Guide to Ride
Paratransit User's Guide

Mountain Metropolitan Transit
1015 Transit Drive
Colorado Springs, CO 80903

PLEASE READ VERY CAREFULLY.
To request this in large print or Braille
please call (719) 385-5620

Updated: June 2017
Welcome to Metro Mobility ADA Paratransit Service ............................................. 1
Eligibility .................................................................................................................. 3
Types of Eligibility ................................................................................................. 3
Levels of Service .................................................................................................... 4
Appeals Process ...................................................................................................... 5
Notice of Right to Appeal ....................................................................................... 5
Non-Discrimination Policy ..................................................................................... 6
Filing a Complaint ................................................................................................... 6
Service Area and Hours ............................................................................................ 7
Fares .......................................................................................................................... 7
Scheduling a Ride ..................................................................................................... 8
Taxi-Choice Option ................................................................................................ 9
Cancelling a Ride .................................................................................................... 9
No-Show/Late Cancellation Policy ......................................................................... 10
Suspension of Service ........................................................................................... 10
Subscription Service .............................................................................................. 11
Personal Care Attendant ......................................................................................... 12
Companions and Children ..................................................................................... 12
Service Animals ..................................................................................................... 12
Mobility Devices ..................................................................................................... 13
Travel Considerations ............................................................................................. 13
Passenger Rules of Conduct .................................................................................. 13
Reasonable Accommodation ................................................................................ 14
Lost and Found ........................................................................................................ 14
Welcome to Metro Mobility ADA Paratransit Service

Metro Mobility is an ADA Paratransit Service provided for individuals who, because of their disability, are unable to use Mountain Metropolitan Transit’s fixed-route bus service. To use Metro Mobility, you must have a disability that prevents you from using the fixed-route bus service some or all of the time. Difficulty in using the fixed-route bus service is not necessarily an indicator of whether or not you are eligible to use Metro Mobility. Metro Mobility provides a comparable service to the fixed-route bus service in terms of shared rides, same operational days, hours of operation, and service area.

Inconvenience in using the fixed-route bus service is not a basis for eligibility. If you believe you have a disability that prevents you from independently using the fixed-route bus service, write, call, or go online for an application at the following addresses/phone number:

Metro Mobility Eligibility Office
1015 Transit Drive
Colorado Springs, CO 80903
(719) 392-2396, Option 5

www.coloradosprings.gov/mountain-metro/page/mountain-metro-mobility

Within 21 days of receiving your completed application the Metro Mobility Eligibility Office will arrange an in-person interview with you. If a determination is not made within 21 days, you will be given presumptive eligibility, until such time as an interview can be made.

Some individuals may be asked to complete a functional assessment to verify mobility or cognitive limitations. It may be determined, based on your abilities, that you are eligible for some rides with Metro Mobility but not for others. It may be determined that you are capable of using the ADA-accessible, fixed-route bus service. All application information will be kept confidential.

Mountain Metropolitan Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services on the basis of race, color, or national origin. If you believe you have been subjected to discrimination, you may file a written complaint no later than 180 calendar days after the date of the alleged discrimination with the Title VI Coordinator; Mountain Metropolitan Transit; 1015 Transit Drive; Colorado Springs, CO 80903.
Contact Information

<table>
<thead>
<tr>
<th>Contact</th>
<th>Address</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metro Mobility Eligibility Office</td>
<td>1015 Transit Dr.</td>
<td>(719) 392-2396, Option 5</td>
<td><a href="mailto:metrocertifications@springsgov.com">metrocertifications@springsgov.com</a></td>
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<tr>
<td>Metro Mobility ADA Paratransit Service</td>
<td>1161 Transit Dr.</td>
<td>(719) 392-2396, Option 1</td>
<td><a href="mailto:mmobility@springsgov.com">mmobility@springsgov.com</a></td>
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<tr>
<td>ADA Paratransit Coordinator</td>
<td>1015 Transit Dr.</td>
<td>(719) 385-5620</td>
<td><a href="mailto:mmobility@springsgov.com">mmobility@springsgov.com</a></td>
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<tr>
<td>Mountain Metropolitan Transit</td>
<td>1015 Transit Dr.</td>
<td>(719) 385-7433</td>
<td><a href="mailto:transitinfo@springsgov.com">transitinfo@springsgov.com</a></td>
</tr>
</tbody>
</table>

Quick Reference Guide

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reservations/Ticket Books/ Ride Confirmation</td>
<td>(719) 392-2396, Option 1</td>
</tr>
<tr>
<td>Dispatch/Cancellations</td>
<td>(719) 392-2396, Option 2</td>
</tr>
<tr>
<td>Customer Service Advocate</td>
<td>(719) 392-2396, Option 3</td>
</tr>
<tr>
<td>File a Complaint</td>
<td>(719) 385-7433, Option 1</td>
</tr>
<tr>
<td>ADA Eligibility Applications/Certification Office</td>
<td>(719) 392-2396, Option 5</td>
</tr>
<tr>
<td>Administrative or ADA Eligibility FAX</td>
<td>(719) 385-5419</td>
</tr>
<tr>
<td>Mountain Metropolitan Transit Customer Service</td>
<td>(719) 385-7433, Option 1</td>
</tr>
<tr>
<td>Replacement ID's</td>
<td>(719) 392-2396, Option 5</td>
</tr>
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<td>ADA materials in alternate formats</td>
<td>(719) 392-2396, Option 5</td>
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<tr>
<td>ADA Application forms in English or Spanish</td>
<td>(719) 392-2396, Option 5</td>
</tr>
<tr>
<td>ADA Application assistance</td>
<td>(719) 392-2396, Option 5</td>
</tr>
<tr>
<td>Automated Phone Booking System</td>
<td>(719) 444-7431</td>
</tr>
<tr>
<td>TTY device for hearing impaired</td>
<td>711- State relay office</td>
</tr>
<tr>
<td>Online Schedule/Cancel/Verify Account Information</td>
<td><a href="https://mymobility.coloradosprings.gov">https://mymobility.coloradosprings.gov</a></td>
</tr>
<tr>
<td>For riders who communicate through email</td>
<td><a href="mailto:mmobility@springsgov.com">mmobility@springsgov.com</a></td>
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<td>Mountain Metropolitan Transit Website</td>
<td>MMTransit.com</td>
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<td>Twitter</td>
<td>@MountainMetro</td>
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<td>Facebook</td>
<td>Facebook.com/MountainMetro</td>
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Eligibility

Metro Mobility provides rides for people with disabilities, who are certified as eligible for ADA Paratransit Service. Eligibility is available to individuals in one (1) or more of the following categories:

Category 1

This includes any individual with a disability who is unable to, as a result of their disability, use the fixed-route bus service some or all of the time.

Category 2

This includes individuals with disabilities, who can use ADA-accessible buses, but they want to travel on routes that are still not fully served by accessible buses or their stop is not accessible due to the physical nature of the stop. Please note that all of Mountain Metropolitan’s fixed-route buses are ramp-equipped and accessible to people with disabilities.

Category 3

This includes individuals with disabilities who cannot, as a result of their disability; travel to or from their bus stop due to obstacles that may impede their ability to access the fixed-route bus service. Some obstacles include distance, terrain, sidewalk-accessibility, weather, etc. Inconvenience is not considered an obstacle.

Types of Eligibility

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

Unconditional

Full ADA Paratransit Service for up to three (3) years.

Conditional

Any condition(s) applied to ADA Paratransit Service is done on an individual basis, depending on the individual’s disability. Because conditions vary between individuals, an Eligibility Specialist will determine what conditions, if any, apply to your eligibility. Examples of conditional service may include, but are not limited to: night-time only service and weather-related only service.

Temporary

Temporary eligibility is provided to individuals who have a temporary disability that prevents them from using the fixed-route bus service. 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 at the point of eligibility.

Service for Visitors

Visitors who have current ADA Paratransit Eligibility Certification in any other jurisdiction in the United States may use Metro Mobility for up
to 21 calendar days a year. In order for a visitor to be eligible for the 21 day period, they must have their current ADA Paratransit service fax the visitor’s certification paperwork to Metro Mobility. Certification paperwork delivered by the visitor will not be accepted.

**Recertification of Eligibility**

Each Metro Mobility customer must be recertified upon reaching their eligibility expiration date. A customer’s ADA certification letter will indicate their Paratransit eligibility expiration date. Customers are required to complete all forms contained in the letter.

**Levels of Service**

**Curb-to-Curb**

Drivers will assist passengers with boarding and disembarking from the vehicle. This includes loading wheelchairs and other mobility devices from the sidewalk or other safe waiting areas.

**Door-to-Door**

Drivers will go to the door and knock or ring the doorbell (if one is available). Drivers are not permitted to enter beyond the threshold or ground level of any residence. If at a public building, they may go into the lobby in an attempt 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.

Drivers will provide assistance to and from the vehicle as long as the transit vehicle is in the driver’s line of sight. This may include, but is not limited to: pushing a manual wheelchair, offering an arm to the customer as assistance, and/or verbal directions.

**Do Not Leave Alone (DNL)**

Customers who cannot be left alone due to safety, medical, behavioral, or other concerns must have someone ready and available to assist them at the time the vehicle arrives. The responsibility to accommodate a customer who cannot be left alone belongs to the caregiver, social worker, or staff of a care center. If a Metro Mobility driver is unable to make contact with someone to take care of the customer, Metro Mobility will attempt to make contact with a caregiver, social worker, or staff of a care center. If they are unable to make contact, the customer will be brought back to the origin of their trip. If no one is there to receive them, they will be taken to Memorial Hospital or the Department of Human Services at the discretion of the supervisor on duty. Continued violations are subject to suspension.
### Appeals Process

If you disagree with a decision made by Metro Mobility regarding eligibility certification or a suspension, contact the ADA Paratransit Coordinator at (719) 385-5620 for an administrative hearing.

If you are still unsatisfied after an administrative hearing with the ADA Paratransit Coordinator, you may file a written appeal. An appointed panel of at least four (4) individuals (made up of transportation officials, medical or disability professionals, and rider representatives) will review your appeal. The appeal process will be carried out in accordance with the ADA regulations.

### 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 Metro Mobility ADA Paratransit Service, any suspension of service, or other restrictions which may have been placed upon the customer or applicant.

Appellants must make their appeal within 60 days of receiving a notice of eligibility determination or suspension. Appeals should be submitted in writing to:

Mountain Metropolitan Transit  
Attn: ADA Paratransit Coordinator  
1015 Transit Drive  
Colorado Springs, CO 80903

Upon receipt of an appeal request, Mountain Metropolitan Transit 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 Metro Mobility through the ADA Paratransit Coordinator 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 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 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 the fixed-route bus service in the future, the customer or applicant may submit a new application for ADA Paratransit Services through the Metro Mobility Eligibility Office.
Non-Discrimination Policy

ADA Title II

Metro Mobility 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 transit agencies, like Metro Mobility, are required by law to provide the necessary ADA-compliant equipment and accommodations.

Title VI

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

Metro Mobility is responsible for carrying out the commitment to non-discrimination including the requirements of Title VI. This includes the following:

- To ensure that the level and quality of transit services are provided to all.
- To promote full and fair participation in transit decision making.
- To ensure meaningful access to Metro Mobility programs and activities by individuals with Limited English Proficiency.
- To identify and address, as appropriate the human health, social, economic and environmental effects of Metro Mobility programs and activities on all populations.

Filing a Complaint

For additional information on Mountain Metropolitan Transit'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.

Please contact us in one of the following ways:

By Mail:
Mountain Metropolitan Transit
Attn: Customer Service
1015 Transit Drive, Colorado Springs, CO 80903

By Phone:
(719)385-7433, Option 1

By Email:
transitinfo@springsgov.com
Online:
https://coloradosprings.gov/communications/webform/comments-complaints

Service Area and Hours

Metro Mobility service coincides with the operating days and hours of the fixed-route bus service and within ¾ mile of a fixed-route.

Service Hours:
- Monday through Friday from 5:30 a.m. to 10:00 p.m.
- Saturday from 6:30 a.m. to 7:30 p.m.
- Sunday from 7:30 a.m. to 6:00 p.m.

NOTE: Evenings, weekends, and some holidays have limited services.

Metro Mobility service is NOT provided on the following holidays:
- New Year’s Day
- Thanksgiving Day
- Christmas Day

Call Metro Mobility Reservations at 392-2396, Option 1 with inquiries regarding service hours or service areas.

Fares

The fare for Metro Mobility is $3.50 per trip for customers and companions.

Companions must pay a one-way fare as they board. Most children ages 6-18 are considered companions and must pay a one-way fare as they board. Personal Care Attendants (PCAs) traveling with a Metro Mobility customer may ride free of charge. Customers not having the correct fare available will NOT be permitted to board. If paying for your fare in cash, remember to have the correct change. The driver cannot make change.

Drivers are not permitted to access a customer’s personal wallet, purse, or backpack, nor write and/or fill in any information on a customer’s personal check. However, a driver may assist a customer who has a visual impairment in writing out a personal check by placing their pen on the line to be completed.

1. You may purchase ten (10) or 40 ride ticket books from:
   a. A Metro Mobility driver.
   b. The Transit Administration office at 1015 Transit Drive, Colorado Springs, Colorado 80903.

2. Fares can also be paid by establishing a prepaid electronic account. Prepaid electronic accounts can be set up in two (2) different ways:
   b. Either with the Metro Mobility Customer Advocate at 392-2396, Option 3 or with your Metro Mobility driver. You may pay with cash, check, or money order.
Checks should be made payable to: City of Colorado Springs.

**Scheduling a Ride**

You must call to make a reservation for your ride. Reservationists are available Monday through Sunday, 8:00 a.m. to 5:00 p.m. You can make a reservation as early as three (3) calendar days in advance of the day you will be traveling. Reservations left on voicemail after 5:00 p.m. the day before a trip will **not** be accepted.

For customers who can only communicate through email, please use mmobility@springsgov.com for making reservations or for other inquiries. When scheduling a trip, you may be asked to provide the following:

- Your name.
- Your telephone number.
- Specific origin and destination address including building number, business name or doctor’s office, as well as any specific pick-up information.
- The date and time of the origin and the destination of the trip request along with an appointment time if appropriate.
- If a Personal Care Attendant (PCA) will be traveling with you.
- If a companion other than your PCA will be traveling with you (including children).
- If you will be using a mobility device or a service animal.
- If conditionally eligible, the reservationist may ask you information to find out if your conditions have been met.

**Provide Alternative Travel Times**

If Metro Mobility cannot accommodate your exact request, the reservationist may offer travel times of up to one (1) hour before or one (1) hour after your requested pick-up time. 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.

Metro Mobility will arrive up to 15 minutes earlier than the agreed-upon pick-up time and up 15 minutes after the agreed-upon pick-up time. You must be prepared to board at any time during this scheduling window.

Metro Mobility drivers will only wait five (5) minutes from the time they arrive, during your scheduled pick-up time window. If you are not ready to go within five (5) minutes of vehicle arrival, the driver will mark you as a “No-Show” or a “Cancel at the Door” and will depart the location.

If a Metro Mobility driver is running late for your pick-up, a dispatcher will call you with an estimated time of arrival.
Automated Booking Systems

You may use the automated booking system, either by phone or web, to complete the following tasks:

- Confirm a previously booked trip
- Schedule a trip
- Cancel a trip
- Check account balances
- Set up trip notification

In order to use this service, you will first need to activate your account with a reservationist by calling 719-392-2396, option 1. The reservationist will give you a Client ID number and a password. You will need these to access your account information.

To use the automated phone service, please call 719-444-7431.

To use the web service, please visit: mymobility.coloradosprings.gov.

If you have questions or concerns regarding the automated booking system or would like an explanation of how to use its features, please contact the Customer Service Advocate at 719-392-2396, option 3. These automated services cannot be used to schedule a trip on the Taxi-Choice Option.

Taxi Choice Option

Taxi Choice Option is a premium passenger service available to Metro Mobility customers who need a ride for seven (7) miles or less.

Taxi Choice Option reservations must be made by calling 392-2396, Option 1. Same day rides or changes are not allowed. Taxi Cancellations must be made by calling 392-2396 only. A taxi is not guaranteed to everyone. They are made available on a first-come, first-serve basis.

The fare for the Taxi Choice Option is $3.50 for a one-way trip and can only be paid for by using an electronic prepaid account. Cash or fare tickets cannot be used as payment to the taxi driver.

Taxi companies may refuse to provide trips for customers that have violated its policies. If a taxi is not available or refuses the trip, Metro Mobility will provide the trip, provided the customer is not suspended from its services.

Cancelling a Ride

In the event that you must cancel a trip, please do so as soon as possible. You can cancel trips 24 hours a day by calling (719) 392-2396, Option 2. For customers who communicate through email, please email: mmobility@springsgov.com.

Trips should be cancelled no less than one (1) hour before the scheduled pick-up time. When cancelling 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
cancelled, and the location of each trip to be cancelled.

No-Show/Late Cancellation Policy

“No-shows”, “Late Cancellations”, and “Cancel at the Doors” create a financial burden for Metro Mobility and negatively impact other customers. The following three (3) types of cancellations are a violation of this policy.

1. “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. If a customer has a “No-Show” for the first trip, an attempt will be made to contact the customer. ADA regulations prohibit Metro Mobility from automatically cancelling subsequent trips 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 a “No Show” is assessed independently in accordance with ADA regulations.

2. “Late Cancellation”
   The customer calls to cancel with less than one (1) hour notice prior to the scheduled time of the trip.

3. “Cancel at the Door”
   a. The vehicle arrives on-time, but the customer no longer wants the ride.
   b. The vehicle arrives on-time and waits for five (5) minutes, but the customer is not ready to go.
   c. The vehicle arrives, and the customer does not have the proper fare.

Exceptions
The following exceptions are provided in accordance with ADA regulations:

“Circumstances Beyond Control”
Circumstances occurring beyond the control of the customer (including errors made by Metro Mobility) are not considered a “No-Show”, “Late Cancellation”, or a “Cancel at the “Door”.
“Circumstances Beyond Control” will be determined on a case-by-case basis once the customer has called to inquire about the “No Show”.

“Medical Delay”
Any trip a customer has missed because they were not finished with their medical appointment will be marked as a “Medical Delay” and will not be penalized.

Suspension of Service
“No Shows”, “Late cancellations”, and “Cancels at the Door” cause serious disruptions in service. Each verified “No-Show”, “Late Cancellation”, or “Cancel at the Door” counts as one (1)
penalty point against the customer. A customer will be subject to suspension if they accumulate eight (8) penalty points in one (1) calendar month. However, if a customer has used the service for more than 40 trips in a calendar month, then a suspension will take place only if they have a “No-Show”, “Late Cancellation”, or a “Cancel at the Door” for 20% or more of their trips.

Metro Mobility will notify customers after they have accumulated four (4) penalty points as a warning that they may be subject to suspension should they continue to accumulate penalty points. A warning letter will be sent for the first violation. Subsequent violations are as follows:

- **Second violation**: seven (7) day suspension.
- **Third violation**: 14 day suspension.
- **Fourth violation**: 21 day suspension.
- **All subsequent violations**: 30 day suspension.

Violations accumulate during a 12 month rolling period. All suspension notices shall include a copy of this policy and how to appeal suspensions. An appeal may be made in accordance with the process described in the “Appeal Process” section of this guide. Disruptive behavior includes, but is not limited to:

- Intimidation or threats of physical harm to drivers or other passengers.
- Verbal abuse of drivers, staff and/or other passengers.
- Unlawful harassment such as unwelcome verbal, non-verbal or physical behavior.
- Unauthorized use of vehicle equipment.
- Repeated violation of riding rules.

**Do Not Leave Alone (DNL)**

Customers requiring DNL assistance and who are not met by a care provider more than three (3) times in a rolling 30 day period are in violation of the Metro Mobility policy and will be subject to suspension.

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

- **First violation**: Seven (7) day suspension.
- **Second violation**: 14 day suspension.
- **Third violation**: 21 day suspension.
- **All subsequent violations**: 30 day suspension.

**Subscription Service**

Subscription Service is limited to customers traveling to the same place at the same time at least three (3) times a week. Metro Mobility offers a subscription service on a space available basis. Metro Mobility may terminate a
Subscription Service that is canceled 50% or more of the time during any 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 Metro Mobility customer at no additional charge. The customer’s file must indicate that they have a PCA. Space must be reserved at the time of the reservation.

**Companions and Children**

Companions are welcome and will be charged the same fare charged as the customer. Due to limited space, each customer is allowed one (1) companion per trip. Seating for more than one (1) companion is on a “space available” basis when scheduling a trip. Customers must reserve space for companions (including children) when scheduling a trip.

**Children**

- The law requires infants to ride in a rear facing child safety seat until they are at least one (1) year old and weigh more than 20 pounds.
- Regardless of age, children who weigh less than 40 pounds must be secured in a child booster seat or with a child safety belt-positioning device unless they are 57 inches or taller.
- All safety seating devices must be provided and secured by an accompanying adult.

**Service Animals**

Service animals are defined as dogs that are properly trained to perform tasks to assist a person with a disability. The task(s) performed by a service animal must be directly related to the person’s disability. A service dog must be under control of its handler at all times. Some examples of such tasks include guiding people with visual impairments, alerting people who are hard of hearing, pulling a wheelchair, alerting and assisting a person who is having a seizure, or reminding a person to take prescribed medications.

Pets, comfort, therapy, or emotional support animals are not considered service animals but may be transported if properly secured in an airline approved pet carrier that will not allow the animal to come in direct contact with the driver and other passengers.
Mobility Devices

Metro Mobility 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, and it doesn't 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 restrain wheelchairs using a four (4) point safety securement. In addition, a lap belt and a shoulder belt will be used for passengers seated in wheelchairs and mobility devices. While passengers may not refuse these securements, a trip cannot be denied if the driver is physically incapable of securing the mobility device. A supervisor will be immediately dispatched to aid in these situations.

Portable Respirators/ Oxygen Equipment:

Portable respirators and oxygen equipment are permitted on Metro Mobility vehicles. The driver will assist passengers to secure this equipment on the vehicle.

Travel Considerations

Packages

For the safety of all riders, passengers may not transport any type of hazardous equipment or materials. Because the vehicle will be shared, passengers should limit the number to what they, their personal care attendant, or companion can carry. No more than three (3) grocery bags or similar sized packages are allowed per individual passenger. Packages must be under the control of the passenger and transported on the passenger’s lap or securely under the seat. Small portable grocery carts with two (2) wheels are acceptable but, because of safety, should be secured and not be placed in the aisle way. Drivers may assist with securing these items, if requested.

Safety Belts

All passengers must be properly restrained with a safety belt while riding Metro Mobility.

When Considering Moving

If you are considering moving, please contact a reservationist for assistance to ensure your relocation is within the service area boundary.

Passenger Rules of Conduct

Passengers are asked to adhere to the following rules of conduct to ensure the safety and comfort of all passengers and drivers:
- No smoking or vaping (e-cigarettes) on board.
- No eating or drinking on board (unless required for health reasons).
- No abusive, threatening, or obscene language or actions.
- No operating or tampering with any equipment while on board.
- No radios, mp3 players, cassette tape players, compact disk players or other sound-generating equipment are to be played aboard the vehicle without headphones.
- No verbally abusive language with any Metro Mobility staff person.

Passengers who violate rules of conduct are subject to suspension of service. Suspensions may be appealed by following the processes outlined in the “Notice of Right to Appeal” section.

**Metro Mobility 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.

**Metro Mobility 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 15 minutes before and after the agreed-upon pick-up time.
- Reserve trips between one (1) and three (3) days in advance

**Reasonable Accommodation**

Metro Mobility will make every effort to ensure that all individuals with disabilities can utilize its services. If you believe that a certain policy or procedure is limiting your use of Metro Mobility’s services, you may request a reasonable accommodation. Please contact the ADA Paratransit Coordinator at 719-385-5620 to request a reasonable accommodation.

**Lost and Found**

If you forgot a personal belonging on a Metro Mobility vehicle, please contact the Customer Service Advocate at 719-392-2396, Option 3 as soon as possible to make arrangements to retrieve your lost belonging.