



**EMPLOYEE
TRANSPORTATION
GUIDE
2022**

**Corporate Annual
Pass Program**

Welcome,

The annual benefits enrollment season is a busy time for everyone, so it's helpful to take a moment to reflect on the advantages of membership in "**DARTAccess**," DART's Corporate Pass Program Portal. The portal is easy to use, user friendly, allows more control and account management ability to ETC's, can handle a larger number of passes at a time, and is more secure.

Whether your company joined the Employer Pass Program to help employees save money, address parking issues, or help make the environment better for all of us, your membership makes a difference in thousands of lives.

Employee Transportation Coordinators (ETCs) are the lifeblood of a company's membership in DART's Employer Pass Program. They encourage employees to ride DART, and they handle the administrative functions that manage their company's relationship with DART.

The guidelines in this document are designed to help ETCs be knowledgeable managers of the DART program in our **DARTAccess** portal, and to simplify the pass administration. This guide is intended to support your independence, but not replace your Account Executive, who is available when you need advice and assistance.

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TERMS & DEFINITIONS

Accepted Browsers: The latest version of Google Chrome and Mozilla Firefox are supported by New Employer Pass Portal. Other browsers might work but are not officially supported.

DARTAccess: DART's pass portal where company ETC's will be able to order and administer passes for their employees.

DCTA: Denton County's Transportation Authority, offering bus and A-Train commuter rail.

DART Service Area: Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Plano, Richardson, Rowlett, and University Park.

Employee Transportation Coordinator (ETC): Company representative or liaison who administers the pass program, working with the DART **Account Executive (AE)** for new and renewal contracts, lost & stolen passes and citations, Add-on/Upgrade Orders, payments, and deactivation & reassignments.

Employer Annual Pass program: A discounted pass designed to create savings for employees and reduce the stress of work commuting. Valid January through December, Monday – Sunday during all hours of DART service.

FLEX Service: A blend of fixed route and on-call service in select areas; made by reservation.
<http://www.dart.org/riding/flexservice.asp>

Trinity Metro: Fort Worth's public bus system and DART's partner in operating TRE commuter rail.

GoPass® App: The mobile ticketing app that delivers digital passes to smart phones (**iPhones and Android phones ONLY**).

GoPass® Tap Card: The contactless tap card that can be used by members of the Employer Annual Pass program.

Light Rail: Red/Green/Blue/Orange line trains serving the 13 city DART Service Area.

Local Pass: All DART services within the DART Service Area, including all buses (regular, express, MAX, DART-on-Call, Flex Routes), all light rail (Red/Blue/Green/Orange), and the Trinity Railway Express (TRE) from Union Station to CentrePort/DFW Station).

GoLink: Personalized shuttle service when and where you need it to get to and from DART rail stations or transit centers. Book in GoPass® app. Included in annual ePass service.

Regional Pass: All local bus, light rail, Trinity Railway Express (TRE) service from Union Station to Ft. Worth, all Trinity Metro buses and Trail in Ft. Worth, and all of Denton's DCTA buses and "A" Train.

ROA: Revenue Operations Associate

Trinity Railway Express (TRE): Commuter Rail service between Union Station in Downtown Dallas and T&P Station in Downtown Fort Worth, with stops in Mid-Cities.

EMPLOYER ANNUAL PASS PROGRAM

Pass Types

DART's Employer **Annual Pass** provides unlimited ridership for a calendar year. The price and area in which service is provided are designated by each pass Service Type.

Pass Costs

Service Type	Annual Pass Cost
Local	\$720
Regional	\$1440

Benefits

- Single contract for the year (minimum 5 riders)
- Discounted price
- Simplified distribution – **GoPass® App** makes it quick & easy!
- Transferable
- Emergency Ride Home
- Citation Dismissal

Term

- January 1st to December 31st.
- Passes could be requested throughout the year at a pro-rated price

Enrollment Timeline

- Annual pass for the upcoming fare year will be open from October 1 of current fare year. You could start uploading your rider list in the new portal to create your company rider list. Your rider list gets saved in the portal as you add and modify them. Once you have the final rider list, we encourage to work with your assigned DART Account Executive to submit a new contract for the new fare year.
- Passes could be requested throughout the year at a pro-rated price as an add-on request.

Contracting Preparation

The following pages will show you how to use the DARTAccess portal to create the rider list, add photos, upload employee information, and create a contract.

HINT: If you have new photos to add, begin gathering those photos early in the process and save them to a folder on your computer.

Recruit Riders

The following resources can help you to recruit riders for the program.

- Company resources: newsletter, email, and intranet
- DART resources: Eblast, employee survey, posters, fliers, Lunch & Learns, Benefit Fairs, and information tables

Prepare Rider information

As riders' express interest, gather the following information:

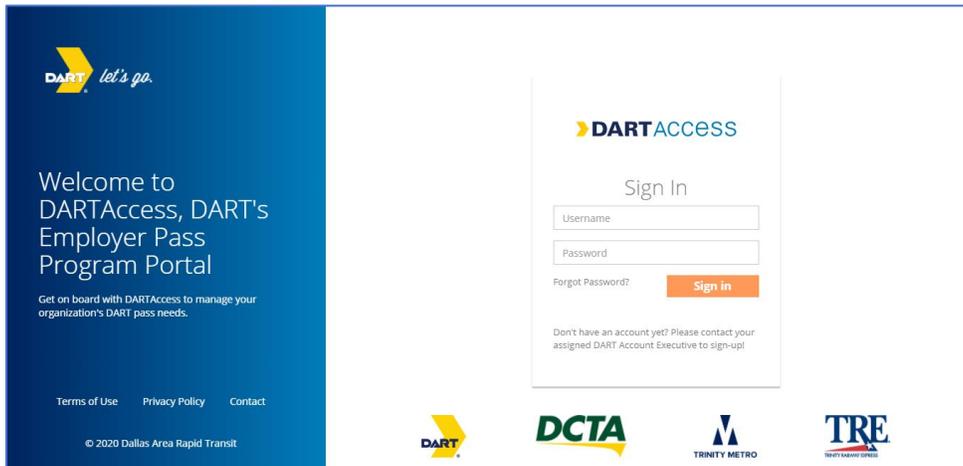
- First and last names
- Pass type (Local or Regional)
- Employee ID number
- Email address
- Mobile phone number
- Will use GoPass®? (Yes/No)
- Employee photo

DARTACCESS Pass Portal

Compatible Browsers

The DARTAccess Pass Portal is compatible with Microsoft Edge, Chrome, and Firefox.

Logging into the Portal



- Portal link: <https://dartaccess.dart.org>
- Username: Your email address that is on file with DART
- Password: You can set or reset your password to the new portal using your email address and phone number you have on file with DART. Click the **Forgot Password** link on Login page or contact your assigned DART AE to send the reset password link to your email address.
- A new screen will open asking you to enter your email address and phone number that has been provided to DART.

Forgot Your Password?

Please enter the **email and phone** you have with DART

Email

Phone Number

Continue

- Enter the email address and phone number that was provided to DART and click Continue.
- An email will be sent to you with instructions to reset your email.



Password reset request

We've received your request to reset your DARTAccess account password.

[Reset your Password](#)

This request will expire in 15 minutes. [Get a new password reset email](#) for a new request.

If you didn't make this request, or are having difficulty resetting your password, please contact your DART Account Executive.



Please do not reply to this email. To get in touch, go to [Contact Us](#).

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- Once the email is sent, the reset request is valid for 15 minutes. Click on [Reset your Password](#)
- A new window will open to enter your new password
- Make sure your new password contains:
 - Between 8-20 characters
 - Include at least 1 number (1,2,3, etc.)
 - Include at least 1 uppercase letter (A, B, C, etc.)
 - Include at least 1 lowercase letter (a,b,c, etc.)
 - Include at least 1 symbol (!,@,#, etc.)

Welcome, **REBECCA**

In order to protect your account, make sure your password...

- Is between 8-20 characters
- Includes at least 1 number (1, 2, 3, ...)
- Includes at least 1 uppercase (A, B, C, ...)
- Includes at least 1 lowercase (a, b, c, ...)
- Includes at least 1 symbol (!, @, #, ...)
- Does NOT have spaces

New Password

The password must be 8-20 characters, and must *not* contain spaces.

Confirm Password

To confirm, type the new password again.

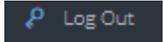
Reset Password

Home Page

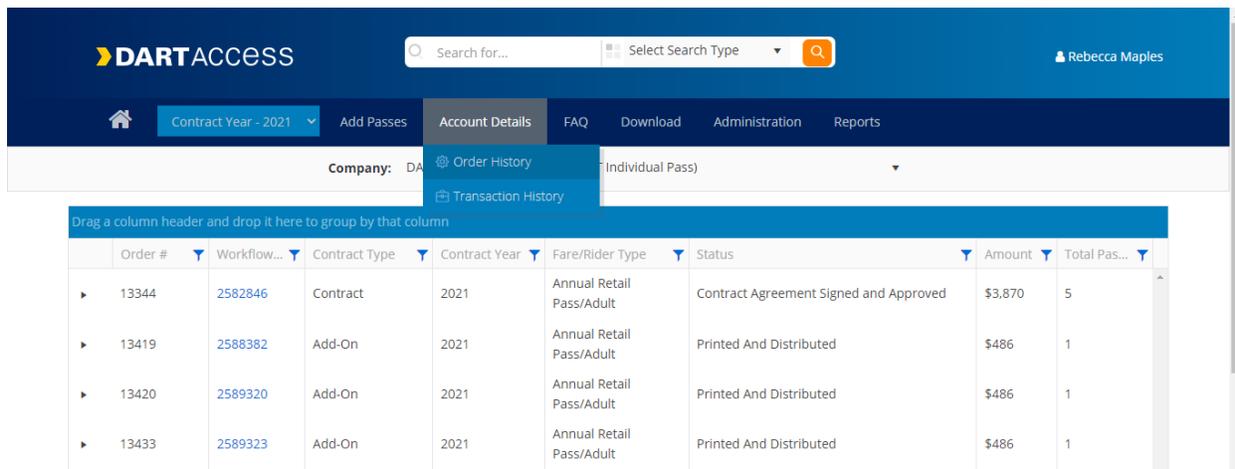
The screenshot shows the DARTACCESS Home Page dashboard. At the top, there is a search bar and navigation links for 'Contract Year - 2021', 'Add Passes', 'Account Details', 'FAQ', 'Download', 'Administration', and 'Reports'. The company name 'DART (DALLAS AREA RAPID TRANSIT)' is displayed. The dashboard is divided into three main sections: 'LOCAL PASSES', 'REGIONAL PASSES', and 'CONTRACT'. Each section contains a table with columns for 'Annual Pass ADULT', 'PENDING', 'PURCHASED', 'PROCESSING', 'PRINTED', 'GO RISE', 'DEACTIVATION IN PROGRESS', and 'AVAILABLE'. There are also 'INDIVIDUAL PASS DETAILS' links for each row.

Section	Annual Pass ADULT	PENDING	PURCHASED	PROCESSING	PRINTED	GO RISE	DEACTIVATION IN PROGRESS	AVAILABLE
LOCAL PASSES	Annual Pass ADULT	0	4	0	2	2	0	0
REGIONAL PASSES	Annual Pass ADULT	0	6	0	0	6	0	0
CONTRACT	13268	10	Contract Agreement	JENNIFER COBB	JOSIE HERNANDEZ	12/29/20	1/1/21	12/31/21

Once you log in, the Home Page opens. It has the dashboard showing pass details for the current year. The tool bar which is persisted across all screens will provide access to various functionalities supported in the portal.

- To return to the Home page from any other page, click on the  button in the top tool bar or click on the logo top left corner of the screen.
- To log out at any time, click on your name on the top right corner and then click  button.
- The portal automatically logs you out after 30 minutes of inactivity.
- To access the pass lists, click **INDIVIDUAL PASS DETAILS** to view Local or Regional passes.

Account Details – Order History



The screenshot shows the DARTACCESS portal interface. At the top, there is a search bar and the user's name, Rebecca Maples. Below the search bar is a navigation menu with options: Home, Contract Year - 2021, Add Passes, Account Details (selected), FAQ, Download, Administration, and Reports. Under the Account Details menu, there are sub-options: Order History (selected) and Transaction History. The main content area displays a table of order history for the company 'DA'.

Order #	Workflow...	Contract Type	Contract Year	Fare/Rider Type	Status	Amount	Total Pas...
▶ 13344	2582846	Contract	2021	Annual Retail Pass/Adult	Contract Agreement Signed and Approved	\$3,870	5
▶ 13419	2588382	Add-On	2021	Annual Retail Pass/Adult	Printed And Distributed	\$486	1
▶ 13420	2589320	Add-On	2021	Annual Retail Pass/Adult	Printed And Distributed	\$486	1
▶ 13433	2589323	Add-On	2021	Annual Retail Pass/Adult	Printed And Distributed	\$486	1

In the Account Details, you can view your order history and transaction history.

The order history provides a list of all pass orders placed during the current year. Past orders can also be reviewed by choosing the year to be viewed.

- To view details on the pass order, click ▶ to open the pass order.

13268	2588030	Contract	2021	Annual Pass/Adult	Contract Agreement Signed and Approved	\$5,760	10	
Status: Contract Agreement Signed and Approved Workflow ID: 2588030 Account Executive: JOSIE HERNANDEZ Fare: Annual Pass/Adult Effective Start Date: Jan 01, 2021 Effective End Date: Dec 31, 2021		View Self-signed Contract View Invoice						
Passes:		Type	Purchased	Printed	GoPass	Blank	Price	Total
		Local	4	2	2	0	\$360.00	\$1,440.00
		Regional	6	0	6	0	\$720.00	\$4,320.00

From this page you can print a copy of your contract or pass order and an invoice to use for payment request.

Account Details – Transaction History

Transaction...	WF Num	WF Action	WF Status	Created By	Created Date	Closed Name	Closed By	Closed Date
NEW CONTRACT ORDER	2588030	Completed	CONTRACT AGREEMENT SIGNED AND APPROVED	JENNIFER COBB	2020-12-29T15:03:09	Josie Hernandez	80823	2021-01-20T15:34:08
NEW CONTRACT ORDER	2588030	Completed	VIEWED	JENNIFER COBB	2020-12-29T15:03:09	Josie Hernandez	80823	2021-01-20T15:34:08
REVIEW	0	Completed	REVIEWED	PATRICK MCCURLEY	2021-01-19T11:50:46			
DEACTIVATE PASS		Completed	DEACTIVATED PASS		2021-07-21T10:59:59...			
UNWIRE EXPORT-DEACTIVATE	0	Completed	UNWIRE EXPORTED		2021-07-21T11:00:00			

Transaction History provides a breakdown on all activity on each pass ordered.

Click the  beside the individual and a dropdown box opens providing a list of all activity on performed on the pass.

Frequently Asked Questions (FAQs)

BEFORE YOU START

- What is new in this application that is different from the previous version?
- What is the price for Local and Regional Corporate Passes?
- What details do I need to gather to prepare my company rider list?
- I have less than 10 riders in my company. Should I create the riders list CSV and Photo ZIP file?
- Do I need to create a new contract in the system every time I need passes?
- What if people want to join after the contract is submitted?
- What is the processing time and when should I expect to receive passes?
- When I can start requesting passes for the next fare year?

GENERAL

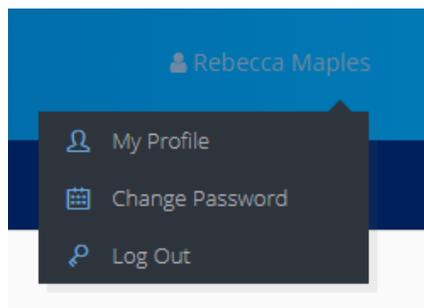
- What are the steps involved in creating a contract and requesting passes?
- Is there a minimum number of passes that I need to purchase to create a contract?
- Where I can see my company profile?
- Where I can see and update My Profile details in the application?
- Why do you need photos of the riders while requesting passes?
- Where do I mention the number passes required or the pass count?
- I have the contract pdf after submitting my pass order. What should I do next?
- I did not save the Contract PDF after submitting my pass order. Can I get a copy of the contract?

The FAQ section allows you to look up the procedures to complete tasks, answers your questions and more. There are links with how to videos, to assists with some of the “how do I” questions.

How to Log Out

To log-out, click on your name in the upper right-hand corner. A drop-down list will open. Click Log Out.

You can also update your profile by clicking on “My Profile” and request to change your password by clicking on “Change Password”.



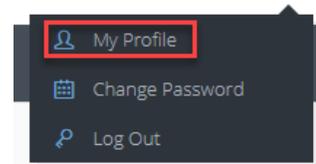
CREATING AN EMPLOYER ANNUAL PASS PROGRAM CONTRACT

Step 1 – Review and Update Your Profile

The first time you log into the system, or at any time your contact information changes, please verify, and update your information on the “My Profile” page.

1. Click on your name link on right top corner and then click on “My Profile” link. This opens the My Account Profile page. Update your information. Note: Some of the fields are pre-populated and cannot be changed on this page.

Testfirstname Testlastname

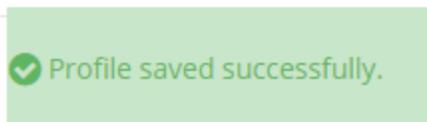


My Account Profile

We will use the email address and phone number here to contact you in case you need to reset your password.

<p>First Name *</p> <input type="text" value="TestFirstName"/>	<p>Email *</p> <input type="text" value="test@dart.org"/>	
<p>Last Name *</p> <input type="text" value="TestLastName"/>	<p>Phone *</p> <input type="text" value="(214) 749-3500"/>	<p>Extn</p> <input type="text" value="0"/>
<p>Secondary Email</p> <input type="text" value="test2@gmail.com"/>	<p>Additional Organization</p> <input type="text" value="DART Test 2020"/>	
<p>Address</p> <input type="text" value="1401 Pacific Ave"/>	<p>Address 2</p> <input type="text" value="Address 2"/>	
<p>City</p> <input type="text" value="Dallas"/>	<p>State</p> <input type="text" value="TX"/>	
<p>Postal/Zip Code</p> <input type="text" value="75202"/>		

2. Click .

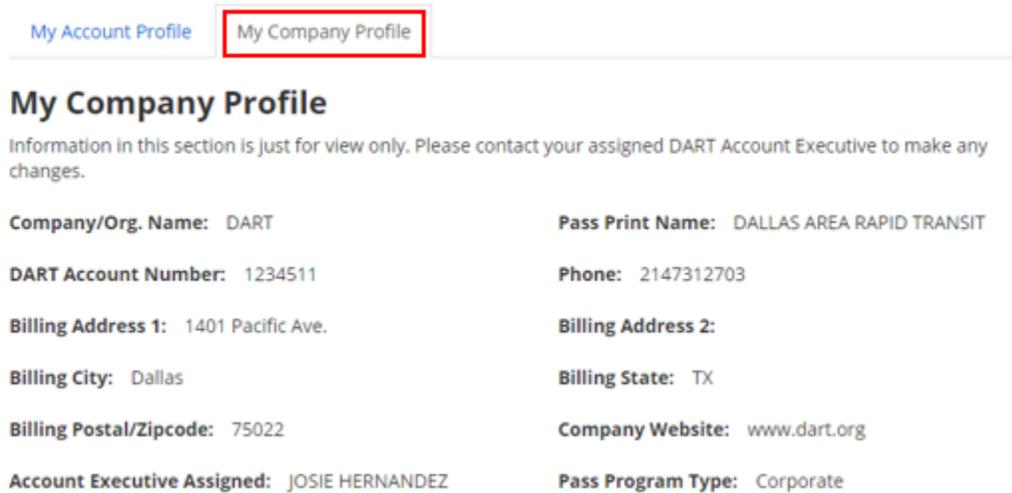


Note: If you make any changes you don't want to save, click .

Step 2 – Review and Update Your Company Profile

Before you start working on your new contract or add-on requests, verify your company profile information is up to date on the “My Company Profile” page.

1. In “My Profile” click “My Company Profile” tab to open our company profile page for review.



2. Verify your company information. For any correction or update, please contact your assigned DART Account Executive.

Step 3 – Create your Rider List (CSV Spreadsheet)

To upload a list of employees for the rider pass program, you will need to enter all required rider information into a CSV Spreadsheet and save it as a *comma delimited* (CSV) file.

- If you are creating a rider list for the first time, you can download a sample file from the FAQ page in DARTAccess Portal to use as a template provided on the FAQ page).
- If you have a rider list from a previous year, you may update it for this year’s list. Or use the “Clone from Previous Year” option If you want to create the employee list from one of the previous years (provided your company has requested passes in the past). This will copy all the passes from the previous year selected and will update them in pending passes. You could review and update or delete passes as required.

OPTION 1: Create a New Rider List CSV File

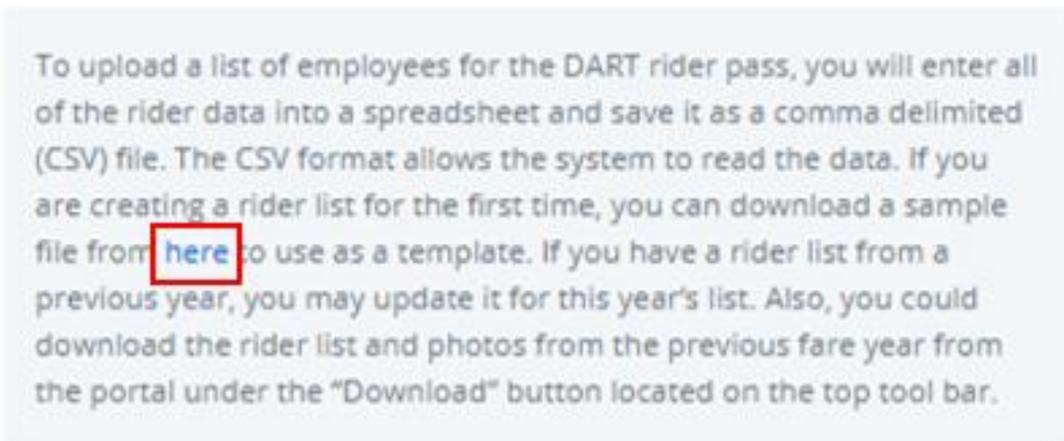
To create a new rider list, download a sample CSV File

Click on FAQ on the tool bar

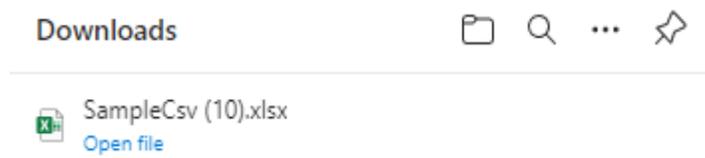
Scroll down to “HOW TO’S: CREATING A CONTRACT”

Click on the first bullet point “**How can I create my company riders list?**”

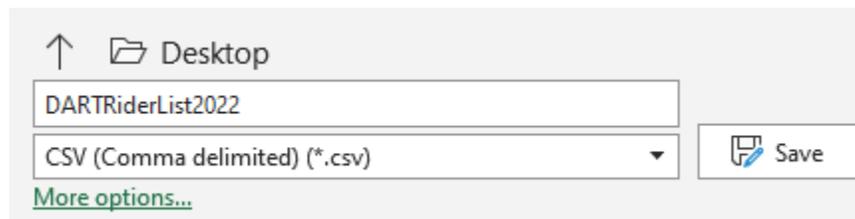
Click on the [here](#) Link to download a [sample CSV file](#)



Once the file has downloaded to your computer you will see the Downloads box. Click on [Open file](#) to open the spreadsheet.



Once it opens, save the file as something like “DARTRiderList2022.csv” and make sure the **Save as type** field shows **CSV (Comma delimited) (*.csv)**.



Click

The file opens with sample passes listed, delete the sample passes from the spread sheet.

1	First Name	Last Name	Pass Type	ID Number	Email	Mobile Number	Photo Filename	Use GoPass
2	Grace	Kerr	Local	10001	grace.kerr@gmail.com	111-111-1111	Grace_Kerr_10001.jpg	Y
3	John	Doe	Local	10002	john.doe@gmail.com	222-222-2222	John_Doe_10002.png	N
4	Sue	Slater	Regional	10003	sue.slater@gmail.com	333-333-3333	Sue_Slater_10003.bmp	Y
5	Jessica	Paige	Regional	10004	jessica.paige@gmail.com	444-444-4444	Jessica_Paige_10004.jpeg	N
6	William	Walker	Local	10005	william.walker@gmail.com	555-555-5555	William_Walker_10005.jpg	Y
7								
8								

RIDER LIST GUIDELINES for Preparing the CSV File:

- Enter the rider information for all participants in your company, following the guidelines below.
- All fields except ID Number (column D) are required.
- Enter HYPHENATED NAMES without the hyphen: **LIKE THIS...** **NOT-LIKE-THIS.**
- Pass type
 - For GoPass® App riders (Use GoPass® column entry = Y)
 - For “tap card” riders (Use GoPass® column entry = N)
- Enter individual Email addresses and Mobile Numbers. They are required and must be unique.
- Make sure that Photo Filenames are entered exactly as they are saved in your system, and that each photo filename is unique.
- Make sure that no sample entries remain when you have completed entering employee data (i.e., delete all five sample entries).
- Save the completed file as a CSV file on your computer.

Note: The types and quantities of passes are automatically inserted into the contract when the contract is created and cannot be modified.

OPTION 2: Update Rider List CSV File from Previous Year

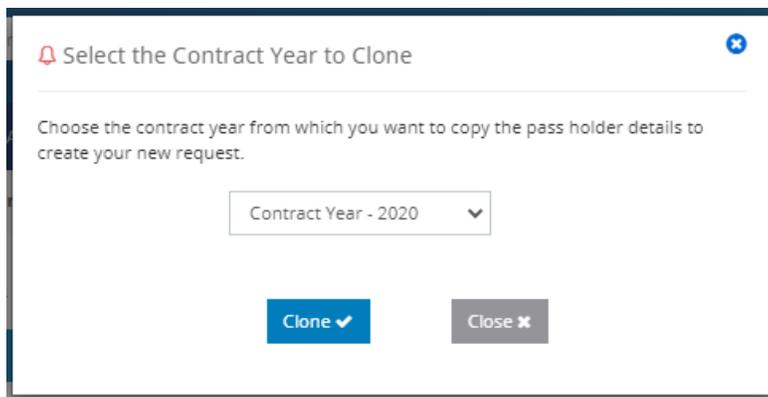
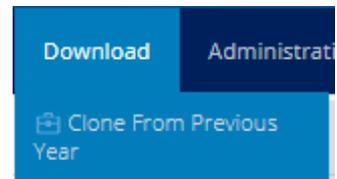
If you have a rider list saved from a previous year, do the following.

- Open the file.
- Save it with a new name.
- **Delete** any entries for employees who will not be using the GoPass® this year.
- **Update** any information that has changed for employees who will be using the pass again.
- Make sure all email addresses and mobile phone numbers are unique.
- **Add all data for new employees.** The same guidelines for entries apply as for a new rider list (see **Error! Reference source not found.**, above).

OPTION 3: How to Clone the Current Rider List

If you have ordered passes in the past, then you have an option to clone the rider list from a previous year. When you clone a list, you will receive the final list you had for that year or if you clone the current year, you will receive your current list.

1. Click on the “Clone from Previous Year” link under “Download” in top tool bar.
2. Select the contract year in the model window from which you want to clone and click “Clone” button.



3. The portal will pull all current passes and list them in the Add Passes Screen.
4. Add new employees. The same guidelines for entries apply as for a new rider list (see **Error! Reference source not found.**, above).
5. Remove all non-riders from the list
6. Update rider information, including: Phone number and email address.

Step 4 – Prepare and Save photos

While you are gathering information for new riders, also collect their photos.

- Photos must be one of the following file types: .png, .jpeg, .jpg, or .bmp
- The file names must be named exactly as they appear in the rider list spreadsheet and must be unique.
- To streamline the process, save new photos in a single folder on your computer.

Photo Image Guidelines

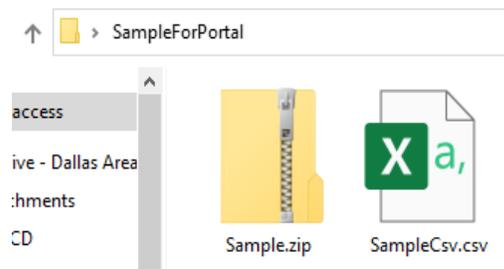
- Obtain a clear head and should photo of rider
- Company ID photos are a good resource.
- Make sure the photo image is in portrait (not landscape) orientation. Don't worry about flipped photos, system will auto rotate those photos for you when you upload them.



- Make sure all photo files are in one of the accepted file types (see list above)
- Save all photos in one folder (named, for example: "2020 DARTAccess Photos").
- Zip the folder (pre-Windows 10) or create a new .zip folder and move the files into it (Windows 10 and later).

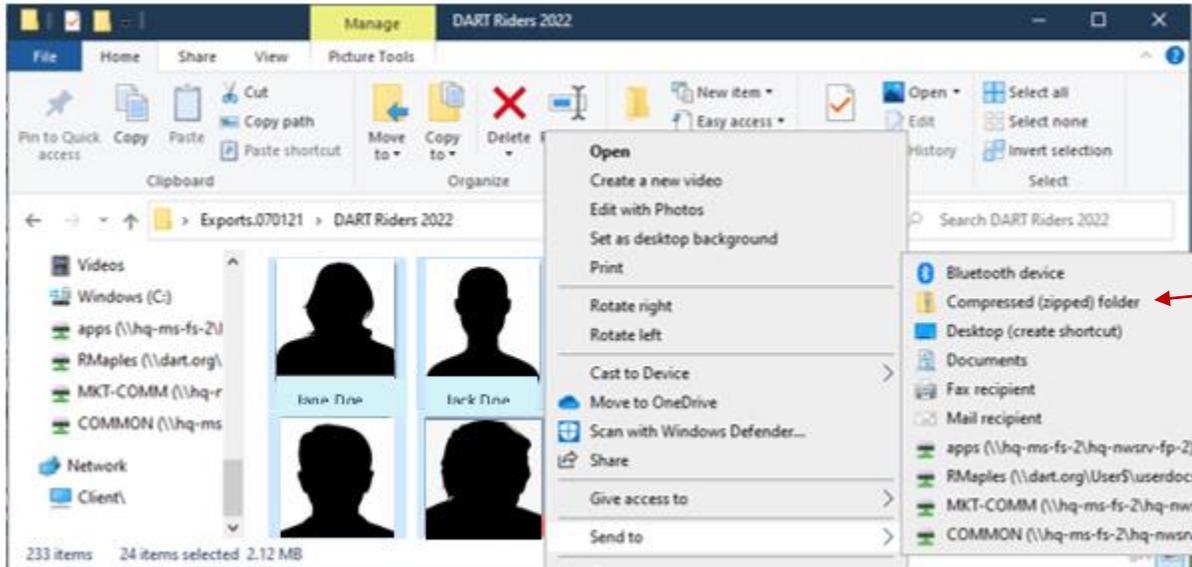
Zipping a folder (pre-Windows 10)

- Locate the folder that you want to zip
- Right-click on the folder name
- Select **Send to**
- Select **Compressed (zipped) folder**
- A new zipped folder (.zip) with the same name is created in the same location.

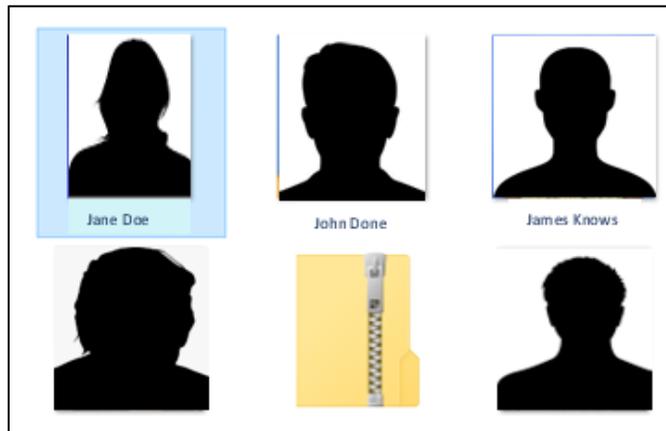


Creating a zip folder (Windows 10 and up)

- Open the location of the photo files
- Left click and scroll over all photos to highlight the photos
- Right-click to open task window
- Click on **Send to**



- The zip file will be created within the existing folder.
- Click on **Compressed (zipped) folder**



Step 5 – Upload Rider List and Photos

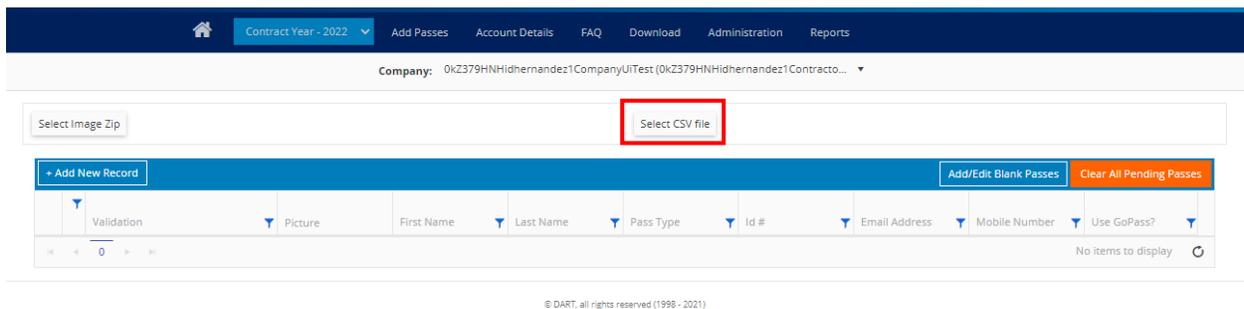
Before uploading the Rider List Spreadsheet to the portal verify you have completed all changes, additions, and deletions in your CSV File.

At this point, you should have:

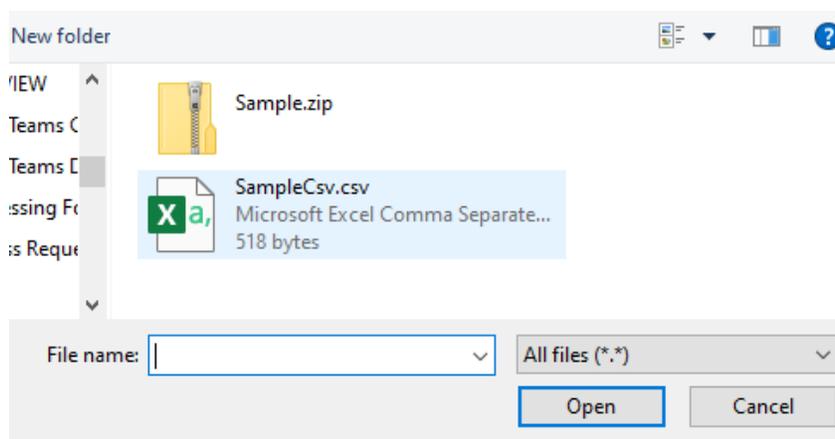
- The company Rider List saved on your computer as a .csv file
- All rider photos in a .zip folder on your computer

Upload Rider List

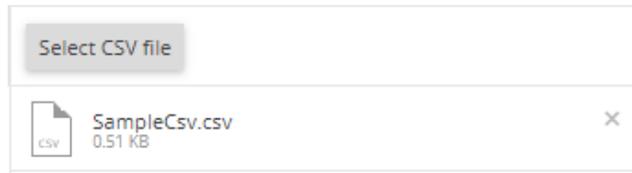
- On the “Add Passes” page, click **Select CSV file**



A window opens to select the rider list .csv file from its location on your computer. Locate the folder and click **Open** .



The file name appears on the Add Passes page.



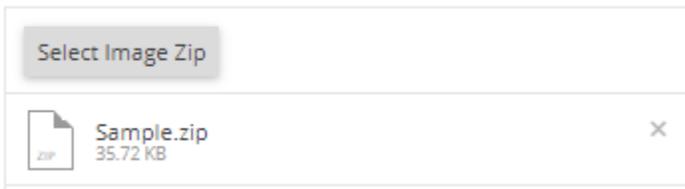
If it is the correct file, click **Upload ✓**

If it is the wrong file, you can remove the file by clicking the X.

Note: An error message reading “Zip file does not have image file” will occur if the zip file is not already uploaded.

Upload Photos

- On the “Add Passes” page, click **Select Image Zip**



If it is the correct file, click **Upload ✓**

If it is the wrong file, you can remove the file by clicking the X.

	Validation	Picture	First Name	Last Name	Pass ...	Id #	Email Add
	PASSED		JESSICA	PAIGE	Regional	10004	jessica.pa
	PASSED		JOHN	DOE	Local	10002	john.doe@
	PASSED		GRACE	KERR	Local	10001	grace.kerr
	PASSED		SUE	SLATER	Regional	10003	sue.slater
	PASSED		WILLIAM	WALKER	Local	10005	william.w

Step 6 – Add Blank Passes

You can add blank passes to your contract by following these steps:

- Click on **Add/Edit Blank Passes**
- A popup window will appear

- Enter the number of local and regional passes you need to order.
- Click **Add Blank Passes**
- The order information will be listed above the employee list

- You can add or remove blank passes by clicking **Add Blank Passes**

Step 7 – Add Individual Pass(es)

You can add passes as needed to the pass list, until such time you submit the list and contract. To do so follow the instructions listed below:

- Click on **+ Add New Record** and a new window will pop up.

- Upload the photo by clicking on **Select Image file**
- Locate the photo
- Click on photo
- Click **Open**
- Select Local or Regional Pass
- Select GoPass Yes or No
- Enter employee ID Number (optional)
- Enter first and last name
- Enter Email
- Enter phone number
- Click **Save**

The individual(s) pass(es) will be added to the list of passes

	Val...	Picture	First N...	Last Na...	Pass T...	Id #	Email Ac
	PASSED		David	Jackson	Local	6515894	DDJJ234

Step 8 – Validate Passes and Review Contract

Now is the time to review and verify that the passes uploaded correctly, and that all rider information is included.

If there are errors in the spreadsheet, the error details will be listed in the Validation column. You can update information on any rider record as required at this time or come back later when you have collected the correct information.

	Validation	Picture	First Name	Last Name	Pass Type	ID #	Email Address	Mobile Number
	EmailAddress is required.		SUE	SLATER	Regional	10003		(833) 333-3333
	Lastname is required.		JOHN		Local	10002	john.doe@gmail.com	(222) 222-2222
	MobileNumber is required.		GRACE	KERR	Local	10001	grace.kerr@gmail.com	
	Pass Type is required.MobileNumber ...		WILLIAM	WALKER		10005	william.walker@gma...	55555555
	Picture Name is required.Zip file does...		JESSICA	PAIGE	Regional	10004	jessica.paige@gmail...	(666) 444-4444

Sample Possible Errors:

- Email address is required
- Last name is required
- First name is required
- Mobile number is required
- Pass type is required.
- Mobile number must be 10 digits
- Picture name is required

Multiple errors may be listed under a single rider’s Validation if there are multiple incorrect or missing information. Example: **Picture Name is required. Pass Type is required. Mobile Number must be 10 digits**

If corrections are required:

Click on the  on the line that requires correction. A popup window will open.

🔔 Edit Pass Holder Details

Select Image file

Rotate this image

- ➡ Rotate Right 90°
- ⬅ Rotate Left 90°



Pass Type ▾ Regional

Use GoPass ▾ Yes

IDNumber

FirstName ▾

LastName ▾

Email

Mobile Number (333) 333-3333

[Save ✓](#) [Cancel ✕](#)

- Click on the missing or incorrect information
- Enter the correct information
- When all information has been corrected on the rider, click [Save ✓](#)

Once all corrections are made, are ready to validate your pass order and proceed to the contract order review.

To validate your passes:

- Click [Validate Passes And Go Next](#) . A popup window will open:

🗑 Contract Summary

All your pending passes are verified. Do you want to create a contract? Click Yes to continue.

You are adding passes and creating Contract for next fare year. Are you sure you want to proceed? If you want to add passes to current fare year, please click 'No' and change the contract year from the dropdown.

[Yes](#) [No](#)

NOTE: If you are placing the order as an add-on for the current year, follow the steps below to clear this order and go to the current year:

- Click **Clear All Pending Passes** to clear 2022 pending passes
- Click **Contract Year - 2022** on the tool bar
- Choose the current year
- Enter your add-on pass order

If the order year is correct click **Yes** to go to the order review process:

- Make any required changes to the following:
 - Billing Address
 - Pass Type
 - Effective Start Date
 - Agreement Date
- Confirm the following:
 - Company information
 - Contract year
 - Pass order
- Read the 2 paragraphs at the bottom of the page, regarding advance payment for passes
- If you agree to the payment terms
 - Check box for the box for **Agree to terms and conditions**
 - Click Next
- If you do **not** agree, you cannot proceed with your pass order.

Step 9 – Contract Summary and Create Contract

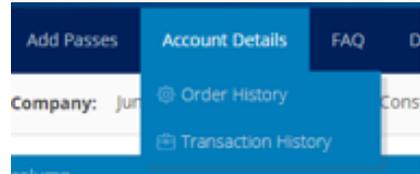
Review the new contract summary including:

- Company information
- Start and end date
- Effective and agreement date
- Pass order
- Terms and conditions

If you have the authority to approve the contract agreement click “yes.” Your contract has been submitted.

If you are not authorized to approve the contract or need a physically executed contract, click “no.” To print contract for execution, follow the below steps:

- On the tool bar click Account Details
- Click Order History
- Click on the  on the contact line
A drop-down box will open.



28083	0	Contract	2022	Annual Pass/Adult	Pending Signed Contract	\$7,200	6	
		Status:	Pending Signed Contract					
		Workflow ID:	0					
		Account Executive:	REBECCA MAPLES					
		Fare:	Annual Pass/Adult					
		Effective Start Date:	Jan 01, 2022					
		Effective End Date:	Dec 31, 2022					
		Passes:						
		Type	Purchased	Printed	GoPass	Blank	Price	Total
		Local	3	0	1	2	\$800.00	\$2,400.00
		Regional	3	0	0	3	\$1,600.00	\$4,800.00

- Click View original contract button to print out a copy of the contract for execution or for your records.
- Once the contract is executed, you can upload the contact by clicking on the **Upload Signed Contract** a popup window will appear

Upload Signed Contract PDF and Submit New Contract

Upload the signed contract PDF file and click on "Submit Contract" button to submit your pending contract.

Select signed contract pdf file

⚠ Please ensure that you are uploading correct signed contract PDF file. You won't be able to make any changes once the contract is submitted.

Submit Contract ✓
Cancel ✕

- Click on locate your contract and click 
- Locate the executed contract and click 

Note: Make sure you choose the correct contract. Once uploaded it cannot be undone. An incorrect document will result the contract being cancelled, and a new order must be uploaded.

Step 10 – Payment

The Employer Pass Program is a pre-paid program. DART accepts the following payment options:

- Company check
- Company or personal credit card
- ACH
- Wire Transfer

NOTE: Credit card payments are taken over the phone. For your security, do not leave voice messages or send emails containing credit card information.

VANPOOL PROGRAM

The DART Vanpool Program is a rideshare in which a group of riders share a common commute and schedule. DART partners with Airport Van Rental (AVR) to provide the fleet and the administrative aspects of the program.

1. Vanpool leases are month-to-month with no long-term commitment
2. Monthly fee covers the lease, insurance, and maintenance (preventative & unplanned)
3. Service area – DART service area cities and in Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, and Rockwall Counties
4. Emergency Ride Home Program – for use up to two times a quarter and eight times a year through Lyft, Uber, or Taxi (\$10 co-pay). The Emergency Ride is for personal emergencies or unplanned overtime:
 - Employee becomes ill or injured
 - Employee’s family member becomes ill or injured
 - Employee has a personal crisis at home
 - Death in the family
 - Unexpected supervisor approved overtime

The Emergency Ride home is **not** for personal errands or appointments, work related business, pre-arranged overtime, natural disasters, weather emergencies, or any ride to work.

Abuse of the Emergency Ride Home program can result in the program being declined to the individual and reimbursement of cost of the non-emergency usage.

How to Research Carpool or Vanpool

Try Parking is the resource that is used to research if a carpool or vanpool option currently exists

- www.tryparkingit.com (TPI)
- Routing of carpool, vanpool, transit, bicycle, & walk options
- Rewards program



Figure 1: Routing Option

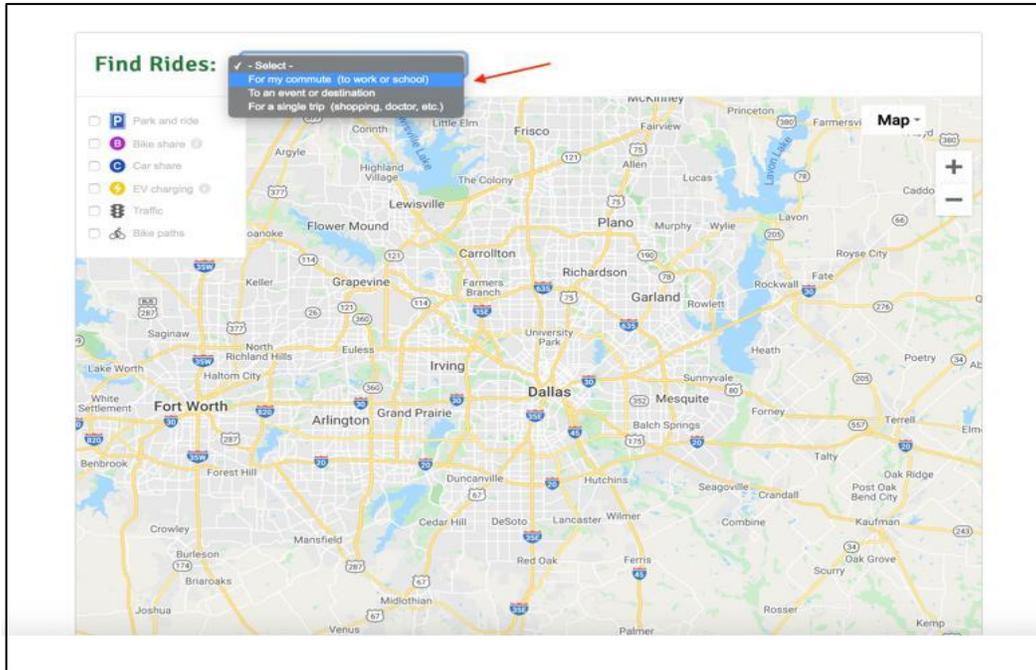
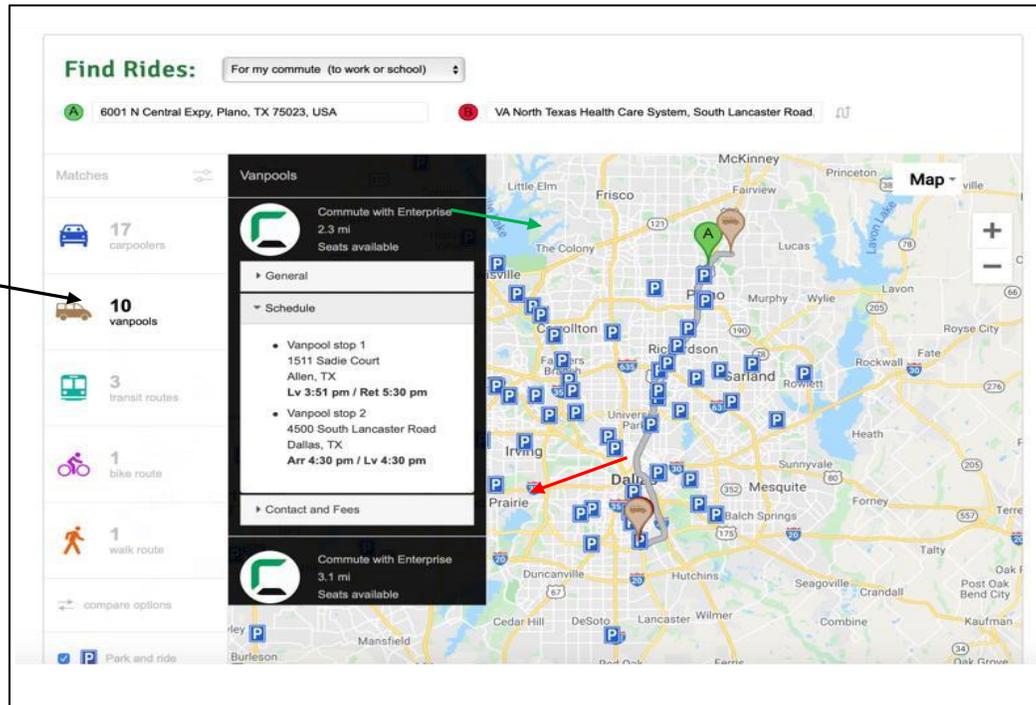


Figure 2: Routing Option



1. Find Rides – Select for my commute (to work or school)
2. Enter origin and destination addresses
3. Search yields routing options (see Figure 2)

Signing up for A Vanpool (Individual)

1. If a match is found, the prospective vanpooler’s contact information is provided to AVR
 - a. Leigh-Anne Kitch - leigh-anne.kitch@avrvanpool.com
 - b. Tricia Hayden - tricia.hayden@avrvanpool.com
 - c. Ryan McCutchan - rmccutchan@dart.org
2. AVR will reach out to the vanpool captain to make an introduction
3. AVR will conduct a new rider orientation (ERH, pricing, & rules)
4. Wait List – If a match is not found
 - a. Cross reference rider’s trip with those on the wait list
 - b. If a match is not found, add individual to wait list

Signing up for A Vanpool (Group)

1. Captain of the group is forwarded to AVR
2. AVR will collect the following information
 - a. Vehicle selection
 - b. Obtain route information and schedule
 - c. Contact information for all riders
3. All drivers undergo a DMV screening

Captain/Co-Captain Requirements
Pass Motor Vehicle Record (MVR) background check
Clear driving record for the past 5 years (no DUI, DWI, revoked, expired license or negative driving record)
Must be at least 21 years old
5 years of uninterrupted license driving experience
Must maintain a valid and current Texas driver's license
Must be of good health
Not to exceed 3 pints on MVR

1. Delivery date is scheduled
2. Upon delivery
 - a. Safety equipment is covered
 - b. Vanpool etiquette
 - c. Cleaning and hygiene
 - d. Trip recording for NTD purposes
 - e. How to make payments

Processes and Procedures

Add-on Pass Orders

Once the initial contract pass order is processed by DART, add-on pass orders can be placed. The steps for placing a pass order are the same as the steps for preparing a contract pass order. If your profile and company profile information is up to date in the system, then you are ready for the following steps:

- Create your Rider List (CSV Spreadsheet)
- Prepare and Save photos
- Upload Rider List and Photos
- Add Individual Pass(es)/Blank Passes
- Validate Passes
- Create New Add On pass order
- Review order summary
- Review Pass Order
- Click submit
- Make payment

Deactivation & Reassignments

Deactivating and resigning GoPass App Passes are available in the pass portal; however, if you are deactivating or reassigning a GoPass Tap card you will need to use the DART Deactivation & Reassignment form to process your reassignments.

Deactivating & Reassigning a Pass on the GoPass App ONLY

The process below is for the following deactivation and reassignment activities only:

- Deactivating a GoPass App Pass
- Deactivating a GoPass App Pass and returning the pass to the available pass count
- Deactivating a GoPass App Pass and issuing it as a GoPass App Pass
- Issuing an available pass as a GoPass App Pass

To deactivate a GoPass App Pass, please follow the instructions below:

- Go to the home page by clicking  on the tool bar.
- Locate the individual's pass under the Local or Regional Individual Pass Details section
- Click the **INDIVIDUAL PASS DETAILS** button
- Click on the **Deactivate** button on the right-hand of the selected pass line
- A popup window will appear. For GoPass App Pass, you have the option to reassign the pass as a GoPass App Pass or returning the pass to the available pass count



Reassigning the Pass

- Click the Reassign This Pass button
- A pop-up window will ask you to confirm if you want to proceed with deactivating the pass and assigning the GoPass App Pass to another person within your company.
 - Click Yes to continue
 - Click cancel if you do not want to reassign the pass
- A new popup window will appear.
 - Click select Image File, locate, and upload the employee photo

- Enter the employee's information
- Click the Save button

Deactivation and Reassignment Pass Transactions that include a GoPass Tap Card

Any transaction that includes a GoPass Tap card must be done via the GoPass Deactivation & Reassignment form. This includes the following Transactions:

- Deactivating a GoPass Tap card and returning the pass to the available pass count
- Deactivating a GoPass Tap card and issuing it as a GoPass Tap Card
- Deactivating a GoPass Tap card issuing it as a GoPass App Pass
- Deactivating a GoPass App pass and issuing it as a GoPass Tap card
- Issuing an available pass as a GoPass Tap card

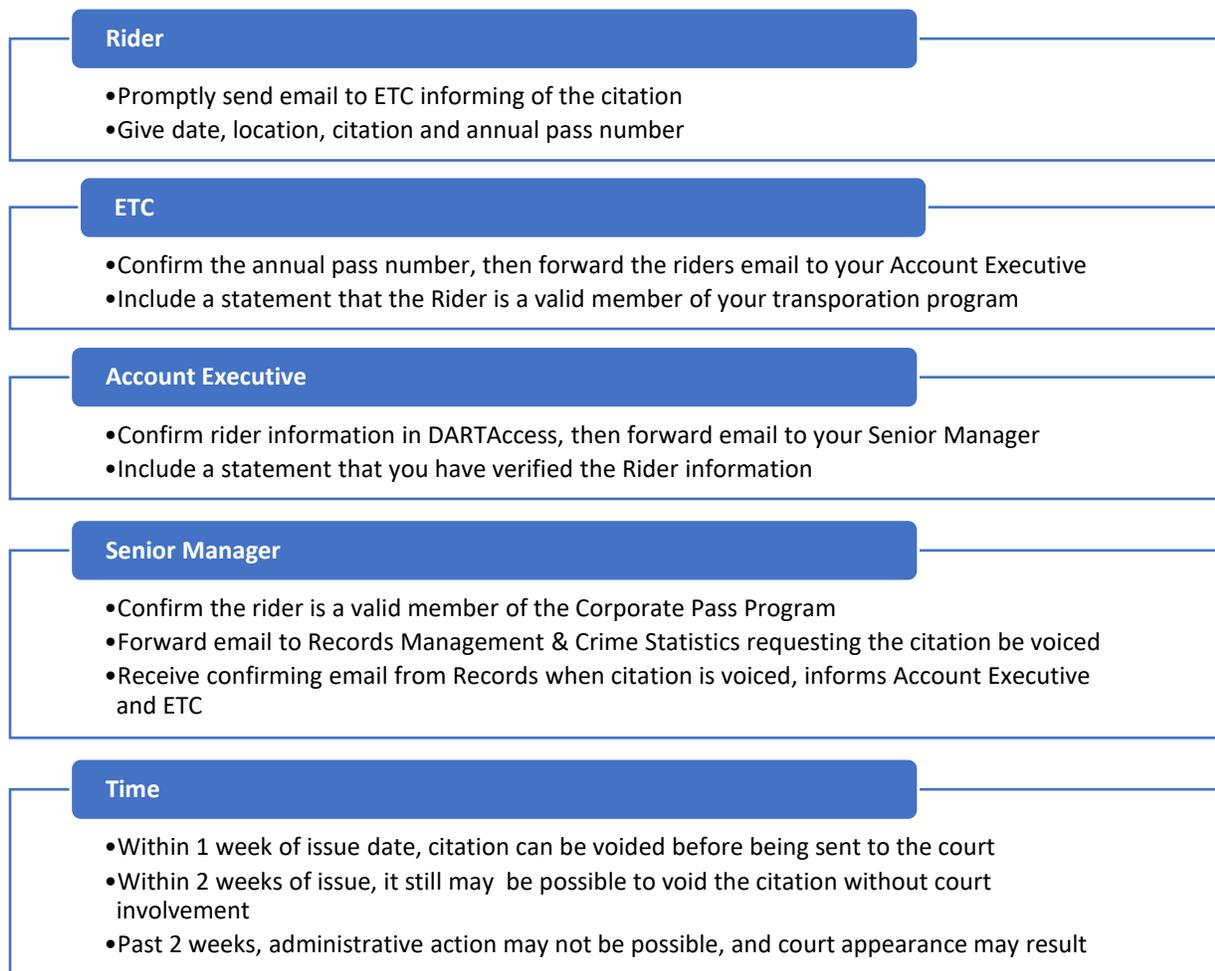
If deactivating a GoPass Tap card, please use the Corporate GoPass Tap card: Deactivation & Reassignment Form.

If deactivating a GoPass App pass, please use the Corporate GoPass GoPass App pass: Deactivation & Reassignment Form.

CITATIONS FOR FARE EVASION – REQUEST TO VOID

Every rider is responsible for carrying their Annual Pass when accessing DART Services. Sometimes "things happen," and a pass is left at home or a cell phone battery loses its charge. If "things happen" and it results in a citation, DART extends a courtesy opportunity to our Employer Annual Pass clients and their employees that may be used once a calendar year per employee.

Please follow the below steps to request the citation to be voided, if possible, without a court appearance:



Please use the below email template to request citation dismissal:

Email template:

TO: (Company ETC)

FROM: (Rider's Name)

RE: DART Citation

I'm a current member of DART's Employer Annual Pass program at (Company Name).

On (Date), I received a citation for riding DART without a valid pass because, (I accidentally left it at home; my cell battery died; etc.).

I was on a (Red, Green, Blue, or Orange) Line train going from (Station Name) to (Station Name). The Citation # is:

My Annual Pass # is:

Please access DART's courtesy process for Employer Annual Pass members to request that the citation be voiced, if possible, without the necessity of a court appearance.

I HAVE NOT PREVIOUSLY REQUESTED RELIEF FROM A DART CITATION DURING THIS CALENDAR YEAR.

This request is being submitted less than 1 week from the date I received the citation.

Emergency Ride Home

The Emergency Ride Home (ERH) is an inclusive benefit of the Corporate Annual Pass program. This benefit alleviates the anxiety associated with not being able to return home in times of personal and work-related emergencies. The Emergency Ride is for personal emergencies or unplanned overtime:

- Employee becomes ill or injured
- Employee's family member becomes ill or injured
- Employee has a personal crisis at home
- Death in the family
- Unexpected supervisor approved overtime

The Emergency Ride Home service provides a free taxi ride from the office to the emergency (example: hospital, car, or home). This is available to all employees actively participating on the Corporate Annual Pass Program for one ride per month. No trips over 50 miles.

Limitations:

This program does not allow for transportation departing from any location other than the place of employment and is for personal emergencies only. It is not intended for personal use of the taxi service.

Abuse of use can result in the program being declined to the individual or company and reimbursement of cost of the non-emergency usage.

NEW Procedures Coming Soon!

Lost & Stolen Pass Procedures

Lost passes are those that are missing for reasons unknown, such as a misplaced purse or wallet.

Stolen passes are those missing only by reason of an active robbery, known theft or burglary of a habitation or vehicle.

Lost Pass Procedures

Rider

- The rider will report the lost or stolen pass to the ETC via email and include the pass type (Regional or Local).

ETC

- The ETC will verify the the rider information, pass type, and serial number in the DARTAccess portal.
- Email the Account Executive regarding the lost or stolen pass and include the GoPass Tap card number. (Note the Pass number may be listed in DARTAccess portal)

Account Executive

- The Account Executive will verify the rider to be a GoPass Tap card holder and GoPass Tap Card serial number.
- Forward the email to the to the Revenue Representative and Revenue Supervisor to process the request

Once the replacement GoPass Tap Card is processed, the pass will be delivered to the ETC for distribution to the employee

NOTE: No charge for a lost or stolen pass replacement.



CORPORATE • HIGHER EDUCATION • GROUP SALES

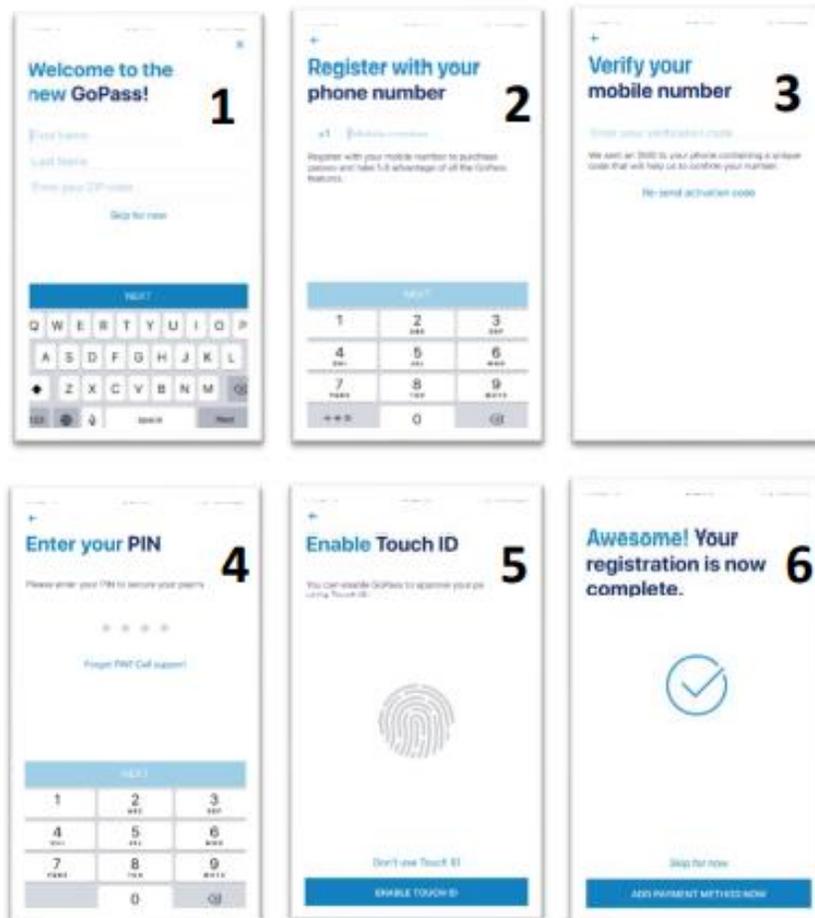
2022 CORPORATE ANNUAL PASS RATES

	LOCAL PASS	REGIONAL PASS
January	\$720 Savings of \$432	\$1,440 Savings of \$864
February	\$660 Savings of \$396	\$1,320 Savings of \$792
March	\$600 Savings of \$360	\$1,200 Savings of \$720
April	\$540 Savings of \$324	\$1,080 Savings of \$648
May	\$480 Savings of \$288	\$960 Savings of \$576
June	\$420 Savings of \$252	\$840 Savings of \$504
July	\$360 Savings of \$216	\$720 Savings of \$432
August	\$300 Savings of \$180	\$600 Savings of \$360
September	\$240 Savings of \$144	\$480 Savings of \$288
October	\$180 Savings of \$108	\$360 Savings of \$216
November	\$120 Savings of \$72	\$240 Savings of \$144
December	\$60 Savings of \$36	\$120 Savings of \$72

Annual full rates are prorated based on month of signup.
 Savings are calculated based on full rate of \$96/month (local) and \$192/month (regional).
 A minimum of five passes is required to start a contract.

Set up your GoPass in 6 Easy Steps

1. **Install the app** on your mobile device. Visit your Apple App Store or Google Play Store to download and install the GoPass app. Upon opening your app, you will be asked to enter your full name and zip code.
2. **Register your mobile number.** Please make sure that +1 is entered before your mobile number.
3. **Verify your mobile number.** A SMS will be sent to your phone containing a unique 4-digit code that will help you confirm your number.
4. **Enter your PIN.** Create a unique 4-digit pin (different from your confirmation number). This will be required to access your profile.
5. **Enable Touch ID** (If applicable on your device) 6. **Skip for Now.** As a corporate client your active annual pass will be in your wallet on the home page.
6. **Skip for Now.** As a corporate client your active annual pass will be in your wallet on the home page.



Please contact Customer Care at 214.749.3333 if you need additional assistance.

Contacts and Resources

DARTAccess Team

Rebecca Maples - Account Executive	214-749-2783
Mazi Rabiee - Account Executive	214-749-2724
Jennifer Cobb - Account Executive	214-749-2948

Revenue Team

Josie Hernandez – Revenue Supervisor	214-749-2944
Adriana DeLaGarza - Revenue Operations Associate	214-749-3309
Lou Ann McHenry - Revenue Operations Associate	214-749-3663

Resources

Customer Service/GoPass®	214-749-3333
Customer Information	214-749-1111
Travel Ambassadors	214-828-8588
Lost & Found	214-749-3810
DART Police	214-928-6300
Paratransit Services	214-515-7272
DARTmart	214-749-3418

Transit Agency Contact Information

Dallas Area Rapid Transit (DART HQ) 1401 Pacific Avenue Dallas, TX 75202 Website address: www.dart.org	214-979-1111
Ft. Worth Transit Agency – (FWTA) 1600 E. Lancaster Avenue Ft. Worth, TX 76102 Website address: www.the-t.com	817-215-8600
Denton County Transportation Authority (DCTA) 604 E. Hickory Street, Denton, TX 76205 website address: www.dcta.net	940-243-0077

