

City of Glenwood Springs

Title VI Program



Adopted 2-1-2018

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INTRODUCTION

Ride Glenwood Springs (RGS) is a year-round local public transit service operated by the City of Glenwood Springs, a Colorado home-rule municipality located in Garfield County on Colorado's Western Slope. All RGS operations and maintenance activities are performed by the Roaring Fork Transportation Authority (RFTA) under contract with the City of Glenwood Springs. The City is responsible for obtaining funds for operations, capital, and bus replacement needs. FTA Section 5311 assistance funds support the City of Glenwood Springs public transit service.

The City operates one (1) fixed route 365 days per year. The route is approximately 6 miles long, extending from the westerly end to the southerly end of Glenwood Springs. There are 13 stops in each direction. The RGS route operates on the SH-82 and US-6 corridors daily from 6:53am to 7:53pm with two buses (and one spare bus) at thirty minute headways. RGS provides critical connections to the regional Roaring Fork Transportation Authority (RFTA) services, the intrastate CDOT Bustang service, the interstate Greyhound Bus Lines system, and the national Amtrak passenger rail system. The fare for Ride Glenwood is \$1 per day. Children under five riding with an adult and seniors 65 and older ride for free. Discounted stored-value cards are also available for purchase.

Along with RFTA, Colorado Mountain College, Garfield County, and all other communities of Garfield County, the City contracts with the Traveler to provide complementary paratransit service in accordance with the provisions of the Americans with Disabilities Act of 1990. Additionally, all buses and bus facilities owned by the City are mobility-device accessible.

The City maintains a five-year Transit Operations Plan that is updated at regular intervals.

TITLE VI NOTICE AND COMPLIANCE HISTORY

There are no outstanding lawsuits or complaints naming the City of Glenwood Springs that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.

There are currently no pending construction projects which would negatively impact minority communities being performed by the City of Glenwood Springs.

PUBLIC OUTREACH

For any proposed significant service changes, the City posts public notices in the daily local newspaper (the *Glenwood Springs Post Independent*), at City Hall, and on the City's web site and social media (www.cogs.us). Public hearings are advertised and held at ADA-accessible and transit-accessible facilities.

The City of Glenwood Springs identifies minority populations through the use of local demographic data gathered through on-board bus surveys and customer outreach; U.S. Census data reviewed annually; the use of community liaisons available with local public and private schools, places of worship, and employment centers; and local non-English media like radio stations and newspapers.

To communicate with and conduct outreach to Limited English Proficiency (LEP) individuals and minority populations, the City of Glenwood Springs utilizes its official website with translation services available; publishes occasional newsletters and press releases with available translation services; uses local business owners with various language skills and minority customer bases; uses broadcast media such as local Spanish language radio stations and newspapers; and consults multilingual individuals that work with the City. Outreach for our recent Transit Operations Plan update included survey materials in both English and Spanish.

The City of Glenwood Springs is committed to incorporating input from minority populations and LEP persons in our decision-making processes related to providing public services. Public services, at a minimum, are provided in both English and Spanish, and if necessary can be provided in other languages by engaging multiple local residents and business owners or online translation services to remain all-inclusive and available to all persons. City staff are continually working to identify additional ways to reach LEP populations.

LEP ELEMENT

According to 2016 American Community Survey estimates, the City of Glenwood Springs is home to 9,806 people. 26.8% (2,470 people) of this population speaks a language other than English. Spanish is most common, at 24.9% of the population. “Other Indo-European languages” are next at 1.1%.

Among speaker of other languages, 903 people (9.2% of the population) report speaking English less than very well. The majority of this LEP population is Spanish speaking. No other significant LEP populations reside in our service area.

There is a frequent and growing need to respond to LEP individuals in the City of Glenwood Springs. The City of Glenwood Springs is committed to monitoring the LEP needs of the community and improving our ability to address them.

The City’s maintains a separate LEP Plan that is available at www.cogs.us.

PLANNING AND ADVISORY BOARDS

The Glenwood Springs City Council serves as the governing board for Ride Glenwood Springs. The Council consists of seven members, all elected by popular vote. The Council appoints a Mayor and Mayor Pro-Tem from among the Council Members. Members of the current Council by name, gender, and race are listed in the table below.

City Council Membership

Name	Gender	Race
Steve Davis	Male	Caucasian
Mike Gamba (Mayor)	Male	Caucasian
Jonathan Godes	Male	Caucasian
Shelley Kaup	Female	Caucasian
Todd Leahy	Male	Caucasian
Kathryn Trauger (Mayor Pro-Tem)	Female	Caucasian
Rick Voorhees	Male	Caucasian

The City’s seven member Transportation Commission advises the Council on transportation related issues, including the provision of public transit service. The Commission is appointed by Council based on applications submitted by eligible individuals. Open positions are advertised on the City website, on City Bulletin Boards, and in Community news outlets.

Transportation Commission Membership

Name	Gender	Race
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Lee Barger	Male	Caucasian
Sandy Lowell	Male	Caucasian
Jared Rains	Male	Caucasian
Colin Wilhelm	Male	Caucasian
Dave Winsor	Male	Caucasian
Vacant	N/A	N/A
Vacant	N/A	N/A

FACILITY LOCATION EQUITY ANALYSIS

The City of Glenwood Springs has constructed no new transit facilities in the last three years.

**FIXED-ROUTE SYSTEMWIDE SERVICE STANDARDS
AND POLICIES**

Ride Glenwood Springs consists of one fixed route operating on 30 minute headways from 6:53 a.m. to 7:53 p.m., seven days a week. RGS is available to everyone and fare is one dollar (\$1) per day, free for children under five (5) riding with an adult, and free for seniors 65 and older with proof of age.

Ride Glenwood Springs is operated under contract by the Roaring Fork Transit Authority (RFTA) and complies with RFTA’s Systemwide Service Standards and Policies. These polices are included in Appendices G and H.

APPENDIX A

Title VI Notice to the Public (English)

TITLE VI NOTICE TO THE PUBLIC

The following notice is posted on the City of Glenwood Springs website; www.cogs.us, in Ride Glenwood Springs vehicles, and on bus schedules and brochures.

TITLE VI NOTICE TO THE PUBLIC CITY OF GLENWOOD SPRINGS

The City of Glenwood Springs operates its programs and services without regard to race, color, national origin, sex, age, or disability in accordance with Title VI of the Civil Rights Act of 1964. Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any City of Glenwood Springs program or activity because of their race, color, national origin, sex, age, or disability may file a discrimination complaint with the City of Glenwood Springs or the Federal Transit Administration.

To file a complaint, please contact one of the following:

City of Glenwood Springs Attention: Transportation Manager/Title VI Coordinator 101 W. 8 th Street Glenwood Springs, CO 81601 (970) 384-6437 tanya.allen@cogs.us	Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5 th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC 20590 (888) 446-4511
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Si necesita información en Español, favor contactar (970) 384-4871.

Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. § 2000d)

The written complaint must be filed within 180 days from the date of the alleged discrimination.

For additional information or to obtain a detailed copy of the City of Glenwood Springs' Title VI Program, Complaint Form (English or Spanish), or to file a complaint, contact Tanya Allen, Title VI Compliance Officer, 970-384-6437; tanya.allen@cogs.us; or in person at 101 W. 8th Street, Glenwood Springs, CO 81601.

APPENDIX B

Title VI Notice to the Public (Spanish)

TÍTULO VI AVISO AL PÚBLICO

El siguiente aviso se publica en el sitio web de la Ciudad de Glenwood Springs; www.cogs.us, en vehículos de Ride Glenwood, y horarios de autobuses.

TITLE VI NOTICE TO THE PUBLIC

CIUDAD DE GLENWOOD SPRINGS

La Ciudad de Glenwood Springs opera sus programas y servicios sin discriminar respecto de raza, color, origen nacional, sexo, edad o discapacidades de conformidad con el Título VI de la Ley de Derechos Civiles de 1964. La persona que piensa que la excluyeron de la participación, que la negaron beneficios o que sufrió discriminación en relación con cualquier programa o actividad de la Ciudad de Glenwood Springs debido a su raza, el color, país de procedencia, sexo o discapacidad puede presentar una queja ante la Ciudad de Glenwood Springs, o la Administración Federal de Transito (Federal Transit Administration).

To file a complaint, please contact one of the following:

City of Glenwood Springs Attention: Transportation Manager/Title VI Coordinator 101 W. 8 th Street Glenwood Springs, CO 81601 (970) 384-6437 tanya.allen@rfta.com	Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5 th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC 20590 (888) 446-4511
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Si necesita información en Español, favor contactar (970) 384-4871.

El Título VI de la Ley de Derechos Civiles de 1964 estipula que "ninguna persona en los Estados Unidos será excluida de la participación en, por motivos de raza, color, origen nacional, sexo, edad o discapacidad, Sujetos a discriminación en cualquier programa o actividad que reciba ayuda financiera federal." (42 U.S.C. § 2000d)

La queja por escrito debe presentarse dentro de los 180 días de la fecha de la supuesta discriminación.

Para obtener información adicional o para obtener una copia detallada del Programa Título VI de la Ciudad de Glenwood Springs, (Inglés o Español), o para presentar una queja, comuníquese con Tanya Allen, Transportation Manager, (970) 384-6437, tanya.allen@cogs.us o en persona en 101 W. 8th Street, Glenwood Springs, CO 81601.

APPENDIX C

Discrimination Complaint Procedure (English)

DISCRIMINATION COMPLAINT PROCEDURE

Federal law prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in any City of Glenwood Springs program or activity. This prohibition applies to all employees, departments and divisions of the City of Glenwood Springs, contractors, consultants, and anyone else who acts on the City's behalf.

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any City of Glenwood Springs program or activity because of their race, color, national origin, sex, age, or disability may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated in a discrimination investigation.

Federal law requires that RFTA investigate, track, and report discrimination complaints. Complaints must be filed, in writing, within 180 days from the date of the alleged discrimination. Complaints must be filed in writing and will be investigated within sixty (60) days of submission.

RFTA will make reasonable efforts to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. If you need assistance to file your complaint or need interpretation services, please contact the City of Glenwood Springs Transportation Manager at (970) 384-6437.

Este procedimiento de queja y el Formulario de Queja de Discriminación están disponibles en español en <http://www.gwsco.gov/360/Title-VI-Plan> (Proceso de queja - Español).

While not required, complainants are encouraged to use the Discrimination Complaint Form which can be found at <http://www.gwsco.gov/360/Title-VI-Plan> (Title VI Complaint Form).

Complaints may be submitted via email, fax or in person to the following:

City of Glenwood Springs

Tanya Allen, Transportation Manager and Title VI Coordinator
101 W. 8th Street
Glenwood Springs, CO 81601
970-384-6437 (phone)
970-945-8582 (fax)
tanya.allen@cogs.us

Complaints may also be filed with the following agency:

Federal Transit Administration

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE
Washington, DC 20590
(888) 446-4511

Investigating a complaint includes interviewing all parties involved and key witnesses. The Transportation Manager/Title VI Coordinator may request relevant information such as books, records, electronic information, and other sources of information from all involved parties. The complainant has sixty (60) days from the original complaint date to respond to the City's Transportation Manager/Title VI Coordinator with the requested information.

If the Transportation Manager/Title VI Coordinator does not receive the requested information within sixty (60) days from the original complaint date, the City can administratively close the complaint. The complainant will be informed of the complaint closure through a registered, return receipt letter.

After the Transportation Manager/Title VI Coordinator reviews the complaint and any additional information, one of two letters will be issued to the complainant based on its findings:

1. **Complaint Closure Letter:** This letter will state that the City is found to be in compliance with Title VI. The letter will include an explanation of why the City was found to be in compliance, and provide notification of the complainant's appeal rights.
2. **Letter of Finding:** This letter will state that the City is found to be in non-compliance with Title VI. The letter will include a summary of allegations, each violation referenced, the applicable regulations, and a brief description of proposed remedies and actions taken. If the complainant wishes to appeal the decision contained in the Letter of Finding, he/she will have ten (10) days after receipt of the Letter of Finding to do so.

If the complainant is not satisfied with the findings and/or actions taken by the City of Glenwood Springs, the complainant may file his/her complaint with the FTA's Office of Civil Rights.

Federal Transit Administration

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE
Washington, DC 20590
(888) 446-4511
www.fta.dot.gov

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every

effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation between the affected parties and the City of Glenwood Springs may be utilized for resolution. Complainants may specify if there is a particular individual(s) that should not investigate your complaint due to conflict of interest or other reasons.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the Transportation Manager/Title VI Coordinator.

APPENDIX D

Discrimination Complaint Procedure (Spanish)

CIUDAD DE GLENWOOD SPRINGS PROCEDIMIENTO DE QUEJA DE DISCRIMINACIÓN

Las leyes federales prohíben la discriminación en base a raza, color, origen nacional, sexo, edad o discapacidad en todos los programas y en todas las actividades de la Ciudad de Glenwood Springs. Esta prohibición se aplica a todos los empleados, departamentos y divisiones de la Ciudad de Glenwood Springs, contratistas, consultores y cualquier otra persona que actúe en nombre de la Ciudad de Glenwood Springs.

Toda persona que piense que ha sido excluida de la participación, que le negaron beneficios o que sufrió discriminación en relación con cualquier programa o actividad de la Ciudad de Glenwood Springs debido a su raza, color, origen nacional, sexo, edad, o discapacidad puede presentar una queja.

La discriminación incluye falta de acceso, acoso, represalias e impactos desproporcionados en un programa o en una actividad. El acoso incluye una extensa variedad de conductas verbales o físicas abusivas y humillantes. Las represalias incluyen la intimidación, las amenazas, la coacción o las conductas discriminatorias contra una persona por haber presentado una queja o haber participado en una investigación de discriminación.

Las leyes federales requieren que la Ciudad de Glenwood Springs investigue, controle e informe las quejas por discriminación. Las quejas deben presentarse por escrito y se investigarán, dentro de los 180 días de la fecha de la supuesta discriminación. Las quejas deben ser presentadas por escrito y serán investigadas dentro de los sesenta (60) días de la presentación.

La Ciudad de Glenwood Springs tomara medidas razonables para asistir a las personas con discapacidades, que no hablan inglés y otros que no pueden presentar una queja por escrito. Para obtener ayuda para presentar una queja o necesita servicios de interpretación, comuníquese con el Transportation Manager/Title VI Coordinator de la Ciudad al (970) 384-6437.

Aunque esto no es obligatorio, se recomienda a las personas que presentan la queja que usen el formulario de quejas por discriminación que se encuentra en <http://www.gwsco.gov/360/Title-VI-Plan> (Proceso de queja - Español).

While not required, complainants are encouraged to use the Discrimination Complaint Form which can be found at <http://www.gwsco.gov/360/Title-VI-Plan> (Title VI Complaint Form).

Las quejas pueden ser enviadas por correo electrónico, fax o en persona a lo siguiente:

City of Glenwood Springs

Tanya Allen, Transportation Manager/Title VI Coordinator
101 W. 8th Street
Glenwood Springs, CO 81601

Las quejas pueden también ser archivadas con la agencia siguiente:

Federal Transit Administration

Office of Civil Rights
Atención: Coordinador del Programa Título VI
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE
Washington, DC 20590
(888) 446-4511

Investigar una queja incluye entrevistar a todas las partes implicadas ya testigos clave. El Transportation Manager/Title VI Coordinator puede solicitar información pertinente, como libros, registros, información electrónica y otras fuentes de información de todas las partes involucradas. El reclamante tiene sesenta (60) días a partir de la fecha original de la queja para responder al Transportation Manager/Title VI Coordinator de la Ciudad con la información solicitada.

Si el Transportation Manager/Title VI Coordinator no recibe la información solicitada dentro de los sesenta (60) días de la fecha original de la queja, la Ciudad de Glenwood Springs puede cerrar administrativamente la queja. El denunciante será informado del cierre de la queja por medio de un; Registrado, carta de recibo de devolución. Después de que el Transportation Manager/Title VI Coordinator revise la queja y cualquier información adicional, una de las dos cartas será enviada al reclamante basado en sus hallazgos.

1. Carta de Cierre de Quejas: Esta carta indicará que la Ciudad de Glenwood Springs se encuentra en cumplimiento con el Título VI. La carta incluirá una explicación de por qué la Ciudad de Glenwood Springs se encontró en cumplimiento, y proporcionar una notificación de los derechos de apelación del reclamante.
2. Carta de Búsqueda: Esta carta indicará que la Ciudad de Glenwood Springs se encuentra en incumplimiento con el Título VI. La carta incluirá un resumen de las acusaciones, cada violación mencionada, las regulaciones aplicables, y una breve descripción de los remedios propuestos y las acciones tomadas. Si el reclamante desea apelar la decisión contenida en la carta de hallazgo, tendrá diez (10) días después de recibir la carta de hallazgo para hacerlo.

Si el demandante no está satisfecho con las conclusiones y/o acciones tomadas por la Ciudad de Glenwood Springs, el querellante puede presentar su queja ante la Oficina de Derechos Civiles del FTA.

Federal Transit Administration

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE
Washington, DC 20590
(888) 446-4511
www.fta.dot.gov

Estos procedimientos no niegan el derecho del demandante a presentar quejas formales con otras agencias estatales o federales o buscar un abogado privado para las quejas alegando discriminación. Se hará todo lo posible para obtener una resolución temprana de las quejas al nivel más bajo posible. La opción de mediación informal entre las partes afectadas y la Ciudad de Glenwood Springs puede ser utilizada para la resolución. Los reclamantes pueden especificar si hay un individuo en particular que no debe investigar su queja debido a un conflicto de intereses u otras razones.

Las leyes federales prohíben las represalias contra las personas por presentar una queja por discriminación o por participar en una investigación de discriminación. Toda presunta represalia debe informarse por escrito al Transportation Manager/Title VI Coordinator.

APPENDIX E

Title VI Complaint Form (English)

TITLE VI COMPLAINT FORM

For questions or a full copy of the City of Glenwood Springs' Title VI policy and complaint procedures contact Tanya Allen, Transportation Manager/Title VI Coordinator, (970) 384-6437 or tanya.allen@cogs.us.

Name (Complainant):	
Phone Number: ()	Email:
Address:	
City:	State:
Zip Code:	
I believe that I have been discriminated against on the basis of:	
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Sex	<input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Other (specify) _____
Name/Position (Title) of person(s) who allegedly discriminated against you:	
Location of Incident:	Date:

Briefly explain the situation/incident:

(Attach separate sheet(s), if necessary)

Witness(es):

YES NO

List Witness(es): *(Attach a separate sheet, if necessary)*

(1) Name:

Phone Number: ()

(2) Name:

Phone Number: ()

(3) Name:

AFFIRMATION

By signing below, you agree that (1) you have read, understood and accepted the terms and procedures for tracking and investigating Title VI complaints and (2) you affirm that the information above is true to the best of your knowledge.

Signature

Printed Name

Date

Send this completed form along with any written materials or other information that you think is relevant to your complaint to:

CITY OF GLENWOOD SPRINGS
Tanya Allen, Transportation Manager/Title VI Coordinator
101 W. 8th Street
Glenwood Springs, CO 81601
tanya.allen@cogs.us

INTERNAL USE ONLY

To be completed by Transportation Manager/Title VI Coordinator

Accepted for formal Investigation ____/____/____

Referred to another department on ____/____/____

Rejected ____/____/____

Reason for Rejection:

Tanya Allen, Transportation Manager/Title VI Coordinator

Date

APPENDIX F

Title VI Complaint Form (Spanish)

TITLE VI FORMULARIO DE QUEJA

Para preguntas o una copia completa de la política de Título VI de la Ciudad de Glenwood Springs y los procedimientos de quejas, póngase en contacto Tanya Allen, Transportation Manager/Title VI Coordinator, (970) 384-6437 o tanya.allen@cogs.us.

Nombre (de la persona de la queja):		
Teléfono: ()	Correo Electrónico:	
Dirección:		
Ciudad:	Estado:	Código postal:
Creo que he sido objeto de discriminación sobre la base de:		
<input type="checkbox"/> Raza	<input type="checkbox"/> Edad	
<input type="checkbox"/> Color	<input type="checkbox"/> Discapacidad	
<input type="checkbox"/> Origen nacional	<input type="checkbox"/> Otro (especifique) _____	
<input type="checkbox"/> Sexo		
Nombre/Posición (Título) de la(s) persona(s) que supuestamente le ha discriminado a usted:		
Ubicación del Incidente:	Fecha:	
Explique brevemente la situación/incidente:		

(Adjunte una hoja aparte, si es necesario)

Testigo(s):

Sí NO

Lista Testigo(s): *(Adjunte una hoja aparte, si es necesario)*

(1) Nombre:

Teléfono: ()

(2) Nombre:

Teléfono: ()

(3) Nombre:

Teléfono: ()

(4) Nombre:

Teléfono: ()

¿Han presentado esta queja con cualquier otra agencia federal, del estado o local; o con una corte federal o estatal?

SÍ

NO

En caso afirmativo, marque todos los que correspondan:

Agencia Local

Agencia Estatal

Agencia Federal

Corte Estatal

Corte Federal

Información de contacto para Tribunal/Agencia de Queja presentada:

Agencia:

Nombre de Contacto:

Teléfono: ()

Dirección:

Cuidad:

Estado:

Código postal:

AFIRMACIÓN

Al firmar a continuación, usted acepta que (1) ha leído, comprendido y acepto los términos y procedimientos para rastrear e investigar las quejas del Título VI y (2) afirmar que la información anterior es fiel a lo mejor de su conocimiento.

Signatura

Nombre impreso

Fecha

Enviar este formulario completo junto con cualquier material escrito o cualquier otra información que usted piensa que es relevante para su queja a:

CITY OF GLENWOOD SPRINGS

Tanya Allen, Transportation Manager/Title VI Coordinator

101 W. 8th Street

Glenwood Springs, CO 81601

SOLO PARA USO INTERNO

Para ser completado por el Transportation Manager/Title VI Coordinator

Aceptado para investigación formal ____/____/____

Remitido a otro departamento en ____/____/____

Rechazado ____/____/____

Motivo del rechazo:

Tanya Allen, Transportation Manager/Title VI Coordinator

Fecha

APPENDIX G

Service Standards

RFTA has established these service standards to develop and maintain efficient and effective fixed-route transit service. These standards apply to the provision of Ride Glenwood

- ◆ Assure that service is evaluated and provided in a fair, consistent, and equitable manner;
- ◆ Assure that requests and proposals generated from the general public, elected officials, and RFTA staff are evaluated in a fair, consistent and equitable manner;
- ◆ Provide a baseline for service planning of bus routes, headways and other service characteristics;
- ◆ Improve route productivity while minimizing negative impacts to passengers.

This framework is applied to best serve the travel needs of citizens in RFTA's service area, as well as to achieve RFTA's vision of connecting and supporting vibrant communities within RFTA's budgetary resources. Since RFTA's goals and objectives and the resources available to attain them will change over time, service standards will be revised periodically to reflect those changes.

RFTA's standards can be applied to identify routes which are most in need of service changes. Service changes may include restructuring to eliminate lower-productivity segments, or adjusting service frequency to better reflect the demand for service.

These service standards are applied to improve the efficiency of existing routes, to establish new routes and to provide justification for eliminating routes. Routes that fail to meet standards, however, are not automatically eliminated. Suspension of service may occur based on a variety of considerations.

The relationship between RFTA's Service Standards and the agency budget is dynamic. Balancing transit needs, service standards, budget realities and other needs and constraints is very challenging, and adjustments are required between the costs and benefits and realities of providing transit service. These service-based standards and the accompanying Infrastructure Standards should be considered guidelines for decision-making.

PASSENGER LOADING

The intent of loading standards is to balance safety, passenger comfort, and operating efficiency. RFTA's vehicle load standards define acceptable passenger loads at different times of the day to help ensure acceptable levels of passenger comfort and operating efficiency. Loading standards are applied and the service is adjusted through continuous monitoring. Service should be adjusted when there is a consistent trend of passenger loads exceeding standards, and when resources are available to do so. Random fluctuations and one-time events such as X-Games that result in exceedances to loading standards should be expected.

The maximum passenger load factor for a single trip will not exceed 120% of the seated capacity at any point in the trip for 80% of trips. When MCIs are used, the maximum passenger load shall be 100% of seated capacity for 90% of trips. In general, this means that there should be no more than 8 standees on a 40-foot bus and zero standees on an MCI. If this occurs more than once for every five trips (or once for every 10 trips for the MCIs), the standard is exceeded.

MEASUREMENT OF PASSENGER LOADING

Drivers will report when passenger loading exceeds 120%, or when loading exceeds 100% on an MCI bus.

HEADWAY

Headway is the interval of time between two vehicles running in the same direction on the same route. Ride Glenwood Springs operates on thirty (30) minute headways, from 6:53 a.m. to 7:53 p.m., seven (7) days a week, throughout the calendar year. These headways are required in the Ride Glenwood Springs service contract.

PERFORMANCE

On-time performance is the time deviation of actual operating time from the published schedule. RFTA buses (including Ride Glenwood) are considered on-time if the actual departure time is no more than 3 minutes and 59 seconds (the on-time window) past the scheduled time of departure. Currently, on-time performance is measured by road supervisors comparing the actual departure times at time points. When the Automatic Vehicle Locator System (AVL) is fully operational in 2014/2015, AVL will compare actual departure times with the corresponding scheduled departure times, excluding first and last time points for each trip.

MEASUREMENT OF ON-TIME PERFORMANCE

On-time performance is currently measured and documented by road supervisors on a regular and a random basis.

<i>Location</i>	<i>Day/Time</i>	<i>Measurement</i>
Glenwood area	Random	Document departure times on a random basis in random locations
Random	Random	Day and night road supervisors document departure times on a random basis

If on-time performance does not meet the standards, the Road Supervisors will alert the Directors of Operation and discuss potential solutions.

SPAN OF SERVICE

Ride Glenwood operates from 6:53 a.m. to 7:53 p.m., seven (7) days a week

APPENDIX H

Service Policies

RFTA adheres to the following service policies to ensure that quality of vehicles assigned to routes and transit amenities along those routes comply with requirements set forth by the FTA and exceed the community's expectations. These policies also govern the provision of Ride Glenwood Springs service under our contract with RFTA.

VEHICLE ASSIGNMENT

“Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system.” FTA C 4702.1B

- ◆ RFTA will generally use City-owned vehicles to provide Ride Glenwood Springs service. These vehicles are purchased, titled, and insured by the City and have been designated the primary vehicles for use in the provision of this service. If necessary, RFTA will substitute one of its own vehicles at no cost according to the provisions of our service agreement.
- ◆ RFTA attempts to reserve the VelociRFTA buses for the BRT transit services. Due to the capacity issues experienced on BRT, especially during peak hours, 57-passenger coaches may also be deployed.
- ◆ 40-foot coaches with regular branding should be reserved for RFTA's local service. During peak hours or during periods with known capacity issues, 57-passenger coaches may be used.
- ◆ For direct/express service, the 57-passenger OTR coach is the priority vehicle. Direct/express routes operate in peak hour/peak direction situations and are the most favored by commuters. As a result, vehicles assigned are most likely to reach or exceed capacity.

The number of buses staged at each facility is based on the amount needed for peak pull-out, plus 20% spares, and should also account for the types of vehicles needed for each type of service. If storage capacity is exceeded at the GMF or the AMF, then buses may be deadheaded to the other facility. Alternatively, buses may be staged at the CMF. The CMF facility should be the last priority for storage, as it offers the least amount of storage and maintenance equipment and services.

AMENITIES

The design of bus stop waiting areas and provision of amenities that enhance security and comfort plays a significant role in a person's decision to use transit. Design of bus stops can affect a person's actual or perceived sense of safety, comfort, and convenience. The following sections identify the factors to consider, and provide guidelines for locating bus stops and designing passenger waiting areas.

Passenger amenities are significant elements in attracting public transportation users. Shelters provide protection from the elements and benches add comfort; kiosks, signs, trash receptacles, lighting, and other amenities add convenience and safety. Passenger amenities should be located within the public right-of-way, and should not impede auto, bus, or pedestrian flows. The bus

stop should be located so that the future installation of amenities will not require the relocation of other structures or utilities. Amenities must meet ADA requirements.

AMENITIES DESIRED FOR BUS STOPS

Item	Criteria
Bench	All stops without a shelter
Shelter	All stops with greater than 100 boarding/day
Bike Racks	All
Garbage Receptacle	All
Lighting	All

Meeting these criteria does not guarantee shelter installation. Existing site conditions and pedestrian infrastructure, public right-of-way availability, accessibility and safety issues, and other concerns must be reviewed and addressed before future shelter or bench placements are confirmed.

BENCH AND TRASH RECEPTACLE DESIGN AND PLACEMENT

The following are criteria for providing passenger benches and trash receptacles at bus stops:

- ◆ Benches should be placed facing the street whenever possible. Exception may be made for prevailing winds, sun/shade, or safety issues.
- ◆ Design and colors should respond to architectural character of street furniture and adjacent development in the area.
- ◆ Artistic and aesthetic elements may be incorporated into the street furniture design as part of a streetscape effort to enhance the urban environment.
- ◆ Trash receptacles should be designed compatible with other bus stop components and with removable plastic liner with a 35 gallon minimum capacity.
- ◆ Where appropriate, trash receptacles should be bear-resistant.
- ◆ Avoid installing trash receptacles with design features that permit liquids to pool or remain near the receptacle and attract insects.
- ◆ If possible, install trash receptacles in shaded areas a minimum of 3 feet from a bench. When installed in areas that receive direct sunlight most of the day, the heat may cause foul odors to develop.

- ◆ Both benches and trash receptacles should be anchored to prevent unauthorized movement.
- ◆ Construct furniture for easy relocation to allow for bus route changes, street improvement projects, etc.
- ◆ Materials, coatings, and surfaces should be graffiti resistant. Furniture should be readily replaceable.
- ◆ Benches should be placed on the back side of sidewalk a minimum of six to nine feet from the bus sign post, to allow pedestrians to move past people sitting on the bench. In addition, local jurisdictions may have special standards for physical clearance which must be satisfied.
- ◆ Seating areas should be well shaded, if possible, either using shade trees preferably planted at the back of the sidewalk, or existing buildings.

Install trash receptacles at bus stops when:

- ◆ There is a request for placement of a receptacle;
- ◆ There is evidence of a litter problem at the bus stop;
- ◆ The receptacle can be located within close proximity to the bus stop.

Particularly in areas where RFTA provides contract service, developers and local jurisdictions may design a special style of bench to fit into the landscape and complement the architectural style of their project or streetscape. Placement of benches and receptacles must maintain proper clearances for passage and wheelchair boarding areas.

While bench designs vary among manufacturers, some standards do exist. Benches usually seat three (3) to four (4) people and may have an upright back support. Some bench designs come with a D metal bar in the center of the bench to discourage sleeping on the bench for a prolonged period of time.

SHELTER DESIGN

Passenger shelters are provided to enhance the safety, security, and comfort of transit patrons. Shelters can be provided in many ways and can take almost any form or appearance since local agencies typically select and install their own shelters. Most often, passenger shelters are free standing, but sometimes they are incorporated into adjacent buildings. The guidelines presented in this section are most applicable to free standing structures. When considering the placement of passenger shelters, the following should be considered:

- ◆ Type and intensity of adjacent land uses;
- ◆ Estimated or actual boardings;
- ◆ Sidewalk condition at the bus stop and access to and from the stop;

- ◆ Location of bus doors and wheelchair lifts;
- ◆ Visibility of the shelter and visibility impacts of the shelter;
- ◆ Ensuring shelter is located where it will not impede sight lines from nearby streets and driveways;
- ◆ Avoiding crowding of street furniture and ensuring ample waiting space around shelter;
- ◆ Ensure location has appropriate drainage and water does not pool near shelter;
- ◆ The availability of electrical service;
- ◆ Availability of existing lighting around the shelter and opportunities for additional lighting;
- ◆ The availability of necessary right-of-way and/or the ability of adjacent property owner to dedicate the necessary right-of-way;
- ◆ Accessibility for elderly and mobility impaired persons.

The following design and placement criteria will assist local agencies after it has been determined a shelter will be placed at an existing bus stop:

- ◆ All requirements under "General Site Design" and "Bench and Trash Receptacle Design" should be met;
- ◆ Minimum overhead canopy of 72 square feet with a minimum width of 6 feet is desired;
- ◆ Minimum 7.5 feet clearance between underside of roof and sidewalk surface is desired;
- ◆ Minimum two feet clearance between overhead canopy and curb face is required;
- ◆ Shelter canopy should be waterproof with provisions for drainage away from waiting passengers and boarding area;
- ◆ Seating for at least four people located under the shelter canopy is desired. If possible, the size of shelters and platforms should be should be adjusted to accommodate current and long-term passenger demand;
- ◆ A minimum space of 36 inches by 48 inches of clear floor space for people in wheelchairs is required within the shelter per ADA regulations;
- ◆ For passenger comfort and convenience, a minimum lighting level of two foot-candles is required throughout the shelter;
- ◆ Accessories to be added to the transit shelter and passenger boarding area are a decision for the individual agency responsible for the shelter;
- ◆ The shelter should be located in reasonably close proximity to where the front door of the bus will open to facilitate timely passenger loading;

- ◆ Shelter screens should keep a minimum 6 inches vertical clearance from sidewalk to avoid collection of trash and debris;
- ◆ The back of the shelter should be located at least 12 inches from a building face, wall, or other broad vertical surfaces to facilitate trash removal and panel cleaning;
- ◆ Shelters should not be placed between a regularly used building exit and the curb so that pedestrians retain direct access to the street from the building;
- ◆ Shelters should be located to avoid exposing persons to splashing water from passing vehicles and runoff from adjacent buildings and landscaping;
- ◆ Shelters should be located so that their orientation provides as much protection as possible from wind and rain, and with consideration of the sun's angles to allow maximum shade during peak use in the morning and afternoon.

GENERAL SITE DESIGN

Every bus stop should include the following minimum elements for passenger safety and comfort:

- ◆ A far-side bus stop sign should be located between 80 feet and 100 feet from point of tangency of the intersection. A near-side bus stop sign should have a minimum clearance of 40 feet from point of tangency of the intersection. The greater the distance between the bus stop and the intersection crossing, the greater the possibility of jay-walking;
- ◆ In a separated sidewalk situation (e.g. parkway between curb and sidewalk), provide a connecting pathway from sidewalk to landing area;
- ◆ Provide convenient pedestrian pathways/access ways to and from adjacent buildings;
- ◆ Locate the bus stop to allow coach operators clear visibility of passengers and to allow passengers a view of the oncoming bus;
- ◆ Street furniture over 2-1/2 feet high should be located in such a way to provide motorists exiting nearby driveways clear visibility of the street;

PASSENGER BOARDING AREA

The following criteria for boarding areas should be used to ensure compliance with ADA:

- ◆ Front door clearance minimum 5 feet by 8 feet
- ◆ Rear door clearance minimum 10 feet by 8 feet
- ◆ Distance between front and rear boarding area is 18 feet
- ◆ Surface material is stable, firm, and slip resistant
- ◆ Slope does not exceed 1 foot vertical over 20 feet horizontal (5%)
- ◆ Cross slope does not exceed 1 foot vertical over 50 feet horizontal (2%)

- ◆ Horizontal clearance of 48 inches maintained in boarding area
- ◆ Vertical clearance of 84 inches maintained in boarding area
- ◆ Pads must have a smooth broom finished surface to accommodate high heels and wheelchairs and must have high strength capacity to bear the weight of a shelter;
- ◆ Approved pavers (textured/decorative tiles) can be used in combination with the concrete pad to provide a pleasing aesthetic and architectural balance;
- ◆ Slope of pad should match slope of adjacent sidewalk and allow drainage of pad (2% maximum per ADA regulations).

LANDSCAPING

- ◆ Landscaping near the passenger boarding area is encouraged to maximize passenger comfort, but far enough back from curb face as not to interfere with the bus;
- ◆ All landscaping should be carefully located so as not to obstruct the shelter canopy or obscure sight lines at the stop;
- ◆ Shade trees are desirable and the preferred location is at back of sidewalk;
- ◆ All street furniture should maintain a minimum of 48 inches of horizontal clearance wherever possible for access and maintenance between components and switch boxes, mail boxes, etc.;
- ◆ Maintain minimum 5 feet clearance between components and fire hydrants;
- ◆ Locate bus stops where there is a standard curb in good condition;
- ◆ Ensure a minimum clearance distance of 10 feet between a pedestrian crosswalk and the front or rear of a bus at a bus stop;
- ◆ Whenever possible, avoid placing a bus stop such that the bus wheels will cross over a catch basin;
- ◆ In rural or undeveloped areas, avoid placing bus stops adjacent to drainage ditches or uneven slopes;
- ◆ The local jurisdiction should ensure that a proper platform and access way is maintained or be required to move the bus stop temporarily to a nearby location that allows safe boarding and alighting.

PASSENGER SECURITY

Pedestrian security is one of the primary issues associated with the design of bus stops. Personal security is consistently mentioned in transit studies as a major concern among transit users. The following guidelines should be considered to improve passenger security:

- ◆ Between two to five foot-candles of illumination should be provided within the bus stop area;
- ◆ Adjacent shrubbery should be trimmed low and thinned so passengers can view over and behind hedges. Consider using plants that are open and do not form solid hedges of vegetation;
- ◆ Ensure clear visibility of, thru and around the bus stop for both passenger surveillance of environment and for police surveillance;
- ◆ Pedestrian circulation routes through bus stops and waiting areas should not be impeded by walls or other structures;
- ◆ Avoid design features such as sound walls or similar structures that isolate passengers from surrounding neighborhoods;
- ◆ Provide secure bicycle parking and ensure proper clearances are maintained when bikes are parked;
- ◆ Provide multiple exits for bus shelters;
- ◆ Remove all evidence of vandalism and regularly repair and maintain benches and shelters.

PEDESTRIAN CONNECTIONS AND CROSSINGS

Bicycle and pedestrian trails and sidewalks surrounding the stop should be improved for safe, accessible, and attractive bike/ped connectivity.

BUS STOP MAINTENANCE

Well maintained bus stops are crucial to the image of the transit system. Damaged street furniture and trash build-up should be tended to immediately to create a positive impression for transit patrons and the general public. Maintenance frequency of not less than once per week should include:

- ◆ Full wash down of shelter and accessories;
- ◆ Removal of all dirt, graffiti, and pasted material;
- ◆ Wipe down of glass surfaces;
- ◆ Removal and replacement of trash bags;
- ◆ Litter pick up around stop or shelter/accessories to a distance of 10 feet;
- ◆ Manual or chemical removal of weeds;

- ◆ Pruning of obstructing foliage;
- ◆ Touch up of marred paint;
- ◆ Verify shelter lighting levels and replace bad bulbs and ballasts.

Repair of items that pose a safety problem should be performed immediately. Repairs that do not pose safety problems should be completed within three (3) days.

BUS STOP LIGHTING & DESIGN

Lighting affects transit patron's sense of security and safety at bus stops as well as on routes to bus stops. Good lighting can enhance a passenger's comfort and security. Illumination standards are often a policy of the local jurisdiction that installs and maintains street lighting, but RFTA recommends lighting which provides between 2 and 5 foot-candles at bus stops.

If installing direct, pedestrian-scaled lighting at bus stops, the fixtures should be vandal proof but easily maintained. For example, avoid using exposed bulbs or elements that can be easily tampered with or destroyed. Lighting that conforms to night sky preservation should be installed at all locations.

A cost-effective approach to providing indirect lighting is to locate bus stops near existing street lights. When locating bus shelters and benches near existing street lights, ensure the minimum clearances discussed elsewhere in this manual are met and that a minimum of two foot-candles of light reaches inside the shelter.