**GoCarma Talking Points**

Updated: 12/13/22

**KEY MESSAGES:**

* HOV discounts (for carpools and motorcyclists) are available M-F 6:30-9:00 am and 3:00-6:30 pm on TEXpress Lanes across DFW
* GoCarma is the only way to get the HOV toll discount on TEXpress Lanes
* Setup is fast and easy
* Download the GoCarma app on your Apple or Android device
* Enter your name, email, mobile phone number, and the details of the car in which you travel. Every user needs their own account with separate email address
* Have your carpool buddy download the GoCarma app
* Now just drive… no need to open the app again to receive the HOV toll discount

**TALKING POINTS:**

* Drivers who carpool (HOV 2+) and motorcyclists on DFW area **TEXpress Lanes on weekdays during peak periods (6:30-9:00 am and 3:00-6:30 pm) can receive HOV toll discounts**.
* GoCarma is a smartphone app that enables you to **receive HOV toll discounts** during peak periods on TEXpress Lanes in the DFW Metroplex.
* The Regional Transportation Council set a **policy** to move to **more advanced technology to verify HOV status** and replace manual enforcement. One smartphone in each registered vehicle is required through the technology selected to meet the RTC’s policy.
* Motorcycles registered through GoCarma will always be reported with an HOV status.
* With GoCarma you can **pay half price on TEXpress Lanes during peak periods**, and by carpooling, you're also helping to **ease traffic congestion** in your community.
* Using GoCarma is easy. You simply register once and start saving*.* The app uses Bluetooth to **automatically** verify you're part of a carpool.
* The app allows GoCarma users to update their own account information, such as personal contact information and vehicle information, without assistance from the GoCarma support team.
* GoCarma users must **enable Bluetooth and Location Services** to be eligible for HOV toll discounts during weekday peak hours. The app uses Bluetooth, only while you are driving in TEXpress lanes, to automatically detect when you’re in a registered vehicle. GoCarma sometimes uses location services to verify your HOV status at a particular location (e.g. toll gantry) on TEXpress lanes only. This helps you get your HOV toll discount.
* When at least 2 people in your car have the GoCarma app installed on their smartphone, you are eligible for HOV toll discounts on DFW area TEXpress Lanes only during peak periods. If your occupants don’t have a smartphone, you may request a GoCarma occupant pass.
* New GoCarma users do not need a car pass. However, GoCarma does ask existing users to keep their car pass in their vehicle until they receive the GoCarma in-app instructions telling them otherwise.
* The discounted HOV toll will appear on your monthly toll statement. Your occupancy can be reviewed within the privacy section of the app.
* Drivers who receive discounts for Disabled Veteran, Purple Heart and Medal of Honor status will not be impacted. Where those discounts are not available, drivers may use GoCarma to receive the HOV toll discount when carpooling during peak periods.
* The HOV toll discount only applies during weekday peak periods on TEXpress Lanes. These are lanes where the price changes depending on the level of traffic. Toll roads or tolled ramps (like the ramps between the Sam Rayburn Tollway and IH 35E general purpose lanes) where the price is fixed are not eligible for HOV toll discounts through GoCarma.
* For new users requesting occupant passes, a setup period discount will be applied to TEXpress Lane transactions for a 10-day period beginning when the occupant passes are shipped. Users must activate occupant passes within this timeframe.
* Service animals do not count toward vehicle occupancy. At least 2 people must be in the vehicle with the GoCarma app installed or using an occupant pass.
* Your privacy is important. GoCarma only verifies your GPS location during weekday peak hours and only if you are in, or next to, a TEXpress lane. All GPS data is deleted after 60 days. All personal data is protected by the GoCarma privacy policy. You can review the full privacy policy[**here**](https://www.gocarma.com/carma-terms-service-privacy-policy)**.**
* The GoCarma app has been developed by Carma Corporation through a contract with the North Central Texas Council of Governments. It is a private corporation that has been working with regional entities (North Texas Tollway Authority, Texas Department of Transportation, NTE Mobility Partners and LBJ Infrastructure Group) to deliver occupancy verification technology for TEXpress Lanes.
* Drivers for ride-hailing/rideshare companies should check with those companies directly for current policies on pass through or reimbursement for toll charges. As a general rule, ride-hailing/rideshare drivers are not reimbursed or tolls are not passed on to riders on TEXpress Lanes in the DFW area. Drivers may choose the TEXpress Lanes option and are eligible to receive the HOV toll discount during peak periods if their riders download the GoCarma app and register as a passenger. The invitation is easy through the GoCarma app and this should be done prior to starting the trip and not while driving.
* Because the TEXpress Lanes are actively managed to achieve speeds of 50 mph or greater, special exemptions to the occupancy requirements for the HOV toll discount may hinder the ability to manage traffic for these lanes. Per policies adopted by the Regional Transportation Council related to the occupancy requirements, electric and alternative fuel vehicles do not qualify for the HOV toll discount unless there are two or more people in the vehicle.
* If you have any questions about GoCarma, you can chat with us through the app **Monday-Friday 9 am to 5 pm**.