



COVID-19 FRONT DOOR BOARDING & FARE REINSTATEMENT FAQ

RFTA to resume front-door boarding and require fare August 1, 2020

PAYING FARE

When should customers prepare to start paying fare?

Starting Saturday, August 1, passengers can anticipate boarding through the front of all buses and paying fare via Stored Values Cards, 30-Day Zone Passes and Seasonal Zone Passes. At this time **NO CASH WILL BE ACCEPTED**. Passengers must have an alternate method of payment besides cash.

To protect bus operators, RFTA suspended fare collection in March, so that passengers could enter and exit buses from the rear door. Since then, RFTA has installed barriers in buses that provide protection for bus operators when passengers enter and exit through the front door, and soon fare collection can be resumed.

Why are fares being re-instituted?

RFTA previously implemented rear-door boarding to ensure safety of drivers and passengers. Since then, RFTA has installed plastic barriers or driver enclosures and have made face coverings mandatory. RFTA believes these measures, which are common practices in the public transit industry, have significantly reduced the threat of virus spread to drivers and passengers.

As more parts of our community are opening up, RFTA is welcoming back more transit riders who rely on our service. Historically, RFTA recovers approximately 20-24% of operating costs on its regional services through fare collections. Suspending fares for the long term is not a sustainable option for RFTA.

Why will no cash be allowed?

To speed up boarding and to limit interactions with bus operators.

Will the Ride Glenwood one-dollar fare be reinstated?

Yes, the one-dollar Ride Glenwood fare will be re-instituted on August 1. Riders boarding Ride Glenwood buses will be able to pay the one-dollar fare with either cash, a RFTA issued Stored Value Card, or a previously purchased Ride Glenwood Stored Value Card.

Will the City of Aspen's Mountain Valley Dial-a-Ride one-dollar fare be re-instituted?

No, at this time the Mountain Valley route will remain fare free. The Mountain Valley is currently serving the Mountain Valley residential area on a fixed route free of charge. The RFTA door-to-door Mountain

Valley service is unavailable until further notice, however, High Mountain Taxi can assist you, by calling 970.925.TAXI.

Have the prices for RFTA fares changed?

RFTA has not changed its fare prices. The RFTA fare chart can be viewed at www.rfta.com/fares.

Summer/Fall seasonal zone passes will be valid for 4 months (August – November) with pro-rated pricing due to the abbreviated season, the price for the passes have been reduced accordingly. To purchase a Seasonal Zone pass please visit www.rfta.com/fares/fares-passes/seasonal-zone-passes/

Where can customers purchase fare cards?

RFTA has provided several options to make purchasing fare card as convenient as possible.

- **Sales outlets** – Stored Value Cards can be purchased at RFTA authorized Sales outlets from Aspen to Rifle. For all locations visit www.rfta.com/fares/where-to-buy.
- **Ticket Vending Machines** – TVMs are a convenient way to purchase Stored Value Cards and 30-Day Zone passes. TVMs are located at RFTA BRT Stations from Rubey Park Transit Center to Glenwood Springs 27th Street Station. For all locations visit www.rfta.com/fares/where-to-buy.
- **Seasonal Zone Passes** can be ordered through RFTA staff and are available at pro-rated rates. For more information on this program visit www.rfta.com/fares/fares-passes/seasonal-zone-passes/. Or you can call 970-384-4957 or email Passorder@RFTA.com.
- **Select Discount Passes, Youth Passes, or Pass Bulk orders and Replacement Passes** please call 970-384-4957 or email Passorder@RFTA.com

Customers can find pass sales locations, TVM locations, and much more information about where to buy passes by going to www.rfta.com/fares.

What if my pass will not work in the Fare Box or I am having trouble with a Ticket Vending Machine?

If your Stored Value Card or 30-day Pass has become defective or expired, but still has value on it please visit our bus pass replacement page at www.rfta.com/fares/bus-pass-replacement/. Or you can call 970-384-4957 or email Passorder@RFTA.com

Please be aware that in-person visits to the RFTA Carbondale Maintenance Facility will be by appointment only, please email passorders@rfta.com for appointments. Be prepared to be outside for the duration of your appointment. Additionally, the Rubey Park Transit Center will be open on a limited basis beginning August 1st with restrictions in place regarding social distancing. Masks are required at both facilities. Details available at www.rfta.com/fares/bus-pass-replacement/.

For Ticket Vending Machines issues or Senior Passes please call 970-384-4865.

What if I cannot afford RFTA fares due to my current financial situation?

For those who may be experiencing financial challenges, we encourage them to call 970-384-4957.

FRONT-BOARDING AND SAFETY

When can customers start boarding in the front of the bus?

Customers can anticipate boarding through the front of fixed route buses and paying fares on Saturday, August 1.

Initially, RFTA implemented rear-door boarding as a safety precaution to distance passengers and drivers. What's changed that allows passengers to board in the front of the bus safely now?

RFTA has installed driver enclosures or “plastic barriers” on all of its buses currently in use that protect bus operators. These enclosures significantly reduce the threat of the spread of the virus. In addition, all riders and bus operators are required to wear face coverings at all times while onboard RFTA buses.

All passengers will be required to board buses through the front doors and always exit through the rear doors. The exception to this will be with RFTA’s fleet of single-door buses, which will require passengers to enter and exit through the front door.

Will face coverings still be mandatory?

Yes, all passengers except those under the age of two, are required to wear face coverings at all times while on board RFTA buses, covering both their nose and mouth. If you have a medical condition and cannot wear a mask to ride RFTA please contact the Aspen to Parachute community hotline at (970) 429-6186 during business hours from 8 a.m. – 5 p.m. Monday-Friday.

Will the immediate area behind the bus driver still be blocked off?

Yes, the area behind the driver is will still be blocked off. As well, RFTA will continue to limit bus capacity to 15 passengers for social distancing purposes.

Are seats on board the bus still being limited to promote social distancing?

Yes, RFTA is still placing signs on certain seats to allow for social distancing.