



compass
Tap & Ride

Pass-By-Mail - Compass Card Order Form

Compass Card Distribution Agreement Form also required for processing (on page 3)

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The Compass Card is San Diego's smart card technology for transit passes. You may order your fare product on an Adult reloadable Compass Card for \$2 **or** on a limited use (disposable and non-reloadable) Compass Card for \$1. A discounted product may be purchased on a limited use (disposable and non-reloadable) Youth or S/D/M card for \$1 (proof of eligibility required to use the discounted fare product). Reloads on a previously purchased Compass Card may also be done using this form.

Initial purchase of Senior, Disabled, Medicare (S/D/M), and Youth passes on reloadable Compass Card must be made in person with proper I.D. at any of the following locations:

- Participating San Diego County Albertsons, Vons grocery stores and select community outlets
- MTS Transit Store
- NCTD Customer Service Centers
- View all available retail locations at www.sdmts.com/fares-passes/compass-card

Compass Cards offer two flexible pass choices:

- **Calendar Monthly Pass** – valid from first day to last day of month (i.e. Jan 1-31, Feb 1-28) – orders must be received by the 15th of the month to ensure you will receive your Compass Card by the 1st of the next month.
- **30-Day Pass** – valid for 30 consecutive days – on sale any day of the month – allow three business days for order to be reloaded and 7 to 10 days to be mailed.

Reload Compass Card

To reload your Compass Card, include the 16-digit Compass Card ID number (located on the lower right side on the back of the card) on your order form. If reloading two or more cards, attach a sheet that lists each card's ID number and pass product you wish to reload. There is no need to send in your card; we will process your request and reload the pass remotely.

Compass Cards may also be reloaded at:

- Ticket Vending Machines (TVMs) located at all MTS and NCTD rail stations
- Participating San Diego County Albertsons and Vons Grocery Stores and select community outlets
- MTS Transit Store
- NCTD Customer Service Centers
- Online at www.511sd.com/compass (may take 24-48 hours for pass to download to Compass Card)
- By calling (619) 595-5636 (may take 24-48 hours for pass to download to Compass Card)
- To sign up to have your pass automatically reloaded to your Compass Card every month with a credit or debit card, call (619) 595-5636

How do I use the Compass Card?

Each time you board your bus, tap the card flat on the Compass Card validator on or near the farebox. For the Trolley, COASTER, or SPRINTER, find the freestanding validator or Ticket Vending Machine on the station platform for the rail service you will be using and tap your Compass Card flat on the Compass Card symbol. Always tap before boarding to validate each trip. Fare inspectors use handheld devices to check cards for valid passes.



COMPASS SERVICE CENTER

Call (619) 595-5636

511sd.com/compass • CompassCard@sdmts.com

INSTRUCTIONS: Completed Order Form can only be accepted by mail. Form cannot be accepted in person, nor can a Compass Card be picked up at the MTS Office.

1. For monthly pass purchases or reloads, the order must be received by the 15th of the month to ensure receipt by the first of the next month. For extra certainty, please indicate on the form the month the pass is intended to be used. For 30-day pass purchases or reloads, you can order anytime. If you already have a 30-day pass on your card, the next 30-day pass will begin once the current one expires.
2. Print cardholder's name, address where card should be mailed, and a daytime phone number. If a return envelope is provided, print the mailing address on that envelope.
3. When reloading, print the 16-digit ID number (on the back of the Compass Card) on order form below. If reloading two or more cards, attach a sheet that lists each card's ID number and pass product you wish to reload.
4. Enclose a **check or money order** payable to MTS. **DO NOT SEND CASH.**
5. For new cards, please allow 7 to 10 business days for delivery. For reloads, allow 3 business days for the reload to be sent to the card. To activate the new pass, simply tap card on the Compass Card symbol located on or near a bus farebox, or on a validator or Ticket Vending Machine at a rail station.

Select Pass		Cost	Buy a New Pass (check box)	New Compass Card (enter quantity)	Reload a Monthly Pass (check box)	Reload a 30-Day (check box)	Total (\$ for Pass and for Card if applicable)
Regional	<input type="checkbox"/> Adult	\$72		Reloadable Compass Card ____ x \$2=____ Limited Use Compass Card ____ x \$1=____			
	<input type="checkbox"/> S/D/M*	\$23		____ x \$1=			
	<input type="checkbox"/> Youth*	\$23		____ x \$1=			
Premium Regional	<input type="checkbox"/> Adult	\$100		Reloadable Compass Card ____ x \$2=____ Limited Use Compass Card ____ x \$1=____			
	<input type="checkbox"/> S/D/M*	\$32		____ x \$1=			
	<input type="checkbox"/> Youth*	\$32		____ x \$1=			
COASTER	<input type="checkbox"/> Adult 1 Zone	\$140		Reloadable Compass Card ____ x \$2=____ Limited Use Compass Card ____ x \$1=____			
	<input type="checkbox"/> Adult 2 Zones	\$161		Reloadable Compass Card ____ x \$2=____ Limited Use Compass Card ____ x \$1=____			
	<input type="checkbox"/> Adult 3 Zones	\$182		Reloadable Compass Card ____ x \$2=____ Limited Use Compass Card ____ x \$1=____			
	<input type="checkbox"/> S/D/M all Zones*	\$58		____ x \$1=			
	<input type="checkbox"/> Youth all Zones*	\$58		____ x \$1=			
TOTAL PAYMENT ENCLOSED (check or money order only payable to MTS)							

*New reduced fare passes are loaded on \$1 Limited Use Compass Cards. Proof of eligibility is required to ride with a discounted fare. Senior Eligibility is age 65+ or born on or before September 1, 1959. Youth ages 6-18.

For a monthly Pass: Print calendar month transit pass(es) will be use: _____

For Reloads: Print Compass Card ID number: _____

Mailing information where card should be sent: _____ (16-digit number is on the back of Compass Card)

Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: _____



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Compass Card Distribution Agreement Form

MTS sells all products on Compass Card, including "Limited Use" plastic cards. By signing below, your organization agrees to the following:

- A signed agreement must be submitted with each order form to the MTS office before the organization will be allowed to purchase passes.
- The organization will be responsible for the proper use of all cards purchased. Limited use Compass Cards are to be tapped on first use and are not eligible for reload, registration, or replacement. Compass Cards can be tracked by serial number.
- The organization will emphasize to its clients the importance of tapping Compass Card on the bus or before boarding the Trolley. Riders who do not activate their cards prior to boarding may be subject to citation and the pass may be confiscated by Security.
- MTS reserves the right to discontinue the sale of passes to any organization whose clients do not follow procedures.
- The organization will be responsible for lost or damaged cards.
- The organization will mail a completed order form and Distribution Agreement Form to MTS each time they wish to purchase passes.

The organization will be responsible for validating eligibility of Senior/Disabled/Medicare (S/D/M) and Youth fare media by checking for proper government-issued picture identification

before sale/distribution of Compass Cards and/or fare media as prescribed below. Only those items listed below shall be considered Acceptable Forms of Identification (AFI). For discounted youth, senior, Medicare, or persons-with-disabilities fares or passes. MTS reserves the right to modify the AFI as identified in the Fare Ordinance or as needed to support transit operations:

- i. Valid government-issued photo identification to establish eligibility for a senior discount when paying for a senior pass. Seniors must be age 65+ or born on or before September 1, 1959.
- ii. Valid Medicare card and a government-issued photo identification card shall be permitted to purchase discounted senior, disabled, or Medicare pass regardless of age.
- iii. DMV Placard identification (receipt) with a government-issued photo identification
- iv. Reduced fare photo identification card issued by MTS or NCTD.
- v. Youth must provide valid government-issued photo identification to establish that their age is from 6 to 18 inclusive.

Organization Name: _____

Address: _____

Phone: _____

Email: _____

Order Date: _____

Authorized Representative Name: _____

Authorized Representative Signature: _____

MAIL FORMS TO:

Attn: Compass Card Sales/Finance; MTS, 1255 Imperial Ave., Suite 1000, San Diego, CA 92101



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