

Guide to Ride

Paratransit User's Guide



Mountain Metropolitan Transit

1015 Transit Drive

Colorado Springs, CO 80903

PLEASE READ VERY CAREFULLY.

Updated: May 2016

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Mountain Metro Mobility Guide To Ride

The Mountain Metro Mobility Guide to Ride outlines the operational policies and procedures of the City of Colorado Springs and Transit Services Division's Americans with Disabilities Act (ADA) Paratransit service. The information contained within this guide is crucial to the appropriate use and understanding of the Metro Mobility Paratransit services operations.

Most importantly, it is the rider's responsibility to understand the process for making ride reservations as well as the policies surrounding the cancellation of rides, the use of the service, and the suspension of service.

Please feel free to obtain information from the Metro Mobility service contractor at 392-2396 or ADA Paratransit Coordinator at 385-5620 if there are questions or concerns about any of the information outlined in this handbook.

An audio copy of the Guide To Ride can be found by visiting:

<https://coloradosprings.gov/mountain-metro/page/mountain-metro-mobility>

Upon request, copies of this User's Guide can also be provided in large print or on computer disk.

These policies and procedures are continually evaluated and may be amended, modified or terminated at any time at the sole discretion of the City of Colorado Springs and Transit Services Division.

Welcome to Metro Mobility Paratransit Services

Metro Mobility is an ADA Paratransit service provided for individuals who, because of their disability, are unable to use Mountain Metropolitan Transit, the fixed-route City bus service. You must have a disability that prevents you from using the fixed-route City bus some of the time or all of the time. This does not include people who have disabilities that make the use of fixed-route City bus service difficult. Metro Mobility provides comparable service to the regular fixed-route City bus in terms of shared rides, same operational days, hours of operation, and service area.

Inconvenience in using the fixed-route City bus system is not a basis for eligibility. However, if you believe you have a physical or mental disability (including vision or cognitive impairments) that prevents you from independently using the lift-equipped accessible fixed-route bus service, write, call, or go online for an application at the following addresses/phone number:

Metro Mobility Eligibility Office

1015 Transit Drive

Colorado Springs, CO 80903

(719) 392-2396

mmtransit.com

Within 21 business days of receiving your completed application the Metro Mobility Certification Office will arrange an in person interview for you. If a determination is not made within 21 business days, the applicant will be given presumptive eligibility, until such time as an interview can be made.

Some individuals may be asked to complete a functional assessment to verify mobility or cognitive limitations. It may be determined, based on your abilities, that you are eligible for some rides with Metro Mobility but not for others. It may be determined that you are capable of using the lift-equipped fixed-route City bus service. All application information will be kept confidential.

“Mountain Metropolitan Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services on the basis of race, color, or national origin. If you believe you have been subjected to discrimination, you may file a written complaint no later than 180 calendar days after the date of the alleged discrimination with the Title VI Coordinator; Mountain Metropolitan Transit; 1015 Transit Drive; Colorado Springs, CO 80903.”

CONTACT INFORMATION

<u>Contact</u>	<u>Address</u>	<u>Phone Number</u>	<u>Email</u>
Eligibility Office	1015 Transit Drive	(719)392-2396	metromobility@springsgov.com
ADA Paratransit Service	1161 Transit Drive	(719)392-2396	metromobility@springsgov.com
ADA Paratransit Coordinator	1015 Transit Drive	(719)385-5620	metromobility@springsgov.com
Mountain Metropolitan Transit	1015 Transit Drive	(719)385-7433	transitinfo@springsgov.com

QUICK REFERENCE GUIDE

Reservations/Ticket Books/ Ride Confirmation	(719) 392-2396 option 1
Cancellations	(719)392-2396 option 2
Customer Service Advocate	(719)392-2396 option 3
File a Complaint	(719)385-7433 option 4
ADA Eligibility Applications/Certification Office	(719)392-2396 option 5
MyMobility Online Schedule/Cancel/Verify Account Information	(719)444-7431
MyMobility Online Schedule/Cancel/Verify Account Information	https://mymobility.coloradosprings.gov
Administrative FAX	(719)633-6882
ADA Eligibility FAX	(719)385-5419
TTY device for hearing impaired	711- State relay office
For riders who can only communicate through email	metromobility@springsgov.com
Mountain Metropolitan Transit Website	mmtransit.com
Mountain Metropolitan Transit Customer Service	transitinfo@springsgov.com
Replacement ID's	(719)392-2396 option 5
ADA materials in alternate formats-Large Print, Audio, CD, Braille	(719)392-2396 option 5
ADA Application forms in English or Spanish	(719)392-2396 option 5
ADA Application assistance	(719)392-2396 option 5
Twitter	 @Metro
Facebook	 Facebook.com/Metro

ELIGIBILITY

Metro Mobility provides rides for people with disabilities, who are certified as eligible for ADA Paratransit service. Eligibility is available to persons in the following three categories:

Category 1

"Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities."

Category 2

"Individuals who use a wheelchair, or other boarding assistance device, that need the assistance of a wheelchair lift and are unable to board, ride and disembark at a fixed-route bus location. This category of eligibility may not be provided once a transit route is 100% accessible. Please note; all fixed-route City buses offer lift equipment accessibility.

Category 3

"Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system." Two important

qualifiers to this category are included in the regulations. First, environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, confer eligibility.

TYPES OF ELIGIBILITY

Based on individual needs, passengers may qualify for any of the following types of eligibility:

Unconditional- Full service for up to three (3) years.

Conditional- Any conditions applied to service is done so on an individual basis depending on the needs of the passenger. Because conditions vary from one individual to another, they will be clearly explained on the eligibility letter. Your eligibility specialist will be able to answer any questions you may have regarding your conditions.

Temporary- Temporary eligibility is provided to passengers who have a temporary disability/illness that prevents them from using the fixed route bus system. Eligibility may be provided for the expected duration of the disability. Temporary eligibility may be conditional or unconditional depending on the individual's needs. Any conditions, if applicable, will be clearly explained.

Service for Visitors- Visitors who have current ADA Paratransit Eligibility Certification in any other jurisdiction in the United States may use Metro Mobility for up to 21 calendar days a year by providing their ADA Identification card or certification letter. Visitors who do not have this certification but have a disability that prevents the access of fixed route service may still be eligible as a visitor. An eligibility specialist will be able to assist you in qualifying as a visitor.

Recertification of Eligibility- Each Metro Mobility customer must be recertified upon reaching his/her eligibility expiration date. Typically, eligibility extends for three (3) years from certification. A customer's ADA certification letter will indicate his/her Paratransit eligibility expiration date.

TYPES OF ELIGIBLE SERVICE

Curb-to Curb-

Drivers will assist you with boarding and alighting from the vehicle. This includes loading wheelchairs and other mobility devices from the sidewalk or other safe waiting areas.

Door-to-Door Service-

Drivers are not permitted to enter beyond the threshold or ground level of any residence. Drivers will go to the door and

knock or ring the doorbell (if one is available), or if at a public building, will go to the lobby to try to make contact with a receptionist or the customer. For drop-offs, the driver will drop the customer off at the customer's destination and assist them to the door.

The driver will identify his or her name that he or she is there to pick up the customer. Drivers will offer and provide assistance to and from the vehicle, including pushing manual wheelchairs, offering an elbow to the customer as a mobility aid and/or verbal directions if needed. Drivers will confirm your requested drop off location and inform

Do Not Leave Alone (DNL)-

Passengers who cannot be left alone (DNL) due to safety, medical, behavioral or other concerns must have someone ready and available to assist them at the time the bus arrives. The ultimate responsibility to accommodate a passenger who cannot be left unattended belongs to the caregiver, social worker, or staff of a care center. Drivers do not perform attendant services. Those passengers who cannot be left alone and do not have someone ready and available to receive and assist them at the time the bus arrives will be transported back to the origination point of their trip. If someone is not there to receive them, they will be taken to Memorial Hospital or DHHS-Adult Protection at the discretion of the

Paratransit supervisor on duty. Continued violations are subject to suspension.

APPEAL PROCESS

If you are not in agreement with a decision made by Metro Mobility regarding eligibility certification or suspension, contact the City of Colorado Springs Paratransit Coordinator at 385-5620 for an administrative hearing.

If you are still unsatisfied after an informal administrative hearing, you can file a written appeal. An appointed panel of at least four (4) individuals will be made up of transportation officials, medical/disability professionals, and rider representatives will review the circumstances of your suspension. The appeal process will be carried out in accordance with the ADA regulations.

NOTICE OF RIGHT TO APPEAL

Under the provision of the Americans with Disabilities Act of 1990, customers and applicants have the right to appeal any determination stating that the customer or applicant is not eligible for Metro Mobility paratransit service or any suspension or other restrictions which may have been placed upon the customer or applicant of the service. Appellants must make their

appeal within sixty (60) calendar days of receiving a notice of eligibility determination or suspension.

Appeals should be submitted in writing to:

Mountain Metropolitan Transit
Attn: Paratransit Coordinator
1015 Transit Drive
Colorado Springs, CO 80903

Upon receipt of an appeal request, Mountain Metropolitan Transit will schedule a hearing date. Service will not be rendered until a decision has been made except for “No Show Violation” appeals. Customers who appeal a “No Show” suspension will continue to receive service until a decision has been made.

Transportation to and from the appeal will be arranged by Metro Mobility through the Paratransit Coordinator receiving the request at no charge to the appellant. An advocate may be designated at the option of the appellant. The appellant, appellant’s advocate, or other representative may make a presentation at the scheduled hearing. An appeal decision will be made no later than thirty (30) days after the hearing date and the written appeal decision shall be mailed to the applicant within 1 business day of the decision being made. If an appeal decision is not made within thirty (30) days from the date of the hearing, the appellant will receive presumptive eligibility until such time that a decision can be made.

If there is any change in the customer or applicant's ability to use fixed route transit services in the future, the customer or applicant may submit a new Application for ADA Paratransit Services through the Metro Mobility certification office.

NON-DISCRIMINATION POLICY

ADA Title II

Metro Mobility is committed to complying with all Federal Americans with Disabilities (ADA) regulations as well as the State of Colorado accessibility requirements. In 1990, the Americans with Disabilities Act (ADA) was passed by Congress and signed into law. This civil rights legislation entitles, among other requirements, persons with disabilities equal opportunity to participate in society. As such, public transportation agencies, like Metro Mobility, are required by law to provide the necessary ADA-compliant equipment and accommodations.

Title VI

Metro Mobility is committed to ensuring that no individual is excluded from participation in, denied the benefits of its programs, activities or services, or subject to discrimination on the basis of race, color or national origin as per the Title VI of the Civil Rights Act of 1964, as amended.

Metro Mobility is responsible for carrying out the commitment to non-discrimination

including the requirements of Title VI. This includes the following:

- To ensure that the level and quality of transportation services are provided to all;
- To promote full and fair participation in transportation decision making;
- To ensure meaningful access to Metro Mobility programs and activities by persons with limited English Proficiency;
- To identify and address, as appropriate the human health, social, economic and environmental effects of Metro Mobility programs and activities on all populations.

FILING A COMPLAINT

For additional information on Mountain Metropolitan's non-discrimination obligations, or if you believe you have been subjected to discrimination under ADA Title II or Title VI, you may file a written complaint no later than 180 calendar days after the date of the alleged discrimination, with Mountain Metropolitan Transit;

Mail:

Mountain Metropolitan Transit
Attn: Customer Service
1015 Transit Drive, Colorado Springs, CO
80903

Phone: (719)385-7433 option 4

Email: transitinfo@springsgov.com

Online Web Form:

<https://coloradosprings.gov/communications/webform/comments-complaints>

SERVICE AREAS AND HOURS

Service Area: Metro Mobility service area is limited to $\frac{3}{4}$ mile of a fixed route. Please refer to attached map.

Service Hours:

- Monday through Friday from 5:30 a.m. to 9:45 p.m.
- Saturday 6:30 a.m. to 6:00 p.m.
- Sunday 7:30 a.m. to 5:00 p.m.

NOTE: Evening and weekend services are limited.

Metro Mobility Service is **NOT** provided on the following holidays and other holidays serviced may only provide weekend service area and hours.

- New Year's Day
- Thanksgiving Day
- Christmas Day

Call Metro Mobility Reservations at 392-2396 with inquiries regarding service hours or service areas for your Metro Mobility travel and reservations.

FARES

The current fare for Metro Mobility is \$3.50 per trip for customers and guests.

Companions must pay a one-way fare as they board. Most children ages 6-18 are considered companions and must pay a one-way fare as they board. Only a PCA traveling with an ADA certified rider may ride free of charge. Passengers not having the correct fare available will **NOT** be permitted to board. If paying for your fare in cash, remember to have the correct change. Your driver cannot make change and cannot accept a personal check for a one-way ride.

Drivers are not permitted to access a passenger's personal wallet, purse, or backpack, nor write and/or fill in any information on a passenger's personal check. However, a driver may assist a blind passenger writing out a personal check by helping them place their pen on the line to be completed.

1. You may purchase ten or forty ride ticket books through the Metro Mobility driver or the Transit Administration office at 1015 Transit Drive, Colorado Springs, Colorado 80903 or online at mmtransit.com.

2. Fares can also be paid by establishing a prepaid electronic account.
3. Prepaid electronic accounts can be set up in three different ways:

A. Online using a credit card at

mmtransit.com

- Choose Purchase Bus Tickets
- Choose ADA Mobility Tickets
- Under Metro Mobility Electronic Fare, enter Quantity in \$1 increments to reflect the price of prepaid fares you need

Select Add to Cart

HELPFUL HINTS: Please ensure the shipping Information contains the Metro Mobility client name if it differs from the Billing Information. Please ensure your credit card payment selection is ADA Mobility Tickets and NOT Bus Tickets or Vanpool Payments.

B. Through your Metro Mobility Customer Advocate 392-2396 or your Metro Mobility driver.

- You may pay cash, or deliver a check or money order.
- Make sure your checks are payable to City of Colorado Springs.

TAXI FARE- The current fare for taxi choice option is \$3.50 one way and can only be paid by using an electronic prepaid account through the Metro Mobility office. Cash or fare tickets are not an option for fare payment to the taxi driver.

SCHEDULING A RIDE

You must call to make a reservation for your ride. Reservationists are available Monday - Sunday, 8 a.m. to 5 p.m. You can make a reservation as early as three (3) calendar days in advance to the day before your travel. Reservations left on voice mail after 5 p.m. will not be honored. Scheduling is done on a first come first serve basis. For riders who can only communicate through email, please use metromobility@springsgov.com for making reservations or for inquiries.

When scheduling a trip, you will be asked to provide:

- Your name
- Specific origin and destination address including building number, business name or doctor's office, as well as any specific pick-up information
- Your telephone number
- The date and time of origin and destination of the trip request along with an appointment time if appropriate

- If eligible, a Personal Care Attendant (PCA) will travel with you
- If a guest other than your PCA will travel with you (including children.)
- If you will be using a manual wheelchair, power wheelchair, scooter or a service animal
- If conditionally eligible, the call taker will ask you information to find out if your conditions have been met.

Provide Alternative Travel Times

If Metro Mobility cannot accommodate your exact request, it may offer travel times of up to sixty (60) minutes / 1-hour before or up to sixty (60) minutes / 1-hour after the requested pick up time as established as service criteria under the ADA. Please note that reservationists will not offer pick up times that would exceed the time you need to be at your destination or prior to when you would be ready for your return trip.

Please note when scheduling your trip:

Metro Mobility vehicles will arrive any time between fifteen minutes before and fifteen minutes after your requested pick up time. You must be prepared to board the vehicle at the beginning of your thirty minute scheduling window.

Metro Mobility drivers will only wait five (5) minutes from the time they arrive during your scheduled pick-up time window. If a passenger is not ready to go within five (5) minutes of vehicle arrival, the driver will

mark the passenger as a “no-show” and will depart the location.

SCHEDULING TAXI CHOICE RIDE

Taxi Choice Option is a premium passenger service available to Metro Mobility clients who need a ride for 7 miles or less. Taxi Choice Option reservations must be made by calling 392-2396. Same day rides or changes are not allowed. Cancellations must follow the Guide to Ride protocol. Taxi Cancellations must be made by calling 392-2396 only.

Please refer to fare policy on payment process for taxi.

CANCELLING A RIDE

In the event that you must cancel a trip, please do so as soon as possible. You can cancel trips twenty-four (24) hours a day by calling **(719) 392-2396**. Trips should be cancelled at least one (1) hour before your scheduled pick-up time. When cancelling after normal business hours, you may need to leave a message on voicemail. During the message, please clearly state your name, your phone number, the date of the trip cancellation, the time of each trip to be

cancelled, the location of each trip to be cancelled.

NO SHOW POLICY

The following three types of cancellations are considered “no shows.”

1. “Cancel at the Door”

- The vehicle arrives on time but the customer no longer wants the ride.
- The vehicle arrives on-time and waits for five (5) minutes, but the customer is not ready to go and the driver must leave to stay on schedule.
- The vehicle arrives and the customer does not have the proper fare.

2. “No Show”

The vehicle arrives on-time, but the driver cannot locate the customer at the requested pick-up location within five (5) minutes of arrival.

3. “Late Cancellation”

The customer calls to cancel with less than one (1) hour notice prior to the scheduled time of the trip.

NOTE: If a customer has a “no-show” for the first trip, every attempt will be made to contact the customer by phone

if possible. ADA regulations prohibit Metro Mobility from automatically cancelling the

return trip after a “no show” has occurred. If the return trip is subsequently a “no show”, that will be counted as a second “no show” for the day. Each trip that is “no showed” is assessed independently in accordance with ADA regulations.

EXCEPTIONS

The following exceptions are provided in accordance with ADA regulations:

1. “Medical Delay”**

Any trip a customer has missed because they were not finished with their medical appointment will be marked a “Medical Delay” and not charged as a “No Show”

2. “Circumstances Beyond Control”

Cancellations that meet the definition of a “No Show” that occur due to a situation outside the customer’s control will not be charged as a “No Show.” Because there is no way for staff to know when this type of situation has occurred, “Circumstances Beyond Control” will be determined once a customer has called to inquire about the “No Show” notification with a supervisor.

Cancellations determined to be outside the customer’s control will not be charged as a “No Show.”

** If a customer has been medically delayed, requests return service, but the customer is then not available when the driver arrives, a “no show” will be assessed.

SERVICE SUSPENSION

NO SHOWS

A demonstrated pattern of advanced or late cancellations is a serious disruption of service. Advanced or late cancellations which exceed ten percent (10%) of your scheduled trips within a rolling thirty-day (30) period will be grounds for service suspension.

The passenger's "no show" rate is equal to the total valid "no shows" they received in a month by the total number of rides they had scheduled. For example, if a passenger had 3 no shows in a month and had a total of 30 trips scheduled, their "no show" rate would be $3 \div 30$ or 10%. This passenger could be suspended because their "no show" rate is above the acceptable limit.

*No Show Suspensions may be appealed by following the processes in SECTION I, ADA Paratransit Eligibility, "Notice of Right to Appeal".

DISRUPTIVE BEHAVIOR

Disruptive or abusive behavior towards passengers, drivers, dispatchers, reservationists, certification staff, or management staff will not be tolerated. Disruptive behavior includes, but is not limited to:

- Intimidation or threats of physical harm to drivers or other passengers.
- Verbal abuse of drivers, staff and/or other passengers.
- Unlawful harassment such as unwelcome verbal, non-verbal or physical behavior having sexual, violent, or racial connotations.
- Unauthorized use of vehicle equipment.
- Repeated violation of riding rules including:

DNL (DO NOT LEAVE ALONE)

A violation of the DNL (Do Not Leave Alone) policy is defined as any pattern or practice that may delay the driver's on-time schedule, such as the driver being required to wait with a passenger until someone is available to provide necessary safety/supervision by a care provider.

Riders requiring DNL assistance and who are not met by a care provider more than three (3) times in a rolling thirty (30) day period are in violation of the Metro Mobility policy and may be suspended for a two (2) week period. Additional suspensions for continued violations will fall under the same guidelines listed under Suspension for No-Shows and Late Cancellations.

- The following schedule will be used to calculate the duration of the suspension:

- • First suspension in a rolling one year period = 7 Days
- • Second suspension in a rolling one year period = 14 Days
- • Third suspension in a rolling one year period = 21 Days
- • Fourth or more suspensions in a rolling one year period = 30 Days

SUBSCRIPTION SERVICE

Subscription Service is limited to customers traveling to the same place at the same time at least three (3) times a week. Metro Mobility offers a subscription service on a space available basis. Metro Mobility may terminate a Subscription Service that is canceled 50% or more of the time during any thirty (30) calendar day period, or if there is a consistent pattern of cancellations.

PERSONAL CARE ATTENDANT

A Personal Care Attendant (PCA) may accompany a registered Metro Mobility customer at no additional charge. The customer's file must indicate that they are eligible to have a PCA. Space must be reserved at the time of the reservation.

GUESTS AND CHILDREN

Guests are welcome and will be charged the same fare charged to the customer. Due to limited space, each customer is allowed one (1) guest per trip. Seating for more than one (1) guest is on a "space available" basis when scheduling a trip. Customers must reserve space for guests (including children) when scheduling a trip.

CHILDREN

- The law requires infants to ride in a rear facing child safety seat until they are at least one year old or weigh less than 20 pounds.
- Regardless of age, children who weigh over forty (40) pounds must be secured in a child booster seat or with a child safety belt-positioning device unless they are 57 inches or taller.
- All safety seating devices must be provided by an accompanying adult.
- Please let your reservationist know if you will be travelling on Metro Mobility with children.

SERVICE ANIMALS

are individually trained to do work or perform tasks for people with disabilities. A service dog must be under control of its

handler. The task(s) performed by a service animal must be directly related to the person's disability. A service animal is a dog that has been properly trained to perform a specific task that will assist a person who has a mobility or health impairment.

Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and assisting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, or performing other duties.

Pets, comfort, therapy, or emotional support animals are not considered service animals but may be transported only if properly secured in an airline approved pet carrier that will not allow the animal to come in direct contact with the driver and other passengers.

BOARDING-MOBILITY DEVICES

Metro Mobility will accommodate wheelchairs and other mobility devices along with occupants as long as the lift/ramp and vehicle can physically accommodate them, doing so would not cause a valid safety concern, or block an aisle or interfere with the safe evacuation of passengers in an emergency. Gasoline and

other petroleum based fuels that emit noxious and flammable liquids and gases are not permitted on vehicles for safety reasons.

Drivers are required to use four safety securements, a lap belt, as well as offer a shoulder belt for passengers traveling while seated in wheelchairs and mobility devices. While passengers may not refuse these securements, a trip can not be denied if the driver is physically incapable of securing the mobility device. A supervisor will be immediately dispatched to aid in these situations.

Respirators and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on Metro Mobility vehicles. The driver will assist passengers to secure this equipment on the vehicle.

TRAVEL CONSIDERATIONS

TRANSPORTING PACKAGES

For the safety of all riders, you may not transport any type of hazardous equipment or materials. Because the vehicle will be shared, riders should limit the number to what they, their personal care attendant or companion can carry, no more than (3) grocery bags or similar sized packages. Packages must be under the control of the passenger and transported on your lap or securely under the seat. Small portable

grocery carts with two wheels are acceptable but, because of safety, should be secured and not be placed in the aisle way. Of course, Metro Mobility drivers may assist with securing these items if requested.

SAFETY BELTS

All passengers must be properly restrained with a motor vehicle safety belt while riding Metro Mobility.

WHEN CONSIDERING MOVING

If you are considering moving, please contact a Metro Mobility reservationist for assistance to ensure you relocation is within the $\frac{3}{4}$ service area boundary.

PASSENGER RULES OF CONDUCT

Passengers are asked to follow these rules of conduct to ensure the safety and comfort of all passengers and the driver:

- No smoking on board
- No eating or drinking on board (unless required for health reasons)
- No abusive, threatening or obscene language or actions
- No operating or tampering with any equipment while on board a Metro Mobility vehicle.

- No radios, cassette tape players, compact disk players or other sound-generating equipment are to be played aboard the vehicles without headphones.

- No verbally abusive language with any Metro Mobility staff whether in person or on the phone.

Passengers who violate rules of conduct are subject to suspension of service.

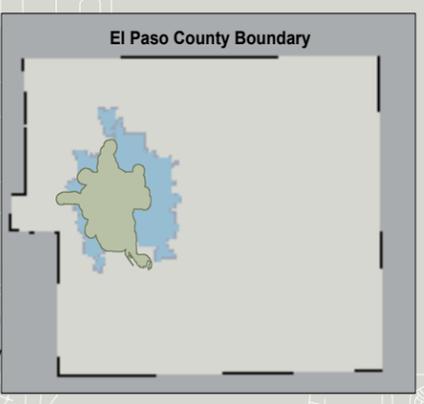
Suspensions may be appealed by following the processes outlined in, SECTION I, ADA Paratransit Eligibility, "Notice of Right to Appeal".

Metro Mobility Passengers Have a Right To Expect:

- Rides that are on time.
- Drivers trained to meet passenger needs.
- Safe and properly maintained vehicles.
- Properly fastened seat belts and wheelchair securements

Metro Mobility Passengers Have a Responsibility To:

- Have the correct fare, exact change only.
- Provide a Personal Care Attendant, if needed.
- Cancel at least one hour in advance of their scheduled pick-up time.
- Be ready fifteen (15) minutes before and after their scheduled or negotiated pick-up time



Legend
 Metro Mobility 3/4-mile ADA Service Buffer
 Amtrak Service Area (to City Boundary)
 Fountain Valley & Silver Key Coverage to El Paso County Boundary

FIXED ROUTE & SPECIALIZED TRANSPORTATION
 Service is NOT provided on New Year's Day, Thanksgiving Day or Christmas Day.

Route ID	Service Area	Service Days	Transfer Locations
1	Hickok - Hancock Plaza	WEEKDAY	Downtown Terminal, Hancock Plaza
2	Central Blvd - Garden of the Gods Rd	WEEKDAY	Downtown Terminal, EPC Citizens Service Center
3	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
4	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
5	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
6	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
7	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
8	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
9	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
10	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
11	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
12	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
13	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
14	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
15	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
16	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
17	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
18	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
19	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
20	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
21	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
22	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
23	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
24	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
25	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
26	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
27	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
28	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
29	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
30	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
31	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
32	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
33	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
34	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
35	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
36	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
37	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
38	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods
39	Colorado Ave - Manitou	WEEKDAY	Downtown Terminal, Garden of the Gods

Effective May 1, 2016