

GUAM REGIONAL TRANSIT AUTHORITY
Government of Guam

Felix P. Camacho, Governor
Michael W. Cruz, MD, Lt. Governor
Joseph C. Manibusan, Interim Executive Manager

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MEMORANDUM

January 27, 2010

TO: The Honorable Felix P. Camacho, Governor of Guam
FROM: Interim Executive Manager, Guam Regional Transit Authority (GRTA)
SUBJECT: Annual Reporting Requirement - Guam Public Transportation System

2010 JAN 27 PM 1:48

Buenas yan Hafa Adai! Enclosed herewith is the report pursuant to the above requirements. This particular annual reporting requirement, due no later than January 30th of each year, went into effect with the enactment of PL29-19. As each year passes, and as the program matures, the information provided in this report will be more robust.

Training of the provider's employees

Pursuant to subsection 3101.1.a: With the cooperation and support of the Center for Excellence in Developmental Disabilities Education Research and Services (CEDDERS), at the University of Guam, the following training courses were delivered by CEDDERS:

- Wheelchair Securement - see attachments
- Passenger Sensitivity - see attachments
- Passenger Assistance - see attachments
- Passenger Relations - see attachments

Bid and Contract requirements

Pursuant to subsection 3101.1.b: The requirement of training and certification shall be included into all bids and contracts.

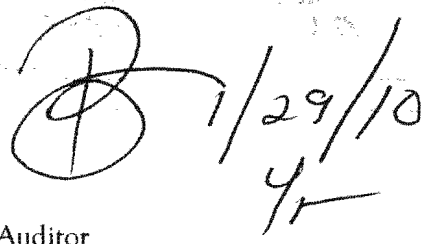
Development of training programs

Pursuant to subsection 3101.1.c: GRTA is coordinating with UOG-CEDDERS regarding format and structure of the courses required by subsection 3101.1.a above. The subject areas for the training include: Wheelchair Securement, Safety, Passenger Sensitivity, Passenger Assistance, and Passenger Relations.

This report is also available on our website at <http://www.grta.guam.gov>


JOSEPH C. MANIBUSAN

30-10-0094


1/29/10
YH

Attachments

CC: Judith T. Won Pat, Speaker, Thirtieth Guam Legislature
Doris F. Brooks, Public Auditor, Office of the Guam Public Auditor
Bruce E. Kloppenburg, President, Kloppenburg Enterprises, Inc.



Guam Center for Excellence in
 Developmental Disabilities Education, Research, and Service
 University of Guam · *Unibetsedåt Guahan*
 Office of Academic and Student Affairs
 Hs #29 Dean Circle · UOG Station · Mangilao, Guam 96923
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November 25, 2009

Joseph C. Manibusan, Interim General Manager
 Guam Regional Transit Authority
 P.O. Box 2896
 Hagatna, Guam 96932

Ginger S. Porter, M.Ed.
 Training Associate, Transportation; Guam CEDDERS
 Office of Graduate Studies, Research, and Sponsored Programs
 University of Guam , UOG Station
 Mangilao, Guam 96923

Hafa Adai Mr. Manibusan,

Attached is a report of Passenger Assistance Training provided to transit personnel who are required to complete an initial 16 hours of passenger assistance training, followed annually with 4 hours of refresher training.

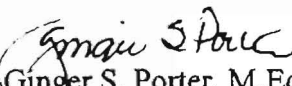
In calendar year 2009, 19 personnel participated in training to meet their 16 hour requirement.

Completing hours initiated in 2008	4
Proficient	3
Did not test	1
CTAA nationally certified training	15
Tested, certification pending	14*
Did not test	1

* Certification pending from Community Transportation Association of America, Washington, D.C. Completers include Ms. E. Duenas, a transit rider who has assisted with driver training in areas of wheelchair securement, ADA requirements, and disability awareness and sensitivity,

The forty-four individuals who were trained and certified last year have yet to complete the required 4 hours of annual refresher training. I would like to meet with you to recommend and determine the content of the refresher training and request that you address this need with the current contracted provider of services.

Sincerely,


 Ginger S. Porter, M.Ed.

Last	First	9-Mar	24-Sep	6-Oct	8-Oct	13-Oct	15-Oct	20-Oct	22-Oct	10-Oct	Proficiency	Company
Aguon	Therese	x			-	-	-	-	-	-	Yes	Sanko
Aunu	Erson	x	x	x	x	x	x	x	x		Nat'l CTAA certification pending	KEI
Calip	Manny		x	x	Off island	Off island	Off island	x	x		Nat'l CTAA certification pending	KEI
Camacho	Joseph	x			-	-	-	-	-	-	Incomplete hrs	MHI
Carlos	Policarpio	x									Yes	MHI
Cruz	Dan		x	x	x	x	x	x	x		Nat'l CTAA certification pending	KEI
Leon Guerrero	Ken		x	x	x	x	x	x	x		Nat'l CTAA certification pending	KEI
Nagallo	Jorey	x	x	x	x	Absent	x	x	x		Nat'l CTAA certification pending	KEI
Nalicat	Antonino	x	x	x	x	Absent	x	x	x		Nat'l CTAA certification pending	KEI
Nulud	Alexander		x	x	x	x	x	x	x		Nat'l CTAA certification pending	KEI
Penafior	John	x			-	-	-	-	-	-	Yes	MHI
Piersing	Howard		x	x	x	x	x	x	x		Nat'l CTAA certification pending	KEI
Quifunas	Manny	x	x	x	x	x	x	x	x		Nat'l CTAA certification pending	KEI
Reyes	Jose	x			-	-	-	-	-	-	Incomplete hrs	KEI
Salas	Derrick		x	Absent	Absent	x	x	Absent	Absent	x	Test no show	KEI

2009 PASSENGER ASSISTANCE TRAINING - TRANSIT PERSONNEL (Page 2)

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Last	First	9-Mar Wheelchair Securement	24-Sep Professionalism & Communication	6-Oct Stress, Custom Serve	8-Oct Secure FT	13-Oct ADA	15-Oct Disab & Secure	20-Oct Bloodborne Pathogens & Emergency	22-Oct Sex Harrassment Revw & Test	10-Oct Sr Secure	Proficiency	Company	
Tman	Mathew	x	x	x	x	x	x	x	x		Nat'l CTAA certification pending	KEI	
Villagomez	John		x	x	x	x	x	x	x		Nat'l CTAA certification pending	KEI	
Yinmed	Jonathan		x	Absent	Absent	Absent	Absent	Absent	Absent			KEI	
William	George		Absent	x	x	x	x	x	x		Nat'l CTAA certification pending	KEI	
Materne	Darrell		Tested for CTAA certification. Training completed 2008							x		Nat'l CTAA certification pending	KEI
Duenas	Evelyn	x	x	x	x	x	x	x	x	X	Nat'l CTAA certification pending	Person with a disability	

**Refresher PASSENGER ASSISTANCE TRAINING - TRANSIT PERSONNEL
2009**

The following individuals require 4 hours of annual refresher training

1	Aguon	Remedio	
2	Aguon	Therese	Sanko
3	Aquino	Jackie	MHI
4	Babauta	Felipe	MHI
5	Baskas	Mark	KEI
6	Bustos	Alber Mike	KEI
7	Carlos	Policarpio Jr.	MHI
8	Chiepot	Eichiro	KEI
9	Dacanay	Angel	Sanko
10	DeGuzman	Eugene	KEI
11	Duenas	Jesus	Sanko
12	Edmund	Erick	MHI
13	Ersin	Wesly	KEI
14	Fejeran	Alberto	Sanko
15	Hidalgo	Respy	Sanko
16	Materne	Darryl	KEI
17	Nauta	Frankie	KEI
18	Nelson	Larry	KEI
19	Pacho	Alberto	MHI
20	Pangelinan	Esabel	KEI
21	Patague	Teofilo	MHI
22	Penafflor	John	MHI
23	Phillip	Vincer	KEI
24	Pocaique	Clarissa	KEI
25	Quinata	Robert J.	MHI
26	Quintanilla	Anthony	KEI
27	Rabago	Paul	KEI
28	Rabago	Ricky	MHI
29	Racelis	Douglas	KEI
30	Saguilla	Teddy	MHI
31	Salas	Vincent	Sanko
32	Sanchez	Agustin	Sanko
33	Santos	Benito	Sanko
34	Silverio	Alfredo	MHI
35	Sinfiano	Soni	MHI
36	Taisague	Joaquin	KEI
37	Taitague	Greg	KEI
38	Tibajares	Joey	KEI
39	Torre	Vicente	Sanko
40	Torres	Kevin	KEI
41	Wolford	Shawn	KEI
42	Yoichi	Kirino	MHI

Fifteen Drivers Attempt National Passenger Safety Certification

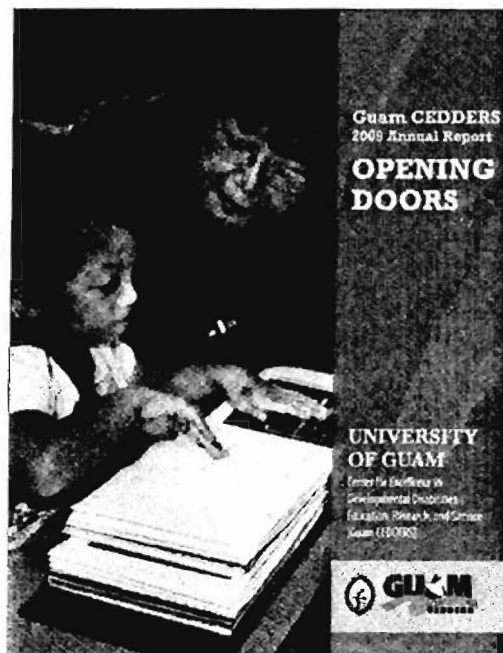
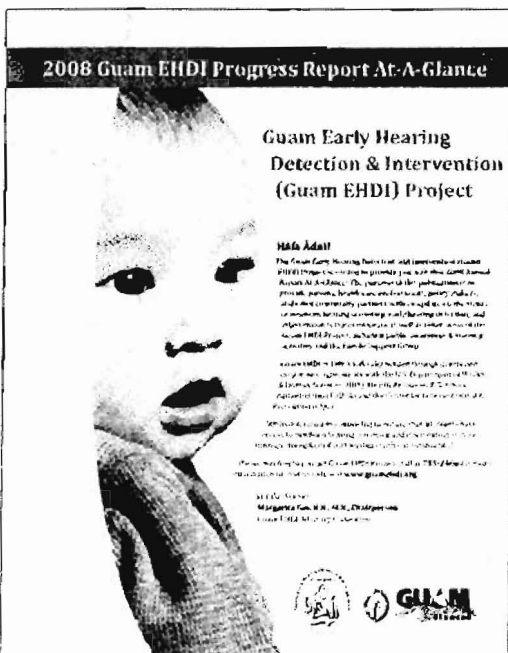
Nationally certified Passenger Service and Safety training from the Community Transportation Association of America (CTAA) was provided to 15 individuals from September 24 to October 22. Participants engaged in hands-on training with new wheelchair and passenger securement restraints, observed multiple methods of conducting emergency evacuation for individuals with special needs from disabled or burning vehicles, discussed professionalism, customer service, communication, serving individuals with disabilities, sexual harassment, and demonstrated methods used for bloodborne pathogen protection. Evaluations showed that drivers "learned a lot of safety and regulations, handling people with disabilities during cases of emergency, ensuring proper securement, and felt like they left the training as better bus drivers." After engaging in a sensitivity field trip, where two drivers used mobility devices in rear securement location areas, and the remaining drivers were either "blinded" or served as their guides, drivers had a greater appreciation to the sensitive nature of traveling without all senses. Quick stops, rough braking, pot holes, speed bumps, and speedy turns took on a whole new meaning when viewed from the passenger perspective. Transit passengers

should notice a greater appreciation for providing a safe, smooth ride from their drivers. Test results and certification for competence from CTAA will arrive in approximately eight weeks. Look for badges from CTAA in a couple of months and congratulate those drivers for a great job!



Guided practice. Ginger Porter (standing), Guam CEDDERS Initiative Area Coordinator, coaches Dan Cruz in the tightening procedure for back ratchet securement straps and checks for less than two inches slack as per federal regulation.

Guam EHDl & Guam CEDDERS Annual Reports Now Available



(Left) The 2008 Guam EHDl Progress Report At-A-Glance was published in October. To request a copy, call Ruth Leon Guerrero at 735-2466 or send her a message at ruth.leonguerrero@guamcedders.org. (Right) The Guam CEDDERS 2009 Annual Report is available online at www.guamcedders.org.