

HOW TO RIDE DART RAIL AND BUSES

CÓMO VIAJAR EN LOS TRENES Y AUTOBUSES DE DART

EFFECTIVE JANUARY 24, 2022
A PARTIR DEL 24 DE ENERO DE 2022



Local and Regional Services
Servicios locales y regionales

Rail Map
Mapa del tren

Fare Information
Información sobre tarifas

Mobile Apps and Online Tools
Aplicaciones móviles y herramientas en línea

Contacts
Contactos

Bus and Rail Signage
Carteles del autobús y tren



let's go.

214-979-1111 • DART.org
En Español • transporteDART.org

DISCOVER MORE ON DART

With an expansive network of DART Rail, Trinity Railway Express (TRE) commuter rail, bus routes and paratransit services, DART gets you to the places you need and want to go. Our 700-square-mile service area covers 13 cities: Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Plano, Richardson, Rowlett and University Park.

We offer free parking at many of our transit centers and rail stations, making it easy and convenient to ride DART.

Learn more at DART.org.

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En español (Spanish), página 22

ON THE GO. IN THE KNOW.®

Sign up for My DART Updates

DART offers a free electronic subscription service that allows subscribers to receive automatic email or SMS/text message* notifications when selected website information is updated. Subscribers can choose from a variety of topics and information categories.

Topics include: DART bus, rail and TRE rider alerts; elevator and escalator service status; news and events; community meeting and public hearing notices; construction alerts; expansion information; job opportunities; and more!

Sign up for My DART Updates at

[DART.org/MyDARTupdates](https://www.dart.org/MyDARTupdates)

Follow us on Twitter

DART has two official Twitter accounts.

- [@DARTmedia](https://twitter.com/DARTmedia) shares news, announcements, DARTable destinations and activities, contests, giveaways and more
- [@DARTalerts](https://twitter.com/DARTalerts) sends alerts about DART service changes, interruptions and other rider concerns

WHAT IS DARTABLE?

DARTable destinations are those places you can get to easily by riding DART. From museums and cultural attractions, to big-league sports and big-name concerts, to tucked-away neighborhood favorites that lie off the beaten path, DART is the way to go.

An afternoon of shopping? DARTable. One of our region's many vibrant festivals? DART's the best way to get there. Dinner and a movie? That's DARTable, too. Your transit pass is your ticket to discovery.

Explore all the entertaining and enriching destinations that are DARTable by visiting [DART.org/DARTable](https://www.dart.org/DARTable).

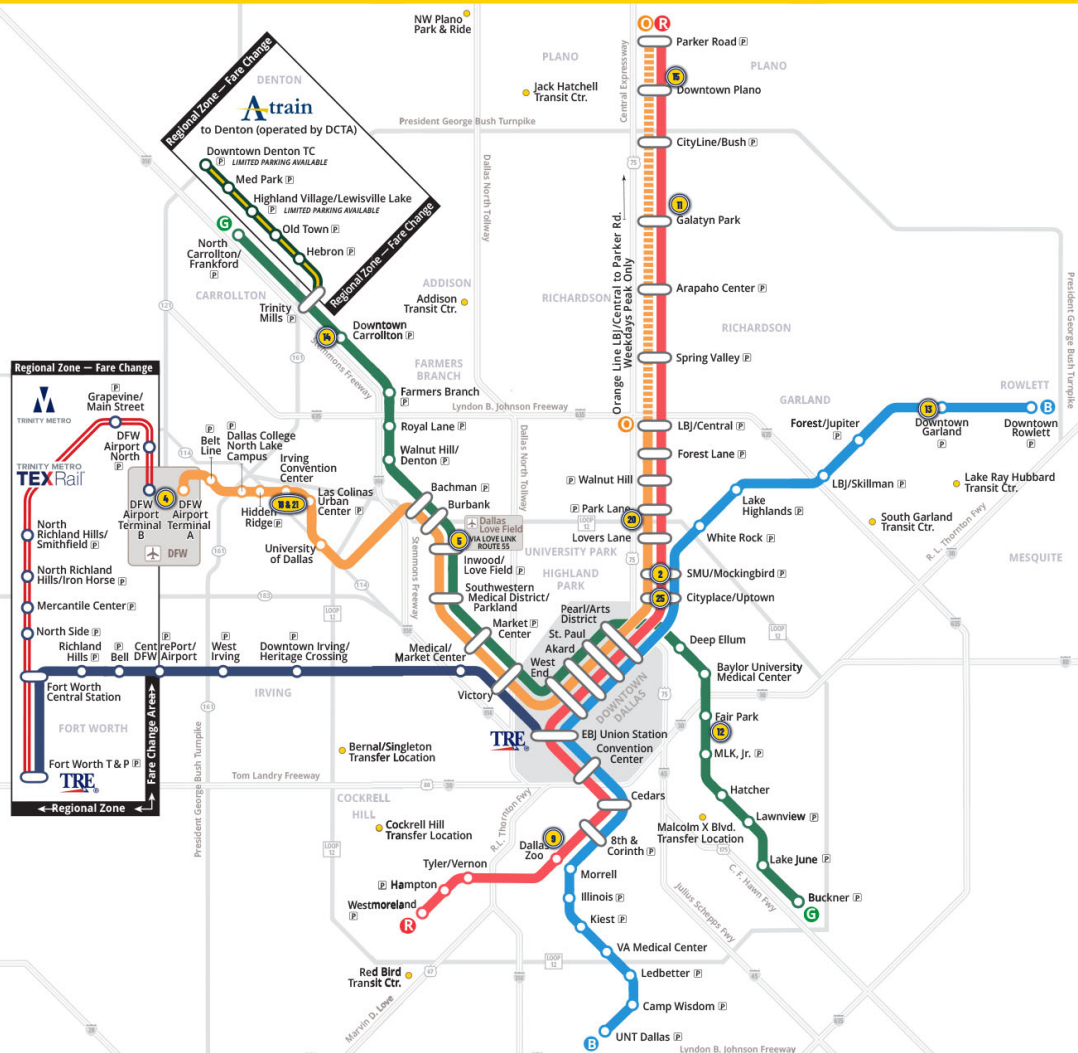
* Message and data rates may apply.

EXPLORE

DART^{able}

DESTINATIONS

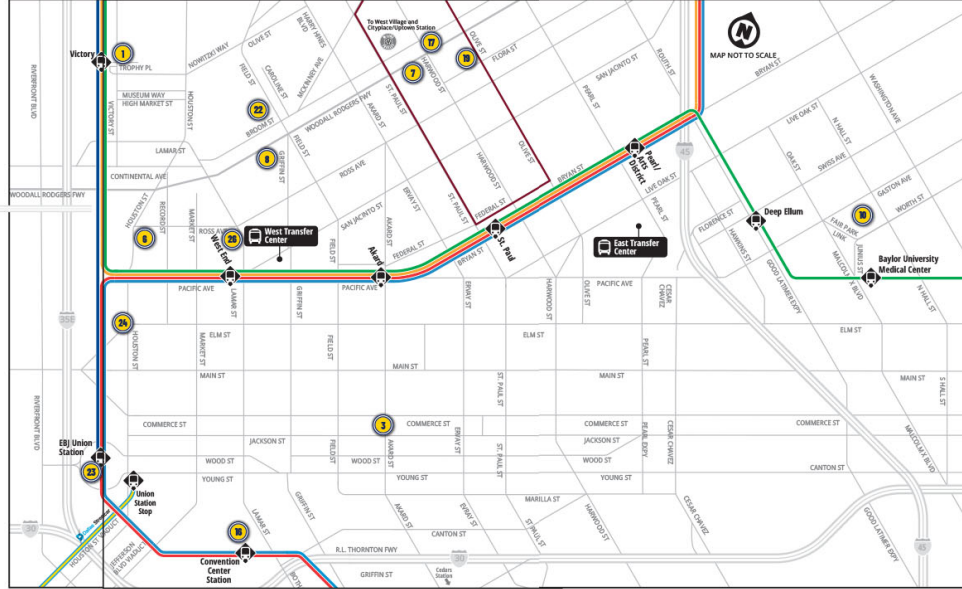
- 1 American Airlines Center (AAC) *
- 2 Angelika Film Center Dallas
- 3 AT&T Discovery District *
- 4 Dallas/Fort Worth International (DFW) Airport
- 5 Dallas Love Field Airport
- 6 Dallas Holocaust and Human Rights Museum *
- 7 Dallas Museum of Art *
- 8 Dallas World Aquarium *
- 9 Dallas Zoo
- 10 Deep Ellum *
- 11 Eisemann Center for Performing Arts
- 12 Fair Park and Texas Discovery Gardens
- 13 Granville Arts Center
- 14 Historic Downtown Carrollton
- 15 Historic Downtown Plano Arts District
- 16 Kay Bailey Hutchison Convention Center Dallas *
- 17 Klyde Warren Park *
- 18 Mandalay Canal Walk
- 19 Nasher Sculpture Center *
- 20 NorthPark Center
- 21 Pavilion at Toyota Music Factory
- 22 Perot Museum of Nature and Science *
- 23 Reunion Tower *
- 24 Sixth Floor Museum at Dealey Plaza *
- 25 Uptown
- 26 West End Historic District *



Map Legend

- Blue Line:** UNT Dallas to Downtown Rowlett
- Red Line:** Westmoreland to Parker Road
- Green Line:** North Carrollton/Frankford to Buckner
- Orange Line:** DFW Airport to LBJ/Central
- Light Blue Line:** LBJ/Central to Parker Road, Weekdays Peak Only
- Parking Available:** (P icon)
- Trinity Railway Express:** (No Sunday Service)
- TEXRail (Trinity Metro)**
- A-Train (DCTA)**
- Regional Zone:** Fare Zone Boundary, Regional Fares Apply
- M-Line Trolley**
- Dallas Streetcar**
- Inset Map**

Downtown Dallas Map



PLAN YOUR TRIP

Traveling on DART is easy when you use our helpful travel tools.

GoPass – DART’s award-winning mobile app features mobile ticketing, real-time trip planning and system maps for DART, DCTA, Trinity Metro and GoLink. GoPass is available for free in the App Store and Google Play.

DART.org – DART’s website is where you can find everything from trip planning resources to agency information, how-to-ride instructions, travel tools, rider alerts, and much more.

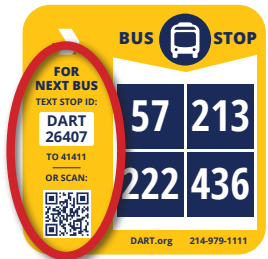
m.DART.org – DART’s mobile site includes a trip planner, Where’s My Bus[®] and Where’s My TrainSM locators, Where’s My DART Stop?[®] locator, point-to-point schedules and rider alerts.

Interactive digital kiosks have been installed at rail stations, bus transit/transfer centers and other high-traffic locations to provide real-time transit information. The kiosks can communicate in nine different languages and allow you to access rail and bus schedules, wayfinding information, local destinations, emergency notifications and more.

DART Customer Service is just a phone call away at 214-979-1111. The Customer Information Center is open seven days a week, Monday-Friday from 6 a.m. to 8 p.m., and Saturday-Sunday from 8 a.m. to 5 p.m. Holiday hours of operation are 8 a.m. to 5 p.m. The Customer Information Center is closed on Thanksgiving Day and Christmas Day.

Google Transit is the transit travel tool in the Google Maps app. Type in your destination, select Directions, then click on the train icon to get transit instructions that include DART bus and rail services. Visit maps.google.com.

Stop ID is a unique number for every bus stop and rail station. Text the word “DART” and the five-digit Stop ID to 41411 to get a list of the next scheduled buses or trains to arrive. You’ll find the Stop ID number at the bottom of the DART bus stop signs and on the triangular schedule sign poles at rail stations. Learn more at DART.org/TravelTools.



FARE INFORMATION

Single Ride - Local (bus only, see below)	\$2.50
Single Ride - Reduced (bus only, see below and next page)	\$1.25
AM/PM Pass - Local	\$3.00
AM/PM Pass - Local Reduced (see next page)	\$1.50
Midday Pass - Local (9:30 a.m. - 2:30 p.m.)	\$2.00
Day Pass - Local	\$6.00
Day Pass - Regional	\$12.00
Day Pass - Reduced	\$3.00
GoLink One-way fare	\$2.50
GoLink One-way fare - Reduced (see next page)	\$1.25
TRE One-Way Pass (see below)	\$6.00
Dallas Streetcar One-Way Pass (see below)	\$1.00
Monthly Pass - Local (see below)	\$96.00
Monthly Pass - Regional (see below)	\$192.00
Monthly Pass - Reduced (see below and next page)	\$48.00

Fare types

- **Local:** DART Rail and buses; TRE service between EBJ Union Station and CentrePort/DFW Airport Station; DART Partransit; GoLink; Dallas Streetcar.
- **Regional:** DART Rail and buses; Dallas Streetcar, all TRE service; Trinity Metro, including TEXRail; DCTA in Denton, including the A-train.
- **Single Ride:** One-way trip only, cash-only fare on DART buses only. No pass issued.
- **GoLink One-Way fare:** Valid for a single GoLink trip only. No transfers.
- **TRE One-Way Pass:** Only available on the GoPass® app. Valid on the TRE only, for 75 minutes after activation. No transfers.
- **Dallas Streetcar One-Way Pass:** Only available on the GoPass® app or with the GoPass® Tap card. Valid on the Dallas Streetcar only, in one direction only, for 30 minutes after activation. No transfers.

To learn about available fare types, please visit [DART.org/fares](https://www.dart.org/fares).

Monthly passes

Monthly passes can only be bought through the GoPass app, begin on the day of activation, and are valid for 31 days.

Fare capping

Enjoy the savings of a Monthly Pass by using the GoPass® app, GoPass Tap® card, or now your contactless credit/debit card or payment-enabled mobile device. Fare capping means you never pay more than the total cost of a Day Pass (Local or Reduced) in a single day; or a Monthly Pass (Local or Reduced) in a calendar month.

For example, as you activate passes or tap your card daily during the month, your fares will go towards the monthly pass rate. Once you pay the equivalent of one monthly pass rate in one calendar month, the system will automatically credit a monthly pass to your GoPass app mobile wallet, registered GoPass Tap card account, contactless credit/debit card or payment-enabled mobile device. You won't pay for another pass for the rest of that month. Learn more at GoPass.org.

Reduced fares

If you qualify for a DART Reduced Fare, you can now apply online. For more information on how to get your Reduced Fare GoPass Tap Card, visit DART.org/fares/ReducedFareID.asp. Reduced fares are applicable on bus and rail for the following:

- Seniors (65 or older) with valid DART-issued photo ID.
- Non-paratransit certified persons with disabilities with valid DART-issued photo ID.
- Children ages 5-14, including middle school students. Children under age 5 may ride free when accompanied by an adult with valid fare (up to two children).
- High school students with a valid DART Service Area high school ID, or a valid DART-issued student photo ID.
- Full-time undergraduate college/trade school students attending schools that are located in the DART Service Area but not participating in the Higher Education Program, with valid DART-issued student photo ID. To find out if your school participates, visit DART.org/students.
- Discount GoPass Tap Card Program participants.

Discount GoPass® Tap Card pilot program

The Discount GoPass Tap card is a reloadable fare payment card that enables you to save 50% on regularly priced fares. Simply tap your card and ride for local trips. Your Discount

GoPass Tap card also serves as your reduced-fare photo ID if you buy a paper pass at the ticket vending machine or farebox.

You automatically qualify for the card if you participate in an approved federal or state assistance program. DART's pilot program has been extended through December 2022.

There are three ways to register:

- Visit the Discount GoPass Tap card website:
[DART.org/TapForHalf](https://www.dart.org/TapForHalf)
- Call the DART Tap for Half team at 972-482-6491
- Register in person at DARTmart (the DART store), 1401 Pacific Ave. in Downtown Dallas (Akard Station)

HOW TO PAY

Contactless payment

Contactless Payment allows you to pay your DART transit fare with any contactless credit card or debit card, or any payment-enabled mobile device (phone, tablet, watch, etc.). It's that easy!

Simply tap your card or payment-enabled device to the electronic card reader on the bus, on the rail platform, or inside the Dallas Streetcar every time your board.

- DART deducts your fare automatically.
- Never worry about carrying cash.
- The card reader displays a green checkmark and beeps when you've successfully paid for the trip.

Your card or mobile device serves as your ticket.

GoPass® app

DART's award-winning GoPass app is the best way to pay your fare on DART, DCTA, Trinity Metro or any combination. GoPass lets you buy passes on your smartphone and schedule and pay for trips on GoLink.

Choose from a variety of payment methods, including stored credit/debit cards, Apple Pay, Google Pay, and cash-to-mobile options that add funds to your GoPass Wallet. The GoPass app gives you the benefits of fare capping.

Download the free GoPass app from the App Store or Google Play. Learn more at [GoPass.org](https://www.dart.org).

GoPass® Tap Card

GoPass Tap is a reloadable fare payment card that automatically gives you the best fare every time you ride. You can obtain and add value to your card at hundreds of retail locations, such as participating 7-Eleven, Ace Cash Express, Tom Thumb and Fiesta Mart stores.

Then, simply scan your card at the reader located on rail platforms and buses – just tap and go!

Register your card online to benefit from monthly fare capping. Learn more at [GoPass.org](https://www.gopass.org).

Discount GoPass® Tap Card

This reloadable fare payment card gives qualified DART riders a convenient way to pay for bus and train fares, at half the cost of the regular fare. Customers who participate in one of eight accepted assistance programs automatically qualify.

The Discount GoPass Tap card is for local DART fares only. For regional travel beyond the DART System, you should buy a Senior Regional Day Pass (\$3) in the GoPass app or from the ticket vending machine. Your Discount GoPass Tap card serves as your reduced-fare photo ID.

Ticket vending machines

You can purchase transit passes at ticket vending machines (TVMs) located at all DART and TRE rail stations. TVMs accept cash and credit cards, and you can buy Day Passes, AM/PM Passes and Midday Passes.

On board buses

You can purchase a pass or a Single Ride fare on board DART buses. Exact cash or change is required. Fareboxes accept bills and coins, including \$1 coins. Bus operators cannot make change.

HOW TO RIDE DART BUSES

DART's printed bus schedules and maps are numbered and color-coded to help you identify the route's service frequency.



Routes 1-99 are local routes with seven-day service, weekday peak frequencies of 15 minutes, midday frequencies of 15-20 minutes, and off-peak frequencies of 15-30 minutes. These routes are coded yellow on schedules (as shown) and maps.

Routes 100-199 are local routes with seven-day service, weekday peak frequencies of 15 minutes and midday and off-peak frequencies of 30 minutes. These routes are coded purple on schedules (as shown) and maps.

Routes 200-299 are local routes with seven-day service, weekday peak frequencies of 30 minutes and midday and off-peak frequencies of 40-60 minutes. These routes are coded light blue on schedules (as shown) and maps.

Routes 300-399 are express routes from suburban transit centers to Downtown Dallas, with five-day service. These routes are coded pink on schedules (as shown) and maps.

Routes 400+ are shuttle routes or short, local-area bus routes. These routes are coded lime green on schedules (as shown) and maps.

Bus headsigns

The headsign, or destination sign, is located above the driver's windshield and on side windows. The headsign displays the route number and the bus's final destination, which tells you which direction the bus is going.

Please note that some routes have multiple destinations, so be sure you are boarding the correct bus. Refer to the bus route schedule for more detailed information about that route.



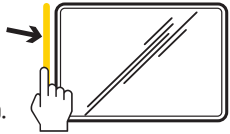
Bus stop guide-a-rides and solar lights

Many bus stops also feature Guide-a-Rides. These helpful signs offer on-site route information, as well as estimated departure times.

For many bus stops in areas of low light with low visibility, DART has added solar-powered lights to the bus stop poles. These lights help your bus driver see you waiting at the stop. If your bus stop has a light, follow the instructions on the pole to activate the light. Some lights will not brighten in daylight.

Bus riding tips

- For safety reasons, DART buses stop only one time per bus stop zone in downtown Dallas. Each zone is designated by a long section of blue painted curb. Please be prepared to proceed directly to your bus when it stops anywhere along the blue painted curb.
- Have exact cash for bus fare, or a valid paper pass ready. Bus operators cannot make change at the farebox.
- To deboard, you must press the stop-request strip along the window one block before your stop.



HOW TO RIDE DART RAIL AND TRE

DART Rail headsigns

On the front windshield and side windows of DART Rail vehicles, you will see a headsign with the destination name on a colored background, usually **Red, Blue, Green** or **Orange**.



Black-and-white signs are used for special events. These colored signs indicate which rail line you are boarding and the last stop for that train. You can find detailed rail schedules at [DART.org/schedules](https://www.dart.org/schedules).

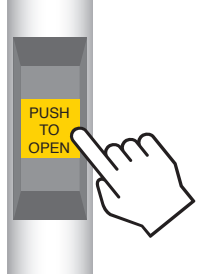
Boarding/departing rail vehicles

If the doors do not open automatically, push the black button on the outside of the train near the doors.

To access the low-floor center section of a rail vehicle, wait at the top of the raised level-boarding areas.

DART Rail system maps are on board each train for your convenience. The public address system will announce stops. Rail vehicles stop at every rail station.

If the doors don't open automatically, push the yellow "PUSH TO OPEN" button on poles near the exits.



Rail platform signage

Locate the platform for trains traveling in the direction you want to go by using the color-coded (red, blue, green or orange) destination signs on the rail awning. Signs list the final destination of trains, and trains stop at each station on the line.

Large DART Rail maps are posted on the back of the ticket vending machines for easier viewing. Tall column signs located on the boarding platforms at DART Rail and TRE stations provide a list of estimated departure times and service information.

The diagram shows a tall platform sign with a yellow top section featuring the DART logo. Below the logo are two departure time tables. Callouts with orange boxes and arrows point to various parts of the sign:

- Station name and rail line color:** Points to the yellow header section.
- Final destinations (for most trips):** Points to the 'FINAL DESTINATION' column in the departure tables.
- Departure times:** Points to the columns showing departure times by hour and minutes.
- Some trips terminate before the end of the line or at stations located on different lines; refer to color-coded FINAL DESTINATION listing at the bottom of each page:** Points to a small red circle on the departure table.
- Station address for GPS:** Points to the address '5405 E. Mockingbird Lane, Dallas, Texas 75206' at the bottom of the sign.
- Holiday Schedule:** Points to the 'HOLIDAY SCHEDULE' section at the very bottom of the sign.

PARKING

DART offers free parking at many of its rail stations and bus transit centers. Overnight or long-term parking is at the discretion of the customer. DART assumes no responsibility for vehicles left overnight. Find a list of stations with park-and-ride lots at [DART.org/parking](https://www.dart.org/parking).

Rail stations and bus transit centers with park-and-ride lots also are marked on the map at the front of this guide.



AIRPORT ACCESS

Flying out of one of North Texas' two airports? Let DART be your ground transportation.

Dallas-Fort Worth International Airport

Take the Orange Line (DFW destination sign) to DFW Airport Station, Terminal A. From Terminal A, passengers can connect to the other terminals via Terminal Link van shuttles outside security, or the SkyLink automated people mover inside security.

Dallas Love Field and Love Link

Take the Green Line (North Carrollton destination sign) or the Orange Line (DFW destination sign) to Inwood/Love Field Station. From the station, a free shuttle bus – Love Link Bus Route 55 – takes you to and from Dallas Love Field airport.

ACCESSIBILITY

All DART buses and trains meet Americans with Disabilities Act (ADA) requirements. Guide dogs and other service animals are allowed on DART vehicles. For passengers who are mobility challenged, every bus in the DART fleet is equipped with either a wheelchair lift or ramp. Light rail and TRE vehicles have low-floor sections for level boarding. For GoLink services, you must specify the need for an ADA-compliant vehicle at the time of booking. Learn more at [DART.org/access](https://www.dart.org/access).

DART PARATRANSIT SERVICES

If you have a disability that prevents you from using fixed-route bus or rail service, DART can provide alternative, curb-to-curb transportation anywhere within the DART Service Area. Learn more at [DART.org/paratransit](https://www.dart.org/paratransit).

DART ON-DEMAND SERVICES

GoLinkSM

Book an on-demand trip and head to work, run an errand or connect to DART buses and trains. Using a variety of vehicles and service providers, GoLink delivers on-demand DART service within a designated zone.

GoLink vehicles come in all shapes and sizes. While DART offers GoLink vans, you may also ride in vehicles similar to the ones provided by other rideshare services. Hours of operation vary by zone. For GoLink zone maps and complete service information visit [DART.org/GoLink](https://www.dart.org/GoLink).

Here are five keys to a smooth ride:

1. All trips require an advance booking. No walk-ons allowed.
2. If you need an ADA-accessible vehicle, be sure to request it when booking.
3. Children ages 12 and under must be accompanied by an adult.
4. Be ready. Vehicles depart briefly after arriving at the pick-up point.
5. Need to cancel a trip? Be sure to do so before the vehicle arrives, either via the app or by calling 214-515-7272.

Two ways to pay

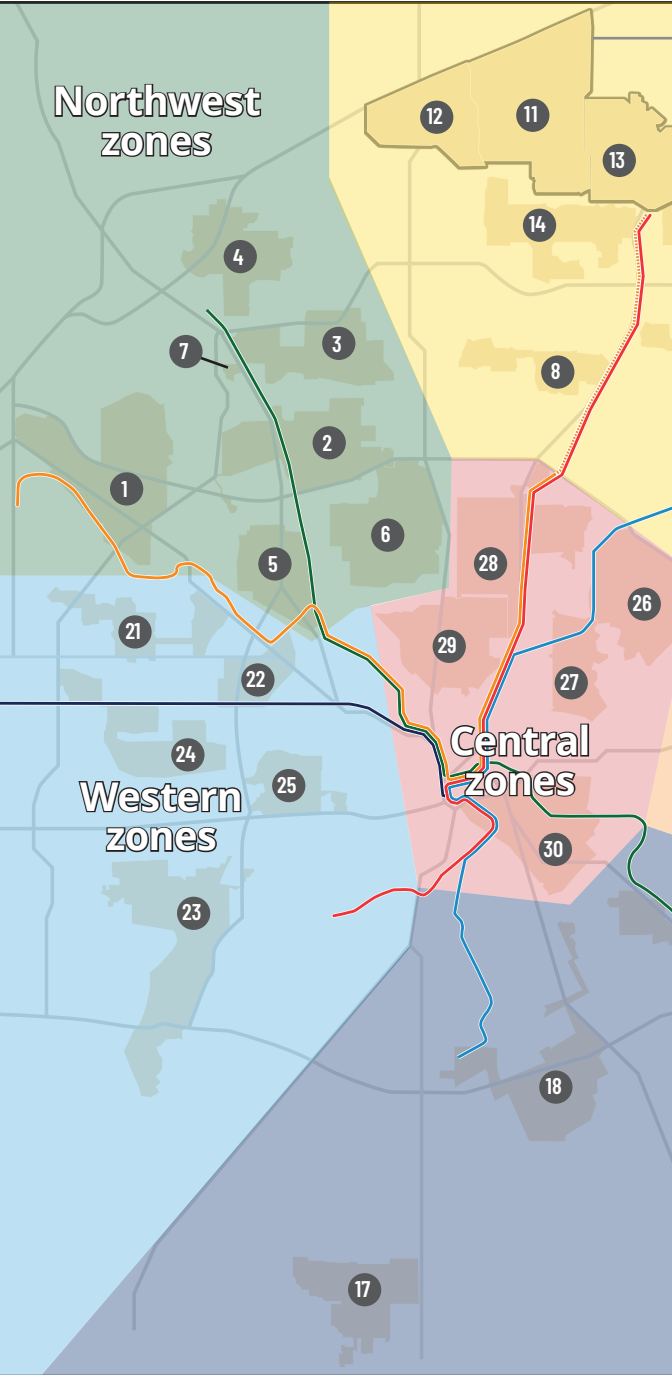
Your GoLink trip is covered by a valid contactless DART fare purchased using one of these forms of payment:

1. Credit or debit card
2. GoPass[®] Tap card

To receive the best fare, use the GoPass app or a GoPass Tap card. You can link your GoPass Tap card to your GoPass account in the app. When paying with a GoPass Tap card, each rider must have their own card.

Fares are per person, per trip. Sorry, but GoLink does not accept cash fares, paper passes or vouchers on board.

GOLINK OVERVIEW MAP



Rail legend

 DART Blue Line

 DART Green Line

 DART Orange Line

 DART Red Line



Northwest zones

- 1 Cypress Waters
- 2 Farmers Branch
- 3 Keller Springs
- 4 Northwest Carrollton
- 5 Northwest Dallas
- 6 Preston Hollow
- 7 Western Carrollton

Northeast zones

- 8 Central Richardson
- 9 East Plano
- 10 East Telecom
- 11 Far North Plano
- 12 Legacy West
- 13 North Central Plano/ Chase Oaks
- 14 South Central Plano

Eastern zones

- 15 Rowlett
- 16 Southeast Garland

Southern zones

- 17 Glenn Heights
- 18 Inland Port
- 19 Kleberg
- 20 Rylie

Western zones

- 21 Central Irving
- 22 East Irving
- 23 Mountain Creek
- 24 South Irving
- 25 West Dallas

Central zones

- 26 Lake Highlands
- 27 Lakewood
- 28 North Dallas
- 29 Park Cities
- 30 South Dallas

Trinity Railway Express (TRE)

OTHER DART SERVICES

Trinity Railway Express (TRE)

The Trinity Railway Express (TRE) commuter rail line is jointly owned by DART and Fort Worth's Trinity Metro. The TRE links the downtown areas of Dallas and Fort Worth, with stops in the Mid-Cities and near DFW Airport. The TRE connects to DART Rail at Victory Station (Orange and Green lines) and EBJ Union Station (Red and Blue lines). In Fort Worth, the TRE connects to Trinity Metro buses at Fort Worth T&P Station and to buses and trolleys at Fort Worth Central Station. The TRE runs Monday through Saturday. Learn more at TrinityRailwayExpress.org.

DART vanpools

DART's vanpool program helps many commuters throughout North Texas get to work each day. Six to 15 people can share the ride to work and members split the vanpool fee and gas. Learn more at DART.org/vanpool.

ADDITIONAL PUBLIC TRANSIT SERVICES

Dallas Streetcar

The city of Dallas' modern streetcar system travels over 2.45-mile route features six stops between EBJ Union Station in downtown Dallas and the historic Bishop Arts District. The Dallas Streetcar runs every 20 minutes, seven days a week, from 5:30 a.m. to midnight.

If you do not have a valid DART pass, there is a \$1, one-way fare to ride the Dallas Streetcar. To pay your fare, tap your GoPass tap card, contactless credit/debit card, or payment-enabled mobile device at the onboard reader, or purchase a Dallas Streetcar fare on the GoPass app. There is no cash fare option onboard.

There is a ticket vending machine at the EBJ Union Station light rail platform, but there are no TVMs at the Dallas Streetcar stops. Each fare will be valid for 30 minutes once you activate your GoPass ticket or tap your GoPass Tap card. Learn more at DART.org/DallasStreetcar.

M-Line Trolley

The McKinney Avenue Transit Authority operates the M-Line Trolley. This vintage trolley system is free to ride, but cash or check donations in the farebox are appreciated. The M-Line Trolley links the downtown Dallas Arts District with the shops, galleries and restaurants of Uptown, including West Village. The trolley runs seven days a week and connects to DART Rail at Cityplace/Uptown Station in Uptown and stops a block from the St. Paul and Pearl/Arts District stations in Downtown Dallas. Learn more at [MATA.org](https://mata.org).

Trinity Metro and TEXRail

Trinity Metro is the public transit agency serving the city of Fort Worth and its suburbs in surrounding Tarrant County. Trinity Metro's TEXRail is a 27-mile regional rail line that connects downtown Fort Worth to DFW Airport, with stops in northeast Tarrant County. At the airport, TEXRail terminates at DFW Airport Terminal B Station, where riders can connect to the DART Orange Line at DFW Airport Station, Terminal A via a pedestrian walkway. In Fort Worth, the TRE connects to Trinity Metro buses at Fort Worth T&P Station and to buses and trolleys at Fort Worth Central Station. TEXRail runs seven days a week. Learn more at [RideTrinityMetro.org](https://ride.trinitymetro.org).

DCTA and A-train

The Denton County Transportation Authority (DCTA) is the public transit agency serving the greater Lewisville and Denton area. DCTA offers local bus service in Denton, Lewisville and Highland Village, and campus shuttles for the University of North Texas and North Central Texas College. DCTA's A-train is a 21-mile regional rail line that connects to DART's Green Line at Trinity Mills Station in Carrollton and serves five stations in Lewisville, Highland Village and Denton. The A-train runs Monday through Saturday. Learn more at [DCTA.net](https://dcta.net).

RESPECT YOUR RIDE

Report any concerns

The DART Say Something safety and security app makes reporting incidents to DART Police easy and discreet. When you're in the app, select the type of activity you want to report, as well as the location. You also can submit photos, short videos and notes before hitting the "Send Report" button. A two-way communication feature allows police dispatchers to request further details.

Consider your fellow riders

Practice courteous behavior when riding DART. Avoid eating or drinking on board; don't litter; hold your personal items so others can sit; and refrain from playing loud music or having loud phone conversations.

Give up your seat for people in need

Please give up your seat on a crowded bus or train if you see a person with a disability, an elderly person, or a pregnant woman. The first row of seats on DART vehicles are reserved for riders who are less physically able to stand.

Don't block aisles

For the safety of all riders, store your carry-on items on your lap or under your seat to keep aisles clear.

Be ready to show proof of payment

Keep your proof of payment handy for Fare Enforcement Officers or DART Police. If you are using the GoPass app, you must activate your transit pass before you board. If you are using the GoPass Tap card, you must tap before you board. If you buy a reduced fare, you also need to show the operator or fare inspectors your DART-issued photo ID, Medicare card, or service-area high school ID.

Arrive early

Be at your rail station platform or bus stop and prepared to board three to five minutes before the scheduled departure time. Double-check the route number or destination sign on the bus or train before you board.

Keep a safe distance

Stand back from buses and trains at stops and stations and be especially careful as vehicles arrive or leave. Wait for people to exit before you try and board.

Use level-boarding when necessary

The center section of each rail vehicle has low floors that are level with the platform – perfect for those with strollers, wheelchairs, walkers or other mobility devices.

Use bicycle racks

For cyclists, there are bicycle racks on the front of most DART buses, excluding some shuttle, paratransit and GoLink vehicles. DART also offers bike racks for short-term parking at most rail stations and transit centers.

CONTACTING POLICE

DART has its own police force, DART Police, which works closely with the police departments of the cities in the DART Service Area. In an emergency, always call 911. If you see any suspicious, disruptive or criminal activity, report it to your vehicle operator or call DART Police at 214-928-6300. You also can use the free “DART Say Something” app to contact DART Police discreetly. No smartphone? Text information to 214-256-1819.

Reporting issues on DART property

Rail customers can use emergency intercoms on either end of the rail car to contact the train operator. At bus transit centers, customers should notify a station concierge. At rail stations, customers can use the blue light Passenger Emergency Call units to reach DART Customer Service or press the red button to call 911.

CODE OF CONDUCT

On June 26, 2007, the DART Board of Directors adopted a Code of Conduct to enhance the safety and comfort of all persons riding DART vehicles, using its facilities or visiting its properties. A copy of the complete text of this and other management regulations are available on

DART.org/CodeOfConduct or at DART Headquarters, 1401 Pacific Avenue, Dallas, Texas 75202.

Section 2.02 of the Regulations provides for the enforcement of the DART Code of Conduct. Persons violating one or more of these regulations may be subject to removal from a DART vehicle or facility by a DART Police Officer, a DART Fare Enforcement Officer, or a DART Bus/LRV Line Supervisor.

Activities prohibited on a DART vehicle, DART facility, or DART property include, but are not limited to, the following:

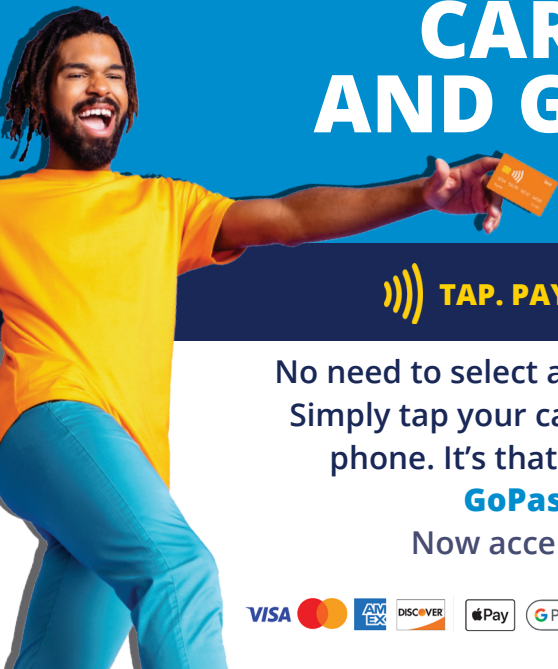
- Smoking or expelling the residue of any tobacco product including chewing tobacco, electronic cigarettes and vaping devices.
- Engaging in disruptive, disturbing behavior including loud conversation, profanity or rude insults, or operating any electronic device used for sound without earphones.
- Consuming any alcoholic beverage or possessing an open container of any alcoholic beverage on a DART vehicle.
- Riding a DART vehicle without evidence that the proper fare has been paid.
- Begging or soliciting by forcing yourself upon another person.

The consequences of violating these regulations may include being warned and/or ordered to leave DART property. Refusal to do so may result in the involvement of DART police or other appropriate law enforcement agencies.

Any law enforcement entity, including the DART Police, may enforce all local, state and national laws in addition to the DART Code of Conduct.



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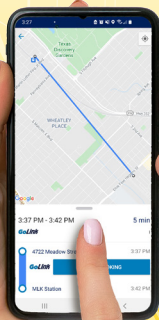
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CONTACTS

Customer Information • Información a clientes

DART.org • transporteDART.org • 214-979-1111

Customer Care Center (requests, commendations, concerns)

Centro de Acción (solicitudes, elogios, preocupaciones)

214-749-3333

DART Police • Policía de DART

214-928-6300

Lost & Found • Objetos Extraviados

214-749-3810

GoLink and Paratransit Services

Servicios Paratransit para personas discapacitadas y

Clientes de GoLink

214-515-7272

DARTMart (DART store) • **Tienda de DART**

214-749-3282

RideShare Commuter Service

Servicios de Transporte Compartido/Colectivo

214-747-RIDE (7433)

TRE (Trinity Railway Express)

trinityrailwayexpress.org

Trinity Metro (Fort Worth)

RideTrinityMetro.org • 817-215-8600

Denton County Transportation Authority (DCTA)

DCTA.net • 940-243-0077

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