



## **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 METRO Rail 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.
- 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.
- 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>.

### **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](mailto:parking@uth.tmc.edu).**