



Town of Snowmass Village (TOSV) – Village Shuttle

Americans with Disabilities Act of 1990 (ADA) Policies and Procedures

ADA Complementary Paratransit Service Plan

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INTRODUCTION

This policy is written to establish operating and service guidelines and procedures for the implementation of the requirements of the American with Disabilities Act of 1990 (ADA), the U.S. Department of Transportation regulations for implementing ADA (49 CFR Parts 27, 37 and 38), and applicable Colorado laws and regulations. The TOSV operates services on a fixed route basis, with complementary paratransit provided to those individuals who are unable to ride fixed-route due to a disability. The TOSV complies with ADA requirements with respect to such services.

DEFINITIONS

Wheelchair: a mobility aid belonging to any class of three- or more- wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

Disability: A physical or mental impairment that substantially limits one or more major life activities.

Fixed Route Service: Vehicle is operated along a prescribed route according to a fixed schedule.

Mobility Aid/Non Wheelchair Mobility Device: A device used by a person with a mobility impairment to assist with mobility but does not meet the requirements of a wheelchair as defined by ADA. These include but are not limited to canes, crutches, walkers and “segways” when used by a person with a mobility related disability.

Route Deviation Service: A system that permits user-initiated deviations from routes or schedules. Sometimes referred to as deviated fixed route or flexible route service.

Securement Equipment: Equipment used for securing wheelchairs against uncontrolled movement during transport.

Securement Station: Space specifically designed to secure and stabilize wheelchairs on transit vehicles.

Service Animal: An animal that is individually trained to perform a task or tasks for people with disabilities.

POLICY STATEMENT

It is the policy of the TOSV to comply with all the legal requirements of Federal and State laws and regulations as they pertain to individuals with disabilities. The transit system provides quality transportation services without discrimination to all persons including individuals with disabilities. Discrimination on the basis of disability against any person by transit system employees will not be condoned or tolerated.

Goals

1. Provide safe, accessible, and dignified services to all persons, including individuals with disabilities.
2. Ensure that eligible individuals who are unable to board, ride or disembark from the fixed-route service are provided complementary paratransit that is comparable in service availability and quality to the fixed route service.
3. Expedite the safe and efficient boarding, securing, transporting and alighting of all passengers, regardless of mobility status.
4. Accommodate the wide range of mobility aids within the confines of available vehicles and commercial standard equipment.

Applicability

This policy applies to all transit system employees, services, facilities and vehicles. It applies equally to all persons needing and/or using the services provided by the system.

GENERAL GUIDELINES AND PROCEDURES

Accommodation of Portable Oxygen

Individuals are allowed to travel with respirators and portable oxygen supplies on board, consistent with applicable U.S. Department of Transportation rules on the transportation of hazardous materials.

Driver Assistance

Drivers will make themselves available for assistance to persons with disabilities and will assist upon request of the passenger. Drivers will leave their seat to assist a passenger with using the vehicle ramp, lift and/or securement systems. Drivers will use the accessibility-related equipment and features on their vehicles as described in these policies.

Facility and Vehicle Accessibility

The transit system administrative facility, passenger facilities and vehicles shall meet or exceed the requirements of 49 CFR Parts 27, 37 and 38 and the State of Colorado. All vehicles purchased for fixed-route service will be accessible.

Maintenance of Accessible Features

Accessibility features on vehicles, including lifts, ramps, wheelchair securement devices and public address systems, will be maintained in operative condition. The preventive maintenance program of the TOSV provides for regular and frequent maintenance checks of these features as well as preventive maintenance as recommended by the equipment manufacturers. In addition, the wheelchair lift must be cycled as part of each pre-trip inspection.

Any accessibility feature damage or failure noted during maintenance checks, pre-trip inspections, or while in service will be repaired as soon as the problem is identified. Replacement equipment/vehicles and/or necessary accommodations (such as drivers still providing vital route information when a public address system is out of order) will be provided to ensure individuals who require use of these features have immediate access to the service.

Drivers are required to report wheelchair lift failures as soon as possible. Vehicles with inoperative lifts will be replaced in service as soon as possible. Additional fixed-route policies related to inoperative lifts are discussed under "Fixed Route Service Specific Guidelines and Procedures."

Non-Standard Mobility Devices

Mobility devices that are not wheelchairs will be accommodated to the extent that the ADA-compliant lift and securement areas can safely do so. However, these devices are the responsibility of the individual passenger, and must be secured in a manner that does not interfere with the safe operation of the vehicles and the transport of other passengers.

Priority Seating

With the exception of the wheelchair passengers riding in designated wheelchair securement stations, the TOSV does not require any passenger to sit in a designated seating area. However, this does not supersede the TOSV's right to require any passenger who has caused a disruption in the safe travel of other passengers and/or driver to be required to sit in a specific area of the vehicle as a condition of transportation.

Priority seating for individuals with disabilities is designated by permanent signage in each vehicle which informs riders that they should comply with requests from the driver to vacate priority seating to make room for an individual with a disability. In cases where a person with a disability requests use of priority seating that is currently occupied by another passenger, the driver will ask that passenger to allow the person with a disability to use that seat.

If the fold down seats over the wheelchair securement area are occupied by a passenger and a wheelchair rider needs to be secured, drivers are obligated to ask all ambulatory passengers, regardless of disability or age, to move from the securement area. The placement of large items such as strollers is permitted in the fold-down seat location only if riders who use wheelchairs or other mobility devices do not need to use those areas.

Reasonable Modification

Background

Effective July 13, 2015, transit providers are required under 49 CFR 37.5(i)(3) to make reasonable modifications in policies, practices or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services. Basic process requirements that must be met are: Information on the reasonable modification process must be readily available to the public, and must be accessible; Advance notice can be required, but flexibility is also needed to handle requests that are only practicable on the spot; and Individuals requesting modifications are not required to use the term "reasonable modification."

Procedure

Passengers can request reasonable modifications for all modes (fixed route, general public demand response, and ADA complementary paratransit). Passengers making requests are not required to use the term "reasonable modification" but shall describe what they need in order to use the service. Requests should be made by calling or emailing the Title VI/ADA Coordinator at least the day before but flexibility is required for on the spot requests.

The Transportation Director or supervisor level staff will review all requests and provide the determination to find an acceptable accommodation solution. For on-the-spot requests, the driver should contact dispatch. Dispatch will contact the Transportation Director or supervisor level staff. Documentation will be maintained regarding the request and the resulting action taken.

Requests for modifications may be denied if: the request would fundamentally alter the nature of the services, programs and activities provided by the TOSV; the request would result in an

undue financial and administrative burden; the request would create a direct threat to the health or safety of others; or without the requested modification, the individual with a disability is still able to fully use the transportation service for his/her intended purpose.

Rider Information

All printed and electronic website informational materials are made available in accessible formats and technology upon request. For example, large print for persons with low vision or audio for blind persons, as well as accessible electronic formats such as electronic files useable with screen reader technology.

Securement

Securement of the wheelchair class of mobility devices is the responsibility of the driver and drivers will be trained in the proper operation of all securement equipment based on manufacturer specifications.

The TOSV policy is that drivers are to ask if passengers would like their wheelchair secured, but it is not a requirement due to short trip lengths and low service speeds. If securement is requested and the tie-down system is not compatible for the wheelchair the passenger is using, the driver will still make an attempt to safely secure the wheelchair. If the wheelchair cannot be secured because of the wheelchair design, the passenger still has the right to ride the vehicle. Drivers will not deny a passenger a ride based on the inability to secure the wheelchair. However, drivers must warn passengers of the dangers of riding in a non-secured wheelchair.

Drivers must secure wheelchairs in the designated securement area only, even if the passenger wants their mobility device to be secured in a non-designated area.

Seat belts and shoulder harnesses are recommended but not required for passengers riding in their secured wheelchair.

Service Animals

In compliance with 49 CFR Part 37, the TOSV allows trained service animals to accompany passengers with disabilities. TOSV does not have any restrictions on animals riding the service. The driver will not ask for proof of the qualifications of the animal. However, any animal which is not under the passenger's control or which becomes a threat to other passengers may be restricted from riding.

Staff Training

All drivers and administrative staff are trained to proficiency in use of accessibility equipment, the operating policies related to each of the service requirements described in this document, and in properly assisting and treating individuals with disabilities with sensitivity. Mechanics are also trained to properly maintain lifts, ramps, and other accessibility equipment.

Transfer to Fixed Seating

All passengers using seated mobility devices have an option of transferring to fixed seating once on board the vehicle. Drivers may recommend, but never require, users of seated mobility devices to transfer to fixed seating.

Use of Accessibility Devices by Persons with Disabilities Not Using a Wheelchair

A person with a disability who is not using a wheelchair or other seated mobility aid, including standees, may use the wheelchair lift to board or alight the vehicle upon request.

Vehicle and Route Assignment

To the extent possible, the assignment of particular types of vehicles will be based upon rider needs. All vehicles assigned to fixed routes will be accessible.

Village Shuttle Recruitment and Employment

As stated in the Town's personnel policies, the TOSV is an Equal Opportunity Employer and fully complies with the ADA in its recruitment, hiring and continued employment practices.

Wheelchair Accommodation

Transportation providers are required to carry a wheelchair and its user, as long as the lift/ramp and vehicle can accommodate the size and weight of the wheelchair and its user, and there is space for the wheelchair on the vehicle without blocking an aisle or interfering with the safe evacuation of passengers in an emergency. If a vehicle lift/ramp and securement area can accommodate a mobility device, the TOSV will transport the device (and its user).

ADA COMPLAINT POLICY AND PROCEDURES

ADA Coordinator

The TOSV has designated Chip Foster as its Title VI/ ADA Coordinator. All complaints of discrimination on the basis of disability will be forwarded to the Title VI/ADA Coordinator who will promptly and objectively investigate the allegation by communicating with all parties directly involved (complainant and operations staff) and referring to any pertinent background information, which may include video surveillance footage, telephone call recordings, dispatch records and driver manifests. Responses to complaint allegations filed will be documented and promptly communicated to the complainant, to include the reason for the response.

Corrective or disciplinary action will be taken for behavior prohibited by this policy, up to and including termination of employment, depending on the severity and repeat occurrence of the offense. Disciplinary measures will include at minimum re-training and supervisor monitoring.

Published ADA procedures for filing a complaint, along with established timelines and procedures for complaint resolution, are included in this Policy document. Procedures are currently published on our website.

TOSV tracks ADA related complaints and files all related information to include the receipt date of the complaint, date of investigation assignment, date of resolution, and date of communication to the complainant. ADA specific complaints to include all pertinent records are to be kept on file for one year from the date of resolution. A record of all such complaints, which may be in summary form, are to be kept on file for five years.

Website Published: Title VI, Limited English Proficient (LEP), and ADA information and Complaint Process

The Town of Snowmass Village grants all persons equal access to all its public transportation services. It is further the intent of the Town of Snowmass Village that all persons are aware of their rights to such access. This is designed to serve as an educational tool for citizens so that they may understand the civil rights laws that protect their benefit of the Town of Snowmass Village's programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA).

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Note that Title VI does not address gender discrimination. It only covers race, color, and national origin. Other Civil Rights laws prohibit gender discrimination.

What is LEP?

As part of Title VI requirements, the Town of Snowmass Village has developed a Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to Town of Snowmass Village's services as required by Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000). A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

What is the ADA?

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Since passage of the ADA in 1990, transit agencies such as the Town of Snowmass Village have worked to make their public transit systems accessible for people with disabilities by ensuring all transit buses and facilities are ADA accessible to allow for mobility aids such as wheelchairs. The Town of Snowmass Village also follows a strict set of federal transit service requirements to ensure proper accessibility is available to persons with disabilities.

Town of Snowmass Village's Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by the Town of Snowmass Village.

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 meeting(s) between the affected parties and the Town of Snowmass Village may be utilized for resolution. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI or ADA and related statutes may file a complaint.

The following measures will be taken to resolve Title VI and ADA complaints:

The preferred method is to file your complaint in writing using the **TOSV Title VI and ADA Complaint Form**, and sending it to:

Title VI/ADA Coordinator
Town of Snowmass Village – Village Shuttle
P.O. Box 5010
Snowmass Village, CO 81615
Phone: 970-923-2543

- 1) A formal complaint must be filed within 180 calendar days of the alleged occurrence. Complaints shall be in writing and signed and dated by the individual or his/her

representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, or disability) and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

- 2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Town of Snowmass Village Title VI / ADA Coordinator by calling the phone number listed above. Under these circumstances, the complainant will be interviewed, and the Town of Snowmass Village Title VI / ADA Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3) When a complaint is received, the Title VI / ADA Coordinator will provide written acknowledgment to the Complainant, within ten (10) calendar days by registered mail.
- 4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 5) Within 15 calendar days from receipt of a complete complaint, the Town of Snowmass Village will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the Town of Snowmass Village - Village Shuttle Transportation Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of the Town of Snowmass Village's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 6) When the Town of Snowmass Village does not have sufficient jurisdiction, the Town of Snowmass Village - Village Shuttle Transportation Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7) If the complaint has investigative merit, the Town of Snowmass Village - Village Shuttle Transportation Director or his/her authorized designee will instruct the Title VI / ADA Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Transportation Director within 60 calendar days from receipt of the complaint. The report will include a narrative description

of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI / ADA Coordinator will notify the appropriate authorities, and an extension will be requested.

- 8) The Town of Snowmass Village - Village Shuttle Transportation Director or his/her authorized designee will issue written letters of finding summarizing the results of the investigation, stating the findings, and advising of any corrective action to be taken as a result of the investigation to the Complainant within 90 calendar days from receipt of the complaint.
- 9) If the Complainant disagrees with the Town of Snowmass Village's determination, he/she may request reconsideration by submitting a request in writing to the Town of Snowmass Village's Town Manager within seven (7) days after the date of the Town of Snowmass Village – Village Shuttle letter, stating with specificity the basis for the reconsideration. The Town of Snowmass Village Town Manager will notify the Complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the Town of Snowmass Village Town Manager will issue a determination letter to the Complainant upon completion of the reconsideration review.
- 10) If the Complainant remains dissatisfied with the Town of Snowmass Village's resolution of the complaint, he/she has the right to file a complaint with the:

Colorado Department of Transportation
Civil Rights & Business Resource Center
2829 West Howard Place, 1st Floor
Denver, CO 80204
303-757-9072
eboni.riehl@state.co.us

or

Federal Transit Administration
Region 8
Attn: Civil Rights Officer
Byron Rogers Federal Building
1961 Stout Street
Suite 13-301
Denver, CO 80294
Phone: 303-362-2400
Fax: 303-292-5904

Town of Snowmass Village Title VI/ADA Complaint Form

TOSV Title VI / ADA Complaint Form

Instructions: If you have a complaint about the accessibility of our transit system or believe you have been discriminated against on the basis of race, color, national origin or disability, please fill out the form below and send it to: Town of Snowmass Village – Village Shuttle, Attn: Title VI / ADA Coordinator, P.O. Box 5010, Snowmass Village, CO 81615.

For questions or a full copy of Town of Snowmass Village’s Title VI and ADA policy and complaint procedures call 970-923-2543 or email: dpeckler@tosv.com.

1. Name (Complainant):	
2. Phone:	3. Home address (street no., city, state, zip):
4. If applicable, name of person(s) who allegedly discriminated against you:	
5. Location and position of person(s) if known:	6. Date of incident:
7. Discrimination because of: <input type="checkbox"/> Race (Title VI) <input type="checkbox"/> National Origin (Title VI) <input type="checkbox"/> Color (Title VI) <input type="checkbox"/> Disability (ADA) <input type="checkbox"/> Accessibility Issue (ADA)	
8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.	

<p>9. Why do you believe these events occurred?</p>	
<p>10. What other information do you think is relevant to the investigation?</p>	
<p>11. How can this/these issue(s) be resolved to your satisfaction?</p>	
<p>12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses):</p> <p>Name: _____ Address: _____ Phone number: _____</p>	
<p>13. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, check all that apply:</p> <p><input type="checkbox"/> Federal agency <input type="checkbox"/> Federal court <input type="checkbox"/> State court</p> <p><input type="checkbox"/> Local agency <input type="checkbox"/> State agency <input type="checkbox"/> County court</p> <p>If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed.</p> <p>Agency/Court: _____ Contact's Name: _____ Address: _____ Phone number: _____</p>	
<p>Signature (Complainant): _____</p>	<p>Date of filing: _____</p>

PUBLIC INFORMATION DISSEMINATION

Goal

The TOSV is committed to providing information about its services, policies and procedures to the public in accessible formats for persons with disabilities.

Accessible Formats

The TOSV shall provide a TTY number (or make use of an operator-assisted RELAY service) so that persons with hearing or speech impairments may communicate with and receive information from the TOSV staff.

Currently on the Village Shuttle website, the following information is provided on TTY:

This service links deaf, hard of hearing and speech impaired individuals to hearing people via the telephone. When you use the numbers below, please know your location and where you would like to go before calling.

- TTY: 800-659-2656
- Voice: 800-659-3656

Public information regarding ADA paratransit will be posted to the TOSV website and any downloadable documents, such as the ADA complementary paratransit application, will be posted in native portable document format (pdf) so that it can be read using readers.

To provide assistance to all users of public information, TOSV lists on their website that materials, including route maps, will provided in any format needed upon request.

FIXED ROUTE SERVICE SPECIFIC GUIDELINES AND PROCEDURES

ADA Complementary Paratransit

Individuals who are unable to use the fixed route service because of a disability will be provided demand-response service that is comparable to the fixed route service in service availability and quality. The policies for ADA Complementary Paratransit are provided in the next section.

Alighting

It is the responsibility of the driver to determine that the location for passenger alighting is safe. For fixed route, the driver will allow a passenger who uses the lift to disembark at any stop, unless the lift cannot be deployed, the lift will be damaged if deployed, or conditions at the stop would present unsafe conditions for *all* passengers. Only the driver will unsecure the wheelchair, secure it on the lift and operate the lift to return the passenger to the ground level.

Boarding

Drivers and scheduling practices will provide adequate time for a passenger with a disability to board and/or disembark the vehicle, which includes adjusting the schedule if necessary to accommodate slower passengers and waiting for passengers to be seated before moving the vehicle. It is the responsibility of the driver to determine the safest location for passenger boarding based on conditions and individual needs upon arrival at the pick-up or drop-off site. The passenger and/or their guest, escort or attendant will maneuver the passenger and mobility aid to the vehicle. Only a properly trained transit system employee can operate the lift, secure the wheelchair on the lift and in the securement station.

Bus Stop Accessibility

When establishing new bus stops, it is the policy of the TOSV to select locations that are accessible to riders using mobility devices, either at the stop location, or close by if the actual stop is not accessible to a wheelchair user. When installing improvements at existing bus stops, the improvements will be made accessible in accordance with Americans with Disabilities Act Accessibility Guidelines of the U.S. Access Board. In the event that a particular stop is not accessible, the transit system will provide complementary paratransit to any persons unable to use the fixed route system because that stop is inaccessible. If a person with a disability requests that an existing stop be made accessible, the TOSV will work with the jurisdiction which is responsible for the street and sidewalk (if applicable) to include accessibility improvements to the stop within the jurisdiction's ADA transition plan for sidewalks.

Inoperative Lifts

Vehicles with inoperative lifts must be taken out of fixed route service as soon as possible (no later than the beginning of the vehicle's next service day) and inoperative equipment will be replaced promptly with a spare vehicle. The inoperative lift will be repaired before the vehicle returns to service.

If there is no spare vehicle available to take the place of a vehicle with an inoperable lift on a route, the vehicle with the inoperable lift may be kept in service for no more than five days. In such cases, complementary paratransit will be provided to individuals with disabilities who are unable to use the vehicle because its lift does not work. For lift failure during the service day, alternative service will be provided within 30 minutes.

If a vehicle is operating on a fixed route with an inoperative lift and cannot be deployed to a waiting rider if needed, drivers are to contact dispatch to determine whether an accessible bus will arrive within 30 minutes. If not, an alternate transportation solution must be provided. Drivers are to inform the rider that dispatch has been contacted and when another lift equipped vehicle is scheduled to arrive. If not within 30 minutes, the alternative transportation plan developed must be communicated to the rider.

Route Identification to Passengers Waiting at Shared Stops

Where vehicles for more than one route serve the same stop, each driver will stop and announce their route to passengers waiting at the stop. These stops have been listed for each route and the lists are provided to drivers during training.

Route Orientation Announcements

Fixed route drivers will clearly announce the following stops to passengers on board the vehicle in an audible and timely manner (using the vehicle's public address system on larger vehicles if such is available): 1) transfer points with other routes; 2) major intersections or destination points; 3) sufficient intervals along a route to orient a passenger with a visual disability to his or her location; and 4) any stop requested by a passenger with a disability. Stops that fall into the first three categories are listed for each route and provided to drivers during training.

ADA COMPLEMENTARY PARATRANSIT SERVICE PLAN GUIDELINES AND PROCEDURES

Introduction

The TOSV provides ADA Complementary Paratransit services for individuals who are unable to use the fixed route service because of a disability. This is demand-response service that is equivalent to the fixed route service in terms of service characteristics as described under 49 CFR Part 37, Subpart F.

Paratransit Service Characteristics and Operating Policies

Origin to Destination Curb-to-Curb Service and Passenger Assistance

ADA paratransit services will be provided from origin to destination on a curb-to-curb basis. The TOSV drivers will assist ADA paratransit riders with boarding and disembarking from vehicles and in securing their mobility devices. All drivers who operate ADA paratransit services will be proficiently trained in passenger assistance and sensitivity towards persons with disabilities.

Riders will be required to travel to the curb outside of their trip origin in time for their scheduled pick-up. Riders who require additional assistance in the form of door-to-door service in order to use the paratransit service may request a modification of this policy by contacting the ADA Coordinator at 970-923-2543. In such cases, the driver will provide assistance on a door-to-door basis. This ensures that the TOSV meets the ADA requirement to provide service on an “origin to destination” basis. While limited assistance in guiding a passenger from their door to the curb may be provided on a case-by-case base, it is encouraged to prearrange this assistance and indicate this need when the trip is scheduled. However, if it is not known in advance that such assistance will be necessary, drivers will assist riders with any immediate requests on an as needed basis.

Under no circumstances will staff of the TOSV provide weight-bearing assistance, leave a vehicle unattended with passengers on board, enter a rider’s home, or take actions that would be clearly unsafe. If more extensive assistance is needed by the individual than the TOSV can provide, as provider of public transportation, the individual will be responsible for arranging for personal assistance. The ADA Coordinator will work with the individual and/or their caregiver/social worker to clarify parameters of the assistance provided by the driver and formally document this in a letter sent to the individual.

Days and Hours of Service

ADA paratransit is provided within the same days and hours as the fixed-route services the TOSV provides.

Fares

The one-way trip charge for ADA paratransit is \$0.00, as the TOSV is a fare free service.

General Passenger Condition

All passengers must be able to sit in a bus seat or wheelchair in order to be transported.

Any passenger whose medical condition is such that the passenger is incoherent or requires immediate medical attention to sustain life may be denied service. ADA paratransit service is to be considered a "common carrier" and does not perform ambulance or emergency service.

Geographic Service Area

ADA paratransit is provided to origins and destinations within a three-quarter mile radius corridor surrounding each fixed-route the TOSV provides, plus relatively small areas enclosed by fixed routes.

Inclement Weather

In the unlikely event of service cancellation due to inclement weather, TOSV personnel shall attempt to contact all scheduled passengers at the telephone numbers listed on the ADA Paratransit Service Eligibility Application.

Lost and Found

The TOSV will be responsible for items left on vehicles. However, if found, the item(s) will be held for 30 days. If the item is not claimed within 30 days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call the TOSV office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

No Show Policy

If no shows become a problem for ADA paratransit riders, the TOSV will establish an ADA no-show policy with input from the disability community. A no-show policy allows a transit system to discipline riders who establish a pattern or practice of missing scheduled trips, which can have a negative effect on paratransit performance.

Public Participation

The TOSV allows for individuals with disabilities to provide feedback on its paratransit service. This is accomplished through citizen/rider committee meetings that are held on an annual basis in conjunction with the regional transit service: Roaring Fork Transportation Authority (RFTA). Any modification to the existing complementary paratransit service policies, to include eligibility determination, will consider feedback from the disability community served.

Requesting Service

Village Shuttle prefers that a request for service be made at least 24 hours prior to the desired trip time, but can accommodate up to three hours in advance. In order to schedule a trip, one must call and either speak in person with, or leave a message for, a dispatcher.

- Between 8:00 am until 4:30 pm Monday through Friday; contact 970-923-2543.
- Between 6:30 am until 8:00 am or 4:30 pm until 11:00 pm Monday through Friday; contact 970-923-3500.
- On Saturdays and Sundays between 6:30 am until 11:00 pm; contact 970-923-3500.

The following information is necessary when scheduling a trip:

1. Name
2. Phone Number
3. Pick-Up Address
4. Destination Address
5. Desired Pick-Up Time
6. Desired Drop-Off Time (Appointment Time)
7. Number of Passengers
8. If Round Trip, Approximate Time of Return Trip

Riding ADA Paratransit Service

Paratransit passengers shall be ready to go ten (10) minutes before the scheduled pick-up time. The TOSV makes every effort to arrive as close to the scheduled pick-up time as possible. However, the TOSV may arrive up to ten (10) minutes before or twenty (20) minutes after the scheduled pick-up time. Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This thirty (30) minute window (of ten (10) minutes before to twenty (20) minutes after the scheduled time) is called the “pick-up time window.” Drivers, after arriving within the pick-up window, will wait up to five (5) minutes. Any passenger who is not at his/her scheduled pick-up point and ready to go by that time will be considered a “no show” and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If a passenger knows that he/she will be detained during a medical appointment, the passenger shall call the TOSV Village Shuttle Administration Office at 970-923-2543 as soon as possible. When the passenger is ready, he/she shall call the TOSV and the next available van will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location, or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers are not permitted to enter a passenger’s home under any circumstance.

Drivers are not permitted to maneuver a wheelchair up or down more than one step. This rule is provided for the safety of the passenger and the driver.

Drivers are not permitted to lift passengers.

Profanity or abusive conduct shall not be permitted and may result in suspension or termination of service.

Service Capacity and Scheduling Flexibility

As required, the TOSV will provide adequate capacity to meet all demand for eligible ADA paratransit trips. In some cases, it may be necessary to make use of the one-hour window of scheduling flexibility allowed by law (that is, a trip requested for 11:00 a.m. may be scheduled as early as 10:00 a.m. or as late as 12:00 noon).

In order to meet the ADA requirement for ensuring adequate capacity, the TOSV will monitor the following indicators of capacity to ensure that no patterns or practices of capacity constraints are found:

On-time performance: The TOSV defines on-time performance as 30 minutes beyond the pick up time. The TOSV will try to ensure that all trips are on-time but because of the realities of operating conditions (e.g., poor weather, road construction), 100 percent of trips will not be on-time. Should on-time performance fall below 95 percent, actions will be taken to address and improve trip timeliness.

Trip denials and missed trips – Because the ADA prohibits substantial numbers of denied or missed trips, the TOSV plans to meet all requests for ADA paratransit service based on expected demand and to avoid any missed trips. There may be an insignificant number of trips that may be denied due to unforeseen conditions. There may also be an insignificant number of missed trips, defined as a trip where either the vehicle arrives and leaves before the beginning of the pickup window without picking up the rider and without any indication the rider no longer wants the trip; the vehicle does not wait the required time within the pickup window, there is no contact with the rider, and the vehicle departs without the rider; the vehicle arrives after the end of the pickup window (late) and departs without the rider because the rider either is no longer there or declines the trip due to lateness; or a vehicle does not arrive at the pickup location. These will be monitored to ensure compliance with ADA.

Trips with excessive lengths – Since the ADA prohibits substantial numbers of trips with excessive lengths (also called travel time, trip duration, or ride time), TOSV monitors travel times on ADA paratransit to ensure comparability to the same or comparable trip if taken on fixed route.

Subscription Trips

As permitted by the ADA regulations, TOSV provides a portion of its ADA paratransit trips on a subscription basis (also called standing orders). Unlike other ADA paratransit trips, trip priorities and waiting lists for subscription trips may be established. Since TOSV does not have capacity

constraints, there are no restrictions on the percentage of trips that will be provided as subscription trips.

Tracking Paratransit Trips

The TOSV administrative and dispatch staff track all paratransit trips schedule using a monthly log. This information is reported to the Colorado Department of Transportation (CDOT) as requested. A sample of the log is provided below.

**ADA SERVICE REQUESTS FOR
MARCH, 2019**

ADA TRIPS

NO PASSENGERS

DATE	PERSON MAKING REQUEST	TIME REQUEST RECEIVED	REQUESTED PICK UP LOCATION	SCHEDULED TIME OF PICK UP	REQUESTED DROP OFF LOCATION
-------------	--------------------------------------	--------------------------------------	---	--	--

TOTAL OF

Trip Purpose

ADA paratransit is provided for trips of any purpose; no priorities are placed on specific types of trips.

Paratransit Service Eligibility Criteria Process

Eligibility Determination Process

To be eligible to use the ADA Paratransit service, local residents and long-term visitors must complete an ADA paratransit eligibility determination process. Eligible individuals will receive documentation of ADA paratransit eligibility, which can be used in other areas. Eligibility is based on *current* functional ability to use the fixed route service.

Eligibility Criteria

The certification process strictly limits ADA paratransit eligibility to the regulatory definition of eligibility. Only those persons who meet the regulatory definition will be given documentation indicating that they are “ADA Paratransit Eligible.” A person will be considered eligible for complementary paratransit if:

- The person is unable, as the result of a physical or mental impairment (including a vision impairment), and without assistance of another individual, to board, ride, or disembark from any vehicle on the system which is readily accessible to, and usable by, individuals with disabilities. All riders who are using wheelchairs are to be accommodated by the paratransit system.
- The person with a disability is capable of using the system with the assistance of a wheelchair lift but the route, stop, or station they want to access is not 100% ADA accessible (either by vehicle, boarding/disembarking location, or key station).
- The person with a disability has a specific impairment-related condition, which **prevents** such individual from traveling to a fixed route boarding location or from a disembarking location.

Generally, the following four tests are applied when determining an applicant's eligibility:

1. Does the individual's disability prevent him/her from getting to and from a bus stop at the point of origin or destination?
2. Can the individual board, use and disembark the vehicle at the bus stop?
3. Can the individual recognize the destination and disembark the bus?
4. If the passenger's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?

Trip-By-Trip Eligibility

Temporary eligibility for ADA paratransit service will be allowed for those with a disability that is only temporary in nature. Temporary eligibility is established during the certification process.

In addition, if individuals who are determined to be ADA paratransit eligible can use fixed route service under certain conditions (for example, trips for which they have been trained to navigate or under variable conditions that affect an individual's disability), the eligibility will be considered "conditional" and eligibility documentation given will indicate the limitations/condition of their eligibility.

While there are some passengers who are eligible to ride ADA paratransit service for all their transportation needs, most passengers are certified for service on a trip-by-trip basis. In other words, passengers who may normally be able to ride the TOSV fixed-route service may be eligible for certain trips on the paratransit service. Examples include:

1. An impairment-related condition that makes the person severely sensitive to cold or hot temperatures.
2. A person unable to maneuver a wheelchair through snow.
3. An individual with cognitive disabilities who must use a route other than the one he/she has learned or been trained to ride.
4. An individual who must travel an alternate route due to circumstances, where this alternate route is inaccessible to persons with disabilities.

Application Form

A copy of the application form used for TOSV's ADA paratransit service eligibility process is provided at the end of this section, pages 28-42. Large print, audio, electronic, and other accessible formats are available upon request, as well as in Spanish language.

Review Process and Timeframe

Upon receipt of a completed application, the TOSV will review the application and determine the individual's eligibility within 21 days of receipt. This responsibility has been assigned to the TOSV ADA Coordinator.

The TOSV may conduct an in-person interview as a basis for eligibility. An in-person interview will be scheduled if it is determined through reviewing the application that Fixed Route services may meet some or all of the applicant's transportation needs. A thorough review of the routes needed to meet the applicant's needs will be conducted, including an analysis of the accessibility of the routes and stops, as well as the environmental barriers that may exist. An in-person interview may also be conducted if a determination of eligibility cannot be made based on the application alone. The TOSV will pay for any associated costs of the in person interview as well as provide transportation to and from the appointment at no charge.

Notification of Eligibility

The TOSV will notify each applicant in writing by mail of his or her status within 21 days of submitting a properly completed application. If determined eligible, this letter will serve as temporary eligibility documentation as described below. The procedures for using ADA paratransit will also be mailed with this letter in a format useable by the individual (such as large print, audiotape).

Those persons granted less than unconditional eligibility will be informed as to why their application was rejected or cited as conditional (to include specific reasons related to eligibility criteria) and provided instructions on how they can appeal the decision (described below). This information will also be mailed with this letter in a format useable by the individual.

Documentation

TOSV will provide certified individuals with documentation that can be used as identification for reciprocal service in other areas of the state or in other communities in the United States that are required to provide ADA complementary paratransit service. This documentation will include the following information:

- Name of eligible individual
- Name of certifying transit provider
- Telephone number of the ADA Coordinator
- Whether or not the rider requires use of a lift or ramp
- Expiration date
- Any conditions or limitations on eligibility
- Whether person is authorized to travel with a PCA
- Information on the appeal process if the individual is denied eligibility or has conditions placed on eligibility

Term of Eligibility

Once determined eligible, a person maintains eligibility for 5 years. Recertification is required every 5 years. Eligible individuals have the right to reapply to modify conditions or their originally determined eligibility at any time. Persons given temporary eligibility remain eligible for the duration of time of the temporary disability, as determined through the certification process and indicated in the documentation that is to be provided to the applicant.

Appeals Process

The appeals process will be explained to all applicants who are rejected or permitted only partial (conditional or temporary) service. The applicant has 60 days to file a written appeal (which can also include an in person hearing with the appellant), with the decision to be made by the Village Shuttle Transportation Director. The Transportation Director has 30 days from the date of the appeal to render a decision concerning the appeal, and notification of such decision will be provided in writing along with supporting reasons for the appeal determination. If a decision is not reached within 30 days, the applicant will be presumed eligible until a decision has been

reached. The ADA regulations require that the person who makes a determination on an appeal must not be involved in the initial determination of the individual's eligibility.

ADA Paratransit Service for Visitors

ADA paratransit eligible individuals visiting from other localities outside of the Town of Snowmass Village will be served when eligible trips are requested. The visiting individual's local certification will be honored by the TOSV. If a visitor does not have ADA certification from another jurisdiction, but makes a claim of eligibility, that claim will be honored as required by the ADA. However, in such cases, the TOSV reserves the right to require proof of the individual's place of residence, and if the individual has a disability which is not apparent, documentation of the disability (such as a letter from a medical professional).

The visitor's local ADA certification or eligibility claim/proof will be honored for any combination of 21 days of service during a one-year (365 day) period beginning with the visitor's first use of the service during that period. After 21 days of service is provided in a year period, if additional service is requested, he or she needs to formally apply for eligibility certification.

Personal Care Attendants (PCA) and Companions

The TOSV will provide paratransit service for a Personal Care Attendant (someone designated or employed specifically to help the eligible individual meet his or her personal needs) traveling with the eligible rider who has the same origin to destination trip purpose. The need to travel with a PCA will be determined as part of the eligibility determination process. It is important to note that the PCA may not directly be needed for transportation, but may be needed at the individual's trip destination (for example, to assist with grocery shopping) and thus need for a PCA will not be limited to those individuals who require assistance in traveling. Also, an individual who is certified as needing a PCA cannot be denied service if they chose to travel without a PCA.

An ADA paratransit rider is permitted to travel with one companion (and more than one on a space-available basis), in addition to any PCA that is designated to the rider. Any companions traveling with the eligible individual must share the same trip origin and destination as the eligible individual. The eligible rider shall reserve space for the companion(s) and/or PCA when the rider reserves his or her own ride.

Complementary Paratransit Eligibility Application



Thank you for your interest in Village Shuttle transportation services. There are three types of public transportation available in Snowmass Village:

Fixed Route Buses provide service at locations along specific routes on set schedules. Many Fixed Route buses now have features to make riding easier for people with disabilities, including wheelchair lifts, kneeling features, and low floor buses.

Demand Responsive Service is a type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand-response service do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. Demand Responsive service is provided by the Village Shuttle in that late evening hours of winter and summer and over the service day in the spring and the fall. Locations identified in our winter service area that do not have fixed route service are able to call and obtain demand response service. Many Demand Responsive buses also have features that make riding easier for people with disabilities.

ADA Complementary Paratransit Service is an origin to destination, curb to curb, shared-ride public transportation service for people whose disability prevents them from riding Fixed Route or Demand Responsive buses for a variety of reasons. Complementary Paratransit service is provided at minimum $\frac{3}{4}$ of a mile of all fixed routes provided by Village Shuttle with the intent of providing service for individuals who cannot access the fixed route. Service is provided only to those eligible riders who have been approved for service in advance via an application process.

If your disability and/or medical condition or the transit system's accessibility or environment barriers does not allow you to ride Fixed Route or Demand Responsive service, you may be eligible for ADA Paratransit Service some or all of the time. Your ability to ride Fixed Route buses will be evaluated through the use of this application, and in some circumstances, an in-person interview.

Travel Training

The Village Shuttle offers free one-on-one or group training to teach people with disabilities how to ride Fixed Route and Demand Responsive buses. Call our office for further information at (970) 923-2543.

IMPORTANT: Medical condition or eligibility for other disability programs does not necessarily qualify you to use Paratransit Service.

The Application Process:

All information provided is confidential and will only be used to help determine if you can ride Fixed Route or Demand Responsive buses or if you are eligible for Paratransit Service.

To assist with a proper evaluation of your ability to ride Fixed Route or Demand Responsive buses and/or your need for Paratransit service, you may be scheduled for an in-person interview. This interview will give applicants an opportunity to present issues in “their own words.” It will also provide an opportunity to ask follow-up questions in order to have a clear understanding of the abilities and needs of the applicant.

An in-person interview will be scheduled if it is determined that the Fixed Route or Demand Responsive services may meet some or all of your transportation needs. A thorough review of the routes needed to meet your needs will be conducted, including an analysis of the accessibility of the routes and stops, as well as the environmental barriers that may exist. An in-person interview may also be conducted if a determination of eligibility cannot be made based on the application alone. The Town will pay for any associated costs of the in person interview as well as provide transportation to and from the appointment at no charge.

All questions must be answered in order for your application to be considered complete. You will be notified whether or not you are eligible for Paratransit service in writing by mail within 21 days of receipt. If you are not eligible, information regarding how to appeal this decision will be sent to you. In addition, a Village Shuttle travel trainer will contact you to assist you in understanding and/or utilizing the other transportation options that are available to you.

If you have any questions, need help filling out this application, or need an alternative format, please contact our office at (970) 923-2543.

Please return your completed application to:

**Village Shuttle
Town of Snowmass Village
P.O. Box 5010
Snowmass Village, CO 81615**

FAX: (970) 923-5986

**TOWN OF SNOWMASS VILLAGE
VILLAGE SHUTTLE**

ADA PARATRANSIT APPLICATION

Please complete this application as thoroughly as possible and to the best of your ability. If there are questions you cannot answer, please contact the Town's Transportation office at 970-923-2543 for assistance before you arrange an appointment for evaluation. In order for the application to be considered complete, every question on the application must be answered.

The purpose of the application is to provide an opportunity for you to describe barriers in the environment or limitations you may have which do not allow you to use the Village Shuttle fixed route bus service. Tell us which places you are having trouble getting to, where you need to go, but cannot, and what prevents you from using the bus for these destinations. The more information you provide, the better the Town will understand your transportation needs and travel challenges.

Please Print:

Name _____ Date of Birth _____

Address _____ Apt. _____

City _____ State _____ Zip Code _____

Phone (Home) _____ (Work) _____

I certify that the information provided in this application is true and correct.

Signature

Date

To be completed if the applicant was helped by another person in the completion of the application.

Name _____ Day Time Phone _____

Address _____ Apt. _____

Relationship _____ Date _____

PLEASE READ THE FOLLOWING STATEMENTS AND CIRCLE THOSE ITEMS THAT BEST DESCRIBE WHAT YOU BELIEVE IS YOUR ABILITY TO USE THE VILLAGE SHUTTLE BUS SERVICE BY YOURSELF. YOU MAY SELECT MORE THAN ONE:

1. I can use the Village Shuttle service sometimes, but for certain trips either I have not been trained, or there are other barriers present.
2. I have a temporary disability that prevents me from getting to the bus stop. I will need Paratransit service only until I recover.
3. I have an ambulatory disability that prevents me from boarding a Village Shuttle bus that is not accessible.
4. I have an ambulatory disability that prevents me from boarding even an accessible Village Shuttle bus without assistance.
5. I can never get to the bus stop by myself.
6. I have a cognitive disability that prevents me from remembering and understanding all I have to do to find my way to and from the bus stop, and ride the bus. I don't think that I can ever learn.
7. I have a cognitive disability that prevents me from remembering and understanding all I have to do to find my way to and from the bus stop and ride the bus. I think that with training I can learn, but I don't know how right now.
8. I have a visual disability that prevents me from finding my way to and from the bus stop. I think that with training I can learn, but I don't know how right now.
9. I have a visual disability that prevents me from getting to and from the bus stop. I don't think that I can ever learn.
10. I have a severe medical condition. My condition results in an impairment that makes it impossible for me to use the Village Shuttle service.
11. I have an episodic disability. I can use the bus on those days when I am feeling well, but on "bad days," I can't make it to the bus stop, or even get on the bus.

INFORMATION ABOUT YOUR DISABILITY AND MOBILITY DEVICES

Please attach a Visual Acuity Statement from your eye doctor to verify legal blindness.

1. Name of Eye Disease/Condition: _____

2. My vision is worse during these conditions:

- _____ Bright Sunlight
- _____ Dimly Lit or Shaded Places
- _____ Night Time
- _____ See the Same in Different Lighting Conditions
- _____ I Have No Vision at All

3. My eye condition is considered to be:

- _____ Stable
- _____ Degenerative
- _____ Other (Please Explain) _____

4. Most often, I use the following mobility aids when I walk outdoors:

- _____ Sighted (Person) Guide
- _____ Dog Guide
- _____ Long White Cane
- _____ Optical Devices (Telescope, Light, Special Glasses, etc.)
- _____ None of the Above

5. I can easily see steps and curbs: ___ Yes ___ No ___ Sometimes

6. While waiting to board my bus, I can see ___ Yes ___ No ___ Sometimes
 bus route numbers on the buses:

7. I can find my destination without assistance: ___ Yes ___ No ___ Sometimes

8. My hearing is normal: ___ Yes ___ No

If No, please describe your functional hearing problems: _____

- a. I can easily hear the bus driver's voice when they:
- Announce bus routes when I stand outside the bus: ____ Yes ____ No
- Announce bus stops when I am inside the bus: ____ Yes ____ No
- b. I can hear traffic well enough to be safe crossing ____ Yes ____ No streets consistently:

INFORMATION ABOUT YOUR CURRENT USE OF LOCAL BUS SERVICE

1. What is the closest bus stop to your home? Please give exact location (Example: By the corner of Brush Creek Rd and Horse Ranch Dr.) _____

2. Which bus routes serve your neighborhood? _____

3. Do you currently use the bus service? ____ Yes ____ No

a. Which bus routes do you use? (List all routes both local and regional)

b. Where do you go by bus? (List all destinations) _____

c. Do you need the assistance of another person? (Circle one)

Always Sometimes Never

d. Can you walk to the bus stop without help? ____ Yes ____ No

e. How do you know when/where to get off the bus?

_____ I ask the driver to announce my stop

_____ I ask another passenger to help me
_____ I can see my stop from inside the bus
_____ Other – Please Explain: _____

4. When was the last time you used the bus service? _____

5. What is it about riding the bus that is the most difficult for you? (Example: I can't find my stop. The bus moves before I am seated.) Please list as many things as you can think of:

6. What are the specific conditions of your disability that prevents you from using the regular bus service? (Example: I can't travel from the bus stop to my destination. It's difficult to find the right bus. Etc.)

MOBILITY TRAINING

1. Have you ever received mobility training? _____ Yes _____ No

If Yes, by which agency were you trained? _____

By Whom? (Instructors name) _____

When? _____

2. Did you receive instruction in bus travel? _____ Yes _____ No

Did you successfully complete the training? _____ Yes _____ No

If Yes, what route(s) did you learn? _____

What destinations did you learn? _____

If No, do you think you would like to participate _____ Yes _____ No
in mobility training?

TELL US ABOUT YOUR ABILITY TO TRAVEL

1. Can you walk outdoors alone? _____ Yes _____ No

If Yes, answer (a,) (b,) and (c.) If No, Skip to #2.

a. On your own property? _____ Yes _____ No

b. To Places within same block of residence? _____ Yes _____ No

c. To Places farther away? _____ Yes _____ No

2. If No, (Don't walk outdoors alone,) why not? (Check all that apply)

_____ a. I have never been taught.

_____ b. My neighborhood is too dangerous (crime, vulnerability, etc.)

_____ c. I don't want to go alone.

_____ d. Environmental barriers prevent me. (No sidewalks, very busy intersections, etc.)

_____ e. Other – Please Explain: _____

3. Can you cross streets without help?
- a. At quiet streets with very little traffic? _____ Yes _____ No
(Stop signs or no traffic control)
- b. At traffic lights? _____ Yes _____ No
- c. At very busy intersections? _____ Yes _____ No

THE ENVIRONMENT AROUND YOUR HOME

How would you describe the terrain where you live? (Example: Very steep hill, long gradual hill, flat, etc.)

Are there sidewalks at your residence? _____ Yes _____ No

How many steps are there at the entrance to your residence that you use? _____

YOUR CURRENT TRAVEL TODAY

List your 4 most frequent destinations and how you get there now?

Destination address	Frequency of Travel	How do you get there
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

YOUR FUNCTIONAL ABILITY

Your answer to the questions in this section will help us better understand your functional ability in specific areas. For each question, circle one answer. Your answer should be based on how you feel most of the time, under normal circumstances, and whether you can perform this activity independently.

Can You:

1. Walk up and down three steps where there are handrails on both sides?
Always Sometimes Never Not Sure

2. Use the telephone to get information?
Always Sometimes Never Not Sure

3. Travel one level block on the sidewalk if the weather is good?
Always Sometimes Never Not Sure

a. If you are able to do this, how long does it take you?
Less than five minutes Five Minutes Not Sure

4. Cross the street if there are stop signs or traffic controls?
Always Sometimes Never Not Sure

5. When the weather is good, travel three blocks on the sidewalk?
Always Sometimes Never Not Sure

a. If you are able, how long does it take you?
Less than five minutes Five Minutes Not Sure

6. Wait ten (10) minutes at a bus stop that does not have a seat or shelter?
Always Sometimes Never Not Sure

7. Find your own way to the bus stop, if someone shows you the way once?
Always Sometimes Never Not Sure

8. Are you currently able to travel by yourself?
Always Sometimes Never Not Sure

9. If you need assistance of another person, what do they do for you? _____

10. Does weather affect your ability to use regular bus service? _____ Yes _____ No

If you answered Yes, please explain how: _____

EMERGENCY CONTACT

May we have the name of someone you would like us to contact in case of an emergency? Please select someone who would not be riding in the vehicle with you.

Primary Contact:

Name _____

Relationship _____

Home Phone _____ Work Phone _____

Cell Phone _____ TTY _____

E-mail (Optional) _____

Address _____

Secondary Contact:

Name _____

Relationship _____

Home Phone _____ Work Phone _____

Cell Phone _____ TTY _____

E-mail (Optional) _____

Address _____

ADA ELIGIBILITY INFORMATION
MEDICAL/PROFESSIONAL VERIFICATION FORM

Applicant Name _____

To be completed by a professional who is knowledgeable about the applicant's disability.

Dear Medical Professional:

Please assist us in our ADA transportation eligibility determination process by providing additional information about the applicant stated above on this Medical/Professional Verification Form.

*Please do not list a diagnosis as the sole reason for the need of paratransit services; we need to know how the limitation that the applicant has will limit their ability to ride a Fixed Route or Demand Responsive bus. The following is necessary for us to process the applicant's request:

1. Thorough detail of the applicant's functional limitation(s,) and how they inhibit that person's ability to board, use, and disembark from a transit vehicle.
2. Thorough detail of the applicant's cognitive limitation(s,) and how they inhibit that person's ability to navigate using a Fixed Route or Demand Responsive bus.
3. Thorough detail of the applicant's physical limitation(s,) and how they inhibit that person's ability to reach a bus stop or the destination from a bus stop.

Under the Americans with Disabilities Act (ADA), if a person has the functional ability to use Village Shuttle Fixed Route or Demand Responsive buses, this person is not eligible for Complementary Paratransit services. Disability alone and distance to and from a bus stop, by itself, do not qualify a person for Village Shuttle Paratransit service.

Many of the Village Shuttle Fixed Route and Demand Responsive buses are lift equipped and available to persons who have difficulty or who are unable to use the steps to board and disembark the bus. Additionally, some of the Village Shuttle Fixed Route and Demand Responsive buses "kneel," which lowers the bus to the ground, making the first step from the curb easier to make. Finally, the Village Shuttle offers travel training for persons who need individualized training using the Fixed Route or Demand Responsive buses.

If you think that the applicant could benefit from the services stated in the paragraph above, please make a note on the verification form so that their eligibility can be better determined and the proper services can be provided.

Thank you for your assistance. If you have any questions while completing the verification form, please feel free to contact our office at (970) 923-2543.

APPLICANT'S NAME: _____

To the Applicant: Sign below to allow release of information from the professional who will be filling out this form.

I hereby request that information pertaining to my limitations that prevent me from using Fixed Route or Demand Responsive buses be released to the Village Shuttle for further determination of my ADA complementary paratransit eligibility.

Signature _____ Date _____

To the person completing this form:

This form must be filled out, by a professional who is knowledgeable about the applicant's disability and their limitations. Please check the appropriate line regarding the person completing this form.

- | | |
|---|-----------------------------|
| ___ Vocational Rehabilitation Counselor | ___ O & M Instructor |
| ___ Licensed Social Worker | ___ Physician |
| ___ Respiratory Therapist | ___ Physical Therapist |
| ___ Psychologist | ___ Mental Health Counselor |
| ___ Psychiatrist | ___ Podiatrist |
| ___ Audiologist | ___ Optometrist |
| ___ Independent Living Specialist | ___ Other _____ |

1. Indicate nature of the applicant's disability (check all the apply)

- ___ Impaired or assisted ambulation: Specify mobility aid: _____
- ___ Arthritis: Specify extremity: _____
- ___ Cerebrovascular Accident
- ___ Pulmonary: Does applicant travel with Portable Oxygen Tank? Yes No
- ___ Neurological Handicap
- ___ Cardiac
- ___ Kidney Disease
- ___ Legally Blind
- ___ Severely Visually Impaired
- ___ Alzheimer's
- ___ Dementia
- ___ Mental Retardation: (Indicate) ___ Moderate ___ Severe ___ Profound

- Cerebral Palsy
- Autism
- Deaf/Hard of Hearing
- Seizures: Specify nature of: _____
- Mental Illness
- Other _____

2. How does the applicant's disability limit their ability to use a lift equipped Fixed Route or Demand Responsive bus?

3. What is the expected duration of the applicant's disability?

- Permanent
- Temporary Expected Duration: _____

4. Is there any other aspect of the disability that would assist the Village Shuttle in making a determination on the applicant's ability to use Fixed Route or Demand Responsive buses?

This section must be completed for the application to be considered complete.

I certify that the information contained in this application is true and correct to the best of my knowledge and ability.

Signature _____ Date _____

Print Name _____

Professional Title _____

Clinic/Agency _____

Address _____

Phone _____

If the Medical/Professional Verification is completed separate from the rest of the application, please return this section to:

Village Shuttle
Town of Snowmass Village
P.O. Box 5010
Snowmass Village, CO 81615
FAX (970) 923-5986

If you have any questions, please contact our office at (970) 923-2543.