



Town of Winter Park

Transit Policy and Operating Manual

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Section 1 – Introduction

1.1 About the Transit Policy and Operating Manual

The Town of Winter Park Transit Policy and Operating Manual (the "Manual") documents the transit services provided by the Town of Winter Park ("Winter Park") and related policies and procedures. It is a living document that is updated routinely to serve as an accurate guide to Winter Park staff, elected officials, residents, and any contractors responsible for providing transit services on behalf of Winter Park. The term "Transit Services" is defined as the public fixed route, demand response, and paratransit services operated by Winter Park in Winter Park, Fraser, and its environs. These services operate under the name "The Lift". The most current revision is noted in the header located at the top of each page.

1.2 Background

For many years Winter Park Resort (the "Resort") has operated winter season transit services. In November of 2015 the voters of Winter Park and the Town of Fraser ("Fraser") voted to fund the provision of year-round public Transit Services within their jurisdictions with a sales tax.

The transition of services from private sector to public sector and from seasonal to year-round is the result of the vision and willingness of voters in Winter Park and Fraser to fund the transition and a strong collaboration between elected officials, the Resort, and the current service contractor. It will result in year-round services for residents, employees, and visitors and, over time, a modern fleet of ADA compliant and mobility aid accessible buses.

The transition was guided by a Memorandum of Understanding ("MOU") between Winter Park and the Resort that laid out the basic goals and approach. A transition plan provides details on how the transition will occur. A key factor is that service in the winter season of 2015-2016 will remain essentially the same as in the prior year. As in the past, some services will be provided to other entities through service agreements. A planning process has been established that will guide the development and improvement of services over time.

Winter Park has been awarded Federal Transit Administration ("FTA") grant funds by the Colorado Department of Transportation ("CDOT") to support the provision of Transit Services as described in this Manual. All services will be operated in compliance with Federal regulations.

1.3 Structure of the Manual

The Manual contains the following sections:

- Introduction
- Winter Park and Fraser Transit Services
- Organization and Staff Responsibilities; Policies
- Winter Park Oversight of Transit Services
- Contractor Recordkeeping and Reporting

In addition, three plans are included as appendices to provide additional detail and are a part of the Manual: the Transition Plan for Transit Services; the ADA Plan; and the Title VI Plan.

Section 2 – Winter Park and Fraser Transit Services

2.1 Service Plan

The service plan is summarized here, and schedules are included on Winter Park's website. Additional detail for the winter 2021-2022 transit services can be found in the Transition Plan for Transit Services in Appendix A.

Table 2.1: Service Level Summary

Tranist Network	Annual Riders	Peak Vehicles	Annual Service Hours	Annual Service Miles
Fixed Route Services				
Winter - Publicly Funded	453,073	18	24,108.50	472,070
Call & Ride or Flexible Route Services				
Summer & Shoulder Seasons	54,777	2	4,828.50	66,539
Winter - Publicly Funded	13,354	2	1,896.50	21,406
ADA Complementary Paratransit Service				
Summer & Shoulder Seasons	84	1	210.00	
Winter - Publicly Funded	1,512	1	1,410.00	7,829
TOTAL PUBLIC TRANSIT NETWORK	522,800	24	32,457.50	501,137
*Numbers based on 2019 (Pre-COVID) data.				
**Additional hours may also be provided for unusual events and peak passenger loads.				

2.2 Service Delivery

Services are delivered by a third-party contractor (the "Contractor"). First Transit has been the Contractor for the community for many years and continues in this role. At the end of the contract period, and at least every five years thereafter, Winter Park will go out to bid for Transit Services to provide a competitive environment for service delivery. First Transit presently provides the transit service vehicle fleet. Winter Park will replace the fleet with Town-owned vehicles as funds are available.

2.3 Fleet Acquisition Plan

Winter Park-owned inventory of vehicles for fixed route services are to be primarily "transit-style" buses with two passenger entry doors, one front and one rear to speed loading and unloading. The buses will all be compliant with the Americans with Disabilities Act (the "ADA") and will be mobility aid / wheelchair accessible. The vehicles for demand response services are planned to be smaller, body on chassis "cutaway" style buses that will also be ADA-compliant and mobility aid / wheelchair accessible. All new vehicles will have numerous passenger amenities to include bicycle racks for the summer season use.

The current vehicle replacement plan anticipates 2 buses each year until all buses are within their useful life. The plan is dependent on grant funding availability and will be adjusted on an as needed basis.

Section 3 – Organization and Staff Responsibilities

3.1 Governance

The Winter Park Town Council is the governing body and final decision-making authority for Transit Services. The Transit Advisory Committee (the "TAC") provides review and recommendations for the development and delivery of Transit Services, serving in an advisory capacity to the Winter Park Town Council.

The TAC was established to guide the system through the transition. It is comprised of:

- One Winter Park representative selected by the Winter Park Town Council,
- One Resort representative selected by the Resort, and
- One member from the community at large selected and agreed upon by the other two representatives. This seat on the TAC has been reserved for a member representing Fraser following the implementation of long-term, sustainable funding for Transit Services as contemplated in the Service and Funding Agreement.

3.2 Staffing

The Transit Manager will have primary responsibility for managing the Transit Services, providing oversight for the Contractor, and maintaining Winter Park's required files, policies, and documents, including those supplied to it by the Contractor. The Transit Manager will work closely with the Contractor to assure the Transit Services meet the needs of the community and are operated in a safe, reliable, and efficient manner. The Transit Manager will also: provide staff support for the TAC; work with businesses and community organizations to market services and reach out to understand the transit needs of the residents, visitors, and employees; participate in efforts to coordinate public and human services transit services in Grand County; and be responsible for assuring compliance with the federal and state grant contract provisions and civil rights laws, including Title VI and the ADA.

Section 4 – Policies

4.1 Overview

A wide range of policies guide the Transit Services. General policies are listed here; more detail on service and legal policies is provided in the plans attached to this document. The policies are grouped as follows:

- **Legal Policies**
 - Title VI Policy
 - Americans with Disabilities Act (ADA) Policy
 - Disadvantaged Business Enterprise (DBE) Policy
 - Equal Employment Opportunity (EEO) Policy
- **Customer Policies**
 - Public Information
 - Public Involvement and Public Outreach
- **Operating Policies**
 - Drug and Alcohol Policy
 - School Bus Policy
 - Passenger Use Policy
 - Charter Bus Policy
 - Maintenance Policy
 - Safety Policy
- **Fiscal and Accounting Policies**
 - Intergovernmental Agreements and Other Contracts for Services
 - Grant Funded Capital Purchases, Forms, Assurances
 - Fiscal Control and Accounting
 - Procurement Policies

4.2 Legal Policies

Two broad legal policies provide a foundation for assuring that the Transit Services are available to all, without regard to race, color, national origin, sex, age, disability, or socioeconomic status. These are the Title VI Policy and the ADA Policy. The policies are generally described here, and copies of the complete policies are included as appendices and made a part of this Manual.

The specific processes for complaints and recordkeeping are addressed in Section 5.1.4. Additional recordkeeping and appeals process information can be found in the Title VI Plan and ADA Compliance Plan.

In addition, Winter Park abides by all other applicable laws, including nondiscrimination in employment. Further, Winter Park encourages the involvement of Disadvantaged Business Enterprises (DBEs) in the delivery of Transit Services.

4.2.1 Title VI

Winter Park pledges that the public will have access to all of the Transit Services and benefits without regard to: race, color, national origin, age, sex, disability or socioeconomic status. Title VI of the Civil Rights Act of 1964 is a key foundation of the guarantee of equal service without regard to race, color, or national origin.

Winter Park has adopted the following Title VI policy that describes in detail how this policy applies to its Transit Services:

4.2.1.a Title VI Policy

Winter Park will comply with Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d - 42 U.S.C. § 2000d-4, and all requirements imposed by or pursuant to Title 49, C.F.R., Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation. No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the recipient receives federal financial assistance from the Department of Transportation, including the FTA, and hereby gives assurance that it will promptly take any measures necessary to effectuate this policy.

4.2.1.b Public Notice

Winter Park's Title VI Policy is posted in both English and Spanish on transit vehicles, at the Winter Park Town Hall; and on the Winter Park website, as follows:

<p>NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI TOWN OF WINTER PARK</p> <p>The Town of Winter Park operates its programs and services without regard to race, color, national origin or disability in accordance with 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 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Town of Winter Park within 180 days of the date when the incident occurred.</p> <p>For more information on the Town of Winter Park's civil rights program, and the procedures to file a complaint, contact Keith Riesberg, Town Manager; Phone: 970-726-8081; email: kriesberg@wpgov.com; or visit the Town's administrative office at 50 Vasquez Road, Winter Park, CO 80482. For more information, visit: http://www.colorado.gov/cs/Satellite/TownofWinterPark/CBON/1249681774149.</p> <p>A complainant may file a complaint directly with the Colorado Department of Transportation (CDOT) or the Federal Transit Administration (FTA) by filing a complaint with the corresponding offices of Civil Rights: CDOT: ATTN: Title VI Program Manager 4201 East Arkansas Avenue, RM: 150, Denver, CO 80222 FTA: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave. SE, Washington, DC 20590</p> <p>If information is needed in another language, contact 970-726-8081. Para información en Español llame: Keith Riesberg, Town Manager.</p>

4.2.2 ADA Policy

Winter Park's Transit Services provides accessible services in compliance with the ADA as described in 49 C.F.R. Parts 27, 37, 38 and 39. This includes:

- Paratransit services are provided as a complement to fixed route transit service.
- Acquisition of ADA-accessible vehicles and maintenance of ADA-accessible features.
- Provision of ADA-accessible transportation facilities.

- Provision of service in an ADA-accessible manner (such as making announcements of major bus stops and transfer points, priority seating for persons with disabilities, wheelchair transport, allowing sufficient boarding time, maintaining accessible features in good working order, and providing accessible information about the Transit Services); and,
- General practices to assure non-discrimination for individuals with disabilities through the training of employees, monitoring of service, and the tracking and investigation of ADA-related complaints.

Winter Park's ADA Compliance Plan provides specific information on how Winter Park will attain a fleet that is fully accessible, on its ADA Complementary Paratransit service program, including the eligibility process, and on related accessibility policies.

Winter Park is responsible for and will monitor the Contractor's compliance with the ADA, recognizing that the Contractor "stands in the shoes" of Winter Park in meeting the requirements of the ADA. Compliance with all aspects of the ADA is required as part of Winter Park's contract for Transit Services delivery.

4.2.3 Disadvantaged Business Enterprise Policy

A Disadvantaged Business Enterprise (DBE) is a for-profit small business vendor in which 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.

Winter Park will make a good faith effort to facilitate participation, to the greatest extent feasible, of DBE certified vendors for all goods and services procured with federal grant dollars. Winter Park will carry out all applicable requirements of 49 C.F.R. Part 26 in the award and administration of federally assisted projects following the DBE Program of the Colorado Department of Transportation (CDOT) DBE program and has designated the Transit Manager as the DBE Liaison Officer.

Good faith efforts to facilitate DBE participation include without limitation: 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 Winter Park 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 based on race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 C.F.R. 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 Winter Park deems appropriate."

If procuring goods or services (excludes vehicle purchases) with FTA funds more than \$100,000, Winter Park will consult with CDOT staff and as required, set its own DBE Project Goal for the procurement with assistance from CDOT. All vehicle purchases procured by Winter Park with federal dollars are required to

meet Transit Vehicle Manufacturer (TVM) DBE program requirements. These requirements are further outlined in Winter Park Purchasing Policy and the CDOT Procurement Guidebook.

4.2.4 Equal Employment Opportunity (EEO) Policy

Winter Park follows all requirements for Equal Employment Opportunities, as defined in Chapter 2 of the Town of Winter Park Personnel Handbook. It is Winter Park's intent to provide equal opportunity in employment for all persons regardless of age, race, sex, sexual orientation, color, religion, national origin, disability, or any other status protected by local, state, or federal law.

A formal EEO program plan is not required, because Winter Park 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 Winter Park to provide equal employment opportunities to qualified individuals without regard to their membership in any protected class. It is the intent and desire of Winter Park 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. This policy covers all employees, including managers, supervisors, coworkers, and non-employees such as customers, clients, vendors, consultants, etc. To enforce this policy, Winter Park 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.

Winter Park notifies all applicants and employees of their rights by publicly posting EEO rights and statements in job notices, job applications, and common work areas.

4.2.4.a EEO Complaints

Winter Park responds expeditiously to all EEO specific complaints. Any alleged act or complaint inconsistent with the above policy is to be immediately reported to an employee's supervisor or the Town Clerk, per the complaint procedure provided on page 23 of the Winter Park Personnel Handbook, for appropriate investigation and action following all Winter Park personnel procedures. All complaints are processed, investigated, and tracked by the Town Clerk. Winter Park prohibits retaliation against any employee for filing a complaint under this policy or for assisting in a complaint investigation.

4.3 Customer Policies

Transit Services are provided for the benefit of residents and visitors to the Fraser Valley. The policies in this section describe ways in which the residents and 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 and effectively.

4.3.1 Public Information Policy

Winter Park will develop, print, and distribute printed public timetables, schedules, and route maps. Winter Park also works with the Chamber to have the map included in the Winter Park guide that is distributed throughout the community. The Contractor will assist in distribution of these materials, particularly on-board buses.

Transit Services information materials are available only in English. Current schedules and maps shall be available on the Winter Park website. Public information will be made available, upon request, in alternative accessible formats and the Winter Park website meets Section 508 accessibility requirements. Information on the Winter Park website will include information on services offered, how to ride the bus, Transit Services policies, Title VI policy, and information about upcoming service changes and opportunities to comment.

In the event weather conditions make operations unsafe and/or the system needs to significantly curtail scheduled operations, or shut down; all reasonable efforts shall be made to notify major businesses and local authorities. Winter Park and the Contractor will each have responsibilities for notifying customers in such circumstances.

4.3.2 Public Involvement Policy

Winter Park considers Transit Services issues at its regularly scheduled meetings. The Winter Park Town Council invites all members of the public to participate in its meetings. The Winter Park Town Council meetings are typically held on the first and third Tuesday of each month. The first meeting of the month is typically held at 5:30 pm and the second meeting of the month is typically held at 8:00 am. A work session is typically held on the first Tuesday of the month prior to the Council meeting. All meetings are held in the Council Chambers at the Winter Park Town Hall, 50 Vasquez Road, unless otherwise posted. The public is welcome to attend meetings and address the Winter Park Town Council.

Meeting agendas are posted at the Winter Park Town Hall at least 24 hours before each meeting, and generally posted on the Winter Park website.

4.3.2.a Service Changes

The Transit Services will be routinely adjusted in response to the seasons, the needs of the community, productivity, and resources available for operating services.

Changes to Transit Services will be made as a part of a regular planning process, with winter season schedules considered in late spring and shoulder/summer season schedules considered in late winter each year. The seasonal changes will be used to make adjustments to routes, stops, and schedules; only minor changes will be made at other times. All substantive changes will go to the TAC for consideration. The TAC will recommend any changes to the Winter Park Town Council.

For service changes, Winter Park will announce, via on-board flyers, on the Winter Park website and other means, the changes being considered. Winter Park will also announce opportunities for public comment at a TAC meeting and Winter Park Town Council meeting.

- The opportunity to comment will be advertised at least two weeks in advance of when the Winter Park Town Council makes a decision.
- The final changes shall be posted at least 14 days prior to the effective date of the change.

In this process, Winter Park will seek out and consider viewpoints of minority and Limited English Proficient (LEP) populations as described in the Title VI Plan.

Minor or short-term changes to schedules or routes or bus stops that may be needed at any time due to construction, detours, 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, the Winter Park website, and notices posted at bus stops, as appropriate.

4.4 Operating Policies

Operating policies for the Transit Services include the Drug and Alcohol Policy, School Bus Policy, Passenger Use Policies, Charter Bus Policy, Asset Management Policy, and Safety and Training Policy.

4.4.1 Drug and Alcohol Policy

The Transit Services will be operated in compliance with FTA drug and alcohol regulations. A requirement of the solicitation for the Transit Services and entering into a contract for the delivery of the Transit Services is that the Contractor has in effect a federally compliant drug and alcohol policy and program. Winter Park will monitor the Contractor's compliance and ensure that the Contractor's staff are trained to properly carry out the program.

4.4.2 School Bus Policy

Winter Park does not provide school bus service.

4.4.3 Passenger Use Policies

4.4.3.a General

Vehicles and facilities are provided by Winter Park for the benefit of the Winter Park community, visitors, and the general public. All permissible use of vehicles and facilities shall be strictly limited to conduct consistent with the reasonable use and enjoyment of the Transit Services and for their safe and reliable operation.

There are no fares for the use of the Transit Services. Use of the Transit Services is available on a first-come, first-served basis until capacity is reached. The buses cannot wait for incomplete boarding parties.

Use of the Transit Services constitutes an acceptance of the terms of use as stated in this policy.

All users must wear shirts and shoes and display proper hygiene as to not be overtly offensive to other passengers.

4.4.3.b Standing Passengers

All standing passengers (whether adults or children) must use the handrails or other stabilization devices provided on the vehicles in order to stabilize themselves while the vehicle is in operation. Passengers are not permitted to stand forward of the Standee Line per federal regulations. Passengers stand at their own risk.

4.4.3.c Children

Riders age 8 and younger must be under the supervision of a responsible adult at all times when using the Transit Services. Children must be removed from strollers while on a vehicle. All children under the age of 6 must be seated. Diapers may not be changed aboard a vehicle.

4.4.3.d Strollers; Wagons

Only collapsible strollers, wagons and similar child transport devices are permitted on vehicles. Non-collapsible strollers, wagons, and similar child transport devices are not permitted on vehicles. All strollers, wagons, and similar child transport devices shall be carried on vehicles in their collapsed condition.

4.4.3.e Bicycles, Skis, and Snowboards

On a seasonal basis, vehicles are equipped to carry bicycles, skis, and snowboards on a first-come, first-served 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 vehicles. 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.

4.4.3.f Carry-On Items

The vehicles do not have space specifically designed for storage. Riders may bring packages and groceries on-board vehicles 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 aisle. Portable music devices such as radios and iPods must not be played at a volume that would disrupt the safe operation of the vehicle or annoy other passengers. Headphones are required. No food or beverages may be consumed aboard a vehicle. Beverages should be transported in a spill proof container.

4.4.3.g Hazardous Materials

Hazardous materials such as explosives, flammable liquids, firearms, or weapons (except as authorized by law) are prohibited on vehicles. 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 law enforcement.

4.4.3.h Animals

All animals are prohibited on vehicles, except:

- Service animals under the control of a guest with a disability as permitted by the ADA.
- Animals stored in an approved carrier under the control of a responsible guest.
- A rider traveling with an animal will be asked to leave the vehicle if the animal's behavior compromises the safe operation of the vehicle or otherwise poses a threat to the public health, safety or welfare.

4.4.3.i Smoking

Smoking of any type, including e-cigarettes, is strictly prohibited.

4.4.3.j Loitering

Remaining on a vehicle without a destination, sleeping on a vehicle, or loitering at a public transit station or designated bus stop is prohibited.

4.4.3.k Disruptive Behavior

Loud, obnoxious behavior or the use of foul language is prohibited on a vehicle, at a designated bus stop, or at a public transit station. Disruptive passengers may be denied service at the discretion of the vehicle operator.

4.4.3.l Flash Photography, Laser Pointers

Flash photography and the use of a laser pointer while on a vehicle are prohibited.

4.4.3.m Alcohol; Illegal Drugs

Consumption of alcohol is prohibited. Possession of an open alcoholic beverage container is prohibited. No person may ride in a vehicle while visibly intoxicated.

The possession, sale, consumption or use of any drug is prohibited.

The possession, sale, consumption or use of marijuana is prohibited.

4.4.3.n Fixed Stop System

The Transit Services is a fixed stop public transportation system. Vehicles do not make undesignated stops in which to board or disembark passengers because such stops create hazardous conditions for other vehicles or pedestrians. Vehicles must comply with all state and federal regulations for public transportation.

4.4.3.o Emergencies

In the event of an unforeseen emergency, the vehicle operator will provide passengers with specific directions for evacuation and/or other necessary actions. For passenger safety, all passengers must comply with the directions provided. Vehicle operators are licensed commercial drivers and are provided extensive training to meet federal safety regulations.

4.4.3.p Compliance with Use Policies

Winter Park reserves the right to deny service to any person not complying with this Manual. Refusal to comply with the directions of a vehicle operator or the hindering of the movement of public transportation is punishable under federal law by 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 Transit Services will not be allowed to board or will be told they must disembark. Winter Park, at its discretion, may notify law enforcement officials of any misconduct.

4.4.3.q Non-Discrimination

Winter Park complies with Title VI of the Civil Rights Act of 1964. The level and quality of Transit Services will be provided without regard to race, color, or national origin in accordance with Title VI. The Transit Services are provided with equal access to all.

4.4.3.r Accessibility

All vehicles shall meet the standards of accessibility for persons with disabilities established by the FTA pursuant to the ADA. Accessibility is provided along the fixed route system at designated bus stops only.

4.4.3.s Notice

Any person who believes he or she or any specific class of persons is subjected to discrimination prohibited by Title VI or the ADA may by himself or herself, or by a representative, file a written complaint with Winter Park or the FTA. All complaints will be promptly investigated. To request additional information on the Winter Park nondiscrimination obligations or the ADA, contact:

Town Manager
Town of Winter Park
50 Vasquez Road
Winter Park, CO 80482
Kriesberg@wpgov.com
Phone: 970-726-8081

Information in languages other than English will be provided as needed and will be consistent with DOT LEP Guidance. Additionally, alternative formats, i.e. large print, Braille, audio or videotapes of the use policies and procedures are available upon request.

4.4.4 Charter Bus Policy

The Transit Services provide fixed-route and demand response transportation service for members of the general public. Winter Park complies with the FTA Charter Service Rule as described in Title 49, Part 604 implementing 49 U.S.C. 5323(d). Winter Park does not provide any charter bus service with FTA grant funds and refers all charter service requests to private sector charter operators.

"Charter service" is defined as:

- Transportation provided by a recipient 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; or
 - A third party determines the origin and destination of the trip as well as scheduling; or,
- Transportation provided by a recipient 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.

"Charter service hours" mean total hours operated by buses or vans while in charter service including:

- Hours operated while carrying passengers for hire; and
- 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 Winter Park

provide services under these exceptions, such service will be documented in accordance with the requirements described at:

http://www.fta.dot.gov/legislation_law/12922.html

The Contractor provides charter services for the Resort and as an independent charter operator, and the Contractor will continue to do so under the following terms:

- The Contractor shall not negotiate lower rates for providing regularly scheduled transportation services to homeowner's associations or business entities than are charged by Winter Park if the entity were to purchase services as part of the Transit Services in the Fraser Valley.
- The Contractor cannot use vehicles that are used for Transit Services to provide charter services. No FTA or state-funded vehicles will be used in any charter services.
- The Contractor will maintain adequate cost records to document that the costs of vehicles and vehicle maintenance that are used in charter services are not publicly subsidized.

4.4.5 Maintenance Policy

The maintenance policy covers vehicles. In the future the policy can be expanded to cover facilities. At present, all vehicles are provided by the Contractor. Winter Park will be purchasing vehicles using public funds and over time will own the fleet used to provide Transit Services. Regardless of ownership, Winter Park's commitment is to maintain all vehicles so they are safe, reliable, and clean.

Winter Park maintains a list of all FTA-funded assets that is updated at least annually. The list is in addition to the information provided in CDOT's grant management system (COTRAMS). The FTA asset list will include any disposed equipment up to a period of 3 years.

Winter Park requires all vehicles, regardless of ownership, to be properly insured to meet CDOT insurance level requirements per the FTA/CDOT grant agreement, Section 13.

4.4.5.a Vehicle Maintenance

Winter Park will maintain vehicles in a state of good repair, using an asset management program that encompasses recording and monitoring all FTA assets by useful life; a pre-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 with potential modifications based on the service plan and local conditions of the area. All vehicle maintenance procedures are documented in a vehicle maintenance plan separate from this policy document.

Currently, the Contractor must maintain the vehicles in accordance with Winter Park's maintenance policy. To ensure compliance, Winter Park requires the Contractor to use a system of manual and computerized forms and reports to schedule, perform, and document all maintenance activities. The Contractor must have maintenance documentation available for Winter Park review and Winter Park reviews this documentation regularly.

The Contractor will have a vehicle maintenance program that emphasizes preventive versus reactive maintenance to maximize useful life, cost efficiency over the life of the vehicle, and ensure that vehicles remain in safe operating condition. The Contractor will be required to:

- Develop and follow a PM schedule for each type or group of vehicles used in Transit Services, reflecting manufacturer's minimum requirements and local conditions based on type of usage.

- Develop and follow a PM schedule to maintain all ADA accessibility features, to include wheelchair lifts/ramps, restraint systems, and public announcement systems.
- Incorporate a system to schedule and track when PM is due. The allowable variance with all PM inspections is a minus 500 miles to a plus 500 miles or 10%, whatever is greater. Inspections completed within this parameter are considered on time under FTA requirements. The PM program will also include a system for tracking warranty issues and recovering warranty claims once new vehicles are in the fleet.
- Conduct vehicle pre and/or post trip inspections will occur daily as required by service levels. Pre-trip inspections are designed to identify any safety or ADA accessibility related defects and address those problems immediately. The pre-trip inspection will also include cycling of lifts and/or ramps and monitoring of cleanliness and damage to the interior or exterior of vehicles. The Contractor's pre-trip inspection program will include appropriate training of operators and maintenance staff to identify all problems, identify which will result in holding the vehicle out from service, and correct all issues, documenting the process.
- Promptly repair all ADA accessibility features, most importantly inoperable wheelchair lifts or ramps, but also securement systems or other features. Every effort must be made to repair lifts before the next day of service. If the wheelchair lift cannot be repaired before the next day of service, the vehicle can be placed back in operation only if a spare is unavailable. Vehicles with inoperable lifts can be kept in service for no more than 5 days.
- Consistently maintain clean and sanitary vehicle interiors and exteriors, to the extent the local operating conditions allow.

4.4.6 Safety and Training Policy

It is Winter Park's policy that its Transit Services are operated safely and to this end, the Contractor is required to demonstrate that its training program, service delivery protocols, maintenance, and supervision result in Transit Services that are safe for riders, pedestrians, other drivers, and employees. The Contractor will:

- Provide 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 provided will be documented and tracked by class and individual.
- Maintain 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.
- Provide on-going safety meetings for employees and adequate supervision and monitoring of employees to ensure that employees are following safe practices.
- Have all vehicles pass an annual Colorado State Patrol safety inspection.
- Maintain all safety-related records to include vehicle operator's license and background checks information, accidents, incidents, and injuries; training records; records of hours worked; and records of safety meetings and report this data as required by Winter Park, CDOT, Federal Motor Carrier Safety Administration (FMCSA), and other governing entities.
- Ensure all vehicles 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 will be checked as part of the pre-trip inspection protocol and inventoried at least annually.

Winter Park will monitor the Contractor's safety programs, protocols, and records on to ensure that

appropriate training of agency personnel is occurring, that personnel are up to date in appropriate certifications, and that the protocols and practices enhance transit and workplace safety.

4.5 Fiscal and Accounting Policies

The policies in this section are primarily focused on how Winter Park administers the Transit Services. Some policies are internal to the Winter Park Finance Department and are governed by fiscal requirements or grant requirements. Others are developed through the TAC specifically for the purpose of the Transit Services.

4.5.1 Intergovernmental Agreements and Service Contracts

It is Winter Park's policy that services provided outside Winter Park's boundaries will be operated through intergovernmental agreements or other service contracts. Such contracts will require that costs be paid through a formula that assures costs are covered by the entity desiring services.

Winter Park documents the costs of all Transit Services and the TAC is responsible for recommending the rates for Transit Services.

4.5.2 Procurement

The Transit Services will follow Winter Park's Purchasing Policy, which was amended in December 2015 to include a separate section on FTA-specific procurement requirements for goods and services procured with FTA dollars.

Winter Park promotes a purchasing environment of full and open competition and follows procurement methods to support that environment.

4.5.3 Fiscal Control and Accounting

- Winter Park will manage all Transit Services-related revenue and expenditures in accordance with federal, state and local guidelines. This includes creating and managing separate cost centers for contract services, grant revenue, and capital purchases (vehicles, facilities, etc.). Winter Park adheres to GAAP (Generally Accepted Accounting Principles) for its financial management.
- Any revenues of the Transit Services, such as those generated from the MOU with the Resort, partner agency contributions for service and bus advertising, are for the benefit of the transportation program. Revenues generated are credited to the Transit Department on the general ledger, consistent with the FTA Master Agreement.
- The Annual Budget for Winter Park, including for the Transit Services, is developed in accordance with Article 9 of the Town of Winter Park Home Rule Charter.
- The Town Clerk and Finance Director process all accounts receivable, accounts payable, and general ledger entries.
- The Transit Manager receives a monthly general ledger actual vs. budget report from the Finance Director and is responsible for monitoring the budget for the Transit Department. Pursuant to the Common Grant Rule, of which FTA grant funds are governed, subrecipients must prepare and perform an actual vs. budgeted analysis monthly. The Transit Manager monitors actual revenue and costs against the annual budget on a monthly basis. The comparison includes all revenue

generated to include homeowners' association contributions and grant revenue. Expenses include any Contractor reimbursement and capital purchase or maintenance expenses.

- The Transit Manager is responsible for seeking monthly reimbursement against all FTA/CDOT operating and administrative grant contracts. The Transit Manager must submit monthly reimbursement requests according to CDOT guidelines. Per the Common Grant Rule (49 C.F.R. Parts 18 and 19), the Transit Manager must maintain accounting records to support grant reimbursement claims made to the state, including canceled checks, paid bills, and any contracts for subcontractors. If direct staff time is charged to the grants, records will include payroll and time. Monthly reimbursement grants files should include all source documentation to support a reimbursement request to include the monthly invoices and reports from the Contractor. The Transit Manager will only seek reimbursement for eligible costs against the grant contract and will not charge multiple revenue sources for the same cost.
- Winter Park completes a Comprehensive Annual Financial Report on a yearly basis. This report is audited by a certified independent accounting firm. Audits and reports are available to the state and the FTA on an annual basis as requested.
- The Transit Service operates with no rider fares and the Contractor is not required to handle or deposit revenue, therefore there is no Winter Park requirement for cash handling procedures.
- The Transit Manager is responsible for Contractor compliance and receipt of federal and state financial assistance funds. Contractor compliance duties include receiving and reviewing monthly invoice and service reports to ensure compliance with contract provisions and bi-monthly site visits to discuss compliance or service concerns and to review on-site logs and records.
- The Transit Manager follows Winter Park's purchasing policies for the program and implements procedures in accordance with federal procurement requirements.

Section 5 – Winter Park Oversight of Transit Services

5.1 Winter Park Role

Winter Park operates the Transit Services as part of its general municipal functions and as such, general Winter Park policies and practices apply to this operation. Specific transit oversight responsibilities are additionally described in this section.

5.1.1 Grant Records

Winter Park will maintain the following records for each grant received, for 3 years after the grant is closed or three years after the useful life of the capital equipment has ended:

- 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.

These files are kept in accordance with the Colorado State Archive retention and disposition schedule for municipalities. All records are stored and secured in Laserfiche 9.2.

5.1.1.a Grant-funded Assets

Winter Park will maintain records on all grant-funded assets, including vehicles, equipment, and facilities. Records will identify equipment that is grant-funded, and any portion of the facility assets provided through in-kind contributions, particularly the value of land.

The records will document the source of federal, state, and local funding and the length of time through which the federal interest is maintained. Winter Park will maintain titles to vehicles, releases of liens, and pre- and post-delivery inspections.

Winter Park will keep all required forms, assurances, certifications and reports for grant-funded capital purchases as required by the grant contracts, the FTA and the state, including the following documents:

REQUIRED CERTIFICATIONS, REPORTS, AND FORMS	COMMENTS	MASTER AGREEMENT REFERENCE
Bus Testing Certification and Report	Procurements of buses and modified mass produced vans	§17.p(4)
TVM Certifications	Procurements of buses and modified mass produced vans	§13.d(3)
Buy America Certification	Procurements of steel, iron or manufactured products > \$100,000	§16.a
Pre-Award Audit	Rolling stock procurements	§17.p(3)
Pre-Award Buy America Certification	Rolling stock procurements>\$100,000	§17.p(3)
Pre-Award Purchaser's Requirement Certification	Rolling stock procurements	§17.p(3)
Post-Delivery Audit	Rolling stock procurements	§17.p(3)
Post-Delivery Buy America Certification	Rolling stock procurements >\$100,000	§17.p(3)
Post-Delivery Purchaser's Requirement Certification	Rolling stock procurements	§17.p(3)
Federal Motor Vehicles Safety Standards Pre-Award and Post-Delivery Certification	Non-rail rolling stock procurements	§17.p(3)
Excluded Parties Listing System search	Procurements > \$25,000	§3.b
Lobbying Certification	Procurements > \$100,000	§3.d

5.1.2 Eligible Recipient

Winter Park, as a municipality, is an eligible FTA fund recipient. Winter Park meets all CDOT grant requirements, including having all required insurance coverage. Winter Park maintains, or requires the Contractor to maintain, all records required by CDOT, the FTA, and the FMCSA. Winter Park reports all information required by CDOT as a grant condition, including rural National Transit Database information, vehicle insurance levels, the lobbying certification when grants exceed \$100,000, semi-annual DBE reporting, and monthly invoicing.

5.1.4 Complaints and Recordkeeping

Many customer complaints, like comments, compliments, and lost & found, often go directly to the Contractor. Riders may also contact Winter Park directly as noted here and in the Title VI Plan. Winter Park reviews and monitors all complaints related to transit service provision. All complaints received by the Contractor or Winter Park are logged in an electronic file system monitored by the Transit Manager.

Winter Park or the Contractor will respond to all comments and complaints. The Contractor is responsible for detailed tracking, investigation, and timely resolution of most complaints, and provides monthly logs and reports documenting the investigation and resolution of complaints to Winter Park. Winter Park tracks the types of complaints filed and their resolution and works with the Contractor to resolve any issues. Winter Park conducts additional investigation of complaints as warranted. This could be due to

the nature of the complaint and result of the Contractor's investigation, a pattern of a certain type of complaints, or simply to better understand what occurred. Winter Park investigates and tracks all Title VI, ADA, and DBE complaints.

Staff of Winter Park and the Contractor are trained to recognize Title VI and ADA complaints as described in the Title VI Plan. Winter Park's Title VI complaint form is used when detailed information is needed or for Title VI or ADA complaints.

Winter Park maintains, or requires the Contractor to maintain, full records on all aspects of the provision of paratransit services and the applications and eligibility determinations of individuals requesting paratransit services. The application, eligibility and appeals processes followed are described in the ADA Compliance Plan.

All DBE complaints are processed, investigated, and tracked by the Transit Manager using the Title VI Plan complaint procedures and reported to the CDOT Civil Rights Office. Winter Park has a mechanism in place to document all DBE-related participation and to provide this information to CDOT when required.

5.1.5 Service Records and Contractor Oversight

Winter Park will maintain monthly records on services delivered by the Contractor, compiling a monthly report and seasonal statistics, as follows:

Each Month:

- Review invoice and supporting documentation, reconciling data as needed and comparing expected and actual service and cost information.
- Spot-check back-up information, selecting varied information each month (sample daily dispatch logs, paratransit files for eligibility, sample daily service requests, or sample driver manifests, vehicle log versus daily work assignments).
- Review back-up complaint reports, incident reports, and accident reports.

Quarterly (near beginning of December, March, June, and September):

- Discuss service or compliance concerns of the Contractor and Winter Park.
- Discuss upcoming seasonal service change needs and activity schedule.
- Review maintenance activity, including a selection of maintenance records by vehicle to include scheduled PM services, driver vehicle inspection reports and follow-up.

Bi-annual:

- Drug and Alcohol compliance checks using the checklist in Appendix E (December and June).
- Vehicle inspections:
 - Late February to early March: Transit Manager inspects vehicles using the checklist in Appendix E.
 - September: Winter Park mechanic and Transit Manager participate in Colorado State Patrol annual safety inspection of vehicles.
- Review of safety meeting activity (December and June).
- Review of other staff training activities (December and June).

Occasional and Unscheduled:

- Check vehicles for external and internal cleanliness, body damage, and damage to seats or interior surfaces (including graffiti). Frequency - approximately 20 times per year, with more in peak winter season.
- Ride-along with drivers to observe driving habits, customer service, stop announcements, schedule adherence, and passenger loading patterns. Frequency – 10 to 15 occurrences per year, with more in peak winter season.

Oversight activities will be documented by Winter Park, including reports of activities and follow-up, such as Contractor communications regarding findings and any corrective action required.

Section 6 – Contractor Recordkeeping and Reporting

6.1 Contractor Responsibilities

The Contractor is responsible for maintaining and submitting all necessary records, files, and reports to document that the operation of the Transit Services complies with standard industry practices and all local, state, and federal requirements. The Contractor must furnish these documents to Winter Park and the appropriate federal and state agencies as needed for compliance and inspection, at specified intervals or upon request.

The records, files and reports to be maintained include those that are required for Winter Park to monitor Transit Services provided and those required by the state and the DOT to assure that the services are in compliance with safety and operating requirements.

6.1.1 Drug & Alcohol Program and Records

The Contractor shall operate a Federal Drug and Alcohol Testing program that satisfies the testing and reporting requirements in 49 C.F.R. Part 40 and 655. The Contractor shall keep, update, and submit all required file all reports, certifications and assurances as required by the Contractor’s drug and alcohol policy, and federal and state law.

6.1.2 *ADA Compliance, Reports, and Documents*

The Contractor is responsible for knowledge of and compliance with the ADA and all implemented regulations, including without limitation 49 C.F.R. Parts 37 and 38. The Contractor is responsible for maintaining and filing all reports, documents, and operational protocols as required by the ADA. This includes maintaining all written forms and documents required concerning riders who are disabled.

6.1.3 *NTD Reporting*

The Contractor is responsible for accurate tracking and reporting of annual Rural National Transit Database (NTD) data. The Contractor is responsible for timely preparing for submittal to CDOT all accurate forms and reports. The Contractor is responsible for counting and reporting accurate passenger boarding information.

6.1.4 *DOT Records/Inspections*

The Contractor is responsible for complying with Federal Motor Carrier Safety Regulations, including without limitation the following:

- Qualification of Drivers: 49 C.F.R. Part 391
- Hours of Service: 49 C.F.R. Part 395
- Inspection, Repair, and Maintenance: 49 C.F.R. Part 396
- Parts and Accessories Necessary for Safe Operation: 49 C.F.R. Part 393

The Contractor shall keep updated records, and submit reports, as required by the Federal Motor Carrier Safety Administration.

6.2 Contractor Records

The Contractor will maintain updated daily and monthly operational logs, inventories and documents that cover all aspects of Transit Services operation and management, including those that show the Contractor is meeting the responsibilities set out in section 6.1 above.

6.2.1 Reports to Winter Park

The following information will be included as support for each monthly invoice:

- Services provided by route or service, including fixed-route trips, revenue and non-revenue hours, revenue and non-revenue miles, and passengers carried, identifying the scheduled and actual trips, revenue hours, and revenue miles.
- Vehicle log showing vehicles used in service and mileage on each vehicle, separated by miles for public Transit Services and miles for charter services.
- Summaries of:
 - Purchased transportation service costs;
 - Riders carried;
 - Miles and hours operated; and
 - Accidents, incidents, road-calls, and complaints.
- Report of paratransit services provided.
- Employee head count by position.
- Maintenance expense detail with adequate information to separate Winter Park maintenance expenses from maintenance expenses for other services.

A set of sample forms are provided in Appendix E that cover the primary records that will be submitted to Winter Park. The Contractor may use its own forms if they are substantially similar to those provided in Appendix E.

6.2.2 Daily and Monthly Operations Logs/Inventories/Files

The Contractor will maintain the internal documents listed below, posting changes on a daily basis.

- Vehicle maintenance records.
- Fleet records including inventory information, fleet certifications and registration, and vehicle inspections.
- Fuel reports and fuel inventory.
- DOT, federal, and state fleet and facility inspection and records. Daily operations logs (including: operator time, run, and vehicle assignment).
- Vehicle insurance records).
- Records of licensing, titles, vehicle and facility inspections.
- Records of customer complaints, including complaint form, tracking, investigation, and resolution of complaints, and entry of summary information into an electronic customer contact log, accessible to both Winter Park's staff and the Contractor's staff, uploaded daily for Winter Park staff review.
- Lost and found inventory and reports of lost and found items, with customer calls regarding lost items uploaded into the customer contact log.
- Accident and incident reports, including Contractor reports, the results of internal investigations, and information such as correspondence, papers, notices, accident reports, or documents received by Contractor in connection with any claim or demand.
- Incident reports not involving a vehicle, including the results of Contractor internal investigations and correspondence, notices, or documents received by the Contractor in connection with any claim or demand.
- Records supporting invoicing of work performed and verifying all daily provision of hours and miles.
- Monthly reports for operations and ridership, including scheduled trips, missed trips, or other irregular operations.

6.2.3 Employee Records

To meet DOT regulations, the Contractor must maintain a system of records for all operators and individuals operating vehicles on public rights-of-way. These records are subject to review by Winter Park, as well as audits by the Colorado State Patrol Motor Carrier Safety Section and the FTA. The required records include without limitation the following:

- Employee files: including current CDL, current DOT physical card, and MVR check
- Motor Vehicle Driver's Certification violations (annual)
- Employee operations: driving time, on duty time, off-duty time, drug & alcohol testing, physical qualifications & examinations.
- Employee hiring documents including applications and background checks.
- Employee training: the Contractor must maintain a complete training file on each employee. Documentation must be in accordance with federal regulations (DOT, FTA and ADA).
- Drug and Alcohol Class Sign-off (Minimum 60 minutes training).
- Drug and Alcohol Policy Sign-off
- Commendations, reprimands, coaching notes.
- Accident files, reports, drivers' statements, photos, police reports, accident review determination, memo of reprimand by determination.

Appendix C – Title VI Plan

Appendix D – Advertising Policy for the Winter Park Transit Service

OBJECTIVE

It is the purpose of the Town of Winter Park Transit Service (the “Service”) advertising program to

- Utilize space on the interior and exterior of its busses and appurtenant vehicles for advertising purposes, advertising for the Service, and public service messages to generate revenue for the construction, operations and maintenance of Winter Park’s facilities and services,
- Provide information to the public by or about Winter Park which is produced by Winter Park
- Provide information to the public about federal, state and local government programs and activities when requested specifically by other government agencies (Government Communications) in furtherance of the Service’s efforts to promote the welfare of the citizens of the state and to cooperate with its federal, state and local partners

SCOPE OF ADVERTISING POLICY

The Service uses the space on its vehicles for the purpose of placement of advertisement only in those locations made available by the Service for that purpose. This policy applies to sale of that space for advertising purposes. Any naming rights or sponsorship of the Service lines or facilities will be governed by separate policies.

DESIGNATION OF FORUM

It is the Service’s intent that advertising be permitted only on vehicles or in the The Lift’s Transit Center monitors at Cooper Creek Square. The Service’s advertising space is not intended to provide or create a public forum. The Service does not intend to accept advertising for non-commercial purposes except for Government Communications. No private, non-profit, or government speech intended to advocate or oppose political candidates, political issues, religious discourses, or advocacy of social policies will be accepted. The Service reserves the sole right to determine the size, location and placement of advertising space made available for sale.

TYPE OF ADVERTISING PERMITTED

The Service will permit only commercial advertising. Commercial advertising is advertising that is designed to promote the sale of goods or services or events promoting goods and commercial services, regardless of whether the advertiser is a for-profit, non-profit, or government entity. Notwithstanding the above general rule, the following is allowed:

- Advertising that promotes the Service’s transit services, programs or products, including co-sponsorships with commercial or governmental third parties that would increase ridership or otherwise support the Service’s mission.
- Government Communications.

TYPE OF ADVERTISING PROHIBITED

Any advertising that promotes or depicts the sale, rental, or use of, or participation in, the following products, services or activities; or that uses brand names, trademarks, slogans or other material that are identifiable with such products, services or activities:

- a. **Tobacco:** Advertising promoting or depicting tobacco products, tobacco-related products, and products that simulate smoking or are modeled on the tobacco products, including without limitation cigarettes, cigars, and smokeless (*e.g.*, chewing) tobacco, and electronic cigarettes;
- b. **Marijuana:** Advertising promoting or depicting marijuana, marijuana cultivation, marijuana products or marijuana paraphernalia, or advertising for medical marijuana centers, retail marijuana stores, marijuana testing facilities, marijuana clubs or marijuana cultivation facilities;
- c. **Adult/Mature Rated Films, Television or Video Games:** Advertising promoting or depicting films rated “X” or “NC-17”, television rated “MA” or video games rated “A” or “M”;
- d. **Sexually Oriented Businesses:** Advertising promoting or depicting sexually oriented businesses, as defined in the Winter Park Town Code;
- e. **Other Adult Services:** Advertising depicting or promoting adult telephone services, adult internet sites or escort services;
- f. **Nudity, Sexual and/or Excretory Subject Matter:** Advertising depicting or promoting nudity, sexual conduct or sexual excitement, as those terms are defined C.R.S. 18-7-501, as amended;
- g. **False or Misleading:** Advertising that is or that the sponsor reasonably should have known is false, fraudulent, misleading, deceptive or would constitute a tort of defamation or invasion of privacy;
- h. **Copyright, Trademark or Otherwise Unlawful:** Advertising that contains any material that is an infringement of copyright, trademark or service mark, or is otherwise unlawful or illegal;
- i. **Illegal Activity:** Advertising that promotes any activity or product that is illegal under federal, state or local law;
- j. **Profanity and Violence:** Advertising that contains any profane language, or portrays images or descriptions of graphic violence, including dead, mutilated or disfigured human beings or animals, the act of killing, mutilating or disfiguring human beings or animals, or intentional infliction of pain or violent action towards or upon a person or animal, or that depicts weapons or devices that appear to be aimed or pointed at the viewer or observer in a menacing manner;
- k. **Disparaging:** Advertising that is intended to be (or reasonably could be interpreted as being) disparaging, disreputable, or disrespectful to persons, groups, businesses or organizations, including advertising that portrays individuals as inferior, evil or contemptible;
- l. **Adverse to the Transit Service:** Advertising, or any material contained in it, that is directly averse to the interests of the Service, or that tends to disparage the quality of service provided by the Service, or that tends to disparage public transportation generally;
- m. **Transit Service Graphics and References:** Advertising that contains the Service’s graphics, logos, representations without the express written consent of the Service;
- n. **Insulting, Degrading or Offensive:** Any material directed at a person or group that is so insulting, degrading or offensive as to be reasonably foreseeable that it will incite or produce lawless action in the form of retaliation, vandalism or other breach of public safety, peace and order;
- o. **Harmful or Disruptive to Transit Services:** Any material that is so objectionable under contemporary community standards as to be reasonably foreseeable that it will result in harm to, disruption of or interference with the Transit Services; or
- p. **Unsafe Transit Behavior:** Advertising that encourages or depicts unsafe behavior with respect to transit services, such as non-use of normal safety precautions in awaiting, boarding, riding upon or debarking from vehicles.

Appendix E – Forms and Checklists

Passenger Service Report Form

Title VI and ADA Complaint Form

Accident Report Form

Bus or Route Incident Report Form

Monthly Transit Operating Report Form

Contractor Vehicle Inspection Checklist

Drug and Alcohol Compliance Checklist

Additional information

1. The Winter Park Transit Service has a series of electronic spreadsheets that are used in recordkeeping and reporting.
2. Eligibility forms for paratransit services are included in the ADA Compliance Plan.

Passenger Service Report Form

Winter Park Transit Service

Complaint generated from (check one):

Contact information for person filing complaint:

Telephone call received by: _____

Name: _____

Email received by: _____

Telephone: _____

Driver report from: _____

Email: _____

Other: _____

Address: _____

Report:

Is this a Title VI complaint? Yes No

Date occurring: _____

On bus – Route: _____ Direction: _____

Time occurring: _____

At a stop – Identify street, side of street, and intersection: _____

Bus #: _____

Driver: _____

Other – Identify exact location: _____

Type of Report:

Lost item Schedule adherence Customer service Safety ADA Other: _____

Description: _____

Person completing report: _____

Date report received: _____

Contractor Investigation: _____

Action Taken: _____

Approved By: _____

Follow-up completed

Logged

Title VI and ADA Complaint Form

Winter Park Transit Service

Instructions: If you would like to submit a Title VI or ADA complaint to the Town of Winter Park, please fill out the form below and send it to: Town of Winter Park, Attn: Town Manager, 50 Vasquez Road, Winter Park, CO 80482.

For questions or a full copy of the Town of Winter Park's Title VI Policy, ADA Compliance Plan, and complaint procedures, please email: dnelson@wpgov.com or call: 970.726.8081 for more information.

Report:

1) Name (Complainant): _____
Last First Middle Initial

2) Home Address: _____ Apt#: _____

City County State Zip

3) Home Phone #: _____ 4) Work Phone #: _____

5) If applicable, name of person(s) who allegedly discriminated against you: _____

6) Date of incident, location and position of person(s), if known: _____

7) Discrimination due to: Race National Origin Color Other

8) Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case:

9) Why do you believe these events occurred? _____

10) What other information do you think is relevant to the investigation? _____

11) How can this/these issue(s) be resolved to your satisfaction? _____

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

Name:

Address:

Phone Number:

13) Have you filed this complaint with any other federal, state or local agency or court? Yes No

If yes, please check all that apply:

Federal agency

Federal court

State agency

State court

Local agency

If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed:

Agency/Court:

Contact's Name:

Address:

Phone Number:

14) _____

Complainant Signature

Date

Accident Report Form

Winter Park Transit Service

Police Report Number: _____ (Attach) Officer's Name: _____

Driver Name: _____ Unit Number: _____ Date: _____ Time: _____

Location of Accident: _____

Employee Report

<u>Driver's Legal Name:</u>			<u>Driver's License Number:</u>	
Last Name	First	Middle	Number	State
<u>Driver Address and Phone Number:</u>				
Street Address	City	State	Zip	Phone Number
Was your seatbelt on? <input type="checkbox"/> Yes <input type="checkbox"/> No		Time shift started: _____		
<u>Road conditions:</u>		<u>Light:</u>	<u>Weather:</u>	
<u>Description of damage:</u> _____				

Other Vehicle/Property Involved

<u>Driver's Legal Name:</u>			<u>Driver's License Number:</u>		
Last Name	First	Middle	Number	State	
<u>Driver Address and Phone Number:</u>					
Street Address	City	State	Zip	Phone Number	
<u>Vehicle Information:</u>					
Make	Model	Year	Color	VIN#	Lic.#/State/Exp.
<u>Description of damage:</u> _____					
<u>Insurance:</u>					
<u>Company Name</u>		<u>Agent</u>	<u>Phone Number</u>	<u>Policy Number/Exp.</u>	

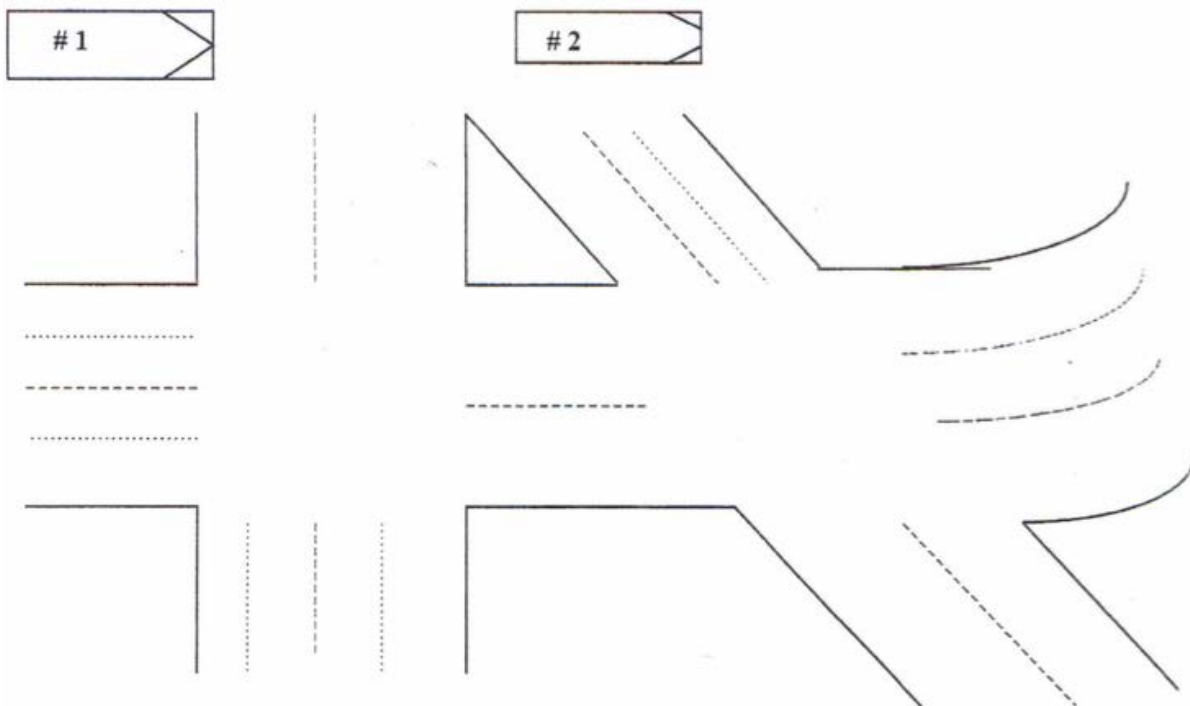
Accident Description

Write a complete description of what happened and illustrate it below: _____

Complete the following diagram to show direction and position of vehicles or property involved. Designate clearly the point of contact. Identify the streets and direction "north" on the page.

Your vehicle is #1

Other vehicles are #2, #3, etc.



Additional comments or information: _____

Additional/Injured Parties

Were there additional parties in the other vehicle? Yes No If so, how many? _____
Were there any injured parties in any vehicle? Yes No If so, how many? _____

Provide information on injured parties below. Use extra pages if needed.

Injured Party's Legal Name: _____ Driver's License Number: _____

Last Name First Middle Number State
Permanent Address and Phone Number:

Street Address City State Zip Phone Number

Location When Injured (i.e. in transit vehicle, in other vehicle, bystander, etc.): _____

Reported nature of injuries: _____

Injured Party's Legal Name: _____ Driver's License Number: _____

Last Name First Middle Number State
Permanent Address and Phone Number:

Street Address City State Zip Phone Number

Location When Injured (i.e. in transit vehicle, in other vehicle, bystander, etc.): _____

Reported nature of injuries: _____

Witnesses

Name:

Address:

Phone Number:

General Information

Date of Incident: _____ Time of Incident: _____ Driver's Name: _____

Bus Number: _____ Bus Route: _____ Direction of Travel: _____

Location of Incident: _____

Brief Description of Incident: _____

Person completing report: _____ Date report received: _____

Contractor Investigation: _____

Action Taken: _____

Approved By: _____ Date: _____

Employee Signature: _____ Date: _____

Monthly Transit Operating Report Form

Winter Park Transit Service

WINTER PARK TRANSIT OPERATING REPORT FOR THE MONTH OF (insert month)						
Fixed Monthly Cost					(insert cost here)	
Hourly Rate					(insert cost here)	
<i>Services</i>	Hours	Riders	Riders/Hour	Miles	Riders/Mile	
Black						
Night Lift						
Purple						
Night Purple						
Blue						
Yellow						
Orange						
Brown						
Green						
Village Night						
Mary Jane						
Granby						
Link CNR						
Paratransit						
TOTAL						
Fuel Adjustment					(insert cost here)	
TOTAL COST					(insert cost here)	

Signature: _____
 Transit Manager

Date: _____

Contractor Vehicle Inspection Checklist

Winter Park Transit Service

Date: _____ Vehicle Number: _____ Mileage: _____

Inspection Performed By: _____

= INSPECTED R = REPAIRS REQUIRED A = ADJUSTMENT N/A = NON-APPLICABLE
NEEDED

Physical Inspection

Under the hood

- _____ Belts, frayed
- _____ Hoses, cracked
- _____ Engine block, clean of oil, coolant, etc.
- _____ Hood light operative
- _____ Check all fluid levels – oil, coolant, power steering fluid, etc.
- _____ Interior Check
- _____ All interior lights working, including dimmer switch
- _____ Check all wheelchair tiedowns for cleanliness, proper # and order of tiedowns
- _____ Seat condition, clean, no cuts or stains in vinyl
- _____ Check seats that raise for wheelchair stations for smoothness of operation
- _____ First Aid Kit – full, strap cutter, body fluid cleanup full, triangles neatly folded and secured with proper number needed
- _____ Fire extinguisher secure and tag not expired
- _____ Dash lights all operative, check all switches for operation, wiper blades in good condition
- _____ Washer fluid full, horn, backup alarm in reverse

Wheelchair Lift Operation

- _____ Lift clean
- _____ Check override on lift belt, is light operating?
- _____ Smoothness of operation on lift outboard barrier
- _____ Check override that lift will not work without vehicle in park with emergency brake on and W/C switch activated at driver seat

Exterior Walkaround

- _____ Fluid leaks under coach
- _____ Suspension, coach sagging any direction, up check front end bounce up and down to check shocks on smaller coaches. Should go down and only 1X
- _____ Visual on leaf springs – nothing hanging that should not be hanging
- _____ Obvious cleanliness of coach
- _____ All exterior lamps working, clearance, license plate light, tail, turn, and 4-ways
- _____ Unreported body damage/scratches

Documentation

What are the required maintenance intervals for the vehicle(s)?

- Level A: _____
- Level B: _____
- Level C: _____
- Level D: _____

Comments:

Drug and Alcohol Compliance Checklist

Winter Park Transit Service

Date of Oversight Review: _____

Name of Contractor: _____

Date of Last Review of Records: _____

Name of Last Reviewer: _____

Were there any findings from the last review?

If yes, what were they? _____

Has corrective action been taken?

Does contractor have a written Drug and Alcohol Program Policy?

Does the Policy include the following elements?

Policy adoption with effective date

Identify of DAPM

Categories of employees subject to testing

Prohibited behavior

Types of testing

Testing procedures

Required testing of covered employees

Descriptions of Refusal to Test definitions

Description of procedure for Verified

Positive Test

Treatment process, if applicable

Procedure for Diluted Test

Does contractor use a laboratory that is DHHS certified?

Does contractor monitor collection sites and MRO to ensure program requirements?

Has contractor provided Reasonable Suspicion training to its supervisors?

Does contractor provide 60 min. of Drug and Alcohol training to its employees?

Has contractor filed their annual MIS report?

Are Drug and Alcohol program records maintained securely?

Does contractor have written Post Accident Procedures?

Does contractor perform all required tests?

Are employees provided with proper notification prior to testing?

Did contractor report any positive test results?

If so, did contractor provide required SAP information?

Is contractor adhering to the proper sampling rates for Drug and Alcohol testing? _____

Does contractor maintain file of Previous Employer DOT Release forms?

Does contractor have a statistical analysis of all Drug and Alcohol tests by category?

Acceptable Oversight Review

Follow-up Required

Date of Follow-up

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

YES NO

Signature: _____

Date: _____

Transit Manager