

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



## **Customer Guide**

**RTD**

**Regional Transportation District  
1660 Blake Street – ADA  
Denver, CO 80202**

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

**PLEASE READ VERY CAREFULLY.**

## **Table of Contents**

Important Phone numbers	3
Welcome	4
Service area/hours	4
Fare Information	4
ID cards	5
Eligibility	5
Types of service	7
Boarding and Securement	8
Tether Strap Program for Wheelchair Securement	8
Tips for Scheduling Service	8
Scheduling a trip	8
Pick up and drop off	9
Special Situations	10
Interactive Voice Response(IVR)	10
Access-a-Ride Customer Portal	10
Subscription Service	11
Food Delivery Program	11
PCA (personal care attendants)	12
Guests	12
Packages	12
Luggage	12
Service Animals	12
Respirators and Portable Oxygen	13
Mobility Devices	13
Child restraint systems	13
Visitors	14
Suspension of Service and Appeals	14
Fixed route service	14
Access-a-Cab	15
Emergency service	15
Recertification	16
Rules of Conduct	16
Policies	17
Face masks/coverings	18
Rights and Responsibilities	18

**PHONE NUMBERS AND HOURS**

**APPLICATIONS, PASSENGER INFORMATION CHANGES, APPEALS**

**Access-a-Ride** Administration Office

(303) 299-2960 **fax:** (303) 299-2169

**TDD/TTY:** (303) 299-2980

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 INQUIRY**

**Access-a-Ride** Dispatch

(303)480-2000, 24 hours / 7 days a week

**ACCESS-A-CAB RESERVATIONS**

(303)244-1388

6:00 am – 9:00 pm, 7 days a week

**COMMENDATIONS AND CONCERNS, GENERAL INQUIRIES**

**Access-a-Ride** Customer Service

(303) 299-6000 Listen carefully to menu prompts

6:00 am – 8:00 pm, Monday – Friday

9:00 am – 6:00 pm, Saturday and Sunday

**LOST AND FOUND**

(303) 299-2880

8:00 am – 5:00 pm, Monday – Friday

**RTD IS NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS.**

**TETHER STRAPS**

(303) 299-4056

8:00 am-5:00 pm

Monday-Friday

**REPLACEMENT ID CARDS (\$5 FEE)**

Access-a-Ride Certification Center

(303) 202-9143

9:00 am-4:00 pm

Monday -Friday

### **Welcome to Access-a-Ride**

Access-a-Ride is RTD's complementary paratransit service. It is a shared ride public transportation service intended for those who cannot use RTD's non-commuter bus and light rail services. Use of Access-a-Ride is restricted to those who qualify for eligibility under the guidelines established by the federal government. Trips on Access-a-Ride may be used for any purpose but must be reserved one to five days in advance; except as noted below. There is no same-day Access-a-Ride service.

Access-a-Ride provides service within three-fourths (3/4) of a mile of any non-commuter local fixed route bus/ light rail station, but only at such time as said route is operating. Access-a-Ride is NEVER provided outside the Regional Transportation District boundary.

If you have questions after reading this Customer 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 Customer Guide can also be provided in other formats.

### **PARATRANSIT SERVICE AREA AND SERVICE HOURS**

The Access-a-Ride service area corresponds with local non-commuter fixed-route bus/light rail station service on weekdays, evenings and weekends. The 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. There is no service outside of the RTD fixed route service area boundary.

RTD makes schedule and route adjustments to the fixed-route service periodically. Based on those adjustments, Access-a-Ride service area and times may change. Access-a-Ride fares are calculated based on origin and destination locations. Trips which can be accomplished by using local fixed-route bus service will be charged the local paratransit rate. Trips which would require regional fixed-route bus service to complete, will be charged the equivalent regional paratransit rate. Please confirm the fare when scheduling a trip.

### **ACCESS-A-RIDE FARES**

**Local \$5.00**

**Regional \$9.00**

**Denver International Airport \$20.00**

Payment of fare is expected upon boarding an Access-a-Ride vehicle. Customers may not choose to defer payment of fare until arrival at the destination.

### **FARES LISTED ARE ONE-WAY**

Access-a-Ride fares can be paid in cash or with Access-a-Ride tickets. EXACT CHANGE must be used when paying with cash. Access-a-Ride operators do not carry change. Five (\$5) dollar local Access-a-Ride ticket booklets are available at RTD sales outlets, through RTD-Denver.com or participating King Soopers and Safeway stores. Tickets may be used in combination with cash, but no change will be provided. All ticket sales are final, and tickets are non-refundable.

*Note: No tickets except those specifically marked "Access-a-Ride": will be accepted for payment toward Access-a-Ride fare.*

Please note that tickets expire at the end of each calendar year with a grace period of one month (January 31). It is the customer's responsibility to trade in expiring tickets prior to January 31<sup>st</sup>.

**Note:** Operators are not permitted to accept tips. To commend any Access-a-Ride personnel for service provided, call RTD's Customer Service at (303) 299-6000.

### **IDENTIFICATION CARDS**

All Access-a-Ride customers, except those with visitor status, are issued a photo identification card. This card must be shown to the vehicle operator when boarding any Access-a-Ride or Access-a-Cab 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 identification.

If the Access-a-Ride identification card is lost or stolen, a replacement should be obtained immediately. For more information, please contact our Certification Center at (303) 202-9143 to request replacement for a fee. Fees can be paid via cash, check or credit card.

Lost or damaged cards may be replaced a maximum of three (3) times a year.

**Abuse of Access-a-Ride or Access-a-Cab 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). This category is not applicable for RTD as all RTD services are fully accessible.

**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."

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; second, inconvenience in using the local fixed-route bus/light rail system is not a basis for eligibility.

**ELIGIBILITY FOR *ACCESS-A-RIDE* CANNOT BE BASED ON FINANCIAL HARDSHIP.**

**NOTE: AN INDIVIDUAL MUST BE OVER SIX (6) YEARS OF AGE TO QUALIFY FOR ELIGIBILITY.**

### **TYPES OF ELIGIBILITY STATUS**

Each applicant's situation is carefully considered when applying for Access-a-Ride service. An applicant may be eligible for any of the following types of service:

**Unrestricted:** Full service for four (4) years.

**Temporary:** Service is limited by the expected duration of the disabling condition that will prevent use of RTD fixed route/light rail.

**Conditional:** Service for four (4) years subject to specific conditions, which are as follows:

**Architectural/environmental barriers-** Instances where there may be a lack of curb cuts, steep slopes, uneven terrain or lack of sidewalks that presents difficulty in travel for a specific trip.

**Chronic fatigue-** Severe fatigue as a result of a medical condition or need for ongoing treatment 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**

**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**

**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.**

**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 5 consecutive days.**

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

**Appeals for eligibility:** Customers may appeal their eligibility determination within 60 days of the receipt of the determination letter, which outlines the process for appeal. Customers wishing to appeal their determination beyond the 60 day time frame are encouraged to complete and resubmit a new application.

**TYPES OF SERVICE:**

**Curb to curb service**

Drivers will pick up and drop off riders at the curb as a matter of practice.

**Door to door service**

Door-to-door assistance may be provided to assist eligible customers to and from the threshold of a residence or main lobby of a building or business. The need for this level of assistance is determined during the eligibility assessment. It is also available upon request for those customers that determine there is an unexpected obstacle to their destination upon arrival.

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

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

- Maneuvering a wheelchair up or down more than one (1) step or curb
- Assisting customers on non-ADA-compliant or steeply inclined mobility ramps or stairs
- Operators 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
- "Do not leave alone" or "Hand-to-hand" 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, we 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.

## **BOARDING AND SECURING**

The first consideration of Access-a-Ride is the safety of its passengers. Operators use "Access-Arize" brand belts to ensure safety for customers who board the vehicle using the lift. These belts are secured in front and behind the passenger while on the lift.

### **Seat Belt/ Lap Belt Securement**

While lap belts (and extenders as needed) are required, shoulder belts are optional in Access-a-Ride vehicles.

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

### **Wheelchair Tether Straps - RTD Complies with The Following Securement Procedure:**

In some cases, a mobility device may not have proper securement points. Upon request, RTD will provide a set of tether straps to ensure proper securement of a mobility device. Tether straps may be obtained free of charge by calling **(303) 299-4056**. 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 help.

## **TIPS FOR SCHEDULING SERVICE**

When requesting rides:

- Allow plenty of time to finish an appointment in order 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

### **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 day to up to five days in advance. When scheduling a trip, please be ready to provide the customer's:

- Access-a-Ride Identification Number
- Name
- 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\*
- Need for a Personal Care Attendant (PCA)
- If a guest will travel with customer (including children)
- Which mobility device will be used for trip: manual wheelchair, power wheelchair, scooter
- Whether oxygen, a portable respirator, or a service animal will be used

**\*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.

## **PICK UP AND DROP OFFS**

### **When to Be Ready**

Be prepared to board the vehicle at the beginning of the thirty-minute (30) scheduled window.

### **Where to Wait**

When scheduling a trip, please provide the reservationists with the specific pick-up and drop-off address, include the building name and number within the complex. Operators will pick up the customer as closely as possible to those specific addresses.

### **How Long an Operator Will Wait**

Operators will wait no more than 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 six minutes wait 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 into the early morning hours may not be accommodated until the next day, depending on the corresponding RTD fixed-route service schedules.

Please note: the procedure for asking Dispatch to schedule a trip the same day 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.

### **If Access-a-Ride is running late:**

The Access-a-Ride service provides nearly 3,000 trips daily. Every effort is taken to ensure that trips are provided on time, but elements such as weather and traffic can result in service delays. When

scheduling a ride, customers are provided with a thirty (30) minute window in which to expect the vehicle to arrive for the pick-up. Please wait for the end of that window before calling Dispatch to inquire about the whereabouts of the ride. Calling before the window has expired ties up phone lines and results in multiple phone calls for the customers. Contact Dispatch only after the pick-up window for the trip has expired.

### **SPECIAL SITUATIONS**

- If Access-a-Ride cannot accommodate the exact schedule request, the reservationist may offer a pick-up time of up to sixty (60) minutes before or up to sixty (60) minutes after the requested pickup time.
- If a customer's building is within a gated community and requires special entry, the customer must notify the security office to arrange entry for the Access-a-Ride vehicle before the pick-up time. 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.

### **INTERACTIVE VOICE RESPONSE (IVR)**

This automated system is available 24 hours a day and offers convenient features to both Access-a-Ride and Access-a-Cab.

#### **IVR Functionalities**

**Access-a-Ride:** Confirm details of scheduled trips  
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 of voice or keypad interaction

**Access-a-Cab:** Confirm details of scheduled trips  
Information available in Spanish and English  
Schedule a favorite trip (A-a-C only). Select from list of pre-registered favorite addresses  
Speech recognition with option of voice or keypad interaction

Customers may opt out of reminder calls regarding pending trips by calling 303-299-2960 to request the IVR Opt-Out Request form.

### **Access-a-Ride CUSTOMER PORTAL**

The Access-a-Ride Customer Portal is a web-based application that allows customers to easily monitor and manage their upcoming trips *using their own computer or smart phone*. It provides customers with near-real-time ETA, scheduled trip information, the ability to cancel scheduled trips, and the ability to book trips to and from favorite addresses. A valid email address must be provided to RTD. An activation email will be sent to the customer that allows password set up. Once a password has been set, the customer can login to the Customer Portal using their email address and their newly created password.

- The “ETA” tab provides near real time information for the next trip. It updates automatically every 30 seconds with information regarding the estimated minutes until pickup or drop-off, the scheduled pickup or drop-off time if estimated time is unavailable, and the map of vehicle location, predicted vehicle route, intermediary stops, and destination.
- The “Scheduled” tab provides a list of scheduled trips that are not in-progress or cancelled. It allows the customer to select and cancel trips that are not scheduled to occur within the next two hours. For those trips needing to be cancelled that are scheduled within the next two hours, the customer will need to call Access-a-Ride.
- The “Book” tab allows the customer to book a trip to/from a list of favorite locations. The customer’s home address is always included in this list by default. To book a trip, the customer must provide a date, time, origin, destination, attendant count, attendant mobility type, guest count, and guest mobility type.

### **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. Access-a-Ride 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 a schedule change is requested to a subscription service, Access-a-Ride may not be able to accommodate the request immediately, which will mean being placed on a waiting list.**

### **FOOD DELIVERY PROGRAM**

Access-a-Ride is able to provide food delivery service for their customers. Customers interested in having food delivered to them by Access-a-Ride must either call the food bank directly, or visit the Grocery Store website online in order 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. Please note:

- This is a service that was initiated during the COVID-19 state of emergency and will continue. This is to provide a food delivery option that does not require a ride. The service is for Access-a-Ride customers only, and does not require fare payment.
- Reservations staff must be provided with the address of the grocer or food bank.
- The scheduled date and pickup time must be provided to reservations, as well as the order confirmation number.
- Drivers cannot step inside the home. If the front door is not visible from the curb, a contact phone number must be provided to contact the customer upon driver arrival.
- Please do not order frozen food. Deliveries will be similar to passenger transit, and orders may be onboard for over an hour.
- Please note the scheduled time provided to you when your grocery delivery is scheduled. We cannot leave groceries on the front door of an unattended address.

## **PERSONAL CARE ATTENDANT**

A Personal Care Attendant (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 vehicle.

## **GUESTS**

Guests are welcome 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) travel free of charge and 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**

Customers are limited to three (3) grocery bags or similar-sized packages (no heavier than 20 lbs. each). Operators may help a customer carry three (3) packages on and off the vehicle from the same sidewalk or waiting area where the customer boards and gets off the vehicle. If you need to transport more than 3 items, please consider using our Food Service Delivery program

Customers may use a personal folding grocery caddy to carry more than three (3) twenty-pound bags. Any other type of caddy will not be transported. The customer is required to maneuver his or her own caddy. Operators will secure the caddy in the vehicle. **Please note: Grocery store carts are not permitted on board *Access-a-Ride* vehicles.**

## **LUGGAGE**

Personal luggage is permitted on board an Access-a-Ride vehicle. The customer is responsible for maneuvering the luggage on and off the vehicle. Operators are not responsible for assisting with luggage.

## **SERVICE ANIMALS**

Service animals are dogs that are individually trained to perform tasks directly related to assisting an individual with a disability. Use of a service animal should be incorporated into the assessment at the time of certification. When scheduling trips, a customer must inform the reservationist if a service animal will be utilized.

Animals purely for emotional support or comfort 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 controlled. 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 3 M-24(E) oxygen tanks (no heavier than 20 lbs. each) 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. **Please note: 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 should 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. In order to correctly document assistance needs, a new assessment may be required with the new device. Failure to notify RTD about a change or addition of a mobility device could result in a service delay.

Access-a-Ride will guarantee transportation for customers with wheelchairs no more than 30 inches wide, 48 inches long and weighing no more 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.

All wheelchairs must be secured facing forward while being transported.

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**

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. Access-a-Ride always 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.

Access-a-Cab will not transport mobility devices in excess of what the customer is using for their travel.

## **CHILD RESTRAINT SYSTEMS**

- **Rear Facing Child Restraint Systems** - Colorado law (Statute 42-4-236 and 42-4-237, C.R.S) requires that children less than one (1) year old and weighing less than twenty (20) pounds be secured in a rear-facing child restraint system while in a vehicle.
- **Forward Facing Child Restraint Systems** - Colorado law (Statute 42-4-236 and

42-4-237, C.R.S) requires that children ages one (1) year to four (4) years who weigh twenty (20) pounds up to forty (40) pounds be secured in a rear-facing or forward-facing child restraint system while in a vehicle.

- **Booster Seats** - Regardless of weight and height, Colorado law (Statute 42-4-236 and 42-4-237, C.R.S) requires that children be properly secured in a child restraint system, such as a booster seat, until eight (8) years of age. After age eight (8), the law allows them to use a vehicle seat belt. However, safety experts recommend that they use a booster seat until they are at least 4'9" tall.

**Please Note:** Access-a-Ride does not provide child safety seating and does not transport children without appropriate seating. Please bring an appropriate child safety seat with you to place in the vehicle. The customer is responsible for securement of the child safety seat, not the vehicle operator.

### **SERVICE FOR VISITORS**

As required by ADA regulation [Section 37.127], an individual visiting 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". 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 fax at (303)299-2169. Visitor status cannot be renewed until the full 365-day period has elapsed.

Access-a-Ride customers with Visitor status are accorded the same privileges as resident customers with two exceptions: visitors 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.

### **REFUSAL OR SUSPENSION OF SERVICE**

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.

### **APPEAL PROCESS**

**Service Suspension:** Violation of the rules of conduct set forth in this User Guide may result in service suspension. If service has been suspended, a customer may appeal prior to the imposition of suspension. Requests for an appeal may be made by contacting the Access-a-Ride Customer Service Representative at (303) 299-2960.

*Note:* Customers who injure 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 with a repeated incident will have their service permanently terminated.

### **REGULAR FIXED ROUTE FARES**

Access-a-Ride customers can use regular fixed route bus and rail services at any time with no 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. An additional photo identification card may be requested in order to reduce possible fraud.

Note: Access-a-Ride customers are NOT allowed to board RTD Special Services (e.g. Broncos Ride, etc.) without paying the appropriate fare. Access-a-Ride customers with visitor status without must pay the appropriate fare when using RTD fixed route bus/light rail service.

### **ACCESS-A-CAB**

Access-a-Cab service is available to eligible Access-a-Ride customers and is offered as a same-day alternative service. It is a regular cab service. Access-a-Cab is not meant to replace the Access-a-Ride program, nor is it a requirement of the Americans with Disabilities Act.

The customer pays the first \$2.00 of the fare; RTD pays the next \$12.00. The customer is responsible for any amount over \$14.00. No RTD tickets, coupons or passes of any kind are accepted as fare on Access-a-Cab. Fare payment policy is determined by the individual cab company furnishing the trip.

To schedule a ride on ***Access-a-Cab***, please call **(303) 244-1388**. Customers will be able to schedule Access-a-Cab trips using the IVR system at any time, or with an agent, from 6:00am to 9:00pm seven (7) days a week. Reservations may be scheduled for up to 23 hours in advance, limited to four trips per day.

When requesting a trip, provide the Access-a Ride ID number, the exact pick-up and drop-off addresses and the requested pick-up time. All trips requested for pick-up after 9 PM must be scheduled before 9 PM; Access-a-Cab trips cannot be scheduled directly with the cab company.

Customers must be ready to travel at the requested pick-up time because cab drivers cannot wait or search for a customer.

If circumstances prevent provision of the requested trip by ninety (90) minutes past the requested pick-up time, the cab company is required to notify the Access-a-Cab Call Center. The Call Center will then notify the customer and either reschedule or cancel the trip, as the customer chooses. If nothing is available, Access-a-Ride will not provide alternative transportation except for trips going back home.

### **EMERGENCY SERVICE**

#### **Natural/Man-Made Disaster**

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 customer to contact the Access-a-Ride Call Center and inquire as to the status of requested service. Every attempt will be made to transport all of customers; however, in extreme emergencies it may be necessary to refer customers to 911. **Please note that RTD is not responsible for 911 charges or emergency transport.** In the event of an emergency or service changes, RTD will make every attempt to notify customers through radio, television, and website announcements.

#### **Medical emergencies**

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 is the responsibility of the customer to contact the Access-a-Ride Call Center and inquire as to the status of requested service. Every attempt will be made to transport

all customers. However, in extreme emergencies it may be necessary to refer customers to 911. Please note that RTD is not responsible for 911 charges or emergency transport.

**Please note that in the event the passenger or provider refuses medical attention and chooses to continue to their scheduled destination, RTD or its agents are not responsible.**

### **RE-CERTIFICATION OF ELIGIBILITY**

Eligibility for Access-a-Ride service is not permanent. Re-certification for Access-a-Ride service should occur before the expiration date on the ID card. Eligibility can change upon re-certification based on current transportation ability. Access-a-Ride provides notice of approaching expiration of eligibility to all customers. Please ensure recertification reminders will be received by keeping contact information up to date. 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 sent via fax to (303) 299-2169 or

mailed to: **RTD/Access-a-Ride**  
**1660 Blake St.**  
**Denver, CO, 80202**

If mobility status or device changes, an assessment may be required prior to the expiration date on the card. If you obtain a new mobility device, please advise the Access-a-Ride administrative office at 303-299-2960 and you will be mailed a Mobility Device Update form to complete and return.

If an application is needed in a different format, please complete a Reasonable Modification Request outlining the format needed. Once your request is approved, the application will be mailed. The form is available on the RTD website at <https://www.rtd-denver.com/services/accessibility> or by calling the Access-a-Ride office at 303-299-2960.

### **RULES OF CONDUCT**

All passengers, including PCAs and guests, are expected to follow these rules of conduct to ensure the safety and comfort of all passengers and the operator:

- No smoking on board the vehicle
- No throwing of 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 tampering with any equipment while on board the vehicle
- Ear/headphones must be used when using sound-generating equipment aboard the vehicles
- Service animals must be controlled on the vehicle
- All passengers must wear seatbelts

Passengers who violate rules of conduct are subject to penalties, up to termination of service. Continued violation of the stated policies may result in the revocation of a customer's Access-a-Ride and Access-a-Cab services.

## **POLICIES**

### **Cancellation Policy**

Access-a-Ride recognizes three categories of cancellations:

- **No-Fault Cancellation**-Trips no longer needed should be canceled prior to 5:00 pm the day before the scheduled pick-up in order to avoid penalties.
- **Advance Cancellation Policy**-A customer no longer requiring a ride calls to cancel the trip after 5:00 pm and up to two (2) hours before the start of the scheduled pickup window.
- **Late Cancellation Policy**-A late cancellation is any trip canceled less than two (2) hours before the start of the scheduled pick up window.

A demonstrated pattern of advanced or late cancellations is a serious disruption of service. Advanced or late cancellations which exceed ten percent (10%) of a customer's scheduled trips within thirty-day (30) period will be grounds for service suspension.

### **Reinstatement of Canceled Trips Policy**

Trips that have been canceled cannot be reinstated on the day the service was scheduled

### **Modification of Scheduled Trip Policy**

Changes to pick up or drop off addresses day of service cannot be accommodated

### **No-Show Policy**

A no-show occurs when the vehicle arrives during the scheduled pick up window and the customer fails to board the vehicle.

If the first leg of a trip is canceled or missed, the return trip will not be canceled automatically. The customer must call Dispatch at (303) 480-2000 to cancel all unneeded remaining trips.

A demonstrated pattern of no-shows is a serious disruption of service. No-shows which exceed ten percent (10%) of a customer's scheduled trips within a thirty-day (30) period will be grounds for service suspension.

### **No Pay Policy**

Failure to present the exact fare when boarding the vehicle is in violation of RTD's fare policy.

**NOTE: Operators do not carry change.** A demonstrated pattern of fare non-payment is considered grounds for service suspension. If a customer refuses to pay for a trip and refuses to disembark upon the operator's request, authorities will be contacted.

Continued violation of the stated policies above may result in the suspension of a customer's Access-a-Ride and Access-a-Cab services. Suspension periods are as follows:

- First Offense, 7-day suspension
- Second Offense, 14-day suspension
- Third Offense, 21-day suspension
- Fourth Offense, 28-day suspension
- Additional Offense, 28-day suspension per incident

## **ID Card Policy**

All Access-a-Ride/Access-a-Cab customers (except those with visitor status) must present a valid Access-a-Ride identification card upon boarding the vehicle.

## **Mandatory Face Coverings**

Per the State of Colorado Executive Order D2 020 138 and its subsequent updates, face masks/coverings are mandatory for all operators and passengers on Access-a-Ride vehicles during the COVID 19 pandemic. Customers who cannot tolerate wearing a face mask/covering may submit a Reasonable Modification Request via the RTD website or contact the Access-a-Ride administrative office to request that a form be mailed.

## **RIGHTS AND RESPONSIBILITIES**

### **RTD Access-a-Ride Customers Have a Right To:**

- Safe transportation
- Rides that are on time
- Professional and courteous operators
- Safe and properly maintained vehicles
- Properly fastened seat belts and wheelchair securements

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

- Update personal information (address, phone number, device or mobility aid\_used, etc.) promptly
- 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 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 two (2) hours before the beginning of the scheduled pick up window.