LiVE-How to Use

Theresa Rinker, Market Development Manager
What is LiVE?

- LiVE is an income-based fare discount program that gives qualified riders 40% off regular RTD 3-hour and day pass fares

Am I eligible?

- You are eligible if you:
  - are between the ages of 20 and 64 years old
  - live in the RTD service area
  - and have a gross household income that is at or below 185 percent of the federal poverty level
LiVE Proof of Eligibility ID Card

- Application done through the Colorado PEAK website. Assistance is available
- Once approved, the card will be mailed to the address provided in the application
- Card provides proof of eligibility to bus operators and fare inspectors while using LiVE discounted fare media
- The LiVE ID card is not the fare product, fares have to be purchased separately
# LiVE Ticket Prices

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<thead>
<tr>
<th></th>
<th>Local</th>
<th>Regional</th>
<th>Airport</th>
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<tbody>
<tr>
<td>3-Hour Pass</td>
<td>$1.80</td>
<td>$3.15</td>
<td>$6.30</td>
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<tr>
<td>MyRide Smart Card</td>
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<td>3-Hour Pass</td>
<td>$1.80</td>
<td>$3.15</td>
<td>*Upgrade required</td>
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<tr>
<td>RTD Mobile Tickets app</td>
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<td>Day Pass</td>
<td>$3.60</td>
<td>$6.30</td>
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RTD Mobile Ticketing Application

- Download the RTD Mobile Tickets Application from either the Apple App Store or Google Play Store
- Pre-purchase tickets for future use or buy a ticket on the day
- Select "Buy Ticket"
- Select ticket type
- Enter payment info and the pass is delivered instantly
- Activate your ticket before boarding a bus or train
- Show the ticket to bus operator and fare inspector and show your LiVE Proof of Eligibility ID
- Tickets expire 45 days after purchase even if not activated. Activated tickets expire 3 hours after activation (3-hour passes) or at 2:59 a.m. the following morning (day passes)
What is a LiVE MyRide Card

- It is a smart card
- Values up to $200 can be loaded as stored value
- This is a paid fare product
Purchasing a LiVE MyRide Card

- LiVE MyRide Cards can be purchased and reloaded through several channels
  - Online at Myride.RTD-Denver.com
  - RTD Retail Outlets
    - Rtd-denver.com/fares-passes/passes-ticket-books/sales-outlets
  - Participating King Soopers or Safeway stores
  - It can take up to 72 hours until the value is available when purchased through the RTD MyRide website
  - We recommend customers create an account for balance protection
Using a LiVE MyRide Card on the Bus

- The validators are located next to the fare box on the bus
- Tap the MyRide Card on the validator upon boarding the bus
- Tap the MyRide Card anytime you transfer no additional value will be deducted in a 3-hour period
- The validator will deduct the correct fare from the stored value balance
- Show the LiVE Proof of Eligibility ID Card to the bus operator
Using the LiVE MyRide Card on Rail

- Validators are located on or near the rail platforms
- Select the level of service on the validator local, regional or airport
- Tap the card to the validator
- The validator will deduct the correct fare from the stored value
- The fare inspector will scan the card to verify it was tapped
- Show the fare inspector the LiVE Proof of Eligibility ID Card
Replacing Lost LiVE MyRide Cards

- Contact RTD Customer Care 303.299.6000
- Customer Care will verify account and balance
- Customer Care will transfer the balance and send a new card
- Or visit one of the RTD Sales Outlets
Replacing a Lost LiVE Proof of Eligibility Card

- Visit [https://www.rtd-denver.com/LiVE](https://www.rtd-denver.com/LiVE)
- Click on the link for Replace Your LiVE ID Card
- Complete the information and you will receive a new card in the mail in 7-10 business days
- You can also email LiVEcard@rtd-Denver.com or call 303.299.2382
Questions?
Thank you.