



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

Transit Management Center

June 9, 2020, 2:00 pm

Agenda

- I. Meeting Call to Order
- II. Roll Call
- III. Administrative Directive – Wearing of Mask and Social Distancing Mandatory
- IV. Routematch Transportation Management System Presentation – Mr. Tom Coogan
- V. Review of Minutes May 12, 2020
- VI. Public Participation – Submit 3 Minutes per individual
- VII. Interim Executive Manager's Report: Budget, Paratransit, Maintenance, Transit Management Center, Projects, Procurement, Grants - CARES Act, FY17
- VIII. New Business
 - A. Civil Rights Review
 - B. Bus Stop Signs
 - C. Plexiglass – Drivers and Passengers Seats
 - D. Proposed No-Show Policy
 - E. Resolutions
- IX. Executive Session
- X. Adjournment



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 Regular Meeting

Tuesday, June 9, 2020 at 2:00 pm
Transportation Management Center
Meeting Minutes

I. Call to order:

Chairman Alejo Sablan called the meeting to order at 2:05 pm.

II. Roll Call:

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

III. Administrative Directive – Social Distancing Mandatory:

Chairman Sablan informed the Board and as well as the public that due to COVID-19, wearing a mask and social distancing is mandatory.

IV. Routematch Transportation Management System:

Mr. Thomas Coogan, Vice President of Routematch, explained to the Board that GRTA purchased an enterprise technology Transit Management System (TMS) which will replace its paper-based transit documentation system. The TMS consists of Demand Response software for paratransit operations and has an automated scheduling and dispatch feature that will help create reservations and book trips for paratransit riders. Another feature that the TMS has is an online and mobile app that will be connected to the GRTA website. The rider will create an account which will give them the opportunity to book trips. Mr. Coogan stated his team will be on-island around July 12, 2020 to provide training for GRTA staff. Furthermore, there is a part of the Demand Response that will contact the riders the night before to remind them of their scheduled ride for the next day. This will afford them the opportunity to cancel their ride should they have a change in plans. Also, on the day of service the rider will receive another notification 30 to 45 minutes prior to their scheduled pick up time to let them know the bus is on its way. Mr. Coogan informed the Board there will be tablets installed on all the vehicles. He stated that riders will have access to real time bus location which will contribute to system awareness, improve the perception of the transit system and customer convenience. Another feature that the Demand Response has is an Electronic Fare payment system, that will allow the riders to load monies onto a reloadable card and use the card to pay for trips. Mr. Coogan described the features of the Fixed Route software in that when bus drivers log onto the tablets it activates peripheral equipment within the bus the Automated Voice Annunciation (AVA) which include announcing stop location, major intersections and/or tourist attractions. Alongside the automated voice annunciator will be a sign on the inside of the bus displaying the next stop location and benefit the hearing impaired. In addition, the APC-Automated Passenger Counters is a sensor that is mounted on the door and account passengers who are entering and exiting the bus. The vehicles will also



GUAM REGIONAL TRANSIT AUTHORITY

GOVERNMENT OF GUAM

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



have a head-sign integration that will display the stop location on the outside of the bus. Unfortunately, this is not included on the software package that GRTA purchased with Routematch.

Staff Member Virgil Penafiel showed the Board one of the 30 tablets that will be installed inside the buses. It is a 10-inch screen tablet that will be used for Paratransit as well as for Fixed Route. He also explained that the tablet will replace the paper manifest that GRTA is currently utilizing. Such technology will be helpful in data gathering for reporting purposes. With the reporting part of the TMS, GRTA staff and leadership will have the ability to download reports they need.

V. Review of Minutes:

Board Members reviewed the May 12, 2020 meeting minutes. Director David Arentz motioned to approve the minutes and Vice-Chairman John Leon Guerrero second it. Meeting minutes was approved with 5 yes and 0 nays.

VI. Public Participation – 3 minutes per individual:

Mr. Rodney Calimlim followed up with the investigation he requested into Director Arentz regarding the complaints brought up during the previous Board meeting. Interim Executive Manager Celestin Babauta explained that he spoke to Director Arentz about the complaints that include mandatory wearing of face mask and showing his paratransit ID card upon entering GRTA vehicles. Interim Executive Manager Babauta informed Mr. Calimlim he told Director Arentz that it is mandatory for him and all paratransit riders to wear a mask when riding on GRTA vehicles and it is also requirement for him and others to show their paratransit identification card when boarding.

Ms. Ginger Porter requested information relative to no-show data in terms of comparing the two-week versus the two-day reservation period? Staff Member Margaret Nauta stated the no-shows has decreased especially during the pandemic because Transit Management Center (TMC) personnel are notifying riders in advance informing them of their rides. She stated that staff at the TMC should receive additional counseling and training on approaches to customers who are making reservations

Attorney Daniel Somerfleck, Director of Guam Legal Services brought up concerns regarding GRTA's complaint process. He mentioned that he is aware of a number of complaints that have been filed and have not been resolved within five days, as stipulated on GRTA's complaint processes. He asked the Board to review the complaint process and the response to the complaints or the consequences will be very clear. He said that he doesn't want to have to sue GRTA for the second time.

VII. Interim Executive Manager's Report:

A. Budget: Staff Member Cathi Blas explained to the Board that GRTA's budget of \$3.2 million is lumped sum and as a result GRTA has the flexibility to transfer funds within the different budget categories. Contractual funds of \$1.9 million was allocated for bus operations; however, certain amount was transferred to fuel and vehicle maintenance due to shortage on those two budget



GUAM REGIONAL TRANSIT AUTHORITY

GOVERNMENT OF GUAM

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



categories. Nonetheless, GRTA must stay within its budget unless valid reasons are presented requesting for more funding. Interim Executive Manager Babauta stated that he and GRTA staff worked diligently in providing the Federal Transit Administration (FTA) mandated program requirements that aided in saving GRTA \$1,237,500. Otherwise the funds would have been returned back to the FTA. The Board referred to the handout for more detailed information.

- B. Paratransit: Staff Member Jackie Taitano briefed the Board that to date, GRTA has 576 applicants, 22 were processed in May (10 New/12 Renewal). She stated 38 applications were processed during COVID-19 (March 2020-May 2020). The ridership in May for Fixed Route is 4,192 and 3,509 for Paratransit. Interim Executive Manager Babauta told the Board that ridership for May remains low because of COVID 19 restrictions directed by the Governor. He further explained that as restrictions are lifted, ridership will increase. He reiterated to the Board that GRTA is presently contracting Kloppenburg Enterprises Inc. (KEI) for Fixed Route services with average hours every 2 weeks of about 1,250. GRTA is paying KEI \$47.00 an hour for Fixed Route Services which comes out to about \$117,500 a month. He clarified that when GRTA takes over Fixed Route January 1, 2021 it will spend about \$62,500 a month thus saving GRTA roughly \$55,000 a month and approximately \$600,000 a year.
- C. Maintenance: Interim Executive Manager Babauta informed the Board that to date, GRTA currently have 10 MV1's and 6 ARBOCs in operation for Fixed Route and Paratransit.
- D. Transit Management Center: Staff Member Margaret Nauta informed the Board that the total number of trips for May 2020 is 3,509 and number of riders is 3,021. She stated back in February 2020 the number of rides was 6,876 and the decreased was due to COVID-19. She also enlightened the Board that for the month of May, 1,808 were medical trips, 339 trips for work and 736 other which includes going to the store, banks, pharmacy, etc. Of all the data presented the number of wheel chair riders added up to 868. Chairman Sablan brought up a concern with respect to GRTA's ability to accommodate paratransit riders with their rides when the Governor starts lifting the restrictions. Interim Executive Manager Babauta explained to the Board that GRTA is persistently working on ensuring that its vehicles are maintained so we it will have adequate number of operational buses. Although we don't have larger vehicles, we are making sure we are in compliant with social distancing.
- E. Projects: Interim Executive Manager Babauta informed the Board that the A&E contract for the design of GRTA's facility will be signed within the next couple weeks. The facility will have to be functional, safe, energy efficient, maintainable and of course aesthetically pleasing. He stated that Staff Members Rally Pilipina and Mark Crisostomo are conducting research to ensure the maintenance facility is equipped with state-of-the-art equipment.
- F. Procurement: With respect to procurement, Staff Member Cathi Blas briefed the Board ON THE TMS project that is ongoing with Routematch and the ongoing Emergency Bus Procurement. The bus procurement is being handled by GSA. Another project that is ongoing is the A&E for the GRTA facility and handled by DPW. Furthermore, the preventive maintenance contract was awarded May 17, 2020 to AK. The solar light project is nearing completion and the Typhoon Dolphin Bus Shelter project is pending. Staff Member Blas explained to the Board that in reference to the



GUAM REGIONAL TRANSIT AUTHORITY

GOVERNMENT OF GUAM

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



Typhoon Dolphin Bus Shelter, GRTA is a subgrantee to Guam Homeland Security. The funds were provided as a result of damage to a GRTA bus shelter during Typhoon Dolphin. An extension was requested because construction was not accomplished due to COVID 19.

- G. Grants – CARES Act: The program proposal for the CARES Act grant was approved by the FTA representative at Honolulu and was forwarded to Region IX for final approval. The total amount is \$2.7 million and as soon as the proposal is approved, GRTA can begin spending the funds. He also apprised the Board of FTA FY17 funding source that's being addressed by FTA. GRTA submitted a Bus Procurement package to GSA; however, it didn't bid out the procurement package in a timely manner and funding expired. Therefore, GRTA generated an extension request to FTA. He further explained the request has been approved by the FTA Representative in Hawaii and is currently being addressed at the Region IX. Interim Executive Manager Babauta explained that as soon as GRTA is granted the approval, GSA will be able to award the Bus Procurement Package in the amount of \$583,000 to the winning bidder. Altogether the Procurement Package is \$1,083,000 which will hopefully purchase about seven 14-passenger buses.
- H. Marketing: Staff Member Richard Ybanez informed the Board that GRTA is formulating the processes for advertising and that GRTA may be able to generate several thousand dollars a year just on advertising on its buses and vans. He informed the Board the Guam Army National Guard is proposing to advertise awaiting approval from its headquarters at Washington D.C. In addition to advertising on GRTA buses, Staff Member Ybanez informed the Board that he is also working on advertisements GRTA bus shelters.

VIII. New Business:

- A. Civil Rights Review: Interim Executive Manager Babauta said that he communicated with one of the reviewers from the Office of Civil Rights Review and told that a draft of the report, will be forwarded to GRTA. However, the final draft will be coming out of the FTA. He further explained that GRTA is currently working on some of the information that was provided to GRTA during the out brief meeting.
- B. Bus Stop Signs: Interim Executive Manager Babauta explained the bus stop signs will be metal which will display the name of the route and the scheduled stops for that particular route. The sign will be 18 inches by 18 inches with a sticker type label to display the schedule in case we need to make any changes. Interim Executive Manager Babauta stated at the next Board meeting, we should be able to display the actual size of the bus stop sign.
- C. Plexiglass – Drivers and Passengers Seats: Interim Executive Manager Babauta stated that quotes from vendors are being reviewed for plexiglass to be installed on the ARBOC seats so that GRTA can fully utilize its seat capacity.
- D. Proposed No-Show Policy: The No-Show Policy will be emailed to the Board for further review as soon as a draft is drafted by GRTA staff.
- E. Resolutions: No discussions were made.

IX. Executive Session: No Executive session took place.



GUAM REGIONAL TRANSIT AUTHORITY

GOVERNMENT OF GUAM

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



X. Adjournment:

Being that there were no further discussions, Chairman Sablan adjourned the meeting at 3:45 pm.

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

Date