

Metro Mobility Guide-to-Ride

Last Updated: September 2018

Welcome to Metro Mobility ADA Complementary Paratransit Service

Metro Mobility is an ADA Complementary Paratransit Service provided for individuals who, because of their disability, are unable to use Mountain Metropolitan Transit's fixed-route bus service some or all of the time. Difficulty or inconvenience in using the fixed-route bus service is not necessarily an indicator of whether or not you are eligible to use Metro Mobility. Metro Mobility provides a comparable service to the fixed-route bus service in terms of shared rides, same operational days, hours of operation, service area, and trip length. If you believe you have a disability that prevents you from independently using the fixed-route bus service, write, call, or go online for an application at the following:

Metro Mobility Eligibility Office
1015 Transit Drive
Colorado Springs, CO 80903
(719) 392-2396, Option 5

www.coloradosprings.gov/mountain-metro/page/mountain-metro-mobility

Within 21 days of receiving your completed application the Metro Mobility Eligibility Office will arrange an in-person interview with you. If a determination is not made within 21 days, you 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 ADA-accessible, fixed-route bus service. All application information will be kept confidential.

If you need this guide in an accessible format, such as large print or Braille, please contact the ADA Paratransit Coordinator at 719-385-5620.



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Important Contact Information

Contact	Address	Phone Number	Email
Metro Mobility Eligibility Office	1015 Transit Dr.	(719) 392-2396, Option 5	metrocertifications@springsgov.com
Metro Mobility ADA Complementary Paratransit Service	1161 Transit Dr.	(719) 392-2396	mmobility@springsgov.com
ADA Paratransit Coordinator	1015 Transit Dr.	(719) 385-5620	mmobility@springsgov.com
Mountain Metropolitan Transit	1015 Transit Dr.	(719) 385-7433	transitinfo@springsgov.com

Reservations / Ride Confirmation	(719) 392-2396, Option 1
Dispatch/Cancellations	(719) 392-2396, Option 2
Customer Service Advocate	(719) 392-2396, Option 3
File a Complaint	(719) 385-7433, Option 1
ADA Eligibility Applications/Certification Office	(719) 392-2396 , Option 5
Administrative or ADA Eligibility FAX	(719) 385-5419
Mountain Metropolitan Transit Customer Service	(719) 385-7433, Option 1
Replacement ID's	(719) 385-7433, Option 1
ADA materials in alternate formats	(719) 392-2396, Option 5
ADA Application forms	(719) 392-2396, Option 5
ADA Application assistance	(719) 392-2396, Option 5
Automated Phone Booking System	(719) 444-7431
TTY device for hearing impaired	711- State relay office
Online Schedule/Cancel/Verify Account Information	https://mymobility.coloradosprings.gov
For riders who communicate through email	mmobility@springsgov.com
Mountain Metropolitan Transit Website	MMTransit.com
Twitter	 @MountainMetro
Facebook	 Facebook.com/MountainMetro

Eligibility

Metro Mobility provides rides for people with disabilities who are certified as eligible for ADA Complementary Paratransit Service. Eligibility is available to individuals in one (1) or more of the following categories:

Category 1

This includes any individual with a disability who is unable to, as a result of their disability, use the fixed-route bus service some or all of the time.

Category 2

This includes individuals with disabilities, who can use ADA-accessible buses, but they want to travel on routes that are still not fully served by accessible buses or their stop is not accessible due to the physical nature of the stop. Please note that all of Mountain Metropolitan's fixed-route buses are ramp-equipped and ADA-accessible..

Category 3

This includes individuals with disabilities who cannot, as a result of their disability, travel to or from their bus stop due to obstacles that may impede their ability to access the fixed-route bus service. Some obstacles include distance, terrain, sidewalk-accessibility, weather, etc. Inconvenience is not considered an obstacle.

Types of Eligibility

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

Unconditional

A customer receives full ADA Complementary Paratransit Service for up to three (3) years. No restrictions are put on a customer's use of service.

Conditional

A customer receives ADA Complementary Paratransit Service for up to three (3) years but under certain conditions. Any condition(s) applied to ADA Complementary Paratransit Service is done on an individual basis, depending on the individual's disability. Because conditions vary between individuals, an Eligibility Specialist will determine what conditions, if any, apply to a customer's eligibility. Examples of conditional service may include, but are not limited to: night-time only service and

weather-related only service. A determination of conditional eligibility may be appealed in accordance with the “Eligibility Certification Appeals Process”.

Temporary

Temporary eligibility is provided to individuals who have a temporary disability that prevents them from using the fixed-route bus service. 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 at the point of eligibility.

Service for Visitors

Visitors who have current ADA Complementary Paratransit Eligibility in any other jurisdiction in the United States may use Metro Mobility for up to 21 days in a year. In order for a visitor to be eligible for the 21 days, they must either have their current ADA Complementary Paratransit Service fax the visitor’s certification paperwork to Metro Mobility or the visitor must provide proof of eligibility. Eligibility for visitors may also be approved if the individual has an apparent disability and can provide proof of residency.

Recertification of Eligibility

Each Metro Mobility customer must be recertified prior to reaching their eligibility expiration date if they wish to continue to receive services. The Eligibility Office will send letters out reminding customers of their expiration date approximately two months prior to expiration. Customers are required to complete all forms contained in the letter.

Eligibility Certification Appeals Process

If you disagree with a decision made by Metro Mobility regarding eligibility certification, you have the right to appeal that decision. Please fill out the appropriate paperwork or contact the ADA Paratransit Coordinator at (719) 385-5620 for an administrative hearing. An appeal must be filed within 60 days of a denial, conditional eligibility, or temporary eligibility determination.

If you are still unsatisfied after an administrative hearing with the ADA Paratransit Coordinator, you have the right to have your appeal heard by the Appeals Committee. The Appeals Committee is comprised individuals with an understanding of the ADA. The appeals process will be carried out in accordance with the ADA regulations.

Levels of Service

Curb-to-Curb

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

Door-to-Door

Drivers will go to the door and knock or ring the doorbell. Drivers are not permitted to enter beyond the threshold or ground level of any residence. They may go into the lobby of a building in an attempt 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.

Drivers will provide assistance to and from the vehicle as long as the transit vehicle remains in the driver's line of sight. Assistance may include, but is not limited to: pushing a manual wheelchair, offering an arm to the customer as assistance, and/or verbal directions.

Do Not Leave Alone (DNL)

Customers who cannot be left alone due to safety, medical, behavioral, or other concerns must have someone ready and available to assist them at the time the vehicle arrives. The responsibility to accommodate a customer who cannot be left alone belongs to the caregiver, social worker, or staff of a care center. If a Metro Mobility driver is unable to make contact with someone to take care of the customer, Metro Mobility staff will attempt to make contact with a caregiver, social worker, or staff of a care center. If they are unable to make contact, the customer will be brought back to the origin of their trip. If no one is there to receive them, they will be taken to Memorial Hospital or the Department of Human Services at the discretion of the supervisor on duty.

Customers requiring DNL assistance and who are not met by a care provider more than three (3) times in a rolling 30 day period are in violation of the Metro Mobility policy and will be subject to suspension.

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

- First Offense: Verbal Warning via phone call
- Second Offense: Written Warning
- Third Offense: Seven (7) Day Suspension
- Additional Offenses: 14 Day Suspension

A customer must inform the ADA Paratransit Coordinator of their intent to appeal within 14 days of notification of an offense/suspension. All suspensions will be carried out 15 days from the decision to suspend. If you disagree with a decision to suspend, you may appeal this by contacting the ADA Paratransit Coordinator at 719-385-5620. Customers will be allowed to ride during the appeals process.

Service Area and Hours

Metro Mobility service coincides with the operating days and hours of the fixed-route bus service and within $\frac{3}{4}$ mile of a fixed-route.

Current Service Hours

- Monday through Friday from 5:30 a.m. to 10:30 p.m.
- Saturday from 6:00 a.m. to 7:30 p.m.
- Sunday from 7:00 a.m. to 6:15 p.m.

All trips must be completed no later than the end of the service hours for a given day. For example, you could request a drop-off time at a destination for 10:30pm on Monday, but you could not request a pick-up time of 10:30pm on Monday. No trip may be scheduled prior to the earliest available time. For example, you may request a pick-up time as early as 5:30am. on a Monday, but you could not request a drop-off time at an appointment at 5:30am on a Monday. For more information regarding pick-up and drop-off times, please see the “Scheduling a Ride” Section.

Limited Service Hours

Evenings, weekends, and some holidays have limited services. Service Boundaries changed based on the time of day.

Metro Mobility service is NOT provided on the following holidays:

- New Year’s Day
- Thanksgiving Day
- Christmas Day

Call Metro Mobility Reservations at 719-392-2396, Option 1 with inquiries regarding service hours or service areas.

Fares

The fare for Metro Mobility is \$3.50 per one-way trip for customers and companions. If a third party pays a portion of a customer’s trips, it is the customer’s responsibility to

ensure that payment is made to Metro Mobility. Metro Mobility is not responsible for collecting payments from a third party.

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. A customer must specify that a companion will be riding with them at the point of reservations. If a companion is not specified as riding or the companion does not have the fare, the companion may be denied the trip. The paying customer will still be allowed to ride.

A Personal Care Attendant (PCA) traveling with a Metro Mobility customer may ride free of charge. A customer must specify that a PCA will be riding with them at the point of reservation. If a PCA is not specified at the point of reservation, the PCA may be denied the trip. The paying customer will still be allowed to ride.

Customers 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. The driver cannot make change.

Drivers are not permitted to access a customer's personal wallet, purse, or backpack, nor write and/or fill in any information on a customer's personal check. However, a driver may assist a customer who has a visual impairment in writing out a personal check by placing their pen on the line to be completed.

Purchasing a Fare

1. Customers may purchase ten (10) or 40 ride ticket books from:
 - a. A Metro Mobility driver.
 - b. The Transit Administration office at 1015 Transit Drive, Colorado Springs, Colorado 80903.
2. Fares can also be paid by establishing a prepaid electronic account. Prepaid electronic accounts can be set up in two (2) different ways:
 - a. Online using a credit card at <https://secure.coloradosprings.gov/ada-mobility-tickets>.
 - b. With the Metro Mobility Customer Advocate at 719-392-2396, Option 3 or with a Metro Mobility driver. Customers may pay with cash, check, or money order. Checks should be made payable to: **City of Colorado Springs**. Checks written out to another name will be returned to the customer.



Scheduling a Ride

Customers must call to make a reservation for a ride. Reservationists are available Monday through Sunday, 8:00 a.m. to 5:00 p.m. Reservations may be made as early as three (3) calendar days in advance of the day travel is needed. Reservations left on voicemail after 5:00 p.m. the day before a trip will **not** be accepted.

For customers who prefer to or can only communicate through email, please use mmobility@springsgov.com for making reservations or for other inquiries.

When scheduling a trip, you may be asked to provide the following:

- Name.
- Telephone number.
- Specific origin and destination address including building number, business name or doctor's office, as well as any specific pick-up information.
- The date and time of the origin and the destination of the trip request along with an appointment time if appropriate.
- If a Personal Care Attendant (PCA) will be traveling with you. A PCA rides free of charge.
- If a companion will be traveling with you (including children).
- If you will be using a mobility device or a service animal.
- If conditionally eligible, the reservationist may ask you for additional information to find out if the proper conditions have been met.

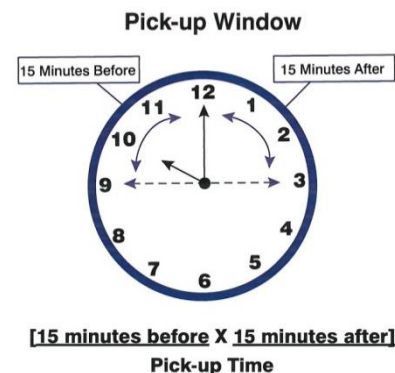
Provide Alternative Travel Times

If Metro Mobility cannot accommodate an exact request, the reservationist may offer travel times of up to one (1) hour before or one (1) hour after the requested pick-up time. Please note that reservationists will not offer pick-up times that would exceed the time needed to be at a destination or prior to when the customer would be ready for the return trip.

Pick-up Window

Metro Mobility may arrive up to 15 minutes before and up to 15 minutes after the agreed-upon pick-up time. Customers must be prepared to board at any time during this scheduling window.

Metro Mobility drivers will only wait five (5) minutes from the time they arrive during the scheduled pick-up



time window. If a customer is not ready to go within five (5) minutes of vehicle arrival, the driver will mark the customer as a “No-Show” or a “Cancel at the Door” and will depart the location.

If a Metro Mobility driver is running late for a pick-up, a dispatcher will call the customer with an estimated time of arrival.

Automated Booking Systems

Customers may use the automated booking system, either by phone or web, to complete the following tasks:

- Confirm a previously booked trip
- Schedule a trip
- Cancel a trip
- Check account balances
- Set up trip notification

In order to use this service, you will first need to activate their account with a reservationist by calling 719-392-2396, option 1. The reservationist will provide a Client ID number and a password. You will need these to access your account information.

To use the automated phone service, please call 719-444-7431.

To use the web service, please visit: mymobility.coloradosprings.gov.

For questions or concerns regarding the automated booking system or for an explanation of how to use its features, please contact the Customer Service Advocate at 719-392-2396, option 3. These automated services **cannot** be used to schedule a trip on the Taxi-Choice Option.

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 Subscription Service to a customer if there is a consistent pattern of cancellations.

Changing a Ride

If you need to make changes to a reservation, please do so no less than one (1) day in advance. Same day changes may not be allowed. Changes to a ride may include a different time, a different location, whether or not a companion or personal care attendant

will be traveling with you, etc. Please make these changes by contacting Reservations at 719-392-2396, Option 1 as soon as you are aware that a change is needed.

Cancelling a Ride

In the event that you must cancel a trip, please do so as soon as possible. You can cancel trips 24 hours a day by calling (719) 392-2396, Option 2. For customers who communicate through email, please email: mmobility@springsgov.com.

Trips should be cancelled no less than one (1) hour before the 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, and the location of each trip to be cancelled.

No-Show/Late Cancellation Policy

No-shows, Late Cancellations, and Cancel at the Doors create a financial burden for Metro Mobility and negatively impacts other customers. The following three (3) types of cancellations are a violation of this policy.

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. If a customer has a “No-Show” for the first trip, an attempt will be made to contact the customer. ADA regulations prohibit Metro Mobility from automatically cancelling subsequent trips 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 a “No Show” is assessed independently in accordance with ADA regulations.

Late Cancellation

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

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.

The vehicle arrives, and the customer does not have the proper fare.

Exceptions

Circumstances beyond the control of the rider and unforeseen medical issues do not constitute a violation of this policy. Issues such as these are determined on a case-by-case basis. Exceptions are determined by Metro Mobility in accordance with the ADA. If you believe that this happened in your case, please contact the Customer Service Advocate at 719-392-2396, Option 3 to discuss this matter.

No-Show/Late Cancellation Suspension Policy

No-Shows, Late cancellations, and Cancels at the Door cause serious disruptions in service. Each verified No-Show, Late Cancellation, or Cancel at the Door counts as one (1) penalty point against the customer.

A customer will be subject to suspension if they accumulate eight (8) penalty points in one (1) calendar month. However, if a customer has used the service for more than 40 trips in a calendar month, then a suspension will take place only if they have a No-Show, Late Cancellation, or a Cancel at the Door for 20% or more of their trips.

Metro Mobility will notify customers after they have accumulated four (4) penalty points as a warning that they may be subject to suspension should they continue to accumulate penalty points. A warning letter will be sent for the first violation. Subsequent violations are as follows:

Second violation: seven (7) day suspension.

Third violation: 14 day suspension.

Fourth violation: 21 day suspension.

All subsequent violations: 30 day suspension.

Violations accumulate during a 12 month rolling period. All suspension notices shall include a copy of this policy.

If you disagree with a decision made by Metro Mobility regarding a No-Show/Late Cancellation suspension, please contact the ADA Paratransit Coordinator at (719) 385-5620 for an administrative hearing. You will have 14 calendar days to inform the ADA Paratransit Coordinator of your intent to appeal. All suspensions shall take affect 15 days from the decision to suspend. You will not be suspended service during the appeals process.

If you are still unsatisfied after an administrative hearing with the ADA Paratransit Coordinator, you have the right to have your appeal heard by the Appeals Committee.

The Appeals Committee is comprised individuals with an understanding of the ADA. The appeals process will be carried out in accordance with the ADA regulations.

Personal Care Attendants

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

Service Animals

Service animals are defined as a dog or other animal that is individually trained to work or perform tasks for an individual with disabilities. Some examples of such tasks include guiding people with visual impairments, alerting people who are hard of hearing, pulling a wheelchair, alerting and assisting a person who is having a seizure, or reminding a person to take prescribed medications. A service animal must be under control of its handler at all times and must be properly house-broken. Animals that are not under the control of the owner, engaging in aggressive behavior, and/or are not house-broken may be asked to leave. The owner will be given an opportunity to correct bad animal behavior.

Pets, comfort, therapy, or emotional support animals are **not** considered service animals but may be transported 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.



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, and it doesn't 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 restrain wheelchairs using a four (4) point safety securement. In addition, a lap belt and a shoulder belt will be used for passengers seated in wheelchairs

and mobility devices. While passengers may not refuse these securements, a trip cannot be denied if the driver is physically incapable of securing the mobility device. A customer may be allowed to be transported without a lap belt and/or shoulder belt if these belts may cause more damage to an individual as a result of their disability. If you believe that using a lap belt or a shoulder belt is more dangerous to you because of your disability, please contact the Customer Service Advocate at 719-392-2396, Option 3 to get this documented in your file.

Safety Belts

All passengers must be properly restrained with a safety belt while riding Metro Mobility. A customer may be allowed to be transported without a seatbelt if it is believed to cause more damage to an individual as a result of their disability. If you believe that using a seatbelt is more dangerous to you because of your disability, please contact the Customer Service Advocate at 719-392-2396, Option 3 to get this documented in your file.

Portable Respirators/ Oxygen Equipment

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

Companions and Children

Companion

Companions are welcome and will be charged the same fare charged as the customer. Due to limited space, each customer is allowed one (1) companion per trip. Seating for more than one (1) companion is on a “space available” basis when scheduling a trip. Customers must reserve space for companions (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 (1) year old and weigh more than 20 pounds.
- Regardless of age, children who weigh less than 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 and secured by an accompanying adult.

Packages

For the safety of all riders, passengers may not transport any type of hazardous equipment or materials. Because the vehicle will be shared, passengers should limit the number to what they, their personal care attendant, or companion can carry. No more than three (3) grocery bags or similar sized packages are allowed per individual passenger. Packages must be under the control of the passenger and transported on the passenger's lap or securely under the seat. Small portable grocery carts with two (2) wheels are acceptable but, because of safety, should be secured and not be placed in the aisle way. Drivers may assist with securing these items, if requested.

Passenger Rules of Conduct

Passengers are asked to adhere to the following rules of conduct to ensure the safety and comfort of all passengers and drivers:

- No smoking or vaping (e-cigarettes) 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.
- No radios, mp3 players, cassette tape players, compact disk players or other sound-generating equipment are to be played aboard the vehicle without headphones.

Disruptive Behavior

Disruptive or abusive behavior towards other passengers, drivers, dispatchers, reservationists, Eligibility staff, or managerial staff will not be tolerated. Some examples of disruptive behavior include, but are not limited to: throwing items, verbally abusive language, refusing to board or disembark the vehicle, and refusing to comply with the driver's instructions. Customers exhibiting disruptive behavior may be subject to suspension under the following process:

- First Offense: Verbal Warning via phone call
- Second Offense: Written Warning
- Third Offense: Seven (7) Day Suspension
- Additional Offenses: 14 Day Suspension

Customers that engage in violent, destructive, sexual, or illegal behavior are subject to an immediate suspension while the incident is under investigation. The first offense will

result in an automatic suspension of service for seven (7) days. Additional offenses occurring within one (1) year of a previous offense will result in a 14 day suspension. Depending on the severity of the offenses, a customer may face an indefinite suspension on or after the third offense. If an individual offense is egregious enough, it may result in an indefinite suspension without going through the different levels of suspension. Suspensions for these types of offenses are made on a case-by-case basis.

A customer may appeal any decision to suspend by contacting the ADA Paratransit Coordinator at 719-385-5620. A customer must inform the ADA Paratransit Coordinator of their intent to appeal within 14 days of notification of an offense/suspension. All suspensions will be carried out 15 days from the decision to suspend. Clients engaged in violent, destructive, sexual, or illegal behavior will be immediately suspended while the incident is under investigation. For other offenses, the client will be allowed to ride during the appeals process.

Will Call

From time to time a customer may experience unavoidable delays (i.e. medical) that prevent them from boarding the vehicle on time. When this occurs, customers are placed in “Will Call” status. Once the issue has been taken care of, please reach out to Dispatch at 719-392-2396, Option 2 to reschedule a trip. Unavoidable delays outside of the customer’s control will not be counted against the customer.

Taxi Choice Option

Taxi Choice Option is a premium passenger service that goes above and beyond the basic requirements of the ADA. It is available to Metro Mobility customers who need a ride for seven (7) miles or less. Taxi Choice Option reservations must be made by calling 392-2396, Option 1. Same day rides or changes are not allowed. Taxi Cancellations must be made by calling 719-392-2396 only. A taxi is not guaranteed to everyone. They are made available on a first-come, first-serve basis. This is a shared-ride service.

The fare for the Taxi Choice Option is \$3.50 for a one-way trip and can only be paid for by using an electronic prepaid account. Cash or fare tickets **cannot** be used as payment to the taxi driver.

Taxi companies may refuse to provide trips for customers that have violated its policies. If a taxi is not available or refuses the trip, Metro Mobility will provide the trip, provided the customer is not suspended from its services.

Customers are not allowed to schedule or make any changes to their trip with a taxi driver. This must be done through a Metro Mobility reservationist. Violation of this policy may result in customer's removal from the Taxi Choice Option.

Driver Assistance

Metro Mobility drivers will provide assistance to passengers in accordance with the ADA. In addition to the requirements set forth in the ADA, drivers will provide some additional assistance. Drivers are not required to provide customers with assistance when such assistance is a direct threat to safety or it results in a disruption of service.

A driver will not provide certain requests, such as administering medicine or caring for bathroom needs, as well as other requests that are generally associated with the service provided by a personal care attendant.

Drivers will provide assistance from your door to the vehicle, if requested. See the "Level of Services" Section for more details. You may also wish to reach out to the Customer Service Advocate at 719-392-2396, Option 3 for additional questions concerning the level of assistance drivers will perform.

Reasonable Accommodation

Metro Mobility will make every effort to ensure that all individuals with disabilities can utilize its services. If you believe that a certain policy or procedure is limiting your use of Metro Mobility's services, you may request a reasonable accommodation. Please contact the ADA Paratransit Coordinator at 719-385-5620 to request a reasonable accommodation.

When making a request, please provide as many details as possible to help in determining what, if anything, can be done to honor your request. Metro Mobility is unable to honor requests that cause a direct threat to health and safety, cause a fundamental alteration in service, are not necessary to providing you service, or create an undue financial or administrative burden.

Please make your request well in advance of the day(s) you will need it. While many requests can result in a quick decision, some requests may take up to 30 days to process and determine what, if any, accommodation can be made.

Complaints

If you have a concern or a complaint about the service you were provided, please call customer service at 719-385-7433, Option 1. The customer service agent will log your

complaint. Within one (1) to two (2) business days you will receive a call back from a supervisor regarding your complaint. If additional information is needed, the supervisors will ask for that information.

Commendations

If you feel that you have received excellent service and wish to offer a commendation, please contact customer service at 719-385-7433, Option 1. The customer service agent will ensure that they appropriate individual(s) are recognized as providing excellent service.

Helpful Hints

- Call three (3) days before your trip date. This will increase your odds of getting the specific time that you want.
- Call Reservations between 11:00am and 2:00pm when call volumes are at their lowest.
- If your trip does not require a specific time of day, such as grocery shopping, schedule it between 10:00am and 2:00pm. This will increase your odds of getting the specific time that you want.
- Know the address of where you want to go and the times that will work for you prior to calling Reservations. Reservationists do not necessarily know where specific businesses are located.
- When you are coming up on a recertification of eligibility, contact the Eligibility Office two (2) months in advance to schedule a recertification appointment.

Fixed-Route Service

All Metro Mobility customers can use the fixed-route bus service, Mountain Metropolitan Transit, for half fare. You will need to have your Metro Mobility ID card with you in order to receive this discount. Simply swipe your card when boarding and pay the half fare to the driver. A reduced monthly pass is also available for unlimited rides on the fixed-route service. For more information, please contact Customer Service at 719-385-7433, Option 1.

Adverse Weather

In the event of adverse weather, such as snow or severe storms, Metro Mobility may suspend services for a period of time. Mountain Metropolitan Transit's Facebook page

provides the most up-to-date information on service suspensions or closures. In general, when service is suspended on Mountain Metropolitan Transit's fixed-route system, service is also suspended on Metro Mobility. For more information on service suspension or closure, please contact Dispatch at 719-392-2396, Option 2.

Lost and Found

If you forgot a personal belonging on a Metro Mobility vehicle, please contact the Customer Service Advocate at 719-392-2396, Option 3 as soon as possible to make arrangements to retrieve your lost belonging.

One-Ride

One-Ride is a centralized call center that works with other transportation service providers to provide services not offered by Metro Mobility. If the services outlined in this guide-to-ride do not meet your needs, whether it be the level of service that is provided or the service area, please reach out to One-Ride at 719-663-7433 to see they are better suited to meet your needs.

Get Involved!

There are numerous ways to become more involved with Mountain Metropolitan Transit's decision-making process.

Once a month, the Transit Passenger Advisory Committee (TPAC) meets to discuss a variety of transit-related issues. Many policies that affect riders are discussed at these meetings, including the policies contained in this guide-to-ride. If you would like to have your voice heard, please feel free to attend TPAC. For additional information about TPAC, including meeting times and location, please visit www.mmtransit.com.

Attend public meetings with proposed service changes. These public meeting are typically held once or twice a year. Announcements of these public meeting can be found at www.mmtransit.com and are advertised in the local newspaper and news outlines.

As always, feel free to contact a customer service agent at 719-385-7433, option 1 to gather more information about these meeting or if you would like to provide input on Metro Mobility.

Non-Discrimination Policy

ADA Title II

Metro Mobility is committed to complying with all 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 transit 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 or denied the benefits of its programs, activities or services, or subject to discrimination on the basis of race, color or national origin as per 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 transit services are provided to all.
- To promote full and fair participation in transit decision making.
- To ensure meaningful access to Metro Mobility programs and activities by individuals 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 Transit'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. Please contact us in one of the following ways:

Mail:

Mountain Metropolitan Transit

Attn: Customer Service

1015 Transit Drive, Colorado Springs, CO 80903

Phone:

(719)385-7433, Option 1

Email:

transitinfo@springsgov.com

Online:

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