



Transit Fare

Tarifa de Transporte Público
Consulte el reverso



NORTH COUNTY TRANSIT
SAN DIEGO RAILROAD

Information

Visit sdmts.com
for trip planning, route alerts, updated
schedules, connections and more!



Information and Customer Service

PRONTO Support Center M–F 7a.m. – 7p.m., Sat 10a.m. – 2p.m.	(619) 595-5636
MTS Information & Trip Planning M–F 5:30a.m. – 8:30p.m., Sat/Sun 7a.m. – 7p.m.	(619) 233-3004
Customer Service M–F 8a.m. – 5p.m.	(619) 557-4555
MTS Security 24/7 - Call or Text	(619) 595-4960
Lost & Found	(619) 233-3004
Transit Store 12th & Imperial Transit Center, M–F 8a.m.–5p.m.	(619) 234-1060
TTY/TDD (teletype for hearing impaired)	(619) 234-5005 or (888) 722-4889

Alternative Formats for Disabled Riders

This information will be made available in alternative format by calling (619) 231-1466. MTS adheres to a nondiscrimination policy with regard to both services and facilities.

Your Civil Rights – Title VI Policy

MTS assures that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be derived the benefits of, or be otherwise subjected to discrimination under any agency program or activity. To request additional information on MTS’ nondiscrimination obligations or to file a complaint against MTS, please write to: MTS General Counsel, 1255 Imperial Ave., Suite 1000, San Diego, CA 92101 or visit sdmts.com.

Fares

For complete fare information,
visit: sdmts.com/fares

	One-Way Cash Fares	PRONTO Fares	
	No Transfers	Free 2-Hour Transfers	
	One-Way	One-Way	Max/Day
Adult Regional	\$3	\$3	\$7
Adult Premium	\$6	\$6	\$14
Senior, Disabled, Medicare, Youth Regional*	\$1.50	\$1.50	\$3.50
Senior, Disabled, Medicare, Youth Premium*	\$3	\$3	\$7
	Regional Month Pass	Premium Regional Month Pass (Rts. 280, 290)	
Adult	\$85	\$125	
Senior, Disabled, Medicare, Youth*	\$28	\$42	
PRONTO LIFE	\$72	–	

Children 5 and under ride free.

Youth 18 and under ride FREE with a Youth PRONTO card.
Learn more at sdmts.com/youth-opportunity-pass.

*Proof of eligibility required. Senior Eligibility: Age 65+.

Visit [GoNCTD.com](https://gonctd.com) for COASTER, SPRINTER and BREEZE fares.

What is PRONTO?

PRONTO is the easy way to pay for transit on MTS and NCTD. Riders can use a PRONTO card, or the PRONTO mobile app.

PRONTO Card

PRONTO cards cost \$2 at ticket machines, retail outlets, online or the MTS Transit Store. At the time of purchase, riders need to load a minimum value onto their PRONTO card (\$3 online or ticket machine; \$5 at retail outlets). Riders can load money (or pre-pay for a Month Pass) instantly online at RidePRONTO.com, on the mobile app, at ticket machines, retail outlets, the MTS Transit Store, NCTD Customer Service Centers or by calling the PRONTO Support Center.

PRONTO Mobile App

The PRONTO mobile app is available for download on Apple and Android phones. Riders may add a payment method (credit or debit card) at the time of registration. Riders will have a virtual PRONTO card (\$0) in their mobile app that can be reloaded with money or a Month Pass instantly.

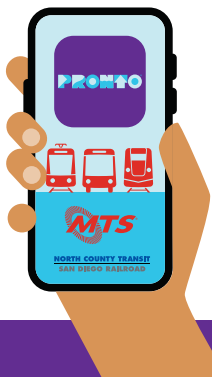
Setting Up a PRONTO Account

Riders should set up a PRONTO account online at RidePRONTO.com after they have their PRONTO card (or login using your mobile app credentials). Setting up an account allows users to manage payments, track progress toward earning Day or Month passes, and get balance protection should their card be lost or stolen.

You will need an email address to set-up a PRONTO account online. (Riders without an email address can register their card in-person at the Transit Store, or over the phone at 619-595-5636.)



RidePRONTO.com



Using PRONTO

TAP OR SCAN REQUIRED BEFORE BOARDING

Riders must tap their PRONTO card or scan their PRONTO mobile app prior to every trip or transfer. It’s the only way to earn a two-hour free transfer, Day and Month passes. Tap or scan at station and vehicle validators or station Ticket Machines. Failure to tap or scan may result in a citation.

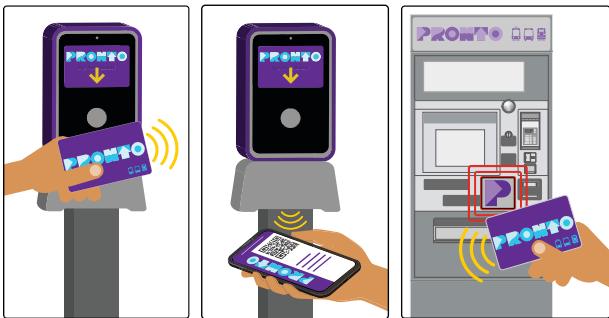
Pay-As-You-Go & Earn the Best Fare

With PRONTO, you can load money to your PRONTO account and pay-as-you-go to always get the best fare! Load money onto your PRONTO card or mobile app, then tap or scan every time you ride. You’ll never pay more than you need to in a day or month.

- **A one-way fare will be deducted each trip** (free transfers for two hours)
- **Once you reach the Day Pass value, you will not be charged the rest of that day**
- **Once you reach the Month Pass value, you will not be charged the rest of that calendar month**

Free 2-Hour Transfers, only with PRONTO

With a PRONTO card or mobile app, one-way fares are valid for unlimited transfers between buses and Trolleys for two hours. The next time you ride after the initial two-hour window, another one-way fare will be deducted. (One-way fares paid in cash without a PRONTO card do not include free transfers, or contribute to earning a Day Pass.)



PRONTO Reduced Fares

By default, PRONTO cards are set to ‘Adult.’ Riders who qualify for a reduced or free fare (Senior, Disabled, Medicare, Youth or Low-Income Fare Eligible (LIFE)), need to verify their eligibility and have their card or app account converted to an SDM, Youth or LIFE account. Riders can do so:

- Online at RidePRONTO.com
- In-person at the MTS Transit Store or NCTD Customer Service Center
- Over the phone with PRONTO Support (619) 595-5636. **One-time, temporary eligibility only.**

Riders applying for an SDM, Youth or LIFE fare can use the following documents for eligibility.

Youth: Valid California ID Card, CA Drivers License, Birth Certificate, Current SD County K-12 school photo ID or enrollment form. Youth Eligibility: Age 18 & Under (kids five and under ride free.)

Senior: State Drivers License, California Senior ID Card, NCTD Senior ID, MTS S/D/M Senior ID Card, Government Issued Passport. Senior Eligibility: Age 65+.

Persons with Disabilities or Medicare: Medicare Card, SSI Award letter (with government issued photo ID), NCTD Reduced

Fare IDs, DMV Placard Registration Card (with state issued photo ID), Veterans Administration Award Letter (needs to show that a minimum of 50% of your disability is service-related), or MTS Approval Letter. Note: a MediCal Card is not a valid ID.

PRONTO Low-Income Fare Eligible (LIFE): Current enrollment for CalFresh, Medi-Cal, or CalWORKs, Verification of Benefits letter from San Diego County Health and Human Services Agency, valid government-issued photo ID and signed Authorization for Release of Information submitted to the County HHSA.

Once verified as an eligible SDM, Youth or PRONTO LIFE rider, people no longer need to travel with proof of eligibility. However, if riding with a temporary reduced fare, please travel with proof of ID. Any rider using a reduced fare without showing proof of ID, or traveling with an invalid reduced fare (i.e. someone else’s card), is **subject to citation and the confiscation** of the reduced fare pass. A rider has 72 hours from the time of citation to show proof of eligibility in order to have the pass returned and/or the citation voided, as indicated by California Penal Code Section 640(B).

Forms are available online and at the MTS Transit Store and NCTD Customer Service Centers.

Get a PRONTO Card

Location	Operating Hours
Albertsons, Vons, & other outlets	Varies by location. Visit RidePRONTO.com/get-a-card
MTS Transit Store	Mon–Fri, 8a.m.–5p.m.
NCTD Customer Service Centers	For hours & locations visit gonctd.com
Ticket Machines	24/7
Call the PRONTO Support Center (619) 595-5636	Mon–Fri: 7a.m.–7p.m. Sat: 10a.m.–2p.m.

Download the PRONTO App

Search PRONTO San Diego



Load Money to PRONTO

With the pay-as-you-go feature, riders do not need to pay for passes up front. Load only the money you need for the day, or add more for future use.

How to Load Money to PRONTO: Riders can load money to their PRONTO card online at RidePRONTO.com, on the app, over the phone (619-595-5636), at Trolley ticket machines, at participating retail outlets and at the Transit Store. Riders with the PRONTO mobile app will need to add a credit or debit card for payment. Money added to PRONTO will be available for use instantly. There are no refunds on the value added to PRONTO.

Buying a Month Pass: Riders can buy a Month Pass up front. Month passes are valid for a full calendar month (e.g. January 1–31, February 1–28). On the 20th of each month, the pass for the following month is available for purchase.

Paying with Cash: Riders can use cash to add value to their PRONTO card at Trolley ticket machines, at the MTS Transit Store or at participating retail outlets. Riders cannot load money to a PRONTO card onboard buses. One-way fares can still be purchased with cash on buses (no change provided) and at ticket machines; however, cash one-way fares do not include free 2-hour transfers or contribute towards earning a Day Pass.

Tap-to-Pay and Ride Away



Contactless payment is available on PRONTO validators

Tap your credit/debit card, phone or wearable device to deduct a one-way adult fare (\$3). No PRONTO card or app is needed. Each person will need a different credit card, as Contactless Payment can only be used for one rider at a time. Reduced Fares and fare capping are not available on contactless payments at this time. *Some restrictions apply.*



RidePRONTO.com/Contactless-Payments