

NEWS RELEASE



Media Contact:

720.326.7311, mediarequests@rtd-denver.com

RTD moves FlexRide telephone reservations to its Customer Care agents

Benefits of this change include a centralized number and immediate access to agents

DENVER (October 16, 2020) – On Sunday, Oct. 18, the Regional Transportation District (RTD)'s FlexRide telephone reservations will move to its Customer Care Telephone Information Center at 303-299-6000, option 2.

Currently, FlexRide telephone reservations are handled by the vehicle operators.

With this consolidation to Customer Care, benefits include:

- One centralized phone number to call for reservations, seven days a week. Currently, each FlexRide service area has its own phone number.
- Immediate access to telephone agents, seven days a week. Currently, customers must leave voicemail for the FlexRide drivers if they are not available.
- FlexRide vehicle operators can focus on providing a high level of in-person customer service to FlexRide users.

Future Customer Care FlexRide enhancements include adding FlexRide service areas to RTD's online Trip Planner, which will increase visibility of this valuable service.

ABOUT FLEXRIDE SERVICE

FlexRide is a shared ride bus service that travels within select RTD service areas. FlexRide is open to the general public and is available on a first come, first serve basis. FlexRide can be used to connect to other RTD bus or train services at stations and Park-n-Rides, or get direct access to shopping malls, schools, businesses, recreational centers, libraries and more by booking a trip online. All FlexRide vehicles are accessible and have bike racks.

ABOUT RTD

The Regional Transportation District develops, operates and maintains a public transportation system that meets the transit needs of close to 3 million people within an eight-county service area in the Denver Metro region. RTD's buses, rail lines, shuttles and additional services provide approximately 100 million annual passenger trips. For

more information, visit rtd-denver.com, call 303-299-6000 and follow along on social media: www.facebook.com/RideRTD, [@RideRTD](https://twitter.com/RideRTD) on Twitter, [@ridertd](https://www.instagram.com/ridertd) on Instagram and [rideRTDco](https://www.youtube.com/channel/UCv8v8v8v8v8v8v8v8v8v8v8) on YouTube. For the most current RTD news, visit the News Stop, at rtd-denver.com/news-stop.

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