ATTENTION ALL UTHealth STUDENTS

What is a METRO Q card?

- Think of the Q card as an electronic wallet for METRO riders. This unique card contains a computer chip that stores your information onto the Q card. The Q stands for "quick". All you have to do is touch your Q card to the Q box on your bus and you're on your way.

How much does a Q card cost?

- You do not have to pay for the Q card itself. You do have to pay to load it, but students do receive a 50% discount on all fares.

Where do I get a METRO Q card?

- **Online:** Visit the NEW METRO Online store [www.ridemetro.org](http://www.ridemetro.org), click Fares tab, then METRO Online Store and select the Discount-METRO Q Card Student.
  
  OR
  
- **In Person:** Go to METRO's main Ridestore at 1900 Main Street. The hours are Monday-Friday, 8:00AM-5:00PM. Their number is 713-739-6968. The easiest way to get to the Ridestore is to take the METRORail to the Downtown Transit Center stop.

What information should I take with me to the RideStore or scan and upload for METRO ONLINE Store?

- You must have a current government issued ID (Driver’s License or Passport). Scan and upload for METRO ONLINE store or present at METRO Ridestore.

  You must go to either the UT Professional Building-Garage (6414 Fannin) or University Center Tower (7000 Fannin) Parking Office and obtain a letter to show proof of enrollment. The Parking Office will need to see your UT Student ID badge. The UTPB-G Parking Office is open Mon-Thurs, 7A-6P & Fri, 7A-5P. The UCT Parking Office is open Mon-Fri, 7A-5P. Scan and upload the letter for METRO ONLINE store or present at METRO Ridestore.

I am a part-time student. Do I need to do anything differently than a full-time student to obtain my Q card?

- No, you do not. The process is the same.

When can we get the METRO Q cards?

- METRO ONLINE Store purchases will be mailed to your home within 5 – 7 business days.

  OR

- METRO Ridestore at 1900 Main will provide the card to you immediately.

How do I load my card once I get my Q card?

- METRO ONLINE Store purchasers can add value via the shopping cart online.

  OR

  Once you get your Q card you can simply reload your card at any available location. Reloading locations can be found on any METRO bus, train stop, METRO Ridestore or participating retail locations [http://www.ridemetro.org/Pages/FareRetailersReloadLocations.aspx](http://www.ridemetro.org/Pages/FareRetailersReloadLocations.aspx).

Will I receive my METRO Q card the same day that I go to METRO?

- Yes. METRO will issue it to you immediately.

Is there a deadline? Will my card ever expire?

- No, there is not a deadline. However, the student discount feature on ALL Q cards will expire two years from dated of receipt. To renew the discount feature all students will be required to visit the METRO Ridestore, 1900 Main Street to show proof of full-time enrollment from the Parking office and their government issued ID (Driver’s License or Passport).

For additional information, visit METRO at [www.ridemetro.org](http://www.ridemetro.org) and click Fares.

If you have any questions, please contact Parking Services at parking@uth.tmc.edu.