



GUAM REGIONAL TRANSIT AUTHORITY  
Government of Guam



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July 28, 2021

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

**Re: GRTA Fiscal Year 2020 Citizen-Centric Report**

Hafa Adai Mr. Cruz,

Pursuant to Section 2(a) of Public Law 30-127 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 ended September 30, 2020 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) 475-4686.

Sincerely,

*Celestin C. Babauta*

CELESTIN C. BABAUTA, MS WED  
Executive Manager

Attachments

cc: Public Auditor, The Office of Public Accountability

# GUAM REGIONAL TRANSIT AUTHORITY

# Citizen Centric Report

## Fiscal Year 2020



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### BOARD OF DIRECTORS

Alejo C. Sablan  
*Chairman*

David Arentz  
*Vice-Chairman*

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*Mayors Council of Guam*

Mayor Kevin J.T. Susuico  
*Mayors Council of Guam*

Bernadette D. Wiemann  
*Board Member*

### 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, and cultural activities and GRTA will strive to fulfill such transit needs.

### OUR GOALS

Initiate viable initiatives that will transform the Guam Regional Transit Authority (GRTA) into a sustainable transit system.

Activate the One Call – One Click Transportation Management System to ensure effective leadership and management of the Guam’s transit system.

Develop project proposals and expenditure plan for the \$9.5M Bus and Bus Facilities competitive grant that GRTA was awarded by the Federal Transit Administration.

Create program proposals and expenditure plan for the \$1.9M Accelerated Innovative Mobility (AIM) competitive grant that GRTA was awarded by the Federal Transit Administration.

Procure buses that will augment GRTA’s existing fleet and add capacity for paratransit and fixed route riders of Guam.

Begin the architectural and engineering design of the Guam Regional Transit Authority’s (GRTA) facility that will include maintenance, operations, and administration, all under one dwelling.

Work with the Mayor of Dededo, Municipal Planning Council, Department of Land Management and the 36 Guam Legislature in acquiring property for the Park and Ride facility in the village of Dededo.

Research any available grants that will provide additional funding for GRTA to improve Guam’s transit system.

Initiate an effective vehicle maintenance program to include recurring preventive maintenance that will contribute to higher vehicle in-commission rates.

Pursue the takeover of the fixed route transit operations and provide safe and reliable transportation services to the people of Guam and its visitors.

Start the Southern Express fixed route and provide transportation for southern Guam residents to their medical appointments, work, school, seek employment, apply for social programs, and other quality of life destinations.

Develop GRTA’s advertising program as a revenue generating initiative that will provide additional funding for the transit agency.

Install solar lighting with poles at each GRTA bus shelter for the safety and security of transit riders.

Hire bus drivers, schedulers/dispatchers, and maintenance personnel to support GRTA’s paratransit and fixed route transit operations.



**Celestin “Cel” Babauta**  
Executive Manager

### STAFFING

EMPLOYMENT STATUS	2018	2019	2020
CLASSIFIED	6	5	6
UNCLASSIFIED	2	1	4
LIMITED TERM	0	4	49
<b>TOTAL</b>	<b>8</b>	<b>10</b>	<b>59</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



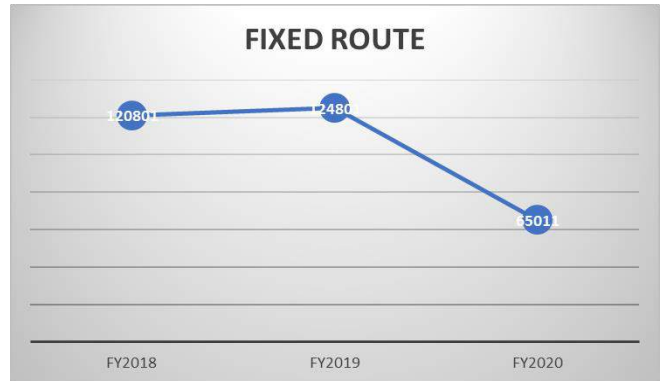
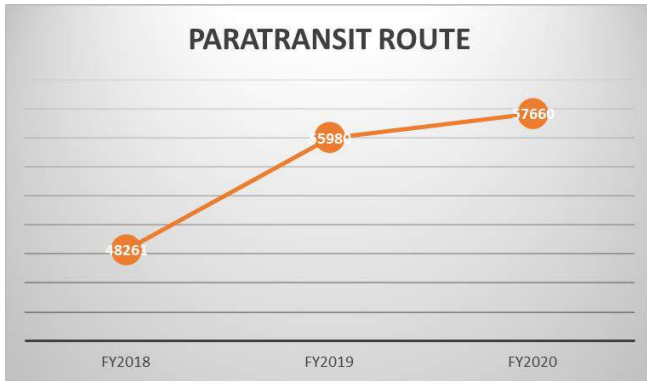
# Ridership

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. As a result of the Coronavirus pandemic, GRTA ridership from FY2019 to FY2020 decreased nearly 45 percent – an increase in riders for Paratransit services by 3 percent and with a decrease in riders for Fixed Route services by approximately 48 percent – due to heavy restrictions set in place for the people of Guam.

## SERVICES

**Fixed Route Service:** comprised of six (6) buses - Greyline, Greenline, Orangeline, BlueLine 1, BlueLine 2, 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. Six (6) ADA compliant vehicles are dedicated for Paratransit.



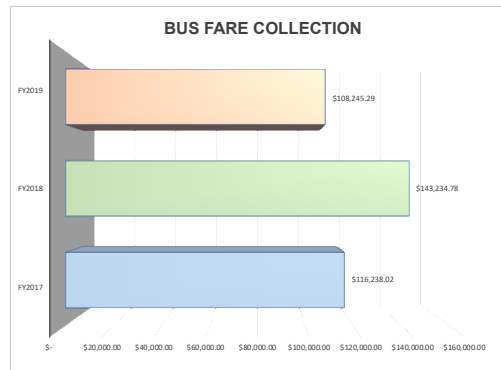
- ❑ The Guam Regional Transit Authority (GRTA) was awarded \$9.5M competitively under the Bus and Bus Facilities grant to construct a Park and Ride facility in the village of Dededo. The grant will also be used to purchase electric buses, electric cars, built-in charging stations, develop vehicle electrification plan, purchase technology transportation management system, design a GRTA Information/Convenience Center.
- ❑ Activate the One Call – One Click Transportation Management System (TMS) and effectively manage GRTA's transit operations.
- ❑ Started the architectural and engineering design of the Guam Regional Transit Authority's (GRTA) facility that will include maintenance, operations, and administration, all under one dwelling. It is currently 30 percent complete.
- ❑ GRTA was awarded \$1.9M competitively under the Accelerated Innovative and Mobility (AIM) grant. The grant will be used to conduct a feasibility study on the viability of mobility on demand – Uber Transit Operations – on Guam.
- ❑ Vendor awarded to purchase 10 each 14-passenger American with Disabilities Act (ADA) compliant buses.
- ❑ Assumed Paratransit Services and 50 percent of fixed routes transit operations from the former contractor – saving the Government of Guam over \$200k and improving transit services.
- ❑ Kicked-off the Southern Express fixed route and afforded transportation for southern Guam residents to their medical appointments and other quality of life destinations. Reduced travel time by at least one hour.
- ❑ Began advertising on GRTA's buses and have earned almost \$10k that will be used for transit operations.
- ❑ Effectively managing the vehicle maintenance program to ensure all buses and vans are provided with recurring scheduled preventive maintenance. This program contributed to high in-commission rate – from 7 buses and vans to 12 that are operational.
- ❑ Hired 45 bus drivers, schedulers/dispatchers, and maintenance technicians in support of GRTA's paratransit, fixed routes, veterans, and homeless populations.
- ❑ Effectively supported COVID-19 transit operations by safely transporting over 10,000 paratransit and fixed route riders despite the challenges of COVID-19.

# Revenues

Fiscal Year	General Fund	Federal Fund	Non-Appropriated Fund (NAF)
2018	\$ 3,663,958.00	\$ 40,000.00	\$ 168,314.21
2019	\$ 3,221,188.00	\$ 3,919,839.00	\$ 174,330.36
2020	\$ 3,236,730.00	\$ 2,704,154.00	\$ 142,030.37
<b>Total Budget</b>	<b>\$ 10,121,876.00</b>	<b>\$ 6,663,993.00</b>	<b>\$ 484,674.94</b>

The Guam Regional Transit Authority's appropriations from the Guam Highway Fund and Public Transit Fund in FY2020 was \$3,236,730. GRТА also applied for and received \$2,704,154 in federal funds from the Federal Transit Administration (FTA) under the Coronavirus Aid, Relief, and Economic Security (CARES) Act. The grant is used as operating assistance for the salaries and benefits of its bus operators, auto service workers, and maintenance workers to operate, service and maintain all GRТА paratransit vehicles as well as purchase personal protective equipment to comply with public health safety guidelines. GRТА also budgeted a little over \$1.7M from CARES Act funds to procure eight (8) 24-passenger ADA compliant cutaway buses.

The Guam Regional Transit Authority receives revenue from its Bus Fare collections. Collections are inclusive of ticket sales that are non-refundable. In FY2020, bus fare collections had decreased by 37 percent. The reduction in fare collections is a result of the COVID-19 pandemic, with public transit ridership decreasing due to set restrictions. GRТА continues to use a 2 person concept in accounting of bus fares and making bank deposits.



## 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:

- There are no credits or extensions for any Pass.
- 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
- If you do not pay for your fare or present a pre-paid ticket to the driver, you will not be allowed on the bus.
- There are not credit or extensions for passes not utilized during the validation period.

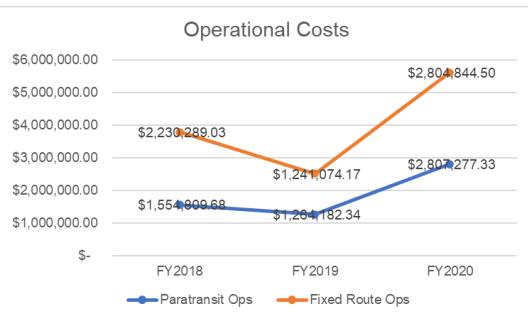


# Expenses

GENERAL FUND BUDGET			
Expenditures	FY2018	FY2019	FY2020
Salary	\$ 397,252.24	\$ 389,155.17	\$ 477,265.95
Benefit	146,542.68	135,572.54	158,794.70
Contractual	2,744,282.02	2,222,606.32	1,680,719.54
Supplies/Fuel	190,123.00	226,031.78	470,177.39
Equipment	-	23,023.49	8,496.00
Miscellaneous	6,977.73	1,656.38	-
Telephone	-	5,302.10	-
<b>Total Expenditures</b>	<b>\$ 3,485,177.67</b>	<b>\$ 3,003,347.78</b>	<b>\$ 2,795,453.58</b>

GRТА's expenditures is primarily attributed to contractual services with one of its main vendors, Kloppenburg Enterprises, Inc. Other key expenses include the maintenance of its vehicles, fuel charges and the purchase of personal protective equipment and supplies.

On January 01, 2020, GRТА took over all Paratransit Services transit operations, saving the Government of Guam over \$200k.



## CHALLENGES

- ❑ No permanent facility for the Guam Regional Transit Authority, even after being in existence for over 10 years – contributes to the lack of stability, effective management of resources, and difficulty in achieving mission requirements.
- ❑ Procurement of buses is too lengthy – submitted procurement package for ten (10) American with Disabilities Act (ADA) compliant buses in June 2019. GRTA is still waiting for their delivery.
- ❑ Lack of ADA compliant buses compels GRTA to spend excessive amount of funds to maintain its current fleet.
- ❑ Inadequate funding to procure much needed resources that are necessary to provide the people of Guam with a more responsive and reliable transit system.
- ❑ Hiring of mission essential personnel is extremely challenging – greatly impacts management of vital transit related programs.
- ❑ Information systems support is quite arduous because the Office of Technology is poorly manned - excellent staff, but not enough manpower to support the entire Government.

## FUTURE OUTLOOK

- ❑ GRTA will have a permanent facility that will provide space for maintenance, operations and administration. Will then have the ability to effectively lead and manage transit operations.
- ❑ GRTA facility will be safe, ADA compliant, energy efficient, maintainable, typhoon resistant, environmentally sound, and aesthetically pleasing.
- ❑ Purchase electric busses and vehicles yearly that will contribute in making Guam more sustainable and pollution free.
- ❑ Replace its 100 percent fossil fuel vehicles with electric buses by 2030.
- ❑ Replace its paper-based transportation management system (TMS) with technology operated TMS that will enhance customer service, effectively manage transit operations and gather data that's vital in decision-making processes and mandatory reporting.
- ❑ Continue to research grants that are available for transit and submit grant applications to augment GRTA's local budget.
- ❑ Build a Park and Ride facility in Dededo to curb traffic congestion between Dededo, Yigo, and Andersen AFB.
- ❑ Provide a hybrid transit system that will include commuter routes, mobility on demand, and paratransit.
- ❑ Institute an effective vehicle maintenance program with trained maintenance technicians, state-of-the-art equipment and maintenance facility.
- ❑ Within its new facility, create a functional office work centers with modern office systems that will pay dividends with respect to productivity and morale.
- ❑ Create payment process for riders to pay for their rides such as card-less payment system, mobile ticketing, etc.
- ❑ Establish an apprenticeship program that will lead GRTA's maintenance workers to become journeymen/women and provide credibility to GRTA's maintenance of its vehicles.
- ❑ Establish a professional development program for all GRTA employees that will empower them to expand their knowledge and skills with respect to the transit world.
- ❑ Acquire a piece of government property that GRTA can use to build a Transfer Station with all the amenities for riders and be able to transfer to transit vehicles that connects to their destinations.
- ❑ Formulate 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.
- ❑ Establish a marketing strategy that will effectively promote GRTA's transit system and attract more people to use transit to their destinations.
- ❑ Initiate revenue generating initiatives that will bring additional funding to GRTA that could be used for its future needs.



## 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





Thomas Eladio Battung &lt;tbattung@guamopa.com&gt;

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**Fwd: Guam Regional Transit Authority FY2020 Citizen-Centric Report (CCR)**

1 message

**Benjamin Cruz** <bjcruz@guamopa.com>

Thu, Jul 29, 2021 at 12:38 PM

To: Vincent Duenas <vduenas@guamopa.com>, Jerrick Hernandez <jhernandez@guamopa.com>, Clariza Roque <croque@guamopa.com>, Thyrsa Bagana <tbagana@guamopa.com>, Frederick Jones <fjones@guamopa.com>, Chris Rivera <crivera@guamopa.com>, Thomas Battung <tbattung@guamopa.com>, Johanna Pangelinan <jpangelinan@guamopa.com>, Mariella Cruz <mcruz@guamopa.com>, Ren Jalandoni <rjalandoni@guamopa.com>, Selina Onedera-Salas <sonederasalas@guamopa.com>, Kayleen Concepcion <kconcepcion@guamopa.com>

----- Forwarded message -----

From: **Shaianna Palacios** <[shaianna.palacios@grta.guam.gov](mailto:shaianna.palacios@grta.guam.gov)>

Date: Thu, Jul 29, 2021 at 12:24 PM

Subject: Guam Regional Transit Authority FY2020 Citizen-Centric Report (CCR)

To: <[bjcruz@guamopa.com](mailto:bjcruz@guamopa.com)>, <[senatorterlajeguam@gmail.com](mailto:senatorterlajeguam@gmail.com)>Cc: Celestin Babauta <[celestin.babauta@grta.guam.gov](mailto:celestin.babauta@grta.guam.gov)>, Rally M. Pilipina <[rally.pilipina@grta.guam.gov](mailto:rally.pilipina@grta.guam.gov)>, <[croque@guamopa.com](mailto:croque@guamopa.com)>, <[mcruz@guamopa.com](mailto:mcruz@guamopa.com)>, Vincent Duenas <[vduenas@guamopa.com](mailto:vduenas@guamopa.com)>

Hafa Adai,

Submitted herewith is the Guam Regional Transit Authority's Fiscal Year 2020 Citizen-Centric Report.

Respectfully requesting acknowledgement of receipt of the CCR Report for our records. Should you have questions, please do not hesitate to contact our Executive Manager, Mr. Celestin Babauta at 671-475-4686.

Warm Regards,

**ShaiAnna Palacios**

Planner I

Guam Regional Transit Authority

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Benjamin J. F. Cruz

Public Auditor

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