

Transportation Services for Disabled and Senior Thornton Residents

There are many different transportation services available for our senior and disabled residents. Interested residents are encouraged to call or visit the Web site listed for the vendor for the most up-to-date information. The information provided on this site as a courtesy and is for informational purposes only. This content is subject to change without notice. Transportation options currently available are:

- A. Access-a-Ride**
- B. Access-a-Cab**
- C. A-LIFT**
- D. Call-n-Ride**
- E. Special Transit**
- F. Red Cross**

A. Access-a-Ride

www.rtd-denver.com/accessARide.shtml
303-299-6560

What is Access-a-Ride?

Access-a-Ride provides transportation to passengers with disabilities who are unable to use RTD's regular lift-equipped fixed route bus service and who qualify for certification under the eligibility guidelines established by the Americans with Disabilities Act (ADA) of 1990.

Who is eligible for Access-a-Ride service?

The access-a-Ride program is open to persons with disabilities under the following conditions:

1. An individual requires a lift-equipped bus and the bus they need does not have a lift.
2. An individual is unable to independently get to and from a bus stop or cannot get on and off the bus.
3. An individual is unable to understand how to complete bus trips.

Architecture barriers not under the control of RTD and environmental barriers (e.g. distance, terrain, weather) do not alone form a basis for eligibility. However, the interaction of such barriers with an individual's specific impairment-related condition may form a basis for eligibility.

How do you qualify for access-a-Ride service?

The certification process requires a functional evaluation and a physician's statement for verification. There is no certification fee.

If you qualify for Access-a-Ride, you will receive a photo ID card that must be shown to the driver each time you board. You will also receive a User's Guide explaining how the program works, including information on making and confirming reservations, types of service, escorts, trip cancellations and more.

Where can you go on access-a-Ride?

You can use Access-a-Ride to travel within Arapahoe, Adams, Denver, Boulder, Broomfield, Douglas and Jefferson counties as long as the same trip could have been made on the regular RTD fixed-route bus system. Your trip must have a starting and ending point within 3/4 mile of an RTD non-commuter fixed route bus service as well as Call-n-Ride service areas and you must travel on the same days and during the same hours as the fixed route bus service operates.

What types of services are available?

- **Reservation Service:** Access-a-Ride reservations can be made up to three (3) days in advance. Make your request as early as possible, since Access-a-Ride trips are scheduled on a space-available, shared-ride basis.
- **Subscription Service:** Recurring trips, same days and times, at least three times per week, you may request Access-a-Ride subscription service. This allows you to take regular trips without making and confirming reservations each time. Please note that subscription service is very popular and there may be a waiting list.
- **Door-to-Door Service:** Access-a-Ride offers curb-to-curb service with driver assistance at the vehicle or curb. Special door-to-door assistance may be available upon request.

This allows you to take regular trips without making and confirming reservations each time. Please note that subscription service is very popular and there may be a waiting list.

How to ride Access-a-Ride

Access-a-Ride service provides transportation to passengers with disabilities who are unable to use RTD's regular lift-equipped, fixed-route bus service and who qualify for certification under the eligibility guidelines established by the Americans with Disabilities Act (ADA) of 1990. Access-a-Ride is available from 8 a.m. to 5 p.m., 365 days a year.

If you qualify for access-a-Ride service and wish to schedule a ride, you will need to make reservation at 303-299-6560. When making a reservation, please provide the following information:

- Your Access-a-Ride ID number
- Name
- Address
- Phone number
- Street address of your pick-up location
- Date and time you need to be at your destination
- Street address of your destination
- Pick-up time and location of your return trip
- Will you be accompanied by a Personal Care Attendant (PCA)?
- Will you be accompanied by a guest?
- Do you use a mobility aid?
- Is your trip for medical, work, dialysis, school, church, etc.?

If you must be at your destination at a specific time, be sure to give that time to your access-a-Ride reservationist. Please allow plenty of additional time when traveling by access-a-Ride. Travel time is determined by mileage. For example, a trip between 0-5 miles may require a travel time of 45 minutes. Times may increase incrementally based on the number of miles your Access-a-Ride vehicle must travel on a given trip. ADA allows providers like Access-a-Ride to take up to twice the time it would take for a passenger to make the same trip via fixed-route bus service.

While Access-a-Ride drivers do their best to remain on schedule, please remember that a driver is not considered late until 15 minutes past the close of the pick-up window that you are given by the Access-a-Ride reservationist. Our policy requires that Access-a-Ride passengers remain at their destination for at least one hour.

Helpful Tips

- For informational purposes, you may be asked to identify the purpose of your trip: medical, work, school, etc. However, you are not obligated to provide this information.
- If at all possible, schedule your trips outside of rush-hour times. If you can't, please allow extra time for heavy traffic conditions.
- Please be ready to depart at the beginning of your pick-up window. In order to stay on schedule, access-a-Ride drivers can wait no longer than six minutes per passenger.
- Read the [Access-a-Ride Users' Guide](#) to get more information.

Access-a-Ride operates during the same days and service hours as regular RTD bus service, seven days a week, 365 days a year (where applicable). Our Access-a-Ride fares are based on twice the cash fare amount of regular fixed route or Call-n-Ride service.

One-way fares

Local	\$4.00
Boulder Local	\$4.00
Longmont Local	\$4.00
Express	\$7.00
Regional	\$9.00
Denver International Airport	\$24.00

Please have exact fare. Drivers do not carry or make change. No personal checks accepted.

B. Access-a-Cab

303-244-1388

Access-a-Cab is another possible option available to Access-a-Ride participants, especially for same-day or short trips. For more information on Access-a-Cab, call 303-244-1388.

C. A-LIFT

303-235-6972

www.srcaging.org/

A-LIFT is a service that provides transportation for Seniors ages 60+ and for disabled individuals 55-60 years of age. They provide transportation to medical appointments Monday-Friday, 9 a.m.-3 p.m. There is no fee but donations are welcome. Participants can also be eligible to receive two personal trips during the week (anything outside of medical appointments) but the trip must be within five miles of the participant's home.

D. Call-n-Ride

www.rtd-denver.com/callNRide.shtml

303-591-1389 - Thornton/Northglenn

303-434-4247 - South Thornton/Northglenn

303-434-3472 - Federal Heights/Thornton/Northglenn

RTD Call-n-Ride is a unique curb-to-curb transportation service, taking riders to and from destinations within a designated geographic service area. Riders can travel from home to work, shopping, doctor's appointments and return home from any other destination within the geographic boundaries of each Call-n-Ride service area. Call-n-Ride vehicles are small buses and are wheelchair accessible. The service is also designed to connect with many RTD park-n-Rides, other RTD bus routes and light rail for travel throughout the metro area. Best of all, Call-n-Ride costs the same as a Local cash fare.

Service Areas

RTD currently operates 19 Call-n-Rides throughout the metro area-Arapahoe, Aurora, Brighton, Broomfield, Dry Creek, Evergreen, Highlands Ranch, Interlocken/Westmoor, Lone Tree, Longmont, Louisville, Meridian, North Inverness, Orchard, Parker, South Inverness, South Thornton/Northglenn, Superior and Thornton/Northglenn.

Fees

Call-n-Ride service costs the same as a Local cash fare.

One-way Local cash fares

Regular Fare: \$2

Discount Fare: \$1*

**Discount fares apply to seniors (65+), individuals with disabilities, Medicare recipients and students in elementary, middle and high school, ages 6-19. Provide proof of eligibility when boarding. Active duty members of the U.S. military currently ride for free on all RTD services.*

Children five years of age and under ride FREE and must be accompanied by a fare-paying adult (limit of three children per adult). Passes and tickets are accepted on call-n-Ride. If you are connecting to another RTD service, ask your driver for a free transfer when you board. Use it as credit toward the fare of your connecting service. Please have exact fare. Drivers do not make change.

RTD passes and tickets can be used on the Call-n-Ride. RTD passengers can also ride free with a valid RTD Access-a-Ride ID card.

How to use call-n-Ride

Step 1: Find the call-n-Ride in your area.

Call-n-Ride provides curb-to-curb transportation service that takes you anywhere you want to go within a designated service area go to www.rtd-denver.com/callNRide.shtml to check your area.

Step 2: Book your trip.

Call the designated call-n-Ride phone number where your trip starts to book your trip. For same-day service, call at least one hour in advance. You can also schedule trips up to two weeks in advance. Recurring trips (same days and times) may be scheduled in advance with the call-n-Ride driver.

When scheduling your trip, provide your name, date of travel, departure location, destination and desired arrival or departure time. Please be ready at least five minutes before your scheduled pick-up time. If you need to cancel, please do so immediately.

E. Special Transit

www.specialtransit.org

303-447-9636

info@specialtransit.org

Your first step is to call the Scheduling Department at 303-447-9636. Our friendly reservationists will ask you a series of questions and enter your information into the data base. All new registrants will receive a **New Rider Information Guide** as well as a letter and friendly phone call from **Barb Borg**, our Mobility Specialist. She will help you get started riding Special Transit, if you already haven't, as well as assist you in finding other transportation and mobility options that will suit your needs.

What is Special Transit?

Special Transit is made up of several different types of transportation and mobility services. We offer Paratransit services, Family and Friends Mileage Reimbursement, the Easy Rider Travel Training Program, and information and referral to available community transportation options.

Paratransit

Special Transit's paratransit program provides low-cost, wheelchair-accessible, demand responsive transportation in small buses for people who have limited mobility. Older adults, people with disabilities (temporary or permanent) of all ages, and very low-income individuals may use this program. You may travel to any destination within our service area including but not limited to: employment, education or volunteer sites, medical and therapy appointments, group meal sites, grocery and department stores, senior center programs, and so much more. You choose where you want to go.

What does paratransit mean?

Routes are developed daily based on the riders' travel destinations. Service is door-through-door. Our courteous, experienced drivers will come to your door to escort you safely to the bus. Upon request, they will come inside to assist you out the door. When you arrive at your destination, the driver will again escort you inside to your final destination. Trips are grouped together to maximize efficiency and the driver may pick up and drop off other passengers during your trip

How do I become a rider?

Becoming a rider is simple. Just call our Scheduling Department at 303-447-9636. After providing some basic identifying information, you may request a ride. Tell the scheduler where you want to go, what time you need to be there and what time you want to be picked up. At the time you schedule your ride, you will be given a 30-minute window of time during which the driver may arrive. For example, if you have requested that you arrive at your destination at 10 a.m., you will be told the driver may arrive anytime between 9:15 a.m. and 9:45 a.m. On the return trip, you will be picked up within 15 minutes of your requested return time.

Once you have registered as a rider, you may also reserve your trips online at www.specialtransit.org.

How much does it cost?

Fares are \$2 for a one-way trip within most communities; \$1.25 in rural communities and \$4 one-way between communities. Reduced-fare and no-fare options are available.

Where is service available?

Special Transit provides service in Boulder, Longmont, Niwot, Louisville, Lafayette, Erie, Lyons, Nederland, Estes Park, Allenspark, Brighton, and the Tri-Valley towns in rural Adams/Arapahoe counties. In larger communities, you can get a ride Monday through Friday from 7:30 a.m. to 5 p.m. Days and times vary in smaller communities and for regional service. Limited weekend service is available in Boulder and Longmont. The scheduler can tell you exact days and times of service.

You may print out the [New Rider Information Guide](#) for more detailed information. Adobe Acrobat Reader is available [here](#).

Volunteer Driver Programs

Special Transit collaborates with American Red Cross and other volunteer management programs to provide transportation services using volunteer drivers and private cars. These efforts allow Special Transit to expand service, minimize costs and maximize the use of community resources.

Family and Friends Mileage Reimbursement Program

This program is designed to increase your transportation options. The Family and Friends Program reimburses Special Transit riders for the mileage expenses of family members, friends, or neighbors who provide you with a ride when Special Transit cannot. It is not intended to subsidize rides you already depend on others to provide.

Qualifying Rides

- Trips within Special Transit's service area that could not fit into our schedule because of excessive demand (i.e. denied requests)
- Trips within Special Transit's service area that fall outside our normal operating days or times.
- Trips between rural mountain communities and the Valley.
- Trips to the Denver Metro area for medical reasons only.

How to qualify a trip

Note: All requests must be made in advanced

Please call our Scheduling Department at 303-447-9636. We will first try to fit you into our regular bus schedule. If we cannot, you will be offered the Family and Friends option.

We prefer that you call from 1-14 days in advance, but we will accept same-day requests for a single round trip.

If you will be repeating a trip over a period of up to twelve weeks, let the scheduler know about the other trips when you call the first time. All repeat rides will then be qualified so you will not have to call again each time you make a duplicate trip.

Reimbursements Rates

- Standard rate: .50 cents per mile.
- Between rural mountain communities and the Valley: \$6.50 one way.
- To the Denver Metro area: .35 cents per mile (max. \$8.50 one way).
- \$55 maximum reimbursement per month for all trips combined.

Reimbursement

After your trip is authorized, you will be sent a form to use to record your trip(s). At the end of the month, send in your form. A check will be sent to you within fifteen days. You may then use the funds to reimburse your driver.

Easy Rider Program

The Easy Rider Program is a comprehensive one-on-one travel training program designed to teach older adults and people with disabilities how to safely and confidently use public transportation to expand independent travel options. Training techniques are adapted based on an individual's abilities or disabilities. The Easy Rider Program also offers the popular Seniors On

the Move program which conducts travel training in a group setting. For more information, please visit the [Travel Training page](#).

FAQs (Answers to frequently asked questions)

New Rider Information

Our [New Rider Information Guide](#) has detailed information on how to use Special Transit. This guide is also available in Spanish. Adobe Acrobat Reader is available [here](#).

Request Information

For more information on any of our services, please call 303-447-9636.

F. American Red Cross

www.denver-redcross.org

303-722-7474

The Mile High Chapter Red Cross Transportation Service team provides elderly, chronically ill and disabled-individuals low-cost transportation service to and from vital medical and care appointments. For more information or to schedule an appointment, call the number above. Online registration is also available at www.denver-redcross.org.

Transportation is provided 10 a.m.-2 p.m., Monday-Friday. Cost for the service is \$15 one way. Please allow four day advanced notice for your registration.