



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
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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 Compliant 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 Paratransit Eligibility Determination Appeal Procedure

Department: GRTA ADA Paratransit Eligibility Certification Section

Scope: This procedure applies to GRTA ADA Paratransit Eligibility Certification Section, paratransit applicants who were found not eligible for paratransit or found eligible with specific conditions who are seeking appeals of those decisions, and GRTA Appeals Panel (the appeals panel shall consist of 5 individuals from the human services agencies of Government of Guam)

Purpose: To establish GRTA paratransit eligibility determination appeal procedure

Procedure:

Individuals found not eligible for paratransit or found eligible with specified conditions, may request an appeal of those decisions. This document outlines the steps for requesting an appeal and the procedure governing the appeal process.

Requesting an Appeal

An appeal must be requested in writing within sixty (60) days of the date that the customer receives the decision being appealed. For purposes of this requirement, GRTA assumes that the individual will have received the decision no later than five (5) days from the date the decision was mailed. The sixty-day appeal period begins to run on the sixth day following the date the decision was mailed.

A request for appeal should be mailed to: **Guam Regional Transit Authority**
P.O. Box 2896
Hagatna, GU 96932

Or faxed to: **(671) 475-4600**

GRTA eligibility staff is responsible for receiving requests for appeal of eligibility determinations. GRTA staff shall promptly advise the Appeals Panel of a request for an appeal hearing, shall coordinate an appeal date and time with the paratransit customer and the Appeals Panel, and shall reserve sufficient time for the hearing.

GRTA staff shall notify the individual in writing of the date, time and location of the appeal hearing. If necessary, GRTA staff shall arrange for the individual to received GRTA transportation to and from the place of hearing at no charge.

Appeal with Hearing

Prior to Hearing:

Individuals may request copies of documents and information relating to the decision the customer is appealing. The Appeals Panel or its designee shall promptly consider and decide

all requests for documents and information. Documents and information shall be provided if the documents or information are relevant to the decision being appealed or are likely to assist the Appeals Panel in deciding the appeal.

Individuals may request the appearance of other individuals who have knowledge of information relevant to the decision the individual is appealing. The Appeals Panel or its designee shall promptly consider and decide all requests for the appearance of witnesses, considering the witness's relevance to the decision being appealed or the likelihood that the witness will assist the Appeals Panel in deciding the appeal. The Appeals Panel or its designee shall notify the individual of its decision in writing.

Individuals may submit no later than three (3) days in advance of the appeal hearing written arguments, evidence and any other information they wish the Appeals Panel to consider in advance of the hearing.

At Hearing

Individuals may represent themselves at hearing, or may be represented by an attorney, paralegal or legal assistant, caseworker, care provider, or other person designated by the individual to present the individual's case.

The parties may present documents and offer other oral, written or recorded information to support their respective positions or to respond to each other's positions. GRTA shall present its position first, then the individual may present next. As required or appropriate, the parties shall be permitted to present additional documents.

The Appeals Panel may for good cause continue a hearing or permit the post-hearing submission of additional evidence, information and arguments. If a continuance or post-hearing submission is permitted, the Appeals Panel shall promptly advise the parties of the date, time and location of the continued hearing or the date by which the post-hearing submission must be received by the Appeals Panel.

The hearing shall be electronically recorded.

Appeal without Hearing

If the individual declines an in-person appeal hearing, GRTA staff shall inform the individual of the date by which the individual must submit to GRTA any written materials the individual wishes the Appeals Panel to consider in determining the individual's appeal. Extensions of this date may be allowed for good cause.

Following the submission date, the Appeals Panel shall review the individual's file and written submissions, if any, and decide the matter. The Appeals Panel may uphold or overturn the eligibility determination, modify the eligibility determination, impose conditions upon eligibility, or take any other appropriate action to decide the matter.

Evidentiary Burden and Standard

GRTA shall have the burden of demonstrating that the individual's eligibility for paratransit service was appropriately determined. This burden must be satisfied by a preponderance of all the evidence submitted in connection with the appeal or otherwise in the customer's record. The standard of admissibility for evidence and information presented in connection

with an appeal shall be whether the evidence or information is of the type that a reasonable person would rely upon in making decisions about their personal affairs.

Notification of Decision

The Appeals Panel shall notify the individual of its decision and the reasons for its decision in writing, within thirty (30) days of the date of the appeal hearing or, if the individual declined hearing, of the date on which the Appeals Panel reviewed and considered the matter.

If no decision is made on an appeal of eligibility determination within thirty (30) days of the date of the appeal hearing or date of appeals panel consideration, the individual will be eligible for GRTA paratransit service as of the 31st day, until and unless a decision otherwise is rendered by the Appeals Panel.

Effective Date: January 5, 2015

Approved By:



ENRIQUE AGUSTIN
GRTA's Executive Manager



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GUAM REGIONAL TRANSIT AUTHORITY (GRTA)

**Standard Operating Procedure (SOP) for Inspection Transit Vehicle as per 49 CFR Part 38-
Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles
Subpart B-Buses, Vans, and Systems and for ADA Inspection of Building Facility**

Department: GRTA Transportation Operations Section and the Third Party Contractors

Scope: This Standard Operating Procedure applies to GRTA Transportation Operations and the Third Party Contractors

Purpose: To inspect the third party contractors' transit vehicles and building facilities to ensure compliance with the ADA requirements

Procedure:

1. For every revenue vehicle, the transit vehicle inspection must be performed quarterly and that the inspection report must be completed by GRTA's Transportation Supervisor. Corrective actions concerning deficiency findings shall be remedied within 5 working days;
2. For the building facilities, the building facility inspection must be performed annually and that the inspection report must be completed by GRTA's Transportation Supervisor. Corrective actions concerning deficiency findings shall be resolved within a month period.

Effective Date: January 5, 2015

Approved By:


ENRIQUE AGUSTIN
GRTA's Executive Manager

FY November 6, 2014 - GUAM REGIONAL TRANSIT AUTHORITY INSPECTION
 NOTE: PLACE AN X ON EACH BUS THAT ARE ADA OPERABLE AND MEETS FTA/GRTA REQUIREMENTS

MHI

GRTA PT NO.	GOV GUAM LICENSE PLATE	ROUTE SIGN FRONT SIDE	FARE BOX	PA SYSTEM	STOP REQUEST CORD	TIE DOWN TRACK 2 FRONT RATCHET/2 CAM REAR RATCHET	PRIORITY SEATS SIGNS	FIRST AID/BUS STRAPS RADIO	ADA RAILING	BUS OPERABLE	BRAKE INTERLOCK SYSTEM
1	48/1303	B-1169									
2	54/1301	B-910									
3	57/1302	B-1151									
4	PT1300	B-1360									
5	PT1305	B-1877									
6	PT1306	B-1876									
7	PT1308	B-1297									
8	PT1310	B-1281									
9	PT1311	BU888									
10	PT1312	BU503									

TURTLE

11	PT 1100	BUS 1346									
12	PT 1102	BUS 2025									
13	PT 1103	BUS 2026									
14	PT 1104	BUS 2028									
15	PT 1105	BUS 1632									
16	PT 1106	BUS 1450									
17	PT 1107	BUS 1945									
18	PT 1108	BUS 1571									
19	PT 1109	BU 158									
20	PT 1110	BU 159									
21	PT 1111	BU 157									

SANKO

22	PT1203	BUS 1379									
23	PT1210	BUS 1520									
24	PT1211	BU150									
25	PT1212	BU149									
26	PT1213	BU148									
27	PT1214	BU502									

Being serviced or waiting for parts to be fixed

NAME: _____ CO. TITLE: _____ DATE INSPECTED: _____

5.2 ADA CHECKLIST
AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

Answer all questions for the proposed facility as it now exists. If the site as it now exists is deficient in any respect, list in the spaces provided all improvements the landlord or you will make if you are awarded a deputy registrar contract. Be specific. You may use the possible solutions noted on this form or you may propose your own solutions. If the proposed facility is under construction, answer all questions regarding the facility after completion in accordance with the construction plans. If any question clearly does not apply, mark it "Not Applicable" or "N/A."

1. ACCESSIBLE ENTRANCE. People with disabilities should be able to arrive at a parking space accessible to persons with disabilities on the site, approach the building, and enter the building as freely as everyone else. At least one path of travel should be safe and accessible for everyone, including people with disabilities. "Accessible space" means a parking space which meets all Americans with Disabilities (ADA) requirements for disability (formerly "Handicapped") parking. "Accessible entrance" means an entrance to a building which meets ADA requirements for access by persons with disabilities, including persons who are in wheelchairs.

- A. Is there a path of travel from the disability accessible parking space to the agency entrance that does not require the use of stairs? No _____ Yes _____
- B. Is the path of travel stable, firm, and slip-resistant? No _____ Yes _____
- C. Except for curb cuts, is the path at least 36 inches wide? No _____ Yes _____
- D. Do curbs on the pathway have curb cuts at least 32 inches wide at all necessary points? No _____ Yes _____

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to, adding a ramp, designing an alternative path of travel, repairing surfaces, widening the pathway, installing curb cuts, etc.

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____

2. RAMPS. Are ramps necessary to permit wheelchair access? Yes _____ No _____

If "yes" complete the following information. If "no," skip forward to "Parking and Drop-Off Areas," next page.

A. Are the slopes of ramps no greater than 1:12? No _____ Yes _____

Slope is given as a ratio of the height to length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height.

B. Do all ramps longer than six (6) feet have railings on both sides? No _____ Yes _____

5.2 ADA CHECKLIST

AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

- C. Are railings sturdy, and between 34 and 38 inches high? No Yes
- D. Is the width between railings at least 36 inches? No Yes
- E. Are ramps non-slip? No Yes
- F. Is there a 5-foot-long level landing at the top of the ramp, at the bottom of the ramp, at switchbacks, if any, and at every 30-foot horizontal length of ramp? No Yes

The ramp should rise no more than 30 inches between landings.

If ramps are necessary, and the answer is “no” to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to, lengthening ramp to decrease slope, relocating ramp, rebuilding ramp, adding railings, repairing or adjusting railings, adding non-slip surface materials, etc.

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____

3. **PARKING AND DROP-OFF AREAS.** Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot striped access aisle)? No Yes

For guidance in determining the appropriate number to designate, the table below gives the ADA requirements for new construction and alterations.

Total spaces	Accessible	Total spaces	Accessible	Total spaces	Accessible	Total spaces	Accessible
1 to 25	1 space	26 to 50	2 spaces	51 to 75	3 spaces	76 to 100	4 spaces

- A. Are 16-foot wide spaces, with 98 inches of vertical clearance, Available for lift-equipped vans? No Yes
At least one of every 8 accessible spaces must be van-accessible.
- B. Are the accessible spaces closest to the accessible entrance? No Yes
- C. Are the accessible spaces marked with the International Symbol of Accessibility (standard disability parking sign)? No Yes

5.2 ADA CHECKLIST

AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

If the answer is “no” to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to, reconfiguring spaces by repainting stripes, moving the spaces, adding proper signs, etc.

Improvements to be made:

- A. _____
- B. _____
- C. _____

After improvements, if any, have been made, how far will it be between the nearest accessible parking space to the nearest accessible building or mall entrance using the most direct path a wheelchair can safely travel?

Measurement = _____ Feet

Is the nearest accessible space within two hundred (200) feet of the accessible entrance? No _____ Yes _____

Is the nearest accessible space within one hundred (100) feet of the accessible entrance? No _____ Yes _____

4. **ENTRANCE.** If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance? No _____ Yes _____

A. Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance? No _____ Yes _____

B. Can the accessible entrance be used independently? No _____ Yes _____

C. Does entrance door have at least 32 inches clear opening (for double door, at least one 32-inch leaf)? No _____ Yes _____

D. Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle? No _____ Yes _____

A person using a wheelchair needs this space to get close enough to open the door

E. Is the threshold level (less than 1/4 inch high) or beveled, up to 1/2 inch high? No _____ Yes _____

F. Are doormats 1/2 inch high or less with beveled or secured edges? No _____ Yes _____

G. Is the door handle no higher than 48 inches and operable with a closed fist? No _____ Yes _____

(The “closed fist” test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.)

5.2 ADA CHECKLIST

AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

If the answer is “no” to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to repair, replacement, or removal of any fixtures or materials creating obstacles.

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____
- G. _____

5. ACCESS TO ALL DEPUTY REGISTRAR SERVICES. Ideally, the layout of the building should allow people with disabilities to obtain goods or services without special assistance. Where it is not possible to provide full accessibility, assistance or alternative services should be available upon request.

- A. Does the accessible entrance provide direct access to the main floor, lobby, or elevator? No _____ Yes _____
- B. Are all public spaces on an accessible path of travel? No _____ Yes _____
- C. Is the accessible route to all public spaces and services at least 36 inches wide (except for interior doors)? No _____ Yes _____
- D. Are the aisles between chairs or tables at least 36 inches wide? No _____ Yes _____
- E. Are there spaces for wheelchair seating distributed throughout? No _____ Yes _____
- F. Do interior doors into public spaces have at least a 32-inch clear opening? No _____ Yes _____
- G. On the pull side of interior doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair can get close enough to open the door? No _____ Yes _____
- H. Can doors be opened without too much force? No _____ Yes _____
- I. Are door handles 48 inches high or less and operable with a closed fist? No _____ Yes _____
- J. Are all interior thresholds, if any, level (less than 1/4 inch high), or beveled, up to 1/2 inch high? No _____ Yes _____
- K. Is carpeting, if any, low-pile, tightly woven, and securely attached along edges? No _____ Yes _____

5.2 ADA CHECKLIST
AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to repair, replacement, or removal of any fixtures or materials creating obstacles.

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____
- G. _____
- H. _____
- I. _____
- J. _____
- K. _____

SEATS, TABLES & COUNTERS

- A. Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide? No _____ Yes _____
- B. Is the top of the ADA table or counter between 28 and 34 inches high? No _____ Yes _____
- C. Are knee spaces at accessible tables at least 27 inches clearance height, 30 inches wide, and 19 inches deep? No _____ Yes _____

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to repair, replacement, or removal of any fixtures or materials creating obstacles.

Improvements to be made:

- A. _____
- B. _____
- C. _____

6. RESTROOM USAGE. Restrooms should be accessible to people with disabilities.

- A. Is there currently a restroom available for use by the customers of the agency? No _____ Yes _____
- B. Is at least one restroom (either one for each sex, or unisex) fully ADA accessible? No _____ Yes _____

5.2 ADA CHECKLIST
AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

- C. Is there adequate signage identifying the ADA restroom(s)? No _____ Yes _____
- D. Is the doorway of the ADA restroom at least 32 inches clear? No _____ Yes _____
- E. Are doors to the ADA restroom(s) equipped with accessible handles (operable with a closed fist), 48 inches high or less? No _____ Yes _____
- F. Can doors to the ADA restroom(s) be opened easily (5-pound maximum force)? No _____ Yes _____
- G. Does the entry configuration to the ADA restroom(s) provide adequate maneuvering space for a person using a wheelchair? No _____ Yes _____
- H. Is there a 36-inch-wide path to all fixtures in the ADA restroom(s)? No _____ Yes _____

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to repair, replacement, or removal of any fixtures or materials creating obstacles.

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____
- G. _____
- H. _____

STALLS. The following questions apply to ADA restroom(s).

- A. Is the stall door operable with a closed fist, inside and out? No _____ Yes _____
- B. Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)? No _____ Yes _____
- C. In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet? No _____ Yes _____
- D. Is the toilet seat 17 to 19 inches high? No _____ Yes _____

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to repair, replacement, or removal of any fixtures or materials creating obstacles.

5.2 ADA CHECKLIST
AMERICANS WITH DISABILITIES ACCESSIBILITY REPORT

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____

LAVATORIES. The following questions apply to ADA restroom(s).

- A. Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front? No _____ Yes _____
- B. A maximum of 19 inches of the required depth may be under the lavatory. No _____ Yes _____
- C. Is the lavatory rim no higher than 34 inches? No _____ Yes _____
- D. Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)? No _____ Yes _____
- E. Can the faucet be operated with one closed fist? No _____ Yes _____
- F. Are soap and other dispensers and hand dryers within reach ranges and usable with one closed fist? No _____ Yes _____
- G. Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower? No _____ Yes _____

If the answer is "no" to any of these questions, list specific improvements which will be made if you are awarded a contract. Possible solutions include, but are not limited to repair, replacement, or removal of any fixtures or materials creating obstacles.

Improvements to be made:

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____
- G. _____

