



**Senior Resource Development Agency, Pueblo,  
Inc.**

**230 N. Union Avenue  
Pueblo, Colorado 81003**

**To schedule an appointment Please call:**

**(719) 543-9983**

**(719) 553 3436**

**(719) 553-3440**

**SRDA TRANSPORTATION  
GUIDE TO RIDE  
ADA COMPLIANT WHEELCHAIR ACCESSIBLE VEHICLES**

**REVISED MARCH 2023**

**PLEASE ALLOW 3 BUSINESS DAY'S NOTICE  
OR MORE IN ADVANCE FOR BOOKING TRIPS**

# **WELCOME TO SRDA TRANSPORTATION**

**SRDA Transportation has been providing rides since 1971. SRDA Transportation is a department within the Senior Resource Development Agency, Pueblo, Inc.**

**SRDA is a private, non-profit, organization that provides wheelchair accessible, curb-to-curb transportation for seniors who cannot use other modes of private or public transportation.**

## **VOLUNTARY CONTRIBUTIONS**

**There is \$0.00 cost to you for transportation services. However, we do accept VOLUNTARY CONTRIBUTIONS, which goes back into the transportation program to help continue services. Services will not be denied if you choose not to contribute. Suggested Voluntary Contribution is \$2.00 per one-way trip.**

**You may place your Voluntary Contribution in the secured transportation contribution box, or you may contribute by check (Making checks out to SRDA Transportation**

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# **SERVICE AREAS, HOURS AND ELIGIBILITY**

**SRDA Transportation is funded by numerous funding sources, all with different requirements. SRDA Transportation services all the City of Pueblo and Pueblo County**

- Title III - Age: 60 +  
Location: City and County of Pueblo  
Type of Trips: Medical appointments, Grocery Shopping, Social trips, and Recreation  
Days of the week: Monday thru Friday  
Hours: 8:00 a.m. – 5:00 p.m.**
- CDBG - Age: 60+ -  
Location: Low Income clients living in the “Y” zone  
City of Pueblo  
Type of Trips: Any Type of Trip  
Days of the week: Monday thru Friday  
Hours: 8:00 a.m. – 5:00 p.m.**
- CDOT 5310 - Age: 60 + - Under the age of 60 with a Disability  
Location: Small Urbanized (Pueblo West, Blende and Vineland)  
Type of Trips: Medical appointments, Grocery Shopping, Social Trips, Recreation Trips  
Days of the week: Monday thru Friday  
Hours: 8:00 a.m. – 5:00 p.m.**
- CDOT 5311 – Age: Any age  
Location: Rural (Avondale, Boone, Beulah, Colorado City and Rye)  
Type of Trips: Any type of trip**

**Days of the week: Monday thru Friday  
City and Rye to Pueblo.  
Monday, Wednesday and Friday –  
Colorado City and Rye Area  
Tuesday and Thursday  
Hours: 8:00 a.m. – 6:30 p.m.**

**Saturday and Sunday – NO SERVICE**

## **SCHEDULING A RIDE (719) 543- 9983**

**You MUST call to make a reservation. Scheduling is done on a first come – first served basis. It is recommended that you call and schedule your ride at least 3 working days before your appointment. Because of the demand, the more advanced notice you can give, the more likely you are to get the ride you need.**

**When calling to schedule your ride, please have the following information available:**

- **Your first and last name**
- **The Date that you want to schedule your ride**
- **The Pick-up address**
  - **Street**
  - **Street number and Apartment number or suite number**
  - **City and Zip Code**
- **Your requested Pick-up time**
- **Your DESTINATION (Where you want to go)**

- The name of the place
- The street
- Street number and Apartment number or suite number
- If it's a doctor (The name of the doctor and a phone number)
- City and Zip Code
- If you are bringing a service animal
- If you will be accompanied by a Personal Care Attendant or Companion.
- Any other information the driver should know to assist with your travel needs

**(THIS INFORMATION IS NEEDED TO SCHEDULE YOUR RIDE – IT IS YOUR RESPONSIBILITY TO PROVIDE THIS INFORMATION)**

## **COMPANIONS AND AIDES**

**As an SRDA rider, you may arrange to bring one (1) Companion/Aid along on each ride for the day requested. You may add more than one companion /Aid to your trip only on a SPACE AVAILABLE BASIS**

**(PLEASE NOTIFY THE DISPATCHER IF A COMPANION OR AID WILL BE RIDING WITH YOU)**

# CANCELLATIONS

To cancel trips, please call the reservation line and SPEAK to a dispatcher or LEAVE A MESSAGE on the voice mail. PLEASE INCLUDE YOUR NAME, ADDRESS, TIME and DAY OF YOUR SCHEDULED RIDE, and THE REASON YOU ARE CANCELING. PLEASE REMEMBER TO CANCEL YOU'RE RIDE AS SOON AS POSSIBLE or AT LEAST 24 HOURS IN ADVANCE.

## LESS THAN 24 HOUR CANCELLATION (DEFINITION)

Any ride that is canceled less than 24 hours before a scheduled ride will be considered a LESS THAN 24 HOUR CANCELLATION.

## NO SHOWS

Any ride that is not canceled prior to a scheduled pick-up time or ANY RIDE THAT YOU DO NOT MEET THE VEHICLE WITHIN 5 MINUTES OF its ARRIVAL TIME WITHIN THE PICKUP WINDOW

## NO SHOW and LESS THAN 24 HOUR CANCELLATIONS

If you are a NO SHOW or have canceled a ride in LESS THAN 24 HOURS on five (5) days in one (1) month you may receive a letter to (the client or to his/her family member, caseworker or contact person indicating that there is a problem).

## **PICK-UP and DROP-OFF WINDOW**

**You can expect to be picked-up within a 30-minute window of your scheduled time. You should be ready at the beginning of your pick-up window up to the end of your pick-up window.**

**15 Minutes before ----- Scheduled Time ----- 15  
Minutes after**

**(EXAMPLE)**

**9:45 a.m. ----- 10:00 a.m. ----- 10:15 a.m.**

### **CAUTION**

**An SRDA vehicle arriving any time within the pick-up window will wait 5 minutes for the passenger. It is important to remember that vehicles arriving 15 minutes before or 15 minutes after scheduled pick-up time are considered on time and within the window.**

### **BOARDING WITH A MOBILITY DEVICE**

**Wheelchair equipped vehicles must be requested by the client. The vehicle will accommodate mobility devices such as a wheelchair and three wheel scooters up to 48" by 30", with a total weight up to 800 pounds including the passenger.**

**(MOBILITY DEVICES THAT EXCEED THESE STANDARDS WILL NOT BE TRANSPORTED)**

**If you need a passenger lift to board a vehicle, the driver will assist you. The drivers have been trained to operate the lift. If needed you may also board the vehicle while standing on the lift.**

## **TRANSPORTING PACKAGES**

**Because the vehicle will be shared, riders must limit their parcels to six (6) small grocery bags that they are able to handle. Drivers must adhere to the schedule.**

**(FOR THE SAFETY OF THE RIDERS, YOU MAY NOT TRANSPORT FIREARMS, KNIVES, EXPLOSIVES, ACID, FLAMMABLE LIQUIDS, OR OTHER HAZARDDOUS MATERIALS)**

## **TRANSPORTING LIFE-SUPPORT EQUIPMENT**

**You may bring a respirator, portable oxygen, and/or other life support equipment if it does not violate laws or rules related to transportation of hazardous material.**

# TRANSPORTING ANIMALS

You may travel with a service animal. You need to notify the dispatcher when you schedule your ride that you will be traveling with a service animal. You must always keep the animal leashed and under control.

The passenger traveling with a service animal is responsible for any and all messes that the animal may cause while on the SRDA vehicle.

## RESPONSIBILITIES

SRDA Transportation has a short list of common sense guidelines designed to ensure safety and comfort for all riders as well as the drivers.

### (RIDERS RESPONSIBILITIES)

- Read and understand all sections of the GUIDE TO RIDE booklet
- Make your reservations 3 working days in advance
- Be ready at your pick-up location, and be on time
- Call to inquire if the vehicle has not arrived within the 30-minute window
- Call to cancel unneeded rides as soon as possible
- AVOID NO SHOWS AND LESS THAN 24 HOUR CANCELLATIONS.

- ALL PASSENGERS, EVEN THOSE IN MOBILITY DEVICES ARE REQUIRED TO WEAR THE SEAT BELT AT ALL TIMES.
- All MOBILITY DEVICES must be secured to the inside of the vehicle.
- Operating the MOBILITY DEVICES are the sole responsibility of the client.
- AVOID DISTRACTING THE DRIVER OR ANNOYING OTHER PASSENGERS WITH INAPPROPRIATE BEHAVIOR
- Maintain your mobility device in a safe operating condition
- EXPECT SHARED RIDE SERVICE. OTHER PASSENGERS MAY BE PICKED UP AFTER OR DROPPED OFF BEFORE YOU REACH YOUR DESTINATION
- MAINTAIN AN ACCEPTABLE STANDARD OF PERSONAL HYGIENE
- NO EATING, DRINKING or SMOKING
- NO RIDING WHILE UNDER THE INFLUENCE OF ALCOHOL OR LEGAL or ILLEGAL DRUGS
- NO Littering in the vehicle
- NO radio, cassette players, compact disc players, MP3 players or other sound generating equipment are to be played aloud while aboard the vehicle. (HEADPHONES ARE PERMISSIBLE)
- YOU MUST REMAIN SEATED UNTIL THE VEHICLE IS FULLY PARKED.

## **(DRIVER RESPONSIBILITIES)**

- **TREAT ALL RIDERS WITH COURTESY AND RESPECT**
- **Wear your SRDA uniform and I.D. badge**
- **Stay within the line of site of their vehicle**
- **Maintain the assigned service schedule for the convenience of all riders**
- **IF REQUESTED, ASSIST PASSENGERS WITH BOARDING SERVICE**
- **OPERATE THE LIFT AS NEEDED FOR PASSENGERS**
- **It is not the responsibility of the driver to operate the client's wheelchair.**
- **To deliver our clients in a safe and timely manner to their appointment**
- **SAFETY OF OUR PASSENGERS WILL BE FIRST**

## **(DRIVERS ARE NOT ALLOWED TO)**

- **Enter a client's residence or other buildings**
- **Perform any personal care assistance (Dressing, washing ) for client's**
- **Lift or carry client's or mobility devices**
- **Assist with parcels**

# IMMEDIATE SUSPENSION OF SERVICE

Misusing the system can result in your ineligibility of SRDA Transportation services

The following are misuses that could lead to suspension.

- **Obtaining or using SRDA Transportation services under false pretenses.**
  - You have made false or misleading statements on your eligibility.
  - You allow other non-eligible to ride using your name.
- **If you annoy or endanger other passenger, or the driver or any SRDA staff**
- **DISRUPTIVE or ABUSIVE behavior while on the vehicle.**

## **DISRUPTIVE behavior includes, but is not limited to:**

- **Intimidation or threats of physical harm to drivers or other passengers**
- **Verbal abuse of drivers, staff and/or other passengers**
- **Unlawful harassment, including unwelcome verbal, non-verbal or physical contact having sexual, violent or racial connotations.**

- **Unauthorized use of the vehicle equipment including the lift.**
- **Voluntary and repeated violation of riding rules including: Smoking, Eating and Drinking on the vehicle**
- **REFUSING TO REMAIN SEATED**
- **REFUSING TO WEAR SEAT BELTS**
- **Defacing the equipment**
- **Refusing to comply with any other requirements specified in this guide.**

**If an investigation reveals your behavior is due to a disability and is beyond your control, your service may not be suspended. However, SRDA Transportation may require you to travel with an aid. If your aid is unable to help control your behavior, and/or safety problems continue to exist, your services may be disallowed.**

## **CUSTOMER SERVICE**

**IF YOU EXPERIENCE A PROBLEM WITH A SPECIFIC RIDE OR YOU NEED INFORMATION ON ELIGIBILITY, PLEASE CALL OUR SRDA OFFICE AT (719) 543-9983 – (719) 553-3440 – (719) 553-3436**

**IF YOU ARE EXPERIENCING A PROBLEM WITH AN EMPLOYEE OF SRDA TRANSPORTATION, AND WOULD LIKE TO TALK WITH SOMEONE, CONTACT THE OPERATIONS MANAGER AT (719) 543-9983, OR WRITE TO:  
SRDA TRANSPORTATION  
Attn: OPERATIONS MANAGER**

**230 N. UNION AVE.  
PUEBLO, COLORADO 81003**

**Notifying the Public of Rights under Title VI  
Senior Resource Development Agency, Pueblo,  
Inc.  
(SRDA)**

- SRDA operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with SRDA.
- SRDA Transportation provides Reasonable Modification to Policy, Practice & Procedure in Public Transportation
- For more information on SRDA's civil rights program, and the procedures to file a complaint, contact SRDA's Human Resource Office (719) 553-3419; email, [hr@srda.org](mailto:hr@srda.org); or visit our administrative office at:

**Senior Resource Development Agency, Pueblo, Inc. SRDA  
230 N Union Ave.**

**Pueblo, Colorado 81003**

**For more information, visit [www.srda.org](http://www.srda.org)**

- A complainant may file complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention:

**Departmental Office of Civil Rights**

**U.S. Department of Transportation**

**1200 New Jersey Ave.**

**S.E. Washington D.C. 20590**

**Phone: 202-366-4648**

- Notices are posted on 1<sup>st</sup> floor, 2<sup>nd</sup> floor and 3<sup>rd</sup> floor lobbies of the Senior Resource Development Agency, Pueblo, Inc., located at 230 N. Union Ave.

- They are also located outside the transportation office, 3<sup>rd</sup> floor, 230 N. Union Ave.
- Each Vehicle has a posted notice in them.
- You may obtain the complaint procedures and complaint form at the reception area, 3<sup>rd</sup> floor, SRDA offices located at 230 N. Union Ave., Pueblo, Colorado 81003

## **Title VI Complaint Procedure**

**These procedures cover complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by Senior Resource Development Agency, Pueblo, Inc. (SRDA)**

**These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and Senior Resource Development Agency, Pueblo, Inc. may be utilized for resolution.**

**Any individual, who believes she or he has been discriminated against on the basis of race, color, or national origin by Senior Resource Development Agency, Pueblo, Inc. (hereinafter referred to as “SRDA”), under Title VI may file a written complaint by completing and submitting the agency’s Title VI Complaint Form, to the following address:**

**Human Resource Office  
Senior Resource Development Agency, Pueblo, Inc.  
230 N. Union Avenue  
Pueblo, Colorado 81003  
Phone: (719) 553-3419**

**Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 calendar days after the date of the alleged discrimination, 12300 West Dakota Avenue, Suite 310, Lakewood, CO 80228, Phone: (720) 963-3313**

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

- 1) A formal complaint must be filed within 180 calendar days of the alleged occurrence. Complaint shall be in writing and signed by the individual or her/his representative, and will include the complainant's name, address and telephone number, name of alleged discriminating official, basis of complaint (race, color, national origin, sex disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.**
- 2) In a case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the H R Director. Under these circumstances, the complaint will be interviewed, and the H R Director will assist the Complainant in converting the verbal allegations to writing.**

- 3) When a complaint is received, the H R Director will provide written acknowledgment to the Complainant, within ten (10) calendar days by registered mail.**

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

- 4) Within fifteen (15) calendar days from receipt of a complete complaint, SRDA will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the H R Director will notify the Complainant and Respondent, by registered mail, informing them of the disposition.**
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.**
  - b. If the complaint is to be investigated, notification shall state the grounds of SRDA's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting in the investigation.**
- 5) When SRDA does not have sufficient jurisdiction, the H R Director will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.**
- 6) If the complaint has investigative merit, the H R director will assign an investigator. A complete investigation will be conducted, and an**

**investigative report will be submitted to the H R Director within sixty (60) calendar days from the receipt of the complaint.**

- 7) The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.**
- 8) The H R Director will issue letters of findings to the Complainant and Respondent within ninety (90) calendar days from receipt of the complaint**
- 9) If the complainant is dissatisfied with SRDA's resolution of the complaint, she/he has the right to file a complaint with the:**

**Departmental Office of Civil Rights  
U.S. Department of Transportation  
1200 New Jersey Ave.  
S.E. Washington D.C. 20590  
Phone: 202-366-4648**

## **TITLE III COMPLAINT/GRIEVANCE/APPEAL PROCEDURE**

**The purpose of the complaint/Grievance/Appeal Procedure**

- To ensure fair and equitable treatment of all consumers, eliminate dissatisfaction, resolve problems and**

- To establish complaint and appeals procedures that inform the consumers of their rights to receive a written response at the provider level.

**Any OAA/OCA (Older Americans Act/Older Coloradans Act) eligible consumer who has a complaint/grievance with the organization asking you to fill out this assessment form has the right to file a complaint/grievance with said organization. If not satisfied with the organization's decision, an appeal to that decision can be filed with either the local AAA (Area Agency on Aging) or the SUA (State Unit on Aging).**

**The complete Complaint/Grievance/Appeal Procedure is available upon request by contacting your local AAA and / or the SUA below. If you have any questions or concerns regarding the Service or any concerns resulting from the receipt of said services, please contact:**

**Pueblo Area Agency on Aging Program Coordinator  
Dina Godinez: 719-583-6120, or by email at**

**[dina.godinez@pueblocounty.us](mailto:dina.godinez@pueblocounty.us)**

**You may also mail a letter with your concerns to:**

**Pueblo Area Agency on Aging  
320 West 10<sup>th</sup> St., Pueblo, Colorado 81003**

**You may also contact the State Unit on Aging at:**

**Office of Community Access and Independence /  
Aging and Adult Service  
1575 Sherman Street, 10<sup>th</sup> Floor  
Denver, Colorado 80203  
(303) 866-2800 (Main Line)  
(303) 866-2677 (Fax)  
(888) 866-4243 (Toll Free)**

# NOTES

# **QUICK REFERENCE NUMBERS**

- **Reservation or Cancellation**  
**543-9983**
  
- **SRDA General Information**  
**545-8900**
  
- **ADRC – Aging and Disability Resources  
of Colorado**  
**211 or 583-6611**
  
- **Hearing impaired – Please call  
Colorado relay at:**  
**1-800-659-3656 – (Voice)**  
**(TTY) - 1-800-659-2656**
  
- Pueblo Area on Aging – (PAAA)**  
**583-6120**