

NEWS RELEASE



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RTD allows customers to exchange 2020 ticket books until Jan. 31

Customers can exchange 10-Ride ticket books and Access-a-Ride ticket books by mail or in person

DENVER (December 16, 2020) – The Regional Transportation District (RTD) is allowing customers to exchange 10-Ride tickets or Access-A-Ride tickets for credit towards 2021 ticket books or monthly passes until Jan. 31, 2021. Unused tickets expired as of Dec. 31 will be accepted as valid fare payment until Jan. 31, 2021.

Exchanges can be made in person at RTD-operated sales outlets or by mail. Credit will be given toward the purchase of full ticket books only. Ticket-for-ticket exchange and cash refunds are not available. No exchanges of 2020 tickets are allowed after Jan. 31, 2021.

How To Exchange Your Tickets:

By Mail

To exchange paper fare products by mail, customers can use the [Exchange Rate Chart on the website](#) for the amount of credit and to calculate the remaining amount due. Customers should include the expired paper fare products along with a check or money order made payable to RTD for the 2021 product to purchase and mail to:

**RTD Accounting Office
P.O. Box 9769
Denver, CO 80209-0769**

The customer's name, address and phone number should be included. Customers should allow up to 30 days to receive their 2021 fare products.

In Person

Customers can receive credit for up to 20 ticket books in person at RTD-operated sales outlets at Civic Center Station, Union Station, Downtown Boulder Station and Denver Airport Station. Exchanges cannot be made at third-party sales outlets such as King Soopers and Safeway. [View the list of RTD sales outlets and locations on the website.](#)

For exchanges of more than 20 ticket books, please mail them to RTD's Accounting Office.



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 on Twitter, @ridertd on Instagram and rideRTDco on YouTube. For the most current RTD news, visit the News Stop, at rtd-denver.com/news-stop.

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