



Town of Mountain Village

ADA Service Plan

Town of Mountain Village
455 Mountain Village Boulevard
Suite A
Mountain Village, CO 81435
www.townofmountainvillage.com

Developed By:

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Date

Accepted and Approved:

Kim Montgomery – Town Manager

12/19/18

Date

Program Narrative

The Town of Mountain Village is a home rule municipality located in San Miguel County. The Town's Gondola public transportation system is the first public transit system of its kind in the United States. It provides free public transportation between the Town of Mountain Village and the Town of Telluride and currently provides open-door transportation services to over 2,000,000 people per year. Each of the 4 primary ADA compliant passenger terminals is situated in pedestrian-heavy locations with easy access to other components of the regional multimodal public transportation system and within close proximity to local merchants and businesses, as well as hiking and biking trails.

The Gondola provides continuous fixed route service seventeen hours per day, 7 days per week, 280+ days per year via a five mile loop connecting the Towns of Mountain Village and Telluride. With 59, eight passenger ADA compliant cabins traveling at a constant speed of 11.2 miles per hour, the gondola can move 960 people every hour, each way, between the two Towns.

When the gondola is shut down for maintenance during the spring and fall shoulder seasons, the Town operates a fixed route bus service, mirroring gondola operating hours, consisting of (4) 14 passenger ADA complaint cut-away Ford/Goshen buses. Those buses also provide back-up for the gondola service in the event of a mechanical problem.

The Town of Mountain has made free and open access to its multi modal public transportation system a priority and does not discriminate on any basis. With regards to persons with disabilities, Town transit employees attend sensitivity training as a part of their operator orientation held by the Telluride Adaptive Sports Program. All operators receive extensive hands-on training for ADA specific equipment including bus and van wheelchair lifts, wheelchair restraint systems, and gondola wheelchair ramp systems.

Access

By their very nature, Mountain Village transit elements, including the gondola and bus systems, are very easy to use for both ambulatory and non-ambulatory persons with disabilities. All plazas and station entrances are open and free of obstructions and are equipped with snowmelt systems that keep pavement dry and free of ice in the winter months. Stations not at ground level, and the intercept parking structure are equipped with elevators to get passengers to terminal loading levels. Gondola cabins are ADA accessible and all ramp systems leading up to and into gondola cabins are built to ADA specifications. All four of the Town's busses and the paratransit van are equipped with wheelchair lifts and all bus stops are ADA accessible. Restrooms in Town owned transit facilities have been built to ADA specifications. Service animals are permitted in all Town owned transit elements.

Paratransit Services

The Town of Mountain Village offers free, scheduled paratransit services within Town boundaries to and from any gondola terminal or fixed route bus stop, to and from any residential or commercial address within Town boundaries for passengers with pre-certified ADA paratransit eligibility. The Town owns and maintains a Ford conversion van equipped with a wheelchair lift that is dedicated to the paratransit program. Rides are available between 7am and 12am 365 days per year and must be scheduled 24 hours in advance by calling the transit supervisor, (970)729-3435, between the hours 7am and 12am. Paratransit service information is available on the Town website at www.townofmountainvillage.com

Reasonable Modifications

Any requests for reasonable modifications to ensure accessibility on the Town gondola or bus systems may be made in advance (whenever feasible) by phone or email to the disability rights coordinator (970-729-3433 or rjohnson@mtnvillage.org). If no advance notice is provided, operations personnel, in consultation with transit management, shall make a determination of whether the reasonable modification can be provided.

Rescue Plan

In the event of a gondola or bus breakdown, the Town maintains a high bus spare ratio and can re-task on-duty gondola operators as bus drivers and immediately implement the back up service. The Town of Telluride also provides assistance when the gondola is taken out of service. All busses in both the Town of Mountain Village and Telluride fleets are ADA accessible.

ADA Complaint Process

In accordance with the provisions of [the Americans with Disabilities Act and Civil Rights Act of 1964](#), The Town of Mountain Village does not discriminate on the basis of disability, race, color, national origin, sexual orientation, or gender.

The Town has a designated disability rights coordinator who acts as the gatekeeper for all aspects of ADA complaints. Information on how to contact the disability rights coordinator and instructions on how to file a complaint can be found on the Town website at www.townofmountainvillage.com

It is the responsibility of all Town transit employees to follow the intent of the guidelines set out in the ADA service plan. Transit employees shall immediately contact their supervisor if they field an ADA related complaint and the formal complaint process will be initiated.

Supervisors and managers receiving information regarding violation(s) of the ADA Act

shall determine if there is any basis for the allegation and shall proceed with resolution as stated in the following sections - *Supervisor Responsibility* and/or *Investigation of Complaints and Appeal Process*.

Supervisor/ Manager Responsibility

The supervisor or manager shall:

- A) Ensure that there are no barriers to service or accommodation that would prevent public transit usage or access.
- B) Train subordinates as to what constitutes discrimination and barriers to access.
- C) Take prompt and appropriate action to avoid and minimize the incidence of any form of discrimination.
- D) Notify the disability rights coordinator in writing of the circumstances surrounding any reported allegations of discrimination no later than the next business day.

Investigation of Complaints and Appeal Process

Various methods of resolution exist. If a customer feels that her/his accommodation request and for access to public transportation was denied, she may file a complaint through the following process:

- 1) Submit an ADA Complaint Form (See Attached Exhibit A)
- 2) Phone the disability rights coordinator at 970-729-3433
- 3) E-mail the disability rights coordinator at rjohnson@mtnvillage.org
- 4) Come in to the Transportation office located at 411 Mountain Village Blvd, Mountain Village, CO
- 5) Mail written complaint to Disability Rights Coordinator, Town of Mountain Village, 455 Mountain Village Blvd – Suite A, Mountain Village, CO 81435.

The disability rights coordinator will investigate the complaint and make a determination. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. The customer will be notified of resolution. If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request for review of a determination of unlawful denial of access or accommodation to public transportation must be filed, in writing, within 60 calendar

days of the incident. The written appeal must include the customer's name, address, and telephone contact number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to public transportation was inappropriate is recommended.

The disability rights coordinator will set a mutually agreed-upon time and place for the review process with the applicant and/or representatives within 30 days of request.

The applicant can waive personal appearance in preference of a phone review followed by written determination.

The applicant may submit documents or other information to be included with the record and considered in the review process. A record of the review will be kept by the disability rights coordinator. Anyone needing special accommodations may contact the disability rights coordinator at 970-729-3433 for assistance.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

Disposition of Complaints

Sustained Complaints- If the complaint is substantiated, this policy and procedure prohibiting discrimination will be reviewed with the offender. Appropriate disciplinary action and/or training will be taken pursuant to the Town's disciplinary procedures.

Unsustained Complaints- If there is insufficient evidence to either prove or disprove the allegation(s), both parties to the complaint will be informed of the reason(s) for this disposition.

Unfounded Complaint- If it is determined that an act reported pursuant to this policy/procedure did not in fact occur, a finding of unfounded shall be made.

Exonerated Complaints- If it is determined that an act reported pursuant to this policy/procedure did in fact occur, but was lawful and proper within the guidelines established herein, a finding of exonerated shall be made.

**EXHIBIT A
ADA Complaint Form**



ADA Complaint Form

Title II of the Americans with Disabilities Act of 1990 prohibits disability discrimination by all public entities at the local level.

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to: Town of Mountain Village, Attn: Disability Rights Coordinator, 455 Mountain Village Blvd – Suite A, Mountain Village, CO 81435. You may e-mail to rjohnson@mtnvillage.org.

1. Complainant's Name _____
2. Address: _____
3. City: State: Zip Code: _____
4. Telephone Number: _____
5. Are you filing this complaint on your own behalf? Yes No (If you answered "yes" to this question, please go to question 8.)
6. If you answered "No" to question 5, please describe your relationship to the person (Complainant) for whom you are filing and why you are filing for a third party.

7. Have you obtained permission of the aggrieved party (Complainant) to file this complaint on his or her behalf? Yes No
8. Have you previously filed a Title VI complaint with the Town of Mountain Village? Yes No
9. Have you filed this complaint with any other federal, state or local agency or with any federal or state court? Yes No

10. If "yes", please check all that apply: Federal Agency Federal Court State Agency State Court Local Agency

11. If filed with an agency and/or court, please provide information for your point of contact at the agency/court where the complaint was filed:

Agency/Court	Contact Name	Address	Phone Number
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

12. Date of incident: _____

13. If applicable, name of person(s) who allegedly discriminated against you:

14. Please provide a brief explanation of the incident and how you feel you were discriminated against, including how you feel other may have been treated differently than you. If you require additional space or have additional written material pertaining to your complaint, please attach to this form.

15. Why do you believe this event occurred?

16. How can this issue be resolved to your satisfaction?

17. Please list any person(s) we may contact for additional information to support or clarify your complaint:

Name	Address	Phone Number
_____	_____	_____
_____	_____	_____
_____	_____	_____

18. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint. **(Please note that the Town of Mountain Village cannot accept your complaint without your signature.)**

Complainant's Signature

Date