



## *Rider Guide*

**907-343-6543**

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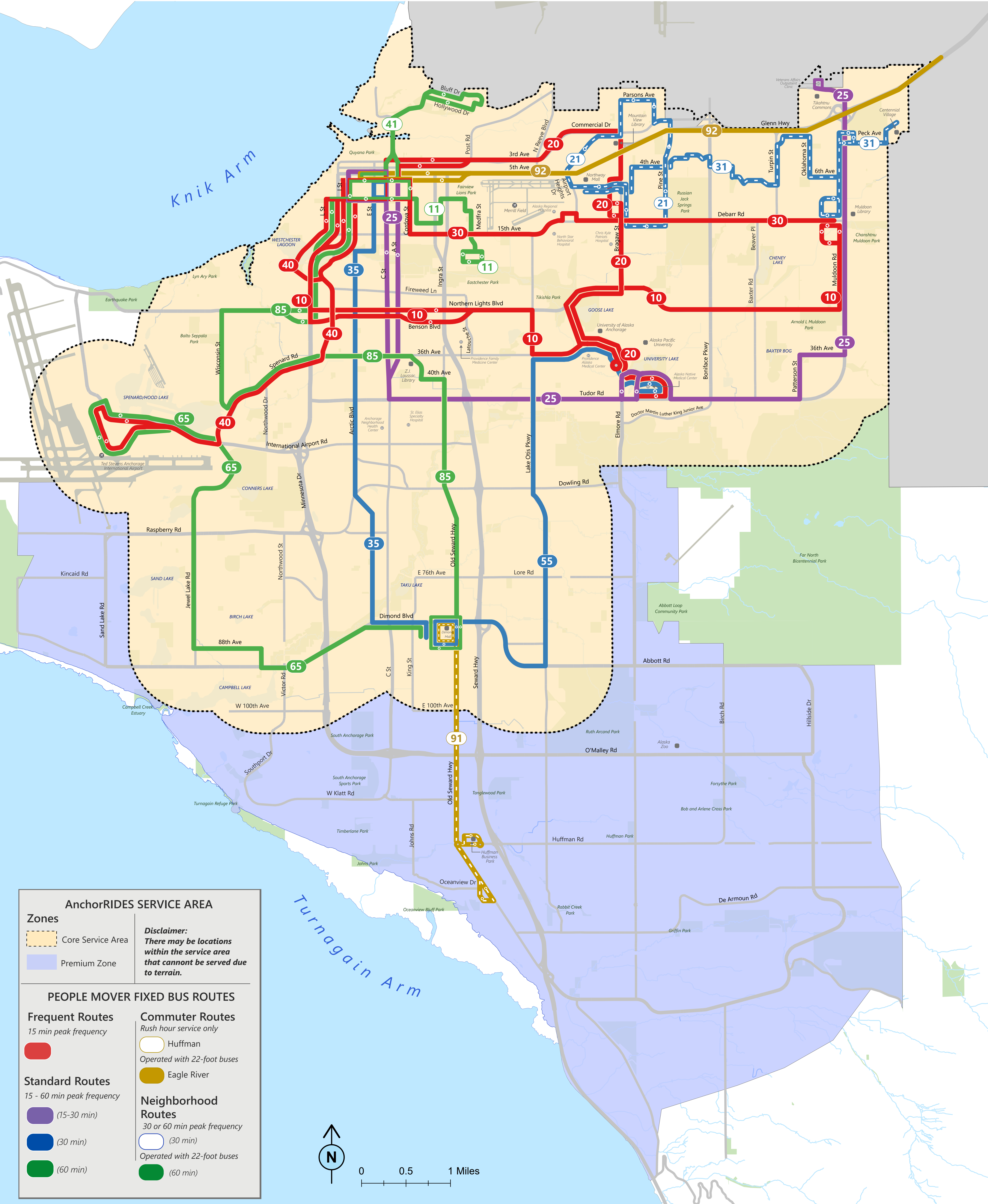
[www.AnchorRIDES.org](http://www.AnchorRIDES.org)

Update – August 2020

# AnchorRIDES Service Area



Effective Date: August 24, 2020



**AnchorRIDES SERVICE AREA**

**Zones**

- Core Service Area
- Premium Zone

**Disclaimer:**  
There may be locations within the service area that cannot be served due to terrain.

**PEOPLE MOVER FIXED BUS ROUTES**

**Frequent Routes**  
15 min peak frequency

**Standard Routes**  
15 - 60 min peak frequency

**Commuter Routes**  
Rush hour service only

**Neighborhood Routes**  
30 or 60 min peak frequency

**Operated with 22-foot buses**

**Operated with 22-foot buses**

**Huffman**

**Eagle River**

**(15-30 min)**

**(30 min)**

**(60 min)**

**(30 min)**

**(60 min)**

0 0.5 1 Miles

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## Tips for Successful AnchorRIDES Travel

1. Book trips as early as convenient. Schedules become tighter as service days are approached.
2. If English is your second language, a translator will be provided upon request. Please notify the customer service representative and they will provide a translator in the language of your choice.
3. Call or leave message on the Cancellation line **(907-343-6543)** if you're not going to take your trip or won't be ready. Frequent late cancels and no shows may result in service suspension.
4. Keep your transportation service needs accurate to avoid service disruptions. Notify AnchorRIDES of changes in address, phone number, disability status, mobility aids, emergency contacts, etc.
5. Enroll with AnchorRIDES Trip Notifications calls for trip reminders and arrival alerts. Trip reminders occur the evening before scheduled trip(s). Arrival alerts occur when vehicles are estimated to arrive in 10 minutes.
6. Note your trip information on a calendar or your cell phone calendar. Set up alarms for the start of the 30-minute pick-up window.
7. Be aware of weather conditions and the forecast. Carry needed medication, supplies and equipment.
8. Sign up for timely alerts and information sent directly via text or the web using NIXLE. Text **ANCHORRIDES** to **888777** or go to [www.nixle.com](http://www.nixle.com). Register to receive AnchorRIDES alerts from the Anchorage Public Transportation Department.
9. Be ready and watching for the driver 15 minutes before your scheduled pickup time. Wait to call until it has been more than 15 minutes past your scheduled pick-up time.
10. When traveling with multiple packages, consider bringing an attendant or a rolling cart. Our drivers do not assist with packages.
11. Communicate your issues to AnchorRIDES management. We can't fix problems when we're not informed. Your input helps improve service for you and your fellow riders

## **Public Transportation Code of Conduct**

There are some activities which disrupt the safety, order or rights of other riders and will not be tolerated by the Public Transportation Department. The following activities may result in ejection from a vehicle by the Anchorage Police Department, Public Transportation Department or AnchorRIDES employee (AMC 11.70.030):

- Refusal to pay a fare when required.
- Eating, drinking or carrying an open container. All beverages must have an attached lid. Consuming alcohol at any time is not allowed.
- Using tobacco products or illegal substances in facilities or on the vehicle.
- Harassing the bus driver or other patrons, with horseplay, running, jumping, swearing, sexually explicit language, and/or yelling.
- Vandalizing Public Transportation Department property, littering or creating unsanitary conditions.
- Carrying a firearm or weapon onto Public Transportation property (law enforcement exempt). Flammable or hazardous materials, batteries, and uncovered glass are also prohibited.
- Playing a radio or tape without earphones, or having the volume at a level that annoys other patrons or the bus driver.
- Blocking the aisles, doors, free passage or seating areas of other patrons.
- Distributing handbills, political flyers, soliciting or panhandling is prohibited.
- Failing to be properly clothed.

If you see a problem, tell your bus driver or call Customer Service. If you see a crime being committed, try to alert the driver or call 911. The inability to adhere to these policies may result in the requirement to have an escort or personal care attendant who will assist the rider with policy adherence; service suspension; a police escort from the vehicle; and up to a fine or imprisonment. **Suspensions on AnchorRIDES applies to all public transportation services and facilities including People Mover and Share-A-Ride.**

## **Complaints, Compliments, or Suggestions**

The AnchorRIDES contractor is responsible to quickly and efficiently resolve service problems. Please call the Ride Line to communicate any complaints, suggestions, or compliment for the AnchorRIDES service.

**Phone:** 343-6543

**Mail:** 3600 Dr. Martin Luther King, Jr. Ave.  
Anchorage, AK 99507

When a complaint is filed, we will record the description of the problem, research the complaint, work with appropriate people to resolve the problem and notify you of the results.

Please allow 5-7 days after receipt of your concern for research to be complete.

## **Lost and Found**

Call to inquire about lost items at 343-6543. Lost and found items may be picked up at AnchorRIDES, 3625A Dr. Martin Luther King Jr. Avenue, Monday - Friday, 8:30 am - 5:00 pm. Items are kept 10 days before being discarded or transferred to the Anchorage Police Department. AnchorRIDES is not responsible for any items left on vehicles or at transit facilities.

## **Public Transit Advisory Board (PTAB)**

The Public Transit Advisory Board advises the Assembly and the Mayor on Public Transportation issues. The board contributes to the long range planning of a balanced public transit system in the Municipality of Anchorage. The board meets the 2nd Thursday of each month at 5:30 pm. For more information please contact 343-8213 or [peoplemover@muni.org](mailto:peoplemover@muni.org)

# Welcome to AnchorRIDES

## Anchorage's Coordinated Paratransit System

The Municipality of Anchorage, Public Transportation Department administers AnchorRIDES as part of the state designated coordinated paratransit system. AnchorRIDES is a shared ride service providing accessible human service transportation in the urbanized greater Anchorage area.

MV Transportation operating as AnchorRIDES has contracts to provide human service transportation on behalf of local, state and non-profit organizations with various service requirements, policies and procedures.

## AnchorRIDES Services

### ADA Paratransit

The Public Transportation Department (PTD) is required to provide Americans with Disabilities Act (ADA) paratransit service to people whose disabilities prevent them from independently using People Mover buses for some or all of their trips. ADA transportation is funded through the Municipality of Anchorage operating budget and Federal grant funds. Service must be comparable to the level of service provided to individuals without disabilities on the fixed route service (People Mover) and operate within 3/4 mile on either side of People Mover bus routes. ADA service is not prioritized or limited by trip purpose and can't have patterns or practices of capacity constraints.

### ADA Paratransit Eligibility

AnchorRIDES complementary paratransit service provides door-to-door service for people with physical, cognitive, or sensory disabilities that prevent them from using People Mover. **Disability alone does not qualify an individual for ADA paratransit service.** Eligibility is based on the applicant's current functional capabilities. The Municipal AnchorRIDES assessment office makes ADA paratransit eligibility



determinations using the federal regulations of the Americans with Disabilities act of 1990, Title 49 – Transportation, Subpart F 37.125 covering ADA paratransit eligibility standards and process.

All people seeking eligibility for ADA paratransit service must go through the following eligibility determination process:

**Complete and sign the ADA transportation application.**

- 1. Complete and sign the ADA transportation application.**
- 2. Participate in an in person transportation skills assessment.**
- 3. Complete the Medical Verification Release.**

Once we have a complete application, transportation skills assessment, and medical verification an eligibility determination will be made within 21 days. An eligibility determination letter will be sent by mail.

People who are determined eligible for ADA paratransit services receive one or more of the following levels of eligibility:

**Full Eligibility**

There will be no restrictions to AnchorRIDES service within the program guidelines.

**Temporary Eligibility**

AnchorRIDES service will be provided to people who are determined capable of using accessible People Mover bus service, but have a temporary need for AnchorRIDES.

**Conditional Eligibility**

AnchorRIDES service will be provided for certain trips for which it is determined that the person’s disability prevents them from using People Mover independently. This may include seasonal trips, infrequent trips, trips involving specific origin and destinations, or trips not travel trained on by the People Mover Travel Trainer.

## ADA Eligibility for Children:

ADA eligibility for children age four (4) years and under is determined by assessing the accompanying adult and child as one person.

Children riding AnchorRIDES must follow the State of Alaska seat belt law.

Age/Weight Range	Alaska Statute 28.05.095*
Birth-12 months and less than 20 lbs.	Rear facing car seat required
1-4 years and more than 20 lbs.	Appropriate child restraint
4-7 years, less than 57 inches tall and 20-65 lbs.	Booster seat secured by seat belt
Over 4 years and exceeds height and weight requirement of 4-7 years	Safely secured in a seat belt
8-16 years and DOES NOT exceed height and weight requirements of 4-7 years	D.O.T approved child safety device

\*Contact the State of Alaska's Department of Public Safety for additional information.

## Recertification of ADA Eligibility

Each AnchorRIDES ADA Paratransit approved rider must be recertified upon reaching their eligibility expiration date which is indicated on their ADA Paratransit eligibility letter. Typically, eligibility extends for six (6) months to three (3) years from certification. Reminder notices are mailed the month before the eligibility expiration date. It may also be necessary, if the condition of the disability changes, to reevaluate an individual's eligibility. If a rider does not re-apply for service prior to the expiration date, there will be a lapse in the ability to schedule trips. Call the AnchorRIDES eligibility office at 343-6543 to obtain a current application, or it is available from the website at [www.AnchorRIDES.org](http://www.AnchorRIDES.org)

## ADA Eligibility Appeals

After the assessment process is complete and a letter of eligibility has been received, an appeal of the decision can be made within 60 days. Appeals must be filed in writing and submitted to the Public Transportation Department (3600 Dr. Martin Luther King Jr. Ave, Anchorage, Alaska 99507 or [AnchorRIDES@muni.org](mailto:AnchorRIDES@muni.org)). A hearing will be scheduled with the AnchorRIDES Appeal Committee within 30 days after

receipt of the appeal request. The AnchorRIDES Appeal Committee will meet with the applicant and conduct a review of all eligibility testimony and materials. If a decision has not been reached 30 days after the meeting, the applicant will receive eligibility for AnchorRIDES from that time until a decision is made. AnchorRIDES is not required to provide transportation service during previous phases of the appeal.

## Senior Citizen Transportation Service

AnchorRIDES provides Senior Citizen Transportation to people **age sixty (60) and over**, and may include those who are ADA eligible. Seniors shall complete, sign and submit the AnchorRIDES Application to the MOA AnchorRIDES Office. Upon receipt of a completed application, an eligibility letter and new rider packet will be sent by mail or by accessible format.

### Senior Trip Locations and Charges

- **Trips to locations with medical, health care, and pharmacy facilities for services rendered at these facilities** are grant funded by State of Alaska, NTS Transportation and solicit donations for trips in any amount, including none.
- **Trips for all other non-medical, non-health care and non-pharmacy locations** are funded by the Municipality of Anchorage and have a required fare. This includes any trip purpose and location.

AnchorRIDES works to manage trip demand with funding levels. Seniors may experience trip denials when service capacity is reached or funding is exhausted. ADA paratransit is a federally required service for eligible people with disabilities and has the overall highest priority for service in the core service area.

## Visitors

Anchorage visitors seeking AnchorRIDES need to complete our Visitor Application to provide information about their mobility skills, arrival and departure dates, contact information, mobility aids, PCA and companions, and other information to ensure accurate and safe travel.

Visitors seeking ADA paratransit service will need to include a copy of their ADA paratransit eligibility letter from their home transit agency, medical verification of their ADA eligible disabling condition(s), or medical verification of disabling conditions that affect their mobility. This provides visitors up to 21 days of service.

If becoming an Anchorage resident, or if transportation is needed beyond the 21 days of service, AnchorRIDES requires certification using our regular eligibility process.

Visitors age 60 and over and their companions may use the AnchorRIDES Senior Transportation service during their stay.

Anchorage also has a fully accessible fleet for our fixed route service known as People Mover. Information on People Mover is available online at [PeopleMover.org](http://PeopleMover.org) or through their Ride Line at 907-343-6543.

## **Home and Community Based Medicaid Waiver Service (HCB)**

AnchorRIDES is a transportation service provider for the State of Alaska, Senior and Disability Services to people eligible for the Medicaid Home and Community Based Waiver program. Eligibility and transportation must be pre-authorized by the State of Alaska. Recipients' Care Coordinators submit enrollment and Plans of Care with pre-authorization information to:

**AnchorRIDES Medicaid Specialist**

**Phone: 343-6543**

**Fax: 343-2586.**

## **Travel Training**

The Public Transportation Department offers free People Mover Travel Training in order to provide riders with the skills needed to successfully travel on the fixed route system. Using People Mover is consistent, economical, and more flexible than AnchorRIDES. One-on-one training is personalized to the rider's needs and may include route planning, personal safety, making transfers, paying bus fares, pedestrian safety and more. Training may occur for a specific trip or multiple trips. A travel trainer provides assistance and support from start to finish, and is available for follow up training. Group Travel Training to businesses and social service agencies are also available.

For Travel Training information or a referral form, please call 343-6543 or email [transittraveltraining@muni.org](mailto:transittraveltraining@muni.org).

## **Service Types**

Drivers will pull up to the nearest driveway or safest location next to the curb or public street. If you have an issue at pick-up or drop-off locations, contact us for an evaluation and resolution.

### **Door-to-Door**



The driver will escort an eligible rider between the vehicle and the predetermined building entrance. If the driver is able to maintain sight of their vehicle, they will enter the lobby of a building to announce their presence, locate, and assist riders to the vehicle.

For safety and security measures, drivers do not leave sight of their vehicle by entering homes, elevators, navigating multiple stairs, 5 or more, or travel to an entrance out of visual range of their vehicle. If the front door is not visible from the pick-up/drop-off area, riders must meet the driver at a location that allows the driver to maintain sight of their vehicle.

**Riders must be ready to board the vehicle upon arrival within the 30 minute pick-up window.** Do not rely on IVR auto alert calls, dispatch calls, drivers ringing door bells, or paging riders to locate and assist riders with boarding.

Driveways, walkways, stairs and ramps need to be of good repair in addition to being cleared of ice, snow and other debris/obstructions. A trip may be canceled if the driver is unable to safely access the service location to provide door-to-door service.

## Hand-to-Hand

Riders with this service type are people with disabilities who require full time supervision and cannot be left unattended. The driver ensures that someone takes personal responsibility for the rider such as a PCA, caregiver or guardian at the drop off location. The drop off site must ensure there is someone available to meet the driver upon arrival to receive the rider.



If no one is available at the drop off location to physically receive the rider, the rider will be kept on the AnchorRIDES vehicle. Dispatch will call the emergency contact(s) for a second drop off. **If no contact or arrangement is available, the Anchorage Police Department will be called to take custody of the rider. The rider will be assessed a no show infraction for each unsuccessful drop-off attempt.** Repeated incidents of no one available to receive the rider will require a Personal Care Attendant to accompany the rider during transport. Not all locations can be accessed for hand-to-hand service. Riders may need to use their own PCA to get to and from the vehicle when AnchorRIDES is unable to provide this level of service.

## Trip Types

### **Demand Response Trips**

A vehicle is scheduled and dispatched in response to eligible riders' trip reservation requests. Trip requests are made to the Call Center during reservation hours the day before and up to seven days in advance.

### **Subscription Trips**

Subscription service provides automatic scheduling of trips that occur on the same day of week, time of day, and with the same origin and destination addresses. AnchorRIDES offers subscription service as a privilege and convenience to eligible riders but it is not a required service under the Americans with Disabilities Act (ADA).

Subscription Eligibility criteria are as follows:

1. Trips occur on the same day of the week, time of day, with the same origin and destination addresses, and with durations of **3 or more months.**
2. The trip is for medical, employment, education/training (Ex: Classes at UAA, AK Charter College, ESL classes, etc.), volunteer work, or daycare purposes.
3. Rider has utilized AnchorRIDES for at least 30 days with no late cancel, cancel at the door, or no show infractions (See page 29 for more on the No-Show/Late cancellation policy). Please call 343-6543 if you would like more information.

## **Service Areas**

### **Core Service Areas**

The AnchorRIDES core service area provides paratransit service within  $\frac{3}{4}$  of a mile on each side of each fixed route operated by People Mover as required by the Americans with Disabilities Act (ADA). AnchorRIDES uses software that provides geographic coordinates to determine if trip addresses are within  $\frac{3}{4}$  mile of People Mover bus routes.

### **Premium Service Areas**

Premium service areas are locations beyond  $\frac{3}{4}$  mile of People Mover fixed routes, but within the overall service area boundary. Our mapping software determines if the trip address is more or less than  $\frac{3}{4}$  mile from a People Mover bus route and in an approved premium area. Premium service is approved by the MOA, but not required under the ADA for paratransit services. The AnchorRIDES service area has two (2) premium zones generally described as:

- 1. Anchorage Hillside, Klatt/Bayshore, Sand Lake, Northwest Turnagain\***

Services available to this zone are for eligible riders with any pre-approved funding source within AnchorRIDES program guidelines.

- 2. East Hillside Dr. and South Rabbit Creek Rd.\***

Services available to this zone are for ADA paratransit eligible riders only, within AnchorRIDES program guidelines.

**\*Please refer to the service area map inside the front cover of this Rider Guide**



## **Out of Service Areas**

AnchorRIDES does not serve some areas due to distance, terrain or unsafe accessibility. Those areas include, but are not limited to:

- Any address within the service areas not safely accessible by an AnchorRIDES vehicle due to space restrictions, lack of maintenance, hazards or terrain.
- Joint Base Elmendorf/Richardson, no service beyond the entry gates.
- West of Anchorage International Airport.
- Kincaid Park.
- 3/4 mile south of Tudor Rd and Campbell Airstrip Rd toward Stuckagain Heights
- 3/4 mile north of Muldoon Road

## Service Hours

AnchorRIDES service hours are comparable to the hours of People Mover operations. As a general rule of thumb, if People Mover is operating during the same time and area you want to travel, then AnchorRIDES is also operating. Trip requests are compared to the nearest People Mover route for scheduling availability and eligibility. AnchorRIDES hours change in conjunction with People Mover service changes, and require changes or cancellation of affected trips.

<b>Core Service Area</b>	<b>Earliest Pick Up</b>	<b>Latest Drop Off</b>
<b>Monday - Friday</b>	<b>6:00 AM</b>	<b>12:00 AM</b>
<b>Saturday &amp; Sunday</b>	<b>8:00 AM</b>	<b>8:00 PM</b>

<b>Premium Service Area</b>	<b>Earliest Pick Up</b>	<b>Latest Drop Off</b>
<b>Monday - Friday</b>	<b>7:00 AM</b>	<b>11:00 PM</b>
<b>Saturday &amp; Sunday</b>	<b>9:00 AM</b>	<b>7:00 PM</b>

## **Holiday Service Closures**

AnchorRIDES Service does not operate:

<b>New Year's Day</b>	<b>Memorial Day</b>	<b>Thanksgiving/</b>
<b>M.L.K. Jr. Day</b>	<b>Independence Day</b>	<b>The Day After</b>
<b>President's Day</b>	<b>Labor Day</b>	<b>Christmas Day</b>
<b>Seward's Day</b>	<b>Veteran's Day</b>	

On closed holidays, ADA riders are able to request next day trips by leaving voice mail messages at 343-6543. Customer Service will return calls the following day to confirm requested trips. The day after a closed holiday, same day ADA trip requests are accepted on a space available basis. This only applies to ADA eligible riders who, by federal regulation must be able to schedule next day service.

## Fare Payment Policy

Payment of fare is required upon boarding an AnchorRIDES vehicle. AnchorRIDES users can elect to pay the one-way fare with cash (exact fare), or present a pre-paid ticket upon boarding the vehicle. Drivers are unable to provide change. Round trip fares are not accepted and transportation may be denied if payment is not received upon boarding the vehicle.

### Fares

Various agencies fund services with AnchorRIDES, and each service may have different requirements for fares, donations, or co pays.

Fare Category (One-way Trip)	Core	Premium
<b>ADA Paratransit</b>	\$3.50	\$5.50
<b>Senior Citizens Medical, Healthcare, or Pharmacy locations</b> (Includes ADA eligible Seniors)	Donation	Donation
<b>Senior Citizens Non-Medical Locations</b> (Other than medical, healthcare, or pharmacy facilities)	\$3.50	\$5.50
<b>HCB Medicaid Waiver</b> (Must be pre-authorized)	No Fare	No Fare
<b>Personal Care Attendant</b> (Must be pre-authorized)	No Fare	No Fare
<b>First Guest</b>	\$3.50	\$5.50
<b>Each Additional Guest</b>	\$15.00	\$15.00
<b>Children (4 and under)*</b>	No Fare	No Fare

**\*In compliance with the Alaska State Seat Belt law, children 4 years of age and younger are required to travel in an appropriate child restraint device. The accompanying adult is required to supply the child restraint device and secure it in the vehicle.**

## Fare Payment Methods

### Cash Payments

Fares shall be deposited in the fare box at the beginning of each trip. Drivers shall avoid handling cash except as a requested reasonable accommodation. Riders shall drop fares in the fare box or observe the driver doing so. **Pre-paying by cash for trips later in the day is not allowed.** If you want to pre-pay for trips, please purchase ticket booklets.

### Ticket Booklets

Booklets of 10 ticket coupons may be purchased with cash, credit, or debit card. **MV Transportation does not accept checks.** Each Core Ticket Booklet is \$35.00 and each Premium Ticket Booklet is \$55.00. **Tickets are not individually sold and have no refund value. AnchorRIDES is not responsible for lost or stolen tickets.**

Location for ticket purchase

AnchorRIDES - MV Transportation  
3625-A Dr. Martin Luther King Jr. Ave.  
Anchorage, AK 99507-1222  
(Located off Tudor & Elmore)

### U-PASS

UAA, APU, Charter College, and AK Career College offer their students, staff, and faculty free fares for AnchorRIDES and People Mover.

Each college defines their approval for the UPASS program. AnchorRIDES does not have Smart Card Readers. Eligible riders seeking UPASS free fares must receive pre-authorization by the AnchorRIDES Eligibility office. A copy of their employee/student ID or documentation from the college showing active status dates must be submitted. AnchorRIDES will pre-authorize free fares for future rides up to the end of the semester. Fare payments made prior to U-Pass pre-authorization are not subject to refund.

## **Scheduling Policy and Procedures**

You can reserve trips anytime from the day before and up to 7 days in advance during reservation hours. Rides for the next day must be reserved during Trip Reservation Hours.

You may schedule multiple trips for a day, but they are scheduled 45 minutes apart. This allows riders to have enough time at their destination, and avoids having two buses show up at the same time. In winter, we recommend a 60 minute allowance for difficult driving conditions. Drivers are not permitted to wait while riders do quick errands. All stops must be pre-scheduled.

You may request a pick-up time or drop-off time for each one way trip, but not both. (See Appointment Section)

We will negotiate and offer a trip time up to one hour before and after your requested time. This allows us to maximize the number of trips we can schedule in a given time period. We make every effort to accommodate your request. However, it is not always possible to travel at the exact time you request.

We can note preferences in your rider reservation file, but we are not obligated to adhere to requests for specific drivers, seats, vehicles, or routes as AnchorRIDES is a shared-ride public transportation service. In order for people with disabilities to use our service, other changes to policies and procedures will be considered through the ADA Reasonable Accommodation Request policy and procedure. See the Reasonable Accommodation Request section on page 36.

## Required Reservation Information

1. Eligible rider last name, then first name.
2. Date of the ride.
3. Pick up address and phone number.
4. Destination address and phone number, including building name.
5. Any specific drop off and pick up information such as the location of where you will be waiting at medical offices, schools and colleges, and any other large buildings with multiple entrances.
6. A preferred pick up time or an appointment time, but not both.
7. Information about the mobility aid you'll use.
8. Tell us if a Personal Care Attendant (PCA) or guest(s) will travel with you.



## Trip Notifications Policy

As a convenience to our riders, AnchorRIDES offers automated trip reminders the evening before a scheduled trip and alert notifications 10 minutes before the vehicle is anticipated to arrive. Riders may opt to receive their trip notifications via text message and email, phone call and email, text message only, phone call only, **OR** email only. Riders may **NOT** receive both text message **AND** phone call notifications (Check with your phone carrier as fees may apply).

One phone number and/or email may be used for trip notifications as they **cannot** be sent to multiple phone numbers and/or emails. It is the rider's responsibility to maintain accurate contact information on file through direct communication with the **Eligibility Office**.

REMEMBER, automated trip reminders are not a required service but are provided as a complimentary ridership tool. It is ultimately the rider's responsibility, with or without trip reminders, to be prepared for their trips in accordance with program policy.

## Scheduling Tips

- Weekday AnchorRIDES service is highest from 7 a.m. - 9 a.m. and again from 2 p.m. - 5 p.m. You will generally have the best selection of pick-up times if you request a trip outside these “peak” hours.
- Write down the confirmed dates and times of your trip reservations.
- If needed, call in the morning to check and confirm you scheduled trips. Ask for automated IVR Reminder and Alert Calls.
- Use your cell phone calendar to set trips as appointments. Set an audible reminder notice 15 minute before the schedule time to alert yourself to the early pick-up window.
- Before ending the reservation call, listen carefully to all dates, times, and addresses for your trips. Make sure the information is correct. This is very important if scheduling multiple trips during a call.
- AnchorRIDES vehicles stop at designated locations at shopping malls/stores, hospitals, colleges, and other locations with multiple doors. Please ask where the vehicle will stop, so you can plan accordingly. If you require the use of a different door, please make a Request for Accommodation in advance.

## Appointments

When reserving rides with specific arrival or departure times:

- **Tell us the time you want to arrive at a location, not the time of your appointment.** This allows a cushion of time after the bus arrives to get to your destination inside a building. We refer to this as the “Arrive No Later Than” time.
- Tell us the time you will be ready to leave a location. Allow time for your appointment to end and to get to the waiting area for

pick-up. We refer to this as the “Leave No Earlier Than” time.

- Know the building opening and closing times at your destination. Plan your trip so you can wait inside the building.
- Call if you will be running late and have the return trip changed to a “will call”. Call back when ready for a pick up on the next available bus. Wait time can be 1 hour during non-peak and 1.5 hours at peak times.
- Call if you are ready more than one hour before your scheduled time to inquire about an earlier “will call” pick up. We’ll let you know if there is room in the schedule to pick you up within an hour. Please don’t call if your trip is scheduled to arrive in an hour or less as it could result in an even longer wait time during peak operating hours.

## AnchorRIDES Call Center & Operations

### 343-6543 Option 2- Extension 1

- Trip scheduling and customer service
- Providing dispatch support for trips “in progress” during all hours of service



## Trip Reservation Hours

7 days per week	12 HR Time	24 HR Time
Monday – Sunday	8:30 a.m. – 5 p.m.	08:30 – 17:00



AnchorRIDES uses a 24-hour time clock for accuracy in time of day. If familiar, please use 24 hour time. If not, specify your trip time as a.m. or p.m.



## Cancellations

Leave a message on the 24 hour Ride Line: 343-6543 Option 2-Extension 2

Cancel trips you no longer need as soon as possible. Riders are encouraged to cancel two (2) or more hours before the ride to avoid a late cancellation penalty point. However please call to avoid having the vehicle show up when it's not needed. We can only cancel trips you specify, so cancel each one-way trip you will not be taking.

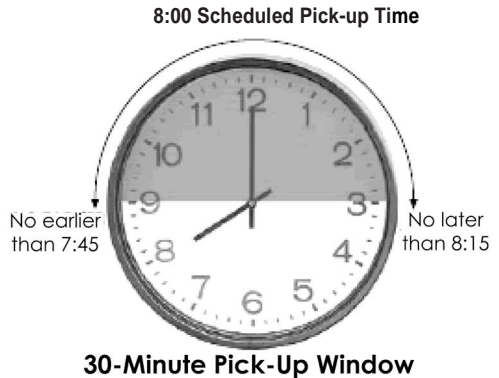
If you forget to cancel and we arrive for your pick up, it will be considered a no show or cancel at the door infraction (Refer to No Show/Late Cancel Policy). If the first trip is no showed, we cannot cancel remaining trips due to federal regulations. Riders can get multiple no shows in a day, if pre-scheduled trips are not canceled in advance.

## Day of Service

### Pick-up Window

The driver may arrive within a 30 minute pick-up window, up to 15 minutes before or 15 minutes after the scheduled time, and then waits 5 minutes at the agreed upon location after arriving

For example, a pick-up scheduled for 8:00 a.m. has an arrival time between 7:45 a.m. and 8:15 a.m.



### Before the 30-Minute Pick-Up Window

- Check the weather forecast and dress accordingly.
- Bring medications, supplies, and any needed drinks or snacks.
- Take a restroom break before the 15 minute early window. You may be on the vehicle for an hour or longer

- Remember to take important phone numbers with you, including AnchorRIDES Customer Service number (343-6543).
- Make sure your mobility device is in good working order. If using a powered device, make sure the battery is charged. If you use oxygen, take a full tank in case your ride is longer than expected.
- Make sure you have your fare or ticket with you.

## During the 30-Minute Pick-Up Window

- Be ready with your belongings and wait where you can see the vehicle arrive throughout the 30 minute pick-up window.
- Please stay within the pick-up area to avoid missing the arrival of the vehicle and the 5 minute wait period.
- If you've set up an Arrival Alert Call or Text Message, check your phone. This Alert will notify you that the bus is estimated to arrive in 10 minutes. Please do not solely rely on the Arrival Alert Notification as your only cue to start looking for the vehicle because the technology is not fail proof.

## When the Vehicle Arrives

### The Driver Will:

- Provide door-to-door service
- Wait five (5) minutes for you to appear for boarding.
- Ask your name, confirm your trip and lend a steady arm if needed.
- Maneuver your manual wheel-chair if you need assistance from outside the door to the vehicle.
- Assist you with boarding, seating and securement of your mobility device, as applicable.
- Collect the fare, according to the trip funding source as indicated on the trip reservation (See "Fare Payment Policy").



- Ensure everyone is safely secured. All riders are required to remain seated during their trips, use seat belts or approved child safety devices.
- Upon arrival, please stay seated until driver is ready to help you unload. Avoid trips and falls.

## **The Driver Will Not:**

- Make change for fares. There is only a drop-in fare box.
- Enter homes and/or assist you with getting ready to go.
- Lift or carry you and/or your mobility device up and down stairs, such as a wheelchair or walker.
- Operate/push your electric mobility device, personal, or medical equipment
- Enter a building beyond the lobby or first door way to search for you.
- Lock/unlock doors.
- Go through facilities, up elevators, multiple levels of stairs or individual offices to locate and assist riders. Drivers are not required to page riders at facilities, call riders or track them down. Riders have made a reservation and should be ready for the trip
- Carry packages and personal items. Riders must be able to carry all parcels in a single trip, or have an escort or personal care attendant present who can carry the items in a single trip.

## **Early Arrivals**

- If you are able to board early, then feel free to board.
- If the driver arrives before the start of the pick-up window, the driver must not pressure you to board. Contact the Call Center if this occurs for notification to Dispatch and/or Manager.
- If you are not able to board, the driver must come back within the pick-up window and wait 5 minutes.

## Late Trips

AnchorRIDES is late when:

- The time is 16 minutes past the scheduled pick up time.
- The drop off is past the appointment arrival time.

An AnchorRIDES Customer Service Representative can give you an estimated arrival time on late trips.

## Same Day Changes

AnchorRIDES is not required to provide same day trips or schedule changes under the Americans with Disabilities Act. However, we recognize that emergencies or unforeseen events happen and we want to ensure the safety of our riders. AnchorRIDES will work to accommodate changes on the day of service, if possible, and to the extent they do not become a pattern or practice of the rider. Requests to change trips impact other riders' schedules.

Dispatch authorizes all same day trips and changes. Drivers are not authorized to add trips or make schedule changes. If not authorized, the rider will be delivered according to their scheduled trip, or cancel and arrange other transport.



## Will Calls

Always call if you can't be ready at the start of the pick-up window. It will help save time, and avoid No Show infractions. In the event you are ready more than one hour before your scheduled pick-up, you may call to inquire about an earlier pick-up. Please don't call if your trip is scheduled to arrive in less than an hour. It could result in an even longer wait time during peak operating hours. This change will result in one late cancel infraction point under the No Show Policy.

If you are running late and won't be ready at the start of the pick-up window, call Customer Service and they will cancel the trip and place you in "Will Call" status. Call back when you're ready for a pick-up. It may be an hour or longer during peak hours.

## **Return Trips After a No-Show**

If you've missed your AnchorRIDES pick-up, and have no way of getting home, call us. We'll schedule for the next available pick-up and drop-off at a final destination. It will result in two No Show infraction points, but we won't leave you stranded.

## **Apartments/Building Complexes/Gated Community**

Please provide specific information on the building name and number within the complex. At most major destinations with complexes, AnchorRIDES has designated pick-up and drop-off sites. If you schedule a trip to one of these destinations, the reservationist will inform you of the specific pick-up and drop-off location.

If your destination is located within a gated community and requires special entry, notify the security office to arrange entry for the paratransit vehicle before the pick-up time. If entry has not been arranged, and the vehicle is unable to enter the pick-up area, a No- Show will be assessed, and your trip will not be performed.

## **Resident Facilities/Schools/Day Centers**

Riders with trips at these facilities should meet the driver in the main lobby. Drivers are not permitted to leave site of their vehicle, search for riders, or to go to rooms for riders. Facility staff should be ready to assist the individual in and out of the main door or nearest accessible doorway. AnchorRIDES can set up facilities with online website access to view scheduled arrivals & departures. Contact the Customer Service Manager. (See Major Location Trip-Tracking section below)

## **Major Location Trip Tracking**

MV Transportation offers live web-based arrival and departure information at locations where support staff can monitor the estimated time of their

client's arrivals and departures. It is web based, read only information for a specific address. It's offered to help staff have their clients ready for pick-ups, and be ready to receive their clients at the arrival time. Contact the AnchorRIDES Customer Service Manager for more information.

## Additional Assistance

### **Mobility Devices and Securement**

AnchorRIDES will attempt to accommodate wheelchairs, scooters, and other mobility devices. Riders may choose to transfer to a seat or remain in their mobility device. Mobility devices require: three or more wheels, containment with the lift platform/ramp, occupied weights not to exceed lift/ramp capacity, and containment within the securement area. Riders with mobility devices exceeding these requirements will be reviewed for safety and reasonable accommodation

Please ensure wheelchairs, or other mobility devices, are clean, safe, and in good working condition before traveling. If we are unable to assist you to and from the vehicle due to a faulty mobility device, you may be refused transportation.

For safety purposes, no one but the operator is permitted to operate the vehicle lift or securement equipment. Drivers are not allowed to ride on the lift with customers. Drivers are not permitted to operate or "drive" your powered mobility device for you. **If you need this type of assistance, it is your responsibility to travel with an assistant.** Additionally, if you are unable to walk up and/or down the vehicle's stairs, you may ask the driver to deploy the vehicle lift.

Contact Customer Service to be connected with our Management Staff for concerns about accessible boarding, mobility aid securement or to obtain a free set of tie down loops for your mobility device.

## Service Animals and Pets

**Service Animals** are welcome but must remain at your feet or on your lap. They cannot be aggressive or disruptive. Service animals may not occupy a seat. Uncontrolled service animals can be denied service or require a pet carrier for transport.

**Pets, emotional support, and therapy animals** are allowed when brought on the vehicle in a suitable pet carrier for a total weight that can be handled by the rider and/or PCA. The driver will not handle or load your pet and pet carrier. Riders traveling with pets must notify the CSR when scheduling a trip.



## Personal Care Attendants



A Personal Care Attendant (PCA) is someone who assists the rider when traveling. A PCA will not be charged a fare if the eligible rider has prior PCA approval. Both the PCA and eligible rider must be picked up and dropped off at the same address and times. AnchorRIDES does not provide the PCA.

A PCA is advised under the following conditions:

- The rider is unable to manage independently beyond the door of the pick up or drop off location.
- The rider needs more assistance than provided by AnchorRIDES drivers before, during or after service.

## Guests

Guests may ride with a certified rider, provided all are picked up and dropped off at the same address and time. The first guest pays the same applicable fare as the eligible rider. Additional guests may ride provided there is room in the vehicle and will be required to pay a higher fare (See Fare Section). Riders traveling with guests must notify the CSR when

scheduling a trip.

## Children

AnchorRIDES eligible riders may have children accompany them as guests and they pay the appropriate fare. Riders traveling with children must notify the CSR when scheduling a trip. AnchorRIDES vehicles are equipped with seatbelts. **The rider or adult must provide a child safety device (car seat), appropriate for their child’s age and weight according to the Alaska State Seat Belt Law. If a child safety device is not provided, the child will not be allowed to board the vehicle.**

## Trip Length Performance Standard

The table below is used as the length of time riders can expect to ride on a vehicle for a one way trip. ADA core area trips are required to be comparable in duration to the same trip if People Mover was being used, including the time walking to and from the bus stop.

Trip Length	Maximum Trip Duration
Less than 5 miles	60 minutes
5.1 to 10 miles	75 minutes
10.1 to 20 miles	90 minutes
20.1 or more miles	120 minutes

## ADA Complimentary Fare Tickets

AnchorRIDES tracks all services for adherence to the performance standards for on-time and trip length. Complimentary tickets are issued when ADA core trips exceed service standards due to federal requirements for no pattern or practice of capacity restraints. Complimentary tickets are issued monthly to ADA riders when core trips:

- Have vehicle arrival times more than 15 minutes after scheduled times.
- Have trip lengths that exceed the maximum trip durations.



Complimentary tickets are not issued when reasons are beyond the control of the provider such as electric or technology outages, major traffic detours, accidents or severe weather storms.

## **AnchorRIDES Missed Trips**

A missed trip occurs when the AnchorRIDES contractor does not perform a trip due to an error in scheduling, dispatching or late vehicle arrival. The contractor receives a monetary penalty when missed trips exceed contract performance standards. Missed trips are exempted for circumstances beyond the control of the provider, such as accident delays, inclement weather, and major road detours.

## **Trip Cancellation Policy**

Trips not canceled in advance or missed by riders impacts schedule adherence, increases trip lengths and waste funding. Riders who establish a pattern of missing and/or late canceling trips are subject to periods of suspension, except for instances that are beyond their control.

Phone coverage is available during all hours of operation to receive cancellations and assist with “trips in progress” at 343-6543. A Cancellation Line is available 24 hours to leave trip cancellation voice mail messages at 343-6543.

The AnchorRIDES Municipal office is available during normal business hours to assist riders and support persons with explaining policies, problem solving issues, offering strategies to improve their transportation experience, and in appealing infractions.

Riders are asked to cancel trips (2) or more hours before the scheduled pick-up; and be ready and waiting at the pick-up location during the pick-up window. Drivers wait five (5) minutes upon arrival, and notify dispatchers if unable locate and board the rider.

If a No Show or Cancel at the Door occurs on the first pick-up of the day, **all**

**later rides for the day are not canceled.** Failure to cancel remaining scheduled trips will result in additional no shows.

Trips scheduled by others on behalf of the rider are not excluded from policy adherence. Additionally, Hand to Hand trips requiring a caregiver at either the pick up or drop off are not excluded from trip Cancellation Policy adherence. See Hand to Hand Service section for further details.

## Penalty Assessment

AnchorRIDES tracks trip status for every trip booking and assigns the following penalty points:

- 2 points = No Show, Cancel at the Door, and No Fare Cancellation**
- 1 point = Late Cancel**

AnchorRIDES identifies riders who meet the following criteria within a 90 day period for temporary service suspension as follows:

- 1. A rider with six (6) or more no shows, late cancellation, or no fare cancellation points**  
**And**
- 2. Fifteen percent (15%) or more of their scheduled trips are No Shows/Late Cancellations.**

## Suspension

Riders incurring the penalty assessment are subject to a suspension of service for a reasonable period of time. Repeated policy violations within a 90 day period will cause suspension lengths to increase as follows:

<b>Points</b>	<b>Minimum % of trips</b>	<b>Penalty</b>
6	15 %	7 day suspension
12	15 %	14 day suspension
18+	15 %	30 day suspension

## Appeal

Trips with assessed penalty points must be appealed within fourteen (14) calendar days of the notification letter date by submitting the **Trip Cancellation Appeals Form**. If you and/or your care provider are unable to communicate in writing, please contact the Eligibility Office for assistance.

An administrative review will occur, and determination made within five (5) business days.

If the rider is not satisfied with the administrative review decision, a final appeal can be made to the AnchorRIDES Appeal Committee and must be received before the beginning of the suspension date. An appeal meeting will be scheduled within thirty (30) days. Riders may continue to use AnchorRIDES service while an appeal is pending.

Recording of no shows and late cancellation infractions will continue during the appeal period, and additional penalties may apply.

## Service Disruptions & Alerts

- Listen to radio, or other news source
- Sign up for timely alerts and information sent directly via text or the web using NIXLE. Text **ANCHORRIDES** to **888777** or online go to **www.nixle.com**. Register to receive AnchorRIDES alerts through the Anchorage Public Transportation Department. Alerts from other local & state public safety agencies are also available using NIXLE.

The Public Transportation Department and contracted provider will provide safe transportation for AnchorRIDES riders and employees during severe weather or emergency conditions. AnchorRIDES service warrants additional consideration for the challenges involved with transporting people with disabilities, including obstacles for path of travel, as vehicles are operated on side roads and driveways. If operating conditions are deemed unsafe due to severe weather, a declared emergency, hazardous road or environmental conditions, or unscheduled closure of an individual agency/business, the AnchorRIDES General Manager or designee will be in contact with the Contract Administrator, designee and/or other local, state or

federal authorizing governmental department to monitor, prepare and authorize suspension of service.

## **Community Declared Emergency Procedures**

In an emergency or disaster, AnchorRIDES will make every attempt to transport riders as scheduled. It may be necessary to establish alternate pick up points. Through coordination with the local disaster control center, we will make every attempt to establish these locations to minimize travel to them. If it is unsafe to travel into a disaster area, AnchorRIDES reserves the right to suspend, modify or cancel trips without notice.

If you are at home when a disaster occurs, you should stay home. If we took you to a location, and you make other transportation arrangements, please let us know so that we can account for all of our riders that have scheduled trips.

### **In the event of a community wide disaster, AnchorRIDES will:**

- “Freeze” our system. This means all vehicles will hold at their location or a safe location until contacted by dispatch.
- An inventory of vehicles and riders on board will occur.
- An inventory of riders transported in the system will be done.
- No additional pickups will occur until we have determined we can proceed safely.
- It may be necessary to drop off riders at established shelters. If the bus is out of contact with the dispatchers, operators will proceed according to pre-established protocol.

### **As part of your preparation for an emergency when traveling:**

- Keep your emergency contact information up to date; including a telephone number, cell phone, and the name of emergency contact(s).
- Carry extra dose(s) of essential medications or supplies with you, or

have a list of required medications.

- The Anchorage Office of Emergency Management maintains a Vulnerable Population Database to identify seniors and people with disabilities who may need “safety checks” or assistance in the event of an emergency. AnchorRIDES encourages riders to utilize this service by calling 343-1401 or e-mail [wwoem@muni.org](mailto:wwoem@muni.org).

## **Inclement Weather**

AnchorRIDES reserves the right to suspend, modify or cancel service during times of hazardous weather conditions that may jeopardize the safety of our riders, employees, or vehicles. On bad weather days, listen to the closure reports on the radio or television. Paratransit service announcements may be included with closure information on our phone greeting, website NIXLE text alerts and Facebook under AnchorRIDES Alerts. The Scheduling office will also be able to tell you if service is canceled or changed.

**Walkways, driveways, stairs and ramps need to be cleared and sanded so drivers can safely access locations. We may cancel a trip if the vehicle cannot safely access the service location or provide safe door-to- door service for the rider.**

If your trip is for dialysis, chemotherapy, or other life sustaining purpose, call Customer Service at 343-6543 to confirm your trip. Every effort will be made to deliver life sustaining and essential trips.

## **Accident & Incident Procedures**

In the event of an accident or incident, please remain calm and follow the driver’s instructions. A rider who becomes ill, or notices another rider who may be ill, should immediately inform the driver. The driver will stop and assess the situation, contact dispatch and proceed with appropriate action. Dispatch will call the rider’s home and/or emergency contacts. An AnchorRIDES supervisor will arrive at the scene to assess and assist. Riders may be transferred to another vehicle for continued transport.

All drivers have First Aid and CPR training; however, they are not trained paramedics. A medical emergency will have paramedics dispatched to the scene. An incident with dangerous or serious disruption will have local

police dispatched to the scene.

## **Commitment to Civil Rights - Title VI**

Anchorage Public Transportation Department is committed to ensure that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Toward this end, it is the Anchorage Public Transportation Department's objective to:

- Ensure that the level and quality of public transportation service is provided without regard to race, color, national origin.
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low income populations.
- Promote the full and fair participation of all affected populations in public transportation decision making.
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

The Public Transportation Director, senior management, all supervisors and employees share the responsibility for carrying out Anchorage Public Transportation Department's commitment to Title VI. Our Title VI Coordinator is responsible for the day to day operation of the program, and receives and investigates Title VI complaints that come through the complaint procedures process as described in the next section.

### **Title VI Complaint Procedures**

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with Anchorage Public Transportation

Department within 180 days from the date of the alleged discrimination. Complaints may either be filed with Anchorage Public Transportation Department or with the U.S. Department of Transportation.

## **Filing a Complaint**

Obtain a copy of the Title VI Complaint form. You can download a copy at [peoplesmove.org](http://peoplesmove.org) or request one be mailed to you by calling (907) 343-8246, TDD 343-4775. Submit completed form to the

Public Transportation Department by:

Email:            [titlevi@muni.org](mailto:titlevi@muni.org)  
Fax:                (907) 249-7498  
Mail:                Anchorage Public Transportation Department  
                         Title VI Coordinator  
                         3600 Dr. Martin Luther King, Jr. Avenue  
                         Anchorage, Alaska 99507

Anchorage Public Transportation Department will provide appropriate assistance to individuals wanting to file complaints who are limited in their ability to communicate in English.

## **Title VI Complaint Process**

The Title VI Coordinator assigns an internal tracking number on the complaint form and begins an investigation within fifteen (15) working days of receipt. The complainant is contacted in writing within thirty (30) business days after receipt of complaint for additional information, if needed. If the complainant does not provide the requested information in a timely basis, the Title VI Coordinator may administratively close the complaint.

A written investigation report will be completed within ninety (90) days of receipt of the complaint. The report shall include a summary description of the incident, findings and recommendations. The Public Transportation Department Director and the OEO Director will review the report. A closing letter will be provided to the complainant.

If the matter cannot be resolved, then the complainant will be informed of his/her right to appeal to the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, 4007 7th Street SW Room 9100, Washington, DC 20590.

## **Reasonable Accommodation Requests**

The Municipality of Anchorage, Public Transportation Department is committed to ensure equality and fairness by making reasonable modifications to People Mover and AnchorRIDES policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities eligible under the Americans with Disabilities Act. Whenever feasible, a request for modification should be made in advance before service is expected. The Reasonable Accommodation Policy and Request Form can be obtained at [www.AnchorRIDES.org](http://www.AnchorRIDES.org).

Reasonable Accommodation Requests are made to:

AnchorRIDES Program Manager

Mail: 3600 Dr. MLK Jr Ave, Anchorage, AK 99507

Phone: 907-343-6543

Email: [AnchorRIDES@muni.org](mailto:AnchorRIDES@muni.org)



# CONTACT SUMMARY

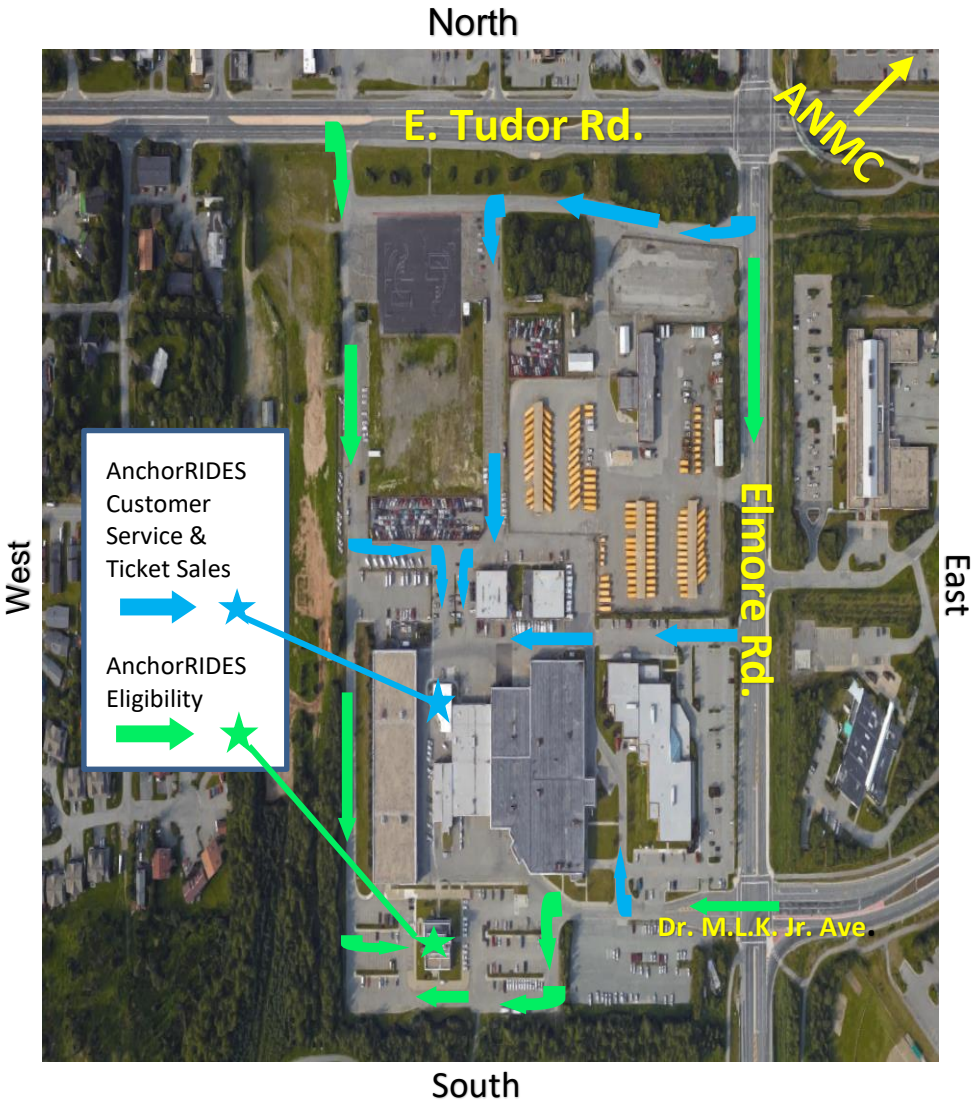
## Public Transportation Department

<p><b>All AnchorRIDES Services</b></p> <ul style="list-style-type: none"><li>- Trip Reservations</li><li>- 24 hour voicemail cancellation line</li><li>- Applications/Eligibility/Policy</li><li>- Comments or complaints</li></ul>	<p><b>Phone:</b> 907-343-6543</p> <p><b>Fax:</b> 907-249-8020</p> <p><b>E-Mail:</b> <a href="mailto:AnchorRIDES@muni.org">AnchorRIDES@muni.org</a></p> <p><b>Website:</b> <a href="http://www.AnchorRIDES.org">www.AnchorRIDES.org</a></p> <p><b>Facebook:</b> AnchorRIDES Alerts</p>
<p><b>Medicaid Waiver Specialist</b></p> <ul style="list-style-type: none"><li>- Pre-Authorizations</li><li>- Enrollments</li><li>- Billing</li></ul>	<p><b>Phone:</b> 907-343-6543</p> <p><b>Fax:</b> 343-2586</p>

**AnchorRIDES Eligibility**  
**3600 Dr. Martin Luther King Jr. Ave.**

**AnchorRIDES Customer Service and Ticket Sales**  
**3625 Dr. Martin Luther King Jr. Ave.**

(In East Anchorage at the Tudor & Elmore Municipal Campus)





# **This Rider Guide is available from:**

**Public Transportation Department  
AnchorRIDES  
Municipality of Anchorage  
3600 Dr. Martin Luther King Jr. Ave  
Anchorage, AK 99507**

**This publication can be made available in  
alternate media formats by request.**

**With advance notice, sign language interpreters  
can be available at any Municipality of Anchorage  
meeting or public hearing.**

**This publication and other published program  
information is available in Spanish, Korean, Hmong,  
Russian and Tagalog.**

**By request, meetings, appointments and phone calls  
can be interpreted in a multitude of languages using our  
Language Line interpreter relay service.**

