

# **GRTA**

**GUAM REGIONAL TRANSIT AUTHORITY**

## **PARATRANSIT RIDER'S GUIDE**

**YOUR FREEDOM TO MOBILITY**

***Nihi Ta' fan Hanao!***

**PARATRANSIT SERVICE**

**Contact Numbers**



**Guam Regional Transit Authority**

Website Address: **GRTA.GUAM.GOV**

Telephone: 475-4686 and 475-4616

- Eligibility & Registration
- Information and Complaints
- Fare Coupon Purchases

**Contract Provider:**

**Kloppenburg Enterprises, Inc.**

647-7433, 647-7434 or 647-7435

- Reservations and Cancellations
- Customer Service and Lost & Found



Dear Rider,

Hafa Adai! GRTA's Paratransit service is a transportation service for individuals with disabilities **WHO ARE DETERMINED ELIGIBLE FOR PARATRANSIT SERVICES.**

The purpose of this guide is to assist you in effectively using Guam's public transportation system as a means of mobility to personal freedom. It is user-friendly and provides a guide to understanding the services.

This Rider's Guide does not replace or supersede Guam's Public Transit System Rules and Regulations, Government of Guam statutes and rules, or Federal laws and regulations that govern the operations of paratransit service.

If you wish to obtain a copy of the Guam Public Transit Rules and Regulations, please contact the Guam Regional Transit Authority (GRTA) at 475-4686/4616 or access them and this document online at <http://grta.guam.gov>.

Si Yu'os Ma'ase',  
/S/  
Celestin Babauta  
Interim Executive Manager

# Nihi ta' fan Hanao!

Let's Go!

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## WHAT IS PARATRANSIT?

GRTA Paratransit Service is a shared-ride, public transportation service for people with disabilities that, due to barriers, are prevented from using GRTA's fixed route bus service for some or all of their trips. Paratransit service operates during the same hours as fixed route service. It is not an emergency transportation service.

## WHO CAN USE PARATRANSIT?

- Paratransit service is available only to people who have a physical and/or mental disability that **prevents** them from independently using GRTA fixed route buses for some or all of their trips. Eligibility is determined by your functional needs.
- You must apply and be certified as eligible before scheduling a paratransit trip.
- Many paratransit customers find that regular GRTA bus service is their preferred choice for some trips. Choosing fixed route bus service for some trips does not affect paratransit eligibility.

## PARATRANSIT APPLICATION AND ELIGIBILITY

Persons interested in using GRTA's Paratransit service must apply and be determined to be eligible. You may be eligible if your disability **prevents** you from using fixed route service. Age is not a qualifying factor for eligibility. Application and information packets are available at GRTA or online at <http://grta.guam.gov>.

To be certified as ADA Paratransit eligible, an individual must meet one of the following criteria:

- A specific impairment related condition prevents you from boarding, riding, or disembarking from an accessible vehicle without the assistance of another individual.
- Able to independently board, ride and exit an accessible public transit bus, however, an accessible bus is not assigned to your route.
- A specific impairment related condition prevents you from traveling to or from a stop or station that is serviced by a public transit bus.

## RECERTIFICATION

Under the ADA, transit providers may require that users of paratransit services be periodically recertified. While a person's disability may be permanent, other factors that impact the determination of eligibility may change over time.

Paratransit customers are required to apply for recertification every three years. You will be asked to complete a new application and will be required to complete an in-person evaluation. The evaluation may include an assessment of your functional abilities.

## RENEWAL PROCESS

Upon renewal, applicant must provide the following:

1. Updated application with working phone number and correct address.
2. Updated Signed Doctors Certification.

Photos for ID Card will be taken here at GRTA - applicant does NOT need to provide photos.

## CHANGE OF RESIDENCE

In the event you change your residence, GRTA must be informed. A map to your new residence must be submitted to our office, a residential assessment of your new address will then be performed. When the assessment is complete, the dispatcher will be informed via fax of your new residence and then you may use your new residence as your new pick up/drop off points. Dispatchers will only schedule pick up/drop off at your residence that is assessed and noted in GRTA file.

## REPLACEMENT FEE

In the event you lose your paratransit ID, you must inform GRTA that you lost your ID and a \$20.00 fee will be assessed.

## SERVICE AREA & HOURS OF OPERATION

GRTA provides paratransit services, however, not all areas have guaranteed next day service. Guaranteed next day service is provided to eligible riders within a ¾ mile corridor of any fixed route service area.

GRTA's Paratransit service operates the same days and hours as Guam's fixed route service. Service hours are currently from 5:30 a.m – 12:30 p.m. and 2:30 p.m. - 8:30 p.m. Paratransit rides may be scheduled up to the last available pick-up window for fixed route service.

There will be no bus service on Sundays and Holidays observed jointly by local and federal offices. The calendar of service operation may be accessed at [www.grta.guam.gov](http://www.grta.guam.gov)

## GETTING MORE INFORMATION AND ASSISTANCE

**If you need information** about eligibility or changes to customer information, please call GRTA's Administration Office at 475-4686 or 475-4616 during the office hours of 8:00 a.m. to 5:00 p.m. If you are connected to a recording message center, leave your name and number and we will return your call.

Schedules for fixed route service and other information may be accessed at our website at [www.grta.guam.gov](http://www.grta.guam.gov).

## WHAT TO EXPECT FROM PARATRANSIT SERVICE

- Paratransit is another form of GRTA's public transportation; it is not intended to serve all transportation needs of people with disabilities.
- Other customers share the ride. Vehicles may travel in several directions during your trip and make stops to serve others.
- Advance reservations are required. You may choose to have your trip scheduled based on the time you wish to be picked up or the time you wish to arrive at your destination (referred to as "appointment time").

- Your scheduled pick-up time may be up to 60 minutes earlier or later than you requested in order to accommodate other trips being served.
- You need to be ready to leave throughout your scheduled pickup window. Your pickup window is 10 minutes around your scheduled pickup time. If necessary, the operator will wait a maximum of five minutes past your scheduled time.
- If your vehicle hasn't arrived within 10 minutes of your scheduled pick-up time, call the Dispatcher for information.
- Travel time will vary based on trip distance, traffic conditions and others being served.
- Operators do their best to make pick-ups on time and to get customers to their destinations on time. The system standard for on-time performance is **90** percent or above.
- Operators must be able to park their vehicles in a safe location that does not block or impede traffic. It must allow operators to maintain sight of their vehicle at all times and have an accessible path of travel.
- Service may be delayed by factors outside GRTA's control including heavy traffic, weather, and/or road conditions. Customers may wish to allow for possible delays when scheduling trips.
- Eligible customers may bring a Personal Care Attendant (PCA) with them on their trip. A PCA rides free of charge, provided the space was requested upon reservation.
- Customers may bring one companion in addition to a PCA, provided the space has been requested. Additional companions may be scheduled if space is available. Companions pay the prevailing paratransit fare.

## NEW PARATRANSIT FARES

One Ride	= \$ 0.50 cents
One Day Pass	= \$ 1.50 dollar
One Week Pass	= \$ 7.50 dollars
One Month Pass	= \$ 25.00 dollars

An ADA Paratransit cardholder using GRTA's Paratransit service shall pay a fare of Fifty cents (\$0.50) per one-way trip. If you do not pay your fare upon boarding, or if you 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. Fare coupons/passes may be purchased during normal business hours at the Treasurer of Guam and the government's Contracted Provider's Office.

Certified ADA Paratransit riders may use fixed route service for the discounted fare of Fifty (\$0.50) cents, but **you must show the Operator your ADA Paratransit I.D. card when boarding a bus.**

**Passes may be purchase at the Treasurer of Guam window, located at the lobby of the ITC Building and also at GRTA's Administration Office located at DPW's Compound building B. (GRTA location does not accept Debit/Credit Cards.)**

## **RESERVATIONS**

Transportation is arranged on a first-come first-served basis. ADA regulations do not permit scheduling according to priority of purpose.

Trip changes after boarding the bus are not permitted. Please be considerate of other riders. Do not ask the Operator to make a change to your scheduled trip.

## **MAKING RESERVATIONS**

You can reserve a ride one or two days in advance of your trip and up to 2 weeks for medical appointments. Rides for the next day must be reserved no later than 5 p.m. the day before. Reservation lines are open from 8:00 am to 5:00 pm daily. Please note that making reservations 2 weeks in advance is only for medical.

You are to make your own reservations and cancellations, unless your disability prevents you from doing so. If that is the case, a person(s) designated on file is permitted to make and cancel your rides for you.

The Scheduler will guide you through the process of reserving your ride. Please be prepared to provide the following information.

- Your name.
- Day and date of the ride.
- Pickup address and phone number.
- Destination address and phone number, including building name and any specific drop off and pickup information. If your pickup location is difficult to find or is on a remote street, provide the Dispatcher with precise directions to the location.
- Your preferred pickup time.
- Your appointment time, if needed.
- The time you will be ready for your return trip. Allow enough time for your appointment to be finished so you won't be listed as a "No Show" on the return trip. If you will be going to a medical appointment, ask the doctor or staff member how long your appointment will take. If you cannot return by your scheduled time, i.e., a return trip from work to home, let the Dispatcher know as soon as is practical.
- Any additional information about your trip such as:
  - You will use a wheelchair, scooter, other mobility aid
  - A Personal Care Attendant (PCA) or other companion(s) will travel with you, or
  - Any other information you feel we should know to safely and comfortably transport you.

## **SETTING YOUR TRIP TIMES**

You can plan your trip around a pickup time **or** an appointment time, but not both.

- Always use a pickup time to schedule your ride unless you must arrive at the destination not later than a certain time, such as for work or a doctor's appointment.
- The Scheduler may negotiate a pickup time with you, but it must be within one (1) hour before or after your requested time, or in time for your appointment or work schedule. Let the call taker know how much flexibility you have regarding your times.

When reserving rides to/from a specific appointment, be sure to:

- Allow for time you may need to get from the paratransit vehicle to your destination inside the building.
- Set your return trip time so that you have sufficient time to finish your appointment and be ready to depart.

Find out about building opening and closing times at your destination and plan your trip so you won't have to wait outside.

The Scheduler will attempt to schedule your ride at the time of your reservations call. However, you may be called later (or you may also call back) to confirm your scheduled pick-up time.

### **Be advised...**

If you are reserving a ride for a specific appointment time, be sure to allow sufficient travel time to get from your pick-up location to your destination. GRTA's Paratransit service is a shared-ride service and other customers may get on or off before you get to your destination.

### **MULTIPLE TRIP RESERVATIONS**

Riders may need to go to several places in one day: home to the doctor's office, office to the library, and then back home. Riders who require multiple trips will need to schedule a separate trip for each pick-up location to each dropoff destination. Please be ready to provide all information necessary to enable the Dispatcher to accommodate your service needs.

### **SUBSCRIPTION RESERVATIONS**

You may request a "subscription" reservation for a recurring trip that meets the following criteria:

- trip is for employment, medical, education, or day care
- trip is taken at least once each week on the same day
- trip is between the same location(s) and at the same time
- trip has been taken consistently over the previous 30-day period
- trip is expected to continue for at least six months

Many subscription trips are provided to sites that close on holidays and trips will be canceled automatically on the following local holidays: Chamorro Heritage Day, Liberation Day, All Soul's Day, and Our Lady of Camarin Day. If your ride is needed on one of these holidays, please call reservations to reschedule.

Subscription reservations must be taken at least 75 percent of the time. That means that cancellations and/or no-shows may not exceed 25 percent. Subscription reservations with excessive cancellations and/or no-shows will not be continued.



## GETTING READY FOR YOUR PICK UP

Pickup and drop off points should be at accessible areas, preferably located curbside adjacent to public streets, roadways or an appropriate off street location. If you require Origin to Destination service, advise the dispatcher where you will be located. Please be ready at the pickup point as our operators cannot leave their bus/vehicles unattended or beyond their view.

Be ready at least 10 minutes ahead of your scheduled pickup time. This is part of your "Pickup Window."

## PICKUP TIME

You can expect the bus to pick you up within ten (10) minutes of your scheduled pickup time, and depart on/or within ten (10) minutes of your scheduled pickup time. This is your "Pick-Up Window."

Operators will leave after waiting at least five (5) minutes beyond the scheduled pickup time, or five (5) minutes after they arrive if they arrive after your scheduled pickup time.

If the bus has not arrived within ten (10) minutes after your scheduled pickup time, call the dispatcher to report the late bus and ask when your bus will arrive. Unexpected delays, such as traffic, road construction, or bad weather can affect your pickup time.

*Example: You request to be picked up at 9:00 a.m. The Dispatcher will tell you that the bus will arrive between 8:50 and 9:10 a.m. That is your "pick-up window." If your bus does not arrive by 9:10 a.m., call the Dispatcher to find out when the bus will be arriving.*

## WHEN YOUR BUS ARRIVES

If your bus arrives early, don't feel rushed or think you have to leave immediately. You are not obligated to leave until your scheduled time, however, if you are ready, you may volunteer to leave early.

When the bus arrives within the ten (10) minute pick-up window, it will wait for five (5) minutes. If the bus arrives beyond the ten (10) minute pick-up window, it is late. Call the Dispatcher to find out when to expect the bus.

Be prepared to show the Operator your ADA Paratransit I.D. card. The Operator may ask to see the card with your identification number on it to be sure (s)he is transporting the correct person or that is your card is valid.

An Operator's responsibility for a customer begins at the origin of the trip and ends at the customer's destination. When inclement weather or other barriers prevent or prohibit access to or beyond the curb, the operator will provide assistance for access to the ride.

An ADA Paratransit rider who is unable to care for oneself, due to a physical or mental disability, shall be met by a responsible individual upon arrival at the destination. If no individual is available, the Operator shall notify dispatch for instructions and shall document the incident. This incident shall be deemed a misconduct and subject to §4.02(g) of GRTA's Rules & Regulations.

## **CANCELLATIONS**

Trip cancellations are the responsibility of the rider and shall be made at least one (1) hour prior to the scheduled pickup time. If the trip is not canceled at least one (1) hour before the scheduled pickup time, the cardholder will be considered a "No-Show" unless the circumstances are beyond the rider's control.

If you are a "No Show" for your first scheduled pick up, your next rides on the same day will remain on schedule. If you will not be taking any further scheduled rides that day, you need to cancel each one separately. Be a responsible rider and call the Dispatcher to cancel the trips that you do not intend to take.

Riders who have repeated "No Shows" may be subject to suspension of their GRTA Paratransit service.

## **NO SHOWS**

When a rider schedules a trip and fails to properly cancel the reservation, serious transportation and scheduling problems can result for other riders. All riders desire to be picked up in a timely manner and enjoy a convenient and comfortable trip. It is important that trips are not "wasted."

Don't fail to appear for a scheduled trip. Without properly cancelling your trip, you will be considered a "No Show". A "No Show" occurs when a customer has scheduled ADA paratransit service and the customer has not cancelled the scheduled trip one or more hours before the scheduled pickup time. A pattern of No Shows may result in the temporary loss of your paratransit service.

## **FRIENDS & COMPANIONS**

- Eligible riders may travel with one companion when you reserve their space. Additional companions may be scheduled only when space is available.
- Companion(s) are subject to the prevailing paratransit fare and must get on and off the bus at the same place and time as the eligible rider.
- Be sure to tell the Scheduler you will be bringing a companion(s) with you when you schedule your ride. Operators will not take companion(s) that are not prescheduled for a trip.

## **USING A LIFT OR RAMP**

Please inform the Dispatcher when booking your trip if you need a lift or ramp. If you are using a wheelchair/scooter, you must sit in the device while boarding or exiting the bus. If you cannot climb stairs, you may stand and use the lift/ramp for entry and exit.

## **BOARDING WITH A MOBILITY DEVICE**

GRTA will transport all mobility devices that fit on the lift or ramp entry.

Recommended measurements fitting accessible entry include, but are not limited to:

- Being no wider than 30 inches.
- Being no longer than 48 inches.
- Weighing no more than 600 pounds when occupied.

If you have a wheelchair/mobility device that exceeds these dimensions and weight, you may not be able to utilize the lifts or ramps. Please contact GRTA's Administration Office for more information at 475-4686 or 475-4616.

Operators will assist you in and out of the bus, on and off the lift or ramp, and secure your mobility device. Buses are equipped with securement tie-downs. For your safety and security, fasten your seat belt and remain seated while riding GRTA Paratransit bus. Riders in wheelchairs/scooters are advised to use their personal lap belt to prevent falling or sliding out of the wheelchair/scooter seat during transport. Undoing your seat belt and/or walking around in the bus while it is in motion is not permitted.

The Operator may offer you a transfer to the bus seat, however, you are not required to do so.

Please keep your mobility device clean and in good condition. For your safety and the safety of others on the bus, the Operator will advise you of parts that may need attention and repair.

If you use:

- A walker, the operator will secure it inside the bus to ensure safety.
- Portable oxygen, it should be carried on your lap and/or be in an approved carrier.

## **PERSONAL CARE ATTENDANT (PCA)**

A Personal Care Attendant (PCA) is someone you may bring with you during your trip to assist with your personal care and/or daily life activities. A PCA does not have to be the same person every time. You must however, be registered with GRTA as needing the services of a PCA with you on your rides.

A PCA is not required to pay a fare when traveling with you on paratransit. Your PCA must get on and off the bus at the same place and time as you. The PCA is not allowed to be transported to any other location.

Please inform the Dispatcher each time you make a reservation that you will be accompanied by a PCA. This ensures there will be room on the bus for both of you.

## CHILDREN

Children less than forty (40) pounds must travel in an adequate child restraint seat. GRTA's Paratransit bus/vehicles are not equipped with child restraint seats, so you will need to bring one with you, otherwise the child cannot ride the bus. Child safety is paramount and Operators will not compromise it.

The Operator will not lift your child onto a seat for you. If you need assistance getting your child seated, please arrange for someone to help you at your pick-up and drop-off locations.

## TRAVEL TIPS

- Carry needed medication with you in case the bus is delayed. If you are diabetic, bring a small snack with you in case your trip is longer than expected.
- Check for carry-on items before arriving at your drop-off location.
- Ensure that you are properly attired to prevent unintended body accidents or exposure to other customers.
- Properly cover all sores, wounds, cuts, abrasions, etc., with clean bandages. Persons with oozing wounds/bandages will not be transported.

## CARRY-ON ITEMS

Items customers may bring on the paratransit vehicle:

- **Animals.** Service animals are permitted on paratransit when under the owner's control, on a leash, or in a container. Other animals that do not cause driver distraction are only permitted on vehicles only when in a secure container.
- **Oxygen.** Personal oxygen tanks may be transported. You may bring a respirator, portable oxygen or other life-support equipment as long as it does not violate hazardous material transportation laws. The equipment must be small enough to fit into the vehicle and be secured. Customers must ensure that there is an adequate oxygen supply (¾ or full) before boarding. Drivers are not authorized to operate life support equipment.
- **Groceries** Due to space limitations, each eligible customer may bring up to four grocery-sized bags provided they can be stored on your lap and under your seat. You may bring groceries on board in a personal two- or four-wheeled collapsible cart. If you are bringing a cart with you, let the reservationist know when you request your ride. Although operators will not assist you with the cart, they can assist you with up to two individual grocery-sized bags if necessary.



- **Other items.** Operators are not permitted to assist with other items. An eligible customer may bring other items on board the vehicle only if the customer, PCA, or companion is able to carry the item to and from the vehicle and the item is small enough to be held on the lap or placed under the seat.

If you are going shopping and anticipate carrying more than will fit in your space, make other arrangements for your trip.

## PARATRANSIT OPERATORS

Paratransit Operators are trained in defensive driving, sensitivity awareness, first aid, and the safe operation of the Paratransit vehicles. Please cooperate with the Operator and follow instructions.

## HOW OPERATORS ASSIST PASSENGERS

Our operators can help you with

- getting from your door or designated stop location to the paratransit vehicle.
- getting in and out of the vehicle. If you are unable to use the bus steps, you may stand on the bus lift platform to get on and off.
- depositing your fare, if requested.
- fastening seat belts and securing wheelchairs and scooters.
- getting from the paratransit vehicle to the entry door or the designated stop location at your destination.
- If requested, operators will assist customers with manual mobility devices by:
  - pushing and guiding you to/from the vehicle, on/off the lift platform of the vehicle, and inside the vehicle
  - moving you and your device up or down a single step or a curb when it can be done safely

For safety reasons, operators are not permitted

- to engage in conversation with customers while driving. If you have questions during your bus ride, the Operator will gladly respond; however, do not distract the operator with conversation.
- to leave the bus unattended. Do not ask them to pick up mail or packages for you.
- to operate the controls of any powered mobility device, handle a service animal or enter a private residence

For efficiency of shared ride service, operators are not permitted to wait while you “just go in for a minute.” If you need a quick stop, tell the Scheduler when you book your ride and they will schedule another bus for your pick up.

## VISITOR SERVICE

ADA Paratransit eligible visitors, who provide GRTA with documentation of their eligibility, are eligible for GRTA’s Paratransit Service. Visitors without documentation, who claim that their disability prevents them from using GRTA’s service, will be considered “presumptively”

eligible for GRTA's Paratransit Service.

Visitors will be provided Complimentary GRTA Paratransit service for a period not to exceed twenty (21) days during any three hundred and sixty-five (365) day period beginning with the visitor's first use of GRTA's Paratransit Service.

Visitors, who request the use of GRTA's Paratransit Service for more than twenty-one (21) days within the three hundred and sixty-five (365) day period from the first day of service, will be asked to submit an application to determine eligibility in the current administrative process.

## RULES FOR RIDING



All paratransit riders are required to follow these rules:

- Valid and correct fare is required for each trip.
- Smoking is prohibited in all vehicles and facilities.
- Keep food and drink in closed containers.
- Keep animals in a pet carrier (except service animals).
- No disruptive or threatening behavior is allowed.
- Don't be so loud that you disturb others or distract the operator from safe operation of the vehicle.
- Use radios and other audio equipment with headphones only.

Follow ALL policies regarding service. Prohibited acts on Guam's Public Transit System bus or vehicle include but are not limited to the following:

- Consuming food or drink, unless approved as eligible for health reasons
- Littering
- Carrying/possessing any flammable liquid or gas, other than medical oxygen
- Urinating, defecating or spitting
- Using another rider's pass or card
- Solicitation
- Failing or refusing to vacate seats when requested by the Operator, any agent of the transit system, or a police officer and
- Any activity that may endanger the safety and well-being of passengers and the Operator.

Services may be suspended for failure to follow GRTA rules.

## REFUSAL OR SUSPENSION OF SERVICE

GRTA is committed to providing safe and reliable service to all customers, while putting GRTA's resources to best use. The paratransit service does not discriminate on any basis in providing its services to eligible customers. Under ADA regulations, however, GRTA may refuse or suspend service to individuals who engage in violent, seriously disruptive or illegal conduct.

Below is a summary of the conduct that may result in a service refusal or suspension.

### Refusal of service

Operators may refuse service to an individual on a specific occasion at the point of service if the individual's conduct poses an immediate actual or potential risk to safety of the customer, the operator or others.

### Immediate suspension of service

Immediate suspension of service may occur when a customer's conduct

- inflicts serious harm on a customer, GRTA or provider employee, or others,
- results in serious damage to GRTA or contracted provider property,
- creates an immediate actual risk to safety or
- constitutes an illegal activity

### Suspension of service

Service suspensions for a pattern of behavior generally are imposed for a specified length of time, and only after the customer has been previously warned. The suspension will begin on a specific date after the customer has been informed in writing of the pending suspension and the basis for it and has had an opportunity to present information relevant to the pending suspension.

Conduct that may lead to suspension includes but is not limited to the following:

- **No-Show.** A demonstrated pattern of no-shows (late cancellations of unneeded rides, not present or ready to board when the vehicle arrives) is seriously disruptive to paratransit service. Within a 30-day period, **three or more no-shows, OR no-shows which are 10 percent of completed trips (whichever is greater), will be cause for service suspension.** Only no-shows and late cancellations that are within the customer's control will be counted toward the policy. Cancellations made less than 1 hour in advance of the pick-up time, a cancellation at the door, or not being present or ready to leave within five minutes after the vehicle operator comes to the door are all considered no-show. If a customer is a no-show on a ride starting from their home, they must call dispatch to cancel any other scheduled rides no longer needed that day to avoid receiving additional no-shows.
- **Disruption of Service.** A demonstrated pattern of behavior that disrupts service will result in a suspension of service. Disruptive behavior includes, but is not limited to failure to remain seated while a paratransit vehicle is in motion, or refusing to board or disembark the vehicle in a timely manner.
- **Non Payment of Fare.** Failure to present the required fare when boarding a

vehicle is in violation of GRTA's fare policy. A demonstrated pattern of fare non-payment is considered grounds for service suspension.

## **RIGHTS TO REQUEST REVIEW AND APPEAL OF SUSPENSIONS**

Upon receiving notice of suspension, a customer has the opportunity to contest the suspension. The steps for initiating a review or appeal are described in the Grievance and Appeals procedures. A copy will be included with the suspension letter. The document is also available by calling GRTA Administration.

## **LOST AND FOUND**

Articles found left behind on a bus will be turned into the Operations Manager. If you discover you left items on a bus, call the Dispatch office the day of the loss. Articles will be held for forty-five (45) days. Thereafter, all unclaimed items will be given to charity.

If you discover your loss the day after you rode the bus, contact GRTA's Administration Office at 475-4686 and 475-4616.

If you have any suggestions, comments, and inquiries concerning GRTA's Transit services, send us a letter at the address provided on the backcover of this guide, Attention Ombudsperson. All suggestions and commendations are welcome and will be kept CONFIDENTIAL.

## **COMPLAINTS**

### **HOW TO FILE A COMPLAINT**

The complainant shall be given an option of filing an informal or formal complaint, but not both at the same time. This does not however, preclude a customer from the right to file a formal complaint. Complaints may be filed by phone, email or in person. Complaint forms are available online at <http://grta.guam.gov>.

### **INFORMAL COMPLAINT**

Informal 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 complaint is received by GRTA's Ombudsman or alternate.

### **FORMAL COMPLAINT**

Any individual, group of individuals, or entity that believes they have been subjected to discrimination based on and race, color, national origin, gender or disability may file a written complaint with GRTA's Executive Manager.

To be accepted, a complaint must meet the following criteria:

- The complaint must be filed within 180 calendar days of the alleged occurrence



or when the alleged discrimination became known to the complainant.

- The allegation(s) must involve a covered basis such as race, color, national origin, gender, disability, or retaliation.
- The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor, or, in the case of ADA allegations, an entity open to the public.

A complaint may be dismissed for the following reasons:

- The complainant requests the withdrawal of the complaint.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

Once GRTA accepts the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within five (5) calendar days. The complaint will receive a case number and will be logged in GRTA's records identifying its basis and alleged harm, and the race, color, and national origin of the complainant.

In cases where GRTA assumes the investigation of the complaint, GRTA will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have ten (10) calendar days from the date of GRTA's written notification of acceptance of the complaint to furnish a response to the allegations.

In cases where GRTA assumes the investigation of the complaint, GRTA's Investigator shall prepare an investigative report for review by GRTA's Executive Manager within forty (40) calendar days of the acceptance of the complaint. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition.

Upon issuance of a decision by the Executive Manager, GRTA will notify all parties about the findings and determination.

The Grievance Review and Appeals Board will serve as the appealing forum to a complainant that is not satisfied with the outcome of an investigation conducted by GRTA. The Review Board will analyze the facts of the case and will issue its conclusion to the appellant according to their procedures.

### **TROPICAL CYCLONE CONDITION OF READINESS:**

Upon notification from Guam Homeland Security and the Office of Civil Defense (GHS/OCD) the Governor has placed Guam under Condition of Readiness 2, GRTA will announce through a press release that all bus operations will cease. Riders will be advised to make plans to return home or to a shelter. There will be no bus operations until the Governor has declared the All Clear, and places Guam back to Condition of Readiness 4.

Condition of Readiness:

Condition of Readiness 4 means, damaging winds may arrive within 72 hours.

(Because Guam is always at risk of damaging winds impacting the island within 72 hours, the island is always in a condition of Readiness 4.)

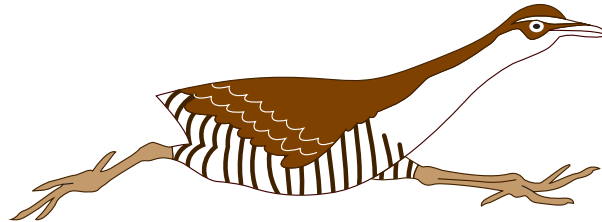
Condition of Readiness 3 means, damaging winds may arrive within 48 hours.

Condition of Readiness 2 means, damaging winds may arrive within 24 hours.

Condition of Readiness 1 means, damaging winds may arrive within 12 hours.



**THANK YOU FOR UTILIZING**



***GRTA***

**GUAM REGIONAL TRANSIT AUTHORITY SERVICES**

*YOUR FREEDOM TO MOBILITY*

**Nihi ta' fan Hanao!**



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