GRTA

GUAM REGIONAL TRANSIT AUTHORITY

PARATRANSIT RIDER'S GUIDE

YOUR FREEDOM TO MOBILITY

Nihi Ta' fan Hanao!

PARATRANSIT SERVICE

Guam Regional Transit Authority
Website Address: **GRTA.GUAM.GOV**
Telephone: 475-4686 and 475-4616
Email: Ride@grta.guam.gov

Eligibility & Registration

- Information and Complaints
- Fare Coupon Purchases

647-7433, 647-7434 or 647-7435

- Reservations and Cancellations
- Customer Service and Lost & Found

This Rider's Guide is prepared by GRTA.

All previous publications are superseded effective September 16, 2024

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, email: ride@grta.guam.gov or access them and this document online at http://grta.guam.gov.

Si Yu'os Ma'ase',
/S/
Tyrone Taitano
Interim Executive Manager

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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 cognitive 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 provide an updated Medical Certification and you will need 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 GRTA application with working phone number and correct address.
2. Updated Signed GRTA 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 GRTA, 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.

I.D. 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 will provide complementary paratransit service to origins and destinations island Wide.

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. – 8:30 p.m. Monday - Saturday

Reservation service is available during all normal business hours Monday – Sunday, 8:00 a.m. to 5:00 p.m. by calling 671-647-7433/4/5. When the primary telephones are down, riders may call 888-7433 or 686-7433.

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. 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 Director's Approval.

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.

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.

the pickup window is defined as fifteen (15) minutes before the scheduled pickup time to fifteen (15) minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a Maximum of five (5) minutes before departing after the pickup time.

- If your vehicle hasn't arrived within 5 minutes of your scheduled pick-up time, call the Dispatcher for information at 647-7433 / 7434 / 7435.
- 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 same rate as the paratransit rider.

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 (ITC Bldg. 1st Floor), Village Mayors Office, and GRTA Office in Upper Tumon.

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 GRTA Bus.**
Passes may be purchased at the Treasurer of Guam window, located at the lobby of the ITC Building, Village Mayors Offices and also GRTA's Administration Office located at DPW's Compound building B. (GRTA location & the village Mayor's Office do not accept Debit/Credit Cards.)

Age Guidelines for Fixed and Paratransit

- Below ten (10) must be accompanied by an adult
- Ten (10) and above can travel unattended

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. 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.

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 drop off 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 fifteen (15) minutes ahead of your scheduled pickup time. This is part of your "Pickup Window."

Please carry an umbrella, due to Guam's inclement weather and changing conditions. GRTA recommends you carry an umbrella at all times.

PICKUP TIME

The pickup window is defined as fifteen (15) minutes before the scheduled pickup time to fifteen (15) minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of five (5) minutes after the pickup time before departing.

If the bus has not arrived after your scheduled pickup window, 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 08:45 and 9:15 a.m. That is your "pick-up window." If your bus does not arrive by 9:06 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.

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. s
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 under the owner's control, such as on a leash. Other animals that do not cause driver distraction are only permitted on vehicles only when in a secure container. The U.S. DOT definition in Section 37.3 does not include emotional support or "comfort" animals which have not been trained to perform a task for an individual with a disability. "service animal" is defined as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds
- **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 should ensure there is an adequate oxygen supply for transfer. 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, and the safe operation of the Paratransit vehicles. Please cooperate with the Operator and follow instructions.

HOW OPERATORS ASSIST PASSENGERS

- getting from the Curb or designated stop location to the paratransit vehicle.
- The GRTA driver will assist you in getting in and out of the vehicle. GRTA drivers will also go Beyond the Curb (Reasonable Modifications) if requested, we will assist as long as the vehicle is in plain sight and if there is no fundamental alteration/or threat.
- 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.
- 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 (356) 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.
- Weapons are not allowed.

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.
- Weapons are not allowed.

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:

i **Excessive No-Shows Late Cancellations:** GRTA will notify individuals in writing of No-Shows and/or Late cancellation violations on a monthly basis to assist in the early resolution of misunderstandings and to identify conditions that were beyond the control of the individual to cancel their trip in a timely manner.

An individual with excessive No-Shows Late Cancellations will:

1 Receive written notice of the violations citing the specific trips missed over the specific time period of occurrence and the proposed sanction.

2 Within **five working days** (Monday – Friday, excluding holidays) of receipt of the notice, will be allowed to present information and arguments to the Manager of Paratransit Services or designee. Failure to exercise this right will not preclude the individual from filing an appeal regarding the sanction imposed.

3 Receive written notice of the decision and, if applicable, the effective date and duration of any suspension.

4 Have the ability to appeal the decision by filing an appeal within 60 days from the date of the

Suspension Notice. Appeals will be handled in accordance with the provisions of the Unified

Service Plan and Policy for Complementary Paratransit Services under the Americans with Disabilities Act (ADA). If appealed, the sanction will be stayed pending the outcome of the appeals process. GRTA must continue to provide paratransit service, upon request, to the passenger until the appeal is resolved. However, if the passenger continues to accrue additional No-Shows or Late Cancellations during the appeal period, these may be considered in the determination of the proposed sanction; the passenger will be so notified. If the passenger does not appeal or waives their right to appeal, the following sanctions will be imposed:

Any combination of excessive Late Cancellations or No-Shows (3 or an amount greater than 10% of total trips taken or "Whichever is Greater") in any consecutive three-month quarterly period is defined as a 'violation' of this policy. Sanctions may be imposed as follows:

- First Offense – verbal warning provided to the rider; verbal discussion documented in file
- Second Offense – warning letter provided to the rider, reminder of no-show policy
- Third Offense – Suspension of services for a period of five (5) days starting from the date rider receives written notice of suspension
- Fourth Offense – suspension of services for a period of ten (10) days starting from the date rider receives written notice of suspension
- Fifth Offense – suspension of services for a period of twenty days (20) starting from the date rider receives written notice of suspension
- Sixth and Subsequent Offense – suspension of services for a period of thirty (30) days starting from the date rider receives written notice of suspension.

If more than two years elapse between any two stages of violations, the progression of sanctions and suspensions would revert to the first violation.

If a rider is a "Subscription Rider," – subscription services will be cancelled immediately shall any suspension occur.

- **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 nonpayment 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 over to the transportation supervisor. 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 back cover 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 mail, 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 ten (10) days, but not longer than thirty (30) 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 one hundred eighty (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, subrecipient, 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 ten (10) 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 thirty (30) 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.

Notifying the Public of Rights under the **Title VI** GRTA operates its programs and services without regard to Race, Color, and National Origin in accordance with Title VI of the Civil Rights Act.
Contact: Rally M.Pilipina at (671) 300-7261 email:rally.pilipina@grta.guam.gov,
or
Michael Johnson at (671) 300-4266 email: michael.johnson@grta.guam.gov

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!

Physical Address

542 N. Marine Corps Drive Tamuning, GU 96913
Phone: 475-4686 or 475-4616
Fax: 475-4600

Mailing Address

P.O. Box 2896 Hagåtña, Guam 96932
http://grta.guam.gov
Email us at ride@grta.guam.gov