ROARING FORK TRANSPORTATION AUTHORITY

2022-2025 TITLE VI PROGRAM

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GENERAL INFORMATION

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Grantee Number:	6184
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2022 Title VI Program Submission Date:	June 1, 2021
2022 Title VI Program Reviewed by:	Dan Blankenship, Chief Executive Officer (CEO) Kurt Ravenschlag, Chief Operations Officer (COO) Michael Yang, Chief Financial & Administrative Officer (CFAO) Nicole Schoon, Title VI Compliance Officer

2021 BOARD OF DIRECTORS

Chair:	Dan Richardson, Town of Carbondale
Vice-Chair:	Bill Kane, Town of Basalt
Jurisdiction Members:	Jonathan Godes, City of Glenwood Springs Alyssa Shenk, Town of Snowmass Village Jeanne McQueeney, Eagle County Art Riddile, Town of New Castle Ann Mullins, City of Aspen Greg Poschman, Pitkin County
Legal Counsel:	Paul Taddune, Personal Counsel (P.C.)
Chief Executive Officer:	Dan Blankenship
Chief Operations Officer:	Kurt Ravenschlag
Chief Financial and Administrative Officer:	Michael Yang
Secretary:	Nicole Schoon, Secretary to RFTA Board of Directors

RFTA'S MISSION

"Connecting our region with transit and trails."

RFTA'S VISION

"RFTA pursues excellence and innovation in providing preferred transportation choices that connect and support vibrant communities."

RFTA'S CORE VALUES

- ✓ **Accountable –** *RFTA will be financially sustainable and accountable to the public, its users, and its employees.*
- ✓ **Affordable –** *RFTA will offer affordable and competitive transportation options.*
- ✓ **Convenient –** *RFTA's programs and services will be convenient and easy to use.*
- ✓ **Dependable –** *RFTA will meet the public's expectations for quality and reliability of services and facilities.*
- ✓ **Efficient –** *RFTA will be agile and efficient in management, operations and use of resources.*
- ✓ **Safe –** *Safety is RFTA's highest priority.*
- ✓ **Sustainable –** *RFTA will be environmentally responsible.*

INTRODUCTION

The Roaring Fork Transportation Authority (RFTA) is the second largest transit agency in Colorado and the largest rural transit agency in the nation. RFTA operates a variety of public transportation services along the State Highway 82 corridor, from Glenwood Springs to Aspen, and the Interstate 70 and State Highway 6 corridors from Glenwood Springs to Rifle; covering three counties and 70 linear miles. RFTA currently has eight member jurisdictions that provide varying rates of dedicated sales and use tax revenue: Pitkin County, City of Aspen, Town of Snowmass Village, Eagle County, Town of Basalt, Town of Carbondale, City of Glenwood Springs, and the Town of New Castle. RFTA also maintains separate service contracts with the City of Aspen, Aspen Skiing Company, City of Glenwood Springs, Garfield County, and the City of Rifle. Senior/paratransit transportation services under contract with Garfield County Senior Van/Traveler and the Senior Van for Pitkin County.

RFTA currently employs 325 employees in the peak winter season. RFTA owns approximately 104 buses, including 22 compressed natural gas (CNG) BRT buses, 39 utility vehicles, and 22 vans. RFTA owns and co-manages the 42-mile Rio Grande Railroad Corridor between Glenwood Springs and Aspen.

RFTA constructed and maintains a 10' wide, multi-use Rio Grande Trail (RGT) for non-motorized uses (walking, biking, and equestrian). The Rail to Trails Conservancy selected the RGT as one of five 2016 Rail-Trail Hall of Fame nominees.

On September 3, 2013, on time and on budget, RFTA began operation of the VelociRFTA BRT service, the nation's first rural BRT system. This was four years ahead of the 2017 goal established by the RFTA Board of Directors in 2006. VelociRFTA BRT operates along the 40-mile SH82 corridor from Glenwood Springs to Aspen, serving nine major BRT stations. Supported by transit signal priority in key locations and roughly 18 miles of bus-only or Bus/HOV lanes, BRT provides travel times that are competitive with the private automobile. Stations are built to environmentally-sensitive standards and include amenities such as park and ride facilities, covered bike parking, real-time bus arrival information, ticket vending machines, snowmelt systems, and attractive, semi-enclosed passenger waiting areas. VelociRFTA has been so successful that 2014 Roaring Fork Valley commuter ridership was up 25% over 2013.

System-wide ridership increased by approximately 650,000 passengers or 16% in 2014, following the implementation of VelociRFTA. In 2017, system-wide ridership reached 5.5 million passenger trips.

PROVISION OF TITLE VI ASSURANCES

Roaring Fork Transportation Authority (RFTA) HEREBY CERTIFIES THAT, as a condition of receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through the Federal Transit Administration (FTA), is subject to and will comply with the following:

1. RFTA will submit documentation of compliance with its Title VI Program to the Federal Transit Administration; Region 8, Civil Rights Officer once every three (3) years.

2. RFTA will compile, maintain, and submit in a timely manner, Title VI information required by FTA Circular 4702.1B, and in compliance with the Department of Transportation's Title VI Regulation, 49 CFR, Part 21.7.

3. No person on the basis of race, color, national origin, sex, age, or disability will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.

4. RFTA will make it known to the public that any person or persons alleging discrimination on the basis of race, color, national origin, sex, age, or disability as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration, the U.S. Department of Transportation, and/or the Colorado Department of Transportation.

5. RFTA will not tolerate retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI.

6. RFTA will promote the full and fair participation of all affected populations in the transportation decision-making process.

7. RFTA will make *good faith efforts* to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, activities, and services on minority populations and low-income populations within RFTA's transit service area.

8. RFTA will ensure that Limited English Proficient (LEP) individuals have access to RFTA's programs, activities, and services.

TITLE VI COMPLIANCE HISTORY

1. There are no outstanding lawsuits or complaints naming RFTA that allege discrimination on the basis of race, color, national origin, age, sex or disability with respect to service or other transit benefits.

2. There are no pending applications for Federal financial assistance, and there is no Federal financial assistance currently being provided to RFTA other than that being supplied by the Federal Transit Administration (FTA).

3. During the course of the last three (3) years, there have not been any civil rights compliance review activities conducted with respect to RFTA and, to the best of our knowledge, there are not presently any ongoing civil rights compliance review activities being conducted with respect to RFTA.

PUBLIC OUTREACH

For any proposed significant service changes, RFTA posts public notices in the daily local newspapers *(Aspen Daily News, The Aspen Times, and Glenwood Springs Post Independent)*, at RFTA offices, and on the RFTA web site (www.rfta.com). Public hearings are advertised and held at ADA-accessible facilities.

MINORITY/LOW-INCOME COMMUNITY GROUPS:

RFTA has taken the following measures in its outreach to minority and low-income communities:

1. RFTA places a monthly Board meeting agenda, in English and Spanish, on its website, on public notice boards at each participating jurisdiction (City of Glenwood Springs, City of Aspen, Town of New Castle, Town of Basalt, Town of Carbondale, Town of Snowmass Village, Pitkin County, and Eagle County) and in local newspapers ten (10) days prior to its Board meeting. RFTA does not routinely have a Spanish translator or a signer at meetings, however, posted notices specify that an individual may call the RFTA office at (970) 384-4974 at least five (5) business days prior to the meeting to make the necessary arrangements. For immediate and further assistance we offer a phone number that Spanish-speaking persons can use to speak with a live person.

2. The 2016 RFTA Passenger Survey had English and Spanish versions and sought in particular to gather comments from non-choice riders who ride the bus every day out of necessity.

3. RFTA is aware of popular Latino/Hispanic commerce centers in the service area with public notices of events (e.g., La Perla, Theresa's Market, Gloria's, Garcia's in Carbondale, and City Market grocery stores, etc.).

4. During the planning and development of the VelociRFTA Bus Rapid Transit (BRT) construction project, RFTA used bi-lingual flyers and notices to encourage Latino riders to attend public open houses and other planning-related meetings. RFTA retains the names of all citizens who attend Board meetings, various open houses and other stakeholder meetings.

GUIDELINES AND PROCEDURES FOR ROARING FORK TRANSPORTATION AUTHORITY ("RFTA")

The following guidelines are on public display, in English and Spanish, on the RFTA website, www.rfta.com and at RFTA's administration office.

GENERAL GUIDELINES

Public transportation vehicles and facilities are provided by RFTA for the benefit of the general public and visitors, in the communities located in the Highway 82 corridor between Aspen and Glenwood Springs and in the I-70 corridor between Glenwood Springs and Rifle.

REQUIREMENT TO CONDUCT EQUITY ANALYSIS

RFTA is required to conduct a Title VI equity analysis to demonstrate that the facility site is selected without regard to race, color, national origin, sex, age, or disability. Per guidance in the circular the analysis must:

- Include outreach to persons potentially impacted by the sitting of the facility;
- Compare impacts of various sitting alternatives;
- Determine if cumulative adverse impacts might result due to the presence of other facilities with similar impacts in the area; and
- Occur before the selection of the preferred site.

A copy of RFTA's Equity Analysis is attached as Exhibit O.

USE OF SERVICES

There are no fares for the use of RFTA's circulator bus services within the City of Aspen and the Town of Carbondale. Likewise, no fares are charged for travel within the Aspen fare zone, which includes the Town of Snowmass Village. The City of Glenwood Springs charges a one dollar ($1.00) fare for all day travel on Ride Glenwood service, which is operated by RFTA. All other RFTA transit services are subject to fares approved by RFTA's Board of Directors. RFTA has a fifty-percent (50%) discount program for Veterans and Persons with Disabilities throughout its service area. Seniors (65 and over) and children (5 and under) ride free on all RFTA routes. RFTA does not charge a fare for the use of its ADA Complementary Paratransit services. RFTA's fares are printed on schedules and are available on RFTA's website, www.rfta.com.

CUSTOMER RELATIONS

Maintaining cordial relations with each and every RFTA customer is an integral part of the bus operator's job. The bus operator is the first and most important contact the public has with RFTA personnel. This initial contact influences the public's opinion of RFTA and can encourage or hinder the support of RFTA services. Operators are expected to be courteous and accommodating towards the public at all times.

RFTA POLICIES & PROCEDURES

SAFETY RULES

RFTA is concerned with the safety and well-being of every employee, as well as that of its passengers and the general public. RFTA is committed to providing all employees with the necessary safety training to carry out their job duties. RFTA expects its employees to provide safe service to all passengers by observing the following safety rules.

- Bus yard speed limit is 5 MPH.
- All operators are required to perform a pre-trip inspection and a post trip inspection and they must fill out a Defect Card for each bus used during the course of a shift if any problem is detected with the bus.
- All bus operators are required to use a seat belt anytime their vehicle is in motion.
- Door interlock devices are never to be used as a parking brake.
- All standing passengers (whether adults or children) must use the handrails or other stabilization devices provided on the vehicles in order to stabilize themselves while the vehicle is in operation.
- Passengers are not permitted to stand forward of the Standee White Line per federal regulations. Passengers are advised before boarding, that the bus is standing room only and are given the option to take the next bus. Passengers stand at their own risk.
- Riders age six (6) and younger must be under the supervision of a responsible adult at all times when using RFTA services.
- Children must be removed from strollers while on RFTA vehicles. All children under the age of six (6) must be seated.

SMOKING AND USE OF TOBACCO AND NON-TOBACCO PRODUCTS
RFTA bus operators are prohibited from smoking (tobacco products, snuff, e-cigarettes, etc.) inside RFTA vehicles, near passenger loading areas, or on RFTA property, while on duty. Bus operators are only permitted to smoke at layover points, outside of the bus and away from passengers.

PETS ON BUSES
Dogs and pets are not allowed on RFTA buses, with the exception of the following:

- Aspen Ski Company (ASC) avalanche dogs with an ASC ID;
- Seeing Eye dogs and Canine Companion dogs;
- Service animals to accompany individuals with disabilities in vehicles and facilities;
- Animals that are confined inside a carrying cage;
- Those traveling on Maroon Bells buses accessing federal lands.

OPERATORS-FOOD & DRINK
Bus Operators are prohibited to eat or drink while the bus is loading or in motion.

BIKES ON BUSES
RFTA provides bicycle racks on its bus fleet from mid-April through mid-November. RFTA buses have bicycle racks that carry 2-4 bikes only. When the bicycle racks are full passengers have the option of waiting for the next bus, leave the bicycle in the bus stop bike rack, or ride the bike to their destination.

ARTICLES PERMITTED/NOT PERMITTED ON BUSES
Permitted: Articles of a reasonable size and weight, as long as they do not interfere with entering or exiting the bus, obstruct aisles, occupy seats for passengers, or impede safe operations of the vehicle. Ski and snowboard equipment as long as no outside ski racks are available.

Not Permitted:

- Car batteries
- Firearms/Weapons (except Law Enforcement)
- Explosives

- Gas cans/hazardous material containers
- Sharp objects that could injure passengers
- Objects that obstruct the aisles
- Bicycles

CELL PHONES
Bus operators are prohibited in using cell phones, while operating a RFTA bus or performing any work related duty. RFTA employees operating a RFTA owned vehicle are prohibited from testing.

DRUG AND ALCOHOL
RFTA employees are expected to report to work free of the effects or influence of alcohol and controlled substances. RFTA implements: 1) ***detect*** drug or alcohol use in violation of this policy through testing; 2) encourage employees to obtain ***treatment and rehabilitation*** for drug and alcohol problems; 3) ***deter*** drug or alcohol use in violation of this policy through education, training and discipline; and 4) ***enforce*** RFTA's goal of a drug and alcohol-free work environment through appropriate discipline.

OPEN CONTAINERS
Passengers are not permitted to enter a RFTA bus with an open container of alcohol. This policy applies to alcohol only.

AT THE BUS STOP
Know your bus schedule and arrive at your bus stop early. RFTA buses include destination signs which designate the final destination, as well as Local "L," Express "X" or BRT stations "BRT."

At bus stops that are equipped, passengers should wave the white reflective paddle attached to the bus stop to signal the bus operator. This is important because weather conditions and darkness make it difficult to see. If you are not sure you are on the correct bus, ask the operator.

BOARDING THE BUS
The operator will charge you for your journey when you board the bus. Remember that, if you are paying cash, buses only take exact change. You may also purchase a bus pass or stored value fare-card prior to boarding the bus. State your destination clearly to the operator when boarding the bus. If you are not sure where to get off the bus, listen carefully as every stop is called out.

ON THE ROAD
Remember that Highway 82 and many of the other roads you may cross are very busy highways or very busy streets. Please use caution when crossing these high speed roads as they can be very dangerous. Utilize pedestrian underpass and crosswalks when they are present. Avoid crossing the street mid-block if possible.

Once the bus is moving please remain seated. Stay alert so that you know when your bus stop is approaching. A block before your destination, pull the bell cord above the window or press the stop request button, whichever is applicable. The bell will ring once alerting the driver that you would like the next stop.

SAFETY
Stand back from the curb when the bus approaches. Wait for the bus to stop completely before approaching the bus. *Never cross in front of the bus*.

BUS ETIQUETTE

- Fighting, throwing things, pushing, shouting or loud behavior, and vulgar language are forbidden.
- No firearms, weapons, gasoline, or fireworks of any type are allowed.
- Do not use the seats as a foot rest. Please do not put your wet/muddy ski boots on the seats.
- Drivers have the right to refuse service to intoxicated or problematic persons. It is a federal offense to interfere with a bus operator.
- Shirts and shoes are required.
- Roller skates and roller blades cannot be worn on the bus.
- Children must be removed from strollers. You must be able to collapse the stroller and fit it between the seat and yourself. Non-collapsible strollers are prohibited. Children capable of sitting on their own must sit on the seat and not on an adult's lap.

SPECIAL NEEDS
Almost all RFTA buses are ADA-compliant and either have wheelchair lifts or low floors for easy boarding and alighting by passengers in wheelchairs.

Seniors and disabled individuals unable to use regular bus service may be eligible for ADA Complementary Paratransit service within the municipal limits of Aspen, Carbondale, and Glenwood Springs. For additional information please refer to the RFTA web site or the Customer Relations section of this plan below.

EJECTION OF PASSENGERS
Passengers behaving in a dangerous or offensive manner must be asked to stop the offending conduct or leave the vehicle. Those who fail to comply will be asked to leave.

When ejecting a passenger every effort should be made to drop the passenger at an official RFTA stop. A Supervisor must always be contacted immediately when a passenger is ejected. If necessary, police assistance should be requested. An Incident Report is required for all passenger ejections.

CONVERSATIONS WITH PASSENGERS
As a safety issue bus operators are to avoid all unnecessary conversation with passengers while the bus is in motion. Questions from passengers should be answered briefly and politely and preferably when the bus is not in motion.

At no time should a bus operator engage in discussions relating to politics, religion, or other controversial subjects. Operators are not to discuss internal company matters such as employee counseling or discipline, or other negative views relating to their jobs.

CUSTOMER COMPLAINTS
As public transit service provider, customer service complaints are a legitimate concern to RFTA. It is important that all complaints be investigated and resolved. As part of this process it is expected that

all employees will cooperate with any investigation, regardless of how frivolous the complaint may appear to be.

Customer service complaints against a particular employee will be presented to the employee involved and the employee will have 48 hours to respond in writing, if they so wish. Failure, or refusal, on the part of the employee to respond in writing will be considered agreement to that the complaint was substantially correct.

Disciplinary action relating to customer complaints may be taken when it is clear that a complaint, or series of complaints, were valid or substantiated, or where a pattern of similar complaints is evident over longer periods of time.

With the introduction of GPS – Computer Aided Dispatch functions, RFTA is well equipped to investigate the majority of passenger complaints. Using a playback function, RFTA can determine whether a bus was running on schedule, stopped at a stop at the posted time and if the bus made the entire scheduled trip at the designated time on the designated route.

Since 2014 RFTA has introduced a highly sophisticated video system with multiple cameras on our buses and at our principle bus stops. A host of passenger complaints have been adjudicated using our video system and we have also been able to improve our security posture and have reinforced safety policies using video/audio. Our system automatically downloads when a bus comes into one of our facilities.

RFTA Operations occasionally receives complaints from the public. Consequently RFTA developed a feedback database where each complaint and the results of the investigation are saved.

When the complaint is created the complainant's statement is entered, it is assigned to the category of driver, bus schedule, bus stop, bus equipment, route, and other. Within each category the complaint is assigned one of the keywords: Above and Beyond, ADA, Behavior not acceptable, Careless, Helpful, Late, Reckless driving, Rude, Speeding, Unsafe, or another keyword can be entered.

The complaint is assigned to a supervisor to investigate the complaint. After the investigation, the supervisor enters the results of the investigation and any recommendations.

At the end of each month, a report is generated to insure the complaint is investigated and the results are filed. The database can be queried to generate a report based on Feedback number, investigating supervisor, driver name, driver number, keyword, received date, incident date, customer name, type of issue, complaint status, and safety issue.

AMERICANS WITH DISABILITIES ACT (ADA) SERVICE

The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities. ADA eligibility is a transportation decision, not a medical or financial one. It is not based on the perceived or real inconvenience, inexperience and/or personal choice to not utilize these transportation modes, or lack of service in your area.

It is the policy of the Roaring Fork Transportation Authority (RFTA) that no otherwise qualified person shall, solely by reason of a disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity undertaken by RFTA that receives or benefits from Federal financial assistance. RFTA will comply with all legal requirements of Federal and State laws and regulations as they pertain to individuals with disabilities. RFTA provides quality transportation services without discrimination to all individuals, including individuals with disabilities. This document ensures consistency in operations and encourages employees make objective decisions, which can help avoid unintentional discrimination. Discrimination on the basis of disability against any individual by RFTA employees will not be condoned or tolerated.

RFTA offers and provides options for accessible transportation to those persons with an assessed inability to access or navigate the fixed-route bus system due to a temporary or permanent disability. All paratransit vehicles are equipped with wheelchair lifts and all buses are ADA compliant equipped with either a wheelchair lift or low-floor boarding. A TTY-TDD system is available for the hearing impaired by calling (800) 659-3656.

ADA Complementary Paratransit and Traveler services are provided to persons who, because of an accessed disability, are unable to independently ride a bus, get on/off a bus, or get to/from a bus stop.

Glenwood Springs, Carbondale, and Aspen ADA Complementary Paratransit services are provided within ¾ miles of RFTA's fixed-route services (Ride Glenwood Springs, Carbondale Circulator, and six (6) Aspen fixed-route services), and during the same days and hours as those fixed-route services.

Traveler service is provided within the Garfield County service area: a five (5) mile radius off of Interstate 70 between Parachute and Glenwood Springs; and a five (5) mile radius off of Hwy 82 between Glenwood Springs and Carbondale, Monday through Friday, 8:00 a.m. to 5:00 p.m. Service is provided to an eligible rider who has requested and reserved Paratransit or Traveler service in advance of the day and time they require service.

RFTA determines eligibility based on functional considerations and helps determine which individuals can most benefit from Paratransit service, and which individuals can be best served by the regular accessible RFTA bus services. All Paratransit vehicles are accessible to individuals with disabilities and are equipped with wheelchair lifts and securement devices.

ADMINISTRATION

In August 2013 RFTA created a new job requirement for an existing employee titled "Regulatory Compliance Officer." It is the responsibility of that individual to ensure compliance with RFTA's Title VI Plan, public participation program, and language assistance plan which includes:

- Annual reviews of regional census data for changing patterns of LEP populations;
- Ongoing cooperation with the RFTA Marketing Department on public outreach efforts;
- Ensuring the RFTA web site is kept up to date with regard to Title VI and LEP information;
- Ongoing customer service reviews.

SUMMARY OF CHANGES

Since RFTA's 2017 Title VI Report submission there have been no fare increases. RFTA has reduced some fares and introduced new discount programs in response to requests from the public. RFTA implemented Bus Rapid Transit (BRT) service between Aspen and Glenwood Springs in September 2013. RFTA maintained current transit services after the introduction of BRT service, but it did reduce the number of express and direct trips that it offers as many of those trips were similar to the new BRT service. The VelociRFTA BRT service features a one way trip time of one hour between Aspen and Glenwood Springs as opposed to a one hour and 40 minute trip on local bus service.

PUBLIC MINORITY/LEP POPULATION REPRESENTATION

The total population that RFTA provides transit service for is 77,553 people within Garfield County, Pitkin County, and a portion of Eagle. The Limited English Proficient (LEP) population is 23.7% of RFTA's service area, with 21.1% being Spanish speakers. RFTA has eight (8) member jurisdictions that are equally represented on its Board of Directors: City of Aspen; Town of Snowmass Village; Pitkin County; Town of Basalt; Eagle County; Town of Carbondale; City of Glenwood Springs; and Town of New Castle. The Board of Directors meet on the second Thursday of every month. The agenda of RFTA Board Meetings is printed in two local newspapers in English and Spanish 10 days prior to the meeting. Meeting agendas are also posted on the RFTA website, www.rfta.com. LEP individuals planning to attend the meetings are asked to call at least five (5) days in advance of a Board meeting to request that a translator be present. Every RFTA Board meeting features a public comment period. Comments/concerns are recorded and given serious consideration. Action is taken when the request(s) seem feasible.

SERVICE POLICIES

RFTA has developed this service policy to ensure that quality of vehicles assigned to routes and transit amenities along those routes comply with requirements set forth by the FTA and exceed the community's expectations.

VEHICLE ASSIGNMENT

"Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system." FTA C 4702.1B

- RFTA attempts to reserve the VelociRFTA buses for the BRT transit services. Due to the capacity issues experienced on BRT, especially during peak hours, 57-passenger coaches may also be deployed.
- 40-foot coaches with regular branding should be reserved for RFTA's local service. During peak hours or during periods with known capacity issues, 57-passenger coaches may be used.
- For direct/express service, the 57-passenger OTR coach is the priority vehicle. Direct/express routes operate in peak hour/peak direction situations and are the most favored by commuters. As a result, vehicles assigned are most likely to reach or exceed capacity.

The number of buses staged at each facility is based on the amount needed for peak pull-out, plus 20% spares, and should also account for the types of vehicles needed for each type of service. If storage capacity is exceeded at the GMF or the AMF, then buses may be deadheaded to the other facility. Alternatively, buses may be staged at the CMF. The CMF facility should be the last priority for storage, as it offers the least amount of storage and maintenance equipment and services.

AMENITIES

The design of bus stop waiting areas and provision of amenities that enhance security and comfort plays a significant role in a person's decision to use transit. Design of bus stops can affect a person's actual or perceived sense of safety, comfort, and convenience. The following sections identify the factors to consider, and provide guidelines for locating bus stops and designing passenger waiting areas.

Passenger amenities are significant elements in attracting public transportation users. Shelters provide protection from the elements and benches add comfort; kiosks, signs, trash receptacles, lighting, and other amenities add convenience and safety. Passenger amenities should be located within the public right-of-way, and should not impede auto, bus, or pedestrian flows. The bus stop should be located so that the future installation of amenities will not require the relocation of other structures or utilities. Amenities must meet ADA requirements.

AMENITIES DESIRED FOR BUS STOPS

Item	Local, Express, Direct	BRT	Contact
Bench	All stops without a shelter	Consistent with existing BRT branding & design concepts for stations and platforms	Requirements for Local and Express/Direct encouraged
Shelter	All stops with greater than 100 boarding/day		
Bike Racks	All	All	
Garbage Receptacle	All	All	
Lighting	All	All	

Meeting these criteria does not guarantee shelter installation. Existing site conditions and pedestrian infrastructure, public right-of-way availability, accessibility and safety issues, and other concerns must be reviewed and addressed before future shelter or bench placements are confirmed.

BENCH AND TRASH RECEPTACLE DESIGN AND PLACEMENT

The following are criteria for providing passenger benches and trash receptacles at bus stops:

- Benches should be placed facing the street whenever possible. Exception may be made for prevailing winds, sun/shade, or safety issues.
- Design and colors should respond to architectural character of street furniture and adjacent development in the area.
- Artistic and aesthetic elements may be incorporated into the street furniture design as part of a streetscape effort to enhance the urban environment.
- Trash receptacles should be designed compatible with other bus stop components and with removable plastic liner with a 35 gallon minimum capacity.
- Where appropriate, trash receptacles should be bear-resistant.
- Avoid installing trash receptacles with design features that permit liquids to pool or remain near the receptacle and attract insects.
- If possible, install trash receptacles in shaded areas a minimum of 3 feet from a bench. When installed in areas that receive direct sunlight most of the day, the heat may cause foul odors to develop.
- Both benches and trash receptacles should be anchored to prevent unauthorized movement.

- Construct furniture for easy relocation to allow for bus route changes, street improvement projects, etc.
- Materials, coatings, and surfaces should be graffiti resistant. Furniture should be readily replaceable.
- Benches should be placed on the back side of sidewalk a minimum of six to nine feet from the bus sign post, to allow pedestrians to move past people sitting on the bench. In addition, local jurisdictions may have special standards for physical clearance which must be satisfied.
- Seating areas should be well shaded, if possible, either using shade trees preferably planted at the back of the sidewalk, or existing buildings.

Install trash receptacles at bus stops when:

- There is a request for placement of a receptacle;
- There is evidence of a litter problem at the bus stop;
- A local jurisdiction agrees to pay for maintenance responsibility, and;
- The receptacle can be located within close proximity to the bus stop.

Particularly in areas where RFTA provides contract service, developers and local jurisdictions may design a special style of bench to fit into the landscape and complement the architectural style of their project or streetscape. Placement of benches and receptacles must maintain proper clearances for passage and wheelchair boarding areas.

While bench designs vary among manufacturers, some standards do exist. Benches usually seat three (3) to four (4) people and may have an upright back support. Some bench designs come with a D metal bar in the center of the bench to discourage sleeping on the bench for a prolonged period of time.

SHELTER DESIGN

Passenger shelters are provided to enhance the safety, security, and comfort of transit patrons. Shelters can be provided in many ways and can take almost any form or appearance since local agencies typically select and install their own shelters. Most often, passenger shelters are free standing, but sometimes they are incorporated into adjacent buildings. The guidelines presented in this section are most applicable to free standing structures. When considering the placement of passenger shelters, the following should be considered:

- Type and intensity of adjacent land uses;
- Estimated or actual boarding's;
- Sidewalk condition at the bus stop and access to and from the stop;
- Location of bus doors and wheelchair lifts;
- Visibility of the shelter and visibility impacts of the shelter;
- Ensuring shelter is located where it will not impede sight lines from nearby streets and driveways;
- Avoiding crowding of street furniture and ensuring ample waiting space around shelter;
- Ensure location has appropriate drainage and water does not pool near shelter;
- The availability of electrical service;
- Availability of existing lighting around the shelter and opportunities for additional lighting;
- The availability of necessary right-of-way and/or the ability of adjacent property owner to dedicate the necessary right-of-way;
- Accessibility for elderly and mobility impaired persons.

The following design and placement criteria will assist local agencies after it has been determined a shelter will be placed at an existing bus stop:

- All requirements under "General Site Design" and "Bench and Trash Receptacle Design" should be met;
- Minimum overhead canopy of 72 square feet with a minimum width of 6 feet is desired;
- Minimum 7.5 feet clearance between underside of roof and sidewalk surface is desired;
- Minimum two feet clearance between overhead canopy and curb face is required;
- Shelter canopy should be waterproof with provisions for drainage away from waiting passengers and boarding area;
- Seating for at least four people located under the shelter canopy is desired. If possible, the size of shelters and platforms should be should be adjusted to accommodate current and long-term passenger demand;
- A minimum space of 36 inches by 48 inches of clear floor space for people in wheelchairs is required within the shelter per ADA regulations;
- For passenger comfort and convenience, a minimum lighting level of two foot-candles is required throughout the shelter;
- Accessories to be added to the transit shelter and passenger boarding area are a decision for the individual agency responsible for the shelter;
- The shelter should be located in reasonably close proximity to where the front door of the bus will open to facilitate timely passenger loading;
- Shelter screens should keep a minimum 6 inches vertical clearance from sidewalk to avoid collection of trash and debris;
- The back of the shelter should be located at least 12 inches from a building face, wall, or other broad vertical surfaces to facilitate trash removal and panel cleaning;
- Shelters should not be placed between a regularly used building exit and the curb so that pedestrians retain direct access to the street from the building;
- Shelters should be located to avoid exposing persons to splashing water from passing vehicles and runoff from adjacent buildings and landscaping;
- Shelters should be located so that their orientation provides as much protection as possible from wind and rain, and with consideration of the sun's angles to allow maximum shade during peak use in the morning and afternoon.

GENERAL SITE DESIGN

Every bus stop should include the following minimum elements for passenger safety and comfort:

- A far-side bus stop sign should be located between 80 feet and 100 feet from point of tangency of the intersection. A near-side bus stop sign should have a minimum clearance of 40 feet from point of tangency of the intersection. The greater the distance between the bus stop and the intersection crossing, the greater the possibility of jay-walking;
- In a separated sidewalk situation (e.g. parkway between curb and sidewalk), provide a connecting pathway from sidewalk to landing area;
- Provide convenient pedestrian pathways/access ways to and from adjacent buildings;
- Locate the bus stop to allow coach operators clear visibility of passengers and to allow passengers a view of the oncoming bus;
- Street furniture over 2-1/2 feet high should be located in such a way to provide motorists exiting nearby driveways clear visibility of the street;

PASSENGER BOARDING AREA
The following criteria for boarding areas should be used to ensure compliance with ADA:

- Front door clearance minimum 5 feet by 8 feet
- Rear door clearance minimum 10 feet by 8 feet
- Distance between front and rear boarding area is 18 feet
- Surface material is stable, firm, and slip resistant
- Slope does not exceed 1 foot vertical over 20 feet horizontal (5%)
- Cross slope does not exceed 1 foot vertical over 50 feet horizontal (2%)
- Horizontal clearance of 48 inches maintained in boarding area
- Vertical clearance of 84 inches maintained in boarding area
- Pads must have a smooth broom finished surface to accommodate high heels and wheelchairs and must have high strength capacity to bear the weight of a shelter;
- Approved pavers (textured/decorative tiles) can be used in combination with the concrete pad to provide a pleasing aesthetic and architectural balance;
- Slope of pad should match slope of adjacent sidewalk and allow drainage of pad (2% maximum per ADA regulations).

LANDSCAPING

- Landscaping near the passenger boarding area is encouraged to maximize passenger comfort, but far enough back from curb face as not to interfere with the bus;
- All landscaping should be carefully located so as not to obstruct the shelter canopy or obscure sight lines at the stop;
- Shade trees are desirable and the preferred location is at back of sidewalk;
- All street furniture should maintain a minimum of 48 inches of horizontal clearance wherever possible for access and maintenance between components and switch boxes, mail boxes, etc.;
- Maintain minimum 5 feet clearance between components and fire hydrants;
- Locate bus stops where there is a standard curb in good condition;
- Ensure a minimum clearance distance of 10 feet between a pedestrian crosswalk and the front or rear of a bus at a bus stop;
- Whenever possible, avoid placing a bus stop such that the bus wheels will cross over a catch basin;
- In rural or undeveloped areas, avoid placing bus stops adjacent to drainage ditches or uneven slopes;
- The local jurisdiction should ensure that a proper platform and access way is maintained or be required to move the bus stop temporarily to a nearby location that allows safe boarding and alighting.

PASSENGER SECURITY
Pedestrian security is one of the primary issues associated with the design of bus stops. Personal security is consistently mentioned in transit studies as a major concern among transit users. The following guidelines should be considered to improve passenger security:

- Between two to five foot-candles of illumination should be provided within the bus stop area;

- Adjacent shrubbery should be trimmed low and thinned so passengers can view over and behind hedges. Consider using plants that are open and do not form solid hedges of vegetation;
- Ensure clear visibility of, thru and around the bus stop for both passenger surveillance of environment and for police surveillance;
- Pedestrian circulation routes through bus stops and waiting areas should not be impeded by walls or other structures;
- Avoid design features such as sound walls or similar structures that isolate passengers from surrounding neighborhoods;
- Provide secure bicycle parking and ensure proper clearances are maintained when bikes are parked;
- Provide multiple exits for bus shelters;
- Remove all evidence of vandalism and regularly repair and maintain benches and shelters.

PEDESTRIAN CONNECTIONS AND CROSSINGS

All new bus stops located on or near SH82 need to address safe and comfortable pedestrian crossings of the highway. Grade separation of SH82 is strongly preferred. In all other areas, bicycle and pedestrian trails and sidewalks surrounding the stop should be improved for safe, accessible, and attractive bike/ped connectivity.

BUS STOP MAINTENANCE

Well maintained bus stops are crucial to the image of the transit system. Damaged street furniture and trash build-up should be tended to immediately to create a positive impression for transit patrons and the general public. RFTA does not own nor maintain all boarding areas system-wide. The applicable political jurisdiction should be responsible for monitoring these items for compliance. Maintenance frequency of not less than once per week should include:

- Full wash down of shelter and accessories;
- Removal of all dirt, graffiti, and pasted material;
- Wipe down of glass surfaces;
- Removal and replacement of trash bags;
- Litter pick up around stop or shelter/accessories to a distance of 10 feet;
- Manual or chemical removal of weeds;
- Pruning of obstructing foliage;
- Touch up of marred paint;
- Verify shelter lighting levels and replace bad bulbs and ballasts.

Repair of items that pose a safety problem should be performed immediately. Repairs that do not pose safety problems should be completed within three (3) days.

BUS STOP LIGHTING & DESIGN

Lighting affects transit patron's sense of security and safety at bus stops as well as on routes to bus stops. Good lighting can enhance a passenger's comfort and security. Illumination standards are often a policy of the local jurisdiction that installs and maintains street lighting, but RFTA recommends lighting which provides between 2 and 5 foot-candles at bus stops.

If installing direct, pedestrian-scaled lighting at bus stops, the fixtures should be vandal proof but easily maintained. For example, avoid using exposed bulbs or elements that can be easily

tampered with or destroyed. Lighting that conforms to night sky preservation should be installed at all locations.

A cost-effective approach to providing indirect lighting is to locate bus stops near existing street lights. When locating bus shelters and benches near existing street lights, ensure the minimum clearances discussed elsewhere in this manual are met and that a minimum of two foot-candles of light reaches inside the shelter.

SERVICE STANDARDS

RFTA has established these service standards to develop and maintain efficient and effective fixed-route transit service.

- Assure that service is evaluated and provided in a fair, consistent, and equitable manner;
- Assure that requests and proposals generated from the general public, elected officials, and RFTA staff are evaluated in a fair, consistent and equitable manner;
- Provide a baseline for service planning of bus routes, headways and other service characteristics;
- Improve route productivity while minimizing negative impacts to passengers.

This framework is applied to best serve the travel needs of citizens in RFTA's service area, as well as to achieve RFTA's vision of connecting and supporting vibrant communities within RFTA's budgetary resources. Since RFTA's goals and objectives and the resources available to attain them will change over time, service standards will be revised periodically to reflect those changes.

RFTA's standards can be applied to identify routes which are most in need of service changes. Service changes may include restructuring to eliminate lower-productivity segments, or adjusting service frequency to better reflect the demand for service.

These service standards are applied to improve the efficiency of existing routes, to establish new routes and to provide justification for eliminating routes. Routes that fail to meet standards, however, are not automatically eliminated. Suspension of service may occur based on a variety of considerations.

The relationship between RFTA's Service Standards and the agency budget is dynamic. Balancing transit needs, service standards, budget realities and other needs and constraints is very challenging, and adjustments are required between the costs and benefits and realities of providing transit service. These service-based standards and the accompanying Infrastructure Standards should be considered guidelines for decision-making.

PASSENGER LOADING

The intent of loading standards is to balance safety, passenger comfort, and operating efficiency. RFTA's vehicle load standards define acceptable passenger loads at different times of the day to help ensure acceptable levels of passenger comfort and operating efficiency. Loading standards are applied and the service is adjusted through continuous monitoring. Service should be adjusted when there is a consistent trend of passenger loads exceeding standards, and when resources are available to do so. Random fluctuations and one-time events such as X-Games that result in exceedances to loading standards should be expected.

The maximum passenger load factor for a single trip will not exceed 120% of the seated capacity at any point in the trip for 80% of trips. When MCIs are used, the maximum passenger load shall be 100% of

seated capacity for 90% of trips. In general, this means that there should be no more than 8 standees on a 40-foot bus and zero standees on an MCI. If this occurs more than once for every five trips (or once for every 10 trips for the MCIs), the standard is exceeded.

MEASUREMENT OF PASSENGER LOADING

Drivers will report when passenger loading exceeds 120%, or when loading exceeds 100% on an MCI bus.

HEADWAY

Headway is the interval of time between two vehicles running in the same direction on the same route.

MEASUREMENT OF HEADWAYS

Headways will be verified each season before the schedule is published. Headway is a guideline for all types of service except BRT, and should be followed as budget allows. For BRT service, headways should be considered a requirement.

Headways – Winter (minutes) Approximately mid-November to mid-April					
	Period	**Span**	**Weekday**	**Saturday**	**Sunday**
BRT Headways	Early AM	5 am – 6 am	10	15	15
	AM Peak	6 am – 9 am	10	15	15
	Midday	9 am – 3 pm	15	15	15
	PM Peak	3 pm – 6 pm	10	15	15
	Evening	6 pm – 8 pm	15	15	15
	Night	8 pm – 12 am	60	60	60
Local Headways	**Period**	**Span**	**Weekday**	**Saturday**	**Sunday**
	Early AM	4 am – 6 am	30	30	30
	AM Peak	6 am – 9 am	30	30	30
	Midday	9 am – 3 pm	30	30	30
	PM Peak	3 pm – 6 pm	30	30	30
	Evening	6 pm – 8 pm	30	30	30
	Night	8 pm – 2 am	30	30	30
Express Trips	**Period**	**Span**	**Weekday**	**Saturday**	**Sunday**
	Early AM	4 am – 6 am	1	1	1
	AM Peak	6 am – 9 am	11	11	9
	Midday	9 am – 3 pm	0	0	0
	PM Peak	3 pm – 6 pm	9	9	7
	Evening	6 pm – 9 pm	0	0	0
	Night	9 pm – 1 am	0	0	0

Headways – Summer (minutes) Approximately early June to end of September					
	Period	**Span**	**Weekday**	**Saturday**	**Sunday**
BRT Headways	Early AM	5 am 5:30 am	10	15	15
	AM Peak	5:30 am – 8 am	10	15	15
	Midday	8 am – 3 pm	15	15	15
	PM Peak	3 pm – 6 pm	10	15	15
	Evening	6 pm – 8 pm	15	15	15

	Night	8 pm – 12 am	60	60	60
Local Headways	**Period**	**Span**	**Weekday**	**Saturday**	**Sunday**
	Early AM	4 am – 6 am	30	30	30
	AM Peak	6 am – 9 am	30	30	30
	Midday	9 am – 3 pm	30	30	30
	PM Peak	3 pm – 6 pm	30	30	30
	Evening	6 pm – 8 pm	30	30	30
	Night	8 pm – 2 am	30	30	30
Express Trips	**Period**	**Span**	**Weekday**	**Saturday**	**Sunday**
	Early AM	4 am – 6 am	0	0	0
	AM Peak	6 am – 9 am	6	4	4
	Midday	9 am – 3 pm	0	0	0
	PM Peak	3 pm – 6 pm	5	3	3
	Evening	6 pm – 9 pm	0	0	0
	Night	9 pm – 1 am	0	0	0

Headways – Off-Season (minutes) Approximately early October to mid--November Approximately mid-April to early June					
BRT Headways	**Period**	**Span**	**Weekday**	**Saturday**	**Sunday**
	Early AM	5 am – 6 am	12	0	0
	AM Peak	6 am – 8 am	12	0	0
	Midday	8 am – 3 pm	30	0	0
	PM Peak	3 pm – 6 pm	12	0	0
	Evening	6 pm – 8 pm	30	0	0
	Night	8 pm – 5 am	0	0	0
Local Headways	**Period**	**Span**	**Weekday**	**Saturday**	**Sunday**
	Early AM	4 am – 6 am	30	60	0
	AM Peak	6 am – 9 am	30	30	30
	Midday	9 am – 3 pm	30	60	60
	PM Peak	3 pm – 6 pm	30	30	30
	Evening	6 pm – 8 pm	60	60	60
	Night	8 pm – 2 am	60	60	0
Express Trips	**Period**	**Span**	**Weekday**	**Saturday**	**Sunday**
	Early AM	4 am – 6 am	0	0	0
	AM Peak	6 am – 9 am	2	3	3
	Midday	9 am – 3 pm	0	5	5
	PM Peak	3 pm – 6 pm	2	6	6
	Evening	6 pm – 9 pm	0	1	0
	Night	9 pm – 1 am	0	0	0

PERFORMANCE

On-time performance is the time deviation of actual operating time from the published schedule. RFTA buses are considered on-time if the actual departure time is no more than 3 minutes and 59 seconds (the on-time window) past the scheduled time of departure. Currently, on-time performance is measured by road supervisors comparing the actual departure times at time points. When the Automatic Vehicle

Locator System (AVL) is fully operational in 2014/2015, AVL will compare actual departure times with the corresponding scheduled departure times, excluding first and last time points for each trip.

MEASUREMENT OF ON-TIME PERFORMANCE

On-time performance is currently measured and documented by road supervisors on a regular and a random basis.

Location	*Day/Time*	*Measurement*
El Jebel	Monday – Friday a.m. peak	Document departure times of regional commuter runs
Rubey Park	Monday – Friday p.m. peak	Document departure times of all runs
Glenwood area	Random	Document departure times on a random basis in random locations
Random	Random	Day and night road supervisors document departure times on a random basis

If on-time performance does not meet the standards, the Road Supervisors will alert the Directors of Operation and discuss potential solutions.

SPAN OF SERVICE

The time between the first and last trip operated on a route defines the span of service. In addition, service span specifies the minimum period of time service will operate at any point in the system. This gives customers confidence that direct and connecting service will be provided during the span hours. The minimum hours of operation vary by type of service, day of week, season, and peak period. Express routes generally operate during the peak a.m. and p.m. periods of weekday service in peak directions.

MEASUREMENT OF SPAN OF SERVICE

Span of Service will be verified each season before the schedule is published. Service span is a guideline, and should be followed as budget allows.

TYPES OF TRANSIT PRIORITY MEASURES

There are several concepts and technologies widely used today to improve bus service and reduce travel time. Collectively these measures are part of what makes a Bus Rapid Transit (BRT) system. Transit priority measures seek to improve bus service by reducing travel time.

The components of travel time include getting to and from bus stops, time waiting for the bus to arrive, and the time spent traveling on the bus. Additional time is required if a transfer is necessary. Transit priority measures primarily seek to reduce the in-vehicle component of travel time by giving buses priority over other types of vehicles on streets. These measures include reserved bus lanes and priority treatment for buses at traffic signals. The planning and implementation of bus priority measures works best in urban areas with a high concentration of bus services, high levels of traffic congestion, and good community support for transit service.

To be successful, transit priority measures must be coordinated with CDOT and with the local jurisdictions. Transit priority measures should effectively:

- Alleviate existing bus service deficiencies,
- Achieve attractive and reliable bus service,
- Serve demonstrated existing demands for transit,

- Provide reserve capacity for future growth in bus trips, and
- Attract auto drivers to transit.

BRT

Conventional bus operations often are characterized by sluggish vehicles inching their way through congested streets, delayed not only by other vehicles and traffic signals, but also by frequent and time- consuming stops to pick up and discharge passengers. Buses travel on average at only around 60 percent of the speeds of automobiles using the same streets due to the cumulative effects of traffic congestion, traffic signals, and passenger boarding.

Low cost investments in infrastructure, equipment, operational improvements, and technology can provide the foundation for Bus Rapid Transit systems that substantially upgrade bus system performance. Conceived as an integrated, well-defined system, Bus Rapid Transit provides for significantly faster operating speeds, greater service reliability, and increased convenience, matching the quality of rail transit when implemented in appropriate settings. BRT is expected to include some or all of the following features:

- Bus-only lanes: a lane on an urban arterial or city street is reserved for the exclusive or near exclusive use of buses.
- Bus streets and busways: A bus street or transit mall can be created in an urban center by dedicating all lanes of a city street to the exclusive use of buses.
- Bus signal preference and preemption: Preferential treatment of buses at intersections can involve the extension of green time or actuation of the green light at signalized intersections upon detection of an approaching bus. Intersection priority can be particularly helpful when implemented in conjunction with bus lanes or streets, because general-purpose traffic does not intervene between buses and traffic signals.
- Traffic management improvements: Low-cost infrastructure elements that can increase the speed and reliability of bus service include bus turnouts, bus boarding islands, and curb realignments.
- Faster boarding: Conventional on board collection of fares slows the boarding process, particularly when a variety of fares are collected for different destinations and/or classes of passengers. Prepaid magnetic strip media or “smart” cards providing for automated fare collection would speed fare transactions, but would require that boarding remain restricted to the front door of the bus. Changes in bus or platform design that could provide for level boarding through the use of low-floor buses, raised platforms, or some combination thereof expedite the boarding/alighting process.

QUEUE JUMPERS

Queue jumpers provide priority treatment for buses along arterial streets by allowing buses to bypass traffic queued at congested intersections. Queue jumpers evolved from the need to solve problems not answered by bus turnouts. In the past, traffic engineers constructed bus turnouts to move buses out of the traffic stream while they are stopped for passengers.

Unfortunately, bus turnouts introduce significant travel time penalties to bus patrons because buses are delayed while attempting to reenter the traffic stream. Queue jumpers are able to provide the double benefit of removing stopped buses from the traffic stream to benefit the general traffic and getting buses through congested intersections so as to benefit bus operations.

Queue jumpers consist of Near-side right turn lane and Far-side bus stop and/or acceleration lane. Buses are allowed to use the right turn lane to bypass traffic congestion and proceed through the intersection. Additional enhancements to queue jumpers could include an exclusive bus only lane upstream from the traffic signal, an extension of the right turn lane to bypass traffic queued at the intersection, or an advanced green indication allowing the bus to pass through the intersection before general traffic does.

TRAFFIC SIGNAL PRIORITY

Traffic signal priority measures are designed to eliminate delays in bus service due to excessive waits at intersection signals. Depending on the program algorithm, a bus approaching a downstream traffic signal extends the green light or advances the cycle to green, either through transponders or other electronic communications means, to proceed through the intersection. The CAD/AVL system determines bus adherence to schedule and integrates with the TSP to trigger traffic signals when needed.

AUTOMATIC VEHICLE LOCATION SYSTEMS

One of the advanced technologies used in Bus Rapid Transit and in conventional bus operations is Automatic Vehicle Location systems (AVL). These systems track transit vehicles against their designated route schedules. AVL is often integrated with other systems including:

- Automatic vehicle monitoring and control
- Emergency vehicle locating
- Fleet management including performance monitoring
- Data collection
- Fare collection, and
- Transit signal priority

AVL can be integrated with a local jurisdiction's central traffic control center and used to dynamically adjust signal timing to maintain route schedules.

TRAVELER/CUSTOMER INFORMATION

Upon arrival to a bus stop or transit center, passenger orientation and way finding is a critical element of the convenience of using the transit system. Minimum information that should be displayed on bus stop signs includes route number, route name, transit agency symbol, and variable information such as operating times. Sign visibility and proper lighting of signs at night is also very important. In addition to basic signs, schedules and maps provide valuable information, particularly to new users. Specific guidance information to provide at bus stops includes:

- Hours of services and routes
- Schedules/headways and waiting times
- Locations of terminals, transfer points, and stops with routes served
- Maps showing transit system and local area
- Fare schedule

VARIABLE MESSAGE SIGNS/REAL-TIME ARRIVAL INFORMATION

In addition to basic signs, route maps, and schedules, real-time arrival information is posted on variable message signs at all BRT stations. This information utilizes AVL systems to notify passengers when the next bus will arrive. This is currently a de-facto requirement at BRT stations, and a technology that RFTA will consider for existing and future bus stops and stations.

STATIONS

RFTA has established nine major boarding locations for BRT service. RFTA has made a commitment throughout the BRT planning and development process to maintain the streamlined regional travel time of BRT. Addition of stops for BRT may only be decided by the RFTA Board. If additional stops are considered for BRT, staff will recommend that the entity proposing the change commits to funding, constructing, and implementing infrastructure that will verifiably offset the travel time penalty of the new station or improve travel time on BRT. These infrastructure improvements may include, but are not limited to, queue bypasses, transit signal priority, or bus-only lanes, or combinations of such improvements.

REFERENCES

1. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. Section 2000d.

2. Federal Transit Laws, Title 49, United States Code, Chapter 53.

3. National Environmental Policy Act of 1969, as amended, 42 U.S.C. Section 4321 et seq.

4. U.S. Department of Justice regulations, "Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs," 28 CFR part 42, Subpart F.

5. U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964," 49 CFR part 21.

6. Joint FTA/Federal Highway Administration (FHWA) regulations, "Environmental Impact and Related Procedures," 23 CFR part 771 and 49 CFR part 622.

7. Joint FTA/FHWA regulations, "Planning Assistance and Standards," 23 CFR part 450 and 49 CFR part 613.

8. Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," February 11, 1994, 59 FR 7629 (Feb. 16, 1994).

9. Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," August 11, 2000, 65 FR 50121 (Aug. 16, 2000).

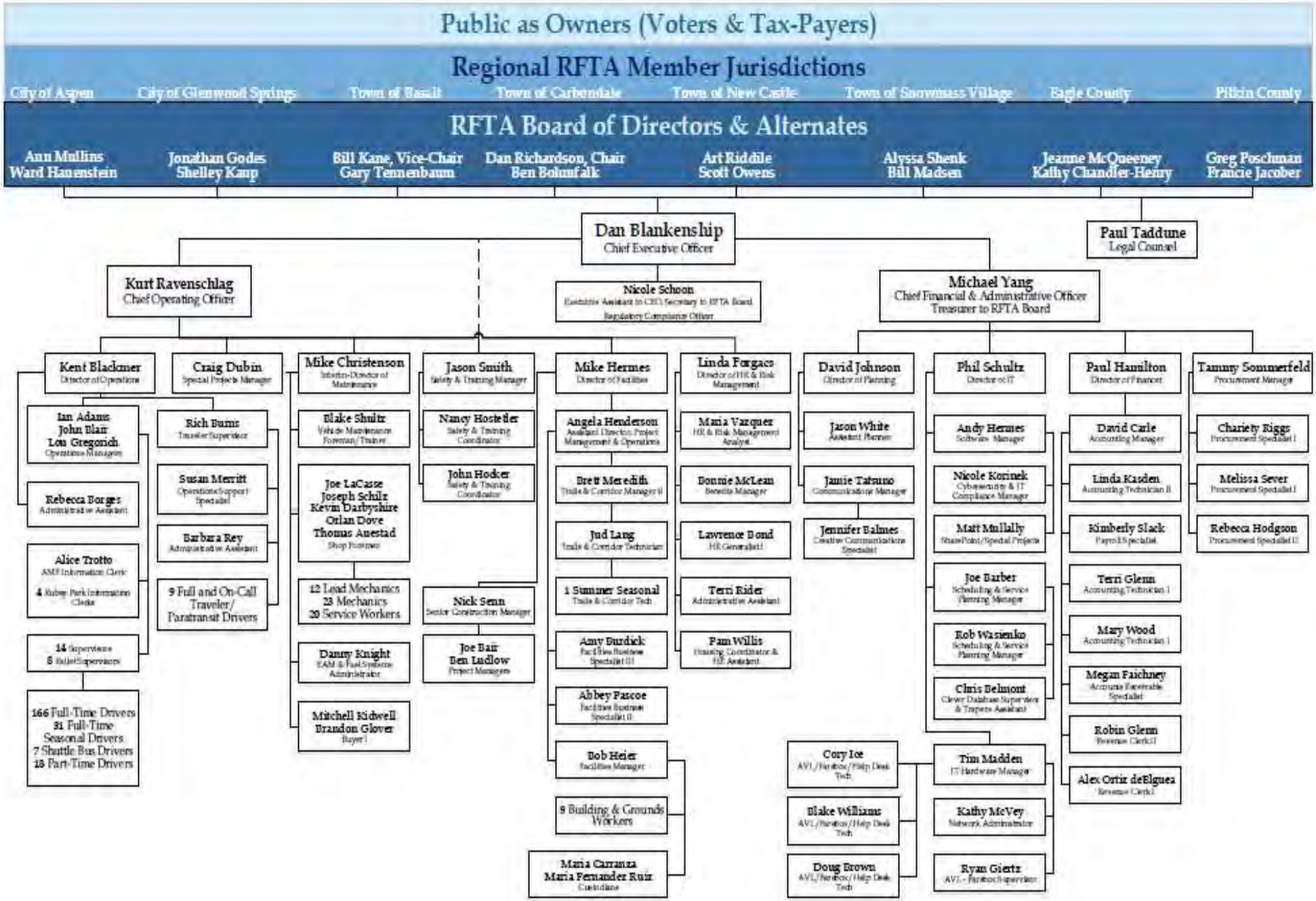
10. U.S. Department of Transportation order to Address Environmental Justice in Minority Populations and Low-Income Populations, 62 FR 18377 (Apr. 15, 1997).

11. U.S. Dot Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, 70 FR 74087 (Dec. 14, 2005).

12. FTA Master Agreement, FTA MA (17), Oct. 1, 2010.

APPENDIX A

RFTA Organizational Chart


Public as Owners (Voters & Tax-Payers)
Regional RFTA Member Jurisdictions
City of Aspen
City of Glenwood Springs
Town of Basalt
Town of Carbondale
Town of New Castle
Town of Snowmass Village
Eagle County
Pitkin County
RFTA Board of Directors & Alternates
Ann Mullins
Ward Hanenstein
Jonathan Godes
Shelley Kaup
Bill Kane, Vice-Chair
Gary Tennenbaum
Dan Richardson, Chair
Ben Bolunfalk
Art Riddile
Scott Owens
Alyssa Shenk
Bill Madsen
Jeanne McQueeney
Kathy Chandler-Henry
Greg Poschman
Francie Jacober
Dan Blankenship
Chief Executive Officer
Paul Taddune
Legal Counsel
Kurt Ravenschlag
Chief Operating Officer
Nicole Schoon
Executive Assistant to CEO, Secretary to RFTA Board
Regulatory Compliance Officer
Michael Yang
Chief Financial & Administrative Officer
Treasurer to RFTA Board
Kent Blackmer
Director of Operations
Craig Dubin
Special Projects Manager
Mike Christenson
Interim Director of Maintenance
Jason Smith
Safety & Training Manager
Mike Hermes
Director of Facilities
Linda Forgacs
Director of HR & Risk Management
David Johnson
Director of Planning
Phil Schultz
Director of IT
Paul Hamilton
Director of Finance
Tammy Sommerfeld
Procurement Manager
Ian Adams
John Blair
Lou Gregorich
Operations Managers
Rebecca Borges
Administrative Assistant
Alice Trotto
AMF Information Clerk
4 Abbey Park Information Clerks
14 Supervisors
8 Relief Supervisors
166 Full-Time Drivers
31 Full-Time Seasonal Drivers
7 Shuttle Bus Drivers
18 Part-Time Drivers
Rich Burns
Traveler Supervisor
Susan Merritt
Operations Support Specialist
Barbara Rey
Administrative Assistant
9 Full and On-Call Traveler/ Paratransit Drivers
Blake Shultz
Vehicle Maintenance Foreman/Trainer
Joe LaCasse
Joseph Schilz
Kevin Darbyshire
Orlan Dove
Thomas Anestad
Shop Foremen
12 Lead Mechanics
23 Mechanics
20 Service Workers
Danny Knight
EAM & Fuel Systems Administrator
Mitchell Kidwell
Brandon Glover
Buyer I
Nancy Hostetler
Safety & Training Coordinator
John Hocker
Safety & Training Coordinator
Nick Senn
Senior Construction Manager
Joe Bair
Ben Ludlow
Project Managers
Angela Henderson
Assistant Director, Project Management & Operations
Brett Meredith
Trade & Corridor Manager II
Jud Lang
Trade & Corridor Technician
1 Summer Seasonal
Trade & Corridor Tech
Amy Burdick
Facilities Business Specialist III
Abbey Pascoe
Facilities Business Specialist II
Bob Heier
Facilities Manager
8 Building & Grounds Workers
Maria Carranza
Maria Fernander Ruiz
Custodians
Maria Vazquez
HR & Risk Management Analyst
Bonnie McLean
Benefits Manager
Lawrence Bond
HR Generalist I
Terri Rider
Administrative Assistant
Pam Willis
Housing Coordinator & HR Assistant
Jason White
Assistant Planner
Jamie Tatsuno
Communications Manager
Jennifer Balmes
Creative Communications Specialist
Andy Hermes
Software Manager
Nicole Korinek
Cybersecurity & IT Compliance Manager
Matt Mullally
SharePoint/Special Projects
Joe Barber
Scheduling & Service Planning Manager
Rob Wasienko
Scheduling & Service Planning Manager
Chris Belmont
Clever Database Supervisor & Tapers Assistant
Tim Madden
IT Hardware Manager
Kathy McVey
Network Administrator
Ryan Giertz
AVL - Farebox Supervisor
Cory Ice
AVL/Farebox/Help Desk Tech
Blake Williams
AVL/Farebox/Help Desk Tech
Doug Brown
AVL/Farebox/Help Desk Tech
David Carle
Accounting Manager
Linda Kasden
Accounting Technician II
Kimberly Slack
Payroll Specialist
Terri Glenn
Accounting Technician I
Mary Wood
Accounting Technician I
Megan Faichney
Accounts Receivable Specialist
Robin Glenn
Revenue Clerk II
Alex Ortiz deElguea
Revenue Clerk I
Charlety Riggs
Procurement Specialist I
Melissa Sever
Procurement Specialist I
Rebecca Hodgson
Procurement Specialist II

APPENDIX B

Title VI Notice to the Public (English)

TITLE VI NOTICE TO THE PUBLIC

The following notice is posted on the RFTA website; www.rfta.com, in RFTA vehicles, BRT stations and Park and Rides, RFTA facilities, on bus schedules, and fare and passes brochures.

TITLE VI NOTICE TO THE PUBLIC
ROARING FORK TRANSPORTATION AUTHORITY

The Roaring Fork Transportation Authority (RFTA) operates its programs and services without regard to race, color, national origin, sex, age, or disability in accordance with Title VI of the Civil Rights Act of 1964. Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any RFTA program or activity because of their race, color, national origin, sex, age, or disability may file a discrimination complaint with RFTA or the Federal Transit Administration.

To file a complaint, please contact one of the following:

Roaring Fork Transportation Authority Attention: Title VI Compliance Officer 2307 Wulfsohn Road Glenwood Springs, CO 81601 (970) 384-4974 titleVI@rfta.com	**Federal Transit Administration** Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC 20590 (888) 446-4511

Si necesita información en Español, favor contactar (970) 384-4871.

Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. § 2000d)

The written complaint must be filed within 180 days from the date of the alleged discrimination.

For additional information or to obtain a detailed copy of RFTA's Title VI Program, Complaint Form (English or Spanish), or to file a complaint, contact Nicole Schoon, Title VI Compliance Officer, 970-384-4974; titleVI@rfta.com; or in person at 2307 Wulfsohn Road, Glenwood Springs, CO 81601.

APPENDIX C

Title VI Notice to the Public (Spanish)

TÍTULO VI AVISO AL PÚBLICO

El siguiente aviso se publica en el sitio web de la RFTA; www.rfta.com, en vehículos RFTA, estaciones BRT y Park and Rides, instalaciones RFTA, horarios de autobuses y folletos de tarifas y pases.

TITLE VI NOTICE TO THE PUBLIC
ROARING FORK TRANSPORTATION AUTHORITY

El Roaring Fork Transportation Authority (RFTA) opera sus programas y servicios sin discriminar respecto de raza, color, origen nacional, sexo, edad o discapacidades de conformidad con el Titulo VI de la Ley de Derechos Civiles de 1964. La persona que piensa que la excluyeron de la participación, que la negaron beneficios o que sufrió discriminación en relación con cualquier programa o actividad del RFTA debido a su raza, el color, país de procedencia, sexo o discapacidad puede presentar una queja ante el RFTA, o la Administración Federal de Transito (Federal Transit Administration).

To file a complaint, please contact one of the following:

Roaring Fork Transportation Authority Attention: Title VI Compliance Officer 2307 Wulfsohn Road Glenwood Springs, CO 81601 (970) 384-4974 titleVI@rfta.com	**Federal Transit Administration** Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC 20590 (888) 446-4511

Si necesita información en Español, favor contactar (970) 384-4871.

El Título VI de la Ley de Derechos Civiles de 1964 estipula que "ninguna persona en los Estados Unidos será excluida de la participación en, por motivos de raza, color, origen nacional, sexo, edad o discapacidad, Sujetos a discriminación en cualquier programa o actividad que reciba ayuda financiera federal." *(42 U.S.C. § 2000d)*

La queja por escrito debe presentarse dentro de los 180 días de la fecha de la supuesta discriminación.

Para obtener información adicional o para obtener una copia detallada del Programa Titulo VI de la RFTA, (Inglés o Español), o para presentar una queja, comuníquese con Nicole Schoon, Oficial de Cumplimiento de Titulo VI, (970) 384-4974, titlevi@rfta.com o en persona en 2307 Wulfsohn Road, Glenwood Springs, CO 81601.

APPENDIX D

Discrimination Complaint Procedure (English)

RFTA DISCRIMINATION COMPLAINT PROCEDURE

Federal law prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in any RFTA program or activity. This prohibition applies to all employees, departments and divisions of RFTA, contractors, consultants, and anyone else who acts on RFTA's behalf.

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any RFTA program or activity because of their race, color, national origin, sex, age, or disability may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated in a discrimination investigation.

Federal law requires that RFTA investigate, track, and report discrimination complaints. Complaints must be filed, in writing, within 180 days from the date of the alleged discrimination. Complaints must be filed in writing and will be investigated within thirty (30) days of submission.

RFTA will make reasonable efforts to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. If you need assistance to file your complaint or need interpretation services, please contact the RFTA Title VI Compliance Officer at (970) 384-4974.

Este procedimiento de queja y el Formulario de Queja de Discriminación están disponibles en español en www.rfta.com/title-vi (Proceso de queja - Español).

While not required, complainants are encouraged to use the Discrimination Complaint Form which can be found at www.rfta.com/title-vi (Title VI Complaint Form).

Complaints may be submitted via email, fax or in person to the following:

Roaring Fork Transportation Authority
Nicole Schoon, Title VI Compliance Officer
2307 Wulfsohn Road
Glenwood Springs, CO 81601

Complaints may also be filed with the following agency:

Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE
Washington, DC 20590
(888) 446-4511

Investigating a complaint includes interviewing all parties involved and key witnesses. The Title VI Compliance Officer may request relevant information such as books, records, electronic information, and other sources of information from all involved parties. The complainant has thirty (30) days from the original complaint date to respond to RFTA's Title VI Compliance Officer with the requested information.

If the Title VI Compliance Officer does not receive the requested information within thirty (30) days from the original complaint date, RFTA can administratively close the complaint. The complainant will be informed of the complaint closure through a; registered, return receipt letter.

After the Title VI Compliance Officer reviews the complaint and any additional information, one of two letters will be issued to the complainant based on its findings:

1. Complaint Closure Letter: This letter will state that RFTA is found to be in compliance with Title VI. The letter will include an explanation of why RFTA was found to be in compliance, and provide notification of the complainant's appeal rights.
2. Letter of Finding: This letter will state that RFTA is found to be in non-compliance with Title VI. The letter will include a summary of allegations, each violation referenced, the applicable regulations, and a brief description of proposed remedies and actions taken. If the complainant wishes to appeal the decision contained in the Letter of Finding, he/she will have ten (10) days after receipt of the Letter of Finding to do so.

If the complainant is not satisfied with the findings and/or actions taken by RFTA, the complainant may file his/her complaint with the FTA's Office of Civil Rights.

Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE
Washington, DC 20590
(888) 446-4511
www.fta.dot.gov

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation between the affected parties and RFTA may be utilized for resolution. Complainants may specify if there is a particular individual(s) that should not investigate your complaint due to conflict of interest or other reasons.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint of otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the Title VI Compliance Officer.

APPENDIX E

Discrimination Complaint Procedure (Spanish)

RFTA PROCEDIMIENTO DE QUEJA DE DISCRIMINACIÓN

Las leyes federales prohíben la discriminación en base a raza, color, origen nacional, sexo, edad o discapacidad en todos los programas y en todas las actividades del RFTA. Esta prohibición se aplica a todos los empleados, departamentos y divisiones de RFTA, contratistas, consultores y cualquier otra persona que actúe en nombre de la RFTA.

Toda persona que piense que ha sido excluida de la participación, que le negaron beneficios o que sufrió discriminación en relación con cualquier programa o actividad del RFTA debido a su raza, color, origen nacional, sexo, edad, o discapacidad puede presentar una queja.

La discriminación incluye falta de acceso, acoso, represalias e impactos desproporcionados en un programa o en una actividad. El acoso incluye una extensa variedad de conductas verbales o físicas abusivas y humillantes. Las represalias incluyen la intimidación, las amenazas, la coacción o las conductas discriminatorias contra una persona por haber presentado una queja o haber participado en una investigación de discriminación.

Las leyes federales requieren que el RFTA investigue, controle e informe las quejas por discriminación. Las quejas deben presentarse por escrito y se investigarán., dentro de los 180 días de la fecha de la supuesta discriminación. Las quejas deben ser presentadas por escrito y serán investigadas dentro de los treinta (30) días de la presentación.

RFTA tomara medidas razonables para asistir a las personas con discapacidades, que no hablan inglés y otros que no pueden presentar una queja por escrito. Para obtener ayuda para presentar una queja o necesita servicios de interpretación, comuníquese con el Oficial de Cumplimiento de Título VI de la RFTA al (970) 384-4974

Aunque esto no es obligatorio, se recomienda a las personas que presentan la queja que usen el formulario de quejas por discriminación que se encuentra en www.rfta.com/title-vi.

While not required, complainants are encouraged to use the Discrimination Complaint Form which can be found at www.rfta.com/title-vi (Title VI Complaint Form).

Las quejas pueden ser enviadas por correo electrónico, fax o en persona a lo siguiente:

Roaring Fork Transportation Authority
Nicole Schoon, Oficial de Cumplimiento de Título VI
2307 Wulfsohn Road
Glenwood Springs, CO 81601

Las quejas pueden también ser archivadas con la agencia siguiente:

Federal Transit Administration
Office of Civil Rights
Atención: Coordinador del Programa Titulo VI
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE
Washington, DC 20590
(888) 446-4511

Investigar una queja incluye entrevistar a todas las partes implicadas ya testigos clave. El Oficial de Cumplimiento de Título VI puede solicitar información pertinente, como libros, registros, información electrónica y otras fuentes de información de todas las partes involucradas. El reclamante tiene treinta (30) días a partir de la fecha original de la queja para responder al Oficial de Cumplimiento de Titulo VI de la RFTA con la información solicitada

Si el Oficial de Cumplimiento de Título VI no recibe la información solicitada dentro de los treinta (30) días de la fecha original de la queja, RFTA puede cerrar administrativamente la queja. El denunciante será informado del cierre de la queja por medio de un; Registrado, carta de recibo de devolución. Después de que el Oficial de Cumplimiento del Título VI revise la queja y cualquier información adicional, una de las dos cartas será enviada al reclamante basado en sus hallazgos

1. Carta de Cierre de Quejas: Esta carta indicará que la RFTA se encuentra en cumplimiento con el Título VI. La carta incluirá una explicación de por qué RFTA se encontró en cumplimiento, y proporcionar una notificación de los derechos de apelación del reclamante.
2. Carta de Búsqueda: Esta carta indicará que la RFTA se encuentra en incumplimiento con el Título VI. La carta incluirá un resumen de las acusaciones, cada violación mencionada, las regulaciones aplicables, y una breve descripción de los remedios propuestos y las acciones tomadas. Si el reclamante desea apelar la decisión contenida en la carta de hallazgo, tendrá diez (10) días después de recibir la carta de hallazgo para hacerlo

Si el demandante no está satisfecho con las conclusiones y/o acciones tomadas por la RFTA, el querellante puede presentar su queja ante la Oficina de Derechos Civiles del FTA.

Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE
Washington, DC 20590
(888) 446-4511
www.fta.dot.gov

Estos procedimientos no niegan el derecho del demandante a presentar quejas formales con otras agencias estatales o federales o buscar un abogado privado para las quejas alegando discriminación. Se hará todo lo posible para obtener una resolución temprana de las quejas al nivel más bajo posible. La opción de mediación informal entre las partes afectadas y la RFTA puede ser utilizada para la resolución. Los reclamantes pueden especificar si hay un individuo en particular que no debe investigar su queja debido a un conflicto de intereses u otras razones.

Las leyes federales prohíben las represalias contra las personas por presentar una queja por discriminación o por participar en una investigación de discriminación Tota presunta represalia debe informarse por escrito al Oficial de Cumplimiento de Título VI.

APPENDIX F
Title VI Complaint Form (English)

TITLE VI COMPLAINT FORM

For questions or a full copy of RFTA's Title VI policy and complaint procedures contact Nicole Schoon, Title VI Compliance Officer, (970) 384-4974 or titleVI@rfta.com.

Name (Complainant):	
Phone Number: ( )	Email:
Address:	
City: State: Zip Code:	
I believe that I have been discriminated against on the basis of:	
☐ Race ☐ Color ☐ National Origin ☐ Sex	☐ Age ☐ Disability ☐ Other (specify) _____
Name/Position (Title) of person(s) who allegedly discriminated against you:	
Location of Incident:	Date:
Briefly explain the situation/incident: *(Attach separate sheet(s), if necessary)*	

Witness(es):
☐ YES ☐ NO

List Witness(es): *(Attach a separate sheet, if necessary)*

(1) Name:
Phone Number: ( )
(2) Name:
Phone Number: ( )
(3) Name:
Phone Number: ( )
(4) Name:
Phone Number: ( )

Complaint filed with Federal, State, or Local agency; or Federal or State court?
☐ YES
☐ NO

If YES, check all that apply:
☐ Local Agency
☐ State Agency
☐ Federal Agency
☐ State Court
☐ Federal Court

Contact Information for Court/Agency of Complaint filed:

Agency:		
Contact Name:		
Phone Number: ( )		
Address:		
City:	State:	Zip Code:

AFFIRMATION

By signing below, you agree that (1) you have read, understood and accepted the terms and procedures for tracking and investigating Title VI complaints and (2) you affirm that the information above is true to the best of your knowledge.

_____
Signature

_____
Printed Name

_____
Date

Send this completed form along with any written materials or other information that you think is relevant to your complaint to:

ROARING FORK TRANSPORTATION AUTHORITY
Nicole Schoon, Title VI Compliance Officer
2307 Wulfsohn Road
Glenwood Springs, CO 81601
titleVI@rfta.com

INTERNAL USE ONLY

To be completed by Title VI Compliance Officer

Accepted for formal Investigation _____/_____/_____
Referred to another department on _____/_____/_____
Rejected _____/_____/_____
Reason for Rejection:
_____
_____

_____
Nicole Schoon, Title VI Compliance Officer

_____
Date

APPENDIX G

Title VI Complaint Form (Spanish)

TITLE VI FORMULARIO DE QUEJA

Para preguntas o una copia completa de la política de Título VI de RFTA y los procedimientos de quejas, póngase en contacto Nicole Schoon, Titulo VI Oficial de Cumplimientos, (970) 384-4974 o titleVI@rfta.com.

Nombre (de la persona de la queja):		
Teléfono: ( )	Correo Electrónico:	
Dirección:		
Cuidad:	Estado:	Código postal:
Creo que he sido objeto de discriminación sobre la base de:		
☐ Raza ☐ Color ☐ Origen nacional ☐ Sexo	☐ Edad ☐ Discapacidad ☐ Otro (especifique) _____	
Nombre/Posición (Título) de la(s) persona(s) que supuestamente le ha discriminado a usted:		
Ubicación del Incidente:	Fecha:	
Explique brevemente la situación/incidente: *(Adjunte una hoja aparte, si es necesario)*		

Testigo(s):
☐ Sí ☐ NO

Lista Testigo(s): *(Adjunte una hoja aparte, si es necesario)*

(1) Nombre:
Teléfono: ( )
(2) Nombre:
Teléfono: ( )
(3) Nombre:
Teléfono: ( )
(4) Nombre:
Teléfono: ( )

¿Han presentado esta queja con cualquier otra agencia federal, del estado o local; o con una corte federal o estatal?
☐ SÍ
☐ NO

En caso afirmativo, marque todos los que correspondan:
☐ Agencia Local
☐ Agencia Estatal
☐ Agencia Federal
☐ Corte Estatal
☐ Corte Federal

Información de contacto para Tribunal/Agencia de Queja presentada:

Agencia:		
Nombre de Contacto:		
Teléfono: ( )		
Dirección:		
Cuidad:	Estado:	Código postal:

AFIRMACIÓN

Al firmar a continuación, usted acepta que (1) ha leído, comprendido y acepto los términos y procedimientos para rastrear e investigar las quejas del Título VI y (2) afirmar que la información anterior es fiel a lo mejor de su conocimiento.

_____
Signatura

_____
Nombre impreso

_____
Fecha

Enviar este formulario completo junto con cualquier material escrito o cualquier otra información que usted piensa que es relevante para su queja a:

ROARING FORK TRANSPORTATION AUTHORITY
Nicole Schoon, *Titulo VI Oficial de Cumplimiento*
2307 Wulfsohn Road
Glenwood Springs, CO 81601

SOLO PARA USO INTERNO

Para ser completado por el Titulo VI Oficial de Cumplimiento

Aceptado para investigación formal _____/_____/_____
Remitido a otro departamento en _____/_____/_____
Rechazado _____/_____/_____
Motivo del rechazo:
_____
_____

_____
Nicole Schoon, Titulo VI Oficial de Cumplimiento

_____
Fecha

APPENDIX H

Seniors ID Boarding Pass (English)

NEW RFTA POLICY

SENIORS RIDE FREE – MUST SHOW PHOTO ID

SENIORS RIDE FREE

SENIORS MUST SHOW PHOTO ID

ARE YOU AGE 65 OR OLDER?

If you are age 65 or older, you can ride RFTA regional routes and Ride Glenwood for FREE. RFTA regional routes include VelociRFTA BRT, Roaring Fork Valley Local and Rifle-Hogback.

SHOW A VALID PHOTO ID

In order to qualify for the senior free fare, you must declare your status to the driver when boarding the bus and be able to prove your age at all times with a valid photo ID. If you do not have a valid photo ID, you will be asked to pay the appropriate fare for your destination.

THESE FORMS OF ID ARE ACCEPTED FOR BOARDING RFTA REGIONAL BUSES:

- RFTA Senior ID Pass (see below)
- State or Government issued photo ID

TO OBTAIN A RFTA SENIOR ID PASS

- Senior ID Passes are FREE and used for easy access boarding. Simply show your Senior ID Pass to the driver, state your destination and board the bus
- Seniors may obtain a RFTA Senior ID Pass for easy boarding at either Rubey Park Transit Center or the Aspen Maintenance Facility
- You must show a valid form of ID with a birth date to obtain your RFTA Senior ID Pass
- Office hours are Monday-Friday, 9 a.m.-4:30 p.m.

FOR MORE INFORMATION

- Visit the Rubey Park Transit Center at 450 East Durant Ave, Aspen, CO 81611
- Visit **www.RFTA.com** or all **(970) 925-8484**

RFTA
ROARING FORK TRANSPORTATION AUTHORITY

APPENDIX I

Seniors ID Boarding Pass (Spanish)

NUEVA POLITICA RFTA

MAYORES DE EDAD VIAJAN GRATIS
DEBEN MONSTRAR IDENTIFICACION

ES USTED MAYOR DE 65 AÑOS?

Si usted tiene 65 años o más, puede viajar las rutas regionales de la RFTA y Ride Glenwood GRATIS con una identificación con foto válida. Las rutas regionales incluyen VelociRFTA BRT, Roaring Fork Valley Local y el servicio Rifle-Hogback.

MUESTRE UNA IDENTIFICACIÓN DE FOTO VÁLIDA

En orden de calificar para la tarifa libre de mayores de edad, debe declarar su estado al conductor al abordar el autobús y ser capaz de comprobar su edad en todo momento con una identificación con foto válida. Si no tiene una identificación con foto válida, se le pedirá que pague la tarifa correspondiente a su destino.

ESTAS FORMAS DE IDENTIFICACIÓN SON ACEPTADAS PARA ABORDAR LOS AUTOBUSES REGIONALES RFTA:

- RFTA Pase de Mayores de Edad(see below)
- Identificación de foto emitida por el estado o gobierno

COMO OBTENER UN PASE DE MAYORES DE EDAD RFTA

- **Los Pases de Identificacion para mayores de edad son GRATIS** y se usan para el abordaje de fácil acceso. Simplemente muéstrele su pase de ID de Mayor de Edad al conductor, indique su destino y suba al autobús
- Mayores de edad pueden obtener su pase de indentificacion en el Centro de Transito Rubey Park o la Facilidad de Mantenimento RFTA
- Usted debe proporcionar una Identificacion valida con la fecha de nacimiento para obtener su pase de mayor de edad RFTA
- Horas de Oficina Lunes-Viernes 9 a.m.-4:30 p.m.

PARA MAS INFORMACION

- Visite el Centro de Transito Rubey Park en 450 East Durant Ave, Aspen, CO 81611
- Visite **www.RFTA.com** or llame **(970) 925-8484**

RFTA
ROARING FORK TRANSPORTATION AUTHORITY

APPENDIX J

Notice of Rights on Buses (English & Spanish)

Non-Discrimination - Your Rights Under Title VI of the Civil Rights Act of 1964

The United States Department of Transportation (DOT) ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color, or national origin in the provision of benefit and services resulting from federally assisted programs and activities. Any person, who believes the Roaring Fork Transportation Authority (RFTA) has violated his/her Title VI protections, should contact the RFTA at 970-384-4974 or titleVI@rfta.com. RFTA has also developed a program to assist individuals who are Limited English Proficient (LEP). Translation services, in order to assist LEP individuals, shall be made available to RFTA's customers upon request. RFTA's Title VI policy, complaint procedures and LEP Plan shall be made available upon request by contacting the RFTA at the above-noted contact information. For federal Title VI information please contact the Federal Transit Administration (FTA), Region 8 at 720-963-3300. Federal Title VI information, including filing complaints, can also be accessed on the FTA web site at: www.fta.dot.gov.

La No Discriminación - Sus Derechos Bajo Título VI del Acto Civil de Derechos de 1964

El Departamento de Transporte de los Estados Unidos (DOT) asegura conformidad llena con Título VI del Acto Civil de Derechos de 1964 prohibiendo discriminación contra cualquier persona por raza, color o origen nacional en la provisión de beneficio y servicios que resultan de programas y actividades asistidas federalmente. Cualquier persona, que cree que Roaring Fork Transportation Authority (RFTA) ha violado sus protecciones de Título VI, debe contactar a RFTA al 970-384-4974 o titleVI@rfta.com. RFTA también ha desarrollado una póliza para ayudar a personas que son Limitados en Ingles (LEP). Servicio de traducción serán disponibles para personas LEP de RFTA por petición. La póliza de RFTA Título VI, el procedimiento de queja y Plan de LEP serán disponibles por petición al contactar a RFTA como antes mencionado. Para la información de Título VI por favor de contactar a la Administración Federal de Tránsito (FTA), Región 8 al 720-963-3300. Para mas información sobre Federal Título VI, incluyendo más información, quejas, también pueden conseguirlas en el sitio web de FTA en: www.fta.dot.gov.

WARNING

DO NOT CROSS IN FRONT OF BUS

444

APPENDIX K

Title VI Equity Analysis (2)

Roaring Fork Transportation Authority

Regional Transit Center Renovation and Expansion

Title VI Equity Analysis

November 9, 2020

Prepared by:
David Evans and Associates, Inc.

I. Background

The Roaring Fork Transportation Authority (RFTA) proposes to renovate and expand its current maintenance facility into a new centrally located operations, maintenance, and administrative center called the Regional Transit Center (RTC). The RTC will function as the main regional transit center for RFTA. The RTC will address RFTA's current operational deficiencies and accommodate forecasted growth in population, employment, and ridership demand in RFTA's three-county service area.

The current maintenance facility and proposed RTC expansion, as shown in **Figure 1 and** noted as "Parcel Boundary," is located in Glenwood Springs, south of Interstate 70 and the Colorado River, with access to Wulfsohn Road and Midland Avenue.

The project area is zoned by the City of Glenwood Springs (City) as Light Industrial (LI). The LI zoning is intended to accommodate a diverse mix of office, service, commercial, and lower intensity industrial uses with limited impacts on adjacent neighborhoods (City 2018). Permitted uses include (among others): transit centers (transit stops, terminals, or stations); maintenance and repair services; office, business, and professional services; and vehicles and equipment service stations, repair shops, and automobile washes (City 2018).

The proposed RTC development will occur on the footprint of the existing City of Glenwood Springs Municipal Operations Center (MOC).

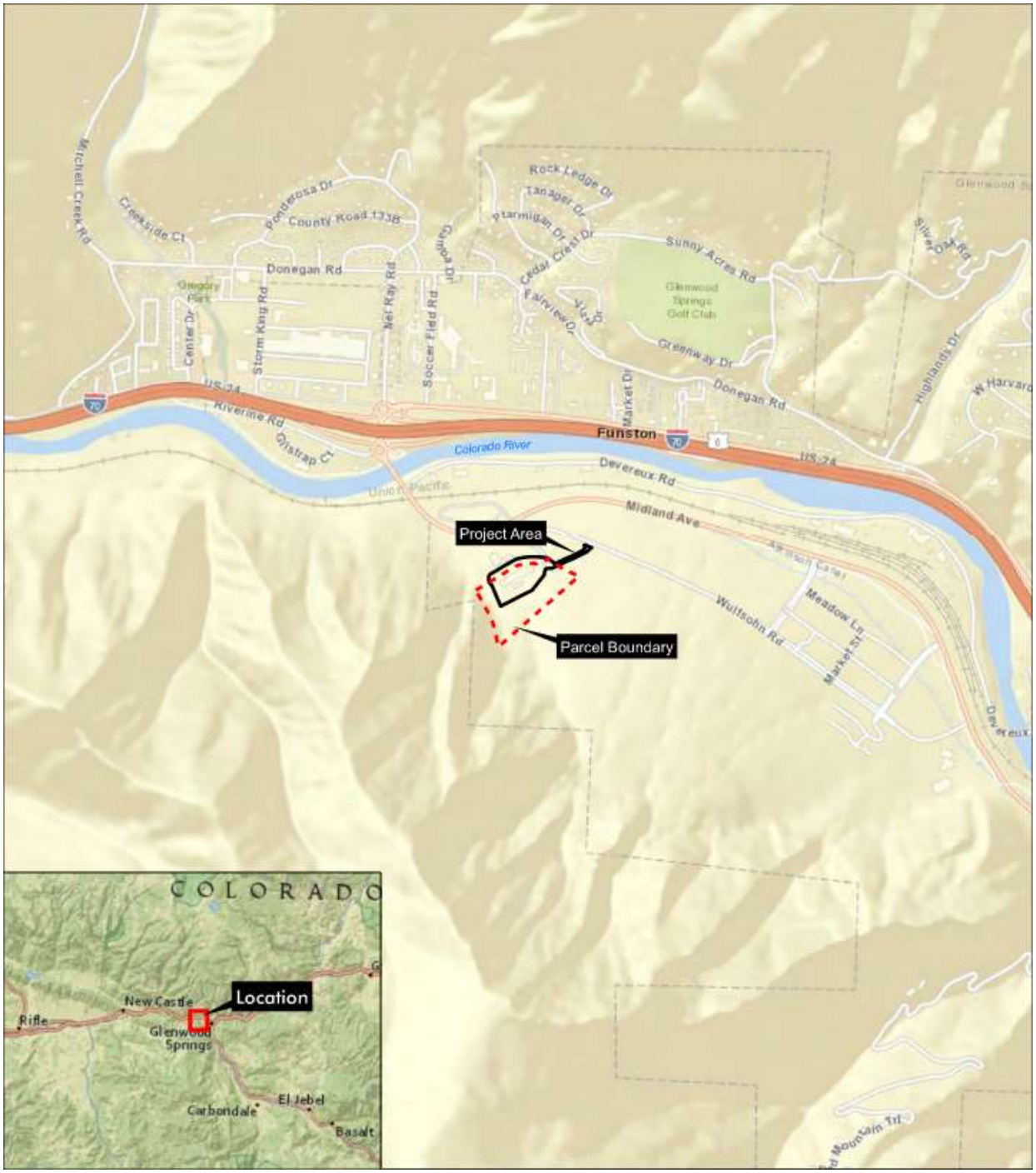
II. Project Need and Description

RFTA has determined the need to expand its current maintenance facility and accommodate the new RTC based on several objectives:

- To meet anticipated increased demand for transit services in the region, RFTA needs to optimize the capacity of the site to accommodate the current and anticipated transit demand.
- Improve the operational efficiency and safety of the existing site.
- Reduce congestion by providing convenient parking facilities for visitors, staff, and patrons.
- Provide necessary infrastructure for a diversified fleet of buses.

The RTC will provide enough bus storage, operations, maintenance, and administrative capacity and capability to support RFTA's long-term vision of creating greater connectivity between local, regional, and statewide transit systems. The facility currently maintains 45 buses along with some administrative offices. RFTA plans to expand the facility, increasing the number of operating buses from 45 to 60.

Figure 1: Project Location and Vicinity Map



Map source: Federal Transit Administration Region 8 Categorical Exclusion Worksheet, January 2020 – RFTA Regional Transit Center Renovation and Expansion

III. Title VI Compliance

RFTA has determined that the proposed RTC development falls under the provisions in Chapter III-13 of the Federal Transit Administration (FTA) Circular 4702.1B:

> *13. DETERMINATION OF SITE OR LOCATION OF FACILITIES. Title 49 CFR Section 21.9(b)(3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part." Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, "The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin." For purposes of this requirement, "facilities" does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.*

Therefore, RFTA is required to conduct a Title VI equity analysis to ensure the location is selected without regard to race, color, or national origin. Per the guidance in the FTA Circular, this analysis must:

- Compare impacts of various siting alternatives; and
- Determine if cumulative adverse impacts might result due to the presence of other facilities with similar impacts in the area.

If disparate impacts are identified, the least discriminatory alternative must be implemented.

IV. Site Selection Process

In 2018, RFTA undertook a search and evaluation of suitable sites to locate and construct the new RTC facility. The existing RFTA maintenance facility and five alternate sites were selected based on the following search criteria:

1. Preferred locations in either Rifle, New Castle, Glenwood Springs, Carbondale.
    a. Within a third of a mile off Highway 82 or off I-70 with either a direct access entry, traffic light, or other interchange.
2. Sites must accommodate 15 buildable acres (ideal, or a minimum of 10 acres.)
    a. Suitable grade with slope less than 20%.
3. Serviceable utility connections (existing).
    a. Natural gas supply trunk line (6-inch).
    b. Water, sanitary, and electric.
4. Suitably zoned for RFTA commercial/industrial use.

Each of the six sites were evaluated and compared to the following evaluation criteria:

1. Meets all or most of the requirements set for the alternative site selection criteria.
2. Assessment of the physical condition and features of the site that may pose challenges to construction e.g. existing structure(s), grade, flooding issues, etc.
3. Capacity of the site to adequately accommodate areas for required facilities and site circulation, including bus parking and fueling operations.

V. Alternatives Equity Analysis

RFTA analyzed area demographics to confirm that the siting of the proposed RTC did not result in disparate treatment on the basis of race, color, or national origin. **Figure 2** shows the U.S. Census block groups that encompass the communities within RFTA's core service area.

Proposed Site

As shown in **Table 1** and **Figure 2**, the current maintenance facility and proposed RTC expansion site is located in a Census group with a minority population of 50% – well above the RFTA district average of 28%. The source for all demographic information used in this analysis is the 2014-2018, 5-year American Community Survey as summarized by the U.S. Census Bureau.

It is important to note, as shown in **Figure 3**, that **all residential developments within the subject Census block group area, including all minority populations, are located a significant distance from (1.5 to 3 miles), and well south and east of the proposed RTC site.**

Alternate Sites

Alternate sites 1 through 5 are all located in Census block groups that have lower minority populations than the RFTA district averages, ranging from 9% to 24%.

Similarly, the locations of the proposed RTC at any one of the alternative sites (1-3) are significantly removed from existing residential homes regardless of their minority status, though resident minority populations within the general areas of alternative sites 1-3 are lower than the RFTA service area average. No business or residents are expected to be impacted in alternative sites 1-3, nor is there expected to be any displaced residents or businesses to accommodate the proposed RTC. A small number of rural homes near alternatives sites 4 and 5 would be impacted and displaced by the proposed RTC facility. The percentage of minority populations in the area of alternative sites 4 and 5 are also lower than the county average.

Table 1: Equity Analysis of Proposed and Alternate Sites

	Current Location/ Proposed RTC Expansion	Site 1 Bruce Road New Castle, CO	Site 2 River Frontage Rd Silt, CO	Site 3 470 County Road Silt, CO	Site 4 9183 Hwy 82 Carbondale, CO	Site 5 Near I-70 Exit 94 Ramps Silt, CO
Minority Population of surrounding Census Block Group ***RFTA District Avg: 28%***	Number: 521 50%	Number: 592 Percentage: 20%	Number: 106 Percentage: 9%	Number: 106 Percentage: 9%	Number: 365 Percentage: 22%	Number: 307 Percentage: 24%
Who would be impacted by selecting this site?						
Residents?	No	No	No	No	Yes	Yes
Businesses?	No	No	No	No	No	No
Will selecting this site require **displacement** of residents or businesses?	No	No	No	No	Yes (1)	Yes (2)
List other **similar facilities** nearby. Includes maintenance, storage, operations, etc.	Office park, park-and-ride lot, shopping center, economy hotel, fitness center and apartments.	Undeveloped lot, currently zoned rural. Neighboring uses include shopping center, bowling alley and rural farm.	Undeveloped lot within FEMA controlled flood zone. Neighboring uses include KOA campground, freeway-oriented economy hotel and federal offices.	Undeveloped lot zoned rural within FEMA controlled flood zone and currently zoned rural. Neighboring uses include cabin rentals and rural residence (1).	Aspen Glen residential golf course and neighboring rural residences.	Shopping center, economy hotel, hospital and neighboring rural residences.

Figure 2: RFTA minority populations and proposed RTC site

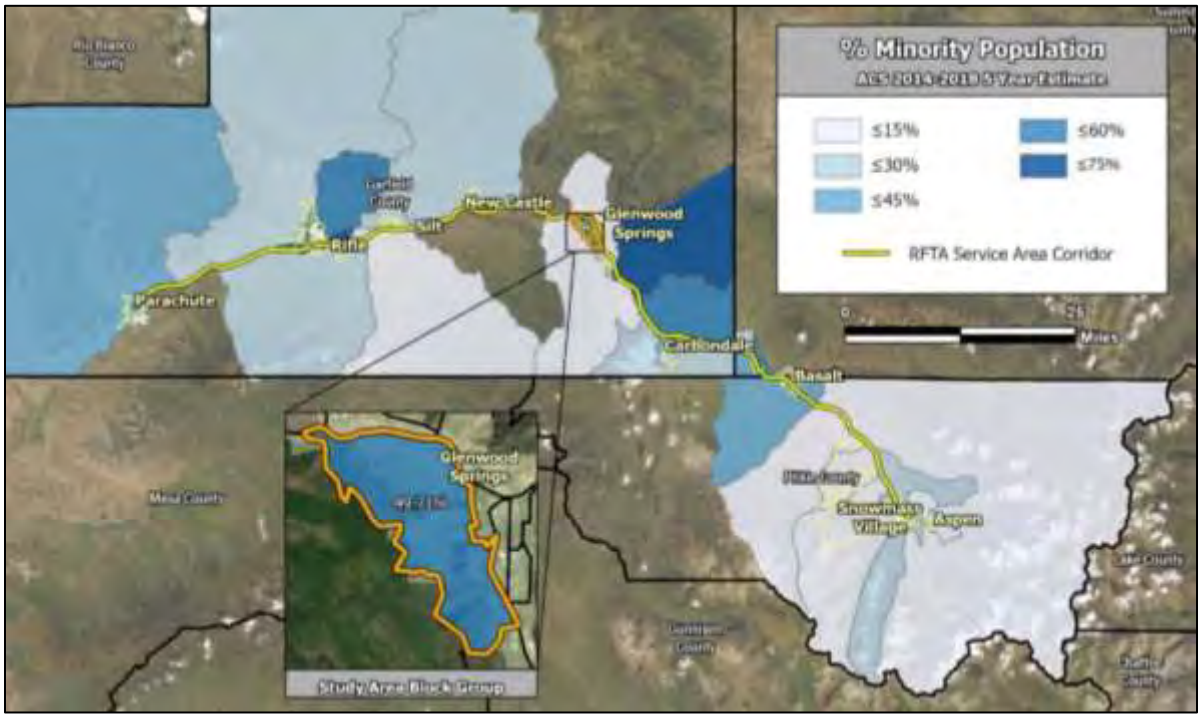


Figure 3: Study area Census block group and residential lands

Community Impacts – All Sites

The RTC facility is expected to have minimal community impacts at either the proposed Glenwood Springs site or alternate sites considered. Industrial, commercial and business neighbors near the proposed Glenwood Springs site would likely see a small increase in traffic over current usage rates leaving and entering the area due to the full expansion of the RTC facility.

Recommended Site

With nominal land use and population impacts, and in consideration of the project siting and evaluation criteria, RFTA recommended that the RTC be developed on the existing maintenance facility site as it best meets the site selection criteria.

VI. Community Outreach

As part of the system-wide 2018 Title VI Program, RFTA undertook community outreach to minority and low-income communities. Ten (10) days prior to a RFTA Board of Directors (Board) meeting, RFTA places the Board meeting agenda, in English and Spanish, on its website and in local newspapers. RFTA does not routinely have a Spanish or sign language interpreter at meetings, however, posted notices specify that an individual may call the RFTA office at (970) 384-4974 at least five (5) business days prior to the meeting to make the necessary arrangements. The 2018 Title VI Program outreach generally incorporated RFTA's short- and long-range maintenance facility planning.

VII. Conclusion

This equity analysis helps guide RFTA in selecting a regional transit center facility that does not result in disparate impacts on the basis of race, color, or national origin. The process by which RFTA identified and narrowed down potential sites for the facility was based on property size, geographic proximity to the service area, and transportation access.

Constructing the new RTC at the current RFTA maintenance facility does not present any apparent disparate impacts to minority populations in the RFTA service area based on this Title VI equity analysis. As such, there are also no apparent cumulative adverse impacts due to the presence of other facilities light industrial developments in the area.