

# GET AUTO REFILL

Never worry about having enough fare on your card again

[metrotransit.org/AutoRefill](http://metrotransit.org/AutoRefill)



## FREQUENTLY ASKED QUESTIONS

### My card is lost or stolen. What do I do?

Call 651-602-1111 (TTY 651-221-9886) to deactivate your card and request a replacement. If you received your card from an organization, notify your organization's program administrator.

### My card doesn't work. What do I do?

Pay your fare in cash and call 651-602-1111 (TTY 651-221-9886).

### Do I need to ask for a transfer if I plan on riding on fixed route service such as light rail?

No. Transfers are automatically embedded in your card for the value of your original ride. If you transfer to a route with a higher fare (for example, Northstar), your card will cover the difference in fare as long as you have stored value.

### If I don't use the card for a while, will it still work?

Yes. Your card will work for approximately 10 years or until your Metro Mobility expiration date, whichever is sooner.

### Does my card have an expiration date?

Your card automatically expires at the same time your Metro Mobility certification period ends.

### How do I take care of my card?

Cards are sturdy, but sensitive. Keep your card in a protective wallet and DO NOT scratch, bend or punch a hole in your card. Protective pockets and lanyards are available by calling 651-602-1111 (TTY 651-221-9886).

## CONTACT US

Metro Mobility Service Center  
651-602-1111 (TTY 651-221-9886)  
[metromobility@metc.state.mn.us](mailto:metromobility@metc.state.mn.us)  
390 Robert Street North  
Saint Paul, MN 55101  
[metromobility.org](http://metromobility.org)



## USER'S GUIDE





# GETTING STARTED

Follow this guide to get the most out of your Go-To Card.



# REGISTER YOUR CARD

Register your card at [metrotransit.org/register](http://metrotransit.org/register). It's **FREE**. You'll protect your card's value against loss or theft. An unregistered Go-To Card cannot be replaced. A card replacement fee may be assessed for registered cards.



# ADD STORED VALUE

**ONLINE** at [metromobility.org](http://metromobility.org) with a credit card\*

**PHONE** 651-602-1111 (TTY 651-221-9886), with a credit card\*

**MAIL** with a credit card or check. Call 651-602-1111 for a mail order form or download one at [metromobility.org](http://metromobility.org).

At more than **100 RETAIL LOCATIONS** including Metro Transit Service Centers in downtown Minneapolis and Saint Paul and metro-area Cub Foods stores with cash or credit card. Visit [metromobility.org](http://metromobility.org) or call 651-602-1111 for locations.

At a **RAIL TICKET MACHINE** with cash or credit card

\*It may take up to 24 hours for value to be available on your card.

# PAY YOUR FARE

To pay your fare when you ride the bus, simply touch your card to the Go-To image on the reader mounted to the handrail pole.



After you touch your card to the Go-To image, the reader will beep, the screen will display **"Go" or "Transfer"** and the light will turn green. A yellow light indicates the card's value is low and

you should consider adding value to your card. A red light with a "Payment Needed" screen means your card does not have sufficient funds or has been deactivated. In this instance, pay the fare in cash.

If you are transferring to fixed-route service, please locate the Go-To Card reader on the regular-route bus or on the rail platform and touch your card to the Go-To image. A transfer will be embedded on your Go-To Card.



# CHECK YOUR CARD'S BALANCE

**ONLINE** at [metromobility.org](http://metromobility.org) (you can check your transaction history here, too)

**PHONE** 651-602-1111 (TTY 651-221-9886)

**ON A BUS:** The card balance displays each time you touch your card to the reader and pay your fare