

FRONT COVER



CITI-LIFT

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

SEPTEMBER, 2001



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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, door-to-door pickup, service area, and hours and days of service. All rides are \$2.00 per one-way trip. The cost of rides may be subject to changes.

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 S. Grand Ave.
Pueblo, CO 81003
(719) 542-8763

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, the ADA Coordinator will 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's ADA Coordinator 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 pickup with you that may be up to one hour before or after your requested pickup 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 pickup 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 care attendant (PCA) 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 pickup time to accommodate your request for a reservation. The ADA allows us to negotiate a revised pickup with you that may be up to one hour before or after your requested pickup time.

Reservation telephone lines are busiest in the morning hours; if possible, call after 11:00 a.m. Trip demand is heaviest between 7:30 - 9:30 a.m. and 2:30 - 5:00 p.m. Try to schedule your trips outside these times, if possible.

Companions and Personal Care Attendants (PCAs)

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

Cancellations

Cancellations should be kept at 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 within 24 hours 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 do not call and cancel a scheduled trip that you do not need less than 24 hours prior to the scheduled trip.

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

No-Shows – Definitions and Penalties

You will be considered a “no-show” if you:

- Reserve a ride but do not meet the vehicle within 5 minutes of its arrival.
- Call to cancel a trip less than one hour before the scheduled pick-up time.

If you are a “**no-show**” for a trip and we are unable to contact you, any subsequent trips scheduled for the same day will be canceled unless we hear from you.

If you “no-show” three (3) times in one month or have five (5) or more less than 24 hour prior cancellations you may be suspended:

- 1st time – 30 day suspension and lose your subscription ride privileges
- 2nd time – 6 month suspension and lose your subscription ride privileges
- 3rd time – 1 year suspension and lose your subscription ride privileges

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

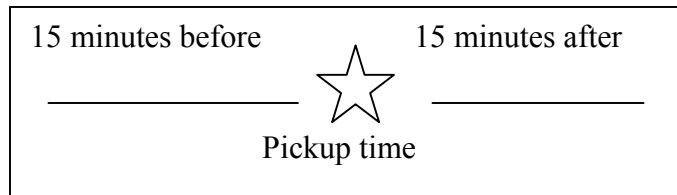
Fares

Citi-Lift current fare is \$2.00, one-way trip. A Personal Care Assistant (PCA) traveling with an ADA certified rider is transported free of charge.

Drivers do not carry change. Please have the exact fare ready in cash or check. You also may purchase a monthly pass at our Downtown Transit Center (123 Court Street) or at the Pueblo Transit administration office (350 S. Grand Avenue).

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 pickup 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 pickup 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 three wheel scooters up to 48” by 30” with a total weight up to 600 pounds, including the passenger. Mobility devices that exceed these standards may not be transportable.

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 \$2.00. 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 or canine companion. 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 pickup 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 “Less than 24 hour” cancellations.
- Pay the correct fare in cash, checks, 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. Suspension of Service

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 Care Assistant (PCA). If your PCA 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 get in touch with the Pueblo Transit ADA Coordinator at **542-8763** for an administrative hearing. If you are still unsatisfied 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 or from the Pueblo Transit ADA Coordinator
- 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 **542-8763**. 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 the Pueblo Transit ADA Coordinator at **542-8763**, you may call or write to:

Pueblo Transit ADA Coordinator
350 South Grand Avenue
Pueblo, CO 81003
(719) 542-8763

Administrative FAX

549-6082

Mailing Address:

Pueblo Transit/Citi-Lift
350 South Grand Ave.
Pueblo, CO 81003
(719) 542-8763

X. Quick reference numbers
(719) area code

Citi-Lift Reservations/Cancellations	546-2484
General Information	542-8763
Eligibility	
Monthly Passes	
Replacement ID Cards	
ADA Paratransit Application	
Travel Training Programs	
Comments or Complaints	
Materials in Alternative Formats	

If hearing impaired please call the Colorado Relay service at:

1-800-659-3656 (Voice)

1-800 659-2656 (TTY)

XI. Change of Address Form

Use this form if you have a change of address/name. This will enable Citi-Lift to continue your service without unnecessary interruptions.

Tear this page out and mail to address on back of this form.

New address:

Name: _____

New address: _____

Telephone: _____

Date of birth (Optional) _____

Old address:

Address: _____

Telephone: _____

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Pueblo Transit/Citi-Lift
350 S. Grand Avenue
Pueblo, CO 81003

BACK COVER



**350 South Grand Avenue
Pueblo, Colorado 81003**