



ROARING FORK TRANSPORTATION AUTHORITY

2025 LANGUAGE ACCESS PLAN (LAP)



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A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

I am pleased to present the Roaring Fork Transportation Authority's (RFTA) Language Access Plan (LAP). This Plan outlines our commitment to providing meaningful access for people with limited English proficiency (LEP) across all programs, services, and activities that RFTA conducts. Providing language access helps ensure that the benefits of good transportation are available to everyone in our region. It is a critical part of advancing equity and providing support to underserved communities.

This Plan will help ensure individuals with LEP can communicate effectively with everyone at RFTA and participate in our many varied programs and activities, including transportation planning, technical and financial assistance, emergency response, and addressing consumer complaints. The more the public understands RFTA's mission and work, and is able to participate, the better we can make good on our mission of "connecting our region with transit and trails."

This Plan outlines our policies, responsibilities, and strategies for providing language assistance services to persons with LEP. To deliver the most effective language assistance services, we will continue to identify critical engagements with the non-English speaking public, assess LEP communities' particular language assistance needs, and determine how we can ensure timely, meaningful access to RFTA programs, services, and activities. This Plan applies to all RFTA Operating Administrations and Departmental Offices, so it is up to each of us to deliver on the promise of this Plan. This Plan will continue to evolve as RFTA assesses the outcomes of our interactions with persons with LEP and refines how we can better provide these essential language assistance services.

We are committed to carrying out the Plan at all levels of RFTA so that we can remove barriers to access for persons with LEP, in our communities and across all our programs, services, and activities.

Sincerely,

Kurt Ravenschlag
Chief Executive Officer

LANGUAGE ACCESS PLAN OVERVIEW

The Roaring Fork Transportation Authority (RFTA) is committed to providing meaningful access to equitable, timely, and quality language assistance services to individuals with limited English proficiency (LEP) so that all members of the RFTA jurisdictions can obtain current information regarding the work RFTA performs and the services it provides.

It is RFTA's policy to provide meaningful access for individuals with LEP to RFTA programs, services, and activities, consistent with Title VI of the Civil Rights Act and Executive Order 13166 (EO 13166), *"Improving Access to Services for Persons with Limited English Proficiency."* RFTA is committed to ensuring that all members of our communities, including individuals with LEP, understand how we accomplish our mission and how to engage with our programs and activities. Individuals who have a limited ability to read, speak, write, or understand English are entitled to language assistance services to access RFTA programs and activities. These services are designed to enable persons with LEP to communicate or interact with RFTA in person, over the phone, in writing, or through electronic media.

RFTA will continuously seek to improve and expand the services it provides to enable persons with LEP to communicate with RFTA. RFTA will re-evaluate its LAP at least once every three years to maintain compliance with the requirements set forth in EO 13166 and other LEP-related guidance and to ensure that persons with LEP have continued meaningful access to RFTA's programs, services, and activities.

Purpose and Authority

This Plan updates the Agency's strategy for ensuring meaningful access by persons with LEP to RFTA-conducted programs and activities in accordance with Title VI of the Civil Right Act of 1964.

Roaring Fork Transportation Authority's (RFTA) Language Access Plan (LAP) is a resource tool that will serve as a guide in addressing the responsibilities as a recipient of federal financial assistance, concerning the needs of individuals with limited English language skills. This plan was designed in accordance with Section 601 of Title VI of the Civil Rights Act of 1964, (42 U.S.C. 2000d) and its implementing regulations, which protects people from discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance.

Discrimination against a person because of limited ability to understand the English language is a form of national origin discrimination, prohibited by Title VI of the Civil Rights Act of 1964. In August 2000, President Bill Clinton issued the Federal Executive Order No. 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted which declared to "...improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP)..." President George W. Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001, which directed a strengthening of enforcement of Title VI in a memorandum dated July 10, 2009.

Most individuals living in the United States, read, write, speak and understand English. However, for many of these individuals, English is not their primary language. In the context of the U.S. Census, individuals are considered to have Limited English Proficiency (LEP) if they report speaking English "less than very well" and also speak a language other than English at home.

LEP individuals can be faced with barriers, such as accessing benefits of services, understanding and exercising their rights, complying with instructions or regulations, or understanding information regarding federally

assisted programs or activities. RFTA, as a recipient of federal financial assistance, has an obligation to reduce language barriers that can prevent LEP individuals' access to important services.

In certain circumstances, failure to ensure that LEP persons can effectively participate in or benefit from federally assisted programs or activities may violate the prohibition against national origin discrimination under Title VI of the Civil Rights Act of 1964. The purpose of this LEP plan is to help identify reasonable steps to provide language assistance for persons seeking meaningful access to RFTA services. This plan details procedures on how to identify persons who may need language assistance, the ways in which assistance may be provided, the approach for training staff, how to notify LEP persons that assistance is available and information on future plan updates.

LEP persons that feel they have been denied meaningful access may file a discrimination complaint based upon national origin under Title VI of the Civil Rights Act. RFTA's discrimination complaint form and complaint procedure can be found at <https://www.rfta.com>.

RFTA'S NON-DISCRIMINATION POLICY

It is RFTA's policy that no person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of RFTA regardless of race, color, national origin, sex, age, or disability. RFTA will maintain an environment that is free of discrimination.

MINORITY REPRESENTATION ON ADVISORY BOARDS

RFTA has a Governing Board of Directors consisting of eight (8) member jurisdictions and eight alternate members. The members of RFTA Board of Directors are elected officials by voters from that jurisdiction. RFTA's Board of Directors members and alternate members consist of seven (7) Caucasian females and nine (9) Caucasian males. RFTA does not play any role in choosing the elected officials to its Board of Directors; they are chosen by voters within each jurisdiction. Two (2) members per each jurisdiction are assigned to serve on the RFTA Board of Directors.

Jurisdiction	Name	Gender	Race
Pitkin County	Greg Poschman	Male	Caucasian
Alternate	Francie Jacober	Female	Caucasian
City of Glenwood Springs	Erin Zalinski	Female	Caucasian
Alternate	Ingrid Wussow	Female	Caucasian
City of Aspen	Torre	Male	Caucasian
Alternate	Sam Rose	Male	Caucasian
Town of Basalt	David Knight	Male	Caucasian
Alternate	Dieter Schindler	Male	Caucasian
Eagle County	Jeanne McQueeney	Female	Caucasian
Alternate	Kathy Chandler-Henry	Female	Caucasian
Town of Snowmass Village	Alyssa Shenk	Female	Caucasian
Alternate	Tom Fridstein	Male	Caucasian
Town of Carbondale	Colin Laird	Male	Caucasian
Alternate	Ben Bohmfalk	Male	Caucasian
Town of New Castle	Art Riddle	Male	Caucasian
Alternate	Brandy Copeland	Female	Caucasian

RFTA encourages minority population participation in planning for its various projects by publishing advertisements, public notices, website information, and announcements in English and Spanish. In addition to these efforts, RFTA will collaborate with community organizations and local leaders representing minority populations to ensure information reaches those who may need language support. Key documents such as public notices, meeting agendas, and reports will be translated into additional languages as necessary. Bilingual staff and interpreters will be available at public meetings and events to assist non-English-speaking participants, and the website will feature a language translation option for key pages. RFTA will also engage non-English-speaking communities through surveys and focus groups, ensuring that language barriers do not hinder involvement. Partnerships with local media outlets catering to minority populations will help advertise project opportunities, and RFTA will regularly assess and improve its language access strategies based on community feedback.

RFTA LEP FOUR FACTORS

RFTA is required to take reasonable steps to ensure meaningful access to its programs and activities for LEP individuals. In accordance with federal guidance, in order to determine what language assistance measures should be implemented, RFTA will consider and balance the following four factors:

Factor #1 – The number or proportion of LEP individuals eligible to be served or likely to be encountered by RFTA.

Factor #2 – The frequency in which LEP individuals come into contact with RFTA.

Factor #3 – The nature and importance of the service RFTA provides.

Factor #4 – The resources available for language assistance and the costs of such resources.

A four-factor analysis has been conducted for RFTA’s current services, programs, and activities. When RFTA develops new services or programs, or expands existing ones, RFTA will conduct a four-factor analysis to determine the appropriate language assistance measures to be provided to ensure meaningful access for LEP persons. Additionally, as described later in this document, this analysis will be reviewed on a regular basis to ensure reasonable language assistance measures are provided to LEP persons.

Factor #1

United States LEP Demographic Data

In the context of the U.S. Census, individuals are considered to have Limited English Proficiency (LEP) if they report speaking English “less than very well” and also speak a language other than English at home.

According to the U.S. Census Bureau’s American Community Survey 2023 1-Year estimates, the U.S. has an estimated total population of 316,581,199. Of this total, an estimated 71,109,132 people, or 22.5%, speak a language other than English. Of this subtotal, an estimated 27,606,796 people, or 9% of U.S. population and 39% of non-English speakers, report speaking English less than very well, as designated LEP.

The following table shows the top four (4) languages spoken by LEP persons in the U.S. and their percentage of the total U.S. population.¹

Language	Number of LEP Persons	Percentage of U.S. Population
Spanish	17,596,557	6%
Other Indo-European	3,879,490	2%
Asian/Pacific Island	4,967,868	7%
Other	1,162,881	4%

¹Source: [Census Table S1601: Language Spoken at Home](#)

Colorado LEP Demographic Data

According to the U.S. Census Bureau’s American Community Survey 2023 1-Year estimates, Colorado has an estimated total population of 5,573,835. Of this total, an estimated 889,923 people, or 16%, speak a language other than English. Of this subtotal, an estimated 301,970 people, or 5% of the total state population and 34% of non-English speakers, report speaking English less than very well, as designated LEP.

The following table shows the top four (4) languages spoken by LEP persons in Colorado and their percentage of the total Colorado population.²

Language	Number of LEP Persons	% of Colorado's Total Population
Spanish	217,304	4%
Other Indo-European	30,217	0.5%
Asian/Pacific Island	38,246	0.7%
Other	16,203	0.3%

²Source: ¹[S1601: Language Spoken at Home - Census Bureau Table](#).

RFTA LEP Demographic Data

In 2023, the RFTA service area had an estimated total population of 60,692 people and a total Limited English Proficient (LEP) population of 4,522, or 7.4%. The following table shows RFTA's demographic service area LEP populations and their percentages.⁴

Language	Number of LEP Persons	% of RFTA Service Region
Spanish	4,167	7%
Other Indo-European	133	0.22%
Asian/Pacific Island	222	0.37%
Other	0	0%

³Incorporated Garfield County jurisdictions include Rifle, Silt, New Castle, Glenwood Springs and Carbondale.

⁴Eagle County has a limited portion (El Jebel & Basalt) which are within the RFTA service area. US Census Bureau; Place; Basalt Town, Colorado and Place; El Jebel CDP, Colorado were used for LEP data.

⁵Source: [Census Bureau Tables](#)

There is a frequent need to respond to LEP individuals in the year-round population of RFTA's service area. The majority of individuals who have difficulty speaking English are Spanish speakers. Therefore, for this LAP, additional local contacts were made to clarify the need among this sector of the regional population. The RFTA service area is very diverse and RFTA is committed to continuing to monitor the LEP needs of the community.

Visitors

As a year-round resort community, the Aspen/Snowmass area attracts individuals from all over the world, especially during the winter ski-season. The RFTA service area also attracts visitors for special events, including Jazz Fest, X-Games, and other specialized events, which increases the potential for additional LEP resources. RFTA is committed to monitoring and altering, as needed, LEP needs among the RFTA service area.

Summary

Given the nature of the year-round population of RFTA's service area and the large numbers of international visitors who may have Language Access needs, RFTA is committed to addressing LEP needs of both groups.

Factor #2

Nature of Contact

RFTA provides a variety of services to address the demands of a diverse, geographically expansive service area that spans over 70 miles of the Roaring Fork and Colorado River Valleys. These services range from local fixed routes, such as those provided in Aspen, Snowmass Village, Carbondale, and Glenwood Springs, to commuter corridor-based services such as the Highway 82 Roaring Fork Valley Local, the Grand Hogback, and VelociRFTA

Bus Rapid Transit (BRT). RFTA offers printed material such as maps, schedules, fares and pass information, Board of Directors meeting minutes, career opportunities, employment solicitations and other public documents are available on the RFTA website at www.rfta.com. RFTA bus operators have the potential of daily contact with LEP individuals, and customer service representatives receive periodic calls in regard to RFTA operations from LEP individuals.

Frequency of Contact

RFTA ridership peaked to 5.4 million riders in 2019. The COVID-19 pandemic reduced trips to 2.6 million in 2020. Year 2024 ridership shows nearly 100% recovery to pre-COVID levels, with 5.04 million trips. The frequency in which RFTA comes into contact with LEP individuals is significantly high due to the number of trips, expansive service area and number of routes provided.

Factor #3

Importance of Contact

As a transit system that services areas with moderate LEP populations, RFTA has frequent and important contact with LEP persons. RFTA services are the primary mode of transportation for numerous LEP individuals commuting to and from work, school, medical services, recreation and other important needs. Compromised access to these services could impact LEP individuals and communities.

Factor #4

Resources available and the cost of such resources

The following is a summary of the language assistance resources and services that have already been or are currently being utilized by RFTA:

- ♦ Translation for RFTA Public Notices and Board Agendas in Spanish. RFTA translates Public Notices and Board Agendas in Spanish, free of cost, through Google Translate, and RFTA's Spanish speaking employees, including RFTA's certified Spanish translator and interpreter. A copy of Public Notices and Board Agendas are attached as Appendix A.
- ♦ Translation of relevant RFTA news releases, posters, and flyers in Spanish. RFTA Spanish speaking employees translate these items during normal working hours. RFTA will continue to translate these types of materials in the future in addition to referring members of the Spanish speaking population to a phone number posted on the RFTA website for personal contact. A copy of service schedules are attached at Appendix B.
- ♦ Spanish speaking customer service agents are available for questions and information through the RFTA website www.rfta.com and by phone via the Spanish option when dialing the main customer service line.
- ♦ Administration of RFTA on-board passenger surveys in Spanish: In 2018 and 2022 RFTA distributed passenger surveys in both English and Spanish. The 2020 on-board passenger survey, cancelled in the midst of the COVID pandemic, was also offered in both English and Spanish. RFTA's most recent 2025 on-board passenger survey offered in both languages.
- ♦ Spanish translation and signing services are available at all public hearings, upon request with at least five (5) days advanced notice.
- ♦ Ticket Vending Machines and RFTA's Mobile Tickets App contain instructions for purchasing RFTA bus tickets and are available in English and Spanish.
- ♦ RFTA distributes the "Basic Spanish for Transit Employees" to operators, customer service staff, and other appropriate employees at new employee orientation, and as needed.
- ♦ RFTA website, www.rfta.com offers website translation into Spanish and other languages, powered by Google Translate, free of charge.

PLANS FOR FUTURE LEP EFFORTS

Given the current and potential future need to respond to individuals with Limited English Proficiency our LEP Plan includes the elements identified below.

Identifying LEP Persons

RFTA will take the following measures to identify potential future LEP needs with respect to RFTA's transit services:

- ◆ Review Census updates as they become available;
- ◆ Periodically review perceived LEP needs with drivers and other front-line staff;
- ◆ Make periodic contacts with school districts, RFTA jurisdiction leaders, area Chamber of Commerce, and other community agencies that may know of LEP persons or groups.

Language Assistance Measures

The following are additional language assistance resources for RFTA staff to consider for future LEP needs:

- ◆ Hire additional Spanish-speaking staff;
- ◆ Consult with the Civil Rights & Business Resource Center (CRBRC) on the development of additional language assistance measures or on how to best respond to specific language assistance requests. The CRBRC may also be able to provide funding and additional resources to RFTA for future language assistance measures;
- ◆ Become familiar with Language Line services www.language.com;
- ◆ Obtain copies of Census Bureau's "I Speak Cards" to have on hand, if needed.

Monitoring & Updating Plan

RFTA will monitor and update its LEP Plan every 3 years, or as needed. The update process will include:

- ◆ Continue reviewing the LEP Plan with RFTA staff;
- ◆ Continue reviewing demographic changes in RFTA's service area;
- ◆ Continue documenting any LEP-related complaints received since the last LEP update;
- ◆ Identify agencies in the RFTA service area that may serve LEP populations;
- ◆ Continue to provide opportunities for LEP participation in public meetings by offering translated materials, advertising in multiple languages, and ensuring that meeting notices are accessible to diverse communities.

Staff Training

Similarly, as the need arises, RFTA will consider the following training topics/opportunities:

- ◆ Federal LEP requirements on the LEP Plan and Title VI will be covered by Certified Trainers;
- ◆ Staff and driver awareness training;
- ◆ Documenting language assistance requests;
- ◆ Use of any of the language assistance measures as described above.

Dissemination of LEP Plan

RFTA's LEP Plan will be disseminated through the following resources:

- ◆ Copies of the RFTA LEP plan will be available to agencies serving LEP populations in our area and for individual requests;

- ◆ Posted on the RFTA website www.rfta.com;
- ◆ Adopted by the Roaring Fork Transportation Authority Board of Directors;
- ◆ Federal Transit Administration;
- ◆ Colorado Department of Transportation (CDOT);
- ◆ Sent to jurisdictions' clerk and recorder's offices for posting on bulletin boards;
- ◆ Staff post on bulletin boards at RFTA's Glenwood Maintenance Facility, Carbondale Maintenance Facility, Carbondale Administration Office and Aspen Maintenance Facility;
- ◆ Notice in local newspapers;
- ◆ Copy of LEP Plan distributed to all RFTA employees via email, staff meetings or personal work mailboxes.

APPENDIX A
Board of Directors Agenda (English & Spanish)



COMMUNITY UPDATE

BOARD OF DIRECTORS MEETING AGENDA

Thursday, February 13, 2025

***NEW Location:** Morgridge Commons, 815 Cooper Ave. 2nd Floor, Glenwood Springs & WebEx
8:30 a.m. to 11:00 a.m.

(Agenda subject to change prior to meeting)

1. Roll Call @ 8:30 a.m.
2. Approval of Minutes January 9, 2025 @ 8:31 a.m.
3. Public Comment: Regarding Items not on the Agenda (3 minutes/person) @ 8:33 a.m.
4. Items Added to Agenda/Board Comments @ 8:35 a.m.
5. Consent Agenda @ 8:45 a.m.
 - A. Resolution 2025-07: Authorization to submit a FY2024-2025 USDOT/FHWA PROTECT grant application
 - B. Resolution 2025-08: Authorization to submit a GCFMLD grant application
 - C. Resolution 2025-09: Authorization to execute an amendment to the 2023 Service Operating Agreement for regional bikeshare
 - D. Resolution 2025-10: Authorization to execute IGA for El Jebel Park and Ride Improvements
6. Information/Updates @ 8:50 a.m.
 - A. CEO Report
7. Presentations/Action Items @ 8:55 a.m.
 - A. Resolution 2025-11: Acceptance of CEC 2024 Report @ 8:55 a.m.
 - B. GMF & Operations Center Campus Site Inspection @ 9:25 a.m.

Next Board Meeting: March 13, 2025
In-Person and WebEx: 8:30 a.m. to 11:00 a.m.

RFTA is an Equal Employment Opportunity/Affirmative Action (EEO/AA) Employer. It is the policy of RFTA that no person shall on the basis of race, color, religion, national origin, sex (including pregnancy, childbirth, or related medical conditions; gender identity; and sexual orientation), age (40 years and older), genetic information, disability, veteran status, retaliation, or any other applicable status protected by federal, state or local law, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program for which RFTA receives Federal financial assistance. RFTA will attempt to accommodate all individuals who wish to attend Board meetings. If you have a disability or require an interpreter, please call (970) 384-4874 at least five (5) business days prior to the meeting to make the necessary arrangements. Connecting our region with transit & trails.

For information:
970.925.8484 | www.rfta.com

ACTUALIZACIÓN COMUNITARIA

AGENDA DE LA REUNIÓN DE LA JUNTA DIRECTIVA

Jueves, 13 de febrero de 2025

***NUEVO Lugar:** Morgridge Commons, 815 Cooper Ave. segundo piso, Glenwood Springs & WebEx
8:30 a.m. a 11:00 a.m.

(La agenda está sujeta a cambios antes de la reunión)

1. Pase de lista a las 8:30 a. m.
2. Aprobación de las actas del 9 de enero de 2025 a las 8:31 a. m.
3. Comentarios públicos: sobre temas que no estén en la agenda. (3 minutos por persona) a las 8:33 a. m.
4. Temas agregados a la agenda/comentarios de la junta a las 8:35 a. m.
5. Agenda de consentimiento a las 8:45 a. m.
 - A. Resolución 2025-07: Autorización para presentar una solicitud de subvención USDOT/FHWA PROTECT para el año fiscal 2024-2025
 - B. Resolución 2025-08: Autorización para presentar una solicitud de subvención del GCFMLD
 - C. Resolución 2025-09: Autorización para ejecutar una enmienda al Acuerdo de Operación de Servicios de 2023 para bicicletas compartidas regionales
 - D. Resolución 2025-10: Autorización para ejecutar el IGA para mejoras en el Park and Ride de El Jebel
6. Información/Actualizaciones a las 8:50 a. m.
 - A. Informe del director ejecutivo (CEO)
7. Presentaciones/Temas de acción a las 8:55 a. m.
 - A. Resolución 2025-11: Aceptación del Informe de la CEC de 2024 @ 8:55 a.m.
 - B. Inspección y recorrido del campus del Centro de operaciones y GMF @ 9:25 a.m.

Próxima reunión de la Junta Directiva: 13 de marzo de 2025
Presencial y WebEx: 8:30 a. m. a 11:00 a. m.

RFTA es un empleador que ofrece igualdad de oportunidades de empleo y acción afirmativa (EEO/AA). La política de RFTA es que ninguna persona, por motivos de raza, color, religión, origen nacional, sexo (incluido el embarazo, el parto o afecciones médicas relacionadas; identidad de género; y orientación sexual), edad (40 años o más), información genética, discapacidad, condición de veterano, represalias o cualquier otra condición aplicable protegida por la ley federal, estatal o local, será excluida de la participación, se le negarán los beneficios o será objeto de discriminación en virtud de cualquier programa para el que RFTA reciba asistencia financiera federal. RFTA intentará dar cabida a todas las personas que deseen asistir a las reuniones de la Junta. Si tiene una discapacidad o necesita un intérprete, llame al (970) 384-4874 al menos cinco (5) días hábiles antes de la reunión para hacer los arreglos necesarios. Conectando nuestra región con tránsito y senderos.

Para información:
970.925.8484 | www.rfta.com

APPENDIX B

Spring and Summer Schedules (English & Spanish)



ATTENTION RFTA COMMUTERS:

RFTA Winter Service Schedules Start November 25, 2024

Winter services schedule highlights:

- 🚌 **Local Valley** will run daily service 7 days a week.
- 🚌 **VelociRFTA BRT** will operate 7 days a week and have 10-minutes headways during peak service hours.
- 🚌 **Hogback** service will remain the same.
- 🚌 **City of Aspen** shuttles will operate 7 days a week from 6:20am – 2:00am.
- 🚌 **Woody Creek** shuttles will be in service.
- 🚌 **Four Mountain Connector** will be in service.

🚲 **Bike Loading**

No bike loading during the Winter season: late November to early April. Ski racks will be installed by November 20.

ATENCIÓN PASAJEROS DE RFTA:

Los horarios de servicio de invierno de RFTA comienzan el 25 de noviembre de 2024

Puntos destacados de los horarios de servicio de invierno:

- 🚌 **Los autobuses Locales** operará los 7 días de la semana.
- 🚌 **VelociRFTA BRT** operará los 7 días de la semana y tendrá intervalos de 10 minutos durante las horas pico de servicio.
- 🚌 **Hogback** permanecerá igual.
- 🚌 **El servicio de la ciudad de Aspen** operará los 7 días de la semana de 6:20am - 2:00 am.
- 🚌 **Woody Creek** estará en servicio.
- 🚌 **Four Mountain Connector** estará en servicio.

🚲 **Horario de carga de bicicletas**

No se permite cargar bicicletas durante la temporada de invierno: desde finales de noviembre hasta principios de abril. Los portaesquís se instalarán el 20 de noviembre.



PREVIEW SCHEDULES AT RFTA.COM

Consulte los horarios en RFTA.com