HOW TO RIDE
DART TRAINS
& BUSES

CÓMO VIAJAR EN TRENES Y
AUTOBUSES DE DART

Effective August 18, 2014

Download the GoPass app

214.979.1111  DART.org  transporteDART.org
It’s never been easier to access DART route and schedule information. In addition to the traditional Customer Service number, 214.979.1111, with representatives standing by to plan your trips Monday through Friday, 6 a.m. - 8 p.m., and weekends and holidays, 8 a.m. - 5 p.m., you can also get automated schedule info 24 hours a day, the same number.

Customer Service can also be reached from rail stations on the blue Passenger Emergency Call units or by dialing *80 free from bus transit center pay phones. Handier still is the 24-hour online Trip Planner at DART.org, plus a host of desktop and smartphone applications to keep customers on the go and in the know.

- **GoPass℠ Mobile App** – The easiest way to buy passes right from your phone: register with your cell phone number and add your credit and debit card information; buy passes for DART, the T or DCTA and hold tickets for up to 60 days; plan trips, find out your next bus or train times and go anywhere you want in DFW; find out what’s happening in DFW and save big on selected events and activities.

- **Google Transit** – A trip-planning tool based on Google Maps, located on DART’s website and available using Google Maps.

- **My DART Updates** – Service-related notifications and other news and events available by email or text.

- **Text Service** – Get the next scheduled bus or train times for your stop.

- **m.DART.org** – A mobile website with bus and train schedules, rider alerts and a mobile version of Google Transit.

- **Where’s My Bus?℠ and Where’s My Train?℠** – Popular applications on m.DART.org and DART.org that predict the arrival time of a bus or train up to 20 minutes before arrival at a stop or station.

- **Where’s My DART Stop?℠** – A tool that uses GPS data to locate the user’s nearest bus or rail stop, station or transit center.

You can also follow DART on your favorite social media sites to get the latest service information, special events and agency news:

- Facebook.com/DARTDallas
- Twitter.com/dartmedia
- YouTube.com/DARTDallas

With 65 rail stations and 14 bus transfer facilities, your DART pass is like a key to the city – putting you within steps of the places you go every day.

DART buses and trains operate daily from approximately 5 a.m. to midnight. DART Rail offers service every 7½ - 15 minutes during rush hours and every 20 minutes during the midday and weekends and 30 minutes late night. Bus schedules vary by route. In addition, service times and schedules vary on holidays. Please consult schedules, contact DART Customer Service or use any of the smartphone or desktop applications listed on the preceding page for complete information.

See the system map in the foldout center section to find the nearest rail station or Park & Ride location.
To make the system as user-friendly as possible, printed schedules and bus stops are numbered and color-coded for easy identification.

- Numbered 1 through 199, local routes serve downtown Dallas. They are coded blue.
- Numbered 200 through 299, express routes travel from suburban transit centers, and most travel with few stops to downtown Dallas. They are coded green.
- Numbered 300 through 399, local routes serve transit centers and passenger transfer locations. They are coded blue.
- Numbered 400 through 499, crosstown routes serve areas other than downtown Dallas. These routes are for passengers desiring to bypass downtown. They are coded blue.
- Numbered 500 through 599, DART Rail station feeder routes serve rail stations and nearby neighborhoods and are coded purple.
- Numbered 700 through 899, shuttle routes are short local area bus routes. Selected 800-series routes operate a Flex service, meaning they travel on a fixed route, but have the capability to “flex” away from that path within a restricted zone for pickup and delivery; these routes are coded dark blue.

Many bus stops are also equipped with Guide-A-Rides. These helpful signs offer on-site route information as well as estimated departure times.

Pick up a schedule for complete service times and destination information. At rail stations, kiosks on the boarding platforms list estimated departure times and service information.

Note the color and destination displayed on a particular DART Rail train. This indicates which line you are boarding — Red, Blue, Green or Orange — and the final destination of the train.

Ticket Vending Machines

- Available at all rail stations and select transit centers.
- Easy to use, just follow the instructions on the machine.
- Make your selection first, then insert your money or card.
- TVMs have an audio/visual interface and accept credit/debit cards at many rail stations throughout the system.
- Tickets are effective at the time of purchase.

Of course, any time you need assistance, just call 214.979.1111 and one of our customer service representatives will help you.

Look for the route name and final destination listed on the headsign above the driver’s windshield.

Please note that some routes have multiple destinations, so be sure you are boarding the correct bus.
Always, Always, Always.

Boarding trains and buses…

Be at your stop and prepared to board three to five minutes before the scheduled departure time. Remember, trains and buses are required to leave on time to maintain published schedules for all passenger stops. *

Have exact cash for bus fare, a valid paper pass or an activated GoPass™ ticket ready. Keep your ticket or pass handy for Fare Enforcement Officers or DART Police. **

Double-check the route number or destination sign on a bus or train before you board; allow passengers to exit before you board.

Allow at least five minutes between schedule times if your trip requires a transfer.

Refrain from holding train doors open for late-arriving passengers. Once inside a train or bus, step away from the doors for safety reasons. ***

Sit or stand anywhere you like, use only one seat and keep in mind that areas in the low-floor center section of each train are reserved for passengers with mobility impairments. Guide dogs and other service animals are permitted on DART vehicles.

Do not block aisles. Please fold up strollers and stow them out of the way. Also, be sure to stow away any other carry-on items in order to keep aisles clear.

* Wait for trains on the rail platform and be ready to board when your train arrives. Wait for buses next to the bus stop sign bearing your route number.

** At rail stations, tickets and passes for train and/or bus trips may be purchased from Ticket Vending Machines on rail platforms or in mezzanine area at Cityplace/Uptown Station.

*** Trains must leave on time. Holding doors open poses a danger to yourself and others. Once doors close, stand clear and wait for the next train.

Exiting trains and buses…

Listen closely for “next stop” announcements. On buses, you’ll need to press the stop request indicator along the window one block before your stop. Trains automatically stop at every rail station.

Be ready to exit through the nearest available door as soon as your bus or train comes to a complete stop.

For passengers who are mobility challenged, each bus in the DART fleet is equipped with either a wheelchair lift or ramp, and low-floor doors at the center section of each SLRV (Super Light Rail Vehicle) accommodate wheelchairs and other mobility devices, as well as those with rolling luggage, strollers or bicycles.

Downtown Bus Boarding Zones

For safety reasons, DART buses usually stop only one time per bus stop or zone in downtown Dallas (each zone is designated by a long section of blue painted curb). Please be prepared to proceed directly to your bus when it stops ANYWHERE along the blue painted curb.

Always safe.

Your safety is important to us. DART encourages you to practice these safety tips as you explore the metroplex.

1. Stop, look and listen for buses and trains.
2. Never walk in front of or behind a bus.
3. Cross the street or track at designated crosswalks only. Wait for the walk light and never walk around the train.
4. Always hold a child’s hand when crossing a street or track, and keep your children close by at all times on station platforms and on trains.
5. Tell children to exit the bus through the front door only.
6. Do not walk in a construction area and never play on or near a railroad track.
7. Always stand behind the textured warning strips on the edge of rail platforms.
8. Be careful when driving and turning across train tracks.
9. Obey all traffic regulations.
10. Never try to beat a train through a crossing.

* In the event of an emergency, call DART Police immediately at 214-928-6300 or dial 911. If you are at a rail station, look for the blue Passenger Emergency Call (PEC) unit and press the red button to reach 911. You may also now text the keyword DARTpolice to 41411 to report violation, but always remember to dial 911 in emergencies.
DART Rail
Four lines comprise our 90-mile light rail system. The Red Line links Westmoreland in west Oak Cliff north to Parker Road in Plano, the Blue Line runs from Ledbetter in southern Oak Cliff to Downtown Rowlett to the east. The Green Line connects Pleasant Grove in southeast Dallas to the far northwest suburb of Carrollton by way of Farmers Branch and the city’s medical district. The newest, the Orange Line, supplements the busiest portions of the Red and Green lines plus extending light rail service through Irving’s Las Colinas area and, in 2014, celebrated expansion to DFW International Airport. All serve downtown Dallas.

DART Bus System
With over 130 routes, our buses take you from here to there – and everywhere in between. Chances are, there’s a bus stop close to your home or business that connects with DART Rail or other bus routes, and a Local fare allows you to travel to all the cities in our service area. Other sections within this brochure explain DART’s fare structure and offer details on how to get around our system by bus.

D-Link (Route 722)
This is a special free service that lets you explore downtown Dallas and historic Oak Cliff, your link to arts, fun, culture and dining. You’ll find eclectic neighborhoods such as the Bishop Arts District and The Cedars, sleek developments like Victory Park and Uptown, then Main Street and the West End, areas with a little something for everyone. Buses run every 15 minutes, Monday-Saturday, 11:30 a.m. – 11 p.m.

DART On-Call
This demand-responsive curb-to-curb van service whisks you between your home and nearby rail stations, transit centers, shopping and other popular destinations. You’ll find it in East Rowlett, Farmers Branch, Glenn Heights, Lake Highlands, Lakewood, North Central Plano, North Dallas, Richardson and the Park Cities. And all for a Local fare.

FLEX Service
This unique mode combines the advantages of a fixed route with the convenience of curbside pickup and delivery. Six routes serve the Telecom Corridor area of Plano and northern Richardson, South Irving, South and East Plano, Rowlett and southeast Dallas. All Flex trips charge a Local fare, whether on or away from the regular route. Flex requests are limited to the designated zone and accepted according to the operator’s ability to accommodate the trip within the schedule.

Trinity Railway Express (TRE)
This commuter train connects downtown Dallas and Fort Worth, with stops in the Mid-Cities and connections to DFW International Airport. A Local fare is charged for trips between Dallas Union Station and CentrePort/DFW Airport Station, and a Regional fare for trips extending beyond CentrePort and access to all the attractions served by the T in Fort Worth.

M-Line Trolley
This nostalgic streetcar links the downtown Dallas Arts District with the trendy shops, galleries and bistros of Uptown, including West Village, where you can transfer to or from DART Rail at Cityplace/Uptown Station.

DART Paratransit Services
Mobility Management Services employs modern accessible vehicles to provide curb-to-curb transportation for persons with disabilities who are unable to use fixed-route buses or trains. Eligible riders may schedule trips anywhere within the DART service area.

DART Vanpools
Passenger vans – complete with maintenance, insurance and an emergency ride home program – are available to groups of 6 to 15 commuters with common origins and destinations. DART vanpools are often fully or partially subsidized by employers.

DCTA’s A-train
The Denton County Transportation Authority’s 21-mile commuter rail line connects with DART’s Green Line at Carrollton’s Trinity Mills Station and serves Lewisville and Denton. With a Regional pass, customers can add the A-train and DCTA buses to all destinations of DART, the TRE or the T. For details on DCTA services, visit dcta.net or call 940/243-0077.
On June 26, 2007, the Dallas Area Rapid Transit Board of Directors adopted a Code of Conduct to enhance the safety and comfort of all persons riding DART vehicles, using its facilities or visiting its properties. A copy of the complete text of this and other management regulations are available on www.DART.org or DART Headquarters, 1401 Pacific Avenue, Dallas, Texas 75202.

Section 2.02 of the Regulations provides for the enforcement of the DART Code of Conduct. Persons violating one or more of these regulations may be subject to removal from a DART vehicle or facility by a DART Police Officer, a DART Fare Enforcement Officer, or a DART Bus/LRV Line Supervisor. Activities prohibited by the DART Code of Conduct include, but are not limited to, the following:

- Engaging in disruptive, disturbing behavior including: loud conversation, profanity or rude insults, or operating any electronic device used for sound without an earphone(s);
- Consuming any alcoholic beverage or possessing an open container of any alcoholic beverage on a DART vehicle;
- Riding a DART vehicle without evidence that the proper fare has been paid;
- Begging or soliciting by forcing yourself upon another person;
**Siempre accesible.**
Elija el nivel de servicio adecuado para usted.

- **Todos los autobuses y trenes de DART** • El servicio del Trinity Railway Express entre Union Station y CentrePort/DFW Airport Station • DART On-Call y el servicio Flex

**Siempre a su servicio.**
¿Cuál es la mejor manera de viajar de aquí para allá?

Acceder a la información sobre rutas y horarios de DART nunca fue tan fácil. Además del número de Servicio al Cliente de siempre, 214-979-1111, con representantes que lo ayudan a planear sus viajes de lunes a viernes, de 8 a.m. a 8 p.m., y los fines de semana y feriados, de 8 a.m. a 5 p.m., puede obtener información automática sobre horarios las 24 horas del día, llamando al mismo número. También puede acceder al Servicio al Cliente desde las estaciones de trenes, con los teléfonos azules para Llamadas de Pasajeros en caso de Emergencia o marcando *90* sin cargo desde los teléfonos libres de las estaciones de autobús. Y más conveniente aún es el planificador de viajes, que puede usar las 24 horas en transportDART.org, además de la gran variedad de aplicaciones de escritorio y para smartphones con las que los usuarios se mantienen informados vayan donde vayan.

**Aplicación móvil GoPass** — La manera más fácil de comprar los pasos de autobús desde su teléfono: registre su número de teléfono móvil y añada la información de su tarjeta de crédito. Compre pases para DART, el T y DCTA y consérveles boletos por hasta 60 días. Planee sus viajes, ahorre los horarios de los autobuses y trenes y vaya a cualquier lugar que desee dentro de DFW. Entérese de lo que está pasando en DFW y ahorre en ciertos eventos y actividades.

**Google Transit**: Una herramienta de planeamiento que utiliza Google Maps. Está en el sitio de DART en Internet.

**My DART Updates**: Notificaciones sobre los servicios y otras novedades y eventos por correo electrónico o mensaje de texto.

**Servicio de mensajes de texto**: Obtenha los horarios programados del próximo autobús o tren en su parada.

**mDART.org**: Un sitio móvil con horarios de autobuses y trenes, alertas para usuarios y la versión de Google Transit para teléfonos móviles.

**Where’s My Bus**? y **Where’s My Train**? — Muchas usadas aplicaciones en mDART.org y transporteDART.org que predicen la hora de llegada de un tren o autobús hasta 20 minutos antes en la parada o estación.

**Where’s My DART Stop**? — Una herramienta que usa los datos del GPS para ubicar la parada de tren o autobús, la estación o la terminal más cercanas al usuario.

Puede seguir a DART en su medio social preferido para obtener la última información sobre servicios, eventos especiales y novedades de la agencia:
- Facebook.com/DARTDallas • Twitter.com/dartmedia • YouTube.com/DARTDallas

#### ESTRUCTURA DE TARIFA REDUCIDA
Las tarifas reducidas son aplicables en el autobús y tren para lo siguiente:
- **Personas de 65 años de edad y mayores que muestran una tarjeta válida de Medicare o de identificación de DART con foto.**
- **Personas non-paratransit que muestran una tarjeta válida de Medicare o de identificación de DART con foto.**
- **Estudiantes de un colegio, una universidad o un instituto profesional que asistan a clases de tiempo completo, tienen una tarjeta de identificación de DART con foto.**
- **Personas non-paratransit que muestran una tarjeta válida de Medicare o de identificación de DART con foto.**
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<table>
<thead>
<tr>
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<td>Anual</td>
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<td>$2000.00</td>
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La falta de presentación de un boleto o pase válido se sanciona con una multa administrativa de hasta $50 o como un delito menor Clase C, con una multa que no deberá exceder los $500.

**REDEDUCED FARE STRUCTURE**
Reduced fares are applicable on bus and rail for the following:
- **Seniors 65+** showing valid DART issued photo ID or Medicare card.
- **Non-Paratransit persons with disabilities showing valid DART issued photo ID or Medicare card**
- **Passengers of DART Route 702 NorthPark Shuttle**
- **Children elementary through middle school; children under 5 are free**
- **Adults only**
- **High school students with a valid DART issued photo ID or a high school student photo ID. High school fares are valid Monday through Friday only, adult fare required on weekends.**
- **Full-time undergraduate College, University or Trade School students with valid DART issued photo ID from schools in the DART service area not participating in the Higher Education Program.**

**NOTE:** Lone Star cardholders with TANF benefits are eligible to purchase Monthly Passes at a 50% discount from listed fares (not applicable for Reduced or High School Monthly Pass purchases).

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Customer Information (routes, schedules, trip planning assistance, general information)
Información a Clientes (rutas, horarios, asistencia para planificación de viajes, información general)
214.979.1111

Customer Care (requests, commendations, concerns)
Centro de Acción (solicitudes, elogios, preocupaciones)
214.749.3333

Lost & Found
Objetos Extraviados
214.749.3810

DART Police
Policía de DART
214.928.6300

RideShare/Commuter Services (carpool/vanpool information)
Servicios de Transporte Compartido/Colectivo (información sobre vehículo/camioneta compartidos)
214.747.RIDE (7433)

Paratransit Services for the mobility impaired
Servicios Paratransit para Personas con Incapacidad de Movimiento
214.515.7272

Fort Worth Transportation Authority (the T)
817.215.8600

Biketrans
214-747-RIDE (7433)

DART.org
transporteDART.org

Weather, special events, and traffic conditions may alter service.
El servicio se puede ver alterado por condiciones climáticas, eventos especiales y problemas de tránsito.

Always available
Siempre disponible.