



## PETERSBURG INDIAN ASSOCIATION

P.O. Box 1418  
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### PIA Paratransit Service Plan ~Door-to-Door paratransit service

Providing quality public transportation services to senior citizens and persons with disabilities. All buses will be equipped with ramps or lifts for accessibility.

**Paratransit is defined** as a flexible transportation system offering on-demand call-up door-to-door service from any origin to any destination in a service area. Typically, minibuses are used to provide paratransit service. Most paratransit vehicles are equipped with wheelchair lifts or ramps to facilitate access.

#### **Goal**

To provide safe, convenient and reliable transportation.

#### **Proposed Service**

PIA Mini-bus Service would provide door-to-door transportation throughout Petersburg for senior citizens (60 years of age, or older) and persons of disabilities. Helpful and courteous drivers would assist riders from the door to the lobby of their home and destination.

- Passengers would be taken where they wanted to go: to the doctor's office, the clothing store, the airport, ferry terminal, school, grocery store, and bank, etc.
- Assisting with errands. Examples of errands drivers help with are: picking up prescriptions, dropping off mail, and depositing checks, etc.
- Drivers would be trained to assist in helping with a number of small packages.
- Eligible children would be transported when accompanied by an adult. A child safety seat must be provided by the accompanying adult as required by law.
- Companions or a personal care attendant may also ride with an eligible rider on a space available basis. Companions must get on and off at the same locations as the eligible rider; no additional stops are allowed.
- Small pets will be transported in a suitable pet carrier with their owners.
- All service animals are welcome to ride the mini-bus.
- Persons qualifying on the basis of their disability must provide a doctor's letter of explanation.

- Drivers deploy ramps/lifts upon request. A senior or disabled person may use the ramp or lift without having a wheelchair. Lifts are not for loading and unloading large items that riders cannot carry aboard or roll aboard.
- Person's with portable oxygen and respirators are welcome on buses.

## **Hours**

PIA Mini-bus Service operates daily (8:00 am to 5:00 pm) To schedule a ride, call XXX-XXXX (phone for Mini-bus driver) preferably schedule trips the day before.

There is no service on the following holidays:

- New Year's Day
- Elizabeth Peratrovich Day
- President's Day
- Seward's Day
- Memorial Day
- Independence Day
- Labor Day
- Indigenous People's Day
- Alaska Day
- Veteran's Day
- Thanksgiving
- Christmas

## **Service Area**

Petersburg City Limits

## **Cost**

There is no fare for persons over 60 years of age, attendants, or disabled passengers. Suggested donation is \$1.00 for a one-way trip and there will be a drop donation box. For passengers under the age of 60 years and companions the cost is \$2.00 per ride. The mini-bus driver does not handle cash. Must have exact change or PIA can also sell mini-bus tickets. No "Tipping the Driver" is permitted.

## **Information to Schedule a Trip (Call Mini-bus driver XXX-XXXX)**

- Passenger Name
- Passenger Phone number

- Date of trip
- Time of the trip, include pick up time and arrival time at destination
- Address (include apartment number)
- Address of the destination
- Wheel Chair: Y or N
- Additional passengers: attendants, companions, animals

Rides should be cancelled if the trip is not needed. Passengers who consistently fail to cancel rides or cancel on short notice may face suspension of service (from one week to a month or more).

### **Subscription Service**

Regular basis of service can be arranged to and from the same locations, at the same times, one or more days each week. A two week hold on the subscription ride can occur if the passenger is sick or out of town. Once a subscription ride has been set it cannot be changed for a one-time purpose. If a subscription ride is not put on hold it will be cancelled and a new subscription ride will have to be requested.

### **Wheelchair assistance**

Drivers will not transport a passenger in a wheelchair up or down more than one step. If there is a need for the passenger to negotiate more than one step, the passenger must have arrangements for assistance other than the driver.

**Rider Responsibilities (not an all-inclusive list) PIA reserves the right to deny service when a rider does not comply with any of these responsibilities.**

- Reserve the ride a day before if possible.
- Be ready 10 minutes before the scheduled trip.
- If the driver arrives early and the passenger is not ready to go, the passenger can ask the driver to return at the scheduled time.
- The driver will wait five minutes and then leave if the passenger is not ready at the scheduled time.
- A trip should be cancelled as far in advance as possible.
- Large building pick-ups: wait at the entrance or in the lobby agreed upon.
- Passengers must wear seatbelts.
- It is the passenger's responsibility to provide wheelchair assistance for negotiating the wheelchair more than one step.
- Wheelchair passengers must have their chairs secured.

- Passengers must have appropriate social behavior and behave in a considerate manner.
- Passengers must not be drunk or disorderly.
- Passengers must not smoke, eat or drink in the PIA mini-bus.
- Passengers must not play radios or noise-generating equipment.
- Passengers must follow their driver's instructions and cooperate with the drivers.
- Children weighting 40 pounds or less must travel in an approved infant/car seat supplied by the attending adult.

### **Comments on Service**

PIA wants to know how the passengers feel about the service. Compliments will be shared with employees involved. Suggestions or complaints are investigated and discussed with appropriate employees. Call the manager at 772-3636 with your comments. Include the following information:

- Name, address, and phone number
- Date and Time of the ride
- Driver's name.
- Compliment, suggestion, or complaint

### **Criteria for suspension of service to a passenger**

- Verbal or physical abuse toward a PIA employee or passenger.
- Behavior which presents clear and present danger to an individual's health or safety, or others in the vehicle. Behavior includes conduct which is violent, seriously disruptive or illegal.

### **Procedure to follow**

- The driver or PIA staff may immediately refuse service to an individual when necessary to protect the health and safety of other passengers or PIA employees.
- Incidents will be carefully and completely documented.
- PIA will provide written notice of each infraction with the policy noted that the passenger failed to follow.
- Notice will be provided of the proposed action taken or suspension of service.
- The passenger will be invited to respond either verbally or in writing if there is disagreement to the notice.

### **For an Emergency: Call 911**

The PIA community mini-bus is NOT an emergency vehicle.