

ON DEMAND TAXI SERVICE FAQS

Q: What does On-Demand service mean?

A: Due to COVID-19 some of Transfort's routes have been temporarily suspended. If you need to travel on a route that was suspended, taxi rides are being provided. You can schedule a free taxi ride from bus stop to bus stop and from a bus stop to a transit center on suspended routes.

Q: Who can use the On-Demand service?

A: Anyone who needs access to transportation along the routes that have been suspended.

Q: Where can I use the On-Demand service?

A: Along any routes that have been suspended due to COVID-19, from bus stop to bus stop and from a bus stop to a transit center.

Q: When can I use this service?

A: This service can be used Monday through Friday from 7:00 am to 7:00 pm, and Saturday and Sunday from 8:00 am to 7:00 pm.

Q: Are ADA accessible vehicles available?

A: Yes, you can verify that you need an ADA accessible vehicle when scheduling your trip.

Q: What routes have been suspended?

A: Routes 11, 12, 92, and GOLD have been suspended, and there are no buses running on Sundays.

Q: Can I use this along the FLEX route?

A: On demand service is NOT available along the FLEX route at this time.

Q: Is there a fare or fee associated with the On-Demand service?

A: No, this is a free service. Fare is not being collected at this time.

Q: Do I need to show my Transfort bus pass?

A: No, this service does not require a bus pass. All service is free at this time.

Q: How do I schedule a ride?

A: Call 970-225-4831 to schedule an on-demand trip. Trips must be scheduled the same day that the ride will be taken. Call center hours are Monday through Friday from 5:30 am to 8:00 pm and Saturday through Sunday from 7:30 am to 5:00 pm.

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Q: Do you have to call to reserve the trip in advance, or can I call once I am at a bus stop and expect to be picked up?

A: You can call for On-Demand service while at a bus stop. The service provider will pick up passengers within one hour of scheduling the trip. You may also schedule in advance on the same day you need a trip.

Q: How do I know which bus stop I am at?

A: Every bus stop sign has a bus stop ID number labeled on it.

Q: Who is providing this service?

A: zTrip will provide the taxi service. They are an authorized contractor of Transfort.

Q: Will there be other passengers in the vehicle with me?

A: No, this is not a shared ride service. You will only be riding with the others in your group.

Q: When will all Transfort routes start back up?

A: The suspended routes will resume regularly scheduled service as soon as it is safe to do so.

TO SCHEDULE A RIDE CALL 970.225.4831



ridetransfort.com
970.221.6620