to safely board and disembark the vehicle. Operators shall position the bus to make boarding and de-boarding as easy as possible. Bus operators shall provide assistance to passengers upon request. Guam Regional Transit Authority staff will periodically review on-time performance data and/or passenger complaints to determine if schedule adjustments are warranted.

Response Time

The entity shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day. Reservations may be taken by reservation agents.

(1) The entity shall make reservation service available during at least all normal business hours of the entity's administrative offices, as well as during times, comparable to normal business hours, on a day when the entity's offices are not open before a service day.

(2) The entity may negotiate pickup times with the individual, but the entity shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.

(3) The entity may use real-time scheduling in providing complementary paratransit service.

The entity may permit advance reservations up to two days in advance of an ADA paratransit eligible individuals desired trips. When an entity proposes to change its reservations system, it shall comply with the public participation requirements equivalent to those of § 37.137 (b) and (c)

Maintenance of Lifts or Ramps

Bus operators must test the lift or ramp during the pre-trip inspection. Break down of accessibility equipment must be reported immediately to dispatch. A vehicle with an inoperable lift or ramp will be removed from service as soon as possible if a replacement bus is available and cannot be returned to service until repaired. If there is a lift or ramp failure, a replacement vehicle or rescue vehicle must be dispatched if the next trip to the destination of any passenger using a mobility device is scheduled in 30 minutes. GRTA may keep a vehicle with an inoperable lift/ramp in service for three days from the day in which the lift/ramp is discovered to be inoperative. (49.CFR 37.163)

Priority Seating

Upon request, bus operators shall ask- but not require- passengers to yield priority seating at the front of the bus to seniors and persons with disabilities. Drivers are not required to enforce the priority seating designation beyond making such a request.

Reserved Seating

Mobility device securement areas on buses are reserved for exclusive use of mobility devices. Passengers using common mobility aids shall be boarded if the securement areas are not otherwise occupied by a mobility device, regardless of the number of passengers on the bus. Bus operators are required to ask passengers sitting in the securement areas to move to other available seats or to stand.

Notification of Policy

GRTA will notify the public of the ADA policy on the website and in the Rider's guide.

Paratransit Eligibility

Eligibility Requirements: A person may qualify for GRTA Paratransit service if he or she has a functional disability or disabling health condition that prevents him or her from independently using GRTA buses some or all of the time. (49 CFR 37.123)

Presence of a disability or a disabling health condition by itself does not automatically make a person eligible for Paratransit service. The functional ability to utilize GRTA fixed route service is the basis for eligibility.

Application will be reviewed by GRTA based on the following eligibility qualifications. A person is eligible for GRTA Paratransit service if he or she:

1. Is unable to board, ride, or exit a lift/ramp-equipped bus without assistance, OR
2. Needs to use a lift but it cannot be deployed safely at a bus stop, OR
3. Has a disability that prevents travel to and from a bus stop under certain conditions, AND
4. Is certified as having a disability.

Presumptive Eligibility

GRTA will respond to applicants in writing within 21 days of receiving an application. If the applicant does not receive a determination within 21 days, the applicant shall be treated as eligible and provided services until a determination is made.

Determination in Writing

GRTA's determination concerning eligibility will be in writing. If the determination is that the individual is ineligible, the determination will state the reason(s) for the finding.

Documentation of Eligibility

GRTA will provide documentation to each eligible individual stating that he or she is ADA paratransit eligible.

Re-certification Process

GRTA requires re-certification of ADA paratransit eligibility every three years.

Categories of Eligibility: GRTA Paratransit service applicant's eligibility may be classified as conditional, unconditional, or temporary. These categories are defined and mandated by the Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulation.

Eligibility Categories

Category Type	Description
Category 1	Inability to navigate system independently. A person with a visual, physical, or cognitive disability who cannot independently navigate or use accessible fixed route services.
Category 2	Lack of Accessible Vehicles, Stations, or Bus Stops. A person can use an accessible bus, but does not have an accessible bus route available to take them to their destination. Prevented by disability or combination of disability and architectural barriers from getting to the boarding area.
Category 3	Inability to Reach a Boarding Point or Final Destination Prevented from using fixed route during a certain amount of time. A person can use accessible fixed route services, but due to a specific impairment related condition, cannot get to or from the bus stop.

Type of Eligibility Granted

Type of Eligibility	Description
Unconditional	All trips when it is not reasonable to use the fixed route service under any circumstance.
Conditional	Some trips when the person can be reasonably expected to make some trips on fixed route.
Temporary	A person is prevented from using the fixed route for a limited period of time.

Visitor Certification

Visitors to Guam are eligible for 21 days of service in a 365-day period beginning on the first day the service is used by the visitor. For additional days of service, the individual is expected to register under GRTA eligibility procedures. For individuals who reside off-island, GRTA has certify an individual with a disability as a visitor when providing documentation of residence and a statement that because of their disability they are unable to access the fixed route. (49 CFR 37.121)

Service Area

GRTA Paratransit service is guaranteed within $\frac{3}{4}$ of a mile of GRTA's fixed route service. GRTA provides Paratransit service outside of the $\frac{3}{4}$ mile corridor, although not guaranteed, is provided beyond the corridor when there is availability without impacting guaranteed ride schedules. (49 CFR 37.131 (a))

Origin to Destination

Based on the functional ability of the rider determined at eligibility, the driver will provide one of the following types of trips 49.CFR 37.129

Curb to Curb	Customer taken from curb of pickup to curb of destination.
Door to Door	Customer taken from door of pickup point to door of destination when needed. At public entrances, bus drivers may open the first exterior door and if nearby, a second exterior door as long as providing this assistance would not pose a direct threat or leave the vehicle unattended or out of visual observation for a lengthy period of time.

Trip Scheduling

Paratransit service trips may be scheduled one to two days prior to the desired trip date. Reservations will be accepted the day of the trip, provided that there is room in the day's schedule to accommodate them. Rides will be origin to destination service.

No Show/Late Cancellation Policy

Paratransit service trips must be canceled at least one hour prior to the scheduled pickup time.

The definition of a No-Show is an inability to find a passenger at the specific pick-up location or a passenger refusal of the trip at the door. Riders who schedule a Paratransit service and repeatedly have a no-show or have excessive late cancellations may be suspended from the service. Suspensions will not be imposed for circumstances that are beyond a rider's control such as:

- Rider's Illness
- Family Emergency (death, illness, or other)
- Mobility aid failure
- Late transit connection
- Appointment cancellation/delay beyond the control of the customer
- Adverse weather
- Acts of God

Drivers are required to wait for customers ten minutes from arrival within the pick-up window at the pickup location to present themselves for boarding. Upon arrival, drivers will proceed to outermost exterior door and announce themselves. Drivers will wait for the customer within the ten (10) minute pick-up window. If the customer is not present for boarding within the pickup window, the driver will return to the vehicle and report the no show to the dispatch center.

Dispatch personnel will then verify that the driver is at the correct location and make a good faith effort to call the customer before authorizing the driver to proceed to the next destination.

If the customer can be reached and becomes available for boarding while the driver is still on site during this process, the driver will return to the door to assist the customer. Customers who are not ready for boarding upon the driver's arrival and are still not present at the end of the ten minute waiting period, will be considered a "No-show" and will be subject to the terms and conditions of the GRTA late cancellation and No-show Policy as described below:

In any calendar month, any customer who has booked ten (10) trips or more and has "no-show" or "late cancellation" at least 10% of those trips will receive a suspension notice. Additionally, to ensure that only habitual offenders are suspended, a customer will have to accumulate three or more penalty points to receive a suspension. A customer will be subject to suspension only if both the minimum number of trips booked and minimum number of penalty points are reached during the calendar month.

A "no-show occurs when a customer does not present themselves for boarding the vehicle after the 10 (ten) minute pick-up window.

Each No-Show is counted as one penalty point.

A "late cancellation" occurs when a customer cancels a trip less than one hour before the start of the pickup window.

Each Late Cancellation is counted as one-half penalty point.

A "cancellation at door" is when a customer cancels a trip after the driver arrives. This includes cancelling via telephone.

Each Cancellation at door is counted as one penalty point.

All suspension periods will begin on Monday. The length of a customer's suspension will follow this schedule:

First Violation in the calendar year: Warning Letter
Second Violation: 7-day (1 week) suspension
Third Violation: 14-day (2 week) suspension
Fourth Violation: 21-day (3 week) suspension
Fifth and subsequent violation: 28-day (4 week) suspension

GRTA will retain records on customer compliance with this policy for the calendar year. A warning letter and a copy of this policy will be issued upon the first violation of the year.

Further violations of this policy will result in suspension, per the schedule.

If a no-show or late cancellation occurs because of circumstances beyond your control, the rider shall call the GRTA Transit Supervisor or Customer Service Representative at 475-4686 to explain the circumstance, and request the removal of the no-show or late cancellation.

Abusive or Disruptive Behavior

Service will immediately be denied on a long-term or indefinite basis to passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders, operators, or GRTA staff. Such conduct includes, but is not limited to: threats or fear of physical or verbal abuse, unlawful harassment including unwelcome verbal, nonverbal or physical behavior having sexual or racial connotations, unauthorized use of equipment on the vehicle, voluntarily and repeatedly violating vehicle riding rules, including smoking in the vehicle, eating or drinking without medical indication, or defacing equipment.

Suspension of Service

A rider's privileges may be suspended for any of the following infractions on any GRTA property, including vehicles, bus stops, etc.

- Smoking on, or carrying a lit pipe, cigar, or cigarette within 20 feet from the vehicle.
- Discarding or dumping litter in places other than the recognized receptacles.
- Deliberately evading payment of fare.
- Consuming alcoholic beverages or in possession of alcoholic beverages.
- Eating or drinking without medical indication.
- Loud, raucous, unruly, harmful, or harassing behavior.
- Unauthorized use of equipment on the vehicle, or defacing equipment.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)

Capacity Constraints

GRTA shall not limit the availability of Paratransit service to ADA eligible individuals by any of the following:

- Restrictions on the number of trips an individual will be provided;
- Waiting lists for access to the service; or
- Any operational pattern or practice that significantly limits the availability of service to ADA eligible persons, such as, but are not limited to:
 - A substantial number of significantly untimely pickups for initial or return trips;
 - Substantial numbers of trip denials or missed trips;
 - Substantial numbers of trips with excessive trip lengths; or operational problems not attributable to causes beyond the control of the entity including, but not limited to, weather or traffic conditions affecting all unanticipated vehicular traffic at the time the trip was scheduled.

Administrative Appeals Process for Individuals Denied Eligibility

GRTA requires that an applicant file a written appeal within 60 days of receipt of denial. Notification of denial will be in writing by the GRTA Executive Manager and will be sent within 30 days of determination.

GRTA will provide an opportunity to be heard and to present information and arguments to an Appeals Committee within 30 days of receipt of appeal. The Appeals Committee is comprised of:

1. GRTA Executive Manager
2. GRTA Transportation Supervisor
3. GRTA Board of Directors Chairperson

GRTA will not provide paratransit service to the individual pending the determination of the appeal. However, if the Appeals Committee has not made a determination within 30 days of the completion of the appeals process, GRTA will provide ADA service from that time until and unless a decision to deny the appeal is issued.

CERTIFICATION


The undersigned certifies that the foregoing is a true and correct copy of Guam Regional Transit Authority's adoption of the ADA Program Policy-Plan.



Louise C. Rivera
Board Chairwoman

Gerard Cruz
Board Vice-Chairman

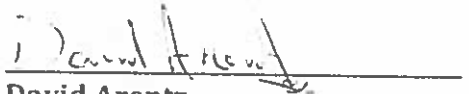
Ginger Porter
Board Secretary




Andrew Tydingco
Board Member



Frank Benavente
Board Member



David Arentz
Board Member

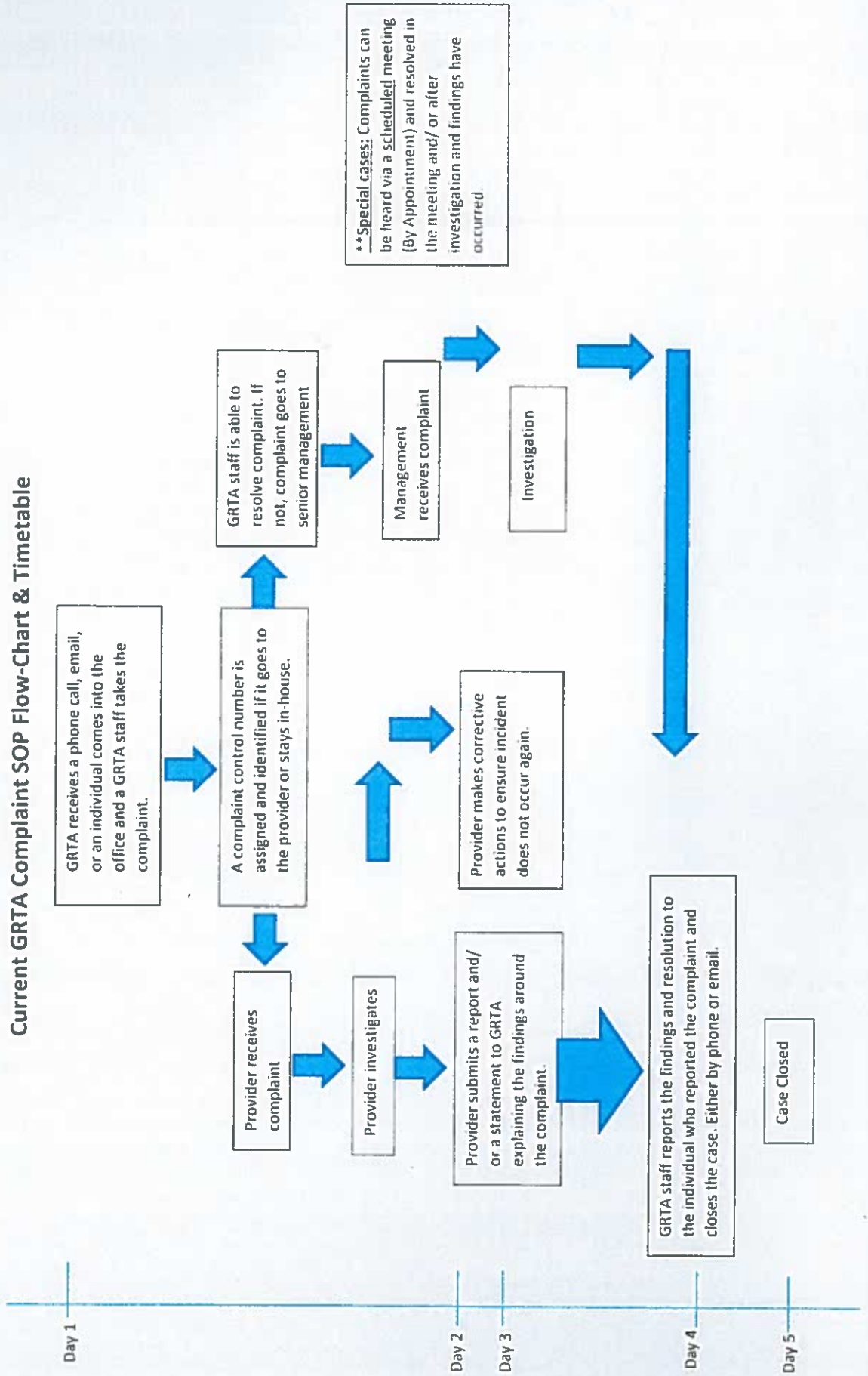


Enrique Agustin
Executive Manger

Monday, August 21, 2017

Date

Current GRTA Complaint SOP Flow-Chart & Timetable



GUAM PUBLIC TRANSIT SYSTEM GENERAL INFORMATION

GRIEVANCE REVIEW AND APPEALS BOARD

**For more Information Telephone:
475-4686/4616/4620**



OBJECTIVE:

It is the intent and objective of the Guam Regional Transit Authority that the Grievances Review and Appeals Procedures will provide for:

a. The prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Transportation regulations implementing Title II of the ADA, that no otherwise qualified disabled individual shall solely by reason of disability be excluded from the participation in, be denied the benefits of, or be subject to discrimination under any program or activity sponsored by the Guam Regional Transit Authority.

b. Resolving any action, directly or indirectly caused by GRTA, its service provider, or another individual that may adversely affect the safe and efficient transport of a passenger .

c. Resolving complaints at the local level without requiring the complainant to resort to the Federal Complaint Procedures.





GUAM REGIONAL TRANSIT AUTHORITY

Government of Guam

Eddie B. Calvo, Governor
Raymond S. Tenorio, Lt. Governor
Rudy PL Cabana, Interim Executive Manager

P.O. Box 2896
Hagatna, Guam 96932

Phone: (671) 475-4686 or 475-4616
Fax: (671) 475-4600



Guam Regional Transit Authority (GRTA) Complaint Procedures and Form

Complaint Procedures:

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964 (including its Disadvantaged Business Enterprises (DBE), and Equal Employment Opportunity (EEO) components), Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990, relating to any program or activity administered by GRTA or its subrecipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Program Coordinator II may be utilized for resolution, at any stage of the process. The Title VI Program Coordinator II will make every effort to pursue a resolution to the complaint.

Procedures:

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with the Executive Manager. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:
 - a. Complaint shall be in writing and signed by the complainant(s).
 - b. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained of incident.
 - d. Allegations received by fax or e-mail will be acknowledged and processed, once the identity (ies) of the complainant (s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or e-mail transmittal for GRTA to be able to process it.
 - c. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to GRTA for processing.
2. Upon receipt of the complaint, the Program Coordinator II will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against one of GRTA's sub-recipients of federal funds, GRTA

10. GRTA's final investigative report and a copy of the complaint will be forwarded to GRTA's Program Coordinator IV-Federal Programs Administrator within 60 calendar days of the acceptance of the complaint. GRTA's Program Coordinator IV-Federal Programs Administrator will share the report with FHWA and FTA as part of its Annual Title VI Update and Accomplishment Report.
11. GRTA will notify the parties of its findings, which are subject to concurrence from the Executive Manager. Once the Executive Manager issues its final decision, GRTA will notify all parties involved about such determination. The GRTA's Executive Manager final determination is not subject to all appeal.
12. The Grievance Review and Appeals Board (GRAB) will serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by GRTA. GRAB will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.
13. A person may also file a complaint directly with the Federal Transit Administration, at FTA office of the Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

PLEASE COMPLETE SHEET 2 OF THIS FORM
Sheet 1 of 2



GUAM REGIONAL TRANSIT AUTHORITY

Government of Guam

Eddie B. Calvo, Governor
Raymond S. Tenorio, Lt. Governor
Enrique Agustin, Executive Manager

P.O. Box 2896
Hagatna, Guam 96932

Phone: (671) 475-4686 or 475-4616
Fax: (671) 475-4600



GUAM REGIONAL TRANSIT AUTHORITY (GRTA)

Standard Operating Procedure (SOP) for Resolving Complaints that Provide for Equitable and Prompt Resolution of Disability-Related Complaints

Department: GRTA Transportation Operations Section and the Third Party Contractors

Scope: Procedure to impartially and quickly settle disability-related complaints. This procedure applies to GRTA Transportation Operations Section and the Third Party Contractors

Purpose: To equitably and promptly resolve disability-related complaints

Procedure:

1. All complaints must be in written form and submitted to the Executive Manager to the following address:

Guam Regional Transit Authority,
P.O. Box 2896
Hagatna, Guam 96932

Or fax to:
(671) 475-4600

2. All complaints shall be processed promptly and discussed for resolution within three (3) days, but not longer than five (5) days from the date and time the complaints are received by GRTA's Transportation Supervisor (TS);
3. The complainant shall fill out *Part I. Complainant Information* of the attached GRTA Consumer Complaint Form by indicating their full name, current address, and contact number(s);
4. The complainant shall write out *Part II. Nature of Complaint* by describing in detail the nature of complaint and by indicating the exact date and time of the incident. The complainant shall also indicate the full name and contact number (s) of any witnesses who observed the incident;
5. The complainant shall fill in *Part III. Operational Information* by specifying the exact date and time of the incident, the vehicle plate number, the driver full name, and the service component that is involved in the incident: GRTA administration, dispatch, paratransit, fixed route;

6. GRTA's TS shall answer *Part IV. Findings and Course of Action Taken* by investigating and gathering information of the incident from GRTA third party contractors. GRTA's TS shall indicate the detailed results of the investigation in the findings section of Part IV. In addition, GRTA's TS shall describe in detail the decision on the investigation inside the box with the heading Course of Action Taken;
7. GRTA's TS who takes the complaint shall sign the box with the heading Name of Person Taking Complaint;
8. GRTA's TS shall indicate the correct date and time, when the incident was reported to the third party contractors;
9. GRTA's TS shall provide the finding and decision to GRTA's Executive Manager for review and approval prior to completing *Part V. Status*. Upon approval of the GRTA's Executive Manager, GRTA's TS shall acknowledge that the complaint was resolved and indicate the exact date and time, when it was resolved;
10. Should the complainant is not satisfied with the outcome of an investigation conducted by GRTA, the Grievance Review and Appeals Board (GRAB) will serve as the appealing forum. GRAB will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.

Effective Date: January 5, 2015

Approved By: _____ /S/
ENRIQUE AGUSTIN
GRTA's Executive Manager



GUAM REGIONAL TRANSIT AUTHORITY
Government of Guam

Eddie B. Calvo, Governor
Raymond S. Tenorio, Lt. Governor
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P.O. Box 2896
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Phone: (671) 475-4686 or 475 4616
Fax: (671) 475-4600

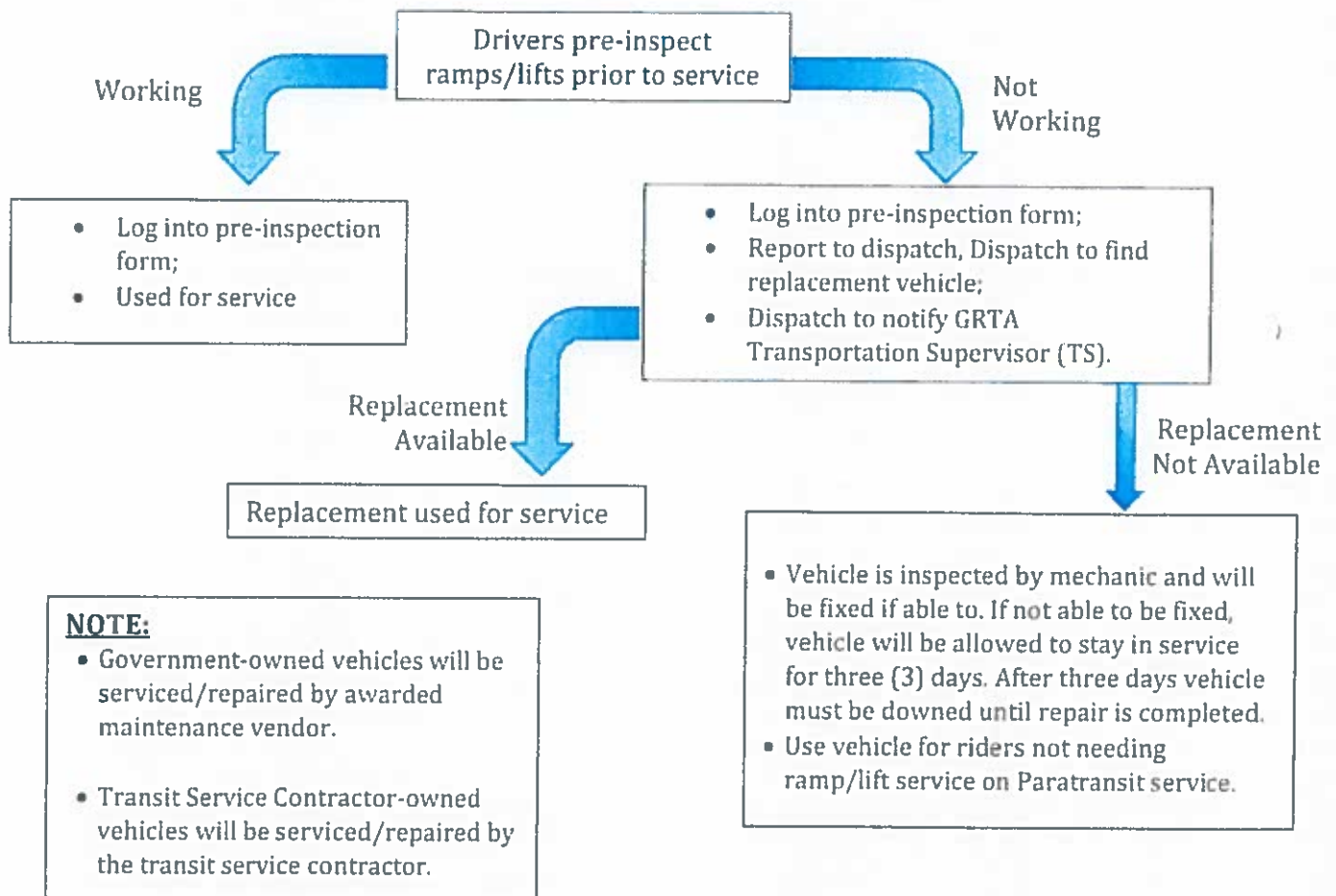


Maintenance of Lifts or Ramps Standard Operating Procedure (SOP)

Corrective Action: D-104 insufficient oversight of ADA maintenance requirements

GRTA ADA Program Policy-Plan: Bus operators must test the lift or ramp during the pre-trip inspection. Break down of accessibility equipment must be reported immediately to dispatch. A vehicle with an inoperable lift or ramp will be removed from service as soon as possible if a replacement bus is available and cannot be returned to service until repaired. If there is a lift or ramp failure, a replacement vehicle or rescue vehicle must be dispatched if the next trip to the destination of any passenger using a mobility device is scheduled in 30 minutes. GRTA may keep a vehicle with an inoperable lift/ramp in service for three days from the day in which the lift/ramp is discovered to be inoperative. (49.CFR 37.163)

Prior to Service





GUAM REGIONAL TRANSIT AUTHORITY
Government of Guam

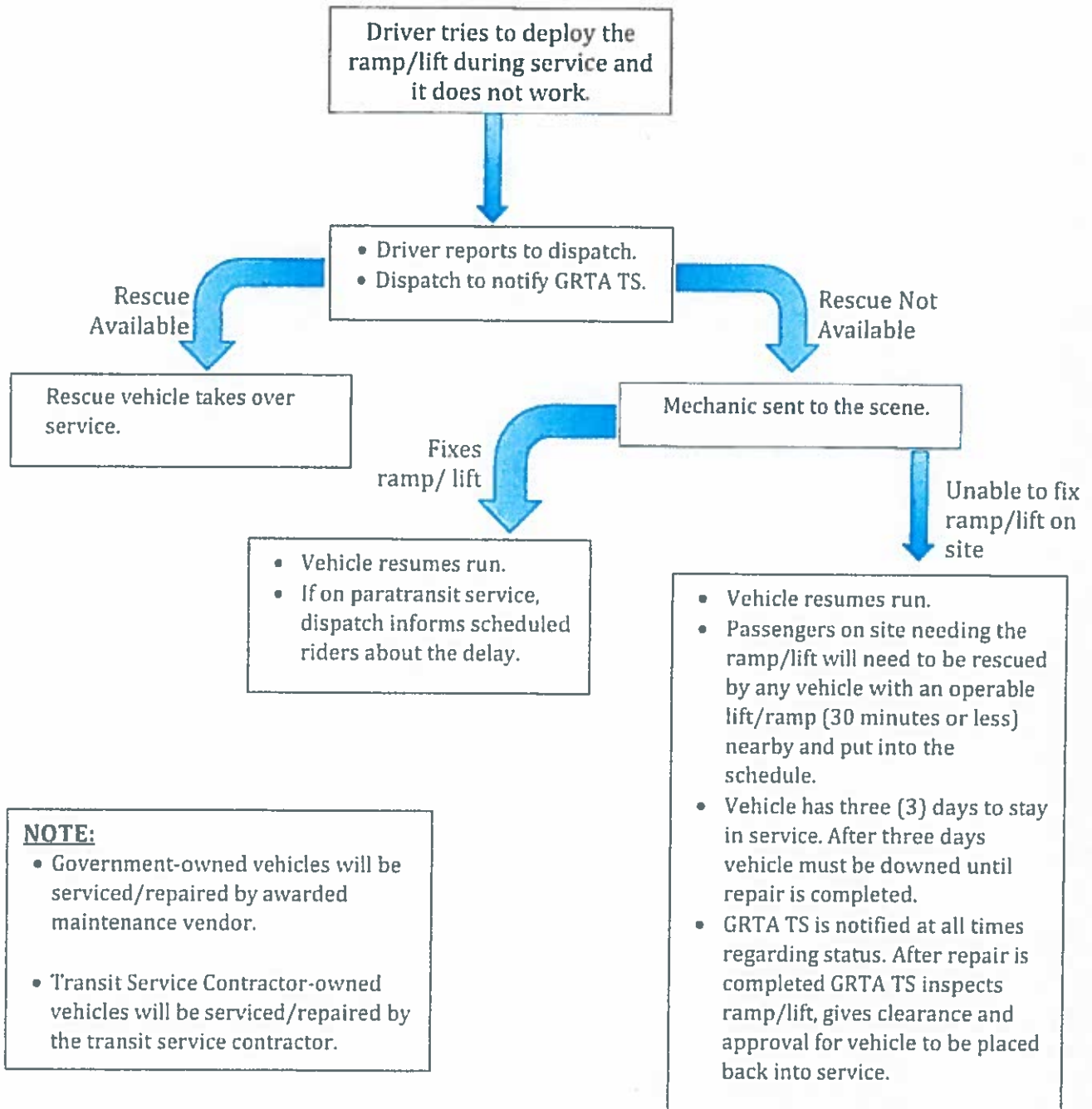
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During Service





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Oversight

1. Every time lift/ramp fails dispatch will keep a log sheet besides notifying the GRTA Transportation Supervisor via phone. The digital log must be submitted to GRTA at the end of every month via electronic copy.
2. Supporting documents such as work orders, mechanic notes, invoices, etc. regarding the lift/ramp will be submitted to GRTA when documents are immediately available.
3. GRTA Transportation Supervisor will conduct random lift/ramp inspections prior or after service.
4. All documentation made regarding the oversight will be properly kept for future reference.

Effective Date: Friday, August 25, 2017

Approved By:


ENRIQUE AGUSTIN
GRTA Executive Manager

Concurred By:


KEI Representative
Third-party Contractor



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GUAM REGIONAL TRANSIT AUTHORITY (GRTA)

Standard Operating Procedure (SOP) in Monitoring the Service Providers' Compliance with FTA Drug and Alcohol Testing Program

Department: GRTA and Transit Service Providers

Scope: This Standard Operating Procedure applies to GRTA transit Service Providers

Purpose: GRTA to conduct FTA Drug and Alcohol Program Oversight to the transit service providers in accordance with 49 CFR Part 40. To properly maintain documentation of the oversight (49 CFR 655.81), GRTA employs the attached *"FTA Drug Abuse and Alcohol Misuse Testing Program Sub-recipient Program Compliance Checklist."*

Procedures:

1. GRTA service providers conduct random drug and alcohol testing quarterly. Accordingly, GRTA will conduct D & A testing program oversight meeting right after the receipt of all transit providers random testing results. The schedules of oversight are as follows: January 30th, April 28th, July 31st, and October 30th of each year.
2. The participants of the quarterly meeting will be the Drug and Alcohol Testing Program Managers of Kloppenburg Enterprises, Inc., Guam Sanko Transportation, Inc., and Micronesian Hospitality, Inc. which will be held at the GRTA Administration Office conference room;
3. Every quarterly oversight meeting, GRTA will check mark "Yes" or "No" on each of the question in all the D & A compliance categories of the *"FTA Drug Abuse and Alcohol Misuse Testing Program Sub-recipient Program Compliance Checklist"* such as: Policy Statement, Policy Dissemination, Pre-Employment Administrative Requirements, Employee Education & Training, etc.;
4. Any questions of the oversight categories that were not complied with during the last quarterly oversight will be look over during the following oversight meeting to make sure that the transit providers have corrected the deficiencies;
5. In addition, should there be clarifications needed to be conveyed to all transit providers regarding the FTA D & A testing program requirements, GRTA will clarify the requirements to all transit providers;

6. GRTA will properly develop a confidential filing system for the quarterly oversight checklists and other related confidential D & A testing documents. The filing cabinet drawers should be labeled confidential on the outside. The files should be located in a secured filing cabinet inside the Chief Planner office. The Chief Planner has the only access to those quarterly oversight files.

Effective Date: May 19, 2017

Approved By:


ENRIQUE AGUSTIN
GRTA's Executive Manager

Concurred By:


D& A Program Manager, KEI

5/19/2017
Date


D& A Program Manager, SANKO

5/19/2017
Date


D& A Program Manager, MHI

05/19/17
Date

FTA Drug Abuse and Alcohol Misuse Testing Program Subrecipient Program Compliance Checklist

Agency/Organization Name: _____
 Type(s) of Funding Received by Organization: _____
 Applicable Grant #(s): _____
 Date of Compliance Review: _____
 Date of Policy on file: _____
 Agency's Drug and Alcohol Testing Program Manager: _____
 Agency's Designated Employee Representative: _____

Ref

<i>Policy Statement - Does the policy statement include:</i>	<i>Yes</i>	<i>No</i>
655.12(a) 1) A statement describing your organization's policy on prohibited drug use and alcohol misuse in the workplace?	_____	_____
655.12(a) 2) The identity of the person, office, branch, and/or position designated to answer employee questions about your organization's anti-drug use and alcohol misuse programs?	_____	_____
655.15(a) 3) The categories of employees who are subject to FTA Drug and Alcohol testing requirements?	_____	_____
655.15(b) 4) Specific information concerning the behavior and conduct prohibited by the FTA regulations?	_____	_____
655.15(c) 5) The specific circumstances under which a covered employee will be tested under the FTA regulations?	_____	_____
655.15(d) 6) The procedures that will be used to:	_____	_____
↓ a) Test for the presence of illegal drugs or alcohol misuse?	_____	_____
↓ b) Protect the employee's privacy?	_____	_____
↓ c) Protect the integrity of the drug and alcohol testing process?	_____	_____
↓ d) Safeguard the validity of the test results?	_____	_____
↓ e) Ensure that the test results are attributed to the correct employee?	_____	_____
655.15(e) 7) The requirement that an employee must submit to drug and alcohol testing administered in accordance with FTA regulations?	_____	_____
655.15(f) 8) A description of the kind of behavior that constitutes:	_____	_____
↓ a) A refusal to take a drug or alcohol test?	_____	_____
↓ b) A statement that such a refusal constitutes a violation of your organization's policy?	_____	_____
655.15(g) 9) The consequences for:	_____	_____
↓ a) An employee who has a confirmed positive drug test?	_____	_____
↓ b) An employee who has a confirmed alcohol test with an alcohol concentration of 0.04 or greater?	_____	_____
↓ c) An employee who refuses to submit to a drug or alcohol test?	_____	_____
↓ d) Do those consequences include the requirement that, in the case of a confirmed positive test or refusal, the employee be removed immediately from the safety-sensitive function and be evaluated by a substance abuse professional?	_____	_____
655.15(h) 10) The consequences for a covered employee who is found to have an alcohol concentration of 0.02 or greater but less than 0.04?	_____	_____

		Yes	No
655.15(i)	11) A distinction between what portions of your organization's drug and alcohol testing program are operated under your own authority than those that are required under FTA regulations?	_____	_____
RCW 46.25	12) Does the organization employ CDL holders in their public transportation program? If yes,	_____	_____
↓	a) Does the policy contain a statement that positive tests on CDL holder are reported to the Department of Licensing?	_____	_____
↓	b) Does their agreement with the MRO and BAT contain the required language?	_____	_____
655.16	Policy Dissemination		
↓	1) Was written notice of your organization's anti-drug and alcohol misuse policies and procedures provided to:		
↓	a) Every covered employee?	_____	_____
↓	b) Representatives of the employee organizations (unions)?	_____	_____
↓	c) Do you have documentation on file evidencing the dissemination of the notice?	_____	_____
40.25	Pre Employment Administrative Requirements		
40.25(a)	1) Did you request the following information from the employee's/applicant's previous employers covering the prior 2 years	_____	_____
40.25(b)	a) Did the employee/applicant have any Alcohol tests with a result of .04 or greater?	_____	_____
↓	b) Did the employee/applicant have a verified positive drug tests?	_____	_____
↓	c) Did the employee ever refuse to be tested (including adulterated or substituted results)?	_____	_____
↓	d) Did the employee/applicant have any other violations of the DOT drug and alcohol testing regulations	_____	_____
40.25(d)	2) Did your organization refrain from placing the employee/applicant in safety sensitive duty until the information was received?	_____	_____
↓	a) If no, do you have documentation on file that reflects your good faith efforts to obtain the information?	_____	_____
40.25(e)	3) Did you receive information from previous employers that indicated the employee/applicant had violated the DOT drug and alcohol testing regulations?	_____	_____
↓	a) If yes, was the person hired?	_____	_____
↓	• If yes, did you receive documentation that shows the employee is in compliance with the return to duty process?	_____	_____
40.25(j)	4) Do you ask applicants if they have ever tested positive or refused to test on any pre-employment drug or alcohol tests?	_____	_____
	Contracted Services		
40.15	1) Service Agents (C/TPA's) - Do you use a service agent to perform any of the tasks needed to comply with the USDOT and FTA drug and alcohol regulations? If yes,	_____	_____
	a) Who is your service agent? _____		
	b) What tasks does the service agent perform for you? _____		

40.15(b)	c) Have you reviewed the service agent's procedures to ensure they are in compliance with 49 CFR Part 40 and Part 655?		
	• When was the review completed? _____		
	• Were there any compliance problems? _____		
	• If yes, did you conduct a follow up review?		
	(i) When? _____		
		<i>Yes</i>	<i>No</i>
40.17	2) Do you receive information from your C/TPA without significant delay?		
40, C-E	3) Urine Collection Facilities		
	a) What collection sites are used by your organization? _____		
655.45(g)	b) Do these collection facilities allow for testing at all hours of your service?		
40.35	c) Have you provided the name of your DER to each collection facility?		
40.33	d) Have the collection site personnel received the required training?		
	• Does your organization have documentation evidencing the training?		
	e) Has your organization conducted an on-site review of the collection facility(s) to ensure they are in compliance with DOT drug and alcohol testing regulations?		
	• If yes, Date of review: _____		
	• Were there any findings?		
	(i) If yes, did you conduct a follow-up review?		
	(ii) Date of follow-up review: _____		
	(iii) Were the issues resolved?		
40, F	4) Laboratories		
	a) What laboratory does your organization use? _____		
40.81	b) Do you have documentation that shows the laboratory is certified, by HHS, under the National Laboratory Certification Program?		
40.103	c) Does your organization or your TPA submit blind specimens to the lab?		
40.105	• Have any of the results shown different results than expected?		
40.105(a)	• If yes, did you or your TPA investigate the issue?		
40.105(b-c)	(i) What steps were taken to resolve this issue? _____		

40.107	d) Have you or your TPA reviewed the laboratory?		
	• If yes, were there any compliance problems?		
	(i) If yes, did you conduct a follow up review?		
	(ii) Date of follow up review _____		
40, G	5) Medical Review Officer (MRO)		
	a) Who is your MRO _____		
40.121(a)	b) Does the MRO have the proper credentials?		
40.121(b)	c) Does the MRO possess the required basic knowledge?		
40.121(c-d)	d) Has the MRO completed the required training?		
40.121(e)	e) Do you have documentation on file to evidence the above?		
	f) Have you or your TPA conducted a review of the MRO?		
	• If yes, were there any compliance problems?		
	(i) If yes, did you conduct a follow up review?		
	(ii) Date of follow up review _____		

		<i>Yes</i>	<i>No</i>
Part 40, J-N	6) Blood Alcohol Technicians and Screening Test Technicians		
	a) Who are your BATs or SSTs? _____	_____	_____
40.213	b) Have they received the required training?	_____	_____
	c) Do you have documentation on file evidencing their training?	_____	_____
40.231	d) What devices are used by your BAT's or SST's? _____	_____	_____
	e) Have you conducted a review of the BAT's or SST's practices and procedures? If yes, date: _____	_____	_____
	• Were there any compliance problems?	_____	_____
	(i) If yes, did you conduct a follow up review?	_____	_____
	(ii) Date of follow up review _____	_____	_____
Part 40, O	7) Substance Abuse Professional		
	a) Who is your SAP? _____		
40.281(a)	b) Does the SAP have the proper credentials?	_____	_____
40.281(c)	c) Has the SAP completed the completed the required training?	_____	_____
	• Do you have documentation on file to evidence the training?	_____	_____
	d) Have you conducted a review of the SAP's practices and procedures? If yes, date: _____	_____	_____
	• Were there any compliance problems?	_____	_____
	(i) If yes, did you conduct a follow up review?	_____	_____
	(ii) Date of follow up review _____	_____	_____
655.14	<i>Employee Education and Training</i>		
655.14(a)	1) Does your organization display and distribute, to every covered employee:		
↓	a) Information material?	_____	_____
↓	b) Community service hot-line telephone number for employee assistance (if available)?	_____	_____
655.14(b)1	2) Do covered employees receive at least 60 minutes of training on the effects and consequences of prohibited drug use on personal health, safety, and the work environment and on the signs and symptoms that may indicate prohibited drug use?	_____	_____
655.14(b)2	3) Do supervisors and other employees, authorized to make reasonable suspicion determination, receive:		
↓	a) At least 60 minutes of training on the physical, behavioral, and performance indicators of probable drug use?	_____	_____
↓	b) At least 60 minutes of training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse?	_____	_____
	<i>Testing Requirements</i>		
655.21(a)	1) Does your organization's program include testing under the following		
&	circumstances?		
655.31(a)	a) Pre-employment (required for drug, optional for alcohol)	_____	_____
↓	b) Post-accident	_____	_____
↓	c) Reasonable suspicion	_____	_____
↓	d) Random	_____	_____
↓	e) Return to duty/follow-up	_____	_____

		<i>Yes</i>	<i>No</i>
655.21(b)	2) Does your organization ensure that the test includes detection of the following drugs?		
↓	a) Marijuana	_____	_____
↓	b) Cocaine	_____	_____
↓	c) Opiates	_____	_____
↓	d) Amphetamines	_____	_____
↓	e) Phencyclidine	_____	_____
655.21(c)	3) Is the use of the substances, identified in 2 above, prohibited at all times?	_____	_____
655.31	4) Requirements specific to Alcohol testing		
655.32	a) Does your program prohibit covered employees from using alcohol while performing safety-sensitive functions?	_____	_____
655.31(b)	b) Does your program prohibit covered employees with an alcohol concentration of 0.04 or greater from performing, or continuing to perform a safety-sensitive function?	_____	_____
655.33(b)	c) Are covered employees prohibited from using alcohol within 4 hours prior to performing safety sensitive functions?	_____	_____
655.33(b)	d) On-Call status:	_____	_____
655.33(b)	• Are on-call employees prohibited from consuming alcohol during the on-call period?	_____	_____
655.33(b)1	• Do employees, in on-call status, have an opportunity to acknowledge the use of alcohol at the time he or she is called to duty and their inability to perform safety sensitive functions?	_____	_____
655.33(b)2	• Do you require an alcohol test if an on-call employee acknowledges alcohol use but claims the ability to perform safety sensitive functions?	_____	_____
655.34	e) Are covered employees prohibited from consuming alcohol for eight hours following an accident or until he/she undergoes a post accident alcohol test (which ever comes first)?	_____	_____
655.35(a) & 40.23(c)	f) If an employee tests positive with an alcohol concentration of between 0.02 and 0.04 is he/she removed from safety sensitive duty?	_____	_____
655.35(a)	g) After removing an employee, who with an alcohol concentration that falls between 0.02 and 0.04, do they refrain from returning him/her to safety sensitive duty until:	_____	_____
↓	• The alcohol concentration falls below 0.02?	_____	_____
↓	• The start of the employee's next regularly scheduled duty period but not less than eight hours following the administration of the test?	_____	_____
655.35(b)	h) Is any action taken, other than that listed in "e)" above, when an employee tests positive with an alcohol concentration of less than 0.04?	_____	_____
	• If yes, does your organization have legal authority to do so?	_____	_____

		<i>Yes</i>	<i>No</i>
	Conditions on Testing		
655.41	1) Pre-employment testing		
↓	a) Drug testing:		
655.41(a)1	• Do you refrain from placing an employee/applicant into safety sensitive duty, for the first time, until after they receive a confirmed negative test result?	_____	_____
655.41(a)2	• If an employee/applicant has previously failed or refused a pre-employment drug test, do they require the employee to provide documentation evidencing that they have successfully completed an SAP referral, evaluation, and treatment plan?	_____	_____
655.41(b)	• Do they conduct a pre-employment test when transferring an employee from a non-safety sensitive function to a safety sensitive function?	_____	_____
655.41(c)	• When a pre-employment test is cancelled, do you require the employee/applicant to take another pre-employment drug test?	_____	_____
655.41(d)	• Does your organization require an employee, not performing safety sensitive functions for 90 or more consecutive calendar days, to submit to a pre-employment drug test?	_____	_____
↓	• If no, was the employee(s) retained in your random pool?	_____	_____
655.42	b) Alcohol Testing – Does your organization conduct pre-employment alcohol testing? If yes:	_____	_____
655.42(a)	• Is the test conducted prior to placing the employee/applicant into a safety sensitive function?	_____	_____
655.42(b)	• Is the test required for all employees/applicants?	_____	_____
655.42(c)	• Is the test conducted after making a contingent offer of employment?	_____	_____
655.42(d)	• Are all pre-employment alcohol tests conducted in accordance with 49 CFR Part 40?	_____	_____
655.42(e)	• Is a test result of less than 0.02 received prior to placing the employee into safety sensitive duty?	_____	_____
655.43	2) Reasonable Suspicion Testing		
655.43(b)	a) Have the employees authorized to make reasonable suspicion determinations received the required training?	_____	_____
↓	b) Have any reasonable suspicion tests been conducted? If yes,	_____	_____
↓	• Was the employee who made the determination authorized and trained to make reasonable suspicion determinations?	_____	_____
↓	• Was the determination based on specific, current, and describable observations concerning the appearance, behavior, speech, or body odors of the employee?	_____	_____
655.43(c)	c) If a reasonable determination was made for alcohol consumption was the test conducted:	_____	_____
↓	• While the employee was performing a safety sensitive function?	_____	_____
↓	• Just before the employee was to perform a safety sensitive function?	_____	_____
↓	• Just after the employee has ceased performing a safety sensitive function?	_____	_____
655.43(d)	• Within two hours of the determination?	_____	_____
↓	(i) If no, is there documentation on file detailing the reasons the test was not conducted?	_____	_____

		<i>Yes</i>	<i>No</i>
655.44	3) Post Accident Testing		
655.44(a)1	a) Fatal Accidents - Were there any accidents involving the loss of human life? If yes:	_____	_____
↓	• Was a post accident test conducted as soon as possible?	_____	_____
655.44(b)	(i) How long after the accident was the drug test? _____	_____	_____
655.44(a)ii	(ii) How long after the accident was the alcohol test? _____	_____	_____
655.44(a)	• Were all surviving covered employees operating the vehicle(s) involved in the accident tested?	_____	_____
655.44(a)1	• Were other covered employees, who's actions may have contributed to the accident, tested?	_____	_____
ii			
655.44(a)2	b) Non-Fatal Accidents – Were there any other accidents (as defined in 49 CFR Part 655.4)? If yes,	_____	_____
↓	• Was a post accident test conducted as soon as possible?	_____	_____
↓	(i) How long after the accident was the drug test? _____	_____	_____
↓	(ii) How long after the accident was the alcohol test? _____	_____	_____
655.44(a)2i	• Were all covered employees operating the vehicle(s) involved in the accident tested?	_____	_____
↓	• Were other covered employees, who's actions may have contributed to the accident, tested? If not,	_____	_____
655.44 (d)	(i) Do you have documentation on file that shows that the employees' actions can be completely discounted as a causing factor to the accident?	_____	_____
655.45	4) Random Testing		
655.45(a)	a) Were random drug tests performed on the equivalent of 50 percent of your organization's covered employees?	_____	_____
↓	b) Were random alcohol tests performed on the equivalent of 10 percent of your organization's covered employees?	_____	_____
655.45(e)	c) What procedures does your organization use for its random draw? _____	_____	_____
655.45(g)	d) Are random tests conducted throughout your organization's hours of service?	_____	_____
↓	e) Are random tests spread reasonably throughout the month?	_____	_____
655.45(h)	f) Are employees selected for random tests required to proceed to the testing facility immediately upon notification?	_____	_____
655.46	5) Return to Duty Tests		
↓	a) Did any employees refuse to submit to a drug or alcohol test?	_____	_____
↓	b) Did any employees have a confirmed positive test result?	_____	_____
↓	c) If the answer to "a)" or "b)" above was yes:		
↓	• Was a return to duty test conducted?	_____	_____
↓	(i) If not, why? _____	_____	_____
40.301	(ii) If yes, did the employee complete the SAP process?	_____	_____
40.301(c)1	(iii) Does your organization have documentation to support this claim?	_____	_____

		Yes	No
655.61	Test results		
40.21	1) Does your organization "Stand Down" employees prior to the MRO completing the verification process?	_____	_____
↓	a) If yes, were you granted a waiver by USDOT?	_____	_____
↓	b) Do you have documentation on file showing this waiver?	_____	_____
655.61(a) & 40.23	2) Did any employees or applicants have a confirmed positive test result for drugs or alcohol (.04 or greater); or refuse to submit to a test? If yes:	_____	_____
↓	a) Was the employee immediately removed from safety sensitive duty?	_____	_____
655.62	b) Was the employee/applicant referred to a Substance Abuse Professional (SAP)?	_____	_____
?	c) Did the employee complete the SAP recommendations?	_____	_____
?	• Do you have documentation on file evidencing compliance with the SAP recommendations?	_____	_____
655.61(b)	d) Were return to duty and follow up tests conducted?	_____	_____
↓	• If no, why? _____	_____	_____
40.23(b)	3) Did your organization receive any test results that were verified adulterated?	_____	_____
↓	a) If yes, did you treat the result as a refusal to test?	_____	_____
40.23(e)	4) Did your organization receive any test results that indicated the specimen was dilute?	_____	_____
	a) If yes, was the dilute test result positive or negative? _____	_____	_____
40.197(a)	• If verified positive, was the test treated as other positive tests?	_____	_____
40.197(b)	• If verified negative, did you require the employee to be re-tested?	_____	_____
40.197(c)	(i) Are all employees treated in this manner?	_____	_____
40.23(f)	5) Did you receive any test results indicating that the specimen was invalid? If yes,	_____	_____
↓	a) Did you direct the employee to submit another test under direct observation?	_____	_____
↓	b) Did you attach any other consequences?	_____	_____
↓	c) Was the employee given advance notice?	_____	_____
↓	d) Did you indicate the same type of test as the original on the CCF?	_____	_____
40.23(f)	6) Did you receive any cancelled tests? If yes,	_____	_____
↓	a) Was a negative test required (pre-employment, return to duty, follow up) If yes,	_____	_____
↓	• Was the employee/applicant directed to immediately submit to another test?	_____	_____

		Yes	No
655.71 & 40.333	Records control and retention		
655.71(a)	1) Where are your testing records kept? _____		
↓			
↓	2) Is this a secure location?		
↓	a) Who has access to the records? _____		
655.71(c)	3) What types of records are maintained by your organization?		
655.71(c)1	a) Records related to the collection process		
↓	• Collection log books (if used)		
↓	• Documents relating to the random selection process		
↓	• Documents generated in connection with a decision to administer a reasonable suspicion test		
↓	• Documents generated in connection with a decisions on post accident tests		
↓	• MRO documents verifying existence of a medical explanation for inadequate urine or breath		
655.71(c)2	b) Records related to test results		
↓	• The employer copies of the chain of custody form		
↓	• Documents related to test refusals		
↓	• Documents from employee disputing the test results		
655.71(c)3	c) Records related to SAP referral		
↓	• Employee/applicant referral		
↓	• Return to duty		
↓	• Follow up tests		
↓	• Employee's/Applicant's entry into and successful completion of the SAP recommended treatment program		
655.71(c)4	d) Employee Training records		
↓	• Training materials on drug and alcohol awareness including employer policy on prohibited drug use and alcohol misuse.		
↓	• Awareness training – Names, dates, and times of training		
↓	• Reasonable suspicion training for supervisors		
↓	• Certification that the training complies with 49 CFR Part 655		
655.71(b)	4) How long do you retain the records?		
↓	a) Five Years		
↓	• Verified positive test results		
↓	• Documentation of test refusals		
↓	• Employee referrals to SAP		
↓	• Copies of the annual MIS report		
↓	b) Two Years		
↓	• Records related to the collection process		
↓	• Documentation of employee training		
↓	c) One Year		
↓	• Records of negative test results		

		<i>Yes</i>	<i>No</i>
40, P	5) Confidentiality		
40.321	a) Have you released any employee drug and alcohol testing information to anyone without the written permission of the employee?		
655.73	<ul style="list-style-type: none"> • If yes, what were the circumstances that surrounded the release of information? _____ _____ _____ 		
	↓		
	<ul style="list-style-type: none"> • Did you receive written consent from the employee authorizing you to release the information? 	_____	_____
	↓		
655.72	<i>MIS Reports</i>		
	1) Do you submit your annual MIS report to WSDOT in a timely manner?	_____	_____
	2) Did the reports contain all of the required information?	_____	_____



GUAM REGIONAL TRANSIT AUTHORITY

Government of Guam

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GUAM REGIONAL TRANSIT AUTHORITY (GRTA)

Standard Operating Procedure (SOP) for Resolving Complaints that Provide for Equitable and Prompt Resolution of Disability-Related Complaints

Department: GRTA Transportation Operations Section and the Third Party Contractors

Scope: Procedure to impartially and quickly settle disability-related complaints. This procedure applies to GRTA Transportation Operations Section and the Third Party Contractors

Purpose: To equitably and promptly resolve disability-related complaints

Procedure:

1. All complaints must be in written form and submitted to the Executive Manager to the following address:

**Guam Regional Transit Authority,
P.O. Box 2896
Hagatna, Guam 96932**

Or fax to:
(671) 475-4600

2. All complaints shall be processed promptly and discussed for resolution within three (3) days, but not longer than five (5) days from the date and time the complaints are received by GRTA's Transportation Supervisor (TS);
3. The complainant shall fill out *Part I. Complainant Information* of the attached GRTA Consumer Complaint Form by indicating their full name, current address, and contact number(s);
4. The complainant shall write out *Part II. Nature of Complaint* by describing in detail the nature of complaint and by indicating the exact date and time of the incident. The complainant shall also indicate the full name and contact number(s) of any witnesses who observed the incident;
5. The complainant shall fill in *Part III. Operational Information* by specifying the exact date and time of the incident, the vehicle plate number, the driver full name, and the service component that is involved in the incident: GRTA administration, dispatch, paratransit, fixed route;

6. GRTA's TS shall answer *Part IV. Findings and Course of Action Taken* by investigating and gathering information of the incident from GRTA third party contractors. GRTA's TS shall indicate the detailed results of the investigation in the findings section of Part IV. In addition, GRTA's TS shall describe in detail the decision on the investigation inside the box with the heading Course of Action Taken;
7. GRTA's TS who takes the complaint shall sign the box with the heading Name of Person Taking Complaint;
8. GRTA's TS shall indicate the correct date and time, when the incident was reported to the third party contractors;
9. GRTA's TS shall provide the finding and decision to GRTA's Executive Manager for review and approval prior to completing *Part V. Status*. Upon approval of the GRTA's Executive Manager, GRTA's TS shall acknowledge that the complaint was resolved and indicate the exact date and time, when it was resolved;
10. Should the complainant is not satisfied with the outcome of an investigation conducted by GRTA, the Grievance Review and Appeals Board (GRAB) will serve as the appealing forum. GRAB will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.

Effective Date: January 5, 2015

Approved By:


ENRIQUE AGUSTIN
GRTA's Executive Manager

GUAM REGIONAL TRANSIT AUTHORITY CONSUMER COMPLAINT FORM

DATE & TIME: _____ CONTROL NO. _____

All Complaints must be in writing and submitted to the General Manager – Guam Regional Transit Authority, P.O. Box 2896 Hagatna Guam 96932.

All Complaints should include the name and address of the person filing the complaint and be specific as to the exact date, time, place and details with complete description as well as any witness.

PLEASE COMPLETE PARTS I, II and III

PART I. Complainant Information

Name & Mailing address and contact no.

PART II. Nature of Complaint -

PART III. Operational Information

Date & time of Incident:	Vehicle Lic.# & Route:
Service Component: GRTA ADMIN <input type="checkbox"/>	Driver's Name:
Paratransit <input type="checkbox"/> Fixed Route <input type="checkbox"/>	

FOR OFFICIAL USE ONLY PART IV Findings and Course of Action Taken

Findings	Course of Action Taken

Name of Person Taking complaint:	Date & Time Reported to Contractor and Acknowledgement:
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PART V. Status

Complaint Resolved []	Complaint Forwarded to Guam Regional Transit Authority System Grievance Review & Appeals Committee []
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GUAM REGIONAL TRANSIT AUTHORITY (GRTA)

OFFICE EMERGENCY PROCEDURES FOR NATURAL DISASTERS

- a. Natural Disaster OR Typhoon Update Setting: A Press Release will be issued under *Type of Natural Disaster* or
- b. *Typhoon Condition Readiness 2 (Two)*, 24 hours in advance, that closure of the Transit operations will begin due to damaging winds.
- c. Guam Regional Transit Authority Chief Planner (Designee) or Transit Supervisor (Alternate) will issue a press release to the Local Media and Contractor. "GRTA Transit operations will be closed. Due to the natural disaster conditions.
- d. DISPATCHERS, SCHEDULERS WILL THEN NOTIFY PARATRANSIT RESERVATION CUSTOMERS. THAT TRANSIT OPERATIONS SERVICES WILL BE CANCELED THROUGHTOUT THE REMAINING OF THE DAY/NIGHT.

➤ AND "UNTIL SUCH TIME THE GOVERNOR OF GUAM OR HIS/HER DESIGNEES DELCARES GUAM SAFE, AND THE ISLAND IS BACK IN NORMAL CONDITION READINESS FOUR (4)". Note: GRTA Chief Planner (primary) or Transit Supervisor (alternate) will provide a press release to the Local Media and Radio stations:

1. Local TV Media and Radio Stations: KUAM and Pacific Media Center (PMC)
2. FM Channels; HIT RADIO 100.3, K- STEREO 95.5 & ROCK 104.2
3. AM Channels; K57 and ISLA - 630

➤ ****CONTACT NUMBERS FOR EXECUTIVE MANAGER AND GRTA STAFF. SEE ATTACHMENT FOR GRTA STAFF**

➤ **DO NOT FORGET ESSENSTIAL OFFICE SUPPLIES: WATER, FLASHLIGHT BATTERIES, TRASH BAGS, TOILET PAPERS, XEROX PATERS, ETC.....**

1. **ONCE GUAM IS DECLARED BACK TO "NORMAL" CONDITION READINESS FOUR (4).**
2. **GRTA (Chief Planner Designee) or Transit Supervisor (Primary) would immediately CONTACT AND FAX PRESS RELEASE TO ALL MEDIA STATION AND ASSISTANT GENERAL MANAGER CONTRACTOR AND/OR HIS DESIGNEES. PROVIDE INFORMATION "GRTA BUS OPERATIONS START UP TIME WILL TAKE PLACE IMMEDIATELY.**
3. ****EMERGENCY CONTACT NUMBERS: SEE ANNEX "A"**

GUAM REGIONAL TRANSIT AUTHORITY (GRTA)

OFFICE EMERGENCY PROCEDURES FOR NATURAL DISASTERS

ANNEX A

GUAM REGIONAL TRANSIT AUTHORITY



GRTA Emergency Homeland Security Office of Civil Defense, Press Release and Service Providers Phone & Fax Numbers:

GRTA MAIN OFFICE: 300-7255/0703 --- 475-4686/20/16

**HOMELAND SECURITY OFFICE OF CIVIL DEFENSE EMERGENCY OPERATIONS
OFFICE PHONE NUMBERS: Tel: 671-475-9600 Fax: 671-477-3727**

Email: rsvp@ghs.guam.gov Website: <http://ghs.guam.gov/>

Pacific Daily News - Office 479-0404 News@guam.pdn.com

Fax No. 477-3079

Marianas Variety – Office 649-1924 Admin@mvguam.com

Fax No. 648-2007

KUAM – Office 637- 5826 hottips@kuam.com

Fax No. 637-9865

K-57 – Office 477-5700 News@K-57.com

Fax No. 477-3982

KEI MAIN OFFICE 649-1940/41 Dispatchers/Schedulers 647-7433/34/35

Fax No. 649-3253

MHI MAIN OFFICE 646-6300

SANKO MAIN 646-1548