

GET AUTO REFILL

Never worry about
having enough fare
on your card again

metrotransit.org/AutoRefill



FREQUENTLY ASKED QUESTIONS

My card is lost or stolen. What do I do?

Call 651-602-1111 (TTY 651-221-9886) to deactivate your card and request a replacement. If you received your card from an organization, notify your organization's program administrator.

My card doesn't work. What do I do?

Pay your fare in cash and call 651-602-1111 (TTY 651-221-9886).

Do I need to ask for a transfer if I plan on riding on fixed route service such as light rail?

No. Transfers are automatically embedded in your card for the value of your original ride. If you transfer to a route with a higher fare (for example, Northstar), your card will cover the difference in fare as long as you have stored value.

If I don't use the card for a while, will it still work?

Yes. Your card will work for approximately 10 years or until your Metro Mobility expiration date, whichever is sooner.

Does my card have an expiration date?

Your card automatically expires at the same time your Metro Mobility certification period ends.

How do I take care of my card?

Cards are sturdy, but sensitive. Keep your card in a protective wallet and DO NOT scratch, bend or punch a hole in your card. Protective pockets and lanyards are available by calling 651-602-1111 (TTY 651-221-9886).

CONTACT US

Metro Mobility Service Center
651-602-1111 (TTY 651-221-9886)
metromobility@metc.state.mn.us
390 Robert Street North
Saint Paul, MN 55101
metromobility.org



USER'S GUIDE



GETTING STARTED

Follow this guide to get the most out of your Go-To Card.



REGISTER YOUR CARD

Register your card at metrotransit.org/register. It's **FREE**. You'll protect your card's value against loss or theft. An unregistered Go-To Card cannot be replaced. A card replacement fee may be assessed for registered cards.



ADD STORED VALUE

ONLINE at metromobility.org with a credit card*

PHONE 651-602-1111 (TTY 651-221-9886), with a credit card*

MAIL with a credit card or check. Call 651-602-1111 for a mail order form or download one at metromobility.org.

At more than **100 RETAIL LOCATIONS** including Metro Transit Service Centers in downtown Minneapolis and Saint Paul and metro-area Cub Foods stores with cash or credit card. Visit metromobility.org or call 651-602-1111 for locations.

At a **RAIL TICKET MACHINE** with cash or credit card

*It may take up to 24 hours for value to be available on your card.

PAY YOUR FARE

To pay your fare when you ride the bus, simply touch your card to the Go-To image on the reader mounted to the handrail pole.



After you touch your card to the Go-To image, the reader will beep, the screen will display **"Go"** or **"Transfer"** and the light will turn green. A yellow light indicates the card's value is low and

you should consider adding value to your card. A red light with a "Payment Needed" screen means your card does not have sufficient funds or has been deactivated. In this instance, pay the fare in cash.

If you are transferring to fixed-route service, please locate the Go-To Card reader on the regular-route bus or on the rail platform and touch your card to the Go-To image. A transfer will be embedded on your Go-To Card.



CHECK YOUR CARD'S BALANCE

ONLINE at metromobility.org (you can check your transaction history here, too)

PHONE 651-602-1111 (TTY 651-221-9886)

ON A BUS: The card balance displays each time you touch your card to the reader and pay your fare