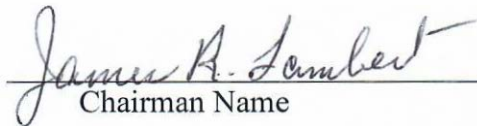


Montezuma County Public Transportation

ADA Compliance Plan

Submitted By: Montezuma County Public Transportation
107 N. Chestnut
Cortez, Colorado

Adopted by: Montezuma Board of Commissioners


Chairman Name

12-17-18

Date Adopted

Approved by: Colorado Department of Transportation
4201 East Arkansas Avenue
Denver, CO

By: _____

Date: _____

Table of Contents

Table of Contents

1. General Contact Information	1-1
2. General Public Service Information	2-1
Service Area.....	2-1
Scheduling	2-1
Fares	2-2
Fleet Inventory and Accessibility	2-2
3. General Service and Training Policies	3-3
Stop Announcements & Vehicle Identification	3-3
Service Animal Policy	3-3
Training Policies	3-3
Maintenance Training.....	3-3
4. Paratransit Services	4-1
Pick-Up and Cancellation Policies.....	4-1
No-Show Policy, Suspension, and Appeals	4-1
Trip Purposes.....	4-1
Capacity Constraints	4-1
Complaint Process	4-1
Changes or Modifications require for ADA Compliance	4-1
5. The Eligibility Process	6-2
Types of Eligibility	6-2
Personal Care Attendant Policy	6-2
Changes or Modifications required for ADA Compliance	6-2

6. Customer Information Availability & Accessibility	6-2
Printed Information	6-2
Website Information	7-2
Relay Service	7-2
Changes or Modifications required for ADA Compliance	7-2
7. Public Participation	7-3
Efforts to Include Persons with Disabilities in the Planning Process.....	7-3
Availability of Public Meeting Materials in Accessible Formats	7-3
8. Coordination Efforts	8-4
9. Summary of Current Paratransit Policies & ADA Requirements	9-1

1. General Contact Information

Agency Name: Montezuma County Public Transportation

**Mailing Address: 1700 N. Dolores Road
Cortez, Colorado
81321**

**Telephone:
970- 564-2770**

Fax: 970-565-0443

Website: montezumacounty.org

Contact Person: Clint Watson

ADA Contact Person: Clint Watson

2. General Public Service Information

Montezuma County Public Transportation provides door-to-door demand response transportation service for the general public within Montezuma County and provides medical transportation (only) to Dove Creek in Dolores County, and Durango in La Plata County we have wheelchair accessible vehicles for those consumers requiring them.

Service Area

Montezuma County is in District 5 of CDOT Transportation District, District 10 in the Planning Region (TPR), District 8 in CDOT Commission District, and in the 3rd district in the Congressional District.

There is 2040 square miles in Montezuma County, of those 2040 square miles 2029 are land and 11 are water.

In 2000 the population of Montezuma County was 23,850 and in 2014 the population was 25,772 with an increase of 9% over that 14 year period.

Montezuma County is bordered by Dolores County to the North, San Juan County to the Northeast, La Plata County to the East, San Juan County New Mexico to the South, Apache County Arizona to the Southwest, and San Juan County Utah to the West. Our office is 41 miles from the Four Corners Monument.

Montezuma County is the only county in the United States to border three counties with the same name in three different states (San Juan County in Colorado, New Mexico, and Utah). The "border" with San Juan County, Colorado, is, however, only a point of zero length.

Scheduling

Our hours of operation are Monday-Saturday from 7:00am-5:00pm. We provide a door-to-door demand response service for the general public transportation. We ask consumers to call the day before by 1:30pm if possible so we know how many drivers are needed the next day. If they call that day for a ride we do our best to work them in with medical needs being top priority.

Fares

Fares are collected on a cash basis and exact change is preferred. We have a card that consumers can purchase it is \$25.00 and is worth \$30.00 in fares. The table below reflects the fares charged for our general public service.

	Fare
One-way	
<i>Within Cortez city limits</i>	\$2.00
<i>2-5 miles out of Cortez</i>	\$3.00
<i>5-7 miles out of Cortez</i>	\$4.00
continued	
<i>7-12 miles out of Cortez</i>	\$6.00
<i>Mancos to Cortez</i>	\$9.00
<i>\$30.00 pass</i>	\$30.00
Round trip	
<i>To Durango medical only</i>	\$50.00
<i>To Dove Creek medical only</i>	\$35.00

We also ask for \$1.00 for each extra stop on the same trip.

For the consumers aged 60 and older these are suggested donation prices. We contract with the Area Agency on Aging for Older American Act no one (over 60) will be denied services for the inability to pay. The medical trips to Dove Creek and Durango do not go under the Older American Act contract. We also are Medicaid approved provider. Consumers on Medicaid that have been approved for medical or Home Community Based Services ride for free and we bill Medicaid for those rides.

Fleet Inventory and Accessibility

Montezuma County Public Transportation operates with 2 8-10 passenger buses that are ADA accessible with lifts they hold 2 wheelchairs, 2 ADA accessible minivans that is equipped with ramps and holds 1 wheelchair and 2 passengers, 2 minivans that are non ADA accessible and holds 3-4 passengers, and 3 non ADA accessible four wheel-drive sports utility vehicles.

3. General Service and Training Policies

Stop Announcements & Vehicle Identification

Montezuma County Public Transportation does not operate any fixed routes, we provide door-to-door call demand services.

Service Animal Policy

It is the policy of Montezuma County Public Transportation that if a consumer states that their animal is a service animal then we except that and they are able to take their Service animal on our vehicle. If the service animal causes any problems then we reserve the right to decline transportation for that service animal.

Training Policies

Below is description of Montezuma County Public Transportation training policies for our driver and maintenance crews. Our policies reflect the requirements set forth in 49 CFR Sec 37.173.

Driver Training

Montezuma County Public Transportation shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicles and equipment safely and properly assist and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the differences among individuals with disabilities accessible features in operating condition as outlined in 49 CFR 37.161 and 37.163.

Maintenance Training

Montezuma County has a fleet management department and will be maintaining these vehicles. They are certified mechanics and are in a drug pool. The maintenance crew will be going through training to keep these accessible features in operating condition as outlined in 49 CFR 37.161 and 37.163.

When consumers call in for a ride we ask them if they are in a wheelchair then we send the needed vehicle. If they are unable to climb stairs on the bus then we send one of the ADA mini vans with a ramp they can walk up to get in the vehicle. We send the appropriate vehicle best for the consumer.

4. Paratransit Service

Montezuma County Public Transportation does not provide fixed route services with responsibility to provide paratransit service. Our agency provides the same quality of service to all consumers.

Pick-Up and Cancellation Policies

It is the policy of Montezuma County Public Transportation for consumers to be ready 15 minutes before their scheduled pick-up time so that if we are early they will be ready.

We ask the consumers to cancel as soon as they know they need to cancel.

No-Show Policy, Suspension, and Appeals

Montezuma County Public Transportation has a no-show policy. If we go to pick a consumer up and they are not ready within 5 minutes three times then we will not pick them up for a to be determined amount of time depending on how many no-shows they have had.

2nd No-show- Consumer will receive a phone call.

3rd No-show- Consumer will receive a certified letter stating they will be suspended for 3 months. The Consumer must go before the advisory board for reinstatement.

Trip Purposes

We will transport any client to anywhere in the county. If our scheduling don't allow for us to work a consumer in at the time they want to go then we will prioritize the rides. We feel that medical appointments should have a highest priority, then other appointments, then shopping and visiting.

Capacity Constraints

We try to accommodate all requests for transportation. If there is any time in which we are unable to accommodate the request because of time constraints we prioritize the request. Consumers may be asked to go at a different time then they are requesting.

Complaint Process

If you have a complaint please contact Clint Watson Fleet/Transportation manager at (970)565-8525 or mail it to Clint Watson 1700 N. Dolores Road, Cortez, Co 81321 or email cwatson@co.montezuma.co.us. I will address the problem and will get back to you.

Changes or Modifications required for ADA Compliance

No changes needed at this time.

5. The Eligibility Process

Our agency does not provide fixed route services with responsibility to provide paratransit services.

Types of Eligibility

Montezuma County Public Transportation provides transportation for the general public and does not have any eligibility requirements.

Personal Care Attendant Policy

Montezuma County Public Transportation allows for one personal care attendants to accompany consumers when needed free of charge.

Changes or Modifications required for ADA Compliance

No changes are needed at this time.

6. Customer Information Availability & Accessibility

Montezuma County Public Transportation understands the importance of disseminating our services to a broad range of individuals. Below are descriptions of how information is distributed and what accessibility measures have been taken to ensure that information for our agency is available and complies with ADA regulations.

Printed Information

We have a rack card that we have distributed through-out Montezuma County. With the hours and the fares, wheelchair vehicles are available, phone number, days of operation, flexible hours.

Upon request, information about our services, policies and procedures will be provided to the public in accessible formats.

Website Information

Montezuma County's website address is: montezumacounty.org then you click on Department & Contacts across the top and then down to Public Transportation.

Days and hours of operation, that we are door-to-door call demand service and the process of scheduling a ride, that we have ADA accessible vehicles, and the fares.

The IT department is working on meeting the Sec 508 web accessibility guidelines. Montezuma County does not have audio descriptions available.

Relay Services

We have had consumers that has used the TTY services

Changes or Modifications required for ADA Compliance

No changes are needed at this time.

7. Public Participation

Montezuma County Public Transportation, in an effort to solicit full public participation, has defined a comprehensive public participation process as described in the following sections.

Efforts to Include Persons with Disabilities in the Planning Process

We have an advisory board meeting every other month. On this board we have a consumer that has been in a wheelchair for 50 years, and a consumer that is visually impaired and has a certified service dog they are there to represent persons with disabilities in our community.

Availability of Public Meeting Materials in Accessible Formats

Upon request Montezuma County Public Transportation, will provide information about its services, policies and procedures will be provided to the public in accessible formats and interpreters at public meetings.

8. Coordination Efforts

I attend the Resource Development meeting held every other month and the Community Health Coalition meeting monthly. These are coalitions of human service agencies from Montezuma County and Dolores Counties. I have given presentations about our services and I am available to answer questions about our transportation services.

I am a member of the Adult Protection Team, when transportation needs arise I am there for questions.

Below is a table outlining the efforts of coordination efforts Montezuma County Public Transportation has undertaken over the last 12 months.

Partner Agency	Coordinated Activity	Status	Timeframe
Department of Social Services	We have contracted with the department of Social Services to transport their consumers to any meetings that they need to attend.	Current	Beginning 2015
Pinon Project	To transport their consumers to classes that they need to attend, appointments they need to keep to help them to become more self- reliant.	Current	Begin 2015
Community Connections	To transport their consumers that need to go to their day care facility many of these consumers are in wheelchairs.	Current	7 years
Medicaid	We are an approved provider. We provide medical transportation as well as Home Community Based Services.	Current	9 Years
Area Agency on Aging	Providing transportation for consumers age 60 plus. To senior centers for the nutrition program, medical appointments, shopping, other activities	Current	25 years
Southwest Health System	Provides \$2500.00 a year to help defer cost of transporting consumer to their medical facilities in Montezuma County	Current	7 years

9. Summary of Current Paratransit Policies & ADA Requirements

	ADA Requirement for Fixed Route Service	Current Paratransit Policy
Eligibility for Paratransit Service	Persons with disabilities who are unable to access fixed route service for the particular trip being requested due to an impairment related condition.	We do not provide fixed route services. We are a door-to-door call demand service
ADA Service Area	Service is required to origins and destinations within corridors with a width of 3/4-mile on each side of each fixed route. Small areas surrounded by corridors must be served. Service is not required outside the boundaries of the jurisdiction(s) in which the transit agency's operates, if it does not have legal authority to operate in that area. This exception applies only when there is a legal bar to the entity.	We do not provide fixed route services. We are a door-to-door call demand service
Service Hours	Service shall be available throughout the same hours and days as the entity's fixed route service. Corridors do not need to be served with paratransit when the fixed route system is not running in them.	Our hours are the same for all consumers
Response Time	The entity shall schedule and provide paratransit service in response to a request for service made the previous day. Reservations may be taken by reservation agents or by mechanical means. Reservations will be accepted 24 hours a day. Outside normal business hours, customers may leave their trip request on a voicemail system. The entity may permit advance reservations to be made up to 14 days in advance. The entity may negotiate pickup times with the individual, but not more than one hour before or after the individual's desired departure time.	We ask consumers to call the day in advance so we will be able to meet their request. We have an answering machine they can leave a message for a ride after office hours. We will prioritize those rides if we are not able to meet the request. Medical appointments are first priority.
Fares	The fare shall not exceed twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a trip of similar length, at a similar time of day, on the entity's fixed route system. In calculating the full fare the entity may include transfer and premium charges. Companions pay the same fare as the ADA eligible rider. A personal care attendant may not be charged for complementary paratransit service. A higher fare may be charged to a social service agency or other organization for agency trips.	Fares are the same for all consumers. For consumers age 60 plus it is a suggested donation due to the Older American's Act. One personal care attendant may ride for free when one is needed.
Passenger Assistance Level	Minimum of Curb-to-Curb service standard. Door-to-door service should be provided when requested in a situation that does not provide a safety hazard or other policy violation.	We offer a door-to-door assisted call demand service. We do not assist consumers out of wheelchairs, inside the home, and we do not adjust oxygen bottles.

Service Animals	The entity shall permit service animals to accompany individuals with disabilities in vehicles and facilities.	We allow service animals on the vehicles. If the animal causes any problems we reserve the right to decline transportation for that animal
Visitor Policy	A public entity shall make the service to a visitor required by this section available for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service during such 365-day period. In no case shall the public entity require a visitor to apply for or receive eligibility certification from the public entity before receiving the service required by this section.	We provide services to the general public. We do not have any eligibility requirement for any consumer
Same Day Service	Not Required	We provide same day services if at all possible. Medical appointments are first priority.
Vehicle Identification	Where vehicles or other conveyances for more than one route serve the same stop, the entity shall provide a means by which an individual with a visual impairment or other disability can identify the proper vehicle to enter or be identified to the vehicle operator as a person seeking a ride on a particular route.	We are a door-to-door call demand service. We do not provide fixed routes.
Stop Announcements	The entity shall announce at least at transfer points with other fixed routes, other major intersection and destination points, and intervals along a route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location.	We are a door-to-door call demand service. We do not provide fixed routes.
Trip Purpose Restrictions	The entity shall not impose restrictions or priorities based on trip purpose	As long as they call the day before we do not prioritize. If consumers call the same day for services we do prioritize them if we are unable to meet the demand for a ride
Capacity Constraints	<p>The entity shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:</p> <ul style="list-style-type: none"> - Restrictions on the number of trips an individual will be provided - Waiting lists for access to the service - Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons including but not limited to substantial numbers of: <ul style="list-style-type: none"> * Significantly untimely pickups for initial or return trips * Trip denials * Missed trips * Trips with excessive trip lengths <p>Operational problems attributable to causes beyond the control of the entity shall not be a basis for determining that a pattern or practice exists.</p> <p>Problems with telephone access would amount to trip denials or violation of the response time requirement.</p>	We do not restrict the number of trips for any consumer unless the agency that is paying for the services and they have a restriction on the number of rides available. If that consumer wants to pay for extra rides we are more than happy to provide that service for the general public.

<p>Training Requirements</p>	<p>Each public or private entity which operates a fixed route or demand responsive system shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicle and equipment safely and properly assist and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the difference among individuals with disabilities.</p>	<p>Montezuma County Public Transportation shall meet this requirement</p>
<p>Complaint Process</p>	<p><i>Designation of responsible employee.</i> Each public or private entity subject to this part shall designate at least one person to coordinate its efforts to comply with this part. (b) <i>Adoption of complaint procedures.</i> An entity shall adopt procedures that incorporate appropriate due process standards and provide for the prompt and equitable resolution of complaints alleging any action prohibited by this part and 49 CFR parts 27, 38 and 39. The procedures shall meet the following requirements:</p> <p>The process for filing a complaint, including the name, address, telephone number, and email address of the employee designated in the above paragraph of this section, must be sufficiently advertised to the public, such as on the entity's Web site;</p> <p>The procedures must be accessible to and usable by individuals with disabilities;</p> <p>The entity must promptly communicate its response to the complaint allegations, including its reasons for the response, to the complainant and must ensure that it has documented its response.</p>	<p>Montezuma County Public Transportation shall meet these requirements</p>
<p>Maintenance of Accessible Features</p>	<p>Public and private entities providing transportation services shall maintain in operative condition those features of facilities and vehicles that are required to make the vehicles and facilities readily accessible to and usable by individuals with disabilities. These features include, but are not limited to, lifts and other means of access to vehicles, securement devices, elevators, signage and systems to facilitate communications with persons with impaired vision or hearing.</p> <p>Accessibility features shall be repaired promptly if they are damaged or out of order. When an accessibility feature is out of order, the entity shall take reasonable steps to accommodate individuals with disabilities who would otherwise use the feature.</p> <p>This section does not prohibit isolated or temporary interruptions in service or access due to maintenance or repairs.</p>	<p>Montezuma County Public Transportation has ADA accessible vehicles with lifts, ramps, wheelchair securement devices.</p> <p>We have had consumers that has called for services using TYY</p>