



**Pyramid Lake Paiute
TRIBAL TRANSIT**

POLICIES and PROCEDURES MANUAL

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TABLE OF CONTENTS

POLICY	Page(s)
Articles Not Permitted on PLPTT/Vehicles	2
Attendants	3
Authorized Use of Vehicles	4
Backing of PLPTT Buses	5
Cellular Phone Usage by Drivers	6
Companions	7
Contagious Diseases Including Airborne & Bloodborne Pathogens	8-12
Disabled Vehicle.....	13
Dispatcher Client Relations	14
Door-to-Door Service	15
Driver Appearance/Uniform Standard	16
Driver Cited with DUI While Off Duty	17
Driver Conduct	18
Driver Physicals.....	19
Emergency Evacuation	20-21
Expressive Activity on Vehicle	22
Hand-to-Hand Passenger Transfer	23
Incident or Accident Reporting	24
Inclement Weather	25
Lost and Found	26
Loud Audio on PLPTT or in Any Vehicle Being Used for PLPTT's Specialized Service	27
Minimum Age a Child May Ride Independently	28
Mobility Aids	29
Number of Packages.....	30
Operating Speed	31
Passenger Hygiene & Cleanliness.....	32
Passenger Preparation.....	33
Passenger Self-Sufficiency	34
Passengers with Animals	35
Payment Due at Time of Service	36
Railroad Crossings	37
Reading While Operating	38
Restroom Breaks.....	39
Schedule Adherence	40
Seatbelts and Restraints	41
Smoking and Use of Chewing Tobacco While on Vehicles	42
Traffic Signals.....	43
Transporting Passengers with Medial Oxygen	44
Turning on a Red Light.....	45
Vehicle Cleanliness	46
Vehicle Condition	47
Vehicle Fueling.....	48
Wait Time	49
Wheelchair Lift and Ramp Usage	50
Wheelchair Securement.....	51
Worn, Frayed or Damaged Restraints	52
Passenger Conduct Policy	53-54
Bus Fares and Collection	55
Bicycle Transport.....	56
Deviated Fixed Route Service.....	57
ATTACHMENT A – Service Animals (ADA & FTA REGULATIONS)	58-60

Policy on: Articles Not Permitted on PLPTT/Vehicles	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of PLPTT clients and passengers as well as PLPTT employees and drivers.

Policy Statement: Sometimes in today’s fast-moving world, we are often in such haste to get things done that we often forget to consider our safety and that of others around us. PLPTT has established these guidelines to help ensure the safety of our passengers, employees, and drivers.

Guidelines:

1. The following articles will not be permitted on board PLPTT vehicles:
 - a. Weapons
 - b. Vehicle batteries
 - c. Gasoline, kerosene, diesel or fuel cans
 - d. Caustic or flammable liquids
 - e. Non-folding shopping carts that obstruct walkways and take up seating
 - f. Non-folding baby carriages
 - g. Large bundles that obstruct the aisle, that cannot be secured, or that may inconvenience other passengers (such as but not limited to bicycles, sharp objects or instruments, fishing poles with exposed hooks)
 - h. Drinks without a Spill proof Lid
 - i. Food with the exception of bagged groceries or transport of unopened food items
 - j. Alcohol
 - k. Smoking, vaping and illegal drugs

2. The driver shall use good judgment in allowing passengers to carry large objects on board based on vehicle capacity and the impact on the safety and comfort of all passengers

Refer to: Policy on Weapons, Policy on Number of Packages and Passenger Conduct Policy

Consequences:

1. Failure of passengers to comply with the terms of this policy may result in suspension of service.
2. Failure of drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other PLPTT policies.

Policy on: Attendants	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the mental and physical well-being of a passenger while assuring the safety, well-being, and comfort of other passengers.

Policy Statement: PLPTT is committed to ensuring that all of our clients and passengers are able to get where they need to go. We recognize that some clients and passengers may need assistance to complete a trip.

Guidelines:

1. Definition: A “Personal Care Attendant” is defined as any person that is required to travel with an individual to assure that the individual’s trip can be completed. The personal care attendant must have the same origination and destination as the client.
2. Definition: A “Companion” is defined as any person that would like to travel with an individual, but is not required to assure that the individual’s trip can be completed.
3. A personal care attendant must be identified when the trip is scheduled with the PLPTT office.
4. Reservations must be made in advance in accordance with PLPTT policy for both the client and the personal care attendant.
5. One personal care attendant (per client) may ride at no additional charge while escorting the client.
6. The transit operator is responsible for loading, securing and unloading persons onto the wheelchair lift when applicable.
7. A personal care attendant is not responsible for loading, securing, or unloading the client.
8. PLPTT management, at their discretion, may mandate a personal care attendant if the client’s behavior would normally preclude his/her transport.

Refer to: Policy on Companions, Policy on making reservations.

Consequences:

1. Failure to comply with this policy may result in suspension of services.

Management Responsibilities:

PLPTT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other PLPTT policies.

Policy on: Authorized Use of Vehicles	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of our clients and passengers, our employees and drivers, and PLPTT resources.

Policy Statement: In order to be in compliance with certain federal regulations and grant guidelines as well as to ensure the safety of our clients and passengers, PLPTT wants to make certain that only those individuals who are authorized and fully trained are behind the wheel of our vehicles.

Guidelines:

1. The driver must not allow any other individual to operate the PLPTT vehicle at any time with the exception of:
 - a. In the case of an accident or break-down whereby an authorized PLPTT employee who has been properly trained and insured or a subcontractor such as a mechanic or tow operator who has been called in to move the vehicle.
2. PLPTT vehicles are to be used for passenger transport only.
3. The driver may not at any time use a PLPTT vehicle for personal use or divert a vehicle from its assignment for personal needs with the exception of:
 - a. Vanpool vehicles; or
 - b. An authorized non-medical specialized transportation trip.
 - c. Breaks for transit operators not to exceed 10 miles from bus stop.

Refer to: Policy on Incident and Accident Reporting

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Backing of PLPTT Buses	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of our drivers and protect our moving resources.

Policy Statement: PLPTT's body on chassis vehicles are large and cumbersome requiring sufficient room to maneuver while in reverse. The following are intended to be guidelines for safer maneuvering of these vehicles.

Guidelines:

1. Although backing of an PLPTT vehicle is discouraged, it may at times be necessary.
2. It is recommended that proper assistance be sought such as another driver or Supervisor.
3. The driver should use the four-way flasher and signal backing up by sounding the horn before proceeding.
4. Transit operator shall use the back-up cameras on buses that have them to the best of their ability and ensure safe measures are taken.

Refer to: Policy on Authorized use of vehicles.

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other PLPTT policies.

Policy on: Cellular Phone Usage by Drivers	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: to ensure the safety of PLPTT clients and passengers, the driver, and other vehicles on the road.

Policy Statement: Usage of cell phones on the PLPTT while the bus is in motion is prohibited as it can be a distraction.

Guidelines:

1. The driver must pull to the side of the road out of the traffic stream or be at a complete standstill before placing an outgoing call or responding to phone texts.
2. The PLPTT administrator and dispatch may from time to time find it necessary to contact the drivers. The driver should answer these calls, but immediately indicate to the PLPTT staff member if it is not safe to talk on the cellular phone at that point in time. The driver should then call the PLPTT office back as soon as he/she is at a standstill, layover, or able to pull out of the traffic stream.

Refer to: PLPT Personnel Policies if applicable to cell phone usage.

Consequences:

1. Failure of PLPTT drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension, dismissal, or other disciplinary action in compliance with other PLPTT policies.

Policy on: Companions	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the mental well-being of a passenger while optimizing space available for other passengers.

Policy Statement: Staff, drivers, and clients may upon occasion have difficulty determining whether an individual traveling with a client is a companion or a personal care attendant.

Guidelines:

1. Definition: A “Companion” is defined as any person that would like to travel with an individual, but is not required to assure that the individual’s trip can be completed.
2. Definition: A “Personal Care Attendant” is defined as any person that is required to travel with an individual to assure that the individual’s trip can be completed.
3. A Personal Care Attendant does not have to pay the appropriate fare or co-payment but will be counted as an unliked passenger trip.

Refer to: Policy on making reservations, Procedure on Client Certification, Policy on Attendants, Policy on Co-payments, ADA guidelines on companions, Policy on Passenger Conduct.

Consequences:

1. Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension of services.

Policy on: Contagious Diseases Including Airborne and Blood Borne Pathogens	Procedure on:
Date Initiated: 4/1/25	Page 1 of 5

Purpose: To safeguard the health and well-being of passengers, volunteers, and employees.

Policy Statement: Individuals with diseases such as Hepatitis B and HIV are entitled to transportation and thus the services of PLPTT. PLPTT respects the rights of privacy of these individuals and, at the same time, must take all universal precautions to ensure the health and well-being of other passengers, volunteers, and employees.

Guidelines:

1. Blood borne pathogens are viruses or other infectious agents carried by the blood which can cause disease in humans (such as but not limited to HIV and the virus of Hepatitis B).
2. Occupational exposure means contact with blood or other potentially infectious materials to the skin, eye, mucous membrane, or piercing of the skin or mucous membrane through needle sticks, human bites, cuts and abrasions that may result from the performance of an employee's duties.
3. As it is PLPTT's policy to not duplicate services available through other agencies, PLPTT will not transport clients with airborne pathogens such as but not limited to M.R.S.A. (Methicillin Resistant Staphylococcus Aurous). Emergency Ambulance Service currently offers transport to M.R.S.A. patients.
4. Other potentially infectious materials include the following human bodily fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva, any bodily fluid that is visibly contaminated with blood, and all bodily fluids where it is difficult or impossible to differentiate between bodily fluids.
5. For the purpose of this policy, all human blood and certain bodily fluids are to be treated as if known to be infectious with blood borne pathogens.
6. This exposure control plan shall be reviewed and updated at least annually and whenever necessary to reflect new or modified tasks and procedures which affect occupational exposure, and to reflect new or revised employee/driver positions with occupational exposure.
7. Job classifications having occupational exposure: drivers, Executive Director, and those acting in a receptionist capacity.
8. Tasks which may allow exposure include: transporting PLPTT clients, greeting PLPTT clients, and/or dealing with clients in a grievance or problem situation.
9. Each PLPTT vehicle shall be equipped with a biohazard spill kit meeting OSHA CFR 29 1910.1030 Blood borne Pathogens regulation.
10. Items to be included in this spill kit include: two pairs of disposable latex or vinyl gloves; a dust pan and brush or tongs; disinfectant spray or foam that is effective on HIV-1 and TB; two fluorescent orange or orange-red bags with the biohazard symbol printed in red and the word BIOHAZARD printed in a contrasting color; a wire tie and a clear plastic bag in which the first bag will be placed; solidifying powder to be used to turn a liquid spill into a gummy spill; face mask that covers the mouth and nose, or mouth only if a face shield is used; eye protectors with side protectors (goggles are preferred);

Policy on: Contagious Diseases Including Airborne and Blood Borne Pathogens	Procedure on:
Date Initiated: 4/1/25	Page 2 of 5

11. Antiseptic hand wipes to clean hands after removal of gloves; a container for sharps which is sealable, leak proof, and puncture resistant; and latex shoe covers.
12. The Fleet Coordinator will be responsible for restocking the kits after each use at PLPTT expense.
13. Antiseptic hand cleanser and paper towels must be readily accessible in the PLPTT office restroom. Employees/drivers must wash their hands with soap and running water as soon as possible after using antiseptic hand cleansers or wipes.
14. Employees/drivers must wash hands as soon as possible after removal of gloves or other personal protective equipment.
15. Personal protective equipment is specialized clothing or equipment worn for protection against a hazard. General work clothes are not intended to function as protection against a hazard and are not considered to be personal protective equipment.
16. Employees/drivers must wash hands and any other skin with soap and water or flush mucous membranes with water as soon as possible following contact of such body areas with blood or potentially infectious materials.
17. Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in work areas where there is a reasonable likelihood of occupational exposure.
18. All procedures involving blood or other potentially infectious materials shall be performed in such a manner as to minimize splashing, spraying, splattering, and generation of droplets of these substances.
19. Suctioning of blood or other potentially infectious material is prohibited.
20. Specimens of blood or other potentially infectious materials shall be placed in a container which prevents leakage during collection, handling, processing, storage, transport, or shipping.
21. The container for storage, transport, or shipping shall be labeled with a fluorescent orange or orange-red biohazard symbol.
22. Labels shall be affixed as close as feasible to the container by string, wire, adhesive, or other method that prevents their loss or unintentional removal.
23. The container for storage, transport, or shipping must be closed prior to being stored, transported, or shipped.
24. If outside contamination of the primary container occurs, the primary container shall be placed within a second container which prevents leakage during handling, processing, storage, transport, or shipping.
25. The second container must be clearly labeled with a fluorescent orange or orange-red biohazard symbol.
26. When there is occupational exposure, PLPTT will provide, at no cost to the employee/driver, appropriate protective equipment such as but not limited to gloves, gowns, face shield or mask and eye protection, lab coats, mouthpieces, resuscitation bags, pocket masks, or other ventilation devices.

Policy on: Contagious Diseases Including Airborne and Blood Borne Pathogens	Procedure on:
Date Initiated: 4/1/25	Page 3 of 5

1. Personal protective equipment will be considered “appropriate” only if it does not permit blood or other potentially infectious materials to pass through to or reach the employee’s/driver’s work or street clothes, undergarments, skin, eyes, mouth, or other mucous membranes under normal conditions of use and for the duration of time which the protective equipment will be used.
2. Any garment penetrated by blood or other potentially infectious materials, or personal protective equipment that has been removed, shall be placed using gloves in a orange biohazard bag and removed as soon as possible.
3. All red biohazard bags should be placed in a second clear bag and sealed with a wire tie.
4. These bags must be taken to Pyramid Lake Health Center for proper disposal.
5. These bags may not ever be placed in a regular trash can or dumpster.
6. All personal protective equipment shall be removed prior to leaving the work area.
7. Gloves must be worn when an employee/driver may have hand contact with blood, other potentially infectious materials, mucous membranes, non-intact skin, or contaminated personal protective equipment.
8. Disposable gloves are to be replaced as soon as possible if torn, punctured, or when their ability to function as a barrier is compromised.
9. Contaminated gloves are to be disposed of in the same manner as other contaminated protective equipment.
10. Contaminated surfaces shall be decontaminated with an appropriate disinfectant.
11. Broken glassware which may be contaminated shall not be picked up directly with the hands. Dust pan, brush, or tongs should be used.
12. Following a report of an exposure incident, the employer shall make immediately available to the exposed employee/driver a confidential medical evaluation and follow-up, including at least: documentation of the route(s) of exposure, and the circumstances under which the exposure incident occurred; identification and documentation of the source individual unless PLPTT has established that identification is infeasible or prohibited by state or local law; the source individual’s blood shall be tested as soon as feasible and after consent is obtained in order to determine HBV and HIV infectivity. If consent is not obtained, PLPTT shall establish that legally required consent cannot be obtained. When the source individual’s consent is not required by law, the source individual’s blood, if available, shall be tested and the results documented. Results of the source individual’s testing shall be made available to the exposed employee/driver, and the employee/driver shall be informed of applicable laws and regulations concerning disclosure of the identity and infectious status of the source individual. The exposed employee’s/driver’s blood shall be collected as soon as feasible and tested after consent is obtained. If the employee/driver consents to baseline blood collection, but does not give consent at that time for HIV serologic testing, the sample shall be preserved for at least 90 days. If within 90 days of the exposure incident, the employee elects to have the baseline sample tested, such testing shall be done as soon as feasible.
13. PLPTT shall ensure that the healthcare professional evaluating an employee/driver after an exposure incident is provided with a copy of OSHA’s Blood borne Pathogens

Policy on: Contagious Diseases Including Airborne and Blood Borne Pathogens	Procedure on:
Date Initiated: 4/1/25	Page 4 of 5

14. regulation CFR 29 1910.1030, a description of the exposed employee's/driver's duties as they relate to the exposure incident, documentation of the route(s) of exposure and circumstances under which exposure occurred, results of the source individual's blood testing if available, and all medical records relevant to the appropriate treatment of the employee/driver.
15. PLPTT shall obtain and provide the employee/driver with a copy of the evaluating healthcare professional's written opinion within 15 days of the completion of the evaluation.
16. The healthcare professional's written opinion for post-exposure evaluation and follow-up shall be limited to the following information: that the employee/driver has been informed of the results of the evaluation, and that the employee/driver has been told about any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment. All other findings or diagnoses shall remain confidential and shall not be included in the written report.
17. PLPTT shall ensure that all employees/drivers with occupational exposure participate in a training program which must be provided at no cost to the employee/driver and during working hours.
18. Training shall be provided as follows: at the time of initial assignment to tasks where occupational exposure may take place, within 90 days after the effective date of the standards, and at least annually thereafter. For employees/drivers who have received training on blood borne pathogens in the year preceding the effective date of the standards, only training with respect to the provisions of the standard which were not included need to be provided. Annual training for all employees/drivers shall be provided within one year of their previous training. PLPTT will provide additional training when changes such as modification of tasks or procedures or institution of new tasks or procedures affect the employee's/driver's occupational exposure. The additional training may be limited to addressing the new exposures created.
27. The training program shall contain at a minimum the following elements: an accessible copy of the OSHA regulation on blood borne pathogens CFR 29 1910.1030 and an explanation of its contents; a general explanation of the epidemiology and symptoms of blood born diseases; an explanation of the modes of transmission of blood borne pathogens; an explanation of PLPTT's exposure control policy and a written copy of the policy; an explanation of the appropriate methods for recognizing tasks and other activities that may involve exposure to blood and other potentially infectious materials; and explanation of the use and limitations of methods that will prevent or reduce exposure including appropriate work practices and personal protective equipment; information on the types, proper use, location, removal ,handling, decontamination and disposal of personal protective equipment; an explanation of the basis for selection of personal protective equipment; information on the Hepatitis B vaccine; information on the appropriate actions to take and persons to contact in an emergency involving blood and other potentially infectious materials; an explanation of the procedure to follow if an exposure incident occurs; information on the post-exposure evaluation and follow-up that

Policy on: Contagious Diseases Including Airborne and Blood Borne Pathogens	Procedure on:
Date Initiated: 4/1/25	Page 5 of 5

28. PLPTT is required to provide for the employee/driver following an exposure incident; an explanation of the biohazard signs and labels; and an opportunity for interactive questions and answers with the person conducting the training.
29. PLPTT shall keep training records for three years following the date of the training to include: dates of the training sessions; contents or summary of the training sessions; names and qualifications of persons conducting the training; and names and job titles of all persons attending the training sessions.
30. Employee/driver training records required by this policy shall be provided upon request for examination and copying by the employee/driver, and by the Director and Assistant Secretary of OSHA.
31. Employee/driver medical records required by this policy shall be provided upon request for examination and copying to the subject employee/driver, to anyone having the written consent of the subject employee/driver, and to the Director and Assistant Secretary of OSHA.

Refer to: Policy on Passenger Self-Sufficiency, Policy on Passenger Hygiene, and Policy on Non-duplication of services

Consequences:

1. Failure to comply with the terms of this policy may result in severe ramifications to one’s personal health.
2. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action.

Policy on: Disabled Vehicle	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of clients, drivers, and other travelers.

Policy Statement: Upon occasion, despite PLPTT’s diligent attention to the condition of our fleet, a vehicle may break down or be disabled. PLPTT will make every reasonable effort to provide a replacement vehicle to continue transporting clients to their intended destinations or to safely return the driver and client to their point of trip origination.

Guidelines:

1. In the event of a vehicle being disabled for any reason, the driver shall:
 - a. Pull out of the traffic stream, if possible
 - b. Turn on the four-way flashers
 - c. Engage the parking brake
 - d. Engage fast idle unless the situation calls for the vehicle to be shut down
2. The driver should notify PLPTT dispatch immediately of the reason for the vehicle being disabled, the exact location of the vehicle, and the number of passengers on board.
3. PLPTT dispatch will make every reasonable effort to contact the next person(s) scheduled for pick up.
4. PLPTT will dispatch another vehicle to pick up the driver and any passengers, if during regular business hours.
5. The driver should advise the passengers of the situation providing them with alternatives, the approximate time of the delay, and endeavor to keep everyone calm.
6. The driver should then display the emergency road triangles, reflectors, or flares.
7. If the event occurs after regular business hours, PLPTT will make arrangements to return the incapacitated vehicle to its garage location, and for the safe return of the driver and passengers.
8. If adverse weather conditions exist and wait time will be excessive, the driver should relocate the passengers to a nearby building, if possible, where they can safely wait inside for the replacement vehicle. PLPTT dispatch must be notified of the address of the building in which the passengers will be waiting.

Refer to: Policy on Incident and Accident Reporting, Policy on Emergency Evacuation

Consequences:

1. Failure of drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal.
2. Failure of volunteer drivers to comply with the terms of this policy may result in suspension or dismissal for active volunteer status.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing of this policy. In addition, PLPTT management is responsible for investigating all complaints on non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other PLPTT policies.

Policy on: Dispatcher Client Relations	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure quality customer service.

Policy Statement: In order to provide quality customer service, the dispatcher must be readily available to assist clients at all times while on duty.

Guidelines:

1. The dispatcher must receive a copy of his/her job description during the final job interview, with the Letter of Offer, or during Orientation.
2. The dispatcher must be made aware that his/her voice and actions represent the organization to the general public.
3. The dispatcher will not leave anyone on hold for longer than one minute. If an answer is not readily available for the client, the dispatcher will take the client's name and number and return the call.
4. All calls shall be returned within two hours. If calls cannot be returned within that time frame, management should be notified as to the reason.
5. If the dispatcher needs to leave the work area for any reason, a designated substitute must be in place. It is the responsibility of the dispatcher to notify the designated substitute and ensure that he/she is in place prior to the dispatcher leaving the work area. If the designated substitute is unavailable, management should be notified and all calls forwarded to voice mail or to the assigned cell phone.
6. The dispatcher should brief the designated substitute on any pending scheduling issues.
7. Schedules must always be kept in a designated location for ease of access.

Refer to: Grievance procedures, PLPT Personnel Policy

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action.

Policy on: Door-to-Door Service	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To provide clients and drivers with guidelines for service.

Policy Statement: PLPTT’s drivers are to function solely as drivers. These drivers are not to be expected to provide any other type of services.

Guidelines:

1. PLPTT drivers provide first floor door-to-door service.
2. Door-to-door service shall include the foyer or lobby of a first floor business, store, or other establishment that might offer shelter or protection for a waiting passenger.
3. Drivers may not enter a client’s residence.
4. Drivers are not required to bring a client down steps in a wheelchair.
5. A wheelchair bound client is required to have a safe means of egress such as a ramp from his/her residence.
6. The drivers shall assist the client to and from the bottom of a staircase.
7. Drivers are not required to act as personal care attendants, baby sitters, or to provide any medical services.
8. The driver shall leave his/her seat and assist client(s) in boarding or de-boarding.
9. During boarding or de-boarding, the vehicle may remain running (and in park) as long as the vehicle remains with direct eyesight of the driver at all times.
10. If the driver must at any time travel outside the eyesight of the vehicle, the vehicle must be turned off and locked.

Refer to:

Consequences:

1. Failure of the driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal for PLPTT drivers, or suspension or dismissal from active volunteer status for volunteer drivers.
2. Failure of the passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension, dismissal, or disciplinary action in compliance with other PLPTT policies.

Policy on: Driver Appearance/Uniform Standard	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure a professional, consistent image is presented to the public by drivers.

Policy Statement: Drivers represent PLPTT to the general public and must be neat in appearance at all times. When available, transit staff shall be provided company uniforms and attire.

Guidelines:

1. Drivers must be clean and neat in appearance at all times while on duty or in uniform.
2. Uniforms if provided must be worn at all times while on duty.
3. Clothing, including uniforms, must be freshly laundered, free of holes, and free of wrinkles.
4. Uniform shirts shall remain tucked in at all times.
5. Men must be clean shaven or facial hair must be properly trimmed and combed, the beard or moustache must be clearly defined and neatly trimmed.
6. Hair must be neat and clean and of appropriate length.
7. Jewelry should be in good taste, not excessive, and should get in the way of performing established duties.
8. Personal hygiene must be to the highest possible standards.

Refer to: Personnel Policy, Job Description

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal for PLPTT drivers, or suspension or dismissal from active volunteer status for volunteer drivers.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Driver cited with DUI While Off Duty	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of PLPTT passengers, drivers, and other travelers on the road.

Policy Statement: Although this moving violation may occur while the driver is off duty and not transporting any PLPTT clients, in order to ensure the safety of passengers, drivers, and other travelers, PLPTT requires that all drivers have driving records acceptable by our insurance carrier.

Guidelines:

1. All PLPTT drivers must have good driving records and be able to be insured by our insurance carrier.
2. PLPTT participates with the Nevada Department of Motor Vehicles under which PLPTT is notified automatically if a PLPTT insured driver receives any new moving violations on their driving records.
3. The driver will be removed from service if PLPTT’s insurance carrier notifies PLPTT that the driver is no longer eligible to be covered.

Refer to: Substance Abuse Policy, Driver training, PLPTT Drug and Alcohol Policies

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Driver Conduct	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure quality customer service by drivers who represent PLPTT to the general public.

Policy Statement: Drivers represent PLPTT to the general public and must, therefore, conduct themselves in such a manner as to create respect for themselves, and the organization.

Guidelines:

1. All drivers are expected to be courteous and to treat passengers and fellow employees with respect.
2. A pleasant, polite, and informative attitude will allow for effective communications between employees and passengers.
3. Words and/or acts of hostility to any passenger or other employee represent unacceptable behavior.
4. Conversation shall not interfere with the safe operation of the vehicle.
5. Excessive boisterous actions, horseplay, or profane language is not professional behavior and should not be exhibited while on duty or in uniform.

Refer to: Policy on Code of Ethics, Personnel Policy

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Driver Physicals	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure that PLPTT drivers are capable of handling all aspects of their established job duties.

Policy Statement: Driving body on chassis vehicles and serving the public may be stressful to some individuals. It may become policy in the future to require pre-employment physicals for PLPTT drivers to ensure the safety of passengers, drivers, and other travelers.

Guidelines:

1. PLPTT at present does not require pre-employment physicals for PLPTT drivers.
2. However, this policy may be changed at management discretion.
3. If the policy is changed to require pre-employment physicals for PLPTT drivers, all new drivers will then be required to pass pre-employment physicals prior to assuming their regular job duties.

Refer to: Job description

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints on non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Emergency Evacuation	Procedure on:
Date Initiated: 4/1/25	Page 1 of 2

Purpose: To ensure the safety of passengers and the driver in the event of an emergency, which requires evacuation of the vehicle.

Policy Statement: Despite PLPTT’s best planning, emergencies do happen. With the following guidelines, PLPTT is attempting to make an emergency as safe as possible for passengers and the driver.

Guidelines:

1. The driver should be prepared to evacuate the vehicle in emergency situations such as but not limited to a fire on the vehicle, a fuel leak, and a situation in which the vehicle is in an unsafe position.
2. The driver should be prepared to evacuate the vehicle in the event evacuation orders are given to the driver by PLPTT dispatch or management, or law enforcement agencies.
3. Remain calm, and attempt to keep the passengers calm.
4. If possible, pull the vehicle out of the traffic stream.
5. Turn on the emergency flashers.
6. Turn off the engine and set the parking brake.
7. Immediately evacuate your passengers (Remember you are in charge until relieved by appropriate law enforcement officers.)
 - a. Open all doors.
 - b. Do not perform any evacuation procedure that will cause you injury.
 - c. Instruct all passengers to release their seat belts or restraints. Passengers who are fully mobile and uninjured may assist non-mobile passengers to release their seat belts.
 - d. Use the most usable exit.
 - e. Assist ambulatory passengers first. Passengers who can self-evacuate may assist others from the ground.
 - f. Verify that all passengers have been evacuated and move them a safe distance from the vehicle and other traffic.
8. Make certain to take your cell phone with you.
9. Do not attempt to fight a vehicle fire under any circumstances.
10. Collect emergency information on passengers including names, health status, and name/number of emergency contact.
11. Notify PLPTT dispatch giving your name, exact location, description of emergency, number and status of passengers.
12. If possible, once evacuated passengers have been contained and dispatch notified, place emergency warning devices such as reflectors, triangles, or flares.
13. Keep passengers calm.
14. Do not re-board the vehicle.
15. Cooperate with rescuers and emergency personnel.

Refer to: Policy on Disabled Vehicles, Authorized Use of Vehicles, Driver Conduct

Policy on: Emergency Evacuation	Procedure on:
Date Initiated: 4/1/25	Page 2 of 2

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints on non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Expressive Activity on Vehicle	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To protect passengers’ right to privacy, to avoid potential safety hazards, and to avoid disruption in service.

Policy Statement: Although PLPTT supports the concept of free speech, all passengers’ rights must be observed. Passengers on a bus are unable to walk away from behavior they find offensive.

Guidelines:

1. Expressive activity is defined as an activity such as but not limited to soliciting, advertising, selling, lecturing, or preaching.
2. These types of activities may be offensive to many passengers and, as such, are therefore prohibited.

Refer to: Passenger Conduct Policy

Consequences:

1. Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints on non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Hand-to-Hand Passenger Transfer	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To safeguard the well-being and security of certain passengers who have been determined to need a responsible third party at the origin and destination of their trips.

Policy Statement: PLPTT is the transportation provider and does not take on the role of caretaker when the client arrives at the final drop off point.

Guidelines:

1. Certain passengers may have lost their independence in managing everyday life activities. These passengers may be easily confused, suffer from impaired memory and orientation, limitations of concentration, and planning as well as judgment. These passengers may also due to age or disability be unable to care for themselves.
2. Passengers who have been identified with these conditions may still need to travel for medical or social purposes.
3. PLPTT may require passengers who have been identified with these conditions to travel with personal care attendants.
4. If attendants are not required, family and/or caretakers must agree to take full responsibility to be at the final drop off location upon return of the passenger.
5. PLPTT will not be responsible if family and/or caretakers are not present.
6. The driver will notify PLPTT dispatch immediately if family and/or caretakers are not present at the final drop off location.
7. PLPTT dispatch will make every reasonable effort to reach the family and/or caretakers using the emergency contact numbers given by the client.
8. A decision as to whether to leave the client unattended will be made by PLPTT management on a case by case basis.
9. If the family and/or caretakers are not present on more than one occasion, PLPTT may refuse to transport the individual in the future without an attendant.

Refer to: Policy on Attendants

Consequences:

1. Failure by family or caretakers to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints on non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Incident or Accident Reporting	Procedure on:
Date Initiated: 4/1/25	Page 1 of 2

Purpose: To ensure the safety of passengers, drivers, and other travelers on the road.

Policy Statement: PLPTT is committed to the safety of its passengers, employees, and volunteers. In addition, PLPTT must comply with certain federal regulations following accidents so as not to risk federal funding.

Guidelines:

1. The driver shall complete an Accident Report on an approved form (see attached) whenever the vehicle, driver, or passenger is involved in an accident. Incidents may be reported in memo form.
2. The driver must, in addition to the written report, notify PLPTT management immediately of any incident or accident.
3. An incident or accident shall be defined as and include but not be limited to:
 - a. Any vehicle damage
 - b. Personal injury to any party
 - c. Any moving violation while on duty
 - d. Passenger disputes
 - e. Passenger policy violations
 - f. Passenger complaints
 - g. Questionable package(s) left on the vehicle
4. The driver must notify PLPTT management immediately if:
 - a. an accident occurs in which a passenger is injured and must be transported by emergency services for treatment; or
 - b. the vehicle is damaged to the extent that it cannot be driven from the site of the accident.
5. If either of the conditions listed in #4 occur, the driver must immediately be removed from the vehicle by a supervisor and taken for post-accident drug and alcohol testing.

Refer to: Incident Reporting procedures and PLPTT Drug & Alcohol policies (post accident)

Consequences:

1. Failure to comply with the terms of this policy may result in PLPTT losing federal funding.
2. Failure of a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints on non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Inclement Weather	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of our clients, passengers, drivers, employees, volunteers, and rolling resources during bad weather.

Policy Statement: At times transit operators experience bad weather such as flooding, wind, ice and snow storms. Our service area has many very rural roads. The guidelines set forth in this policy are an attempt to safeguard our clients, passengers, drivers, employees, or volunteers who may be at risk by traveling across any icy driveway to reach a PLPTT vehicle, or by traveling on an icy road or in other bad weather.

Guidelines:

1. In Washoe County, the general guideline is that PLPTT will not be operating and will be closed if Washoe County Schools, are closed due to inclement weather.
2. In Washoe County, the general guideline is that PLPTT will not be operating and will be closed if Washoe County Schools are closed due to inclement weather.
3. If Washoe County schools are closed, but the individual driver feels that a particular trip is unsafe, the driver must notify PLPTT dispatch for a final determination and so that PLPTT dispatch may notify the client(s) affected.
4. Other means of closures could be deemed by the Tribal Chairman or Transit Management.

Refer to: Policy on Disabled Vehicles, Policy on Incident and Accident Reporting

Consequences:

1. Failure to comply with this policy may have personal safety consequences.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action.

Policy on: Lost and Found	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To provide a central location and common procedure for clients and passengers to locate lost items.

Policy Statement: All drivers will turn in any items left behind in vehicles to the PLPTT office where the items will be held for a period of six months.

Guidelines:

1. Drivers must report all items found to PLPTT dispatch as soon as possible.
2. Drivers must always complete a post-trip inspection of the vehicle.
3. Articles left in the vehicles are to be turned in to the PLPTT office as soon as possible,
4. The driver and PLPTT dispatch should complete a courtesy card for each item to include:
 - a. Date item found
 - b. Driver and, if applicable, route name
 - c. Item description
 - d. Any other pertinent information
5. The item may be returned to the passenger after identification of the item.
6. The passenger must sign the courtesy card indicating receipt of the item.
7. Items not claimed after a six month period may be disposed of or given to charity.
8. Drivers must notify PLPTT dispatch immediately if any weapons are found.
9. Weapons are not to be touched.
10. An incident report must be completed in the case of a weapon being found. Management and dispatching should notify the local police department for confiscation.

Refer to: Policy on Weapons, Policy on Incident and Accident Reporting

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Loud Audio on PLPTT or in Any Vehicle Being Used for PLPTT's Specialized Services	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety and comfort of drivers and passengers as well as to ensure that drivers are able to hear approaching emergency vehicles.

Policy Statement: Loud audio may provide discomfort for some passengers and drivers as well as interfere with drivers being able to hear approaching sirens.

Guidelines:

1. Passengers must wear headphones while playing hand-held audio devices such as but not limited to personal DVD players, boom boxes, MP3s, hand-held TVs, lap top computers, certain cell phones, video games, walkman radios, and CD players.
2. PLPTT specialized transportation drivers may play in dash radios at minimal volume levels providing this does not disturb the client(s).
3. The driver may not under any circumstance use headphones while operating the vehicle.

Refer to: Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure of passengers to comply with the terms of this policy may result in suspension of services.
2. Failure of drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other PLPTT policies.

Policy on: Minimum Age a Child May Ride Independently	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of minor children and to ensure that their trips can be completed without an attendant.

Policy Statement: PLPTT recognizes the importance of the safety of our children.

Guidelines:

1. A child must be 14 years of age, as a general rule, in order to ride independently without being accompanied by an adult.
2. A Minor Permission Form must be completed by the minor’s guardian/parent in order for the minor to ride independently.
3. Some children with behavioral disorders or disabilities may (at the discretion of PLPTT management and/or due to professional opinions offered by case managers, social workers, or other health professionals) be required to have an attendant or be accompanied by an adult.
4. Transit operators are trained to be aware of human trafficking that sometimes occurs on public transportation modes, therefore if there is human trafficking suspected, appropriate measures to notify law enforcement and management will be made.

Refer to: Policy on Attendants, Policy on Companions, Policy on Hand-to-Hand Transfers and incident reporting.

Consequences:

1. Failure of a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension.

Policy on: Mobility Aids	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of our passengers, clients, drivers, and volunteers as well as other travelers on the road in case these devices become loose and represent an air born or sliding hazard.

Policy Statement: PLPTT has established these guidelines in an attempt to make PLPTT vehicles safer in case of sudden stops to prevent the items from becoming an air born or sliding safety hazard.

Guidelines:

1. Mobility Aids include but are not limited to walkers, canes, braces, and crutches.
2. The driver should, once the passenger is seated, secure the device to ensure the safety of each passenger.
3. The driver should use his/her best judgment in deciding the storage method and location, but must keep the aisles and exits clear.

Refer to: Policy on Incident and Accident Reporting

Consequences:

1. Failure of a passenger to comply with the terms of this policy may result in suspension of services.
2. Failure of a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Number of Packages	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety and travel comfort of clients, passengers, and drivers.

Policy Statement: Packages and parcels may represent loose items which could come loose and move about the vehicle cabin should the vehicle come to a sudden, unexpected stop.

Guidelines:

1. Passengers shall always be in control of packages and parcels in a way that will not jeopardize any other passenger's safety or trip.
2. No packages will be allowed to block any aisle or exit, inconvenience or injure other passengers.
3. All packages and parcels must be secured in such a way that no article would come loose and move about the cabin freely should the vehicle come to a sudden, unexpected stop.
4. The number of packages shall be limited to only those which can be secured, not block aisles or exits, and so as not to take up seats needed for additional passengers.

Refer to: Policy on articles not permitted on vehicles, Policy on Lost and Found

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.
2. Failure by a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Operating Speed	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure that drivers obey the laws of the Pyramid Lake Paiute Tribe, State Of Nevada and to provide a safer trip for our clients, passengers, drivers, and other motorists.

Policy Statement: PLPTT encourages all drivers to obey posted speed limits, and to make allowances for current weather conditions.

Guidelines:

1. The driver shall always operate the vehicle at a safe, prudent and careful speed within the posted speed limit.
2. The driver shall take traffic, weather, road and other conditions in to consideration to ensure the safety of clients, passengers, driver, and other motorists.

Refer to: Policy on Inclement Weather

Consequences:

1. Failure to comply with the terms of this policy may result in a moving violation against the driver causing penalties to the driver and points added to the driver’s license. In addition, any new moving violations will be reported by the Nevada Department of Motor Vehicles to PLPTT and may result in PLPTT’s insurance carrier refusing to insure the driver causing the driver to be suspended or dismissed.
2. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Passenger Hygiene and Cleanliness Standard	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To encourage passengers to maintain certain cleanliness and health standards so as not to jeopardize the health of drivers, themselves, or other passengers.

Policy Statement: PLPTT encourages passengers to respect fellow passengers and maintain good standards of personal cleanliness and hygiene as well as to practice common health courtesies when traveling while suffering from ailments such as the common cold.

Guidelines:

1. Passengers are expected to maintain cleanliness and health standards that do not jeopardize the health of drivers, themselves, or other passengers.
2. The driver shall notify PLPTT dispatch if a passenger is unable for any reason to comply with the conditions as set forth in #1, and should complete an incident report.
3. PLPTT dispatch will refer this report to a reasonable health and/or welfare agency for assistance.

Refer to: Policy on Passenger Self-Sufficiency and Passenger Conduct Policies.

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Passenger Preparation	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the passenger is ready for pick-up upon the arrival of the transit bus(s).

Policy Statement: As PLPTT does coordinate specialized rides where possible and due to the fact that our PLPTT public transportation has a schedule to adhere to, PLPTT asks that all passengers are ready to leave at the scheduled departure time and arrive at least 5 minutes to departure.

Guidelines:

1. Drivers are not responsible for any preparation of passengers for trips.
2. Passengers are responsible for being prepared for departure at the time agreed upon between PLPTT and the passenger during scheduling.
3. The passenger should be prepared to board the vehicle up to five (5) minutes prior to and thirty (30) minutes after the scheduled pick-up time.

Refer to: Policy on Passenger Self-Sufficiency

Consequences:

1. Failure to comply by a passenger may result in suspension of services.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Passenger Self-Sufficiency	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of PLPTT passengers.

Policy Statement: Passenger are responsible for their own care and personal safety when utilizing the transit services.

Guidelines:

1. A passenger utilizing PLPTT services are expected to be capable of caring for him or herself, controlling his or her bodily functions, and be cognizant enough to make decisions.
2. Transportation may be refused or suspended when the passenger:
 - a. Negatively impacts the quality of another passenger's ride
 - b. Requires direct medical attention to prevent the spread of a communicable disease
 - c. Requires direct medical attention for open wounds or unsupported injuries
 - d. Is repetitively incontinent
 - e. Is repetitively not prepared or available when the vehicle arrives for pick up
 - f. Requires assistance after de-boarding or cannot be left alone at the drop-off location

Refer to: Policy on Passenger Hygiene and Cleanliness, Policy on Attendants, Policy on Contagious Disease, Policy on Hand-to-Hand Transfers

Consequences:

1. Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Passengers with Animals	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To determine whether or not an animal may be allowed on board PLPTT vehicles.

Policy Statement: Animals are allowed on board PLPTT vehicles under certain conditions. PLPTT does endeavor to be ADA compliant in regards to service animals.

Guidelines:

1. Animals may not be brought on board PLPTT vehicles except in the following cases:
 - a. Pets carried in carry-on portable kennels that can be carried on the passenger’s lap. Boxes must have a lid that closes and locks, or that can be secured.
 - b. Pets in a box or kennel that can be safely secured without obstructing the aisle or exits and that do not inconvenience or injure other passengers.
 - c. Service animals (need not be in a carry-on box or kennel)
 - i. A service animal is an animal that has been individually trained to assist an individual with a disability.
 - ii. A driver may inquire as to what purpose the service animal serves.

Refer to: ADA Service Animal Guidelines, Passenger Conduct Policy. See “Service Animals – ADA” Attachment A.

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.
2. Failure by a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Payment Due at Time of Service	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure that other passengers and clients are not forced to ultimately bear the cost of clients who do not pay.

Policy Statement: PLPTT and passengers should be prepared to pay at the time service (transportation) is given.

Guidelines:

1. PLPTT drivers services accept cash only.
2. Passengers should have correct change and drivers should not be expected to make change.
3. PLPTT specialized drivers may also accept checks made payable to PLPTT for the exact amount of the co-payment due.
4. Checks returned for insufficient funds will result in a \$30 service fee. In addition, no future checks will be accepted from that individual.
5. PLPTT will bill for certain trips under the following conditions:
 - a. A human service agency is sponsoring and paying for the trip, or
 - b. A client's guardian requests billing due to the client's inability to handle cash, and
 - c. Arrangements are made in advance giving PLPTT the name of the agency to bill, contact name, full mailing address, telephone number, and any applicable reference number.

Refer to: Policy on Dealing with Disruptive Passengers, Policy on Co-Payments, Policy on Delinquent Co-payments, Policy on Mileage used to determine co-pay

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.
2. Failure by a passenger or agency to pay for a trip or to make good on a returned check may result in legal charges and fees.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Railroad Crossings	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of passengers, drivers, and other motorists.

Policy Statement: PLPTT vehicles should exercise caution when approaching and crossing railroad tracks.

Guidelines:

1. The PLPTT driver shall stop 15 to 50 feet before the closest railroad track.
2. The PLPTT driver is encouraged to open the forward door to improve his/her ability to see and hear approaching trains.
3. All drivers should listen and look in both directions.
4. All drivers should wait until sufficient time has passed after a train has passed in order to have a clear view of any additional tracks that may have an approaching train that may not otherwise be seen.

Refer to: Policy on Disabled Vehicles, Policy on Emergency Evacuations, Policy on Incident and Accident Reporting

Consequences:

1. Failure by a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Reading While Operating vehicles	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of passengers, drivers, other motorists, and PLPTT’s rolling resources.

Policy Statement: Drivers must not read while operating vehicles.

Guidelines:

1. Drivers may not read maps, newspapers, books or any other material while operating a vehicle.
2. If route instructions or other material pertaining to the driver’s immediate duties is required to be read, the driver should pull out of the traffic stream to a safe location.

Refer to: Policies on distractions.

Consequences:

1. Failure to comply with the terms of this policy may result in a serious accident and increased liability to PLPTT.
2. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal, or suspension from active volunteer status.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Restroom Breaks	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To maintain schedule adherence.

Policy Statement: Drivers should take restroom breaks during scheduled layovers or at the end of a trip whenever possible.

Guidelines:

1. As the vehicle will be out of the direct and constant eyesight of the driver during a restroom break, the vehicle must be turned off and locked.
2. If out of necessity or emergency a driver is forced to take a restroom break mid-trip, the driver must will inform passengers of the delay before exiting the vehicle. Any passengers on the bus will have to exit until the driver returns to the bus.

Refer to: Policy on Driver Conduct.

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Schedule Adherence	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure that clients’ transportation needs are met in a timely manner.

Policy Statement: PLPTT wishes to provide quality customer service by adhering to published schedules as closely as possible. Our schedule is equivalent to giving our word to the community. Failure to be at published stops at listed times damages PLPTT’s reputation. PLPTT’s bus and the PLPTT Logo are moving advertisements for the PLPTT services.

Guidelines:

1. Drivers must wear watches or carry a time piece.
2. Drivers should have a copy of the published schedule.
3. Drivers must stop at every scheduled stop.
4. Drivers must drive the route as scheduled.
5. If a driver arrives at any scheduled stop early, the driver may not leave that stop before the scheduled departure time.
6. Drivers will make diligent efforts to reach scheduled stops at the listed times.
7. It is understood that from time to time circumstances beyond the driver’s control will cause delays.
8. Drivers should obey posted speed limits and follow safe driving practices.
9. Drivers must leave from garage location for the first scheduled stop on time daily.
10. Should a delay or closure occur due to unforeseen circumstances of a traffic accident, highway closures, inclement weather, or department closure. The Dispatch/Manager will make notifications via social media pages, cell phones, or other means of communication.

Refer to: Departmental operations.

Consequences:

1. Failure by a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies. Finally, PLPTT management is responsible for providing a published schedule with realistic stop locations and times.

Policy on: Seatbelts and Restraints	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of all clients, passengers, and drivers and to comply with laws of the Pyramid Lake Paiute Tribal Transit, and the State of Nevada.

Policy Statement: All passengers and drivers must be secured with the restraint devices available in each vehicle. In addition, all wheelchairs and mobility devices such as scooters must be secured with the security straps available in each vehicle.

Guidelines:

1. Nevada law requires child restraint devices (car seats, booster seats) for children under the age of five. These devices must be properly used and meet standards adopted by the U.S. Department of Transportation.
2. PLPTT does not provide these devices. If PLPTT is requested to transport a child under the age of five (the trip must be arranged in advance), the parent or legal guardian must provide and install the child restraint device.
3. Nevada law exempts public transportation from the child restraint device statute.
4. All passengers riding in a regular vehicle seat and drivers must wear seatbelts.
5. The driver may not assist the passenger riding in a regular seat in the latching or unlatching of seatbelts unless specifically requested by the passenger or in the case of emergency evacuation.
6. The driver is responsible for informing the passenger of these requirements.
7. The driver must inform passengers riding in a wheelchair that the driver will be securing the lap or shoulder restraint belt and wait for passenger permission.
8. Service may be denied to any passenger unwilling to use seatbelts or shoulder restraints.

Refer to: Policy on Emergency Evacuation

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.
2. Failure by a driver to comply with the terms of this policy may result in a ticket from law enforcement.
3. Failure by a driver to comply with the terms of this policy may result in disciplinary action up to an including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Smoking, Vaping and Use of Chewing Tobacco While on Vehicles	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the comfort of all passengers.

Policy Statement: PLPTT does not allow smoking, vaping or the use of chewing tobacco by a driver or passengers while in PLPTT vehicles.

Guidelines:

1. Drivers, mechanics, other employees or volunteers, or passengers are prohibited from smoking, vaping or using chewing tobacco while in a PLPTT vehicle – whether in or out of service.
2. Drivers, mechanics, employees, volunteers, and passengers may smoke outside of the vehicle at the end of a trip or at a designated layover point:
 - a. Only when standing away from the vehicle and other passengers
 - b. So long as the driver does not leave the layover point late as a result
3. Drivers, mechanics, employees, volunteers, and passengers must properly dispose of cigarette ash, the remainder of the cigarette, and chewing tobacco residue in designated trash receptacles.
4. Each transit bus will have “No Smoking” signs on each transit vehicle for the passenger’s awareness.

Refer to: Policy on Driver Conduct, federal governmental regulations on smoking in public places, Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.
2. Failure of a driver, mechanic, employee or volunteer to comply with the terms of this policy may result in disciplinary action up to and including dismissal or suspension from active volunteer status.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Traffic Signals	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of passengers, drivers, other motorists, and PLPTT's rolling resources.

Policy Statement: Drivers should approach all intersections slowly and cautiously.

Guidelines:

1. The driver shall approach all intersections controlled by a traffic signal at a speed that shall permit a stop with normal application of the brake without entering the crosswalk or intersection should the signal change to red.
2. The driver shall not enter the intersection controlled by a traffic signal if entering could result in blockage of the intersection should the signal change to red.
3. The driver shall exercise caution when entering an intersection with a clearly displayed yellow signal.
4. The driver shall be prepared to stop at all signalized intersections by covering the brake pedal.
5. The driver shall not begin acceleration for a green light before the light turns green.

Refer to: Policy on Operating Speed

Consequences:

1. Failure to comply with the terms of this policy will result in disciplinary action up to an including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Transporting Passengers with Medical Oxygen	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure service to passengers traveling with a portable oxygen supply while assuring the comfort of other passengers.

Policy Statement: Passengers traveling with a portable oxygen supply must be self-sufficient and not require first aid.

Guidelines:

1. Passengers traveling with a portable oxygen supply shall be transported with no special consideration so long as the oxygen is self-administered and the driver shall be under no obligation to perform first aid.
2. Passengers traveling with a portable oxygen supply should be transported providing the oxygen may be held by the passenger or secured so as not to block the aisles or exits or to inconvenience or injure other passengers.

Refer to: Policy on Passenger Self-Sufficiency

Consequences:

1. Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Turning on a Red Light	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of passengers, drivers, other motorists, and PLPTT's rolling resources.

Policy Statement: Right turns on red lights are discouraged for PLPTT vehicles.

Guidelines:

1. Right turns on red lights after coming to a complete stop are legal in Nevada except at intersections where no turns on red are specifically posted.
2. Right turns on red where permitted are discouraged for PLPTT buses due to the possible need to encroach upon adjacent lanes due to the size of the vehicles.

Refer to: Policy on Traffic Signals

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Vehicle Cleanliness	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the comfort of all passengers.

Policy Statement: Vehicles, which have a neat and clean interior, inspire confidence in passengers and can, therefore, increase perceived comfort levels.

Guidelines:

1. The transit operators and any transit staff assigned to drive a transit vehicle shall keep the interior free of debris, loose items, pet hair, and/or other unnecessary items at all times.
2. All items required by the driver in the performance of his/her duties shall be neatly stowed and secured and shall not represent a hazard to the driver or any passengers at any time.
3. Only Drinks with a Spill Proof Lid will be allowed on a PLPTT Transit Bus.
4. No Eating on a PLPTT Transit bus.

Refer to: Passenger Conduct Policy

Consequences:

1. Failure to comply with this policy may result in disciplinary action up to and including dismissal or suspension from active volunteer status.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Vehicle Condition	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of passengers, PLPTT drivers, and the general public.

Policy Statement: All transit buses are pre and post checked for the condition's interior and exterior.

Guidelines:

1. The driver must notify the PLPTT transit manager of any item or condition concerning a vehicle that may jeopardize the completion of any trip or the safety of any passenger or driver.
2. For PLPTT, the driver shall complete a daily inspection checklist at the beginning and end of every shift.
3. This daily inspection checklist must be faxed to PLPTT on a daily basis.
4. Bodily fluid spills require that the vehicle be removed from service and attended to immediately.
5. Mechanic safety issues require that the vehicle be removed from service and attended to immediately.

Refer to: Policy on Contagious Diseases, vehicle preventive maintenance policies.

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to am including dismissal or suspension from active volunteer status.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Vehicle Fueling	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of passengers, drivers, and PLPTT's rolling resources during fueling.

Policy Statement: PLPTT has set specific guidelines to be observed when fueling a vehicle to protect passengers, drivers, and the vehicles.

Guidelines:

1. The driver, PLPTT employee, subcontracted employee, or volunteer shall not fuel a vehicle with passengers on board.
2. The driver, PLPTT employee, subcontracted employee, or volunteer shall take the most direct path to a fueling site.
3. While fueling, driver, PLPTT employee, subcontracted employee, or volunteer shall turn the engine off, shall not smoke, and shall not use a cell phone.
4. Transit staff are to responsibly use the fuel credit cards for usage to only assigned transit vehicles. Misusage and unauthorized fuel purchases are strictly prohibited.

Refer to: PLPTT Personnel Policies

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal or suspension from active volunteer services.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Wait Time	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To establish the limits for wait time.

Policy Statement: PLPTT wants to be available for all clients and passengers as well as adhere as closely as possible to published schedules. As such, PLPTT has established the following “wait time” guidelines.

Guidelines:

1. The PLPTT driver shall not at any time leave a designated stop prior to the published/scheduled stop or pick-up time.
2. The PLPTT driver shall not wait longer than 3 to 5 minutes past scheduled stop or pick-up time for any client.
3. The driver of PLPTT specialized transportation program vehicles shall wait for the client in accordance with the written instructions on the individual trip reports.

Refer to: Policy on Schedule Adherence, Procedure on Trip Reports

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal, suspension of active volunteer status, or cancellation of a taxi contract.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Wheelchair Lift and Ramp Usage	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of drivers and passengers using wheelchair lifts and ramps.

Policy Statement: PLPTT staff and volunteers shall operate lifts and ramps in accordance with the accepted practices as described in the training materials and PLPTT training to ensure safety of all involved.

Guidelines:

1. A driver who has not been trained on the proper usage of the wheelchair lift and/or ramp shall not operate this equipment with a passenger.
2. Wheelchair passengers are encouraged to back on to the lift when boarding.
3. The driver is responsible for ensuring that at no time shall the lift and/or ramp be operated by an untrained person or passenger.
4. If a lift and/or ramp on an PLPTT bus is inoperable, the vehicle shall be removed from service to be repaired.
5. The driver shall immediately report any situation in which a lift and/or ramp is not functioning properly to the PLPTT dispatcher.
6. The driver shall be familiar with all emergency procedures for the lift and/or ramp operation, including manual operation.
7. All available and appropriate safety devices shall be used in the operation of a lift and/or ramp and none shall be overridden for ease or quickness.
8. All safety guards, restraints, and barriers in existence shall be used during operation.
9. Power chairs and scooters shall be turned to the “OFF” position once on the lift platform and while the lift is in operation.
10. Any passenger requesting the use of the lift or ramp shall be accommodated.
11. Standing on a lift is discouraged.
12. Grocery strollers, and other items are prohibited on the lift during operation.

Refer to: Policy on articles not permitted on PLPTT vehicles, vehicle maintenance policies

Consequences:

1. Failure to comply with the terms of this policy may result in serious bodily harm.
2. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal, or suspension from active volunteer status.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Wheelchair Securement	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of all passengers and drivers during transport.

Policy Statement: PLPTT drivers shall utilize manufacturer suggested procedures for proper securement of wheelchairs to ensure the safety of all passengers and drivers.

Guidelines:

1. The driver shall ensure that any client not riding in a permanent fixed seat shall be in a wheelchair device and safely secured using existing clamp and/or floor mount securement devices in a way consistent with recognized securing standards.
2. Wheelchair clients must use available shoulder restraints.
3. Wheelchairs shall be secured with 4-point tie downs or as many are standard for that particular tie down system, in any combination of straps and/or clamps.
4. All wheelchair clients shall be secured in a forward facing manner. Side facing securement is prohibited.
5. Power chairs and scooters are to be turned off during transport.
6. Wheel brakes shall be engaged during transport.
7. Wheelchairs that cannot be secured or are larger than maximum allowable standards (30" w X 48" l, and not over 600 pounds combined total weight) shall not be transported.
8. Wheelchair cycles shall be recorded daily and inspected daily by transit operators and maintained at every 750 cycles.

Refer to: Manuals and videos on file for various restraint systems and maintained at manufacturer recommendations.

Consequences:

1. Failure to comply with the terms of this policy may result in serious bodily harm.
2. Failure by drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal, or suspension of active volunteer status.
3. Failure by passengers to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Worn, Frayed or Damaged Restraints	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safety of all passengers and driver.

Policy Statement: Nevada law requires the use of seatbelts.

Guidelines:

1. The PLPTT Fleet Coordinator will inspect all restraints in all vehicles at least once a month for operational safety.
2. Drivers must exercise due diligence to safeguard restraints from damage (i.e., do not leave restraints on the floor of a vehicle where they may be stepped on or run over by a wheelchair).
3. Drivers should report any worn, frayed, or damaged restraints immediately to the PLPTT Fleet Coordinator or PLPTT Supervisor.
4. Restraints which are worn, frayed, or damaged will be tested for operational integrity.
5. Any restraint that does not operate at 100% capacity or is at risk of endangering passenger safety must be completely replaced.

Refer to: Policy on Seatbelts and child restraints

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal, or suspension from active volunteer status.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Passenger Conduct Policy	Procedure on:
Date Initiated: 4/1/25	Page 1 of 2

Purpose: To ensure the safety of all passengers and driver.

Policy Statement:

The Pyramid Lake Paiute Tribal Transit (PLPTT) provides public transportation that is open to all members of the public, without regard to race, color, creed, religion, national origin, sex, marital status, status with regards to public assistance, disability, age or familiar status. It is expected that PLPTT personnel will treat all of its passengers with dignity and respect. However, from time to time, there are situations when a passenger's conduct is so disruptive or offensive that it threatens the welfare, comfort and safety of the passengers and PLPTT drivers and/or the safe operation of the Transit System. In such circumstances, PLPTT reserves the right to suspend and/or terminate a passengers riding privileges. This policy has been established to protect the welfare of, and to assure the safety and comfort for, the general public riding PLPTT vehicles or on PLPTT property and to protect the continuing safe operation of the Transit System.

Occasionally there are times when a passenger's conduct on a bus is, or becomes, extremely offensive and/or disruptive to the other passengers or to the driver, so that this passenger's conduct threatens the safety of the passengers and the safe operation of the Transit System. Some examples of offensive behavior include, but are not limited to:

- * Any illegal activity
- * Violence or threats of violence
- * Displaying a Weapon
- * Unwelcome physical contact
- * Damaging another's property or the bus
- * Personal Hygiene that may create a direct threat to other passengers or the driver
- * Shouting, profanity, and unruly behavior
- * Use of drugs or alcohol on the bus
- * Being intoxicated from use of drugs or alcohol
- * Spitting or relieving oneself on the bus
- * Failure to comply with PLPTT and/or driver after notice of the violation

Disruptive passengers, as described above, should be handled carefully to protect the safety of the other passengers and the driver and the safe operations of the Transit System. Care should be taken by PLPTT employees to help ensure that resolving the situation does not make the experience even more disruptive for other passengers. The transit operator should request police and/or supervisory assistance when the situation warrants.

These situations shall be handled in a consistent manner, without regard to any Personal Characteristics of the individual(s) involved. The bus operator shall document all incidents involving disruptive passengers via PLPTT Incident/Accident report form.

Disruptive Passengers will generally be handled in the following manner;

- * First incident a verbal warning may be issued to the passenger and documented by the driver or PLPTT management, warning of a ***potential service suspension or service termination*** for the passenger for and upon the passenger's next disruptive incident.

Policy on: Passenger Conduct Policy	Procedure on:
Date Initiated: 4/1/25	Page 1 of 2

* Second incident, a verbal warning will be given by PLPTT management and documented, passenger will be **warned of suspension or termination of service**, for and upon the passenger's next disruptive incident.

* After third or successive incident or upon a prior incident if warranted as set forth below, the PLPTT management may issue a service suspension or service termination. PLPTT may deny service to an individual or individuals when their presence presents an unsafe situation for anyone on a PLPTT vehicle or PLPTT property or the safe operation of the Transit System. Passengers could be suspended up to 6 months to a year depending on the offense severity that took place on the bus.

Passengers who receive a warning of any kind from PLPTT may, within thirty (30) days of the date of the warning, file a written response with PLPTT and request, in writing, to meet with PLPTT management to discuss and review the incident. PLPTT management shall meet with the passenger upon timely receipt of a written request.

It is understood that each situation involving a disruptive passenger involves a unique set of facts and circumstances and follow up, if any, will be based upon a review of these factors. Every effort will be made to mitigate the circumstances when possible. It must be noted that under serious circumstances, a suspension or termination of services may be issued after the first or second incident.

SERVICE SUSPENSION/TERMINATION

Should a service suspension or termination be issued, the duration will be determined based upon the severity of the situation and the likelihood or probability of a recurrence. If a mailing address can be obtained for the individual being denied service, a "Letter of Suspension/Termination" will be sent documenting the reasons for and conditions of the service denial, and shall include the individual's right to appeal, if any, and the requirements to file an appeal.

APPEAL

A passenger who has been issued a suspension or termination of service may appeal the denial of service to PLPTT management by submitting a written request for an appeal. The written request must be received by PLPTT within thirty (30) days of the date of the Letter of Suspension/Termination. Upon receipt of the appeal request, the PLPTT management will schedule an appeal hearing with the individual as soon as possible. Every effort will be made to schedule to the hearing within a two-week period following the receipt of the request. Upon the conclusion of the appeal hearing PLPTT management will render a decision on the appeal.

Consequences:

1. Failure to comply with the terms of this policy may result in suspension from utilizing the PLPTT transit services.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Bus Fares and Collection	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the collection of bus fare from passengers utilizing the PLPTT services; Local, Reno and Lake Routes.

Policy Statement: Bus fares are as follows and are subject to change:

<u>BUS FARE PRICES (One-Way)</u>	
•Adults (18 & over).....	\$1.00
•Elders (60 & over).....	\$.50
•Students (6—17).....	\$.50
•Children (0—6).....	Free
<u>MONTHLY PASS PRICES</u>	
(Unlimited rides)	
•Adults (18 & over).....	\$45.00
•Elders & Students.....	\$22.50

Guidelines:

1. Fareboxes are used to collect cash, coin and PLPTT bus vouchers on buses.
2. Each bus operator will remove the locked fare box from each assigned bus to the Tribal Finance Department to verify the collection of fares.
3. Fareboxes are locked into each transit bus in a farebox station. The collection site on each farebox is unlocked by the Tribal Finance Department Accounts Receivable personnel.
4. The collection of cash, coin and PLPTT bus vouchers are turned into the Tribal Finance Accounts Receivable personnel who will count the collection and provide a receipt of collected amount from each bus fare box. The Finance Department will deposit collected fare into appropriate budget(s). The Finance Department will accept credit/debit card payments for monthly bus fares and process electronically.
5. The PLPTT will monitor fare box collection in appropriate budget(s).
6. One fare, one seat.

Refer to: Farebox collection policy.

Consequences: Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

PLPTT management and/or financial management are responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Bicycle Transport	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To ensure the safe transporting of passenger's bicycles.

Policy Statement: Passengers transporting bicycles to their destinations are allowed.

Guidelines:

1. Transit buses that have bus racks available are equipped to transport up to two bicycles.
2. One bicycle per person is allowable.
3. The transit operator will standby assist the passenger loading the bicycle if needed and to ensure the bicycle is safely loaded and secured.
4. Bicycles that are transported in a transit bus with no bike rack are able to be placed on the back of the bus out of foot traffic and seating areas. (Should a person in a wheelchair be on board, the bicycle will not be able to be transported with the passenger)
5. Bicycles are the sole responsibility of the passenger and not that of PLPTT and the transit operator.
6. Bicycles are not to be left on the bus for storage at any time, or for any reason.

Refer to: Passenger conduct policies, and Bicycle Transport policies.

Consequences: Failure to comply with the terms of this policy may result in verbal warning(s) up to suspension of ridership.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

Policy on: Deviated Fixed Route Service	Procedure on:
Date Initiated: 4/1/25	Page 1 of 1

Purpose: To provide a deviated fixed route transit service for the PLPTT passengers on the bus routes.

Policy Statement: Deviated Fixed Route Service is a transit service that operates along a fixed alignment or path at generally fixed times but may deviate from the route alignment to collect or drop off passengers who have requested the deviation.

Guidelines:

1. Should a passenger request a deviation from the set bus stop, a 24-hour notice is required by contacting the dispatch/manager.
2. Deviations are allowable up to 5 miles per one way given that no interruptions will occur to the next scheduled bus stop.
3. Passengers requesting a deviation of transport may do so at the discretion of the PLPTT and not to be used as a daily bus stop, or to be abused.

Refer to: Passenger conduct policies and ADA policies.

Consequences: Failure to comply with the terms of this policy may result in verbal warning(s) up to suspension of ridership.

Management Responsibilities:

PLPTT management is responsible for monitoring and enforcing this policy. In addition, PLPTT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other PLPTT policies.

SERVICE ANIMALS - ADA**ADA Requirements: Service Animals**

Last updated: February 28, 2020

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, contain updated requirements, including the 2010 Standards for Accessible Design (2010 Standards).

Guidance & Resources

Read this to get specific guidance about this topic.

- For a beginner-level introduction to a topic, view [Topics](#)
- For information about the legal requirements, visit [Law, Regulations & Standards](#)

Overview

This publication provides guidance on the term “service animal” and the service animal provisions in the Department’s regulations.

- Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA.
- A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.
- Generally, title II and title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.
-

How “Service Animal” Is Defined

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

This definition does not affect or limit the broader definition of “assistance animal” under the Fair Housing Act or the broader definition of “service animal” under the Air Carrier Access Act.

Some State and local laws also define service animal more broadly than the ADA does. Information about such laws can be obtained from the relevant State attorney general’s office.

Where Service Animals Are Allowed -Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is allowed to go. For example, in a hospital it usually would be inappropriate to exclude a service animal from areas such as patient rooms, clinics, cafeterias, or examination rooms. However, it may be appropriate to exclude a service animal from operating rooms or burn units where the animal's presence may compromise a sterile environment.

Service Animals Must Be Under Control - A service animal must be under the control of its handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Inquiries, Exclusions, Charges, and Other Specific Rules Related to Service Animals

When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

- Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.
- Establishments that sell or prepare food must generally allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.
- If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.
- Staff are not required to provide care for or supervision of a service animal.

For more information about the ADA, please visit ADA.gov or call our toll-free number.

[ADA Information Line](#) 800-514-0301 (Voice) and 1-833-610-1264 (TTY) M-W, F 9:30 a.m. – 12:00 p.m. and 3:00 p.m. - 5:30 p.m., Th 2:30 p.m. – 5:30 p.m. (Eastern Time) to speak with an ADA Specialist. Calls are confidential. For persons with disabilities, this publication is available in alternate formats.

The Americans with Disabilities Act authorizes the Department of Justice (the Department) to provide technical assistance to individuals and entities that have rights or responsibilities under the Act. This document provides informal guidance to assist you in understanding the ADA and the Department's regulations. This guidance document is not intended to be a final agency action, has no legally binding effect, and may be rescinded or modified in the Department's complete discretion, in accordance with applicable laws. The Department's guidance documents, including this guidance, do not establish legally enforceable responsibilities beyond what is required by the terms of the applicable statutes, regulations, or binding judicial precedent.

FEDERAL TRANSIT ADMINISTRATION – ADA CIRCULAR 4710.1

Determining Whether or Not an Animal is a Service Animal

As stated in Section 2.6 of **FTA ADA Circular 4710.1**, transit agency personnel may ask riders two questions about the service animal: (1) Is the animal a service animal required because of a disability? and (2) What work or task has the animal been trained to perform? However, transit agencies cannot require special ID cards or other documentation that the animal is a service animal or ask about the person's disability.