

# Access-on-Demand FAQs

## What is Access-on-Demand?

Access-on-Demand is a premium, supplemental curb-to-curb ride service for individuals certified with RTD's Access-a-Ride program. Customers can book trips through RTD's contracted providers, including Uber, Lyft, Metro Taxi, and zTrip.

## Program Overview – Through December 31, 2025

- **Fare:** No upfront fare is charged under the current program.
- **Subsidy amount:** RTD subsidizes up to \$25 per trip. Fares exceeding the subsidy amount are charged to the customer's personal payment method.
- **Service hours:** Currently 24 hours a day, seven days a week.
- **Stops:** Single destination trips are allowed; no round trips or multiple destination trips.
- **Monthly trip limit:** Up to 60 trips per calendar month across all providers combined. Customers are responsible for monitoring monthly trip count, especially when using multiple providers.
- **Service area:** Trips must begin and end within the RTD service area.

## Program Overview – Starting January 1, 2026

- **Fare:** \$4.50 per trip. Customers eligible for RTD's LIVE program pay an upfront fare of \$2.25 per trip.
- **Subsidy amount:** RTD subsidizes up to \$20 after the customer pays the initial fare. Fares exceeding the subsidy amount are charged to the customer's personal payment method.
- **Service hours:** Service is available seven days a week, 22 hours per day. No service is offered between 1:30 a.m. and 3:30 a.m. to allow for vehicle maintenance.
- **Stops:** Up to two destinations per trip are allowed on providers that support this feature. Round trips are acceptable. Wait fees may be incurred. Customers should be familiar with wait time policies of their selected provider to avoid additional fees.
- **Monthly trip limit:** Up to 60 trips per calendar month across all providers combined. Customers are responsible for monitoring monthly trip count, especially when using multiple providers.
- **Service area:** Trips must begin and end within the RTD service area.

## How to Get Started

### Who is eligible?

- Individuals with active Access-a-Ride certification are eligible for Access-on-Demand. Certification extensions that allow Access-a-Ride trips do not apply to Access-on-Demand eligibility.
- Customers interested in using Access-on-Demand service must complete the enrollment form prior to taking trips to ensure the subsidy will apply.

### How to enroll?

- Create an account in the selected provider's app.
- Add a personal payment method to the account.
- Complete the online enrollment form that includes the current account information.
- Look for an email from RTD to the email address provided once enrollment is completed.

## General Information

### What if the customer needs a wheelchair accessible vehicle (WAV)?

- Customers certified using a wheelchair or powered mobility device should select Uber as their provider for Access-on-Demand.
- Customers use the Uber app to schedule WAV service, which is delivered using RTD-branded vehicles.
- Access-a-Ride operators act as Uber drivers to provide WAV service on the Uber platform.

### Are friends, family, or personal care assistants allowed?

- Customers may travel with another passenger accompanying them.
- Anyone may accompany the customer, but trips may not be scheduled for someone else or taken without the customer present.

# Access-on-Demand FAQs *Continued*



## Can trips be scheduled in advance?

- Trips cannot be scheduled in advance.
- No “prebooking” of trips is allowed.

## Do drivers provide assistance beyond curb-to-curb service?

- Drivers receive general sensitivity training. They do not receive specialized disability training.
- Drivers may offer assistance with stowing a mobility device but are not required to do so.
- Drivers will not provide door-to-door assistance.
- Customers requiring door-to-door assistance should schedule trips in advance using Access-a-Ride.

## Can minors use this service?

- Customers under 18 may schedule trips through Metro Taxi or zTrip. Uber and Lyft do not allow individual accounts for customers under 18. Access-on-Demand vouchers do not apply to Uber Teen or Family profiles as trips must be booked on the adult customer’s personal profile.

## Payment Information and Money Matters

### How is the fare paid?

- Customers are responsible for maintaining and updating the payment method in their apps to prevent an inability to schedule trips.
- For rideshare services, the upfront fare is deducted for the trip at the time of boarding the vehicle, and additional charges will be added at the end of the trip.
- Taxi services collect fare from the customer in the vehicle at the conclusion of the trip.

### What is the LiVE program and how do customers qualify?

RTD’s LiVE Program participants receive a 50% fare discount on fares, including fares for Access-on-Demand and Access-a-Ride.

Eligibility is determined through the Colorado PEAK system. Denver Human Services staff are available for assistance with Colorado PEAK 8 a.m.–4 p.m. Monday through Friday, except when offices are closed on city holidays.

### For more information, call:

RTD: 303.299.2382  
Colorado PEAK: 800.250.7741  
Denver Human Services: 720.944.4347

### Is tipping required?

Tipping rideshare or taxi drivers is customary but not required.

### What if fare is not paid?

Failure to pay may result in a provider-enforced suspension until payment is resolved.

### What happens if the fare exceeds the subsidy amount?

- Through December 31, 2025: The customer is responsible for any amount above the \$25 RTD-provided subsidy.
- Starting January 1, 2026: The customer is responsible for the upfront fare (\$4.50/\$2.25) and any amount over the \$20 RTD-provided subsidy.

### How does Zero Fare For Youth work?

- Customers 19 and under are not required to pay an upfront fare but will receive the \$20 subsidy. Any amount over the \$20 subsidy will be charged to the customer’s personal payment method.

**For more information: 303.299.2530 • [AccessOnDemand@rtd-denver.com](mailto:AccessOnDemand@rtd-denver.com)**