Flamingo Fares FAQ

How to buy a Flamingo Pass?

If you don't already have an account, you must create one prior to purchasing your Flamingo Pass. You can do so in one of the following ways:

iOS or Android Flamingo Fares Tampa Bay App

- Download the Flamingo Fares app for iOS o Android.
- Click on "Buy Tickets," then add your purchase.
- You will be prompted to confirm your selection to continue, then select "Purchase Tickets."
- You'll be asked to sign in with Facebook, Google or email to create an account.
- You'll be prompted to confirm your purchase and then asked to add your credit card information.
- Your purchased tickets will appear in "Use Tickets" and can be selected for activation.

How to use a Flamingo Pass?

*Note: You must have an iOS or Android device to use a Flamingo Pass with the Flamingo APP.

After purchasing your Flamingo Pass, you must activate it before use.

- On the "Use Tickets" screen, choose the tickets you wish to use and select "Activate Tickets."
- You'll be notified when the ticket will expire before selecting "Yes" to continue. Once you select "Yes," your ticket is ready for use.
- This is your ticket. You will need to show this screen to a HART/PSTA operator in order to use it. It is also your Proof-Of-Payment on your journey.
- You may be asked to validate your purchase by tapping the screen and the background color of the pass(es) will change.

What passes can I buy with the Flamingo APP?

As of May 2017, the following passes are available:

For Regional Use (HART & PSTA)

Passport Monthly Pass - $85.00

3-Day Regional Pass - $18.00

7-Day Regional Pass - $25.00

For Streetcar only:

1-Day Pass - $5.00

1-Day Family Pass - $12.50 – A Family is considered 2 adults and 3 children, or 1 adult and 4 children.

How Does it work?

Using the Flamingo App is not complicated

 Here are the basics:

- Set up an account with an email and password.
- Purchase a pass.
- Enter a valid credit or debit card. You can use multiple cards.
- Activate a pass on the "Use Tickets" screen, which displays all purchased, unexpired passes.
- Store passes on your mobile device (no Wi-Fi required) or save them in the cloud (Wi-Fi required; accessible on any device).
- Use your pass by showing it to an operator.

My friends and I are planning to take the transportation together; can I purchase and activate both their passes and my pass on my phone?

Yes, you can purchase and activate up to 20 passes. Just purchase the passes and select them for activation. The app will activate all of your selected passes at the same time. Activated passes will expire at 3:00 a.m. the following day. For example, if you purchase and activate two Single Day Passes at the same time, both passes will expire at 3:00 a.m. The Single Day Passes will no longer be shown in your queue after they expire.

I lost my phone and I had just purchased a pass, is there any way I can recover the pass?

By default, passes are stored on your device to ensure you can use your pass where there is no internet connection. Because of this feature, if your phone is lost you must purchase a new pass to travel.

Why am I being asked to create an account on the app?

You are required to create an account with a log in, email address, password and billing information to purchase passes. Your account allows you to access your passes and purchase history as well as securely store your information so you can easily purchase new passes in the future. Without an account, you will not be able to buy passes.

Once I activate the pass, how long until it expires?

Your pass expires at 3:00 a.m. the following day. If you activate your pass today, it will be available until 3:00 a.m. tomorrow. We recommend that you do not activate your pass until you wish to travel.

When should I activate my passes?

You should activate your pass(es) just before you plan to travel. To add a pass to the activation queue, select the plus sign next to the pass you would like to activate. Click the plus sign multiple times if you would like to activate multiple passes. Then click the 'activate' button at the bottom of the screen. Plan to have your pass displayed and ready for validation before boarding a vehicle or entering a station.

Can I see how much time is left on the active pass before it expires?

The bottom of the pass shows the date the pass expires and time which is at 3:00 a.m. following the activation date. The expiration date will appear underneath the pass listing in the Use Tickets screen.

How long can I hold onto purchased passes without activating?

Unused passes will expire 90 days after purchase.

What if the pass expires before I can use it?

You would be required to purchase another pass for your travel.

What if a HART/PSTA employee asks to see my pass?

All Passes and Group/Family Flamingo Passes must be shown to HART/PSTA employees when requested.

How do I get a refund?

All PSTA and HART fare products are nonredeemable, nonexchangeable, nonrefundable, and nontransferable. Please ensure you have carefully reviewed your cart prior to making your final purchase.

I left my phone at home but would like to use HART/PSTA, what can I do?

You would need to purchase a valid fare to ride HART/PSTA.

Is there a limit for purchases?

You can purchase up to 20 passes in one transaction.

My phone died; can HART/PSTA staff help me with this?

No, you would need to purchase a valid fare. We cannot be responsible for phones not working, batteries dying or any phone/carrier related issues.

What should I do if I change or lose my device?

Your account information is stored on a secure server. Once you replace your device, simply download the Flaming Fares Tampa Bay app again and sign into your account. By default, all previously purchased passes are connected to your mobile device and you will need to repurchase them prior to travelling.

What if my app isn't functioning the way I expect it to?

First, make sure you have the latest version of the app. If it continues to behave in an unusual manner, please call HART Customer Service between 6 a.m.to 8 p.m. Monday-Friday and Saturday/Sunday 8-5pm at 813-254-4278. PSTA Customer Service Monday-Saturday 7:15a.m.-5:15 p. m. and Sunday & holidays 8 a.m. – 4 p.m. (Closed 12:45 p.m. – 1:45 p. m. Saturday, Sunday and Holidays) http://gohart.org/Pages/customer-service.aspx#comments-suggestions

If I am having a problem loading the application, whom should I call?

All problems should be directed to Customer Service. Please call HART Customer Service between 6 a.m.to 8 p.m. Monday-Friday and Saturday/Sunday 8-5pm at 813-254-4278. PSTA Customer Service Monday-Saturday 7:15a.m.-5:15 p. m. and Sunday & holidays 8 a.m. – 4 p.m. (Closed 12:45 p.m. – 1:45 p. m. Saturday, Sunday and Holidays)

How quickly is the payment process?

Once the payment is authorized, the payment is processed immediately.

Where is my personal information and credit card information stored?

All personal and credit card information is stored on a securely encrypted PCI compliant environment.

How do I update or change my credit card information?

Credit card information can be deleted and re-entered but not changed at this time. To delete a credit card on an Apple device, simply swipe your finger on the credit card. To delete a card on an Android device, tap and hold until the app asks you if you want to delete the credit card.

Which phones can I download the mobile app to?

Currently the app supports iOS 8.0 or later and Android OS 4.x or later.

I accidentally deleted the app or factory reset my phone?

If you delete the app, any unused pass(es) will remain in your account and can be accessed when the app is re-installed. If a pass was locked to the device and the device is no longer available, you will need to contact HART/PSTA Customer Service for assistance.

I bought a Flamingo Pass but my phone died, what happens to my pass?

You would need to purchase a valid fare to ride HART/PSTA or charge your phone to access your pass(es). Any unused ticket will remain in your account. Once the battery is restored on your phone, you will be able to access your ticket in the app.

How are the Flamingo Passes stored?

By default, pass(es) are stored on your device. Passes can be stored on your device or on our secure Cloud. You can use your pass(es), even if you are offline, if you saved them on your device. Note: Passes stored on a device cannot be accessed from other devices.