

ONEIDA PUBLIC TRANSIT



A good mind. A good heart. A strong fire.

PASSENGER HANDBOOK

PO BOX 365
Oneida, WI 54155
(920) 496-5770

Oneida Public Transit's Mission Statement:

To provide safe, reliable, and affordable public transportation that supports life-long opportunities to strengthen education, well-being, and Tsi?niyukwalihot^ (Jeet-knee-youk-wally-hold-dah) "Our Ways" throughout the Oneida Community.

REVISED July 2023

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Purpose

Oneida Public Transit can be defined under On-Demand Response, Curb to Curb, Public Service, Transit System, and Rural Transportation service. This service is provided to the Oneida Community and public to transport on the Oneida Nation Reservation and surrounding areas. The purpose of this booklet is to have policies and expectations set for passengers, to provide an effective and efficient transportation services for the community.

It is for the benefit of all passengers' health, safety, and well-being and the long-term survival of the Oneida Public Transit system that these policies are set in place and are passengers' responsibility to abide by them.

The policies in this booklet are simple and critical to the efficiency and effectiveness of our transit system. Passengers who are “no show” or do not comply with the policies are causing higher fares and a less efficient system for the other passengers riding. Remember Oneida Public Transit is a privilege and abusing this privilege can result in discontinued services if the passenger decides not to comply.

Our professional Drivers hold Commercial Drivers Licenses (CDL's) and our vehicles are inspected daily. To accomplish our set goals, the employees are to follow and honor the following mission statement and values:

Mission Statement: To provide safe, reliable, and affordable public transportation that supports life-long opportunities to strengthen education, well-being, and Tsi?niyukwalihot^ (Jeet-knee-youk-wally-hold-dah) “Our Ways” throughout the Oneida Community.

Values: Professionalism-Honesty –Integrity –Respect-Dignity

*The Civil Rights Act of 1964 prohibits discrimination and guarantees all persons the right to “full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of any place of public accommodation, without discrimination or segregation on the grounds of race, color, religion, or national origin.”

The Oneida Nation of Wisconsin does not discriminate based on race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of First Nations ancestry and Veterans will be given preference by law in initial employment or re-employment.

Any person who believes that they may have been discriminated against while using the Oneida Public Transit services should contact the Oneida Public Transit Department.

**The Oneida Public Transit policies in this book are subject to change by the Transit Manager, Director of Governmental Services Division or Business Committee. New and revised policies will be disseminated or communicated as soon as possible through broadcasting on transit vehicles, flyers, Facebook etc.

Hours of Operations

Business Hours: Monday – Friday 5:00AM-8:00PM

Office Hours: Monday – Friday 8:00AM-4:30PM

Last pick-up for the day is 7:15PM

(Should be scheduled in advance. No exceptions)

Types of Transportation Services

Definitions and Explanations



Oneida Transit



Not Oneida Transit



Transit System

An organization (Oneida Tribe of Wisconsin) providing local or regional multi-occupancy vehicle passenger service, whether privately or publicly held. (This case publicly held)



Rural Transportation

provides service with populations of 5,000 or less and provides specialized transportation for the elderly and persons with disabilities. Oneida Public Transit also serves the rest of the public.



Curb-to-Curb

service means that the vehicle will be at the curb of the pick-up point at a prearranged time. The rider does not have to be standing at the curb but should be in a location that allows him/her to see the vehicle when it arrives. Please note that some areas and locations may not be accessible to transit vehicles.

The following policies explain the meaning and intent of curb-to-curb service:

- Drivers will not enter private home for any reason.
 - Drivers may assist passenger only from the curb to the vehicle or lift and from the vehicle or lift to the curb at drop-off.
- *If additional assistance is needed, passenger should consider arranging for personal attendant or caregiver to be at pickup and/or drop off locations.



On-Demand Response

is any **non-fixed route** system of transporting individuals that requires advanced scheduling by the customer, including services provided by public entities, nonprofits, and private providers. The vehicles do not operate

over a fixed route or on a fixed schedule except, perhaps, on a temporary basis to satisfy a special need.

Typically, the vehicle may be dispatched to pick up several passengers at different pick-up points before taking them to their respective destinations and may even be interrupted enroute to these destinations to pick up other passengers. The following types of operations fall under the above definitions provided they are not on a scheduled fixed-route basis:

- Many origins – many destinations -- The typical operation described above (2).
- Many origins – one destination -- For example, a pre-arranged persons with disabilities or senior citizen operation which picks up the passengers at their homes and takes them to a shopping or recreation center.
- One origin – many destinations -- For example, a vehicle goes to a school, picks up multiple passengers, and drives them to their homes.
- One origin – one destination -- For example, a group of senior citizens is transported from a nursing home to a recreation center and returned.

Para-transit VS. Demand Response Transportation

- ⊗ **Para-transit**: Operates as a complementary service to fixed-route sites, advanced reservations required, shared ride and curb-to-curb service, no prioritizing and no trip limit (**Oneida Public Transit is not a para-transit**)
- ✓ **Demand Response**: On-demand scheduling and operations, advanced reservations, shared ride and curb-to-curb service, limited capacity and providers may prioritize (**Oneida Public Transit is a demand response**)
- ✓ **Public Service** is a community service: a service that is performed for the benefit of the public or its institutions. Anyone in the service area can use Oneida Public Transit



Shared Ride

Shared ride means other passengers may be picked up or drop off in between other individuals pick up and drop off locations according to passenger needs. (Oneida Public Transit is a shared ride)

Group Transportation VS. Charter Service



Group transportation is a service, many people to one destination, while acknowledging that this may be a shared ride.



Charter service is a service to a group with exclusive use of the vehicle with no other passengers. (Oneida Public Transit is not a Charter Service)



Special Transportation Using the demand response service can be continuous and may provide regularly scheduled rides. However, the passenger must call daily to confirm that your reservation is still needed.



Long Distance Medical Oneida Public Transit provides long-distance round-trip services for medical appointments only. For scheduling a Long-Distance Medical trip (See Page 14-Long-Distance Medical)



Same Day Requests are trips scheduled the day of the trip. This can be done by, calling the dispatch and requesting a pick-up for the same day usually an hour ahead of pickup time.

*Please note same day request are honored based on available space, and pre-scheduled medical, work, and educational rides take precedence over same day requests. Also, Oneida Public Transit is not an emergency service and all Eastside Medical appointments should be scheduled 24 hours in advance.

Other Terms Defined

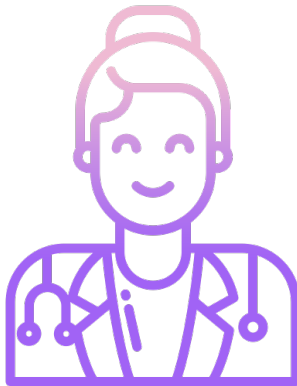
Personal Care Attendant (PCA) Someone designated or employed specifically to assist the ADA eligible individual meet his or her personal needs. PCA's must have same origin and destination as the eligible individual and ride free.

Companion can be anyone who is able to assist the rider such as a family member, business associate, friend, etc. Companions do not have to have the same origin or destination as the eligible individual and must also pay a fare.

Service Animal means any guide dog, signal dog (or any other animal including cat, bird, or monkey) that is trained to work or perform tasks for an individual with a disability.

Individual with Service Animals

Pursuant to the Americans with Disabilities Act (ADA), service animals shall be permitted to accompany individual with disabilities in vehicles and facilities. "Service Animal means any guide dog, signal dog (or any other animal including cat, bird or monkey that is trained to work or perform tasks for an individual with a disability including, but not limit to, guiding individual with impaired vision, alerting individuals with impaired hearing to intruder or sounds, providing minimal protection or rescue work, pulling a mobility device, or fetching dropped items. The rider may be refused transportation if the animal with the individual is not under control of the handler or if it is being disruptive or threatening to the safety of others. It is the handler's responsibility to control the animal, not the bus operator.



Oneida Public Transit Passenger Eligibility

Any person who...

1. Can travel up to the vehicle under his/her own power or with use of own Personal Care Attendant or Companion.
2. Has self-control while on board. Violent, disruptive, or illegal behavior is prohibited. Conduct which is disruptive or inconvenient to other passengers is prohibited unless a result of physical or mental impairment and is not a safety hazard to the driver.
3. Can communicate destination effectively with the driver
4. Is aware and understands when the destination is reached.
5. Doesn't have open wounds or transmittable communicable disease
6. Recommended ages: Must be 12 years and older to ride alone. 11 years old and younger must be with paying companion who is at least 16 years old. Ultimate decision is at parent's discretion based on the child's level of maturity, experience, and intelligence.
7. Able to understand the Passenger Rules and Expectations. (See Below)

Oneida Public Transit may suggest/recommend a Personal Care Attendant to travel with passenger in the case they are unable to follow these eligibility requirements. Oneida Public Transit may suggest a traveling curfew if they can't comply with the rider eligibility.



All Passengers Rules and Expectations

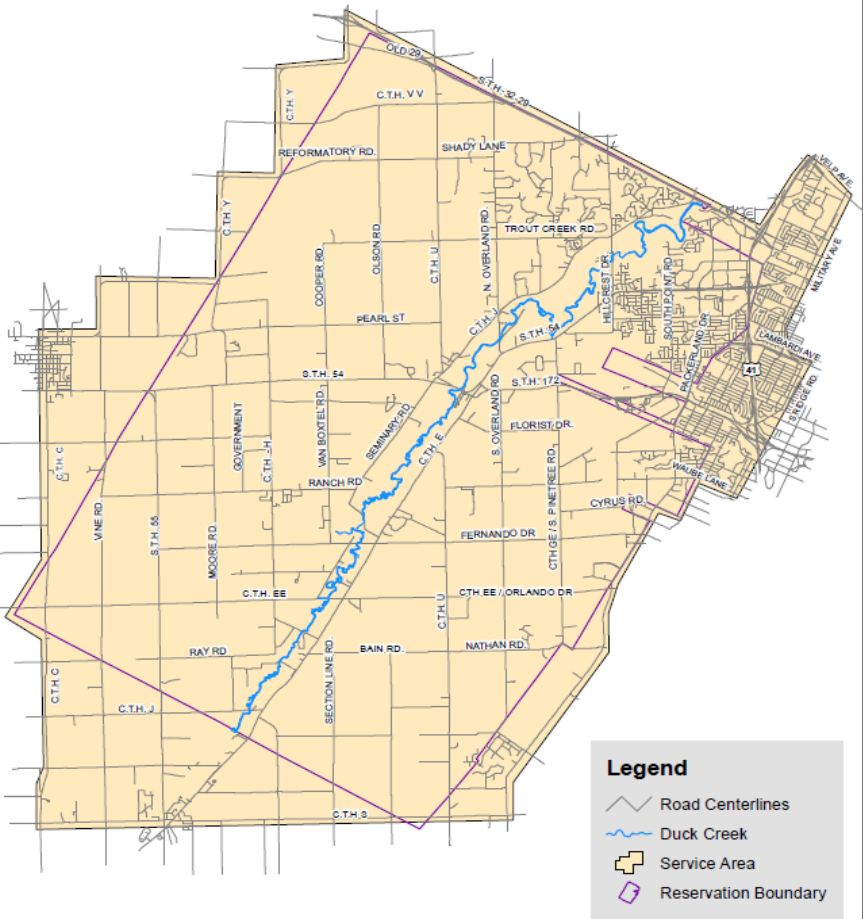
1. Show Respect:
 - a. To other passengers, drivers, driver aides, dispatchers, and their property
 - b. To the vehicle-internal and external
2. Riding under the influence of drugs and alcohol will not be permitted
 - a. Anyone showing signs of alcohol, or any drugs use will be escorted off the transit vehicle by the Oneida Police Department (OPD). OPD will then be the responsible party.
3. Basic Transit Rules
 - a. No eating or drinking
 - b. No foul language
 - c. No smoking
 - d. No verbal abuse or physical violence-OPD will be called
 - e. No weapons of any kind-OPD will be called
 - f. No flammable items allowed-OPD will be called
 - g. All passengers must remain seated while the vehicle is in motion
 - h. Must be at designated pick-up area at the scheduled time
 - i. Music and Media must have headphones or earphones
 - j. Please report any accident/incidents to the drivers immediately

All passengers must follow the rules and expectations stated above. Failure to comply with the rules and expectations that are stated above may result in suspension or termination of services provided by Oneida Public Transit.





**** Reminder: The Oneida Public Transit reserves the right to refuse service to anyone fails to comply with these rules and expectations (See page 23- Refusing service)**

Service Area Map

Oneida Public Transit Service Area



Legend

-  Road Centerlines
-  Duck Creek
-  Service Area
-  Reservation Boundary



GEOGRAPHIC LAND INFORMATION SYSTEMS
 N 703 Packeland Drive
 Green Bay, Wisconsin
 (920) 496-2007
 File: Service-Area.mxd Date: 04/28/11



Source: Oneida Public Transit
 Coordinate System: Wisconsin State Plane, Central Zone
 Lambert Projection, U.S. Foot
 Horizontal Datum: NAD83
 Vertical Datum: NAV85

Service Area

Service Area (See page 12 – Service Map)

North Boundary:

Hwy 29 & Hwy 32 to Hwy 41 to Velp Ave to Military Ave.

East Boundary:

Military Ave to Lombardi Ave, Lombardi to Ridge Rd., Ridge Rd. to Waube Ln., Packerland Dr. (EB, F) to Hwy S

South Boundary:

Hwy S to Hwy J, Hwy J to Hwy C

West Boundary:

Hwy C to Hwy 54/55 (Seymour), Hwy 54/55 to Hwy G, Hwy G to Hwy Y, Hwy Y to Hwy 29/32.

Extended Service Area

East Boundary

Up to Fox River Hours: For medical transportation- Elder and/or people with disabilities.

Medical Appointment Transports in Extended Service Area

All medical transports outside of service area are required to have Oneida Public Transit approval based on availability and must be scheduled at least 24 hours in advance. Must be Elder (55 and older) and/or people with disabilities to be eligible.

Dialysis Transportation

Call for more information 920-496-5770.



Long Distance Medical Appointments

Long distance medical appointments consist of, but not limited to, Fond du Lac, Appleton, Milwaukee, Madison depending on availability and resources.

Long Distance Medical requests require a “Request for Service” form to be filled out. Please allow 5 business days to be reviewed, scheduled, and approved.

**Passengers keep in mind that Tuesdays and Thursdays are the best times for availability; Mondays, Wednesdays, and Fridays are not always the best times to schedule due to pre-scheduled rides. Remember to confirm pick-up time, the day of the scheduled appointment.

Also contact the dispatcher for additional questions or any changes to the requests at 920-496-5770.

Wheelchair and Mobility Devices

Wheelchair Accessible Service

The ADA states Public Transportation shall be deemed to provide equivalent service, if services are available, to individuals with disabilities, this includes individuals who use wheelchairs, and is equivalent to the service provided to other individuals. Oneida Public Transit provides wheelchair accessible service to the public whose destination is in the service area for any purpose and outside the service area for medical purposes only.

For the safety, health, and well-being of our passengers...

1. Oneida Public Transit Drivers are not allowed to assist passengers in wheelchairs up or down steps/stairs of any kind.
 - a. If such a condition exists, passengers are responsible for arranging assistance from someone other than the Transit Driver.
2. If using the wheelchair lift, passenger must follow direct instructions from the Transit Drivers as they are trained to provide safe loading and unloading of individuals in a wheelchair.

- a. Oneida Public Transit policy states for the health, safety, and well-being of our passengers, when loading and unloading wheelchairs, passengers must face outward whenever on the platform. The passenger or other apparatus that does not fit on the platform shall not be attempted to load or unload. The lift should not exceed 750-pound load capacity.
3. Transit Drivers are not allowed to pick up a passenger in the case of a slip and fall. **(See page 17- Accident and Incidents)**
4. All electric wheelchairs and scooters are required to be secured while the transit vehicles are in motion for the safety of passengers.
5. When loading/unloading wheelchairs using the wheelchair lift, passenger must face outward whenever on the platform.
 - a. Wheelchair brakes must stay locked until driver unlocks them
 - b. The inboard locator and outer barrier must be in the fully-up position and outer barrier latch must be fully engaged whenever a wheelchair passenger is on the platform.

All of Oneida Public Transit vehicles are equipped with wheelchair lifts. If the passenger is unable to complete travel by his/her-self, an attendant or companion may be suggested to assist the passenger. The personal care attendant fare will be waived, and a companion fare will not be waived.

1. If unable to board a vehicle because of steps, passenger may use the wheelchair lift to board a vehicle, only if lift is equipped with handrails.
2. Transit Drivers are only allowed to lift to 25 lbs. unaided.

Oneida Public Transit makes every effort to accommodate all disabilities. However, Oneida Public Transit requires passengers to:

1. **Be able to comprehend or respond properly** to safety instructions in case of evacuation and/or emergency
2. **Be able to communicate effectively** with drivers in case of an emergency
3. **Be aware of their surroundings**

If the passenger is requiring more assistance that can be provided by Oneida Public Transit, possible recommendation to travel with a personal care attendant, companion, or suggestion to make alternative arrangements may take place. The safety assistant or personal care attendant must be self-reliant and mentally and physically able to provide the passenger with the assistance required.

Group Transportation

Due to the Oneida Public Transit having such a small fleet of vehicles, OPT may not be able to accommodate all requests for group rides. These group rides include, but are not limited to, school pick-ups, summer programs, and tours. We suggest a 30-day advance notice, if possible, for scheduling group rides.

Medical, elderly, and pre-scheduled rides may take precedence.

***Reminder that Oneida Public Transit is a Shared ride service and not a charter service.**

If you would like to request group transportation or have questions, please contact us 920-496-5770.

Disability Transportation

It is the passenger's responsibility to inform the Dispatcher about disabilities. Oneida Public Transit will not refuse service based on your disability unless accommodation is unreasonable and affects the safety or health of any passengers and/or drivers. Oneida Public Transit will make every effort to accommodate all disability needs.

Children/Parents

Parents/Guardians are responsible for their child's safety until the child boards the transit vehicle and once the child steps off the transit vehicle. Drivers are not required to wait until a parent is home to drop off a child. *Children are also required to follow the policy rules and expectations like all passengers, and first-time youth riders must sign Rules and Expectations acknowledgment

form. The Rules and Expectations acknowledgment form can be received in the office or from the bus driver.

It is the parent/guardian's responsibility to make appropriate arrangements for their child once they depart the transit vehicle. All drivers are mandated Child Abuse and Neglect reporters and are required to report any suspected abuse or neglect.

Parents/Guardians- When determining if your child is responsible enough to ride alone consider the following...

- Is my child able to read rules?
- Can my child tell time to know when the transit will arrive?
- Can my child follow simple rules such as stay seated while bus is in motion?
- Does my child know the addresses necessary and emergency phone numbers?
- Is my child responsible enough to follow the Rules and Expectations (**See Page 11 – Rules and Expectations**)

Accidents/Incidents

In the case of an Accident and/or Incident

Passengers:

Oneida Public Transit asks that the passengers follow any instructions given by the Transit Drivers. Look to them for leadership and instructions as they are trained to provide safety in the case of an accident and/or incident. All Transit Drivers have the following training:

Annual Trainings

- Loading and unloading of non-ambulatory passengers per lift manufacturer recommendation and Standard Operating Procedures
- Oneida Drug & Substance Abuse
- Blood-Borne Pathogen
- First Aid
- CPR
- Defensive Driving Techniques (Every other year)
- Child Abuse and Neglect Reporting

Please note in the case of an emergency, from fender-benders to terrorist attack, the following steps will assist drivers to determine the appropriate actions to take.

Drivers are to...

1. **Protect themselves**

- a. Keeping themselves safe will ensure that someone is on scene with the skills and training to help others. Once they are clear from danger, they can focus on the other passengers.

2. **Assess the situation**

- a. Will not move the vehicle unless instructed to do so by law enforcement
- b. Will not move the vehicle unless it exposes passenger to great danger.
- c. Will assess the situation of all the passengers
- d. Will assess the condition of the vehicle

3. **Notify dispatcher/request aid**

- a. Provide dispatcher with the following information:
 1. Vehicle location
 2. Type of emergency
 3. Brief description
 4. Type of assistance needed
 5. Whether or not the vehicle has been moved
 6. The number of passengers on board, number of wheelchair passengers
 7. The nature and severity of any injuries.
- b. Will keep the dispatcher notified of any changes made prior to first responder arriving to the scene.

4. **Protect others**

- a. Disengage the transmission, setting brakes, turning off the engine, and turn on four-way flashers.
- b. Provide aid to the extent they are trained and able.
 1. Drivers are only required to lift to 25 pounds unaided.
 2. Drivers are not to move or lift passengers until a first responder has arrived and is instructed to assist. **Under no circumstance is the Transit Driver allowed or required to lift passenger for**

their safety, health, and well-being, unless a life safety hazard is present.

- a. Life safety hazard -such as exposure to traffic or other dangerous conditions, weather conditions, comfort of surrounding areas.
 3. Will provide vulnerable people from being chilled or overheated and keep passengers in a single safe space until first responder has arrived unless a life safety hazard is present. Use first-aid safety blanket if necessary.
 4. Will put on protective gloves and apply direct pressure to any severe wounds to reduce bleeding.
 5. Will not give any food, drink, or medication unless warning tags instruct to do so.
 6. Will not provide first aid medical treatment or CPR unless driver is certified and have appropriate equipment and transit policy permits it.
 7. Will reassure others and injured passengers
 8. Will inform passengers of the nature of the situation, the length of any delays, and the process of correcting the problem and/or issues.
- 5. Secure the vehicle**
1. Decide whether the safest course of action is to move the vehicle off the roadway
 2. Turn front wheels against the curb to prevent rollaway
 3. Set Flares
- 6. Gather incident information**
- 7. Complete post incident report**

*Oneida Public Transit is required wait until a first responder has arrived before they move any victim, in the case of a slip, trip, or fall, unless it is a life safety hazard.

Scheduling Rides

How to schedule a ride

Call 920-496-5770 Press “0” for dispatcher.

Make sure you have the following information available prior to calling

1. Date of the request trip
2. Address for pick-up and destination
3. Pick-up time (no appointment)
4. Drop-off time (appointment)
5. The number of passengers
6. Type of mobility device such as wheelchair, walker, cane, etc.

Always allow a 30-minute window to be picked up. This means passenger must be watching for their ride 15 minutes before and 15 minutes after the requested time.

****It is also the responsibility of the passenger to allot enough time to make it to appointments, work, events etc.**

Oneida Public Transit is not responsible for any late or missed appointments, as it is sole responsibility for passengers to take into consideration that travel times may vary due to rush hour slowdowns, time of day, local events, road construction, traffic accidents, bad weather, or day of the week.

Also, take into consideration that delays can happen and are sometimes unexpected and unpreventable such as road construction, traffic accidents, increased demand of service, weather etc.

Oneida Public Transit makes every effort to arrive as close to the scheduled pick-up time as possible. All Transit Drivers will only wait 3 minutes past arrival time before leaving without a passenger. If you have an unexpected delay, please call the Dispatcher as soon as possible to adjust your pick-up time (**subject to availability**).

If you are not picked-up within the 30-minute window do not hesitate to call for updated information.

****Having other individuals sent to hold your bus will not be tolerated. It is the passenger responsibility to be readily present and waiting for the transit vehicle.**

When to Schedule

Schedule your ride 24 hours in advance, early scheduling helps us accommodate your needs and will take precedence to same day requests. Passengers may also confirm the morning of the scheduled ride to validate to the Dispatcher that the rides are still needed.

Same day requests may not always be available at the time requested, because of pre-scheduled rides.

All medical appointments in extended service area must be scheduled 24 hours in advance.

Canceling Rides

In order to cancel a ride, passenger must call the Oneida Public Transit Dispatcher at least one hour before pre-scheduled pick-up time. Same day requests have up to 15 minutes before pick-up time to cancel a ride. If you do not follow these policies, you may jeopardize future rides. When canceling, clearly state the passengers name, the pick-up date and time, and your desire to cancel the ride. For rescheduling a ride, please contact dispatch during business hours for availability of service.

Fares

Types of Fares

Cash Fares:

Payment is required at time of service unless previous arrangements have been made with the Oneida Public Transit Administrative Assistant. **If paying with cash, correct change is required. Drivers are not authorized to give refunds under any circumstance nor do they have change on them.**

Personal Checks are acceptable to pay for fares and passes.

Make checks payable to: Oneida Public Transit

Passes:

Transit passes may be purchased directly from the Transit Driver or in the Oneida Public Transit office.

- 1. **Unlimited Monthly Pass** –unlimited rides during the month for transportation within the service area.
Cost is \$25 (expires at the end of each month)
- 2. **Punch Passes**- Used for within the service area transports. These will be punched by the Transit Driver for the cost of the ride. Punch Passes do not expire.
Cost is \$8.50 for a \$10 Yellow Punch Pass
Cost is \$16 for a \$20 Green Punch Pass

Returned Check Charges:

All insufficient-fund checks will be charged a \$20 service fee. Service will be suspended until the insufficient fund and service fee are paid to Oneida Public Transit. All “closed account” and insufficient fund checks not paid within two weeks may be referred for collection and/ or prosecution.

Standard Public Fare:

Within Service area (See page 12 – Service Area Map)

Age Group	Price
Children (7 Years old and under)	\$0 with paying adult
Students (12 years and older with Student ID/College ID)	\$1.00 One Way
Adults (18 years old -54 years old)	\$1.50 One Way
Elders (55 years old and up)	Free
Persons with disabilities (All Ages)	\$1.00 One Way \$1.50 Round Trip

Extended Service Area

Must call 24 hours in advance

Up to Fox River for Medical Transportation Only.

Elders (55 years old and up)	Free
Persons with disabilities (All Ages)	\$2.50 One-Way \$3.00 Round-Trip

Past Fox River (East side of Green Bay)

Elders (55 years old and up)	Free
Persons with disabilities (All Ages)	\$3.50 One-Way \$6.00 Round-Trip

Refusing Services

Oneida Public Transit reserves the right to refuse service to any passenger who:

1. Doesn't comply with the Passenger Handbook and Policies
2. Is intoxicated (alcohol and/or drugs)
3. Is disruptive
4. Is belligerent/rude
5. Poses as a serious safety or health threat to themselves or others
6. Has unreasonable personal hygiene (**See page 24 – Personal Hygiene Code of Conduct**)
7. Passenger who is not wearing a shirt or footwear
8. Is carrying a weapon
9. Interrupting services or affecting productivity such as “No Shows”
10. Has safety issues concerning mobility device, cognitive and mental impairments

*Note Oneida Public Transit may suggest alternative riding arrangements such as, but not limited to, having a personal care attendant when riding, in order continue services.

****Oneida Public Transit will do their best to accommodate and have a progressive disciplinary notice set in place to make all the attempts to help passenger correct their behavior or offenses.**

*****Reminder that Oneida Public Transit is a privilege and abusing this privilege may result in discontinued service.**

Personal Hygiene Code of Conduct

Oneida Public Transit expects all passengers to follow good personal hygiene, to ensure a safe and enjoyable ride. Proper bathing and clean clothing are required. To reduce the risk of spreading communicable diseases and disturbing other passengers, the following are suggested:

1. Any passenger with offensive odor causing complaints from other passenger or drivers will be advised of the offense in writing to rectify the situation. **Passenger with poor personal hygiene may be denied transportation.**
2. Passengers with wheelchair or mobility devices are required to keep them clean and sanitized to use Oneida Public Transit.
3. Passengers are prohibited from performing any personal hygiene task while riding the bus (i.e., clipping fingernails, toenails, putting on perfume, etc.).
4. All personal items and/or medical equipment are required to be clean and sanitized for the health and safety of others.
5. Passengers are prohibited from riding with open wounds, open sores, uncontrollable saliva, or anything that can spread bodily fluids, unless the passenger condition doesn't pose a threat to other passengers.

****Oneida Public Transit may deny access to any passenger whose bodily fluids are exposed, body odor is identified as offensive to other passengers or the driver or shows signs of pest infection(s). This includes, but not limited to, bodily excretions, saliva, blood feces, bed bugs, or fleas.***

No Show /Late Cancellation Policy

The “no show policy” is designed to increase efficiencies and improve accuracy of our on-demand service.

Violations include:

1. Not at their designated pick-up location within 3 minutes of transit arrival with in the 30-minute window of scheduled pick-up time. ***Please note transit vehicles are not allowed to blow the horn. Only in emergency situations.**
2. Canceling a ride less than one hour before the pre-scheduled pick-up time.
3. Canceling a ride less than 15 minutes before same-day request pick-up time.
4. Not canceling a ride.
5. Choosing not to ride after the vehicle arrives for the pick-up.

No Show Penalties

Follows the Passenger Disciplinary/Grievance Policy

1. A Verbal Warning
2. A Written Warning-Possible Disciplinary Suspension
3. A Final Written Warning-Possible Disciplinary Suspension
4. Termination of Services

The “no show” policy will not count violations that were transit agency error such as:

1. Vehicle arrived late, after the pickup window of 30 Minutes
2. Vehicle arrived early, before the pickup window, and rider was not ready to go
3. Vehicle never arrived
4. Vehicle went to the wrong location unless the passenger gave the wrong address
5. Driver didn't follow correct procedures to locate the passenger
6. Passenger cancelled on time, but the cancellation was not recorded correctly or wasn't transmitted to the driver in time

Passenger Progressive Disciplinary/Grievance Policy

Degrees of discipline are progressive and are used to ensure the passenger can correct their performance.

- **Verbal Warning** –Explanation to the passenger why he/she is receiving the warning and then documented copy will be given.
- **Written Warning**- If passenger still fails to comply after a Verbal Warning or several Verbal Warnings, a Written Warning will be given to the passenger.
- **Disciplinary Suspension** – Determined on the severity of the violation at Transit Manager's discretion.
- **Final Written Warning** -For those who are habitual violators of the policies and will need to be monitored closely.
- **Investigative Suspension**- The Transit Manager will work with both the passenger and the employee who has made the written warning and then decide on the outcome. Drivers may include suggested outcomes on the disciplinary form. The Transit Manager may include the Director of Governmental Services Division at some point to get approval for the decided outcome.
- **Termination of Transportation** -The last resort unless the passenger has made a criminal/serious offense.
 - **Criminal Offenses** such as fighting, theft, threats of violence, the sale or possession of illegal drugs or under the influence of alcohol on Oneida Public Transit, termination may be the first and only disciplinary step taken based on the decision of the Transit Manager.
 - **Criminal Offenses** are forwarded to the Oneida Police Department for further investigation and/or for prosecution.
- Any step or steps of the disciplinary process may be skipped at the discretion of the Transit Manager after investigation and analysis of the total situation, past practices, and circumstances.
- There is no set standard of how many verbal warnings must be given prior to a Written Warning or how many Written

Warnings must precede termination. Factors to be considered are:

- The variety and number of problems involved.
- The seriousness of the offense.

Complaints

The Complaint Process is designed to monitor, track, investigate and provide a resolution to those employees or passengers who have the right to file a complaint. All complaints should be in writing and sent to Oneida Public Transit. A written complaint can be mailed within 3 business days of the incident to:

Oneida Public Transit
P.O. Box 365
Oneida, WI 54155

Due to the vast amounts of incoming service calls and phone calls- all message complaints directed to the Dispatcher will be prohibited. Dispatchers will be allowed to transfer the customer to appropriate personnel and/or dismiss the call if no one is available.

Dispatchers are not allowed to handle passenger complaints while providing dispatching services.

The written complaint should be submitted and should include the following details:

1. Complainant's name, address, telephone number
2. The institution's name and address: Oneida Public Transit, PO Box 365, Oneida, WI 54155
3. Type of type of complaint -fare, employee, and bus number involved, if applicable
4. Description of the complaint, including specific dates and times
5. Requested resolution
6. Complainant's signature and the date the complaint is being mailed

Complaint forms are also available from Transit Drivers. The information will help in determining the type of resolution needed.

Incomplete written complaints will be dismissed. Be sure to include all accurate details for your complaint to be processed.

Complaint against a Driver

The Transit Manager will have 5 business days to investigate the complaint and find a resolution that is equitable.

Complaint against a Supervisor, Administrative Assistant, and Dispatcher

The Transit Manager will have 5 business days to investigate the complaint and find a resolution that is equitable.

Complaint against the Transit Manager should be forwarded to the Director of Governmental Services Division

The Director of GSD will have 5 business days to investigate the complaint and find a resolution that is equitable.

The complainant will receive a written notice once a resolution/decision is made. If the complainant doesn't receive a written notice after 7 business days from the date mailed, the complainant is advised to call Oneida Public Transit to receive a status update.

Appeal Process

The Appeals Process is designed to make sure our passengers and employees are being treated fairly and decisions are equitable and in compliance. A written request must be presented by the employee or passenger within 5 business days of the time in which the written notice of resolution/decision was received.

The written appeal request must contain:

1. Complainant's name, address, and telephone number.
2. Institution name and address
3. Reason for appeal
4. Provide relevant information pertaining to only the matter at hand, such as relevant dates, times, and names, and any corresponding policies, regulations or policies.

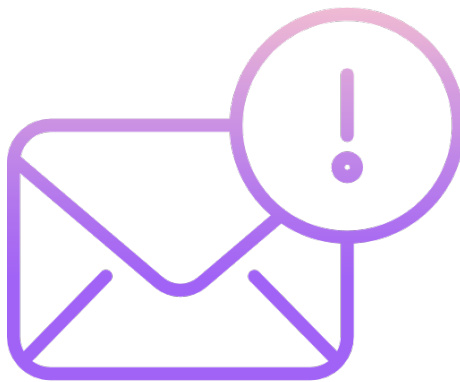
5. Indicate if you are requesting a meeting in order to resolve the matter.

The written request for appeal will be reviewed by the Oneida Public Transit Manager unless complaint was against the Transit Manager, then it will be reviewed by Director of Governmental Services Division.

Oneida Public Transit
P.O. Box 365
Oneida, WI 54155

The Transit Manager has 10 business days to investigate and review appeal and come up with a resolution or decision. At its discretion, the Oneida Public Transit may provide service during the appeal process regarding the reason of service termination. Each case will be handled individually.

Complaints made on Drivers, Dispatchers, and Administrative Assistant will be reviewed and investigated by their supervisor. Complaints made on Lead Drivers will be reviewed and investigated by the Transit Manager. Complaints made on the Transit Manager can be directed to their supervisor. A written response will be mailed to the complainant's home address, if you do not hear from the Oneida Public Transit within 13 business days, please call 920-496-5770.



Personal Items or Medical Equipment:

All passengers are responsible for the safe keeping of any personal items or medical equipment brought aboard the vehicle. Since some types of personal items or medical equipment may not be able to be secured in the vehicle:

- Passengers will be expected to keep all items or equipment in the seat with them. Personal items or medical equipment are not allowed in the aisle or left loose on the floor.
- At no time shall any item/items block the aisle or any emergency exit.
- At no time will an emergency window be blocked.

Seat Belt Policy

Seat Belt

All Passengers of the Oneida Public Transit are encouraged to wear their seatbelts. Transit Drivers may not physically force passenger to wear a seatbelt.

Child Passenger Restraint System

Failure to comply with the seatbelt policy could result in refused service or discontinued services.

Wisconsin State Law states the following:

- Children must be in a car seat until they reach age 4 and 40 pounds, and in a booster seat until they reach age 8, more than 80 pounds in weight, or more than 4ft. 9in. tall.

Tiered structure applies:

- Less than 1 year old, or less than 20 lbs. must be in a rear-facing child seat in the back seat (if so equipped)
- If at least one year old and 20 pounds, but less than four years old or less than 40 pounds, must be in a forward- or rear-facing child seat in the back seat (if so equipped)
- Age 4 to age 8, and between 40-80 lbs., and no more than 4 ft. 9 in. must be in a forward- or rear-facing child seat in the back seat (if so equipped) or a booster seat
- Penalty for non-compliance depends on the age of the child
- If less than four years of age, the total penalty is \$175.30

- If between ages 4 and 8, the total penalty is \$150.10 for the first offense, \$200.50 for a second offense, and \$263.50 for third and subsequent offenses
- There are no exemptions from these rules allowing removal of a child from a restraint to attend to personal needs (such as feeding or diapering)
- A child who, because of a medical condition, body size or a physical disability, is incapable of being transported in a child safety restraint system, may be transported without a safety restraint system with physician approval

Weather

Weather-Related Access to Private Homes

Passengers are responsible for snow removal to make their homes accessible to the transit vehicles. Transit Drivers may not assist passengers through snow or across ice.

If a passenger schedules service knowing there is no cleared access or safe loading area where the passenger can be picked up safely, the trip will be considered a no-show and the “No Show” policy will apply. **(See page 25-No Show Policy)**

Discontinuing Service Due to Weather Conditions

Oneida Public Transit will make every effort to provide service whenever scheduled. In the event extreme weather conditions exist, which make travel unsafe Oneida Public Transit reserves the right to discontinue services until conditions are favorable.

We do not consider routine medical appointment a necessary ride in the event of bad weather. If service is temporarily discontinued, all rides regardless of trip purpose will be cancelled.

Winter Riding Tips

- Be aware of weather conditions which may affect the Oneida Public Transit services
- If streets are icy, allow additional travel time.

- Avoid delays by being on-time and having correct fare amount ready upon boarding.
- Clean footwear of snow and slush before boarding so it doesn't gather on the steps and floor of vehicle, causing danger to others.
- Wait until the vehicle comes to a complete stop before boarding.
- Wait until the vehicle comes to a complete stop before leaving your seat.
- Be prepared for sudden stops while riding the vehicle. The transit vehicle may have to make sudden stops while riding the vehicle. The vehicle may have to make a sudden stop to avoid an accident, person, road debris, etc. Please buckle up for your safety.
- At all times use the handrail(s) boarding and disembarking, watch your step, wear your seat belt if available and wear appropriate winter clothing.

Severe Weather Passenger Guide

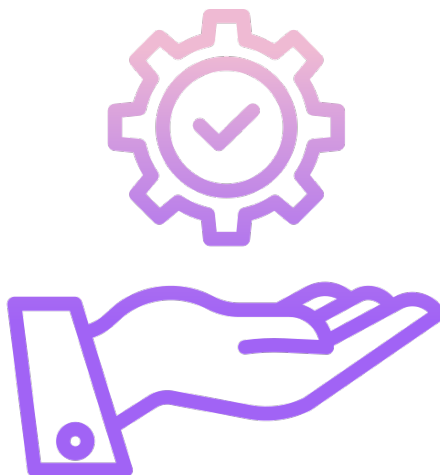
- **BE AWARE**-Severe snow and rainstorms can affect Oneida Public Transit transportation service. The following service reductions may occur at any time hazardous road conditions exist:
 - Time intervals between buses will increase.
 - Some routes may be shortened or canceled.
 - Bus service on less-traveled streets-especially those not plowed or sanded –may be canceled.
 - Absolutely No alley travel allowed for the bus.
 - In case of severe weather, all passengers will be taken home immediately.



Drivers are NOT Required to Provide the Following Services

DRIVERS WILL NOT...

- Be allowed to enter private residences for any reason.
- Be allowed to transport packages or paper for an individual into any homes or businesses or run personal errands.
- Have cash for making change.
- Accompany passenger during their medical appointments.
- Schedule future rides, or future pick-ups *Passenger must contact Dispatcher for future rides
- Be allowed to assist passengers with using the restroom.
- Give any food, drink, or medication of any kind to a passenger.
- Accept any gift or tips for their services. Passengers may make donation to the Oneida Public Transit Department.



Helpful Quick Tips

- Consider carrying an insulated grocery bag to place groceries items in when returning from the grocery store. The bus may not be able to return you home immediately. *This is a shared ride
- Check the area around you for personal items before exiting the bus. Oneida Public Transit is not responsible for lost or stolen items. Lost and found items are brought to the Oneida Public Transit Office.
- Carry the correct change. –Drivers do not carry change
- If you are unable to carry your own personal items or packages, arrange for someone to meet you at your destination to help. –Driver may not enter personal homes or business.
- Schedule your ride ahead of time
- Be at your pick area on time-Note that Oneida Public Transit has a 30-minute window (15 minutes before and 15 minutes after), however other delays may take place and remember it is a shared ride.
- Schedule yourself enough time to make it to appointments-Oneida Public Transit is not responsible for late or missed appointments.
- All children must follow the same Rules and Expectations as all passengers.
- Please call ahead to let the Dispatcher know if you are going to be late or need to cancel to avoid a “No Show”.
- Wear proper and appropriate clothing –Shoes, pants/shorts/skirts and shirts are required
- Mobility Device Users:
 - If you use a mobility device, let the Dispatcher know ahead of time to send the correct vehicle.
 - For your health and safety, please allow the Driver to assist you upon using the wheelchair lifts.
- Note that last is 7:15 P.M. Please schedule ahead of time. *Last minute calls to schedule pickups will not be allowed.

****Please note that our policies are subject to change with little or no notice.**

For example Oneida Nation of Wisconsin has had to make some cost constraints and the Business Committee had to make a resolution that had affected the boundary areas, hours of operation, and scheduling process.

The policies in this booklet are based on everyday operations with no resolutions or time constraints in place. We do our best to communicate any changes that may occur.