



June 2012

Dear Traveler User:

The Roaring Fork Transportation Authority (RFTA), the Traveler Senior Transportation Program (the Traveler), the City of Glenwood Springs, and the Garfield County Department of Human Services Senior Programs, are sending this letter to inform you of additional transportation services available to eligible individuals within the Glenwood Springs area.

The City of Glenwood Springs contracts with RFTA to provide its American With Disabilities Act (ADA) Complementary Paratransit service to individuals that reside within $\frac{3}{4}$ of a mile of the "Ride Glenwood" fixed-route bus service within Glenwood Springs. ADA Complementary Paratransit service is provided for individuals that are unable to access the "Ride Glenwood" fixed-route buses due to a "barrier" created by a physical, mental, or cognitive disability.

The hours and days the City's ADA Complementary Paratransit service is available to eligible individuals coincide with the hours and days that the "Ride Glenwood" fixed-route bus service operates. Currently, the "Ride Glenwood" fixed-route bus service operates seven (7) days per week from 6:53am to 7:53pm.

At this time, there is no charge for the City's ADA Complementary Paratransit service; however, this may change because, on April 9, 2012, the City instituted a \$1 fare for the Ride Glenwood Springs fixed-route bus service. ADA regulations permit the City to charge up to twice the fare of the fixed-route bus (or \$2) for a one-way ride on its Complementary Paratransit service. However, at this time, the City has decided to keep its ADA Complementary Paratransit service free. If, in the future, the City decides to institute a fare or make other changes to the City's ADA Complementary Paratransit service, you will be notified before they occur.

The Traveler's primary mission is to provide non-ADA paratransit services to Senior Citizens who are 60 years of age or older and to persons with disabilities who live within the Traveler's Garfield County service area, including Glenwood Springs. For questions about this service, please call **945-9117**. In addition, the Traveler provides ADA Complementary Paratransit service for the City of Glenwood Springs, Monday – Friday, 8am - 5pm. For ADA Complementary Paratransit service requests outside the Traveler's normal operating hours, but within the "Ride Glenwood" fixed-route bus service days and hours of operation, the Traveler and RFTA will coordinate to ensure that ADA Complementary Paratransit service trip requests are provided in the most efficient manner.

In order to access the City's ADA Complementary Paratransit service, you will need to call **384-4855**. If you are attempting to schedule a ride outside of Traveler's weekday hours of operation (8am – 5pm), please call either **970-384-4855** or RFTA's dispatcher at **970-925-4482**. Please be prepared to provide the following information to the Traveler or RFTA dispatcher:

Your name, address, phone number(s) where you can be contacted, date of birth, a description of your "barrier" or disability, and the reason that your "barrier" or disability prevents you from accessing the "Ride Glenwood" fixed-route bus service. If you reach a recording when you call, please leave your name

and a phone number where you can be reached and a staff member will return your call as soon as possible.

1. The dispatcher taking the call should advise you that you will be “presumed eligible” for 21 days from the date of your initial call, provided that you reside within the ¾ mile radius of the “Ride Glenwood” fixed-route.
2. The dispatcher should inform you that you will be mailed a functional ability assessment application that you will need to complete in order to utilize the City’s ADA Complementary Paratransit services beyond the 21 days that you are presumed to be eligible for the service. Financial indigence, in itself, is not a “barrier” that will make you eligible for the City’s ADA Complementary Paratransit service.
3. The Dispatcher also should inform you that you will need to schedule a time for an initial “functional ability assessment.” The assessment can be conducted at your home or at a place of your choosing, and the Traveler will provide the transportation for you, if you decide to have the assessment conducted somewhere other than your place of residence.
4. The functional ability assessment will be performed by Traveler and/or Garfield County Department of Human Services staff in order to determine your continued eligibility for the City’s ADA Complementary Paratransit service.
5. The functional ability assessment should be performed within the 21-day period that you are “presumed eligible.” Depending upon the nature of your “barrier,” as determined by your initial assessment, it is possible that periodic eligibility reviews will need to be performed.
6. The continuation of your eligibility for the City’s ADA Complementary Paratransit service, and the extent or type of ADA Complementary Paratransit service for which you qualify, also will be determined at the time of your initial functional ability assessment.
7. Based upon the functional ability assessment, individuals may be required to have an “aide” or “assistant” accompany them (for free) as a condition of their riding the City’s ADA Complementary Paratransit service.
8. You should be provided a copy of all of the necessary information pertaining to your request for the City’s ADA Complementary Paratransit service and the “determination of eligibility” within 3 business days of the functional ability assessment.

All of the information regarding the City’s ADA Complementary Paratransit service is available on RFTA’s website at www.rfta.com . Once you log on to RFTA’s website, click on “Riding the Bus,” then click on “Paratransit,” and then click on “ADA Complementary Paratransit Service – Glenwood Springs.”

Please contact us at 384-4855 with any questions you may have regarding the City of Glenwood Springs’ ADA Complementary Para-transit service.

Sincerely,

The Traveler and RFTA