

ac *ess-a-Ride*

Users' Guide



RTD

**Regional Transportation District
1600 Blake Street – ADA
Denver, CO 80202**

PLEASE READ VERY CAREFULLY.

August 2009

Welcome to *access-a-Ride* (August 2009)

RTD Paratransit Services, *access-a-Ride*, provides curb-to-curb public transportation to riders who have a disability that prevents them from making some or all of their trips on fixed route buses. This service is sometimes called "ADA Paratransit Service" because it is provided as part of our efforts to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA). *access-a-Ride* service must be reserved 1-3 days in advance. The service is provided with lift-equipped vans which are scheduled through the *access-a-Ride* Call Center office. *access-a-Ride* service operates in the same areas and during the same days and hours as the local non-commuter fixed route bus service. The service can be used for any trip purpose. **This User's Guide provides information about RTD's *access-a-Ride* service – who is eligible to use the service, how to request a ride, fares, and other important information.** If you still have questions after reading this User's Guide, you can call the *access-a-Ride* office at (303)299-2960 or (303)299-2980 if you use a TTY. Upon request, copies of this User's Guide can also be provided in large print, audiotape, or on computer disk.

Who is Eligible for Paratransit Services?

The ADA regulations provide that a person may be eligible for Paratransit services under one of the following three categories:

Category 1:

The first category of eligibility includes those persons who are unable to use fully accessible fixed route bus services. Included in this category is:

"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." [Section 37.123(e) (1) of the ADA regulations]. This applies to an individual who cannot independently navigate the fixed route bus system (board, ride or disembark from a bus or train).

Category 2:

The second category of eligibility includes:

This applies to an individual who would be able to use the fixed route bus system if it were accessible (e.g., if a low-floor or lift-equipped bus is not available). This category is not required once a transit system is 100% accessible.

Category 3:

The third category of eligibility includes:

"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." [Section 37.123 (e) (3) of the ADA regulations]. This applies to an individual who, because of his/her disability, cannot access a bus stop or a rail station to board the fixed route bus system and cannot access his/her final destination after disembarking from a fixed route bus or train. Eligibility is determined each time the eligible customer calls. Two important qualifiers to this category are included in the regulations. First, environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, confer eligibility. Inconvenience in using the fixed route bus system is not a basis for eligibility.

Types of Eligibility Status

Based on individual needs, applicants may qualify for any of the following types of eligibility:

Unrestricted – Full service for up to four (4) years.

Conditional – Any conditions applied to service is done so on an individual basis depending on the needs of the passenger. The various conditions used are as follows:

Temperature Sensitive- If, as part of the eligibility process, it has been determined that a customer may only use ***access-a-Ride*** services during extreme weather conditions, then **Temperature Sensitive** Condition shall be applied. Based on the specific temperature range you were given during your eligibility process you may use ***access-a-Ride*** only when the outside temperature falls within the range. For example:

Mary's disability makes it impossible for her to tolerate extreme heat. She has been granted ***access-a-Ride*** services anytime the outside temperature exceeds 90 degrees. The day before she needs to use ***access-a-Ride***, she must call reservations and schedule her trip. The ***access-a-Ride*** call center will use weather reports from www.weather.gov to verify the weather condition for the day that Mary needs a ride. **Passengers with "Temperature Sensitive condition may only schedule one (1) day in advance.**

Dawn to Dusk- Service will be available after sunrise and up until sunset.

Dusk to Dawn- Service will be available after sunset and up until sunrise of the following day.

Snow- If snow accumulation is the only factor that prevents a customer from getting to and from a bus stop, we will offer you ***access-a-Ride*** service on the day it snows and for seven (7) days that follow. The ***access-a-Ride*** call center will use weather reports from www.weather.gov to verify that there is at least a 30% chance that it will snow on the day you need a ride. **Passengers with “Snow” condition must call one (1) day in advance for all trip requests.**

Rain- If the possibility of rain causing damage to your power chair is the issue affecting you getting to and from a bus stop, we will offer you ***access-a-Ride*** during rain. The ***access-a-Ride*** call center will use weather reports from www.weather.gov to verify that there is at least a 30% chance that it will rain on the day you needs a ride. **Passengers with “Rain” condition must call one (1) day in advance for all trip requests, and may only request trips for up to one (1) day in advance.**

Unfamiliar Trips- An assessment will be made as to whether or not the applicant can be travel trained for a particular location. If the location is travel trainable, then this condition will allow them to use ***access-a-Ride*** for up to four (4) occasions to the same location within a six (6) month period. We monitor the number of trips our passengers make to a specific location and after the fourth (4th) trip to the same address, the trip will no longer be provided. If the customer feels that they still require ***access-a-Ride*** services to a particular location, beyond the fourth (4th) trip, they may call the ***access-a-Ride*** administration department for an updated evaluation via telephone. If it is determined that the specific trip in question cannot be taught by means of travel training, then the customer would continue to receive service to and from that location under the “Trip Specific” condition.

Fatigue- These passengers are allowed to use ***access-a-Ride*** services when their fatigue limits their ability to use the fixed route system. **Passengers with “Fatigue” condition must call one (1) day in advance for all trip requests.**

Temporary Disabilities

Temporary eligibility is provided to passengers who have a temporary disability/illness that prevents them from using the RTD bus system. Eligibility may be provided for the expected duration of the disability.

Service for Visitors

Visitors to the RTD area can use ***access-a-Ride*** for up to 21 calendar days a year by providing documentation that they have a health condition or disability which

prevents them from using regular buses. For more information on Visitor Status with ***access-a-Ride*** please call 303-299-2960.

Recertification of Eligibility

Each RTD ***access-a-Ride*** customer must be recertified upon reaching his/her eligibility expiration date. Typically, eligibility extends for four (4) years from certification. A customer's ADA Paratransit Photo Identification Card will indicate his/her paratransit eligibility expiration date.

The Paratransit Service Area and Service Hours

access-a-Ride is designed to be "comparable to" (or similar to) RTD's local non-commuter fixed route bus and light rail service. For this reason, ADA Paratransit service is only required to transport passengers to and from locations which are within three-quarters (3/4) of a mile during the same days and hours of RTD's existing non-commuter fixed route bus and light rail services and within the RTD District Boundaries. Points of origin and destination not within this three-quarters (3/4) of a mile corridor and RTD District are not eligible for curb-to-curb pickup. **Depending on the changes made to the service levels of RTD's fixed route, your *access-a-Ride* service is subject to change without prior notification.**

In the event your travel needs are outside of the three-quarters (3/4) of a mile corridor and/or RTD District, you will need to provide your own transportation to get within our service area for service.

Phone Numbers and Hours:

access-a-Ride Administration Office
(303) 299-2960 TDD/TTY: (303) 299-2980
8:00 a.m. – 5:00 p.m. Monday – Friday

access-a-Ride Reservations, Cancellations
(303) 292-6560
8:00 a.m. – 5:00 p.m. (7 days a week)

access-a-Ride Dispatch
(303)480-2000 (303) 292-6560
24 hours / 7 days a week

access-a-Ride Customer Service
(303) 299-6000 TDD/TTY: (303) 299-2980
8:00am – 5:00pm M-F

Requesting *access-a-Ride* Services

To schedule a trip, please 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 and up to three (3) days in advance.

When scheduling a trip, please be ready to provide:

- Your ***access-a-Ride*** Identification Number.
- Your name.
- Your specific pick-up address including building number, phone and suite numbers, business names and specific pick-up information and landmarks. (***access-a-Ride*** cannot book trips to intersections).
- Your telephone number.
- The date and time you wish to be picked up or your appointment time if this is appropriate.
- The street address of your destination (including building number, phone and suite numbers, business names, doctor's names, and specific pick-up information and landmarks).
- The pick-up time and location of your return trip.*
- If a Personal Care Attendant (PCA) will travel with you.
- If a guest other than your PCA will travel with you (including children).
- If you use a manual wheelchair, power wheelchair, scooter or a service animal.

***THERE MUST BE AT LEAST ONE (1) HOUR ELAPSED TIME BETWEEN YOUR DROP OFF AND PICK UP TIMES.**

If you fail to inform us that you will be bringing a PCA and/or a guest, and there is no room on board the vehicle when it arrives to pick you up, the PCA and/or guest may be denied services.

An ***access-a-Ride*** customer may not travel as a guest of another ***access-a-Ride*** customer under any circumstances.

access-a-Ride will not transport wheelchairs or other mobility aids without the passenger.

Provide Alternative Travel Times

If ***access-a-Ride*** cannot accommodate your exact request, it may offer travel times of up to sixty (60) minutes / 1-hour before or up to sixty (60) minutes / 1-hour after

the requested travel time as established as service criteria under the Americans with Disabilities Act (ADA) of 1990.

Tips for Scheduling Service

When requesting rides:

- Be sure to allow plenty of time to finish your appointment in order to meet the vehicle at your scheduled return trip pickup window.
- Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours.
- Allow adequate time to reach your destination.
- Allow extra time for the pick-up and drop-off of other passengers before reaching your destination.
- Allow for traffic conditions and weather delays.

<i>LATE CANCELLATION, NO SHOW, NO ID CARD, NO PAY POLICY</i>

Failure to comply with our policies affects our ability to provide services to other riders. The following policies have been adopted with the review and approval of the ADA Paratransit Advisory Committee (APAC).

Late Cancellations – You may cancel your trips twenty-four (24) hours a day by calling (303)299-6560. Trips should be cancelled by 5:00 p.m. the evening before your scheduled pick-up time. **A late cancellation is any trip cancelled less than two (2) hours before your scheduled pick up window.**

No Show – A “no-show” occurs when:

- The vehicle arrives on time, but the customer no longer wants the ride.
- The vehicle arrives on time, but the driver cannot locate the customer at the requested pick-up location.
- The vehicle arrives on time, and waits for six (6) minutes, but the customer is not ready to go, and the driver must leave to stay on schedule.

If you “no-show” for the first leg of a trip, all later trips scheduled for the day will not automatically be cancelled. It is the customer’s responsibility to cancel each scheduled trip they no longer need. Failure to do so will result in the assessment of points according to the current no-show policy. Each trip that is no-showed is assessed independently in accordance with

ADA regulations. If you cancel your trip at the door, do not ask the driver to cancel your return trip. You must call dispatch and cancel the trip yourself.

I.D. Card – In an effort to ensure safe and reliable transportation, we are enforcing the requirement that all ***access-a-Ride/access-a-Cab*** patrons present their ***access-a-Ride*** Identification Card upon boarding the vehicle.

No Fare – In an effort to ensure consistent and fair transportation services to all of our patrons, each passenger is expected to pay the proper fare upon boarding the ***access-a-Ride*** vehicle.

To emphasize the importance of these policies, RTD has adopted the following penalty for violating the above-mentioned policies: **four (4) “Policy Violations” in a rolling 30-calendar-day period results in a two week suspension of service.**

Rules of Conduct

Passengers are asked to follow these rules of conduct to ensure the safety and comfort of all passengers and the driver:

- No smoking on board.
- No throwing of items.
- No eating or drinking on board (unless required for health reasons).
- No riding under the influence of alcohol or illegal drugs.
- No abusive, threatening or obscene language or actions.
- No physical abuse of another passenger or the driver.
- No operating or tampering with any equipment while on board an ***access-a-Ride*** vehicle.
- No radios, cassette tape players, compact disk players or other sound-generating equipment are to be played aboard the vehicles unless utilized with ear/headphones.

Passengers who violate rules of conduct are subject to penalties, up to and including suspension of service. **Note:** Passengers, who engage in physical or verbal abuse or cause physical injury to another passenger or the driver, will be immediately suspended for 14 calendar days.

Service Suspension/Termination Appeal Process

If, for whatever reason, a customer intentionally engages in activities, which prevent the driver from performing their duties, the customer will be suspended for a 14 calendar day period.

A passenger who disputes the basis for a suspension or termination of service will be afforded an opportunity to appeal their service suspension. **To appeal Termination or Service Suspensions, please call 303-299-2960 and request an appeal.**

Confrontational No Pay Policy

To emphasize the importance of avoiding “no pay penalties”, RTD, with the review and approval of the ADA Paratransit Advisory Committee, (APAC), has adopted the following policy:

If a client refuses to pay for their trip and refuses to disembark the vehicle upon the driver’s request, they will be suspended from service until they mail full payment to RTD.

Return Trip No Pay Policy

To emphasize the importance of avoiding “return trip no pay penalties”, RTD, with the review and approval of the ADA Paratransit Advisory Committee, (APAC), has adopted the following policy:

RTD will guarantee your return trip home even if you do not pay a fare. If a client does not pay for their return trip they will be subject to the same rules and disciplinary actions of the No Show / Late Cancellation Policy.

Where to Wait

access-a-Ride is a shared-ride program that complements RTD’s fixed-route bus and light rail services. Passengers must be waiting at the sidewalk, or at another safe waiting area in front of, or as close as possible to, the entrances of the pick-up location. Drivers will wait for a passenger at the curb of a public street, in front of, or as close as possible to, the passenger’s house, building, or other designated pick-up location.

Drivers may only maneuver a wheelchair up or down one (1) step.

For drop-offs, the driver will drop the passenger off at the sidewalk, or another safe waiting area next to the curb or a public street in front of, or as close as possible to, the designated drop-off location.

Nursing Homes/Apartments/Medical or Office Complexes

When scheduling your trip, please provide ***access-a-Ride*** reservationists with the specific building name and number within the complex. Drivers will pick up the

passenger at that specific building; drivers may only enter the lobby area of any building or complex. If a passenger's building is located within a gated community and requires special entry, please notify the security office to arrange entry for the ***access-a-Ride*** vehicle before pick-up time. If the passenger does not arrange entry, and the vehicle is unable to enter the pick-up area, the passenger will be considered a no-show. Keep in mind, all drivers must maintain physical sight of the vehicle at all times.

Shopping Malls

There is one specific location for drop off and pickup at all shopping malls. These locations can be determined by asking the Reservationist when you are booking a trip.

Adult Program / Day Care Centers

Passengers attending adult programs or day care centers should be present when ***access-a-Ride*** vehicles arrive. Drivers cannot assist passengers in or out of adult program/day care centers. Center staff must be ready to assist the individual in or out of the center, if necessary. Drivers are not permitted to sign passengers in or out.

If the Adult Program Day Care Centers require special entry, center staff should arrange entry for the ***access-a-Ride*** vehicle before pick-up time. If the passenger does not arrange entry, and the vehicle is unable to enter the pick-up area, the passenger will be considered a no-show.

Door-to-Door Assistance

Door-to-door assistance may be provided to assist you to and from the threshold of a residence or main lobby of a building. Door-to-door assistance **must** be requested when reserving your trips. Drivers must maintain physical sight of the vehicle at all times. Drivers are not permitted to enter beyond the threshold or ground level of any building.

Door-to-door assistance **DOES NOT** include any of the following:

- Assisting passengers on unsafe or steeply inclined mobility ramps or stairs.
- Drivers entering beyond the door threshold of any residence or main lobby of a building.
- Loading and unloading personal items, except as provided for under the package section of this guide.
- Assisting clients beyond one (1) step for both ambulatory passengers

- or those utilizing wheelchairs and other mobility devices.
- Entering private residential garages.
- Assistance over snowed or iced walkways/driveways/ramps.

How Long a Driver Must Wait

access-a-Ride drivers will wait six **(6) minutes after they arrive during your scheduled pick-up time window**. If a passenger does not board the vehicle within six (6) minutes after the vehicle arrives or does not have full fare, the driver will mark the passenger as a no-show and will depart the location. **For example**, if you are told to **be ready** between 12:45 p.m. and 1:15 p.m., and the driver arrives at 1:00 p.m., you will be required to board the vehicle by 1:06 p.m. If the driver arrives earlier than your window, you are not required to board the vehicle until 12:45 p.m. and no later than 12:51 p.m.

If Your Appointment is Running Late

If your appointment is running later than expected and there is a chance you will not be ready for your scheduled return trip, call Dispatch at (303) 480-2000 as soon as possible. Failure to contact Dispatch may result in a No-Show on your file.

The Dispatch office stays in radio contact with all drivers. The Dispatcher will make every effort to adjust your return trip pick-up time and assign another bus to pick you up at a later time. **Because schedules are pre-arranged, expect possible delays of an hour or more before another vehicle is available to accommodate your trip.**

Boarding Wheelchairs and Other Mobility Devices

access-a-Ride will make every attempt to accommodate standard wheelchairs, scooters, and other mobility devices. These devices are defined as not to exceed 48" in length and 30" in width and measured 2" above the ground and do not weigh more than 600 pounds in total weight when occupied. Mobility devices larger than these standards will be denied service aboard ***access-a-Ride***. Please be sure that wheelchairs or other mobility devices are clean, safe, and in good working condition before traveling aboard ***access-a-Ride***.

When to Be Ready

Please note: You must be prepared to board the vehicle at the beginning of your thirty- (30) minute scheduling window. *access-a-Ride* vehicles will arrive any time within the thirty- (30) minute window, which is given to you at the time you request your trip. Please keep in mind that your scheduled window assumes that the driver will have no difficulties while traveling to your pick up location. It is

important to realize that an accident, weather, traffic, etc., may delay your driver. In such circumstances we can only consider your ride late fifteen (15) minutes after the end of your scheduled pick up window. **For example, if your pick up window is 10:00 p.m. – 10:30 p.m., the vehicle may arrive as late as 10:45 p.m. as a result of traffic, weather or other elements.**

Securing and Boarding

access-a-Ride will make every attempt to secure standard wheelchairs and scooters. If a wheelchair or scooter exceeds the normal size, **access-a-Ride** may not be able to transport it. It is the passenger's choice to transfer or remain in their mobility device. If a passenger is traveling with a child, the following State requirements will be applied:

Rear Facing Child Restraint Systems

The law requires infants to ride in a rear-facing child safety seat until they are at least one year old and weigh at least 20 pounds.

Forward Facing Child Restraint Systems

The law requires that children ages one year to four years who weigh 20 pounds up to 40 pounds be restrained in a forward-facing child safety seat.

Booster Seats

The law requires that children who weigh over 40 pounds or who are at least four years old, but less than six years old, be properly restrained in a child booster seat or with a child safety belt-positioning device, unless they are 55 inches tall.

Safety Belts

Effective August 1, 2003, the law requires that a child, who is at least six years old or is at least 55 inches tall, must be properly restrained with a motor vehicle's safety belt.

Please Note: *access-a-Ride* does not provide baby or booster seats.

Stokes Straps

RTD will provide Stokes Straps for the securement of your wheelchairs. You may obtain these free of charge by calling **303-299-4056**.

When Your Vehicle Arrives

You are required to present your **access-a-Ride** Identification Card and the exact fare or a valid coupon. Please note: The driver cannot take you to your requested destination without the required fare and ID card.

Personal Care Attendant

A Personal Care Attendant (PCA) may accompany a registered **access-a-Ride** passenger at no additional charge. Your file must indicate that you are eligible to have a PCA to travel with you. You must reserve space for your PCA when scheduling a trip.

Notice: If you did not request a PCA during your initial eligibility interview, you will need to contact the **access-a-Ride** administrative office for more information.

Guests

Guests are welcome and will be charged the same fare you are charged. Due to limited space, each passenger is allowed one (1) guest per trip. You must reserve space for your guest (including children) when scheduling your trip. Seating for more than one (1) guest is on a "space available" basis when scheduling your trips. Children accompanying you are considered traveling guests. Children under the age of six (6) travels free and must be accompanied by an adult.

Packages

Carry-on packages are limited to three (3) grocery bags or similar-sized packages on board the **access-a-Ride** vehicles regardless of whether the driver assists in loading the bags on and off the vehicle. Drivers may help a passenger carry three packages on and off the vehicle from the same sidewalk or waiting area where the passenger boards and gets off the vehicle. Packages should weigh no more than twenty (20) pounds each.

Passengers may use a personal two (2)-wheel grocery cart to carry more than three (3), twenty (20) pound bags. However, the customer is required to maneuver his or her own cart. Drivers will secure the cart in the vehicle. **Please note you are not permitted to bring grocery carts on board access-a-Ride vehicles.**

Service Animals

Guide dogs and other service animals are allowed to accompany you. The use of a service animal must be identified at the time of your eligibility assessment. Please

inform reservations if a service animal will be accompanying you when scheduling your trips. Personal pets may only board an **access-a-Ride** vehicle if carried in an animal carrier. Drivers are not permitted to assist in carrying the animal carrier.

Subscription Service

Subscription Service is limited to passengers traveling to the same place at the same time at least three (3) times a week. RTD offers a subscription service on a space available basis and may prioritize service as needed. If you wish to request subscription service, please call (303) 299-2960 or (303) 292-6560. RTD will terminate any Subscription Services that are canceled 50% or more of the time during any thirty (30) calendar day period, or if there is a consistent pattern of cancellations of any part of a subscription. **If, for whatever reason you request a schedule change to your subscription service, access-a-Ride may not be able to accommodate your request, which will mean being placed on a waiting list.**

Respirators and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on **access-a-Ride** vehicles. The driver will assist you in securing this equipment on the vehicle.

Please note: When calculating the amount of oxygen you should travel with, plan to include more than two (2) hours of travel time when using access-a-Ride services.

Additional Information about access-a-Ride

Special announcements about **access-a-Ride** services and policies are relayed to passengers through the **access-a-Ride** Newsletter, a service bulletin that is circulated on all **access-a-Ride** vehicles.

access-a-Ride Fares

Please keep in mind that trips can only be provided to fare paying passengers.

Fares for **access-a-Ride** services are twice the fare for the same trip on an RTD bus. For example:

Denver Local	\$ 4.00
Boulder Local	\$ 4.00
Longmont Local	\$ 4.00
Express	\$ 7.00
Regional	\$ 9.00
Denver International Airport	\$24.00

Payment of fare is expected upon boarding an ***access-a-Ride*** vehicle. Passengers may not pay at the destination.

FARES LISTED ARE ONE-WAY

access-a-Ride fares can be paid in cash or with **Ten-Ride Tickets ONLY**. If paid in cash, the **EXACT CHANGE** must be used, as ***access-a-Ride*** drivers do not carry change. **Ten-Ride Ticket booklets contain ten tickets and are available at RTD or at an RTD Sales Outlet; King Soopers and Safeway stores at discounted prices. Two tickets must be used to *equal the access-a-Ride* fare.**

RTD access-a-Ride accepts the following forms of payment for fares:

Ticketbook Prices:

Denver Local 10-Ride Ticket book	\$18.00
Boulder Local 10-Ride Ticket book	\$18.00
Express 10-Ride Ticket book	\$31.50
Regional 10-Ride Ticket book	\$40.50

- **SS** – Special Services Coupons
- **L** - Local coupon = \$2.00
- **E** - Express coupon = \$3.50
- **R** - Regional coupon = \$4.50
- **I** - DIA coupon = \$12.00
- **II** - DIA coupon = \$16.00
- **III** - DIA coupon = \$13.00

RTD access-a-Ride does not accept the following forms of payment for fares:

- **"F" Coupons** - One Way Free Ride Coupon
- **Checks**
- **Discount Coupons**
- **Tokens**
- **RTD Local, Express, or Five-Day Passes**
- **Light Rail Passes**
- **Teen Discount or Zone Passes**
- **Eco Passes**
- **BroncosRide, RockiesRide, BuffRide Passes**
- **Student or Faculty ID's**
- **Bus Transfers**
- **Passes from other transit agencies**
- **Gifts, I.O.U.'s, or any other items**

Note:

Drivers are not permitted to accept tips. If you would like to commend a driver for service provided, please call RTD's Paratransit Customer Service at (303) 299-6000.

Regular Fixed Route Fares

Clients on the **access-a-Ride** service can, at times, use regular buses when they are feeling well enough to do so. For those occasions when you do use fixed route, you may board at no charge as long as you display your **access-a-Ride** ID card to the bus operator. You may also be asked to display a photo identification card in order for us to reduce possible fraud.

Identification Cards

All eligible passengers will be issued a picture identification card; this card **must** be shown to the vehicle driver each time you board any **access-a-Ride** vehicle. Please pay close attention to your expiration date. Lost or damaged cards may be replaced a maximum of three (3) times a year.

Any client abusing their **access-a-Ride** services, such as by lending their cards to non-clients, shall be immediately suspended from the service indefinitely.

If you lose your ID card, you may purchase a replacement for \$5.00. For more information please contact our Certification Center at 303-202-9143.

RTD **access-a-Ride Passengers Have a Right To:**

- * Rides that are on time.
- * Drivers trained to meet passenger needs.
- * Safe and properly maintained vehicles.
- * Properly fastened seat belts and wheelchair securements.
- * Be treated with courtesy and respect by all access-a-Ride staff

RTD **access-a-Ride Passengers Have a Responsibility To:**

- * Have the correct fare, exact change only.
- * Have a current **access-a-Ride** Identification Card.
- * Provide a Personal Care Attendant if needed.
- * Cancel by 5:00 p.m. the evening prior to the scheduled trip or at least two (2) hours before the beginning of the scheduled pick up window.
- * Be ready at the beginning of the thirty- (30) minute window that was negotiated at the time of scheduling.

LOST & FOUND

In the event you leave something on the vehicle, you must contact customer service at (303) 299-6000 and file a Lost & Found report.

EMERGENCY SERVICE

In the event of a natural or man-made disaster, ***access-a-Ride*** may not be able to continue to provide services. In such cases, it will be the responsibility of the client to contact the ***access-a-Ride*** Call Center and inquire as to the status of their service. Every attempt shall be made to transport all of our clients; however, in extreme emergencies it may be necessary to refer clients to 911.

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

ACCESS-A-CAB

access-a-Cab is available to current eligible *access-a-Ride* customers and is offered as an alternative service. *access-a-Cab* does not meet the requirements for complementary paratransit service under the Americans with Disabilities Act (ADA), and is not meant to replace the *access-a-Ride* program.

Under this program, the client pays the first \$2.00 of the fare and any amount over a total one-way fare of \$14.00. For example, if the total fare was \$15.00, the RTD would pay \$12.00 and the client would pay \$3.00. If the total fare is less than \$14.00, the client is only responsible for the first \$2.00.

If you wish to schedule a ride on ***access-a-Cab***, please call **(303)244-1388**. You will be asked for your ID number and the customer service agent will confirm your name. You will need to provide your basic trip information, as well as choose a cab company. There are currently three (3) cab companies providing this service: **METRO TAXI, YELLOW CAB, AND YELLOW NORTHERN (LONGMONT)**.

Reservations are taken seven (7) days a week from 6:00 a.m. to 9:00 p.m. The trip information is sent to the cab company as soon as the reservation is made, so the client must be ready to travel within the next ten minutes to an hour, depending on cab availability. Remember, this is a normal cab ride, so you will have to be ready for travel when you make the reservation.

If you are staying at your destination for more than two hours, or are scheduling a trip for after 9:00 p.m., you can make the return trip reservation at the same time

as your original trip request. Otherwise, you will need to call for your return ride when you are ready to go. There is a limit of four (4) one-way trips per 24-hour period on *access-a-Cab*.

Please remember that most cab companies provide only limited services for persons with wheelchairs. In many cases, you will need to transfer yourself from a manual folding wheelchair in order to be able to use the service. Additional service may be available depending on the cab company and vehicle availability. Please speak with a reservation agent for more information.

Because this service is not like *access-a-Ride*, please be aware that the cab drivers receive the basic training needed to provide transportation services to people with disabilities, but do not receive the much more extensive training necessary for *access-a-Ride* drivers.

access-a-Cab is ready to serve you today, so give us a call at: **303-244-1388**

