

Borough Transit's  
Paratransit Plan Included



# *Ketchikan Senior Center's Rider's Manual*



*Operated by Southeast Senior Services,  
A Program of Catholic Community Service  
2010*

**225-6575**



**CALL FOR INFO RIDING THE SENIOR VAN & PARATRANSIT**

Dear Ketchikan Senior Van Passenger:

Welcome to the Ketchikan Senior Center's Senior Van Service! This booklet will introduce you to our service and provide the basic information you need for safe, dependable transportation.

The Senior Van transportation service is operated by Southeast Senior Services, and is cooperatively funded by the Ketchikan Gateway Borough, the Alaska Division of Senior and Disabilities Services, the Ketchikan Indian Community, and the City of Ketchikan. The service is designed for people with disabilities and senior citizens as a means of providing access to the community and supporting independent living. Operating through the senior center since 1974, the Senior Van service provides approximately 1200 rides each month.

Our goal is to offer you safe, convenient and reliable transportation. If, after reading this booklet, you have questions regarding the Senior Van service, please phone the Ketchikan Senior Center at 225-6575.

We are pleased to provide this quality service for you.

*Southeast Senior Services*



## TABLE OF CONTENTS

Section	Page
How Does the Senior Van Service Work?.....	3
Eligibility Information .....	3-4
Hours of Operation and Service Area .....	4-5
Senior Van Fares .....	5
Scheduling a Trip .....	6-8
Subscription Service .....	8-9
Drivers and Operations .....	9-10
Rider Responsibilities .....	10-12
Your Comments are Welcome.....	12-13
Rider Suspension Policy .....	13-15
Ketchikan Gateway Borough Paratransit Plan .....	16-18
Title VI Policy Statement	

## HOW DOES THE SENIOR VAN WORK?

The Senior Van service provides door-to-door transportation throughout the city of Ketchikan. The Senior Van is designed for senior citizens and people who are unable to ride the Ketchikan fixed route bus system (“The Bus”) because of their disabilities. Courteous drivers will assist you from the door of your home and on to your destination. The Senior Center has a fleet of three vehicles, all of which are wheelchair accessible. Trips may be requested for any purpose.

## ELIGIBILITY INFORMATION

### Who can ride the Senior Van?

The Senior Van is designed to provide transportation for senior citizens and persons whose disabilities prevent them from riding Ketchikan Gateway Borough (KGB) fixed route buses.

In order to qualify for the Senior Van service you must have at least one of the following conditions:

- You are 60 years of age or older  
OR
- You hold an ADA card issued by the Ketchikan Gateway Borough.

Eligible children will be transported when accompanied by an adult. A child safety seat must be provided by the accompanying adult as required by law.

Companions 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.

The Senior Van will transport small pets traveling with their owners. Pets must be in a suitable pet carrier.

What about a personal care attendant?

A personal care attendant is someone who travels with and helps a Senior Van rider because that rider is unable to travel alone. Please note that the Senior Van does not supply attendants—you must obtain your own. Attendants ride free although they must get on and off at the same locations as the eligible rider.

All service animals are welcome to ride the Senior Van and the owner of the service animal is responsible for the behavior of the animal.

How do I become certified to ride the Senior Van?

People qualifying on the basis of their disability must provide an ADA card. You can obtain an application for an ADA card from the Ketchikan Gateway Borough Clerk's office or the Ketchikan Senior Center. The application then must be submitted to the Borough for approval and issuance of a card.

## **HOURS AND SERVICE AREA**

Where can I go on the Senior Van?

Senior Van transportation is provided to medical offices, shopping centers, churches, friends' homes--virtually anywhere a senior or A.D.A. cardholder may wish to go, from  $\frac{3}{4}$  mile past Fawn Mountain Road south to  $\frac{3}{4}$  of a mile past Totem Bight/D-1 Loop Road north.

When does the Senior Van operate?

The Senior Van operates Monday through Saturday, 5:15 am to 9:45 pm and on Sunday 9:00 am to 4:45 pm. There is no service on the following holidays:

- New Year's Day
- Independence Day
- Thanksgiving Day
- Christmas Day

What kind of trip can I make on the Senior Van?

Trips can be made for any purpose. If you have a medical emergency, do NOT call the Senior Center, call 911. Senior Van drivers are not paramedics.

## **SENIOR VAN FARES**

What does it cost to ride the Senior Van?

The fare for passengers under the age of 60 is \$1.00 per ride. There is no fare required for persons over 60 to ride the Senior Van; however, operations depend on passenger donations and donations are encouraged. The suggested donation for seniors is \$1.00 for a one-way trip.

Should I tip the driver?

**NO. TIPPING IS NOT PERMITTED.** All Senior Van drivers are paid and do not accept gratuities.

## **SCHEDULING A TRIP**

How do I schedule a trip on the Senior Van?

Call the Ketchikan Senior Center at 225-6575 or 225-6578 to schedule your trips. Trips may be requested from 1 to 14 days ahead and it is recommended that trip requests be made at least the day before you'll need the ride.

Make all your reservations with the senior center office staff. The drivers are busy driving and do not know what time slots are available.

Sometimes the day or time you request may already be taken by others. Be prepared with an alternate day or time, if possible. Trip reservations can be made Monday through Friday from 8:00 am to 4:30 pm and on Saturdays and Sundays, and holidays 11:00 am to 12:00 noon.

You can leave a message on the recorder at any time. You will receive a response during the times listed above.

When you schedule a trip for the first few times, be ready to give the office staff the following information:

- Your name.
- The date of your planned trip.
- The time of your planned trip, including your desired arrival time.
- Your address, including apartment number.
- The address of your destination.
- Your phone number.

- Whether you have any special needs, such as requiring a wheelchair-accessible vehicle, etc.
- Whether an attendant or companion will be riding with you.
- All the above information for your return trip. Ask that your reservations be repeated to you to assure that all information is correct.

## **How many trip reservations can I make?**

You may request as many trips as you need. There is no limit to how many times you can travel in a day, or how many reservations you make at one time. Please only make reservations for the trips you are going to take. Some people make many reservations just in case they might need them. Then they cancel at the last minute. By that time, it's too late for the Senior Van to give that time slot to another person. If your plans change, call the Ketchikan Senior Center office at 225-6575 or 225-6578 to cancel or reschedule your trip as soon as you know you need to. That way someone else can ride.

## **How can I cancel a ride?**

Call the Senior Center Office at 225-6575 or 225-6578 to cancel as soon as you know you will not be making the trip. If you need to cancel more than one trip, be sure to tell the office which trips to cancel. The Senior Van driver cannot reserve or cancel trips for you. Call the Senior Center office yourself.

Please be considerate of other riders. When you call to cancel your ride, instead of just not being there when the Senior Van arrives, you give someone else the opportunity to travel. Passengers who consistently fail to cancel rides or cancel on short notice may face suspension of service for varying lengths of time (from one week to a month or more).

## **SUBSCRIPTION SERVICE**

### **What is subscription service?**

Subscription service is transportation provided on a regular basis to and from the same locations, at the same times, one or more days each week. Subscription rides may be arranged with one phone call. It is not necessary to call for each trip individually. Once a subscription ride destination has been set, it cannot be changed for a one time purpose.

If you are unable to book your subscription trip at first, keep trying. Vacancies do occur.

### **What if I'm sick or out of town? Do I need to let the Senior Center office staff know?**

Yes! Subscription rides can be placed on hold for up to two weeks. Call the Senior Center office at 225-6575 or 225-6578 and place your subscription on hold. Be sure to give the office staff the date you want the subscription service reactivated.

### **What happens if I don't place my subscription on hold?**

If you don't place your subscription on hold, your subscription will be canceled and you will have to request a new subscription.

## **DRIVERS AND OPERATIONS**

### **What are the qualifications of the Senior Van drivers?**

We make every effort to hire friendly, responsible people who have excellent driving records. The Senior Van drivers receive training in defensive driving, CPR, and passenger assistance which helps them understand and respond to the special needs of Senior Van customers.

### **What can I expect from the Senior Van drivers and service?**

You have the right to expect certain qualities from the Senior Van service:

- Punctual, safe transportation
- Courteous, professional drivers and dispatchers
- Clean, well-maintained vehicles
- Prompt, thoughtful responses to your questions and concerns
- Drivers who will assist you between the Senior

Van vehicle and front door of your trip origin or destination.

A special note to passengers in wheelchairs: Senior Van drivers will not transport a passenger in a wheelchair up or down more than one step. If you have more than one step to negotiate, please arrange for someone other than the driver to assist you. You are responsible for insuring that there is a clear and safe path for the driver at the time of the scheduled trip.

## **RIDER RESPONSIBILITIES**

### **What are my responsibilities as a rider?**

It is the Senior Van's policy and responsibility to ensure safe, timely, and effective transportation for all Senior Van passengers. As a rider, you are responsible to ensure that everyone, including yourself, receives the safest and best ride possible. The following is a list of rider responsibilities. It is not meant to be all inclusive. The Senior Van reserves the right to deny service when a rider does not comply with any of these responsibilities

1. Make your reservations at least 24 hours prior to your intended trip.
2. You should be ready at least 10 minutes before your scheduled trip. Watch for your Senior Van vehicle. If the Senior Van arrives before your scheduled pick-up time, go early if you are ready. If you are not ready, ask the driver to return at your scheduled pick-up time. If the Senior Van arrives at your scheduled pick-up time and you are not ready, the driver will wait five minutes and then leave without you. You will have missed your trip

3. If you have more than one trip scheduled in a day and you cannot ride the Senior Van for any one of the trips, tell the Senior Center office by 4:30 pm on the day before. To insure that you keep the rides you want, call as far ahead as possible to cancel your ride. Be sure to tell the office staff which rides you still want to keep.

4. If you are being picked up in a large building, wait at the entrance that you and the office staff have agreed upon. Normally, the Senior Van will pick you up at the main entrance or lobby to a building.

5. If you use a wheelchair, and you have more than one step to negotiate at either your home or your destination, it is your responsibility to provide someone to help you.

6. You are expected to behave in a considerate manner. All passengers are expected to use appropriate social behavior while riding and when interacting with other passengers or Senior Van employees. All passengers have the right to travel on the Senior Van with the maximum of personal comfort and without the threat of physical or verbal abuse.

7. All riders must comply with the Senior Van safety rules which include not smoking, eating, or drinking in Senior Van vehicles; not riding the Senior Van if you are drunk and disorderly; and not playing radios or other noise-generating equipment on Senior Van vehicles.

8. All riders must wear seatbelts. Wheelchair passengers must be secured in their chairs and have their chairs secured. Mobility aids or wheelchairs which cannot be safely secured by Senior Van tie-downs, or which cannot be safely carried on the lift, will not be allowed on the Senior Van.

9. Senior Van drivers are fully trained in the safe operation of Senior Van vehicles. Please cooperate with the drivers and follow their instructions.

10. Children weighing 40 pounds or less must travel in an approved infant seat supplied by the attending adult. Children may not ride on a passenger's lap. The attending adult is responsible for securing the infant seat.

## **YOUR COMMENTS ARE WELCOME**

### **How do I make my comments known?**

The staff at the Ketchikan Senior Center wants to know how you feel about the Senior Van service. Each compliment is shared with the employees involved. Each suggestion or complaint is investigated and discussed with the appropriate employees. Remember, the Senior Van staff can only address those issues we know about. Call the Senior Center site manager at 225-6575 or 225-6578 with your comments. Please be as specific as possible and include the following information:

- Your name, address, and phone number
- The date and time of the incident

- The Senior Van license number and/or the driver's name.
- Your compliment, suggestion, or complaint.

The Senior Van is a service of Southeast Senior Services. If you have an unresolved problem or question contact:  
Doug Bridges, NTS Regional Coordinator  
Southeast Senior Services  
419 Sixth Street  
Juneau, Alaska 99801  
(907) 463-6159

## **RIDER SUSPENSION POLICY**

The Senior Van service has made a commitment to provide quality public transportation services to senior citizens and people with disabilities. The Senior Van service will make every reasonable effort to accommodate their various conditions. However, there are rare occasions where the service is abused by individual riders. When this occurs on a repeated basis, it may be necessary to deny service to those individuals. Criteria for the suspension of service:

- Lateness, not being ready at the scheduled pick-up time. Five minutes after the scheduled pick-up time, the Senior Van driver will leave and the attempted passenger will be considered a "missed trip". If the driver is early, the driver will wait until five minutes after the scheduled pick-up time.
- Missed Trip, not being present or ready at the scheduled pick-up time. If the Senior Van

driver is early, the driver will wait five minutes after the scheduled pick-up time before considering the attempted passenger a missed trip. Three missed trip infractions in a thirty day period will result in a suspension of service.

Trips missed by a person for reasons beyond their control, or due to our error, will not be included.

- Cancellation, trips which are repeatedly cancelled less than two hours before the scheduled pick-up time, may result in those trips being considered missed trips.
- Verbal or physical abuse toward a Senior Van employee or passenger.
- Behavior which presents a clear and present danger to an individual's health or safety or that of others within the vehicle. Such behavior includes conduct which is violent, seriously disruptive, or illegal.

**Procedure:**

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

1. The Senior Van staff may immediately refuse service to an individual when necessary to protect the health and safety of other passengers or Senior Van employees.

2. Incidents will be carefully and completely documented.

3. The Senior Center manager will provide written notice of each infraction. This notice will include an explanation of the policy which 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.

1. With the exception of the infraction involving behavior which presents a danger to the individual or others using the Senior Van, passengers will receive three notices of infraction prior to the suspension of service. The second notice will be a warning of impending suspension of service following the next occurrence of infraction.

5. If corrective action does not occur, a third notice will be given to officially notify the individual of the suspension of service, and the date and duration of the suspension of service. This notice will be sent by certified return receipt mail. The individual will be given an opportunity to meet with the Senior Center management prior to imposition of this suspension, to present information and arguments on their behalf. Unless this meeting results in a change, the suspension of service will occur as stated in the third notice.

6. The Ketchikan Gateway Borough Transit Manager will be informed through copy of



# Paratransit Plan

KETCHIKAN GATEWAY BOROUGH

Per Americans with Disabilities Act (ADA) Requirements, The Ketchikan Gateway Borough Fixed Route & Paratransit service at a minimum will provide the following (paratransit service operated by Catholic Community Service):

- a. Stop announcements will be provided for fixed route service at transfer points, major intersections, destination points, and intervals along the route to orient passengers and upon request.
- b. When more than one route serves a stop, a means by which an individual with a visual or other disability can identify the route on which he or she wants to travel will be provided.
- c. Service animals may accompany individuals with disabilities in vehicles and facilities. The DOT ADA regulations define a service animal as any 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. It is discriminatory to require a person with a disability to certify or register a service animal. Policies or practices

that have the effect of limiting service animal use are prohibited.

- d. Common wheelchairs will be transported. A common wheelchair is a three or four wheeled mobility device that does not exceed 30 inches in width and 48 inches in length as measured two inches above the ground and does not weigh more than 600 pounds when occupied. Every effort will be made to transport wheelchairs that do not meet the definition of a common wheelchair.
- e. Where necessary and upon request, personnel will assist individuals with disabilities in the use of securement systems, ramps and lift. Personnel must leave their seats if it is necessary to provide the assistance.
- f. Passengers may be required to allow their mobility devices to be secured and may be denied service if they refuse.
- g. Passengers will be transported when the securement system cannot accommodate the rider's "common wheelchair." Requirements concerning wheelchair equipment or specifications, such as brakes or wheel locks will not be established.
- h. Passenger may be asked, but not required, to transfer from a wheelchair to a seat.
- i. The lifts or ramp will be deployed upon request for persons who do not use wheelchairs, including standees.
- j. Vehicles used in fixed route service shall have signs designating priority seating for elderly persons and persons with disabilities.

k. When an individual with a disability needs to sit in a seat or occupy a wheelchair securement location, the driver shall ask the following persons to move in order to allow the individual with a disability to occupy the seat or securement location: (i) individuals, except other individuals with a disability or elderly persons, sitting in a location designated as priority seating for elderly and handicapped persons (or other seat as necessary); and ii) individuals sitting in a foldedown or other movable seat in a wheelchair securement location. The driver is not required to enforce the request.

l. Vehicle operators and other personnel will make use of accessibility related equipment and features.

m. Public information and communications must be made available in accessible formats.

n. Staff must not refuse to permit a passenger who uses a lift to board or disembark from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if it is deployed or temporary conditions preclude the safe use of the stop by all passengers (i.e., the stop is “closed” for the duration of such conditions).

o. Service will not be denied individuals using respirators or portable oxygen.

p. Staff must ensure adequate time for individuals with disabilities to board or disembark a vehicle.

Ketchikan Gateway Borough Transit Department  
(907) 225-TRAN (8726) or [www.kgbak.us/bus/info.htm](http://www.kgbak.us/bus/info.htm)

## **TITLE VI POLICY STATEMENT**

It is the policy of Catholic Community Service, in accordance with 49 CFR Part 21 (Department of Transportation Regulations for the Implementation of Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (P.L. 100.259), and 23 CFR Part 200 (Title VI Program and Related Statutes— Implementation and Review Procedures), Executive Order 12250, 23 USC 324 (Prohibition of Discrimination on the Basis of Sex), Title VIII of the Civil Rights Act of 1964, 23 U.S.C. 109(h), DOT Order 1050.2, the Civil Rights Restoration Act of 1987, and Executive Order 12898-Environmental Justice, that no person in the State of Alaska shall, on the grounds of race, color, sex, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Department receives federal assistance from the U.S. Department of Transportation, including the Federal Transit Administration (FTA).

Persons who believe they may have experienced discrimination in the delivery of this federally-assisted program/activity may file a confidential complaint with ADOT&PF Civil Rights Office  
2200 East 42nd Avenue, Room 310  
Anchorage, AK 99508  
Telephone 1 907 269 0851  
Toll Free in Alaska Only 1 800 770 6236  
Fax 1 907 269 0847  
Alaska Relay dial 7-1-1 for a relay call; 1 800 770 8973 (TTY); 1 800 770 8255 (Voice)

