



DIAL-A-RIDE USERS GUIDE

TRANSFORT
> DIAL-A-RIDE

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WELCOME TO DIAL-A-RIDE



The City of Fort Collins, Dial-A-Ride (DAR) paratransit service provides door-to-door public transportation to riders who have a disability that prevents them from making some or all of their trips on fixed route buses. This service is sometimes called “ADA Paratransit Service” because it is provided as part of our efforts to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA).

PHONE NUMBERS AND HOURS

DIAL-A-RIDE GENERAL INFORMATION

970-224-6066

Monday – Sunday, 8 a.m. to 5 p.m.

- Applications
- Passenger information changes
- Lost and found

CUSTOMER SERVICE

970-221-6620

Monday – Friday, 7:30 a.m. to 5:30 p.m.

- Complaints
- Commendations
- Discrimination Claims

RIDE RESERVATIONS

970-224-6066

Monday – Sunday, 8 a.m. to 5 p.m.

ELIGIBILITY INFORMATION

970-224-6002

Monday – Friday, 8 a.m. to 5 p.m.

- Eligibility Information
- Application Status
- Eligibility Renewals
- Visitor Status Requests

DISPATCH AND CANCELLATIONS

970-224-6066

Monday – Saturday, 6:15 a.m. to 11 p.m.
Sunday, 8 a.m. - 7 p.m.

- Dispatch/ride status
- Cancellations (also available anytime via voicemail)

CONTRACT ADMINISTRATOR

970-416-2615

Monday – Friday, 8 a.m. to 5 p.m.

- No Show Information
- Suspension Information
- Appeals

APPLICATION FOR SERVICE

Individuals who would like to apply or re-apply for service may do so by contacting Dial-A-Ride's general information number at 970-224-6066. A representative will take basic information to initiate the process. Once you have received and completed the application, please return the completed application to Dial-A-Ride. Once an application is received, we will send a Health Care Provider (HCP) Verification form to the HCP that you have identified on your application. It is important that you list the health care provider who will be most familiar with your disability or illness.

Once the HCP form has been received by Dial-A-Ride, eligibility staff will begin to process your completed application. Applications are not complete until the HCP form has been completed and received by Dial-A-Ride.

Dial-A-Ride will process your completed application within twenty-one (21) calendar days of receipt of the completed HCP form. If a decision is not made within this time, presumptive eligibility will be granted until a decision can be made.

There are no fees associated with the application process. Fees incurred such as transportation and mailing may be reimbursed by sending a written request with a receipt or invoice to:

**Transfort/Dial-A-Ride
Contract Administrator
250 N Mason St
Fort Collins, CO 80524**

Fees will be verified and reimbursed within fourteen (14) days of receipt of the request.

Please note that residency is not required in order to apply for service.

WHO IS ELIGIBLE FOR PARATRANSIT SERVICES?

The ADA regulations provide that a person may be eligible for Paratransit services under one of the following three categories:

CATEGORY 1

The first category of eligibility includes those persons who are unable to use fully accessible fixed route bus services. Included in this category is:

“Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.”
[Section 37.123(e) (1) of the ADA regulations].

CATEGORY 2

This applies to an individual who would be able to use the fixed route bus system if it were accessible (e.g. If a low-floor or lift-equipped bus is not available, or their bus stop is not accessible due to the physical characteristics of the stop).

CATEGORY 3

“Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.”
[Section 37.123 (e) (3) of the ADA regulations].

Two important qualifiers to this category are included in the regulations. First, environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, confer eligibility. Inconvenience in using the fixed route bus system is not a basis for eligibility.

TYPES OF ELIGIBILITY STATUS

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

UNCONDITIONAL – Full service for up to three (3) years.

CONDITIONAL – Any conditions applied to service is done so on an individual basis depending on the needs of the passenger. Because conditions vary from one individual to another, they will be clearly explained on the eligibility letter. Your eligibility specialist will be able to answer any questions you may have regarding your conditions.

TEMPORARY – Temporary eligibility is provided to passengers who have a temporary disability/illness that prevents them from using the Transfort bus system. 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.

SERVICE FOR VISITORS – Visitors who have current ADA Paratransit Eligibility Certification in any other jurisdiction in the United States may use Dial-A-Ride for up to twenty-one (21) calendar days a year by providing their ADA Identification card or certification letter. Visitors who do not have this certification but have a disability that prevents the access of fixed route service may still be eligible as a visitor. An eligibility specialist will be able to assist you in qualifying as a visitor.

RE-CERTIFICATION OF ELIGIBILITY

Each Dial-A-Ride customer must be re-certified upon reaching his/her eligibility expiration date. Typically, eligibility extends for three (3) years from certification. A customer's ADA certification letter will indicate his/her Paratransit eligibility expiration date.

APPEAL PROCESS

Transfort has an established appeal committee, which consists of a panel of people uninvolved with the initial eligibility decision. The appeals board may consist of experts, advocates and/or passengers.

NOTICE OF RIGHT TO APPEAL

Under the provision of the Americans with Disabilities Act of 1990, customers and applicants have the right to appeal any determination stating that the customer or applicant is not eligible for Dial-A-Ride paratransit service or any suspension or other restrictions which may have been placed upon the customer or applicant of the service. Appellants must make their appeal within sixty (60) calendar days of receiving a notice of eligibility determination or suspension.

Appeals should be submitted in writing to:

**Transfort/Dial-A-Ride
Contract Administrator
250 N Mason St
Fort Collins, CO 80524**

Upon receipt of an appeal request, Transfort/Dial-A-Ride will schedule a hearing date. Service will not be rendered until a decision has been made except for “No Show Violation” appeals. Customers who appeal a “No Show” suspension will continue to receive service until a decision has been made.

Transportation to and from the appeal will be arranged by Transfort through the Contract Administrator receiving the request at no charge to the appellant. An advocate may be designated at the option of the appellant.

The appellant, appellant’s advocate, or other representative may make a presentation at the scheduled hearing. An appeal decision will be made no later than thirty (30) days after the hearing date and the written appeal decision shall be mailed to the applicant within one (1) business day of the decision being made. If an appeal decision is not made within thirty (30) days from the date of the hearing, the appellant will receive presumptive eligibility until such time that a decision can be made.

If there is any change in the customer or applicant’s ability to use fixed route transit services in the future, the customer or applicant may submit a new Application for ADA Paratransit Services through Dial-A-Ride.

NON-DISCRIMINATION POLICY

ADA TITLE II

Transfort is committed to complying with all Federal 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 transportation agencies, like Transfort, are required by law to provide the necessary ADA-compliant equipment and accommodations.

TITLE VI

Transfort/Dial-A-Ride is committed to ensuring that no individual is excluded from participation in, denied the benefits of its programs, activities or services, or subject to discrimination on the basis of race, color or national origin as per the Title VI of the Civil Rights Act of 1964, as amended.

- To ensure that the level and quality of transportation services are provided to all
- To promote full and fair participation in transportation decision making
- To ensure meaningful access to Transfort/Dial-A-Ride’s programs and activities by persons with limited English Proficiency
- To identify and address, as appropriate the human health, social, economic and environmental effects of Transfort/Dial-A-Ride’s programs and activities on all populations

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FILING A COMPLAINT

For additional information on Transfort’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, with Transfort/Dial-A-Ride;

Mail: Transfort/Dial-A-Ride
250 N Mason St
Fort Collins CO 80524

Phone: 970-221-6620

Fax: 970-221-6285

Email: TransfortInfo@fcgov.com

Transit Centers:

- **CSU Transit Center (CTC)**
North end of Lory Student Center at CSU
- **Downtown Transit Center (DTC)**
N. Mason Street, between Laporte & Maple
- **South Transit Center (STC)**
4915 Fossil Blvd.

REASONABLE MODIFICATION POLICY

If you would like to request a reasonable modification to Transfort or Dial-A-Ride's policies, practices and/or procedures to assist in ensuring that our programs are accessible to individuals with disabilities, please send a request describing what is needed to use the service to transfortinfo@fcgov.com or call 970-221-6620. Transfort or Dial-A-Ride staff will use the following criteria to determine if a request is reasonable: 1) the request is not a fundamental alteration of the service; 2) the request is not a direct threat to the health or safety of others; 3) the request is not needed by the requester to use the service; and 4) the request does not result in undue financial or administrative burden.

THE PARATRANSIT SERVICE AREA AND SERVICE HOURS

SERVICE AREA: The service area is limited to three-quarters ($\frac{3}{4}$) of a mile of a fixed route. Please refer to attached maps.

SERVICE HOURS:

Monday – Saturday 6 a.m. – 11 p.m.

Sunday 8 a.m. – 7 p.m.

In 2007, Fort Collins City Council provided an exemption for certain existing Dial-A-Ride customers who lived outside the three-quarters ($\frac{3}{4}$) of a mile corridor. Customers who have been exempted may exceed the service area under certain conditions. If you believe you may have had an exemption or have questions regarding the exemption of service, please contact the Dial-A-Ride Contract Administrator at 970-416-2615. Please note that no further exemptions will be granted.

Please note that there are times when additional fixed route service is provided for shuttles and special events. Dial-A-Ride service will be available within

three-quarters ($\frac{3}{4}$) of a mile from these shuttles and special events. Rider alerts will be posted on Dial-A-Ride vehicles prior to the events. Information will also be available by calling the Dial-A-Ride Reservation Line at 970-224-6066.

FARES

The current fare for Dial-A-Ride is \$2.50 per trip for customers and guests for most trips. The fare is free for Dial-A-Ride customers and guests ONLY for trips scheduled within the Horn and/or late night service area and hours of operation (see page 14 - 15 for map and times). Authorized Personal Care Attendants (PCAs) will not be charged a fare.

Customers may be able to receive funding from Foothills Gateway or Larimer County Options for Long-term Care. This will be coordinated by the funding sponsor. Dial-A-Ride is not responsible for funding decisions made by the funding sponsor. Questions regarding funding should be directed to the sponsor. Funding only covers the cost of the customer's trip.

Drivers are required to collect fares for all unfunded trips. Dial-A-Ride fares may be paid with cash, tickets or tokens only. If paid by cash, the exact change must be used. Dial-A-Ride drivers do not carry change.

Tickets or tokens may be purchased in any quantities by contacting Dial-A-Ride at 970-224-6066. Cash, check or credit card is accepted. Drivers will deliver ticket or token orders on the customer's next ride and no earlier than the next service day. Payment must be made at the time of the transaction. Checks can be sent and should be made payable to:

zTrip

**1833 E. Mulberry Street, Unit A
Fort Collins, CO 80524**

Drivers are not permitted to accept tips. Driver commendations should be directed to Transfort customer service at 970-221-6620.

REQUESTING DIAL-A-RIDE SERVICES

To schedule a trip, please call Dial-A-Ride Reservations at 970-224-6066, between 8 a.m. and 5 p.m., Monday through Sunday. Reservations may be made from one (1) day up to two (2) weeks in advance. Reservations will not be accepted for same-day service except in situations where a passenger has missed their return trip home. Exceptions are at the discretion of Dial-A-Ride management.

WHEN SCHEDULING A TRIP, YOU WILL BE ASKED TO PROVIDE:

- Your name
- Specific origin and destination address including building number, business name or doctor's office, as well as any specific pick up information
- Your telephone number
- The date and time of origin and destination of the trip request along with an appointment time if appropriate
- If eligible, a Personal Care Attendant (PCA) will travel with you
- If a guest other than your PCA will travel with you (including children)
- If you will be using a manual wheelchair, power wheelchair, scooter, service animal, or personal cart.
- If conditionally eligible, the call taker will ask you information to find out if your conditions have been met

PROVIDE ALTERNATIVE TRAVEL TIMES

If Dial-A-Ride cannot accommodate your exact request, it may offer travel times of up to sixty (60) minutes/ 1-hour before or up to sixty (60) minutes/ 1-hour after the requested pick up time as established as service criteria under the ADA.

Please note that reservationists will not offer pick up times that would exceed the time you need to be at your destination or prior to when you would be ready for your return trip.

PLEASE NOTE WHEN SCHEDULING YOUR TRIP:

Dial-A-Ride vehicles will arrive any time between fifteen (15) minutes before and fifteen (15) minutes after your requested pick up time. You must be prepared to board the vehicle at the beginning of your thirty (30) minute scheduling window.

Dial-A-Ride drivers will only wait five (5) minutes from the time they arrive during your scheduled pick up time window. If a passenger is not ready to go within five (5) minutes of vehicle arrival, the driver will mark the passenger as a "no-show" and will depart the location.

PLEASE ALLOW ABOUT ONE AND A HALF (1½) HOURS FOR YOUR DOCTOR'S APPOINTMENTS.

If you are not ready for your DAR return trip from your doctor's appointment, please notify Dispatch at 970-224-6066. When you are ready for your return trip, again call Dispatch and they will send a driver to pick you up. Please note that all drivers have scheduled passengers to pick up at all times, and you may have to wait for an extended period of time before a driver is available to pick you up. You must allow at least one (1) hour between pick up and drop-off time.

CANCELING TRIPS

In the event that you must cancel a Dial-A-Ride trip, please do so as soon as possible. **You can cancel trips twenty-four (24) hours a day by calling 970-224-6066.** Trips should be canceled at least one (1) hour before your scheduled pick up time. Our Dispatch staff offers cancellation codes as a reference number. Please take the opportunity to write down that number. When canceling 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 canceled, the location of each trip to be canceled and indicate whether or not you'd like a representative to call back with a cancellation code number.

NO SHOW POLICY

The following three types of cancellations are considered “no shows.”

1. “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 and the driver must leave to stay on schedule
- The vehicle arrives and the customer does not have the proper fare

2. “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

3. “Late Cancellation”

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

NOTE: If a customer has a “no-show” for the first trip, every attempt will be made to contact the customer by phone if possible. ADA regulations prohibit Dial-A-Ride from automatically canceling the return trip 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 “no showed” is assessed independently in accordance with ADA regulations.

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EXCEPTIONS

The following exceptions are provided in accordance with ADA regulations:

1. “Medical Delay”**

Any trip a customer has missed because they were not finished with their medical appointment will be marked a “Medical Delay” and not charged as a “No Show.”

2. “Circumstances Beyond Control”

Cancellations that meet the definition of a “No Show” that occur due to a situation outside the customer’s control will not be charged as a “No Show.” Because there is no way for staff to know when this type of situation has occurred, “Circumstances Beyond Control” will be determined once a customer has called to inquire about the “No Show” notification with a supervisor. Cancellations determined to be outside the customer’s control will not be charged as a “No Show.”

*** If a customer has been medically delayed, requests return service, but the customer is then not available when the driver arrives, a “no show” will be assessed.*

NO SHOW SUSPENSION

Each time a customer has had a “No Show Violation” assessed, a letter will be sent to the customer’s mailing address within three (3) business days of the violation. If the customer has three (3) or more “No Show Violations” in a thirty (30) day period, the customer’s account will be reviewed. If it is determined that the customer’s rate of “no shows” exceeds three (3) times the current system “no show” rate, a suspension letter will be sent to the customer.

The system “no show” rate is equal to the total valid “no shows” in a month divided by the total scheduled trips in a month. For example, if there were one hundred (100) “no shows” in a one (1) month period and there were a total of three thousand (3,000) scheduled trips, the month’s system “no show” rate would be $100 \div 3,000$ or 3.3%.

The passenger’s “no show” rate is equal to the total valid “no shows” they received in a month by the total number of rides they had scheduled. For example, if a passenger had three (3) no shows in a month and had a total of thirty (30) trips scheduled, their “no show” rate would be $3 \div 30$ or 10%. Using the system rate example above, this passenger would be suspended because their “no show” rate is three times higher than the system rate of 3.3%.

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

- Period = seven (7) days
- Second suspension in a rolling one (1) year period = fourteen (14) days
- Third suspension in a rolling one (1) year period = twenty-one (21) days
- Fourth or more suspensions in a rolling one (1) year period = thirty (30) days

The one (1) year rolling period refers to the previous twelve (12) month period from the date of the current suspension notice.

**No Show Suspensions may be appealed by following the processes in SECTION I, ADA Paratransit Eligibility, “Notice of Right to Appeal”.*

SUBSCRIPTION SERVICE

Subscription Service is limited to customers traveling to the same place at the same time at least three (3) times a week. Dial-A-Ride offers a subscription service on a space available basis. Customers must successfully take the requested subscription rides for at least two (2) weeks prior to requesting subscription service. Dial-A-Ride may terminate a Subscription Service that is canceled fifty percent (50%) or more of the time during any thirty (30) calendar day period, or if there is a consistent pattern of cancellations.

PERSONAL CARE ATTENDANT

A Personal Care Attendant (PCA) may accompany a registered Dial-A-Ride customer at no additional charge. The customer’s file must indicate that they are eligible to have a PCA. Space must be reserved at the time of the reservation.

GUESTS

Guests are welcome and will be charged the same fare charged to the customer. Due to limited space, each customer is allowed one (1) guest per trip. Seating for more than one (1) guest is on a “space available” basis when scheduling a trip. Customers must reserve space for guests (including children) when scheduling a trip. Only one (1) vehicle dispatched per registered Dial-A-Ride customer.

SERVICE ANIMALS

Service animals are allowed to accompany customers. The customer's file must indicate that they use a Service Animal. Space must be reserved at the time of the reservation.

Drivers are not allowed to handle service animals. Service animals must be under control of handler at all times. Personal pets may only board a Dial-A-Ride vehicle if carried in an animal carrier. Drivers are not permitted to assist in carrying the animal carrier.

DOOR-TO-DOOR SERVICE

Dial-A-Ride provides door-to-door service. Drivers are not permitted to enter beyond the threshold or ground level of any residence.

Drivers will go to the door and knock or ring the doorbell (if one is available), or if at a public building, will go to the lobby to try 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.

The driver will identify his or her name that he or she is there to pick up the customer. Drivers will offer and provide assistance to and from the vehicle, including pushing manual wheelchairs, offering an elbow to the customer as a mobility aid and/or verbal directions if needed. Drivers will confirm your requested drop-off location and inform you of the general plan of travel such as number of pick ups or drop-offs along the way.

For the safety and security of other customers and City property, drivers must maintain line of sight of the vehicle at all times unless the vehicle is properly secured.

ASSISTANCE WITH STEPS

Drivers will assist passengers using manual wheelchairs to navigate up or down no more than one (1) consecutive step in the passenger's path of travel. Drivers will assist ambulatory passengers with limited mobility up and down all steps in their path of travel.

DOORS AND RAMPS

Drivers will open the first set of exterior doors at all locations for passengers needing assistance.

Drivers will push a passenger's manual wheelchair up and down all ramps in the passenger's path of travel unless the slope of the ramp is so steep that it would present too great of a risk of harm to the driver.

CLEAR PATH OF TRAVEL

Drivers are not required to perform extensive work to clear a path of travel for a passenger, however, more easily performed actions such as moving one (1) or two (2) objects out of a wheelchair's path is required.

DOOR-TO-DOOR ASSISTANCE DOES NOT INCLUDE ANY OF THE FOLLOWING:

- Assisting customers on unsafe or steeply inclined mobility ramps or stairs
- Maneuvering a wheelchair up or down more than one (1) step
- Maneuvering a power wheelchair or power mobility device
- Drivers entering beyond the door threshold of any residence
- Loading and unloading personal items, except as provided for under the package section of this guide
- At public buildings, drivers going beyond the lobby to find the customer or staff

BOARDING WHEELCHAIRS AND OTHER MOBILITY DEVICES

Dial-A-Ride 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, or 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 use four (4) safety securements, a lap belt, as well as offer a shoulder belt for passengers traveling while seated in wheelchairs and mobility devices. While passengers may not refuse these securements, a trip can not be denied if the driver is physically incapable of securing the mobility device. A supervisor will be immediately dispatched to aid in these situations.

RESPIRATORS AND PORTABLE OXYGEN EQUIPMENT

Portable oxygen equipment and portable respirators are permitted on Dial-A-Ride vehicles. The driver will assist passengers to secure this equipment on the vehicle.

ADDITIONAL TRAVEL CONSIDERATIONS

SAFETY BELTS

All passengers must be properly secured with a motor vehicle safety belt while riding Dial-A-Ride. All children under the age of 12 should be secured, by their parent or guardian, in an appropriate child restraint while riding Dial-A-Ride according to the guidelines published by the Colorado Department of Transportation and found at carseatscolorado.com. Parent or guardian is responsible for providing and installing child restraints in vehicles.

PACKAGES

Carry-on packages are limited to four (4) grocery-sized bags or similar-sized packages per passenger. Packages must weigh no more than 15 pounds each. Passengers may use a personal two (2)-wheel grocery cart to carry their packages, carts may not exceed the following dimensions: 13" x 11.5" x 20.5", and packages must not exceed what can be contained within the cart. Passengers must indicate when making a reservation if they plan to bring a personal cart on board the vehicle to allow for proper scheduling. Alternatively, one (1) piece of luggage will be accommodated that does not exceed the standard airline carry-on bag with dimensions of 24" x 10" x 16".

Laundry must be contained in a parcel such as a small suitcase or bag with drawstring and must conform to the above stated weight limit. Drivers are required to help passengers carry packages on and off the vehicle from the same sidewalk or waiting area where the passenger boards and gets off the vehicle. The following articles cannot be carried on board vehicles: automotive and marine batteries, gasoline, caustic fluids, flammable liquids, explosives, or large items/bundles that will obstruct the aisle or driver's vision, or any item that may inconvenience or injure another passenger.

Drivers can assist carrying an unoccupied child car seat but cannot carry a child in a car seat and cannot install child safety seats in vehicles.

SNOW

Drivers are required to push a passenger's manual wheelchair through snow unless the snow is so deep that it would present too great of a risk of harm to the driver. Drivers are not required to shovel snow to clear a path of travel.

ROAD HAZARDS AND BARRIERS

Drivers will immediately report to Dispatch potential barriers at customer origin and destination locations that may prevent access either by another driver or the customer. Upon receipt of this information, a supervisor and/or dispatcher will investigate the barrier and develop an adequate alternative for drivers and customers. Customers affected will be contacted prior to their next pick up at that location if applicable.

HAND-TO-HAND DROP-OFFS

If a customer, due to their disability, must be met when they are dropped off, and the person meeting them is not there when the driver arrives, the customer will be transported back to a safe location. The customer’s guardian or caregiver will be notified and required to come pick up the customer or to make other transportation arrangements. If we are unable to make contact with the guardian or caretaker, the proper authorities will be notified.

EMERGENCY SERVICE

In the event of a natural or man-made disaster, Dial-A-Ride may not be able to continue to provide services. In such cases, it will be the responsibility of the customer to contact the Dial-A-Ride Dispatch office and inquire as to the status of their service. Every attempt shall be made to transport all of our customers; however, in extreme emergencies it may be necessary to refer customers to 911.

PASSENGER RULES OF CONDUCT

Passengers are asked to follow these rules of conduct to ensure the safety and comfort of all passengers and the driver:

- No smoking on board
- No eating or drinking on board (unless required for health reasons)
- No abusive, threatening or obscene language or actions directed towards drivers or other passengers
- No operating or tampering with any equipment while on board a Dial-A-Ride vehicle
- No radios, cassette tape players, compact disk players or other sound-generating equipment are to be played aboard the vehicles without headphones
- No verbally abusive language with any Dial-A-Ride staff whether in person or on the phone

Passengers who violate rules of conduct are subject to suspension of service. Suspensions may be appealed by following the processes outlined in, SECTION I, ADA Paratransit Eligibility, “Notice of Right to Appeal”.

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DIAL-A-RIDE PASSENGERS HAVE A RIGHT TO EXPECT:

- Rides that are on time
 - Drivers trained to meet passenger needs
 - Safe and properly maintained vehicles
 - Properly fastened seat belts and wheelchair securements
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DIAL-A-RIDE PASSENGERS HAVE A RESPONSIBILITY TO:

- Have the correct fare, exact change only
- Provide a Personal Care Attendant, if needed
- Cancel at least one (1) hour in advance of their scheduled pick up time
- Be ready fifteen (15) minutes before and after their scheduled or negotiated pick up time
- Provide mobility aid devices, if needed

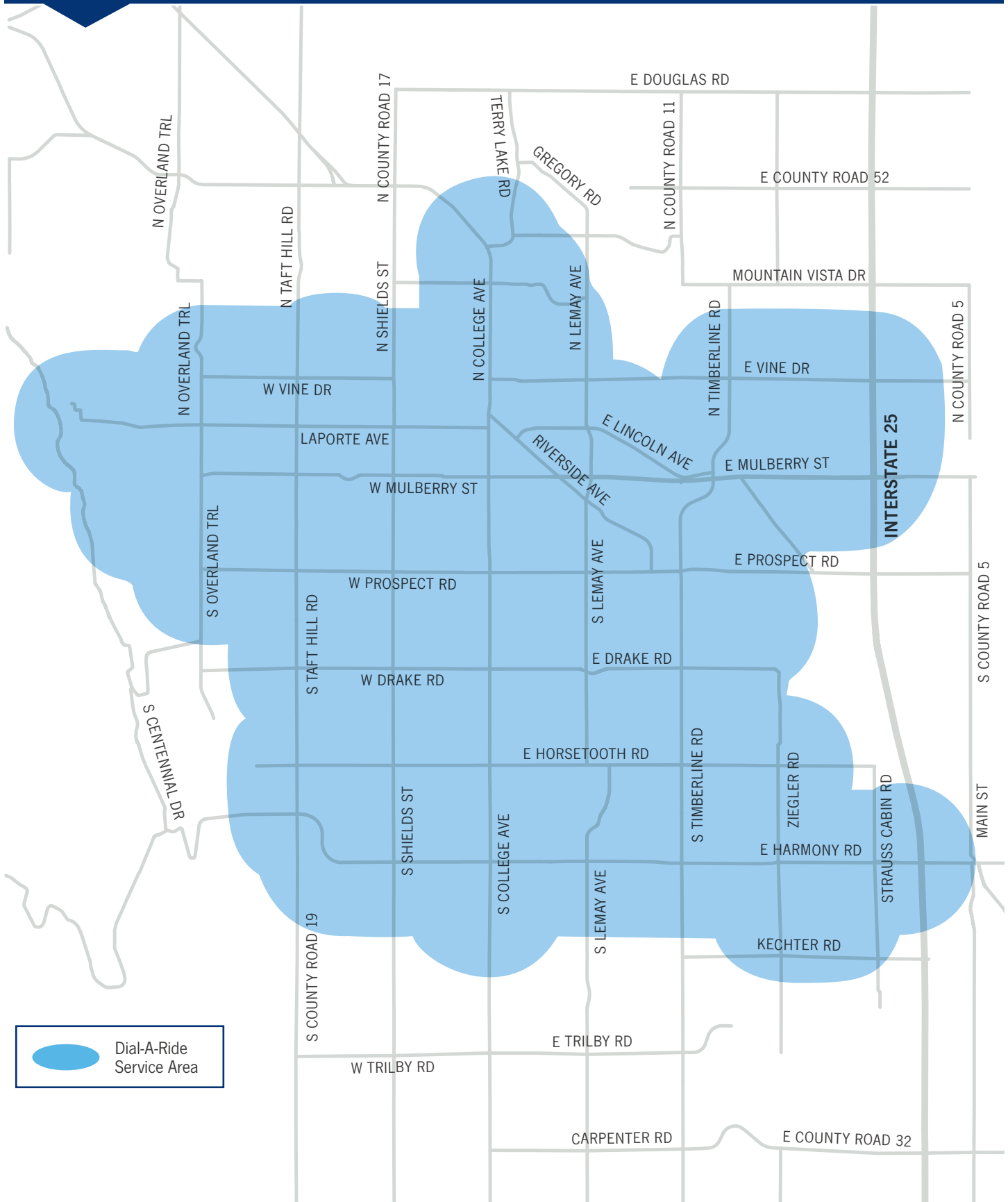
CONTACT LIST – TRANSPORTATION & SUPPORT AGENCIES

The following list of agencies is provided for your reference. These agencies provide services that range from transportation options, providing information to coordination of a variety of social services. These organizations are independent organizations and are not associated with Transfort/Dial-A-Ride. The websites and phone numbers of each organization are listed for your convenience.

AGENCY	CONTACT	SERVICES
FIRST TRANSIT (NEMT)	Client Reservations: 855-264-6368 General Information: 855-636-8178 After Hours: 303-921-7271 www.medicaidco.com	Medicaid Transportation
SENIOR ALTERNATIVES IN TRANSPORTATION (SAINT)	970-223-8645 www.saintvolunteertransportation.org	Ambulatory transportation for seniors and persons with disabilities.
ZTRIP	970-224-2222 www.ztrip.com	Commercial Taxi Service
DISABLED RESOURCE SERVICES FOR LARIMER COUNTY	970-482-2700 www.disabledresourceservices.org	Advocacy, awareness and accessibility services to persons with disabilities
UNITED WAY OF LARIMER COUNTY	211 970-407-7000 www.uwaylc.org	Locally based coordination of volunteer efforts.
CATHOLIC CHARITIES NORTHERN	970-484-5010	Assistance for homeless, disabled, senior and low income individuals.
FOOTHILLS GATEWAY, INC.	970-226-2345 www.foothillsgateway.org	Coordination of services for persons with cognitive impairments.
LARIMER COUNTY, OPTIONS FOR LONG TERM CARE (OLTC)	970-498-7780 www.larimer.org/humanservices	Provides access to publicly funded programs that provide support to people with disabling functional conditions and limited finances.

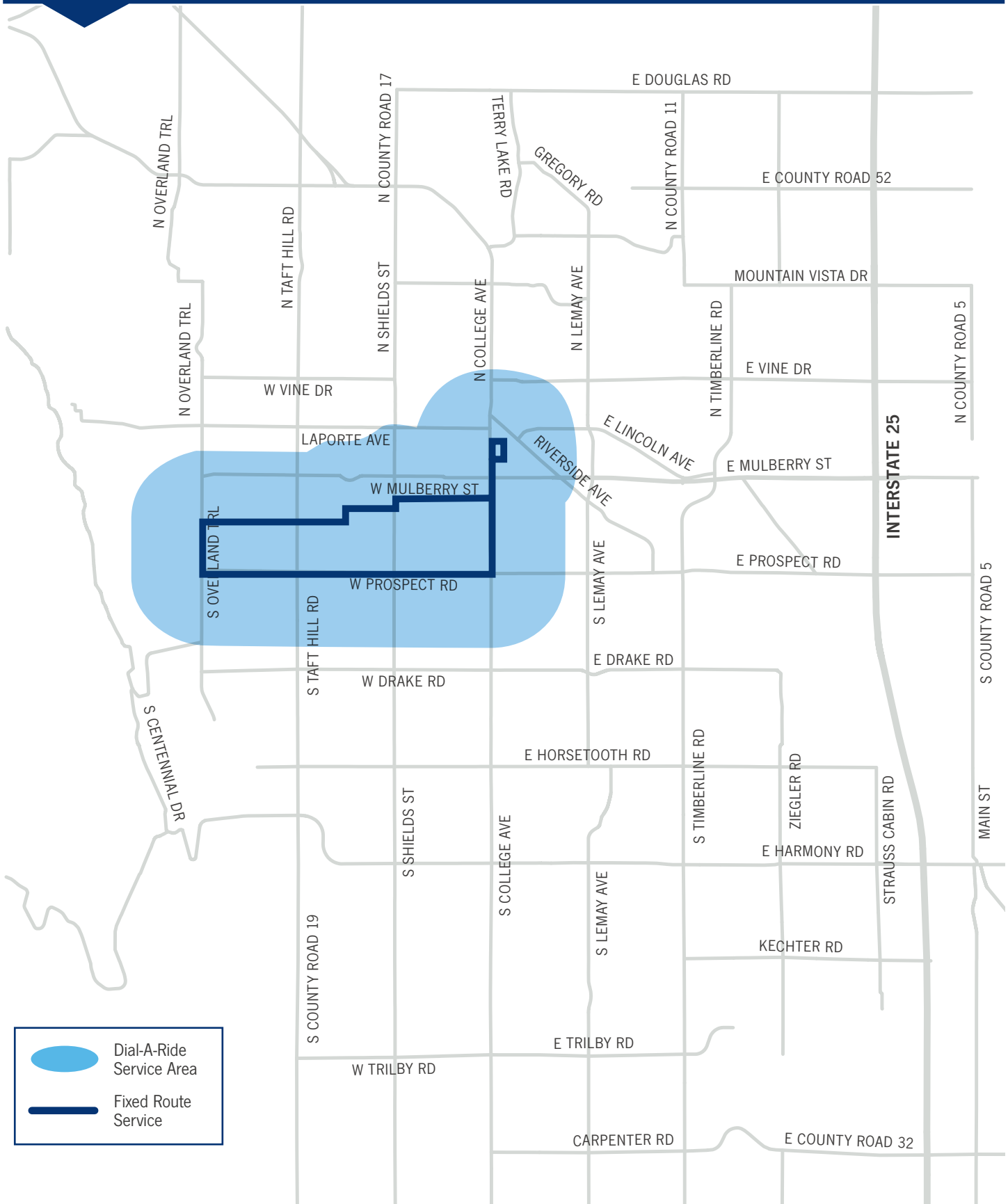
DIAL-A-RIDE SERVICE AREA

Monday – Saturday, 6 a.m. – 11 p.m.



DIAL-A-RIDE LATE NIGHT SERVICE AREA

Friday & Saturday, 11 p.m. – 2:30 a.m.



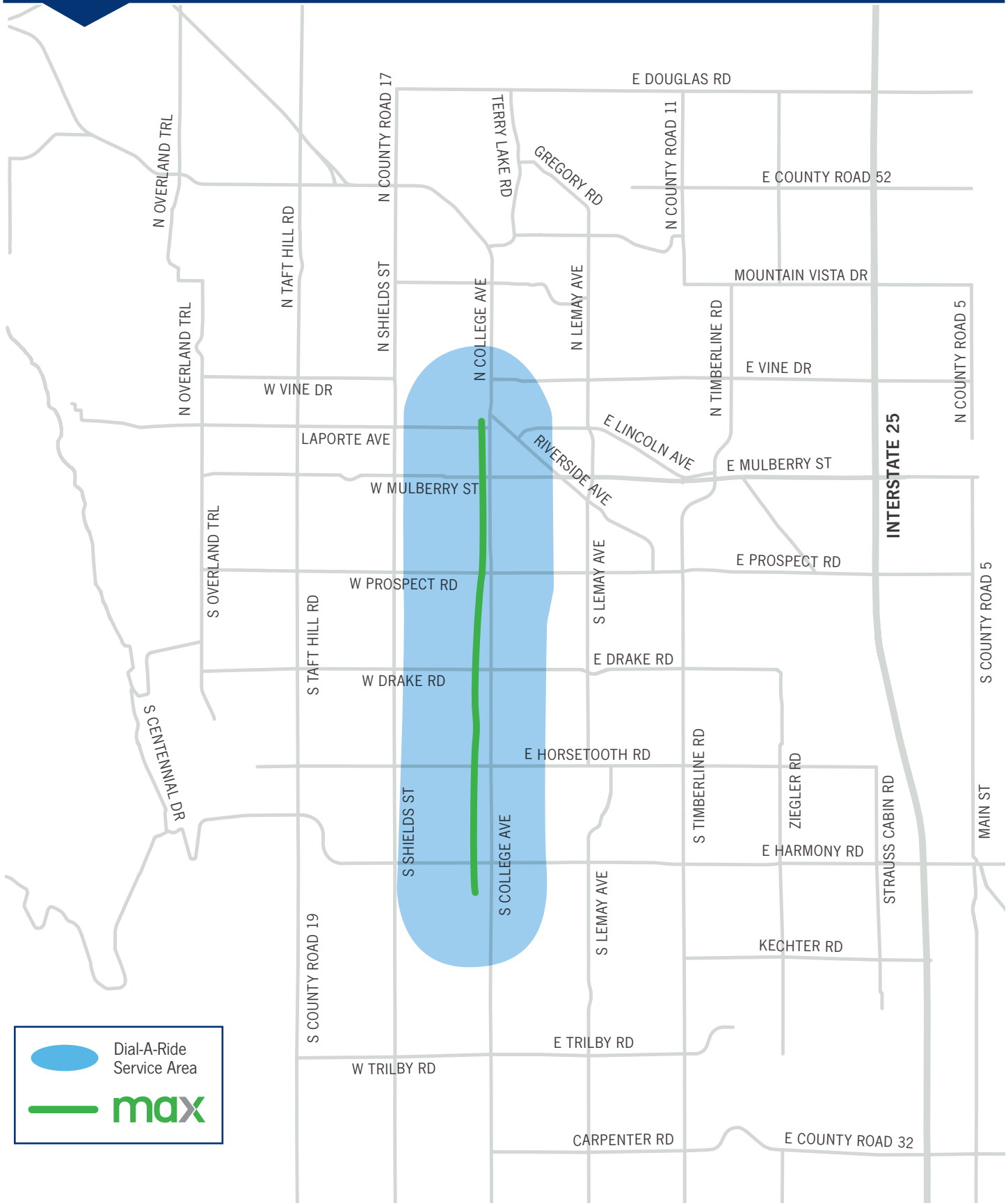
Monday – Saturday, 6:30 a.m. - 6:30 p.m.

Monday – Saturday, 6:30 a.m. - 6:30 p.m.



DIAL-A-RIDE MORNING/EVENING SERVICE AREA

Monday – Saturday, 5 – 6 a.m. & 11 p.m. – 12:30 a.m.



DIAL-A-RIDE SUNDAY/HOLIDAY SERVICE AREA

8 a.m. – 7 p.m.

