

Roaring Fork Transportation Authority's Traveler Program

NEW APPLICANT

Traveler provides accessible transportation for persons with an **assessed** inability to access any other transportation modes that exist in the designated service areas of Garfield County. Traveler services are for persons who 18 years of age or older. One's inability to drive may not be related to a driving infraction. Paratransit services are offered, with qualifications, to individuals of any age with an **assessed** disability in Glenwood Springs and Carbondale.

The Americans with Disability Act's eligibility is a transportation decision, not a medical one. *Eligibility for Traveler services is not based solely on disability, age, income, medical diagnosis or lack of transportation options in your area.* Nor is it based on the perceived or real inconvenience, inexperience and/or personal choice to not utilize these transportation modes.

Based in Glenwood Springs and Rifle, Traveler serves qualified individuals within the following Garfield County service area parameters: a five (5) mile radius off of Interstate 70 between Parachute and Glenwood Springs, and a five (5) mile radius off of Hwy 82 between Glenwood Springs and Carbondale. The Town of Parachute has its own transportation service. To help support its operation, Traveler does request a voluntary donation for the services it provides.

Qualifications for Traveler Service:

1. Thank you for requesting a Traveler application by calling 970-945-9117 or 970-384-4898 (*in the Glenwood Springs and Carbondale areas*). For western Garfield County (*in the New Castle, Silt, Rifle, and Battlement Mesa areas*), call 970-625-1366 or 970-384-4897. These numbers will connect you with a Traveler staff member that will require the following information from you: name, birth date, mailing address and telephone number(s) where you can be contacted.
2. *Request by phone:* Once you contact the Traveler office, you will be sent an application packet. This application is designed to gather information concerning the applicant's ability to use the transportation modes available in the service area of Garfield County.

On-line application: If you have the capability, you can print-out the application form from RFTA's or the Garfield County Department of Human Services Senior Programs' website.

3. Please complete the application as thoroughly as possible and to the best of your ability. In particular, **you will need to provide answers to the following questions that appear on the application:**

- a. What barriers do you have that prevent you from accessing public or private transportation that is available in your area?
- b. In what way does this barrier(s) prevent you from utilizing the existing services that are available in your area?
- c. In your opinion is this barrier permanent? If no, when will the barrier be removed?
- d. Do you utilize any assistive devices for ambulation? If so, what?
- e. Do you have a health care professional's report to substantiate this request? (A "Yes" response is **not** an automatic qualifier.)

Should you need help in completing the application, please contact the Senior Programs Manager at (970) 945-9191, extension 3061.

Please email, mail or fax completed application to:

Traveler

Garfield County Department of Human Services – Senior Programs

195 West 14th Street

Rifle, CO 81650

Fax: 928-0465

jumartin@garfield-county.com

Once the completed application is received, you will be contacted to arrange an in-person functional ability assessment. Functional assessments occur at Traveler offices or the Department of Human Services offices in Glenwood Springs and/or Rifle.

You are responsible for getting to the designated assessment location on your own.

You must show a valid picture identification at the time of the assessment.

Following the in-person assessment, DHS will provide you with a written determination of eligibility within two days.

Service Eligibility Types:

- **On-Going:** This means that the applicant has been approved for services, as long as the individual agrees to, adheres to and abides by the Customers' Procedures for Service (see below). Non-use of Traveler service for a period of one year will require the customer to re-apply for services.
- **Conditional:** This means that the applicant has been approved for services based upon environmental conditions, as long as the individual agrees to, adheres to and abides by the Customers' Procedures for Service.
- **Temporary:** This means that the applicant has been granted the service on a limited-time basis, as long as the individual agrees to, adheres to and abides by the Customers' Procedures for Service.

Traveler and RFTA look forward to assisting you in meeting your transportation needs.

Should any of the details concerning your transportation change (i.e., phone number, address, physical condition, or going out of town for an extended period of time, etc.), you are responsible for notifying the Traveler office as soon as possible.