



RTD Update: Land Use, Transportation and Infrastructure Committee

May 23, 2023





Systemwide Fare Study and Equity Analysis

Systemwide Fare Study Goals



Equity

- Support transit reliant/financially burdened customers
- Provide equitable and fair access to fares, products, and discounts
 - Regardless of race, color, national origin, income status, and for other marginalized communities



Affordability

- Align fares with service value



Simplicity

- Make fares easy to understand
 - Standardized discounts and streamlined fare payment options

Proposed Draft Fare Structure

	Current			Proposed Draft			
	Full Fare			Full Fare		Discount Fare*	
	Local	Regional	Airport	Standard	Airport	Standard	Airport
3-Hour Pass	\$3	\$5.25	\$10	\$2.75	\$10	\$1.35	
Day Pass	\$6	\$10.50	\$10.50	\$5.50	\$10	\$2.70	
Monthly Pass <i>(Multiple of 3-Hour Pass)</i>	\$114 <i>(38x)</i>	\$200 <i>(38x)</i>	\$200 <i>(19x)</i>	\$88 <i>(32x Local / Regional)</i>		\$27 <i>(20x)</i>	

*Discount Fare includes seniors 65+, people with disabilities, Medicare recipients, and customers enrolled in LIVE



LiVE Program Expansion

- Increase discount from 40 percent to 50 percent to align with other Discount fares
- Increase income threshold from 185 to 250 percent of the Federal Poverty Level (FPL)
- Establish comprehensive outreach/engagement action plan
- Explore expanding means testing beyond current system

Current Pass Programs



- **Proposal for EcoPass, CollegePass, and NECO Pass**
 - Contracts will have two-year, utilization-based, fixed pricing
 - Contract minimums reduced to lower participation barriers
 - No bulk customer
 - New pricing for 2024
 - Simplify EcoPass pricing matrix

Timeline

- **May 2023**
Proposed draft fare structure public review and comment
- **July 2023**
Board consideration – final recommended fare structure and associated fare equity analysis
- **Q1 2024**
Implementation



A-Line Capacity

Information on A-Line Inquiry

■ Increase frequency on A-Line?

- **A study would be needed to determine cost estimates, operational needs, construction timeline, etc.**
- **Known study aspects include double-tracking the corridor, new bridge over I-70, headway and additional fleet requirements/storage, reconfigure Union Station tracks, DTP operation impacts, additional staffing**



Respect the Ride: Customer Code of Conduct

Respect the Ride Overview

- Focuses on providing a **safe, convenient, and enjoyable experience** for all customers
- Discourages disruptive activities and behaviors
- The proposed revisions **simplify** the existing Code of Conduct, **eliminate redundancies**, and **emphasize respect** for other customers and RTD's vehicles, facilities, and employees
- A side-by-side comparison of all proposed revisions is available at **rtd-denver.com/respect-the-ride**



Tool and Strategy



Education

- Educating an individual will always be the first step
- Remind customers of RTD's expectation of common courtesy



Connecting to Resources

- RTD will continue to deploy a support team of professionals to support individuals
- Provides information, resources, and other support not offered by a transit system



Enforcement and Suspension

- Only in situations where a response is warranted beyond education or community resources
- May include a verbal or written warning
- Always conducted in a fair and reasonable manner

Feedback and Input

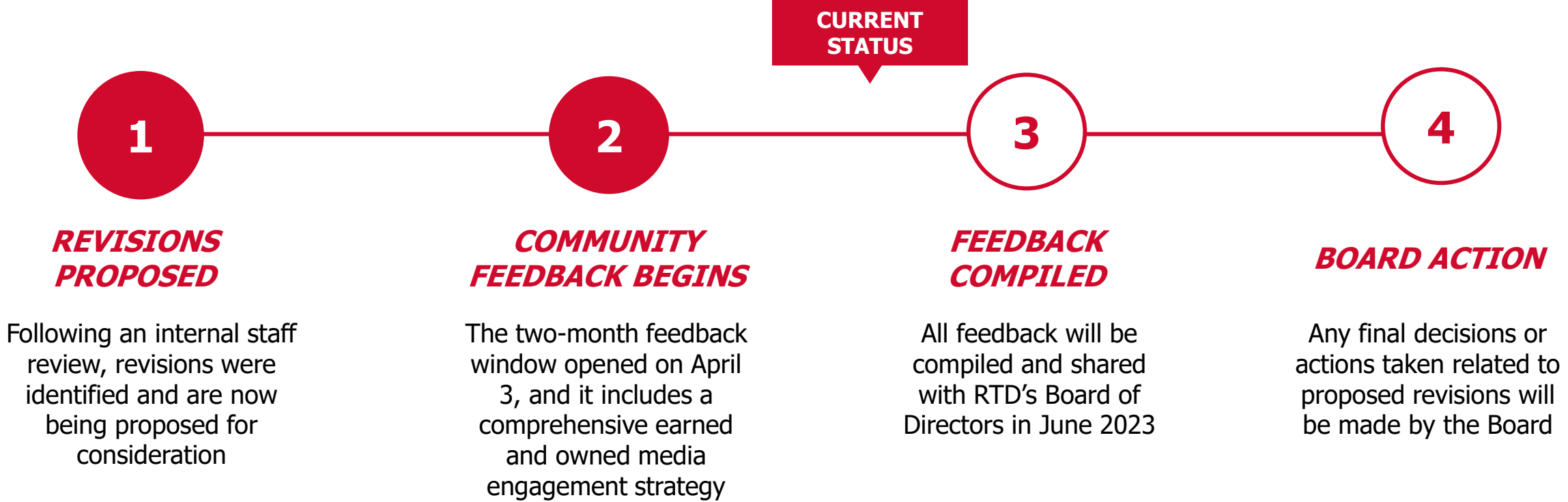
- Comprehensive outreach and engagement efforts are underway to solicit feedback
- Feedback will be collected until Friday, June 2
- Connecting with 50+ community organizations and non-profits to provide input
- Approximately 30 in-person and virtual outreach events are planned
- The online feedback survey is available in English, Spanish, and other languages by request



Respect the Ride

Take our survey *in less than five minutes.*

Respect the Ride Timeline





[rtd-denver.com/respect-the-ride](https://www.rtd-denver.com/respect-the-ride)

Thank you.

