

# THE TRAVELER PASSENGER GUIDE

*Revised January 2026*

**RFTA**  
PARATRANSIT

970-384-4855



**DISCLAIMER:** The information in this guide is subject to change.

## **Traveler/ RFTA Paratransit Dispatcher**

(970) 384-4855

8:00 am – 4:00 pm

Monday – Friday, excluding holidays

## **RFTA Bus Schedules and Information**

(970) 925-8484

Website: [RFTA - Bus Routes & Schedule, Trip Planner, Maps & Fares](#)

## **Commendations and Concerns**

### **RFTA Customer Service**

(970) 925-8484

Website form: [Contact Us - RFTA | Roaring Fork Transportation Authority](#)

## **Traveler Lost and Found**

(970) 384-4855

8:00 am – 4:00 pm, Monday – Friday

If an application and other materials are needed in a different format, please contact the Paratransit Coordinator.

## Table of Contents

<b>TRAVELER SERVICE .....</b>	<b>6</b>
Service Hours .....	6
Holidays Service .....	6
Service area.....	6
Fare.....	7
Personal Care Attendants, and Companions .....	7
Other Transportation Options .....	8
<b>WHERE CAN I GO ON THE TRAVELER? .....</b>	<b>8</b>
Group Shopping Ride Information .....	9
<b>SCHEDULING A RIDE .....</b>	<b>10</b>
Scheduling examples.....	10
<b>GETTING READY FOR YOUR RIDE ON THE TRAVELER .....</b>	<b>12</b>
Reminder Calls .....	12
Pick-up window .....	12
Spotting Your Ride.....	12
Vehicle Arrival .....	13
Types of Service Assistance .....	13
Return Ride Policy .....	14
Subscription Service .....	15
Ride Changes and Cancelations .....	16
<b>RFTA PASSENGER CODE OF CONDUCT .....</b>	<b>18</b>
Safety Belts.....	19
Passengers must wear the seatbelt provided during transport. ....	19



Child Restraint Systems .....	19
<b>SERVICE ANIMALS .....</b>	<b>20</b>
When scheduling a ride, please let the Paratransit Dispatcher know a service animal will be traveling with you.....	20
Behavior and Control .....	20
Pets and animals do not meet the definition of Service Animals .....	21
<b>USING THE VEHICLE LIFT.....</b>	<b>22</b>
Mobility Devices .....	22
Respirators and Portable Oxygen Equipment .....	22
Assistance with Packages .....	23
Carts .....	23
Luggage .....	24
Passenger Responsibility .....	24
<b>RE-CERTIFICATION OF ELIGIBILITY.....</b>	<b>25</b>
<b>NO-SHOW, CANCELATIONS, SUSPENSIONS .....</b>	<b>26</b>
No-Show Policy .....	26
Late cancelations .....	26
Suspensions .....	26
No-Show Review Process .....	27
No-Show Notifications .....	27
Excessive No Show and Late Cancellations Policy .....	27
Grounds for Suspension.....	28
Suspension Process and Disputing A Suspension .....	28
Progressive Suspension Timeline .....	28

Suspension for Assault.....	29
<b>RFTA Paratransit: Helpful Definitions .....</b>	<b>30</b>

## TRAVELER SERVICE

The Traveler provides shared-ride transportation to persons who live within the service area in Garfield County who are aged 70 or older and to persons under age 70 who have a disability which prevents them from driving or using public transportation.

An application and assessment process needs to be completed to determine eligibility for those under the age of 70 with a disability that prevents them from driving or using public transportation.

Made possible by a partnership between Carbondale, Glenwood Springs, New Castle, Silt, Rifle, Garfield County, and RFTA, this service provides a vital resource for our community.

### **Service Hours**

The Traveler vehicles run from 8:00am to 5:00pm, Monday through Friday.

### **Holidays Service**

The Traveler is closed on Garfield County Observed Holidays. All subscription appointments will automatically be cancelled.

### **Service area**

- All addresses within two (2) miles of Hwy 82 between Carbondale and Glenwood Springs.
- All addresses within two (2) miles of Interstate 70 between Glenwood Springs and Parachute (Excluding addresses within Parachute city limits).
- All addresses within the city limits of Carbondale, Glenwood Springs, New Castle, Silt, and Rifle.
- All addresses within the community of Battlement Mesa.

**Qualified individuals** may travel within their hometown as well as to and within the towns which are immediately adjacent to their home in either direction.

**Qualified individuals who live between towns in unincorporated Garfield County** may travel to and within the towns which are immediately adjacent to their home in either direction.

## **Fare**

There is no fare to ride the Traveler; however, donations are accepted. Suggested Donations: \$2 for in-town rides and \$3 for rides between towns.

- \* *Please have exact change as the drivers are not allowed to make change.*
- \* Multiple ride tickets can be bought from drivers or at the RFTA Paratransit offices.

## **Personal Care Attendants, and Companions**

A passenger may bring a Personal Care Attendant (PCA) to help during their ride or at their destination(s). More passengers are considered guests. Guests and PCAs can ride with an eligible rider if they are traveling to and from the same location(s). Passengers must be approved for a PCA during the assessment process. All passengers can travel with one guest, including children; other guests are allowed on a space available basis.

When you are scheduling your rides, please tell the Paratransit Dispatcher that you will be traveling with a PCA or guest to ensure adequate space is available on the vehicle. The Traveler may not be able to accommodate a PCA or guests that are present at the time of pick-up if space was not reserved when scheduling a ride.

## **Other Transportation Options**

All RFTA vehicles, including all fixed-route buses, are equipped with lifts or ramps to accommodate various passenger loading needs.

If you need to connect or transfer between areas that are outside of the defined service area for your hometown area, or if your transportation needs extend beyond our service area, it is possible to schedule rides to or from the bus stops for the following or other services:

- **RFTA:** [RFTA - Bus Routes & Schedule, Trip Planner, Maps & Fares](#)
- **Bustang:** [Bustang - Home](#)
- **Greyhound:** [Greyhound: Affordable Bus Tickets Across US, Canada & Mexico](#)
- **Parachute Area Transit System (PATs):** [PATs Parachute Area Transit System – Providing Community Connections](#)

## **WHERE CAN I GO ON THE TRAVELER?**

The Traveler is a public transportation service; you can schedule a ride to common destinations such as:

- Medical and Therapy Appointments
- Shopping Centers
- Employment and Volunteer
- Social & Recreational
- Connecting to other transit or transportation services
- Anywhere the pick-up and drop-off points are within your designated service area



## **Group Shopping Ride Information**

Dedicated shopping trips are scheduled based on your service group and location:

- **New Castle: Tuesday**, City Market.
- **Battlement Mesa: Tuesday**, Clark's Market.
- **Silt: Tuesday**, Rifle Walmart and City Market.
- **Carbondale: Wednesday**, City Market.
- **Rifle: Wednesday**. Walmart in the morning, City Market in the afternoon.
- **Glenwood Springs: Thursday**. Target, Walmart, or City Market

## SCHEDULING A RIDE

### **Schedule Your Rides as Far in Advance as Possible (up to 14 days)**

Because resources (drivers and vehicles) are limited, it is important that you schedule your rides as far in advance as possible. Rides may be scheduled up to 3 pm, one (1) business day before the requested trip as long as space is still available. Multiple rides may be scheduled with one call. You may schedule rides up to 14 days in advance. Same-day requests will be honored when space is available.

### **Scheduling examples**

- Example 1 - **Regular Scheduling**: Scheduling requests for Monday are accepted until 3 pm the previous Friday.
- Example 2 - **Holiday**: If there is an observed holiday on a Friday, scheduling requests for Monday are accepted until 3 pm the previous Thursday.

**To schedule a ride, please call (970) 384-4855**

**Paratransit Dispatch Office Hours** are Monday through Friday 8 am to 4 pm. Voicemail is available 24 hours a day.

### **Please tell us the following information to schedule your ride:**

#### **1. Passenger Details:**

- First and Last Name
- If any of the following have changed: address, phone number, or other changes

## **2. Pick-up Information:**

- Requested pick-up day, date
- Exact address, including building/suite number, business name
- Location of pick-up if there are multiple entrances, a gated or secured community, etc.

## **3. Destination Information:**

- Preferred arrival time, earlier than appointment time if scheduled appointment
- Exact address, including building/suite number, business name, doctor or clinic name
- Location of pick-up if there are multiple entrances, buildings or at a location where there are multiple people who may use the Traveler

## **4. Additional Information:**

- Will you be traveling with a Personal Care Attendant (PCA), guest(s), or children?
- Will you be using any mobility devices (wheelchair, power wheelchair, scooter, etc.)?
- Will the lift or ramp be required for you to board the vehicle?
- Will you be using oxygen tanks, portable respirators, or bringing a service animal?
- What phone number should we use to reach you during travel?

## **5. Return Ride Information:**

- Pick-up time
- Location, if different from drop-off point

*Please remember, a Paratransit Dispatcher is the only person who may make a ride reservation, cancellation or change; drivers and other passengers cannot make these arrangements.*

# GETTING READY FOR YOUR RIDE ON THE TRAVELER

## **Reminder Calls**

You should receive an automated reminder call between 5:30 and 6:00 pm the night before your scheduled ride, which will provide you with your scheduled pick-up and drop-off times. If you do not receive a call, leave a voice message for the Paratransit Dispatcher by calling (970) 384-4855.

## **Pick-up window**

When receiving this **Reminder Call**, you will be given a pick-up time. Your pick-up window for the ride is fifteen (15) minutes before your pick-up time and fifteen (15) minutes after your pick-up time.

This **thirty (30) minute pick-up window** is the time during which the vehicle will arrive. Please be ready to board the vehicle at the beginning of your **Pick-up Window**.

For example, if your pick-up time is **8:00 AM**, the vehicle will arrive anywhere within the **30-minute pick-up window** between **7:45 AM** to **8:15 AM**.

## **Spotting Your Ride**

**Look for the Traveler or RFTA logo:** Traveler uses many different vehicles. The vehicle picking you up will either have a Traveler or RFTA logo on the side of the vehicle.

## Vehicle Arrival

Once your vehicle arrives within the scheduled pick-up window, the driver can wait no more than **5 minutes** for you to board the vehicle.

If you are not ready to leave within five minutes of the vehicle's arrival, the driver will need to move on to their next pick-up, and you will be marked as a **No-Show** for that ride. If you miss your ride, another vehicle may not be available to return to pick you up.

*For a smooth and efficient Traveler experience, here are some key things to remember:*

### At Your Pick-Up Location:

- **Wait at the agreed-upon location:** This ensures the driver can find you easily.
- **Drivers have limitations:** They can't enter buildings or residences due to safety regulations and must stay within sight of their vehicle. Limited parking availability may also affect where they can stop.
- **Lift-equipped vehicles:** Pick-up locations for these vehicles need to have flat, level surfaces for safe lift operation.

## Types of Service Assistance

This level of assistance is decided during the eligibility assessment.

- **Curb to curb service:** Curb to curb service is the baseline service level provided for all passengers unless otherwise determined during the eligibility process.
- **Door-to-door service:** Door-to-door assistance is provided by drivers to and from the threshold of a residence or main lobby of a building or



business. Door-to-door assistance can also be available by request if there is an unexpected obstacle upon arrival at your destination.

## **With Door-to-door assistance drivers are unable to do the following:**

- Drivers are not allowed to enter beyond the threshold or ground level of any building.
- Lift or carry passengers.
- Maneuver your mobility device (pushing the device).
- Loading and unloading personal items, except as provided under the Package section of this guide.

**Assessing door-to-door locations:** The Traveler may not be able to provide services beyond curb-to-curb if the location is inaccessible and could present hazards.

## **Return Ride Policy**

If we provide transportation for passengers to a given location, and a return ride has been scheduled due to unforeseen circumstances you are running late, we will try to provide the return ride.

If you know you may be running late and miss your return ride, please contact dispatch before your scheduled pick-up window, (970) 384-4855.

If you are not visible to the driver outside your pick-up location during your scheduled pick-up window and you have not contacted dispatch, we may not be able to provide your return ride.

### **Example for planning a return ride:**

- You have been dropped off at City Market with a scheduled return time of 2:00pm.
- The pick-up window is from 1:45pm to 2:15pm.
- The driver arrives at 1:50pm and waits for 5 minutes but does not see you outside the store by 1:55pm.
- The driver will leave at this point to provide the next scheduled ride and will not be able to return to pick you up later.
- To avoid this, please schedule your return ride allowing plenty of time to complete your business.
- If you need 1 hour to complete your business, you will need to schedule your return ride for 1 hour and 15 minutes after your scheduled arrival time.

### **Subscription Service**

The Traveler subscription service is perfect for those who have consistent, recurring travel needs, a minimum of **once a week**. For example: You have an exercise class or work commitment at the same time at least 1 day a week. This scheduling service allows the passenger to ride with one call and be automatically placed on the schedule each week.

Subscription ride space is limited to availability. Call Paratransit Dispatch at (970) 384-4855 for more information or to schedule a subscription.

If a subscription ride needs to be cancelled, contact Paratransit Dispatch as soon as possible to cancel the ride.

## **Ride Changes and Cancelations**

If there are any changes to a scheduled ride (change in appointment time, appointment cancellation, running behind schedule, business hour changes, etc.), please contact Paratransit Dispatch as soon as possible. If you need to cancel the ride, please do so as soon as possible.

Frequent missed rides can affect service for others and affect your ability to use the service.

We cannot guarantee you a return home before your scheduled return time should a business be closed or if you arrive at an appointment when you are not scheduled to be seen.

Cancelled rides may not be able to be reinstated on the day of transport.

**Has your appointment finished early, or do you need to schedule a ride today?** Call us. We know plans change, and sometimes you might need a ride on short notice, or if an appointment ends sooner than expected. We will always do our best to accommodate requested scheduling changes if space is available on-board in-service vehicles.



# RFTA PASSENGER CODE OF CONDUCT

The intent of this code is to ensure the safe operation of RFTA services and facilities. Violations of this code along with the violation of any RFTA policy, procedure or direction by RFTA employees are subject to suspension of service as outlined by the RFTA Suspension Policy.

- All RFTA buses and facilities are under video and audio surveillance
- Drivers have the right to refuse service to any person who is exhibiting problematic behavior
- Stay clear of the doors until they are opened
- Do not cross the street in front of a vehicle after exiting the vehicle
- Report suspicious packages or behavior to the driver
- Have your correct fare ready

## **Code of Conduct:**

- RFTA buses and facilities are only for accessing transit services
- All transit connections can be made within 45 minutes. Individuals remaining beyond that timeframe may be asked to leave
- No illegal activity
- Passengers must follow bus operator's directions and all RFTA policies and applicable RFTA rules and regulations
- No consumption of alcohol or open alcohol containers
- No fare evasion
- No littering on the bus
- No disrupting the safe operation of bus or bus operator duties
- No disruptive or abusive behavior or language
- No vandalism of any kind
- No shouting or talking loudly; including on cell phones



- Strollers must be collapsible and must be stowed while riding
- Riders must maintain safe personal hygiene
- Shoes, shirts and bottoms are required, no roller skates

## **Safety Belts**

Passengers must wear the seatbelt provided during transport.

## **Child Restraint Systems**

The Traveler does not provide child safety seats or transport children without proper safety seats. If you are traveling with a young child, it is your responsibility to provide and secure the child's safety seat.

# SERVICE ANIMALS

**When scheduling a ride, please let the Paratransit Dispatcher know a service animal will be traveling with you.**

Under the ADA, a service animal is defined as a dog or other animal that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the animal must be directly related to the person's disability.

Service animals are working animals, not pets.

Service animals can assist individuals with a wide range of disabilities, including physical, sensory, psychiatric, intellectual, or other mental disabilities. Such as:

- Alerting people who are deaf or hard of hearing to sounds
- Providing balance or stability for people with mobility impairments
- Reminding people with health conditions to take medication
- Assisting people with other disabilities

## **Behavior and Control**

The ADA requires that service animals always be under the control of the handler. In most instances, the handler will be the individual with a disability or a third party who accompanies the individual with a disability.

The service animal must be **harnessed, leashed, or tethered** while in public places unless these devices interfere with the service animal's work, or the person's disability prevents their use. In that case, the person must use **voice, signal, or other effective means** to keep control of the animal.

If a service animal is out of control and the handler does not take effective action to control it, staff may ask that the animal be **removed from the premises**.

Drivers cannot help with loading / unloading or carrying service animals or pet carriers. Drivers also cannot provide for the care or supervision of a service animal, including cleaning up after the animal.

**Emotional Support, Therapy, Comfort, or Companion Animals.** These terms are used to describe animals whose mere presence provides comfort. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA.

### **Pets and animals do not meet the definition of Service Animals**

If they are well-behaved, they are welcome on board if they are transported and remain in an **enclosed pet carrier**, quiet and under your control throughout the journey.

Pet carriers and service animals cannot block passengers from entering and exiting the vehicle or protrude into the aisleway or be in passenger seats.

## USING THE VEHICLE LIFT

Ambulatory passengers who cannot use the stairs to board a vehicle can request to board using the lift at any time.

### **Mobility Devices**

Traveler vehicles can accommodate passengers with wheelchairs and scooters up to 30 inches wide, 48 inches long and weighing less than 800 pounds total while occupied.

Drivers are responsible for ensuring that mobility devices are properly secured. Wheelchairs and scooters must be secured facing forward while being transported. Passengers must wear the seatbelt provided during transport.

If a wheelchair or scooter is power-driven, passengers are expected to maneuver it safely on and off the vehicle.

When there is a change to a mobility device, please update the Traveler before taking a ride with that device to prevent delays in service. To correctly document assistance needs, a new assessment may be needed with the new device.

### **Respirators and Portable Oxygen Equipment**

Portable oxygen equipment and portable respirators are allowed on Traveler vehicles. Drivers may assist with up to two (2) oxygen tanks, no heavier than 30 lbs. total, on and off the vehicle, from the sidewalk or waiting area where the passenger boards and gets off the vehicle.

Drivers will assist with securing this equipment on the vehicle. When calculating the amount of oxygen needed, plan to include several hours of travel time.

## **Assistance with Packages**

Drivers will help passengers with the loading, unloading, stowing and securement of parcels, packages and bags, with the following limitations:

- Limit to three (3) grocery bags or similar-sized packages no heavier than 10 lbs. each.
- Driver may help a passenger carry three (3) packages on and off the vehicle from the same sidewalk or waiting area where the passenger boards and gets off the vehicles.
- Items cannot protrude into the aisle or block other's access to seats, doorways, entry or departure of the vehicle.

For parcels more than the driver's assistance limit, the passenger must provide the means for loading and unloading, and for moving all parcels from the drop-off point to the destination.

## **Carts**

Passengers may use a personal folding cart. The passenger is responsible for maneuvering his or her own cart. Drivers will secure the cart in the vehicle. Please note: Grocery store carts and wagons are not allowed on board.



## **Luggage**

Personal luggage is allowed on board. The passenger handles maneuvering the luggage on and off the vehicle. Drivers are not responsible for helping with luggage.

## **Passenger Responsibility**

The Traveler is a shared ride system. Rides are scheduled to accommodate as many passengers as possible.

**Appointment Buffer:** Schedule extra time to finish appointments and meet the return pick-up window comfortably.

- Drivers cannot wait for you at any location or go into any drive-thru.
- Separate drop-off and pick-up times must be scheduled even if you request a “quick stop”.
- We recommend allowing a minimum of one hour at each scheduled stop. This helps us accommodate any unforeseen circumstances and keep a smooth schedule.
- If you are traveling outside of the town you live in, there may only be one pick-up and one return time for all passengers.
- You may arrive at your destination much earlier than your schedule request and may be at your destination longer than you would like, especially when traveling outside the town you live in.
- It may be necessary for you to connect with the RFTA bus or other services for some of your rides.

## RE-CERTIFICATION OF ELIGIBILITY

Eligibility for the Traveler service is not permanent. Eligibility may be granted for up to three (3) years. Renewal applications should be sent at least 30 days (about 4 and a half weeks) prior to the expiration date to prevent a disruption in service.

If passenger's home address, mobility status or device changes, re-assessment may be needed even if passenger eligibility is not expired. Contact the Traveler office at 970-384-4855 to speak with the Paratransit Coordinator.

# NO-SHOW, CANCELATIONS, SUSPENSIONS

## **No-Show Policy**

A no show ride is defined as any uncompleted ride that is caused by the rider not being at their appointed pick-up location, within their scheduled pick-up window, ready to travel. This could be caused by any of the following:

- Driver's wait time exceeds five (5) minutes
- Rider cancels at the door
- Rider is not at the agreed pick-up location
- Rider does not cancel two or more hours in advance of a scheduled ride
- Rider does not cancel next rides
  - i.e., A round trip ride is scheduled, a morning pick-up ride is canceled, but the afternoon return ride is not

If a scheduled ride is a no-show, the rest of the day's rides will be cancelled by Paratransit Dispatch.

## **Late cancellations**

Are ride cancellations received less than 2 hours before the scheduled pick-up window. These are counted as no-shows.

## **Suspensions**

The **Traveler Suspension Policy** is a structured system designed to address repeated violations of conduct rules and missed rides.

## No-Show Review Process

Each situation is reviewed on a case-by-case basis to ensure fairness and understand any extenuating circumstances. Any missed rides that are due to a situation that is out of your control will be excused. It is your responsibility to communicate the reason for the missed ride to the Paratransit Dispatcher.

### **Some excused reasons may be:**

- Extreme weather conditions
- Sudden illness or injury
- Family or personal emergency
- Transit connection delay
- Appointment delay
- Driver error
- Mobility device failure

## No-Show Notifications

- **Phone calls:** When you have a no-show for a ride, we will call you to review the no-show policy and the days and times of the no-shows.
- **Letters:** Continued no-shows, we will send a letter by mail or email explaining the issue.
- **Excessive missed rides:** If missed rides continue, the suspension policy will be implemented with increasing lengths for repeat offenses.

## Excessive No Show and Late Cancellations Policy

Here's a breakdown of how missed rides can affect your riding privileges:

- **High Ride Volume:** 20 or more rides are scheduled in a month, with missed rides exceeding 20% of total rides.

**Note:** 20% of 20 rides are only 4 rides.

- **Moderate Ride Volume:** 8-19 rides are scheduled in a month, with missed rides exceeding 40%.  
**Note:** 40% of 14 rides are only 5 rides.
- **Low Ride Volume:** 7 or fewer rides scheduled in a month, with missed rides exceeding 50%.
- Note: 50% of 4 rides are only 2 rides.

## Grounds for Suspension

- Excessive No-Shows or Late Cancellations
- Violations of Conduct Policies

## Suspension Process and Disputing A Suspension

- Each no-show incident will be recorded by dispatch.
- Passengers will receive an **email and/or phone call** letting them know of each no-show incident.
- If you believe a no-show or late cancellation was recorded incorrectly, you can dispute it.
- If the threshold is met, a **suspension letter** is mailed.
- Passengers have **14 business days to appeal** before the suspension begins.
- The appeal process will be explained in detail in your suspension notification.

## Progressive Suspension Timeline

- **First violation:** 7-day suspension
- **Second violation:** 14-day suspension
- **Third violation:** 21-day suspension
- **Fourth violation:** 28-day suspension
- **Further violations:** Referral to an appeal committee



## Suspension for Assault

- Any **physical assault** on a passenger or driver results in **immediate suspension** for up to 14 days (about 2 weeks).
- A **second incident** of assault leads to **permanent termination** of the Traveler service.

## RFTA Paratransit: Helpful Definitions

- **Accessible:** Our vehicles follow disability access regulations and feature lifts or ramps for wheelchairs and mobility devices.
- **Accessible Formats:** Documents, files, or aids available in formats for people with vision, hearing, or speech impairments (e.g., Braille, audiobooks).
- **Alighting/Disembarking:** Leaving the vehicle.
- **Boarding:** Entering the vehicle.
- **Capacity:** Our ability to meet ride requests. Limited vehicles and drivers may affect availability during peak times. The Traveler service is provided on a first come, first serve basis, except for **ADA Complementary Paratransit rides**.
- **Curb-to-Curb Service:** Driver assists you getting on and off the vehicle at the curb, but not beyond.
- **Cancellation:** Calling at least 2 hours before your ride to cancel.
- **Cancellation at Door (No-Show):** Informing the driver you don't need the ride when they arrive within your pick-up window.
- **Direct Threat:** A significant risk to the health or safety of others that cannot be addressed with modifications or aids.
- **Disability:** With respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such an individual; a record of such an impairment; or being regarded as having such an impairment.
- **Door-to-Door Service:** Driver assists you getting on and off the vehicle, and between the vehicle and your origin/destination (residence, work, etc.).

- **Eligibility:** The Traveler provides shared-ride transportation to persons who live within the service area in Garfield County who are aged 70 or older and to persons under age 70 who have a disability which prevents them from driving or using public transportation.
- **Emotional Support, Therapy, Comfort, or Companion Animals.**
- These terms are used to describe animals whose mere presence provides comfort. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA.
- **Fixed route transit:** Known as fixed-schedule transit, refers to public transportation systems that run on predetermined routes according to a set schedule. These systems typically use buses, light rail vehicles, subways, ferries, or trams.
- **Lift:** A mechanical platform that raises passengers using mobility devices or persons who have difficulty using stairs to board and leave the vehicle.
- **Missed Ride:** The vehicle doesn't arrive or does arrive outside your pick-up window, and you choose not to take the ride.
- **Mobility Device:** An assistive device for people with disabilities, such as wheelchairs, canes, walkers, etc.
- **Non-Discrimination:** We prohibit discrimination based on race, color, religion, national origin, sex, disability, or age.
- **Operative Condition:** Equipment (ramps, lifts, and securement systems) is functioning properly.
- **Personal Care Attendant (PCA):** Someone you choose to help you with daily needs like personal care or mobility. A PCA might help you

get your luggage or parcels from the vehicle into your home or help you navigate to, from, or around your destination.

- **Pick-Up Window:** The 30-minute window 15 minutes before and 15 minutes after your scheduled pick-up time.
- **Priority Seating:** Designated seating for passengers with disabilities and seniors.
- **Ramp:** A sloped platform from the vehicle entrance that allows wheelchair users and those who cannot use stairs to board and leave the vehicle.
- **Reasonable Modification:** Exceptions to our policies or procedures to accommodate individuals with disabilities when necessary. We cannot fundamentally alter our services or create safety risks.
- **Securement Area:** A designated space with a system to secure wheelchairs during transport.
- **Securement Device / Equipment / System:** Equipment used to secure wheelchairs to prevent movement during transport.
- **Service Animal:** Any guide dog, signal dog, or other animal that has been individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. (A service animal is trained to do work. An emotional support animal is not.
- **Shared Transportation:** Transportation services shared among users, including public transit, taxis, rideshare, bikeshare, etc.
- **Suspension:** Temporary denial of service for eligible individuals who repeatedly miss scheduled rides (no-shows).

- **Travel Training:** One-on-one instruction on using transit for some or all of your rides.
- **TTY/TDD:** A teletypewriter or text telephone for people with hearing or speech impairments.
- **TTY Relay Service:** A service that eases communication between people with hearing or speech disabilities and those who use telephones.
- **Wheelchair:** A mobility device with three or more wheels, used by individuals with mobility impairments.