



# Systemwide Fare Study and Fare Equity Analysis

## FINAL Title VI Fare Equity Analysis

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# 1 Introduction

Title VI of the Civil Rights Act of 1964 (“Title VI”) ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The Regional Transportation District (“RTD” or “The District”) has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B, ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color or national origin.

This analysis of the fare changes proposed as part the recent Systemwide Fare Study and Equity Analysis that includes a fare restructuring and price reduction, introduction of fare capping and expansion of eligibility for RTD’s low-income fare discount program (“LiVE”) was prepared in conformity with the guidelines laid out in Chapter IV and Appendix K of FTA Circular 4702.1B, Service and Fare Equity Analysis Questionnaire Checklist.

The Fare Equity Analysis described herein assesses whether the proposed fare changes for fixed-route services would result in either Disparate Impacts on minority customers or a Disproportionate Burden on low-income customers. The proposed fare changes being presented by RTD are the basis of this Fare Equity Analysis. The analysis does not consider fare changes to Access-a-Ride services, which provide complementary paratransit services within the RTD service area, as they are not subject to the current Title VI evaluation requirements.

The Average Fare Analysis conducted as part of this Fare Equity Analysis found that the proposed fare changes would not result in a Disparate Impact on minority customers or Disproportionate Burden on low-income customers. Given that there were no findings of Disparate Impact or Disproportionate Burden, no mitigations are needed to proceed with the implementation of the proposed fare changes.

## 2 Overview of Proposed Fare Changes

In 2021, the Regional Transportation District (RTD) initiated the Systemwide Fare Study and Equity Analysis (the study) in response to feedback from customers and stakeholders that RTD fares are expensive and difficult to understand. To address those issues, RTD launched the study to examine its fares holistically, taking into consideration the three study goals of equity, affordability and simplicity. These goals have provided direction for the overall study, guided the development and evaluation of alternatives and will be used to determine success.

RTD has taken a customer-centric approach to the study, with opportunities for customers as well as stakeholders and community members to help shape the direction of the study. The study has included three distinct phases of engagement to gather customer and community input and share updates on progress. The first phase, held in spring 2022, was undertaken to identify challenges with the current fare system and to receive input on fare structure preferences. The second phase, held in summer 2022, provided an overview of the customer and stakeholder feedback heard during the first phase, as well as the conceptual fare options that were under consideration and in the process for evaluating them. Phase 3 was conducted in fall 2022 to receive feedback on the two fare structure alternatives that were developed and being considered. Final public engagement and public hearings will be held between April 2023 and June 2023.

All of the engagement phases included customer and community meetings, three feedback panels aimed at larger groups of constituents, focus groups with community-based organizations and a number of other methods of providing feedback including two online surveys, a study website and social media posts. To ensure a community-driven process, the study focused on Title VI and historically underrepresented populations. Partnerships were formed with six community-based organizations to assist in reaching their respective clients, and included specific focus groups with their clients.

The proposed alternative was developed based on feedback received on the two fare structure alternatives in the third phase. The proposed fare changes include a number of structural and pricing changes to RTD's fares, as well as changes to current pass programs, new pass programs and technological changes to fare payment, including the introduction of fare capping. The proposed alternative does not include changes that were implemented prior to July 2022 and examined under a separate Fare Equity Analysis. Tables 1-4 summarize the proposed fare changes, which include fare structure and pricing changes, LiVE Program changes, pass program changes, and implementation of a Transit Assistance Grant Program and a College Semester Pass. More information about the proposed fare changes is found in Section 6.

**Table 1: RTD Full Fare Structure and Pricing Changes**

	Current Full Fare			Proposed Full Fare		
	Local	Regional	Airport	Local	Regional	Airport
<b>3-Hour Pass</b>	\$3.00	\$5.25	\$10.50	\$2.75		\$10.00
<b>Day Pass</b>	\$6.00	\$10.50	\$10.50	\$5.50		\$10.00
<b>10-Ride Ticket Book</b>	\$28.00	\$50.50	N/A	\$27.50		N/A
<b>Monthly Pass</b>	\$114.00	\$200.00	\$200.00	\$88.00		

See Table 8 in Section 6 for proposed fare changes for all fare payment types and for discounted fare payment types.

**Table 2: RTD Fare Structure, Pricing and Discount Changes**

Fare Structure Changes	
New/Change	Elimination
<ul style="list-style-type: none"> <li>Lowered 3-Hour, Day Pass and Monthly Pass pricing.</li> <li>Introduction of daily (service day) and monthly (calendar) fare capping for full fare customers, seniors, individuals with disabilities, LiVE customers and youth using MyRide stored value with MyRide Barcode in the MyRide App or a new MyRide Smart Card.</li> <li>Lowered Monthly Pass price, with the breakeven multiple for the full fare Monthly Pass reduced from 38 times the price of a 3-Hour Pass to 32 times the price of a 3-Hour Pass, resulting in an \$88.00 Monthly Pass and monthly fare cap.</li> <li>One Monthly Pass price for customers paying discounted fares with an increased discount on the Monthly Pass to 70%, effectively lowering the breakeven multiple for Monthly Pass and monthly fare cap for seniors, individuals with disabilities, Medicare recipients and LiVE customers to 20 times the 3-Hour Pass price (\$27.00).</li> <li>One Monthly Pass valid for travel anywhere in the service area including the Airport; no higher price pass required for Regional and Airport customers. For customers using fare capping through MyRide Barcode in the MyRide App or MyRide Smart Card, Local and Airport fares paid will contribute towards the \$88.00 calendar monthly fare cap.</li> </ul>	<ul style="list-style-type: none"> <li>Simplified fare structure by removing the Regional fare category. Customers would pay a flat fare for all travel except for trips originating or ending at Denver International Airport.</li> <li>For customers paying discounted fares, a single price fare level for all travel, including trips originating or ending at Denver International Airport.</li> <li>Elimination of the discount on 10-Ride Ticket Books for full fare customers, seniors, individuals with disabilities and Medicare recipients. Existing LiVE and youth 10-Ride Ticket Books do not include a discount, so no changes are proposed to these customers' 10-Ride Ticket Books.</li> <li>Elimination of mobile 10-Ride Ticket Books.</li> </ul>

**Table 3: LiVE Program Changes**

LiVE Program Changes	
New/Change	Elimination
<ul style="list-style-type: none"> <li>● Increased income threshold eligibility from 185% to 250% of the federal poverty level.</li> <li>● Introduction of LiVE paper and mobile Monthly Passes and monthly fare capping for LiVE customers using MyRide Barcode in the MyRide App or new MyRide Smart Card.</li> <li>● Increased LiVE discount from 40% to 50% on 3-Hour Pass and Day Pass to align with fares for seniors, individuals with disabilities and Medicare recipients. 70% discount provided on new LiVE Monthly Pass.</li> </ul>	<ul style="list-style-type: none"> <li>● Elimination of In-District address requirement.</li> </ul>

**Table 4: Other Program Changes**

Other Pass Programs
New/Change
<ul style="list-style-type: none"> <li>● Establishment of a Transit Assistance Grant Program to provide full fare 10-Ride Ticket Books to organizations and agencies that serve populations with immediate transit needs.</li> <li>● Introduction of a 10% discount on bulk purchases totaling \$1,500 or more per transaction, purchased through a Bulk Purchase Program.</li> <li>● Introduction of a Semester Pass for smaller colleges or community colleges, offering a 20% discount on the full fare Monthly Pass price for each month of the school term.</li> <li>● Establishment of 2-year fixed Business EcoPass pricing. Consolidation of suburban and major transit center Service Level Areas (SLAs) and consolidation of all business size categories to a single size category. Utilization-based pricing for all trips based on the full fare, Local fare rate. Decreased contract minimums to reduce barriers to participation.</li> <li>● Establishment of 2-year fixed Neighborhood EcoPass (NECO) contracts. Utilization-based pricing for all trips based on the full fare, Local fare rate. Decreased contract minimums to reduce barriers to participation.</li> <li>● Establishment of 2-year fixed CollegePass contracts. Utilization-based pricing for all trips based on the full fare, Local fare rate. Decreased contract minimums to reduce barriers to participation.</li> </ul>

## 3 Title VI Policies

Title VI of the Civil Rights Act of 1964, Section 601 states:

*“No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”*

It is RTD’s objective to avoid, minimize or mitigate disproportionately high and adverse impacts on minority and low-income populations. As a recipient of financial assistance from the FTA, RTD is required to comply with Title VI of the Civil Rights Act of 1964 and its own Title VI Program adopted in accordance with same by evaluating major service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including Disparate Impacts on minority populations and/or Disproportionate Burdens on low-income populations.

According to the Federal Department of Transportation, equity in the provision of transit service is "providing equal levels of service to minority and non-minority residents of the urbanized area. Levels of service, in turn, are defined in terms of capital allocation and accessibility." <sup>1</sup> The metrics of discrimination that could be monitored for disparate treatment include fare structures that could consistently cause minority-group customers to bear a higher fare burden than the overall riding public, access to specialized fare media, or methods of communication to populations with Limited English Proficiency. However, a Title VI Equity Analysis should not replace good program planning, which should be an on-going process that considers equity among other factors when designing fare changes, service changes, or discretionary policies and programs.

Per FTA Circular 4702.1B Chapter IV.7, RTD must establish a Disparate Impact Policy and a Disproportionate Burden Policy for evaluating fare change proposals for equity and compliance with Title VI. As part of the 2022 Title VI Program Update, RTD maintained their 5% threshold for determining a Disparate Impact or Disproportionate Burden of a fare modification as established in RTD’s Fare Disparate Impact Policy and Disproportionate Burden Policy. The Board of Directors adopted the Title VI Policies concurrent with the adoption of their 2022 Title VI Program Update. The policies used by RTD for analysis of proposed fare changes is found in Section 3.1.

### 3.1 Disparate Impact and Disproportionate Burden Policies

The FTA requires that transit agencies assess whether a proposed fare change or major service change would have a “Disparate Impact” on minority populations, or “Disproportionate Burden” on low-income populations, under Title VI of the Civil Rights Act of 1964, Title 49 C.F.R. Section 21.5(b)(2) and (b)(7), and Appendix C to Title 49 C.F.R. part 21. Pursuant to FTA Circular 4702.1B, FTA requires public transit agencies operating 50 or more fixed route vehicles in peak service and located in urbanized areas of 200,000 or more people, to clearly establish, with input through a public engagement process, threshold definitions for measuring Disparate Impacts and Disproportionate Burdens.

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<sup>1</sup> Transit Cooperative Research Program, Legal Research Digest: “The Impact of Civil Rights Litigation Under Title VI and Related Laws on Transit Decision Making”, TCRP Project J-5, Washington, D.C. June 1997



RTD's Fare Disparate Impact and Disproportionate Burden policies establish threshold standards for evaluating the equity impacts and the distribution of adverse effects caused by any fare change or major service change. These thresholds enable RTD to determine whether minority and low-income customers would be disproportionately impacted by the adverse effects of the proposed changes and by inference, whether the overall ridership would disproportionately benefit from the proposed changes when compared to the protected populations (minority and low-income). These thresholds are based on the cumulative impact of the proposed service or fare change.

The policies and their applicable analyses and thresholds are defined and illustrated as follows:

- **Disparate Impact Analysis**

A disparate impact analysis is a review of the difference in the adverse effects absorbed by minority persons as a result of any fare price change or the average of multiple fare changes, which shall not be greater than or less than 5% of impacts absorbed by the overall ridership. "Minority" is defined as all persons who identify as being part of racial/ethnic groups besides white, non-Hispanic.

- **Disproportionate Burden**

A disproportionate burden analysis is defined as an examination of the difference in the adverse effects absorbed by low-income persons as a result of any fare price change or the average of multiple fare changes, which shall not be greater than or less than 5% of impacts absorbed by the overall ridership. A low-income population is a group of households who are at or below 150 percent of the Department of Health and Human Services Poverty Guidelines.

### 3.1.1 Fare Changes

RTD defines a fare change as an increase in the price of fare media, decrease in the price of fare media, creation of new fare media or the discontinuance of current fare media. Fare Media are defined as forms of payment for transit service (i.e., cash fare, paper pass, etc.).

Based on federal guidance, prior to adopting a fare change, RTD must conduct a fare equity analysis and analyze specific elements of the proposed structure and changes to fare media along with the recommended pricing schema, to determine whether the changes would result in impacts that exceed the threshold established by the policies. As referenced in C4702.1B, some fare changes are excluded from being the subject of a Fare Equity Analysis, such as instances where all passengers ride free such as "Spare the Air Days", or temporary fare reductions that are mitigating measures for other activities such as construction, or promotional fare reductions, so long as the temporary fare reduction or promotional reduction does not last longer than six months.

### 3.1.2 Adverse Effects

For the fare equity analysis, adverse effects include an increase in cost or a reduction in accessibility of fare media. Benefits include a decrease in cost, increase in discounts for certain fare types or customer populations, or increase in accessibility of fare media. The results of analysis provided in this report uses RTD's adopted thresholds for determining Disparate Impacts and Disproportionate Burdens.

## 4 Fare Equity Analysis Methodology

For proposed changes that would increase or decrease the fares on the entire system, or on certain transit modes, or by fare payment type or fare media, RTD shall analyze any available information generated from passenger surveys indicating whether minority and/or low-income customers are disproportionately more likely to use the mode of service, payment type or payment media that would be subject to the fare change.

The typical measure of Disparate Impact or Disproportionate Burden involves a comparison between the proportion of persons in the protected class (i.e., minority or low-income populations) who are adversely affected by the service or fare change and the proportion of persons not in the protected class (i.e., non-minority or non-low-income) who are adversely affected.<sup>2</sup> In accordance with RTD Title VI Policies, the determination of a Fare Disparate Impact or Disproportionate Burden is based on the difference in the impacts experienced by minority and low-income persons as a result of any fare price change or the average of multiple fare changes compared to the impacts experienced by the overall ridership.

Based on the Federal Guidance and the RTD Title VI Policies, RTD shall:

- (i) Determine the number and percent of users of each fare media being changed;
- (ii) Review fares before the change and after the change;
- (iii) Compare the differences for each particular fare media between minority users and all users; and
- (iv) Compare the differences for each particular fare media between low-income users and all users.<sup>3</sup>

A fare equity analysis compares the current fare to the proposed fare and calculates the absolute change as well as the percent change. Utilizing the Disparate Impact and Disproportionate Burden threshold, a determination is made as to whether the fare change will result in adverse effects that are disproportionately borne by the minority or low-income populations, respectively. The thresholds are also used to assess whether the proposed changes disproportionately benefit the overall population, including non-minority or non-low-income populations.

Throughout the document, the following definitions are used:

- Fare payment type is defined as fare product (e.g., Day Pass, Monthly Pass) and fare media on which it is distributed (i.e., cash, paper, electronic)
- Fare levels include Local, Regional and Airport. Whether the Local or Regional fare level applies is based on the number of zones traveled on rail and distance traveled on bus. The Airport fare level applies to any trip to or from Denver International Airport, regardless of distance, on the A Line, SkyRide or Express bus.
- Fare-paying rider categories include full fare customers, seniors 65+, individuals with disabilities, Medicare recipients, LiVE customers and youth aged 19 and younger.

This report provides the results of the **Average Fare Analysis** undertaken to assess the effects of the proposed fare changes on the average fare paid per boarding to determine whether minority or low-income customers are disproportionately adversely impacted by the changes or whether overall customers disproportionately benefit from the changes.

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<sup>2</sup> Federal Circular: C4702.1B Chap IV-10

<sup>3</sup> Federal Circular C4702.1B Chap. IV-19

## 4.1 Average Fare Analysis

The Average Fare Analysis for the proposed changes was undertaken using ticket sales and revenue data from calendar year 2021, when ridership was continuing to recover from the COVID pandemic. Ridership by fare payment type was estimated based on ticket sales and revenue data as well as transfer and fare product usage rates developed using the 2017 RTD Customer Satisfaction Survey (2017 CSS). 2021 ticket sales data were used to determine electronic fare adoption for 3-Hour and Day Pass customers in order to assess the impacts of the introduction of fare capping on the average fare for overall, minority and low-income customers. 2017 CSS demographic data combined with 2021 ticket sales data were used to estimate the potential increase in LiVE ridership due to the income eligibility expansion for the LiVE Program.

The Average Fare Analysis excludes free rides as ridership data for free rides are not available. Free rides include Access-a-Ride customers on fixed-route and FlexRide services, children ages 5 and younger traveling with a fare-paying adult, active duty members of the U.S. military and other customers on the RTD fare exemption list. The Average Fare Analysis also excludes free rides taken on the MallRide. Further, this Fare Equity Analysis does not consider the impacts of the proposed changes to Access-A-Ride fares on the average fare paid as paratransit services are not subject to the current Title VI evaluation requirements.

The 2019 RTD Customer Satisfaction Survey (2019 CSS) was used for the customer demographic data. While the 2019 CSS sample size was smaller than the 2017 CSS, it provides demographic data on electronic fare adoption, which were not available in the 2017 CSS.

The only ridership changes considered in the Average Fare Analysis are those associated with the changes in the average fare per boarding due to pricing changes, introduction of fare capping and the income eligibility expansion for the LiVE Program to include household income up to 250% of the federal poverty level. The Average Fare Analysis does not assume any ridership changes due to application of fare elasticities. Fare elasticity is a measure of rider sensitivity to changes in fare rates and the resulting change in ridership behavior. Elasticity assumptions are essential to modeling anticipated ridership and fare revenue impacts from fare policy changes, but is often excluded from fare equity analyses. Fare equity analyses seek to understand the average fare experienced by a segment of customers prior to a fare change and after a fare change, in order to determine the % change in average fare. This calculation becomes unnecessarily complex when a customer segment is anticipated to attract new customers to the system or from other fare products. Therefore, fare elasticity is excluded in order to compare the average fare impacts of the fare changes on the same segment of customers after the change in pricing and policies.

The Average Fare Analysis does not assume any increase in electronic MyRide fare adoption as RTD continues to explore expanded retail opportunities for its electronic MyRide fare collection system at the time of the preparation of this report. Introduction of expanded retail opportunities for MyRide beyond the four RTD Sales Outlets that are currently open will improve access for unbanked and underbanked customers to load cash to their accounts. Based on the 2019 CSS data, non-minority and non-low-income customers disproportionately use electronic fare media (MyRide stored value and RTD Mobile Tickets App at the time of the 2019 CSS) at a higher rate compared to minority and low-income customers. If RTD were to introduce a set of expanded MyRide retail opportunities to increase access for customers to load cash to their accounts, MyRide adoption is presumed to increase for minority and low-income customers. Because the Average Fare Analysis is based on 2019 CSS data and does not assume any increase in electronic MyRide fare adoption, the Average Fare Analysis may understate

the benefits of fare capping for minority and low-income customers as it assumes that overall customers will disproportionately benefit from fare capping compared to minority and low-income customers.

#### 4.1.1 Demographic Data

For customer demographic data, the analysis relied on the 2019 CSS, the most recent comprehensive, on-board customer survey undertaken by RTD that provides information on customer demographics and fare payment. The 2019 CSS was undertaken by BBC Research, a contractor hired by RTD, whose research surveyors conducted 3,811 surveys.

In addition to the 2019 CSS, the 2020 LiVE Program Survey was used for demographics for LiVE customers. RTD launched its LiVE Program in July 2019, after the 2019 CSS was conducted. Unlike the 2019 CSS that was conducted onboard vehicles, the 2020 LiVE Program Survey was conducted via email and US mail. RTD invited the 6,579 customers whose applications were approved within the 12 months leading up to the survey to participate. After removing duplicates, 886 surveys were included in the final LiVE Program Survey data set.

RTD's 2017 CSS was considered for use in the analysis instead of the 2019 CSS, given the much larger sample of completed surveys (9,936). However, the survey included limited customer response data on electronic fare adoption due to the timing of when the survey was conducted (May 2017) and when electronic fares launched – MyRide Stored Value (May 2017) and RTD Mobile Tickets App (November 2017).

While the demographics of transit ridership may have changed due to COVID, the 2019 CSS provides the most comprehensive and recent survey data available of systemwide demographics, and likely provides a conservative assessment of the impacts of the proposed fare changes on minority and low income customers. Evidence from a number of transit agencies across the US suggest that the share of minority and low-income customers has increased as a result of the COVID-19 pandemic. While RTD has no current survey data to indicate whether that is true in the RTD service area, if one assumes it to be true then this current Fare Equity Analysis (with an assumed lower share of minority and low-income customers) would show less beneficial differences in average fare between minority and low-income customers and the system overall. Alternatively stated, if minority and low-income ridership has increased, the difference in the impacts of the proposed fare changes between the overall customer population and minority and low-income customers would decrease. This is because in determining the impacts on the overall customer population, the weight of the impacts on minority and low-income customers would increase, while the weight of the impacts on non-minority and non-low-income customers would decrease. Additionally, there have been concerns about the potential movement of low-income and minority households into outer regions of the RTD service area and their reliance on RTD services that require the Regional fare. While there is no recent RTD-specific survey data suggesting this has occurred, if future survey data were to confirm this trend, the current Average Fare Analysis using the 2019 CSS provides a conservative estimate of the benefits of the proposed removal of the Regional fare for longer distance trips. The estimate of benefits may be conservative because the Average Fare Analysis in this Fare Equity Analysis understates the benefits for minority and low-income customers who were less likely to pay the Regional fare at the time of the 2019 CSS.

#### 4.1.2 Assumptions

The 2019 CSS, while comprehensive with a significant number of survey responses, does have some limitations. Low response rates for some rider categories, fare levels and fare payment types, as well as the absence of some fare payment options on the survey pose several challenges. The Average Fare Analysis attempts to address the

limitations of the data by using demographics for similar rider categories or aggregating responses for different fare payment types for a specific rider category.

The following demographic assumptions are used in the Average Fare Analysis:

- Demographics for full fare customers who are not eligible for a discounted fare or for a pass program are assumed to vary by fare level (Local, Regional, Airport) and by fare payment type, including whether fares are paid with electronic fare media (i.e., MyRide Stored Value or Mobile Ticket) for 3-Hour and Day Pass customers.
- Demographics for youth are assumed to align with the demographics of Local full fare customers. The methodology of the 2019 CSS specifically avoids targeting youth customers under the age of 18, so this customer group is underrepresented in the 2019 CSS, representing less than 2% of customers in the survey. Due to insufficient survey responses, we consider youth demographics to be similar to those of their family. Additionally, since 93% of youth boardings are assumed to occur on Local services, youth demographics are assumed to mirror Local full fare customer demographics.
- Demographics for seniors, individuals with disabilities and Medicare recipients are assumed to vary by fare level and fare payment type. No distinction in demographics by fare media type is assumed due to insufficient survey responses. For Airport fares, demographics are aggregated for all fare payment types due to limited survey responses.
- Demographics for LiVE customers are assumed not to vary by fare level or fare payment type. The 2020 LiVE Program Survey did not ask respondents about the fare level they typically paid. Responses were aggregated for all fare payment types as the differences between the fare payment types was minimal.
- Demographics for expanded LiVE customers are assumed to align with full fare customers with a household income between 185% and 250% of the federal poverty level who would become eligible for the LiVE Program. Demographics are assumed to vary by fare level. Demographics are not assumed to vary by fare payment type due to insufficient survey responses.
- Demographics for bulk sales are assumed to align with the demographics for all rider categories and fare payment types for a given fare level.
- Demographics for pass program customers are assumed to vary by pass program (Business EcoPass, Neighborhood EcoPass or CollegePass) and fare level (Local, Regional, Airport).
- Demographics for Semester Pass are assumed to align with the demographics for CollegePass customers.

A number of assumptions were also made in the Average Fare Analysis regarding:

- Impact of fare capping on customers and electronic MyRide fare adoption
- Participation of full fare customers in the LiVE Program with the income eligibility expansion
- Average fare assumed for Business EcoPass, Neighborhood EcoPass and CollegePass
- Introduction of a new LiVE Monthly Pass/Fare Cap and Semester Pass

The Average Fare Analysis assumes the 3-Hour and Day Pass customers using electronic fares will benefit with the introduction of fare capping, reducing the average fare paid by these customers in addition to the reduction due to the proposed fare pricing decreases. The Average Fare Analysis assumes that non-minority and non-low-income customers disproportionately benefit from the introduction of fare capping given their higher adoption of electronic fare media based on the 2019 CSS.

The benefits of fare capping are accrued only by customers paying stored value using a MyRide Barcode in the MyRide App or MyRide Smart Card. While customers with credit and debit cards are able to load value online or through the MyRide App and Website, cash customers can only load value at the four RTD Sales Outlets that are currently open across the region. There is no MyRide retail network at the time of the preparation of this report. Given the limitations to loading cash to a MyRide account, there is no basis for assuming increased electronic fare adoption.

Introduction of fare capping for customers paying fares using MyRide stored value results in a reduction in the average fare paid by customers, in particular 3-Hour and Day Pass customers. Instead of purchasing a Day or Monthly Pass upfront, fares paid by customers accrue towards daily and monthly fare caps, ensuring customers always pay the best fare. For 3-Hour and Day Pass customers, the cost savings is anticipated to be notable, especially with the reduction in the full fare Monthly Pass multiple from 38 to 32 times the 3-Hour Pass price. For Monthly Pass customers, the cost savings is anticipated to be minimal as most Monthly Pass customers are making more than 38 trips per month and others who purchase the Monthly Pass for convenience are making more than 32 trips per month. The cost savings anticipated for 3-Hour and Day Pass customers using electronic fare media are incorporated into the average fares for the proposed fare structure. The reduction in the average fare is based on 2017 CSS data that provide the distribution of 3-Hour and Day Pass respondents by the number of trips taken. 2017 CSS was used because it provided a larger data set than the 2019 CSS as well as the data needed on the number of trips taken in the last week.

For determining the number of boardings that would potentially benefit from fare capping, the Average Fare Analysis uses 2021 ticket sales data to determine electronic fare adoption for 3-Hour and Day Pass customers. Electronic fare adoption is determined by calculating the proportion of tickets sold through the MyRide App (formerly branded the RTD Mobile Tickets App) and MyRide stored value compared to total purchases, including purchases at bus fareboxes or rail ticket vending machines. The Average Fare Analysis assumes electronic fare adoption varies by rider category, fare level and fare payment type. While 3-Hour and Day Pass customers will continue to be able to purchase 3-Hour and Day Pass mobile tickets rather than using stored value, the Average Fare Analysis assumes that 100% of electronic fare customers would use MyRide stored value and thus benefit from fare capping.

For LiVE customers, including those eligible as a result of the income eligibility expansion, the Average Fare Analysis assumes 100% electronic fare adoption for 3-Hour Pass and Day Pass as these customers must pay fares using electronic fare media.

The Average Fare Analysis does not assume any adjustment to the average fare paid for 10-Ride Ticket customers due to the introduction of fare capping. In 2021, less than 2% of 10-Ride Ticket Books were sold through the MyRide App.

LiVE participation is expected to increase slightly with the expansion of the LiVE Program household income eligibility limit from 185% to 250% of the federal poverty level. The Average Fare Analysis assumes that these “expanded LiVE” customers would go from paying the full fare under the current fare structure to paying the LiVE fare under the proposed fare structure. Given the slightly higher transfer and usage rates for LiVE customers compared to full fare customers, the average fare for these customers is based on the same transfer and usage rates as LiVE customers. The increased participation is based on the estimated current LiVE Program participation rate among income eligible customers and the number of boardings made by full fare customers who would become income eligible for the LiVE Program as part of the income eligibility expansion. The current LiVE Program

participation rate and the share of boardings that would become eligible for LiVE as part of income eligibility expansion are based on the 2017 CSS.

Business EcoPass, Neighborhood EcoPass (NECO) and CollegePass contract pricing is based on prior ridership data and the applicable fare. Given that pricing is based on prior ridership, 2021 contract pricing was based on pre-COVID ridership, resulting in a temporarily higher average fare. To reflect the average fare per boarding in the future as ridership stabilizes, the Average Fare Analysis uses the average fare that would have been collected based on 2021 ridership data and the applicable fare under the current fare structure and proposed fare structure.

For CollegePass, the total number of boardings is understated. For Auraria Higher Education, RTD introduced an option to use the MyRide App for CollegePass students. Ridership data for these students using the app is not available and thus is excluded from the Average Fare Analysis. Further, Auraria Higher Education offered its CollegePass as an opt-in pass. If Auraria Higher Education returns to an all-in model that provides a CollegePass to all eligible students, ridership is anticipated to increase.

The Average Fare Analysis assumes the introduction of two new fare payment types: LiVE Monthly Pass (as well as a monthly fare cap) and Semester Pass. These new fare payment types will likely disproportionately benefit low-income and minority customers. As such, the assumptions for adoption of these products are constrained in the Average Fare Analysis so as to not overstate the benefits of the new fare payment types, and are described further below.

For current LiVE customers, the Average Fare Analysis incorporates the benefits of introducing a LiVE Monthly Pass to the fare capping assumptions for LiVE 3-Hour and Day Pass customers. For new LiVE customers that become eligible for LiVE as part of the income eligibility expansion, the Average Fare Analysis incorporates separate line items for the Monthly Pass as these newly eligible LiVE customers are assumed to transition from purchasing a full fare Monthly Pass to purchasing a LiVE Monthly Pass. While introducing a LiVE Monthly Pass may increase interest in the LiVE Program, no increase in LiVE participation is assumed in order to not overstate the benefits of introducing a LiVE Monthly Pass for low-income and minority customers.

For Semester Pass, the Average Fare Analysis assumes that 1% of full fare Local Monthly Pass customers would transition to purchasing a Semester Pass. This is based on the share of Monthly Pass customers who indicated “to/from school/college” as the primary purpose of the trip taken on the 2019 CSS. The analysis was careful to exclude CollegePass and youth respondents when making the 1% calculation. The Average Fare Analysis does not assume any transition of full fare Regional Monthly Pass customers to Semester Pass as there were no Regional Monthly Pass respondents indicating “to/from school/college” as the primary purpose of the trip taken.

While the proposed changes include the introduction of a Transit Assistance Grant Program, the potential implications of that program are not included in the Average Fare Analysis. The Grant Program is not included because it is intended to generate new ridership, and grant recipients are to distribute the 10-Ride Ticket Books at no cost to their clients. Further the tickets distributed through the program are not intended to supplant current fare purchases by grant recipients.

Within the baseline model, reflecting RTD’s existing fare structure, there is no Airport Monthly Pass. Instead, customers may use their Regional Monthly Pass for trips that require the Airport fare and the Airport boardings associated with the use of the Regional Monthly Pass for trips to/from Denver International Airport are included with the Regional Monthly Pass in the Average Fare Analysis. When evaluating the proposed alternative, the

Regional Monthly Pass effectively ceases to exist and all boardings associated with Regional and Airport Monthly Pass travel will be priced at the new, lower Local Monthly Pass price.

For the Bulk Purchase Program, the Average Fare Analysis assumes that all purchases by nonprofit organizations in 2021 would transition to the program as well as 10% off full fare Monthly Passes. Prior to the discontinuation of the FlexPass Program (a prior RTD program similar to the Bulk Purchase Program proposal), approximately 10% of full fare Monthly Passes were purchased through the program. The FlexPass Program provided a discount on Monthly Pass purchases based on the number of passes purchased, whether the employer provided a matching discount to employees and whether the employer offered the FlexPass on a pre-tax basis.

Due to insufficient data to support other assumptions, the Average Fare Analysis assumes that overall customers, minority customers and low-income customers have identical usage rates and transfer rates for a given fare payment type. This means that for any given fare payment type, it is assumed that overall, minority and low-income customers will all have the same average fare. To be clear: the analysis only assumes that the average fare is identical for overall, minority and low-income customers *within* a given fare payment type; average fares are assumed to differ *across* fare payment types (e.g., 3-Hour Pass, Day Pass), rider categories (e.g., full fare, LiVE customers) and fare levels (i.e., Local, Regional, Airport).

## 5 System Ridership Demographics Overview

The following provides an overview of RTD's systemwide ridership using data from the 2019 CSS, which is the most recent onboard survey with the detailed information needed for the Fare Equity Analysis. While other data sources have been consulted for the Fare Equity Analysis, the 2019 CSS provides the most accurate data for portraying systemwide ridership demographics.

These demographic statistics were considered in the development of the proposed fare changes in order to minimize or avoid the potential for changes that would result in Disparate Impacts on minority customers or a Disproportionate Burden on low-income customers.

### 5.1 Ethnicity Assumptions

For purposes of the Fare Equity Analysis, minority populations are those who have not identified themselves as "Caucasian/White - not of Hispanic origin" on the 2019 CSS. The analysis did not include respondents who refused to respond to the racial/ethnicity question. Additionally, respondents who did not choose an ethnicity or race yet submitted a survey response that did not comport with racial/ethnicity designations (e.g., "Human," "Female Only," "Russian") were assumed to be non-minority. The racial/ethnicity categories in the survey include:

1. African-American/Black
2. Asian/Pacific Islander
3. Caucasian/White - not of Hispanic origin
4. Hispanic/Latino
5. Native American/Indian
6. Other (please specify)



## 5.2 Income Assumptions

For purposes of the Disproportionate Burden Policy, RTD defines low-income populations as those whose household income is at or below 150% of the U.S. Department of Health and Human Services (HHS) Poverty Guidelines (also referred to as federal poverty level). To align with the 2019 CSS, the 2019 HHS Poverty Guidelines were used to determine which populations would be considered low-income.

Table 5 provides the 2019 U.S. HHS Poverty Guidelines and the corresponding RTD low-income definitions by household size. Because the 2019 CSS asked both household income and household size, the Fare Equity Analysis was able to use household size and income to categorize each individual survey respondent accurately using U.S. HHS Poverty Guidelines. Table 6 presents the income categories used in the 2019 CSS. Because the 2019 CSS income categories are presented as ranges, all respondents within the income ranges that corresponded to the 150% U.S. HHS Poverty Guidelines for income and household size were identified as low-income. This may overstate the low-income population somewhat, but represents the most inclusive low-income definition. The analysis did not include those survey respondents who refused to respond to either of the household income and household size questions, as they could not be properly categorized.

Table 5: 2019 HHS Poverty Guidelines

Persons in Family/Household	Poverty Guideline	150% of Poverty Guideline
1	\$12,490	\$18,735
2	\$16,910	\$25,365
3	\$21,330	\$31,995
4	\$25,750	\$38,625
5	\$30,170	\$45,255
6	\$34,590	\$51,885
7	\$39,010	\$58,515
8	\$43,430	\$65,145
For families/households with more than 8 persons:	Add \$4,420 for each additional person	Add \$6,630 for each additional person

Table 6: 2019 Customer Satisfaction Survey Household Income Categories

2019 Customer Satisfaction Survey Income Categories	
Up to \$22,499	\$54,500 - \$63,499
\$22,500 - \$30,499	\$63,500 - \$70,499
\$30,500 - \$38,499	\$70,500 - \$78,499
\$38,500 - \$46,499	\$78,500 or more
\$46,500 - \$54,499	

### 5.3 Ridership Demographics

Figures 1 and 2 provide an overview of systemwide fixed-route ridership by minority and income status for those who responded to ethnicity and income related questions, excluding those who refused to respond to ethnicity or income questions. For purposes of the analysis, minority status is characterized as anyone who responded to anything other than only “Caucasian/White.” Low-income status was determined through a cross tabulation of household income and size, matching the income to 150% of the U.S. HHS Poverty Guidelines, as discussed above. It should be noted that for purposes of this Fare Equity Analysis, low-income customers are defined as those at or below 150% of the federal poverty level. This is different from the current RTD definition for income eligibility for the income-based LiVE Program, which is set at or below 185% of the federal poverty level for adults ages 20-64.

Figure 1: Ridership Ethnicity

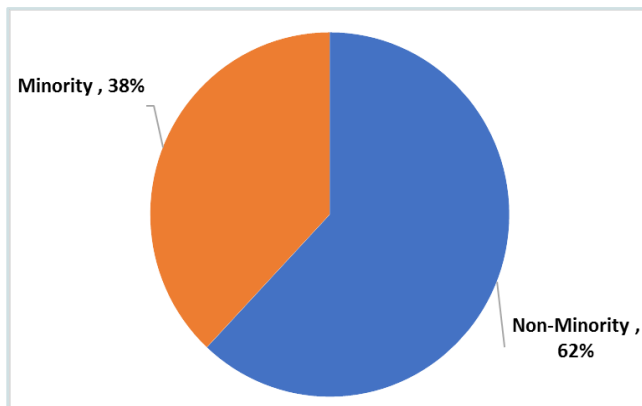
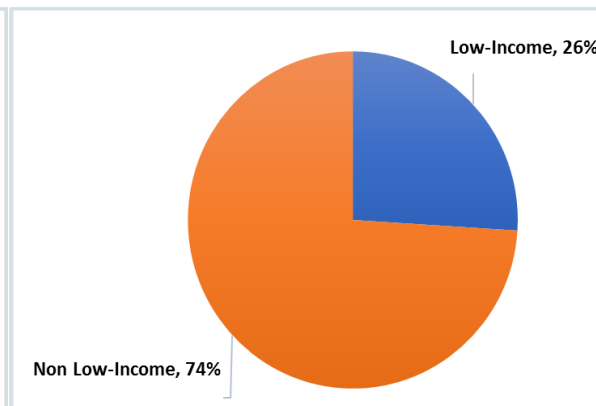


Figure 2: Ridership Income



To support the Fare Equity Analysis, cross-tabulations of the 2019 CSS were performed for those who responded to ethnicity- and income-related questions to develop a breakdown of demographics by fare payment type. Because the 2019 CSS was conducted prior to the launch of the LiVE Program, data from the 2020 LiVE Program Survey and the Average Fare Analysis were used to modify the fare payment profiles to account for the LiVE Program. Recognizing that various fare changes may impact some protected groups more than others, the relationship between fare payment type and ethnicity and income was reviewed. Table 7 presents the fare payment type by minority and income status.

Table 7: Fare Payment Type by Minority and Income Status

Total RTD System Fare Payment Profile			
Fare Type	Overall Customers	Minority Customers	Low-Income Customers
Full Fare, 3-Hour Pass	15.6%	15.5%	20.7%
Full Fare, 10-Ride	5.8%	7.0%	5.9%
Full Fare, Day Pass	9.7%	11.6%	9.9%
Full Fare, Monthly Pass	13.3%	14.7%	10.8%
LiVE, 3-Hour Pass	0.3%	0.4%	0.7%
LiVE, 10-Ride	<0.1%	<0.1%	<0.1%
LiVE, Day Pass	0.4%	0.6%	1.1%
Youth, 3-Hour Pass	0.9%	1.3%	1.8%
Youth, 10-Ride	0.4%	0.9%	0.4%
Youth, Day Pass	0.1%	0.0%	0.0%

Youth, Monthly Pass	0.4%	1.1%	1.6%
Senior/Disabled, 3-Hour Pass	6.4%	5.3%	8.3%
Senior/Disabled, 10-Ride	2.5%	2.4%	3.7%
Senior/Disabled, Day Pass	2.8%	2.7%	4.0%
Senior/Disabled, Monthly Pass	3.3%	3.4%	6.2%
EcoPass (Business)	27.3%	22.1%	7.1%
EcoPass (NECO)	3.0%	1.3%	2.4%
CollegePass	7.7%	9.8%	15.3%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Percentages may not sum to 100% due to rounding

Percentages for youth are underrepresented as survey staff are instructed to not to survey individuals under 18 years of age.

Sources: 2019 CSS, 2020 LiVE Program Survey

## 6 Fare Change Proposal

RTD’s Systemwide Fare Study and Equity Analysis project launched in 2022 after customer feedback indicated that fares are too expensive and difficult to understand. The proposed fare changes include a number of structural and pricing changes to RTD’s fares, as well as changes to current pass programs, introduction of new pass programs and technological changes to fare payment, including the introduction of fare capping facilitated by RTD’s new MyRide fare collection system and described in Section 6.2. The three study goals, (1) equity, (2) affordability, and (3) simplicity, as well as customer, community and stakeholder input throughout the study led to the proposed fare changes summarized below.

### 6.1 Overview of Proposed Fare Changes

Proposed fare changes to be implemented in 2024 include changes to fare pricing, fare structure, pass programs and the LiVE Program, referenced below.

#### 6.1.1 Fare Structure

- Simplified fare structure by removing the Regional fare category
- For customers paying discounted fares, a single price fare level for all travel, including trips originating or ending at Denver International Airport

RTD’s fare structure comprises three fare levels: Local, Regional and Airport. For rail trips, customers pay a Local or Regional fare based on the number of zones they travel through while fixed-route bus customers pay a Local or Regional fare based on the type of service and distance traveled. For FlexRide trips, customers pay the Local fare. The Airport fare applies to any rail travel in the Airport zone and for most bus service to/from Denver International Airport.

Under the proposed fare changes, full fare customers will pay a flat fare for all travel except for select trips originating or ending at Denver International Airport. Customers who begin or end their trip or who transfer at Denver International Airport will pay the Airport fare on select services. Customers who do not travel to Denver

International Airport but use fixed-route bus services with the Airport fare will continue to be able to downgrade the fare to pay the Local fare (e.g., SkyRide routes).

Routes 104L, 169L and 145X serving Denver International Airport will not be subject to the Airport fare. Routes 104L and 169L do not currently charge the Airport fare for trips originating or ending at Denver International Airport. Route 145X does currently charge the Airport fare, but will not be subject to the Airport fare for trips originating or ending at Denver International Airport under this proposal.

Customers paying discounted fares, including seniors, individuals with disabilities, LiVE customers and youth, will pay a single price and will not be subject to the Airport fare. This will provide these customers with access throughout the region for a single price.

Currently, customers who use a Local pass for a Regional or Airport trip or a Regional pass for an Airport trip must pay an upgrade. The proposed fare changes flatten the fare structure by removing the Regional fare level for all customers and the Regional and Airport fare level for customers paying discounted fares. These changes eliminate the need for unique Regional fare products. Further, customers paying discounted fares will no longer need to pay an upgrade for any travel. Upgrades will only be required for full fare Local 3-Hour and Day Pass customers making trips requiring the Airport fare.

### 6.1.2 Fare Discounts

- Increased LiVE discount from 40% to 50% on 3-Hour Pass and Day Pass
- Increased discount on the Monthly Pass for customers paying discounted fares to 70%, establishing one Monthly Pass price for customers paying discounted fares
- No change to 50% discount on 3-Hour Pass and Day Pass for seniors, individuals with disabilities and/or Medicare recipients
- No change to 70% discount on 3-Hour, Day and Monthly Passes for youth aged 19 and younger

Seniors, individuals with disabilities and Medicare recipients will continue to receive a 50% discount on full fare 3-Hour Pass and Day Pass, equating to a \$1.35 3-Hour Pass and a \$2.70 Day Pass. RTD proposes to increase the LiVE discount from 40% to 50% of the full fare Local 3-Hour and Day Pass. This aligns the LiVE discount/pricing with the discount for seniors, individuals with disabilities and Medicare recipients resulting in one, unified discounted fare level.

If the Zero Fare for Youth pilot is not implemented, or if Zero Fare for Youth is not made permanent after the pilot period, youth will continue to receive a 70% discount on full fare 3-Hour, Day and Monthly Passes.

The discount on the Monthly Pass for all customers paying a discounted fare will increase to 70%, establishing one discounted price of \$27.00.

For details on specific pricing assumed in the Fare Equity Analysis, see Table 8 in Section 6.2.

### 6.1.3 Fare Capping

- Introduction of daily (service day) and monthly (calendar) fare capping for customers using MyRide stored value with MyRide Barcode in the MyRide App or a new MyRide Smart Card

RTD's new MyRide fare collection system enables RTD to introduce fare capping, which offers customers the best fare based on their trip-making behavior. Unlike Monthly Passes, customers do not need to purchase a Monthly Pass upfront. With fare capping, customers can pay as they go and have their fares capped on a daily or monthly basis such that they do not exceed the price of a comparable Day Pass or Monthly Pass. This removes financial barriers for customers who may not be able to pay for a Monthly Pass upfront and also increases convenience for customers by providing them the best fare without needing to determine whether to purchase a pass upfront. Customers using stored value with MyRide Barcode in the MyRide App or a new MyRide Smart Card will be able to take advantage of fare capping.

All fares paid with MyRide stored value will apply towards the daily and monthly fare caps. For full fare customers traveling to/from Denver International Airport, Airport fares and upgrades may apply until the customer pays the equivalent of the price of the Airport Day Pass or Monthly Pass.

While under the proposed fare structure, all Monthly Pass customers will be able to travel to/from Denver International Airport without paying an Airport upgrade, full fare customers using fare capping will be paying on a trip-by-trip basis towards the daily and monthly fare caps. These customers will pay the Airport fare or upgrade until they reach the Airport daily fare cap or monthly fare cap.

#### 6.1.4 Fare Pricing

- Lowered Local and Airport fares
- Lowered Monthly Pass multiple to reflect hybrid work schedules and provide greater affordability for transit-reliant customers
- Eliminated the discount on 10-Ride Ticket Books for full fare customers, seniors, individuals with disabilities and Medicare recipients

The Airport fare will remain, but the fare will be lowered from \$10.50 to \$10.00 for a full fare 3-Hour Pass/Day Pass. The Local fare will also be lowered from \$3.00 to \$2.75 for a full fare 3-Hour Pass and from \$6.00 to \$5.50 for a full fare Day Pass. Lower full fare Local fares will result in lower fares for customers paying discounted fares.

The discount on 10-Ride Ticket Books will be eliminated for full fare customers, seniors, individuals with disabilities and Medicare recipients. LiVE and youth 10-Ride Ticket Books do not currently include a discount. 10-Ride Ticket Books will be priced at 10 times the price of the applicable 3-Hour Pass. More information about the availability of 10-Ride Ticket Books is presented in Section 6.2.

RTD will decrease the full fare Monthly Pass multiple from 38 to 32 times the price of the full fare 3-Hour Pass, resulting in an \$88 Monthly Pass and monthly fare cap for full fare customers. One Monthly Pass price will be established for customers paying discounted fares. This Monthly Pass will be discounted approximately 70%, equating to a Monthly Pass multiple of 31.8 for youth, and a Monthly Pass multiple of 20.0 for seniors, individuals with disabilities, Medicare recipients and LiVE customers.

For details on specific pricing assumed in the Fare Equity Analysis, see Table 8 in Section 6.2.

While paratransit fare changes are not analyzed in this Fare Equity Analysis, RTD will be changing its Access-a-Ride fares. The Local Access-a-Ride fare will change from \$5.00 to \$4.50, and the Airport Access-a-Ride fare will change from \$20.00 to \$19.00. The Regional Access-a-Ride will be discontinued. Customers can pay their Access-a-Ride fare in cash on-vehicle or with a mobile ticket. Local paper 6-Ride Ticket Books will continue to be available and

priced at six times the Local Access-a-Ride fare. As part of the proposed fare changes, RTD will also allow eligible customers to apply a 50% LiVE discount to Access-a-Ride fares.

### 6.1.5 LiVE Eligibility, Fare Products and Discounts

- Expanded LiVE eligibility requirements to encourage LiVE participation
- Introduction of a LiVE paper and mobile Monthly Passes and MyRide monthly fare capping
- Increased discounts for customers using LiVE fares
- Travel anywhere in the service area for a single price fare level (no Regional and Airport fare)

The proposed fare changes include expanding access to the LiVE low-income fare program. The income eligibility threshold will increase from 185% to 250% of the federal poverty level, and customers applying to the LiVE Program will no longer need an address within RTD's service district, which will require a change to the Colorado state PEAK system used for eligibility verification.

RTD will introduce LiVE paper and mobile Monthly Passes as well as monthly fare capping for LiVE customers using MyRide Barcode in the MyRide App or new MyRide Smart Card. Introduction of the new LiVE Monthly Pass will improve access to LiVE fares. The Monthly Passes and monthly fare capping will also increase the affordability of transit for LiVE customers by capping the amount spent on transit for these customers on a calendar month basis.

As noted above in Section 6.1.2, the discount for LiVE customers will increase to 50% on 3-Hour Pass and Day Pass and 70% on Monthly Passes, aligning them with seniors, individuals with disabilities and Medicare recipients. The price of 3-Hour and Day Pass for LiVE customers will align with those for seniors, individuals with disabilities and Medicare recipients. There would be no change to how LiVE customers would purchase 3-Hour Passes and Day Passes. RTD continues to increase opportunities for LiVE customers to access fare products. As discussed earlier, RTD is planning on introducing a paper and mobile LiVE Monthly Pass. RTD is also exploring expanded opportunities to purchase fares using cash at retail locations. At a future point in time, if the provision of LiVE Monthly Passes and expanded retail opportunities to facilitate cash purchases is still determined to be insufficient to meet the needs of LiVE customers, RTD may consider other cash payment opportunities. Section 6.1.8 provides additional detail on expanded retail opportunities, and Table 9 in Section 6.3 identifies the current and proposed fare distribution by fare payment type and rider category.

Also as noted above in Section 6.1.1, the Regional fare will be removed and the remaining Airport fare will not apply for LiVE customers under the new fare structure.

Also, while paratransit fare changes are not analyzed in this Fare Equity Analysis, RTD will allow customers to apply a 50% LiVE discount to Access-a-Ride fares.

### 6.1.6 Other Programs

- Establishment of a Transit Assistance Grant Program to assist organizations that serve individuals with immediate transit needs
- Introduction of a discount for bulk purchases through a Bulk Purchase Program
- Introduction of a Semester Pass Program to provide an opt-in pass alternative to the CollegePass program for smaller colleges and community colleges

### **Transit Assistance Grant Program**

RTD proposes to introduce a Transit Assistance Grant Program to help organizations serving clients with immediate transit needs. RTD will initially distribute up to \$1 million of full fare paper 10-Ride Ticket Books per calendar year at no cost to grant recipients. The grant recipients must distribute the tickets to their clients or constituents for free. RTD will release one annual call for grant proposals and a grant program selection panel, consisting of internal RTD staff and external stakeholders, will determine grant recipients based on clear and transparent evaluation criteria, such as an organization's IRS Tax Exempt Letter and whether they serve populations with immediate transit needs. The RTD in consultation with the grant program selection panel will determine evaluation criteria, the scope of reporting requirements and participant responsibilities. RTD is budgeting internal funding for the Transit Assistance Grant Program; however, in the future, RTD may seek supplemental funding from external partners.

### **Bulk Purchase Program**

The proposed Bulk Purchase Program will introduce a 10% discount on bulk purchases with an invoice amount of \$1,500 or more. RTD currently allows organizations and employers to purchase fare products in bulk, but does not provide a discount on bulk purchases. Contracts are currently required for recurring bulk paper purchases or any mobile bulk purchases. Customers will be able to purchase all fare products available to the public through the Bulk Purchase Program except stored value, and current contract rules are likely to remain. The discount does not apply to EcoPass, Neighborhood EcoPass or CollegePass contracts. If the ability to purchase stored value for individuals in bulk becomes available in the future, the bulk discount would not apply to stored value loads.

While any individual or organization can purchase fare products through the Bulk Purchase Program, RTD will manage payments differently based on organization and sale type. For nonprofit and community based organizations, online orders, and one-time orders, customers will prepay. Customers with unused paper fare products are not eligible for refunds, but nonprofit and community based organizations may be eligible to exchange expired, unused paper 10-Ride Ticket Books. Customers purchasing bulk mobile passes will pay for the passes that are activated and used, with the discount calculated once utilization is determined and if the invoice amount is \$1,500 or more.

While employers or organizations purchasing fare products via the Bulk Purchase Program may pass on the cost of the pass to employees or clients, the amount collected cannot exceed the amount paid for the pass.

### **Semester Pass**

In response to community feedback about alternatives to CollegePass, RTD proposes to establish a Semester Pass Program for post-secondary educational institutions, targeted towards smaller colleges and community colleges. The program will be open to post-secondary educational institutions not enrolled in CollegePass. Participating institutions will offer the Semester Pass to enrolled part-time or full-time students, and institutions can pass through the entire cost of the pass or subsidize all or part of the cost for students. Students purchasing a Semester Pass will be able purchase the pass on an opt-in basis from the participating institution. Participating institutions that subsidize the Semester Pass may also opt to subsidize the pass for all or a subset of students.

The Semester Pass will be valid for a term duration set by the institution. The pricing will total approximately 80% of a full fare Monthly Pass per month of the valid term. Students will be able to use the Semester Pass on all fixed-route and FlexRide services, including travel to/from Denver International Airport.

Students eligible for LIVE fares, students with disabilities or youth may opt not to participate in the Semester Pass program, as discounted fares will provide lower fare prices.

RTD will collect the fare revenue from the participating institution based on the passes issued. The institutions will be responsible for collecting fees and distributing the passes to their students.

### 6.1.7 Pass Program

- Simplified EcoPass, Neighborhood EcoPass, and CollegePass programs

#### **Business EcoPass**

RTD's Business EcoPass is an employer-sponsored pass that provides eligible employees at participating employers unlimited rides on fixed-route and FlexRide services. The program is based on a calendar year and is an all-in, insurance-based model, which means employers must purchase passes for every eligible employee. Employers can decide to completely subsidize the price of the pass, or pass all or part of the costs on to the employee, who can pay for it with pre-tax dollars. Business EcoPass pricing is based on three factors: number of employees, a business's location in the RTD service area (referred to as Service Level Areas (SLAs)) and actual ridership two years in arrears (referred to as utilization-based pricing). For large employers with over 3,000 employees, employer-specific ridership data is used for pricing. For new large employers, SLA pricing is used until employer specific ridership data is available for contract pricing. RTD manages the program via annual contracts with employers. Independent of the policy changes proposed in the Fare Study, RTD will eliminate photos on Business EcoPass MyRide Smart Cards.

There are several proposed changes to the Business EcoPass program.

- RTD will introduce fixed pricing for 2-year intervals starting in 2024 and 2025. Currently, pricing is updated annually. Pricing in 2-year intervals will apply to employers subject to SLA pricing, and large employers.
- RTD will consolidate SLA A (suburban) and SLA B (major transit centers), and consolidate all employer size categories (currently four) to a single size category. This will reduce the total number of pricing zones across the region from 16 to three.
- The contract minimums will be reduced from \$1,368/year for SLAs A and B, and \$2,400/year for SLAs C and D to a single contract minimum of \$950/year for all SLAs. This is equal to the purchase of 12 Monthly Passes at the Bulk Purchase Program price.
- All trips taken by Business EcoPass participants will be priced at the full fare, Local fare rate, and the Airport fare will not be applied when determining utilization pricing. Currently, the Business EcoPass pricing applies the applicable fare level (Local, Regional, Airport) for each trip taken when determining utilization pricing. As the Local Monthly Pass will now be valid for all travel, including to/from Denver International Airport, without an Airport upgrade, the Business EcoPass will also entitle the passholder to travel to/from Denver International Airport.
- Participants will have the option to use the MyRide App rather than a MyRide Smart Card. Historically, employees participating in EcoPass received a MyRide smart card with their name and photo on it.

Although fare capping will be available to the general public, fare capping will not apply to Business EcoPass utilization pricing. Similarly, RTD will not provision entitlements onto eligible Business EcoPass participants'



accounts, so discounted fares will not be factored into utilization pricing. Further, the discount offered through the Bulk Purchase Program will not apply to Business EcoPass contracts.

### Neighborhood EcoPass

Neighborhood EcoPass (NECO) is a pass program providing residents of enrolled neighborhoods, apartment buildings and/or homeowner associations unlimited rides on fixed-route and FlexRide services. The NECO program operates in a similar way to Business EcoPass and is based on an all-in, insurance-based model, which means neighborhoods must purchase passes for all household residents, but pricing is slightly different. For new NECO contracts, pricing is initially based on a fixed price per household. Once neighborhood specific data is available, pricing is based on utilization ridership data for the neighborhood. Unlike Business EcoPass, RTD incorporated fare discounts for youth, seniors and individuals with disabilities in determining NECO pricing. While historically NECO participants have been provided with a NECO MyRide smart card with their photo on it, policy changes independent of the Fare Study will mean that future NECO MyRide Smart Cards will not have photos.

There are several proposed changes to the NECO program.

- Similar to Business EcoPass, all trips taken by NECO participants will be priced at the full fare, Local fare rate, and the Airport fare will not be applied when determining utilization pricing. Further, no fare discounts will be applied for youth, seniors and individuals with disabilities for contract pricing.
- RTD will make permanent the temporary reduction of the NECO contract minimum from \$7,000 to \$4,000. Prior to COVID, the contract minimum for a neighborhood was \$7,000. During COVID, due to decreases in transit ridership, the contract minimum was temporarily reduced to \$4,000.
- RTD will reduce new neighborhood pricing from \$175 per household per year to \$125 per household.
- Participants will have the option to use the MyRide App rather than a MyRide Smart Card. Historically, residents participating in NECO received a MyRide smart card with their name and photo on it.
- Since utilization pricing will not take into account fare discounts for youth, seniors and individuals with disabilities, NECO neighborhood coordinators will not need to provide information on whether a participant would qualify for a fare discount, simplifying their roles and responsibilities. Further, RTD will not add entitlements onto eligible NECO participants' accounts.

In alignment with Business EcoPass, fare capping will not apply to NECO pricing.

### CollegePass

CollegePass is a pass program offered to post-secondary educational institutions. Students enrolled in CollegePass can take unlimited rides on fixed-route and FlexRide services. RTD maintains annual contracts with colleges and universities based on the all-in, insurance-based model with institution-specific utilization pricing. As an all-in program, institutions are required to enroll all eligible students into CollegePass. CollegePass is not an opt-in pass program for students (see proposed Semester Pass for opt-in program for post-secondary educational institutions). For new CollegePass contracts, pricing is initially based on a fixed price per student until institution-specific ridership data is available for contract pricing. Colleges and universities can decide to completely subsidize the price of the pass, or pass all or part of the costs to students. While historically CollegePass students have been provided with a MyRide smart card with their photo on it, policy changes independent of the Fare Study will mean that future CollegePass MyRide Smart Cards will not have photos.

There are several proposed changes to the CollegePass program.

- Similar to EcoPass, all trips taken by CollegePass participants will be priced at the full fare, Local fare rate, and the Airport fare will not be applied when determining utilization pricing. In alignment with Business EcoPass and NECO, RTD will not count discounted fares toward utilization pricing for CollegePass.
- RTD will reduce the pricing for new colleges/universities from approximately \$26 per student per month to \$15 per student per month.
- Contract minimums for participating colleges will decrease from \$15,600 per academic year to \$9,000 per academic year.
- Students will have the option to use the MyRide App rather than a MyRide Smart Card. Historically, students participating in CollegePass received a MyRide smart card with their name and photo on it.

In alignment with Business EcoPass and NECO, fare capping will not apply to CollegePass pricing.

### 6.1.8 Additional Fare Guidance

The Systemwide Fare Study and Equity Analysis identified additional fare changes and/or pilots. These changes/pilots are not evaluated in this Fare Equity Analysis.

#### Zero Fare for Youth Pilot Program

RTD is intending to proceed with a Zero Fare for Youth Pilot Program for a period of up to 12-months beginning September 1, 2023. The proposed Zero Fare for Youth Pilot Program is not included in this Fare Equity Analysis or in the Average Fare Analysis, but should the pilot be made permanent or extend beyond 6-months without a waiver from FTA, a Title VI Fare Equity Analysis would be required. The duration of the pilot would be 12-months with a start date of September 1, 2023. All youth ages 19 and younger, regardless of residency, would be eligible for participation in the pilot. Proof of eligibility that would be required to ride free is to be determined. The pilot would likely be supported by internal RTD funds with potentially some additional support from external funding partners. A permanent Zero Fare for Youth Program would be contingent upon the availability of sustainable, external funding. At the conclusion of the pilot, if it was not made permanent, youth fares would revert to a 70% discount on the full fare 3-Hour, Day and Monthly Passes, as noted in Section 6.1.2.

Because the Zero Fare for Youth Program is intended as a pilot with no established schedule for either implementation or termination, this Fare Equity Analysis and Average Fare Analysis assumes that the fare pricing for youth ages 19 and younger would remain at a 70% discount of the full fare before and after the pilot. For details on specific pricing assumed in the Fare Equity Analysis, see Table 8 in Section 6.2.

#### LiVE Access Expansion

During customer, community and stakeholder outreach, RTD received feedback for the need to increase awareness of the LiVE Program and work with community partners to better market and expand access to the LiVE Program. RTD plans to develop a comprehensive outreach and engagement action plan. RTD also plans to explore expanding means testing beyond the current State of Colorado's PEAK system, which is used to determine eligibility for federal and state assistance programs such as the Supplemental Nutrition Assistance Program (SNAP) and Colorado's Medicaid program. Expanding means testing beyond the PEAK system and changes to eligibility

criteria not listed above in Section 6.1.5 are not included in this Fare Equity Analysis or in the Average Fare Analysis, but should the criteria for eligibility change, a Title VI Fare Equity Analysis would be required.

**Expanded MyRide Retail Opportunities**

The ability for customers to load cash into their MyRide accounts is critical for promoting equitable access and adoption of the electronic MyRide fares. At the time of preparation of this report, cash customers can only load value to their MyRide account at the four RTD Sales Outlets that are currently open in the region. Expansion of MyRide retail opportunities beyond the four RTD Sales Outlets will improve access for unbanked and underbanked customers to load cash to their accounts. While RTD plans to expand MyRide retail opportunities, RTD is still in the process of procuring retail expansion opportunities and as such it is not included in this Fare Equity Analysis. The introduction of a substantially expanded set of retail opportunities would require a future Title VI review.

**6.2 Pricing, Payment and Media Changes**

Table 8 summarizes the proposed fare pricing changes by fare payment type. Several fare changes aim to simplify RTD’s fare structure and introduce more equitable and affordable fares for RTD customers.

Proposed fare media and product changes include introduction of fare capping, elimination of all Regional fare products and acceptance of Local fare products on Regional services, elimination of mobile 10-Ride Ticket Books and introduction of a LiVE Monthly Pass and fare cap.

- RTD will introduce daily (service day) and monthly (calendar) fare capping for customers using MyRide stored value with MyRide Barcode in the MyRide App or a new MyRide Smart Card, as noted in Section 6.1.3
- RTD will eliminate mobile 10-Ride Ticket Books since discounts will no longer be provided on 10-Ride Ticket Books as noted in Section 6.1.4 and customers will be able to purchase multiple mobile 3-Hour Passes in the MyRide App in one transaction. Customers will continue to be able to purchase paper 10-Ride Ticket Books via the RTD Online Store, RTD and Third Party Sales Outlets and the Bulk Purchase Program. RTD will also distribute paper 10-Ride Ticket Books through the proposed Transit Assistance Grant Program discussed in Section 6.1.6.
- RTD will introduce a LiVE Monthly Pass and fare cap, which will align with the other discounted fare Monthly Pass/cap, as noted in Section 6.1.5.

The fare payment types that are highlighted in light teal are newly available fare payment types (e.g., daily and monthly fare capping), while the fare payment types that are highlighted in light gray are discontinued fare payment types (e.g., mobile 10-Ride Ticket Books).

**Table 8: Proposed Changes to Fare Pricing and Payment Type Availability**

Current Fare Payment Type	Current Price	Proposed Fare Payment Type	Proposed Price
<b>Full Fare</b>			
<b>Local</b>			
<b>3-Hour Pass</b>	\$3.00	<b>3-Hour Pass</b>	\$2.75
<b>Paper 10-Ride Ticket Book</b>	\$28.00	<b>Paper 10-Ride Ticket Book</b>	\$27.50
<b>Mobile 10-Ride Ticket Book</b>		<b>Mobile 10-Ride Ticket Book</b>	Discontinued
<b>Day Pass (service day)</b>	\$6.00	<b>Day Pass (service day)</b>	\$5.50

Current Fare Payment Type	Current Price	Proposed Fare Payment Type	Proposed Price
		Daily Fare Capping (service day)	\$5.50
Monthly Pass (calendar)	\$114.00	Monthly Pass (calendar)	\$88.00
		Monthly Fare Capping (calendar)	\$88.00
<b>Regional (Eliminated with Proposed Fare Change, Local Fare Rates Apply)</b>			
3-Hour Pass	\$5.25	3-Hour Pass	\$2.75
Paper 10-Ride Ticket Book	\$50.50	Paper 10-Ride Ticket Book	\$27.50
Mobile 10-Ride Ticket Book		Mobile 10-Ride Ticket Book	Discontinued
Day Pass (service day)	\$10.50	Day Pass (service day)	\$5.50
		Daily Fare Capping (service day)	\$5.50
Monthly Pass (calendar)	\$200.00	Monthly Pass (calendar)	\$88.00
		Monthly Fare Capping (calendar)	\$88.00
<b>Airport</b>			
3-Hour Pass/Airport Day Pass	\$10.50	3-Hour Pass/Day Pass	\$10.00
Day Pass (service day)	\$10.50	Day Pass (service day)	\$10.00
		Daily Fare Capping (service day)	\$10.00
Monthly Pass (calendar)	\$200.00	Monthly Pass (calendar)	\$88.00
		Monthly Fare Capping (calendar)	\$88.00
<b>Seniors and Individuals with Disabilities</b>			
<b>Local</b>			
3-Hour Pass	\$1.50	3-Hour Pass	\$1.35
Paper 10-Ride Ticket Book	\$14.00	Paper 10-Ride Ticket Book	\$13.50
Mobile 10-Ride Ticket Book		Mobile 10-Ride Ticket Book	Discontinued
Day Pass (service day)	\$3.00	Day Pass (service day)	\$2.70
		Daily Fare Capping (service day)	\$2.70
Monthly Pass (calendar)	\$57.00	Monthly Pass (calendar)	\$27.00
		Monthly Fare Capping (calendar)	\$27.00
<b>Regional (Eliminated with Proposed Fare Change, Local Fare Rates Apply)</b>			
3-Hour Pass	\$2.60	3-Hour Pass	\$1.35
Paper 10-Ride Ticket Book	\$25.25	Paper 10-Ride Ticket Book	\$13.50
Mobile 10-Ride Ticket Book		Mobile 10-Ride Ticket Book	Discontinued
Day Pass (service day)	\$5.25	Day Pass (service day)	\$2.70
		Daily Fare Capping (service day)	\$2.70
Monthly Pass (calendar)	\$99.00	Monthly Pass (calendar)	\$27.00
		Monthly Fare Capping (calendar)	\$27.00
<b>Airport</b>			
3-Hour Pass	\$5.25	3-Hour Pass/Day Pass (service day)	\$1.35
Day Pass (service day)	\$5.25	Day Pass (service day)	\$2.70
		Daily Fare Capping (service day)	\$2.70

Current Fare Payment Type	Current Price	Proposed Fare Payment Type	Proposed Price
Monthly Pass (calendar)	\$99.00	Monthly Pass (calendar)	\$27.00
		Monthly Fare Capping (calendar)	\$27.00
<b>Youth</b>			
<b>Local</b>			
3-Hour Pass	\$0.90	3-Hour Pass	\$0.85
Paper 10-Ride Ticket Book	\$9.00	Paper 10-Ride Ticket Book	\$8.50
Mobile 10-Ride Ticket Book		Mobile 10-Ride Ticket Book	Discontinued
Day Pass (service day)	\$1.80	Day Pass (service day)	\$1.70
		Daily Fare Capping (service day)	\$1.70
Monthly Pass (calendar)	\$34.20	Monthly Pass (calendar)	\$27.00
		Monthly Fare Capping (calendar)	\$27.00
<b>Regional (Eliminated with Proposed Fare Change, Local Fare Rates Apply)</b>			
3-Hour Pass	\$1.60	3-Hour Pass	\$0.85
Paper 10-Ride Ticket Book	\$16.00	Paper 10-Ride Ticket Book	\$8.50
Mobile 10-Ride Ticket Book		Mobile 10-Ride Ticket Book	Discontinued
Day Pass (service day)	\$3.20	Day Pass (service day)	\$1.70
		Daily Fare Capping (service day)	\$1.70
Monthly Pass (calendar)	\$60.00	Monthly Pass (calendar)	\$27.00
		Monthly Fare Capping (calendar)	\$27.00
<b>Airport</b>			
3-Hour Pass	\$3.20	3-Hour Pass/Day Pass	\$0.85
Day Pass (service day)	\$3.20	Day Pass (service day)	\$1.70
		Daily Fare Capping (service day)	\$1.70
Monthly Pass (calendar)	\$60.00	Monthly Pass (calendar)	\$27.00
		Monthly Fare Capping (calendar)	\$27.00
<b>LiVE (Low-Income Fare Program)</b>			
<b>Local</b>			
3-Hour Pass	\$1.80	3-Hour Pass	\$1.35
Paper 10-Ride Ticket Book	\$18.00	Paper 10-Ride Ticket Book	\$13.50
Mobile 10-Ride Ticket Book		Mobile 10-Ride Ticket Book	Discontinued
Day Pass (service day)	\$3.60	Day Pass (service day)	\$2.70
		Daily Fare Capping (service day)	\$2.70
Monthly Pass (calendar)	Not available	Monthly Pass (calendar)	\$27.00
		Monthly Fare Capping (calendar)	\$27.00
<b>Regional (Eliminated with Proposed Fare Change, Local Fare Rates Apply)</b>			
3-Hour Pass	\$3.15	3-Hour Pass	\$1.35
Paper 10-Ride Ticket Book	\$31.50	Paper 10-Ride Ticket Book	\$13.50

Current Fare Payment Type	Current Price	Proposed Fare Payment Type	Proposed Price
<b>Mobile 10-Ride Ticket Book</b>		<b>Mobile 10-Ride Ticket Book</b>	Discontinued
<b>Day Pass (service day)</b>	\$6.30	<b>Day Pass (service day)</b>	\$2.70
		<b>Daily Fare Capping (service day)</b>	\$2.70
<b>Monthly Pass (calendar)</b>	Not available	<b>Monthly Pass (calendar)</b>	\$27.00
		<b>Monthly Fare Capping (calendar)</b>	\$27.00
<b>Airport</b>			
<b>3-Hour Pass</b>	\$6.30	<b>3-Hour Pass/Day Pass</b>	\$1.35
<b>Day Pass (service day)</b>	\$6.30	<b>Day Pass (service day)</b>	\$2.70
		<b>Daily Fare Capping (service day)</b>	\$2.70
<b>Monthly Pass (calendar)</b>	Not available	<b>Monthly Pass (calendar)</b>	\$27.00
		<b>Monthly Fare Capping (calendar)</b>	\$27.00

### 6.3 Media Distribution and Sales Outlets Changes

The proposed fare changes impact the fare payment types available through different sales channels.

Customers can currently purchase 10-Ride Ticket Books, Monthly Passes and Access-a-Ride Ticket Books at four RTD Sales Outlets: Civic Center Station, Union Station Bus Concourse, Downtown Boulder Station and Denver Airport Station. A fifth location is temporarily closed (Boulder Junction at Depot Square Station). Third Party Sales Outlets, which currently include King Soopers and Safeway stores, provide approximately 130 locations across the metro area for customers to purchase 10-Ride Ticket Books, Monthly Passes and Access-a-Ride Ticket Books.

Customers can purchase paper 10-Ride Ticket Books, paper Monthly Passes and Access-a-Ride Ticket Books via the RTD Online Store, and RTD sends the purchased fare products in the mail free of charge. These fare payment types will remain available at the RTD Online Store but the Regional versions of these fare products will be discontinued. Customers can currently purchase physical MyRide cards online through their MyRide account and will receive them in the mail free of charge. Customers will continue to have a way to order new MyRide cards online and receive them in the mail, via the RTD Online Store.

Customers can purchase mobile tickets and passes in the MyRide App or via the MyRide Website and use them in their MyRide App. Similarly, customers can manage their MyRide account and load value to their account in the MyRide App or via the MyRide Website. Cash as well as credit and debit card customers can load value to their MyRide accounts at RTD Sales Outlets. Customers who want to purchase tickets using stored value must convert the value loaded into their MyRide accounts to mobile tickets in the MyRide App or via the MyRide Website. With the launch of the new MyRide fare collection system, in addition to using the MyRide App, MyRide Smart Card customers can load value to their MyRide accounts and manage their accounts similar to MyRide App customers, although MyRide Smart Card customers cannot purchase mobile tickets to use with their MyRide Smart Card.

Customers are no longer able to obtain or reload the new MyRide Smart Cards at select Safeway and King Soopers stores, as they could previously. Customers will continue to be able to obtain and reload MyRide Smart Cards at RTD Sales Outlets. In the future, RTD plans to expand MyRide retail opportunities for the new MyRide fare

collection system. This expansion of retail opportunities, which is still being procured, is not included in this Fare Equity Analysis. Expanded retail opportunities for customers would require a future Title VI review.

Table 9 summarizes the proposed fare distribution changes for fare payment types available to the general public. All paper and mobile retail fare payment types will be available for purchase via the Bulk Purchase Program. RTD will distribute paper full fare 10-Ride Ticket Books via the Transit Assistance Grant Program.

**Table 9: Proposed Changes to Fare Distribution**

Fare Payment Type	Current	Proposed
<b>Full Fare</b>		
<b>3-Hour Pass</b>		
Cash Onboard	✓	✓
TVM	✓	✓
Mobile Ticket (MyRide App and MyRide Website)	✓	✓
MyRide Barcode (MyRide App)	Not available	✓
MyRide Smart Card	✓	✓
<b>10-Ride Ticket Books</b>		
RTD Sales Outlets	✓	✓
Third Party Sales Outlets	✓	✓
Mobile Ticket (MyRide App and MyRide Website)	✓	No longer available
RTD Online Store	✓	✓
<b>Day Pass*</b>		
Cash Onboard	✓	✓
TVM	✓	✓
Mobile Ticket (MyRide App and MyRide Website)	✓	✓
<b>Monthly Pass*</b>		
RTD Sales Outlets	✓	✓
Third Party Sales Outlets	✓	✓
Mobile Ticket (MyRide App and MyRide Website)	✓	✓
RTD Online Store	✓	✓
<b>MyRide Account Reload</b>		
MyRide App	Mobile Tickets only	✓
MyRide Website	✓	✓
RTD Sales Outlets	✓	✓
Third Party Sales Outlets	MyRide Smart Card only	No longer available
<b>* MyRide Daily and Monthly Fare Capping</b>		
MyRide Stored Value with Daily and Monthly Fare Capping	Not available	✓
<b>Seniors, Individuals with Disabilities and Youth</b>		
<b>3-Hour Pass</b>		
Cash Onboard	✓	✓
TVM	✓	✓
Mobile Ticket (MyRide App and MyRide Website)	✓	✓
MyRide Barcode (MyRide App)	Not available	✓
MyRide Smart Card	✓	✓
<b>10-Ride Ticket Books</b>		
RTD Sales Outlets	✓	✓
Third Party Sales Outlets	✓	✓
Mobile Ticket (MyRide App and MyRide Website)	✓	No longer available
RTD Online Store	✓	✓
<b>Day Pass*</b>		
Cash Onboard	✓	✓

Fare Payment Type	Current	Proposed
TVM Mobile Ticket (MyRide App and MyRide Website)	✓ ✓	✓ ✓
<b>Monthly Pass*</b>		
RTD Sales Outlets	✓	✓
Third Party Sales Outlets	✓	✓
Mobile Ticket (MyRide App and MyRide Website)	✓	✓
RTD Online Store	✓	✓
<b>MyRide Account Reload</b>		
MyRide App	Mobile Tickets Only	✓
MyRide Website	✓	✓
RTD Sales Outlets	✓	✓
Third Party Sales Outlets	MyRide Smart Card only	No longer available
<b>* MyRide Daily and Monthly Fare Capping</b>		
MyRide Stored Value with Daily and Monthly Fare Capping	Not available	✓
<b>LiVE (Low-Income Fare Program)</b>		
<b>3-Hour Pass</b>		
Cash Onboard	Not available	Not available
TVM	Not available	Not available
Mobile Ticket (MyRide App and MyRide Website)	✓	✓
MyRide Barcode (MyRide App)	Not available	✓
MyRide Smart Card	✓	✓
<b>10-Ride Ticket Books</b>		
RTD Sales Outlets	✓	✓
Third Party Sales Outlets	✓	✓
Mobile Ticket (MyRide App and MyRide Website)	✓	No longer available
RTD Online Store	✓	✓
<b>Day Pass*</b>		
Cash Onboard	Not available	Not available
TVM	Not available	Not available
Mobile Ticket (MyRide App and MyRide Website)	✓	✓
<b>Monthly Pass*</b>		
RTD Sales Outlets	Not available	✓
Third Party Sales Outlets	Not available	✓
Mobile Ticket (MyRide App and MyRide Website)	Not available	✓
RTD Online Store	Not available	✓
<b>MyRide Account Reload</b>		
MyRide App	Mobile Tickets Only	✓
MyRide Website	✓	✓
RTD Sales Outlets	✓	✓
Third Party Sales Outlets	MyRide Smart Card only	No longer available
<b>* MyRide Daily and Monthly Fare Capping</b>		
MyRide Stored Value with Daily and Monthly Fare Capping	Not available	✓

Abbreviation: TVM = Ticket Vending Machine

## 6.4 Electronic Fare Media Policy Changes

Table 10 presents the proposed changes to RTD’s electronic fare media policies.



**Table 10: Proposed Changes to Electronic Fare Media Policies**

Policy	Current	Proposed
<b>RTD MyRide App (formerly RTD Mobile Tickets App)</b>		
<b>App Cost</b>	<ul style="list-style-type: none"> <li>No cost for MyRide App</li> <li>Available from the Google Play and Apple App Store</li> <li>Data charges may apply</li> </ul>	<ul style="list-style-type: none"> <li>No change</li> </ul>
<b>Account Registration</b>	<ul style="list-style-type: none"> <li>Account registration not required</li> <li>For those registering an account, an email address and password is required</li> <li>No entitlements on the account are required to purchase discounted mobile tickets for seniors, individuals with disabilities, Medicare recipients, LiVE customers and youth</li> </ul>	<ul style="list-style-type: none"> <li>Account registration not required to purchase mobile tickets. Account registration is required to create and use a MyRide Barcode and to use the MyRide App or MyRide Website to load stored value, register smart cards to the account, and add entitlements</li> <li>No change for entitlements to purchase discounted mobile tickets for seniors, individuals with disabilities, Medicare recipients, LiVE customers and youth (i.e., no entitlement on the account required)</li> <li>An entitlement on the MyRide account will be required to pay discounted fares with stored value using the MyRide Barcode in the MyRide App                             <ul style="list-style-type: none"> <li>Customers eligible to use senior or youth discounted fares will be able to add an entitlement to their MyRide Barcode. Youth entitlements will be valid through the last day of the month of their 20th birthday, and senior entitlements are valid for approximately 50 years</li> <li>Individuals with disabilities and LiVE customers will need to enter the number printed on their RTD-issued Special Discount Card or LiVE Eligibility Card. The system will provision a discount entitlement that expires on the expiration date of the card</li> </ul> </li> </ul>
<b>Passes Available</b>	<ul style="list-style-type: none"> <li>Mobile ticket types available: 3-Hour Pass, 10-Ride Ticket Books, Day Pass, Monthly Pass</li> <li>Discounted passes for seniors, individuals with disabilities, Medicare recipients, LiVE customers and youth available (although no LiVE Monthly Pass)</li> </ul>	<ul style="list-style-type: none"> <li>Mobile ticket types available: 3-Hour Pass, Day Pass, Monthly Pass</li> <li>LiVE Monthly Pass will be introduced; no change to the availability of other discounted passes</li> <li>Mobile 10-Ride Ticket Books will no longer available; customers will be able to purchase multiple 3-Hour Passes</li> </ul>
<b>Mobile Ticket Purchases</b>	<ul style="list-style-type: none"> <li>Customers can purchase mobile tickets in the MyRide App and via the MyRide Website</li> <li>There is no minimum purchase requirement</li> </ul>	<ul style="list-style-type: none"> <li>No change to the methods to purchase mobile tickets</li> <li>No change to minimum purchase requirements</li> </ul>

Policy	Current	Proposed
	<ul style="list-style-type: none"> <li>Customers can purchase multiple mobile tickets in one transaction</li> </ul>	<ul style="list-style-type: none"> <li>No change to the ability to purchase multiple mobile tickets in one transaction</li> </ul>
<b>Multiple Rider Fares</b>	<ul style="list-style-type: none"> <li>Multiple tickets can be presented on a single smartphone in the MyRide App. A customer can purchase up to 10 mobile tickets per ticket type in a single purchase</li> </ul>	<ul style="list-style-type: none"> <li>Multiple customers can travel together using the same MyRide account through the MyRide App. There are several options:                             <ul style="list-style-type: none"> <li>The account holder can purchase multiple mobile tickets and activate and present them on the same smartphone.</li> <li>The account holder can use the MyRide Barcode, and purchase mobile tickets for the other customers to activate and present on the account holder’s smartphone.</li> <li>The account holder can use the MyRide Barcode, while other customers can use smart cards that are registered to the same account. In this case, customers can travel together or separately.</li> </ul> </li> </ul>
<b>Stored Value Load</b>	<ul style="list-style-type: none"> <li>Customers can load value through the MyRide App, MyRide Website and RTD Sales Outlets</li> <li>Stored value can then be used to purchase mobile tickets in the MyRide App and via the MyRide Website</li> <li>Minimum stored value load is the amount of the lowest fare, currently \$0.90</li> </ul>	<ul style="list-style-type: none"> <li>No change to the methods to load stored value</li> <li>Customers will continue to have the option to use their stored value to purchase mobile tickets. However, customers will also be able to use the stored value via the MyRide Barcode to pay the fare directly and benefit from fare capping rather than using the stored value to purchase mobile tickets</li> <li>Minimum stored value load will be the amount of the lowest fare, \$0.85 or \$1.35. When available, RTD may implement a higher minimum amount for stored value loads through the MyRide App or MyRide website.</li> <li>Long-term, customers will be able to load value via expanded retail opportunities to be determined. The evaluation of the expanded retail opportunity is not included in this Fare Equity Analysis. Any introduction of expanded retail opportunities would require a future Title VI review</li> </ul>
<b>Fare Capping</b>	<ul style="list-style-type: none"> <li>Not available</li> </ul>	<ul style="list-style-type: none"> <li>Fares for customers using MyRide Barcode in the MyRide App will be capped on a daily (service day) and monthly (calendar) basis</li> </ul>
<b>Balance Protection</b>	<ul style="list-style-type: none"> <li>Available to customers with registered accounts</li> </ul>	<ul style="list-style-type: none"> <li>No change</li> </ul>
<b>Autoload</b>	<ul style="list-style-type: none"> <li>Not available</li> </ul>	<ul style="list-style-type: none"> <li>Autoload functionality is anticipated to be available</li> </ul>

Policy	Current	Proposed
<b>Negative Balance</b>	<ul style="list-style-type: none"> <li>• Not available</li> </ul>	<ul style="list-style-type: none"> <li>• For customers using MyRide Barcode and paying with stored value, they will not be able to start a new trip until they have replenished their stored value balance to at least \$0.01. The maximum negative balance will depend on the Rider Category (Full Fare, Discount or Youth) and the Fare Level (Local/Regional or Airport)</li> </ul>
<b>MyRide Smart Card</b>		
<b>Smart Card Fee and Access</b>	<ul style="list-style-type: none"> <li>• No card fees for MyRide Smart Cards</li> <li>• No replacement fees for lost or stolen MyRide Smart Cards</li> <li>• \$0.01 minimum load required for MyRide Smart Cards purchased at RTD sales outlets. \$5 minimum load required for MyRide cards ordered online through a MyRide account</li> <li>• MyRide Smart Cards are distributed at RTD Sales Outlets, and select Third Party Sales Outlets. Cards ordered online through a MyRide account are mailed to the customer free of charge</li> </ul>	<ul style="list-style-type: none"> <li>• No change to new and replacement card fees for new MyRide Smart Cards</li> <li>• The minimum load requirement will be the amount of the lowest fare, \$0.85 or \$1.35. When available, RTD may implement a higher minimum amount for stored value loads through the MyRide App or the MyRide Website</li> <li>• MyRide Smart Cards will be distributed at RTD Sales Outlets. Cards ordered through the RTD Online Store will be mailed to the customer free of charge</li> <li>• MyRide Smart Cards will no longer be distributed at Third Party Sales Outlets</li> </ul>
<b>Account Registration</b>	<ul style="list-style-type: none"> <li>• No registration required</li> <li>• The ability to pay discounted fare using stored value determined by the physical card</li> </ul>	<ul style="list-style-type: none"> <li>• Account registration will be required to load value on the new MyRide Smart Cards through the MyRide App or Website. Customers will need to provide an email address in order to register for an account. Registration will not be required to load value at RTD Sales Outlets</li> <li>• An entitlement on the MyRide card will be required to pay discounted fares with stored value using the new MyRide Smart Card                             <ul style="list-style-type: none"> <li>○ Customers eligible to use senior or youth discounted fares will be able to add an entitlement to their card. Youth entitlements will be valid through the last day of the month of their 20th birthday, and senior entitlements are valid for approximately 50 years</li> <li>○ Individuals with disabilities and LiVE customers will need to enter the number printed on their RTD-issued Special Discount Card or LiVE Eligibility Card. The system will provision a discount entitlement that expires on the expiration date of the card</li> </ul> </li> </ul>
<b>Passes Available</b>	<ul style="list-style-type: none"> <li>• No passes available on MyRide Smart Card</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>

Policy	Current	Proposed
<b>Stored Value Load</b>	<ul style="list-style-type: none"> <li>Customers can load value through the old MyRide Website, RTD Sales Outlets, and select Third Party Sales Outlets</li> <li>Minimum stored value load is \$0.01 in person or \$5.00 online</li> </ul>	<ul style="list-style-type: none"> <li>Customers will be able to load value through the MyRide App, MyRide Website and RTD Sales Outlets. Account registration will be required to load value through the MyRide App or Website</li> <li>Minimum stored value load will be the amount of the lowest fare, \$0.85 or \$1.35. When available, RTD may implement a higher minimum amount for stored value loads through the MyRide app or MyRide Website</li> <li>Long-term, customers will be able to load value via expanded retail opportunities, to be determined. Expansion of retail opportunities is not included in this Fare Equity Analysis. Any introduction of expanded retail opportunities would require a future Title VI review</li> </ul>
<b>Fare Capping</b>	<ul style="list-style-type: none"> <li>Not available</li> </ul>	<ul style="list-style-type: none"> <li>Fares for customers using MyRide Smart Card will be capped on a daily (service day) and monthly (calendar) basis</li> </ul>
<b>Balance Protection</b>	<ul style="list-style-type: none"> <li>Available to customers with a registered account</li> </ul>	<ul style="list-style-type: none"> <li>No change</li> </ul>
<b>Multiple Rider Fares</b>	<ul style="list-style-type: none"> <li>Each customer must have their own MyRide card</li> </ul>	<ul style="list-style-type: none"> <li>No change</li> </ul>
<b>Autoload</b>	<ul style="list-style-type: none"> <li>Not available</li> </ul>	<ul style="list-style-type: none"> <li>Autoload functionality is anticipated to be available</li> </ul>
<b>Negative Balance</b>	<ul style="list-style-type: none"> <li>Not available</li> </ul>	<ul style="list-style-type: none"> <li>For customers using a MyRide card and paying with stored value, they will not be able to start a new trip until they have replenished their stored value balance to at least \$0.01. The maximum negative balance will depend on the Rider Category (Full Fare, Discount or Youth) and the Fare Level (Local/Regional or Airport)</li> </ul>

# 7 Fare Proposal Outreach

The following is a summary of themes across the feedback received.

## 7.1 Public Outreach Overview

In the fourth and final phase of public engagement for the RTD Systemwide Fare Study and Equity Analysis, customers and community members had the opportunity to provide feedback on the recommended changes to the fare structure, policies and programs through public comment. The public comment period was open from April 13 to May 24, 2023.

Public comment could be submitted in several formats, including:

- Online on the Fare Feedback website, which provided a comprehensive overview of the proposed fare changes
- Written on a paper comment form at Fare Study open houses, station pop-ups and community events
- Spoken out loud at one of four virtual public hearings

The public comment form asked for open-ended feedback on three topics: the recommended fare structure, recommended policies and programs and fare equity (Title VI Analysis). Participants could optionally include their name, organization with which they were affiliated, and demographic information (including racial and ethnic background, income, household size and age). A list of organizations represented and a summary of demographic information of the commenters are included in this summary.

Table 11 provides a summary of the outreach events and methods along with the estimated number of participants. Engagement opportunities and methods of promotion included:

- Virtual Public Hearings in English and Spanish
- In Person Open Houses with Spanish and American Sign Language Interpretation
- Community Events and Pop-Ups
- Community Partner Outreach
- Community Based Organization Outreach
- Digital Promotion
- Earned Media
- Informational Handouts Translated Into 23 Languages

The following sections include an overview of the public comment promotion, key themes that emerged from the comments and feedback received. **Appendix C** provides a full list of the comments as they were submitted (with translations).

**Table 11: Outreach events, methods and attendees**

Date and Time	Event	Address	Public Participation (Attendees)
4/6/2023	Colorado Rockies Home Opener	1900 Wazee Street, Denver	491
4/19/2023	The Road Ahead (hosted by Transportation Solutions)	2055 E Evans Avenue, Denver	100

<b>4/20/2023</b>	Transportation Management Association Monthly Outreach Meeting (hosted by DRCOG)	Virtual	21
<b>4/25/2023</b>	RTD Fare Study Pop-Up Event	Lincoln Station, 10203 Station Way, Lone Tree	9
<b>4/26/2023</b>	RTD Fare Study Pop-Up Event	Arapahoe at Village Center Station, 8800 E. Caley Way, Greenwood Village	39
<b>4/29/2023</b>	Adams 12 Five Star School District Wellness Festival	Riverdale Regional Park, 9755 Henderson Rd, Brighton	169
<b>4/29/2023</b>	Respect the Ride Community Event	Union Station, 1701 Wynkoop Street, Denver	65
<b>5/2/2023</b>	Public Hearing – Spanish	Virtual	16
<b>5/2/2023</b>	Denver Mobility Access Coalition Member Meeting	Virtual	16
<b>5/2/2023</b>	RTD Fare Study Pop-Up Event	Central Park Station, 8200 Smith Road, Denver	60
<b>5/3/2023</b>	Public Hearing – English	Virtual	16
<b>5/3/2023</b>	RTD Fare Study Pop-Up Event	US 36 and Sheridan Station, 5025 W 88 <sup>th</sup> Pl., Westminster	50
<b>5/4/2023</b>	RTD Fare Study Pop-Up Event	Union Station, 1701 Wynkoop Street, Denver	80
<b>5/6/2023</b>	Cinco de Mayo Festival	Civic Center Park, 101 14 <sup>th</sup> Ave, Denver	340
<b>5/8/2023</b>	Civic Academy	1001 17 <sup>th</sup> St, Denver	159
<b>5/9/2023</b>	RTD Fare Study Pop-Up Event	Littleton/Downtown Station, 5777 S. Prince Street, Littleton	13
<b>5/11/2023</b>	RTD Fare Study Pop-Up Event	Wagon Road Park-n-Ride, 600 W. 120 <sup>th</sup> Ave, Westminster	21
<b>5/11/2023</b>	RTD Fare Study – Open House	LoDo Towers, 1401 17 <sup>th</sup> St., Denver	17
<b>5/12/2023</b>	Jefferson County Older Adult Wellness Fair	Charles Whitlock Recreation Center, 1555 Dover St., Lakewood	
<b>5/14/2023</b>	Viva Streets Denver	Broadway at Bayaud Ave, Denver	150
<b>5/16/2023</b>	Storytime and FlexRides at the Broomfield Public Library	3 Community Park Road, Broomfield	159
<b>5/16/2023</b>	Public Hearing – Spanish	Virtual	12
<b>5/16/2023</b>	Public Hearing – English	Virtual	19
<b>5/16/2023</b>	Civic Academy	1001 17 <sup>th</sup> St, Denver	30
<b>5/17/2023</b>	RTD Fare Study – Open House	Carla Madison Rec Center, 2401 E Colfax Ave, Denver	24
<b>5/20/2023</b>	Northglenn Food Truck Carnival	Community Center Drive, Northglenn	66
<b>5/20/2023</b>	Adams County Connect Summer Kick-Off	Rotella Park, 1824 Coronado Parkway N, Denver	103
<b>5/20/2023</b>	Sun Valley Night Market	Empower Field at Mile High, Denver	113
<b>5/23/2023</b>	RTD Fare Study Pop-Up Event	Olde Town Arvada Station, 5575 Vance Street, Arvada	14
<b>5/24/2023</b>	Premier Members Credit Union Smart Commute Fair	360 Interlocken Boulevard, Broomfield	7
<b>5/24/2023</b>	RTD Fare Study Pop-Up Event	Federal Center Station, 11601 W. 2 <sup>nd</sup> Place, Lakewood	16

5/24/2023	Boulder County Farmers Market	13 <sup>th</sup> Street, Boulder	73
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## Demographic Data

When providing a public comment, community members were given the opportunity to provide demographic information, although doing so was optional and clearly denoted as such. Of the 731 comments submitted, 509 commenters provided demographic information. Data gathered included racial/ethnic background, age, annual household income and number of household residents. Several key demographic statistics about the commenters are outlined below.

### Demographic Data At-a-Glance

- 55% identify as Black, Indigenous or a Person of Color (not white/Caucasian)
- 41% identify as Hispanic/Latino
- 20% would qualify for age-based discounts
- 32% have an annual household income of less than \$10,000
- 50% have an annual household income of less than \$30,000
- 69% have an annual household income of less than \$70,000
- 50% live with 3 or more household members
- 25% of comments were submitted in Spanish

## 7.2 Summary of Public Comments

Through comments directly related to the fare study, significant support was provided for the components of the proposal. The following themes were present in the feedback:

### Fare Structure

There was significant support for changes to the fare structure that would support the fare study's goals of simplicity, affordability and equity. In total, 731 comments were submitted from a variety of methods. Additional comments unrelated to the fare structure study are not included.

- **Simplicity**: Participants expressed support for the consolidation of the Local and Regional fare levels, indicating this would provide much needed simplicity and benefit commuters who travel significant distances.
- **Affordability**: Many commenters expressed appreciation for the reduction in costs, particularly in an era of increasing inflation. In particular:
  - Commenters supported the decreased full fare monthly pass price (\$88) and discount monthly pass price (\$27), explaining that this would benefit frequent riders, particularly airport employees and regular DIA travelers with the inclusion of the Airport fare within the monthly pass.
  - Many comments noted that the lower monthly pass price made transit more cost competitive with driving and parking. Some previous customers indicated that the decrease in fares would encourage them to begin using RTD services again; commenters believed that may result in increased transit use/decrease car traffic and related environmental benefits.
  - Nonprofit staff members said that the price decreases would support the needs of their clients who may be transit-reliant or have limited financial resources.

- **Equity:** Commenters noted that transit-reliant equity populations would be well served by this recommendation. They indicated that changes to the fare structure and discount programs would allow individuals with disabilities, low-income customers, older adults, and community members who are unhoused to attend appointments, travel to work or school, and make other necessary trips without incurring significant cost burdens associated with transit. Others supported the incorporation of the LiVE discount into Access-a-Ride fares.

There were also some suggestions for further improvements to the fare structure, many of which were considered through the fare study process but found to be financially or operationally unfeasible.

- **Simplicity:** Many commenters urged RTD to have a single fare for all destinations, including the airport.
- **Affordability:** Many commenters urged RTD to further reduce prices or provide fare-free transit for all customers. Some commenters indicated the Airport fare (\$10) is still a financial burden and is not a cost-competitive option, especially for groups of individuals traveling together. Some also encouraged RTD to offer higher discounts for customers using Discount programs and suggested that discounts for older adults should start earlier to coincide with retirement.
- **Equity:** A number of commenters encouraged RTD to consider fares rounded to the nearest (and lowest) dollar to ensure customers using cash would not overpay for service – or to ensure drivers have change to offer to customers in return for overpayment. RTD was also encouraged to provide additional outreach for discount programs to ensure eligible customers were aware of their existence, with grocery stores, food banks and libraries listed as locations to promote information and possibly offer retail options for discount pass purchases. Additional feedback on how to more broadly approach RTD’s LiVE program is outlined below.

## Passes and Pass Programs

Commenters also provided support for current and proposed passes and programs.

### Zero Fare for Youth

Overwhelming enthusiasm was shown for the Zero Fare for Youth pilot program, noting that this would:

- Support youth in accessing school and work
- Benefit families who cannot afford fares for multiple children and incentivize larger families who see driving as a more affordable option
- Meet climate goals by encouraging additional ridership
- Provide youth with independence and agency
- Support lifelong transit use

Comments also encouraged RTD to seek long-term funding sources, potentially through the State of Colorado, to ensure the program lasts beyond the first year.

### Additional Passes and Programs

Commenters viewed the transit assistance grant program as a benefit for non-profit organizations with limited budgets who aim to support clients with travel needs to appointments, food banks, job interviews and others. They also voiced support for the updates to the EcoPass program and its positive impact on commuting employees.



RTD was also encouraged to consider other ways to decrease the cost of transit for commuting employees, including those traveling to the airport.

### LiVE Expansion Outreach Plan

Customers were encouraged to provide feedback on RTD's outreach plan for the proposed LiVE income-based fare discount program expansion as well as recommendations of organizations for RTD to partner with to increase awareness of the LiVE program. These included nonprofit organizations, libraries, college and schools, health care facilities and stores among others.

When asked who RTD should partner with to spread the information about the LiVE program, participants recommended partnering with nonprofits with Spanish speaking constituents, libraries, educational entities including Denver Public Schools, and healthcare facilities, including those who serve the Spanish speaking populations.

## 7.3 Changes to Proposal

In the fourth and final phase of the fare study and equity analysis, the public comments overall demonstrate public support for the recommended fare structure, policies and programs. Additionally, no items of significant concern were raised in public comments that suggest further review of the recommendation and its impacts on the community is necessary. As such, no changes were proposed to the Systemwide Fare Study and Fare Equity Analysis recommendations, and the final draft Title VI fare equity analysis was presented to the RTD Board of Directors for review and adoption.

## 7.4 Board Adopted Fare Change

Staff presented the draft recommendation for fare structure changes and the draft Title VI fare equity analysis at the Board of Directors Finance and Planning Committee meeting held on April 11, 2023. The fare change recommendations and equity analysis were released to the public for comments following the committee meeting. There were no associated changes made to the draft recommendations nor the equity analysis following the final public comment period.

On July 11, 2023, the Board's Planning and Finance Committee reviewed the Fare Equity Analysis that presented the impacts on the recommended fare structure changes and forwarded the item for adoption by the full board. On July 25, 2023, the RTD Board of Directors considered the fare structure recommendations from the Systemwide Fare Study and Equity Analysis project along with the results of the Fare Equity Analysis. The RTD Board of Directors unanimously approved the adoption of the fare structure recommendations and the Fare Equity Analysis with 15 in favor, 0 against.

## 8 Average Fare Analysis Findings

The Average Fare Analysis provides a robust overview of the proposed fare changes. The Average Fare Analysis analyzes the proposed fare changes described in Section 6, including the fare restructuring, price reduction, introduction of fare capping, and income eligibility expansion for RTD’s low-income fare discount program (LiVE).

The Average Fare Analysis uncovered no Title VI equity concerns using RTD’s Board-adopted Title VI Policies. While changes to some fare payment types would result in a greater percentage change for some populations, the aggregate, systemwide differences between all customers and minority customers and between all customers and low-income customers were within the 5% policy threshold. The proposed fare changes are expected to benefit minority customers and low-income customers to a lesser degree than all customers, but the difference in benefits do not exceed 5% on a systemwide basis. As such, no mitigations are recommended to proceed with the implementation of the proposed fare changes based on the Average Fare Analysis.

This Fare Equity Analysis and Average Fare Analysis did not evaluate a Zero Fare for Youth Pilot Program, LiVE access expansion beyond proposed changes in Section 6.1.5 or the expansion of a MyRide retail opportunities for cash customers. These items are discussed in Section 6.1.8. A separate Fare Equity Analysis may be required as RTD moves forward with the implementation of the Zero Fare for Youth Pilot Program or the expansion of MyRide retail opportunities, depending on the proposed changes. Nonetheless, these changes would likely benefit minority and low-income customers. As such, the Average Fare Analysis represented in this document likely understates potential upcoming benefits for minority and low-income customers.

It should also be noted that the introduction of the Transit Assistance Grant Program is not included in the Average Fare Analysis as the program is intended to generate new ridership, and grant recipients are to distribute the tickets at no cost to their clients.

### 8.1 Average Fare by Fare Level and Fare Payment Type

Overall, customers will experience a decrease in the average fare paid per boarding. As shown in Table 12, the systemwide average fare for all customers would decrease from \$1.41 to \$1.05 (25.4% decrease). The reduction in average fare varies dramatically by fare level (Local, Regional, Airport).

Table 12: Change in Average Fare by Fare Level

Fare Level	Average Fare per Boarding		Change in Average Fare	
	Current	Proposed	Absolute	Percentage
Local	\$1.00	\$0.83	-\$0.17	-17.0%
Regional	\$2.47	\$1.15	-\$1.31	-53.2%
Airport	\$4.67	\$3.50	-\$1.16	-24.9%
<b>Total</b>	<b>\$1.41</b>	<b>\$1.05</b>	<b>-\$0.36</b>	<b>-25.4%</b>

Customers paying the Regional fare experience significantly greater reductions in the average fare compared to customers paying the Local fare (Regional average fare decreases by \$1.31, while Local average fare decreases by \$0.17, for a difference of \$1.14). This is due to charging the Local fare for trips that previously required paying the Regional fare. Customers paying the Airport fare also experience greater reductions in the average fare compared to customers paying the Local fare. This is primarily due to the introduction of fare capping and the reduction in the Monthly Pass price resulting from reducing the Monthly Pass multiple and including travel to/from the Denver

International Airport with the Local Monthly Pass. It should also be noted that while the percentage decrease in the Regional average fare is significantly greater than the percentage decrease in the Airport average fare, the difference in absolute change is within \$0.15 (\$1.31 decrease in Regional average fare compared \$1.16 decrease in Airport average fare).

The proposed fare changes impact fare payment types differently as well. For each rider category, fare level and fare payment type, Table 13 provides the Average Fare per Boarding for the current and proposed fare structure as well as the Absolute Change and Percentage Change.

**Table 13: Change in Average Fare by Fare Payment Type**

Fare Payment Type	Average Fare per Boarding		Change in Average Fare	
	Current	Proposed	Absolute	Percentage
<b>Full Fare</b>				
<b>Local</b>				
3-Hour Pass	\$1.55	\$1.42	-\$0.13	-8.3%
Electronic 3-Hour Pass / Fare Capping	\$1.55	\$1.14	-\$0.41	-26.2%
10-Ride	\$1.55	\$1.53	-\$0.03	-1.8%
Day Pass	\$1.15	\$1.05	-\$0.10	-8.3%
Electronic Day Pass / Fare Capping	\$1.15	\$0.90	-\$0.25	-21.5%
Monthly Pass/Cap	\$1.25	\$0.96	-\$0.29	-22.8%
<b>Regional</b>				
3-Hour Pass	\$3.38	\$1.77	-\$1.61	-47.6%
Electronic 3-Hour Pass / Fare Capping	\$3.38	\$1.54	-\$1.84	-54.4%
10-Ride	\$3.30	\$1.80	-\$1.50	-45.5%
Day Pass	\$2.32	\$1.21	-\$1.10	-47.6%
Electronic Day Pass / Fare Capping	\$2.32	\$1.10	-\$1.22	-52.7%
Monthly Pass/Cap	\$3.29	\$1.45	-\$1.84	-56.0%
<b>Airport</b>				
Electronic 3-Hour Pass / Fare Capping	\$9.19	\$8.47	-\$0.72	-7.9%
Day Pass	\$4.72	\$4.50	-\$0.22	-4.8%
Electronic Day Pass / Fare Capping	\$4.72	\$2.98	-\$1.74	-36.8%
<b>Seniors and Individuals with Disabilities</b>				
<b>Local</b>				
3-Hour Pass	\$0.72	\$0.65	-\$0.07	-10.0%
Electronic 3-Hour Pass / Fare Capping	\$0.72	\$0.35	-\$0.37	-50.9%
10-Ride	\$0.76	\$0.74	-\$0.03	-3.6%
Day Pass	\$0.43	\$0.39	-\$0.04	-10.0%
Electronic Day Pass / Fare Capping	\$0.43	\$0.21	-\$0.22	-51.8%
Monthly Pass/Cap	\$0.56	\$0.27	-\$0.30	-52.6%
<b>Regional</b>				
3-Hour Pass	\$1.71	\$0.89	-\$0.82	-48.1%
Electronic 3-Hour Pass / Fare Capping	\$1.71	\$0.52	-\$1.20	-69.9%
10-Ride	\$1.55	\$0.83	-\$0.72	-46.5%
Day Pass	\$1.03	\$0.53	-\$0.50	-48.6%
Electronic Day Pass / Fare Capping	\$1.03	\$0.33	-\$0.71	-68.4%
Monthly Pass/Cap	\$1.69	\$0.46	-\$1.23	-72.7%
<b>Airport</b>				
Electronic 3-Hour Pass / Fare Capping	\$4.81	\$1.14	-\$3.67	-76.3%
Day Pass	\$1.34	\$0.69	-\$0.65	-48.6%
Electronic Day Pass / Fare Capping	\$1.34	\$0.45	-\$0.89	-66.7%
<b>Youth</b>				
<b>Local</b>				
3-Hour Pass	\$0.43	\$0.41	-\$0.02	-5.6%
Electronic 3-Hour Pass / Fare Capping	\$0.43	\$0.22	-\$0.21	-48.7%
10-Ride	\$0.50	\$0.47	-\$0.03	-5.6%
Day Pass	\$0.28	\$0.26	-\$0.02	-5.6%
Electronic Day Pass / Fare Capping	\$0.28	\$0.14	-\$0.14	-49.4%
Monthly Pass/Cap	\$0.34	\$0.27	-\$0.07	-21.1%
<b>Regional</b>				

Fare Payment Type	Average Fare per Boarding		Change in Average Fare	
	Current	Proposed	Absolute	Percentage
3-Hour Pass	\$1.05	\$0.56	-\$0.49	-46.9%
Electronic 3-Hour Pass / Fare Capping	\$1.05	\$0.33	-\$0.72	-68.5%
10-Ride	\$0.98	\$0.52	-\$0.46	-46.9%
Day Pass	\$0.63	\$0.33	-\$0.29	-46.9%
Electronic Day Pass / Fare Capping	\$0.63	\$0.20	-\$0.42	-67.4%
Monthly Pass/Cap	\$1.03	\$0.46	-\$0.56	-55.0%
<b>Airport</b>				
Electronic 3-Hour Pass / Fare Capping	\$2.72	\$0.68	-\$2.04	-75.0%
Day Pass	\$0.81	\$0.43	-\$0.38	-46.9%
Electronic Day Pass / Fare Capping	\$0.81	\$0.28	-\$0.53	-65.6%
<b>LiVE (Low-Income Fare Program)</b>				
<b>Local</b>				
Electronic 3-Hour Pass / Fare Capping	\$0.91	\$0.39	-\$0.52	-57.6%
10-Ride	\$0.98	\$0.74	-\$0.25	-25.0%
Electronic Day Pass / Fare Capping	\$0.52	\$0.21	-\$0.31	-59.8%
<b>Regional</b>				
Electronic 3-Hour Pass / Fare Capping	\$1.86	\$0.48	-\$1.38	-74.2%
10-Ride	\$1.93	\$0.83	-\$1.10	-57.1%
Electronic Day Pass / Fare Capping	\$1.30	\$0.34	-\$0.96	-73.7%
<b>Airport</b>				
Electronic 3-Hour Pass / Fare Capping	\$4.70	\$0.91	-\$3.78	-80.6%
Electronic Day Pass / Fare Capping	\$2.04	\$0.57	-\$1.47	-72.2%
<b>Full Fare -&gt; Expanded LiVE</b>				
<b>Local</b>				
Electronic 3-Hour Pass / Fare Capping	\$1.52	\$0.39	-\$1.13	-74.5%
10-Ride	\$1.54	\$0.74	-\$0.80	-51.8%
Electronic Day Pass / Fare Capping	\$0.87	\$0.21	-\$0.66	-75.9%
Monthly Pass/Cap	\$1.24	\$0.29	-\$0.95	-76.6%
<b>Regional</b>				
Electronic 3-Hour Pass / Fare Capping	\$2.85	\$0.44	-\$2.41	-84.5%
10-Ride	\$3.16	\$0.84	-\$2.32	-73.3%
Electronic Day Pass / Fare Capping	\$2.18	\$0.34	-\$1.84	-84.2%
Monthly Pass/Cap	\$3.48	\$0.46	-\$3.01	-86.6%
<b>Airport</b>				
Electronic 3-Hour Pass / Fare Capping	\$7.90	\$0.92	-\$6.98	-88.4%
Electronic Day Pass / Fare Capping	\$3.40	\$0.57	-\$2.83	-83.3%
<b>Other</b>				
<b>Local</b>				
Bulk Purchase	\$1.03	\$0.78	-\$0.25	-24.6%
EcoPass (Business)	\$2.07	\$1.90	-\$0.17	-8.3%
EcoPass (NECO)	\$1.42	\$1.74	\$0.33	23.2%
CollegePass	\$2.24	\$2.05	-\$0.19	-8.3%
Semester Pass	\$1.25	\$0.77	-\$0.48	-38.2%
<b>Regional</b>				
Bulk Purchase	\$2.28	\$0.92	-\$1.36	-59.5%
EcoPass (Business)	\$4.79	\$2.39	-\$2.41	-50.2%
EcoPass (NECO)	\$3.80	\$2.04	-\$1.76	-46.3%
CollegePass	\$4.51	\$2.22	-\$2.29	-50.8%
Semester Pass	n/a	n/a	n/a	n/a
<b>Airport</b>				
Bulk Purchase	n/a	n/a	n/a	n/a
EcoPass (Business)	\$5.57	\$2.59	-\$2.97	-53.4%
EcoPass (NECO)	\$8.99	\$2.50	-\$6.49	-72.2%
CollegePass	\$9.91	\$2.44	-\$7.47	-75.4%
Semester Pass	n/a	n/a	n/a	n/a

In addition to customers paying the Regional fare, customers using a Monthly Pass and customers using electronic fare media to purchase 3-Hour or Day Passes disproportionately benefit from the proposed fare changes. Monthly

Pass customers benefit from the lower Monthly Pass multiple. Customers using electronic fare media benefit from fare capping and the lower Monthly Pass multiple.

Local Neighborhood EcoPass is the one specific fare payment type that experiences an increase in the average fare; however, in aggregate, the NECO program experiences a 22% decrease in average fare when factoring in Airport and Regional trips. The average fare for NECO customers making a trip that requires the Local fare increases as a result of no longer taking into account fare discounts for youth, seniors and individuals with disabilities in contract pricing. However, NECO contracts are priced based on total ridership, and overall, the NECO program experiences a decrease in the average fare due to the discontinuation of applying the Regional and Airport fare to determine contract pricing (proposed fare change would price all trips at the Local, full fare for pass program pricing).

## 8.2 Average Fare Analysis Results

The Average Fare Analysis uncovered no Title VI equity concerns using RTD’s Board adopted Title VI Policies, but does note that minority and low-income customers do not benefit as much as the overall population.

A reason that minority and low-income customers do not benefit as much as the overall population in the Average Fare Analysis is due to the composition of RTD’s customer population and share of ridership by fare level. Minority and low-income customers rely much more heavily on Local fare level trips compared to all customers, as noted in Table 14. While the Average Fare Analysis findings suggest that minority and low-income customers do not benefit as much as the overall customer population due to the significant decreases in Regional and Airport fares, the proposed fare changes may actually lower financial barriers and improve mobility and access for these customer populations. By removing the Regional fare level and providing a lower priced Monthly Pass that is valid for travel anywhere in the RTD service area, the fare structure may allow customers to travel to parts of the region that they previously chose not to visit or may have been unable to due to the price of Regional and Airport fares. The Average Fare Analysis analyzes impacts on customers based on current travel behavior and does not attempt to forecast how proposed changes may alter future travel behavior or improve customer access.

**Table 14: Distribution of Customer Boardings by Fare Level**

Fare Level	% of Overall Customer Boardings	% of Minority Boardings	% of Low-Income Boardings
Local	83%	88%	92%
Regional	10%	8%	5%
Airport	7%	4%	3%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Appendix A** provides the detailed tables (Tables A-1 through A-4) that provide the average fare for each fare level (Local, Regional, Airport) and fare payment type under the current and proposed fare structure. A summary overview of the findings resulting from the change, including the Average Fare per Boarding, Absolute Change and Percentage Change are presented in Table 15 with the following description:

- Changes that represent a greater percentage decrease than the overall population (i.e., more beneficial for minority and/or low-income customers) are highlighted in green.
- Changes that represent a lesser percentage decrease than the overall population (i.e., less beneficial for minority and/or low-income customers) are highlighted in yellow.

- Changes that are outside the Disparate Impact/Disproportionate Burden threshold (+5%) are highlighted in light / deep red.
- Changes that are within 1% are considered to have similar impact and are not highlighted.

As noted in Section 4, the data and methodology used were developed to not overstate the potential benefits of the proposed fare changes for minority and low-income customers. An increase in the proportion of customers who are minority and/or low-income systemwide or among customers paying Regional fare as the result of the COVID impacts on ridership demographics, suburbanization of poverty or reduction of financial barriers to make longer distance trips with the removal of the Regional fare would increase the benefits of the proposed fare changes and reduce the difference between the overall customer population and minority and low-income customers. Further, increased electronic MyRide adoption among minority and/or low-income customers would increase the benefits of the proposed fare changes and reduce the difference between the overall customer population and minority and low-income customers.

Table 15: Summary Change in Average Fare Per Boarding

Change in Average Fare Per Boarding														
Fare Payment Type	All Customers				Minority Customers					Low-Income Customers				
	Change in Avg Fare per Boarding	% Change	Boardings	% of All Customer Boardings	Change in Avg Fare per Boarding	% Change	Difference in % Change from All Customers	Minority Boardings	% of All Minority Boardings	Change in Avg Fare per Boarding	% Change	Difference in % Change from All Customers	Low-Income Boardings	% of All Low-Income Boardings
Full Fare, 3-Hour Pass	-\$0.18	-11.1%	4,064,234	9.1%	-\$0.17	-10.8%	0.3%	1,853,187	11.2%	-\$0.19	-11.8%	-0.8%	1,928,997	12.1%
Full Fare, Electronic 3-Hour Pass / Fare Capping	-\$0.51	-29.4%	2,004,981	4.5%	-\$0.53	-30.7%	-1.3%	392,103	2.4%	-\$0.46	-28.1%	1.3%	331,099	2.1%
Full Fare, 10-Ride	-\$0.15	-8.8%	1,043,144	2.3%	-\$0.10	-5.9%	2.9%	428,836	2.6%	-\$0.04	-2.8%	6.0%	347,560	2.2%
Full Fare, Day Pass	-\$0.20	-9.3%	6,668,035	14.9%	-\$0.16	-9.6%	-0.2%	3,025,714	18.3%	-\$0.14	-9.0%	0.4%	2,424,610	15.3%
Full Fare, Electronic Day Pass / Fare Capping	-\$0.80	-38.5%	3,486,202	7.8%	-\$0.55	-34.4%	4.1%	1,164,147	7.0%	-\$0.53	-31.0%	7.5%	555,044	3.5%
Full Fare, Monthly Pass/Cap	-\$0.50	-32.5%	3,868,881	8.6%	-\$0.46	-31.0%	1.5%	1,372,748	8.3%	-\$0.36	-26.9%	5.6%	901,947	5.7%
LIVE, Electronic 3-Hour Pass / Fare Capping	-\$0.61	-60.4%	124,683	0.3%	-\$0.61	-60.4%	0.0%	60,735	0.4%	-\$0.61	-60.4%	0.0%	107,603	0.7%
LIVE, 10-Ride	-\$0.32	-30.1%	4,104	0.0%	-\$0.32	-30.1%	0.0%	1,999	0.0%	-\$0.32	-30.1%	0.0%	3,541	0.0%
LIVE, Electronic Day Pass / Fare Capping	-\$0.39	-63.3%	190,086	0.4%	-\$0.39	-63.3%	0.0%	92,593	0.6%	-\$0.39	-63.3%	0.0%	164,046	1.0%
Full Fare -> Expanded LIVE, Electronic 3-Hour Pass / Fare Capping	-\$1.20	-75.5%	15,544	0.0%	-\$1.16	-75.0%	0.6%	8,036	0.0%	n/a	n/a	n/a	-	0.0%
Full Fare -> Expanded Live, 10-Ride	-\$0.86	-53.4%	518	0.0%	-\$0.82	-52.6%	0.9%	270	0.0%	n/a	n/a	n/a	-	0.0%
Full Fare -> Expanded LIVE, Electronic Day Pass / Fare Capping	-\$0.75	-77.3%	23,102	0.1%	-\$0.70	-76.5%	0.7%	11,771	0.1%	n/a	n/a	n/a	-	0.0%
Full Fare -> Expanded LIVE, Monthly Pass/Cap	-\$1.08	-78.1%	17,291	0.0%	-\$1.01	-77.3%	0.8%	8,884	0.1%	n/a	n/a	n/a	-	0.0%
Youth, 3-Hour Pass	-\$0.03	-7.0%	1,157,628	2.6%	-\$0.03	-7.0%	0.0%	530,072	3.2%	-\$0.03	-7.0%	0.0%	544,022	3.4%
Youth, Electronic 3-Hour Pass / Fare Capping	-\$0.23	-50.7%	519,059	1.2%	-\$0.23	-50.7%	0.0%	100,928	0.6%	-\$0.23	-50.7%	0.0%	88,982	0.6%
Youth, 10-Ride	-\$0.04	-8.4%	293,738	0.7%	-\$0.04	-8.4%	0.0%	125,506	0.8%	-\$0.04	-8.4%	0.0%	105,517	0.7%
Youth, Day Pass	-\$0.07	-20.2%	977,338	2.2%	-\$0.07	-20.2%	0.0%	542,966	3.3%	-\$0.07	-20.2%	0.0%	463,609	2.9%
Youth, Electronic Day Pass / Fare Capping	-\$0.22	-57.9%	636,671	1.4%	-\$0.22	-57.9%	0.0%	297,113	1.8%	-\$0.22	-57.9%	0.0%	153,273	1.0%
Youth, Monthly Pass/Cap	-\$0.08	-23.5%	3,278,599	7.3%	-\$0.08	-23.5%	0.0%	1,197,662	7.2%	-\$0.08	-23.5%	0.0%	839,448	5.3%
Senior/Disabled, 3-Hour Pass	-\$0.09	-11.8%	1,380,298	3.1%	-\$0.07	-10.2%	1.6%	544,688	3.3%	-\$0.08	-10.4%	1.4%	717,243	4.5%
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	-\$0.46	-55.3%	376,103	0.8%	-\$0.39	-51.9%	3.4%	141,879	0.9%	-\$0.38	-51.7%	3.5%	187,049	1.2%
Senior/Disabled, 10-Ride	-\$0.06	-7.3%	513,507	1.1%	-\$0.05	-6.5%	0.8%	156,459	0.9%	-\$0.04	-4.7%	2.6%	237,795	1.5%
Senior/Disabled, Day Pass	-\$0.12	-22.6%	3,218,739	7.2%	-\$0.11	-20.4%	2.2%	1,062,589	6.4%	-\$0.09	-17.9%	4.6%	1,500,417	9.5%
Senior/Disabled, Electronic Day Pass / Fare Capping	-\$0.41	-61.2%	723,994	1.6%	-\$0.38	-60.4%	0.8%	230,983	1.4%	-\$0.35	-59.1%	2.1%	309,364	1.9%
Senior/Disabled, Monthly Pass/Cap	-\$0.37	-56.6%	3,850,899	8.6%	-\$0.34	-55.2%	1.5%	1,223,565	7.4%	-\$0.33	-54.5%	2.2%	2,383,216	15.0%
Bulk Purchase	-\$0.31	-28.2%	2,839,410	6.3%	-\$0.29	-27.1%	1.1%	1,023,160	6.2%	-\$0.27	-25.8%	2.4%	1,008,397	6.4%
EcoPass (Business)	-\$1.20	-35.9%	2,650,675	5.9%	-\$1.48	-40.1%	-4.2%	617,285	3.7%	-\$1.77	-43.6%	-7.7%	186,283	1.2%
EcoPass (NECO)	-\$0.51	-21.6%	175,506	0.4%	-\$0.27	-13.0%	8.5%	25,821	0.2%	\$0.03	1.9%	23.4%	47,580	0.3%
CollegePass	-\$0.99	-32.0%	714,662	1.6%	-\$0.74	-26.0%	6.0%	267,352	1.6%	-\$0.66	-24.1%	7.9%	321,626	2.0%
Semester Pass	-\$0.48	-38.2%	37,702	0.1%	-\$0.48	-38.2%	0.0%	15,022	0.1%	-\$0.48	-38.2%	0.0%	18,851	0.1%
<b>Total</b>	<b>-\$0.36</b>	<b>-25.4%</b>	<b>44,855,331</b>	<b>100%</b>	<b>-\$0.29</b>	<b>-23.1%</b>	<b>2.3%</b>	<b>16,524,071</b>	<b>100.0%</b>	<b>-\$0.24</b>	<b>-22.0%</b>	<b>3.4%</b>	<b>15,877,120</b>	<b>100.0%</b>

More Beneficial
Same
Less Beneficial
Much Less Beneficial
Worse

## 8.2.1 Key Findings

The key findings are reflected below:

- When viewing the fare change from a total system perspective, the average fare for the proposed change is \$1.05 per boarding for all customers, \$0.97 for minority customers (8% lower than for all customers) and \$0.84 for low-income customers (20% lower than for all customers).
- As a whole, minority and low-income populations experience a smaller decrease in their average fare than the overall customer population. Minority customers experience a 23.1% decrease in their average fare per boarding and low-income customers experience a 22.0% decrease, compared with a 25.4% decrease experienced by the overall customer population. It is important to note that each group (overall, minority and low-income) is anticipated to see an average fare per boarding decrease of 22% or greater.
- A significant reason for the overall customer population experiencing greater average fare benefits compared to minority and low-income customers is that the proposed fare changes disproportionately benefit customers paying the Regional fare, which is disproportionately non-minority and non-low-income according to the 2019 CSS.
  - Regional boardings represent 8% of minority customer boardings and 5% of low-income customer boardings, but represent 10% of boardings for the overall customer population.
- Low-income customers do not benefit from the income eligibility expansion for the LiVE Program. The proposed fare change increases the household income limit from 185% of the federal poverty level to 250% of the federal poverty level. Both of these income limits exceed the income threshold of 150% of federal poverty level established by RTD Title VI Policies and used for the purposes of this Fare Equity Analysis.
- Minority and low-income customers do not benefit as greatly as the overall customer population from the introduction of fare capping given their lower electronic fare adoption.
  - For full fare, 34% of overall 3-Hour and Day Pass boardings are made with electronic fares, while this decreases to 24% and 17% for minority and low-income customers, respectively.
- The proposed changes to the Business EcoPass program result in minority and low-income customers benefiting more than the overall customer population. This is largely a function of the demographics and proposed changes to the Airport portion of the Business EcoPass program. Within the Business EcoPass program, the Airport fare level has a significantly higher share of minority and low-income customers than the Local and Regional fare levels, and the Airport fare level for Business EcoPass has the largest anticipated percentage decrease in average fare resulting in a greater benefit for minority and low-income customers.
- The proposed changes to the CollegePass program result in minority and low-income customers benefiting less than the overall customer population. This is largely a result of the fact that the Local fare level has the highest proportion of minority and low-income customers, yet is anticipated to experience a relatively low percentage decrease in average fare. Regional and Airport fare levels have much larger shares of non-minority and non-low-income customers, yet are anticipated to experience much higher percentage decreases in average fare. It is important to remember that the structure of CollegePass contracts is such that all utilization across all customer populations at a college (minority, non-minority,



low-income, non-low-income) is aggregated together and all students pay an identical price. In this sense, minority and low-income customers at a given college will pay an identical amount as their fellow non-minority and non-low-income students.

- As noted in Table 15, the only group that is anticipated to experience an increase in their average fare in the study are low-income Neighborhood EcoPass (NECO) program customers. The estimated change in average fare per boarding for these customers is \$0.03. Proposed changes are expected to result in minority customers also benefiting less than the overall NECO customer population. Low-income NECO customers in particular disproportionately rely on the Local fare level within the NECO program (90% of Low-Income NECO boardings are Local vs. 73% of overall NECO boardings), yet the Local fare level for NECO is the one that is anticipated to experience a sizable increase in average fare due to the proposal to no longer take into account fare discounts for youth, seniors and individuals with disabilities in contract pricing. While the Average Fare Analysis suggests that low-income and minority NECO customers are anticipated to benefit less than the overall population of NECO customers, it is important to remember that all utilization across all customer populations (minority, non-minority, low-income, non-low-income) is aggregated together and all households in the same neighborhood pay an identical amount.

### 8.2.2 Overview of Overall Findings

Table 16 provides the systemwide analysis comparing the average fare for minority customers to the overall customer population. For minority customers, the average fare decreases from \$1.26 to \$0.97, a 23.1% decrease. For all customers, the average fare decreases from \$1.41 to \$1.05, a 25.4% decrease. The percentage point difference between the percentage change for minority customers and all customers is +2.3%, indicating that while both groups experience a decrease in their average fare, all customers are expected to benefit somewhat more than minority customers as a result of the proposed fare changes. Applying this difference in average fare changes to RTD’s Disparate Impact Burden threshold, the fare changes do not represent a Disparate Impact on minority customers as the percentage point difference in percentage change in average fare from the proposed fare changes does not exceed RTD’s 5% threshold.

Table 16: Average Fare for Minority Customers

All Customers			Minority Customers		
Number of Boardings	Current Average Fare	Proposed Average Fare	Number of Boardings	Current Average Fare	Proposed Average Fare
44,855,331	\$1.41	\$1.05	16,524,071	\$1.26	\$0.97
% Change in Average Fare		-25.4%	% Change in Average Fare		-23.1%
Difference between Minority Customers and All Customers					2.3%

Table 17 presents the systemwide analysis comparing the average fare for low-income customers to the overall customer population. For low-income customers, the average fare decreases from \$1.08 to \$0.84, a 22.0% decrease. For all customers, the average fare decreases from \$1.41 to \$1.05, a 25.4% decrease. The percentage point difference between the percentage change for low-income customers and all customers is +3.4%, indicating that while both groups experience a decrease in their average fare, all customers are expected to benefit more than low-income customers as a result of the proposed fare changes. Applying this difference in average fare changes to RTD’s Disproportionate Burden threshold, the fare changes do not represent a Disproportionate

Burden on low-income customers as the percentage point difference in percentage change in average fare from the proposed fare changes does not exceed RTD’s 5% threshold.

**Table 17: Average Fare for Low-Income Customers**

All Customers			Low-Income Customers		
Number of Boardings	Current Average Fare	Proposed Average Fare	Number of Boardings	Current Average Fare	Proposed Average Fare
44,855,331	\$1.41	\$1.05	15,877,120	\$1.08	\$0.84
% Change in Average Fare		-25.4%	% Change in Average Fare		-22.0%
Difference between Low-Income Customers and All Customers					3.4%

As previously noted, individuals with a household income up to 250% of the federal poverty level will be eligible for the expanded LiVE Program, which exceeds the low-income threshold of 150% of the federal poverty level established in RTD’s Title VI Policies. As such, there are individuals in the Average Fare Analysis that are classified as non-low-income but will benefit from the income eligibility expansion for the LiVE Program.

## 9 Cumulative Findings and Mitigations

A Fare Equity Analysis should not take the place of thoughtful planning at the earliest stages of project development. Considering the impacts that plans, programs or projects have on minority and low-income communities has been part of the early planning and development process for the Systemwide Fare Study and Equity Analysis and the study's recommendations.

Even though RTD's ridership is not homogenous in terms of ethnicity, income, payment methods or fare type, the proposed fare changes do not appear to create any Disparate Impacts on minority communities, nor does it appear to create any Disproportionate Burdens on low-income communities. As such, no mitigations are needed in order to proceed with the implementation of the proposed fare changes.

Equity was the primary goal for the Systemwide Fare Study and Equity Analysis. As changes to RTD's fare structure, pricing and system were considered to achieve other study goals including Affordability and Simplicity, the impacts of these potential changes on minority and low-income communities were continually examined. The study relied on a community-driven process, focused on Title VI and historically underrepresented populations. Customer, community and stakeholder engagements were undertaken to identify unmet needs and potential impacts and to obtain fare structure preferences among minority and low-income communities.

## 10 Next Steps

It is important to note that this Fare Equity Analysis represents the impacts associated with the proposed fare changes upon full implementation as adopted by the Board of Directors. As such, should any of the proposed changes be determined to be technically or administratively unfeasible, a new Fare Equity Analysis would be required for any proposed changes to the adopted program in order to comply with federal Title VI guidance. Additionally, if the agency implements the fare change in a way that is inconsistent with what was adopted, the agency may need to undertake a new Fare Equity Analysis.

While no adverse impacts on minority and low-income customers were identified, RTD continues to focus on initiatives that support the customer experience for minority and low-income customers. As discussed in Section 6.1.8, RTD is looking at expanded MyRide retail opportunities for customers who prefer to pay with cash, and are developing a public outreach and engagement plan to promote the LiVE program (**See Appendix B**) throughout the region. Both of these initiatives are expected to improve the customer experience for minority and low-income customers.

It should also be noted that this Fare Equity Analysis does not evaluate a Zero Fare for Youth Pilot Program or expansion of MyRide retail opportunities for cash customers. A separate Fare Equity Analysis for these may be required as applicable. The Fare Equity Analysis also did not examine administrative programs that are being contemplated or developed for the expansion of means testing beyond the current system used in the LiVE Program, or programs intended to improve outreach and engagement to promote the LiVE Program. Should the criteria for LiVE eligibility change, a Title VI Fare Equity Analysis would be required.

# Appendix A: Detailed Average Fare Analysis Tables

Table A-1: Average Fare Analysis – Local (Current)

Fare Payment Type	Current Fare Structure								Avg Fare per Boarding	Low-Income Boardings	% of All Low-Income Boardings	% of Low-Income Boardings in Service Category
	All Customers				Minority Customers							
	Avg Fare per Boarding	Boardings	% of All Customer Boardings	% of Boardings in Service Category	Avg Fare per Boarding	Minority Boardings	% of All Minority Boardings	% of Minority Boardings in Service Category				
Full Fare, 3-Hour Pass	\$1.55	3,929,437	8.8%	10.6%	\$1.55	1,799,268	10.9%	12.4%	\$1.55	1,846,620	11.6%	12.6%
Full Fare, Electronic 3-Hour Pass / Fare Capping	\$1.55	1,845,330	4.1%	5.0%	\$1.55	358,814	2.2%	2.5%	\$1.55	316,342	2.0%	2.2%
Full Fare, 10-Ride	\$1.55	957,291	2.1%	2.6%	\$1.55	409,024	2.5%	2.8%	\$1.55	343,881	2.2%	2.4%
Full Fare, Day Pass	\$1.15	4,489,463	10.0%	12.1%	\$1.15	2,494,146	15.1%	17.2%	\$1.15	2,129,617	13.4%	14.6%
Full Fare, Electronic Day Pass / Fare Capping	\$1.15	1,786,444	4.0%	4.8%	\$1.15	833,674	5.0%	5.8%	\$1.15	430,070	2.7%	2.9%
Full Fare, Monthly Pass/Cap	\$1.25	3,344,663	7.5%	9.0%	\$1.25	1,221,795	7.4%	8.4%	\$1.25	856,363	5.4%	5.9%
LiVE, Electronic 3-Hour Pass / Fare Capping	\$0.91	116,749	0.3%	0.3%	\$0.91	56,870	0.3%	0.4%	\$0.91	100,756	0.6%	0.7%
LiVE, 10-Ride	\$0.98	3,742	0.0%	0.0%	\$0.98	1,823	0.0%	0.0%	\$0.98	3,229	0.0%	0.0%
LiVE, Electronic Day Pass / Fare Capping	\$0.52	168,826	0.4%	0.5%	\$0.52	82,237	0.5%	0.6%	\$0.52	145,699	0.9%	1.0%
Full Fare -> Expanded LiVE, Electronic 3-Hour Pass / Fare Ca	\$1.52	14,792	0.0%	0.0%	\$1.52	7,864	0.0%	0.1%	n/a	-	0.0%	0.0%
Full Fare -> Expanded Live, 10-Ride	\$1.54	498	0.0%	0.0%	\$1.54	265	0.0%	0.0%	n/a	-	0.0%	0.0%
Full Fare -> Expanded LiVE, Electronic Day Pass / Fare Cappi	\$0.87	21,430	0.0%	0.1%	\$0.87	11,393	0.1%	0.1%	n/a	-	0.0%	0.0%
Full Fare -> Expanded LiVE, Monthly Pass/Cap	\$1.24	16,249	0.0%	0.0%	\$1.24	8,639	0.1%	0.1%	n/a	-	0.0%	0.0%
Youth, 3-Hour Pass	\$0.43	1,141,147	2.5%	3.1%	\$0.43	522,525	3.2%	3.6%	\$0.43	536,277	3.4%	3.7%
Youth, 10-Ride	\$0.50	283,328	0.6%	0.8%	\$0.50	121,059	0.7%	0.8%	\$0.50	101,778	0.6%	0.7%
Youth, Day Pass	\$0.28	797,916	1.8%	2.2%	\$0.28	443,287	2.7%	3.1%	\$0.28	378,499	2.4%	2.6%
Youth, Electronic Day Pass / Fare Capping	\$0.28	458,032	1.0%	1.2%	\$0.28	213,748	1.3%	1.5%	\$0.28	110,267	0.7%	0.8%
Youth, Monthly Pass/Cap	\$0.34	3,197,709	7.1%	8.6%	\$0.34	1,168,113	7.1%	8.1%	\$0.34	818,737	5.2%	5.6%
Senior/Disabled, 3-Hour Pass	\$0.72	1,351,845	3.0%	3.7%	\$0.72	543,265	3.3%	3.8%	\$0.72	713,896	4.5%	4.9%
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	\$0.72	348,960	0.8%	0.9%	\$0.72	140,236	0.8%	1.0%	\$0.72	184,282	1.2%	1.3%
Senior/Disabled, 10-Ride	\$0.76	490,707	1.1%	1.3%	\$0.76	150,987	0.9%	1.0%	\$0.76	234,686	1.5%	1.6%
Senior/Disabled, Day Pass	\$0.43	2,708,894	6.0%	7.3%	\$0.43	923,487	5.6%	6.4%	\$0.43	1,354,447	8.5%	9.3%
Senior/Disabled, Electronic Day Pass / Fare Capping	\$0.43	465,681	1.0%	1.3%	\$0.43	158,755	1.0%	1.1%	\$0.43	232,840	1.5%	1.6%
Senior/Disabled, Monthly Pass/Cap	\$0.56	3,558,068	7.9%	9.6%	\$0.56	1,167,491	7.1%	8.1%	\$0.56	2,306,155	14.5%	15.8%
Bulk Purchase	\$1.03	2,699,103	6.0%	7.3%	\$1.03	988,050	6.0%	6.8%	\$1.03	992,518	6.3%	6.8%
EcoPass (Business)	\$2.07	1,593,977	3.6%	4.3%	\$2.07	310,278	1.9%	2.1%	\$2.07	76,511	0.5%	0.5%
EcoPass (NECO)	\$1.42	128,295	0.3%	0.3%	\$1.42	19,738	0.1%	0.1%	\$1.42	42,765	0.3%	0.3%
CollegePass	\$2.24	535,105	1.2%	1.4%	\$2.24	213,206	1.3%	1.5%	\$2.24	267,553	1.7%	1.8%
Semester Pass	\$1.25	37,702	0.1%	0.1%	\$1.25	15,022	0.1%	0.1%	\$1.25	18,851	0.1%	0.1%
<b>Total, Local</b>	<b>\$1.00</b>	<b>36,989,263</b>	<b>82.5%</b>	<b>100.0%</b>	<b>\$0.99</b>	<b>14,481,868</b>	<b>87.6%</b>	<b>100.0%</b>	<b>\$0.92</b>	<b>14,627,990</b>	<b>92.1%</b>	<b>100.0%</b>

\*Assumes average fare of eligible population

**Table A-1: Average Fare Analysis – Local (Proposed)**

Fare Payment Type	All Customers		Proposed Fare Structure		Minority Customers		Low-Income Customers	
	Avg Fare per Boarding	Boardings	Avg Fare per Boarding	Minority Boardings	Avg Fare per Boarding	Low-Income Boardings		
Full Fare, 3-Hour Pass	\$1.42	3,929,437	\$1.42	1,799,268	\$1.42	1,846,620		
Full Fare, Electronic 3-Hour Pass / Fare Capping	\$1.14	1,845,330	\$1.14	358,814	\$1.14	316,342		
Full Fare, 10-Ride	\$1.53	957,291	\$1.53	409,024	\$1.53	343,881		
Full Fare, Day Pass	\$1.05	4,489,463	\$1.05	2,494,146	\$1.05	2,129,617		
Full Fare, Electronic Day Pass / Fare Capping	\$0.90	1,786,444	\$0.90	833,674	\$0.90	430,070		
Full Fare, Monthly Pass/Cap	\$0.96	3,344,663	\$0.96	1,221,795	\$0.96	856,363		
LiVE, Electronic 3-Hour Pass / Fare Capping	\$0.39	116,749	\$0.39	56,870	\$0.39	100,756		
LiVE, 10-Ride	\$0.74	3,742	\$0.74	1,823	\$0.74	3,229		
LiVE, Electronic Day Pass / Fare Capping	\$0.21	168,826	\$0.21	82,237	\$0.21	145,699		
Full Fare -> Expanded LiVE, Electronic 3-Hour Pass / Fare Ca	\$0.39	14,792	\$0.39	7,864	n/a	-		
Full Fare -> Expanded Live, 10-Ride	\$0.74	498	\$0.74	265	n/a	-		
Full Fare -> Expanded LiVE, Electronic Day Pass / Fare Capping	\$0.21	21,430	\$0.21	11,393	n/a	0		
Full Fare -> Expanded LiVE, Monthly Pass/Cap	\$0.29	16,249	\$0.29	8,639	n/a	-		
Youth, 3-Hour Pass	\$0.41	1,141,147	\$0.41	522,525	\$0.41	536,277		
Youth, Electronic 3-Hour Pass / Fare Capping	\$0.22	497,882	\$0.22	96,810	\$0.22	85,351		
Youth, 10-Ride	\$0.47	283,328	\$0.47	121,059	\$0.47	101,778		
Youth, Day Pass	\$0.26	797,916	\$0.26	443,287	\$0.26	378,499		
Youth, Electronic Day Pass / Fare Capping	\$0.14	458,032	\$0.14	213,748	\$0.14	110,267		
Youth, Monthly Pass/Cap	\$0.27	3,197,709	\$0.27	1,168,113	\$0.27	818,737		
Senior/Disabled, 3-Hour Pass	\$0.65	1,351,845	\$0.65	543,265	\$0.65	713,896		
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	\$0.35	348,960	\$0.35	140,236	\$0.35	184,282		
Senior/Disabled, 10-Ride	\$0.74	490,707	\$0.74	150,987	\$0.74	234,686		
Senior/Disabled, Day Pass	\$0.39	2,708,894	\$0.39	923,487	\$0.39	1,354,447		
Senior/Disabled, Electronic Day Pass / Fare Capping	\$0.21	465,681	\$0.21	158,755	\$0.21	232,840		
Senior/Disabled, Monthly Pass/Cap	\$0.27	3,558,068	\$0.27	1,167,491	\$0.27	2,306,155		
Bulk Purchase	\$0.78	2,699,103	\$0.78	988,050	\$0.78	992,518		
EcoPass (Business)	\$1.90	1,593,977	\$1.90	310,278	\$1.90	76,511		
EcoPass (NECO)	\$1.74	128,295	\$1.74	19,738	\$1.74	42,765		
CollegePass	\$2.05	535,105	\$2.05	213,206	\$2.05	267,553		
Semester Pass	\$0.77	37,702	\$0.77	15,022	\$0.77	18,851		
<b>Total, Local</b>	<b>\$0.83</b>	<b>36,989,263</b>	<b>\$0.83</b>	<b>14,481,868</b>	<b>\$0.76</b>	<b>14,627,990</b>		

Table A-1: Average Fare Analysis – Local (Change in Average Fare per Boarding)

Fare Payment Type	Change in Average Fare Per Boarding														
	All Customers				Minority Customers					Low-Income Customers					
	Change in Avg Fare per Boarding	% Change	Boardings	% of All Customer Boardings	Change in Avg Fare per Boarding	% Change	Difference in % Change from All Customers	Minority Boardings	% of All Minority Boardings	Change in Avg Fare per Boarding	% Change	Difference in % Change from All Customers	Low-Income Boardings	% of All Low-Income Boardings	
Full Fare, 3-Hour Pass	-\$0.13	-8.3%	3,929,437	8.8%	-\$0.13	-8.3%		1,799,268	10.9%	-\$0.13	-8.3%		1,846,620	11.6%	
Full Fare, Electronic 3-Hour Pass / Fare Capping	-\$0.41	-26.2%	1,845,330	4.1%	-\$0.41	-26.2%		358,814	2.2%	-\$0.41	-26.2%		316,342	2.0%	
Full Fare, 10-Ride	-\$0.03	-1.8%	957,291	2.1%	-\$0.03	-1.8%		409,024	2.5%	-\$0.03	-1.8%		343,881	2.2%	
Full Fare, Day Pass	-\$0.10	-8.3%	4,489,463	10.0%	-\$0.10	-8.3%		2,494,146	15.1%	-\$0.10	-8.3%		2,129,617	13.4%	
Full Fare, Electronic Day Pass / Fare Capping	-\$0.25	-21.5%	1,786,444	4.0%	-\$0.25	-21.5%		833,674	5.0%	-\$0.25	-21.5%		430,070	2.7%	
Full Fare, Monthly Pass/Cap	-\$0.29	-22.8%	3,344,663	7.5%	-\$0.29	-22.8%		1,221,795	7.4%	-\$0.29	-22.8%		856,363	5.4%	
LiVE, Electronic 3-Hour Pass / Fare Capping	-\$0.52	-57.6%	116,749	0.3%	-\$0.52	-57.6%		56,870	0.3%	-\$0.52	-57.6%		100,756	0.6%	
LiVE, 10-Ride	-\$0.25	-25.0%	3,742	0.0%	-\$0.25	-25.0%		1,823	0.0%	-\$0.25	-25.0%		3,229	0.0%	
LiVE, Electronic Day Pass / Fare Capping	-\$0.31	-59.8%	168,826	0.4%	-\$0.31	-59.8%		82,237	0.5%	-\$0.31	-59.8%		145,699	0.9%	
Full Fare -> Expanded LiVE, Electronic 3-Hour Pass / Fare Ca	-\$1.13	-74.5%	14,792	0.0%	-\$1.13	-74.5%		7,864	0.0%	n/a	n/a		-	0.0%	
Full Fare -> Expanded Live, 10-Ride	-\$0.80	-51.8%	498	0.0%	-\$0.80	-51.8%		265	0.0%	n/a	n/a		-	0.0%	
Full Fare -> Expanded LiVE, Electronic Day Pass / Fare Cappi	-\$0.66	-75.9%	21,430	0.0%	-\$0.66	-75.9%		11,393	0.1%	n/a	n/a		-	0.0%	
Full Fare -> Expanded LiVE, Monthly Pass/Cap	-\$0.95	-76.6%	16,249	0.0%	-\$0.95	-76.6%		8,639	0.1%	n/a	n/a		-	0.0%	
Youth, 3-Hour Pass	-\$0.02	-5.6%	1,141,147	2.5%	-\$0.02	-5.6%		522,525	3.2%	-\$0.02	-5.6%		536,277	3.4%	
Youth, Electronic 3-Hour Pass / Fare Capping	-\$0.21	-48.7%	497,882	1.1%	-\$0.21	-48.7%		96,810	0.6%	-\$0.21	-48.7%		85,351	0.5%	
Youth, 10-Ride	-\$0.03	-5.6%	283,328	0.6%	-\$0.03	-5.6%		121,059	0.7%	-\$0.03	-5.6%		101,778	0.6%	
Youth, Day Pass	-\$0.02	-5.6%	797,916	1.8%	-\$0.02	-5.6%		443,287	2.7%	-\$0.02	-5.6%		378,499	2.4%	
Youth, Electronic Day Pass / Fare Capping	-\$0.14	-49.4%	458,032	1.0%	-\$0.14	-49.4%		213,748	1.3%	-\$0.14	-49.4%		110,267	0.7%	
Youth, Monthly Pass/Cap	-\$0.07	-21.1%	3,197,709	7.1%	-\$0.07	-21.1%		1,168,113	7.1%	-\$0.07	-21.1%		818,737	5.2%	
Senior/Disabled, 3-Hour Pass	-\$0.07	-10.0%	1,351,845	3.0%	-\$0.07	-10.0%		543,265	3.3%	-\$0.07	-10.0%		713,896	4.5%	
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	-\$0.37	-50.9%	348,960	0.8%	-\$0.37	-50.9%		140,236	0.8%	-\$0.37	-50.9%		184,282	1.2%	
Senior/Disabled, 10-Ride	-\$0.03	-3.6%	490,707	1.1%	-\$0.03	-3.6%		150,987	0.9%	-\$0.03	-3.6%		234,686	1.5%	
Senior/Disabled, Day Pass	-\$0.04	-10.0%	2,708,894	6.0%	-\$0.04	-10.0%		923,487	5.6%	-\$0.04	-10.0%		1,354,447	8.5%	
Senior/Disabled, Electronic Day Pass / Fare Capping	-\$0.22	-51.8%	465,681	1.0%	-\$0.22	-51.8%		158,755	1.0%	-\$0.22	-51.8%		232,840	1.5%	
Senior/Disabled, Monthly Pass/Cap	-\$0.30	-52.6%	3,558,068	7.9%	-\$0.30	-52.6%		1,167,491	7.1%	-\$0.30	-52.6%		2,306,155	14.5%	
Bulk Purchase	-\$0.25	-24.6%	2,699,103	6.0%	-\$0.25	-24.6%		988,050	6.0%	-\$0.25	-24.6%		992,518	6.3%	
EcoPass (Business)	-\$0.17	-8.3%	1,593,977	3.6%	-\$0.17	-8.3%		310,278	1.9%	-\$0.17	-8.3%		76,511	0.5%	
EcoPass (NECO)	\$0.33	23.2%	128,295	0.3%	\$0.33	23.2%		19,738	0.1%	\$0.33	23.2%		42,765	0.3%	
CollegePass	-\$0.19	-8.3%	535,105	1.2%	-\$0.19	-8.3%		213,206	1.3%	-\$0.19	-8.3%		267,553	1.7%	
Semester Pass	-\$0.48	-38.2%	37,702	0.1%	-\$0.48	-38.2%		15,022	0.1%	-\$0.48	-38.2%		18,851	0.1%	
<b>Total, Local</b>	<b>-\$0.17</b>	<b>-17.0%</b>	<b>36,989,263</b>	<b>82.5%</b>	<b>-\$0.16</b>	<b>-16.0%</b>	<b>1.0%</b>	<b>14,481,868</b>	<b>87.6%</b>	<b>-\$0.16</b>	<b>-17.6%</b>	<b>-0.6%</b>	<b>14,627,990</b>	<b>92.1%</b>	

Table A-2: Average Fare Analysis – Regional (Current)

Fare Payment Type	All Customers				Minority Customers				Low-Income Customers			
	Avg Fare per Boarding	Boardings	% of All Customer Boardings	% of Boardings in Service Category	Avg Fare per Boarding	Minority Boardings	% of All Minority Boardings	% of Minority Boardings in Service Category	Avg Fare per Boarding	Low-Income Boardings	% of All Low-Income Boardings	% of Low-Income Boardings in Service Category
Full Fare, 3-Hour Pass	\$3.38	134,798	0.3%	2.9%	\$3.38	53,919	0.3%	4.1%	\$3.38	82,376	0.5%	10.2%
Full Fare, Electronic 3-Hour Pass / Fare Capping	\$3.38	144,181	0.3%	3.1%	\$3.38	32,645	0.2%	2.5%	\$3.38	13,350	0.1%	1.7%
Full Fare, 10-Ride	\$3.30	85,853	0.2%	1.8%	\$3.30	19,812	0.1%	1.5%	\$3.30	3,679	0.0%	0.5%
Full Fare, Day Pass	\$2.32	474,263	1.1%	10.2%	\$2.32	140,997	0.9%	10.8%	\$2.32	67,752	0.4%	8.4%
Full Fare, Electronic Day Pass / Fare Capping	\$2.32	1,186,035	2.6%	25.5%	\$2.32	275,822	1.7%	21.1%	\$2.32	56,478	0.4%	7.0%
Full Fare, Monthly Pass/Cap	\$3.29	524,218	1.2%	11.3%	\$3.29	150,953	0.9%	11.5%	\$3.29	45,584	0.3%	5.7%
LiVE, Electronic 3-Hour Pass / Fare Capping	\$1.86	6,418	0.0%	0.1%	\$1.86	3,126	0.0%	0.2%	\$1.86	5,539	0.0%	0.7%
LiVE, 10-Ride	\$1.93	362	0.0%	0.0%	\$1.93	176	0.0%	0.0%	\$1.93	312	0.0%	0.0%
LiVE, Electronic Day Pass / Fare Capping	\$1.30	17,750	0.0%	0.4%	\$1.30	8,646	0.1%	0.7%	\$1.30	15,319	0.1%	1.9%
Full Fare -> Expanded LiVE, Electronic 3-Hour Pass / Fare Ca	\$2.85	716	0.0%	0.0%	\$2.85	169	0.0%	0.0%	\$2.85	-	0.0%	0.0%
Full Fare -> Expanded Live, 10-Ride	\$3.16	20	0.0%	0.0%	\$3.16	5	0.0%	0.0%	\$3.16	-	0.0%	0.0%
Full Fare -> Expanded LiVE, Electronic Day Pass / Fare Cappi	\$2.18	1,554	0.0%	0.0%	\$2.18	366	0.0%	0.0%	\$2.18	-	0.0%	0.0%
Full Fare -> Expanded LiVE, Monthly Pass/Cap	\$3.48	1,042	0.0%	0.0%	\$3.48	245	0.0%	0.0%	\$3.48	-	0.0%	0.0%
Youth, 3-Hour Pass	\$1.05	16,482	0.0%	0.4%	\$1.05	7,547	0.0%	0.6%	\$1.05	7,745	0.0%	1.0%
Youth, 10-Ride	\$0.98	10,409	0.0%	0.2%	\$0.98	4,448	0.0%	0.3%	\$0.98	3,739	0.0%	0.5%
Youth, Day Pass	\$0.63	131,116	0.3%	2.8%	\$0.63	72,842	0.4%	5.6%	\$0.63	62,196	0.4%	7.7%
Youth, Electronic Day Pass / Fare Capping	\$0.63	136,895	0.3%	2.9%	\$0.63	63,884	0.4%	4.9%	\$0.63	32,956	0.2%	4.1%
Youth, Monthly Pass/Cap	\$1.03	80,890	0.2%	1.7%	\$1.03	29,549	0.2%	2.3%	\$1.03	20,711	0.1%	2.6%
Senior/Disabled, 3-Hour Pass	\$1.71	28,452	0.1%	0.6%	\$1.71	1,423	0.0%	0.1%	\$1.71	3,347	0.0%	0.4%
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	\$1.71	21,792	0.0%	0.5%	\$1.71	1,090	0.0%	0.1%	\$1.71	2,564	0.0%	0.3%
Senior/Disabled, 10-Ride	\$1.55	22,801	0.1%	0.5%	\$1.55	5,472	0.0%	0.4%	\$1.55	3,109	0.0%	0.4%
Senior/Disabled, Day Pass	\$1.03	375,666	0.8%	8.1%	\$1.03	125,222	0.8%	9.6%	\$1.03	140,875	0.9%	17.5%
Senior/Disabled, Electronic Day Pass / Fare Capping	\$1.03	197,951	0.4%	4.3%	\$1.03	65,984	0.4%	5.0%	\$1.03	74,232	0.5%	9.2%
Senior/Disabled, Monthly Pass/Cap	\$1.69	292,832	0.7%	6.3%	\$1.69	56,074	0.3%	4.3%	\$1.69	77,061	0.5%	9.6%
Bulk Purchase	\$2.28	140,307	0.3%	3.0%	\$2.28	35,109	0.2%	2.7%	\$2.28	15,879	0.1%	2.0%
EcoPass (Business)	\$4.79	422,317	0.9%	9.1%	\$4.79	95,547	0.6%	7.3%	\$4.79	17,258	0.1%	2.1%
EcoPass (NECO)	\$3.80	37,009	0.1%	0.8%	\$3.80	5,483	0.0%	0.4%	\$3.80	3,965	0.0%	0.5%
CollegePass	\$4.51	141,493	0.3%	3.0%	\$4.51	47,802	0.3%	3.7%	\$4.51	46,460	0.3%	5.8%
Semester Pass	n/a	-	0.0%	0.0%	n/a	-	0.0%	0.0%	n/a	-	0.0%	0.0%
<b>Total, Regional</b>	<b>\$2.47</b>	<b>4,653,852</b>	<b>10.4%</b>	<b>100.0%</b>	<b>\$2.33</b>	<b>1,308,289</b>	<b>7.9%</b>	<b>100.0%</b>	<b>\$2.00</b>	<b>805,956</b>	<b>5.1%</b>	<b>100.0%</b>

\*Assumes average fare of eligible population



**Table A-2: Average Fare Analysis – Regional (Proposed)**

Fare Payment Type	All Customers		Minority Customers		Low-Income Customers	
	Avg Fare per Boarding	Boardings	Avg Fare per Boarding	Minority Boardings	Avg Fare per Boarding	Low-Income Boardings
Full Fare, 3-Hour Pass	\$1.77	134,798	\$1.77	53,919	\$1.77	82,376
Full Fare, Electronic 3-Hour Pass / Fare Capping	\$1.54	144,181	\$1.54	32,645	\$1.54	13,350
Full Fare, 10-Ride	\$1.80	85,853	\$1.80	19,812	\$1.80	3,679
Full Fare, Day Pass	\$1.21	474,263	\$1.21	140,997	\$1.21	67,752
Full Fare, Electronic Day Pass / Fare Capping	\$1.10	1,186,035	\$1.10	275,822	\$1.10	56,478
Full Fare, Monthly Pass/Cap	\$1.45	524,218	\$1.45	150,953	\$1.45	45,584
LiVE, Electronic 3-Hour Pass / Fare Capping	\$0.48	6,418	\$0.48	3,126	\$0.48	5,539
LiVE, 10-Ride	\$0.83	362	\$0.83	176	\$0.83	312
LiVE, Electronic Day Pass / Fare Capping	\$0.34	17,750	\$0.34	8,646	\$0.34	15,319
Full Fare -> Expanded LiVE, Electronic 3-Hour Pass / Fare Ca	\$0.44	716	\$0.44	169	\$0.44	-
Full Fare -> Expanded Live, 10-Ride	\$0.84	20	\$0.84	5	\$0.84	-
Full Fare -> Expanded LiVE, Electronic Day Pass / Fare Cappi	\$0.34	1,554	\$0.34	366	\$0.34	-
Full Fare -> Expanded LiVE, Monthly Pass/Cap	\$0.46	1,042	\$0.46	245	\$0.46	-
Youth, 3-Hour Pass	\$0.56	16,482	\$0.56	7,547	\$0.56	7,745
Youth, Electronic 3-Hour Pass / Fare Capping	\$0.33	20,230	\$0.33	3,934	\$0.33	3,468
Youth, 10-Ride	\$0.52	10,409	\$0.52	4,448	\$0.52	3,739
Youth, Day Pass	\$0.33	131,116	\$0.33	72,842	\$0.33	62,196
Youth, Electronic Day Pass / Fare Capping	\$0.20	136,895	\$0.20	63,884	\$0.20	32,956
Youth, Monthly Pass/Cap	\$0.46	80,890	\$0.46	29,549	\$0.46	20,711
Senior/Disabled, 3-Hour Pass	\$0.89	28,452	\$0.89	1,423	\$0.89	3,347
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	\$0.52	21,792	\$0.52	1,090	\$0.52	2,564
Senior/Disabled, 10-Ride	\$0.83	22,801	\$0.83	5,472	\$0.83	3,109
Senior/Disabled, Day Pass	\$0.53	375,666	\$0.53	125,222	\$0.53	140,875
Senior/Disabled, Electronic Day Pass / Fare Capping	\$0.33	197,951	\$0.33	65,984	\$0.33	74,232
Senior/Disabled, Monthly Pass/Cap	\$0.46	292,832	\$0.46	56,074	\$0.46	77,061
Bulk Purchase	\$0.92	140,307	\$0.92	35,109	\$0.92	15,879
EcoPass (Business)	\$2.39	422,317	\$2.39	95,547	\$2.39	17,258
EcoPass (NECO)	\$2.04	37,009	\$2.04	5,483	\$2.04	3,965
CollegePass	\$2.22	141,493	\$2.22	47,802	\$2.22	46,460
Semester Pass	n/a	-	n/a	-	n/a	-
<b>Total, Regional</b>	<b>\$1.15</b>	<b>4,653,852</b>	<b>\$1.10</b>	<b>1,308,289</b>	<b>\$0.92</b>	<b>805,956</b>

**Table A-2: Average Fare Analysis – Regional (Change in Average Fare per Boarding)**

Fare Payment Type	Change in Average Fare Per Boarding														
	All Customers				Minority Customers					Low-Income Customers					
	Change in Avg Fare per Boarding	% Change	Boardings	% of All Customer Boardings	Change in Avg Fare per Boarding	% Change	Difference in % Change from All Customers	Minority Boardings	% of All Minority Boardings	Change in Avg Fare per Boarding	% Change	Difference in % Change from All Customers	Low-Income Boardings	% of All Low-Income Boardings	
Full Fare, 3-Hour Pass	-\$1.61	-47.6%	134,798	0.3%	-\$1.61	-47.6%		53,919	0.3%	-\$1.61	-47.6%		82,376	0.5%	
Full Fare, Electronic 3-Hour Pass / Fare Capping	-\$1.84	-54.4%	144,181	0.3%	-\$1.84	-54.4%		32,645	0.2%	-\$1.84	-54.4%		13,350	0.1%	
Full Fare, 10-Ride	-\$1.50	-45.5%	85,853	0.2%	-\$1.50	-45.5%		19,812	0.1%	-\$1.50	-45.5%		3,679	0.0%	
Full Fare, Day Pass	-\$1.10	-47.6%	474,263	1.1%	-\$1.10	-47.6%		140,997	0.9%	-\$1.10	-47.6%		67,752	0.4%	
Full Fare, Electronic Day Pass / Fare Capping	-\$1.22	-52.7%	1,186,035	2.6%	-\$1.22	-52.7%		275,822	1.7%	-\$1.22	-52.7%		56,478	0.4%	
Full Fare, Monthly Pass/Cap	-\$1.84	-56.0%	524,218	1.2%	-\$1.84	-56.0%		150,953	0.9%	-\$1.84	-56.0%		45,584	0.3%	
LiVE, Electronic 3-Hour Pass / Fare Capping	-\$1.38	-74.2%	6,418	0.0%	-\$1.38	-74.2%		3,126	0.0%	-\$1.38	-74.2%		5,539	0.0%	
LiVE, 10-Ride	-\$1.10	-57.1%	362	0.0%	-\$1.10	-57.1%		176	0.0%	-\$1.10	-57.1%		312	0.0%	
LiVE, Electronic Day Pass / Fare Capping	-\$0.96	-73.7%	17,750	0.0%	-\$0.96	-73.7%		8,646	0.1%	-\$0.96	-73.7%		15,319	0.1%	
Full Fare -> Expanded LiVE, Electronic 3-Hour Pass / Fare Ca	-\$2.41	-84.5%	716	0.0%	-\$2.41	-84.5%		169	0.0%	n/a	n/a		-	0.0%	
Full Fare -> Expanded Live, 10-Ride	-\$2.32	-73.3%	20	0.0%	-\$2.32	-73.3%		5	0.0%	n/a	n/a		-	0.0%	
Full Fare -> Expanded LiVE, Electronic Day Pass / Fare Cappi	-\$1.84	-84.2%	1,554	0.0%	-\$1.84	-84.2%		366	0.0%	n/a	n/a		-	0.0%	
Full Fare -> Expanded LiVE, Monthly Pass/Cap	-\$3.01	-86.6%	1,042	0.0%	-\$3.01	-86.6%		245	0.0%	n/a	n/a		-	0.0%	
Youth, 3-Hour Pass	-\$0.49	-46.9%	16,482	0.0%	-\$0.49	-46.9%		7,547	0.0%	-\$0.49	-46.9%		7,745	0.0%	
Youth, Electronic 3-Hour Pass / Fare Capping	-\$0.72	-68.5%	20,230	0.0%	-\$0.72	-68.5%		3,934	0.0%	-\$0.72	-68.5%		3,468	0.0%	
Youth, 10-Ride	-\$0.46	-46.9%	10,409	0.0%	-\$0.46	-46.9%		4,448	0.0%	-\$0.46	-46.9%		3,739	0.0%	
Youth, Day Pass	-\$0.29	-46.9%	131,116	0.3%	-\$0.29	-46.9%		72,842	0.4%	-\$0.29	-46.9%		62,196	0.4%	
Youth, Electronic Day Pass / Fare Capping	-\$0.42	-67.4%	136,895	0.3%	-\$0.42	-67.4%		63,884	0.4%	-\$0.42	-67.4%		32,956	0.2%	
Youth, Monthly Pass/Cap	-\$0.56	-55.0%	80,890	0.2%	-\$0.56	-55.0%		29,549	0.2%	-\$0.56	-55.0%		20,711	0.1%	
Senior/Disabled, 3-Hour Pass	-\$0.82	-48.1%	28,452	0.1%	-\$0.82	-48.1%		1,423	0.0%	-\$0.82	-48.1%		3,347	0.0%	
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	-\$1.20	-69.9%	21,792	0.0%	-\$1.20	-69.9%		1,090	0.0%	-\$1.20	-69.9%		2,564	0.0%	
Senior/Disabled, 10-Ride	-\$0.72	-46.5%	22,801	0.1%	-\$0.72	-46.5%		5,472	0.0%	-\$0.72	-46.5%		3,109	0.0%	
Senior/Disabled, Day Pass	-\$0.50	-48.6%	375,666	0.8%	-\$0.50	-48.6%		125,222	0.8%	-\$0.50	-48.6%		140,875	0.9%	
Senior/Disabled, Electronic Day Pass / Fare Capping	-\$0.71	-68.4%	197,951	0.4%	-\$0.71	-68.4%		65,984	0.4%	-\$0.71	-68.4%		74,232	0.5%	
Senior/Disabled, Monthly Pass/Cap	-\$1.23	-72.7%	292,832	0.7%	-\$1.23	-72.7%		56,074	0.3%	-\$1.23	-72.7%		77,061	0.5%	
Bulk Purchase	-\$1.36	-59.5%	140,307	0.3%	-\$1.36	-59.5%		35,109	0.2%	-\$1.36	-59.5%		15,879	0.1%	
EcoPass (Business)	-\$2.41	-50.2%	422,317	0.9%	-\$2.41	-50.2%		95,547	0.6%	-\$2.41	-50.2%		17,258	0.1%	
EcoPass (NECO)	-\$1.76	-46.3%	37,009	0.1%	-\$1.76	-46.3%		5,483	0.0%	-\$1.76	-46.3%		3,965	0.0%	
CollegePass	-\$2.29	-50.8%	141,493	0.3%	-\$2.29	-50.8%		47,802	0.3%	-\$2.29	-50.8%		46,460	0.3%	
Semester Pass	n/a	n/a	n/a	0.0%	n/a	n/a		-	0.0%	n/a	n/a		-	0.0%	
<b>Total, Regional</b>	<b>-\$1.31</b>	<b>-53.2%</b>	<b>4,653,852</b>	<b>10.4%</b>	<b>-\$1.24</b>	<b>-53.0%</b>	<b>0.2%</b>	<b>1,308,289</b>	<b>7.9%</b>	<b>-\$1.08</b>	<b>-53.8%</b>	<b>-0.6%</b>	<b>805,956</b>	<b>5.1%</b>	

Table A-3: Average Fare Analysis – Airport (Current)

Current Fare Structure													
Fare Payment Type	All Customers				Minority Customers				Low-Income Customers				
	Avg Fare per Boarding	Boardings	% of All Customer Boardings	% of Boardings in Service Category	Avg Fare per Boarding	Minority Boardings	% of All Minority Boardings	% of Minority Customers in Service Category	Avg Fare per Boarding	Low-Income Boardings	% of All Low-Income Boardings	% of Low-Income Customers in Service Category	
Full Fare, Electronic 3-Hour Pass / Fare Capping	\$9.19	15,470	0.0%	0.5%	\$9.19	645	0.0%	0.1%	\$9.19	1,406	0.0%	0.3%	
Full Fare, Day Pass	\$4.72	1,704,309	3.8%	53.1%	\$4.72	390,571	2.4%	53.2%	\$4.72	227,241	1.4%	51.3%	
Full Fare, Electronic Day Pass / Fare Capping	\$4.72	513,724	1.1%	16.0%	\$4.72	54,651	0.3%	7.4%	\$4.72	68,496	0.4%	15.5%	
LiVE, Electronic 3-Hour Pass / Fare Capping	\$4.70	1,515	0.0%	0.0%	\$4.70	738	0.0%	0.1%	\$4.70	1,307	0.0%	0.3%	
LiVE, Electronic Day Pass / Fare Capping	\$2.04	3,510	0.0%	0.1%	\$2.04	1,710	0.0%	0.2%	\$2.04	3,029	0.0%	0.7%	
Full Fare -> Expanded LiVE, Electronic 3-Hour Pass / Fare Ca	\$7.90	36	0.0%	0.0%	\$7.90	4	0.0%	0.0%	\$7.90	-	0.0%	0.0%	
Full Fare -> Expanded LiVE, Electronic Day Pass / Fare Cappi	\$3.40	118	0.0%	0.0%	\$3.40	12	0.0%	0.0%	\$3.40	-	0.0%	0.0%	
Youth, Electronic 3-Hour Pass / Fare Capping	\$2.72	947	0.0%	0.0%	\$2.72	184	0.0%	0.0%	\$2.72	162	0.0%	0.0%	
Youth, Day Pass	\$0.81	48,306	0.1%	1.5%	\$0.81	26,837	0.2%	3.7%	\$0.81	22,914	0.1%	5.2%	
Youth, Electronic Day Pass / Fare Capping	\$0.81	41,744	0.1%	1.3%	\$0.81	19,480	0.1%	2.7%	\$0.81	10,049	0.1%	2.3%	
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	\$4.81	5,351	0.0%	0.2%	\$4.81	554	0.0%	0.1%	\$4.81	203	0.0%	0.0%	
Senior/Disabled, Day Pass	\$1.34	134,179	0.3%	4.2%	\$1.34	13,881	0.1%	1.9%	\$1.34	5,095	0.0%	1.1%	
Senior/Disabled, Electronic Day Pass / Fare Capping	\$1.34	60,362	0.1%	1.9%	\$1.34	6,244	0.0%	0.9%	\$1.34	2,292	0.0%	0.5%	
Bulk Purchase	n/a	-	0.0%	0.0%	n/a	-	0.0%	0.0%	n/a	-	0.0%	0.0%	
EcoPass (Business)	\$5.57	634,381	1.4%	19.7%	\$5.57	211,460	1.3%	28.8%	\$5.57	92,514	0.6%	20.9%	
EcoPass (NECO)	\$8.99	10,202	0.0%	0.3%	\$8.99	600	0.0%	0.1%	\$8.99	850	0.0%	0.2%	
CollegePass	\$9.91	38,064	0.1%	1.2%	\$9.91	6,344	0.0%	0.9%	\$9.91	7,613	0.0%	1.7%	
Semester Pass	n/a	-	0.0%	0.0%	n/a	-	0.0%	0.0%	n/a	-	0.0%	0.0%	
<b>Total, Airport</b>	<b>\$4.67</b>	<b>3,212,217</b>	<b>7.2%</b>	<b>100.0%</b>	<b>\$4.67</b>	<b>733,914</b>	<b>4.4%</b>	<b>100.0%</b>	<b>\$4.64</b>	<b>443,174</b>	<b>2.8%</b>	<b>100.0%</b>	

\*Assumes average fare of eligible population

**Table A-3: Average Fare Analysis – Airport (Proposed)**

Fare Payment Type	All Customers		Proposed Fare Structure		Low-Income Customers	
	Avg Fare per Boarding	Boardings	Avg Fare per Boarding	Minority Boardings	Avg Fare per Boarding	Low-Income Boardings
Full Fare, Electronic 3-Hour Pass / Fare Capping	\$8.47	15,470	\$8.47	645	\$8.47	1,406
Full Fare, Day Pass	\$4.50	1,704,309	\$4.50	390,571	\$4.50	227,241
Full Fare, Electronic Day Pass / Fare Capping	\$2.98	513,724	\$2.98	54,651	\$2.98	68,496
LiVE, Electronic 3-Hour Pass / Fare Capping	\$0.91	1,515	\$0.91	738	\$0.91	1,307
LiVE, Electronic Day Pass / Fare Capping	\$0.57	3,510	\$0.57	1,710	\$0.57	3,029
Full Fare -> Expanded LiVE, Electronic 3-Hour Pass / Fare Ca	\$0.92	36	\$0.92	4	\$0.92	-
Full Fare -> Expanded LiVE, Electronic Day Pass / Fare Capping	\$0.57	118	\$0.57	12	\$0.57	-
Youth, Electronic 3-Hour Pass / Fare Capping	\$0.68	947	\$0.68	184	\$0.68	162
Youth, Day Pass	\$0.43	48,306	\$0.43	26,837	\$0.43	22,914
Youth, Electronic Day Pass / Fare Capping	\$0.28	41,744	\$0.28	19,480	\$0.28	10,049
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	\$1.14	5,351	\$1.14	554	\$1.14	203
Senior/Disabled, Day Pass	\$0.69	134,179	\$0.69	13,881	\$0.69	5,095
Senior/Disabled, Electronic Day Pass / Fare Capping	\$0.45	60,362	\$0.45	6,244	\$0.45	2,292
Bulk Purchase	n/a	-	n/a	-	n/a	-
EcoPass (Business)	\$2.59	634,381	\$2.59	211,460	\$2.59	92,514
EcoPass (NECO)	\$2.50	10,202	\$2.50	600	\$2.50	850
CollegePass	\$2.44	38,064	\$2.44	6,344	\$2.44	7,613
Semester Pass	n/a	-	n/a	-	n/a	-
<b>Total, Airport</b>	<b>\$3.50</b>	<b>3,212,217</b>	<b>\$3.43</b>	<b>733,914</b>	<b>\$3.43</b>	<b>443,174</b>

**Table A-3: Average Fare Analysis – Airport (Change in Average Fare per Boarding)**

Change in Average Fare Per Boarding														
Fare Payment Type	All Customers				Minority Customers					Low-Income Customers				
	Change in Avg Fare per Boarding	% Change	Boardings	% of All Customer Boardings	Change in Avg Fare per Boarding	% Change	Difference in % Change from All Customers	Minority Boardings	% of All Minority Boardings	Change in Avg Fare per Boarding	% Change	Difference in % Change from All Customers	Low-Income Boardings	% of All Low-Income Boardings
Full Fare, Electronic 3-Hour Pass / Fare Capping	-\$0.72	-7.9%	15,470	0.0%	-\$0.72	-7.9%		645	0.0%	-\$0.72	-7.9%		1,406	0.0%
Full Fare, Day Pass	-\$0.22	-4.8%	1,704,309	3.8%	-\$0.22	-4.8%		390,571	2.4%	-\$0.22	-4.8%		227,241	1.4%
Full Fare, Electronic Day Pass / Fare Capping	-\$1.74	-36.8%	513,724	1.1%	-\$1.74	-36.8%		54,651	0.3%	-\$1.74	-36.8%		68,496	0.4%
LiVE, Electronic 3-Hour Pass / Fare Capping	-\$3.78	-80.6%	1,515	0.0%	-\$3.78	-80.6%		738	0.0%	-\$3.78	-80.6%		1,307	0.0%
LiVE, Electronic Day Pass / Fare Capping	-\$1.47	-72.2%	3,510	0.0%	-\$1.47	-72.2%		1,710	0.0%	-\$1.47	-72.2%		3,029	0.0%
Full Fare -> Expanded LiVE, Electronic 3-Hour Pass / Fare Ca	-\$6.98	-88.4%	36	0.0%	-\$6.98	-88.4%		4	0.0%	n/a	n/a		-	0.0%
Full Fare -> Expanded LiVE, Electronic Day Pass / Fare Cappi	-\$2.83	-83.3%	118	0.0%	-\$2.83	-83.3%		12	0.0%	n/a	n/a		-	0.0%
Youth, Electronic 3-Hour Pass / Fare Capping	-\$2.04	-75.0%	947	0.0%	-\$2.04	-75.0%		184	0.0%	-\$2.04	-75.0%		162	0.0%
Youth, Day Pass	-\$0.38	-46.9%	48,306	0.1%	-\$0.38	-46.9%		26,837	0.2%	-\$0.38	-46.9%		22,914	0.1%
Youth, Electronic Day Pass / Fare Capping	-\$0.53	-65.6%	41,744	0.1%	-\$0.53	-65.6%		19,480	0.1%	-\$0.53	-65.6%		10,049	0.1%
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	-\$3.67	-76.3%	5,351	0.0%	-\$3.67	-76.3%		554	0.0%	-\$3.67	-76.3%		203	0.0%
Senior/Disabled, Day Pass	-\$0.65	-48.6%	134,179	0.3%	-\$0.65	-48.6%		13,881	0.1%	-\$0.65	-48.6%		5,095	0.0%
Senior/Disabled, Electronic Day Pass / Fare Capping	-\$0.89	-66.7%	60,362	0.1%	-\$0.89	-66.7%		6,244	0.0%	-\$0.89	-66.7%		2,292	0.0%
Bulk Purchase	n/a	n/a	n/a	0.0%	n/a	n/a		-	0.0%	n/a	n/a		-	0.0%
EcoPass (Business)	-\$2.97	-53.4%	634,381	1.4%	-\$2.97	-53.4%		211,460	1.3%	-\$2.97	-53.4%		92,514	0.6%
EcoPass (NECO)	-\$6.49	-72.2%	10,202	0.0%	-\$6.49	-72.2%		600	0.0%	-\$6.49	-72.2%		850	0.0%
CollegePass	-\$7.47	-75.4%	38,064	0.1%	-\$7.47	-75.4%		6,344	0.0%	-\$7.47	-75.4%		7,613	0.0%
Semester Pass	n/a	n/a	n/a	0.0%	n/a	n/a		-	0.0%	n/a	n/a		-	0.0%
<b>Total, Airport</b>	<b>-\$1.16</b>	<b>-24.9%</b>	<b>3,212,217</b>	<b>7.2%</b>	<b>-\$1.24</b>	<b>-26.4%</b>	<b>-1.5%</b>	<b>733,914</b>	<b>4.4%</b>	<b>-\$1.22</b>	<b>-26.2%</b>	<b>-1.2%</b>	<b>443,174</b>	<b>2.8%</b>

Table A-4: Average Fare Analysis – Total (Current)

Fare Payment Type	Current Fare Structure										
	All Customers			Minority Customers				Low-Income Customers			
	Avg Fare per Boarding	Boardings	% of All Customer Boardings	Avg Fare per Boarding	Minority Boardings	% of All Minority Boardings	Avg Fare per Boarding	Low-Income Boardings	% of All Low-Income Boardings		
Full Fare, 3-Hour Pass	\$1.61	4,064,234	9.1%	\$1.60	1,853,187	11.2%	\$1.62	1,928,997	12.1%		
Full Fare, Electronic 3-Hour Pass / Fare Capping	\$1.74	2,004,981	4.5%	\$1.71	392,103	2.4%	\$1.65	331,099	2.1%		
Full Fare, 10-Ride	\$1.70	1,043,144	2.3%	\$1.63	428,836	2.6%	\$1.57	347,560	2.2%		
Full Fare, Day Pass	\$2.14	6,668,035	14.9%	\$1.66	3,025,714	18.3%	\$1.51	2,424,610	15.3%		
Full Fare, Electronic Day Pass / Fare Capping	\$2.07	3,486,202	7.8%	\$1.59	1,164,147	7.0%	\$1.71	555,044	3.5%		
Full Fare, Monthly Pass/Cap	\$1.53	3,868,881	8.6%	\$1.47	1,372,748	8.3%	\$1.35	901,947	5.7%		
LiVE, Electronic 3-Hour Pass / Fare Capping	\$1.01	124,683	0.3%	\$1.01	60,735	0.4%	\$1.01	107,603	0.7%		
LiVE, 10-Ride	\$1.07	4,104	0.0%	\$1.07	1,999	0.0%	\$1.07	3,541	0.0%		
LiVE, Electronic Day Pass / Fare Capping	\$0.62	190,086	0.4%	\$0.62	92,593	0.6%	\$0.62	164,046	1.0%		
Full Fare -> Expanded LiVE, Electronic 3-Hour Pass / Fare Ca	\$1.60	15,544	0.0%	\$1.55	8,036	0.0%	n/a	-	0.0%		
Full Fare -> Expanded Live, 10-Ride	\$1.60	518	0.0%	\$1.57	270	0.0%	n/a	-	0.0%		
Full Fare -> Expanded LiVE, Electronic Day Pass / Fare Cappi	\$0.97	23,102	0.1%	\$0.91	11,771	0.1%	n/a	-	0.0%		
Full Fare -> Expanded LiVE, Monthly Pass/Cap	\$1.38	17,291	0.0%	\$1.30	8,884	0.1%	n/a	-	0.0%		
Youth, 3-Hour Pass	\$0.44	1,157,628	2.6%	\$0.44	530,072	3.2%	\$0.44	544,022	3.4%		
Youth, Electronic 3-Hour Pass / Fare Capping	\$0.46	519,059	1.2%	\$0.46	100,928	0.6%	\$0.46	88,982	0.6%		
Youth, 10-Ride	\$0.51	293,738	0.7%	\$0.51	125,506	0.8%	\$0.51	105,517	0.7%		
Youth, Day Pass	\$0.35	977,338	2.2%	\$0.35	542,966	3.3%	\$0.35	463,609	2.9%		
Youth, Electronic Day Pass / Fare Capping	\$0.39	636,671	1.4%	\$0.39	297,113	1.8%	\$0.39	153,273	1.0%		
Youth, Monthly Pass/Cap	\$0.35	3,278,599	7.3%	\$0.35	1,197,662	7.2%	\$0.35	839,448	5.3%		
Senior/Disabled, 3-Hour Pass	\$0.74	1,380,298	3.1%	\$0.72	544,688	3.3%	\$0.72	717,243	4.5%		
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	\$0.84	376,103	0.8%	\$0.74	141,879	0.9%	\$0.74	187,049	1.2%		
Senior/Disabled, 10-Ride	\$0.80	513,507	1.1%	\$0.79	156,459	0.9%	\$0.77	237,795	1.5%		
Senior/Disabled, Day Pass	\$0.54	3,218,739	7.2%	\$0.52	1,062,589	6.4%	\$0.49	1,500,417	9.5%		
Senior/Disabled, Electronic Day Pass / Fare Capping	\$0.67	723,994	1.6%	\$0.63	230,983	1.4%	\$0.58	309,364	1.9%		
Senior/Disabled, Monthly Pass/Cap	\$0.65	3,850,899	8.6%	\$0.61	1,223,565	7.4%	\$0.60	2,383,216	15.0%		
Bulk Purchase	\$1.10	2,839,410	6.3%	\$1.08	1,023,160	6.2%	\$1.05	1,008,397	6.4%		
EcoPass (Business)	\$3.34	2,650,675	5.9%	\$3.69	617,285	3.7%	\$4.06	186,283	1.2%		
EcoPass (NECO)	\$2.36	175,506	0.4%	\$2.10	25,821	0.2%	\$1.75	47,580	0.3%		
CollegePass	\$3.10	714,662	1.6%	\$2.83	267,352	1.6%	\$2.75	321,626	2.0%		
Semester Pass	\$1.25	37,702	0.1%	\$1.25	15,022	0.1%	\$1.25	18,851	0.1%		
<b>Total, Total</b>	<b>\$1.41</b>	<b>44,855,331</b>	<b>100.0%</b>	<b>\$1.26</b>	<b>16,524,071</b>	<b>100.0%</b>	<b>\$1.08</b>	<b>15,877,120</b>	<b>100.0%</b>		

\*Assumes average fare of eligible population

**Table A-4: Average Fare Analysis – Total (Proposed)**

Fare Payment Type	Proposed Fare Structure							
	All Customers		Minority Customers			Low-Income Customers		
	Avg Fare per Boarding	Boardings	Avg Fare per Boarding	Minority Boardings		Avg Fare per Boarding	Low-Income Boardings	
Full Fare, 3-Hour Pass	\$1.43	4,064,234	\$1.43	1,853,187		\$1.43	1,928,997	
Full Fare, Electronic 3-Hour Pass / Fare Capping	\$1.23	2,004,981	\$1.19	392,103		\$1.19	331,099	
Full Fare, 10-Ride	\$1.55	1,043,144	\$1.54	428,836		\$1.53	347,560	
Full Fare, Day Pass	\$1.94	6,668,035	\$1.50	3,025,714		\$1.38	2,424,610	
Full Fare, Electronic Day Pass / Fare Capping	\$1.27	3,486,202	\$1.04	1,164,147		\$1.18	555,044	
Full Fare, Monthly Pass/Cap	\$1.03	3,868,881	\$1.02	1,372,748		\$0.99	901,947	
LiVE, Electronic 3-Hour Pass / Fare Capping	\$0.40	124,683	\$0.40	60,735		\$0.40	107,603	
LiVE, 10-Ride	\$0.75	4,104	\$0.75	1,999		\$0.75	3,541	
LiVE, Electronic Day Pass / Fare Capping	\$0.23	190,086	\$0.23	92,593		\$0.23	164,046	
Full Fare -> Expanded LiVE, Electronic 3-Hour Pass / Fare Ca	\$0.39	15,544	\$0.39	8,036		n/a	-	
Full Fare -> Expanded Live, 10-Ride	\$0.75	518	\$0.74	270		n/a	-	
Full Fare -> Expanded LiVE, Electronic Day Pass / Fare Cappi	\$0.22	23,102	\$0.21	11,771		n/a	-	
Full Fare -> Expanded LiVE, Monthly Pass/Cap	\$0.30	17,291	\$0.30	8,884		n/a	-	
Youth, 3-Hour Pass	\$0.41	1,157,628	\$0.41	530,072		\$0.41	544,022	
Youth, Electronic 3-Hour Pass / Fare Capping	\$0.23	519,059	\$0.23	100,928		\$0.23	88,982	
Youth, 10-Ride	\$0.47	293,738	\$0.47	125,506		\$0.47	105,517	
Youth, Day Pass	\$0.28	977,338	\$0.28	542,966		\$0.28	463,609	
Youth, Electronic Day Pass / Fare Capping	\$0.16	636,671	\$0.16	297,113		\$0.16	153,273	
Youth, Monthly Pass/Cap	\$0.27	3,278,599	\$0.27	1,197,662		\$0.27	839,448	
Senior/Disabled, 3-Hour Pass	\$0.65	1,380,298	\$0.65	544,688		\$0.65	717,243	
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	\$0.37	376,103	\$0.36	141,879		\$0.36	187,049	
Senior/Disabled, 10-Ride	\$0.74	513,507	\$0.74	156,459		\$0.74	237,795	
Senior/Disabled, Day Pass	\$0.42	3,218,739	\$0.41	1,062,589		\$0.40	1,500,417	
Senior/Disabled, Electronic Day Pass / Fare Capping	\$0.26	723,994	\$0.25	230,983		\$0.24	309,364	
Senior/Disabled, Monthly Pass/Cap	\$0.28	3,850,899	\$0.28	1,223,565		\$0.27	2,383,216	
Bulk Purchase	\$0.79	2,839,410	\$0.78	1,023,160		\$0.78	1,008,397	
EcoPass (Business)	\$2.14	2,650,675	\$2.21	617,285		\$2.29	186,283	
EcoPass (NECO)	\$1.85	175,506	\$1.82	25,821		\$1.78	47,580	
CollegePass	\$2.11	714,662	\$2.09	267,352		\$2.08	321,626	
Semester Pass	\$0.77	37,702	\$0.77	15,022		\$0.77	18,851	
<b>Total, Total</b>	<b>\$1.05</b>	<b>44,855,331</b>	<b>\$0.97</b>	<b>16,524,071</b>		<b>\$0.84</b>	<b>15,877,120</b>	

Table A-4: Average Fare Analysis – Total (Change in Average Fare per Boarding)

Change in Average Fare Per Boarding														
Fare Payment Type	All Customers				Minority Customers					Low-Income Customers				
	Change in Avg Fare per Boarding	% Change	Boardings	% of All Customer Boardings	Change in Avg Fare per Boarding	% Change	Difference in % Change from All Customers	Minority Boardings	% of All Minority Boardings	Change in Avg Fare per Boarding	% Change	Difference in % Change from All Customers	Low-Income Boardings	% of All Low-Income Boardings
Full Fare, 3-Hour Pass	-\$0.18	-11.1%	4,064,234	9.1%	-\$0.17	-10.8%	0.3%	1,853,187	11.2%	-\$0.19	-11.8%	-0.8%	1,928,997	12.1%
Full Fare, Electronic 3-Hour Pass / Fare Capping	-\$0.51	-29.4%	2,004,981	4.5%	-\$0.53	-30.7%	-1.3%	392,103	2.4%	-\$0.46	-28.1%	1.3%	331,099	2.1%
Full Fare, 10-Ride	-\$0.15	-8.8%	1,043,144	2.3%	-\$0.10	-5.9%	2.9%	428,836	2.6%	-\$0.04	-2.8%	6.0%	347,560	2.2%
Full Fare, Day Pass	-\$0.20	-9.3%	6,668,035	14.9%	-\$0.16	-9.6%	-0.2%	3,025,714	18.3%	-\$0.14	-9.0%	0.4%	2,424,610	15.3%
Full Fare, Electronic Day Pass / Fare Capping	-\$0.80	-38.5%	3,486,202	7.8%	-\$0.55	-34.4%	4.1%	1,164,147	7.0%	-\$0.53	-31.0%	7.5%	555,044	3.5%
Full Fare, Monthly Pass/Cap	-\$0.50	-32.5%	3,868,881	8.6%	-\$0.46	-31.0%	1.5%	1,372,748	8.3%	-\$0.36	-26.9%	5.6%	901,947	5.7%
LiVE, Electronic 3-Hour Pass / Fare Capping	-\$0.61	-60.4%	124,683	0.3%	-\$0.61	-60.4%	0.0%	60,735	0.4%	-\$0.61	-60.4%	0.0%	107,603	0.7%
LiVE, 10-Ride	-\$0.32	-30.1%	4,104	0.0%	-\$0.32	-30.1%	0.0%	1,999	0.0%	-\$0.32	-30.1%	0.0%	3,541	0.0%
LiVE, Electronic Day Pass / Fare Capping	-\$0.39	-63.3%	190,086	0.4%	-\$0.39	-63.3%	0.0%	92,593	0.6%	-\$0.39	-63.3%	0.0%	164,046	1.0%
Full Fare -> Expanded LiVE, Electronic 3-Hour Pass / Fare Ca	-\$1.20	-75.5%	15,544	0.0%	-\$1.16	-75.0%	0.6%	8,036	0.0%	n/a	n/a	n/a	-	0.0%
Full Fare -> Expanded Live, 10-Ride	-\$0.86	-53.4%	518	0.0%	-\$0.82	-52.6%	0.9%	270	0.0%	n/a	n/a	n/a	-	0.0%
Full Fare -> Expanded LiVE, Electronic Day Pass / Fare Cappi	-\$0.75	-77.3%	23,102	0.1%	-\$0.70	-76.5%	0.7%	11,771	0.1%	n/a	n/a	n/a	-	0.0%
Full Fare -> Expanded LiVE, Monthly Pass/Cap	-\$1.08	-78.1%	17,291	0.0%	-\$1.01	-77.3%	0.8%	8,884	0.1%	n/a	n/a	n/a	-	0.0%
Youth, 3-Hour Pass	-\$0.03	-7.0%	1,157,628	2.6%	-\$0.03	-7.0%	0.0%	530,072	3.2%	-\$0.03	-7.0%	0.0%	544,022	3.4%
Youth, Electronic 3-Hour Pass / Fare Capping	-\$0.23	-50.7%	519,059	1.2%	-\$0.23	-50.7%	0.0%	100,928	0.6%	-\$0.23	-50.7%	0.0%	88,982	0.6%
Youth, 10-Ride	-\$0.04	-8.4%	293,738	0.7%	-\$0.04	-8.4%	0.0%	125,506	0.8%	-\$0.04	-8.4%	0.0%	105,517	0.7%
Youth, Day Pass	-\$0.07	-20.2%	977,338	2.2%	-\$0.07	-20.2%	0.0%	542,966	3.3%	-\$0.07	-20.2%	0.0%	463,609	2.9%
Youth, Electronic Day Pass / Fare Capping	-\$0.22	-57.9%	636,671	1.4%	-\$0.22	-57.9%	0.0%	297,113	1.8%	-\$0.22	-57.9%	0.0%	153,273	1.0%
Youth, Monthly Pass/Cap	-\$0.08	-23.5%	3,278,599	7.3%	-\$0.08	-23.5%	0.0%	1,197,662	7.2%	-\$0.08	-23.5%	0.0%	839,448	5.3%
Senior/Disabled, 3-Hour Pass	-\$0.09	-11.8%	1,380,298	3.1%	-\$0.07	-10.2%	1.6%	544,688	3.3%	-\$0.08	-10.4%	1.4%	717,243	4.5%
Senior/Disabled, Electronic 3-Hour Pass / Fare Capping	-\$0.46	-55.3%	376,103	0.8%	-\$0.39	-51.9%	3.4%	141,879	0.9%	-\$0.38	-51.7%	3.5%	187,049	1.2%
Senior/Disabled, 10-Ride	-\$0.06	-7.3%	513,507	1.1%	-\$0.05	-6.5%	0.8%	156,459	0.9%	-\$0.04	-4.7%	2.6%	237,795	1.5%
Senior/Disabled, Day Pass	-\$0.12	-22.6%	3,218,739	7.2%	-\$0.11	-20.4%	2.2%	1,062,589	6.4%	-\$0.09	-17.9%	4.6%	1,500,417	9.5%
Senior/Disabled, Electronic Day Pass / Fare Capping	-\$0.41	-61.2%	723,994	1.6%	-\$0.38	-60.4%	0.8%	230,983	1.4%	-\$0.35	-59.1%	2.1%	309,364	1.9%
Senior/Disabled, Monthly Pass/Cap	-\$0.37	-56.6%	3,850,899	8.6%	-\$0.34	-55.2%	1.5%	1,223,565	7.4%	-\$0.33	-54.5%	2.2%	2,383,216	15.0%
Bulk Purchase	-\$0.31	-28.2%	2,839,410	6.3%	-\$0.29	-27.1%	1.1%	1,023,160	6.2%	-\$0.27	-25.8%	2.4%	1,008,397	6.4%
EcoPass (Business)	-\$1.20	-35.9%	2,650,675	5.9%	-\$1.48	-40.1%	-4.2%	617,285	3.7%	-\$1.77	-43.6%	-7.7%	186,283	1.2%
EcoPass (NECO)	-\$0.51	-21.6%	175,506	0.4%	-\$0.27	-13.0%	8.5%	25,821	0.2%	\$0.03	1.9%	23.4%	47,580	0.3%
CollegePass	-\$0.99	-32.0%	714,662	1.6%	-\$0.74	-26.0%	6.0%	267,352	1.6%	-\$0.66	-24.1%	7.9%	321,626	2.0%
Semester Pass	-\$0.48	-38.2%	37,702	0.1%	-\$0.48	-38.2%	0.0%	15,022	0.1%	-\$0.48	-38.2%	0.0%	18,851	0.1%
<b>Total</b>	<b>-\$0.36</b>	<b>-25.4%</b>	<b>44,855,331</b>	<b>100%</b>	<b>-\$0.29</b>	<b>-23.1%</b>	<b>2.3%</b>	<b>16,524,071</b>	<b>100.0%</b>	<b>-\$0.24</b>	<b>-22.0%</b>	<b>3.4%</b>	<b>15,877,120</b>	<b>100.0%</b>



# Appendix B: 2024-2026 LiVE Income- Based Discount Fare Program Communications and Outreach Plan

July 2023



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## Summary

In 2019, RTD introduced the LiVE Income-based Fare Discount Program (LiVE program) that allows eligible customers to save 40% off RTD full fares. The discount is available directly to the customer, and they can apply for the LiVE discount through the Colorado PEAK website. Currently, participants qualify if they are between the ages of 20 and 64, live within the RTD service area and have a household income at or below 185 percent of the Federal Poverty Level (FPL).

As part of RTD’s Systemwide Fare Study and Equity Analysis (Study), RTD is recommending changes to the LiVE program that would increase the number of income-eligible customers who would be eligible for LiVE Discount fares. The recommended changes will need to be communicated to the public. This plan aims to identify strategies, resources, and partners to communicate about these changes (once finalized) and ensure that income-eligible customers receive the information and support they need to fully participate in and benefit from the program.



## Objective

To reach and educate customers and the public (especially those who are income-eligible) about changes to RTD's LiVE Income-Based Fare Discount Program, encourage participation in the program and provide the informational and logistical support needed to ensure a smooth transition for the LiVE program expansion.

## Current State

The LiVE Income-Based Fare Discount Program is currently available to customers who:

- Are between the ages of 20 and 64
- Live within the RTD service area
- Have a household income at or below 185% of the federal poverty guidelines, set annually by the Department of Health and Human Services based on household size and income

LiVE applications are processed through PEAK, the state's public benefits website. Customers enrolled in LiVE currently receive a 40% fare discount. LiVE discounts currently apply only to mobile and MyRide 3-Hour Passes, mobile Day Passes and paper and mobile 10 ride ticket books. Access-a-Ride fares do not receive a LiVE discount in the current fare structure.

## LiVE Program Expansion Recommendation

RTD is recommending changes to the LiVE program including increasing the discount from 40% to 50%. Other changes would increase the number of income-eligible customers who would be eligible for Discount fares. These changes are as follows.

### Increase the Income a Household Can Earn to Qualify

Currently, individuals with a household income at or below 185% of the federal poverty guidelines qualify for this program. That means, for example, a family of four with a household income of \$55,500 or is income-eligible for the LiVE program discount. RTD is recommending that individuals with a household income at or below 250% of the federal poverty guidelines be eligible for the LiVE program. Under the new recommendation, a family of four could make a household income of \$75,000 or less and qualify for the discount.

### Eliminate the Requirement to Have an In-District Address

RTD is recommending eliminating the requirement to provide a home or mailing address within RTD boundaries as a qualification for the LiVE program. Doing so would simplify and streamline the enrollment process, provide more equitable access to customers who are unhoused or underhoused, and provide access to customers who use RTD but live just outside of the District boundaries.

### Apply LiVE Discounts to Access-a-Ride Fares

RTD is recommending expanding LiVE discounts to include Access-a-Ride fares for customers who qualify for and enroll in the program. That would mean that Access-a-Ride customers with household incomes at or below 250% of the federal poverty guidelines would be eligible for a lower fare, paying \$2.25 for the Standard fare (all current Local and Regional routes) and \$9.50 for travel to and from the airport. Visit the Access-a-Ride page for more



information. In addition, the age limits for LiVE eligibility would not apply to Access-a-Ride customers since youth and senior discounts are not provided for Access-a-Ride fares.

## Minimize the Number of Barriers to Enroll

RTD is exploring opportunities to work with community partners to help individuals apply for LiVE. RTD is also exploring ways to verify an individual is income-eligible outside of the PEAK system and in addition to income verification by Denver Human Services. Community partners would provide local, trusted support to help income-eligible customers to enroll in and benefit from Discount fares, increasing the use of equity programs. Verifying eligibility outside of the PEAK system would simplify and streamline the process for income-eligible customers who have provided similar documentation through other entities.

## Strategy

Through a mix of in-system printed assets, digital and social media channels, community events, open houses, meetings, in-person and virtual presentations as well as Public Relations efforts, RTD will inform customers and the public about the finalized changes to the LiVE program as a result of the Study.

## Key Messages

- The LiVE program has changed and is now more accessible and affordable
- The major changes to LiVE are:
  - The LiVE discount will apply to customers both in and outside RTD district
  - The discount amount will change from 40% to 50% off full fares
  - FPL requirement changes from 185% to 250%
  - LiVE discount will be available to Access-a-Ride customers
- There will also be a new fare structure that will lower the overall cost of fares for LiVE customers and introduce a LiVE monthly pass
- The LiVE discount is available to qualified Access-a-Ride customers who qualify and enroll in the program.
- The LiVE discount is available to MyRide customers who can benefit from fare capping to day passes and monthly passes if they use their stored value account
- Fare products available to LiVE customers include:
  - The MyRide App and Card
  - Paper fare products available at King Soopers, Safeway, and RTD sales outlets; online at RTD's retail store
  - An expanded retail network to allow cash paying customers to top up their stored value account
- As it relates to applying for LiVE:
  - The application is still done through the Colorado PEAK Website
  - RTD does not require a social security number or an in-District address for customers to participate in the LiVE program
  - Unhoused customers can continue to use a service agency's address to receive their LiVE ID cards
  - Customers without income are still eligible to apply through the PEAK website

## Market Development

RTD's Market Development department is responsible for administering various pass programs and discounts to include Business EcoPass, College Pass, Neighborhood EcoPass or NECO, Bulk Mobile Ticketing, Nonprofit Program, LiVE- Income based discount and other special discounts. Market Development conducts extensive outreach to support partners, clients and the community with the suite of products we provide. Market Development will be actively involved in outreach and communication efforts as it pertains to LiVE as outlined in this plan.

### *Methods*

- Develop messaging tailored to current LiVE customers, non-profits, community organizations and other stakeholders
- Update the LiVE Welcome Letter that goes out to LiVE customers with their ID
- Work with organizations serving the unhoused, incarcerated, and other vulnerable populations to get resources including messaging and helping them sign up for LiVE, in conjunction with our partners at Denver Human Services
- In-person and virtual presentations to TMOs, TMAs, community colleges, non-profits, businesses and housing authorities
- Work with school districts to provide information and options to parents receiving transit benefits through the McKinney-Vento Act
- Participate in other tabling events and community events in collaboration with various RTD departments and outside agencies
- Further leverage the LiVE outreach position at Denver Human Services by connecting them to additional and new RTD contacts, which will enable Denver Human Services to provide assistance to a higher number of community organizations and individual customers

## Transit Equity Office – Targeted Engagement

The Transit Equity Office (TEO) is highly involved with public engagement and works diligently to engage other stakeholders who are part of the equation to build stronger relationships. As an agency, RTD works to incorporate effective, responsive public engagement into its core mission of providing safe, clean, efficient, affordable and reliable bus and rail service to all passengers. The agency's objective is to establish a more robust public engagement strategy with the goal of forging positive new relationships and strengthening existing relationships with customers and community members.

TEO will apply efforts to develop or augment a plan to ensure intentional and targeted community participation by incorporating the following tactics, methods, best practices, and most importantly, include our targeted community audience.

### *Methods*

- Leverage the community-based organizations database to disseminate information to community members and opportunities to collaborate on efforts
  - Incorporate outreach where the community members live and convene every day in their neighborhoods
- Partner with the RTD advisory committees, such as Community Advisory Council, ACPD and APAC to secure community involvement and be the essential link between internal and external

- stakeholders regarding the LiVE program
- Establish multicultural outreach and engagement services contracts with community-based organizations to increase broader outreach and awareness of the LiVE program expansion
  - Partner with trusted and convenient local organizations or nonprofits to help community members sign up for LiVE
  - Attending and tabling at community events
  - Establish and renew strong and cohesive relationships with diverse community members, which could include but not limited to libraries, recreation centers, post office, grocery stores, cafes, community health centers, employers, apartment complexes/housing providers, refugee agencies and organizations, childcare providers, schools, mental health providers and community-serving nonprofits and community-based organizations
  - Leverage community members to share their values, cultural experiences and storytelling of their experiences with the LiVE program

## Marketing and Digital

- Update all current LiVE assets and all discount brochures to reflect changes as of 2024
- Update the LiVE website and all related webpages that mention LiVE to reflect changes as of 2024
- Distribute information utilizing social media platforms
- Utilize vehicle and bus stop/rail station advertisements

## Customer Care

- Provide training to all sales outlets and customer care agents so they have the current and accurate information regarding LiVE and other discounts, in addition to fare products
- Support Market Development and others in public presentations and events as needed

## Public Relations

- Inform media about the fare changes and changes to the LiVE program
- Showcase how the LiVE program makes lives better for our customers
- Update News Stop
- Send updates regarding LiVE through internal communications channels like Inside Connections, Facts-n-Snacks
- Update Read-n-Ride
- Send all LiVE related updates through the PIO list to other partner agencies

## Transit Equity Office – Language Access

Based on 2021 RTD survey data, non-English-speaking customers indicated that they rode RTD at least a few times per week, with a quarter indicating that they rode RTD every single day. The results of this survey along with other national data illustrates that non-English-speaking populations may rely on public transportation services more than people who speak English as a preferred language. Additionally, non-English-speaking populations have a high concentration of immigrants, refugees, asylee seekers and others who, as a result of low incomes given legal and logistical barriers to fully participate in local economic opportunities, would qualify for the revised LiVE program. Consequently, the 2024 LiVE program outreach must ensure that it provides language access to information on the LiVE program changes as well as adequate language assistance support. While all LiVE materials and the PEAK application itself are currently available in Spanish, this is not the case for other languages.

To do so, the following tactics will be employed:

- All Communications assets produced for 2024 LiVE outreach will include a short boilerplate on language assistance services available (e.g., interpretation and translation)
- Press releases will be translated into Spanish, Vietnamese and Chinese and distributed to relevant multicultural media groups
- Transit Equity Office will work with Public Relations staff to offer a Spanish translation of News Stop articles related to the LiVE program expansion
- Transit Equity Office will work with Communications to translate all key assets (e.g., instructions to apply on PEAK) into Vietnamese and Chinese. The most relevant assets will be strategized by priority and translated into RTD's safe harbor languages using the Language Access Plan as guidance and by working with resettlement agencies/immigrant- and refugee-focused community-based organizations to identify the most needed resources and languages
- Transit Equity Office will identify multilingual community-based organizations and events to host presentations and Q&A sessions on the LiVE program updates, working with the appropriate interpreters as needed. Potential organizations include (but are not limited to) Spring Institute, African Community Center, Boulder County for All, Montbello Organizing Committee and DRMAC
- Provide links to the most relevant translated assets on the new LiVE program on the LiVE webpage on [rtd-denver.com](http://rtd-denver.com) as well as other relevant pages

## Target Audiences

The target audience of this outreach should center individuals who would benefit the most from the LiVE program changes as well as the organizations that serve these individuals. Specifically, this entails outreach to people with low incomes, BIPOC, seniors, non-English-speaking populations (e.g., immigrants and refugees) and people with disabilities.

- Current RTD customers
- Potential RTD customers
- LiVE participants and potential participants
- General public across RTD district
- RTD employees
- RTD Board of Directors
- RTD advisory committees
- Non-profits and community-based organizations
- Elected officials and key stakeholders
- Access-a-Ride customers
- Community colleges and related stakeholders
- School district transportation offices
- Partner agencies including TMOs and TMAs
- Business community, including small (SBE) and disadvantaged (DBE) business enterprises
- Public Housing and Regional Neighborhood Associations
- Senior centers



## Timeline

- **April-May 2023:** Final feedback period on the Systemwide Fare Study and Equity Analysis recommendations
- **July 2023:** Recommended fare structure changes proposed to Board for approval
- **June-December 2023:** Preparation of assets to be used in LiVE program communications and outreach (includes drafting, editing, design and translation)
- **January 2024:** Implement Communications and Outreach Plan



## Appendix C: Public Comments Submitted

Public comments were received in multiple languages. Where the comment was submitted in a language other than English, the original, untranslated comment will appear with the English translation in parentheses.

Is RTD concerned about being able to fund the fare free after the pilot? Or are you thinking that can roll forward without hiccups?
I am absolutely amazed at how this process went and in what you have come up with. I think it's brilliant. It will help so many people. Thank you so much for this.
I believe that the fare structure will help especially those who rely heavily on RTD transportation in their daily lives. I believe that it fair policies and programs. Working as a case worker the support RTD provides to our families in immeasurable and astounding.
Thank you for your service during the pandemic, you are awesome.
I definitely appreciate the added security - makes me feel safer to ride.
Please lower rates.
I am all for it! Reduce fares yay!
Yes! Reduce fares!
This is a great package of changes. I'm on board with the higher airport cost as it still is the most affordable option vs Uber or parking. However, I tend to still choose Uber or parking because of the train schedules that don't line up which make an already lengthy journey even longer when you deboard your train at Union Station and find out you just missed the connection you needed. An increase in frequency of trips (or slightly adjusted to make those types of connections more possible) would make me reevaluate using the train.
I agree with the proposed RTD fare changes and believe that if fares were lowered, RTD would be more attractive as a method of transportation around the Denver Metro area.
Fare structure- recommend a tap on tap off structure like in Sydney Australia that you can use credit card or local card. It avoids educating on fares and you can keep short trips cheaper than the 3 hour rule currently. Cost based on tap on and tap off rather than time can increase revenue based on infrequent users and still create predictable revenue and access for frequent users. Recommend researching their system if that hasn't been done. Programs- offer families with school age children who qualify for government programs to access free transit for adults and children. Offer stop gap emergency cards to schools to support families experiencing homelessness, lost a car, or are highly mobile. Right now schools can apply for a nonprofit discount but would love to be able to give out free monthly cards as needed that cover an adult and their children to reduce chronic absenteeism and support highly mobile families with staying at a consistent school. Also having a way to send the passes and cards to schools rather than a centralized location can help networks and individual schools have passes regularly without needing to ship them or drive them to each location.
I think this is a fantastic idea and will help to further encourage greater usage of RTD services!
I wholeheartedly support all of these recommendations. This is the type of policy that impacts our hardest working Coloradans, our young people, and people in need. We all win with this type of forward thinking. My favorite though is the no-cost youth pass! Louisville, KY did this a decade ago and it was a game changer for youth development. Well done, team RTD!
I am a big supporter of the new fare structure. I think these changes will lead to more ridership and they make me more likely to use the RTD system more often. I hope we continue to implement changes like these to encourage greater use of public transportation.

<p>I support the new fare structure that lowers cost and simplifies the fares. I utilize the train to get from my home in Arvada to the airport approximately 3-4 times a year. I also use the train occasionally to go into Denver to attend sporting events, concerts, and meet with friends near Union Station. In all of these cases, taking the train lessens the hassle and cost of parking, which is appreciated. Simpler fare structure helps with our out of town guests as well. It's great to have the train as an option when friends are visiting from out of town, so they can access the city and the airport independently if needed. I also really appreciate the changes to the policies and programs to help make utilizing the train an affordable and accessible choice for all populations in Denver. I think these programs and the efforts towards Fare Equity will go a long way to increase the use of the train system in Denver. I do wish the Gold line ran more frequently and that there was expanded access from Denver to Boulder. Maybe with increased usage over time, we'll see initiatives like these become a reality.</p>
<p>I really appreciate the overall simplification of fares, which will benefit everyone. Although I use the RTD app, which makes paying easy, it can be tricky to figure out how much a trip is going to cost these days. The new plan will be easier. Also, as a Senior, I'm excited to note the lower cost, especially for trips to the airport. The new package looks good!</p>
<p>I believe that the fare structure will help especially those who rely heavily on RTD transportation in their daily lives. I believe that it fair policies and programs. Working as a care worker and the support RTD provides to our facilities is immeasurable and astounding.</p>
<p>Thank you for your service during the Pandemic. You are awesome.</p>
<p>I definatly appreciate the added security makes me feel safer to ride.</p>
<p>Fare structure can be confusing especially when using bus+ lightrail/commuter rail. Also a study needs to be done to make routes more efficient. RTD is usually slower than driving in traffic. Accepting credit/debit card would be useful too.</p>
<p>Lower fares enable people to get to work, improving the city economy!</p>
<p>I would like to see the Recommended Fare structure implemented. Also return of the FF2 route and the promised Boulder-Denver rail line.</p>
<p>Simple is better and encourages more riders</p>
<p>Great to make available to those most needing services and more accessible.</p>
<p>Its scary. (I just have anxiety, nothing against RTD)</p>
<p>I have taken RTD since 1978. Only stopped during co-vid and have not started again. Concerns are park-n-ride safety and union station. Otherwise I feel RTD does a great job.</p>
<p>I like how often the rides are.</p>
<p>Like the "spin the wheel" that they added, like the ambiance and info that is given out. Like the offers that are given out as well</p>
<p>Love it! No more local/regional fares is a great idea!</p>
<p>One flat rate would be nice so its not complicated</p>
<p>I want fare change for cheaper fares</p>
<p>Standard rate for everything It is very confusing</p>
<p>Fares and charges should be lowered for non-students and the youth. Youth/children should have lower charges or even no charge at all depending on their ages. Children have no concept of traveling and are often with their designated guardian or adult, which should be enough charge for their ride alone.</p>
<p>Fare simplification would be benefit our region. We live between N-line 112th and 104th station and it seems odd to change regions between the two. Using a local-only fare would allow us to use all stations equally and benefit lower-income commuters in the higher density areas north of 104th station.</p>

<p>The goal of a fare structure that's easy to understand and affordable for all is spot on. A simple and affordable fare structure by default should be equitable too. The youth population would be well served by the improvements. The Zero Fare for Youth proposal is most promising not only as a method to increase access to the transit system and promote transit in the near term but also to cultivate future patrons of public transportation. Many thanks to RTD staff for conducting this exhaustive study.</p>
<p>Really good and helpful survey</p>
<p>Charges for riding the RTD bus, being a student is fair however can have safety concerns regarding the bus in general. Generally, I feel and agree with the study's decisions to have a reward system for frequent users, no fees for children and better discounts for elderly or even vet. Children under the ages of 5 or 6 should not be charged or have a significantly lower fee due to their age. A rewards system would not only benefit present users but also encourage more people to use public transportation frequently.</p>
<p>RTD is really helpful for people with no transportation.</p>
<p>Its really helpful for people with no transportation.</p>
<p>I cant tole feeling unsafe on the 4te anymore</p>
<p>The new recommendations are needed and appreciated</p>
<p>Make regional pass be for more than 1 day</p>
<p>Reduce fare is great IDEA- For Retirees</p>
<p>The transportation in certain neighborhoods where people of color live is decreasing in availability the RTD board should look at studying the lack of access they are providing to people of color in a lower economic bracket.</p>
<p>I really like taking public transportation but I don't like going to Union Station Because of the homeless people. They should only allow people using public transportation to enter the building. Otherwise its great to get around.</p>
<p>Can you get the 10 bus to Aurora CO. It was going over there. Now it don't.</p>
<p>I have an elderly mother 95 who I take with me on excursions for fun and stimulis. The ride you offer is great but I could do it more with lower fares. My sister-in-law was mentally challenged and she rode your ride daily. It was a life saver! Thank you. Esther</p>
<p>I agree with the statement</p>
<p>Bus Passes are Reasonably Prices (114) - SAVES Money. ECO Pass Available for ECE-Catholic Charities? Please look into it.</p>
<p>Fare pricing needs to be controlled to allow access to all income levels!</p>
<p>I needed to ride RTD for work 2010-2015. I was living on less than \$20K /year. Every dollar counted. Someone in the position I was in needs the change in fare. I'm all for it.</p>
<p>I would like to see the fare on RTD be lowered to help people that can't afford the fares as they are structured today. Veterans should have a discount, students, the over 55 riders. Thanks. PS: RTD should also make a way to give jobs to people that have bad things happened to them and give them a second chance at life. God's giving us a second chance. :)</p>
<p>I think it's a great idea</p>
<p>All riders should pay something, the "No-cost transit for youth ages 19 and under through the Zero Fare for Youth pilot" will encourage vandalism and will impose rider safety issues from violence from under 19 riders.</p>

<p>Overall, the recommended fare structure goes a long way towards making RTD more affordable and easier to use. However, increasing the time window for a single fare from three to four hours would make it a more appealing and useful option for riders. With the current three hour travel window, many riders are forced to purchase a second fare due to traffic congestion, transit delays and other circumstances. A longer travel window would give riders more of a time buffer against delays to complete their trip. This would make the fare a more practical alternative to a day pass for riders wishing to go to a single destination, such as a medical appointment, grocery shopping or other errand. Therefore, while the proposed regional and monthly pass rates as well as the consolidation of the local and regional pricing helps encourage commuters to ride RTD for long distance trips, more could be done to make public transit more compelling for shorter trips. A lower priced base fare or a longer travel window would encourage more people to choose RTD for local errands and appointments.</p>
<p>I like the streamlined pricing. I think this is a step in the right direction for more equity with ridership.</p>
<p>I feel there's a real need for customers to feel safe before you can bring back customers to riding more. Once we have established safety I think proceeding with more routes, particularly at rush hour times. It seems we've taken away routes instead of adding.</p>
<p>I frequently visit a good friend in Collinsville, Illinois. That is 29 miles from the airport (but not the end of the line, which is Scott Air Force Base. From the airport to Scott AFB is \$2 for seniors. The return trip fare is based on the station where I board the train. My 29 mile ticket is \$1.25.</p>
<p>The recommended fair is still too excessive if you consider someone who works at the airport has to pay \$10 one way per day equaling over \$300 a month. I own a car and would like often to take the train instead but it's cheaper to drive the car even at the gas prices as high as they are today. Because the stops are so close together the regional ticket should be abolished and that should just be all local there's nothing that far apart in the metro area. In Dallas you can go between Dallas and fort Worth for \$10 all day long on a day pass on the train you can also have an option on the bus to buy a day pass for just double the single ride pass and it lasts all day. The reduction of the tickets you have proposed are literally 25 cent less or 50 cents less not substantial enough to make a difference the \$88 a month pass seems to be the best option but many low income people are not able to come up with \$88 at one time. A weekly pass maybe a good alternative thank you.</p>
<p>I think this fare structure is a really good choice. Standardizing fares for all non-airport journeys should have positive effects on ridership. And the reduction in price for monthly passes is a great idea from both a ridership and equity perspective. These changes need to be implemented as soon as possible.</p>
<p>Please include all students who are registered/enrolled in high school in the pilot program for free RTD access (this includes students with disabilities who are over the age of 19 but are still enrolled in public school)</p>
<p>Charge what you like. I can't afford to become a drug addict by riding your vehicles.</p>
<p>I like the proposal, I feel like it would encourage me to ride the commuter rail more often.</p>
<p>I am someone who mostly uses transit to get downtown for leisure activities (I work in the neighborhood I live in). But the Zero Fare for Youth pilot program really excites me. Right now my son is 3, and I find it reasonable to pay for a ticket for myself and take him for free on a visit to downtown. But I've already thought that I wouldn't be as likely to do so after he gets older and passes the age limit to ride for free. And after we have a second kid, whoo! Definitely wouldn't see that as an inexpensive way to get around. I love the idea of increasing the age limit for youth to ride free. It would greatly increase my likelihood of continuing to use public transit.</p>
<p>Hello. I am over 65 and occasionally use RTD. I like having one fare for all zones. Also, and this may sound strange, but I think the discounted fares for seniors are too generous. For me to go to the airport for only 1.35 is amazing. Great for us, but a loss of revenue for RTD.</p>

<p>I don't mind about the cost of the fares so long as we, the riding public, are safe on the bus and trains. What needs to be addressed is the safety and welfare of everyone. I have witnessed people doing drugs inside the train and the filth left by those who have nothing to lose in life. While law abiding people are like zombies inside - not moving for fear of their own safety. I have seen the decline of paying and law abiding public riders because of this mess. Even RTD employees are saying they won't allow their family to ride public transport anymore. Police visibility is key. It pains me so much to say that this is no longer the RTD I used to know. I feel sorry for the situation it is in now. Thank you.</p>
<p>nope</p>
<p>I very much support the simplification of the fare structure. Hopefully it will make all users more inclined to use RTC and for RTD to then enhance (increase) service along key corridors to at least every 15 minute frequency. I appreciate that outlying counties pay for service (and deserve it), but we really do need to focus on the everyday trunk line service instead of commuter service. I hope that these economical pricing tiers make that more feasible for more people. I particularly like the \$88/monthly pass as that seems more likely to be purchased as a "nice to have" option even for someone that may commute by car a few times/week. I think the fare capping is great, but probably needs to be explained a few times (and doesn't work with cash), so distribution of farecards may be a good promotion even if they only have one ride pre-loaded (but the card is reloadable).</p>
<p>I would bet that the August month last year when there was no fee to ride transit went over well. I think it would be good to try a Transit Week several times during the year. Get companies with staff working downtown to get a break. Also, the buses, such as Number 10, Number 0, the Mall Shuttle all have maintenance issues--have you travelled on some of these buses yourselves??? I would guess Number 15 is the same way. Thanks for listening.</p>
<p>The proposed fare change is a good idea for all</p>
<p>After learning that the RTD My Card and app can be synced, I had to spend quite some browsing and searching Google/RTD for info on the app. Finally found the section and ordered the card. There needs to be more education on where to get the card and how to sync it. Phones do die and this is a great alternative for when you don't have your phone and or don't want to carry. Also if buying through the card/ app maxes out at the monthly pass price under the new structure. Why can't that be implemented now even under the current structure???</p>
<p>Registering my support for the new fare structure. As a Boulder resident, I know that lower regional fares will make me use RTD *more* often to get to and from Denver. I am also in support of any policy that makes public transit more accessible to low-income residents and visitors.</p>
<p>I think it should be similar to how Minneapolis does it. Plus no extra fare to get to the airport. Not every employer pays for an Eco pass, or for parking, and it can get expensive for employees who work there.</p>
<p>The proposed fare structure is still too expensive. RTD should lower it's fares even further to assist low-income riders, disadvantaged communities and the environment.</p>
<p>As a senior citizen who has a disability and mainly uses public transportation, RTD, I am very grateful to those who have worked tirelessly to create the new fare structure. Since I live on my Social Security checks my income is set and with 1) so many services 2) rent 3) food 4) medicines and 5) phone use going up, RTD'S efforts to show kindness and consideration to populations such as mine is a Godsend. I also live in a virtual food desert so a walk doesn't get me to a viable grocery store. I believe this will help many people in the Denver Metro area and beyond. Thank you for your extensive work! I'm definitely a fan of RTD!</p>
<p>The new fare structure would be great, and more affordable.</p>

<p>I highly recommend this fare structure! RTD's fares are some of the highest in the country and do not provide value for money in my opinion. I commute to the airport 5 days a week, and the new monthly pass cost would make it much more feasible for me to take the train almost every day. In addition to the new fare structure, I also recommend that RTD implement 3 and 7 day passes, like many other transit systems have. This will make it more affordable for visitors to the Denver metro to travel by transit rather than having to Uber/Lyft or rent a car.</p>
<p>Good revision to the fare structure. Easy to understand and simple to follow.</p>
<p>While the no cost fare idea for Youth may seem attractive, experience elsewhere demonstrates that some youth will choose to simply board RTD for a frolic or, worse, to annoy or harass other passengers. Large city transit (NYC, Phila, LA, etc) companies are having significant problems with youth, including gangs and delinquents who prey upon other riders, occupy handicapped seating and generally engage in boisterous or disrespectful conduct; regrettably this is fact in 2023. (Look at experience on Mall Shuttles , Union Station, etc). RTD needs to charge all riders some fare -even if modest or nominal - to preserve the ability of bona fide users from joy riders, etc. If this is ignored, no one will choose to ride RTD and subject himself or herself to annoyance and harassment.</p>
<p>Your pricing structure for ECO passes does not make sense. You charge companies a flat price based upon number of employees regardless if they would use the program or not. If this is not intended, this is exactly how your contract is interpreted. For instance, one of the largest locations for employment is the airport (over 35,000 employees). Airlines refuse to buy into the ECO program because you are charging almost \$60.00 per month, per employee that they have (not that are local). Based upon the definitions of ECO pass pricing, they have 1000's of employees across their companies (not all local) so most of what they are charged for could never participate. Therefore, you are missing some of the largest employers in the region (remember that + 35,000 employees at the airport) because it is cost prohibitive for them to offer such a benefit; especially when parking only costs \$36.00 per month for employees. Why be overcharged due to out of state employees and also pay almost \$60.00 per employee, when they may pay \$36.00 to the city for parking? With your current pricing structure you are missing great opportunity for the very large employers such as airlines and concessions. Make it simple and offer a blanket cost for SIDA badged employees at the airport that is competitive to the \$36.00 per month parking fee).</p>
<p>I am hugely disappointed in the lack of innovation and creativity in this study. I was expecting a refresh in fare structure, including at least considering the possibility of abolishing the 3-hour pass that no one likes; and all we got for regular fares is a 25-cent discount and no more regional level?? Did you know that Denver has one of the most expensive transit systems in the country? It is cheaper to drive a family of 5 to the airport and park there than it is to take the train--one way! In every other city I have lived in, fare is based on how far you're traveling, not a fixed (and very high) price. If I am taking a bus 5 stops down the road, why the heck am I paying 3 dollars?? Sorry, \$2.75. In other cities that would cost me a dollar, maybe less. This study was a wonderful opportunity, and it was completely wasted. Shame on you, RTD.</p>
<p>Of course I think the new fare structure looks great - simplified and much cheaper. But however will you meet operating costs at those rates? We are not low-income, but I always do keep in mind how to help low-income people - while high earners can afford more. High earners should pay more, but less than it would cost drivers to park downtown. Many corporate jobs with good benefits offer transit pay, e.g. I used to receive \$65 a month to offset the cost of taking mass transit. \$6 for a day pass is perfectly reasonable. For the monthly pass, there should be two rates - one regular at \$200 per month, then a \$90 one for low-income or airport employees. For people using the A line just for travel - make it more expensive, but less than getting a cab/Uber ride or paying for parking. e.g. I'd pay \$20 for a round trip to the airport when traveling. (However I DON'T use RTD to go the airport because I don't trust the train to actually get me there / on time to make my flight.) I realize you can't</p>

<p>rescind these low prices after you've publicized them, but obviously if you couldn't be profitable at the current rates - you're definitely going to be in the red with these rates that are lower than they need to be.</p>
<p>Excellent! The new simplified approach and thoughtful and appropriate discounts should really motivate more people to use RTD!</p>
<p>Hello. I voted for light rail and am a believer and user of public transportation around the world.....as long as I feel safe on it. I DO FEEL SAFE ON THIS LIGHT RAIL SYSTEM! I used to, but I no longer do!!! I am very disappointed on how it is being overseen. There needs to be consistent security on the trains and at the stations! I stopped using light rail after too many encounters with a lot of the passengers struggling with mental illness, homeless riding it to stay warm, out of control youth and drug users. It is an absolute shame and something needs to change before I will go back to using it in our city.</p>
<p>Senior citizen fares should be less than 50% of full fares. Also, because of safety concerns for the very elderly, consider free transit for anyone 75 years of age or older using public RTD services.</p>
<p>This is great! I think it simplifies a lot of things while encouraging an interest in use.</p>
<p>The people that are using the RTD system, need better prices and easy access to buses and train</p>
<p>Please reduce the day pass to \$5! Also, the light rail feels unsafe at times. Is there a way to increase the presence of RTD staff or security especially at Union Station?</p>
<p>The fare changes will help so many individuals that rely on public transportation. Our non-profit will be able to help more clients with the lower fare rates. Especially monthly passes. I like the idea of the youth not having to worry about having money to get to school, work, and home. It may help some avoid having to choose between bus fare or eating that day. It can help the kid who is forced to take the bus, but can barely afford it. Everything is getting more expensive, and would be helpful for our community to not worry about affording public transportation.</p>
<p>Good job</p>
<p>I don't ride the bus</p>
<p>I don't catch the bus</p>
<p>Please start enforcing the fares. It is pathetic how many homeless and drug addicts just hop on these trains and buses and move around freely wherever they please around the Denver area. You wouldn't need to increase the fares constantly if there was enforcement. People living in the outskirts of town aren't going to ride the light rail if they don't feel safe and all that recent expansion will be for nothing. Enforcement is absolutely necessary.</p>
<p>Its cool</p>
<p>Riders from N Line 124th Eastlake Station waited a long time for the train while paying taxes toward the project, then were penalized with higher fares. Abolishing higher fare zone ends confusion about fares and makes fares fair for all riders</p>
<p>nothing</p>
<p>fundamentally REGIONAL TRANSPORTATION is inequitable and impacts most of all indigent people trying to go to and from appointments, work and take care of families, but also, people who have fixed incomes. For all of these people the transit needs to be more robust and free. The inequities of not being able to live on the corridors of the transit system and for people, like myself, who use bicycles the RTD system and its connections are fraught with limits and scheduling where to catch the trains making connections for outlying areas is unwieldy. We need a cross-section of transit options that accommodate people who have medical and mental challenges. IF we really want to make transit</p>

safe then trained mental health and behavioral health personnel must be available for riders who are unable to negotiate the system. We live in a world of equity, inclusion and diversity without making transit a stable form of transit for everyone, no matter what their circumstances and the time of the day or night, or the weather. Respectfully,
none
Much overdue reform in fare structure... the recommended fare structure is just, equitable and progressive -- it earns my 100% endorsement
why raise if alot of time the bus does cancel and put people heading to work in a bind
I completely support the recommended fare structure.
I love this idea! As someone who rides RTD a lot, there are times I forget my pass. I shouldn't but I do. Having better pricing takes it off of my mind about having to think about how far I'm going. Or if I need to bump up my fare. Very helpful!
I like the new prices. I have never gone to the airport on the bus. Maybe I will now
I hope the routes don't get cut back because it costs less.
The local is good. I don't leave Boulder so the others don't matter.
I wish the bus was free but these prices are better than before.
No comment
I catch Montbello Connector, the bus doesn't run by my house.
Nope
I don't ride the bus
N/A
none
N/A
N/A
Nothing above.
none
nothing
no
No
Not
Nothing
Nothin
none.
Nothing.
None
None
Nothing
Better fair
None
The open house was very informative for the public, veey organized and I think was very successful
I don't really take the bus but I might now. I like the local price and they said it's less with my LIVE card.



I get the regional and the new price is good. I think local should be less or free.
This makes it easier for me to go to Denver because it's cheaper. Thank you.
I like the prices. Are babies free. I have to bring my baby and I hope I don't have to pay extra for her.
I like the local. I can get around Boulder better now.
These fares will make me take the bus more. It is a lot cheaper which is good because I have a lot of places to go to. I hope the drivers have change its hard when they keep the change.
There should be a fare for people who are disabled that is better than these. Focus said I can still get my discount on top of these fares but it's not in writing so I hope you all are still going to do that.
The new fares are great. It makes it easier to get around between towns. Thank you.
I go from Boulder and Longmont a lot so I really like the regional fare. The bus is free in Longmont so that doesn't matter much to me.
I don't really take the bus in Boulder. I like the light rail in Denver. If the bus and light rail changes are the same the regional change is the best.
I really like the regional price.
I agree that the fares are a better fit for people riding the buses & trains
Please clean up the trains. They do not feel safe since they are rarely patrolled and the fabric seats are disgusting germ factories. Tired of people smoking pot/cigarettes/cigars on the train. I will drive and sit in traffic because I do not feel safe and the trains are disgusting.
You should like, destroy most of the R line and re-do it. All the other lines go fast because they go straighter. The R Line sucks because there's like a bunch of tight curves or whatever. It'd be a lot cooler if it followed the freeway and went faster n stuff. You could still use the old tracks that you've already built; just turn it into a trolley or something and build a new track between Colfax and Florida for a properly fast light rail. Also you could add a stop next to the In n' Out Burger, that would be cool.
I like the new fare structure it's so much easier to understand I just hope that if you get increased riders you do ensure people are paying and not using it as a moving homeless encampment.
I use live program this is so convenient instead of loading my live card at King Soopers. Thank you
I have many clients who rely on RTD and we would love to help them more w/ funding, it has just been too expensive for our small family resource center to provide help w/ this bc of high prices. If the prices were lowered we would be able to help them out more!! So exciting!!
It will increase ridership because more people can afford it and increase airport train useage
I think it's great to make public transit affordable for all and reasonably priced for all. Going from 200 to 80\$ makes it redily available for all
please make fare more fair for people on low income
It would save me so much being homeless my two kids can benefit from free bus fare to go to school, work
It would save me so much being homeless my two kids can benefit from free bus fare to go to school, work
Removal of regional fare - Yes. I think it will make traveling simpler and more affordable.
I thought the fares were pretty fair before but I'm happy to be able to tell my friends the airport will be cheaper.
I support all of the above and will park my car and take public transportation IF it passes!
Think it great that RTD is thinking about changing the fare for monthly pass and free student fare.
Love the free fare for kids and would love to see it made permanent! I hope my son will be able to take the bus to hang out with friends and go to events and this would make it so much easier! Also we take the bus and train to Boulder and Airport so appreciate the fare reductions there. Finally, so many

people in Denver struggle to make ends meet, so cheaper fares and LiVE changes will really help make their lives a little easier.
I think RTD is changing people's lives within the community. I am thankful for the beneficial free fares for our youth. I know a few kids that need this so much! This will help them succeed. Thank you RTD.
As a parent with two kids, free youth fares would encourage us to ride the train more often. The additional cost of paying for the whole family makes it more expensive than parking, so we usually drive. We are season pass holders at Elitches, so this would definitely be useful for us.
I live near Green Valley Ranch and my work is on Jackson Gap Rd. The area has more warehouses and factories but they are having trouble staffing because there are no transit options. Would like if they expanded the 42 or 45.
As a senior living in the Baker neighborhood, fervent about traffic/pollution/transportation issues in Denver, I fully support lowering prices for monthly RTD passes. Let's make ridership accessible and affordable for all, and reduce car traffic!
Like the idea of creating a monthly pass that encourages regular use including airports. Also like the social equity aspect of the Live program.
I like the proposed fare reduction and simplification. \$1.35 fare doesn't make sense for low income - make it a whole \$ amount.
I want to see the transit system continue to grow and connect communities. We need more routes, decreased fare, cleanliness and safety measures increased for Colorado (Denver) transit system.
These changes to the economic system is so great and creates a more accessible community and will ultimately help the environment!
As a student who doesn't have a car, these changes are fantastic! I'll be more able to get to work.
Love this! Making public transportation as accessible as possible financially is huge and helps people have more economic opportunities.
I think it's mucho bien. I'm 64 and there's not a lot of work and it would be good to do that. I live in Denver.
This will be good for a lot of people who're disabled and don't have a lot of money. I'm surprised it was so expensive.
I ride the buses a lot and me and my wife are on SSDI and the cost of what it was was way too expensive. A cheaper pass means we can put it to something else.
I take the bus every other day. I'd much rather have it cheaper because the fare seems like it goes up and the town halls feel useless. This should help people take the bus more but I would like to see it lower.
I like it! Thanks :)
Overall, I support the new proposed fares. The best change is the Regional monthly pass fee. This will help many achieve access. The minimal reduction in single adult fare is not as good. Still room for improvement there to help our community achieve access to public transportation.
I live in Broomfield and needed to commute to both Boulder and now Denver for the 4 years I have lived here. Many times I have considered and honestly dreamed of using public transportation, but driving has always been more timely. Now that I work close to Union Station, I am again interested in using public transportation. The new fare structure would make it much more appealing for someone like me, who lives in the suburbs to use the bus. Even though the time it takes to get to work may not change due to these policies, the reduction in fare rates makes it much more worth the time. I wish Colorado could be a leader for the country when it comes to public transportation and though we have a long way to go, these new fares, policies, and changes that create greater accessibility for those in need, is certainly a step in the right direction.
I think these lower fares would be very helpful for people like my wife and myself.

The 3-hour window should be increased to 4. When I go to the Performing Arts Complex I end up having to pay a fair both ways because the window is not long enough. At this point it almost makes it non practical because I could just drive down there and pay for parking for a couple bucks more
I ride the bus to and from work and think the amount to ride is a little expensive, the proposed amount would be great.
The reduce rate of Live will help so much on bringing in more riders weekly, if not daily, for even individuals on fixed income.
I am all for the proposed fare structure change and think that free fare for youth will greatly increase use and accessibility for many many people
I am in support of the proposed structures. I wish there was Apple Pay.
I am all for a lower fare for the bus considering it is the daily commute of my daughter to and from school. Also the free youth fare for a year is an awesome idea to bring youth out into the community and around the city
I appreciate the reduced fares and actually think they should be free. If they are simplified, I think they should be rounded to \$2 for a few hours and \$5 for all day.
Elimination of zones is so smart! We have to do that. Good on ya
It's better to lower cost for RTD. makes me w Less worried about public transit.
It should be cheap for those who cannot afford to pay/afford a car.
It's great to reduce the price of public transport to get more cars off the road
I think that the fair structures look fair. I like the day pass option that is affordable
I think the new fare structure is an improvement. I do think there should be youth fare discounts
I believe public transit should be free for all. Anyone that rides public transit is doing thw world a favor. Less cars on the road. Less gas consumed. This should be rewarded with free fare. Its not a handout. Its a way if life and it is helping preserve the world.
Support the lower rate of bus passes. Would like to see more light rail.
Cheaper fare
So more people can benefit. Also maybe more working people will once again take this transportation. I am now concerned about taking it because there is so much violence
Bring back the 16L!!!!
If you really want more people to ride RTD, I would suggest a fare-free month. Then more people will ride and enjoy the trip.
I think the new fare structure seems much more simple and I am excited that youth will ride free and costs across the board are decreasing a bit!
Please lower the fare structure to 19 and younger free...thank you
I agree with lower fare prices
Love the simplified fare structure and that kids ride for free. Thanks for supporting families!
Reducing fares, especially monthly passes, makes using RTD much more likely. Reduced local fares while keeping airport fares up seems smart. PLEASE give free fares to youth to promote transit usage at a young age
Appreciate the reduction in monthly pass amount. Great work
Make riding safer by removing non paying riders that do drugs on the train
Love the changes, and how it will be less confusing!
Love the reduced monthly pass cost but please bring the discount 3-hour pass cost down to \$1.00 and daily pass cost down to \$2.00 as RTD does not give change. This will help make RTD truly affordable for people who need it most! Thank you.

<p>It's about time fares came down. RTD was my only mode of transit other than my bike for years and i would watch the fares go up while quality of service and serice in general decreased or remained the same. I remember when fare for a monthly pass was under \$100 dollars and it was affordable then. After Covid hit there were service interruptions as was to be expected, and the busses and trains began running on a weekend schedule which meant some routes were and lines were no longer running, (such as the 122X) but the worst part about it was over a year later service was still structured like this with no plans foreseeable to return to normal schedules, and yet fares remained unchanged. Many riders, myself included felt outrage at this. Not only had we seen a steady annual increase in fares and a drop in services anyway, how could RTD in good faith be audacious enough to continue to charge it's riders a full fair when they weren't providing the whole service to its riders? Inwas paying \$114 dollars per month for what? Maybe 3/4 of the use routes and lines offered. RTD really dropped the ball on that one and for the first time in my ridership did I feel like I was getting taken by RTD. I hope this plan goes through, and prices do come down. The riders are owed at least that much.</p>
<p>Why not set the age for Senior Fare to 60 or 62 ? Many seniors take Social Security at 62 and are retired.</p>
<p>What would the rates for seniors be</p>
<p>Really hope the bus fare can go down xoxo</p>
<p>I am concerned about the under 19 free fare, basically a good idea but might encourage delinquent kids to act out, commit crimes in places outside their neighborhood if they could just get on wherever.</p>
<p>Homelessness and crime.</p>
<p>Lower fares for low income/disabled and also free fares for children ages 19 &amp; under would be beneficial to our community</p>
<p>I see two significant problems with the proposed fare structure: 1. \$10/person each way to the airport, which is \$40 R/T for a couple plus \$2/day parking, keeps private vehicles and off-site parking an attractive option. For a family of 4, \$80 plus parking. The Airport should cost the same as regional fares. 2. The flat \$2.75 fare has people living in higher density areas--a responsible decision--and taking short RTD trips subsidizing those living in low-density exhurbs. Philosophically, this is backwards, but has always been the failing of RTD: its focus on moving people around the suburbs.</p>
<p>Everyone needs equal opportunity</p>
<p>SEIU Local 105 represents over 8,000 members across the Denver Metro Area, the state of Colorado and the Mountain West. This comment is specifically made on behalf of our Denver Metro Area members that have difficulty affording and finding accessible transportation to and from their jobs. Our main concern is that the companies that directly and indirectly employ our members say that the Eco-Pass benefit some of them provide is too expensive. Although SEIU Local 105 welcomes the proposed fare structure for businesses, it may still fall short to satiate the need for a better public transportation experience. This is especially true for areas that currently are far away from major populated centers, like Denver International Airport (DEN). But the need for a better RTD service is also true for our 2,500 janitorial members that clean office spaces across the Denver Metro Region. Most of this work is performed after working hours, when schedules are sparse, presenting a major difficulty for our members to get back to their loved ones. The issue of high costs for the EcoPass for employers is also at play. Given these two examples, DEN and the Downtown area and metropolitan suburbs, SEIU Local 105, strongly encourages RTD to look into creating special incentive zones similar to what other cities have enacted, including in our own backyard: Boulder. The City of Boulder Community Vitality Commercial District, where businesses within a certain geographic area are automatically part of a program where their employees receive a free Eco Pass, is a prime example of</p>

<p>what RTD could accomplish for DEN and the main commuting regions within Metro Denver. Another idea we welcome, specifically to the DEN workforce, is creating a system of free employee-only shuttles to and from the airport, connecting with the A-Line, that should also be free to DEN workers. Airports around the world have a dedicated transportation system for their employees and as a world-class airport, DEN, RTD and the airlines should work together to study the viability of this alternative. SEIU Local 105 has also heard about RTD’s conversation to create a master transportation contract with the airlines at DEN. This master contract should include the contractors and sub-contractors that provide services to the airlines. Designing a program that excludes the workers that, through other vendors, directly and indirectly, support the airlines, is a program destined to fail. Our union looks forward to engaging RTD, DEN, the airlines and other regional and city government officials to provide additional input and testimony on why contractors and subcontractors of airlines need to be included in any master airline transportation contract. It is crucial that fare policies and programs are regularly evaluated and adjusted as needed to ensure that they continue to meet the needs of workers and low-income riders. If we all want to make Denver and the Denver Metro Area more green and accessible in terms of jobs, housing and basic needs, we need to find ways to improve and fix the public transportation grid. Ultimately, by prioritizing the zones of greater usage within populated centers, but also in far away regions like DEN, RTD can create a more inclusive and efficient transportation system that benefits everyone in our community. I urge you to carefully consider SEIU Local 105’s recommendations and to work towards creating a more equitable and accessible public transportation system in the Denver Metro Area.</p>
<p>Looks great! Much simpler and will really help low income families! Looking forward to the new rail line to Boulder/Longmont. Hope there is a stop in Gunbarrel!</p>
<p>I really like the simplicity of the new fare structure. I think it will help riders understand it better. While I appreciate the lowered fares, that personally doesn’t impact me as much. But grouping the local/ regional together is very helpful.</p>
<p>I just think there should be lowered it's really outrageous to have to commute when a lot of people are still feeling the covid stuff and it's hard for people to come up with the money for a bus and get from here to there my self I get help from the empowerment group with bus passes but it's before that I would have to constantly try to figure out how to get bus where I needed to go so if you guys would make a structure it's a little bit lower the people could reach for people that are in the lower income phase or like you said discounted that would be awesome I need to start helping the people more thank you very much for your time</p>
<p>Bus are very unstable especially on weekend. Bus route is to long especially on the 76-Wadsworth especially when it snows. We have to wait on 3 or 4 hrs for the Bus. No real back up on the routes. We have to wait 3 or 4 hrs for an asser ride and back up driver - for when they breakdown call from dispatch to let us is the bus is running down. Why don't you will try a volunteer dispatch service for someone closer the call instead of having a customer waiting 4 or 4 hours.</p>
<p>I strongly support the streamlining of RTD’s fare policy, and appreciate greatly the decreased cost of both individual fares and monthly passes!</p>
<p>Being elderly and disabled and on a fixed income, it is hard to make ends meet as it is. It would be greatly appreciated if I didn't have to pay so much to ride the bus, which gives me access to my community and various, much needed, resources. Respectfully, Donna</p>
<p>Thank you for simplifying the fare structure for everyday work commuter, such as myself. It might be too complicated but I'd love to find out how you all applied a fare equity analysis to this process.</p>
<p>I'm thrilled to see an \$88 monthly pass. Between the reduced price and fare capping, it makes the decision to take RTD instead of driving a no-brainer. The simplification and price reductions of the employer pass programs will make it easier for employees to talk about starting a pass program with</p>

<p>their employers. Hopefully, the simplification and reduced fares will boost ridership in a way that increases riders sense of security/safety and leads to increased frequencies on popular routes.</p>
<p>I think the proposed fares will do a great job in providing RTD access to lower income citizens and those that need the service as a necessity. The recommended changes to the employer provided structure will further access to those that aren't being paid enough vs. the cost of living. Thanks for this effort.</p>
<p>have an equal fare and help more the older people and kids, and have a lower fare.</p>
<p>I'm 67 years old. I live 1/2 block from the 28 bus. Will I be able to pay \$1.35 to get on the 28 and then get a transfer at the</p>
<p>I'm 67 and live 1/2 block from the 28 bus. Currently, I can pay \$1.50 and take that bus to the Central Park train station and then pay \$5.25 to take the train to the airport. If I understand correctly, under the proposed fee plan, I will be able to pay \$1.35 for the bus and get a free transfer to take the train from the central park station to the airport. Is that correct, or will I have to pay an additional \$1.35 to take the train to the airport?</p>
<p>The changes on Discount and adding LIVE to AAR are going to be a great improvement Please approve this!</p>
<p>I believe a lower fare structure would benefit all involved because more ridership supports better air quality</p>
<p>80% of RTD drivers are jerks!!</p>
<p>I would like to start training at a recreation center to build up strength and endurance. After I few months then I would like to take the POST test. The test will be Police Officers Standards and Training test. The whole time while I am training at the recreation center and at the police academy I would like to have some help with the bus fare. I would be nice if the rec center and the police academy could work with RTD to reduce the bus fare.</p>
<p>This is a good program for my people. Thanks</p>
<p>More space for fat tire bike Change back when I pay \$5 bill Thanx for the meating more info in hispanic community if rate come down I don't have to think on cost of the trip and go to practice and park</p>
<p>It seems to me that the proposed fair structure is much more fair and easier to understand. I am very much in favor of expanding the access and discount fair program.</p>
<p>I don't ride the bus very much but I will take it more now. I like the regional all day price. The local is better also</p>
<p>I buy the monthly pass regional/airport. Currently it takes me 20 commutes per month for the monthly pass to pay off. Some months I don't meet that threshold. Under the new structure, it would take me 9 commutes. This is such a vast improvement for me and would conjure no hesitation in my monthly pass purchase. The monthly pass encourages me to ride RTD even when I "need" to, so cheaper monthly passes would be a plus all around!</p>
<p>I believe that the fares prices should be much lower. A majority of people who use the public transport systems are lower income folks, and it doesn't make sense to charge so much. Reducing prices ensures equity of the public transport system. Reducing prices will also increase the number of folks who use it, reducing our green house gas emissions in Denver.</p>
<p>The regional for the day is the best price.</p>
<p>These prices are great especially the regional. I think the bus should be free for veterans but these prices are good for everybody else.</p>
<p>I wish it was all free for people with bad health. We have to take the bus a lot for our medical stuff.</p>

The local I don't like because I am in Longmont where it is free. The regional is good because I have to go to Boulder once a week and now it's cheaper.
The regional price is the best. I have to go from Boulder to Longmont a lot so this saves me money since the local is free in Longmont
Absolutely appreciate the effort to bring equity to RTD. Cannot wait to see the positive impact these fare changes will bring to the communities of Colorado. When I was younger I relied on the light rail to go to school, today I use twice a week to go to work. Thank you for all the positive changes you are bringing to CO. Great work to all the people involved in these changes.
I really like the local one. I can take the bus more now.
Looking forward to the new rates to share w/ people.
The regional price is good
This is too much. I am homeless and I can't pay this. The bus should be free if you are homeless.
I like the new changes RTD is proposing in order to create more equitable opportunities in bus fares for all citizens in RTD's area of work. I like the proposal of making local/regional fares the same price, and I like the idea of youth bus fares being free.
These prices are good. Now I don't have to ride my bike that much.
I'm glad the price is lower. Is it lower for older people too? I am older and I like senior discounts
The price is good for the regional. Too much for local
All public transit should be free. Travel is a right of the people.
I would love for my grandma as she gets older and for me to be able to ride the bus for cheaper prices especially for those in my community who need rides.
I don't take the bus but if I do I like these prices.
I think the bus should be free for people that are homeless
As someone who has been closely following the issues w/ fare structures specifically impacting our clientel (parolees), I can confidently say that the changes being proposed will have a profoundly positive impact on our community particularly for nonprofits and low income around the city. I was especially pleased to see the inclusion of the 10% bulk discount; This will help many organizations save money in the long run. I also believe that this change will make a real difference for those who have been struggling to afford transportation in the region. Overall, I want to commend the decision-makers involved for their thoughtful and forward -thinking approach to these issues. It is clear that those involved have carefully considered the needs of the community and nonprofits and I am confident that the proposed changes will be felt by many in a truly meaningful way.
I like the new price.
It should be cheaper for people with disabilities. I can't walk and I have to take the bus but I can't work so the bus is a lot.
I like the cheaper regional. I hope the drivers have change.
I like the structure but I don't understand why local isn't free everywhere. Longmont has free local buses
\$88 still to high to encourage people to leave their vehicles and use more public transportation and reduce carbon emissions
Equity, and more importantly justice, would be free transit for all. It removes barriers to access. Reduces stress and anxiety for those most impacted by not expose people to invasive application processes. Reduces overhead costs of managing upwards of 15 different fare products/structures. Increases ridership as shown by fare free August 2022. Please end fares and find funding from other sources, like highway expansion projects being implemented by CDOT.

<p>As a long time RTD rider, this recommended fare structure is highly attractive and I hope it passes. With the delays &amp; frequent cancelations on the A-line, the new monthly fare would make it more affordability to those moving about in the city who need to find last minute (and sometimes higher rates on busy/peak ride share) options to get around. Thank you for your consideration.</p>
<p>I DEPEND ON RTD AND RESPECT THEM</p>
<p>The recommended fare structure both simplifies the fare system and lowers fares, making it a great solution. It will help drive equity as well as higher transit use. A simpler system also will encourage more tourists and other visitors to use transit as it is not as confusing to have to try to figure out what zones they will be traveling in.</p>
<p>I support Title V1</p>
<p>Enthusiastic support for fare reductions to improve access! The current fee structure doesn't work economically, even against downtown parking costs! The new structure will make it much more accessible to commuters and those who rely on public transportation as their primary mode of transportation.</p>
<p>I'm not sure if this idea has been discussed, but I wanted to mention it while I had a moment. I've been a driver for 4+ years, so I have many thoughts about how things could be improved. Relating to the fares though, I think making a 1-way trip without a transfer should only cost \$1. It's not fair to charge \$3 to a passenger that's going 2 miles down the road to get home and also \$3 for a passenger that's going to ride for 40 min, switch busses and ride another half hour. It just doesn't make sense that both situations are the same fee. I hope this will be implemented.</p>
<p>The safety of our car and belongings at the park and ride (especially 40th) is in danger. I know many people that got their car stolen or/and broken into multiple times. Insurance doesn't even cover the damages. So we need RTD to work on making those parking spaces safe.</p>
<p>The train is always delayed, especially on Saturdays. After being delayed for an hour, the small train comes and half of the people that have been waiting would not even fit which makes us all late to work.</p>
<p>There are days I stay at the airport overnight because I miss the last train at 1 am. Most times, I would be assigned a last-minute passenger and by the time I get the passenger to their destination, clock out and make it to the train station, it is too late for me to catch the last train of the night, so I sleep in the airport for the night.</p>
<p>I work for a low income community in north Denver, lower fairs and monthly passes would help out my resident's greatly</p>
<p>This is an excellent first step to making RTD fares easier to use. RTD should work toward identifying more non-fare sources of revenue, with the goal of eventually making the entire system fare-free.</p>
<p>Regarding the RTD LiVE Income Based Discount Program. I am pleased that this program is available as it covers a large demographic not previously available with other discount fare programs. I'm looking forward to proposed enhancements possibly coming in the future to LiVE. One feedback I would like to give is for the reloadable MyRide card for the LiVE program. This is a great option for many people that are unable to use the MyRide mobile ticketing app. either because they do not have access to a mobile phone, on-line options and do not have or cannot obtain a debit or credit card to use for payment and need to use cash. The MyRide card is a good alternative however it can only be reloaded at an RTD Sales Outlet which severely limits their ability to reload the card as there are only a few locations available to do this. Their needs to be more access available for people in the community that must use cash to reload their cards. Grocery stores or convenience stores would be a good option for these folks. Thanks for all you do with the discount fare programs.</p>
<p>None</p>



<p>Appreciate the simplicity of the new fee structure and commitment to accessibility for all riders. Well done and thank you!</p>
<p>This is a great step in the right direction but does not go far enough with the airport fare. If you travel with one other person it is likely to be the same price to Uber vs taking the train. The airport train should be THE way to get to and from but if it costs \$10 per person people will remain opposed to using it. The barrier to entry is barely too high. Including it in the monthly pass is a great addition, however. I do very much appreciate the combination of local and regional into a lower price. This makes it much simpler to use!</p>
<p>I think they're a lot of work to be done in outreach letting people know about the discounts offered. I like the idea of grocery stores, food banks and libraries having info and retail options for purchasing these passes. They should have big obvious signs talking about the discount programs and how you can buy tickets and passes there. Also the app needs a lot of work. There should be accurate location data on the busses and trains whereabouts, how early or late they are so they can provide riders with accurate ETAs. I can't rely on the busses downtown to be in time so that I can make my connection. I missed two connections today and was late to work! That's not my fault but it looks like a terrible excuse to my employer! Please address the timeliness of busses, they either arrive late or leave too early, I've experienced both situations and it's ridiculous. The operators need to stick to a strict schedule for the rider's sake!</p>
<p>Hi, I want to voice my support for the reduced cost of fares and passes, free fare for youths, and the expansion of the LIVE discount. I think these changes are a great start to changing car dependence in Denver and a step in the right direction for reducing greenhouse gases. This seems to be one of the first real actions I've seen that can reduce emissions and I want to applaud the proposed changes and people making it happen. I think this will increase ridership and make transit an option for more people and for families that want to use transit. Lowering fares is a great way to encourage more people to get out of their single occupant vehicles and use transit. I've used RTD buses and rail for 10 years and have seen a wide variety of people and interactions. I have never felt threatened or fearful using transit unlike the feelings I get when driving with so many aggressive, arrogant, careless motor vehicle operators. We need systemic change to dismantle car dependency and violence and this is a great step. Thanks and keep up the good work on increasing transit use and decreasing carbon emissions.</p>
<p>My husband and I are in our seventies and so appreciate that we are close to the light rail and buses. We don't have to pay to park and most of the places we visit are within walking distance. Thanks.</p>
<p>This new fare structure seems very equitable and smart. I think it will have almost only positive impacts. Thank you</p>
<p>As a member of a group that advocates for the unsheltered and under-served, this program would mean a lot to our clients. It would make it possible to avoid fines, keep their things, get medical help, visit shelters and food banks, and find housing and jobs. It would help to remove some of the unfair burden carried by those who suffer in poverty. Changing the fare structure to reflect equity is not only going to increase paid ridership, it is a moral responsibility to our most vulnerable.</p>
<p>Very much look forward to these changes! It's far too expensive for airport employees to use transit to the airport! Also, please work with the airlines to get passes offered to their employees at no-cost to the employee!</p>

<p>I attended the May 16th Zoom meeting, and I don't think I received a thoughtful or serious answer to my question - which was intended to be constructive. Someone else in the chat asked about the base fare being \$2.75 rather than an even \$3.00. I wanted to explore how RTD's current fare collection equipment could replicate what other systems do (MBTA, RFTA?) by printing a stored-value card that could be used on a future ride. I asked what it would take for the bus printers to print something other than transfers. The answer I received was essentially "the bus printers print three-hour passes and day passes," and "our system can't do what you're asking." My apologies for using informal terminology that people who ride your buses would use ("transfers") instead of terminology used by people who work at 1660 Blake St. The answers I received didn't seem to have received much thought from the staff member who answered. At a minimum, I would have expected a reply such as "we'd need someone from our IT department or our fare media vendor to discuss that, and unfortunately, they're not here at this meeting." Instead I got a message that "The host has removed you from the web meeting" at the end of the hour - before this and another question of mine was answered.</p>
<p>I never received an answer to this question during the May 16 noon webinar: Regarding other agency policies, such as Portland Tri-Met's option of a diversion by applying for the analog of RTD's LiVE program as restitution for fare evasion (that is, instead of paying a fine or performing community service - see <a href="https://trimet.org/fares/fareisfair.htm">https://trimet.org/fares/fareisfair.htm</a> ), would this possibility need to be considered as part of the Fare Equity Study or the separate Respect the Ride effort? I hope that since I wasn't able to get an answer during the webinar that this topic can be covered in the study's final recommendations.</p>
<p>Needs to be more affordable</p>
<p>I work as the homeless student liaison at a charter school. I was very excited to see a No-cost transit for youth ages 19 and under. This will help so many students - low income and homeless. Transportation to school is one of the barriers so many homeless students experience. By providing transportation, RTD has increased students' ability to achieve their and their family's goal of graduating. Thank you!</p>
<p>Currently Access-A-Ride customers may ride regular services for free. Will this continue?</p>
<p>I would like to advocate that McKinney-Vento Homeless students and families be categorically exempt from income verification for the LiVE program and that school districts be allowed to be an organizational partner where we can purchase bulk LiVE passes for this specific population. PEAK is a barrier for our students and families. Please make LiVE passes available for purchase just like Local 10 Ride Ticket Books. Thank you!</p>
<p>Gracias por apoyar a la comunidad esperamos que estas tarifas sean accesibles para los menos afortunados</p>
<p>Gracias por tomar en cuenta la opinión de la comunidad que esta palpando la necesidad</p>
<p>I LOVE the idea of making RTD free for youth. Adolescents are seeking independence and need access to mobility in order to transition into adulthood. Making this fare free would increase access to school choice, promote access to after-school activities, and give teens the independence they are craving and need to develop a healthy sense of self-sufficiency and self-agency.</p>
<p>This comment is unrelated to the changes to fares, etc. But this issue is much more important than any of that. I used to be a daily rider of RTD. Due to increasing crime, mostly damage to cars at the park-n-rides &amp; the transients at Union Station, I (and my family) no longer use RTD. I used to be a big proponent of RTD, defending the funding, tax increases, etc. I will no longer support RTD until you take the crime problem seriously, and work with police to apprehend and convict all criminal activity surrounding RTD properties.</p>
<p>I encourage you to adopt the new fare structure, especially the recommended discount fare structure for people over 65, Medicare recipients and those with disabilities. It will make a huge impact in their</p>

lives, since they tend to be of limited income and more dependent upon public transportation than others.
How would new fare structure affect Access-a-ride when I have to plan to tell Access-a-ride I need to be at my dr appointments at least an hour an hour and a half before my actual appt so I am not late. Will Access-a-ride passengers be given a day trip for as many trips as they can make for that day fee.
All fares should be free for people over 70 years old.
LOVE! The new fare structure, It is a huge improvement. I am hoping we can continue to adjust the price to drive increased ridership! Also hoping soon we can support nfc on iphones through apple transit passes, would increase my ridership!
I believe the proposed plan would be good. It would make it easier and more affordable and by being a disabled vet it would help out.
I feel that youth shoulde have free fares in order to attend school
All of these are a good idea.
I am so very excited about the new fare structure. I will definitely be riding the train and bus more often once it is live. I absolutely think that the three pairs for all you should be extended beyond the one-year pilot program. We need long-term investment in our youth and public transit. It is also kind of strange to have bus fares be \$1.35 because people don't often Carey coins anymore. They should definitely be rounded to the nearest whole dollar.
When I travel a single person j will take the bus/light rail to the airport. When it's 2 or more of us traveling to airport it is cheaper to pay for parking at dia vs round trip rail (\$40 for 2 ppl) \$30 for parking.
Getting around with the bus is a really fun experience and this free for June thing for buses will really help when I get to work and school
I think that we should have better bus stops and make bus stops easier to be at because having to stand in the rain trying to get to school
These changes are ESSENTIAL for the people of Denver in providing public transportation for all! As a bus rider myself the monthly pass decrease would be a game changer for me and allow me to access more places that I otherwise wouldn't be able to.
Location of transit is not convenient. Makes many last mile problems
We appreciate the current 70% discount off of full fares that youth currently receive. We purchase 10-pack ticket books for our kids to use when they ride the bus. However, sometimes they don't anticipate needing to get home on their own and forget to bring their tickets when they are out. Having a zero-fare program for youth would allow my kids to access public transportation whenever they need it, rather than rely on a parent to pick them up in a car.
I'm an infrequent rider and will benefit hugely from these changes. Currently the monthly fare is inaccessible to me and the new one would be affordable.
Can you please work with DIA to provide a discount for airport employees? The a.m. trains are FULL of us & even with this proposed reduction, this is still a lot of \$. I wanted to take the train daily to help the environment, but it's unfortunately cheaper for me to drive. Thank you!
I would be pleased if the monthly regional pass was reduced to 88\$. One low price, one time purchase would make my life convenient. I know several who would take the triai to DIA but complain that the price is too high. I think ridership would increase with the new airport fare. Thanks!
I'm very excited to see this simplified fare structure. Living in a local zone along a regional route, I have previously been dinged by that change in fare. we need simplicity in our system to better encourage more transit users. I'm also pleased to see more consistency amongst the discount fares as

<p>well as incentives for young riders. Thank you for these efforts in making RTD fares more straightforward</p>
<p>The cheaper regional fare is the best part.</p>
<p>It should be free for homeless people or people with no money. I also hope you don't cut the routes.</p>
<p>I like that the regional and local day pass is less because I have to go to Longmont to work.</p>
<p>I hope you all still make money. It's nice that you're giving us a break.</p>
<p>Glad it is going to cost less money. My issue is the drivers kick me off if I don't have exact change. I think the \$2.75 will make the same problem for me and lots of others.</p>
<p>The bus should be free for local rides</p>
<p>I like the cheaper local fare but I hope the drivers will have change so they don't take an extra quarter when I ride the bus.</p>
<p>I like these new fares because the monthly fare is less.</p>
<p>I'm writing to share my excitement and concerns about the proposed changes to the RTD fare and pass structure. I'm happy RTD is simplifying the structure and reducing the cost for all riders but especially frequent riders through the monthly pass. I'm also excited to see the free fares for youth pilot program, and consolidation of the discount programs into one. I'm concerned about a few barriers to true accessibility and affordability. The 3-hour passes, by requiring exact change, will mean many folks who pay with cash on the bus will end up paying more. Additionally, I'd like RTD to remove some of the requirements to qualify for discounted passes that prevent access for folks who need transit accessibility the most. I'd also like RTD to prioritize finding funding for a permanent free fares for youth program. These changes would make our transit system truly accessible and affordable. I know these require increased funding, and I urge RTD to pursue partnerships with the state for these changes. Additionally, see the success of the free fare programming both here in Denver/August, and in other cities. I'm a firm advocate of making RTD fares completely free. It reflects the accurate value system of our community members who rely most on these services, greener/cleaner/lower congestion on our streets, and eliminates ALL of the cost and accountability of collecting fares at all. Imagine how streamlined a system we could have if drivers were not at all concerned about collecting fares, we didn't have to have officers screening for non-payment and risk unhealthy encounters, no systems or procedures would need to be in place, screened, trained, reviewed, reciprocated in accountability, etc. It would simply save more money than it brings in to charge \$0 for all transit. I urge you to adopt these changes, implement them as soon as possible, and keep pushing for state funding to further improve the fare and pass structure toward affordability and equity to make our transit system accessible for all. Thank you.</p>
<p>The fare structure looks more affordable and should allow more people to be able to access the rtd services</p>
<p>I think it makes sense to not have a higher fee for those in lower cost of living areas (generally further out) so mass transit is used more. I'm not sure I would lower the local fare though. Why not just leave it the same? \$3 (for 3 hrs) &amp; \$6 (for day) to have a slightly lower tax burden &amp; "even" \$ amounts. Otherwise I like the ideas. Thanks!</p>
<p>Agree only if this change won't affect the quality of the service. Right now is good. Keep it that way</p>
<p>I think that the new recommended fares are a great improvement. I have been using the RTD college pass for a couple of years, but now that I'm graduating and losing access to that I have been trying to figure out how to make my commute. The current monthly pass is far too expensive to justify purchase for me but at a price point of \$88 it's far more reasonable and I would be more than likely to continue to utilize RTD services for commutes. Thank you for taking the time to do this study and for the potential of making RTD affordable for everyone! Best regards, Taylor Mundt</p>

<p>The Fee structure is still outrageous. I've been to dozens of other countries around the world and these fares are laughable. If we want to move to mass transit, the costs need to be lower. Period. Wake up.</p>
<p>The new fee structure appears more affordable for those groups of riders who actually depend on public transportation. I especially believe that the reduce cost for regional and airport fares will benefit the metro area as a whole with regard to reduced traffic and air pollution.</p>
<p>Riders 65 or older should ride free. They've paid RTD taxes for decades. Gets them off the road and decarbonized too. Children should pay something. Teaches them that transportation costs \$\$\$ and isn't free. They learn the sting of paying taxes for RTD services. RTD must first ensure a safe, clean, vagrant free riding experience before customers will return. RTD light rail is a fixed guideway system designed to move passengers toward the center city. This is now an obsolete concept. Neighborhood circulator buses should be stationed at each light rail stop to better service the local neighborhoods rather than the central city. A once to twice per hour express light rail train should service the downtown. This will require dispatching capabilities far above what RTD currently has. RTD management needs reengineered. Far too many chiefs with far too few Indians, especially beat cops. 18 RTD Board members is ridiculous.</p>
<p>Please clean up your bus stop trash. Lafayette at Lucerne and Hwy 287 is piling up and blowing trash all over Lafayette. Bad environmental impact by RTD.</p>
<p>I support the new fare structure. I would also support having someone check fares. I think those of us that pay them are subsidizing a lot of riders who don't.</p>
<p>Why is the CEO salary so high?</p>
<p>I would like to see a monthly pass available to LiVE participants. Being on SNAP and unemployed I am constantly on the bus all over the district for interviews and job searches.</p>
<p>I'm reviewing the new fare schedule there is no option for veteran discounts. As a disabled veteran who requires the RTD A and R lines to make appointments at the hospital etc. I have to prove disability. This is fine however I choose not to file for state disability, my injuries are a result of federal service and only use Veterans Affairs for medical and disability. Currently RTD requires state disability forms for disability discounts. My choice to "save money in the state pot" for others to use automatically puts me in tougher financial positions and I receive no disability assistance on Bus/Rail options. I have on numerous occasions, going back to 2020, been harassed by RTD security staff because "I don't look disabled." My apologies RTD that disabilities are not appearance based as the Americans with disabilities act would agree. RTD's managerial incompetency is being taken out on paying customers, shocking RTD can't seem to make the correlation from their actions and policies and the drop in ridership. This includes employee conduct. Just a former new flyer transit operator from Virginia with 3 years of observation now on RTD and well, I still wait for the ability to applaud RTD for doing something correct, observations and easily heard comments from riders show that Denver will not have reliable public transportation anytime this decade at the current pace and with the leadership in place. Union Station (train areas) also appalling. The urine rich aroma of public transportation in Paris, is still far cleaner than the RTD and it's well known those aren't water puddles. RTD is the problem, public transport is meant to be a solution, perhaps new leadership with European and or real world experience is necessary. With road rage accidents on the rise, this is the time to shine for public transport, not continue to circle the drain down the toilet. Hopefully RTD can make positive changes, in less than 10+ years, my optimism remains low.</p>
<p>Please continue the EcoPass program. It has pushed me to use RTD more consistently and to get more cars off the road. It is a great program for companies/organizations that buy into it. I am a BVSD employee and get the EcoPass through BVSD. I love it and wish it was also available for my family. The new fare structures look reasonable (especially the free youth option), but the EcoPass needs to continue as well. Thank you.</p>

<p>I live within a very short walk to 10th &amp; Osage and work a very short walk from Orchard. I chose this job and house due to proximity to RTD. I never take it though as I feel uneasy at the 10th &amp; Osage station with all the vagrants hanging by the grassy slope. And the zone fare is just too expensive to justify. Yes we can afford it, but there comes a point where it just doesn't make sense. There should be a charge, just not so cost prohibitive for those who do not get subsidized. But enough of a cost to keep the vagrants from taking up all the space. Also need to step up security. Drugs are out of hand. Another huge disappointment is the RTD after a Fiddlers Green event. We gave up on that year's ago. Always worried that we wouldn't fit on the one last train that runs when the show lets out. And way too long of a wait time to catch that last train. They should be a few trains ready to go when big events let out. I hope you can get us back as customers, we've been so disappointed by the whole system...</p>
<p>Kids zero fair would allow more to ride it. I can't afford it with the kids and myself</p>
<p>Love the new structure! Feels much simpler for first time or out-of-town users.</p>
<p>Simplify the tickets by allowing/limiting rides by time-of-use, not Regions crossed. Riders taking the D train from Littleton-Mineral have a total of ONE stop that's in their "Local" region. Riders taking the W train, from JeffCo Govt's Cntr-Golden have ZERO stops in their "Local" region. Riders taking the E and R trains, from RidgeGate Pkwy, in contrast, have NUMEROUS stops, before hitting a new region. This makes no sense and financially burdens/punishes riders, based on where they live.</p>
<p>Fare should be free and frequent. RTD is a PUBLIC SERVICE that should be fully funded through taxes and grants. I moved into a house because of its proximity to the light rail six years ago and took the light rail downtown. Then the (already more expensive than driving) price went up, then trek of the three stops I used got cut and frequency decreased, then the price went up again, then violent policing increased (of POC and of queer people like myself), then the frequency decreased again, and now I drive downtown every day, sometimes multiple times a day, because I can't afford to burn time or money trying and won't risk state sponsored harassment to support a public services that has done everything it can to convince the public not to use it. I'm hoping the Lynx BRT will help with reliability but if it costs \$6-\$19 (not sure which fare level it will be for that distance) for me to take it to my favorite brewery in Aurora, I'll just keep taking a car.</p>
<p>In the last years Arapahoe Ridge HS have been supporting our student with RTD bus passes in order for our students to come to school and to go to work. RTD can support our students and facilitate them with their most important need which happens to be transportation. Lack of transportation is the biggest reason for missing attendance, by helping the students with RTD tickets, we can reduce this problem by 90%. Most of our students come from families that are going through financial hardship that cannot afford transportation. By helping them with this, they can now go to school and start their path to success.</p>
<p>My school has been working under a grant for the past two years to provide bussing for students to attend ARHS. We also offer credit to students for working in the community. What we have found is that students do not have transportation to and from work. FREE to STUDENTS is an excellent way to support the working class of Boulder. 70% of my school is free and reduced lunch. The families support education but don't have the means to get their students to school. This proposal would be a DREAM COME TRUE for families of poverty in Boulder County.</p>
<p>After reviewing the recommended fare structure, I am in favor. As an infrequent rider, I was frequently confused as to which fare I needed to purchase. Combining local and regional makes sense. I appreciate the lower fee structure. Price to ride was not an issue for me; however, I'm sure that will be welcome by transit reliant/financially burdened customers. I'm wondering how this will be subsidized.</p>

<p>1) I really want to ride and support public transportation but the price and time to drive is still much better. The price is going to have to lower much more than 25 cents to get my family on public more often. 2) Would it be possible to up the amount of hour for a pass from 3 to 4? That would also get me on public more often and make it possible to use just one ticket to go to an event for example. 3) Or how about a bigger discount than 10% for 10 pack tickets? 4) I have a gap year program with numerous young people that use RTD. They all usually take the same bus but they all can't ride their bikes b/c only two bikes fit on the rack and can't be brought on bus. This really limits us!</p>
<p>We deem that this initiative would be undoubtedly equitable for students in our district, specifically those undergoing housing challenges, who are qualified to receive McKinney Vento Services. This school year we've had our highest number ever of unhoused families at BVSD.  <a href="https://boulderreportinglab.org/2023/04/25/homelessness-in-boulder-valley-school-district-hits-highest-level-since-great-recession/">https://boulderreportinglab.org/2023/04/25/homelessness-in-boulder-valley-school-district-hits-highest-level-since-great-recession/</a></p>
<p>I'm writing to share my excitement about the proposed changes to the RTD fare and pass structure. I'm particularly happy that RTD is simplifying the structure and creating significant cost savings for the most frequent users of the system through the changes to the monthly pass. I believe the lower monthly pass price will also induce more ridership, as they cost/value tradeoff significantly improves for the monthly passes. I urge you to adopt these changes, implement them as soon as possible, and keep pushing for state funding to help improve reliability and frequency of our service. Thank you, Jonathan</p>
<p>Free fares for those under 19 is a great step toward improving attendance for public school students. Transportation cost should not be a barrier for accessing a free, appropriate, public education.</p>
<p>I live on a light rail stop and never use it because it is too expensive. I used it once this year and the train I planned to take home was cancelled, so I had to call a ride share car. I also used to work near another lightrail stop on the other end of the city three days a week. It still was too expensive and didn't make sense to use. The stop I live on is also in a different zone and so, last I checked, it is more expensive to use the one here than to drive a short distance to another one that is just as far south. I use it less than once a year.</p>
<p>I love that 19 and younger are free. I think the fare structure should be \$3, \$6, and \$90.</p>
<p>Way to go RTD on the proposal to make fares reasonably priced for all, create a program for all youth under 19 to hop on transit, and making the LIVE monthly program more affordable and less cumbersome. As a city planner and lover/supporter of transit, my main question is how RTD will sustain funding for the fare cost reductions...with the assumption that more people will ride?</p>
<p>This is an excellent idea to create a more accessible, inclusive public transit system in Denver, specifically for those who require it for daily commuting. Personally, this would encourage me to use it more and also make it more feasible to get to the airport.</p>
<p>I agree with the proposed changes. This would simplify my life and make the community more accessible to all parties.</p>
<p>I was very happy to see RTD proposing a reduction in fare prices. When I moved to the metro area, I was eager to make more use of public transit for convenience, savings, and the environment. But I was shocked to see the high prices of both rail *and* bus services. How is RTD meant to encourage public transit use and the reduction of smog and congestion when it is *cheaper* to drive, even with the summer's high gas prices? My 20 mile round-trip commute costs around \$3-3.50 in gas; even with the added cost of insurance and car maintenance, it seems to barely match the \$6 round-trip bus fare, which is significantly less convenient. I have lived in metro areas where bus transit is significantly cheaper than RTD or even free. I am glad for RTD's lower fares, and hope they will be further lowered. I also would like to see greater transparency in why the fares are so high compared to other metro areas—or if in fact this is not the case.</p>

<p>I'm so glad to hear that the access for Youth will improve. Too many times growing up in Houston I was unable to participate in educational, volunteer or work opportunities. Our youth, especially our economically disadvantaged youth, deserve access and I'm so proud to live in a state, and city that cares.</p>
<p>\$3.00 is expensive compared to other cities across the US. I suggest if we keep the \$3.00, make that a full day pass so riders can complete a number of errands rather than just have the 3 hour window.</p>
<p>I support new reduced rates (which are still higher than pre-COVID fares). Transit in the metro area is expensive.</p>
<p>I agree to lower the RTD fare for all people in this community.</p>
<p>Look forward to lower fares</p>
<p>Make fares cheaper and more affordable for all! And a place to call security or cops from unruly people in the bus</p>
<p>RTD should be free. The current price is ridiculous and unfair for the people that rely on it for daily transportation. The city should spend less resources for car infrastructure and put more into public transportation and infrastructure.</p>
<p>I really like the proposed changes! I especially like the Zero Fare for Youth program and the lower monthly pass cost.</p>
<p>I am very pleased with RTD's new fare structure, especially the lower fares for monthly passes, simplified discount categories, and free fares for younger people. I would like to see RTD work actively to secure funds from the state.</p>
<p>I appreciate the simplified fare structure and lower fares. Nice job! I hope your efforts will get a few more people out of their cars.</p>
<p>\$1.00 should be the fare for all rides.</p>
<p>I think the Airport fee should be lower so that a family can take the train for cheaper than paying to park at the airport.</p>
<p>I fully support the new changes in recommended fare structure and how it would greatly benefit lower income, disabled, marginalized, and unhoused populations that lack access to transportation. This would particularly allow the people we serve in our organization easier access to resources such as appointments, food banks, work, etc. that are so crucial to supporting them in the community.</p>
<p>Most times I ride the AB bus to and from DIA there are no enough seats for all the passengers. People stand for 40 minutes while on a bus going over 60 mph on a highway. This is so unsafe. Why does rtd not run enough busses on this route? Why are you endangering your riders because you don't want to add busses?</p>
<p>I'm writing to share my excitement and concerns about the proposed changes to the RTD fare and pass structure. I'm happy RTD is simplifying the structure and reducing the cost for all riders but especially frequent riders through the monthly pass. I'm also excited to see the free fares for youth pilot program, and consolidation of the discount programs into one. I'm concerned about a few barriers to true accessibility and affordability. The 3-hour passes, by requiring exact change, will mean many folks who pay with cash on the bus will end up paying more. Additionally, I'd like RTD to remove some of the requirements to qualify for discounted passes that prevent access for folks who need transit accessibility the most. I'd also like RTD to prioritize finding funding for a permanent free fares for youth program. These changes would make our transit system truly accessible and affordable. I know these require increased funding, and I urge RTD to pursue partnerships with the state for these changes. Seeing affordable, robust transit that is offered in other cities gives me hope that the Denver area can develop a solid model. I urge you to adopt these changes, implement them as soon as possible, and keep pushing for state funding to further improve the fare and pass structure toward affordability and equity to make our transit system accessible for all. Thank you. -Bret</p>



Not enough money to pay daily
At 40th and Colorado station, put gate in between ends on eastbound side.
Nice buses - keep up improving
Too high fare
RTD is really doing an excellent commute all level and nationality of population. Kudos. The train to the airport DIA, great job! Keep it going!
I like the new fare structure. Lower prices should help get more riders, and it is definitely a good idea to lower the cost of the monthly pass.
I'm thrilled to see the \$88 monthly pass fee for the Regional routes and the streamlining of the pricing structure. I ride RTD frequently and even I'm confused about how the current fare structure works. I never know when I get on the buses headed out of Denver if I'm going to be paying \$3 or \$5.25.
Since "troublemakers" and the homeless are now allowed to ride free (drivers tell me they're not supposed to confront anyone or refuse them a seat), upstanding citizens should have the fare waived as well.
The one thing I see missing is an annual fare . Businesses can pay as little as \$350/yr for a commuter pass, but individuals it's closer to \$3k. It will be better if you buy 12 monthly passes at \$88/mo, but what about just having an annual pass with a discount? It would save in monthly administrative costs and benefit riders whose companies don't purchase passes.
Free fare. You have tried everything else and it doesn't work Take a look at Luxembourg with their free fares. Their public transportation is packed. And I would suggest a gasoline tax to pay for it. /PC
Dear Madam/Sir, We're happy RTD is simplifying the fare structure and reducing the cost for all riders but especially frequent riders through the monthly pass. We're also pleased to see the free fares for youth pilot program, and consolidation of the discount programs into one. We're concerned about a few barriers to true accessibility and affordability. The 3-hour passes, by requiring exact change, will mean many folks who pay with cash on the bus will end up paying more. Additionally, I'd like RTD to remove some of the requirements to qualify for discounted passes that prevent access for folks who need transit accessibility the most. I'd also like RTD to prioritize finding funding for a permanent free fares for youth program. These changes would make our transit system truly accessible and affordable. I know these require increased funding, and I urge RTD to pursue partnerships with the state for these changes. We urge you to adopt these changes, implement them as soon as possible, and keep pushing for state funding to further improve the fare and pass structure toward affordability and equity to make our transit system accessible for all. Thank you. Elizabeta Stacishin Indivisible Ambassadors
I travel to ATL frequently and it's shocking that rail fare to/from DEN is \$10.50, while rail fare to/from ATL is \$2.50. Even slashing our rail fare in half would keep us on the more expensive side. Please decrease rail fare costs!
I'm writing to share my excitement and concerns about the proposed changes to the RTD fare and pass structure. I'm happy RTD is simplifying the structure and reducing the cost for all riders but especially frequent riders through the monthly pass. I'm also excited to see the free fares for youth pilot program, and consolidation of the discount programs into one. I'm concerned about a few barriers to true accessibility and affordability. The 3-hour passes, by requiring exact change, will mean many folks who pay with cash on the bus will end up paying more. Additionally, I'd like RTD to remove some of the requirements to qualify for discounted passes that prevent access for folks who need transit accessibility the most. I'd also like RTD to prioritize finding funding for a permanent free fares for youth program. These changes would make our transit system truly accessible and affordable. I know these require increased funding, and I urge RTD to pursue partnerships with the state for these changes. I frequently use the bus to get to work when I am unable to bike due to weather, and I am

glad to see that RTD is taking the time to hear the public on what can be improved. I also enjoy taking my kid on the bus to museums, events, etc., but it can be an added complication when I need to figure out the cost, exact change, etc. (I use the mobile app, but my kid doesn't have one). We would definitely use the bus and train more to explore the city and get to and from the airport with free fares for youth. I urge you to adopt these changes, implement them as soon as possible, and keep pushing for state funding to further improve the fare and pass structure toward affordability and equity to make our transit system accessible for all. Thank you, Leila Regan-Porter

Hello there! I wanted to express my feelings about the proposed changes to the RTD fare and pass structure. I am delighted that RTD is planning to simplify the structure and reduce costs for all riders, with a special focus on frequent riders who can benefit from the monthly pass. Additionally, I am excited about the upcoming free fares for youth pilot program and the consolidation of the discount programs into one. I'm concerned about a few barriers to true accessibility and affordability. The 3-hour passes, by requiring exact change, will mean many folks who pay with cash on the bus will end up paying more. Additionally, I'd like RTD to remove some of the requirements to qualify for discounted passes that prevent access for folks who need transit accessibility the most. I'd also like RTD to prioritize finding funding for a permanent free fares for youth program. These changes would make our transit system truly accessible and affordable. I know these require increased funding, and I urge RTD to pursue partnerships with the state for these changes. I'd love to know if RTD studied moving the 3-hour fare to \$2 and if not, encourage you to do so. It's an exact change and could drive ridership up. The lower the barrier to riding for cash customers, the better. Having 10 people paying \$2.75, is one thing. Getting 30-35 at \$2.00 would be a major win money-wise. Busses are running regardless, why not make sure they're always more than half full? Not to mention, the lack of giving change, really means the fare is \$3 for cash customers. I urge you to adopt these changes, implement them as soon as possible, and keep pushing for state funding to further improve the fare and pass structure toward affordability and equity to make our transit system accessible for all. Thank you

Greetings RTD Team ~ I'm writing to share my comments about the proposed changes to the RTD fare and pass structure. I'm VERY grateful RTD is simplifying the structure and reducing the cost for all riders (especially those that depend on RTD as their primary form of transportation). I really like seeing the free fares for youth pilot program, and consolidation of the discount programs into one. I would; however, love to see the 3-hour passes be \$2 even (instead of \$2.75). I have taken numerous transit/bus routes where the fee was only \$2. This makes everything easier, smoother, and less stressful - on drivers, on riders, on those who one any number of edges financially - running late - in challenging weather. I am grateful for the work around providing grants/discounts for community serving organizations. I would recommend that this is as easy as possible for said organizations/leaders. I would also recommend that there are perks/incentives for these leaders to educate, connect, and promote transit ridership. In addition to making permanent free fares for youth, I would love to see more advocacy from RTD - publicly and politically - around safe and accessible ACCESS to bus stops/stations. I would also love to see creative fundraising schemes/programs to invite community to help privately fund (or partially/privately fund) bus stop shelters - with local artists, ADA codes, and support from RTD and city/county agencies. These changes would make our transit system truly accessible and affordable. As a full-time pedestrian and transit user, we need our system to radically CENTER access/dignity for those who depend on these systems the most, programs/organizing around climate action responsibility and transit, and community partners/agencies who can help expand funding, increase ridership, and shift harmful/false stigmas around transit. In gratitude, Jonathon

<p>Lowering the fares will be SUPER helpful in convincing (new) folks to take public transit, as well as helping those who already struggle to afford it. I don't have a car and have relied on RTD since I moved to Denver in 2018, and I am thrilled to see these changes and updates. I am a graduate student at the University of Denver, and I love the student pass I receive through DU's bulk policy with RTD. As an aside, the #1 change that would improve the overall quality of taking RTD is *frequency* of buses. I know this is dependent on employing more drivers, but it would DRASTICALLY improve the ease of taking transit. Thank you!</p>
<p>I make decent money and recently purchased a condo in Denver. I'm doing okay. Public transit here isn't affordable. For a family of 4 to go to the airport and back is \$80. I can park and drive and feel very safe for LESS! The bus to Boulder, more expensive than driving unless you are a student. You need to general middle class to use the transit to subsidize all the other people using it but it's not a deal. It sometime MORE than driving. There is NO motivator to use the public transit besides traveling to the airport solo. I don't use it any other time because it is not affordable. If it was \$3 per person I would exclusively use it to go to and from the airport. A dollar saved is a dollar made. I'm over paying a lot for a poor service. Make it a fair affordable price and we will come use it all the time. Until then, I'll be driving and parking.</p>
<p>We work with arts workers all over the metro area who use buses and light rail as well as those who wish they could use it but currently can't. Schedules don't go as late as they could, service is unreliable and currently unsafe on multiple routes, and prices, especially to the airport, have been cost prohibitive given the available routes and timed schedules. A more integrated system that benefits performing arts workers that work long hours in the night and in multiple areas is paramount for this group to be regular RTD riders.</p>
<p>we should make all fares minimal to encourage the public to use ALL available forms of public transit. The only way to get cars off the roads - and provide transportation alternatives is to have a lot of frequent options. This means smaller vehicles (i.e. 15 passenger vans) and more frequent stops throughout towns and cities. Large Empty Buses are a waste of taxpayer resources. Side Note - when is the commuter rail coming to Boulder? We have waited a decade with no progress. Time for Eminent Domain - or a major investment - or return our money!</p>
<p>Make sure to have markedly lower fares for low income/elderly/disabled, thank you!</p>
<p>I think the fare structure should be changed. It is almost as expensive as owning a car for the current daily rider.</p>
<p>I think this is an excellent idea that will get more people to use the bus and increase revenue through volume.</p>
<p>Public transit should be viewed as part of infrastructure like roads and city parks and should be heavily subsidized for everyone. Rich people will still drive their Mercedes to work, don't worry. You want people to use it and not have to keep expanding highways - then stop spending money on highways and put it into public transit subsidies. Look at countries where it's done successfully. Asking people to show they are poor enough to get a discount and to track all that will require so much work that it won't be worth it. Stop trying to make it fair, make it WORK. Make people love it and depend on it - and then people will be willing to pay more for the convenience.</p>
<p>Follow CTA -Chicago Transit Authority's pricing model!</p>
<p>I think the fare needs to be cheaper than it is to park downtown. We almost rode today but it would have cost my husband and me \$6 each, totaling \$12. On SpotHero, I found parking for \$10. We chose to drive instead since it was cheaper. Also, some of the RTD light rail lots require you to pay to park. All parking should be free since we're paying to use the light rail. In sum, it's often cheaper for the 2 of us to park downtown than it is to use public transportation.</p>

<p>I ride the bus in Seattle as a senior citizen. The reduced fare is \$1 each trip including the express bus to the airport. If you really want ridership among the elderly, the fee of \$1 should be effect for us. In addition, the flex rides should be available late nights and on the weekends as well. It is too expensive for UBR from the airport. Also, I ride the AT bus to Arapahoe. When my flight is later than 11:17 PM, the bus does not go to Arapahoe station. It is a 5 mile walk, so I sleep at the airport until the 6:17AM bus. Thanks this forum to discuss fare and improvements.</p>
<p>As a student, this would be super helpful to me and other students who struggle with other transportation!</p>
<p>Current Price too high. Proposed one looks great Dirty seats. Please replace</p>
<p>This fare structure is such a huge step in the right direction. Much simpler, and more in line with the cost of transit in other comparable cities. (Public transit should be free, though). I'm hoping there's a way to do some kind of pay as you go for a monthly pass, so riders who don't have the \$ upfront for a pass don't end up paying more than those of us with more liquidity.</p>
<p>Love it!!!! Finally, it will cost me less to ride the train from Broadway to Lone Tree than to drive to work!!!! Thank you!!!! I love the light rail. And the airport fare is still reasonable. Also given the dangers with speed and what happened on the golden line, I recommend using cameras and speed monitors so engineers will be watched and not be permitted to travel at excessive speeds. The cost of Monitoring public safety on transit, a basic obligation of RTD, will more than cover the expense the city will incur as a result of the recent unfortunate accident, increase public trust, protect riders, and increase ridership.</p>
<p>I live in North Denver and go to the Tech Center. Here are reasons why I don't: 1) Union Station is full of bums! Why on earth would I want to pass thru? 2) The light rail is SLOW. I can get by car just as fast even in heavy rush hour traffic. 3) The fare isn't worth it if I had to do this weekly. You're asking me to pay \$200 a month when it costs the same in gas for a compact car? 4) Very few creature comforts, food/drink services along line. I would love to use mass transit, but it makes no economic sense, hard to use and feels unsafe.</p>
<p>free fare for people 19 and under</p>
<p>Make all public transportation free.</p>
<p>I think It would benefit the public, and it would be awesome for the environment</p>
<p>Absolutely love the lower fare idea! RTD is solid for what it does and staff are always friendly!</p>
<p>Make public transit free for all.</p>
<p>I pay 200 a month for transportation to and from work and it gets expensive in the months I don't use it to it's full capacity</p>
<p>One of the reasons I don't often use the light rail when I can is because of the outrageous prices. It's handy to jump on a train to Park Meadows but cheaper to drive when traveling with a family of 4. It's well over \$30 bucks round trip for all of us. It is senseless to have such high fares per person- it's a deterrent to riding RTD. If your goal is to make money it shouldn't be off the limited people who will ride. Lower the prices to affordable prices, that makes it cheaper than driving a car, and more people will take advantage of it, hence RTD will bring in more money. The light rail to the airport is ridiculous. We want to take it but for a family of 4 it is \$80 round trip. No we'll just get a ride to and from. Also get some security on each lightrail/ bus. They're are people who harass and bully others on the bus. It isn't safe.</p>
<p>I realize you are in a "catch 22", but you have increased fares and decreased service. If you had service that ran more often I would be more inclined to take the bus. The senior discount is good for me, as I am a senior. Riding light rail is confusing because of the fair scale for longer trips, because I am not sure what zone I'm in when I get on or off.</p>
<p>Please lower the cost!</p>

Totally agree with Free Youth fares!
I'm very onboard with these changes, but would like to see further reduction in the regular fare as well. RTD is one of the most expensive transit in the country, and it affects ridership. For example, we went to a Rockies game with family and friends the other day, and we would have loved to take the bus. But it was the same price for four adults to drive and park downtown as it would have been for us to take the bus. That seems backwards.
Please make the A Line route to the airport either free or significantly more affordable. Incent people to use it rather than it being an easier/cheaper option to drive and park at one of the outer lots or take a taxi or rideshare. It's \$40 for two people to take a round trip A Line ride to the airport, that's likely why it's underutilized.
The most important thing for the success of the system is high numbers of riders which can only be achieved through frequent service along routes connecting areas of interest. Please do not reduce fees too much or move to a free fare model which would undermine the ability of the system to operate with enough service to make it a viable alternative to driving.
I visited Seattle and their senior fare for either light rail or bus is \$1, period, no matter how long your trip.
Public transit should be free.
I agree with under 19 ride free. Provide the next generation with a love for mass/community transit. I agree with expanding employer sponsored passes. This is the best way to do ridership outreach for commuters. Give a tax incentive for the businesses. Time based passes were a welcome change. Enable NFC pass scanning for phones. Create a family pass for getting to the airport. Simple flat rate for groups traveling to/from the airport. It has to be less expensive than driving plus the cheapest parking option at the airport.
I am writing to express my support for the proposed fare structure as recommended by the RTD Fare Study. The new fare structure is much simpler to understand for riders and will offer some incredibly good value journeys on RTD such as Denver to Boulder. In addition, the proposed \$88 monthly fare cap / pass will offer anybody who uses RTD multiple times a week a great deal, including those who work at Denver Airport. I am also in support of raising the LiVE discount to 50% and providing steeply discounted monthly fare caps / passes and airport fares for low income riders, seniors, Medicare recipients and riders with disabilities. Lastly, I support the trial of free youth fares, which will be a huge benefit to the districts' high school students.
It would be good to explain more how this fare structure would work for families. I initially was thinking it would cost \$50 to bring a family of 5 to the airport on the A line which isn't competitive with driving or Lyft/Uber. However, after spending some time reading the policies and programs section it sounds like children under 5 ride free and other ages receive a substantial discount. This was news to me. Advertising these price reductions for children would be good as my family and other families I've talked with in the metro area weren't aware of them and thus didn't consider RTD as a serious option for getting around. Overall, I think the fare structure is a huge improvement over the previous one. It greatly simplifies fare calculus and bringing the monthly pass under \$100 while including the airport is quite attractive.
I would like the bus fare to be free for all people under 19 because it would help me get to and from school without worrying if I need money for the bus.
Something that I've never heard discussed is incentivizing loyal RTD customers. Reward those who take RTD regularly, offer promotional pricing for NEW customers that sign up, give free passes for out-of-town family & guests. The goal is to get people out of their cars and lowering the cost of a ride by a quarter doesn't do that. Allow people to earn points to get a free monthly pass. Those savings could mean a lot to people.

<p>What is the specific pricing structure for EcoPasses and neighborhood EcoPasses? I can't find the actual pricing on the fare equity study website.</p>
<p>Make fares free for youths</p>
<p>Having free bus passes monthly for students in Denver public schools as well as for Auraria campus students would be extremely beneficial and help make transportation as well as education more equitable.</p>
<p>I'm very much in favor of free fares for people 19 and under. I work at North High School and Skinner Middle School Especially at North, MANY of our students ride the bus to school each day. We offer discounted bus passes, but free rides would make a huge difference to our students. I also think that knowing the bus is always free would encourage young people to use RTD much more often.</p>
<p>Greetings: As a representative of the largest advocacy organization of the blind in Colorado, I want to say at the outset that the manner in which the recommended fare structure is being presented is incredibly difficult to read because of the numerous links that a person must activate in order to glean any useful information. We understand the recommendation would eliminate regional fares over-all, both for full-fare and discount-fare customers. But saying that fares would be reduced by a certain amount without indicating the final fare under the new structure makes it harder for the reader to understand what is happening. Why not just say (for example) that for full-fare customers, the regular fare would be reduced from \$3 to \$2.75 and that for discount customers, the fare would be reduced from \$1.50 to \$1.35. If, in fact, you have a single page which lays all of this out, I would be happy to receive a file which we could share with our blind members, friends, and colleagues. Cordially, Curtis Chong National Federation of the Blind of Colorado</p>
<p>As a middle school social worker in DPS, I am writing in STRONG support of the Youth fare proposal for free transit pass for all youth 19 and under. Our high school students have historically been able to access free bus passes in order to utilize RTD for transport to and from school and activities. We have many middle school students, especially those with truancy issues, who's parents have unreliable or no formal transportation of their own who are missing out on their education due to accessibility due to lack of transportation and/or hardship financial impact on family even with reduced youth fare. Having this RTD pass available to middle schoolers will provide the benefit of allowing students to have agency in getting themselves to school without relying on an adult and to gain skills in RTD ridership for their use in the future as a Denver resident. Please approve this option as a means to increase equity for all students to be able to get themselves to and from school and their outside activities that builds protective factors for youth.</p>
<p>I like the new proposed plan and would ride far more often with that fare structure for a monthly pass.</p>
<p>I support the reduced fare proposal. I pay the monthly full fare every month as I commute from Westminster to Downtown using the FF1 bus and the proposed reduced fares would have a huge positive impact on my family's budget.</p>
<p>I'm very excited for this updated fare structure. For me personally, it never made sense financially to take public transit to my destinations due to the high cost. Now with these reductions, it's going to take me out of my car more often than not in the future. I do have a concern on the standard 3-hour and daily rates. Because they are not even dollars, I do think it'll make things difficult to those who must pay with cash and if drivers don't carry change, it'll mean they are spending more to ride. I hope you can find a reasonable solution to this, either by reducing the price or including some kind of transit ticket where you can load cash into.</p>
<p>Ok</p>
<p>Due to the fact that Denver Public Schools does not provide school bus transportation for students, it is critical that the Zero Fare for students under the age of 19. Please also consider route changes to transport students to school efficiently.</p>

I work at the hospital and my husband at the airport... I think hospital employees and airport employees should get some type of discount on monthly passes.
STOP shifting the burden of payment to others. To be equitable, everyone (regardless of color, creed, etc.) should pay the same amount. RTD cannot afford to lower rates, especially when they need to ENFORCE policy by stopping the non-paying riders. More-&-more I don't feel safe on RTD, and that will cause more of us to STOP riding. Reduced fares, "equity" programs, and lack of enforcement in trains will continue to make RTD go down-hill and lose customers.
Are you, or can you, bring back discounted coupon booklets?! I see a problem with feeding in three dollar bills and expecting to get back 30 cents in change. And the ticket kiosks where I ride from (Southmoor) has had one out-of-service since before Covid. I would much rather buy a ticket booklet and not have to deal with either the kiosk or with change.
I'm writing to share my excitement and concerns about the proposed changes to the RTD fare and pass structure. I'm happy RTD is simplifying the structure and reducing the cost for all riders but especially frequent riders through the monthly pass. I'm also excited to see the free fares for youth pilot program, and consolidation of the discount programs into one. I'm concerned about a few barriers to true accessibility and affordability. The 3-hour passes, by requiring exact change, will mean many folks who pay with cash on the bus will end up paying more. Additionally, I'd like RTD to remove some of the requirements to qualify for discounted passes that prevent access for folks who need transit accessibility the most. I'd also like RTD to prioritize finding funding for a permanent free fares for youth program. These changes would make our transit system truly accessible and affordable. I know these require increased funding, and I urge RTD to pursue partnerships with the state for these changes.
Fares should be less if I only need 1 ride down the road I spend \$6 a day for 1 bus 2 ways
I am delighted that you are lowering fares. This is such a positive step to increase ridership. I admit I was not well-versed in the equity issues involved, but am happy that this is being addressed/publicized as well.
I support removing the regional fare and making the monthly pass much cheaper! Great work on this!
The airport fare is very expensive. \$10+ per ticket is excessive. Especially, if you are only 2 stops away from the airport. The airport train cost should be based on where you are going verse a flat rate...like the other lines. Also, the bus from Union Station to Boulder is amazing. Could there be a future train instead of the bus?
The buses need to be more clean there are some that are dirty
I think that the new lower fare for everyone and the one price local/regional are going to boost usage. The zero fare for under 19 is going to bring rtd so much more business year round. This'll help create jobs and make less emissions/smaller carbon footprint and working towards climate justice. I also like the increased discount for LiVE Income-Based Fare Discount participants.
They should give more discount on the 1 month ticket a lot of people can't afford to pay so much money at once
I am writing to express my support for the proposed fare structure as recommended by the RTD Fare Study. The new fare structure is much simpler to understand for riders and will offer some incredibly good value journeys on RTD such as Denver to Boulder. In addition, the proposed \$88 monthly fare cap / pass will offer anybody who uses RTD multiple times a week a great deal, including those who work at Denver Airport. I am also in support of raising the LiVE discount to 50% and providing steeply discounted monthly fare caps / passes and airport fares for low income riders, seniors, Medicare recipients and riders with disabilities. Lastly, I support the trial of free youth fares, which will be a huge benefit to the districts' high school students.
I appreciate all three of these changes. It makes more sense.

<p>I hope the lower pass program minimums encourages my employer to participate. The cost of commuting as we return to the office, particularly parking, feels so high. I would love a free transit benefit. It would give me a reason to opt for the train.</p>
<p>Have you permanently closed the Downtown Boulder bus station? I live a block away and I've seen no interior changes in the last 3 months? Please announce and publicize your plans for the bus station!</p>
<p>I am a social worker with Denver Public Schools and I am a huge proponent of the Zero Fare for Youth Pilot. Anything we can do to reduce barriers for youth to attending school is so vital. I wonder if this pilot can be tied to existing programs/structures such as the MyDenver Card or school ID cards. Thank you for work on this and your efforts to engage the community.</p>
<p>So thankful that kids under 19 will be able to get the bus for free. I can see what a hardship even the reduced fare/monthly pass has on my teen's friends. Thank you for piloting this.</p>
<p>Age discrimination. That is a point that I would like to see considered. You plan to give one age group free travel, and still expect everyone else to pay. So, for example, you have two friends board. One is 19, the other is 20. One of them has to pay and but the other gets to ride free. It makes no sense. How hard is it to expect a youth to pay \$0.90 or \$1.80. If free for one, than it has to be free for all. A good segway to the next point: Why have any fares at all if you do not plan to ever enforce it? It is warning, after warning, after warning. But no actual consequences. "Educate and accommodate" that's all I ever hear. How many times should someone be "educated" before there is any ENFORCEMENT? There are laws for a reason. Use those laws to enforce fares. Or simply stop all fares and go to a FULLY FREE system. It is not practical to have it both ways. It is not fair to not make everyone or no one pay fares. It is not fair to single out one age group to be free and then expect others to pay. It is not fair to expect people to pay, but yet not consequence those that do not pay. Just get it over with and go to a fully free ride system. And then beef up police presence on the buses and trains because free will attract crime, homeless camping, drug use, etc. The system still has not recovered from 'free for covid' issues that continue to plague the transit system.</p>
<p>I used to love taking RTD before the pandemic. I am very leary of going back due to the increase in crime. I hope this will be addressed.</p>
<p>The new fare structure is great and will help the region reach its equity, climate, and safety goals. Can you provide more transparency online about how this will impact RTD's overall budget? My only concern is that the loss in revenue will lead to additional service cuts, when what we need most right now is more frequent service and extended service hours. Thank you.</p>
<p>I'm writing to share my excitement and concerns about the proposed changes to the RTD fare and pass structure. I'm happy RTD is simplifying the structure and reducing the cost for all riders but especially frequent riders through the monthly pass. I'm also excited to see the free fares for youth pilot program, and consolidation of the discount programs into one. I have 3 children and this will be a great opportunity for them to ride transit more. Awesome that you included the airport 🚏. I'm concerned about a few barriers to true accessibility and affordability. The 3-hour passes, by requiring exact change, will mean many folks who pay with cash on the bus will end up paying more. Round down the prices to even dollar amounts or have a ride card that people can front load with money. Debut off at people ride. Additionally, I'd like RTD to remove some of the requirements to qualify for discounted passes that prevent access for folks who need transit accessibility the most. I'd also like RTD to prioritize finding funding for a permanent free fares for youth program. These changes would make our transit system truly accessible and affordable. I know these require increased funding, and I urge RTD to pursue partnerships with the state for these changes. [ADD YOUR PERSONAL EXPERIENCE AND OPINIONS. Do you ride transit? Have you been unhoused? Do you have school-age children who could benefit from free fares?] I urge you to adopt these changes, implement them as soon as possible, and keep pushing for state funding to further improve the fare and pass structure toward affordability and equity to make our transit system accessible for all. Thank you.</p>



<p>The current price structure that RTD is using, penalizes individuals that are considering using public transport. A couple looking to go downtown will spend upwards of 20\$ on just transit with RTD. This does not encourage public transit use.</p>
<p>Please, please deal with various riders who feel entitled to smoke or vape on the train or bus. It is unfair to the non-smoking riders to observe the security guards also covertly vape on the train platforms, and then they expect us to obey the rules they supposedly have the power to enforce. It can be harmful when I need to step away from the smokers who need to puff up in billows of germy smoke just before boarding.</p>
<p>I like and appreciate the lower pricing that is proposed for RTD Service. The price has been going up and the quality has been going down of RTD Services: timeliness, cleanliness, safety, reliability etc. Also, it didn't make sense that it cost the same amount to go to Boulder as it does to go to the airport from Denver. The price of \$10.50 round trip for a trip that is more than 3 hours was not the most logical, especially since 1 hour of that time is spent on the bus so the transfer would only be good for 2 hours. Also, I haven't liked the zoning since I started using RTD over 10 years ago. It is difficult for new riders to understand and makes traveling within the Boulder/Denver/Aurora metro area more expensive and deters people from going outside of their zone.</p>
<p>The new fare structure makes the monthly fare something I would actually purchase. As a 4-5 day a week user, the current local monthly fare doesn't make any sense for me to use because if I go on a trip, work from home an extra day, or need to drive to work for whatever reason, I end up spending more than I would on local fare 10-packs. At an \$88 flat rate for full use of the system, I'd buy that every month. It also incentivizes me as a regular rider to take the train to the airport. As someone who does not necessarily live close to the A-line, the cost of taking the A line+a cab to the station vs driving to the airport is a wash. The next thing I hope to see is increased frequency of A line trains and have increased frequency later into the night (or atleast on busy nights like sundays). As it stands, transferring from light rail to the A-line adds 15 minutes to the already long trip to the airport</p>
<p>I think the change in the fare prices is a really good idea especially for those of us who use the bus on a regular basis. The only thing that would be amazing is if Live offered a monthly pass. I think giving youth a free monthly pass is a fabulous idea.</p>
<p>They should not let anyone come in the bus like homeless</p>
<p>RTD buses and light rail are already free for anyone who chooses not to pay.</p>
<p>They should lower the mond pass it it to much money to pay at once</p>
<p>They should lower the month pass so many people cant aford to buy The pass because it is to much money</p>
<p>They should lower the price and have equil prices for al type of trasportacion</p>
<p>All older people should not have to pay to ride a bus</p>
<p>I take the A line daily to the airport for work and I think the monthly fare of \$88.00 will help al lot of us passengers especially people who need to take public transit to get to work daily.</p>
<p>For taking time to read the police's and putting them in place</p>
<p>I think the new fare will benefit everyone across the community. I fully rely on RTD and I've been utilizing RTD for 38 years since I was 15. I don't know how the discount programs work though so it would be hard for me to help others apply in my community.</p>
<p>Move the airport fare to \$11.50 but create a Colorado residents discount that lowers the fare to \$5.00 for residents by entering their zip code and their drivers license/state ID number at the time of purchase. The rider could make this part of their RTD app profile so that they don't need to reenter it over and over again. This system would have tourists subsidize the system while avoiding excessive fares for residents who need to ride more frequently.</p>

<p>I hope the fares can be reduced or removed entirely for the people of Colorado. Having better access and more realiable public transportation will benefit everyone in the long run.</p>
<p>I fully support the new fare structure. This is very similar to the fare structure that was in place when I was living in Chicago. It made the system easy to understand and easy to navigate and was a big reason why I felt happy relying on public transport throughout the entire time I lived in that city. Upon moving to Denver, I thought the RTD fair structure was confusing and priced too high for what the system offered. At the time I worked at the airport and ultimately I had to resort to driving, because it made more economical sense.</p>
<p>This is a step in the right direction for the RTD and access to regional transit will benefit from this. I personally do not currently use this service because of the cost, I commute to Boulder and the price for bus fare is about the same as driving without the convenience. If this new structure is implemented, there is more of a benefit to me personally in using public transit (along with less impact on the environment, traffic, etc.). I imagine I'm not alone in my reasoning and that ridership will increase, justifying more investment in the system from the state. This is a good thing for everyone!</p>
<p>Until you make good on the NW Rail, I consider you as nothing more than a group of thieves.</p>
<p>I think it's a good idea to have both the local and regional fares combined into one price. It's time consuming having to check the schedules just to see which buses are local and regional. I remember sometime last year, I emailed a RTD representative about what pass I have to buy to get to work. I was told local, but it turns out that I needed the regional pass. The two different prices for local and regional is so confusing that even customer service cannot figure it out. Please combine it into one price.</p>
<p>Cut the cost of fares and you will see more people use the trains. = more \$</p>
<p>Please pass this and the current structure is confusing and pricey for those of that don't drive</p>
<p>I applaud RTD for the changes in fare collection. The new fare structure will make transit easier to use and more accessible to folks on limited income. The new monthly pass program will likely increase ridership. But RTD needs to do even more to increase ridership. Raising funds from the state to improve service by increasing frequency and reliability along major transit routes would probably increase ridership even more.</p>
<p>I'm writing to share my excitement and questions about the proposed changes to the RTD fare and pass structure. I'm happy RTD is simplifying the structure and reducing the cost for all riders but especially frequent riders through the monthly pass. I'm also excited to see the free fares for youth pilot program, and consolidation of the discount programs into one. I have questions about a few barriers to true accessibility and affordability. The 3-hour passes, by requiring exact change, will mean many folks who pay with cash on the bus will end up paying more. Additionally, I'd like RTD to remove some of the requirements to qualify for discounted passes that prevent access for folks who need transit accessibility the most. I'd also like RTD to prioritize finding funding for a permanent free fares for youth program. These changes would make our transit system truly accessible and affordable. I know these require increased funding, and I urge RTD to pursue partnerships with the state for these changes. I use RTD as much as possible, but find that my bike is a more reliable way to get around. I'd love to see increased frequency, more consolidated lines focused on Denver and less on the suburbs, and better north/south routes. I'd also love to see free fares for all kids (under 18) and more emphasis on supporting bus routes that get middle and high school aged kids to school and back without having to rely on cars. I urge you to adopt these fare changes, implement them as soon as possible, and keep pushing for state funding to further improve the fare and pass structure toward affordability and equity to make our transit system accessible for all. Thank you. -- amy campbell</p>

<p>Airport employees currently are nearly punished for commuting on the RTD with the monthly pass being \$200 (no benefit for a regular commute of less than 20 days/month). If you bring this down, you'll be bringing more employees to the airport and therefore more sustainable growth for Denver!</p>
<p>love the changes in general. it's easier and cheaper. however, the airport is still too expensive. I think it's ok to charge a premium for the airport but only if the service is top notch. to qualify for such a premium, I think frequency would have to increase as well as reliability. I don't think the current service qualifies for \$10</p>
<p>I would like to express my support for the proposed fare structure recommended by the Fare Study. The new fare structure is much simpler to understand for riders (I moved here last year and it took some time to understand it). I believe the proposed \$88 monthly pass will offer anybody who uses RTD multiple times a week a great deal, including those who work at Denver Airport. I am also in support of raising the LiVE discount to 50% and providing steeply discounted monthly fare caps / passes and airport fares for low income riders, seniors, Medicare recipients and riders with disabilities. Lastly, I support the trial of free youth fares, which will be a huge benefit to the districts' high school students and will instill the transit goals our nation wants in our young folks.</p>
<p>Hi, just wanted to say that I'm a fan of the reduced monthly fare. I've previously considered getting a monthly pass because it would encourage me to take the train more. The previous monthly price simply did not make sense unless I was commuting daily. The more people that have a monthly pass the better, it's much easier to decide to ride transit if it's already paid for</p>
<p>This policy does sound more equitable.</p>
<p>I support the proposed fare structure as recommended by the RTD Fare Study. The new fare structure is much simpler to understand and is more equitable for people who rely on transit for many trips a month. The lower fares and simplified pricing structure may increase ridership while being cost-effective for frequent riders. I am also in support of raising the LiVE discount to 50% and providing steeply discounted monthly fare caps/passes and airport fares for low-income riders, seniors, Medicare recipients, and riders with disabilities. Lastly, I support the trial of free youth fares.</p>
<p>Hello, thank you for reducing the airport fare and suggesting the Zero Fare For Youth pilot. I think this is huge because the current pricing is still an unattractive option for many families. Take for example a family of 2 adults and 2 children taking a 5 day trip. The round trip A-line cost is \$80 and parking at the airport will be approximately \$86 (in the Economy lot which is a 5 minute walk). With the Zero Fare For Youth program, that same A-line roundtrip comes down to \$40, a much more attractive option!</p>
<p>As a refugee resettlement caseworker, I support the simpler fare structure of local/airport instead of local/regional/airport. The lower cost of a monthly pass is also a great idea. We support our new refugee and immigrant neighbors with bus passes as they search for and begin employment in metro Denver. We often purchase passes or ticket books in bulk so I highly support the recommendation "to support nonprofits, employers and social service organizations through bulk purchase discounts, Pass program expansions and a transit assistance grant program." Our nonprofit's budgets are very tight and any way to help our newcomers make it around the city safely are welcome. We are in high need of volunteers &amp; workers who could provide transit training to our newcomers, so a grant program to help pay for that would be something we could apply for. Thank you.</p>
<p>Thank you for proposing more affordable fares!!</p>
<p>I support efforts to reduce fares to make transit access more equitable and increase ridership.</p>
<p>I've been away for the last two years but I miss riding the trains. I'd like to think with the new fare structures and an e-bike, people would give up driving as much do the monthly pass. April 2019 - Oct 2019 was a great period in my life when I took my e-bike on the G and A line getting off at Central Park and riding the rest. My emotional state was so much better when I rode.</p>

I am very supportive of the proposed fare structure as recommended by the RTD Fare Study. The new fare structure is much simpler to understand for riders and will offer some incredibly good value particularly for families traveling with children. In addition, the proposed \$88 monthly fare cap / pass will offer anybody who uses RTD multiple times a week a great deal, including those who work at Denver Airport. I am also in support of raising the LiVE discount to 50% and providing steeply discounted monthly fare caps / passes and airport fares for low income riders, seniors, Medicare recipients and riders with disabilities. Lastly, I support the trial of free youth fares, which will be a huge benefit to the districts' high school students. Having kids and teens riding will help build long term ridership as they become more familiar with public transit.

I am writing to express my support for the proposed fare structure as recommended by the RTD Fare Study. The new fare structure is much simpler to understand for riders and will offer some incredibly good value journeys on RTD such as Denver to Boulder. In addition, the proposed \$88 monthly fare cap / pass will offer anybody who uses RTD multiple times a week a great deal, including those who work at Denver Airport. I am also in support of raising the LiVE discount to 50% and providing steeply discounted monthly fare caps / passes and airport fares for low income riders, seniors, Medicare recipients and riders with disabilities. Lastly, I support the trial of free youth fares, which will be a huge benefit to the districts' high school students

I am absolutely thrilled to see this simplified fare structure. One of the biggest mental barriers when taking light rail especially is trying to figure out local vs regional zones, especially when the difference between them wasn't always clear. Every simplification of the fare structure makes it easier and easier to get where I'm going without having to do mental gymnastics trying to figure out which ticket is needed, and therefore makes it easier to just ride and get where I'm going. I'm glad to see RTD moving further in this direction. I am most excited about the single price monthly pass. Due to the zone issues and the high cost of the current fare structure, a monthly pass has not been feasible for me or most people I know. Reducing the cost and providing a single pass for all areas makes it much more likely that I'll maintain a monthly pass out of convenience if nothing else.

I'm writing to share both my excitement about the proposed changes to RTD fares, as well as some recommendations for how to continue to make RTD more accessible and equitable. First and foremost, it's an incredible boon to riders to simplify the fare system. Thank you for doing that! Just as exciting are the free fares for youth pilot program and consolidation of the discount programs into one. I am concerned, though, about how the 3-hour passes will end up costing certain folks who pay in cash to pay more, because RTD doesn't issue change. I'd like to advocate for requirements to be relaxed so that more individuals could qualify for discounted passes. Last, I want RTD to prioritize finding funding for a permanent free fares for youth program. Obviously, these aren't changes that could be made without additional funding. Could RTD pursue partnerships with the state to make these changes happen?

Price is ridiculously high and not cost effective! Especially when it's not reliable.

When I first moved to Denver, I honestly avoided RTD because I didn't understand the system, specifically "local vs. regional" destinations. I had lived in DC and London and traveled in New York and Boston on the public transportation, but those systems seemed much more intuitive to me. The first time I used RTD was to take the A line to the Airport because I knew I couldn't mess up the "Airport fare." I appreciate the combination of Local and Regional to make the system easier to understand. And I know you'll get complaints about the Airport fare being higher, but let's be real - for most people it is more cost effective than the alternatives of parking or Ubering, and if you can get to the airport for less than \$10 some other way, good for you and travel that way. The fact that you don't have a higher airport charge for discount customers and that youth are free relieves any angst I might have about having a higher airport fee. If kids, low income families, seniors and folks with disabilities can get to the airport cheaply, the business and casual travelers can pay \$10. It looks like

<p>RTD is listening to what its customers are asking for and I appreciate that. Hopefully this process will show support for free fares for youth so school districts or state or local government will fund the program.</p>
<p>The consolidation of local and regional fares is great. I would suggest keeping whole dollar amounts as the fares to better facilitate cash transactions. \$3 for 3 hr and \$5 for day seems like a better pricing structure in my opinion. \$6 is harder to do with cash if you don't have exact change since it's a huge loss to feed in a 10.</p>
<p>We should absolutely be providing free public transit for youth. Also, if public transportation in Denver was better structured (as in does not take significantly longer than other modes of transportation or is more direct) then more people would use it. I talk to people all the time who want to ride buses and trains but it is simply not reasonable for their needs.</p>
<p>Getting rid of the regional fare is one of the smartest things RTD can do. The lower monthly rate is fantastic, and I think youth riders should ride free always. As a daily rider, I'm excited about these changes.</p>
<p>Under 19 free will get young people in habit of jumping on a bus something Denver needs desperately.</p>
<p>I like that local and regional are the same fare. however, the new suggested fares are still higher than other major cities. Chicago charges \$2.25 for bus fare and \$5 for airport. Houston charges \$1.25 for bus fare. Austin, which has a comparable cost of living charges \$1.25 for single rides, \$2.50 for day passes. We can do better for people who rely on buses for transportation!</p>
<p>Without a car, I rely heavily on RTD to get to and from work. A reduced fare structure would help with my household budgeting and make public transport a way more feasible option for some of my coworkers stuck in traffic or who have to rely on rideshares!</p>
<p>There used to be so many airport employees who rode with RTD and have since stopped to the the outrageous monthly pass cost. The new fare structure should increase ridership in the future . Thank you</p>
<p>I think the proposed fare structure looks great, especially the lower monthly pass price. I work with so many at the airport who won't buy a monthly pass since they think \$200 is too much. I think the proposed new fare structure will increase ridership. Thanks!</p>
<p>sounds like an easier option. I'm in favour. Just wish to have it feel safe to ride RTD again, including light rail. It's been awhile, and the news continues to paint a disturbing picture. Even the choice of Chestnut Pavillion for a next community meeting is kind of scary, based on my experiences at that location. Thanks.</p>
<p>it is simply criminal to charge 5.25 to get from longmont to boulder. To get to and from work i pay that twice a day and it amounts to over 30% of my bi weekly paycheck. i may as well lyft or do really anything but use rtd. this is public transportation make it accessible to the public.</p>
<p>Wonderful changes being proposed. They could be even better: Find a fare for Discount passengers that doesn't require having change. Make free youth fare permanent. Find a way to allow homeless people without address to qualify for discount fare. Thank you for your good work!</p>

<p>I'm writing to share my support and concerns about the proposed changes to the RTD fare and pass structure. I'm happy RTD is simplifying the structure and reducing the cost for all riders but especially frequent riders through the monthly pass. I'm also glad to see the free fares for youth pilot program, and consolidation of the discount programs into one. I'm concerned about a few barriers to true accessibility and affordability. The 3-hour passes, by requiring exact change, will mean many folks who pay with cash on the bus will end up paying more. Additionally, I'd like RTD to remove some of the requirements to qualify for discounted passes that prevent access for folks who need transit accessibility the most. I'd also like RTD to prioritize finding funding for a permanent free fares for youth program. These changes would make our transit system truly accessible and affordable. I know these require increased funding, and I urge RTD to pursue partnerships with the state for these changes. However, while these changes are good, the most important thing RTD could do to better serve the community and increase ridership is BETTER SERVICE—more frequent and expansion into newer developments that currently have limited or car required service. I've been riding RTD and its predecessors since the 1950s and service never gets better. Thank you.</p>
<p>How are you going to be able to keep enough coins in the ticket kiosks to return 30 cents for every 3 dollar bills inserted for my discount fare? Are you going to return to having discount ticket books available for purchase? (One of the two kiosks at Southmoor has been down since before the pandemic!)</p>
<p>I'm actually just curious who is taking in these comments. Is it GBSM? Just curious. Thanks!</p>
<p>This makes a good deal more sense, as monthly passes will probably be used by actual city residents, not just tourists.</p>
<p>Would love to see these fares lowered for more equity! This makes the monthly pass much more appealing</p>
<p>Thank you for proposing to lower the fee for the train to the airport. It was always odd to me how the current fee is so much higher than other major cities in which I've lived. The blue line from downtown Chicago to OHare is \$5. The MARTA in Atlanta is \$2.50 flat rate anywhere. Ridership will increase with lower fees. Thank you for recognizing this!</p>
<p>I'm writing to share my excitement and concerns about the proposed changes to the RTD fare and pass structure. I'm happy RTD is simplifying the structure and reducing the cost for all riders but especially frequent riders through the monthly pass. I'm also excited to see the free fares for youth pilot program, and consolidation of the discount programs into one. I'm concerned about a few barriers to true accessibility and affordability. The 3-hour passes, by requiring exact change, will mean many folks who pay with cash on the bus will end up paying more. Additionally, I'd like RTD to remove some of the requirements to qualify for discounted passes that prevent access for folks who need transit accessibility the most. I'd also like RTD to prioritize finding funding for a permanent free fares for youth program. These changes would make our transit system truly accessible and affordable. I know these require increased funding, and I urge RTD to pursue partnerships with the state for these changes. As a young professional, I do not own a car and solely use RTD and car shares to get around. I moved to Denver from Chicago, and it has been an absolute struggle trying to use RTD to its fullest. This is not a comment on the hardworking employees who get the trains and buses moving, rather this is a comment on the accessibility and privilege it takes to use RTD at all. This past Sunday 4/16, for example, I had to take the trains to get down to Arapahoe in DTC by 11:30 am. According to my Maps and Transit map, the easiest route was taking the H to the E train. However, when arrived to the 18th/Stout stop for the H train, it had been cancelled for reasons of which I do not know. So then I had to wait an additional 20 minutes for the next H train. When that H train came, I took it, no problem, and transferred to the E train. As I was taking the E train, everyone was removed from the train at Southmoor and we had to wait another 15 minutes for the next E train. So I was over 30 minutes late to my destination. Had I been an employee relying on this, the schedule would have</p>

been completely wrecked and I likely would've been in trouble. It is exactly this kind of unreliability that makes RTD inaccessible that harms the people who rely on it. I urge you to adopt these changes, implement them as soon as possible, and keep pushing for state funding to further improve the fare and pass structure toward affordability and equity to make our transit system accessible for all. Thank you. Rachel Fischer

I really do not agree with lowering regional and airport fares. It goes against your own equity analysis and just reduces revenue. Local fares are too high, but the bulk of the savings goes to regional and airport fares. Reducing those fares is not going to move the needle on ridership as much as better and more frequent transit within Denver. The A line will always have trouble competing with personal transport. Ditto with regional rail, especially lines with less frequency than the A, like all of them. Focus more on Denver and less on your regional partners. There is much more to gain in terms of equity, ridership, climate and air quality. The price is too high for local transit, yes, but the real problems are frequency of service and travel times and safety concerns.

Make RTD free forever. Drivers seemed much happier and it's 85% paid for by taxes anyway

I think that restructuring fares for everyone in the RTD area will be a great thing. I have friends that do not have much money to get RTD to different places and doing this, I think would be good for them. Also families with children, this too will assist them with getting to baseball games, schools and family outings. Thanks in advance!

\$88 is more reasonable for a monthly pass, although still overpriced (as an example, Chicago offers a monthly pass for \$75 and Omaha, a city with a similar size to Denver, offers one for \$55). I would love to ride the bus everyday but it is cheaper for me to drive my car. The monthly rate needs to be set at a rate that makes it a reasonable choice.

This is SO MUCH BETTTER than the current structure it's not even funny. Please, please, \*please\* ensure that this goes into place. The simplification of the fare structure will provide huge benefits in terms of day-to-day usability, and making passes only \$88/month is a huge benefit to increasing ridership.

I am writing to express my support for the proposed fare structure as recommended by the RTD Fare Study. The new fare structure is much simpler to understand for riders and will offer some incredibly good value journeys on RTD such as Denver to Boulder. In addition, the proposed \$88 monthly fare cap / pass will offer anybody who uses RTD multiple times a week a great deal, including those who work at Denver Airport. I am also in support of raising the LiVE discount to 50% and providing steeply discounted monthly fare caps / passes and airport fares for low income riders, seniors, Medicare recipients and riders with disabilities. Lastly, I support the trial of free youth fares, which will be a huge benefit to the districts' high school students.

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As for the fare structure, I think that the proposed structure is more equitable...but I must add that I was in Miami earlier this year, and their transit system doesn't require a special card...all of the buses and trains have an option to just tap your credit or debit card to pay the fare. As for "programs" I am very disappointed that the Boulder bus station has remained closed for many months...through the windows there has been NO change in what the interior looks like. Have you abandoned this station, which at one time had more riders than Union Station?

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Fares look great. Youth free fare program and college pass discount absolutely. Equity informs justice and access.

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I am writing to express my support for the proposed fare structure as recommended by the RTD Fare Study. These new fares will make monthly passes more accessible to me and my family. The new fare structure is much simpler to understand for riders and will offer some incredibly good value journeys on RTD such as Denver to Boulder. In addition, the proposed \$88 monthly fare cap / pass will offer anybody who uses RTD multiple times a week a great deal, including those who work at Denver Airport. I am also in support of raising the LiVE discount to 50% and providing steeply discounted monthly fare caps / passes and airport fares for low income riders, seniors, Medicare recipients and riders with disabilities. Lastly, I support the trial of free youth fares, which will be a huge benefit to the districts' high school students.

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<p>I used to take the A train to the airport from 40th. Why should I pay \$10.00 for 2 stops? That's why I don't take it anymore. It needs to be adjusted for where you get in to the airport. I can hitch a ride for less than \$20 round trip and not have to pay for parking on top of that.</p>
<p>I am writing to express my support for the proposed fare structure as recommended by the RTD Fare Study. The new fare structure is much simpler to understand for riders and will offer some incredible good value journeys on RTD such as Denver to Boulder. In addition, the proposed \$88 monthly fare cap / pass will offer anybody who uses RTD multiple times a week a great deal, including those who work at Denver Airport. I am also in support of raising the LiVE discount to 50% and providing steeply discounted monthly fare caps / passes and airport fares for low income riders, seniors, Medicare recipients and riders with disabilities. Lastly, I support the trial of free youth fares will be a huge benefit to the districts' high school students.</p>
<p>It would be wonderful if the rate for non-profit organizations and bulk purchases were lowered. All our students are blind and in an independence program and buy monthly passes--we are strengthening their travel skills and they will continue to ride public transportation because of this training.</p>
<p>No cost fare for students would be very helpful for our students here at Lotus that utilize Public transit. We are a charter and do not have busing so many of our students take RTD.</p>
<p>I think the suggested fare changes are great. They are much easier to understand and a lot more realistic for people to afford. Lower cost will encourage more people to use public transportation. However, you have to do something about the smelly homeless people taking up several seats on the lightrail. I would use it more, but I know I will have to encounter smelly homeless people and have to suffer through that the entire ride. I also wonder what they have done to my seat before I arrived. It is very discouraging because I want to use public transportation more.</p>
<p>Wow, something that makes sense from RTD. Nice work and historical occasion - first time I can recall RTD not making a bone-headed decision. Now on to Boulder/Longmont light rail please....</p>
<p>After reading about the recommended fare structure, thanks, I like it, but please accept this comment: I avoid using RTD because of safety issues. Recently while riding I witness an assault (during the day) at a train station. Very distressing, an event that lingered in my thoughts for days. Regardless of what RTD might do with rates, without acceptable behavioral norms I will continue to avoid using RTD, both trains and buses</p>
<p>I think the new structure would not be a bad idea but I also think the idea of prolonging the discount card would also not be able to battle the. Ninety instead of five years why not 7or 10 yrs?</p>

<p>Why is this not implemented yet? It is clear from a year of community feedback that it is wanted and needed. It is a good first step to true Equity which would be eliminating fares altogether. The fare free August 2022 clearly showed the impact specific to the RTD service area of increased ridership with zero fares.</p>
<p>This new fare structure is much easier to understand and allows for tourists to see the city more easily.</p>
<p>How will this effect the live program</p>
<p>I applaud RTD for putting a new fare structure on the table. The new fares actually make me want to use transit more now to get to/from work, as it would be better for me financially. I hope the new fares are approved!</p>
<p>I'm literally just voicing my support. This plan is amazing, absolutely no complaints.</p>

<p>Muchas de las personas que se entrevistaron para la estructura de tarifa de cobro estuvieron de acuerdo, ya que para muchos de ellos esto sera una cosa que podran pagar en el futuro, (Many of the people interviewed for the fare structure agreed, as for many of them this will be something they are going to be able to afford in the future.)</p>
<p>Es muy bueno, ayuda a la población. (It is very good, it helps the people.)</p>
<p>Es muy bueno, ayuda a la población. (It is very good, it helps the people.)</p>
<p>Sí cambian la tarifa del bus seria de gran ayuda porque mi trabajo en centro no nos proporciona ningun tipo de descuento y yo no manejo. Soy una persona mayor y no gano mucho ya que me pagan el minimo. Gracias. (If they change the bus fare, it would be a great help because my job in the center does not provide us with any type of discount and I do not drive. I am an elderly person and I do not earn much since they pay me the minimum. Thank you.)</p>
<p>Gracias por apoyar a la comunidad esperemos que estas tarifas sean accesibles para los menos afortunados (Thank you for supporting the community. Hopefully, these fares are affordable for those who need it the most.)</p>
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<p>Gratis para todos (Free fares for everyone.)</p>
<p>Gratis (Free.)</p>
<p>Para que las personas que han entrado puedan acceder a las cosas mas barato (So that the people who have just arrived can afford things.)</p>
<p>Gracias por apoyar a la comunidad esperemos que estas tarifas sean accesibles para los menos afortunados (Thank you for supporting the community. Hopefully, these fares are affordable for those who need it the most.)</p>
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Gracias por las nuevas tarifas es muy bien para las fam de bajos recursos (Thank you for the new fares. They are very useful for low-income families.)
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Gracias por tomar en cuenta la opinión de la comunidad que esta palpando la necesidad (Thank you for taking into account the opinion of the community that cannot afford higher fares.)
Es mejor las nuevas tarifas por que yo no trabajo gracias (The new fares are better because I do not have a job. Thank you.)
Los cambios son excelentes para los clientes frecuentes (The changes are great for regular customers.)
Están bien los cambios ay personas que utilizan el transporte casi todos los días y al mes es mucho dinero gracias (The changes are fine since there are people who take public transport almost every day, and it is a lot of money per month. Thank you.)
Gracias por las nuevas tarifas (Thank you for the new fares.)
Las tarifas nuevas ayudarán a las personas como yo (The new fares will help people like me.)
Ayuda a personas como yo de bajos recursos (This helps low-income people like me.)
Organizar mas seguridad (Organize more security and safety.)
Falta seguridad en los buses (There is not enough security and safety on the buses.)
Servicios mas economicos (Economical services.)
No viajo en camion pero debe ser mas economico por las comunidades que lo usan. (I do not travel by bus, but it should be economical for the communities that use it.)
Estructuras de horarios no tan distanciados (More recurring bus timetables.)
No uso el servicio pero creo mas seguridad (I do not use the service but I think there should be more security and safety.)
Tarifas mas modicas (More affordable fares.)
Bajarle al precio a \$2 (Lower the price to \$2.)
Tener un pase más barato del año (Have a cheaper pass of the year.)
Qie sea mas econo.ico (An economical fare.)
Me gustaría que baje el precio a la personas de edad (I would like the elderly to pay cheaper fares.)
Tarifas baratas y espero bale mad (Cheap fares and I hope bale mad (sic).)
Tarifas baratas (Cheap fares.)
Seguridad (Security and safety.)
Podrian ofrecer servicios mas frecuentes durante los fines de semana y mas paradas de autobus en Littleton. (More frequent services should be offered on the weekend, and there should be more bus stops in Littleton.)
Mas economico (A more economical service.)
Excelwnte servicio, pero ne gystaria que hubiera mas rutas de autobus en mu area Thornton (Excellent service, but I wish there were more bus routes in my area, Thornton.)

En costo y la seguridad (Prices, and security and safety.)
Economico (Economical.)
Mucho dinero en boletos y en tiempo (It is a lot of money on tickets and a waste of time.)
Tarifas justas.trabajo antes de dos paradas para el aeropuerto y todos los dias debo pagar mas de \$60 a la semana. Mucho dinero (Fair fares. My workplace is two stops before the airport and I have to pay more than \$60 a week. It is a lot of money.)
Tarifas mas baratas (Cheaper fares.)
Seguridad (Security and safety.)
Seria conveniente mas seguridad. (More security and safety would be desirable.)
Un solo precio (One single fare.)
Tickets gratias (Free tickets.)
Tickets con kenos precio (Cheaper tickets.)
Tarifas mas baratas (Cheaper fares.)
Tarifa unica (A single fare price.)
Mas seguridad (More security and safety.)
No tiene comentarios (No comments.)
Gracias (Thank you.)
Gracias (Thank you.)
No tiene comentarios (No comments.)
Gracias (Thank you.)
Gracias por lo que están haciendo (Thank you for what you are doing.)
Deberían tener cuidado en quien se sube a los autobuses no es tan seguro (They should be careful about the people who get on the bus, it is not so safe.)
Es muy inseguro (It is very insecure.)
Tarifas iguales (Equal fares.)
Cuando llegamos el primer ano mi esposo y yo usamos el servicio y las rutas son demasiado largas. (During our first year here, my husband and I used the service and the routes were too long.)
No lo he usado (I have not used it.)
He usado el bus y trenes por casi 3 anos y es mucha inseguridad, suciedad y falta de respeto (I have been using the bus and the train for almost three years, and it is very insecure, dirty and people are disrespectful.)
No vivo en Colorado pero cuando llego de visita , los buses huelen a orines (I do not live in Colorado but when I visit, the buses smell of urine.)
Limpieza (Cleaning.)
A veces uso el tren y bus, no tenemos auto y es muy sucio y huele feo, los homeless suben drogados, orinados, oliendo a heces y son malgriados (Sometimes I use the train and the bus because we do not have a car. The public transport is very dirty and it smells bad. The homeless get on high, urinated, smelling of feces and they are disrespectful.)
Seguridad, vengo de visita cada dos meses o 3 meses y uso el bus y tren. Los buses son demasiados sucios (Security and safety. I come to visit every two or three months, and I use the bus and the train. The buses are too dirty.)
Tarifas iguales (Equal fares.)
Tarifas iguales para todos o servicios gratis (Equal fares for everyone or free services.)
Todos tengamos tarifas iguales (We should all pay the same fares.)

Tarifas economicas (Economical fares.)
Seria bueno que todos paguen tarifas iguales (It would be nice if everyone paid the same fare.)
Estoy de acuerdo que los chicos viajen gratis (I agree that kids should be travel for free.)
Tarifas justas (Fair fares.)
Estoy de acuerdo wue los menores de 17 anos no paguen el bus. (I agree that 17-year-olds and younger travel by bus for free.)
Tickets baratos (Cheap tickets.)
Tarifas justas (Fair fares.)
Un programa wue ayude a la comunidad latina (A program that helps the Latino community.)
Igualdad de tarifas (Fare equality.)
Seguridad (Security and safety.)
Mas seguridad (More security and safety.)
No vam9s al camion pero nos dicen es muy sucio (We do not take the bus but we have been told it is very dirty.)
Economicas (Economical fares.)
No usamos camiones pero dicen que es peligroso (We do not take the bus but we have been told it is dangerous.)
Tarifas economicas para todos (Economical fares for everyone.)
Tengo auto pero apoyo cambios positivos para los latinos (I have a car but I support positive changes for Latinos.)
No lo uso pero ayudaria que fuera mas e onomico (I do not use it but it would help if it were more economical.)
No lo uso (I do not use it.)
Tarifas economicas para todos (Economical fares for everyone.)
No lo uso (I do not use it.)
No lo uso (I do not use it.)
Tarifas justas (Fair fares.)
Mas seguridad (More security and safety.)
Uso el camion y sea mas economico. (I take the bus and it should be more economical.)
No uso este servicio, pero mis companeras lo usan y dicen no es seguro. (I do not use this service, but my female coworkers use it and they say it is not safe.)
Tarifas para la comunidad latina. (Fares for the Latino community.)
Seguridad (Security and safety.)
Seguridad (Security and safety.)
Programa de seguridad (A security and safety program.)
No he usado este servicio pero me preocupa la seguridad por todo lo que me cuentan. (I have not used this service, but I am concerned about security and safety from everything I have been told about it.)
No uso camiones pero me preocupa la seguridad por todo lo que escucho de mis companeras (I do not take the bus, but I am concerned about security and safety from everything I hear from my female coworkers.)
Mas economico ( A more economical service.)
Los latinos usamos el bus y nos pagan poco seria justo tarifas mas economicas. (Latinos take the bus and we have bad-paid jobs, so it would be fair we pay more economical fares.)

Mas seguridad (More security and safety.)
Los camiones estan sucios y huelen terrible. (The buses are dirty and they smell terrible.)
Tarifas mas justas (More fair fares.)
Tarifas justas (Fair fares.)
Mas seguridad (More security and safety.)
Tarifas mas baratas para los latinos (Cheaper fares for Latinos.)
Mejoras para las personas (improvements for people.)
Talleres de informacion (Information workshops.)
Averiguar (Research.)
Mas barato (Cheaper)
Limpieza (Cleaning.)
Programas economicos (Economical programs.)
Seguridad en el camion (Security and safety on the bus.)
Seguridad (Security and safety.)
Tarifas economicas (Economical fares.)
Tarifas economicas (Economical fares.)
Tarifas economicas para todos. Somos latinos y ganamos poco dinero. (Economical fares for everyone. We are Latinos and we earn little money.)
Seguridad (Security and safety.)
Tarifas mas bajas para la comunidad latina. (Lower fares for the Latino community.)
Tarifas iguales para todos. Los sueldos son muy bajos para la comunidad latina. (Equal fares for everyone. Salaries are very low for the Latino community.)
No tengo carro y es los buses son peligrosos, las personas que viven en la calle no respetan. (I do not have a car and the buses are dangerous. People who live on the street are not respectful.)
No, he usado camion ni tren pero se por mis amigas que da miedo, mucha inseguridad. (No, I have not taken the bus or the train, but I know from my girlfriends that it is scary and very insecure.)
Deberian de bajar la tarifa ya que hay pesonas de miy bajoa recursos que deben de caminar para ir a la escuela ya que no cuentan con este pago del bus (Fares should be lower since there are low-income people who have to walk to school since they cannot afford a bus ticket.)
Mas economico (A more economical service.)
Que sean mas economicos todos los biles (Make all tickets more economical.)
Los boletos sean mas economicos (Tickets should be economical.)
Bajar kas tarifas (Lower the fares.)
Tener mas vigilancia (There should be more security and safety.)
Que las tarifas sean mas accesibles (Make the fares more affordable.)
Ahora ya no lo uso, pero es mucho dinero y muy sucio (Now I do not use it anymore, but it costs a lot of money and it is very dirty.)
Un tiempo use el bus y habia mucho homeless mal educados. (I took the bus for a while and there were a lot of rude homeless people.)
Ganamos poco (We earn little money.)
Mucho dinero todos los dias (It is a lot of money every day.)
Use el camion y me fue mucho dinero y demasiadas horas. (I took the bus. It cost a lot of money and the trip was too long.)



Debe ser la tarifa mas minima, no hay mucho trabajo. (We should be charged the lowest fare because there is not much work.)
Me gustan los cambios k se están implementando (I like the changes that are being implemented.)
Tener Mas seğuridad en Los busses Parque a veces Los homeless faltan el respeto (There should be more security and safety in the buses because the homeless are sometimes disrespectful.)
Las tarifas nuevas son muy asepibles (The new fares are very affordable.)
Las tarifas bajas es ayuda para las familias de bajos recursos (Low fares are helpful for low-income families.)
Se bajan las tarifas sería buenísimo para todos (If fares were cheaper, it would be great for everyone.)
Que todas las tarifas sean accesibles para todos (All fares should be affordable for everyone.)
Me gustan los cambios ayudará a muchos (I like the changes, they will help many people.)
Estoy de acuerdo con los cambios (I approve of the changes.)
Que todos paguemos lo mismo y los estudiantes gratis (We should all pay the same, but students should travel for free.)
Que las nuevas tarifas ayudarían a las familias de bajos recursos como yo (I think the new fares would help low-income families like mine.)
Con los cambios ayudarán a muchas personas (The changes will help many people.)
Las tarifas le parecen bien especialmente para los jovenes (The fares seem fine, especially for young people.)
El cambio de tarifas son asepibles (Fares are affordable now.)
Los cambios son buenos para nosotros que ganamos menos (The changes are good for us who earn less money.)
Las tarifas nuevas ayudan a las familias (The new fares help families.)
Las nuevas tarifas ayudan a persona de bajos recursos (The new fares help low-income people.)
Que está muy bien los cambios (The changes are very good.)
Que las cosas que se pierden las aguarden (Lost stuff should be stored somewhere.)
Ayuda a muchos como yo de bajos recursos la nueva tarifa (The new fare helps many low-income people like me.)
Creo que las tarifas nuevas serán de mucha ayuda a las familias de bajo recursos (I think the new fares will be very helpful to low-income families.)
Gracias por la ayuda (Thank you for the help.)
Gracias (Thank you.)
Gracias (Thank you.)
Muy buena que todos los mejores precios de las tarifas sean más bajos (It is really good that all fares are cheaper.)
Que sea accesible para tod@s para que puedan acceder a usar el trasnporte (It should be more affordable so that everyone can take the public transport.)
Gracias por atender las necesidades (Thank you for meeting the needs.)
Economico (Economical.)
Tickets mas economicos para los que ganamos poco (More economical tickets for those of us who earn little money.)
Tienen infraestructura para poder hacer un programa de match? Por ejemplo, si una familia quiere donar un pase, o dos, a alguien que lo necesite, como se podria hacer eso? Me encanta ver la equidad en la nueva estructura. Mi hija usa el metro y hay veces comenta que sus compañeros usan el transporte pero no tienen pases. Es justo que tengan acceso a este recurso para poder llegar a la

<p>escuela. (Do you have infrastructure to be able to make a match (sic) program? For example, if a family wants to donate a pass or two to someone in need, how could that be done? I love seeing equity in the new structure. My daughter uses the subway and she sometimes comments that her classmates use the transportation but they don't have passes. It is only fair that they have access to this resource in order to get to school.)</p>
<p>Para nosotros fuimos con las personas a las paradas de los autobuses y en diferentes eventos, Compartimos informacion afuera de las tiendas de comida, hicimo nuestro evento de diciembre donde tubimos al rededor de 800 participantes y se les dio la informacion del RTD. Por lo menos cada mes tenemos 3 eventos donde damos clases para el cuidado de ninos y damos la informacio de los RTD, todos los grupos que tenemos se habla del RTD. (In our case, we went out to people at bus stops and different events; We shared information outside food stores, and we did our December event where we had about 800 participants and we also gave them information about RTD. Every month, we host at least 3 events where we offer childcare classes and RTD information, all the groups we have are talking about RTD)</p>
<p>Nosotros realizamos y atendimos varios grupos donde dimos la informacion del RTD tambien asistimos a las paradas del RTD para platicar con personas que utilizan el autobus asi logramos que muchas personas respondieran el servey, ya en nuestro evento de navidad fueron 800 participantes y a todos ellos se les hablo del RTD de unamanera y otra Una Mano Una Esperanza hablo he invito a la comunidad a participar en la estructura y la equidad de tarifas de RTD (We also went to the RTD bus stops to talk to people who use the bus so we got a lot of people to respond to the survey; At our Christmas event, we had about 800 participants and we also talked to all of them about RTD in one way and another. UMUE talked to them and invited the community to participate in the RTD structure and fare equity análisis)</p>
<p>Me parece bien porque la gente no tiene mucho dinero. (I think this is good because people don't have a lot of money.)</p>
<p>Aprueben las tarifas reducidas. (Approve the reduced fares.)</p>
<p>Me gustaria que la tarifa fuera mas equitativa para todos y mas accesible especialmente para los estudiantes y personas que lo usan a diario. (I would like the fare to be more equitable for everyone and more accessible, especially for students and people who use it on a daily basis.)</p>
<p>Es muy importante eventos como este en el que podemos aprender de los cambios en el transporte que es algo muy importante para la comunidad en general. (Events like this are very important as they provide an opportunity for us to learn about transportation changes, which is crucial for the community as a whole.)</p>
<p>Esta bien lo que estan haciendo por bien de la comunidad. (What you are doing for the good of the community is commendable.)</p>
<p>Me parece buena idea ya que alludaria un poco en nuestra economia. Gracias (I think it's a good idea since it would help a little with our economy. Thank you.)</p>
<p>Me parece muy bien el nuevo cambio. Pienso que para muchas personas nos va a beneficiar las nuevas tarifas. Muchas gracias. (I think the new change is great. I believe the new fares will benefit many people. Thank you very much.)</p>
<p>Estoy muy contenta de los programas y la equidad tarifaria, ya que soy parte del uso constante del RTD, estas alternativas va a ser muy positivo para las familias que utilizan a menudo el RTD. (I am very happy about the programs and fare equity since I am a regular user of the RTD. These alternatives are going to be very positive for families who frequently use the RTD.)</p>
<p>Me gusto informar a mis conocidos sobre las nuevas tarifas para todos- para que tengamos equidad de precios para todos. (I enjoyed informing my acquaintances about the new rates for everyone - so that we have price equity for all.)</p>

Las tarifas mas economicas para la comunidad latina, y mas seguridad. (More economical fares for the Latino community and more security.)