

12. Service animals accompanying individuals with disabilities will be allowed to board the vehicle but the passenger must be in control of the animal at all times. You must have permission from office personnel before any other animal can be transported. These animals must be caged.

13. Passengers are allowed to transport packages as long as the passenger is able to handle weight and size without assistance (excluding groceries, dog/cat food, cases of drinks, or any item exceeding ten (10) pounds are not considered groceries). The driver is not allowed inside residence for any reason.

14. Transportation will be halted during inclement weather (high winds, severe thunderstorms, tornado/hurricane warnings, etc.)

**IMPORTANT NOTE:** Our drivers can perform only ordinary assistance (no pulling, pushing and/or tugging) in boarding and de-boarding. We cannot enter homes, so please have a family member or friend accompany you if you need assistance. There is no additional charge for one assistant.

**Any passenger who violates these rules can and will be prohibited from using our service. We are responsible for the safety and welfare of all passengers and will refuse service to any people who place our passenger and/or drivers at risk.**

## COMPLAINT POLICY AND PROCEDURE

It is the policy of the Pike Area Transit System to operate the public transportation program in an open and fair manner for employees, passengers, other transit providers and the general public. No employee, passenger, other transit provider, or the general public will be discriminated against or suffer any reprisals from making a complaint. All complaints must be in writing and be specific. When an allegation is made that a specific violation, misinterpretation or inappropriate act has occurred the following steps should be taken to resolve the issue. Pike Area Transit System will resolve the complaint within fifteen business days of the date of receipt of written complaint.

*All complaints in writing to the Director of Transportation, P.O. Box 549, Troy, AL 36081*

### ADA COMPLAINT PROCEDURE:

If you have a complaint about the accessibility of PATS, or if you believe you have been discriminated against because of your disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident. You may file a signed, dated, written complaint no later than 180 days of alleged incident.

*Please submit your complaint to: Donta Frazier, Director of Transportation P.O.Box 549, Troy, AL 36081.*

After investigation is fully completed in 90 days, a letter surrounding the results of the investigation will be sent; if you disagree, you may request reconsideration within 7 days.

PATS is required to make reasonable modifications in policies, practices or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services.

## HOURS OF OPERATION

### Monday through Friday

- 5:00 a.m. - 5:00 p.m. (On-road)
- 8:00 a.m. - 5:00 p.m. (Office)
- 8:00 a.m. - 3:00 p.m. (Scheduler)

**PATS IS CLOSED ON ALL APPROVED HOLIDAYS**

## FARES

- Between 0-9 miles (one-way) \$2.00
- Between 10-20 miles (one-way) \$3.00
- Between 21-30 miles (one-way) \$4.00

Any additional stops will be \$1.00.  
 Fares due when passenger boards PATS vehicle.  
 Please have correct change. **CASH ONLY!!**  
 No Charge for Children under 10 years of age.

Monthly Passes are available for \$70 & \$60 for Seniors 60+

## ADDITIONAL INFORMATION

Please address all comments and suggestions to the PATS office personnel. If you have a complaint or praise, please contact PATS at 334-674-2451 or 888-PIKE VAN.

Equal Employment Opportunity \* Drug Free Workplace

**SINCERE THANKS!** PATS would like to thank everyone who uses public transportation and encourage your continued support of our transit program. Again, thanks from the personnel of PATS!

## QUESTIONNAIRE

1. Are the vehicles clean?  Yes  No
2. Are the drivers courteous and helpful?  Yes  No
3. Are the vehicles on time?  Yes  No
4. Which of the following do you most often use our services?  
 Medical  Shopping  Going to work  
 Other \_\_\_\_\_
5. Are office personnel courteous and helpful when scheduling your trip?  Yes  No
6. PATS is striving to improve and upgrade our services. Please make any suggestions and/or comments that help us serve you better: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Revised June 30th, 2016



# PIKE AREA TRANSIT SYSTEM

A Service Provided By:  
 Pike County Commission  
 City of Troy  
 City of Brundidge  
 Alabama Department of Transportation  
 Federal Transit Administration

**Call 334.674.2451 or  
 888.PIKE VAN (888.745.3826)  
 to schedule your ride TODAY!**



# INTRODUCTION

In 2007 the City of Troy, City of Brundidge, and the Pike County Commission noticed that transportation was a needed area for our local Pike County residents. Therefore, with the assistance of the Alabama Department of Transportation, **Pike Area Transit System (PATS)** became one of the county's major public transportation systems. The program was established with federal transportation funds and local matching funds.

This transportation program is a very needed and useful service, especially to the elderly, disabled or disadvantaged citizens. **PATS** allows these people a sense of independence that they do not have to depend on children, relatives, and/or neighbors. People with disabilities now have an accessible mode of transportation.

**PATS** operates throughout Pike County, providing prompt, easy-to-use, low-cost service and is available to ALL county residents, regardless of age or ability. The system offers 24-hour demand-response scheduled trips, picking you up at your home and taking you to doctor appointments, nutritional sites, pharmacies, grocery and clothing stores, beauty/barber shops, work, and even social events.

**PATS** has a total of eight (8) vans which are lift-equipped vehicles. Because **PATS** has wheelchair lift vehicles available, it is a welcome convenience for people with disabilities that restrict mobility and senior citizens.

To utilize our resources and serve the greatest number of citizens/residents in the most economical manner, careful planning is necessary. Therefore, we ask that you call **PATS** (334-674-2451 or 888-PIKE VAN) at least 24 hours in advance of the time you will need to be picked up. You must call by 3:00 p.m. The advance notice allows us the time to organize schedules that allow prompt, efficient service.

## MISSION STATEMENT

Our mission here at **PATS** is to provide safe, courteous, professional and friendly services for all residents of Pike County. Our goal is to deliver efficient and respectful services.

## WHEELCHAIR ACCESSIBILITY

**PATS** is proud of the fact that we are able to provide reliable, reasonably priced transportation for Pike County citizens with disabilities that restrict mobility. The lifts designed for our vehicles are easy to operate and make transporting passenger(s) and regular wheelchairs a simple matter. **The lifts are designed to support a total of 600 pounds. If you have a special type of wheelchair, which will require a lift wider than 30 inches, please advise our dispatcher when you set up your trip.** All vehicles are equipped with grab rails and 8-10 inch steps which are all well lighted and striped. Please call **PATS** twenty-four (24) hours in advance of requested pick up time, inform us of your special needs and that you require lift and we will send the proper vehicle to accommodate your needs.

## HOW TO USE PATS

1. Give twenty-four (24) hours prior notice \*(by 3:00 p.m.) before desired day and time of transport. Same day trips are based on availability.
2. Call (334) 674-2451 or 888-PIKE VAN
3. Be prepared to give the dispatcher the following information:
  - Your name
  - Your physical address and directions to that address
  - Date and time of requested transport
  - Your telephone number
  - Destination (address of destination if needed)
  - All additional stops
  - Whether you need the mechanical lift or other special assistance.

If you need to cancel a pick-up, please call at least one hour prior to scheduled pick-up. If you do not call, this will be considered a **"NO SHOW"**. Three "NO SHOWS" in a 30 day period, may be subject to suspension of bus privileges for 14 days.

### Notes:

Although **PATS** prides itself on reliability and punctuality, there are unavoidable variances in schedules at times. Therefore, please be prepared for pick up 30 minutes prior to scheduled pick-up or for a 30 minute delay in pick-up.

Drivers are allowed to wait three to five minutes only. If the van must wait for five minutes, it will leave without you and this will count as a "No Show". Please be prompt so the driver will be able to pick up the next passenger on time.

The driver is able to assist with normal boarding or deboarding only. If further assistance is needed, be prepared to have someone accompany you. There is no charge for one assistant to ride.

The drivers are not authorized to schedule appointments or to authorize a change in stops for any reason.

Many people will be using this service. You make several stops before arriving at your destination, so plan for a slightly longer ride in the van than you would expect in a car.

For the convenience and comfort of everyone on the van, **SMOKING (includes all tobacco products), EATING AND DRINKING, BEVERAGES IS NOT ALLOWED ON ANY PATS VEHICLES.**

**\*Pick up must be scheduled by 3:00 p.m. in order to allow office personnel sufficient time to arrange driver schedules for the next day.**

## VEHICLE RULES AND CUSTOMER SERVICE

*Because the safety and well-being of our passengers is our number one concern, the following rules and/or regulations must be followed by everyone*

1. The driver is responsible for the safety and welfare of all passengers while riding in 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. Passenger safety and welfare is dependent upon all passengers complying with driver instructions. Talk to the driver only when necessary. To insure a safe trip with good performance the driver has to remain focused at all times. **Passengers are expected to pay their fares upon boarding the vehicle.** We appreciate exact change for fares and accept **CASH ONLY**. We allow no passenger a ride without paying.

3. No eating or drinking on the vehicles. If the driver has to stop suddenly there is a possibility that the person eating could choke. It also creates a litter problem. Litter is not only unsightly but could also pose a safety problem (bugs, trip/fall, etc).

4. No passenger is permitted to have an open alcoholic beverage container on the vehicle. Illegal drugs are not permitted on the vehicle at any time. Any person suspected under the influence of alcohol and/or drugs might not be permitted to ride the vehicle.

5. Absolutely no smoking or use of any tobacco products while on vehicles. Not only is there danger of fire but also many people are allergic to cigarette smoke.

6. Do not tamper with any safety equipment on the vehicle. This includes window latches. Please do not attempt to open windows, doors, or hatches.

7. Passengers will not use profanity or language that is disruptive to other passengers and staff. You are requested to wear earphones with radios and/or CD players. Do not infringe on the rights of other passengers. Harassment of any form will not be tolerated. Disruptive passengers can be banned from riding **PATS** vehicles.

8. All vehicles are equipped with seat belts - you must fasten your seat belts. Children (less than 4 years of age or less than 40 pounds), as required by State law, must be placed in child safety seats. It is the responsibility of the parent(s) to provide the safety seat. If you have a problem fastening your seat belt, please ask the driver for assistance. Passengers must remain seated at all times until the vehicle comes to a complete stop

9. Proper clothing should be worn at all times; shirts and shoes are a must. Passengers are asked to maintain good personal hygiene so as not to offend other passengers. Passengers are expected to maintain control of their possessions while on the vehicle. The agency will not be responsible for lost or stolen property.

10. Passengers are to refrain from the horseplay or fighting on the vehicle. The driver will immediately stop the vehicle in the event of such and incident and ask the passenger to exit the vehicle. Law enforcement will be called if necessary.

11. Weapons are not allowed on any vehicle at any time. A weapon is described as a firearm, knife, pipe, bar, club, blackjacks, brass knuckles, or any device capable of causing bodily harm to another individual. Any person found in possession of a weapon will be reported immediately to law enforcement. There are no exceptions to this rule.