

2020 DART Annual Pass Frequently Asked Questions

Question: What is the difference between a Local and Regional pass?

Answer: Click [Type, Service Area, and Cost](#) link on DART Pass Program page to find out.

Question: Do I have to take another picture?

Answer: No, if you participated in the DART program for 2019 it should be on file. If you are a new DART Pass Participant for 2020, yes. Click [Photo Sessions, Dates/Location](#) on DART Pass Program page to find out more information.

Question: If I need to take a picture, what do I do?

Answer: Click [Photo Sessions, Dates/Location](#) on DART Pass Program page to find out more information.

Question: When is the latest I can submit the payroll deduction form in order to sign up for the DART Annual Pass?

Answer: You must submit the payroll deduction form to HR Downtown by 10/18/19, for 1/1/2020 start date (initial registration). If you wish to enroll after 1/1/2020, please click [Purchase Deadlines](#) on HR's Website under **DART Pass Program**.

Question: When will I see the first DART Pass Deduction?

Answer: January 2020, will be the first payroll deduction for the DART Annual Pass for those participants electing to start 1/1/2020.

Question: What is the Go Pass?

Answer: **This is the recommended purchase option;** whereby, you will be able to use your iPhone/Android app cell phone for the DART pass program, in lieu of having a DART Go Tap card. Also, with the Go Pass option, if you lose your phone, you do not have to buy another pass, since the pass is attached to your phone number, unlike the DART GO PASS TAP card, if you lose the DART card, you have to pay for another one. **All Go Tap Card Riders must tap kiosk on Dart rail platform before entering Dart train.**