**Warren County Balance Transfer to *Navigator* Smart Cards**

As we transition Warren County services to *Navigator* smart card and mobile ticketing options, customers with unused passes or tokens will have the opportunity to transfer their products to new smart cards. All exchanges will need to be completed **between March 1, 2025, and July 1, 2025.** No exchanges will be offered after July 1, 2025.

**Exchange options:**

**By Mail:**

Customers should mail passes with tracking and delivery confirmation to:

CDTA

Attn: Sales Department

85 Watervliet Avenue, Albany NY 12206

When mailing passes, please provide the correct return name, address, and phone number. If you would like CDTA to add the balance to an **existing** *Navigator* card, provide the card number.

**All Half Fare pass exchanges require the existing Half Fare *Navigator* card number. No exchanges will be made without it.**

**In-Person Card Drop Off:**

Customers can drop off their passes at CDTA in person and have the *Navigator* card with their balance mailed to them or loaded to an existing *Navigator* card:

**CDTA Sales Department**  **CDTA Warren County Division**

85 Watervliet Ave, Albany NY 12206 495 Queensbury Ave, Queensbury, NY 12804

Monday – Friday, 8:30 am – 4:30 pm Monday – Friday, 8:30 am – 4:30 pm

**Pass exchanges will be made according to the conversion table below:**

|  |  |
| --- | --- |
| **Legacy Fare Products** | **Navigator Card** |
| Token | Pay As You Go ride(s) value |
| Unused 10-ride Pass | Pay As You Go ride(s) value |
| Monthly Passes | Corp customers only |