



Village Shuttle  
Transit Service Policies and Procedures  
September 2016

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# Section 1: INTRODUCTION

This Policy and Procedure Manual is organized into five parts.

**Section 1     Introduction**

**Section 2     Definitions**

**Section 3     Service Overview**

**Section 4     Policies**

**Section 5     Reporting and Monitoring Requirements**

**Section 1** provides an introduction to the general public transit service program.

**Section 2** defines terms in the manual.

**Section 3** includes a service overview including current services and staffing.

**Section 4** contains specific policies that are required as a condition of receiving Federal Transit Administration (FTA) and State of Colorado transit grant funding. Village Shuttle has a variety of policies to provide for an safe and customer oriented transit system.

**Section 5** provides all required reporting and monitoring requirements for providing transit service and receiving federal funding.

## *Mission and Priorities*

The **Mission** of Village Shuttle is to provide a high quality public transit system serving the community and surrounding areas that will move the general public in a safe and reliable manner.

The **Priorities** of Village Shuttle are:

### ***Safety***

Safety is our number one priority. Our drivers are professionals and go through hours of training necessary for our road conditions and mountain environment. Our safety record is stellar, all due to dedicated staff, smart riders, and close collaboration with our Police and Public Works Departments.

### ***On Time and Efficient Service***

You can rely on us to get you where you need to go on time.

### ***Service with a Smile***

We offer a different type of public transportation experience, one worthy of our world-class resort status. You will always find our drivers to be helpful, and true ambassadors to our community.

### ***Cleanliness***

Our entire fleet is kept clean to ensure a pleasant riding experience.

## Section 2 - DEFINITIONS

*Accident* – (1) Any time any part of a vehicle comes in contact with anything other than the tires touching the pavement. (2) Any time a customer is injured as a direct result of contact with our service.

*Accessibility* - The extent to which facilities, including transit vehicles, are free of barriers and can be used by people who have disabilities, including wheelchair users.

*Americans with Disabilities Act (ADA)* – Passed by Congress in 1990, this Act mandates equal opportunities for people with disabilities in the areas of employment, transportation, communications and public accommodations. Under this Act, transportation providers are required to purchase lift or ramp equipped vehicles for fixed-route services and must ensure system-wide accessibility of their demand-responsive services to people with disabilities. Public transit providers must also supplement their fixed-route services with complementary paratransit services for those people unable to use fixed-route service because of their disability.

*ADA Complementary Paratransit Service* - The ADA requires public transit agencies that provide fixed-route service to provide “complementary paratransit” services to people with disabilities who cannot use the fixed-route bus because of a disability. The ADA regulations specifically define a population of customers who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. In general, ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route at the same hours and days, for no more than twice the regular fixed route fare.

*Bus Shelter* - A structure constructed near a bus stop to provide seating and protection from the weather for the convenience of waiting passengers.

*Buy America* - Federal transportation law which requires that all purchases of vehicles, equipment or any other manufactured item be of U.S.-made and assembled components, unless the purchase price is less than \$150,000 or the U.S. Department of Transportation has given the purchaser a Buy America waiver.

*Commercial Driver's License (CDL)* - The standardized driver's license required of heavy duty bus and truck drivers in every state. Covers drivers of any vehicle manufactured to seat 15 or more passengers (plus driver) or over 13 tons gross vehicle weight. The CDL is mandated by the Federal government in the Commercial Motor Vehicle Safety Act of 1986.

*Charter Bus Regulations* - FTA develops, issues, and enforces regulations to govern the agency's financial assistance programs for public transportation. Transit agencies who receive federal funds are precluded from providing charter service and competing with private charter operators.

*Deadhead Operation* - Deadhead is paid time that includes leaving or returning to the garage or yard facility, changing routes, or when there is no expectation of carrying revenue passengers.

*Demand Response Service* - A type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand-response service do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. Can also be called "dial-a-ride." These services usually, but not always, require advance reservations.

*Route Deviation Service* - A hybrid of fixed-route and demand-response services. With this type of service, a bus or van stops at fixed points and keeps to a timetable but can deviate its course between two stops to go to a specific location for a pre-scheduled request. Deviated fix route service is often used to provide accessibility to people with disabilities.

*Dial-A-Ride Service*: Another term for demand-response service (see above) where the rider telephones (or "dials") to request service.

*Disadvantaged Business Enterprise (DBE)* - A program to remedy past and current discrimination, to ensure a level playing field, foster equal opportunity in DOT-assisted contracts, improve the flexibility and efficiency of the DBE Program, and reduce burdens on small businesses.

*Dispatcher* - Refers to an individual who combines bus operators, run assignments, and buses that provide transportation service to passengers.

*Drug and Alcohol Testing Regulations* - The U.S. Department of Transportation implemented the Omnibus Transportation Employee Testing Act in December 1992. The Federal Transit Administration's drug and alcohol rules address testing of "safety sensitive" employees in its Section 5307, 5339, and 5311 programs. Federal Motor Carrier Safety Administration rules address testing of all other employees required to have a Commercial Driver's License (see above), including many employees of Section 5310 assisted transportation operations.

*Fares* - All income received directly from passengers, either paid in cash or through pre-paid tickets, passes, etc. It includes donations from those passengers who donate money on the vehicle.

*Federal Transit Administration (FTA)* - A component of the U.S. Department of Transportation that administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers. FTA provides financial assistance for capital, operating and planning costs of these public transportation systems. It also sponsors research, training, technical assistance and demonstration programs.

*Fixed Route Service* - Transit services where vehicles run on regular, scheduled routes with fixed stops and no deviation. Typically, fixed-route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight, and the use of larger transit vehicles.

*Four Point Securement System* - Refers to an onboard securement system for wheelchairs, three-wheel and four-wheel scooters. The system incorporates four seatbelt type straps that attach to the frame of a mobility device as a way to keep it from moving or rolling while on the bus.

*Headway* - The time interval between vehicles moving in the same direction on a particular route. For example, if there is a route that departs Cherry Street every 30 minutes, we would say it has half hour headways.

*Incident* - An unusual activity such as a passenger fall outside the bus, property damage occurring within the vehicle, disruptive passengers, any complaints you may receive, etc.

*Intelligent Transportation Systems* - Refers to a broad range of wireless and wire line communications-based information and electronic technologies. When integrated into the transportation system's infrastructure and into vehicles themselves, these technologies relieve congestion, improve safety and enhance productivity. ITS is made up of 16 types of technology based systems, divided into intelligent infrastructure systems and intelligent vehicle systems.

*Low Floor Bus* - Refers to a bus that does not have steps. Building a bus floor at one level between the front to rear doors allows passengers to enter and exit more quickly. The addition of steps usually adds boarding and alighting time, especially for passengers with limited mobility.

*National Transit Database (NTD)* - The NTD was established by Congress to be the nation's primary source for information and statistics on the transit systems of the United States. Recipients or beneficiaries of grants from the Federal Transit Administration (FTA) are required by statute to submit data to the NTD.

*No Show* - A passenger scheduled for a demand-response or paratransit trip who does not appear at the designated pick-up place and time and does not cancel the trip in advance. Passengers who repeatedly fail to show for scheduled service may have their right to service suspended, subject to an appeals process.

*Pre-Award/Post-Delivery Audit Requirements* - Since 1991, FTA has required recipients of Sections 5307, 5339, 5310 and 5311 funds to carry out audits of vehicles and other rolling stock purchased with FTA money. These audits are to ensure that vehicles are manufactured according to specification and comply with applicable Buy America and Federal Motor Vehicle Safety Standards.

*Revenue Hours/Service* - The time when a vehicle is available to the general public and there is an expectation of carrying passengers. These passengers either directly pay fares, are subsidized by



public programs, or provide payment through some contractual arrangement. Vehicles operated in fare free service are considered in revenue service. Revenue service includes layover / recovery time. Revenue service excludes deadhead, vehicle maintenance testing, school bus service, and charter service.

*Section 5311 Grant Funding* - The formula program that provides capital and operating assistance grants to public transit systems in rural and small urban areas with populations of less than 50,000. Funding is apportioned by a statutory formula that is based on the latest U.S. Census figures of areas with a population less than 50,000.

*Title VI* - A title of the Civil Rights Act of 1964 that ensures that no person in the United States will be discriminated against on the basis of race, color, or national origin.

## Section 3 - SERVICE OVERVIEW

### *Service Description*

Village Shuttle provides a variation of fixed route and demand responsive service to the general public in Snowmass Village and regionally in the off-seasons of spring and fall to Highway 82 (connections with Roaring Fork Transportation Authority) in Colorado. The type of service provided is dependent on the time of year. There are seasonal fluctuations with winter (November-April) being the busiest time and spring (April-May) and fall (September-November) the slowest time. Summer service (June-September) has moderate service levels. Please see the Village Shuttle website for a current map and schedule depending on the season.

#### **Winter Service**

Winter Service (mid November to April) has seven fixed routes operating Monday through Sunday.

**Route 1** serves multi-family properties along Upper and Lower Woodbridge Roads with headways every 15 minutes from 6:30 AM to 6:00 PM and every 30 minutes from 6:00 PM to 11:30 PM.

**Route 2** serves properties along Wood Rd with headways every 20 minutes from 6:35 AM to 10:35 PM. Portions of the route are served upon request.

**Route 3** serves properties along Owl Creek Rd and Snowmass Club Circle with headways every 15 minutes from 6:35 AM to 5:20 PM and every 30-minutes from 5:20 PM to 12:20 AM. Portions of the route are served upon request.

**Route 4** serves a park and ride facility at the entrance to the community with headways every 10 minutes from 6:30 AM to 5:20 PM and every 20 minutes from 5:20 PM to 6:20 PM.

**Routes 5 & 6** (same vehicle) serves multi-family properties on Faraway Rd, Upper Brush Creek Rd, and to the Upper Carriage Way with headways every 20-minutes from 7:00 AM to 8:45 PM. Portions of Route 6 are served upon request.

**Route 8** provides service to the Recreation Center, Melton and Horse Ranch subdivisions on 30-minute headways from 7:05 AM to 11:35 PM. Portions of the route are served upon request.

All routes are served from their ending times until 12:45 AM using **Demand Response** service.

## **Spring/Fall Service**

**Fixed Route:** Spring (April through May) and Fall (September to mid November) service offers two fixed routes, Monday through Sunday. One route (Route 3) is for local service and the other route (Route 82), provided under contract for the Roaring Fork Transportation Authority-RFTA, provides service to the regional station at Highway 82.

The Snowmass Village Club Route #3 provides service along Brush Creek Road and Owl Creek Road with 30-minute headways. It leaves the Mall at 20 minutes and 50 minutes past the hour from 6:50 am to 5:50 pm and leaves the Club Center at 5 minutes and 35 minutes past the hour from 7:05 am to 5:35 pm. On-demand service is provided after 5:35 pm by calling 15 minutes in advance, which leaves the Club Center at the top of the hour and 30 minutes past the hour. Portions of the route are served upon request based on demand.

The RFTA Route (#82) provides service with 30-minute headways Monday through Friday and 60-minute headways on the weekends from the Snowmass Village Mall to the Hwy 82 Park n Ride. The route leaves the Mall at 15 minutes past the hour from 6:15 am to 2:15 am and 45 minutes past the hour from 6:45 am to 7:45 pm Monday through Friday. On Saturday the route leaves the Mall at 15 minutes past the hour from 6:15 am to 2:15 am and on Sunday 6:15 am to 12:15 am.

**Demand Response:** Demand responsive service is also provided to cover all other core service area needs within the area served by the winter route structure. Demand response service is provided to all regular service areas 6:45 am to 2:00 am Monday – Saturday and 6:45 am to midnight on Sunday. Advance calls are requested.

## **Summer Service**

**Fixed Route:** Summer service (June – September) offers two fixed routes, Monday through Sunday.

The Snowmass Village Club Route #3 provides service along Brush Creek Road and Owl Creek Road with 30-minute headways. It leaves the Mall at 20 minutes and 50 minutes past the hour and leaves the Club Center at 5 minutes and 35 minutes past the hour from 6:50 am to 9:50 pm. On-demand service is provided after 10:20 pm to midnight.

The Town Park Route #8 provides service along Brush Creek Road to the community boundary covering the Recreation Center, and Melton and Horse Ranch subdivisions on 30-minute headways. It leaves the Mall at 5 minutes and 35 minutes past the hour and leaves the Recreation Center at 20 minutes and 50 minutes past the hour from 7:05 AM to 9:05 PM.

**Demand Response:** Demand response service is also provided to cover all other core service area needs. Demand response service is provided to all regular winter service areas 7:00 am to midnight Monday – Sunday. Advance calls are requested.

### *Service Days and Hours*

Service is provided 7 days a week, Monday through Sunday, with hours of operation dependent on season and route.

**Winter Service:** Day Hours of Operation: 6:30 am – 5:00 pm. Night Hours of Operation: 5:00 pm – 12:45 am.

**Spring/Fall Service:** Day Hours of Operation: 6:15 am – 5:50 pm. Night Hours of Operation: 5:50 pm – 2:00 am.

**Summer Service:** Day Hours of Operation: 6:50 am – 9:50 pm. Night Hours of Operation: 10:00 pm – 12:00 am

Our service operates on all major holidays to include New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day.

### **Fixed Route ADA Complementary Paratransit Service**

Complementary Paratransit service is provided at minimum  $\frac{3}{4}$  of a mile of all Village Shuttle fixed routes with the intent of providing service for individuals who cannot access the fixed route service for in town service. TOSV is not responsible for providing complementary paratransit service for the Regional route provided under contract for RFTA in the fall and spring seasons. Service is provided only to those eligible riders who have been approved for service in advance via an application process. Preference is that a request for service be made at least 24 hours prior to the desired trip time, but Village Shuttle can accommodate up to three hours in advance.

### **Demand Response Service**

This service is provided by the Village Shuttle in that late evening hours of winter and summer and throughout the service day in the spring and the fall. Locations identified in our winter service area that do not have fixed route service are able to call and obtain demand response service.

### **Dial-A-Ride Service**

This service differs from the demand response service and is provided in the winter only to cover areas not served by the Village Shuttle from 8:00 am to 9:00 pm. Service is provided by the local taxi company. Reservations should be made in advance. Service is limited to four trips per

residence and is for trips within Snowmass Village that are not covered by the Village Shuttle. There is a charge of \$1.00 per person.

### **Late Night Service**

During the winter season only Village Shuttle contracts with the local taxi company to provide rides home to anyone from 12:45 am to 2:00 am. The charge is \$1 per person.

## *Transit System Fares*

### **Fare Structure**

All Village Shuttle services are provided fare free, to include all demand response and paratransit services. Drivers are discouraged from accepting tips.

Fares are only charged for services provided by the local taxi company for Dial-A-Ride and Late Night services.

### **Personal Care Attendants (PCAs)**

PCAs providing assistance to passengers with disabilities on paratransit service are not charged a fare. The PCA must accompany the rider with a disability from trip origin to destination.

## *Personnel*

### **Administration**

The Village Shuttle Transportation Department is staffed by seven full-time employees: one (1) Transportation Director; one (1) Transportation Secretary; two (2) Transportation Supervisors; two (2) Transit Forepersons; and one (1) Facilities Maintenance staff member.

The Transportation Director is responsible for the general administration of the service program. The Supervisors are responsible for the management of the three divisions under the department covering bus service (Bus), parking administration (Parking), and the daily maintenance of the buildings and equipment operated by the department (Parcel C). The Forepersons are responsible for the daily oversight of scheduling and bus operations. They assign drivers to vehicles and routes and provide dispatch functions at the main transit facility. The Secretary is responsible for administrative duties relative to purchasing, accounting, and sales of permits and bus passes.

Village Shuttle is also supported by other town departments, namely the Town Administrative Offices and Public Works Department.

The Finance Department is responsible for general accounting services and personnel/payroll administration. This department also retains records in secure files for Village Shuttle's Drug and Alcohol Testing program.

The Town Manager's office provides access to the Town Council which is the body governing our transit operations.

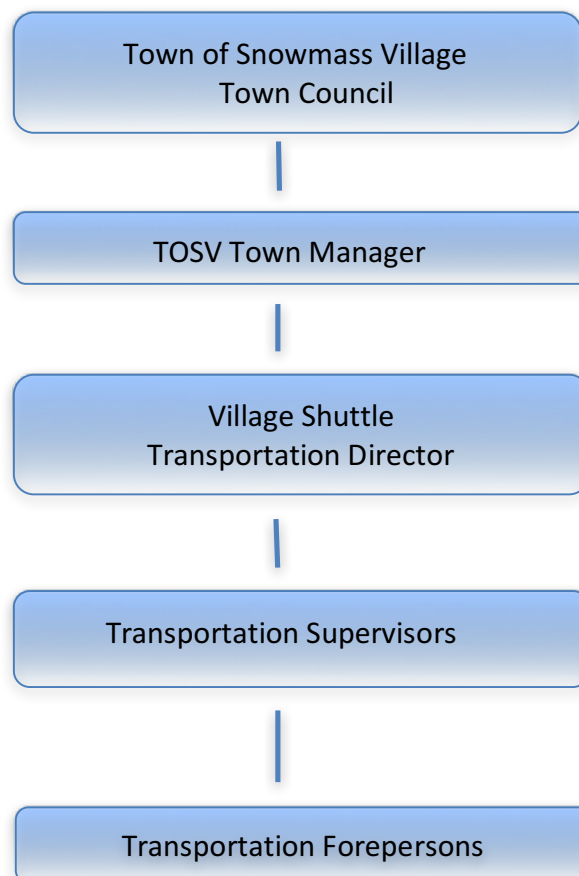
The Public Works department manages the Shop and Facility Maintenance divisions that provide repair and maintenance for Village Shuttle vehicles and facilities. We also coordinate with the Road division for maintenance and on projects that may impact the Town's right of way.

### **Drivers**

Driving positions are staffed by seasonal demand. In the winter, 31 drivers work full time, eight (8) part time. In the spring and fall there are 12 full time positions and four (4) part time positions. In the summer there are 14 full time positions and five (5) part time positions.

### **Organization Chart**

The chart below shows the current year's organizational structure.



## Section 4 – POLICIES

### *Overview*

Village Shuttle operates under a wide range of federal, state and locally required policies that have been adopted by the Town of Snowmass Village (TOSV) Town Council. This section identifies general policies, along with corresponding federal plan (Title VI; LEP; ADA; and Drug and Alcohol) and Town municipal code and procedure documents, identifying the required procedures associated with these policies.

- **Civil Rights**
  - Americans with Disabilities Act (ADA)
  - Disadvantaged Business Enterprise (DBE)
  - Equal Employment Opportunity (EEO)
  - Limited English Proficiency (LEP)
  - Title VI
- **Customer Relations and Service**
  - Customer Complaints
  - Passenger Conduct
  - Public Information
  - Public Involvement and Outreach
  - Ride Cancellations and No Shows (Demand Response/Paratransit)
  - Rider Suspension and Appeals
- **Transit Service Administration**
  - Code of Conduct / Conflict of Interest
  - Drug Free Workplace
  - Fiscal Control and Accounting
  - Insurance
  - Planning – Regional and Human Service Coordination
  - Private/Public Agreements and Contracts for Services
  - Procurement
  - Record Retention
- **Transit Service Operations**
  - Charter Bus Service Provision
  - Driver Conduct and Responsibilities
  - Drug and Alcohol – Substance Abuse

- Inclement Weather and Service Disruption
- Safety and Security
- School Bus Service Provision
- Training Requirements (Driver and Supervisor)
- Vehicle Maintenance



## *Civil Rights Policies*

Civil Rights policies provide a foundation for assuring transit services are available to all, without regard to race, color, national origin, sex, age, disability or socioeconomic status. The Federal Transit Administration (FTA) requires detailed plans to detail our policies and procedures for Title VI, LEP, and ADA requirements. As such, overall policies described here are limited and copies of the complete plans that describe in detail how the policies are implemented are included as appendices to this manual.

### **American with Disabilities Act (ADA)**

It is the policy of the TOSV Village Shuttle to comply with all the legal requirements of Federal and State laws and regulations as they pertain to individuals with disabilities. Village Shuttle provides quality transportation services without discrimination to all persons including individuals with disabilities. Discrimination on the basis of disability against any person by Village Shuttle employees will not be condoned or tolerated.

#### **Goals**

1. Provide safe, accessible, and dignified services to all persons, including individuals with disabilities.
2. Ensure that eligible individuals who are unable to board, ride or disembark from the fixed-route service are provided complementary paratransit that is comparable in service availability and quality to the fixed route service.
3. Expedite the safe and efficient boarding, securing, transporting and alighting of all passengers, regardless of mobility status.
4. Accommodate the wide range of mobility aids within the confines of available vehicles and commercial standard equipment.

#### **Applicability**

This policy applies to all Village Shuttle employees, services, facilities and vehicles. It applies equally to all persons needing and/or using the services provided by the system.

To comply with the Americans with Disabilities Act and all the enabling regulations, Village Shuttle shall:

- Provide paratransit services as a complement to fixed route transit service and follow all requirements for ADA complementary paratransit service as identified in the TOSV – Village Shuttle ADA Policies and Procedures and Complementary Paratransit Service Plan (**Appendix A**).
- Provide transit services accessible to persons with disabilities through operating only vehicles that are mobility aid and wheelchair accessible.

- Frequently monitor proper working order of wheelchair lifts, ramps, and other accessible features on vehicles through routine inspection and maintenance.
- Make every effort to repair failed wheelchair lifts/ramps before the next day of service. If the lift cannot be repaired before the next day of service, the vehicle will be placed back in operation only if a spare is unavailable. Vehicles with inoperable lifts can be kept in service for no more than five (5) days.
- Have drivers immediately report all in-service wheelchair lift and ramp failures.
- Train staff in how to: assist passengers with disabilities; to be sensitive to, and aware of, the needs of people with disabilities; and how to use the accessible features on the vehicles to support individuals with disabilities.
- Implement operating procedures which reflect protocols for supporting individuals with disabilities, including:
  - Allowing adequate time to board and alight vehicles;
  - Proper securement procedures for wheelchairs and providing service even if a wheelchair or mobility aid device cannot be secured;
  - Deploying lifts for standees;
  - Deploying lifts and ramps at all designated stops if a passenger requires this assistance;
  - Providing assistance to passengers as necessary upon request with lifts, ramps and accessibility equipment;
  - Providing priority seating for individuals with disabilities and asking ambulatory passengers to move in order to allow an individual with a disability to occupy ADA specified priority seating as needed;
  - Driver announcement of all major stops and transfer points as well as upon request on fixed route service;
  - Allowing and properly storing/securing portable oxygen cylinders and respirators on-board transit vehicles; and
  - Allowing service animals on-board transit vehicles.
- Provide fixed route and paratransit service customer information to include system brochures, riders' guides, and application forms, as well as all information about service changes, in alternate, accessible formats.
- Develop ADA specific complaint recording, investigation, tracking and resolution procedures.
- Maintain accessible facilities to include bus shelters and park and ride areas.
- Clearly explain and publicize fixed route complementary paratransit service requirements to the public.

Village Shuttle will respond expeditiously to all ADA specific service complaints. The Village Shuttle staff is trained to recognize an ADA complaint and these are tracked and investigated per our requirements detailed in our ADA Policies and Procedures and Complementary Paratransit Service Plan (**Appendix A**). TOSV also maintains full records on all aspects of the provision of paratransit services and the applications and eligibility determinations of individuals requesting paratransit services.

## **Disadvantaged Business Enterprise (DBE)**

Disadvantaged Business Enterprises (DBE) are for-profit small business vendors where socially and economically disadvantaged individuals own at least a 51% interest and also control management and daily business operations. African Americans, Hispanics, Native Americans, Asian-Pacific and Subcontinent Asian Americans, as well as women, are presumed to be socially and economically disadvantaged.

The TOSV and Village Shuttle employees will make a good faith effort to facilitate participation, to the greatest extent feasible, of DBE certified vendors for all goods and services procured for use by the Village Shuttle with federal grant dollars. The TOSV will carry out all applicable requirements of 49 CFR Part 26 in the award and administration of federally assisted projects following the Colorado Department of Transportation's (CDOT) DBE program and has designated the Village Shuttle Transportation Director as the DBE Liaison Officer.

Good faith efforts to facilitate DBE participation include but are not limited to: advertising procurement opportunities in newspapers that serve minority communities, maintaining a list of minority and women owned business vendors, and consulting the CDOT Unified Certification Process (UCP) website for DBE certified firms that are available to bid on FTA funded subcontracts for goods and services.

The FTA Section 5311 operations grant funding contract with CDOT requires the TOSV to comply with the following clause and to include this clause in any federally funded subcontract for goods and services.

*The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted procurement and contracts of products and services contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy, as the Town of Snowmass Village deems appropriate.*

If the TOSV has contracting opportunities of over \$250,000 for the procurement of goods or services (excluding vehicle purchases) with FTA funds for planning, capital and/or operations purchases in a given federal fiscal year (FFY), the TOSV will develop its own DBE Plan and Goal Setting process with assistance from CDOT staff.

All vehicle purchases procured by the TOSV and Village Shuttle employees with federal dollars are required to meet Transit Vehicle Manufacturer (TVM) DBE program requirements. These requirements are further outlined in the TOSV purchasing policies and the CDOT Procurement Guidebook.

The TOSV and Village Shuttle will respond to all DBE complaints in regards to procurement. All complaints are processed, investigated, and tracked by the Village Shuttle Transportation Department following the protest procedures defined in each procurement document and reported to the CDOT Civil Rights Office.

Village Shuttle is also required to record and report on all third party contracting DBE participation in subcontracts with federal dollars to CDOT and FTA as requested and, at minimum, twice annually for CDOT's required semi-annual goal report to FTA.

### **Equal Employment Opportunity (EEO)**

The Village Shuttle follows all Town Municipal Code requirements for Nondiscrimination in Employment and Services – Article XIII of Chapter 2: Administration and Personnel, and Policy Number 21 in the Employee Handbook. It is the Town's intent to provide equal opportunity in employment for all persons regardless of race, religion, national origin, color, sex, age, or disability where it does not impair job performance.

A formal EEO program plan is not required because the Town does not employ 50 or more transit related employees and does not receive \$1 million or more in FTA funds in one year.

It is the policy of the TOSV to provide equal employment opportunities to qualified individuals without regard to their membership in any protected class. It is the intent and desire of the TOSV that equal employment opportunity be provided in all aspects of the employer-employee relationship including, but not limited to, the following: recruitment, hiring, promotions, lay-offs, terminations, demotions, transfers, training, rates of pay, use of facilities and equipment, and other terms, conditions, and privileges of employment. To enforce this policy, the TOSV and Village Shuttle employees will:

- Recruit, select, hire and promote for all job classifications without regard to the job applicant's/employee's membership in any protected class (such as race, color, sex, national origin, religion, veteran status, marital status, age, physical or mental impairment or disability, or prior industrial injury);
- Make all employment decisions based upon principles of equal employment opportunities;
- Ensure that all other human resource actions such as compensation, benefits, training, and conditions and privileges of employment, are administered without regard to any individual's membership in any protected class; and
- Provide equal employment opportunities to those who are disabled, provided they can carry out the essential functions of the position for which they are to be hired or to which they are to be promoted or transferred, including reasonable accommodations when necessary or warranted.

The TOSV and Village Shuttle Transportation Department notify all applicants and employees of their rights by publicly posting EEO rights and statements in all job notices, job applications, and common work areas.

Any alleged act or complaint inconsistent with the above policy is to be immediately reported to the TOSV Finance and Human Resources Department for appropriate investigation and action following all Town personnel procedures. All complaints are processed, investigated, and tracked by the TOSV Finance and Human Resources Department.

### **Limited English Proficiency (LEP)**

It is the policy of the Village Shuttle to ensure that our transportation programs and activities, 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 (last amended December 7, 2015 by Resolution No. 30, Series of 2015.). The TOSV Village Shuttle will, to the maximum extent feasible in its official deliberations and communications and community outreach and related notifications, provide appropriate alternative non-English formats for persons with LEP to access information and services provided.

The TOSV Village Shuttle has developed a LEP Plan (**Appendix B**) in response to federal requirements included under Section 601 of Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d), which provides that no person 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.”

In developing the plan, the TOSV undertook a U.S. Department of Transportation four factor LEP analysis:

- 1) The number or proportion of LEP persons eligible in the Village Shuttle service area who maybe served or likely to encounter a Village Shuttle program, activity, or service;
- 2) The frequency with which LEP individuals come in contact with Village Shuttle services;
- 3) The nature and importance of the program, activity or service provided Village Shuttle to the LEP population; and
- 4) The resources available to the TOSV Village Shuttle and overall costs to provide LEP assistance.

The LEP Plan is housed in our Title VI Program Plan document and is an Appendix (**Appendix B**) to this manual.

### **Title VI**

The TOSV Village Shuttle agrees that, as a condition to receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4, and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the

Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the "Regulations"), and other pertinent directives.

Village Shuttle ensures that the public will have access to all public transit programs, services, and benefits without regard race, color or national origin.

The TOSV has formally adopted by resolution (last approved December 2015) a FTA and CDOT approved Title VI Program Plan (**Appendix B**) that identifies all policies and procedures regarding Title VI requirements. This includes all Title VI public notice requirements which are posted on the Village Shuttle website, in Village Shuttle transit vehicles, and located at our main Village Shuttle office in both English and Spanish. Title VI Program Plans are required to be updated every three years.

Village Shuttle staff are trained to recognize Title VI specific complaints and all complaints are processed, investigated, and tracked by the Village Shuttle Transportation Department per the requirements in the Title VI Program Plan (**Appendix B**) and reported to the CDOT Civil Rights Office when applicable.

## *Customer Relations and Service Policies*

Village Shuttle transit services are provided for the benefit of residents and visitors in Snowmass Village. The policies in this section describe ways in which riders can obtain information, be involved in the decision-making process, or file a complaint. They also describe rider responsibilities to ensure that the system operates safely.

### **Customer Complaints**

Village Shuttle welcomes all customer comments and complaints. A process has been established for riders and the public to make informal and formal complaints.

Customer complaints, comments, compliments, and lost & found claims may be voiced through direct communication with the Village Shuttle administration office or via the TOSV website. The website allows the public to report concerns about parking, safety, and/or public transportation. For public transportation concerns, the Town offers multiple complaint forms for use. Topic areas include: driver comments, compliments, and concerns; shuttle cleanliness and upkeep; shuttle timeliness and reliability; and Village Shuttle bus stops.

Village Shuttle staff is responsible for detailed tracking, investigation, and timely resolution of complaints. All complaints are logged in an electronic file system by type of complaint (service, Title VI, ADA) and the Transportation Director monitors this file monthly to ensure all complaints are properly investigated and resolved promptly. Procedures to investigate and resolve Civil Rights related complaints (Title VI and ADA) are defined in further detail in the TOSV – Village Shuttle ADA Policies and Procedures and Complementary Paratransit Service Plan (**Appendix A**). Procedures for investigation of service complaints are identified in Section 5 of this manual.

### **Passenger Conduct**

The following information is provided on the Village Shuttle website as a set of guiding principles and requirements for riding Village Shuttle transportation services.

**General Policy.** Public transportation vehicles and facilities are provided by the TOSV for the benefit of the community, visitors, and the general public. All permissible use of public transportation vehicles and facilities shall be strictly limited to conduct consistent with the reasonable use and enjoyment of such services related to safe and reliable operation.

**Compliance.** The TOSV reserves the right to deny boarding of the Village Shuttle transit service to any person not complying with the use policies and procedures defined below. Refusal to comply with the directions of a Transit Bus Operator or Operations Supervisor and/or the hindering of the movement of public transportation is punishable by Federal Law with up to 16 years in prison and up to \$750,000 in fines. Other state and local laws may also apply. Persons not following the basic requirements for use of the Village Shuttle transit service will not be

allowed to board or will be told they must disembark. Village Shuttle staff will notify law enforcement officials of any misconduct involving the transit service at its discretion.

#### Accessibility

- All TOSV buses meet the standards of accessibility for persons with disabilities established by the Federal Transit Administration pursuant to the Americans with Disabilities Act, 42 U.S.C. §12101, et seq. (Public Law 101-336).

#### Alcohol; Illegal Drugs

- The **consumption** of alcohol is prohibited while using Village Shuttle transit services per the Colorado open container law, which prohibits the consumption or possession of open containers of alcohol while in a motor vehicle.
- The **possession** of an open alcoholic beverage container is prohibited while using Village Shuttle transit services, in line with Colorado open container laws.
- The driver has discretion of whether or not to permit individuals to ride the Village Shuttle while he or she is intoxicated and not in control of their own person. Driver discretion is based on whether the individual is a threat to self and/or others.
- The possession, sale, or use of any illegal drug is prohibited while using Village Shuttle transit services.

#### Animals

- All animals are allowed on the Village Shuttle transit service, subject to the following requirements:
  - Animals must be under the owner's control.
  - Animals can be stored in an approved carrier and absolutely must stay on the floor. Animals are not allowed on passenger seats.
  - Animals are not to dirty the bus or negatively impact any passenger's riding experience.
  - Any rider traveling with an animal may be expelled if the animal's behavior compromises the safe operation of service or otherwise poses a threat to the health, safety, and welfare of the public.

#### Bicycles, Skis, and Snowboards

- On a seasonal basis, Village Shuttle buses may be equipped to carry bicycles, skis, and snowboards on a first-come, first-serve basis until capacity is reached.



- Any rider traveling with a bicycle, skis, or snowboard must be able to load without assistance.
- Bicycles may not be brought on-board transit buses. If space is available, skis and snowboards may be brought on-board. Use of the provided bicycle rack is at the user's own risk.

#### Carry-On Items

- Buses do not have space specifically designed for storage.
- Riders may bring packages and groceries on-board if space is available and if they maintain control of these items within their immediate seating area.
- Any rider traveling with carry-on items must be able to board without assistance.
- Carry-on items must not interfere with passenger safety or obstruct the aisles.
- Portable electronic devices such as cell phones must not be used at a volume that would disrupt the safe operation of the bus or annoy other passengers.

#### Children

- Children must be removed from strollers while riding the bus.
- Diapers may not be changed on-board a bus for the health and safety of other passengers.

#### Disruptive Behavior

- Loud obnoxious behavior or the use of foul language is not permitted on-board a bus, at a designated bus stop, or at a public transit station. Disruptive passengers may be denied Village Shuttle transit service at the discretion of the Transit Operator.

#### Emergencies

- In the event of an unforeseen emergency, the Transit Bus Operator shall provide passengers with specific directions for evacuation and/or other necessary actions.
- For your safety and that of our other passengers, you must comply with the directions provided.
- Transit Bus Operators are licensed Commercial Drivers and are provided extensive training to meet federal regulations for safety.

#### Fixed Route Transit System

- The TOSV transit service is a fixed route public transportation system.

- The TOSV transit service complies with all state and federal regulations for public transportation and is under the jurisdiction of the Federal Transit Administration and Federal Motor Carrier Safety regulations.
- When standing at a bus stop, a rider may flag down the bus he/she wants to ride.
- If many buses are approaching at once, a rider may flash a number with his/her hand so the driver can determine the bus needed.

#### Flash Photography, Laser Pointers

- Taking flash photographs or the use of a laser pointer while on board a bus can be dangerous and is not permitted.

#### Hazardous Materials

- Hazardous materials such as: explosives; flammable liquids; firearms, or weapons (except as authorized by law enforcement personnel); gasoline; propane bottles; other hazardous materials or their containers (example would be paintball guns – need to be secured in a case); and sharp objects or instruments that may be a hazard to others are prohibited on buses.
- Mention of any such materials is considered to be threatening behavior and will not be tolerated.
- Any violation of this prohibition will result in immediate notification of the appropriate law enforcement officials.

#### Loitering

- Remaining on-board without a destination, sleeping on-board, or loitering at a public transit station or designated bus stop is not permitted.

#### Non-Discrimination

- The TOSV complies with Title VI of the Civil Rights Act of 1964. The level and quality of transit service will be provided without regard to race, color, or national origin in accordance with Title VI. All TOSV transit service is provided with equal access to all.

#### Smoking

- Smoking is strictly prohibited while on-board a bus.

#### Standing Passengers

- Passengers are not permitted to stand forward of the Standee Line per federal regulations. Passengers stand at their own risk.

### Strollers; Wagons

- Only *collapsible* strollers, wagons and similar child transport devices are permitted.
- All strollers, wagons, and similar child transport devices shall be carried on the bus in the collapsed position.

### Title VI and ADA Notice

- Any person who believes he/she or any specific class of persons is subjected to discrimination prohibited by Title VI Civil Rights Act or the provisions of the Americans with Disabilities Act may by him/herself or by a representative file a written complaint the Town of Snowmass Village and/or the Federal Transit Administration. All complaints will be promptly investigated.
- For more information on the Town of Snowmass Village's civil rights program, and the procedures to file a complaint, contact David Peckler, Transportation Director; Phone: 970-923-2543; email: [dpeckler@tosv.com](mailto:dpeckler@tosv.com); or visit our administrative office at 51A Elbert Lane, Snowmass Village, CO 81615. For more information, visit <http://www.snowmasstransit.com/>.
- Information in languages other than English will be provided as needed and will be consistent with the DOT Limited English Proficiency (LEP) guidance. Additionally, alternative formats, i.e. large print, Braille, audio or videotapes of the use policies and procedures are available upon request.

### Use of TOSV Transit Services

- There are no fares for the use of the Village Shuttle transit service.
- Use of the Village Shuttle transit service is available on a first-come, first-serve basis until capacity is reached. Buses cannot wait for incomplete boarding parties.
- Use of Village Shuttle transit service constitutes an acceptance of the terms of use.

## **Public Information**

Village Shuttle develops, prints, and distributes public information such as schedules and route maps for all service seasons. This information is updated by season on an annual basis.

Public schedule and map information is provided on-board transit buses; at transit stations and bus stops; on the TOSV Village Shuttle website; and seasonal changes are advertised in the local newspaper.

Printed Village Shuttle transit schedule information is available in English but because schedules and maps are available on the TOSV website, all materials can be translated via the Google

Translator function. Public information is also available, upon request, in alternative ADA accessible formats.

Information on the Village Shuttle website includes transit services offered; how to ride the bus and passenger conduct policies; Title VI and ADA notices and complaint information; staff, service history and fleet details; accessibility services; and upcoming service changes and opportunities to comment.

In the event weather conditions make operations unsafe and/or the Village Shuttle needs to significantly curtail scheduled operations, or shutdown; all reasonable efforts shall be made to notify major businesses and local authorities.

## **Public Involvement and Outreach**

The TOSV and Village Shuttle engage the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public is invited to participate in the process whether through public meetings or surveys. As an agency receiving federal financial assistance, the TOSV provides for the following community outreach efforts:

- Town Council meetings are held on the first and third Monday of each month at 4:00 pm. All meetings are held in the Council Chambers at Snowmass Village Town Hall, 130 Kearns Road, Snowmass Village, CO unless otherwise posted. The public is welcome to attend meetings and address the Mayor and Town Council. The public can also email each Council member and if the Town Clerk is cc'd, then the email is considered public record.
- The Town of Snowmass Village is conducting two major strategic plans that will shape the future of the community: the Community Connectivity Plan (CCP) and the Parks, Open Space, Trails, and Recreation (POSTR) Master Plan. Together, these plans will aim to connect people to places and the outdoors through world-class opportunities for both local residents and visitors alike. To accomplish this, meaningful public involvement throughout the planning process is essential. The initial Open House was held on Tuesday, October 6, 2015 in the Snowmass Rec Center Gymnasium. The Town is also offering an online survey tool to discuss priorities for recreational and connectivity opportunities in the Town of Snowmass Village. All information is provided on the Town's website: <http://www.snowmassrecreation.com/324/CCP-POSTR-Plans>.
- As part of the Community Connectivity Plan there will be six Technical Advisory Committee (TAC) meetings. Representatives from the community and impacted organizations will be participating in the TAC meetings roughly once a month.

## *Service Changes*

Village Shuttle transit services will be routinely adjusted in response to the seasons, the needs of the community, productivity of the route, and resources available for operating services.

Any changes to the transit service are usually made as part of a planning process for each upcoming winter season considered in the fall of each year, to coincide with the town's annual budget process. Changes may include adjustments to routes, stops, and schedules.

All substantive service changes go to the Town Council for consideration. Village Shuttle will announce on the TOSV website the changes being considered and opportunities for public comment at the TOSV Town Council meeting. Town Council meeting dates and times are also advertised, to include the dates for the Town Council annual budget consideration and adoption process. The opportunity for comment will be advertised at least seven (7) days in advance of the public meeting.

Any final changes will be posted at most one month prior to the effective date of the change.

In this process, Village Shuttle will seek out and consider viewpoints of minority and Limited English Proficient (LEP) populations as described in our Title VI Program Plan.

Minor or short-term changes to schedules, routes and/or bus stops that may be needed at any time due to construction, detours, or weather are not covered by this policy but will be instituted as needed. Customers will be notified of minor or short-term changes through on-board flyers and notices posted at bus stops, as appropriate.

## **Ride Cancellations and No Shows (Demand Response and Paratransit)**

### *Definitions*

#### Late Cancellation

- A late cancellation is defined as any ride for which an authorized transit vehicle has been dispatched to the designated pick-up location and the rider calls to cancel the request for transit service. It is Village Shuttle's policy that cancellation of a reservation must be made prior to the bus being dispatched. Therefore, any late cancellations will be treated as a no show and may lead to suspension of service.

#### No Show

- A no show is any ride for which an authorized transit vehicle arrives at the designated pick-up location and the passenger is not present to board the vehicle. If riders are unable to keep the scheduled appointment time, they should notify Village Shuttle as quickly as possible. Failure to do so may result in the recording of a "no show."

### *Demand Response and Paratransit Procedures*

- Due to the nature and scheduling of our transit system, demand response service does not currently require any strict tracking procedures or penalties for late cancellations or no shows. If the driver has been dispatched and the passenger is not available for pick-up, the driver will wait no more than three (3) minutes for the passenger to arrive.
- In the instance of a no show for paratransit service only, if the passenger is not at the designated pick-up location, the Driver will notify a Village Shuttle Foreperson/Dispatcher who will attempt to reach the rider by telephone. If the passenger cannot be located, Village Shuttle will record the trip as a no show. A record of all no shows will be maintained at the Village Shuttle administrative office.
- Currently, Village Shuttle is not experiencing any issues with late cancellations or no shows for paratransit service. As stated in our ADA Paratransit Service Plan though, if no shows become a problem for ADA paratransit riders, Village Shuttle will establish an ADA no-show policy with input from the disability community.

### **Rider Suspensions and Appeals**

#### *Unruly Passengers*

Currently the only reason a rider may be suspended from service is due to unruly behavior. The Village Shuttle does not suspend service for late cancellations or no shows at this time.

Drivers are given the authority to suspend service to an unruly passenger if there is the threat of personal injury to the driver or other passengers, offensive language or actions are compromising to other passengers, and/or the unruly passenger is a threat to themselves or property. If intoxication is involved, every effort will be made to contact the police department to address the safety of the unruly passenger.

Unruly passengers who have been suspended are contacted by the Transportation Director after he has evaluated the information regarding the incident. Barring an unruly passenger from future service is done through a written letter stating the reason for the ban and the potential duration of the ban from service. Passengers can appeal the suspension to the Town Manager following the appeal process defined below.

#### *Right of Appeal*

The written service suspension notice submitted to a suspended person shall also be used to notify riders of their right to appeal the decision to the Town Manager or his/her designee.

The passenger must appeal the decision within five (5) days of the notice of suspension, by telephone. If the passenger requests an appeal hearing, the hearing shall be held by the Town

Manager or his/her designee as soon as practicable. The appeal hearing may be conducted in person or by telephone. Appellants shall be provided with access to any information or records of the Village Shuttle reasonably required to prosecute the appeal so long as the records are not confidential. Village Shuttle shall allow the appellant to submit any written or oral testimony that the appellant wishes to place in the record but may limit the time allotted for a hearing to such time as the case warrants. The appellant shall have the burden of showing that the decision to suspend service was illegal, unwarranted, arbitrary, or erroneous.

Following the appeal, the Town Manager or his/her designee shall render a decision as soon as practicable. The decision may be conveyed to the suspended person in writing or via phone depending of their accessibility.

Village Shuttle will not provide service to the suspended person pending resolution of the appeal.

## *Transit Service Administration Policies*

The policies in this section are primarily focused on how Village Shuttle administers transit service. Some policies are internal to the TOSV Finance and Human Resources Department and are governed by fiscal or grant requirements. Others are developed through the Village Shuttle Transportation Department specifically for the purpose of the transit service.

### **Code of Conduct / Conflict of Interest**

The Village Shuttle follows all Town Municipal Code requirements for Code of Conduct – Article V of Chapter 2: Administration and Personnel.

It is the Village Shuttle’s policy to assure the highest possible ethical and moral standards, to perform within the laws of the United States and the State of Colorado, and to observe other rules and regulations as may be set forth by the TOSV.

No employee, officer, or agent of the Village Shuttle shall participate in the selection, award, or administration of a contract supported by federal funds if a conflict of interest, real or apparent, would be involved. It is also considered to be a conflict of interest when an employee, officer, or agent of the TOSV Town Council, or family member of the foregoing, has any existing or prospective interest in the award of a contract.

No officer, employee, or agent of the Village Shuttle shall solicit or accept gratuities, favors, or any item(s) of monetary value from contractors, potential contractors, or parties to sub-agreements.

This policy is communicated to all employees at the time of hire.

### **Drug Free Workplace**

In accordance with the Drug-Free Workplace Act of 1988, the TOSV maintains a drug-free workplace for all employees and has an anti-drug policy and awareness program.

To comply with the Drug-Free Workplace Act, Village Shuttle will:

- Publicly post a “Drug-Free Workplace” Certification stating that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specify the actions that will be taken against employees for violation.
- Establish an ongoing drug-free awareness program to inform employees about the dangers of drug abuse in the workplace and the penalties that may be imposed upon employees for drug abuse violations. Village Shuttle will also provide any available drug counseling, rehabilitation, or employee assistance programs needed.



## **Fiscal Control and Accounting**

The TOSV and Village Shuttle manage all transportation related revenue and expenditures in accordance with federal, state and local guidelines, as highlighted in the Town's financial policies and procedures. This includes creating and managing separate cost centers for contract services, grant revenue, and capital purchases (vehicles, facilities, etc.). The TOSV adheres to GAAP (Generally Accepted Accounting Principles) for its financial management.

Any revenues of the Town's transportation program, such as those generated from Contracts or Agreements with the Aspen Skiing Company and the regional transportation authority (RFTA) for service are for the benefit of the transportation program. Revenues generated are credited within the cost centers for the Transportation Department on the general ledger. This is consistent with the FTA Master Agreement.

The Transportation Director develops the annual budget for the TOSV Village Shuttle Transportation Program. The budget then receives approval from the Town Manager and Finance Director, before going to the Town Council for final approval and adoption.

The TOSV Finance Director processes all accounts receivable, accounts payable, and general ledger entries for the Transportation Department.

The Transportation Director receives a monthly general ledger actual vs. budget report from the Finance Director and is responsible for monitoring the budget for the Transportation Department. Per the Common Grant Rule, of which FTA grant funds are governed, subrecipients must prepare and perform an actual vs. budgeted analysis monthly. The Transportation Director monitors actual revenue and costs against the annual budget on a monthly basis. The comparison includes all specific revenue generated and grant revenue. Expenses include all operating expenses, vehicle maintenance expenses, and capital purchases.

The Transportation Director is responsible for seeking monthly reimbursement against all FTA/CDOT operating and administrative grant contracts. The Transportation Director must submit monthly reimbursement requests according to CDOT guidelines, which includes submitting for expense reimbursement within 60 days of the close of the month. Per the Common Grant Rule, the Transportation Director and Finance Director must maintain accounting records to support grant reimbursement claims made to the state. Records include source documentation such as canceled checks, paid bills, payrolls, time and attendance records, and any contracts for subcontractors. Monthly reimbursement grant files include all source documentation to support a reimbursement request. The Transportation Director seeks reimbursement for eligible costs against the grant contract and does not charge multiple revenue sources for the same cost.

The TOSV completes a Comprehensive Annual Financial Report and Audit on a yearly basis. This report is audited by a certified independent accounting firm. Audits and reports are available to the State and FTA on an annual basis as requested. If the TOSV expends more than \$750,000 in

all federal grant funding sources in a given year, the TOSV will have a single audit performed and those results will be submitted to CDOT upon completion.

Village Shuttle transit services operate with no rider fares and drivers are not required to handle or deposit revenue, therefore there is no requirement for cash handling procedures.

The Transportation Director follows the Town's purchasing policies and implements procedures in accordance with Federal procurement requirements.

## **Insurance**

The TOSV and Village Shuttle require all vehicles, regardless of ownership, to be properly insured to meet CDOT insurance level requirements per the FTA/CDOT grant agreement, Section 13.

The TOSV is covered under the Colorado Intergovernmental Risk Sharing Agency (CIRSA) for property and liability coverages. Limits are specified in detail in the CIRSA annual policy certificate. The TOSV also carries standard workmen's compensation coverages as required by state and federal law.

## **Planning – Regional and Human Service Coordination**

**TPR/COG Regional Planning:** Either the Village Shuttle Transportation Director or the TOSV Public Works Director participate in the Transportation Planning Region (TPR) meetings held quarterly with the dominant intent of being included in the annual updates of the Statewide Transportation Improvement Plan (STIP) and Transit Plan for the TPR, which are required by Federal and State law for FTA/State grant funding eligibility. Village Shuttle also participates in meetings regarding the statewide transportation plan update and specific transit elements held every five years. The TOSV sits on RFTA Board of Directors and coordinates with RFTA on all regional planning elements.

**Humans Service Transportation Coordination:** The Village Shuttle is coordinating with the Pitkin County Health and Human Services Department ("PCHHSD") on the types and location of services needed. Village Shuttle also maintains a relationship with the Northwest Colorado Council of Governments' (NWCCOG) Mobility Manager and has offered services such as shared training resources.

## **Private/Public Agreements and Contracts for Service**

Village Shuttle currently receives revenue for the transit service provided by the Town under two separate agreements.

1. **Aspen Skiing Company:** Per TOSV Town Council Ordinance #9 of 1994, which approved a ski area expansion and land use application from the Aspen Skiing Company, the Aspen Skiing Company must appropriately subsidize free transit service within the TOSV per a

Public/Private Agreement. Aspen Skiing Company provides an annual contribution to the Town transit service per skier visit to mitigate impacts of skier traffic in perpetuity. The per skier contribution is adjusted annually based on the cost of current season lift tickets.

2. **RFTA:** Village Shuttle is under contract via an annual letter of Agreement with the Roaring Fork Transportation Authority (RFTA) to provide RFTA regional service in the spring and fall seasons. The contract for services was created using a cost allocation model that includes a charge for the capital equipment involved in the service. This is considered a fully burdened reimbursement for services rendered. Of mutual benefit is the cost sharing of the hour of service between the regional service and the local service. The regional service is operating 35 minutes out of the hour for one vehicle and the other 25 minutes is allocated to local service.

## **Procurement**

The Village Shuttle will follow the TOSV's Purchasing Policy document (April 2016), which was amended in August of 2016 to include a separate section on FTA specific procurement requirements that the TOSV must follow when procuring goods and services with FTA dollars. The TOSV Purchasing Policy and the FTA Snowmass Village Shuttle Purchasing Policy are provided as an appendix to this manual (**Appendix C**).

The TOSV promotes a purchasing environment of full and open competition and follows procurement methods that promote such practice.

## **Record Retention**

The TOSV follows the Colorado State Archives municipal records management requirements and conducts an annual review of the policy and the requirements for each department. All contracts, agreements, Council resolutions, and ordinances are permanently stored in a Laserfische system. Financial records are maintained in accordance to the state guidelines and auditor's recommendations.

FTA and State grant funding related documents are kept in accordance with federal and state guidelines, currently set for three years after a grant contract project has been completed or terminated. All documents that are no longer required to be retained are destroyed.

Grant related records for retention include:

- Original grant request.
- Grant contract (and master agreement, if applicable).
- Reimbursement requests and supporting documentation.
- A checklist of compliance activities required by the contract and master agreement, identifying how each requirement is met.
- Documentation of any compliance activities specific to the grant that are not covered through routine processes and recordkeeping.

## *Transit Service Operations Policies*

The Village Shuttle transit service follows a series of operating policies to ensure buses are operated in a safe and responsible manner and that federal requirements for service provision are not violated.

### **Charter Bus Service Provision**

Village Shuttle provides fixed-route and demand response transportation for members of the general public. The Village Shuttle will not provide any Charter Bus service with FTA or State grant funds.

Charter service is defined as:

(1) Transportation provided by a FTA subrecipient at the request of a third party for the exclusive use of a bus or van for a negotiated price. The following features may be characteristic of charter service:

- A third party pays the transit provider a negotiated price for the group.
- Any fares charged to individual members of the group are collected by a third party.
- The service is not part of regularly scheduled service, or is offered for a limited period.
- A third party determines the origin and destination of the trip as well as scheduling.

(2) Transportation provided by a FTA subrecipient to the public for events or functions that occur on an irregular basis or for a limited duration and:

- A premium fare is charged greater than the usual or customary fixed route fare; or,
- The service is paid for in whole or in part by a third party.

(3) Charter service hours mean total hours operated by buses or vans while in charter service including:

- Hours operated while carrying passengers for hire, plus
- Associated deadhead hours.

Charter service does not include demand response service to individuals. The Charter Service rule provides for limited exemptions for transporting employees for training, for engaging in emergency response training, and limited (<80 hours annually) transportation of elected officials. Should Village Shuttle provide services under these exceptions, such service will be documented in accordance with FTA and CDOT requirements.

Village Shuttle transportation is provided seasonally for many town sponsored events such as the Balloon Fest and Fanny Hill Concerts. This service is provided on a fixed route basis and is publicized in the winter and summer service schedules as open to the general public, and fare free. Therefore, these services are not considered charter service.

## **Driver Conduct and Responsibilities**

Village Shuttle drivers must comply with the below identified policy areas to comply with FTA, State, and local transit service provision requirements.

### **Accidents; Breakdowns; Evacuations**

All Village Shuttle drivers are required to go through training on how to respond after an accident has occurred. Village Shuttle uses National RTAP's Emergency Procedures for Rural Transit Drivers as a basis for procedures in regards to accidents, fire evacuations, and blood borne pathogen threats. Basic responsibilities include notifying dispatch, helping injured individuals, exchanging pertinent information with other drivers or police, and completing accident reports prior to the end of the work shift. Drivers are allowed to treat injured passengers only to the extent they are trained to do so. Drug Testing is required if the conditions warrant such testing.

### **AM/FM Radios**

Excessive radio volume is prohibited, as drivers must be able to hear passengers, 2-way radio communication and unusual mechanical noises at all times when the bus is in motion. Drivers are not to transmit the AM/FM radio over the 2-way.

### **Bus Inspection**

Drivers are required to complete vehicle pre and post trip inspections to identify defects, especially safety related, prior to the start, and at the end, of each shift per Commercial Driver License (CDL) requirements. Detailed inspection procedures and forms are provided in the Driver Manual and TOSV – Village Shuttle Fleet Asset Management Plan (**Appendix D**).

### **Cell Phone Use**

Drivers are not permitted to use personal cell phones during a work shift.

### **Food and Drink Use**

Drivers are not allowed to eat food while driving or on the bus.

### **Hours of Service**

Drivers are prohibited by Federal Motor Carrier regulations from working in excess of 70 hours in any eight calendar-day period. Except in emergencies, operators may not work more than six (6) consecutive days without one full day off.

All employees who are required to have a CDL to perform their job duties are covered by the Federal Motor Carrier Regulations regarding hours of service. Any time spent performing compensated work for a non-motor carrier is considered on-duty time. This means that if an employee is working a job outside of the Village Shuttle work, those hours must be considered as on-duty by Village Shuttle. Operators may not work more than a total of 12 hours on-duty time, except in emergencies, without at least eight (8) hours off-duty.

### Lift/Ramp Deployment

Drivers are required to assist individuals who require use of the wheelchair lift or ramp and deploy the lift or ramp upon request. Drivers are required to use the the designated ADA Lift deployment space at the bus stop and ensure that all pedestrians and obstacles are clear of the deployment area before deploying the lift/ramp.

### Lost and Found

All items left on the bus must be turned into the Village Shuttle administration office. Items are to be tagged with the driver's name, date, shift, and where it was found.

### Route Deviation and Service Upon Request

During the winter season, portions of routes 2, 3, 6, and 8 are served upon request. All other deviating from established routes is prohibited unless approved by a supervisor or lead driver. Reasons for off route travel may include transporting injured passengers to a clinic or transporting intoxicated passengers that might not get home safely without help.

### Seat Belt Use

Drivers are required per Colorado state law and local Town policy to wear a seat belt at all times while the bus is in motion.

### Smoking

Drivers are not permitted to smoke in any enclosed public space. The TOSV has an ordinance that prohibits smoking in all enclosed public places. *Public place* means any area where the public is invited or permitted or an area that serves as a place of work.

### Stop on Demand

Village Shuttle follows a stop on demand policy where appropriate. This means that drivers are allowed to pick up or drop off passengers at any safe location on a route. Every effort should be made to pull off the road as far as possible.

### Trip Sheets

Drivers are to complete trip sheets for each shift that include information about beginning day mileage, pre-trip inspections, total number of passenger boardings, ending mileage, miles to next preventative maintenance scheduled service, and post trip inspections.

### Unattended Vehicles

Buses can be left unattended only in the Snowmass Mall, but only with permission. Keys are not to be left in an unattended vehicle.

### Uniforms

Drivers are required to wear uniforms during each shift. Clothing must be presentable. Clean denim jeans are acceptable. Clothing with holes and/or stains is unacceptable.

Personal grooming is important. Beards or mustaches are not encouraged. Hair must be clean

and groomed, long hair must be pulled back into a ponytail. Those with unnatural hair color or unique styles will need to wear a hat, which are provided by Village Shuttle. Sunglasses are required on bright days. No ski goggles are to be used.

#### Watches

Watches are required. The Village Shuttle Transportation Department uses Coordinated Universal Time as official bus time. Drivers are to check watches daily with the supervisor to assure accuracy.

#### Wheelchair Securement

It is Village Shuttle's policy that all wheelchair or mobility devices be secured when being transported. Securement is the responsibility of the driver and drivers will be trained in the proper operation of all securement equipment based on manufacturer specifications. Drivers should not allow a passenger to ride if they are not secured properly unless the securement system will not accommodate the wheelchair. If the tie-down system is not compatible for the wheelchair the passenger is using, the driver will still make an attempt to safely secure the wheelchair. If the wheelchair cannot be secured because of the wheelchair design, the passenger still has the right to ride the vehicle. Drivers cannot deny a passenger a ride based on the inability to secure the wheelchair. However, drivers must warn passengers of the dangers of riding in a non-secured wheelchair. Passengers who refuse to allow their wheelchairs to be secured may be denied service. Drivers must secure wheelchairs in the designated securement area only, even if the passenger wants their mobility device to be secured in a non-designated area.

Seat belts and shoulder harnesses are recommended but not required for passengers riding in their secured wheelchair.

#### Winter Driving Conditions

Drivers are to select the proper gear for all grades/conditions and use smooth braking, particularly in icy conditions. Drivers are to block wheels when parking on any grade.

Chains will be necessary at times. Drivers are to call supervisors if chains are required.

### **Drug and Alcohol – Substance Abuse**

Village Shuttle is dedicated to providing safe and dependable transportation services to our transit system passengers. Village Shuttle drivers are our most valuable resource; and it is our goal to provide a safe, satisfying working environment, which promotes personal opportunities for growth. In meeting this goal it is our policy to:

1. Assure that employees are not impaired in their ability to perform assigned duties in a safe, productive and healthy manner;
2. Create a workplace environment free from the adverse effects of drug abuse and alcohol misuse;

3. Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances; and
4. Encourage employees to seek professional assistance any time personal problems, including alcohol or drug dependency, adversely affect their ability to perform their assigned duties.

The TOSV Village Shuttle substance abuse policy has been in place since January 1, 1995. In light of the numerous updates to the Federal standards, a revised policy and procedures was approved and adopted by the TOSV Town Council and became effective on January 18, 2011. A copy of the signed adoption by the Town Council is available upon request.

Updates to the policy and associated procedures are made as requested and required, usually after audits occur (as was the case in 2014). Anytime this policy and associated procedures are amended or updated due to changes in Federal regulations, the policy will contain the date, proof of adoption of the amended policy by the Town Council, and the date the amended policy, or portion thereof, became effective.

Village Shuttle's current policy and Drug and Alcohol operating procedures to include a list of eligible positions, the process used for notification of random and reasonable suspicion testing, and protocols for pre-employment and post accident testing, are attached to this document as **Appendix E**.

### **Inclement Weather and Service Disruption**

Given extreme winter weather conditions or the failure of heating elements of upper Carriage Way, there may be temporary suspensions of service given safety reasons. Drivers are notified via radio and local radio stations such as KSNO will air service disruption information. Village Shuttle will also post a service alert on its website.

### **Safety and Security**

It is Village Shuttle's policy that transit services are operated safely and to this end we ensure our training program, service delivery protocols, maintenance, and supervision result in transit services that are safe for riders, pedestrians, other drivers, and employees. Our policy requirements include:

- Providing safety-related training to drivers and other personnel, training to proficiency, and retraining as needed. In particular, this includes training in defensive driving techniques and in assisting passengers who have disabilities or use wheelchairs or other assistive devices. Training provision is documented and tracked by class and individual.



- Maintaining operating policies and procedures that result in safe transit services and a safe work environment for employees to include the prohibition of cell phone use (talk or text) while driving.
- Providing on-going safety meetings for employees and adequate supervision and monitoring of employees to ensure that employees are following safe practices.
- Having all vehicles pass an annual safety inspection.
- Maintaining all safety-related records to include vehicle operator's license and background check information; accidents, incidents, and injuries; training records; records of hours worked; and records of safety meetings. This data is reported as required by CDOT, the Federal Motor Carrier Safety Administration (FMCSA), and other governing entities.
- Ensuring all transit buses are outfitted with appropriate safety equipment per CDOT/FTA requirements to include current: first-aid kits, blood borne pathogen kits, fire extinguishers, reflective triangles, fire blankets, working flashlight, reflective vests, and seat belt cutters. This equipment is checked as part of the pre-trip inspection protocol and inventoried at least annually.
- Maintaining a call down list for all emergency situations.
- Coordinating with the local police department on emergency preparedness for the community.
- Listing Village Shuttle assets within the Pitkin County regional emergency preparedness plan for access during an emergency.

### **Crime Prevention Measures for Village Shuttle Property**

All transit buses are locked in bus storage facilities either on Daly Lane or at Public Works location. Security camera systems have been installed at the Daly Lane facility. The Daly Lane bus storage facility also provides access to loading docks for other TOSV uses. As a security measure, Village Shuttle maintains control of the freight elevator associated with this building and restricts use of the elevator at the end of the business day.

All new transit buses taken into service now have security camera and surveillance equipment installed.

## **School Bus Service Provision**

Village Shuttle transit services does not provide school bus service. This includes school tripper and exclusive school bus service.

## **Training Requirements (Driver and Supervisor)**

Village Shuttle is committed to providing training to drivers and supervisors that meets all state and federal requirements. Training topics and protocols are provided below and at what stage of employment.

Village Shuttle is committed to using as many National RTAP resources as possible for various training tasks. Currently, the following RTAP resources are utilized: Customer Driven Service; Drug and Alcohol Testing DOT and FTA Compliance; Emergency Procedures for Rural Transit Providers; Passenger Service and Safety (PASS); Problem Passengers/Challenging Situations; and Safety Training & Rural Transit.

All Village Shuttle drivers must go through the process of obtaining, and keep current, a Commercial Driver's License (CDL) certification.

### **Initial Training Program Content and Requirements**

#### ***CDL Certification Process:***

- Application/Interview
- Physical
- Drug/Alcohol Test (results confirmed)
- DMV – Temporary CDL
- CDL Test (three phases)
- DMV – CDL Certified
- Job Action – W4/I9

#### ***Bus and Route Training:***

- Appearance/Conduct
- Paperwork
- Start/End of Shift Responsibilities
- Two-Way Radio/Telephone
- Behind the Wheel
- Specific Route Training
- Maintenance Shop
- Maintenance Shop Bus Storage

***Service Orientation:***

- TOSV Safety Manual
- Safety Training & Rural Transit RTAP Manual
- Drug Testing RTAP Video and Manual
- Customer Driven Service RTAP Video
- Emergency Procedures for Rural Transit Providers RTAP Video
- PASS and ADA Accessible Wheelchair Lift Procedures
- Use of Brake Retarder and Roto Chains
- Snowmass Village General Information and Property Orientation
- Blood Borne Pathogens
- Defensive Driving

**Detailed Commercial Driver's License (CDL) Certification Requirements**

Many new employees do not have a CDL when they apply for a position with Village Shuttle. After applicants pass the Pre-Employment Drug Test and secure a DOT medical certificate and a temporary instructional CDL permit, the applicant will enter the Village Shuttle driver trainee program. All driver trainees are considered temporary employees until they pass all CDL requirements and are certified to hold a CDL. Training is done by junior staff and testing is performed by a Third Party Tester who is a senior staff member. The trainee is hired under the Driver Trainee position for this training portion of their duties. The applicant is not allowed to transport any passengers until fully licensed.

**Vehicle Orientation and Pre Trip Inspection:** The goal is to provide trainees an adequate understanding of the mechanical function of various vehicle components. After general orientation using a maintenance pit bay, the instructor begins to walk the trainee through the “what and why” of a detailed Pre-trip inspection.

**Vehicle Familiarization and Basic Skills Test:** In a secure area the trainee is allowed to operate Village Shuttle vehicles and to learn the maneuvers of the Basic Skills test. The trainee is given as much time as necessary until both the trainee and trainer feel comfortable with the demonstrated skills.

**Over the Road Test:** As trainees becomes familiar with the vehicle fleet, they are allowed to operate vehicles over the road with a junior staff member present. General elements of the orientation are: speed control, proper lane placement, the sequences of a turning movement, lane changing, stopping on grade, monitoring of cautionary signs, and simulation of crossing railroad tracks. Once the trainer feels comfortable that the trainee is competent in all three categories, the trainer will recommend the trainee for the CDL test.

**Final Classroom:** Final classroom training is covered through a combination of video and hands on activities. The week before the winter season starts Village Shuttle trainers hold classroom

sessions for new hires to cover most general orientation topics and returning staff for specific updates.

Videos are used to cover information on a number of training topics such as drug and alcohol testing and safety requirements, blood borne pathogens, emergency procedures, and evacuation. Hands on training focuses on ADA specific service elements such as lift/ramp deployment and securing a wheelchair.

Defensive Driver (DDC) training is presented by a certified DDC instructor and a refresher course is given to returning staff bi-annually.

### **Refresher Training Program Content**

Once per year refresher training is provided on lift/ramp deployment and wheelchair securement requirements. Bi-annually refresher training is provided on defensive driving and overall Village Shuttle policies and procedures.

### **Training Process and File Retention**

The training process for a new hire as defined above takes six (6) weeks from start to finish to complete. Most new hires go through this process in the fall of each year, from October to November.

Training for new hires is documented in an individual's personnel file and there is a master training list kept for all employees. Training is documented by the Transportation Forepersons who are assigning employees to particular tasks. Documentation notes the date of the training and the instructor who conducted the training.

Village Shuttle staff maintain training logs and records electronically that can be sorted by year, by driver or position, and by a list of key training categories.

All employee personnel files house drug and alcohol policy verification (sign off by employee), safety manual verification (town policy), medical certifications, and CDL certification.

### **Driver Performance Monitoring**

Each driver has a personnel file kept in which observations of job performance are documented. General observations on performance, observations from periodic drive around or road monitoring, accident reports, customer complaints, and absences are all noted in this file.

## **Vehicle Maintenance**

Village Shuttle maintains its transit buses in a state of good repair, using an asset management program that encompasses recording and monitoring all FTA assets by useful life; a pre and post trip inspection procedure to quickly identify and repair all safety related vehicle issues; and a preventive maintenance (PM) program that tracks and repairs vehicles based on the manufacturer's recommendations. All vehicle fleet asset management program procedures are documented in the TOSV – Village Shuttle Fleet Asset Management Plan (**Appendix D**).

## **Section 5 - REPORTING AND MONITORING REQUIREMENTS**

### *Accident and Incident Investigation and Reporting*

#### **Accident Procedures**

An accident is defined as a collision or significant damage to person or property.

In accident situations, drivers are required to:

1. Turn off their engines and check for injuries.
2. Call the police or 911 and the Village Shuttle administration office.
3. Help injured persons only to the extent feasible.
4. Obtain names, addresses, telephone numbers, and lodging locations of the riders on the vehicle by using the Village Shuttle accident form (page 4).
5. Exchange information with the other driver and obtain the driver's name, address, phone number, license plate number, insurance carrier and policy number, and their vehicle make and model. This information is placed on the Village Shuttle accident form (page 1).
6. Complete and file with the Village Shuttle administration office the four page TOSV – Village Shuttle Accident Form (Exhibit 1) before the end of their daily shift.

After an accident is reported by a driver, the Transportation Supervisor will investigate, take necessary pictures, and require a police investigation to determine responsibility. Standard information cards are located in all Village Shuttle buses describing the requirements for post accident drug testing. The Transportation Supervisor will complete all forms necessary to initiate post accident drug testing.

All accident report forms are reviewed by both the Transportation Supervisor and Transportation Director and then forwarded to the TOSV Finance and Human Resources Department for discussions with the TOSV insurance company.

Any accident of a vehicle on lien with FTA or State dollars that is withdrawn from service will be reported by the Transportation Director to CDOT. Village Shuttle will follow all CDOT requirements for managing insurance proceeds and reporting as detailed in the TOSV – Village Shuttle Fleet Asset Management Plan (**Appendix D**).

#### **Incident Procedures**

An incident is defined as contact with a foreign object with minor consequence.

Depending on severity of the incident, a Transportation Supervisor will be sent to investigate and complete a TOSV – Village Shuttle Incident form (Exhibit 2).

## **Tracking and Record Keeping**

The Transportation Supervisor keeps logs of every incident and accident. Logs are kept by driver, bus number, accident or incident type (based on cost or damage), cost estimate, and location. Logs are tracked by year.

## ***Annual FTA/CDOT Certifications and Assurances***

Federal requirements for grant funded contracts include submitting annual federal certifications and assurances to CDOT. The Transportation Director on an annual basis completes and submits the required certifications requested by CDOT. These include a school bus certification, charter bus certification, and a 5311 labor certification.

**Section 5311 Labor Certification:** The TOSV and Village Shuttle are required annually to certify and report to CDOT and the FTA union status of employees of any transit provider in the TOSV service area. This report identifies all labor organizations representing TOSV Village Shuttle employees as well as labor organizations representing transit employees of any transit provider operating within the TOSV service area.

If and when the TOSV uses non-federal funds for lobbying purposes, Village Shuttle is required to submit a disclosure form to CDOT and FTA, the LLL form, when funds are used in excess of \$100,000. Federal grant funds are in no way allowed for the use of lobbying activities.

## ***Customer Complaint Investigation, Tracking and Resolution***

Village Shuttle staff is responsible for detailed tracking, investigation, and timely resolution of complaints. All complaints are logged in an electronic file system by type of complaint (service, Title VI, ADA) and the Transportation Director monitors this file monthly to ensure all complaints are properly investigated and resolved promptly.

Customer complaints are received at the main office, either verbal or written (received through the website), most commonly by the Transportation Supervisors or Transportation Director.

Staff asks for a description of the complaint to include the driver name, time of incident, date of incident, and route number. The Supervisors or Director then interview the driver or any other staff involved in the complaint, review any available data or camera footage available, and make an assessment of necessary disciplinary action. The Supervisors or Director then call the complainant with the resolution decision. The complainant is given the option for a follow up on the actions taken if a driver was in error.

## *DBE Reporting Requirements*

Village Shuttle is required to record and report on all third party contracting DBE participation in subcontracts with federal dollars to CDOT and FTA as requested and, at minimum, twice annually for CDOT's required semi-annual goal report to FTA.

CDOT requires this information in May and November of each year, by the 15<sup>th</sup> of that month. CDOT sends a form and/or survey to complete in regards to DBE participation and amount of money spent by Village Shuttle for federal contracting opportunities.

To complete the report and survey, the Transportation Director maintains a log of all eligible federal grant expenditures by contracting opportunity and any DBE participation regarding those contracting opportunities.

## *Demand Response and Paratransit Service Scheduling / Ride Tracking*

### **Scheduling**

Village Shuttle driver schedules are created for the specific season. The driver is assigned a vehicle based on the route that they will be driving on a given day. Bus assignments are made to assure adequate capacity for the route after a review of the Vehicle Repair List for vehicles that are operational.

Drivers on demand response service routes receive service requests either via the lead driver or because they have a radio/ telephone on the bus giving the caller direct access, they can receive the service call directly and provide the service as needed. All drivers on associated routes can hear schedule request conversations and the appropriate driver will provide an approximate pick up time to the caller, usually within five minutes of the request, regardless of the season. Village Shuttle does not schedule out demand responsive service trips, it is an immediate service. At most, 20 minutes advanced maximum notice is all that is required.

All Paratransit service trip requests are to call either the administrative office or 970-923-3500 depending on the time of day. Village Shuttle prefers that a request for service be made at least 24 hours prior to the desired trip time, but can accommodate up to three hours in advance.

- Between 8:00 am until 4:30 pm Monday through Friday; contact 970-923-2543.
- Between 6:30 am until 8:00 am or 4:30 pm until 11:00 pm Monday through Friday; contact 970-923-3500.
- On Saturdays and Sundays between 6:30 am until 11:00 pm; contact 970-923-3500.



## **Tracking and Record Keeping**

The TOSV administrative and dispatch staff track all paratransit trips scheduled using a monthly log. This information is reported to CDOT as requested. A sample of the log is provided in Appendix A.

Demand Response trips are not tracked because of the immediacy of the service provided. Denials are rare and only seen if the request is outside the winter service structure service area. If a denial has occurred, it is recorded in an excel spreadsheet for each incident.

## ***Driver Records***

Village Shuttle keeps the following documents on file for drivers:

- Criminal background check;
- DOT physical test verification;
- Driver's license;
- Drug and alcohol testing results;
- Safe driving records from IBC at time of hire and annually; and
- Verification of CDL license.

## ***Drug and Alcohol Management Information System (DAMIS) Reports***

Drug and Alcohol Management Information System reports apply to DOT testing only. The MIS report is submitted on a MIS DATA Collection Form. There are varying requirements for MIS reporting depending on the mode of transportation the employer is regulated by. Transportation modes include FMCSA, FAA, FTA, FRA, PHMSA and Coast Guard. These agencies now prefer the subrecipient to submit the required drug and alcohol testing data via the internet. <https://transit-safety.fta.dot.gov/drugandalcohol/DAMIS/default.aspx>

The MIS report is statistical data compiled yearly by Village Shuttle that is based on Village Shuttle's drug and alcohol testing. The data includes the annual number of tests conducted, reasons for testing, information on positive results, and what drugs caused the positive results. The same information is required for the alcohol tests. The report is typically due March 15, for the previous year. There is no MIS report for a partial year (for example for first six months of year); it is an annual report.

Village Shuttle DAMIS reports are prepared by the Assistant Finance Director who is the Drug and Alcohol Program Manager. All information on testing and the results are kept in their office. The DAMIS report is compiled and submitted upon request annually to FTA and CDOT, in January or February of each year.

## *National Transit Database (NTD) Reporting*

To keep track of the transit industry as a whole and provide public information and statistics as it continues to grow, FTA's National Transit Database (NTD) records the financial, operating and asset condition of transit systems.

After data reporting was required by Congress in 1974, the NTD was set up to be the repository of data about the financial, operating and asset conditions of American transit systems. The NTD is designed to support local, state and regional planning efforts and help governments and other decision-makers make multi-year comparisons and perform trend analyses. It contains a wealth of information such as agency funding sources, inventories of vehicles and maintenance facilities, safety event reports, measures of transit service provided and consumed, and data on transit employees.

FTA recipients from the Urbanized Area Formula Program (5307) or Rural Formula Program (5311) are required to submit data to the NTD in uniform categories through the Internet-based system.

Village Shuttle NTD data is gathered from ridership reports; financial reports that are tied to audited year end variance reports; and accident/incident logs. The NTD report information is compiled and submitted annually upon request of FTA and CDOT. CDOT requests the data at the beginning of each calendar year for previous year data.

## *Ridership and Performance Measures*

Driver trip sheets (Exhibit 3) are the primary record for Village Shuttle ridership and performance measures data collection.

Passenger counts are conducted by hand and both this data and the mileage driven during shifts are recorded on the trip sheet. Detailed models of service days, hours, and miles are created using data from trip sheets. Percentages are then developed to allocate Service Miles and Hours to specific routes by season and adjusted to account for additional Floater hours.

Excel spreadsheets maintain the daily data collected by route for reporting and comparison purposes. These spreadsheets track the following performance information:

- Monthly Ridership;
- Monthly and Annual Service Miles and Service Hours by Route and Season;
- Cost Per Passenger;
- Passenger Per Mile;
- Passenger Per Hour; and
- Vehicle Repair Costs Per Month (to determine true MPG);
  - Labor Cost Per Hour;

- Labor Cost Per Mile; and
- Parts Per Mile

Monthly operating service statistics and data is provided to CDOT as part of the monthly operating report request (MOR).

### *Section 5 Form Exhibits*

1. Accident Form
2. Incident Form
3. Trip Sheet

## Appendices

- **Appendix A:** TOSV – Village Shuttle ADA Policies and Procedures and Complementary Paratransit Service Plan
- **Appendix B:** TOSV Title VI Program Plan and LEP Plan
- **Appendix C:** TOSV Purchasing Policy and FTA Snowmass Village Shuttle Purchasing Policy
- **Appendix D:** TOSV – Village Shuttle Fleet Asset Management Plan
- **Appendix E:** TOSV – Village Shuttle Drug and Alcohol Policy and Operating Procedures