VAN TRAN
RIDER HANDBOOK

Fairbanks North Star Borough
Transportation Department
3175 Peger Road
Fairbanks, AK 99709-5499

Phone: (907) 459-1010 option 2
Fax: (907) 290-2454 or (907) 459-7408
Email: vantran@fnsb.gov
Website: www.fnsb.gov

Transit Center
501 Cushman Street
Fairbanks, AK 99701
*Operating Hours:
Monday – Friday 6:00 am to 9:30 pm
Saturday 8:45 am – 7:30 pm

*Customer Service Hours:
Monday – Friday 6:00 am – 6:30 pm
Saturday closed – Leave a message or call a
Transportation Supervisor (907) 459-1003

*Days and Hours are subject to change, please call or check our website: fnsb.gov
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Introduction
The Fairbanks North Star Borough has been operating the Metropolitan Area Commuter Service (MACS) since 1977. This is the Borough’s fix bus route system. In 1985 the Borough began Van Tran service for the elderly and disabled. When the Americans with Disabilities Act of 1990 (ADA) was passed, it required all communities with a fixed bus route system to provide comparable paratransit service for those who cannot (because of their disabilities) use the fixed route service. Van Tran then became the Borough’s paratransit service to meet the requirements of the ADA and provide door-to-door service for its patrons.

Both MACS and Van Tran vehicles are wheelchair accessible. The MACS buses have priority seating for senior and disabled citizens. We encourage patrons to use the regular MACS system whenever possible. The MACS Transit bus service should be the primary means of public transportation for everyone, including people with disabilities. Disability alone does not qualify a person to ride Van Tran under the ADA.

The ADA is a civil rights bill. It was designed to remove the physical and attitudinal barriers that have kept people with disabilities from fully participating in American society.

Under the ADA, Van Tran will provide service to the following three general groups of persons:

1. People, who are unable to board, ride or exit from MACS buses even if they are able to get to a bus stop and the bus is equipped with a wheelchair lift.

   Example: A person who can’t ride the bus independently, recognize bus stops, read a bus schedule, determine the fare, etc.

2. People who are able to ride or exit MACS buses but require a wheelchair lift or other boarding assistance device may use Van Tran when a boarding assistance device is not available on a MACS vehicle serving their desired route or when the boarding assistance device is not usable at a requested boarding or disembarking location.

   Example: A person who can ride the bus with a boarding assistance device, but the device is unsafe for use at the requested boarding location.

3. People who have a specific impairment-related condition that prevents them from getting to or from the bus stop.

4. Van Tran will provide service to anyone who is at least 60 years of age.

Description of Service
Van Tran provides door-to-door service for all patrons who qualify. Drivers will accompany patrons to and from the first entryway door of the pick-up and drop-off location. If more assistance is needed, patrons must have a Personal Care Attendant (PCA) or caregiver.

How to Apply for Van Tran Service
The application process includes the completion of an application and an in-person interview.
Application Process

Obtain an application from Van Tran by:

1. Calling 459-1010 option 2 request an application be mailed or emailed.
2. Visiting the Transit Center at 501 Cushman Street and request one from a Customer Service Representative (CSR), or at the Transportation Maintenance Facility at 3175 Pegar Rd and request one from the administrative staff.
3. Download an application from the Fairbanks North Star Borough Transportation Department website at: www.fnsb.gov/Transportation under Van Tran

Applications are processed in the order they are received. To avoid delays in processing please do the following:

1. Answer all questions completely.
2. Include accurate and update information such as, mailing address and phone number.
3. Double check the portion of the application completed by your medical provider if necessary.
4. Sign the release form and the application.

Return the completed application form by Fax, mail or in person to:

Van Tran
FNSB Transportation Department
501 Cushman Street
Fairbanks, AK 99701
Fax: (907) 290-2454 or (907) 459-7408

Please feel free to call and check on the status of your application with the Van Tran CSR/D at 459-1010 option 2.

Interview and Assessment Process

To comply with the ADA, Van Tran is required to determine which applicants require Van Tran service and which applicants can use MACS Transit. After the submission of a completed application to a Customer Service Representative / Dispatcher (CSR/D), a Van Tran applicant interview will be scheduled Monday through Friday at their primary pick up location.

The interview consists of a site assessment, series of questions to determine the applicant’s functional capability to ride the MACS Transit fixed route. The interview does not involve a physical examination, a medical diagnosis, or include a physician’s certification. The evaluator will observe the applicant onboarding and disembarking the van. There is no cost to the applicant for an ADA eligibility interview.

Every effort will be made to accommodate the applicant’s schedule for the interview. Van Tran reserves the right to reschedule the interview at an alternative time, if necessary. The no show and late cancellation policy applies to interviews.

Eligibility Status

Once the eligibility process is complete and is approved the applicant will be eligible for rides on Van Tran. If an eligibility determination is not made within twenty-one (21) days, the applicant becomes eligible for Van Tan rides until an eligibility determination is completed.
If the applicant’s eligibility is denied, the applicant will be mailed a letter stating why the application was denied within five (5) days of the decision. The applicant may appeal the denial in writing within sixty (60) days of the notification date.

Van Tran will notify the applicant by US Postal Service Mail of their eligibility status, unless requested otherwise on the application.

The applicant’s status will be one of the following:

1. Fully ADA eligible for Van Tran service
   a. Applicants will become registered Van Tran patrons and can start requesting rides.
2. Temporarily ADA eligible for Van Tran service
   a. Applicants with temporary disabilities may become registered Van Tran patrons for up to one year by completing the application and interview process.
3. Conditionally ADA eligible for Van Tran service
   a. Applicants are eligible for some trips but not for others. Details will be outlined in the applicant’s eligibility letter.
4. Ineligible for Van Tran service
   a. Applicants will receive information regarding MACS transit bus service and the eligibility appeal process.
   b. Applicants may re-apply if there is a significant change in their condition, functional abilities or ineligibility factor.

Van Tran patrons are required to reapply to Van Tran when their eligibility expires. All eligibility determinations will include an expiration date, typically three (3) years. They will be evaluated based on the established application and interview process. If you do not know when your eligibility expires please contact us.

Service Area and Priority Levels
Comparable paratransit service is prioritized according to the following eligibility categories:

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Area served</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 1</td>
<td>Patrons with qualifying disabilities wanting to travel (both origin and destination) within ¼ mile of a fixed route bus route. See appendix A</td>
</tr>
<tr>
<td>B 2</td>
<td>Patrons with qualifying disabilities wanting to travel (either origin or destination) beyond ¼ mile of a fixed route bus route. See appendix A</td>
</tr>
<tr>
<td>C 3</td>
<td>Patrons over 60 years of age (who do not meet the criteria identified in priority category A or B)</td>
</tr>
</tbody>
</table>
Patron Responsibilities
1. Write down and keep track of scheduled trips.
2. Ensure your house/building number is plainly visible.
3. Be ready to board the vehicle when it arrives.
4. Be visible, drivers will not enter buildings or residences, or search for patrons.
5. Cancel trips early, so others may use the service.
6. Pay fare when boarding the vehicle – if applicable.
7. Keep Van Tran informed of any changes in your address, phone, or anything that may affect your status.
8. Responsible and in charge of personal items at all times.
9. Follow Van Tran rules and policies.

Visitors
Visitors to Fairbanks North Star Borough who have an ADA paratransit identification card from another city are eligible to use our Van Tran services. Visitor eligibility is limited to twenty-one (21) days per three hundred sixty-five (365) day period.

Visitors riding with an eligible patron NOT in the role as a personal care attendant (PCA) or caregiver would be considered a guest. See Guests

Children
Children requesting Van Tran service undergo the same eligibility application process as other applicants. If a child obtains Van Tran eligibility, an adult may travel with the child as a guest, caregiver or personal care attendant, whichever is appropriate for the child.

Children under seven (7) years of age must be accompanied by an adult. Please see fare section for care attendant and guest.

Van Tran eligible patrons may have children accompany them as guests. Patrons who have children as guests must notify the Customer Service Representative when requesting a ride. Please see Fare section for guests.

Young children riding Van Tran must follow the State of Alaska seat belt law, which requires an approved child safety device (car seat or toddler booster seat). Specifically,

1. A child less than one year of age or a child one year of age or older who weighs less than 20 pounds shall be properly secured in a rear-facing child safety seat.
2. A child one or more years of age but less than five years of age who weighs 20 pounds or more shall be properly secured in a child restraint device.
3. A child over four years of age but less than eight years of age who is less than 4’9” inches in height and weighs 20 or more pounds but less than 65 pounds shall be properly secured in a booster seat that is secured by a seat belt system or by another child passenger restraint system.
The child’s accompanying adult must provide a child restraint device for the child. The adult must secure the restraint device to the seat and ensure the child is secured before the vehicle moves. The driver may deny rides to children without appropriate restraint devices.

**Personal Care Attendants**
A person who is physically able to assist when a Van Tran patron requires assistance beyond the first entry door or needs to travel with another person for safety or health reasons is a Personal Care Attendant (PCA) or Caregiver. Van Tran patrons must furnish their own PCA. The PCA may be any qualified person and does not necessarily have to be a certified Medical PCA.

Please indicate the assistance of a PCA on the Van Tran application. If a patron needs to add PCA authorization, contact a Van Tran CSR/D at 459-1010 option 2.
One (1) PCA may travel with the patron on Van Tran at no charge and the PCA will be picked up and dropped off at the same locations as the eligible patron.
Please include the PCA in the patron’s ride request to ensure enough room on the vehicle.

**Guests**
Patrons are entitled to have guests accompany them on Van Tran in addition to the PCA. Guests pay the regular Van Tran fare. Guests will be picked up and dropped off at the same locations as the eligible patron.
Please include the guest(s) in the patron’s ride request to ensure enough room on the vehicle.

**Eligibility Appeal Process**
A patron may appeal a determination when found not eligible for service or conditions place on their eligibility. To initiate an appeal a patron must file a written notice of appeal with the Fairbanks North Star Borough, Transportation Director. Notices of appeal must be received within sixty (60) business days after the date of the notification.

Notices of appeals may be:
1. Faxed to 907-290-2454 or 907-459-7408
2. Mailed/ Delivered in person

Transportation Director  
FNSB Transportation Department  
3175 Peger Rd  
Fairbanks, AK 99709-5499

Notice of Appeal must contain:
1. Patron name, address, phone number.
2. The eligibility decision and date.
3. The defense (or reason) why the eligibility decision is incorrect.

The notice of appeal will be informally reviewed by the Transportation Director within ten (10) business days after receipt of the appeal. After reviewing, the Transportation Director will either grant the request within the notice or schedule an appeal with the appropriate body. The decision will be mailed or otherwise delivered at the address provide in the notice of appeal.
The appeal will be scheduled with a qualified medical professional. The appeal will be performed through an independent evaluation with a qualified medical professional and the determination provided to both the FNSB and the individual filing the appeal. A written decision will be provided within thirty (30) days.

The decision will become effective ten (10) days after the medical professional’s final decision unless stayed by order of court or agreement of the parties. A patron may appeal the decision of the medical professional to the Alaska Superior Court with thirty (30) days of the date the decision is mailed or otherwise delivered to the patron.

How to Request a Ride

1. Call 459-1010 option #2 and speak to a CSR/D during the following hours:
   a. Monday through Friday – 6:00 AM to 5:30 PM.
   b. If you call outside of these times you are welcome to leave your request on the voicemail. We will process all voicemail requests on the following day of operation.
   c. Ride requests for the next day, made after 6:00 PM will be scheduled on a space available basis.
2. Send an email to vantran@fnsb.gov with the trip information.

When calling or sending an email to request a ride, please provide the following information:

1. Patron name.
2. The date of the ride request.
3. Pick up address and destination address (please include street name and number and building numbers).
4. The time of the appointment or the time the patron would like to arrive.
5. The return time, please confirm the address if different from the original pick-up address.
6. The number of other passengers on the trip (PCA’s, caregivers, children or guests).
7. Mobility Device assistance request (wheelchair, a walker, a cane) when applicable

When requesting a trip, if the desired time is not available, the CSR/D may have to discuss other options to fit the trip in the schedule. Patrons may have to be scheduled up to one (1) hour before or after the requested time. Patrons will have the option of accepting that time or changing the requested time. Some trips will take longer than a direct trip in order for Van Tran to provide more rides to others sharing the vehicle. Pick up and drop off times may vary depending on the demand of service for that time of day.

When requesting a ride, let the CSR/D know if a PCA, children and/or guests will be accompanying the patron. Notification will reserve additional spaces on the vehicle for that trip.

Arrivals and Departures
Van Tran may arrive fifteen (15) minutes before or after a scheduled pick-up time. It is the patron’s responsibility to keep track of the time for scheduled trips and to be ready to board the vehicle at any time within the thirty (30) minute arrival window.

EXAMPLE: The scheduled pick-up time is 3:00 p.m. The driver may arrive anytime between 2:45 p.m. and 3:15 p.m.

<table>
<thead>
<tr>
<th>15 minutes before</th>
<th>Pick up time</th>
<th>15 minutes after</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:45 PM</td>
<td>3:00 PM</td>
<td>3:15 PM</td>
</tr>
</tbody>
</table>
The thirty (30) minute arrival window is to account for unexpected delays, such as traffic, construction, weather conditions or trip delays.

If the vehicle is more than fifteen (15) minutes late, a CSR/D will notify the patron if able. If patrons are not notified and the vehicle is late, please contact a CSR/D to check on the van status the CSR/D should be able to give an approximate arrival time for the vehicle.

Fares
*Per Ride (one way) – $2.00  
*Patrons, Guests and Children
10 Ride Punch card – $20.00
Personal Care Attendant or Caregiver when accompanied by eligible patron – No Charge

Types of Trips
Van Tran offers two types of trips. They are demand trips and subscription service.

DEMAND TRIPS
A demand trip is a single trip, when patrons wish to go to any location within the service area. This could be to the store, doctor’s office, the movies, post office or for any other purpose. No priority is given for trip purposes. Van Tran service can be used for any reason.

Trip requests may be made same day, and up to two (2) weeks in advance, with the last request accepted until 5:30 PM the business day before.

Requested trips will be finalized for scheduling by 5:30 PM the business day before the day of the trip. Patrons may call a CSR/D between 6:00 PM and 6:30 PM for verification of trip times for the next day.

SUBSCRIPTION SERVICE
Subscription service is a trip that a patron travels to the same place at the same time one or more times a week. Requests for subscription service is required to be sent in writing to Van Tran webmail.

This service allows patrons to take regular trips without the need to call to schedule or confirm each trip. Pick-up and drop-off times may be negotiated and may vary from day to day due to scheduling requirements. Requests that qualify for subscription service during times when it is not available are placed on a waiting list. Though, patrons may still request trips each day, the time may be negotiated. As soon as subscription space is available these requests are added to the subscription schedule and the patron is notified.

Same Day Service Request
When a trip cannot be fit into a regular schedule or when a request is made for same day travel, the trip is then placed on a stand-by list. The ride request will be monitored for availability in the schedule. If space becomes available, a CSR/D will call the patron when the request can be scheduled. A Van Tran driver will be dispatched if the patron accepts the trip.

Trip Changes or Cancellations
Trips may be changed or cancelled before 5:30 PM the business day before the scheduled trip without penalty. Minor origin or destination changes can be accommodated the same day, as long as the new origin or destination is within ¼ mile of the original origin or destination.
Changes must be requested through a CSR/D fifteen (15) minutes before your scheduled pick-up time. Drivers will not be able to accommodate these changes.

No Show and Late Cancellations
A No Show is when patrons are not at the designated pick-up point, when a patron is not ready to board the van at the scheduled pick-up time, or when patrons refuse a scheduled ride when the van arrives.
A cancellation is made less than two (2) hours before scheduled pick up time, it is considered a No Show.

If a patron has a No-Show, all of the trips for that day are automatically cancelled unless the patron immediately notifies a CSR by calling (907)-459-1010 option 2.

A No Show does not include trips missed for reasons beyond the patron’s control (weather, traffic, ECT).

“No Show” Suspension Policy
This suspension policy is designed to provide more opportunities for others to ride by imposing suspension of service to patrons who repeatedly accumulate too many cancellations or no-shows.

Patron eligibility may be suspended if one of the following offenses is accumulated:
- Have ten (10) no-shows in a calendar month OR
- Have no showed 20% of scheduled trips in a calendar month

The suspension period will be according to the following table:

<table>
<thead>
<tr>
<th>Offense</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Offense</td>
<td>3 days</td>
</tr>
<tr>
<td>2nd Offense</td>
<td>1 week</td>
</tr>
<tr>
<td>3rd Offense</td>
<td>2 Weeks</td>
</tr>
</tbody>
</table>

Before a patron’s service is suspended Van Tran will provide the patron written notice. The notice will indicate the dates and times of the “no show”. Suspension of service is effective (15) fifteen business days after the date noted on the suspension notice. If a patron receives a suspension, they will lose their subscription service. After the suspension period is up, patrons may request demand rides, but the rides will no longer be automatically scheduled and dispatched. Subscription service will need to be requested in writing and may be subject to a waiting list.

Complimentary Computer Automated Reminder Calls
The scheduling system will automatically make phone calls to patrons reminding them of confirmed trips.

1. Each evening around 7:00 PM, the system will call to remind patrons of trips scheduled the next day. The recording will state the pick-up time, the pick-up location, and the drop-off location.
2. An automated reminder call will be made, thirty (30) minutes before the trip is scheduled. Patrons please be ready to board the van fifteen (15) minutes prior to the scheduled pickup time.
3. The system is also capable of flood messaging for those rare occurrences when the entire system needs to be shut down, or we need to get a message to everyone quickly.

Denied Service Policy
Occasionally it may become necessary to deny someone Van Tran service. Such reasons could be (but are not limited to):
Before a patron’s service is denied Van Tran will provide the patron written notice. The notice will indicate the dates and times of the denial.

Ineligibility of service is effective fifteen (15) business days after the date noted on the suspension notice.

1. A patron no longer meets the eligibility criteria.
2. A patron no longer resides in the service area.
3. Conduct or behavior that is unacceptable while using Van Tran services.
4. Failure to follow Van Tran rules and policies.
5. Physical barriers at an address prevent the driver from safely assisting patrons from the entry door to the van and into the van.
6. Not using a PCA when warranted or required for your safety.

Service Suspension Review and Appeals Process
If the patron’s rights to ride on Van Tran are suspended or denied the patron has the right to appeal the process. Specifically, a patron may request that the Transportation Director review the decision. If the Transportation Director upholds the decision to suspend or deny service, then the patron may appeal the suspension of service. Suspension of service will stay in effect during reviews and appeals.

To initiate an appeal a patron must file a written notice of appeal with the Fairbanks North Star Borough, Transportation Director. Notices of appeal must be received within fifteen (15) business days after the date of the notification.

Notices of appeals may be:
- Faxed to 907-290-2454 or 907-459-7408
- Mailed/ Delivered in person

Transportation Director
FNSB Transportation Department
3175 Peger Rd
Fairbanks, AK 99709-5499

Notice of Appeal must contain:
1. Patron name, address, phone number.
2. The eligibility decision and date.
3. The defense (or reason) why the decision is incorrect.

The notice of appeal will be informally reviewed by the Transportation Director within ten (15) business days after receipt of the appeal. After reviewing, the Transportation Director will either grant the request within the notice or schedule an appeal with the appropriate body. The decision will be mailed or otherwise delivered at the address provide in the notice of appeal.
Other Polices

Animals
Animals must be in a pet carrier, except for service animals. Control of the service animal is the responsibility of the animal’s handler. Service animals must be on the floor and out of the aisle while the vehicle is moving.

Bicycles / Tricycles: Van Tran cannot carry bicycles or adult tricycles at this time.

Compliments and Complaints
The Fairbanks North Star Borough Transportation Department is committed to provide quality customer service and satisfaction for Van Tran patrons. Pre-addressed comment cards may be found in the vehicles or from the driver. Your compliments, suggestions or complaints are important and welcomed. Return the comments cards to the driver or mail them directly to Van Tran. Patrons who have a complaint or concern that involves the service performed, a scheduled or requested trip, no-shows or a subscription cancellation may call a Van Tran CSR/D at 459-1010 option 2 or email vantran@fnsb.gov

Dedicated Vehicles/Drivers
Van Tran does not allow patrons to request a dedicated vehicle or driver. Van Tran is part of the public transportation system in Fairbanks. The vehicle may include others that need Van Tran services. In addition, requests for specific drivers will not be granted.

Driveways / Roads
Van Tran vehicles cannot go into any driveway that does not allow sufficient access for a safe entrance and exit. In the winter months walkways and driveways must be plowed or shoveled to allow for safe access and a reasonable turn around area. If a driveway or roadway is determined unpassable by a Van Tran Driver. A Transportation Supervisor will physically inspect the area to confirm access. Patrons may re-schedule a ride within ¼ mile of a fixed route bus route or call for accommodations.

Door to Door Service
Van Tran drivers will assist patrons from the vehicle to the first entrance of the destination, and from the first entrance of the origin to the vehicle. Reasonable accommodation can be made at the request of the patron to assist them on an incline, through snowdrifts or uneven walking surfaces if doing so would not pose a direct threat to the driver.

Emergency Services
Request for emergency transportation to or from medical facilities should be referred to Emergency Services please, dial “911”.

Flammable and Hazardous Materials: Gasoline, propane, other flammable liquids or automotive batteries are not allowed on Van Tran vehicles. See oxygen tanks.

Food and Beverages
Patrons may not eat or drink on Van Tran vehicles. Food and beverages will be allowed only in closed containers that remain unopened during the trip. Exceptions can be made for medical requirements.
Gratuities
Borough policy 01.2 Conflict of Interest Gift and Gratuities prohibits drivers from accepting tips, gratuities or donations of any kind. Please do not offer the drivers any tips or gratuities.

Intermediate Stops
Van Tran patrons request trips from one destination to another. Intermediate stops are not allowed. For example, you request a trip from your work to your home. An intermediate stop would be stopping at a grocery store enroute to your home. In this example, two (2) trips would need to be requested. First trip from work to the store and second trip from the store to home.

Lost and Found: Items left behind on vehicles or the Transit Center are logged and kept for approximately thirty (30) days. If you find an item, please turn it into the Driver or CSR/D. If you have lost an item, contract a CSR/D (907) 459-1010 option 2.

Offensive Language/Behavior
No offensive language or disruptive behavior is allowed.
No behavior that poses a threat to the safety to yourself or others on the vehicle is allowed.

Oxygen Tanks
Personal oxygen tanks may be transported. The oxygen tanks must be secured on the wheelchair. If carried onto the vehicle, the driver must secure the tanks during the trip.

Personal Items, Packages and Groceries
Drivers are required to make one (1) trip to your door to provide assistance to the patron. At no time is the driver obligated or required to carry a patron’s groceries, packages or personal items. If a patron has several packages and/or groceries that require more than one (1) trip, they must make arrangements with someone else for assistance.
Packages, parcels and other personal items must be secured and placed out of the aisle so that they will not move in case of a sudden stop. Items should not be placed in other seats or areas otherwise occupied by patrons.

Radios
Radios, audio devices or musical instruments may not be operated by patrons; PCA’s guests on Van Tran vehicles, unless equipped with individual headsets.
Please do not request the driver to play the radio or audio program for patrons on the van.

Reasonable Accommodation
Van Tran will make reasonable accommodations at the patron’s request to ensure the program’s accessibility. Reasonable requests may be granted to allow exceptions to standard practice and policy to allow a patron access to the Van Tran service. Examples of reasonable accommodation include assistance around obstacles, pick-up and drop-off locations, fare handling, eating and drinking, and opening building doors. Requests may be submitted in writing to a CSR/D.
Safety and Security Systems:
The Fairbanks North Star Borough may use safety and security technology, alarms, keys, limit access, security cameras, lighting, surveillance and/or electronic phone recordings. These systems are to increase the safety and security of the FNSB properties, employees, the public and the FNSB.

Seat Belts
All patrons and drivers are required to wear seat belts. Drivers will not move the vehicle until everyone is safely secured. See children for safety seat requirements.

Tobacco / Marijuana:
Smoking, vaping or chewing tobacco/marijuana is not permitted on Van Tran vehicles.

Weather:
Van Tran may not operate vehicles in inclement weather. Scheduled rides may be altered and/or canceled due to weather, temperatures, or hazardous road conditions. If service is canceled or delayed due to weather, all those with scheduled rides will be notified by phone as soon as possible.

Wheelchairs and Scooters
Van Tran vehicles are lift-equipped. Patrons who use the lift will sit in a boarding chair provided by Van Tran or sit in a mobility device of their own. When on the lift, patrons will sit facing outward from the van. Power wheelchairs must have the power turned off when the patron is on the lift. Wheelchair tie-down spaces are limited so patrons must be sure to tell the CSR/D when they will be using a mobility device. Wheelchairs or scooters must fit on a 32” x 48” platform or Van Tran will not be able to transport them. Service may be refused for safety reasons if total weight of a wheelchair and patron exceeds 800 pounds. All wheelchairs and patrons must be secured with safety belts while riding in the vehicles.

Van Tran is not required to provide any patron with a wheelchair if the occupant’s wheelchair exceeds the maximum dimensions and/or weight specifications. Van Tran drivers will not transfer any patron between wheelchairs in order to gain access to ride Van Tran.

Van Tran patrons who use scooters must make a seat transfer. Sitting on a scooter is not permitted while the van is in motion.

This handbook is not meant to be all-inclusive. If you have a question or a situation that is not specifically addressed, please feel free to call or write to Van Tran.
Definitions

**Arrival window:** The thirty-minute (30) time frame Van Tran could show up for your scheduled ride. Fifteen (15) minutes before or after your scheduled time.

**Caregiver:** See Personal Care Attendant.

**Complementary:** to complete or enhance by providing something additional. Public operators of a fixed route system must provide paratransit as a complement to the fixed route system.

**Complimentary:** A polite expression of praise or admiration. Given free as a gift or courtesy.

**Customer Service Representative / Dispatcher (CSR/D):** A Fairbanks North Star Borough employee who assists employees, the public and the Borough on the MACS transit and paratransit system.

**Demand Trip:** A single trip, one-way.

**Denied Service:** When a patron is not eligible to schedule or ride Van Tran Services.

**Door to Door Service:** drivers assist patrons from the vehicle to the first entrance of the destination, and from the first entrance of the origin to the vehicle.

**Extraboard Driver:** A Fairbanks North Star Borough employee that who is utilized as a substitute for a Van Tran Driver.

**FNSB:** Fairbanks North Star Borough. It was incorporated on January 1st, 1964 and covers an area of 7,361 square miles.

**Gratuities:** tips, money, gifts, favors or donations of any kind.

**Guest:** A person riding with the eligible patron not in a caregiving role.

**Fares:** money a patron / rider on public transportation has to pay.

**Inclement Weather:** severe weather conditions which may include but not limited to; cold temperatures, snowstorms, freezing rain, or flooding.

**Interview:** A series of questions to determine the applicant’s functional capability to ride a MACS Transit fixed route. The interview does not involve a physical examination, a medical diagnosis, or include a physician’s certification. There is no cost to the applicant for an ADA eligibility interview.

**Late Cancellation:** A cancellation less than two (2) hours before scheduled pick up time.

**No Show:** A “No Show” is when patrons are not at the designated pick-up point, or not ready to board the van at the scheduled pick-up time, or when patrons refuse a scheduled ride when the van arrives or cancels a ride less than two (2) hours before scheduled pick up time.
Offensive Language/Behavior: Actions such as, but not limited to; foul language, cussing, name calling, damaging or destroying vehicle equipment, leaving seat or unbuckling seatbelt while vehicle is in motion, screaming, spitting, gestures that another person finds offensive, unlawful, threats, or causing harm to oneself or others.

Personal Care Attendant (PCA) or Caregiver: A person who is physically able to assist when a patron requires assistance beyond the first entry door or needs to travel with another person for safety or health reasons.

Picture Identification: card or documentation with your picture, full legal name and address listed.

Priority Category Levels: Order in which eligibility level is scheduled.
   1. A. Patron with qualifying disabilities wanting to travel (both origin and destination) within ¼ mile of a fixed route bus route.
   2. B. Patron with qualifying disabilities wanting to travel (either origin or destination) beyond ¼ mile of a fixed route bus route.
   3. C. Parton over 60 years of age.

Same Day Request: When a trip request is made for same day travel, the trip is then placed on a stand-by list. CSR/D will call the patron when the request can be scheduled, and a driver will be dispatched if the patron accepts the trip.

Service Area: Place of origin and destination within ¼ mile of a fixed route bus route.

Standby List: Same day trip request when there are no available rides, waiting for a spot in the daily schedule to open up. Being on a standby list is not a schedule ride.

Van Tran Driver: A Fairbanks North Star Borough regular employee, whose position works at least twenty (20) hours a week driving paratransit.

Wait List: When a request for a subscription service or reoccurring trip (day and time), is not available, you will be put on a waiting list. In the meantime, the patron will need to schedule a demand ride until you are notified you are off the waiting list.