

Ride Guide

A stylized, light blue bus icon with a white roof and a white front. The bus has a white rectangular area on its side, a white horizontal bar on the roof, and a white circular wheel. The background is a light blue gradient with white stars and a white jagged line representing a horizon.

MILLEU TRANSIT

February 2020

About Valley Transit

Valley Transit is a non-profit based in Wasilla, Alaska with the core purpose is to provide public transit. We offer demand response service within the Valley and a commuter route between the Valley and Anchorage. All of our services are open to the public.

Demand response is a curb to curb service based on reservation. The commuter route follows a published schedule. We have ADA compliant vehicles that are equipped with bike racks. We have service Monday-Saturday with the exception of some holidays.

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Commuter Service between the Valley & Anchorage

A Connection between the Valley and Anchorage.

Valley Transit offers a scheduled route serving Big Lake, Meadow Lakes, Wasilla, connecting to Anchorage. These routes are serviced by 40 foot buses with wheel chair ramps and bike racks. All of our routes go to the downtown transit center. If your final destination in Anchorage is not near one of the Valley Transit stops, passengers can easily catch one of the People Mover buses that serve the Municipality of Anchorage at the transit center. People Mover also has a customer service center inside the transit center that can help you with their system. The Valley Transit bus stop is across H Street from the transit center, by the Oomingmak Qiviut Shop. We also serve the Anchorage Museum stop on all trips, just add 5 minutes to the downtown transit center time. Valley Transit also goes to the VA Clinic in Muldoon, across from Tikahtnu Commons 3 times a day Monday-Friday. In the Valley we have schedule stops at the Valley Transit Park & Ride located at mile 50 of the Parks highway, Big Lake East Lake Mall, Seward Meridian Park & Ride across Seward Meridian from Sears, and the Trunk Road Park & Ride located across Trunk Road from Mat-Su Regional.

To read the commuter schedule just follow the time table from left to right. If you have any questions do not hesitate to contact us.

Commuter Schedule

Valley to Anchorage

Valley Transit Park & Ride Big Lake East Lake Mall Seward Meridian Park & Ride Trunk Road Park & Ride VA Clinic Downtown Transit Center

MONDAY-FRIDAY SCHEDULE

4:40a		5:00a	5:10a		5:55a
4:55a	5:05a	5:35a	5:45a		6:30a
6:10a		6:30a	6:40a		7:30a
6:25a		6:45a	6:55a		7:40a
		7:40a	7:50a		8:35a
7:25a	7:35a	8:05a	8:15a		9:00a
11:40a		12:10p		12:50p	1:10p
12:50p		1:15p			2:05p
1:55p		2:15p			3:10p
2:55p		3:15p			4:10p
3:10p		3:30p		4:15p	4:30p
		4:10p	4:30p		5:15p
4:30p		4:50p			5:35p
		5:40p			6:40p

SATURDAY SCHEDULE

6:55a	7:05a	7:35a	7:45a		8:25a
		9:20a	9:30a		10:15a
1:55p	2:05p	2:35p	2:45p		3:25p
		4:20p	4:30p		5:15p

Anchorage to the Valley

Downtown Transit Center Trunk Road Park & Ride Seward Meridian Park & Ride Big Lake East Lake Mall Valley Transit Park & Ride

MONDAY-FRIDAY SCHEDULE

5:55a	NW Mall VA Clinic		6:50a		7:05a
6:30a	6:40a 6:45a	7:35a	7:40a		
7:30a			8:15a		8:30a
7:40a			8:25a		8:40a
8:35a			9:20a		9:35a
9:00a			9:45a		10:00a
1:10p		1:55p	2:10p		2:30p
2:05p		3:00p	3:15p		3:30p
3:10p		4:05p	4:10p		
4:10p		5:05p	5:20p	5:50p	6:00p
4:30p		5:20p	5:35p		
5:15p	NW Mall	6:00p	6:15p		6:30p
5:35p	5:45p	6:25p	6:35p	7:05p	7:15p
6:40p		7:30p	7:45p		8:00p

SATURDAY SCHEDULE

8:25a		9:30a	9:20a		
10:15a			11:05a		11:35a
3:25p		4:30p	4:20p		
5:15p		6:00p	6:10p	6:40p	6:50p

Commuter Schedule Fares:

\$7 One way, \$10 Day Pass, \$120 Month Pass

Month passes are good from the first day of the month to the last day of the month. There is not prorated pricing to buy month passes late in the month. Passes can be bought on board the bus with exact cash, drivers do not provide change. Month passes can also be purchased on our website with a \$5 service fee. All pass purchases are final, there are no returns or exchanges.

- Children 5 & under ride free
- Veterans ride free when showing their VA Healthcare Card
- Free Fare Fridays for Seniors (60+) & Youth (17 & Younger)
- UAA Students & Staff ride free when showing their Wolfcard
- ConocoPhillips Employees ride free when showing their employee badge

Demand Response Service within the Valley

Curb to Curb Service

Valley Transit provides curb to curb service –this means you must meet the driver at the main door, main level, or first floor of a building or have an escort to the vehicle.

Please be ready to board the vehicle upon arrival. For safety and security reasons, drivers will not leave sight of their vehicle by entering private homes and buildings, or go to rooms to pick up riders. Facility staff or attendants should be ready to assist the individual in and out of the building if necessary.

Drivers do not carry people, mobility devices, or packages. If this level of assistance is required, an escort should be provided by the passenger. If your condition is very fragile and you require specialized attention in transit, we recommend that you travel with a personal care attendant. Valley Transit operators are not trained paramedics.

Boarding Wheelchairs & Other Mobility devices

Valley Transit will make every reasonable attempt to accommodate your wheelchair. We cannot accommodate wheelchairs that exceed the weight or size limits of our wheel chair lifts/ramps. Please be sure that wheelchairs, or other mobility devices are clean, safe, and in good working condition before traveling.

Service Area & Fare Structure

Valley Transit demand response service area is zoned within areas of the Mat-Su Valley. There are nine zones.

ZONES:

Houston
Big Lake
Meadow Lakes
Knik Goose Bay

Fairview
Port MacKenzie
Wasilla
Palmer
Butte

Passengers are charged for each zone traveled through. Each zone traveled is \$3 for general public and \$2 for seniors (60+) and youth (17 & younger). For example, a pick-up in Big Lake with the destination in Palmer would pass through 4 zones: Big Lake, Meadow Lakes, Wasilla, and Palmer. **4 zones x \$3= \$12** for general public or **4 zones x \$2= \$8** for senior and/or youth.

Fares can be paid with exact cash or check. Fare boxes do not provide change. Drivers will not handle fares or change. Fare is determined when booking the trip with customer service.

Ticketless Fare Account

For passenger convenience, Valley Transit offers ticketless fare accounts. This allows for prepayment of fare. When a ride is booked the appropriate fare will be deducted from your account. When scheduling your trip, customer service must be notified of the ticketless fare account and will verify the amount remaining.

Ride Delivery Hours

Valley Transit provides rides between 6:00 a.m. and 8:00 p.m. Monday through Saturday with the exception of some holidays. Rides are scheduled based upon availability.

Ride Reservation Hours

Valley Transit office hours are Monday through Friday 6:00 a.m.-8:00 p.m. If you are trying to schedule a ride before office hours, you must call the day before, prior to close of business. Rides can be reserved up to two weeks in advance. Rides can be scheduled the day of service but, rides are scheduled based on availability so the sooner you can schedule the ride the more likely we will be able to accommodate your requested time.

If you are a frequent rider with a regular schedule you do not need to call daily for your ride. Dispatch can arrange this service for you, but remember to cancel your trip if you make other arrangements.

Demand Response Pick Up Window

Please be ready 15 minutes before your scheduled pick up time as the vehicle has a 15 minute pick up window on either side of your scheduled time. Be prepared to depart when the vehicle arrives. Drivers will wait no longer than five minutes upon arrival. If you have not boarded within the five-minute arrival time, you will be considered a no-show.

Remember that other riders will probably ride in the same vehicle with you, or the vehicle may be scheduled to pick up another passenger right after you reach your destination.

If the vehicle will arrive later than 15 minutes after the scheduled time, a Valley Transit staff member will try to notify you. If the vehicle is late, please call customer service at 864-5000. The representative should be able to approximate an arrival time for the vehicle. Travel time depends on a variety of conditions, i.e., number of passengers on the vehicle, day care stops, road conditions, etc.



Cancelation & No-Show Policy

A “no-show” occurs when a rider who has a scheduled ride does not use the transportation within five minutes of the vehicles arrival.

If you reserve a ride and decide not to travel, you must call to cancel your service **at least two** hours before your requested travel time. Cancellations must be made during office hours. To cancel a trip scheduled before 8:00 a.m., please call at least the day before. If you're cancelling a trip before the office opens you must do so the day before, before 8pm. If you are cancelling a trip after office hours you must do so before the close of business. Any cancellation received less than two hours before the scheduled pick up time or outside of office hours will be considered a "no-show." If the first scheduled trip is logged as a "no-show" the return trip is automatically canceled.

No-shows are costly to Valley Transit and an inconvenience to other riders. Before you reserve a ride, be certain that you plan to travel. Excessive no-shows are considered an abuse of the system and will result in a suspension of service.

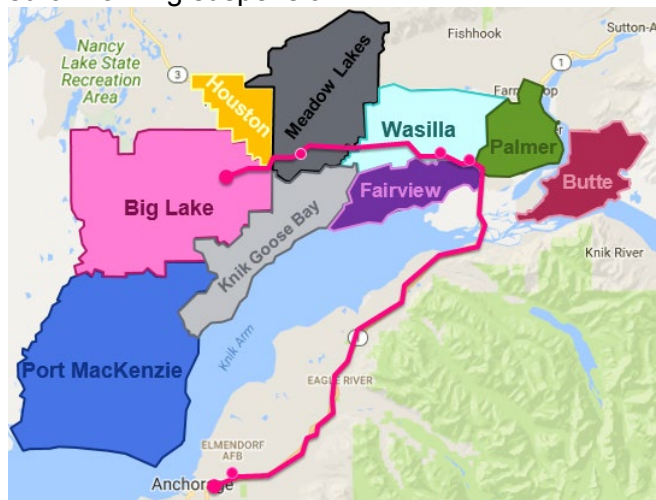
Your transportation is scheduled in the Valley Transit system to meet your specific needs. You will not be able to make last minute pick-up or return time changes. If you absolutely need to make a change, please call 864-5000 immediately. You will only be allowed two no-shows. After this point, a review will be done regarding the reasons for missing your rides. Valley Transit has the right to decline your transportation rides. If your fares are purchased through an agency, we will contact your case manager if problems arise such as no shows or last minute cancellations.

1. One No-Show results in a Serious Warning.
 2. Two No-Shows will result in a one-week Suspension from Valley Transit.
 3. Three No-Shows will result in a one-month Suspension from Valley Transit.
- *Passenger can pay fare for no-show in lieu of warning/suspension.

Service Area Map

The map shows each demand response zone and our fixed route.

Note: The zone information listed is for descriptive purposes only and may not be exact. For more information contact Valley Transit customer service at 864-5000 x2.



Passenger Behavior Policy

Valley Transit's buses and facilities are for everyone; however, activities that disrupt the safety, order, or rights of other passengers will not be tolerated. To this end, a standard of conduct is expected from every patron of the Valley Transit service. Any time inappropriate behavior is exhibited on transit properties, the person(s) may lose the privilege of using Valley Transit's service. Safety is everyone's responsibility and we ask anyone that witnesses inappropriate behavior in or around transit facilities to report it to the Valley Transit office before boarding or after boarding any vehicle.

The following activities may result in removal from Valley Transit vehicle or transit facility by law enforcement or a Valley Transit employee. Report incidents to Valley Transit customer service (907) 864- 5000.

- Smoking on or within 20 feet of the bus is prohibited.
- 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.
- MP3, radio and CD listening is permitted with earphones at a low volume so as not to disturb other passengers. Cell phone conversations are permitted if speaker phone is off and conversations are kept at a low volume.
- Vandalism or graffiti to seats and other portions of the vehicles, bus stops and transit facilities are subject to fine and/or prosecution.
- Strollers and baby carriages brought onto the bus must be folded and stored out of the walkway.
- Wearing roller-skates or rollerblades on the bus is prohibited.
- Hazardous items, such as flammables, uncovered glass and explosives, are never allowed on the bus. Firearms are prohibited except when carried by law enforcement personnel.
- Anyone who intentionally assaults a transit operator or destroys transit property will be prosecuted to the fullest extent of the law.
- Refusing to pay a fare will result in removal from a bus.
- Passenger must notify bus operator what fare they are purchasing before putting payment directly into the fare box.
- Blocking the aisles, doors, free passage or seating areas of other patrons is not allowed.
- Distributing handbills, political flyers, soliciting or panhandling on a bus or inside transit shelters or centers is not allowed.
- Littering and creating unsanitary conditions is cause for removal.
- Service animals are welcome on the bus and inside transit facilities; however, they must be under the control of the passenger. Permits and registration are not required. For more information contact Customer Service.
- Only carry those packages and belongings that can be carried onto the bus in one trip. Be sure all packages are stored safely out of the aisles and within your control.
- Large, bulky items longer than the distance from the floor to the ceiling are prohibited. Some large objects may be taken to the rear of the bus at the discretion of the bus operator.
- Passengers must vacate reserved seating near the front when seniors and people with disabilities board.
- Passengers can only take up one seat if the bus is crowded.
- On vehicles equipped with seatbelts, passengers must follow the State of Alaska seatbelt law, which requires passengers to fasten seatbelts and to secure children in an approved child safety device (car seat or toddler booster seat). Drivers will not move the vehicle until everyone is safely secured.
- Unsanitary health conditions and/or personal hygiene including but not limited to bodily fluids, open wounds and any types blood borne pathogens.

Courtesy Expectations

- Have the correct media ready when boarding the bus.
- Pay the fare with exact change. Fare boxes do not make change and bus operators do not handle fares.

- Board the bus as quickly as possible and take a seat. If no seats are available, stand behind the yellow line and use the overhead handrails.
- Notify the operator if you need assistance such as kneeling the bus or using the ramp or lift, or if you become ill.
- If standing on a crowded bus, move to the rear of the bus to make room for others.
- Check that you have your belongings before you depart. Exit out the rear door unless you need assistance or have a bike.
- Wear shoes and shirts at all times.
- Speak quietly when talking to others or using cell phones.
- Refrain from talking to bus operator while the bus is in motion.
- Children should remain seated at all times.
- Do not leave trash on the bus.

Service Animals and Pets

- Animal is clean, well-groomed and does not have an offensive odor.
- Animal does not urinate or defecate in inappropriate locations.
- Animal does not solicit attention, visit or annoy any member of the general public.
- Animal does not disrupt the normal course of business.
- Animal does not vocalize unnecessarily, i.e., barking, growling or whining.
- Animal shows no aggression towards people or other animals.
- Animal does not solicit or steal food or other items from the general public.
- Animal is under the control of the passenger while on the buses and in transit facilities.
- Animal must be able to lie quietly beside the handler without blocking aisles, doorways, etc.
- Animal is not permitted to be on seats while on the bus or in transit facilities.
- Animal stays within 24" of its handler at all times unless the nature of a trained task requires it to be working at a greater distance

With any additional questions please contact customer service at (907)864-5000.

Service Closures

It is Valley Transit's policy that scheduled transportation services may be altered and/or canceled due to hazardous road or environmental conditions. Valley Transit may not operate under unsafe or hazardous conditions. If the service is canceled or delayed, all those with scheduled rides will be notified by phone as soon as practical. We will also post notifications on our website and social media pages.

Holiday Schedule

Valley Transit operates Monday-Saturday with the exception of some holidays. When the following holidays fall on a week day Valley Transit will be closed and not operating. If they fall on a weekend Valley Transit may be closed the Friday prior or Monday proceeding. Holiday schedules are scheduled to change. Please verify by calling or checking our website and social media pages.

- New Years Day
- MLK Jr Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving
- The day after Thanksgiving
- Christmas Eve
- Christmas
- New Year's Eve

Valley Transit will be operating a reduced schedule on Swards Day. For more reduced schedule information please call or visit our website.

Reasonable Modification Policy

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call us at 864-5000 or email us at customerservice@valleytransitak.org. Please submit requests at least the day before the trip. Valley Transit will not charge additional fees for passengers requiring reasonable modifications.

Title VI

Valley 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 our agency.

Any such complaint must be in writing and filed with this agency within 30 days following the date of the alleged discriminatory occurrence. For information on our nondiscrimination obligations or how to file a complaint, please contact Valley Transit by calling 864-5000, emailing customerservice@valleytransitak.org, faxing 892-8801, or at Valley Transit's administrative office 225 W Riley Ave Wasilla, AK 99654.

For more information about Valley Transit

Phone: (907)864-5000
 Website: www.valleytransitak.org
 Office: 225 West Riley Avenue
 Wasilla, Alaska 99654

Connecting Public Transit Providers

People Mover	Anchorage	(907)343-6543
Sunshine	Talkeetna	(907)733-9279
CATs	Chickaloon	(907)745-1753