
Guidelines and Procedures for Fare Collection System

METRO TRANSIT AND
REGIONAL TRANSIT PROVIDERS



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REGIONAL FARE STRUCTURE

BUS & LIGHT RAIL FARES

Rush Hour Fares		Non-Rush Hour Fares	
	Fare		Fare
Local Bus & Light Rail	\$2.25	Local Bus & Light Rail	\$1.75
Express Bus	\$3.00	Express Bus	\$2.25
Reduced		Reduced	
Five and Under	Free*	Five and Under	Free*
Youth (17 and Under)	Full Fare**	Age 6–12	\$0.75
Seniors (65+)	Full Fare	Age 13–17	Full Fare**
Medicare	Full Fare	Seniors (65+)	\$0.75***
Mobility	\$0.75***	Medicare	\$0.75***
Downtown Zone	\$0.50	Mobility	\$0.75***
Roundtrip Downtown Zone (Light Rail only)	\$1.00	Downtown Zone	\$0.50
		Roundtrip Downtown Zone (Light Rail only)	\$1.00

* Children 5 and under ride free (limit 3) when accompanied by a paid fare or approved free ride.

** Young Adults age 17 and under may qualify for a reduced fare through schools or employers with a Young Adult 10-Ride Card. Fares and retail prices are set by the Metropolitan Council.

*** Proper MN-issued photo ID, valid temporary Limited Mobility Card, Metro Mobility ID or Medicare card required

DEFINITIONS OF RUSH/NON-RUSH HOURS

Rush hours are in effect from 6:00 a.m. to 9:00 a.m. and from 3:00 p.m. to 6:30 p.m., Monday through Friday, except Metro Transit recognized holidays and reduced service days. Some private providers collect rush-hour fares on reduced service days.

Fares are based on the time the bus is scheduled to arrive at a stop rather than the time it actually arrives at the stop. In other words, customers are not penalized if a bus is running late.

On most buses, fares are collected at the time of boarding. If the bus is “pay leave,” the customer pays the fare in effect at the time they exit the bus.

NORTHSTAR FARES

One-way fares to / from downtown Minneapolis	Weekday All customers except persons with disabilities	Weekend	
		Adults	Seniors (65+), Youth (6-12) and Medicare card holders. <i>Valid at all times for persons with disabilities.</i>
Big Lake	\$7.00	\$5.25	\$1.75
Elk River	\$5.50	\$4.00	\$1.25
Anoka	\$4.00	\$3.00	\$1.00
Coon Rapids-Riverside	\$3.25	\$2.50	\$1.00
Fridley	\$3.25	\$2.50	\$0.75
Station-to-Station	\$3.25	\$2.50	\$0.75

DEFINITIONS OF REDUCED FARES

Youth

- **Age 5 and under** ride free when accompanied by a paid fare. (Up to three children per fare.)
- **Age 6–12** is considered “Reduced” Fare. Youth are eligible to ride for 75 cents during non-rush hours Monday through Friday* and all day Saturday, Sunday and Metro Transit recognized holidays. Youth pay the applicable full fare during rush hours.
- **Young Adults 17 and under** may qualify for reduced fare through their school or certified employer.

Seniors

Definition: Persons age 65 and older are seniors.

Senior Fares: Seniors are eligible to ride for a reduced fare of 75 cents during non-rush hours Monday through Friday* and all day Saturday, Sunday and Metro Transit recognized holidays.

Qualifications: To qualify for the reduced fare, seniors must show proper identification at the time they pay their fare. Proper identification includes one of the following: A Minnesota driver’s license with a “T” endorsement, state ID card with a “T” endorsement or railroad retirement card. *If using a reduced fare Go-To Card, the operator’s terminal will display that the customer has a reduced fare Go-To Card. ID may be requested.*

Medicare Cardholders

Definition: Medicare cardholders are eligible to ride for a reduced fare of 75 cents during non-rush hours Monday through Friday* and all day Saturday, Sunday and Metro Transit recognized holidays.

Qualifications: To qualify for a reduced fare, Medicare cardholders must show their Medicare card and proper identification. Proper identification includes any one of the following: A Minnesota driver’s license or state ID card. *If using a reduced fare Go-To Card, the operator’s terminal will display that the customer has a reduced fare Go-To Card. ID may be requested.*

* Does not apply on Northstar.

Persons with Disabilities

Definition: Customers may be eligible for a reduced fare if they have a permanent or temporary disability that prevents them from using regular-route transit as efficiently as a customer without a disability.

Fares: Persons with disabilities are eligible to ride for a reduced rate regardless of the time of travel if they have proper certification and identification. Applications for the "A" endorsement can be obtained from Metro Mobility (ADA service). Applications for the "L" endorsement may be obtained through Metro Transit Customer Relations.

Qualifications: Customers must show proper identification to purchase a Mobility-designated Go-To Card. Proper identification must be shown to the bus driver or to a Transit Police officer on a train.

Proper identification includes any one of the following: Metro Mobility card or Metro Mobility transfer, Minnesota operator's license/state ID card with an "L" or "A" endorsement or a Metro Transit temporary Limited Mobility ID card accompanied by a photo ID. The card reader will display that the customer has a mobility Go-To Card.

"M" endorsements represent medical alerts for emergency personnel, not necessarily a disability, and are not accepted for a reduced fare.

Personal Care Attendants may ride for free with a person who has a disability when they pay their fare and present appropriate identification.

Downtown Zone

All fare media can be used to ride within the Downtown Zone.

The fare for the Downtown Zone covers only one trip. No transfers will be embedded or issued for the downtown zone fare. No refunds for overpayment will be given.

Bus customers using stored value must tell the driver that they will be traveling only within the Downtown Zone before touching their Go-To Card to the reader or inserting a SuperSaver Stored Value Card in the farebox.

Train customers must purchase a Downtown Zone ticket from the ticket machine. If using a Go-To Card, customers must select Downtown Zone on the card reader before they touch the card to the Go-To circle.

Free Rides at All Times

Metro Transit and Metropolitan Council employees ride for free by showing a valid employee ID.

Disabled veterans ride free by showing a Veterans Identification Card issued by a VA Medical Center with the words "Service Connected" or "SC" below the photo.

Civil servants ride for free:

- uniformed police officers
- uniformed sheriff's deputies
- uniformed firefighters
- uniformed parking enforcement agents/officers
- uniformed traffic control agents/officers
- uniformed reserve police officers

FARE STRUCTURE DETAILS

Local Service: No extra fare is charged when a customer boards a local service bus or train during non-rush hours and transfers to local service during rush hour.

Non-Rush Hour Express: An express charge of 50 cents is assessed when an adult fare-paying customer transfers from a local service bus or train to a non-rush-hour express bus. Reduced fare Go-To Card users (Youth, Seniors and Medicare cardholders) are not charged extra when transferring from a non-rush-hour local bus or train to a non-rush-hour express bus.

Exceptions:

1. Young Adults using a 10-Ride Card will be charged 50 cents when transferring from any local bus or train to a non-rush-hour express bus.
2. Adult, Youth, Senior and Medicare cardholders are charged an additional 50 cents when transferring from a rush-hour local bus or train to a non-rush-hour express bus.
3. *Mobility customers do not pay additional express charges.*

Rush-Hour Express: Adult, Youth, Senior and Medicare cardholders are assessed an express charge of 75 cents when they transfer from any local service bus or train to a rush-hour express bus. A 25-cent surcharge is added when a customer transfers from a non-rush-hour express bus to a rush-hour express bus. *Exceptions:* Mobility customers transferring to an express bus do not pay the express charge.

- **Northstar Line (Route 888):** Fares are determined by the day of the week and the distance traveled.

FARE COLLECTION EQUIPMENT

Farebox Used to collect cash, coin, token and coupon fares on buses.

Ticket Reading and Issuing Machine (TRiM Unit) Used to collect fares from magnetic card media (SuperSavers) and issue transfers on buses.

Ticket Machine Used to purchase rail/bus tickets using cash, coin, credit card, coupon or token. Stored value, 7-Day Passes and 31-Day Passes can be added to Go-To Cards using cash or credit cards. Each rail station platform has at least one machine.

Rail Card Reader Used to collect Go-To Card, College Pass, Student Pass, U-Pass and Metropass fares and record rides from a valid Go-To Card. Card readers are positioned next to ticket machines or at platform entrances.

Bus Card Reader Used to collect Go-To Card, College Pass, Student Pass, U-Pass and Metropass fares and record rides from a valid Go-To Card on buses.

FARE TOOLS

GO-TO CARDS AND PASSES

To use any of the cards listed below, customers are required to touch the card to the Go-To reader on a bus or on the rail station platform prior to boarding. Failure to do so may result in a ticket from Transit Police or card deactivation.

Go-To Cards can hold up to \$400 in stored value and/or two (2) 7-Day Passes or 31-Day Passes. Transfers are embedded upon use. No magnetic transfers are given. Stored value may be used for groups up to eight members. The group must travel together to use transfer privileges. No paper transfers are issued.

Metropass* Valid for unlimited rides on buses and light rail within the transit taxing district.

U-Pass* is available only to eligible students at the University of Minnesota. It is valid for an entire semester of unlimited rides on buses and light rail within the transit taxing district. A U-Pass can be renewed online through the U of M website.

College Pass* is available to students at participating colleges, universities and trade schools. It is valid for an entire semester of unlimited rides on buses and light rail within the transit taxing district.

Student Pass* is available to students at participating high schools. It is valid for an entire semester of unlimited rides on buses and light rail within the transit taxing district.

Ramp & Ride Card This card is available to registered carpoolers and those with monthly parking contracts at the 4th, 5th or 7th Street garages in downtown Minneapolis. It is valid for weekday bus rides within the Minneapolis Downtown Zone on routes serving the ramps. It is not valid for bus or light-rail service outside the Downtown Zone.

Metropolitan Council/Metro Transit employee ID cards are valid for unlimited bus and train rides for the employee pictured on the ID card.

* Valid for a \$3 fare. Additional stored value is required for Northstar.

About the Go-To Card

- Go-To Cards are rechargeable fare cards that use a computer chip to track card value. Go-To Cards are similar in shape to a credit card.
- There are eight types of Go-To Cards: Full Fare, Reduced Fare, Mobility, Metropass, U-Pass, College Pass, Student Pass, Ramp & Ride and Metropolitan Council employee ID .
- Customers can purchase, add value to and check the balance of Go-To Cards at metrotransit.org, by U.S. mail, and at Metro Transit stores and select retail outlets or reload value by phone. New Go-To Cards cannot be purchased by phone. Customers can check balance and add value to existing cards by calling 612-373-3333, option 4.
- Full Fare, Mobility and Reduced Fare Go-To Cards can carry up to two 7-Day Passes or 31-Day Passes, of like types as well as up to \$400 in stored value.
- Full Fare and Reduced Cards CANNOT hold a Mobility Pass. The Go-To Mobility Card can hold only a Mobility Pass and stored value. Customers must be certified and have proper identification to purchase and use

- Go-To Mobility Cards. Go-To Mobility Cards can be purchased only at Metro Transit stores and by mail. One per person.
- Go-To Cards have no registration fee.
 - Go-To Cards will become dormant after two years of inactivity. A dormant card can be replaced at Metro Transit stores and at Customer Relations.
 - A card's value, or the expiration date of a 7-Day Pass or 31-Day Pass can be checked on any bus or rail card reader, at metrotransit.org, at 612-373-3333, any Metro Transit store and select retail outlets.
 - If the value of a pass does not cover the full cost of the fare, the customer is required to pay the entire fare in cash or with stored value. A customer cannot upgrade the pass value by adding coins to the farebox.

SUPERSAVERS (MAGNETIC/PAPER) AND OTHER FARE TOOLS

SuperSaver 31-Day Pass These cards are valid for the fare printed on them for 31 days from first use. Upgrade charges must be paid in cash. A transfer is embedded. A magnetic 31-Day Pass and a Stored Value Card cannot be used together to complete a fare. An activated SuperSaver 31-Day Pass can be used to pay a Downtown Zone fare; however, the farebox card reader will not recognize the pass for that fare. The customer should show the pass to the driver when boarding. It is not valid on Northstar.

Young Adult 10-Ride Card Good for 10 local service rides at any time. Express charges must be paid in cash. Transfers are not electronically embedded. TRiM-issued paper transfers are required for a second boarding. It is not valid on Northstar. Sold only to schools.

SuperSaver Stored Value Card When inserted into a TRiM unit, the proper fare will be deducted. Two or more low-value cards can be used to pay the fare by placing the lowest valued card in first, followed by the second lowest valued card until the fare is satisfied. A transfer is embedded on the card that completes the payment. It is not valid on Northstar.

Day Pass Valid for 24 hours from first use on a bus or from time of purchase at a rail ticket machine. It must be activated on a bus. Not valid on Northstar.

Event 6-Hour Pass Valid on buses and light rail for six hours from time of purchase at a rail ticket machine.

Rail-Only Transfer A rail-only transfer is issued only when a customer transferring to a train pays bus fare with a SuperSaver Stored Value Card or SuperSaver 10-Ride Card. A rail-only transfer must be accompanied by the original Stored Value Card to constitute proof of payment on the train. Groups using a SuperSaver Stored Value Card on a bus and then transferring to light rail must obtain one rail-only transfer for the stored value card owner and regular transfers for the remainder of the group.

Transfer Valid within the time period printed on the back of the transfer.

Tokens One token is valid for base fare. Two tokens may be used to satisfy rush-hour or express fares. No refunds for overpayment will be made. Tokens are not sold to the public. They are sold primarily to social service agencies and schools.

Free-Ride Coupon Is valid for any ride on a bus or light rail. On a bus: the customer inserts the coupon in the farebox bill feeder. If another ride is needed, the customer should request an express rush-hour transfer from the driver. On light rail: the customer should select the "Purchase Ticket" button on the ticket machine. When payment is requested, the customer should insert the coupon in the machine's bill feeder.

One Ride Coupon Is valid for any ride on a bus or light rail and is sold primarily to medical providers. On a bus: the customer inserts the coupon in the farebox bill feeder. If a transfer is needed, the customer should request an express rush-hour transfer from the driver. On light rail: the customer should select the "Purchase Ticket" button on the ticket machine. When payment is requested, the customer should insert the coupon in the machine's bill feeder.

Special Event Ticket Valid for unlimited travel on buses and light rail during the time period printed on the ticket. This ticket is sold at rail station ticket booths two hours prior to major downtown events. An express version is available at select Park & Ride lots.

Northstar Family Pass This ticket is valid for round-trip rides on Northstar Line trains for two adults and up to three kids, ages 6–17 (kids five and under ride free). Pass prices vary from \$11 to \$20 depending on station. Passes can be purchased at ticket machines at any suburban Northstar station after 9 a.m. on weekdays and anytime on weekends. They are valid until midnight on day of purchase. Platform access at Fridley Station is available only during hours of train service.

Transit Link Transfer Valid for transfers from Transit Link dial-a-ride service to buses and light rail. The Transit Link driver will mark the date and time on the transfer; it must be used within one hour of issue. The Transit Link driver also will circle the fare paid by the customer. If a customer transfers to an express bus with a higher fare than was paid, the customer must pay the difference in cash. A regular transfer is issued upon request from customers transferring from regular-route bus or light-rail service to Transit Link.

TRANSFERS

- Transfers may be used on an unlimited number of trips on buses and light rail in any direction based on the type of transfer until expiration. Transfers become valid at the time they are issued and are to be requested at time of fare payment.
- Transfers expire 2.5 hours after issue, unless noted on the card.
- Transfers are automatically embedded on 31-Day Passes, Stored Value Cards and all Go-To Cards and passes.
- Transfers are not embedded on magnetic Young Adult 10-Ride Cards and are issued if requested.
- Transfers are not transferable to another person.
- Transfers are issued to fare-paying customers at no additional charge.
- Transfers are not issued with a Downtown Zone fare.
- When transferring from a local bus or train to an express bus, customers must pay an express charge.
- Reduced-fare customers are exempt from paying the express surcharge during non-rush hours.
- Reduced-fare customers must pay the express surcharge on a rush-hour express bus or train (customers can use stored value from their Go-To Card to pay this surcharge).
- Mobility customers are exempt from added charges at all times on buses, and light rail, but may be subject to additional charges on Northstar.
- Customers using Go-To Cards to pay their fare and the fares of additional passengers (up to a total of eight people) will not be issued individual transfers because transfers are encoded on the Go-To Card. Groups must travel together to use the embedded transfers.
- If the Go-To Card reader or TRiM unit malfunctions, no transfers will be issued and the customer will pay the fare when transferring to another bus. All other customers must pay the appropriate fare.
- If the TRiM unit malfunctions, customers paying cash fares will be issued an emergency transfer for use in the next bus if requested. The emergency transfer is placed in the bill feeder on the next bus and a replacement transfer is issued.
- Transfers must be valid when boarding a bus or light rail.
- When transferring from a bus or light-rail train with a TRiM-issued or light-rail ticket to Northstar, customers must purchase an upgrade ticket.

RAIL-ONLY TRANSFERS

SuperSaver Stored Value and 10-Ride Card users who begin their trip on a bus may pay their fare with a Stored Value or 10-Ride Card then request a rail-only transfer from the driver. The rail-only transfer allows workers to ride the train to downtown jobs and have a valid transfer for the return trip on the train. The return fare is collected when they transfer from light rail to a bus.

If it has an expiration date printed on it, a SuperSaver 31-Day Pass can be used as fare payment on light rail. SuperSaver Stored Value Cards and 10-Ride Cards cannot be used on trains, since they do not have date stamps nor can they be used in rail ticket machines.

PARATRANSIT (METRO MOBILITY) AND TRANSIT LINK TRANSFERS

Metro Mobility and Transit Link transfers are accepted in the farebox bill feeder. Customers using Transit Link or Metro Mobility transfers do not receive a regular transfer in return.

The Transit Link driver will mark the date and time on the transfer; it must be used within one hour of issue. The Transit Link driver also will circle the fare paid by the customer. If a customer transfers to an express bus with a higher fare than was paid, the customer must pay the difference in cash.

Customers using a Stored Value Card to ride regular-route service and transferring to a regional Transit Link or Metro Mobility service are to be issued a transfer upon request at time of fare payment.

AVAILABILITY / USE OF TRANSFERS

SuperSavers

Please note: Supersavers magnetic farecards are not valid on Northstar. Customers must purchase a ticket at a ticket machine or use a Go-To Card with appropriate transit product.

31-Day Passes: 31-Day Passes have a transfer embedded directly into the card upon each use. There is no need for a separate transfer. Upgraded transfers are automatically embedded when a rush-hour or express surcharge is paid.

A customer CANNOT use a 31-Day Pass for multiple-person rides. A 31-Day Pass can be used by only one person when boarding a single bus and that 31-Day Pass must remain in the customer's possession during that trip.

Stored Value Cards: Cards with stored value have a transfer embedded on the card upon use.

Group Travel: Customers may use a SuperSaver Stored Value Card to pay for groups (until the card value runs out) by inserting it into the TRiM unit for each rider, asking for a transfer for all but the last transaction, which will have a transfer embedded in the card. If transferring to a train, regular transfers are issued to everyone except the Stored Value Card owner, who would request a rail-only transfer.

Young Adult 10-Ride Card: Customers must request a transfer when using a ride if they plan to transfer to a bus or light rail as no transfers are embedded.

Go-To Cards

A Go-To Card with stored value may be used for multiple-person rides.

For a group ride on a bus, the holder of the Go-To Card must first tell the driver how many people are in the group and the type of fare for which each member of the group is eligible before touching the card to the reader. The customer must have sufficient stored value to pay for groups. The driver selects the correct fare button for the cardholder and each additional fare. Once the total number of passengers has been processed, the customer then touches the card to the card reader to complete the transaction.

For a group ride on light rail, the holder of the Go-To Card must press the Group Fare button (Key C) on the Go-To Card reader, then select the number of tickets with Key A. The cardholder must have sufficient stored value to pay for the group. Stored value will be deducted from the card when the cardholder touches the Go-To Card to the Go-To Card reader.

The maximum group size on a Go-To Card is eight. Up to eight transfers can be embedded on the Go-To Card. Groups using a Go-To Card must travel together for the duration of their trip. Individual paper transfers will not be issued.

GO-TO CARD FARE PAYMENT TYPES

7-DAY PASS, 31-DAY PASS AND STORED VALUE

A Go-To Card can hold up to two 7-Day or 31-Day Passes (must be the same fare level) and up to \$400 of stored value simultaneously. To upgrade to a higher fare, 7-Day and 31-Day Pass users MUST have enough stored value to pay the upgrade amount.

31-Day Pass

A 31-Day Pass is good for unlimited regular-route rides on Metro Transit and regional providers for 31 consecutive days. A 31-Day Pass becomes active on the first day of use. The Go-To Card reader will encode the expiration (“Good To”) date on the 31-Day Pass. The 31-Day Pass expires at 11:59 p.m. on the “Good To” date.

Available Fare Levels: 31-Day Pass prices are based on 42 rides and are available at these fare levels:

31-Day Pass Prices

Cash Fare	Pass Price	Discount
\$1.75	\$59	\$14.50
\$2.25	\$85	\$9.50
\$3.00	\$113.50	\$12.50
Mobility	\$31.50**	

*** The \$31.50 31-Day Pass is available only to certified persons with limited mobility who must show proper ID for purchase and use.*

7- Day Pass

A 7-Day Pass is good for unlimited rides for seven consecutive days on local buses and light rail at any time and on express buses during non-rush hours only. A 7-Day Pass becomes active on the first day of use. The Go-To Card reader will encode the expiration (“Good To”) date on the 7-Day Pass at activation. The 7-Day Pass expires at 11:59 p.m. on the “Good To” date.

A 7-Day Pass costs \$22, a \$9.50 savings off the cash fare. Its price is based on 10 rides at the \$2.25 fare.

The 31-Day Pass may be used in conjunction with stored value. If a card has both a 31-Day Pass and stored value, the card reader will first recognize the 31-Day Pass. If the fare is higher than the pass value, the system will deduct the difference between the required fare and the ride value of the pass from the card’s stored value.

Example: A customer holds a 31-Day Pass with a ride value of \$1.75 and boards an express bus during rush hour—a \$3.00 fare. The card reader will recognize the 31-Day Pass and then deduct \$1.25 from stored value. The Go-To Card will be embedded with an upgraded transfer.

A 7-Day Pass MUST be used in conjunction with stored value on express buses during rush hours. The upgrade cannot be paid in cash.

Example: A customer holds a 7-Day Pass and boards an express bus during rush hour – a \$3.00 fare. The card reader will recognize the 7-Day Pass and deduct 75¢ from stored value. The Go-To Card will be embedded with an upgraded transfer.

Stored value on a card can go negative one time to complete a fare.

Example: A customer boards a rush-hour express bus with a \$2.25 31-Day Pass and 25 cents in stored value. The card reader will recognize the 31-Day Pass and look for 75 cents in stored value. The reader will deduct the available 25 cents and stored value will go negative by 50 cents. If the customer uses the same card in the same way the next day without adding value, the 31-Day Pass will be recognized and the card reader will ask the customer to pay 75 cents in cash. When the customer adds value to the card, 50 cents will be deducted from the amount added.

Upgraded transfers will be embedded in all these scenarios. If a Go-To Card has no stored value or has negative value, the customer must pay the full fare in cash or tokens. The customer cannot use a SuperSaver Stored Value Card since the TRiM unit and Go-To Card reader do not communicate with each other.

Use of Go-To Card, 7-Day and 31-Day Passes

- Only one customer per trip can use a 7-Day Pass or 31-Day Pass from a Go-To Card. A customer CANNOT pay his/her fare with a 7-Day Pass or 31-Day Pass and then hand the card to another customer to use on the same trip. Once a customer boards a bus or train with this card, it must stay in the customer's possession at all times as verification of fare payment.
- A second customer attempting to use a 7-Day Pass or 31-Day Pass will prompt the validator to display "Card touched 2x." This means that the pass being presented has already been used to pay a fare on that bus or train in the past 10 minutes.
- A 7-Day Pass or 31-Day Pass that has been activated in error cannot be reversed by the operator. Contact Customer Relations at 612-373-3333.

Stored Value

Stored value is reduced with each fare paid, similar to a debit card. Each stored value purchase includes a 10% bonus amount. A Go-To Card can be recharged with additional value, at any time, holding up to a maximum stored value of \$400.

Use of Go-To Card stored value:

- Customers are required to touch the Go-To Card to the Go-To circle on the card reader before boarding. The reader automatically deducts the applicable fare for the trip. The card reader display indicates the value deducted and the amount of remaining stored value.
- Transfer information is embedded on the Go-To Card. For group travel, see next page.
- The stored value balance will go negative to complete one transaction.
- If stored value is negative and value is added, the negative value will be deducted from the purchase amount.

- Stored value can be used in conjunction with a 7-Day Pass or 31-Day Pass as explained in the 7-Day Pass/31-Day Pass section.
- If the wrong fare was deducted, the transaction can be reversed within 10 minutes of the charge on the same bus. The bus driver must select the restore button on the operator terminal and the customer touches the card to the reader. At a rail card reader, the customer must select the restore button then touch the card to the target to restore the value. Only the most recent transaction can be restored.

Group travel using stored value

- A Go-To Card with stored value can be used for group transactions only through interaction with the bus driver or rail card reader. A card with stored value that is presented twice on the same bus without driver interaction within 10 minutes will show as "Card touched 2x."
- Up to eight transfers may be embedded on a Go-To Card. No individual transfers will be issued. Groups must travel together to use transfers on a Go-To Card.

Group Travel with a 7-Day or 31-Day Pass

- The Go-To Card allows use of a 31-Day Pass for the first customer and then payment for the rest of the group from stored value. The maximum group size for one Go-To Card is eight.
- Transfer information is automatically embedded on a Go-To Card each time it is touched to the card reader/validator, with a maximum of eight transfers. Groups must travel together for the duration of the trip. Individual transfers will not be issued.
- Group transactions that cause a Go-To Card to go negative on initial boarding will not be allowed. Another form of payment must be used for others in the group.

Example: Three people board using a Go-To Card with \$3.50 of stored value. The current fare is \$1.75. A payment needed screen for the full amount (\$5.25) will be shown. The bus driver can rebuild the group transaction so the first two people can pay the fare using the Go-To Card, reducing its stored value to zero. The third person must pay the fare with cash or another fare card.

GENERAL GO-TO CARD AND SUPERSAVER GUIDELINES

MAINTENANCE

Go-To Cards & Passes

Customers are responsible for protecting their Go-To Cards and Passes from loss or damage. Remember, fare cards have value, just like cash.

Go-To Cards must remain flat and should not be folded, cut, punched, soiled, exposed to moisture or magnets, laminated or corrupted in any way that disables the internal computer chip, or in the case of SuperSavers, the sensitive magnetic strip on the back.

Go-To Cards have a life expectancy of approximately 10 years.

REGISTRATION

Registration of a Go-To Card is optional* but highly recommended.

Registration involves a customer providing a name, address, telephone number or e-mail address and the answer to a security question that can be associated with that particular Go-To Card, identified by its serial number. This information will be needed to make changes to a Go-To Card account.

If a card is registered, Metro Transit can disable that card if it is reported lost or stolen. A replacement card will be created that contains the remaining funds on record at the time the card is reported lost or stolen less a \$5 fee. Once a card is disabled, it cannot be reactivated and a new card must be issued to the customer.

Also, if a registered Go-To Card is damaged and unreadable, Metro Transit can replace the card with the value remaining before the damage occurred.

Customers will be charged an administrative fee of \$5 for replacement of lost or stolen cards if the card has been registered. Lost or stolen cards not registered cannot be replaced.

All customers should write their names on their Go-To Cards at the time of purchase and should record the card's serial number and store it in a safe place.

A customer using an unregistered Go-To Card should write his or her name on the card. If an unregistered card is lost or stolen and does not have a name written on it, Metro Transit cannot verify ownership and therefore, no return or compensation will be given to the customer.

The customer is responsible to ensure that Go-To Cards remain readable by Go-To Card readers. If the card's microchip is damaged or is unreadable and the card is not registered, there will be no balance transfer of the card's remaining value.

Metro Transit reserves the right to verify all registration information provided by the customer.

*Registration is mandatory for all Mobility Go-To Cards and restricted to one card per person.

REFUNDS AND EXCHANGES

Metro Transit does not issue refunds. Go-To Cards purchased by social service agencies, employers or schools can be returned and their accounts will be credited.

Go-To Card Exchanges:

- To request a pro-rated exchange toward a new 31-Day Pass, a customer must present a Go-To Card that is either registered or has a readable serial number.

Example: A customer has a \$1.75 pass, which she/he started using but needs to exchange it for a \$2.25 pass. The old pass will be removed and a new pass autoloading in 24-48 hours.

- If a Go-To Card is returned in non-working order and it has been registered or has a readable serial number, the customer will be credited 3% of the pass value per day between the date the card was returned (or postmarked if mailed) and the expiration date of the 7-Day or 31-Day Pass. This will be applied toward a new Go-To Card.
- No exchanges or refunds will be given for damaged cards that are not registered or have unreadable serial numbers.
- Customers can have the unused value of defective SuperSaver cards transferred to a Go-To Card at Metro Transit stores or at Customer Relations in denominations determined by Metro Transit.

LOST CARDS

A customer who has lost a Go-To Card should call Customer Relations to see if the card has been found and/or turned in.

Registered cards

Customers who have registered their Go-To Cards can have their information matched with cards that were found to see if a match is present. If no match is made on a registered Go-To card, customers can have the value remaining on their cards—based on the time the loss was reported—transferred to a new Go-To Card, minus a \$5 processing fee.

Unregistered cards

If a Go-To Card was not registered but its owner wrote his/her name on it or recorded its serial number, the cardholder can call Customer Relations to see if the card was turned in. A customer who did not record their name on their card or make note of the serial number has no way of verifying ownership and thus Metro Transit will not provide a replacement card.

DAMAGED AND DISABLED FARE CARDS

Misread/Damaged Go-To Cards

A customer with a Go-To Card that is unreadable by a card reader or other card reading device and is either registered or has a serial number that is still readable should contact Metro Transit to obtain a new Go-To Card. To replace the damaged card, Metro Transit will need the customer's name, address, card serial number and answer to the security question, along with the damaged card itself.

If an unregistered Go-To Card is damaged and the serial number printed on the card is no longer readable, no refund or exchange will be given.

If a Go-To Card is registered or has a serial number and there is no indication of mutilation, damage or mishandling, the card will be replaced. The \$5 administration fee will be waived.

Damaged SuperSavers

If a SuperSaver have been punched and cannot be read by the farebox, the customer will be expected to pay the full fare. If a card has been washed or if it has purposely been tampered with, the customer will not receive a refund.

Deactivated Go-To Cards

Definition: A Go-To Card will be deactivated or "hot-listed" when:

- The card has been reported lost.
- The card has been reported stolen.
- The card's owner has added value to the card using an account with insufficient funds or a credit card holder claims that they are not responsible for the transaction.
- The card has been canceled or suspended by employer or organization.
- A customer holds two mobility Go-To Cards. Metro Transit will make every effort to contact cardholders prior to deactivating one of the cards.

APPENDIX: GO-TO TERMS & CONDITIONS

These terms and conditions, along with your order, constitute your Go-To Card/Pass Agreement with the Metropolitan Council (hereinafter referred to as "Metro Transit").

Please read carefully and keep a copy for your records. If you do not agree to these terms and conditions, you must contact Metro Transit within 10 days of receipt. Use of your card or failure to return your card to Metro Transit within 10 days will constitute acceptance of these terms and conditions. Failure to comply with this Agreement may result in termination of your account.

When you apply for and use a Go-To Card or Pass, you agree as follows:

1. Applying for a Go-To Card or pass

Metro Transit may verify and investigate information provided on your Go-To order form. You agree to inform Metro Transit in writing of any change to the information set forth in your Go-To order form.

2. Using your Go-To Card

Go-To Cards expire in approximately 10 years. If your card is registered at the time it expires, you will be able to obtain a new card with the value on your card at the time of expiration, by contacting Metro Transit Customer Relations. There will be no replacement of value stored on unregistered cards that expire.

Card values on SuperSaver fare cards and value on Go-To Cards or Passes may not be combined to pay fares. Do not insert your Go-To Card or Pass into any transit fare equipment. You will be required to pay a \$5 fee to replace a card that was inserted into fare equipment. Metro Transit reserves the right to inspect your Go-To Card or Pass at any time for damage and abuse.

Customers must validate their transit pass/card each time they board a bus, light-rail train or Northstar train; failure to do so may be understood as improper use of the pass and it may be revoked/deactivated by the Metropolitan Council.

Note: Starting July 1, you can no longer use coins to upgrade any multi-day pass to a higher fare. If you don't have stored value on your Go-To Card when you ride a route that has a higher fare, you will have to pay your whole fare in cash.

3. Pass and Stored Value Replacement

YOUR CARD MUST BE REGISTERED TO REPLACE VALUE. THE VALUE STORED ON GO-TO CARDS or PASSES THAT ARE NOT REGISTERED CANNOT BE REPLACED, REFUNDED OR REDEEMED FOR CASH. You must provide your name and correctly answer the security question associated with your account to replace value on a registered card. If registered, a replacement card will be issued with the value that was on the card at the time that the card was reported lost, stolen, defective or damaged, less a \$5 fee (if applicable).

If your Go-To Card or Pass is lost or stolen, you must notify Metro Transit immediately either by visiting a transit store or by calling Customer Relations at 612-373-3333, Monday through Friday, 7:00 a.m. to 6:00 p.m. The TTY phone number for hearing and speech-impaired customers only is 612-341-7439. You will not be responsible for unauthorized use of your lost or stolen Go-To Card or Pass after you report your card missing.

4. Termination

Metro Transit may terminate this Agreement at any time and for any reason. Upon such termination, Metro Transit may block use of your Go-To Card or Pass or request surrender of your card. Upon Metro Transit's termination, you shall be entitled to a refund of any value remaining on your Go-To Card after costs and fees have been paid under this Agreement.

5. Governing Law

This Agreement shall be governed and construed in accordance with the laws of the State of Minnesota.

6. Confidentiality/Go-To Privacy Policy

Metro Transit will not sell or disclose your personal information to any third party for independent use without your written consent, unless required to do so by law. Metro Transit may use information that it collects in connection with your purchase for the management and promotion of its services.

Metro Transit employees may access your information only for legitimate business purposes, such as processing your application for the Go-To Card or Pass, and are required to protect the confidentiality of your personal information. Metro Transit will use the services of VeriSign® for the authorization of credit card purchases. VeriSign® is a web-based provider of payment services. VeriSign's® privacy policy may be reviewed at www.verisign.com or by clicking on the VeriSign® logo located on this web site.

7. Disclaimer/Indemnification

METRO TRANSIT EXPRESSLY DISCLAIMS ANY REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED OR EXPRESS WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR CONFORMITY WITH MODELS OR SAMPLES. YOU AGREE TO INDEMNIFY AND HOLD METRO TRANSIT HARMLESS FROM AND AGAINST ANY AND ALL DAMAGE, LOSS, COST, EXPENSE OR LIABILITY RELATING TO, ARISING FROM OR AS A RESULT OF YOUR USE OF THE GO-TO CARD or PASS.

You agree to pay any costs, including reasonable attorneys' fees, incurred by Metro Transit to enforce the terms of this Agreement.

8. Severability

The invalidity of any term or terms of this Agreement shall not affect any other term of this Agreement, which shall remain in full force and effect.

9. Modification

Metro Transit reserves its right to change these terms and conditions at any time without advance notice. If we decide to change our terms and conditions, we will post the new terms and conditions on Metro Transit's web site at least 30 days before they become effective.

10. Regulations

Use of the Go-To Card and Pass is subject to all applicable tariffs, terms, conditions, rules, regulations, policies and procedures.

11. General

The trademarks, service marks, and logos (the "Trademarks") used and displayed herein are registered and unregistered Trademarks of Metro Transit. Nothing herein should be construed as granting, by implication, estoppel, or otherwise, any license or right to use any Trademark displayed herein, without the written permission of the Trademark owner.

Metro Transit

560 Sixth Avenue North
Minneapolis, MN 55411-4398

Route and schedule information
& Customer Relations:

612-373-3333
metrotransit.org

