



# **GUAM REGIONAL TRANSIT AUTHORITY**

## **GOVERNMENT OF GUAM**

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



### **BOARD OF DIRECTORS MEETING**

#### **GRTA Conference Room**

#### **February 20, 2020, 9:30 AM**

#### **Agenda**

- I. Meeting Called to Order
- II. Roll Call and Opening Remarks
- III. Review of Minutes – January 22, 2020
- IV. Old Business
  - A. Board Meeting Schedule
  - B. Legal Service (MOU AG)
  - C. Status of Bus Procurement
  - D. Maintenance Contract
  - E. Concerns – Public Participation
- V. Management Reports - FY20 Budget, NAF, FTA Funds, Vehicles, Paratransit
- VI. New Business
  - A. IG Report
  - B. Code of Conduct
  - C. Pick-up Window Time – 30 minutes After Scheduled Pickup Time
  - D. Free Paratransit on Fixed Route
  - E. Deviation Route
  - F. Transportation Management System Briefing
- VII. Public Participation 3 Minutes per individual
- VIII. Executive Session
- IX. Adjournment



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### Board of Directors Regular Meeting

Thursday, February 20, 2020 at 9:30 am

GRTA Conference Room, Bldg. B, DPW Compound, Upper Tumon

### Meeting Minutes

#### I. Call to order:

Chairman Alejo Sablan called the meeting to order at 9:36 am.

#### II. Roll Call:

GRTA Board Members present: Chairman Alejo Sablan, Vice-Chairman John Leon Guerrero, Director David Arentz and Director Rudy Paco.

#### III. Review of Minutes:

Board Members reviewed the January 22, 2020 meeting minutes. Director David Arentz motioned to approve the minutes and Director Rudy Paco second it. Meeting minutes was approved with 4 yes and 0 nays.

#### IV. Old Business:

A. Board Meeting Schedule: Chairperson Sablan motioned to have the Board meetings change to the last Thursday of every month at 3:00 pm. Vice Chairman Leon Guerrero second it, motioned approved with 4 yes and 0 nays.

B. Legal Service: Interim Executive Manager Celestin Babauta stated he sought advice from the Governor's legal counsel with respect to legal assistance. He was told to contact the Attorney General's office to seek legal support. Deputy Attorney General Karl Espaldon informed Interim Executive Manager Babauta that because the AG lost quite a few attorney's, he suggests to pursue retired legal counsel who is willing to work part time. Interim Executive Manager Babauta informed the Board the reason for hiring an attorney is in the event GRTA encounters any legal issues such as contracts, matters relative to persons with disabilities, ADA, and more, it will have legal representation. Furthermore, he stated that GRTA didn't budget for a part time attorney this fiscal year, but it's in the budget for FY21. Director Paco said that instead of hiring an outside attorney part time he suggested to make the individual part of the Board to cut cost. Interim Executive Manager Babauta informed the Board he will follow up with Governor's legal counsel to verify if GRTA is able to have an attorney as a Board member. Director Arentz motioned to task Interim Executive Manager Babauta to find a part time legal counsel for GRTA, Vice Chairman Leon Guerrero second it. Motioned approved with 4 yes and 0 nays.

C. Status of Bus Procurement: Interim Executive Manager Babauta informed the Board he has been following up with GSA but has yet to receive any response from them. He stated he will contact the



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Chief of Staff to see if there's feedback regarding the bus procurement. Interim Executive Manager Babauta will inform the Board of the current bus procurement status.

- D. Maintenance Contract: Interim Executive Manager Babauta informed the Board he followed up with GSA and was told a couple of months ago to do an evaluation of the sites for the two contractors who submitted a bid. He and Staff Member Mark Crisostomo evaluated the sites and submitted their findings and are waiting for GSA to determine which contractor will be awarded. Interim Executive Manager Babauta stated GRTA currently has a maintenance contract on a month to month basis with Atkins Kroll.
- E. Concerns – Public Participation: Interim Executive Manager Babauta provided the Board a letter documenting the responses on the complaints and issues that were presented at the January 22, 2020 Board meeting.

### V. **Management Reports:**

- A. FY20 Budget, NAF and FTA Funds: Interim Executive Manager Babauta provided the Board with a budget breakdown. The Board referred to the handouts.
- B. Vehicles: Vice Chairman Leon Guerrero brought up a couple incidents regarding fixed route. One incident he read in the newspaper regarding a rider who missed the bus at the UOG stop. Vice Chairman Leon Guerrero stated the rider waited over 30 minutes for the next pick up which resulted with the rider's frustrations that were written on the Opinion Section of the newspaper. Another incident Vice Chairman Leon Guerrero mentioned was his sister in law witnessed a KEI driver, driving an ARBOC in front of the Micronesia Mall. The KEI driver changed lanes quickly and as a result, the driver behind the bus slammed on the breaks and prevented an accident. Vice Chairman Leon Guerrero expressed his concerns and the importance for all drivers to drive safe. Interim Executive Manager Babauta reassured the Board that safety is the number one priority.
- C. Paratransit: Staff member Jackie Taitano informed the Board that as of January 2020, GRTA currently has 543 active Paratransit riders.

### VI. **New Business:**

- A. IG Report: Vice Chairman Leon Guerrero brought up an Audit report that was done back in 2009. His concern was one of the vendors was awarded contracts because of family ties with one of the GRTA staff. Vice Chairman Leon Guerrero wanted to bring up this issue to the Board so GRTA will not experience the same situation. Interim Executive Manager Babauta reassured the Board he will be diligent in preventing similar matters to occur in GRTA.



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- B. Code of Conduct: Vice Chairman Leon Guerrero requested Interim Executive Manager Babauta to put together a Code of Conduct for the Board members. He provided the document and asked the Board members to review. If they approve, each can sign the document at the next Board meeting.
- C. Pick-up Window Time – Interim Executive Manager Babauta explained the 30-minute pickup window. He informed the Board that drivers, with the 30-minute pickup window, have 30 minutes before and after the scheduled pickup time to transport the rider without GRTA being charged for late pickup. He further explained that this is necessary to ensure that GRTA meets the requirement for on time departure. Instead of having a 10-minute window before and after the scheduled pickup time, it will now be the pick up window plus 30 minutes before or after the scheduled pickup time.
- D. Free Paratransit on Fixed Route: Interim Executive Manager Babauta explained how free paratransit rides can contribute to reducing the number of riders who rely on paratransit transportation services. Essentially, it's a process where a paratransit rider who elects to take a bus on a fixed route instead of paratransit such rider is afforded free transportation. The advantages are the paratransit rider do not have to be scheduled, manifested, and be picked up at home or another location. This information was conveyed to Babauta during the State Management Review training at Honolulu, February 3-6, 2020.
- E. Deviation Route: Interim Executive Manager Babauta shared with the Board information on Deviation Route. It's a process where a fixed route bus is utilized to pick up a paratransit rider requiring transportation who is along route of the fixed bus and heading to the same destination within short proximity. He also got this information from the SMR training and it's another method to maximize resources.
- F. Transportation Management System Briefing: Tom Coogan from Routematch explained to the Board how the system works. He explained GRTA will be moving from a paper base system to a technology base system that will allow visibility into operations from where vehicles are at, measuring on time performance in real time, and recognizing any capacity issues, to name a few. Mr. Coogan further explained one aspect that the system does - it will give the riders a phone call the night before to remind them of their ride and give them an opportunity to cancel in advance. By doing so, it allows the riders to cancel their trip without being penalized and it opens up capacity to accommodate more rides. Mr. Coogan also explained that this system will allow the riders to book their trip online 24 hours a day, 7 days a week. There will also be a mobile app with the same book online feature. The system will also help with data management and reporting that will be useful for reports that are needed. Mr. Coogan explained about the payment system, the rider can purchase a reloadable Smart Card and continue to use it by going to a payment portal where they can reload it using their credit card and that the Smart Card will be compatible with the hardware that will be installed on the bus. By going this route, it reduces the handling of monies. This system should be up and running by June or July timeframe.



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### **B. Public Comments – 3 minutes per individual:**

Mr. Tom Manglona stated that on February 5, 2020, he made a schedule to get lab work done at Agana Shopping Center. He was scheduled for a pickup; however, the driver waited 10 minutes and then left. He called dispatch and no one answered so he had the lab staff call and still no answer. He stated he didn't have a problem because GRTA sent another driver to pick him up. He told the driver that it's crucial for him to get to his destination on time because he was going to a funeral. According to Mr. Manglona GRTA dispatcher sent the driver to assist other people because they were behind schedule. He stated that the destinations of the riders who were dropped before him were to head home and consequently he was late to the funeral. Mr. Manglona also mentioned that the driver was 30 minutes late when he was picked up at his residence. Because he was already late, he told the driver that he was not ready to be picked up. The bus driver told Mr. Manglona that his refusal will be considered a no-show.

Ms. Ginger Porter stated the public needs to know they will be recorded when they call to schedule their ride. She mentioned that the previous Board tried to hire a part-time lawyer outside of the AG's office. Mr. Espladon responded and said that the lawyer had to come from the AG's office. The Board is not allowed to hire an attorney without having to go through the AG office. She advised against Mayor Paco's suggestion regarding hiring a lawyer that will also be on the Board. Ms. Porter doesn't believe there is sufficient public notification of the board meetings. She said there was no advertisement in the newspaper and on GRTA website. Ms. Porter further asked the Board to consider the option of a single-story facility. She saw a two-story draft plan by DPW that provided very poor access for the public, elevators are expensive and require ongoing maintenance. If a lift was to be installed, she feels it will not be readily accessible and have a lot of problems. Insufficient space for trainings, board meetings, and no evidence of windows are other concerns she raised. She also suggested that work areas have access to natural lighting for offices. Ms. Porter believes the system of procurement that GRTA is having to utilize is broken. GRTA needs expertise in procurement in its own organization. She stated in 2016 one of the bids for the Transportation Management System would have been under what was budgeted. What was budgeted in the grant was \$135,000 and the proposed bid during 2016 was \$120,000. She believes TMS is essential, but she believes the system of procurement is broken because in 2020 the TMS doesn't cost \$135,000 it costs \$474,000. She wonders how was the Board engaged the procurement process.

Mr. Rodney Calimlim said that reservations may be accomplished from 8am-5pm. However, when he called to reserve a ride information was taken by the scheduler but when he called no reservations were done. When he called in the morning, 5 o'clock hour came but he was not called back. This issue happened to him many times, January 2, 5, 7, 9, 12 as well as February 14, 24. He was also picked up late after dialysis treatment. Mr. Calimlim was scheduled to be picked up at 9:30 am but his ride did not arrive until after 10:00 am. GRTA is supposed to be using accessible vehicles to give rides to individuals with a disability. However, some paratransit vehicles are not accessible. There were several times when he rode on a regular van that has no ramp. He believes that amputees are also being transported on vehicles on vans rather than accessible vehicles with ramp. With regards to the drivers the manifest, "Transferable" is



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annotated if he rider on wheel chair can be accommodated on the seat of the vehicle while his/her wheel chair is folded and placed on the back of the vehicle. Mr. Calimlim has listened to the individuals saying that they experienced having difficulty getting on the non-accessible van. He also said that individuals not on motorized vehicle chairs are potentially being discriminated because they are not being transported on vehicles with ramp. He said that he was picked up and rode on a 4X4 Ford F-150 after a dialysis treatment.

Carol Cabiles from the Guam Legal Service asked Interim Executive Manager to provide a response on Mr. Calimlim's concerns within 10 business days.

No other public comments were made.

### C. **Adjournment:**

Being that there were no further discussions, Chairman Sablan adjourned the meeting at 11:27am.

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

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Date