

In Accordance with Title VI of the 1964 Civil Rights Act, the Anchorage Public Transportation Department operates its programs and activities without regard to race, color and national origin.

To request additional information about the Public Transportation Department's nondiscrimination obligations or to file a Title VI complaint, please contact:



Public Transportation Department
Title VI Compliance
3600 Dr. Martin Luther King, Jr. Avenue
Anchorage, Alaska 99507
Phone: 907.343.8246
TDD: 907.343.4775/Fax: 907.249.7498
TitleVI@muni.org

People Mover

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Commitment to Civil Rights

The Municipality of Anchorage Public Transportation Department operates its programs without regard to race, color, national origin, religion, sex, marital status, age, disability or retaliation in accordance with applicable law.

[Click here](#) for more information on Title 5 of the Anchorage Municipal Code or the Anchorage Equal Rights Commission.

Title VI Policy Statement

The Municipality of Anchorage Public Transportation Department is committed to ensuring that no person is excluded from participation in, denied the benefits of its services, or subjected to discrimination 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 Public Transportation Department's objective to:

- Ensure that the level and quality of public transportation service is provided without regard to race, color or 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, and;
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

The Public Transportation Director, management and all employees share the responsibility for carrying out the Public Transportation Department's commitment to Title VI. The 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.

How to File a Title VI Complaint

Any person who believes 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 the Public Transportation Department. Any such complaint must be in writing and filed with the Public Transportation Department within 180 calendar days from the date of the alleged discrimination. For information on how to file a complaint, contact the Title VI Coordinator by any of the methods below:

- Mail:
Public Transportation Department
Attn: Title VI Coordinator
3600 Dr. Martin Luther King, Jr. Avenue
Anchorage, AK 99507
- Phone: 907-343-8246
- Email: titlevi@muni.org

Completed forms may be submitted to the Public Transportation Department via email, mailed to the address listed above or in person to the Customer Service office at the Downtown Transit Center.

A copy of the Title VI Complaint Form may be obtained by calling (907) 343-8246, or [clicking here](#). The Public Transportation Department will provide appropriate assistance for complainants who are limited in their ability to communicate in English.

Title VI complaints may also be filed with the following organization:

Federal Transit Administration Office of Civil Rights
Attn: Title VI Program Coordinator

East Building, 5th Floor - TCR
1200 New Jersey Avenue
SE Washington, DC 20590
816-329-3770

For more information, see "Filing a Title VI Complaint with the FTA" by [clicking here](#).

Title VI Complaint Process

Any person who believe he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color or national origin by the Public Transportation Department may file a complaint by completing and submitting the Department's Title VI Complaint Form.

Once a complaint is received, it will be reviewed by the Title VI Coordinator to determine if the Public Transportation Department has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Public Transportation Department.

The Title VI Coordinator will begin an investigation within fifteen (15) working days of receipt of a complaint. The Coordinator will assign an internal tracking number on the complaint form.

The Title VI Coordinator will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed, to investigate the complaint. Failure of the complainant to provide the requested information in a timely basis (within 10 days unless the Title VI Coordinator provides a different timeline) may result in the administrative closure of the complaint or a delay in complaint resolution. A case may also be administratively closed if the complainant no longer wishes to pursue their case.

Reasonable measures will be taken to preserve any information that is confidential. At a minimum, the Title VI Coordinator will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, e.g. the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity or anyone with relevant information.

The investigation will be completed within ninety (90) days of receipt of the complaint. Upon completion of the investigation, the Title VI Coordinator will complete a final written report for the Public Transportation Director and the Office of Equal Opportunity Director. The report shall include a background summary of the complaint, findings of the investigation and a conclusion. If a Title VI violation is found to exist, corrective actions and remedial steps as appropriate and necessary will be included in the report and taken immediately. A closing letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation 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. Address included below:

Federal Transit Administration Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Avenue
SE Washington, DC 20590



People Mover adheres to the rules and regulations set by the Americans with Disabilities Act (ADA) of 1990. Some of the People Mover accessibility policies and procedures are outlined below. If you have any questions regarding these services, please contact us at 907.343.6543.

Half Fare

Seniors age 60 and over, individuals with qualifying disabilities, veterans, individuals with Medicare cards and youth age 5-18 qualify for the Half Fare program. See Fares and Passes.

Accessible Transit Vehicles

All People Mover buses are ADA accessible and all vehicles are equipped with low-floor and kneeling devices and ramps to accommodate customers who use mobility devices or are unable to use steps to enter the vehicles. Each vehicle provides space for at least two mobility devices that accommodate the definition of a "common wheelchair" as defined by the U.S. Department of Transportation as up to 48" in length and 30 inches in width and weighing up to 600 pounds when occupied.

Priority Seating

Priority seating is designated on each vehicle for senior citizens and people with disabilities. This area can also accommodate passengers with wheelchairs or scooters. Bus operators will ask customers in priority seating to give up their seat for passengers with disabilities or a passenger who is elderly. Operators cannot force passengers to give up priority seating. In situations where patrons refuse to give up their seats, customers using wheelchairs may be asked to wait for the next bus.

Service Animals

Service animals are welcome and no permit is required. Bus Operators may inquire about the task(s) the animal has been trained to perform. Service animals may not be denied boarding because another passenger has allergies or fear of the animal. Therapy, comfort or emotional support animals are not considered service animals and must be in six-sided carriers. Your service animal must behave appropriately and remain well-behaved and under control. Animals may not sit on a vehicle seat but should remain in the owners lap or at their feet. Owners are responsible for damage or soiling.

Hailing Kits

Free hailing kits consist of reflective numbers that easily identify each route in Braille, and are available at the Customer Service office.

Alternative Formats

The People Mover Ride Guide and other print materials are available in large print or alternative formats upon request.

Accessible Destinations

There are times when bus stops are not accessible due to construction or weather. If the operator believes a bus stop will not be accessible, they will offer an alternative location as an accommodation.

Wheelchair Securement

Operators are required to secure all wheelchairs and scooters using a four point securement procedure in addition to a lap or shoulder belt. When the operator is securing a wheelchair, the customer should not move their chair unless asked to do so by the bus operator. Bus Operators will have the last word on securing any wheelchair aboard People Mover buses to ensure safe securement. When possible and requested by operator, the passenger will unbuckle their lap belt.

Calling out stops

All buses on fixed route services announce major stops and timepoints along the route, transfer locations and routes they serve, major intersections and stops upon request.

Packages and Personal Items

Riders may board the bus with groceries or other personal possessions which can be independently managed without assistance from the operator and carried on-board in a single trip. The carry-on items must fit either on your lap or in front of your area. Personal items stored behind wheelchairs or on walkers may need to be removed. Riders with ileostomy or colostomy bags must ensure the bags are out of the operator's way when securing the wheelchair. Customers with excessive baggage may be denied service.

Travel Training

People Mover offers free one-on-one and group travel training to help people with disabilities, senior citizens and those unfamiliar with our system learn to use the transit system safely and properly. Call 907.343.6332 for information.

Paratransit Service

ADA Paratransit service is provided through AnchorRIDES. See page 4.



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- 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 and
- Ensure meaningful access to programs and activities by persons with Limited English proficiency (LEP)

The Public Transportation Director, senior management, and 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 peoplesmover.org or request one be mailed by calling **907.343.8246**, TDD 907.343.4775. Then submit the form to the Public Transportation Department by:

- **E-mail:** 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.

What Happens to My Title VI Complaint?

The Title VI Coordinator will begin an investigation within fifteen (15) working days of receipt of a complaint. The Coordinator will assign an internal tracking number on the complaint form.

The Title VI Coordinator will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed, to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, the Title VI Coordinator may administratively close the complaint.

The investigation will be completed within ninety (90) days of receipt of the complaint. A written investigation report will be prepared by the investigator. 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, East Building, 5th floor, TCR 1200 New Jersey Ave. S.E., Washington, DC 20590.