AnchorRIDES Phau Ntawv Qhia Caij Tsheb (AnchorRIDES Rider Guide)

ADA qhov kev pab thauj mus los rau cov laus tau kev zam ntawm Medicaid (ADA Paratransit Senior Citizens Medicaid Waiver)

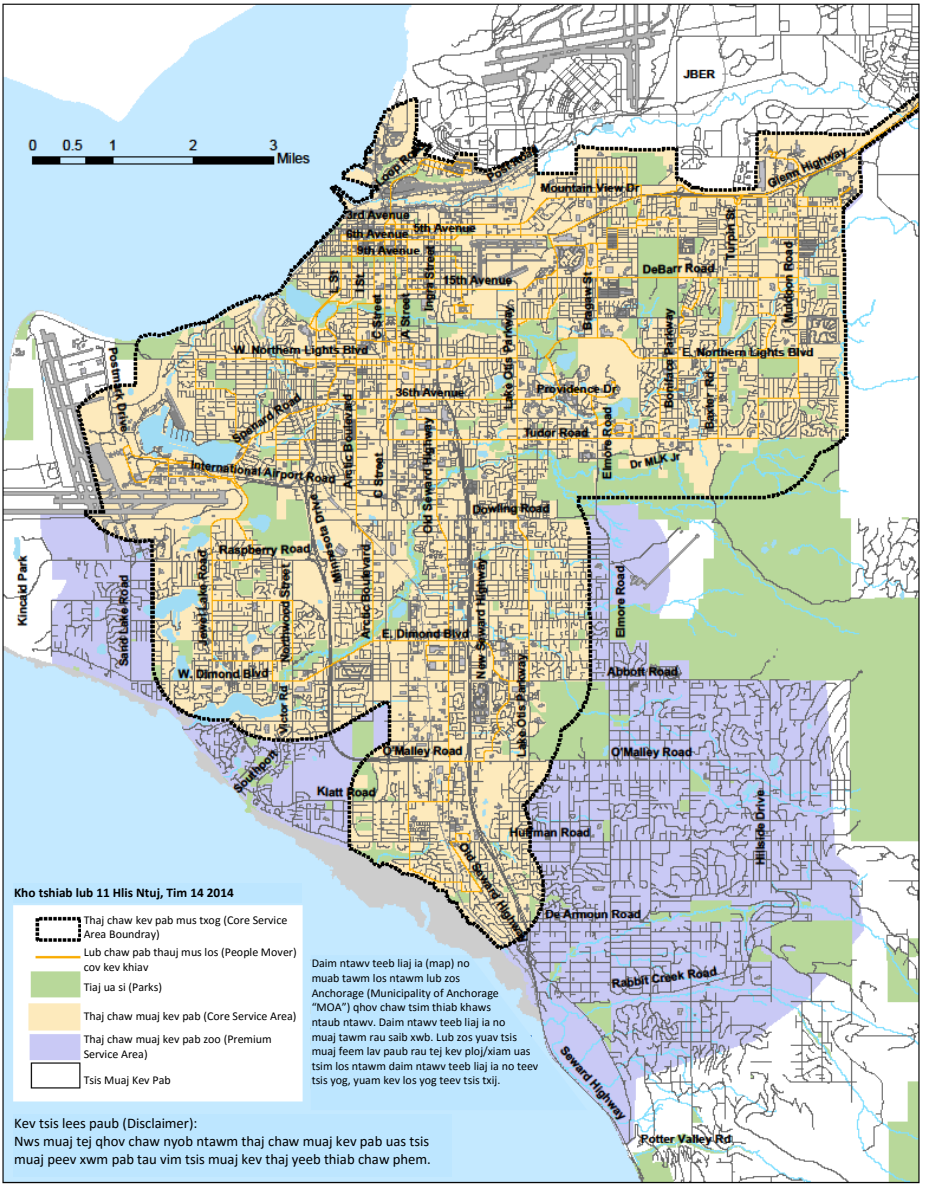
Tus xov tooj hu nrhiav kev pab (Call Center 343-2550)

Tu xov tooj hu qhia tias tsis tuaj (Cancel Line 343-2548)

Tus xov tooj hu qhia kev tsis txaus siab(Complaints 343-2567)

Kho Tshiab lub –Xya Hli 2016

AnchorRIDES qhov chaw uas pab txog
(AnchorRIDES Service Area) – yog Anchorage Bowl



Kev tsis lees paub (Disclaimer):
Nws muaj tej qhov chaw nyob ntawm thaj chaw muaj kev pab uas tsis muaj peev xwm pab tau vim tsis muaj kev thaj yeeb thiab chaw phem.

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Zoo Siab To Txais Rau Anchor*RIDES*

Lus Qhia Siv AnchorRIDES Kev Pab Thauj Mus Los Kom Tau Zoo

1. Zwm cia (book) cov kev mus los tseg ntxov npaum li ntxov tau. Ze zuj zus rau hnub yuav mus lawm yuav teem nyuaj me ntsis.
2. Hu losyog tso lus tseg rau ntawm tus xov tooj (343-2548) yog koj yuav tsis mus losyog npaj tsis tau. Tsis hu tuaj qhia ntxov tias tsis mus thiab cia li tsis tuaj yuav ua rau txoj kev pab raug txiav.
3. Qhia rau AnchorRIDES paub yog pauv chaw nyob, xov tooj, kev xiam oob khab pauv, muaj kev pab txav/swb mus los (mobility aids), hu thaum muaj xwm txheej ceev, tej ntawd.
4. Thov kom hu qhia thaum yuav tuaj thiab ceeb toom thaum tuaj yuav txog. Hu qhia ceeb toom hmo ua ntej yuav mus. Hu qhia ceeb toom li 10 nas this ua ntej lub tsheb tuaj txog.
5. Sau hnub koj yuav mus rau daim ntawv teev xyoo losyog hauv koj lub xov tooj (cell phone calendar). Teeb koj lub moos ceeb toom rau koj li 15 nas this ua ntej koj lub caij teem tseg kom qhia rau paub lub sij hawm yuav tuaj tos.
6. Npaj thiab saib ntsoov li 15 nas this ua ntej tus nais tsav tshev yuav tuaj tos koj li tau teem tseg. Tos kom dhau 15 nas this tom qab lub cai teem tseg lawm yog tsis pom tuaj mam hu.
7. Paub huab cua saib zoo li cas thiab huab cua hnub tom ntej. Nqa cov tshuaj koj noj, tej khoom koj siv thiab tej twj koj siv.
8. Zwm npe rau qhov kev hu ceeb toom thiab kom xa ncaj nraim rau lub xov tooj (text), email losyog mus rau ntawm NIXLE. Xa koj tus Zip Code rau 888777 losyog siv www.nixle.com. Zwm npe kom tau txais AnchorRIDES cov kev ceeb toom los ntawm Anchorage lub tuam tsev saib kev thauj mus los (Anchorage Public Transportation Department).
9. Thaum koj nqa ntau lub hnab, yuav tsum npaj neeg pab losyog muaj lub laub cab. Peb cov nais tsav tsheb tsis pab nqa hnab.
10. Qhia koj cov teeb meem rau AnchorRIDES cov neeg tswj xyuas. Peb pab tsis tau yog peb tsis paub txog. Koj cov lus qhia yuav pab kom muab tau kev pab zoo rau koj thiab cov neeg caij tsheb nrog koj caij tsheb ua ke.

AnchorRIDES

Anchorage Kev Pab Thaum Mus Los Rau Cov Neeg Xiam Oob Khab

Lub zos Anchorage, lub tuam Public Transportation Department yog tus saib tswj AnchorRIDES ib yam li yog lub nhriav kev pab thauj mus los rau cov neeg xiam oob khab. AnchorRIDES yog lub muab kev pab thauj mus los rau zej tsoom nyob rau hauv plawv zos ib cheeb tsam hauv Anchorage.

Lub chaw pab thauj mus los MV (MV Transportation, Inc.) yog lub AnchorRIDES ntiav los muab kev thauj mus los rau hauv zos, hauv xeev thiab cov koom haum pab neeg uas muaj kev pab ntau yam, muaj kev cai, thiab kev khiav hauj lwm.

AnchorRIDES cov Kev Pab

Lub tuam tsev Public Transportation Department yog lub teev (determines) txog kev muaj feem siv AnchorRIDES cov kev pab nram no:

- Kev Pab Thauj Mus Los Rau Cov Neeg Xiam Oob Khab (Americans with Disabilities Act (ADA) Paratransit)
- Kev Thauj Mus Los Rau Cov Laus
- Lub chaw pab thauj mus los (Eagle River Connect) rau zej tsoom

MV Transportation, Inc. yog lub muab tag nrho AnchorRIDES cov kev pab, thiab zwm npe rau cov neeg uas tau kev pom zoo ua ntej lawm rau:

- Lub chaw pab thauj mus los rau cov neeg tau kev zam ntawm Medicaid (HCB Medicaid Waiver Transportation)
- Anchorage lub tsheb thauj cov neeg mob (Anchorage Neighborhood Health Center Patient shuttle)

Saib kev muaj feem cuam ntxiv nyob rau nplooj piav txog kev muaj feem tau AnchorRIDES cov kev pab.

Kev Pab Thauj Mus Los Rau cov Neeg Xiam Oob Khab (ADA Paratransit Service)

Pej xeem America tsab cai rau cov neeg xiam oob khab (The Americans with Disabilities Act [ADA]) kom cov koom txoos (entities) pab kev mus los rau zej tsoom, xws li lub chaw pab thauj neeg People Mover yuav tsum tau muab kev pab thauj mus los rau cov neeg xiam oob khab uas siv tsis tau kev thauj mus los li lwm tus neeg. Kev pab thauj mus los rau cov xiam oob khab tau nyiaj los ntawm lub zos Anchorage cov nyiaj thiab tsoom hwv cov nyiaj. Cov kev pab thauj mus los yuav tsum zoo ib yam li cov kev pab uas muab rau cov tsis xiam oob khab (People Mover) thiab nyob ze li 3⁄4 mile ntawm People Mover txoj kev tsheb khiav. ADA qhov kev pab tsis yog qhov xub thawj losyog muaj rau tej fij xwb thiab ua tsis tau hais tias tsis muaj chaw.

Cov Kev Pab Thauj Mus Los Rau Cov Laus

AnchorRIDES muab kev pab thauj mus los rau cov neeg muaj hnub nyoog rau caum (60) xyoo rov saud; thiab tej zaum kuj yog cov uas muaj feem tau kev pab los ntawm ADA. Qhov kev pab no tsuas yog muaj mus rau tej qhov chaw xwb thiab muaj kev tsim nyog txaus. Muaj nyiaj tsawg tsawg siv rau qhov no, xub tuaj xub tau kev pab. Qhov yuav thauj tau pes tsawg fij ntawv nyob ntawm saib muaj nyiaj txaus li cas.

Kev Pab Thauj Cov Laus Rau Cov Chaw thiab Cov Nqi

- **Thauj mus kho mob, chaw kho mob thiab muab tshuaj** yog siv cov nyiaj tau los ntawm Xeev Alaska, Tsoom Hwv kev pab (NTS Transportation) thiab cov nyiaj thov tau losnyiaj pub tuajraug nyiaj li cas los tau, tej zaum kuj tsis muaj li.

- **Thauj mus tsis yog kho mob, tsis yog mus rau chaw kho mob thiab tsis yog chaw muab tshuaj yog siv cov nyiaj tau los ntawm Tsoom Hwv Hauv Anchorage thiab** tau hais kom uayog. Qhov no xam tag cov kev thauj rau qhov tsim nyog thiab qhov chaw.

AnchorRIDES muab kev pab thauj raws li kev muaj nyiaj. Cov laus yuav tsis raug thauj yog kev pab puv tas lawm losyog nyiaj tas lawm. Kev pab thauj rau ADA yog tsoom hwv hais kom pab rau cov neeg xiam oob khab thiab xav tau kev pab ntau tshaj plaws nyob thaj tsam muaj kev pab.

Cov Neeg Tuaj Xyuas

Cov neeg tuaj xyuas Anchorage uas nrhiav kev pab ntawm AnchorRIDES yuav tsum tau ua daim ntawv thov rau cov neeg tuaj xyuas (Visitor Application) qhia txog lawv qhov peev xwm mus los (mobility skills) hnub tuaj txog thiab hnub rov qab, hu nrhiav (contact information), tej khoom pab mus los (mobility aids), tus tu mob thiab cov tuaj nrog, thiab lwm yam lus qhia kom paub tseeb tias yog thiab ncig yam thaj yeeb hlo.

Cov neeg tuaj xyuas uas nrhiav kev pab thauj mus los ntawm ADA yuav tau luam daim ntawv muaj feem tau kev pab thauj mus los ntawm lawv lub koom haum muab kev thauj hauv lawv lub zos, losyog muab daim ntawv pov thawj teev kev muaj mob ntawm ADA hauv lawv lub zos saib muaj kev xiam oob khab li cas losyog ntawv teev qhov kev xiam oob khab ntawd ua rau lawv mus los tsis tau npaum li cas. Qhov no yuav pab tau cov tuaj xyuas txog 21 hnub.

Yog los ua ib tug neeg nyob hauv Anchorage, losyog xav tau kev pab thauj mus los tshaj 21 hnub rov saud, AnchorRIDES xav tau daim ntawv pov thawj qhia tias muaj feem siv tau.

Cov tuaj xyuas hnub nyoog 60 xyoo rov saud thiab cov tuaj nrog lawv siv tau AnchorRIDES qhov kev pab thauj mus los rau cov laus thaum lub caij lawv nyob hauv no.

Anchorage kuj muab ib qho kev pab thauj mus los hu ua People Mover. Qhia txog kev siv People Mover muaj nyob ntawm PeopleMover.org losyog hu nug Ride Line ntawm 907-343-6543.

Kev Pab Rau Cov Tau Kev Zam Los Ntawm Medicaid

AnchorRIDES yog lub muab kev pab thauj mus los rau Xeev Alaska, Cov Laus thiab Xiam Oob Khab uas tau kev zam los ntawm Medicaid (Medicaid Home and Community Based Waiver program). Qhov muaj feem tau thiab kev pab thauj mus los yuav tsum raug tso cai ua ntej los ntawm Xeev Alaska. Cov neeg tau kev pab tus neeg lis ntaub ntawv yuav tsum xa daim ntawv zwm npe thiab Daim Ntawv Teev Kev pab (Plans of Care) nrog daim ntawv tso cai ua ntej rau:
AnchorRIDES Tus Saib Medicaid (AnchorRIDES Medicaid Specialist)
Qhov Chaw Txwv Khaws Ntaub Ntawv Kho Mob (Direct Secure Message [DSM]): Kim.Mattson@direct.moa.ak.hie.com Xov
Tooj: 343-2577
Fax: 343-2586.

Lub chaw pab Eagle River Connect

Lub chaw pab Connect siv AnchorRIDES cov tsheb muab kev pab thauj mus los rau zej tsoom hnub ua hauj lwm (weekday) rau cov pej xeem hauv lub zos Eagle River, Birchwood, Chugiak thiab Peters Creek.

Lub chaw pab Connect muab kev pab thauj mus thiab thauj los tib si:

1) Txoj kev caij tsheb ntawm People Mover's Eagle River thiab Muldoon muaj chaw nres hloov tsheb.

2) Teem qhov kev mus los thaj tsam Eagle River/Chugiak, losyog ntawm Eagle River thiab East Anchorage. Hu mus teem 343-2550 li 2 xuab moos rau 7 hnub ua ntej.

Xav paub kom tseeb mus rau ntawm www.AnchorRIDES.org ces nias Eagle River Connect losyog hu rau AnchorRIDES lub chaw ua hauj lwm (AnchorRIDES Eligibility Office ntawm 343-7433).

Lwm Qhov Chaw Khiav Hauj Lwm txog Kev Pab Thauj Mus Los

Tam li yog state ib lub chaw khiav hauj lwm txog kev pab thauj mus los, AnchorRIDES kuj muaj cov yuav pab thauj mus los, thauj ntawm ib qho chaw rau ib qho (shuttle service) thiab tu kho tsheb rau ib cheeb tsam ze thiab cov koom haum pab neeg.

Qhia Caij Tsheb (Travel Training)

Lub tuam tsev Public Transportation Department muaj kev qhia caij tsheb dawb rau lub chaw pab thauj neeg (People Mover Travel Training) kom cov caij tsheb paub kev caij tsheb yam thaj yeeb hlo mus ib qho rau ib qho. Siv lub chaw pab thauj neeg People Mover twj ywm, txuag tau nyiaj, thiab ywj siab dua AnchorRIDES. Kev qhia rau ib tug neeg yog qhia yam tus caij tshev xav tau thiab yuav qhia kev npaj caij tsheb, kev thaj yeeb rau tus kheej, kev mus ib qho rau ib qho, them nqi caij tsheb, kom paub hla kev yam tsis muaj teeb meem thiab lwm yam ntau ntxiv. Muaj kev qhia rau ib fij xwb losyog rau ntau fij. Tus neeg qhia caij tsheb muab kev pab thaum pib txog thaum kawg, thiab khoom rov qab tuaj qhia ntxiv. Xav paub ntxiv txog kev qhia caij tsheb losyog ua ntawv xa (referral form), thov hu rau 343-6332 losyog xa email rau transittraveltraining@muni.org.

Cov Kev Pab

Nyob hauv tag nrho cov kev pab, cov nais tsav tsheb yuav nres kom ze npaum li ze tau rau ntawm qhov tsheb nres (driveway) losyog qhov nres tau ntawm ntug kev losyog txoj kev. Yog koj muaj teeb meem txog qhov chaws tos thiab chaw tso, hu rau peb mam tuaj xyuas thiab nrhiav kev kho.

Ntug Kev-rau-Ntug Kev (Curb-to-Curb)

Pab tos Ntug Kev-rau-Ntug Kev (Curb-to-curb) yog tus caij tsheb ntsib tus nais tsav ntawm lub tsheb. Tus nais tsav yuav muaj lub laub pab nqa thiab tus ntaiv rau nce mus thiab tawm hauv tsheb. Thov nyob twj ywm sab hauv tos, thiab nyob ze ntawm qhov chaw tos. Cov nais tsav yuav nyob tos li 5 nas this thiab yuav tsis mus hauv lub tsev losyog mus ntawm lub qhov rooj, tshwj yog qhia paub tias lawv tuaj txog lawm, ntawm qhov chaw ua muaj neeg coob tos peb cov tsheb. Qhov kev pab Ntug Kev-rau-Ntug Kev no siv tau cov caij tsheb uas muaj peev xwm nce / tawm hauv tsheb nws tus kheej. Yog koj tus mob pauv thiab paub tias koj xav tau kev pab, hu rau AnchorRIDES lub chaw ua hauj lwm (Municipal AnchorRIDES Eligibility office).

Qhov Rooj-rau-Qhov Rooj (Door-to-Door)

Qhov kev pab tos Qhov Rooj-rau-Qhov Rooj no yog tus caij tsheb ntsib tus nais tsav ntawm ib lub qhov rooj, ib xab losyog ib tshooj tsev es mam tawm los rau ntawm lub tsheb. Qhov no kuj yuav tau nqis ntais (2 rau 5 theem), tus nais tsav yuav tsum pom ntsoov lub tsheb. Yog nyob hauv lub tsheb ntsia tsis pom lub qhov rooj, cov caij tsheb yuav tsum mus ntsib tus nais tsav ntawm ib qho chaw uas pom. Cov caij tsheb yuav tsum npaj nce rau hauv lub tsheb thaum tuaj txog. Ntsia ntsoov saib lub tshebtuaj. Tsis txhob tos qhov lawv hu (auto alert calls, dispatch calls), tus nais tsav nyem tswb qhov rooj losyog hu cov caij tsheb. Muaj kev zam rau cov neeg uas pom kev tsis zoo vim yuav tau ua kom lawv paub tias tuaj txog lawm raws li ADA kom ua.

Kom muaj kev thaj yeeb thiab nyab xeeb, cov nais tsav tsis txhob mus rau qhov uas yuav tsis pom lub tsheb xws li hauv tsev, siv ntaiv fais fab, losyob nce cov ntaiv hauv tsev. Cov nais tsav mus tau rau hauv chav tos qhua (lobby) ntawm lub tsev es tshaj tawm rau cov caij tsheb tias tuaj txog lawm thiab pab tuav lawv nkag rau hauv tsheb.

Cov nais tsav tsis nqa cov neeg, khoom siv (mobility devices), losyog cov hnab. Yog xav tau cov kev pab no, tus caij tsheb yuav tsum muaj nws neeg tu nws losyog tus neeg pab nws. Kom muaj kev thaj yeeb thiab mus tau raws sij hawm, xyuas kom cov ntaiv thiab cov qhov rooj nkag txhob muaj dab tsi thaiv.

Tsis yog tas nrho cov chaw yuav siv tau qhov rooj-rau-qhov rooj tos neeg. Yuav tau nrhiav lwm qhov chaw tos losyog tso vim muaj kev thaiv losyog tsis muaj kev thaj yeeb.

Tuav Rawv Tes (Hand-to-Hand)

Cov caij tsheb uas yuav tau tuav rawv tes yog cov neeg xiam oob khab uas yuav tau saib nraim txhua lub sij hawm thiab tso tsis tau yam tsis xyuas. Tus nais tsav yuav tsum xyuas kom muaj ib tug saib xyuas nraim xws li tus neeg pab tu, tus neeg zov losyog tus saib xyuas ntawm qhov chaw tso. Ntawm qhov chaw tso yuav tsum muaj neeg ntsib tus nais tsav thiab tus caij tsheb thaum mus txog.

Yog tsis muaj neeg nyob ntawm qhov chaw tso tos tus caij tsheb, tus caij tsheb yuav tau nyob hauv AnchorRIDES lub tsheb tos. Qhov chaw hu nrhiav (Dispatch) mam hu rau qhov chaw pab thaum muaj xwm ceev kom nrhiav qhov chaw tso thij ob. Yog hu tsis tau losyog nrhiav tsis tau chaw tso, yuav tau hu rau Anchorage lub tuam tsev ceev xwm (Anchorage Police Department) kom lawv tuaj coj tus neeg caij tsheb mus saib. Yuav tau nug xyuas tus caij tsheb txhua zaus uas nws tsis tuaj. Yog pheej tsis muaj tus tuaj tos tus caij tsheb yuav tau hais kom tus neeg tu nrog tus caij tsheb thaum lub sij hawm caij tsheb. Tsis yog txhua qhov chaw yuav siv tau qhov kev pab thauj uas tuav tes rawv (hand-to-hand service). Cov caij tsheb yuav tau nrhiav lawv tus neeg pabtuav lawv nce rau thiab tawm hauv tsheb yog thaum AnchorRIDES tsis muaj peev xwm pab tau qhov kev pab no.

Kev Thauj Mus Los (Trip Types)

Kev Pab Thauj Mus Los Li Xav Tau (Demand Response Trips)

Mam teem thiab tsav ib lub tsheb mus tos tus neeg muaj feem tau caij li hais. Hu mus rau nram Call Center thaum lub caij ua hauj lwm li ib (1) hnub thiab xya (7) hnub ua ntej.

Them Nyiaj Ua Ntej Caij (Subscription Trips)

Them nyiaj ua ntej caij (Subscription service) nws yuav teem caij rau txhua hnub rau tib hnub, tib lub sij hawm thiab tib qho chaw nyob li 3 hlis losyog tshaj ntawd. Them nyiaj ua ntej caij yuav zoo rau kev mus kho mob, mus hauj lwm, mus kawm ntawv losyog xyaum hauj lwm. Cov caij tsheb yuav tsum tau hu qhia yog tsis mus. Qhov kev pab no pab tau zoo rau cov neeg, tab sis tsis pub tshaj 50% ntawm tag nrho cov kev pab thauj mus los.

Lub chaw pab neeg (Customer Service) yog lub yuav txais qhov kev thov them nyiaj ua ntej no. Txhua zaus hais tuaj thov txog qhov kev pab no yuav tau tos kom txog thaum muaj thiaj tau. Thaum nyob tos, tus caij yuav tau hu thiab teem kev thauj mus los tau thaum xav tau. Customer Service yuav hais qhia rau tus caij tsheb hauv xov tooj thiab sau ntawv qhia hnub pib thiab cov sij hawm. Thaum pib lawm, tus caij tsheb tsis tas yuav hu teem caij txog cov kev thauj mus los no.

Cov caij tsheb yuav tau hu qhia tias tsis tuaj kom ntxov npaum li ntxov tau, yam tsawg yog 2 xuab moos ua ntej thiaj yuav tsis lig. Cov caij tsheb yuav tau hais kom muab qhov kev thauj mus los ncua tseg yog lawv yuav tsis siv li ib ntus, xws li thaum mus so hauj lwm (vacations or leave of absences). Yuav ncua tseg tsis tshaj 120 hnub. Pauv sij hawj, chaw losyog hnub tos yuav ua rau pauv kev thauj mus los, qhov no yuav tau muab tso tau tos (Subscription Waitlist).

Chaw Muaj Kev Pab (Service Areas)

Thaj Chaw Muaj Kev Pab (Core Service Area)

Thaj chaw muaj kev pab deb li 3⁄4 mile ntawm cov kev uas People Mover khiav raws li America txoj cai rau cov neeg xiam oob khab (Americans with Disabilities Act [ADA]). AnchorRIDES siv ib qho kev saib liaj ia los ntsuam xyuas cov kev thauj mus los saib puas ze li 3⁄4 mile ntawm cov kev uas People Mover cov tsheb khiav. Yog People Mover khiav ntau qhov chaw losyog muaj ntxiv, AnchorRIDES cov thaj chaw muaj kev pab los yuav ntau ib yam.

Thaj Chaw Muaj Kev Pab Zoo (Premium Service Area)

Thaj chaw muaj kev pab zoo yog dhau li 3⁄4 mile ntawm cov kev uas People Mover khiav mus los raws lawv ciam. Peb daim ntawv teeb liaj ia (mapping software) qhia tau hais tias qhov kev thauj mus los yuav dhau losyog tsis dhau 3⁄4 mile ntawm People Mover cov kev khiav thiab puas yog nyob rau qhov chaw raug pom zoo. MOA yog lub pom zoo thaj chaw muaj kev pab zoo, tab sis tsis nyob hauv America txoj cai rau cov neeg xiam oob khab. AnchorRIDES muaj peb (3) qhov chaw pab zoonyob ib cheeb tsam hauv Anchorage , nws yog li no:

1. Anchorage Hillside
2. Klatt/Bayshore
3. Sand Lake

Eagle River/Chugiak

Lub chaw thauj mus los Eagle River Connect pab thauj cov zej zog sawv daws raws li xav tau nyob hauv lub zos Eagle River, Chugiak, Birchwood thiab Peter's Creek. Nws muab kev pab rau cov zej zog no thiab thauj mus / tuaj rov qab pem qaum teb sab hnub tuaj hauv Anchorage. AnchorRIDES qhov kev pab thauj mus los rau neeg xiam oob khab thiab cov laus no mus tsis txog sab qaum teb ntawm Glenn Highway thiab Muldoon. AnchorRIDES Customer Service muaj peev xwm pab nrhiav kev thauj mus los rau koj ntawm cov zos Anchorage thiab Eagle River/Chugiak, losyog Eagle River/Chugiak.

Thaj Chaw Uas Tsis Muaj Kev Pab Txog (Out of Service Areas)

AnchorRIDES tsis muaj kev pab rau tej tham chaw vim nyob deb, chaw phem phem losyog mus tsis tau. Cov chaw ntawd nws kuj yog cov zoo li nram no:

- Tej qhov chaw uas AnchorRIDES cov tsheb mus tsis tau yooj yim vim tsis pub nkag, tsis tu zoo, tsis muaj kev thaj yeeb losyog chaw phem phem
- Nyob rau ntawm Joint Base Elmendorf/Richardson, nkag tsis tau mus dhau cov rooj vag ntawm
- Sab hnub poob ntawm Lub tshav nyob hoomAnchorage International Airport
- Lub tiaj ua si Kincaid Park
- Sab qab teb ntawm New Seward thiab Rabbit Creek Road, tshwj yog Golden View Middle School thiab txoj kev Potter Valley Road nyob ntawm New Seward Highway
- 3⁄4 mile sab hnub tuaj ntawm Hillside Drive
- 3⁄4 mile sab qab teb ntawm Tudor Rd thiab Campbell Airstrip Rd mus rau ntawm Stuckagain Heights
- 3⁄4 mile sab qaum teb ntawm Muldoon Road

Cov Sij Hawm (Service Hours)

AnchorRIDES cov sij hawm pab kuj zoo ib yam li People Mover cov kev pab. Muaj kev pab rau ib cheeb tsam ze li xa tau yog People Mover muaj kev pab mus ze ib tham tsam ntawd thiab deb li 3/4 miles. Qhov pab thauj mus deb yuav tsis muaj xuab moos ntau vim nyob deb.

Thaj Chaw Muaj Kev Pab (Core Service Area)	Lub Sij Hawm Tuaj Tos Tau Ntxov Tshaj Plaws	Lub Sij Hawm Thauj Mus Tso Lig Tshaj
Hnub Monday - Friday	5:45 Sawv Ntxov	11:30 Tsaus Ntuj
Hnub Saturday	7:30 Sawv Ntxov	9:15 Tsaus Ntuj
Hnub Sunday	9:30 Sawv Ntxov	7:00 Tsaus Ntuj

Thaj Chaw Muaj Kev Pab Zoo (Premium Service Area)	Lub Sij Hawm Tuaj Tos Tau Ntxov Tshaj Plaws	Lub Sij Hawm Thauj Mus Tso Lig Tshaj
Hnub Monday - Friday	7:00 Sawv Ntxov	8:00 Tsaus Ntuj
Hnub Saturday	9:00 Sawv Ntxov	7:00 Tsaus Ntuj
Hnub Sunday	11:00 Sawv Ntxov	6:00 Tsaus Ntuj

AnchorRIDES cov sij hawm muab kev pab thiab cov chaw yuav hloov raws li People Mover cov kev hloov, thiab xav kom hu tuaj pauv losyog qha tias tsis tuajcov kev thauj mus los.

Kaw Tsis Muaj Kev Pab Hnub So

Hnub Xyoo Tshiab (New Year's Day) ***Hnub Labor Day***
Hnub Memorial Day ***Hnub Thanksgiving Day***
Hmub Independence Day ***Hnub Christmas Day***

Nyob rau cov hnub so, cov neeg xiam oob khab muaj peev xwm hu tso lus rau ntawm 343-2548 kom tuaj tos hnub tom qab. Customer Service mam li hu rov tuaj hnub tom qab hais txog qhov thov kom thauj mus los. Hnub tom qab hnub so, xav tau kev pab thauj mus los rau tus xiam oob khab tib hnub ua hu tuaj yuav raug txais yog muaj chaw seem. Qhov no tsuas yog siv rau cov xiam oob khab, raws li tsoom hwv txoj cai, uas muaj peev xwm teem tau mus thauj hnub tom qab.

Cov Nqi Caij Tsheb (Fares)

Ntau lub koom haum tau nyiaj los muab kev pab nrog AnchorRIDES, thiab lawv cov kev pab nyias yuav txawv nyias hais txog cov nqi, kev pab, losyog kev nyiaj (co pay).

COV NQI CAIJ TSHEB (FARE CATEGORY) **Mus Xwb (One way trip)**	**Muaj kev pab**	**Mus kev pab zoo**
Kev Pab Thauj Mus Los Rau Cov Xiam Oob Khab (ADA Paratransit)	$ 3.50	$ 5.50
COV NEEG LAUS (SENIOR Citizens) Tsis Yog Chaw Kho Mob (Non-Medical Locations) (Tsis yog chaw kho mob, tu mob losyog muab tshuaj.)	$ 3.50	$ 5.50
COV NEEG LAUS mus kho mob, tu mob, losyog chaw muab tshuaj. (Xam cov laus uas xiam oob khab tib si)	Muab Pub (Donation)	Muab Pub (Donation)
Cov Uas Raug Medicaid Zam (HCB Medicaid Waiver) (Yuav tsum raug tso cai ua ntej)	Tsis Them Nqi	Tsis Them Nqi
Tus Neeg Tu (Yuav tsum raug tso cai ua ntej)	Tsis Them Nqi	Tsis Them Nqi
Thawj Tug quest	$ 3.50	$ 5.50
Ib tug twg ntxiv	$ 15.00	$ 15.00
Me nyuam (4 xyoos rov hauv).	Tsis Them Nqi	Tsis Them Nqi
EAGLE RIVER CONNECT		
Hu teem kev thauj mus los hauv Eagle River		$ 3.50
Hu teem kev thauj mus los ntawm Eagle River & Anchorage		$ 5.50
Qhov chaw nres tsheb ntawm Eagle River losyog Muldoon Transfer Centers		*Ib yam li People Mover

*Txais nyiaj ntsuab losyog People Mover daim ntawv caij tsheb. People Mover Daim Npav (Smartcards), tsis txais cov npav tsis ua hauj lwm lawm losyog cov tw ntawv caij tsheb (Ride Tickets).

Kev Them Nqi Caij Tsheb

Them Nyiaj Ntsuab

Tso tu nqi caij tsheb rau lub thawv tso nyiaj txhua zaus caij. Cov naus tsav yuav tsis kov txog cov nyiaj ntsuab tshwj yog muaj kev tsim nyog. Cov caij tsheb yuav tso cov nyiaj ntsuab rau lub thawv losyog ntsia tus nais tsav muab qhov nyiaj tso rau lub thawv. Tsis kam txais nyiaj ntsuab them ua ntej rau hnub yuav caij tom qab. Yog koj yuav them ua ntej, thov yuav phau npav caij tsheb (ticket booklets).

Phau Npav Caij Tsheb (Ticket Booklets)

Ib phau muaj 10 daim npav. Hu xov tooj thiab siv credit losyog debit card yuav los tau; sau check losyog money order xa mus yuav los tua; losyog cia li mus yuav kiag los tau. Phau npav caij tsheb cov nqi: Caij ib cheeb tsam zmuaj kev pab (Core Area) yog $35.00 thiab ib cheem muaj kev pab zoo (Premium Area) yog $55.00. Tsis muag npav caij tsheb tom People Mover cov chaw; tsis muag ib daim npav twm zeej thiab hloov tsis tau losyog thim nyiaj tsis tau yog uas ploj losyog raug nyiag lawm. Chaw xa nyiaj mus yuav thiab chaw nyob: (Saib daim ntawv qhia sab nraum qab no.)

AnchorRIDES - MV Transportation
3625-A Dr. Martin Luther King Jr. Ave.
Anchorage, AK 99507-1222

Daim npav U-PASS

Cov neeg kawm ntawv, ua hauj lwm thiab cov qhia ntawv hauv cov tsev kawm ntawv UAA, APU, Charter College Anchorage, Alaska Career College caij dawb thaum tau kev tso cai ua ntej los ntawm AnchorRIDES.

Ib lub tsev kawm ntawv twg lawv yuav tsum muaj lawv kev pom zoo cia caij tsheb (UPASS program). AnchorRIDES tsis muaj daim ntawv npav caij tsheb (Smart Card Readers). Yog li ntawd, AnchorRIDES cov neeg caij tsheb uas xav tau UPASS caij dawb yuav tsum tau kev pom zoo ua ntej los ntawm AnchorRIDES Eligibility Office. Yuav tsum muab tus neeg ua hauj lwm/kawm ntawv daim npav (ID) losyog ntawv tom tsev kawm ntawv qhia tias tseem siv tau tuaj. AnchorRIDES yuav tso cai ua ntej kom tau caij dawb lawm yav tom ntej kom txog thaum semester tas. Cov nqi uas them ua ntej rau U-Pass lawm yuav tsis raug thim rov qab.

Kev Cai Tswj Kev Tsis Them Nqi Caij Tsheb (Fare Non-Payment Policy)

Nws yog txoj cai ntawm lus xos Anchorage thiab AnchorRIDES yuav tsum tau sau cov nqi ua tsim los ntawm Anchorage tus cai (Anchorage Municipal Code). Yuav tsum them tus nqi mus thaum nce rau lub tsheb losyog siv daim npav caij tsheb uas them ua ntej lawm (pre- paid tickets). Cov nais tsav tsis muaj nyiaj txiv. Tsis txais qhov nyiaj ua them kom thauj rov los. Cov neeg caij AnchorRIDES cov tsheb them nyiaj ntsuab thaum caij losyog yuav npav caij tsheb ua ntej ntawm Customer Service. Yog tus caij tsis muaj nyiaj losyog muaj nyiaj tsis txaus, tus nias tsav yuav tso ib daim ntawv tsis tau them nqi (No Fare Payment) rau hauv lub thawv qhia tias tus caij tshuav nqi. Yuav xa ntawv ceeb toom txhua hli rau cov caij tsheb uas tshuav peb
(3) losyog tshaj rov saud tsis tau them losyog them tsis tas. Yog tsis them losyog them tsis tas txog tsib (5) zaug rov saud qhov kev pab yuav raug txiav kom txog thaum them cov nqi tas.

Anchorage Txoj Cai , AO-2013-100 teeb Tus Nqi Caij Tsheb thiab Cov Nqi Lwm Yam Rau Kev Pab Thauj Zej Tsoom. Anchorage Txoj Cai Qhia Ua Hauj Lwm (Municipal Code), AM 11.70.40 teeb kev nplua rau sau nqi tsis ncaj rau Kev Pab Thauj Zem Tsoom. Tus nqi nplua tam sim no yog $50 tauj ib zaug.

AnchorRIDES Chaw Pab & Ua Hauj Lwm (AnchorRIDES Call Center & Operations) 343-2550

- Teem caij thauj mus los tau ib as thiv xya (7) hnub thaum lub sij hawm ua hauj lwm.
- Muaj kev qhia, pab thiab khiav ntaub ntawv pab.
- Muaj kev pab hu qhia txog kev mus los txhua lub sij hawm.

Cov Sij Ua Hauj Lwm Teem Caij Thauj Kev Mus Los(Trip Reservation Hours)

Cov Hnub ntawm Ib	Sij Hawm 12 Xuaj	Sij Hawm 24 Xuaj
Hnub Monday –	7 moo sawv ntxov – 6	07:00 moos – 18:00
Hnub Saturday	8 moo sawv ntxov – 6	08:00 moos – 18:00
Hnub Sunday	9 moo sawv ntxov –	09:00 moos – 17:30

AnchorRIDES siv lub sij hawm 24 xuaj moos thiaj raug raws cov sij ntawm ib hnub. Yog hais tias paub, thov siv lub sij hawm 24 xooj moos. Yog tsis paub, teev koj qhov kev mus los li sawv ntxov losyog tsaus ntuj (a.m. or p.m.)

Xav Paub Kev Teem Caij (Required Reservation Information)

1. Tus neeg caij tsheb lub xeem thiab lub npe.
2. Hnub yuav pib caij.
3. Qhov chaw tos thiab xov tooj.
4. Qhov chaw tso thiab xov tooj, npe ntawm lub tsev.
5. Qhov chaw tso thiab tos xws li koj yuav nyob qhov twg tos ntawm lub chaw kho mob thiab tsev kawm ntawv, thiab cov tsev loj loj uas muaj ntau lub qhov rooj nkag.
6. Lub sij hawm koj xav kom tuaj tos losyog raws li teem tseg, tab sis tsis yog ob qho.
7. Qhia txog cov twj pab koj mus los uas koj yuav siv.
8. Qhia rau peb yog muaj tus neeg tua losyog tus qhua yuav mus nrog koj.
9. Qhia rau peb yog koj xav kom “Hu Ceeb Toom” hmo ua ntej yuav tuaj tos losyog “Hu Ceeb Toom” thaum tsuav li 10 nas this lub tsheb tuaj txog.

Kev Cai thiab Kev Lis Ntaub Ntawv Teem Caij (Scheduling Policy and Procedures)

Koj teem caij rau kev thauj mus los tau txhua lub sij hawm hnub ua ntej losyog 7 hnub ua ntej thaum lub sij hawm ua hauj lwm. Yuav caij hnub tom qab yuav tau hu teem thaum lub sij hawm ua hauj lwm.

Koj teem ntau fij rau ib hnub los tau, tab sis yuav tsum teem kom sib nrug li 45 nas this. Qhov no yuav ua rau cov neeg caij muaj sij hawm txaus nyob ntawm lawv qhov chaw tso, thiab zam kom txhob muaj ob lub tsheb tuaj ib lub sij hawm. Lub caij ntuj no, peb xav kom muab sij hawm li 60 nas this vim kev tsav tsheb tsis yooj yim. Cov nais tsav yuav tsis tos thaum cov neeg caij mus khiav hauj lwm me me tso mam los. Txhua qhov chaw nres yuav tsum teem ua ntej.

Koj hais kom tuaj tos thiab tso koj rau ib fij twg los tau, tab sis tsis yog ob fij. (Saib Qhov Kev Teem Caim)

Peb mam sib tham thiab muab ib xuaj moos ua ntej thiab tom qab lub sij hawm koj thov. Qhov no ua rau peb teem tau ntau fij rau ib lub sij hawm. Peb yuav ua txhua yam kom thauj tau li neb xav tau. Txawm li cas los xij, nws yuav thauj mus los tsis tau raws nkaus li lub sij hawm koj xav tau.

Peb yuav cim tseg rau hauv koj phau ntawv teem caij tsheb, tab sis peb tsis lees tias yuav ua tau li qhov koj xav tau xws lis cov nais tsav tsheb, cov chaw zaum, cov tsheb, losyog cov kev vim hais tias AnchorRIDES yog ib lub chaw pab thauj mus los rau pej xeem sawv daws. Yuav kom cov neeg xiam oob khab siv tau peb cov kev pab, lwm yam uas yuav pauv tau nyob hauv cov kev cai yuav tsum yog tau kev pom zoo los ntawm tsoom hwv txoj cai rau cov neeg xiam oob khab (ADA Reasonable Accommodation Request policy and procedure). Saib txoj cai (Reasonable Accommodation Request section) nyob nplooj 41.

Lus Qhia Kev Teem Caij (Scheduling Tips)

- Hnub ua hauj lwm AnchorRIDES thauj ntau tshaj plaws yog thaum 7 moo sawv ntxov – 9 moos sawv ntxov thiab thaum 2 moos tav su – 5 moos tsaus ntuj. Koj yuav xais tau lub sij hawm zoo tuaj tos yog koj xaiv coj sij hawm ua tsis thaum “ntau” li no.

- Sau hnub thiab lub sij hawm teem thauj koj mus los.

- Yog xav paub, hu thaum sawv ntxov tuaj nug kom paub koj lub sij hawm. Hais kom hu ceeb toom koj ua ntej thiab thaum tuaj yuav txog (Ask for automated IVR Reminder and Alert Calls).

- Siv daim ntawv teeb hnub (calendar) hauv koj lub xov tooj los teev koj cov caij nyug. Teeb ib qho hais lus qhia (audible reminder notice) koj li 15 nas this ua ntej yuav txog lub caij tuaj tos Koj.

- Ua ntej thaum yuav khwb xov tooj, mloog zoo zoo txog cov hnub, sij hawm thiab chaw nyob ntawm qhov chaw tos chaw tso. Ua twb zoo xyuas kom cov lus yog. Qhov no tseem ceeb heev yog koj hu tuaj teem ntau ntau fij.

- AnchorRIDES cov tsheb nres rau ntawm cov chaw yuav khoom/taj laj, tsev kho mob, tsev kawm ntawv thiab lwm qhov chaw uas muaj qhov rooj nkag ntau (multiple doors). Thov nug saib lub tsheb yuav nres qhov twg, kom thiaj npaj tau los yeej. Yog koj siv lwm lub qhov rooj txawv, thov hais qhia ua ntej thiaj ua tau.

Tsis mus lawm

Siv tus xov tooj qhib 24 xuaj moos (Use our 24 hour Cancel Line): Xyoo 343-2548

Ntxov npaum li koj ua tau, hu qhia tias koj tsis mus lawm. Xav kom cov neeg caij hu qhia ob (2) xuaj moos losyog tshaj ua ntej yuav tuaj tos kom tsis txhob raug nplua vim hais qhia lig. Txawm li cas los thov hu qhia kom tsheb txhob tuaj thaum koj tsis mus lawm. Peb tsuas tshem tau fij uas koj hais xwb, yog li thov hu qhia txhua txhua fij uas koj tsis mus lawm.

Yog koj tsis nco hu tuaj qhia tias tsis tuaj, peb cia li tuaj tos koj. Nws yuav hais tau tias tsis tuaj (No Show) ces yog ua txhaum 2 zaug (2 infraction points). Yog thawj fij cia li tsis pom tuaj, peb tsis muaj peev xwm tshem tau cov kev thauj mus los uas tseem muaj vim tsoom hwv kev cai lij choj tsis pub tshem. Cov neeg caij yuav raug qhov kev nplua tias tsis tuaj ib hnub ntau ntau zaus, yog cov kev mus los uas tau teem tsheg lawm tsis raug tshem tawm ua ntej.

Sij hawm teem tsheg (Appointments)

Thaum teem caij tsheb rau ib lub sij hawm kom lub tsheb tuaj txog losyog tawm mus;

- Qhia rau peb lub sij koj xav kom tuaj txog ntawm qhov chaw, tsis yog lub sij hawm koj teem tseg. Qhov no yuav ua rau peb muaj sij hawm los rau ntawm lub tsev koj nyob thaum lub tsheb tuaj txog. Peb hu qhov no tias “tsis tuaj txog tom qab sij hawm”.

- Qhia rau peb lub sij hawm koj yuav tawm ntawm ib qho chaw. Cia koj lub sij hawm teem tseg tas mus thiab mus nyob ntawm qhov chaw yuav tos koj. Peb hu qhov no tias “tsis txhob mus ntxov dua lub sij hawm”.

- Paub lub sij hawm lub tsev yuav qhib thiab yuav kaw ntawm qhov koj mus. Npaj koj qhov kev mus los kom zoo koj thiaj nyob tau hauv tsev tos.
- Hu qhia paub yog koj yuav tuaj lig thiab kom pauv fij tuaj tos rov qab rau qhov hais tias “tuaj mam hu”. Hu rov qab tuaj thaum koj npaj tau yuav los rau lub tsheb tom ntej. Sij hawm tos yuav ntev li 1 xuaj moos thauj lub caij tsis muaj neeg coob thiab yuav ntev li 1.5 thaum muaj neeg coob.
- Hu qhia paub yog koj npaj tau ntxov li 1 xuaj moos ua ntej koj lub caij teem tseg kom “hu tuaj” mam tuaj tos. Peb mam qhia rau koj paub li ib xuaj moos ua ntej yog muaj chaw seem. Thov tsis txhob hu yog koj qhov kev mus los teem kom tuaj txog li ib xuaj moos losyog luv dua ntawd vim nws yuav ua rau tau tos ntev thaum lub caij neeg coob.

Hnub Muaj Kev Pab (Day of Service)

Lub Chaij Tos (Pick-Up Window)

Tus nais tsav yuav tuaj txog li 30 nas this thaum lub caij tos pib 15 nas this ua ntej lub caij teem tseg thiab yuav tsum li 15 nas this tom qab lub caij teem tseg; ces yuav tau tos li 5 nas this ntawm qhov chaw.

Piv txwv li, teem tuaj tos thaum 8:00 sawv ntxov lub sij hawm tuaj txog yog 7:45 sawv ntxov thiab 8:15 sawv ntxov.

Muaj 30 nas this rau tos

Ua ntej 30 nas this lub caij tos

- Xyuas huab cua thiab hnav kom phim.
- Nqa cov tshuaj noj, khoom siv thiab dej haus losyog khoom txom ncauj.
- Siv chav dej 15 nas this ua ntej yuav txog caij tuaj tos. Koj yuav nyob hauv tsheb txog ib xuaj moos losyog tshaj.

- Nco ntsoov nqa cov xov tooj tseem ceeb nrog koj, nqa AnchorRIDES Customer Service tus xov tooj (343-2550).

- Xyuas kom zoo saib cov twj yuav pab koj mus los ua hauj lwm zoo. Yog siv cov twj siv fais fab, nco ntsoov xyuas lub roj (battery) kom puv. Yog koj siv cua ua pa (oxygen), xyuas kom puv puv vim tej zaum koj yuav tau caij ntev dua li hais.

- Nco ntsoov nqa koj daim npav caij tsheb (fare or ticket) nrog koj.

Lub sij hawm 30 nas this nyob tos

- Npaj koj tej khoom ntiag tug thiab nyob tos ntawm qhov uas koj pom lub tsheb tuaj thaum lub caij nyob tos 30 nas this ntawd.

- Nyob rawv ntawm qhov chaw tos, lub tsheb tuaj koj thiaj pom thiaj tsis dhau 5 nas this nyob tos.

- Yog koj kom lawv hu ceeb toom thaum tuaj yuav txog, nco ntsoov saib koj lub xov tooj. Qhov kev hu ceeb toom no yuav qhia rau koj tias lub tsheb yuav tuaj txog li 10 nas this. Thov tsis txhob tso siab tag nrho rau qhov hu ceeb toom, koj yuav tsum ntsia lub tsheb thiab vim tias tej zaum lub xov tooj kuj tsis ua hauj lwm.

Thaum Lub Tsheb Tuaj Txog Tus Nais Tsav Yuav:

- Muab kev pab raws li teev hauv daim ntawv xws li tos ntawm NTUG KEV, QHOV ROOJ, lsoyog pab tuav TES.

- Tos li tsib (5) nas this rau koj los txog thiab nce tsheb.

- Nug koj npe, xyuas kom yog koj fij thiab pab koj nce rau hauv tsheb.

- Pab koj nce rau hauv tsheb, nrhiav rooj rau zaum thiab sia siv rau koj thiab muab cov khoom siv cia li tsim nyog.

- Sau nqi caij tsheb raws li teev hauv koj daim ntawv teem caij tsheb. Yuav muab ib daim ntawv qhia tias tsis tau them, yog tsis them qhov nqi caij tsheb tas.
- Xyuas zoo kom sawv daws muaj kev thaj yeeb. Tab nrho cov caij tsheb yuav tsum zaum twj ywm thaum nyob hauv tsheb, sia siv losyog sia cov siv zoj me nyuam (child safety devices).
- Thaum mus txog, thov zaum twj ywm kom txog thaum tus nais tsav los pab koj tawm. Thiaj tsis dawm kaw taw thiab ntog.

Tus Nais Tsav Yuav Tsis:

- Pauv nyiaj rau nqi caij tsheb. Nws muaj ib lub thawv tso nqi caij tsheb.
- Muag phau ntawv caij tsheb (ticket books). Hu rau Customer Service.
- Nkag mus hauv tsev thiab/losyog pab koj npaj mus.
- Tsaws losyog nqa koj coj twj siv nce ntaiv nqis ntaiv, xws li lub laub caij (wheelchair) losyog tus pas nrig.
- Nkag mus tsis dhau ntawm qhov chaw tos neeg losyog nce mus nrhiav koj.
- Mus ib lub chaw rau ib lub chaw, nce ntaiv fais fab, nce ntaiv losyog mus ib chav ua hauj lwm rau ib chav thiab pab cov caij tsheb. Cov nais tsav yuav tsis hu cov neeg caij tsheb ntawm cov tsev losyog mus caum lawv. Cov neeg caij tsheb twb teem tau lawm lawv yauv tsum npaj los kom yeej.
- Nqa hnab losyog cov khoom ntiag tug. Cov neeg caij tsheb yuav tsum nqa tag nrho lawv cov khoom ib zaug, losyog muaj tus pab nqa losyog tus neeg pab nws nqa cov khoom tag nrho ib zaug.

Tuaj Txog Ntxov

- Yog koj mus tau ntxov, kav tsij mus.
- Yog tus nais tsav tuaj txog ua ntej lub caij tos, tus nais tsav yuav tsum tsis yuam koj nce tsheb. Hu Lub Chaw Hu Pab (Call Center) qhia rau tus saib (Dispatch and/or Manager) yog muaj qhov no tshwm sim.
- Yog koj nce tsis tau mus hauv tsheb, tus nais tsav yuav tau rov qab los thaum txog sij hawm tosthiab los tos li 5 nas this.

Tuaj Lig

AnchorRIDES tuaj txog lig yog thaum:

- Dhau 16 nas this tom qab lub caij tos.
- Lub sij hawm tos dhau lub caij teem tuaj tos.

Tus ua hauj lwm rau AnchorRIDES (An AnchorRIDES Customer Service Representative) mam qhia rau koj saib thaum twg mam tuaj txog.

Pauv Tib Hnub Ntawd (Same Day Changes)

AnchorRIDES yuav tsis rov qab los thauj losyog pauv cov sij hawm raws li txoj cai rau cov xiam oob khab (the Americans with Disabilities Act). Txawm li cas los xij, peb paub tias nws muaj kev tshwm sim ceev thiab yam tsis paub txog thiab peb yuav tsum ua twb zoo xyuas kom peb cov neeg caij tsheb tau kev thaj yeeb. AnchorRIDES yuav ua hauj lwm kom tau raws li kev pauv hnub ntawd yog ua tau, thiab ho yuav tsis ua kom qhov ntawd yog ib qho muaj tas li rau cov caij neeg tsheb. Pauv cov kev thauj mus los yuav ua rau muaj kev cuam tshuam rau lwm tus qhov kev mus los.

Tus saib kev tso cai rau tej kev thauj mus los hnub ntawd thiab tej kev pauv. Cov nais tsav tsis muaj cai ntxiv kev thauj mus los losyog pauv cov sij hawm thauj mus los. Yog tsis tau kev tso cai, yuav tau thauj tus neeg caij tsheb li teem tseg, losyog tsis thauj tso mam nrhiav kev pab thauj lwm yam.

Mam Hu

Yuav tsum hu qhia yog koj tsis muaj peev xwm npaj tau thaum lub caij tuaj tos. Nws yuav ua rau tsis xiam sij hawm, thiab tsis raug nplua qhov Tsis Tuaj. Yog hais tias koj ho npaj tau li ib xuaj moos ua ntej koj lub caij teem tuaj tos, koj hu kom tuaj tos koj ntxov los tau. Thov tsis txhob hu yog tau teem tuaj tos koj tsis txog ib xuaj moos. Nws yuav tau tos ntev zog thaum lub caij muaj neeg coob. Qhov no yuav ua rau raug kev txhawm tuaj lig (Late Cancel) raws li teev hauv txoj cai tsis tuaj (No Show Policy).

Yog koj tuaj lig thiab npaj tsis tau thas thaum lub sij hawm tuaj tos, hu rau Customer Service, lawv mam tsis tuaj thiab tso koj rau qhov “Mam Hu” rov tuaj. Hu rov qab tuaj thaum twg koj npaj tau kom tuaj tos. Nws yuav ntev li ib xuaj moos losyog tshaj ntawd thaum lub caij muaj neeg coob.

Rov Qab Tuaj tom qab tsis Pom (No-Show)

Yog koj tsis ncav thaum AnchorRIDES tuaj tos koj, thiab tsis muaj kev los tau tsev, hu rau peb. Peb mam teem caij tuaj tos koj rau fij tom ntej thiab tso koj rau qhov chaw koj mus. Nws yuav ua rau muaj ob qhov kev txhawm vim Tsis Pom Tuaj (No Show infraction points). Pheej tsis tuaj raws li tau teem tseg yuav ua rau qhov kev pab raug txiav. Qhov zoo tshaj yog hu qhia rau peb ua ntej lub caij tuaj tos, qhia rau peb tias koj npaj tsis tau thiab “mam hu”. Ces thaum twg npaj tau mam hu.

Kev cai (Policies)

Lub tuaj tsev Public Transportation Department yuav pauv cov kev cai thiab kev ua hauj kom zoo txaus rau cov neeg xiam oob khab kom muaj peev xwm siv tau peb cov kev pab yam tsis nyuaj kiag li. Saib nplooj 41 hais txog kev pab rau cov xiam oob khab (ADA Reasonable Accommodation Requests).

Cov twj siv mus los thiab kev thaj yeeb (Mobility Devices and Securement)

AnchorRIDES yuav pab cov neeg caij tsheb uas siv laub, caij daim txiag muaj log (scooters) thiab cov twj siv mus los. Cov caij tsheb tawm mus zaum rooj losyog zaum twj ywm hauv lawv lub laub. Cov twj yuav tsum yog: Peb (3) lub log rov saud; tsis txhob nyav tshaj qhov yuav nqa tau (weights not to exceed lift/ramp capacity); haum qhov chaw nqa (lift platform/ramp and) kom zoo zoo tsis pub khuam. Cov neeg caij tsheb uas muaj cov twj loj tshaj li hais no yuav raug ntsuam xyuas txog kev thaj yeeb thiab saib yuav pab tau li cas.

Yuav tsum xyuas cov laub losyog lwm yam twj siv mus los ntawd kom huv si, tsis puas thiab tseem siv tau zoo. Yog ib lub twj siv mus los ntawd yuav tsim kev puas tsuaj losyog tsim kev tsis zoo rau cov nais tsav losyog lwm tus neeg caij tsheb, tej zaum yuav tsis kam thaum tus neeg ntawd.

Yuav kom muaj kev thaj yeeb, tsis muaj lwm tu li tsuas yog tus saib (operator) thiaj muaj cai siv lub cav nqa losyog cov khoom ntawd xwb. Tsis pub cov nais tsav caij lub cav nqa ntawd nrog cov caij tsheb. Tsis pub cov nais tsav siv losyog tsav cov twj siv thauj mus los. Yog koj xav tau cov kev pab, nws yog koj hauj lwm uas yuav tsum nrhiav tus pab koj.

Hu rau Customer Service nrog peb cov neeg ua hauj lwm (Management Staff) tham txog kev nce mus rau hauv lub tsheb, kev thaj yeeb ntawm cov twj siv, nrhiav hlua zoj koj lub laub losyog sib tham txog cov kev xav tau ua poob rau hauv txoj cai rau cov neeb xiam oob khab (ADA Reasonable Accommodation Policy).

Cov tsev nyob (Apartments)/Cov tsev loj loj (Building Complex)/Cov tsev muaj laj kab xov (Gated Community)

Thov qhia txog lub tsev ntawd lub npe thiab tus nab npawb ntawm lub tsev. Nyob rau txhua cov chaw uas muaj ntau lub tsev, AnchorRIDES yeej teev ib qho chaw tos thiab chaw tso. Yog koj teem mus rau cov chaw zoo li no, tus neeg teem caij rau koj yuav qhia rau koj kom tseeb txog qhov chaw tos thiab chaw tso.

Yog koj qhov chaw tso nyob rau hauv qhov chaw muaj laj kab xov thiab yuav nkag qhov twg mus, yuav tau qhia rau tus neeg zov kom nrhiav chaw nkag ua ntej lub caij tuaj tos. Yog tsis nrhiav chaw rau nkag, lub tsheb nkag tsis tau mus rau ntawm qhov chaw tos, yuav tau xyuas saib puas yog tias Tsis-Tuaj (No-Show), tej zaum yuav tsis tuaj tos lawm.

Chaw rau Neeg Nyob (Resident Facilities)/Tsev Kawm Ntawv(Schools)/Chaw Nyob Nruab Hnub (Day Centers)

Cov neeg caij tsheb uas nyob rau cov chaw no yuav tsum ntsib tus nais tsav ntawm chav nyob. Tsis pub cov nais tsav tawm ntawm lawv lub tsheb mus nrhiav cov neeg caij, losyog mus hauv lawv cov chaw nyob. Cov neeg ua hauj lwm ntawm lub tsev yeej yuav pab tus neeg ntawd nkag mus thiab tawm los ntawm lub qhov rooj losyog lub qhov rooj nyob ze. AnchorRIDES muaj peev xwm pab cov tsev kom lawv mus saib tau thiab pom cov kev teem caij mus & los no. Hu rau Customer Service Manager. (Sai Cov Kev Mus-Los hauv qab no)

Qhov Chaw Taug Xyuas Kev Mus Los (Major Location Trip Tracking)

Lub chaw pab thauj mus los MV (MV Transportation) muaj ib qho chaw saib (web-based) cov kev mus thiab los. Cov neeg ua hauj lwm muaj peev xwm xyuas saib thaum twg tus neeg caij tsheb mam tuaj txog thiab tawm mus. Nws yog ib qho web based, tsuas saib tau qhov chaw uas yus qhia rau xwb. Nws pab kom cov neeg ua hauj lwm npaj tau lawv cov neeg nyob tos thiab npaj tos txais lawv cov neeg thaum tuaj txog. Hu nug rau AnchorRIDES Customer Service Manager kom paub ntau ntxiv.

Cov Neeg Tu (Personal Care Attendants)

Tus Neeg Tu yog ib tug neeg uas nws pab tus neeg caij tsheb thaum tawm mus ncig. Tus neeg tu yuav tsis tau them nqi caij tsheb yog tus neeg caij tsheb ntawd tau kev pom zoo rau tus neeg tu ua ntej lawm. Nkawd ob leeg tus neeg tu thiab tus neeg caij tsheb yuav raug tos thiab tso rau tib qho chaw thiab tib lub sij hawm. AnchorRIDES tsis muaj tus neeg tu los pab.

Yuav tau muaj tus neeg tu yog zoo li nram no:

- Tus neeg caij tsheb tsis muaj peev xwm pab tau nws tus kheej ntawm qhov chaw tos nws losyog tso nws.

- Tus neeg caij tsheb xav tau kev pab ntau tshaj qhov AnchorRIDES cos nais tsav tsheb pab tau thaum ua ntej, thaum nce losyog tom qab.

Cov qhua

Cov qhua caij nrog tus neeg muaj ntawd caij los tau, yuav tos thiab tso rau tib qho chaw thiab tib lub sij hawm. Thawj tug qhua yuav tau them tus nqi caij tsheb ib yam li tus neeg caij tsheb. Cov qhua ntxiv mus yuav tau caij yog muaj chaw thiab yuav tau them tus nqi caij tsheb ntau zog (SaibTshooj Teev Tus Nqi). Cov neeg caij tsheb uas muaj cov qhua nrog yuav tsum tau qhia rau CSR paub thaum teem caij rau qhov kev mus los.

Me nyuam yaus

AnchorRIDES cov neeg caij tsheb coj me nyuam nrog lawv ib yam li cov qhua los tau thiab them cov nqi caij tsheb raws li tsim nyog. Cov neeg caij tsheb uas muaj me nyuam nrog yuav tsum qhia rau CSR thaum lawv teem caij rau qhov kev mus los. AnchorRIDES cov tsheb muaj hlua sia duav tib si. Tus neeg caij tsheb losyog tus laus yuav tsum muaj lub rooj rau me nyaum zaum (car seat), kom phim raws nws lub hnub nyoog thiab phim raws nws qhov nyav raws li txoj kev cai sia siv nyob hauv Alaska (Alaska State Seat Belt Law).

Kev Pab Rau Tus Tsiaj Pab Koj thiab Tsiaj Hauv Tsev (Service Animals and Pets)

Zoo siab txais tos tus tsiaj pab koj thiab tsis yuav ntawv pov thawj losyog kev tso cai ua ntej. Txawm li cas los xij, yuav tsum xyaum lawv kom zoo thiab kom nyob twj ywm ntawm koj txhais taw losyob xwb ntiag. Lawv zaum tsis tau ib lub rooj, tom quaj losyog khiav rau ub rau no. Ceev tsis tau tus tsiaj pab koj yuav raug tsis pub caij losyog yuav tsum kom muaj lub thawv ntim thia kam thauj.

Coj tsiaj hauv tsev kam coj rau hauv tsheb tau tib sis yuav tsum ntim rau lub thawv nyav li tus caij tsheb thiab/losyog tus neeg pab nqa tau. Tus nais tsav yuav tsis nqa losyog thau koj tus tsiaj thiab lub thawv ntim tus tsiaj tawm. Thov hais qhia rau peb thaum teem caij rau koj qhov kev thauj mus los yog muaj tsiaj hauv tsev nrog.

Cov Sij Hawm Siv Rau Cov Kev Mus Los (Trip Length Performance Standard)

Teeb hauv qab no yog cov sij hawm siv mus ntawm ib fij rau cov neeg caij tsheb siv kom paub tias yuav nyob hauv tsheb ntev npaum li cas. Kev thauj mus los rau cov neeg xiam oob khab yuav tsum ntev ib yam li kev thauj mus los rau People Mover cov kev mus los uas xam tag nrho cov sij hawm taug kaw tawm mus/los thiab sij hawm tos ntawm chaw nres tsheb.

Qhov Ntev Ntawm Ib Fij	Qhov Ntev Kawg Nkaus Ntawm Ib Fij
Tsawg tshaj 5 mais deb	60 nas this
5.1 rau 10 mais deb	75 nas this
10.1 rau 20 mais deb	90 nas this
20.1 mais deb losyog tshaj	120 nas this

ADA Cov Npav Pub Caij Tsheb Dawb (ADA Complimentary Fare Tickets)

AnchorRIDES taug qab xyuas cov kev pab kom ua tau zoo raws li ib txwm ua xws li raws sij hawm thiab qhov siv sij hawm ntawm ib fij. Cov npav caij tsheb dawb no tsuas muab tawm thaum ADA cov kev thauj mus los tshaj qhov ua tau vim tsoom hwv hais kom ua thiaj tsis muaj kev dhaig losyog txwv. Cov npaj caij tsheb dawb no muab tawm ib hlis ib zaug rau cov caij tsheb uas xiam oob khab tau mus los li nram no:

- Tuaj txog tshaj 20 nas this tom qab lub sij hawm teem tseg.
- Fij uas siv sij hawm ntev tshaj fij uas hais tias ntev kawg nkaus.

Tsis muab cov npav caij tsheb dawb no tawm thaum muaj teeb meem yam tiv thaiv tsis tau xws li fais fab losyog khoom siv fais fab tuag, tau lug kev deb deb, muaj sib ntsoo losyog nag xob nag cua.

AnchorRIDES Tsis Tuaj Tos

Tuaj tos tsis tau yog thaum AnchorRIDES tus neeg ua hauj lwm (contractor) tsis tuaj thauj vim teem yuam kev, hu qhialig losyog lub tsheb tuaj lig. Tus neeg ua hauj lwm yuav raug nplua nyiaj thaum tsis tuaj tos li teev hauv daim ntawv cog lus. Muaj kev zam rau qhov tsis tuaj tos yog hais tias tshaj qhov tus ua hauj lwm tiv thaiv tau xws li muaj sib ntsoo ua rau qeeb, huab ua phem, thiab tau lug kev deb deb.

Kev Cai Hais Txog Tuaj Lig thiab Tsis Tuaj (No Show and Late Cancel Policy)

Xov tooj qhib txais tos txhua lub sij hawm thaum lub caij ua hauj lwm pab txog kev tuaj tsis tau thiab pab txog cov kev mus los (trips in progress) ntawm 343-2550. Tus xov tooj hu qhia tsis tuaj qhib 24 xuaj moos rau tso lus txog qhov tsis tuaj ntawm 343-2548.

Cov neeg caij tsheb yuav tau hu tuaj qhia tias tsis tuaj li 2 xuaj moos losyog tshaj ntawd ua ntej thaum yuav txog lub caij teem tuaj tos, thiab npaj tos ntawm qhov chaw tos thauj lub caij tuaj tos. Cov nais tsav tsheb yuav tos li tsib (5) nas this thaum tuaj txog, thiab yuav hu rau cov neeg saib kev yog nrhiav tsis tau losyog thauj tsis tau tus neeg caij tsheb.

Yog tuaj thauj es ho tsis pom tuaj thiab txog ntawm qhov rooj mam hais tias tsis mus lawm, AnchorRIDES tsis muaj peev xwm yuav tshem tawm lwm qhov kev thauj mus los uas tseem muaj nyob hnub ntawd. Tsoom hwv cov kev cai lij choj tsis pub cov koom haum tshem tawm cov kev thauj mus los tshwj yog tau txais lus ntawm tus neeg caij tsheb losyog cov neeg pab. Tsuas tshem tau fij uas uas hais kom tshem xwb. Cov neeg caij tsheb uas tsis hu tuaj tshem tawm qhov kev thauj mus los uas teem tseg lawm yuav raug qhov hais tias tsis tuaj ntxiv, tshwj yog hais tias poob rau qhov uas lawv tiv thaiv tsis tau.

Cov kev thauj mus los uas tsis raug tshem tawm ua ntej losyog cov neeg caij tsheb tuaj tsis ncav yuav tsim kev tsis zoo rau qhov kev teem caij, ua kom cov kev thauj mus los ntawd ntev thiab nkim nyiaj. Cov neeg caij tsheb uas pheej tuaj tsis ncav thiab/losyog hu tuaj tshem tawm qhov kev thauj mus los lig yuav raug txiav kev pab ib ntus, tshwj yog tej yam uas lawv tiv thaiv tsis tau.

AnchorRIDES Municipal office qhib thaum lub caij ua hauj lwm los pab cov neeg caij tsheb thiab pab piav qhia cov neeg txog cov kev cai, daws teeb meem, muab tswv yim pab kom lawv siv tau kev caij tsheb mus los zoo, thiab lis ntaub ntawv hais kev ua txhauj.

Lwm tus teem kev thauj mus los rau tus neeg caij tsheb los yeej tsis dhau qhov kev cai no, yuav tsum raws xwb. Ntxiv ntawd, qhov thauj mus los uas yuav tau Tuav Tes Rawv yuav tsum muaj tus neeg pab nyob ntawm qhov chaw tos thiab chaw tso los yeej zam tsis dhau qhov “Kev Cai Tsis Tuaj” no, yuav tsum tau ua raws xwb. Saib tshooj piav kev pab Tuav Tes Rawv kom paub tseeb.

Ntsuam Xyuas Txog Kev Nplua

AnchorRIDES taug xyuas ntsoov txhua fij kev thauj mus los thiab muab cov kev nplua (point) li nram no:

2 tiab (points) = Tsis Tuaj losyog Txog Mam Qhia Tias
Tsis Mus 1 tiab = Tshem Tawm Lig

AnchorRIDES teev cov neeg caij tsheb uas raug cov nqi lus nram no li 90 hnub yuav raug txiav kev pab ib ntus:

1. **Tus neeg caij tsheb uas tsis tuaj losyog tshem tawm qhov kev thauj mus los lig txog rau (6) zaus losyog tshaj Thiab**
2. **Tsis tuaj losyog tshem tawm lawv cov kev thauj mus los lig txog kaum tsib feem pua (15%) losyog tshaj ntawd.**

Txiav kev pab

Cov neeg caij tsheb uas tsim kev raug nplua yuav raug txiav kev pab ib ntus. Ua txhaum kev cai li 90 hnub yuav raug txiav kev pab ntev li nram no:

Cov Tiab	Qhov feem pua tsawg kawg nkaus ntawm cov kev thauj mus los (Minimum % of trips)	Kev Nplua
6	15 %	Txiav 7 hnub
12	15 %	Txiav 14 hnub
18+	15 %	Txiav 30 hnub

Kev tawm lus tsis txaus siab

Cov kev thauj mus los uas raug nplua muaj peev xwm tawm lus tsis txaus siab li kaum (10) hnub txij hnub txais tau daim ntawv ceeb toom, siv xov tooj, xa email losyog fax los tau.

Cov ua hauj lwm yuav ntsuam xyuav thiab muab kev txiav txim li tsib (5) hnub.

Yog tus neeg caij tsheb tsis txaus siab rau cov neeg ua hauj lwm qhov kev txiav txim, muaj peev xwm tawm lus tsis txaus siab zaum kawg rau AnchorRIDS pawg neeg saib kev tsis txaus siab (AnchorRIDES Appeal Committee) thiab yuav tsum xa mus kom lawv txais tau ua ntej hnub qhov kev pab raug txiav. Lub rooj sib tham txog kev tsis txaus siab yuav raug teem li peb caug (30) hnub. Cov neeg caij tsheb yeej tseem siv tau AnchorRIDES cov kev pab thaum tseem tos hais qhov kev tsis txaus siab.

Yeej tseem sau tseg cov kev tsis tuaj thiab hais kom tshem tawm lig thaum tos hais kev tsis txaus siab, thiab kev nplua kuj raug tsuam ntxiv.

Kev Cuam Tshuam Rau Cov Kev Pab & Kev Ceeb Toom

- Mloog xov tooj cua, losyog xov xwm lwm yam
- Zwm npe rau qhov xa kev ceeb toom tuaj ncaj qha rau hauv xov tooj, email losyog siv NIXLE). Xa koj tus Zip Code rau 888777 losyog hauv internet ntawm www.nixle.com. Zwm npe kom tau txais AnchorRIDES cov kev ceeb toom los ntawm Anchorage Public Transportation Department. Siv Nixle txais kev ceeb toom los ntawm zej zog & pem xeev los tau (local & state public safety agencies).

Lub tuam tsev Public Transportation Department thiab lub koom haum pab (contracted provider) yuav muab kev thauj mus los rau AnchorRIDES cov neeg caij tsheb thiab ua hauj lwm thaum huab cua phem losyog muaj xwm ceev. AnchorRIDES lav loo nrhiav kev pab rau cov neeg xiam oob khab uas muaj teeb meem txog kev thauj mus los, xws li txok kev mus los raug thaiv, muaj tsheb ua hauj lwm ntawm ntug kev thiab qhov kev mus los. Yog pom tau tias qhov kev ua hauj lwm tsis muaj kev thaj yeeb vim huab cua phem, tshaj tawm tias yog ib qho xwm ceev, kev phem phem losyog liaj ia tsis zoo, losyog tej chaw ua hauj lwm cia li kaw yam tsis hais paub, AnchorRIDES tus thawj coj (AnchorRIDES General Manager) losyog tus neeg txib yuav hu rau tus tuav ntaub ntawv (Contract Administrator), tus neeg txib thiab/losyog lwm tus hauv zej zog, hauv xeev losyog hauv tsoom hwv saib, npaj thiab tso cai rau txiav kev pab.

Kev Lis Ntaub Ntawv Txog Teeb Meem & Kev Tshwm Sim (Accident & Incident Procedures)

Yog hais tias muaj teeb meem (accident) losyog yam tshwm sim (incident), thov nyob twm ywm thiab ua raws li tus nais tsav hais kom ua. Tus neeg caij tsheb ua cia li mob, losyog paub tias lwm neeg caij tsheb mob, yuav tsum hais rau tus nais tsav tam sid. Tus nais tsav yuav nres thiab ntsuam xyuas qhov teeb meem, hu rau tus saib kev thiab nrhiav kev pab raws li qhov tsim nyog. Tus saib kev yuav hu rau tus neeg caij tsheb lub tsev thiab/losyog tus neeg yuav hu rau thaum muaj xwm ceev (emergency contacts). AnchorRIDES tus nais saib yuav tuaj ntawm qhov chaw tuaj ntsuam xyuas thiab pab. Cov neeg caij tsheb yuav raug tshem mus rau lwm lub tsheb kom tau mus.

Tag nrho cov nais tsav tsheb kawm txog kev pab neeg (First Aid) thiab paub tshuab pab cawm neeg (CPR); txawm li cas los xij lawv tsis kawm kho mob. Thaum muaj mob ceev yuav tsum hu cov neeg pab kho mob tuaj rau ntawm qhov chaw. Muaj kev tshwm sim yam txaus ntshai heev (dangerous) losyog thaiv kev ua rau mus los tsis tau (serious disruption) yuav tsum hu cov ceev xwm tuaj ntawm qhov chaw.

Huab Cua Phem

AnchorRIDES muaj cai txiav, hloov losyog tshem tawm kev pab thaum lub caij huab cua phem heev uas yuav tsim tau kev tsis thaj yeeb rau peb cov neeg caij tsheb, cov ua hauj lwm, losyog cov tsheb. Hnub huab cua tsis zoo, mloog xov xwm hauv xov tooj cua losyog hauv this vis. Yuav tshaj tawm txog kev thauj mus los rau cov neeg muaj mob hauv peb lub xov tooj, ntawm Nixle qhov website thiab hauv Facebook nyob ntawm AnchorRIDES Alerts. Lub chaw ua hauj lwm teem caij kuj yuav pab qhia tau rau koj yog kev pab raug tshem tawm losyog pauv.

Qhov chaw taug kev, chaw tsav tsheb mus, cov ntaiv thiab chaw cab laub (ramps) yuav tsum txhob muaj dab tsi nyob ntawd li thiab muab hnab xuab ze tso rau cov nais tsav tsheb thiaj mus tau ntawm cov chaw. Tej zaum peb yuav tsis tuaj tos yog lub tsheb tsis muaj peev xwm los tau rau ntawm qhov chaw tos losyog ntawm lub qhov rooj uas yuav tos tus neeg caij tsheb.

Yog koj yuav mus lim ntshav (dialysis), tua tshuaj kho mob (chemotherapy), losyog lwm yam txog txoj sia, hu rau Customer Service ntawm 343-2550 kom paub tseeb txog qhov tuaj tos. Yuav ua txhua yam kom pab cawm tau txoj sia thiab cov kev thauj mus los uas tseem ceeb.

Zej Tsoom Kev Khiav Hauj Lwm Thaum Muaj Xwm Ceev (Community Declared Emergency Procedures)

Thaum muaj xwm ceev losyog kev puas tsuaj (disaster), AnchorRIDES yuav ua txhua yam kom pab tau kev mus los rau cov caij tsheb li tau teem tseg. Tej zaum yuav tau nrhiav qhov chaw tos tshiab. Muaj kev sib koom tes los ntawm cov saib kev puas tsuaj, peb yuav ua txhua yam kom nrhiav tau cov chaw tos tshiab kom muab tau kev yooj yim rau lawv. Yog mus rau ntawm cov chaw muaj kev puas tsuaj yuav tsis muaj kev thaj yeeb, AnchorRIDES muaj cai txiav, hloov losyog tsis mus tos yam tsis qhia rau paub.

Yog koj nyob hauv tsev thaum muaj kev puas tsuaj, koj yuav tsum nyob twj ywm hauv tsev. Yog peb coj koj mus rau ib qho chaw, thiab koj ho nrhiav koj kev los mus lawm, thov qhia rau peb paub peb thiaj xam tau peb cov neeg caij tsheb uas tau teem tsheg.

Yog hais tias ho muaj kev puas tsuaj thoob zej zog, AnchorRIDES yuav:

- “Nres” tag nrho peb qhov kev khiav hauj lwm. Qhov no hais tau tias tag cov tsheb yuav tau nyob ntawm lawv qhov chaw nres losyog qhov chaw muaj kev thaj yeeb kom txog thaum tus saib kev hu rau lawv.
- Yuav tshawb xyuas cov tsheb thiab cov neeg caij tsheb kom nyob txhij.
- Yuav tshawb xyuas cov neeg uas tseem caij tsheb.
- Tsis muaj mus tos ntxiv kom txog thaum peb pom tau tias peb yuav mus tau yam thaj yeeb hlo.
- Tej zaum kuj yuav tau tso cov neeg caij tsheb rau tom cov chaw so (shelters). Yog hais tias tus saib kev hu tsis tau lub tsheb lawm, cov neeg ua hauj lwm (operators) yuav tau ua raws li qhov kev nrhiav ua tsim muaj tseg.

Ib qho ntawm koj qhov kev npaj mus los thaum muaj xwm ceev:

- Khaws koj tej ntaub ntawv teev cov neeg yuav hu thaum muaj xwm ceev; xws li xov tooj, xov tooj ntawm tes, thiab tus ntawm lub npe.
- Nqa cov tshuaj uas koj yuav tsum tau noj losyog khoom siv nrog koj, losyog sau cov tshuaj koj noj rau ib daim ntawv.
- Anchorage lub tuam tsev saib thaum muaj xwm ceev (Anchorage Office of Emergency Management) teev cov neeg pab tsis tau nws (Vulnerable Population Database) kom paub cov neeg laus thiab cov xiam oob khab uas xav kom tshawb xyuas “ kev thaj yeeb” rau lawv losyog muab kev pab thaum muaj xwm ceev. AnchorRIDES xav kom cov neeg caij tsheb siv qhov kev pab no, hu rau 343-1401 losyog xa email rau ntawm wwoem@muni.org.

Kev Tsis Txaus Siab thiab Kev Qhuas (Complaints and Compliments)

AnchorRIDES cov chaw ua hauj lwm (contractor) muaj feem lav daws teeb meem kom sai thiab zoo npaum li ua tau. Yog koj muaj kev tsis txaus siab, xav muab tswv yim losyog kev qhuas, hu rau AnchorRIDES Tus Nais Saib Kev Pab Neeg (AnchorRIDES Customer Service Manager).

Xov tooj: 343-2567
Fax: 343-2587
Xa ntawv: 3625A Dr. Martin Luther King, Jr. Ave.
Anchorage, AK 99507
Email: AnchorRIDES@muni.org

Thaum tau txais ib qho kev tsis txaus siab, peb yuav kaw qhov teeb meem tseg, tshawb xyuas qhov kev tsis txaus siab ntawd, ua hauj lwm nrog cov neeg daws qhov teeb meem thiab mam qhiakoj txog qhov tshwm sim.

Tom qab txais tau koj qhov kev tsis txaus siab lawm, thov muab li 5-7 hnub rau peb tshawbthiaj yuav tiav. Yog koj xav tias AnchorRIDES cov neeg ua hauj lwm tsis daws koj qhov kev tsis txaus siab, hu rau Municipal AnchorRIDES Office ntawm 343-7433 losyog cov neeg saib (Contract Administrator) ntawm 343-6331.

Pawg neeg saib kev thauj mus los rau pej xeem (Public Transit Advisory Board)

Pawg neeg saib kev thauj mus los rau pej xeem muab tswv yim rau cov neeg tsim kev cai hauv zos thiab tus tswv zos txog teeb meem kev thauj mus los. Pawg neeg no saib txog kev tsim kho kev pab thauj mus los rau pej xeem rau ntau xyoo lawm yav tom ntej rau lub zos Anchorage. Pawg neeg no sib tham hnub Thursday thij ob ntawm lub hlis thaum 5:30 tsaus ntuj. Xav paub ntau ntxiv hu rau 343-8213 losyog peoplemover@muni.org

Khoom xiam thiab Nhriav tau

Hu mus nrhiav cov khoom xiam ntawm 343 2550. Mus nqa cov khoom xiam thiab nhriav tau ntawm AnchorRIDES, 3625A Dr. Martin Luther King Jr. Avenue, hnub Monday - Friday, 8:00 sawv ntxov - 5:00 tsaus ntuj. Yuav khaws cov khoom cia 10 hnub ua ntej yuav muab pov tseg losyog xa rau Anchorage Police Department. AnchorRIDES tsis muaj feem lav paub ib qho khoom twg uas tso rau hauv lub tsheb losyog cov chaw tos tsheb.

Kev pab thauj mus los kev coj ua hauj lwm (Public Transportation Code of Conduct)

Nws muaj tej yam hauj lwm uas yuav ua rau tsis muaj kev thaj yeeb, tsis raws li hais losyog tsis haum lwm tus neeg caij tsheb. Lub tuam tsev Public Transportation Department yuav uv tsis taus tej no. Tej yam zoo li nram no yuav ua rau raug Anchorage Police Department, Public Transportation Department losyog AnchorRIDES cov neeg ua hauj lwm tshem tawm hauv lub tsheb (AMC 11.70.030):

- Tsis kam them nqi caij tsheb thaum hais kom them.
- Noj, haus losyog nqa lub ntim (container) uas qhib lawm. Tag nrho cov dej haus yuav tsum muaj lub hau nrog. Tsis pub haus cawv ib lub sij hawm twg li.
- Siv yam muaj luam yeeb losyog yam txhaum cai (illegal substance) hauv cov tsev losyog hauv tsheb.
- Thab tus nais tsav losyog lwm cov neeg caij tsheb, sib thawb sib mos, khiav, dhia, sib ceg, hais lus dev, thiab/losyog rw.
- Tsoo lub tuaj tsev Public Transportation Department tej khoom ntiag tug, pov khoom qias neeg losyog tsim kev qiav neeg tsis huv.
- Nqa riam losyog phom mus hauv Public Transportation tej vaj tsev (zam rau cov ceev xwm). Kuj txwv yam uas kub nyiab tau losyog tsim tau kev puas tsuaj, roj teeb, thiab daim iav (glass) uas tsis muab dab tsi qhwv.
- Qhib xov tooj cua losyog tso thev (tape) yam tsis muaj lub mloog ntawm pob ntseg, losyog qhib nrov ua rau meem txom lwm cov neeg caij tsheb thiab tus nais tsav.
- Thaiv kev, qhov rooj, kev mus los losyog lwm tus neeg caij tsheb cov chaw zaum.
- Kuj txwv kev tseb ntawv qhia ib yam dab tsi, ntawv kas moos, ntawv thov losyog thov nyiaj.
- Tsis hnav ris tsho kom zoo xws.

Yog koj pom ib qho teeb meem, qhia rau tus nais tsav tsheb losyog hu rau Customer Service. Yog koj pom leej twg tsim ib qho teeb meem, ceeb toom rau tus nais tsav losyog hu 911. Tsis muaj peev xwm ua raws cov kev cai no yuav raug coj tawm losyog tus neeg tu nws yuav tsum pab kom tus neeg caij tsheb ua raws cov kev cai; txiav kev pab; tub ceev xwm coj tawm hauv tsheb; thiab raug nplua losyog raug kaw.

Kev muaj feem tau AnchorRIDES kev pab

Tag nrho cov neeg caij tsheb yuav tau txais ib daim ntawv muaj feem piav txog qhov lawv siv cov kev pab xws li qhov chaw muab nyiaj pab, kev pab ntau npaum li cas thiab qhov ua rau muaj feem tau kev pab.

ADA/Cov Neeg Xiam Oob Khab

AnchorRIDES qhov kev pab thauj mus los rau cov neeg xiam oob khab yog rau cov neeg muaj mob lub cev, hlwb tsis zoo, kev nco losyog hnov tsis zoo ua rau lawv siv tsis tau People Mover cov kev pab thauj mus los. Xiam oob khab xwb tsis muaj feem tau kev pab los ntawm ADA qhov kev pab thauj mus los rau cov neeg xiam oob khab. Qhov muaj feem tau ntawd nyob ntawm tus thov qhov kev muaj peev xwm ua tau (functional capabilities). AnchorRIDES lub chaw ua hauj lwm ntsuam xyuas kev muaj feem tau kev pab thauj rau cov neeg xiam oob khab siv tsoom hwv Txoj Cai Rau Cov Neeg Amelikas Xiam Oob Khab xyoo f 1990, Title 49 – Transportation, Subpart F 37.125 hais txog kev muaj feem tau kev pab thauj rau cov neeg xiam oob khab thiab kev lis ntaub ntawv.

Txoj cai Americans with Disabilities Act (ADA) hais kom muab kev pab thauj mus los rau cov neeg xiam oob khab rau cov neeg uas nws qhov kev xiam oob khab ua rau nws mus thiab los tsis tau thiab/losyog siv tsis tau People Mover cov kev pab. Vim li ntawd, tag nrho cov neeg nrhiav kev pab thauj mus los vim xiab oob khab yuav tsum mus tshawb xyuas saib lawv puas tsim nyog tau. Yuav mus thov AnchorRIDES ADA cov kev pab, cov neeg thov yuav tsum:

1. Ua thiab kos npe rau ADA qhov kev thauj mus los (ADA transportation) daim ntawv thov.
2. Mus koom kev tshawb xyuas saib puas paub caij tsheb.
3. Ua daim ntawv tso cai muab ntaub ntawv kho mob tawm (Complete the Medical Verification Release).

Thaum peb txais tau daim ntawv thov; daim ntawv tshawb xyuas kev caij tsheb; thiab ntawv kho mob lawm, yuav txiav tximqhov kev muaj feem tau li 21 hnub. Mam xa daim ntawv qhia qhov kev muaj feem tau tuaj.

Cov neeg uas muaj feem tau kev thauj mus los vim xiam oob khab, yuav tau txais ib losyog ntau tshaj cov kev pab nram no:

Muaj Feem Tau Tag Nrho (Full Eligibility)

Tsis txwv kev siv AnchorRIDES cov kev pab thauj mus los ib qho li.

Muaj Feem Tau Ib Ntus (Temporary Eligibility)

AnchorRIDES yuav pab thauj mus los rau cov neeg uas pom tau tias lawv siv tsis tau People Mover cov kev caij tsheb, tab sis ho xav tau AnchorRIDES cov kev pab ib nyuag ntu.

Muaj Feem Tau Yog Siv Tsis Tau Lwm Yam Kev Pab (Conditional Eligibility)

AnchorRIDES yuav pab thauj mus los rau tej fij uas pom tau tias tus neeg ntawd qhov kev xiam oob khab ua rau nws siv tsis tau People Mover qhov kev pab nws tus kheej. Qhov no yuav xam tag nrho cov kev thauj mus los tej lub caij, kev thauj mus los uas muaj tsawg losyog rau tej qhov chaw xwb.

Muaj Feem Tau Kev Pab Qhia Kom Siv Tau (Transitional Eligibility)

AnchorRIDES yuav muab kev pab thauj mus los kom txog thaum tus neeg ntawd kawm tiav kev sib People Mover cov kev thauj mus los thiab muaj peev xwm mus los tau tus kheej.

Kev Muaj Feem Tau Ntawm Cov Me Nyuam Yaus (ADA Eligibility for Children):

Kev muaj feem tau ntawm cov me nyuam yaus plaub (4) xyoos rov hauv yuav tsum yog ntsuam xuas tus neeg loj nrog nws thiab tus me nyuam li nkawd yog ib tug neeg.

Cov me nyuam yaus uas siv AnchorRIDES cov kev pab thauj mus los yuav tsum ua raws xeev Alaska txoj kev cai sia siv, uas yuav tsum kom muaj lub laub zoo khov (car seat) rau cov me nyuam plaub xyoos rov hauv zaum. Tus neeg laus uas caij nrog tus me nyuam yuav tsum muaj lub laub khov zoo.

Rov Ua Ntawv Pov Thawj Rau Muaj Feem Tau Kev Thauj Mus Los (Recertification of ADA Eligibility)

Txhua tus tau kev pab thauj mus los ntawm AnchorRIDES vim xiam oob khab yuav tsum tau rov ua ntawv pov thawj dua thaum nws daim ntawv muaj feem tau tas caij li hnub teev hauv ADA Paratransit tsab ntawv qhia qhov muaj feem tau. Ib txwm, qhov kev muaj feem tau ntawd yuav txuas ntxiv rau (6) lub hlis rau peb (3) xyoos txij hnub pom zoo. Yuav xa daim ntawv ceeb toom tuaj ib hlis ua ntej qhov kev muaj feem tau yuav tas caij. Yog qhov kev xiam oob khab ntawd pauv, nws kuj yuav tau rov ntsuam xyuas tus neeg ntawd qhov kev muaj feem tau dua. Yog tus neeg caij tsheb ntawd tsis rov thov kev pab ua ntej hnub tas caij, nws yuav muaj kev ncua theem tsis tau kev thauj mus los. Hu rau AnchorRIDES eligibility office ntawm 343-7433 kom muab daim ntwav thov kev pab, losyog mus muab ntawm www.AnchorRIDES.org

Tsis Txaus Siab Txog Qhov Muaj Feem Tau ADA (ADA Eligibility Appeals)

Tom qab kev ntsuam xyuas tiav tag thiab tau txais daim ntawv qhia kev muaj feem tau, ua ntawv hais tsis txaus siab txog qhov kev txiav txim tsis pub dhau 60 hnub. Yuav tsum ua ntawv hais thiab xa rau lub tuam tsev Public Transportation Department ntawm 700 West 6th Avenue, Suite 109, Anchorage, Alaska 99501 losyog AnchorRIDES@muni.org. Yuav teem caij tuaj sib hais ntawm AnchorIRIDES pawg neeg saib kev tsis txaus siab (AnchorRIDES Appeal Committee) li 30 hnub tom qab txais tau daim ntawv thov sib hais. AnchorRIDES Appeal Committee yuav ntsib nrog tus thov thiab tshawb xyuas tag nrho cov ntaub ntawv thiab pov thawj txog nws qhov kev muaj feem tau. Yog tsis muaj kev txiav txim li 30 hnub tom qab sib tham, tus neeg thov yuav muaj feem tau AnchorRIDES cov kev pab txij lub sij hawm ntawd kom txog thaum muaj kev txiav txim. AnchorRIDES yuav tsis muab kev pab thauj mus los thaum lub caij sib hais yav ua ntej ntawd.

Cov Laus

Muaj kev pab thauj mus los rau cov laus hnub nyoog 60 xyoo rov saud uas tsis tau kev pab los ntawm kev pab thauj mus los rau cov neeg xiam oob khab. Cov laus ntawd yuav tau ua, kos npe thiab xa AnchorRIDES daim ntawv thov rau AnchorRIDSE lub chaw ua hauj lwm (MOA AnchorRIDES Office). Thaum txais tau daim ntawv thov lawm, mam xa daim ntawv muaj feem tau thiab ntawv qhia tus neeg caij tsheb tuaj.

Cov Tau Kev Zam Los Ntawm Medicaid (HCB Medicaid Waiver Recipients)

Lub tuam tsev pab kev muaj mob thiab noj haus, cov laus thiab xiab oob khab (the Department of Health and Social Services, Senior and Disabilities Services) yog lub yuav txiav txim txog qhov kev muaj feem tau. Qhov kev pab no muaj nyob hauv xeev Alaska rau cov neeg tau Medicaid uas muaj feem tau kev pab tu (Nursing Facility Level of Care [NFLOC]) losyog lub hlwb thiab kev loj hlob tsis zoo (Intellectual and Developmental Disabilities [IDD]). Medicaid qhov kev zam (Home and Community Based Medicaid Waiver) kom tau kev pab thauj mus los yuav tsum tau kev pom zoo ua ntej rau lub sij hawm thiab qhov thauj mus pes tsawg fij. Tus tau txais kev pab tus saib kev tu (Care Coordinator) yuav tsum xa tus neeg ntawd daim ntawv teev kev kho mob (Plan of Care) thiab daim ntawv tso cai ua ntej rau peb tus neeg ua hauj lwm rau Medicaid (Medicaid Specialist) tso cai thiab zwm npe tseg.

Txoj Cai Txwv Kev Sai b Tsis Taus (Title VI Non-Discrimination)

Anchorage Public Transportation Department yuav ua twb zoo xyuas tsis pub muaj ib tug neeg twg yuav tsis rau koom nrog losyog tsis tau txais kev pab vim hom neeg (race), xim nqaij (color) losyog tuaj lwm qhov tuaj (national origin), li tau pauv teev hauv txoj kev cai tuav neeg txoj cai (Title VI of the Civil Rights Act of 1964).

Qhov kawg no, nws yog Anchorage Public Transportation Department lub luag hauj lwm:

- Xyuas kom zoo thiab muab kev pab thauj mus los kom ntau thiab zoo yam tsis hais txog hom neeg, xim nqaij, tuaj lwm qhov tuaj.
- Teev kom paub thiab kho, li tsim nyog, txog qhov yuav tsim kev cuam tshuam txog kev noj qab nyob zoo thiab kev nyob noj, uas xam tag nrho kev sib pab thiab nyiaj siv rau cov kev pab rau cov pawg neeg tsawg thiab khwv tau nyiaj tsawg.
- Txhawb kom cov neeg uas xav tau kev pab thauj mus los muaj feem koom kev txiav txim txog kev pab thauj mus los rau zej tsoom.
- Tiv thaiv kom txhob muaj qhov tsis pub rau, txo kom tsawg losyog muab kev pab qeeb rau cov haiv neeg tsawg losyog khwv tau nyija tsawg.
- Xyuas zoo kom cov tsis paub lus Amelikas zoo (LEP) tau txais kev pab sib npaug zos.

Tag nrho cov neeg ua hauj lwm rau lub tuam tsev pab kev thauj mus los (Public Transportation Director, senior management, all supervisors and employees) yuav tsum muaj feem lav paub khiav hauj lwm kom Anchorage Public Transportation Department ua tau raws li txoj kev cai (Title VI). Peb tus khiav hauj lwm rau txoj kev cai (Title VI Coordinator) lav paub txog kev khiav hauj lwm txhua hnub, thiab txais thiab taug xyuas kev tsis txaus siab vim ua txhaum txoj kev cai (Title VI) kom raws li yuav piav nram no.

Kev Lis Ntaub Ntawv Tsis Txaus Siab (Title VI Complaint Procedures)

Ib tug neeg twg xav tias nws raug saib tsis taus raws li txoj kev cai (Title VI) vim hom neeg, xim nqaij losyog lub teb chaw tuaj muaj peev xwm ua ntawv tsis txaus siab rau Anchorage Public Transportation Department li 180 hnub txij hnub uas raug saib tsis taus. Xa cov kev tsis txaus siab rau Anchorage Public Transportation Department losyog U.S. Department of Transportation los tau.

Ua Ntawv Tsis Txaus Siab (Filing a Title VI Complaint)

Muab daim ntawv tsis txaus siab (Title VI Complaint form). Koj muaj peev xwm muab tau ntawm peoplemover.org losyog hais koj xa ib daim rau koj, hu rau (907) 343- 8246, TDD 343-4775 (yog hnov lus tsis zoo). Xa daim ntawd rau

Public Transportation Department tau li nram no:

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

Anchorage Public Transportation Department yuav pab li pab tau cov neeg uas xav ua ntawv tsis txaus siab uas tsis paub lus Amelikas zoo.

Kev Lis Ntaub Ntawv Tsis Txaus Siab (Title VI Complaint Process)

Tus khiav hauj lwm tau txoj kev cai (Title VI Coordinator) yuav muab ib tug nab npawb cim daim ntawv tsis txaus siab thiab yuav pib taug xyuas li kaum tsib (15) hnub txij hnub tau txais. Tus neeg tsis txaus siab yuav tau txais ib daim ntawv li peb caug hnub
(30) tom qab tau txais qhov kev tsis txaus siab, yog xav tau lus ntxiv. Yog tus neeg tsis txaus siab tsis muab cov ntaub ntawv xav tuaj raws sij hawm, tej zaum tus Title VI Coordinator yuav ua ntaub ntawv kaw qhov kev tsis txaus siab.

Yuav sau ib daim ntawv qhia txog kev taug xyuas li cuaj caum (90) hnub suav txij hnub tau txais qhov kev tsis txaus siab. Daim ntawv qhia ntawd yuav teev txog qhov kev tshwm sim, tsawb tau thiab lus pom zoo kom ua. Public Transportation Department tus Director thiab cov ua hauj lwm (OEO Director) yuav saib daim ntawv sau qhia (report). Yuav xa ib daim ntawv kaw rau tus neeg tsis txaus.

Yog daws tsis tau qhov teeb meem, yuav tau qhia rau tus neeg tsis txaus siab txog nws txoj cai hais ntxiv mus rau tsoom hwv lub tuam saib kev thauj mus los (Federal Transit Administration Office of Civil Rights), Xa rau (Attention): Title VI Program Coordinator, 4007 7th Street SW Room 9100, Washington, DC 20590.

ADA qhov muab kev pab kom tsim nyog (ADA Reasonable Accommodation Requests)

The Municipality of Anchorage, Public Transportation Department cog lus yuav muab tau kev vaj huam sib luag thiab ncai ncees, yuav tau kho People Mover thiab AnchorRIDES cov kev cai, kev hauj lwm thiab kev lis ntaub ntawv kom zoo thiaj zam tau kev saib tsis taus thiab txhawb kom cov neeg xiam oob khab muaj feem tau kev pab raws txoj cai Americans with Disabilities Act. Thaum twg ua tau, yuav tsum hloov ua ntej yuav muab kev pab. Muab cov kev cai hais txog muab kev pab kom tsim nyog (Reasonable Accommodation Policy) thiab muab daim ntawv thov (Request Form) tau ntawm www.PeopleMover.org losyog www.AnchorRIDES.org.

Xa AnchorRIDES Reasonable Accommodation
Requests cov ntaub ntawv rau: Xa rau AnchorRIDES
Contract Administrator: 3600 Dr. MLK Jr Ave,
Anchorage, AK 99507 Xov tooj: 907-343-6331
Email: AnchorRIDES@muni.org

Hu tau AnchorRIDES ntawm

CALL CENTER	**Xov tooj:**	**343-2550**
(Pab Neeg, Hais tseg ua ntej, Npav (Tickets) thiab Kev ua hauj lwm	Fax:	343-2587
AK Relay Service (Tsis Hnov Lus Zoo)	Xov tooj:	1-800-770.8973
Hu qhia kom tshem tawm (CANCEL Line 24/7]	**Xov tooj:**	**343-2548**
Customer Service Manager Kev tsis txaus siab, Qhuas & Txhawj	**Xov tooj:**	343-2567
Concerns)	Fax:	343-2582
Tus ua hauj lwm txog Medicaid qhov kev zam (Medicaid Waiver Specialist)	Xov tooj:	343-2577
Kev Tau cai ua ntej, zwm npe & sau nqi (Pre- & Billing)	Fax:	343-2586
MOA AnchorRIDES Office	Xov tooj:	343-7433
ADA & Cov laus cov kev muaj feem, tsis txaus siab, (ADA & Senior Eligibility, Appeals,	TTY (tsis hnov lus	343-4775
Hais txog kev pab & kev cai (Program & Policy Information))	Fax:	343-4042
Tus saib (General Manager)	Xov tooj:	343-2572
MOA tus tuav cov ntawv cog lus ua hauj lwm (MOA Contract Administrator)	Xov tooj:	343-6331

Email: AnchorRIDES@muni.org
Website: www.AnchorRIDES.org
Facebook: AnchorRIDES Alerts

AnchorRIDES cov chaw (AnchorRIDES Locations):

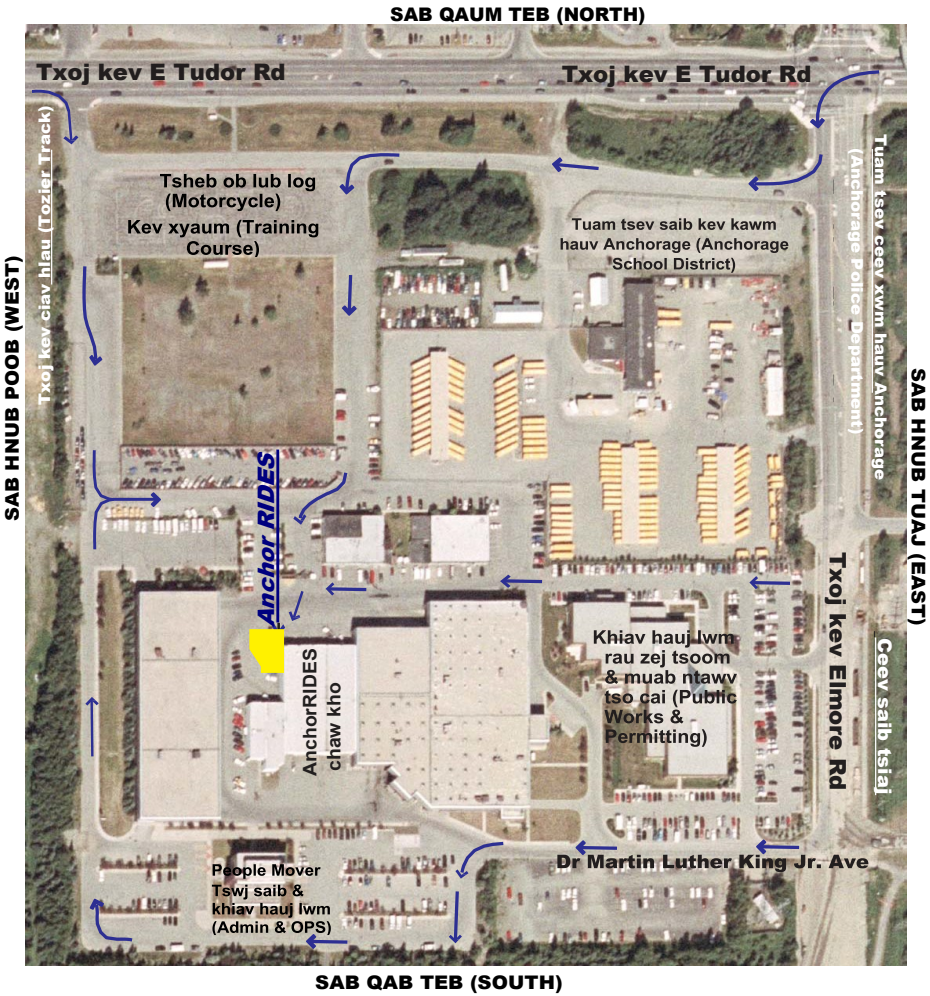
Xyuas kev muaj feem tau kev pab (Municipality of Anchorage Eligibility Assessments)	**MV kev thauj mus los (MV Transportation) Pab neeg & khiav hauj lwm (Customer Service & Operations)**
700 W.6th Ave, # 109 Anchorage, AK 99501	**3625 Dr Martin Luther King Jr Ave Anchorage, AK 99507**

AnchorRIDES / MV kev pab thauj mus los (AnchorRIDES / MV Transportation)

Lub Chaw Hu Pab, Lub Chaw Pab Neeg & Kev Khiav Hauj Lawm Rau Cov Chaw.

3625 Dr. Martin Luther King Jr. Ave.

(Nyob sab hnub tuaj hauv Anchorage ntawm Tudor & Elmore Municipal Campus)



Phau ntawv qhia caij tsheb muaj nyob rau ntawm:

Public Transportation Department Municipality of Anchorage
700 W 6th Avenue, Suite 109
Anchorage, AK 99501-2165

Phau ntawv no muaj luam ua tus ntawv loj & muaj lus xwb.

Phau ntawv no muaj sau ua lus:

Spanish	Hmong	Tagalog	Korean
Guía de Transporte 2016-2017 disponible en español.	2016-2017 Muaj Phau Ntawv Tswj Qhia sau ua Lus Hmoob.	2016-2017 Gabay sa Pagsakay magagamit sa Tagalog.	2016-2017년도 탑승 안내서가 한국어로 제공됩니다.

Yog thov txog, kev sib tham, teem caij thiab hu xov tooj kuj yuav siv chaw txhais lus (Language Link) txhais ua ntau yam lus. Alaska qhov chaw pab cov neeg hnov lus tsis zoo losyog txhais Amelikas cov lus piav tes (Alaska Relay Services or American Sign Language interpreter service) muaj kev pab rau cov neeg hnov lus tsis zoo & hais lus tsis meej.