From 2018 to 2019, Access-a-Ride boardings fell by 3.2%. However, during the same period, productivity (boardings per hour) increased by 3.9%.

The highest number of Access-a-Ride boardings were in downtown Denver.

Source: RTD Service Performance Reports, RTD database for Access-a-Ride boardings
Access-a-Ride ridership reached its lowest point in April 2020 with 12,000 monthly boardings. This was an 84% decrease compared to April 2019. As of July, boardings have been slow to recover.