

Superior Call-n-Ride

Did you know you that the new **Superior Call-n-Ride** began operating in August 2016?

What is the Call-n-Ride? The Call-n-Ride is a small vehicle, wheelchair and bike assessable, that operates within the Town of Superior. The service is open to the general population and can be reserved 1 hour to two weeks in advance. Reservations are on a first come, first serve basis. The idea behind the service is to group riders on trips so it is not like a taxi or Uber/Lyft.

How do I get a ride?

There are two ways to book a ride.

1. You can call the driver at 720.645.5128. The driver cannot answer the phone while driving. Leave your name and phone number and call backs are made within two hours.
2. You can book on line at RTD-Denver. To book on line you must have registered with the Call-n-Ride driver.

Remember, the Call-n-Ride is not a taxi or Uber or Lyft. The minimum time for a ride is 1 hour if booking on line. The minimum for booking with the driver is 2 hours. Rides are available on a first come, first serve, the earlier you book, the better chance to get a ride.

If I book a day in an advance, will my ride be guaranteed?

If a slot is available and you are confirmed, yes.

Can I take the Call-n-Ride to the airport?

No. The Call-n-Rides operates only within the Town of Superior and a few locations in Louisville. The Call-n-Ride serves the US 36 & McCaslin Station and the Flatirons Mall side of the Flatirons Station. A map is available at www.rtd-denver.com

How much does the service cost?

A one-way fare is \$2.60 and discount fare is \$1.30. Discount fares apply to seniors (65+), individuals with disabilities, medicare recipients and elementary, middle, and high school students, ages 6-19. Children five years of age or younger ride free with a fare-paying adult. RTD passes and tickets are accepted on Call-n-Ride. Passengers with valid RTD Access-a-Ride ID cards ride free on Call-n-Ride.

What kind of information is required when booking my ride? (this applies to booking with the driver or on-line)

Your pickup address, your drop off address a pick up or drop off time.

When you book your ride to a location, book your return trip at the same time.

The Call-n-Ride has four times that it will be at the US36 & McCaslin Station: at 6:41am, 7:41am, 4:41pm and 5:41pm. You do not need to book if you are at the Station at these times, just board the Call-n-Ride and tell the driver where you are going. The Superior Call-n-Ride is at Gate C which is located at the foot of the pedestrian bridge.

What is the difference between a pickup or drop off time?

You want to use a drop off time when you need to be at a place at a specific time. For example: You have a doctor's appointment at 3:00pm. You need to be there by 3:00pm. Book a drop off time for 2:45pm. When you book the drop off time, a pickup time will be established. You will be picked up at 2:20pm, dropped off at your doctor's appointment at 2:45 pm for a 3:00pm appointment.

For your pickup time example, your doctor's appointment will last an hour so book a pickup time at 4:15pm to be safe. Always give yourself enough time because the Call-n-Ride runs on a schedule and if you are not there at 4:15pm, the driver will leave and you would have to try and reschedule a new pick up time.

I now have a ride booked for a 10:00am pickup, what should I do?

Watch for the Call-n-Ride and be ready. The Call-n-Ride has a 15-minute window – 5 minutes before confirmed pickup time and 10 minutes after, so be ready watching for the green bus. The bus will wait 1 minute past the confirmed pickup time and leave.

What happens if I have a 10:00am pickup and the Call-n-Ride is not there by 10:15am. Be patient. Unfortunately, due to weather and traffic sometimes the vehicle is late.

I still do not get how it operates.

Call the Call-n-Ride and leave your name and number. The driver can call and explain it in detail or arrange for someone to talk to you about the service.

The **Superior Call-n-Ride**'s number is **720.645.5128** or you can go to the RTD website www.rtd-denver.com for Call-n-Ride information. For RTD Customer Care call 303-299-6000.