1. Get connected to RTD.

**By Telephone**

Call the Telephone Information Center (TIC) for bus and light rail information.

**TIC Hours and Phone Numbers**

- Monday-Friday: 6:00 a.m. - 8:00 p.m.
- Weekends/holidays: 9:00 a.m. - 6:00 p.m.
- Denver/Boulder: 303.299.6000
- Outside Denver/Boulder: 800.366.7433
- TDD for speech and hearing-impaired: 303.299.6089

**On the Internet**

View bus and light rail schedules, plan your trip itinerary, and find information about RTD products, programs, and services at RTD-Denver.com.

You can also purchase monthly passes and 10-Ride Ticketbooks on the RTD website by using your VISA or MasterCard. Shipping and handling is free.

**In Person**

Visit a sales outlet to pick up schedules, free system maps or to purchase monthly passes and 10-Ride Ticketbooks or to speak to a Customer Service Representative.

- **Market Street Station**
  
  Market/16th Street Mall, Denver
  
  Monday - Friday: 7:00 a.m. - 6:30 p.m.

- **Civic Center Station**
  
  Broadway/16th Street Mall, Denver
  
  Monday - Friday: 7:00 a.m. - 6:30 p.m.

- **Boulder Transit Center**
  
  14th/Walnut, Boulder
  
  Monday - Friday: 7:00 a.m. - 6:30 p.m.

- **RTD Sales Counter at DIA**
  
  West Terminal, Level 5
  
  Monday - Friday: 7:00 a.m. - 6:30 p.m.
  
  Saturday - Sunday: 8:00 a.m. - 4:00 p.m.

- **Metro-area King Soopers and Safeway stores**
  
  (For purchase of passes and ticket books)
Plan your trip using a schedule.

1. Open the schedule to the direction of travel and day of week you want to travel.
2. Find the intersection closest to where you want to board the bus or the station where you want to board the light rail.
3. Follow the column under the intersection or light rail station to find departure times.
4. Find the intersection or light rail station closest to your destination for arrival times. If no arrival time is shown for your destination, then that particular route or trip does not go to your stop. Look at the lines above and below for a trip that does.
5. To plan your return trip, look at the reverse direction of travel on the opposite side of the schedule.

Find bus stops or light rail stations.

Bus stops are marked by red and white rectangular signs. The sign lists each route that stops at that location. Light rail stations can be found on the Light Rail Fare Zone Map in this brochure.

Pay your fare.

Boarding the Bus
When you see a bus approaching, look at the electronic destination sign on the bus to verify the route name and destination. Signal or step toward the curb to let the bus operator know that you want to board.

Bus Fares
Make sure you have exact change to put in the fare box or your RTD pass or ticket ready to show the bus operator when you board. Bus operators cannot make change.

If you need to ride more than one bus to get to your final destination, ask the bus operator for a free transfer. If you are completing your trip with the same type of service, you do not have to pay an additional fare. If you are boarding a different type of service, e.g. Local to Express, use your transfer as a credit towards the higher fare.

If you're completing your trip on light rail, have your transfer available should a fare inspector request it.

Light Rail Fares
Light rail is divided into four fare zones: A, B, C and D. Your fare is determined by the number of zones you travel in for each one-way trip. Traveling in one or two adjacent zones is a Local fare. Three-zone adjacent travel is an Express fare and four-zone travel is a Regional fare.
Purchasing Light Rail Tickets
If you are paying cash, purchase your ticket at one of the ticket vending machines (TVMs) located at light rail stations. The TVMs are programmed to automatically calculate the correct fare based on your selected destination. All light rail tickets are pre-validated with that day’s date and time. You cannot purchase tickets from a TVM for use on another day.

Zone Receipt
If you are traveling to an adjacent zone not listed on your monthly pass, you must obtain a free zone receipt from a TVM at a light rail station. Both the zone receipt and monthly pass should be shown to the fare inspector.

Example 1: Local AB pass holder must obtain a zone receipt at a zone B station to travel into zone C. This is still Local travel with a maximum of two adjacent zones.

Example 2: Express ABC pass holder must obtain a zone receipt at a zone B station to travel into zone D. This is still Express travel with a maximum of three adjacent zones.

Upgrade
If you are traveling to a zone that is not adjacent to the zones listed on your monthly pass, you must purchase an upgrade at a TVM before boarding. Both the upgrade and monthly pass should be shown to the fare inspector.

Example 1: Local AB pass holder must purchase an upgrade to travel from zone A into zone C. Local pass holders pay only the difference between a two-zone fare and a three-zone fare.

Example 2: Express BCD pass holder must purchase an upgrade to travel from zone D into zone A. Express pass holders pay only the difference between a three-zone fare and a four-zone fare.

Boarding Light Rail
Stand behind the yellow warning strip located next to the tracks at door designations until the light rail train stops. Look at the electronic destination sign on the train to verify the route name and destination. Let other passengers exit before you board the train.

Exit at your destination.

Bus
Let the bus operator know you want to exit the bus about one block before your stop. Depending on the type of bus you are riding, either pull the cord that runs above the windows, press the yellow strip to the side of the windows or push the button on the ceiling above your seat.

Light Rail
The train will stop at every station. Doors open automatically; however, if they do not, push the “Open Door” button located near the stairwell at each door.
Regular and discounted ticket books and passes are available for purchase at the following locations:

**RTD-Denver.com**
Visa, MasterCard and Discover accepted. Free shipping and handling.

**RTD Sales Outlets**
- Market Street Station
  Market/16th Street Mall, Denver
- Civic Center Station
  Broadway/16th Street Mall, Denver
- Boulder Transit Center
  14th/Walnut, Boulder
- RTD Sales Counter at DIA
  West Terminal, Level 5

**Other Sales Outlets**
King Soopers and Safeway stores at the Customer Service Center