



GoLink Rider Conduct Policy

Repetitive Cancellations

- GoPass® app users will not be allowed to cancel more than 2 times in a 15-minute period.
- Phone scheduling users will not be allowed to cancel more than 2 times in a 30-minute period.

Rider No-Shows

If a trip is booked but you are not at the designated pick-up place when the driver arrives, you will be marked as a "no-show."

If you commit an excessive number of no-shows within a 7-day period, you will face temporary suspension. During this time, you will not be permitted to book a GoLink trip.

Daily Trip Limits

You may only take 6 one-way GoLink trips each day. Once you reach the daily limit, you will not be permitted to book another GoLink trip until the next day.

Rider Misconduct

If you intentionally break the rules, such as fare evasion or persuading drivers to travel outside of the GoLink zone, you may receive a warning, suspension, or service ban based on the severity of the misconduct.

Use of Seat Belts (Safety Belt)

All DART GoLink vehicles are equipped with seat belts. It is DART's policy that all riders must wear seat belts at all times while riding in a GoLink vehicle, in compliance with applicable federal and state laws. Riders traveling with children seven (7) years of age or younger must supply a child safety seat and ensure the child is secured in the safety seat at all times. If a customer refuses to wear a seatbelt or secure a child properly, drivers will contact their dispatcher who will coordinate with DART Police for assistance as necessary.

Understanding the Policy

- You will be required to acknowledge the new GoLink policy the first time you schedule service in the GoPass app or over the phone after the policy begins.
- You will receive warnings when you violate the rider policy and be informed when consequences are applied.

Appeal Process

- Appeals are available in limited cases for no-shows. Appeals must be submitted in writing to ServicePlanning@DART.org.
- Your case will be reviewed by our GoLink management team.

GIVE US YOUR THOUGHTS!

Email ServicePlanning@DART.org to tell us what you think about the policy.

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