



PIA TRANSIT

ORIGIN TO DESTINATION

PARATRANSIT BUS SERVICE

FOR SENIOR CITIZENS (60 YRS OR OLDER)

AND PERSONS WITH PHYSICAL DISABILITIES

RESERVATIONS REQUIRED

Service

Available Daily

9:00 a.m. to 4:00 p.m.

Service Area

Between Sandy Beach Park and
the Beachcomber

Free to the eligible passenger and caregiver!

907-650-7788

RULES OF THE ROAD

So that everyone may enjoy a safe & comfortable ride, please observe the following:

- No open containers of any type
- Beverages in spill-proof containers
- No disruptive behavior
- No weapons or hazardous materials
- Trained service animals welcome
- Pets up to 25 lbs in suitable carrier
- No smoking, eating, or alcohol
- Shirts and shoes required
- Passengers must wear seatbelts
- Children weighing 40 pounds or less must travel in an approved infant/child car seat supplied by the attending adult; the attending adult is responsible for securing the car seat

And be courteous:

- Respect other passengers
- Keep conversations quiet
- No rude or profane language
- Use headphones



Reservations

PIA Transit offers ADA accessible transportation to persons with physical disabilities, including persons using wheelchairs. Passengers are picked up at their location of choice and taken to their destination. Passengers may meet the driver at the van or choose to have the driver escort them from their door. Passengers are scheduled in groups wherever possible. Please understand that your requested time of service may be negotiated with you in order to fit into the schedule more efficiently.

Office/reservations hours are 9:00 a.m. to 4:00 p.m. daily.

Passengers must call at least one day in advance to schedule rides.

Call 907-650-7788 to make a reservation.

If the call goes to voicemail, leave a message with your name and phone number; the driver will return the call to schedule your ride.

The following information will be needed:

- 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
- If there are special needs (i.e., wheelchair, need door-to-door service)
- If someone will be accompanying the passenger
- All the above information for the return trip

Canceling a Ride



Please call to cancel as soon as you know that you will not be making the trip.



The Day of Your Ride

If you have a specific arrival time (doctor, work, etc.), you need to be ready 1 hour before your arrival time. *You may be picked up **anytime** within this one hour window.*

If you do not have a specific arrival time (shopping, pharmacy, etc.) you need to be ready 15 minutes prior to the scheduled pick-up time and up to 30 minutes after the scheduled pick-up time. *You may be picked up **anytime** within this 45 minute window.*

Please remember that this is a shared ride. The bus may make several stops before reaching your destination.

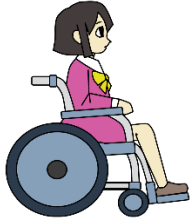
NOTE: The transit van cannot provide winter services to/from locations that are located on unplowed roads.



Grocery bags are limited to six bags with extra bags assessed at \$1.00 per bag.

Luggage (under 50 lbs each) is limited to three pieces. Extra luggage will be assessed at \$10 each.

PIA Transit will do our best to respond to changing schedules; however, due to high demand for our services, we are not always able to change pick-up or drop-off times on short notice. For everyone's safety and protection, drivers are not allowed to enter passengers' residences. If additional assistance is needed, **a caregiver or companion may ride along at no additional charge.**



Who Can Ride the Bus?

- You are 60 years of age or older
- You require an assistive device to walk or perform daily tasks
- You are unable to understand and follow transit directions or understand information signs for reasons other than language or literacy
- You have a significant visual disability
- You are an adult accompanying an eligible child. For children under 40 lbs, a child safety seat must be provided by the accompanying adult
- Caregivers and companions must get on and off at the same locations as the eligible passenger; no additional stops are allowed



Trained Service Animals

are welcome on board the PIA transit bus. The ADA requires the animal to be under control of the handler. If a service animal is disruptive or poses a direct threat to the health or safety of others, the handler will be asked to remove the animal.

Uncontrolled barking, jumping on other people, or running away from the handler are examples of unacceptable behavior.

Americans with Disabilities Act (ADA)

Priority Paratransit eligible passengers have guaranteed access to service within ADA guidelines.

A special note to passengers in wheelchairs: **PIA Transit drivers will not assist in moving a wheelchair up or down steps.** Please make arrangements for someone other than the driver if this assistance is needed.



There is no service on the following Holidays:

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

A Reasonable Modification may be requested by passengers to the policies, practices, and procedures used to avoid discrimination and to ensure accessibility to individuals with disabilities.

How do I become Certified to ride PIA Transit?

Persons qualifying on the basis of their disability must provide a letter from a medical professional that explains the nature of the disability and whether it is permanent or temporary. The letter may be faxed to 907-772-3637 or mailed to Petersburg Indian Association, P.O. Box 1418, Petersburg, AK 99833.

Should I tip the driver? NO.

Tipping is not permitted. PIA drivers are paid and do not accept gratuities.

Passenger Suspension Policy

PIA Transit has a commitment to quality public transportation services for senior citizens and persons with disabilities. However, there are rare occasions where service is abused by individual passengers. When this occurs, it may be necessary to deny service to those individuals.

Criteria for suspension of service:

- **Verbal or physical abuse** toward a PIA transit bus employee or other passenger
- **Behavior** which presents a clear and present danger to any individual's health or safety. Such behavior includes conduct that is violent, seriously disruptive, or illegal

Procedure:

The following procedure will be followed before denying any transportation for an individual. All communications to the individual will be in an appropriate accessible format.

- PIA Transit staff may immediately refuse service to an individual when necessary to protect the health and safety of other passengers or PIA Transit employees
- Incidents will be carefully and completely documented
- PIA Transit staff will provide written notice of each infraction. This notice will include an explanation of the

policy that the passenger failed to follow. Notice will be provided of any proposed action or suspension of service resulting from the infraction. The passenger will be invited to respond either verbally or in writing to the notice if there is disagreement

If you have an unresolved problem or question contact PIA at:

Chad Wright, Tribal Administrator
P.O. Box 1418
Petersburg, Alaska 99833
(907) 772-3636



***For an emergency call 911. PIA transit bus
is NOT an emergency vehicle.***