NECO Pass Program coordinator
necopass@gmail.com
303 443 1945

Start a NECO Pass Program
Manage an Existing Program

NEW NEIGHBORHOODS

Thank you for your interest in riding the bus! With a Neighborhood Eco (NECO) Pass program you and your neighbors can benefit from the discount and convenience of having a bus pass. Whether you will be a stand-alone neighborhood or join up with an existing neighborhood program, you will need to follow the 10 steps below. Please read these 10 steps before you contact the NECO Pass Program coordinator, many of your questions may be answered below.

BEGIN

1. Contact the NECO Pass Program coordinator (contact info is in the corner above) and let them know you are interested in starting a NECO Pass program. Go online and download the detailed New2NECO for even more information.
2. Canvas your neighbors to see if there is anyone else interested. If you can find 2-5 neighbors who are willing to help you get your program started, recruit them! There are canvas interest flyers and canvas cost surveys available for download on the NECO Pass website (https://bouldercolorado.gov/goboulder/neco-pass-program-resources) for use in accessing the interest from your neighbors and beginning to determine how much they are willing to pay.
3. Determine the potential boundaries of your neighborhood based on the guidelines in the RTD NECO Guide.
4. If you feel there is enough interest to raise the money for a minimum contract (2015: minimum contract amount is $7,497), the city of Boulder provides a subsidy of 50% to first-time neighborhoods and 30-35% subsidy in ensuing years, then it is time to contact RTD and get your process started.

JOINING A CONTIGUOUS NECO PASS PROGRAM

If your project is small enough that its RTD contract will be less than the required minimum (2015: minimum contract amount is $7,497) and you are physically contiguous with a neighborhood that has an active NECO Pass program, you could become an addition to that neighborhood if that neighborhood coordinator approves. Work with the NECO Pass Program coordinator to get this approval process going before you contact RTD.

CONTACT RTD

5. Create a map using Google earth or MapQuest to show a rough idea of the neighborhood boundaries. Contact RTD (Theresa Rinker: 303-299-2122 or theresa.rinker@rtd-denver.com) and let them know you are interested in starting a NECO Pass program in your neighborhood; send them a copy of your proposed neighborhood map. RTD will get back to you with an official map of your proposed neighborhood showing the boundaries and listing the number of houses. This is the time when you may note any changes or shifts you would like to your map.

SURVEY

6. Once your map is finalized, RTD will provide you with a survey to determine the cost per household that will be applied to your neighborhood contract. The survey must be hand delivered by you door-to-door to all the houses in your neighborhood, for best results you should speak with the residents of each house and even get them to fill in the survey right then. This will assure inclusion of all those neighbors who may not have any interest in the bus pass (such as those who have passes through work or school). Including responses from every house in your neighborhood will assure the survey is based on the actual potential bus ridership in your neighborhood. This is important because the cost per household will be based on the respondents' interest that is standardized to represent all the neighbors, getting the uninterested neighbors to fill out the survey is critical.

PROGRAM COST

7. After the survey has been completed, RTD will tell you the cost per household which you will multiply by the number of houses in your neighborhood. This will constitute your master contract amount, if you are a stand-alone NECO Pass neighborhood, your contract cost will be at least the RTD minimum (2015: minimum contract amount was $7,497, this will probably increase in 2016), if you have been approved to join an existing contiguous NECO Pass neighborhood, your cost will be as calculated by RTD, not needing to meet the minimum as your contract amount will be included into the existing neighborhood's RTD contract. Remember that the city of Boulder provides a subsidy of 50% to first-time neighborhoods and 30-35% subsidy in ensuing years. You will then need to raise the required amount of money,

minus the city subsidy.
8. Download the pricing options from the NECO Pass website to help you determine how to structure your neighborhood ecopass fees.
9. Make sign-up sheets (samples are available online) that include all necessary information for neighbors to easily sign up and send you there money. You can get address/mailing labels for all houses in your neighborhood and free printing and mailing for all your neighborhood communications, instructions can be requested from the NECO Pass Program coordinator.

MONEY
10. If you have a neighborhood association or HOA that can enter into legally binding contracts and that has a checking account, you will use them. If you do not have such an entity, GO Boulder will sign your contract and you can work with the Boulder Building Blocks Fund, Inc. ("BBBF") to deposit your checks and they will issue a check to RTD. If you think you may want to work with the BBBF, please contact Leora Najera, Treasurer, at alwbusinessventures@hotmail.com for details BEFORE collecting any money.

That's it – 10 steps to getting your neighborhood ecopass program started!

NEW & RENEWING NEIGHBORHOODS
There are 4 steps to set up (for new neighborhoods) or renew a neighborhood's ecopass for the upcoming year.
1. Sign up the interested neighbors, there are sample forms online.
2. Send RTD (Theresa Rinker: 303-299-2122 or theresa.rinker@rtd-denver.com) your Roster, ask the NECO Pass Program coordinator for the template. If you have joined a contiguous NECO Pass program, you will coordinate this with them as only one roster is sent in per neighborhood.

- The RTD Roster is an Excel spreadsheet list that will include all those neighbors' names, addresses, discount eligibility, phone numbers, and emails who will be participating in your program. Ask the neighbors to self-select if they qualify for a discount: seniors (65+), students (ages 6-19 in K-12), Medicare (must have card), and disability (must have card). Anyone claiming a discount will have to provide proof of eligibility every time they use their EcoPass or risk paying the cash fare. For current RTD discount fare information: http://www.rtd-denver.com/DiscountFares.shtml
- Additionally note the addresses of all houses that are vacant (being sold or unrented, remodeling, house has been scraped for development, or in probate or otherwise unoccupied), with a VACANT in address area, these will be discounted from your household total and reduce your contract amount. Include the number of vacancies in your email text to Theresa so she does not overlook it. Making changes once the roster is submitted causes big delays, so make sure your roster is accurate.
- Make a copy of your roster that includes only the NAME, ADDRESS and DISCOUNT columns to send to RTD. Submit your roster as soon as it is complete and before the deadline set by RTD, to do this you send theresa.rinker@rtd-denver.com an email and copy the NECO Pass Program coordinator, in the Subject line put your neighborhood name and the word Roster and in the body of the email let Theresa know that your roster is attached and that you have x number of vacancies and any other unique issues.

3. Once you have submitted your roster, RTD responds with your contract (usual time is 2 weeks, can be longer during the busy months of November and December). If your neighborhood association or HOA is handling the contract and funds, you simply return your signed contract with your check to RTD directly. If your contract is between RTD and the city of Boulder and you are using the BBBF, the process works like this:

- RTD sends your contract to your neighborhood coordinator and to the city of Boulder NECO Pass program coordinator.
- The BBBF will confirm with City of Boulder NECO Pass Program coordinator when funds are available from your neighborhood (this is usually 1 week after your full deposit is made).
- City of Boulder NECO Pass Program coordinator will sign contracts where City of Boulder is named as "Applicant" on contracts.
- Signed contracts and BBBF checks will be couriered to RTD once a week or so.

4. Once your contract and money have been sent to RTD, if you are a new NECO Pass program, you will get your RTD online portal assigned and your roster list of residents who will be getting an ecopass will be loaded. You (new and renewing neighborhoods) can then begin issuing Authorization Forms (request an Authorization Form from the NECO Pass Program coordinator) or receiving digital photos to order RTD smart card ID online (digital photos instructions are on the NECO Pass web site). Note – if you issue digital photos you will be responsible for verifying a resident's proof of residency. The smart card RTD ID will arrive at your address activated.

SMART CARD: the current RTD ecopass card is a smart card

- For residents whose photos you uploaded to your online RTD portal, RTD will let you know when your smart cards are ready; you can pick them up in Denver or RTD in Boulder or have them sent to your address, usual time is less than 2 weeks.
- For residents who are using the Authorization Forms, it is up to the resident to go to the RTD Ecopass centers to get their smart card, remind them that the Authorization forms are only valid for one month from date of issuance and that if they are claiming a discount, it will be up to them to provide proof at time of riding, **the discount card is not valid** if they cannot prove discount eligibility at the time of riding and they will be asked to pay cash fare.

MANAGING YOUR NECO PASS PROGRAM

- Your smart cards will be managed through the online portal set up by RTD. If managing sub areas of your NECO Pass program separately (such as large additions that need to function separately) you will want to work with the NECO Pass Program coordinator to see how this might be accomplished.
- Throughout the year you may add neighbors to your program and neighbors may lose or have their pass stolen or damaged, or neighbors may move out of your neighborhood, you will able to manage your RTD smart cards through the RTD Portal. Request the "2016_Smart Card Portal Management" document from the NECO Pass Program coordinator.
- Vacant houses that may become occupied may be added back into your contract if those new neighbors want to participate, contact theresa.rinker@rtd-denver.com and she will issue a contract to add the house back into your program, the cost will be prorated.
- Check the NECO Pass website for current smart card and NECO Pass Program information

DOCUMENTS available from NECO Pass Program coordinator

These documents are available to help you coordinate your NECO Pass program; you can request any of these documents digitally from your GO Boulder NECO Pass Program coordinator, email: necopass@gmail.com or call 303-441-3266.

2016 Printing + Mailing Instructions
2016 Address/Mailing Labels Instructions
2016 Roster Template (for use in making your roster and tracking money and smart cards)
2016 SmartCard Portal Management
2016 SmartCard Renewal Management
2016 Pricing Zone Map (when figuring household cost not based on survey, update pending RTD fare info)
Review RTD Contract
RTD NECO Reference Manual (instructions for NECO Pass coordinators)
RTD 2016 Authorization Form (for issuing smart cards to your residents)

DOCUMENTS available online: https://bouldercolorado.gov/goboulder/neco-pass-program-resources

2016 Start NECO Pass Program
2016 New2NECO (slide presentation visually detailing how to start a neighborhood ecopass program)
2016 What is an EcoPass Worth? (chart that shows what RTD services cost without a pass)
2016 NECO Pass Program Pricing Models (spreadsheet showing how various neighborhoods price their program)
2016 Household Cost + Subsidy (update pending RTD price changes)
2016_InfiniteCampus Instructions (for address verification for school age neighbors w/o an ID)
2016 Waiving Fees for CU students (with neighborhood EcoPasses)
NECO Map (map of current NECO Pass neighborhoods)
RTD 2013 NECO Guide
RTD 2016 Discount Fares
RTD 2016 Smart Card Photo Specs (for when you upload a resident's photo on your portal)