



Reduced Fare Photo ID Information - For Persons with Disabilities

How to obtain a DART Reduced Fare Photo ID for Persons with Disabilities

STEP 1: Visit one of the [DART-approved certifying agencies](#), and have a representative complete and submit the electronic online application (**Form 1000**) for a DART Reduced Fare ID for persons with disabilities.

NOTE: If your local certifying agency is closed, you may e-mail us at rfare@dart.org. Please include your proof of disability, a copy of your Driver's License/State Issued ID Card, and the statement:

"I have read, understand, and give permission to DART to review my medical records/proof of disability."

Medical certificate or state or federal disability identifications required for proof of disability.

Qualified disabilities are as follows:

1. Certified legally blind (Those who are legally blind, whose visual acuity in the better eye, after correction, is 20/200 or worse or visual field is contracted.)
2. Certified deaf or profound hard of hearing (Total deafness, persons whose hearing loss is 70 dba or greater in the 1000 and 2000 Hz ranges.)
3. Certified to be Non-ambulatory (Manual Wheelchair, Sport Wheelchair, Power Wheelchair)
4. Certified to be semi-ambulatory - uses mechanical aid (Cane, Crutches, Walker, Leg Brace)
5. Physical disability (Hemo-dialysis, Heart Disease, Portable Oxygen, Portable Respiratory Unit, Amputation of an extremity)
6. Certified for at least 50% VA disability (Service Connected)
7. Certified for Social Security Disability Income (SSDI, SSI, Award Letter)
8. Certified as intellectual disability / intellectually disabled (Intellectual Disability)
9. Certified as having a seizure disorder (Seizure Disorder)
10. Certified as having a Mental Illness (Schizophrenia, PTSD, Anxiety, Bipolar Disorder)

STEP 2: Bring your original printed receipt (**Form 1000 - no copies will be accepted**) to the DARTmart, located at DART Headquarters at 1401 Pacific (Akard Station). The DARTmart is open Monday through Friday. **Note: Photo IDs are made at the DARTmart between 8:00 a.m. and 5:00 p.m. only.**

NOTE: The receipt must be submitted before the expiration date printed on the receipt, and accompanied with a valid photo ID.

STEP 3: A DARTmart agent will take your picture and create your DART reduced fare photo ID for persons with disabilities.

If you have any additional questions about DART's Reduced Fare Program, please call 214-828-6685 or email to rfare@dart.org

Frequently Asked Questions:

Q. How do I use my disabled photo ID on DART's services?

A. Show your reduced fare photo ID for persons with disabilities to the operator when boarding DART's fixed-route buses or to the fare inspector on trains. On a bus, pay for a reduced two-hour pass or reduced day pass in cash or scan your valid reduced two-hour pass, reduced day pass or reduced monthly pass. At a rail station, purchase a reduced two-hour pass or a reduced day pass from a Ticket Vending Machine (TVM). See reduced pass fares below.

Q. I lost my disabled DART ID. Do I have to fill out the paperwork again?

A. No, if you lost your disabled DART ID and it has not expired, you do not need to fill out the paperwork again. Go to the DARTmart at 1401 Pacific (Akard Station), show identification and purchase a new ID for \$2.

Q. My disabled DART ID card will expire next month. Can I have it renewed this month?

A. Yes, you must be recertified if your card is going to expire, and you want to renew it early - **no more than 30 days** prior to the expiration date. **Repeat steps 1 through 3.** Turn in your old ID with your paperwork and receive your new ID at no charge.

Q. My disabled DART ID expired. What do I need to do to get it renewed?

A. You must be recertified. Repeat steps 1 through 3. However, if you bring in your expired ID and turn it in, you can receive a new one at no charge.

Q. How much do I need to pay for DART Rail or buses if I have a disabled DART ID?

A. You have the following options when you ride with your disabled DART ID:

- \$1.25 for a reduced single ride (buses only, cash only, no pass issued).
- \$1.50 for a reduced AM/PM pass (replaces the two-hour pass).
- \$3.00 for a reduced day pass.
- \$48 for a reduced monthly pass.

Q. Can I just show my Medicaid card and ride DART Rail or buses for a reduced fare?

A. No, you must present your disabled DART ID to ride for a reduced fare.

Q. Is the disabled DART ID the same as a DART Paratransit ID?

A. No, DART Paratransit Service is a curb-to-curb public transportation service for people with disabilities who are unable to use DART buses or trains. [View more information](#) regarding the DART Paratransit Services eligibility determination process.

DARTmart has moved and is now open.

Please use our Akard Street entrance.

Monday-Friday, 8:00 a.m.- 5:00 p.m.

For Lost & Found items, call 214-749-3810.

You can also visit a participating GoPass Tap card retailer to purchase or reload a GoPass Tap card, including most 7-Eleven locations.

For a full list, visit [GoPass.org](https://www.gopass.org)



DART-approved Certifying Agencies

List of Certified Agencies:

Please contact one of these agencies to obtain an application receipt for a DART disabled reduced fare photo ID. The agencies are categorized by their certified eligibilities.

Agency	Phone Number	Address
* Dallas Area Rapid Transit (By Appointment Only)	214-828-6717	1401 Pacific Ave Dallas TX 75202
Achieve (Clients or by appointment)	214-351-0798	8800 Ambassador Row Dallas Tx 75247
Bachman - ARC	214-266-1375	3701 W Northwest Hwy Dallas TX 75220
Baylor Institute for Rehabilitation	214-820-9590	411 N. Washington Ste. 5000 Dallas Tx 75246
Centro de Mi Salud	214-941-0798	628 Centre St. Dallas Tx 75208
City Square MX	214-828-2696	1610 S. Malcolm X Blvd. Dallas Tx 75226
Envision Dallas.	214-420-9406	4306 Capitol Ave Dallas Tx 75204
Deaf Action Center (Clients Only)	214-521-0407	3110 Cedar Plaza Ln Dallas Tx 75235
Epilepsy Foundation of Greater N. Texas (Clients Only)	888-548-9716	5080 Spectrum Dr., Ste. 1150E Dallas TX 75001
Methodist-Rehab (Clients Only)	972-708-8674	3020 Wheatland Rd. Dallas Tx 75237
Metrocare Services	214-330-0036	1350 N. Westmoreland Dallas Tx 75211
Metrocare Services	214-670-1122	1818 Corsicana St. Dallas Tx 75201
Metrocare Services 1345 (Clients Only)	214-743-1200	1345 Riverbend Dr Dallas Tx 75202-1111

Metrocare Services 3330 (Clients Only)	972-528-6971	3330 S. Lancaster Rd Dallas Tx 75216
Metrocare Services 9708 (Clients Only)	214-572-8109	9708 Skillman Dallas Tx 75243
Metrocare Services	214-331-0101	1881 Sylvan Ave., Ste. 200, Dallas, TX 75208
Parkland Family Clinic	817-504-0627	5920 Forest Park Road Dallas Tx 75235
Parkland Health & Hospital System (clients only)	214-266-2305	13551 Dennis Ln. Farmers Branch Tx 75234
Parkland Health & Hospital System 4600 (Clients Only)	214-266-1000	4600 Scyene Rd. Dallas Tx 75210
Parkland Health & Hospital System 4811 (Clients Only)	214-590-0153	4811 Harry Hines Blvd Dallas Tx 75235
Parkland Health & Hospital System 5233 (Clients Only)	214-266-9218	5233 Tex Oak Ave Dallas Tx 75235
Parkland Health & Hospital System-COPC 5200 (Clients Only)	214-590-8000	5200 Harry Hines Blvd., Dallas Tx 75235
Parkland Health & Hospital Systems 4900 (Clients Only)	214-266-0339	4900 Harry Hines Blvd. Dallas Tx 75235
Parkland Internal Medicine Clinic	123-123-1234	Suite 2E 5151 Maple Ave Dallas Tx 75235
Parkland-Wynnewood ARC	123-123-1234	655 W. Illinois Ave. Ste 725 Dallas Tx 75224
REACH of Dallas	214-630-4796	8625 King George Drive, #210 Dallas Tx 75235-2275
REACH of Plano	972-398-1111	720 E Park Blvd #104 Plano Tx 75074

Red Bird Health Center - Parkland COPC	214-266-1183	3560 W Camp Wisdom Rd #100 Dallas Tx 75237
Richardson ISD -Transition Program (Students Only)	469-593-7451	400 S. Greenville Ave. Richardson Tx 75081
Social Security Administration 10824 (Clients Only)	866-592-3688	10824 N. Central Expressway Dallas Tx 75231
Social Security Administration 2475 (Clients Only)	800-772-1213	2475 Cliff Creek Crossing Dr. Dallas Tx 75237
Social Security Administration 2530 (Clients Only)	888-759-3928	2530 S Malcolm X Blvd., Dallas TX 75215 Dallas Tx 75210
Texas Workforce Solutions- Vocational Rehabilitation Services	817-436-4100	1301 S. Bowen Rd., Suite 150 Arlington Tx 76013
U-Nique Purpose, Inc.	214-489-7784	616 W. Kiest Blvd. Dallas Tx 75224
VA Dallas Medical Center (Clients Only)	214-857-0388	4500 S. Lancaster Dallas Tx 75216
VA Denton Outpatient Clinic - Dallas VAMC (Clients Only)	1-940-891-6350 Ext 6	2223 Colorado Blvd Denton Tx 76205
VA Plano Veterans Administration (Clients Only)	972-801-4242	3804 W 15th St Plano Tx 75075
VA us Department of Veteran Affairs- Garland VA	214-415-9115	2300 Marie Curie Blvd. Garland Tx 75042

For assistance from DART, call 214-828-6685 or send an email to rfare@DART.org