



PIA Paratransit Service Plan

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 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.

Transit Service

PIA Transit Service provides transportation throughout the Petersburg service area for senior citizens (60 years of age or older) and persons with disabilities. Helpful and courteous drivers assist passengers between their originating location and their destination.

- Passengers are transported to wherever they want to go: doctor's office, airport, ferry terminal, school, grocery store, etc.
- Passengers are dropped off to do their errands: to the pharmacy to pick up prescriptions, the post office to drop off mail, or the bank to deposit checks, etc.
- Drivers are trained to assist in helping with a number of small packages.
- Eligible children are transported when accompanied by an adult. A child safety seat must be provided and secured by the accompanying adult.
- A personal care attendant may accompany an eligible passenger; additional companions may ride on a space available basis. Companions must get on and off at the same locations as the eligible passenger; additional stops are not allowed.
- Small pets will be transported in a suitable pet container/carrier.
- Trained service animals are allowed. "Service animal" is defined as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items."

- Persons qualifying on the basis of their disability must provide a letter from a physician, physician assistant, nurse practitioner, or optometrist (a) stating that the patient meets at least one of the following requirements, (b) specifying any that apply, and (c) whether the disability is temporary or permanent:
 - Cannot walk 200 feet without stopping to rest
 - Cannot walk without using an assistive device (e.g., brace, cane, crutch, another person, prosthetic device, wheelchair, or other assistive device)
 - Is restricted by lung disease
 - Uses portable oxygen
 - Has a cardiac condition classified as Class III or Class IV
 - Is severely limited in their ability to walk due to an arthritic, neurological, or orthopedic condition
 - Have a significant visual impairment
 - Are unable to understand and follow informational signs for reasons other than language or literacy

- Drivers deploy ramps/lifts upon request. A senior or disabled person may use the ramp or lift without having a wheelchair..

- Passenger's with portable oxygen and respirators are allowed.

Hours

PIA Transit Service operates daily from 9:00 am to 4:00 pm. To schedule a ride, the transit bus driver must be called at least one day before the date of the trip: 907-650-7788

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

Between Sandy Beach Park and Scow Bay Loop Road

Cost

There is no fare for persons at least 60 years of age, disabled passengers, and attendants or companions. "Tipping the Driver" is NOT permitted.

Information Required to Schedule a Trip (Call the bus driver 907-650-7788)

- Passenger Name
- Passenger Phone number
- Date of trip
- Desired pick-up time and/or desired arrival time
- Address or name of pick up location
- Address or name of destination
- Wheel Chair: Y or N
- Door-to-door service needed: Y or N
- Any additional passengers: attendants, companions, animals

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

Wheelchair assistance

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

Passenger Responsibilities (not an all-inclusive list)

PIA reserves the right to deny service when a passenger does not comply with any of these responsibilities.

- Reserve the ride a day before
- Be ready 60 minutes before a specified destination arrival time
- Be ready 15 minutes prior to a pick-up time and up to 30 minutes after that time
- 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
- Cancel a trip as far in advance as possible
- Large building pick-ups: wait at the entrance or in the lobby as agreed upon

- Passengers must wear seatbelts unless such use would be harmful due to a passenger's condition or situation
- Provide wheelchair assistance for negotiating the wheelchair on steps
- Wheelchair passengers must have their chairs secured
- Display appropriate social behavior and behave in a considerate manner
- Do not be drunk or disorderly
- Do not smoke, eat, or drink alcohol in the PIA transit bus
- Beverages must be in spill-proof containers
- Use headphones for sound producing equipment
- Follow driver's instructions and cooperate with the drivers
- Supply and secure an approved infant/child car seat for accompanied children weighing 40 pounds or less

Comments on Service

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

- Your name, address, and phone number
- Date and time of the ride
- Driver's name, if known
- 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 any individual's health or safety. 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 with the notice.

For an Emergency: Call 911

The PIA transit bus is NOT an emergency vehicle.