Administrative Policy Directive
Issued January 23, 2019

ADA Paratransit Compliance Plan

The enclosed ADA Paratransit Compliance Plan is hereby adopted for the City of Durango.

Ron LeBlanc, City Manager

Location: L:/Transit/Transit Grants/FTA Programs/ADA
DURANGO TRANSIT

ADA Paratransit Compliance Plan

Submitted By: Durango Transit
250 West 8th Street
Durango, CO 81301

Approved by: Colorado Department of Transportation
2829 West Howard Place
Denver, CO 80204

By: ____________________________

Date: __________________________

Location: L:/Transit/Transit Grants/FTA Programs/ADA
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Location: L:/Transit/Transit Grants/FTA Programs/ADA
1. General Contact Information

Agency Name: Durango Transit, City of Durango

Mailing Address: 250 W 8th Street, Durango, CO 81301

Telephone: 970-375-4901 or 970-375-4949

Fax: 1-888-317-8835

Website: www.durangotransit.com

Contact Person: Sarah Dodson, Assistant Transportation Director

ADA Contact Person: Amber Blake, Assistant City Manager
2. General Public Service Information

Durango Transit buses and trolleys serve locations throughout the City limits of Durango, Colorado.

Durango Transit:

1. Fixed Route Loop: fixed route within Durango city limits.

2. Door-to-door: Complementary paratransit service servicing elderly and disabled populations within 3/4 mile of the fixed route service area, and extended to include service to Mercy Regional Medical Center in the Three Springs area, the Crestview neighborhood, and US Highway 160 West.

Service Area

Durango Transit operates public transportation services within the city limits of the City of Durango. Fixed-route service area includes:

- **North** – US Highway 550 at the Iron Horse Inn.

- **South** – US Highways 160 and 550 through Bodo Industrial Park, to Walmart. The City of Durango contracts with Southern Colorado Community Action Agency’s Road Runner Transit to offer fixed-route public transportation to Mercy Regional Medical Center in Three Springs at no additional charge to Durango Transit passholders.

- **East** – Goeglein Gulch Road from 8th Street to Florida Road, servicing Fort Lewis College, and Florida Road from Chapman Hill north-east to County Road 250.

- **West** – Camino del Rio. The City of Durango contracts with Southern Colorado Community Action Agency’s Road Runner Transit to offer fixed-route public transportation along US Highway 160 West to the Durango Tech Center at no additional charge to Durango Transit passholders. Durango Transit routes are described below.
Routes & Scheduling

Image: Durango Transit Route Map, October 2018

Bus stops are serviced every 30 minutes on all routes, except the Main Avenue Trolley which runs on 20-minute headways.

Main Avenue Trolley
The Main Avenue Trolley is curb-to-curb service serving Main Avenue from the center of the Downtown Historic District at 7th Street along Main Avenue to the Iron Horse Inn located at the north end of Durango city limits at Animas View Drive and US Highway 550. Hours of operation are 7:00 AM to 8:40 PM, seven days a week year-round. The Main Avenue Trolley runs every 20 minutes and will stop only at designated stops along the route. The trolleys are wheelchair accessible. Refer to the Rider’s Guide (Appendix A) which includes maps and schedules for all routes.

Fixed Route Bus Service – Loop Bus
Loop bus routes serve Fort Lewis College, historic downtown Durango, North and South Durango and Bodo Industrial Park. The Loop bus routes operate every 30 minutes from 7:00 AM to approximately 8:30 PM seven days a week. The buses stop
at designated stops and other locations if it is safe to do so at the driver’s discretion. All Loop buses are wheelchair accessible. Refer to the Rider’s Guide (Appendix A) which includes maps and schedules for all routes.

**Contracted Service**

In order to offer fixed-route public transportation service to areas unserved by Durango Transit routes, the City of Durango entered into a contractual agreement with Southern Colorado Community Action Agency’s Road Runner Transit to provide fixed-route public transportation to Durango Transit passholders at no additional charge. Road Runner Transit operates service between Mercy Regional Medical Center and the Durango Transit Center seven times per day, and operates service between the Tech Center on US Highway 160 West and the Durango Transit Center four times per day.

**Opportunity Bus/Dial-A-Ride**

The Opportunity Bus is a door-to-door service provided by Durango Transit for elderly and disabled populations. Hours of operation match the operating hours of the services listed above. Persons interested in the Opportunity Bus who feel they are qualified to use this service can call (970) 247-3577 for an application or for more information. Applications can be picked up at the Durango Transit Center at 250 W. 8th Street or downloaded at [www.durangotransit.com](http://www.durangotransit.com). Refer to the Paratransit Eligibility Questionnaire (Appendix B).

Demand response for the general public is not a service provided by Durango Transit.
Fares

**Fixed Route Fare:**
Durango Transit only accepts exact cash fare on buses. Drivers do not carry change. One-way fare is $1; an unlimited daily pass is $3; an unlimited week pass is $10. Monthly and annual passes are also available. Fort Lewis College students ride the Loop buses and trolleys for free with a valid student ID and sticker.

To ensure all riders who need access to transit services are afforded the opportunity and access to ride public transit, Durango Transit has developed a number of innovative pass programs. The transit pass programs include: discounted monthly and annual passes for low income, senior and disabled individuals; free annual passes for students qualifying for the Free-and-Reduced Lunch program; a $30 annual student and faculty pass; a $30 annual pass for veterans; and partnerships with local health and human service providers to offer one-trip tickets and monthly passes to clients on an as-needed basis.

Daily, Weekly, Monthly, and Annual passes are available to the public for purchase for fixed route services. These passes are valid on the trolleys and the loop buses. Beginning in 2019, all pass options will be available for purchase at the Durango Transit Center, or on the free Durango Transit app.

**Paratransit Fare: $2.00/trip:**
The paratransit system accepts cash fares and also offers $20 punch passes good for ten one-way trips.

<table>
<thead>
<tr>
<th></th>
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<th>Day</th>
<th>Week</th>
<th>Month</th>
<th>Annual</th>
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</table>
Fleet Inventory and Accessibility

Durango Transit operates:

- Three 30 passenger Hometown rubber tire trolleys.
- Seven 20 passenger Ford StarTrans/StarCraft Type 2 cutaway buses.
- Two 10 passenger Ford StarTrans/StarCraft Type 1 cutaway buses.

All of the above listed vehicles are ADA accessible with a wheelchair lift and accommodate two wheelchairs.

A Chevrolet Equinox and a Chevrolet Colorado are used as shuttle and maintenance vehicles for the drivers to perform shift changes, and are also used by Durango Transit employees to perform other tasks as needed.

A Chevrolet ¾-ton utility truck is used for maintenance purposes at transit stops.

The vehicles are maintained at the City Service Center, 105 Sawyer Drive, Durango, Colorado, 81303. The City of Durango mechanics perform the maintenance on all of the vehicles and accessible features supplied in each vehicle.

The mechanics are trained to keep accessible features in operating condition as outlined in 49 CFR 37.161 and 37.163.
3. General Service and Training Policies

Stop Announcements & Vehicle Identification

Durango Transit adheres to the stop announcement requirements set forth in 49 CFR Sec. 37.167.

Durango Transit vehicles are equipped with Automated Voice Annunciation (AVA) and Visual Stop Announcement technology. Arrival and departure information is customized for all routes. Drivers announce additional stops as requested on fixed route services.

When an individual with a visual or hearing impairment is on board a Durango Transit vehicle and needs to transfer to another bus, the drivers communicate via radio in order to assist the passenger in the transfer. Durango Transit also has a text telephone available for use for persons with hearing impairment and all vehicles are equipped with a public address system which amplifies throughout the interior of the vehicle.

37.167 Other Service Requirements

This section provides for a variety of other service policies. For clarity, the pertinent policy of Durango Transit is listed after each item.

Durango Transit fixed route drivers announce major transfer points and destinations as needed in addition to AVA technology, and announce additional stops as requested. The routes operated are fairly short so this is adequate to orient those passengers with visual impairments.

When an individual on board needs assistance to transfer to another bus, the drivers communicate via an 800 MHz radio in order to assist the passenger in the transfer.
Durango Transit permits service animals to ride on both fixed route and paratransit service vehicles.

Durango Transit provides wheelchair securement and a public address system on all vehicles. All drivers use the wheelchair securements and public address system as appropriate.

Durango Transit Lead Drivers are equipped with text telephones available for persons with hearing impairments. The system has brochures containing maps and schedules, but these are not available on tape or in Braille. The Dispatcher is available to deliver brochure information over the phone.

Durango Transit allows persons to travel with respirators or portable oxygen supplies. Most of these passengers use the paratransit service.

All doors are manually operated and operators do not close them until all passengers are out of the way.

Service Animal Policy
Durango Transit permits service animals to ride on all transit vehicles with the animal’s owner or handler. Policies reflect the requirements set forth in 49 CFR Sec 37.173.

Consistent with the FTA ADA Circular section 10.5.3, Durango Transit accepts the following as evidence that an animal is a service animal: Identification cards, other written documentation, presence of harnesses, tags, and/or the credible verbal assurances of a passenger with a disability using the animal (§ 39.91(d)).

Training Policies
Below is a description of Durango Transit training policies for drivers and maintenance crews. Policies reflect the requirements set forth in 49 CFR Sec 37.173.
Driver Training

All Durango Transit drivers are trained by certified trainers on passenger relations and passenger assistance techniques. All public contact employees receive passenger relations training. Dispatchers are trained to identify and appropriately respond to persons with disabilities.

All Durango Transit employees are trained in CPR and First Aid by certified trainers. Transit employees attend a Passenger Safety and Sensitivity (PASS) Class, Defensive Driving, Federal Emergency Management Agency (FEMA) trainings, and Colorado Intergovernmental Risk Sharing Agency (CIRSA) Trainings.

All new drivers go through a rigorous training program with Lead Drivers as trainers. They are trained on all aspects of the transit vehicles, policies and procedures, passenger relations, radio usage, required paperwork, record keeping and care and minor maintenance of the vehicles, along with other duties as assigned.

Accessible features on all Durango Transit vehicles include the wheelchair lifts, the wheelchair securement, public address system, AVA and Visual Stop Announcements. Trainings are offered annually, and drivers are kept up-to-date on all system operations and they are proficient in their daily use.

Maintenance Training

The City of Durango performs the maintenance on all Durango Transit vehicles. Mechanics follow a thorough preventative maintenance program which covers both the vehicle and the accessible features, with spare parts stocked in inventory.

Drivers are trained to cycle the lifts daily before and after the vehicle is used on a route. Drivers report any malfunction promptly to the on-duty Lead Driver. If a wheelchair lift does not operate within a reasonable amount of time, the
vehicle is taken out of service and replaced by another operational vehicle. The defective vehicle is taken to the City Service Center for repairs.

§37.173 Training

The ADA requires that employees be trained to proficiency to treat persons with disabilities courteously and with respect and to recognize the major differences between persons with disabilities so appropriate assistance can be offered.

Durango Transit has an effective training program which includes passenger relations training and passenger assistance techniques and all employees receive the required training. Although office, dispatch and maintenance staff receive different levels of training than drivers, all public contact employees receive passenger relations training and dispatchers are trained to identify and appropriately respond to persons with disabilities. This training is integrated into the annual training for the job.
4. Paratransit Service

Durango Transit paratransit service is offered in accordance with the Americans with Disabilities Act (ADA) of 1990 and is an origin-to-destination, door-to-door service. Paratransit service is eligible to persons who have physical, behavioral, or any other disability as defined by the ADA, 49 CFR Sec. 37.123. Paratransit service is available 7:00 AM to 8:30 PM seven days a week, year-round.

Drivers are trained on how to appropriately assist in the loading, unloading, and transport of ADA paratransit passengers as stated in our training policies in the previous section of this document.

As per ADA requirement for equivalent service standards, paratransit service is available within a ¾-mile range of the fixed route service and provides complementary paratransit service based on eligibility. Additionally, paratransit service is extended beyond the fixed-route service area to Mercy Regional Medical Center in Three Springs, the Crestview neighborhood, and US Highway 160 West. The service area is roughly 8 miles long by 2 miles wide, servicing a population of 18,465.

Reservation Process

As stated in the regulations, pick up times will be negotiated with ADA eligible passengers to make scheduling more efficient. Telephone reservations are accepted 8:00 AM to 5:00 PM Monday through Friday. Reservation requests can be left on the answering machine at any time, seven days a week. The dispatcher will return calls on the next business day to acknowledge and schedule the rides as needed.

Durango Transit is able to accept reservations up to two weeks in advance. Reservations require 24 hours advanced notice before the trip. Same day service can only be scheduled if time and space are available. Pick-up times can be negotiated by the client, but not more than one hour before the scheduled departure time.

Fare

The fare charged for ADA paratransit eligible users is $2.00 for a one-way trip. A ten ride punch pass is available for $20.00.
Pick-Up and Cancellation Policies

**Pickup Policy**: Durango Transit requests that clients and anyone accompanying them be ready for pick up at least 15 minutes before their scheduled pickup time. Our drivers will wait no longer than 5 minutes after the scheduled pickup time.

**Cancellation Policy**: All cancellations and changes must be given to the dispatcher or left on the answering machine no later than 4:30 PM on the day before the scheduled ride. (Refer to Appendix C.)

No-Show Policy, Suspension, and Appeals

**No Show Policy**: The client will be charged for a ride if the driver arrives for the pickup and the client refuses the ride, is not ready or is not at home, except in inclement weather.

**Suspension Policy**: Passengers who demonstrate a consistent pattern of “No Shows” or “Late Cancellations” (3 in any 90 day period) may lose their eligibility to ride the paratransit system for a reasonable, specific period of time. Trips missed by a client for reasons beyond their control shall not be a basis for determining such a pattern exists.

After two violations within a 90 day period, Durango Transit will provide the client with written notification that riding privileges are under review for suspension. A copy of the cancellation policy will be included with the notification.

After three violations within the same 90 day period, Durango Transit will notify the client of the intent to suspend service and include the basis and duration of the proposed suspension for 30 days. Clients will have an opportunity to present information and debate before any suspension is imposed by calling dispatch and scheduling a meeting with the Multimodal Advisory Board.
**Appeals Process:** Should the Transit Supervisor elect to impose suspension, the client will be allowed two weeks to appeal to the Chair of the Multimodal Advisory Board before suspension will commence.

Appeals should be submitted, in writing, to:
Board Chair
Multimodal Advisory Board
949 E. 2nd Avenue
Durango, CO 81301

The Chair will respond in writing within five working days after receiving the appeal.

**Trip Purposes**

Durango Transit shall not impose restrictions or priorities based on trip purpose. ($37.131(d))

Paratransit is a door-to-door service and complies with the regulations set forth in the FTA ADA Circular 8.4.7 which states that “when a user reserves a trip, the entity will need to know the origin, destination, time of travel and how many people are traveling. The entity does not need to know why the person is traveling.”

Durango Transit does not discriminate on where passengers are taken. Eligibility for paratransit service is determined through an application process and by their ability to access the Loop Bus, due to age or disability.

As discussed in §37.131, this is a simple and straightforward requirement. There can be no restrictions or priorities based on trip purpose in a comparable complementary paratransit system. The regulations permit a transit agency to set limitations based on trip purpose for any services it provides beyond the requirements. For example, an agency may limit subscription service or will-call trips to certain trip purposes. (See Circular Section 8.6.)
Capacity Constraints

Durango Transit buses provide for two wheelchair securement areas per bus. Durango Transit has no capacity restraints as defined in the Circular Section 8.5:

(A) Substantial numbers of significantly untimely pickups for initial or return trips;

(B) Substantial numbers of trip denials or missed trips;

(C) Substantial numbers of trips with excessive trip lengths.

Due to inclement and snowy weather, Durango Transit routes may have to run on longer headways in order to maintain safety standards, but these constraints due to weather “shall not be a basis for determining that such a pattern or practice [capacity constraints] exists” (§ 37.131(f)).

Complaint Process

Complaints can be made by contacting the Transit Supervisor either in person, by phone conversation, or in writing. The address is 250 West 8th Street, Durango, CO 81301. The phone number is (970) 375-4945. The e-mail address is David.Gore@durangogov.org.

Changes or Modifications required for ADA Compliance

Durango Transit is in compliance with the ADA regulations and no changes or modifications are necessary.

5. The Eligibility Process

ADA complementary paratransit service must be provided to all passengers described as being ADA eligible. Eligibility is based on standards described in 49 CFR Sec. 37.123 and 49 CFR Sec. 37.125. The policies and procedures that will guide an ADA paratransit candidate through the process of becoming eligible for use on Durango Transit’s paratransit service are outlined below.
Types of Eligibility

Under 49 CFR Sec. 37.123, there are three (3) types of eligibility allowed. In compliance with that guideline, Durango Transit allows four types of eligibility to use the paratransit system.

1) ADA Eligible/Full Eligibility
2) Conditional Eligibility
3) Temporary Eligibility
4) Elderly

**Full Eligibility:** Full Eligibility is for those who qualify for ADA Eligibility who are not able to use the Loop or Trolley systems.

**Conditional Eligibility:** Conditional Eligibility is for those not able to use the Loop or Trolley systems under certain conditions.

**Temporary Eligibility:** Temporary Eligibility is for those not able to use the Loop or Trolley systems at the present time. The duration of a Temporary Eligibility is governed by the advice of the treating physician.

**Elderly:** Elderly are those which are 60 years of age or older, and do not have to be ADA eligible.

Eligibility Determination Process

Durango Transit reviews all of the information given on the application form titled “Paratransit Eligibility Questionnaire” (Appendix B). A decision of approval or denial is then made from the information received and assessment appointments (as per Circular Section 9.5.1).
Policy on Incomplete Applications

Incomplete applications are sent back to the applicant. The missing information will be highlighted and the applicant instructed to provide the necessary information and resubmit the application.

Appeals Process for ADA Eligibility

Reference page 4-3 under “Appeals Process”.

Eligibility Expiration/Reapplication

Clients shall renew ADA paratransit eligibility every three years. If the client goes one year with no ridership activity, the client needs to reapply.

Visitors Policy

If a visitor is already ADA eligible and currently holds an active eligibility ID card from another public transportation agency, they are eligible for up to three weeks on Durango Transit paratransit system. If the system will be used for more than three weeks, a “Paratransit Eligibility Questionnaire” will need to be completed and returned to Durango Transit.

Personal Care Attendant Policy

One personal care attendant (PCA) is allowed to ride with the client with no fare charged. The PCA shall board and disembark at the same locations and times as the client.

Changes or Modifications required for ADA Compliance

Durango Transit is in compliance with the ADA Regulations and no changes or modifications are necessary.
6. **Customer Information Availability & Accessibility**

Durango Transit understands the importance of disseminating information about services to a broad range of individuals. Below are descriptions of the ways information is distributed and the accessibility measures taken to ensure that information from the agency is available and complies with ADA regulations.

**Printed Information**

An annually printed "Rider's Guide & Map" (Appendix A) is available to the public. This guide explains the Durango Transit systems, fares, available passes and routes and is printed in both English and Spanish. The guides are available from the drivers, at designated stops throughout Durango, at the Durango Welcome Center, hotels, health and human service agencies, numerous businesses, and at City facilities including the Transit Center and City Hall.

Information regarding the Durango Transit paratransit system is included in the application packet that is given to all potential riders for that system. These information and application packets may be given to the potential rider from the driver on their first ride or may be mailed to the person's residence. Information is also included in the Rider's Guide's map.

**Website Information**

All printed information pertaining to Durango Transit is also available on the City of Durango website at [www.durangogov.org](http://www.durangogov.org) or [www.durangotransit.com](http://www.durangotransit.com), including the paratransit application.

**Relay Services**

Durango Transit has a Voice/Telecommunications Display Device (TDD) phone system available for use when needed.
Changes or Modifications required for ADA Compliance

Durango Transit is in compliance with the ADA Regulations and no changes or modifications are needed.

7. Public Engagement

Durango Transit, in an effort to solicit full public participation, has defined a comprehensive public engagement process as described in the following sections.

Efforts to Include Persons with Disabilities in the Planning Process

Persons with disabilities are invited to participate in all Transit and Multimodal Division planning processes. This includes and is not limited to a public Transportation Forum held annually, Multimodal Transportation Plan update public meetings, on average every five years; Multimodal Advisory Board meetings on a monthly basis and all planning activities. Specific outreach efforts are made annually to engage persons with disabilities.

Durango Transit is compliant with guidelines set forth in § 37.7(b):

(i) The entity shall contact individuals with disabilities and groups representing them in the community. Consultation with these individuals and groups shall take place at all stages of the development of the request for equivalent facilitation. All documents and other information concerning the request shall be available, upon request, to members of the public.

(ii) The entity shall make its proposed request available for public comment before the request is made final or transmitted to DOT. In making the request available for public review, the entity shall ensure that it is available, upon request, in accessible formats.

(iii) The entity shall sponsor at least one public hearing on the request and shall provide adequate notice of the hearing, including advertisement in
appropriate media, such as newspapers of general and special interest circulation and radio announcements.

**Multimodal Advisory Board**

Public participation is solicited through the representation of the Multimodal Advisory Board (MAB). One of the 7 voting members specifically represents the elderly and disabled populations. Representatives of agencies serving persons with disabilities are asked to participate on the Board. The purpose of the MAB is to make recommendations on the operation and administration of the City's multimodal transportation systems.

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*Table: Depicts Membership of City of Durango Population and Multimodal Advisory Board by Race*

The Board makes recommendations on the operation and administration of the City multimodal transportation systems, including Durango Transit service and bicycle and pedestrian facilities. The board makes recommendations on policies and procedures for consideration and adoption. It adopts a service plan to include all multimodal routes, public transportation fares, levels and times of service. It also makes recommendations regarding the operation and capital budget for the multimodal services provided. The Multimodal Advisory Board is made up of seven voting members appointed by the City Council. Voting members include one representative from the 9-R School District, one representative from the City's business community, one representative of Fort Lewis College, one representative from the City's senior and disabled community, one representative from the City's public health community, and two at large members one of which is a representative of the cycling community. Members of the Multimodal Advisory Board need not be residents of the City. All appointments are for a three year term commencing as of the effective date of appointment. The City Council appoints a liaison representative to the Board. Administrative and staff support are provided to the Board.
The board also makes recommendations on policies and procedures for consideration and adoption, it adopts a service plan to include all multimodal routes, public transportation fares, levels and times of service. It also makes recommendations regarding the operation and capital budget for the multimodal services provided. Please refer to the resolution creating the Multimodal Advisory Board (Appendix D), the 2018 updated resolution (Appendix E) and the current Board member roster (Appendix F).

**ADA Transition Plan**
In 2016, the City of Durango hired Recreation Accessibility Consultants to perform an evaluation of Durango Transit’s services, facilities and programs to determine if they are accessible and usable by people with disabilities. Findings from the evaluation process included a community-wide public process and resulted in a detailed, implementable ADAD Transition Plan.

**Multimodal Transportation Master Plan**
The 2012 Multi Modal Transportation Master Plan (MMTMP) is a community-based, implementation-focused transportation plan that examines existing conditions and the need for transit, pedestrians, and bicycles facilities. The plan focuses on connectivity, safety and accessibility for and between all modes of transportation. It discusses safe routes to school, carpooling, park and rides, and other modes of transportation. The MMTMP identifies an implementation-focused plan to create a fully connected transportation system for all mode users.

The MMTMP was updated in 2016 and renamed to the Multimodal Transportation Plan (MTP). The Plan updated included over 20 public meetings focused on transit, bicycle and pedestrian networks and the necessary connectivity. Staff obtained input on ways to improve the multimodal transportation system in order to create a more connected, safe, accessible and complete transportation network for all. The updated plan was adopted by City Council on March 7, 2017. The plan prioritizes over 450 projects, with a grand total project cost of over $160 million.
Availability of Public Meeting Materials in Accessible Formats

Durango Transit follows the City of Durango’s Code of Ordinances Sec. 5-136b for public record meetings and materials: “The authority shall keep a record of its meetings, resolutions, transactions, findings, determinations and correspondence, which records shall be open to public inspection at all reasonable times.”

Audio recordings of all MAB meetings are made available on www.durangogov.org, and a typed manuscript of the meeting minutes are also readily available to the public online.
8. Coordination Efforts

Durango Transit works to coordinate trips, reduce duplication of service and provide safe, accessible and affordable transportation services. Durango Transit serves as the hub for the intercity Bustang Outrider route to Grand Junction. This service connects Durango Transit to Montezuma County Public Transit, Dolores County Senior Services, Telluride Galloping Goose, San Miguel Area Regional Transit (SMART), Mountain Village Transportation, Mesa County Public Transportation, and All Points Transit. The Durango Transit Center is the hub of this regional service. Durango Transit coordinates service connections at Mercy Regional Medical Center with Road Runner Transit, Archuleta County Mountain Express, and Montezuma County Public Transit. This reduces the duplication of services and provides more options and better access to regional transit users. Durango Transit also coordinates services with many private providers to ensure transportation services reaching beyond the service area and scope of services.

Durango Transit is at the forefront of transportation coordination and collaboration efforts in Southwest Colorado. In April 2018, Durango Transit successfully coordinated a partnership with Road Runner Transit operated by Southern Colorado Community Action Agency (formerly SUCAP). In an effort to mitigate the impact of the elimination of the Durango Transit Mercy Route as part of service reductions, Durango Transit and Road Runner Transit partnered to offer transportation solutions to Mercy Regional Medical Center, Three Springs, and US Highway 160 West at no additional cost to Durango Transit passholders. Road Runner Transit now accepts Durango Transit passes as acceptable fare. This successful partnership is an excellent step in service coordination and collaboration in Southwest Colorado, and sets an example for service and funding efficiency across the state. The service is well-used, providing an average of 500 rides per month between the Three Springs area and the downtown Durango Transit Center.

A partnership exists between Durango Transit and Purgatory Resort that coordinates trips between the Durango Transit Center and the Resort.
Durango Transit supports partnerships and coordinated planning among state and local governments and social, human service, and transportation providers to improve coordinated planning. Durango Transit plays a primary lead role in the Colorado Association of Transit Agencies (CASTA) on the statewide coordination level. Durango Transit's Assistant Director sits on the CASTA Board of Directors, and is involved with all CASTA coordination activities.

Durango Transit represents the City of Durango on the Local Coordinating Council (LCC). In 2015, Durango Transit took the key role in regional coordination as the Chair of the Local Coordinating Council, leading the way to establishing goals and objectives for LCC. Durango Transit has been at the forefront of coordination and collaboration efforts to gather and engage regional health and human services providers, regional transportation providers, and other interested parties to participate in the LCC to understand the transportation needs in the region. These efforts have resulted in the development of a transfer program between Durango Transit and SoCoCaa Road Runner to enable riders on both services to transfer between them with no additional fare required. This transfer policy is the first step towards seamless regional transportation for ridership. Based on Durango Transit's recommendation, goals and objectives have been established towards regional transportation for the first time in four years. Durango Transit works closely with the Southwest Colorado Council of Governments (SWCCOG) which houses the LCC.

The La Plata County Senior Center operates a service for elderly and disabled people to local medical appointments and meal services. Coordination of services is an ongoing effort with this service provider. Durango Transit has been and will continue to work towards overcoming the barriers of communication and service coordination. Coordination with regional providers to link trips and avoid duplication of services has also been challenging. The implementation of the Durango Transit/Road Runner Transfer Program is the first step in seamless coordination of services for the region.

Durango Transit is increasing programming to provide holistic, affordable and convenient transportation options to seniors, the disabled community and the low-income community through coordination with agencies and organizations including
but not limited to: Four Corners Health Care Center, Southwest Center for
Independence, Mercy Regional Medical Center, Southwest Housing Solutions, Manna
Soup Kitchen, Sunshine Gardens Senior Assisted Living Community, Axis Health Care,
San Juan Basin Public Health, Community Connections Inc., Volunteers of America,
Veterans programs and other non-profit and Health and Human Services (HHS)
organizations.

Durango Transit works closely with School District 9-R to educate students in the
school system ages Pre-K through 12 regarding public transit, how to ride the bus
and the benefits of sustainable transportation. Durango Transit also offers discounted
annual passes to all students and offers free annual passes to students eligible for
the Free-and-Reduced Lunch program.

Durango Transit has been an active participant in the state transit planning process,
regularly attending and participating in the Southwest Transportation Planning
Region (TPR) commission meetings. In 2018, Durango Transit’s Director accepted the
position of Chair of the SWTMR. Moreover, Durango Transit meets at least quarterly
with the Southwest Center for Independence (a local organization that coordinates
activities, assistance, and more for the elderly and disabled community), serves on
the regional Accessibility Council and Durango Transit’s Assistant Director serves as
Chair of the Colorado Mobility Action Coalition.

In an effort to reduce costly duplication of services, Durango Transit has collaborated
with Fort Lewis College (FLC) to serve as the primary transportation option for
college students without access to automobiles. Based on the location of the college,
this service is a necessity for students who would otherwise be without
transportation. In 2018, Durango Transit renegotiated a 5-year contract with FLC that
pays for annual transit passes for all students as part of their student fees. Durango
Transit also entered into an agreement with FLC to provide reduced rate passes for
Faculty and Staff.
The following table outlines the coordination efforts of Durango Transit:

<table>
<thead>
<tr>
<th>Partner Agency</th>
<th>Coordinated Activity</th>
<th>Status</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans Affairs Durango</td>
<td>Offer discounted rates and Transit Pass Programs for veterans and residents from senior housing facility</td>
<td>Current</td>
<td>Begin 1/19/2016</td>
</tr>
<tr>
<td>Road Runner Transit/SoCoCaa</td>
<td>Coordinate daily with Road Runner to transfer regional passengers to Durango Transit routes; Shared use of Durango Transit Center to improve regional connections</td>
<td>Current</td>
<td>Begin 8/1/14</td>
</tr>
<tr>
<td>Community Connections</td>
<td>Transport clients to day program on paratransit bus in order to fill in service gaps of CC buses and improve mobility options; host PASS and Defensive Driving classes to CC drivers; offer low income and disabled Transit Pass Programs</td>
<td>Current</td>
<td>Begin 1/13/10</td>
</tr>
<tr>
<td>Archuleta County Mountain Express</td>
<td>Host PASS and Defensive Driving classes to drivers; coordinates connections to Montezuma County from Mercy Regional Medical Center</td>
<td>Current</td>
<td>Begin 2009</td>
</tr>
<tr>
<td>Montezuma County Public Transit</td>
<td>Host PASS and Defensive Driving classes to drivers; Durango Transit Center serves as connection point to Road Runner Stage Coach line and coordinates connections to Montezuma County from Mercy Regional Medical Center</td>
<td>Current</td>
<td>Begin 2009</td>
</tr>
<tr>
<td>La Plata County Senior Services</td>
<td>Host PASS and Defensive Driving classes to drivers; Transport clients to 55+ Center to fill in service gaps and reduce inefficiencies; offer Transit Pass Programs for Seniors; offer travel training programs</td>
<td>Current</td>
<td>Begin 2009</td>
</tr>
<tr>
<td>Town of Telluride</td>
<td>Host PASS and Defensive Driving classes to drivers; Durango Transit Center serves as connection point to Road Runner Stage Coach line connecting to the town of Telluride’s Galloping Goose transportation service and San Miguel Area Regional Transit</td>
<td>Current</td>
<td>Begin 2009</td>
</tr>
<tr>
<td>Mountain Village Transportation</td>
<td>Host PASS and Defensive Driving classes to drivers; Durango Transit Center serves as connection point to Road Runner Stage Coach line connecting to Mountain Village transportation</td>
<td>Current</td>
<td>Begin 2009</td>
</tr>
<tr>
<td>Purgatory Resort</td>
<td>Offer Transit Center facility and driveway with Purgatory buses and coordinate bus ticket sales with Purgatory Resort</td>
<td>Current</td>
<td>Begin 11/2011; coordination 10+ years</td>
</tr>
<tr>
<td>9-R School District</td>
<td>Offer discounted annual Transit passes for all students and offer free annual Transit passes for Free and Reduced Lunch eligible students; coordinate with 9-R school groups to ride Durango Transit at reduced rates; coordinate with 9-R Pathways to Independence program</td>
<td>Current</td>
<td>Pass programs begin 1/15; coordination 10+ years</td>
</tr>
<tr>
<td>Osprey Packs</td>
<td>Coordinating vanpool for daily commuters to Cortez</td>
<td>Current</td>
<td>Begin 4/20/2016</td>
</tr>
<tr>
<td>Southwest Center of Independence</td>
<td>Offer Transit Pass Programs for disabled and low income passengers; donate 3 Transit passes each year to teach clients to use public transit on their own; offer travel training programs; coordinate grant opportunities</td>
<td>Current</td>
<td>Begin 2011</td>
</tr>
<tr>
<td>Organization</td>
<td>Task Description</td>
<td>Current Status</td>
<td>Start Date</td>
</tr>
<tr>
<td>-------------------------------------</td>
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</tr>
<tr>
<td>Rocky Mountain Health Plans</td>
<td>Coordinate to provide Medicaid trips through fixed route, demand-response, and travel training services through an MOU</td>
<td>Current</td>
<td>Begin 3/10/16</td>
</tr>
<tr>
<td>Southwest Council of Governments</td>
<td>Work with other regional transportation providers through the SWCCOG to reduce inefficiencies and maximize services.</td>
<td>Current</td>
<td>Begin 2014</td>
</tr>
<tr>
<td>Fort Lewis College</td>
<td>Contract with FLC to offer discounted annual passes to students built in to student fees; coordinate with student governing body ASFLC to offer travel trainings on campus</td>
<td>Current</td>
<td>Begin 2003</td>
</tr>
<tr>
<td>Animas High School</td>
<td>Offer discounted annual Transit passes for all students and offer free annual Transit passes for Free and Reduced Lunch eligible students</td>
<td>Current</td>
<td>Begin 1/2015</td>
</tr>
<tr>
<td>Mountain Middle School</td>
<td>Offer discounted annual Transit passes for all students and offer free annual Transit passes for Free and Reduced Lunch eligible students</td>
<td>Current</td>
<td>Begin 1/2015</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Eligibility for Paratransit Service</th>
<th>ADA Requirement for Fixed Route Service</th>
<th>Current Paratransit Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons with disabilities who are unable to access fixed route service for the particular trip being requested due to an impairment related condition.</td>
<td>Page 5-4</td>
<td></td>
</tr>
<tr>
<td>ADA Service Area</td>
<td>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.</td>
<td>Page 4-1</td>
</tr>
<tr>
<td>Service Hours</td>
<td>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.</td>
<td>Pages 2-2, 2-3, 4-1</td>
</tr>
<tr>
<td>Response Time</td>
<td>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.</td>
<td>Page 4-1</td>
</tr>
<tr>
<td>Fares</td>
<td>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.</td>
<td>Page 2-4</td>
</tr>
<tr>
<td>Passenger Assistance Level</td>
<td>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.</td>
<td>Page 4-1</td>
</tr>
<tr>
<td>Service Animals</td>
<td>The entity shall permit service animals to accompany individuals with disabilities in vehicles and facilities.</td>
<td>Page 3-2</td>
</tr>
<tr>
<td>Visitor Policy</td>
<td>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.</td>
<td>Page 5-6</td>
</tr>
<tr>
<td>---</td>
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</tr>
<tr>
<td>Same Day Service</td>
<td>Not Required</td>
<td>Page 4-1</td>
</tr>
<tr>
<td>Vehicle Identification</td>
<td>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.</td>
<td>Page 3-1</td>
</tr>
<tr>
<td>Stop Announcements</td>
<td>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.</td>
<td>Page 3-1</td>
</tr>
<tr>
<td>Trip Purpose Restrictions</td>
<td>The entity shall not impose restrictions or priorities based on trip purpose.</td>
<td>Page 4-3</td>
</tr>
<tr>
<td>Capacity Constraints</td>
<td>The entity shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:</td>
<td></td>
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<tr>
<td></td>
<td>- Restrictions on the number of trips an individual will be provided</td>
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<td></td>
<td>- Waiting lists for access to the service</td>
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<td></td>
<td>- 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:</td>
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<td></td>
<td>* Significantly untimely pickups for initial or return trips</td>
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<tr>
<td></td>
<td>* Trip denials</td>
<td></td>
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<tr>
<td></td>
<td>* Missed trips</td>
<td></td>
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<tr>
<td></td>
<td>* Trips with excessive trip lengths</td>
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<td></td>
<td>Operational problems attributable to causes beyond the control of the entity shall not be a basis for determining that a pattern or practice exists.</td>
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<tr>
<td></td>
<td>Problems with telephone access would amount to trip denials or violation of the response time requirement.</td>
<td>Page 4-3, 5-4</td>
</tr>
<tr>
<td>Training Requirements</td>
<td>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.</td>
<td>Pages 3-3, 3-4</td>
</tr>
</tbody>
</table>
### Designation of responsible employee

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) **Adoption of complaint procedures.** 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:

- 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;
- The procedures must be accessible to and usable by individuals with disabilities;
- 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.

### Maintenance of Accessible Features

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.

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.

This section does not prohibit isolated or temporary interruptions in service or access due to maintenance or repairs.