

November 18, 2023

Dear Holiday Neighborhood Resident,

We are writing to you with important information about changes coming to the Holiday Neighborhood EcoPass Program. **In brief, the green EcoPass card is being replaced with a smartphone app.** There are steps for you to take to switch to an electronic EcoPass. Program volunteers (Michael, Karin, and Landon) with the support of RTD staff are ready to work through the details and assist you with the transition.

Background Information

RTD is transitioning its Smartcard system (your green EcoPass card) to a new account-based ticketing system called MyRide. With this transition, you will be receiving your EcoPass as a mobile QR code in the RTD MyRide app on your smartphone. **This transition is mandatory**, and if you want to continue using your EcoPass without experiencing a gap in access, please complete the transition by the end of December. Current green EcoPass cards should continue to work through December 31, 2023, but keep in mind having a new electronic EcoPass can make upcoming holiday travel easier and more affordable, so plan this transition accordingly.

There is an option to receive a physical MyRide card but it will require additional steps for enrollment with an Authorization Form and visit to an RTD station to get a new MyRide card made. Therefore, the electronic EcoPass through the smartphone MyRide app is recommended.

Note: Children who have no email address of their own do not need to worry about creating a MyRide account. This is because RTD has guaranteed those aged 19 and under will ride for free through August 2024 as part of the Zero Fare for Youth demonstration project.

Transition Instructions

With this transition, you will be receiving a new electronic EcoPass on your mobile phone as a QR code. Instructions for downloading the app and setting up a RTD MyRide account are enclosed with this letter. The process should take 5-10 minutes.

Here's what you need to do:

- Follow the MyRide App Instructions provided on a separate sheet in this mailer to download the RTD MyRide app, create an account using an email address, and generate a QR code.
- After you have completed these steps (downloaded the MyRide app, created your account, and produced a QR code) you will be ready to receive an electronic EcoPass.
- Confirm your home address, phone number, and active email address with a volunteer coordinator, preferably at a renewal session (flier enclosed in this mailer).
- You will be issued an electronic EcoPass through an external email titled *Welcome to Holiday HOA Pass Program*.
- The enrollment process can be initiated in person at one of the three Holiday EcoPass renewal sessions. Be sure to bring a photo ID and proof of residency.

Note: If you do not have a smartphone or prefer a MyRide card (one cannot have both, the app and a card), please notify a program volunteer. Once the request is approved, please follow the MyRide Card Application Instructions (enclosed) and you will be given an Authorization Form to take to an RTD station for a new MyRide card.

Please make every effort to come to one of three Holiday EcoPass Renewal sessions as it will be the easiest path to enroll in MyRide. If you cannot make a session, you may email us at holidayecopass@comcast.net to receive an automated message with a set of instructions to enroll in the 2024 Holiday Neighborhood EcoPass Program.

We look forward to seeing you at one of the renewal sessions on either Thursday, December 7th 5pm-7pm, Monday December 11th 6pm-8pm, or Saturday, December 16th 9am-12pm!

- michael (with greetings from Karin Hoskin and Landon Hilliard)

Michael Klein
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HOLIDAY NEIGHBORHOOD ECOPASS 2024 ENROLLMENT AND RENEWALS

REQUIRED DROP-IN SESSIONS

Only for residents of the Holiday Neighborhood*

*****Three Drop-In Enrollment and Renewal Sessions*****

Thursday, December 7th 5pm-7pm

Monday December 11th 6pm-8pm

Saturday, December 16th 9am-12pm

Wild Sage Common House at 1650 Zamia Avenue

*Proof of residence required. Map and instructions at <http://www.holidayneighborhood.com>

All EcoPass holders need to renew their EcoPasses

Your 2023 EcoPass will be de-activated, unless renewed. Please drop by one of the sessions to renew your EcoPass.

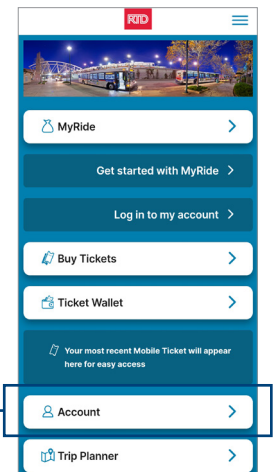


IMPORTANT NOTE

You must complete all four steps to receive your Neighborhood EcoPass

1

Download the RTD MyRide app by scanning this QR code or visiting the Apple App Store or Google Play Store.



2

Click on Account on the main app screen.

3

Create a new account on the app **using your email address** and choose your own password. You will receive an email link to verify your account set up.

4

Set up a MyRide Barcode in the app to travel with your Neighborhood EcoPass.

- Click MyRide on the home page
- Click "Get Started" in the Your Active Tokens section
- Click "With MyRide Barcode"
- You will receive a confirmation email once your coordinator issues the pass. Your Neighborhood EcoPass is active and you can start riding
- Remember to always scan your MyRide Barcode at the validator as you board the bus, or on the platform prior to boarding the train



IMPORTANT NOTE

You must complete these steps to receive your Neighborhood EcoPass

- 1 Visit the **RTD MyRide** web portal at <https://rtddenver.justride.tickets>.
- 2 Click **Sign Up** to create a new account **using your personal email address** that you will provide to your **Neighborhood EcoPass** coordinator and choose your own password.
- 3 Your **Neighborhood EcoPass** coordinator will give you an authorization form to take with you to one of the **RTD Sales Outlets** to receive your **MyRide Card** and will issue your **Neighborhood EcoPass** to you.
- 4 You will receive a confirmation once your **Neighborhood EcoPass** is issued, and you will be ready to ride.

*Always remember to tap your **MyRide** card at the **validator** as you board the bus, or on the platform prior to boarding the train.*

