ATTENTION ALL UTHealth STUDENTS

What is a METRO Q card?

- Think of the Q card as an electronic wallet for METRO riders. This unique card contains a computer chip that stores your information onto the Q card. The Q stands for “quick”. All you have to do is touch your Q card to the Q box on your bus and you’re on your way.

How much does a Q card cost?

- You do not have to pay for the Q card itself. You do have to pay to load it, but students do receive a 50% discount on all fares.

Where do I get a METRO Q card?

METRO’s main Ridestore can be found at 1900 Main Street. The hours are Monday-Friday, 8:00AM-5:00PM. Their number is 713.739.6968. The easiest way to get to the Ridestore is to take the METROrail to the Downtown Transit Center stop.

What information should I take with me to the RideStore?

- You must have a current UT Student ID badge.
- You must go to either the UTPB-G (6414 Fannin) or UCT (7000 Fannin) Parking Office and obtain a letter. You will need to take this letter to METRO for proof of enrollment. The Parking Office will need to see your UT Student ID badge. The UTPB-G Parking Office is open Mon-Thurs, 7A-6P & Fri, 7A-5P. The UCT Parking Office is open Mon-Fri, 7A-5P.

I am a part-time student. Do I need to do anything differently than a full-time student to obtain my Q card?

- No, you do not. The process is the same.

When can we get the METRO Q cards?

- As soon as you have the required information you may go to a METRO Ridestore, 1900 Main Street, immediately to get your METRO Q-Card.

How do I load my card once I get my Q card?

- Once you get your Q card you can simply reload your card at any available location. Reloading locations can be found on any METRO bus, train stop, METRO Ridestore or participating retail locations http://www.ridemetro.org/Pages/FareRetailersReloadLocations.aspx.

Will I receive my METRO Q card the same day that I go to METRO?

- Yes. METRO will issue it to you immediately.

Is there a deadline? Will my card ever expire?

- No, there is not a deadline. However, the student discount feature on ALL Q cards will expire. If you get your Q card prior to June 1st, you will have to renew it by September 30th of that same year. If you get your Q card after June 1st you will have to renew the following year by September 30th. To renew the discount feature all students will be required to visit the METRO Ridestore, 1900 Main Street, prior to September 30th and show proof of full-time enrollment (letter from Parking) and their UT ID badge.

Visit METRO at http://www.ridemetro.org/Pages/Fares.aspx for additional information.

If you have any questions, please contact Parking Services at parking@uth.tmc.edu.