




Office of the Governor of Guam

MEMORANDUM

April 12, 2011

TO: Director, Department of Administration
Director, Department of Public Works
Director, Department of Labor
Director, Department of Mental Health and Substance Abuse
Director, Division of Integrated Services for Individuals with Disabilities
Director, Department of Public Health and Substance Abuse
Special Assistant, Chief Education Advisor
Special Assistant to the Chief of Staff
Governor's Deputy Press Secretary

Cc: All Mayors and Vice Mayors
Superintendent of Education
Executive Director, Mayors Council of Guam
Chairman, Consolidated Commission on Utilities

FROM: Chief of Staff 

SUBJECT: **Rapid Response Team**

One of the hallmarks of our administration is our commitment to excellence in customer service. This starts with our accessibility and our quick response to the unanticipated needs of our community. Events happen that require government response in a timely manner. This response sometimes is lost in the mayhem of providing just the regular services using an already-overburdened staff. We want to help by providing coordination and clear direction.

Effective immediately, you now are members of the Governor's Rapid Response Team, as outlined in Blueprint 2020. The Rapid Response Team will activate and coordinate responses at the direction of the Governor's Deputy Chief of Staff, Rose F. Ramsey. Events recorded through the Customer Service Hotline and confirmed by the Deputy Chief of Staff requiring the government's immediate attention will be resolved through this team. The Deputy Chief of Staff is authorized to coordinate government resources, within the limits of the law, to execute this response.

You are to provide her the support she needs once the team reaches consensus on action to take on a given event response. The scope of your response include the following events:

1. New potholes recorded through the Customer Service Hotline following the date of this memorandum. The Department of Public Works, through its agreements with program managers, will continue working to resurface other roads with existing potholes.
2. Traffic light malfunctions recorded through the Customer Service Hotline.
3. Other road and signs concerns recorded through the Customer Service Hotline.
4. Residential flooding issues recorded through the Customer Service Hotline or brought to the government for immediate attention.
5. Layoffs of five or more people in a single day within a single agency or business recorded either through the Customer Service Hotline or the Guam Department of Labor.
6. ADA non-compliance anywhere on the island recorded through the Customer Service Hotline or through any of the government's agencies dealing with the ADA.
7. Presence of carcasses on roadways recorded through the Customer Service Hotline or reported by the mayors or vice mayors of Guam.
8. Unanticipated public school needs reported by the Department of Education or recorded through the Customer Service Hotline.

The Deputy Chief of Staff will call a meeting among you to discuss rules of engagement and how your services are to be employed when a rapid response is required. The Deputy Chief of Staff, who has purview over the Customer Service Hotline, will be the single point of contact to receive requests for rapid response. She will activate this team on a situational basis.

Please be prepared to meet with her and to respond to her inquiries at any given time and at her discretion.

Thank you.