



# TRIBAL TRANSIT PLANNING & SYSTEM GROWTH

September 4, 2020 10:00 AM Pacific Time

National Transportation in Indian Country Conference (NTICC)

2020 Virtual Conference

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Moderator: Neil Rodriguez, NRTAP Tribal Transit Program Manager

Panelists: Walt Diangson, SWTA Trainer, Robin Phillips, RTAP Executive Director,  
& Jennie Rowland, Transportation Manager, Big Woods Transit, Bois Forte Tribal Government



U.S. Department of Transportation  
Federal Transit Administration

# Zoom Webinar Information – Chat and Questions

The image shows a Zoom webinar interface. At the top, a green status bar reads "You are viewing National RTAP's screen" and "View Options". The main content area features a background image of a blue bus in a forest. A large purple text box is overlaid on the image, containing the following text:

Use **Chat** to get help using Zoom during the webinar or to communicate with the host and panelists.

Use **Q&A** to submit questions to be answered at the end of the webinar

Two red arrows originate from the text box: one points to the "Chat" button in the bottom toolbar, and the other points to the "Q&A" button. The bottom toolbar also includes "Audio Settings", "Leave", and a "National RTAP" sidebar on the right.

**National RTAP**  
Rural Transit Assistance Program

**FTA** U.S. Department of Transportation  
Federal Transit Administration

Chat Q&A Leave

# Speaker Introductions



**Walt Diangson**  
Southwest Transit  
Association's Certified  
Safety Officer, Safety  
Consultant and Lead Trainer



**Robin Phillips**  
**Executive Director**  
National Rural Transit Assistance  
Program (RTAP)



**Jennie Rowland, Former Chair**  
Transportation Manager  
Bois Forte Public Transportation

# NTICC 2020

VIRTUAL FORMAT 8.31 - 9.4.2020

## COVID-19 Tribal Transit Planning and System Growth Moderator Introductions

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*Walt Diangson, Certified Safety Officer, Safety Consultant and Lead Trainer, SWTA*

*Jennie Rowland, Transportation Manager Bois Forte Public Transportation*

*Robin Phillips, Executive Director, National Rural Transit Assistance Program*



U.S. Department of Transportation  
Federal Transit Administration

# Thank You

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Southwest Transit Association's  
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Safety Consultant and Lead Trainer  
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U.S. Department of Transportation  
Federal Transit Administration



# THE OVERALL PROCESS OF DEVELOPING TRIBAL TRANSIT

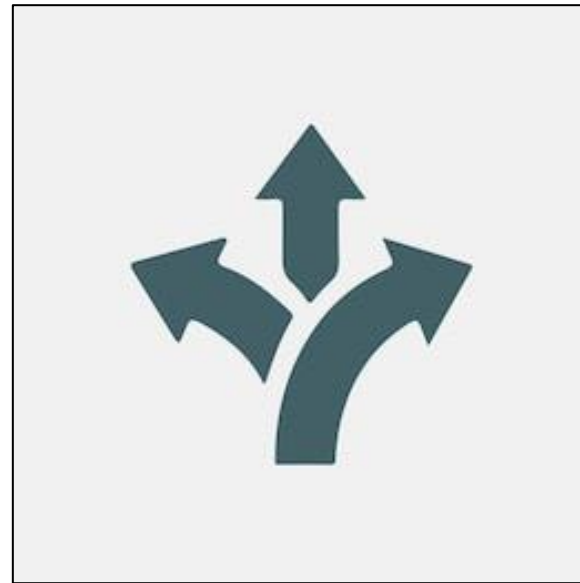
WALT DIANGSON, SWTA & NRTAP TRAINER



# TRIBAL TRANSIT PLANNING & GROWTH



**DIRECTION**



**ELEMENTS**



**PARAMETERS**



# AGENDA

- **Presenters:**

- Walt Diangson – The transit development process for tribal transit
- Robin Phillips – The transit planning process for tribal transit
- Jennie Rowland – Big Woods’ development experience & tribal traditions

- **Agenda:**

- Overview of a tribal transit system development process
- Organizational structure, functions & duties of tribal transit operation
- National RTAP on planning, support ,and resources
- Big Woods Transit’s experience & lessons learned
- Indigenizing your tribal transit system





# POLL 1: GROWTH FACTORS



Origins & Transit  
Dependent



Road Access



Destinations



Routes, Service Area

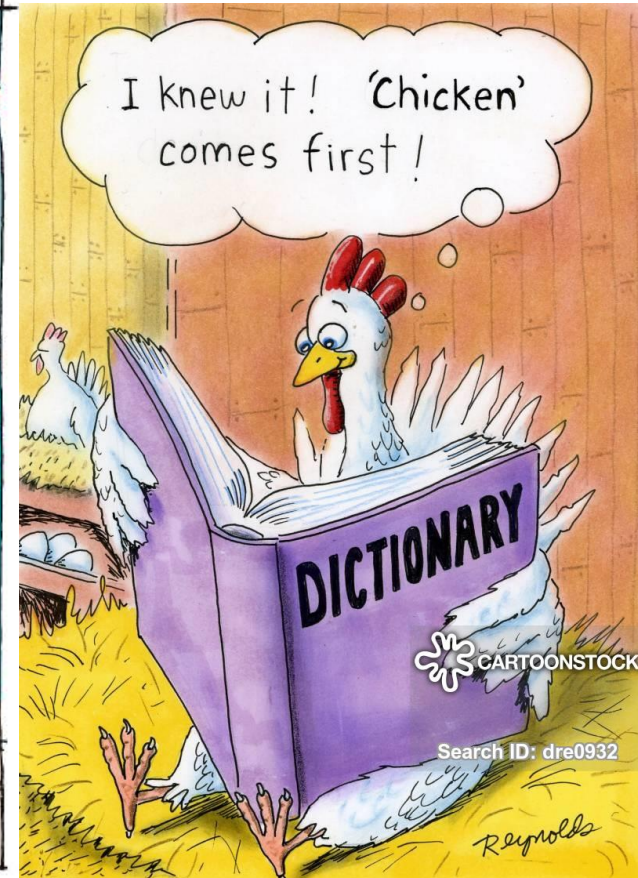
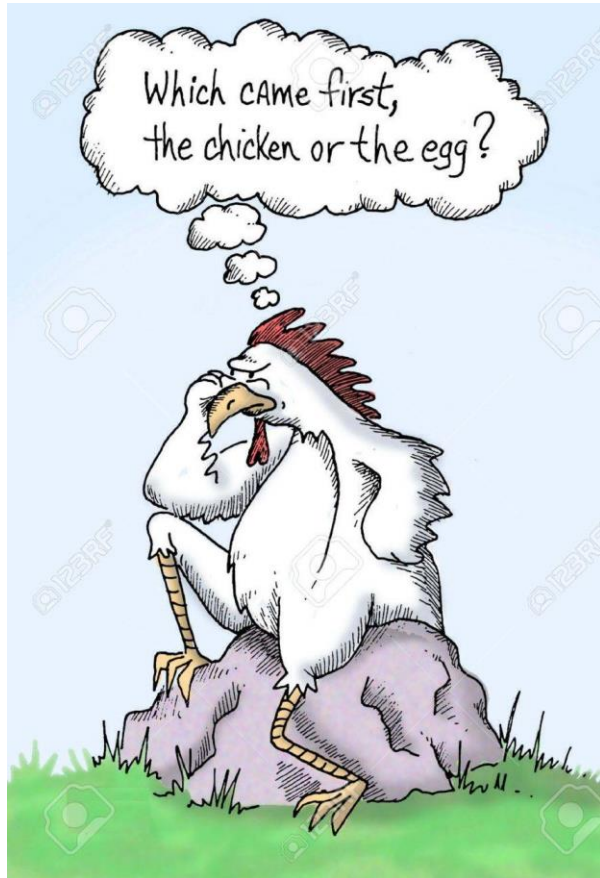
# POLL 1: PLANNING FOR GROWTH

- 1. Our tribe originally started its tribal transit system primarily to:** a. Serve economic development and access to jobs first; b. Serve elders and disabled for access to tribal health care first; c. Provide all tribal members for any trip purpose, e.g. access to jobs, to shopping, to healthcare, to education, and to general tribal services; d. Satisfy the demand from local tribal advocacy for transportation
- 2. We started our transit system based solely on notification of the availability of FTA Sec. 5311(c) funding for tribal transit development, implementation and ongoing operations.** a. Yes; b. No
- 3. We developed our transit system based on a transit plan prior to start-up of service or are considering updating our plans for system growth.** a. Yes; b. No; c. Considering it
- 4. We have developed a mission statement for our tribal transit system, which addresses our purpose, service goals and tribal values.** a. Yes; b. No; c. Considering it
- 5. Among the following, what are the most (the one) important tasks or projects to establishing a tribal transit system?** a. Fleet maintenance ; b. Scheduling, service planning and dispatch management; c. General management and administration (staffing, budgeting, policies, procedures); d. FTA grant administration & compliance; e. Customer service; f. Service operations.





# GENERAL RURAL & TRIBAL TRANSIT PLANNING PROCESS – *WHAT COMES FIRST?*



***“IN ORDER FOR DEVELOPMENT TO OCCUR, IT  
MUST BE PRECEDED BY A VISION.”***

**- WHITE BISON\***



\* American Indian/Alaska Native charitable organization

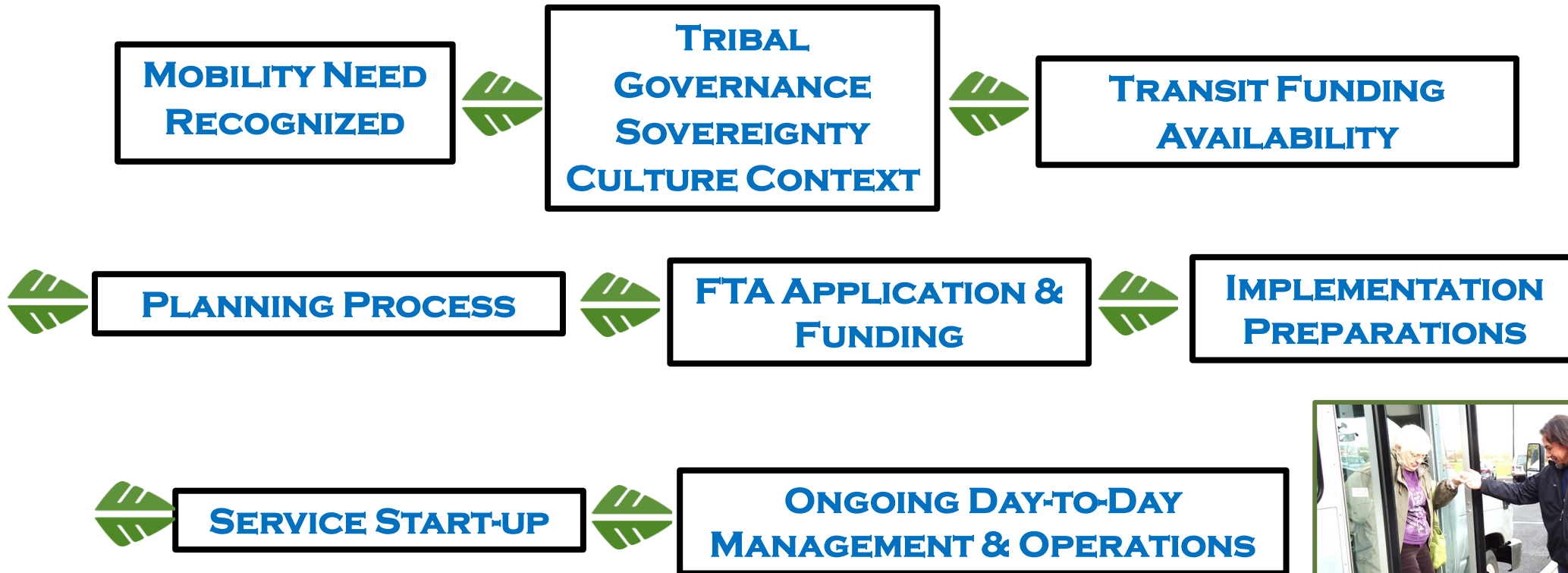


# CHICKEN OR THE EGG?





# TRIBAL TRANSIT DEVELOPMENT PHASES





# TRIBAL TRANSIT DEVELOPMENT & OPERATION FUNCTIONS

## MOBILITY NEED RECOGNIZED

## TRIBAL COUNCIL SUPPORT & ACTION TRIBAL CULTURE

## TRANSIT PLAN FUNDING

- FTA, BIA
- STATE DOT
- LOCAL

## TRANSIT PLANNING

- NEEDS ASSESSMENT
- DEMOGRAPHICS
- LOCAL RESOURCES
- GOALS & OBJECTIVES
- SERVICE OPTIONS, DESIGN
- CAPITAL NEEDS
- OPERATIONAL NEEDS
- PROJECT BUDGET

## FTA APPLICATION & FUNDING

- PROJECT CONCEPT
- TRIBAL AUTHORIZATION
- REQUIREMENTS, APPLICATION
- TRAMS
- REVIEW
- NEGOTIATIONS & CONTRACT
- AWARD

## IMPLEMENTATION PLANNING

- IMPLEMENTATION CHECKLISTS
- CAPITAL SPECIFICATIONS
- PROCUREMENT PROCESSES
- AWARDS & CONTRACTS
- VEHICLE MANUFACTURING & LEASING
- FACILITY CONSTRUCTION, BUS STOPS
- M&O MANUALS, POLICIES & PROCEDURES, COMPLIANCE REQS.

## SERVICE START-UP

- VEHICLE FINAL PREPARATIONS
- FACILITY FINAL PREPARATIONS
- COMMUNICATION & TECHNOLOGY PREPARATIONS
- STAFFING – RECRUITMENT, SCREENING, HIRING
- TRAINING
- MANAGEMENT & OPERATIONAL ORG. STRUCTURE
- MARKETING & PROMOTIONS
- RIBBON CUTTING
- IMPLEMENTING SERVICE

## ONGOING DAY-TO-DAY MANAGEMENT & OPERATIONS

- DRIVER SCHEDULING, D&A TESTING
- SERVICE SCHEDULING & DISPATCHING
- OPERATIONAL SUPERVISION
- FLEET & FACILITY MAINTENANCE
- ACCOUNTING, PAYROLL, GRANTS
- MARKETING & CUSTOMER SERVICE
- SAFETY & SECURITY MANAGEMENT



Tribal Transit



## MOBILITY NEED RECOGNIZED



## TRIBAL COUNCIL SUPPORT & ACTION TRIBAL POLICIES



## TRANSIT PLAN FUNDING

- FTA
- STATE DOT
- LOCAL







## TRANSIT PLANNING

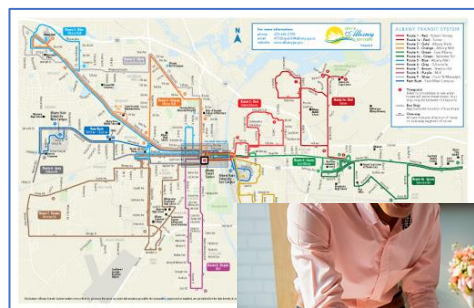
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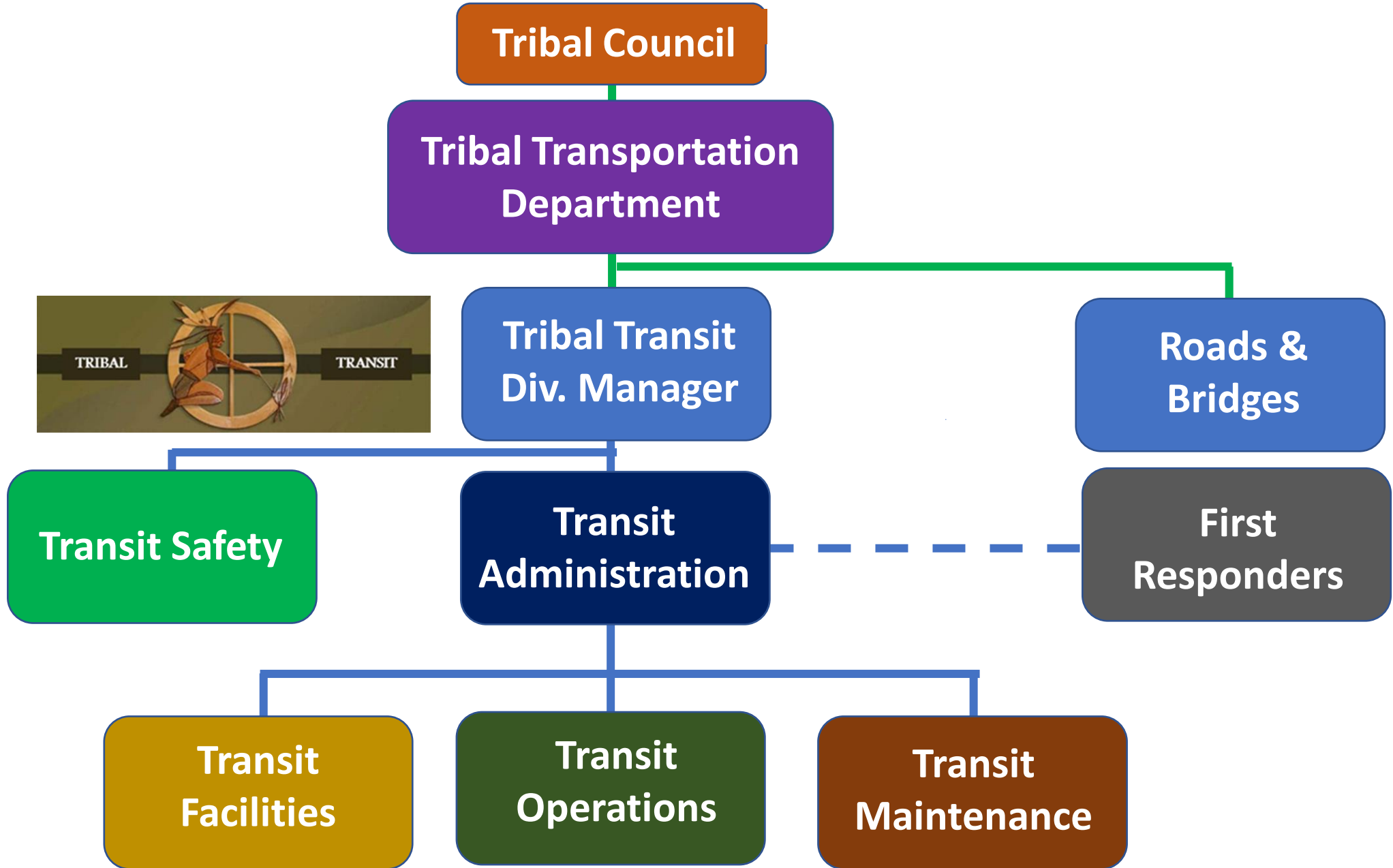
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# TRIBAL TRANSIT FUNCTIONAL AREAS





# BUS TRANSIT FUNCTIONAL AREA DUTIES

## Transit Administration Functions

Sys. Oversight  
Grants Admin.  
Budgeting & Payroll  
Personnel Admin.  
Customer Relations  
Safety & Insurance  
Reporting & Data  
NTD Reporting  
Service Planning  
Purchasing  
Svs. Marketing  
Safety Mgmt. Plan

## Transit Operational Functions

Ops. Oversight  
Road Supervision  
Svs. Scheduling  
Driver Scheduling  
Vehicle Dispatching  
Screening  
Hiring & Training  
Inspections  
Svs. Monitoring  
Reporting & Data  
Service Planning

## Transit Maintenance Functions

Maint. Oversight  
Shop Supervision  
Technical Svs.  
Repairs  
Warranty Admin.  
Parts Inventory  
Veh. Tires & Fueling  
Farebox Handling  
Facility Maint.  
Manufacturer Rel.  
Hiring & Training  
HazMat  
Transit Asset Mgt.

## Tribal Administration

Tribal General Services

Tribal Transp. Dept





# ROBIN PHILLIPS, EXECUTIVE DIRECTOR, NATIONAL RTAP

## Transit Planning Elements

- Needs Assessment
- Demographics
- Local Resources
- Goals & Objectives
- Service Mode Options
- Service Design
- Capital Needs
- Operational Needs
- Project Budget



Tribal Transit



# POLL 2: GROWTH FACTORS



Origins & Transit  
Dependent



Road Access



Destinations



Routes, Service Area



# POLL 2

- 1. Are you now coordinating with any adjacent non-tribal transit or intercity transportation services to expand your tribes service reach within the region or state (i.e. bus and/or rail services)?** a. Yes; b. No; c. Considering it
- 2. Have you considered growth of your tribal transit system through coordination and linking with adjacent non-tribal transit or intercity transportation (bus and/or rail services)?** a. Yes; b. No; c. Considering it
- 3. What is the most (the one) important factor to growth of your tribal transit system?** a. Ridership demand; b. Meeting transit needs in remote areas of the nation; c. Limiting ride times; d. Availability of staff and drivers; e. Limiting turnover among the workforce
- 4. We have taken steps to make our tribal transit system reflect our tribe's cultural values, customs and identity for our tribal members through visual identity, operating procedures, policies, uniforms, marketing, and promotions, such as including tribal transit in tribal celebrations, festivities, and cultural events.** Yes; No; Considering it
- 5. Among the following, what is the most (the one) important training you desire?** a. Fleet maintenance Scheduling; b. Service planning and dispatch management; c. General management & administration (HR, project management, budgeting, etc.); d. FTA grant compliance Customer service; e. Driver training



# TRANSIT PLANNING APPLIED TO TRIBAL TRANSIT

ROBIN PHILLIPS, NATIONAL RTAP







## You Can't Get There from Here...or Can You?

### *Creative Strategies for Tribal Transportation Access*

**Robin Phillips, Executive Director**  
**2020 NTICC**  
**Tribal Transit Planning and System Growth**



# Overview

## Introductions: Transit

- Best Transit experience
- What made it good

## Vision statements: Dream it to Do it

- Describe your dream for your community

## Action Steps:

- Aligned agencies
- Needs
- Resources
  - Planning, Funding, Partnerships

## Mobility to fit your Community Needs

# Vision statements

Describe your dream for your community

- Mobility
- Access
- Not bounded by cost
- Fun

Why?

When everyone knows and agrees on where you are going then it is easier to get there.

# Vision Statements are Practical

- What **CTUIR's Vision Statement and Goals for Public Transportation**
- Who **Vision Statement**
- Where *"Provide public transportation that meets the needs of residents, employees and visitors to the reservation for access to jobs, service and entertainment to and from communities in the region."*
- Why This transportation planning process is the CTUIR's effort to seek and document public/user and transportation-provider input, through outreach, public meetings and distribution of surveys for agency-provider and user input. *It is anticipated this process will eventually lead to more efficient and affordable coordinated public and private transportation services in order to address the transportation needs of CTUIR residents, Umatilla County, and surrounding communities.*
- Plans can answer these questions

# Action Steps: Assessment

## Aligned agencies

- Demand partners
- Supply partners
- Process Access

## Access Needs: Social determinants of health

- Travel shed
- Mobility and Mobility as a Service
- Assessment

## Resources

- Grants
  - Coordinated Human Service and Transportation Plan
- People
  - Tribal Comprehensive Plan
- Institutional
  - Indian Health Center Plan

# Aligned agencies

- **Demand partners**

- Employers
- Agencies
- Medical facilities
- Other Destinations

- **Supply partners**

- Medical
- Senior
- Transit
- Intercity
- Employer supported

- **Process Access: What Plans do you have?**

- Agency Annual Plans
- Transportation Plans
  - 3-5 year horizon
  - Amendment process
- Coordinated Transportation Plans
  - 3-5 year horizon
  - Amendment process
- Project development

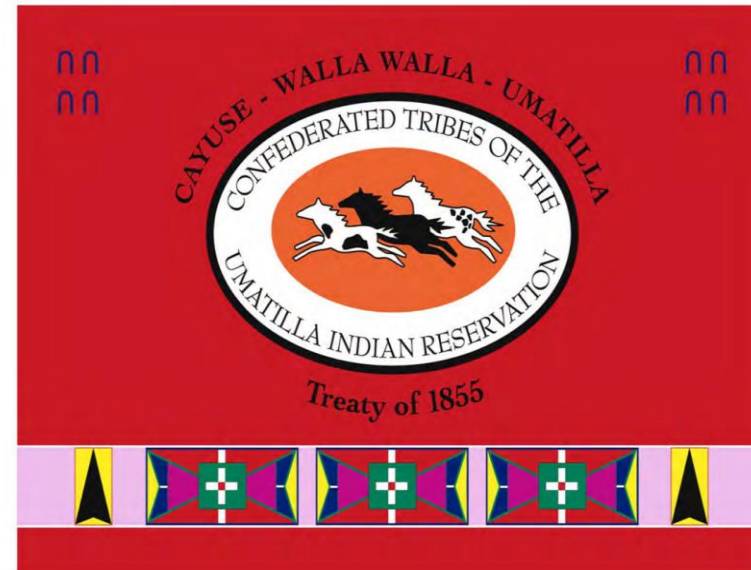
# Existing Needs Assessment

- Find the plan:
  - Coordinated Human Service Transportation Plan
  - Transportation Development Plan
  - Transit Plan
- Check the plan for projects
- Find out who is on the committee
  - Get on the committee
  - Send a letter to the committee
- When is the next update?
- How do you submit projects?

## Confederated Tribes of the Umatilla Indian Reservation (CTUIR) Special Transportation

Coordinated Human Services Public Transportation Plan  
(3 Year Plan)

June 2014



# Tribal Example

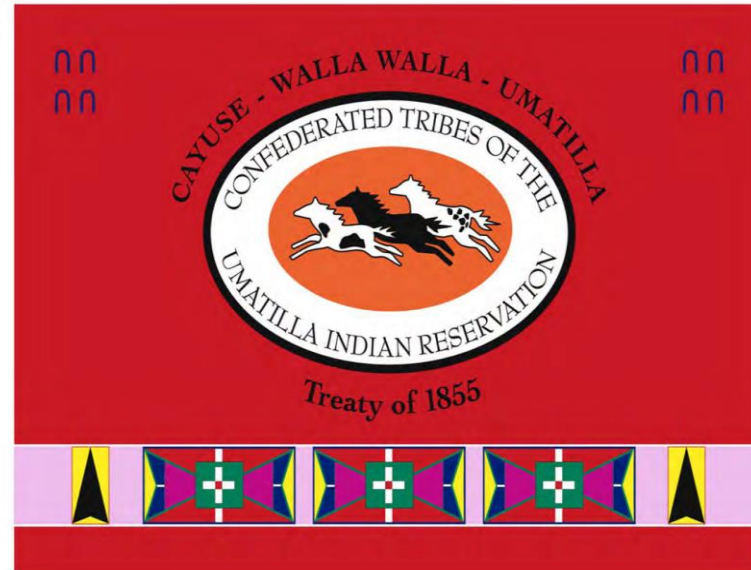
Start with what you have

- 5310 Coordinated Plans
- Asset Management Plans
- Tribal Economic Development Plan

## Confederated Tribes of the Umatilla Indian Reservation (CTUIR) Special Transportation

Coordinated Human Services Public Transportation Plan  
(3 Year Plan)

June 2014





## Public Transportation

### KAYAK PUBLIC TRANSPORTATION

It is owned and operated by the Confederated Tribes of the Umatilla Indian Reservation, east of Pendleton, Oregon. It serves fifteen cities surrounding Pendleton Oregon. The buses stop in each city three to four times each work day. The cities include: Adams, Athena, College Place, Hermiston, Irrigon, La Grande, Meacham, Milton-Freewater, Mission, Pendleton, Pilot Rock, Stanfield, Umatilla, Walla Walla, and Weston. All rides are **FREE!**

For more information about Kayak transportation call (541) 429-7519 or go to the Kayak Public Transit's [webpage](#).



Download the map from above: [PDF version](#)

# Mobility to fit your Community Needs

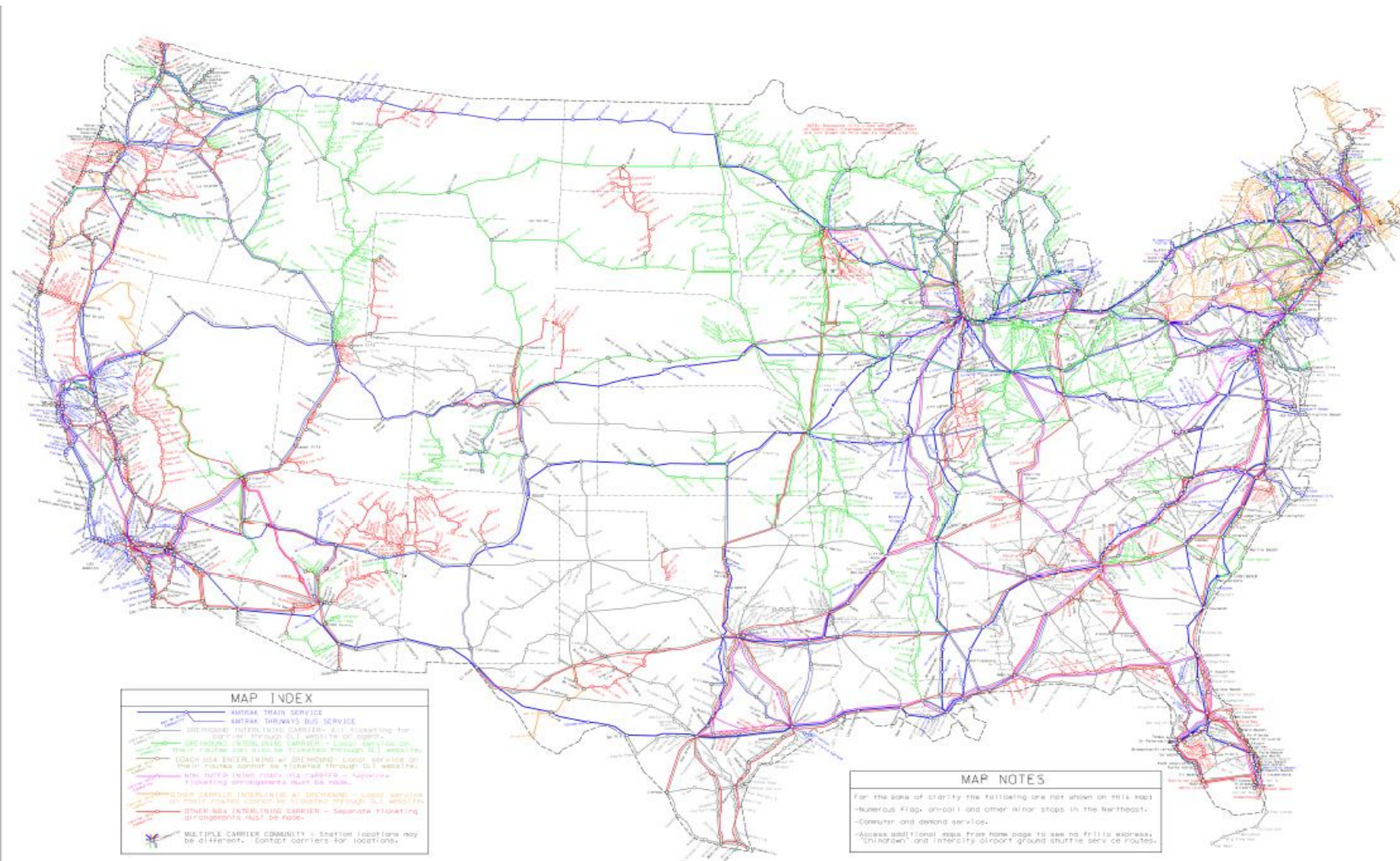
## Strategies to respond to identified needs

- Shuttles
- Vanpools
- Seasonal services
- Program focused service
- Improve access to existing services
  - Expand service areas
  - Add hours
  - Put a Trip Planner on it

## Intercity Network

- Feeders
- Coordination

# What Already Exists: Intercity

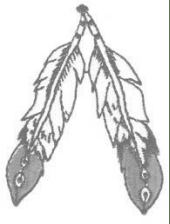




# BOIS FORT BAND OF CHIPPEWA/BIG WOODS TRANSIT

JENNIE ROWLAND, TRANSPORTATION MGR.



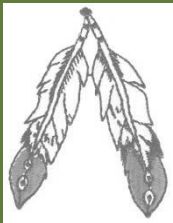


# BIG WOODS TRANSIT LOCATION









**NETT LAKE,  
MINNESOTA**





# BIG WOODS TRANSIT PROFILE

	<b>Jennie Rowland, Transportation Manager</b>	
	<b>Annual Ridership:</b>	<b>30,921 Passenger Trips</b>
	<b>Annual Vehicle Revenue Miles:</b>	<b>274,803 VRM</b>
	<b>Annual Vehicle Revenue Hours:</b>	<b>14,000 VRH</b>
	<b>Vehicles at Maximum Service:</b>	<b>9 Vehicles</b>
	<b>Modes:</b> <b>Commuter Bus</b>	<b>4 buses</b>
	<b>Demand Response</b>	<b>5 buses</b>



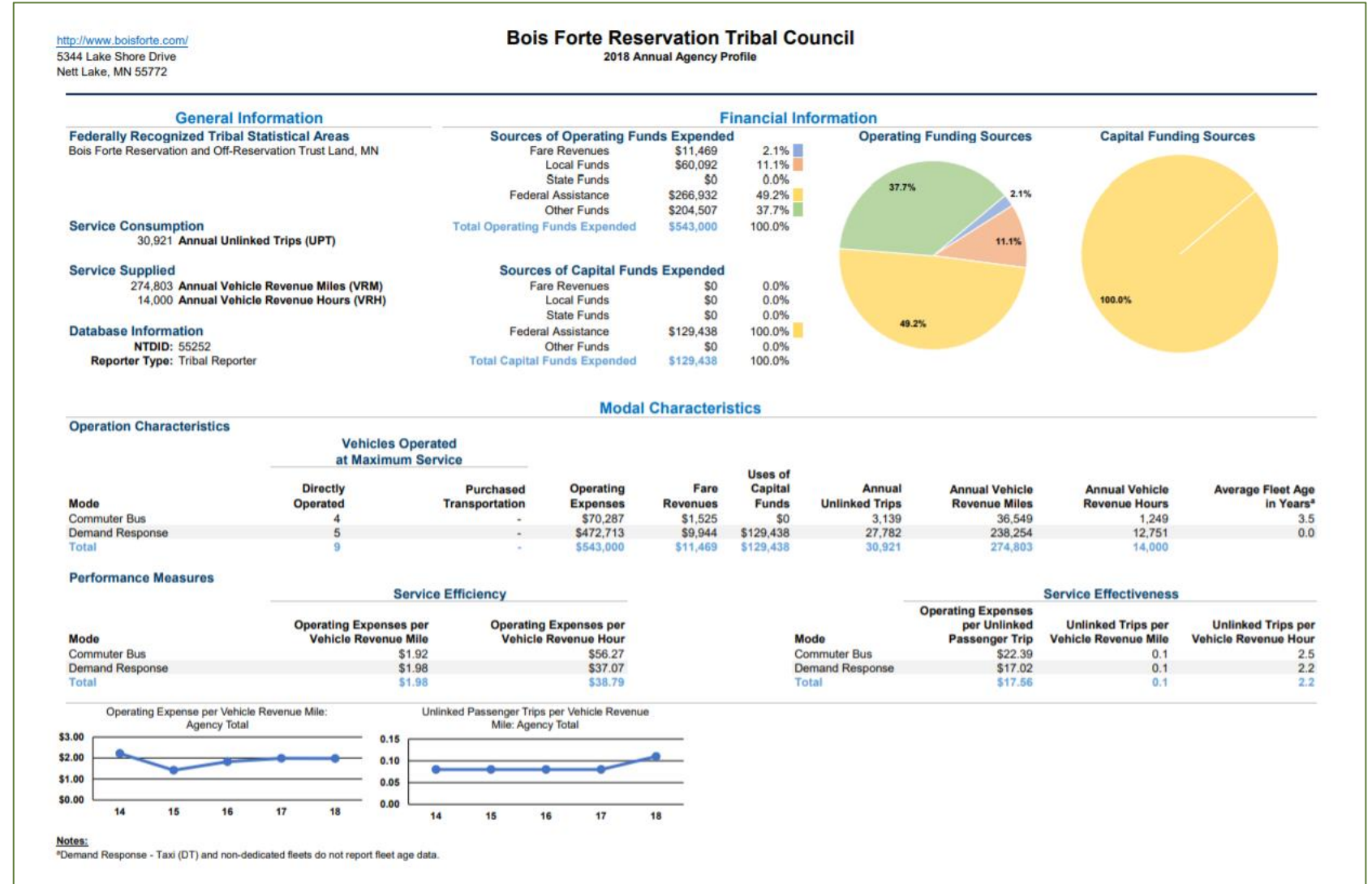


# NTD 2018 PROFILE OF BIG WOODS TRANSIT

Founded on January 1, 2012.



Bois Forte means Big Woods.





# INDIGENIZING TRIBAL TRANSIT



Bois Fort Band of Chippewa/Big Woods Transit will present different ways we have incorporated our Tribal culture into our transportation program, then groups will explore ideas for opportunities to feature aspects of culture for each cultural group present. We will raise awareness of ways to infuse culture into each aspect of the transit program. This will raise awareness of the transit program in your communities, encouraging more people to use your service. We administer the funding, but we create the program. Create our program for our communities to service our people. Making the service culturally enhanced will create a cultural safe zone for our communities to travel within and outside our regions.



***I AM INDIGENOUS AND MY SKIN IS BROWN  
ALL THIS LAND IS SACRED GROUND***





# INDIGENIZING STRATEGIES

**Bois Forte Band of Chippewa traditions & cultural values**

**Incorporating tribal culture into the Big Woods transportation program**



**Incorporating Traditional & Cultural Ways into Tribal Transit Activities**



# ATTENDEE CHAT

*What ideas & opportunities do you have to feature aspects of your tribal culture – indigenizing - in your transit system?*

- **Use chat box to everyone – Share your ways and/or ideas.**
- **Examples:**



Vehicle Signage & Body Wraps



System Logos



Transit Service Names



# INDIGENIZING EXAMPLES



Service Information Methods



Presentations & Ribbon Cuttings



Transit Service Promotions & Outreach



Transit & Tribal Community Festivities



Uniforms & Logo Wear



Drum Ceremonies for New Buses



# SUMMARY & CLOSING OF NTICC SESSION

WALT DIANGSON, SWTA & NRTAP TRAINER





# Summary Takeaways

- **“In order for development to occur, it must be preceded by a vision.”**
- **Tribal transit development & operational functions include:** Recognizing an unmet transit needs; Tribal governance support; Transit planning & service objectives; FTA funding process; Implementation planning & start-up action planning; On-going day-to-day management & operations.
- **Tribal transit planning processes include:** Practicableness of vision statements; Existing needs assessment; Community needs; Mobility options; Tribal examples.
- **Indigenizing tribal transit:** Big Woods Transit examples; Other examples



**Tribal Transit**



# THANK YOU





# TRIBAL TRANSIT TRAINING PROGRAM (T3P)

## National Rural Transit Assistance Program

[nationalrtap.org](http://nationalrtap.org)



TRIBAL TRANSIT TRAINING PROGRAM (T3P)

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