



**GUAM REGIONAL TRANSIT AUTHORITY**  
Government of Guam

Lourdes A. Leon Guerrero, Governor  
Joshua F. Tenorio, Lt. Governor  
Linda Ibanez, Interim Executive Manager

P. O. Box 2896  
Hagatna, Guam 96932

Tel: (671) 475-4616/4686  
Fax: (671) 475-4600



January 19, 2024

**Mr. Benjamin J.F. Cruz**  
Public Auditor  
Suite 401 DNA Building  
238 Archbishop Flores Street  
Hagatna, Guam 96910

**Re: GRTA Fiscal Year 2023 Citizen-Centric Report**

Hafa Adai Mr. Cruz,

Pursuant to Title 1 Guam Code Annotated (GCA) Chapter 19 §1922(a) relative to the Citizen Centric Report, we are pleased to transmit our report to you. The Guam Regional Transit Authority (GRTA) will post the Citizen Centric Report for the Fiscal Year ending September 30, 2023 on our website [www.grta.guam.gov](http://www.grta.guam.gov).

Should you need additional information or have any questions or concerns, please feel free to contact me at (671) 300-4269.

Sincerely,

Linda Ibanez  
Interim Executive Manager

Attachments

cc: Public Auditor, The Office of Public Accountability

# GUAM REGIONAL TRANSIT AUTHORITY

## Citizen Centric Report

### Fiscal Year 2023



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#### BOARD OF DIRECTORS

Vacant  
Chairman

Mayor Anthony P. Chargualaf  
Vice-Chairman  
Mayors Council of Guam

Mayor Kevin J.T. Susuico  
Mayors Council of Guam

#### MISSION STATEMENT

To provide reliable, accessible and cost-effective public transportation services to the general public and individuals with disabilities on the Territory of Guam.

To plan, establish, develop, coordinate, promote, own and operate services and facilities that support public transportation.

To fulfill the mandates of Public Law 30-05 (Creation of GRTA as an autonomous agency of the Government of Guam).

#### ABOUT GRTA

The Guam Regional Transit Authority Act of 2009 - Public Law 30-05 - re-established the Guam Regional Transit Authority (GRTA). Many island residents depend on public transportation as means to attend medical appointments, school, work, and cultural activities and GRTA will strive to fulfill such transit needs.

#### OUR GOALS

Sustain the Guam Regional Transit Authority (GRTA) as a viable transit system that will serve all of its people and visitors with their transportation needs.

Construct a GRTA facility that will house a full maintenance bay with offices for all administrative and operational personnel. By finally having its own facility, GRTA will have an opportunity to effectively lead and manage its functional areas of responsibilities.

Remain aggressive in pursuing any available grants that will provide additional funding for GRTA to improve Guam's transit system.

Continually procure buses to augment GRTA's existing fleet that will contribute to safe and reliable transit operations.

Revamp and maintain a comprehensive in-house maintenance program to ensure serviceability of all vehicles in fleet.

Hire and retain critical administrative positions to meet the mandates of Public Law 30-5 and enable GRTA to effectively manage its own contracts, effectively administer human resources matters and procure much-needed resources and services.

Leverage our Koko Bird Aim for the Future Grant whereby passengers needing transportation will be picked up not at a bus stop but rather a short distance from their residence.

Provide safe and reliable paratransit operations services to eligible persons with disabilities.



**Linda Ibanez**  
Interim Executive Manager



Employee Status	2021	2022	2023
<b>Classified</b>	<b>6</b>	<b>16</b>	<b>15</b>
<b>Limited Term</b>	<b>47</b>	<b>48</b>	<b>43</b>
<b>Total</b>	<b>51</b>	<b>64</b>	<b>58</b>



#### CONTACT US

Dispatch/Scheduler:  
(671) 647-7433/34-35  
Hours: Mon-Fri | 8:00 a.m. - 5:00 p.m.

Website:  
gta.guam.gov

Location:  
542 N. Marine Corps Drive  
Tamuning, Guam 96913







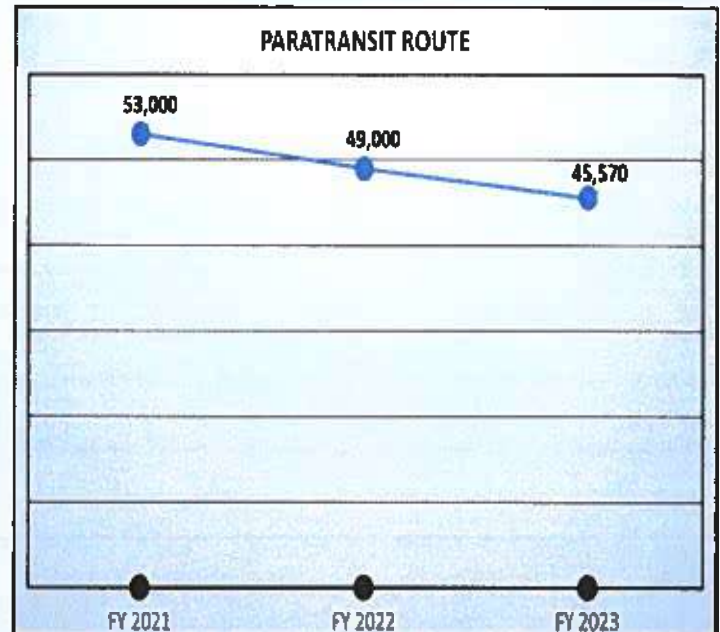
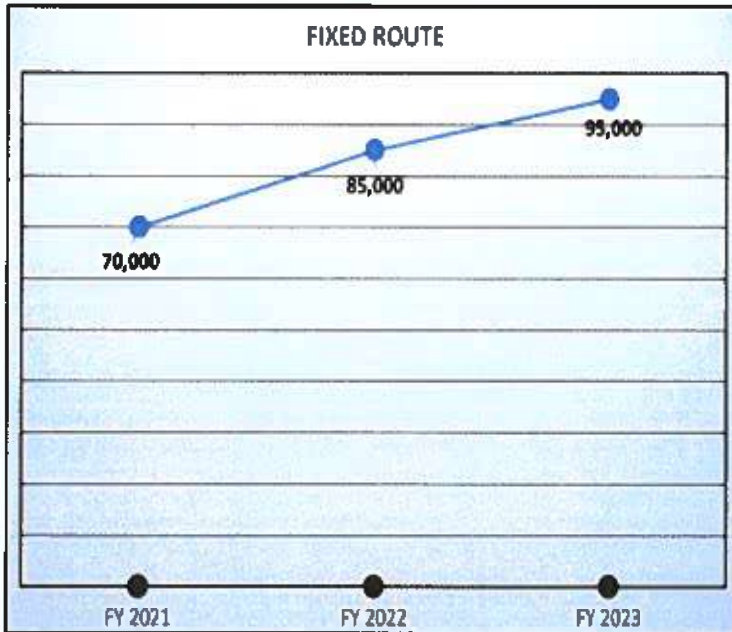
# Ridership

The Guam Regional Transit Authority provides two main services to the people of Guam, Fixed Route and Paratransit services. Fixed Route operates on a fixed schedule with designated stops between major transfer stations while Paratransit services are provided to ADA eligible certified passengers. Overall ridership increased 4 percent– slight decrease for Paratransit services by 7 percent and a increase in Fixed Route riders by 11 percent.

## SERVICES

**Fixed Route Service:** comprised of seven (7) buses - Greyline, Greenline, Orangeline, Blueline 1, Blueline 2, Blueline Express and Redline.

**Paratransit Service:** provided to ADA Eligible Certified passengers. Certification is a requirement of this service and an application can be obtained at the GRTA Office in the DPW Compound, Upper Tumon. Reservations for use of this service must be made during normal business hours (8:00 am – 5:00 pm), Monday-Saturday, One Day in Advance.



## Performance Highlights



- ❑ Successful procurement of ten buses that were delivered to the agency early in the year helping to augment a legacy fleet.
- ❑ Created and implemented the Coalition Transit Center to provide rides for clients who are homeless and for veterans seeking transit services.
- ❑ Conducted Passenger Assistance Safety and Sensitivity (PASS) training for all drivers within the agency helping to maintain compliance with all ADA regulations.
- ❑ Collaborated with other government agencies and local entities in the wake of Typhoon Mawar to help the community recover swiftly. Utilized and leveraged our transit vehicles to help emergency personnel conduct assessments post typhoon.
- ❑ Implemented a on the job training program (Bootcamp 2 & 3) for 36 personnel to help license and certify bus drivers helping to augment existing GRTA manning.
- ❑ Transferred 13 employees from a Limited Term Appointment (LTA) status to a classified status solidifying the agencies commitment to maintaining the best and brightest.



## Revenues

Fiscal Year	General Fund	Federal Grants Awarded	Non-Appropriations Fund (NAF)
FY 2021	\$2,597,148.00	\$3,849,354.00	\$63,883.00
FY 2022	\$1,294,053.00	\$0.00	\$76,680.16
FY 2023	\$2,357,561.00	\$10,470,133.00	\$91,947.68

The Guam Regional Transit Authority applied for and received \$10.4 million from the Federal Transit Administration in the form of two grants for Fiscal Year 2023. The grants will fund operating assistance for the agency and a park and ride facility that we hope will transcend transit services for the island of Guam.

The Guam Regional Transit Authority receives revenue from its Bus Fare collections. Collections are inclusive of ticket sales that are non-refundable. In FY 2023, bus fare collections increased by 17 percent highlighting the continuing need for public transit. These funds are appropriated back into GRTA's fleet exclusively for repair and maintenance of the vehicles. Local procurement law is the authority for use of the non-appropriated funds.



## FARES

### Discounted Fare Passes/Paratransit Fares

- (Students 6-18 years of age, Seniors 55 & older and ADA Certified Persons with Disabilities)
- One Ride = \$ 0.50
- One Day Pass = \$ 1.50
- One Week Pass = \$ 7.50
- One Month Pass = \$25.00

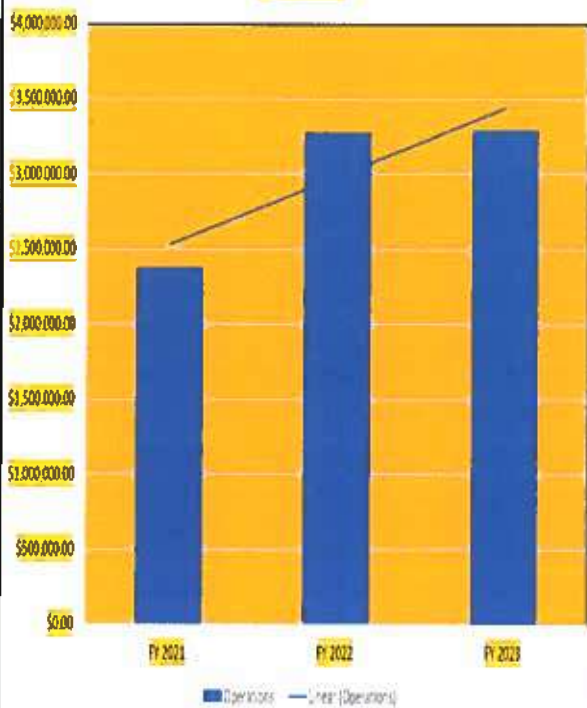
### Regular Fare Passes

- One Ride = \$ 1.50
- One Day Pass = \$ 4.00
- One Week Pass = \$ 20.00
- One Month Pass = \$65.00

### Additional Information:

- All purchased Bus Pass/Coupons/Tickets are Non-Refundable
- Be prepared to pay Exact Fare. Drivers do not carry change and are not allowed to handle cash. All fares MUST be placed in Fare Box.
- Passengers MUST present identification card to the driver to receive a discounted fare rate
- There are not credit or extensions for passes not utilized during the validation period.

## Operations



## Operating Expenses

Expenditures	FY 2021	FY 2022	FY 2023
Salaries	\$618,165.31	\$2,294,643.77	\$2,141,405.26
Benefits	\$199,067.36	\$35,014.27	\$314,317.95
Contractual	\$1,198,084.10	\$521,308.90	\$448,813.15
Supplies/Fuel	\$329,052.90	\$420,375.85	\$378,570.57
Telephone	\$7,360.57	\$10,246.62	\$11,884.07
<b>Total Expenditures</b>	<b>\$2,381,620.37</b>	<b>\$3,281,589.41</b>	<b>\$3,294,991.00</b>

GRTA's expenditures consisted predominantly of salaries for employees, fuel for transit vehicles and continuing contracts to preserve the fleet. GRTA remained consistent in expenditures from FY 22 to FY 23 and will continue to exercise fiscal responsibility in the use of both local and federal funds.



## CHALLENGES

- ❑ GRTA does not have enough buses to meet the increased demand for public transit. Procurement of vehicles is a long and arduous process that makes it hard to project when we can receive new vehicles to replace an aging fleet.
- ❑ Lack of a permanent facility to house administrative, dispatch and maintenance personnel continue to create an ambiguous environment for the agency.
- ❑ Shortage of local vendor knowledge on the nuances of transit vehicles make it difficult for timely repairs on the fleet. GRTA vehicles, due to their construct, are difficult to diagnose and repair when mechanical problems arise.
- ❑ More than 75 percent of the employees remain on a limited term appointment status. Employee turnover has been higher than average due to the perceived lack of employment stability.
- ❑ Procurement processes of supplies and materials are antiquated – requires a tremendous amount of resources to make continuing purchases.

## FUTURE OUTLOOK

- ❑ Purchase electric buses and vehicles to keep up with the ever evolving transit and environmental landscape.
- ❑ Leverage new computer technology to make scheduling and dispatching more accurate and efficient.
- ❑ Break ground on a Park and Ride facility in Dededo to curb traffic congestion between Dededo, Yigo, and Andersen Air Force Base in the effort to curb congestion on these highly trafficked routes.
- ❑ Institute an effective vehicle maintenance program with trained maintenance technicians, state-of-the-art equipment and maintenance facility.
- ❑ Create a cashless transaction system for riders to pay for their rides utilizing smart pay technology.
- ❑ Establish an apprenticeship program that will lead GRTA's maintenance workers to gain more pinpoint knowledgeable and skills in requisite transit vehicles.
- ❑ Create and execute a plan to build bus shelters at various village locations with input from village mayors and that the shelters be safe, ADA compliant, typhoon proof, and could be used for advertisement.



**WE WANT TO HEAR FROM YOU!**

Did you find this report useful? What information would you like to see on this report? Please call (671) 475-4686/4616

