



# **Access-a-Ride Customer Guide**

JANUARY 2026

<https://www.rtd-denver.com/access-a-ride/customer-guide>

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## Access-a-Ride Customer Guide

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### Important Contacts

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

### 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  
Commendations and Concerns, General Inquiries

### Lost and Found

(303) 299-2880  
8:00 am – 5:00 pm, Monday – Friday

### Securement 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 the final destination. Trips on Access-a-Ride may be equivalent to the fixed route travel time.

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. Trips on Access-a-Ride may be similar in duration to a fixed route bus transportation.

When schedule and route adjustments occur on the fixed-route service, Access-a-Ride service area and times may change. Using the menu options on the Access-a-Ride page of the RTD website, one can access either an address look-up or the service area map.

If a customer needs a ride to or from a location that is outside the service area, they'll need to select a nearby location within the service area as their pick-up or drop-off point. Travel between that location and their final destination is the customer's responsibility.

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

One-way: \$4.50

Denver International Airport: \$19.00

LiVE: \$2.25 / \$9.50 airport

Youth 19 and under and active-duty U.S. military ride free on all RTD services.

Trips originating in Longmont have no fare.

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

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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. Six-ticket Access-a-Ride ticket books are available at RTD Sales Outlets, through RTD-denver.com, or at participating King Soopers and Safeway stores. These locations can be found at [www.rtd-denver.com/fares-passes](http://www.rtd-denver.com/fares-passes).

Tickets may be used in combination with cash, but **no change** or credit will be provided for overpayment of fares. Fares will not be refunded for a vehicle arriving late to pick up or drop off. 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 31<sup>st</sup> of the following year. Please contact (303) 299-6000 or <https://www.rtd-denver.com/routes-services/other-services/access-a-ride/ticket-book-exchange> 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 allows purchase of digital Access-a-Ride tickets. 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. For more information on purchasing Mobile Tickets, visit the Access-a-Ride webpage at [www.RTD-denver.com](http://www.RTD-denver.com).

Mobile tickets are only valid for 10 minutes once activated. Please do not activate your Access-a-Ride mobile ticket until you are boarding the bus.

For information or questions about the MyRide app, please call (303) 299-6000.

### LiVE Program

LiVE is an income-based fare discount program for RTD riders. Eligibility for LiVE is determined through the State of Colorado benefits site, PEAK, or by phone. If a customer has newly become eligible for LiVE, or has recently renewed a LiVE card, please contact the administrative office to verify that it is on the profile so the correct fare will be expected.

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Eligibility criteria for LiVE is as follows:

- Adults over the age of 20
- Reside in the RTD service area
- Have a gross household income that is at or below 250 percent of the federal poverty level. As of April 2025, this means a gross monthly income of:

\$3,260.42 for a household of one (1)

\$4,406.25 for a household of two (2)

\$5,552.08 for a household of three (3)

\$6,697.92 for a household of four (4)

\$7,843.75 for a household of five (5)

\$8,989.58 for a household of six (6)

All LiVE Program applications must be processed through the PEAK website. It is the customer's responsibility to monitor the expiration date for their LiVE eligibility, PEAK does not send reminders. If there is no access to a computer or internet or if a customer needs help, they can 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.

If you have a LiVE card and are not receiving the discount, please contact the Access-a-Ride administrative office at 303-299-2960 to inform us.

### Identification Cards

All Access-a-Ride customers, except visitors, are issued a photo identification card. This card must be shown to the vehicle operator before boarding any Access-a-Ride, Access-on-Demand or fixed-route 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. **Applicants are encouraged to read their eligibility letters carefully to understand conditions and instructions that may be outlined in the letter.**

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.

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**Conditional:** Service for four (4) years when the following specific conditions are present:

- **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](http://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](http://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.

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- **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

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specified thresholds for a given condition. Trips must be scheduled 1 day in advance of the trip.

### Permanent

Upon participating in a third eligibility assessment wherein a customer receives their third consecutive eligibility determination of unrestricted service, the passenger will be granted permanent service. They will no longer be required to complete an in-person reassessment every four (4) years but will be required to complete a profile update every 5 years. The profile update will include a phone interview to ensure all customer information is current; the customer must also visit the assessment facility or supply an updated photo at least once every 10 years.

### Eligibility for Visitors with Disabilities:

As required by ADA regulation [Section 37.127], an individual visiting the 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”. Use of service is not limited to the taking of trips but also includes booking trips that are not taken.

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 email to [paratransiteligibility@rtd-denver.com](mailto:paratransiteligibility@rtd-denver.com) or fax at (303) 299-2169. Visitors with disabilities that do not have paratransit eligibility because it is unavailable, or they have other transportation in their home jurisdiction should contact our office at (303) 299-2960 to provide documentation regarding their need for paratransit services when traveling to our area. This may include a physician letter or a state issued ID card to provide proof of residence. Please allow 1 business day to complete processing of all requests.

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.

Access-a-Ride customers who are traveling and requesting ADA paratransit services at their destination should contact the administrative office at (303)299-2960 or [paratransiteligibility@rtd-denver.com](mailto:paratransiteligibility@rtd-denver.com) with the information for the agency in that

destination so that their information may be forwarded. Please allow one (1) business day for processing.

### **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 grant access to Access-on-Demand or fare-free fixed route use.

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 Younger Than 6**

Children younger than six (6) years of age 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. All youth 19 and under ride free on RTD services, the accompanying adult would ride free as a personal care attendant.

### **Appeals for Eligibility**

Customers may appeal their eligibility determination in writing 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.

- 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.

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- 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 guide ambulatory customers up/down those stairs. If, upon reaching the main level entrance, there are stairs to the next floor, operators will not accompany a customer up/down those stairs.

The level of assistance is determined during the eligibility assessment. Door to Door service 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 about 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.
- Physical assistance for balancing, walking, standing or stair climbing.

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- 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 but 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. Access-Arize brand belts are installed on all vehicle lifts to ensure safety. Operators will secure these belts in front of and behind the passenger while on the lift.

#### Seat Belt/ Lap Belt Securement:

Lap belts (and extenders as needed) are Required on Access-a-Ride vehicles, shoulder belts are optional.

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 of the body.
- That shoulder belts should be in a similar position vertically and behind as they are for the driver.
- That the shoulder belt should allow for the passenger to fully bend forward while seated.

### Securement 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 securement straps to ensure proper securement of a mobility device. Securement straps may be obtained free of charge by calling (303) 299-4056.

### Safety While Riding

Access-a-Ride 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. Failure to use a lap belt or seatbelt during transport may result in a service suspension.

Access-a-Ride does not provide child safety seating but does encourage customers under the age of nine, or those traveling with someone under the age of nine, to bring an appropriate child safety seat to place in the vehicle. The customer, not the vehicle operator, is responsible for securement of the child safety seat.

### 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.

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- 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 sixty (60) minutes before or up to sixty (60) minutes 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.

### Trip Preparation

- Allow plenty of time to finish an appointment 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.
- Ensure that restroom use is completed, bring adequate oxygen, snacks and medication that may be needed during the trip.

### 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 vehicles.

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**Where to wait:** When scheduling a trip, please provide the reservationist 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. Please make sure pets are secured when the operator arrives.

**Airport Drop Off:** When scheduling a drop off at the airport, RTD recommends planning to be at the airport 3 hours prior to the flight to allow for any unforeseen delays.

**Airport Pick Up:** When scheduling a pick-up from the airport, RTD recommends scheduling the pick-up for 2 hours after the plane is scheduled to land to account for time to pick up luggage, go to the bathroom and get to the correct door. The reservation agent will provide the customer with a specific door at the airport to wait for the Access-a-Ride bus.

**How long will the operator 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 early morning hours may not be accommodated until the next day, depending on the corresponding RTD fixed route service schedules.

**Will Call:** The process for notifying Dispatch that the customer will be delayed or ready early for a return trip 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. Will Call service is scheduled as available.

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**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 a customer's building is within a gated community and requires special entry, the customer must notify the building's security office to arrange entry for the Access-a-Ride vehicle before the pick-up time or provide the gate code so the operator can gain access to the community. 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

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 estimated time of arrival, scheduled trip information, the ability to cancel scheduled trips, and the ability to book trips to and from valid addresses.

Each customer must have a unique email address in their profile to gain access to the portal. 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 and date of birth to [paratransiteligibility@rtd-denver.com](mailto:paratransiteligibility@rtd-denver.com) to have the desired email address added.

Once the email address has been added, enter the customer ID number. If there is no prompt to set a password, select "Need help logging in?" which will send a password reset link to the email address. There will be a prompt to create a password. Please write down or save this password. Once the password has been set, the customer can log in to the Customer Portal using their ID number and newly created password.

- To schedule a trip, use an address that is already in the database. (If an address is not in the system already, Reservations will need to enter the address.)

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- Select "My Pickup Addresses" or enter an address in the "Pickup" line. Enter a destination address by selecting "My Destination Addresses" or entering a new address in the "Destination" line.
- Select "One Way Trip" or "Round Trip" in the drop down.
- Select either "Depart At" or "Arrive By" and enter the hours and minutes as it applies to the trip. "Arrive By" should be selected for an appointment.
- Select the times and date of the trip.
- A pop up will require selection of mobility type (if more than one is in the profile) and selection of PCA for the trip, if applicable.
- Indicate travel with either a Guest (Age under 20), a Guest (Age 20 or over), a PCA and the appropriate mobility type needed for each. Adding the number for any PCA or guest accompanying the customer in the appropriate mobility type will ensure proper space is reserved for the trip.

### To cancel a trip:

- Go to the "My trips" button on the main page or select from the drop-down menu under the name in the upper right corner. Only trips that are not already in progress may be canceled.
- Select the "cancel trip" button and a pop up will request confirmation that the trip is to be canceled.
- Select "yes" and a message will indicate that the trip has been canceled.
- Cancel a trip at least two (2) hours before the beginning of the pick up window to avoid penalty.

### To view a current trip:

- Go to the "My trips" button on the main page or select from the drop-down menu under the name in the upper right corner.
- Select the upcoming trip that is to be viewed. Only those routes within two (2) hours of the pickup time and already in progress will be visible for viewing.

The system will provide feedback as to what may be missing or needed when using the portal. If there are difficulties with an address location or time of day issue, contact reservations to schedule the trip.

## 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

## Access-a-Ride Customer Guide

- 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

IVR 10-minute calls are courtesy notifications and are not guaranteed.

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. <https://rtddenver.wufoo.com/forms/accessaride-subscription-application/>

- 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) 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

## Access-a-Ride Customer Guide

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.

See the examples below of carts that are and are not allowed on an AAR bus.

This cart IS allowed:

The footprint is compact, and items are secured within the cart.



This cart is **NOT** allowed:

Footprint is too large, blocking the securement of other passengers; items in the cart may come out, causing safety risks.



## Luggage

Personal luggage is permitted on board an Access-a-Ride vehicle. As with packages, operators may assist with luggage that 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

Per the Federal Transit Administration, service animals are defined as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to: guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. [§ 37.3]” Use of a service animal should be incorporated into the assessment at the time of certification. It is the responsibility of the customer or their PCA to manage the service animal. 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 Portable 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 must 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. To correctly document assistance needs, a new assessment may be required with the new device. Please call 303-299-2960 to update a mobility device.

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

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
- Bicycles
- Dialysis chairs

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.

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 to determine what will be required of them to update their device.

### **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.

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](http://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

### Reasonable Modifications

In accordance with the ADA and directives from the Federal Transit Administration, RTD will make efforts, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, RTD services. RTD will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services, when necessary to avoid discrimination and ensure accessibility for people with disabilities.

*Please note: RTD may be unable to accommodate requests that would require fundamental alterations to the nature of RTD programs or services or would directly interfere with the health and safety of others. If the requested modification cannot be granted, but a barrier to access still exists, RTD will do its best to provide alternate access to our programs or services.*

If there is a barrier to accessing an RTD program or service, you may submit a request for a reasonable modification. A reasonable modification should be requested when our policies, programs, and procedures applicable to our transportation services do not allow a person with a disability access to the benefits of our service. The request must identify the modification needed to use the service. Whenever feasible, please make the request in advance, before the modification is needed to access the service. Within the scope of the ADA, and reasonable modification, if RTD denies a request it will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services.

To request reasonable modifications based on a disability please use the [Reasonable Modification Request Form](#), or contact RTD's ADA Office for assistance. Phone: [303-299-2250](tel:303-299-2250) or email: [adareasonablemodification@RTD-Denver.com](mailto:adareasonablemodification@RTD-Denver.com).

### 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 who cancel trips more than two (2) hours before the beginning of the pickup window may do so without a penalty by calling Dispatch at (303) 480-2000.

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:

Trips cancelled within two (2) hours of the beginning of the pickup window will be identified as a late cancel, and the customer may be subject to suspension according to the Excessive No Show and Late Cancellation Policy. To cancel a trip call 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 the 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 cancellations in a calendar 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.

## Access-a-Ride Customer Guide

### 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.

### Unscheduled Stop Policy:

Unscheduled stops that result in service delays may result in suspension of service.

### 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. Visitors will be asked to provide photo identification to validate their identity.

If a customer does not have their Access-a-Ride card available or their Access-a-Ride photo is more than 10 years old, they may use a valid alternate photo ID to identify themselves to the bus operator.

### Suspension of Service Policy:

Disruptions of service due to violation of the Excessive No Shows, Late Cancellations or No Pay or other policies as stated above may result in penalty and the revocation of 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

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

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.

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.

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.

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 causing a reduction in service, RTD will make every attempt to notify customers through IVR message, radio, television, social media, and website announcements. RTD encourages all customers to have a plan for transportation in the event an emergency prevents access to the area.

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### 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 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.

- This 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 bring groceries up those stairs. If, upon reaching the main level entrance, there are stairs to the next floor, operators will not bring groceries up 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. 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>)

#### *PLEASE READ CAREFULLY, PROGRAM HAS BEEN UPDATED*

**Overview:** Access-on-Demand service is a premium, supplemental curb to curb service available to and intended only for customers with current certification on Access-a-Ride. Access-on-Demand is not meant to replace the Access-a-Ride program, nor is it a requirement of the Americans with Disabilities Act.

- Fare: \$4.50 per trip. Customers enrolled in the LiVE program will be charged a \$2.25 fare.
- RTD will pay a \$20 subsidy for each trip, up to 60 trips per month, after fare is paid.
  - Trips can be taken with one provider or a combination of all four (4) providers. If using multiple providers, **it is the customer's responsibility to track the total number of rides, across all providers.**
    - For example, if 40 trips are taken with Lyft and 20 trips with Uber, all trips have been taken for the month.
    - See the FAQ on the Access-on-Demand website for how to turn the voucher off once 60 trips have been reached.
- Trips of up to two destinations are allowed.
- Trips may be scheduled 22 hours per day (Unavailable 1:30-3:30am)
- Trips cannot be scheduled in advance.
- Customers requiring wheelchair accessible vehicles (WAV) may at times need to contact Access-a-Ride dispatch to assist with requesting a WAV trip, customers will be notified of this requirement via email.
- Customers should be comfortable traveling alone and without assistance when using Access-on-Demand services.
- Customers wishing to use app-based services should be comfortable with using apps independently.
- Customers are only permitted to change their name, phone number or email on their account three times per year. The customer's name in the provider app must match the Access-a-Ride account information.

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

#### Access-on-Demand Fares

- Customers pay a \$4.50 fare (\$2.25 for LiVE customers) for each trip.
- When using Access-on-Demand services, RTD subsidizes \$20 of the trip once the customer fare has been paid.

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- It is the customer's responsibility to pay any amount more than the \$20 subsidized through the provider's app or in the vehicle.
- No RTD tickets, coupons or passes of any kind are accepted as fare on Access-on-Demand. Fare payment is determined by the service provider as outlined in their policies.
- In some cases, there will be advance notification when fares are expected to exceed normal pricing (called surge pricing), customers electing to continue these trips accept responsibility for these fares.

### Service Abuse

Customers who exceed the 60-trip maximum will be removed from all platforms for the remainder of the month. They will be subject to the suspension of service policy outlined below:

- First violation - 15-day suspension and 30 trips.
  - Second violation – 30-day suspension
  - Third violation – removal from the program
- Customers removed from the program will be given the opportunity to appeal and must provide information as to how they will modify their use of the service as part of that appeal.
  - Fraudulent use of the program will result in permanent removal from the service. This includes, but is not limited to:
    - Excessive or suspicious name changes on the customer account
    - Allowing anyone other than the approved customer to use the service including:
      - Friends or family members
      - Personal Care Attendants (PCAs)
      - Host Home Providers (HHPs) or other host home residents

Customers found to have demonstrated fraudulent use will be permanently removed from the program. No appeals will be granted, and reapplication will not be permitted.

### Access-on-Demand Service Providers

To sign up to use any of the providers, fill out the consent and enrollment form on the RTD Access-on-Demand website. Read through each provider's section carefully as there are differences between providers. To avoid suspensions, the customer needs to understand how to use the selected provider accurately. All provider accounts must be in the customer's name.

### Ztrip Taxi

Once the enrollment form is processed, customers will receive an email that their account has been linked to the RTD business account and with information about their account number. The account number 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. Ztrip currently serves only the Longmont, Boulder and Broomfield.

To book a ride without using the RTD voucher, call Ztrip directly at 855-699-8747.

### Metro Taxi

Once the enrollment form is processed customers will receive an email that they are now associated with the RTD Access-on-Demand account. Trips may be scheduled by calling 303-244-1388.

To book a ride without using the RTD voucher, call Metro Taxi directly at 303-333-3333.

### Lyft

Create a Lyft account using the contact information from the customer's RTD AoD enrollment form. Once the enrollment form is processed, an email will be sent indicating that a Lyftpass has been applied to the account. Customers will be able to schedule trips using the Lyftpass in the app. **Note that the only vehicles covered by the Lyftpass are X and XL.** Please refer to the Access-on-Demand page of the RTD website for specific instructions and how-to videos.

\*WAV service is not available using the Lyft app.

Customers using Apple pay for their payment method may have a hold placed on their payment method for up to five (5) days following the trip. To avoid holds, use a debit or credit card for the personal payment.

### Turning the Lyftpass Off

Should a customer reach their 60 total trips across all providers and wish to continue to use the Lyft app, the Lyftpass needs to be turned off. To do so, change the payment method from the RTD Voucher to a personal credit card/debit card/ApplePay when booking the next trip or *immediately* after the trip ends. Payment cannot be changed once the post-trip screen is dismissed.

## Access-a-Ride Customer Guide

### Uber

Create an Uber account with a personal payment method and using the contact information from the enrollment form. Once the enrollment form is processed, customers will receive a confirmation email and will then be able to schedule 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. **The only vehicles covered by the voucher are: X, XL, Pet, Green, Black.**

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 should let the request time out so that dispatch is able to see the unfulfilled trip.

### Turning the Voucher Off

Should a customer reach their 60 total trips across all providers and wish to continue to use the Uber app, the voucher needs to be turned off. To do so, change the payment method from the RTD Voucher to a personal credit card/debit card/ApplePay when booking the next trip.

### Automated communication from providers:

Uber and Lyft send emails to their customers for various reasons: promotions, trip count and the voucher ending at the end of each month. Please note:

- “Voucher Expiring” emails are sent by some providers at the end of the month. Vouchers will renew at the beginning of each month (except in the case of a suspension for the customer, see ‘Service Abuse’ section).
- There will be 60 rides available in each provider’s app. This is to give the customer options. It is up to the customer to use only 60 trips per month when using multiple providers. Please check the Access-on-Demand page of the RTD website for ongoing updates.

**Note:** RTD is not able to give refunds for app usage issues (choosing the wrong vehicle, not turning off the voucher etc.) on the provider’s behalf. To request a refund, contact the provider directly.

## Access-a-Ride Customer Guide

Access-on-Demand is an extremely popular service; however, it may not meet everyone's needs. Please consider the following differences between Access-a-Ride and Access-on-Demand:

- Access-on-Demand drivers receive general sensitivity training while Access-a-Ride drivers participate in a comprehensive training program designed specifically for transporting individuals with disabilities.
- Access-on-Demand may be a good option for individuals who feel comfortable traveling alone and without supervision. For those who require more assistance or who cannot ride independently, Access-a-Ride may be a better choice.
- For individuals unable to manage curb to curb transportation, Access-a-Ride will provide the needed assistance to get to the door.

### Customers Under 18

Customers under 18 may use Metro Taxi or zTrip. Uber and Lyft do not allow individual accounts for customers under 18. AOD vouchers do not apply to Uber Teen or Family profiles as rides must be booked on the adult rider's personal profile.

### **Customers are reminded that Access-on-Demand is not their only transportation option.**

- There is no fare to use the fixed route bus or rail service when one presents their Access-a-Ride ID card.
- Fares on Access-a-Ride buses are \$4.50, airport trips are \$19.

### Respect the Ride

The Regional Transportation District makes lives better through connections, whether that is connecting a customer with their destination or the connections that happen with others on the system. To support all types of connections, RTD asks its customers to follow a set of behavioral guidelines called Respect the Ride.

Respect the Ride focuses on providing a safe, convenient, and enjoyable experience for all customers, while also discouraging disruptive or antisocial behaviors.

Being respectful of other customers and considerate to RTD's employees does not take more than common courtesy.

### Rules of Conduct

All passengers, including PCAs and guests, are expected to follow the [RTD Code of Conduct](#) on all RTD vehicles. The following rules of conduct ensure the safety and comfort of all passengers and the operator:

- Hindering public transportation (CRS 18-9-114)

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- 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 the Right To:

- Safe transportation
- Timely service
- Professional and courteous operators
- Safe and properly maintained vehicles
- Proper securement of seat belts and mobility devices

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

- Update personal information (address, phone number, device or mobility aid, etc.) promptly. Failure to keep contact information up to date may result in missed communication updates regarding certification or important program changes.
- 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 at least (2) hours before the beginning of the scheduled pick-up window.
- To protect others by taking precautions when sick or contagious, including use of masks or limiting travel.

## Access-a-Ride Customer Guide

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Current versions of this guide are available on our website here under the “Featured Content” heading at:

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