

Access-a-Ride



Customer Guide

January 2024

Regional Transportation District

**1660 Blake Street – ADA
Denver, CO 80202**

PLEASE READ VERY CAREFULLY

Table of Contents

Phone Numbers and Hours	3
Welcome	4
Service Area/Hours	4
Fare Information	4
Mobile Tickets	5
LiVE Program	6
ID Cards	6
Eligibility	7
Visitor Eligibility	9
Presumptive Eligibility.....	10
Eligibility Ages 6 and Younger.....	10
Appeals for Eligibility.....	10
Types of Service.....	11
Boarding and Securing.....	12
Tips for Scheduling Service.....	13
Scheduling a Trip.....	13
Trip Negotiation.....	14
Special Situations.....	15
Customer Portal	15
Interactive Voice Response System (IVR).....	16
Subscription Service.....	17
PCAs (Personal Care Attendants)	17
Guests.....	18
Packages.....	18
Luggage.....	19
Service Animals.....	19
Respirators and Portable Oxygen	19
Mobility Devices	19
Child Restraint Systems.....	20
Fixed Route Service	21
Recertification	21
Policies.....	22
Suspension of Service and Appeals	24
Emergency service	24
Food Delivery	25
Access-on-Demand.....	26
Rules of Conduct.....	28
Rights and Responsibilities.....	29

Phone Numbers and Hours

Applications, Passenger Information Changes, Appeals

Access-a-Ride Administration Office - (303) 299-2960

TDD/TTY: (303) 299-2980 or 711

Fax: (303) 299-2169

8:00 am – 5:00 pm, Monday – Friday

Reservations and Future Cancellations

Access-a-Ride Reservations - (303) 292-6560

8:00 am – 5:00 pm, 7 days a week

Same-Day Trip Cancellations, Same-Day Trip Inquiries

Access-a-Ride Dispatch - (303) 480-2000

24 hours, 7 days a week

***Access-on-Demand* Reservations (zTrip or Metro taxi)**

(303) 244-1388

24 hours, 7 days a week

Commendations and Concerns, General Inquiries

Access-a-Ride Customer Service

(303) 299-6000 *Press 0 to speak to an agent

6:00 am – 8:00 pm, Monday – Friday

9:00 am – 6:00 pm, Saturday and Sunday

Lost and Found

(303) 299-2880

8:00 am – 5:00 pm, Monday – Friday

Tether Straps

(303) 299-4056

8:00 am - 5:00 pm, Monday – Friday

Replacement ID Cards (\$5 fee)

Access-a-Ride Mobility Assessment Contractor (AMAC)

MTM - (720) 844-7096

8:30 am -12 pm and 1 pm- 4:00 pm, Monday – Friday

Welcome to *Access-a-Ride*

Access-a-Ride is a shared ride public transportation service for those who are unable to use RTD's non-commuter bus and light rail services due to a disability. Service availability on *Access-a-Ride* is determined by nearby fixed-route bus service. Eligibility is established under the guidelines provided by the federal government. Like regular bus service, there may be multiple stops on the way to your destination.

Trips on *Access-a-Ride* may be used for any purpose provided that the origin and destination are within the ADA service area. Reservations must be made one to seven days in advance. There is no same-day *Access-a-Ride* service.

Call the *Access-a-Ride* office at (303) 299-2960 with questions.

Copies of this Customer Guide can be provided in other formats upon request. Due to the size of this document, it is not available in Braille. It is available on the RTD website here: <https://www.rtd-denver.com/services/access-a-ride/customer-guide>.

Paratransit Service Area and Service Hours

The *Access-a-Ride* service area covers locations that are within three-fourths (3/4) of a mile of RTD's non-commuter bus routes and light rail stations.

When schedule and route adjustments occur on the fixed-route service, *Access-a-Ride* service area and times may change.

Access-a-Ride fares are calculated based on origin and destination locations. Please confirm the fare when scheduling a trip.

***Access-a-Ride* Fares**

Local - \$4.50

Denver International Airport - \$19.00

LiVE - \$2.25*

*Fares listed for the LiVE program are one-way and for eligible and enrolled customers beginning March 2024.

Payment of fare is expected before boarding the *Access-a-Ride* vehicle.

Access-a-Ride fares can be paid in cash, with an *Access-a-Ride* ticket, or with *Access-a-Ride* mobile tickets through the MyRide app. (For more information regarding our Mobile Tickets, please visit the RTD website.) Exact change must be used when paying with

cash—drivers cannot make change. Six-ticket local *Access-a-Ride* ticket books are available at RTD sales outlets, through RTD-Denver.com, or at participating King Soopers and Safeway stores.

Tickets may be used in combination with cash, but no change will be provided for overpayment of fares. All ticket sales are final, and tickets are non-refundable.

Only tickets marked "*Access-a-Ride*" are accepted for payment toward Access-a-Ride fare.

Tickets expire at the end of each calendar year unless otherwise stated by RTD.

It is the customer's responsibility to trade in expiring tickets prior to January 31st of the following year.

Please contact (303) 299-6000 for detailed information about ticket exchange.

Note: Operators are not permitted to accept tips. To commend any *Access-a-Ride* personnel for service provided, please call RTD's Customer Service at (303) 299-6000.

***Access-a-Ride* Mobile Tickets**

RTD's MyRide app lets you buy *Access-a-Ride* tickets anytime from anywhere. Simply download the app and purchase tickets for immediate use or purchase in advance for future travel. It's fast, easy, and available any time you're on the go.

- Bypass lines and ticket vending machines
- No exact change required.
- No more lost paper tickets
- Your phone is your ticket.
- Secure account makes purchasing a breeze.
- Connect to other RTD resources like the Trip Planner and Next Ride apps.
- Deposit funds to your Stored Value Account for later use

For more information on purchasing Mobile Tickets, visit the *Access-a-Ride* webpage at RTD-denver.com.

LiVE Program

LiVE is an income-based fare discount program for RTD riders. In March 2024, the LiVE 50% discount will be available for Access-a-Ride tickets. Eligibility for LiVE is determined through the State of Colorado benefits site, Peak, or by phone.

Eligibility criteria for LiVE is as follows:

- between the ages of 20 and 64 years old.
- live in the RTD service area; and have a gross household income that is at or below 185 percent of the federal poverty level. In 2023, this means a gross monthly income of \$2,248 for a household of one (1), \$3,040 for a household of two (2), \$3,833 for a household of three (3), \$4,625 for a household of four (4), \$5,417 for a household of five (5), and \$6,210 for a household of six (6).

All LiVE Program applications must be processed through the PEAK website. If you do not have access to a computer or Internet or need help, contact Denver Human Services at 720-944-4347.

More information is available on the RTD website here: <https://www.rtd-denver.com/fares-passes/pass-programs/live>. Look for the Q & A link.

Identification Cards

All *Access-a-Ride* customers, except visitors, are issued a photo identification card. This card must be shown to the vehicle operator when boarding any *Access-a-Ride* or *Access-on-Demand* vehicle. Please pay close attention to the expiration date. In the event of loss or damage to the ID card, the customer will be asked to display an alternative photo identification.

If the customer's *Access-a-Ride* identification card is lost or stolen, a replacement should be obtained immediately. For more information, please contact our Certification Center at (720) 844-7096 to request replacement for a fee. Fees can be paid via cash, credit card, check or money order payable to MTM.

Lost or damaged cards may be replaced a maximum of three (3) times per year, one at a time.

Abuse of *Access-a-Ride* or *Access-on-Demand* services, such as altering or loaning out an ID card can result in suspension of service.

Eligibility

The Americans with Disabilities Act of 1990 (ADA) [Section 37.123(e) (1-3) of the ADA regulations], defines the following three categories for eligibility:

Category 1: "Any individual with a disability who is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities."

Category 2: This category applies to individuals who would be able to use the local fixed route system if it were accessible (e.g., if an accessible bus is not available).

Category 3: "Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system."

Eligibility for *Access-a-Ride* service cannot be based on financial hardship.

Types of Eligibility: Each applicant's situation is carefully considered when applying for *Access-a-Ride* service. An applicant may be eligible for any of the following types of service:

Temporary: Service is limited by the expected duration of the disabling condition that will prevent use of RTD fixed route/light rail. Individuals with temporary effects of surgery, undergoing treatment for a disabling condition, or recovering from more debilitating conditions that are not yet stabilized (such as stroke) may be provided with temporary eligibility while such limitations of functional ability are in place.

Unconditional: Full service for four (4) years.

Conditional: Service for four (4) years subject to the follow specific conditions:

1 block path of travel: Service is available when travel exceeds one (1) block of travel to the bus stop or destination.

2 block path of travel: Service is available when travel exceeds two (2) blocks of travel to the bus stop or destination.

3 block path of travel: Service is available when travel exceeds three (3) blocks of travel to the bus stop or destination.

Chronic fatigue: Severe fatigue as a result of a medical condition or need for ongoing treatment that prevents fixed route travel on a regular basis.

Complex trips: Travel to unfamiliar locations or when there is more than one transfer that prevents fixed route bus and rail use.

Dawn to dusk: Bright light conditions impact travel on fixed route service after sunrise and until sunset. Times are determined by reports from www.weather.gov.

Dusk to dawn: Low light conditions impact travel on fixed route service after sunset and until sunrise. Times are determined by reports from www.weather.gov.

Episodic: Periodic episodes of a condition affect travel on fixed route service for periods of time.

Intermittent fatigue: Fatigue as a result of medical condition fluctuates and is variable, limiting ability for some trips. Trips must be scheduled 1 day in advance of the trip.

Lack of curb cuts: Lack of curb cuts prevent travel to a specific location.

Lack of sidewalk: Lack of sidewalks prevent travel to a specific location.

Rain: The possibility of rain causing damage to a powered device impacts fixed route travel. Weather is determined by reports from www.weather.gov that there is at least a 30% chance of rain on the day of travel. Trips must be scheduled 1 day in advance of the trip.

Snow: Service is offered on the day that snow is forecast and for 7 days that follow. Weather is determined by reports from www.weather.gov that there is at

least a 30% chance of snow on the day of travel. Trips scheduled the day snow is forecast must be scheduled 1 day in advance of the trip and can be scheduled for up to 7 consecutive days.

Stairs: Stairs at the destination prevent use of fixed route service.

Steep slope: Steep slopes at or on way to destination prevent travel for reaching a destination.

Terrain/Cross Slopes: Rough terrain or cross slopes prevent travel for reaching a destination.

Uneven/Broken surfaces: Uneven surfaces prevent travel for reaching a destination.

Wind: Strong winds make it difficult for those with vision impairment to listen for signals that it is safe to cross streets, hear signals. Weather is determined by reports from www.weather.gov where there is a chance for wind in excess of 24 mph that would impact travel. Trips must be scheduled 1 day in advance.

Temperature sensitive: Extremes in temperature which prevent travel on fixed route service. Weather is determined by reports from www.weather.gov to verify that temperatures are either above or below specified thresholds for a given condition. Trips must be scheduled 1 day in advance of the trip.

Eligibility for Visitors with Disabilities: As required by ADA regulation [Section 37.127], an individual visiting RTD service area may qualify for *Access-a-Ride* services “for any combination of 21 days during any 365- day period beginning with the visitor’s first use of the service during such 365 -day period”.

Visitors with paratransit eligibility in their city of residence can have the transit agency in that jurisdiction forward documentation of that eligibility to *Access-a-Ride* via fax at (303)299-2169. Visitor status cannot be renewed until the full 365-day period has elapsed.

Access-a-Ride customers with Visitor’s status are not issued an *Access-a-Ride* ID card and are therefore not allowed to use any of the RTD fixed route bus/light rail without paying a fare. Visitors are not eligible for the *Access-on-Demand* program. Those who

provide email addresses and register to use the customer portal may do so to schedule trips and monitor vehicle arrival times.

Presumptive Eligibility: Applicants who have completed the entire paratransit eligibility process, which includes the interview/mobility assessment (and all necessary documentation), but who have not received a determination from RTD within 21 calendar days will receive presumptive eligibility. This entitles the applicant to unconditional eligibility beginning on the 22nd day and ending when official notification of the eligibility decision from RTD has been received by the applicant. Applicants who have been unable to complete the assessment process due to suspension of assessment appointments will be provided with temporary presumptive eligibility until assessments resume.

Presumptive Eligibility does not apply in cases where additional documentation is requested or when the applicant does not complete the in-person eligibility process.

Eligibility for Children Ages 6 and Younger: Children 6 years of age and younger will be considered for paratransit eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed-route service. When an eligible child is traveling with an adult (who is serving as a Personal Care Attendant), any applicable fare must be paid by the child and the adult attendant rides free.

Appeals for Eligibility

Customers may appeal their eligibility determination within 60 days of the receipt of the determination letter, which outlines the process for appeal. Customers who do not submit a request for appeal in the 60-day window, may submit a new application and repeat the certification process. Applicants are encouraged to read their eligibility letters carefully to understand conditions that may be outlined in the letter to determine if an appeal is appropriate to their situation.

- Requests for appeal must be made in writing and address the *specific* criteria that is under consideration for appeal.
- Following receipt of appeal request, RTD will contact the appellant with a scheduled hearing date and time, within 30 days of receipt of the appeal. It is highly encouraged that appellants attend the hearing on their own behalf.
- RTD will provide round trip transportation to an in-person appeal hearing free of charge.

- Results from the appeal hearing will be mailed within 30 days of the hearing or appellants will be provided with temporary presumptive eligibility until the determination is received.

Types of Service

Curb to curb service: Curb to curb service is the baseline service level for all customers unless otherwise determined during the eligibility process.

Door-to-door service: Door-to-door assistance is provided by operators to and from the threshold of a residence or main lobby of a building or business. Operators are not permitted to enter beyond the threshold or ground level of any building. If there are stairs leading from the sidewalk to the house or building, operators will assist ambulatory customers up/down those stairs. If, upon reaching the main level entrance, there are stairs to the next floor, operators will not assist up/down those stairs.

The level of assistance is determined during the eligibility assessment. It is available upon request for those customers that determine there is an unexpected obstacle to their destination upon arrival.

Customers requesting a change in service will be required to participate in an assessment where a determination for whether a change is needed will be made. Customers should contact the administrative office to determine what documentation is required prior to the schedule of this assessment.

Door-to-door assistance does not include the following:

- Maneuvering a wheelchair up or down more than one (1) step or curb.
- Assisting customers on steeply inclined mobility ramps or stairs.
- Stabilizing assist for postural or other support.
- Operators entering beyond the door threshold or past the first floor of a residence or main lobby of a building.
- Loading and unloading personal items, except as provided for under the "Package" section of this guide.
- "Do not leave alone" or "Hand-to-hand" or "Door through door" level of service.

Unsafe locations: Some locations within the Service Area present a significant safety risk to riders, operators, vehicles or property. *Access-a-Ride* may not be able to provide services beyond curb-to-curb if the location presents with such risks. We will work with

customers to find safe alternatives that will allow service to remain accessible to everyone. This may include designating a location as curb-to-curb only.

These locations will be assessed individually and in person by a member of the *Access-a-Ride* staff. Standardized evaluation criteria will be used to evaluate each location in question. Affected customers are encouraged to be involved in the location review if possible.

Pick-up and drop-off locations are dependent on safety and accessibility. Access-a-Ride vehicles will not enter private driveways, use bus stops as pick up locations, exceed the weight limit on ramps or block traffic to provide service.

Boarding and Securing

The first consideration of *Access-a-Ride* is the safety of its passengers. Operators use "Access-Arize" brand belts to ensure safety for customers who board the vehicle using the lift. These belts are secured in front and behind the passenger while on the lift.

Seat Belt/ Lap Belt Securement: While lap belts (and extenders as needed) are required, shoulder belts are optional in *Access-a-Ride* vehicles.

If shoulder belts are used, operators should remind passengers:

- That shoulder belt extenders are available.
- That shoulder belts should never have the buckle on the front side of the body.
- That shoulder belts should be in a similar position vertically and behind as it is for the driver.
- That the shoulder belt should allow for the passenger to fully bend forward while seated.

Tether Straps: In some cases, a mobility device may not have proper securement points. Operators are responsible for making sure that the straps are properly fastened to the mobility device. If there is doubt that the straps are secured correctly, the operator will ask for the customer's permission to relocate them to a safer location. An operator may call for a road supervisor to assist. Upon request, RTD will provide a set of tether straps to ensure proper securement of a mobility device. Tether straps may be obtained free of charge by calling (303) 299-4056.

Tips for Scheduling Service

When requesting rides:

- Allow plenty of time to finish an appointment in order to meet the vehicle at the scheduled return trip pickup window.
- Know the opening and closing times at the destination to avoid waiting outside the building before or after business hours.
- Allow adequate travel time while using public transportation to reach the destination.
- Allow extra time for the pick-up and drop-off of other customers before reaching the destination.
- Allow for traffic conditions and weather delays.

Scheduling a Trip

To schedule a trip, call *Access-a-Ride* Reservations at (303) 292-6560, between 8 a.m. and 5 p.m., 365 days year-round. Reservations may be made from one (1) day to up to seven (7) days in advance. When scheduling a trip, please be ready to provide the customer's:

- *Access-a-Ride* Identification Number
- Name
- Home ZIP code
- Specific pick-up address, including building number, phone and suite numbers, business/building names, specific pick-up information and landmarks.
(*Access-a-Ride* cannot schedule trips to or from bus stops or intersections.)
- Telephone contact number
- The requested pick-up date and time or the requested arrival time if this is appropriate.
- The street address of the destination (including building number, phone and suite numbers, business / building names, doctor's names, and specific pick-up information and landmarks).
- The pick-up time and location of the return trip if different than the drop off location*
- Personal Care Attendant (PCA) if traveling with customer.
- Guest(s) (including children) if traveling with customer.
- Details of mobility device used for trip: manual wheelchair, power wheelchair, scooter, etc.
- Additional travel details such as oxygen tank, a portable respirator, or a service animal.

There must be at least one-hour elapsed time between the scheduled drop-off and pick-up times. However, in some cases the appointment may take less time than expected.

The customer may contact Dispatch to inquire if it is possible to reschedule a return trip before the one-hour elapsed time. Please note that these requests are approved on a case-by-case basis and may not always be available.

Trip Negotiation

To increase the efficiency of the service, reservations may offer an alternate pick-up or drop off time. This time may be negotiated up to either one hour before *or* after the requested time, but the time should consider the customer's time constraints. The customer may accept or reject this negotiated time or may suggest a more acceptable option.

Pick-up and Drop-off

When to be ready: Be prepared to board the vehicle at the beginning of the thirty-minute (30) scheduled window. The customer portal provides real time tracking information for the vehicles.

Where to wait: When scheduling a trip, please provide the reservationists with the specific pick-up and drop-off address and include the building name and number within the complex. In most cases, the operator will knock on the door and pick the customer up at the main door of the house or building. Some facilities provide special pick-up and drop-off instructions that reservationists can communicate to the customer at the time of booking.

How long the operator will wait: Operators will wait six (6) minutes after arrival at the pick-up address. If upon arrival, the customer is not at the door, the operator will wait 6 minutes at or near the vehicle while waiting for the customer to board the vehicle. The 6 minutes starts only once the 30-minute pick-up window has started.

If the customer is running late: If an event occurs that is outside of the customer's control, contact Dispatch at (303) 480-2000 and request that the return trip be rescheduled to a later time. Every effort will be made to adjust the return trip pick-up time: however, since schedules are prearranged, expect possible lengthy delays. Changes made to a return trip into the late night or into the early morning hours may not be accommodated until the next day, depending on the corresponding RTD fixed route service schedules.

Please note: the procedure for asking Dispatch to schedule a trip the same day is known as "will call" service and is the only type of same day service provided by *Access-a-Ride*. "Will call" service is never provided for the first trip of the day, with one exception: if an

Access-a-Ride customer schedules a pick-up at an intercity transportation station (e.g., airport, Amtrak station, Greyhound bus station, etc.) and the incoming trip is unavoidably delayed, the customer may request a “will call” to reschedule the pick-up at a later time. *Access-a-Ride* customers should remember when scheduling such trips to allow enough extra time to collect luggage, use the restroom, etc.

If *Access-a-Ride* is running late: The *Access-a-Ride* service provides nearly 3,000 trips daily. When scheduling a ride, a thirty (30) minute window for the vehicle to arrive is provided. Every effort is taken to ensure that the customer’s pick-up window is met, but elements such as weather, traffic, and road construction can result in service delays. Please wait for the end of that window before calling Dispatch to inquire about the ride. Calling before the end of the pickup window strains call center resources. RTD recommends using the Customer Portal to monitor the location and estimated time of arrival of the *Access-a-Ride* vehicle.

Special Situations

If *Access-a-Ride* cannot accommodate the exact schedule request, the reservationist may offer a pick-up time of up to sixty (60) minutes before or up to sixty (60) minutes after the requested pickup time.

If a customer’s building is within a gated community and requires special entry, the customer must notify the security office to arrange entry for the *Access-a-Ride* vehicle before the pick-up time. If the customer does not arrange entry, and the vehicle is unable to enter the pick-up area, the customer will be considered a no-show.

Access-a-Ride will not transport a PCA, guests (including children), packages, luggage, wheelchairs or other mobility aids unless the customer is on board the vehicle.

Customer Portal

<https://www.rtd-denver.com/other-services/access-a-ride/customer-portal>)

The *Access-a-Ride* Customer Portal is a web-based application that allows customers to monitor and manage upcoming trips *using a computer or smart phone*. It provides near-real-time ETA, scheduled trip information, the ability to cancel scheduled trips, and the ability to book trips to and from the most recent or favorite addresses.

Customers with a valid email address in their profile can at any time request a password reset link. This will send an email to the customer with a link to set their password. If

there is no email address in the profile or it is uncertain what email address is in the profile, please send an email request with the customer ID number to paratransiteligibility@rtd-denver.com to have the desired email address added.

Each customer must have a unique email address to gain access to the portal. Once a password has been set, the customer can log in to the Customer Portal using their email address and newly created password.

- The “ETA” tab provides near real time information for the next trip. It updates automatically every 30 seconds with information regarding the estimated minutes until pickup or drop-off, the scheduled pickup or drop-off time (if estimated time is unavailable), and a map of vehicle location, predicted vehicle route, intermediary stops, and destination.
- The “Scheduled” tab provides a list of scheduled trips that are not in-progress or cancelled. It allows the customer to cancel trips that are not scheduled to occur within the next two hours. For those trips needing to be cancelled that are scheduled within the next two hours, the customer must call *Access-a-Ride* Dispatch.
- The “Book” tab allows the customer to book a trip to or from a list of favorite locations. The customer’s home address is always included in this list by default. To book a trip, the customer must provide a date, time, origin, destination, attendant count, attendant mobility type, guest count, and guest mobility type.

Interactive Voice Response System (IVR)

This automated phone system is available 24 hours a day and offers convenient features to *Access-a-Ride* customers.

IVR Functionalities:

- Confirm details of scheduled trips
- Cancel an existing reservation.
- Receive a reminder call the night before a scheduled trip.
- Receive a courtesy call 10 minutes prior to the arrival of the vehicle.
- Information available in Spanish and English
- Speech recognition with option for voice or keypad interaction

Customers may opt in to IVR communications during the application/recertification process or by calling the Access-a-Ride administrative office at 303-299-2960.

Subscription Service

Subscription Service is limited to customers traveling to the same place, at the same time, at least once a week. *Access-a-Ride* offers a subscription service on a space available basis and may prioritize service as needed. To request subscription service, please call (303) 299-2960 or (303) 292-6560 to request a subscription form. The form is also available on the *Access-a-Ride* page of the RTD website.

- Subscriptions may be put on hold for no longer than two (2) weeks and must be resumed at the end of the hold.
- Failure to cancel subscription trips will result in no show policy taking effect and may lead to suspension of service.
- Changes to subscription trip times are subject to trip negotiation rules.
- If there is a change of address or a schedule change is requested for subscription service, *Access-a-Ride* may not be able to accommodate the request immediately and the customer will be added to a waiting list.
- PCAs may accompany customers on subscription trips if they will be accompanying the customer regularly.

Access-a-Ride will terminate any Subscription Services that are canceled 50% or more of the time during any calendar month, or if there is a consistent pattern of cancellations of any part of a subscription. It is recommended that the person setting up the subscription is the person responsible for the customer taking the trips to ensure that communication is consistent and timely if trips must be canceled.

Customers with continued pattern of late cancellations or no shows will not be able to reinstate subscription service. To resume subscription service, a customer should demonstrate one month of compliance with service abuse policies.

Personal Care Attendants (PCAs)

A Personal Care Attendant (PCA) is someone who typically assists an eligible individual with one or more daily life activities, such as providing personal care and/or assisting with mobility or communication (Appendix D to § 37.121). One (1) PCA may accompany an *Access-a-Ride* customer at no additional charge. The customer must indicate that they will be traveling with a PCA at the time that they are scheduling the trip to ensure adequate space on the vehicle. Profile updates to add a PCA must be completed during the initial interview/assessment or via the administrative office at 303-299-2960.

Guests

Guests are welcome on *Access-a-Ride* and will be charged the applicable fare. Space must be reserved for guest(s) when scheduling a trip. Any request for more than one guest, including children, is on a "space available" basis. Children under the age of six (6) travel free of charge and must be accompanied by an adult.

If space for a PCA and/or guest is not reserved when a trip is scheduled, and there is no room on board the vehicle when it arrives at the pick-up address, the PCA and/or guest may be denied the trip.

Packages

Operators may assist with up to six (6) bags, boxes or packages with a combined weight of no more than 40 pounds. Boxes, such as beverage containers, must have a handle. Any items exceeding this limit will be the responsibility of the customer to transport to and from the vehicle without the assistance of the operator.

Customers must be able to maintain control of all packages or see that they have been secured properly while on the vehicle during transport. The carrying of packages by the operator between the customer origin/destination and vehicle must be done in one trip. The operator is not permitted to make multiple trips to or from the vehicle. Customers who use wheeled mobility devices may transport bags or packages on their device but are responsible for ensuring that those packages do not impede securement; do not cause the wheelchair and package combination to extend beyond the securement area; remain securely attached to their wheelchair during transport; and do not cause the wheelchair to become a tipping hazard while boarding or debarking.

Customers who are unable to assist with management of packages are encouraged to bring a Personal Care Attendant (PCA) or a companion for trips where the operator cannot carry packages to their door in a single trip. Additionally, customers wishing to transport more bags than the operator can assist with in one trip are encouraged to travel with a folding shopping cart/caddy or consider booking their grocery deliveries through our free delivery service. Operators are required to secure carts and caddies in a safe and secured location. Information on how to use the grocery delivery service is available online and in this Customer Guide.

Luggage

Personal luggage is permitted on board an *Access-a-Ride* vehicle. As with packages, luggage must be within weight limits and be able to be carried by the operator in one trip. Operators are not responsible for assisting with oversized luggage.

RTD is not responsible for lost or stolen items.

Service Animals

Service animals are dogs that are individually trained to perform tasks directly related to assisting an individual with a disability. Use of a service animal should be incorporated into the assessment at the time of certification.

Emotional support animals are not considered service animals under the ADA.

Personal pets may board an *Access-a-Ride* vehicle only if carried in an animal carrier. Operators are not permitted to assist in carrying the animal carrier. The animal must always be under the customer's control. An animal displaying aggressive behavior may be subject to removal from the vehicle or service.

Respirators and Portal Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on *Access-a-Ride* vehicles.

Operators may assist with up to two (2) M-24(E) oxygen tanks (no heavier than 40 lbs. total) on and off the vehicle from the sidewalk or waiting area where the customer boards and gets off the vehicle.

Operators will assist with securing this equipment on the vehicle. When calculating the amount of oxygen needed when using *Access-a-Ride* services, plan to include several hours of travel time.

Mobility Devices

Access-a-Ride vehicles safely accommodate a wide range of mobility devices. Customers should update RTD when there is a change and/or addition of a mobility device before taking a trip with that device. These updates allow *Access-a-Ride* to determine the appropriate vehicle type for the trip, as well as to reserve enough space on board for all customers. In order to correctly document assistance needs, a new assessment may be required with the new device.

Failure to notify RTD about a change or addition of a mobility device could result in a service delay.

Access-a-Ride vehicles can accommodate customers with wheelchairs less than 30 inches wide, 48 inches long and weighing less than 800 pounds total while occupied. These measurements include the vertical space as well as the floor space. Wheelchairs that fall outside of these guidelines will be evaluated on an individual basis to ensure *Access-a-Ride* vehicles and lifts will be able to transport them safely. *Access-a-Ride* may weigh and measure wheelchairs to make sure they fit within the maximum size and weight requirements.

Customers may only bring the device that they are using for travel. The only instance where a second device may accompany a customer is for a certification appointment for the purpose of being certified to use more than one device.

All wheelchairs must be secured facing forward while being transported. If a customer needs to change or temporarily modify their seating position, this should be done when the vehicle is stopped.

Equipment that is NOT permitted on any *Access-a-Ride* vehicle includes, but is not limited to:

- Hospital beds
- Stretchers
- Hoyer lifts
- Large shopping carts

Mobility devices must be secured every time they are transported on an *Access-a-Ride* vehicle. Operators are responsible for ensuring that mobility devices are properly secured. *Access-a-Ride* always requires the use of a lap belt or seatbelt during transport for all passengers. *Access-a-Ride* recommends but does not require the use of a shoulder harness for customers traveling in a mobility device.

Child Restraint Systems

- **Rear Facing Child Restraint Systems:** Colorado law (Statute 42-4-236 and 42-4-237, C.R.S) requires that children less than one (1) year old and weighing less than twenty (20) pounds be secured in a rear-facing child restraint system while in a vehicle.
- **Forward Facing Child Restraint Systems:** Colorado law (Statute 42-4-236 and 42-4-237, C.R.S) requires that children ages one (1) year to four (4) years

who weigh twenty (20) pounds up to forty (40) pounds be secured in a rear-facing or forward-facing child restraint system while in a vehicle.

- **Booster Seats:** Regardless of weight and height, Colorado law (Statute 42-4-236 and 42-4-237, C.R.S) requires that children be properly secured in a child restraint system, such as a booster seat, until eight (8) years of age. After age eight (8), the law allows them to use a vehicle seat belt. However, safety experts recommend that they use a booster seat until they are at least 4'9" tall.

Access-a-Ride does not provide child safety seating and does not transport children without appropriate seating. Please bring an appropriate child safety seat with you to place in the vehicle. The customer is responsible for securement of the child safety seat, not the vehicle operator.

Regular Fixed-Route Fares

Customers can use regular RTD fixed-route bus and rail services at any time free of charge. *When using these regular services, *Access-a-Ride* customers must present an *Access-a-Ride* ID card to the bus operator or fare inspector. Operators may request additional photo identification for identify verification purposes. Operators will not transport customers with expired *Access-a-Ride* cards; customers who frequently use fixed route services should be attentive to certification dates.

***Customers may not use RTD Special Services (Broncos Ride, etc.) free of charge. The appropriate fare for these services is due during boarding. Access-a-Ride customers with visitor status must pay the appropriate fare when using RTD fixed route bus and light rail services.**

Re-certification of Eligibility

Eligibility for *Access-a-Ride* service is not permanent. Customers should begin the re-certification process for *Access-a-Ride* service before the expiration date on their ID card to avoid disruption in service. Eligibility can change upon re-certification based on the customer's current transportation ability. *Access-a-Ride* provides notice of approaching expiration of eligibility to all customers. Please keep contact information up to date to ensure recertification reminders are received in a timely manner. The re-certification application is available on the *Access-a-Ride* page of the RTD website at rtd-denver.com and, once completed, can be faxed to (303) 299-2169 or mailed to:

RTD/*Access-a-Ride*
1660 Blake St.
Denver, CO, 80202

If mobility status or device changes, an assessment may be required prior to the expiration date on the customer's *Access-a-Ride* ID card. If the customer obtains a new mobility device, they should call the *Access-a-Ride* administrative office at 303-299-2960 and request a Mobility Device Update form by mail to complete and return.

If an application is needed in a different format, please complete a Reasonable Modification Request outlining the format needed. Once your request is approved, the application will be mailed. The form is available on the RTD website at <https://www.rtd-denver.com/services/accessibility> or by calling the *Access-a-Ride* office at 303-299-2960.

Policies

No-show Policy:

A no-show occurs when the vehicle arrives during the scheduled pickup window and the customer fails to board the vehicle within six (6) minutes.

If the first leg of a trip is canceled or missed, it is the customer's responsibility to cancel all unneeded trips for the remainder of the day. Call Dispatch at (303) 480-2000 to cancel these trips.

Advance Cancellation Policy:

Customers may cancel trips up to two (2) hours before the beginning of the pick-up window without penalty by calling Dispatch at (303) 480-2000.

In order to utilize available resources efficiently, we ask that customers cancel unneeded trips before 5:00 pm the day before transport whenever possible by calling Reservations at 303-292-6560.

Late Cancellation Policy:

Customers may cancel trips less than two (2) hours before the start of the scheduled pick-up window with penalty by calling Dispatch at (303) 480-2000.

Excessive No Show and Late Cancellations Policy:

A demonstrated pattern of late cancellations or no-shows is a serious disruption of service. Once a customer reaches 4 no-shows or late cancellations in a single calendar month, and these incidents total ten percent (10%) or more of your scheduled trips within that calendar month, the *Access-a-Ride* suspension policy will take effect. No

customer shall be suspended from service for having 3 or fewer no-show or late cancelations in a month.

If real time data for a trip indicates that no vehicle can/will arrive within the pickup window, and dispatch shows that no replacement is available within the pickup window, a late cancellation penalty will not apply for that trip.

Failure to Pay Policy:

Failure to present the exact fare when boarding the vehicle is in violation of RTD's fare policy. A demonstrated pattern of fare non-payment causes service disruption and is considered grounds for service suspension. If a customer refuses to pay for a trip and refuses to disembark upon the operator's request, the operator may contact law enforcement.

Suspension of Service Policy:

Disruptions of service due to violation of the Excessive No Shows, Late Cancellations or No Pay policies as stated above may result in penalty and the revocation of your *Access-a-Ride* services. The progressive suspension policy is as follows:

- First violation - 7-day suspension
- Second violation - 14-day suspension
- Third violation - 21-day suspension
- Fourth violation - 28-day suspension
- Additional violation - referral to an appeal committee

Any violations of the no-show, late cancellation, or no payment policies will be recorded by dispatch as they occur. The customer will receive an email and/or phone call advising them of the occurrence. Continued occurrences totaling 10% or more of a customer's trips in a single calendar month will result in a suspension letter by mail. Customers will be given the opportunity to appeal the suspension within a 14-day time frame, after which the service suspension period starts.

The progressive suspension process will start over at the beginning of each calendar year.

Reinstatement of Canceled Trips Policy:

Customers may not reinstate trips that have been canceled on the day of transport.

Modification of Scheduled Trip Policy:

Customers may not modify pick-up or drop-off addresses on the day of transport.

ID Card Policy:

All customers (except those with visitor status) must present a valid *Access-a-Ride* identification card prior to boarding *Access-a-Ride* vehicles.

Refusal or Suspension of Service Policy:

Access-a-Ride is committed to providing safe and reliable service to all customers. The program does not discriminate on any basis in providing its services to eligible customers. Under ADA regulations, RTD may refuse or suspend *Access-a-Ride* service to those who engage in violent, disruptive or illegal behavior.

Service Suspension Policy

Violation of the rules of conduct set forth in this Customer Guide may result in service suspension. If service has been suspended, a customer may appeal prior to the start of suspension. Requests for an appeal may be made by contacting the *Access-a-Ride* Customer Service Representative at (303) 299-2960. The process for requesting an appeal is also included in communication regarding service suspension.

Customers who assault another passenger or the vehicle operator will be suspended from *Access-a-Ride* service immediately. This suspension will last up to 14 days and may be appealed as above. Customers found to have injured another passenger or the vehicle operator in a second incident will have their *Access-a-Ride* service permanently terminated.

Emergency Service

Natural/Man-Made Disaster or Event:

In the event of a natural or man-made disaster, *Access-a-Ride* may not be able to provide services. In such cases, it will be the responsibility of the customer to contact the *Access-a-Ride* Call Center for service availability updates. Every attempt will be made to transport all customers; however, in extreme emergencies it may be necessary to refer customers to 911. RTD is not responsible for 911 charges or emergency transport.

In the event of an emergency or service changes, RTD will make every attempt to notify customers through radio, television, social media, and website announcements.

Medical emergencies:

In the event of a medical emergency, it may be necessary for RTD to call 911 for assistance. RTD is not responsible for 911 charges or emergency transport.

In the event the passenger or provider refuses medical attention and chooses to continue to their scheduled destination, RTD and its *Access-a-Ride* contractors are not responsible.

Food Delivery Program

Access-a-Ride provides a food bank and grocery delivery service from participating food bank and grocery store locations. Customers interested in having food delivered to them by *Access-a-Ride* must either call the food bank directly or visit the grocery store's website in order to set up an account and place an order. Once the order has been placed, a scheduled pickup date/time will be provided from the grocer or food bank. The day before the scheduled pick-up time, the customer will then need to call *Access-a-Ride* reservations at 303-292-6560 and book a trip to pick up the groceries on that date and time. Keep in mind that King Soopers and Safeway will not process food orders over the telephone. Please note:

- This is a service that was initiated during the COVID-19 state of emergency and will continue. It is a food delivery option that does not require the customer to ride. The service is for *Access-a-Ride* customers only and does not require fare payment.
- Customers must provide the address of the grocery store or food bank when making the reservation.
- The scheduled date, pickup time, and grocery store order confirmation number must be provided to Reservations.
- Operators are not permitted to enter beyond the threshold or ground level of any building. If there are stairs leading from the sidewalk to the house or building, operators will assist up/down those stairs. If, upon reaching the main level entrance, there are stairs to the next floor, operators will not assist up/down those stairs.
- If the front door is not visible from the curb, a phone number must be provided so that Dispatch can call the customer upon the operator's arrival at the delivery drop-off location.
- Please do not order frozen food. Deliveries will be similar to passenger transport, and orders may be onboard for over an hour.
- Save the order pick-up window selected on the grocery store website. You will need to provide this pick-up window to AAR Reservations.
- Operators cannot leave groceries on the front door of an unattended address.

Access-on-Demand

(<https://www.rtd-denver.com/other-services/access-a-ride/access-on-demand>)

Overview:

- *Access-on-Demand* service is available to current *Access-a-Ride* customers and is offered as a curb-to-curb, same-day alternative service. *Access-on-Demand* is not meant to replace the *Access-a-Ride* program, nor is it a requirement of the Americans with Disabilities Act.
- All customers wishing to use *Access-on-Demand* services are required to opt in to any or all services they wish to use. This consent and enrollment form is available on the RTD website here: <https://rtddenver.wufoo.com/forms/accessondemand-enrollment-form/>
- Customers may take 60 one way on-Demand trips per month. Multi-stop trips are not allowed. These trips could be taken with one provider or a combination of all four (4) providers. If using multiple providers, it is the customer's responsibility to monitor usage of on-Demand services.
- Customers who exceed their 60 trips will be removed from all platforms for the remainder of the month. If a customer repeatedly fails to monitor their trip usage, this is considered a service abuse and will be subject to the suspension of service policy outlined on page 22.

First violation - 7-day suspension with only 45 trips

Second violation – 14-day suspension with only 30 trips

Third violation – 21-day suspension with only 15 trips

Fourth violation –one month suspension

Additional violation - referral to an appeal committee with potential removal from *Access-on-Demand* services

- Trips may be scheduled 24 hours per day, 7 days a week.
- Trips cannot be scheduled in advance, as round trips, or with multiple stops.
- *Access-on-Demand* taxi trips should be booked through the app or via the *Access-on-Demand* reservations line.
- Customers requiring wheelchair accessible vehicles (WAV) may at times need to contact *Access-a-Ride* dispatch to assist requesting a WAV trip, customers will be notified of this requirement via email.
- Customers should be comfortable traveling alone when using *Access-on-Demand* services without assistance.
- Customers wishing to use app-based services should be comfortable with using apps without support.

Customers with billing disputes or issues need to work directly with the provider as RTD does not have access to individual accounts.

Access-on-Demand Fares:

- When using *Access-on-Demand* services, RTD subsidizes up to the first \$25 of the trip fare.
- It is the customer’s responsibility to pay any amount more than the \$25 subsidized through the provider’s app or in the vehicle as indicated below.
- Not RTD tickets, coupons or passes of any kind are accepted as fare on *Access-on-Demand*. Fare payment policy is determined by the service provider as outlined.
- In some cases, there will be advance notification when fares are expected to exceed normal pricing, customers electing to continue these trips accept responsibility for these fares.

Ztrip Taxi Service:

Customers wishing to use zTrip service should complete the consent and enrollment form on the RTD website. Once the enrollment information has been provided to zTrip, customers will receive notification that their account has been linked to the RTD business account with information about their account number, which is BOU plus the *Access-a-Ride* ID number (e.g.BOU100000). Trips can be scheduled through the zTrip app, the website, or scheduled through the call center at (303) 244-1388.

Metro Taxi Service: Customers wishing to use Metro taxi service should complete the consent and enrollment form on the RTD website. Customers will be notified when they have been associated with the RTD *Access-on-Demand* account. Trips may be scheduled by calling 303-244-1388. Customers may also schedule trips directly through the iRidr app.

Lyft Service:

Customers wishing to use Lyft service should create a Lyft account, with a payment method included. Complete the enrollment form on the RTD website with the information in your Lyft account. Once the completed enrollment information has been sent to Lyft, a notification will be sent indicating a Lyft pass has been applied to their account indicating the RTD account is linked to the customer’s personal account. Customers will be able to schedule curb to curb trips using the Lyft pass in the app. Please refer to the *Access-on-Demand* page of the RTD website for more information. Customers using Apple pay for their payment method may have a hold placed on their account for a few

days following the trip. To avoid holds, please use a debit or credit card for the personal payment.

*WAV service is not available using the Lyft app.

Uber Service:

Customers wishing to use Uber as their on-demand service should create an Uber account, with a payment method included. Complete the enrollment form on the RTD website with the information in your Uber account. Once the enrollment information is uploaded to Uber's portal, customers will be able to schedule curb to curb trips using the Uber app. When scheduling trips through the Uber app, the *Access-on-Demand* personal payment should be selected prior to taking the trip. Please refer to the *Access-on-Demand/Uber* page of the RTD website for more information.

Wheelchair accessible vehicle (WAV) service through Uber is provided by RTD and using RTD *Access-a-Ride* vehicles. If a message that a driver is not available is received, the customer should contact RTD dispatch at 303-299-6611 for assistance with locating an available vehicle. Customers should not cancel WAV trip requests but let the request time out so that dispatch is able to see the unfulfilled trip.

Please check the *Access-on-Demand* page of the RTD website for ongoing updates.

Rules of Conduct

All passengers, including PCAs and guests, are expected to follow these rules of conduct to ensure the safety and comfort of all passengers and the operator:

- No smoking on board the vehicle.
- No throwing items.
- No eating or drinking on board the vehicle unless required for health reasons.
- No abusive, threatening or obscene language or actions.
- No physical abuse towards another passenger or the operator.
- No removal of clothing, shoes must be worn while on vehicle.
- No tampering with any vehicle equipment.
- Ear/headphones must be used when listening to audio with personal devices.
- Service animals must be controlled on the vehicle.
- All passengers must wear seatbelts.

Passengers who violate the *Access-a-Ride* Rules of Conduct are subject to penalties, up to termination of service.

Rights and Responsibilities

RTD *Access-a-Ride* Customers Have a Right To:

- Safe transportation
- Timely service
- Professional and courteous operators
- Safe and properly maintained vehicles
- Properly fastened seat belts and wheelchair securements

RTD *Access-a-Ride* Customers Have a Responsibility To:

- Update personal information (address, phone number, device or mobility aid, etc.) promptly
- Provide accurate information when requesting a ride.
- Treat operators and other passengers with respect.
- Have the correct fare; exact change only if paid with cash.
- Have a current *Access-a-Ride* Identification Card.
- Travel with a Personal Care Attendant if needed.
- Travel with a portable respirator and/or enough oxygen for the trip if needed.
- Be ready at the beginning of the thirty-minute (30) window that was negotiated at the time of scheduling
- Cancel by 5:00 pm the evening prior to the scheduled trip or prior to two (2) hours before the beginning of the scheduled pick-up window.
- To protect others by taking precautions if you are sick or feel you may be contagious, including use of masks or limiting your travel.

Current versions of this guide are available on our website here:

<https://www.rtd-denver.com/routes-services/other-services/access-a-ride>
under the "Featured Content" heading.