



Interim Policies, Procedures, and Guidelines

Approved by Nisqually Tribal Council on April 22, 2014

**For information or to request a ride,
call 360-456-5236 or email transportation@nisqually-nsn.gov**

Nisqually Transit Interim Policies, Procedures, and Guidelines

www.nisqually-nsn.gov

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Acknowledgements

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Description

Nisqually Transit is a public transportation service of the Nisqually Indian Tribe funded by gas tax revenue and potentially other funding sources. It is managed by the Transportation Services Office under the Planning Department, governed by Tribal Council, and guided by the Community Development Committee as the citizen advisory body for transit development.

Mission

Nisqually Transit is committed to providing safe, reliable, and courteous public transportation to the Nisqually community, promoting quality of life, livability, self-sufficiency, and freedom through mobility.

Service Summary

- Nisqually Transit provides safe, dependable public transportation service for tribal members, community members, staff, and guests on and around the Nisqually Reservation as a deviated fixed route service using one wheelchair lift bus, one van, two full-time transit drivers, and back-up drivers.
- Nisqually Transit bus service currently runs a sixty-minute deviated fixed route 5-8 times a day between the Upper Reservation (Tribal Center area) and the Lower Reservation (Youth Center area). This is subject to change as needs evolve.
- Nisqually Transit reserves the right to withdraw riding privileges at any time.
- Nisqually Transit is not responsible for lost or stolen items.
- Nisqually Transit staff can be reached in-person in the Tribal Center area (4820 She-Nah-Num Dr SE, Olympia, WA 98513) by flag stop (wave down the transit driver along the route), by phone 360- 456-5236, or by email transportation@nisqually-nsn.gov.
- *Hours.* Hours of operation are Monday through Friday from 7:30 am to 7 pm with scheduled holidays and other time off. Customer Service operates with staff from 8 am to 4 pm. A 24-hour message service is available when not staffed.
- *Ride requests.* Deviations from the fixed route service and special call requests are based on availability of drivers and/ vehicles. Please call at least 24 hours in advance if possible to schedule non-route transportation. Ride requests outside the route will be considered as a special trip on a "first come, first serve" basis of availability. For example, medical appointments to Yelm or Hawks Prairie.
- *Route changes.* All departure times are subject to change without notice, so please call ahead to confirm the bus schedule.

The Nisqually Indian Tribe operates public transportation without regard to race, color, creed, sexual preference, or national origin in accordance with Title VI of the U.S. Civil Rights Act. Any person who believes he or she is discriminated against by any unlawful practice under Title VI may file a complaint with Nisqually Indian Tribe Human Resources Department. For more information and the procedures to file a complaint, contact the Nisqually Indian Tribe, Human Resources Department at 4820 She-Nah-Num Dr SE, Olympia, WA 98513 or phone 360-456-5221.

Basic Passenger Rules of the Ride

To ensure the comfort and safety of our passengers, we ask that all riders observe these basic passenger rules at transit centers, bus stops, and on all buses:

- *Scheduled pick-ups.* Riders are requested to be ready 10 minutes before scheduled pick up time. The driver may not be able to pick you up at the exact scheduled time. Please be patient.
- *Waiting time.* The horn may be sounded once upon reaching pick-up point, unless passenger has appeared. If the passenger has not appeared within a 5-minute window, driver will proceed to next destination noting this as a “no call, no-show”.
- *Rider no call, no shows.* In the event a passenger is a “no call, no show”, drivers will notify the dispatcher. When the dispatcher schedules the next call request for the “no call, no show” passenger, the dispatcher will inform the passenger of the previous “no call, no show” and inform them that the next “no call, no show” may result in suspension of call requests. After three “no call, no shows,” the passenger will no longer be able to receive call requests.
- *Rider delays.* Drivers will not return for riders if they are not ready when bus arrives.
- *Rider second tries.* Drivers will not be “sent back” for a second try to pick up a passenger, when the deviated fixed route is in progress [and there are schedule constraints].
- *Rider violations of rules.* Passengers who continue to violate rules may be subject to suspension or permanent revocation of transportation privileges.

Nisqually Transit reserves the right to refuse service to riders for the following reasons:

1. Boarding without wearing a shirt and shoes.
2. Harassing drivers, other employees, or riders.
3. Disturbing others with loud, harmful, or harassing behavior and playing music that can be heard by others (no fighting, harassment, horseplay or disorderly conduct).
4. Using profanity.
5. Consuming alcohol on the bus.
6. Littering.
7. Eating or drinking (except from a covered container) on the bus.
8. Smoking, including but not limited to: tobacco, electronic cigarettes, “chew”, marijuana, etc.
9. Loitering or panhandling, putting feet on the seats, defacing or damaging property, sleeping, lying down, or occupying more than one seat.
10. Carrying a firearm on a bus in a way that warrants alarm.
11. Carrying car batteries, flammable, explosive or other dangerous materials on the bus.
12. Refusing to move from seats located in front area of bus to accommodate passengers in wheelchairs.

13. Refusing to collapse a stroller to accommodate passengers in wheelchairs.
14. Refusing to carry roller blades, skate boards, and bikes on and off the bus.
15. Not safely securing items in the appropriate storage areas on the bus.
16. Violating tribal laws.
17. Bringing animals, except for service animals for persons with disabilities, on transit vehicles.
NOTE: Staff may ask a person with disabilities to remove their service animal from the premises if: 1) the animal is out of control or 2) the animal poses a threat to the health or safety of others.
18. Refusing to obey the transit program rules, procedures, and guidelines, and any other reason that might create harm or make the trip unsafe for driver, passengers, shelter, or vehicle.

Passenger Guidelines

1. Be ready for your ride on time up to 15 minutes early to allow for route deviations.
2. Walk-ons are allowed at most stops. Please stay safe and stand where the driver can see you. Pull safely onto the shoulder to allow yourself to board the vehicle.
3. *Walk-ons in non-daylight hours.* If you are waiting for a ride as a walk-on during non-daylight hours, please have a flashlight and bright clothing with reflectors if possible so the driver can see you.
4. Please watch your step entering and leaving the bus.
5. When entering the bus, the seats closest to the door are for children and those who have difficulty with mobility.
6. Trash cans are provided for your convenience.
7. When the bus is full, please share your bus seat. Consider giving up your seat if you are younger than a passenger who is standing.
8. Please respect the rules of the bus. Violators may be banned from service, fined, or arrested.
9. When leaving the bus, please wait until the bus comes to a complete stop before getting up out of your seat.
10. We welcome your comments. Please visit in-person, leave a phone message, send an email, or complete a comment form located in the Nisqually Transit office and inside each transit vehicle.

Emergencies

- *Keep your eyes open.* Please be alert for suspicious packages or unusual behavior on any Nisqually Transit bus. If you see an unattended package, a person hastily abandoning a package, or see a suspicious cloud, mist, odor or fluid, please contact the driver. *Let's count on each other for a safe ride.*
- Drivers are equipped with communication equipment in case of an emergency.
- Drivers are trained to respond to emergencies.

- Vehicles are equipped with security systems for use in case of an emergency.

Incident Weather

- *Inclement weather.* During bad weather, the bus may not operate due to hazardous road conditions. Please call 360- 456-5236 when in doubt of service due the weather.
- *Winter clothing.* While travelling with public transit during the winter months please dress warmly and be prepared to wait in the cold. You may have to wait longer while the bus travels safely along the route.
- *Winter hazards.* During the colder months the ground tends to freeze causing icy hazardous areas on sidewalks, walkways and roads. Please keep safe and watch for areas that appear icy and/or hazardous for travel. If you are waiting in an area that is not maintained by road crews, please call Nisqually Transit at 360- 456-5236 to inquire about a safer area to be picked up, or to reschedule your transportation needs to a different time or day when travel is safer.
- *Winter travel preparation.* During snow inclement weather, be sure to inquire with all the transits services you may use, to ensure they are all operating normally or with a detoured route.
- *Winter route delays and/or closures.* Nisqually Transit will monitor the WSDOT website and news channels to monitor winter storm alerts as well as contact other transit services for updates regarding route delays and/or closures. In the event that snow has caused a delay in the route or has caused the route to be cancelled, we will make an attempt to call you to cancel your scheduled ride.

Service Expectations

1. Drivers are trained in defensive driving, wheel chair lift operation, customer service, and vehicle familiarity and will adhere to State of Washington state driving rules and regulations.
2. Drivers shall maintain a clean, comfortable, safe environment on the bus (coordinating with related tribal service departments if needed).
3. Drivers shall try to be on time. Contact Nisqually Transit if the bus does not arrive within 15 minutes of your scheduled pick-up time.
4. Drivers and support staff shall be safe, friendly, courteous and respectful at all times.
5. Drivers shall try to pick-up passengers on a residential street on the right hand curb in front of the passenger's residence. The driver may pull into a driveway if it is accessible for the vehicle to safely back out to oncoming traffic.
6. Drivers will assist riders on and off the bus as necessary.
7. Services may be revised as warranted in order to provide the safest, most reliable and functional transportation to the general public and the department.

Connecting Services

R/T Rural and Tribal Transportation (regional bus service). Nisqually Transit connects with R/T five days a week (3-4 times a day) at the Tribal Center. R/T provides direct access to the confederated Tribes of the Chehalis Reservation, the communities of Rochester, Tenino, Bucoda, Rainier, and Yelm, and other portions of the Thurston County region outside the Intercity Transit service boundary. R/T connects with Intercity Transit in Thurston County and with Twin Transit in Lewis County. Call 1-800-650-7846 to arrange your trip or visit www.thurstonRT.org

Intercity Transit (regional bus). Nisqually Transit connects five days a week (hourly, half-hourly) on Intercity Transit Route 94 at eastbound and westbound bus stops on Highway 510 as part of a large Intercity Transit route network that provides direct and indirect access to locations in Thurston County route network. Intercity Transit makes connections beyond Thurston County through other transit services, such as Mason Transit (Mason County), Pierce Transit (Pierce County), and Twin Transit (Lewis County). For Intercity Transit information, call 360-786-1881, 1-800-287-6348, or visit www.intercitytransit.org

Amtrak (long distance and intercity train service). Nisqually Transit connects five days a week (hourly, half-hourly) with the Amtrak Centennial Station (6600 Yelm Highway SE, Lacey, WA 98513) through Intercity Transit Route 94. Due to variations in the Amtrak schedule, only certain transit trips connect with passenger rail service. Please check schedules. For Amtrak information, call 1-800-872-7245 or visit www.amtrak.com

Greyhound (long distance bus service). Nisqually Transit connects five days a week (hourly, half-hourly) with the Greyhound terminal (107 7th Ave SE, Olympia, WA 98501) through Intercity Transit Route 94 and a bus transfer. For Greyhound information, call 360-357-5541, 1-800-231-2222, or visit www.greyhound.com

For further assistance, please visit www.thurstonheretothere.org for more travel options.

Dial-A-Lift Service for Passengers Who Need More Assistance

Dial-A-Lift service is operated by Intercity Transit. Dial-A-Lift provides door-to-door service for people who have disabilities that prevent them from using regular lift-equipped buses.

Riders must be certified to use Dial-A-Lift. You are eligible for a Dial-A-Lift service if you meet on the qualifications below:

- Require assistance to board, ride, or exit a lift-equipped bus.
- Need to use a wheelchair lift, but board at a bus stop where the lift cannot be safely used.
- Have a disability that prevents travel to and from your bus stop under certain conditions.
- Are certified by any transit agency to use Dial-A-Lift.

You must apply to be certified to use Dial-A-Lift service. For Dial-A-Lift service information, call 360-754-9393 or email dial-a-lift@intercitytransit.com. Intercity Transit will process your application within 21 days of receipt. You may appeal the decision if you are denied eligibility. You can also request applications for certification or that a Dial-A-Lift brochure be sent to you. Dial-A-Lift ride reservation hours are Monday - Friday, 8 am - 5 pm, weekends 9 am - 4 pm.



Nisqually Indian Tribe

Transportation Services Office | Nisqually Transit | 360-456-5236 | transportation@nisqually-nsn.gov
Special Needs / Unaccompanied Minor Release Form

Part 1: PARENT OR GUARDIAN, Please note:

1. Children under the age of 12 MUST BE ACCOMPANIED BY AN ADULT.
2. The passenger will be getting off the bus by themselves.
3. Nisqually Transit does not assume any other responsibility for the unaccompanied minor/special needs passenger after providing service between the pick-up and drop-off locations.
4. This release needs to be valid for either a single date or a range of dates.

Part 2: AUTHORIZATION

My minor/special needs person will be getting off the bus by himself/herself at _____
(destination). I _____ the parent or guardian of _____ (name of
minor/special needs person) do give the Nisqually Transit authorization to provide transportation
between _____ (departure location) and _____ (arrival location).

I understand that Nisqually Transit is not acting as a guardian for the passenger while on board on the
vehicle nor once the passenger leaves the vehicle, whether on route or at the final destination. Nisqually
Transit is responsible for the transportation of the passenger only.

I _____ guardian of _____ (name of minor/special needs person)
authorize that the instructions specified above are valid for _____ (starting date) to
_____ (ending date).

Part 3: MINOR OR SPECIAL NEEDS INFORMATION

Name: _____

Date of Birth: _____

Part 4: PARENT OR GUARDIAN INFORMATION

Your signature confirms that you agree with the above authorization.

Name: _____ Signature: _____

Address: _____ Date Signed: _____

City: _____ Cell Phone: _____

Alternate contact in case of emergency (contact information of the receiving parent/guardian)

Name: _____ Cell Phone: _____



Nisqually Indian Tribe

**Transportation Services Office | Nisqually Transit | 360-456-5236 | transportation@nisqually-nsn.gov
Special Needs / Unaccompanied Minor Release Form INSTRUCTIONS**

Unaccompanied Minor/Special Needs forms are provided for special needs passengers or minors less than 16 years of age. Nisqually Transit requires all minors less than 16 years of age to have a *Special Needs/Unaccompanied Minor Form* on file with Nisqually Transit, in order to travel on our transit vehicles. Due to this policy you will need to **fax or mail** a copy of the completed, signed form to our Transportation Services Office, or give a copy to the Nisqually Transit driver. Fax your form to 360-456-4838 or mail to Nisqually Transit, 4820 She-Nah-Num Dr SE, Olympia, WA 98513.

Nisqually Transit is responsible for the transportation of the passenger. To assist guardians in the safety of unaccompanied minor passengers, we recommend that the unaccompanied minor sit in front of the transit vehicle and avoid conversation with all persons other than the driver. To assist elders and special needs passengers, we recommend that passengers *other than* elders, special needs passengers, and unaccompanied minors sit beyond the first few rows of the transit vehicle. In other words, Nisqually Transit reserves the first few rows for elders, special needs passengers, and unaccompanied minors.

We do not assume responsibility for the passenger once they exit the vehicle, whether this be at an intermediary stop or their final destination. Tribal programs are specifically not assuming the role of a guardian of the minor or special needs passenger.

NOTE: Minors between the ages of 12-15 years may travel on our transit vehicles without a parent or guardian when a copy of the completed *Special Needs/Unaccompanied Minor Form* is on file with Nisqually Transit. Minors less than the age of 12 years must be accompanied by a parent or guardian.

If questioned an ID will be required. It is recommended that people ages 16 and over carry an ID to document their age.

In order to avoid any confusion, print all of your information on the form. Be sure to include any special phone numbers for contact people. The form needs to be filled out completely. Bring a copy of the Minor Release Form with you when you drop off your passenger.

RIGHT TO REFUSE TRANSPORTATION

The Nisqually Indian Tribe reserves the right to refuse to transport persons who are under the influence of drugs or alcohol, who may be infectious and spreading communicable diseases, who are incapable of taking care of themselves, or whose conduct or behavior may be objectionable and not in the best interest of other passengers or our drivers. We also reserve the right to inspect and to refuse to carry any luggage/materials that the carrier or driver considers unsafe and not in the best interest of the other passengers.

BAGGAGE LIABILITY

We are not responsible for lost or stolen items, or otherwise items damaged during transport.

Nisqually Transit Customer Complaint Procedures

The Nisqually Transit (NT) service is committed to providing reliable, safe, and satisfying transportation options for the community. Customers of the Nisqually Tribe's Nisqually Transit service are a fundamental aspect of our operation and as such, their feedback is important to the growth and development of the program.

The NT Customer Complaint Procedures has been established to ensure that riders of the system have an easy and accessible way to provide feedback to the Tribe. NT is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

Contacting NT. Riders can contact NT in the following ways:

1. US mail. Riders can mail their feedback to NT at the Tribe's administrative office at Nisqually Transit, 4820 She-Nah-Num Dr SE, Olympia, WA 98501.
2. In-person. Riders can meet with NT staff located in the Tribal Center area. Their office hours are limited, so schedule an appointment to ensure you will be able to meet with NT staff.
3. Phone. Riders can contact NT directly at 360-456-5236. This line is available Monday-Friday, 8 am to 5 pm.
4. Email. Riders can contact NT by e-mail at transportation@nisqually-nsn.gov.
5. Fax. Riders can send written feedback by fax to 360-456-4838.
6. Website (in process). Riders can offer feedback on the NT page of the Nisqually Tribe's website at www.nisqually-nsn.gov.
7. Facebook (in process). Riders can offer feedback on the NT page of the Nisqually Tribe's Facebook page at www.facebook.com/nisqually.

Feedback Review Process. All feedback from customers is valued and will be reviewed by the Transit Supervisor. After review, the Transit Supervisor will distribute the customer communication to the appropriate agency representative(s).

1. Customer concerns, complaints, or employee commendations will be responded to by the Transit Supervisor or forwarded to the appropriate supervisor.
2. Recommendations for service or system modification will be sent to the Planning Department.
3. Questions regarding discrimination or bias will be sent to the Tribe's Executive Director.

Feedback Acknowledgement. Anyone who submits a comment, complaint, or service suggestion to Nisqually Transit shall receive a response, provided they give legible contact information.

- Feedback sent via mail, fax or phone will receive a response within ten business days.
- E-mail or web originated messages will be returned within five business days.

Customer Appeals Process. Any person who is dissatisfied with the response they receive from the NT Supervisor is welcome to appeal the decision. An appeal must be filed with the Director of Planning and Economic Development within 30 days of the response from the NT Supervisor. The Planning and Economic Development Director will review the appeal and respond within 30 days of receipt of the appeal.

Information about the procedures. Information about the NT Customer Complaint Procedures, including how to submit a complaint, will be made available to riders in the following ways:

- When customers are approved for service.
- In the new NT Guide (in process).
- On comment cards available on all transportation vehicles and at the Tribe's NT office.
- On the website (in process).
- By a driver, dispatcher, or supervisor, when requested.

Reporting. The NT Supervisor shall compile a summary of rider responses for the Council, staff, and employees for use in reviewing and evaluating service.

Tracking. NT shall maintain a tracking system for all feedback from customers that provides a unique identification of each customer communication and allows ready access to information on the status of the comment at any time.

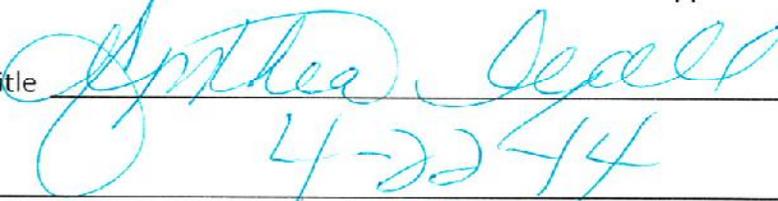
Protection from retribution. NT customers should be able to submit feedback without fear of retribution from the tribe. If a rider feels like they are being treated unfairly in response to the feedback that they provided, they should contact the Director of Planning and Economic Development for the Nisqually Tribe. The Director will investigate and take any appropriate action needed.

* * * * *

I hereby approve this interim document for use until a final document is approved.

Name and Title

Date


4-22-14