



POLICIES, PROCEDURES, AND GUIDLINES

DC Direct Shuttle Bus

SAUK-SUIATLE INDIAN TRIBE

The DC-Direct Shuttle Bus Service Darrington Concrete Direct Public Transportation.

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Utilities, Roads, and Transportation Director

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Description:

The Darrington to Concrete Direct Shuttle Bus (DCD) is a public transportation service of the Sauk-Suiattle Indian Tribe. The DCD is managed by the Utility, Roads, and Transportation Department, governed by Tribal Council. DCD provides public transit services to an area between the Town of Darrington, the Sauk-Suiattle Indian Reservation, and the City of Concrete.

Mission:

The DCD is committed to providing safe, reliable, and courteous public transportation to the Sauk-Suiattle Indian Tribe as well as the surrounding communities, promoting quality of life, livability, self-sufficiency, and freedom through mobility. Our goal is to expand and enhance public transportation services to all current customers and attract new ones by, providing services that meet customer and community needs while supporting transit-oriented and pedestrian-friendly land use patterns. We are all small communities who live in the valleys of these beautiful mountains, by working together to build a strong and inviting community. We pledge to work diligently with our neighboring communities, Cities, and Governments for the process of improvements, best business practices, and technologies that will support cost-effective and customer-friendly service delivery in the future.

Basic Passenger Rules of the Ride:

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

Scheduled pick-ups: Riders are requested to be at the designated Bus Stops 10 minutes before scheduled pick up time. The driver may not be able to pick you up at the exact schedule time always. Please be patient.

Waiting Time: the driver will proceed to next designated Bus Stop if no passengers are present at a scheduled designated Bus Stop.

Rider delays: Drivers will not return to a designated bus stop for riders, if they are not ready when the DCD arrives.

Rider violations of rules: Passengers who continue to violate rules may be subject to suspension or permanent revocation of transportation privileges.

Rights to Refuse Service:

DCD reserves the right to refuse service to All Riders for any of the following reasons:

Boarding without wearing a shirt and shoes

Harassing drivers, other employee's, or riders

Disturbing others with loud, harmful, or harassing behavior and playing music that can be heard by others (no fighting, harassment, horseplay or disorderly conduct)

Using profanity

Consuming alcohol on the bus

Littering

Eating or drinking (except from a covered container) on the bus

Smoking, including but not limited to: tobacco, electronic cigarettes, "chew", marijuana, etc.

Loitering or panhandling, putting feet on the seats, defacing or damaging property, lying down, or occupying more than one seat.

Carrying a firearm on a bus is not allowed

Carrying car batteries, flammable, explosive or other dangerous materials on the bus

Refusing to move from seats located in the front area of bus to accommodate passengers with wheelchairs

Refusing to collapse a stroller to accommodate passengers in wheelchairs

Refusing to carry roller blades, skate boards, and bikes on and off the bus

Not safely securing items in the appropriate storage areas on the bus

Violating Federal, Tribal and or State Laws and Regulations

Bringing animals, except for service animals for persons with disabilities, on transit vehicles

Refusing to obey the transit program rules, procedures, guidelines, and any other reason that might create harm or make any trip unsafe for the Driver, other Passengers, any Shelters, or any Vehicles.

NOTE: Staff may ask a person with disabilities to remove their service animal from the premises if: 1) the animal is out of control or 2) the animal poses a threat to the health or safety of others.

Passenger Guidelines:

Be ready for your ride on time up to 10 minutes early.

Please stay safe and stand where the driver can see you by safely waiting on the shoulder with room to allow yourself to board the vehicle.

During non-daylight hours if you are waiting for the bus please have a flashlight and bright colored clothing with reflectors if possible, so the driver can see you.

Please watch your step entering and leaving the DCD.

When entering the DCD, the seats closest to the door are for the Elderly and those of whom have difficulty with mobility.

Trash cans located on the DCD are provided for your convenience.

When the DCD is full, please share your bus seat. Consider giving up your seat if you are younger than a passenger who is standing.

Please respect the rules of the DCD. Violators may be suspended or banned from service.

When leaving the DCD, please wait until the bus comes to a complete stop before getting up out of your seat.

We welcome your comments. Please visit in-person at 23038 SR 530 Darrington WA 98241, leave a phone message, send an email, or complete a comment form located at the Utility, Roads, and Transportation Department Office and inside each transit vehicle.

Emergencies:

Keep your eyes open. Please be alert for suspicious packages or unusual behavior on any DCD Shuttle Bus. If you see an unattended package, a person hastily abandoning a package, or see a suspicious cloud, mist, odor, or fluid, please contact the driver. Let's count on each other for a safe ride.

Drivers are equipped with communication equipment in case of an emergency.

Drivers are trained to respond to emergencies.

Vehicles are equipped with security systems: In case of an emergency you can call 911.

Inclement Weather:

Inclement weather: During bad weather, the bus may not operate due to hazardous road conditions. Please contact our office at (360)-436-2273 when in doubt of bus service due to weather conditions.

Winter Clothing: While traveling with public transit during the winter months please dress warmly and be prepared to wait in the cold. You may have to wait longer while the bus travels safely along the route.

Winter hazards: During the colder months, the ground tends to freeze causing icy hazardous areas on sidewalks, walkways and roads. Please keep safe and watch for areas that appear icy and/or hazardous for travel. If you are waiting in an area that is not maintained by road crews, please call the DCD office at (360)-436-2273 to inquire about a safer area to be picked up, or to reschedule your transportation needs when travel may be safer.

Winter travel preparation: During snow inclement weather, be sure to inquire with all the transit services you may use, to ensure they are all operating normally or with a detoured route.

Winter route delays and/or closures: DCD will monitor the WSDOT website and news channels to monitor winter storm alerts as well as contact other transit services for updates regarding route delays and/or closures.

Holiday Schedule:

DCD Shuttle Bus Service does not operate on the following holidays; New Years Day, winter Break, MLK Jr. day, Point Elliot Treaty Day, Presidents' Day, Billie Frank Jr Day, Oso Slide Remembrance Day, Memorial Day, Sauk-Suiattle Indian Tribe Day, Independence Day, Freedom Act Day, Labor Day, Indigenous Peoples' Day, Warriors' / Veterans' Day, Thanksgiving, and Christmas Break. The holiday schedule may change from year to year please check the schedule for the most updated list of holidays.

Service Requirements:

Drivers are trained in defensive driving, wheel chair lift operation, customer service, and vehicle familiarity and will adhere to State of Washington driving rules and regulations.

Drivers shall maintain a clean, comfortable, safe environment on the bus (coordinating with related tribal service departments if needed).

Drivers shall try to be on time. Contact the DCD office at (360) 436-2273 if the bus does not arrive within 10 minutes of your scheduled or designated bus stop.

Drivers and support staff shall be safe, friendly, courteous and respectful at all times.

Drivers will pick-up passengers at any and all designated stops whether that is on a residential street or on the highway, on the right-hand side of the vehicle for maximum safety.

Drivers will assist riders on and off the bus as necessary.

Services may be revised as warranted in order to provide the safest, most reliable and functional transportation to the general public and the department.

Connecting Services:

DCD provides direct access to the Sauk-Suiattle Reservation, the Town of Darrington, Rockport and the City of Concrete and other portions of the Snohomish and Skagit county region. DCD connects with transit services in Snohomish and Skagit counties with connections to Community Transit Routes 230 in Darrington at Main and Givens and Skagit transit Routes 717/8 in the City of Concrete at the Concrete Park and Ride. Be advised times may vary and are approximate depending on road and weather conditions.

For further assistance, please visit www.sauk-suiattle.com where you can find our schedule under the Roads and Transportation tab.

Right to refuse Transportation:

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

Baggage Liability:

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

Darrington Concrete Direct Customer Complaint Procedures:

The DCD service is committed to provide reliable safe, and satisfying transportation options for the community. Customers of the Sauk-Suiattle Indian Tribe's Darrington Concrete Direct service are fundamental aspect of our operation and as such, their feedback is important to the growth and development of the program.

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

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

Online: Riders can download the Customer complaint form from your website or request the form from any driver.

US mail: Riders can mail their feedback to the Sauk-Suiattle Indian Tribe at 3518 Chief Brown Lane, Darrington WA 98241.

In-person: Riders can meet with the DCD staff located at 23038 SR 530 Darrington WA 98241. The office hours are 8:30 AM - 4:30 PM, please schedule an appointment to ensure you will be able to meet with DCD staff.

Phone: Riders can contact DCD Directly with the paratransit coordinator at (360)-436-2273. This line is available Monday to Friday, 8:30 am to 4:30 pm. Or you may leave a message and we will return your call as soon as possible.

Email: Riders can contact DCD by email at paratransit@sauk-suiattle.com

Fax: Riders can send written feedback by fax to (360)-436-1151

Feedback Review Process:

All feedback from customers is valued and will be reviewed by the paratransit coordinator. After review, the paratransit coordinator will distribute the customer communication to the appropriate agency representative(s).

Customer concerns, complaints, or employee commendations will be responded to by the paratransit coordinator or forwarded to the appropriate supervisor.

Recommendations for service or system modification will be sent to the Utility, Roads and Transportation Department Director for consideration.

Questions regarding discrimination or bias will be sent to the Tribe's Human Resources Director,

Feedback Acknowledgment. Anyone who submits a comment, complaint, or service suggestion to Darrington Concrete Direct shall receive a response if requested, provided they give legible contact information.

Customer Appeals Process:

Any person who is dissatisfied with the response they receive from the DCD paratransit coordinator is welcome to appeal the decision. An appeal must be filed with the Director of Utility, Roads, and Transportation Department within 30 days of the response from the DCD paratransit coordinator. The Utility, Roads, and Transportation Department Director will review the appeal and respond within 30 days of receipt of the appeal.

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

- When customers are approved for service.
- By the Paratransit Coordinator, when requested.

Reporting: The DCD program coordinator shall compile a summary of rider responses for the Director for use in reviewing and evaluating service.

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

Protection from retribution: DCD customers should be able to submit feedback without fear of retribution from the tribe. If a rider feels like they are being treated unfairly in response to the feedback that they provided, they should contact the Director of Utility, Roads, and Transportation Department for the Sauk-Suiattle Tribe. The Director will investigate and take any appropriate action needed.

Service Summary:

The DCD provides safe, dependable public transportation service for all Residents, Tribal Members, Community Members, Staff, and Guests on and around the Sauk-Suiattle Indian Reservation to the Town of Darrington and the City of Concrete as a fixed route service using two wheelchair lift bus, with two full-time and six part time drivers and support staff as needed.

The DC-Direct bus service *Round Trip* run from the reservation to the town of Darrington and the City of Concrete. This is subject to change as needs evolve. See bus schedule for current information. The schedule is available from the drivers, the Tribe's website www.sauk-suiattle.com and at many local community locations.

DCD reserves the right to withdraw riding privileges at any time.

DCD is not responsible for lost or stolen items.

DCD staff can be reached in-person at the Utility, Roads, and Transportation Department (360)-436-2273.

Hours: Hours of operation are Monday through Friday from 6:00 am to 6:00 pm except scheduled holidays. Weekend service is planned from 6:00 AM to 6:00 PM Sat. and Sun. in the near future. Customer service operates with staff from 8:30 am to 4:30 pm. A 24-hour message service is available when not staffed at (360) 436-2273.

Ride Requests: Paratransit service is available to those who qualify. Please submit an application which can be found on the tribe's website www.sauk-suiattle.com.

Route Changes: All departure times are subject to change without notice, so please call ahead to confirm bus schedule.

The Sauk-Suiattle Indian Tribe operates public transportation without regard to race, color, creed, sexual preference, or national origin in accordance with Title VI of the U.S. Civil Rights Act. Any person who believes he or she is discriminated against by any unlawful practice under Title VI may file a complaint with the Sauk-Suiattle Indian Tribe's Human Resources Department. For more information and the procedures to file a complaint, Contact the Sauk-Suiattle Indian Tribe's, Human Resources Department 5318 Chief Brown Lane Darrington WA, 98241 or phone by (360)-436- 0131 EXT. 208