



GUAM REGIONAL TRANSIT AUTHORITY

GOVERNMENT OF GUAM

Lourdes A. Leon Guerrero, Governor

Joshua F. Tenorio, Lieutenant Governor

Celestin C. Babauta, Interim Executive Manager



July 16, 2019

Dear Customer:

Hafa Adai! Thank you for inquiring about the Guam Regional Transit Authority's (GRTA) "ADA Paratransit" service. Enclosed is GRTA's "ADA Paratransit Application Form". **Please read all the enclosed material carefully before completing the application form.**

GRTA's "ADA Paratransit" service is provided to individuals who, because of a **disability**, are **prevented** from using our standard Guam Public Transit System (Fixed Route). This might include being unable to get to or from bus stops, being unable to get on or off buses, or being unable to understand how to ride and use the system.

GRTA will provide paratransit service to person's determined "ADA Paratransit Eligible" for those trips that cannot be made using the Guam Public Transit System. You may, for example, be able to use the Guam Public Transit System for some trips if stops are nearby and there are no barriers which prevent you from getting to and from the bus. At other times, you might not be able to get to and use the bus. ADA paratransit service is meant to assist you at these times.

There are two (2) types of ADA Paratransit eligibility. These are:

- **Unconditional** - this eligibility is granted if your disability prevents you from using the Guam Public Transit System for all trips that you might need to make
- **Conditional** - this eligibility is granted if you can use the Guam Public Transit System buses under certain circumstances, but need GRTA's Paratransit Service for certain trips.

To enable us to accurately determine your eligibility for this service, please fill out the enclosed application form **as completely and thoroughly as possible**. The questions are meant to determine the specific limitations you have in using the Guam Public Transit System. **They are also meant to determine when and under what circumstances you can use the Guam Public Transit System buses or when GRTA's Paratransit Service is required.**

After you have completed Parts 1 - 6 please have a Guam licensed physician complete Part 7 of the application form. The physician's statement may certify your disability but does not necessarily determine your eligibility for GRTA's Paratransit service. It is important that all sections of the application form are complete. **If any sections are left blank, the form will be returned to you.**





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Information about your disability which you provide in the application will be kept **strictly confidential**.

If you need assistance in completing the form, or have questions about GRTA's ADA Paratransit service and eligibility, please feel free to contact our office at:

671-300-7262 (Voice)

671-475-4600 (Facsimile)

Material is also available in large print, and can be provided in another format if needed just call and let us know the format you require.

Completed applications will be processed within twenty-one (21) calendar days of receipt. You will be notified in writing of your eligibility for GRTA's ADA Paratransit service. If you have not heard from us in twenty-one (21) days, please call and we will provide you with paratransit service until your application is processed. Please note that in some instances, we may not be able to determine your eligibility without further information. In this case, we may ask you to schedule an in-person assessment to allow us to better understand your disability and transportation needs.

If you are determined to be eligible for GRTA's "ADA Paratransit" service (either unconditional or conditional), a "Paratransit Rider's Guide", which provides information about the service and how to use it, will be provided to you at your in-person interview or will be sent to you at the address provided in your application.

If it is determined that you are able to use the Guam Public Transit System and therefore are not eligible for GRTA's ADA Paratransit Service, we will notify you in writing of the exact reasons for this determination.

Sincerely,

/S/

Celestin C. Babauta

Interim Executive Manager

