

RTD PARATRANSIT RIDERS' RIGHTS AND ADVOCACY GUIDE



RESERVATIONS

- RTD may offer you a pick-up window that is one hour before or after your requested time, but it must consider your earliest pick-up or latest arrival time
- If you cannot leave before a certain time, RTD can only offer a pick-up window up to one hour after your requested time
 - Example: You tell RTD that you get off of work at 5:00pm, RTD may offer you a pick-up window that is between 5:00pm and 6:00pm.
- If you must be at an appointment at a specific time, RTD must offer you a ride that will get you to your location on time and no more than 30 minutes before the start of your appointment

NO-SHOWS

You can challenge a no-show on your record. You should not have a no-show for missing a ride if

- The RTD driver fails to wait 6 minutes for you
- You had an illness or emergency related to your disability
- There was extreme weather such as a blizzard
- Your ride is more than 30 minutes past your scheduled pick-up time

TRAVEL TIME

Your ride should not be longer than trip travel time on the bus, light rail, or commuter rail. Include the time it would take to walk to the stop, wait for the bus, light rail, or commuter rail, transfer if necessary, and walk from the stop to your destination.

ELIGIBILITY

- When a person applies for eligibility, RTD must provide all the needed forms and instructions in an accessible format
- RTD must process the application within 21 days
- An appeal to the decision can be filed within 60 days of the denial of the application

DRIVERS CANNOT

- Refuse to transport your service animal
- Require you to transfer from your wheelchair or scooter to a seat
- Charge a personal care attendant but can charge your guest

RIDESHARE COMPANIES

- Rideshare companies cannot refuse to transport your service animal
- Rideshare drivers are required to assist you by storing mobility devices such as a foldable wheelchair or walker that fit in the vehicle



COMPLAINTS

Complaints help us identify areas for improvement. DLC uses your complaints to investigate issues and advocate for change.

Fill out DLC's online complaint form by **scanning the QR code**. You can also submit a complaint by calling DLC's Transportation Hotline at **303-862-3512** or sending an email to DLC's transportation team at **transportation@disabilitylawco.org**

1. **Note the date and time of the problem. Tell us the problem: Was your trip excessively long? Was your ride late for pick up or drop off? Did you have difficulty scheduling your ride? How did this impact your life? Did you miss an appointment or work?**
2. **Keep a log of your trip issues.**
3. **DLC may contact you to follow up on your issues.**