

# LiVE Program Q&A

## April 2023

**Regional  
Transportation  
District**

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## ABOUT LiVE

### What is LiVE?

LiVE is an income-based fare discount program for RTD riders.

### Am I eligible?

You are eligible if you:

- are between the ages of 20 and 64 years old;
  - live in the RTD service area;
- and have a gross household income that is at or below 185 percent of the federal poverty level. In 2023, this means a **gross monthly** income of \$2,248 for a household of one (1), \$3,040 for a household of two (2), \$3,833 for a household of three (3), \$4,625 for a household of four (4), \$5,417 for a household of five (5), and \$6,210 for a household of six (6).

### What is the discount?

LiVE saves enrolled riders 40% off the regular RTD fare.

### What tickets and passes do I purchase to receive my discount?

Riders enrolled in LiVE will have to carry two items when traveling with RTD:

1. A LiVE Discount identification card (will arrive by mail);
2. One of the following:
  - LiVE MyRide card (3-hour travel with a reloadable fare payment card)
  - LiVE mobile ticket (3-hour or day pass) on the RTD Mobile Tickets app, Transit app, or Uber app,
  - LiVE ticket received from a government or nonprofit agency

### Does RTD offer other discounts?

Yes. RTD offers discounts for youth (ages 6-19), seniors (65+), and people with disabilities, providing an even bigger discount for those who qualify. Learn more about discount fares on our [website](#).

### Can I use more than one RTD discount?

No, discounts cannot be combined.

### Can I use the LiVE discount for all RTD services?

The LiVE discount does not apply to Access-a-Ride fares. The Access-a-Ride service has a separate application and qualification process.

## APPLY FOR LiVE

### What do I need to apply?

- PEAK will ask you for basic information for all household members such as name, address, date of birth and Social Security number (not required).
- You will need a photo for each applicant. The photo must be a clear, close-up color image on a neutral background.
- If you are not already enrolled in Medicaid, SNAP, or Colorado Works, you will need to upload documents that verify income for you and your adult household member, such as pay stubs, letters from employers, award letters for benefits programs, or other documentation showing income.

### Where do I apply?

All LiVE Program applications must be processed through the [PEAK website](#). If you do not have access to a computer or Internet or you need help, contact Denver Human Services at [dhs\\_rtd\\_LiVE@denvergov.org](mailto:dhs_rtd_LiVE@denvergov.org) or **720-944-4347**.

RTD is working on offering application help at some locations in the community. If you receive services from a government or nonprofit agency, please ask the agency if they can assist with your application.

### I have never used PEAK. What do I do?

You can find step-by-step instructional videos in English and Spanish at [rtd-denver.com/LiVE](http://rtd-denver.com/LiVE).

1. Go to [colorado.gov/PEAK](http://colorado.gov/PEAK) and click "Apply for Benefits".
2. Create an account or apply as a guest.
3. Select "LiVE Transit Program (RTD)".
4. The website form will walk you through the questions that are relevant to you and your household. Only questions marked with an \* are required. The PEAK website offers some help functions, such as help links, information boxes, and online chat for further assistance.

### Is the LiVE Program application available in other languages?

Applications are available in English and Spanish. When you visit the [PEAK website](#), click "Español" in the upper right-hand corner of the screen. Step-by-step instructions are also on the RTD [website](#) and [YouTube channel](#) in English and Spanish.

### I don't have a PEAK account. What do I do?

If you apply for the LiVE Program only, you can apply as a guest. Create a PEAK account if you want to apply for other programs at the same time or want to start your LiVE application and finish it later.

### What if I have forgotten the username or password for my PEAK account?

Use the "Forgot Username?" link or "Forgot Password?" link in PEAK, and PEAK will send you an email with instructions. If you cannot remember or are no longer using the email address you used to create your PEAK account, you can create a new account and link your existing cases to it. You can also apply for LiVE as a guest, without logging into an account.

### Can I apply for more than one household member?

Yes, you can apply for all members of your household at the same time. PEAK will ask you questions about each of the household members.

### Who is a member of my household?

Member of your household are individuals who are on the same tax return. If you do not file taxes and are not on someone else's return, the members of your household are your spouse and children who live with you.

**Why does PEAK ask me about all members of my household, even if some don't qualify for LiVE?**

It is important to enter the information for all household members. PEAK uses the number of household members, as well as the income of all adult household members, to calculate your income level. If a household member is not applying for LiVE because they don't qualify, get another discount, or don't ride RTD, simply **deselect** the LiVE checkbox for them as you go through the application.

**Do I have to include income that is not from work, such as income from a pension or a government benefit program?**

Yes, you need to include all income that you and your adult household members receive.

**Do I have to include the income for all members of my household?**

Yes, for all **adult** household members. PEAK will not ask you for income information or income documents for household members younger than 18. However, it is important to include **all** household members on the application as PEAK uses the number of all household members, as well as the income of all adult household members, to calculate your income level.

**What if I don't have a postal address?**

If you receive services from a shelter or other service organization, you can ask this organization if you can use their mailing address. If you don't enter an address into PEAK, PEAK will use the address of the main human services office in your county. RTD will mail your LiVE Discount identification card to this office. Please contact your human services office to see if they have received your card and you can pick it up. If you live in Weld or Douglas counties, you must enter a mailing address.

**What if I don't have a Social Security number?**

A Social Security number is not required for enrollment in the LiVE Program. To skip this step, simply select, "Next" at the prompt. Please note, it may speed up your process to provide a Social Security number if you are able to do so.

**What if I am already enrolled in other benefit programs?**

If you are already enrolled in Medicaid, SNAP, or Colorado Works, you may already be income-qualified for LiVE. In this case, PEAK will not ask questions about your income.

**What if I want to apply for other benefit programs in PEAK?**

PEAK offers applications for LiVE as well as for food, medical, cash and childcare assistance programs. If you want, you can apply for other programs at the same time, but it will take more time to complete and process the application.

**What are income verification documents?**

If PEAK asks you questions about income for you and your household members, you will need to upload photographed or scanned income verification documents. Examples of such documents are pay stubs, letters from employers, self-employment income and expense statements, and award letters for cash assistance or unemployment benefits. Please upload only one page at a time.

### Who verifies my income?

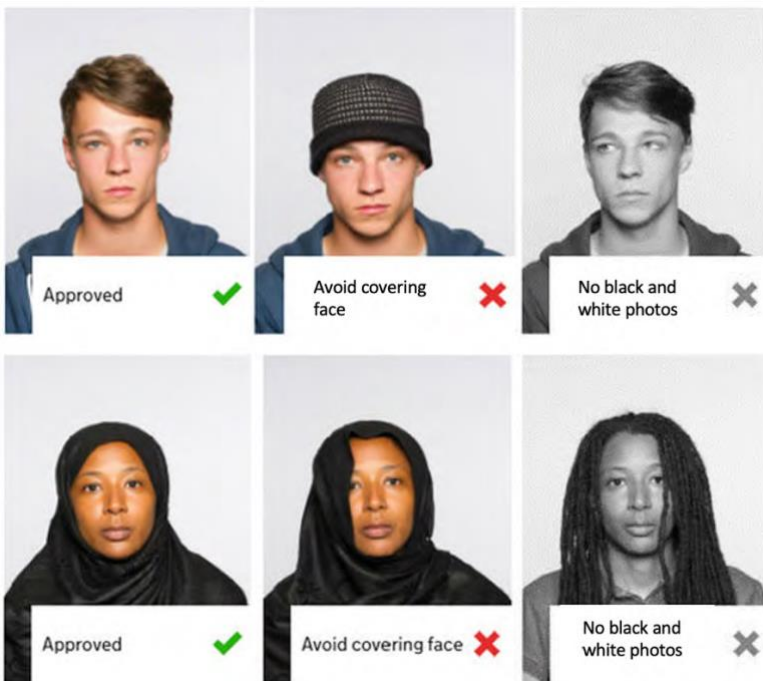
If you are already enrolled in Medicaid, SNAP, or Colorado Works, PEAK may not ask for your income information. If PEAK asks questions about your income, you will have to upload documents, and your income will be verified by Denver Human Services.

### Why do I have to upload a photo?

RTD will issue a LiVE Discount identification card that you will need to show to the bus driver or fare inspector along with a discounted LiVE ticket or pass. The card provides proof that you are enrolled in the LiVE Program.

### What does a good photo look like?

You will need a photo for each applicant. The photo must be a clear, close-up **color** image with a light background to be printed on your eligibility card.



**\*DO NOT UPLOAD A PICTURE OF YOUR DRIVER LICENSE OR OTHER EXISTING IDENTIFICATION CARD.**



### Can I use a smartphone or tablet to apply?

Yes, you can complete your application on a computer, smartphone, or tablet. The LiVE application is not available on the PEAK app, so users must visit the website to apply.

Type [colorado.gov/PEAK](http://colorado.gov/PEAK) into your browser and click on the "Full Website" button.

### **Can I use a smartphone or tablet to upload a photo or income documents?**

Yes. Please use the PEAK website. The LiVE photo and document upload option is not available on the PEAK app. Type **colorado.gov/PEAK** into your browser and click on the "Full Website" button.

Ask someone to take a picture of you or take a selfie. You will need a photo for each of your household members who are applying for LiVE. You can upload photos and documents during the application or after you have submitted the application. You can find step-by-step instructions for uploading a photo or income documents [online](#).

### **What if I don't upload a photo?**

Your application will not be processed until you upload a photo.

### **How long will it take until my application is processed?**

This depends on your situation. If you are already enrolled in Medicaid, SNAP, or Colorado Works and upload a photo right away, your application may be approved instantly. If your application for these programs is still pending or if Denver Human Services has to ask you for additional information, processing can take up to 45 days.

### **How will I know if my application was approved or denied?**

After you submit the application, PEAK will show you if the application is approved, denied, or pending. If your application is approved, denied, or missing a photo, you will also get a letter in the mail.

### **Help! I have more questions.**

If you have more questions about eligibility and the LiVE Program application or want to ask about the status of your application, please contact Denver Human Services at [dhs\\_rtd\\_live@denvergov.org](mailto:dhs_rtd_live@denvergov.org) or **720-944-4347**.

## **YOUR'RE ENROLLED. NOW WHAT?**

### **My application has been approved!**

RTD will send you a LiVE Discount identification card to the mailing address you entered on your application. You will need to carry the LiVE Discount ID card plus a LiVE ticket or pass to show the bus driver or fare inspector when riding with RTD. LiVE Discount ID cards typically arrive in the mail within two weeks after application approval.

### **For how long is my card valid?**

LiVE Discount identification cards are good for one year, even if your income or household information changes during that year. Apply for your new card before your current one expires to continue receiving discount fares without interruption. The earliest you can apply for your next card is 90 days before the expiration date printed on your current card.

### **My application has been denied. What now?**

Unfortunately, you are not eligible for LiVE at this time. If your income, address, or household information changes, you may enter a new application in PEAK at any time.

## **LIVE DISCOUNT IDENTIFICATION CARD**



### **How long will it take to get my card?**

Once your application is approved, your card will arrive within two weeks. Most applicants will receive their card 4 to 7 business days after approval.

### **My application was approved. Why haven't I received my card?**

Do NOT enter a new application in PEAK. Contact RTD at **303-299-2382** or **livecard@rtd-denver.com**. Most likely, we simply need you to submit a new photo. If your photo does not meet the above guidelines, we will ask you to email us a new image. Please see the "What Does a Good Photo Look Like?" section above.

### **RTD contacted me because my photo cannot be used. What do I do now?**

Do NOT enter a new application in PEAK. Please email a new photo to RTD at **livecard@rtd-denver.com**. Please see the "What Does a Good Photo Look Like?" section above.

### **What if I have not received my card because I moved?**

Do NOT enter a new application in PEAK. Contact RTD at **303-299-2382** or **livecard@rtd-denver.com** and we will mail you a new card.

### **What if my card is lost or stolen?**

Do NOT enter a new application in PEAK. Contact RTD at **303-299-2382** or **livecard@rtd-denver.com** and we will mail you a replacement card.

### **What do I do if my card will expire soon or has already expired?**

Please enter a new application in PEAK. The earliest you can apply for the next year is 90 days before the expiration date printed on your old card.

### **What if I have more questions about the LiVE eligibility card?**

Please contact RTD at **303-299-2382** or **livecard@rtd-denver.com**.

## RIDING RTD WITH LiVE

### What tickets or passes do I need to get my discount?

Riders enrolled in LiVE can buy a LiVE MyRide card or a LiVE mobile ticket (three-hour or day pass), or they can use a LiVE ticket issued by a government or nonprofit agency. You will have to carry **two items** when you ride RTD: one of these LiVE Program fare products, plus the LiVE Discount identification card.

### Why are LiVE Program participants required to carry a LiVE Discount identification card?

RTD requires proof of eligibility of all customers using discounted fare products, to ensure that they receive the correct discount.

### I don't have a smartphone. How can I get the LiVE discount?

You can use a LiVE MyRide fare payment card, which can be purchased and reloaded on the RTD website, at any RTD sales outlet, and at most Denver-area King Soopers and Safeway stores. Be sure to ask for a **LiVE MyRide card**.

### I have a smartphone, but I don't always have an internet or data connection. Can I still use mobile ticketing?

Yes. You need an internet or data connection to buy your tickets. Once the tickets are stored on your phone, you can activate them offline.

### I don't have a credit or debit card. How can I get the LiVE discount?

You can use a MyRide fare payment card, which can be purchased and reloaded on the RTD website, at any RTD sales outlet, and at most local King Soopers and Safeway stores. Be sure to ask for a **LiVE MyRide card**.

## RESOURCES

### PEAK Website/Technical Questions

Contact the PEAK Technical Support Center:

- Phone: **800-250-7741**
- Chat: [Colorado.gov/PEAK](https://colorado.gov/PEAK)

### RTD LiVE Application Status

Contact Denver Human Services with questions about eligibility or application status:

- Phone: **720-944-4347**
- Email: [dhs\\_rtd\\_live@denvergov.org](mailto:dhs_rtd_live@denvergov.org)

### RTD LiVE Discount Identification Card

Contact RTD if you need a replacement or have questions about your card:

- Phone: **303-299-2382**
- Email: [livercard@rtd-denver.com](mailto:livercard@rtd-denver.com)

### RTD LiVE Fare Products and where to purchase:

Contact RTD Customer Care:

- Phone: **303-299-6000**
- Online: [rtd-denver.com](https://rtd-denver.com)