

**ALL OF DART,
HALF
THE FARE.**

**DISCOUNT
GoPASS® TAP**



DART
let's go.

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Frequently Asked Questions

What is a Discount GoPass Tap card?

The card is a reloadable fare payment card that provides DART riders with a convenient way to pay for bus and train fares, at half the cost of the regular fare.

Who qualifies for DART's Discount GoPass Tap card program?

If you participate in one of the eight accepted assistance programs below, you automatically qualify for the Discount GoPass Tap card:

- [Children's Health Insurance Program](#) (CHIP)
- [Comprehensive Energy Assistance Program](#) (CEAP)
- [Housing Choice Vouchers](#) (Section 8)
- [Medicaid](#)
- [Medicare](#)
- [Special Supplemental Nutrition Program for Women, Infants and Children](#) (WIC)
- [Supplemental Nutrition Assistance Program](#) (SNAP)
- [Texas Temporary Assistance for Needy Families](#) (TANF)

How do you get a Discount GoPass Tap card?

To get a card, follow these steps:

1. Confirm your eligibility.

If you've already met the qualifications for any of these eight programs, you automatically qualify for a Discount GoPass Tap card!

2. Apply in person at DARTmart.

DARTmart is located on the first floor of DART Headquarters at Akard Station (1401 Pacific Ave.; Dallas, TX 75202). DARTmart makes IDs 8 a.m. – 5 p.m., Monday through Friday.

3. Bring proof of eligibility from one of the qualifying assistance programs.

Present a current ID card or other documentation from that assistance program.

4. Get your personalized Discount GoPass Tap card.

Simply provide your name, load your card with value, and smile for your picture!

There is no activation fee or purchase fee for the card, but you need to load your card with at least \$6 in value to start – equal to two Reduced Day Passes.

5. Tap for half!

Simply tap your card to a reader any time you board or transfer, and your fare is deducted automatically! Like a prepaid card, you load value on to your reloadable card account in advance of riding.

You can go anywhere a local fare takes you, for half the cost! Hop aboard DART buses, DART Rail and the TRE (Trinity Railway Express) between EBJ Union Station and CentrePort/DFW Airport Station.

What are the benefits of a Discount GoPass Tap card?

- Get the best fare every time you ride, automatically.
- Never pay more than the total cost of a Reduced Day Pass in a calendar day, or the total cost of a Reduced Monthly Pass in a calendar month.
- Reload your card at hundreds of participating retailers, online at GoPass.org or by calling DART Customer Service at 214-979-1111, Option 1.
- Recover your account balance if your card is ever lost or stolen.
- Check your balance by managing your account online or over the phone.

How does the card work?

Like a prepaid card, you load value onto your Discount GoPass Tap card account before you start riding DART. Then, you simply touch the card to the electronic reader every time you board or transfer. Your fare deducts automatically.

How much does it cost to get a card?

There is no activation fee or purchase fee for the card. However, there is an initial \$6 minimum load amount for each Discount GoPass Tap card.

What forms of payment does DARTmart accept?

You can load value on your card at DARTmart with cash, credit card, debit card or money order made to "DARTmart."

What information do I need to provide to get a Discount GoPass Tap card?

You will need to provide your first name, last name, and **current** proof of participation in one of the eight qualifying assistance programs.

The DARTmart representative also will ask you for an email address so that you can manage your Discount GoPass Tap card account online. An email address is not required to obtain a Discount GoPass Tap card.

How do I get a Discount GoPass Tap card for my spouse or children?

Each family member must be certified and photographed individually, and each will receive his or her own Discount GoPass Tap card. When you apply for your cards, bring your current participant card from one of the eight qualifying assistance programs and any current documentation that lists all family members that also receive benefits.

How long is a Discount GoPass Tap card valid?

The card program is a pilot program which will help DART learn more about partnering with these qualifying assistance programs to better meet your needs. All cards will expire on Dec. 31, 2021. At that time, DART will renew, modify or cancel the program. If renewed, you will have to reapply for a card at that time.

What information will be on my card?

The Discount GoPass Tap card is white and has your name, photo, and a yellow sticker with the discount expiration date of Dec. 31, 2021. DART fare enforcement officers, police officers and bus operators know that anyone with a white GoPass Tap card qualifies for reduced DART fares.

Do you have to live in the DART Service Area to get a Discount GoPass Tap card?

No. You do not have to live in one of the 13 cities in the DART Service Area to benefit from this program. The only requirement for the Discount GoPass Tap card program is that you are a participant in one of the eight qualifying assistance programs.

How do I register my Discount GoPass Tap card?

When you apply for your card, DARTmart staff will automatically register your name and card number so you can benefit from fare capping and account balance recovery.

To manage your Discount GoPass Tap card account online – such as to review or add value to your account – you must complete the registration process at GoPass.org. If you provide an email address when you apply for your card at DARTmart, you will receive an email to remind you to fully register your card.

Where can I reload my Discount GoPass Tap card?

You can add value to your card account with cash or credit at hundreds of retail locations, including 7-Eleven, Ace Cash Express, Tom Thumb, Fiesta Mart and many independent convenience stores. Find a location near you at GoPass.org/get-started/get-a-card/.

You also can add value to your account online at GoPass.org, or by calling DART Customer Service at 214-979-1111, Option 1.

What is the minimum and maximum value that I can store on my card?

When you first get your Discount GoPass Tap card, you must put at least \$6 of value on your account. When you reload the card, you can add as little as \$1 to your card. You may store up to \$200 on your card.

How do I check the balance on my Discount GoPass Tap card?

You can check the balance on your card by logging on to your account at GoPass.org; by calling DART Customer Service at 214-979-1111, Option 1; or by visiting DARTmart in DART Headquarters at Akard Station.

Who do I contact if I have issues with my Discount GoPass Tap card?

If you have issues with your card, you can:

1. Call DART Customer Service at 214-979-1111, Option 1.
 - Get questions answered.
 - Check the balance on your account.
 - Reload/add value on your account.
 - Freeze your account so no one can use your lost card.
2. Visit DARTmart, located in DART Headquarters at Akard Station:
 - Check the balance on your account.
 - Reload/add value on your account.
 - Freeze your account so no one can use your lost card.
 - Get a new Discount GoPass Tap card and transfer your existing balance to that card.

Where do I “tap” the card?

There are card readers, on buses and at rail station platforms. Simply tap your Discount GoPass Tap card every time you board or transfer, and the system will automatically charge you the best fare. You do not need to tap as you exit or de-board.

Can I pay for more than one person with the same Discount GoPass Tap card?

No. Each person must have their own, unique Discount GoPass Tap card. The system does not allow you to pay more than one fare at a time.

If I use a Discount GoPass Tap card, will the card reader automatically pick the correct fare type?

Yes! The system will determine and charge the “best fare” when you tap your card at the card reader.

For example, you tap your card at 10 a.m. The system will charge your account \$2 for a Midday Pass. When you board again at 1 p.m., the system does not charge you because you are still within the Midday Pass period. When you tap again at 3 p.m., the system charges you an additional \$1 for a PM Pass. Your total fare paid that day is \$3, or the cost of Reduced Day Pass.

What if I don’t have enough balance on my card?

If you don’t have enough funds on your Discount GoPass Tap card account, the card reader will flash a red “X” when you tap your card at the reader.

You can purchase a Reduced fare pass at either the bus farebox or the ticket vending machine (TVM). Your Discount GoPass Tap card proves to bus operators, fare enforcement operators and DART Police that you qualify for reduced fares. Remember to show your card to the bus operator or fare enforcement officer along with your Reduced ticket or pass.

How will Fare Enforcement Officers know I tapped?

On trains, fare enforcement officers have handheld devices to verify that you tapped your card at the card reader prior to boarding.

What is fare capping and how does it work with the Discount GoPass Tap card?

When you apply for a Discount GoPass Tap card, DARTmart staff will automatically register your card with your name and card number. With a registered card, the system tracks what you have spent to ensure you never pay more than the total cost of a Reduced Day Pass in a single day, or the total cost of Reduced Monthly Pass in a calendar month.

For example, if you tap your card at the reader at various times throughout the month, and by the middle of the month you have spent the cost of a Reduced Monthly Pass (\$48), you won’t pay another penny until the next calendar month. However, you will need to tap your card every time you board a bus or train.

What if I lose my Discount GoPass Tap card?

If your card is lost or stolen, you need to:

1. Report it by one of these three ways:
 - Call DART Customer Service at 214-979-1111, Option 1.
 - Log on to your card account at GoPass.org.
 - Visit DARTmart inside DART Headquarters at Akard Station.
2. Get a new card at DARTmart.
 - Pay the minimum \$6 load amount to purchase a new Discount GoPass Tap card.
 - Retake your photo.
 - Update your account with your new card number so you can access the existing value.
 - Start using your new card.

For example, let's say you lost your original Discount GoPass Tap card and you know you still have \$30 on your account. You should immediately call DART Customer Service and report your lost card. They will freeze your account so that no one can use your old card. Next, go to DARTmart and pay \$6 for your new card. The representative will update your account with your new card number. Your account now has \$36 in value, which you can use for fares.

It is important to keep your card because if you lose it, you also lose the credit you have earned toward your Reduced Monthly Pass. So, if you have spent \$30 in fares one month, and then lose your card, you won't lose the money remaining on your account. However, your monthly fare capping starts over at zero for that month.

Can I pay my fare on the Trinity Metro or the Denton County Transportation Authority (DCTA) systems with a DART Discount GoPass Tap card?

No. The card is for local DART fares only. You can use your card to pay your fare on all DART buses and trains and for travel on the Trinity Railway Express (TRE) between EBJ Union Station and CentrePort/DFW Airport Station.

If you need to travel past CentrePort/DFW Airport Station to and from Fort Worth or travel on the Trinity Metro or DCTA systems, you must purchase a Reduced pass at the ticket vending machine and show your DART Discount GoPass Tap card as your reduced fare photo ID. You cannot purchase a general Reduced fare through the GoPass® app.

How do I know if I qualify for these assistance programs?

To see if you might be eligible for benefits, or to locate a Health and Human Services Commission (HHSC) office in your area, visit YourTexasBenefits.com. You also can visit the website for each of the qualifying assistance programs.

If I am not receiving benefits from one of these eight assistance programs, how can I qualify for reduced fares when riding DART?

Reduced fares are also available for riders who fall into one of the categories listed at DART.org/fares.

Applicable for the following:

- **Seniors** (65 or older) with valid DART photo ID.
- **Non-paratransit certified persons with disabilities** with valid DART photo ID.
Visit DART.org/ReducedFareID to view medical certificate or state or federal disability identifications required for proof of disability.
- **Children** ages 5-14 (Children under age 5 may ride free when accompanied by an adult with valid local, regional or reduced fare [up to two children].)
- **High school students** with a valid DART Service Area high school ID, or a valid DART photo ID.
- **College/Trade School students** with valid DART photo ID for full-time undergraduate students registered at schools that are in the DART Service Area and are not participating in the Higher Education Program. Visit DART.org/students for a list of schools participating in the Higher Education Program.

Where do I go for more information?

Please visit DART.org/TapForHalf or call DART Customer Service at 214-979-1111.