



# 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
<b>3-Hour Pass</b>	\$3	\$5.25	\$10	<b>\$2.75</b>	<b>\$10</b>	<b>\$1.35</b>	
<b>Day Pass</b>	\$6	\$10.50	\$10.50	<b>\$5.50</b>	<b>\$10</b>	<b>\$2.70</b>	
<b>Monthly Pass</b> <i>(Multiple of 3-Hour Pass)</i>	\$114 <i>(38x)</i>	\$200 <i>(38x)</i>	\$200 <i>(19x)</i>	<b>\$88</b> <i>(32x Local / Regional)</i>		<b>\$27</b> <i>(20x)</i>	

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

# LiVE Program Expansion

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- 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

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## ■ **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

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- **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

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## ■ 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](https://rtd-denver.com/respect-the-ride)**



# Tool and Strategy

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## 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

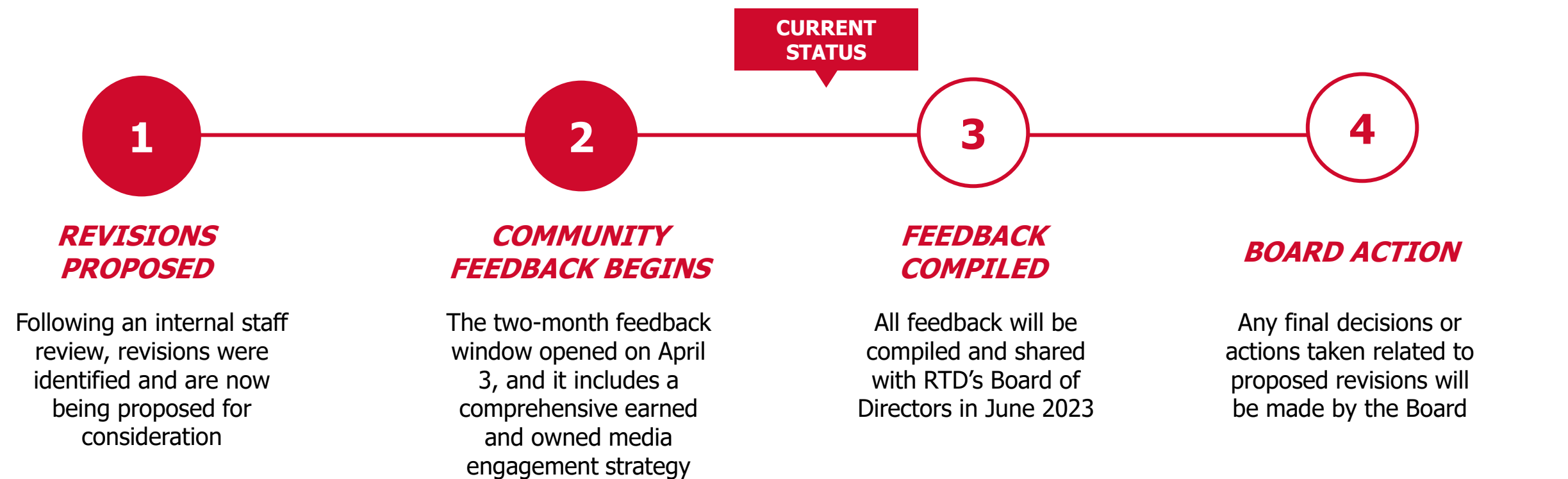
- Comprehensive outreach and engagement efforts are underway to solicit feedback
- Feedback will be collected until Friday, June 2
- Connecting with 50+ community organizations and non-profits to provide input
- Approximately 30 in-person and virtual outreach events are planned
- The online feedback 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://rtd-denver.com/respect-the-ride)**

# Thank you.

