CollegePass

Welcome to your new Smart Card

Enjoy unlimited rides to all your favorite places with your new CollegePass smart card. Simply tap the card on a smart card reader while boarding a bus or prior to boarding light rail, show the driver or fare inspector your pass, and leave the rest to us. CollegePass is included in your student tuition and fees so hop on board, sit back, and enjoy the ride.

What's not to love?

Easy tap on technology
Simply tap your card on the smart card reader to validate your ride on bus and light rail.

Card protection
Your CollegePass includes your photo to prevent use by others. Plus, your school can suspend and deactivate cards in the event your card is lost or stolen.

Unlimited rides
CollegePass provides you unlimited rides on local, express, and regional bus and light rail service all day, every day across our entire service area.

Smart card call center
Smart card comes with a dedicated call center just for smart card inquiries.

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tap it
love it

Steps for using your CollegePass smart card

Bus

Things to know before you ride:

You must tap your card on a smart card reader every time you board, even when transferring. Smart card readers are located near the front entrance of every bus.

By default, your ride is logged at the highest service level (local, express, regional, SkyRide) provided by the route. Tell the driver if a lower service level applies to your trip prior to tapping. If you are unsure, ask the driver.

Step ❶ Board the bus.

Step ❷ Tap your card on the smart card reader.

Step ❸ Listen for a tone and watch for a light.

Yellow Light Card is valid. **You must show your CollegePass to the bus driver.**

Red Light Card is not valid. Use other form of fare payment and call **303.299.CARD** for assistance.

Light Rail

Things to know before you ride:

You must tap your card on a smart card reader prior to boarding, even when transferring between bus and light rail. Smart card readers are conveniently located at all stations on the light rail platform or other pedestrian areas.

Step ❶ Select the level of service for your trip by pressing local, express, or regional on the smart card reader. The signage above the smart card reader can help you determine your selection.

Step ❷ Tap your card on the smart card reader.

Step ❸ Listen for a tone and watch for a light.

Yellow Light Card is valid. **You must show your CollegePass to the fare inspector upon request.**

Red Light Card is not valid. Use other form of fare payment and call **303.299.CARD** for assistance.

Step ❹ Board your train and enjoy the ride.

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Smart Card frequently asked questions

General questions

What is smart card?

The RTD smart card is a reusable, plastic card the size of a credit card that contains a chip for passengers to buy, electronically load, and manage RTD passes and fares. Just tap the card on the smart card reader while boarding a bus or prior to boarding light rail to validate your trip.

Why did RTD change to a smart card system?

Smart card technology will allow RTD to capture more accurate ridership data to ensure fares, passes, and pass programs are priced appropriately.

How does smart card technology work?

Smart cards have an embedded chip that can process information. Smart card readers are installed on all buses and at all light rail stations. Tapping a smart card on the reader can validate the card, update information on the card, define the correct fare, and validate a transfer.

Using your CollegePass

On what services can I use my CollegePass smart card?

All participating colleges receive local, express, and regional bus and light rail service. A credit may apply for SkyRide service to DIA, depending on your school. CollegePass is not valid on special services, including but not limited to, Access-a-Ride, BroncosRide, BuffRide, RockiesRide, RunRide, and SeniorRide.

How do I find the smart card readers at the light rail stations?

Smart card readers are conveniently located at all light rail stations. Many stations have more than one reader. Most often, readers are located in high traffic pedestrian areas at the station or next to the light rail platform where the train arrives.

Do I need to tap when I exit the bus or train?

In general, you do not need to tap your card when exiting a bus or train. However, a small number of buses require fare payment upon exiting. In this instance, you will tap when you exit the bus.

Why is it important for me to know if I am traveling on a regional, express, or local trip on buses and/or light rail?

The ridership data collected through smart cards will help us to more accurately price our programs and passes in the future. Knowing and selecting the correct level of service for your ride will ensure we have accurate data for contract pricing.

How will I know what level of service to select on the smart card reader at the light rail stations?

Signage is located at all light rail stations behind each card reader to help you determine which level of service you should select for your trip.

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RTD

What happens if I don't tap my card?

Failure to tap or to select the correct service level may result in the following:

First Offense:	Written warning
Second Offense:	Seven day suspension of card
Third Offense:	Thirty day suspension of card
Fourth Offense:	Pass is confiscated and suspended for the remainder of the CollegePass contract.

No refunds or credits will be issued. If a CollegePass is suspended or confiscated, the pass holder is required to pay full fare during the suspension period. Failure to pay the fare during a suspension period is considered fare evasion and a ticket may be issued.

Troubleshooting and more information

What if I tap and receive a red light or my card doesn't work?

Your card must be validated properly in order to ride bus or light rail. If your card does not work as expected, contact your CollegePass card issuance office or call **303.299.CARD** for assistance. You may be asked to pay your fare until your card is operational.

What if my card is lost, stolen, or damaged?

Please contact your CollegePass card issuance office as soon as possible. They will provide you with instructions for replacing your pass.

Does RTD have a smart card privacy policy?

Yes, you can read the smart card privacy policy at rtd-denver.com/smartcard.

I have a smart card question that is not listed here. What should I do?

Please email us at **smartcardsupport@rtd-denver.com** or call our smart card Customer Service Center at **303.299.CARD** during these hours:

Monday – Friday	7:00 a.m. – 6:00 p.m.
Saturday	9:00 a.m. – 1:00 p.m.

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