

PROCESS TO REDEEM REMAINING VALUE ON DARTCARD

Customers with remaining value on DARTCards are able to exchange value to a **DART Pass** mobile payment app account, or a magnetic paper pass of equivalent value.

[DART must receive the physical DARTCard to determine redemption value and start the process.](#)

For information in an alternative format, please call (302) 760-2827.

FARE PRODUCT OPTIONS

- **DART Pass** mobile app (15 options) - Magnetic paper pass (6 options)

If the pass product you choose is more than redemption value, you may pay the difference.

FARE MEDIA	FARE VALUE	MAGNETIC PAPER PASS 	DART MOBILE PASS 
One-Way Ride (1 Zone)	\$2.00		✓
One-Way Ride (2 Zone)	\$4.00		✓
One-Way Ride (3 Zone)*	\$6.00		✓
Daily Pass (1 Zone)	\$4.00	✓	✓
Daily Pass (2 Zone)	\$8.00	✓	✓
Daily Pass (3 Zone)*	\$10.00		✓
7-Day Pass (1 Zone)	\$16.00	✓	✓
7-Day Pass (2 Zone)	\$32.00	✓	✓
30-Day Pass (1 Zone)	\$60.00	✓	✓
30-Day Pass (2 Zone)	\$120.00	✓	✓
20-Ride Ticket (1 Zone)	\$26.00		✓
20-Ride Ticket (2 Zone)	\$52.00		✓
Reduced Fare One-Way Ride (1 Zone)	\$0.80		✓
Reduced Fare One-Way Ride (2 Zone)	\$1.60		✓
Reduced Fare One-Way Ride (3 Zone)*	\$2.40		✓

*Rt. 305 only.

SEE REVERSE SIDE (PAGE 2) for DETAILS
FOR WALK-IN and MAIL-IN REDEMPTION PROCEDURES



DARTCard Redemption Procedures

DART must receive the physical DARTCard to determine redemption value and start the process.

WALK-IN LOCATIONS & PROCEDURE

Wilmington
119 Lower Beech St.
Wilmington, DE 19805
Mon-Fri 8:00am-4:30pm
1-800-652-3278, Option 2

Dover
900 Public Safety Blvd.
Dover, DE 19901
Mon-Fri 8:00am-4:30pm

Lewes Transit Center
17616 Coastal Highway
Lewes, DE 19958
Mon-Fri 8:00am-4:30pm

- If pass product you select is more than redemption value, you may pay the difference

- If **DART Pass** app product is what you would like:

- Must have or set up a DART Pass account

- Account set up to receive redemption pass does not require; credit card, debit card, apple, or google pay

- Expect the pass to appear in your account within 48 hours



- If **MAGNETIC PAPER PASS** is requested

- Determine what pass you would like (see chart on reverse - page 1)

You may mail-in your DARTCard to:

DART Office
119 Lower Beech St.
Wilmington, DE 19805
ATTN: Customer Service

- Once the DARTCard has been received and the value is determined, you will receive a call from DART

- If pass product selected is more than redemption value, you may pay the difference

- If **DART Pass** app product is what you would like:

- Must have or set up a DART Pass account

- Account set up to receive redemption pass does not require; credit card, debit card, apple, or google pay

- Expect the pass to appear in your account within 48 hours

- If magnetic paper pass is requested

- Determine what pass you would like

- Your pass will be mailed to you

Contact DART Customer Service, 119 Lower Beech St., Wilmington, DE 19805-4440, online at DartFirstState.com, or by calling 1-800-652-3278, Option 2. For information in an alternative format, please call (302) 760-2827.



DartFirstState.com

