

Access-on-Demand FAQs

What is Access-on-Demand?

Access-on-Demand is a premium, curb-to-curb ride service for individuals with active Access-a-Ride certification. Customers can book trips through RTD's contracted providers, including Lyft, Onward, Sunshine and Uber. Access-on-Demand may not be appropriate for every customer.

Program Overview

- **Fare:** Paid up front, before the subsidy applies. \$4.50 per trip. Customers eligible for RTD's LiVE program pay \$2.25 fare per trip.
- **Subsidy amount:** RTD subsidizes up to \$20 after the customer pays the initial fare. Trip costs 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.
- **Stops:** Up to two destinations per trip are allowed on Sunshine and Uber. 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 District Boundary. Visit rtd-denver.com/boundary to learn more.

Getting Started

Who is eligible?

- Individuals with active Access-a-Ride certification. Eligibility extensions for Access-a-Ride do not apply to Access-on-Demand.
- 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?

- Fill out the Access-on-Demand enrollment form at www.rtd-denver.com/accessondemand or request a paper form by calling 303-299-2960
- Wait to receive confirmation of enrollment from RTD. Then:
 - Create an account in the selected providers app (Onward & Sunshine also offer phone support at 303-244-1388)
 - Accounts must be in the customer's name.
 - Add a personal payment method to the account.

General Information

Wheelchair Accessible Vehicles (WAV)

- Onward and Sunshine Rides offer WAV. WAV eligibility is determined during Access-a-Ride certification. To discuss adding a new wheelchair or powered mobility device, call 303-299-2960

Are friends, family, or personal care assistants allowed?

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

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 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.
- Onward and Sunshine drivers receive disability training.
- Uber and Lyft drivers receive general sensitivity training. They do not receive specialized disability training.

Can minors use this service?

Customers under 18 may only use Sunshine Rides.

Payment Information

How is the fare paid?

- Credit/Debit Card: Customers are responsible for updating the payment method in their apps.
- Cash may be accepted, provider dependent. See the "Ride With" section of the Access-on-Demand website for provider details.
- The \$20 subsidy is applied to the trip cost at the time of booking, leaving the RTD fare and any cost not covered by the subsidy to be paid by the personal card on file.

How do customers qualify for the LiVE discount?

- RTD's LiVE Program participants receive a 50% discount on all RTD fares, including fares for Access-on-Demand and Access-a-Ride.
- Eligibility is determined through the Colorado PEAK system and requires a separate application. Denver Human Services staff are available to assist from 8 a.m. to 4 p.m. Monday through Friday, except when offices are closed on city holidays.

For more information about the LiVE program, call:

Denver Human Services: 720.944.4346

RTD: 303.299.2382

Once determined eligible for LiVE, customers should notify Access-a-Ride at 303-299-2960

Is tipping required?

Tipping is customary but not required. Tipping is not covered by the subsidy.

What if fare is not paid?

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

What happens if the cost exceeds the subsidy amount?

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 who are 19 or younger are not required to pay an upfront fare and will receive the \$20 subsidy. Any amount over the \$20 subsidy will be charged to the customer's personal payment method.