

Soaring Eagle Transit Riders Guide



The Soaring Eagle Transit services a safe, convenient, and reliable public transportation for the Copper River Basin to meet the needs of health care, education, employment, recreation, entertainment and shopping.

Soaring Eagle Transit
P.O. Box 254
Gakona, AK
907-822-4545
Soaringeagletransit.com

Hours of Operation
Monday-Friday
6:00 am – 7: 00 pm

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The Soaring Eagle Transit is committed to provide safe, accessible, timely and professional services for our customers. We can provide such a service only when our passengers respect and follow certain safety and courtesy rules.

Transit Code of Conduct

Soaring Eagle Transit buses are for everyone. However, some activities that disrupt the safety, order, or rights of other passengers will not be tolerated. Any passenger who violates these rules can and will be prohibited from using the Soaring Eagle Transit service.

1. The driver is responsible for the safety and welfare of all passengers while riding the transit vehicle. Therefore, the driver is in charge and passengers are expected to comply with the instructions of the driver at all times.
2. Passengers are expected to act in a courteous manner at all times while riding the vehicle. Any passenger who is verbally and/or physically abusive to other passengers or the driver will be asked to immediately exit the vehicle.
3. Disturbing or harassing other passengers or the bus operator is strictly prohibited. Fighting, throwing things, pushing, shouting, rough behavior, and vulgar language are forbidden and can cause removal from the bus.
4. MP3, radio and CD listening permitted with earphones at a low volume so not to disturb other passengers. Cell phone conversations permitted if speaker phone is off and conversations are kept at a low volume.
5. Passengers are not permitted to consume coffee, juice or soda on the vehicle.
6. All vehicles are tobacco free. Smoking and chewing are not permitted on the vehicle.
7. No passenger is permitted to have an open alcoholic beverage container on the vehicle. The agency reserves the right of the driver to ask to see the contents of a package if he or she suspects that package may contain an open container of alcohol.
8. Illegal drugs are not permitted on the vehicle at any time. Any person found in possession of such drugs will be immediately reported to law enforcement.
9. Any person intoxicated or under the influence of alcohol and/or drugs may or may not be permitted to ride the vehicle, at the discretion of the transportation system.
10. Any person using profane language towards the driver or other passengers may be asked to exit the vehicle.
11. Passengers are asked to maintain good personal hygiene so as not to offend other passengers.
12. Passengers are to refrain from horseplay or fighting on the vehicle. The driver will immediately stop the vehicle in the event of such an incident, will ask the passenger to exit the vehicle and will contact law enforcement if deemed necessary.
13. Weapons are not allowed on any vehicle at any time. A weapon is described as a firearm, knife, pipe, bar, club, blackjacks, brass knuckles, num-chuk's or any other device capable of causing bodily harm to another individual. Any person found in possession of a weapon will be reported immediately to law enforcement: no exceptions.
14. Violation of any federal, or state civil and criminal law will cause immediate suspension of transit riding privileges.
15. Anyone who intentionally assaults a transit operator or destroys transit property will be prosecuted to the fullest extent of the law.

Procedures for Disciplining Passengers

1. Driver shall notify the transit manager when any transported passenger has proven to be a problem, so the date, nature of problem and what was done can be tracked.
2. If a passenger has been reprimanded three times in one year by the driver, the transit manager will be notified, and contact the passenger to discuss their disruptive behavior patterns. If the inappropriate behavior persists, the passenger may have his/her rights to transportation services suspended for the remainder of the year, to the extent feasible.
3. The passenger to be excluded from the vehicle shall be notified by Soaring Eagle Transit in writing, referencing the dates and nature of the problem.
4. An excluded passenger shall be readmitted to the vehicle only after the operations manager notifies the driver that the passenger may be readmitted.

A signed incident report must be given to the manager within 24 hours of the incident.

The Progressive Disciplinary Process

1. The first violation will result in a written warning.
2. The second violation will result in a suspension from riding the Soaring Eagle Transit service for a 30-day period of time (retro-active to the date of the incident).
3. The third violation will result in a suspension from riding the Soaring Eagle Transit service for a 60-day period of time (retro-active to the date of the incident).
4. The fourth violation will result in permanent disbarment from riding the Soaring Eagle Transit service.
5. Based upon the severity of the conduct/behavior of the passenger, Soaring Eagle Transit reserves the right to shorten the progressive disciplinary process at any point in time, allowing for the ability to proceed directly to the fourth step in the process. Determination for such a decision will be based upon the recommendation of the Program Manager and the Tribal Administrator.
6. The passenger will be notified by Soaring Eagle Transit in writing within seven days of any disciplinary action. The letter will state the reasons for and duration of the suspension, and it will also include a copy of the appeal process.

Passengers Disciplinary Appeal Process

1. The appeal process may be utilized by any passenger who wishes to appeal a decision of suspension.
2. The passenger must request a hearing in writing within thirty (30) days of the written notice of suspension from Soaring Eagle Transit. Hearing requests must be mailed, or faxed to the attention of Soaring Eagle Transit Program Manager. P.O. Bo 254, Gakona, AK. 99586 (907) 822-3746.
3. The program manager will inform the passenger of the hearing date, place and time in writing, at least 2 weeks before the hearing date.
4. The passenger may bring one or more witnesses to the hearing, if desired.
5. Decisions must be presented in writing to the passenger on behalf of Soaring Eagle Transit within seven (7) days of the hearing.

Transporting Passengers with Disabilities

Soaring Eagle Transit has a bus that is equipped with a wheelchair lift that enables persons in wheelchairs or persons who cannot navigate steps to ride the bus.

1. Soaring Eagle Transit is accessible to persons with disabilities. Travel arrangements must be made at least 48 hours prior to travel. When you make your reservation, please let us know if we should send the bus with the wheelchair lift.
2. The accessible bus has priority seating for persons with disabilities.
3. Wheelchair means a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A "common wheelchair" is such a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied.
4. Passengers will be required to have their mobility devices secured when they are occupying them in the vehicle.
5. Operators are trained to assist riders, secure wheelchairs, provide information on destinations served, and announce stops, including any stop you request.
6. Passengers may travel with respirators, concentrator, and portable oxygen.
7. Public information is available in alternative formats upon request.

Reasonable Modification Policy

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call 907-822-4545 or email us at rneeley@gulkanacouncil.org. Please submit requests at least the day before the trip. Soaring Eagle Transit will not charge additional fees for passengers requiring reasonable modifications.

ADA Complaints

1. If a passenger has a complaint about the accessibility of Soaring Eagle Transit system or service, or believe they have been discriminated against because of a disability, they can file a complaint. Please provide all facts and circumstances surrounding the issue or complaint so the program manager can fully investigate the incident.
2. **Personal Care Attendants (PA) and Escorts**
 1. Drivers do not physically lift and transport people, mobility devices, or packages. Drivers are not responsible for taking care of a passenger's personal needs or acting as their escorts. If this level of assistance is needed, an escort should accompany the passenger.
 2. If the passenger's condition requires specialized care during travel, the passenger must have a personal care attendant with them.
 3. All PA/escorts are responsible for the care of the passenger they are with, including loading and unloading at stops when required. They must board and disembark at the same locations as the passenger.

Service Animals

1. Service animals accompanying individuals with disabilities will be allowed to board the vehicle.
2. No other animals are allowed.
3. The DOT ADA regulations define a service animal as any individual animal 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.
4. Service animals must behave appropriately and remain under the owner's control. Service animals may not sit on a vehicle seat but must remain in the owner's lap or under their feet.
5. Owners are responsible for any damage or soiling caused by their service animal. Owners may be asked to remove their service animal if it is not under the owner's control or poses a direct threat to the health and safety of others.

Payment

1. Soaring Eagle Dispatcher is able to accept credit/debit cards over the phone.
2. Passengers are expected to pay their fares upon boarding the vehicle or show a valid ticket to the driver.
3. Refusing to pay a fare can result in removal from a bus.
4. We appreciate exact change for fares.
5. No passenger may ride without paying and Soaring Eagle Transit does not give rides on credit.
6. Soaring Eagle takes major credit cards for payment.
7. Seats are not guaranteed until payment has been made. Passengers may be put on the manifest prior to payment, as a standby, but may be bumped by a paying passenger.

Cancellations/No Show Policy

1. Customers who have pre-paid via credit card will be refunded their full fare less a \$15 processing fee if they cancel prior to their departure time.
2. Passenger cancellations must be done 2 hours prior to the scheduled pick-up time or the passenger will be charged the fare amount.
3. Passengers who are being invoiced for their fare will not be charged if they call and cancel prior to their scheduled departure time.
4. The no-show policy will take effect if the passenger is not available for the ride when the transit vehicle arrives at the pick-up stop. The passenger must pay the fare for the trip before they can schedule another ride on the transit bus.

Route Cancellations

1. Soaring Eagle Transit may alter and/or cancel scheduled service due to a declared emergency hazardous road or environmental conditions. Transportation services will be restored as soon conditions allow. Passengers should be aware that under emergency situations, their ride may be canceled or altered without prior notification.

2. Declared emergency: A localized, community wide, statewide, or national catastrophic or hazardous event in which a local, state, or federal agency decrees a state of emergency and/or a decreed disaster area.
3. Hazardous weather conditions: Adverse road and/or environmental conditions that the driver determines makes it unsafe to operate the transit vehicle, or as advised by the National Weather Service, Alaska Department of Transportation, or the Alaska State Troopers

Safety

1. If a vehicle is seat belt equipped and a passenger fails to buckle up, the driver will ask them to do so before proceeding. If the passenger refuses, they will be asked to exit the vehicle and they will be refused service. There will be no exceptions to this rule.
2. Passengers should always be dressed for the weather. Soaring Eagle will not operate during risky weather such as 45° below temperature and dangerous icy roads.
3. Parents should ensure children remain seated at all time. Seat belts must be worn when the vehicle is in motion. Children must follow the State of Alaska seat belt law. It is the responsibility of the person traveling with the child to provide the child restraint device and secure it in the vehicle.

Luggage

Due to insurance regulations, Soaring Eagle Transit drivers are not able to handle luggage. Please follow the driver's direction when stowing luggage.

1. Passengers are limited to two bags or packages each. If there are more than two bags there will be an additional fee of \$20 each. (Do not exceed 35 pounds).
2. Passengers are expected to maintain control of their possessions while on the vehicle. Soaring Eagle Transit will not be responsible for lost or stolen property.
3. Luggage weight cannot exceed 25 pounds per bag. Extra luggage (in excess of the 2 allowed per passenger) will incur addition charges. Garbage bags are \$25 each and cannot exceed 30 pounds each. Large backpacks are \$25 each and cannot exceed 30 pounds. If any of the above listed items exceeds the weight limit, additional charges of \$1 per pound will be charged. Due to insurance regulations, our drivers are not able to handle luggage. Please follow the driver's direction when stowing your luggage.
4. Hunting rifles may be transported unloaded, in a locked case, separated from the ammunition. The driver is to be notified by the passenger, and the gun inspected for safe transportation prior to boarding the vehicle.

How to Ride

Passengers are expected to be ready prior to the listed departure times.

Board the bus

1. Alert the operator if you need the ramp deployed.
2. The seats in the front of the bus are reserved for senior citizens and/or disabled passengers, so the operator may ask you to move if those seats are needed.

Exit the Bus

1. Do not attempt to stand or exit the vehicle until it has come to a complete stop and the driver informs you that it is safe to exit.
2. Be alert as you get off the bus.
3. Never cross the street in front of a public bus. Wait for the bus to pull away so you have a clear view of the street.

Freight

1. Freight is based on \$1 per pound, with a minimum charge of \$25. IABL will transport freight on a "space available" basis after the passengers' needs have been met.
2. Freight must be brought to the pick-up location by the customer. Freight must be picked up at the bus stop upon arrival. Soaring Eagle Transit will not store or keep freight that is not picked-up.

Title VI Compliance - Non-Discrimination

1. Title VI of the Civil Rights Act of 1964 requires that no person in the United States on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.
2. Soaring Eagle Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with us.
3. Any such complaint must be in writing and filed with this agency within 180 days following the date of the alleged discriminatory occurrence. For information on our nondiscrimination obligations or how to file a complaint, please contact us by any of the methods listed below.

www.soaringeagletransit.org

Soaring Eagle Transit

P.O. Box 254

Gakona, AK 99586

Phone: 907-822-4545

Fax: 907-822-3976

disapatch@gulkanacouncil.org or releazer@gulkancouncil.org

***If this information is needed in another language, please contact us