



ADA Paratransit Service Guidelines

The Mountain Express

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EFFECTIVE DATE

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INTRODUCTION

The Mountain Express (MX) is the public transportation provider Crested Butte and Mt. Crested Butte. Our goal is to provide the best possible transportation service to residents and visitors. Our vehicles are clean, safe, comfortable and well-maintained, and our drivers are trained to serve you.

CENTRA is pleased to provide for the public transportation needs of all the area's citizens, including those with disabilities. To accomplish this goal, CENTRA operates two types of service:

- Accessible fixed route service
- ADA paratransit service

MX's fixed-route buses are lift-equipped so they are accessible for individuals who use a mobility device or cannot climb stairs. Our drivers receive special training in assisting people with disabilities. Drivers announce stops at key destinations and upon request to assist passengers with visual or mental impairments. You may travel with your respirator, concentrator, and portable oxygen. Service animals are welcome on board buses. Our goal is to make our fixed route service accessible to, and convenient for, everyone.

MX's ADA paratransit service provides comparable service to our fixed route service for individuals whose disability prevents use of the regular bus service. The service is provided according to the guidelines set forth by the Americans with Disabilities Act of 1990 (ADA) and as outlined in this handbook.

Persons who use this service must be certified as ADA paratransit eligible for all or some of their trip needs.

If you have any questions on this handbook or our services, please call the MX at (970) 349-5616.

APPLICATION PROCESS

Any individual wishing to apply for ADA paratransit eligibility may:

- Pick up an application at the MX office: 803 Butte Avenue, Crested Butte
- Call (970) 349-5616 from 9:00 a.m. to 4:00 p.m., Monday through Friday, to obtain an application by mail
- Download the application from our website: www.mtnexp.org

Under the ADA, the standard for determining eligibility is not whether a disabling condition exists, but whether (or under what circumstances) the applicant's disabling condition prevents them from using the fixed-route bus service. In some cases, eligibility is established for certain circumstances only.

After both the properly completed application form a decision will be made within 21 days. If you are granted less than unconditional eligibility, the letter will state the reason for the determination.

If you are dissatisfied with your eligibility determination, you may appeal within 60 days of the date of the letter notifying you of your eligibility status. Please review the section on how to file an appeal later in this document.

VISITORS

ADA paratransit eligible individuals visiting from other localities outside of Crested Butte and Mt. Crested Butte will be served when eligible trips are requested. The visiting individual's local certification will be honored by the Mountain Express.

If a visitor does not have ADA certification from another jurisdiction, but makes a claim of eligibility, that claim will be honored as required by the ADA. However, in such cases, the Mountain Express reserves the right to require proof of the individual's place of residence, and if the individual has a disability which is not apparent, documentation of the disability (such as a letter from a medical professional).

The visitor's local ADA certification or eligibility claim/proof will be honored for any combination of 21 days of service during a one-year (365 day) period beginning with the visitor's first use of the service during that period. After 21 days of service is provided in a year period, if additional service is requested, he or she needs to formally apply for eligibility certification.

SERVICE AREA

ADA paratransit service is provided within a three-quarter mile radius corridor surrounding each fixed-route to include the town limits of Crested Butte and Mt. Crested Butte. Crested Butte South ADA paratransit service is provided seasonally in the winter to match fixed route service provision and Town of Gothic ADA paratransit service is provided seasonally in the summer to match fixed route service provision and will serve seasonal home ownership.

All pickups and drop-offs must take place within the defined service area. We will determine whether your trip is in the ADA paratransit service area when you call to schedule a ride.

SERVICE HOURS

The MX's ADA paratransit service operates the same days and hours of service as our fixed-route service. We provide different scheduled service based on the season, please see our website or call our office at (970) 349-5616 for specific service hour and route information.

TRIP RESTRICTIONS

CENTRA's ADA paratransit service is designed to be comparable to fixed-route service. Just as with our fixed-route service, there are no trip restrictions or ranking of trips by trip purpose.

CURB-TO-CURB SERVICE

MX's ADA paratransit service is curb-to-curb service. CENTRA asks that passengers be ready for pick up **at the curb**. However, if you require assistance to and from the bus to the door, please let us know and the driver will assist you.

Drivers will NOT assist passengers using wheelchairs to go up or down steps. Please arrange with someone else to assist you.

PERSONAL CARE ATTENDANTS and COMPANIONS

If you require the assistance of a Personal Care Attendant (PCA), the attendant is allowed to travel with you. At the time of scheduling a ride, please indicate if you will have a PCA with you. The PCA must get on and get off at the same locations as you.

At least one companion, more if space is available, may accompany you. At the time of scheduling a ride, please indicate the number of companions who will accompany you. Companions must get on and get off at the same location as you.

A person requiring the services of a PCA may also be accompanied by one or more companions.

SERVICE ANIMALS

Service animals are always welcome. The passenger must have the service animal fully under control at all times so as not to disrupt other passengers or the schedule. Drivers cannot and will not assume any responsibility for service animals. At the time of scheduling a ride, please indicate if a service animal will accompany you.

SCHEDULING RIDES

Reservations are accepted for ADA paratransit trip reservations with one-day advance notice, until regular close-of-business hours for trips to be provided at any time the next day. Riders may schedule trips by calling the Mountain Express office Monday through Friday from 9 a.m. to 4 p.m. at (970) 349-5616. For trips on Sunday and Monday, reservations on Saturday and Sunday are accepted in the winter and summer season by calling a MX supervisor cell phone: 970-275-5154 and spring and fall service, via a telephone voicemail system.

CANCELLATIONS

If you are unable to make your scheduled ride for any reason, please call the office at (970) 349-5616 no later than 4:00 p.m. the day before to cancel your ride. The MX drivers cannot make schedule changes for you. Cancellations made after two hours before the scheduled trip will be considered a no show.

WHEELCHAIRS

The ADA defines a wheelchair as a mobility aid belonging to any class of three- or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. We will make every effort to transport you and your wheelchair. However, if you and your wheelchair weigh more than what our wheelchair lifts are rated to carry or the wheelchair is too big for the lift platform, we will be unable to transport you. If it appears that the vehicle lift is strained, CENTRA will not be able to provide service until we have on file the actual weight of the passenger and the chair. Please call CENTRA for an evaluation to determine whether we can accommodate your mobility device.

DRIVER ASSISTANCE

MX drivers are specially trained to serve you. Drivers will:

- Deploy lifts and ramps for persons using mobility devices and those without mobility devices who cannot navigate the bus steps upon request.
- Secure your wheelchair.

To ensure your safety and the safety of our drivers, drivers will NOT:

- Assist passengers using wheelchairs up or down steps.
- Carry packages.

APPEALS PROCESS

You may appeal your eligibility determination or suspension from the program for violating MX policies. Your request must be in writing and must describe why you disagree with the determination or suspension. You may also ask to present your case in person. You or a representative of your choosing may present on your behalf. A written decision will be made within 30 days the information for the appeal was received or the hearing was held.

Send appeal requests to:

Mountain Express
PO Box 3482
Crested Butte, CO 81224