

## METRO Q Fare Card Q & A

- Q: Why did the balance on my Q Card shows \$0.00 or no increase when I tapped it at any of the Q Box, TVM, CVM or On-Board Reloader readers instead of what was loaded through the Mobility program (Ridesponsor)?
- A: Orders are placed into METRO's database are waiting to be 'picked up'. The order is 'picked up' when you tap your card to pay for a fare on a Q Box and the value is added to your card.  
Visit <http://www.ridemetro.org/Pages/FareHowQ.aspx> to view How to use the card.
- Q: When will the Ridesponsor load value onto my card?
- A: During the last day of every month for the following month. Please remember that it can take 24 – 48 hours for the additional value to show up on your card. Additional value cannot be loaded to your card until you use it for the first time.
- Q: If there is a remaining balance on the card does it forward to the next month or what happens to it?
- A: The value remains on the card until used.
- Q: Will I get a new Q Card each month?
- A: No, you keep the same Q Card. The value is added via an online process at the end of each month. Cards will expire, so visit <http://www.ridemetro.org/Pages/FareMyQ.aspx> clicking on Reload a Registered Card then your card number to find the date.
- Q: If I start my trip on a bus that is a Zone 1, then transfer to a bus that is a Zone 4, will I be charged an additional amount?
- A: Yes, you will be charged the higher of the zones. METRO's website now reads, "Transfers are free, for equal or less expensive service, with your paid fare. When transferring to a service of greater cost, you will be asked to pay the difference on board the next bus. Transfers are free and automatic with the Q Card." Example: Bus 297 is a zone 2 (\$3.25 fare charged), transfer to 298, zone 4 (additional \$.50 charged). If in doubt, call METRO at 713-635-4000 to confirm fare or visit [www.ridemetro.org](http://www.ridemetro.org).
- Q: Can I register my Q Card personally so that I can add value to my card?
- A: Your Q Card is registered under the Ridesponsor subscription account, but you can also register a Full Fare subscription account <https://www.ridemetro.org/fares/reload-your-fare-card>. If you have problems, call METRO at 713-635-4000. Remember that your card will be registered as a Ride Sponsor account, allowing the mobility coordinator to add value to it, but it will also have a **Stored Value Full Fare contract on it**. You can also add value at any of the machines or retail locations without personally registering. You can view both the ride sponsor account balance as well as the full fare account balance online.
- Q: If I add value to my Q Card, does it deduct from the full fare account or ride sponsor account first?
- A: The Q Card will always try to use the Ridesponsor account first, to pay for a trip and, if the balance of the Ridesponsor account is zero, and you have loaded value during the current month to your full fare account, it will then use your full fare account.
- Q: I can only see the remaining value of my Ridesponsor account when I tap my card to pay for a fare. Where can I check the value of my Full Fare account?
- A: Only the Ridesponsor balance will appear when tapping your card to pay for a fare, never your Full Fare account (unless the Ridesponsor account is \$0.00) You can view both balances at a TVM machine or register your card as indicated in a previous question to view both accounts.

- Q: The remaining value flashes too quickly when I use my card on the bus or Rail. Can I check the balance another way?
- A: Yes, just hold your card to the reader; then you will have time to read the amount. The reader will not charge another fare as you have a two-hour window for a one-way direction to use the card at no charge unless the bus you transfer to is a higher fare, and then it will charge the difference between the two.
- Q: Do I need to keep my card away from magnets much like credit cards?
- A: Yes. We were originally told that the cards are controlled by radio frequency and are not magnetized, but some cards have been damaged possibly due to magnets.
- Q: What do I do if I lose my Q Card or it is inactivated?
- A: Contact one of the persons listed below with Auxiliary Enterprises who will notify METRO to “hotlist” the card. You will have to go to the METRO Treasury to have the balance from the old card moved to a new card. **Do not go** to METRO before receiving an e-mail from the representative listed below indicating approval as METRO will not provide you a new Ride Sponsor card until approval is received. Present your UTH Health ID badge and/or TDL to METRO’s Treasurer’s Office, 1900 Main, 2<sup>nd</sup> Floor, M-F between 8am – 1pm or 2pm – 4pm (across the street from the Downtown Transit Center Rail stop), to have the value from your old card transferred to your new card. You must then provide the Auxiliary Enterprises representative with your new card number so it can be added to the database (they will not be notified otherwise).
- Q: What I do if I have an emergency during the workday and there is no bus service available?
- A: METRO has a Guaranteed Ride Home program that can be used three times a year for a valid emergency as described on the website. You must be registered before using this service, so register now to avoid a delay should you need the service. <https://www.ridemetro.org/riding-metro/transit-services/service-guarantee>
- Q: Are there any discounts available for those 65 or over.
- A: Yes, if you are 65 or older, you are eligible for a Discounted Q Fare Card <http://www.ridemetro.org/Pages/FareDiscountedFare.aspx>. Contact one of the of the persons listed below with Auxiliary Enterprises who will communicate with METRO that you will visit METRO Treasury to obtain a discounted card. **Do not go** to METRO before receiving an e-mail from the representative listed below indicating approval as METRO will not provide you a new Ride Sponsor card until approval is received. Present your TDL to METRO’s Treasurer’s Office, 1900 Main, 2<sup>nd</sup> Floor, M-F between 8am – 1pm or 2pm – 4pm (across the street from the Downtown Transit Center Rail stop). They will transfer any value from your old card to your new card. You must then provide the Auxiliary Enterprises representative with your new card number so it can be added to the database (they will not be notified otherwise).

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Visit METRO’s webpage for further information regarding transportation options, schedules, Q Fare Card information and more: [www.ridemetro.org](http://www.ridemetro.org)