



## Employee Transit Passes Now on PRONTO



Starting in April, all MTS contractors and their adult dependents transit passes will be issued on PRONTO. With the transition to PRONTO, employees and dependents will no longer use their employee badges to ride MTS services.

### TO ACCESS YOUR EMPLOYEE PASS:

1. **Download the PRONTO application** on your Apple or Android device.



2. **Sign-up for an account** using your personal email address. You **must** use the email address in your ADP Profile (Under 'Personal Information').
3. Create a virtual card. Then go to '**Manage**' and select '**Student and Employee Programs.**'
4. Select the '**MTS Employee- Contracted- South Bay**' program. You should receive a 'Link Successful' message. If you receive a 'Link Unsuccessful' message, please verify that the email address on your account matches the personal email address in your ADP profile. If you continue to have an issue, please contact [carla.moreno@transdev.com](mailto:carla.moreno@transdev.com).
5. Once connected to the program, go to the 'Manage' tab and select '**Add Passes.**'
6. Select '**MTS**' as the organization, and then the '**MTS Employee Pass.**'
7. Complete the checkout process (please note: it will be \$0, but you must checkout).
8. You should see the pass listed on the 'Use' tab, under the QR Code where it says '**Fares Available.**'



Employees and dependents will only need to go through the verification process once. To start using your MTS Employee and/or Dependent Pass with PRONTO, simply scan the app QR code at a validator before boarding the Trolley, or when boarding the bus.

### DEPENDENT TRANSIT PASSES:

All Youth (children 18 and under) passes are currently issued through the Youth Opportunity Pass (YOP) pilot program. Please visit [sdmts.com/youth-opportunity-pass](https://sdmts.com/youth-opportunity-pass) for information on getting your child enrolled in YOP.

For adult dependent passes, employees must [complete this survey](#) first. Prior to completing the survey, please have your dependent create a PRONTO account (using their own email address), and provide you with their virtual PRONTO card number (which will be needed to input into the survey). Once approved, dependents will receive an email with directions to download the pass.

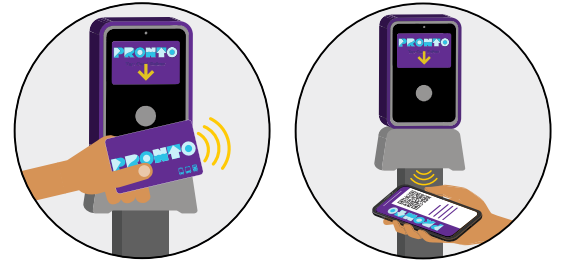


Complete Dependent  
Pass Survey

## FREQUENTLY ASKED QUESTIONS:

### How do I use PRONTO to board buses and Trolleys?

When using PRONTO, you must scan your QR code on the station or vehicle validator prior to boarding – every trip, every time!



### What do I do if I lose or break my phone?

If you lose your phone, and will be getting a new replacement device, simply login with your PRONTO credentials on the new device. When you open the app on your new phone, select the option to block the card on your old device and transfer the virtual card to your existing device. This will keep your pass active and valid on your new device.

If you temporarily break your phone, and will be getting your same device back, do not login to your PRONTO account on another device or transfer your pass. If you do, your card and pass will be permanently blocked on your original device. Wait until you have access to your device again. (In this case, employees may temporarily use their employee badge for travel on transit.)

There will not be an option for physical cards for our MTS Contractors

### Do I need to travel with proof of eligibility?

Yes, employees should travel with their work badge (preferred), or government-issued photo ID should fare inspection ask for proof of eligibility when riding.

### What if I need access to NCTD services?

Employees who need access to MTS services (SPRINTER, BREEZE, COASTER) should be able to purchase NCTD Products through the 'Add Pass' section on the application. **Please note:** Access to NCTD services is not complimentary to MTS Contractors and their dependents. When riding the COASTER, you must tap/ scan before you board and when you exit as well.

## PLEASE NOTE:

As a reminder, employee and dependent passes are for use only by MTS contractor employees and their eligible dependent(s) and are not allowed to be transferred to any other person. For a full list of terms for the employee and dependent pass program, [click here](#).

Additional questions?

Email: [Support@RidePRONTO.com](mailto:Support@RidePRONTO.com)



Contracted South Bay

03/20/2024