

# Policies and Procedures Manual for Cheyenne River Sioux Tribe Transit



Operated by



## River Cities Public Transit

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## **River Cities Public Transit Vision**

To demonstrate a “Standard of Excellence” unparalleled in the small urban and rural transit industry by richly enhancing mobility options for residents in the communities River Cities Public Transit serves.

## **River Cities Public Transit Mission**

River Cities Public Transit is committed to providing safe, reliable and courteous public transportation to the members of the communities we serve by promoting quality of life, livability, self-sufficiency and freedom through mobility.

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## **Introduction**

River Cities Public Transit started in 1998 based on coordination with transportation providers. Our incorporated name is Community Coordinated Transportation Systems. River Cities Public Transit has taken a leading role in coordination since the beginning when St Mary's Hospital, Capitol Area Counseling and other agencies providing their own transportation joined together and incorporated what is now River Cities Public Transit. It is doubtful any of the founders envisioned the amount of coordination that would become reality at the present time. The examples the founders set gave River Cities Public Transit the basis it needed to coordinate with several other business and agencies to this date.

River Cities Public Transit coordinates transportation for many agencies and businesses in the Pierre- Fort Pierre area. We provide all rides for Golden Living Center, St Mary's Hospital, Maryhouse Nursing Home, Kelly Assisted Living Apartments, and Parkwood Assisted Living Center. River Cities Public Transit is a licensed Medicaid transportation provider, this allows us to provide service to medical centers for their patients that need our assistance with transportation and can be reimbursed by the Medicaid Program. We provide service to all the clinics in the Pierre-Fort Pierre area and allow clinics to schedule rides for their patients or the patient may schedule their own ride.

River Cities Public Transit coordinates and manages services for the Lower Brule Sioux Tribe on their reservation. This service started in 2004 and includes in town public service Monday through Friday and a job shuttle starting in Pierre and providing services to Fort Thompson Indian Reservation as well as the Lower Brule Reservation and a return job shuttle in the evening.

River Cities Public Transit coordinates transportation for several smaller communities in central South Dakota. We provide in town service up to 2 days per week and trips to Pierre from Gettysburg every Thursday. We will provide medical trips from Gettysburg to medical centers any day of the week. The local nursing home in Gettysburg works with us to provide rides for their residents. We provide service to Blunt, Harrold, Highmore and the surrounding areas working with local commissions and councils as well as senior centers to coordinate rides and determine needs for their area. River Cities Public Transit operates a job shuttle Monday through Friday based out of Highmore with stops in Harrold and Blunt for individuals needing a ride to work in the Pierre area.

## **Scope of Work Perspective**

River Cities Public Transit has entered into a one year contract with Cheyenne River Sioux Tribe to manage and operate their transportation system.

It is the intent of River Cities Public Transit (RCPT) to manage and operate the Cheyenne River Sioux Tribe's (CRST) transportation system as effective and cost efficient as possible based on the years of experience of the management and staff of River Cities Public Transit. RCPT will provide the maximum service on the reservation that the contract and budget will allow.

In addition to acknowledging the substantial federal government subsidies that CRST receives RCPT will charge a fare for the use of the services. These fares will be used to cover incurred expenses of providing these services; these fares will be an insignificant amount usually less than 15% of the cost of the trip.

River Cities Public Transit is an approved Medicaid provider in South Dakota. This will allow RCPT to get reimbursed by Medicaid for approved Medicaid trips that are provided in the community. These funds will come directly to RCPT to help cover the cost of providing these trips. River Cities Public Transit will work closely with Indian Health Services, Community Health Service Representatives and individuals in the community regarding providing these services.

The cost of rural trips is much higher than trips within a community, like Eagle Butte or Timber Lake, due to the increase in miles and decrease in riders. Fares will be higher for the rural trips but still remain under that 15% cost of the trip per individual.

River Cities Public Transit plans to hire its qualified drivers from the community of Eagle Butte for convenience and supporting the local economy. Dispatching will be conducted from RCPT office in Pierre. There will be a local phone number to call from the Cheyenne River Sioux Reservation for residents to schedule a ride. This will apply for both the pre-scheduled trips as well as same-day services.

River Cities Public Transit is a public transportation organization serving residents of central South Dakota. Any age is eligible to ride (age 3 and under must be accompanied by responsible adult) . RCPT receives funds from CRST and rider fares to cover the cost of operations, and federal dollars for capital expenditures.

There is a strong desire on the part of River Cities Public Transit to coordination transportation services with agencies in Eagle Butte who work with the transit dependent population on the Reservation. The department heads of these agencies can assist RCPT with assessing and identifying individuals who have need the most immediate transportation needs.

# **Operation Policies**

## **General Operations**

River Cities Transit operates 365 days per year, 24 hours per day. To schedule a reduced rate transit ride the rider must call and schedule the day before the ride to schedule during regular business hours noted below. Same day services are available at a higher fare.

## **Office Hours**

### **Pierre office hours are:**

- 8 am – 9 pm Monday through Friday
- 9 am – 6 pm Saturday and Sunday

### **Eagle Butte hours of operation**

- 7 am - 6 pm Monday through Friday

## **Door to Door**

River Cities Public Transit provides general public as well as demand response services. The following explains the meaning of our demand-response door to door services.

- **Private Homes:** River Cities Transit drivers cannot go through the first door of the private home for any reason. The rider must always get through the door of the home after which the RCPT may assist them.
- **Business/Medical facilities/Public Building:** When picking up passengers from a business/medical facility, a driver may go into the lobby area to assist a passenger, but may never lose sight of the vehicle when doing so.
- Assistance with large or numerous packages must be arranged in advance
- Cheyenne River Sioux Tribe transportation has lift-equipped vehicles in its fleet.

River Cities Public Transit drivers are not allowed to assist passengers in wheelchairs up or down any steps. If such a condition exists, passengers are responsible to arranging assistance from someone other than the transit driver and the installation of a ramp is strongly encouraged.

It is the individual's personal care attendant or care provider's responsibility to ensure that the passengers are waiting inside the door for their ride.

Pick-up time will be as close to the agreed upon time as possible, however 15 minutes before or after the agreed upon time will be considered on time. The passenger must be waiting at the designated pick-up point at the scheduled time or the “no show” policy will apply. The driver will wait for 5 minutes for the passenger.

## **No-Show Policy**

The **no-show** policy will kick into effect if the rider is not available for the ride when the vehicle arrives at the pick-up point plus five (5). This means the rider must pay the fare for this trip before they can take their next ride on the bus. Cancellations must be done 2 hours prior to the scheduled pick-up time or the rider will be charged the fare amount.

## **Rider Policy**

All passengers should be ready and waiting for the bus within plus or minus 15 minutes of the schedule pick-up time. For example if the pick-up time is 9:45 the passenger may expect the bus anytime between 9:30 and 10:00.

Drivers will wait 5 minutes after the agreed upon scheduled pick-up time. After the 5 minutes wait it is considered a no-show and the driver will resume their regular schedule. The passenger will be required to pay this fare prior to riding the bus again.

In addition, a return for a second pick-up will be at the higher same-day service and will be conducted when the schedule allows. A second pick-up time will not be conducted in the rural areas outside of 10 miles from the community.

- Smoking is prohibited in and around the vehicles at all times.
- Open food and drinks are not allowed in the vehicle.
- Seatbelts must be worn. Parents must keep children with them, seated and buckled.
- Animals must be kenneled unless performing a service. They must be under control at all times.

- Weapons are prohibited, except if they are unloaded and in a case.
- No flammable liquids or automobile or marine batteries allowed on the bus.
- Passengers must always use earphone with radio, player or iPod.
- Passengers can be suspended for disruptive behavior.

Customers with disabilities will receive the same treatment as all other passengers. Nevertheless they will be expected to:

- Tell the driver if they need help and what type of assistance is needed
- Know their destination
- Pay the fare
- Control their service animal at all times
- Know whether their wheelchair or mobility aid will fit on the lift or in the securement location on the bus and meets the ADA definition of a common wheelchair.
- Be prepared if able to assist the bus operator to safely and quickly secure their mobility device.

## **PACKAGES AND BAGGAGE**

Baggage or packages, which because of their size or number, would restrict free movement of passengers, or are dangerous or offensive to other passengers, are not permitted in the buses. Any package that is permitted in the bus must be placed where it will not interfere with the operation of the vehicle or with any other passengers. Grocery carts and baby strollers must be the type that can be folded up. Bus operators will not be responsible for any article left on the bus except to see that the proper rules are observed regarding the handling of lost articles.

Bus driver may assist with up to three grocery bags. If a passenger has more it will be up to the discretion of the bus drivers whether he has time and ability to assist with more bags.

## **Bus Courtesy**

- ➔ Be ready for your ride on time.
- ➔ Drivers do not carry cash please have exact change

- ➔ The seats close to the door are for those who have difficulty with mobility
- ➔ Riders, please wait till the bus comes to a complete stop before getting up out of your seats.
- ➔ Drivers will assist riders on and off the bus as necessary
- ➔ Respect the rules of the bus and no eating or smoking while you are on the bus.

## **Refusal of Services**

River Cities Public Transit reserves the right to refuse service to riders for the following reasons:

- Intoxication
- Belligerency
- Any other reason that might create harm or make the trip unsafe for the driver, other passengers or vehicle.
- Shirts and shoes must be worn at all times while on the bus. Roller blades, skate boards and bikes must be carried on and off the bus

If you feel we have been unfair in this area you may call RCPT office at **(605) 945-2360** or visit the office at 1600 East Dakota Ave. in Pierre during normal working hours to appeal.

## **Service Expectations**

- ✓ Drivers and dispatchers will be courteous and respectful
- ✓ Drivers will ask everyone entering and exiting the bus if they need assistance.
- ✓ Please watch your step.
- ✓ Bus will be clean and provide a safe environment
- ✓ All drivers are CDL certified and will adhere to South Dakota state driving rules and regulations
- ✓ Drivers will be trained in securing wheelchairs and operating the lift.
- ✓ Drivers try to be on time so contact the dispatch office if the bus does not arrive in the plus or minus 15 minute window of your scheduled pick-up time
- ✓ River Cities Public Transit drivers are expected to be safe, friendly and courteous at all times.

## **Drug & Alcohol**

River Cities Public Transit is covered under the Federal Transit Administration Drug and Alcohol Program. RCPT has a drug and alcohol policy manual which is an addendum to this policy. RCPT is a drug free organization and any time an employee produces positive results the result is immediate termination. All employees must read the agencies' drug and alcohol policy manual, which is an addendum to this manual.

## **Emergency Preparedness**

In rural South Dakota emergencies have many different sources such as power outages, winter storms/blizzards, fires, severe thunder storms, floods, tornadoes, crimes, explosions and there may be other sources in local communities. It is important to use common sense for protecting drivers, passengers and vehicles. The following are some tips on how to deal with various emergencies:

- **Power outages:**
  - Roads may be more congested
  - Passengers may change pick-up locations
  - Transit vehicles may be used to evacuate building with vulnerable populations
- **Winter storms and blizzards**
  - Instructions are noted under **Inclement Weather** below
  - Do not go out in the country if visibility is less than 300 feet; remember safety at all times
  - Stay off roads with heavy snow cover
- **Fires**
  - In case of bus fires follow procedures from PASS training
  - Use extreme caution driving through a heavy smoke cloud on the road
  - Assist community whenever possible yet keeping personnel and equipment safe
- **Severe Thunderstorms**
  - Stay out of the path of severe thunder storms
  - If rain is very heavy stop the vehicle let the storm pass over then resume your route
  - Be aware of lightning strikes and play it safe
- **Flooding**
  - Stay off roads covered with flood waters and find an alternate route
  - Participate in evacuation activities when necessary
- **Tornado**

- Stay out of the path of a tornado
- If it can't be avoided find a safe location to wait out the storm
- **Criminal or violent activity on the bus**
  - Do not confront the perpetrator
  - Call dispatch
  - Give individual what he want in attempt to have him leave the bus
- **Explosions**
  - Stay clear of the area
  - Protect lives and property as best as possible
  - Report any suspicious activity as soon as it is observed

What to do in case of a vehicle emergency

1. Assess the current situation
2. Call dispatch and explain the emergency
3. Check to make sure the passengers are safe & secure
4. After the emergency complete required reports

River Cities Public Transit and its employees are under the Federal Transit Administration (FTA) Drug and Alcohol rules related to required testing following an accident. RCPT is a drug free organization with "0" tolerance, any time a positive test is received from an employee the result is immediate termination. Post accident testing is required immediately following an accident when:

- There is an accident resulting in a fatality
- When medical treatment is required away from the scene of the accident
- When one of the vehicles is render inoperable as a result of the accident.

### **Inclement Weather**

- The administration's decision to operate during adverse weather shall be based on National Weather Service and police reports.
- When weather conditions are such that it becomes necessary to close the agency and cancel transportation prior to 7 am, the Director will see that appropriate announcements are made to the local media. \_\_\_\_\_

- Services provided during the dangerously cold weather will be rated as to the urgency of the need. Riders should always be dressed for the weather.
- Based on the time of day, priority pick-up will be as follows: school children, dialysis appointments, and contracted agreements.
- Bus operations may be cancelled at the discretion of the director at any time.
- Steps and walks must be cleared of snow and ice for safe walking/travel at all times.

## **Fares and Punch Tickets**

A fare or one punch on your fare card covers the cost of going from point of origin (pick-up point) to first destination (drop-off point). In the transit industry that travel is referred to as a “trip.”

### **Punch Ticket Prices**

**Call 945-2360 or 1-877-587-5776**

|                  |                  |
|------------------|------------------|
| 10 Punch Tickets | 20 Punch tickets |
| \$15.00 Reg.     | \$30.00 Reg.     |
| \$10.00 Senior   | \$20.00 Senior   |

### **Prescheduled Transit Fares**

For all rides scheduled at least 1 day in advanced of the trip **during office hours**

|   |  |
|---|--|
| \$1.50/1 Punch .....                          | per adult or child(over 4 yrs old) each stop |
| \$1.00/1 punch.....                           | per older adult (60 years of age or older)   |
| 2 punches (or \$4.00).....                    | same day service                             |
| Children under three (3) with an adult.....   | Free   |
| Starting 5 miles beyond the city limits ..... | \$.25/mile                                   |
| Additional passengers same destination.....   | \$1.00 each                                  |

### **Same Day Fares**

|  |             |
|--|-------------|
| Demand response rides for 1 <sup>st</sup> rider..... | \$4.00      |
| Starting 5 miles beyond the city limits.....         | \$.50/miles |
| Additional passengers same destination .....         | \$2.00 each |

Bus tickets are available directly from the bus drivers or by mail from RCPT office by calling the numbers above.

## **Outlying Communities**

River Cities Public Transit will work with Tribal Leaders as well as Program Directors to determine the needs and cost of rides for outlying Communities.

## **Equal Treatment**

No one shall be denied a ride based on race, color, national origin, religion, sex, disability, political affiliation, or belief in any other considerations prohibited by law. Any person who believes that they have been discriminated against in the transit system should contact the River Cities Public Transit Director between the hours of 8 am and 5 pm at (605) 945-2360 or by mail at P.O. Box 1025, Pierre, SD 57501

## **Building Maintenance**

FTA requires an effective, written maintenance plan and documentation of activities for facilities and equipment. For this reason RCPT needs to have full control of all building activities including; maintenance, repair, uses of building, and building up grades insuring they follow FTA guidelines. RCPT will establish regular and routine maintenance activity for the building to include items for daily, monthly, 6-month and annual activities that keeps the building in excellent operating condition. RCPT has access to and control of funds available to pay for maintenance, operation and upgrade of the building. This allows RCPT to develop and maintain a complete and accurate record of all maintenance and servicing done to the building.

## **Vehicle Servicing and Maintenance**

The hired drivers are responsible for servicing the vehicles they drive. The term “vehicle servicing” covers all of the services designed to prepare vehicles to go into revenue service from one day to the next. Servicing is not mechanical inspection, although a check is usually made for obvious leaks, broken mirrors, cracked windows, problems with tires, etc. Servicing generally means light interior and exterior cleaning, with periodic more thorough cleaning.

The primary goal of the maintenance program is to provide a cost-effective, systematic, interruption free pattern of transit operation. To accomplish this, RCPT maintenance practices are centered on the following goals and objectives:

Goals:

1. Provide consistently good services to meet public demand.
2. Provide safe, reliable, comfortable and clean vehicles.
3. Provide maximum operational reliability in our buses and vans.
4. Minimize roadside breakdowns/calls, vehicle downtime and reduce maintenance costs.

Objectives:

1. Properly maintain each vehicle to manufacturer's specifications.
2. Maintain a high quality maintenance program.
3. Ensure economical replacement of each vehicle at the end of the vehicle's useful life expectancy.
4. Insist on strict preventative maintenance schedule of periodic inspections

To ensure the above mentioned program is followed River Cities Public Transit will be responsible for and make the decision for all vehicle maintenance. This includes deciding the extent of repairs needed, where the repairs will be accomplished, whether at RCPT's shop in Pierre or some other location, and paying for the repairs.

All funds for building and vehicle repair and maintenance will come directly from FTA or through the management contract that Cheyenne River Sioux Tribe completed with River Cities Public Transit of Pierre, SD.

River Cities Public Transit is updating their computer software and to assist our passengers, we would like to update our passenger's information to better serve your transportation needs. Please complete the information below cut out the form and return to one of our drivers for a free ride coupon good for any ride within 5 miles of Eagle Butte. (One pass for one ride per person.)

Passenger's Name: \_\_\_\_\_ phone #: \_\_\_\_\_

Address \_\_\_\_\_ Cell #: \_\_\_\_\_

City \_\_\_\_\_ Work #: \_\_\_\_\_

Walk-on: \_\_\_\_\_ Lift Assisted: \_\_\_\_\_ Escort: \_\_\_\_\_ (Answer yes or no)

Ethnicity (please circle one) Caucasia, Hispanic, African American, Native American, other \_\_\_\_\_

Medicaid # \_\_\_\_\_ Date of Birth \_\_\_\_\_

Emergency Contact: \_\_\_\_\_

Notes or Comments: \_\_\_\_\_

\_\_\_\_\_