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# Guidelines and Procedures

FOR METRO TRANSIT AND  
REGIONAL TRANSIT PROVIDERS

## Fare Collection System





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## Regional Fare Structure

Base Fare is \$1.75

Rush Hour Fares		Non-Rush Hour Fares	
	Fare		Fare
Local	\$2.25	Local	\$1.75
Express	\$3.00	Express	\$2.25
NorthStar Commuter Coach (888) and Route 288	\$4.75	<b>Reduced</b>	
<b>Reduced</b>		Five and Under	Free*
Five and Under	Free*	Age 6–12	\$0.75
Youth (17 and Under)	Full Fare**	Age 13–17	Full Fare**
Seniors (65+)	Full Fare	Seniors (65+)	\$0.75***
Medicare	Full Fare	Medicare	\$0.75***
Mobility	\$0.75***	Mobility	\$0.75***
Downtown Zone	\$0.50	Downtown Zone	\$0.50

\* 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 Photo ID 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.

## Definitions of Reduced Fares

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### 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 aged 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 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 Go-To Card, the operator’s terminal will display that the customer has a reduced fare Go-To Card. ID may be requested.*

## 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 75 cents 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 or Mobility 31-Day Pass. Proper identification must accompany these fares tools and 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 ID card accompanied by a photo ID. The operator's terminal 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.

A Personal Care Attendant may ride for free with a person who is disabled, pays their fare and presents 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.

An activated SuperSaver 31-Day Pass may be used to pay a Downtown Zone fare; however, a customer should show the pass to the bus driver instead of inserting it in the reader.

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

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.

## Fare Structure Details

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**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 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 Commuter Coach (Routes 888) and Route 288:** A distance-based surcharge of \$1.75 is charged when customers ride portions of these routes.

## Fare Collection Equipment:

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**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 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, Go-To College 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 entrance points.

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

## Fare Tools

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### SuperSavers (magnetic cards)

**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.

**Young Adult 10-Ride Card** Good for 10 local service rides at any time. Express charges must be paid in cash. A transfer is required for a second boarding.

**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.

**Temporary Metropass** Good for unlimited rides until the expiration date on the pass.

**Day Pass** Valid for 24 hours from first use on any bus or time of purchase at a rail ticket machine.

**Event 6-Hour Pass** Valid for six hours from time of purchase on any bus, train or TVM.

**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 or SuperSaver 10-Ride Card on a bus and then transferring to a train 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.

### Go-To Cards

**Go-To Cards** can hold stored value and/or 31-Day Passes or 10-Ride Cards. 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.

**Metropass** Valid for unlimited rides on buses and trains. Exception: Route 288 and Route 888 customers must pay a distance surcharge when using Metropass.

**U-Pass** is available only to eligible students at the University of Minnesota. It is valid for an entire semester of bus and train rides, and can be renewed online.

**Go-To College Pass** is available to students at participating colleges, universities and trade schools. It is valid for an entire semester of bus and train rides. Validity dates are printed on the card.

**Ramp & Ride** 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 service on the train or on bus 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 regular-route buses and trains.

## About the Go-To Card

- Go-To Cards are rechargeable, proximity 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, Ramp & Ride, Go-To College Pass and Metropolitan Council employee ID .
- Customers can purchase and add value to Go-To Cards at [metrotransit.org](http://metrotransit.org) and at Metro Transit stores, select retail outlets and by U.S. Mail.
- Full Fare and Reduced Fare Go-To Cards can carry up to two 31-Day Passes (one current and one for future use) as well as up to \$400 in stored value.
- Full Fare and Reduced Fare Go-To Cards CANNOT carry a 31-Day Pass and Stored Rides at the same time.
- 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 Mobility cards.
- Go-To Cards have a registration fee of \$5. (Go-To Cards will be free at transit stores and participating outlets, provided the customer registers the card and adds a minimum of \$10 in value at time of purchase.)
- Go-To Cards will become dormant after two years of inactivity. A dormant card can be re-initialized at Metro Transit stores.
- A card's value, the number of rides remaining or the expiration date of a 31-Day Pass can be checked on any bus or rail card reader, at any Metro Transit store and at select retail outlets.
- Full Fare and Reduced Fare Go-To Cards can carry Stored Rides (available to young adults 17 and under through their school or employer) and stored value.

## Other Fare Media

**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: 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 a train: 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 and is sold primarily to medical providers. 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 a train: 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 trains during the time period printed on the ticket. This ticket is sold at rail station ticket booths and at the Mall of America transit store. It is not valid for express fares.

## Fare Programs Using the Go-To Card

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To use any of the passes listed below, customers are required to touch the pass to the Go-To Card 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.

### Metropass

Metropass is a deeply discounted annual transit pass purchased by companies for their employees. The pass has a picture of the employee on it and is not transferable to any other user. Metropass customers may use a Metropass Go-To Card or a temporary Metropass.

### U-Pass

U-Pass offers University of Minnesota students unlimited bus and train rides for a semester. Students must present valid University ID along with the U-Pass if requested.

### Go-To College Pass

This pass is available to students at participating colleges, universities and trade schools. It is valid for an entire semester of bus and train rides. Effective dates are printed on the pass.

### ABC Ramps (4th, 5th & 7th Street garages)— Ramp & Ride Card

Carpoolers and those with monthly parking contracts in 4th, 5th and 7th Street ramps are eligible for the Ramp & Ride Card, which provides free rides within the Minneapolis Downtown Zone on bus routes serving those ramps. Free bus rides apply on weekdays only. Ramp & Ride Cards are available through the service windows at 5th Street and 7th Street garages. Ramp & Ride cards are not valid for the train or for bus service outside the Downtown Zone.

## Transfers

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- Transfers may be used on an unlimited number of bus and train trips 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.
- Transfers are not embedded on 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. Exception: If a reduced-fare or full-fare customer transfers from a rush-hour local bus to a non-rush hour express bus, customers will be charged an additional 50 cents.
- 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.
- 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 if 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 train.

### 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. The return fare is collected when they transfer from the train to a bus.

If they have an expiration date printed on them, SuperSaver 31-Day Passes can be used as fare payment on trains. 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 and Dial-A-Ride transfers

Paratransit and Dial-A-Ride transfers are accepted in the farebox bill feeder. Customers using dial-a-ride or paratransit transfers do not receive a regular transfer in return. They must pay an additional fare if continuing their trip on another bus.

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

## Availability/Use of Transfers

### SuperSavers

**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 train as no transfers are embedded.

### Go-To Cards

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

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.

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 transfers will not be issued.

**Young Adult 10-Ride Card:** Stored Rides have a transfer embedded directly into the Go-To Card. There is no need for an individual transfer. Upgraded transfers are automatically embedded when additional fare is paid.

A customer CANNOT use Go-To Stored Rides for multiple-person rides. A Stored Ride Card can be used by only one person when boarding a bus or train and that Stored Ride Card must remain in the customer’s possession during that trip. Transfers are automatically embedded. Upgrade charges for express service must be paid either in cash or using a Go-To Cards’ stored value.

## Go-To Card Fare Payment Types

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### 31-Day Pass, Stored Value and Stored Rides

A Go-To Card can hold up to two 31-Day Passes (must be the same fare level) and up to \$400 of stored value simultaneously. For ease in upgrading to a higher fare, 31-Day Pass users are encouraged to keep a small amount of stored value as a backup.

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

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

### 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 Through”) date on the 31-Day Pass. The 31-Day Pass expires at 11:59 p.m. on the “Good Through” date.

**Available Fare Levels/Retail Price:** Stored value is available at these fare levels/retail prices:

31-Day Pass Retail Prices		
Cash Fare	Retail Price	Discount
\$1.75	\$59	\$14.50
\$2.25	\$85	\$9.50
\$3.00	\$113.50	\$12.50
Mobility	\$31.50**	

The 31-Day Pass may be used in conjunction with stored value. If a Go-To 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.

Stored value on a Go-To 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 both scenarios. If a Go-To Card has no stored value or has negative value, the customer must pay the remaining 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 Passes or Stored Rides:

- Customers are required to touch their Go-To Card to a reader on the bus or on the rail station platform before boarding.
- Only one customer per trip can use a 31-Day Pass or Stored Ride from a Go-To Card. A customer CANNOT pay his/her fare with a 31-Day Pass or Stored Ride 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 31-Day Pass or Stored Ride will prompt the validator to display "passback." Passback means that the 31-Day Pass or Stored Ride being presented has already been used to pay a fare on that bus or train in the past 10 minutes.
- A 31-Day Pass that has been activated in error cannot be reversed.

### 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.

**Available Fare Levels/Retail Price:** Stored value is available at these fare levels/retail prices:

Stored Value Retail Prices					
Purchase Price	Cash Value	Savings	Purchase Price	Cash Value	Savings
\$10	\$11	\$1.00	\$60	\$66	\$6.00
\$20	\$22	\$2.00	\$100	\$110	\$10.00
\$30	\$33	\$3.00	\$115	\$126.50	\$11.50
\$40	\$44	\$4.00	\$180	\$198	\$18.00

If stored value has gone negative, the negative value will be recovered the next time stored value is added.

#### 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.
- If the amount of stored value on the card is greater than zero, stored value will go negative to complete one transaction. The maximum negative value is \$3.50 for customers paying for a single ride.
- 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 31-Day Pass or Stored Rides as explained in the 31-Day Pass/Stored Rides 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 "passback."
- 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 31-Day Pass or Stored Rides

- 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 Guidelines

### Maintenance

Customers are responsible for protecting their Go-To Cards from loss or damage. 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.

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 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, such as adding value.

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. 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 refund of the card's remaining value.

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

### Refunds and Exchanges

Metro Transit will provide refunds by check via U.S. Mail in two to four weeks.

Transit store representatives, Customer Relations staff and the receptionist at Metro Transit’s administrative headquarters will accept Go-To Cards from customers requesting a refund. A receipt is issued to the customer. The Go-To Card and a copy of the receipt are forwarded to Sales Operations for check request processing.

#### 31-Day Pass Refund:

- The refund will consist of 3% per day of the value of an activated 31-Day Pass for each day between the day the Go-To Card was turned in (either postmarked or in person) and the expiration date, less any purchase price discount.
- Go-To Cards purchased by social service agencies or by employers may be refunded to the purchaser, not to the customer using the card, unless otherwise directed by the purchaser.
- In all situations regarding the refund of Go-To Card value, the \$5 processing fee paid to obtain the card is non-refundable.

Refund/Exchange rates for 31-DAY PASSES										NEW			
UNUSED DAYS	\$21.00	\$42.00	\$ 38.00	\$66.00	\$85.00	\$95.00	\$50.00	\$76.00	\$104.00	\$ 31.50	\$ 59.00	\$ 85.00	\$ 113.50
1	\$ 0.68	\$ 1.35	1.22	\$ 2.13	\$ 2.74	\$ 3.06	\$ 1.61	\$ 2.42	\$ 3.35	\$ 1.06	\$ 1.90	\$ 2.74	\$ 3.66
2	\$ 1.36	\$ 2.70	\$ 2.45	\$ 4.26	\$ 5.48	\$ 6.12	\$ 3.22	\$ 4.87	\$ 6.70	\$ 4.41	\$ 5.25	\$ 6.09	\$ 7.01
3	\$ 2.03	\$ 4.06	\$ 3.67	\$ 6.39	\$ 8.22	\$ 9.19	\$ 4.84	\$ 7.32	\$ 10.06	\$ 7.77	\$ 8.61	\$ 9.45	\$ 10.37
4	\$ 2.71	\$ 5.41	\$ 4.90	\$ 8.52	\$ 10.97	\$ 12.25	\$ 6.45	\$ 9.77	\$ 13.41	\$ 11.12	\$ 11.96	\$ 12.80	\$ 13.72
5	\$ 3.39	\$ 6.77	\$ 6.12	\$ 10.65	\$ 13.71	\$ 15.32	\$ 8.06	\$ 12.23	\$ 16.77	\$ 14.48	\$ 15.32	\$ 16.16	\$ 17.08
6	\$ 4.07	\$ 8.12	\$ 7.35	\$ 12.77	\$ 16.45	\$ 18.38	\$ 9.67	\$ 14.68	\$ 20.12	\$ 17.83	\$ 18.67	\$ 19.51	\$ 20.43
7	\$ 4.74	\$ 9.48	\$ 8.57	\$ 14.90	\$ 19.19	\$ 21.45	\$ 11.29	\$ 17.13	\$ 23.48	\$ 21.19	\$ 22.03	\$ 22.87	\$ 23.79
8	\$ 5.42	\$ 10.83	\$ 9.80	\$ 17.03	\$ 21.93	\$ 24.51	\$ 12.90	\$ 19.58	\$ 26.83	\$ 24.54	\$ 25.38	\$ 26.22	\$ 27.14
9	\$ 6.10	\$ 12.19	\$ 11.03	\$ 19.16	\$ 24.68	\$ 27.58	\$ 14.51	\$ 22.03	\$ 30.19	\$ 27.90	\$ 28.74	\$ 29.58	\$ 30.50
10	\$ 6.78	\$ 13.54	\$ 12.25	\$ 21.29	\$ 27.42	\$ 30.64	\$ 16.13	\$ 24.48	\$ 33.54	\$ 31.25	\$ 32.09	\$ 32.93	\$ 33.85
11	\$ 7.45	\$ 14.90	\$ 13.48	\$ 23.42	\$ 30.16	\$ 33.71	\$ 17.74	\$ 26.94	\$ 36.90	\$ 34.61	\$ 35.45	\$ 36.29	\$ 37.21
12	\$ 8.13	\$ 16.25	\$ 14.70	\$ 25.55	\$ 32.90	\$ 36.77	\$ 19.35	\$ 29.39	\$ 40.25	\$ 37.96	\$ 38.80	\$ 39.64	\$ 40.56
13	\$ 8.81	\$ 17.61	\$ 15.93	\$ 27.68	\$ 35.64	\$ 39.83	\$ 20.96	\$ 31.84	\$ 43.61	\$ 41.32	\$ 42.16	\$ 43.00	\$ 43.92
14	\$ 9.49	\$ 18.96	\$ 17.16	\$ 29.81	\$ 38.39	\$ 42.90	\$ 22.58	\$ 34.29	\$ 46.96	\$ 44.67	\$ 45.51	\$ 46.35	\$ 47.27
15	\$ 10.16	\$ 20.32	\$ 18.38	\$ 31.94	\$ 41.13	\$ 45.96	\$ 24.19	\$ 36.74	\$ 50.32	\$ 48.03	\$ 48.87	\$ 49.71	\$ 50.63
16	\$ 10.84	\$ 21.67	\$ 19.61	\$ 34.06	\$ 43.87	\$ 49.03	\$ 25.80	\$ 39.19	\$ 53.67	\$ 51.38	\$ 52.22	\$ 53.06	\$ 53.98
17	\$ 11.52	\$ 23.03	\$ 20.83	\$ 36.19	\$ 46.61	\$ 52.09	\$ 27.42	\$ 41.65	\$ 57.03	\$ 54.74	\$ 55.58	\$ 56.42	\$ 57.34
18	\$ 12.20	\$ 24.38	\$ 22.06	\$ 38.32	\$ 49.35	\$ 55.16	\$ 29.03	\$ 44.10	\$ 60.38	\$ 58.09	\$ 58.93	\$ 59.77	\$ 60.69
19	\$ 12.87	\$ 25.74	\$ 23.28	\$ 40.45	\$ 52.09	\$ 58.22	\$ 30.64	\$ 46.55	\$ 63.74	\$ 61.45	\$ 62.29	\$ 63.13	\$ 64.05
20	\$ 13.55	\$ 27.09	\$ 24.51	\$ 42.58	\$ 54.84	\$ 61.29	\$ 32.26	\$ 49.00	\$ 67.09	\$ 64.80	\$ 65.64	\$ 66.48	\$ 67.40
21	\$ 14.23	\$ 28.45	\$ 25.74	\$ 44.71	\$ 57.58	\$ 64.35	\$ 33.87	\$ 51.45	\$ 70.45	\$ 68.16	\$ 69.00	\$ 69.84	\$ 70.76
22	\$ 14.91	\$ 29.80	\$ 26.96	\$ 46.84	\$ 60.32	\$ 67.41	\$ 35.48	\$ 53.90	\$ 73.80	\$ 71.51	\$ 72.35	\$ 73.19	\$ 74.11
23	\$ 15.58	\$ 31.16	\$ 28.19	\$ 48.97	\$ 63.06	\$ 70.48	\$ 37.09	\$ 56.36	\$ 77.16	\$ 74.87	\$ 75.71	\$ 76.55	\$ 77.47
24	\$ 16.26	\$ 32.51	\$ 29.41	\$ 51.10	\$ 65.80	\$ 73.54	\$ 38.71	\$ 58.81	\$ 80.51	\$ 78.22	\$ 79.06	\$ 79.90	\$ 80.82
25	\$ 16.94	\$ 33.87	\$ 30.64	\$ 53.23	\$ 68.55	\$ 76.61	\$ 40.32	\$ 61.26	\$ 83.87	\$ 81.58	\$ 82.42	\$ 83.26	\$ 84.18
26	\$ 17.62	\$ 35.22	\$ 31.87	\$ 55.35	\$ 71.29	\$ 79.67	\$ 41.93	\$ 63.71	\$ 87.22	\$ 84.93	\$ 85.77	\$ 86.61	\$ 87.53
27	\$ 18.29	\$ 36.58	\$ 33.09	\$ 57.48	\$ 74.03	\$ 82.74	\$ 43.55	\$ 66.16	\$ 90.58	\$ 88.29	\$ 89.13	\$ 89.97	\$ 90.89
28	\$ 18.97	\$ 37.93	\$ 34.32	\$ 59.61	\$ 76.77	\$ 85.80	\$ 45.16	\$ 68.61	\$ 93.93	\$ 91.64	\$ 92.48	\$ 93.32	\$ 94.24
29	\$ 19.65	\$ 39.29	\$ 35.54	\$ 61.74	\$ 79.51	\$ 88.87	\$ 46.77	\$ 71.07	\$ 97.29	\$ 95.00	\$ 95.84	\$ 96.68	\$ 97.60
30	\$ 20.33	\$ 40.64	\$ 36.77	\$ 63.87	\$ 82.26	\$ 91.93	\$ 48.38	\$ 73.52	\$ 100.64	\$ 98.35	\$ 99.19	\$ 100.03	\$ 100.95
31	\$ 21.00	\$ 42.00	\$ 37.99	\$ 66.00	\$ 85.00	\$ 95.00	\$ 50.00	\$ 76.00	\$ 104.00	\$ 101.71	\$ 102.55	\$ 103.39	\$ 104.31

**Stored Value Refund:**

- If a Go-To Card's stored value has never been used, a refund check will be mailed to the customer for the purchase amount.
- If the Go-To Card indicates an exact amount of stored value remaining, a refund check will be mailed to the customer in that amount, less the 10% bonus value given when the card was purchased and less any additional discounts given through programs such as TransitWorks!
- Go-To Cards purchased by social service agencies or by employers will be refunded to the purchaser, not to the customer using the card.
- In all situations regarding the refund of Go-To Card stored value, the \$5 processing fee paid to obtain the card is non-refundable.

**Stored Ride Refund:**

- If Stored Rides have never been used, a refund check will be mailed to the customer for the purchase amount.
- Go-To Cards purchased by social service agencies, employers or schools will be refunded to the purchaser, not to the customer using the card.
- In all situations regarding the refund of Go-To Card Stored Rides, the \$5 processing fee paid to obtain the card is non-refundable.

**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 autoloaded 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 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 remaining value of SuperSaver cards transferred to a Go-To Card at Metro Transit stores 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 Go-To 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.

### Disabled Go-To Cards

Definition: A Go-To Card will be disabled 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.
- The card has been canceled by employer.

When a customer's Go-To Card displays "UNABLE TO USE" on the operator terminal, the bus driver may retain the card and contact dispatch for further instruction.

## **Metro Transit**

560 Sixth Avenue North  
Minneapolis, MN 55411-4398

Route and schedule information  
& Customer Relations:

612-373-3333  
[metrotransit.org](http://metrotransit.org)

