KETCHIKAN INDIAN COMMUNITY

Final 2012 Paratransit Plan

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THE TRIBAL PLAN

I. INTRODUCTION – The Tribal Mandate, Planning Process & Participants

A. Ketchikan Indian Community

The Ketchikan Indian Community (KIC) is the Federally-Recognized Tribe for almost 5,800 tribal citizens in the broader Ketchikan area. The KIC tribal mission and goals, which are affirmed in its constitution, are:

> "… to protect our inherent right to govern ourselves under our own laws and customs, to maintain and foster our tribal culture, to protect our home land, to conserve and develop our natural resources, to promote the social and economic well-being of our people, and to govern, protect and advance the common good of the Tribe and the members of this Tribe…Therefore, to preserve peaceful and cooperative relations with the United States Government…"

Transportation and housing needs are met through the KIC Housing Division. The Tribe prioritized paratransit as a need in 2011with the passage of Resolution 11-61 authorizing the Paratransit Bus Project and its inclusion on the updated TTIP. The project was implemented in 2012.

This plan supports that tribal project. It addresses the paratransit needs of disabled and elderly citizens in the KIC service area. It is intended to supplement Ketchikan Gateway Borough transit options not replace them. The plan was developed in accordance requirements of the Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) and codified in Title 23 U.S.C. and 25 C.F.R. Part 170. It documents the Tribe's evaluation of existing transportation providers as they impact the disabled and elderly.

B. Planning Factors & Process

1. Relationship to the Tribe's Transportation Plan (LRTP)

The KIC Transportation Plan sets the transportation policy and direction for the Tribe's transportation projects. The TIP lists those projects in priority order. This KIC Paratransit Plan was developed as a result of direction given by the Tribal Council for the establishment of a KIC Paratransit Program. It is consistent with the KIC transportation Plan, and has been identified on the TTIP. The attached signed TIP Self Certification Statement affirms this.

2. Technical Approach

Through this tribal planning process, we collected and analyzed information specifically on elder and disabled and their transit needs. Key sources of data include the KIC Long Range Transportation Plan, Ketchikan's Coordinated Transit Plan, which was updated in 2010, and the KIC annual elders surveys, which are conducted by the tribal elder program and the tribal clinic every year.

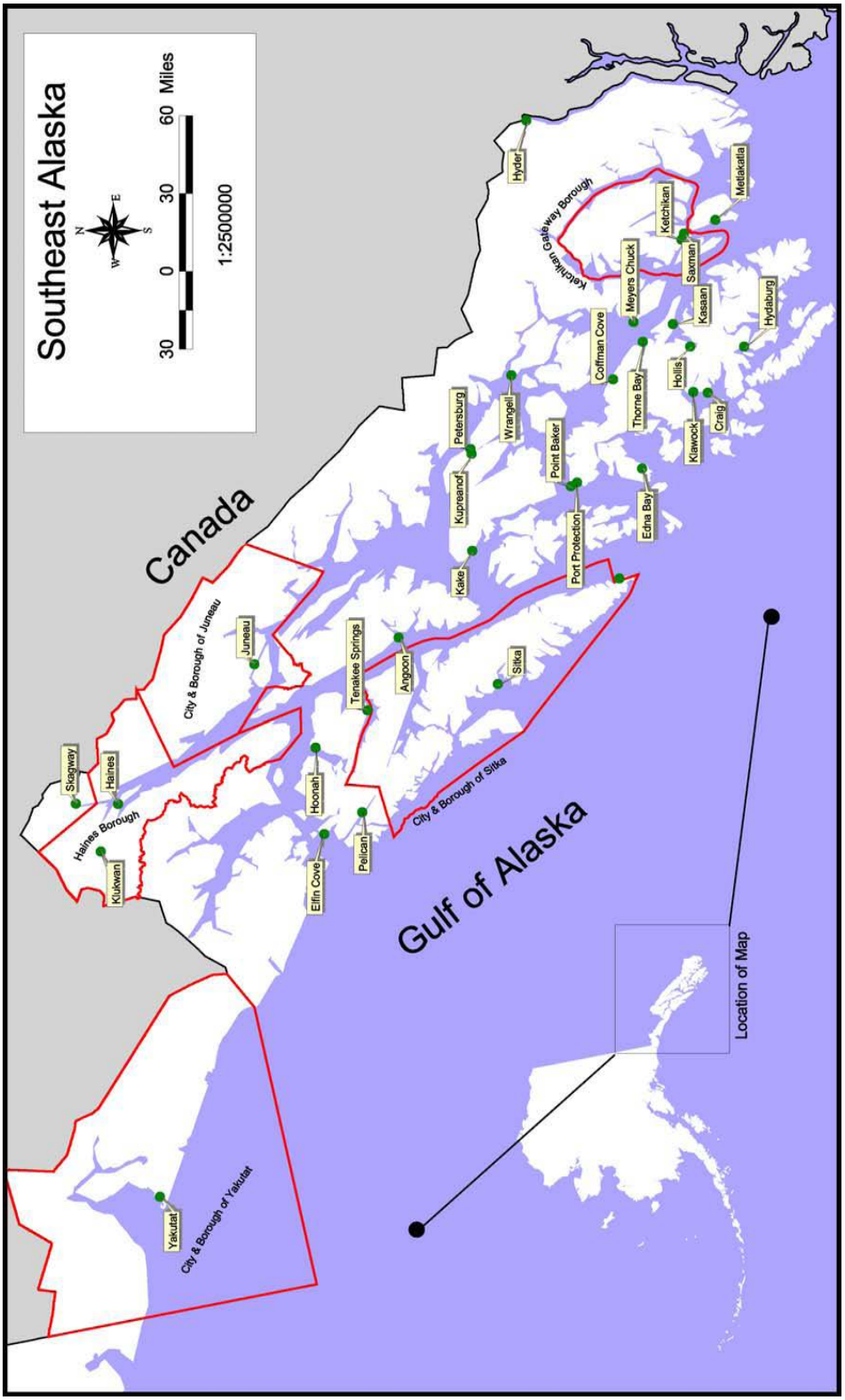
C. Tribal and Community Involvement

KIC LRTP: During preparation of the KIC Long Range Transportation Plan, KIC contacted numerous local individuals and organizations to solicit input on plan development. There were also a number of follow-up interviews. This outreach resulted in a list of draft transportation issues, needs, and strategies. The tribal community reviewed and commented on the draft LRTP at a series of public meetings held October and November 2006. The LRTP concluded that the demand for flexible paratransit services exceeded supply. This KIC Paratransit builds on that Plan.

KGB Coordinated Transit Plan: The Borough plan collected extensive public comment on transportation services needed and currently provided in Ketchikan through public meetings, major employers, and public surveys.

KIC Tribal Surveys: Ketchikan Indian Community maintains extensive outreach with its citizens and various clienteles through its various programs and divisions, through its website and through annual meetings when the tribal council is elected. The tribal Elders Program also does an annual survey, in which transit is addressed. The details of the most recent survey are discussed on page 13 of this plan.

II. DESCRIPTION/CONDITION OF THE COMMUNITY



A. Geographic

Southeast Alaska is a part of the Alexander Archipelago and encompasses about 7% of Alaska's total land area. The region is made up of a narrow mainland strip of steep rugged mountains and ice fields, and over 1,000 offshore islands. Together, the islands and mainland equal nearly 11,000 miles of meandering shoreline, with numerous bays and coves. A system of seaways separate the many islands and provide a protected waterway called the Inside Passage. Just three towns are connected to other parts of the mainland by road: Haines and Skagway to the north and Hyder to the south.

Ketchikan is located near the southernmost boundary of Alaska, in the Southeast Panhandle. The Borough includes the Cities of Ketchikan and Saxman. The area encompasses 4,898.9 sq. miles of land and 1,981.3 sq. miles of water. Its maritime climate is noted for its warm winters, cool summers, and heavy precipitation. Average summer temperatures range from 46 to 59 °F; winter temperatures range from 29 to 48 °F.

B. Status of Transportation Facilities in the Ketchikan Area

KIC has an official inventory of 216.2 miles. An additional 29.5 miles on North and South Tongass have been awaiting approval for a number of years.

The State of Alaska, City of Ketchikan, and the United States Forest Service are the principal road owners and managers in the Ketchikan Gateway Borough. Within city limits, the City of Ketchikan owns approximately 23.96 miles of vehicle traveled roadway, 1.48 miles of pedestrian boardwalks, and 0.75 miles of alleys. Outside city limits, the State owns and maintains approximately 55 miles of roads.

Tribal transportation needs are directly related to not only where tribal members live but the wide variety of services and facilities they need to access. These services and facilities principally include employment, housing, education, retail services, marinas, health care, social services, and subsistence. Modes of travel are generally through use of personal vehicles, public and assisted transportation, walking, boats, and bicycles. The bulk of these services and facilities are generally located within the city limits. However, areas of interest are also located at both ends of the road system as well off the road system within the Tongass National Forest via a network of trails and logging roads.

C. Socioeconomic Data

1. Native Challenges

To help the reader understand the added challenges faced by Alaska Natives we have presented the study findings of the Institute of Social and Economic Research (UAA) as documented in a 2004 report titled *Status of Alaska Natives*. That study marked the first comprehensive look at conditions among Alaska Natives since 1989. The Institute found some changes for the better, some persistent problems, and some new challenges:

- Natives gained more than 8000 jobs between 1990 and 2000, but only 35% were full time and year round.
- Despite job gains, the number of unemployed Natives increased 35% from 1990 to 2000.
- Incomes of Natives remain just 50 to 60% of other Alaskans, despite gains.
- Transfer payments are a growing share of Native income.
- Natives are three times as likely as other Alaskans to be poor.
- Half the Native families below the poverty line are headed by women. Many Alaska children are growing up in families headed by women, but the share is about a third larger in Native families.
- Native education levels continue to rise, but haven't yet reached those among other Alaskans.
- Native students are more likely to drop out of school and less likely to pass standard tests.
- Alaska Natives are increasingly urban. About 42 percent live in urban areas now, and that share could reach more than 50 percent by 2020.

2. Demographic Trends Established in 2007 LRTP

Based on census data, Borough residents and/or households of Native ancestry, compared to all other residents, in 2000 were:

- Less likely to have access to a personal vehicle;
- More likely to either walk to work or use public transportation to get to work;
- More likely to leave earlier in the morning for work;
- More likely to rent rather than own their home;
- The median household income for a Native household was $23,558 less than the median household income of $55,721 for all other residents;
- The median age of Native residents was 26.3 years old compared to the median age of 36.2 for the population as a whole;
- 45% of Native households had children under 18 years old compared to 39% of non-native households;
- 15% of Native men and 7% of Native women 16 years and older reported themselves as unemployed compared to 6% and 5% respectively for the non-native population;
- 31% of Native men and 29% of Native women over the age of 16 did not count themselves as labor force participants compared to 15% and 22% respectively for non-native residents.

3. Updated 2010 Economic Data

The U.S. Census Bureau has not yet completed detailed 2010 Census data on all communities, particularly the smaller communities. Consequently, we have used data available from the 2010 Census and the American Community Surveys, both of which are conducted by the Census Bureau.

a. Population Distribution/Trends[1]

The Census Bureau statistics for 2000 and 2010 show an overall population decrease and a decrease in the Native population.

2000 Census			
Population	Natives	% Natives	
14,070	2,109	19.10	
2010 Census			2000-2010
Population	Natives	% Natives	% Change
13,477	1,910	14.2	-4.21

b. Unemployment Data

The Census Bureau statistics for 2000 and 2009 and the Alaska Department of Labor statistics for 2010 show an increase in the unemployment rate from 5.5% to 7.6%.

2000 Census					
Pop. Adults Age 16+	In Labor Force	# Unkempt.	% Unemp.	# Adults Not Seeking	Unemp + Not Seeking
10,567	7,772	581	5.5	2,795	32.0

2005-09 ACS 5-Yr. Est.					2010 ADOL
Pop. Adults Age 16+	In Labor Force	# (%) Unemp.	# (%) Not in Labor Force	# (%) Unemp + Not In Force	Unemp. Rate
10,421	7,501	497 (6.8)	2,920 (28.0)	3,417 (34.8)	7.6

4. Transit-Dependent Population Characteristics

This section provides information on individuals considered by the transportation profession to be dependent upon public transit. In general these population characteristics preclude most such individuals from driving, leasing carpooling and public transit as the only other motorized form of transportation available.

The four types of limitation which preclude persons from driving are physical limitations, financial limitations, legal limitations and self-imposed limitations. Physical limitations may include everything from permanent disabilities such as frailty due to age, blindness, paralysis, or developmental disabilities, to temporary disabilities such as acute illnesses and head injuries. Financial limitations essentially include those persons unable to purchase or rent their own vehicle. Legal limitations refer to such limitations as persons who are too young (generally under age 16). Self-imposed limitations refer to those people who choose not to own or drive a vehicle (some or all of the time) for reasons other than those listed in the first three categories.

[1] Source: Alaska's Rural Population and School Population Trends, April 2009. DCRA.

a. Income[2]

There are two primary sets of statistics the federal government and other entities use to determine low income - the federal poverty line and HUD income limits, which generally are defined as the higher of 80% of the area median family income or 80% of the state non-metropolitan median family income level.

2000 Census Median Household Income	% Below 2000 Median State Income of $51,571	2005-09 ACS Median Household Income	% Below 2009 Median State Income of $66,712
$51,344	0.44%	$61,695	7.52

2000 Census		2006-10 ACS	
% Families In Poverty	% Individuals in Poverty	% Families in Poverty	% Individuals in Poverty
4.5	6.5	4.8	8.3

b. Elderly (65+)

The demographics point at an aging local population. The percentage of elders has increased from 7.9% to 10.2% from 2000 to 2010.

2000 Census		2010 Census	
Elderly 65+	% of Pop.	Elderly 65+	% of Pop.
1,109	7.9%	1,367	10.2

c. Individuals With Disabilities

The Census Bureau collects disabled data on the age 5+ portion of the population. We have analyzed 2000. Detailed 2010 Census data on disabilities continues to be unavailable. However, statistics maintained by the Alaska Center for Health Data and Statistics shows a 2008 disabled of 24.5% in Ketchikan.

2000 Census		
Pop. Age 5+	Disabled	% of 5+ Pop.
3,509	2.054	16.0

d. Zero Vehicle Households

Persons who do not own or have access to a private vehicle are also considered transit-dependent. This table provides numbers and percentages on the vehicles available per occupied housing unit. (Source: 2000 Census)

[2] Source: 2000 Census and the DCCED Community Database Online.

2000 Census					
Community	Occupied Housing Units	Vehicles Available			
		0 Vehicles (percent)	1 Vehicle (percent)	2 Vehicles (percent)	3+Vehicles (percent)
Ketchikan	5,399	12.9	39.5	35.2	12.4
2006-10 ACS					
Ketchikan	5,629	8.2	26.9	40.1	24.9

e. Cost of Living Data

Unemployment and income information becomes more meaningful when looked at in conjunction with cost-of-living information.

By State Comparison: Although there is no official cost-of-living index, certain cost-of-living inferences can be made by using the U.S. Bureau of Labor Statistics *Consumer Price Index* (CPI). The *Top50states Group* calculated the cost-of-living for each state using data compiled from the Federal Cost of Living Index, the Bureau of Labor Statistics, and state websites. Alaska's cost-of-living is 26.4% higher than the national average. It costs more to live in Alaska than every other state but Hawaii and California. Alaska's housing costs are 37.7% higher than the national average.[3]

Anchorage vs. US Average: The Economic Research Institute (http://www.erieri.com) is a survey firm dedicated to research and development. ERI conducts geographic- and industry-specific surveys gathering data on salaries, cost-of-living, and executive compensation. They have a program which compares the cost of living in any city with the national average. As the new 2008 Alaska Geographic Differential Study uses Anchorage as the baseline to compare other Alaska communities to, we used the ERI program to compare the cost-of-living in Anchorage with the US Average. It is 22.9% higher.

2008 Alaska Geographic Differential Study: For the first time in nearly 25 years, Alaska's state government has a new, comprehensive cost differential study that allows us to compare the costs of one part of the state with another. It is available on the Alaska Department of Administration website. The *2008 Alaska Geographic Differential Study* was prepared by McDowell Group, ECONorthwest and GMA Research Corporation. Ketchikan and Sitka residents pay 9% more than Anchorage residents.

Rural Cost of Living: If you are using the ERI calculation plus the Alaska Differential Study, the Ketchikan cost of living is 31.9% than the US average cost of living.

[3] Source: http://www.top50states.com/cost-of-living-by-state.html.

III. ELDER & DISABLED TRANSIT SYSTEM/SERVICES

A. Existing Service Providers/Operators

1. Human Service Providers

Ketchikan Senior Center: Supported by Catholic Community Services, the Senior Center is open Monday through Friday from 8:00 am to 4:30 pm. Services include: hot meals at the senior center; home delivered meals for seniors recovering from illness or surgery; door-to-door transportation; shopping assistance and other errands; health maintenance activities; and social and cultural activities. Transit Service: Transportation services for seniors and individuals with ADA cards are provided Monday to Friday 8:00 a.m. to 5:00 p.m.

Ketchikan Indian Community/Elder Services Program: For Alaska Native and American Indian elders, the Tribe's program provides: hot meals in a congregate setting, home delivered meals, and in-home caregiving services. Transit Services: The KIC Elders Program provides transit services for all seniors and individuals with disabilities from Monday through Friday 8:00 am to 5:30 pm.

Ketchikan Pioneer Home (KPH): The Ketchikan Pioneer Home, an assisted living facility, is a three story building located on the local bus line and close to both the Alaska Marine Highway and Airport Ferry terminals. There are 47 residents in the Ketchikan Home and they are cared for by approximately 80 dedicated staff members (including part-time and on-call employees), some of whom have been working at the home since it opened. Transit Service: Transit service is available for residents only.

Rendezvous Senior Day Services, Inc.: Rendezvous is a nonprofit that provides senior housing for senior and day care for disabled seniors. Its senior housing facility is an eight single room occupancy unit. Transit Service: Transportation is arranged with Southeast Senior Services.

Southeast Alaska Independent Living/ORCA (SAIL): SAIL is a nonprofit that provides a range of services to seniors and people with disabilities. Transit Service: SAIL provides 'on demand' transit service only for their program participants.

Nursing Home: Ketchikan General Hospital has 46 nursing home beds. Transit Service: No transit services - generally residents are unable to leave the property.

Independent Senior Housing: Ketchikan has 49 units. Transit Service: These qualifying individuals use the Borough's and Tribe's transit services.

a. General Public Providers

Ketchikan Borough/Public Transit: Mass transit is available through the Ketchikan Gateway Borough public transit system. There are now three buses: the Blue Line for the northern route, the Green Line which services the residential areas in town, and the Red Line for the southern route.

Ketchikan Borough/Paratransit: The Borough contracts with the Senior Center to provide paratransit transportation Monday through Saturday, 5:15 am to 9:45 pm and on Sunday 9:00 am to 4:45 pm. To be eligible individuals must be 60 years old or hold an ADA card issued by the Borough. The service area extends from ¾ mile past Fawn Mountain Road south to ¾ of a mile past Totem Bight/D-1 Loop Road north.

b. Private Providers

Yellow Cab: Yellow Cab has state funding for handicapped accessible cab that provides services when other transit services are not available.

IV. IDENTIFIED TRANSIT NEEDS

A. Ketchikan Coordinated Transportation Plan, 2010 Update

According to Ketchikan's coordinated transportation plan, there will be an increasing need for transit services. In fact, one of the implementation priorities in the 2010 Update is to incrementally extend the paratransit service corresponding to fixed route extensions. This doesn't however address the transit needs of those seniors and handicapped individuals off the fixed route grid.

The 2006 Coordinated Transportation Plan (2006 Plan) estimated current transportation demand in the Ketchikan Gateway Borough at 148,190 non - program trips, plus 97,582 program trips, a total annual transportation demand of 245,772 trips. 'Program demand' is generated by transit ridership to and from specific social service programs; and 'non-program demand' is generated by the other mobility needs of the elderly, disabled, and general public (including youth). Examples of non-program trips could include shopping, employment, and medical trips.

The 2006 Plan further states that the potential transit demands of the Ketchikan area could be as high as 630,000 trips. Borough Bus non - program ridership approximately doubled between FY 2006 and FY 2009, from 133,320 trips to 265,563 trips. Borough Bus capacity was substantially increased during this period and transit routes were greatly extended. In addition to this fixed route ridership 25,373 paratransit and "Meals on Wheels" trips were provided in CY 2009. On this basis, and with reference to trends in employment and income noted in Section 4, herein, it is reasonable to conclude that potential transit demand estimated in the 2006 Plan is capable of reaching the higher level indicated.

In addition, their public surveys indicated that 21% would like more information, better customer service and better frequency of service, and 21% were not satisfied with the hours per day or days per week, and the condition or accessibility of the stops.

B. KIC 2007 Long Range Transportation Plan

The Tribe's 2007 LRTP identified paratransit service as a transportation issue. That plan states that the demand for flexible paratransit service exceeds the supply and recommends identifying opportunities for expansion of paratransit services as an improvement strategy. This section presents information on the demographic trends established in the 2007 LRTP. Based on census data, Borough residents and/or households of Native ancestry, compared to all other residents, in 2000 were:

- Less likely to have access to a personal vehicle;
- More likely to either walk to work or use public transportation to get to work;
- More likely to leave earlier in the morning for work;
- Younger, based on the median, than the total population;
- More likely to have children under the age of 18 years old;
- More likely to rent rather than own their home;
- Less likely to have completed high school or college by the age of 25 years old;

- Less likely (especially males) to participate in the labor force;

Other notable details include:

- The median household income for a Native household was $23,558 less than the median household income of $55,721 for all other residents;
- The median age of Native residents was 26.3 years old compared to the median age of 36.2 for the population as a whole;
- 45% of Native households had children under 18 years old compared to 39% of non-native households;
- 15% of Native men and 7% of Native women 16 years and older reported themselves as unemployed compared to 6% and 5% respectively for the non-native population;
- 31% of Native men and 29% of Native women over the age of 16 did not count themselves as labor force participants compared to 15% and 22% respectively for non-native residents.

C. KIC 2012 Paratransit Plan

This tribal plan provides information that confirms those demographic trends and transit needs identified in 2007 continue today. There has been an increase in the elder population from 7.9% in 2000 to 10.2% in 2010 and an increase in the disabled population from 16.0% in 2000 to 24.5% in 2008, the latter is based on statistics maintained by the Alaska Center for Health Data and Statistics, but yet no increase in paratransit services.

This updated data, along with information gleaned from the Borough's coordinated planning process demonstrate that there is a continued need for flexible paratransit services and that the need is likely to increase based on trending.

D. Tribal Surveys

KIC Elders Program. Annual Survey: For the last 7 years, the tribal Elders Program has conducted an annual survey each year to help determine needs and focus services. Generally, 50 to 80 elderly and disabled individuals participate in the annual survey. Transportation has rated high on that associated need list every year. The same survey is used every year so there can be a baseline and year to year comparison.

In the 2011 survey, of the 65 elders surveyed, 25% said they needed transportation services for health care, grocery shopping and other personal activities, including and tribal and cultural events.

In addition to this needs survey, the Tribe's behavioral health department, which operates out of the KIC clinic, also conducts yearly satisfaction surveys. Elder and disabled individuals along with the general clientele, are asked to rate services received including transportation. In general, participating elders and disabled individuals are pleased with tribal transit services, although they have indicated the need for increased services (i.e. longer hours).

V. THE KIC TRANSIT PLAN

This Ketchikan Indian Community Transit Plan addresses the planning, administration, acquisition, operation, and maintenance of a paratransit program per requirements of the SAFETEA-LU and codified in Title 23 U.S.C. and 25 C.F.R. Part 170.

A. Transit Program Goals

Services:

Short Range Goal: The tribal goal is to supplement the paratransit services provided by the Ketchikan Gateway Borough in its city service area and to extend the service outside the city service area anywhere on the island-wide road grid to ensure that elders and disabled individuals can access needed health care and meal services. The tribal Elders Program will fund personnel costs and the IRR program will fund vehicle maintenance.

Long Range Goal: The long range goal of KIC is to provide 'on demand' transit services to senior and disabled individuals living anywhere on the island-wide road grid for the full range of personal needs, including access to health services, meals, shopping, and cultural events. To meet this full range of needs, service hours will be expanded.

The tribal Elders Program will fund personnel costs and the IRR program will fund vehicle preventative maintenance. There will be a concerted effort to examine all sources of tribal funds to determine how this program will be sustained and/or expanded, if determined necessary.

Administration:

The KIC Paratransit Program is a collaborative effort between the KIC Elder Program and the KIC Transportation Programs. The collaborative efforts is supported by Title 6A grant funds for senior services and Title 25 grant funds for tribal transportation services, IRR in particular.

Maintenance:

To protect this transit investment, the Tribe had dedicated IRR funds for an ongoing program of preventative maintenance. This is necessary because a strong vehicle maintenance program and well-maintained vehicles are essential to providing a safe and secure ride for our elder and disabled clientele. To ensure that this is done properly, the Paratransit Program will use the existing preventative maintenance policy that the Tribe is using for the Meals-on-Wheels Program for the Paratransit Bus Program. That policy is attached as a part of this plan.

Coordination with Other Programs:

Elder Related Programs: The KIC Paratransit Program is coordinated with the Tribe's Elder Services, which is supported by Title 6A funds, and the 'Meals on Wheels' programs, which is supported by BIA compact funds.

Transportation Related Programs: The KIC Paratransit Program is coordinated with other transit services for the disabled and elderly. We are also investigating ways to tap into State Transit and Federal Transit Administration programs.

Other Tribal Programs: This transit service is complementary to health and social service programs available through KIC since the program is intended to help elders and disabled access those services.

B. Program Maintenance

1. Transit Bus – Acquisition and Maintenance

KIC will use IRR funds to support the acquisition of a paratransit van and the preventative maintenance of the paratransit van:

- $65,000 was budgeted for the acquisition of the van;
- $5,000 has been budgeted for annual vehicle maintenance; and
- $10,000 has been budgeted in year 3 for tire replacement and more serious maintenance measures.

The Tribal Transportation Program has dedicated IRR funds for an ongoing program of preventative maintenance of the paratransit bus and will use the Elder Program preventative maintenance policy for the Meals-on-Wheels bus to support preventative maintenance on the paratransit vehicle. Our objectives are: to ensure vehicles remain in a state of good repair based on manufacturer recommendations; to help avoid breakdowns that may jeopardize passenger safety; to help ensure that all equipment, such as wheelchair lifts, is functioning properly; and to conserve KIC vehicle maintenance budgets by reducing avoidable unplanned major repairs. Preventative maintenance on the KIC paratransit bus will cover:

- Scheduled or routine maintenance, such as changing belts, hoses, and distributor parts
- Oil changes and tune-ups
- Tire purchases and tire maintenance
- Wheelchair lift servicing and repairs
- Annual safety inspections performed by a certified mechanic
- Associated maintenance labor, parts, and supplies
- Preventive maintenance in a capital grant is limited to one major component rebuild or

The full policy is included as an attachment to this plan.

2. Paratransit Bus Service - Funding

KIC will use Title 6A funds to support the continued operation of a tribal paratransit program. These are formula-based Indian set-aside funds. This funding currently supports two drivers: one full time and one part time.

C. Fare Structures

Elder Program Funds will be used to maintain the service and no fares will be collected. This will be re-evaluated as elder program funding adjusts.

The Tribe is, however, required by Title 6 to request donations, so most riders give nominal amounts. The collected donations are factored back into the Elder Program budget.

D. Transit Services

1. Service Community

The tribal plan is to supplement and expand existing paratransit services by providing flexible dial-a-ride services to an increasing elderly and disabled population. The existing borough public service is along a fixed route. KIC services will be island-wide. Other private services are limited to program clientele. KIC services will available to all elder and disabled individuals.

2. Type of Service

To help elderly and disabled individuals get to the Senior Center for meals and to get to health care appointments, the KIC will provide dial-a-ride services Monday through Friday from 8:00 a.m. to 5:30 p.m. Rides will be provided on an 'on demand' basis and in the following priority order:

- First, elderly and disabled individual making arrangements in advance are given preference over last minute callers.
- In emergency situations, KIC clinic vehicles are available and will be arranged.
- If determined necessary, the 'Meals-on-Wheels' van may be used as an alternative transportation vehicle for senior and handicapped individuals.

3. Route – No Fixed Route

There will be no fixed route. Services are island-wide and include Saxman and Ward Cove.

4. Dial-a-Ride Advertising

These tribal services are: listed on the KIC website; posted in public areas; posted in areas where elder and disabled individuals congregate; and published in brochures that are generally made available to the public.

ATTACHMENT A

KETCHIKAN INDIAN COMMUNITY

2960 Tongass Avenue | Ketchikan, AK 99901

RESOLUTION: **KIC 11-61**

TITLE: **A RESOLUTION OF THE KETCHIKAN INDIAN COMMUNITY TO ADOPT THE AMENDMENT TO THE FY 2009 KETCHIKAN INDIAN COMMUNITY TRIBAL TRANSPORTATION IMPROVEMENT PLAN (TTIP)**

WHEREAS, the Tribal Council of the Ketchikan Indian Corporation doing business as the Ketchikan Indian Community ("KIC" or the "Tribe"), is a federally recognized Tribal government organized under a Constitution and Bylaws (collectively, the "Constitution") ratified on January 16, 1979, and previously organized under a Constitution and Bylaws ratified on January 27, 1940, in each instance pursuant to Section 16 of the Indian Reorganization Act ("IRA") of 1934 as amended; and

WHEREAS, the KIC Tribal Council (the "Tribal Council") is the representative Tribal Government and Governing Body of the Tribe; and

WHEREAS, the KIC Tribal Council is empowered under Article V, Section 1(m) of its Constitution to "protect the general welfare and security" of the KIC Tribal Government; and

WHEREAS, Transportation plays an integral role in serving local infrastructure and community needs; and

WHEREAS, The Ketchikan Indian Community desires to provide adequate transportation facilities to meet the needs of the residents of Ketchikan, Alaska; and

WHEREAS, The Ketchikan Indian Community has worked to develop the 2009 Ketchikan Indian Community Tribal Transportation Improvement Plan, which we are using to request the Bureau of Indian Affairs to incorporate into their Control Schedule Transportation Improvement Plan as a required step to help us receive our "Tribal Shares" funding, and

WHEREAS, The Ketchikan Indian Community agrees with the needs and priorities presented in the 2009 Ketchikan Indian Community Tribal Transportation Improvement Plan; and

WHEREAS, The Ketchikan Indian Community periodically reviews and assesses the current plan and provides amendments as needed

NOW, THEREFORE, IN CONSIDERATION OF THE ABOVE FACTS, IT IS RESOLVED BY THE TRIBAL COUNCIL OF THE KETCHIKAN INDIAN CORPORATION AS FOLLOWS

Section 1. That the Ketchikan Indian Community supports and adopts the amendment to the 2009 Ketchikan Indian Community Tribal Transportation Improvement Plan for the Para-Transit Bus project listed in the attached CSTIP form that was developed between us and the BIA for Tribal Shares funding and for the American Recovery and Reinvestment Act (ARRA) funding.

Section 2. This resolution is effective upon adoption.

CERTIFICATION

The foregoing resolution was adopted at a duly convened meeting of the Ketchikan Indian Community Tribal Council, assembled this 12 day of December 2012, at 2960 Tongass Avenue, Ketchikan, Alaska 99901, by a vote of 5 **FOR**, 0 **AGAINST**, and 0 **ABSTAINING**.

Norman A. Arriola
President

ATTEST:
Coleen A. Johnson
Secretary

Effective Date:			
Roll Call	Yes	No	Absent
ARRIOLA			
DUNDAS			
FRANK			
HUDSON			
HAWKINS			
JOHNSON			
REEVES			
SANDERSON			
PRESIDENT VOTES IN A TIE			
4 Affirmative Votes Required for Passage			

ATTACHMENT B

Transportation Planning Process
and
Tribal Transportation Improvement Program (TTIP)
Certification Statement

As agreed upon in the Indian Reservation Roads Program Agreement with the United State Department of Transportation for the Ketchikan Indian Community, the Tribe hereby certifies that it has fulfilled the functions and duties of the Secretary of the Interior in accordance with the requirements of 25 CFR 170 in carrying out a planning process and in developing the Tribal Transportation Improvement Program including:

1. Facilitating Public Involvement on the TTIP with all stakeholders,
2. All projects in the TTIP are consistent with the Tribal Long Range Transportation Plan,
3. All projects listed in TTIP are on the Official BIA IRR Inventory,
4. TTIP contain all IRR program funded projects programmed for construction in the next 4 years,
5. TTIP contains uncompleted project(s) from previous TTIP carried-over,
6. Consultation and coordination with State DOT and/or MPO's for regionally significant projects, and
7. TTIP is financially constrained.

Bonnie Newman

Bonnie Newman, Housing Director
Ketchikan Indian Community
August 29, 2012

ATTACHMENT C

IRRTIP SUBMITTAL DOCUMENT

Date: 7/4/2012

TRIBE: Ketchikan Indian Community

Current FY: FY 2012

FUNDING SOURCE: IRR (examples: IRR, IRRBP, 2% Planning, PLH-D)

PROJECT INFORMATION:

PROJECT NAME: KIC Paratransit Program

IRR ROUTE #: All

PROJECT NUMBER:

LOCATION: Ketchikan Island-Wide

TYPE OF WORK: Paratransit Services, Preventative Maintenance

LENGTH: n/a (miles)

COUNTY: KGB (name)

STATE: Alaska (name)

CONSTRUCTION YEAR: 2012 (fiscal year)

COMMENTS:

Activity	FYFY 2012	#VALUE!	#VALUE!	#VALUE!	#VALUE!	TOTAL
Administration						$0
Planning						$0
Preliminary Engineering						$0
Construction						$0
Construction Engineering						$0
Transit	$65,000					$65,000
Maintenance	$5,000	$5,000	$5,000	$10,000	$5,000	$30,000
TOTAL	$70,000	$5,000	$5,000	$10,000	$5,000	$95,000

Ketchikan Indian Community

Vehicle Preventive Maintenance Policies & Procedures

Elder Services Meals and Wheels

PART I: VEHICLE PREVENTIVE MAINTENANCE PROGRAM

It is important when providing public transportation to have a strong vehicle maintenance program since well-maintained vehicles are essential to providing a safe and secure ride for your customers. Preventive maintenance is required to ensure vehicles remain in a state of good repair based on manufacturer recommendations. Preventive maintenance also helps avoid breakdowns that may jeopardize passenger safety; helps ensure that all equipment, such as wheelchair lifts, is functioning properly; and conserves KIC vehicle maintenance budgets by reducing avoidable unplanned major repairs.

PURPOSE AND COMPONENTS OF A VEHICLE MAINTENANCE PROGRAM

The purpose of a vehicle maintenance program is to:

1. Ensure that the fleet is in a state of good repair
2. Ensure that a sufficient number of KIC vehicles are available to meet daily service demands
3. Ensure that KIC vehicles are safe, serviced regularly, and clean
4. Ensure that good vehicle maintenance is provided at a reasonable cost
5. KIC's vehicle maintenance program includes:
   a) A Vehicle Maintenance Plan
   b) An established vehicle service preventive maintenance schedule, based on manufacturer's recommendations and warranty requirements
   c) A thorough and documented inspection program including daily driver pre-trip vehicle inspections. Documentation should include reporting all problems and any corrective actions taken
   d) Mileage or time-period based periodic mechanical vehicle service and inspections and corrective actions as required
   e) Required annual vehicle safety inspection schedule for each vehicle
   f) A regular vehicle exterior and interior cleaning program
   g) A cost-effective vehicle repair function for unplanned break-downs, which may include both in-house and out-sourced repair services
   h) A facility for safe and secure off-hour vehicle storage
   i) A vehicle management information system (either automated or manual) to schedule and track vehicle maintenance activities, as well as vehicle labor and parts costs, by vehicle
   j) Maintenance records of all service and repairs (invoices, or in-house reports if KIC perform services) for each vehicle. These records must be kept throughout the life of the vehicle being used in transportation service, and for three years following the end of the useful life of the vehicle.

VEHICLE PREVENTIVE MAINTENANCE

KIC's preventive maintenance allowable costs include:

- Scheduled or routine maintenance, such as changing belts, hoses, and distributor parts
- Oil changes and tune-ups
- Tire purchases and tire maintenance
- Wheelchair lift servicing and repairs
- Annual safety inspections performed by a certified mechanic
- Associated maintenance labor, parts, and supplies
- Preventive maintenance in a capital grant is limited to one major component rebuild or replacement per vehicle included in the grant.

Vehicle "re-builds," such as full engine replacements, or transmission/drive train replacements, are not considered preventive maintenance, and are generally not allowable capital grant expenses. Agencies considering a major vehicle re-build, should complete a brief cost-benefit analysis to determine if the additional vehicle life secured by a re-build justifies the re-build cost, and whether the same funds applied towards a new vehicle would provide the greater value.

VEHICLE MAINTENANCE PLAN

Publicly owned transportation vehicle assets represent a significant investment of public funds. It is the goal of this program is to ensure that vehicles, are preserved and maintained cost-effectively, in a state of good repair, and that they remain in safe condition.

All vehicle grant recipients must complete a *Vehicle Maintenance Plan*. The Vehicle Maintenance Plan is an KIC policy document that should address or include:

1. Goals and objectives of the KIC's maintenance program, and how these were established;
2. An inventory of the KIC's vehicle assets, and a schedule and process for periodically updating the inventory;
3. A description of maintenance responsibilities within KIC, encompassing management, supervision, drivers, and maintenance staff;
4. KIC's preventive maintenance plan includes the following components: :
   - ✓ A preventive maintenance servicing schedule for each vehicle in the KIC fleet, based on manufacturers' recommendations for the size, type and components or equipment contained on that specific vehicle;
   - ✓ A process for managing and monitoring vehicle warranties and, if applicable, service agreements, to ensure all service requirements are met;
   - ✓ A vehicle daily servicing plan designed to prepare the vehicle for daily revenue service (typically includes interior cleaning and key fluids checks) ;
   - ✓ A vehicle inspection procedure which should include both driver's daily pre-trip inspections reports;
   - ✓ Mechanic's mileage-based service and inspections;
   - ✓ A procedure for follow-up for repairs arising from pre-trip and post-trip inspections,
     - and documentation regarding any vehicle being pulled from service until required
     - repairs are made;

- ✓ A schedule for periodic exterior vehicle cleaning and more thorough interior cleaning, that takes into account seasonal and environmental conditions;
- ✓ An annual vehicle safety inspection by a certified mechanic. This inspection must include all safety components and is not complete unless it includes inspection of ADA-related equipment such as lifts, tie-downs, handrails, etc.
- ✓ New driver vehicle orientations, to ensure proper and safe use of the vehicle and any installed equipment;

5. A consumables re-stocking procedure assigning responsibility and date intervals for restocking fuel, oil, parts, and supplies. Note: These items are only eligible as operating expenses, in grant programs which fund operating expenses.
6. A vehicle repair policy for unplanned mechanical breakdowns, whether repairs are performed in-house or are contracted out;
7. A vehicle storage procedure for safe and secure vehicle storage off-hours;
8. KIC's vehicle management information system (VMIS) is established to document vehicle inspections, maintenance and repair activities. The system will track actual dates, services performed, parts used, costs incurred, and when the next service/inspection is due (miles and/or date).

INDIVIDUAL VEHICLE PREVENTIVE MAINTENANCE SCHEDULE AND RECORDS
KIC's preventive maintenance schedules will be based on manufacturer's recommendations for the specific vehicle size, type and model, and must meet or exceed manufacturers' maintenance recommendations for that vehicle.

Forms and Checklists: Program staff will use the forms and checklists provided in Appendix One to this Handbook.
Records Retention Requirement: Individual vehicle records, including procurement, maintenance and repair records must be retained as long as the vehicle remains in public transportation service, plus three years beyond disposition of the vehicle.
Scheduled Service Intervals: The preventive maintenance schedule should include expected service triggers for maintenance services to be performed. These may be either time periods (example: every three months), or miles elapsed (example: every 3,000 miles),. Service intervals for different types of maintenance should be established as multiples of a common denominator, whether mileage-based or time-based. This minimizes the frequency of preventive maintenance servicing, and optimizes vehicle in-service operation.

For example, if oil is changed every 3,000 miles, schedule tire rotations every 6,000 miles and transmission fluid changes every 24,000 miles (as long as these intervals meet or exceed manufacturers' recommendations). For a time-based service interval program, this example could equate to every three months, six months, and twelve months.

The scheduled service should address every component included in the manufacturer's warranty requirements schedule, including all safety equipment and ADA-accessibility equipment such as wheelchair lifts. Service intervals should also take into consideration seasonal and environmental factors, such as winter conditions, salted or sanded roads, rough road conditions, city-versus-rural driving, fog and sea salt conditions, regular hill or mountain driving, etc

Wheelchair Lift Maintenance: Preventive maintenance for powered lifts is scheduled based on lift cycles, rather than on time-based intervals. If deploying the lift 30 times a day, it would require more frequent service than a limited-route van requiring 8 deployments in a day. Check with the vendor who sold the component for information. The vehicle-lift preventive maintenance in the Vehicle Maintenance Plan will include.

1. A preventive maintenance schedule based on lift cycles, according to manufacturers' Recommendations
2. Regularly scheduled visual lift inspections by drivers, and by mechanics during in shop maintenance
3. New staff orientation and training on operation of the lift and of the cycle counter (for drivers and shop technicians)

Vehicle Maintenance Schedule Chart: A tracking chart should be maintained in the vehicle file documenting both the maintenance service schedule and the next service due for each vehicle component. This chart should be maintained for as long as the vehicle is used to provide public transportation. See sample forms in Appendix One.

Each vehicle maintenance chart should include:

1. Vehicle manufacturer, year, make, model, size, and type;
2. Vehicle chassis VIN number, license plate number, and internal KIC inventory tag or vehicle number;
3. A checklist of major vehicle components requiring scheduled maintenance or service—component list must include ADA equipment;
4. Annual safety inspections—either as a separate line item or identified in a line item with an interval that meets the requirement of annual inspection (the safety components inspected should be identified in the checklist);
5. Scheduled maintenance activities to be performed, identified by either date (time period), odometer reading (elapsed mileage), or number of lift cycles;
6. Dates the scheduled maintenance or service was actually completed, including any repairs made, depending on software used;
7. Vehicle odometer mileage at time of each maintenance or service;
8. Warranty maintenance service performed, whether noted as part of the regular scheduled maintenance, or performed separately;
9. Name, initials or unique employee identifier (e.g., ID Badge number) of person who performed the maintenance, if KIC has in-house maintenance shop;
10. Initial of KIC staff member responsible for vehicle maintenance (per Vehicle
11. Maintenance Plan), if service is contracted to another facility;
12. For contracted work, vendor invoices and associated documents in the vehicle file confirming that work was done on date noted in chart.

Vehicle Preventive Maintenance Records: Vehicle maintenance records, including the Vehicle Maintenance Chart described above, must be maintained for each vehicle, to show whether or not maintenance has in fact been performed according to vehicle manufacturers' established preventive maintenance schedule. The maintenance records will also show that recommended repairs are made on a timely basis.

All vehicle maintenance records must be made available when requested by Alaska DOT staff or its representatives.

Vehicle maintenance records for each vehicle should be kept in separate files, and should include:

1. Vehicle Maintenance Schedule for each vehicle (see above);
2. Documentation of annual safety inspections, including ADA components, performed by a certified mechanic with manufacturer-certified training for the vehicle and for specialized, on-board ADA components;
3. Completed daily pre-trip driver checklists documenting that all safety features are functioning. The driver's pre-trip checklist must include deploying any wheelchair lift equipment and interlock features. The post-trip checklist must include indications of service or repairs required, action taken to do the work, and whether or not the vehicle must be taken out of service until repair or service is done, based on KIC maintenance policies and safe operation standards;
4. Chart of periodic maintenance performed according to maintenance schedule (see below);
5. Copies of all parts or services invoices, or internal repair orders, documenting that the maintenance and repairs were performed.

VEHICLE REPAIRS AS PART OF PREVENTIVE MAINTENANCE

Vehicle repairs include planned major parts replacements. They should also include repairs arising out of pre-trip, or mileage/time-based inspections (including annual safety inspections); and wear and tear repairs or replacements (e.g., nicks and minor windshield chips, cracked light covers, individual seat tears, tires, planned brake jobs, lift repairs, bus washing and detailing, etc.)

Although defined as maintenance repairs, warranty/recall servicing, warranty/recall parts replacement, and repairs resulting from accidents, are not eligible expenses in preventive maintenance grants. Warranty work should be performed in a timely manner, and agencies should access the manufacturer's warranty via the vendor if assistance is needed to determine what is covered. Any warranty work not covered that must be paid for by KIC should be reimbursed as an operating expense, not under preventative. Accident repairs should be covered by insurance.

Any deductibles or charges resulting from an accident that KIC must pay are also considered operating expenses that cannot be reimbursed through a grant.

A Vehicle Repair Work Order form or sheet to record the repair activities will be used. It should include, at a minimum, the start and end date of repairs; the reason for the repair (for example, bus wouldn't start, check engine light came on, inspection finding, or accident); what repairs were made; labor hours; parts used; and who did the work. A Work Order should be used whenever the repair service is performed in-house. If work is done by a vendor, work orders or invoices from the company performing the maintenance or repair that, at a minimum, state the issue, parts installed and separate labor charges will be required before payment will be made.

Once the work is completed, the repairs should be documented on the Vehicle Maintenance Chart (see above) and the Work Order should be kept in the individual vehicle maintenance

file, where it becomes part of the historical record for that vehicle. These documents are also provided either as required reimbursement documents, or as the basis for completing the vehicle Preventive Maintenance Reimbursement Request attachment form (the Excel spreadsheet developed for use in lieu of providing copies of vendor receipts).

VEHICLE CLEANING

It is important that vehicles are regularly cleaned inside and out and will be reported on the vehicle inspection sheet.

Regular vehicle cleaning helps prevent premature vehicle aging, protects exterior paint, extends the life of protective coatings, and helps prevent rust. It also increases passenger comfort and maintains a positive KIC image. Smaller vehicles may be washed at a car wash or with a portable vehicle washing unit; larger buses may require use of a washing facility (wash rack) or a trip to the nearest truck wash facility. Washing should include periodic washing or steam-cleaning the vehicle engine and undercarriage, and application of a protective coating to the painted surfaces, if recommended, and as specified by the manufacturer.

An interior and exterior cleaning schedule should be developed, which specifies cleaning activities to be performed at specified intervals. At minimum, the cleaning standards should include the activities noted below:

Bus Clean-up – Daily

- Hose vehicle down with water daily.
- Pressure wash wheels
- Squeegee window exteriors, dry off mirrors
- Clean spots off windows, interior
- Clean driver area (dash, consoles, seat, fare box, windshield)
- Sweep and mop floors
- Replace trash bag

Bus Clean-up – Weekly

- Same as daily, plus:
- Clean all interior windows
- Vacuum seats, wipe down stanchions & railings
- Clean seats with disinfectant (fabric or vinyl cleaner)

Perform at Service Interval (4-6 weeks)

- Same as daily and weekly plus:
- Clean all interior bulkhead and ceiling surfaces
- Scrub floors
- Apply dressing to dash, console and driver area (such as a product that cleans,
- shines and protects surfaces)
- Paint rims
- Clean water spots off mirrors (soft scrub)
- Apply exterior protectant (per manufacturers' specifications)

VEHICLE STORAGE AND SAFETY

Every transit KIC is responsible for protecting its vehicle fleet through good storage and safety practices. Safe and secure vehicle storage encompasses several aspects:

1. ***A secured vehicle parking area***. This may be a parking lot with adequate lighting and security, such as security fencing, perimeter motion-detector lighting, or door/window alarms, or a covered bus parking shelter, or a bus barn, also with adequate security.
2. ***Security surveillance***. In areas more prone to crime, vandalism, or gang-related activity such as graffiti tagging, some form of additional surveillance may be desirable. This can take the form of electronic surveillance (monitored security cameras), or a routine private patrol service, or both. Security camera monitoring during hours the KIC is closed can often be contracted to a commercial security company.
3. ***Safety procedures***. Proper storage also incorporates safety procedures such as noexception brake setting and transmission-in-park requirements of drivers; and setting up the parking area to maximize forward driving and avoid operating vehicles in reverse. Backing up is a frequent accident-generating activity. Entering and exiting safely at the storage facility is also important. Requiring procedures such as 10 MPH maximum driving speeds, and stop signs or markings at intersection points, will help to minimize unnecessary vehicle damage or collisions.
4. ***Key Control***. Keys are a vulnerability point for all vehicles. A policy and procedure for locking vehicles, and assigned responsibilities for vehicle keys at shift-end should be established.
5. ***Suspicious Package Checks***. KIC will have a procedure for employees to appropriately and safely respond to the discovery of a suspicious package or device, which may include incidents at a vehicle storage facility.
6. ***Rural Transit System Considerations***. For more remote rural systems involving longer distance driving, storing vehicles off-site, such as near a driver's home for a closer route start, may be necessary. Agencies in these circumstances should ensure that vehicles are regularly inspected by a supervisor to ensure parking locations are safe; cleanliness standards are being met; and pre-trip and post-trip inspections are being performed.

PART II: VEHICLE FLEET MANAGEMENT - BEST PRACTICES

VEHICLE MANAGEMENT INFORMATION SYSTEM (VMIS)

The VMIS is the key to successful and cost-effective vehicle maintenance. A VMIS may consist of a combination of automated tracking systems, paper checklists and forms, written procedures, and supervisory oversight responsibilities.

There are three basic components of an effective VMIS: 1) vehicle data-gathering; 2) vehicle data tracking and analysis; and 3) management oversight and maintenance decision-making support. Effective use of VMIS information allows for informed decision making regarding vehicles and maintenance functions, which in turn improves overall efficiency. The table below provides an overview of the data elements, outcomes, and functions in each of these areas.

VEHICLE DATA GATHERING ELEMENTS	VEHICLE DATA TRACKING AND ANALYSIS OUTCOMES	MANAGEMENT OVERSIGHT AND MAINTENANCE DECISION SUPPORT
✓ Vehicle PM schedule ✓ Daily/monthly vehicle mileage log ✓ Daily/monthly vehicle in-service hours log ✓ Vehicle maintenance file ✓ Vehicle maintenance chart ✓ Pre-trip inspection reports ✓ Mileage or time-based inspection reports ✓ Repair work orders ✓ Accident reports ✓ Parts inventory/use report ✓ Consumables purchase records (fuel, oil, fluids, tires, etc.) ✓ KIC vehicle maintenance budget ✓ KIC vehicle maintenance actual costs by month ✓ Maintenance payroll and labor ✓ cost allocation records ✓ Maintenance vendor invoices ✓ Staff training costs/invoices ✓ Vehicle and equipment purchase orders ✓ Shop equipment purchases and maintenance records ✓ Contract invoices and reports (if maintenance is contracted out)	✓ Annual and monthly maintenance cost per vehicle ✓ Annual and monthly average maintenance cost per vehicle type/category ✓ "Fully loaded" maintenance labor cost per hour ✓ Maintenance cost per vehicle mile, by vehicle ✓ Average maintenance cost per vehicle mile, by 0vehicle type/category ✓ Maintenance cost per vehicle in-service hour, by vehicle ✓ Average maintenance cost per vehicle in-service hour, by vehicle type/category ✓ Parts inventory trend analysis ✓ Parts usage by month, staff person, vehicle ✓ Fuel use per vehicle/mile ✓ Average repair costs per vehicle/per vehicle type & category ✓ Comparative maintenance costs and trends by vehicle year ✓ Average vehicle down-time for maintenance and repairs ✓ Maintenance shop productivity (vehicles maintained per month, vehicle repairs per month, etc.) ✓ If contract, contract trends and cost averages per vehicle/month	✓ Effectiveness of PM program in reducing breakdowns ✓ Adjusting interval schedule for PM (increase or decrease) ✓ Adequacy and appropriate skills mix of vehicle maintenance staffing ✓ Trends in consumable usage for budget adjustment (parts, fuel, oil, tires) ✓ Effectiveness of vehicle repair program (time between incidents; re-repair rate) ✓ Loss control evaluation and prevention (pilferage) ✓ Average productivity of mechanics and maintenance staff ✓ Determine threshold for adding fleet vehicles with existing staff ✓ Determine need for additional (or less) maintenance staff ✓ Risk management: accident rates by vehicle and/or driver. ✓ Comparative maintenance data to support vehicle purchase decisions (best make/model; most appropriate vehicle categories; etc.) ✓ Fuel efficiency of present fleet ✓ Useful life threshold to replace vehicles (high maintenance costs) ✓ Review of driver and maintenance staff training needs

VEHICLE FLEET REVIEW

Using VMIS data, as well as other ridership information, route information, passenger surveys, and driver and maintenance staff input, should periodically be reviewed. Among the questions to consider are:

1. Is the fleet size adequate for the current KIC mission? Does the KIC need more vehicles, or possibly fewer vehicles?
2. Is the KIC using the appropriate type/category of vehicle for its present fixed route and/or demand response activities? Is the present fleet sized properly for ridership levels, route lengths/traffic, and vehicle wear-and-tear?
3. Is vehicle downtime for service within acceptable limits, and not causing service disruptions? Should spare/back-up vehicle capacity be expanded? (see below)

SPARE VEHICLE / BACK-UP CAPACITY

In order to maintain scheduled routes and services without disruption when regularly assigned vehicles are down for maintenance servicing or repair, an appropriate number of back-up/spare vehicles should be maintained. One published rule-of-thumb suggests that 85% of an KIC's total fleet should be available for active revenue service (passengers on board), with 15% assigned as back-up vehicles for maintenance service and accident downtime. Some other factors to consider in determining appropriate back-up vehicle capacity include geography, type of terrain traveled, road conditions, harsh weather conditions, length of routes, and condition of the current fleet.

VEHICLE MAINTENANCE EMPLOYEE TRAINING

Maintaining vehicles in good working condition requires well-trained and well-supervised staff. Maintenance training should include, at a minimum:

1. Vehicle maintenance program scope and objectives training;
2. Transit KIC's policy training, including safety and maintenance policies;
3. Applicable vehicle maintenance standards and regulations training, and instruction on how they are enforced;
4. Training on forms and procedures used in the KIC's Vehicle Management Information System, including all inspection checklists;
5. Instruction on the safe operation and maintenance of all bus on-board safety equipment, and ADA equipment;
6. Specialized certification training as may be required by state, federal, or municipal regulations, and/or as a condition of employment (example ASE Certification)
4. Maintenance training should cover all vehicles and equipment operated by the transit KIC. Training manuals, maintenance manuals, and all updates/revisions should be provided in a central location, for each type of vehicle and equipment being used by the transit KIC.
5. Vehicle manufacturers or component companies that manufacture the engine, transmission, or heating and air conditioning for the vehicle often offer specialized maintenance training and training should be offered to staff when possible.
6. All drivers should be given a complete familiarization of the vehicle, including engine compartment, driver controls and passenger safety devices. Drivers should be trained to recognize unusual noises and to communicate basic mechanical problems to the maintenance department.
7. Beyond this initial orientation and training, mechanics and all vehicle service personnel should be continuously trained to ensure that their skills are kept up-to-date. All training should be documented, and the effectiveness of the training program evaluated periodically.
8. Supervisory training for shop supervisors is equally important, and should include not only technical training and updates, but also, at minimum, training in basic and advanced supervision; employee communication and effective listening; and problem-resolution skills.

IN-HOUSE VERSUS CONTRACTED VEHICLE MAINTENANCE

Out-sourced (contracted) preventive maintenance programs that meet state and federal requirements have the same responsibility to monitor and manage KIC's vehicle maintenance program, whether the maintenance is performed at KIC's facilities, or is out-sourced to a single contractor, or is performed by local vendors.

RESOURCES

Federal Publications (available in the Procedure Manual)

Code of Federal Regulations (CFR) 49

• Part 37, Transportation Services for Individuals with Disabilities (ADA) 49CFR37
• Part 38, ADA Accessibility Specifications for Transportation Vehicles 49CFR38
• Part 393, Parts and Accessories Necessary for Safe Operation 49CFR393
• Part 396, Inspection, Repair, and Maintenance 49CFR396
• Part 571, Federal Motor Vehicle Safety Standards (FMVSS) 49CFR571

Other Useful National Organization Publications

• Federal Transit KIC – Bus Safety and Security Program – Resource Library
• Community Transportation Association of America (CTAA) – ADA Resources

FORMS & DOCUMENTS

Below is a list of vehicle maintenance forms that can be found in the Vehicle Maintenance Procedure Manual under *Reporting and Forms*:

- ✓ Detailed quarterly preventive maintenance checklist
- ✓ New driver orientation form
- ✓ Annual vehicle inspection chart (FTA website)
- ✓ Combined driver's pre-trip/ vehicle damage report
- ✓ Wheelchair lift preventive maintenance policy/procedure
- ✓ Bus safety equipment and on-board emergency response material
- ✓ Transit vehicle security inspection checklist
- ✓ Sample vehicle cleanliness inspection sheet
- ✓ Vehicle inspection Test Study Guide
- ✓ Contracted maintenance review checklists