

Passenger Conduct & Responsibilities

1. The expectation of passenger courtesy and consideration of others.
2. Driver, Dispatch, Supervisor authority (I.e., the driver is in charge, responsible for on-vehicle behavior, and all instructions from the driver, dispatch or supervisor are to be followed by passengers).
3. Seatbelt use.
4. Types of inappropriate behavior on vehicle (These may include: eating, drinking, using tobacco products, sexual harassment, foul language, lack of personal hygiene, bothering other passengers, horseplay, fighting, carrying weapons, possessing illegal drugs, having open & closed containers of alcohol on the vehicle, etc.).
 - No food or drinks are allowed on Keetoowah Transit Vehicles (unless in bag or groceries).
 - No use of tobacco products, alcohol, or illegal drugs while on board Keetoowah Transit.
5. Riders are responsible for providing their own car/booster seat for their children; not UKB Transit's responsibility. Children 16 & under must be accompanied by an adult.
6. No soliciting on transit vehicle.
7. Riders' responsibility of securement of carry-on items and personal belongings while riding. UKB Transit is not responsible for lost items; however, if a driver does find an item on board, it is turned in to dispatch or supervisor & will be held for 30 days.
8. Denial of service when a passenger is a danger to others.
9. The transit system's right to refuse service based on violation of these standards.
 - If any of these are violated on UKB Transit, a strike will be held against the rider in which their name will be recorded and given to the supervisor to keep track of the riders' behavior. If 3 strikes are given in a year, the rider will no longer be able to ride UKB Transit.

****Any questions, complaints, or concerns should be addressed with the Keetoowah Transit Supervisors.**

Toni Workman (918) 871-2778 or Ashley Hopton (918) 871-2807
tworkman@ukb-nsn.gov / ahopton@ukb-nsn.gov

Keetoowah Cherokee Tribal Transit

>>Attention Riders<<

All requested rides will depend on driver availability & time for if transit can complete those rides based on driver schedules, distance of ride & time of day.

Service area is the 9 tribal districts. The only rides given outside of the districts are those places that fall just outside district boundaries (e.g. Tulsa).

NO open food or drink in transit vehicles. Must be closed containers.

Please be sure to fasten your seatbelts when you get on board; the driver will not leave until you are buckled in. Same goes for car/booster seats. Riders must abide by car/booster seat guidelines.

If you are calling at the time of last call being taken (which is 4pm in town & 2 pm for rides out of town [for the Tahlequah area; Stilwell area has different times – listed under Stilwell Fares]) transit assumes & expects it to be your last ride of the day. No additional stops or calls will be taken in order for the driver to finish by clock out time.

Whatever ride the rider gives the dispatch (as long as driver has enough time to complete it), that will be the ride carried out whether or not they need to stop elsewhere.

For scheduled appointment rides, please give us a cancellation notice on the business day that is before the scheduled day of the ride to prevent sending a driver to the pick-up address if it isn't necessary.

If you no longer need a ride after you've called one in, please be sure to call and cancel with us so we can move on to our next passenger.

If a passenger has a record of 3 no shows for the times a driver has had to sit & wait for the rider, that rider will no longer be able to ride with UKB Transit as he or she has failed to follow UKB Transit policy by not calling in to cancel their ride.



United Keetoowah Band

18300 W. Keetoowah Circle
P.O. Box 746
Tahlequah, OK 74465

Keetoowah Cherokee Tribal Transit



UKB Transit Service Information

OPEN TO THE PUBLIC

NEW NUMBERS

918.871.2790

&

1.888.866.6705

Hours of Operation

Keetoowah Transit is a **Demand Response** service offered to the public Monday – Friday.

Mondays are set aside as a courtesy appointment day to those needing roundtrip transportation. Any long distance, one-way rides throughout the week will depend on driver availability & time of day.

MONDAY

Courtesy Appointment Day: 8:00 am—5:00 pm.

Appointments must range within time frame. (*Demand Response calls will be taken as long no appointments are scheduled*).

TUESDAY – FRIDAY

8:00 am – 5:00 pm

Drivers clock in at 8:00 am and clock out at 5:00 pm.

Dispatch begins taking calls at 8:00 am & takes last call at 4:00 pm (unless backed up before 4 pm). Driving time begins by 8:15 am & ends by 4:30 pm so drivers can perform daily vehicle checks and fare count.

Lunch break is taken between 12:00 – 1:00 pm. Calls will resume when the lunch break is over.

Last call for **in town** demand response is **4:00 pm**.

On days drivers are backed up with rides, the last call may vary for in town rides to ensure all waiting passengers who have already called in their ride will be taken to their destination by the time drivers are to finish their last drop off.

Last call for rides up to 15 miles out of town will be 2:00 pm to complete those rides by 3 pm. Any rides farther than 15 miles requested throughout the day will depend on driver availability & distance for if transit can complete the ride.

Passenger Info

Please advise if handicap vehicle is needed.

Passengers needing medical appointment assistance contact: UKB Dispatch
918.871.2790 or 1.888.866.6705 (There are specific guidelines regarding date, time & destination of appointment).

All additional info on transit system can be provided by Dispatcher &/or Supervisor.

We ask that you respect & follow all rules & regulations of the UKB Transit policy.

Any questions concerning UKB Transit please contact:

Transit Dispatch

918.871.2790

Toni Workman

918.871.2778

tworkman@ukb-nsn.gov

Ashley Hopton

918.871.2807

ahopton@ukb-nsn.gov