

RTD Systemwide Fare Study and Equity Analysis Feedback Panel Charter April 2022

Final Draft (3/15/22)

I. Feedback Panel Purpose

The purpose of the Feedback Panels is to consider how RTD's fare structure can meet the Study's goals and address and respond to customer input; it is not just to give input from one perspective but to consider customer and community input and how RTD may address the commonalities and tradeoffs among different perspectives.

Feedback Panels will use customer and community input to provide feedback to RTD during the three Study engagement milestones:

1. Current fare structure,
2. Conceptual fare structure options, and
3. Tradeoffs among fare structure alternatives.

Study goals:

- **Equity:** support customers that are transit reliant or are financially burdened; and provide equitable and fair access to fares, products, and discounts regardless of race, color, national origin, income status, or other marginalized communities.
- **Affordability:** align fares with the value of the service received.
- **Simplicity:** make fares easy to understand, with standardized discounts, and streamlines fare payment options.

II. Membership

There are three Feedback Panels for the Systemwide Fare Study: Equity, Pass Program and Jurisdiction.

[the charter will be split into 3 documents with one of the following paragraphs]

- The Equity Feedback Panel will be limited to 25 stakeholder representative organizations, balanced across equity groups and underrepresented communities.
- The Pass Program Feedback Panel will be limited to 25 stakeholder representative organizations and will ensure balance across RTD's pass program types.
- The Jurisdiction Feedback Panel will include state, regional and local jurisdictions, including transportation management associations/organizations.

III. Meetings

Feedback Panel members commit to attend three (3) meetings, one at the end of each of the three Engagement Milestones: #1 The current fare structure, #2 Conceptual fare structure options, and #3 Tradeoffs among fare structure alternatives. Meetings will be up to 3 hours (most likely only 2 hours). Meetings will occur after any customer and community meetings to ensure Feedback Panels are using customer input in considering RTD's best options to address and balance customer and community input and all perspectives.

Meeting Type: The first meeting will be virtual, the second and third meetings may be in person or virtual depending on COVID restrictions.

Schedule: The meetings will be scheduled in:

1. May 2022
2. July 2022
3. November 2022

Open to the public: Meetings will be open to the public to observe Feedback Panel discussions.

IV. Roles

Members: Members will work collaboratively to support and balance RTD's goals for the Systemwide Fare Study and Equity Analysis, customer input and stakeholder perspectives.

Members will:

- Use the Feedback Panel as the channel for feedback to RTD (along with written comments).
- Attend and be prepared for meetings.
- Participate in good faith.
- Use and respond to customer and community input.
- Be willing to hear other perspectives.
- Represent the diversity of opinions, not just one's own view.
- Ensure everyone participates – not talk too much, or too little.
- Disagree without being disagreeable.
- Identify trade-offs and provide feedback on how to address them.

Facilitator: Facilitator will remain neutral on substance, draft agendas to be interactive and inclusive, draft meeting summaries to capture key points and action items (not a transcript, with no attribution), and facilitate meetings to ensure all voices are heard and stay on task and on time. The facilitator will strive to send meeting agendas to participants a week in advance, and get draft meeting summaries to participants in under three weeks following the meeting.

RTD Staff: Will attend and contribute to meeting discussions, asking for help from participants to understand and address trade-offs among multiple perspectives. Staff will provide information to ensure discussions are informed and based on common data. Staff will not push any particular solution at meetings, but staff will communicate challenges with any solution and ask participants for feedback on how to address the challenges and conflicting perspectives.