



Metro Mobility Guide-to-Ride

Last Updated: February 2, 2023

Metro Mobility

ADA Complementary Paratransit Service

ADA Complementary Paratransit is a bus service that provides trips that are grouped together between rider's origins and destinations. This service is provided for individuals who, because of their disability, cannot use fixed-route services. Services operate during the same days and hours as fixed-routes and provide trips that originate and end within ¾ mile of a fixed-route. There is a required application and reservation process. Please review this guide to understand the services that are offered.

Please reach out to the ADA Coordinator if you need this guide in an accessible format, such as large print or Braille.



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Important Contact Information

Metro Mobility ADA Complementary Paratransit Service

- mmobility@coloradosprings.gov
- (719) 392-2396
- 1161 Transit Drive, Colorado Springs, CO 80903

Metro Mobility Eligibility Office

- metrocertifications@coloradosprings.gov
- (719) 392-2396
- 1015 Transit Drive, Colorado Springs, CO 80903

ADA Coordinator

- transitinfo@coloradosprings.gov
- (719) 385-7433
- 1015 Transit Drive, Colorado Springs, CO 80903

Mountain Metropolitan Transit

- transitinfo@coloradosprings.gov
- (719) 385-7433
- 1015 Transit Drive, Colorado Springs, CO 80903

Automated Booking system

(719) 444-7431

<https://mymobility.coloradosprings.gov>

TTY

State relay office

711

Introduction

This Guide-to-Ride outlines the policies and procedures for using Metro Mobility. The Guide-to-Ride is available in alternative formats upon request. Please read it carefully.

Metro Mobility provides paratransit services that originate and end within ¾ mile of a Mountain Metropolitan fixed route. In order to use Metro Mobility, a person must apply and be determined eligible.

How to apply

To receive an application via mail, call (719) 385-7433.

To receive an application via email, email metrocertifications@coloradosprings.gov

You may also download an application online at: www.coloradosprings.gov/mountain-metro/page/mountain-metro-mobility

Please return your completed application via mail to:

Metro Mobility Eligibility Office
1015 Transit Drive
Colorado Springs, CO 80903

Or via email to metrocertifications@coloradosprings.gov, adding your name in the subject line.

Upon receiving your completed application, the Eligibility Office will contact you to arrange an interview. It may take up to 21 days from the time a completed application is received until a determination of eligibility can be made. If a determination of eligibility is not made within 21 days, you will be given presumptive eligibility, until a determination is made.

As a part of the determination process, individuals may be asked to complete a functional assessment to verify mobility or cognitive limitations.

All applicants will receive written notification of their eligibility determination. If determine eligible, a Metro Mobility ID card will be provided. If you lose your Metro Mobility ID card, contact the Eligibility office (719) 385-7433 for a replacement. Lost Metro Mobility ID cards are subject to a replacement fee.

Eligibility

Individuals are determined eligible for certification through one (1) or more of the following categories:

Category 1: Inability to Navigate System Independently

For individuals who, because of their disability, cannot use the fixed-route bus service some or all of the time.

Category 2: Lack of Accessible Vehicles, Stations, or Bus Stops

For individuals who can use ADA-accessible fixed-route buses, but they need to travel to locations that are not served by fixed-routes, 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 ADA-accessible.

Category 3: Inability to Reach a Boarding Point or Final Destination

For individuals who, because of their disability, cannot travel due to obstacles that impede their ability to access the fixed-route bus service. Obstacles include distance, terrain, sidewalk-accessibility, weather, etc. Inconvenience is not considered an obstacle.

Certification

Based on documentation and review of individual needs, individuals may qualify for the following types of certification:

Unconditional

ADA Complementary Paratransit Service is provided for up to three (3) years. No restrictions are put on a rider's use of the service.

Conditional

ADA Complementary Paratransit Service is provided for up to three (3) years under certain conditions. Any condition applied to ADA Complementary Paratransit Service is done so on an individual basis. The Eligibility Specialist will determine what conditions, if any, apply to a rider's eligibility.

Temporary

Temporary eligibility is provided to individuals, who have a temporary disability, which 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 certification.

Visitors

Visitors who are ADA Complementary Paratransit eligible in another jurisdiction may use Metro Mobility ADA Complementary Paratransit. Visitors must provide proof of certification or have their current ADA Complementary Paratransit service email certification paperwork to metrocertifications@coloradosprings.gov. Individuals that are not certified by another transit agency or reside in an area that does not have ADA Complementary Paratransit services will be expected to provide an explanation of the nature of their disability. Visitors will receive 21 days of service. This service is calculated as any combination of 21 days during a 365-day period, beginning with the visitor's first use.

Recertification of Eligibility

Re-applying for services is required prior to expiration of the current certification period. If a rider fails to renew paratransit eligibility, they may be ineligible for service until they are determined eligible in the recertification process. Riders are notified, via mailed letter, approximately two (2) months prior to expiration. Recertification letters are sent to the current address on file, if you have moved, please ensure your address is updated through a reservationist. Riders are required to complete and return all forms contained in the letter.

Eligibility Certification Appeals Process

If you disagree with a decision regarding eligibility certification, you have the right to appeal that decision. Contact the ADA Coordinator at (719) 385-7433 or transitinfo@coloradosprings.gov for an administrative hearing. An appeal must be filed within 60 days of the decision.

If you are unsatisfied after an administrative hearing, you have the right to have your appeal heard by the Appeals Committee. The Appeals Committee is comprised of individuals with an understanding of the ADA. The appeals process will be carried out in accordance with the ADA regulations.

Levels of Service

Curb-to-Curb

Drivers will assist riders with boarding and disembarking from the vehicle. This includes loading and unloading wheelchairs and other mobility devices from the sidewalk or other safe waiting areas. Drivers will provide extra assistance, with request from the rider if such assistance is not a direct threat to safety to themselves or others and it will not result in a disruption of service.

Door-to-Door

For pick-ups, drivers will alert the rider of the vehicle's arrival by knocking or ringing the doorbell, then assist the rider to the vehicle. For drop-offs, the driver will drop the rider off at the destination and assist them to the door. Drivers are not permitted to enter beyond the threshold of any residence. Drivers are also not permitted to leave the vehicle unattended for lengthy periods of time and must keep the vehicle within line of sight.

Assistance provided by the driver may include, but is not limited to, pushing a wheelchair, offering an arm for assistance, and/or verbal directions as long as such assistance is not a direct threat to safety of themselves or others and it will not result in a disruption of service.

Do Not Leave Alone (DNL)

If a rider cannot be left alone, a companion or personal care attendant is required to receive them upon the vehicle's arrival. Upon arriving at the destination, the driver will wait five (5) minutes for the attendant to meet the paratransit vehicle. If an attendant does not arrive, the driver will notify dispatch and continue the route with the rider still on-board. Metro Mobility will attempt to reach the designated emergency contact person. If the rider is not met by the end of the route, they will be returned to the origin of their trip. If returning to the origin is not an option, they will be taken to Memorial Hospital or the Department of Human Services at the discretion of the supervisor on duty.

Service Area and Hours

Metro Mobility services operate during the same days and hours as fixed-route services and provide trips that originate and end within $\frac{3}{4}$ mile of a fixed-route.

General Service Hours

- Monday through Friday from 5:00am. to 10:15pm.
- Saturday from 6:00am. to 10:15pm.

- Sunday from 7:00am. to 6:30pm.

Service boundaries follow fixed routes services and change based on the time of day and the day of the week.

All trips must be completed no later than the end of the service hours for a given day. For example, a rider could request a drop-off time at a destination for 10:15pm on Monday but could not request a pick-up time of 10:15pm on Monday. No trip may be scheduled prior to the earliest available time. For example, a rider may request a pick-up time as early as 5:00am on Monday but could not request a drop-off time at 5:00am on Monday. For more information regarding pick-up and drop-off times, please see the “Scheduling a Ride” Section.

Additional Service Hours

Metro Mobility operates beyond the general service hours listed above in select areas.

Those areas within $\frac{3}{4}$ of mile of the Manitou Shuttles (Routes 33 and 36) during peak season operate on extended hours. Peak season begins in late April and runs through late September. During this time, Metro Mobility will run until 9:00pm on Sundays, but only within $\frac{3}{4}$ of a mile of the Manitou Shuttles.

Those areas within $\frac{3}{4}$ of mile of the Zeb (Route 13) operate on extended hours. If your trip begins and ends within the $\frac{3}{4}$ mile of this route, the extended operating times are as follows:

- Friday evening service runs until 12:00 a.m.
- Saturday evening service runs until 12:00 a.m.
- Sunday from 10:00 a.m. to 8:00 p.m.

Limited Service Hours

Fixed route service levels change for the evenings and weekends. Metro Mobility’s service area follows fixed route schedules and therefore changes based on the time of day and the day of the week.

Metro Mobility service is NOT provided on the following holidays:

- New Year’s Day
- Thanksgiving Day
- Christmas Day

Fares

The fare for Metro Mobility is \$3.50 per one-way trip. If a third party pays for a portion of a rider's trips, it is the rider's responsibility to ensure that payment is made. Metro Mobility is not responsible for collecting payments from a third party.

Companions are required to pay a one-way fare as they board. Riders must specify that a companion will be riding with them at the point of reservation. If a companion is not specified as riding or the companion does not have the fare, the companion may be denied the trip. The paying rider will still be allowed to ride. Generally, children of eligible riders ages 6-18, are considered companions and must pay a one-way fare.

A Personal Care Attendant (PCA) traveling with a rider may ride free of charge. Riders must specify that a PCA will be riding with them at the point of reservation. If a PCA is not specified at the point of reservation, the PCA may be denied the trip. The paying rider will still be allowed to ride.

Riders not having the sufficient fare available will not be permitted to board. If a rider is paying for fare with cash, remember to have the correct change as drivers cannot make change.

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

Purchasing a Fare

Fare options for Metro Mobility riders include the following:

- Riders may purchase ten (10) or forty (40) ride ticket books from:
 - a. A Metro Mobility driver.
 - b. The Transit Administration office at 1015 Transit Drive, Colorado Springs, Colorado 80903.
- Riders may pay the driver with cash, check, or money order. Checks must be made payable to: **City of Colorado Springs**. Checks written out to another name will be returned to the rider.
- Riders may establish a prepaid electronic account. Prepaid electronic fare is made online using a credit card at <https://secure.coloradosprings.gov/ada-mobility-tickets>.

Fare Free Zones

Metro Mobility has two zones that are fare-free as long as the trip both begins and ends within the same zone. These include the Zeb and the Manitou Shuttles. For an explanation of these zones, please see the “Additional Service Hours” Section. To see if your trip qualifies for free fare, please reach out to Reservations at 719-392-2396.

Scheduling a Ride

Riders must make a reservation in advance; riders who prefer to speak with a reservationist please call 392-2396, riders who prefer to communicate through email, please email mmobility@coloradosprings.gov.

Reservationists are available Monday through Sunday, 8:00 a.m. to 5:00 p.m. Reservations may be made as early as three (3) calendar days in advance of the travel needed. Reservations made via email or left on voicemail after 5:00 p.m. the day before a trip will **not** be accepted.

When scheduling a trip, riders may be asked to provide the following:

- Name
- Telephone number
- Specific origin and destination address to include building number, business name or doctor’s office name. Please also include any specific pick-up information, or information about special entrances
- The date and time of the trip request. As a rider you have the option to schedule your ride by the pickup time needed or the drop off time needed. If there is a specific appointment time, please let your reservationist know.
- If a Personal Care Attendant (PCA) will be traveling with the rider. A PCA rides free of charge.
- If a companion will be traveling with the rider (including children)
- If the rider will be using a mobility device or a service animal
- If a rider is conditionally eligible, the reservationist may ask for additional information

Suggestions for ease of scheduling

- Call three (3) days before your trip date. This will increase the odds of getting the specific time that you want/need.
- Call Reservations between 11:00am and 2:00pm when call volumes are at their lowest.

- If your trip does not require a specific time of day, such as grocery shopping, consider scheduling it between 10:00am and 2:00pm. This will increase the odds of getting the specific time that you want. You are not required to do so.
- Prior to calling, know the address of where you want to go and the times that will work for you. Reservationists do not always know where specific businesses are located.

Alternative Travel Times

If Metro Mobility cannot accommodate an exact request, the reservationist may offer travel times of up to one (1) hour before or one (1) hour after the requested time. The Reservationist will take into consideration time-sensitive appointments when offering a pick-up or drop-off time.

Pick-up Window

Metro Mobility may arrive up to 15 minutes before and up to 15 minutes after the agreed-upon pick-up time. Riders must be prepared to board at any time during this scheduling window. You are not required to board the vehicle until the pick-up window begins, but you may board the vehicle early if you wish.

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

If a driver is running late for a pick-up, a dispatcher will call the rider with an estimated time of arrival. If the new scheduled pick-up time does not work for the rider, the rider should let dispatch know immediately.

Metro Mobility provides a “shared-ride” service. This means that other riders with different destinations may be picked up and/or dropped off along the way to your destination. Scheduled rides do not always follow a direct route between an individual’s pick-up and drop-off locations.

Changing a Ride

If you need to make changes to a reservation, please do so no less than one (1) day in advance. Same day changes may not be allowed. Changes to a ride include, but are not limited to, a different time, a different location, or changes with a companion or personal care attendant traveling. Please make these changes by contacting Reservations at 719-392-2396, or through email at mmobility@coloradosprings.gov as soon as you are aware of a needed change.

Canceling 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, or by emailing mmobility@coloradosprings.gov.

Trips should be canceled no less than one (1) hour before the scheduled pick-up time. When canceling after normal business hours, you may need to leave a message on voicemail. During the message, please clearly state your name, phone number, and the date, time, and location of each trip to be canceled.

Important: ADA regulations prohibit Metro Mobility from automatically canceling subsequent trips. Canceling the first trip does not automatically cancel the return trip. When canceling your ride, you will need to cancel both legs of the trip, if applicable.

No Strand Policy

Metro Mobility is committed to the safety and security of its customers. If we provide transportation for a customer to a given location, we will make every attempt to provide the return trip. If the customer fails to appear for a return trip, we will provide another time as soon as possible depending upon traffic, weather conditions, and scheduling considerations.

Automated Booking System

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. The reservationist will provide a Client ID number and a password. You will need these to access account information.

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

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

For questions or concerns regarding the automated booking system or for an explanation of how to use its features, please contact the Reservationist at 719-392-2396. Automated services cannot be used to schedule a trip for the Taxi choice option.

Subscription Service

Metro Mobility offers a subscription service on a space available basis. Subscription service is limited to riders traveling to the same place, at the same time, at least three (3) times a week. If you are a new rider, there may be a waiting period to determine consistent pattern of travel. Metro Mobility may terminate a subscription if there is a consistent pattern of cancellations or no-shows.

No-Show/Late Cancellation Policy

When a rider does not give sufficient notice to cancel their scheduled service, it negatively impacts other riders. The following descriptions are violations of Metro Mobility's no show/late cancellation policy.

No Show

The rider cannot be located at the requested pick-up location within five (5) minutes of arrival.

Important: ADA regulations prohibit Metro Mobility from automatically canceling subsequent trips. If a rider is a "no-show" for the first trip, an attempt will be made to contact the rider. If the return trip is subsequently a "no show", this 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.

Late Cancellation

The rider cancels their trip with less than one (1) hour to the scheduled time of the trip.

Cancel at the Door

The vehicle arrives on-time, and the rider no longer wants the ride; or the driver waits five (5) minutes, but the rider is not ready to go or does not have the proper fare.

Exceptions

Circumstances beyond the control of the rider or unforeseen medical issues do not necessarily constitute a violation of the no show/late cancellation policy. Exceptions are determined on a case-by-case basis in accordance with the ADA. If you believe you have an exception, please contact the Customer Service Supervisor at 719-392-2396 to discuss the situation.

Suspensions

No-shows, late cancellations, and cancels at the door violations cause serious disruptions in service. Each verified violation counts as one (1) penalty point against the rider.

A rider will be subject to suspension if they accumulate eight (8) penalty points in a rolling 30-day period.

If a rider has taken more than forty (40) trips in a rolling 30-day period, they will be subject to suspension only if they have violations for 20% or more of their trips.

Riders will be given a courtesy notification after four (4) penalty points have been accumulated indicating they may be subject to suspension should they continue to accumulate penalty points.

- First offense: verbal warning via phone call
- Second offense: written warning
- Third offense: seven (7) day suspension
- Additional offenses: fourteen (14) day suspension

Violations accumulate during a twelve (12) month rolling period. All suspension notices shall include a copy of this policy. All suspensions will be carried out fifteen (15) days from the decision to suspend.

Infraction/Suspension Appeals Process

If you disagree with an infraction or suspension, you have the right to appeal. Riders must inform the ADA Coordinator via telephone (719) 385-7433 or email transitinfo@coloradosprings.gov to set up an administrative hearing within 14 calendar days of the notification of a suspension. Riders are allowed to ride during the appeals process.

If you are unsatisfied after an administrative hearing, you have the right to have your appeal heard by the Appeals Committee. The Appeals Committee is comprised individuals with an understanding of the ADA. The appeals process will be carried out in accordance with the ADA regulations.

Mobility Devices

Metro Mobility will accommodate wheelchairs and other mobility devices provided the lift/ramp and vehicle can physically accommodate them, the accommodation would not cause a valid safety concern, and/or the device does not block an aisle or interfere with the safe evacuation of passengers in an emergency. For your safety, please make sure that

brakes, batteries, and other parts on your wheelchair or mobility device are in good working condition. Gasoline and other petroleum-based fuels that emit noxious and flammable liquids/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 riders seated in wheelchairs and mobility devices. While riders may not refuse these securements, a trip cannot be denied if the driver is physically unable to secure the mobility device. A rider may be transported without a lap belt and/or shoulder belt if these belts cause injury to an individual. If using a lap belt or a shoulder belt is dangerous to you, please contact Customer Service Supervisor at 719-392-2396 to get this documented in your file.

Safety Belts

All riders must be properly restrained with a safety belt while riding Metro Mobility. A rider will be transported without a seatbelt if it is believed to cause injury. If you believe that using a seatbelt is dangerous to you because of your disability, please contact Customer Service Supervisor at 719-392-2396 to get this documented in your file.

Life Support Equipment

You may bring a respirator, portable oxygen or other life-support equipment as long as it does not violate hazardous material transportation laws. The equipment must be small enough to fit into the vehicle and be secured. Customers must ensure that there is an adequate oxygen supply before boarding. Drivers are not authorized to operate life support equipment.

Service Animals

Service animals are defined as a dog or other animal that is individually trained to work or perform tasks for an individual with disabilities. 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. A service animal must be under control of its handler at all times and must be properly house-broken. Animals that are not under the control of the owner, engaging in aggressive behavior, and/or are not house broken may be asked to leave. The owner will be given an opportunity to correct bad animal behavior.

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.

Personal Care Attendants (PCA)

Riders may face barriers that require a PCA for support. Riders must reserve space for their PCA when scheduling a trip. A PCA is eligible to ride at no additional charge.

Companions

Companions are welcome. Each rider is allowed one (1) companion per trip. Riders must reserve space for companions (including children) when scheduling a trip. Seating for additional companions is on a space available basis when scheduling the trip.

Companions will be charged the same fare charged as the rider.

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.

Personal Belongings

For the safety of all, riders may not transport any type of hazardous equipment or materials. Riders should limit the number to what they can carry. Personal belongings must be under the control of the rider and transported on their lap or securely under their seat, packages are not allowed to occupy additional seats or additional floor space. Under no circumstances will the bags be stored in aisles or block access to doors or emergency exits.

Small portable grocery carts are allowed on board. Drivers will assist with securing these, if requested.

Safety

Rider Rules of Conduct

Riders 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 open food or drink containers on board (unless required for health reasons)
- No profanity, obscene language, or inappropriate gestures on the bus
- No operating or tampering with any equipment while on board
- No sound-generating equipment (radios, mp3 players, cassette tape players, compact disk players) without headphones

Disruptive Behavior

Disruptive behavior will not be tolerated. Disruptive behavior includes, but is not limited to verbally abusive language, abusively throwing items, refusing to board or disembark the vehicle, refusing to comply with driver instructions, or any other action that is deemed unsafe. Riders exhibiting disruptive behavior are subject to the suspension process below:

- First offense: verbal warning via phone call
- Second offense: written warning
- Third offense: seven (7) day suspension
- Additional offenses: fourteen (14) day suspension

Seriously Disruptive Behavior

Riders that engage in seriously disruptive behavior such as; violent, destructive, sexual, illegal, or otherwise dangerous behavior resulting in a direct threat to the health and safety of themselves or others are subject to an immediate suspension while the incident is investigated.

- First offense: seven (7) day suspension
- Additional offenses: fourteen (14) day suspension
- Any additional offenses occurring within one (1) year: fourteen (14) day suspension

Depending on the severity of the offenses, a rider may face an indefinite suspension, on or after the third offense. If an offense is egregious enough, it may result in an indefinite

suspension without going through the different levels of suspension. Suspensions for these types of offenses are made on a case-by-case basis.

Suspension Appeals Process

If you disagree with a disruptive or seriously disruptive behavioral suspension, you have the right to appeal. Riders must inform the ADA Coordinator via telephone (719) 385-7433 or email transitinfo@coloradosprings.gov to set up an administrative hearing within seven (7) calendar days of the notification of a suspension. Riders appealing a disruptive behavior suspension will be allowed to ride during the appeals process. Riders appealing a seriously disruptive behavior suspension will not be allowed to ride during the appeals process.

If you are unsatisfied after an administrative hearing, you have the right to have your appeal heard by the Appeals Committee. The Appeals Committee is comprised individuals with an understanding of the ADA. The appeals process will be carried out in accordance with the ADA regulations.

Will Call

From time to time a rider may experience unavoidable delays (i.e., medical) that prevent boarding the vehicle on time. Please communicate delays as soon as possible to dispatch. If a rider is unable to board a vehicle on time due to an unavoidable delay the rider is placed in a “Will Call” status. Once the issue has been taken care of, please reach out to Dispatch at 719-392-2396 to reschedule a trip. Unavoidable delays outside of the rider’s control will not be counted as no shows.

Taxi Choice Option

Taxi Choice Option is a premium passenger service that goes above and beyond the basic requirements of the ADA. It is available to Metro Mobility riders who would like a ride for seven (7) miles or less. The Taxi Choice Option is available on a first come, first-serve basis and is not guaranteed to everyone. Taxi choice reservations must be made by calling 392-2396. Same day rides and/or changes are not allowed, and cancelations can only be made by calling 719-392-2396.

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 driver.

Taxi companies may refuse to provide trips for riders that have violated taxi policies. If a taxi is not available or refuses the trip, Metro Mobility will provide the trip.

Riders are not allowed to schedule or make any changes to their trip with a taxi driver, this must be done through Reservations. Violation of this may result in removal from the Taxi Choice Option.

Driver Assistance

Metro Mobility drivers will provide assistance to riders in accordance with the ADA. Drivers will provide additional assistance if requested from the rider as long as the extra assistance is not a direct threat to the safety of the driver or others and it does not result in a disruption of service. Drivers are not permitted to leave the vehicle unattended for lengthy periods of time and must keep the vehicle within line of sight. Assistance provided by the driver may include, but is not limited to, pushing a manual wheelchair, offering an arm to the rider as assistance, and/or verbal directions.

Drivers will not provide requests that are generally associated with services provided by a Personal Care Attendant (PCA) such as administering medicine or caring for restroom needs.

Reasonable Accommodation

Metro Mobility values accessibility for all. If assistance is needed outside of what is outlined in the guide-to-ride or if you believe a procedure/policy is limiting services needed, please request a reasonable accommodation through the ADA Coordinator at 719-385-7433 or transitinfo@coloradosprings.gov. You may also request a reasonable modification by completing the online form at: <https://coloradosprings.gov/mountain-metro/webform/mountain-metro-reasonable-modification-application>.

When making a request, please provide as many details as possible to help determine what can be done to honor the request. Metro Mobility is unable to honor requests that: cause a direct threat to health and safety of the driver or others, cause a fundamental alteration in service, provide service that is not necessary for the trip, or create an undue financial/administrative burden.

Please make your request in advance of when it is needed. While many requests result in a quick decision, some requests may take additional time to process and determine what, if any, accommodation can be made.

Complaints

If you have a concern or a complaint about the service provided, please call Customer Service at 719-385-7433 or complete the online form at:

<https://coloradosprings.gov/mountain-metro/webform/comments-complaints>

A customer service agent will log your complaint. Within five (5) business days you will receive a call back regarding your complaint. If additional information is needed, it will be requested at this time.

Commendations

If you feel that you have received excellent service and wish to offer a commendation, please contact Customer Service at 719-385-7433 or email

<https://coloradosprings.gov/mountain-metro/webform/comments-complaints>.

A customer service agent will ensure that the appropriate individual(s) are recognized.

Fixed-Route Service

Metro Mobility riders are encouraged to use the fixed-route bus service, Mountain Metropolitan Transit, as often as they are able to. Have your Metro Mobility ID card ready when boarding the bus to receive half price fare. A reduced monthly pass is also available for unlimited rides on the fixed-route service. For more information, please contact Customer Service at 719-385-7433.

Travel Training

Have you ever wanted to be more independent? Have you ever wanted to use the fixed-route service, Mountain Metropolitan Transit? With Travel Training, you may be able to do both. What will that mean to you? It will be easier for you to get around without having to pre-schedule a trip. By riding the fixed-route bus you will have access to a greater network of transportation options.

Travel Training is available to Metro Mobility customers and teaches people how to ride the fixed-route service. Trainers work with riders on the buses they will be riding, providing them with the practice they need to feel comfortable and confident when riding.

Travel Training is conducted at an approved location or at a customer's home. It is also conducted on the bus route(s) the customer will be riding. Exactly how and where Travel Training is conducted will depend on the needs of the customer.

Contact the Eligibility office (719) 392-2396 to request Travel Training.

Adverse Weather

In the event of adverse weather, such as snow or severe storms, Metro Mobility may modify, suspend, or cancel services for a period of time. Mountain Metropolitan Transit Facebook page provides the most up-to-date information on service modifications, suspensions, or cancellations. In general, when service is suspended on Mountain Metropolitan Transit fixed-route system, service is also suspended on Metro Mobility. For more information on service suspension or closures, please contact Dispatch at 719-392-2396.

Lost and Found

If you forgot a personal belonging on a Metro Mobility vehicle, please contact Customer Service at 719-385-7433, as soon as possible to make arrangements to retrieve your lost belonging.

Get Involved!

There are ways to become more involved with Mountain Metropolitan Transit decision-making process.

Attend public meetings with proposed service changes. Public meetings are typically held twice a year. Proposed service changes and announcements of public meetings are posted on Mountain Metro social media accounts and can also be found at www.mmtransit.com.

You may also contact a customer service agent at 719-385-7433 to provide input on Metro Mobility or gather more information about involvement.

Non-Discrimination Policy

Metro Mobility is committed to complying with Americans with Disabilities (ADA) regulations and 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.