

# B. Draft Policies and Procedures



<b>Policy Number: XXX</b> <b>Policy: POLICY DEVELOPMENT</b>
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Approval Date:
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## I. Purpose

This policy documents the process for developing and approving NW Connector Alliance policies.

## II. Rationale

The NW Connector Alliance requires policies to ensure that the Connector service is provided in a consistent, integrated, and efficient manner.

## III. Policy

1. NW Connector Alliance policies are intended to address issues that impact connector service or the management of the NW Connector Alliance.
2. NW Connector Alliance policies are in addition to and must be compatible with each member agency's internal policies.
3. Proposed policies will be discussed and acted upon at official NW Connector Alliance Management meetings.
4. Policy adoption requires unanimous approval by member agencies.



**Policy Number: XXX**

**Policy: PUBLIC INFORMATION**

Approval Date:

I. Purpose

To establish protocols and procedures for providing information to the public on NW Connector service.

II. Rationale

It is important to provide accurate, timely, and consistent information to the community.

III. Policy

1. NW Connector public information shall be made available on the Connector website, in print, and, potentially, through other media.
2. All public information material and messages shall be reviewed by the Public Involvement Coordinator to ensure consistency between messages and professionalism of content. The Public Involvement Coordinator will review proposed public information messages within two business days of receipt
3. The Public Involvement Coordinator will forward public messages, with recommended changes, as appropriate, to the Connector Committee, which will review and approve messages before they are officially released.
4. No person shall officially represent the Connector to the press unless designated to do so by the Connector Committee.
5. The Public Involvement Coordinator shall be in charge of overseeing all interaction between the Connector and the public.



**Policy Number: XXX**

**Policy: RIDER BEHAVIOR**

Approval Date:

## I. Purpose

To establish rules and expectations for rider behavior on Connector service.

## II. Rationale

For the comfort and safety of riders, it is important to have rules governing rider behavior and that those rules are applied consistently and equitably on NW Connector service.

## III. Policy

1. These rules apply to an individual's behavior on vehicles and property managed by Connector members.
2. All laws and rules regarding behavior that exist in the cities and counties where the Connector service operates shall be in full effect.
3. No firearms, explosives, hazardous materials, or weaponry of any kind are permitted.
4. No vulgar, profane, obscene, or lewd language of any kind will be tolerated, either directed at people or in audible conversations.
5. Overtly sexual behavior, especially assault and verbal abuse, is prohibited.
6. Viewing inappropriate or objectionable content on any device is prohibited.
7. No smoking, alcohol consumption, or illegal drug use is allowed in or within ten feet of Connector vehicles and facilities. Riding under the noticeable influence of drugs or alcohol is prohibited.
8. Consumption of food or beverages on Connector vehicles is prohibited. Sealed containers of food and beverages may be brought aboard vehicles for transport purposes.

9. Appropriate clothing, including shoes, and shirts, shall be worn at all times. Indecent exposure shall not be tolerated.
10. Music players are prohibited from being used except with headphones at low volume.
11. Shouting or yelling is prohibited.
12. Cell phone conversations are prohibited.
13. Riders of recreational wheeled devices, such as roller skates, skateboards, or scooters, must remove skates or dismount the device before boarding.
14. Children age five (5) and under must be accompanied by an older rider of at least twelve (12) years of age. Children ages six (6) to eleven (11) may ride alone if an adult relative or guardian places them on the vehicle and signs a release form.
15. Standing riders must remain behind designated lines while the vehicle is in motion.
16. All sitting riders are required to wear seatbelts where seatbelts are provided while the vehicle is in motion. Standing riders must hold on to available handholds to ensure balance.
17. Children must be removed from strollers and securely held by their accompanying guardian while the stroller is stowed away.
18. All riders must yield seats designated for elderly and disabled passengers to elderly, disabled, or pregnant riders.

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**Policy Number: XXX**

**Policy: PETS AND SERVICE ANIMALS**

Approval Date:

## I. Purpose

To create uniform standards for transporting pets and service animals on NW Connector service.

## II. Rationale

It is important for NW Connector riders to have consistent rules and procedures for transporting their pets and service animals.

## III. Policy

### 1. Pet Transporting Policy:

- a. All pets must be securely contained within pet carriers, which must be designed for carrying pets and built of sturdy rigid material.
- b. Pet carriers shall not be opened while on the vehicle.
- c. Pet carriers must be of appropriate size for the pet(s) they carry. An unnecessarily large carrier may be rejected by the driver.
- d. Pet carriers must not allow any solid or liquid material to leak out.
- e. Pet carriers must be stored in a location that does not disrupt the normal functioning of the vehicle. They may not block aisles, doors, or emergency exits. They must be stored in designated carrier areas or immediately adjacent to the owner.
- f. Pet carriers may only occupy a seat if there are empty seats available on the vehicle. The seat must be relinquished if it is needed by a rider.
- g. Each rider is limited to one pet carrier.
- h. Loud pets, such as barking dogs, are not permitted.
- i. Unsanitary or noticeably odorous pets may be denied entry to the vehicle.
- j. Drivers possess the authority to deny access to any pet that they deem is a threat to the functional environment of the vehicle or creates discomfort for other passengers.

## 2. Service Animal Policy

- a. Service animals are allowed on all buses, and are exempt from the rules that apply to pets.
- b. Service animals must be on a leash or in a pet container and remain under the owner's control.
- c. Service animal owners are required to notify the driver upon boarding of the fact that their animal is necessary for performing a service. They are not, however, required to show proof that the animal is a service animal.
- d. Service animals cannot sit on a vehicle seat.
- e. Service animals must not pose a disruption to other riders. If, in the judgement of the driver, a service animal is causing a disruption or is acting dangerously, the owner will be asked to remove the service animal from the vehicle.

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<b>Policy Number: XXX</b>
<b>Policy: BICYCLE TRANSPORT</b>
Approval Date:

## I. Purpose

This policy establishes rules and procedures for transporting bicycles on Connector transit vehicles.

## II. Rationale

Allowing bicycles on transit vehicles encourages the use of transit by facilitating “first mile/last mile” connections and supports intermodal coordination.

## III. Policy

1. Only single-rider, two-wheeled, non-motorized bicycles are allowed.
2. Bicycles are to be loaded onto the bicycle racks attached to the front exterior of the vehicle.
3. If the bike rack on the vehicle front is full, a rider may bring their bicycle aboard the vehicle under the following circumstances:
  - a. In the driver’s judgment there is adequate open space in the vehicle to accommodate the bicycle without encroaching upon the occupied sitting or standing space of other riders.
  - b. The rider maintains control of the bicycle at all times.
  - c. The bicycle would be required to vacate the space as needed to accommodate riders using wheelchairs and other medical mobility devices, or if the bus becomes too crowded to safely accommodate the bicycle.
4. It is the responsibility of the rider to ensure that the bicycle is securely attached to the rack.
5. Riders are responsible for letting the driver know that they have a bicycle on the rack when they exit the vehicle.



**Policy Number: XXX**

**Policy: HOLIDAY SERVICE**

Approval Date:

## I. Purpose

To establish a schedule for NW Connector service on holidays.

## II. Rationale

It is important to establish a consistent schedule for holiday service that can be communicated in advance to the community.

## III. Policy

1. The following holidays are to be considered for holiday service schedules:
  - a. New Year's Day
  - b. Memorial Day
  - c. Independence Day
  - d. Labor Day
  - e. Thanksgiving
  - f. Day after Thanksgiving
  - g. Christmas Day
2. Holiday service options include providing full service, a reduced service level (fewer routes or reduced frequency or span of service), or no service.
3. All Alliance members shall have the same holiday service schedule.
4. Once holiday service changes have been determined, they are to remain unchanged unless a revised version of the holiday service is adopted.
5. The public will be notified of any changes to the holiday service schedule at least one month in advance of the date when the new schedule takes effect.
6. Holiday schedules shall accompany the regular schedules that are posted online and available in print.

**Policy Number: XXX****Policy: DATA COLLECTION/PERFORMANCE MEASURES**

Approval Date:

**I. Purpose**

To establish a consistent, uniform process for collecting, recording, and storing passenger and operational data and tracking key performance indicators

**II. Rationale**

Tracking key performance indicators based on accurate and consistent data allows Connector managers to examine the effects of its policies and initiatives and are essential in guiding service, operational, and financial decisions.

**III. Policy****1. Data to be collected on a monthly basis:**

- a. Total Boardings (unlinked trips) by route and by day of week
- b. Total Fare Revenue
- c. Vehicle Miles Travelled
- d. Service Hours by route and by day of week
- e. Operating Costs
- f. Number of passes sold
- g. Number of Road Calls

**2. Data to be collected on an annual basis:**

- a. On-time performance by route: Buses that do not leave early or leave no more than five minutes late are considered "on time"
- b. Activities (boardings and deboardings) per stop: To be collected for a typical weekday, Saturday, and Sunday.
- c. Bicycles Transported: A week-long count during a summer month (use same month every year) of bicycles carried by route.
- d. Boardings Using the Wheelchair Lift: A week-long count (use similar period every year) of use of the lift by route.

- e. Age of the vehicle fleet.
3. Data to be collected every three years:
    - a. Rider survey documenting rider demographics, travel behavior, fare payment, and attitudes and opinions about the Connector service
    - b. An origin and destination survey to identify travel patterns within the Connector service area.
  4. Data collection is to the responsibility of each Connector Alliance agency for their routes, though the effort is to be coordinated to ensure consistency of the data.
  5. The following performance measures are to be tracked:
    - a. On a monthly basis:
      - i. Total Connector ridership (Total Boardings)
      - ii. Ridership by route (Boardings by Route)
      - iii. Ridership Productivity by Route (Boardings/Service Hour)
      - iv. Cost per Passenger Trip (Operating Cost/Boardings)
      - v. Fare Recovery Ratio (Fare Revenue/Operating Cost)
      - vi. Number of visitor passes sold
      - vii. Miles Between Road Calls (Vehicle Miles/Road Calls)
    - b. On an annual basis:
      - i. On-time performance by route: Percent of buses on time
      - ii. Activities (boardings and deboardings) per stop
      - iii. Wheelchair usage by route
      - iv. Bicycle usage by route
      - v. Average fleet age



**Policy Number: XXX**

**Policy: MINIMUM EXPECTATIONS OF CONNECTOR MEMBERS**

Approval Date:

## I. Purpose

To establish minimum expectations for membership in the Connector program.

## II. Rationale

Clear expectations for member agencies will help to avoid misunderstandings and allow potential new members to understand their obligations in joining the transit alliance.

## III. Policy

1. Each member of the Northwest Oregon Transit Alliance shall adhere to the following minimum requirements:

- a. Designate a representative and an alternate representative to serve on the Coordinating Committee.
- b. Attend all Coordinating Committee meetings and annual meeting.
- c. Share equally with all other members in the on-going financial administration of the Alliance, as set forth in the annual budget adopted by the Coordinating Committee.
- d. Execute, and ratify as necessary to comply with ORS190, the Intergovernmental Agreement for the Alliance, Coordinating Committee Bylaws and other required documents.
- e. Pay for the costs of incorporating member agency information into the North by Northwest Connector's website and marketing materials.
- f. Incorporate the Connector brand into member agency's website and transit schedules. Proposed use of Connector branding graphics on individual agency websites and printed materials must be provided for review and approval of the Coordinating Committee prior to implementation.

- g. Actively participate in all operational planning activities. Monitor and adjust connecting service in collaboration with adjoining members on an on-going basis.
  - h. Coordinate schedule changes with neighboring member agencies.
  - i. Implement financially-feasible improvements to connecting services and schedules.
  - j. Discuss and coordinate grant funding applications with the Coordinating Committee in advance.
2. Each member of the Northwest Oregon Transit Alliance shall adhere to the following communication protocol:
- a. Communicate directly and openly on all matters affecting other members.
  - b. Raise difficult or controversial issues for discussion and resolution by members first, before engaging external parties.
  - c. Coordinate external messages and public statements with the Coordinating Committee.
  - d. Accept and publicly support decisions made per the decision-making process in the bylaws, regardless of voting position.
3. An agency's continued membership is subject to continued good standing on all items above. Member agencies not fulfilling these expectations may be removed based on a majority vote of the remaining members.



**Policy Number: XXX**

**Policy: CONNECTOR SERVICE AREA EXPANSION**

Approval Date:

## I. Purpose

To establish procedures for consideration of expansion of the NW Connector service area.

## II. Rationale

Expansion of the NW Connector Alliance service area should occur in a logical, orderly manner, with the decision to expand based on factors that would result in an overall benefit to the NW Connector Alliance and the communities they serve.

## III. Policy

1. Expansion of the service areas requires a study that addresses the following elements:
  - a. A financial analysis to determine the impact of expansion on the finances of the NW Connector Alliance. This includes an assessment of the funding needs to address increased Connector management and administrative costs and a calculation of any potential changes in member contributions to the Alliance as a result of the expansion.
  - b. An assessment of the impact of the expansion on potential new service connections and the estimated additional ridership gained through those connections.
2. The proposed expansion must be on the agenda and discussed during at least two NW Connector Alliance meetings.
3. The process for each agency's decision whether or not to support expansion of the Connector service area, including possible outreach to the community they serve, will be determined individually by each Connector Alliance member for their jurisdiction.

4. Expansion requires approval by a majority of current Connector Alliance members.
5. New members must agree to abide by established NW Connector policies and procedures.

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