

PO'PAY MESSENGER

TRANSIT

Standard Operating Procedures



Standard Operating Procedures Responsibility Statement

IT IS THE RESPONSIBILITY OF EACH EMPLOYEE OF THIS ORGANIZATION AND PROGRAM TO READ AND OBSERVES THESE STANDARD OPERATING PROCEDURES.

AS THE EMPLOYEE, YOU WILL BE HELD RESPONSIBLE AND ACCOUNTABLE FOR KNOWING, UNDERSTANDING AND ADHERING TO THE CONTENTS OF THESE PROCEDURES.

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Po'pay Messenger Transit Services

Mission Statement: Ohkay Owingeh Po'pay Messenger Transit Strives to Provide for its Tribal and non-Tribal member's within the community. Mobility, sustainability, independence and access to opportunities for the future development, health and advanced education.

Statement of Work: The purpose of the Ohkay Owingeh Transit Service, "Po'pay Messenger," is to offer an alternate transportation option for all members of the community. The intent of the program is to complement, collaborate and partner with the neighboring transit providers.

The Po'pay Messenger Transit is a Demand-Response system available to all residents within Ohkay Owingeh boundaries. The intent of the program is to create an independence and self-sustaining environment to the people of Ohkay Owingeh creating more mobility and confidence to and from: **WORK** – this service is for people needing rides to and from work that do not have any transportation. **RESTRICTIONS:** This service will be provided only during Popay working hours: 7:30 a.m. to 5:00p.m.

SHOPPING – This demand service is available but there are some restrictions meaning only if the rider is going to be shopping for necessities and not for cigarettes, alcohol, etc.

MEDICAL APPOINTMENT – We will provide services for all medical appointments; with some restrictions as follows: if it is an Emergency we will not provide service; however, we will assist by calling the necessary help - Ambulance, OOPD, or 911. If an individual has open wounds or is clearly intoxicated or under the influence; the Popay Messenger will not transport. We are not trained in the medical field and are concerned for your safety and our employees. The driver providing the ride has been given the permission to use his/her better judgment when providing a medical appointment ride. Driver will have to provide a written statement as to why they are refusing services.

SCHOOLING – We will provide this service for students with some restrictions as follows: Pre-school Parents must give consent by filling out the parent consent form and Parent or teacher must ride with student. The Parent or Teacher must also provide certified and approved car restraint.

Elementary, Middle school, and High School – Parents must fill out parent consent form. Note: Form is good for the school year. Parent must fill one out every year.

This service will complement the neighboring regional transit connectivity to communities of Albuquerque, Santa Fe, Espanola, Los Alamos, Taos, and regionally via connections with Park-and-Ride services and NCRTD services. These transportation services would otherwise not be affordable to the Ohkay Owingeh tribal membership and therefor the existing service complements other regional transit programs.

Popay Messenger will be working closely with these other regional services in providing the best service possible.

Example: If a rider needs Transportation to Santa Fe, Albuquerque, or Taos and Popay does not have any rides schedule to one of these locations we are more than willing to assist you in getting a ride to one of the of the NCRTD Stop/Pick-up locations. The Popay Messenger Service has access to NCRTD maps and schedules.

The resources will continue to support a much needed transit service to surrounding communities as it opens up access to northern New Mexico. Transit connectivity offers new modes of transportation to get to and from jobs, to benefit from social service programs, and to support the health and well-being of the community members through greater access to goods and services. Other needs are fulfilled from a transit service that provides a seamless benefit to its customers by providing regional access to meet their collective needs.

From a programming and operating point of view, the tribe will generate a strong voice to meet funding goals, provide invaluable technical support, and increase the effectiveness of a capital investment both operationally and managerially. The Program will also provide a much needed operational base for the tribe as it has created new office space and new Housing/Maintenance facility for vehicles.

Ohkay Owingeh has completed an assessment of the services currently provided by the NCRTD and have determined the need of the community to be "On-Demand" services. The funding received has assisted the tribe in developing its own Transit Services to provide transportations on an "On-Demand" schedule vs. fixed route schedule.

The NCRTD through its Public Transit Service currently provides two (2) bus stops at varying times throughout the day between the hours of 6 a.m. and 7 p.m. to pick up and drop off passengers at the Pueblo's designated stop (Ohkay Casino and the Ohkay Owingeh Community Library) and stops throughout the North Central Region to include areas of Espanola, Santa Fe, Pueblos of Santa Clara, San Ildefonso, and Tesuque.

Employee Readiness for Duty-1.0

Purpose: Employee readiness, appearance, mental and physical preparedness for duty

Applicability: All employees, Contractors, volunteers funded and or employed under this program

Procedures: Employee Readiness for Duty:

All drivers must be mentally and physically ready and prepared to begin operational driving shifts at the designated shift time. Due to the pace and nature of the transit operations, all staff must be ready to begin to perform their respective job duties upon their arrival at work. Non-readiness will cause delays in service and inconvenience to our passengers. Readiness is defined for all employees of this program for drivers, dispatchers, Managers, volunteers and contractors as:

1. The Driver must read, know and observe the performance guidelines outlined in the NM Transit Driver Operational Handbook. Drivers will be held responsible for knowing, understanding and seeking clarification on its contents. The Driver Operational Handbook is provided to the Driver the first day of employment.
2. Report to work in a clean, non-wrinkled, uniform shirt, enclosed toe shoes, pants or shorts. Drivers are required to wear Transit Polo shirts and jeans or khaki pants. Pants should be free from whole exposing skin/flesh. Shorts will be allowed as explicitly directed by the Supervisor to the staff for designated periods. Short shorts are considered unacceptable will not be allowed to be worn.
3. The driver may not report to duty if within the past 8-hour period, consumption of alcohol or motion impacting over the counter drugs or any reactionary altering substances were ingested. The Driver is responsible for calling into the office to report their intention to not report.

The driver must call no later than (4) four hours prior to their shift and must speak to their immediate supervisor; this will allow enough time to find a replacement. This requirement will be imposed due to nature of scope of work in operating vehicles with passengers.

4. Employees should not be excessively fatigued, or ill, injured or mentally unready due to incidences that occurred within the past 8 hours. Readiness for the Supervisor is defined as reporting to work at the designated start time, in clean and non-wrinkled clothing, ready to assume operational and administrative supervisory duties of the program. Any employee must self-identify to the Supervisor their un-readiness and the reasons for their un-readiness immediately. The Manager will then determine the disposition of the employee and their ability to work or be released from work on leave or leave without pay.
5. Employees are to report to the Transit office 15 minutes prior to their shift to review their morning manifests, schedules and information for the day; a vehicle pre-inspection is required prior to the shift. Any questions or changes to the manifests or schedules should be discussed with the Supervisor or Dispatcher. All employees of the service program are required to report to work at the assigned shift time. If an employee does not report to work with a legitimate excuse this would warrant justification for non-payment and disciplinary actions.
6. The Driver will get the keys for the vehicle assigned for their shift and proceed to the vehicle yard to begin the Pre-trip inspection of the vehicle. Drivers are required to have their manifests, schedules, incident reports, and accident reports in the vehicle at all times. The driver must protect the confidentiality of all names on the manifest. The Dispatcher will access the master schedule and individual manifests for the Drivers and handle all messages and calls from the public for service.
7. Drivers and Dispatch must identify to their Supervisor any problems for readiness that they may have. A positive work attitude should be displayed at all times. Customer service and work ethics are to be held and implemented to the highest level possible.

Driver Manifests and Scheduling-2.0

Purpose: Ensure accuracy in scheduling and transporting passengers

Applicability: All employees, Contractors, volunteers funded and or employed under this program

Procedures for Scheduling/ Driver Manifests

The manifest document is a computer generated schedule of all pre-scheduled riders and service for the day. The Manifest will serve as the written method of communication from Dispatch to Driver on all scheduled appointments for a specific shift.

1. This document will be the official written communication for schedules, changes in schedules, and special changes or issues associated with transportation and daily operations. The manifests are to be reviewed and initialed by the Driver daily – as acknowledgement of receipt and understanding of the schedule.
2. The Driver is responsible for notifying the Dispatcher of any changes, problems or issues identified or encountered with the schedule. The written manifest is designed to aid in accurate communication between the Driver, and Dispatcher.
3. All changes, alterations, requests for modification are required to be routed through central dispatch;

prior to the changes being implemented. These changes will be assessed by the Dispatcher and reviewed for impacts on the overall transit schedule.

4. The Dispatcher will work to minimize any delays and ensure efficiency. The driver will communicate directly with the Dispatcher on all changes. Should the driver fall behind schedule, let the Dispatcher know so appropriate action can be taken and passengers can be served with very minimal inconvenience if possible.
5. The Manifests and scheduling will be completed by the Dispatcher the day before the shift begins. Changes to the manifest will be added as required on the day the shift begins. Drivers are to be notified of all changes, alterations to their manifests as soon as possible.
6. Communication between the Dispatcher and Drivers should be regular and routine on an ongoing daily basis to ensure efficient and accurate, on-time services.
7. Driver Manifests should match the Driver daily logs kept by the driver to ensure accuracy in reporting.
8. Scheduling and cancellations are completed through Transit Office. The Driver is to inform the Dispatcher of any changes to the manifest (i.e.; no shows or unscheduled pickups). Clients are to call the Transit Office to schedule or cancel reservations within 24 hours; exceptions will be accommodated in urgent or emergency situations and the Dispatcher must be informed immediately.
9. Drivers must inform dispatch if their scheduled rider does not show. After three (3) no shows the rider(s) will be placed on a one month no ride suspension. The dispatcher and driver will document each no show on an incident report form which will be kept on file for a period of 12 months.

Vehicle Pre Trip, Post Trip Inspections-3.0

Purpose: To ensure all vehicles are safe and ready for operations prior to transit services and to ensure any and all needs for repairs, replacements or servicing are identified at the end of the shift

Applicability: Inspections for pre and post trips are to be completed on all vehicles by the respective Drivers.

Procedures for pre and post trip inspections:

Pre trip and Post trip inspections are required on all service vehicles used for this program.

1. Pre-trip inspections and documentation of the inspections is mandatory. Post-trip inspections and documentation of the inspections are also mandatory. Any problems identified with the vehicles should be reported to both Supervisor and Service Manager by the Driver, and documented on the pretrip/posttrip form.
2. Inspections must be completed prior to the vehicle initiating any services and after the vehicle has completed daily service routes. Documentation of the inspections will be completed by using the designated-official inspection forms. After forms for pre and post inspections are completed they are to be submitted to the Supervisor and Service Manager by the end of the work shift by the Driver for a signature and review. These records are kept on file for an 18 month period in order to track vehicle maintenance history.
3. Any vehicle issues requiring repair or servicing- will require the vehicle servicing form to be completed and submitted along with the pre/post trip inspection form. In the event that a Driver switches vehicles

during a shift, due to vehicle changes or driver change, a new form should be completed for both pre and post-inspections.

4. The Driver has the responsibility for completion of pre/post-trip inspections and informing the Supervisor and Service Manager immediately of any vehicle issues that could pose a safety hazard. The Supervisor or Service Manager will determine if the vehicle should be placed "Out of Service" and the vehicle will then become inoperable and put out of service for maintenance and pulled into garage for immediate inspection, recommendations, and repairs.
5. All vehicles should be fueled to a maximum capacity at the end of each shift to ensure that timely service can be provided for the next scheduled shift.
6. Vehicles are to be cleaned internally which includes being free of debris or trash on floors to ensure a clean and safe environment. Window, side mirrors, and all areas for visibility must be clear and cleaned to ensure safe visibility. Keep steps clean and the aisle clear of possible obstructions. Sweep steps and aisle free of sand, ice, mud, etc., periodically during inclement weather. If floors are slick, warn passengers to watch their step. Keep all seat belts and restraints neatly visible to be used by each passenger (it is the law).

Operational Communication-Drivers and Dispatcher-4.0

Purpose: To establish communication norms and expectations between Drivers, Dispatcher and administrative Offices.

Applicability: All Drivers, Dispatcher, Operators and Administrative Personnel.

Procedures for communications between Drivers and Dispatchers:

Communication between the Drivers and Dispatchers for all transit services is critical to ensure responsiveness to timely access to clients, safety, and emergency assistance requirements.

1. Two-way radios will be turned on and tested prior to beginning of shift to ensure communication with the transit office dispatcher and to ensure the radio is fully operable.
2. Cell usage will be limited to use when vehicle is stopped or if driver is on a break. No cell phone usage allowed when vehicle is in service.
3. Drivers must contact the dispatcher to report any changes, cancellations, etc that occur on the manifest/schedule. This will allow the Dispatcher to re-route or re-schedule the Driver for other services as needed.
4. Drivers will keep personal calls on a minimum and only if necessary to call family or home on urgent matters.
5. Drivers or Dispatchers will not allow the use of two-way radios to unauthorized persons.
6. Radios should be charged daily to ensure they are in working order. In the event the radio is not working, cell phones should be used as a back-up system. Should this method be used the driver must pull the vehicle safely off the road to inform the dispatcher of the problem.
7. Drivers and Dispatchers will use of the code word- "Anshaa" with the unit number and location to signify an urgent, dangerous situation in which law enforcement is needed. Use of this word for

nouns in the conversation will signify the Dispatcher/Driver to call for assistance.

8. Two-way radios with the Dispatcher and Driver are to remain turned on at all times. These radios will serve as critical communication devices in the event of scheduling changes, cancellations or should issues occur with the Driver.
9. For the drivers safety the driver/dispatcher has the right to refuse service to any rider who is under the influence of alcohol or any illegal drugs. If the rider is being belligerent, making threats, harassing drivers and or other riders, the driver/dispatcher has the authority to make this decision for his/her safety.

Passenger Assistance and Safety-5.0

Purpose: To establish normal assistance procedures for passengers with stated assistance needs

Applicability: All Drivers

Procedure for drivers to provide appropriate assistance to passengers based on need:

Assistance to passengers will be provided for vehicle access (on and off), seating, carry-on items and emergency assistance as required.

1. Driver must offer assistance to the client based on their stated need. Do not assume that all ambulatory passengers can get on and off the vehicle without assistance.
2. Drivers are to exit the vehicle and be standing near van entrance for assistance.
3. Passenger assistance and Safety training will be provided within 4 months of employment during the employee's 120 day probation period.
4. Driver will not attempt to assist the client (grab arms, legs, and torso) without first requesting/informing the client. Example: Let me help you, lift your arm, or Lift your leg.
5. Any other expressed needs for food, water, or personal aid must be cleared or approved through Dispatch for normal/routine transports; unless in the case of emergency.
6. Drivers will assist passengers in emergency situations involving, accidents, fainting, falling, seizures, or choking. Assistance should be provided in line with training received in First Aide and CPR. Personal protective equipment including gloves, masks, bio-spill kits, and first aid kits are to be used as necessary.
7. Drivers will not provide assistance beyond the scope of training or scope of service. No direct patient assistance to medicate, or personal care for toileting, self-injection, should be performed; request assistance from Medical personnel.
8. All incidents or accidents involving passenger assistance must be reported immediately to the Transit Supervisor.
9. The NM Transit Driver Operational Handbook provides specific information on the prescribed manner to assist clients with mobility impairments, semi-ambulatory and ambulatory clients.

Client Transports-6.0

Purpose: To provide Drivers with guidance for all transports provided within the scope of the service.

Applicability: All Drivers

Procedure:

1. All transports must be scheduled through the Po'pay Messenger Transit Office and booked prior to any transports being made by the Driver. In the case of urgent booking situations, Dispatch will determine if the need can be met.
2. Passengers are to be transported per the manifest coordinated through the Transit Office. The pick-up location and the drop-off locations scheduled must be adhered to by the Driver.
3. The Driver must ensure that timely pick-ups and drop-offs occur to the best of their ability, without violation of traffic laws, or laws governing moving transit vehicles.
4. Clients with wheelchairs must be tied down properly (in accordance with instruction) prior to any services/transports being provided. Use specific guidelines for your type of tie downs when securing wheelchairs and inform the client of any actions that may require physical contact as part of the wheelchair securing.
5. Drivers are to follow the manifest. Changes from the manifest must be called in and approved by the Dispatch explaining the reason(s) for the needed change.
6. The Driver is to verbally instruct and visually make sure passengers are using seatbelts at all times the vehicle is operational. No movement of the vehicle can occur if passengers refuse to be secured or refuse to secure the seatbelt. The Transit office must be called to report this delay and incident.
7. If a rider has been refused service, and depending on the severity of situation there will be a 30 day suspension from receiving service. If incidents continue rider will be denied any further services.
8. Transports are to occur in adherence to the established traffic and safety postings for speed, construction, and in line with precautionary warnings issued for weather or disaster.
9. For Dialysis clients specifically, transports must ensure on time arrivals due to the stringent services scheduling of the facility. If there is a possible delay the driver is to contact dispatch regarding the situation. The Dispatcher must then immediately notify the rider and offer assistance; such as notifying the facility of the delayed arrival. Any rescheduling from the facility affecting the driver's manifest will be relayed to the driver from the dispatch.
10. Transportation of Dialysis clients from the Dialysis center may require the following actions, due to the overall status-alertness of the client:
 - a. Provide assistance to the client on and off the vehicle. Reminding the client to secure seatbelts. Observation of the client's stable or unstable ambulation. Observation of client's consciousness or unconsciousness. – When possible the rider should be accompanied by a family member or a personal assistant.

11. Transports are to be grouped when feasibly possible for transportation to the site, and grouped for return trips away from the site whenever possible. Safety and efficiency are critical.
12. All transports must be provided in the appropriate service vehicle to meet the needs of the scheduled clients. If clients with mobility or wheelchair needs are identified on the manifest, then the appropriate, lift equipped vehicle must be used.

Client Transport Documentation-7.0

Purpose: To ensure documentation of all transports provided by the Driver during shifts

Applicability: All Drivers

Procedure:

1. Drivers are to use the printed manifests for all scheduled services.
2. The driver manifest will be used to record all transports provided by the Driver.
3. Passenger name, location, and pick up and drop off sites and times, must be recorded.
4. Drivers must ensure that all required forms for their shift are completed accurately and submitted daily to the Dispatcher.
5. Copies of forms are maintained in the Transit office files. Ensure that your service vehicle is equipped with all proper forms needed for the services.

Incident Response-8.0

Purpose: To provide guidelines for responses to all incidents occurring while providing transit services.

Applicability: All Drivers

Procedure:

1. All incidents occurring on the vehicle, outside of the vehicles, within the office, or at any facility are to be reported verbally as soon as possible, and documented immediately after the incident.
2. The Driver will complete the Incident Report form, sign the form and submit it to the Supervisor.
3. Any incidents involving passengers, ambulatory issues, falls, choking, illness, unacceptable behavior, or other incidents must be reported.
4. In the case of a passenger getting sick, the Driver must quickly determine the need for assistance. The Driver will assess the signs and symptoms and relay to Dispatch for further instructions to proceed or wait for Law Enforcement or Emergency Medical Technicians to arrive.
5. The Drivers must provide assistance as outlined by the NM Driver Operational Handbook, and that will prevent incidents, safety and or security issues.

6. Reports will begin the initial investigation for substantiated or non-substantiated situations by the Supervisor or Manager within the first 24 hours; depending on the nature of the incident, immediate investigation may be warranted. Any and all action taken must be documented and signed by the reporting driver and Supervisor.
7. If the nature of the incident is violence, threats, possession of weapons, immediately contact Dispatch using the designated code word “*Anshaa*”, the Dispatch in turn will contact the appropriate Law Enforcement.

Daily Operational Allowance-9.0

Purpose: To outline the daily allowances for operations of the service in line with the Po’pay Messenger Transit program and Ohkay Owingeh policies for employment.

Applicability: All Drivers

Procedure:

All Drivers are to ensure the procedures below are followed daily while working within the prescribed shifts of the service.

1. Drivers must report to work on time to begin the shift.
2. Employees are to report to the Transit office at the beginning of their shift. All employees of the service program are required to report to work 15 minutes prior to the assigned shift time. Employees not reporting to work with a permitted excuse if justification for non-payment and disciplinary actions.
3. Drivers will check their manifests and schedules upon arriving to work to plan the daily scheduled routes for efficiency.
4. Drivers will then immediately perform all pre-trip inspections
5. Drivers will pick-up their transport vehicles within a timely manner to ensure that they are able to begin the first pick up scheduled on the manifest without any delays for the client. A fifteen to 20 minute window is recommended depending on the client’s location for services.
6. Prepared documentation of all rides should be kept in a clip-board or folder ready to record all service pick-ups
7. Contact the Dispatcher should any delays or changes be needed.
8. Begin travel to pick-up locations in a timely manner so all schedules are on time. Allow additional time if passengers require wheel-chair tie downs, or special assistance.
9. Pickup client and ensure they have seatbelts secured and any personal items secured
10. Begin transport to first designated location within the designated posted speed parameters. Do not speed.

11. Upon arrival to designation safely stop the vehicle, ensure the vehicle is in park, exit the vehicle and begin passenger unloading. Assistance of wheelchair tie downs will be required for passengers in the wheelchair.
12. Assist the passenger as needed or requested to the door of the facility only.
13. Once all passengers are safely unloaded at their destination, any deviations or significant delays must be reported to the Dispatcher.

Customer Service Response-10.0

Purpose: To ensure the highest level of customer satisfaction within the parameters of the program

Applicability: All Drivers

Procedure: Respond to customers in a professional, polite, appropriate, accurate and sensitive manner.

1. Requests for information on schedules and rides specific to the client can be answered by the Driver.
2. Any questions, inquiries, or requests for information about other clients must not be given by the Driver.
3. General Service inquiries can be referred to the Transit office by the Driver for information.
4. Customer complaints should be handled in a professional manner. The Driver will offer the passenger a customer complaint form to be completed and submitted to the Transit Supervisor. The passenger is to be advised that they will be contacted by the Supervisor within 24 hours to assess the situation and determine the actions to be taken. At no time should the Driver engage in arguments, bantering with the passenger, or voice their opinion. In escalated situations the Driver should contact Dispatch immediately using the designated code word "Anshaa", the Dispatcher will in turn contact the appropriate Law Enforcement.
5. The Driver must not engage in gossip, slanderous conversations, use profanity, or erroneous dialogues with passengers.

Accident Procedures/Response-11.0

Purpose: To ensure that in the event of an accident optimal protection and safety measures for the passengers, Drivers and property are implemented.

Applicability: All Drivers

Procedures:

Drivers are responsible for knowing the NMDOT Driver Handbook. Vehicular and passenger accidents must be reported to Dispatch immediately. Documentation of all accidents must be completed as soon as possible, no more than 24 hours after the accident (even if the accident may be minor a report must be filled and submitted).

1. If you are in a vehicular minor accident, move the vehicle to a safe location off the roadway if possible. Place the vehicle in PARK, engage the emergency brake, and shut off the engine, turn on emergency flashers and contact Dispatch. Give full and complete information to location, incidents and any possible injuries.
2. If you have passengers on board, quickly assess each passenger visually and verbally ask about their status, injuries, and reassure passengers of their current safe state. Assess passengers for any immediate needs for assistance due to the accident (bleeding, large bruises, unconsciousness, hysteria). Administer CPR and First Aid if required. Always communicate with Dispatch on status until Law Enforcement and Emergency Medical Technicians arrive.
3. Call Dispatch with information on location and level of assistance required and Dispatch will call 911 and relay information.
4. If the accident involves more than the Popay transit vehicle, obtain all pertinent information from the driver of the other vehicle(s). Information to include name and driver's license of other drivers, license numbers of other vehicles, insurance carriers, phone numbers, addresses, and make and model of the vehicles. Do not leave the accident scene unless you are cleared. Dispatch will immediately inform the Supervisor and Human Resources; who is required to go to the scene of the accident to also complete an accident report form.
5. If the vehicle is inoperable and clients are present, arrange for back-up transportation with the Dispatcher for the clients.

Transportability Determinations-12.0

Purpose: To establish parameters for cancellation, delay and initiation of transportation of clients within safe, viable, efficient means.

Applicability: All Drivers

Procedures:

The Driver/Operator, Dispatcher and Supervisor will communicate effectively to determine transportability of clients. Key factors will be identified and assessed for real threats to the safe transportation of passengers. Determinations for transportability are required for extreme, severe weather conditions, impending severe weather, client health status, directives from the Tribal Administration related to operations or religious/cultural activities, or vehicle conditions.

1. All parties are responsible for communicating any transportability issues related to the transportation of clients to Dialysis or other medical services. Issues should be made known by phone or in person to the Dispatch and Supervisor.
2. Any decision made that will delay passengers reaching their destination will require notification to the Dispatch. Based on the nature of the delay, Dispatch will notify any additional passengers that may be affected due to cancellation or rescheduling.

3. The service will coordinate with service providers to best meet the service needs for clients that are in need of critical care.
4. Weather Factor: In the event that roads are closed and deemed impassable by the NMDOT or Law Enforcement, the services will not be offered to any ridership. Calls will be placed to pre-scheduled passengers to inform them of non-transport decisions. If passenger is to be transported to a time sensitive appointment it will be up to the passenger to communicate their cancellation or make alternate arrangements.
5. Client Status: In the event that a rider boards the vehicle and is in a state of poor health, extremely poor hygiene (fecal matter, urine or blood present) the Driver will make inquiries to the rider to determine if the passenger will be accompanied by a family member or assistant. Dispatch will then be notified and a decision will be made weather to transport or not by the Supervisor which Dispatch will relay back to the Driver.
6. Safety: Any issue of safety identified by the Driver will be reported the Dispatcher, who will inform the Supervisor of the situation. Substantiated or strongly suspected safety issues will allow for vehicles with safety issue to be placed "out of service," the transportation service to be suspended, or transferred to other providers such as CHR, Senior Citizens, Wellness, or others.
7. Contact must be made with pre-arranged passengers, other Tribal Providers, or others to inform them of transportability issues that will impact clients accessing the services. Calls should be placed in a timely manner to avoid extended delays in service.

Reporting-13.0

Purpose: To define required reporting and data collection parameters for the operations.

Applicability: All Drivers and employees employed under the program

Procedures:

1. Drivers are required to have data reporting sheets in the vehicles with them to record all transport services provided. Data sheets are located at the Transit Office. Drivers will record all service data for the workweek. Data sheets are to be submitted at the end of each shift. Data must be complete, legible and submitted to the Dispatcher. Drivers will use the required transit-reporting log.
2. The Dispatcher is responsible for the collection of all data sheets from Po'pay Messenger Transit Drivers. Data sheets will be placed in a safe, central file within the office. All data sheets are to be tabulated for the key areas of :

Service days, mileage, number of clients, gas in gallons, number of trips, and gas expenses will be reported daily. All information is to be compiled at the end of each month for required FTA and DOT reporting.

A Monthly report of all data will be compiled by the Supervisor based on data received from Drivers and the Dispatcher

Customer Complaint Procedures- 14.0

Purpose: For appropriate handling of all customer complaints

Applicability: All Drivers and staff supported by the Federal Transportation Administration

Procedures:

1. Customer complaints are to be handled by all staff with the highest level of professionalism and confidentiality. At no time should the Driver or any Po'pay Messenger Transit staff engage in arguing, banter or physical confrontation with a passenger about any matter.
2. When safety is not compromised, Drivers are to hear as much of the complaint as possible, and offer the customer the complaint form to be completed and submitted to the Transit Supervisor. Drivers can offer the customer the phone number to the Transit office for access to the Supervisor.
3. Complaints against Drivers and staff are to be submitted to the Supervisor. Complaints against the Supervisor are to be submitted to the Ohkay Owingeh Transportation Planning Manager. Follow the Ohkay Owingeh Planning Department Chain of Command for reporting any major issues.
4. It is the responsibility of the Supervisor and Manager to investigate and substantiate or UN-substantiate the complaint received; offer remedies, solutions and information regarding the complaint issue. All actions taken, investigation and solutions must be documented and signed by the Supervisor. All complaints must be maintained in a confidential complaint file within the program.
5. When appropriate, the Supervisor or Manager will contact the customer and provide information, solutions and remedies regarding the complaint matter.
6. A meeting will be scheduled with the driver, Supervisor, and Manager to discuss appropriate actions.

Oxygen Tanks on Van/Bus- 15.0

Purpose: For safe transportation of oxygen tanks on vans and buses.

Applicability: All transit vehicles and Drivers

Procedure

1. Individuals with lung disease who need supplemental oxygen will be allowed to board the van/bus with portable oxygen tanks. The Po'pay Messenger Transit has a non-smoking policy in place allowing travel with oxygen safe. In order to be transported safely oxygen tanks must be kept upright, secured in an oxygen specific carrier, and away from heat and flame. Also, because oxygen containers release small amounts of gas periodically, a window must be kept partially open, regardless of the weather.
2. The driver will provide a designated space and bungee cords when needed to keep oxygen tanks with wheels or on stands upright and secure.
3. Passengers with sling, backpack, etc. type oxygen tanks will be responsible for making sure that their oxygen tank is with them and secured at all times.
4. Passengers may not leave their tank in another seat or unattended.
5. Po'pay Messenger Transit reserves the right to exclude an oxygen tank from the van/bus if the passenger refuses or is unable to follow the safety requirements for transporting oxygen tanks. The passenger will first be given the option of continuing to use the transportation service without having their oxygen tank on board or we will require that they have a care attendant with them for the purpose of helping secure the passenger's oxygen tank.
6. At no time should the client be forced to remove the oxygen tank prior to transportation. In the event of an emergency evacuation, the Driver will assist the client in mobilizing the tank out of the van.