

Systemwide Fare Study and Equity Analysis

Customer and Community Meeting #2

Date: June 23, 2022

Time: 6:00 – 7:15 PM

Location: Zoom Webinar

Participants: 70 unique viewers

Overview

The purpose of the second Customer and Community Meeting was to provide an overview of what was heard during the first phase of engagement, outline conceptual fare options based on input received and gather initial feedback on conceptual fare options.

This summary reflects key points of the discussion as well as feedback and responses to questions received during the meeting.

Welcome, Introductions and Agenda Review

Kaylie Showers (GBSM) welcomed the participants, introduced the presenters and shared the agenda for the meeting:

- Presenters:
 - Chris Quinn (RTD – Project Manager)
 - Carl Green Jr. (RTD – Deputy Project Manager)
 - Laura Wolfgram (49T – Consultant Project Manager)
- Agenda:
 - Study Overview
 - Overview of Stakeholder Feedback in Phase 1
 - How Fare Alternatives Are Being Evaluated
 - What Conceptual Fare Options Are Being Considered
 - Next Steps and Staying Engaged

Participants were asked polling questions about what county they live in and whether they attended the first Customer and Community meeting in April (note: the polling questions and responses are included in Appendix A).

Study Overview

Chris Quinn (RTD) presented an overview of the current Fare Study and Equity Analysis, explaining that RTD is undertaking this process to:

- Explore simplifying fares in order to make RTD services more equitable and easier to understand and to align fares with service value provided.
- Consider lowering fare revenues to accomplish broader affordability and ridership goals.

He also revisited the study timeline and explained the progress to be achieved at each touchpoint.

- Spring 2022 – Gather feedback on the current fare structure.
- Summer 2022 – Share and gather feedback on conceptual fare options, during which this second Customer and Community meeting takes place.
- Fall 2022 – Share and identify trade-offs between alternatives.
- Early 2023 – Host formal public comment and hearing on the recommended structure.
- Spring 2023 – New fare structure decision by the Board.
- TBD – New fare structure implementation begins.

He then spoke to the goals of the study, explaining RTD’s definition of the goals of the study:

- An **equitable** fare structure supports transit reliant/financially burdened customers and provides fair access to fares, products and discounts regardless of race, color, national origin, income status and affiliation with other marginalized communities.
- An **affordable** fare structure aligns fares with the value of the service received.
- A **simple** fare structure makes fares easy to understand, with standardized discounts and streamlined fare payment options.

He also outlined the definition and purpose of transit fares, answering the following questions:

- ***What is a fare?***

A fare is a fee paid by a passenger for use of a public transit system.

- ***What are fares used for?***

Fares contribute to operating the transit system.

- ***Do fares cover the cost of service?***

Fare revenue only covers a portion of the cost for RTD to provide a ride.

Overview of Stakeholder Feedback in Phase 1

Carl Green Jr. (RTD) outlined the feedback received from customers, community members and other stakeholders during the study’s first phase of engagement. He provided the following data separated by engagement method:

Website, Study Materials and Social Media

- More than 2,000 unique views of the website were recorded, as well as over 36,000 social media impressions.
- The study team developed a standalone Spanish-language website.
- Fact sheets were developed in English, Spanish, Chinese and Vietnamese.

Customer and Community Meetings

- The study team hosted two Customer and Community Meetings – one in English and one in Spanish.
- More than 100 attendees participated altogether.

Community Partner Focus Groups

- The focus groups were led by six community partners.
- More than 100 participants shared their opinions.
- The focus groups were conducted in English and Spanish.

Feedback Panels

- Three virtual Feedback Panels were convened with stakeholders representing larger constituencies.
- The three Feedback Panels convened include Equity, Pass Programs and Jurisdiction.

Online Survey

- In addition to online collection, in-person surveys were conducted by community partners.
- Over 2,400 responses were received.
- The survey was provided in four languages – English, Spanish, Chinese and Vietnamese.

RTD Staff Interviews and Focus Groups

- The study team conducted 13 interviews with RTD staff representing various departments and functions.
- Focus groups were held with the front-line staff from Customer Care, Bus Operations and Transit Security.

Carl also included an overview of the themes heard during the first phase of engagement, as well as the suggestions made by customers, community members and stakeholders, listed below:

Themes

- Financially burdened customers should pay less than higher income customers.
- Fares are too expensive.
- There are too many fare products and discount levels.
- There is confusion surrounding fare levels (Local/Regional/Airport).
- Purchasing passes is inconvenient.
- It is not possible to purchase monthly passes aboard the bus.
- Service is more important than affordable fares.
- There are questions about potential fare study impacts on paratransit fares.
- There is support for higher fares for longer distance trips, although others support the same fare for ALL bus and rail.
- There is limited interest in higher fares during busier times and lower fares during midday and weekends.
- There is diminishing “value” associated with RTD services (less frequent/reliable service, concerns about safety/cleanliness).

Suggestions

- Reduce or eliminate fares without reducing service.
- Offer a single flat fare.
- Decrease fares for shorter trips.
- Consolidate to a single discount fare.

- Promote technology to simplify fare payment while recognizing some lack technology access.
- Reward frequent travelers with a discount.
- Implement fare capping.
- Provide lower fares for financially burdened customers.
- Provide youth and financially burdened customers free fares.
- Reduce barriers to LiVE and discount fares.
- Provide a college student discount.
- Lower the airport fare, specifically for airport employees.
- Offer a family fare.
- Identify new revenue sources (outside of fares) to offset costs related to reducing or eliminating fares.

How Fare Alternatives are Being Evaluated

Laura Wolfgram (Four Nines Technologies) presented information on how fare alternatives are being evaluated. She provided a timeline of the development of fare alternatives, outlined chronologically below, with periods of customer feedback and engagement hosted prior to each step in the process:

- *April-May 2022 – Customer Feedback (Milestone #1)*
 - **Identification of Conceptual Fare Options**
- *June-July 2022 – Customer Feedback (Milestone #2)*
 - **Evaluation of Fare Structure Alternatives**
- *Fall 2022 – Customer Feedback (Milestone #3)*
 - **Development of Recommendations**
- *Early 2023 – Customer Feedback (Public Comment and Hearing Process)*
 - **Final Recommendation**

She also outlined the five elements that comprise the evaluation of the fare structure alternatives, which include:

1. Customer and community feedback on fare alternatives.
2. Evaluation against the three fare structure goals established for the study (equity, affordability and simplicity).
3. Fare modeling to determine pricing and projected total ridership and revenue.
4. Preliminary fare equity analyses to identify potential adverse effects and benefits on minority and low-income customers per requirements of the Federal Transit Administration (FTA).
5. Consideration of operational, technology and capital impacts.

The project team then answered questions submitted virtually or voiced by participants (note: questions and answers are included in Appendix B; additional questions and comments not answered or addressed during the meeting due to time constraints are included in Appendix C).

What Conceptual Fare Options are Being Considered

Chris Quinn provided an overview of the conceptual fare options that are being considered, as well as those not under consideration in this study:

Under Consideration

- Lowering fares.
- Simplifying the fare structure (e.g., flat fare).
- Rewarding frequent customers by reducing Monthly Pass pricing, offering weekly fare cap instead of monthly fare cap and/or reintroducing Annual Pass.
- Streamlining and improving access to discount fares.
- Leveraging technology to simplify fare payment.
- Addressing challenges of unique subsets of customers (e.g., families, college students, airport employees).
- Exploring pass program simplification and expansion while maintaining utilization-based pricing.
- Promoting bulk pass purchases through the new fare collection system.
- Simplifying the Nonprofit Program.
- Evaluating implications of the fare level changes on Access-A-Ride fares.

NOT Under Consideration

Chris Quinn differentiated between the conceptual fare options not being considered, noting that they are outside of the scope of the study, are difficult to implement, are being considered in other ways or received limited interest during the first phase of engagement.

Outside of the Scope of the Study

- Eliminating all fares.
- Identifying new revenue sources (outside of fares).
- Reducing fare revenue such that it results in service reductions.
- Broadening discount eligible categories (e.g., pollution-impacted communities, increasing youth age to 26).

Difficult to Implement

- Setting fares at dollar increments.
- Introducing rolling 24-Hour and 30-Day Passes.
- Offering pro-rated passes for unused portions of a pass.

Being Considered in Other Ways

- Offering family fare products.
- Introducing changes to the 3-Hour and Day Passes.

Limited Interest

- Lowering fares midday and on weekends.
- Pricing fares based on amenities.

Account-Based Ticketing (ABT) System and Fare Capping

Laura Wolfgram continued by providing an overview of the Account-Based Ticketing (ABT) system, which is currently being implemented as an upgrade to the MyRide stored-value card system and the RTD Mobile Tickets app. She explained that the ABT system will provide an enhanced customer experience, outlining that with the system:

- The customer's account is updated in real-time, providing immediate access to funds.
- Customers can use a smart card or a mobile device.
- Fare capping will be implemented with the launch of ABT, ensuring the best fare for the customer.

RTD is preparing for implementation of the ABT system and replacement of current ticket validators in late summer or early fall.

She also provided an overview of fare capping, answering the following questions:

- ***What is fare capping?***

Fare capping is a policy that ensures customers always pay the best fare.

- ***How does fare capping work?***

The fare collection system automatically applies individual fare purchases towards a period pass (e.g. 3-Hour, Day Pass, Monthly Pass).

- ***What does RTD have planned as part of the launch of the ABT system?***

As part of the ABT launch, RTD will implement daily (service-day) and calendar monthly fare and will incorporate fare capping for discount customers as well, including LiVE participants. RTD will also remove the existing MyRide discount, but the same discount will be available to customers who purchase physical or mobile 10-Ride Ticket Books.

Fare Structure Simplification

As part of the study, RTD is aiming to simplify its fare structure. Laura Wolfgram explained the current structure for bus and rail, explaining that:

- The RTD rail system is divided into four fare zones (A, B, C and Airport), with fares based on the number of fare zones traveled:
 - Local (traveling in 1-2 zones) – \$3.00
 - Regional (traveling in 3 zones) – \$5.25
 - Airport (any trip originating or ending at the Airport) – \$10.50
- Bus routes do not utilize zones, although some routes are distance-based with higher fares on Regional and SkyRide bus routes. Shorter trips on these routes may only require a Local or Regional fare.

She also provided an overview of what RTD has heard about simplicity, what RTD is considering and what some of the challenges are with simplification.

What We Heard

- The fare structure is confusing.
- There is mixed feedback on whether to keep different fare levels or flatten fares.
- There is support for flat fares – offering the same fare for all services and eliminating higher Regional and Airport fares.
- There is support for different fare levels across Local/Regional/Airport to reflect the longer distance traveled.



What We Are Considering

- Retaining the current fare structure.
- Eliminating distance-based fares on bus.
- Implementing a flat fare structure with one fare for all bus and rail service.
- Implementing a flat fare structure with an airport premium.

What are some of the challenges with fare structure simplification?

- Charging Regional and Airport customers the Local fare results in decreased fare revenue.
- Loss in fare revenue may limit RTD’s ability to lower the Local fare without negatively impacting service levels.
- Lowering Regional and Airport fares may increase demand, thereby impacting capacity, dwell times and parking.

Discount Fare Pricing

Laura Wolfgram explained the current RTD discount levels, as well as the related feedback received, what RTD is considering and how different discount pricing options are being incorporated into the fare alternatives:

Current Discount Levels

Program	Eligibility	Discount
LiVE	<ul style="list-style-type: none"> ● Low-Income 	40%
Discount	<ul style="list-style-type: none"> ● Seniors 65+ ● Individuals with disabilities ● Medicare recipients 	50%
Youth	<ul style="list-style-type: none"> ● Youth ages 6-19 	70%

What We Heard

- Discount fares promote equity.
- There is confusion about which discount fare program to apply for and/or which discounted fare product to purchase.
- There is a desire to increase the LiVE discount level from 40% to 50% to align with Special Discount for seniors and individuals with disabilities.
- There is interest in reducing the number of discount levels (some feel there are too many discounts).
- One discount level can simplify messaging and product sales.

What We Are Considering

- 50% discount for LiVE and Discount customers (retaining 70% for Youth)
- 50% discount for all discount-eligible customers (LiVE, Discount and Youth)



- 50% discount on 3-Hour Pass and Day Pass and 70% discount on Monthly Pass for all discount-eligible customers.
- Flat fares for discount fare customers (regardless of number of zones traveled) that are set at 50% of the Local fare while retaining the current zone/distance-based fare structure for full fare customers.
- Zero fares for youth.

How are different discount fare pricing options being incorporated into the fare alternatives?

- There are trade-offs between the different discount fare pricing options.
- Depending on fare levels and the discount fare pricing option included in an alternative, some discount customer groups will benefit while others (Youth in particular) may not benefit.
- The study team will consider how best to minimize impact on discount customers.

The project team then answered questions submitted virtually or voiced by attendees.

Next Steps and Staying Engaged

Kaylie Showers thanked the participants for their presence and for their continued engagement throughout the duration of the meeting. She also provided an overview of future opportunities to get involved in the Systemwide Fare Study and Equity Analysis, including:

- Participating in the next public engagement, anticipated for early fall, to discuss fare alternatives and tradeoffs between alternatives.
- Accessing past meeting materials, FAQs, the last feedback panel information and additional resources by visiting the project website at www.rtd-denver.com/faresstudy
- Using the comment form on the fare study website or by calling customer care at (303) 299-6000 to stay involved and submit feedback.

Panelists and Attendees

RTD Staff: Bill Sirois, Carl Green, Chris Quinn, Annette Hunter, Dani McLean, Brandon Figliolino

Consultant Team: Laura Wolfgram (Four Nines), Kaylie Showers (GBSM), Sid Bittman (GBSM), Sam Stookesberry (GBSM), Virginia Garcia Pivik (GP&P)

Appendix A: Polling Results

Polling Question 1: In what county do you currently live?

- Adams – 14%
- Arapahoe – 17%
- Boulder – 14%
- Broomfield – 0%
- Denver – 42%
- Douglas – 6%
- Jefferson – 8%
- Weld – 0%
- Other – 0%

Polling Question 2: Did you attend the April Customer and Community Meeting?

- Yes – 32%
- No – 68%

Appendix B: Q&A and Customer Feedback

The following includes questions asked by participants in the question/answer chat and answered verbally or in writing during the meeting. The questions and answers have been grouped by theme:

Equity

Q: How are children and young adult voices included via the equity lens?

A: Through its engagement, RTD is focusing efforts across all customer segments. Children and young adult voices are being included via community partners and the Equity Feedback Panel, which includes young adult representation. Additionally, RTD staff have children and young adult voices top of mind – hence the conceptual option of free fares for youth customers.

Fare Structure

Q: How would a potential flat fare impact RTD’s budget and future project initiatives?

A: RTD is examining this as part of the study and will test this as part of the fare modeling to understand fare revenue and ridership impacts of the fare alternatives.

Q: What are the arguments against a single systemwide fare? With the possible exception of Denver International Airport, a zoned approach doesn’t seem to be in line with the U.S. or even globally.

A: Some argue that those traveling in local areas should pay less than those traveling throughout the region. However, in other systems that have distance-based fares, the presence of gates in stations provides a benefit for fare enforcement and collection since customers cannot leave the station unless they pay the sufficient fare. RTD has an open rail system that spans a large geographic area, adding to the complexity of fare enforcement. As part of this study, RTD is looking at the possibility of eliminating rail fare zones. However, there are tradeoffs between simplicity and equity that will need to be evaluated and considered. There are concerns associated with the elimination of rail fare zones on equity populations, in particular since a single fare may be more expensive than the current Local fare.

Q: Will RTD consider reducing EcoPass costs in this study?

A: RTD is currently looking at the Pass Programs, both how they can be simplified and how to streamline the discounts. EcoPass and Neighborhood EcoPass are both included in this evaluation. While RTD is exploring opportunities for simplification of its Pass Programs, the use of utilization-based pricing for these programs is not expected to be changed.

Q: Will free fares be considered, especially for youth/those under 18?

A: RTD is considering offering free fares for youth, transit-reliant and financially-burdened customers. However, RTD is not considering free fares for all customers as part of this study.

Q: As a senior citizen, often I need to go somewhere but can't get from point A to point B without a significant cost burden. Access-a-Ride is an available option, but to get to the train or bus stop, will you consider making a package deal?

A: Access-a-Ride provides Americans with Disabilities Act (ADA) complementary paratransit service for individuals with disabilities who cannot use regular fixed-route bus/rail service. RTD is not directly looking at the Access-A-Ride fares. However, because Access-a-Ride fare limits are dependent on the fare structure for fixed-route services, they will be considered as part of the study. Per Department of Transportation ADA regulations, when setting the Access-a-Ride fare, RTD can charge up to twice the fare for a comparable trip on fixed-route service.

Regarding transferring between Access-a-Ride and fixed-route service, customers with Access-a-Ride IDs ride free on all RTD fixed-route bus and rail services, regardless of whether they transfer to or from Access-a-Ride for part of the trip. Seniors and individuals with a disability who are not eligible for Access-a-Ride are able to receive a 50% discount on the full fare on fixed-route services.

Q: Is RTD considering changes to the EcoPass to encourage more employers, especially essential workers, to participate? It's a great program but it seems like it's catered towards large companies, while few employers of hourly workers (restaurant, warehouse, etc.) offer it due to the upfront costs.

A: RTD recognizes that EcoPass is extremely popular. As part of this study, RTD has convened Feedback Panels, including a Pass Program Feedback Panel that includes participating colleges, universities, employers and employment centers, as well as some of the colleges that don't participate in the Pass Program, to get a sense of what does and doesn't work. Through this group, RTD's goal is to determine what can be done to broaden access to the Pass Programs and make it easier to participate for a broader range of employers.

Q: Have you considered half fare days for large events to bring more people to events and keep drivers off the road?

A: Significant preparation is required to implement special event fares. As such, this will not likely be a regular occurrence. However, RTD will be offering free fares during August 2022.

RTD Service, Enforcement and Safety

Q: RTD needs to have more consistent and reliable schedules. How might this proposal impact this need?

A: It is RTD's intent to keep the fares at such a level that current service levels can be maintained. In addition, RTD does not currently have sufficient operator staff. An increase in the number of operators will allow for better reliability.

Q: Is safety a consideration of the team as part of this study? Can lack of enforcement affecting service be improved by turnstiles or other methods that RTD could employ?

A: Safety is not just an RTD issue – it's a societal issue. RTD is working with partners outside of transit to support safety throughout the system. RTD is also one of the first agencies in the

country to have mental health counselors on its team who can address mental health crises. Instead of only focusing on a transit security model, RTD is taking a holistic view of community issues when approaching the topics of safety and security.

Q: I've stopped using light rail as much as I used to because of aggressive/menacing behavior of other riders. While this is a webinar about fares, what can be done to make public transit more comfortable and thus drive ridership? Is the only solution to raising fares to pay for additional security?

A: As a result of increased security concerns, RTD is undertaking many measures, especially in Union Station, to restore a secure transit environment (rtd-denver.com/projects/restoring-dus). One of the biggest issues at play is staffing shortages. RTD and its contractors have openings for roles including operators and security that are already funded. Fares will not be raised for the purpose of increasing security.

C: The fare study goals should include a mention of reliability. We cannot bring up equity without high-quality service. Service needs to be reliable and safe.

A: RTD recognizes that services should be dependable, especially for our customers using the system to access vital services such as health care, school, employment and more. RTD prioritizes providing customers with high-quality service.

C: There were almost 50 canceled trips on the "high-end" A-Line trip in one weekend. I'm very worried that the historically-marginalized communities are not getting reliable service.

A: The canceled A-Line trips were due to RTD's third-party contractor Allied Universal's staffing shortage. RTD recognizes the outsized impact this has on marginalized communities and has noted this feedback.

C: I take light rail almost daily and have never been asked for a ticket/proof of purchase. So many people every day just hop on the rail without a ticket. It seems like there is a lot of lost revenue here.

C: RTD is working to do everything possible to minimize/alleviate this problem but is also experiencing staff (police/security) shortages when it comes to monitoring individuals who are not paying. This behavior does impact the revenue stream.

Nonetheless, while it may be perceived that RTD customers do not pay fares when riding, when conducting fare inspections on vehicles, RTD typically only sees a fare evasion rate between 4-8%. This means that well over 90% of customers are paying the correct fare.

Fare Payment Methods

Q: What are the technical limitations preventing 24-Hour passes or 30-Day passes?

A: There are several limitations that make 24-Hour or 30-Day Passes a challenge. Current paper flash passes are not compatible with rolling 30-Day Passes. As RTD transitions to electronic fares, rolling passes, as opposed to calendar passes such as Day and Monthly Passes, can be confusing for customers, in particular when paired with fare capping. Customers may forget

which day they purchased the pass (or achieved a pass) and/or when it expires since it is not printed on the fare media. With rolling 24-Hour Passes, there may also be an increase in customer-operator conflicts due to disputes over the expiration time. Fare capping addresses the challenges that rolling 30-Day Passes purport to solve including allowing customers to pay as they go rather than upfront at the beginning of the month.

Q: What alternatives are being considered for on-board payment media as MyRide is eliminated?

A: The implementation of Account Based Ticketing (ABT) will require updates and new equipment across the RTD system. This includes new validators, an updated RTD Mobile Tickets app, new MyRide smart cards and new devices for fare inspectors. Current MyRide customers will need to contact customer care to transfer their balance to the new system and either download the updated RTD Mobile Tickets app or new MyRide card to pay for fares. As the roll-out of this new system approaches, RTD will be sending out extensive communication on the exciting new features and instructions on the change.

Revenue and Funding Sources

Q: How essential are fares to RTD’s operational costs?

A: Before the pandemic, fare revenue represented approximately 15-20% of RTD’s operating budget. Now, fare revenue accounts for approximately 8-10%. RTD’s primary revenue source is sales tax, representing approximately 60% of revenues. RTD also receives other formula grants and COVID relief funding. RTD has other revenue sources as well, such as advertising.

Q: If the fare revenue only accounts for 8-10% of total revenue, why would dramatically lowered fare costs impact services and service reliability?

A: An 8-10% decrease in operating revenue would lead to an 8-10% reduction in service. Looking for additional revenue is outside the scope of this study.

Q: According to previous annual comprehensive financial reports, only a small portion of revenue is generated through fares. There are also costs associated with maintaining and enforcing a fare system. Is switching to a free fare system for all riders, supported by a slightly higher sales tax rate, something that’s being seriously considered?

A: Per Colorado’s TABOR requirements, in order to increase sales tax, RTD would need to receive approval from voters. The RTD Board has not indicated an interest in doing this in the near term.

Miscellaneous

Q: How can I receive notifications about future project work?

A: To receive notifications about future project work, visit the website at www.RTD-Denver.com/FareStudy and submit a comment.

Q: Where does the electricity to run the RTD trains come from?

A: RTD obtains energy from Xcel Energy.

Q: Are you considering using smaller vehicles in the future (e.g., minibuses instead of 45-foot buses)? Would smaller units reduce ticket price?

A: Smaller vehicles do not necessarily result in reduced operating costs. Smaller buses do not reduce labor costs (costs of operators) which is the single largest cost of providing service. In addition, smaller buses can only serve lower demand areas, which can present problems in trying to integrate them into a larger service area since RTD does not assign buses to specific routes.

Appendix C: Additional Questions and Comments

The following includes questions (Q) and comments (C) that were submitted to the study team through the Zoom webinar platform but were not answered or addressed due to time constraints. The questions and comments have been grouped by theme:

RTD Service, Enforcement and Safety

C: Many light rail banners do not display the correct signage. As a result, many people have missed their flights.

Q: Can bus rides be extended to 24 hours a day?

C: It seems like, oftentimes, a train won't show up, but the schedule still lists it as coming — even when the RTD help line says there is no delay. What disconnect is occurring when this happens and how can it be improved?

Q: Currently, payment of fares is based on honor. However, this means of fare collection is not always realistic with today's RTD light rail users. It seems to me RTD needs to install gates and turnstiles to ensure every passenger is paying a fare. If you can't or won't do that, then there should be no fares for any passenger regardless of trip distance. Noting this, how does RTD ensure collection of fares at the platform?

Q: Does RTD think the decrease in fare revenue could be due to lack of enforcement? Does RTD plan to increase fare enforcement?

Fare Structure

Q: Has anything like an "Airport group fare" ever been considered? Say a group of 4 flies into DIA, they can often get an Uber directly to their hotel for \$40-\$50 so they often do that rather than spend \$40 on the train and then have to also get through the "last mile".

Fare Payment Methods

Q: I like MyRide, but it is inflexible. Could there be multi usage for groups of riders, like families? Fund transfer between cards would be useful. It would also be useful to be able to receive a discount or pay the Local fare when making local trips on regional buses.

Q: Will the new validation system being implemented later this year be installed on Access-A-Ride and FlexRide vehicles?

Q: What about (eventually) moving to the MyRide card being the only option for payment? There could be many places for purchasing/refilling the card around the metro area (ensuring equal access), and it would allow for fare combinations/discounts to be applied automatically?

C: You've mentioned new fare collection systems that are allowing new fare collection options. It seems there must be some systems that are out there that would help use chip-based cards

or apps to charge you for the distance traveled. I already have to tell the driver to change the rate for my trip as I do a local ride on a regional bus. I would have an incentive to tap when I board and then again when I disembark the bus to give me the lower rate.

Q: When will RTD eliminate the MyRide card for seniors?

Miscellaneous

Q: When will RTD join most other major transit systems in the US and allow e-bikes?