



EDWARD M. BIRN
Director (Direktot)

EDITH C. PANGELINAN
Deputy Director (Sigundo Direktot)

**DEPARTMENT OF
ADMINISTRATION**
DIPATTAMTON ATMENESTRASION

HUMAN RESOURCES DIVISION
(Dibision Inadilanto yan Guinaha Para Taotao)

Telephone (Telifon): (671) 475-1288/1103 • Fax (Faks): (671) 477-3671



LOURDES A. LEON GUERRERO
Governor (Maga'hága)

JOSHUA F. TENORIO
Lt. Governor (Sigundo Maga'láhi)

October 22, 2020

HRD No: 20-1142

MEMORANDUM

TO: Personnel Services Administrator, Human Resources Division

FROM: Personnel Specialist III, Classification and Pay Branch

SUBJECT: Notice of Proposed Creation
RE: Transit Dispatcher/Scheduler

Buenas yan Háfa Adai! This is written to respectfully request approval for the creation and establishment of job specifications for the "Transit Dispatcher/Scheduler" position, into the classified service of the government of Guam. This request is based on the correspondence received from the Guam Regional Transit Authority (GRTA), dated June 30, 2020.

In their June 30, 2020 correspondence, GRTA requested to "reinstate" the Dispatcher position that was previously abolished. However, based upon our review of the information provided, it is our recommendation not to reinstate the "Dispatcher," but rather, to pursue the more appropriate course of action which is to "create" a new position utilizing the title "Transit Dispatcher/Scheduler," and incorporate duties and responsibilities designed to meet the needs of GRTA.

The creation of the Transit Dispatcher/Scheduler will play a significant role in the overall operations of GRTA. Currently, GRTA schedules over 200 rides a day and provides services to over 600 transit and paratransit customers by transporting them to designated and/or fixed routes throughout the island. Constant two-way radio, telephone, and/or computer mobile dispatch terminal communication, with all transportation and administrative personnel, is vital to ensure timely and reliable services to GRTA's customers.

Accordingly, the Classification Branch recommends the following Hay Evaluation:

POSITION TITLE	KNOW-HOW	PROBLEM SOLVING	ACCOUNTABILITY	TOTAL POINTS	PAY GRADE
Transit Dispatcher/Scheduler	D 1 2 132	C 2 22% 29	C 1 C 43	204	I

Personnel Services Administrator, Human Resources Division
RE: Notice of Proposed Creation
Transit/Dispatcher Scheduler


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Upon approval of this request, the Classification Branch will cause copies of the attached proposed job specifications to be posted on the Department of Administration and GRTA's respective websites, for a period of ten (10) work days (Saturdays, Sundays and government of Guam holidays excepted) [4 GCA §6303(c)(2)]. Additionally, electronic copies will be provided to the various local media.

We look forward to your response. If you have any questions or require further information, please do not hesitate to contact the Classification Branch at 475-1131/1201/1265. *Dangkolo na Agradesimiento!*


CATHERINE L.P. BORJA

Attachment

<input checked="" type="checkbox"/> APPROVED
<input type="checkbox"/> DISAPPROVED

SHANE G.L. NGATA, Personnel Services Administrator Human Resources Division
Date: <u>10/22/2020</u>



TRANSIT DISPATCHER/SCHEDULER

0.103

(PROPOSED)

NATURE OF WORK IN THIS CLASS

This is moderately complex work in public transportation and paratransit scheduling, routing and dispatching duties for the safe and efficient transportation of paratransit riders by reserving customer rides and maintaining on time performance through the use of a variety of communication equipment, including two-way radio, telephone, computer mobile dispatch terminal and scheduling systems.

Employees in this class maintain communications with all transportation and administrative personnel to ensure proper service delivery to all aspects of Guam Regional Transit Authority's para-transit operations.

ILLUSTRATIVE EXAMPLES OF WORK: *(These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)*

Develop and improve schedules for customers and drivers to ensure the most efficient routing and use of the service, allowing for increased service and productivity.

Coordinates and disseminates daily manifests to all bus operators/drivers.

Monitor and maintain ongoing two-way radio and telephone communications with all drivers and administrative personnel.

Communicate with drivers to ensure on-time performance.

Communicate and assist customers with service requests, reservations, cancellations, complaints and various trip-related issues.

Establish efficient routing and scheduling for customers using telephone and computer software.

Report and assist with all non-routine incidents, accidents and passenger-related issues.

Provide a variety of public transportation information to passengers, the general public and other public agencies; provide quality customer service and respond to public inquiries and requests for service in a courteous manner.



TRANSIT DISPATCHER/SCHEDULER

0.103

(PROPOSED)

Maintain accurate and complete written log of received and transmitted radio communications and activities during daily work shift.

Collect and secure daily fares at the end of each bus driver's shift.

Perform other duties as assigned.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of methods and techniques of delivering public transportation and paratransit services.

Knowledge of Guam's geographical locations: major routes, village names, street names, businesses, and familiar landmarks.

Ability to learn and operate multi-line telephones, two-way radio dispatching procedures and various computers software applications as they apply to the transit operations.

Ability to work in a fast paced environment.

Ability to multi-task.

Ability to communicate clearly and efficiently, both orally and in writing.

Ability to make sound decisions and exercise good judgment in stressful conditions.

Ability to work under stressful conditions while answering a high volume of incoming telephone and/or radio calls.

Ability to analyze and problem-solve for customers and drivers to maintain safe and efficient operations and on-time performance.



TRANSIT DISPATCHER/SCHEDULER

0.103

(PROPOSED)

Ability to learn and apply rules, regulations, practices and procedure of paratransit service operations.

Ability to work effectively with employees and the public.

Willingness to work rotating shifts, off hours and holidays.

MINIMUM EXPERIENCE AND TRAINING:

- (a) One (1) year experience in the transportation field and graduation from high school; or
- (b) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

ESTABLISHED: **October, 2020**

PAY GRADE: **I**

HAY EVALUATION:	KNOW-HOW:	D I 2	132
	PROBLEM SOLVING:	C 2 22%	29
	ACCOUNTABILITY:	C I C	43
	TOTAL POINTS		204

EDWARD M. BIRN, Director
Department of Administration

LOURDES A. LEON GUERRERO
Governor of Guam



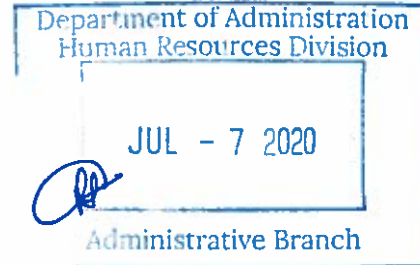
GUAM REGIONAL TRANSIT AUTHORITY
GOVERNMENT OF GUAM

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



June 30, 2020

Mr. Edward M. Birn
Director, Department of Administration
590 South Marine Corps Drive
ITC Building, Suite 215
Tamuning, Guam 96913



Buenas yan Hafa Adai!

As we proceed to hire more Bus Drivers and Customer Service Representatives, I would like to request that the Dispatcher position be reinstated and amended to read Transit Dispatcher/Scheduler and that the Bus Driver for Individuals with Disabilities be amended to read Transit Bus Driver.

Attached you will find our updated position description for both positions and if possible, I would like to request that the salary for the Transit Bus Driver be adjusted to I-01, \$28,595, due to the training that is required by FTA and the certifications that they must maintain in order to drive.

It is my intent that the Customer Service Representatives currently working with us be transitioned into the new Position Title. It is also my intent to submit our request for recruitment for both positions under a Classified Limited Term Appointment upon your approval.

Thank you for your time and consideration. I look forward to your favorable decision. Should you require additional information or have any questions please feel free to contact me.

Senseramente,

CELESTIN C. BABAUTA