Paratransit FAQs

What is Access-a-Ride (AaR)?

Access-a-Ride is RTD's Federally required paratransit service that complements the local fixed route (regular bus/train). It is intended for those who cannot use RTD's accessible fixed-route vehicles.

Will there be other people in the vehicle?

Yes. Access-a-Ride is a shared-ride, public transportation service. There may be other riders and stops along the way.

I have a disability, am I eligible?

The disability must prevent the applicant from using RTD's fixed route service some or all the time. Having a disability does not automatically make one eligible for paratransit service.

How do I qualify?

Eligibility criteria are set by the Americans with Disabilities Act. Access-a-Ride certification is a four-step process:

1. **Application:** Complete and submit the application online; download from the website; or call for a mailed application. Return paper applications via fax or mail.
2. **Medical Verification:** Medical provider to complete and return the medical verification form which can be downloaded from the website or mailed to the customer.
    - Completed application (application + medical verification form) will be processed within 7 business days of receipt (Incomplete applications will not be processed)
    - Once processed, an automated message will be sent to schedule in-person assessment
3. **Assessment:** Participate in an in-person assessment and receive service orientation.
4. **Determination:** Receive eligibility determination in the mail

Where and when can I travel?

- Trips may be used for any purpose. Reservations must be made at least one day, and may be made up to seven days, in advance. There are no same-day Access-a-Ride reservations. Trips can be booked by calling Reservations at 303-292-6560 or online using the customer portal.
- Service runs 22 hours/day (3:30am-1:30am) and the service area is determined by the nearby fixed-route bus service. Service area map is available at rtd-denver.com/accessaride.
- Service must start and end within the ADA service area. Check an address using the Service Area Map on our website (www.rtd-denver.com/other-services/access-a-ride/service-areas).

RTD-Denver.com/accessaride
1660 Blake St, Denver, CO 80202
Call: 303-299-2960
Fax: 303-299-2169

What is the fare?

- Fare is $4.50/trip or $2.25/trip for qualifying LiVE customers (More info at www.rtd-denver.com/live)
  - LiVE customers should call 303-299-2960 once certified with Access-a-Ride to add the discount to their profile
- Airport: $19 one way/ $9.50 for LiVE customers
- Customers 19 and under: No fare

How to pay

- **Paper Tickets**: AaR or AaR LiVE tickets can be purchased at many Safeway and King Soopers locations or in the online store at https://www.rtdonlinestore.com/access-a-ride . To use AaR tickets, one must have active AaR certification
- **Cash**: Exact change only; no change given
- **NextRide app**: Link to credit/debit card. Digital ticket should only be validated only when driver arrives
- Credit/debit cards are not accepted as payment onboard

Recertification

Certification may last from 6 months to 4 years, depending on individual needs. Customers must submit recertification paperwork (application + medical verification form) before their expiration date.

Can I still ride the fixed route?

Yes and Access-a-Ride customers who show a valid Access-a-Ride ID do not pay a fare when riding fixed route services. All fixed route vehicles are accessible.

What is Access-on-Demand (AoD)?

Access-on-Demand is a premium, curb-to-curb subsidy program for customers with active Access-a-Ride certification. Customers seeking to use Access-on-Demand should be comfortable traveling alone and able to travel to and from the vehicle independently. It may not be the best option for everyone.

The enrollment form, program information and FAQs are available online at www.rtd-denver.com/accessondemand. Enrollment is only available once determined eligible for Access-a-Ride

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