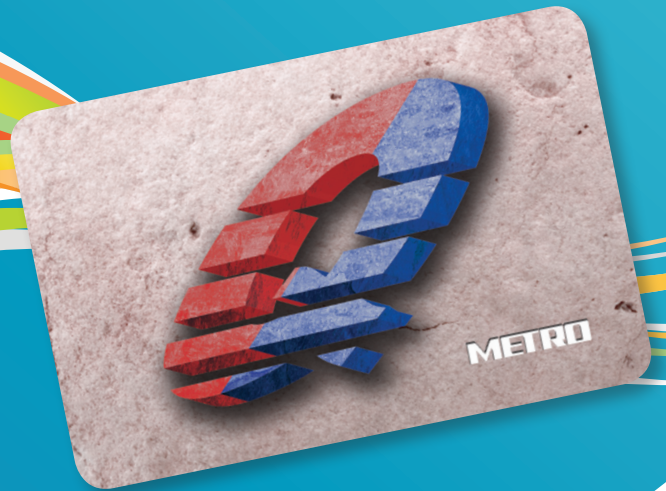


# YOUR METRO Q<sup>®</sup> FARE CARD USER GUIDE



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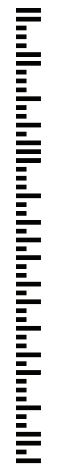
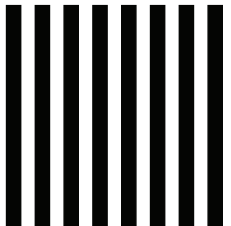


**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL      PERMIT NO 16976      HOUSTON TX

POSTAGE WILL BE PAID BY ADDRESSEE

**Q CARD PROCESSING CENTER**  
METROPOLITAN TRANSIT AUTHORITY  
PO BOX 61429  
HOUSTON TX 77208-1429

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



## YOUR METRO Q<sup>®</sup> FARE CARD

Your METRO Q<sup>®</sup> Fare Card is the quick and convenient way to pay for METRO services and enjoy other outstanding benefits:

- 5 free trips for every 50 paid trips
- Faster boarding
- Free transfers (valid for three hours in one direction)
- Card balance protection with registration
- Full-time students and seniors can now obtain and renew their METRO Q<sup>®</sup> Fare Card online at RideMETRO.org. Disabled citizens and Medicare cardholders with requisite documentation will need to visit the METRO RideStore at 1900 Main to change their card to discounted status.
- Enjoy discounts at select businesses along the METRORail with METRO's Q Star<sup>®</sup> Program

## USING YOUR METRO Q<sup>®</sup> FARE CARD – TAP BEFORE YOU BOARD

Whether you're traveling by bus or rail, the Q<sup>®</sup> Box is the place to pay with your METRO Q<sup>®</sup> Fare Card.

Tap your METRO Q<sup>®</sup> Fare Card on the Q<sup>®</sup> Box to pay for your trip. Q<sup>®</sup> Boxes are located next to the bus operator or on the rail platforms. The screen will show your new balance and how many rides you've taken.



## NO PASS BACK

If you tap your METRO Q<sup>®</sup> Fare Card twice, a red light will flash. The screen will read NO PASS BACK. The red light indicates you've already paid for the trip. You will not be charged again if you tap twice.



## TRANSFERS

Transfers are free with the METRO Q<sup>®</sup> Fare Card. They are valid for up to three hours traveling in the same direction.

## REUSE AND RELOAD

Not only is the METRO Q<sup>®</sup> Fare Card your quick and convenient form of payment for METRO buses and rail, it's also reusable. Reload your METRO Q<sup>®</sup> Fare Card at locations throughout the city, or directly on a rail platform or bus.



- **TVM (Ticket Vending Machine)** – Located on rail platforms, for reloading your METRO Q<sup>®</sup> Fare Card using cash or a credit/debit card.



- **CVM (Credit Vending Machine)** – Located at Park & Ride locations, these machines allow you to reload your METRO Q<sup>®</sup> Fare Card with a credit/debit card only.



- **BBR (Back of Bus Reloader)** – Found at the rear of all local METRO buses, the BBR allows you to reload your METRO Q<sup>®</sup> Fare Card using cash only.

- **Website** – Manage the funds on your METRO Q<sup>®</sup> Fare Card on our website, RideMETRO.org. Call 713-635-4000 to get your password to access “My METRO Q” page located under “Fare Information.” You’ll be able to check your balance, sign up for a subscription payment service or reload your METRO Q<sup>®</sup> Fare Card.
- **Protect Your Balance** – Register your new card to protect your balance if your card is lost or stolen. Call 713-635-4000.
- **Area Retailers** – METRO Q<sup>®</sup> Fare Cards can be obtained at participating retailers. Visit RideMETRO.org and click on the “Fare Information” tab to find METRO Q<sup>®</sup> Fare Card retailers, or call 713-635-4000.
  - Fiesta
  - Kroger
  - Randalls
  - Other participating retailers

Please cut here

## I need a METRO Q<sup>®</sup> Fare Card!

Fill in the information below to sign up and register.

### Please Print

NAME: \_\_\_\_\_  
LAST NAME FIRST NAME

DATE OF BIRTH: (REQUIRED FOR REGISTRATION)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Day Month Year

MAILING ADDRESS: \_\_\_\_\_

\_\_\_\_\_  
CITY STATE ZIP CODE

CONTACT ME TO REGISTER MY CARD:  Yes  No

### Optional Information

PHONE NUMBER: ( ) \_\_\_\_\_

EMAIL (REQUIRED FOR ONLINE ACCESS):  
 \_\_\_\_\_@\_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

### FOR METRO USE ONLY

METRO Q<sup>®</sup> FARE CARD SERIAL NUMBER \_\_\_\_\_

CARD ISSUED BY: \_\_\_\_\_

DATE: \_\_\_\_\_

REGISTERED:  Yes  No

**Student, disabled and senior METRO Q<sup>®</sup> Fare Cards are available at the 1900 Main RideStore.**