

# ***Twenty Ninth Street* RTD Business Eco Pass Frequently Asked Questions (FAQs)**

## **How do I know if I am in the *Twenty Ninth Street* area that is a part of the *Twenty Ninth Street* RTD Eco Pass program?**

With a few exceptions, if you are generally located between 28th and 30th streets, and are north of Arapahoe Avenue and south of Macy's, you are eligible to participate in the *Twenty Ninth Street* Business Eco Pass program.

## **How does my company get information on the *Twenty Ninth Street* Eco Pass or set up a program for our employees?**

Contact Theresa Rinker at 303-299-2112, or [theresa.rinker@rtd-denver.com](mailto:theresa.rinker@rtd-denver.com), to learn more about the Eco Pass or set up a program. Pricing is based on your location and the number of full-time employees at your company.

## **Does my company have to include all employees?**

All full-time employees must be included in the Eco Pass contract even if they do not intend to take advantage of the Eco Pass. Employers have the option to include all part-time employees as well.

## **Do you need to include CU students who already receive a pass through the university?**

Yes, you need to include all employees in your count whether they have a pass or not. You can decide whether you choose to include full-time employees only, or if you would like to include both full and part-time employees.

## **How do I maintain any staff changes throughout the year?**

Any changes in your headcount must be reported to RTD. If you are adding new employees there is a prorated fee you must pay. RTD provides a reference manual with instructions and forms on how to handle any changes in your headcount. You will receive a replacement for returned passes from terminated employees. In addition, to help you understand the Eco Pass program even better, RTD will provide training sessions that you will be invited to attend.

## **How do employees obtain a photo ID?**

A photo ID can be obtained at the downtown Boulder RTD station, 1400 Walnut Street, on Mondays from 12 to 4 p.m., or on Wednesdays from 8 a.m. to 12 p.m. Wednesday photos are only taken from September through February. Employees will need a signed and dated authorization form from the company coordinator and a photo ID. Visit RTD's website for more photo options.

## **What services can I use with my RTD Eco Pass?**

Your photo ID and Eco Pass allow you to ride on all RTD services (excluding special services like the Broncos Ride and the Rockies Ride) seven days a week for an entire year. You can ride:

- Local, Express and Regional Buses
- SkyRide Buses to Denver International Airport

- Light Rail Trains
- The "N" to Eldora Mountain
- All Community Transit Network buses (HOP, SKIP, JUMP, BOUND, DASH, STAMPEDE and BOLT)
- All Call-n-Ride services

**What is the Guaranteed Ride Home?**

The Guaranteed Ride Home program is included with your Eco Pass. All Eco Pass cardholders are eligible to use the Guaranteed Ride Home program from RideArrangers. This peace-of-mind program gives you a FREE taxi ride home in the event of an emergency, illness or unexpected schedule change that may require you to work late. You may use the Guaranteed Ride Home on any day you ride the bus or use another form of alternative transportation to get to work.

**Who do I contact about rebates?**

For rebate information, contact Bob Whitson at 303-819-6838, or [bob.whitson@bouldereast.org](mailto:bob.whitson@bouldereast.org). Your organization's rebate will be provided after you have paid the full contract amount to RTD. Bob can explain how much your rebate will be and when you will receive it.

**How do I get Eco Pass eXtra stickers for my organization?**

Contact Bob Whitson at 303-819-6838, or [bob.whitson@bouldereast.org](mailto:bob.whitson@bouldereast.org), to get stickers. Learn more about the Eco Pass eXtra program.

**How can my business participate in the Eco Pass eXtra program?**

If you are interested in offering a discount, simply fill out the online sign-up form.