



## METROPASS FREQUENTLY ASKED QUESTIONS

You may begin using your Metropass as soon as you receive it. Simply touch your Metropass to a reader on the bus or rail station. You must do this with every ride. Failure to do so could result in removal from the bus/train and/or fines. Metro Transit Police have portable scanners they use randomly to confirm a pass has been validated. Any fines incurred are the responsibility of the customer.

### Can I use Metropass for my non-work related trips?

Yes. A Metropass provides unlimited rides (stored value may be required for any Northstar fare above \$3.00). By using your Metropass for more than your work commute, you increase its value. You can use your Metropass to get to the airport, the mall, games, concerts and much more. You can also plan your trip online at [metrotransit.org](http://metrotransit.org) or by calling 612-373-3333 and speaking with a transit expert.

### Can I let someone else use my Metropass?

No. A Metropass is assigned to you as an individual. It may be confiscated if used by someone else.

### Can I use Metropass on Metro Mobility or Transit Link?

No. Metropass is valid on regular route buses, light rail, A Line buses and Northstar commuter rail but cannot be used on Metro Mobility or Transit Link.

### How do I add value to my Metropass?

There are three ways to add value to your Metropass:

**1. Online:** visit [store.metrotransit.org/FareCard/Refill](http://store.metrotransit.org/FareCard/Refill), enter the 16-digit serial number and follow the steps to add value to your card.

**2. Self-Service:** Go to any A Line, light rail or Northstar station and go to the ticket machine. Press the F button (Go-To Card) on the ticket machine. Next, touch your Metropass to the Go-To circle below the screen. Select Add Stored Value, then use the screen to choose the amount for the pass you want to add. When the screen asks for payment, you can insert cash or a credit card. YOU MUST touch your Metropass to the Go-To circle one more time for stored value to be added to your pass.

**3. Phone:** Call 612-373-3333. Enter your Metropass card's 16-digit serial number and have a credit card ready for payment.

**4. In Person:** Visit one of our retail outlet stores (Cub Foods, UnBank, etc.) or Transit Service Centers in downtown Minneapolis or St. Paul.

### Can I pay for someone else's fare using Metropass?

If your card has added value to it, yes. Otherwise, no.





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### **What if I lose my Metropass card or it's stolen?**

Report the missing pass to your employer's Metropass administrator. Upon notification, the administrator will email you instructions and issue you a temporary pass to use while waiting for a new pass to be printed. Metro Transit charges a \$5 replacement fee for each lost pass during the plan year. A pass will not be replaced if lost a third time in the same plan year unless the participant can show extraordinary circumstances.

There is a "once in a lifetime" exception to refunds and this will be tracked by Metro Transit and will not include participants who have received a refund prior. Value transfers are still allowed. For example, if you load \$20 stored value on a Metropass because you ride Northstar and then leave the company, you can have that \$20 in stored value transferred to a Go-To Card.

### **What if my Metropass card is damaged?**

A damaged Metropass includes those that have stopped working or have physical damage. If this occurs, contact your Metropass administrator immediately. Upon notification, the Metropass administrator will email you with instructions and issue a temporary pass to you, for use while waiting

for a replacement pass. Metro Transit charges a \$5 replacement fee for damaged passes. Damaged passes must be sent to the Metropass Administrator along with the \$5 replacement fee before Metro Transit will issue a replacement pass. In some instances, Metro Transit may determine that the pass is defective rather than damaged. In that event the \$5 replacement fee will be returned to you.

If you get an error message when using your Metropass, Metro Transit recommends you pay your fare in cash and try the pass again later. If the reader gives no response or gives an error message more than once, you should report the card as not working immediately. There is no reimbursement for cash fares when your card stops working or is lost so you will want to report these issues right away; a temporary pass will be issued by the program administrator while a new card is being printed.

**PLEASE NOTE:** The replacement fee is required by Metro Transit. All cards returned will be evaluated by Metro Transit to determine if it is defective. They will not issue a replacement card until they have received both the damaged/defective card and the fee. If they determine the card is defective your check will be returned to you.

### **How do I register my Metropass card?**

Register your card at [metrotransit.org/register](http://metrotransit.org/register). It's FREE. You'll protect your card's value against loss or theft.

*A card replacement fee may be assessed for registered cards.*

