

AGENDA

RTD Accountability Committee
Operations Subcommittee
Wednesday, November 18, 2020
3:00- 4:00 p.m.
VIDEO/WEB CONFERENCE
Denver, CO

1. Call to Order
2. Introductions
3. November 4, 2020 Meeting Summary
(Attachment A)

INFORMATIONAL ITEMS

4. Administration of RTD Pass and Discount Fare Programs
(Attachment B) Theresa Rinker and Monika Treipl-Harnke, RTD
5. Peer Transit Agency Pass Programs
(Attachment C) Natalie Shishido, CDOT
6. Continue discussion of potential recommendations related to RTD Fare Structure and Pass Programs
7. Next Steps

ADMINISTRATIVE ITEMS

8. Member Comment/Other Matters
9. Adjournment

ATTACH A

MEETING SUMMARY
RTD ACCOUNTABILITY COMMITTEE
Wednesday, November 4, 2020
Note: Meeting held virtually via GoToMeeting

MEMBERS PRESENT:

Krystin Trustman	RTD Access-a-Ride Patron
Deya Zavala	Mile High Connects Executive Director
Jackie Millet	Mayor of Lone Tree
Rutt Bridges	Appointed for financial planning expertise
Lynn Guissinger	RTD Board of Directors
Troy Whitmore	RTD Board of Directors
Chris Frampton	Real estate developer
Crystal Murillo	Aurora City Councilmember

Others Present: Barbara McManus, RTD, Jordan Sanchez, RTD, Monika Treipl-Harnke, RTD, Heather McKillop, RTD, Angie Rivera-Malpiede, RTD, Nataly Handlos, RTD, Tegan Rice, RTD, Theresa Rinker, RTD, Alex Hyde-Wright, Boulder County, Kathleen Bracke, Boulder County, Mac Callison, Aurora, Natalie Shishido, CDOT, Cal Shankster, Luke Palmisano, Aurora, Justin Begley, Denver, Megan Wagner, Brandeberry McKenna Public Affairs, George Gerstle, and DRCOG staff.

Call to Order

Deya Zavala, Operations Subcommittee Chair, called the meeting to order at 3p.m.

Meeting Summary from October 21, 2020

No comments.

INFORMATIONAL ITEMS

Overview of Current RTD Fare Structure and Pass Programs

Matthew Helfant gave a brief overview of RTD fare structure and pass programs.

Discussion of Potential Recommendations Related to RTD Fare Structure and Pass Programs

Key discussion topics were the following:

1. Simplification of fare structure
2. What target groups should get free fares
3. Simplifying fare discount programs to make it easier for qualified individuals to receive the benefits
4. Streamlining any administrative or operational barriers related the provision of pass programs
5. Learning more about what peer transit agencies are doing for pass and fare discount programs.

Next Steps

The next meeting will take place on November 18, 2020.

ADMINISTRATIVE ITEMS

Member Comment/Other Matters

None

Adjournment

The meeting adjourned at about 4pm.

ATTACH B

To: Members of the RTD Accountability Committee Finance Subcommittee

From: Douglas W. Rex, Executive Director
(303) 480-6701 or drex@drcog.org

Meeting Date	Agenda Category	Agenda Item #
November 18, 2020	Informational	4

SUBJECT

Overview of Administration of RTD Pass and Discount Fare Programs

PROPOSED ACTION/RECOMMENDATIONS

N/A

ACTION BY OTHERS

N/A

SUMMARY

At the November 4th Subcommittee meeting members voiced an interest in learning more about the administrative investment both fiscal and human that it takes to run RTD pass and discount fare programs.

RTD staff will provide a brief presentation and answer questions.

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

N/A

ATTACHMENT

RTD Staff Presentation: *to be sent out before meeting*

ADDITIONAL INFORMATION

If you need additional information, please contact Douglas W. Rex, Executive Director, at drex@drcog.org or (303) 480-6701; or Matthew Helfant, Senior Transportation Planner, at 303-480-6731 or mhelfant@drcog.org or Theresa Rinker, Employer Outreach Manger, RTD at (303) 299-2122 or theresa.rinker@rtd-denver.com or Monika Treipl-Harnke, Senior Manager, Revenue, RTD, at 303-299-2347 or Monika.Treipl-Harnke@RTD-Denver.com.

ATTACH C

To: Members of the RTD Accountability Committee Operations Subcommittee

From: Douglas W. Rex, Executive Director
(303) 480-6701 or drex@drcog.org

Meeting Date	Agenda Category	Agenda Item #
November 18, 2020	Informational	5

SUBJECT

Overview of Peer Transit Agency Pass Programs

PROPOSED ACTION/RECOMMENDATIONS

N/A

ACTION BY OTHERS

N/A

SUMMARY

At the November 4th Subcommittee meeting, members expressed an interest in learning more about pass programs at RTD's peer agencies.

Natalie Shishido, a CDOT fellow, has already done work to choose a handful of appropriate peers for the purpose of general comparison for the spectrum of topics the RTD Accountability Committee is tasked with making recommendations. She will provide a brief presentation and answer questions. The peer pass programs presented are the following: Houston Metro, Dallas Area Rapid Transit (DART), Metro Atlanta Rapid Transit Authority (MARTA), King County Metro Transit, and Massachusetts Bay Transit Authority (MBTA).

The following links include additional information about the pass programs:

- [Houston Metro](#)
- [DART GoPass](#)
 - [DART fare program information](#)
- [MARTA Breeze Card](#)
 - [MARTA fare program information](#)
- [King County Metro ORCA Card](#)
- [MBTA CharlieCard](#)
 - [MBTA fare program information](#)

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

N/A

ATTACHMENTS

Peer Pass Program presentation

ADDITIONAL INFORMATION

If you need additional information, please contact Douglas W. Rex, Executive Director, at drex@drcog.org or (303) 480-6701; or Matthew Helfant, Senior Planner, Long Range Transportation Planning, at 303-480-6731 or mhelfant@drcog.org; or Natalie Shishido, Fellow, CDOT at Natalie.shishido@state.co.us.



Peer Pass Programs

RTD Accountability Committee
Operations Subcommittee

Presented by:

Natalie Shishido

November 18, 2020



Agencies Reviewed

- Houston Metro
- Dallas Area Rapid Transit (DART)
- Metro Atlanta Rapid Transit Authority (MARTA)
- King County Metro Transit
- Massachusetts Bay Transit Authority (MBTA)



Houston Metro

- Metro Q Fare Card
 - Reloadable card with online portal to charge and view balance
 - 5 free trips for every 50
 - Zoned fares, pricing varies
- Metro Q Mobile Ticketing
 - Purchased through app, accepted on bus, BRT, rail, and park and ride
- Other pass options: Metro Day Pass and Metro Money
 - Metro Day Pass is more cost effective for rider who use transit at least 3 times daily



DART

- GoPass Tap Card and App
 - A variety of fare and pass options can be loaded on the Tap Card and App including Day and AM/PM or Midday Passes and monthly passes
 - Monthly passes cost \$96 for Local, \$192 for Regional
- Other pass programs include annual passes (\$960 Local) and a variety of programs for specific groups



MARTA

- Breeze Card
 - Can load multiday, multi-trip, or monthly passes onto the card for unlimited day travel, or individual rides
 - 30-day pass: \$95
 - 20-trip pass: \$42.50
 - Transfers to other regional transit systems
- Other options: Atlanta Streetcar Day Pass



King County Metro Transit

- ORCA
 - Load cash or day or monthly passes onto ORCA card to pay for fares in the Puget Sound region
 - Fares for adult, youth, low-income, seniors and disability or Medicare
 - Can be used across regional transit agencies with time-limited free transfers
- Other options: Transit GO Ticket (mobile app)



- CharlieCard
 - Can be loaded with cash or passes to pay fares
 - 1 day, multiday, and monthly passes
 - Monthly LinkPass (includes subway): \$90
 - Monthly Local Bus Pass: \$55
 - Commuter Rail Passes
 - Zoned fares, prices vary
- Other options: CharlieTicket, mTicket (mobile), or cash

THANK YOU!

Natalie Shishido
CDOT
Natalie.shishido@state.co.us

ATTACH D

To: Members of the RTD Accountability Committee Operations Subcommittee

From: Douglas W. Rex, Executive Director
(303) 480-6701 or drex@drcog.org

Meeting Date	Agenda Category	Agenda Item #
November 18, 2020	Informational	6

SUBJECT

Continue Discussion of Potential Recommendations Related to RTD Fare Structure and Pass Programs

PROPOSED ACTION/RECOMMENDATIONS

N/A

ACTION BY OTHERS

N/A

SUMMARY

At the last meeting, DRCOG staff provided a brief overview of current RTD fare structure and pass programs. This overview provided a backdrop for discussion on potential recommendations related to this topic. Highlights of the initial discussion include the following:

1. Simplification of fare structure
2. What target groups should get free fares
3. Simplifying fare discount programs to make it easier for qualified individuals to receive the benefits
4. Streamlining any administrative or operational barriers related the provision of pass programs
5. Learning more about what peer transit agencies are doing for pass and fare discount programs.

Based on discussion at the previous meeting, the Subcommittee will be briefed on two topics to inform the discourse as it continues: the administration of RTD pass and discount fare programs and pass programs at peer transit agencies.

PREVIOUS DISCUSSIONS/ACTIONS

N/A

PROPOSED MOTION

N/A

ATTACHMENT

N/A

ADDITIONAL INFORMATION

If you need additional information, please contact Douglas W. Rex, Executive Director, at drex@drcog.org or (303) 480-6701; or Matthew Helfant, Senior Transportation Planner, at 303-480-6731 or mhelfant@drcog.org.