PRESENTATION NOTES
For
RTD ACCESS-A-RIDE SERVICE

Access-a-Ride is a curb-to-curb service for people with an illness or disability that makes it "impossible, not just difficult" for that person to use a fixed-route service. Eligibility is based upon 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].

Category 2: The second category of eligibility includes: DOES NOT APPLY IN DENVER: 100% ACCESSIBLE. 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 applicable at RTD because all of our fixed route buses are 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]. 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.

- Access-a-Ride is designed to be "comparable to" (or similar to) RTD’s 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 from a non-commuter, fixed route, during the same days and hours of RTD’s existing fixed route bus and light rail services. Points of origin and destination not within this three-quarters (3/4) of a mile corridor 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.

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- A person must be certified in order to use the Access-a-Ride service. The first step is to call our office at (303)299-2960 for an application which will be mailed with an assigned ID number. You can also request an application through the Access-a-Ride menu at rtd-denver.com.

That application must be completed by a medical professional: M.D., mental health professional, social worker, optometrist, physical therapist, etc.
Call the phone number on the application for an appointment. We do provide transportation to and from your appointment at no charge to you.

- The certification process can be three steps: an indoor assessment, an interview, and/or an outdoor assessment. A cognitive assessment may also be performed if it is warranted. These are used as tools to determine an individual's capabilities as far as accessing and utilizing fixed-route transportation, as well as noting a person's endurance, pain level, shortness of breath, balance, gait, etc.

We are required to provide transportation only for those times the individual is unable to use fixed route. If there are times they are capable of using fixed-route transportation, they are given service for the times they cannot.

- During the indoor assessment the applicant is asked to traverse a short pathway with dirt, gravel, grass and a slanted walkway. There is also a curb, a curbcut, and a set of bus steps.

- If they do well on the indoor assessment, the applicant is taken on an actual bus trip from the Easter Seals facility to a nearby shopping mall. This assessment involves timed street crossings, observed ability to initiate crossing lights, hills, ability to traverse various terrains, memory, recognizing landmarks, proper bus procedures.

- Length of eligibility is designed for one's individual needs: Temporary, Conditional or Unrestricted. Maximum length of eligibility is for four years for conditional or unrestricted. Conditions are:
  - 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 temperature conditions, then the 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 and hours 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. Time of sunrise and sunset are determined by reports from www.weather.gov.

  - Dusk to Dawn - Service will be available after sunset and up until sunrise of the following day. Time of sunrise and sunset are determined by reports from www.weather.gov.

  - 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 need a ride. Passengers with "Rain" condition may only request trips one (1) day in advance.

- Chronic Fatigue - These passengers are allowed to use Access-a-Ride when their condition warrants recurring treatment, i.e., dialysis, chemotherapy, radiation treatment, etc. Passengers with "Chronic Fatigue" condition may schedule one (1) to three (3) days in advance.

- Episodic – An individual would be conditionally eligible if their disability results in periodic episodes which affect their ability to use fixed-route services for a period of time.

- Architectural/Environmental Barrier – An individual would be conditionally eligible when there is an environmental or architectural barrier that presents difficulty in traveling to or from some, but not all, boarding or disembarking locations.

A Personal Care Attendant (PCA) may accompany a registered Access-a-Ride passenger at no additional charge. Guests are welcome and will be charged the same fare you are charged.

Fares are twice the fare as the same trip on an RTD bus. Currently, local fare is $4.70 each way. Fares can be paid in cash or with Ten-Ride Tickets or Five-Ride tickets only, which are available at an RTD sales outlet, participating King Soopers and Safeway stores, or through RTD-Denver.com. You must have exact change if you pay in cash.

Reservations for Access-a-Ride are made one to three days in advance; no same day service is available. Access-a-Cab is offered as an alternative service to eligible passengers for same day service. Access-a-Cab service is provided by Yellow Cab, Metro Taxi, and Union Taxi.

When you make an Access-a-Ride reservation, you will be given a thirty-minute window in which your ride will arrive. However, once the vehicle has arrived to pick you up, you have only six minutes to board the vehicle. We are currently providing approximately 3000 trips a day, and have to adhere to stringent schedules in order to meet the service demands. There must be at least one hour elapsed time between your drop off and pick up times.
REGIONAL TRANSPORTATION DISTRICT
ACCESS-A-RIDE

Thank you for your interest in the RTD Access-a-Ride program. To start the process, it is necessary that we collect basic information to pre-register you in our system.

Name: ____________________________
First                        Middle Initial                   Last

Address: ____________________________________________ Apt ____________

Name of Facility /Apartment Complex: __________________________

City: ____________________________ County: ___________________ State: _______ Zip: ____________

Phone: Home#: ________________ Work ____________________ Cell _______________

E-mail: __________________________ Birth Date: ________________       M ______ F ______

Mailing Address (if the same as home address, leave Blank)

Address: ____________________________________________ Apt ____________

City: ____________________________ County: ___________________ State: _______ Zip: ____________

Give us the name and telephone number of a friend or relative to call in an emergency:

Name: ____________________________ Relationship: __________________________

Phone: Home#: ________________ Work ____________________ Cell _______________

Which of the following mobility aides, if any, do you use to help you get where you need to go? (Please check all that apply.)

___ none       ___ manual wheelchair     ___ service animal       ___ crutches
___ cane       ___ power wheelchair     ___ prosthesis           ___ walker
___ white cane ___ power scooter/cart ___ extra large wheelchair
___ portable oxygen ___ communication board