



## **LiVE Program Frequently Asked Questions**

UPDATED July 10, 2019

### **Why do LiVE Program applicants need to enroll through the PEAK system?**

RTD needs to validate that applicants are qualified to enroll in the program. RTD has partnered with the state to work through an existing public benefits application system, PEAK. LiVE Program applicants can also apply for other programs through this portal.

### **What is the household guideline that applies for the LiVE Program?**

Household incomes must be at or below 185 percent of the federal poverty level (FPL). In 2019 on an annual basis, 185 percent of FPL is as follows (with household/family size): \$23,107 (1), \$31,284 (2), \$39,461 (3), \$47,638 (4), \$55,815 (5), \$63,992 (6), \$72,169 (7), \$80,346 (8), \$88,523 (9) and \$96,700 (10). The FPL is recalculated each year. More information about poverty guidelines is available through the U.S. Department of Health & Human Services. The income threshold amounts for the LiVE Program will be updated each April based on the most recent guidelines.

### **Can individuals enrolled in the LiVE Program also use other discounts?**

RTD does not allow for multiple discounts to be applied.

### **What materials will people need to have on hand to apply?**

Applicants not already enrolled in certain medical, cash or food assistance programs must provide household income information and documents that verify income, such as pay stubs, self-employment income and expense statements, and award letters for cash assistance programs or unemployment benefits. They also must provide a current photo of themselves that is suitable for an ID card.

### **Do applicants have to go to a physical location to enroll in the LiVE Program?**

No. All LiVE applications will be processed online through PEAK, the state's public benefits application system. They can apply anywhere with internet access. They will not be able to apply at RTD offices or sales outlets.

### **How long will it take until an application is processed?**

Verification and approval for the LiVE Program can take 15 days for applicants who are at or below the income threshold and are enrolled in certain medical, cash or food assistance programs. The process can take up to 45 days for those who are not. Approved applicants will receive a LiVE Program proof of eligibility card in the mail.

### **What will LiVE Program participants need to carry to ride the RTD system?**

Qualifying riders will need to carry a proof of eligibility card for the LiVE Program and one of the following forms of fare media: a MyRide card, a mobile ticket (three-hour or day pass) or a ticket issued by a nonprofit agency.

**Why are LiVE Program participants required to carry a proof of eligibility card?**

RTD requires proof of eligibility of all customers using discounted fare products, to ensure that they receive the correct discount.

**Will there be a charge for replacement proof of eligibility cards?**

Not at this time.

**How long are the proof of eligibility cards valid?**

Proof of eligibility cards are valid for a year from the date of approval. Individuals enrolled in the LiVE Program can reapply each year by entering the PEAK system and submitting a new application. Approved applicants will receive a new proof of eligibility card.

**How can people who use cash get the discount?**

RTD understands that some applicants may not have bank accounts or may have limited access to computers. Cash-paying customers can purchase and reload MyRide cards, available for purchase at RTD sales outlets and most King Soopers and Safeway stores within the RTD service district.

**How will the homeless apply?**

RTD understands that some applicants may have limited access to computers and no mailing address. Many service agencies provide the homeless with addresses for mailing services. LiVE Program approval letters and proof of eligibility cards will be sent to the addresses that applicants provide in the PEAK system.

**How can undocumented immigrants be processed and enrolled in the LiVE Program?**

Applicants are not required to submit a Social Security number or tax identification number (TIN).

**Why didn't RTD offer this discount in January, when fares were raised?**

The launch of this program has required a lot of work since it was approved by RTD's board of directors in September 2018. The agency's staff has been completing all of the necessary tasks to implement the program.

**How did RTD decide to offer this discount? What community groups participated in this decision?**

Requests for RTD to offer an income-based fare discount program extend back at least five years, during a fare review in 2014. The creation of such a program emerged as a priority during a yearlong study of RTD’s fare structure and pass programs, which concluded in 2018. The 25-member working group RTD convened for the study included RTD staff members and representatives of schools, businesses, municipalities, neighborhood groups and advocacy organizations from throughout the district. A complete list of working group participants is [here](#).

The group’s consensus recommendation was reviewed by RTD staff, studied by the board of directors and explored during open houses with the public. RTD’s board of directors approved the creation of an income-based fare discount program in September 2018, alongside changes to fares and pass programs.

**Is there a limit to the number of people who can enroll in this program?**

No.

**Is LiVE an acronym for something?**

“LiVE” is intended to be an encouraging message for those enrolled in this program, to go out in the world and LiVE (as one would say, “**live** your best life”).