**CRIPPLE CREEK TRANSIT SERVICE**



TRANSIT POLICIES AND OPERATIONS MANUAL

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# CHAPTER I: INTRODUCTION

This *Cripple Creek Transit Service Policies and Operations Manual* has been prepared to support and extend the information provided in the *Cripple Creek Personnel Policies and Procedures Manual* issued May 8, 2011, an employee manual providing a summary of some of the City’s guidelines. The *Transit Policies and Operations Manual* focuses on guidelines specific to employees providing Cripple Creek Transit services.

The Transit Service Policies and Operations are provided to all transit staff. These procedures are necessary for the smooth operation of service. Guidance is provided in three areas.

* Driver Operating Procedures expands on the safety and driving guidelines governing all Cripple Creek employees to address issues specific to transporting transit riders.
* Passenger Policies provides guidance for expectation of rider behavior.
* FTA/CDOT Regulatory Policies outlines compliance requirements associated with grant funding.

No employee handbook can anticipate every circumstance or question. After reading the Manual, employees that have questions should talk with their immediate supervisor or the Human Resources Department. In addition, the need may arise to change the guidelines described in the Manual. The City, therefore, reserves the right to interpret them or the change them without prior notice.

As stated in the *Cripple Creek Personnel Policies and Procedures Manual*, employment with the City of Cripple Creek is at-will. Employees have the right to end their work relationship with the City, with or without advance notice for any reason. The City has the same right. The language used in this Manual and any verbal statements made by the City are not intended to constitute a contract of employment, either express or implied; nor are they a guarantee of employment for specific duration. No representative of the City of Cripple Creek, other than the City Council, has the authority to enter into an agreement of employment for any specified period and such agreement must be in writing, signed by the Mayor or City Administrator and the employee.

**Section 2.01 RETENTION AND ACCESS REQUIREMENTS FOR RECORDS**.

a. Applicability. This section applies to all financial and programmatic records, supporting documents, statistical records, and other records of grantees. Records retention and access requirements shall apply to grantee contractors, subcontractors, and subgrantees. Grantees shall include this requirement in grantee contracts and/or subgrants.

These records are:

(1) Records required to be maintained in the terms of the Grant Agreement, or otherwise considered pertinent to CDOT/FTA program requirements or the Master Agreement.

(2) Records executed electronically may be retained in that manner. Copies made by microfilming, photocopying, or similar methods may be substituted for the original records. Files must be accessible for possible review, audit, or down-loading to paper copy when required.

b. Length of Retention Period.

(1) Except as otherwise specified, records must be retained for three years from the starting date specified in Chapter III, Subsection 7.c., below.

(2) If any litigation, claim, negotiation, audit, or other action involving the records has been started before the expiration of the three-year period, the records must be retained for three years after completion of the action and resolution of all issues which arise from it. To avoid duplicate record keeping, FTA may make special arrangements with grantees (including subgrantees, as appropriate) to retain any records which are continually needed for joint use. FTA will request transfer of records to its custody when it determines that the records possess long-term retention value. When the records are transferred to or maintained by FTA, the three-year retention requirement is not applicable to the grantee.

c. Starting Date of Retention Period.

(1) General. The starting date for retention of records related to multi-year projects is the date of submission of the final FSR upon project completion or, if waived, the date it would have been due.

(2) Equipment Records. The three year retention period for the equipment records starts from the date of the equipment’s disposition or replacement or transfer at FTA’s direction.

(3) Records for Income Transactions after Grant Close-out. In some cases, grantees must report income after a grant is closed out. Where there is such a requirement, the retention period for the records pertaining to the earning of the income starts from the end of the grantee’s FY in which the income is earned.

(4) Indirect Cost Rate Proposals, Cost Allocation Plans (CAPs) and Similar Rate, and Rate Allocation Methods. This paragraph applies to the following types of documents, and their supporting records: indirect cost rate computations or proposals, CAPs, and any similar accounting computations or the rate at which a particular group of costs is chargeable (such as computer usage charge back rates or composite fringe benefit rates).

(a) If submitted for negotiation: If the proposal, plan, or other computation is required to be submitted to the Federal Government (or to the grantee) to form the basis for negotiation of the rate, then the three year retention period for its supporting records starts from the date of such submission.

(b) If not submitted for negotiation: If the proposal, plan, or other computation is not required to be submitted to the Federal Government (or to the grantee) for negotiation purposes, then the three year retention period for the proposal, plan, or computation and its supporting records starts from the end of the FY (or other accounting period) covered by the proposal, plan, or other computation.

(5) Contract Records. The retention period for all required contract records commences after the grantees or subgrantees make final payments, and all other pending matters are closed (49 CFR 18.36(i)(11)).

d. Substitution of Photocopies. Copies of documents may be substituted for the originals.

e. Access to Records.

(1) Records of Grantees and Subgrantees. FTA, DOT Office of Inspector General, and the Comptroller General of the United States, or any of their authorized representatives, have the right of access to any books, documents, papers, or other records of the grantee which are pertinent to the grant, in order to perform audits, or make examinations, excerpts, or transcripts.

(2) Expiration of Right of Access. The right of access in this section is not limited to the required retention period but continues as long as the records are retained.

f. Restrictions on Public Access. The Federal Freedom of Information Act (FOIA)(5 U.S.C. 552) does not apply to grantee records owned and possessed by the grantee. Unless required by State or local law, grantees and subgrantees are not required to provide periodic public access to their records. However, FTA may request a grantee to provide access to those records the grantee maintains on behalf of FTA, (i.e., records required by Federal statute or regulation, such as Davis-Bacon wage records), or other records necessary to determine compliance with Federal requirements established as conditions of eligibility for recipients of Federal funding

# CHAPTER II: DRIVER OPERATING PROCEDURES

All transit drivers must be familiar with and operate vehicles according to guidelines provided in the City of Cripple Creek Personnel Policies and Procedures Manual. Specifically, they must be aware of:

Chapter 9 Safety and Accident Prevention

Section 9.01 Safety

Section9.02 Department Responsibility

Section 9.03 Employee Responsibility

Section 9.04 Reporting Accident or Injury

Section 9.05 Use of Equipment and Vehicle

Section 9.06 Safety of Visitors in Work Place

Chapter 12 Driving Guidelines

Section 12.01 Driver Qualifications

Section 12.02 Driving Records

Section 12.03 Proof of Personal Automobile Insurance

Section 12.04 Acceptable and unacceptable Driving Records

Section 12.05 Reporting a Serious Violation

Section12.06 Vehicle Operating Policies and Procedures

Section12.07 Smoking in City Vehicles

In addition, transit drivers must follow the procedures in this Manual addressing the specific requirements of providing transit service to the general public.

## Section 2.01 Accident Response

1. The driver shall complete an Accident Report on an approved form (see attached) whenever the vehicle, driver, or passenger is involved in an accident. Incidents may be reported in memo form.
2. The driver must, in addition to the written report, notify management immediately of any incident or accident.
3. An incident or accident shall be defined as and include but not be limited to:
   1. Any vehicle damage
   2. Personal injury to any party
   3. Any moving violation while on duty
   4. Passenger disputes
   5. Passenger policy violations
   6. Passenger complaints
   7. Questionable package(s) left on the vehicle
4. The driver must notify management immediately if:
   1. An accident occurs (and the driver is cited) in which a passenger is injured and must be transported by emergency services for treatment; or
   2. The vehicle is damaged to the extent that it cannot be driven from the site of the accident.
5. If either of the conditions listed in #4 occur, the driver must immediately be removed from the vehicle by a supervisor and taken for post-accident drug and alcohol testing.

## Section 2.02 Authorized Use of Vehicles

In order to maintain compliance with certain federal regulations and grant guidelines as well as to ensure the safety of our clients and passengers, the City of Cripple Creek seeks to make certain that only those individuals who are authorized and fully trained are behind the wheel of our vehicles.

1. The driver must not allow any other individual to operate City of   
   Cripple Creek vehicles at any time with the exception of:
   1. In the case of an accident or breakdown whereby an authorized City of Cripple Creek employee who as been properly trained and insured or a subcontractor such as a mechanic or tow operator who has been called in to move the vehicle.
2. City of Cripple Creek vehicles are to be used for passenger transport only. U turns are prohibited in City shuttles and buses/trolley.
3. The driver may not at any time use a City of Cripple Creek vehicle for personal use or divert a vehicle from its assignment for personal needs unless authorized by City of Cripple Creek management.

## Section 2.03 Backing Vehicles

The City of Cripple Creek’s body-on-chassis vehicles are large and cumbersome requiring sufficient room to maneuvering while in reverse. The following are intended to be guidelines for safer maneuvering of these vehicles.

1. Although backing of a City of Cripple Creek Transit vehicle is discouraged, it may at times be necessary.
2. It is recommended that proper assistance be sought such as another driver or Supervisor.
3. The driver should use the four-way flasher and signal backing up by sounding the horn before proceeding.

## Section 2.04 Cell Phones Use

The City of Cripple Creek Transit system uses cell phones for regular communications between drivers and passengers who are seeking a ride. However, the personal use of cell phones and texting are prohibited. The following policies are in place to guide employee cell phone use.

1. Passengers contact the driver directly at a cell phone number provided in printed information. Specific messages are needed to reflect the service times and provide information about necessary breaks. Standards for voice messages will be provided to drivers on an as-needed basis. The driver is responsible for seeing voice messages are updated.
2. The driver must pull to the side of the road out of the traffic stream or be at a complete standstill before placing an outgoing call. Incoming calls should be received using available “hand free” technology.
3. The driver is not allowed to make outgoing personal or receive incoming personal calls while transporting riders.
4. The office may from time to time find it necessary to contact the drivers. The driver should answer these calls, received using available “hand free” technology.
5. The phone shall be answered in the following manner “Cripple Creek Shuttle/Cripple Creek Trolley this is “Name” may I help you.

## Section 2.05 Disabled Vehicles

Upon occasion, despite the City of Cripple Creek’s diligent attention to the condition of our fleet, a vehicle may break down or be disabled. The City of Cripple Creek will make every reasonable effort to provide a replacement vehicle to continue transporting clients to their intended destinations or to safely return the driver and client to their point of trip origination.

1. In the event of a vehicle being disabled for any reason, the driver shall:
   1. Pull out of the traffic stream, if possible
   2. Turn on the four-way flashers
   3. Engage the parking brake
2. The driver should notify the Fleet Shop immediately of the reason for the vehicle being disabled, the exact location of the vehicle, and the number of passengers on board.
3. Staff will dispatch another vehicle to pick up the driver and any passengers, if during regular business hours.
4. The driver should advise the passengers of the situation providing them with alternatives, the approximate time of the delay.
5. The driver should then display the emergency road triangles, reflectors, or flares.
6. If the event occurs after regular business hours, staff will make arrangements to return the incapacitated vehicle to its garage location, and for the safe return of the driver and passengers.
7. If adverse weather conditions exist and wait time will be excessive, the driver should relocate the passengers to a nearby building, if possible, where they can safely wait inside for the replacement vehicle. City of Cripple Creek Transit dispatch must be notified of the address of the building in which the passengers will be waiting.

## Section 2.06 Driver Appearance

City of Cripple Creek transit bus operators represent the city and the Transit System and should present a neat, professional image at all times.

1. Drivers must be clean and neat in appearance at all times while on duty or in uniform.
2. Uniforms, if provided, must be worn at all times while on duty.
3. Clothing, including uniforms, must be freshly laundered, free of holes, and free of wrinkles.
4. Uniform shirts shall remain tucked in at all times.
5. Men must be clean shaven or facial hair must be properly trimmed and combed, the beard or moustache must be clearly defined and neatly trimmed.
6. Hair must be neat and clean and of appropriate length.
7. Jewelry should be in good taste, not excessive, and should not get in the way of performing established duties.
8. Personal hygiene must be to the highest possible standards.

## Section 2.07 Driver Conduct

Drivers represent the City of Cripple Creek to the general public and must, therefore, conduct themselves in such a manner as to create respect for themselves, and the organization.

1. All drivers are expected to be courteous and to treat passengers and fellow employees with respect.
2. A pleasant, polite, and informative attitude will allow for effective communications between employees and passengers.
3. Words and/or acts of hostility to any passenger or other employee represent unacceptable behavior.
4. Conversation shall not interfere with the safe operation of the vehicle.
5. Excessive boisterous actions, horseplay, or profane language is not professional behavior and should not be exhibited while on duty or in uniform.

## Section 2.08 Driver Requirements and Training

Drivers are the face of the transit operations and have ultimate responsibility for passenger safety. It is the policy of the City of Cripple Creek to hire qualified individuals to conduct all transit operations.

1. All drivers must have a valid driver’s license, CDL-P1 preferred, but not required, and be covered under a substance abuse policy.
2. Qualifications shall include a good driving record (accompanying the application) and Criminal Background Check.
3. Formal education qualifications shall not be made a requirement if the driver has the ability to perform the duties of the position
4. All drivers shall receive the Transit Operations Manual and the Substance Abuse Manual upon hire.
5. Immediately following confirmation of clear driving record, clean CBI and pre-employment drug test, the driver will receive training through City of Cripple Creek Transit staff on all reports, forms, and procedures required by the system.
6. Drivers are required to attend all driver meetings and training sessions, including but not limited to:
   1. Defensive Driving Techniques;
   2. Passenger Assistance Techniques;
   3. Wheelchair Certification; and
   4. Customer Service Procedures.
7. Drivers are monitored and evaluated on driving ability and safety procedures. Including use of all equipment, and wheelchair certified.

## Section 2.09 Eating and Drinking on Vehicles

Eating and drinking while driving may represent a distraction while operating a transit vehicle. In addition, the cleanliness of the vehicle is a reflection on the City of Cripple Creek.

1. The driver may not eat or drink while the vehicle is in motion.
2. The driver may drink non-alcoholic beverages (such as water, tea, coffee, and soda) and eat at the end of the trip and at layover points so long as the driver does not leave the layover point late as a result.
3. The driver must properly secure food and beverage containers to ensure the safety of passengers, the driver, and other travelers on the road.
4. The driver must properly dispose of all empty food and beverage containers at the end of each trip or at a layover point.
5. If the driver must leave the vehicle to perform any of these functions, the vehicle must be turned off and locked while the driver is out of the vehicle.
6. The driver must not leave passengers unattended in the vehicle.

## Section 2.10 Emergency Evacuation

Despite the City of Cripple Creek’s best planning, emergencies do happen. With the following guidelines, the City of Cripple Creek is attempting to make an emergency as safe as possible for passengers and the driver.

1. The driver should be prepared to evacuate the vehicle in emergency situations such as but not limited to a fire on the vehicle, a fuel leak, and a situation in which the vehicle is in an unsafe position.
2. The driver should be prepared to evacuate the vehicle in the event evacuation orders are given to the driver by City of Cripple Creek management, or law enforcement agencies.
3. Remain calm, and attempt to keep the passengers calm.
4. If possible, pull the vehicle out of the traffic stream.
5. Turn on the emergency flashers.
6. Turn off the engine and set the parking brake.
7. Immediately evacuate your passengers (Remember you are in charge until relieved by appropriate law enforcement officers.)
   1. Open all doors.
   2. Do not perform any evacuation procedure that will cause you injury.
   3. Instruct all passengers to release their belts or restraints. Passengers who are fully mobile and uninjured may assist non-mobile passengers to release their belts.
   4. Use the most usable exit.
   5. Assist ambulatory passengers first. Passengers who can self-evacuate may assist others from the ground.
   6. Verify that all passengers have been evacuated and move them a safe distance from the vehicle and other traffic.
8. Make certain to take your cell phone with you.
9. Do not attempt to fight a vehicle fire under any circumstances.
10. Collect emergency information on passengers including names, health status, and name/number of emergency contact.
11. Notify City of Cripple Creek management giving your name, exact location, description of emergency, number and status of passengers.
12. If possible, once evacuated passengers have been contained and dispatch notified, place emergency warning devices such as reflectors, triangles, or flares.
13. Keep passengers calm.
14. Do not reboard the vehicle.
15. Cooperate with rescuers and emergency personnel.

## Section 2.11 Expressive Activity on Vehicle

Although the City of Cripple Creek supports the concept of free speech, all passengers’ rights must be observed when they are on the bus. Passengers on a bus are unable to walk away from behavior they find offensive, so certain speech and activity is prohibited.

1. Expressive activity is defined as an activity such as but not limited to soliciting, advertising, selling, lecturing, or preaching.
2. These types of activities may be offensive to many passengers and, as such, are therefore prohibited.

## Section 2.12 Inclement Weather Policy

In Colorado, we can experience bad weather such as rain, ice and snowstorms. Our service area has many very rural roads. The guidelines set forth in this policy are an attempt to safeguard our clients, passengers, drivers, or employees who may be at risk by traveling across any icy driveway or sidewalk to reach a City of Cripple Creek vehicle, or by traveling on an icy road or in other bad weather.

1. If a shuttle driver feels the weather conditions have become too hazardous to drive, contact-immediate supervisor or to report road conditions for direction. Optional assignment may be made for the remainder of shift. (Working at other city offices, cleaning the shuttle interiors, etc.)
2. The manager will notify the city offices of the service suspension. The shuttle driver will notify the public of the shuttle’s suspended service via voice mail notification on the shuttle cell phone.
3. In the event the City Administrator or responsible department head deems it necessary to close the city offices, the shuttle service will remain closed until weather conditions improve.
4. For Night and Weekend Shifts, contact immediate supervisor for directions. If supervisor unavailable, contact City Police for additional information. If service shut down, modify voice mail message.

## Section 2.13 Incident or Accident Reporting

The City of Cripple Creek is committed to the safety of its passengers and employees. In addition, the city must comply with certain federal regulations following incidents as a component of funding.

1. The driver shall complete an Incident Report on an approved form whenever the vehicle, driver, or passenger is involved in an accident. Incidents may be reported in memo form.
2. The driver must, in addition to the written report, notify City of Cripple Creek Transit management immediately of any incident or accident.
3. An incident or accident shall be defined as and include but not be limited to:
   1. Any vehicle damage
   2. Personal injury to any party
   3. Any moving violation while on duty
   4. Passenger disputes
   5. Passenger policy violations
   6. Passenger complaints
   7. Questionable package(s) left on the vehicle
4. The driver must notify City of Cripple Creek management immediately if:
   1. An accident occurs in which a passenger is injured and must be transported by emergency services for treatment; or
   2. The vehicle is damaged to the extent that it cannot be driven from the site of the accident.

If either of the conditions listed in #4 occur, the driver must immediately be removed from service by a supervisor and taken for post-accident drug and alcohol testing. No employee shall leave the scene of an accident without prior approval unless it is medically necessary or in order to obtain assistance. If an employee fails to remain readily available for testing without good reason, he/she may be deemed to have refused to submit to testing.

1. For all drivers who are involved in an accident meeting any of the criteria outlined in #4, the supervisor on duty at the time of the accident must fill out the Post Accident Documentation Form (Appendix D).

## Section 2.14 Lost Articles

All drivers will turn in any items left behind in vehicles to the City of Cripple Creek Transit office where the items will be held for a period of six months.

1. Drivers must report all items found to staff as soon as possible. **Driver license must be turn into the Cripple Creek Police Department ASAP.**
2. All drivers must always complete a post-trip inspection of the vehicle.
3. Articles left in the vehicles are to be turned in to the Fleet Shop office as soon as possible,
4. The driver provide the following information for each item:
   1. Date item found
   2. Driver and, if applicable, route name
   3. Item description
   4. Any other pertinent information
5. The item may be returned to the passenger after identification of the item.
6. The passenger must sign indicating receipt of the item.
7. Items not claimed after a six month period may be disposed of or given to charity.
8. Drivers must notify management immediately if any weapons are found.
9. Weapons are not to be touched.
10. An incident report must be completed in the case of a weapon being found.

## Section 2.15 Mobility Aids

The City of Cripple Creek has established these guidelines in an attempt to make transit vehicles safer in case of sudden stops to prevent the items from becoming air born or sliding safety hazard.

1. Mobility Aids include but are not limited to wheelchairs, scooters, walkers, canes, braces, and crutches.
2. The driver should, once the passenger has boarded, secure the device to ensure the safety of each passenger.
3. The driver should use his/her best judgment in deciding the storage method and location, but must keep the aisles and exits clear.

## Section 2.16 Pre-Trip Inspection

The Federal Transportation Administration (FTA) requires that all drivers conduct a pre-trip and post-trip inspection at the beginning of each shift. These vehicle inspections are in place to ensure the safety of our drivers and passengers. Please report any safety-related issues immediately to the management.

1. Overview: notice the general condition. Note any damage or if the bus is leaning to one side. Look underneath for fresh puddles of oil, coolant, grease, or leaking fluid.
2. Passenger Entry: The steps should not be damaged and have good tread which is secure. The handrail should be present, secure, and undamaged. The door should be clean, unbroken, and secure.
3. Emergency Equipment: The first-aid kit must be present, secure, and contain the required items. The fire extinguisher must be present and charged.
4. Pre-Driving Adjustments and Starting the Engine: Adjust the seat, adjust all mirrors, and fasten the safety belt. Check the door closure. Check the parking brake, depress the break pedal. Shift to neutral. Start engine.
5. Check Gauges: listen for any unusual engine noises. Check the oil pressure gauge to see that it builds normally and that no warning lights remain on. The temperature gauge should not register “hot”. The fuel gauge should show enough fuel to complete the trip. The battery gauge should show that the battery is being charged.
6. Check inside Controls: The horn should be audible for at least 200 feet. The steering wheel should have less than two inches of play. Interior lights. Heaters and defrosters. Windshield wipers. Interior lights. Headlights. Hazard flashers.
7. Hydraulic Brake Check: Pump the brake pedal three times. Press the brake pedal firmly and hold for five seconds. The brake pedal should not move. It is moves, there might be a leaking brake line or other problem, and you must have the brakes repaired before driving the bus.
8. Passenger Seating, Emergency Exits and Windows, Signal Check: Check seats for damage. The seat bottoms should be securely fastened to the frames. Check to see that all emergency exits open and close properly and that their warning buzzers operate when they are opened. Emergency door should always be secure when the bus is moving. With emergency door open, check outside lights flashing. Turn off flashers and turn on left turn signal. Look in outside mirror to see if it is working in front. Go to the rear of the bus, open emergency door, check to see if it is working. The windows, windshield and all other glass should be clean and free of any illegal stickers or anything that blocks the driver’s view.
9. Additional items for which a bus driver should be aware:
   1. Transmission – should start out smoothly in response to acceleration.
   2. Brakes – should not grab, lock or make excessive noise.
   3. Engine – listen for unusual noise, vibrations and lack of normal response.
   4. Steering – should respond to the driver.
   5. Suspension – bus should not sway bounce or sag. Could have faulty shocks or springs.

## 

## Section 2.17 Railroad Crossings

The City of Cripple Creek transit bus drivers should exercise caution when approaching and crossing railroad tracks, in compliance with Federal Motor Carrier Standards.

1. The City of Cripple Creek transit driver shall stop 15 to 50 feet before the closest railroad track.
2. The City of Cripple Creek driver is encouraged to open the forward door to improve his/her ability to see and hear approaching trains.
3. All drivers should listen and look in both directions.
4. All drivers should wait until sufficient time has passed after a train has passed in order to have a clear view of any additional tracks that may have an approaching train that may not otherwise be seen.

## Section 2.18 Schedule Adherence

City of Cripple Creek wishes to provide quality customer service by adhering to published schedules as closely as possible. Our schedule is equivalent to giving our word to the community. Failure to be at published stops at listed times damages the city’s reputation. The City of Cripple Creek’s buses and the Logo are moving advertisements for the transit services, good and bad.

1. Drivers must wear watches or carry a timepiece.
2. Drivers should have a copy of the published schedule.
3. Drivers must stop at every scheduled stop.
4. Drivers must drive the route as scheduled.
5. If a driver arrives at any scheduled stop early, the driver may not leave that stop before the scheduled departure time.
6. Drivers will make diligent efforts to reach scheduled stops at the listed times.
7. It is understood that from time to time circumstances beyond the driver’s control will cause delays.
8. Drivers should obey posted speed limits and follow safe driving practices.

## Section 2.19 Traffic Signals

Drivers should approach all intersections slowly and cautiously.

1. The driver shall approach all intersections controlled by a traffic signal at a speed that shall permit a stop with normal application of the brake without entering the crosswalk or intersection should the signal change to red.
2. The driver shall not enter the intersection controlled by a traffic signal if entering could result in blockage of the intersection should the signal change to red.
3. The driver shall exercise caution when entering an intersection with a clearly displayed yellow signal.
4. The driver shall be prepared to stop at all signalized intersections by covering the brake pedal.
5. The driver shall not begin acceleration for a green light before the light turns green.

## 

## Section 2.20 Turning on a Red Light

Right turns on red lights are discouraged for City of Cripple Creek Transit vehicles.

1. Right turns on red lights after coming to a complete stop are legal in Colorado except at intersections where no turns on red are specifically posted.
2. Right turns on red where permitted are discouraged for CITY OF CRIPPLE CREEK buses due to the possible need to encroach upon adjacent lanes due to the size of the vehicles.

## Section 2.21 Vehicle Cleanliness

Vehicles, which have a neat and clean interior inspire confidence in passengers and can, therefore, increase perceived comfort levels. The City of Cripple Creek

1. The driver shall keep the interior free of debris, loose items, pet hair, and/or other unnecessary items at all times.

2. All items required by the driver in the performance of his/her duties shall be neatly stowed and secured and shall not represent a hazard to the driver or any passengers at any time.

## Section 2.22 Vehicle Condition

It is the policy of the City of Cripple Creek to maintain safe and reliable vehicles through comprehensive maintenance and Preventive Maintenance (PM) programs. Items affecting vehicle condition include safety issues, mechanical items, and hazardous materials left on vehicles.

1. The driver must notify City of Cripple Creek management of any item or condition concerning a vehicle that may jeopardize the completion of any trip or the safety of any passenger or driver.
2. The driver shall complete a daily inspection checklist at the beginning and end of every shift (FTA required pre and post trip inspections).
3. This daily inspection checklist must be turned on a daily basis.
4. Bodily fluid spills require that the vehicle be removed from service and attended to immediately.
5. Mechanic safety issues require that the vehicle be removed from service and attended to immediately.

## Section 2.23 Vehicle Fueling

The City of Cripple Creek has set specific guidelines to be observed when fueling a vehicle to protect passengers, drivers, and the vehicles.

1. The driver must not fuel a vehicle with passengers on board.

2. The driver must take the most direct path from the point of origin to an approved fueling site.

3. While fueling, the driver must turn the engine off, refrain from smoking, and not use a cell phone.

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## Section 2.24 Wheelchair Lift and Ramp Deployment

City of Cripple Creek staff shall operate lifts and ramps in accordance with the accepted practices as described in training materials, manufacturer manuals, and City of Cripple Creek Transit training to ensure safety of all involved.

1. A driver who has not been trained on the proper usage of the wheelchair lift and/or ramp shall not operate this equipment with a passenger.
2. Wheelchair passengers are encouraged to back on to the lift when boarding.
3. The driver is responsible for ensuring that at no time shall the lift and/or ramp be operated by an untrained person or passenger.
4. If a lift and/or ramp on a City of Cripple Creek bus are inoperable, the vehicle shall be removed from service to be repaired.
5. The driver shall immediately report any situation in which a lift and/or ramp is not functioning properly to City of Cripple Creek management.
6. The driver shall be familiar with all emergency procedures for the lift and/or ramp operation, including manual operation.
7. All available and appropriate safety devices shall be used in the operation of a lift and/or ramp and none shall be overridden for ease or quickness.
8. All safety guards, restraints, and barriers in existence shall be used during operation.
9. Power chairs and scooters shall be turned to the “OFF” position once on the lift platform and while the lift is in operation.
10. Any passenger requesting the use of the lift or ramp shall be accommodated.
11. Standing on a lift is permitted but is discouraged.
12. Grocery carts, strollers, and other items are prohibited on the lift during operation.

## Section 2.25 Wheelchair Lift Maintenance

In order to comply with the requirements of the Americans with Disabilities Act (ADA), monitoring of all wheelchair lifts will be included as part of the daily transit vehicle pre/post trips inspection and the preventive maintenance process.

1. The lift will be cycled as part of the pre-trip inspection.
2. Maintenance will include replacement of worn components, gear cleaning and adjustments as necessary.

## Section 2.26 Wheelchair Securement and Weight/Size Restrictions

Drivers must utilize manufacturer suggested procedures for proper securement of wheelchairs to ensure the safety of all passengers and themselves.

1. The driver shall ensure that any client not riding in a permanent fixed seat shall be in a wheelchair device and safely secured using existing clamp and/or floor mount securement devices in a way consistent with recognized securing standards.
2. Wheelchairs shall be secured with 4-point tie downs or as many are standard for that particular tie down system, in any combination of straps and/or clamps.
3. All wheelchair clients shall be secured in a forward facing manner. Side facing

securement is prohibited.

1. Power chairs and scooters are to be turned off during transport.
2. Wheel brakes shall be engaged during transport.
3. Wheelchairs that cannot be secured or are larger than maximum allowable standards (30” w X 48” l, and not over 600 pounds combined total weight) shall not be transported.

## Section 2.27 Worn, Frayed or Damaged Restraints

Occasionally, wheelchair restraints will become worn, frayed or damaged, creating potential safety issues for our passengers and drivers.

1. The City of Cripple Creek Maintenance Department will inspect passenger restraints in all vehicles at least once a month for operational safety.
2. Drivers must exercise due diligence to safeguard restraints from damage (i.e., do not leave restraints on the floor of a vehicle where they may be stepped on or run over by a wheelchair).
3. Drivers should report any worn, frayed, missing or damaged restraints immediately to the City of Cripple Creek transit manager.
4. Restraints which are worn, frayed, or damaged will be tested for operational integrity.
5. Any restraint that does not operate at 100% capacity or is at risk of endangering passenger safety and must be completely replaced.

# CHAPTER III: PASSENGER POLICIES

In order to provide consistent, reliable and safe service, the following policies will be applied to all riders. Pertinent information will be provided to riders in printed materials with policies available for review on request.

## Section 3.01 Animals

1. Animals may not be brought on board Cripple Creek Transit vehicles except in the following cases:
   1. Pets in a box or kennel that can be safely secured without obstructing the aisle or exits and that do not inconvenience or injure other passengers.
   2. Service animals (need not be in a carry-on box or kennel)
      1. A service animal is an animal that has been individually trained to assist an individual with a disability
      2. There is no national standard for certifying service animals
      3. A driver may not require or ask a person with a disability for certification or identification for service animals
      4. A driver may only inquire as to what purpose the service animal serves.
      5. Any animal may be transported when any city evacuation is declared providing it does not create threat or disturbance. Each animal will be determined if it can be transported on a case by case.

## Section 3.02 Articles Not Permitted on Vehicles

1. The following articles will not be permitted on board Cripple Creek Transit vehicles:
2. Weapons
3. Vehicle batteries
4. Gasoline, kerosene, diesel or fuel cans
5. Caustic or flammable liquids
6. Non-folding shopping carts
7. Non-folding baby carriages
8. Large bundles that obstruct the aisle, that cannot be secured, or that may inconvenience other passengers (such as but not limited to bicycles, sharp objects or instruments, fishing poles with exposed hooks)
9. The driver shall use good judgment in allowing passengers to carry large objects on board based on vehicle capacity and the impact on the safety and comfort of all passengers.
10. The driver will ensure that all strollers and child carrying devices are properly secured by the guardian who accompanies the child.

## Section 3.03 Companions/Attendants/Seniors

1. 60 years of age and older are considered Seniors and ride free of charge.
2. Definition: A “Companion” is defined as any person that would like to travel with an individual, but is not required to assure that the individual’s trip can be completed.
3. Definition: A “Personal Care Attendant” is defined as any person that is required to travel with an individual to assure that the individual’s trip can be completed.
4. A Personal Care Attendant will ride without payment of fare. A companion constitutes a regular passenger and must pay the appropriate fare.

## Section 3.04 Curb-to-Curb Service

1. Curb-to-curb service only will be provided by Cripple Creek Transit. Drivers may not enter a client’s residence.
2. Drivers are not required to bring a client down steps in a wheelchair.
3. The drivers shall assist the client board/disembark from vehicle only.
4. Drivers are not required to act as personal care attendants, baby sitters, or to provide any medical services.
5. The driver may leave his/her seat and assist client(s) in boarding or de-boarding.
6. During boarding or de-boarding, the vehicle may remain running (and in park) as long as the vehicle remains with direct eyesight of the driver at all times.
7. If the driver must at any time travel outside the eyesight of the vehicle, the vehicle must be turned off and locked.

## Section 3.05 Fare Collection

1. Passengers should have the correct change, though drivers can make change when necessary.
2. Payment must be made at time of ride. No credit.
3. Seniors are considered 60and older and are not charged a fare.
4. Students are charged $.25 each way for trips to and from school or school activities.
5. Children who are accompanied by a parent are not charged a fare.
6. Children who are unaccompanied by a parent must pay the full $1.00 fare.

## Section 3.06 Packages Allowed

1. Passengers shall always be in control of packages and parcels in a way that will not jeopardize any other passenger’s safety or trip.
2. No packages will be allowed to block any aisle or exit, inconvenience or injure other passengers.
3. All packages and parcels must be secured in such a way that no article would come loose and move about the cabin freely should the vehicle come to a sudden, unexpected stop.

## Section 3.07 Passenger Behavior/Intoxicated Passengers

1. Rudeness and/or vulgarity are unacceptable and will result in removal from the bus.
2. For public safety, do not refuse service to someone who is intoxicated. The goal is to get them home as quickly as possible. If they become belligerent or a safety issue for you or the other passengers, pull to the side of the road call the police (689-2655-Police Dispatch) and await their arrival. If an intoxicated passenger trips, falls or otherwise hurts themselves getting on, off or while riding the shuttle, call EMS(689-2655-Police Dispatch) for additional support to be sure the passenger has been fully attended to. Immediately fill out a city issued incident report. Pay particular attention to details such as any alcohol related behaviors, smells or observations. Incident reports must be completed within 24 hours.

## Section 3.08 Passenger Health

1. Passengers are expected to maintain cleanliness and health standards that do not jeopardize the health of drivers, themselves, or other passengers.
2. The driver shall notify Cripple Creek Transit management if a passenger is unable for any reason to comply with the conditions as set forth in #1, and should complete an incident report.
3. Shirts and shoes are required.

## Section 3.09 Passengers with Oxygen

1. Passengers traveling with a portable oxygen supply shall be transported with no special consideration so long as the oxygen is self-administered and the driver shall be under no obligation to perform first aid.
2. Portable oxygen supplies may be held by the passenger or secured so as not to block the aisles or exits or to inconvenience or injure other passengers.

## Section 3.10 Passenger Preparation

As City of Cripple Creek does coordinate specialized rides where possible and due to the fact that our public transportation has a schedule to adhere to, City of Cripple Creek Transit asks that all passengers are ready to leave at the scheduled departure time.

1. Drivers are not responsible for any preparation of passengers for trips.
2. Passengers are responsible for being prepared for departure at the time agreed upon between City of Cripple Creek Transit and the passenger during scheduling.
3. The passenger should be prepared to board the vehicle up to five (5) minutes prior to and thirty (30) minutes after the scheduled pick-up time.

## Section 3.11 Passenger Self-Sufficiency

1. A passenger utilizing City of Cripple Creek services is expected to be capable of caring for him or herself, controlling his or her bodily functions, and be cognizant enough to make decisions.
2. Transportation may be refused or suspended when the passenger:
   1. Negatively impacts the quality of another passenger’s ride
   2. Requires direct medical attention to prevent the spread of a communicable disease
   3. Requires direct medical attention for open wounds or unsupported injuries
   4. Is repetitively incontinent
   5. Is repetitively not prepared or available when the vehicle arrives for pick up
   6. Requires assistance after de-boarding or cannot be left alone at the drop-off location

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## Section 3.12 Shared Ride

1. Passengers shall recognize that Cripple Creek Transit services are based upon coordination of transportation and therefore shall not expect individual trips even upon request.
2. Passengers may be requested to take a circuitous route in order to accommodate other passengers.

## Section 3.13 Smoke Free Service

1. Drivers, mechanics, other employees or volunteers, or passengers are prohibited from smoking or using chewing tobacco while in a Cripple Creek Transit vehicle – whether in or out of service.
2. Drivers, mechanics, employees, volunteers, and passengers may smoke outside of the vehicle at the end of a trip or at a designated layover point:
   1. Only when standing away from the vehicle and other passengers
   2. So long as the driver does not leave the layover point late as a result
3. Drivers, mechanics, employees, volunteers, and passengers must properly dispose of cigarette ash, the remainder of the cigarette, and chewing tobacco residue in designated trash receptacles.

## Section 3.14 Unaccompanied Children

1. The City of Cripple Creek encourages that parents or guardians accompany children below the age of eight (8). The City of Cripple Creek assumes no responsibility for children of any age using the bus system independently of their parents or a guardian.
2. Some children with behavioral disorders or disabilities that preclude them from effectively navigating the system without assistance may be required to have an attendant or be accompanied by an adult.

## Section 3.15 Use of Seat Belts

1. All school age students will be verbally directed to put on a seatbelt. Drivers are not required to verify the usage of seat belts. A verbal directive will be sufficient.
2. Small school children shall not be permitted to ride in the forward seats of the shuttle.

# CHAPTER IV: FTA/CDOT REGULATORY POLICIES

## Section 4.01 Public Notice of Rights / Complaint Process

**Public Notice of Rights**

The following statement shall be posted on site at the CRIPPLE CREEK TRANSIT office, on the City website ([www.visitcripplecreek.com](http://www.visitcripplecreek.com)); permanently displayed on public transit vehicles; and other appropriate materials made available to the public: *(Documents will be translated into languages other than English, upon request.)*

*Non-Discrimination - Your Rights under Title VI of the Civil Rights Act of 1964*

*The United States Department of Transportation (DOT) ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color or national origin in the provisions of benefits and services resulting from federally assisted programs and activities. Any person, who believes the CRIPPLE CREEK TRANSIT has violated his /her Title VI protections, should contact the CRIPPLE CREEK TRANSIT at 303-582-1324, tisbester@cityofblackhawk.org. The CRIPPLE CREEK TRANSIT has also developed a policy to assist individuals who are Limited English Proficient (LEP). Translation services in order to assist LEP individuals shall be made available to CRIPPLE CREEK Transit’s customers upon request. The CRIPPLE CREEK Transit’s Title VI policy, complaint procedures and LEP Plan shall be made available upon request by contacting the CRIPPLE CREEK TRANSIT Department at the above-noted information. For federal Title VI information please contact the Federal Transit Administration (FTA), Region 8 at 720-963-3300. Federal Title VI information, including filing complaints, can also be accessed on the FTA web site at:* [*www.fta.dot.gov*](http://www.fta.dot.gov)*.*

The CRIPPLE CREEK TRANSIT grants all citizens equal access to all its transportation services. It is further the intent of the CRIPPLE CREEK TRANSIT that all citizens are aware of their rights to such access. This is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefit of the CRIPPLE CREEK TRANSIT programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”   Note that Title VI does not address gender discrimination. It only covers race, color and national origin.  Other Civil Rights laws prohibit gender discrimination.

What is LEP?

As part of Title VI requirements, the CRIPPLE CREEK TRANSIT has developed a Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to CRIPPLE CREEK TRANSIT services as required by Executive Order 13166 “Improving Access to Services for Persons With Limited English Proficiency,'' reprinted at 65 FR 50121 (August 16, 2000). A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

**CRIPPLE CREEK Transit’s Complaint and Investigation Procedures**

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by the CRIPPLE CREEK TRANSIT.

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 meeting(s) between the affected parties and the CRIPPLE CREEK TRANSIT may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

The following measures will be taken to resolve Title VI complaints:

1) A formal complaint must be filed within 180 calendar days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant’s name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

The CRIPPLE CREEK TRANSIT strongly encourages the use of the attached ***CRIPPLE CREEK TRANSIT Title VI Complaint Form*** when filing official complaints.

The preferred method is to file your complaint in writing using the ***CRIPPLE CREEK TRANSIT Title VI Complaint Form***, and sending it to:

Title VI Coordinator  
 Transportation Department

CRIPPLE CREEK TRANSIT

PO Box 430

Cripple Creek, CO 80222

2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the CRIPPLE CREEK TRANSIT Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the CRIPPLE CREEK TRANSIT Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.

3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) calendar days by registered mail.

4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5) Within 15 calendar days from receipt of a complete complaint, the CRIPPLE CREEK TRANSIT will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the Transportation Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.

a. If the decision is not to investigate the complaint, the notification shall

Specifically state the reason for the decision.

b. If the complaint is to be investigated, the notification shall state the grounds of the CRIPPLE CREEK Transit’s jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

6) When the CRIPPLE CREEK TRANSIT does not have sufficient jurisdiction, the Transportation Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.

7) If the complaint has investigative merit, the Transportation Director or his/her authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Transportation Director within 60 calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.

8) The Transportation Director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 calendar days from receipt of the complaint.

9) If the Complainant is dissatisfied with the CRIPPLE CREEK Transit’s resolution of the complaint, he/she has the right to file a complaint with the:

Federal Transit Administration

Region 8

Attn: Civil Rights Officer

12300 West Dakota Avenue

Suite 310

Lakewood, CO 80228

720-963-3300

Fax 720-963-3333

FTA Complaint procedures can also be found on the FTA web site at: [www.fta.dot.gov](http://www.fta.dot.gov). These procedures are also outlined in FTA Circular 4702.1A, Chapter IX.

**Title VI** Complaint Form

Instructions: If you would like to submit a Title VI complaint to the CRIPPLE CREEK TRANSIT, please fill out the form below and send it to: CRIPPLE CREEK TRANSIT , Attn: Title VI Coordinator, 337 E. Bennett Ave, Cripple Creek, 80222. For questions or a full copy of CRIPPLE CREEK Transit’s Title VI policy and complaint procedures call 719-689-2502<mailto:>

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Name (Complainant): | | | |
| 2. Phone: | 3. Home address (street no., city, state, zip): | | |
| 4. If applicable, name of person(s) who allegedly discriminated against you: | | | |
| 5. Location and position of person(s) if known: | | 6. Date of incident: | |
| 7. Discrimination because of:   |  |  |  | | --- | --- | --- | | * Race |  |  | | * National origin |  |  | |  |  |  | | * Color |  |  | | | | |
| 8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case. | | | |
| 9. Why do you believe these events occurred? | | | |
| 10. What other information do you think is relevant to the investigation? | | | |
| 11. How can this/these issue(s) be resolved to your satisfaction? | | | |
| 12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses):   |  |  |  | | --- | --- | --- | | Name: | Address: | Phone number: | | | | |
| 13. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?   |  |  | | --- | --- | | * Yes | * No |   If yes, check all that apply:   |  |  |  | | --- | --- | --- | | * Federal agency * Local agency | * Federal court * State agency | * State court |   If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed.   |  |  |  |  | | --- | --- | --- | --- | | Agency/Court: | Contact’s Name: | Address: | Phone number: | | | | |
| Signature (Complainant): | | | Date of filing: |

## Section 4.02 EEO/Harassment Policy

CRIPPLE CREEK TRANSIT will comply with all regulations/requirements of Equal Employment Opportunity as identified in City of Cripple Creek Personnel Policies and Procedures Manual adopted May 18, 2011, Chapter 3, and Section 3.02

## Section 4.03 ADA Policy

On July 26, 1990, the Americans with Disabilities Act of 1990 (ADA) was signed into Law. The comprehensive legislation was intended to ensure that persons with disabilities enjoy access to the mainstream of American life. The goal of the ADA is:

*To assure that persons with disabilities have equal opportunity, fully participate in* society, are able to live independently, and can be economically self-sufficient.

Cripple Creek Transit will comply with this legislation.

Cripple Creek Transit is providing demand response service with route deviations available. Therefore it is subject to *DEMAND RESPONSIVE/EQUIVALENT SERVICE or Ordinary Para transit requirements.* (See 49 CFR Parts 37, 37.77 (c) for Equivalent Definition)

* + *Required if providing demand responsive/route deviation.*
  + *Service must be provided in most integrated setting possible.*
  + *Service must be consistent for all riders in the area for the same criteria as above.*
  + *One difference is capacity constraints. Again, trips must be provided on the same basis. Pattern of trip denials, excessively long trip time, excessively long wait time, and missed trips must be consistent for all riders.*

In addition to these parameters, Cripple Creek transit will adhere to the mandated ten common rules. (See 49 CFR Part 37, 37.167 for common services)

|  |
| --- |
| Accessible equipment must be available on request.   * 1. Agency will be responsible for providing lift-equipped vehicle and will be responsible for equipment maintenance, lift and other access-related equipment.   2. All “common wheelchairs” Class 3 or 4 must be transported.      1. Less than 30 inches in width      2. Less than 48 inches in length      3. Measure 2 inches above the ground      4. Less than 600 pounds when occupied   Restraint can only be required when and if all other passengers are required to seat belts. |
| Public providers must institute regular and frequent maintenance checks of lifts.   1. Repair made next business day. 2. Vehicles with inoperable lifts can be put into service only if there is no spare. 3. Vehicles with inoperable lifts can be kept in service no more than 3 days (>50,000 population), 5 days (<50,000 population). |
| Access to information – all print materials must be available in accessible formats. Accessible material must be available upon request and in a form that the person can use. |
| Access to communication – information must be available by telephone (TTY/TDD Relay Services) upon request. |
| Employee Training – Personnel must be trained in proficiency to operate vehicles and equipment safely and treat individuals with disabilities in a respectful and courteous way. |
| Riders must be permitted to travel with service animals that are trained to assist them. |
| Riders must be allowed to travel with respirators and portable oxygen. Service can be denied if transporting hazardous materials. |
| Personal Care Attendants must be permitted to accompany rider and not be charged a fare. |
| Additional charges cannot be imposed even if additional services are required. |
| Adequate time for boarding/disembarking time must be provided. |

*Public Notice by FTA Fund Recipients*

Cripple Creek Transit will provide public notice that describes the transit system and how it accommodates persons with disabilities. Notice may be in the form of a legal ad or public service announcement and may be posted at public places in city halls, post offices, grocery stores, etc. If posted, notice must be easily accessible to persons with disabilities. The notice must advise the public as to how and where they may submit comments.

## Section 4.04 Disadvantaged Business Enterprise (DBE) Policy

Cripple Creek Transit will rely on the CDOT Disadvantaged Business Enterprise program to develop required goals as well as certify and maintain a Directory of DBE firms. Every effort will be made to utilize services/goods available from DBE certified businesses. Cripple Creek Transit will report contracting activity to the Department semi-annually.

## Section 4.05 National Transit Database (NTD)

As required by the FTA, Cripple Creek Transit will submit data to the National Transit Database as required to CDOT. The NTD Rural General Public Transit Service Form (RU-20) in Microsoft Excel format in a timely manner as requested by CDOT.

## Section 4.06 FTA Drug and Alcohol Testing

As required by CFR Title 49 parts 40 and 655, Cripple Creek Transit has adopted an approved program document consistent with the requirements of the FTA. This is combined with the Department of Transportation compliant drug program covering other City of Cripple Creek employees.

## Section 4.07 Limited English Proficiency Provisions

The LEP plan ensures that programs and activities provided by Cripple Creek Transit, normally provided in English, are accessible to Limited English Proficiency (LEP) persons and thus do not discriminate on the basis of national origin in violation of the Title VI prohibition against national origin discrimination. Appropriate alternative non-English formats for persons with LEP to access information and services provided, if requested. The Shuttle will reference the Federal Government’s online LEP resource ([www.lep.gov](http://www.lep.gov)) for guidance and support.

# CHAPTER V: ACKNOWLEDGEMENT OF RECEIPT

*TO BE COMPLETED BY ALL CRIPPLE CREEK TRANSIT EMPLOYEES FOLLOWING TRAINING*

I have received a copy of the Transit Policies and Operations Manual dated May 30th, 2013. I understand that I am to become familiar with its contents, further I understand:

Employment with the City of Cripple Creek is at-will. I have the right to end my work relationship with the City of Cripple Creek, with or without advance notice for any reason. The City of Cripple Creek has the same right.

The language used in the handbook and any verbal statements of management are not intended to constitute a contract of employment, either express or implied, nor are they a guarantee of employment for a specific duration.

This Manual is to supplement the City of Cripple Creek Personnel Policies and Procedures Manual adopted May 30,2013 and is not all inclusive, but is intended to provide with a summary of some of the city’s guidelines. The City of Cripple Creek reserves the right to interpret these guidelines or to change them without prior notice.

No representative of the City of Cripple, other than the City Council, has the authority to enter into an agreement of employment for any specified period and such agreement must be in writing, signed by the Mayor or city Administrator and myself. We have not entered into such an agreement.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Name (printed)