



Transit Fare



Welcome to MTS

Thanks for riding!

This brochure is designed to answer all your questions about PRONTO. Please contact us to help you plan your trip and get on board.

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 denied 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.

Keep Informed

Visit sdmts.com for trip planning, route alerts, updated schedules, connections and more! When riding, look for **Take One** flyers that provide important rider alerts and **Rider Insider** (our quarterly newsletter).

Information and Customer Service

MTS Information & Trip Planning	(619) 233-3004
TTY/TDD (teletype for hearing impaired)	(619) 234-5005 or (888) 722-4889
InfoExpress (24-hour info via Touch-Tone phone)	(619) 685-4900
Customer Service M-F 8am-5pm	(619) 557-4555
MTS Security 24/7 Call to report issues of harassment, suspicious or illegal behavior.	(619) 595-4960 TEXT (619) 318-1338
PRONTO Support Center M-F 7am-7pm, Sat 10am-2pm	(619) 595-5636
Lost & Found	(619) 557-4555
Transit Store 12th & Imperial Transit Center, M-F 8am-5pm	(619) 234-1060



For next arrival times on your phone, download the **OneBusAway** app. Visit sdmts.com/OBA.

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 at the Transit Store 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 or by calling the PRONTO Support Center.

PRONTO Mobile App

The PRONTO mobile app is available for download on Apple and Android phones. Riders will need to add a payment method (credit or debit card) at the time of registration. Riders will have a virtual PRONTO card 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.)



Scan code with your phone camera for more PRONTO information.

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 8 am – 5 pm
NCTD Customer Service Centers	For hours & locations visit gonctd.com
Ticket Machines	24/7
Call the PRONTO Support Center (619) 595-5636	Mon-Fri: 7 a.m. - 7 p.m. Sat: 10 a.m. - 2 p.m.

Download the PRONTO App

Search PRONTO San Diego



Using PRONTO

Tap or Scan, Every Time You Ride

Riders must tap their PRONTO card or scan their PRONTO mobile app at station and vehicle validators every trip they make. It's the only way to earn a two-hour free transfer, day and month passes.



For best results, hold phone 5 inches below scanner.

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-Hours 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.)

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, 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.

Buying a Month Pass: Riders can buy a Month Pass up front. Month Passes are valid from the first day of the calendar month, through the last day.

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.

PRONTO Reduced Fares

All PRONTO cards will look the same. Reduced fare designations (Senior, Disabled, Medicare, or Youth) are identified at the account level. Riders can have their PRONTO card or mobile app account switched to a reduced fare category by visiting the MTS Transit Store, or calling the PRONTO Support Team at 619-595-5636.

Riders with a reduced fare must travel with proof of eligibility at all times, which include:

Youth (ages 6-18): Valid California ID Card, CA Drivers License, Current SD County K-12 school photo ID. 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+ or born on or before September 1, 1959.

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). Note: a MediCal Card is not a valid ID.

Any rider using reduced fare without showing proof of eligibility is **subject to citation and the confiscation** of the reduced fare media. 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).

For convenience, get a PRONTO Photo ID Card (\$7). It lets you have your pass and your ID all on one card. Forms are available online and at the MTS Transit Store and NCTD Customer Service Centers.



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	One-Way	Max/Day
Adult Regional	\$2.50	\$2.50	\$2.50	\$6.00
Adult Premium	\$5.00	\$5.00	\$5.00	\$12.00
Senior, Disabled, Medicare, Youth* Regional	\$1.25	\$1.25	\$1.25	\$3.00
Senior, Disabled, Medicare, Youth* Premium	\$2.50	\$2.50	\$2.50	\$6.00
		Regional Month Pass	Premium Regional Month Pass (Rts. 280, 290)	
Adult		\$72	\$100	
Senior, Disabled, Medicare, Youth*		\$23	\$32	

*Proof of eligibility required. Senior Eligibility: Age 65+ or born on or before September 1, 1959. Youth Eligibility: Ages 6-18.

Children 5 and under ride free. Visit GoNCTD.com for COASTER, SPRINTER and BREEZE fares.