ACCESS-A-RIDE COMPLAINT AND NFB COMPLAINT ROLED IN TO ONE.

Ladies and Gentlemen

We at the NFB currently are at the forefront of taking on RTD challenges, in addition to complaints.

After the Mile High chapter meeting, my ACCESS-A-RIDE bus was scheduled from 7:30 to 8:00 pm, January 18, 2012. Apparently, another NFB member, the driver mentioned his name but I forget now; who was at the meeting, apparently, scheduled to be picked up at the same place and be on the bus with me.

In the mean time, I talked with dispatch because there is absolutely no DOOR TO THE CURB SIDE access to that building and I wanted to find out where or how I was to be picked up. The best place is probably the bus stop across the street of brooks towers. That’s another discussion.

We spend 20 minits trying to find this person when ACCESS-A-RIDE policy is six. I have brought this up before to ACCESS-A-RIDE for more enforcement of that rule to improve timeliness. Then it was 8:30.

The reason ACCESS-A-RIDE busses are late is because people aren’t where they are suppose to be at the beginning of their window ready to go when the transportation service is suppose to pick them up! This causes, in this case, THE ACCESS-A-RIDE BUS TO BE LATER AND LATER AND LATER.

The SUBMIT that the membership of the NFB needs not to be the cause of ACCESS-A-RIDE busses being late.

PEOPLE NEED TO BE WHERE THEY ARE SUPPOSED TO BE, WHEN THEY ARE SUPPOSED TO BE, to board! We need to set the good example. The rest of us have places to go, people to see, and bills to pay, also, thank you very much.

In closing, Drivers at ACCESS-A-RIDE can’t be driving around hunting for their passengers. I would appreciate follow up by RTD and the appropriate people at the National Federation of the Blind for deliberation.

Lee Baze

Mile High Chapter

Member & Constituent