

ADA Complementary Paratransit Service - Glenwood Springs, Colorado:

The City of Glenwood Springs, Garfield County, and RFTA cooperate to provide ADA Complementary Paratransit service for individuals that are unable to access the Ride Glenwood Springs within the City of Glenwood Springs due to a documented temporary or permanent disability.

- **Who is eligible?** Any assessed individual that is unable to access or navigate the fixed-route bus system due to a temporary or permanent, disability.
- **Hours of operation?** ADA Complementary Paratransit service is available within the City of Glenwood Springs during the hours of the Ride Glenwood Springs service. To schedule a ride call Monday through Friday 8 a.m. to 5 p.m. at **945-9117** and other hours please call dispatch at **970-384-4855 or 970-925-4482**.
- **What is the service area?** The service area is within $\frac{3}{4}$ of a mile from the Ride Glenwood Springs route. (Detailed map available on the web-site).
- **How do I schedule a ride?** To schedule “next day” service, please call the Traveler ADA Complementary Paratransit service at **970-945-9117**, Monday through Friday between 8am and 5pm. For service outside the Traveler’s weekday hours of operation or for service on weekends, call dispatch at **970-384-4855 or 970-925-4482**, seven days a week, between 8:00 a.m. and 5:00 p.m. (Application Form available on the web-site).
- **How do I apply for this service?** Applying for this service will require the individual with the disability, or their legal representative, to call **970-945-9117**. This number will connect you with a Traveler staff member that will require the following information of the applicant: name, birth date, mailing address and contact telephone number(s). The caller will also need to provide answers to the following questions:
 - What barriers do you have that prevent you from accessing the public or private transportation that is available in your area?
 - In what way does this barrier prevent you from utilizing the existing services that are available in your area?
 - In your opinion is this barrier permanent? If no, when will the barrier be removed?
 - Do you utilize any assistive devices for ambulation? If so, what?
 - Do you have a health care professional’s report to substantiate this request? Not an automatic qualifier

After the completion of the telephone information form by the Traveler staff, (normally within 1 hour of the receipt of the phone call) the information will be communicated to Senior Program's Manager for Garfield County Department of Human Services (DHS). The applicant will be sent an application package from DHS within five days of the receipt of this document.

Eligibility: You will be contacted once the completed application is received by DHS. If the application is not received within 21 days a follow-up application will be mailed to you. An in-person functional ability assessment will be scheduled and conducted. After the in-person functional ability assessment, the Senior Program's Manager will provide you with a written determination of eligibility.

Service Eligibility Types:

- **Unconditional:** This means that the applicant has been approved for services offered to persons with disabilities, so long as the individual agrees to, adheres to and abides by the Applicant's Procedures for Service.
- **Conditional:** This means that the applicant has been approved for services offered to persons with a disability based upon environmental and situational conditions, as stated in the Applicant's Procedures for Service.
- **Temporary:** This means that the applicant has been granted the service offered to persons with a disability, on a limited term basis, so long as the individual agrees to, adheres to and abides by the Applicant's Procedures for Service.

Applicant's Procedures for Service:

Please be advised that the procedures for utilizing this service are as follows:

1. **Request for transportation service** - are requested to be made a minimum of 24 hours prior to the time of service, in order that the agency can more readily meet the request. Or the day before.
2. **All appointments** for Complementary Paratransit service provided within the Town of Carbondale are to be made as follows:
 - a. By calling the Traveler Dispatcher between 8am and 5pm, Monday – Friday, at **970-945-9117**.
 - b. By calling the RFTA Dispatcher at **970-384-4855** or **970-925-4482** for ADA Complementary Paratransit service desired before 8 a.m. or after 5 p.m., Monday – Friday, or between 7 a.m. and 8 p.m. on weekends.

3. **Pick-up time** will be arranged in a manner that will get you to your scheduled drop off as close to “on time” as possible. (Note: You may arrive at your scheduled drop off earlier than you would like.)
4. **Only scheduled** “pickups and drop-offs” will be honored.
5. **The Americans with Disabilities Act** allows latitude for transportation companies to invoke a penalty on passengers that are habitually late, late cancellations, or are not at the stop at the specified time of their pick up (No Show).
6. **Habitually late** is defined as you are not ready to leave when the driver arrives. Our policy states that you must be ready for the transport 15 minutes before the scheduled pick-up time and remain ready for transport for 15 minutes after scheduled pick-up time. 3 habitually late rides are equal to One No Show.
7. **Cancellation** – You will receive a reminder call, the day before to your actual service. If you want the pick-up, just hang up from the call. If you wish to cancel the pick-up enter the number 9 on your phone. Ten (10) cancelled rides will be equivalent to One No Show, unless cancellation is due to illness or hospitalization.
8. **No Show** - No-shows occur when the follow circumstances have occurred:
 - a. You have has scheduled a Traveler ride.
 - b. There has been no call by you or your representative to cancel the scheduled trip within one hour of your scheduled pick-up time.
 - c. The Traveler vehicle has arrived at the scheduled pick-up point within the 15 minute pick-up window.
 - d. The driver has knocked on the door and waited for 5 minutes after arriving at the scheduled address. The driver will contact dispatch to request to leave.
9. **You will be advised that you incurred a “No Show” on that day** and it will be documented in your record.

No shows or cancellations are EXCUSED when the trip is missed for the following reasons:

1. Family emergency: death or illness of family member or other family emergency.
2. Mobility aid failed.
3. Late connecting transportation
4. Acts of God: Flood, earthquake, fires, etc.
5. Staffing error – Dispatch did not make all the cancellations you requested or you found out the ride was schedule for the wrong day, time or location.
6. Medical facility changes to the date and/or time of the medical appointment.

No-shows or Cancellations are NOT EXCUSED when the trip is missed for the following reasons:

1. You didn't want to travel today.
2. You are sick and don't cancel the appointment.
3. You changed your mind about using the appointment.
4. You forgot that you had a ride scheduled.
5. You got another ride.
6. You did not want to ride with that specific driver or passenger or on a specific vehicle.

No Show or Cancellation Procedure:

1. A monthly tracking system of no-shows will be prepared by Traveler staff showing the date and scheduled pick-up time for each no show.
2. If you have three (3) no shows in a 30 day rolling calendar period or (2) two consecutive no shows on scheduled pick-ups within a 60 day rolling calendar, you will be contacted by phone and informed of the date and times of each no show.
3. If you have four (4) no shows in a rolling 30 day calendar period or (3) three consecutive no shows on scheduled pick-ups, a letter will be sent notifying you of a pending suspension of service for 30 days. The letter will indicate the dates and times for each no show. You are entitled to request an appeal of the suspension.
4. If you have a second set of four (4) no shows in another rolling 30 day calendar period, a letter will be sent notifying you of a pending suspension of service for 3 months or more. The letter will indicate the dates and times for each no show. You are entitled to request an appeal of the suspension.
5. To request an appeal, contact the Traveler Supervisor at 945-9117 or 625-1366. This will put the suspension on hold until an appeal is completed. You must put your appeal request in writing and meet with Traveler staff in the next 15 days to discuss options for preventing the suspension.
6. The suspension will be upheld if the written appeal letter is not received.
7. If a resolution is not reached with the Traveler staff, you may request an appeal hearing with the Senior Programs Advisory Board. A letter must be received by the Senior Programs Manager explaining the issues. Once the letter is received, the appeal will be scheduled at the next Senior Programs Advisory Board Meeting (usually the 4th Friday of each month).

Traveler and RFTA look forward to assisting you in meeting your transportation needs.

Should any of the details concerning your transportation change (i.e.; phone number, address, physical condition, etc.), you are responsible for notifying the Traveler office as soon as possible.

Traveler Rider Rules

1. Customers may not eat or drink on the bus. Food or beverages may be brought onto the bus.
2. Customers using audio or video devices are required to use earphones on the bus.
3. Customers must stand behind the white line at the rear of the driver's seat.
4. Littering is prohibited.
5. Obscene, profane, vulgar, foul or abusing language is prohibited.
6. Shirts and shoes must be worn.
7. Disorderly and inappropriate conduct is prohibited.
8. Heads, arms and other body parts are required to be kept inside the bus.
9. Objects are not to be thrown in or from the vehicle.
10. Spitting is prohibited.
11. Drinking alcohol or the use of illegal drugs is prohibited.
12. Inappropriate behavior is prohibited.
13. Customers are required to obey reasonable requests from the driver or any other authorized Traveler representative.
14. Federal regulations prohibit the transportation of flammable or explosive materials on transit vehicles.
15. Individuals with a communicable disease who are subject to an order of restriction issued by the Department of Health may not board the bus.
16. Conversations with the driver that distract him/her from safely operating the bus are prohibited.
17. Customers are required to keep aisles clear of obstacles (packages, luggage, etc.)
18. Vandalism or willful destruction of Traveler property is prohibited.
19. Fighting or threatening to fight is prohibited.
20. Customers may not maintain or commit a public nuisance.
21. Offensive body or other offensive odors are prohibited.
22. Loud noises are prohibited.
23. Obscene attire is prohibited.
24. Smoking is prohibited on Traveler vehicles.