



**350 Alan Hamel Ave.
Pueblo, Colorado 81003
(719) 553-2725**



CITI-LIFT

**CITY OF PUEBLO
ADA SERVICE
INFORMATION & GUIDELINES**

JUNE 2015



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I. Welcome to Citi-Lift Paratransit Services

Citi-Lift is a complementary ADA paratransit service provided for individuals who, because of their disability, are unable to use the fixed route bus service. This does not include disabilities that only make the use of accessible transit service difficult or inconvenient.

Citi-Lift provides comparable service to the regular fixed route in terms of shared rides, origin to destination service, service area, and hours and days of service. All rides are \$2.50 per one-way trip. The cost of rides may be subject to change.

Eligibility

Citi-Lift provides rides for people who are certified as eligible for paratransit service under the rules of the Americans with Disabilities Act (ADA). Eligibility for Pueblo Transit/Citi-Lift is open to persons in the following three categories:

1. Persons unable to navigate the fixed route system.
2. Persons who require a lift-equipped bus when the fixed route service does not provide accessibility.

3. Persons whose disability makes it impossible for them to travel to or from the nearest bus stop.

If you believe you have a physical or mental disability (including mobility or cognitive impairments) that prevents you from independently using lift-equipped accessible fixed route bus service, write or call for an application:

Pueblo Transit/Citi-Lift
350 Alan Hamel Avenue
Pueblo, CO 81003
(719) 553-2725
www.pueblotransit.com

Please let us know if you need an application in an alternative format or require in-person telephone assistance to complete your application.

Within 21 days of receiving your application, Pueblo Transit may arrange a face-to-face interview for you. Some individuals may be asked to undergo a functional assessment to verify mobility limitations. It may be determined, based on your abilities, that you are eligible for

some rides, but not for others, or it may be determined that you are capable of using the lift-equipped fixed route bus service. All application information will be kept confidential. If you need transportation **to the interview**, Pueblo Transit will arrange your pick up and return trip free of charge.

II. Service Areas and Hours

Citi-Lift operates during the same days and hours as the regular fixed route bus service.

Weekdays: 6:00 A.M. to 6:30 P.M.

Saturday: 6:00 A.M. to 6:30 P.M.

Sunday and Holidays: Services not available

Service is not available on Sundays or any of the following holidays:

New Year's Day
Labor Day
Memorial Day

Independence Day
Thanksgiving Day
Christmas Day

The service area includes the Pueblo City limits and corridors that are within a $\frac{3}{4}$ mile of the fixed bus route.

III. Scheduling a Ride

Rides must be scheduled at least one day in advance, up to 14 days in advance, by calling Citi-Lift at **546-2484**. You can arrange a trip at any time during regular business hours. The ADA allows us to negotiate a revised pick up with you that may be up to one hour before or after your requested pick up time.

When calling to reserve a ride, have the following information ready:

- First and last name
- ID card number
- Date when you want to travel
- Pick up address: number, street, apartment number, city, zip code, telephone number
- Your requested pick up or drop off time
- Your requested return time if you want a round trip
- Where you want to go: number, street, suite number, city, zip code, telephone number
- If you will be bringing a service animal
- If you will be accompanied by a personal attendant (PA) and/or companion (including children)

- Any other information the driver should know to assist with your travel needs.

Helpful Hints:

It is helpful if you could schedule your pick up trip 7-14 days in advance. You may be asked to change your requested pick up time to accommodate your request for a reservation. The ADA allows us to negotiate a revised pick up with you that may be up to one hour before or after your requested pick up time.

Reservation telephone lines are busiest in the morning hours; if possible, call after 11:00 a.m. Trip demand is heaviest between 6:00 - 9:00 a.m. and 2:30 - 5:00 p.m. Try to schedule your trips outside these times, if possible.

Companions and Personal Attendants (PAs)

As a certified rider, you may arrange to bring one (1) companion along on each ride for the same fare that you would pay. You may add extra fare-paying companions to your trip only on a space available basis.

A Personal Attendant (PA) is defined as someone whose assistance you must have in order to ride paratransit. As a certified rider needing assistance, the PA may ride with you at no charge. Your PA and companion may both ride with you on the same trip. When making reservations for your ride, please inform the dispatcher if a companion and/or Personal Attendant will be riding with you.

Cancellations

Cancellations should be kept to a minimum. To cancel trips, call the reservation line and speak to the dispatcher. Cancellations can be left on an automated recorder that is turned on after normal business hours. Remember, you must cancel trips at least 2 hours before the start of the 30-minute ready window to avoid penalties. This will help free up space for others to ride, and keep program costs down. You will be in violation of the cancellation policy if you cancel a scheduled trip that you do not need less than 2 hours prior to the start of the 30-minute ready window.

Call Citi-Lift at (719) 546-2484 to cancel a ride.

No-Show and Cancellation Policy

A “**No-Show**” occurs when a passenger does not board the vehicle within five minutes of the vehicle’s arrival within the 30-minute ready window. Each No-Show is counted as one (1) penalty point.

A “**Late Cancellation**” occurs when a passenger cancels a trip less than two hours before the start of the 30-minute ready window. Each Late Cancellation is counted as one-half (1/2) a penalty point.

In any 30-day period, any passenger who has scheduled ten trips or more and has “no-showed” or “late cancelled” at least 10% of those trips will receive a suspension notice. . (A trip cancelled in accordance with our policy, i.e. more than two hours before the start of the pick-up window, will not be counted in the total number of trips booked, nor will it receive penalty points.) Additionally, to ensure that only passengers who have an established pattern or practice of scheduling trips then not taking them are suspended, a rider will have to accumulate three or more penalty points to receive a suspension. A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the 30-day period.

The length of a passenger’s suspension will adhere to the following schedule:

- Upon a first violation within a calendar year, a passenger receives a warning letter.
- Second violation: 7 days (1-week) suspension
- Third violation: 14 days (2-week) suspension
- Fourth violation: 21 days (3-week) suspension (loss of Subscription)
- Fifth violation: 28 days (4-week) suspension (loss of Subscription)
- Subsequent violations will increase by a week (loss of Subscription)

Violations of this policy will result in suspension, per the above schedule. If you no-show or late cancel because of circumstances beyond your control, please call Pueblo Transit at 719-553-2725 to explain the circumstance, and request the review and/or removal of the no-show or late cancellation.

Pueblo Transit will notify passengers of all points assessed to their record. No-shows or late cancellations must be disputed **within 30 days from the date in which they occur**. Prior to sending a suspension letter, Pueblo Transit will review all no-shows and late cancellations to ensure that the process was followed properly and an accurate count is represented. Any no-show or late cancellation that is found to be in error will be removed from the passenger's account.

Filing an Appeal. If you dispute a suspension under this policy, you have the right to file an appeal. Appeal Requests may be filed by the deadline per the instructions included with your notice of suspension. If you miss the Appeal Request deadline, your Paratransit service will be suspended on the date listed on your Notice of Service Suspension.

Subscription Service

Subscription service is limited. If you travel to and from the same destination at the same time and day at least two times a week, you may request "subscription service". This service allows riders to schedule these trips for up to a month in advance without telephoning in for reservations each day. Subscription riders **must**

call to cancel their ride. A change in time, origination, or destination may change your eligibility for a subscription ride.

Under certain conditions, you may discontinue subscription service for a prearranged, specific period of time and may return to subscription service without penalty following the absence.

Subscription service may be temporarily discontinued for reasons such as: illness, vacation, or school breaks.

Please Note:

There may be a waiting list for subscription rides.

IV. Riding Citi-Lift

Fares

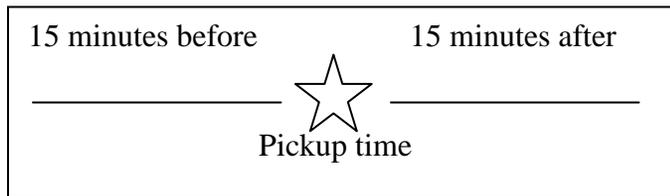
Citi-Lift current fare is \$2.50 for a one-way trip. A Personal Attendant (PA) traveling with an ADA certified rider is transported free of charge.

Drivers do not carry change. Please have the exact fare ready in cash. You also may purchase a monthly pass at our Downtown

Transit Center (123 Court Street) or at the Pueblo Transit administration office (350 Alan Hamel Ave) for \$50.00.

Pickup and Drop Off

You can expect to be picked up within a 30-minute “window” of your scheduled pick up time. You should be ready to board the vehicle **at the beginning** of your “Pickup Window”.



A paratransit vehicle arriving any time within the pick up window will wait up to 5 minutes for the passenger.

It is important to remember that buses arriving within 15 minutes before or after the scheduled pick up time are considered on time and within the time window. Should a vehicle arrive early, you are not required to board until 15 minutes before the scheduled time.

You will not be considered a “no-show” if you refuse a ride that arrives later than the 30-minute window.

Boarding with a Mobility Device

All vehicles are equipped with passenger lifts that meet ADA specifications. They will accommodate mobility devices such as wheelchairs and scooters, regardless of size and weight, if the lift and vehicle are able to physically accommodate the passenger. ADA wheelchair users will be provided with service in accordance with the lift capacity of the vehicle consistent with safety requirements.

If you need the lift to board a vehicle, please inform the driver. He or she will assist you.

Note:

If needed, you may also board the vehicle while standing on the lift. For your safety, please make sure your wheelchair or other mobility device is maintained in accordance to manufacturer’s specifications.

Transporting Packages

Because the vehicle will be shared, riders should limit their parcels to one armload or the equivalent of 3 grocery bags. Drivers must adhere to a schedule and cannot assist with packages. Packages must be transported on your lap or under the seat.

For the safety of all riders, you may not transport explosives, acids, flammable liquids, or other hazardous materials.

Transporting Life-Support Equipment

You may bring a respirator, portable oxygen, and/or other life-support equipment, as long as it does not violate laws or rules related to transportation of hazardous materials and will fit in the paratransit vehicle.

Transporting Children

ADA-eligible children must pay the full fare of \$2.50. Children traveling as companions must also pay the full fare. ADA certified children ages six (6) and over may travel without an accompanying adult only if it can be demonstrated they would be able, if not prevented

by their disability, to use public transportation independently. Children ages four (4) and under or children under forty (40) pounds must be secured in a child safety seat provided by an accompanying adult.

Transporting Animals

You may travel with a service animal such as a guide dog. You should tell the dispatcher when you reserve trips that you will be traveling with a service animal. Pets and other non-service animals may be transported only in a properly secured cage or container, and you must notify the dispatcher that you will be bringing your pet when you schedule your trip.

Out-of-Area Visitor Riding Privileges

Pueblo Transit/Citi-Lift can provide 21 days of service for ADA-certified persons with disabilities who are visiting from outside the Pueblo area. Call Pueblo Transit/Citi-Lift for further information.

V. Responsibilities

There is a short list of common-sense guidelines designed to ensure safety and comfort for all riders as well as the driver.

Rider Responsibilities

- Read all sections of this booklet carefully
- Try to make reservations at least 7 to 14 days in advance
- Be ready at pick up location and be on time
- Call to inquire if the vehicle has not arrived by the end of the 30-minute “window” (546-2484).
- Call to cancel unneeded rides as soon as possible, avoid “no-shows” and “late cancellations”.
- Pay the correct fare in cash or show monthly pass (drivers do not carry change).
- Wear seat belts
- Avoid distracting the driver or annoying other passengers with inappropriate behavior or conversations
- Maintain wheelchair or other mobility device in a safe condition according to manufacturer’s specifications

- Expect “shared-ride” service; others may be picked up after or dropped off before you reach your destination
- Maintain acceptable standards of hygiene
- No eating, drinking or smoking on board
- No riding while under the influence of alcohol or illegal drugs
- No littering in the vehicle
- No radio, cassette tape players, compact disc players, or other sound-generating equipment are to be played aloud on board the vehicle, headphones are permissible.

Driver Responsibilities

Drivers are to adhere to the same standards of common courtesy and personal hygiene, as those required of the riders.

- Treat riders with courtesy
- Be uniformed with visible name tag
- Stay within the “line-of-sight” of their vehicle
- Maintain the assigned service schedule for the convenience of all riders
- If requested, assist riders when entering and leaving the vehicle

Drivers are Not Permitted to:

- Enter a rider's residence or other buildings
- Perform any personal care assistance for riders, including but not limited to, assisting riders to dress
- Lift or carry riders
- Carry riders or wheelchairs up or down steps
- Accept tips or gratuities

VI. Service Suspension

Misusing the system can result in suspension of your paratransit service. The following are misuses of the paratransit services that could lead to suspension.

Obtaining or using paratransit services under false pretenses. The Americans with Disabilities Act (ADA) reserves paratransit services for individuals certified eligible. Your service may be suspended if:

- You have made false or misleading statements on your eligibility application

- You allow other non-eligible individuals such as friends or family members to ride using your name

Suspension for abusive or disruptive behavior

You may be suspended for *Disruptive* or *Abusive* behavior, which may annoy or endanger passengers, drivers, and Pueblo Transit/Citi-Lift staff. Disruptive behavior includes, but is not limited to:

- Intimidation or threats of physical harm to drivers or other riders
- Verbal abuse of drivers, staff, and/or other passengers
- Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual, violent, or racial connotations
- Unauthorized use of vehicle equipment
- Voluntary and repeated violation of riding rules, including:
 - Smoking, eating, and drinking on vehicles

- Refusing to remain seated with seat belt on
- Defacing equipment
- Refusing to comply with other requirements specified in this guide.

Circumstances that are beyond your control

Examples of situations not within the passenger's control may include but are not limited to:

- A sudden personal emergency
- Sudden or worsening illness
- Late arrival of the paratransit vehicle
- Disruptive behavior caused by a disability

If an investigation reveals your disruptive behavior is due to a disability and is beyond your control, your service may not be suspended. However, Pueblo Transit/Citi-Lift may require you to travel with a Personal Attendant (PA). If your PA cannot help you to control your behavior, and/or a safety problem continues to exist, your service may be disallowed.

VII. The Appeals Process

If you are not in agreement with a decision made by Pueblo Transit regarding eligibility or a suspension, you should contact Pueblo Transit at **553-2725** for an administrative hearing. If you are still dissatisfied after an informal hearing, you can file a written appeal. An appointed panel of transportation officials, medical/disability professionals, and rider representatives will review the circumstances of your suspension. The appeals process will be carried out in accordance with the ADA regulations.

- A copy of the appeals process is available at the Pueblo Transit office
- Appeals must be filed *within 60 days* of a denial of eligibility or a decision to suspend service
- Appeals must be filed in writing or on audiocassette; accommodations will be made for persons unable to do so
- You may ride the service until your eligibility appeal is heard. **NOTE:** If you are appealing a suspension based on an illegal, seriously disruptive, or violent behavior you may not

ride until the Appeals Panel overturns your suspension

- A decision will be made within 30 days and rendered in writing

VIII. Using Regular Pueblo Transit Services

Listed are some benefits of the Pueblo Transit fixed-route system:

- Fares are at least half of those charged for Citi-Lift services
- Senior citizens and people with disabilities are eligible for reduced fares on Pueblo Transit
- Wheelchair accessible buses operate on timed schedules and require no advance reservations
- You have more choice and independence since you may go anywhere the bus goes any time according to its schedule

For information about riding Pueblo Transit, please call **553-2725**.

IX. Customer Service

If you have experienced a problem with a specific ride or you need to make an appointment for eligibility certification, please call our office at **553-2725**. Pueblo Transit/Citi-Lift is committed to using customer input as a tool to improve service quality.

If you are experiencing a problem with eligibility, or a suspension, and you would like to talk with someone, contact Pueblo Transit at **553-2725** or you may write to:

**Pueblo Transit
350 Alan Hamel Avenue
Pueblo, CO 81003
(719) 553-2725**

