

Neighborhood (NECO) EcoPass Partner Toolkit

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Neighborhood EcoPass Program Introduction

RTD Program

What is a Neighborhood EcoPass (NECO)?

The Neighborhood EcoPass program increases access to transit, lowers single occupant vehicle use, saves money, and enhances community relations.

This is an annual transit pass purchased by residents or a neighborhood organization for all members of participating households. This photo I.D. smart card pass entitles residents one year of unlimited travel on all RTD Local, Regional, Airport bus and light/commuter rail routes. The only services not available are special services, which include: Access-a-Ride, BroncosRide, BuffRide, etc.

Eligibility

To be eligible, a neighborhood must be represented by either a county or city government entity, or a registered homeowner/neighborhood association (applicant) and neighborhood must be within the Regional Transportation District boundaries. There must be designated individual(s) assigned as contacts for RTD and residents. Residents must be approved by the association and are eligible as long as they reside in the eligible neighborhood.

Identifying the Neighborhood Boundaries

A neighborhood is comprised of a group of blocks. A residential block is defined as an area of land bounded on all sides by streets, roads, or one or more geographic / physical feature. Physical features can be lakes, rivers, railroad tracks, highways, parks, large open spaces of land, and neighborhood boundaries (i.e. HOAs) or commercial areas. All blocks within the neighborhood boundaries must be contiguous: Definition of contiguous is:

- Sharing an edge or boundary, adjacent
- Connecting without a break, touching, neighboring
- Connected, uninterrupted

There are two ways to enter into a Neighborhood EcoPass contract with RTD

1. A neighborhood association can enter into a contract with RTD for the entire neighborhood with funding from association dues; or
2. A city or county government entity representing the neighborhood can enter into a contract with RTD for the entire neighborhood. A group of neighbors can organize a volunteer effort to canvass their neighborhood door-to-door, raising funds to fulfill the contract amount.

Participation in the Neighborhood EcoPass program requires

- Representation of the community by a registered neighborhood association, or a city or county government entity. A neighborhood association or government entity must be legally authorized to enter into a contract with RTD.
- A community appointed liaison, who will be responsible for providing all information required by RTD, coordinating the solicitation of households, and collecting funds.
- A map showing the contiguous neighborhood boundary.

City of Boulder Program

While the City of Boulder Neighborhood EcoPass Program falls under the RTD Program and must abide by those rules, the city offers additional support in the form of financial subsidies and programmatic staff support.

Financial Subsidies

When you as the neighborhood coordinator receive the RTD NECO Pass contract each year, you will see a line item identifying the city subsidy. The intent is to provide financial support to reduce a barrier to transit and allow more residents to have access to affordable transit options.

- When a new NECO Pass neighborhood forms, the city provides a 50% subsidy.
- Existing neighborhoods receive a 33% - 39% subsidy, dependent on the amount of affordable housing in your neighborhood, as follows:
 - +2% additional subsidy for 10-25% affordable housing units in neighborhood
 - +4% additional subsidy for 26-50% affordable housing units in neighborhood
 - +6% additional subsidy for neighborhoods with over 50% affordable housing units

Programmatic Staff Support

Your NECO Pass Coordinator is Allison Crump. She can be reached at crumpa@bouldercolorado.gov or (720) 564-2368. She is here to answer questions and provide support to neighborhoods.

In addition to providing support for the traditional RTD NECO Program, we are working to fit the needs of all neighborhoods in to increase transit access, especially given the change to utilization pricing for all EcoPass programs in 2019. Please reach out to Allison directly if you feel your neighborhood would be better supported by other RTD programs. As RTD makes adjustments to the pass programs, we will be aiming to use these new options to supplement the traditional NECO Program.

How To Start a NECO Pass Program?

1. Determine Interest. The cost to start a new neighborhood is \$175/household (this covers every resident of the household). It is important to keep in mind that when starting a neighborhood, RTD charges for each household on the blocks you choose, whether those neighbors choose to contribute funds or not. While there is no set minimum number of households needed to participate, there is an RTD contract minimum. The RTD contract minimum is \$7,000. This equates to 40 households ($\$7,000 / \$175 = 40$ households). Keep in mind, the city provides a 50% subsidy for new neighborhoods. *For example, if you have 50 households in a neighborhood, your RTD contract would be \$8,750 however after the 50% city subsidy, your neighborhood contract would be \$4,375. This equates to \$87.50 per household.*
 - a. If you live in an HOA, contact your HOA Board. Allison is available to attend an HOA Board meeting with you to walk through the process.
 - b. If you do NOT live in an HOA, speak to your neighbors and canvas your neighborhood to determine interest.
2. Create Your Boundary. If you determine that enough neighbors are interested in the program, draw a map (can be digital or hand-drawn) of your proposed neighborhood and send this to RTD and Allison. They will approve the map or request that you make alterations to fit RTD's neighborhood boundaries (identified in the Neighborhood EcoPass Program Introduction section).
3. Determine Contract Cost. Once your neighborhood boundaries are approved by RTD, they will distribute your contract.
4. Pay Contract Cost. Funds can be collected through your HOA, a General Improvement District, or through fundraising. CheddarUp is an excellent resource if your neighborhood is fundraising.
5. Order Cards & Distribute EcoPasses. Detailed Instructions can be found in the Neighborhood EcoPass Program Introduction section.
6. Ride Transit! Ride around the region.

Printing and Mailing Resources

There are many options for reaching out to your neighbors! We recommend methods such as posting Nextdoor and printing door hangers or flyers for your neighborhood.

Mailing Addresses

Contact Allison Crump to get your residents' addresses and return address sheets for printing.

All printing and folding can be done for FREE at [Allegra](#), located at 2595 Canyon Blvd. Suite 150 Boulder, CO 80302. Please reach out to Judith at (303) 569-4518. You can send your order in digitally, please call them to organize this.

Mailing Process

To be able to mail your material, we require the following. If your mail does not meet these requirements, we will not accept it:

- All Neighborhood Eco Pass mailings must be placed in an envelope; GO Boulder does not supply or reimburse for envelopes.
- No self-adhesive envelopes will be accepted unless you seal them first;
- The flap on the envelope needs to be down and make sure it is not folded over the next envelope;
- The envelopes do not need to be sealed unless you are using self-adhesive envelopes in which case you MUST seal them prior to dropping them off to be mailed.

Once you have your mailing in the envelopes as described above:

- Contact the NECO Pass program coordinator to get your return address sheet for printing.
- The residents' address and the GO Boulder return address must be on your envelope before you drop off at the GO Boulder office.

Once your envelopes are ready just drop them off with the GO Boulder front desk on the second floor of the Park Central Building at 1739 Broadway.

Smart Card Portal Management

Please see Attachment A

Smart Card Specs

Please see Attachment B

CheddarUp Funds Collection Information

Please see Attachment C

Authorization Form

Please see Attachment D

Infinite Campus

Each person who receives an NECO Pass needs to provide verification of residence. If you have a student in your household who needs to provide this, you can visit do so via Infinite Campus. Under Household Information, their address is shown. Print this page to show proof of residency to RTD.

Boulder Building Blocks Fund (BBBF) Information

The City of Boulder NECO Program utilizes BBBF so that neighborhoods (who do not have a checking account) will have a checking account which allows them to fulfill their RTD contract.

RTD provides each neighborhood with their 2018 NECO Pass contract by sending an email with the contract attached to the respective neighborhood coordinator, copying the NECO Pass Coordinator, Allison Crump (crumpa@bouldercolorado.gov) and the BBBF treasurer, Kelly Burton (krene95@yahoo.com). The NECO Pass Coordinator and the neighborhood coordinator then review the contract amount and details.

The BBBF treasurer uses the contract amount to determine when the neighborhood has enough money in its account to satisfy the contract keeping in mind;

- All deposits made from the CheddarUp account will have a fee deduction, this dollar amount will be deducted by the BBBF treasurer from the amount owed by the neighborhood on the RTD contract and added to the amount owed by the City of Boulder.
- After the final deposit made into a neighborhood's account (the coordinator will let the BBBF know), BBBF will hold the funds for a week to make sure they are available before issuing the RTD check.

Once funds are available and any fee subsidy reconciled, BBBF will print out the RTD contract with any fee subsidy noted and issue the BBBF check for that neighborhood to RTD and deliver these once a week to the NECO Pass Coordinator for finalizing and delivery to RTD.

BBBF FAQ's

1. How do I contact the Boulder Building Blocks Fund?

Send an email to the bookkeeper, Kelly Burton, at krene95@yahoo.com. In an emergency, call her cell at 303-621-5832. We typically do BBBF bookkeeping once per week, so if you need a reply immediately please clearly indicate that in the beginning of your email.

2. My neighborhood has a checking account? Do I need to use the BBBF?

No. BBBF merely offers this service as a convenience for neighborhood groups that do not have a checking account. If you have an account you should deal directly with RTD.

3. How should the checks be made out?

Make checks payable to "BBBF". Make sure that all checks show the name, local address, and phone number of the writer.

4. Where do I make deposits?

Any Chase Bank branch can accept your deposits.

5. What is the Boulder Building Block Fund's account number?

Our account number is 1192419131.

6. Do I need to endorse the checks?

No, the tellers can stamp the checks with a generic endorsement. If you encounter any problems making your deposit, contact the BBBF staff immediately.

7. How many deposits should I make?

You should make one deposit after you have finished your fundraising. We are currently unable to earn interest, so there is little incentive to deposit the money quickly. It is much less confusing for all if you make a single deposit at least 7 business days prior to your contract deadline. If you have "stragglers" that come in after the deadline you can submit a second deposit at your convenience. If you need to make multiple deposits for some reason, please make arrangements with BBBF first so we can ensure that your deposits are processed correctly.

8. What happens if a check is returned?

The BBBF will return the check via US Mail to the neighborhood coordinator for collection. We will deduct the bank fee (currently \$20) from your balance. If this puts you below your contract amount you are expected to make up the difference prior to your contract deadline. We suggest you get the writer of the check to reimburse you in cash for the check plus the \$20 fee.

9. How do I make sure my deposit is credited correctly?

Write the name of your neighborhood in large letters on the face of the deposit slip. Make sure you email your deposit amount to the BBBF bookkeeper when you make your deposit. We receive a scanned image of the deposit slip from the bank and match that against your deposit register to determine which neighborhood should receive credit for the deposit.

10. How do I find out what my balance is with BBBF?

Contact the BBBF Bookkeeper via email or phone.

Suggested Pricing Methodology Based Upon Usage

This is for new coordinators who would like assistance with setting up their pricing in a manner that will allow them to meet their contract amount. As always, coordinators can adjust their pricing as needed in order to meet their contract. This is meant as a base for new coordinators. Please reach out to the NECO Pass Coordinator if you have questions and/or need assistance with reaching your contract amount.

Methodology: RTD listed fare x number of trips x .75 (this amount because this takes into account both the city subsidy of 33-39% while also accounting for some people not paying so this is meant to create a small amount of surplus). Then round final amount. Assuming three weeks for vacation and “daily commuter” at three days a week given holidays and other circumstances.

- Adult (20-64)
 - 2 local (roundtrip (RT)) rides/month = \$100 (*local RT ride (\$6) x 2 x 12 = \$144 x .75 subsidy = \$108. Round to \$100.*)
 - 1 local (RT) ride/week or 2 (RT) regional rides/month or 12 (RT) DIA rides/year = \$200 (*local RT ride (\$6) x 49 week = \$300 x .75 = \$225; regional RT ride (\$10.50) x 2 x 12 month = \$252 x .75 = \$189. DIA trips are same amount as regional. Round to \$200.*)
 - Daily local commuter = \$600 (*local RT ride (\$6) x 3 days/week x 49 wk/yr = \$900 x .75 = \$660. Round to \$600.*)
 - Daily regional commuter = \$1,100 (*regional RT ride (\$10.50) x 3 days/wk x 49 wk/yr = \$1,543 x .75 = \$1,157. Round to \$1,100*)
 - *Important to note: if a daily local or regional commuter rides 5 days a week or more, recommending an RTD monthly pass to would be a more fiscally reasonable option.*
- Student (6-19)
 - Same as above, with 70% discount and rounded
- Senior/Disabled
 - Same as above, with 50% discount and rounded

Are Supplemental Options to the NECO Pass Available for My Neighborhood?

Mobile Ticketing

Mobile Ticketing is a new RTD method of purchasing RTD tickets. Currently, one can purchase a 3 hr pass (local or regional), a day pass (local or regional), or a monthly pass (local or regional). If one is eligible for a discount fare (youth/senior/disabled), one must show proof of eligibility when riding. Mobile Ticketing is convenient because you do not need a paper ticket or a physical pass – your phone holds your tickets. When boarding the bus, you activate your ticket and show the bus driver. You may pre-purchase tickets for ease however they expire after 45 days if not activated.

We are working with RTD to make the back end process streamlined so it is appropriate for neighborhoods should they wish to choose this method. It is important to note that at the aggregate level (so, in this case, neighborhood), the Mobile Ticketing bill would be paid monthly, in arrears. So you are only paying for the rides you actually take. Instead of functioning through the portal, it would be more spreadsheet based.

Detailed instructions and further information on this RTD ticketing option here:

<https://www.rtd-denver.com/fares-passes/mobile-ticketing>

EcoPass Extra

In addition to the numerous transportation benefits of the EcoPass, having an EcoPass in your wallet will also save you money by shopping local and flashing your card at these participating local businesses!

More information on the EcoPass Extra here:

<https://bouldercolorado.gov/goboulder/eco-pass-extra>



NEIGHBORHOOD SMART CARD WEB PORTAL REFERENCE MANUAL

REVISED: September 2019

We're here to help. For questions and assistance please call, email, or create a help ticket.
Please allow 24-48 hours for a response.

Call: 303-299-2132

Email: smartcardsupport@rtd-denver.com

LOGGING IN TO THE WEB PORTAL For the first time

Log In
Help and Support

WELCOME TO RTD SMART CARD SERVICES

User Name:
Password:

[Forgot Your Password?](#)

Log in with your username and your temporary password that was emailed to you. If you didn't receive an email with your password, please [contact RTD](#).

Account Management

Home
Riders
Smart Cards
Order Smart Cards
Shopping Cart
Order History
Users
Account Profile
Help and Support

PASSWORD UPDATE

[? Logout](#)

CREATE NEW PASSWORD

Your Current Password: *
New Password: *
Re-enter New Password: *

Note: Your password must be at least 8 characters and contain one lowercase letter, one uppercase letter, one number, and one symbol from the following @\$!%#?&

Once you log in, you must change your password before your temporary password expires in 1 hour. You can do this by clicking on "Change Password" from the left menu. Click "Next" to update your password. You will receive an email confirming your username and new password.

My Account

Settings

Logout

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SETTINGS

[? Logout](#)

USER SETTINGS

Email: *
Confirm Email: *
Phone Number (XXX-XXX-XXXX): *
Phone Extension:
Security Question: *
Security Answer: *

* denotes a required field

Next, click "Settings" and select your security question. Be sure to include your answer in the space provided. Then click "Update" to save.

My Account

Change Password
Logout

PASSWORD RECOVERY: If you forget your password, you can request it on the web portal log-in page. If you lock yourself out, wait 15-20 minutes and try logging in. Once you receive a system generated temporary password, you have 1 hour to log in and create a new password.

Creating New Individual Riders:



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Change Password

Logout

RIDERS MANAGEMENT

SEARCH RIDERS

Status:

First Name:

Last Name:

Company:

Email:

Identification:

Search

Clear Entries

? Logout

Hint: Try searching by Ben for Benjamin in case of spelling errors.

LIST OF RIDERS

Create New

After you select the Riders tab on the left, you must first search your account to make sure you haven't already created a rider profile for the resident. You do not want duplicate rider profiles in your account. Once you verify there are no other profiles for the resident, you are ready for the next step. Click on "Create New"

IMPORTANT: All revisions will be made in the original rider profile: replacements, name change, spelling correction, etc. All cards issued to a resident are assigned to the original rider profile.

DO NOT DUPLICATE RIDER PROFILES

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NEW RIDER

RIDER DETAILS

First Name:

Last Name:

Company:

Street Address 1:

Street Address 2:

City:

State:

Zip Code:

Email:

Phone Number (XXX-XXX-XXXX):

Phone Extension:

Identification Number:

Fill in the (required) information for that rider. First and Last Name (please use name as it appears on their government issued photo ID), and the Identification Number (this must be a unique id that will never be used by another resident). Please do not use nicknames. Adding addresses is optional.

Important: if you enter the zip code, only enter 5 digits. No extra spaces or characters.

UPLOAD MULTIPLE NEW RIDERS

Please check your email for confirmation that the file(s) uploaded successfully.

[+ Add...](#)

You may now complete the optional fields for that rider. Once completed, click "Save Rider"

A message will appear that you have successfully entered a new rider in the system.

RIDER INFORMATION

• You have successfully entered a new rider into the system.

RIDER DETAILS

Upload single rider photos:



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My Account

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RIDERS MANAGEMENT

Logout

SEARCH RIDERS

Status:

First Name:

Last Name:

Company:

Email:

Identification:

Search

Clear Entries

LIST OF RIDERS

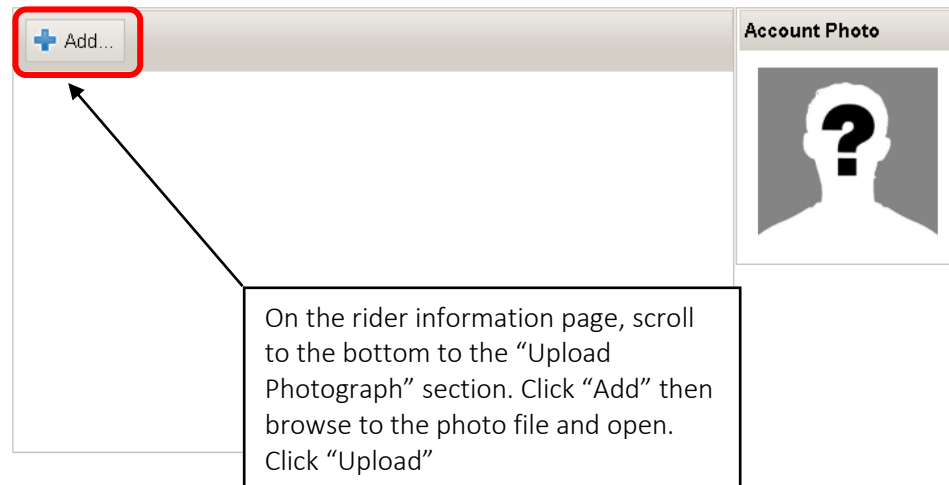
Rider ID	First Name	Last Name	Company	Photo	Cards	Identification	Status	Select All
6958427	Boba	Fett		N	Issued: 0 Ordered: 0	BF1111	Active	<input type="checkbox"/>

After you select the Riders tab on the left, you must search for the rider by one of the following fields then select "Search." After, all riders will populate with that search criteria. Select the blue Rider ID for the correct rider to open the Rider Profile.

UPLOAD PHOTOGRAPH

The photograph must be a full-face view of the rider with a neutral facial expression and both eyes open. The full face must be visible, and the head coverings must not cast shadow on the face.

The file size must not exceed 42 KB.



Account

Update Successful

RIDER DETAILS

Verify Photo:

Once you click on the green “Upload” button and see the message “Done”, you must verify that the photo has saved correctly in the profile.

To do this, scroll back up to the Rider Details section and click on “Update Rider” button. Once the page refreshes, scroll back down to verify the photo uploaded and has the correct orientation.

SKIPPING THIS STEP CAN CAUSE THE ORDER TO FAIL

RIDER INFORMATION

* denotes a required field

Rider ID: 6958427

First Name:

Last Name:

Company:

Street Address 1:

Street Address 2:

City:

State:

Zip Code:

Email:

Phone Number (XXX-XXX-XXXX):

Phone Extension:

Identification:

Created Date: 04/10/2019

Modified Date: 04/10/2019

Update Rider

Suspend Rider

Order Cards for Rider

IMPORTANT: The photograph must be a full face view of the rider with a neutral facial expression and both eyes open. The full face must be visible and head coverings must not cast a shadow on the face. The photo box on the card is a 1" x 1" square. If your photo is not a square, it will automatically stretch to fit (giving appearance of wide or narrow person) or change orientation. If you need to re-upload the photo, do not create another rider profile.

THE PHOTO MUST BE A .JPG FILE AND THE SIZE MUST NOT EXCEED 42KB

Ordering cards:

We ask 7-10 business days to process online card orders. After the card is printed, we mail via USPS standard delivery.
ALL REPLACEMENT CARDS MUST BE OBTAINED IN PERSON WITH A COMPLETED ECOPASS AUTHORIZATION FORM.

ORDER SINGLE CARD IN RIDER PROFILE:

Account Management

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Logout

RIDER INFORMATION

RIDER DETAILS

Rider ID: 6958427

First Name:

Last Name:

Company:

Street Address 1:

Street Address 2:

City:

State:

Zip Code:

Email:

Phone Number (XXX-XXX-XXXX):

Phone Extension:

Identification:

Created Date: 04/10/2019

Modified Date: 04/10/2019

Click on "Riders" and search for the rider you want to order for. Open the riders profile and select "Order Cards for Rider"

ORDER SINGLE CARD FROM LIST OF RIDERS:

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Order Smart Cards

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RIDERS MANAGEMENT

SEARCH RIDERS

Status:

First Name:

Last Name:

Company:

Email:

Identification:

LIST OF RIDERS

Rider ID	First Name	Last Name	Company	Photo	Cards	Identification	Status	Select All
6958427	Boba	Fett		Y	Issued: 0 Ordered: 0	BF1111	Active	<input type="checkbox"/>

Click on "Riders" from the menu on the left. Locate the rider in the list or you can search for riders by name.

Check the rider that you are wanting to order the card for, and select "Order Cards"

Important: you will need to select whether you are ordering a youth, fullfare or discount card.

Checking order status:

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ORDER HISTORY

SEARCH ORDERS

Status:

Order ID:

Created Start Date:

Created End Date:

Search

ORDER HISTORY

Order ID	Amount	Order date	Status
6730083	\$ 0.00	01/31/2019	Failed
5100588	\$ 0.00	07/12/2018	Fulfilled
1313814	\$ 0.00	10/4/2013	Cancelled
1313778	\$ 0.00	10/4/2013	Cancelled
868197	\$ 0.00	02/7/2013	Fulfilled
48304	\$ 0.00	11/13/2012	Fulfilled
25388	\$ 0.00	11/9/2012	Fulfilled
25381	\$ 0.00	11/9/2012	Failed

First -10 Previous Next +10 Last

Click on Order History on the left menu. Here you are able to track your past orders and check the status of the card.

Placed/Fulfilled: RTD received order

Failed: Invalid photo

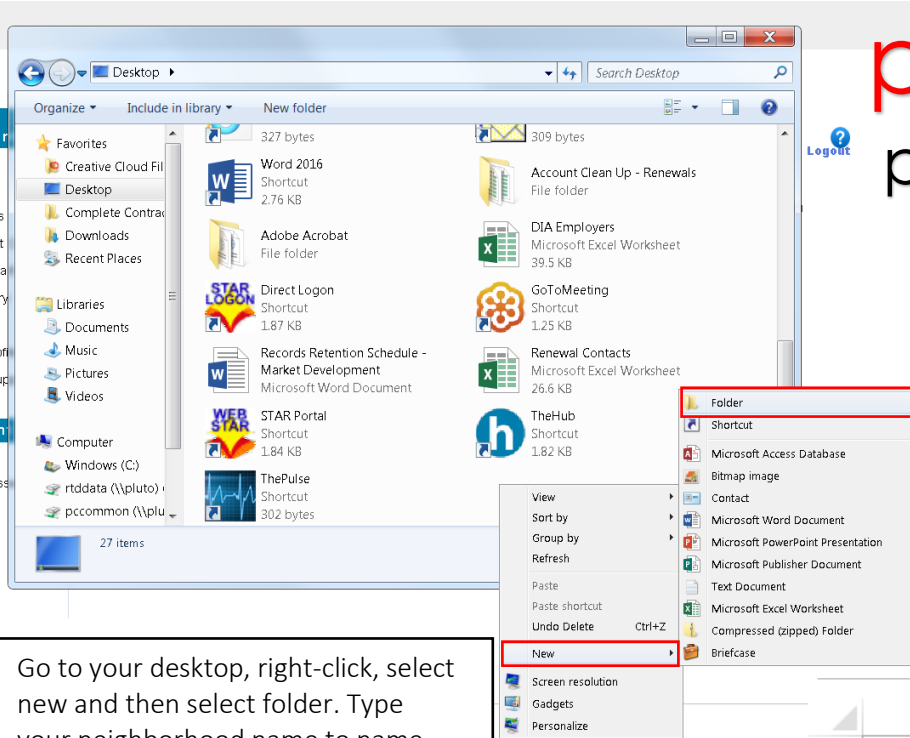
You may click on the blue order ID # and see who the order was placed for. Also, if the order failed you can see the reason why it failed.

We ask 7-10 business days to process online card orders. After the card is printed, we mail via USPS standard delivery.

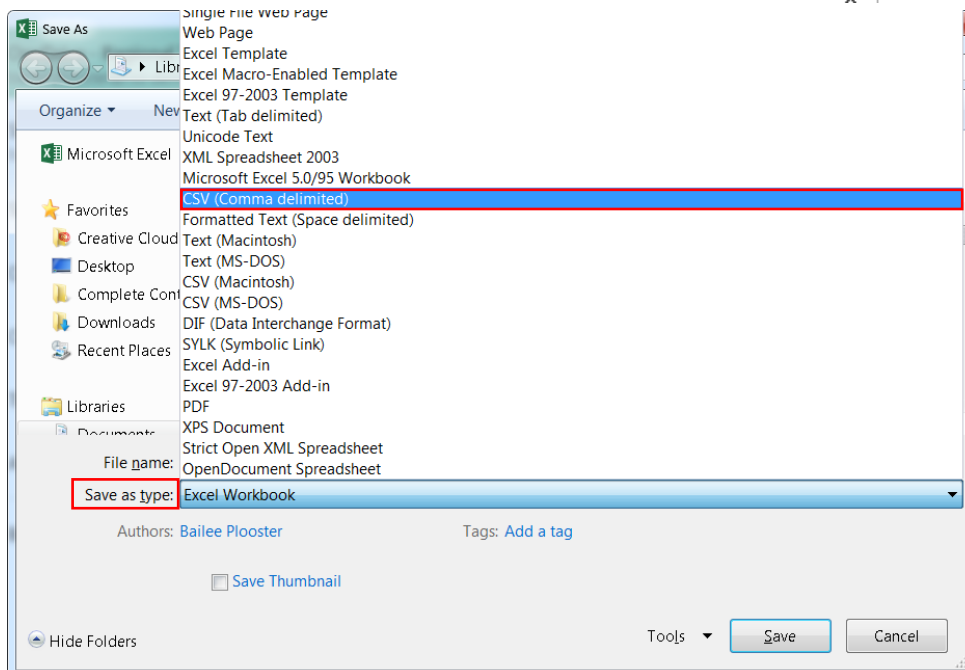
ALL REPLACEMENT CARDS MUST BE OBTAINED IN PERSON

Upload multiple riders and photos in bulk

part 1: getting started



	A	B	C	D	E
1	Boba	Fett	BF1111		
2	Ellen	Degeneres	ED2222		
3	Mickey	Mouse	MM3333		
4	Donald	Duck	DD4444		
5	Michael	Jackson	MJ5555		
6					
7					
8					



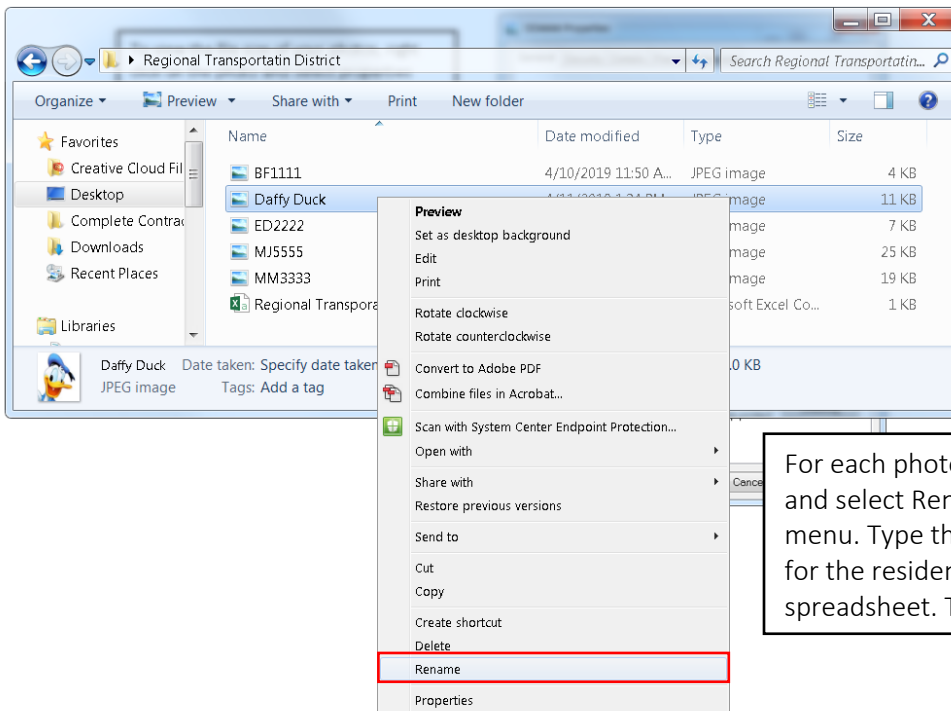
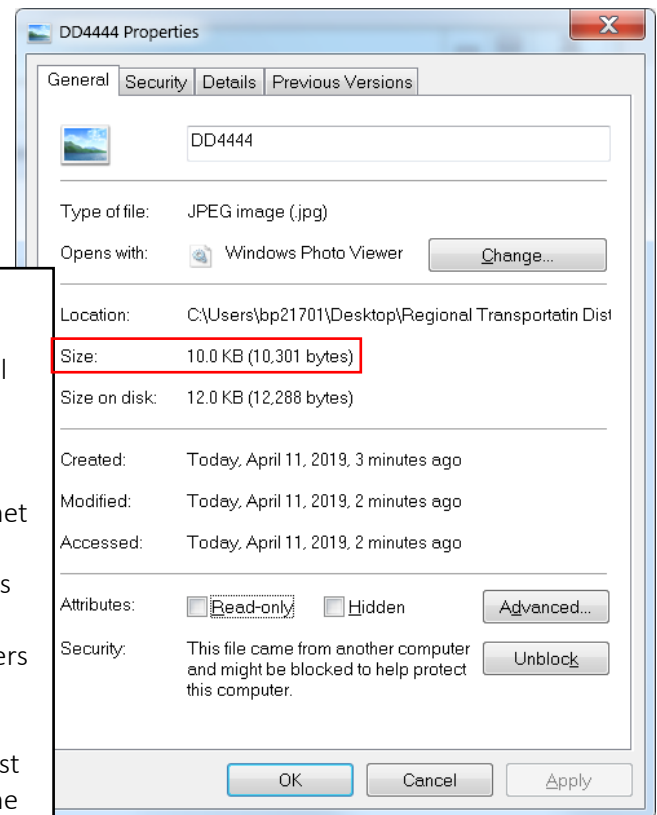
Part 2: take, save and rename

Save all photos to the smart card folder you created in Step 1

To view the file size of your photos, right click on the photo and select properties from the drop down menu. A window will pop up showing the file size. The photo must be 42KB or smaller.

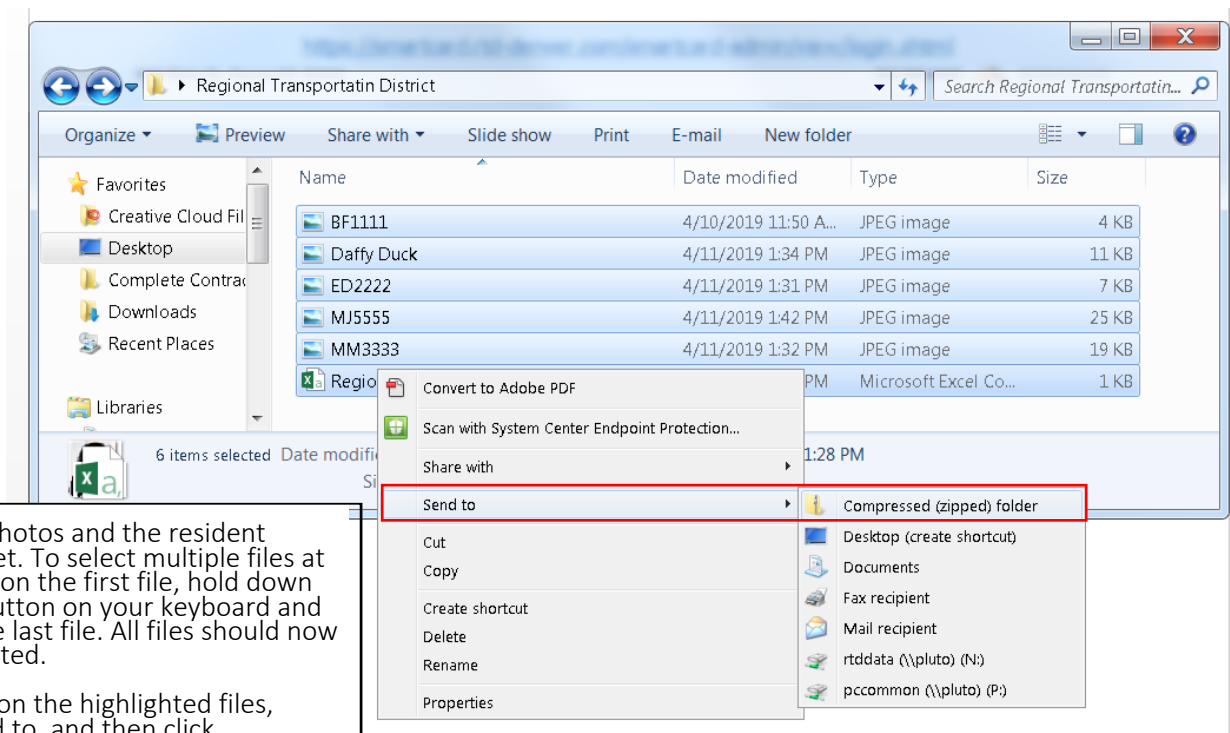
There are several resources on the internet that provide instructions or software downloads for resizing photos. Some sites provide free downloads while others charge. FastStone.org is one site that offers photo resizing as a free service.

The file name of each resident photo must be the same as the Unique ID listed on the resident spreadsheet you created.



For each photo, right click on the photo and select Rename for the drop down menu. Type the Unique ID you created for the resident that is listed on the spreadsheet. Then press Enter.

Part 3: compress to a zip file



Part 4: upload your file

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NEW RIDER

RIDER DETAILS

* denotes a required field

First Name: *	<input type="text"/>
Last Name: *	<input type="text"/>
Company:	<input type="text"/>
Street Address 1:	<input type="text"/>
Street Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text" value="Colorado"/>
Zip Code:	<input type="text"/>
Email:	<input type="text"/>
Phone Number (XXX-XXX-XXXX):	<input type="text"/>
Phone Extension:	<input type="text"/>
Identification Number:	<input type="text"/>

-Select Riders from the left menu.
-Click on Create New
-Scroll down to the Upload Multiple New Riders section and select Add.
-Locate your zip file you created on your desktop and click Upload.

UPLOAD MULTIPLE NEW RIDERS

Please check your email for confirmation that the file(s) uploaded successfully.

Tip: Do not confuse this with the bulk management feature on the welcome page.

You will receive an email indicating if your upload was a success or if any errors occurred.

Order cards for multiple riders:

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Help and Support

My Account

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RIDERS MANAGEMENT

SEARCH RIDERS

Status: ACTIVE

First Name:

Last Name:

Company:

Email:

Identification:

Search

Clear Entries

Select Riders from the menu on the left and sort your riders to show all active. You can select riders for whom you wish to order cards for. You can select all or individuals. Then select "Order Cards"

LIST OF RIDERS

Rider ID	First Name	Last Name	Company	Photo	Cards	Identification	Status	Select All
6768748	Zac	Efron		Y	Issued: 0 Ordered: 0	6418	Active	<input checked="" type="checkbox"/>
6841877	Ross	Geller		Y	Issued: 0 Ordered: 0	6416	Active	<input checked="" type="checkbox"/>
6958427	Boba	Fett		Y	Issued: 0 Ordered: 0	BF1111	Active	<input type="checkbox"/>

Order Cards

Suspend Riders

Unsuspend Riders

Residents no

longer eligible:

Two step process: must complete both steps

Step 1: (Suspend Rider)

RIDER INFORMATION

Account Management

- Home
- Riders**
- Smart Cards
- Order Smart Cards
- Shopping Cart
- Order History
- Users
- Account Profile
- Help and Support

My Account

- Settings
- Change Password
- Logout

RIDER DETAILS

Rider ID: 6958427

First Name: * Boba

Last Name: * Fett

Company:

Street Address 1:

Street Address 2:

City:

State: Colorado

Zip Code:

Email:

Phone Number (XXX-XXX-XXXX):

Phone Extension:

Identification: BF1111

Created Date: 04/10/2019

Modified Date: 04/10/2019

Update Rider

Suspend Rider

Order Cards for Rider

Search for the rider under the Riders tab on the left. Click on the blue Rider ID # to go to the rider information screen. Click suspend rider.

The page will refresh and you will see a message that the rider has been suspended successfully.

Step 2: (Deactivate Card)

CARD DETAILS

Serial Number: 00209218

Status: Permanently Deactivated Complete

Deactivate Date: 01/6/2014

Deactivate By: ts15236

Cause: Lost

CARD PROFILE

Expiration Date: 12/31/2033

Profile Name: Full Fare

CARD DEACTIVATE

Reason:

Other

Permanently Deactivate Card

On the same rider information screen, scroll down and click on the blue card number. You will be directed to the smart card detail screen. Under the Card Deactivate section choose the reason from the drop down menu, click Permanently Deactivate Card.

WARNING: ONCE A CARD IS DEACTIVATED, IT CANNOT BE REACTIVATED

Lost or stolen cards & replacements:

CARD DETAILS

Serial Number: 00209218
Status: Permanently Deactivated Complete
Deactivate Date: 01/6/2014
Deactivate By: ts15236
Cause: Lost

CARD PROFILE

Expiration Date: 12/31/2033
Profile Name: Full Fare

CARD DEACTIVATE

Reason:

Lost

Permanently Deactivate Card

Search for the current rider and go to the rider information screen. Follow step two from deactivation instructions on page 15 to deactivate the lost card. Choose the reason from the drop down menu. In this case, the rider does not need to be suspended as they are still an eligible resident.

EcoPass Photo Center Locations, Day and Hours:

Civic Center Station: 1550 Broadway
Denver Union Station: 1701 Wynkoop St.
Boulder Junction at Depot Square: 3175 Pearl Parkway

Downtown Boulder: 1400 Walnut St.
Denver International Airport: Level 1 Transit Center

Hours: Monday – Friday 8:30a – 4:30p
Hours: Monday – Friday 8:30a – 4:30p
Hours: Monday – Friday 9:00a – 6:00p
(closed between 1:00p – 2:00p)
Hours: Monday – Friday 10:30a – 2:30p
Hours: Tuesday – Thursday 10:00a – 2:00p

Photos will not be taken on the following days:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving or Christmas Day

Give the resident a completed authorization form and be sure to include the Rider ID # on the form. Send the resident into one of our stations with the completed authorization form, their government issued photo ID, the \$10 replacement fee and proof of residency. Please indicate on the authorization form fullfare, discount or youth.

**REPLACEMENT CARD REQUESTS
CANNOT BE MADE THROUGH THE WEB
PORTAL**

Reasons to get a new card:

THE \$10 REPLACEMENT FEE WILL BE WAIVED IF THE CARD IS
PRESENTED AT THE TIME OF REPLACEMENT FOR NAME CHANGE,
WORN OR FAULTY.

Name Change

(name on EcoPass should match the name on government issued photo ID)

- Make the correction to the name in the existing rider profile (make sure to click the Update button when done)
- Give the resident a completed authorization form marked Name Change/Worn
- Send the resident in to one of our stations to obtain a new card.
- In addition to the authorization form, resident must have a government issued photo ID, old card and proof of name change.

Worn

(In order for a card to be replaced worn there cannot be any damage to the card. Worn is when you can't make out the picture or name)

- Give the resident a completed authorization form marked Name Change/Worn.
- Send resident to one of our stations to obtain a new card.
- In addition to the authorization form, resident must have a government issues photo ID and the old card.

Damaged

(Any card that has been hole punched, stapled, washed, chewed up or cracked is considered damaged and will be charged a replacement fee)

- Give the resident a completed authorization form marked replacement.
- Send the resident in to one of our stations with the authorization form, government issued photo id, and the \$10 replacement fee.

Faulty

(The card is defective and no longer works by no fault of the rider. No damage is found on the card)

- Please note the bus number or train validator number, location, day and time of where the card is not working.
- Is it happening when tapping on the bus or train validators?
- Are other people before and/or after you having the same problems?
- Do you hear a sound or see a light flash on the validator?
- What is happening when you tap your card on the validator?
Contact RTD with the information 303-299-CARD(2273)

Fare Change

- Youth to Full Fare
 - Ages 6 - 19 receive the NECO Youth card.
 - At 20 years old they will need to receive a full fare card.
- Full Fare to Senior
 - Ages 65 and older receive the NECO discount card
 - At 65 they will need to receive a discount card.

Creating and changing users:

Account Management

Home
Riders
Smart Cards
Order Smart Cards
Shopping Cart
Order History
Users
Account Profile
Help and Support

My Account

Settings
Change Password
Logout

USERS SUMMARIES

? Logout

LIST OF USERS

User ID	User Name	User Template	Email	Phone	Status
5018	RTD_Ride_Sponsor	NTC1 - NECO Pass Primary	[REDACTED]@rtd-denver.com	303-299-[REDACTED] Ext.	Inactive
5096630	testacct1	NTC1 - NECO Pass Primary	[REDACTED]@rtd-denver.com	303-299-[REDACTED] Ext.	Active
5096641	ReinaC1	NTC1 - NECO Pass Primary	[REDACTED]@rtd-denver.com	303-299-[REDACTED] Ext.	Active
6668830	kcordova1	NTC1 - NECO Pass Primary	[REDACTED]@rtd-denver.com	303-299-[REDACTED] Ext.	Active

Create New User

As a coordinator, you have control over who logs into your account. To find your users, click on the Users tab from the menu on the left. You can edit a user profile by selecting the blue User ID.

Logout

USER DETAILS

CUSTOMER INFORMATION

You can take away access by changing the status to Inactive and change the email and phone number for the user profile.

PLEASE REMEMBER: FOR ANY COORDINATOR CHANGES, YOU MUST NOTIFY RTD

System User ID: 5096630

User Template: * NTC1 - NECO Pass Primary

User Name: testacct1

Status: * ACTIVE ▼

Email: * [REDACTED]@rtd-denver.com

Phone Number (XXX-XXX-XXXX): * 303-299-[REDACTED]

Phone Extension: [REDACTED]

Update

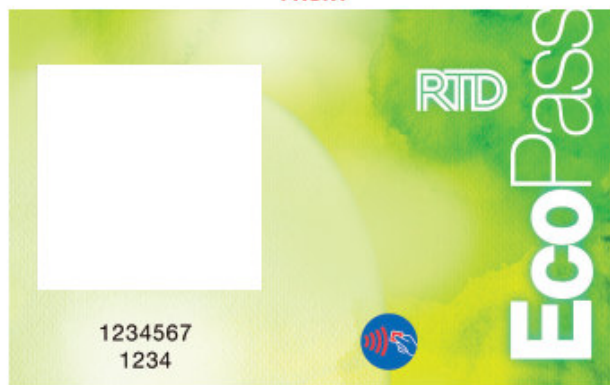
Generate Password

* denotes a required field

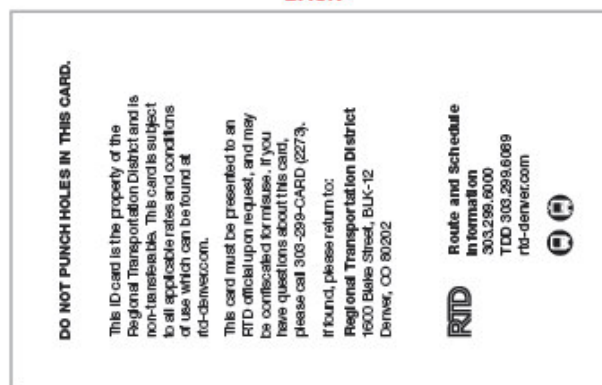
Tip: when creating users, please use First Last name with no space in between for the coordinator you are creating. Also, you must create a new user profile for new coordinators. You cannot use old coordinator log in.

PREPRINTED ECO PASS AS SHIPPED FROM FACTORY

FRONT



BACK



The preprinted card has two numbers (serial: top number and pin: bottom number) etched in the lower left corner. The plastic card has a contactless smart chip encoded inside. The card is 0.6mm thickness, dimensions are: 3.375" x 2.125" (85.5 x 54mm).

CARD MEASUREMENTS/TEMPLATE

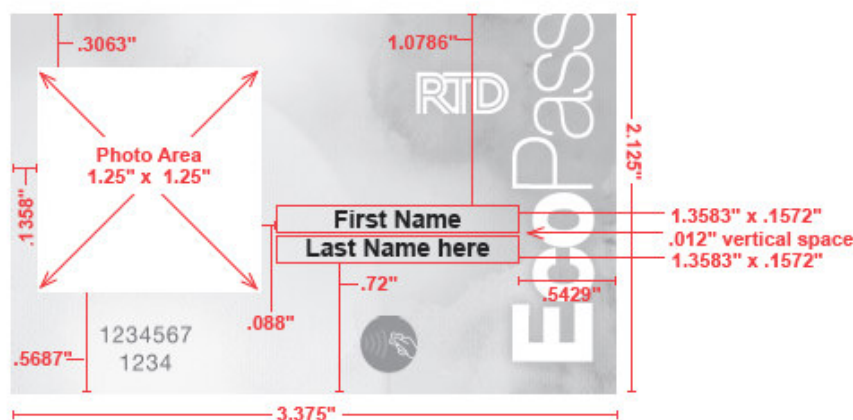


Photo Specifications

- Photos must be in color
- Size 1.25" x 1.25"
- 1:1 Aspect Ratio (Square)
- .jpg format
- Maximum size of 42KB
- Must clearly show the employee's face
- No hats/sunglasses
- No company logos or branding can be on the photo
- Background should be a light color; white, blue or beige preferred

NOTE:

Photo resolution no higher than 200dpi, max 250 pixels vertical and horizontal

Fonts for First and Last Name to be imprinted on card

- Font: Arial Bold
- Font Size: 10 pt
- Type needs to be centered in space (not to exceed 1.3583")
- First name (centered) on one line
- Last name (centered) below the first name
- First and Last name in upper and lower case type

FINAL CARD WITH PHOTO AND NAME IMPRINTED



Printing Specifications

- Full color thermal transfer printing
- Laminate overlay optional (extends the life of the printing & photo on the card)
- Single-sided color printer

Cheddar Up provides a low-cost, light-weight payment toolset for organizers.
Simple enough for anyone to move payments and forms online.



PAYMENTS

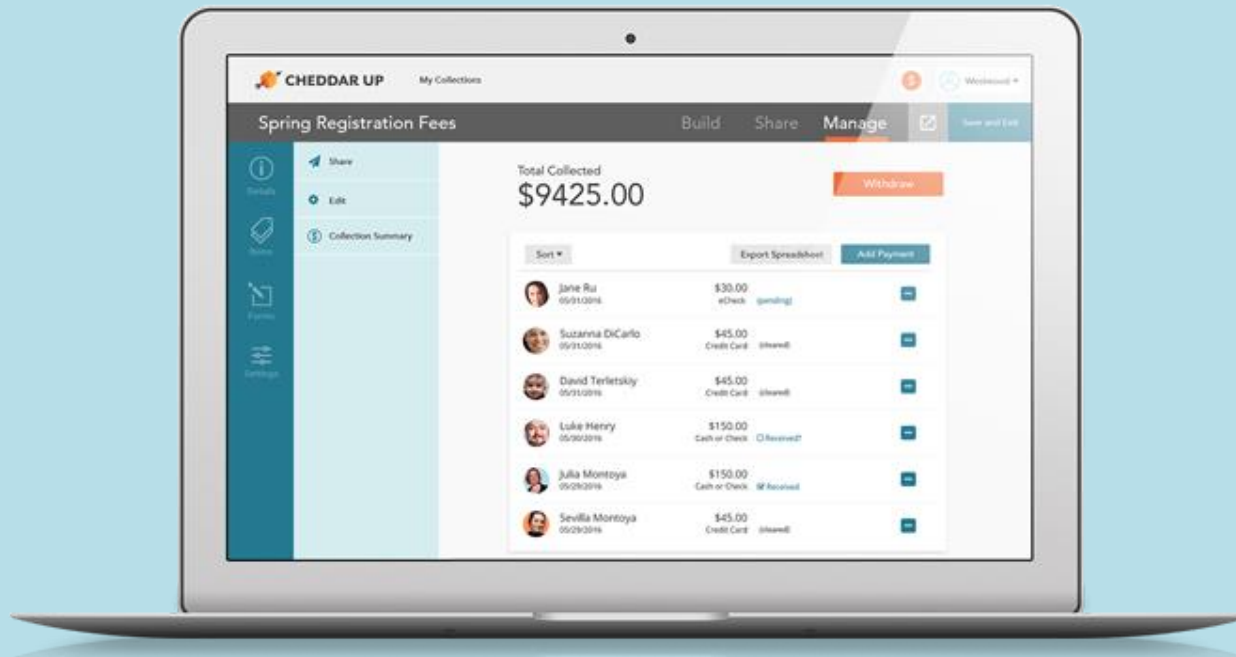


FORMS



TRACKING

MOVE ONLINE



If you already had an online page last year, skip to step 2.

- STEP 1: Email CrumpA@bouldercolorado.gov and request a “starter” collection page. Include your name, email address, and pricing/approach.
- STEP 2: Allison will send your URL and send you an email inviting you to manage the page.
- STEP 3: Click link in the email, create an account (or log in), then click “accept invitation” on pop-up screen.
- STEP 4: Click on collection and make any revisions.
- STEP 5: Share your page with your neighbors (PROMOTE!) and watch the payments come in.


You'll receive a starter page

What your online page looks like is up to you, but generally there are two types:

Fixed prices based on commuter types

2018 Park East Neighborhood Eco Pass

Welcome to Park East Online Sign up and payment, new for 2016. If you have an active ecopass for 2015, you can go ahead and sign up and pay here. Please select the appropriate tab to get the correct payment amount. If you are new to Eco pass, please send to debgarelick@gmail.com a photo showing mostly face, facing forward, no floppy hats or dark glasses please) You can pay here by credit card or echeck. If you wish you may still drop a check or cash off if you prefer to not use this system.

 Due: 10/31/2017

Denver Commuters	\$520.00	+ADD
Boulder Students and Disabled	\$300.00	+ADD
Boulder Casual Rider	\$200.00	+ADD
Seniors	\$100.00	+ADD
Donation		ENTER AMOUNT

Open amount (leave up to commuter)

2018 East Chautauqua NECO pass renewal

You decide the amount based on the number of riders in your household and your usage. A good rule of thumb is to use 1/2 your estimated annual usage on bus/light rail/airport bus.

Total Funds for Your Household EcoPasses *required

Want to give more to help the East Chautauqua NECO program meet it's contract? Any additional contributions help our neighborhood and are greatly appreciated!

Optional Donation

You'll receive an email inviting you to become a manager

NECO Pass invited you to manage 2018 Park East Neighborhood Eco Pass



Inbox x



Cheddar Up <friendlysupport@cheddarup.com>

2:29 PM (0 minutes ago) ☆



to me ▾



Dear Nichole Montoya,

You have been invited by NECO Pass to manage 2018 Park East Neighborhood Eco Pass.

Please [Click Here](#) to accept this invitation and start managing 2018 Park East Neighborhood Eco Pass.


Cheddar Up Support

[GET STARTED](#) | [CONTACT US](#)

This email has been sent to you by Cheddar Up, Inc.

[59 W. Floyd Avenue, Englewood, CO 80110](#)

Click to accept – log in or sign up – and accept invitation

 **CHEDDAR UP**

My Collections

Video Tutorial


FAQ

\$511.30

Nichole

My Collections

Create

 Share your Collections Home Page


Export Account Report

Create a Folder


NECO Pass has invited you to manage 2018 Park East Neighborhood Eco Pass^X



Accept Invitation

Decline




See collection available for you to manage...dig in

My Collections[How To Videos](#)[Upgrade](#)

Neco Tester ▾


My Collections


Create ▾

Share your Collections Home Page [\[learn more\]](#)

Export Account Report

Create a Folder

Manager Access: NECO Pass 

	<div>2018 Park East Neighborhood Eco Pass (test)</div> <div>Created on 09/13/2017</div> <div>Manage Preview</div>	Active	\$0.00 Collected	Manager Access	<div>Edit ▾</div>
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As payments are made, you can monitor your neighborhood's progress on your Manage view.

The screenshot displays the CHEDDAR UP 'Manage' view for a collection. The interface includes a top navigation bar with the CHEDDAR UP logo, 'My Collections', a currency selector (\$), and a user profile (Molly). Below this is a secondary bar with 'Join the West PTA!', 'Build', 'Share', 'Manage' (active), and 'Save and Exit'. A left sidebar contains icons for 'Details', 'Items', and a 'Share' button. The main content area shows a 'Total Collected' of \$625.00 and 'Available: \$325.00', with a 'Withdraw' button. Below this is a table of payments with columns for user profile, name, date, amount, payment method, status, and a menu icon. A 'Sort' dropdown, 'Export Spreadsheet' button, and 'Add Payment' button are also present.

Sort	Export Spreadsheet	Add Payment
Jane Ru 05/31/2016	\$30.00 eCheck (pending)	...
Suzanna DiCarlo 05/31/2016	\$45.00 Credit Card (cleared)	...
David Terletskiy 05/31/2016	\$45.00 Credit Card (cleared)	...
Luke Henry 05/30/2016	\$150.00 Cash or Check <input type="checkbox"/> Received?	...
Julia Montoya 05/29/2016	\$150.00 Cash or Check <input checked="" type="checkbox"/> Received	...
Sevilla Montoya 05/29/2016	\$45.00 Credit Card (cleared)	...

The mobile app preview on the left shows a 'Withdraw' button and a list of payments:

Name	Date	Amount	Method	Status
Jane Ru	05/31/2016	\$30.00	eCheck	...
Suzanna DiCarlo	05/31/2016	\$45.00	Credit Card	...
David Terletskiy	05/31/2016	\$45.00	Credit Card	...
Luke Henry	05/30/2016	\$150.00	Cash or Check	...
Julia Montoya	05/29/2016	\$150.00	Cash or Check	...
Sevilla Montoya	05/29/2016	\$45.00	Credit Card	...
Sue Owen	05/31/2016	\$45.00	Credit Card	...
Mala Mason		\$45.00		...

Neighborhood EcoPass AUTHORIZATION FORM

Use **BLUE** or **RED** ink to complete this form **NO BLACK** ink. Form must be completed **ENTIRELY** by the coordinator.
Form must be dated within **30 days** otherwise the form is not valid and photo will not be taken.

EcoPass Photo Center Locations, Day and Hours

Civic Center Station: 1550 Broadway (RTD Sales Window)	Hours: Monday thru Friday 8:30am – 4:30pm
Denver Union Station: 1701 Wynkoop St. (RTD Sales Window)	Hours: Monday thru Friday 8:30am – 4:30pm
Boulder Junction at Depot Square: 3175 Pearl Parkway (RTD Sales Window)	Hours: Monday thru Friday 9:00am – 6:00pm (closed between 1:00pm -2:00pm)
Downtown Boulder: 1400 Walnut St. (RTD Sales Window)	Hours: Monday thru Friday 10:30am – 2:30pm
Denver International Airport: Level 1 Transit Center (RTD Sales Window)	Hours: Tuesday thru Thursday 10:00am – 2:00pm

Residents must have the completed Authorization Form, photo ID and current proof of residency. The address on the form must match the address on the current proof of residency. Acceptable proof of residency includes current (within 60 days) utility bill, financial statement or official lease.

For Minors the completed original Authorization Form, photo ID (if none available then guardian with photo ID and proof of guardianship) and current proof of residency (school document such as a printed copy of the Household Information page from Infinite Campus showing current address.)

Discount Eligibility applies to all seniors 65+, individuals with disabilities, Medicare recipients

NECO Youth Discount applies to youth ages 6-19. Children five years of age or younger ride free (limit of three children for each fare-paying adult)

Fare Change youth turns 20 years old and needs a full fare card - resident turning 65 needs a discount card – Youth 6-19 needs new youth card. No fee if old card is presented at time of photo.

Circle One:	NEW	REPLACEMENT \$10 Replacement Fee	NAME CHANGE/WORN No fee if old card is presented at time of photo for either name change/worn or fare change	FARE CHANGE
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Rider ID (Assigned to resident in web portal):		
RESIDENT INFORMATION		
Resident Name	First:	Last Name:
Is this your legal name?	If not, what is your legal name?	MUST circle one: (SEE ABOVE FOR ELIGIBILITY)
		FULL FARE YOUTH DISCOUNT
RESIDENT CONTACT		
Address:		Phone Number:
Neighborhood Name:		
AUTHORIZED COORDINATOR		
Coordinator Printed Name:		Coordinator Phone #:
Coordinator Signature:		Date:
NO E-SIGNATURES, COPIES OR FAXES WILL BE ACCEPTED		

PLEASE NOTE: The Rider ID number **must** be written on the form above or the employee will be turned away.

Photos will **NOT** be taken on the following days

New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving or Christmas Day

REVISED: 1