



Overview: Disability Law Colorado (DLC) is collecting information to determine whether RTD's Access-a-Ride program is operating in compliance with State and Federal law by ensuring that people with disabilities have equal access to the transportation services provided to those without disabilities. DLC is also looking into whether Uber and Lyft's services provide equal access to people with disabilities. DLC will be reviewing the stories shared with us to detect patterns of deficiencies and will potentially use these stories to seek systemic change.

WHEN MAKING A RESERVATION:

- 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.

TRAVEL TIME REQUIREMENTS:

Your trip time should be equivalent to that of the fixed-route service, which generally includes the time it takes to travel to the stop, wait for the bus or light rail to arrive, transfer if necessary, and travel from the stop to your final destination.

ELIGIBILITY STATUS:

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

SCAN BELOW TO SUBMIT
YOUR EXPERIENCE TO OUR
TRANSPORTATION TEAM AT
DISABILITY LAW COLORADO!



WHAT IF YOU ARE MARKED A NO-SHOW?

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

A DRIVER 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:

- Drivers cannot refuse to transport your service animal
- Drivers are required to assist you by storing mobility devices such as a foldable wheelchair or walker



PLEASE SHARE YOUR EXPERIENCE WITH US!

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.

Share your experience with DLC by completing a brief online survey, which you can access by scanning the QR code to the left, or by calling DLC's Transportation Hotline at 303-862-3512. If you need any support completing the survey, we encourage you to contact DLC's Transportation Team at Transportation@DisabilityLawCO.org or by calling DLC's main phone number: 303-722-0300.