



GUAM REGIONAL TRANSIT AUTHORITY
Government of Guam



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April 09, 2025

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

Re: GRTA Fiscal Year 2024 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, 2024 on our website 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,

Pierre "Tim" Aguon
Interim Executive Manager

Attachments

cc: Public Auditor, The Office of Public Accountability

GUAM REGIONAL TRANSIT AUTHORITY

Citizen Centric Report

Fiscal Year 2024



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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 to traverse to medical appointments, school, work, entertainment, 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, military, and visitors with their transportation needs.

Construct a GRTA state of the art 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.

Continually procure buses to augment GRTA's existing fleet. Remain aggressive in pursuing any available grants that will fulfill the shortfall of funding for the future of GRTA and improve Guam's transit system.

Implement a comprehensive in-house maintenance program to ensure reliable serviceability of all vehicles in fleet.

Establish administrative infrastructure to accomplish the long-term mission of managing expectations for future demand and an increase in ridership. Create and hire critical administrative operations to supplement GRTA's growth.

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

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

Deliver excellent customer service to the people of Guam.



Employee Status	2022	2023	2024
Classified	16	15	13
Limited Term	48	43	39
Total	64	58	52



CONTACT US

Dispatch/Scheduler:
(671) 647-7433/3435
Hours: Mon-Fri | 8:00 a.m.-5:00 p.m.

Website:
gta.guam.gov

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



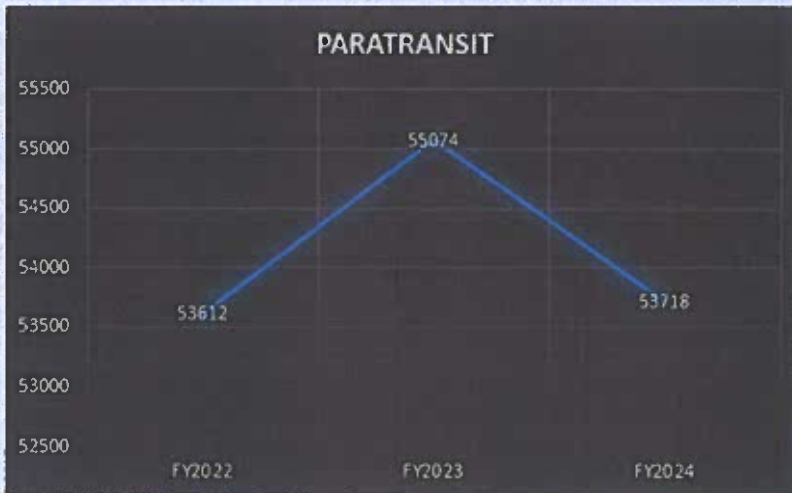
Ridership

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 six (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

- ❑ Conducted Passenger Assistance Safety and Sensitivity (PASS) training for all drivers within the agency helping to maintain compliance with all ADA regulations.
- ❑ 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.
- ❑ Secured federal funding under a new designation of small/urban community. More funds will be allocated vice the old designation as rural.





Revenues

Fiscal Year	General Fund	Federal Grants Awarded	Non-Appropriations Fund (NAF)
FY 2022	\$1,294,053.00	\$0.00	\$76,680.16
FY 2023	\$2,357,561.00	\$10,470,133.00	\$91,947.68
FY 2024	\$2,634,482.00	\$4,465,994	\$124,631.39

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

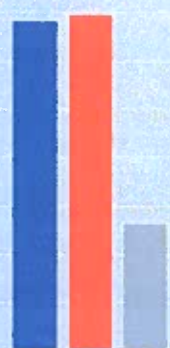
- One Ride = \$ 1.50
- One Day Pass = \$ 4.00
- One Week Pass = \$ 20.00
- One Month Pass = \$65.00

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.

Operational Expenses

3,400,000.00
3,300,000.00
3,200,000.00
3,100,000.00
3,000,000.00
2,900,000.00
2,800,000.00
2,700,000.00
2,600,000.00



Operational Expenses

■ FY 22 ■ FY 23 ■ FY 24

Operating Expenses

Expenditures	FY 2022	FY 2023	FY 2024
Salaries/Benefits	\$2,294,643.77	\$2,141,405.26	\$2,434,590.19
Contractual	\$521,308.90	\$448,813.15	\$69,409.21
Supplies/Fuel	\$420,375.85	\$378,570.57	\$343,609.30
Telephone	\$10,246.62	\$11,884.07	\$23,169.03
Total Expenditures	\$3,281,589.41	\$3,294,991.00	\$2,870,777.73

GRTA's expenditures consisted predominantly of salaries for employees, fuel for transit vehicles. GRTA remained consistent in expenditures from FY 23 to FY 24 and will continue to exercise fiscal responsibility in the use of both local and federal funds. New contracts are in the procurement process for maintenance and acquiring of new vehicles.

CHALLENGES

- ❑ GRTA currently lacks the assets and manpower to meet the increased demand for public transit.
- ❑ GRTA's current facility and footprint are not conducive to the current operation and future growth of the agency.
- ❑ GRTA's capabilities to meet the public demand for public transportation are limited due to its lack of proper structure according to industry standards.

FUTURE OUTLOOK

Looking forward to the future of GRTA and Guam's public transportation system, the goal is to purchase and increase the fleet to sixty vehicles and transition to electric buses to keep up with the ever-evolving transit and environmental landscape. Finally, break ground on the first-ever park-and-ride facility to reduce traffic congestion on these highly trafficked routes between Dededo, Yigo, and Andersen Air Force Base.

GRTA will use advanced computer technology to improve the accuracy and efficiency of scheduling and dispatching. It will also help us transition to innovative smart pay technology to create a cashless transaction system for riders to pay for their rides, kiosk parking meters, express line

GRTA will establish an apprenticeship program to help maintenance workers gain precise knowledge and skills in requisite transit vehicles and obtain ASE certification. We will remain aggressive in sales and marketing and create and hire administrative personnel to build a team of 120 employees.

GRTA will work with all village mayors to formulate a plan to build bus shelters at various village locations is to expand our reach throughout the island. The plan will ensure that the shelters are safe, ADA-compliant, typhoon-proof, and simultaneously used for advertising and scheduling.

At long last, the people of Guam and the employees of Guam Regional Transit Authority will be able to appreciate and admire the state-of-the-art Headquarters and Administration Institute, to include a cafeteria and gym, which will provide health and wellness to the employees, top-notch vehicle maintenance program with trained technicians, state-of-the-art equipment, and innovative technology.

Vision. Passion. Drive. Ownership.



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

