

The Traveler Senior Transportation Program

Based in Glenwood Springs and Rifle, Colorado

The Traveler is sponsored by Garfield County, which contracts with RFTA to provide transportation for Senior Citizens (60 years of age and older) and individuals with disabilities that prevent them from using their own transportation or accessing existing transportation available to the general public.

Based in Glenwood Springs and Rifle, the Traveler serves qualified individuals within the following service area parameters: a five (5) mile radius off of Interstate 70 between Parachute and Glenwood Springs, and a five (5) mile radius off of Hwy 82 between Glenwood Springs and Carbondale. To help support its operation, the Traveler does **request** a voluntary contribution for the services it provides.

Qualifications for the Traveler Service:

- **This service is for persons that are 60 years of age or older who request service within the established service area parameters.** Service may be requested as follows:
 1. Persons 60 years of age and older must contact the Traveler at **970-945-9117 (in the Glenwood Springs and Carbondale areas)**. For other Western Garfield County towns and areas, call **970-625-1366** and request the service.
 2. Persons 60 years of age and older must complete an information sheet with the Traveler representative during their initial phone call. A copy of the completed form will be provided to the individual by the driver at the time of their first scheduled pickup.
- **Persons requesting Traveler service who have a disability but are under the age of 60:** Qualifying for the Traveler's service will require the individual with the disability, or their legal representative, to call **970-945-9117 (in the Glenwood Springs and Carbondale areas)**. For other western Garfield County towns, such as Rifle, Silt, New Castle, and Parachute, call **970-625-1366**. These numbers will connect you with a Traveler staff member that will require the following information of the applicant: name, birth date, mailing address and telephone number(s) where they can be contacted.
 1. The caller will also need to provide answers to the following questions:

- a. What barriers do you have that prevent you from accessing public or private transportation that is available to the general public?
 - b. In what way does this barrier(s) prevent you from utilizing the existing services that are available to the general public?
 - c. In your opinion is this barrier permanent?
 - d. If no, when will the barrier be removed?
 - e. Do you utilize any assistive devices?
 - f. Do you have a health care professional's report to substantiate this request?
3. After the completion of the telephone information form by the Traveler staff (and normally within 1 hour of the receipt of the phone call) the information will be communicated to Judy Martin, Senior Program Manager for Garfield County Department of Human Services
 4. The applicant will be sent an information package from Judy Martin within 10 days after she receives the telephone information form.
 5. You will be contacted by Judy Martin within 21 days to establish the date, time and place an in-person functional ability assessment meeting with Judy Martin or Rich Burns, Traveler Supervisor.
 6. **Following the in-person assessment**, Judy Martin will attempt to provide you with a written determination of eligibility within the 21 day period you are presumed eligible.

Note: Financial indigence is not considered a sole qualifying factor for eligibility for this service for persons with disabilities.

[\(Click here for the New Rider Form or go to the website\)](#)

[\(Click here for the Application packet or go to the website.\)](#)